


FAQ's for ECheck

Will I receive any confirmation for my payment?

Yes, at the time of making a payment, you or the customer service agent will be required to enter an email address where a confirmation page will be sent. Office Depot also will keep a copy of the confirmation. A sample confirmation page is below, it will come from no.replies@officedepot.com and the subject will say Office Depot ECheck Payment Confirmation.

 Confirmation

Dear **OFFICE DEPOT TEST ACCOUNT**,

This is to confirm your authorization for payment to Office Depot as noted below:

Bank Account Number: **XXXXX376**
Bank Confirmation Number: **7264415**
Effective Date: **05-Jun-2015**
Payment Amount: **\$1.00**
OD Payment Number: **335938510**

User Id: **481950**
Date: **04-Jun-2015 08:55:51 EST**

The payment will be completed on the effective date or shortly thereafter and will appear on your bank statement as: **OFCDEPOT ECHECK BILL MGMT.**

Please print a copy of this receipt and retain for your records.

Please allow 48 hours for the payment to reflect on your Office Depot account.
If this is your first time making an ACH/Echeck payment to Office Depot, and to ensure proper processing, please notify your bank and have Office Depot added as an authorized debtor.

Thank you for your continued business.

- **Bank Account Number** – The bank account number used to make payment. For security purposes, only the last 3 characters will be displayed.
- **Bank Confirmation Number** - The number Office Depot's processing partner provides to confirm receipt of the ECheck request.
- **Effective Date** – The day after payment is taken, and when our bank will begin processing the payment.
- **Payment Amount** – The amount of the payment
- **OD Payment Number** – The receipt number created in Office Depot's system and used for internal reference
- **User ID** – The user ID of the customer or agent taking the payment
- **Date** – Date payment was processed

How will the payment description appear on my bank statement?

You will see a charge for the dollar amount processed with a description of *"OFCDEPOT ECHECK BILL MGMT"*.

When will the funds be deducted from my bank account?

Please allow 2-3 business days for this charge to be reflected in your checking/savings account.

What assurance do I have that my banking information is safe?

Your bank account number will be masked on the confirmation page that is attached to the receipt.

Do I need to notify my bank to start processing ECheck payment(s)?

Some banks require suppliers (i.e., Office Depot) be listed as 'authorized' to direct debit a bank account. You should contact your bank to confirm their requirements. If your bank requires an authorization and one is not setup, the payment to Office Depot may be rejected by your bank.

Are there any service fees for making payment(s) by ECheck.

No. Office Depot does NOT charge any fees for making a payment by ECheck.

Is ECheck available for Canadian customers?

ECheck is only available for US Customers.

What are the minimum and maximum amounts of payment that can be accepted by ECheck?

The minimum payment amount must be \$1.00 and the maximum payment amount cannot exceed \$500,000 per payment. If you need to make a payment of more than \$500,000, then multiple payments will need to be processed.

If a payment was made in error or I change my mind, can the payment be cancelled?

If a payment was made in error, please contact customer service at (800) 721-6592 and they will facilitate a refund once the check has cleared.