

Welcome Wakemed
Office Depot Account Number: 90719427
Ordering Method: Online Orders
Access the Office Depot Business website:
<https://business.officedepot.com/>

Log-In: (user will receive two emails with their log-in credentials:

Login Name:

Initial Password:

Login Name

→

Password

→

☐ Keep me logged in 

LOG IN

When you log in for the first time, you will be prompted to change your password and respond to a security question. Passwords are required to be approximately 8-10 characters in length, contain at least one upper case letter, lower case letter and a digit.

Ordering: Online

Step 1: From Bulletin Board, click link to access contract items. They are tagged with  icon on the website.

Step 2: Check off box to right of the items you want to purchase & click on **"Add to Cart"** button at the bottom of page.

Step 3: Proceed to Checkout & verify enter necessary information (ATTN, FL/RM#, COSTCTR, DEPT NAME). *Note, these are required fields. Make sure to include your Department Name as this is important to ensure delivery to you at your location*



Step 4: Click on **"Place Orders"** to submit your order for processing.

Click to submit your order.

Orders containing restricted items and/or over your designated dollar limit will be routed to the Approving Manager for review & release.

Order Tracking/Delivery:



Step 1: From the Bulletin Board, click on **"Order tracking"** located at the top of page under the **"Orders"** icon. 

Step 2: Search Processed Order Section for your order number or by your name.

Step 3: Once you've located your order number, click to open & view all information regarding the status of your order.

Return Procedures:

Step 1: From Bulletin Board, click on **"Order tracking"** located under "My Orders".

Step 2: Locate the sales order number that you need to place a return on. Once the order detail appears, click **"Begin Return."**

Step 3: Fill in the return quantity, select the reason for the return and click **"Continue."**

A confirmation number for your return will appear. Please print this page and/or write the return authorization number on the package you are returning. Keep copy for your records.

Step 4: Place the merchandise in your standard delivery area for pick-up.

Customer Service Available Mon-Fri 8AM-8PM Eastern:

National Customer Service: 800.685.8800 – For product information, order inquiries, short ships or returns (even exchange only).

Technical Support Helpdesk: 800.269.6888 – Forgotten password/ resets, user ID lockouts, navigational questions.

Office Depot Contact:

Cindy Brittain, Strategic Account Manager

Email: cynthia.brittain@officedepot.com

Phone: 704.905.8234

APPROVERS INFORMATION:

APPROVING ORDERS

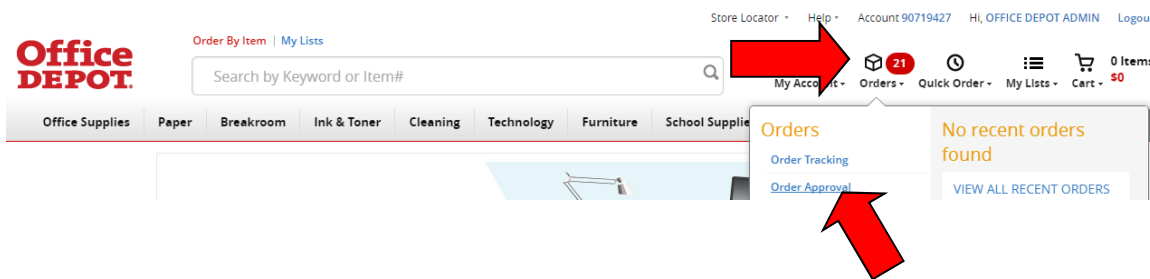
The Office DEPOT email will give you the details of the entire order and allow you to “release order” or “cancel order” the order after reviewing the order details.

- ✓ Scroll to the bottom of the email and you will see a box to enter your Login Name and Password.
- ✓ Enter your Login Name and Password and then click on “Release Order” to approve and submit to Office DEPOT for delivery.
- ✓ Or, click on “Cancel Order” to disapprove the order.
- ✓ Once “release order” or “cancel order”, the person who placed the order will receive an email notification of your choice.

IMPORTANT: You must log into the website <http://business.officedepot.com> for the first time and change your default password BEFORE you will be able to approve orders. You will need to select Auto Log in to be able to release orders from the email.

Another way to approve orders is to log into the website and do the following once you log into your account as the Approver:

- ✓ On the top Right side of the page, put your cursor on Orders. You will get a drop down where you can choose Order Approvals.
- ✓ You will see a check box in the Select column for all orders that are pending approval.
- ✓ Click the “Release Selected” button at the bottom of the page. All orders checked will be released.



Or, once you click open the order number, it will display the order details. Scroll to the center of the page and you will see the Workflow Status box as follows:

A screenshot of the 'Workflow Status' box. It has a table with three columns: 'Status', 'Details', and 'Comments'. The 'Status' column shows 'Pending Release from'. The 'Details' column shows 'LEVEL1-TAMMY BAKER'. Below the table, there are two radio buttons: 'Disapprove (requires comments)' and 'Release'. A red arrow points to the 'Release' radio button. Below the radio buttons is a 'Comments' text box and a blue 'GO' button, which is also highlighted with a red arrow.

You can then click on “Release” and then “Go” to release the order for processing. Or, if you wish to click “Disapprove”, the order will be cancelled and email notification sent to end user. The end user can go back into their order, modify and remove any necessary items and re-submit the order without having to create a new order. If the order requires approval, it will then re-route to the designated Manager for approval.