

GETTING STARTED WITH THE OFFICE SUPPLIES & BUSINESS SOLUTIONS PROGRAM IS EASY

Welcome to ODP Business Solutions [Laboratory Sciences of Arizona](#)!

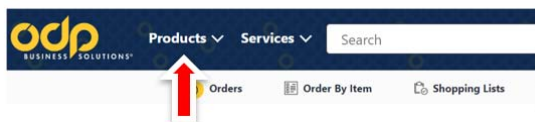


Your ODP Business Solutions account is now available and ready for use. To access our ODP Business Solutions website, click [here](#) or copy and paste URL <https://www.odpbusiness.com/home.do> into your favorite web browser.



Your Login Credentials were provided to you in an email by an ODP Business Solutions Representative w/ domain @odpbusiness.com.

Tips for Navigating the Website



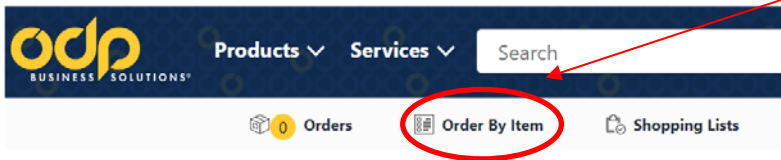
You will see all shopping options by viewing the dropdown choices on the navigation bar at the top of the page under "Products".

Look through the product categories and search for items that you need. The prices shown are your companies negotiated prices and can be identified by the Best Value green ribbon icon 

To order an item, simply click on it, update the quantity, and add it to your cart. If you cannot find an item on the website or in the catalog, contact ODP Customer Service for assistance at 800.279.1528.

ORDERING BY ITEM NUMBER

If you already know the Item number (SKU) you want to order, select '**Order By Item**' located on the navigation bar at the top of the page.



- Enter the item number(s) and quantity for each item you want to buy.
- An optional comment field lets you enter reference information (up to 25 characters) that will also print on the packing list that comes with your order.
- Enter all of the items that you want to order, then Click the '**Add to Cart**' button. You will see a list of all of the items in the cart.

CHECKING OUT

- When finished shopping, click on the '**View Cart**' link or picture of the shopping cart. You will have the opportunity to review your Shopping Cart.
- Select your respective Cost Center (if applicable).
- Verify items in your cart, complete any required information, make any necessary changes to your cart then click '**Update Shopping Cart**'.
- Review the items in the cart and when you are ready to proceed with your purchase, click the **Checkout** button.
- Payment Option:
 - By default, Account Billing is set up.
- 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 that page or simply by going to the "Orders" on the navigation bar at the top of the page.
 - *For those with an approval process, a pop-up message that your order has been placed on hold pending approval will appear when you click on Place Order.*

Your Order has been placed on Hold pending approval.

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.

DELIVERY & SHIPPING

- Deliveries to all major markets are normally scheduled for the next business day. **Orders must be submitted by and/or approved (if applicable) by 3:00 p.m. local time.**
- **ODP Business Solutions has removed the \$40 (Minimum Order Value) MOV until 10/1/2024 to allow time for a smooth transition to the new program.**

ORDER TRACKING & RETURNS

The screenshot shows the 'Orders' section of a web application. On the left, there is a 'Select By Status' dropdown menu with options: All, All Pending, All Processed, Cancelled, Credit Issued, Delivered, and Held By Customer. The 'All' option is selected. To the right of this menu is an 'Approver User ID' input field. Further right is an 'Order Number' dropdown menu with options: Order Number, Ordered By, Cost Center, PO Number, Release, Item Number, and Ship To Id. The 'Order Number' option is selected. To the right of the dropdown menu is a 'Data To' input field with the date '03/31/2022'. Below the 'Data To' field is a 'Search' button. To the right of the 'Search' button are two input fields: 'Min Order Total' and 'Max Order Total'. Red arrows point from the text instructions to the 'Order Number' dropdown menu and the 'Select By Status' dropdown menu.

Under the **Order Number** drop box select attribute of the search: **Order #**, **PO Number**, **Cost Center**, **Item Number**, etc., then in the adjacent field enter your search value.

Or

Select by Status

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

Search results are displayed in descending chronological order.

The screenshot shows a table of search results. The table has columns: Order #, Order Date, Ordered By, Approver, PO Num, DPT NUM, REL, Status, Total, and Delivery Date. The table contains 10 rows of data. A red arrow points from the text instruction to the 'Order #' column header.

Order #	Order Date	Ordered By	Approver	PO Num	DPT NUM	REL	Status	Total	Delivery Date
60370740-001 P	03/31/2022	SCOTTYUSERRST SCOTTYUS		<ONMSD-004>	<PMSD>	++	DELETED-NOF DUE-NOF NOF	\$181.03	04/01/2022
60370729-001 P	03/31/2022	SCOTTYUSERRST SCOTTYUS		<ONMSD-004>	<PMSD>	++	In Process	\$138.42	03/31/2022
60370726-001 P	03/31/2022	SCOTTYUSERRST SCOTTYUS		<ONMSD-004>	<PMSD>	++	In Process	\$125.49	04/01/2022
60370723-001 P	03/31/2022	SCOTTYUSERRST SCOTTYUS		<ONMSD-004>	<PMSD>	++	Held by Customer	\$87.03	
60370694-001 P	03/31/2022	SCOTTYUSERRST SCOTTYUS		<ONMSD-004>	<PMSD>	++	In Process	\$125.49	04/01/2022
60370693-001 P	03/31/2022	SCOTTYUSERRST SCOTTYUS		<ONMSD-004>	<PMSD>	++	Held by Customer	\$84.03	
60370623-001 P	03/31/2022	SCOTTYUSERRST SCOTTYUS		<ONMSD-004>	<PMSD>	++	In Process	\$33.92	04/07/2022
60370624-001 C	03/31/2022	SCOTTYUSERRST SCOTTYUS		<ONMSD-004>	<PMSD>	++	In Process	\$1082.24	04/05/2022
								\$88,876.86	

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

Order Details

Delivery

Attention: ODP TEST ACCT
Glosson Gibson
6600 N Military St
Ste 100
Boca Raton, FL 33496-2434 USA

Phone: (561) 557-6679
Ext: 1
Email: test.user@ODPBUSINESS.COM
Ship to ID: BGL TD

Payment

Account #: 21217836
PO Number: AUT_PO
Amount: \$30.24

Additional Info

Ordered By: Customer Care
Phone: (561) 557-6679
Ext: 1
Last Updated: 03/31/2022
Updated By: XINT

Order Summary

Order Placed: Mar 31, 2022

Item Subtotal: \$16.62
Discounts: (\$1.66)
Delivery Fee: \$9.99
Additional Fees: \$3.33
Taxes: \$1.96

Order Total: \$30.24

Shipment 1 of 1

ORDER NUMBER	ORDER STATUS	TOTAL
603070549-001	Delivered	\$30.24

Processing

Autobrights Color Paper, 8.5" x 11", 24 lb, Cosmic Orange, 500 Sheets
Item #255813
Qty: 1 @ \$16.62 / each
\$16.62
Eco Conscious

[Track Package](#)
[Buy It Again](#)
[Write a Review](#)

Price Summary

Item Subtotal: \$16.62
Discounts: (\$1.66)
Delivery Fee: \$9.99
Additional Fees: \$3.33
Taxes: \$1.96
Order Total: \$30.24

[Create Return](#)

[Add to List](#) [Reorder All](#)

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?

If item is returnable online, a Click [Create Return](#) and follow the simple step by step instruction for returning your unneeded items.

[Add to List](#) To place items into a custom shopping lists shopping list.

[Reorder All](#) To create a new order with the same items.

- Review the information for the return and click "Submit Return" at which point you will get a return authorization number for the return.
- You may include instructions for an ODP or UPS driver.
- 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 ODP 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 ODP Customer Service at 800-279-1528 to place a return for these orders.

THINGS TO REMEMBER

- If you are working on a special project or have a bulk purchase such as paper, please contact your ODP Account Manager noted below for assistance with a special quote.
- Orders must be completed/submitted for processing by 3:00 P.M. local time to guarantee next day delivery (in most cases). If you have an approval process and need your items next day, please reach out to your approver to ensure they've approved it no later than 3:00 p.m. local time.
- Order Tracking allows 16 months of order history view.

Need help with an existing order? Proof of delivery, tracking, return, etc.

Contact ODP's Strategic Support Team:

Email: StrategicSupport@odpbusiness.com

Phone: 800-279-1528

For general account questions around product, special pricing quotes, bulk orders, maintenance:

Contact the **Laboratory Sciences of Arizona** account manager with ODP:

Patti Cottrell

Senior Account Executive

patti.cottrell@odpbusiness.com

FAQs:

- Will ODP have the same products as our previous vendor?
 - *ODP and your previous vendor both offer the same brand name products, but we have different manufacturer partnerships and private label product lines that could have better pricing. We recommended searching by product descriptions (e.g., black gel pen, multifold towel white, dark roast coffee) and then filter by "Best Value" to find contract items.*
- What is the minimum order value to qualify for no charge delivery?
 - *The minimum order value (MOV) is \$40 however ODP has removed the MOV until 10/1/2024 to assist with the supplier transition.*
- What is the process for product returns?
 - *Returns can be processed on-line under Order History as a self-service process. Please reference above page 3 – 4 for detailed instructions. You can also call or email ODP Strategic Support for assistance with a return as noted above under "Things To Remember".*
- What is the process if I need something less than the unit of measure?
 - *Utilize online chat or Strategic Support to get assistance finding products with different UOM's or alternative products in our catalog assortment with the same fit/form/function. For any special or bulk orders please email Patti.cottrell@odpbusiness.com.*