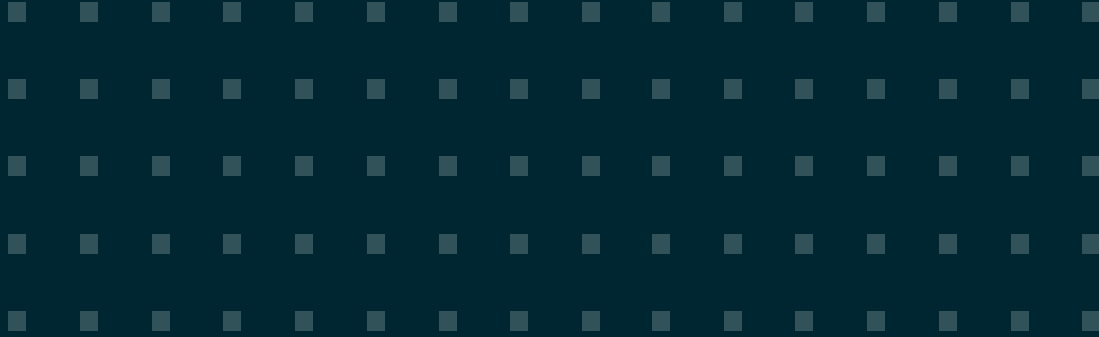


Office DEPOT

bsd.officedepot.com

Knowledge Selection

Solutions



HOURS OF OPERATION

E-COMMERCE TECHNICAL SUPPORT DESK – OPERATIONAL HOURS

DAYS OF WEEK HOURS (EASTERN TIME)

Monday-Friday: 7:00 A.M. – 8:30 P.M.

(800) 269-6888

Select Option 1 for technical support.

Select Option 2 to leave a message.

You can also email questions or concerns using the ECommerce

Support function or ECsupport@OfficeDepot.com.

ORDERS FILLED FOR NEXT DAY DELIVERY*

DAYS OF WEEK HOURS (LOCAL)

Monday-Friday: If received by Office Depot before 5:00 P.M.

Orders placed on Saturday and Sunday are delivered on Tuesday.

*In our primary delivery area.

OFFICE DEPOT SYSTEM – Non-Operational Hours Due To System Maintenance

DAYS OF WEEK HOURS (EASTERN TIME)

Monday-Friday: 6:30 A.M. – 7:00 A.M.

Saturday and Sunday: 8:00 A.M. – 9:00 A.M.

TABLE OF CONTENTS

Technical Support	Inside Front Cover	Select Cost Center	28
Hours of Operation	Inside Front Cover	User Information	29
Delivery Schedule	Inside Front Cover	Email Address	29
		Your Login & Password	30
1 • Time Saving Features	1	Payment Information	30
		Proxy Approver Info	31
2 • Getting Started	2	My Comparisons	32
Login	2	6 • Other Features	33
Forgot Your Password	2	Manage Contacts	33
Future Orders	2	Future Orders	33
Bulletin Board	3	Online Reporting	34
Edit Bulletin Board	4	Save for Later	34
3 • Order Entry	5	7 • User Profiles for Super Users	35
Search	5	Add New User	35
Compare Items	6	Login	35
Order by Item #	7	User Information	36
Insufficient Quantities	8	Payment Information	36
My Shopping Lists	9	Permissions	36
Adding Items to Shopping List	10	User Permissions	37
Modifying a Shopping List	10	Editing User Profiles	39
Find Printer Supplies	11	Reset Password	40
Custom Imprints	12	Active/Inactive Users	40
4 • Checkout	13	Tiered Approvals	41
Submitting Order	14	Creating a Workflow	41
Checkout Required Fields	14	Workflow Approvals	42
Order Confirmation	15	8 • Account Center for Super Users	43
Duplicate Orders	16	Manage Contacts	43
Order Tracking	17	Manage Ship To's	44
Quick Release of Held Orders	17	Manage Desktops	45
Order Tracking Search Criteria	18	Manage PO Number	46
Order Detail	18	Manage Release	47
Online Returns	19	Manage Cost Centers	48
5 • My Profile	21	9 • Assistance and Training	49
My Profile Summary	22	Online Training	49
Select Contacts	23	Internet Help Desk	49
Select Ship To	24	Customer Service	49
Select Desktop	25	Frequently Asked Questions	49
Select PO Number	26	10 • Notes	53
Select Release	27		

1 • TIMESAIVING FEATURES

Office Depot's Business Services Division website has enhanced timesaving features to make the site more user friendly. We have added two new toolbars to make navigating our website quick and easy. Now with just a click of your mouse, you have access to all of our most popular features, including Order by Item #, Find Printer Supplies, and our newly enhanced Search features. In addition, you have access to our other shopping tools in one central location making each Office Depot experience quick, convenient, and best of all – hassle free.

Search Tools
Now search for items by keywords, Office Depot Item Numbers, or Manufacturer Numbers.

Find Printer Supplies
Provides a hassle-free way of replenishing your printing supplies, perfectly matched to your machine with just the right model number.

Shopping Tools
Find our most popular, timesaving shopping tools located here for the ease of placing your order. Just a click of your mouse will bring you the features of Order by Item #, Order Tracking, and My Shopping Lists.



My Profile
Updating your profile made quicker and easier. Click on My Profile to view your User Information, Login Information, Shipping Address, Security Information, etc. Click on any of these features to make changes to your profile in seconds

Order by Item #
Gives you twenty additional lines for ordering items when you click on Add to Cart.

2 • GETTING STARTED

Login

Logging into Office Depot's BSD site is easy. Simply point your browser to **https://bsd.officedepot.com**. At the login screen, type the Login Name and Password (Upper or lowercase letters). Your Account Manager or Super User will provide this information.

NOTE: You will be given four opportunities to type the correct Login Name and Password. After the 5th attempt you will be locked out. If you are locked out, you will be instructed to contact Office Depot's ECommerce Support Desk for further assistance.



Forgot Your Password

At Office Depot, we take security seriously. If you have forgotten your password click on the [Click here](#) link next to **Forgot Your Password?** With this feature you can access the BSD website by providing the secret question and answer you previously selected. You may also call the ECommerce Support Desk directly **(800-269-6888 M-F, 7:00 a.m.-8:30 p.m.)**

Future Orders

Use Future Orders when placing seasonal or school orders that will be delivered no sooner than 21 days and no greater than 180 days. Click on the [Click Here](#) link **To place an order for FUTURE delivery**. This will take you to our Future Orders website. (Please note: Your Login Name and Password will be necessary to access the site.)

Bulletin Board

The first page after login displays a **Bulletin Board** that can be used by your Company to communicate with endusers. Messages can be updated as often as necessary, and your company's logo can be displayed on the Bulletin Board.



The **Bulletin Board** is divided into three sections for three separate avenues of communication: Super Users to Account Users, Office Depot to Account Specific Users, and Office Depot to all BSD Users. Click on the **Continue** button to proceed to the Home page.

Editing the Bulletin Board

(Under the Bulletin Board tab)

Super Users can edit and insert their company's logo onto the Bulletin Board. To edit the Bulletin Board click on the **Edit** button that is located on the right-hand side of the Bulletin Board. The Bulletin Board allows for a maximum of 4000 alphanumeric characters. The Bulletin Board also accepts HTML code – please contact your IT department for assistance. 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, click on the **Mail Image** button and email either a .GIF or .JPG formatted graphic to Eaccounts@officedepot.com.

The ECommerce 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.

Note: All viewable company logos submitted by 12 P.M. EST on Wednesday will be available by 12 P.M. EST Friday.

3 • ORDER ENTRY

Searching the Catalog

Search for desired products by Keyword, Office Depot's Item Number, Manufacturer Number, or Customer's Item Number. Searching by Item Number displays only one item while searching by Keyword might yield a page or more of results.



The Search feature is located under the **Search Tools** toolbar on the left side of the page. To see an image and more product details, click on the blue item description with your mouse.

Category Search

Select a category to browse from the **Home** page. A screen displays a list of subcategories for the category selected. Select the subcategory to view. Next, the screen displays either another list of subcategories or a list of items in the selected subcategory.

Search by Brand

Click on the **Search by Brand** button to search by Manufacturer. To see more product details, click on the blue item description with your mouse.

Product Search Results

You searched for "desk highlighters", we have found 24 items matching your search criteria. They are listed below.

Select how you would like the results to be sorted: 

[Compare Selected Items](#)

Item Number	List Price	Our Price	Units	Availability	Compare
 227061	\$18.92	\$5.82	dozen	75	<input type="checkbox"/>
Amp® Hi-Liter® Desk-Style Highlighters, Fluorescent Pink, Box Of 12 * Delivery only					
Quantity <input type="text"/>	Add To Cart		Add To List		
 257082	\$18.92	\$5.82	dozen	50	<input type="checkbox"/>
Amp® Hi-Liter® Desk-Style Highlighters, Fluorescent Blue, Box Of 12 * Delivery only					
Quantity <input type="text"/>	Add To Cart		Add To List		

Note: On the search results screen each line item displays an **Add to Cart** and an **Add to List** button.

Add to Cart: Adds the item to the Shopping Cart.

Add to List: Adds the item to a Saved List.

NEW FEATURE!

Compare Selected Items

Compare two or more like items from the Product Search Results screen. This timesaving feature shows each item's product details including Price, Unit of Measure, Color, Manufacturer, Quantity, Recycled Product, Size, and Type. Check the Compare checkbox and Click on **Compare** to compare two or more like items.

Order by Item#

(On the left Navigation bar)

Ordering from the catalog is easier than ever. Our **Order by Item#** feature does the legwork for you (adding up to twenty items directly to the Shopping Cart or a Shopping List). Simply enter the item numbers and quantities, click **Add to Cart** or **Add to List**. We'll do the rest!

Order by Item Number


Quickly add items to your shopping cart or custom shopping list by entering an item number and quantity. Simply key in the item number, the quantity, and click "Add To Cart" or "Add To List." You may change the quantities from within your Shopping Cart or Shopping Lists later.

Add Items to Your Cart		Add to Cart	Add to List
	Item #	Qty	Comment (i.e. "Breakroom Supplies")
1	349037	2	COPIER SUPPLIES
2	319515	5	FILE SUPPLIES
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			

Add to Cart Add to List

Insufficient Quantities

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, an Insufficient Quantity screen will appear. The following is an example of the options that will appear.

Item number	Cart Price	Our Price	Units	Qty	Back-Ordered
<input checked="" type="checkbox"/> Insufficient Stock					
 048887	\$2.24	\$0.70	20005	400	0
Office Depot Ballpoint Pens, Fine Point, Blue, Pack Of 12					

The item you requested was not added to your cart.
You requested 600, however, only 558 are available at this time.

Order 558 now and backorder 42 for future delivery.
 Order 558 only.
 Do not add to cart.

- **Order 558 now and backorder 42 for future delivery.** – Orders the quantity available and places a backorder for the remaining quantity.
- **“Order 558 only.”** – Orders only the quantity available.
- **“Do not add to cart.”** – Allows the user to select an alternate item for this order.

If no message appears and the item(s) are added to your cart, your items are in stock and will be shipped to you on the next delivery day!

My Shopping Lists

(On the left Navigation bar)

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', but 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 **My Shopping Lists** from the **Shopping Tools** toolbar. The **My Shopping Lists** page appears with a list of available shopping lists. Change the item quantity, checkmark the box next to each item under Select All, and click **Add to Cart** at the bottom of the page.

Note: If no lists appear, click on **Create New List** and the Create a New Shopping List page will appear.

My Shopping Lists

To add an item to your cart, select the checkbox and click **Add To Cart**.
If you change the list name, comment, or item quantities, remember to click **Update**.

[Create New List](#)

My Shopping List Contents

List Name: [Save Changes](#) [Update List](#)
 Comment:
 List Type: Personal List Company-Wide List

Select	Item Number	Qty	Category	Group	List Price	User Price	Units	Qty	Extended Price
<input type="checkbox"/>	0218028	100	FOLDERS		\$14.29	\$4.88	box	3	\$5.80
<small>Scotch® Manila File Folders, 3-1/2" Cap, Letter Size, Box Of 100</small>									
<input type="checkbox"/>	0400700 95064-00		GLUE		\$2.97	\$1.49	6-pack	1	\$1.49
<small>Office Depot Clear Stick-On, 3/4" W, Clear, Pack Of 6</small>									
<input type="checkbox"/>	0200174 25025		REG LIGHTERS		\$10.99	\$5.79	dozen	3	\$5.80
<small>Scotch® 200 Heavy Accessory Holders, Disposable, Pack Of 30</small>									
<input type="checkbox"/>	0470468 48214		POST-IT NOTES		\$7.16	\$4.41	pack	1	\$4.41
<small>30 Post-It® Notes 3x5, Canary Yellow, 3-1/2" x 5-1/2" Pack Of 12</small>									
<input type="checkbox"/>	0448262 0213400		TAPE		\$3.28	\$0.80	web	1	\$0.80
<small>Office Depot General Purpose Masking Tape, 3/4" x 216"</small>									
<input type="checkbox"/>	0219926 03948		TAPE DISPENSER		\$5.97	\$1.89	web	1	\$1.89
<small>30 Scotch® 3000 Tape Dispenser, 1" Core, Black</small>									

[Add To Cart](#) [Remove](#) [More](#) [Save Changes](#)

[Go to Shopping Cart](#)
[Go to My Shopping Lists](#)
[Go to My Account](#)

Adding Items To A Shopping List

Items may be added to a saved Shopping List by clicking on the **Add to List** button on the **Product Search Results** or **Order by Item#** page.

Use the drop-down list on the **Add Items to My Shopping Lists** page to select the list you want to add the item(s) to and then click the **Next** button. The next page will display the contents of the selected list. Once items are added to a list, it works just like a paper list or requisition form!

Add Items to My Shopping Lists
Please select a list below. You may also choose to create a new list.

Which list would you like to add these items to?

Select:

Create New List

List Name:

Comment:

Type: Personal List Company-Wide List

Next

Modifying A Saved Shopping List

Add, modify or delete items on a Personal Shopping List, delete a list entirely, or add items to the Shopping Cart.

Select the name of the Shopping List you want to modify, make necessary changes, and click the **Save Changes** button to store for future ordering. Clicking **Delete List** will remove the list.

Note: Once a list is deleted, it cannot be recovered!

My Shopping Lists
To add an item to your list, select the checkbox and click **Add To Cart**.
If you change the list name, comment, or item quantities, remember to click **Update**.

[Create New List](#)

My Shopping List Comments

List Name: **Save Changes** **Delete List**

Comment:

List Type: Personal List Company-Wide List

Select	Item Number	Qty	Category	Group	List Price	Unit Price	Units	Qty	Extended Price
<input type="checkbox"/>	894602	000001	FEEL		\$3.24	\$3.24	Acres		\$3.24
<small>Office Depot Business Tools, Tools Dept, Bldg, Tool, 02 02</small>									
<input type="checkbox"/>	892800	100	FILEDAYS		\$24.00	\$24.00	box		\$24.00
<small>Standard Paper File Cabinet, 1/2 Cut, Letter Size, Box, 02 02</small>									
<input type="checkbox"/>	894674	000000	FILE		\$2.00	\$2.00	box		\$2.00
<small>Office Depot Business Tools, 1/2 Cut, Letter Size, Box, 02 02</small>									
<input type="checkbox"/>	890274	2000	FILEDAYS		\$20.00	\$20.00	Acres		\$20.00
<small>Office Depot Business Tools, Tools Dept, Bldg, Tool, 02 02</small>									
<input type="checkbox"/>	892740	000000	FILEDAYS		\$7.00	\$7.00	box		\$7.00
<small>Office Depot Business Tools, Tools Dept, Bldg, Tool, 02 02</small>									

Find Printer Supplies
(On the left Navigation bar)

Find Printer Supplies provides a hassle free way of replenishing your printing supplies, perfectly matched to your machine. Simply select the **Find Printer Supplies** option under **Search Tools**.

Select the manufacturer from the drop-down list and click the red arrow. Select the model # of your machine on the next screen by clicking the appropriate link. The next screen will provide a listing of the appropriate replacement parts that matches your machine's specifications, so that everything's right each and every time you order.



Note: The top five printer manufacturers are listed at the top of the Manufacturer drop-down list for your convenience.

Custom Imprints

This feature allows you to design and order your own customized stamps, business stationary, business cards, forms, etc. There are three ways to access the **Custom Imprints** Print Center homepage. **Custom Imprints** may be found on the top red navigational bar, under the Office Supplies category, or by typing in a keyword.

Once you enter the **Custom Imprints** page, choose one of the categories, select and design the item, then add to your shopping cart. Once you add the item to your cart, you will be taken back to the BSD website.

Please Note the following:

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



4 • CHECKOUT

Checking out made simple and easy. Click on **Checkout** under **Shopping Tools** to go to your one page order review and placement.

Each item you select is placed in **Your Shopping Cart** when you complete your order. Simply select the **Checkout** button under **Shopping Tools**.

Checkout

Please review your order options, and fill in any comments. Click Edit to make changes to your existing information.

User Info

Name: CUSTOMER
Phone: (800) 269-6008

Shipping Info

OFFICE DEPOT
2208 OLD GERMAINTOWN RD
DELSELI BEACH, FL 33443-8299
USA
(800) 269-6008

Order Options

PC/na: [12345]
Balance: [410 98765]
Cart Center: [ADVERTISING]
Desktop: [VIRTUAL BUSINESS]
Contact: [12345678]
Contact Phone: [(800) 269-6008]
Comments:

Payment Info

Payment Type: [Account Billing]
Credit Card Type: [American Express]
Credit Card Number:
Expiration Date: [] [] (mm/yy)

Delivery Options

If you are not available to receive this order on the date below, then select a different delivery date.
Select a desired delivery date:
[Wed, Sep 17, '03]
To place an order for FUTURE deliveries, (delivered in no less than 21 days and no greater than 180 days) click here.

Send Confirmation

Send an email order confirmation for this order.
Additional Email Confirmation:

Shopping Cart

Order # 238493321-001

Item Number	Unit Price	Units	Quantity	Stock / Ordered	Subtotal Price	Remove
237207	\$4.15	box	1	0	\$4.15	<input type="checkbox"/>
Smead® Manila File Folders, 1 1/2 Tab, Letter Size, Box of 100						
249227	\$23.47	case	1	0	\$23.47	<input type="checkbox"/>
Office Depot White Copy Paper, 8 1/2" x 11", 90 Lb., 84 Brightness, Case Of 50 Reams						

Subtotal \$29.62
Shipp order handling fee: \$5.99
Tax: \$3.09
Total \$38.70

[Empty Cart](#) [Update Shopping Cart](#)

[Pay this order on hold](#) [Place Order](#) [Cancel Order](#)

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 Info** section displays your payment method, or provides the option of Credit Card or Account billing.

The **E-mail Options** section allows you to cancel your email order confirmation, and/or enter the e-mail 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. A quick and easy way to schedule your deliveries!

Submitting Your Order

The bottom of the **Checkout** screen displays the items order. Verify this information is correct and click either the **Place Order** or **Put this order on hold** button to finalize your order.

NOTE: If your order is automatically placed on hold for approval, the **Place Order** button will not be available and the **Place this order on hold** button must be used.

Your order is not processed until you click the **Place Order** or **Place this order on hold** button.

Order Confirmation

When **Place Order** is selected, the **Order Confirmation** screen will appear. This confirms that your order has been successfully submitted to the Office Depot system. Your order can now be tracked by using the order number displayed on this page.

A "printer friendly" version is available to print a record of your order - simply click the **View Printer Friendly Order Detail** link.

Thank you for your order at Office Depot BSD
 Attention: Your order has been placed on hold.

Your Order Number is **210461321-001**

My Profile

- [View Order Details for This Order](#)
- [View Printer Friendly Order Detail](#)
- [View Your Order History](#)
- [View Your Account Information](#)

Use the links to the left to quickly access information about your account. You may check the status of your order, view the order's details, change the information in your account, or view your previous orders.

Order Info:

Shipping Info: OFFICE DEPOT 2203 OLD GERMANTOWN RD DELRAY BEACH, FL 33445-6299 USA (561) 436-0000	Billing Info: OFFICE DEPOT TEST ACCOUNT 2203 OLD GERMANTOWN RD DELRAY BEACH, FL 33445-6299 USA (800) 209-6555
---	---

Payment Info:
Account Billing

Order Info:	Amount Total:
Order #: 210461321-001	Subtotal: \$29.82
Order Date: 09/16/2003	Shipt order handling fee: \$5.50
Delivery Date:	Discount: \$0.00
	Min: \$0.00
	Taxes: \$2.15
	Total: \$37.92

DUPLICATE ORDERS

In some instances, the system will detect a similarity between your current order and a previously placed order by prompting with the following message:

Attention...This may be a duplicate

Checkout
*Required Information
 Please review your order options, and fill in any comments, Click Edit to make changes to your existing information.

Attention !!! This may be a duplicate...

Customer Info	Shipping Info
Name: CUSTOMER Phone: 0000 000-0000	OFFICE DEPOT 2590 OLD GERMANTOWN RD DALLAS TEXAS, TX 75245-6299 USA 0000 000-0000

Order Options	Payment Info
Phone: 0000 Release: <input type="checkbox"/> No Release Card Center: <input type="checkbox"/> Automatic Desktop: <input type="checkbox"/> System, <input type="checkbox"/> External Contact: CUSTOMER Contact Phone: (000) 000-0000 Fax: 0000	Payment Type: <input type="text" value="Account Billing"/> Credit: Card Type: <input type="text" value="American Express"/> Card: Number: Expiration Date: <input type="text" value="00"/> / <input type="text" value="00"/> (mm/yy)

Comments:

Delivery Options
If you are not available to receive this order on the date below, then select a different delivery date.
 Select a desired delivery date:

To place an order for Futurol delivery, I delivered on no less than 32 days and no greater than 120 days. Call Now

Shopping Cart						
Order # 218462545-681						
Item Number	Description	Qty	Unit Price	Subtotal	Extended Price	Options
00000	00000	1	\$4.95	\$4.95	\$4.95	<input type="checkbox"/>
000000 Needs the Folder, 1/2 Cut, Letter Size, Box of 100						
00000	00000	1	\$15.87	\$15.87	\$15.87	<input type="checkbox"/>
Office Depot White Copy Paper - 8 1/2" x 11", 20 lb., 84 Brightness, Stack of 10 Reams						
					Subtotal	\$19.82
					Small order handling fee	\$5.99
					Free	\$0.00
					Tax	\$0.00
					Total	\$25.81

You may either click on the **View Duplicate** button to view the Order Details of the previous order or you may choose to ignore the warning message and click on the **Place Order** button.

Order Tracking Search Criteria

Filter your Order Tracking by Dollar Amount, Order Number, Item Number, Cost Center, PO Number, Release, Contact, Status, Ship To ID, and Date. Select the search parameters to use and click the appropriate arrow. The Order Tracking screen reappears with the orders listed by the search criteria you selected. Sort these orders by clicking on any of the column headers.

Order Tracking
 Trouble finding your order? try searching by using one of the methods below.

Search By:

Status:

Date Range (mm/dd/yyyy): From: To:

Dollar Range: Min: Max:

Order Detail

To view the details of an order click on the order number in the Order Number column of the Order Tracking screen. From **Order Detail**, you may Modify Orders, Cancel Orders, Submit Returns, or Release Orders.

Order Detail
[View Search Results](#)
[View All Orders](#)
[View Product Details](#)

Order Information		Delivery Information	
Order Number: 218504431-001	Order Date: 09/17/2003	Status: Waiting to Fill	Delivery: Waiting to Fill
Contact: CUSTOMER	Payment Info: Account Billing	Shipping: YOUR OLD ORMMINTOWN RD	Address: DELRAY BEACH, FL
Backend: CENTRAL RECEIVING	PO No: 67881	Cost Center: CALL CENTER	Release: USA RELEASE

Order Number	Date	Qty	Unit Price	Order Qty	Stock Qty	Shipped Qty	Unit	Comments
113707	Inv	1	\$4.15	1	0	0		\$4.15
Sweet's Media File Folders, L/3 Col, Letter Size, Box Of 100 <small>POSTPROM</small>								
34027	Inv	1	\$15.42	1	0	0		\$15.42
Office Depot White Copy Paper, 8 1/2" x 11", 20 Lb., 84 Brightness, Case Of 10 Boxes <small>POSTPROM</small>								
42345	Inv	1	\$1.09	1	0	0		\$1.09
Swingline® by Xerox LightTouch™ High-Capacity Punch Replacement Head, 9/32" <small>POSTPROM</small>								
91283	Inv	1	\$1.75	1	0	0		\$1.75
Avery® 104 Ultra Desk Style Highlighters, Fluorescent Assorted Colors, Box Of 4								
								Subtotal: \$46.84
								Tax: \$2.98
								Total: \$49.82
								Deliver: \$5.00
								Total: \$54.82

Online Returns

You may create a return request on line by following these steps:

- Click on **Order Tracking** to view orders.
- Click on the desired Order Number to place a return.
- Click on **Submit Return** from the **Order Detail** screen.
- Select the item or items you want to return, select a reason from the drop-down list, and click **Continue**.
- Review the information for the return and hit **Submit Return** at which point you will get a Return Authorization Number for the return.

The screenshot displays the 'Order Detail' page. At the top, there are links for 'View Search Results', 'View All Orders', and 'View Order Friendly Version'. Below these links is a 'Submit Return' button. The page is divided into two main sections: 'Order Information' and 'Delivery Information'. The 'Order Information' section includes: Order Number: 20050311-001, Order Date: 09/01/2003, Contact: CUSTOMER (800) 269-8888, Payment Info: Account Billing, Desktop: CENTRAL RECEIVING, PDN: 1234E, Call Center: CALL CENTER, and Release: USA RELEASE. The 'Delivery Information' section includes: Status: Delivered, Delivery Date/Time: 09/02/2003, and Shipping Address: YOUR COMPANY NAME, 2200 GERMANTOWN RD, DELRAY BEACH, FL 33445-8223 USA.

NOTE: If a return has already been placed on an order, the Submit Return button will not be available.

5 • MY PROFILE

For easy access to your account's current settings, click on the **My Profile** option located on the **Shopping Tools** navigation bar.

If your Account Manager or Super User has restricted your defaults, you may have limited access to view and choose: Ship To's, Cost Centers, PO Numbers, or Releases. Your Office Depot Account Manager or your company's Super User will assist you if necessary.

The screenshot displays two main sections of the user interface. The top section is titled "My Profile" and includes the instruction "Edit your information for easy access at any time you are logged in at Office Depot Business Service Division". Below this, there is a "My Profile" sub-section with a table of links:

My Profile Summary	User Information
Select Contacts	Your Login ID & Password
Select Ship To's	Lost/Issn Information/Password Hints
Select Destion	Email Addresses
Select PO/NO	Payment Information
Select Release	From Approval Info
Select Cost Center	My Condansers

The bottom section is titled "Order Tracking" and includes the instruction "Trouble finding your order? try searching by using one of the methods below." It features several search options:

- Search By:** A dropdown menu set to "Order Number" and an adjacent input field.
- Status:** A dropdown menu set to "In The Warehouse" and an adjacent input field.
- Date Range:** A dropdown menu set to "OF" and a "From" input field followed by a "To" input field.
- Dollar Range:** A dropdown menu set to "OF" and a "Min" input field followed by a "Max" input field.

Order Tracking is available from the **My Profile** screen

My Profile Summary

My Profile Summary is a one-page summary of your user settings. This feature can be accessed from the **My Profile** page, by clicking on the **My Profile Summary** link, giving you the ability to view your settings. Depending on your profile settings, you may be able to edit your settings.

My Profile Summary

Account Number: 35566130

<p>User Info Edit</p> <p>User Name: CUSTOMER</p> <p>Phone Number: (800) 269-6888 Ext:</p> <p>Email Address:</p> <p>You have selected to received email confirmation in HTML format.</p>	<p>Current Shipping Info Select Other</p> <p>Address: MAIN 2200 OLD GERMANTOWN RD DELRAY BEACH FL 33448222 (800) 269-6888 Ext:</p>
<p>Login Edit</p> <p>Login Name: bsd customer</p> <p>Password: *****</p> <p>You have selected not to use auto login.</p>	<p>Current PO/No Info Select Other</p> <p>PO: None Selected</p> <p>Order Dollar Limit: \$0.00</p> <p>Order Dollar Used: \$0.00</p> <p>Comment:</p> <p>Expiration Date:</p>
<p>Lost Password Info Edit</p> <p>Security Question: what is your pets name?</p> <p>Answer: ***</p>	<p>Current Release Info Select Other</p> <p>Release: None Selected</p> <p>Comment:</p>
<p>Payment Info</p> <p>You have selected to pay by Credit Card.</p> <p>Credit Card Type: MasterCard</p> <p>Credit Card Number: *****</p> <p>Expiration Date: 09/08</p>	<p>Current Cost Center Select Other</p> <p>Dept: None selected</p> <p>Order Dollar Limit: \$0.00</p> <p>Order Dollar Used: \$0.00</p> <p>Additional Instruction:</p> <p>Description:</p>
<p>Permissions</p> <p>You Can: Add, edit, and select any ship to Center Add, edit, and select any Release Add, edit, and select any PO/No Desktop Add, edit and select any Contact Modify Placed Order</p>	<p>Current Desktop Info Select Other</p> <p>Desktop: None selected</p> <p>Description:</p> <p>Directions:</p>
	<p>Current Contact Info Select Other</p> <p>Name: CUSTOMER</p> <p>Phone: (800) 269-6888 Ext:</p>
	<p>Workflows/Approvals</p> <p>No approvals required</p>

Select Contacts

Find Contacts on your Ship To by choosing My Profile located on the **Shopping Tools** bar and clicking **Select Contacts**.

Select a different Contact for your order in the **Select Contact** screen.

To go back to **My Profile**, click on the Go to [My Profile](#) link at the bottom of the page.

Select Contact Information
Current Contact: CUSTOMER
(800) 269-6888 Ext:

Select different current contact by selecting one below:

These contacts are associated with your current shipping address: MAIN

Select	Contact name	Phone	Type
<input type="radio"/>	CUSTOMER	(800) 269-6888 Ext:	Voice
<input type="radio"/>	RECEPTIONIST	(800) 269-6888 Ext:	Voice

Go to [My Profile](#)

Select Ship To's

Find Ship To's by choosing **My Profile** located on the Shopping Tools bar and clicking **Select Ship To's**.

Search for and Update Current or Default Ship To Addresses in the **Select Ship To Information** screen, depending on your profile settings.

Select Ship To Information

Current Ship To: MAIN
 YOUR COMPANY NAME
 2200 OLD GERMANTOWN RD
 DELRAY BEACH, FL 33445-8222
 (800) 269-6888

Default Ship To: MAIN
 YOUR COMPANY NAME
 2200 OLD GERMANTOWN RD
 DELRAY BEACH, FL 33445-8222
 (800) 269-6888

To view other ShipTo's enter search criteria below:

Search for a ShipTo:

Note: only your ShipTo List
 Select a ShipTo to edit by clicking it's name below.

Current	Default	ID	Address	City, State, Zip
<input checked="" type="checkbox"/>	<input type="checkbox"/>		MAIN 2200 OLD GERMANTOWN RD	DELRAY BEACH, FL, 33445
<input type="checkbox"/>	<input type="checkbox"/>		2300 2300 OLD GERMANTOWN RD	DELRAY BEACH, FL, 33445

[Go to My Profile](#)

Update Current, Update Default, and Search For Ship To's

To update your **Current** and/or **Default** Ship To, either type in the Ship To ID and click **Update Current** or **Update Default**; or **Search** through the list of Ship To's on your account. Click the radio button under Current and/or Default to select a Ship To and click **Select**. This will update the address displayed under Current and Default Ship To at the top of the screen.

To go back to **My Profile**, click on the Go to [My Profile](#) link at the bottom of the page.

Note: "Current" chooses the Ship To for the current order only, while "Default" chooses the Ship To for orders beginning with your next login to the website.

Select Desktop

Select Desktop Locations by choosing **My Profile** located on the **Shopping Tools** bar and clicking **Select Desktop**.

Search and Update Current or Default Desktop Locations in the **Select Desktop Information** screen, depending on profile settings.

Select Desktop Information

Current Desktop: Name selected Default Desktop: Name selected

Description: Description:

Directions: Directions:

Directions: Directions:

Select different or default Desktops by searching or viewing the entire list:

To view other Desktops enter search criteria below:

Search for a Desktop:

These Desktop are associated with your current shipping address: MAIN

Select a Current Desktop or by clicking it's name below.

Current	Default	Desktop	Description	Directions
<input type="radio"/>	<input type="radio"/>	CENTRAL RECEIVING	MAIN DOOR	WEST BAY, DOOR 1D

[Go to My Profile](#)

Update Current, Update Default, and Search For Desktops

To update your **Current** and/or **Default** Desktop Location, either type in the Desktop and click **Update Current** or **Update Default**; or **Search** through the list of desktops on your account. Click the radio button under Current and/or Default to select a desktop and click **Select**. This will update the desktop information displayed under Current and Default Desktop at the top of the screen.

To go back to **My Profile**, click on the Go to [My Profile](#) link at the bottom of the page.

Note: "Current" chooses the Desktop for the current order only, while "Default" chooses the Desktop for orders beginning with your next login to the website.

Select PO Number

Find PO Numbers by choosing **Select PO Number** under **My Profile** located on the Shopping Tools bar.

Search and Update Current or Default PO Numbers in the **Select PO Number Information** screen, depending on profile settings.

Select PO Number Information

Current PO No: None Selected Default PO No: None Selected

Limit: \$0.00 Limit: \$0.00

Used: \$0.00 Used: \$0.00

Comment: Comment:

Expires: Expires:

Select different current or default POs by searching or viewing the entire list:

Search for a PO No:

View only your POs List

Select a Current POs or by clicking it's name below.

Current	Default	PO No.	Comment	Dollar Limit	Dollar Used	Expiration Date
<input type="checkbox"/>	<input type="checkbox"/>	12245		\$10000.00	\$0.00	12/31/2003
<input checked="" type="checkbox"/>	<input type="checkbox"/>	67990		\$15000.00	\$0.00	06/30/2004

[Go to My Profile](#)

Update Current, Update Default, and Search For PO Numbers

To update your **Current** and/or **Default** PO Number, either type in the PO Number and click **Update Current** or **Update Default**; or **Search** through the list of PO Numbers on your account. Click the radio button under Current and/or Default to select a PO Number and click **Select**. This will update the PO Number information displayed under Current and Default PO Number at the top of the screen.

To go back to **My Profile**, click on the [Go to My Profile](#) link at the bottom of the page.

Note: "Current" chooses the PO Number for the current order only, while "Default" chooses the PO Number for orders beginning with your next login to the website.

Select Release

Find Release Numbers by choosing **Select Release** under **My Profile** located on the **Shopping Tools** bar.

Search and Update Current or Default Release Numbers in the **Select Release Information** screen, depending on profile settings.

Select Release Information

Current Release: None Selected Default Release: None Selected

Comment: Comment:

Select different current or default Release by searching or viewing the entire list:

To view other Releases enter search criteria below:

Search for a Release:

View only your Release List.
Select a Release to edit by clicking it's name below.

Current	Default	Release	Comment
<input type="radio"/>	<input type="radio"/>	BSD RELEASE	
<input type="radio"/>	<input type="radio"/>	USA RELEASE	

[Go to My Profile](#)

Update Current, Update Default, and Search For Releases

To update your **Current** and/or **Default** Release Number, either type in the Release Number and click **Update Current** or **Update Default**; or **Search** through the list of Release Numbers on your account. Click the radio button under Current and/or Default to select a Release Number and click **Select**. This will update the Release Number information displayed under Current and Default Release Number at the top of the screen.

To go back to **My Profile**, click on the [Go to My Profile](#) link at the bottom of the page.

Note: "Current" chooses the Release for the current order only, while "Default" chooses the Release for orders beginning with your next login to the website.

Select Cost Center

Find Cost Centers by choosing **Select Cost Center** under **My Profile** located on the **Shopping Tools** bar.

Search and Update Current or Default Cost Centers in the **Select Cost Center Information** screen, depending on profile settings.

Select Cost Center Information

Current Cost Center: None selected Default Cost Center: None selected

Limit: \$0.00 Limit: \$0.00

Used: \$0.00 Used: \$0.00

Description: Description:

Select different or default Cost Centers by searching or viewing the entire list:

To view other Cost Centers enter search criteria below:

Search for a Cost Center:

View only your Cost Center List.

Select a Cost Center to edit by clicking it's name below.

Current	Default	Cost Center	Description	Dollar Limit	Dollar Used
<input type="checkbox"/>	<input type="checkbox"/>	ADVERTISING	ADVERTISING'S BUDGET	\$5000.00	\$0.00
<input type="checkbox"/>	<input type="checkbox"/>	CALL CENTER	CALL CENTER BUDGET	\$1000.00	\$0.00

Go to [My Profile](#)

Update Current, Update Default, and Search For Cost Centers

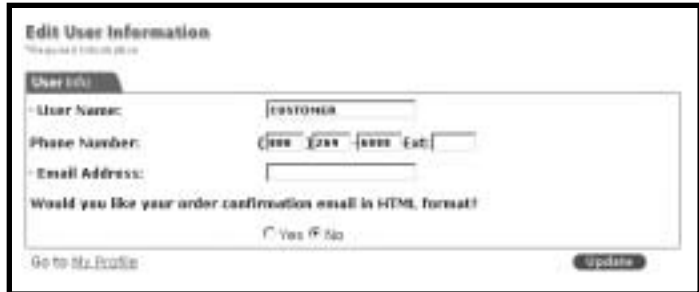
To update your **Current** and/or **Default** Cost Center, either type in the Cost Center and click **Update Current** or **Update Default**; or **Search** through the list of Cost Centers on your account. Click the radio button under Current and/or Default to select a Cost Center and click **Select**. This will update the Cost Center information displayed under Current and Default Cost Center at the top of the screen.

To go back to **My Profile**, click on the Go to [My Profile](#) link at the bottom of the page.

Note: "Current" chooses the Cost Center for the current order only, while "Default" chooses the Cost Center for orders beginning with your next login to the website.

User Information Email Addresses

Update your User Information, Email Address, or Email format on the **Edit User Information** screen. Access this feature from the **My Profile** page by clicking on the **User Information** or **Email Addresses** link. Click the **Update** button to save any changes.



The screenshot shows a web form titled "Edit User Information" with a sub-header "User Info". The form contains the following fields and options:

- User Name:** A text input field containing the value "CUSTOMER".
- Phone Number:** A form with four input fields for digits: "(###) ###-#### Ext: []".
- Email Address:** A text input field.
- Would you like your order confirmation email in HTML format?** A radio button selection with "Yes" selected and "No" as an alternative.
- Go to My Profile:** A link at the bottom left of the form.
- Update:** A button at the bottom right of the form.

To go back to **My Profile**, Click on the Go to [My Profile](#) link at the bottom of the page.

Your Login Id & Password

Change your password, security question, or security question answer by clicking on **Your Login Id & Password** under **My Profile**. Click on the **Update** button to save any changes.

Lost Login Information/Password Hints

Update your security question and answer by clicking on **Lost Login Information/Password Hints** under **My Profile**. Click on the **Update** button to save any changes.

To go back to **My Profile**, click on the Go to [My Profile](#) link at the bottom of the page.

Payment Information

Change your method of payment by clicking on **Payment Information** under **My Profile**, depending on your profile settings. Select the method of payment and click on the **Update** button to save any changes.

To go back to **My Profile**, click on the Go to [My Profile](#) link at the bottom of the page.

Proxy Approver Info

If you are an approver on a Tiered Approval and you will be out of the office, you may assign a Proxy Approver to approve orders while you are out.

Choose a Proxy Approver by clicking on **Proxy Approver Info** under **My Profile**. You may enter the Proxy Approver's User Id under **Your Proxy Approvers' UserID** or you may click on the **Select** link next to the Proxy Approver's User Id.

Once you have assigned your Proxy Approver, click the **Active** radio button to begin sending Order Approval emails to your Proxy Approver. Stop your Proxy Approver from receiving Order Approval emails by clicking on the **Inactive** radio button. Click on the **Update** button to save changes.

Manage Your Proxy Approver

Please be sure of the following criteria:

- 1) The proxy approver must have permissions to "View All Orders". Contact your super user or account representative to make sure.
- 2) The selected proxy approver does not have a proxy approver assigned to himself.

Yes No

Your Proxy Approvers' UserID:
No proxy user currently assigned.

Active (away from office) **Inactive**

Click "Update" to save any changes after choosing a user from the list below.

Select a User To Choose:
Type the first few characters of a user and click "Search" for a list of Valid Users.

Search For: Login Name
 User

Current Users

User ID	User Name	Select
BSD_CUSTOMER	CUSTOMER	Select
JANE.DOE@YOURCOMPANY.COM	JANE DOE	Select
MR.CHARLES.BROWN	CHARLES BROWN	Select
MR.JOHN.SMITH	JOHN SMITH	Select

[Go to My Profile](#)



NOTE: Before choosing a Proxy Approver, make sure that the user is able to View all Orders and will be available for order approvals.

To go back to **My Profile**, click on the [Go to My Profile](#) link at the bottom of the page.

My Comparisons

View product comparisons by clicking on **My Comparisons** under **My Profile**. Remove an item from the Comparison by selecting a checkbox above an item and clicking the **Remove** button. Add an item to your cart by entering the quantity in the quantity field and clicking on the **Add to Cart** button.

To remove an item from this comparison select a checkbox above an item and click "Remove".

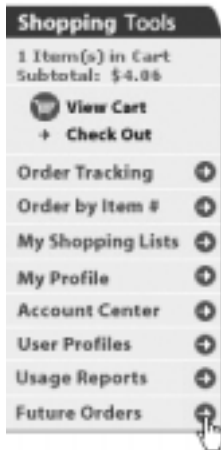
COMPARE	1	2
		
	<input type="checkbox"/>	<input type="checkbox"/>
CLICK A FEATURE TO SORT BY:		
Product Name	25 Paper, 25lb x Four, 8 1/2, 11 x 17, 20 Sheets Per Pad, Assorted Colors, Pad, 25 1/2	25 Paper, 25lb x Four, 8 1/2, 11 x 17, 20 Sheets Per Pad, Assorted Colors, Pad, 25 1/2
Model #	400604	400670
List Price	\$9.73	\$20.71
Our Price	\$8.83	\$8.83
Unit of Measure	5-pak	5-pk
Manufacturer	7/3	7/3
Manufacturer Included	NO	NO
Manufacturer	3M	3M
Series/Item Color	various colors, mixed	various colors, mixed
Number of Units/Item per Pack	50	50
Weight	3	3
Revised	NO	NO
Refillable	7/3	7/3
Size	3" x 3"	4" x 6"
Type	100%	100%

[View all products](#)
[Add to My Account](#)
[Remove from My Account](#)
[Add to My Account](#)

Delete all items that appear on the **My Comparisons** screen by clicking on the [Delete all products](#) link.

6 • OTHER FEATURES

Future Orders



To place an order that will be delivered no sooner than 21 days and no greater than 180 days, click on Future Orders located on the Shopping Tools navigation bar. This will take you to our Future Orders website. You will need to login again to access this website.

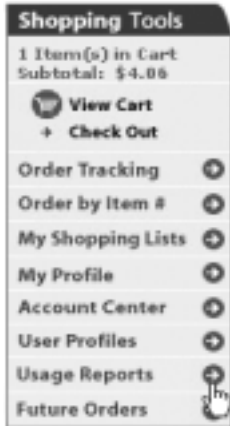


NEW FEATURE! Tech Depot

Use Tech Depot, an Office Depot company, for all your technology purchases. Shopping with Tech Depot offers many advantages including a big selection of over 100,000 technology items, even those hard-to-find items, competitive prices, fast delivery with most items shipped same day, technical expertise, and the total team advantage of pairing a Tech Depot specialist with your Office Depot Account Manager. Click on the **Tech Depot** tab or **Tech Depot** link on the homepage to begin!



Online Reporting



Online Reporting is a tool used to run Usage and Billing reports based on your company's spending. Online Reporting provides the ability to sort the history of your purchases by Summary, Cost Center, or Ship to Location. Manage and control your company's office supplies spending! Click on **Usage Reports** on the **Shopping Tools** bar to begin.

Online Usage Reporting

We can now provide you with online reporting tools! Our new system is simple to use, providing the ability to:

- Manage visibility to information based on your user roles.
- Create, analyze, and print usage reporting.
- Sort the history of your purchases by summary, cost center or ship-to location.
- Manage and control your spending on office supplies.

(Cookies must be enabled to use Usage Reporting.)

Come take a look!

[Continue](#)

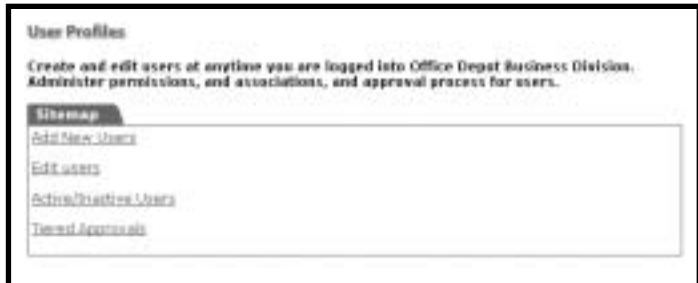
NEW FEATURE! Save for Later

Save an item placed in the Cart by clicking on the arrow under **Save for Later**. This timesaving feature allows items that are placed in the Cart to be saved and placed at a later date.



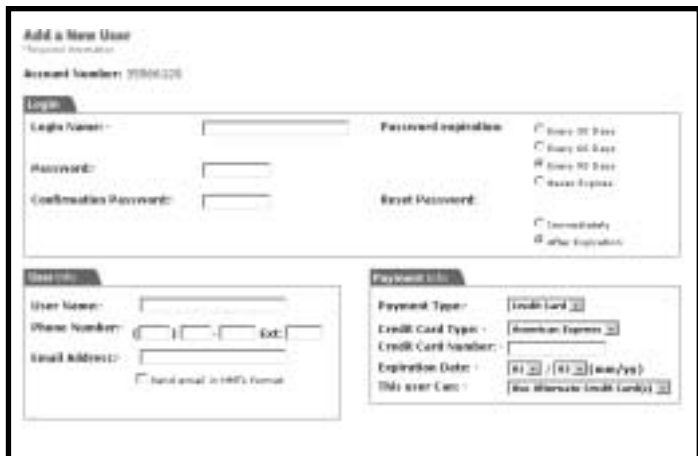
7 • User Profiles (This section is only accessible to Super Users)

Super Users have the ability to Add New Users, Edit User Profiles and Modify User Association specifications. Simply click on **User Profiles** on the **Shopping Tools** bar.



Add New Users

Select **Add New Users** on the **User Profile** screen to add a new user to your account.



Login

This screen prompts you to create a Login Name and Password for each new user. Select the **Password Expiration** on the right.

NOTE: Login Names must be unique with regards to all other Office Depot users. Passwords must be a minimum of 6 and a maximum of 10 alphanumeric characters.

User Information

Enter the name and phone number of the person associated with this new user setup. To receive Order Confirmations, enter the email address of the user. If you use Microsoft Outlook or Hotmail, you may choose to have the user's email confirmations sent in HTML format by checking the box Send email in HTML format.

Payment Information

Under Payment Information, select the method of payment for the user. If you choose Credit Card and choose to preset the user's credit card number, select the card type from the drop-down menu. If Account Billing is used on your account, selecting Change Payment Type allows the user to use Account Billing and/or 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.)

Permissions

Set default values and permissions for a user. Select the appropriate permissions from the drop down menus and click on the [View List](#) link next to the default fields to populate a particular entry. Under the Order section you can determine if the user can Query (view), or Modify orders. For a Super User, check on the box that says Click here to make this user a Super User.

NOTE: Only Super Users have the ability to add and edit user and account settings.

The screenshot shows a web interface for configuring user permissions. At the top, there is a checkbox labeled "Click here to make this user a Super User". Below this is a section titled "What is Super User?". The interface contains several rows of settings, each with a dropdown menu and a "Set Default" link. The settings are: Mapping Address (Please make a selection), POC (Please make a selection), Releases (Please make a selection), Cool Centers (Please make a selection), Devices (Please make a selection), Usage Billing (View Only Usage Reporting), and Orders (Query Any Placed Orders, Modify Placed Orders). A note at the bottom right of the form area says "Don't forget to set defaults for restricted permissions!".

User Permissions continued on page 37.

User Permissions

In this section you will determine the order permissions for the user.

- **Workflow Template**

If the user will be setup on a Tiered Approval, you must first setup a workflow template for the user. (For more information on setting up workflow templates, please see the section on Tiered Approvals on page 41.)

Enter the template name in the blank next to Workflow Template or click the Search button choosing a template from the list of workflows. Once you have entered a workflow template, click on the Add User button at the bottom of the page.

OR

- **Assign a Single Approver**

Enter the email address of the supervisor responsible for releasing this user's orders. Check the box Send email in HTML format to receive approver email confirmations in HTML.

This User Can:

- Determine if the user can Place and Release Orders or Place Orders on Hold Only.
- Set restrictions for items by choosing from Cannot Override Restrictions, Can Override Restrictions with Approval (orders go on hold), or Can Override All Restrictions. If the user is able to override restrictions with approval, the order will be placed on hold pending approval. An email will be sent to the Order Approver whose email address is listed above.
- Set spending limits for the user under Dollar Limits.

User Permissions Continued

Three options for limits:

- Per Unit Price: This option determines the users limit per item.
- Per Extended Line Item: This option determines the users extended line item limit per line.
- Per Order: This option determines a user dollar limit per order.

Once you have filled out all required fields, click on the **Add User** button at the bottom of the page.

Editing User Profiles

To make modifications to existing user profiles, select **Edit User Profiles** from **User Profiles** section of the navigation bar.

Login Name	User	Super User
SSD_CUSTOMER	CUSTOMER	Yes
JANE.DOE@YOURCOMPANY.COM	JANE DOE	No
MR. CHARLES BROWN	CHARLES BROWN	Yes
MR. JOHN SMITH	JOHN SMITH	No

Select a User to Edit

Type the first few characters of a user name or login and click "**Search**" for a list of Valid Users. Click on a Login Name to modify a User's profile. Once you have made your modifications, click on the **Update** button at the bottom of the screen. This will take you back to the **Edit a User** screen.

To go back to **User Profile**, Click on the [Go to User Profile](#) link at the bottom of the page.

Reset Password

Select the user by typing the first few characters of their login name and clicking **Search** to bring up a list of users. Click on the Login Name and Click on the [Edit](#) link next to the Login section; entering a new password in the Reset Password and Password Confirmation fields.

Once you have reset the password, click on the **Update** button at the bottom of the screen. This will take you back to the **Edit a User** screen.

To go back to **User Profile**, Click on the [Go to User Profile](#) link at the bottom of the page.

Active/Inactive Users

Click on the **Active/Inactive Users** link from **User Profiles** 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 screen.

Active	User Name	User Id
<input checked="" type="checkbox"/>	CHARLES BROWN	MR. CHARLES BROWN
<input type="checkbox"/>	CUSTOMER	BAD CUSTOMER
<input checked="" type="checkbox"/>	JANE DOE	JANE.DOE@YOURCOMPANY.COM
<input checked="" type="checkbox"/>	JOHN SMITH	MR. JOHN SMITH

Tiered Approvals

Create and edit Workflow Templates by clicking on **Tiered Approvals** under **User Profiles**.

Approver Workflows
[Create a New Workflow](#)

Listed are the available workflows. Click on the workflow name to make changes.

Workflow	Last Updated	By User
ORDER APPROVAL	09/21/03	CUSTOMER

[Go To User Profile](#)

Creating a Workflow

Click Create a New Workflow and enter the name of the new template. (Required)

Create a Workflow

Workflow Name:

Select one of the following:

Sequential Release
 Highest Approver Only

? What is Sequential Release and Highest Approver only?

Max Order Amount without Approval (optional): \$

Bypass workflow for orders containing only contract items.

Approver Level	Login Name	User Name	Email	Amount
1	<input type="text"/>	View List		\$ <input type="text"/>
2	<input type="text"/>	View List		\$ <input type="text"/>
3	<input type="text"/>	View List		\$ <input type="text"/>
4	<input type="text"/>	View List		\$ <input type="text"/>
5	<input type="text"/>	View List		\$ <input type="text"/>
6	<input type="text"/>	View List		\$ <input type="text"/>
7	<input type="text"/>	View List		\$ <input type="text"/>
8	<input type="text"/>	View List		\$ <input type="text"/>
9	<input type="text"/>	View List		\$ <input type="text"/>
10	<input type="text"/>	View List		\$ <input type="text"/>

Max Tier Approver: [View List](#)

Note: Modifying this workflow will not affect any orders currently pending approval.

[Save Workflow](#)

Creating a Workflow Continued

Use the steps below to setup a workflow template.

- Select one of the following. (Optional):
 - ◆ **Sequential Release:** This will send an email to each of the approvers in sequential order by dollar amount, lowest to highest.
 - ◆ **Highest Approver Only:** This will require only the approver who has the highest approval amount greater than the total order to approve.
- For maximum order totals without approval, enter dollar amount in the **Max Order Amount Without Approval** field.

Note: Any order that is placed and the dollar total is less than this amount will not be subject to the workflow.
- Workflow templates include:
 - ◆ Up to 10 approvers
 - ◆ Assign the dollar amount each approver is authorized to approve
 - ◆ Assign an override approver
- For orders containing only contract items, check the bypass workflow box. This option will allow for an order to bypass workflow settings if the placed order has only contract items on it.
- Click the **Save Workflow** button at the bottom of the page to save your changes.

Approvers can approve, disapprove, release orders, and add comments, which will be forwarded via email to the order requester.

Workflow Approvals

Approvers using Outlook or Hotmail and receive HTML email notification have the ability to approve the order directly from the email. To approve the order, type in your login name and password in the appropriate fields and click on the **Approve**, **Disapprove**, or **Release** button.

8 • ACCOUNT CENTER FOR SUPER USERS

Manage Contacts

Add or **edit** Contacts associated with your Ship To choosing **Manage Contacts** under **Account Center**.



Add Contacts

Click the [Create](#) a New Contact link from the Manage Contacts screen to add a new Contact to your shipping address. **Add** the desired Contact and click on the **Add** button.

To go back to **My Profile**, click on the Go to [My Profile](#) link at the bottom of the page.

Edit Contact

Click on the Contact Name from the list to edit a Contact. Enter changes to the contact information and click on the **Update** button.

To go back to the **Manage Contacts** screen, click on the Back to [Contact List](#) link at the bottom of the page.

To go back to **Account Center**, click on the Go to [Account Center](#) link at the bottom of the page.

Note: Type above references that the phone number is voice or fax.

Manage Ship To's

Add, Edit, and Search for Ship To addresses by choosing **Manage Ship To** under Account Center. 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. Now you can search for a Ship To by Business Name, Address, City, State, Zip, Id, or Phone Number.

Select Ship To Information

Create a New Ship To

To view other Shipto's enter search criteria below:

Search for a Shipto by: Beginning With Containing

Search

Select a Shipto to edit by clicking it's name below.

ID	Business Name	Address	City	State Zip	Phone
001	YOUR COMPANY NAME	2200 OLD GERMANTOWN RD	DELRAY BEACH FL	33445-9223 8	
002	YOUR COMPANY NAME	2200 OLD GERMANTOWN RD	DELRAY BEACH FL	33445-9222 (800) 299-4888	

Go to [Account Center](#)

Add a Shipping Address

Click the [Create a New Ship To](#) link from the Select Ship To Information screen to add a new Ship To address. Add the desired shipping address and click on the **Add** button.

To go back to **My Profile**, click on the Go to [My Profile](#) link at the bottom of the page.

Edit Current Shipping Address

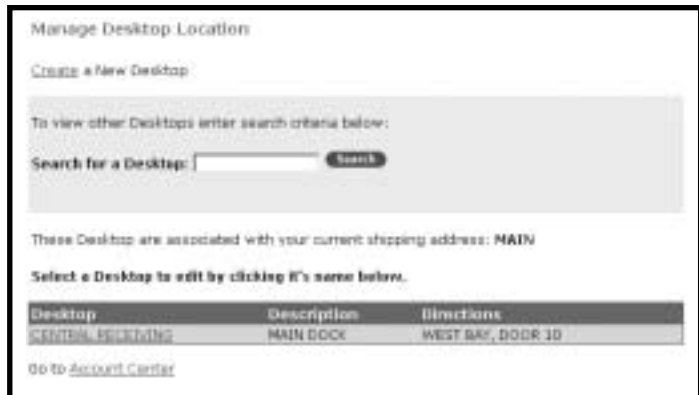
Click on the address's Id from the list to edit a Ship To. Enter changes to your shipping information and click on the **Update** button.

To go back to the **Select Ship To Information** screen, click on the Back to [Ship To List](#) link at the bottom of the page.

To go back to **Account Center**, click on the Go to [Account Center](#) link at the bottom of the page.

Manage Desktops

Add, Edit, and Search for Desktops associated to your Ship To by choosing **Manage Desktop** under **Account Center**. Search for a Desktop by entering the desktop in the blank provided and click on the **Search** button.



Manage Desktop Location

[Create a New Desktop](#)

To view other Desktops enter search criteria below:

Search for a Desktop: [Search](#)

These Desktop are associated with your current shipping address: **MAIN**

Select a Desktop to edit by clicking it's name below.

Desktop	Description	Directions
CENTRAL RECEIVING	MAIN DOCK	WEST BAY, DOOR 10

Go to [Account Center](#)

Add a Desktop

Click the [Create](#) a New Desktop link from the Manage Desktop Location screen, the Create a New Desktop screen appears. Add the desired Desktop information and click on the **Add** button.

Edit a Desktop

Click on the Desktop from the list to edit a Desktop. Enter changes to your Desktop information and click on the **Update** button.

To go back to the **Manage Desktop Location** screen, click on the Back to [Desktop List](#) link at the bottom of the page.

To go back to **Account Center**, click on the Go to [Account Center](#) link at the bottom of the page.

Manage PO Number

Add, Edit, and Search for PO Numbers on your account by choosing **Manage PO Number** under **Account Center**. Search for a PO Number by entering the PO Number in the blank provided and click on the **Search** button.

PO Name	Comment	Dollar Limit	Dollar Used	Expiration Date
17045		\$10000.00	\$0.00	12/31/2003
17090		\$15000.00	\$0.00	06/30/2004

Go to [Account Center](#)

Add a PO Number

Click the Create a New PO Number link from the Manage PO Number screen to add a new PO Number. Add the desired PO Number information and click on the **Add** button.

Edit a PO Number


Click on the PO Number from the list to edit a PO Number. Enter changes to your PO Number information and click on the **Update** button.

To go back to the **Manage PO Number** screen, click on the Back to PO Number List link at the bottom of the page.

To go back to **Account Center**, click on the Go to Account Center link at the bottom of the page.

Manage Release

Add, **Edit**, and **Search** for Releases on your account by choosing **Manage Release** under **Account Center**. Search for a Release by entering the Release in the blank provided and click on the **Search** button.



The screenshot shows the 'Manage Releases' page. At the top, it says 'Manage Releases'. Below that is a link 'Create a New Release'. A section titled 'To view other Release enter search criteria below:' contains a search box with the text 'Search for a Release:' and a 'Search' button. Below the search box is the instruction 'Select a Release below to edit.' followed by a table with two columns: 'Release' and 'Comment'. The table lists three items: 'ADD RELEASE', 'USA RELEASE', and 'GO TO ACCOUNT CENTER'.

Add a Release

Click the Create a New Release link from the **Manage Releases** screen to add a new Release. Add the desired Release information and click on the **Add** button.

Edit a Release

Click on the Release from the list to edit a Release. Enter changes to your Release information and click on the **Update** button.

To go back to the **Manage Releases** screen, click on the Back to Release List link at the bottom of the page.

To go back to **Account Center**, click on the Go to Account Center link at the bottom of the page.

Manage Cost Centers

Add, Edit, and Search for Cost Centers on your account by choosing **Manage Cost Centers** under **Account Center**. Search for a Cost Center by entering the Cost Center in the blank provided and click on the **Search** button.

Manage Cost Centers

[Create a New Cost Center](#)

To view other Cost Center enter search criteria below:

Search for a Cost Center:

Select a Cost Center below to edit:

Cost Center	Description	Dollar Limit	Dollars Used
ADVERTISING	ADVERTISING'S BUDGET	\$5000.00	\$0.00
CALL CENTER	CALL CENTER BUDGET	\$1000.00	\$0.00

Add a Cost Center

Click the [Create a New Cost Center](#) link from the **Manage Cost Centers** screen to add a new Cost Center. Add the desired Cost Center information and click on the **Add** button.

Edit a Cost Center

Click on the Cost Center from the list to edit a Cost Center. Enter changes to your Cost Center information and click on the **Update** button.

To go back to the **Manage Cost Centers** screen, click on the Back to [Cost Center List](#) link at the bottom of the page.

To go back to **Account Center**, click on the Go to [Account Center](#) link at the bottom of the page.

9 • ASSISTANCE AND TRAINING

Using Online Training

The BSD website includes an Online Training option in the Customer Services section of the navigation bar. Online Training provides training topics on a variety of subjects.

Internet Help Desk

Contact Office Depot's ECommerce Support Desk at (800) 269-6888 for technical assistance. The ECommerce Support Desk is open Monday through Friday, 7:00 A.M. – 8:30 P.M. (EST). You can also submit questions or comments via email using the **ECommerce Support** function on the light gray toolbar at the bottom of every page.

Customer Service

Office Depot's Customer Service Department is available to assist you with any questions you may have concerning product, pricing, ordering, delivery, or support services. Click on **Contact Information** on the gray toolbar at the bottom of every page for your local Customer Service Center.

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 IS department to have the certificate deleted, or to have the browser upgraded.

Q: What is the difference between a cart & 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 **Order Tracking** on the **Shopping Tools** bar and type the Order Number in the **Search By** blank.

Q: Why am I only able to see part of the screen on my monitor?

A: Settings in your browser control the way your screen is displayed. In Microsoft Internet Explorer, change fonts under browser options: select View, select Fonts, and select Smallest. In Netscape Navigator 6.0, change the fonts under browser options: Options, select General Preferences, select Fonts tab, select Choose Font for Proportional Font, select a font size of 10 or 11, select OK, close remaining windows.

Q: When printing an acknowledgment I am missing the right side of the page, why?

A: Settings in your browser control the printing function. In Microsoft Internet Explorer, change margins under browser printing options: select File, select Page Setup, change Margins (inches), Left to .25", right to .20". If you would like, you can change the Top and Bottom to .25".

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 Electronic Commerce 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 Electronic Commerce Support Monday through Friday 7:00 A.M. to 8:30 P.M. (EST) at: 800-269-6888.

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 & Confirm password** fields when prompted to change your password. Contact your Office Depot Account Manager or Super 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: Click on **Future Orders** located on the **Shopping Tools** bar. This will take you to our Future Orders website. You will need to login again to access this website.

Q: How do I find the number for my Customer Service Center?

A: Click on **Contact Information** located on the gray toolbar at the bottom of every page. This link provides all of Office Depot's Customer Service numbers.

Q: How do I find an Office Depot store in my area?

A: Enter the zip code in the blank provided under **Find a Store** in the **Search Tools** bar and click the arrow button.

Q: How do I search for a product by Brand Name?

A: Click the arrow button next to **Search by Brand** on the **Search Tools** bar.

Q: How do I compare items on the website?

A: When searching for items you will receive a compare box to the right hand side of each item during your search. To compare the different product features check the compare box and hit the Compare selected items button; bringing up the comparisons of the items chosen.

Q: How do I access my shopping lists?

A: All shopping lists are located under the shopping tools bar under **My Shopping Lists**.

Q: How do I setup a Tiered Approval on my account?

A: Super Users can click on **User Profiles** located under **Shopping Tools**. Create or Modify a new Tiered workflow by clicking the Tiered Approvals button.

Q: How would I order customized products on the website?

A: To order a customized product such as Stamps or Labels, click on the button **Custom Imprints** on the top red navigation bar. Select the product you would like customized.

Q: Where on the website can I find Toner for my copy machine?

A: Located on the Search Tools bar is **Find Printer Supplies**.

Q: What are the advantages of Tech Depot?

A: There are 5 key advantages of using Tech Depot.

- Big selection of over 100,000 technology items including hard-to-find items.
- Competitive prices
- Fast delivery with most items shipped same day.
- Technical expertise for before, during, and after the sale.
- Total team advantage of pairing a Tech Depot specialist with your Office Depot Account Manager

Q: What are the policy differences when placing an order with Tech Depot?

A: The following are the policy differences when making technology purchases through Tech Depot.

- Tech Depot orders are billed and invoiced separately from Office Depot orders.
- All Tech Depot orders are shipped via common carrier (UPS or FedEx). Due to the varying sizes, weight, and value of technology products, shipping charges are calculated accordingly. Appropriate freight charges will apply.
- Merchandise returns are subject to policies as outlined in the Tech Depot Returns Policy.



Office DEPOT



Printed on paper containing
10% postconsumer fibers.