IMPORTANT INFORMATION

Workday Account Number: 36168528

ODP Business Solutions Customer Care

Hours: 8am-8pm Mon-Fri
Phone #: 800.279.1528 (Preferred, for immediate service)
Email: strategicsupport@odpbusiness.com (For non-immediate answers, response in 24-48 hrs)

WEBSITE USER GUIDE and DEMO HELP VIDEOS

Online Training provides training topics on a variety of subjects. You can find Training Videos in the resources section on the bottom navigation bar under 'Web Demo Videos.' Videos are best when viewed on Google Chrome.

Customer Service	Company Info	Resources	Shopping
Help Center	Corporate Sustainability	Store Locator	Subscriptions
Check Order Status	Terms of Use	Services	Greener Office Products
Returns/Withdrawals	Privacy Policy	Web Demo Videos	Safety Data Sheets (SDS)
Gift Card Balance	Terms & Conditions	User Guide	Store Purchasing Card
	Office Depot Tracking Tools	Bulletin Board	Online Catalogs
	Accessibility	Online Reporting	

PLEASE NOTE: An updated FAQ will always be on file on our website bulletin board.

Welcome COREWELL HEALTH Workday Users!

Click ***HERE*** for updated Customer Care Assistance Information!

Questions regarding product or orders, please contact ODP Business Solutions Customer Care:

ODP Business Solutions Customer Care

Phone: 800.279.1528

Email: strategicsupport@officedepot.com

Questions regarding Corewell Health/ODP Business Solutions program or any escalated needs, please contact:

Inside Account Manager: Frank Huerta, 512-967-0195, frank.huerta@odpbusiness.com

Strategic Account Manager: Teresa Thompson, 586-215-0477, teresa.thompson@odpbusiness.com

Corewell Health Contact: Debbie Schrouder, SCS Purchasing, 616.391.5553, deb.schrouder@corewellhealth.org

FREQUENTLY ASKED QUESTIONS

Q: Has my PO been placed?

A: Please punchout to ODP, click on ORDERS, change the drop down from Order Number to PO Number and enter your PO. The format should look like this… PO-######. Once there, you can view your order and the expected delivery information.

You should also receive emails from ODP delivery services (Veyer Logistics) confirming order placement, order out for delivery and order delivered to the facility.

Q: How do I find my delivery information?

A: To find the latest delivery information, please click on the 'Track Your Shipment' button. We offer next-day delivery services to most Corewell locations. Due to certain logistical considerations, deliveries for hospitals located in Taylor, Dearborn, Farmington Hills, Wayne, Grosse Pointe, and Trenton will receive shipments only on Mondays and Thursdays. Hospital facilities in Niles receive shipments only on Wednesdays. If you have any concerns or questions about this delivery schedule, please don't hesitate to get in touch with our customer service team.

Q: My order shows delivered but I don't have it.

A: Please call ODP Business customer service and they will support you with the missing product.

Q: I checked the site and the PO was not there. What next?

A: Please send an email to deb.schrouder@corewellhealth.org with your question and she will work with ODP Business on the resolution.

Q: I received my order, but it is incorrect or missing something. How can I resolve that?

A: Please reach out to ODP Customer Care team at any of the below methods.

1. Phone: 800.279.1528
2. Email: strategicsupport@officedepot.com

Please make sure you have one of the 2 below items for faster assistance.

1. The ODP order number. That number can be found on your packing slip or on the label of the box. The number would be 9 digits with a dash and 3 digits more (#########-###).
2. Corewell Health Workday Account #: 36168528 and your Purchase Order. Customer Service can find your order with these 2 pieces of information.

Q: How do I process a return?

A: There are 3 ways to process a return.

1. Online: Punchout to ODP, click on ORDERS, change the drop down from Order Number to PO Number and enter your PO. The format should look like this… PO-######. Or, you can enter the ODP order # from your packing slip or label on the box. Once there, view your order and at the bottom of the order, click Return Order then follow the screen. If the order will not allow the return, please follow one of the options below (2-4).

For options 2-3, please make sure you have one of 2 items. – The ODP order number or the Corewell Health Account #36168528 with your PO #.

2. Phone: 800.279.1528
3. Email: strategicsupport@odpbusiness.com