# Punchout User Guide

Technical support: 888.263.3423 • Strategic Customer Service: 800.279.1528
Email: strategicsupport@odpbusiness.com

**Home**

**The landing page includes 2 tiles for messages to keep you informed. Just click** Read More **to view details.**

**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**

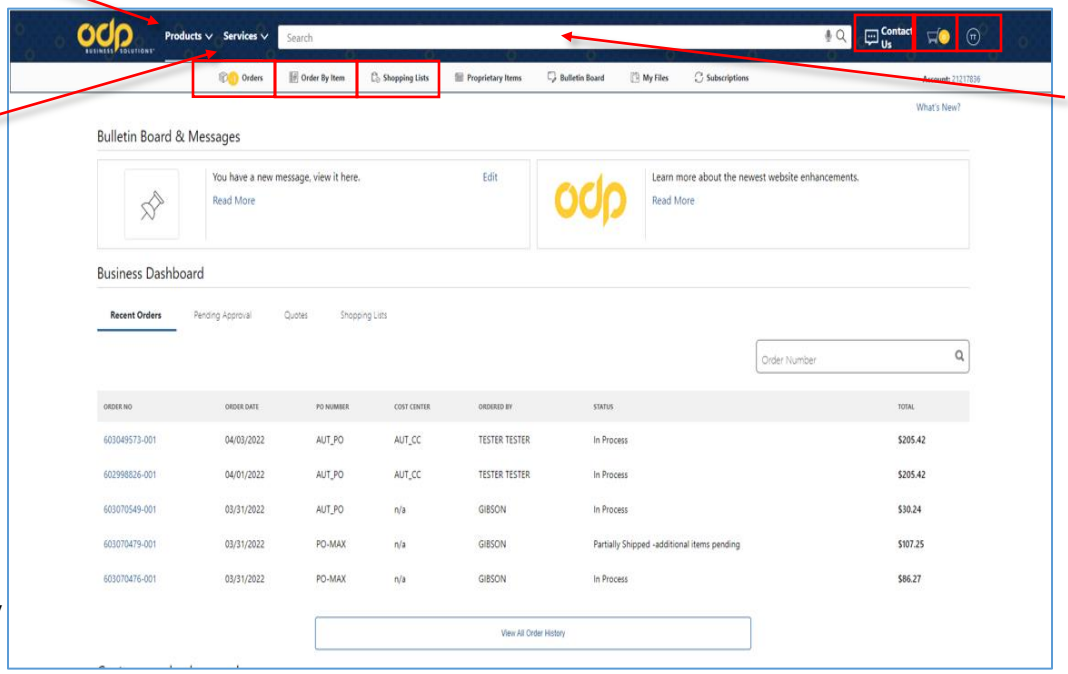
Order lookup / tracking.

**Order By Item**

Input item # to quickly add to cart.

**Shopping Lists**

View company or personal shopping lists.




**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.

## Building Your Order

**Step 1** Punchout from your procurement system by clicking the ODP Business Solutions catalog.

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

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

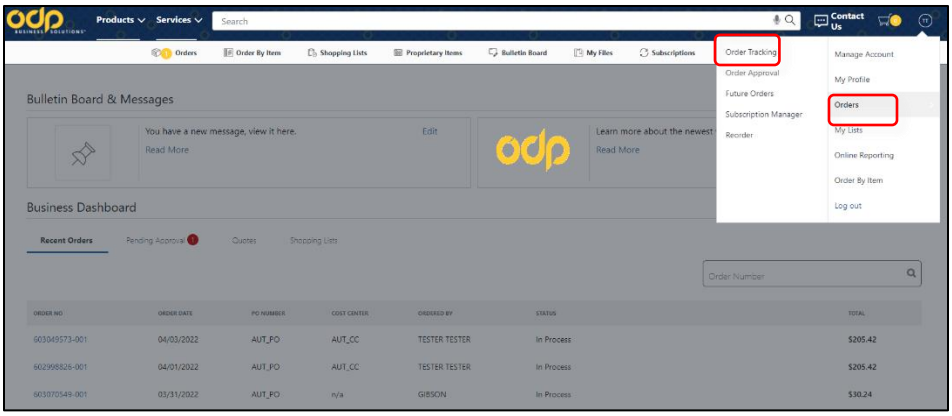
  Click Shopping Lists then My Lists**.** To add an item to your shopping cart: enter the quantity desired, make sure the select box is checked, and then click Add to Cart.

  *Hint: If the shopping list quantities are preset to "0", simply click "Select all" and populate a quantity only on the desired items.*

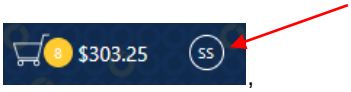
**Step 3** Review your selections, view ODP recommended savings opportunities, save items for later in a shopping list, or add to custom shopping lists.

**Step 4** Checkout The shopping cart items are returned to your procurement system and the ODP session ends.
*Purchase orders received by 5:00 pm local time will be processed for next available day delivery.

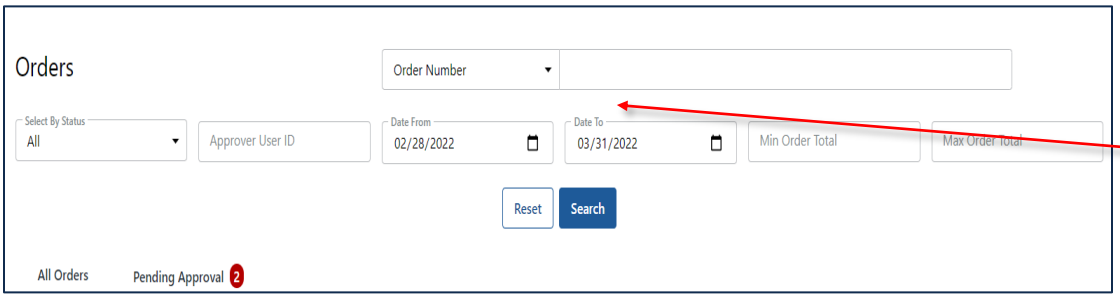
# Checking Orders
# Processing Returns




Under the profile button on top right of screen



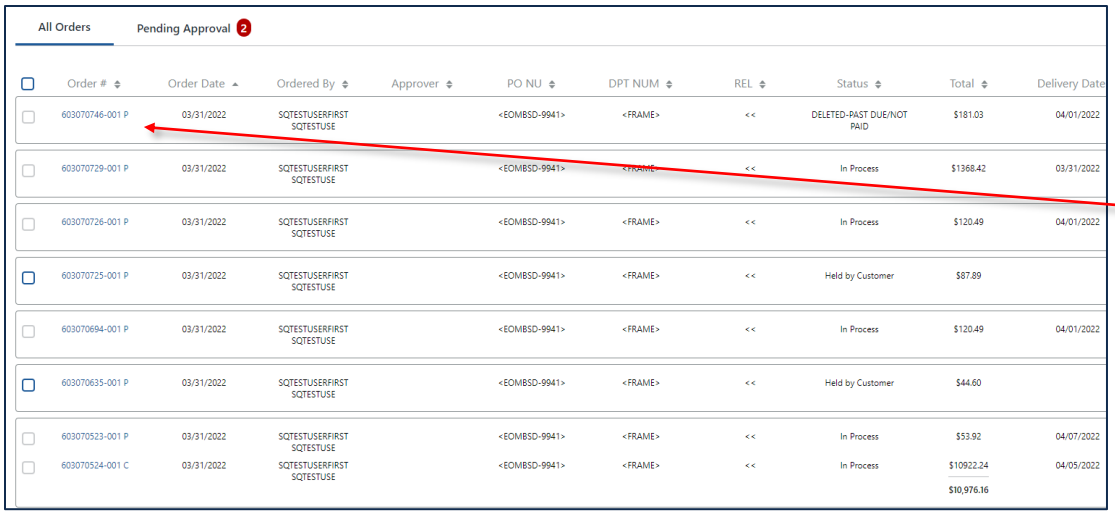

select **Orders and Order Tracking.**




Under the **Order Number** drop box select PO Number then in the adjacent field enter your Purchase Order number.

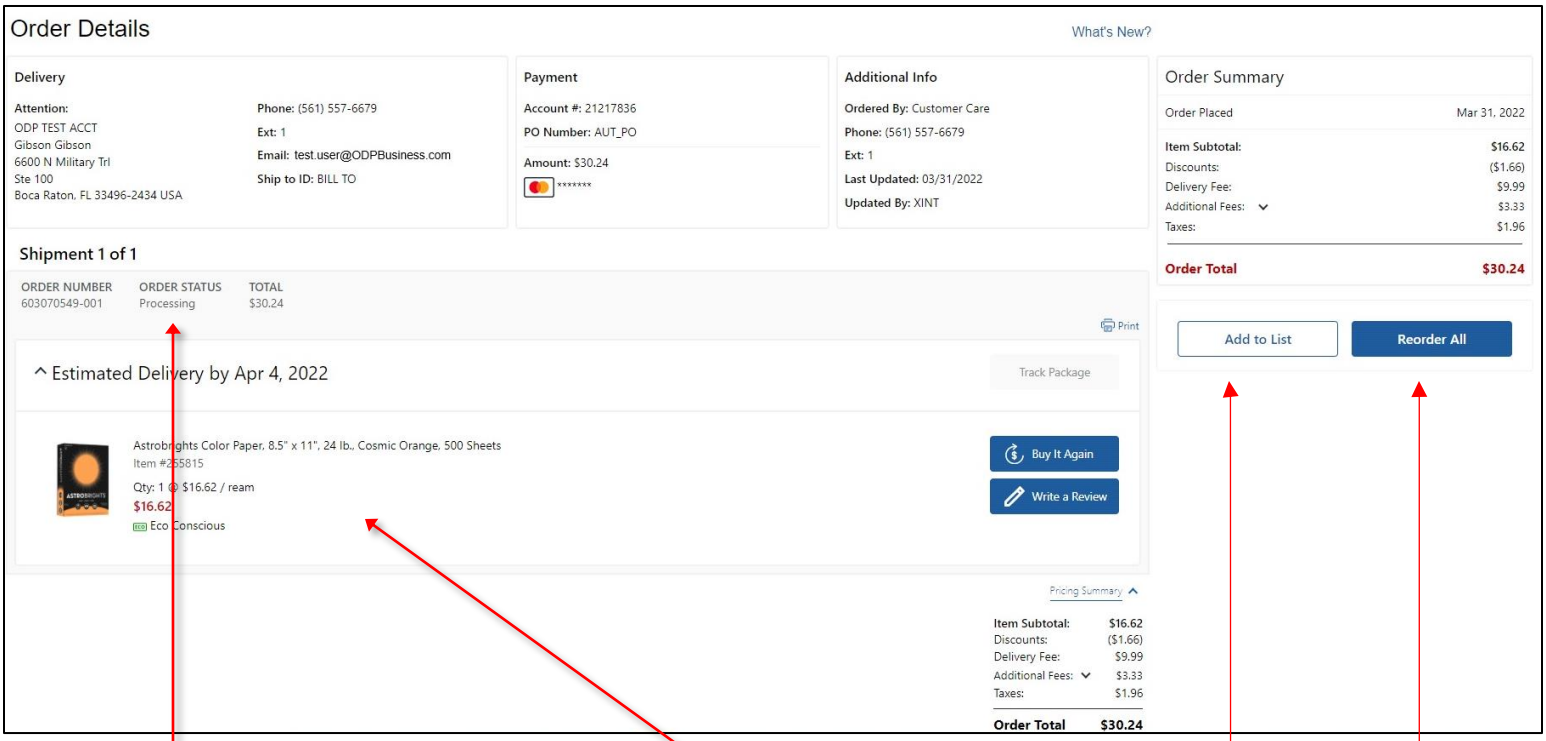
If the order was placed before previous 30 days, adjust date parameters.

Search results are displayed in descending chronological order.




Click the **Order Number** to view details of the order.

# Checking Orders
# Processing Returns

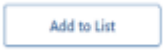



Shows the full detail including:
Order Number
Delivery Status
Tracking information

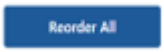
All details of the order including, Quantity shipped, Product description and links to product detail, item icons such as Contract, Best Value and product restriction status.

**Need to request a return?**

Click Begin Return and follow the simple step by step instruction for returning your unneeded items.




To place items into a custom shopping lists shopping list.




To create a new order with the same items.