



Answers to Your Frequently-Asked Questions

The NAIFA Member Benefit Program with Office Depot

1. How do I participate in the NAIFA / Office Depot Program?
2. What types of discounts are available?
3. What products receive “Best Value” pricing?
4. After signing up, how soon can I purchase items at my local retail store and how can I be certain to receive the NAIFA discount?
5. What Website offers “Best Value” pricing and other NAIFA discounts?
6. I have an Office Depot purchasing card. Can I use it to receive the NAIFA discount?
7. I have an Office Depot business account. Can I use it to receive the NAIFA discount?
8. I have an Office Depot Advantage Card. Can I use it to receive the NAIFA discount?
9. My local Office Depot has an item on sale. The Website price is higher than the store price. Can I purchase the item online at the store price?
10. Are computers and laptops included in the NAIFA / Office Depot Program?
11. How do I make changes to my account?
12. I signed up for the program several weeks ago and have not received any information. What should I do?



1. How do I participate in the NAIFA / Office Depot Program?

In order to participate, you must register for the NAIFA / Office Depot Program. Simply visit the NAIFA/Office Depot Login Page located in the *Business Resources* section of the NAIFA Website [Business Resources | NAIFA](#). A NAIFA / Office Depot consultant will contact you within 3-5 business days to complete the registration process. Once your account is established, you may place orders via phone, online or at a retail store.

2. What types of discounts are available?

The NAIFA / Office Depot Program provides average savings of 30% off the standard list price of thousands of Office Depot items plus “Best Value” pricing on hundreds of essential office products. In addition, the NAIFA program offers monthly specials, which are posted at the beginning of each month in the *Business Resources* section of the NAIFA Website [Business Resources | NAIFA](#).

3. What products receive “Best Value” pricing?

Essential, high-volume products – pens, paper, toner, folders, etc. – receive “Best Value” pricing. A complete list of “Best Value” items is located in the *Business Resources* section of the NAIFA Website [Business Resources | NAIFA](#).

4. After signing up, how soon can I purchase items at my local retail store and how can I be certain to receive the NAIFA discount?

Once you complete the NAIFA/Login Page, you must register a valid credit card with Office Depot in order to activate your account. You may contact Chip Wingfield, consultant for the NAIFA/Office Depot Program at chip.wingfield@officedepot.com. He will facilitate the registration process and activate your account within 24 hours. As long as you use the registered credit card, you will receive the NAIFA discount whether you place orders via phone, online or at a retail store.

5. What Website offers “Best Value” pricing and other NAIFA discounts?

The Office Depot Business Solutions Division Website at <http://bsd.officedepot.com> offers exclusive NAIFA pricing. You will not be able to access the site until you register for the NAIFA / Office Depot Program via the NAIFA/Login Page. Upon entering the site, click on *My Shopping Lists* along the left-hand menu, followed by *NAIFA Company* to view an order form with “Best Value” pricing.

6. I have an Office Depot purchasing card. Can I use it to receive the NAIFA discount?

No, a store purchasing card cannot be linked to the NAIFA / Office Depot Program as the card is for billing purposes only. In order to receive the NAIFA discount, you must register for the NAIFA program and provide a valid credit card number. You may contact Chip Wingfield, consultant for the NAIFA/Office Depot Program at chip.wingfield@officedepot.com. He will facilitate the registration process and activate your account within 24 hours. As long as you use the registered credit card, you will receive the NAIFA discount whether you place orders via phone, online or at a retail store.

7. I have an Office Depot business account. Can I use it to receive the NAIFA discount?

No, your existing business account cannot be linked to the NAIFA / Office Depot Program. In order to receive the NAIFA discount, you must register for the NAIFA program and provide a valid credit card number. You may contact Chip Wingfield, consultant for the NAIFA/Office Depot Program at chip.wingfield@officedepot.com. He will facilitate the registration process and activate your account within 24 hours. As long as you use the registered credit card, you will receive the NAIFA discount whether you place orders via phone, online or at a retail store.

8. I have an Office Depot Advantage Card. Can I use it to receive the NAIFA discount?

No, your Advantage Card cannot be linked to the NAIFA / Office Depot Program as the card is for a separate retail program. In order to receive the NAIFA discount, you must register for the NAIFA program and provide a valid credit card number. You may contact Chip Wingfield, consultant for the NAIFA/Office Depot Program at chip.wingfield@officedepot.com. He will facilitate the registration process and activate your account within 24 hours. As long as you use the registered credit card, you will receive the NAIFA discount whether you place orders via phone, online or at a retail store.

9. My local Office Depot has an item on sale. The Website price is higher than the store price. May I purchase the item online at the store price?

Most retail stores are independently operated. Many times, a store will heavily discount an in-stock item in order to turnover inventory. When this occurs, the online price may be higher than the price offered by your local Office Depot. Retail store prices cannot be honored online as the national office has no control or direct knowledge of local pricing. When shopping at a retail store, be certain to use the credit card registered to the NAIFA /Office Depot Program so you will pay the lowest price available.

10. Are computers and laptops included in the NAIFA / Office Depot Program?

Office Depot's retail locations offer computers and laptops at extremely competitive pricing. Tech Depot, the technology division of Office Depot, also provides top-brand technology products and software licensing programs. You can access Tech Depot through the Office Depot Business Solutions Division Website at <http://bsd.officedepot.com>. You may also contact Al Lactawen of Tech Depot at 800-254-3875 or alactawen@techdepot.com. He will provide special pricing on all your technology needs.

11. How do I make changes to my account?

As the primary ("super") user, you may make some changes using the Office Depot Business Solutions Division Website at <http://bsd.officedepot.com>. You may also contact Chip Wingfield, consultant for the NAIFA/Office Depot Program at chip.wingfield@officedepot.com. He will assist in making your desired changes.

12. I signed up for the program several weeks ago and have not received any information.

What should I do?

You may contact Chip Wingfield, consultant for the NAIFA/Office Depot Program at chip.wingfield@officedepot.com. He will facilitate the registration process and activate your account within 24 hours.

The NAIFA / Office Depot Customer Support Team

NAIFA / Office Depot Customer Service Desk	888-263-3423
Office Depot Website Support	800-269-6888
Chip Wingfield – Office Depot NAIFA Consultant Business Development Manager	800-890-4914, Ext 3050 Chip.Wingfield@officedepot.com
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