

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 and 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:

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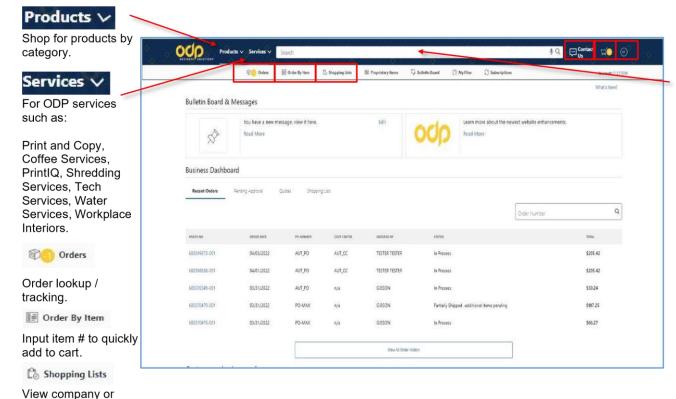
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Home Page

personal shopping lists

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



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 Navigation Bar and select the category or subcategory 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 readyclick 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.