

Commonwealth of Kentucky User Guide

MASTER AGREEMENT NUMBER: MA 758 2400000208

Welcome to the Commonwealth of Kentucky office supply purchasing program.
This guide will help you get started.

Dedicated Contact Methods

Call Customer Service to return an item or to inquire about an order that you placed.

Phone: 888-263-3423
Email: Strategicsupport@odpbusiness.com
Hours of Operation: Monday-Friday 8:00am-8:00pm. ET
Technical support: 888-263-3423

Program questions/escalations contact:

Joe Beliveau
Senior Account Manager | Public Sector
Phone#: (304)315 2559
Joe.Beliveau@odpbusiness.com

Michael Massey
Inside Sales Account Manager | Public Sector
Michael.Massey@odpbusiness.com

Holly Warner
Sales Consultant | Public Sector
Holly.Warner@odpbusiness.com

Bill Reiner
Business Development Manager | Cleaning & Breakroom Supplies
William.Reiner@odpbusiness.com
Phone: 412-298-6463

Home Page

Getting started with the office supplies program is easy: Once you are in the punch-out catalog you will see the ODP Business Solutions Home Page

Products

Shop for products by category.

Services

For ODP services such as:

Print and Copy, Coffee Services, PrintIQ, Shredding Services, Tech Services, Water Services, Workplace Interiors.

Orders

Order lookup / tracking.

Order By Item

Input item # to quickly add to cart.

Shopping Lists

View company or personal shopping lists

ORDER NO	ORDER DATE	PO NUMBER	COST CENTER	ORDERED BY	STATUS	TOTAL
603049573-001	04/03/2022	AUT_PO	AUT_CC	TESTER TESTER	In Process	\$205.42
602998826-001	04/01/2022	AUT_PO	AUT_CC	TESTER TESTER	In Process	\$205.42
603070549-001	03/31/2022	AUT_PO	n/a	GIBSON	In Process	\$30.24
603070475-001	03/31/2022	PO-MAX	n/a	GIBSON	Partially Shipped - additional items pending	\$907.25
603070476-001	03/31/2022	PO-MAX	n/a	GIBSON	In Process	\$86.27

Search:
Type in product: description ODP or manufacturer product codes. Predictive Search reduces keystrokes.



information / Website



Link to shopping cart / quick view cart qty.



Account Menu. My profile, shopping list, Order Tracking, etc.


Building Your Order

Step 1 Punch-out to the ODP Business site.

Step 2 Combine any of the following tools to build you order:

- **Catalog:** Click a category from the **Products**  **Navigation Bar** and select the category or sub-category to view products.
 - **Search:** Type item **Keyword** or **Item Number** and click **Search**. A summary of matching categories and the top-ranking items will appear. Choose a category or brand or go directly to an item. Results can be resorted by: Best Value (Contract), Price and Relevance. To filter search results by characteristics such as brand, size, color etc., click the desired characteristic listed on the left-side tool bar.
 - **Order by Item #:** Enter the Office Depot, manufacturer, or custom product code numbers, then quantity and click Add to Cart. For multiple items click:
+ Need to add more products?
 - **Shop from Personal or Company Wide Lists.**
Click  **Shopping Lists** then My Lists. To add an item to your shopping cart: enter the quantity desired, make sure the select box is checked, and then click **Add to Cart**. *Hint: If the shopping list quantities are preset to "0", simply click "Select all" and populate a quantity only on the desired items.*
-

Step 3 Review your selections, view ODP recommended savings opportunities, save items for later in a shopping list, or add to custom shopping lists.

Step 4  When ready click on "Check Out" in the shopping cart to proceed to the eMars system to complete your order. Orders received by 5:00 pm local time will be processed for next available day delivery.

Additional Information

IMPORTANT

You will receive an order confirmation via email after you complete your order. You will use the email confirmation to reconcile your p card purchase.

RETURN PROCEDURES

Call in or email returns directly to Customer Service:

Phone: 888-263-3423.

Email: Strategicsupport@odpbusiness.com

To ensure accurate credit and pick up, please have the following information available.

- Original order number as issued by ODP Business Solutions or your PO#
- Item (SKU) number of product being returned
- Reason for the return

The information is located on your packing slip or order confirmation.

Once your return request is processed, your Customer Service Representative will provide you with a RETURN AUTHORIZATION NUMBER and inform you of the process, which will take place to pick up the item and process the credit due.