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

BUSINESS SOLUTIONS DIVISION

WELCOME

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.

Columbia Bank
You'll Notice The Difference.

Office DEPOT
Taking Care of Business

BUSINESS SOLUTIONS DIVISION

WELCOME

Office Depot Contact Information

Contact Sheet

Your Office Depot Account #	**45596465**
Web address	**https://business.officedepot.com**
Customer Service	**888-777-4044**
Office Depot Business Account Manager Headquarters: Seattle, WA	**Jerry Stewart** **jerry.stewart@officedepot.com** **253-872-1628**

Columbia Bank Contact Information & Password Resets

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

Columbia Bank
You'll Notice The Difference.

Office DEPOT
Taking Care of Business

BUSINESS SOLUTIONS DIVISION

WELCOME

Ordering Methods

Internet Orders

https://business.officedepot.com

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

Login Name: Email Address

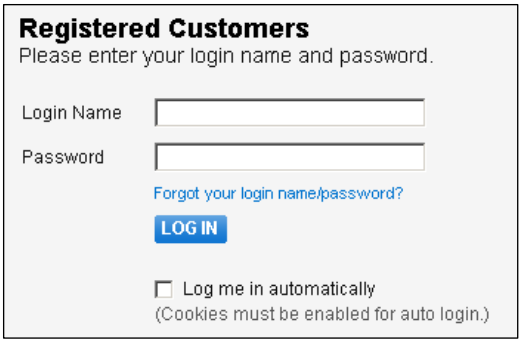
Password: Welcome

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)



ColumbiaBank
You'll Notice The Difference.

Office DEPOT
Taking Care of Business

BUSINESS SOLUTIONS DIVISION

WELCOME

5) Under **My Tools** Select **My Shopping Lists** to order from Columbia State Bank's preferred lists.

6) Or type in Office Depot Item # (found in catalog), quantity, and comment if desired in the

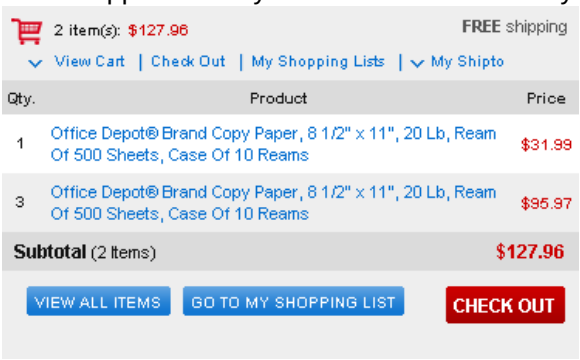
7) Enter quantity needed and Select: Qty ADD TO CART

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.

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

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



ColumbiaBank
You'll Notice The Difference.

Office DEPOT
Taking Care of Business

BUSINESS SOLUTIONS DIVISION

WELCOME

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

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

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.

ColumbiaBank
You'll Notice The Difference.

Office DEPOT
Taking Care of Business

BUSINESS SOLUTIONS DIVISION

WELCOME

14) When you see **Thank you for you 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

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.

Columbia Bank
You'll Notice The Difference.

Office DEPOT
Taking Care of Business

BUSINESS SOLUTIONS DIVISION

WELCOME

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:	Jerry Stewart
Phone:	253-872-1628
Email:	jerry.stewart@officedepot.com

****Please note that Phone & Fax orders – are to be used only in the situation that an online order cannot be placed.**

Columbia Bank
You'll Notice The Difference.

Office DEPOT
Taking Care of Business

BUSINESS SOLUTIONS DIVISION

WELCOME

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.

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!

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.

ColumbiaBank
You'll Notice The Difference.

Office DEPOT
Taking Care of Business

BUSINESS SOLUTIONS DIVISION

WELCOME

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. Folding chairs and tables, which have been used and are out of their original carton, may not be returned.

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 Order Tracking under "**My Account**" 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.

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 returning merchandise in your standard delivery area.

Columbia Bank
You'll Notice The Difference.

Office DEPOT
Taking Care of Business

BUSINESS SOLUTIONS DIVISION

WELCOME

Backorders

All catalogue items are in stock, diminishing the chance of backorders. In-stock backorders are automatically filled 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 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 for 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.

If you save us money on delivery costs, we save you money instantly. Please review the following ***Point-of-Sale*** order size discount structure:

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

Columbia Bank
You'll Notice The Difference.

Office DEPOT
Taking Care of Business

BUSINESS SOLUTIONS DIVISION

WELCOME

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 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?***
  At the present time, there is no alignment between the Office Depot store and BSD in Canada. We are expecting to have this functionality in 2008.

- ***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 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 catalogue, how do I get additional copies for my office?***
  Many offices like to keep several catalogues on hand so that it is easy to find when you need it. The catalogues are free of charge. You can request a catalogue with your next supply order by Internet, phone and fax. Use the item number printed on the lower right hand corner of the back catalogue cover or see your bulletin page for the new SKU #.

Columbia Bank
You'll Notice The Difference.

Office DEPOT
Taking Care of Business

BUSINESS SOLUTIONS DIVISION

WELCOME

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,

Jerry Stewart
Office Depot, Inc.

Columbia Bank
You'll Notice The Difference.

Office DEPOT
Taking Care of Business