

Office DEPOT.

Taking Care of Business

TRAINING GUIDE



Creating an Order

Go to HopkinsSelect eMarketplace and click on the Office Depot logo - Follow instructions below.

Any of the following options can be used to add items to your Shopping Cart:

1. **Browsing The Catalog:** To find and select items by searching the online catalog, utilize the **Home** page to browse product categories or use the **"Search For"** navigation bar on the top of the page.

The screenshot shows a Microsoft Internet Explorer browser window displaying the Office Depot website. The address bar shows the URL: <https://bsd.officedepot.com/textSearch.do?uniqueSearchFlag=true&ntt=purple+pens>. The page header includes the Office Depot logo, navigation tabs for Home and Bulletin Board, and a search bar. The main content area displays search results for "purple pens", showing 31 results found. The results are sorted by Best Value. Two items are visible in the list:

Item #	List Price	Our Price	Units	Availability	Compare
257191	\$19.44	\$9.65	dozen	50	<input type="checkbox"/>
Paper Mate® Flair® Point-Guard Pens, 1.0 mm, Medium Point, Purple, Pack of 12					
Quantity	<input type="text"/>	<input type="button" value="Add To Cart"/>	<input type="button" value="Add To List"/>		
396701	\$9.29	\$4.24	each	64	<input type="checkbox"/>
Pilot® Dr. Grip® Retractable Ballpoint Pen, Medium Point, 1.0 mm, Neon Purple Barrel, Black Ink					
Quantity	<input type="text"/>	<input type="button" value="Add To Cart"/>	<input type="button" value="Add To List"/>		

The left sidebar contains a "Narrow Your Results" section with filters for Category (Office Supplies, Technology), Brand Name (Paper Mate, Pilot, Sanford, Avery, Uni-Ball, More...), and a Shopping Cart summary (0 Item(s) in Cart, Subtotal: \$0.00). The bottom of the browser window shows the Windows taskbar with the time 3:00 PM.

2. **Order by Item #:** To enter up to twenty item numbers and quantities at a time, select **"Order by Item #"** from the **"Shopping Tools"** navigation bar on the left side of the page.
3. **Shopping Lists:** Create a personalized shopping list or add items to your shopping cart from an existing list by selecting **"My Shopping Lists"** from the **"Shopping Tools"** navigation bar on the left side of the page. This is a great place to store your **frequently ordered items!**

4. **Find Printer Supplies:** A quick-search function for locating business machine replacement items like toner or ink cartridges, saving time and reducing costly ordering errors.

Browsing the Catalog

1. From the **Home** page, select a category to browse. A page displays a list of sub-categories for the category selected. Select the subcategory you want to view. The next page displays either another list of subcategories or a list of items in the subcategory selected.
2. From this page, items can be added to the **Shopping Cart** by entering the quantity you want and then selecting the **"Add to Cart"** button. **Note:** If you leave the quantity box blank, the item will be added to your Shopping Cart with a quantity of 1.
3. A **"Search"** can be performed with keywords, Office Depot SKU, the manufacturer number or name. Utilize the Search feature located under **"Search Tools"** on the navigation bar on the left side of the page.
4. Click on the **"Search by Brand"** button to search by manufacturer.

The screenshot shows the Office Depot Online search results page. The browser title is "Office Depot Online - Search Results - Microsoft Internet Explorer provided by Office Depot, Inc.". The address bar shows the URL: https://bsd.officedepot.com/ddMain.do?level=FM&id=693378&location_info=5G_1_DV_42_5C_4210001_FM_693378. The page features the Office Depot Business Services Division logo and a navigation bar with categories: Office Supplies, Furniture, Technology, Custom Printing, Customer Services, and Company Info. A search bar is present with a "Search" button. The left sidebar includes "Shopping Cart" (0 items, \$0.00), "Shopping Tools" (Find Printer Supplies, Find a Store, Order Tracking, Order Approvals, Order by Item #, My Shopping Lists, My Profile, Account Center, User Profiles), and a breadcrumb trail: Home > Office Supplies > Binders & Accessories > Binders-Clear Overlay D-Ring > Avery@ Framed View Binders. The main content area displays search results for "Avery@ Framed View Binder, 1" Ring, Black". It shows a table with columns: Item Number, List Price, Our Price, Units, Availability, and Compare. The first item is Item Number 317704, List Price \$10.70, Our Price \$4.74, Units each, Availability 246. Below the table are "Add To Cart" and "Add To List" buttons. The second item is Item Number 450382, List Price \$10.70, Our Price \$4.74, Units each, Availability 250. The page also shows a "Compare Selected Items" button and a status bar at the bottom indicating "(2 items remaining) Downloading picture https://bsd.officedepot.com/pictures/SK/SM/76440".

Order by Item

With **Order by Item #**, you can quickly enter up to twenty items directly to the Shopping Cart or a Shopping List by entering the item numbers and quantities. To display the **Order by Item #** page, select "**Order by Item #**" on the left navigation bar. To begin adding items to the Shopping Cart:

1. Type the item number in the "**Item #**" field. Item numbers include Office Depot SKU numbers, manufacturer numbers and customer-specific codes.
2. Type in the quantity desired in the "**Qty**" field. **Note:** If you leave any of the quantity boxes blank, the items will be added to your Shopping Cart with a quantity of 1.
3. When finished, select "**Add to Cart**" or "**Add To List**" located at the top and bottom of the page.

Office Depot Online - Quick Order by Item Number - Microsoft Internet Explorer provided by Office Depot, Inc.

File Edit View Favorites Tools Help

Address <https://bsd.officedepot.com/shop/orderByItem.do> Go Links >>

Office DEPOT
Business Services Division

Welcome BRIAN CAPUTO of
UNIV OF PENNSYLVANIA

Home Bulletin Board

Office Supplies Furniture Technology Custom Printing Customer Services Company Info

Search for Search

Shopping Cart
0 Item(s) in Cart
Subtotal: \$0.00
[View Cart](#) | [Check Out](#)

Shopping Tools
Find Printer Supplies
Manufacturer
Find a Store
Order Tracking
Order Approvals
Order by Item #
My Shopping Lists
My Profile
Account Center
User Profiles

Order by Item Number
Quickly add items to your shopping cart or custom shopping list by entering an item number and quantity. Simply key in the item number, the quantity, and click "Add To Cart" or "Add To List." You may change the quantities from within your Shopping Cart or Shopping Lists later.

	Item #	Qty	Comment (i.e. "Breakroom Supplies")
1	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>	<input type="text"/>

Local intranet

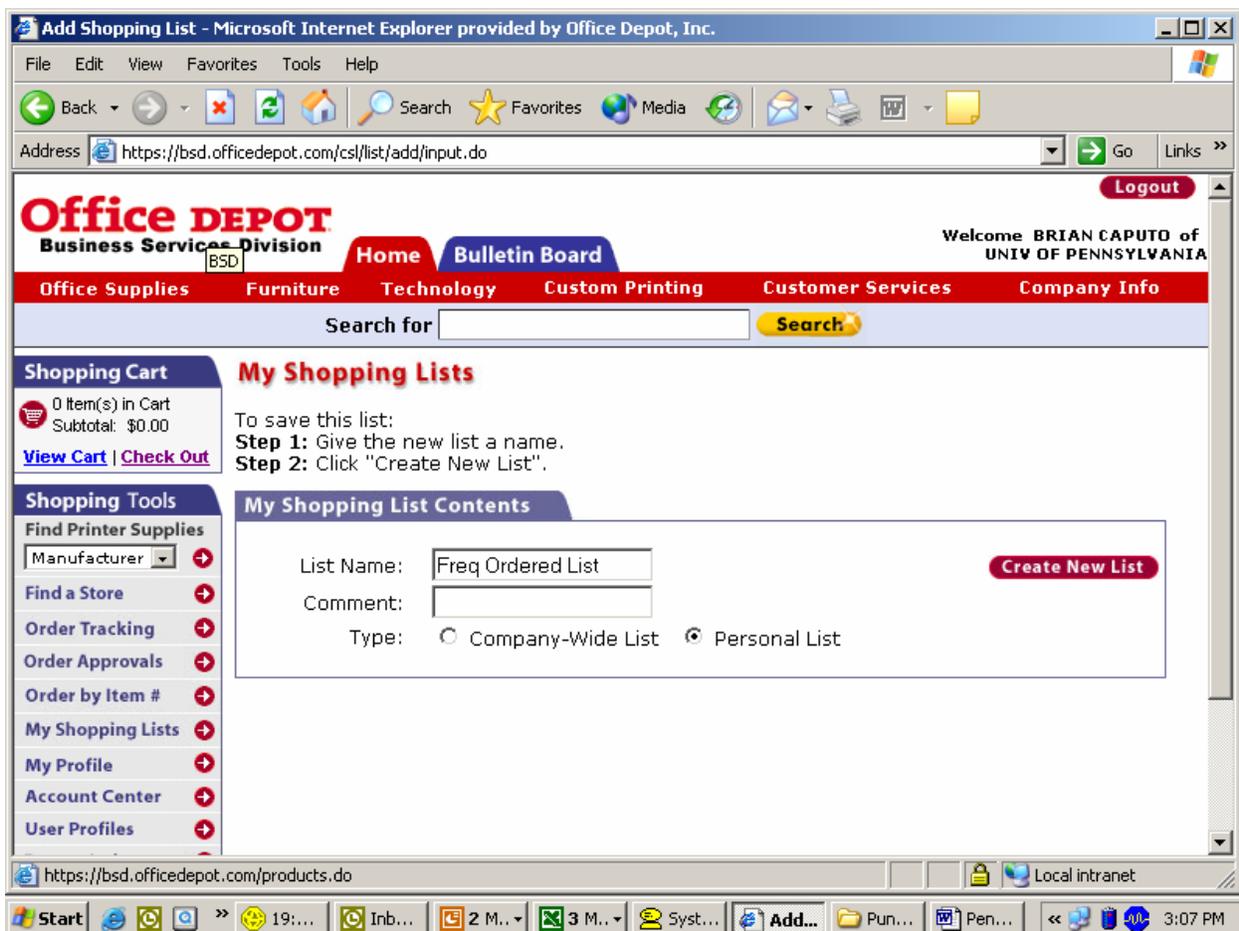
Start 18:... Inb... 2 M... 3 M... Syst... Offi... Pun... Pen... 3:05 PM

My Shopping Lists

To begin working with a Shopping List, select **"My Shopping Lists"** from the **"Shopping Tools"** navigation bar on the left side of the page. The **"My Shopping Lists"** page appears. If you are using **"My Shopping Lists"** for the first time, or have not created a Saved Shopping List, the only option will be to select **"Create New List"**. After clicking the button, the Create a New Shopping List page will appear.

1. In the **"List Name"** field, type the name to be given to the Saved List. Example: **"Freq. Ordered Items"**, **"Administration List"**, etc. You may also enter an optional comment for the **"List"**.
2. To create the list, select the **"Create New List"** button.

The **"My Shopping List" Contents** page appears displaying information about the newly created list. From here you can add items to this list, allowing you to easily order these products in the future.

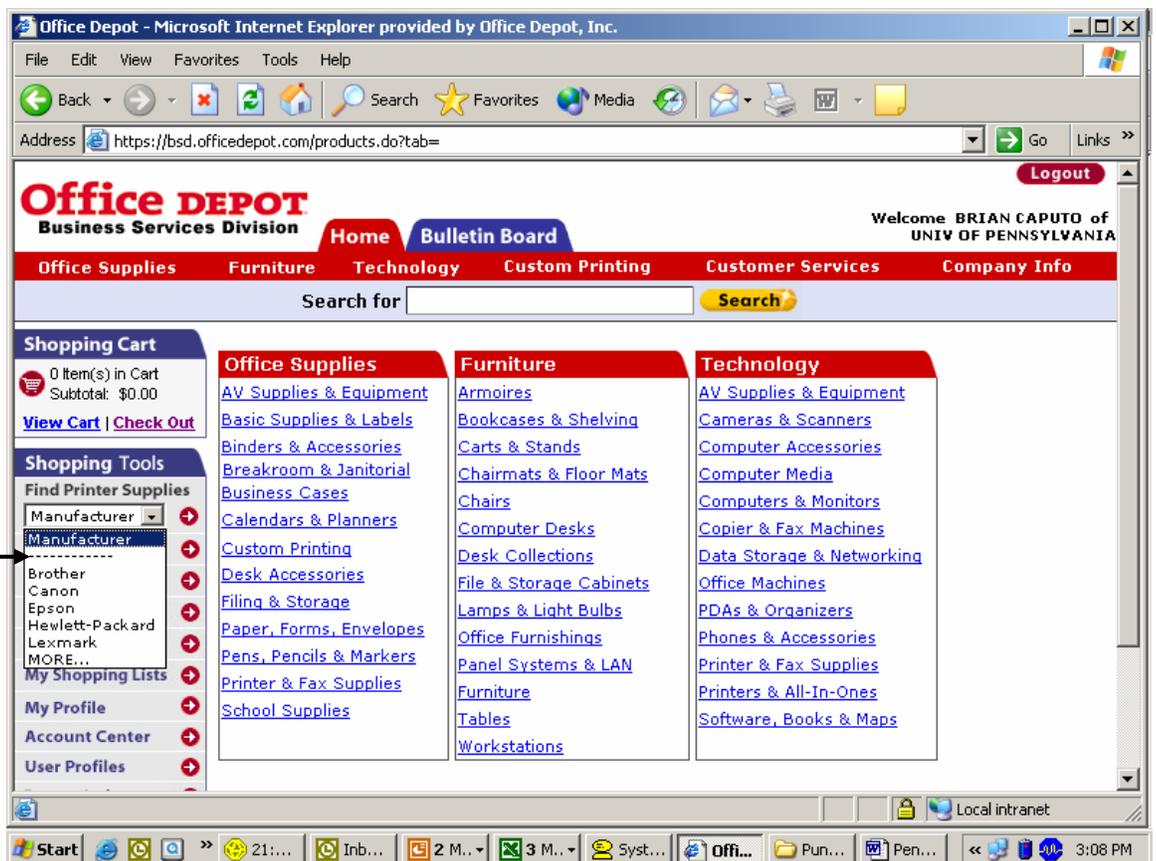


Once items are added to a list, it works just like a paper laundry list or requisition form! Click in the "Select All" box. Change the quantities next to the items you wish to order and click "Add to Cart" at the bottom of the page. The system ignores any item with a zero quantity and adds items with a quantity to the Shopping Cart.

Company-wide Lists are created and maintained by your Company Program Administrator but can be used for ordering by all users. A Personal List is only accessible to the user who creates it.

Find Printer Supplies

The "Find Printer Supplies" option on the "Search Tools" navigation bar on the left side of the page enables a user to search for business machine replacement products/supplies such as inkjet and toner cartridges, fax drums, etc. Select the manufacturer from the drop down list and click the red arrow. Select the model # of your machine on the next page by clicking the appropriate link. The next page will provide a listing of the appropriate replacement parts for the specified machine. Note: The top 5-printer manufacturers are listed at the top of the manufacturer drop down list for your convenience (as shown below).



Placing Your Order

Once you have added all the items for purchase to your **Shopping Cart**, select the **"View Cart"** button found on the **"Shopping Tools"** navigation bar on the left side of the page. Review the items in Your Shopping Cart; click **"Update Shopping Cart"** if you have made any changes and then click **"Checkout"** button/arrow to proceed with your purchase.

Order Tracking

The **Order Tracking** feature allows you to check the status of orders that have been created and/or submitted to Office Depot. With this feature you will be able to view the details of all of your Internet orders.

Order History								
Order Number	Order Date	Total	Delivery Date	OK to Change	COSTCTR	Status	Contact	Type
212201951-001	7/25/2003	\$25.31	7/28/2003	yes	5125X	Waiting to Fill	ROBIN ROY	Order
212198638-001	7/25/2003	\$0.00	7/28/2003	yes	CDV22	Waiting to Fill	SANDRA RILEY	Order
212188586-001	7/25/2003	\$49.71	7/28/2003	yes	30613	Waiting to Fill	ROBIN ROY	Order
212187585-001	7/25/2003	\$285.56	7/28/2003	no	1083V	Ready to be loaded	SANDRA RILEY	Order
212181661-001	7/25/2003	\$61.27	7/28/2003	yes	1135V	Waiting to Fill	ROBIN ROY	Order
212181656-001	7/25/2003	\$27.43	7/28/2003	yes	1135V	Waiting to Fill	SANDRA RILEY	Order
212181650-001	7/25/2003	\$7.32	7/28/2003	no	1135V	Ready to be loaded	ROBIN ROY	Order
212181102-001	7/25/2003	\$148.83	7/28/2003	yes	1078V	Waiting to Fill	SANDRA RILEY	Order
212176278-001	7/24/2003	\$135.38	7/25/2003	no	5125X	Delivered XD/OD Transfer	ROBIN ROY	Order
212172299-001	7/24/2003	\$7.57	7/25/2003	no	CDV23	Delivered XD/OD Transfer	SANDRA RILEY	Order

[Next](#)

Order Tracking Search Criteria

You may filter your Order History by Dollar Amount, Order Number, Item Number, Cost Center, PO Number, Release, Contact, Status, Ship-to ID, and Date. Type or select the search parameters to use and click the appropriate arrow. The Order History page reappears with the orders listed by the search criteria you selected. You can sort these orders by clicking any of the column headers. To view the details of an order, click the order number in the Order Number column of the Order Tracking page, then the Order Detail page will appear.

Order Tracking

Trouble finding your order? try searching by using one of the methods below.

Search By:

or

Status:

or

Date Range (mm/dd/yyyy): From: To:

or

Dollar Range Min: Max:

Orders from 4/23/2003 to 7/23/2003

Click an order number to see the details of your order, or to view delivery tracking information.

Online Returns

If an order detail page in Order Tracking has a **“Submit Return”** button, you may submit your return directly online by clicking on it.

Order Detail

[View Search Results](#)
[View All Orders](#)
[View Printer Friendly Version](#)

Order Information	Delivery Information
Order Number: 200503511-001 Order Date: 03/27/2003 Contact: CHICAGO REP (215) 612-5948 Payment Info: Account Billing P.O.: OFFICE DEPOT COST CT: OFFICE DEPOT	Status: Delivered Delivery Date/Time 03/28/2003 Shipping Address: TEST 1 1055 REDONDO DR ROMEVILLE, IL 60446-3705 USA

On the following page, just indicate the quantity of the item you are returning and the reason for the return. Next, click the **“Continue”** button and you will be issued a return authorization number. Your return pickup will be scheduled to coincide with your next delivery or within 5 days if no other order(s) are scheduled for delivery before the pick-up date.

1. You may return most items in their original packaging within 30 days (most technology items within 14 days). All returns must be in their original packaging.
2. You may submit only one online return request per order. Please contact Customer Service if you need to return an additional item from the same order.

You may enter the quantity for specific items to return.
Select a reason for returning each item. You may enter pickup instructions for the driver if applicable.

Order Summary

Quantity to Return	Quantity Ordered	Reason	Item #	Your Price	Unit Of measure
<input type="text"/>	1	<input type="text"/>	315515	\$3.99	box

[Smead® Manila File Folders, 1/3 Cut, Letter Size, Box Of 100](#) **BEST VALUE**

Instructions for Office Depot or UPS Driver:

Continue Click "Continue" to proceed with your return.
Cancel I've changed my mind about returning right now; please cancel this and continue shopping.

Insufficient Quantities

Ordering online from Office Depot's web-site gives you access to live inventory. If Office Depot does not have the quantity of the item you request available, an Insufficient Quantity page will appear. The following is an example of the options that will appear.

"Order 24 now and backorder 9975 for future delivery." - Orders the quantity available and places a backorder for the remaining quantity.

"Order 24 only." - Orders only the quantity available.

"Do not add to cart." - Allows the user to select an alternate item for this order.

If no message appears and the item(s) are added to your cart, your items are in stock and will be shipped to you next day.