

Office Depot FAQ for Custom Print Program

OFFICE DEPOT – PRINT SERVICES

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General Information

Customer Service Contact

- For Brand Identity Customer Service Call 1-800-965-6270 – Option 1 – Option 2 or email Biwestregion@odcallcenter.com
- For My Files Customer Service Call 855-302-8776 or email RPF2921@OfficeDepot.com
- For My Files Technical Support email CPD.CustomerOnlineSupport@OfficeDepot.com

My Account: Harnish Group Inc. Account #90520757

My Account Manager's Contact Information

Bo Brenneman

Major Account Manager | Office Depot, Inc.
6805 S. 217th Street | Kent, WA 98032
Tel: 206.650.6522 | Bo.Brenneman@officedepot.com

My Print Services Account Manager's Contact Information

Charlie Kimble

Manager, Printing & Marketing Programs | Office Depot, Inc.
Tel: 425-408-3063 charlie.kimble@officedepot.com

Hot to Get Started?

Point your browser to <https://business.officedepot.com/>

Enter your Login Credentials – Login Name and Password. Your Super User – Jagi Nichols will provide this to you.

PLEASE NOTE: You will be given four opportunities to enter the correct Login Name and Password. After the fourth attempt to login using an incorrect password, your Login Name will be moved to an 'inactive' status and locked out. If your Login Name is made inactive, you will be instructed to contact Office Depot's Technical Support Desk for further assistance.

Welcome to the Business Solutions Division

Registered Customers

[Show](#)

[Log In](#)

☐ Keep me logged in

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

[Need Help Logging In?](#)

You take care of business.
We take care of you.

Not a customer? [LET'S GET STARTED](#)



Industry Solutions

Get support tailored to your business and industry, from education to government and much more.

Quality Products

Find all the essential items you need to keep your business running as efficiently as possible.

Business Services

Credit Card Processing, Clover POS Solutions and a host of other financial solutions to help keep your business viable.

Services & Support

From print & copy to procurement and payment solutions, we help you save time and money.

Sustainability Programs

Get involved with Office Depot's many efforts to support diversity to your community and our environment.

FORGOT YOUR LOGIN NAME/PASSWORD

At Office Depot, we take your security seriously. If you have forgotten your Login Name or Password, click on the 'Forgot your login name/password?' link. With this feature, you can access the Business Solutions Division (BSD) website by providing the secret question and answer you previously selected. You may also contact your Super User or call the Technical Support Desk directly (800.269.6888 M-F, 8:00 A.M.-8:00 P.M. ET).

How do I place an order?

The landing page displays a company Bulletin Board used to provide your company communication.

Within the bulletin board, you will find helpful information for the Custom Print Online program, including a quick category product list and a downloadable Custom Print Ordering Guide.

Bulletin Board & Messages



Welcome to the Office Depot Business Ordering Website

Click [here](#) to view your shopping list items.

INTRODUCING - CUSTOM PRINT ONLINE

- Need to place an order for Labels, Envelopes, Labels, Letterhead, Tags and More - [CLICK ON BRAND IDENTITY](#)
- Need to place an order for Rental Store Forms, HR Status Change Request Forms - [CLICK ON MY FILES](#)
- Click [here](#) to view the Custom Print Ordering Guide

For any questions (e.g. cost center coding change, password reset, etc.) please contact Jagi Nichols via email (jnichols@harnishgrp.com) or phone (425-251-9823).

FURNITURE needs to be ordered by John Storm, Jagi Nichols and Jim Schug. Please review the company Furniture Policy before placing any order. Based on location your contact will be:

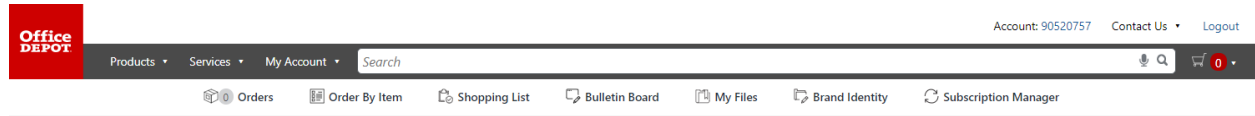
- Jim Schug (jschug@tractorandequipment.com) for all of MT, ND, and WY regarding any furniture items, including single chairs.
- Jagi Nichols (jnichols@harnishgrp.com) or John Storm (jstorm@harnishgrp.com) for all other furniture items.

Which portal do I use?

The online programs are housed within (2) ordering portals, Brand Identity and My Files.

Brand Identity

- Items that have a high level of customization or required unique production elements are found in the Brand Identity Portal
- Click on the Brand Identity Button found on the Top.

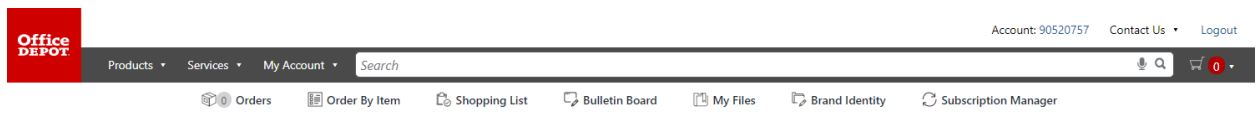


Custom Products in Brand Identity Include:

- | | | |
|---|-----------------------------------|---|
| • Purchase Order 101 | • Full Color #10 Envelopes | • Parts Core Exchange Tag |
| • 9x12 Human Resources Envelope | • Full Color #10 Window Envelopes | 850 |
| • 9x12 Petty Cash Envelope | • Full Color 10x13 Envelopes | • Parts Credit Tag 851 |
| • Bill of Lading 552 | • Full Color Letterhead | • Parts Label (s) 901 |
| • Delivery Label(s) 902 | • Full Color Letterhead | • Promo Labels |
| • Drop Label(s) 903 | • Full Color Memo Pads | • Promo Stickers |
| • Emergency Generator Operation Log 907 | • Full Color Memo Pads | • Star Lube Service Checklists (500A,B,C) |
| • Engine Core Label 658 | • Literature Sticker 360 | • Warranty Parts Tag 570 |
| • Engine Sales Purchaser's Order 819 | • Mailing Labels | • Warranty Parts Tag 570 |
| | • Parts Core Exchange Tag 850 | |

My Files

- Items that are printed digitally or quick copy, are found in the My Files Portal
- Click on the My Files Button found on the Top.



Custom Products in My Files Include:

- | | | |
|-------------------------------|-----------------------------|---------------|
| • The Rental Store (RS) Forms | (HR) | , Parts Order |
| • Status Change Requests | • Padded Sheets: Work Order | |

How do I track my order?

An order confirmation will be submitted and after Harnish Group Corporate has approved your order. Your order number will be tracked by using the order number provided. An example is shown below.

The Order Tracking function, accessible under the Orders Icon, allows you to check the history and view the details of orders. With this feature, users can view all of their orders or to filter orders using specific search criteria.

Thank you for your order!

Please print this page for your records.

Print This Page

This order will be placed on hold.

You will receive an order confirmation email shortly. Please save this email for your records. Your Credit card will be charged when the order ships.

Shipment Summary

Shipment 1

Order Number: 773264821-001

Estimated Arrival By: 05/02/2015

View Order Details

My Account

View Order Details for This Order

Print Order

View Your Order History

View Your Account Information

Reorder

Use the links to the left to quickly access information about your account. You may check the status of your order, view the order's details, change the information in your account, or view your previous orders.

Order Information

Account #: 21217836
Your Order Number is: 773264821
Company Name: OD EC SUPPORT TEST ACCT
PO Number: 1234
Release: 1234
Cost Center: 1234
Desktop: 1234
Contact: Contact: BSD CUSTOMER
Contact Phone: (561)438-1111
Comments

Shipping Information

DESK REQ
OD EC SUPPORT TEST ACCT
9600 N MILITARY TRIL
BOCA RATON,
FL 33486-2434 USA

Payment Information

Credit card
Credit Card Number: *****

Order Summary

Hide Images

Shipment 1

Order Date: 05/26/2015
Delivery Date: 05/02/2015 08:30 AM - 09:00 PM

Order Number: 773264821-001

Description	Your Price/unit	Qty.	Available	B/O	Total	Comments
	~~\$45.99~~ / each	1	1	0	\$45.99	
	~~\$99.99~~ / each	1	1	0	\$99.99	

Available

\$145.98

Backorder

\$0.00

Subtotal

\$145.98

Delivery Fee

FREE

Miscellaneous

\$0.00

Taxes

\$0.76

Total

\$154.74

What is the turnaround time?

Each custom print order is produced upon receipt of the order. The electronic file is sent to our print production plant and produced based on the following timelines. Once production is complete the package is shipped to your location

Brand Identity: Envelopes, Letterhead, Memo Pads, Labels: **2-4 Business Days**

Brand Identity Forms and Tags: **10-12 Business Days**

My Files Forms and Copies: **2-4 Business Days**

Can I expedite my order?

Please call one of the customer service teams with your order confirmation number to discuss options and obtain expedited costs.

For Brand Identity Customer Service Call 1-800-965-6270 – Option 1 – Option 2

For My Files Customer Service Call 855-302-8776