

Frequently Asked Questions



- How does the pricing work? Under the pricing agreement, Texas Association of Realtors members will receive up to 15% discount on the orders placed through the Association web site. (Some software will not discount due to distribution requirements)

- How can I order? Go to TexasRealtors.com and follow the "Discount Programs" link in the Benefits section. Click on the Office Depot logo for access to the custom pricing site. If this is your first attempt, you will be required to set up a log-in including your shipping address and payment arrangements by clicking the "[Click Here](#)" link. See "*How to Set Up an Account*" link.

- Can I order via fax or phone? No, in order to receive the discounted pricing, you will be required to order via the web site.
- Is there a delivery fee and when can I expect the order? There is not a delivery fee and most items will be delivered the next day. Office Depot has a 99% fill rate and backorders are held to a minimum.
- Can I do business at an Office Depot store? Yes! Your pricing is honored at the store. Use the second page of this document to register / link your credit cards for the discount. You may link as many as you choose but they must be linked to receive the special pricing. See instructions on the form.
- I asked someone at the store about my discount and they did not know about it! Correct, we have so many contracts with clients it is impossible for the store to know every detail. Your card must be registered to link your pricing to the retail store. The discount will be automatically applied when checking out.
- I want to be billed. Is that possible? Yes, send an email Jim Jaco to jjaco@officedepot.com and you will be contacted promptly. This process will take about 48 hours.
- How long does it take to get set up? Once you have set up your log-in, you are ready to order. All orders placed by 4:45 PM will be processed for next business day delivery.
- I am already using the www.officedepot.com site. Is there a difference? Yes. The regular Office Depot web site is retail pricing. You must log-in through texasrealtors.com.
- Is Office Depot approved by the Texas Association of Realtors? Yes. You may contact John Gormley for reference.
- How do I get started? Set up your account, fax in the second page of this document and you are set.
- If I have questions? Send all your questions to jjaco@officedepot.com. Be sure to include a phone number if I need to contact you.

Please fax setup form to:
(512) 837-1221
Attn: Jim Jaco



Name: _____

Email address (we guard your email, this is for initial contact purposes only)

Delivery address including suite number:

Phone number: _____ - _____ - _____

Fax number: _____ - _____ - _____

To use your Credit Card at any Office Depot store and receive your discounted pricing, fill out the boxes below. DO NOT include the security information including expiration date or three digit security code.

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Your card will be linked within 2 business days.