TRIIUM Group Purchasing

Office DEPOT

BUSINESS SOLUTIONS DIVISION

Welcome to Office DEPOT

Office Depot is proud to have the opportunity to partner with **TRIIUM, LLC (TRIIUM Group Purchasing)**. Backed by award winning customer service, and delivery centers through North America, Office Depot will continue to partner with your organization to develop and implement the right solution for your unique business requirements.

The following pages include;

- Ordering Information
- Product Information
- Delivery Information
- In Store Purchases
- Customer Service
- Returns

You will also find helpful tools to reduce the time and money spent procuring supplies.

We look forward to working together.

Patrick Roberts
Patrick.roberts@officedepot.com
612.636.0693

Web Ordering:
www.Business.OfficeDepot.com

Customer Service #:
888.263.3423

Web Help Desk:
800.269-6888
ecsupport@officedepot.com

Account Information

Account Number:
Contact Patrick Roberts for account #.

Web address: www.Business.OfficeDepot.com
Customer Service #: 888.263.3423

Internet Orders

When you log in for the first time, you will be prompted to change your password. Passwords must be at least six characters in length and are alphanumeric. You will also be asked to respond to a security question. This will help us identify you if your password is lost.

Cost Saving Products

While shopping for products, keep in mind these shopping methods to find the most cost effective options to meet your needs.

- Use the default shopping list to find the most common, most aggressively priced items available.
- When searching for items, sort by price (low to high) or sort by Contract or Best Value items.
- Review cost savings alternatives offered in the Private Label Cart or Smart Cart recommendations.

Phone Orders

To place orders by phone, please have the following information ready for your Customer Service Representative:

•Your Account Number
•ShipTo Information
•Contact Name and Telephone Number
•Office Depot six-digit item numbers or manufacturer part numbers
•Quantity to be ordered

Phone orders must be placed by 5:00 PM to ensure next business-day delivery.

In-Store Purchasing

Our Store Purchasing/Procurement Card program allows contract customers to shop at Office Depot retail stores and receive contract pricing. Pricing on items purchased will be adjusted at the register to reflect either your contract price or the retail price, whichever is lower.

Customer Support

Our nationwide network of sales offices, retail locations and delivery centers provide you with unparalleled customer support when you need it.

- More than 50 sales offices throughout North America
- Approximately 2,000 sales associates
- Nationwide customer service capability
- 25 delivery centers
- Over 1,100 Office Depot retail stores located across the country

You can connect immediately with a customer service representative, Monday–Friday 8:00 A.M. to 8:00 P.M. (ET), using our **Live Chat** functionality or by calling us toll-free at 800.263.3423. For technical support, our **E-Commerce Support Desk** is available via phone at 800.269.6888 or by e-mail at ecsupport@officedepot.com.

Return Procedures

Phone Orders:

Step 1: Call the Office Depot Customer Service team and provide the invoice number and 6-digit Office Depot product/SKU number and/or the manufacturer's part number of the product being returned and credited.
Step 2: Provide a brief description of the reason for the return/credit (i.e. ordered in error, damaged/defective, etc.).
Step 3: Place the merchandise in your standard delivery area for pick-up.

Web Orders:

Step 1: Click on "Order Tracking" located in "My Account" in the top navigation bar.
Step 2: Locate the sales order number that you need to place a return on. Once the order detail appears, click "Submit Return."
Step 3: Fill in the return quantity, select the reason for the return and enter any special instructions and click "Continue."

A confirmation number for your return will appear. Please print this page and/or write this number down and keep for your records. For further assistance in processing your return online, please contact the BSD Technical Support Desk at 800.269.6888.

Please visit our Customer Service page on
www.Business.OfficeDepot.com for
complete details on our Return Policy.

Office Depot provides a wide range of products and services outside traditional supplies for your office. Please contact your local sales representative for additional information on any of these categories.

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Furniture

Office Depot is one of the world's top suppliers of quality office furniture and custom workspace solutions. We provide:

- A robust selection of in-stock products from many of the world's leading manufacturers.
- Workspace solutions from concept to fulfillment, helping you redesign space for better functionality – from boardrooms and reception areas to systems furniture for multiple office locations.

Copy & Print Depot

Copy & Print provides the innovative solutions that our customers require to meet daily printing needs such as:

- Digital Printing
- Print On Demand
- Promotional Products
- Online Custom Stationery and Imprints

Our Web-based capabilities, nationwide network of print centers and Xerox® Certified Print Specialists ensure that documents are expertly printed and ready for pick-up or delivery to your location.

Technology

Our technology solutions offer customers top brands, technical expertise and reliable service 24/7.

- With Tech Depot®, our technology division, your buying experience is simple and straightforward.
- We offer more than 275,000 items including the latest computers, storage, networking, software and accessories.
- Our technology experts are trained to assist you with the most complex IT infrastructure projects.

Cleaning & Breakroom

Office Depot Cleaning & Breakroom solutions offer the convenience of one-stop purchasing for all of the products that help create an ideal company breakroom and keep the workplace spotless.

- From beverages to brew systems, furnishings to foods, paperware to tableware – our assortment of products will open a new workday world for your employees and also improve morale.
- Make workplace maintenance a snap and help keep employees safe with name brand cleaning and safety products.

Environmental

When you partner with Office Depot, you collaborate with an industry leader in environmental sustainability.

- We have a comprehensive environmental program – Buy Green, Be Green, Sell Green – that strives to improve the environmental performance of our suppliers, our own operations and our customers.
- Our green merchandising and services, including The Green Book® catalog and our Office Depot Green™ Brand products, help both large and small companies take steps to a greener office.

Frequently Asked Questions

Q *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?*

A Not at all. Office Depot offers over 15,000, items but we also have access to a large assortment of additional products that are made available through various third-party sources. Please call your customer service representative for assistance in ordering the product you need.

Q *We just received our order and I thought I ordered 12 pens, but instead received 12 boxes of them. What do I do?*

A Our product return policy and procedures are designed to help our customers make returns and exchanges quickly and efficiently. Please refer to our website for our complete Return Policy and for instructions on how to process such requests.

Q *I went to my local Office Depot retail store and I told the cashier that I have a BSD account, but they wouldn't let me take advantage of my discount. Why?*

A The contract between Office Depot and your company can only be utilized at the retail stores through the Store Purchasing/Procurement Card program. If you are not enrolled in this program, you can call our customer service team and arrange for an online order to be picked up at the Office Depot store of your choice.

Q *I need to order furniture but I'm not sure exactly what I need or what options are available. Who can I contact for more information?*

A Your Office Depot account representative is available to assist you with all inquiries, including furniture purchasing decisions. Contact your representative to arrange for an in-person meeting to discuss your requirements, view samples and even take measurements of your workspace.

Q *My order usually arrives around 2:00 PM which is usually not a problem. However, I need this particular order first thing in the morning because I am working on a special project. Is there anything I can do to expedite delivery?*

A Order deliveries are usually routed on a truck early in the morning and Delivery Service Representatives usually follow the same route every day. This is why your orders are usually received at roughly the same time each day. Unfortunately, due to a variety of factors, we are unable to change these routes to accommodate individual customer requests. In a situation like this, we encourage you to use the Office Depot Store Purchasing Card or contact our customer service team to place an order for pick-up at a local retail store near you.

Q *It's early in the morning and I just realized that I need to add something to an existing order. My order usually arrives around noon. Can I call to add this item to today's order?*

A Our orders are packaged at night so that delivery trucks can be loaded early in the morning before embarking on their routes. Our delivery trucks usually leave our distribution centers well before 8:00 AM, so unfortunately it would not be possible to update this existing order. We instead encourage you to use the Office Depot Store Purchasing Card or contact our customer service team to place an order for pick-up at a local retail store near you.

Q *When I'm placing an order, occasionally I see the letters 'MWDVE' next to the item. What does this mean?*

A 'MWDVE' indicates items that are manufactured or distributed by companies owned by Minorities, Women, or Disabled Veterans (the "E" stands for Enterprises).

Q *Help, I'm on the Office Depot website and forgot how to set up a Custom Shopping List. What do I do?*

A Click on "My Shopping Lists": You can start a new list there or open the "How to use and create lists" guide. This will guide you through each of our online tools step-by-step.

Q *I have forgotten my password for ordering on the Office Depot website. What should I do?*

A Simply go to our website (www.Business.OfficeDepot.com) and click on the "Forgot your login name/password?" link. You will be prompted to enter your login name and respond to your pre-determined security question. You will then be asked to update your profile with a new password. If you do not remember your login 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 when you call.

Q *I would like some tips on how to make my work area more ergonomically correct. Can Office Depot help?*

A Absolutely. Simply go to our website and click on the "Workplace Ergonomics" link on our Customer Service page to find useful tips about fitting your workplace to your individual needs and requirements.

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Q *I need additional copies of the catalog for my office. How do I request them?*

A Many offices like to keep several catalogs on hand so that they can be used by several different people. Our catalogs are offered to our customers free of charge. You can request a catalog with your next online or phone order. Simply use the number that is printed on the back cover of your catalog in the lower right-hand corner (2016 catalog = 906647).

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