



ODP BUSINESS SOLUTIONS & AVENDRA

WELCOME GUIDE





IT'S TIME TO
SHINE



WELCOME

to ODP Business Solutions

Discover everything you need to help your property shine.

We're proud to be a vendor partner with **Avendra**, as well as your one-stop shop for office supplies, toner, paper, food and beverage disposables, and housekeeping products. Our goal is to make purchasing from us as simple as possible — and do everything we can to help your property truly shine. The following pages include information on how to order from ODP Business Solutions, including details on:

- Products including:
 - Housekeeping
 - Facilities and breakroom
 - Food and beverage disposables
 - Ecolab®
- Pricing
- Delivery
- Customer service
- Returns

You'll also find helpful tools to help reduce the time and money spent on procuring supplies. Have a look around, and make yourself at home. We look forward to working together!





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Give your property the edge

Support, supplies, and savings — at your service.

Ready to start taking advantage of everything that ODP Business Solutions has to offer? Use this quick start guide to confirm orders, schedule deliveries, make the most of your savings, and more.

Order confirmations

Each time you place an order, you'll receive an email confirmation that details your transaction and product status of the items you ordered.

Online customer service

Need support? Request an online chat or a phone call with just a click. Customer service will promptly return your call when you request a call through the live online assistant.

Delivery

Place your order online or via phone by 3:00 p.m. or via fax by 1:00 p.m. local time (in most locations), and in-stock products will be delivered the next business day. Delivery lead times are provided by item on the website at time of order and on your order confirmation.

Shop our catalog for our collection of brands

Looking to order what you need for less? We're committed to providing you with quality-tested products that are designed to meet or exceed national brands in price, performance, and overall features.

Best Value and Contract items

In order to assist you with selecting cost-effective items, all Avendra core items are tagged with a Best Value icon and Avendra Contract items are tagged with a Contract icon. You can easily locate Best Value and Contract items by searching for products and then filtering for Best Value or Contract. Search results will display Best Value or Contract items first. Contract icons indicate Avendra contracted negotiated pricing.



Support from contracted manufacturers

Names you know and trust

ODP Business Solutions is a one-stop shop for the solutions, services, and support that can help your property succeed. But we don't go it alone.

We have long-standing relationships with many of Avendra's top contracted manufacturers, including 3M™, Ecolab®, Rubbermaid®, Keurig®, Kimberly-Clark®, and many more.

The result is we're able to provide your property with quality solutions you can count on, so you can focus on what matters most — your guests.



Convenience that clicks

Put access and innovation at your fingertips.

On the internet browser address bar, enter odpbusiness.com.



Welcome to ODP Business Solutions.
Please Log In To Your Account

Enter your user name/ID →

Enter password →

Click Log In →

"Keep me logged in" →
Check this box to bypass the login page and connect to your account without rekeying credentials.

Lost login/password assistance →

Registered Customers

Login Name

Password [Show](#)

[Log In](#)

☐ Keep me logged in

[Forgot your login name/password?](#)

[Login FAQ's](#)

Connect to visibility

Stay informed and up to date with ease.

1. Products:

Shop for products by category.

2. Search:

Type in product description or ODP or manufacturer product codes. Predictive search reduces keystrokes.

3. Contact Us:

Access quick links for contacting ODP Business Solutions.

4. Orders:

View and check status of all current and past orders.

5. Shopping Lists:

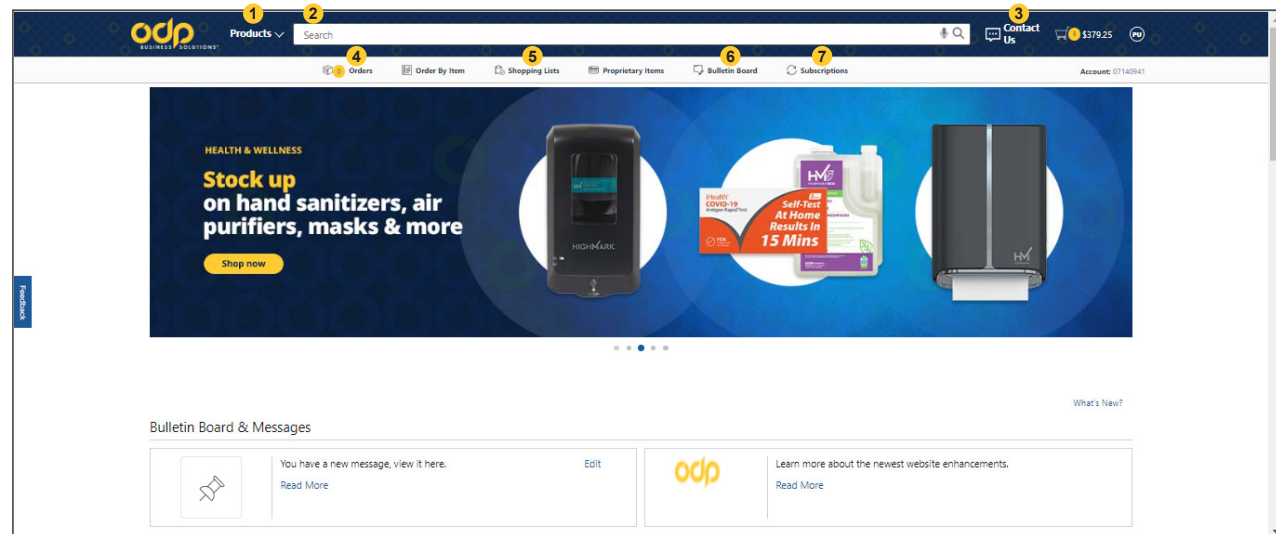
Create and manage lists of items you frequently buy.

6. Bulletin Board:

View messages about your account or special offers.

7. Subscriptions:

Manage, create, or cancel subscriptions.



Order up

Going from catalog to checkout is as simple as 1-2-3-4.

Building your order

Step 1 Log on to odpbusiness.com using the unique user ID and password provided by your ODP Business Solutions representative.

Step 2 Combine any of the following tools to build your order:

– **Catalog:** Click a category from the **Products**  **Navigation Bar**, and select the category or subcategory to view products.

– **Search:** Type item **Keyword** or **Item Number**, and click Search. A summary of matching categories and the top ranking items will appear. Choose a category or brand, or go directly to an item. Results can be resorted by: Best Value (Contract), price, and relevance. To filter search results by characteristics such as brand, size, color, etc., click the desired characteristic listed on the left-side tool bar.

– **Quick Order:** Enter the ODP, manufacturer, or custom product code numbers, then quantity, and click Add to Cart. For multiple items, click:

[+ Need to add more products?](#)

Click the **“Show Images”** check box to view product images and details. Enter up to 20 items at once.

– **Shop from Personal or Companywide Lists.**

Click **My Account**  then My Lists. To add an item to your shopping cart: enter the quantity desired, make sure the select box is checked, and then click Add to Cart.

Hint: If the shopping list quantities are preset to “0,” simply click “Select all” and populate a quantity only on the desired items.

Step 3  Review your selections, view ODP Business Solutions™ recommended savings opportunities, share your cart with another user, save items for later, or add to custom shopping lists.

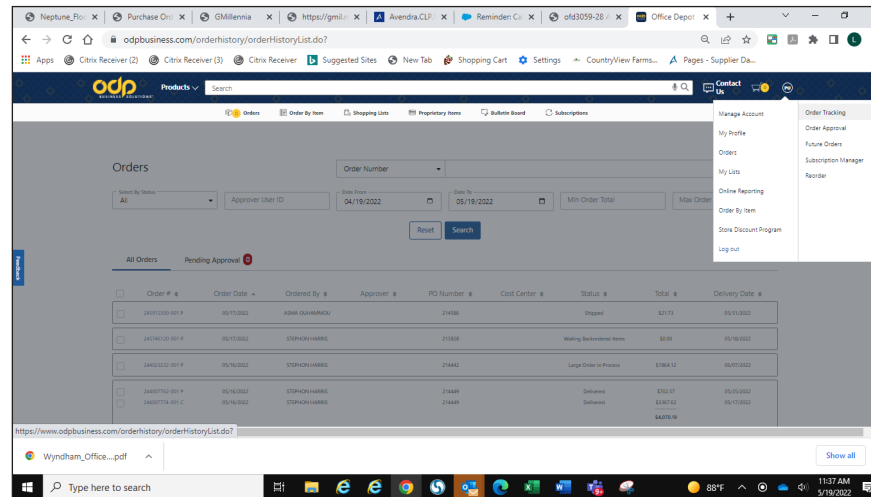
Step 4  Review selected items, shipping address, and accounting field requirements; modify as needed. If the order is placed online by 3:00 p.m. local time (in most locations), it will be processed for next business-day delivery.

Customized search options

Powerful search and tracking features, made to order

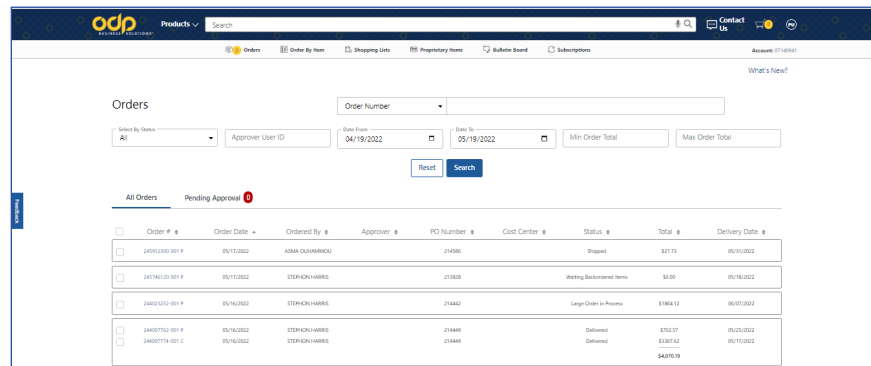
Search:

Under your account icon, select Order Tracking.



Select by order number:

Orders can be viewed by order number, order date, ordered by, and PO number. You can also check on order status and delivery date.



Details, delivered

Everything you need to know about your order

View order details:

By clicking on the order number, you can view full details of that order.

Shipping address and all billing data such as account number, PO number, amount of invoice, and type of billing

Item details, amounts, and order status

Home / My Account / Order List / Order Detail

Order Details

What's New?

Delivery Attention: GAYLORD NATIONAL RESORT & CONF Stephon Harris 201 Waterfront St Level 1 Housekeeping National Harbor, MD 20745-1135 USA Phone: (301) 965-3602 Email: NA@NA.COM Ship to ID: 201HOUSE	Payment Account #: 07140941 PO Number: 214449 Amount: \$4070.19 Type: Account Billing	Additional Info Ordered By: Customer Care Phone: (301) 965-3602 Last Updated: 05/17/2022 Updated By: AHGN	Order Summary <table><tr><td>Order Placed</td><td>May 16, 2022</td></tr><tr><td>Item Subtotal:</td><td>\$3,839.80</td></tr><tr><td>Taxes:</td><td>\$230.39</td></tr><tr><td>Order Total</td><td>\$4,070.19</td></tr></table> <button>Add to List</button><button>Reorder All</button>	Order Placed	May 16, 2022	Item Subtotal:	\$3,839.80	Taxes:	\$230.39	Order Total	\$4,070.19
Order Placed	May 16, 2022										
Item Subtotal:	\$3,839.80										
Taxes:	\$230.39										
Order Total	\$4,070.19										

[Collapse All Shipments](#)

Shipment 1 of 2

ORDER NUMBER	ORDER STATUS	TOTAL
244007762-001	Delivered	\$702.57

[Print All](#)

[Print](#)

[Track Package](#)

[Buy It Again](#)

[Write a Review](#)

Delivered on May 17, 2022



Wave 2.0 Urinal Deodorizer Screens, Mango Fragrance, Orange, Pack of 10
Item #965135
Qty: 6 @ \$16.57 / box
\$99.42
Contract Items
Comments: SCRIN.URINALSCENT.MANGO ORANGE



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Your purchases, your way

Choose from a variety of approved payment methods.

Your property can pay ODP Business Solutions by check, ACH, or point-of-sale credit card at time of sale.

You may use the self-service Bill Management tool to:

- 1 Pay invoices yourself by checking account
- 2 Review or print invoice copies
- 3 Review or print statements
 - Billing frequency can be set up daily or weekly
 - Invoice distribution can be printed or emailed (EPDF). Specify if a single invoice per PDF is required.
 - Payment terms are Net 30

To sign up for Bill Management, please email your request to your dedicated account manager or avendra@odpbusiness.com.

Sending something back?

Here's how to move forward.

Returns are accepted on stock catalog items in new condition with their original packing slip within 30 days of the original invoice date.

We'll replace all defective and damaged products at no charge to you within 30 days of invoicing the original order. Thereafter, you'll need to follow the manufacturers' product warranty policies.

For all returns, follow these guidelines:

STEP 1

Call Avendra's ODP Business Solutions™ Customer Service Team at **866.308.0806**, or request an Authorization to Return (ATR) number by accessing the Order History under "My Account" on **odpbusiness.com** and selecting "Begin Return" from the bottom of your order detail page. To expedite your service when contacting us, have handy a copy of the packing list that came with your order.

STEP 2

Write the ATR number on a packing slip, and attach it to the merchandise you're returning. If you process a return online, you'll be able to print a shipping label to affix to the outside of the shipping box. Do not mark the manufacturer's original packaging, and make sure resealable products are in original manufacturer's packaging.

What can't be returned?

- Custom-made, made-to-order, or assembled furniture, unless defective
- Special orders, logo items, food and beverage items, other ingested or absorbed items, and hazardous materials

ODP Business Solutions will consider returns of special orders and noncatalog items on a case-by-case basis.



STEP 3

On a packing list, note the reason for your return (ex: damaged, ordered incorrectly, incorrect item sent, quantity error, etc.).

STEP 4

Place the merchandise with the ATR number noted clearly on the label at the same place you received your order.

You've got questions

We'll put these answers to work for you.



Where do I get an item number for ordering?

The item number will be listed in our online catalog or within the shopping lists. The manufacturer number is always listed on the box and/or item. You can type either number into one of your searches, and either number will cross-reference to the ODP Business Solutions™ product number.

How are Ecolab® orders processed?

ODP Business Solutions offers a wide range of Ecolab solutions at Ecolab pricing. We offer quick turnarounds on orders — plus delivery is included for qualifying orders. For next business-day delivery, your sales rep will assist you with frequently purchased items. Have a special order? Simply add the item to your cart, process the order, and allow for back order.

How do I find the products I am looking for online?

If you can't find what you're looking for in the shopping lists, you can usually find the item you need by typing the manufacturer's part number or product in the search field at the top of the site.

You also can use the category search. It works in a drill-down fashion, so try to be as specific as possible to limit your search results.

How to identify a core item?

All Avendra contracted items are tagged with a Contract icon. Additional core items are tagged with a Best Value icon. In the drop-down menu, you may sort by Contract or Best Value items.

What is a shopping list?

A shopping list contains items that are ordered frequently. Items can be entered by category, item number, or description. Shared shopping lists are created by your purchasing professionals and can be viewed by all preparers. Personal shopping lists are created by you, for you only. They cannot be viewed by any other preparers.

What is the difference between a shopping list and catalog?

Shopping lists usually contain items that are ordered frequently. The catalog includes the assortment of items that ODP Business Solutions sells.

I don't find an item I need in the online catalog. Can I still order the item?

Yes. However, the ODP Business Solutions product offering has been optimized to deliver quick turnaround and competitive pricing. Please consider before sourcing alternative products. For any item not found in the catalog or any item that is restricted, contact Avendra's ODP Business Solutions Customer Support Team at **866.308.0806** or **avendra@odpbusiness.com**.

Continued >

You've got questions (cont.)

We'll put these answers to work for you.

How do I get an ODP Business Solutions™ catalog?

You can access our online catalog under the My Account menu. Our catalog features an incredible offering of office products. The 750+-page catalog boasts more than 8,500 items. In addition to everyday office supplies, the catalog includes interiors and furniture, facility resources, technology, and private-label, MWBE, and recycled products. Pricing is live at time of order. To get the best value with your contract pricing, select items marked with the Best Value icon or call customer service for your pricing. You can also access the Ecolab® digital catalog under the My Account menu.

How can I find eco-conscious items?

When shopping the online catalog, you'll find "ECO" icons next to products that have one or more meaningful eco-attributes or labels — or a recycled icon next to items with recycled content. You can also find these items by selecting and applying these icons to the left of your search results.



Can I create my own personal shopping lists?

You can create your own personal shopping list(s) as you shop. Simply click the Add to List button at the same time you are ordering your supplies, so you can easily find these items the next time you order. You can also create a personal shopping list from the My Shopping List link above the keyword search box. You can create as many personal lists as you would like, but you are limited to 200 items per list.

How will I know if ODP Business Solutions received my order?

We will send an order acknowledgment to confirm your order. Always check your order acknowledgment for accuracy and product availability. If you have questions about your order after it has been placed, go to the Order Tracking page or contact Avendra's ODP Business Solutions Customer Support Team at **866.308.0806** or avendra@odpbusiness.com.

Whom do I contact if I have a question?

For questions about order placement, products, order tracking, and returns, contact **Avendra's ODP Business Solutions Customer Support Team** at:

- Phone: **866.308.0806**
- Fax: **800.973.3376**
- Email: avendra@odpbusiness.com

Contact website support at:
800.269.6888

Customer Service hours:
Monday through Friday,
8 a.m. to 8 p.m. ET

Orders and returns may be processed on the web 24/7.





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Let's shine together

This looks like the beginning of a beautiful relationship.

Whether you're looking to get the supplies you need at great values, manage purchases of essentials more efficiently, maximize your ROI, or more, ODP Business Solutions has you covered.

We're dedicated to helping your property succeed — all with supplies, support, and services you can count on.

It's time to shine.

If you use a third-party platform and punch out to the ODP Business Solutions™ website, you will not need to have an ODP Business Solutions login created. When you punch out, you can begin shopping immediately.



It's time to shine.

