



Frequently Asked Questions

What is the Office Depot Rewards Platinum program?

Office Depot Rewards Platinum is a loyalty program for small and medium sized business account customers. Platinum members get great deals, award winning customer service and can shop online, by phone or in store.

Rewards Platinum member benefits at a glance:

- Instant 15% off Every Day Low Web Pricing on 50 Office Essentials
- Instant 15% off Every Day Low Web Pricing on 4 top-selling case paper products
- Instant 15% off Every Day Low Web Pricing on 10 products that you pick, like your ink & toner (excludes technology and furniture)
- Every Day Low Web Pricing for all other active products on the web and in our catalogs
- Special pricing on copy, print, finishing and select coffee products
- Monthly special offers and incentives
- Free next business-day delivery on qualifying orders of \$50 or more in our local delivery areas. For orders under \$50 you pay just \$4.95 for next business-day delivery (*Some furniture, technology and special order items do not qualify. See your account manager for complete details*)
- Account management (*See program Terms & Conditions for complete details*)
- Platinum member webpage, visit business.officedepot.com/platinum for special offers and program information
- On-going Marketing incentives
- Dedicated Platinum member hotline 87.SMART.OD1 (877.627.8631)
- Store Purchasing Card, so you get the same discounts in-store
- Account Billing payment option for qualified accounts

What type of products can I have on my You Pick 10 list?

Platinum members can select 10 items from our huge assortment of office supplies for their You Pick 10 list. Many people save by adding ink, toner, and paper to their list. Typically these are big cost items for companies. Sorry, no furniture, technology, clearance, discontinued or special order items can be added to the You Pick 10 list.

I've selected my top 10 products for the You Pick 10 list – what do I do now? Call the Platinum member hotline at 87.SMART.OD1 (877.627.8631) for setup. Your account manager can also setup your You Pick 10 list.

How do I change items on my You Pick 10 list? Contact your account Manager or the Platinum member hotline at 87.SMART.OD1 (877.627.8631).

What items are on the 50 Office Essentials list? Platinum members receive 15% off Every Day Low Web Pricing on a list of 50 Office Essentials. These include things like file folders, labels, pads of paper, pens, binders, even water and batteries. The list of items can be found in the “Learn More” section of the Rewards Platinum webpage (business.officedepot.com/platinum).

What items are on the list of 4 case paper products? Platinum members receive 15% off Every Day Low Web Pricing on four case paper products. These include:

- Office Depot® brand Red Top copy paper (348-037)
- Office Depot® Green 30% Recycled EnviroCopy™ paper (940-650)
- Hammermill Tidal® MP copy paper (347-005)
- Domtar ImagePrint® multi-use paper (617-206)

What is Everyday Low Web Price? Everyday Low Web Price is the “regular” price listed on our public website, www.officedepot.com.

How do I find out who my account manager is? Simply call the Platinum member hotline at 87.SMART.OD1 (877.627.8631). Our customer service agents can have your account manager contact you directly. Or, our agents can take care of most questions you have themselves.

What are the benefits of a Store Purchasing Card?

With the Office Depot Store Purchasing Card, you get the same discounted pricing in-store as you would online, by phone or by fax. Bring your Store Purchasing card to any of our 1,100 retail locations and you'll pay your custom discounted pricing. But, if the price in the store is lower, that's the price you'll pay. Depending on the options your company selects, you can either pay at the register with cash, check, credit card, or account billing if eligible.

How do I obtain a Store Purchasing Card?

To enroll yourself, visit the following link for an application and fax to the number indicated on the form: <http://business.officedepot.com/spc> You can also contact your account manager or call the Platinum member hotline at 87.SMART.OD1 (877.627.8631).

How do I shop in store and get my Rewards Platinum pricing?

Bring your Office Depot Store Purchasing Card and have the cashier swipe it as you are checking out. You will get your Rewards Platinum pricing or the in-store price if it happens to be lower that day.

How do I obtain my username and password for business.officedepot.com/platinum? Your account manager or our customer service team can help with first time setup or if you've forgotten one that is already setup. Contact your account manager or call the Platinum member hotline at 87.SMART.OD1 (877.627.8631).

How do I cancel my Rewards Platinum membership? If you decide Rewards Platinum is not for you, contact your account manager or call the Platinum member hotline at 87.SMART.OD1 (877.627.8631). We will take you off the program and discuss other alternatives for your business needs.

How do I sign up to receive special offers, emails, and catalogs? Signing up is easy. Log into business.officedepot.com/platinum and follow these steps:

- 1) Click the My Account tab;
- 2) Under My Profile click My Profile Overview;
- 3) Under Subscriptions & Settings click on Edit User Info & Subscriptions;
- 4) Update your contact information and pick your subscription choices;
- 5) Click Update Account and you're done.

Is there a Platinum member website? Yes, Platinum members can visit business.officedepot.com/platinum to access the Platinum member webpage. Alternatively, you can click on "Office Depot Rewards Platinum" under "My Account" located at the top of any page within business.officdepot.com or "Specials" located at the bottom of any page within business.officdepot.com. The website provides complete program details as well as special offers for Platinum members.

Where do I go if I have additional questions on the program? Please call the Platinum member hotline at 87.SMART.OD1 (877.627.8631).