

Office DEPOT

OFFICE SUPPLY PURCHASING MANUAL

Office DEPOT

Office Supply Program For

**Missouri State
University**



Customer Service

Phone Number 1-888-777-4044
Fax 1-800-973-3376
Hours 7am-8pm EST

(Call this number for questions regarding products or to inquire about orders and to place returns)

E-Commerce Support

Phone Number 1-800-269-6888
Hours 7am-8pm EST

(Call this number for technical issues with the site)

Office Depot Support Team Members

Account Manager **Mike Johnson**
Email mike.johnson@officedepot.com
Phone 636-887-6632

Service Consultant **Colleen Barber**
Email cbarber2@officedepot.com
Phone 913-667-5357



Your Account

Accessing Your University Account

To access your university account, log on to our Web site at <https://www.odpbusiness.com>. For ease of ordering, please add this Web URL to your favorites. Use your personal login name and password to enter into your custom account. Your default login name and password are below

Log-in name: your first and last name (no space)

Default password: password

You may change your password by updating your person information in the “My Account” screen.

[Home](#)

888.2.OFFICE (888.263.3423) | Technical Support: 800.269.6888



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WE PROVIDE SMART SOLUTIONS THAT HELP YOU TAKE CARE OF BUSINESS.

[ABOUT BSD](#)

Business Solutions

- Home Business
- Small Business
- Medium Business
- Large Business
- National/Global Firm

Industry Solutions

- Federal Government
 - GSA
- State & Local Government
 - National IPA
 - TCPN
 - US Communities
- Healthcare Solutions
- Education Solutions
- Diversity Solutions

Registered Customers

Please enter your login name and password.

Login Name

Password

[Forgot your login name/password?](#)

[Login](#)

Log me in automatically
(Cookies must be enabled for auto login.)

New Customers

We provide everyday office essentials and solutions to help you take care of business. Click Sign Up to learn more.

[SIGN UP](#)

Customer Service: 888.263.3423 (888-2-OFFICE)
Technical Support: 800.269.6888

[PLACE FUTURE ORDER](#) (Delay your delivery for 21-180 days)

LIVE CHAT Talk with a Representative
[Chat Now](#)



Step-by-Step Online Ordering

Placing an Order

- 1) Use browser to access the Internet and type in <https://www.odpbusiness.com>
- 2) Type in your Login Name and Password.

Your login name: our first and last name (no space)

Your default password: password



- 3) Click on **LOGIN**
- 4) If you know the item number(s) for the product(s) you wish to order select:

**Order
by Item #** ▾

Quick Order

- 5) Type in Office Depot Item #, quantity, and comment, if desired.
- 6) If you do not know the item number(s) for the product(s) you wish to order, you can:
 - a. Search for product using key words or manufacturer part numbers by entering the information in the space provided in the gray toolbar and then clicking Go.

SEARCH **GO**

- b. Shop using our online catalog. Simply click on  Home in the upper left hand corner or  View All Products A-Z in the gray toolbar and you will be directed to category listings of the catalog.
- 7) Select **ADD TO CART** to add your desired product to your shopping cart.
 - 8) Select [Continue Shopping](#) to continue or **Check Out** from the shopping cart in the top left if you have finished shopping.

- 9) If you selected [Continue Shopping](#) then click on **Order by Item #** ▾ Quick Order to add more items.



10) If you selected [Check Out](#) verify items in your cart and complete any required information.

[SAVE FOR LATER](#)

[PUT THIS ORDER ON HOLD](#)

[PLACE ORDER](#)

11) You now have three options, _____ Click to submit your order.

a. If you are satisfied with your order, select [PLACE ORDER](#) to complete the process.

b. If you would like to save the items in your cart and purchase at a later date, select

[PUT THIS ORDER ON HOLD](#)

When placing an order on hold, your inventory will be held for 24 hrs.

c. If you would like to save the items in a list but not create the order select:

[SAVE FOR LATER](#)

12) When you see **“Thank you for your order” and your number**, your order has been successfully completed.



Checkout Screen

The University has a customized checkout screen to aid in the identification and quick delivery of orders. Your address has been set to your default location. Before you checkout you must fill out each field that asks for your Department, Building and Room location, and who the final order is intended for. These are free-form answers and must be typed for each order. Once these fields have been completed, you may place your order for next-day delivery.

Email Options

I would like an email confirmation for this order.

Send an email confirmation to another contact:
Additional Email Address:

Make these my default values, if permitted

* Contact:
Contact Phone: (913) 523 - 5115 Ext.

These comments are for your information only, they are not utilized by our Delivery Carriers.
Comment:
Comment:
Comment:

Payment Info

* Required Information

Credit Card

* Credit Card Number: No spaces or dashes (i.e. 000000000000)
* Expiration Date: -- / -- (mm/yyyy)

Redeem a Gift Card



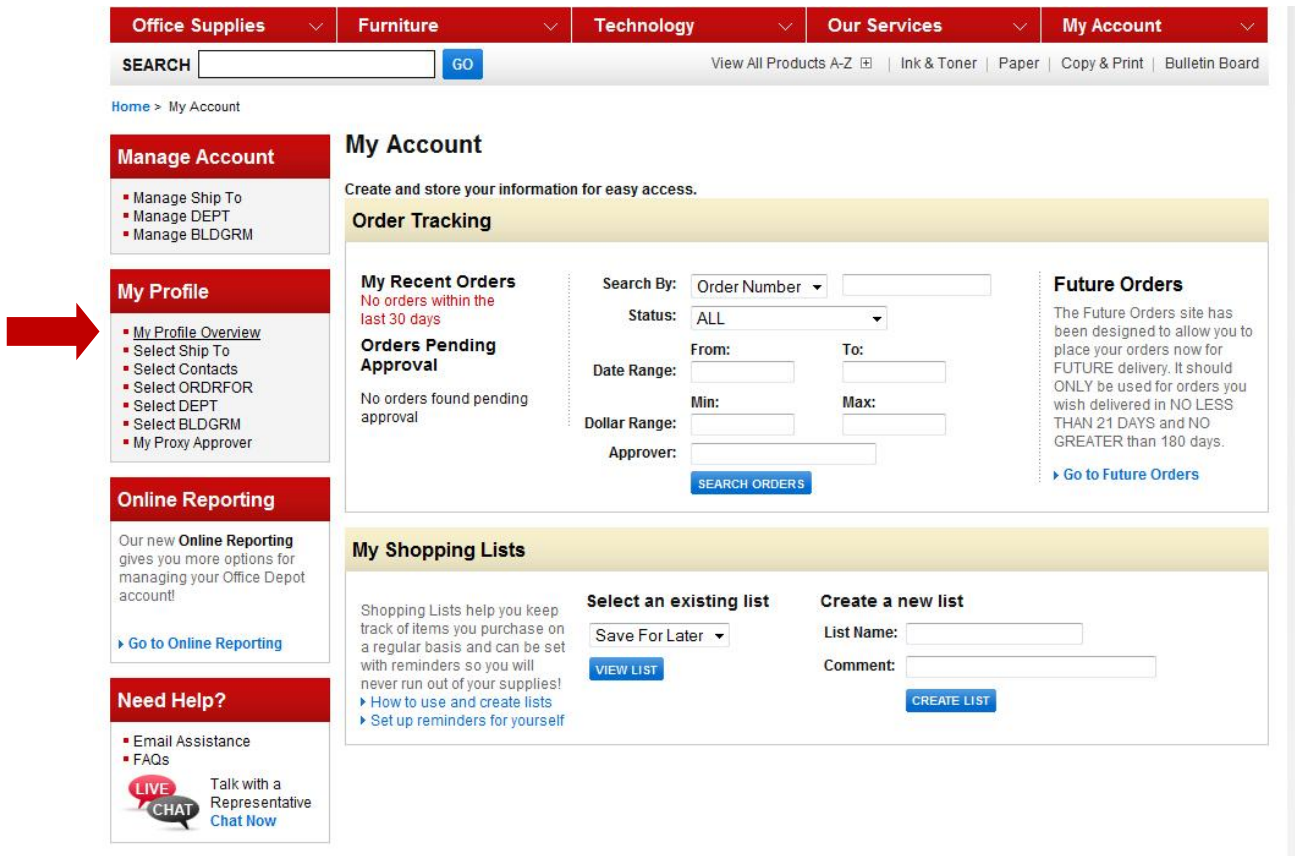
The “My Account” Screen

The “My Account” screen is accessible by double clicking the “My Account” button on the red top bar on the far right of the main page.

The screenshot shows the Office DEPOT website interface. At the top, there is a navigation bar with links for Home, Customer Services, 888.2.OFFICE (888.263.3423), and Technical Support: 800.269.6888. Below this is a shopping cart area showing 0 items for \$0.00 and a prompt to add \$50.00 more for free shipping. A red arrow points to the 'My Account' button in the top right corner of the main navigation bar. The 'My Account' dropdown menu is open, listing options such as Bulletin Board, Online Reporting, My Account, Order Tracking, Orders Pending Approval, and My Shopping Lists. Below the navigation bar is a search bar and a promotional banner for 'Order Yours Today FREE! Business Solutions Divisions 2011 Full Line Catalogs'. The main content area is divided into four sections: Ink DEPOT, Paper DEPOT, Copy & Print DEPOT, and Greener Office. The footer contains links for Site Info, Customer Service, Company Info, and Customer Tools.



Once at the “My Account” screen, click on the “My Profile Overview” link on the left hand side of the page to access your personal account information.



The screenshot shows the Office Depot website's "My Account" page. At the top, there is a navigation bar with categories: Office Supplies, Furniture, Technology, Our Services, and My Account. Below this is a search bar and a "GO" button. The main content area is titled "My Account" and includes a sub-header "Create and store your information for easy access." The page is divided into several sections:

- Manage Account:** Includes links for Manage Ship To, Manage DEPT, and Manage BLDGRM.
- My Profile:** This section is highlighted with a red arrow. It contains a link for "My Profile Overview" and other options like Select Ship To, Select Contacts, Select ORDRFOR, Select DEPT, Select BLDGRM, and My Proxy Approver.
- Online Reporting:** Provides information about the new Online Reporting feature and a link to "Go to Online Reporting".
- Need Help?:** Offers Email Assistance, FAQs, and a "LIVE CHAT" button to talk with a Representative.
- Order Tracking:** Features a search form with fields for Order Number, Status (set to ALL), Date Range (From/To), Dollar Range (Min/Max), and Approver. A "SEARCH ORDERS" button is at the bottom.
- My Recent Orders:** Shows "No orders within the last 30 days" and a link to "Orders Pending Approval".
- Future Orders:** Explains the Future Orders site and includes a "Go to Future Orders" link.
- My Shopping Lists:** Includes a "Select an existing list" section with a "Save For Later" dropdown and a "VIEW LIST" button, and a "Create a new list" section with "List Name" and "Comment" fields and a "CREATE LIST" button.



In the “My Profile Overview” section you can update all of your personal information, as well as store your university purchasing card online (to appear as your default for all future purchasing).

Just enter the information you would like recorded and save it by clicking the blue update button.

Office Supplies ▾ **Furniture** ▾ **Technology** ▾ **Our Services** ▾ **My Account** ▾

SEARCH **GO** [View All Products A-Z](#) | [Ink & Toner](#) | [Paper](#) | [Copy & Print](#) | [Bulletin Board](#)

[Home](#) > [My Account](#)

Manage Account

- Manage Ship To
- Manage DEPT
- Manage BLDGRM

My Profile Overview

Please take a moment to verify the below information.

Your User Settings
Manage your contact information, subscriptions and logins

User Info
MSU DEMO
(913)523-5115
CHRIS.DIGGINS@OFFICEDEPOT.CI
EDIT

Subscriptions & Settings
[▶ Edit User Info & Subscriptions](#)
[▶ Edit Login Info & Lost Password Prompt](#)

Accounting Fields/Shipto [View](#) ⊞

Permissions [View](#) ⊞ **Workflows/Approvals** [View](#) ⊞

Associations [View](#) ⊞

Payment [View](#) ⊞
Manage your payment preferences

Payment Information
Credit card
EDIT PAYMENT INFORMATION



Clicking on the “Edit Payment Information” button (see previous image) will bring you to the following screen, where you can enter your university purchasing card information.

This will store your university purchasing card online, so it will appear as your default for all future purchasing.

The screenshot shows the Office Depot website's payment information page. At the top, there is a navigation bar with links for Home, Customer Services, 888.2.OFFICE (888.263.3423), and Technical Support: 800.269.6888. Below this is a shopping cart summary showing 0 items for \$0.00 and an option to add \$50.00 more for free shipping. The Office Depot logo and tagline "Taking Care of Business" are prominently displayed. A search bar is located below the logo. The main navigation menu includes Office Supplies, Furniture, Technology, Our Services, and My Account. The page title is "Payment" and the breadcrumb trail is "Home > My Account > Payment". A "Need Help?" section offers email assistance, FAQs, and a live chat option. The "Payment Method:" section is the primary focus, showing a "Credit Card" option with input fields for the credit card number and expiration date. Below the input fields are "UPDATE" and "CANCEL" buttons, and a link to "Return to My Account". At the bottom of the page, there are four columns of links: Site Info, Customer Service, Company Info, and Customer Tools.

Home Customer Services | 888.2.OFFICE (888.263.3423) | Technical Support: 800.269.6888

0 item(s): \$0.00 Add \$50.00 more for FREE shipping

View Cart | Check Out | My Shopping Lists | My Shipto

Account #: 52931839

Welcome, MSU DEMO of MISSOURI STATE UNIV CONT - Logout

Office Supplies Furniture Technology Our Services My Account

SEARCH GO View All Products A-Z Ink & Toner Paper Copy & Print Bulletin Board

Home > My Account > Payment

Need Help?

- Email Assistance
- FAQs

LIVE CHAT Talk with a Representative Chat Now

Payment

Payment Method:

Credit Card

Credit Card Number: No spaces or dashes (i.e. 00000000000)

Expiration Date: / (mm/yyyy)

UPDATE CANCEL Return to My Account

Site Info

- Site Map
- International
- Terms & Conditions
- Store Purchasing Card Terms
- Terms of Use
- Catalog Pricing
- Privacy Policy

Customer Service

- Email Assistance
- Phone Support
- Gift & Rewards Card

Company Info

- Affiliate Program
- International
- About Office Depot

Customer Tools

- Order by item#
- Online Catalog
- Store Locator



Phone Ordering

You may call our customer service team at 888-777-4044 to place an order should you not have access to the internet or are experiencing a system disruption. Please provide the Representative with the following information to complete an order.

- Your name
- Account number
- Phone number
- Physical shipping address
- SKU/Item number you wish to order
- Quantity (please remember to pay close attention to the unit of measure so that you are ordering proper quantities.
- Purchase order #

The customer service representative will place your order and provide a confirmation number for your tracking purposes.

Fax Ordering

You may fax your purchase order to our customer fax team at 800-973-3376. Please provide the following information on your purchase order.

- Your name
- Account number
- Phone number
- Physical shipping address
- SKU/Item number you wish to order
- Quantity (please remember to pay close attention to the unit of measure so that you are ordering proper quantities.
- Purchase order #

Delivery

Deliveries will be made to campus the next business day for all in stock items. This is provided your order has been placed via the Internet prior by 4:59 p.m. or phoned/faxed in by 5:00 p.m.



Backorders

In some instances, Office Depot may not have the requested quantity of items in stock. In those situations, the products not being shipped on the original order are automatically back ordered and are listed as such on the packing slip. There is no need to reorder. These products will ship as soon as they reach the Office Depot Distribution Center. (Usually within 5 working days) For a status report on a back order item please call Office Depot Customer Service. Office Depot will not furnish a substitute item for any backordered item without pre-authorization from you. If you need to check an item's availability or alternative item options, contact Office Depot Customer Service.

Return Policy and Process

Kindly follow the guidelines mentioned below when processing a return with Office Depot.

Return Policy

Your complete satisfaction is our primary concern. If you are dissatisfied for any reason, you will receive full credit. Simply return the merchandise in its original packaging, within 30 days.

Special order non-stocked merchandise will be ordered upon request but may only be returned if received damaged or defective.

Return Process

The only way to process a return is to contact Colleen Barber with Office Depot at:

Colleen Barber

Phone: 913-667-5357

cbarber2@officedepot.com

You will need to provide her with the information listed below:

- Name
- Phone Number
- Department
- Building and Room Number
- Sales order number from the packing list (same as invoice number)
- Item number and unit of measure of the product being returned/credited
- Reason for the return

Kindly hold on to the items to be returned with you until central receiving comes to pick them up from you.

Additional guidelines:

- If you have any additional questions or issues with a return you will need to contact only Colleen.



- When processing a return do not call the customer care center, process a return online or email any other representative at Office Depot.
- Under special circumstances returns can be processed after 30 days. You will need to contact Colleen directly for that as well.
- Any purchase made at a retail store outlet will need to be returned back to the store itself. This return process is only for purchases made online through the <https://www.odpbusiness.com> website.

Frequently Asked Questions

What is my Office Depot Account number?

Your account number is displayed in the upper right hand corner of the page.

What is the Bulletin Board?

The Bulletin Board is an information page customized by Office Depot and/or your purchasing department. It will change periodically, so it should be read periodically also.

When are deliveries made?

All orders placed by 4:59PM (local time) are delivered next day (Monday thru Friday, 8:30 AM – 5:00 PM). Exceptions are made for very remote locations (2 to 3 day delivery).

How do I track my order?

To track packages via the internet login with your secure login and password and go to My Account and Order Tracking. Live tracking will be loaded into the system. You may also contact Customer Service to track your order.

Who do I contact if my password expires or becomes disabled?

ELECTRONIC COMMERCE SUPPORT DESK:1-800-269-6888

Will the online system Time-Out?

Yes, our system has a 20 minute (idle time) Time-Out

Will the Time-Out empty my shopping cart?

Yes, unless you previously saved your order.

Can I also save my shopping list?

Yes, all users can create and save multiple customer shopping lists in the my shopping list section under My Account in the upper toolbar. Users, can also copy previous orders into a list through "Order Tracking".

