Web Ordering Overview
LOG ON:

- https://business.officedepot.com
- Enter your login name & password

LOGIN:  
PASSWORD:

- Click on the Login button
LOG ON Cont:

- The first time you login you will be prompted to change your password and select a security question.

- You will only have to complete this process once.
PLACE AN ORDER:

- To place an order, you must add items to your cart and then checkout. To add items to your cart, utilize the “ADD TO CART” button on any page. You may select items by clicking on any of the following options:
  - **Order by item #** - lets you add up to 20 items to the cart at a time. You need to have the item number or manufacturer number.
  - **My shopping lists** – allows you to select from a list of products that your organization has preloaded or develop your own list of items you order frequently.
  - **Search Tools** – search by item number, manufacturer number or description
FINALIZE YOUR ORDER:

Once you have added all of your required items to your cart, click the “Check Out” button under the Shopping Tools section. The system will confirm your account information. Confirm that all information is correct. (Name, phone, email & shipping information) If an EDIT key appears to the top of box, you can click and change that information. If a SELECT key appears to the right of a field, you can click and choose from a list of defaults in our system. You may also change the contact name & phone number. Make any necessary changes.
Here you can make changes to quantities, or remove items. If you make any changes be sure to hit the “UPDATE SHOPPING CART” key. After you have updated your cart or if you do not need to make any changes hit the “PLACE ORDER” key to proceed with your purchase. You may also place the order on hold or cancel it completely.
To track your order in the approval or delivery process, click the gray “ORDER HISTORY & TRACKING” button on the top middle of the screen. This search will show you 18 months of order history. You may filter your search by PO, order number, date, cost center, etc. by choosing the “CLICK HERE” link. You may click on the order number to see the details of the order.
PROCESS A RETURN:

To return a product, simply go to “ORDER HISTORY & TRACKING”. Click on the order number, hit “SUBMIT RETURN”, indicate which item(s) you are returning, reason, and “CONTINUE” at the bottom of the page. You will then receive a Returning Authorization number and the product will be picked up within 5 business days.
You can access several self service items in the Customer Service tab

- Under the OUR SERVICES section of the upper red toolbar.
- Choose live chat to chat with an online representative.
- Choose email assistance to send an email to customer support.
- Choose website demos to see demonstration for navigating the Site.
When items are placed in the shopping cart specific icons will be shown based on the item. The example below shows that it is a contract/best value item, that it is manufactured by a HUB – historically underutilized business and that it contains recycled material.

Private Brand items have the Office Depot logo as demonstrated on the paper boxes in the screen shot below.
From the Home page there are various tools to aid you in finding the things you need. For instance if you are interested in Green items you can use the tools under Greener Office.
Users profiles may be assigned a single level approver or a workflow of approvals.