Business Solutions Division (BSD) Website

User Guide

Convenient. Effective. Smart.

business.officedepot.com
CONTACT INFORMATION

Contact
Customer Service: 888-263-3423
Text Us: 850.790.3423
Technical Support: Call 800.269.6888 Email: BSDCustomerCare@officedepot.com

Phone Hours of Operation:
Monday – Friday, 8:00 A.M. – 8:00 P.M. (Eastern Time)

Live Chat:
For immediate support, chat in real time with an online representative

Chat Hours of Operation:
Monday – Friday, 8:00 A.M. – 11:00 P.M. (Eastern Time)

SHIPPING AND DELIVERY SCHEDULE

Delivery schedule:
Monday – Friday between 8:30 A.M. and 5:00 P.M. in our local delivery areas. Many orders can be delivered next business day if placed online or via phone by 5:00 PM or via fax by 3:00 PM, local time (In most locations). Other restrictions apply.
See business.officedepot.com, call 888.2.OFFICE or ask your Account Manager for details.

MY ACCOUNT

My Account Manager is: ________________________________

My Account Manager’s Contact Information: ______________
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Chapter 1 | Timesaving Features

Office Depot’s Business Solutions Division has enhanced its website with more intuitive, time saving features for your convenience. We have added expandable menus to help you navigate the site even faster. Popular tools such as the “Ink & Toner Finder,” are all accessible from within these expandable menus on the homepage. You can also quickly manage your Shopping Lists and keep track of your orders, making your online purchasing experience better and more efficient than ever.
Chapter 2 | Getting Started

LOGIN
Visit business.officedepot.com
At the login page, enter your Login Name and Password and click the ‘Log In’ button. Your Account Manager or Super User will provide this information. All password fields on business.officedepot.com are case-sensitive and now accept 8 – 30 characters. Passwords must include at least 1 upper case letter and 1 number.

Please Note | You will be given four opportunities to enter the correct Login Name and Password. After the fourth attempt to login using an incorrect password, your Login Name will be moved to ‘inactive’ status and you will be locked out. If your Login Name is made inactive, you will be instructed to contact your account administrator or Office Depot Account Manager.

FORGOT YOUR LOGIN NAME/PASSWORD
At Office Depot, we take your security seriously. If you have forgotten your Login Name or Password, click on the ‘Forgot your login name/password?’ link. With this feature, you can access the Business Solutions Division (BSD) website by providing the secret question and answer you previously selected. If you did not select a secret question, you will simply be asked to provide the email address and first and last name linked to your user ID. You may also contact your Super User or call the Technical Support Desk directly (800.269.6888 M-F, 8:00 A.M.-8:00 P.M. ET).
BULLETIN BOARD

The homepage displays a section called Bulletin Board & messages. The Bulletin Board can be used by your Company to communicate with end users. Your company’s logo can be displayed on the Bulletin Board and messages can be updated as often as necessary. The link to Office Depot messages is located to the right.

EDITING THE BULLETIN BOARD

Super Users edit messages within the bulletin board. The Bulletin Board messages have a 4000-character limit. The bulletin board also accepts HTML code – please contact your IT Department or Account Manager for assistance. Always click ‘Update’ at the bottom of the page to save changes.

To place your company’s logo onto the Bulletin Board, or change an existing logo, e-mail either a .GIF or .JPG formatted graphic, by clicking on the ‘Email Image’ button (your account number will be tied to the e-mail when you submit your logo request). The Technical Support Desk will confirm the integrity of the image and notify the sender when the image will be available for an upload on the Bulletin Board.

Please Note | All viewable company logos submitted by 12 P.M. ET on Wednesday will be available by 12 P.M. ET on Friday.
DASHBOARD
On the homepage, you will find the Spend Analysis dashboard. Click ‘View Dashboard’ to see more options. You can also access the Dashboard via the My Account dropdown menu. The Dashboard provides a suite of reports including ‘Spend Analysis,’ ‘User Activity’ and ‘Savings Opportunities.’

Please Note | Dashboard views are dependent upon the User’s Account setup. Users will only see this option on the homepage if ‘Reporting’ has been enabled in Account Administration.
Chapter 3 | Order Entry

SEARCHING THE CATALOG
You can search for products using keywords, Office Depot Item Numbers, Manufacturer Numbers, Customer Item Numbers, or by Category. Searching by Item Number displays only one item while searching by keyword might yield a page or more of results. For your shopping convenience, the Search box appears on every page on the site.

CATEGORY SEARCH
Select a category to browse from on the homepage by clicking on the Products header. Then select a group, like Office Supplies, Furniture or Technology, the page will then expand to show a list of all categories available. Click on the category to review. It will also display a list of subcategories if applicable.

Please Note | On the search results page each line item displays an ‘Add To Cart’ and an ‘Add to Shopping List’ button. ‘Add To Cart’ adds the item to your Shopping Cart and ‘Add to Shopping List’ adds the item to a Saved List.
*You can narrow your search by clicking on the search modifiers located on the left side of the page.
KEYWORD SEARCH
Typing a keyword in the ‘Search’ field will display ‘Search Suggestions’ and ‘Category Matches.’

ADVANCED SORTING
With Advanced Sorting, you can sort your search results using attributes such as ‘Price,’ ‘Best Value’ or ‘Contract Items.’ To ensure you see all the Advanced Sorting filters, please use one of the filters on the left to narrow your search to less than 400 results.
ICON LEGEND

As you are viewing products, you will see various icons displayed beneath the product details. The Icon Legend below represents a few examples of special attributes for products that can be purchased through Office Depot.

For the full list, please click on any of these icons in the product path, or click the following link: business.officedepot.com/catalog/iconlegend.do

Please Note | Some icons may not apply to all accounts. Prices and offers on www.officedepot.com may not apply to purchases made on business.officedepot.com. See Terms of Use for details.
GREENER OFFICE
A link to our GreenerOffice products can be found on the footer of the Business Solutions Division Website.

ECO-CONSCIOUS & DIVERSE SUPPLIER FILTERS
You can see ‘Greener’ or ‘Diverse Supplier’ attributes under the item description.
SHOP OFFICE DEPOT® BRAND

You can save money by shopping with the Office Depot® Brand. From pens to paper, and even storage, the Office Depot® Brand label is one you can trust for quality products at a great price.

MY SHOPPING LISTS

There are two different types of ‘Shopping Lists’ for fast and efficient ordering.

- Company-Wide lists are created and maintained by your Company Program Administrator or ‘Super User’ and can be used for ordering by all users.
- A Personal List is only accessible for the user who created it.

To begin working with a Shopping list, select “Shopping List” at the top of the page. The ‘My Shopping Lists’ page appears with an index of currently available shopping lists. Click on the list you want. You can change the item quantities if needed. Click “Add to Cart” next to each item to select them. You will see the cart update with the items selected.

CREATE NEW LIST

You can also click ‘Create New List’ and create a personal shopping list.
ADDING ITEMS TO SHOPPING LIST

Find an item and below the item you will see ‘Add to List’. Once you click on ‘Add to List’ you will be asked to select a list to add it to or you can create a new one. Please note Super Users can add items to both a company-wide list and a personal list. Non-Super Users can only add to their own personal lists.

EMAIL SHOPPING LIST

You can email your entire shopping list to others. Click on the list you would like to send, it can be personal or company-wide. You will see an option “Email List”, once you click this a new box will appear and prefill with your name and email. Just add in the email address you would like to send it to and any comments.
PRODUCT COMPARISON
When searching for items you will see a Compare check-box below the price and Add to Cart button. To compare the different product features of up to four items, check the Compare box. The wording “Compare” will turn into a blue hyperlink. Click on that hyperlink and a new page will appear. Remove an item from the Comparison by clicking ‘Remove’ just above the image.

ORDER BY ITEM NUMBER
You can add an item to your cart from the Product Comparison by clicking on ‘Add to Cart’. Our ‘Order By Item Number’ feature allows you to add up to 20 items directly to your Shopping Cart.

When the ‘Show Images’ checkbox is checked, the item image and description for the item you entered are displayed when you tab to the next line.
INK & TONER

Our Ink & Toner Finder provides a hassle-free way of replenishing your printing supplies, perfectly matched to your machine. You can access the ‘Ink & Toner’ Finder from the ‘Ink & Toner’ header under ‘Products’ within the navigation bar or from the ‘Ink & Toner’ home page.

Please Note | The top ten printer manufacturers are listed at the top of the Manufacturer drop-down list for your convenience.

CUSTOM PRINTING

These features allow you to design and order your own customized stamps, business stationery, business cards, forms, etc. The Custom Printing homepage can be accessed by clicking ‘Print and Copy’ under Services on the navigation bar. Once you enter the Custom Printing homepage, choose one of the categories, select and design the item, then add it to your shopping cart. Once you add the item to your cart, you can continue to add items or proceed to checkout.
Please Note

- If Custom Printing items are ordered with non-Custom Printing items, the Custom Printing items will be given a separate order number which may also be viewed/tracked on the Order Tracking page.
- Custom Printing orders are considered special order items that are sent via UPS, are non-refundable/returnable, and may take 7-10 business days for delivery.

LIMITED AVAILABILITY
Ordering online from Office Depot’s website gives you access to live inventory. If Office Depot does not have the quantity of the item you request available, a ‘Limited Availability’ message will appear.

The available quantity will be placed in the cart. A backorder will be placed for the remaining quantity if you select the checkbox where it states it will ship when available.

Please Note | Customers may choose to suppress the backorder option by contacting their Office Depot Account Manager. If no message appears and you’re not provided an option to check back-order, this item may no longer be available. Please contact Customer Care for a replacement.
ORDERS FOR FUTURE DELIVERY

You can place a ‘Future Order’ (advanced, seasonal or school order) and have it delivered at a future date of your choosing (no sooner than 21 days and no greater than 180 days). To place an order for future delivery, click the ‘Orders’ icon in the top navigation bar and then click on ‘Future Orders.’ This will change your ordering session from a regular delivery order to a ‘Future Order’ session for future delivery. The user must exit the future order section of the website when placing their next regular order.

• On the future orders checkout page an additional contact and contact phone number are required (‘Contact on day of delivery’).
• A PO number is always required for a Future Order.
• The delivery date defaults to 21 days out but can be extended to a max of 180 days.

Please Note | Our delivery centers do not start the 21-Day Future Order delivery cycle until after the order is released from approval hold. If the order is released with less than 21 days remaining before the set delivery date, the order will need to be modified before it can be released so that the system can recalculate the delivery date (the Delivery Centers require 21 days to process a “Future Order”). All future orders that are not approved within 150 days from placement date will be automatically canceled.

SUBSCRIPTION MANAGER

With Office Depot subscription ordering you can setup convenient automatic deliveries of your favorite products. There are no commitments, no obligations, or fees; you can cancel a subscription at any time.

If the price of the item increases or decreases, the amount you are charged on your subscription may also increase or decrease. We’ll notify you via email before your items are shipped and we don’t charge your method of payment until the items are shipped.
SETTING UP AN ITEM SUBSCRIPTION

You can start a subscription for an item by selecting ‘Subscription Delivery’ on the item detail page, or by clicking ‘Subscribe’ in the shopping cart. You can subscribe to an item and your first delivery will be sent immediately. You’ll be asked to provide a delivery address, payment method, and billing address at checkout.

Please Note | The automatically recurring subscription orders will be created on Tuesdays of each week to be delivered on schedule, on the next available business day. When creating a new subscription, the customer is given five days “Buyer’s Remorse” to cancel. This delays the first subscription by five days.
Chapter 4 | Checkout

After you have added the items you wish to purchase to the ‘Shopping Cart,’ you may hover your cursor over the Shopping Cart icon to see the list of items and click the blue "Check Out" button at the bottom of the hover window. Alternatively, you may also click on the Shopping Cart icon which will bring you to the Shopping Cart page where you may review your items and quantity. You can then select the blue "Check Out" button at the bottom of the page when you are ready to complete your purchase.

VIEW CART
You can view the items in your shopping cart at any time by hovering over the Cart icon at the top of the page. To view the full shopping cart and make any final changes before purchasing, click the ‘Cart’ icon.

The Shopping Cart page is displayed, and you can remove items, change quantities, add comments to the items, ‘Update Cart,’ ‘Empty Cart,’ ‘Save Cart to List,’ ‘Share Cart’ and ‘Checkout.’ (These options are at the bottom of the cart, underneath all items)
GO GREENER
Depending on your account's settings and item availability, the option to purchase a greener product may be displayed in the shopping cart. If you would like to proceed with the greener alternative, simply click ‘Choose this item’ on the ‘Greener Alternative’ item and click the ‘Replace Checked Items’ button.

SHARE CART
The ‘Share Cart’ option can help consolidate orders, increase the order size, and minimize the number of orders to deliver.
SAVE FOR LATER
Save an item placed in the Shopping Cart by clicking on ‘Save for Later.’ This time-saving feature allows items that are placed in the Cart to be saved to your ‘Save For Later’ Shopping List so that the item can be ordered at a later date. (This option is underneath the QTY of each item)
To remove an item you have saved, select the item in the check box and click the ‘REMOVE’ button.
MOVING SAVED ITEMS TO A SHOPPING LIST

You can move your items from one shopping list to another shopping list simply by selecting the item in the check box and then clicking on the ‘MOVE’ button. Add your item to an existing list or create a new one. (For this option, you will need to be in a shopping list, select the item in the check box, and then select ‘MOVE’ at the bottom of the page).
CHECKOUT
When ready, click on ‘Check Out’ in the Shopping Cart view at the top of the page to go to your one-page order review and placement.

CHECKOUT REQUIRED FIELDS
Required fields are identified with a red asterisk and will have a ‘Select’ button next to it if there are multiple selections/options.

The Payment information section displays your payment method or provides the option of Credit Card or Account Billing.

The ‘Email Options’ section allows you to send yourself an email order confirmation, and/or enter the email address of another individual who needs to receive a confirmation or alert of the order being placed.

If you are not available for next-day delivery, the Delivery Options section allows you to choose from a range of valid delivery dates.

Please Note | Payment method may vary. Speak to your Super User or Account Manager to adjust your payment types.
SUBMITTING YOUR ORDER

The bottom of the Checkout page displays the items you selected. Verify that this information is correct and click either the ‘Place Order’ or ‘Submit’ button to finalize your order.

Your order is not processed until you click the ‘Place Order’ or ‘Submit’ button.

Please Note | If your User Account is set up to ‘Hold,’ your order is automatically placed on hold for approval, the ‘Place Order’ button will not be available and the ‘Submit’ button must be used.
ORDER CONFIRMATION

When you click on the "Place Order" button, your order is now submitted. You will be directed to the Order Confirmation page. This page will display your order summary which includes items ordered, order total, and order confirmation number. This confirms that your order has been successfully submitted to the Office Depot system. Your order can now be tracked using the order number displayed on this page.
ORDER TRACKING
The Order Tracking page gives you the ability to view all orders or to filter orders using specific search.

Please Note | Depending on user profile settings, users may modify an order if the status is in the ‘Held By Customer,’ ‘Held For Review,’ or ‘Held For Restrictions’ status.

QUICK RELEASE OF ORDERS
If your user profile allows the release of orders on the Order Tracking page, you will see a checkbox in the ‘Select’ column for orders that have a status of ‘Held By Customer’ and ‘Held For Review.’ To release these orders, check the box for each order, and then click the ‘Release Selected’ button at the bottom of the page. All orders checked will be released.

Please Note | Orders in the status of ‘Held For Restrictions’ require Workflow options to approve, reject, or cancel the order.
ORDER TRACKING SEARCH CRITERIA
You can search for Orders using the search bar in the top right of the Orders page. Search by Ordered By, Order Number, Cost Center, Desktop, Release, PO Number, Item Number. Once you have made your selection and entered the search criteria, click on the magnifying glass or press enter on your keyboard. Filters are available to the left of your list of orders. You can apply filters based on Status, Date Range, Dollar Range or Approver. To release, the approver must click on the order to open it.

ORDER DETAIL
To view the details of an order, click on the order number in the Order Number column of the Order Tracking page. On the Order Detail page you can reorder items or submit a return. Some users may have the additional options of releasing, canceling or modifying orders that are held for approval.

RELATED ORDERS
Orders you create may be split into two or more separate orders due to account settings and/or order fulfillment methods. When viewing the Order Detail page of an order that has split into multiple orders, the other orders resulting from the split will be listed at the bottom of the page.
ORDER RETURNS
You may create a return request online by following these steps:
• Open Orders page to view orders.
• Click on the desired Order Number to place a return.
• Click on ‘Return Order’ from the Order Detail page.
• Select the item or items you want to return, select a reason from the drop-down list, and click ‘Return Selected.’
• Review the information for the return and click ‘Submit Return’ at which point you will get a Return Authorization Number for the return.
• Your return pickup will be scheduled to coincide with your next delivery, or within 5 days if no orders are scheduled.
• You may return most items in their original packaging within 30 days (most technology items within 14 days). All returns must be in their original packaging.
• You may submit only one online return request per order. Please contact Customer Service if you need to return an additional item from the same order.

Please Note | If a return has already been placed on an order, the ‘Submit Return’ button will not be available.
Chapter 5 | My Profile

For easy access to your account’s current settings, click on the My Account icon located on the top navigation bar. If your company has instructed Office Depot to place restrictions on your account, you may have limited access to view and choose: Ship To Locations, Cost Centers, PO numbers, or Releases. Your Office Depot Account Manager or your company’s Super User will assist you if necessary.

Order Tracking and My Shopping Lists are available from the My Account page.

MY PROFILE OVERVIEW

My Profile Overview is a one-page summary of your user settings. This feature can be accessed from the My Account page, by clicking on the ‘My Profile Overview’ link, giving you the ability to view your settings. Click on ‘View’ to see the details for each particular setting. Depending on your permissions, you may be able to edit these settings.
UPDATING YOUR USER INFO
You can update your User Information, Email Address, Email Format and Subscription (catalogs, promotions and services) options by clicking on My Account -> My Profile -> Overview. Click on ‘Edit’ or the ‘Subscriptions & Settings’ link to make your changes and then click the ‘Update Account’ button to save your changes.
To go back to My Account, click on the ‘Return to my Account’ link at the bottom of the page.

YOUR LOGIN ID AND PASSWORD
You can change your password, security question, or security question answer by clicking on My Account -> My Profile -> Overview and then selecting the ‘Edit Login Info & Lost Password’ link. Passwords must be between 8-30 characters and contain at least one uppercase letter, at least one lowercase letter, and one number. Click on the ‘Update’ button to save any changes.
SELECT CONTACTS

If you need to change the contact before you place your order, you can select a different contact by choosing My Account -> My Profile -> Select Contacts. Select the right Contact for your order in the Select Contact screen and press the Select button at the bottom of the section.

To go back to My Account, click on the ‘Return to my Account’ link at the bottom of the page.
SELECT A SHIP TO LOCATION

View your current and default ‘Ship To’ by choosing My Account -> My Profile -> Select Ship To. Depending your profile settings, you may be able to search for and select alternate ‘Ship To’s.’ To go back to My Account, click on the ‘Return to My Account’ link at the bottom of the page.
SELECT PO, COST CENTER, RELEASE AND/OR DESKTOP
Select the category you need by choosing My Account -> My Profile and clicking on the appropriate link. You can search and update the Current or Default settings, depending on your profile permissions.

Please Note | These fields can be customized or hidden at your company’s request.

PAYMENT INFORMATION
Depending on your account setup and profile permissions, you may be able to change your payment options by clicking My Account -> My Profile -> Overview. Select ‘View’ under the Payment section and then EDIT PAYMENT INFORMATION. Select the desired payment option and click the ‘Update’ button to save any changes.

To go back to My Account, click the ‘Return to My Account’ link at the bottom of the page.
PROXY APPROVER INFO

If you approve Workflow orders, you may select a Proxy Approver to approve orders while you are out.

Choose a Proxy Approver by clicking on ‘My Proxy Approver’ in the My Profile box. You can search by the Proxy Approver’s user id or name or you may select from a list of all Proxy Approvers in the system.

Once selected, click the ‘Active’ radio button to begin sending Order Approval e-mails to your Proxy Approver (you will still receive your approval emails while your proxy is active). Stop Order Approval emails from going to your Proxy Approver by clicking on the ‘Inactive’ radio button. Click on the ‘Update’ button to save changes.

Please Note | Before choosing a Proxy Approver, make sure that the user can View all Orders and will be available for order approvals. To go back to My Account, click on the ‘Return to My Account’ link at the bottom of the page.
Chapter 6 | Other Features

ONLINE REPORTING

‘Online Reporting’ provides the ability to review your account’s spending patterns, identify savings opportunities, pay invoices and request proof of delivery.

You can manage and control your company’s office supplies spending simply and effectively by clicking on ‘Online Reporting’ from the drop-down list of the My Account tab or in the left navigation of the My Account page.

Please Note | Not all users have access to Online Reporting.

BUDGET TRACKING

Budget tracking enables customers to track and manage budgets in real time. Budgets can be created at the Cost Center, PO and Ship To levels.

The budget feature provides budget administration and tracking ability, flexibility and a graphical ‘Budget Indicator’ that provides end users with an ‘at-a-glance’ status of their current budget.

As orders are placed using Cost Centers, PO Numbers or Ship To’s that have a budget limit set, each order’s dollar total is debited from the budget, which provides running total of the ‘Used’ budget amount. When the budget limit has been reached, users who are not flagged to ‘Override Restrictions’ will receive an error message when attempting to place an order that will exceed their budget limit (Users who are flagged to override restrictions can exceed dollar limits and order ‘Restricted Items’ – see Chapter 7: User Profiles / Permissions).

A ‘Budget Alert’ email can be sent to up to three users when the remaining balance on a budget falls below the threshold specified in the budget.
CREATING A BUDGET

Depending on account setup and profile permissions, users may be able to create and manage budgets on Cost Centers, PO Numbers, and Ship To's.

To create a budget, click on My Account and on the next page click either Manage Ship To, Manage Cost Center or Manage PO in the ‘Manage Account’ box. Either select an existing Ship To, Cost Center or PO to add a budget to, or create a new Ship To, Cost Center or PO and add a budget to it at the same time. Enter a ‘Budget Limit’ and if desired enter a ‘Start Date,’ ‘End Date’ and an ‘Email Alert’ percentage.

- The Budget Limit is the maximum amount that can be spent against the budget.
- The Start Date is the earliest date that the budget can be used on an order.
- The End Date is the last date that the budget can be used on an order.
- The alert percentage is the percentage of remaining budget at which an ‘Alert’ email would be sent. Up to three users can be selected to receive the ‘Alert’ email.

Enter the desired values, then click ‘UPDATE’ to save the changes.

BUDGET INDICATOR

The budget indicator is displayed in the header above the Search Box, on the ‘Select PO,’ ‘Select Cost Center’ and ‘Select Ship To’ pages and on the Order Detail page for workflow (approval) orders.

Accounts that wish to use the Graphical Budget Indicator can have their account flagged to display it for one of the following budgets: PO, Cost Center or Ship To.

When the Budget Indicator is turned on for an account, individual users can then be flagged to either view the budget indicator or hide it from their view.

Whether the Budget Indicator is turned on or off for an account or user does not affect the budget tracking feature, it simply either shows the graphical budget indicator or hides it from view.

The Budget indicator is displayed under your account number in the task pane to the right. If all of the available budget has been used it will be displayed with zero budget available. If the budget has been exceeded a negative budget value will be displayed.
CREDIT CARD PERMISSIONS USER SETUP
Individual BSD users can be flagged to use one of the following credit card options by sending a request to their Office Depot Account Manager or on the business.officedepot.com website by Super Users:

• Single Credit Card
• Multiple Self-Managed Credit Cards
• Assigned Credit Card Groups

SINGLE CREDIT CARD
The ‘Single Credit Card’ feature allows users to have a single credit card defaulted in their web user profile which eliminates the need for the user to manually enter the credit card while placing orders. Users who have a single default card can also be restricted to using only their default card.

MULTIPLE SELF-MANAGED CREDIT CARDS
The Multiple Self-Managed Credit Cards feature provides users with the ability to self-manage multiple credit cards on the business.officedepot.com website. Users can store up to 10 credit cards and create a ‘nickname’ (or alias) for each credit card to assist in managing their cards and selecting a card while placing orders.

ASSIGNED CREDIT CARD GROUPS
The Credit Card Groups feature provides Super Users with the ability to add credit cards to the account, create credit card groups and add credit cards to the groups and then assign the credit card groups to specific users. The credit cards on the user’s assigned card groups are available for the user to select on the checkout page when placing orders.

Super Users can also add credit cards to groups that were added by other users and are not marked as ‘Private.’
PROCUREMENT CARD
Procurement Cards can be registered by a Super User so that customers to shop in our retail stores to get their company’s discount. In addition, the company gets the credit for the spend and it will appear under the dashboard under ‘Store Spend.’ A Procurement Card is a personal or company credit card that you can associate with your Office Depot account. It allows you to receive the lower of the retail store price or your custom business account pricing when you shop in our retail stores.

PROCUREMENT CARD REGISTRATION
Your Super User can access the Procurement Card under the Manage User Section.
To receive your contract pricing at any Office Depot store within the United States, you must first associate your credit card with your contract account. This will ensure that you receive the best price, either your contract price or the store sale price, whichever is lower.
Please allow two business days to process your request.

STORE PURCHASING CARD
When you shop in any Office Depot® or OfficeMax® store using your Store Purchasing Card, you get your custom business account pricing or the in-store price, whichever is lower. You may pay by cash, check, credit card or account billing (if you have account billing on your business account).

Please Note | Your profile must be enabled first before you can apply for a Store Purchasing Card.
STORE PURCHASING CARD APPLICATION
To apply for a Store Purchasing Card, simply click on the ‘Store Purchasing Card’ link under ‘My Profile.’
Chapter 7 | User Profiles (Super Users Only)

A Super User is a user with the ability to maintain user and account settings online. A Super User can Setup New Users, Manage Existing Users, Manage Ship To locations, Manage Accounting Fields (Cost Centers, PO's, Release and Desktop), and Contacts on the account. To start managing user accounts, simply go to the My Account and then Manage Account at the top of the page.
ADD NEW USERS

Once you are on the My Account page, you can add a new user to the account by clicking the ‘Add New User’ link in the Manage Users box.

LOGIN SETTINGS

Enter the login name and password for the new user. You can also select the frequency at which the user’s password expires and choose whether to send the new user an email with their login credentials (selected by default).

Please Note | Login names must be unique with regards to all other Office Depot users and must be unique from any other login user on the website. Passwords must be a minimum of 8 and a maximum of 30 alphanumeric characters and must contain at least: one capital letter, one number and one lower case letter.

USER INFORMATION

Enter the name, phone number and email address of the new user. You can choose to have the user’s email confirmations sent in either HTML or text format by using the drop-down selection box.
PAYMENT INFORMATION

Select the preferred method of payment for the user. If you choose ‘Credit Card’ you can preset the user’s credit card number or allow the user to use different cards (See CREDIT CARD PERMISSIONS USER SETUP’). If Account Billing is used, selecting ‘Change Payment Type’ allows the user to use Account Billing and/or a credit card for any order. (Selecting ‘Account Billing’ in the Preset Type field, will result in Account Billing, but can be changed to credit card.)

Please Note | Your account must be setup for Account Billing to be able to setup users with Account Billing.

PERMISSIONS

You can set default values and permissions for a user by selecting the appropriate permissions from the dropdown menus and clicking on the ‘View List’ link next to the default fields to populate a specific entry. Under the Order section you can determine if the user can Query (view other user’s orders), or Modify orders. To give this new user the ability to add and edit users, Ship To’s, PO Numbers, Cost Centers, etc., check the box that says ‘Click here to make this user a Super User.’

• Select whether the user can Place and release Orders or Place Orders on Hold Only (the order will go to their approval if setup with an approver).
• Select whether the user can override dollar limits and order restricted items (items determined by your company to be ‘restricted’ or non-orderable) by choosing from: Cannot Override Restrictions, Can Override Restrictions with Approval, or Can Override All Restrictions. If ‘Can Override Restrictions with Approval,’ is selected, any orders the user places that contain restricted items or exceed dollar limits will be placed on hold pending approval. An email will be sent to the Single Approver e-mail address (see WORKFLOWS/APPROVALS).
• Set spending limits for the user under Dollar Limits.

Once you have filled out all required fields, setup the user’s order approval flow in the ‘Workflows/Approvals’ section (if needed), or click on the ‘Create User’ button at the bottom of the page.

Please Note | It is not recommended to have more than two or three Super Users on an account.
WORKFLOWS/APPROVALS

Determine the appropriate order permissions for this user:

1. **Workflow Template:**
   
   If the user will be on a Tiered Approval, you can use an existing workflow template (if appropriate for the user) or you can create a new workflow template for the user. (For more information on creating workflow templates, please see the section on Tiered Approvals). Enter the template name in the field next to ‘Enter a Workflow Template:’ or click the ‘Select’ link to choose from the list of existing workflow templates.

2. **Assign a Single Approver:**
   
   Enter the email address of the approver responsible for releasing this user’s orders and choose the appropriate option in the ‘Approver Email Format:’ dropdown list as needed.

   **Please Note** | For the approver to release or cancel orders from the approval email, the ‘HTML’ format must be selected. Also, The approver will need access to the same Ship tos and Account Fields as the user in order to be able to view the order to approve it.

Once you have entered a workflow template or assigned a single approver, click the ‘Create User’ button at the bottom of the page.

![Permissions](image)
EDITING USER PROFILES
To make modifications to existing user profiles, select ‘Edit Active Users’ under ‘Manage Users’.

SELECT A USER TO EDIT
Type the first few characters of a user name and click ‘Search’ or select from the list below. You can search by user ID, first name or last name by typing just the first few characters or by typing the entire user ID or name. Click on a user ID to modify a user’s profile. Click on ‘View +’ next to the settings you need to update. Once you have made your modifications, click the ‘Update’ button to save your changes and go back to the user’s ‘Profile Overview Page.’
RESET PASSWORD

Click ‘Login Settings’ on the right side of the page (under ‘Subscriptions & Settings’) and enter a new password in the New Password and Confirm Password fields.

Once you have reset the password, click on the ‘Update’ button at the right of the page. This will take you back to the user’s Profile Overview page.

ACTIVE/INACTIVE USERS

Click on the Active/Inactive Users link from Manage Users to review all active and inactive users. If a user is Active, a checkmark will appear in the ‘Active’ checkbox. To make a user inactive, remove the checkmark from the ‘Active’ checkbox and click on the ‘Update’ button at the bottom of the page.
DELETING USER PROFILES

To delete a User Profile, you must take a few steps. First, locate the User Name you wish to delete. For example, if the User Name is John Doe, open John Doe’s profile under ‘Edit Active Users’ and change his first and last name to DELETE.

Next step is to set this User to ‘Inactive’ by going to ‘Active/Inactive’ Users. The Office Depot system will remove any inactive login IDs with users named DELETE.

TIERED APPROVALS

A ‘Workflow’ is a tiered order approval process in which orders are routed to multiple approvers who approve in sequential order. The approvers are listed sequentially on the Workflow along with their ‘Approval Amount.’ The approval amount is the dollar amount the approver is authorized to approve and must be greater than the previous approver’s amount.

For example, Approver #3 must have an amount greater than Approver #2; Approver #2 must have an amount greater than Approver #1.

If the order total exceeds the approver’s amount, the approver will have the option to ‘approve’ or ‘disapprove’ the order – approving the order routes it to the next approver and disapproving cancels the order. When the order reaches the approver whose approval amount is greater than the order total, that approver will have the option to ‘Release’ the order (which sends the order to Office Depot to be processed), or cancel the order.

A ‘Max Tier’ approver can also be assigned to the workflow and will be able to release or cancel orders regardless of the order total.

When an order is routed through a Workflow, only the approvers listed on the workflow template are able to approve, disapprove or release the order. The exceptions are: Super Users who can approve any workflow order, and ‘Proxy Approvers’ who are selected by specific approvers to approve orders in their absence.

Create and edit Workflows by clicking on ‘Tiered Approvals’ under ‘Manage Users’.
CREATING A WORKFLOW
Click ‘Create A New Workflow’ and use the following steps to set up a workflow template.

• Enter a ‘Workflow Name’
• Select one of the following:
  - Sequential release (Default): Starting with the first approver, the order is routed to each approver until it reaches the approver whose dollar amount is high enough to release the order (must be greater than the order total).
  - Highest Approver Only: The order is only routed to the approver whose dollar amount is high enough to release the order.
• To have smaller orders bypass the approval process, enter a dollar amount in the ‘Max Order Amount without Approval’ field. Orders that are below the dollar amount entered will not be routed for approval.
• To have orders containing only contract items bypass the approval process, check the ‘Bypass workflow for orders containing only contract items’ box. Orders that contain only contract items will not be routed for approval.
• Select approvers for lines 1-10 and enter their approval amount.
• Select a ‘Max Tier’ approver (optional).
• Click the ‘Save Workflow’ button at the bottom of the page to save your changes.

Please Note | Workflow templates provide the options of assigning:
• From one to ten approvers on lines 1-10
• From one to ten approvers on lines 1-10 plus a ‘Max Tier’ approver
• A ‘Max Tier’ approver only

Approvers can approve, disapprove, release orders, and add comments, which will be forwarded via e-mail to the order requestor.
WORKFLOW APPROVALS

Approvers can choose to approve, disapprove or release orders after clicking the order number on the 'Order Tracking' page by clicking the appropriate option. Approvers who receive Office Depot approval e-mails in HTML format can approve, disapprove, or release orders directly from the approval e-mail. To approve from the approval e-mail, click 'Approve,' ‘Disapprove’ or ‘Release’ in the approval e-mail and the business.officedepot.com login page will appear. Next, enter your login name and password and click ‘Login.’ The following page will be the order detail page showing that the action that you chose in the e-mail was completed.
Chapter 8 | Manage Account For Super Users

MANAGE CONTACTS
Add or Edit Contacts associated with your Ship To locations by choosing ‘Manage Contacts’ under Manage Account.

ADD CONTACTS
Click the ‘Create A New Contact’ button on the Manage Contacts page to add a new Contact to your shipping address. Enter the contact’s information and click the ‘Add’ button.

EDIT CONTACTS
Click on the Contact Name from the list under the Manage Contacts page. Enter changes to the contact information and click on the ‘Update’ button.

MANAGE SHIP TO LOCATIONS
Add, Edit, and Search for Ship To addresses by choosing ‘Manage Ship To’ under Manage Account. To search, select criteria, and click the ‘Beginning With’ or ‘Containing’ radio buttons. Enter the information in the blank provided and click on the ‘Search’ button. You can search for a Ship To by Business Name, Address 1, Address 2, City, State, Zip or ID.
ADD A SHIPPING ADDRESS
Click the ‘Create a New Ship To’ link from the ‘Manage Ship To’ page to add a new Ship To address. Enter the required information and click on the ‘Add’ button.

EDIT CURRENT SHIPPING ADDRESS
Search for the Ship To you would like to edit on the Manage Ship To page. Click on the Ship To ID and the edit page appears. When you have finished editing the Ship To, click the ‘Update’ button to save your changes.

SHIPPING ADDRESS BUDGETS
Select the Ship To you would like to manage budgets for and scroll down to the Budget section. You can enter dollar limit, beginning and end date parameters for each shipping location. You can also set a reminder for when a shipping address has reached a specified percentage of its allotted dollar amount.
MANAGE DESKTOPS, PO NUMBERS, RELEASES AND COST CENTERS

You can add, edit and search for Desktops/PO Numbers/Releases/Cost Centers on your account or associated to your Ship To locations by choosing either ‘Manage Desktop,’ ‘Manage PO Number,’ ‘Manage Release’ or ‘Manage Cost Center’ under Manage Account. To locate an existing Desktop, PO Number, Release or Cost Center to manage, enter search criteria in the search field and click the Search button.

Please Note | Desktop locations are listed under specific Ship To addresses. When viewing, editing or adding Desktops, the Desktops on your list are the Desktops that are on your default Ship to. To manage Desktops on a different ship to, you must first select the ship to that the Desktop you want to manage is listed on. Please click the ‘Select Other’ link in the Desktop search area to select a different Ship To.

ADD A DESKTOP, PO NUMBER, RELEASE OR COST CENTER

Once you are on the appropriate page, click the ‘Create a New….‘ link at the top of the page. Add the required information and click on the ‘Add’ button.

EDIT A DESKTOP, PO NUMBER, RELEASE OR COST CENTER

Click on the specific item you want to edit from the list. Enter changes to the information and click on the ‘Update’ button.
Chapter 9 | Assistance and Training

DEMO HELP VIDEOS
Online Training provides training topics on a variety of subjects. You can find Training Videos in the resources section on the bottom navigation bar under ‘Web Demo Videos.’ Videos are best when viewed on Google Chrome.

HELP DESK
Contact Office Depot’s Technical Support Desk at 800.269.6888 for technical assistance. The Technical Support Desk is open Monday through Friday, 8:00 A.M. – 8:00 P.M. (EST)

CUSTOMER SERVICE
Office Depot’s BSD Customer Care Department is available to assist you with any questions you may have concerning product, pricing, ordering, delivery, or support services. Get immediate help with your online purchases by speaking with a customer care professional Monday-Friday 8:00 A.M. to 8:00 P.M. (ET) by calling us toll-free at 888.263.3423. You can also text us at 850.790.3423.

LIVE CHAT
Live Chat is available Monday-Friday 8:00 A.M. to 11:00 P.M (ET).

FREQUENTLY ASKED QUESTIONS (FAQ)
Q: When is the latest I can order to receive my delivery tomorrow?
   A: Orders received by 5:00 P.M. local time are processed for next day.

Q: Why do I get a message about “Certificate Authority has expired”?
   A: Your browser’s certificate for access to secure sites has expired. Please contact your technical department to have the certificate deleted, or to have the browser upgraded.

Q: What is the difference between a cart and a list?
   A: The Shopping Cart is used to make purchases right away. Use My Shopping List to create lists of commonly ordered items for future reference.

Q: How do I search my Order Tracking by order number?
   A: Click on ‘Orders’ and type the Order number in the ‘Search By’ field then click ‘Search Orders.’

Q: How do I obtain my login information?
   A: Login information is provided by either your Account Manager, or by a designated Super User within your company. To reset a password, the Technical Support Desk can provide assistance in resetting the password and/or providing the login name (after the caller’s identity is verified). You can reach Technical Support Monday through Friday 8:00 A.M. to 8:00 P.M. (ET) at: 800.269.6888. You may also contact your Super User for assistance.
FREQUENTLY ASKED QUESTIONS (FAQ)

Q: Why do I have to change my password?
A: For security reasons, Office Depot gives you the option of changing your password on a regular basis (30, 60 or 90 days). Enter the password in the ‘New Password’ and ‘Confirm Password’ fields when prompted to change your password. Contact your Office Depot Account Manager or Super User to have your password set to never expire.

Q: I put the items in my shopping cart, why haven’t you filled my order yet?
A: Putting an item into your shopping cart is only the first step. Click ‘View Cart’ to verify your items and click ‘Checkout’. Click the ‘Place Order’ button to submit your order.

Q: What is the difference between a Company-Wide Shopping List and a Personal Shopping List?
A: A ‘Company-Wide’ List allows all users on the account to view and select items for purchase. A ‘Personal List’ can only be viewed and modified under the login of which it was created.

Q: How do I place future orders?
A: To place an order for future delivery, click on the ‘Orders’ icon in the top navigation bar and then click on ‘Future Orders’. This will take you to our Future Orders website where you can shop and then select your desired delivery date. Afterwards, go back to orders and then click on Exit Future Orders.

Q: How do I find the number for my Customer Service Center?
A: Click on ‘Phone Support’ listed under ‘Customer Service’ at the bottom of every page. This link provides all of Office Depot’s Customer Service numbers. You also can hover your mouse over ‘Help’ on the left side of the header and a list of contact numbers is displayed.

Q: How do I find an Office Depot store in my area?
A: Click on the ‘Store locator’ link or in the footer section under ‘Resources’.

Q: How do I compare items on the website?
A: When searching for items you will see a ‘Compare’ checkbox under each item. To compare the different product features of up to four items, check the compare box under each item. After the box is checked, a toolbar will appear with your items. Click the ‘Compare’ link to go to the Product Comparison page.

Q: How do I access my shopping lists?
A: Shopping Lists Can be accessed with the toolbar at the top of the page by clicking on Shopping List located below the Search bar. You can also click on My Lists under My Account.

Q: How do I setup a Tiered Approval on my account?
A: Click on the My Account dropdown in the toolbar at the top of the page. Click on Manage Account. Super Users can click on ‘Tiered Approvals’ under the Manage Users section in ‘My Account’.

Q: Where on the website can I find Toner for my copy machine?
A: Select the Products dropdown in the toolbar at the top of the page and click on ‘Ink & Toner’. You will be directed to the Ink and Toner page where you can find your ink and toner.