

Welcome

Account Name: Natl Assoc Of Elevator Co

Acct. #: 40734856

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



PHONE ORDERS: (800) 846-2902

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.*

CUSTOMER SERVICE:

Hours: 8:30 a.m. - 5:30 p.m. E.S.T., Monday - Friday

To place an order:

By fax: (800) 229-4888 or (770) 339-5770

By Phone: (800) 846-2902



By Mail:

Attn.: Contract Sales

6050 Oakbrook Pkwy.

Norcross, GA 30093

ORDER CUT-OFF FOR NEXT DAY DELIVERY:

By Fax: 4:00 p.m. E.S.T. (Fax received time)

By Phone: 5:00 p.m. E.S.T.



FAX ORDERS: (770) 339-5770 or (800) 229-4888

Fill out your Office Depot requisition form (included in this packet). Make sure the information below is included on your requisition. This information is to insure all orders are placed and shipped correctly.

Header Information

Account Number
Ship To Location
Purchase Order (if required)
Attention To
Phone Number

Product Information

Quantity
Office Depot 6-digit Item Number
Catalog Unit of Measure
Description

Office DEPOT
Taking Care of Business



Welcome

COST SAVINGS

ORDER SIZE

Consolidating orders to **over \$50** allows us to save on delivery costs (ex., high fuel costs, Driver costs, etc.). Office Depots 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 (800) 846-2902

PLEASE DIRECT PAYMENT QUESTIONS TO OUR CORPORATE HEADQUARTERS:

Accounts Receivable - (800) 937-3600

OFFICE DEPOT'S FEDERAL ID#: 59-2663954

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

REQUESTS FOR BIDS & PROPOSALS:

Please direct all bid requests to:

Office Depot East Region Office
Attn.: Bid Department
2300 Windy Ridge Pkwy., Suite 60
Atlanta, GA 30339

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

TEROLYN PEEPLES

(770) 806-4060 or (888) 295-0943, ext. 4020

Email: terolyn.peeples@officedepot.com

Office DEPOT
Taking Care of Business

