



OFFICE DEPOT® & AVENDRA

WELCOME GUIDE

Office DEPOT.





IT'S TIME TO
SHINE



WELCOME

to Office Depot®

Discover everything you need to help your property shine.

We're proud to partner with **Avendra** and be your one-stop source for office supplies, toner, paper and facility and breakroom products. Our goal is to make purchasing from us as simple as possible — and do everything we can to help your property truly shine. The following pages include information on how to order from Office Depot, including details on:

- Product information
- Pricing
- Delivery
- Customer service
- Returns

You'll also find helpful tools to reduce the time and money spent on procuring supplies. Have a look around, and make yourself at home. We look forward to working together!

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Give your property the edge

Support, supplies and savings — at your service

Ready to start taking advantage of everything that Office Depot® has to offer? Use this quick start guide to confirm orders, schedule deliveries, make the most of your savings and more.

Order confirmations

Each time you place an order, you'll receive an email confirmation that details your transaction and product status of the items you ordered.

Online customer service

Need support? Request an online chat or a phone call with just a click. Customer service will return your call within 10 to 60 seconds when you request a call through the live online assistant.

Delivery

Place your order by 5 p.m., and in-stock products will be delivered the next business day. Delivery lead times are provided by item on the website at time of order and on your order confirmation.

Office Depot-branded items in catalog

Looking to order what you need for less? Office Depot-branded items are value priced and include an assortment of environmentally preferable products, such as sticky notes.

Best Value items

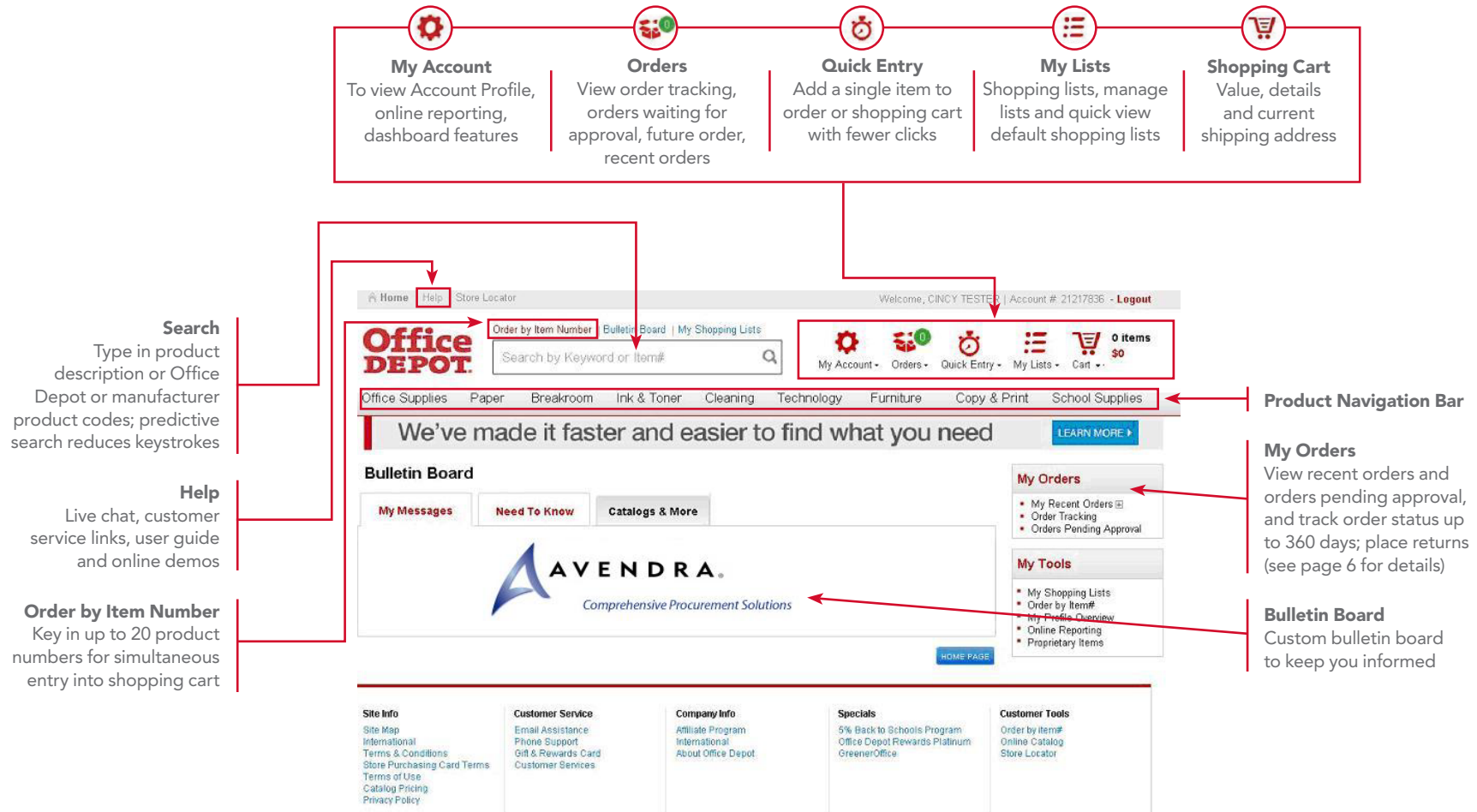
In order to assist you with selecting the most cost-effective items, all Avendra contract items are tagged with a Best Value icon. You can easily locate Best Value items by searching for products and then filtering for Best Value. Search results will display Best Value before noncontract items.

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Convenience that clicks

Put access and innovation at your fingertips.



Order up

Going from Catalog to Checkout is as simple as 1-2-3-4.

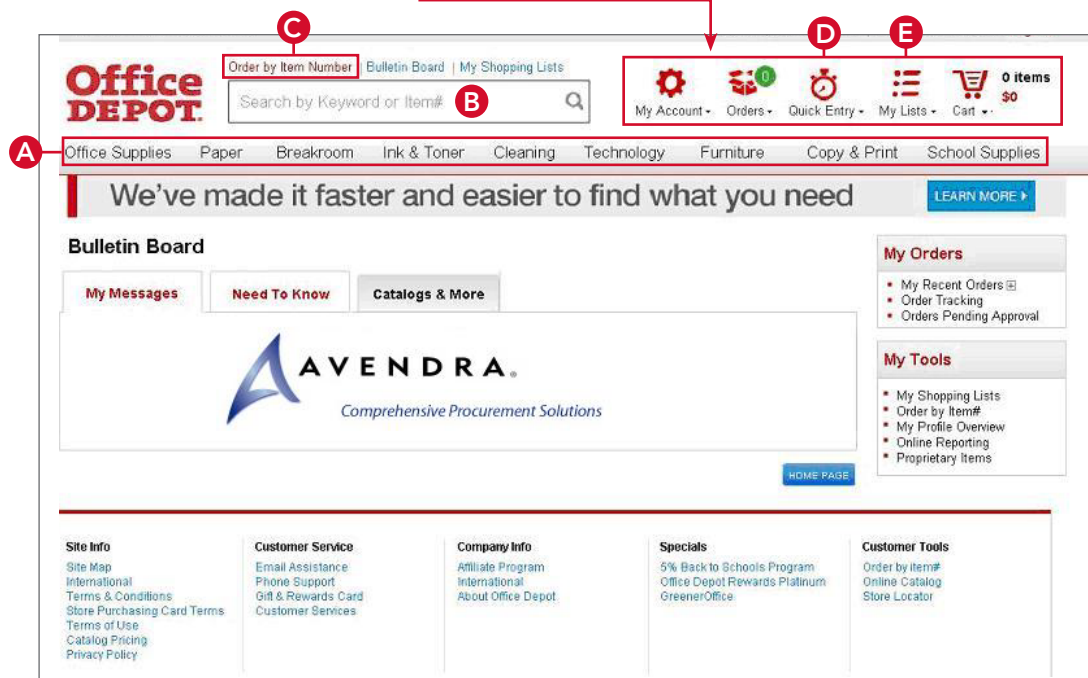
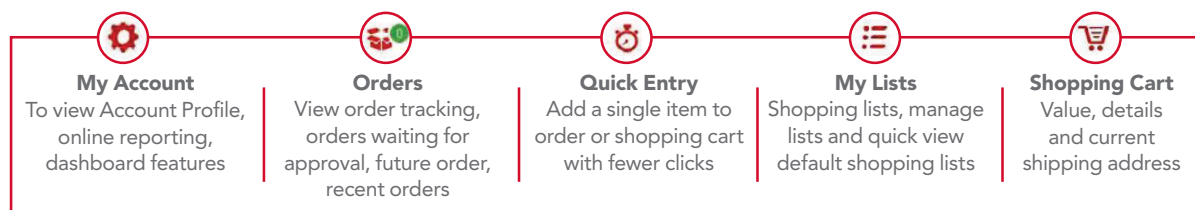
STEP 1

Log on to <https://business.officedepot.com> using the unique user ID and password provided by your representative.

STEP 2

Combine any of the following tools to build your order:

- A Catalog:**
Click a category from the **product navigation bar**, and select the category or subcategory to view products.
- B 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 toolbar.
- C Order by Item Number:**
Enter the Office Depot® or manufacturer number, then enter quantity** and click Add to Cart.
- D Quick Entry:**
Add a single item to your order by entering the Office Depot part number or manufacturer number and the quantity, and then
- E • My Lists** — Select Default or any 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 "0," click "Select all" and populate the quantity only on the desired items.



Continued >

Order up (cont.)

Going from Catalog to Checkout is as simple as 1-2-3-4.

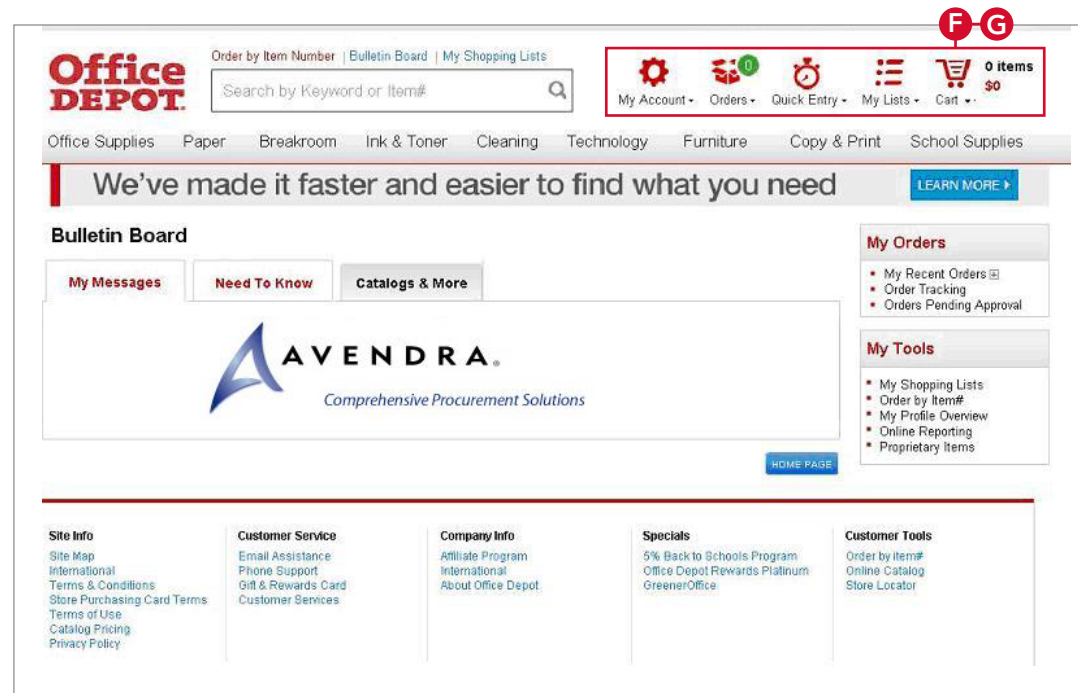
STEP 3

- F** Click your **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

- G** Click **Checkout** to review selected items, shipping address and accounting field requirements; modify as needed. If the order is released to Office Depot by 5 p.m., in-stock items will be processed for next available day delivery. Lead times for all items are provided in order confirmation.

** Click the "Show Images" check box to view product images.



Innovation by design

Powerful search and tracking features, made to order.

Order Tracking

- To view orders, check order status, copy and reorder items, release orders, hold orders or request product returns
- Order history of up to 12 months is available

Searching for Orders

Orders are displayed descending chronologically (most recent orders at the top). If order is not visible on initial display, use the following to search for orders.

Use Search by:

- A** Order number, contact information, accounting field or item number
- B** Order status
- C** Date range, up to 12 months of orders can be searched. Initial display shows most recent orders within the last 30 days.

Search for order by:

Order Number
Order Number
Contact
ORD BY
PO Number
COMP CC
Item Number
Ship To Id

Search for order by the following Status:

ALL
ALL Pending
ALL Processed
Cancelled
Delivered
Pending Authorization
Held For Restrictions
Held For Review
Held By Customer
In The Warehouse
Shipped
Ready To Be Loaded
In Process
Held Vendor Approval
Credit Issued
Service Pending
Service in Progress

Showing All Orders Copy Print Depot

Find Your Order
Search by item or order number, order status, or order date range

Search By: Order Number
Status: ALL
Date Range: From: 01/04/2014 To: 02/04/2014
Dollar Range: Min: Max:
Approver: Select Approver
SEARCH ORDERS

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

Orders Pending Approval

No orders were found

Processed Orders

Result 1 - 10 of 500 Page: 1 2 3 4 5 6 Next >

Order Number	Order Date	Total	Status	Delivery Date	Changeable	PO Number	ORD BY	COMP CC	Contact
697413488-001	02/04/2014	\$32.19	In Process	02/06/2014	Yes	D02709146	JENNIFER DELGADO	0012170739	JENNIFER DELGADO
697413487-001	02/04/2014	\$334.68	In Process	02/05/2014	Yes	D02709146	JENNIFER DELGADO	0012170739	JENNIFER DELGADO
697413281-001	02/04/2014	\$70.99	In Process	02/05/2014	Yes	D02709144	DAVID ZANE	0040040609	DAVID ZANE
697413216-001	02/04/2014	\$118.74	In Process	02/05/2014	Yes	D02709141	DAWN TISDALE	0019950422	DAWN TISDALE
697412872-001	02/04/2014	\$67.54	In Process	02/05/2014	Yes	D02709138	ELAINE SZILAGYE	0012011625	ELAINE SZILAGYE
697412662-001	02/04/2014	\$65.16	In Process	02/05/2014	Yes	D02709137	DEBRA WAGNER	0012010289	DEBRA WAGNER
697412626-001	02/04/2014	\$158.82	In The Warehouse	02/05/2014	No	D02709136	JANET KURTZ	0010011210	JANET KURTZ
697412236-001	02/04/2014	\$85.88	In Process	02/05/2014	Yes	D02709130	LISAMITCHEL	0012170884	LISAMITCHEL
697412176-001	02/04/2014	\$156.51	In Process	02/05/2014	Yes	D02709128	AHMER KHAN	0012170802	AHMER KHAN
697412175-001	02/04/2014	\$30.99	In The Warehouse	02/06/2014	No	D02709128	AHMER KHAN	0012170802	AHMER KHAN

See Account

View recent orders and orders pending approval and track order status up to 360 days. Place returns (see page 6 for details).

Date range: Initial display shows orders placed within the last 30 days. The search may be expanded to 12 months.

Continued >

Innovation by design (cont.)

Powerful search and tracking features, made to order.

The screenshot shows an 'Order Detail' page for a Brother TN-450 High-Yield Black Toner Cartridge. The page is divided into several sections: Order Information, Shipping Information, Billing Information, and Order Summary. Annotations with red arrows point to specific features:

- Order creator information:** Points to the 'Ordered By' and 'Last Modified By' fields in the Order Information section.
- Shipping address details:** Points to the 'Shipping Address' field in the Shipping Information section.
- Link to order tracking:** Points to the 'View Carton Details and Proof of Delivery' link in the Order Information section.
- Billing information including delivery contact details:** Points to the 'Billing Contact' and 'Payment Method' fields in the Billing Information section.
- If products are eligible for return, the order will display **Begin Return** option.** Points to the 'Begin Return' link in the Order Summary section.
- Copy an order to create a new one. The **reorder** option may be used regardless of the order status.** Points to the 'REORDER' button in the Order Summary section.

The Order Summary table shows the following items:

Description	Your Price / Unit	Quantity	B/O	Shipped	Total	Reorder Price / Unit	Reorder Qty.	Deselect all
Brother® TN-450 High-Yield Black Toner Cartridge Item # 695769 BEST VALUE	\$94.59 / each	1	0	1	\$94.59	\$94.59 / each	1	☐

The Order Summary also includes a 'Comments' field and a 'Subtotal' of \$94.59. The 'Total' is \$99.11. The 'REORDER' button is located at the bottom right of the Order Summary section.



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Your purchases, your way

Avendra customers receive a 2% discount for invoices paid within 10 days of receipt (not applicable to credit card purchases).

Choose from a variety of approved payment methods.

Your property can pay Office Depot® by check, ACH or point-of-sale credit card.

Credit card payments should not be emailed to the Office Depot Collections Team for orders already invoiced. For credit card payments after the sale, the following restrictions apply:

You may receive credit card information from your third party and use our self-service "Bill Management" tool to pay invoices yourself if your property agrees to:

- 1 Billing frequency of weekly or biweekly, AND
- 2 Payment within 10 days, AND
- 3 Use (self-service) of Bill Management system to pay its invoices

To sign up for Bill Management, please email your request to your dedicated Account Manager or avendra@officedepot.com.

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Sending something back?

Here's how to move forward.

Returns are accepted on stock catalog items in new condition with their original packing slip within 30 days of the original invoice date.

We'll replace all defective and damaged products at no charge to you within 30 days of invoicing the original order. Thereafter, you'll need to follow the manufacturers' product warranty policies.

For all returns, follow these guidelines:

STEP 1

Call Avendra's Office Depot Customer Service Team at **866-308-0806**, or request an Authorization to Return (ATR) number by accessing the Order History under "My Account" on **business.officedepot.com** and selecting "Begin Return" from the bottom of your order detail page. To expedite your service when contacting us, have handy a copy of the packing list that came with your order.

STEP 2

Write the ATR number on a packing slip, and attach it to the merchandise you're returning. If you process a return online, you'll be able to print a shipping label to affix to the outside of the shipping box. Do not mark the manufacturer's original packaging, and make sure resealable products are in original manufacturer's packaging.

What can't be returned?

- Custom-made, made-to-order or assembled furniture, unless defective
- Special orders, logo items, food and beverage items, other ingested or absorbed items, hazardous materials, noncatalog items and technology items (including hardware, software and peripherals), unless the technology manufacturer allows returns

Office Depot will consider returns of special orders and noncatalog items on a case-by-case basis.



You've got questions

We'll put these answers to work for you.

Where do I get an item number for ordering?

The item number will be listed in our online catalog or within the shopping lists. The manufacturer number is always listed on the box and/or item. You can type either number into one of your searches, and either number will cross-reference to the Office Depot® Workplace product number.

How do I find the products I am looking for online?

If you can't find what you're looking for in the shopping lists, you can usually find the item you need by typing the manufacturer's part number or product in the search field at the top of the site.

You also can use the category search. It works in a drill-down fashion, so try to be as specific as possible to limit your search results.

What is a Best Value item?

All Avendra contract items are tagged with a Best Value icon. Best Value items will sort to the top of search results once the number of results shown is reduced to 400.

What is a shopping list?

A shopping list contains items that are ordered frequently. Items can be entered by category, item number or description. Shared shopping lists are created by your purchasing professionals and can be viewed by all preparers. Personal shopping lists are created by you, for you only. They cannot be viewed by any other preparers.

What is the difference between a shopping list and catalog?

Shopping lists usually contain items that are ordered frequently. The catalog includes the assortment of items that Office Depot sells.

I don't find an item I need in the online catalog. Can I still order the item?

Yes. However, the Office Depot product offering has been optimized to deliver quick turnaround and competitive pricing. Please consider before sourcing alternative products. For any item not found in the catalog or any item that is restricted, contact Avendra's Office Depot Customer Support Team at 866-308-0806 or avendra@officedepot.com.

Continued >



You've got questions (cont.)

We'll put these answers to work for you.



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How do I get an Office Depot® catalog?

You can access our online catalog ([URL?](#)) under the My Account menu. The catalog features an incredible offering of office products. The 850+-page catalog boasts more than 10,000 SKUs. In addition to everyday office supplies, the catalog includes interiors and furniture, facility resources, technology, and private label, MWBE and recycled products. Pricing is live at time of order. To get the best value with your contract pricing, select items marked with the Best Value icon or call customer service for your pricing.

How can I find recycled items?

A recycled icon appears next to recycled items in the online catalog.

You can also find recycled items by selecting and applying the recycled icon to the left of your search results.

Can I create my own personal shopping lists?

You can create your own personal shopping list(s) as you shop. Simply click the Add to List button at the same time you are ordering your supplies, so you can easily find these items the next time you order. You can also create a personal shopping list from the My Shopping List link above the keyword search box. You can create as many personal lists as you would like, but you are limited to 200 items per list.

How will I know if Office Depot received my order?

We will send an order acknowledgment to confirm your order. Always check your order acknowledgment for accuracy and product availability. If you have questions about your order after it has been placed, go to the Order Tracking page or contact Avendra's Office Depot Customer Support Team at **866-308-0806** or avendra@officedepot.com.

Whom do I contact if I have a question?

For questions about order placement, products, order tracking and returns, contact **Avendra's Office Depot Customer Support Team** at:

- **Phone:** 866-308-0806
- **Fax:** 800-973-3376
- **Email:** avendra@officedepot.com

Contact website support at:
800-269-6888

Customer Service hours:

Monday through Friday,
7 a.m. to 7 p.m., local time

Orders and returns may
be processed on the web 24/7.

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IT'S TIME TO
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Let's shine together

This looks like the beginning of a beautiful partnership.

Whether you're looking to get the supplies you need at the greatest value, manage purchases of essentials more efficiently, maximize your ROI or more, Office Depot® has you covered.

We're dedicated to helping your property succeed — all with supplies, support and services you can count on.

It's time to shine.

If you use a third-party platform and punch out to the Office Depot website, you will not need to have an Office Depot login created. When you punch out, you can begin shopping immediately.

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It's time to shine.

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