






Quick Step Internet Ordering Instructions

Placing an Order

- 1) Use browser to access the Internet
- 2) Type in <http://bsd.officedepot.com/>
- 3) Type in your Login-Name that is listed on your welcome packet
- 4) Type in your Password
- 5) Click on: **Login**
- 6) Select: **Order by Item #** 
- 7) Type in Office Depot Item # (found in catalog), quantity, and comment if desired
- 8) Select: **Add to Cart**
- 9) Select **Continue Shopping** if you are not through or **Checkout**  if you are done.
- 10) If you selected **Order by Item #**  then click on **Continue Shopping** to add more items.
- 11) If you selected **Checkout**  then validate and complete any required information.
- 12) Review your order and select **Place Order**  to complete the process.
- 13) When you see **Thank you for ordering with Office Depot Business Services Division** your order has been successfully completed.

Order Confirmation

Thank you.

Your order has been placed.

Your Order Number is: **143991469-001**

Need Assistance? Internet Help Desk 800-269-6888
Online Training is available in the Customer Services section.

Frequently Asked Questions

- *I need additional copies of the catalog, how do I get additional copies for my office?*

Many offices like to keep several of our catalogs on hand so that it is easy to find when you need it. The catalogs are offered to our customers free of charge. You can request a catalog with your next supply order by Internet, phone and fax. Use the item number printed on the lower right hand corner of the back catalog cover. **(Item #288-328)**

- *I've looked all through the catalog and can't find the item I really need; does this mean Office Depot doesn't have it?*

Not at all, Office Depot carries over 15,000 items in its full line catalog, but we have access to many other products through various sources. Please call your customer service representative for help. (888-263-3423)

- *We just received our order and I thought I ordered 12 pens, but received 12 BOXES, what do I do?*

First of all don't panic, remember our Return Policy (they can be returned). Every item in the catalog is assigned a unit of measure (each, dozen, box, pack, set, etc....) to assist you when placing your order.

- *My order usually arrives around 2:00 PM, which is usually fine, but I need this order first thing tomorrow morning because of a special project, what can I do?*

Orders are usually routed on a truck early in the morning and the Delivery Service Representative follows the same route everyday, which is why your orders are delivered around the same time everyday. Due to many factors we are unable to change the routes due to customer demands. These situations make your Procurement Card a valuable tool. You may also call our customer service and place a pick-up order at the store of your choice.

- *It's early in the morning; I just arrived at work and realized I needed something added to my order. My order usually arrives around noon; can I call to have it added to today's order?*

Orders are pulled at night and the delivery trucks are loaded and usually leave well before 8:00 AM. This is another reason the Procurement Card is such a great tool.

- *When I'm placing an order, occasionally I see the letters MWDVE next to the item; what does it mean?*

- MWDVE Indicates items manufactured or distributed by companies owned by Minorities, Women, or Disabled Veterans (the "E" stands for Enterprises). *Help, I'm in the Office Depot Internet Site and forgot how to set up a Custom Shopping List, what do I do?*

Click on the ONLINE TRAINING button, it will go through each step of the set up for this or almost any other procedure on the Office Depot Internet Site.

- *With so many passwords I have to remember, I forgot which one I use for the Office Depot online ordering. How can I find out my password?*

First of all, it happens all the time, just go to our website (<http://bsd.officedepot.com>) and click on "Forgot Your password?". Just type in your log in name, select the security question you picked when you logged on for the first time, answer the question and you will be logged in. The website will then ask you to update your profile with a new password. If you do not remember your log in name, call our HELP DESK at 1-800-269-6888 any time between the hours of 7:00 AM - 9:00 PM Eastern Standard Time and they will be glad to help you. Have your account number ready before you call. If you do not have your account number, please call your account manager, Dandy Tomczyk with Office Depot, at 630-815-6643.

- *I would like some tips on how to get my work area more Ergonomically Correct.*

On the Internet Site click on WORKPLACE ERGONOMICS to find useful tips about fitting your workplace to you.