**Office DEPOT|Max** is pleased to be your office products provider. Backed by sales offices and delivery centers throughout North America, we will partner with your organization to implement the right solutions for your unique business requirements.

By providing an array of smart solutions tailored to your specific needs, our dedicated team of professionals will help you take care of business more productively.

We look forward to partnering with you!

**Fred Sprangers**
Major account Manager
**Office DEPOT|Max**
Email: Fred.sprangers@officedepot.com

## Account Information:

Your **Office DEPOT|Max** Account #:90361580 - agent acct, 90213820- Corp acct

Web address: business.officedepot.com – **Orders may be placed via the web or phone.**

**Your Office DEPOT|Max Field Representative: Fred Sprangers, Fred.sprangers@officedepot.com**
Customer Service should be your first point of contact. After contacting customer service, for special pricing, order inquiries, or questions, please contact your Field representative, Fred Sprangers.

## Ordering Method:

### To access your contract pricing:

Login Name: **<Your Company Email Address>**
Temporary Password: **Welcome1**

**Sample Login:** (**j.doe@companyname.com**)

When you log in for the first time, you will be prompted to change your password. Passwords must be 8-10 characters in length and contain at least one uppercase letter, at least one lowercase letter and one number. You will also be asked to respond to a security question. This will help us identify you if your password is lost.

## On-line Tutorials:

To review how to navigate through the **Office DEPOT|Max** website please click on the Customer Services link located at the bottom of the screen. The User Guide and Web Demonstrations can be accessed via the General Help section, under Helpful Links, on the left side of the Customer Services page.

**ORDERS PLACED BY 4:00PM YOUR LOCAL TIME, FOR IN-STOCK ITEMS, WILL BE SCHEDULED FOR NEXT BUSINESS DAY DELIVERY.**

## Deliveries:

Deliveries will be made the next business day, unless otherwise noted by **Office DEPOT|Max**, provided your order has been approved and received BY 4:00 P.M. your local time via the internet.

## Freight:

Orders will be delivered free of charge. Please consolidate your orders where possible. Ordering in bulk is a simple way to reduce costs, waste, fuel and greenhouse gases. You will save on paper, staff time and logistical costs while also reducing the product packaging waste & carbon dioxide emissions associated with delivery of your office supplies. There may be exception to this rule if your item is unusually heavy, bulky or long, such as certain furniture items, however general supplies will be no charge for delivery.

## Upon Receipt of Your Order:

Verify that 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|Max** Customer Service Desk within 10 days of delivery. Items on backorder will be noted on the packing slip.

## Business Solutions Department (BSD) Customer Support:

Our nationwide network of sales offices, retail locations and delivery centers provide you with unparalleled customer support when you need it.

- More than 50 sales offices throughout North America
- Approximately 1,000 sales associates
- Nationwide customer service capability
- 15 delivery centers
- Over 1,100 Office Depot retail stores located across the country

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 888.263.3423 Monday-Friday 8:00 A.M. to 8:00 P.M). For technical support, our **E-Commerce Support Desk** is available via phone at 800.269.6888 or by e-mail at ecsupport@officedepot.com.

# Quick Step Internet Ordering Instructions

## Placing an Order

1) Use browser to access the Internet and type in http://business.officedepot.com
2) Type in your Login Name and Password
3) Click on LOGIN
4) Please click the BEST VALUE items link from the bulletin board to access your core items. We have categorized your core items for convenience. Please shop your core items first.
5) If you know the item number(s) for the product(s) you wish to order select:

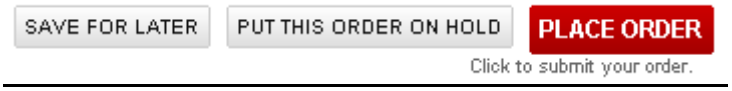
   Order by Item #
   Quick Order

6) Type in Office Depot Item #, quantity, and comment, if desired
7) If you do not know the item number(s) for the product(s) you wish to order, you can:
   a. Search for product using key words or manufacturer part numbers by entering the information in the space provided in the gray toolbar and then clicking Go

      SEARCH GO

   b. Shop using our online catalog. Simply click on Home in the upper left hand corner or View All Products A-Z in the grey toolbar and you will be directed to category listings of the catalog
8) Select ADD TO CART to add your desired product to your shopping cart
9) Select Continue Shopping to continue or Check Out from the shopping cart in the top left if you have finished shopping
10) If you selected Continue Shopping then click on Order by Item # Quick Order to add more items
11) If you selected Check Out verify items in your cart and complete any required information
12) Please confirm your shipping information is correct.

13) You now have three options,




a. If you are satisfied with your order, select to complete the process

b. If you would like to save the items in your cart and purchase at a later date, select **.** **(**When placing an order on hold, your inventory will be held for 48 hrs. You must release your order within the 48 hour time-frame, via order tracking, or the system will auto-cancel your order and place the live inventory back into stock)

c. If you would like to save the items in a list but not create the order select

14) When selecting the 'place order option', when you see "**Thank you for your order," and your number,** your order has been successfully completed.

Online training is available in the Customer Service section or call the Internet Help Desk 800-269-6888

## Custom Shopping Lists:

For your convenience, online shopping lists have been created containing your core items, separated by categories. You can access these lists by clicking on the link we created & added to your customized bulletin board. You may also access these lists by clicking on the 'My Shopping Lists link' at the top of the page, or by hovering over the 'My Lists Bubble' at the top of the page on the right hand side. You can pull items from the list to add to your order as well as create your own personal lists of products you order.

**To Create Your First List**

1. Click on My Shopping Lists at the top of the page. You will come to the My Shopping Lists information page.
2. Click the CREATE NEW LIST button at the top of this page.
3. Enter a name and comment and click the SAVE button. (Note: Comments are optional and for your use only.)
4. That's it - you've created your first list.

   Note: You may create as many lists as you like by repeating the steps above.

**To Add Products to a List**

1. Ensure you are logged in.
2. As you search and browse for products, simply click the ADD TO SHOPPING LIST button to add that item to a list.
3. You can select an existing list or create a new list.
4. Select the ADD TO LIST button.

**To Shop with a List**

1. Ensure you are logged in.
2. Select My Shopping Lists at the top of the page.
3. Select the desired list.
4. Enter the quantities as desired.
5. Make sure the checkbox is checked next to the item(s) you want to purchase.
6. Click ADD TO CART.
7. You will receive confirmation that items were added to your cart (Note: If an item is out-of-stock, you will be given the option to backorder it or choose another item).
8. Click CHECK OUT to finish ordering.

**To View, Edit, or Delete a Previously Created List**

1. Select My Shopping Lists at the top of the page.
2. Select the desired list.
3. To edit the list name or comment, simply enter your changes and click UPDATE.
4. To remove items from the list, click Remove.
5. If you change any quantities, you must click UPDATE to save the changes.
6. To delete the list, click Delete this List (at the bottom of your page).

**Tips**

- To prevent items on your list from being added to your cart, enter zero in the quantity before clicking ADD TO CART.
- You can also uncheck the checkbox next to an item and click ADD TO CART to prevent it from being added to the shopping cart.

## SEARCHING FOR ITEMS:

Enter your keywords in the search parameters box to search for items (you may enter up to 5 descriptive words). **Once search your results appear, you may click on "Sort By" and select "Best Value".** You can simply add the quantity of the item you wish to order & click on **'Add to Cart'** to add the item to your cart. If you have created a shopping list, you can also click **'Add to Shopping List'** to add the item to your list**.**

3 Reviews

Office Depot® Brand Basic Round-Ring View Binder, 3" Rings, 32% Recycled, Black

Item # 396221

$ 2 82 / each

Qty ADD TO CART

ADD TO SHOPPING LIST

Subscribe

Sold Online (Delivery Only)

Limited Availability

BEST VALUE

Recycled content

Compare

Write a review

Wilson Jones® Ultra Duty View Binder, 3" D-Ring, 39% Recycled, White

Item # 544979

$ 6 00 / each

Qty ADD TO CART

ADD TO SHOPPING LIST

Subscribe

Sold Online

Availability: 9

Sold in Stores

BEST VALUE

Compare

Write a review

Wilson Jones® Ultra Duty View Binder, 3" D-Ring, 39% Recycled, Black

Item # 544988

$ 6 00 / each

Qty ADD TO CART

ADD TO SHOPPING LIST

Subscribe

Sold Online

Availability: 16

Sold in Stores

BEST VALUE

Compare

2 Reviews

Wilson Jones® Binder, 3" D-Rings, 39% Recycled, Black

Item # 786202

$ 6 28 / each

Qty ADD TO CART

ADD TO SHOPPING LIST

Subscribe

Sold Online (Delivery Only)

Availability: 107

BEST VALUE

Recycled content

Compare

## ORDER BY ITEM NUMBER:

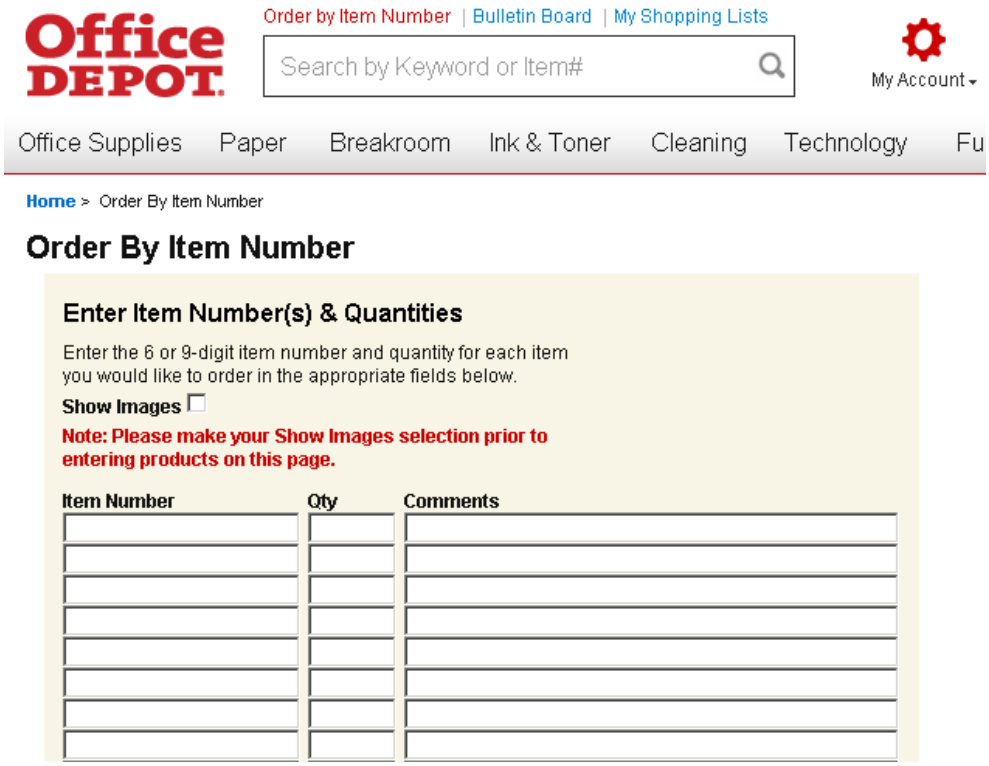
With **Order by Item Number**, you can quickly enter up to twenty items directly to the Shopping Cart or a Shopping List by entering the item numbers & quantities. To display the **Order by Item #** page, select **'Order by Item #'** on the left navigation bar. To begin adding items to the Shopping Cart:

1. Type the item number in the **'Item #'** field. Item numbers include Office Depot SKU numbers, manufacturer numbers, and customer-specific codes.

2. Type in the quantity desired in the **'Qty'** field.

   a. **Note:** If you leave any of the quantity boxes blank, the items will be added to your Shopping Cart with a quantity of 1.

3. When finished, select **'Add to Cart'** (or **'Add to List'**) located at the bottom of the page.



## Return Procedures:

### Returns via Phone:

**Step 1:** Call the **Office DEPOT|Max** Customer Service team and provide the invoice number and 6-digit **Office DEPOT|Max** product/SKU number and/or the manufacturer's part number of the product being returned and credited.

**Step 2:** Provide a brief description of the reason for the return/credit (i.e. ordered in error, damaged/defective, etc.).

**Step 3:** Place the merchandise in your standard delivery area for pick-up.

### Web Return Orders:

**Step 1:** Click on "Order Tracking" located in 'My Account' in the top navigation bar.

**Step 2:** Locate the sales order number that you need to place a return on. Once the order detail appears, click 'Submit Return'.

**Step 3:** Fill in the return quantity, select the reason for the return and enter any special instructions and click 'Continue'.

**A confirmation number for your return will appear. Please print this page and/or write this number down and keep for your records**.

Please visit our Customer Service page on business.officedepot.com for complete details on our Return Policy.

## Frequently Asked Questions:

***I have forgotten my password for ordering on the* Office DEPOT|Max *website. What should I do?***

Simply go to our website (business.officedepot.com) and click on the 'Forgot your login name/password?' link. You will be prompted to enter your login name and respond to your pre-determined security question. You will then be asked to update your profile with a new password. If you do not remember your login name, call our HELP DESK at 1-800-269-6888 any time between the hours of 7:00 AM - 9:00 PM Eastern Standard Time and they will be glad to help you. Have your account number ready when you call **(Your Account # 90361580 - agent acct, 90213820- Corp acct)**.

***Help, I'm on the* Office DEPOT|Max *website and forgot how to create a Custom Shopping List. What do I do?***

Click on 'My Shopping Lists': You can create a new list there or open the "How to use and create lists" guide. This will guide you through each of our online tools step-by-step.

***We just received our order and I thought I ordered 12 pens, but instead received 12 boxes of them. What do I do?***

Our product return policy and procedures are designed to help our customers make returns and exchanges quickly and efficiently. You can place your return online. Simply go to the Order Tracking and History feature under 'My Account', select Order Tracking and History, locate your order, click on the order then go to the bottom right hand corner of the page and select Begin Return. You may also refer to our website for our complete Return Policy and for instructions on how to process such requests.

***I need additional copies of the catalog for my office. How do I request them?***

Many offices like to keep several catalogs on hand so that they can be used by several different people. Our catalogs are offered to our customers free of charge. You can request a catalog with your next online or phone order. Simply add Sku # **906647** to your cart when you place your next order.

***I've looked all through the catalog and can't find the item I really need. Does this mean Office Depot doesn't have it?***

**Not at all**, Office DEPOT|Max offers over 15,000, items but we also have access to a large assortment of additional products that are made available through various third-party sources. Please call your field account representative or customer service representative for assistance in ordering the product you need.

***It's early in the morning and I just realized that I need to add something to an existing order. My order usually arrives around noon. Can I call to add this item to today's order?***

Our orders are packaged at night so that delivery trucks can be loaded early in the morning before embarking on their routes. Our delivery trucks usually leave our distribution centers well before 8:00 AM, so unfortunately it would not be possible to update this existing order. We instead encourage you to use the Office Depot Store Purchasing Card or contact your field account representative to place an order for pick-up at a local retail store near you. Please contact your field account representative and/or ask how to link your p-card to access discounts in our stores.

# THINGS TO REMEMBER

- **YOUR OFFICE DEPOT ACCOUNT NUMBER IS: 90361580 - agent acct, 90213820- Corp acct**
- **REAL TIME INVENTORY.**
- **YOU SEE YOUR ACTUAL CONTRACT PRICE FOR EVERY ITEM.**
- **ORDERS PLACED BY 4:00PM YOUR LOCAL TIME, FOR IN-STOCK ITEMS, WILL BE SCHEDULED FOR NEXT BUSINESS DAY DELIVERY.**
- **ORDER TRACKING – Allows you to view 12 months of your order history**. To track an order, view the order detail and/or make changes to the order. You can simply click on "Order Tracking" located with the 'Order' header at the top right hand corner of your screen.
- **ONLINE TRAINING – Click on Customer Services Link** (located bottom of screen) **for Online Training.**
- **ONLINE RETURNS –Go to 'ORDER TRACKING', click on the Blue underlined order number. Click on the SUBMIT RETURN button (located at bottom of page) to return items for credit only.**
- **CUSTOMER SERVICE DESK – 1-888-263-3423, 8:00 AM to 8:00 PM EST, Monday – Friday.**
- **INTERNET HELP DESK (**assistance with website, forgotten password**)– 1-800-269-6888 Hours: 7 AM to 9:00 PM EST, Monday – Friday. Or via email:** ecsupport@officedepot.com.

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