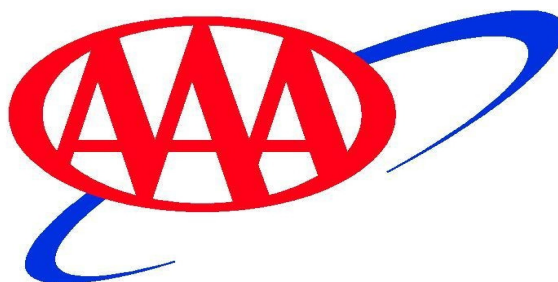


Office DEPOT® OfficeMax®

BUSINESS SOLUTIONS DIVISION



OFFICE SUPPLY PROGRAM FOR:



Your Office Depot Field Representative: Bo Journey
Email: robert.jurney@officedepot.com
Phone: 704-914-5817

CLICK: BUSINESS.OFFICEDEPOT.COM

CALL: 888.2.OFFICE

Office DEPOT® OfficeMax®

Office DEPOT Max

WELCOME

Office Depot is pleased to be your office products provider. Backed by sales offices and delivery centers throughout North America, Office Depot 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!

Bo Journey

Major Account Manager

Office Depot

Email: robert.journey@officedepot.com

CLICK: BUSINESS.OFFICEDEPOT.COM

CALL: 888.2.OFFICE



Account Information

Office Depot Account #: 90475813

Customer Service

Customer Service 888-777-4044 or Live Chat

Monday–Friday 8:00 A.M. to 8:00 P.M. (ET),

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, Cindy Brittain.

Technical support: 800-269-6888 or ecsupport@officedepot.com.

Office Depot Field Representative: Bo Journey – robert.journey@officedepot.com

Logging In

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

Login Name and Password are assigned and maintained by AAA Carolinas.

For Login Name or Password assistance call Pam Rybka at AAA Carolinas extension 10726 or send an email to psrybka@aaacarolinas.com

On-line User Guide and Tutorial

On the website, click on the Customer Services link at the bottom of the screen. The User Guide and Web Demonstrations can be accessed by scrolling down to General Help on the lower left side of the Customer Service page.

Deliveries

Next Business Day Delivery for In-Stock Orders Placed By 5:00PM.

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.

Order Tracking

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. You can view 12 months of order history.

Verify Your Order

Upon receipt of your order, verify that all items on the packing slip listed as shipped have been received.

Any shortages or incorrect items should be reported to Office Depot Customer Service Desk at **888-777-4044** within 10 days of delivery. Items on backorder will be noted on the packing slip.



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) If you know the item number(s) for the product(s) you wish to order select:

**Order
by Item # ▾**
Quick Order

- 5) Type in Office Depot Item #, quantity, and comment, if desired
- 6) 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

- 7) Select **ADD TO CART** to add your desired product to your shopping cart
- 8) Select **Continue Shopping** to continue or **Check Out** from the shopping cart in the top left if you have finished shopping

- 9) If you selected **Continue Shopping** then click on **Order by Item # ▾** Quick Order to add more items
- 10) If you selected **Check Out** verify items in your cart and complete any required information
- 11) Please confirm your shipping information is correct.

12) You now have three options,

SAVE FOR LATER

PUT THIS ORDER ON HOLD

PLACE ORDER

Click to submit your order.

- a. If you are satisfied with your order, select **PLACE ORDER** to complete the process
- b. If you would like to save the items in your cart and purchase at a later date, select **PUT THIS ORDER ON HOLD**. When placing an order on hold, your inventory will be held for 48 hrs
- c. If you would like to save the items in a list but not create the order select **SAVE FOR LATER**

13) 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. You can access these lists by clicking on the My Shopping Lists link at the top of the page, under My Account or My Tools on the right. 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 **GET STARTED** button at the top of this page. This will guide you to a page to name your list.
3. Enter a name and comment and click the **CREATE NEW LIST** 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 to **CHECK OUT** 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](#).

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.



Return Procedures

Returns via Phone:

- Step 1:** Call the Office Depot Customer Service team and provide the invoice number and 6-digit Office Depot 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 the Customer Service page on business.officedepot.com for complete Return Policy details.

Ordering Custom Stamps

Office Depot provides custom stamp ordering online. Here are steps to ensure your request arrives correctly.

1. First, select the type of stamp you need from the 3 types available.

- a. **Pre-inked** – These stamps' impression dies are impregnated with ink. They do not use either an internal or external stamp pad. They are durable, long-lasting, clean, easy to re-ink, and of the highest quality. There are three types of pre-inked stamps. Polymer gel pre-inks, the latest in technology flash stamps such as the AccuStamp, and the laser engraved vulcanized rubber stamps such as the industry-leading Xstamper brand.



- b. **Self-inking** – These are mechanical stampers which have their own internal ink pad. A swivel action causes the stamp die to hit the internal ink pad between each use. In layman's terms, a self-inking stamp is basically a regular stamp and a ink pad all in one box. Self-inkers are great for multiple stamping, are re-inkable, and reasonably priced. You may know these stamps by the brand names Ideal, Trodat, or Cosco.



- c. **Rubber** – These are basic stamps that are used in conjunction with a separate ink pad. Traditionally they have wooden handles and are quick to get and inexpensive to buy. They can be messy if not handled properly, and require the use of a ink pad.



2. The next step is to decide the impression size. Most people design their stamp either by a drawing on paper or using software. Draw a box around the entire image and measure it. This is the impression size.
3. From the website homepage, mouse over "COPY & PRINT", click on "BUSINESS ESSENTIALS", click CUSTOM STAMPS, then [Stamps & Daters](#). Select the style of stamp and impression size that best fits your project. Now, click on [CUSTOMIZE](#).
4. The design studio is displayed with several tools to help you create the stamp.



- a. **Add New or Saved Artwork** – take images you have created and upload them to the site. Once uploaded, you can import them into your stamp impression area. By checking the [Save Artwork](#) ☐ box, your artwork will be saved for future use. Please be aware that uploaded images can be viewed by all online users. Also, artwork must have a minimum resolution of 300 DPI.
- b. **Border** – add a border to your stamp by simply clicking on the button.

- c. *Fonts* – pick from our list of the top 7 typestyles in the drop-down box. Select the font size and color. Lastly, add **bold**, *italics* and underlines to your design. Don't see the font you like? Create your stamp in your favorite program, save the image as a PDF, BMP, EPS, GIF, JPG, PNG or TIF and then upload.
 - d. *Align* – click on the icon and select from left, center or right justification (vertical or horizontal) as well as text distribution both directions.
 - e. *Grid* – click on this button to add a grid for perfect alignment or click it again for it to be removed.
 - f. *Special Characters* – select from the drop-down box of symbols for your design.
 - g. *Delete* – select unwanted text or artwork and click on the red X.
 - h. *Add Stock Logo* – select from hundreds of line art images to add.
 - i. *Spell Check* is a great tool to just double check your text.
 - j. *Rotate* – allows you to rotate text and images 360°.
5. Once you have completed designing your stamp, click on **PROCEED**.
6. At this point you can...
 - a. Click on [Edit](#) to continue working on your stamp.
 - b. Click on [View PDF](#) to view/print the actual size of your design.
 - c. Click on [Email Preview](#) to send someone a proof for review.
 - d. By clicking **PROCEED**, you are accepting responsibility for the accuracy of the imprint information.
7. The next screen allows you to select the stamp quantity. The default is 1. You can [Edit](#) or [View PDF](#) from this screen. Click **PROCEED** to move forward.
8. Order supplies for your stamp on this page. Modify the quantity if needed, check the ☐ [Add to my Order](#) and then click **PROCEED**.
9. The next screen offers additional items. Modify the quantity if needed and check the ☐ [Customize & Add to Order](#). The Design Studio will launch so that you can customize your selection. Follow the steps, clicking **PROCEED** after each step.
10. This is the last screen before adding to your shopping cart. At this point you can...
 - a. Email a preview
 - b. View/print a PDF proof
 - c. Create a new item with this layout
 - d. Edit your stamp, quantity or accessories
 - e. Jump back to the Related Products page
 - f. Delete the order
 - g. Click on **ADD TO CART** to complete the process

You are done! Any stocked items that are added to your order will be delivered as usual. Your stamp order will split-off and be processed separately. You will be able to track both orders online.



Office Depot Smart Solutions for Taking Care of Business

Office Depot provides smart products and services to help you take care of your business more productively. Our Business Solutions Division offers national and exclusive brand office essentials and services through catalogs, telephone account managers and secured online ordering.

Exclusive Brands

When your organization needs products that provide outstanding value with no compromise in quality, you can rely on our Exclusive Brands.

- We build reliable products backed by innovation, quality manufacturing and testing.
- We use our global buying power to also offer cost-effective solutions for our customers.
- Our Exclusive Brands include Foray® writing instruments and desk accessories, Ativa® shredders and technology tools, the Realspace™ furniture choices and Office Depot® Brands for everyday office essentials.

Furniture

Office Depot is one of the world's top suppliers of quality office furniture and custom workspace solutions. We provide:

- A robust selection of in-stock products from many of the world's leading manufacturers.
- Workspace solutions from concept to fulfillment, helping you redesign space for better functionality – from boardrooms and reception areas to systems furniture for multiple office locations.

Copy & Print Depot

Copy & Print provides the innovative solutions that our customers require to meet daily printing needs such as:

- Digital Printing
- Print On Demand
- Promotional Products
- Online Custom Stationery and Imprints

Our Web-based capabilities, nationwide network of print centers and Xerox® Certified Print Specialists ensure that documents are expertly printed and ready for pick-up or delivery to your location.

Technology

Our technology solutions offer customers top brands, technical expertise and reliable service 24/7.

- With Tech Depot®, our technology division, your buying experience is simple and straightforward.
- We offer more than 275,000 items including the latest computers, storage, networking, software and accessories.
- Our technology experts are trained to assist you with the most complex IT infrastructure projects.

Cleaning & Break Room

Office Depot cleaning & break room solutions offer the convenience of one-stop purchasing for all of the products that help create an ideal company break room and keep the workplace spotless.

- From beverages to brew systems, furnishings to foods, paper ware to tableware – our assortment of products will open a new workday world for your employees and also improve morale.
- Make workplace maintenance a snap and help keep employees safe with name brand cleaning and safety products.



Frequently Asked Questions

I have forgotten my password for ordering on the Office Depot website. What should I do?

Call AAA Carolinas Extension 10726 or send an email to psrybka@aaacarolinas.com

I have forgotten how to set up a Custom Shopping List. What do I do?

Click on "My Shopping Lists": You can start 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.

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 # 559619 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 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.

I need to order furniture but I'm not sure exactly what I need or what options are available. Who can I contact for more information?

Your Office Depot field account representative is available to assist you with all inquiries, including furniture purchasing decisions. Contact your representative to arrange for an in-person meeting to discuss your requirements, view samples and even take measurements of your workspace.

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

- Office Depot Account Number: **90475813**
- Customer Service Desk **1-888-777-4044** or via Chat Monday – Friday 8:00 AM to 8:00 PM
- Password Assistance **AAA Carolinas Extension 10726** or psrybka@aaacarolinas.com
- Online Ordering Only – No Phone or Email Orders
- Real Time Inventory
- Viewable Contract Pricing for Every Item
- Next Business Day Delivery on In-Stock Items for Orders Placed By **5:00PM**.
- 12 Months Viewable Order History
- Order Tracking
- Online Training Accessible on the Website
- Printer Supplies are Easily Searchable
- Online Return Functionality
- Internet Help Desk for Website Malfunctions Only **1-800-269-6888** Monday – Friday 7 AM to 9:00 PM or Via Email at ecsupport@officedepot.com.