



Office DEPOT

A GUIDE TO
OFFICE DEPOT ONLINE



WELCOME TO OFFICE DEPOT ONLINE

This user guide is designed to show you how to use the Office Depot Online to its full potential. Its aim is to give you detailed instructions from logging in, to placing your first order. We've included some handy tips too, which will enable you to speed up your shopping experience. Should you require additional help and assistance you will find the following information useful.

Hours of operation

Monday – Friday 8am to 6pm

eSupport Helpdesk

Email us at esupport@officedepot.com

Alternatively telephone us on:

For our UK customers contact Tel. 0844 412 3555

For our ROI customers contact Tel. 01 815 0773

Shipping and Deliveries

Monday to Friday: Orders received by Office Depot before 5pm will be delivered next day*

Saturday and Sunday: Orders placed on Saturday and or Sunday will be delivered on Tuesday

** Unless otherwise specified in your contract*

Office Depot Online System Availability

To support our website upgrade and development programme, we sometimes need to take our systems offline for short periods of time, which take place during non-operational hours. Any scheduled downtime will be published on the website bulletin board (viewable after you log in) prior to the event to give you advance warning. Wherever possible, we will endeavour to restrict such activities to night-time hours and during weekends

V06082012

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1 TIMESAIVING FEATURES

Office Depot's Business Solutions Division has enhanced its website with more intuitive, time saving features for your convenience. We have added expandable menus to help you navigate the site even faster. Popular tools such as "Order by Item Number" and "Ink & Toner Finder" are all accessible on the homepage. You can also quickly manage your Shopping lists and keep track of your orders, making your online purchasing experience better and more efficient than ever.

Find items faster & with fewer clicks with Enhanced Drop-Down Menus

Keep track of your selections and your subtotal with our shopping basket preview that appears on every page

Access new tools such as Recent Orders right from the home page

Use the 'Order by Item Number' tool and the product images and descriptions are automatically displayed as you enter them

The screenshot shows the Office Depot homepage with the following elements:

- Header:** Office DEPOT logo, "Taking Care of Business" tagline, and navigation links for "Order by Item Number", "View Basket", "Checkout", "Shopping Lists", and "Delivery Information".
- Navigation Bar:** Categories like Office Supplies, Technology & Machines, Facilities Management, Furniture & Seating, and My Account.
- Search Bar:** A search input field with a "GO" button and links for "Proprietary Items", "View All Products A-Z", "Ink & Toner", "Paper", "Bulletin Board", and "Order tracking".
- Callout 1 (Left):** Points to the "Office Supplies" dropdown menu, which is expanded to show "Most Popular Categories" and "All Categories".
- Callout 2 (Top Right):** Points to the shopping basket preview showing "1 item(s): £29.50" and a note "Your basket is above the predetermined minimum order." with links to "View Basket", "Checkout", "Shopping Lists", and "Delivery Information".
- Callout 3 (Bottom Right):** Points to the "Order by Item Number" tool, which displays a search form for item numbers and quantities, and a list of categories.
- Callout 4 (Bottom Center):** Points to the "Order by Item Number" tool, highlighting the automatic display of product images and descriptions as the user enters an item number.
- Right Side Navigation:** A sidebar with sections for "Manage Account" (Manage Contacts, Manage Ship To, Manage PO Number, Manage Cost Center, Manage User Groups, Manage Permissions Profiles), "Manage Users" (Add New Users, Edit Active Users, Active/Inactive Users, Workflow/Approvals), and "My Profile" (My Profile Overview, Select Ship To, Select Contacts, Select PO Number, Select Cost Center, My Proxy Approver).

2 GETTING STARTED

LOGIN

Point your browser to -

UK - <http://online.officedepot.co.uk>

ROI - <http://online.officedepot.ie>

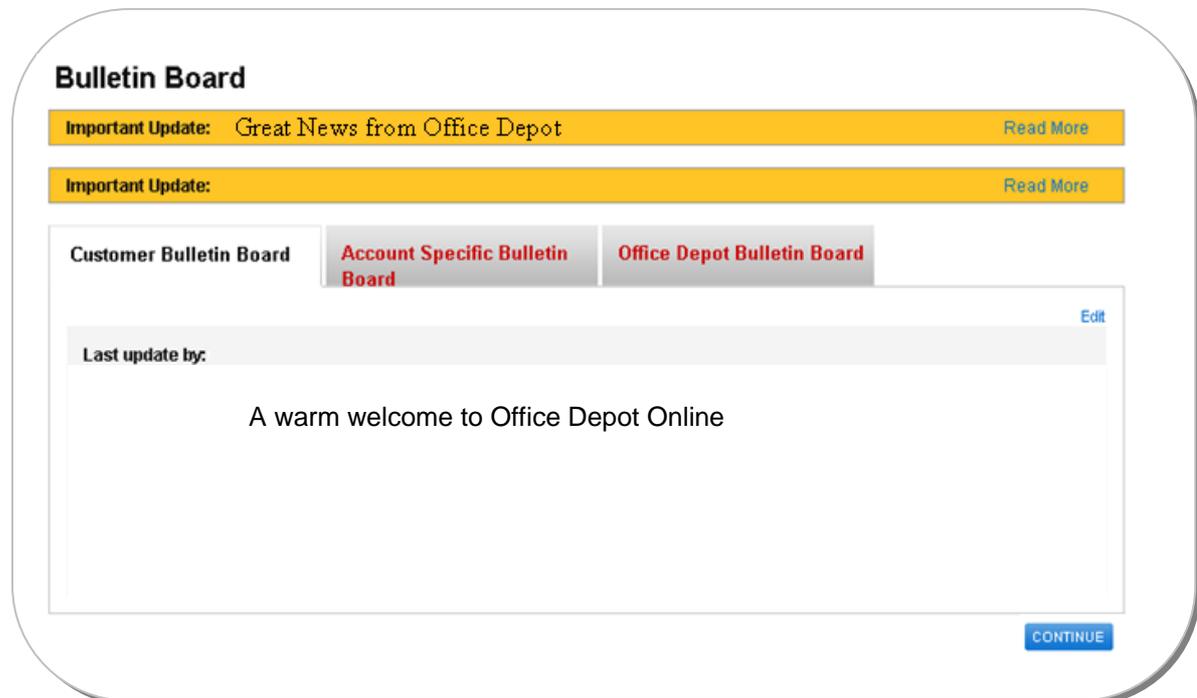
At the login screen, enter the login name and password (not case sensitive). Your Account Manager or Super user can provide this information.

FORGOT YOUR LOGIN NAME/PASSWORD

At Office Depot, we take security seriously. If you have forgotten your password or if you are having difficulty in Accessing Office Depot Online click on Trouble Logging In? With this feature you can submit your email address to retrieve the required information. You may also contact the eSupport Help Desk directly using the relevant contact details at the beginning of this guide.

2 GETTING STARTED

BULLETIN BOARD



The first page after login displays a Bulletin Board that can be used by your Company to communicate with end users. Your company's logo can also be displayed on the Bulletin Board and messages can be updated as often as necessary.

There are three separate Bulletin Board's each with their own tab:

- **Customer Bulletin Board** – Super Users will post messages and important information to all users
- **Account Specific** - Office Depot will use this Bulletin Board to post messages specifically to your account
- **Office Depot** – Office Depot will use this Bulletin Board to communicate with all our customers.

Look out for important updates when new information is posted!

EDITING THE BULLETIN BOARD (Super Users Only)



Bulletin Board Administration

Bulletin Board Options

Upload a Bulletin Board Image
(do not include spaces in the file name)

Filename: (gif or jpg)

Upload a Login page Image
(do not include spaces in the file name)

Caption:

Filename: (gif or jpg)

Super Users can edit information and insert their company's logo onto the Bulletin Board. Click on the 'Edit' button located on the right-hand side of the Bulletin Board. You are able to enter up to 4000 alphanumeric characters. The Bulletin Board also accepts HTML code – please contact your IT department for assistance. Always 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, email either a GIF or JPG formatted graphic, by clicking on the 'Email Image' button (to automatically send an email to support@officedepot.com). The eSupport Helpdesk will confirm the integrity of the image and notify the sender when the image will be available on the Bulletin Board.

3 ORDER ENTRY

SEARCH THE CATALOGUE

You can search for products by keyword, Office Depot product code, Manufacturer code, Customer's code, Category or View all Products A-Z. Searching by product displays only one item while searching by keyword might yield a page or more of results.

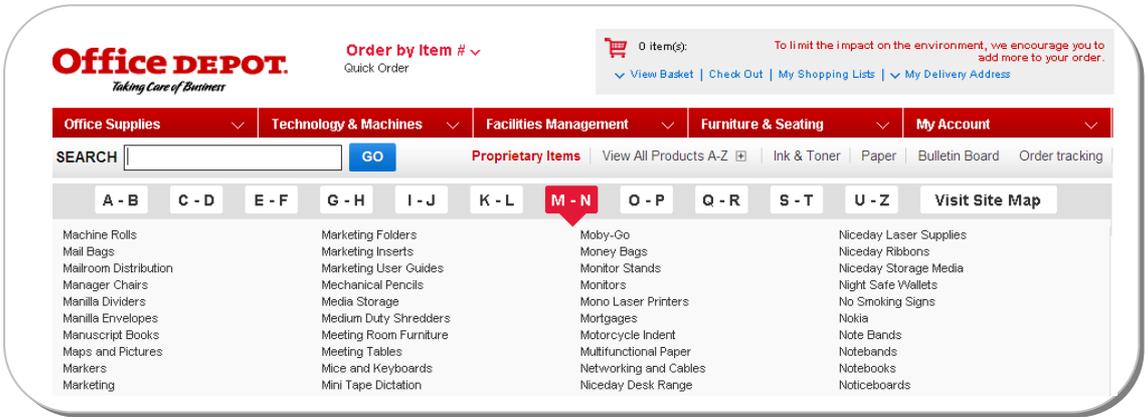
For your shopping convenience, the Search feature appears on every page on the website.

CATEGORY SEARCH

Select a product category to browse from the homepage by placing your cursor on a product group, like Office Supplies, Furniture or Technology. The screen will expand to show a list of all categories available. Select a category to view after which the screen will display a list of subcategories, which you can select the items available to you.

VIEW ALL PRODUCTS A - Z

Click on 'View all Products A-Z' to search by categories in the index. Place your cursor on the letters to view a list of categories after which subcategories will display.



PLEASE NOTE: On the search results screen each line item displays an 'Add to Basket' and an 'Add to List' button. 'Add to Basket' adds the item to your shopping basket and 'Add to List' adds to the item to a shopping list.

You can narrow your search by clicking on the search modifiers located on the left side of the screen

ORDER BY ITEM NUMBER

Our 'Order by Item' feature allows you to add products directly to your shopping basket or shopping list. Simply enter the product codes, tab to see pictures and descriptions. Enter your desired quantities, and then click 'Add to Basket' or Add to List'

Order By Item Number

Enter the 6 or 9-digit item number and quantity for each item you would like to order in the appropriate fields below.

[Where do I find this?](#)

Show Images

Note: Please make your Show Product Images selection prior to entering products on this page.

| Item Number | Qty |
|---|--------------------------------|
|  Office Depot Everyday Paper A5 80gsm White Item # 1453823 / each ream <input type="button" value="REMOVE"/> | <input type="text" value="1"/> |
| Comments <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |

Enter more items [+]

[Go To Comparison Center](#)
[Go to Shopping Cart](#)
[Go to Order Tracking](#)
[Go To My Shopping List](#)

MY SHOPPING LISTS

There are two different types of Shopping Lists for fast and efficient ordering.

- 'Company Wide' lists are created and maintained by your Company's 'Super User'. They can be used for ordering by all users.
- A 'Personal' List is only accessible to the user whom created it.

To begin working with a Shopping List, select 'My Shopping Lists' on the Shopping Basket view at the top of the screen or under My Account. The 'My Shopping Lists' page appears with an index of currently available shopping lists. Once you have opened the list you want you can change the item quantities if needed, checkmark the box next to each item to select (or click 'Select All' at the top to purchase all items on the list) and click 'Add to Basket' at the bottom of the page.

Please note: You can also click on 'Create New List' and the 'Create a New Shopping List' page will appear.

My Shopping List Details

List Name: Peters pads

Rename: Reminder: Select Start Date (mm/dd/yyyy)
Comment: Reminder Frequency:
Type: Company-Wide List Email Address:
 Personal List
Rename or edit comments in the corresponding fields and click "Update" to save changes.

Sort by:

| Description | Your Price / unit | Qty. | Extended Price | Select all |
|--|-------------------|--|----------------|--------------------------|
|  Niceday Manuscript Book A4 Feint Ruled Item Number: 184507 Entered Item # 184507 Manufacturer #  | / Each | <input type="text" value="1"/> <input type="button" value="UPDATE"/> | | <input type="checkbox"/> |
| Category: <input type="text" value="Books"/> Group: <input type="text"/> | | | | |
|  Niceday Manuscript Book A6 Feint Ruled Item Number: 184507 Entered Item # 184507 Manufacturer #  | / Each | <input type="text" value="1"/> <input type="button" value="UPDATE"/> | | <input type="checkbox"/> |
| Category: <input type="text" value="Books"/> Group: <input type="text"/> | | | | |

Result 1 - 2 of 2

Subtotal:

[My Account](#) | [View All Lists](#) | [Delete this List](#) | [Shopping Basket](#)

For more information on how to add items to a Shopping List or how to modify a saved one, click on 'How to use and Create Lists' on the 'My Shopping Lists' page.

INK AND TONER

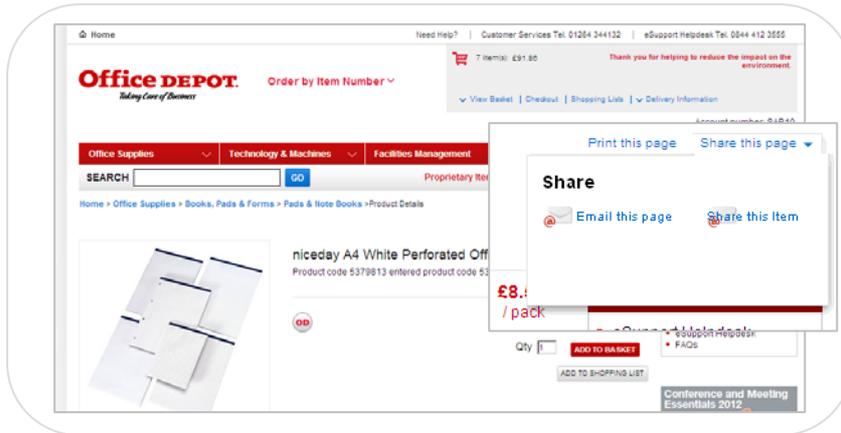
Our Ink & Toner Finder provides a hassle free way of replenishing your printing supplies, perfectly matched to your machine. Simply select the 'Ink & Toner' option on the Home Page.

Select the brand, printer and model from the drop-down menu and click 'GO'. When the results appear you can even save your search, which means next time you have to order again the website will remember your details.



SHARE YOUR BASKET

Sharing your basket of goods with a colleague can help reduce small orders. Share a single product, a complete basket or various items from a shopping list.



Your goods will be delivered and charged to the cost centre selected by the recipient at checkout, which means one order can only be sent to one location

PRODUCT COMPARISON

When searching for items you will see a compare check-box under each item image. To compare the different product features of up to four items, check the compare box and click the 'Compare Selected Items' button to go to the product comparison screen. Remove an item from the Comparison by clicking Remove just above the image.

Product Comparison

Continue Shopping | [Go to Shopping Basket](#) | [Go To My Shopping List](#) | [Go to My Account](#) | [Remove all](#) [COMPARE MORE ITEMS](#)

| Comparing 4 Products |  X Remove |  X Remove |  X Remove |  X Remove |
|--|---|--|--|--|
| Print This Page Email |  Tipp-ex Shake n Squeeze Correction Pens Item # 524401 |  Niceday Slim Ball Pens Medium Assorted - Box of 20 Item # 975035 |  Berol Colour brush Pens Assorted Item # 538374 |  Bic Atlantis Retractable Ball Pen Red Item # 1010331 |
| | Qty <input type="text"/> ADD TO CART ADD TO SHOPPING LIST | Qty <input type="text"/> ADD TO CART ADD TO SHOPPING LIST | Qty <input type="text"/> ADD TO CART ADD TO SHOPPING LIST | Qty <input type="text"/> ADD TO CART ADD TO SHOPPING LIST |
| Your Price  | | | | |
| Item #  | 524401 | 975035 | 538374 | 1010331 |
| Unit Of Measure  | Each | Box of 20 | Wallet of 12 | Box of 12 |
| Brand  | Paper Mate | Office Depot Brands | Berol | Bic |
| Capacity  | 8ml | 8ml | 8ml | 8ml |
| Colour  | | Assorted | Assorted | Red |

You can add an item to your basket from the Product Comparison page by entering the quantity and clicking on the Add to Basket button. You can also add the item to a shopping list. You can delete all items that appear on the 'My Comparisons' screen by clicking on the Remove All link.

4 PRINTEGRITY™ (UK ONLY)

The ordering of printed stationery is a simple process through Office Depot Online using Printegrity™. If your organisation has configurable printed stationery set up, items can be requisitioned by using either the Order by Item Number feature, the Your Proprietary Products link or from a custom shopping list. Personal details can be added by configuring the template.

CONFIGURING PRINTED STATIONERY

After selecting your business card you will be prompted to customise it before adding it to your basket. Select "Create as First Time User" and complete your personal information where required, starting with your surname. After the configuration process is complete the product will be added to your basket. You are now ready to place your order through the checkout process.



REORDERING

Find your business card product code, click Customise and add your surname. Previous details that have been saved will be displayed. If the details you require are there click on the appropriate button to edit or re-order.

Remember, printed stationery can be included with all other stationery items therefore once your Printegrity™ item has been configured please feel free to continue shopping.

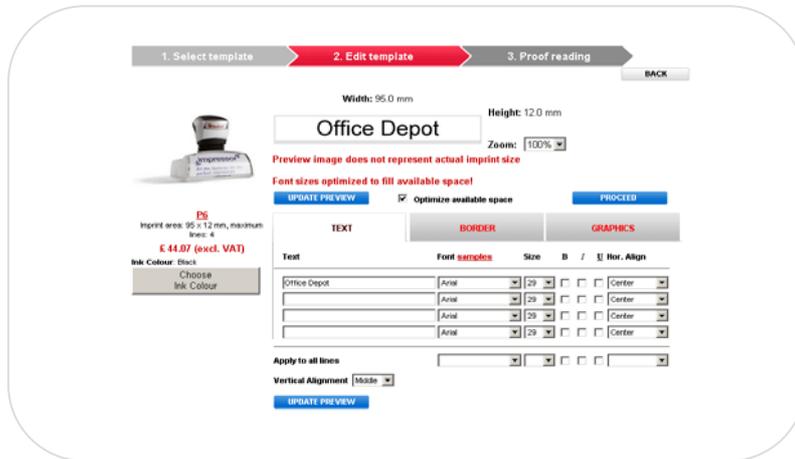
6 CUSTOMISED STAMPS

The ordering of customised stamps is easy using Office Depot Online. You customise your stamp and even proof read online before placing your order.

CONFIGURING YOUR STAMP

Locate your required stamp using either Search or Order by Item number. Enter the required text in the boxes provided and select the font type, size and alignment. If the stamp is self inking, select your preferred ink colour. Borders and Graphics can also be added where applicable.

Using the Advanced Positioning Tool you can position your graphic with precision



PROOF READING

When you have completed the customised process you can proof read your finished stamp before adding to your basket.

Remember, customised stamps can be included with all other stationery items therefore once your stamp has been customised please feel free to continue shopping.

5 CHECKOUT

When you ready to place your order, click on Check Out in the Shopping Basket view at the top of the screen to go to your one page order review and placement screen.

Checkout

Please verify your order information below and choose one of the options at the bottom of the page to submit your order.

User Information

User Name: AN OTHER
Phone: 012345 678910
Email Address:
Fax:

[EDIT](#)

Delivery Information

300741
 Main Account
 Kingdom Road
 Gosport Hampshire
 PO28AY

[SELECT ALTERNATIVE](#)

Email Options

I would like an email confirmation for this order.

Send an email confirmation to another contact.

Additional Email Address:

Order Information

*Mandatory fields

* PO Number [Select Alternative](#)

* First Name:

* Last Name:

Contact Phone: ext.

Comment:

Payment Information

Account Billing

Shopping Basket [Hide Images](#)

| Description | Your Price/unit | Qty | Estimated Delivery Date | Backorder | Total | Remove |
|---|-----------------|--------------------------------|-------------------------|-----------|-------|--------------------------|
| Ber of Colour brush Pens Assorted <small>Item # 538374 Entered Item # 538374</small> | / Wallet of 12 | <input type="text" value="1"/> | 02/09/10 | 0 | | <input type="checkbox"/> |
| Comments: | | | | | | |

| | |
|----------------|--------------|
| Subtotal: | |
| Delivery Fee: | FREE |
| Miscellaneous: | £0.00 |
| Taxes: | |
| Total: | |

Have you made changes to your basket or delivery option? [UPDATE BASKET](#)

CHECKOUT REQUIRED FIELDS

Required fields are identified with a red asterisk and will have a 'Select' button next to it if there are multiple selection/options.

The Payment Information section displays your payment method, either Credit Card or Account Billing.

The Email Options section allows you to cancel your email order confirmation. It also enables you to enter the email address of another individual who needs to receive a confirmation or alert of an order being placed.

SUBMITTING YOUR ORDER

The bottom of the checkout screen displays the items you have selected. Verify that this information is correct and click either 'Place Order' or 'Put Order on Hold' to finalise your order. Putting your order on hold allows you to add products over a period of time until your ready to release it to Office Depot.

PLEASE NOTE: If your order is automatically placed on hold for approval, the 'Place Order' button will not be available and will be replaced with 'Send Order for Approval'.

Your order will not be processed until you click the 'Place Order' or 'Send Order for Approval' button.

MODIFYING YOUR ORDER

If you elected to 'Put Your Order on Hold' you may wish to add further items at a later stage. To do this simply click 'Order Tracking' and locate your order. Your modification options will allow you to 'Release', 'Modify' or 'Cancel' your order. By selecting 'Modify' the items contained within the order will be promoted to your basket after which you can continue shopping.

ORDER CONFIRMATION

When 'Place your 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.



Taking Care of Business

| | | | |
|----------------------|-----------|-------------------------|----------|
| Order number: | 01295281 | User name: | AN OTHER |
| Order date: | 01/09/10 | Customer number: | |
| | | PO: | 12345 |
| | | Contact: | AN OTHER |
| Status: | Processed | Cost center: | |
| | | Release: | |
| Deliver to: | | Desktop | |
| SF4504 | | Comments: | |
| Services Limited | | | |
| Nether Station | | | |
| Wiltshire SP9 3GB | | | |
| Great Britain | | | |

| Product number | Product Description | Order Quantity | Unit Price | Unit of Measure | Extended Price |
|----------------|----------------------------------|----------------|------------|-----------------|----------------|
| 538374 | Berol Colour brush Pens Assorted | 1 | | Pack | |
| 980846 | Office Depot Paper Binders 13mm | 1 | | Box | |

Legend

Order Quantity: Quantity Originally Ordered

UM: Unit of Measure

Unit Price: Price per item

Delivery Date: Estimated Delivery Date

*****: Indicates multiple deliveries

Total Price: Ordered Quantity x Price + VAT

Subtotal:

Additional charges: 0.00

Tax: _____

Total: _____

Payment Type: Account Billing

Thank you for ordering from Office Depot Business Services Online.

ORDER TRACKING

The Order Tracking function, accessible via the link on the grey toolbar, allows you to check the history and view the details of the orders. With this feature, users have the ability to view all orders or to filter orders using specific search criteria.

PLEASE NOTE: Depending on user profile settings, users may modify an order if the status is in 'Held by Customer', 'Held for Review' or 'Held for Restrictions' status.

Showing Orders created between 11/08/10 and 25/08/10

Result 1 - 8 of 8

| Order Number | Total | Order Date | Delivery Date | PO Number | Status | Contact | Type |
|----------------------------|-----------|------------|---------------|-----------|-----------|----------|---------|
| 0129527771 | £2.29 | 23/08/10 | 24/08/10 | TEST | Processed | VIXTER | BSD Net |
| 0129527769 | £2.29 | 23/08/10 | 24/08/10 | TEST | Processed | VIXTER | BSD Net |
| 0129527768 | £2.29 | 23/08/10 | 24/08/10 | RE TEST | Processed | VIXTER | BSD Net |
| 0129527306 | £2.29 | 19/08/10 | 20/08/10 | TEST LYNN | Processed | VICTORIA | BSD Net |
| 0129526194 | £5.10 | 13/08/10 | 16/08/10 | 52113 | Processed | VICTORIA | BSD Net |
| 0129526193 | £13.49 | 13/08/10 | 16/08/10 | 123132 | Processed | VICTORIA | BSD Net |
| 0129526192 | £1,292.49 | 13/08/10 | 23/08/10 | 1213 | Processed | VICTORIA | BSD Net |

[My Account](#)

QUICK RELEASE OF HELD ORDERS

If your user profile allows the release of orders on the Order Tracking screen, you will see a checkbox in the 'Select' column for orders that have a status of 'Held by Customers' and 'Held for Review'. To release these orders, check the box for each order, and then click the 'Release Selected' button at the bottom of the page. All orders checked will be released.

PLEASE NOTE: The 'Held for Restrictions' orders requires workflow approval. To release, the approver has to click on the order to open it.

Orders from 27/07/10 to 27/08/10

Orders Pending Approval

Result 1 - 1 of 1

| Select all | Order Number | Total | Order Date | Delivery Date | PO Number | Cost Center | Release | Status | Contact | Type | Approver: |
|-------------------------------------|--------------|-------|------------|---------------|-----------|-------------|---------|-------------------|---------|---------|-----------|
| <input checked="" type="checkbox"/> | 0129528045 | | 26/08/10 | 27/08/10 | | | | Held for Customer | JONES | BSD Net | |

[RELEASE SELECTED](#) [Cancel Selected](#)

ORDER TRACKING SEARCH CRITERIA

Filter your order tracking by Order Number, Item Number, Cost Centre, PO Number, Contact, Status, Delivery Point or Date. Select the search parameters to use and click the appropriate Search By option. The Order Tracking screen reappears with the orders listed by the search criteria you have selected. Sort these orders by clicking on any of the column headers.

Orders

Use one of the methods below to locate a specific order.

Find Your Order

Search by item or order number, order status, or order date range

Search By: Order Number

Date Range: **From:** 11/08/10 **To:** 25/08/10

[SEARCH ORDERS](#)

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 there you can modify Orders, Cancel Orders, Release Orders and Reorder Items.

ORDER RETURNS

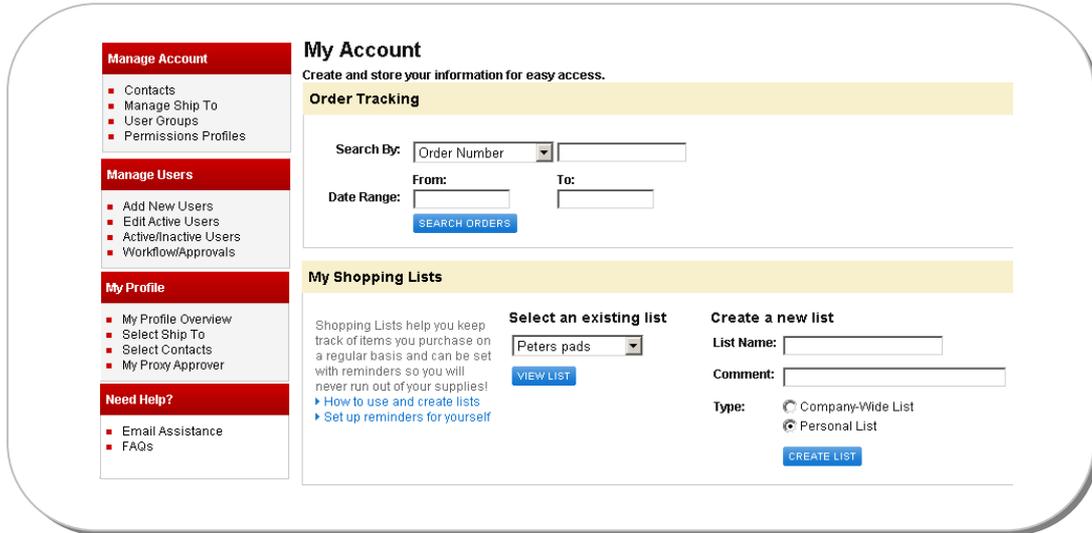
You may create a return request online by following these steps:

- Click 'Email Assistance' at the foot of the website
- Select 'Returns' from the Helpful Links on the left hand side
- Complete the Returns form giving as much detail as possible then Submit

Alternatively contact Customer Services on tel. 0844 412 3400.

7 MY PROFILE

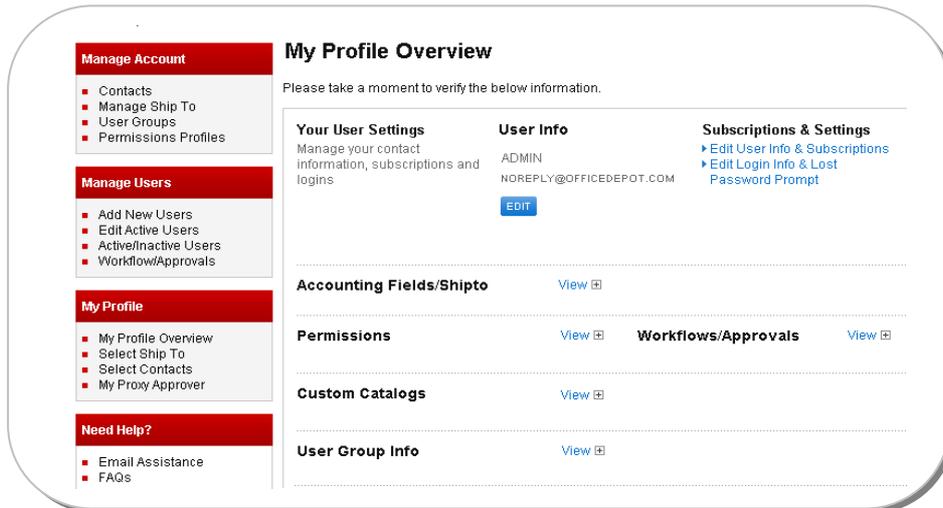
For easy access to your account's current settings, click on My Account option located on the top navigation bar. If your Account Manager or Super User has restricted your defaults, you may have limited access to view and choose: Delivery Locations, Cost Centres or PO Numbers. Your Office Depot Account Manager or your company Super User will assist you if necessary.



Order Tracking and My Shopping Lists are also available from the My Account Screen.

MY PROFILE OVERVIEW

My Profile Overview is a one-page summary of your user settings. This feature can be accessed from the My Account page, by clicking on the My Profile Overview link, giving you the ability to view your settings. Click on View to see the details for each particular setting. Depending on your permissions, you may be able to edit these settings.



SELECT CONTACTS

Find contacts on your Delivery Addresses by choosing My Account and clicking 'Select Contacts' in the My Profile box. Select the right contact for your order in the Select Contact screen. To go back to My Account, click on the 'Return to my Account' link at the bottom of the page.

SELECT DELIVERY LOCATIONS

Find 'Delivery Addresses' locations by choosing My Account and clicking 'Select Delivery Address' from the My Profile box. Search for and update Current and Default Delivery Address in the Select Delivery Address Information screen, depending on your profile settings.

SELECT PO AND COST CENTRE

Select the category you need by choosing My Account and clicking on the appropriate link from the My Profile box. You can search and update the Current and Default settings, depending on your profile permissions.

USER INFORMATION

You can update your User Information such as email address and telephone number by clicking on My Profile Overview under My Profile. Click on Edit or the User Information link and then click the Update button to save any changes.

To go back to My Account, click on the Return to my Account link at the bottom of the page.

Account Settings

My Contact Information:

* Indicates required field

*First Name:

*Last Name:

*Phone: ext

*Email Address:

*Email format: (for confirmation emails)

Please send me Order Confirmation emails.

Please send me emails for Orders Pending my approval.

Yes, please send me exclusive discounts and special offers available only to Office Depot's Email customers.

[UPDATE ACCOUNT](#) [CANCEL](#) [Return to My Account](#)

YOUR USERNAME AND PASSWORD

You can change your password by clicking on 'Edit Login Info & Password' under 'My Profile Overview' from the My Profile box. Click on the Update button to save any changes.

Login and Lost Password Information

Change Login Settings

| | |
|--|-------------------------------|
| Login Name | VBREGULAR |
| *Old Password | <input type="password"/> |
| *New Password | <input type="password"/> |
| | Must be at least 6 characters |
| *Confirm Password: | <input type="password"/> |
| Password Expires: | Every 90 Days |
| <input type="checkbox"/> | |
| Log me in automatically (Cookies must be enabled for auto login.) | |

PROXY APPROVER

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

My Proxy Approver

Edit Proxy Approver (Workflow Approvers Only)

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 has not been assigned a proxy approver.

Your Account: **VBSUPER**

Your Proxy Approver:

Status: Active (away from office) Inactive

Search By:

Result 1 - 10 of 78 Page: 1 2 3 4 5 6 7 8 | Next Last

| User ID | User Name | Select |
|---------|-----------|------------------------|
| | | Select |

Choose Proxy Approver by clicking on 'My Proxy Approver' in the My Profile box. You can search by the Proxy Approver's User Id or Name or you may select from a list of all Proxy Approvers in the system.

Once selected, click the 'Active' radio button to begin sending Order Approval emails to your Proxy Approver. Stop Order Approval emails from going to your Proxy Approver by clicking on the 'Inactive' radio button. Click on the 'Update' button to save any changes.

PLEASE 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 Account, click on the 'Return to my Account' link at the bottom of the page.

SAVE FOR LATER

Save an item in the Shopping Basket by clicking on the arrow under 'Save for Later'. This time-saving feature allows items that are placed in the basket to be saved and ordered at a later date.

8 USER PROFILES (Super Users only)

A Super User is a user with the ability to maintain user and account settings online. A Super User is able to Add New Users, Edit User Profiles, and Modify User Permissions and the Approval Processes. A Super User also has the ability to add and modify Delivery Addresses, Cost Centres, PO Numbers and Contacts on the account. To start managing user accounts, simply go to the My Account page.

ADD NEW USERS

Once you are on the My Account page, you can add a new user to the account by going to the Manage Users box and selecting Add New Users.

LOGIN SETTINGS

The screen prompts you to create a Username and Password for each user. You can also select password expiration.

PLEASE NOTE: Office Depot online usernames must be unique. Passwords must be a minimum of 6 and a maximum of 10 alphanumeric characters.

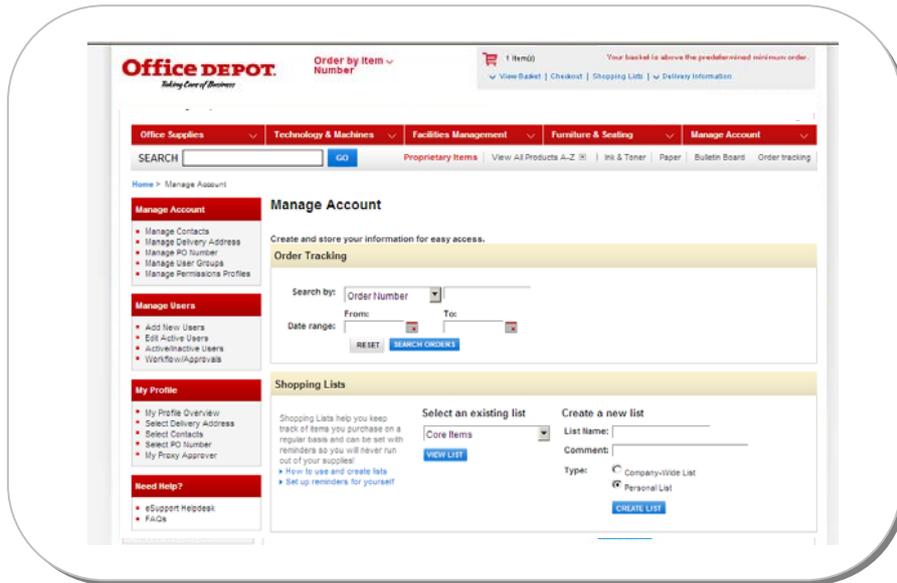
USER INFORMATION

Enter the name, telephone number and email address of the person associated with this new user setup.

PERMISSIONS

You can set default values and permissions for a user by selecting the appropriate permissions from the drop down menus. Click on View List link next to default fields to populate a particular entry. Under the Order section you can determine if the user can Query (view) or Modify orders. To give this new user the ability to add and edit account and other 'user' settings, check the box that says Click here to make this a Super User.

You can determine the appropriate order permissions for the user.



1. Workflow Template

If the user is assigned to a Tiered Approval, you must first set up a workflow template for the user. (For more information on setting up workflow templates, please see the section on Tiered Approvals on page 27). Enter the template name from the list of workflows. Once you have entered a workflow template, click on 'Add User' button at the bottom of the page.

2. Assign a Single Approver

Enter the User Name of the approver responsible for releasing the user's orders.

Where it says 'This User;' you 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, or can Override All Restrictions. If the user is able to override restrictions with approval, the order will be placed on hold pending approval and the approver will be notified by email.
- Set spending limits for the user based on value

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

EDITING USER PROFILES

To make modifications to existing user profiles, select Edit Active Users from the Manage Users section on the My Account page.

SELECT A USER TO EDIT

Type the first few characters of a username and click Search for a list of valid users or select from the complete list. Click on a User Id to modify a user's profile. Click on View followed by Next to the settings you need to update. Once you have made your modifications, click on the Update button to go back to the user's profile.

The screenshot shows the 'Edit Active Users' interface. At the top, there is a yellow header with the text 'Select a User'. Below this, there is a search bar with the instruction 'Type the first few characters of a user name or login and click "Search" for a list of Valid Users'. The search bar contains a dropdown menu set to 'User Id', an empty text input field, and a blue 'SEARCH' button. Below the search bar, there is a table with the following data:

| User Id | User | Active | Super User |
|---------|------|--------|------------|
| | | Yes | No |
| | | Yes | No |
| | | Yes | Yes |
| | | Yes | No |

RESET PASSWORD

Select the user by typing the first few characters of their name and clicking 'Search' or select from the complete list. Click on the Username and click on Login Settings on the right side of the screen (under 'Subscriptions & Settings'); enter a new password in the New Password and Confirm Password fields.

Once you have reset the password, click on the Update button at the right of the screen. This will take you back to the user's Profile Overview screen.

ACTIVE/INACTIVE USERS

Click on the Active/Inactive Users link from Manage Users to review all active and inactive users. If this 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/Inactive Users

User for This Account

Activate or deactivate a user from this list below by checking the corresponding box and selecting Update.

Search By: User Id GO

Result 1 - 10 of 78 Page: 1 2 3 4 5 6 7 8 | [Next](#) [Last](#)

| Active | User | User Id |
|-------------------------------------|-----------------|----------|
| <input checked="" type="checkbox"/> | ALI BARRI | Barne2 |
| <input checked="" type="checkbox"/> | G BATS | BateAD |
| <input checked="" type="checkbox"/> | MICHELE DAVISE | Dav263 |
| <input type="checkbox"/> | AHICKS | HickeK |
| <input checked="" type="checkbox"/> | JO KELLY | DJON35 |
| <input checked="" type="checkbox"/> | T MILLS | TMillg1D |
| <input type="checkbox"/> | OLIVER OLD | OLIVED |
| <input type="checkbox"/> | DEB PENT | DPentolA |
| <input checked="" type="checkbox"/> | ANGELA PAUL | MScot73 |
| <input checked="" type="checkbox"/> | DUICAH WILLIAMS | PWILLIA |

UPDATE

TIERED APPROVALS

Create and edit Workflow templates by clicking on 'Tiered Approvals' under Manage Users.

Order by Item Number

1 item(s) Your basket is above the predetermined minimum order.

Office Supplies Technology & Machines Facilities Management Furniture & Seating My Account

GO

Proprietary Items View All Products A-Z Ink & Toner Paper Bulletin Board Order tracking

A - B C - D E - F G - H I - J K - L M - N O - P Q - R S - T U - Z Visit Site Map

Manage Account

- Manage Contacts
- Manage Ship To
- Manage PO Number
- Manage Cost Center
- Manage User Groups
- Manage Permissions Profiles

Manage Users

- Add New Users
- Edit Active Users
- Active/Inactive Users
- Workflow/Approvals

Workflow/Approvals

CREATE A NEW WORKFLOW

Approver Workflows

This is a complete list of available workflows. Select a workflow to edit its settings.

| Workflow | Last Updated | By User |
|---------------------------------|--------------|------------|
| Albert Mifaud | 03/03/10 | SUPER USER |
| Alison Stock | 03/08/10 | LYNN JONES |
| Angela Costello | 03/03/10 | SUPER USER |
| Angela Head | 03/03/10 | SUPER USER |
| Anoela Odle | 03/03/10 | SUPER USER |

CREATING A WORKFLOW

Workflow/Approvals

Create a Workflow

Workflow Name:

Select one of the following:

Sequential Release

Highest Approver Only

| Approver Level | User Name | User Name | Email/Group |
|----------------|-------------|-----------|-------------|
| 1 | Select User | | |
| 2 | Select User | | |
| 3 | Select User | | |
| 4 | Select User | | |
| 5 | Select User | | |
| 6 | Select User | | |
| 7 | Select User | | |
| 8 | Select User | | |
| 9 | Select User | | |
| 10 | Select User | | |
| Max Tier: | Select User | | |

Can approve an order for any amount

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

[SAVE WORKFLOW](#)

Click 'Create a New Workflow' and enter the name of the new template.

Use the following steps to set up your new workflow template.

- Select one of the following:
 - Sequential Release: This will send an email to each of the approvers in sequential order by value, 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.
- Workflow templates include:
 - Up to 10 approvers
 - Assign the value to each approver authorised to approve by creating a permission profile
 - Assign an override approver
- For orders containing only contract items, check the 'Place any order containing non-contracts items on hold for approval' box in the Permission Profile. 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, modify and add comments, which will be forwarded via email to the order requester.

WORKFLOW APPROVALS

Approvers who receive HTML email notifications 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.

9 MANAGE ACCOUNT (Super Users only)

MANAGE CONTACTS

Add or edit Contacts associated with your delivery locations by choosing 'Manage Contacts' under Manage Account.

Manage Contacts

[CREATE A NEW CONTACT](#)

Contacts on Your Account

This list is a complete list of contacts on your account.
To view other contacts enter search criteria below:

Search for a Contact By:

Beginning With Containing [SEARCH](#)

Result 1 - 10 of 1815 Page: 1 2 3 4 5 6 | [Next](#) [Last](#)

| Contact name | Email Address | Default Phone | Fax |
|--------------------------|-----------------|---------------|-----|
| STEVE | STEVE@UK.COM | 087040 | |
| ADAMCZYK | ADAMCZYK@UK.COM | 087040 | |
| ALISON | ALISON@UK.COM | 087085 | |
| MATTHEW | MATTHEW@UK.COM | 087385 | |
| ADMAHS | ADMANS@UK.COM | 087040 | |

ADD CONTACTS

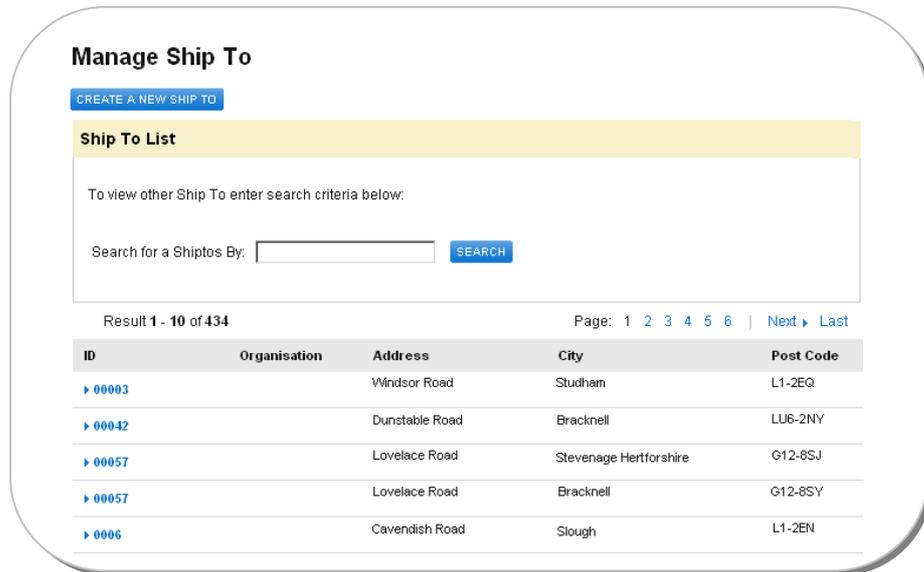
Click the Create a New Contact link from the Manage Contacts screen to add a new Contact to your delivery address. Add the desired Contact and click on the Add button.

EDIT CONTACTS

Click on the Contact Name from the list under the Manage Contacts screen. Enter the changes to the contact information and click on the Update button.

MANAGE DELIVERY LOCATIONS

Add, Edit and Search for Delivery Addresses by choosing 'Manage Delivery Location' under Manage Account. You can search for a delivery location by Name, address, city or post code. Enter the information in the blank provided and click on the Search button.



The screenshot shows the 'Manage Ship To' interface. At the top, there is a button labeled 'CREATE A NEW SHIP TO'. Below this is a section titled 'Ship To List' with a yellow background. Inside this section, there is a text prompt: 'To view other Ship To enter search criteria below:'. Below the prompt is a search input field with the placeholder text 'Search for a Shiptos By:' and a blue 'SEARCH' button. Below the search section, it displays 'Result 1 - 10 of 434' and 'Page: 1 2 3 4 5 6 | Next ▶ Last'. The main content is a table with the following columns: ID, Organisation, Address, City, and Post Code. The table contains five rows of data, each with a blue arrow icon next to the ID.

| ID | Organisation | Address | City | Post Code |
|---------|--------------|----------------|-------------------------|-----------|
| ▶ 00003 | | Windsor Road | Studham | L1-2EQ |
| ▶ 00042 | | Dunstable Road | Bracknell | LU6-2NY |
| ▶ 00057 | | Lovelace Road | Stevenage Hertfordshire | G12-8SJ |
| ▶ 00057 | | Lovelace Road | Bracknell | G12-8SY |
| ▶ 0006 | | Cavendish Road | Slough | L1-2EN |

ADD A DELIVERY ADDRESS

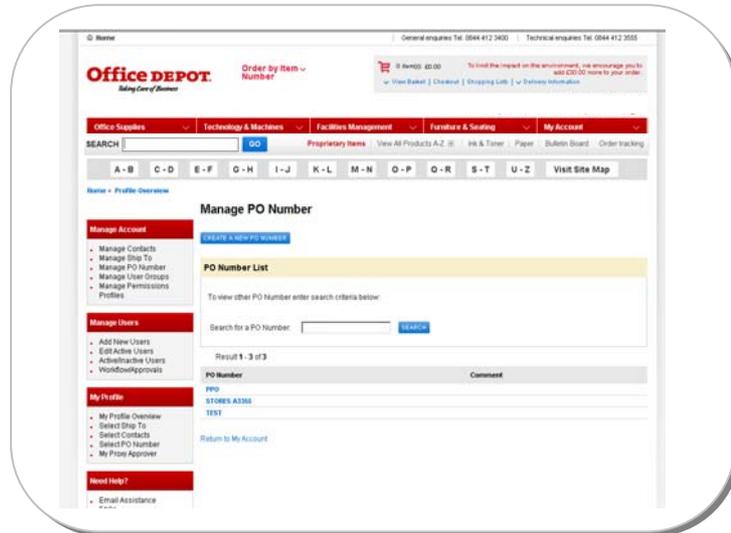
Click the Create a New Delivery Location link from the Manage Delivery Location screen and add a new delivery address. Add the desired delivery address details and click on the Add button.

EDIT CURRENT DELIVERY ADDRESS

Click on the addresses' ID from the list to edit a Delivery Location. Enter address changes and click on the 'Update' button. To go back to the Manage Delivery Location screen, click on the Back to Delivery Location List link at the bottom of the page.

MANAGE PO NUMBERS AND COST CENTRES

You can Add, Edit and Search for PO Numbers or Cost Centre Numbers on your account or associated to your Deliver To locations by choosing either 'Manage PO Number, or Cost Centre' under Manage Account. Search for any of these by entering the relevant information and click the Search button.



ADD A PO NUMBER OR COST CENTRE

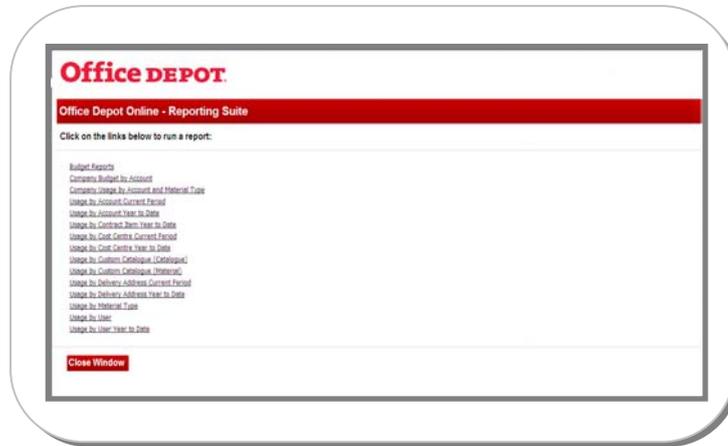
Once you have the appropriate screen, click the 'Create a New....' link at the top of the page. Add the desired information and click the 'Add' button.

EDIT A PO NUMBER OR COST CENTRE

Click on the specific item you want to edit from the list. Enter the changes to the information and click the 'Update' button.

MANAGEMENT REPORTING

Super Users can view management information reports online such as spend by account, spend by product and spend by cost centre, which can be accessed through 'Manage Account'. These reports can be downloaded as an HTML, Excel or PDF format.



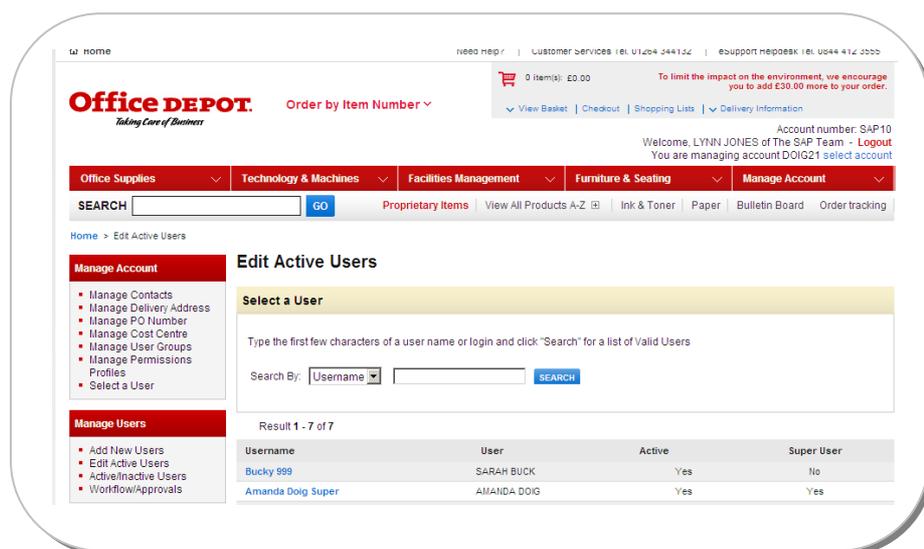
Reporting, which is accessed from the manage account option is generally hidden. To utilise this option please contact our eBusiness support desk who will activate this for you.

10 MEGA USER (Super Users only – optional feature)

Using Parent and Child relationships a Mega User can switch between multiple accounts using a single login. This relationship must be created by Office Depot in order to use the Mega User facility, please contact your account manager for further details.

SELECTING ALTERNATIVE ACCOUNTS

Select 'Manage Account' followed by 'Select Account' to display the payers in the relationship. The welcome message will change to reflect the account the Mega User is managing.



EDIT USERS

User's profiles can be modified within the selected account in the usual manner by selecting the username from the list displayed.

SHOPPING ON BEHALF OF ANOTHER USER

An order can be placed on behalf of a user within the account selected. The Mega User should 'Select a User' from the 'Manage Account' menu, which will ensure that the Mega User adopts the same profile as the user including approval processes and product restrictions. The welcome message will change to reflect both the account and the user the Mega User is managing.

When an order is placed on behalf of another user it will indicate that the Mega User has been used to place the order

APPROVING AN ORDER

All orders across all accounts are visible via 'Order Tracking', which allows the Mega User the ability to filter all orders pending approval.

CHANGING BULLETIN BOARDS

Bulletin Boards can be changed on each account. The Mega User should select a user from the required account that has Super User status to make the change.

11 SUPPORT

HELPDESK

Contact the Office Depot eSupport Helpdesk for technical support Monday to Friday from 8am to 6pm on tel. 0844 412 3555 (UK Customers) or tel. 01 8150773 (ROI Customers)

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 tel. 0844 412 3400 (UK Customers) or tel. 01 8150773 (ROI Customers) or click on *Email Assistance* at the foot of the website

FREQUENTLY ASKED QUESTIONS

Q: When is the latest I can order to receive my delivery tomorrow?

A: Orders received by 5pm are processed for next day (unless otherwise specified in your account contract).

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 IT Support department to have the certificate deleted, or to have the browser upgraded.

Q: What is the difference between a basket and a list?

A: The Shopping Basket 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 for orders in Order Tracking by order number?

A: Click on My Account then Order Tracking and type the Order Number in the 'Search By' field.

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, and 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 organisation. To reset a password, the eSupport Help Desk can provide assistance in resetting the password and/or providing the login name (after the caller's identity is verified). You can reach the eSupport Help Desk Monday to Friday, 8am to 6pm on tel. 0844 412 3555 (UK Customers) or tel. 01 8150773 (ROI Customers).

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 User to have your password set to never expire.

Q: I put the items in my shopping basket, why haven't you dispatched my order yet?

A: Putting items into your shopping basket is only the first step. Click View Basket 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 find the number for my Customer Service Centre?

A: For support, please use your main Customer Services number as provided to you by Office Depot. If you don't have this to hand, call our eSupport Helpdesk on tel. 0844 412 3555 (UK Customers) or tel. 01 8150773 (ROI Customers) for assistance.

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 at the top right hand corner of the screen or by clicking on My Account and then My Shopping Lists.

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

A: Located under the grey navigation bar, click on Ink and Toner

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

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

NOTES