

Office Depot Migration FAQs

HOAG HOSPITAL GO LIVE DATE IS MONDAY, NOVEMBER 6th

ACCOUNT INFORMATION

Q: Who is my Office Depot Account Manager?

A: Tracey Colvin 714-296-1606 tracey.colvin@officedepot.com

Q: What is Hoags' account number with Office Depot?

A: 90704815

Q: What is the contact information for Office Depot Customer Service?

A: 800-269-6888

LOGIN & PASSWORDS

Q: What is the new ordering website?

A: Business.OfficeDepot.com.

Q: Will there be a re-direct link on the Office Max website?

A: There will be a pop-up box that tells the user they have been migrated to the Office Depot website.

Q: How do I obtain my login information?

A: With some exceptions, your Office Depot login will be the same as your Office Max login. Those with login changes have been contacted already.

Q: Will my password be the same?

A: All initial passwords will be reset to **Welcome1** (case sensitive). You will be prompted to change your password upon your first login, and we have elected not to have passwords expire. If you forget your password or need it reset, the Electronic Commerce Support Desk can provide assistance in resetting the password and / or providing the login name (after the caller's identity is verified). You can reach Electronic Commerce Support Monday through Friday 7:00 A.M. to 8:30 P.M. (EST) at: **1-800-269-6888**.

Q: Are the username and password fields case sensitive on the Office Depot website?

A: On business.officedepot.com the username is not case sensitive, however; the password is case sensitive.

Q: I'm trying to type in my Login Name, but instead my cursor just jumps all over the screen?

A: If you are using the number pad on your keyboard, make sure your Num-Lock is on

Q: When I log in, why do I get the error "page cannot be displayed"?

A: Either your username or password is being entered incorrectly, or there may be an issue with your connection to the Internet. Please check the typing of your information and try again. Be sure the Internet address you are attempting to login to is: BSD.OFFICEDEPOT.COM (note * there are no leading WWW in our web address).

USER PROFILES

Q: How do I request a new user, inactivate a user, or make a change to my existing user profile?

A: Contact your Office Depot Account Manager, Tracey Colvin

Q: Will my ship to locations migrate over?

A: Shipping locations that have activity within the past year will migrate to Office Depot.

Q: How do I request a new ship to location?

A: Contact your Office Depot Account Manager, Tracey Colvin

Q: I am supposed to have access to several addresses for shipping. How do I change the default choice?

A: On the "additional order information" screen, you will see your current address. If your company has given you access to multiple shipping addresses, you will notice a "search" button next to the address ID box. Click on the "search" button and you will be presented with the list of shipping addresses available for your profile. You may have the option of "choose" for the current order, and "make default" to make the default choice the next time you order online.

Q: Did my custom shopping list migrate over?

A: Shopping list(s) do not migrate over. It is recommended to print off your shopping list prior to migration so that you can rekey into the Office Depot website. You will have the ability to build your shopping list in the Office Depot website beginning October 30th.

ORDERING INFORMATION

Q: Have the item numbers changed?

A: Office Depot uses different item numbers than OfficeMax. OD is compiling a list of frequently used OM item numbers and will provide a cross reference spreadsheet with the new corresponding OD items.

Q: Who do I contact to find a comparable item?

A: You may contact Electronic Commerce Support Monday through Friday 7:00 A.M. to 8:30 P.M. (EST) at **800-269-6888**, or you may contact your Office Depot Account Manager, Tracey Colvin

Q: When is the latest I can order to receive my delivery tomorrow?

A: Orders received by 5:00 p.m. local time are processed for next day if the items you ordered are locally stocked.

Q: What is a best value?

A: Items that have been discounted especially for your company per your agreement with Office Depot.

Q: How do I return or exchange an item?

A: Returns & exchanges are handled by your local Office Depot customer service center. Online returns can be processed via Order Tracking. For assistance in processing an online return, please contact the E-Commerce Support Desk at 800-269-6888.

Q: Why is my order "on hold"? I did not place it on hold.

A: Your account may be set up in such a way that your permission allows you to place orders on hold only.

Q: Is there an easy way to release an order on hold?

A: If the order is ready to process as is and there are no changes to the order, you can go into Order Tracking or History. Find the box under the Release column, click in the box, and a check mark will be displayed. Go to the bottom of the page and select Release Orders.

Q: What is a cost center, a purchase order number, or a desktop location?

A: These fields may or may not be required by your company. If there is an asterisk (*) next to the field, it is required. This information is supplied to you by your company. If the field has a "search" button next to it, you may click on that button to be presented with the various valid responses for that particular field.

Q: What is the difference between a cart & a list?

A: The shopping cart is used for purchases you are making right away. The custom shopping list feature is used to create lists of commonly ordered items for future reference. You may have multiple lists on your account.

Q: Why do I have to select the Purchase Now button to complete my order?

A: If Purchase Now is not selected, the order will reside on your PC and may be lost. The Purchase Now option must be selected on the Please Review Your Order page or the order will not be placed on Office Depot's system for delivery.

Q: What do the asterisks mean on the Additional Order Information Screen?

A: The asterisks on the Additional Order Information Screen mean the field is a required field. In order to complete your order, information must be either manually entered in the field or the search button to the right of the box may be chosen to select a specific selection.

Q: I cannot find "Order Tracking and History".

A: Your orders can now be found under the "Order History & Tracking" link in the upper right-hand corner of the BSD site.

Q: In "Order History & Tracking", what do the various order status' mean?

A: **"Held for Review or Restrictions"** - Typically, a supervisor would be selected to approve and release the orders, and would receive an order notification via e-mail (if the supervisor's e-mail address is correctly configured in your login profile). Contact your OD Account Manager, Tracey Colvin, for assistance.

- **"Held by Customer"** - You decided to place the order on hold until you are ready for Office Depot to process it.
- **"Waiting to fill"** - Your order has been received and is being processed for delivery.
- **"On the Truck"** - Your order is in route for delivery and reconciliation.
- **"Delivered"** - Your order has been reconciled.
- **"Canceled"** - Your order has been canceled.
- **"Return"** - Your return has been processed.
- **"Credit Card Declined"** - Your credit card transaction was not approved by the card provider. Please contact your Customer Service Center.

DELIVERY INFORMATION

Q: Will the driver be the same?

A: Yes, you will still have the same driver.

Q: My order never arrived, what happened?

A: Delivery tracking is handled by your local Office Depot customer service center at 800-269-6888.

TRAINING INFORMATION

Q: Is there an on-line tutorial on how to navigate the website?

A: Yes, on the main landing page under Resources there are several tutorials on how to navigate the website. Generic User Web Training link:

<http://officedepotnow.com/view/mail?iID=ts3nVQDGGwMN3Dz7XgHH>

Q: Will in-person training be available?

A: Contact your Office Depot Account Manager, Tracey Colvin, for in-person training.

INTERNET BROWSER INFORMATION

Q: What are the recommended web browsers for using bsdnet.?

A: MS Internet Explorer version 5.0 or higher. Please contact your IT Service Desk for assistance.

Q: Why am I only able to see part of the screen on my monitor?

A: There are settings in your browser that control the way your screen is displayed. If you utilize Microsoft Internet Explorer, you can change fonts under browser options: select View, select Fonts, and select Smallest.

Q: When printing an acknowledgment, I am missing the right side of the page, why?

A: There are settings in your browser that control the printing function. If you utilize Microsoft Internet Explorer, you can change margins under browser printing options: select File, select Page Setup, change Margins (inches), Left to .25", Right to .20". If you would like, you can change the Top and Bottom to .25".

Q: What is "your signature authority uses an unknown algorithm"?

A: Your Internet browsers' security certificate needs to be updated. Please contact your IT Service Desk for assistance.

Q: Why do I get a message about "Certificate Authority" has expired?

A: Your browser's certificate for access to secure sites has expired. Please contact your IT Service Desk to have the certificate deleted, or to have the browser upgraded.