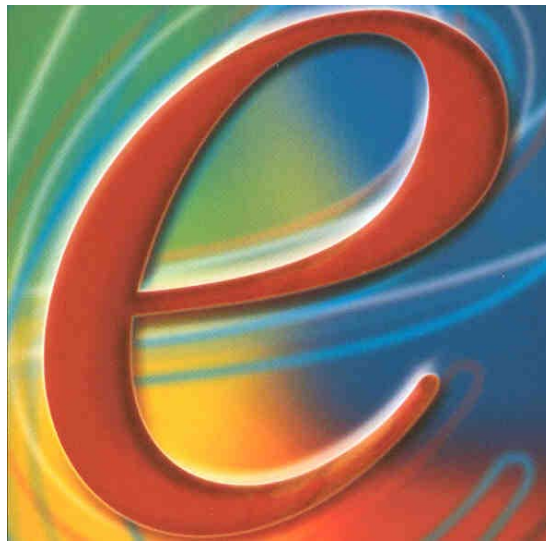


Business Services Division

eCommerce Solutions



Electronic Ordering Instructions

bsd.officedepot.com

Contact Office Depot's Electronic Commerce Support Desk at 1-800-269-6888 for technical assistance. The Electronic Commerce Support Desk is open Monday through Friday, 7:00 A.M. until 8:30 P.M. (EST). You can also submit your questions or comments via e-mail by clicking on the "Email Support" link located in the "Customer Service Contacts" section of the Customer Services page (accessible via the "Customer Services" link located on the red navigation bar).

Office DEPOT
What you need. What you need to know.™



Logging In

1. Open your Internet browser to access the Internet. In the address field, type the URL <http://bsd.officedepot.com>
2. At the Login page, type in the provided Login Name and Password (your Account Manager will provide this information).
3. Click the **Login** button and the Office Depot Bulletin Board page appears.

Note: The first time you enter the site, on the "**Login and Password Information**" page, an attention message appears, "Your profile is not configured with a security question." prompting you to select a secret question and provide an answer (Items with a red asterisk* denote required). If you choose to leave this page without providing a secret question/answer, you will be prompted again at each login until you provide this information.

If you forget your password, the "**Forgot Your Password ?**" page can be accessed using the link on the BSD login page. With this feature, you can access the BSD website by providing the secret question and answer you previously selected. You may also call the Support Desk directly **800-269-6888 M-F, 7:00 a.m. - 8:30 p.m.** (EST) Monday – Friday.

Note: To place an order for future delivery (21 to 180 days), click the link to our "**Advanced Orders For Future Delivery**" site. (**Please note:** Your login name and password for the "Advanced Orders For Future Delivery" site is the same as your BSD login name and password.)

Office DEPOT
Business Services Division

[Sign my company up](#) [About Office Depot](#) [About BSD](#) [Trouble logging in?](#)

Please enter your login name and password

Login

Login Name:

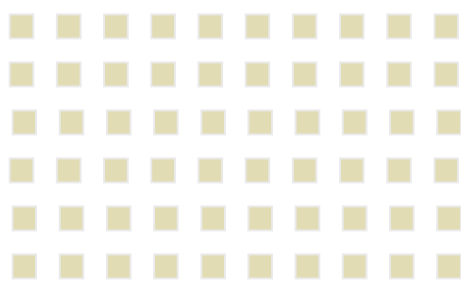
Password: **Login**

Autologin:

Forgot Your Password? [Click here](#)

Business Services Division
Electronic Commerce Support Desk 1-800-269-6888

To place an order for FUTURE delivery,
(delivered in no less than 21 days and no greater than 180 days) [Click Here](#)



Quick Steps for Ordering

1. Click **"Order By Item #"**, located on the **Shopping Tools** navigation bar on the left side of the page. Enter the item number and quantity for each item(s) you want to purchase. The **Comment** field allows you to enter a requestor's name or project name at the time of order. This information prints on the packing list you receive with your order, providing a reference tool.
2. Once you have entered all items for the order, click the **"Add to Cart"** button. You will then see a listing of the items that were added to your cart. If you have more items to add, simply click the **"Order By Item #"** button again.
3. To review your shopping cart, click the **"View Cart"** button located on the **Shopping Tools** navigation bar on the left side of the page. You will then be given the opportunity to review your Shopping Cart. If you make any changes (i.e. Comments or Qty), click the **"Update Shopping Cart"** button. If you are ready to proceed with your purchase, click the **"Checkout"** button.
4. You will then be taken to the **Checkout** page. Please fill out all required order information i.e. Cost Center; Contact Name; PO # (Items with an asterisk* indicate required). You also have another opportunity to make changes to your Shopping Cart on this page. Once you have completed a review of the information on this page, click **"Place Order"**. **** Please Note:** The **"Put this order on hold"** button is available to hold the order, or for customers whose orders require approval.
5. To track an order; view the order detail; and/or make changes to the order, click **"Order Tracking"** on the left navigation bar.

Creating your Shopping Cart

**Any of the following options can be used to add items to your Shopping Cart.

1. **Browsing The Catalog:** To find and select items by searching the online catalog, utilize the **Home** page to browse product categories or use the **"Search Tools"** navigation bar on the left side of the page.
2. **Order by Item#:** To enter up to twenty item numbers and quantities at a time, select **"Order by Item #"** from the **"Shopping Tools"** navigation bar on the left side of the page.
3. **Shopping Lists:** Create a personalized shopping list or add items to your shopping cart from an existing list by selecting **"My Shopping Lists"** from the **"Shopping Tools"** navigation bar on the left side of the page. This is a great place to store your **frequently ordered items!**
4. **Find Printer Supplies:** A quick-search function for locating business machine replacement items like toner or ink cartridges, saving time and reducing costly ordering errors.
5. **Custom Imprints:** Order stamps online with specific criteria. Please see the section on **Custom Imprints.**



Creating your Shopping Cart - Shopping Lists

To begin working with a Shopping List, select **"My Shopping Lists"** from the **"Shopping Tools"** navigation bar on the left side of the page. The **My Shopping Lists** page appears.

If you are using **My Shopping Lists** for the first time, or have not created a Saved Shopping List, the only option will be to select **"Create New List"**. After clicking the button, the Create a New Shopping List page will appear.

1. In the **"List Name"** field, type the name to be given to the Saved List. Example: "Freq. Ordered Items", "Administration List", etc. You may also enter an optional comment for the "List".
2. To create the list, select the **"Create New List"** button.

The **My Shopping List Contents** page appears displaying information about the newly created list. From here you can add items to this list, allowing you to easily order these products in the future.

Office DEPOT
Business Services Division

Home Bulletin Board Give Us Your Feedback

Welcome CUSTOMER of OFFICE DEPOT TEST ACCOUNT

Office Supplies Furniture Technology Custom Imprints Customer Service Company Info

Search Tools

GO

Search by Brand

Find Printer Supplies

Manufacturer

Find a Store

Zip

Shopping Tools

2 Item(s) in Cart
Subtotal: \$71.93

View Cart
Check Out

Order Tracking

Order by Item #

My Shopping Lists

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

View Other Lists GENERAL ORDER

My Shopping List Contents

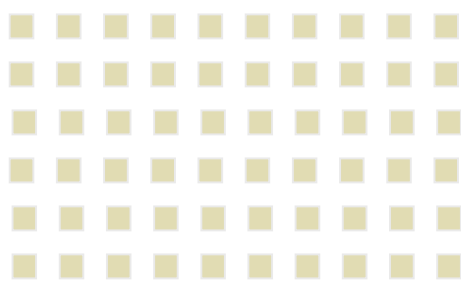
List Name: NEW HIRE LIST

Comment: SUPPLIES FOR NEW EM

List Type: Personal List Company-Wide List

Save Changes Delete List

No items in this list.



Ordering Tracking

The **Order Tracking** feature allows you to check the status of orders that have been created and/or submitted to Office Depot. With this feature, you will be able to view the details of all of your Internet orders. You can also retrieve and modify an order if it has not yet been filled and is still in the **"Held by Customer"**, **"Held for Review"**, **"Held for Restrictions"**, or **"Waiting To Fill"** status.

Order Number	Order Date	Total	Delivery Date	OK to Change	COSTCTR	Status	Contact	Type
212201951-001	7/25/2003	\$25.31	7/28/2003	yes	5125X	Waiting to Fill	ROBIN ROY	Order
212198638-001	7/25/2003	\$0.00	7/28/2003	yes	CDV22	Waiting to Fill	SANDRA RILEY	Order
212188586-001	7/25/2003	\$49.71	7/28/2003	yes	30613	Waiting to Fill	ROBIN ROY	Order
212187585-001	7/25/2003	\$285.56	7/28/2003	no	1083V	Ready to be loaded	SANDRA RILEY	Order
212181661-001	7/25/2003	\$61.27	7/28/2003	yes	1135V	Waiting to Fill	ROBIN ROY	Order
212181656-001	7/25/2003	\$27.43	7/28/2003	yes	1135V	Waiting to Fill	SANDRA RILEY	Order
212181650-001	7/25/2003	\$7.32	7/28/2003	no	1135V	Ready to be loaded	ROBIN ROY	Order
212181102-001	7/25/2003	\$148.83	7/28/2003	yes	1078V	Waiting to Fill	SANDRA RILEY	Order
212176278-001	7/24/2003	\$135.38	7/25/2003	no	5125X	Delivered XD/OD Transfer	ROBIN ROY	Order
212172299-001	7/24/2003	\$7.57	7/25/2003	no	CDV23	Delivered XD/OD Transfer	SANDRA RILEY	Order

[Next](#)

Order Tracking Search Criteria

You may filter your Order History by Dollar Amount, Order Number, Item Number, Cost Center, PO Number, Release, Contact, Status, Ship-to ID, and Date. Type or select the search parameters to use and click the appropriate arrow. The Order History page reappears with the orders listed by the search criteria you selected. You can sort these orders by clicking any of the column headers.

Order Tracking

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

Search By:

or

Status:

or

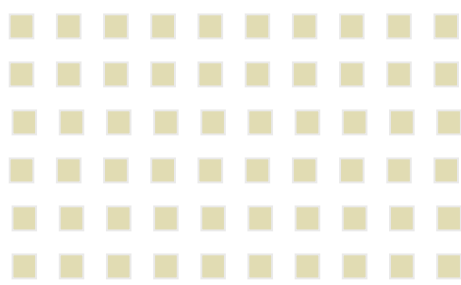
Date Range (mm/dd/yyyy): From: To:

or

Dollar Range Min: Max:

Orders from 4/23/2003 to 7/23/2003

Click an order number to see the details of your order, or to view delivery tracking information.



Online Returns

If an order detail page in Order Tracking has a **"Submit Return"** button, you may submit your return directly online by clicking on it.

Order Detail
[View Search Results](#)
[View All Orders](#)
[View Printer Friendly Version](#)

Submit Return

Order Information	Delivery Information
Order Number: 200503511-001 Order Date: 03/27/2003 Contact: CHICAGO REP (215) 612-5948 Payment Info: Account Billing P.O.: OFFICE DEPOT COST CT: OFFICE DEPOT	Status: Delivered Delivery Date/Time: 03/28/2003 Shipping Address: TEST 1 1055 REDONDO DR. ROMEOVILLE, IL 60446-3705 USA

On the following page, just indicate the quantity of the item you are returning and the reason for the return. Next, click the **"Continue"** button and you will be issued a return authorization number. Your return pickup will be scheduled to coincide with your next delivery, or within 5 days if no orders are scheduled.

Please Note:

1. 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.
2. Online returns are not available with 3rd Party E-Procurement systems.
3. 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.

You may enter the quantity for specific items to return. Select a reason for returning each item. You may enter pickup instructions for the driver if applicable.

Order Summary

Quantity to Return	Quantity Ordered	Reason	Item #	Your Price	Unit Of measure
<input type="text"/>	1	<input type="text"/>	315515	\$3.99	box
Smead® Manila File Folders, 1/3 Cut, Letter Size, Box Of 100 BEST VALUE					

Instructions for Office Depot or UPS Driver

Continue Click "Continue" to proceed with your return.
Cancel I've changed my mind about returning right now; please cancel this and continue shopping.