BUSINESS SOLUTIONS DIVISION

WELCOME

Office DEPOT

Taking Care of Business

Office Supply Program for

Columbia Bank

You'll Notice The Difference.

https://bsd.officedepot.com

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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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Office Depot Contact Information

Contact Sheet

Your Office Depot Account #	**45596465**
Web address:	**https://business.officedepot.com**
Customer Service: (Delivery, and Product Related Questions)	**1-888-777-4044** Available: 5:00am to 5:00pm PST
➢ **Office Depot Business Account Manager:** **Phone:** **Email:** **Headquarters: Seattle, WA**	**Rayna Whitright** **253-872-1619** **Rayna.Whitright@officedepot.com**

Columbia Bank Contact Information & Password Resets

➢ **Contract Manager** **Phone:** **Email:**	**Dale Jackson** **253-471-4060** **dalej@columbiabank.com**

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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: ***Your email address***
(i.e. johndoe@columbiabank.com)

Initial Password: ***Welcome***

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

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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 -> Full Email Address
4) Type in your Password -> Welcome (password is not case sensitive)
5) Click on LOGIN
6) Click on My Shopping Lists in the upper top right to order from **Columbia Bank's preferred lists**.
7) If you know the item number(s) for the product(s) you wish to order select: Order by Item # Quick Order
   a. Type in Office Depot Item #, quantity, and a comment (if desired)
8) If you do not know the item number(s) for the product(s) you wish to order, you can:
   a. Search for product using key words or manufacturer part numbers by entering the information in the space provided in the gray toolbar and then clicking Go

      SEARCH GO

   b. Shop using our online catalog. Simply click on Home in the upper left hand corner or View All Products A-Z in the grey toolbar and you will be directed to category listings
9) Enter Quantity Needed and Select ADD TO CART to add your desired product to your shopping cart
10) View Cart by selecting SHOPPING CART
11) Select the action: '**Continue Shopping**', '**Update Cart**' (if you have changed any items in your cart), '**Empty Cart**', '**Save Cart To List**' (to save your order for later) or '**Check Out**'.

    Continue Shopping Update Cart | Empty Cart | Save Cart To List CHECK OUT

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

    1 item(s): $34.11
    View Cart | Check Out | My Shopping Lists | My Shipto

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12) If you selected Continue Shopping you can search for additional items or click on Order by Item # Quick Order to add more items.

13) If you selected Check Out verify the items in your cart and complete any required information

14) You now have three options:

SAVE CART TO LIST | PUT THIS ORDER ON HOLD | PLACE ORDER

Click to submit your order.

a. If you are satisfied with your order, select PLACE ORDER to complete the process

b. If you would like to save the items in your cart and purchase at a later date, select PUT THIS ORDER ON HOLD

c. If you would like to save the items in a list but not create the order select SAVE CART TO LIST

15) When you see "**Thank you for your order," and your order number,** your order has been successfully completed.

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.

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The greatest savings and discounts to your organization are achieved by placing your orders online so this method should be your first option. Orders requiring your manager's approval can only be accommodated online. When you place an online order requiring approval, the order is put on hold. An email is sent to the approver who can then go online and release your order.

Special Orders

Need a product that you can't find online or in our catalog? Contact Customer Service or your Account Manager. They have access to many other products through various sources.

Customer Service:	1-888-777-4044
Your Account Manager:	Rayna Whitright
Phone:	253-872-1619
Email:	Rayna.Whitright@officedepot.com

***Please note that Phone & Fax orders are to be used <u>only</u> if an online order cannot be placed.**

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Office Depot 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.

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.

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Product Returns

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.

Return Procedures: 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.**

a) Online Returns; if your order was placed via our website:

- Click on My Account then choose "**Order Tracking**" from the drop down.
- Find the order number you need to place a return on and click the link.
- Once the order detail appears, click on | Begin Return at the bottom of the page.
- Fill in the requested information; include quantity and the reason for the return.
- To complete the return, click on PLACE YOUR RETURN

A confirmation number will appear on the screen for your return.

b) Phone or Fax Returns; if your order was placed via phone or fax:

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, damaged/defective. Your Customer Service Representative will assign a Return Authorization Number and inform you of the process to return the item.

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

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Backorders

All catalog items are in stock, diminishing the chance of backorders. In-stock backorders are automatically filled from 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 also track your order online under the Order Tracking under "**My Account**".

Order Size Discounts

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. At this time we will be charging you **$1.99** for delivery for all orders under $50.00. We strongly encourage you to consolidate orders below $50.00. ***Our system allows you to indefinitely hold items in your cart until you are ready to order.*** Please help us with our delivery costs. Our goal is to continue to satisfy our customer and provide them with excellent customer service.

To encourage consolidation of orders and eliminate delivery fees, we offer the following incentives with our ***Point-of-Sale order size discounts***:
Please review the following to understand how to maximize your savings!

Proposal Description	Discount (%)
Orders between $50.00 and $99.99	2.0% discount per order
Orders between $100.00 and $199.99	3.5% discount per order
Orders over $200.00	5.0% discount per order

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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. Every item in the catalogue is assigned a unit of measure (each, dozen, box, pack, set, etc.) to assist you when placing your order.

- ***I'm in the Office Depot Internet Site and forgot how to set up a Personal Custom Shopping List, what do I do?***
  Click on the ONLINE TRAINING button to go through each step of the set up for this or almost any other procedure on the Office Depot Internet Site.

- ***With so many passwords I have to remember, I forgot which one I use for Office Depot online ordering. How can I find out my password?***
  Just go to our website (https://business.officedepot.com) and click on "Forgot Your password?". Type in your login name, select the security question you picked when you logged on for the first time, answer the question and you will be logged in. The website will then ask you to update your profile with a new password. If you do not remember your log in name, call our HELP DESK at 800.269.6888 any time between the hours of 7:00 AM - 9:00 PM EST and they will be glad to help you. Have your account number ready before you call.

- ***I need additional copies of the catalog, how do I get additional copies for my office?***
  Many offices like to keep several catalogs on hand so that it is easy to find when you need it. The catalogs are free of charge and are updated every six months, in January and July. You can request a catalog with your next supply order by Internet. Uses the item number printed on the lower right hand corner of the back catalog cover or check your bulletin board page for the most current item number.

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Office Depot looks forward to partnering with Columbia Bank.
Please, feel free to contact any of us regarding any questions or concerns you may have.

Regards,

Rayna Whitright

Major Account Manager
Office Depot, Inc.

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