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Business Services Division

Office DEPOT
Taking Care of Business

selection

Business Supply Source

Welcome IMC Norcal member to Office Depot, the world's largest office products distributor. With the introduction of the now popular concept of warehouse marketing, we revolutionized the office products industry. We continue to solidify our position as the leading office products distributor.

Office Depot is first in total sales, sales growth and first in net earnings. Our annual report demonstrates the financial strength of our company. Selecting a financially solid supplier ensures you receive quality products, high fill rates, stable systems, leading edge technology, and a company willing to invest in partnering relationships.

This information is designed to facilitate our relationship, a relationship that really matters to us, because: **Our Customers are EVERYTHING!** Without them, nothing else matters.

We look forward to doing business with you!

Let's get you started!

New Member's Office Depot Account Number is

36933737



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Office Depot Support

Your Office Depot Customer Service Team can be reached at...

Phone Number 888-438-0816

Fax 800-811-7272

Local Office Depot Representatives

Michelle Sorci – Account Manager
Phone Number: 510-497-5463
Fax Number: 510-497-5200
E-Mail: michelle.sorci@officedepot.com

Darin Smith – Service Consultant
Phone Number: 925-321-4996
E-Mail: Darin.Smith@officedepot.com

Diane Mora – District Sales Manager
E-Mail: diane.mora@officedepot.com

IMC NorCal Internal Support

Deb Droz – Administrator
Phone Number: 800-462-8910
E-mail: imcinfo@imcnorcal.org

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ORDERING METHODS

Internet Orders

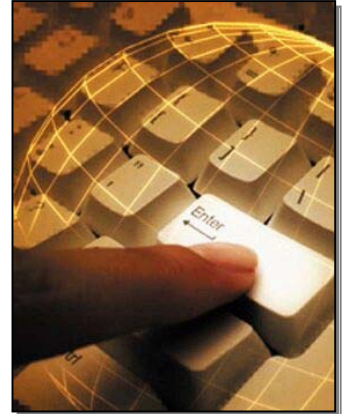
<http://bsdnet.officedepot.com>

Below is your login name and initial password to your account:

Login Name: *Email address*

(Example: brett@ladoveassociates.com)

Initial Password: *welcome*



When you click on Start Shopping, the Office Depot Business Services Division homepage appears. If it is your first time on the site or your password has expired, the Change User Login screen will appear, asking for a new password and confirmation. Passwords must be at least 6 characters in length. Our website will then prompt you to configure your profile with a security question. This will help us identify you if your password is forgotten. Once a question is selected and the answer is confirmed, click Update.

Phone Orders

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

- Account #
- Ship To information
- Contact Name and Telephone #
- Billing requirements (purchase order #, cost center, etc.)
- Office Depot's 6-digit item numbers or manufacturer's part numbers
- Quantity of Item (please refer to the unit of measure in the catalog)

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



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Fax Orders

A requisition form can be used to place orders. The following information is needed to process a faxed order:

- Billing Requirements – Account #, Ship to location, purchase order number/cost center/etc., contact/attention name and phone number
- Product Information – Quantity, Office Depot 6-digit item number or manufacturer's part number, catalog unit of measure and description

Faxed orders must be received by 4:00 to ensure next business day delivery.

In-Store Purchasing

The Store Purchasing Card program allows you, our contract customer, to shop at Office Depot retail stores using their personal or corporate credit card and still receive contract pricing. Items purchased with the procurement card will be re-priced at the register to reflect your contract price or retail; whichever is lower, assuring the best possible price.



If you do have a corporate card program, Office Depot is able to "link" your Business Services Division account to over 1100+ Office Depot retail locations. Use of the Store Purchasing Card allows you to obtain supplies at your established contract price for after-hour, rush or emergency orders. These purchases are billed to your account.

Special Orders

For products not found in our comprehensive catalog, please contact your Internal Purchasing Manager, Sal Peinado, or your Account Manager.

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Backorders

Office Depot stocks all catalog items, therefore, the chance of a back-order occurrence is greatly diminished. Normal in-stock back-orders are filled within 1-3 working days, from automatic replenishment of inventory. Back-orders are automatically filled and a reorder is not necessary.

Your packing slip will identify backordered items. Please call your Office Depot Customer Service Representative for specific information on the status of any particular items or order.

OFFICE DEPOT WILL NOT SUBSTITUTE ANY ITEM. IF AN ITEM HAS BEEN DISCONTINUED YOU WILL RECEIVE A CALL FROM OFFICE DEPOT INSTRUCTING YOU TO RE-ORDER AN ALTERNATIVE PRODUCT.

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Return Policy and Procedures

Your complete satisfaction is our primary concern. If you are dissatisfied for any reason, you will receive full credit. Simply return the merchandise or stocked furniture, in its original packaging, within 30 days.

Special order non-stocked merchandise will be ordered upon request, **but may only be returned if damaged or defective.**

Process:

Log-in to Office Depot's BSD website to access Order Tracking and click directly on the order number to view the original order in its entirety. Click the "Submit Return" button and follow the prompts to complete your online return.

- OR -

Call Customer Service. Please provide your Customer Service representative with:

- Your name
- Phone number
- Sales order number from the packing list (same as invoice number)
- Item number and unit of measure of the product being returned/credited
- Reason for the return.

The Customer Service Representative will assign a **RETURN AUTHORIZATION NUMBER** and inform you of the process to return the item.

Please do not write on the return product or the packaging. Our system will schedule your pickup to be performed on your next delivery. If you do not place an order within 5 days, the Delivery Service Representative will be instructed to complete the pickup.

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Unit of Measure Conversion Definitions

UOM	Definition
BD	Bundle - Multiple units of the same item tied or bound together
BG	Bag - (rubber bands come in a bag)
BK	Book
BO	Bottle
BX	Box - Cardboard/chipboard rectangular container holding multiple units of the same item
CA	Case - Product sold as shipped by the manufacturer. <u>Does not</u> contain an inner pack
CG	Card
CT	Carton
DE	Deal - Multiple units of card products
DR	Drum
DS	Display
DZ	Dozen - Use in lieu of 12-Pack
EA	Each
FT	Foot
GA	Gallon
GS	Gross - 12 Dozen or 144 pieces
HU	100 - One hundred of the same thing
IN	Inch
KT	Kit
LB	Pound
LT	Liter (Litre)
OZ	Ounce
PC	Piece
PD	Pad

UOM	Definition
PT	Pint
PF	Pallet Lift
PL	Pallet Unit
PR	Pair - Two of a kind
PK	Pack - Multiple units of the same product wrapped together
OP	2 Pack of the same item
P3	3 Pack of the same item
P4	4 Pack of the same item
P5	5 Pack of the same item
P6	6 Pack of the same item
P7	7 Pack of the same item
P8	8 Pack of the same item
P9	9 Pack of the same item
TP	10 Pack of the same item
EP	11 Pack of the same item
QR	Quire - A uniform set of 24 or 25 sheets of the same paper. This is 1/20 of a ream.
QT	Quart
RL	Roll
RM	Ream
SH	Sheet
ST	Set - If a product requires more than one item to be complete.
TB	Tube
TH	1000 - One Thousand of the same item
YD	Yard