



## Commonly Asked Questions & Answers – Group Saving Program

### How much can I expect to save?

Members can save up to 75% off on the officedepot.com regular prices for preferred Best Value items. These great benefits are available both online and in-store at any Office Depot and OfficeMax location nationwide.

### If Office Depot is having a sale, will I get the sale price or my member discount?

When shopping in any Office Depot retail store, you will automatically receive the lowest price available when using your Store Purchasing Card. This does not apply to online purchases.

### How do I obtain a Store Purchasing Card for in-store discounts?

You can click 'Store Shopping' button to download/print a reusable purchasing card for store purchases. You can also save your Store Purchasing Card to your phone by texting your special code to "833-777-0307".

### Do I need to activate my Store Purchasing Card?

Your reusable Store Purchasing Card is already activated and can be used at any Office Depot and OfficeMax retail store location. No additional action is required.

### How do I use my Store Purchasing Card?

Simply show your Store Purchasing Card at the register and the Office Depot or OfficeMax sale associate will enter the 11-digit # to apply your discount. Then you can pay with any form of accepted payment.

### Does my Store Purchasing Card expire?

You can use your store purchasing card as often as you like for as long as you would like. This card will never expire.

### What do I do if I forget my login or password for online shopping?

Retrieving your online shopping login is as easy as:

- Clicking the 'Online Shopping' button
- Then clicking 'login'
- Finally clicking the 'Forgot your login name/password?' link on login page. Please enter your primary email address, first and last name, and Office Depot will email your login information.

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### **I have an existing Office Depot rewards account. Can I use both programs?**

In order to take advantage of your group's exclusive benefits and lower discounts, you must create a new online shopping account or use your group's Store Purchasing Card.

### **How can I transfer an existing Office Depot business account to this program?**

Smart move...you will be hard pressed to find deeper discounts available. Contact Member Care at 888-868-4030 and an Office Depot specialist will facilitate this for you.

### **How do I sign up for a business account with account billing?**

Please contact Member Care at 888-868-4030 and an Office Depot specialist will facilitate this for you.

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