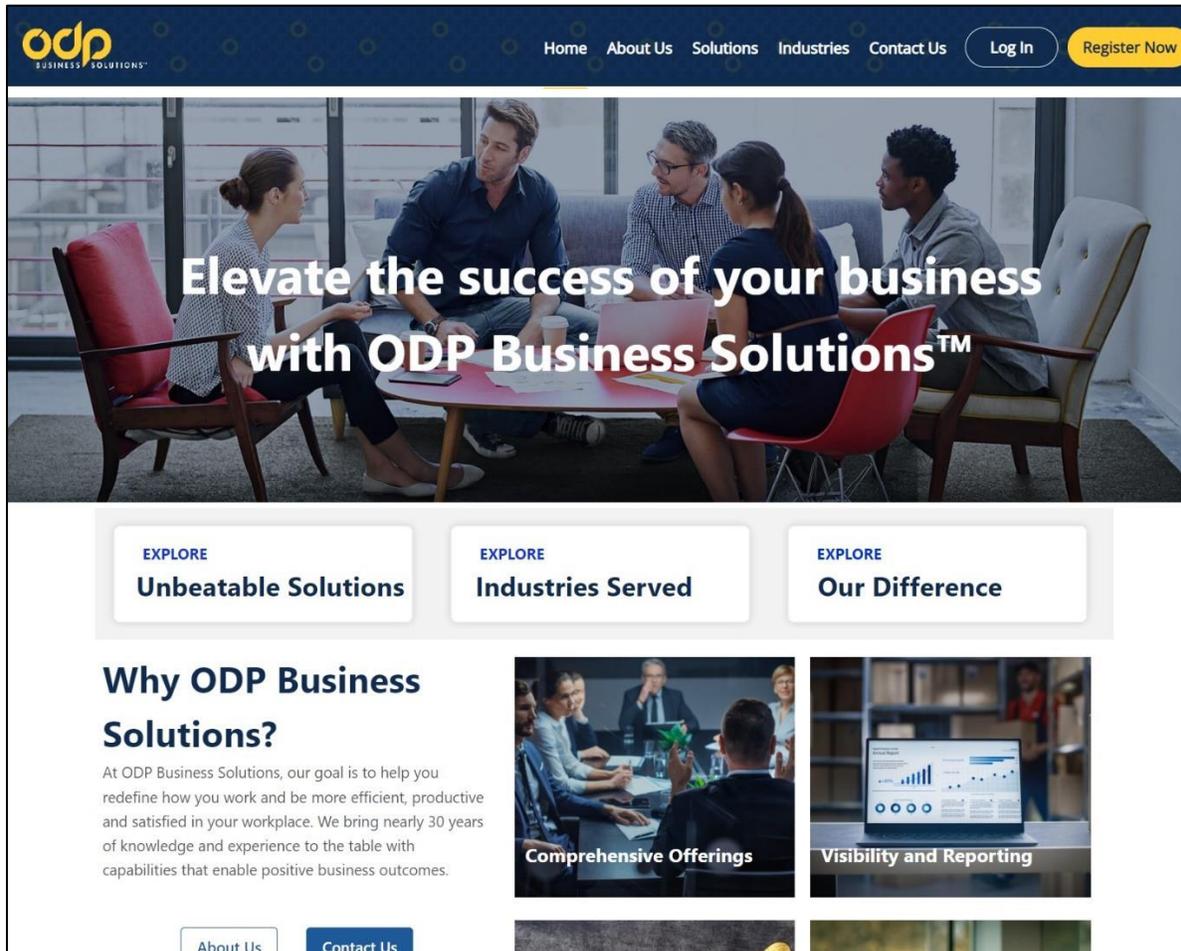


www.odpbusiness.com

User Guide



The screenshot shows the homepage of the ODP Business Solutions website. At the top is a dark blue navigation bar with the ODP logo on the left and links for Home, About Us, Solutions, Industries, and Contact Us in the center. On the right side of the navigation bar are buttons for 'Log In' and 'Register Now'. Below the navigation bar is a large hero image of five business professionals sitting around a table in a modern office setting, with a laptop open. Overlaid on this image is the main headline: 'Elevate the success of your business with ODP Business Solutions™'. Below the hero image are three white boxes, each with the word 'EXPLORE' in blue and a title: 'Unbeatable Solutions', 'Industries Served', and 'Our Difference'. To the left of these boxes is a section titled 'Why ODP Business Solutions?' with a paragraph of text. To the right of this section are two image-based cards: 'Comprehensive Offerings' showing a meeting and 'Visibility and Reporting' showing a laptop with a dashboard. At the bottom of the page are two buttons: 'About Us' and 'Contact Us'.

odp
BUSINESS SOLUTIONS™

Home About Us Solutions Industries Contact Us Log In Register Now

Elevate the success of your business with ODP Business Solutions™

EXPLORE Unbeatable Solutions

EXPLORE Industries Served

EXPLORE Our Difference

Why ODP Business Solutions?

At ODP Business Solutions, our goal is to help you redefine how you work and be more efficient, productive and satisfied in your workplace. We bring nearly 30 years of knowledge and experience to the table with capabilities that enable positive business outcomes.

About Us Contact Us

Comprehensive Offerings

Visibility and Reporting

CONTACT INFORMATION

Contact

For Customer Service: Call 888.263.3423 (888.2.OFFICE)

Phone Hours of Operation:

Monday - Friday, 8:00 A.M. 8:00 P.M. (Eastern Time)

Live Chat:

For immediate support, chat in real time with an online representative

Chat Hours of Operation:

Monday - Friday, 8:00 A.M. 8:00 P.M. (Eastern Time)

SHIPPING AND DELIVERY SCHEDULE

Delivery schedule:

Monday - Friday. Order by 5:00 P.M. local time, and your order will be delivered the next business day (between 8:30 A.M. and 5:00 P.M.) in our local delivery areas. Some furniture, technology and special-order items are excluded. Deliveries outside our local delivery areas will be assessed a delivery charge based on total order weight.

MY ACCOUNT

My Account Manager is: _____

My Account Manager's Contact information _____

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Chapter 1: Time Saving Features

ODP has enhanced its website with more intuitive, time saving features for your convenience. We added expandable menus to help you navigate the site even faster. You can also quickly manage your Shopping Lists and keep track of your orders, making your online purchasing experience better and more efficient than ever.



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.

Messages

You have a new message, view it here. [Edit](#)
[Read More](#)

Learn more about the newest website enhancements. [Read More](#)

Order Number

ORDER DATE	PO NUMBER	COST CENTER	ORDERED BY	STATUS
04/03/2022	AUT_PO	AUT_CC	TESTER TESTER	In Process
04/01/2022	AUT_PO	AUT_CC	TESTER TESTER	In Process
03/31/2022	AUT_PO	n/a	GIBSON	In Process
03/31/2022	PO-MAX	n/a	GIBSON	Partially Shipped -additional items pending
03/31/2022	PO-MAX	n/a	GIBSON	In Process

[View All Order History](#)

Search:

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

Contact Us

Customer Service information / Website support.



Link to shopping cart / quick view cart qty.



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

Chapter 2: Getting Started

Login

Point your browser to www.odpbusiness.com. When the page opens, click the 'Log In' button.

At the login page, enter your Login Name and Password and click the "login button". Your Account Manager or Super User will provide this information. All password fields on odpbusiness.com now accept 8 to 30 characters.

Please Note: You will be given four opportunities to enter the correct Login Name and Password. After the fourth attempt to login using an incorrect password, your Login Name will be moved to an 'inactive' status and locked out. If your Login Name is made inactive, you will be instructed to contact ODP's Technical Support Desk for further assistance.

odp
BUSINESS SOLUTIONS™

Log In Register Now

Welcome to the Business Solutions Division

Registered Customers

Login Name

Password Show

Log In

Keep me logged in

[Forgot your login name/password? Need Help Logging In?](#)

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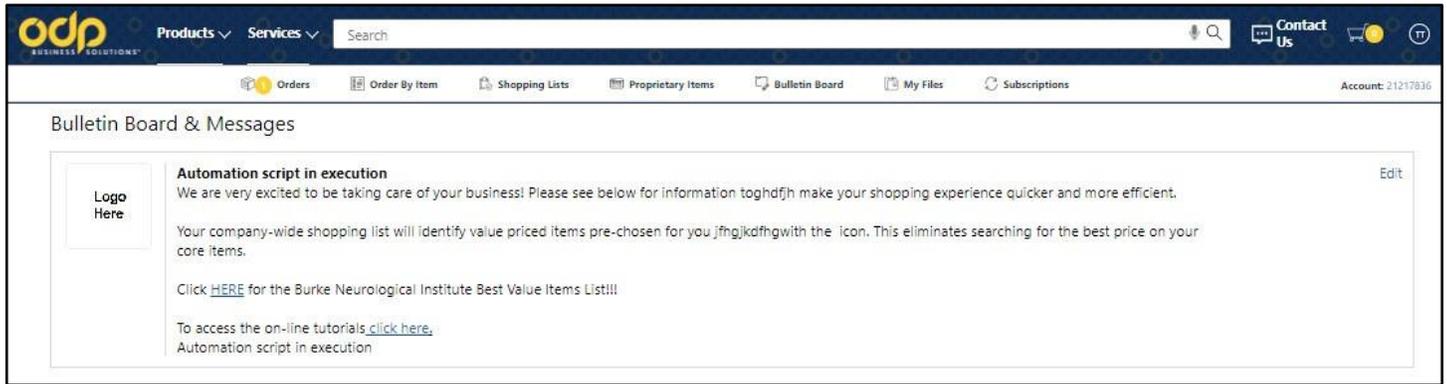
[Privacy Policy](#) | [Online Tracking Tools](#) | [Terms of Use](#) | [Terms & Conditions](#)

Forgot your Login and Password

At ODP, we take your security seriously. If you have forgotten your Login Name or password, click on the "forgot your login name/password?" link. With this feature, you can access the ODP business solutions website by providing the secret question and answer you previously selected. You may also contact your Super User or call 888.263.3423 and ask for Web Support.

Bulletin Board

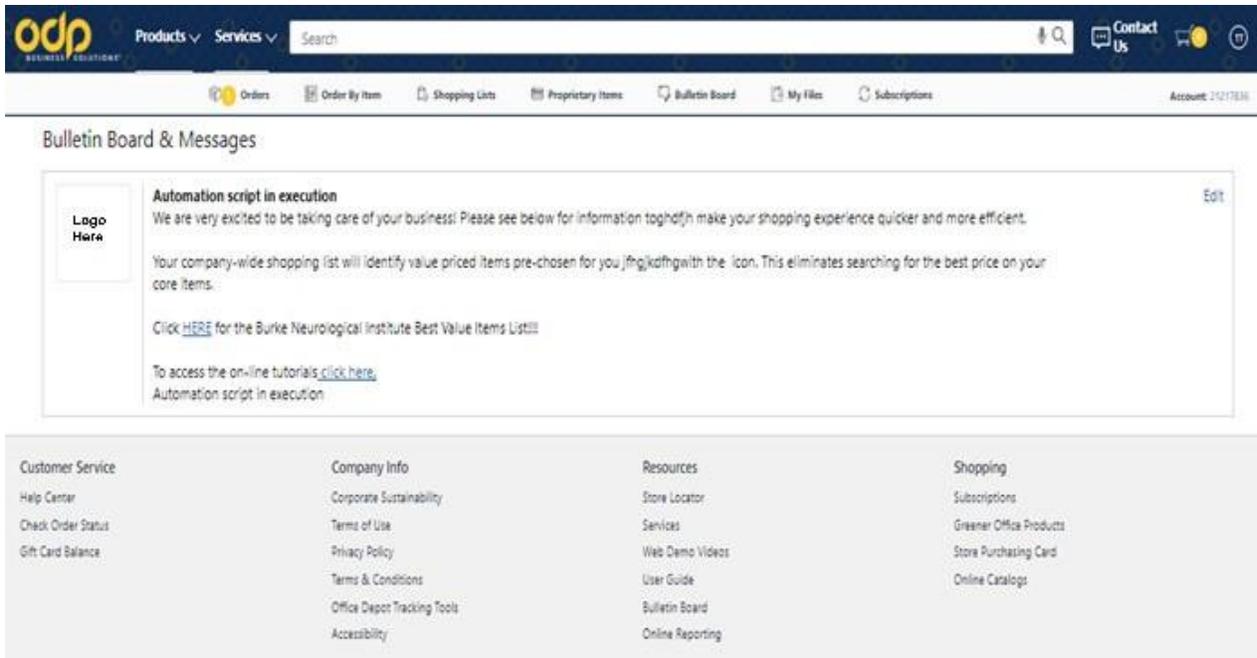
The Bulletin Board is a feature that can be used by your Company to communicate with end users. Your company's logo can be updated as often as necessary. The bulletin board allows Super Users from your company to add and edit information and messages to users.



Editing the Bulletin Board

Super users can edit the text on the “Messages” tab and insert their company’s logo. Click on the “Edit” button that is located on the right-hand side of the bulletin board. You are able to enter up to 4000 alphanumeric characters. The Bulletin Board also accepts HTML code. Please contact your IT Department or Account Manager for assistance. Always Click “Update” at the bottom of the page to save changes.

To place your company’s logo onto the bulletin board, or change an existing logo, e-mail either a .GIF or .JPG formatted graphic, by clicking on the “Email Image” button (your acct number will be tied to the e-mail when you submit your logo request). The technical Support Desk will confirm the integrity of the image and notify the sender when the image will be available for an upload.

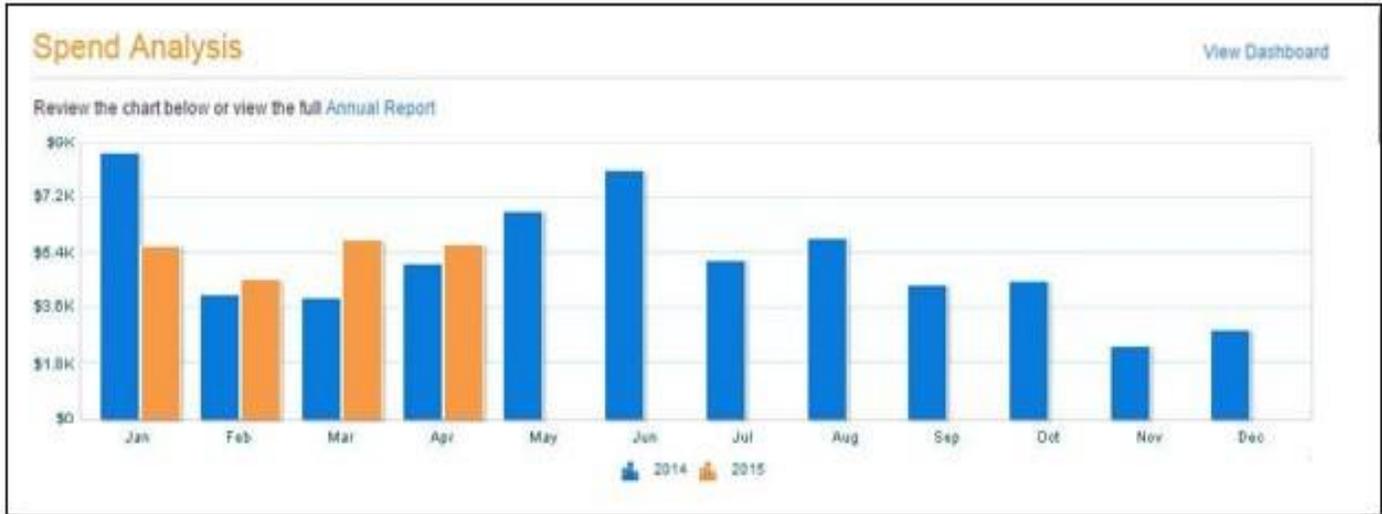


Dashboard

Also on the homepage, you will find the Spend Analysis dashboard. Click “View Dashboard” to see more options. You can also access the Dashboard via the My Account icon where you will find a suite of reports including “Spend Analysis”, “User Activity” and “Savings Opportunities”.

PLEASE NOTE: Dashboard views are dependent upon the User’s Account setup. Users will only see this option on the homepage if “Dashboard” has been enabled on their user profile.

Dashboard Continued



Search, Contact Us, Cart (0), WD

- Dashboard
- Bill Management
- Manage Account >
- My Profile >
- Orders >
- My Lists >
- Online Reporting >
- Order By Item
- Log out

Dashboard Continued

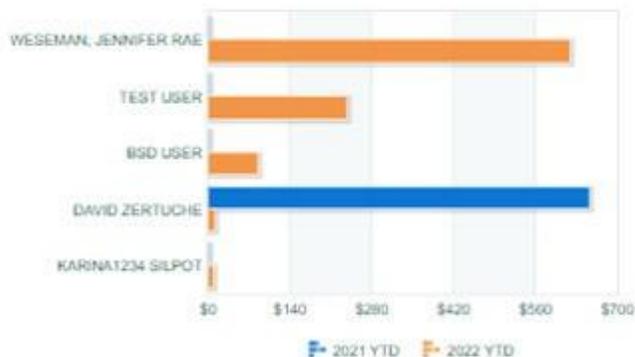
What is our annual spend with ODP?

Review the chart below or view the full Annual Report, by Ship To, by Cost Center



Who are the most active users? ⓘ

View the online order by users report for details



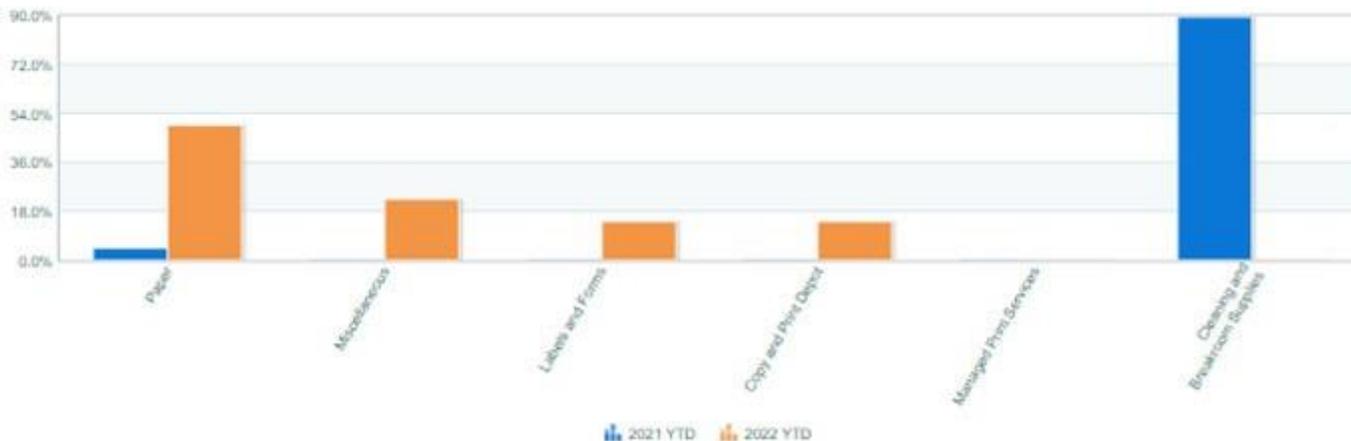
What is our average order size? ⓘ

Hover over chart for details

No data to display.

What are our top categories? ⓘ

Review the chart below, view the full Category Report, or learn how to save with Category Consolidation



Chapter 3: Order Entry

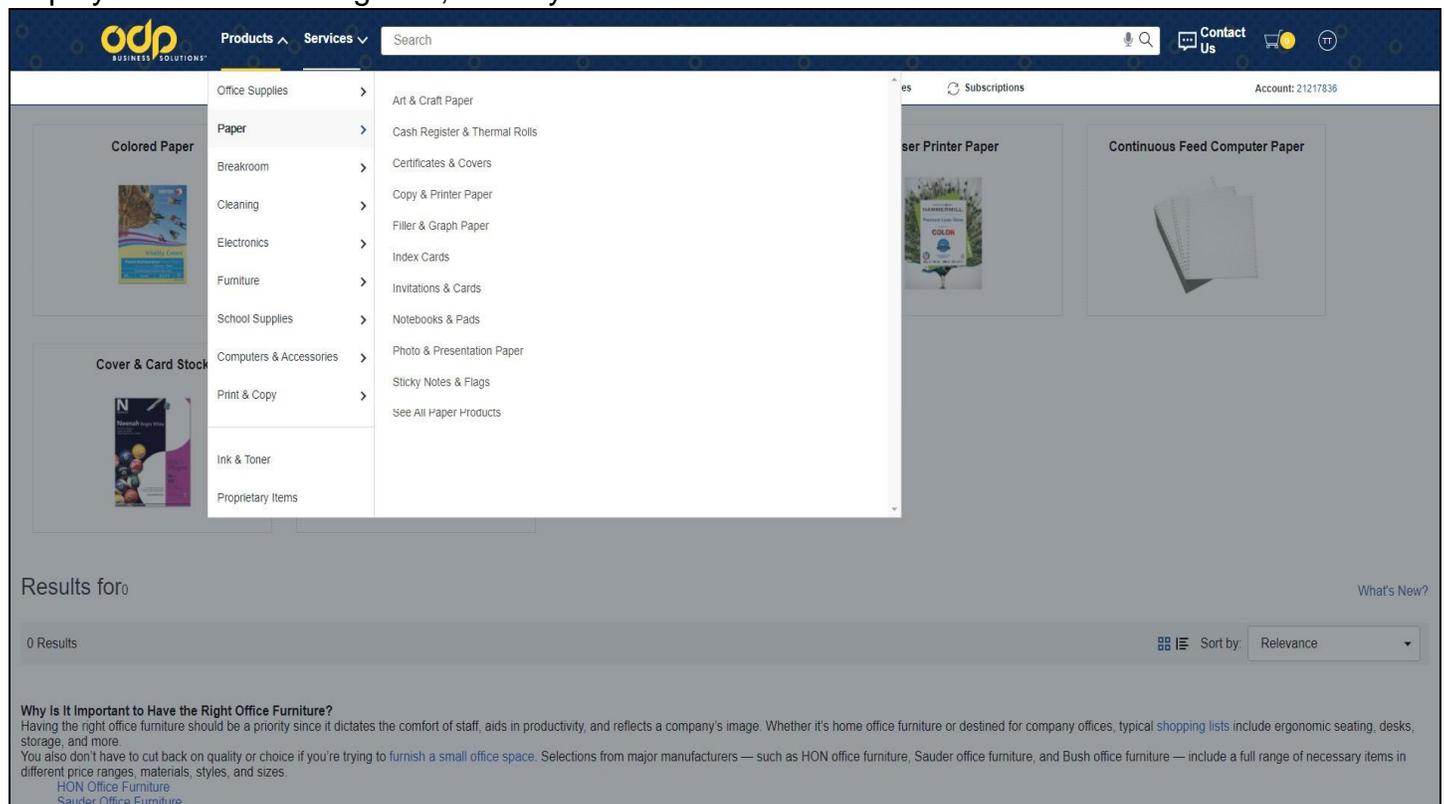
Searching the Catalog

You can search for products by keyword, ODP Item Number, Manufacturer Number, Customer Item Number, or Category. Searching by Item Number displays only one item while searching by keyword might yield a page or more of results.

For your shopping convenience, the Search feature appears on every page on the site.

Category Search

Select a category to browse by clicking on the category header in the navigation bar. Or, by placing your cursor on a product group, like Office Supplies, Furniture or Technology, the page will expand to show a list of all categories available. Select a category to view. Next, the page displays a list of subcategories, which you can select to view a list of all the items available.



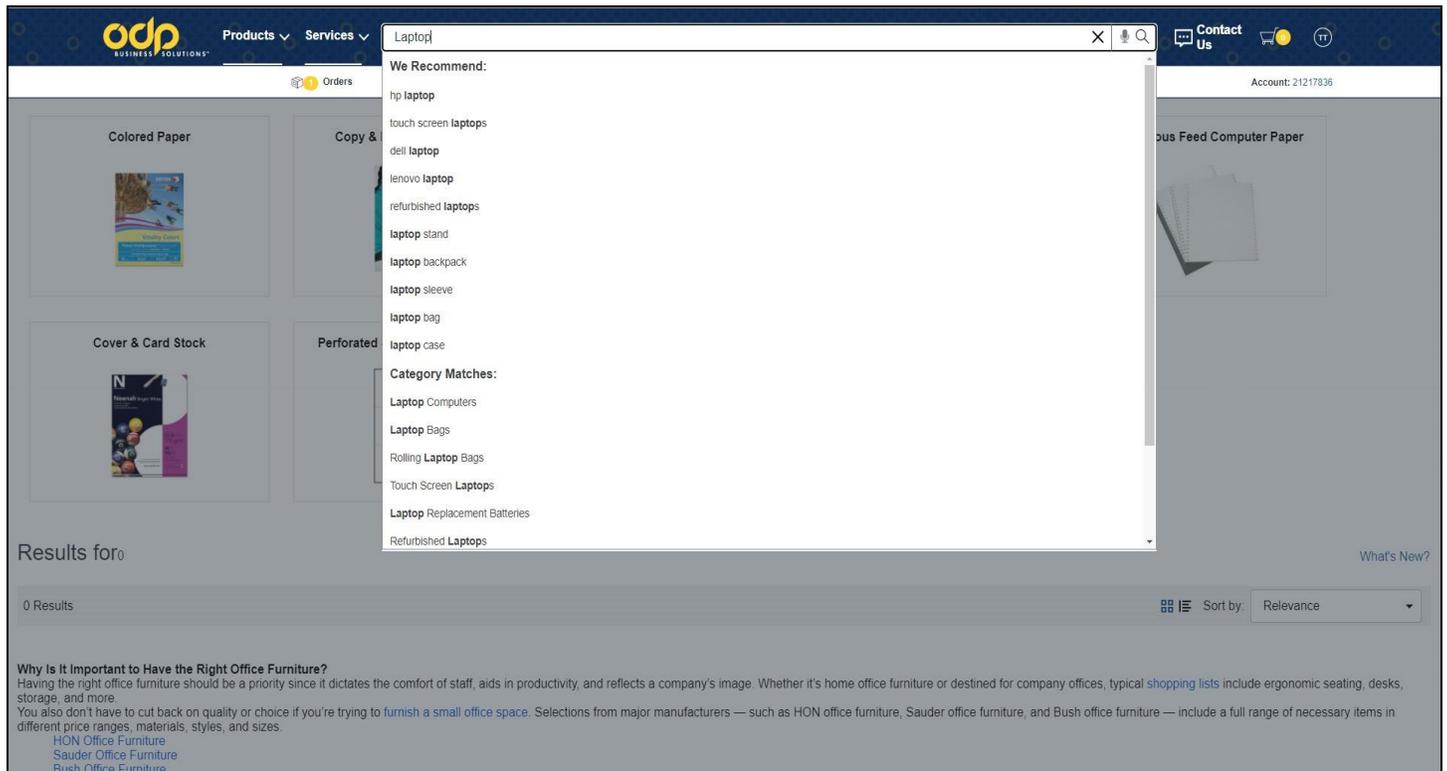
The screenshot shows the ODP Business Solutions website interface. At the top, there is a navigation bar with the ODP logo, "Products" and "Services" dropdown menus, a search bar, and icons for "Contact Us", a shopping cart, and a user profile. Below the navigation bar, a dropdown menu is open, displaying a list of categories: Office Supplies, Paper, Breakroom, Cleaning, Electronics, Furniture, School Supplies, Computers & Accessories, Print & Copy, Ink & Toner, and Proprietary Items. To the right of this menu, a list of subcategories is visible, including Art & Craft Paper, Cash Register & Thermal Rolls, Certificates & Covers, Copy & Printer Paper, Filler & Graph Paper, Index Cards, Invitations & Cards, Notebooks & Pads, Photo & Presentation Paper, Sticky Notes & Flags, and See All Paper Products. Below the navigation bar, there are two product listings: "Colored Paper" and "Cover & Card Stock". The main content area shows "Results for 0" with a "0 Results" message and a "Sort by: Relevance" dropdown menu. At the bottom, there is a section titled "Why Is It Important to Have the Right Office Furniture?" with text about office furniture and links to "HON Office Furniture" and "Sauder Office Furniture".

Please Note: On the search results page each line item displays an “Add to Cart” and an “Add to Shopping List” button. “Add to Cart” adds the item to the Shopping Cart for purchase and “Add to Shopping List” adds the item to Saved List for future reference.

You can narrow your search by selecting from the search refinement options located on the left side of the page.

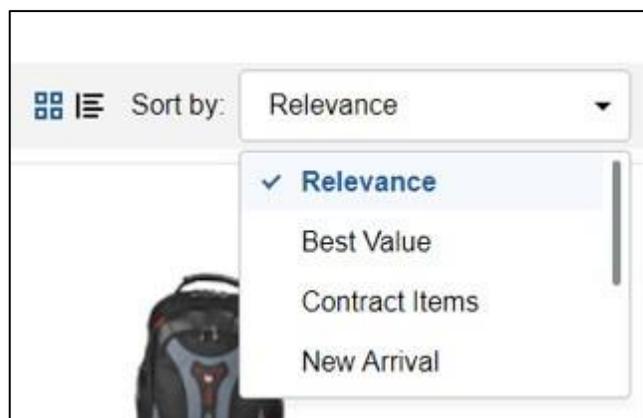
Keyword Search

Typing a keyword in the “Search” field will display “Search Suggestions” and “Category Matches”.



Advanced Sorting

With advanced sorting, you can sort your search results using attributes such as “Price”, “Best-Value” or “Contract Items”. Advanced sorting is only available when less than 400 results appear. Please use one of the search refinement options to narrow your search to less than 400 results.



Icon Legend

As you are viewing products, you will see various icons displayed beneath the product details.

The Icon Legend below represents special attributes for products that can be purchased through ODP. Some icons may not apply to all accounts.

 Delivery only
Indicates items that are available for delivery only.

 Store Pickup of Online Order Available
Indicates these items may be purchased online and acquired at the Office Depot® store you've selected.

 Sold in Stores
Indicates these items may be purchased at Office Depot® stores. Item availability may vary based upon location.

▶ HUB

HUB - Historically Underutilized Businesses include minority-owned, women-owned, disabled-owned, veteran-owned, and small (SBA 8(a), SDB, and HUB Zone) businesses.

Refurbished

Indicates product has been serviced and restored to original state by manufacturer. It has been tested and is in a good working condition. *Volume

Discount

Available

Indicates item has added cost reduction based on quantity ordered.

⊘ Non-Returnable

Indicates items that are shipped directly from the manufacturer. Because these items are special order, please note that ODP is unable to accept returns. Cancellation of orders may be done only on the day of purchase.

Best Value

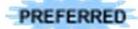
Indicates Core List items that are specially priced for your account.



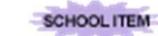
Indicates items that are contained in the Business Select Catalog.



Indicates the item is covered under FSSI OS2 BPA GS-02F-XA009



Indicates additional items with discounted pricing for your specific account.



Indicates school related items with pricing that has been negotiated for your specific account.

▶ Restricted Item

Indicates items that your organization chose to be restricted from purchase.

▶ Clearance

Clearance items available while supplies last. Quantity varies by location. Pricing available through OfficeDepot.com only.

▶ Custom Product

Indicates this special order product may be customized by you during the order process.



Oversized items, based on product dimensions or weighing more than 70lbs, are charged a delivery fee based on the method of shipment and destination. This charge is per order, regardless of how many products are ordered. Actual delivery prices will be provided at point of sale and may be reviewed at any time during your shopping experience by clicking on the checkout button. Delivery expected within seven business days of purchase; valid for in stock furniture and oversized technology.

Freight Delivery

Freight Delivery service is available for large technology items (greater than 70 lbs.). In most instances, there is no fee for Standard Delivery. These items are delivered by freight trucks that are approximately 56 inches above the ground. These trucks are designed to load and unload items at a loading dock. Most items require a fork-lift. Freight with Liftgate Delivery service is available for an additional cost.

Expedited Delivery

Expedited Delivery Service available for certain technology items, and certain technology items may require additional time in transit. Faster service for certain technology items, Next Business Day and Next Business Day AM delivery are available for an additional cost.

▶ Same Day Delivery

Order by 10 AM, get your order by 5 pm that same day. Available for a fee of \$14.95 on most stock orders. Excludes Furniture. Not available in all areas.

▶ GSA Schedule

Indicates the item is covered under GSA Contract GS-14F-0040K.

▶ Not on GSA Contract

Indicates the item is not on GSA Contract and is sold on an open market basis.

◆ LIMITED PURCHASE

Indicates the item is available for limited purchase. See Bulletin Board statement for dollar limit.

▶ 3 Day Delivery

▶ 2-3 Day Delivery

▶ 4-7 Day Delivery

▶ 8-14 Day Delivery

▶ 15-21 Day Delivery

Indicates items that are outside of the regular delivery area, will be delivered in the time specified.



Indicates items with one or more meaningful eco-attribute or eco-label, details of which are provided in the item description or detail.



Indicates items that contain post consumer and/or post industrial recycled materials. [Diverse Supplier](#)

Indicates item was sourced from a third-party certified diverse-owned or small business enterprise, which include businesses owned by Women, Minorities, Veterans, Persons with Disabilities, and/or LGB Ts and small businesses as defined by the Small Business Administration.



Indicates Core List items that are specially priced for your account.

Greener Purchase Program

Reduce your environmental footprint by shopping our “Greener Office”. Learn more about the Greener Purchase Program which is a useful set of tools to help you save time and money while reducing your environmental footprint. Details can be found at the following link:

<https://www.odpbusiness.com//marketing/greener-office>

Greener office for a brighter tomorrow

Our GreenerOffice™ assortment includes thousands of high-quality, sustainable products with eco-attributes and eco-labels to help you reduce your environmental impact. Shop everything from greener cleaning products and recycled paper to furniture, technology and more. Put your green goals in motion and count on us for everything you need to purchase green and succeed sustainably.

Office Supplies

Ink & toner Shipping boxes File folders Binders

Shop all

15 | www.odpbusiness.com

Eco-Friendly and Diverse Supplier Filters

Filter search results using “Green” or “Diverse Supplier” attributes such as Women-Owned, MinorityOwned, Veteran-Owned, LGBTQ and AbilityOne businesses.

Shopping Cart

Estimated Delivery Date: 12/29/2014 Order Number: 337406682-001

Description	Your Price/unit	Qty.	Available	BIO	Total	Remove Item
 Boise® Aspen® Multipurpose Paper, 11" x 17", 20 Lb, 30% Recycled, FSC Certified, 500 Sheets Per Ream, Case Of 5 Reams Item # 0942426 Entered Item # 942426 List Price \$231.31  Eco-Conscious  Recycled content	\$67.79 / case	<input type="text" value="1"/>	1	0	\$67.79	
 Boise® Aspen® Multipurpose Paper, 8 1/2" x 11", 20 Lb, 50% Recycled, Ream Of 500 Sheets Item # 0103610 Entered Item # 103610 List Price \$21.57  Eco-Conscious  Recycled content	\$9.19 / ream	<input type="text" value="1"/>	1	0	\$9.19	



Office Depot® Brand OD90A (HP 90A) Remanufactured Black Toner Cartridge

[Write a review](#)

Item # 119617

 Sold Online

Availability: 35

[GSA Schedule](#)

 Eco-Conscious

Black 

Compare

\$148⁹⁹ / each

Qty

[ADD TO CART](#)

[ADD TO SHOPPING LIST](#)

[Subscribe](#) 

Shop ODP Brand

You can save money by shopping with the ODP Private Brand. From pens to paper, and even storage, the ODP private brand label is one you can trust for quality produces at a great price.

My Shopping Lists

There are two different types of “Shopping Lists” for fast and efficient ordering.

- Company-Wide lists are crated and maintained by your Company Program Administrator or Super User and can be used for ordering by all users.
- Personal lists are only accessible for the individual user who created it.

To begin working with a Shopping list, select “My Lists” at the top of the page. The “My Shopping Lists” pate appears with an index of currently available shopping lists. Once you have opened the list you can change the item quantities if needed, checkmark the box next to each item to select and click “Add to Cart” at the bottom of the page.

Create New List

You can also click “Create Shopping List” and the “Create a New List” window will open.

Home / My Lists What's New?

My Lists

Search by list name, list description, or item #.

Search List Type: All Lists

List Name	List Type	Description	Favorite
042517	Personal Shopping List	-	<input type="checkbox"/>
Best Value	Company Wide	Company Reviw with Brooke	<input type="checkbox"/>
breakroom	Company Wide	-	<input type="checkbox"/>
cleaning and breakroom	Company Wide	-	<input type="checkbox"/>
cleaning stuff	Company Wide	-	<input type="checkbox"/>
Common Items	Personal Shopping List	Front Office	<input type="checkbox"/>
COMMUNITY UNIT ITEMS	Company Wide		<input type="checkbox"/>

Email Shopping List

You can email your entire shopping list to others by selecting the “Share” button when viewing your shopping list.

Best Value What's New?

Company Edit

Select All

Boise® X-9® Multi-Use Print & Copy Paper, Letter Size (8 1/2" x 11") Per Ream, Case Of 10 Reams
Item # 196517 Manufacturer # OX9001-CTN

Category: Copy & Mu

Boise® X-9® Multi-Use Print & Copy Paper, Letter Size (8 1/2" x 11") Per Ream, Case Of 10 Reams
Item # 196517 Manufacturer # OX9001-CTN

Category: Copy & Mu

Boise® X-9® Multi-Use Print & Copy Paper, Letter Size (8 1/2" x 11") Per Ream, Case Of 10 Reams
Item # 196517 Manufacturer # OX9001-CTN

Email your List

Complete the details below and share the page with others.
You can add multi emails when separated by semicolon.

* Required Information:

Your Name*

Your Email Address*

Recipient email*

Comments

Send me a copy of this email

Product Comparison

When searching for items you will see a “Compare” box next to each item. To compare the different product features of up to four items, check the “Compare” box. After checking the box, the site will redirect to the Product Comparison page. Remove an item from the Comparison by clicking “Remove” just above the image.

Product Comparison

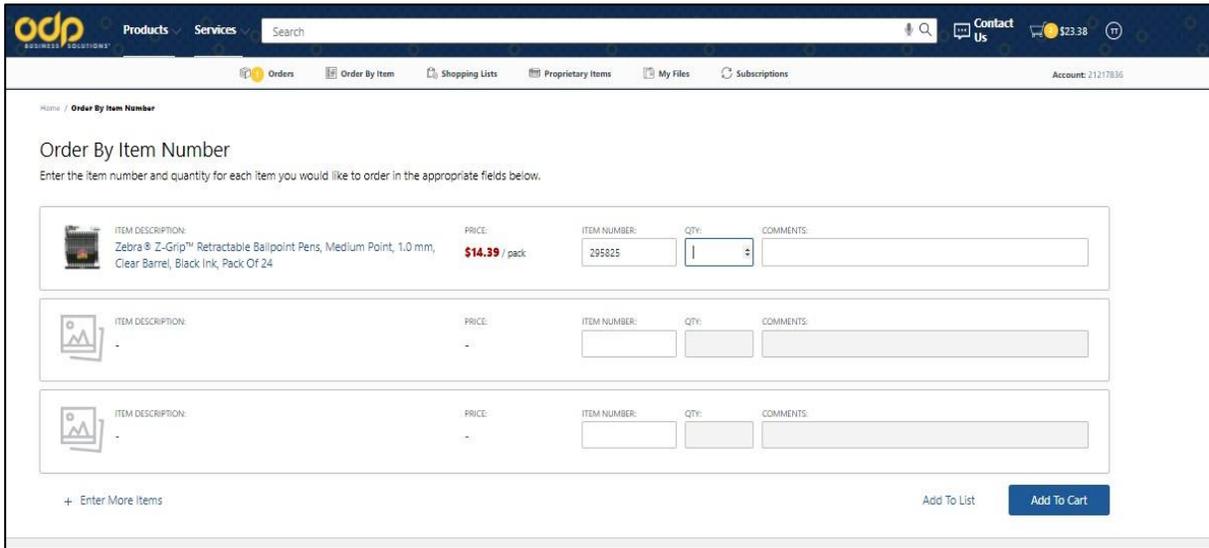
Continue Shopping Remove all Print

 <p style="font-size: small; margin-top: 10px;">HP Pavilion x360 15-er0225od Convertible Laptop, 15.6" Touch Screen, Intel® Core™ i5, 8GB Memory, 256GB Solid State Drive, Wi-Fi 6, Windows® 11, 4Z370UA#ABA Item # 2879493</p> <p style="color: red; font-weight: bold; margin: 5px 0;">\$734.99 each</p> <p style="text-align: center; background-color: #0056b3; color: white; padding: 5px; border-radius: 3px;">Add to Cart</p>	 <p style="font-size: small; margin-top: 10px;">HP 15-dw3225od Laptop, 15.6" Screen, Intel® Core™ i5, 8GB Memory, 512GB Solid State Drive, Windows® 11, 4Z237UA#ABA Item # 3132646</p> <p style="color: red; font-weight: bold; margin: 5px 0;">\$674.99 each</p> <p style="text-align: center; background-color: #0056b3; color: white; padding: 5px; border-radius: 3px;">Add to Cart</p>	 <p style="font-size: small; margin-top: 10px;">Dell™ Inspiron 3511 Laptop, 15.6" Touchscreen, Intel® Core™ i7, 16GB Memory, 512GB Solid State Drive, Windows® 11, I3511-7658BLK-PUS Item # 3317703</p> <p style="color: red; font-weight: bold; margin: 5px 0;">\$969.99 each</p> <p style="text-align: center; background-color: #0056b3; color: white; padding: 5px; border-radius: 3px;">Add to Cart</p>
<p style="font-size: small; margin: 0;">Rating</p> <p style="font-size: x-small; margin: 0;">★★★★★ (62 Reviews)</p>	<p style="font-size: small; margin: 0;">Rating</p> <p style="font-size: x-small; margin: 0;">★★★★★ (64 Reviews)</p>	<p style="font-size: small; margin: 0;">Rating</p> <p style="font-size: x-small; margin: 0;">★★★★★ (46 Reviews)</p>
<p style="font-size: small; margin: 0;">Price</p> <p style="color: red; font-weight: bold; margin: 0;">\$734.99 each</p>	<p style="font-size: small; margin: 0;">Price</p> <p style="color: red; font-weight: bold; margin: 0;">\$674.99 each</p>	<p style="font-size: small; margin: 0;">Price</p> <p style="color: red; font-weight: bold; margin: 0;">\$969.99 each</p>
<p style="font-size: small; margin: 0;">Backlit Keyboard</p> <p style="margin: 0;">No</p>	<p style="font-size: small; margin: 0;">Backlit Keyboard</p> <p style="margin: 0;">No</p>	<p style="font-size: small; margin: 0;">Backlit Keyboard</p> <p style="margin: 0;">Yes</p>
<p style="font-size: small; margin: 0;">Color</p> <p style="margin: 0;">Natural Silver</p>	<p style="font-size: small; margin: 0;">Color</p> <p style="margin: 0;">Natural Silver</p>	<p style="font-size: small; margin: 0;">Color</p> <p style="margin: 0;">Black</p>
<p style="font-size: small; margin: 0;">Depth</p> <p style="margin: 0;">9.02 In.</p>	<p style="font-size: small; margin: 0;">Depth</p> <p style="margin: 0;">9.53 In.</p>	<p style="font-size: small; margin: 0;">Depth</p> <p style="margin: 0;">9.27 In.</p>
<p style="font-size: small; margin: 0;">Height</p> <p style="margin: 0;">39/50 In.</p>	<p style="font-size: small; margin: 0;">Height</p> <p style="margin: 0;">39/50 In.</p>	<p style="font-size: small; margin: 0;">Height</p> <p style="margin: 0;">37/50 In.</p>

You can add an item to the shopping cart from this page by clicking the “add to cart” button. You can remove items from this page by clicking the “Remove All” link on the top right of the page.

Order by Item Number

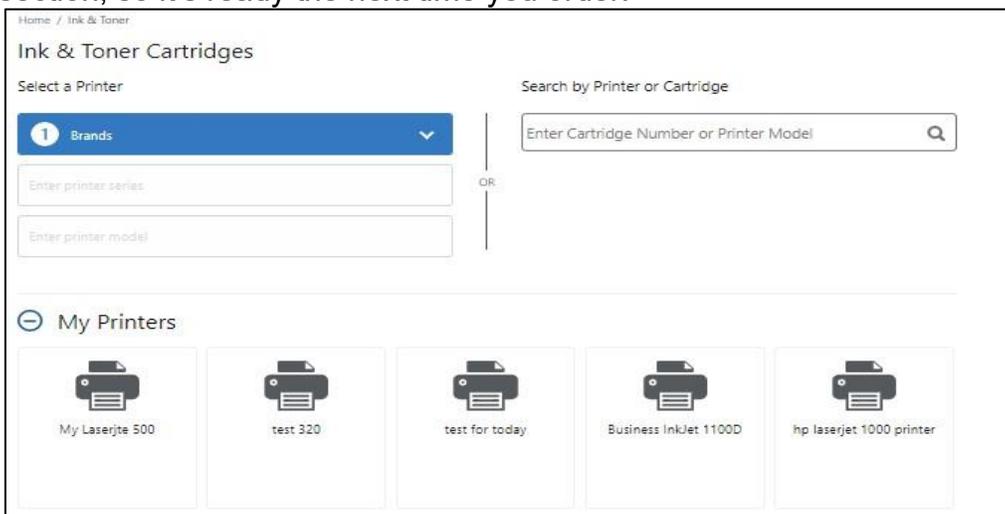
The order by item number feature allows you to add items directly to the shopping cart or shopping list. Simply enter the item numbers and desired quantities, then click “Add to Cart” or “Add to List”. The item image, description and price for the item you entered are displayed when you enter the item number. You can click enter more items to add additional lines. Once you click the “Add to Cart”, all items will be added to the shopping cart.



The screenshot shows the 'Order By Item Number' page on the ODP website. The page has a dark blue header with the ODP logo, navigation links for 'Products' and 'Services', a search bar, and account information including 'Contact Us', a shopping cart icon with '\$23.38', and a user ID 'Account: 21217836'. Below the header is a secondary navigation bar with links for 'Orders', 'Order By Item', 'Shopping Lists', 'Proprietary Items', 'My Files', and 'Subscriptions'. The main content area is titled 'Order By Item Number' and includes the instruction: 'Enter the item number and quantity for each item you would like to order in the appropriate fields below.' There are three item entry rows. The first row is populated with an item image, description ('Zebra® Z-Grip™ Retractable Ballpoint Pens, Medium Point, 1.0 mm, Clear Barrel, Black Ink, Pack Of 24'), price (\$14.39 / pack), item number (295825), and quantity (1). The second and third rows are empty. At the bottom of the form, there is a '+ Enter More Items' link, an 'Add To List' button, and an 'Add To Cart' button.

Ink & Toner

The Ink & Toner Finder provides a hassle-free way of replenishing your printing supplies, matched to your machine. You can access the “Ink & Toner” finder option from the dropdown under the “Products” header. Select the brand, printer and Model from the drop-down lists or enter the cartridge number or printer model. When the results appear, you can save your printer under the ‘My Printers’ section, so it’s ready the next time you order.



The screenshot shows the 'Ink & Toner Cartridges' finder interface. It has a breadcrumb trail 'Home / Ink & Toner'. The main heading is 'Ink & Toner Cartridges'. Below this is a 'Select a Printer' section with a 'Brands' dropdown menu. To the right is a 'Search by Printer or Cartridge' section with a search input field labeled 'Enter Cartridge Number or Printer Model'. Below the search section are two input fields: 'Enter printer series' and 'Enter printer model', separated by an 'OR' label. At the bottom is a 'My Printers' section with a minus sign icon and a list of five printer cards: 'My Laserjete 500', 'test 320', 'test for today', 'Business InkJet 1100D', and 'hp laserjet 1000 printer'. Each card features a printer icon and the printer name.

Recycling Program

Recycle your Ink and Toner cartridges and earn rewards for your Office or School. For more information, please click the following link:

<https://www.odpbusiness.com/l/marketing/greener-office>

GreenerOffice™ Programs and Tools

Find simple ways to help you improve your sustainability and shop greener products and services across every area of your business. Plus learn about our own corporate sustainability efforts! Learn more about our Greener Purchasing Program



Ink & Toner Recycling

Help create less waste and keep ink & toner cartridges out of landfills.

[Learn more](#)



Corporate Sustainability

See how we're helping our people, communities and business thrive.

[Learn more](#)



The Green Book® Digital Catalog

Making greener choices is much easier with this interactive, visual showcase.

[Learn more](#)



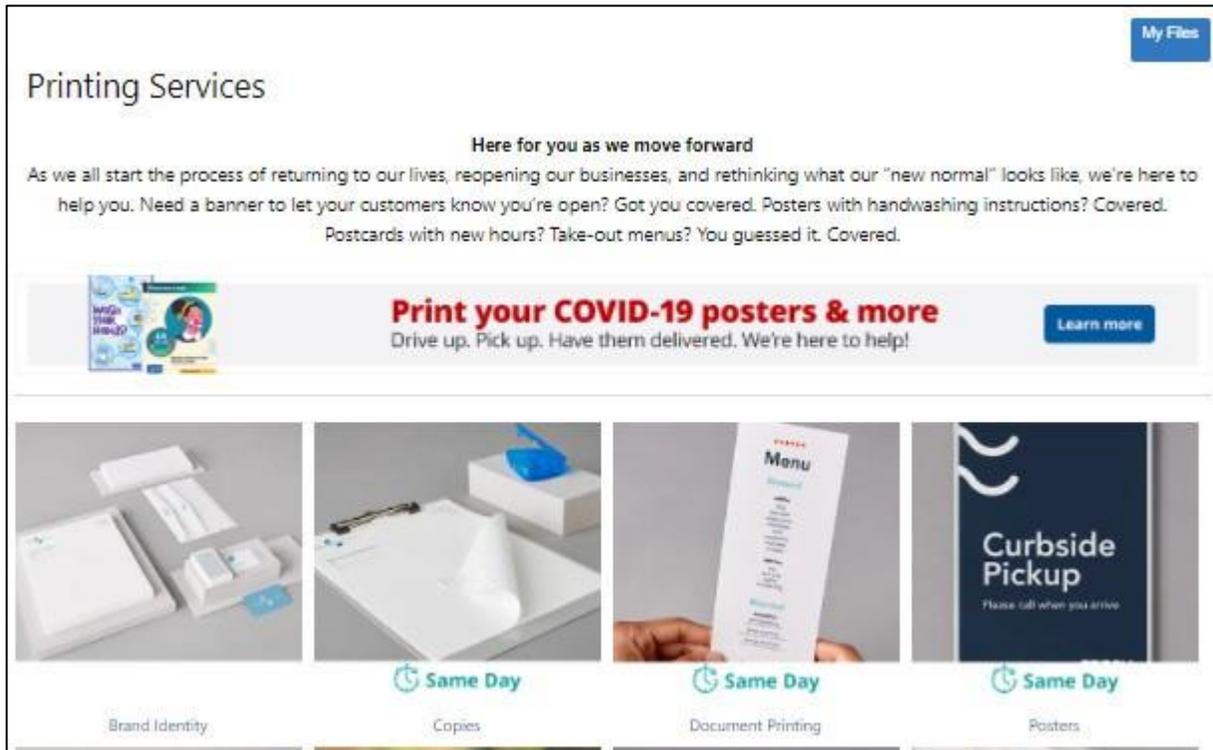
Make a Difference - Go Greener

Eco-conscious products and life style changes that add up to make a big difference.

[Read more](#)

Custom Printing

These features allow you to design and order your own customized stamps, business stationery, business cards, forms, etc. The page can be accessed from the “Products” drop down and selecting Print and Copy.



My Files

Printing Services

Here for you as we move forward

As we all start the process of returning to our lives, reopening our businesses, and rethinking what our “new normal” looks like, we’re here to help you. Need a banner to let your customers know you’re open? Got you covered. Posters with handwashing instructions? Covered. Postcards with new hours? Take-out menus? You guessed it. Covered.

Print your COVID-19 posters & more
Drive up. Pick up. Have them delivered. We're here to help!

Learn more

Brand Identity Same Day Same Day Same Day

Copies Document Printing Posters

Once you enter the Custom Printing homepage, choose one of the categories, select and design the item, then add it to the shopping cart. Once you add the item to the cart, you can continue to add items or proceed to checkout.

PLEASE NOTE:

- If Custom Printing items are ordered with non-Custom Printing items, the Custom Printing items will be given a separate order number which may also be viewed/tracked on the Order Tracking page.
- Custom Printing orders are considered special order items that are sent via UPS, are non-refundable/returnable, and may take 7-10 business days for delivery.

Limited Availability

Ordering online from ODP website gives you access to live inventory. If ODP does not have the quantity, of the item you request available, a "Limited Availability" message will appear.

Home / **Find Your Product**

 Due to limited availability, we've kept 15 of the 20 you requested in your cart

	Boise® X-9® Multi-Use Print & Copy Paper, Legal Size (8 1/2" x 14"), 92 (U.S.) Brightness, 20 Lb, White, 500 Sheets Per Ream, Case Of 10 Reams Item # 196643 Entered Item # 196643	\$355.21 carton	<input checked="" type="checkbox"/> Ships when available
---	---	------------------------	--

[ADD TO CART](#)

The available quantity will be placed in the cart and a backorder will be placed for the remaining quantity. If you do not wish to place a backorder, deselect the checkbox where it states it will ship when available.

PLEASE NOTE: Customers may choose to suppress the option to backorder items.

Shopping Cart

[Continue Shopping](#) 

	Shipping	Qty.	Price
	Delivery Estimated arrival Apr 12	<input type="text" value="15"/> Save For Later Remove	\$5,328.15 \$355.21 carton

[Subscribe](#) 

[Save](#)

If no message appears and the item(s) are added to the shopping cart, your items are in stock and will be shipped to you on the next delivery day.

If you proceed with the backorder, the shopping cart will display the backordered items.

Orders for Future Delivery

You can place a “Future Order” (advanced, seasonal or school order) and it delivered at a future date of your choosing (no sooner than 21 days and no greater than 180days). To place an order for future delivery, click the ‘Click Here’ link under ‘Schedule Future Delivery’ under the “Delivery options” section of the checkout page.

Delivery options

<h4>Standard Delivery</h4> <p>If you are not available to receive this order on the date below, then select a different delivery date (date request applies to stocked items, any items shipped directly from the vendor will be delivered as previously indicated):</p> <p>Select a desired delivery date:</p> <input type="text" value="05/03/2022"/>	<h4>Schedule Future Delivery</h4> <p>To place an order for FUTURE delivery, (delivered in no less than 21 days and no greater than 180 days) Click Here</p>
---	---

Delivery order : # 239888289-001

Estimated delivery 05/03/2022

- The delivery date defaults to 21 days out but can be extended to a max of 180 days.

Please Note: Our delivery centers do not start the 21-Day Future Order delivery cycle until after the order is released from approval hold. If the order is released with less than 21 days remaining before the set delivery date, the order will need to be modified before it can be released so that the system can recalculate the delivery date (our Delivery Centers require 21 days to process a future order. All future orders that are not released from approval hold within 60 days from the placement date, will be automatically canceled.

Subscription Manager

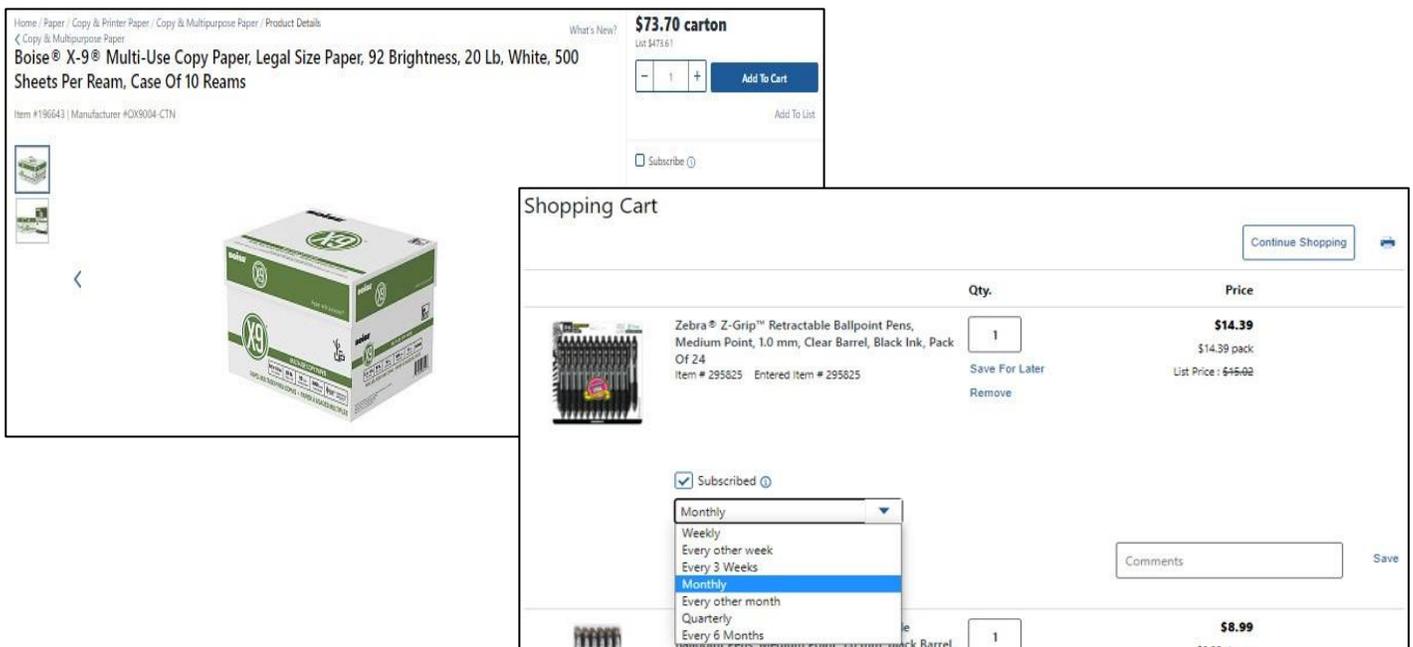
With subscription ordering you can setup convenient automatic deliveries of your favorite products. There are no commitments, no obligations, or fees; you can cancel a subscription at any time.

If the price of the item increases or decreases, the amount you are charged on your subscription may also increase or decrease. We'll notify you via email before your items are shipped and we don't charge your method of payment until the items are shipped.



Setting up an Item Subscription

You can start a subscription for an item by selecting “Subscribe” on the item detail page or by clicking “Subscribe” in the shopping cart.



Choose subscription frequency from the drop-down menu. Automatically recurring subscription orders will be created on Tuesdays of each week to be delivered on schedule, on the next available business day. When creating a new subscription, the customer is given 5 days “Buyers Remorse” to cancel. This delays the first automatically recurring subscription order by five days if the subscription frequency is set to “Weekly” and the first shipment date selected is the next day.

Chapter 4: Checkout

After you have added the items you wish to purchase to the Shopping Cart, you are now ready to proceed to “Checkout”.

View Cart

You can view the items in the shopping cart at any time by hovering over the Cart icon at the top of the page. To view the full shopping cart and make any final changes before purchasing, click the “Cart” icon or hover over the “Cart”.

The image shows a screenshot of a shopping cart interface. On the left, a 'Cart Summary' overlay is visible, displaying current delivery information for ATUL101 at 6600 N MILITARY TRL, BOCA RATON, FL 33496-2434. It lists two items: Zebra Z-Grip Retractable Ballpoint Pens, Medium Point, 1.0 mm, Clear Barrel, Black Ink, Pack Of 24, priced at \$14.39 each, and Office Depot Brand Soft-Grip Retractable Ballpoint Pens, Medium Point, 1.0 mm, Black Barrel, Black Ink, Pack Of 12, priced at \$8.99 each. The subtotal for 4 items is \$52.16. A 'View Cart' button and a 'Checkout' button are at the bottom of the overlay.

The main 'Shopping Cart' page is displayed on the right. It features a 'Continue Shopping' button at the top right. The cart contains two items:

Item	Shipping	Qty.	Price
Zebra Z-Grip Retractable Ballpoint Pens, Medium Point, 1.0 mm, Clear Barrel, Black Ink, Pack Of 24 Item # 295825 Entered Item # 295825	Delivery In store pickup not available. Estimated delivery 3-5 business days.	1 Save For Later Remove	\$14.39 \$14.39 pack List Price: 14.39
Office Depot Brand Soft-Grip Retractable Ballpoint Pens, Medium Point, 1.0 mm, Black Barrel, Black Ink, Pack Of 12 Item # 479608 Entered Item # 479608	Delivery In store pickup not available. Estimated delivery 3-5 business days.	1 Save For Later Remove	\$8.99 \$8.99 dozen List Price: 10.59

Below the items, there is a 'Subscribed' checkbox, a 'Monthly' dropdown menu, and a 'Comments' text box with a 'Save' button. On the right side of the cart, there is an 'Order Summary' section showing a subtotal of \$23.38, a discount of -\$2.94, estimated tax of \$1.48, and estimated delivery of \$9.99. The total for 2 items is \$32.51. A 'Checkout' button is present. Below the order summary, there is a 'Need Stamps?' section with an 'Add To Cart' button and a 'More stamp options' link.

The Shopping Cart page is displayed. Click the view cart or checkout buttons and you can remove items, change quantities, add comments to the items, update cart, empty cart, Save Cart to list, Share Cart, and Checkout.

Go Greener

Depending on your account's settings and item availability, after adding an item to the shopping cart, the option to purchase a greener product may be displayed. If you would like to proceed with the greener, simply click on the "Go Greener" button to view the green alternative. To switch to the greener option, check the "choose this item" box and then click on the "Replace Checked Items" button.

The greener alternative will be added to the shopping cart, replacing the original item.

Description	List Price	Your Price/unit	Qty
 Office Depot® Brand Copy And Print Paper, Letter Size Paper, 92 Brightness, 20 Lb, White, Ream Of 500 Sheets, Case Of 10 Reams Item # 348037 Entered Item # 348037	\$197.45	\$41.39 /case	1
Go Greener View GreenerOffice alternatives			
Continue Shopping			
SHOPPING CART			

Here is the Green Alternative for the item you selected:

You requested this item

But this item is eco-preferable

CURRENT ITEM	GREENER ALTERNATIVE
 Office Depot® Brand Copy And Print Paper, Letter Size Paper, 92 Brightness, 20 Lb, White, Ream Of 500 Sheets, Case Of 10 Reams Item # 348037	 Office Depot® Brand EnviroCopy® Paper, Letter Size (8 1/2" x 11"), 20 Lb, 30% Recycled, FSC® Certified, Ream Of 500 Sheets, Case Of 10 Reams Item # 940650
List Price: \$197.45 Your Price: \$41.39 /case Qty: 1	List Price: \$371.34 Your Price: \$61.64 /case <input type="checkbox"/> Choose this item.
Cancel REPLACE CHECKED ITEMS	

Share Cart

By allowing you to share the items in your cart with other users, the “Share Cart” option can help consolidate orders, increase the order size, and minimize the number of orders to delivery.

Share your Items

Please provide the details below to share your selection via email.

Your Name
ODP User

Your Email
user@odpbusiness.com

Recipient Email
Separate multiple emails by a semi-colon(,)

Comments:

Send me a copy of this email

Cancel Send

Site Time out

After 30 minutes of inactivity (not clicking a link or button), your session may time out. We recommend that if you are in the process of placing an order and need to stop for more than 30 minutes, save the cart as a unique shopping list or “Save for Later” list.

Save For Later

“Save for later items” can be add to the shopping cart by clicking the “move to cart” button. Clicking on the item will pull up the item detail and allow the ability to “add to cart” or “Save to List” for ordering at a future date.

Shopping Cart

[Continue Shopping](#)

	Shipping	Qty.	Price
 <p>Zebra® Z-Grip™ Retractable Ballpoint Pens, Medium Point, 1.0 mm, Clear Barrel, Black Ink, Pack Of 24 Item # 295825 Entered Item # 295825</p> <p><input checked="" type="checkbox"/> Subscribed ⓘ Monthly</p>	Delivery Estimated arrival Apr 13	1 Save For Later Remove	\$14.39 \$14.39 pack List Price: \$14.39

[Save](#)

[Update](#) [Empty](#) [Add to List](#) [Share Cart](#)

Saved for later



Office Depot® Brand Copy And Print Paper, Letter Size Paper, 92 Brightness, 20 Lb, White, Ream Of 500 Sheets, Case Of 10 Reams
Qty: 1
List Price: \$283.33
\$57.05 case

[Subscribe](#) ⓘ [Move To Cart](#)



Office Depot® Brand Copy And Print Paper, Letter Size Paper, 92 Brightness, 20 Lb, White, Ream Of 500 Sheets, Case Of 10 Reams
Qty: 1
List Price: \$283.33
\$57.05 case

[Subscribe](#) ⓘ [Move To Cart](#)

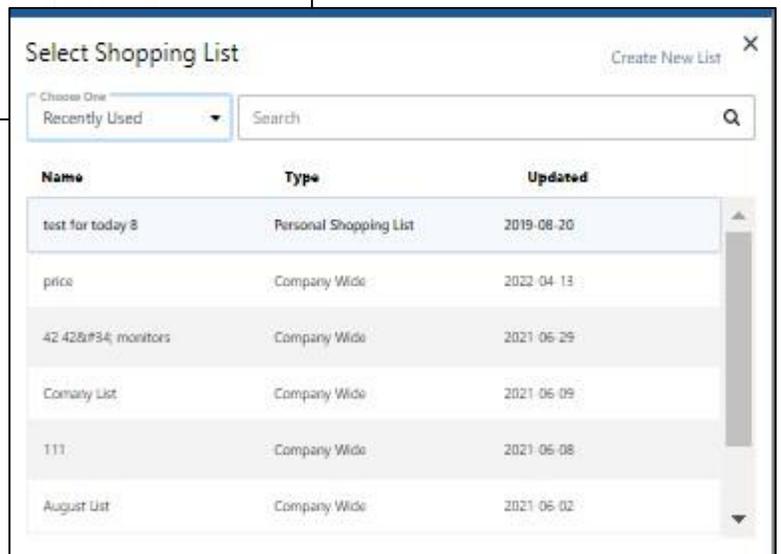


Post-it® Notes Super Sticky Notes, 3" x 3", Supernova Neons Collection, Pack Of 24 Pads
Qty: 1
List Price: \$45.22
\$29.69 pack

[Subscribe](#) ⓘ [Move To Cart](#)

Moving Saved Items to a Shopping List

You can move your “Save for Later” items to a shopping list by clicking on the item to bring up the item detail page. On the top right of this page, click on the add to list option. On the next page, there will be an option to “Create a New List” or you can choose an “Existing Shopping list” and the item will be saved.



Checkout

When ready, click on “Check Out” in the shopping cart to proceed to the checkout page and complete your order.

Checkout Required Fields

Required fields are identified with a red asterisk and will have a “Select” button next to it if there are specific selections/options.

The Payment information section displays your default payment method, and/or provides a field to enter a Credit Card.

The “Email Options” section allows you to cancel your e-mail order confirmation, and/or enter the e-mail address of another individual who needs to receive a confirmation or alert of the order being placed.

If you are not available for next day delivery, the Delivery Options section allows you to choose from a range of valid delivery dates.

odp BUSINESS SOLUTIONS

Products Services Search Contact Us \$15.74

Orders Order By Item Shopping Lists Proprietary Items My Files Subscriptions Account: 21217638

Checkout

Please verify all of your order information below and choose one of the options at the bottom of the page to submit your order.

<h4>User information</h4> <p>TESTING TEST Change</p> <p>(555) 698 - 0152 user@odpbusiness.com</p>	<h4>Delivery information</h4> <p>ATUL101 Change</p> <p>6600 N MILITARY TRL BOCA RATON, FL 33496 (Taxable) (Consolidated Delivery)</p>
<h4>Email options</h4> <p><input checked="" type="checkbox"/> Send me an email confirmation of this order</p> <p><input type="checkbox"/> Send a copy of order confirmation to</p>	<h4>Order summary</h4> <p>Delivery order 1 # 603027764-001 Estimated delivery 04/14/2022</p>

Account information

Account information

* PO Number

Release

* Cost Center

Desktop

Make these my default values, if permitted

* Marked fields are required

* Contact

Contact Phone Ext

Comment:

Payment information

Office Depot Credit Card

Credit Card

 ***** Expiration Date: 10/31 [Change](#)

Account Billing

[+ Redeem an Office Depot Gift Card](#)

[+ Apply a coupon code](#)

Delivery options

Standard Delivery

If you are not available to receive this order on the date below, then select a different delivery date (date request applies to stocked items, any items shipped directly from the vendor will be delivered as previously indicated):

Select a desired delivery date:

Schedule Future Delivery

To place an order for FUTURE delivery, (delivered in no less than 21 days and no greater than 180 days) [Click Here](#)

Delivery order : # 242075462-001

Estimated delivery 04/26/2022

Completing Your Order

The bottom of the check-out page displays the items you selected. Verify that this information is correct and click either the 'Place Order', 'Save Order' or 'Submit' button to finalize your order.

Please Note: If your user profile is setup to route your orders for approval, the "Place Order" button will not be available and the "Submit" button must be used.

Completing Your Order

Your order is not processed until you click the “Place Order”, “Save Order” or ‘Submit’ button. Note: User’s whose orders are routed for approval will see the ‘Submit’ button.

Delivery order : # 603027764-001

Estimated delivery 04/14/2022

	Price	Qty.	Total	Remove Item
 Zebra® Z-Grip™ Retractable Ballpoint Pens, Medium Point, 1.0 mm, Clear Barrel, Black Ink, Pack Of 24 Item # 0295825 Entered Item # 295825	\$15.74 / pack List Price \$15.84	1	\$15.74	<input type="checkbox"/>

[Order Once](#) [Subscribe](#) ⓘ

Subscription Frequency
Monthly ▾

Subscription order charges are automatically billed to your method of payment based upon your selected frequency and will continue until you modify or cancel your subscription as required by our [Terms and Conditions](#).

Subtotal	\$15.74
Delivery fee	\$9.99
Discount	(\$1.57)
Adjustments	\$0.00
Taxes	\$1.69
Total	\$25.85

Have you made changes to your cart or delivery option? [UPDATE CART](#)

This order will be shipped when all items are available. ⓘ

By submitting this order, you agree to the [Terms and Conditions](#).

[Continue Shopping](#) [Save Cart to List](#) [Save Order](#) [Place Order](#)

Order Confirmation

When your order has been submitted, the Order Confirmation page will appear. This confirms that your order has been successfully submitted to the ODP system. Your order can be tracked by using the order number displayed on this page.

Thank you for your order! Please print this page for your records.

This order will be placed on hold.
 You will receive an order confirmation email shortly. Please save this email for your records. Your Account Billing will be charged when the order ships.

Your order will be consolidated into the fewest deliveries possible. Product availability may affect delivery time.

Shipment Summary

Shipment 1	Order Number: 603027764-001	Estimated Arrival By: 04/14/2022	View Order Details
-------------------	-----------------------------	----------------------------------	------------------------------------

My Account

View Order Details for This Order Print Order View Your Order History View Your Account Information Reorder	Use the links to the left to quickly access information about your account. You may check the status of your order, view the order's details, change the information in your account, or view your previous orders.
---	---

Order Information

Account #: 2121/836	PO Number: PG
Your Order Number is: 603027764	Release: 12345
Company Name: OFFICE DEPOT ECOM TEST ACCE	Cost Center: 12345
	Contact: Contact: 1857890 1851 Contact Phone: (555)698-0152

Shipping Information

ATUL101
 ATUL101
 64820 N MILITARY TRL
 BOCA RATON,
 FL
 33436-2434
 USA
 (Taxable)

Payment Information

Account Billing

Order Summary

[Hide Images](#)

Shipment 1	Order Date: 04/13/2022 Delivery Date: 04/14/2022 08:30 AM - 05:00 PM	Order Number: 603027764-001
-------------------	---	------------------------------------

Description	Your Price/unit	Qty	Available	S/O	Total	Comments
 Zebra® Z-Crip™ Retractable Ballpoint Pen, Medium Point, 1.0mm, Clear Barrel, Black Ink, Pack Of 24 Entered Item # 295825 List Price \$15.02	\$14.39 / pack	1	1	0	\$14.39	

Subtotal:	\$14.39
Delivery Fee:	\$9.99
Discount:	(\$1.44)
Taxes:	\$1.61
Total:	\$24.55

Order Tracking

The Order Tracking function, accessible under the Orders Icon, allows you to check the history and view the details of orders. With this feature, users have the ability to view all of their orders or to filter orders using specific search criteria.

All Orders		Pending Approval 1								
<input type="checkbox"/>	Order #	Order Date	Ordered By	Approver	PO Number	Cost Center	Release	Status	Total	Delivery Date
<input type="checkbox"/>	603027764-001 P	04/13/2022	TESTING TEST		PO	12345	12345	Held by Customer	\$24.55	
<input type="checkbox"/>	603027635-001 P	04/13/2022	TESTER TESTER		AUT_PO	AUT_CC	AUT_REL	In Process	\$222.75	04/14/2022
<input type="checkbox"/>	603021734-001 P	04/12/2022	TESTER TESTER		AUT_PO	AUT_CC	AUT_REL	In Process	\$220.65	04/15/2022
<input type="checkbox"/>	603011356-001 P	04/12/2022	TEST A		AUT_PO		A	Cancelled	\$149.06	04/14/2022
<input type="checkbox"/>	603011313-001 P	04/12/2022	TEST A	APPROVER 3	AUT_PO		A	Cancelled	\$149.06	04/14/2022
<input type="checkbox"/>	603011257-001 P	04/12/2022	TEST A	APPROVER 3	AUT_PO		A	Cancelled	\$149.06	04/14/2022

Please Note: Depending on user profile settings, users may modify an order if the status is in the “Held by Customer”, “Held for Review”, or “Held for Restrictions” status.

Quick Release of Orders

If your user profile allows the release of orders pending approval, on the Order Tracing page you will see a checkbox in the “Select” column for orders that have status of “Held by Customer” or “Held for Review”. To release these orders, check the box for each order and then click the “release Selected” button. All orders checked will be released.

Please Note: Orders in the Status of “Held for Restrictions” may require workflow approval. To release workflow orders, the approver should click on the order and the following page will provide the options to approve, reject, or cancel the order.

All Orders		Pending Approval 1								
<input type="checkbox"/>	Order #	Order Date	Ordered By	Approver	PO Number	Cost Center	Release	Status	Total	Delivery Date
<input type="checkbox"/>	602976485-001 P	03/14/2022	RESTRICTION OVERRIDE USER		A	AAA	AA	Held for Restrictions	\$60.16	04/05/2022

Order Tracking Search Criteria

Search for orders by Contact, Cost Center, PO Number, Release, Item Number, and Ship To ID by choosing the appropriate option from the drop down and entering the search value. You can also search by Status, Date Range, Dollar Range or Approver. Once you have made your selections entered the search criteria, click "Search Orders". The Order Tracking page reappears with the orders listed by the search criteria you selected. Sort these orders by clicking on any of the column Headers.

Orders Order Number

Select By Status: All Approver User ID Date From: 03/13/2022 Date To: 04/13/2022 Min Order Total Max Order Total

Order Detail

To view the details of an order, click on the order number in the Order Number column of the Order Tracking page. On the order detail page, you can reorder items or submit a return. Some users may have the additional options of releasing canceling or modifying orders that are held for approval.

Delivery Attention: ODP ACCOUNT1 Test A 6600 N Military Trl Center Bldg 1 Boca Raton, FL 33496-2434 USA Phone: (561) 315-5072 Email: user@odpbusiness.com Ship to ID: DESK REQ	Payment Account #: 21217836 PO Number: AUT_PO Releaser: A Amount: \$0.00 	Additional Info Ordered By: WORKFLOWUSER Phone: (561) 315-5072 Last Updated: 04/13/2022 Updated By: APPROVER-SUPER	Order Summary Order Placed: Apr 12, 2022 Item Subtotal: \$154.79 Order Total: \$154.79
---	---	---	---

Shipment 1 of 1		
ORDER NUMBER 603010158-001	ORDER STATUS Shipped	TOTAL \$154.79
Released		
Workflow Details <input type="button" value="Print"/>		
^ Backordered, Ships When Available <input type="button" value="Track Package"/>		
	Eastwinds Portrait PC Desk Cart, Anthracite/Metallic Grey Item #050900 Qty: 1 @ \$154.79 / each \$154.79 Assembly Required <i>ships when available</i>	<input type="button" value="Buy It Again"/> <input type="button" value="Write a Review"/>

[Pricing Summary](#) ^

Split Orders

Orders you create may be split into two or more separate orders due to account settings and/or order fulfillment methods. When viewing the Order Detail page of an order that has split into multiple orders, the other orders resulting from the split will be split into multiple shipments (shipment 1 of 2 or shipment 2 of 2).

Shipment 1 of 2

ORDER NUMBER	ORDER STATUS	COST CENTER	TOTAL
603119996-001	Shipped	CC-MAX	\$0.00

[Print All](#)

[Print](#)

[Pricing Summary](#)

Order Total \$0.00

Shipment 2 of 2

ORDER NUMBER	ORDER STATUS	COST CENTER	TOTAL
603119996-002	Backordered	CC-MAX	\$67.49

[Modify Order](#) | [Cancel Order](#) | [Print](#)

[Track Package](#)

^ Backordered, Ships When Available



HP Multi-Use Paper, Letter Size (8 1/2" x 11"), 20 Lb, Ultra White, Ream Of 500 Sheets, Case Of 10 Reams
Item #251668
Qty: 1 @ \$67.49 / case
\$67.49
Eco Conscious
ships when available

[Buy It Again](#)

[Write a Review](#)

[Pricing Summary](#)

Item Subtotal: \$67.49

Order Total \$67.49

Order Returns

You may create a return request online by following these steps:

- Click on the “Orders Icon” within the header or the “Orders Link” under your profile section.
- Click on the desired Order Number to place a return.
- Click on “Create Return” at the bottom of the top of the Order Detail page.
- Select the item or items you want to return, select a reason from the drop-down list and click continue.
- Review the information for the return and click “Submit Return” at which point you will get a return authorization number for the return.



The screenshot shows a web interface for a shipment. At the top left, it says "Shipment 1 of 3". Below this is a table with columns: ORDER NUMBER, ORDER STATUS, DEPT, and TOTAL. The values are: 239485417-001, Delivered, 88 DWM, and \$799.02. To the right of the table, there is a "Print All" icon and a "Released" status with a green checkmark. Below the table, there are links for "Create Return", "Workflow Details", and "Print". A delivery status message reads: "Delivered on Apr 13, 2022 (Package 1 of 6)". To the right of this message is a "Track Package" button. Below the delivery message, there is a product image of a hanging file folder. The product description is: "Office Depot® Brand Plastic Letter-Size Hanging 3-Pocket Wall File, 8-1/2" x 13-3/8" x 8-1/2", Black". The item number is #867935. The quantity and price are listed as "Qty: 1 @ \$18.29 / pack" and "\$18.29". To the right of the product information are three buttons: "Buy It Again", "Write a Review", and "Track Package".

- You may include instructions for an ODP or UPS drive.
- Your return pickup will be scheduled to coincide with your next delivery, or within 5 days if no orders are scheduled.
- You may return most items in their original packaging within 30 days (most technology items within 14 days). All returns must be in their original packaging.
- You may submit only one online return request per order. Please contact Customer Service if you need to return an additional item from the same order.

Please Note: Depending on the specific order type, or if a return has already been placed on an order, the “Submit Return” option may not be available. Please contact Customer Service at 888.263.3423 (888.2.OFFICE) to place a return for these orders.

Chapter 5: My Profile

For easy access to your account's current settings, click on the profile icon button, located on the top right of the website and then select the "Manage Account" link.

Please Note: If your company has instructed ODP to place restrictions on your profile, you may have limited access to view and choose: Ship-to locations, Cost Centers, PO numbers or Release. Your ODP account manager or your company's super user will assist you if necessary.

The screenshot displays the 'My Account' interface. On the left, there are three main navigation sections: 'Manage Account' with sub-items like 'Manage Contacts', 'Manage Ship To', 'Manage PO Number', 'Manage Release', 'Manage Cost Center', 'Manage Credit Cards', 'Bulk Upload Credit Cards', and 'Bulk Maintenance'; 'Manage Users' with sub-items like 'Add New Users', 'Edit Active Users', 'Active/Inactive Users', 'Tiered Approvals', and 'Credit Card Groups'; and 'My Profile' with sub-items like 'My Profile Overview', 'Select Ship To', 'Select Contacts', 'Select PO Number', 'Select Release', 'Select Cost Center', 'My Proxy Approver', and 'Manage Quotes'. The main content area is titled 'My Account' and includes a sub-header 'Order Tracking'. Below this, there are three sections: 'My Recent Orders' with a 'VIEW ALL' button and a list of order numbers and dates; 'Orders Pending Approval' with a 'VIEW ALL' button and a list of order numbers and dates; and 'Future Orders' with a descriptive text box and a 'Go to Future Orders' link. A search panel on the right allows filtering orders by 'Search By' (Order Number), 'Status' (ALL), 'Date Range' (From/To), 'Dollar Range' (Min/Max), and 'Approver' (with a 'Select Approver' dropdown). A 'SEARCH ORDERS' button is located at the bottom of the search panel.

Order tracking and lookup is available from the My Account page.

My Profile Overview

My Profile Overview is a summary of your login settings. This feature can be accessed from the “My Profile” link located within the profile icon menu that is located on the top right of the home page.

Select Contacts

If you need to change the contact information before you place your order, you can change this information by clicking on the Profile icon, located at the top right of the page, and hovering over “Manage Account” and then selecting “Manage Contacts”.

From the “Manage Contacts” page, you can create a new contact or search for an existing contact to assign to a location. You can also enter a contact name on the checkout page by typing directly into the contact field.

Contact name	Email Address	Default Phone	Delete Contact?
LINA	NOREPLY@NOREPLY.COM	(561)438-0000	
BILLBOARD ADMINISTRATOR	TEST@NOREPLY.COM	(561)438-0000	
APPROVERS A	NOREPLY@NOREPLY.COM	(561)438-0000	
APPROVERS A	NOREPLY@OFFICEDEPOT.COM	(561)438-0000	
BID PRODUCTION	TEST@OFFICEDEPOT.COM	(561)438-0000	
BSD CUSTOMERS	NOREPLY@OFFICEDEPOT.COM	(561)438-1111	
PAYABLE	NOREPLY@NOREPLY.COM	(561)438-2361	

Select a Ship-to Location

View your current and default “Ship-to” by choosing My Account and “Manage Ship-to” in the Manage Account within the ‘My Profile’ section. Depending on your settings, you may be able to search for and select alternate ship-to’s.

The screenshot shows the 'Manage Ship To' interface. On the left, there are navigation menus for 'Manage Account' and 'My Profile'. The main area is titled 'Manage Ship To' and includes a 'CREATE A NEW SHIP TO' button. Below this is a 'Ship To List' section with a search filter set to 'Business Name'. A search box and a 'SEARCH' button are provided. The search results are displayed in a table with the following data:

Seq#	ID	Business Name	Address	City	State	Zip Code
00002	SEQ-2	YKMGG	HSBC ATRIUM	BUFFALO	NY	14273-0001
00003	KENNYHO	KENNY HO	6600 N MILITARY TRL	BOCA RATON	FL	33496-2434
00004	AUNT BERTHA	REA	GENERAL DELIVERY	ADAMS BASIN	NY	14410-9999
00005	PRIMART	AUT20200731112945	HSBC BANK	BUFFALO	NY	14270
00006	LYJUG	AUT20200731114218	1245 AVENUE OF THE AMERIC	NEW YORK	NY	10020-1103
00007	TLWYZ	ZYBACH	6600 N MILITARY TRL	BOCA RATON	FL	33496-2434
00010	QVBPB	NIIT TECHNOLOGIES	6600 N MILITARY TRL	BOCA RATON	FL	33496-2434

Select PO, Cost Center, Release and/or Desktop

Select the PO, Cost Center, Release and/or Desktop you need by choosing My Account and clicking on the appropriate link in the My Profile box. You can search and update the Current or Default settings, depending on your profile permissions.

Please Note: These fields can be customized or hidden at your company’s request.

The screenshot shows the 'Manage Release' interface. On the left, there are navigation menus for 'Manage Account' and 'Manage Users'. The main area is titled 'Manage Release' and includes a 'CREATE A NEW RELEASE' button. Below this is a 'Release List' section with a search filter. A search box and a 'SEARCH' button are provided.

User info and Marketing Subscriptions

You can update your contact information, email address, email format and marketing subscription options by clicking on the “Profile” icon, hovering on “My Profile” and then clicking “Overview”. Click on the “edit” or the “User Information & Subscriptions” link and then click the “Update Account” button to save any changes.

To go back to My Account, click the return to My Account link at the bottom of the page.

The screenshot shows the 'Account Settings' page. On the left, under 'My Contact Information', there are fields for First Name (TESTING), Middle Initial, Last Name (TEST), Phone (555-555-5554 Ext. 555), Fax, Email Address (User@odpbusiness.com), and Mailing Address (6600 N MILITARY TRL, BOCA RATON, FL 33496-2434). The email format is set to 'Html'. On the right, under 'Subscriptions', there are checkboxes for Email, Postal Mail, and Phone. A 'Privacy Policy' link is also visible. At the bottom, there are buttons for 'UPDATE ACCOUNT', 'CANCEL', and a link for 'Return to My Account'.

Your Login ID and Password

You can change your password, security question or security question answer by clicking on the “Edit Login and & Lost Password” prompt under “My Profile”. Click the “update” button after any changes.

The screenshot shows the 'Account Settings' page with two main sections. The left section is 'Login Name & Password', showing the login name 'CINCY TEST' and fields for Current Password, New Password, and Confirm New Password. It also indicates 'Password Expires Never Expires' and has a checkbox for 'Keep me logged in'. The right section is 'Update Security Question', featuring a dropdown menu for the question, and fields for Answer, Confirm Answer, and Current Password. Both sections have 'UPDATE' and 'CANCEL' buttons at the bottom.

Payment Information

Depending on your account setup and profile permissions, you may be able to change your payment options by clicking the “View” link next to “Payment” on the My Profile overview page, Select the desired payment option and click the “Save” button to save any changes.

To go back to My Account, click the “return to My Account” link at the bottom of the page.



Edit Payment Information

Permissions

Default payment method

Payment selection **Can change payment method**

Credit Card **Single credit card**

At Checkout **Can use alternate credit card**

[Save Permissions](#)

Enter Default Credit Card (optional)

Credit Card Type

Visa, MasterCard, American Express, Discover

Office Depot Credit Card

Credit Card Number

Expiration Date :



[Cancel](#) [Save Card](#)

Proxy Approver Info

If you approve Workflow orders, you may select a Proxy Approver to approve orders while you are out.

Choose a Proxy Approver by locating the “Profile” icon and Hovering over the “My Profile” option. You can search by the Proxy Approver’s user ID or name, or you may select from a list of all Proxy Approvers in the system.

Once selected, click the “Active” button to begin sending Order Approval e-mails to your Proxy Approver. (You will still receive your approval e-mails while your proxy is active).

Stop Order Approval e-mails from going to your Proxy Approver by clicking on the “inactive” button. Click on the “update” button to save changes.

My Proxy Approver

Edit Proxy Approver (Workflow Approvers Only)

Please be sure of the following criteria:

- 1) The proxy approver must have permissions to “View All Orders”. Contact your super user or account representative to make sure.
- 2) The selected proxy approver has not been assigned a proxy approver.

Your Account: **PRDALLVSSU**

Your Proxy Approver: **A_ECAUTO8193@OFFICEDEPOT.COM**

Status: Active (away from office) Inactive

Search by: **User Id**

[Next Page ▶](#)

User ID	User Name	Select
A_ECAUTO8193@OFFICEDEPOT.COM	ECAUTO8193 TEST	Select
A@YOPMAIL.COM	PUNCH 000000000000	Select
A@YOPMFGHFHCOM	ANNA1P TEST	Select
AAAXGULA	NEWWGHGHHGH TEST	Select
AAAXGULAFGHUGUGUTU	PREETI TEST	Select
AAAXGULA234	ANABSA TEST	Select

Please Note: Before choosing a Proxy Approver, make sure that the user is able to View all orders and will be available for order approvals. To go back to My Account, click on the “Return to My Account” link at the bottom of the page.

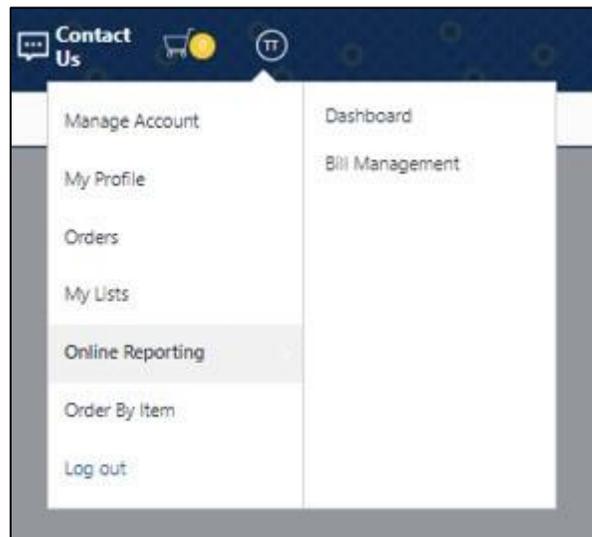
Chapter 6: Other Features

Online Reporting

Online Reporting provides the ability to review your account's spending patterns, identify savings opportunities, pay invoices and request proof of delivery.

You can manage and control your company's office supplies spending simply and effectively by clicking on "Online Reporting" from the drop-down list under the "Profile" icon or the left navigation if you are in the "My Account" page.

Please Note: Not all users have access to Online Reporting.



Online Reporting

Manage Account

- Manage Contacts
- Manage Ship To
- Manage PO Number
- Manage Release
- Manage Cost Center
- Manage Credit Cards
- Bulk Upload Credit Cards
- Bulk Maintenance

Manage Users

- Add New Users
- Edit Active Users
- Active/Inactive Users
- Tiered Approvals
- Credit Card Groups

Our upgraded systems give you more options to manage your Office Depot account. We encourage you to use these options. If you have any questions please contact our Technical Support Desk at 800.269.6888.

Bill Management

- Review account details
- Pay invoices online
- Initiate invoice disputes
- Obtain copies of invoices
- Request Proof of delivery

Note: Allow 20 minutes for password changes to take effect. Allow 24 hours for new customer access.

Bill Management

Dashboard

- Review spending patterns with at-a-glance charts and graphs
- Identify savings opportunities and office supply benchmarks
- Gain insights to online user activity and behavior
- Download data into Microsoft Excel to perform additional analysis

Dashboard

Budget Tracking

Budget tracking enables customers to track and manage budgets in real time. Budgets can be created at the Cost Center, PO and Ship To levels.

The budget feature provides budget administration and tracking ability, flexibility and a graphical “Budget Indicator” that provides end users with an “at-a-glance” status of their current budget.

As orders are placed using Cost Centers, PO Numbers or Ship-to’s that have a budget limit set, each order’s dollar total is debited from the budget, which provides running total of the “User” budget amount. When the budget limit has been reached, users who are not flagged to “Override Restriction” will receive an error message when attempting to place an order that will exceed their budget limit (Users who are flagged to override restrictions can exceed dollar limits and order “restricted items”. See Chapter 7: user Profiles/Permissions.

Creating a Budget

Depending on account setup and profile permissions, users may be able to create and manage budgets on Cost Centers, Po Numbers and Ship-to’s.

To create a budget, click on “Manage Account” within the profile menu and then select Manage Ship-to, Manage Cost Center or Manage PO. Either select an existing ship-to, cost center, or Po to add a budget or create a new ship-to, cost center or PO and add a budget at the same time. Enter a “budget limit” and if desired, enter a “start date”, “end date” and an “email alert” percentage.

- Budget - Max amount that can be spent against the budget.
- Start - Earliest date the budget can be used.
- End – Last date the budget can be used.
- Email Alert % - % of remaining budget at which an alert is emailed. Up to three users can be selected to receive the “alert”.

ShipTo Address

ShipToSeq: 00003

We cannot deliver to P.O. box numbers

+ ShipTo ID:	<input type="text" value="ASDWIE"/>	Contacts
+ Business Name:	<input type="text" value="APPLICABLE"/>	LINA D VARITIMIDIS
+ Address Line 1:	<input type="text" value="2300 W NEAL ST # 10"/>	APPROVER8 A
Address Line2:	<input type="text" value="TRAILER"/>	BSD CUSTOMERS
+ City:	<input type="text" value="COMMERCE"/>	SCOTT HEADBERG
+ State:	<input type="text" value="TX - Texas"/>	YOLY RIVERA
+ Zip code:	<input type="text" value="754283355"/>	More ▼
Country:	USA	

Budget

Budget Limit:

Used: \$0.00 Reset to Zero

Start: (mm/dd/yyyy)

End: (mm/dd/yyyy) Dates beyond 2039 are invalid.

Email Alert

Send alert when % of budget is remaining

+ Select User (3 Max.)

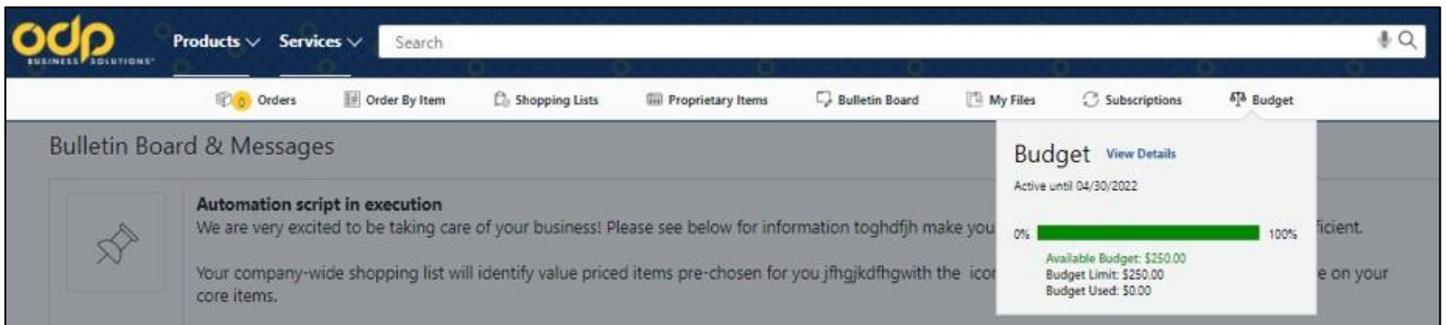
Budget Indicator

The budget indicator is displayed in the header above the Search box, on the “select PO”, “Select Cost Center” and “Select Ship-to” pages and on the Order Detail page for workflow (approval) orders.

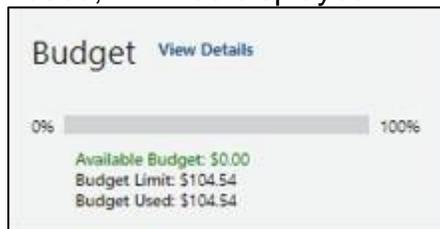
Accounts that wish to use the Graphical Budget Indicator can have their account flagged to display it for one of the following budgets: PO, Cost Center or Ship To.

When the Budget Indicator is turned on for an account, individual users can then be flagged to either view the budget indicator or hide it from their view.

Whether the Budget Indicator is turned on or off for an account or user does not affect the budget tracking feature, it simply either shows the graphical budget indicator or hides it from view. The budget indicator displays the budget for the user’s current PO, Cost Center or Shipto (depending on account settings) that is selected for the user’s current order.



If the available budget has been used, it will be displayed with zero budget available.



If the budget has been exceeded a negative budget value will be displayed.



The budget indicator is also displayed on the Order Detail page for workflow (Approval) orders and the “Select PO”, “Select Cost Center” and “Select Ship-to” pages.

Checkout

Please verify all of your order information below and choose one of the options

User information

TEST TEST4 Change

(561) 438 - 1111
noreply@test.com

Email options

Send me an email confirmation of this order

Send a copy of order confirmation to

Budget [View Details](#)

91%



0% 100%

Available Budget: \$917.62
Budget Limit: \$1,000.00
Budget Used: \$82.38

CD EC SUPPORT TEST ACCT

6600 N MILITARY TRL

BOCA RATON, FL

33496

(Taxable)

Change

Order summary

Delivery order 1 # 238766423-001 Estimated delivery 04/28/2022

Select a Cost Center

Your Current Cost Center:

TEST
Description: TEST
Budget Limit: \$1,000.00
Budget Used: \$82.38
Budget Start:
Budget End:

91%



0% 100%

Budget Available \$917.62

Your Default Cost Center:

TEST
Description: TEST
Budget Limit: \$1,000.00
Budget Used: \$82.38
Budget Start:
Budget End:

91%



0% 100%

Budget Available \$917.62

Select a Cost Center by searching or viewing the entire list:

To view other Cost Center enter search criteria below:

Search for a Cost Center: SEARCH [View only your Cost Center List](#)

SELECT
CANCEL
[Return To My Account](#)

Current	Default	Cost Center	Description	Budget Limit	Used	Available	Start	End
<input checked="" type="radio"/>	<input checked="" type="radio"/>	TEST	TEST	\$1,000.00	\$82.38	\$917.62		

Credit Card Permissions User Setup

Individual BSD users can be flagged to use one of the following credit card options by sending a request to their ODP Account Manager or on the odpbusiness.com web site by Super Users:

- Single Credit Card
- Multiple Self-Managed Credit Cards
- Assigned Credit Card Groups
- Multiple Self-Managed Credit Cards & Assigned Credit Card Groups -

Single Credit Card

The “Single Credit Card” feature allows Users to have a single credit card defaulted in their web user profile which eliminates the need for the user to manually enter the credit card while placing orders. Users who have a single default card can also be restricted to using only their default card.

Multiple Self-Managed Credit Cards

The Multiple Self-Managed Credit Cards feature provides users with the ability to self-manage multiple credit cards on the odpbusiness.com website.

Users can store up to 10 credit cards and create a “nickname” (or alias) for each credit card to assist in managing their cards and selecting a card while placing orders.

Assigned Credit Card Groups

The Credit Card Groups feature provides Super Users with the ability to add credit cards to the account, create credit card groups and add credit cards to the groups and then assign the credit card groups to specific users. The credit cards on the user’s assigned card groups are available for the user to select on the checkout page when placing orders.

Super Users can also add credit cards to groups that were added by other users and are not marked as “Private”.

Chapter 7: User Profiles (Super Users Only)

A Super User is a user with the ability to maintain user and account settings online.

Super Users can Add New Users, Edit User Profiles, Modify User Permissions and Approval Processes. Super Users can add and modify Ship To locations, Cost Centers, PO numbers, Release Numbers, Desktop Locations, and Contacts on the account. To start managing user accounts, simply go to the My Account page.

The screenshot shows the 'My Account' page with a sidebar on the left containing several menu items. The 'Manage Users' section is highlighted with a red box. The main content area includes sections for 'Order Tracking', 'My Recent Orders', 'Orders Pending Approval', 'Future Orders', and 'My Shopping Lists'. The 'Manage Users' section lists options such as 'Add New Users', 'Edit Active Users', 'Active/Inactive Users', 'Tiered Approvals', 'Credit Card Groups', and 'Procurement Card Registration'.

Add New Users

Once you are on the My Account page, you can add a new user to the account by clicking the “Add New User” link in the Manage Users box.

Login Settings

Enter the login name and password for the new user. You can also select the frequency at which the user’s password expires and choose whether to send the new user an email with their login credentials (selected by default).

PLEASE NOTE: Login names must be unique with regards to all other ODP users. Passwords must be a minimum of 8 and a maximum of 30 alphanumeric characters and must contain at least: one capital letter, one number and one lower case letter.

User Information

Enter the name, phone number and e-mail address of the new user. You can choose to have the user's e-mail confirmations sent in either HTML or text format by using the drop-down selection box.

Add New User

Account Number: 21217836 [Return to My Account](#)

Login Settings

+ Indicates required field

+ Login Name: Must be at least 6 characters

Password Expiration:

+ New Password:

+ Confirm Password: Retype your password

Reset Password: Immediately Send an email notification to this user with their Login credentials After Expiration

User Information

+ Indicates required field

+ First Name:

Middle Initial:

+ Last Name:

+ Phone: () - Ext.

Fax: () -

+ Email Address:

Email format: Need help choosing your email format? [Click here](#)

Payment Information

Select the preferred method of payment for the user. If you choose "Credit Card" you can preset the user's credit card number or allow the user to use different cards (See Credit Card Permissions User Setup). If Account billing is used, selecting "Change Payment Type" allows the user to use Account Billing and/or a credit card for any order, (Selecting "Account Billing" in the Preset Type field will result in Account Billing, but can be changed to credit card).

Payment Information (optional)

Default payment method: **Credit Card**

Credit Card:

At Checkout: Can use alternate credit card Can not use alternate credit card

Manage Credit Card

+ Default Credit Card Number:

+ Expiration Date: /

Permissions

You can set default values and permissions for a user by selecting the appropriate permissions from the drop-down menus and clicking on the “View List” link next to the default fields to populate a specific entry. Under the Order section you can determine if the user can (Query) view, or Modify orders. To give this new user the ability to add and edit users, Ship-to’s, PO numbers, cost centers, etc. Check the box that says “Click here to make this user a Super User”.

- Select whether the user can Place and release orders or Place orders on hold only (for approval).
- Select whether the user can override dollar limits and order restricted items (items determined by you company to be “restricted” or non-orderable) by choosing from:
 - cannot over restrictions,
 - can override restrictions with approval
 - can override all restrictions
- If “can override restrictions with approval” is selected, any orders the user places that contain restricted items or exceed dollar limits will be placed on hold pending approval. An email will be sent to the single approver e-mail address (see Workflows/Approvals).
- Set spending limits for the user under Dollar Limits.

Once you have filled out all required fields, setup the user’s order approval flow in the “Workflows/Approvals” section (if needed), or click on the “Create User” button at the bottom of the page.

Permissions

+ Required Information

Super User: **Click here to make this user a Super User.** Note: Super Users are granted the highest permissions in all categories below regardless of settings chosen in this section. What is a Super User?

+ Shipping Addresses: -- Please make a selection -- [view list](#) [create](#)

+ PO Number: -- Please make a selection -- [view list](#) [create](#)

+ Release: -- Please make a selection -- [view list](#) [create](#)

+ Cost Center: -- Please make a selection -- [view list](#) [create](#)

Reporting: No Reporting [view list](#) [create](#)

Orders: Query Any Placed Orders [view list](#) [create](#)

Modify Placed Orders [view list](#) [create](#)

Can Place and Release Orders [view list](#) [create](#)

Cannot Place Store Pickup Orders [view list](#) [create](#)

Cannot override restrictions [view list](#) [create](#)

Don't forget to set defaults for restricted permissions

Dollar Limits: Per Unit Price: 0.00

Per Extended Line Item: 0.00

Per Order: 0.00

Minimum Order Value Adhere to minimum order value

Store Purchasing Card Allow user to request mobile Store Purchasing Card

Quote Enable Quote

ShipTo Budgets Can manage ShipTo budgets

Display Budget Graph

BSD Login Method SSO&BSD [view list](#) [create](#)

SSO User ID

Reporting: Provide access to Bill Management, Dashboard or both.

Per Unit Price: This option determines the users limit per item.

Per Extended Line Item: This option determines the users extended line item limit per line.

Per Order: This option determines a user dollar limit per order.

Store Purchase Card: The SPC is not a revolving or any other type of credit card and does not establish any new account, nor does it extend credit to the Cardholder. The SPC is an identification card only and allows the Cardholder to receive custom discount pricing when making purchases at Office Depot's retail stores.

Ship To Budgets: Does not apply to Super Users. Super Users can manage all budget details.

BSD Login Method: SSO (Single Sign On) is not available at this time.

Workflows/Approvals

Determine the appropriate order permissions for this user:

1. Workflow Template: If the user will be on a Tiered Approval, you can use an existing workflow template (if appropriate for the user) or you can create a new workflow template for the user. (For more information on creating workflow templates, please see the section on Tiered Approvals.) Enter the template name in the field next to “Enter a Workflow Template” or click “Select” link to choose from the list of existing workflow templates.

2. Assign a Single Approver:

Enter the email address of the approver responsible for releasing this user’s orders and choose to appropriate option in the “approver email format” dropdown list as needed.

Please Note: For the approver to release or cancel orders from the approval email, the “HTML” format must be selected.

Once you have entered a workflow template or assigned a single approver, click the “Create user” button at the bottom of the page.

Editing User Profiles

To make modifications to existing user profiles, select “Edit Active Users” from the Manage Users section on the My account page.

Select a User to Edit

Type the first few characters of a user name and click “search” for a list of valid users or select from the list below. You can search by user ID, first name or last name by typing just the first few characters of by typing the entire user ID or name. Click on a user ID to modify a user’s profile. Click on “View +” next to the settings you need to update. Once you have made your modifications, click the “Update” button to save your changes and go back to the user’s “Profile Overview Page”.

Your User Settings Manage your contact information, subscriptions and logins	User Info TEST TESTER A (513)250-5555 BARB.PETERSON@OFFICEDEPOT.COM EDIT	Subscriptions & Settings Edit User Info & Communication Preferences Edit Login Info & Password
Accounting Fields/Shipto View		
Permissions View	Workflows/Approvals View	
Custom Catalogs View		
Associations View		
Payment View Manage your payment preferences		

Reset Password

Click “Login Settings” on the right side of the page (under “Subscriptions & Setting”) and enter a new password in the new Password and Confirm Password fields.

Once you have reset the password, click on the “Update” button at the right of the page. This will take you back to the user’s Profile Overview Page.

Account Settings

Login Name & Password

Login Name: CINCY TEST

Current Password

New Password

Confirm New Password

Password Expires **Never Expires**

Keep me logged in (Cookies must be enabled for auto login.)

Active/Inactive Users

Click on the Active/Inactive users link from Manage Users to review all active and inactive users. If a user is Active, a check mark will appear in the “Active” checkbox. To make a user inactive, remove the check mark from the “Active” checkbox and click on the “Update” button at the bottom of the

Active/Inactive Users

User for This Account

Activate or deactivate a user from this list below by checking the corresponding box and selecting Update.

Search by:

Result 1 - 25 of 16062 1 2 3 4 5 6 Next Last

Active	User	User Id
<input checked="" type="checkbox"/>	ECAUTO8193 TEST	A_ECAUTO8193@OFFICEDEPOT.COM
<input checked="" type="checkbox"/>	PUNCH 000000000000	A@YOPMAIL.COM
<input checked="" type="checkbox"/>	ANNA1P TEST	A@YOPMFGHFHCOM
<input checked="" type="checkbox"/>	NEWWGHGHGH TEST	AAAXGULA
<input checked="" type="checkbox"/>	PREETI TEST	AAAXGULAFGHUGUGUTU
<input checked="" type="checkbox"/>	ANABSA TEST	AAAXGULA234
<input checked="" type="checkbox"/>	PREET TEST	AAAXGULA235
<input checked="" type="checkbox"/>	SWETATESTR TEST	AAAXGULA236
<input type="checkbox"/>	SWETATESTR TEST	AAAXGULA237
<input type="checkbox"/>	FOSTER TESTER	AAAXGULA238
<input checked="" type="checkbox"/>	ANNA TEST	AAAXGULA2386
<input checked="" type="checkbox"/>	ANNA1P TEST	AAAXGULA2387
<input checked="" type="checkbox"/>	ANABSA TEST	AAAXGULA2388
<input type="checkbox"/>	PREET TEST	AAAXGULA2389
<input type="checkbox"/>	POOKA MCTEST	AAAXGULA239
<input type="checkbox"/>	SWETATESTR HELLO	AAAXGULA2390
<input checked="" type="checkbox"/>	SWETATESTR TEST	AAAXGULA2391
<input checked="" type="checkbox"/>	FOSTER TEST	AAAXGULA2392
<input type="checkbox"/>	POOKA MCTEST	AAAXGULA2393
<input checked="" type="checkbox"/>	RIYA TEST	AAAXGULA2394
<input checked="" type="checkbox"/>	SDD TEST	AAAXGULA2395
<input checked="" type="checkbox"/>	ANNA TEST	AAAXGULA2396
<input checked="" type="checkbox"/>	ADDING TEST	AAAXGULA2397
<input checked="" type="checkbox"/>	TESTER TEST	AAAXGULA2398
<input checked="" type="checkbox"/>	RIYA TEST	AAAXGULA240

page.

Deleting User Profiles

To delete a User Profile, you will need to complete the following:

- Locate the User Name you wish to delete, open the user's profile under "Edit Active Users" and change the first name and last name to DELETE.
- Set the User to Inactive by going to "Active/Inactive" users. The ODP system will remove any inactive login ID's with users name DELETE.

Tiered Approvals

A "Workflow" is a tiered order approval process in which orders are routed to multiple approvers who approve in sequential order. The approvers are listed sequentially on the workflow along with their "Approval Amount". The approval amount is the dollar amount the approver is authorized to approve and must be greater than the previous approver's amount.

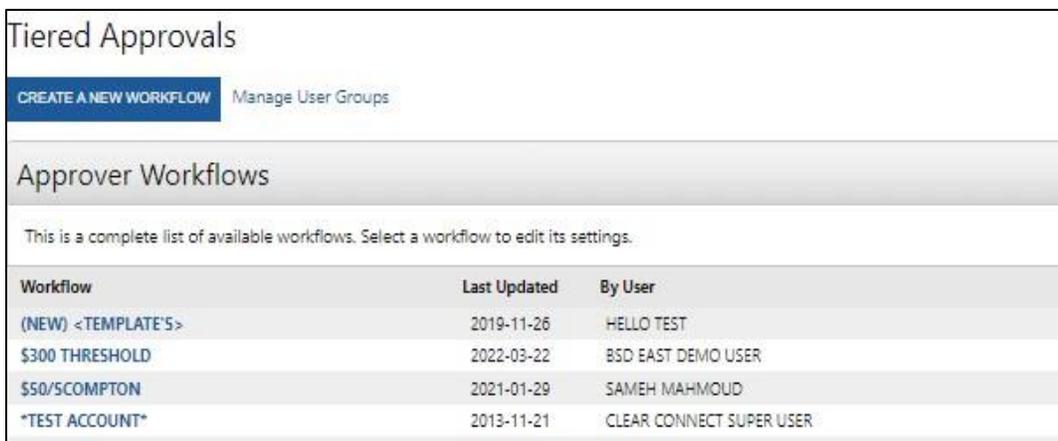
For example, Approver #3 must have an amount greater than Approver #2; Approver #2 must have an amount greater than Approver #1.

If the order total exceeds the approver's amount, the approver will have the option to "approve" or "disapprove" the order. Approving the order routes it to the next approver and disapproving cancels the order. When the order reaches the approver whose approval amount is greater than the order total, that approver will have the option to "release" the order (which sends the order to ODP to be processed) or cancel the order.

A "Max Tier" approver can also be assigned to the workflow and will be able to release or cancel orders regardless of the order total.

When an order is routed through a workflow, only the approvers listed on the workflow template are able to approve, disapprove, or release the order. The exceptions are: Super Users who can approve any workflow order, and "Proxy Approvers" who are selected by specific approvers to approve orders in their absence.

Create and edit workflows by clicking on "Tiered Approvals" under "Manage Users".



The screenshot shows a web interface titled "Tiered Approvals". At the top, there are two buttons: "CREATE A NEW WORKFLOW" (highlighted in blue) and "Manage User Groups". Below this is a section titled "Approver Workflows" with a subtitle: "This is a complete list of available workflows. Select a workflow to edit its settings." Below the subtitle is a table with three columns: "Workflow", "Last Updated", and "By User".

Workflow	Last Updated	By User
(NEW) <TEMPLATE'S>	2019-11-26	HELLO TEST
\$300 THRESHOLD	2022-03-22	BSD EAST DEMO USER
\$50/SCOMPTON	2021-01-29	SAMEH MAHMOUD
TEST ACCOUNT	2013-11-21	CLEAR CONNECT SUPER USER

Creating a Workflow

Click “Create a New Workflow” and use the following steps to setup a workflow template.

- Enter a “Workflow Name”
- Select one of the following:
 - Sequential release (Default): Starting with the first approver, the order is routed to each approver until it reaches the approver whose dollar amount is high enough to release to order (must be greater than the order total).
 - Highest Approver Only: The order is only routed to the approver whose dollar amount is high enough to release the order and the approvers with a lower approval amount are skipped.
- To Have smaller orders bypass the approval process, enter a dollar amount in the “Max Order Amount without Approval” field. Orders that are below the dollar amount entered will not be routed for approval.
- To have orders containing only contract items bypass the approval process, check the “Bypass workflow for orders containing only contract items” box. Orders that contain contract only items will not be routed for approval.
- Select approvers for lines 1-10 and enter their approval amount.
- Select a “Max Tier” approver (Optional).
- Click the “Save Workflow” button at the bottom of the page to save your changes.

Please Note: Workflow templates provide the options of assigning: from 1 to 10 approvers on lines 1-10. From 1 to 10 approvers on lines 1-10 plus a “Max Tier” approver. A “Max Tier” approver only.

Approvers can approve, disapprove, release orders and add comments, which will be forwarded via e-mail to the order requestor.

Tiered Approvals

Create a Workflow

Workflow Name: [Manage Approver Groups](#)

Select one of the following:

Sequential Release

Highest Approver Only

What is Sequential Release and Highest Approver only?

Max Order Amount without Approval (optional): \$

Bypass workflow for orders containing only contract items.

Approver Level	Login/Group Name	User Name	Email/Group	Amount
1	Select User Select Group			\$ <input type="text"/>
2	Select User Select Group			\$ <input type="text"/>
3	Select User Select Group			\$ <input type="text"/>
4	Select User Select Group			\$ <input type="text"/>
5	Select User Select Group			\$ <input type="text"/>
6	Select User Select Group			\$ <input type="text"/>
7	Select User Select Group			\$ <input type="text"/>
8	Select User Select Group			\$ <input type="text"/>
9	Select User Select Group			\$ <input type="text"/>
10	Select User Select Group			\$ <input type="text"/>
Max Tier:	Select User Select Group			Any Amount

Note: Modifying a workflow will not affect any orders currently pending approval.

[SAVE WORKFLOW](#)

Workflow Approvals

Approvers can choose to approve, disapprove or release orders after clicking the order number on the “Order tracking” page by clicking the appropriate option. Approvers who ODP approval e-mails in HTML format can approve, disapprove, or release orders directly from the approval e-mail. To approve from the approval e-mail, click “Approve”, “Disapprove” or “Release” in the approval e-mail. The www.odpbusiness.com login page will appear. Next, enter your login name and password and click “login”. The following page will be the order detail page showing that the action that you chose in the e-mail was completed.

Chapter 8: Manage Account for Super Users

Manage Contacts

Add or edit contacts associated with your Ship-to locations by choosing “Manage Contacts” under Manage Account.

Manage Contacts

[CREATE A NEW CONTACT](#)

Contacts for This Shipping Address

These contacts are associated with your current shipping address: **DESK REQ(00005)** [Select Other](#)
To view other contacts enter search criteria below:

Search for a Contact By:

Beginning With Containing

[SEARCH](#)

[Next Page](#) ▶

Contact name	Email Address	Default Phone	Delete Contact?
LINA	NOREPLY@NOREPLY.COM	(561)438-0000	
BILLBOARD ADMINISTRATOR	TEST@NOREPLY.COM	(561)438-0000	
APPROVERS A	NOREPLY@NOREPLY.COM	(561)438-0000	

Add Contacts

Click the “Create A New Contact” button on the Manage Contacts page to add a new Contact to your shipping address. Enter the contact’s information and click the “Add” button.

Edit Contacts

Click on the Contact Name from the list under the Manage Contacts page. Enter changes to the contact information and click on the “Update” button.

Manage Ship Locations

Add, Edit, and Search for Ship-to addresses by choosing “Manage Ship-to” under Manage Account. To search, select criteria, and click the “Beginning With” or “Containing” radio buttons. Enter the information in the blank provided and click a Ship-to by Business Name, Address 1, Address 2, City, State, Zip or ID.

Manage Ship To

[CREATE A NEW SHIP TO](#)

Ship To List

To view other Ship To enter search criteria below:

Search for a Shiptos By:

Beginning With

Containing

[SEARCH](#)

[Next Page ▶](#)

[Expand All](#)

Seq#	ID	Business Name	Address	City	State	Zip Code	
00002	SEQ-2	YKMGG	HSBC ATRIUM	BUFFALO	NY	14273-0001	<input checked="" type="checkbox"/>
00003	KENNYHO	KENNY HO	6600 N MILITARY TRL	BOCA RATON	FL	33496-2434	<input checked="" type="checkbox"/>
00004	AUNT BERTHA	REA	GENERAL DELIVERY	ADAMS BASIN	NY	14410-9999	<input checked="" type="checkbox"/>
00005	PRIMART	AUT20200731112945	HSBC BANK	BUFFALO	NY	14270	<input checked="" type="checkbox"/>
00006	LYJUG	AUT20200731114218	1245 AVENUE OF THE AMERIC	NEW YORK	NY	10020-1103	<input checked="" type="checkbox"/>

Add a New Ship-to Address

Click the “Create a New Ship-to” link from the “Manage Ship-to” page to add a new ship-to address. Enter the required information and click on the “Add” button.

Edit a Ship-to Address

Search for the Ship-to you would like to edit on the “Manage Ship-to” page. Click on the Ship-to ID and the edit page appears. When you have finished editing, click the “Update” button to save your changes.

Manage Desktops, PO Numbers, Release and Cost Centers

You can add, edit and search for Desktops/PO Numbers/Release/Cost Centers on your account or associated to your Ship-to locations by choosing either “Manage Desktop”, “Manage Po Number”, “Manage Release”, or “Manage Cost Center” under Manage Account. To locate an existing Desktop, PO Number, Release or Cost Center to manage, enter search criteria in the search field and click the Search button.

Please Note: Desktop locations are listed under specific Ship To addresses. When viewing, editing, or adding Desktops, the Desktops on your list are the Desktops that are on your default Ship to. To manage Desktops on a different ship to, you must first select the ship to that the Desktop you want to manage is listed on. Please click the “Select Other” link in the desktop search area to select a different ship-to.

Manage Desktop

[CREATE A NEW DESKTOP](#)

Desktops for This Shipping Address

These Desktop are associated with your current shipping address: **QVBPB(00010)** [Select Other](#)

Search for a Desktop: [SEARCH](#)

Desktop	Description	Directions
ABC123	ABC	FDF , DFDSF
DDD		
DT 56	3RD FLOOR	

Add a Desktop, Po Number, Release or Cost Center

Once you are on the appropriate page, click the “Create a New...” link at the top of the page. Add the required information and click on the “Add” button.

Edit a Desktop, PO Number, Release or Cost Center

Click on the specific item you want to edit from the list. Enter changes to the information and click on the “Update” button.

Chapter 9: Assistance and Training

Demo Help Videos

www.odpbusiness.com includes Online Training Videos in the Customer Services section of the navigation bar. Online Training provides training topics on a variety of subjects.

Customer Service

ODP's Customer Service Department is available to assist you with any questions you **may** have concerning product, pricing, ordering, delivery, support services or web support. Get immediate help with your online purchases by connecting instantly with a customer service representative, Monday-Friday 8:00 A.M. to 8:00 P.M. (ET), using our Live Chat functionality or by calling us toll-free at 888.263.3423.

Live Chat

Live Chat is available Monday-Friday 8:00 A.M. to 8:00 P.M. (ET)