

AchieveLinks Member Frequently Asked Questions

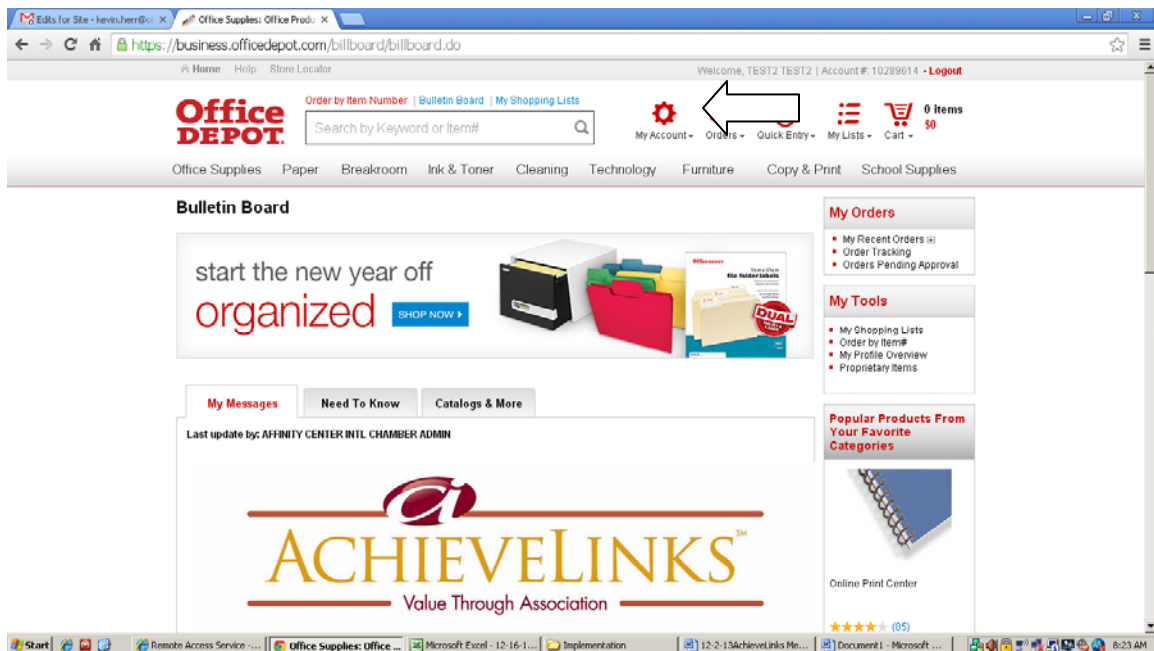
1. How do I go about signing up for the new Office Depot Discount Program?

- Log into www.achievelinks.com and click on the Office Depot banner on the Shop and Earn page. (The link will take you to the Office Depot Discount Program Registration page)
- Click on Online Shopping Registration button and enter required information. You will need to set up a user and ship to name. Use your AchieveLinks member id number for both. Office Depot will send you a login and password via email. Start Shopping Online immediately to get your discounts.
Note: If you already have an Office Depot account you will need to re-register for this program.
- To shop in store and on the go, visit <https://business.officedepot.com> (There is a 24 hour lag time after you registered your online account.)
- Click on MyAccount and then Click on Store Purchasing Card to get in-store discounts and to sign up for the Mobile Store Purchasing card application. Question? Click **here** for further instructions.

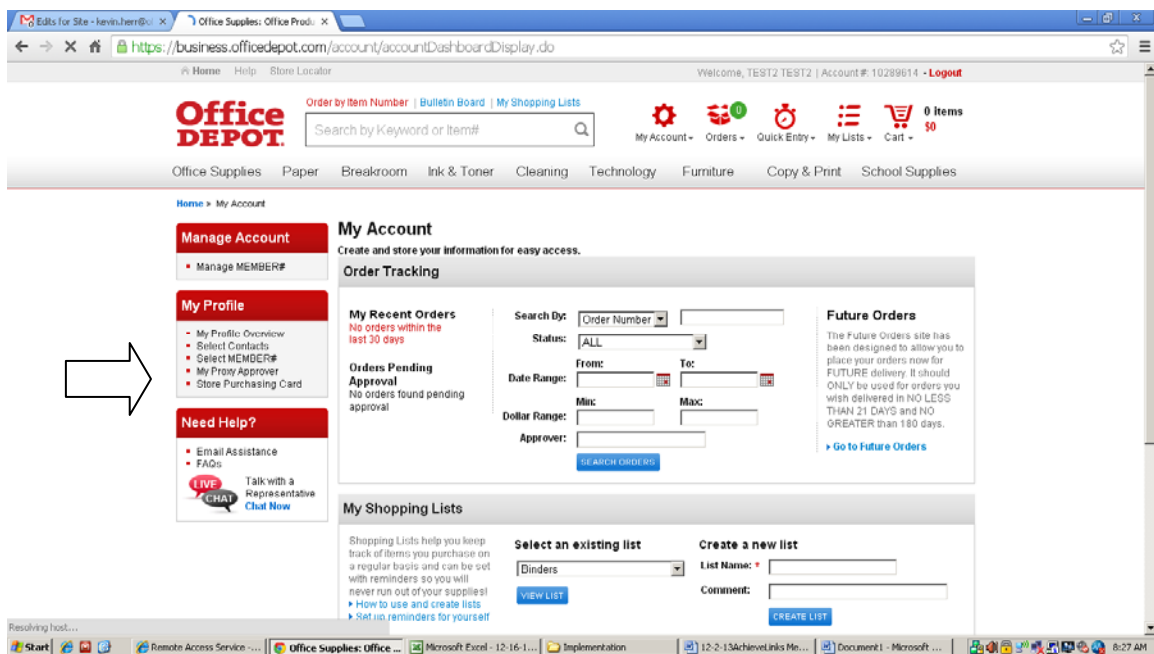
2. How do I sign up to get these same discounts at my local Office Depot store?

Answer:

- Once you have registered your online account profile you will need to wait 24 hours to request that you receive a Store Purchase Card. Once the 24 hours has past you will need to log back into the website using the Login Name (your AchieveLinks nine digit member ID number) and password you created the day before. You will need to go to <https://business.officedepot.com> . Once you have logged in you will land on the following page:



- Hover over the “My Account” button at the top center of the page (see arrow), and in the drop down window click on “My Account.” Once you have clicked on “My Account” you will be re-directed to the page below.



- Once on this page you will need to direct your attention to the left hand side of the page and click on the button “Store Purchasing Card.” You will then land on the following page, so you can sign up for the Mobile Store Purchasing Card Application for your smart phone (please note this app is

The screenshot shows the 'Request a Card' page on the Office Depot Business Solutions website. The page layout includes a sidebar on the left with navigation links: 'Manage account', 'My Profile', and 'Need help?'. The main content area is titled 'Save time & money' and 'Go mobile and request your Store Purchasing Card today.' It features an illustration of people using mobile devices. Below the header, there is a paragraph explaining the benefits of the card. A form titled 'Request a Card' contains fields for 'Cardholder Name', 'Company Name', 'Email', and 'Phone'. A checkbox labeled 'Request a Virtual Card' is checked. A large white arrow points from this checkbox to the 'Next' button at the bottom of the form. The footer contains a table with links for 'Support', 'Customer Service', 'Company Info', 'Solutions', and 'Contact Us'.

- You will need to complete all fields on this page insuring you check the boxes labeled “Please mail a printed card” and “Terms and Conditions.” Once you have checked the two boxes you will need to click the “Next” button. After you click next you will land on the following page.

Save time & money

Go mobile and request your Store Purchasing Card today.

Office DEPOT.
BUSINESS SOLUTIONS



Please confirm your information below.

Cardholder Name TEST USER	Phone 5614381283	Ship To 2200 OLD GERMANTOWN RD DELRAY BEACH FL 334458223 USA
Email tammy.troy@officedepot.com	Printed Card NO	
Company Name ALLY_CO		

CHANGE

CONFIRM

- This is the Mobile SPC confirmation page and you will need to click the confirm button in order to process your request. Finally, after clicking confirm you will receive a thank you page as seen below.

Save time & money

Go mobile and request your Store Purchasing Card today.

Office DEPOT.
BUSINESS SOLUTIONS



Thank you

You should receive a notification within the next 24 hours to allow you to print a temporary card.

Go Mobile

You can now view and use your Store Purchasing Card on your mobile device. > [LEARN MORE](#)

 GET IT ON
Google play

 Available on the
App Store

- Please note on this page it informs you that you will receive an email notification within 24 hours allowing you to print a temporary card. The “hard” card will deliver within the next few weeks. In addition, if you prefer to “Go Mobile”, this page provides instructions on how to download your SPC onto a mobile app from your Android or Apple phone/device.

3. If I have problems getting set up who can I get in touch with for help?

Answer: You can reach out to either one of the following people:

- Carolyn Valliere, AchieveLinks
carolyn.valliere@affinitycenter.com
- Edward Smith, Office Depot
edward.smith2@officedepot.com

4. What is the difference between our current Office Depot program and the new one?

Answer: The current Office Depot program is strictly a retail priced program. The new Office Depot program offers discounts as noted below:

- Next Day Delivery (in all major markets) and Free Standard Shipping for orders over \$50.
- Exclusive BEST VALUE LIST!
 - o Copy Paper and Toner discounted at least 15% off online prices.
 - o General supplies discounted at least 30% off online prices.
 - o Take 5% off everyday online prices for products not on the BEST VALUE LIST (exclusions apply).
- UPDATED ASSORTMENT! Cleaning and Breakroom list of items deeply discounted from 5% to 75% off online prices.
- Copy & Print Super-Competitive pricing for print project needs at 40% to 60% off retail prices.
 - o \$0.025 per black and white copy
 - o \$0.29 per color copy
 - o 40% off binding, finishing, signs and banners

5. How do I pay for my purchases?

Answer: If you are purchasing online by going to <https://business.officedepot.com> and using your login and password you will need to pay with credit card. If you are purchasing by going into your

local Office Depot store you will need to present your Office Depot Store Purchasing Card (either hard card or electronic from your smart phone app) to receive your discount and then you can pay with cash, check or credit card. Please note if you do not show your Store Purchase Card, for in-store purchases, you will not receive your AchieveLinks Reward Points.

6. Can I set up an account that allows me to be invoiced?

Answer: In order to be eligible to set up an account for invoicing with Office Depot your annual spend for office supplies has to exceed \$20,000. If you meet this requirement and would like to set up an invoiced account please reach out to:

- Edward Smith, Office Depot
edward.smith2@officedepot.com

7. If I order online how will my products be delivered?

Answer: Based on your location and your proximity to a large urban area you will either receive delivery via a local courier (if you live in a large urban area), or United Parcel Service (if you live in an area that is not near a large urban area). You should receive delivery in one to two days.

8. Are there delivery charges?

Answer: All orders over \$50 will not receive a delivery charge. Orders between \$25 and \$50 will receive a \$4.95 delivery charge. Orders \$24.99 and lower will receive a \$7.95 delivery charge.

9. How is the pricing structured on the new Office Depot program?

Answer:

- o Next Day Delivery (in all major markets) and Free Standard Shipping for orders over \$50.
- o Exclusive BEST VALUE LIST!
 - Copy Paper and Toner discounted at least 15% off online prices.
 - General supplies discounted at least 30% off online prices.
 - Take 5% off everyday online prices for products not on the BEST VALUE LIST (exclusions apply).
- o UPDATED ASSORTMENT! Cleaning and Breakroom list of items deeply discounted from 5% to 75% off online prices.

- o Copy & Print Super-Competitive pricing for print project needs at 40% to 60% off retail prices.
 - \$0.025 per black and white copy
 - \$0.29 per color copy
 - 40% off binding, finishing, signs and banners

10. Can I go into my local Office Depot store to get signed up for the new program?

Answer: No. If you are unsure how to sign up please go to www.achievelinks.com , log in and go to the Office Depot link to get access to the Office Depot registration page.

11. How long does it take to receive my AchieveLinks Reward Points after I have purchased something from Office Depot?

Answer: It might take a day or two to show that your points are pending after your purchase and up to 60 days for your *Links* to become available for use. Your Links never expire and are available for anything in the RewardMe section.

12. If I forgot to use my nine digit AchieveLinks member id, how do I go about getting credit for my purchases?

Answer: Please email edward.smith2@officedepot.com with your name, AchieveLinks member id, email address associated with your login, login name, address and phone number and he will insure that your AchieveLinks member id is tied to your login name.

13. Who do I contact regarding login, order, and shipping issues?

Answer: Please reach out to Office Depot customer service at 800-650-1222.

14. Who do I contact regarding AchieveLinks points issues?

Answer: Carolyn Valliere, AchieveLinks
carolyn.valliere@affinitycenter.com

15. I have not received my order yet who do I need to get in touch with?

Answer: Please reach out to Office Depot customer service at 800-650-1222, or go online and login to your Office Depot account and access the order tracking information under the "My Account" button..

16. Is there a way to track my order online?

Answer: Go to <https://business.officedepot.com> and log in to your account using the user name and password you established when you registered your account. Once you have logged in you will need to go to the top right section of the web page and look for "My Account", hover over that and then click on the "Order Tracking" button to get access to your order history.

17. Will I receive an email confirmation updating me on the status of my order?

Answer: You will receive email confirmations when Office Depot receives your order, when Office Depot ships the order and if there are any issues with the order.

18. How long does an order take to deliver?

Answer: Most orders will deliver the next business day as long as it is received by 5:00 pm local time and you are near a large urban area. All other orders can take up to 2 business days.

19. Do I have to go through the AchieveLinks portal every time to earn my AchieveLinks Reward Points?

Answer: After you have registered with Office Depot through the Achievelinks portal the first time you can go directly to <https://business.officedepot.com> to place your online order.

.