



BUSINESS SOLUTIONS DIVISION

WELCOME



Office DEPOT®
Taking Care of Business

Contact Information and Frequently Asked Questions





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Customer Service Contact Information

Your primary contact will be the Office Depot Customer Service Team. This team of associates specializes in understanding your office product supply needs. Our goal in developing this unique team is to offer our customers a knowledgeable group of associates to achieve superior customer service. Customer Service is available from 8:00 am until 5:00 pm. Please contact Customer Service to place orders, schedule returns, check pricing, or discuss recent orders.

K-12 Schools, Local Government, & Business Customers

Customer Service Telephone Number: **888.2office** (888.263.3423)
Customer Service Fax Number: **888.813.7272**

State of Washington & National Account Customers

Customer Service Telephone Number: **888.777.4044**
Customer Service Fax Number: **800.973.3376**

Federal Government Customers

Customer Service Telephone Number: **888.263.9586**
Customer Service Fax Number: **888.263.9587**

Billing Information and Questions

Credit Service Telephone Number: **800.222.1404**
Tax Department Telephone Number: **800.937.3600 ext. 84353**
Office Depot's Federal Tax ID Number: **59-2663954**
Remittance Address: **Office Depot**
P.O. Box 70025
Los Angeles, CA 90074-3211

eCommerce Customer Service

eCommerce Service Telephone Number: **800.269.6888**

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Frequently Asked Questions

- ***Why did I receive this information with my latest request?***

First of all don't panic, remember our customer service team is available to help with most anything. I am often out of the office on sales calls. If you want me to visit your office, or if you have inquiries regarding other Office Depot services, please email or call and I will contact you as soon as possible.

Rob Miller – Account Manager

Phone: 509.242.8560

Fax: 509.267.8193

Email: Rob.Miller@officedepot.com

Ordering Website: www.officedepot.com/bsd

Support Website: www.dwstiw.com

- ***I'm in the Office Depot Internet Site and I want to know more on how to use the site; example: 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 (www.officedepot.com/bsd) 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

- ***How do I obtain an online login?***

Your login can be setup by a designated "super-user" within your company or you can download and complete this form:

<http://www.dwstiw.com/resources/Individual+eCommerce+Setup+Form.pdf>

- ***What is the difference between a cart and a list?***

The shopping cart is used for purchases you are making right away. The custom shopping list feature is used to create lists of commonly ordered items for future reference. You may have multiple lists on your account.

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Frequently Asked Questions (Continued)

- ***How do I return or exchange an item?***

Returns & exchanges are handled by your local Office Depot customer service center. Please see "Customer Service Contact Information" on previous page for the correct phone number. Online returns can be processed via Order Tracking. For assistance in processing an online return, please contact the E-Commerce Support Desk at **800.269.6888**.

- ***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 a registered P-Card (Credit Card). If you do not have a Store Purchasing card or a registered P-Card, you can call customer service and place a pick-up order at the store of your choice.

- o To request a Store Purchasing Card, follow this link:
<http://www.dwstiw.com/resources/SPC+Application.pdf>
- o To register a P-Card, follow this link:
http://www.dwstiw.com/resources/Procurement_Card_Registration_Process.pdf

- ***How do I get a current catalog?***

Catalogs are offered to our customers free of charge. You can request a catalog with your next supply order by Internet, phone or fax. Use the item number printed on the lower right hand corner of the back catalog cover. To see all of our current catalogs that are available please go to this link: <http://dwstiw.com/catalogs>

- ***I see that can submit items to be printed online under the Design and Print tab or in store; what is this and what is my contract pricing?***

Now you can enjoy professional, full-service printing, copying, binding and finishing whenever you need it. Just upload your documents and we'll deliver them from one of our nearest Regional Print Facilities from around the country or pick-them up at any of our store locations. To view your contract price, please follow this link: <http://dwstiw.com/dps>