

US HOUSE OF REPRESENTATIVES

CUSTOMER MIGRATION FAQs

Q. What happened to my OfficeMax account?

A. Effective November 17, 2017, your OfficeMax account was disabled. A new account on the Office Depot ordering website, www.business.officedepot.com has been established for your Washington, DC office location and your district office locations.

The account numbers are:

85025032 (Washington, DC office locations)

90387688 (district office locations)

Q. Why do I have to have two account numbers? What are they and what is each used for?

A. Account 85025032 are for DC shipping locations only. If you need to place an order for any shipping location outside of DC, please use account 90387688. You will have access to both from a single log-in. You will be able to toggle between the two accounts as needed.

Q. What will happen to my order history after the migration is completed?

A. Your order history will carry over on account 90387688. However, since your user log in for account 85025032 (DC locations only) is a new profile and not a migrated profile, your OMX history will not appear on this account.

Q. Will my old product codes work on the new site?

A. In most case scenarios, the OMX number will migrate over. Simply input the OMX number into the keyword search bar and hit enter.

Q. How do I add a new member of our office and get them their own online account for ordering?

A. Fill out the document on the bulletin board and follow the instructions on emailing it in.

Q. How do I add/change an office address?

A. Contact Chris Magee at Christopher.magee@officedepot.com.

Q. Will my funding code change or stay the same?

A. The access you had on the OMX site will migrate over to the OD site.

Q. What will happen to any outstanding orders/backorders once the migration is completed and the OfficeMax account is shut-down?

A. There is a 14 day overlap between when the customer transitions and when the ODN account will be set to 'Do Not Sell' to ensure all outstanding orders are received.

Q. What happens to any order that an approver has not released or approved?

A. The order will be canceled when the account is set to "Do Not Sell"

Q. What happens to returns that are requested after the OfficeMax account is shut-down?

A. The customer will call into customer service and they will process the returns

Q. If I have questions, concerns or problems using the site where can I go for help?

A. Scroll to the bottom of the website, under the resource section, click on either web demos or user guide. These are the training documents available.

Q. What will OfficeMax customer see when they logon to their old OfficeMax account?

A. They will see a pop up message on the website bulletin board stating that their account is no longer active as of November 17, 2017. They will be instructed to contact their account support team by email or phone for further assistance.

Your account support team members are:

Christopher H. Magee

Account Manager

E: christopher.magee@officedepot.com

P: 301-613-2053

Verlynn Luck

Onsite Service Representative

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P: 202-226-5137