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ODP BUSINESS SOLUTIONS OFFICE SUPPLIES CONTRACT APPROVER GUIDE

APPROVER RESPONSIBILITY:

Approvers are responsible for the review of office supply orders submitted by users within their agency. The Approver shall review the content of the order for appropriateness and acceptance.

It is up to each agency/bureau/office to determine if order approvals are required, and to provide appropriate direction to those within your agency. Approvers can contact the following individuals for assistance with setting up or changing approvers for each user.

ODP's Strategic Support Team
Monday – Friday 8 a.m. EST to 5 p.m. EST: Email:
StrategicSupport@odpbusiness.com
Phone: 800-279-1528

ODP's designated account manager:
[Maribeth Morel](#)
Senior Account Executive
maribeth.morel@odpbusiness.com

NOTIFICATIONS:

The approver will receive an email from ODP notifying them that there is an order that requires their approval. Approvers are urged to monitor their email folders for these notifications and to adjust their email settings to allow receipt of these emails.

- Approval emails will come from this email address: noreply_ec@odpbusiness.com.
- Core and Non-Core items cannot be combined in one order. Approvers will receive separate emails for Core and Non-Core orders placed by users.
- Orders that do not meet the \$25.00 minimum order requirement will incur a \$5.99 per order shipping fee. Agencies should plan for and consolidate orders as required. Approvers can disapprove an order and require users add products to meet the minimum order amount.
- For orders requiring an approval, the inventory for that order is held for 2 business days. If the order is not approved within the 2 days, the inventory is released. The order will still be fulfilled with any available inventory. If no inventory is available, the item will be placed on backorder.

APPROVAL PROCESS:

Approvers will receive an email from ODP informing them they have an order requiring action. The first step for the Approver is to determine if the order is for Core or Non-Core item(s). This can be accomplished by reviewing the accounting field section in the email and verifying if the 'Waiver' field with a DGS Waiver Approval number is present. DGS Waiver numbers will begin with 'W000'. If there is no 'Waiver' field, then the order is for Core Items.

- Sample email for a Core Item Order.
 - If the approver is the final step in the approval process, the email will include "Release" or "Reject" options, if the approver is not the final approver then the email will include "Approve" or "Reject" options.
 - The Billing information section will not include the DGS Non-Core Waiver number field.

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Approval Required: Order Confirmation #374146923-001

ODP Business Solutions <noreply_ec@odpbusiness.com>
Mon 7/8/2024 12:25 PM
Cc: Barb Peterson <BARB.PETERSON@ODPBUSINESS.COM>

Hi Temp, please approve this order.

This order is pending approval. Please review the order details and approve. Thank you.

Order Summary

Order Placed: 07/08/2024
Ordered by: USER DEMO END

Subtotal: \$30.14
Delivery Fee: \$0.00
Taxes: \$0.00
Misc.: \$0.00
Order Total: \$30.14

Release
Reject

Delivery

Address: 1800 HERR ST
HARRISBURG, PA
Phone Number: (555) 555-5555
Ext: 0000
Ship to ID: 1800HERRST

Billing

Account #: 50290934
Payment Type: Credit Card
DELINST: DELIVER TO BACK ENTRAN
ATTNTO: EVERETT MCGILL

Approval Path

☐ Pending TEMP ADMIN

Shipment 1 of 1

Order #: 374146923-001
Status: Held for Restrictions

- Sample email for a Non-Core Item Order.
 - The agency approver is not the final step in the approval process, so the email will include **Release** or **Reject** options.
 - The Billing information section will include the Waiver field which will contain a DGS Non-Core Waiver number.

Approval Required: Order Confirmation - Multiple Orders

ODP Business Solutions <noreply_ec@odpbusiness.com>
Mon 7/8/2024 3:06 PM
To: Barb Peterson <BARB.PETERSON@ODPBUSINESS.COM>

Hi Temp, please approve this order.

This order is pending approval. Due to availability, this order will arrive in multiple shipments. Please review the order details and approve. Thank you.

Order Summary

Order Placed: 07/08/2024
Ordered by: USER END
Grand Total: \$100.50

Release All
Reject All

Delivery

Address: 1800 HERR ST
HARRISBURG, PA
Phone Number: (555) 555-5555
Ext: 0000
Ship to ID: 1800HERRST

Billing

Account #: 50291176
Payment Type: Credit Card
DELINST: DELIVER TO BACK ENTRAN
WAIVER: W39999
ATTNTO: EVERETT MCGILL

Approval Path

☐ Pending TEMP ADMIN

Shipment 1 of 2

NOTE: If an order was split into multiple shipping orders due to multiple ODP ship from locations, the notification of this is provided in one email. The option to Release All or Reject All is available in the email.

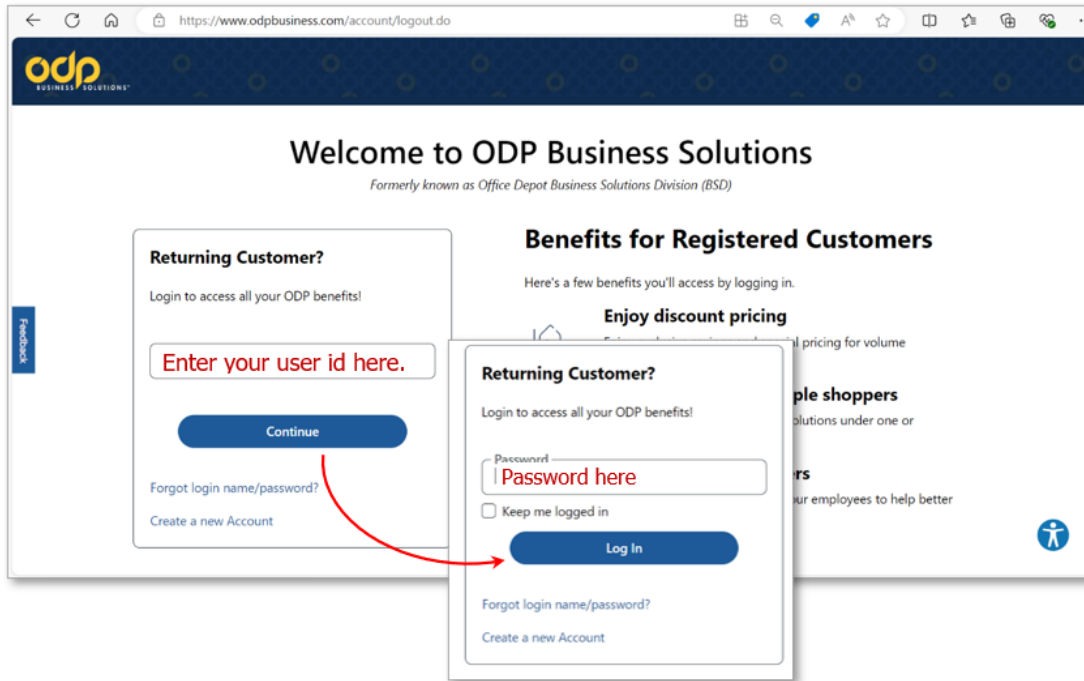
CORE ITEM ORDERS.

Step 1. Approver should review the content of the order for appropriateness and acceptance.

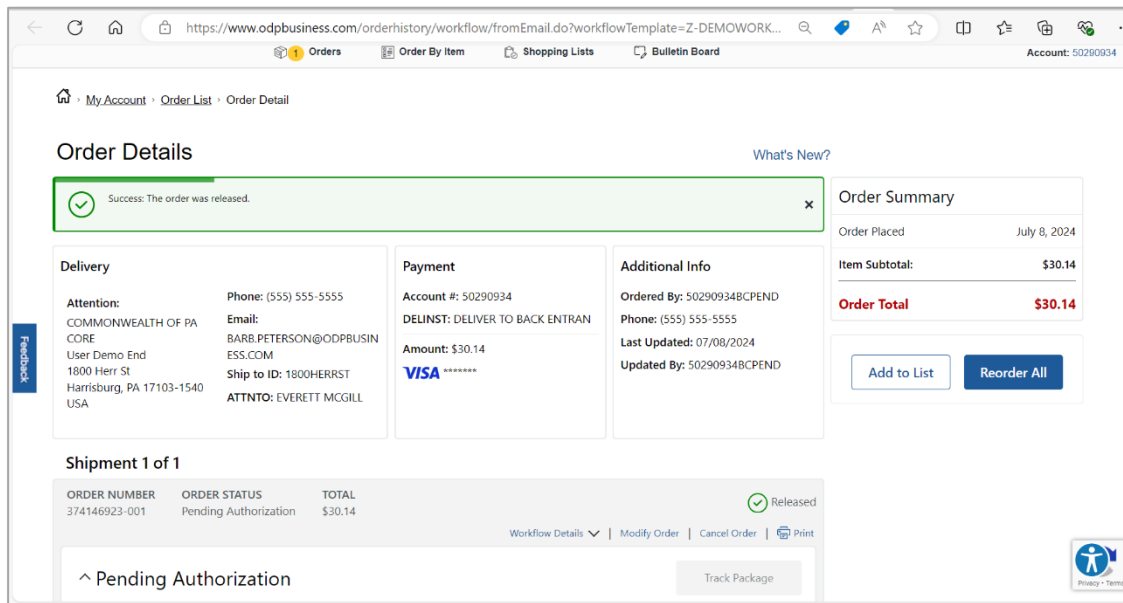
- If the order is to be approved the Approver will click the 'Release' button.
- If the order is to be disapproved, the Approver will click the 'Reject' button.
- Multiple/Split Orders, **approvers must Release All** or **Reject All**.
 - If you **Release** only one of the shipments and that shipment value does not meet the \$25.00 minimum order requirement, a \$5.99 delivery fee will be applied to that shipment.
 - See pages 5 and 6 for more information on approving split orders.

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Step 2. Once the Approver selects [Release](#) or [Reject](#), for security reasons, the approver is taken to the ODP Business Solutions log in page where they will log in with their credentials. By logging in, this will electronically “sign” the order as approved or rejected.



Step 3. Upon completion of the login process the Approver will see.



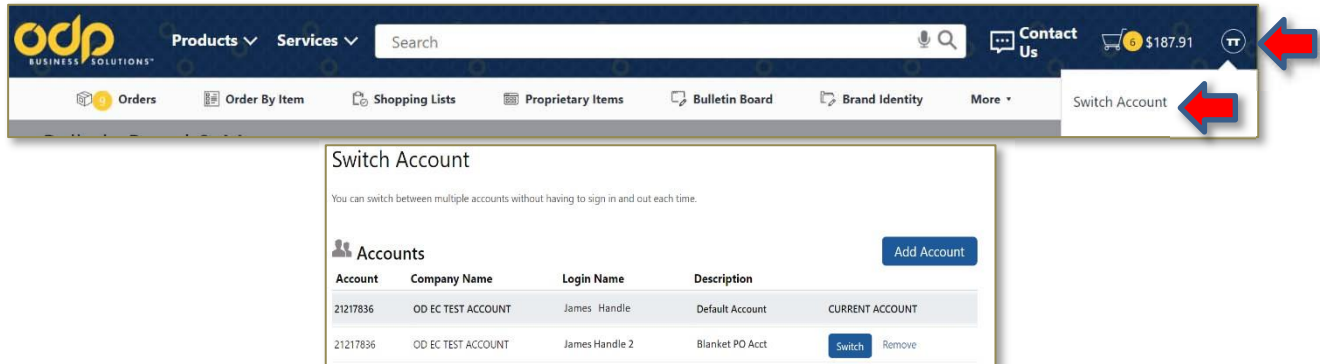
NON-CORE ITEM ORDERS.

Step 1. Approver should review the content of the order for appropriateness and acceptance.

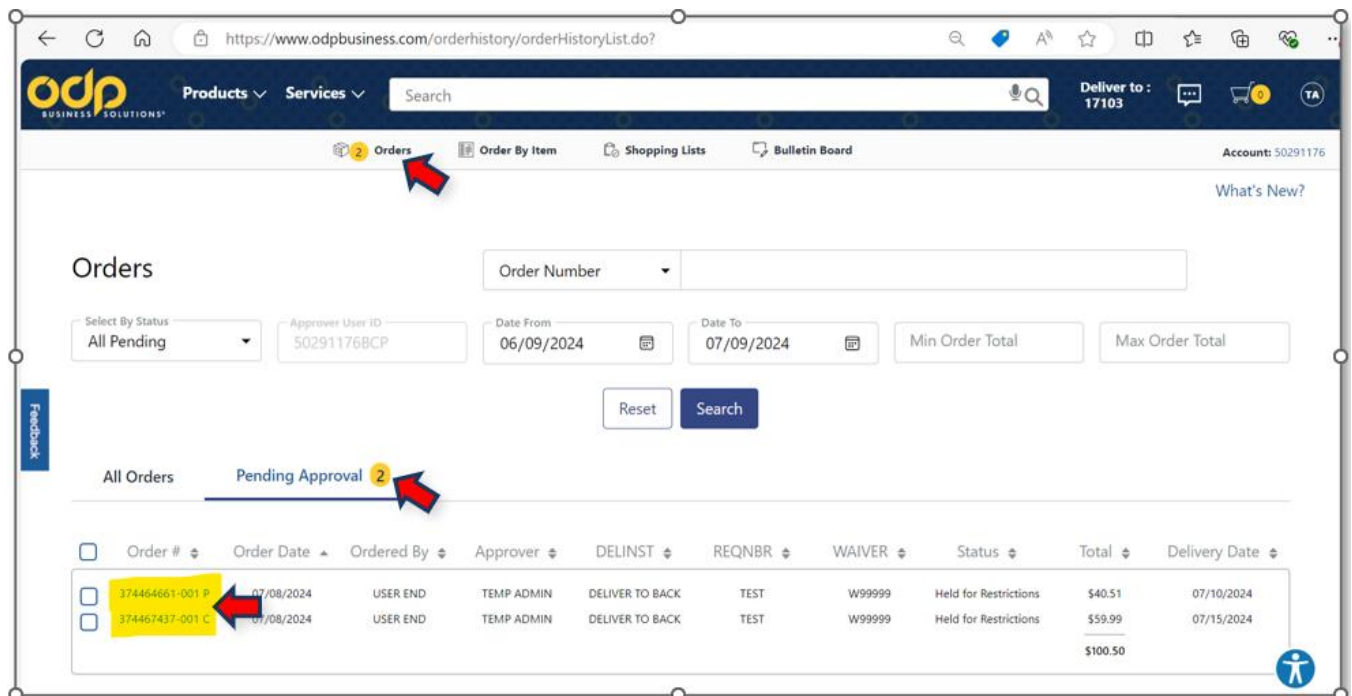
Step 2. Confirm that the [Waiver](#) field in the Account Information Section contains a DGS Non-Core Waiver Number; these numbers will begin with “W000”.

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Step 3. The Approver SHOULD NOT use the [Release](#) and [Reject](#) buttons shown in the email. Instead, the Approver must log into the ODP Order Site and using the [Switch Account](#) option select their [Commonwealth of PA Non-Core](#) account to approve the order.



Step 4. When the Approver completes the login process, they will search for the specific Non-Core order using the order number identified in the email. To do this click on [Orders](#), then click on the [Pending Approval](#) tab. Once you've found the appropriate order click on it to open it. Once you've opened the order the Approver will then [Release](#) or [Reject](#) the order.



IMPORTANT: MULTIPLE/SPLIT ORDERS.

- Multiple/Split orders are grouped in a box and indicated as P (Parent order) & C (Child Order); see highlighted area of the screenshot above.
- Multiple/Split orders are those single orders that are 'split' into multiple shipments because the products are being shipped from multiple locations.

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- Click on either the Parent or the Child Order within the group and all shipments associated with the order will be displayed; see screenshot below for more details.

Order Details

Delivery
Attention: COMMONWEALTH OF PA
NON-CORE
User End
1800 Hill St
Harrisburg, PA 17103-1540
USA
Phone: (555) 555-5555
Email: barb.peterson@odpbusiness.com
Ship to ID: 1800HERRST
ATTNTO: EVERETT MCGILL

Payment
Account #: 50291176
DELINST: DELIVER TO BACK
WAVR: W999999
REQNR: TEST
Amount: \$100.50
VISA

Additional Info
Ordered By: 50291176CPEND
Phone: (555) 555-5555
Last Updated: 07/06/2024
Updated By: 50291176CPEND

Order Summary
Order Placed: July 8, 2024
Item Subtotal: \$100.50
Order Total: \$100.50

Shipment 1 of 2

ORDER NUMBER	ORDER STATUS	REQNR	TOTAL
374464661-001	Pending Release	TEST	\$40.51

Workflow Status
Pending release from TEMP ADMIN
Date/Time: N/A
Comments: N/A
Reject Release

Pending Release

Item	Qty	Price	Total
Ticonderoga #2 Pencil, 6.7 mm, Yellow, Pack Of 72 Pencils	1	\$14.71	\$14.71
Office Depot #2 Pencil, 6.7 mm, Yellow, Pack Of 72 Pencils	1	\$25.80	\$25.80

Shipment 2 of 2

ORDER NUMBER	ORDER STATUS	REQNR	TOTAL
374464637-001	Pending Release	TEST	\$59.99

Workflow Status
Pending release from TEMP ADMIN
Date/Time: N/A
Comments: N/A
Reject Release

Pending Release

Item	Qty	Price	Total
Jansport # Cool Student Backpack With 15" Laptop Sleeve, Black	1	\$59.99	\$59.99

- Approvers must "Release All" or "Reject All".

- If you "Release" only one of the shipments and that shipment value does not meet the \$25.00 minimum order requirement, a \$5.99 delivery fee will be applied to that shipment.

- Once you've hit **Release All**, a confirmation window will pop up asking you to confirm you want to release the order, click **Release**.

Are you sure you want to release all orders?

Release

Not Now

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Step 5. You will receive a confirmation window showing the Release or Rejection.

Order Details

Success: The orders 374464661, 374467437 were released.

Order Summary

Order Placed: July 8, 2024

Item Subtotal: \$100.50

Order Total: \$100.50

Delivery

Attention: COMMONWEALTH OF PA
NON-CORE
User End
1800 Herr St
Harrisburg, PA 17103-1540
USA

Phone: (555) 555-5555
Email: barb.peterson@odpbusiness.com
Ship to ID: 1800HERRST
ATTNTO: EVERETT MCGILL

Payment

Account #: 50291176
DELINST: DELIVER TO BACK
WAIVER: W99999
REQNR: TEST
Amount: \$100.50
VISA

Additional Info

Ordered By: 50291176BCPEND
Phone: (555) 555-5555
Last Updated: 07/08/2024
Updated By: 50291176BCPEND

Shipment 1 of 2

APPROVAL MONITORING:

- As each step of the approval process is completed, the order status found under [Orders](#) is updated, reflecting the current state.

Shipment 1 of 1				
ORDER NUMBER	ORDER STATUS	COST CENTER	TOTAL	
241685378-001	Released	BCP BUDGET	\$127.94	Released

- A confirmation email will be sent to both the order originator and agency approver to inform them that the order has been approved or rejected.

Fw: Order Confirmation #241685378-001

From: noreply_ec@odpbusiness.com <noreply_ec@odpbusiness.com>
Sent: Thursday, May 19, 2022 5:14 PM
Cc: Barb Peterson <BARB.PETERSON@OFFICEDEPOT.COM>
Subject: Order Confirmation #241685378-001

Hi Order, thank you for your order.

Your order is processing. You will receive an email when your order has shipped.

Order Summary

Order Placed: 05/19/2022
Ordered by: ORDER ORIGINATOR

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THINGS TO REMEMBER:

- Deliveries by ODP are within forty-eight (48) business hours of order submission, Monday – Friday (except State Holidays). Orders submitted and/or approved after 4:00 p.m. local time, will be considered submitted next business day. Last Mile Deliveries by BSSO require an additional 48 hours.
- For orders requiring an approval, the inventory for that order is held for 2 business days. If the order is not approved within the 2 days, the inventory is released. The order will still be fulfilled with any available inventory. If no inventory is available, the item will be placed on backorder.
- Shipments **WILL** contain a packing slip. Users are urged to utilize their Order Confirmation for order delivery verification and P-Card reconciliation. The Order Confirmation can be emailed through the ODP ordering site to all appropriate warehouse personnel, or other agency personnel responsible for receiving and confirming deliveries.
- There is a \$25 Minimum Order Value, otherwise a \$5.99 delivery fee will be assessed per order, so please consolidate your orders.
- If you “Release” only one shipment in a split/multiple shipment order and the shipment value of that one shipment does not meet the \$25.00 minimum order requirement, a \$5.99 delivery fee will be applied to that shipment.