

As a strategic partner with ODP Business, we've developed a process to research any orders or product questions you may have. The below phone # has been developed for our strategic customers and you should use the below information for faster service. I've included some questions below for reference.

ODP Business Solutions Customer Care

Phone: 800.279.1528

Email: strategicsupport@officedepot.com

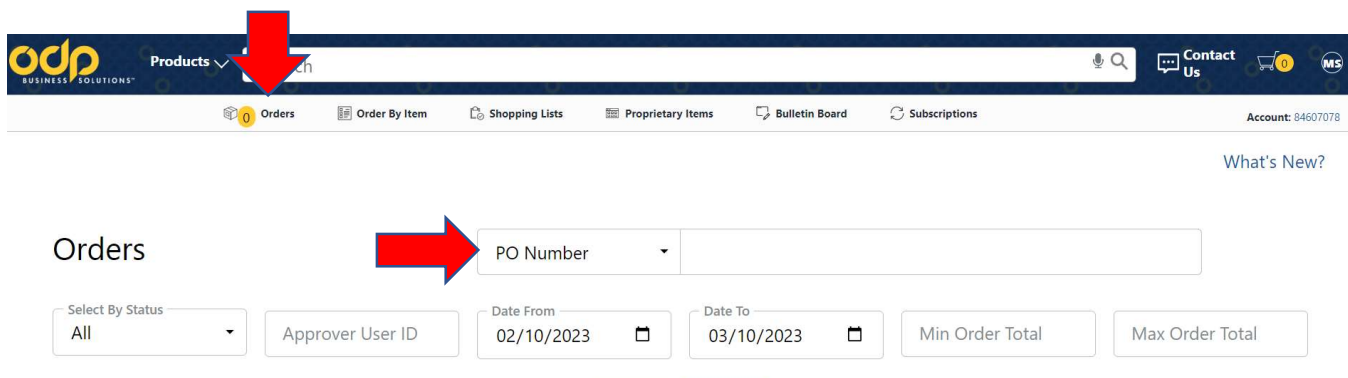
ODP Business Solutions Account #'s

If your PO Begins with	Your ODP Account # is	BUSINESS NAME
11	84607078	MCLAREN HEALTH CARE (CORP)
50, 19	84607610	MCLAREN MEDICAL GROUP (MMG/MMP)
42	84683204	MCLAREN - GREATER LANSING
39	04802947	MCLAREN CENTRAL MICHIGAN
30	08323993	MCLAREN-OAKLAND
14	28840934	MCLAREN HEALTH MGMT GRP
45	08269747	MCLAREN-MACOMB
41	08325448	MCLAREN-KARMANOS
40	08452768	MCLAREN - FLINT
44	08464000	MCLAREN - LAPEER REGION
37	04798841	MCLAREN - BAY REGION
49	31146469	MCLAREN THUMB REGION
48	31098852	CARO COMMUNITY HOSPITAL
21	08474841	MCLAREN NORTHERN MICHIGAN
33	08450031	MCLAREN PORT HURON
60	87334704	ST LUKES

Frequently Asked Questions

Q1: Has my PO been placed?

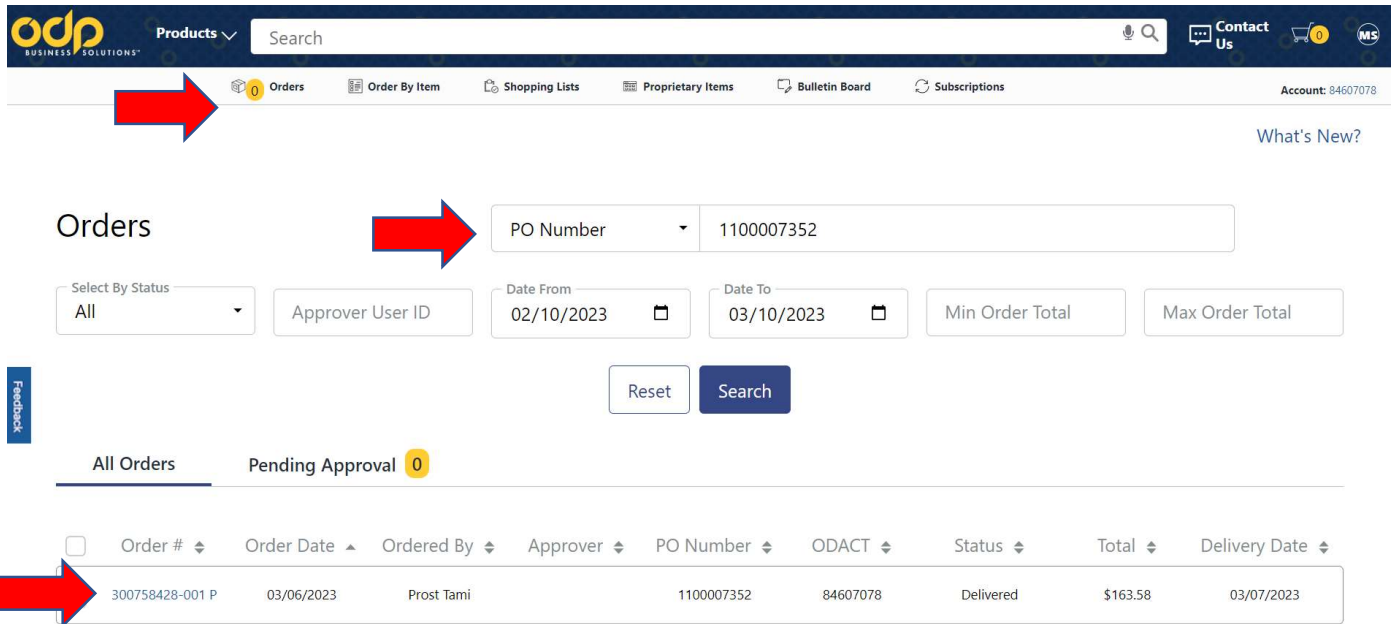
A: Please punchout to Office Depot, click on ORDERS, change the drop down from Order Number to PO Number and enter your PO. Once there, you can view your order and the expected delivery information.



The screenshot shows the ODP Business Solutions website interface. At the top, there is a navigation bar with the ODP logo, a search bar, and links for 'Products', 'Contact Us', and 'MS'. Below the navigation bar, there is a secondary bar with links for 'Orders', 'Order By Item', 'Shopping Lists', 'Proprietary Items', 'Bulletin Board', and 'Subscriptions'. The 'Orders' link is highlighted. Below this, there is a section titled 'Orders' with a dropdown menu set to 'PO Number'. To the right of the dropdown is a text input field. Below the dropdown and input field, there are several filters: 'Select By Status' (set to 'All'), 'Approver User ID', 'Date From' (set to '02/10/2023'), 'Date To' (set to '03/10/2023'), 'Min Order Total', and 'Max Order Total'. A red arrow points to the 'PO Number' dropdown menu.

Q2: How do I find my delivery information? My order shows delivered but I haven't received it.

A: Please punchout to Office Depot, click on ORDERS, change the drop down from Order Number to PO Number and enter your PO. When your PO information appears, click on the BLUE Hyperlink to view the delivered information.



Orders

PO Number 1100007352

Select By Status: All

Approver User ID

Date From: 02/10/2023

Date To: 03/10/2023

Min Order Total

Max Order Total

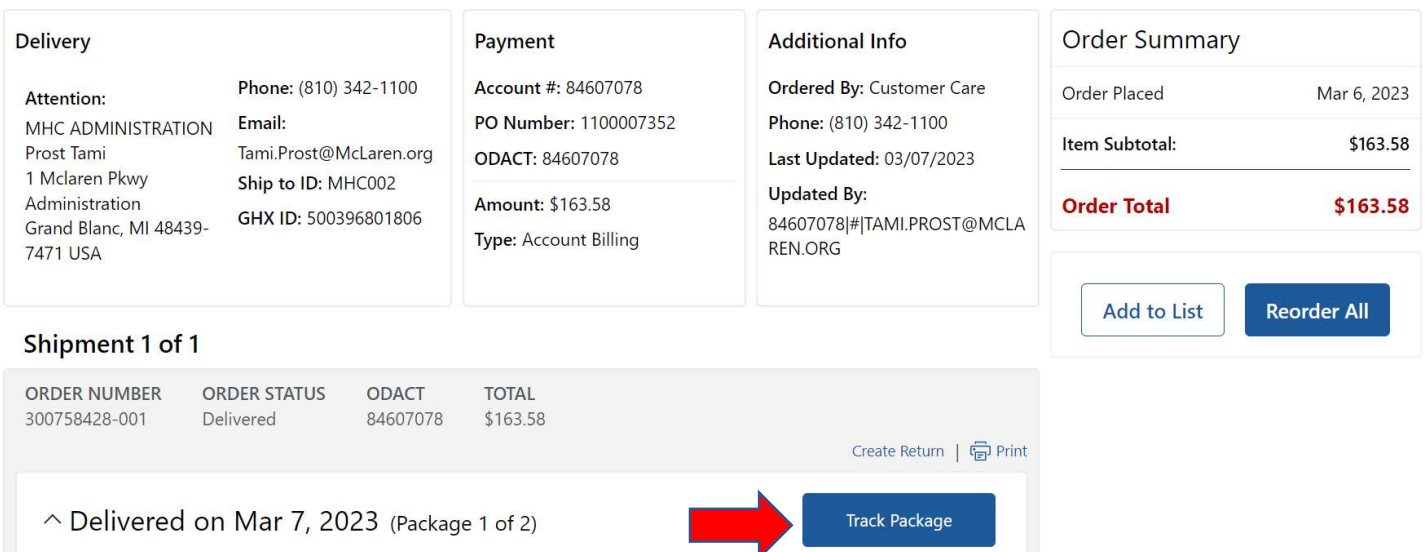
Reset Search

All Orders Pending Approval 0

Order #	Order Date	Ordered By	Approver	PO Number	ODACT	Status	Total	Delivery Date
300758428-001 P	03/06/2023	Prost Tami		1100007352	84607078	Delivered	\$163.58	03/07/2023

Then click on TRACK PACKAGE to get the latest delivery information.

Order Details



What's New?

Delivery

Attention: MHC ADMINISTRATION
Prost Tami
1 McLaren Pkwy
Administration
Grand Blanc, MI 48439-7471 USA

Phone: (810) 342-1100
Email: Tami.Prost@McLaren.org
Ship to ID: MHC002
GHX ID: 500396801806

Payment

Account #: 84607078
PO Number: 1100007352
ODACT: 84607078
Amount: \$163.58
Type: Account Billing

Additional Info

Ordered By: Customer Care
Phone: (810) 342-1100
Last Updated: 03/07/2023
Updated By: 84607078|TAMI.PROST@MCLAREN.ORG

Order Summary

Order Placed: Mar 6, 2023

Item Subtotal: \$163.58

Order Total: \$163.58

Add to List Reorder All

Shipment 1 of 1

ORDER NUMBER	ORDER STATUS	ODACT	TOTAL
300758428-001	Delivered	84607078	\$163.58

Create Return | Print

^ Delivered on Mar 7, 2023 (Package 1 of 2)

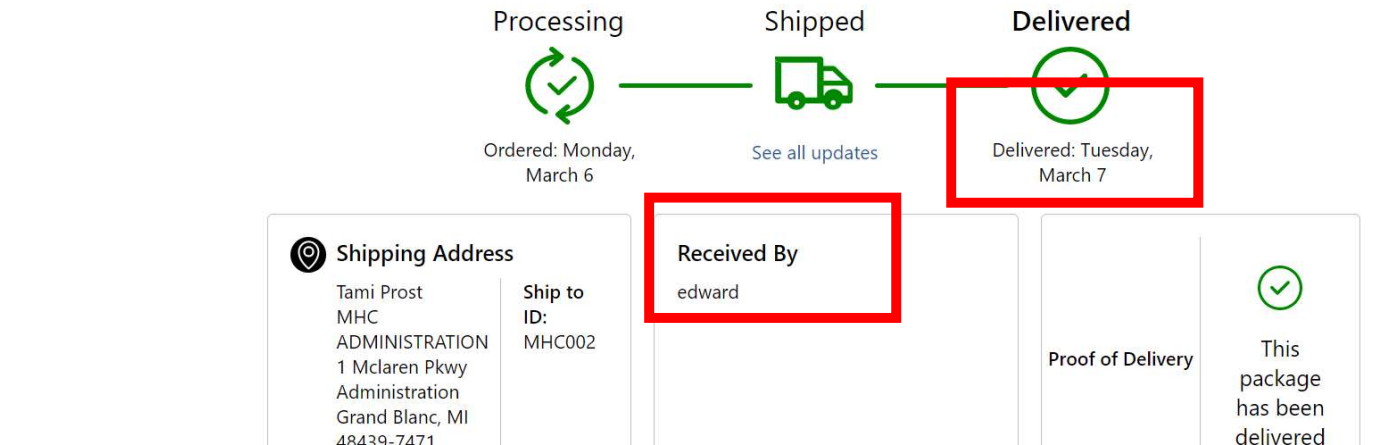
Track Package

Track Package

Order# 300758428-001

Date Placed: 03/06/2023 11:19am

Delivered: Tuesday, March 7



If you still cannot locate your package, please contact ODP Business Solutions customer care team via email or phone and they will research your missing product. Please have your Order # OR McLaren account # and McLaren PO # (not requisition #) ready.

Q3: I checked the site and the PO was not there. What next?

A: Please reach out to your McLaren Supply Chain contact for assistance. SCMOrders@mclaren.org

Q4: I received my order, but it is incorrect or missing something. How can I resolve that?

A: Please reach out to ODP Business Solutions Customer Care team with your order # or McLaren Account and PO #.

Q5: How do I process a return?

A: There are 2 ways to process a return.

1. **ONLINE:** Follow same process as Q2 above except instead of clicking on TRACK PACKAGE, please click on CREATE RETURN.

Order Details

[What's New?](#)

Delivery Attention: MHC ADMINISTRATION Prost Tami 1 McLaren Pkwy Administration Grand Blanc, MI 48439-7471 USA Phone: (810) 342-1100 Email: Tami.Prost@McLaren.org Ship to ID: MHC002 GHX ID: 500396801806	Payment Account #: 84607078 PO Number: 1100007352 ODACT: 84607078 Amount: \$163.58 Type: Account Billing	Additional Info Ordered By: Customer Care Phone: (810) 342-1100 Last Updated: 03/07/2023 Updated By: 84607078 #[TAMI.PROST@MCLAREN.ORG	Order Summary Order Placed Mar 6, 2023 Item Subtotal: \$163.58 Order Total \$163.58
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[Add to List](#) [Reorder All](#)

Shipment 1 of 1

ORDER NUMBER	ORDER STATUS	ODACT	TOTAL
300758428-001	Delivered	84607078	\$163.58

^ Delivered on Mar 7, 2023 (Package 1 of 2)

[Create Return](#) | [Print](#)

[Track Package](#)

2. Contact Customer Service: Call or Email Customer Service. Please have your Order # OR McLaren account # and McLaren PO # (not requisition #) ready.