

THE TECH DEPOT DIFFERENCE



Tech Depot, a division of Office Depot, delivers first-class service with cutting edge technology. By leveraging the purchasing power of Office Depot, Tech Depot is able to offer truly competitive prices each and every day.

Catagory	The Tech Depot Difference	Benefit	Metrics
Product Range	Broadest range of computer and technology Products—including servers, desktops, laptops, monitors, projectors, printers, network hardware, cables, accessories and software licensing	■ Latest Technology—as soon as its available ■ Widest product range—\$15 billion in inventory availability ■ Quick delivery—Access to over 40 different warehouses throughout the country	More than: ■ 275,000 computer and technology products ■ Representing over 2,500 manufacturers
Pricing/Delivery	■ Dynamic sourcing—Multiple warehouses, follow-the sun shipping ■ Dynamic prices—Mapped to manufacturers ■ Unique Business Model—Tech Depot combined with Office Depot is unlike any other one out there in our industry	■ Real-time pricing—Able to sell at the most accurate prices ■ Knowledge leaders—Large field reps/field presence ■ OD support unequalled by any other company	■ 40 warehouses
Security	Customized Online Order Management ■ Enjoy greater effectiveness and efficiencies through a secure	Security, Personalization & Account Management ■ Password protection ■ Customized catalog ■ Customized pricing ■ Purchase authorizations and permission controls ■ Online purchase approvals ■ Order tracking ■ Purchase history reporting ■ Customized reporting tools	■ Daily inventory updates ■ 12-month order history ■ Online order tracking ■ e-Commerce help desk
Virtual Warehouse	■ TD Virtual Warehouse serves as a virtual supplier in the Office Depot system ■ Orders are placed online through bsd.officedepot.com or www.techdepot.com ■ Tech Depot handles the back end sourcing	■ Seamless delivery—Customers can order both Office Depot and Tech Depot products from a single web source ■ Single Billing Solution: All bills come from Office Depot	■ Positive customer experience with single billing platform ■ Customers can purchase newly released products at best in class market price ■ Ability to source end of life products when they are most affordable and hardest to find
Customer Service	■ Tech Depot Account Managers and Global Account Managers put our customers first ■ Optional Call Center service available at 800-625-9866 for order inquiries, status checks	■ Call Center Sales support is available Monday-Friday from 8 AM–8 PM Eastern Standard Time (EST)	■ Email: customerservice@techdepot.com ■ Call: 800-625-9866