

# Office DEPOT® OfficeMax®

## Office Supply Program Quick Guide for Punchout Customers

### Contacts and Program Information

#### 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. Call toll-free - 888.263.3423.

#### ACCOUNT MANAGER

Seth Kaminstein - [Seth.Kaminstein@officedepot.com](mailto:Seth.Kaminstein@officedepot.com)

#### RETURN PROCESS AND POLICY

If you are dissatisfied with your purchase for any reason, you may return most items in their original packaging within 30 days of purchase for a replacement or full refund. You can place a return by calling Customer Service at 888.777.4044. Please be sure to have your **Office Depot order number, as provided by Office Depot on the order confirmation and/or packing list (this is not your Purchase Order number but the Office Depot order requisition number)**, and the information for the item you are returning ready to provide to the representative.

#### BACKORDERS

In-stock backorders are automatically filled from automatic replenishment of inventory and a re-order is not necessary. Customer service can update you on the status of a backorder at any time.

#### VIDEO

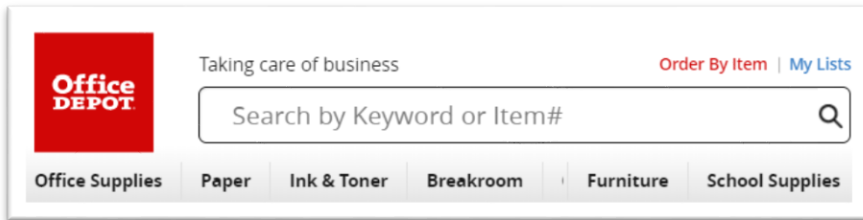
Once you are logged into the site you will see an option on the home page to view a video of popular features.

Interested in how our popular features work? [Watch Video Now](#)

**Thank you for shopping with Office Depot!**

## Site Navigation

Once you have accessed the Office Depot shopping site from your application you may build your cart using several popular features.



From the landing/home page you may choose **Order By Item** or **My Lists**

### Order By Item Number

The screenshot shows the "Order By Item Number" page. It has a heading "Enter Item Number(s) & Quantities" and instructions: "Enter the 6, 9 or 10-digit item number and quantity for each item." There are links for "Where do I find this?" and "Show Images". A note states: "Note: Please make your Show Images selection prior to entering products on this page." Below this is a form with three rows, each containing an "Item Number" input field and a "Qty" input field. At the bottom right, there is a link "Enter more items [-]" and an "ADD TO CART" button.

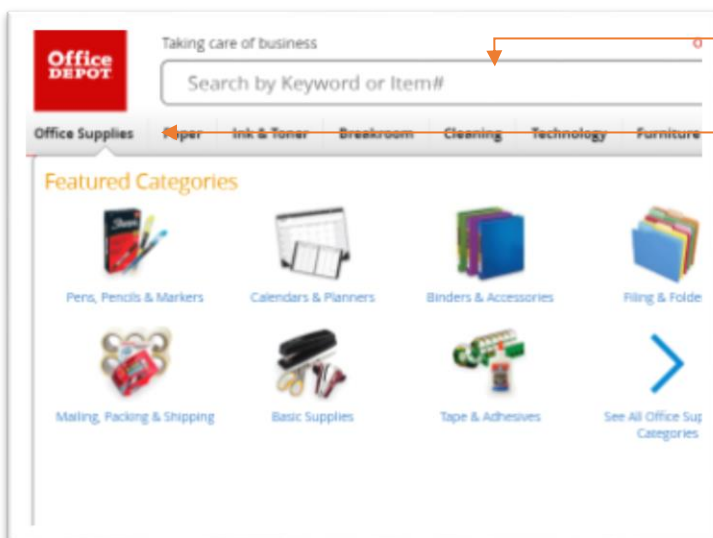
Order by Item will open a page that allows you to enter multiple item numbers and quantities and add them to the cart.

### Shopping Lists

The screenshot shows the "Shopping Lists" page. It has a search bar with the placeholder "Name, Description" and a "SEARCH" button. Below the search bar are radio buttons for "All", "Personal", and "Company Wide". The main content is a table with columns: "Select Default", "Name", "Comments", "Type", "Reminders", and "Updated".

Select Default	Name	Comments	Type	Reminders	Updated
	BINDERS	Items	Company Wide	None	2018-05-10
	BOARDS	WHITE BOARD & BULLETIN BOARD	Company Wide	None	2018-01-23
	DESK ACCESSORIES	Items	Company Wide	None	2018-01-23

Shopping Lists is a feature you may use to create lists for frequently ordered items



Utilize the **SEARCH** feature and enter keywords to search the site.

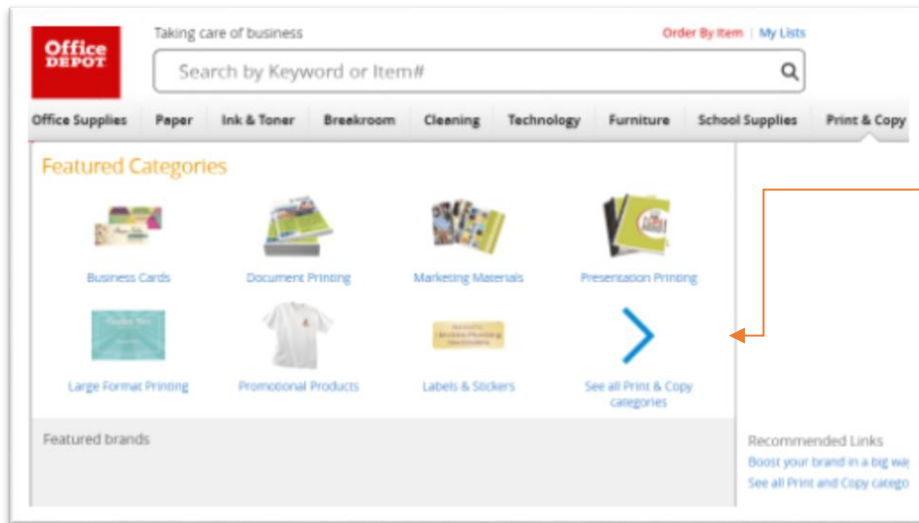
To search by category, click **Office Supplies** in the upper toolbar for a window of Office Supplies categories.

# Ordering Custom Items

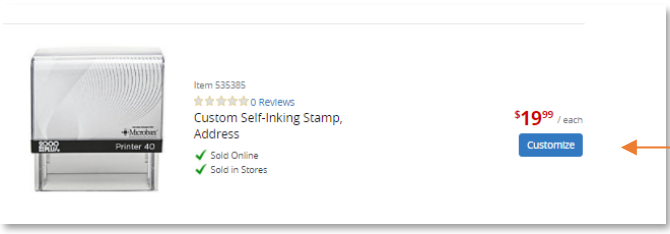
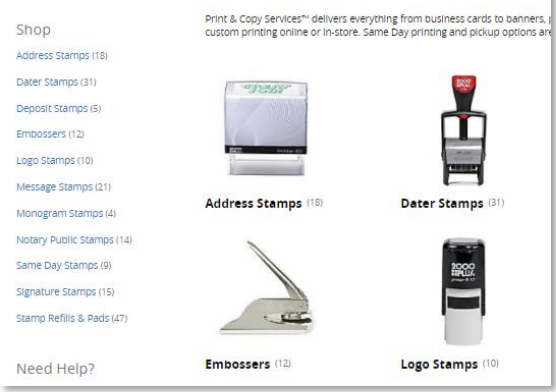
To find custom items, click **Print/Copy** in the upper toolbar for a window of categories.

Customizable categories will then open. Choose see all Print & Copy and then choose name plates, stamps etc...

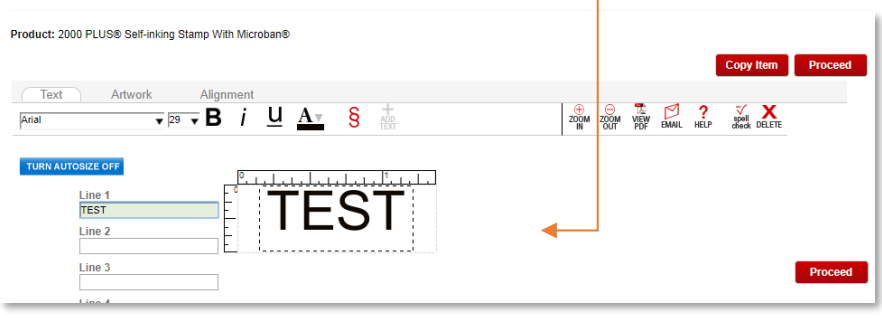
Once you choose the category a list and grouping of options will open for you to choose from.



## Custom Stamps



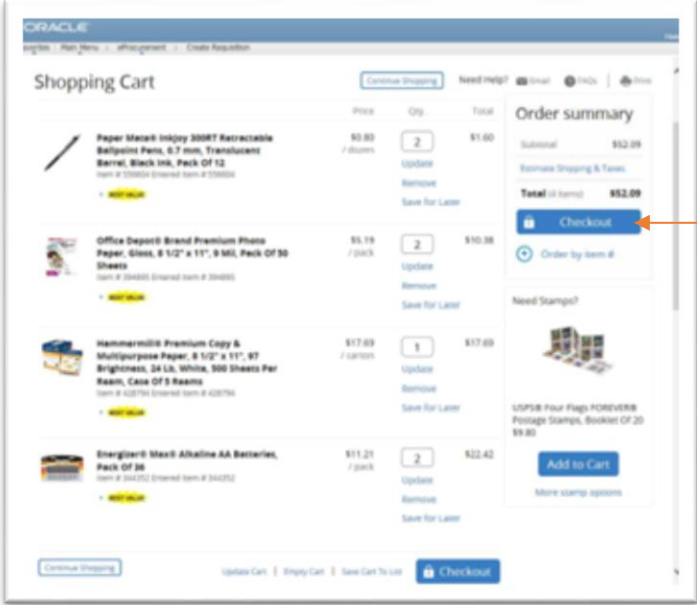
Choose the item you wish to order and click customize.



Follow the instructions to complete the customization and review the imprint data and then click Proceed to finalize the order.

# Check Out

Once you have your cart filled and are ready for check out follow these steps.



Once you have completed the building of your cart review the items in the cart and click CHECKOUT. The items will then be pulled back into your requisition where you will complete your order request.

# Additional Program Information

## NON CATALOG/SPECIAL ORDER REQUESTS

If you do not find an item you need on the site you may create a non catalog purchase order and email the requisition to your Office Depot Account Manager – Seth Kaminstein ([Seth.Kaminstein@officedepot.com](mailto:Seth.Kaminstein@officedepot.com))