

FREQUENTLY ASKED QUESTIONS

SPC – STORE PURCHASING CARD

MULTI-TENDER CARD



The Store Purchasing Card is a Business Solutions Division program that links the client's contract pricing to purchases made in retail store locations within the United States.

Q: What is the Store Purchasing Card?

A: The Store Purchasing Card is a Business Solutions Division program that links the client's contract pricing to purchases made within the retail store locations within the United States. This allows the client's end users/cardholders to purchase items within the stores and receive the contract pricing or the in-store price, whichever is lower.

Q: How do I register for the Store Purchasing Card?

A: To learn more about the SPC program offerings and registration process, please contact your Office Depot account representative.

Q: Is the SPC a credit card?

A: The Store Purchasing Card is not a credit card. Each card is linked to the client's contract pricing with the Business Solutions Division, and this new program allows the client to register for the following flexible payment options upon purchase: Account Billing only, both Account Billing and other types of payment (cash, check, credit card), or other types of payment only. Depending upon the options selected by the client upon registration, the cardholder will be given the option at the point-of-sale to pay at the register or be billed with their normal billing cycle.

Q: Is this a discount card?

A: The new Store Purchasing Card provides the client and each individual cardholder with the benefit of volume purchase pricing and flexible payment options. The customer simply presents their card at the register. Once the cashier swipes the card, the client's pricing is identified. If the retail price is lower, the customer will

receive the lowest price at point-of-sale. With the new flexible payment options, this card can now be used as a discount card.

Q: What are the new payment features of the Store Purchasing Card?

A: In 2007, the Store Purchasing Card program was enhanced to accept other forms of tender, as payment, at the point-of-sale. The options for payment are determined by the BSD client organization upon card registration.

Payment features are:

1. Account Billing Only:

- Charges are automatically posted to the client's Office Depot Account

2. Other Payment Only:

- Allows the cardholder to pay for items at time of purchase by cash, check or credit card; only at the register.

3. Both Account Billing and Other:

- Allows the user to choose, at time of purchase, how to pay for their items: account billing or cash, check or credit card.

Q: If an account has the Purchase Order (PO) field as a required field, will the PO number be required at the store?

A: No. The PO field will not be required at the store. The cashier will be prompted to ask for a PO number from the customer. If one is provided, it will be keyed in; otherwise, the cashier will bypass and continue the sale.

Q: How do I cancel a Store Purchasing Card?

A: If a card holder leaves the organization or a card is no longer needed for any reason other than being lost or stolen, fax cancellation on company letterhead to 888.438.9066 or contact the Office Depot account representative.

Q: What if the card is lost or stolen?

A: Call 888.438.4037 right away to have a hold put on the card. The customer will need to fax their cancellation request on their company letterhead to 888.438.9066 or contact the account manager who can complete an Office Depot cancellation form. It is important to note in the letter, or have the account manager note on the form, if a replacement card is needed. The replacement card will be sent to the account manager. Please allow three weeks for delivery.

Q: How will the card work with other programs or promotions?

A: Please note the following:



- The Office Depot® Worklife Rewards™ Program cannot be used in addition to this discount program.

- The Office Depot® Star Teacher Discount Program cannot be used in addition to this discount program.

- The Office Depot® 5% Back to School Program can be used in addition to this discount program.

- The Office Depot® Gift Card cannot be used as a form of tender with this program.

- If using a debit card, please use the credit feature to realize the discounts.

- Additional discounts may not apply to retail-only items.

- In the event retail is running a clearance sale or promotion, the system will recognize the lower price.

Q: What will I need to do at the register when checking out?

- Simply provide the Store Purchasing Card for payment.

- You do not have to identify yourself as a member of the Store Purchasing Card Program.

- If the BSD Client account has been established to accept other payment options, you will have the option to pay by cash, check or credit card. Once payment has been rendered, the discounted price will be reflected on your receipt.

- There will be no documentation showing the retail price compared to your discounted price.