



WELCOME VEOLIA NORTH AMERICA

Office Depot Account Number: 18220220
Ordering Method: Online Orders Only w/P-Card
Website: <https://business.officedepot.com/>

Your Log-In Id will be: Your email address

For Example: john.smith@veolia.com

Enter your Initial Password:

Login Name

Password

☐ Keep me logged in

LOG IN

When you log in for the first time, you will be prompted to change your password and respond to a security question. Passwords must be at least six characters in length and are alphanumeric.

Ordering: Online

Step 1: From Bulletin Board, click link to access approved Contract items. They are tagged with **BEST VALUE** icon on the website.

Step 2: Check off box to right of the items you want to purchase & click on **"Add to Cart"** button at the bottom of page.

Step 3: Proceed to Checkout

Step 4: Enter ATTN name

ATTN

Step 5: Enter your Credit Card information



PLACE ORDER



Step 6: Click on [Click to submit your order.](#) to submit your order.

Order Tracking/Delivery:

Step 1: From the Bulletin Board, click on **"My Account"** and select **"Orders"** to locate your order

Step 2: Search "Processed Order" Section.

Step 3: Once you've located your order number, click to open & view all information regarding the status of your order.

Return Procedures:

Step 1: From the Bulletin Board, click on **"My Account"** and select **"Orders"** to locate your order

Step 2: Locate the sales order number that you need to place a return on. Once the order detail appears, click **"Begin Return."**

Step 3: Fill in the return quantity, select the reason for the return and click **"Continue."**

A confirmation number for your return will appear. Please print this page and/or write the return authorization number on the package you are returning. Keep copy for your records.

Step 4: Place the merchandise in your standard delivery area for pick-up.

Customer Service Available Mon-Fri 8AM-8PM Eastern:

Customer Service: 888-777-4044 – For product information, order inquiries, short ships or returns (even exchange only).

Technical Support Helpdesk: 800-269-6888 – Forgotten password/ resets, user ID lockouts, navigational questions.