

Office Depot Platform Reference Guide

Account & Log-in Information:

Office Depot Account #: 90236312

Web address: business.officedepot.com – Orders may be placed via the web only.

To access your contract pricing:

Login Name: <Your Company Email Address>

Initial Password: **Welcome1**

Sample Login: jsmith@mcguirewoods.com

IMPORTANT NOTE: *When you log in for the first time, you will be prompted to change your password.* Passwords must be **8 to 10 characters** in length and are **alphanumeric**. You will also be asked to respond to a **security question**. This will help us identify you if your password is lost.

Reference & Training:

Click the links on the Welcome dashboard to access the Reference Guide, Quick Start User Guide, and Online Training website demonstrations. These can also be accessed by clicking the “Customer Services” link at the bottom of any page.

Important Reminders:

Deliveries will be made the next business day, unless otherwise noted by Office Depot provided your order has been **approved and received by 5:00 P.M.** your local time via the internet.

Orders over \$50 will be **delivered free of charge**. Orders under \$50 will be assessed a “small order delivery fee” of \$3.95 per order. Please consolidate your orders whenever possible.

Verify all items on the packing slip listed as shipped are in your order. Any shortages or incorrect items should be reported to the **Office Depot Customer Service Desk** within **10 days** of delivery. Items on backorder will be noted on the packing slip.

Customer Support:

You can connect immediately with a customer service representative, Monday–Friday 8:00 A.M. to 11:00 P.M. EST, using our **Live Chat** functionality or by calling us toll-free at 888.315.5074. For technical support, our **E-Commerce Support Desk** is available via phone at 800.269.6888 or by e-mail at ecsupport@officedepot.com.