



Office Depot Max Reference Guide

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Key Contacts

Erin Rodriguez
Solutions Development Manager
erin.rodriguez@officedepot.com –copy on all communications
Tel: 832.269.7540

Production Center:
Shundrick Williams or Customer Service Representative
Customer Service
rpf2956@officedepot.com and shundrick.williams@officedepot.com (copy both)
Tel: 972.602.4289 *Please call for Urgent Issues*

The Production Center will be co-coordinating and distributing the files and work orders to the production facilities and will be the primary contact for any questions. The Production Center will also be responsible to assembling the tracking data that is reported back to the customer and coordinating the billing data for the Docman orders

Web to Print /DocMan Team
Amy Kestner, Shannon Marshall or Misty Martin
Cpd.customeronlinesupport@officedepot.com
800.817.8138

The Web to Print team will assist with questions regarding uploading documents or can assist with order placement and billing questions.

Turn Times 3 to 5 business days starting the day after order is submitted plus ground shipping time. All orders will be sent through Central Shipping and Receiving.

**OfficeMax**
WORK WITH US™

Business to Business Solutions

[View Current Flyers](#)

Integrated SolutionsSuppliesTechnologyFurniturePrint Services

 **Customer Login**
Username or PIN 2

Password 3

Log in 4
[Forgot your password?](#)
[Request a Username or PIN](#)

CHECK OUT OUR NEW
INK & TONER FINDER 

OfficeMax® Ink & Toner Recycling Program

It's a FREE and simple way to recycle all brands of used ink and toner cartridges as remanufactured cartridges and/or other products.

Ways to Recycle

- Click **Create New Custom Print Order** to access the User Home (landing page) of Document Manager 2.0.

OfficeMax
WORK WITH US™

Manage Orders **Your Profile**

Shopping
Create New Office Product Order
Saved Orders
Repeat Orders
Manage Shopping Lists
Browse Catalog Only

Print & Document Services
Create New Custom Print Order

Service Center
Order History
Invoice Copy
Track an Order
Request a Return
Customer Service

Manage Orders
Hello, Joe Smith.

Order Updates

Message Board
Subject Start Saving on Office Products Today!
From S Account
Date 3/10/2011

You can start shopping now by clicking on Browse or Order! You can start shopping now b
Browse or Order!

Other Messages:

Subject	Date
Using the Message Board	8/4/2011
Start Saving on Office Products Today!	3/10/2011

- The User Home (landing page) page displays.

Home | My Account | CONTACT US | HELP | FAQ | LOGOUT

OfficeMax
IMPRESS
PRINT & DOCUMENT SERVICES

Logged in as Gina Ferrante
User Home

UPLOAD AND PRINT | ORDER FROM YOUR CATALOG

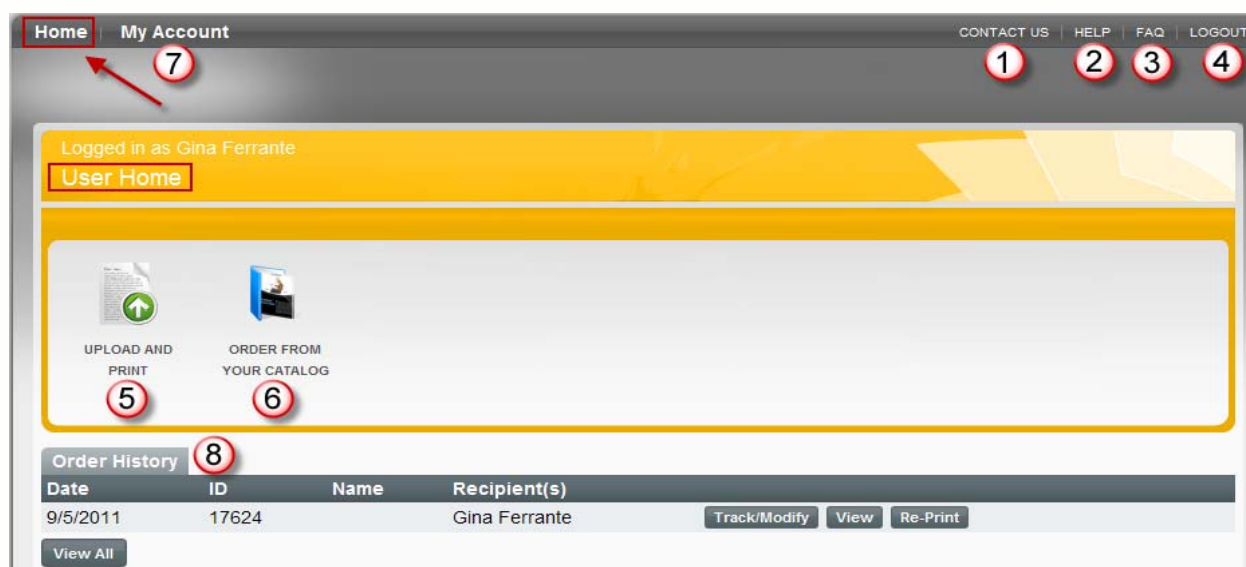
Order History

Date	ID	Name	Recipient(s)	
9/6/2011			Gina Ferrante	Resume
9/5/2011			Gina Ferrante	Resume
9/5/2011	17624		Gina Ferrante	Track/Modify View Re-Print

[View All](#)

Home Page Introduction

After logging into OfficeMaxSolutions.com and clicking on the Create a New Custom Print Order link, you will arrive at the Document Manager 2.0 Home Page (also known as the “Landing Page”). Notice that it recognizes your name based on your logon credentials. The Home Page will display the ordering methods which are available to your logon. Orders previously placed by you will also display on the Home Page. You will see several links on the Home Page which will take you to different areas of the application. Review these links below.



1. **Contact Us:** The “Contact Us” page provides information on how to get in touch with OfficeMax ImPress Customer Service.
2. **Help:** The “Help” page will populate help topics in a question and answer format. Use the “Help” page to familiarize yourself with topics for “New Visitors” and “Tips on Using our Service”.
3. **FAQ:** The “FAQ” page will populate frequently asked questions and their answers.
4. **Logout:** Clicking on “Logout” will log you out of the application.
5. **Upload and Print:** The “Upload and Print” ordering method will allow you to upload files and/or select files from your filing cabinet(s) to submit for print jobs.
6. **Order from Your Catalog:** The “Order from Your Catalog” ordering method will allow you to select documents for print jobs that you have previously assigned finishing options to (preconfigured items).
7. **My Account:** The “My Account” page allows access to five different options which are listed on the next page. Use the “My Account” page to view your order history, edit your contact

Note: All orders need to be placed from a single ordering method such as Upload and Print or Order from Your Catalog.

Upload and Print

This section includes the basic steps for uploading files, printing, selecting the delivery method and submitting the order.

1. On the User Home page, click on the **Upload and Print** icon.



2. In the **Account** drop-down menu select your account number.
3. Select a consignee by following one of the steps listed below:
 - a. Click in the **Consignee** field and select one of the consignees that displays.
 - b. Enter a consignee in the **Consignee** field.

Note: The account field and consignee field are determined based on your officemaxsolutions.com setup. If you only have one account number or consignee you will not need to make a selection.

Note: As you type in the consignee field, the list of consignees available is reduced to your matches.

4. Optional: Enter an **Order Name**.
5. Add file(s) to your order by clicking on either the **Document Upload** or **From File Cabinet** button.

Document Upload: The Document Upload option allows you to select and upload unique files.

From File Cabinet: The From File Cabinet option allows you to use files that have been saved in a filing cabinet either your personal filing cabinet or a filing cabinet created by a corporate administrator.



Document Upload Option

To use Document Upload follow these steps:

- Click on the **Document Upload** button.
- Click on the **Browse** button to locate the file to upload.
- Optional: Enter a description for the file in the **Description** field.
- Optional: Save the file to a file cabinet. See the “Manage File Cabinet” section for more information.
- Follow steps b-d for each file you want to upload.

Note: PDF is the recommended file type but there are other options including Microsoft Word, PowerPoint, Zip files and different graphic files.

Note: Only six files can be uploaded at a time. To upload more files, return to this page and upload additional files. Or, add all your files to a single zip file and upload that single zip file. Document Manager 2.0 will then extract all the files from the zip file.

- Click **Upload and Continue**.

Logged in as Gina Ferrante
File Upload

Step 1 Add Documents Step 2 Print Options Step 3 Delivery Options Step 4 Review & Complete

Preferred applications and file types include:

Microsoft® Word	Adobe® Acrobat PDF	Corel® Word Perfect
Microsoft® Excel	Adobe® Illustrator	Rich Text Format
Microsoft® PowerPoint	Adobe® PhotoShop	EPS, TIFF, GIF, JPG, PNG
Microsoft® Publisher	Adobe® InDesign	Zip Files
Microsoft® Visio		

Click the "Browse" buttons to select up to six files

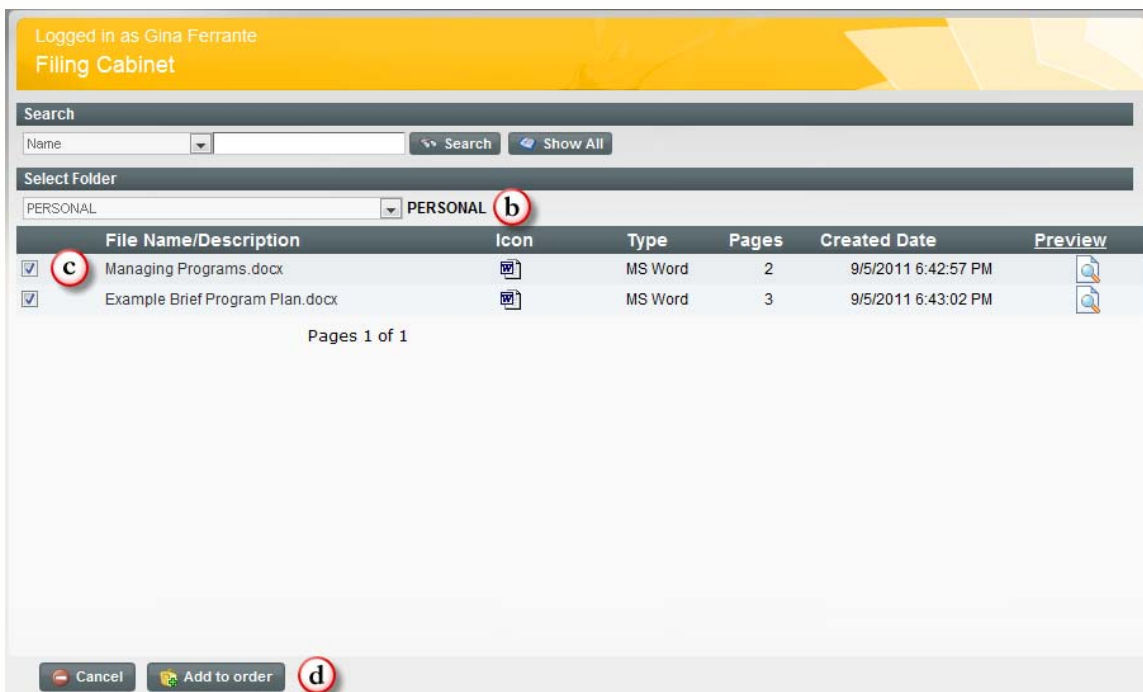
File Name	Description	Save Files to File Cabinet
<input type="text"/> <input data-bbox="451 772 483 814" type="button" value="Browse..."/>	<input type="text"/>	----- Don't Save to File Cabinet ----- <input data-bbox="1214 772 1247 814" type="button" value="v"/>
<input type="text"/> <input data-bbox="386 814 418 856" type="button" value="Browse..."/>	<input type="text"/>	----- Don't Save to File Cabinet ----- <input data-bbox="1198 814 1230 856" type="button" value="v"/>
<input type="text"/> <input data-bbox="386 856 418 898" type="button" value="Browse..."/>	<input type="text"/>	----- Don't Save to File Cabinet ----- <input data-bbox="1198 856 1230 898" type="button" value="v"/>
<input type="text"/> <input data-bbox="386 898 418 940" type="button" value="Browse..."/>	<input type="text"/>	----- Don't Save to File Cabinet ----- <input data-bbox="1198 898 1230 940" type="button" value="v"/>
<input type="text"/> <input data-bbox="386 940 418 982" type="button" value="Browse..."/>	<input type="text"/>	----- Don't Save to File Cabinet ----- <input data-bbox="1198 940 1230 982" type="button" value="v"/>
<input type="text"/> <input data-bbox="386 982 418 1024" type="button" value="Browse..."/>	<input type="text"/>	----- Don't Save to File Cabinet ----- <input data-bbox="1198 982 1230 1024" type="button" value="v"/>

From File Cabinet Option

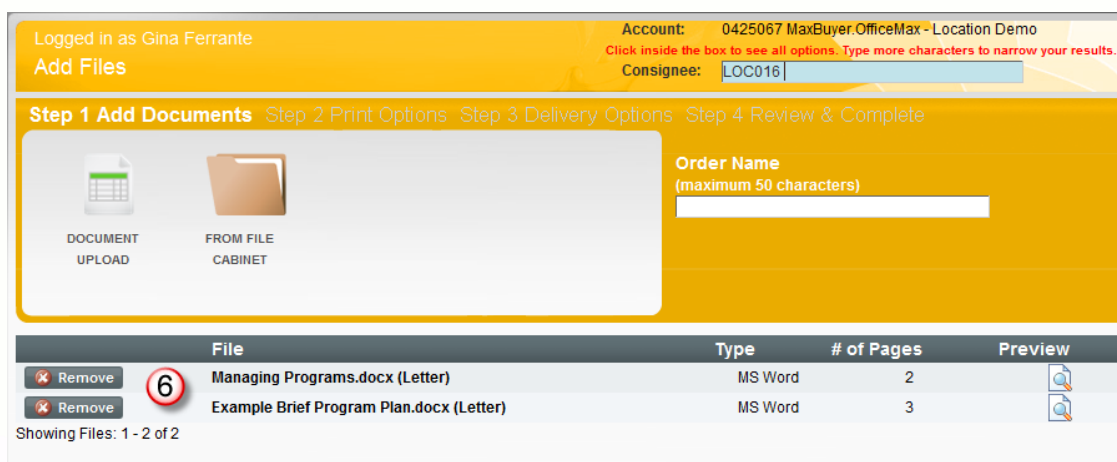
To use From File Cabinet follow these steps:

- On the Add Files page, click on the **From File Cabinet** button.
- Select the folder the file is located in from the Select Folder section.
- Select each of the files that needs to be added to your order by clicking in the checkbox for each of the files.
- Click **Add to Order** to add all the files and return to the Add Files page.
- Follow steps a-d for each folder you would like to select files from.

Note: You use a combination of both Upload File and From File Cabinet to add files to your order on the Add Files page.



- Once you Upload or Add files, each file will be listed on the Add Files page.



- From the Add Files page, click **Continue** to access the Choose Print Options page.
- Enter the quantity for each file that has been added to the order. Click the update button to see the new order value.

Select Print Options

9. The default print specifications displays under the title of the document. To make changes to these print specifications on a specific file follow the steps listed below.
 - a. Click the **Print Options** button to select printing, binding and finishing options.

Logged in as Gina Ferrante Account: 0425067 MaxBuyer.OfficeMax - Location Demo
Choose Print Options Consignee: LOC016

Step 1 Add Documents **Step 2 Print Options** Step 3 Delivery Options Step 4 Review & Complete

Order Value: \$0.20

Below is a summary of the current print specifications for each document. You can review and customize each document by clicking "Print Options".

Document	Quantity	Options
Example Brief Program Plan.docx 3 Letter-sized pages 8.5 x 11 (Letter) Date: 9/7/2011 4:43:57 PM Format: Black & White - Single Sided Paper: White 20# (White)	1 Update	a Print Options Change Final Size Add tabs

- b. Make changes to any of the Print & Binding options. See Appendix A for the Printing and Binding Specifications.

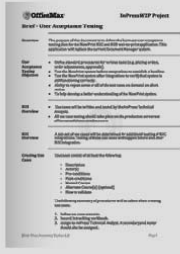
Note: As you make changes to the print options the active preview is updated to display your selection.

- c. Use the Page Exception feature if one or more pages in your document require different print options.
 - d. Click on **Finishing Options** to select any required finishing items such as laminating or cutting. See Appendix B for the available Finishing Options.

Step 1 Add Documents **Step 2 Print Options** Step 3 Delivery Options Step 4 Review & Complete

Order Name: Order Value: \$0.00

Online Preview: Please proof your document before printing



File Information:

Name: Example Brief Program Plan.docx

Original Size: Letter

Pages: 3

Final Size: Letter

Printing & Binding:

Format: Black & White - Single Sided

Paper: White 20#

Binding: None

Front Cover: None

Back Cover: None

Finishing Options:

Page Exceptions

Change Final Size

Paper Color: White

Front Cover Color: None Available

Back Cover Color: None Available

- e. Click on the checkbox next to the required finishing item. Some finishing items will also need a selection in the corresponding drop-down menu. For example, to select 3-Hole drilling, select the drilling checkbox and then select "Drilling - 3 Hole" from the drop-down menu.

Finishing Options: Close

☐ **Cutting** Cutting - 1/2 (Yields 2)

☐ **Drilling** Drilling - 2 Hole

☐ **Folding** Folding - Half Fold

☐ **Laminate** Laminate - 10 Mil LTR

☐ **Padding**

Quantity:

Sheets per Pad:

☐ **Shrinkwrap**

Quantity:

Sheets/Items per Shrinkwrap:

Note: When selecting a finishing item from the drop-down, the icon changes based on what you select.

10. To Change the Final Size of your document, follow the steps below.

- a. Click **Change File Size**
- b. Select either Preset Size or enter a custom size (in inches).

Note: The custom size cannot exceed 60 inches in width or height.

- c. Click **Save Changes** to return to the Print Order Submission page.

Logged in as Gina Ferrante
Modify Document Output Size

Select your Finished Size

Name: Example Brief Program Plan.docx
Original Size: Letter 8.5 x 11.0

You can choose to enlarge or reduce your print using the options below:

☒ Preset sizes: b 8.5 x 11 (Letter) a

☐ Custom size: Height: Width:

Note: Either the height or width must be less than 60 inches

- d. Once you have made all the print option selection, click **Save** to return to the Choose Print Options page.

Add Tabs

11. To add tabs or dividers to your document follow the steps below.

- a. On the Choose Print Options page, click **Add Tabs**.

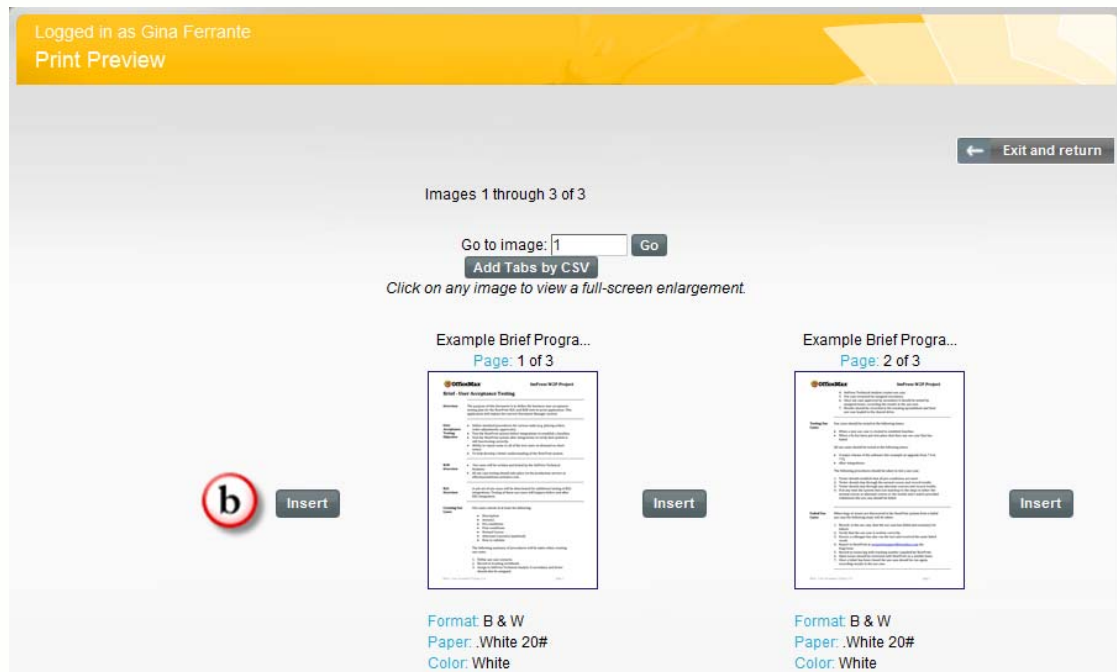
Below is a summary of the current print specifications for each document. You can review and customize each document by clicking "Print Options".

Document	Quantity	Options
Example Brief Program Plan.docx	1 a Update	Print Options Change Final Size Add tabs

3 Letter-sized pages
Date: 9/5/2011 6:43:02 PM
Format: Black & White - Single Sided
Paper: White 20# (White)

- b. Click the **Insert** button after the page where you want to insert the tab.

Note: If your document is double sided, the tabs can only be inserted after the back side of the page.



- c. In the **Type** drop-down select the type of tabs you would like to insert.
- d. In the **Font Choice** drop-down select the font you would like on you tabs.
- e. In the **Line 1** field enter the text for line 1.
- f. In the **Line 2** field enter the text for line 2.
- g. In the **Line 3** field enter the text for line 3.
- h. Click **Insert**.

Logged in as Gina Ferrante
Tab and Separator Wizard

Choose your tab or separator settings below and click the "Insert" button. The system will create a new tab or separator and insert it between the two pages below.

Tabs and Separators

Type: B&W Mylar Tabs 5 Bank c

Font Choice: Arial d

Tab Label

Line 1: e

Line 2: f

Line 3: g


Upload CSV File

Upload the completed tabs csv file. For help, download this [template](#) and edit it using MS Excel or another spreadsheet application.

h

Example Brief Progra...

Page: 1 of 3



Format: B & W

Cover Paper: White 20#

Color: White

- i. Repeat steps b-h for each tab that should be inserted.

Note: Multiple tabs can be uploaded into a single document using Upload CSV File. Under the Upload CSV File section click on template to download an example template that can then be modified and uploaded into the document.

12. Now that you have completed selecting your print options, click **Continue** to select your delivery options.

Delivery Options and Place Order

13. To complete the Delivery Instructions follow the steps below:
 - a. Enter any special instructions in the Special Order Instructions text box.

Note: If you enter any production specifications here the price of your document may be adjusted by the producing location after your order has been submitted.

- b. If your account requires a cost center select or enter it any the **Cost Center** field.
- c. If available enter a value in the **Release** field.

Note: If you enter something in the Release field but do not select a cost center the release field will not display on your invoice.

- d. Add any additional recipients to the order by either selecting **New Recipient** or **From Address Book**.

Note: If multiple recipients are added to an order you will receive a separate invoice for each recipient.

- e. Select the Delivery method. The options below are available.

Delivery: If delivery is selected your order will be routed automatically to the appropriate production location. There is no need to select a location.




Pickup: If pickup is selected a list of available stores will be displayed. Please make a selection from one of these stores.

Note: Depending on the setup of your site your delivery option may be different than those displayed above.

- f. Select the date the order needs to be delivered by.
g. Click **Continue** to access the Review and Complete page.

Logged in as Gina Ferrante Account: 0425067 MaxBuyer.OfficeMax - Location Demo
Choose Delivery Options Consignee: LOC016

Step 1 Add Documents Step 2 Print Options **Step 3 Delivery Options** Step 4 Review & Complete


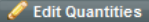
 NEW RECIPIENT
 FROM ADDRESS BOOK
 YOURSELF

Order Value: \$3,999.96
Special Order Instructions: **a**

This order can be produced in its entirety only at the OfficeMax location(s) listed. Other locations are not available.
Click inside the box to see all options. Type more characters to narrow your results.

COST CENTER: **b** SELECT A COST CENTER **c** RELEASE:

☒ Use the same cost center and release code for all recipients

Recipient	c Select Delivery	Quantity
 Gina Ferrante MaxBuyer.OfficeMax - Location Demo 263 Shuman Blvd. Naperville, IL 60563	f Delivery <input type="text" value="9/9/2011"/>	

Cancel Order **Previous** **Continue** **g**

14. Click on the View Receipt Details to review your order.
15. Enter a PO Number in the PO Number field.

Note: Depending on the setup of your site, the PO Number may or may not be required.

16. Click **Place Order**.

Logged in as Gina Ferrante
Review and Place Order

Account: 0425067 MaxBuyer.OfficeMax - Location Demo
Consignee: LOC016

Step 1 Add Documents Step 2 Print Options Step 3 Delivery Options **Step 4 Review & Complete**

Summary Receipt:



[VIEW RECEIPT
DETAILS](#)

Order Total:

Items Subtotal:	\$3,999.96
Shipping and Handling:	\$0.00
Total:	\$3,999.96

Special Order Instructions:

Confirm your order details by viewing the summary receipt. Specify payment information and click the "Place Order" button.

Payment Information

Field:

Enter Order Information:

Comments:

PONumber

15

Cancel Order

Previous **Place Order**

16