



Welcome

Account Name: **City of Madison**

Account #: **84032194**

PLACING YOUR ORDERS – WHAT YOU NEED TO KNOW!



INTERNET ORDERS

Once your Account Manager has notified you of your User Name and Password, you may utilize Office Depot's Business Services Division Web-Site. The instructions below will assist you in logging on to the Web-Site.

LOGGING INTO THE ON-LINE CATALOG:

- In the locations field, type the Office Depot Business Services

Division site address:

<http://bsd.officedepot.com>

- Press Enter The Please Log In window appears.

User Name:

Password:

Type your user name and password (upper or lower case letter), and then select START SHOPPING.

Check Auto Login if you do not want to type your user name and password each time you visit the BSD Web-Site

When you select Start Shopping, the Office Depot Business Services Division homepage appears

If first time on site or your password has expired, the Change User Login screen will appear asking for a new password & confirmation. When finished, select Start Shopping.

Advantages:

- Easy & Convenient
- Custom Shopping Lists
- On-Line Reporting
- 24/7 Ordering
- Real Time Inventory
- Quick Find
- Quick Link to Tech Depot
- Store Locator
- Order Tracking
- Safe & Secure



PHONE ORDERS: (888)-777-4044

For quick service when calling in your orders, please have the following information ready for your Customer Service Representative:

- Account Number
- Ship To Information
- Contact Name and Telephone Number
- Purchase Order (if required)
- Items to Order (Please use Office Depot 6-digit item numbers)
- Quantity of Item (Please use Office Depot catalog Unit of Measures). *The above unit of measures are requested to properly insure 100% Quality on the placement of Customer orders*

ORDER CUT-OFF FOR NEXT DAY DELIVERY:

By Fax: 3:00 p.m. C.S.T. (Fax received time)
 By Phone: 5:00 p.m. C.S.T.
 By internet: 5:00 p.m. C.S.T.



FAX ORDERS: (800)-973-3376

Make sure the information below is included on your requisition. This information is to insure all orders are placed and shipped correctly

Header Information	Product Information
Account Number	Quantity
Ship To Location	Office Depot 6-digit Item Number
Purchase Order (if required)	Catalog Unit of Measure
Attention To	Description
Phone Number	

DEDICATED
STATE OF WI
CUSTOMER SERVICE:
 By Phone: 888-777-4044



WHAT YOU NEED TO KNOW!

COST SAVINGS

ORDER SIZE

Consolidating orders to **over \$50** allows us to save on delivery costs (ex , high fuel costs, Driver costs, etc.). Office Depot's commitment to their customers is that we will pass along our savings to them . so ultimately you benefit In addition, it saves time and administrative costs for you to place, check in, and distribute one large order rather than several small orders.

Thank you in advance for your cooperation

BILLING & REMITTANCE

TO CHANGE YOUR BILLING ADDRESS:

If at any time you have a correction or change to your billing address, please contact the Customer Service Department at (888)-777-4044

PLEASE DIRECT PAYMENT QUESTIONS TO OUR CORPORATE HEADQUARTERS:

Accounts Receivable - (561) 438-4800

OFFICE DEPOT'S FEDERAL ID#: 59-2663954

CREDIT TERMS: Office Depot's credit terms are Net 30

RETURN POLICY & PROCESS

POLICY

Your complete satisfaction is our primary concern. If you are dissatisfied for any reason, you will receive full credit. Simply return the **general supply item** in it's *original packaging* within **30 days**. **Technology and stocked furniture items** may be returned in it's *original packaging* within **14 days** **Special order non-stocked merchandise will be ordered upon request, but, unfortunately may NOT be returned.**

PROCESS:

Step #1: Call our Customer Service Department Please provide your representative with all the pertinent information including your invoice number and SKU number of the product being returned/credited

Step #2: Give a Brief Description of the Reason for the Return/Credit

Product is damaged/defective

Delivery related

Original order incorrect

Customer request

NOTE: Please do not write on the boxes/product being returned

ADDITIONAL PRODUCT OFFERING

TECH DEPOT

Tech Depot is the technology division of Office Depot. Top brand computing and IT products are available at competitive prices Contact your State of Wisconsin Tech Depot Representative, Chris Humann at 800-625-9866 x 7220 or chumann@techdepot.com

PROMOTIONAL PRODUCTS

Office Depot has a wide variety of promotional items available to the State of Wisconsin Pens, mugs, golf balls, shirts, hats, etc can be ordered through your Office Depot Representative If you are in considering some promotional products, consider Office Depot. Feel free to visit <http://officedepot.norwood.com> for a viewing of our Promotional Products website.

COPY AND PRINT

If you buy stationary, letterhead, envelopes or other printed products we can provide an on-line ordering solution for you. Contact your Office Depot Representative for more information about our Copying and Printing solutions