Keypoint Government Solutions

BUSINESS SOLUTIONS DIVISION

Welcome to Office DEPOT

Office Depot is proud to have the opportunity to partner with KeyPoint Government Solutions. We want to ensure that your experience is a pleasant one. Backed by award winning customer service, and delivery centers through North America, Office Depot will continue to partner with your organization to develop and implement the right solution for your unique business requirements.

The following pages include;

- Ordering Information
- Product Information
- Delivery Information
- Return Information
- Customer Service
- Case Envelopes/Door Hangers

Web Ordering:
Business.OfficeDepot.com

Customer Service #:
888-777-4044

Web Help Desk:
800.269-6888
ecsupport@officedepot.com

Account Information

Acct. Number: 90654519
(for employees only)

We look forward to working together.
Web address: business.officedepot.com
Customer Service #: 888-777-4044

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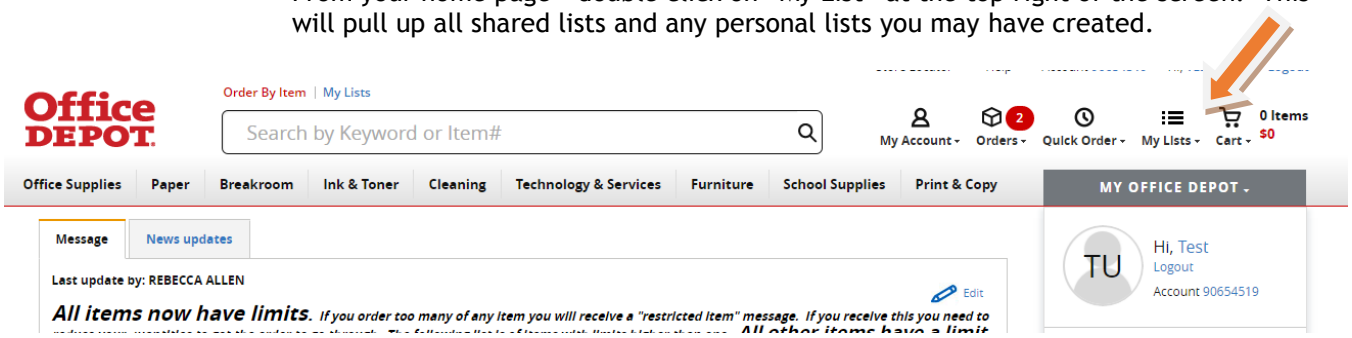
Internet Orders

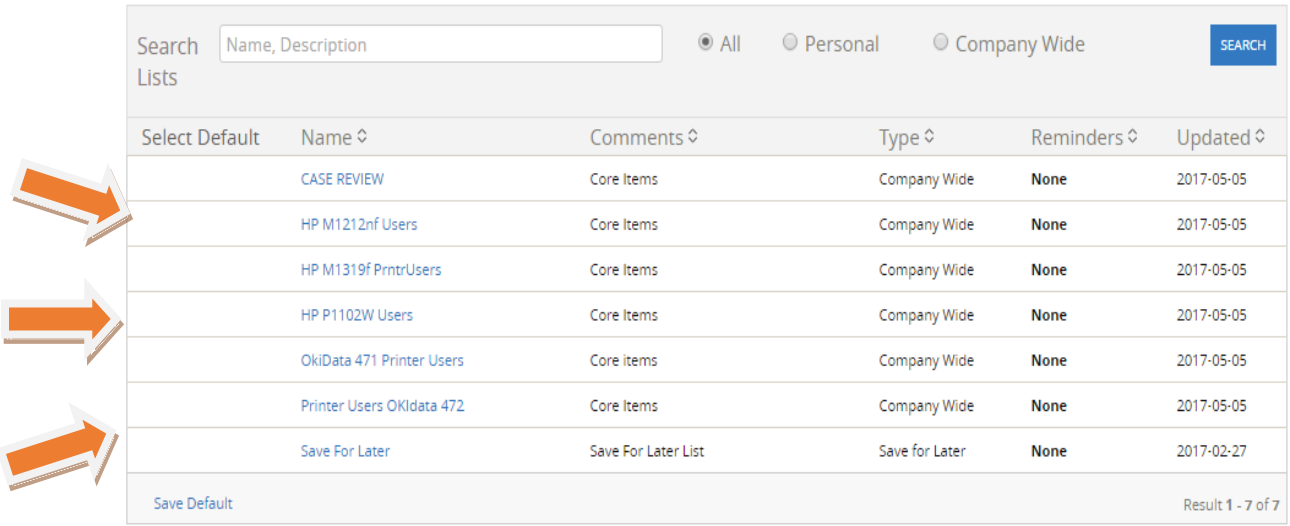
When you log in for the first time, you will be prompted to change your password. Passwords must be at least six characters in length and are alphanumeric. You will also be asked to respond to a security question. This will help us identify you if your password is lost.

Shopping List

- From your home page – double click on "My List" at the top right of the screen. This will pull up all shared lists and any personal lists you may have created.



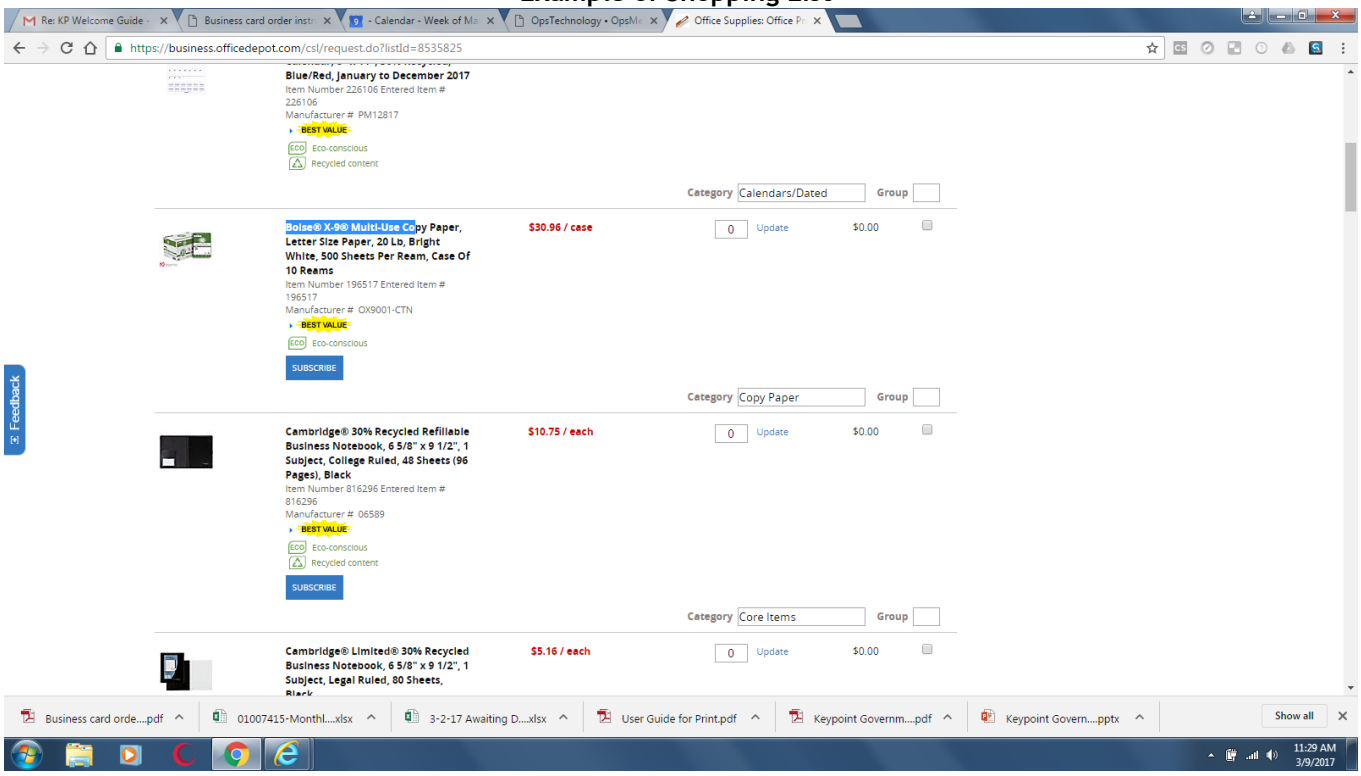
Choose the shopping list that corresponds with the type of printer that you have



- You are only allowed to order items from the shopping lists. Items you would like, not on the shopping list, are at the expense of the employee.
- Input the quantity, click update and then click the check box to the right for each item you wish to purchase – there are quantity limits on each item. These limits are posted on the message board when you first log in.
- Scroll down to the bottom of the shopping list and then click add to cart
- Go to shopping cart to review and confirm items and quantities are correct
- Then proceed to checkout
-

****Please note – special items like case envelopes and door hangers are in the shopping lists****
(Hawaii & Alaska employees have a separate login for envelopes and door hangers)

Example of Shopping List



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 2,000 sales associates
- Nationwide customer service capability
- 25 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 8:00 P.M. (ET), using our **Live Chat** functionality or by calling us toll-free at 800.263.3423. For technical support, our **E-Commerce Support Desk** is available via phone at 800.269.6888 or by e-mail at ecsupport@officedepot.com.

Return Procedures

Web 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. For further assistance in processing your return online, please contact the BSD Technical Support Desk at 800.269.6888. Please visit our Customer Service page at www.business.officedepot.com
For complete details on our return policy

Frequently Asked Questions

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

A Our product return policy and procedures are designed to help our customers make returns and exchanges quickly and efficiently. Please refer to our website for our complete Return Policy and for instructions on how to process such requests. Our return process is also covered in this User Guide.

Q *My order usually arrives around 2:00 PM which is usually not a problem. However, I need this particular order first thing in the morning because I am working on a special project. Is there anything I can do to expedite delivery?*

A Order deliveries are usually routed on a truck early in the morning and Delivery Service Representatives usually follow the same route every day. This is why your orders are usually received at roughly the same time each day. Unfortunately, due to a variety of factors, we are unable to change these routes to accommodate individual customer requests.

Q *When I'm placing an order, occasionally I see the letters 'MWDVE' next to the item. What does this mean?*

A 'MWDVE' indicates items that are manufactured or distributed by companies owned by Minorities, Women, or Disabled Veterans (the "E" stands for Enterprises).

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

A 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.