

value

Business Solutions Division

service

Welcome

selection

Business Supply Source

integrity



Office Supply Program For Harris RF Communications



<http://bsd.officedepot.com>



Welcome...

to Office Depot, one of the world's largest office products distributors. With the introduction of the now popular concept of warehouse marketing, we revolutionized the office products industry. We continue to solidify our position as the leading office products distributor.

Selecting a financially solid supplier ensures you with quality products, high fill rates, stable systems, cutting-edge technology, superior office furniture and a company willing to invest in partnerships.

We look forward to doing business with you...

So let's get you started!

Our Customers Are Everything!

Without them, nothing else matters.



Office DEPOT.
Taking Care of Business



Contact Sheet

Your Office Depot Account #	42214746
Web address	https://bsd.officedepot.com
Customer Service	1-888-777-4044
Account Manager	Jennifer Buchbinder Email: Jennifer.buchbinder@officedepot.com

Ordering Methods

Internet Orders

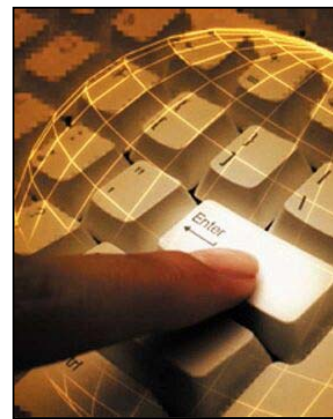
<https://bsd.officedepot.com>

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

Login Name: HARRISNETWORK ID for example: HARRISMWRIGH10

Initial Password: WELCOME

After you type your log in and password click Log In. If it is your first time on the site or your password has expired, the Change User Login screen will appear, asking for a new password and confirmation. Passwords must be at least 6 characters in length and are alphanumeric. When finished, click Start Shopping. Our website will then prompt you to configure your profile with a security question. This will help us identify you if your password is forgotten. Once a question is selected and the answer is confirmed, click Update. Then the Bulletin Board will appear. Please read periodically for updates to the program.





Quick Step Internet Ordering Instructions

Placing an Order

- 1) Use browser to access the Internet
- 2) Type in <http://bsd.officedepot.com/>
- 3) Type in your Login-Name: HARRISNETWORK ID for example: HARRISMWRIGH10
- 4) Type in your Password: WELCOME
- 5) Click on: **Login**
- 6) Select **My Shopping Lists** 
- 7) Select the item you wish to order change the quantity.
- 8) Select: **Add to Cart**
- 9) Select **Continue Shopping** if you are not through or **Checkout**  if you are done.
- 10) If you selected **Continue Shopping** then click on **Order by Item #**  or **My Shopping Lists**  to add more items.
- 11) If you selected **Checkout**  then validate and complete any required information.
- 12) Review your order and select **Place Order**  to complete the process.
- 13) When you see **Thank you for ordering with Office Depot Business Services Division** your order has been successfully completed.

Order Confirmation

Thank you.

Your order has been placed.

Your Order Number is: 143991469-001

Need Assistance? Internet Help Desk 800-269-6888

Online Training is available in the Customer Services section.



Special Orders

For products not found in our comprehensive catalog, please fill out the Special Product order form that can be found on the website bulletin board. Email the form to Jennifer Buchbinder @ jennfier.buchbinder@officedepot.com

Return Policy and Procedures

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.**

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.**

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. **Please print a copy of the return order and tape it to the outside of the box. Then return the box to the receiving department for pick up.**

Or 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, damaged/defective.

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



Other Considerations

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. We encourage you to consolidate your orders to save Harris RF Communications and Office Depot money.



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 12,800 in-stock office supply products ready for delivery!



Coffee

Remember us for your coffee needs. We offer Keurig K-Cups in a variety of coffee flavors as well as Tea and Hot Chocolate. We also have coffee room supplies available. Please check out the Shopping Lists for your contracted prices.





Frequently Asked Questions

- *I've looked all through the catalog 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 customer service at **1-888-777-4044** to help you find the product. Or contact Jennifer Buchbinder.

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

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.

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

HUB indicates items manufactured or distributed by companies which may be owned by Minorities, Women, or Disabled Veterans. Harris RFCD is proud of its commitment to Small Businesses and will continue to support these enterprises. Please note though, that any purchase of items marked with the HUB designation is classified as a Tier 2 purchase and will not be reflected in our metrics to meet RFCD's specific small business goals.

- *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 CUSTOMER SERVICES button, it will 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 the Office Depot online ordering. How can I find out my password?*

First of all, it happens all the time, just go to our website (<http://bsd.officedepot.com>) and click on “Forgot Your password?” Just type in your log in 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 1-800-269-6888 any time between the hours of 7:00 AM - 9:00 PM Eastern Standard Time 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 of our catalogs on hand so that it is easy to find when you need it. The catalogs are offered to our customers free of charge. You can request a catalog with your next supply order by Internet, phone. Use the item number printed on the lower right hand corner of the back catalog cover.