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ODP BUSINESS SOLUTIONS OFFICE SUPPLIES CONTRACT USER GUIDE

WELCOME AND INITIAL LOGIN:

Welcome to ODP Business Solutions [Commonwealth of PA!](#)



Commonwealth of Pennsylvania

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 this URL <https://www.odpbusiness.com/home.do> into your web browser.



Your 'user specific' Login Credentials were provided to you in an email by an ODP Business Solutions Representative w/ domain @odpbusiness.com. When logging in, remember:

- Login Name **IS NOT** case sensitive
- Password **IS** case sensitive
- Users have three (3) attempts to correctly enter their credentials before being locked out. If locked out contact StrategicSupport@odpbusiness.com

For View Only Needs:

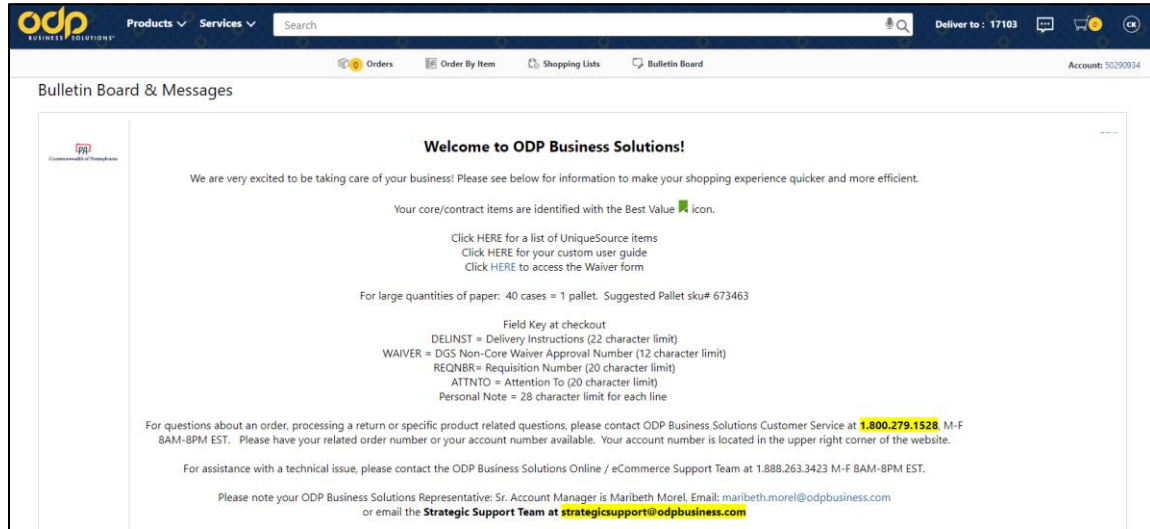
- Users can access the 'COPA View Only' site to search for items which are available through the contract to see product descriptions and contract pricing.
- The 'COPA View Only' URL is:
https://b2b.odpbusiness.com/invoke/oci/receive?USERNAME=COPAVIEWONLYUSER&PASSWORD=COPAViewOnlyUser1&HOOK_URL=https://nocheckout
- There are no login credentials required for accessing the 'COPA View Only' site.
- To confirm you are on the proper site after clicking the above URL you will see in the upper right hand corner of the screen the initials "VO" (for View Only) in a circle.



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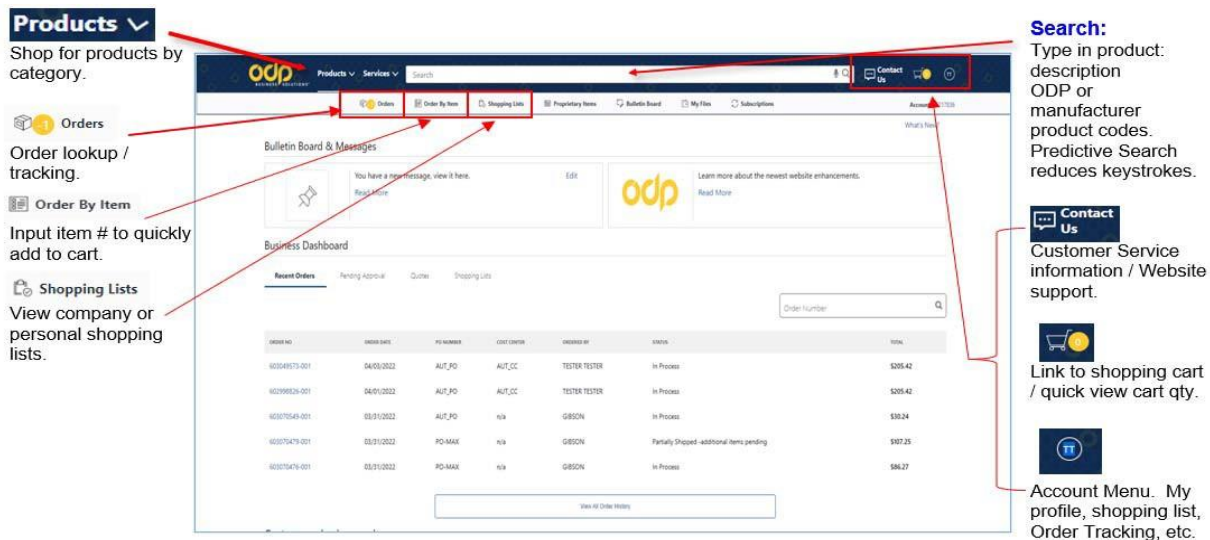
BULLETIN BOARD:

Once successfully logged in, all users (including View Only users) will have access to the Bulletin Board. The Bulletin Board will be used to share important contract specific information, special links, and other notices regarding the contract and its use.



WEBSITE OVERVIEW:

This diagram provides an overview of the key elements of the ODP Business Solutions website. More detail on these key elements will be provided throughout this user guide.

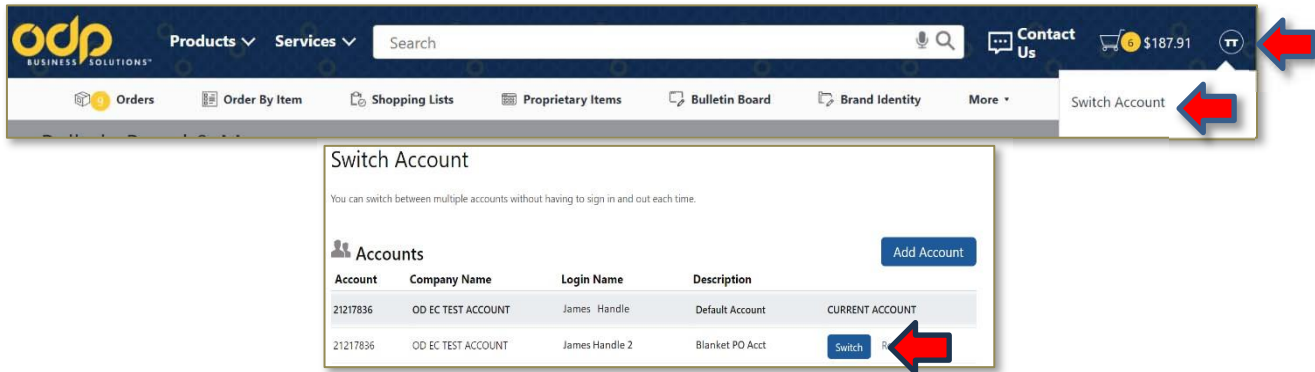


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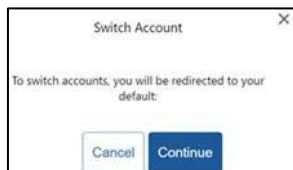
PRODUCT SEARCHING AND PLACING ORDERS USING SWITCH ACCOUNTS

The Switch Account functionality is how users will shop for and place orders for COPA Core Contract items and Non-Core Contract items.

- From your primary/main login account, go to your profile icon located in the upper right corner as shown below.
- To switch to a different account, click [Switch Account](#) and then [Switch](#) for the account you want.



- To switch back, repeat the switch account steps identified and shown in the diagrams above.
- A popup message will appear as shown below with your default account being displayed. Choose Cancel or Continue to be redirected to your default (main) login account.



Switch Accounts. Each user will have two (2) switch accounts to choose from once you've clicked on the [Switch Account](#) option from the menu bar. Those accounts are:

- The primary (or default) account which is your 'Commonwealth of PA Core' account, you will select this option when searching for and placing orders for Core items only.
- The secondary account which is your 'Commonwealth of PA Non-Core' account, you will select this option when searching for and placing orders for Non-Core items only. More information on the Non-Core Waiver Process is provided later in this guide.

Note: Users cannot mix 'Core' and 'Non-Core' items in one order, they must be ordered separately to allow for the 'Non-Core' approval process.

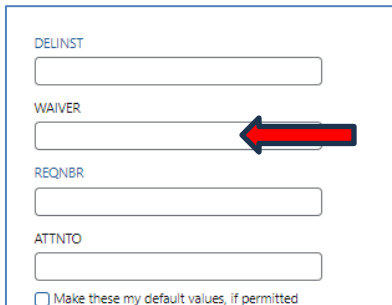
Minimum Order Amount: When placing orders, the minimum order dollar amount is \$25.00, any orders not meeting this minimum amount will incur a \$5.99 shipping fee.

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NON-CORE WAIVER PROCESS:

As noted above, users wanting to purchase Non-Core Items would select their 'COPA Non-Core Account' under Switch Accounts, to perform their product search and to create their shopping cart. Prior to the user doing this they must complete the following Non-Core Waiver Approval process.

1. Users must complete and submit a signed [DGS Non-Core Waiver Form](#) to the DGS Office Supplies Resource email account. ra-gsofficesupplywaiver@pa.gov
2. DGS will review the Non-Core Waiver Request and respond with an approval, disapproval, or request for additional information. The waiver approval will include a DGS assigned waiver approval number.
3. Once the waiver request is approved by DGS, the agency user must log into the ODP Business Solutions Website and using their COPA Non-Core Switch Account submit a shopping cart containing the 'Non-Core' items. As part of the checkout process, users must enter the DGS Waiver approval number in the "Waiver" field; this is a mandatory field. Failure by the user to enter the correct DGS assigned Waiver number when submitting the order will result in rejection of the order; no exceptions.



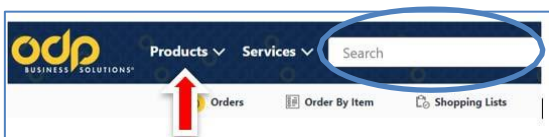
DELINST
WAIVER
REQNBR
ATTNT0
☐ Make these my default values, if permitted

DELINST = Delivery Instructions (22 character limit)
WAIVER = DGS Non-Core Waiver Approval Number (12 character limit)
REQNBR= Requisition Number (20 character limit)
ATTNT0 = Attention To (20 character limit)

4. The submission of the shopping cart containing the 'Non-Core' items will trigger approval workflow through the ODP ordering site. DGS will be notified via email there is a shopping cart requiring approval. DGS will review the order, comparing it to the waiver approval, and if correct will approve it. Agency approvers will review and take action first.
5. When DGS approves the order, the using agency will receive an email notification from the ODP ordering site informing them the order has been placed. If DGS disapproves the order, the using agency will be notified as well. Agency users can then track their non-core order in the ODP ordering site

SEARCHING FOR PRODUCTS:

You will see all shopping options by viewing the dropdown choices on the navigation bar at the top of the page under "Products" or you can search for a specific product using our intuitive [Search](#) bar.

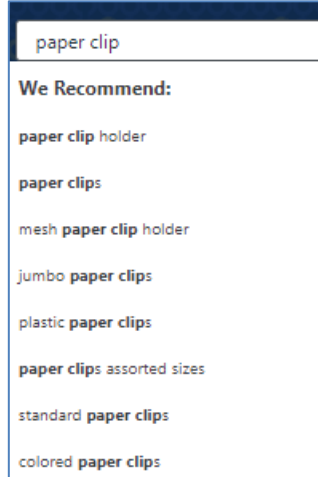
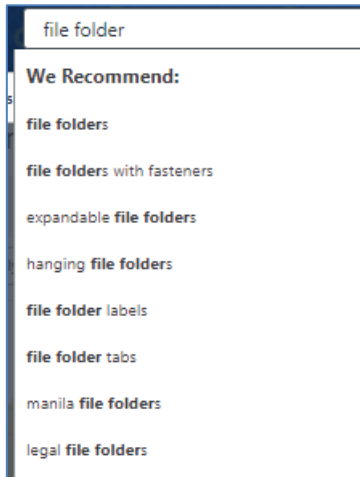


When searching for items using the "Products" dropdown list from the menu bar, you can look through the available product categories, drilling down into the sub-categories, enabling you to search for specific items you need.

› [Office Supplies](#) › [Filing & Folders](#) › [Pocket Folders](#) › Item #249230

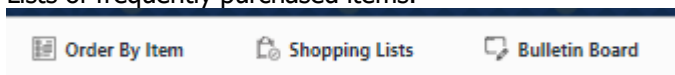
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When searching for items using the [Search](#) bar, type in the product name, description, or product number (if known). The results will vary depending on the details entered into the search bar. When entering text into the 'intuitive' search bar, the search bar 'will recommend' options for your selection. Select the recommended option that best meets your needs. The examples below show a portion of the 'options' available when the words 'file folder' and 'paper clip' were typed into the [Search](#) bar.



SEARCH TIPS:

- Searches can also be done using Personal Lists or Contract Specific Shopping Lists, such as the list of UniqueSource products. These lists are accessible via the [Shopping Lists](#) option on the menu bar. Users can set up their own Personal Lists of frequently purchased items.



- When using your 'Commonwealth of PA Core' switch-account you will only see Core contract items.
- When using your 'Commonwealth of PA Non-Core' switch-account you will see only Non-Core items.
- If you cannot find an item on the ODP online ordering website, contact ODP Customer Service for assistance at 800.279.1528.
- All Core items (Paper, Toner, General Office Supplies, and UniqueSource products) with pricing are posted on the [Search Contracts Section](#) of the DGS eMarketplace website as part of the Contract (4400029919) Overview.

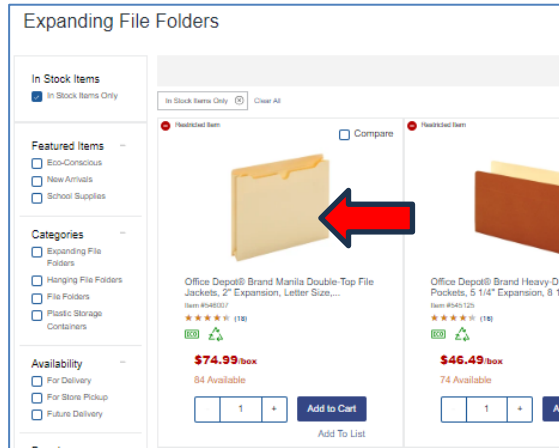
SEARCH RESULTS:

- The COPA Core Items can be identified by the Best Value green ribbon icon .
- The prices shown on the ODP ordering site are Commonwealth Contract prices.
- Users may get "0" results from a search. This will occur if you are searching for an item or category that is not part of the Commonwealth's contract for office supplies. For example, within the Office Supplies category there are sub-categories such as business forms, presentation boards, etc., these sub-categories or items within these sub-categories are not covered under the Office Supplies Contract.

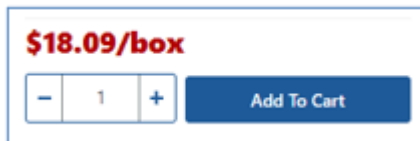
COMPLETING ORDER:

- Click on the item you need. The ODP Ordering Site will show you 'real time' inventory of the selected item.

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- Update the quantity to reflect how many you want to purchase. Users should consider available inventory when selecting quantities and be aware that the ordered item may be put on backorder if insufficient quantities are available. Once the item is ordered, the inventory will be allocated to that order for 2 business days.



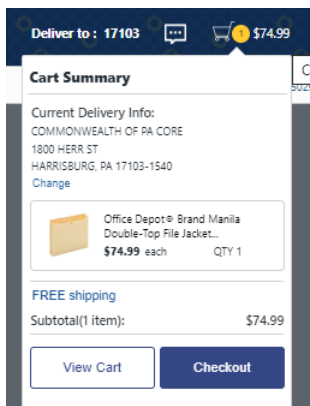
- Click add the item to your cart.



- Continue doing this until you have found all needed items and added them to your cart.
- **Reminder:** There is a \$25 Minimum Order Value, a \$5.99 shipping fee will be assessed per order not meeting the minimum. Users should plan and combine orders accordingly.

CHECKING OUT:

- When finished shopping, click on the [View Cart](#) link or picture of the shopping cart.



- Verify items in your cart, make any necessary changes to your cart contents, select [Update](#) next to Qty.

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- When ready to proceed with your purchase, click the [Checkout](#) button.

Order Summary	
Subtotal	\$74.99
Estimated Tax	\$0.00
Estimated Delivery	FREE
Total (1 Item)	\$74.99

- On the Checkout screen, verify the User Information, Delivery Information, and Order Summary are correct. Users should also complete the Email Options section as appropriate; this section can be used to share your order with other entities within your organization that may be receiving your deliveries, i.e., warehouse personnel, front desk/reception, etc.

Checkout

Please verify all of your order information below and choose one of the options at the bottom of the page to submit your order.

User information

MARIE FUCKINGER

(717) 346 - 2674

mariflicki@pa.gov

Change

Delivery information

COMMONWEALTH OF PA CORE

1800 HERR ST

HARRISBURG, PA

17103-1540

Change

Email options

☒ Send me an email confirmation of this order

☒ Send a copy of order confirmation to

Enter email address

Order summary

Delivery order 1 # 3740999977-001 Estimated delivery 07/03/2024

- In the Account Information Section fill out all applicable fields. An explanation of each field is below. Reminder: For non-core orders, the 'Waiver' field is mandatory, and the user must enter the DGS Non-core Waiver approval number provided when the waiver was approved by DGS. An improper waiver number will result in Rejection of the order.

DELINST

DELINST

REQNBR

ATTNTO

☐ Make these my default values, if permitted

* Marked fields are required

DELINST = Delivery Instructions (22 character limit)
REQNBR= Requisition Number (20character limit)
ATTNTO = Attention To (20 character limit)

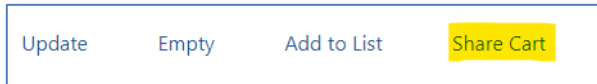
- **Payment Information:** A shopping cart cannot be submitted without entering a valid COPA P-Card number for payment. Users must enter the P-Card number and expiration date. Pcard numbers cannot/will not be saved, users must enter the information each time when placing an order. If you do not have a COPA P-Card assigned to you, see the next section for additional guidance.

☒ Credit Card

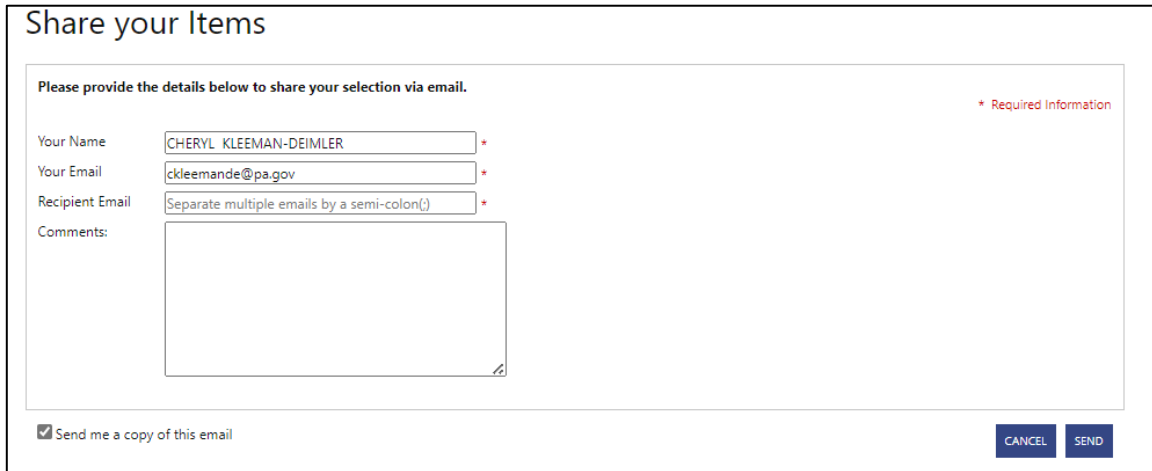
Credit Card Number

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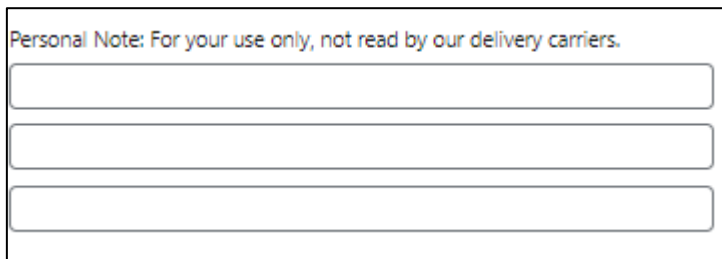
- **Users with no COPA P-Card:** For users who do not have an assigned COPA P-Card you can use the [Share Cart](#) functionality. Instead of completing the 'check out' process, users will click on [Share Cart](#) from the menu options at the bottom of the shopping cart summary screen.

A horizontal row of four buttons: 'Update', 'Empty', 'Add to List', and 'Share Cart'. The 'Share Cart' button is highlighted in yellow.

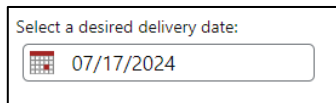
- On the [Share your Items](#) screen the user should review the pre-populated information to ensure it is accurate and enter the email address(es) of your Approvers. Users can also enter any comments relative to this specific order you want your approvers to know. When done, hit Send. Users can check the [Send me a copy of this email](#) box and the ODP ordering site will send the requestor a copy of the email that is being sent to the Approvers.

A screenshot of the 'Share your Items' form. The title 'Share your Items' is at the top left. Below it is a subtitle 'Please provide the details below to share your selection via email.' and a red asterisk with the text '* Required Information'. The form contains four fields: 'Your Name' (pre-filled with 'CHERYL KLEEMAN-DEIMLER'), 'Your Email' (pre-filled with 'ckleemande@pa.gov'), 'Recipient Email' (with a placeholder 'Separate multiple emails by a semi-colon(;)'), and 'Comments' (a large text area). At the bottom left is a checkbox labeled 'Send me a copy of this email' which is checked. At the bottom right are two buttons: 'CANCEL' and 'SEND'.

- The Approvers will receive an email with instruction there is a shopping cart being shared with them. The Approver will log into the system or click on the link provided in the email to view the cart. The Approver can then review the cart, make any necessary changes, enter their pcard information, and submit the order. See the [Approvers Guide](#) for additional information on the Approvers role in this process.
- **Personal Note Section:** This section should be used for agencies that need to enter Commonwealth Account Coding on their orders to track allocations and spend. In addition, this section must be used to document special delivery instructions such as, "Only in Office M,W,F 8a-5p". The DGS Bureau of Supplies and Surplus Operations (BSSO) will use this information to schedule Last Mile Deliveries.

A screenshot of the 'Personal Note' section. It has a title 'Personal Note: For your use only, not read by our delivery carriers.' followed by three empty text input fields.

- **Future Delivery:** Teleworkers should utilize this feature to align their deliveries with their day(s) in the office.

A screenshot of the 'Future Delivery' section. It has a label 'Select a desired delivery date:' followed by a date picker showing '07/17/2024'.

ORDER CONFIRMATION:

- Once you've submitted your order, the Order Confirmation page will appear. This confirms your order submission was successful and the requestor will receive a confirmation email confirming the order is processing.

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- Your order can be tracked by using the order number displayed on that page or simply by going to [Orders](#) on the navigation bar at the top of the page and searching for your order.



- Orders with Approvals:
 - *For users 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](#). Please note, it is each agency/office/bureau's business decision on whether user orders require approvals.

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.

- *For users placing an order for Non-Core items*, the same pop-up message that your order has been placed on hold pending approval will appear when you click on [Place Order](#).
- DGS will review and approve all Non-Core orders. Any Non-Core order submitted without the DGS Waiver Approval number will be rejected. See the Non-Core waiver Approval process section of this guide for more information.

DELIVERY & SHIPPING:

- Deliveries are within forty-eight (48) business hours of order submission, Monday – Friday (except State Holidays).
- Orders must be submitted by and/or approved (if applicable) by 4:00 p.m. local time.
- Orders submitted and/or approved after 4:00 p.m. local time, will be considered submitted next business day.
- Last Mile Delivery orders will be delivered to DGS BSSO within 48 business hours. DGS BSSO will in turn make delivery to the end user within the next 48 business hours; unless otherwise directed by the end user.
- **IMPORTANT:** Shipments **will** contain a packing slip for order review and verification. Users can also 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.

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ORDER TRACKING AND RETURNS:

- Order Tracking: Select **Orders** from the menu bar at the top of screen, then follow the steps identified in the diagram below find a specific order and view its current status.

0 Orders
Order By Item
Shopping Lists
Bulletin Board

Orders

Filter by Status

All

Approved

All Pending

All Processed

Canceled

Credit Invoiced

Delivered

Held By Customer

Approved User ID

Order Number

Ordered By

Cost Center

PO Number

Release

Item Number

Ship To Id

Use To: 03/31/2022

Min Order Total

Max Order Total

Search

Under the Order Number 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.

Order #	Order Date	Ordered By	Approval #	PO #	PO Item #	Qty	Status	Total	Delivery Date
45677046-001-F	03-01-2022	JOHN/USMMA07 N2707103	4567802-001-F	4567802-001-F	1	1	In Process	\$10.00	03-01-2022
45677039-001-F	03-01-2022	JOHN/USMMA07 N2707103	4567802-001-F	4567802-001-F	1	1	In Process	\$10.00	03-01-2022
45677038-001-F	03-01-2022	JOHN/USMMA07 N2707103	4567802-001-F	4567802-001-F	1	1	In Process	\$10.00	03-01-2022
45677037-001-F	03-01-2022	JOHN/USMMA07 N2707103	4567802-001-F	4567802-001-F	1	1	Held by Customer	\$10.00	03-01-2022
45677036-001-F	03-01-2022	JOHN/USMMA07 N2707103	4567802-001-F	4567802-001-F	1	1	In Process	\$10.00	03-01-2022
45677035-001-F	03-01-2022	JOHN/USMMA07 N2707103	4567802-001-F	4567802-001-F	1	1	Held by Customer	\$10.00	03-01-2022
45677034-001-F	03-01-2022	JOHN/USMMA07 N2707103	4567802-001-F	4567802-001-F	1	1	In Process	\$10.00	03-01-2022
45677033-001-F	03-01-2022	JOHN/USMMA07 N2707103	4567802-001-F	4567802-001-F	1	1	In Process	\$10.00	03-01-2022
45677032-001-F	03-01-2022	JOHN/USMMA07 N2707103	4567802-001-F	4567802-001-F	1	1	In Process	\$10.00	03-01-2022
45677031-001-F	03-01-2022	JOHN/USMMA07 N2707103	4567802-001-F	4567802-001-F	1	1	In Process	\$10.00	03-01-2022

Click the Order Number to view details of the order.

- Once you've found the specific order you want to check the status of click the order number. You can then review the details of the order, see the status, and initiate a return if required.
- See the screenshot on the next page for available options and instructions.

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Order Details

Delivery
Attention: ODP TEST ACCT
Green Green
6500 N Military Trl
Box 505
Boca Raton, FL 33496-2434 USA

Phone: (561) 557-6679
Ext: 1
Email: testuser@ODPBUSINESS.COM
Ship to ID: BILL TO

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
803070549-001	Delivered	\$30.24

Processing

Autobright Color Paper, 8.5" x 11", 24 lb., Cosmic Orange, 500 Sheets
Item #255815
Qty: 1 @ \$16.62 / each
\$16.62
Eco Conscious

Buttons: Create Return, Back Package, Buy It Again, Write a Review

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

Buttons: Add to List, Reorder All

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.

Buttons: Add to List, Reorder All

Text: To place items into a custom shopping lists shopping list.
To create a new order with the same items.

- **Returns:** The process is initiated by clicking on [Create Return](#), then follow the step by step instructions presented on the screens.
 - **Non-Last Mile Delivery Locations:** Users should review the information for the return and click [Submit Return](#) at which point you will get a return authorization number (RA#) for the return. Users should include the RA# with their return shipment. 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.
 - **Last Mile Delivery Locations:** Users should review the information for the return and click [Submit Return](#) at which point you will get a Return Authorization number (RA#) for the return. Users should include the RA# with their return shipment. Then contact the DGS Bureau of Supplies & Surplus Operations (BSSO) to coordinate the pickup of the package to be returned. Users can email Shawn Murphy with BSSO via email at shawmurphy@pa.gov.
 - All returns must be in their original packaging.

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 M-F 8a-5p EST to initiate a return for these orders.

ODP BUSINESS SOLUTIONS

USER GUIDE

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.
- Order Tracking allows 16 months of order history view.
- 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.
- There is a \$25 Minimum Order Value, otherwise a \$5.99 shipping fee will be assessed per order, so please consolidate your orders.
- 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.

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

Contact ODP's Strategic Support Team

Monday – Friday 8 a.m. EST to 5 p.m. EST: Email: StrategicSupport@odpbusiness.com

Phone: 800-279-1528

For general account questions around products, ordering, account setup, contact ODP's designated account manager:

[Maribeth Morel](#)

[Senior Account Executive](#)

maribeth.morel@odpbusiness.com

For questions about the Office Supplies Contract, Last Mile Program, non-core waiver process, contact the Department of General Services, Bureau of Procurement's

Contracting Officer:

[Marie Flickinger](#)

[DGS Contracting Officer](#)

ra-gsofficesupplywaiver@pa.gov

mariflicki@pa.gov