

Technical support: 800-269-6888 • Dedicated Customer Service Team: 888.777.4044

User Login

On the internet browser address bar, enter <https://business.officedepot.com>

Welcome to the Business Solutions Division

Enter your user Name/ID

Enter Password

“Keep Me Logged on”
Check this box to by-pass the login page and connect to your account without rekeying credentials.

Lost Login / Password assistance

Registered Customers

Login Name
|

Password [Show](#)

[Log In](#)

☐ Keep me logged in

[Forgot your login name/password?](#)

[Trouble Logging in?](#)



Home

The landing page includes a bulletin board to keep you informed. From this page, all shopping features may be launched.

Store Locator Help

Live Chat, customer service links, User Guide and online Demos

Order by Item

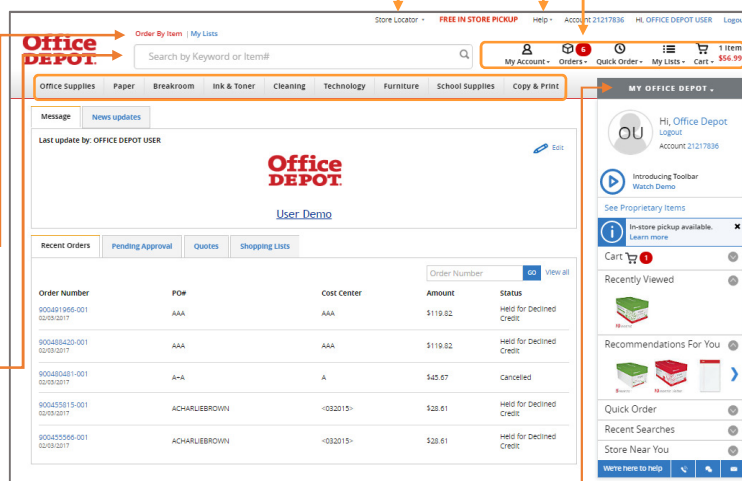
Key in up to 20 product #s for simultaneous entry into shopping cart.

Search:

Type in product description: Office Depot or manufacturer product codes. Predictive search reduces keystrokes

Click on Product Category to view product groupings.

Ink & Toner Find refills and supplies for your business machines.



New Collapsible Toolbar. Available when viewing with monitor 1258-pixel width

My Account

Account Profile, On-line Billing, and Dashboard Reports

Orders

View order tracking, Orders waiting for approval, Future Order Recent orders

Quick Order:

Add a single item to order or shopping cart with fewer clicks.

My Lists

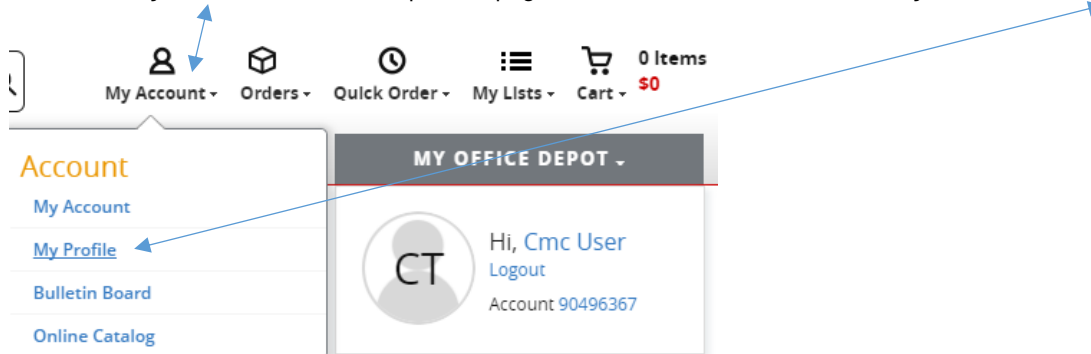
Shopping Lists, manage lists and quick view default shopping lists



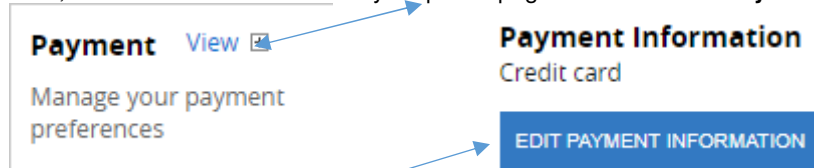
Cart: value, details and current shipping address

How to Save/Update your PCard # in your Profile

Locate the **My Account** icon at the top of the page and under this section click on **"My Profile"**



Next, scroll down to the bottom of your profile page and locate the **"Payment"** section and click on **"View"** to expand this field.



Next, click on the blue button labeled **"Edit Payment Information"**.
You will then be able to enter your p-card information in the required fields below:

Edit Payment Information

Permissions

Default payment method **Credit Card**

Credit Card **Single credit card**

At Checkout **Can use alternate credit card**

Enter Default Credit Card (optional)

Credit Card Type
☒ Visa, MasterCard, American Express, Discover
☐ Office Depot Credit Card

Credit Card Number

Expiration Date :
    

Cancel

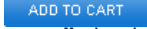
Save Card

Make sure to click on the **"Save"** button to save the information in your profile. You have now saved your p-card information in your profile. You can always come back to this screen to update expired dates.

Building Your Order

Step 1 Logon on to <https://business.officedepot.com> using the unique user id and password provided by your Office Depot representative

Step 2 Combine any of the following tools to build you order:

- **Catalog:** Click a category from the **Product Navigation Bar** and select the category or sub-category to view products.
- **Search:** type item **Keyword** or **Item Number** and click **Search**. A summary of matching categories and the top-ranking items will appear. Choose a category or brand, or go directly to an item. Results can be resorted by: Best Value (Contract), Price and relevance. To filter search results by characteristics such as brand, size, color etc, click the desired characteristic listed on the left-side tool bar.
- **Order by Item #:** Enter the Office Depot, manufacturer, or custom product code numbers, then quantity and click  Click the “**Show Images**” check box to view product images and details. Enter up to 20 items at once.
-  **Quick Entry:** Add a single item to order by entering Office Depot part # manufacturer#, or custom product code numbers, quantity then 
-  **My Lists.** Select Default or an Add preselected lists. To add an item to your shopping cart: enter the quantity desired, make sure the select box is checked, and then click Add to Cart. *Hint: If the shopping list quantities are preset to “0”, simply click “Select all” and populate a quantity only on the desired items.*

NOTE: FORMULARY ITEMS ARE IDENTIFIED ON THE WEBSITE WITH THE BEST VALUE ICON: 

Step 3 **  **Shopping Cart** to review your selections, view Office Depot recommended savings opportunities, share your cart with another user, save items for later, or add to custom shopping lists.

Step 4  - Review selected items and shipping address and accounting field requirements; modify as needed. If the order is released by 5:00 it will be processed for next available day delivery

Checking Orders and Processing Returns

Office DEPOT

Order By Item / My Lists

Search by Keyword or Item#

office supplies Paper Breakroom Ink & Toner Cleaning technology furniture school supplies

Home / My Accounts / Orders

Orders

Use one of the methods below to locate a specific order.

Showing All Orders Copy & Print Depot

Find Your Order

Search by item or order number, order status, or date range

Search By: Order Number

Status: ALL

Date Range: From: 01/06/2017 To: 02/06/2017

Dollar Range: Min: Max:

Approver: Select Approver

SEARCH ORDERS

No recent orders found

VIEW ALL RECENT ORDERS

Orders Pending Approval

Result 1 - 8 of 8

Order Number	Order Date	Total	Status	Delivery / Pickup Date	Changeable	PO Number	Cost Center	Release	Contact	Approver	Type
899045552-001	01/30/2017	\$112.74	Delivered	01/31/2017	No	JTFERG	USER1	N/A	JEFFERY FERGUSON		Order
892402489-001	01/05/2017	\$21.35	Delivered	01/06/2017	No	IE 3.28 RELEASE	ACHARLIEBROWN	17	USER DEMO		Order
890041383-001	12/27/2016	\$74.60	Shipped	01/09/2017	No	JTFERG	USER1	N/A	JEFFERY FERGUSON		Virt Whse
890041051-001	12/27/2016	\$52.72	Delivered	12/28/2016	No	JTFERG	USER1	N/A	JEFFERY FERGUSON		Order
888014322-001	12/16/2016	\$45.52	Delivered	12/19/2016	No	N/A	USER1	N/A	JEFFERY FERGUSON		Order
887893917-001	12/15/2016	\$2.11	Shipped	12/15/2016	No	MAX-PO	MAX-CC	RELEASE			Order
886389483-001	12/09/2016	\$239.49	Delivered	12/12/2016	No	JTFERG	USER1	N/A	JEFFERY FERGUSON		Order
863509454-001	09/09/2016	\$10.85	Shipped	09/12/2016	No	123	A	A	CARRIE RUSSELL-USER		Order

Click an order number to see the details of your order, or to view delivery tracking information.

Showing Orders with a status of Shipped and created between 07/01/2016 and 02/06/2017

Result 1 - 8 of 8

Under **Orders**

Select **Order Tracking**

Under **Search By** drop box select desired search parameter
OR
Search by order status:

If order placed before previous 30 days, adjust date parameters.

Select the order from the search results by clicking on the order #

My Account

Checking Orders and Processing Returns

Order Detail

[Print This Page](#)

Need Help?

Talk with a Representative
[Email Assistance](#) [Chat Now](#)
[FAQs](#)

Order & Budget Information

Order Number: 899045552-001
 Order Date: 01/30/2017
 Ordered By:
 Last Modified By:
 Last Modified On: 01/31/2017
 Tracking: 899045552-001
 Status: **Delivered**
 Shipped Date: [View Carton Details and Proof of Delivery](#)
 Delivery Date/Time: N/A
 Comments:

Shipping Information

Shipping Address:

JEFFERY FERGUSON
 175 CHASTAIN MDWS
 COURT
 KENNESAW,
 GA
 30144-3724
 USA

Billing Information

Billing Contact: Desktop
 N/A
PO Number: JTFERG
Payment Method: Cost Center
 USER1
 Credit Card Release
 Credit Card Number: *****
 N/A
 Amount: \$112.74

Order Summary

[Hide Images](#)

Description	Your Price / Unit	Quantity	Back Ordered B/O	Shipped	Total	Reorder Price / Unit	Reorder Qty.	Deselect all
 Avery® Removable Round Inkjet/Laser Multipurpose Labels, 3/4" Diameter, White, Pack Of 1,008 Item # 112433 View Schedule REVIEW THIS PRODUCT	\$7.99 / pack	8	0	8	\$63.92	\$7.99 / pack	8	☒
Comments:								
 FORAY® Soft-Grip Retractable Gel Pens, Medium Point, 0.7 mm, Transparent Black Barrel, Black Ink, Pack Of 12 Item # 510216 Not on GSA Contract Certified Items REVIEW THIS PRODUCT	\$10.61 / dozen	4	0	4	\$42.44	\$10.61 / dozen	4	☒
Comments:								

Subtotal:	\$106.36
Delivery Fee:	\$0.00
Miscellaneous:	\$0.00
Taxes:	\$6.38
Total:	\$112.74

[My Account](#)
[Print Order](#)
[Email Us](#)
[Back to Order Tracking](#)

[View Search Results](#) | [Begin Return](#) | [ADD TO LIST](#)

All selected items will be added to your shopping cart. [REORDER](#)

Order Details Complete order details are displayed, Status and links to delivery tracking also available.

[REORDER](#) Copy contents and create a new order

[ADD TO LIST](#) Copy contents and create a customer shopping list

Processing Returns

Orders that are eligible for online return will have the option [Begin Return](#)

[Home](#) / [My Account](#) / [Orders](#) / [Return Form](#)

Place Return (Step 1 of 3)

1. Verify Return Address 2. Select Your Items 3. Review Information

Return Address

Your address:

JEFFERY FERGUSON
 175 CHASTAIN MDWS
 COURT
 KENNESAW,
 GA
 30144-3724
 USA

[SELECT DIFFERENT ADDRESS](#) [CREATE A NEW ADDRESS](#)

[CONTINUE](#)

If needed change address, then [Continue](#)

Processing Returns

Home / My Account / Orders / Return Form

Place Return (Step 2 of 3)

1. Verify Return Address

2. Select Your Items

3. Review Information

Select the item(s) you would like to return by providing the following details:

- Quantity to return
- Return for Credit or Even Exchange
- Reason for return
- Number of boxes to return

Returnable Items

Cart Items	Price/Unit	Quantity Ordered	Returnable Quantity	Quantity To Return
 Avery® Removable Round Inkjet/Laser Multipurpose Labels, 3/4" Diameter, White, Pack Of 1,008 Item # 0112433	\$7.990 / pack	8	8	1
Return action: ☐ Exchange ☒ Return for Credit Reason for your return: Don't Want Item				
 FORAY® Soft-Grip Retractable Gel Pens, Medium Point, 0.7 mm, Transparent Black Barrel, Black Ink, Pack Of 12 Item # 0510216	\$10.610 / dozen	4	4	
Return action: ☐ Exchange ☐ Return for Credit Number of boxes to return: 1				

Why is this important?

CONTINUE

Populate the quantity of the item to be returned.

Indicate if item is to be returned for credit or exchange
Select your reason for return.

Select a reason...

Select a reason...

Damaged Item

Delivered Late

Catalog Description Incorrect

Received Wrong Item

Don't Want Item

Defective Item

Ordered Wrong Item

No longer needed

Populate the quantity of the item to be returned.

Indicate if item is to be returned for credit or exchange
Select your reason for return.

Place Return (Step 3 of 3)

1. Verify Return Address

2. Select Your Items

3. Review Information

Please review your return information. If you need to edit your information, select the "Modify Return" link at the bottom of the page. You may print this page as a reference but your return is not complete until you click "Place Your Return".

Return Information

Return Order Number:
901816001-001

Return Request Date:
02/08/2017

Original Order Number:
899045552-001

Billing Information

Billing Contact:
JEFFERY FERGUSON
(770)429-2735 Ext.0000

Desktop N/A
PO Number JFERG
Cost Center USER1
Release N/A
Refund Method:

Credit Card:
American Express
Amount: (\$8.47)

Cart Items	Price/Unit	Quantity To Return	Credit
 Avery® Removable Round Inkjet/Laser Multipurpose Labels, 3/4" Diameter, White, Pack Of 1,008 Entered Item # 112433	\$7.99 / pack	1	(\$7.99)
Return action: Return for Credit Reason for your return: Don't Want Item			

You've chosen to return your item in 1 box.

Subtotal:	(\$7.99)
Taxes:	(\$0.48)
Miscellaneous	\$0.00
Total Credit:	(\$8.47)

Modify Return | Cancel Return

PLACE YOUR RETURN

APPROVERS INFORMATION:

For Approvals Workflows, designated approvers should read the following instructions:

Approver: You will receive an email notification requesting your approval. Note, you should release orders before 5:00pm your local time for next day delivery.

Important: Upon receiving your Office Depot Login ID and Temporary Password, you must log into your account and change your temporary password to one of your choice. This will enable you to begin receiving Approval email notifications. If not done, you will not be able to approve orders going forward.

APPROVING ORDERS

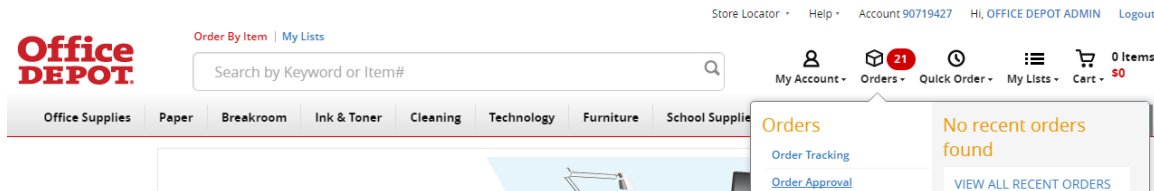
The Office DEPOT email will give you the details of the entire order and allow you to “release order” or “cancel order” the order after reviewing the order details.

- ✓ Scroll to the bottom of the email and you will see a box to enter your Login Name and Password.
- ✓ Enter your Login Name and Password and then click on “Release Order” to approve and submit to Office DEPOT for delivery.
- ✓ Or, click on “Cancel Order” to disapprove the order.
- ✓ Once “release order” or “cancel order”, the person who placed the order will receive an email notification of your choice.

IMPORTANT: You must log into the website <http://business.officedepot.com> for the first time and change your default password BEFORE you will be able to approve orders. You will need to select Auto Log in to be able to release orders from the email.

Another way to approve orders is to log into the website and do the following once you log into your account as the Approver:

- ✓ On the top Right side of the page, put your cursor on Orders. You will get a drop down where you can choose Order Approvals.
- ✓ You will see a check box in the Select column for all orders that are pending approval.
- ✓ Click the “Release Selected” button at the bottom of the page. All orders checked will be released.



Or, once you click open the order number, it will display the order details. Scroll to the center of the page and you will see the Workflow Status box as follows:

Workflow Status		
Status	Details	Comments
Pending Release from	LEVEL1-TAMMY BAKER	
☐ Disapprove (requires comments)		
☐ Release		
Comments		
	GO	

You can then click on “Release” and then “Go” to release the order for processing. Or, if you wish to click “Disapprove”, the order will be cancelled and email notification sent to end user. The end user can go back into their order, modify and remove any necessary items and re-submit the order without having to create a new order. If the order requires approval, it will then re-route to the designated Manager for approval.

NOTE: ORDERS CONTAINING NON-FORMULARY ITEMS WILL BE ROUTED FOR APPROVAL.

FORMULARY ITEMS ARE IDENTIFIED ON THE WEBSITE WITH THE BEST VALUE ICON:



OFFICE DEPOT CONTACTS INFORMATION:

Customer Service: 800.685.8800 – For product information, order inquiries, short ships or returns (even exchange only).

Technical Support Helpdesk: 800.269.6888 – Forgotten password/ resets, user ID lockouts, navigational questions.

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