

value

Business Services Division

Welcome

selection

integrity

Business Supply Source

Office DEPOT®
Taking Care of Business

Office Supply Program For



AUTOLIV

<https://business.officedepot.com>



Welcome...

to Office Depot, one of the world's largest office products distributors.

We look forward to doing business with you...

So let's get you started!

Our Customers Are Everything!

Without them, nothing else matters.



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Contact Sheet

Your Office Depot Account # **89756004**

Web address <https://business.officedepot.com>

Office Depot Customer Service **888-263-3423**

**Office Depot Internet
Help Desk** **800-269-6888**

**Office Depot Business
Development Manager** **Jimmy Atkin**
jimmy.atkin@officedepot.com

**Autoliv
Purchasing Manager** **James Morris**
James.Morris@autoliv.com
801 629-9402

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Ordering Methods

Internet Orders

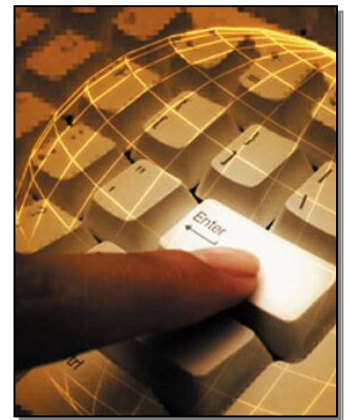
<https://business.officedepot.com>

Below is your login name and initial password to your account:

Login Name: Email Address

Password: Welcome

When you click on Start Shopping, the Office Depot Business Services Division homepage appears.



Quick Step Internet Ordering Instructions

Placing an Order

- 1) Use browser to access the Internet
- 2) Type in <https://business.officedepot.com>
- 3) Type in your Login-Name: Email address
- 4) Type in your Password: Welcome (password is not case sensitive)

Registered Customers
Please enter your login name and password.

Login Name

Password

[Forgot your login name/password?](#)

☐ Log me in automatically
(Cookies must be enabled for auto login.)

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- 5) Under **My Tools** Select **My Shopping Lists** to order from CUSTOMER NAME' preferred lists
- 6) Or type in Office Depot Item # (found in catalog), quantity, and comment if desired in the

SEARCH

- 7) Enter quantity needed and Select: Qty
- 8) View Cart by selecting **SHOPPING CART**
- 9) Select the action you would like to take, 'Continue Shipping', 'Update Cart' if you have changed any items in your cart, 'Empty Cart', 'Save Cart' this will save your order for later or Check Out.

[Continue Shipping](#)
[Update Cart](#) |
 [Empty Cart](#) |
 [Save Cart](#)

The system will always allow you to see the total amount in your cart at the top of the page

2 item(s): **\$127.96** **FREE shipping**
[View Cart](#) | [Check Out](#) | [My Shopping Lists](#) | [My Shipto](#)

A dropdown box will appear when you scroll over the view my cart to allow you to check out.

2 item(s): **\$127.96** **FREE shipping**
[View Cart](#) | [Check Out](#) | [My Shopping Lists](#) | [My Shipto](#)

Qty.	Product	Price
1	Office Depot® Brand Copy Paper, 8 1/2" x 11", 20 Lb, Ream Of 500 Sheets, Case Of 10 Reams	\$31.99
3	Office Depot® Brand Copy Paper, 8 1/2" x 11", 20 Lb, Ream Of 500 Sheets, Case Of 10 Reams	\$95.97
Subtotal (2 items)		\$127.96

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10) If you selected Continue Shipping you can either search for an additional item or click to add more items by part number by clicking on the icon at the top of every page

Order
by Item # ▾
Quick Order

11) When you are ready to **CHECK OUT** then validate and complete any required information on the check out page

12) To receive an email confirmation of your order, place a ☒ in the Additional Email Confirmation box and input your email address

Email Options

☒ I would like an email confirmation for this order.

Send an email confirmation to another contact:
Additional Email Address:

13) Review your order or you can select from the following options, 'Save Cart To List' add the items to a personal shopping list , 'Put This Order On Hold' to save your order for later or Place your Order.

[Continue Shopping](#)

Click to submit your order.

14) When you see **Thank you for your order!** your order has been successfully completed. You can print the page or go back to view the order details by clicking on either of the links on this page.

Thank you for your order! Please print this page for your records.

[Print This Page](#)

Your Order Number: 491875912-001

Estimated Delivery Date: 10/09/2009 [View Order Details](#)

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Website Timeout:

The BSD site will give a warning for timeout after 18 minutes and will timeout at 20 minutes. The user is given a popup warning box with a 2 minute countdown timer. If you click Continue you will stay connected for another 20 minutes. If items are already added to the cart, they will still be there.

Other Information

Backorders

All catalog items are in stock, diminishing the chance of backorders. In-stock backorders are automatically filled within one (1) to three (3) working days from automatic replenishment of inventory and a re-order is not necessary. Your packing slip will identify backordered items. The Internet ordering system actually notifies you immediately of any possible low-stock condition. Customer service can update you on the status of a backorder at any time or you may track your order online under the Order History/Tracking icon.

Order Size

Each year, companies spend billions of dollars on small, everyday supplies like pens, paper, writing pads, filing folders and other general office supplies. The kind of "consumables" that everyone needs but no one notices ... until they run out. You know the steps involved in placing an order no matter what size your order is – from just a few items to supplies for the whole department. Someone has to make a list, place the order, distribute the supplies once they come in and process the payment.

Similar steps take place at Office Depot each time we process an order which means we both incur internal costs for each transaction. Many of our customers have come to understand their cost of placing small orders. You will not be charged a delivery fee however we encourage you to consolidate orders below \$75.00. Please help us with our delivery costs. Our goal is to continue to satisfy our customers and provide them with excellent customer service.

Thank you for your business and if you have any questions or need further clarification, please contact your Account Manager.

Special Orders

For products not found in our comprehensive catalog, please contact your Account Manager.

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OFFICE DEPOT RETAIL STORES

AUTOLIV and Office Depot strongly suggest you order your supplies online. There may be reasons why AUTOLIV employees may need to purchase items at one of our local 1,200 Office Depot Store locations. Office Depot believes that no matter how AUTOLIV orders product or services they can receive the quality products**anywhere....anytime....at the same** contract price. All your store purchases operate on the same system to ensure synergy as well as accurate reporting and tracking. Please contact your AUTOLIV Purchasing Agent to receive AUTOLIV corporate pricing at local Office Depot store locations.

REGISTRATION REQUIRED: You must register your Credit Card for use or apply for a Office Depot Store Purchasing Card in order to receive your company discounts. A company business card will not work. Office Depot security is the best in the industry. Will not share any company or personal information.

Please contact your Office Depot Account Manager or your AUTOLIV Purchasing Agent for further information and to register your credit card or apply for a Store Purchasing Card.

Procurement Cards (P-Cards)

Through the use of your American Express, Visa, or MasterCard, Office Depot is able to expand our business partnership with you. All Office Depot purchases can be paid with this card, whether by phone, fax, Internet or in-store shopping. You will receive the benefits of contract pricing and have use of our convenient, in-store Copy & Print centers for all your copying, collating and quick-print projects!



Store Purchasing Card (SPC)

Office Depot's Store Purchasing Card permits you the convenience of shopping in an Office Depot superstore while still allowing billing to your contract account. The card should be presented to the cashier while the order is being totaled. All merchandise is then re-priced on the receipt to reflect your contract price. In addition, your Store Purchasing Card also applies to services like our Copy and Print Centers and UPS Shipping Counters with everyday low UPS rates.

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OFFICE DEPOT OTHER PRODUCTS AND SERVICES

Office Supplies

Our commitment as a company is to supply your office product needs with brand name and private label, quality products. We have 15,000+ in-stock office supply products ready for delivery! If you are unable to locate an item online or in the catalog, Customer Service may be able to assist you in ordering it.

Furniture

Office Depot's is a full service furniture company. We also inventory more than 1,100 different furniture items at all times. So in addition to being able to order more specialized pieces, you can always choose from a vast assortment of stocked furniture and know your selection is available for immediate delivery.



Copy and Printing Solutions

Office Depot has made it easy to order stationery, personalized items and copy and print jobs, downloadable online when it's convenient for you. With Custom Stationery Online you can create custom stationery at any time. At Your Company Store Online, you can order embroidered apparel, promotional products, and more in a few simple clicks. Both Custom Stationery Online and Print-on-Demand orders will be integrated with your standard BSD billing...so there's only one invoice to track, one payment to make! Contact your local Purchasing Manager or Local Office Depot Manager for more assistance.



Janitorial/Sanitation Supplies

Office Depot can help you maximize your purchasing power with competitive pricing on top-brands of janitorial products. We offer, among others, cleaners, wastebaskets and bags, mops and brooms, paper products, first aid products, safety items, recycled bins, air fresheners, hand trucks ladders and stools.

Thank you for your business and if you have any questions or need further clarification, please contact your local Office Depot Account Manager or your AUTOLIV Purchasing Manager.

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Return Policy

If you are dissatisfied for any reason, you will receive full credit provided **general supply items** are returned in the **original packaging** within **30 days** or **technology** and **stocked furniture items** in the **original packaging** within **14 days**. **Folding chairs and tables, which have been used and are out of their original carton, may not be returned.**

Return Procedures for Incorrectly Ordered Items or Defective Products

Returns are performed on your next delivery. If you do not place an order within 5 days, the Delivery Service Representative will be instructed to complete the pickup on day 6. **To enable us to re-sell the merchandise, please do not write on the packaging or on the product that is being returned.**

If your order was placed via our website, follow these steps in requesting a return:

- Click on Order History & Tracking on the gray bar at the right top of the screen.
- Find the sales order number you need to place a return on.
- Once the order detail appears, click on Submit Return.
- Fill in the return quantity and select the reason for the item(s).
- Type in any special instructions for the return and then click continue.
- A confirmation number will appear on the screen for your return.

If your order was placed via phone or fax, follow the following steps in requesting a return:

Step #1: Call Customer Service and provide them with invoice number and 6-digit Office Depot SKU number (or manufacturer's part number) of the product being returned and credited.

Step #2: Give a brief description of the reason for the return/credit, i.e. ordered in error.

Step #3: Place the returning merchandise in your standard delivery area.



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Frequently Asked Questions

- *We just received our order and I thought I ordered 12 pens, but received 12 BOXES, what do I do?*

First of all don't panic, remember our Return Policy (they can be returned). Every item in the catalog is assigned a unit of measure (each, dozen, box, pack, set, etc....) to assist you when placing your order.

- *I went to my local Office Depot retail store, and I told the cashier I have a BSD account and they wouldn't let me have my discount, why?*

The contract between Office Depot and your company can only be utilized at the retail stores with the use of the Office Depot Store Purchasing Card. If you do not have a Store Purchasing card, you can call customer service and place a pick-up order at the store of your choice.

- *My order usually arrives around 2:00 PM, which is usually fine, but I need this order first thing tomorrow morning because of a special project, what can I do?*

Orders are usually routed on a truck early in the morning and the Delivery Service Representative follows the same route everyday, which is why your orders are delivered around the same time everyday. Due to many factors we are unable to change the routes due to customer demands. These situations make the Office Depot Store Purchasing Card a valuable tool. You may also call our customer service and place a pick-up order at the store of your choice.

- *It's early in the morning; I just arrived at work and realized I needed something added to my order. My order usually arrives around noon; can I call to have it added to today's order?*

Orders are pulled at night and the delivery trucks are loaded and usually leave well before 8:00 AM. This is another reason the Office Depot Store Purchasing Card is such a great tool.

- *When I'm placing an order, occasionally I see the letters MWDVE next to the item; what does it mean?*

MWDVE Indicates items manufactured or distributed by companies owned by Minorities, Women, or Disabled Veterans (the "E" stands for Enterprises).

- *Help, I'm in the Office Depot Internet Site and forgot how to set up a Custom Shopping List, what do I do?*

At the top of the website, click on the CUSTOMER SERVICE tab. Under HELPFUL LINKS, click on MY SHOPPING LISTS and it will go through each step of the set up for this or almost any other procedure on the Office Depot Internet Site.