

value

Business Services Division

Welcome

selection

integrity

Business Supply Source

Office DEPOT®

Taking Care of Business

Office Supply Program For

Steelcase Dealers



<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.

As one of the world's largest office products distributors, our annual report demonstrates the financial strength of our company. 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.





Contact Sheet

Account Name	Steelcase Dealer
Your Office Depot Account #	43779460
Web address	http://bsd.officedepot.com
Customer Service	1-888-263-3423
Fax Orders to	1-888-813-7272
Your Account Manager	Sarah Short
Phone Number	616-940-8848 x: 225
Fax	616-940-8858
Email	Sarah.Short@officedepot.com
Administrative Assistant:	Ruth Jones
Phone Number	616-940-8848 x: 228
Email	Ruth.Jones@officedepot.com



Ordering Methods

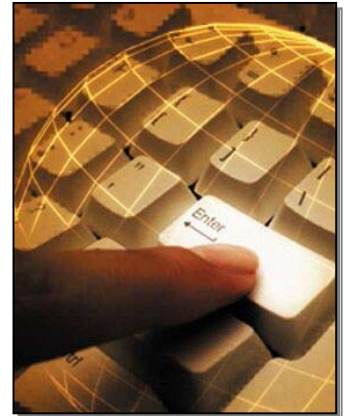
Internet Orders

<http://bsd.officedepot.com>

Login Name: SEE BLUESHARE SITE TO REQUEST YOUR CUSTOMIZED LOGIN TODAY!

Initial Password: DEPOT1

Once you've consulted the Blueshare site for your login and password, use them to access <http://bsd.officedepot.com>. When you enter your login and password, and click on Login, the Office Depot Business Services Division homepage appears. 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.





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:
- 4) Type in your Password:
- 5) Click on: **Login**
- 6) Select: **Order by Item #** 
- 7) Type in Office Depot Item # (found in catalog), quantity, and comment if desired
- 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 #**  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.



Phone Orders

To place orders by phone, please have the following information ready for your Customer Service Representative:

- Account #
- Ship To information
- Contact Name and Telephone #
- Billing requirements (purchase order #, cost center, etc.)
- Office Depot's 6-digit item numbers or manufacturer's part numbers
- Quantity of Item (please refer to the unit of measure in the catalog)

Phone orders must be placed by 5:00 to ensure next business day delivery.



Ordering Methods

Fax Orders

A requisition form can be used to place orders. The following information is needed to process a faxed order:

- Billing Requirements – Account #, Ship to location, purchase order number/cost center/etc., contact/attention name and phone number
- Product Information – Quantity, Office Depot 6-digit item number or manufacturer's part number, catalog unit of measure and description

Faxed orders must be received by 4:00 to ensure next business day delivery.



In-Store Purchasing

The Procurement Card program allows you, our contract customer, to shop at Office Depot retail stores using their personal or corporate credit card and still receive contract pricing. Items purchased with the procurement card will be re-priced at the register to reflect your contract price or retail; whichever is lower, assuring the best possible price.

As a member of the Steelcase Dealer program, Office Depot is able to “link” your Business Services Division account to over 850+ Office Depot retail locations. Use of the Store Purchasing Card allows you to obtain supplies at your established contract price for after-hour, rush or emergency orders. These purchases are billed to your account.





Taking Care of Business

BUSINESS CREDIT CARD REGISTRATION

- You may already shop at one of our stores for your personal supply needs. Office Depot is one company with two divisions. The Business Services Division was established to serve the more involved needs of businesses. **Your Business Services account is different from a Retail Account. Therefore if you shop retail you will need to have your business credit card registered so that you can receive your company's contract pricing or retail sale price while visiting any of our retail stores. If you already have an Office Depot credit card and would like to continue to use that card you must also register that card number to receive your contract pricing while at the store.** The following day you can check the Internet and view your order history to see your retail purchase. Please note that coupons **can not** be used on your contract account. You will receive the best price between your contract or retail sale price whichever is lower while shopping our retail stores. Orders to be delivered must be entered on the Internet at <http://bsd.officedepot.com>, faxed or phoned in to the Business Services Division to qualify for your company's plan.

CONTACT NAME

COMPANY NAME

CREDIT CARD NUMBER

PHONE NUMBER

OFFICE DEPOT ACCOUNT #

Please fax this form to 800-824-9944

You may register more than one card.

[illegible]



Ordering Methods

Special Orders

For products not found in our comprehensive catalog, please contact Customer Service or your Account Manager. They have access to many other products through various sources.

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.**





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 Incentives

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. As a Steelcase dealer, Office Depot encourages you to consolidate orders by rewarding you for larger orders. There will be a point-of-sale instant discount for orders over the following dollar amounts. Consider it our “thank you!” for helping us reduce cost, while in turn reducing yours!

- 1 % additional discount for any orders placed > \$100.00
- 1.5 % additional discount for any orders placed >\$200.00
- For orders \$0 - \$99.99, no additional charge will be assessed

Thank you for your business and if you have any questions or need further clarification, please contact your Account Manager.



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.**

If your order was placed via phone or fax, 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.

If your order was placed via our website, 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.



Billing and Remittance

Office Depot's Standard terms are net 30.

Remittance address is:

Office Depot
P.O. Box 70025
Santa Ana, CA 92725-0025

Credit Services:

800.222.1404

Tax Department:

800.937.3600 x 84353

Office Depot's Federal Tax ID No.:

59-2663954

Online Billing and Usage Reporting:

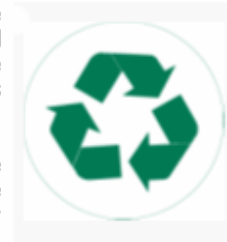
- Office Depot Online Billing allows you to view all open payables within an account and at multiple ship-to locations.
- OD Usage Reporting provides you access to view and analyze a detailed history for items ordered within a date range and at multiple locations.

Login at <http://bsd.officedepot.com>, select the Customer Services tab, and then Online Reports. Any other inquiries or requests should be made through your account manager.



Recycled Products/Programs

Office Depot offers a full line of recycled, reusable and refillable products. We understand the obligations businesses must meet in the upcoming years relative to waste reduction. We are committed to providing every opportunity to you to meet these requirements with office product purchases and recycling programs.



Toner Cartridge Recycling Program

The program provides three options of recycling toner cartridges, depending on the customer's method of delivery:

- If the customer receives Desktop Delivery, the empty toner cartridge is placed on the original carton, marked "used" and handed to the driver on the next visit.
- If the customer receives Dock or Receiving Delivery, the empty toner cartridge is placed in the original carton marked "used" and given to the internal receiving or delivery person to return with the next schedule delivery.
- If the customer is in a remote location and their office products are delivered via UPS or by some other means internally within the company, the empty toner cartridges are collected in a special collection box that is provided to you. The full box of empty toner cartridges is mailed back with a return label that is provided.

We actively:

- Recycle Supplier Corrugated Boxes
- Recycle White Paper
- Utilize only recycled boxes to ship our products to customers
- Use boxes that contain recycled fibers and are printed with earth-friendly water based inks



Vendor Diversity (HUB)

To support our commitment to Vendor Diversity HUB (historically underutilized business) and ensure that our supplier base adequately reflects today's global marketplace, Office Depot has taken the following steps:

- Office Depot actively seeks out HUB businesses through vendor fairs and trade shows.
- Office Depot offers HUB vendors equal opportunity in the vendor selection process.
- Office Depot has formed strong partnerships with diverse businesses and HUB member organizations, such as the National Minority Supplier Development Council and the Women's Business Enterprise National Council.
- Office Depot has highlighted the products of HUB vendors in our national catalogs to further promote them and to educate our customers as to their availability.
- Office Depot has empowered our HUB vendors to become self-sustaining and competitive providers of goods and services to our corporation and our customers.

Many of our customers choose to order from HUB vendors, which are why we carry such a great variety of products-from copy paper to business machines to candy.

value

Business Services Division

service

Welcome

selection

Business Supply Source

Products and Services



PROMOTIONAL PRODUCTS | Building Brand Value

1.800.929.4977

It's just one more way **Office Depot** is *Taking Care of Business!*

Introducing Promotional Products through Office Depot!!!!

Office Depot BSD has partnered with **Norwood** to bring you the largest line of promotional products available.

The best part is as an Office Depot Business customer, you have immediate access to this extensive line of products.

Simply visit:

<http://promo.officedepot.com>



Technology

Over 60,000 products such as workstations, networking, notebooks, PCs, monitors, servers, printers and more. Services include equipment leasing, software licensing and special volume price discounts. See your account manager for more details.



Store Copy Center

Take advantage of our retail store's copy and print center by using your convenient Store Purchasing Card.

Janitorial/Sanitation Supplies

While Office Depot has great savings on office supplies, we can help you maximize your purchasing power with competitive pricing on top-brands of in-stock 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.





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!



Business Machines, Computer Supplies and Accessories

Our office technology offering includes the most up-to-date listing of brand name

An Additional Note:

It's important to note that although retail stores are an instant resource for you as a Steelcase dealer, the program you're being offered is through the BUSINESS SOLUTIONS DIVISION of Office Depot. Our main focus is the large business-to-business customer in need of specialized discounting and next-day service, as well as the other specialty offerings noted previously. If you have any questions in regard to your discounts, or the differences between our retail and business solutions divisions, please feel free to contact your account manager.

Thank you for letting us help you take care of business!!!