

ODP Business Solutions FAQ's

Q. Is ODP Business Solutions the same as Office Depot?

A. Office Depot and ODP Business Solutions are subsidiaries of ODP Corporation. We have separated the Retail division (Office Depot) and the B2B Contract Division (ODP Business Solutions), Mary Kay's program is offered through ODP Business Solutions.

Q. Why is my SPC card no longer accepted in the Office Depot retail store.

A. Due to the rebranding of our B2B Contract Division into ODP Business Solutions we are now offering our discount program for Mary Kay via our website, www.odpbusiness.com. To receive your current Mary Kay discounts you must order online.

Q. How do I get set up to order online?

A. You must register to order under the Mary Kay program with ODP Business Solutions. A registration Link is available on IN TOUCH under MK Connections.

Q. Can I order online and have my order delivered.

A. Yes, delivery and store pick up are options under the ODP Business Solutions website.

Q. Can I order on www.odpbusiness.com and pick up my order in an Office Depot Store.

A. Yes, store pick up at the Office Depot store is still an option. You must order on the www.odp.business.com website to receive your Mary Kay discount.

Q. I have a log in for Office Depot through www.officedepot.com, can I use that?

A. No, you must set up a new log in under the Mary Kay program with ODP Business Solutions to use on www.odpbusiness.com

Q. When I try to set up a log in it says my log in name has already been used.

A. The log in name must be unique, if you've shopped on the public Office Depot site (www.officedepot.com) our system is most likely recognizing that login. We suggest using your Mary Kay consultant ID as your log in name to avoid this duplication error.

Q. Can I get a discount a discount shopping in the Retail Store?

A. Yes, you must register for the Mary Kay program as described above and download the ODP Business Solutions App. There is a QR Code within the app to be used when shopping in the retail store. See "How to get a QR Code" link

Q. Can I order through an App on my phone?

A. Yes, the ODP Business Solutions app is available through your app store.

Q. Can I order print through the ODP Business Solutions app and pick up in store?

A. You can order print for delivery via the App. Store pick up is only available when shopping on the website, www.odpbusiness.com, at this time.

Q. What is my discount under the Mary Kay program?

A. There are two different discount structures. The discount is better when shopping on the ODP Business Solutions website:

When ordering online via www.odpbusiness.com, discounts are as follow:

15% discount off most office supplies, furniture and Ink/toner.

20% discount off padded mailers and labels

Printing Discounts are as follow:

Black and White imprints .03

Color imprints .21

50% off Finishing Services, ie; Binding, Laminating, Cutting, Hole Punch, etc.

When shopping in the Retail Store with the QR Code in the ODP Business App discounts are as follow:

Office Supplies 20% Furniture 10%

Ink & Toner 10% Cleaning, Breakroom, Facilities 10%

Copy and Print 30%

All other categories are excluded from discounts

Q. I receive coupons from Office Depot, can I use those with my purchase.

A. Office Depot Rewards and coupons cannot be used or combined with the ODP Business Solutions discounts.