Office DEPOT®

Taking Care of Business

A Program of Solutions for Azusa Pacific University

presented by

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949-291-5097

Contact Sheet

Office Depot Account #	27968233
Website	https://business.officedepot.com
Customer Service	888-263-3423
E-Commerce Help Desk	1-800-269-6888
Account Manager	Joe Offenheiser
Phone Number	949-291-5097
Email	joe.offenheiser@officedepot.com

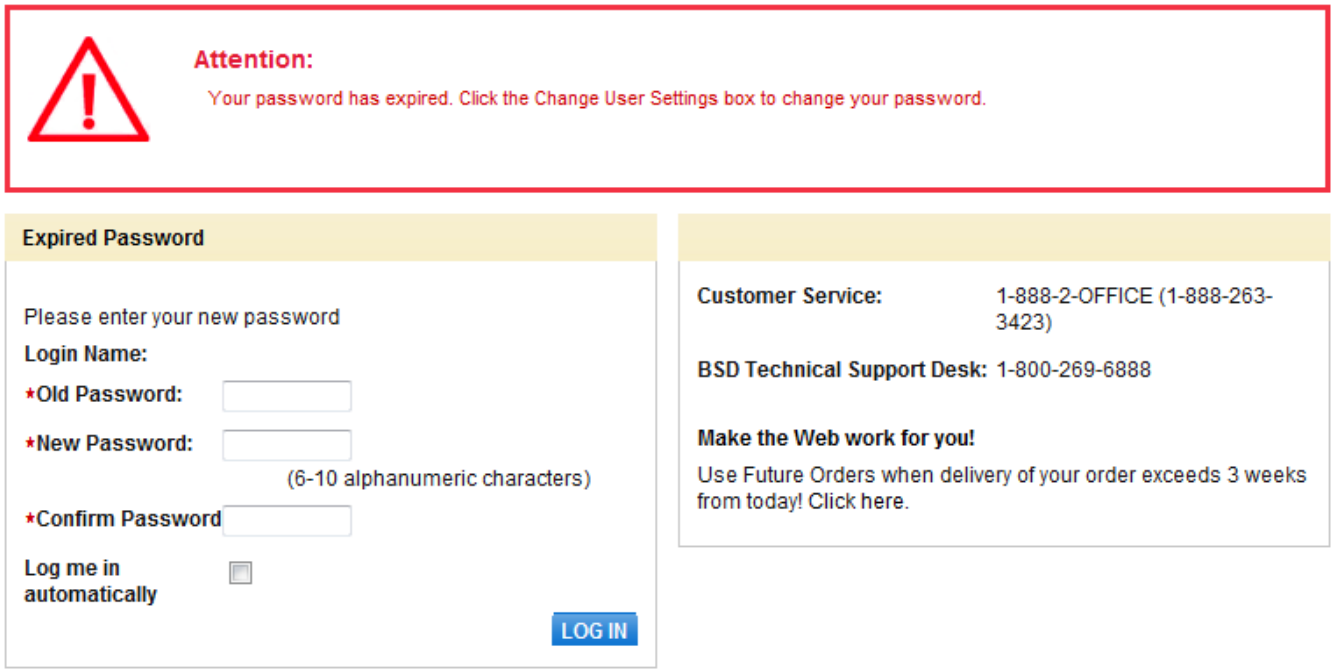
https://business.officedepot.com

Login Name: Your Email Address

Initial Password: Welcome

If it is your first time on the site or your password has expired, you will be prompted for a new password. Passwords must be at least 6 to 10 characters in length and are alphanumeric. The **Old Password** will be the same as the initial password for first timers.

When finished, click **LOG IN**. Our website will then prompt you to configure your profile with a security question. This will help us identify you should you forget your password. Once a question is selected and the answer is confirmed, click **Update**.



Special Orders

Please contact customer service or your account manager for products not found in our comprehensive catalog or online. They have access to many other products through various sources.

Return Policy

If you are dissatisfied with your purchase for any reason, you may return most items in their original packaging within 30 days of purchase for a replacement or full refund.

Special Order Products may not be returned or exchanged unless damaged or defective upon arrival. This includes items that are not stocked in one of our warehouses and/or are indicated as **SPECIAL ORDER**.

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 using the Order Tracking function under the My Account menu.

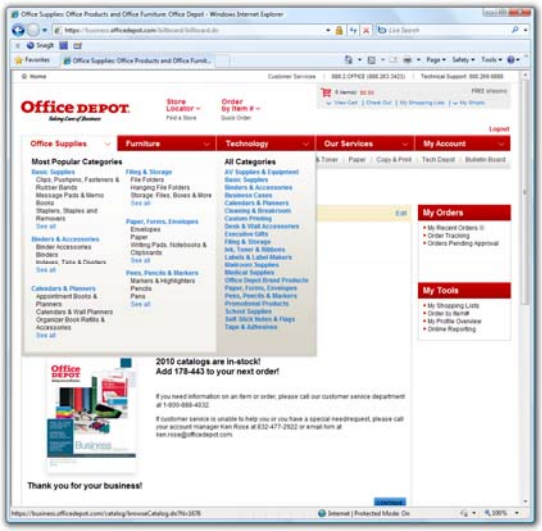
Quick Step Internet Ordering Instructions

1. Open/start your browser to access the Internet.
2. Type in https://business.officedepot.com
3. Type in your Login Name and password.
4. First time users will have to personalize their password.
5. Click on LOG IN .
6. Click on Order by Item # .
7. Type in the Office Depot item numbers and quantities (comments are optional).
8. Click on ADD TO CART .
9. Have more to order? Click on Continue Shopping
10. Finished ordering? Click on SHOPPING CART to review/modify your order or click on CHECK OUT .
11. If you selected CHECK OUT then validate and complete any required fields.
12. Review your order and click on PLACE ORDER to complete the process.
13. When you see **Thank you for your order!** , your request has been successfully submitted.

Contact your Account Manager if you need your online profile updated.

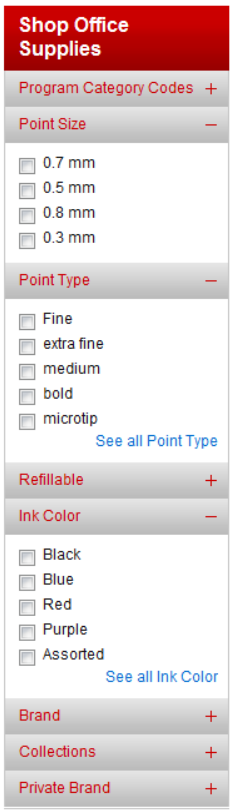
Shopping is simple on the website. You can browse through various product categories of our entire catalog to find what you need or you can shop for a specific item.

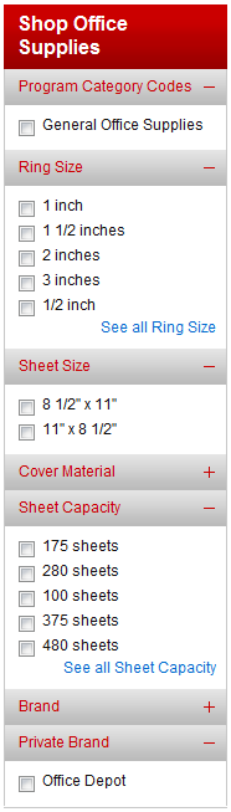
Product Categories



You may “mouse over” any of the product categories featured on the home page. Selecting "Calendars & Planners" for example, will take you to the appropriate page in the online catalog where you can browse through the products to find what you need. You can also click on View All Products A-Z to see items in all categories alphabetically.

Search



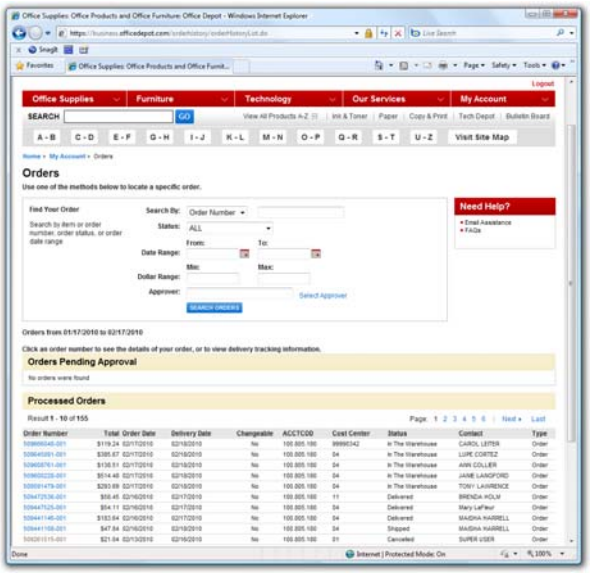


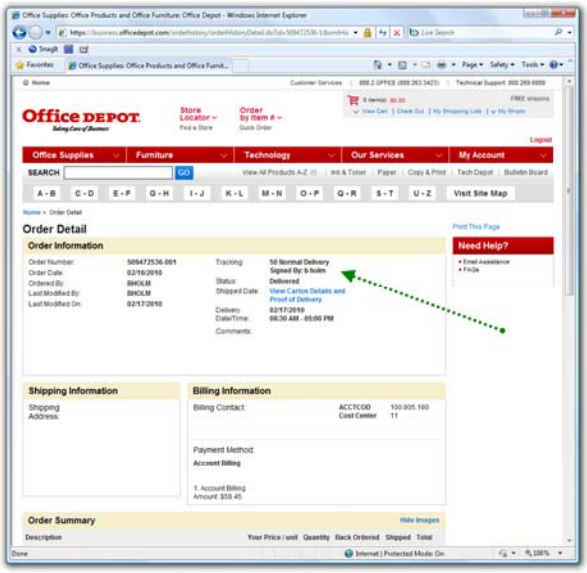
You may use "Search" to find and browse products on this website. You may search by keyword, product number, manufacturer name, or UPC number.

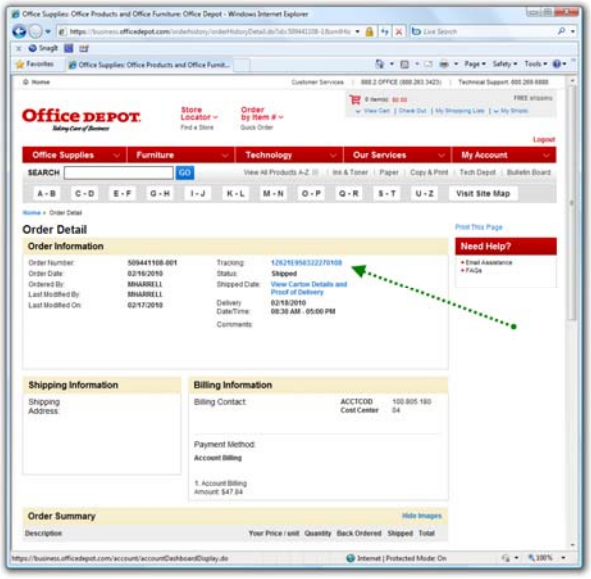
Don’t be afraid to use broad terms. You can quickly narrow your search by clicking on the sub-categories and product feature lists. (i.e. pens & binders)

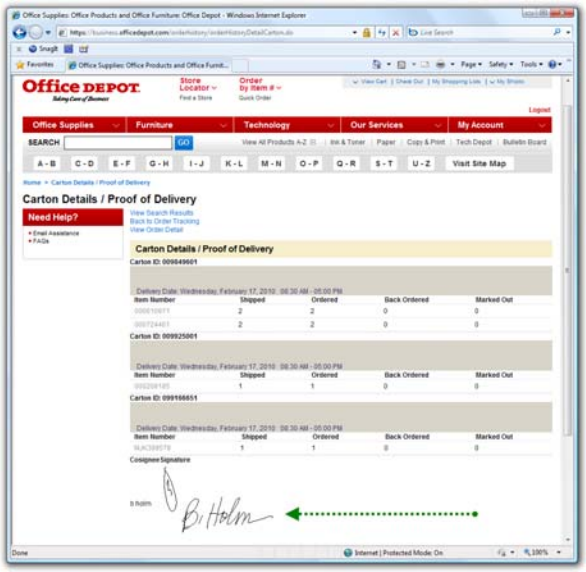
Most importantly, your core items always move to the front of your searches so you can easily identify your BEST VALUE selections.

Enjoy the convenience of 12-month online order history. Search orders by specific item numbers, order statuses, date and dollar ranges. Find update-to-date status on your orders as well as proof-of-deliveries. Click on the order number to view details. Orders being delivered via UPS have links which will provide real-time delivery updates. Return requests are initiated from the order detail screen (see the Begin Return link at the bottom of the page).









For your convenience, online shopping lists have been created containing your core items separated by categories. You can access these lists by clicking on the My Shopping Lists link at the top of the page, under My Account or My Tools on the right. You can pull items from the list to add to your order as well as create your own personal lists of products you order.

To Create Your First List

1. Click "My Shopping Lists" on any of the three navigation bars. You will come to the "My Shopping Lists" information page.

2. Click the "Get Started" button at the top of this page. This will guide you to a page to name your list.

3. Enter a name and comment and click the "Create New List" button. (Note: Comments are optional and for your use only.)

4. That's it - you've created your first list.

   Note: You may create as many lists as you like by repeating the steps above.

To Add Products to a List

1. Ensure you are logged in.

2. As you search and browse for products, simply click the "Add to Shopping List" button to add that item to a list.

3. You can select an existing list or create a new list.

4. Select the "Add to List" button.

To Shop with a List

1. Ensure you are logged in.

2. Select "My Shopping Lists" on any of the three navigation bars.

3. Select the desired list.

4. Enter the quantities as desired.

5. Make sure the checkbox is checked next to the item(s) you want to purchase.

6. Click "Add to Cart".

7. You will receive confirmation that items were added to your cart (Note: If an item is out-of-stock, you will be given the option to backorder it or choose another item).

8. Click "Checkout" to finish ordering.

To View, Edit, or Delete a Previously Created List

1. Select "My Shopping Lists" on any of the three navigation bars.

2. Select the desired list.

3. To edit the list name or comment, simply enter your changes and click "Update".

4. To remove items from the list, click "Remove".

5. If you change any quantities, you must click "Update" to save the changes.

6. To delete the list, click "Delete List".

Tips, Tricks, & Shortcuts

- To prevent items on your list from being added to your cart, enter zero in the quantity before clicking "Add to Cart".

- You can also uncheck the checkbox next to an item and click "Add to Cart" to prevent it from being added to the shopping cart.

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.**

To place a return online, click on the Order Number under Order Tracking. Click on the Begin Return link on the Order Detail page (at the bottom of the screen) to start the return process. For further assistance in processing your return online, please contact the Technical Support Desk at 800-269-6888.

There are three reasons why you would not see a Begin Return link on an order.

1. **The order status has not updated yet.** Please allow another day to pass before attempting to request a return.

2. **A return request has already been submitted on this order.** The website will only allow 1 return request per order to be requested online. Please contact customer service at 888-263-3423 to request any additional returns.

3. **The items on the order were special ordered.** These items cannot be returned unless, upon arrival, are damaged or defective. Contact your Account Manager if you need assistance.

To request a return via customer service, please follow these steps…

1. Call customer service at 888-263-3423 and provide them with the sales order number and 6-digit Office Depot sku number of the product being returned for credit.

2. Be prepared to provide a brief description of the reason for the return/credit (e.g. ordered in error, damaged/defective, etc.).

3. Also, be prepared to give customer service the total number of boxes that our driver will be picking up to complete the return.

4. Customer service will provide you a return authorization number for your records.

Another great service Office Depot provides is ordering stamps online. Here are steps to ensure your request arrives correctly.

1. The first thing you need to decide is what type of stamp. There are 3 kinds.

   a. **Pre-inked** – Stamps whose impression dies are impregnated with ink. These stamps do not use either an internal or external stamp pad. These stamps are durable, long-lasting, clean, easy to re-ink, and of the highest quality. There are three types of pre-inked stamps. Polymer gel pre-inks such as Royal Mark, the latest in technology flash stamps such as the AccuStamp, and the laser engraved vulcanized rubber stamps such as the industry-leading Xstamper brand.

   b. **Self-inking** – Stamps are mechanical stampers which have their own internal stamp pad. A swivel action causes the stamp die to hit the internal stamp pad between each use. In layman's terms, a self-inking stamp is basically a regular stamp and a stamp pad all in one box. Self-inkers are great for multiple stamping, are re-inkable, and reasonably priced. You may know these stamps by the brand names Ideal, Trodat, or Cosco.

   c. **Rubber** – Regular rubber stamps are basic stamps that are used in conjunction with a stamp pad. Traditionally they have wooden handles and are quick to get and inexpensive to buy. They can be messy if not handled properly, and require the use of a stamp pad.

2. The next step is to decide the impression size. Most people design their stamp either by a drawing on paper or using software. Draw a box around the entire image and measure it. This is the impression size.
3. From the website homepage click on Copy & Print, then Custom Printing, then Stamps & Daters. Select the style of stamp and impression size that best fits your project. Now, click on CUSTOMIZE.
4. The design studio is displayed with several tools to help you create the stamp.

a. *Upload Custom Image* or retrieve *Saved Artwork* – take images you have created and upload them to the site. Once uploaded, you can import them into your stamp impression area and they will automatically be saved for future use. Please be aware that uploaded images can be viewed by all online users. Also, artwork must have a minimum resolution of 300 DPI.

b. *Border* – add a border to your stamp by simply clicking on the button.

c. *Fonts* – pick from our list of the top 7 typestyles in the drop-down box. Select the font size and color. Lastly, add your **bold**, *italics* and <u>underlines</u> to your design. Don't see the font you like? Create your stamp in your favorite program, save the image as a PDF, BMP, EPS, GIF, JPG, PNG or TIF and then upload.

d. *Justification* – click on the left, center or right buttons to add alignment.

e. *Auto-fit Vertical Spacing* – click on this button to evenly distribute your lines of text vertically.

f. *Symbols* – select from the drop-down box of symbols for your design.

g. *Clear Text / Remove Image* by simply selecting and clicking on the red X.

h. *Add Stock Logo* when you need to quickly add an image to your design.

i. *Spell Check* is a great tool to just double check your text.

j. *Grid* will provide you a guide for lining up your text and images.

k. *Rotate* – allows you to rotate text and images 360°.

5. Once you have completed designing your stamp, click on PROCEED.
6. At this point you can…
   a. Click on Edit to continue working on your stamp.
   b. Click on View PDF to view/print the actual size of your design.
   c. Click on Email Preview to send someone a proof for review.
   d. Check the acceptance box and click PROCEED to move forward.
7. The next screen allows you to select the stamp quantity. The default is 1. You can Edit or View PDF from this screen. Click PROCEED to move forward.
8. Order supplies for your stamp on this page. Modify the quantity if needed, check the Add to my Order and then click PROCEED.
9. The next screen offers additional items. Modify the quantity if needed, check the Add to my Order and then click PROCEED.
10. This is the last screen before adding to your shopping cart. At this point you can…
    a. Email a preview
    b. View/print a PDF proof
    c. Create a new item with this layout
    d. Edit your stamp, quantity or accessories
    e. Edit any additional items ordered
    f. Delete the order
    g. Click on ADD TO CART to complete the process

You are done! Any stocked items that are added to your order will be delivered as usual. Your stamp order will split-off and be processed separately. You will be able to track both orders online.

- *I've looked all through the catalog/online and can't find the item I really need; does this mean Office Depot doesn't have it?*

  Not at all, Office Depot carries over 15,000 items in its full line catalog, but we have access to many other products through various sources. Please call your customer service representative for help.

- *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. 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 or credit card uploaded into the Office Depot System. If you do not have a Store Purchasing card, contact your account manager.

- *I need to order furniture and I'm not sure what I really need or the options I have, who do I call?*

  Please contact your business service administrator in the business office and they may direct you who to contact for furniture.

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

  Orders are pulled at night and the delivery trucks are loaded and usually leave well before 8:00 AM. Please contact customer service to arrange a store pickup or same-day delivery (additional charges may apply).

- *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. Please contact customer service to arrange a store pickup or same-day delivery (additional charges may apply).

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

  HUB (Historically Underutilized Businesses) indicates items manufactured or distributed by companies owned by minorities, women, or disabled veteran enterprises.

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

  Click on the Email Assistance link at the bottom of the screen and then click on My Shopping Lists under Helpful Links/Ordering.

- *With so many passwords I have to remember, I forgot which one I use for the Office Depot online ordering. How can I find out my password?*

  No worries, just go to our website (https://business.officedepot.com), click on "Forgot your login name/password" and just follow the instructions. You can also contact your account manager for assistance.

- *I need additional copies of the catalog, how do I get additional copies for my office?*
  The catalogs are offered to our customers free of charge. You can request a catalog with your next supply order by Internet, phone and fax. Use the item number printed on the bottom of the back catalog cover. The item number is also advertised on the website bulletin board.