



Office Supply Program Quick Guide for the State of Indiana

Contacts and program information

Customer service

ODP Business Solutions™ Customer Service is available to assist you with any questions you may have concerning product, pricing, ordering, delivery, or support services, Monday–Friday, 8:00 a.m. to 8:00 p.m. ET. Call toll-free: 888.777.4044.

Additional contact information

The State of Indiana ODP Business Solutions mailbox (stateofindiana@odpbusiness.com) will be monitored from 8:00 a.m. to 5:00 p.m. ET. Please contact Account Manager Rob Cockrum at rob.cockrum@odpbusiness.com for questions or additional information.

Special orders

Please email the State of Indiana ODP Business Solutions mailbox for products not found in our comprehensive online punchout catalog. Special order products are often delivered directly from the manufacturer.* Because of this, a minimum of 3 business days is required for special order delivery.

*Special order products may not be returned or exchanged unless damaged or defective upon arrival. This includes items that are not stocked in one of our warehouses and/or are indicated as SPECIAL ORDER.

Item inquiry site (use this information to inquire on items and pricing outside of PeopleSoft)

You can utilize the ODP Business Solutions website to review all State of Indiana program items and pricing. Simply open your web browser and go to odpbusiness.com. Enter **State of Indiana** as the Login name and **Indiana1** (capital "I" with the number 1 at the end – no spaces) as the password, and you will be able to access the contract catalog. Please remember that item restrictions are not perfect, and not every unrestricted item is eligible to be purchased through the Quantity Purchase Agreement (QPA). If you are unsure if an item falls under the office supplies category, please refer to the "Awarded Categories and Common Items on Other QPAs" PDF on the Supplemental QPA Information page on the IDOA website.

Return process and policy

If you are dissatisfied with your purchase for any reason, you may return most items in their original packaging within 30 days of purchase for a replacement or full refund. You can place a return by calling Customer Service at 888.777.4044. Please be sure to have your ODP Business Solutions order requisition number, as provided by ODP Business Solutions on the order confirmation and/or packing list (this is not your purchase order number but the ODP Business Solutions order requisition number), and the information for the item you are returning ready to provide to the representative.

Back orders

The e-commerce catalog of items is stocked nationwide and ready for quick distribution. Back orders, if any, will be automatically filled upon replenishment of inventory, and a reorder is not necessary. Your packing slip will identify back-ordered items. Customer Service can update you on the status of a back order at any time.

About ODP Business Solutions

Office Depot® Business Solutions Division is now ODP Business Solutions. We have a new name and a renewed focus to help you redefine your work, so you can stay agile and adaptive and meet more objectives with ease. With nearly 30 years of experience, we are an established market leader with a range of comprehensive solutions, services, and support, and we're committed to putting all of this to work for you.

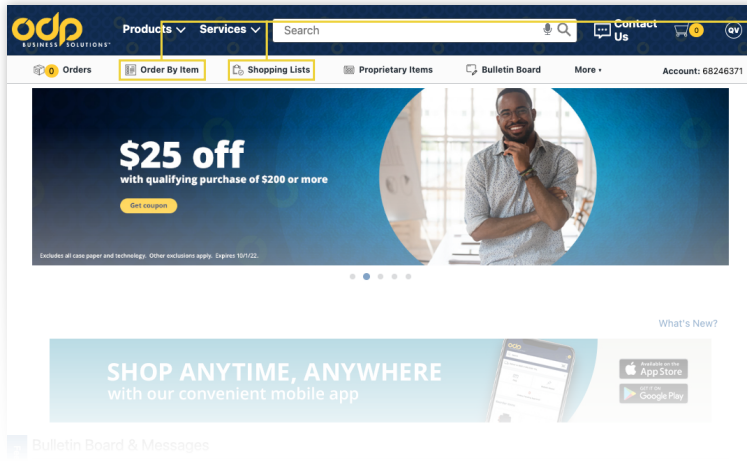
Our solutions include:

- Office supplies
- Furniture
- Technology
- Janitorial and breakroom solutions
- Print, promo, and apparel

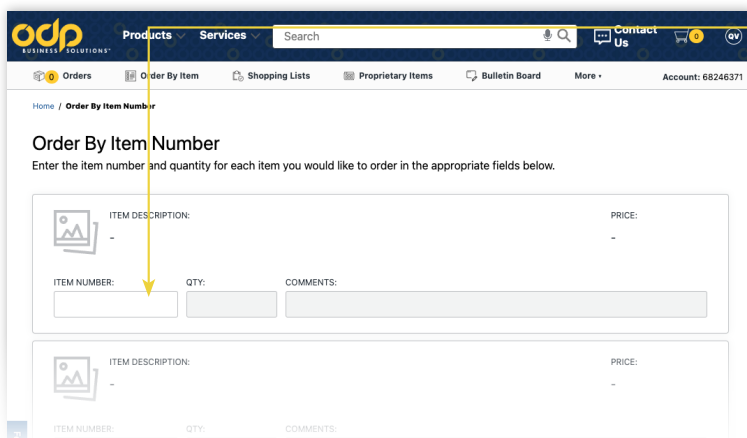
Return policy: Your complete satisfaction is our primary concern. At ODP Business Solutions, we want to be sure that every purchase is the right one for you. If you are dissatisfied with your purchase for any reason, you may return most items in their original packaging within 30 days of purchase for a replacement or full refund. Exceptions: furniture, computers, and business machines with accessories in original packaging can be returned within 14 days after purchase for a full refund. Opened computers, business machines, and software (with accessories and original packaging) can be exchanged for the same item within 14 days of purchase. Cleaning, sanitation, breakroom, safety (including COVID test kits, personal protective equipment, masks, face coverings, face shields, gloves, goggles, gowns, and thermometers), facility, and other related products and supplies cannot be returned. Special order products may not be returned or exchanged. This includes items that are not stocked in one of our warehouses and/or are indicated as SPECIAL ORDER.

Site navigation

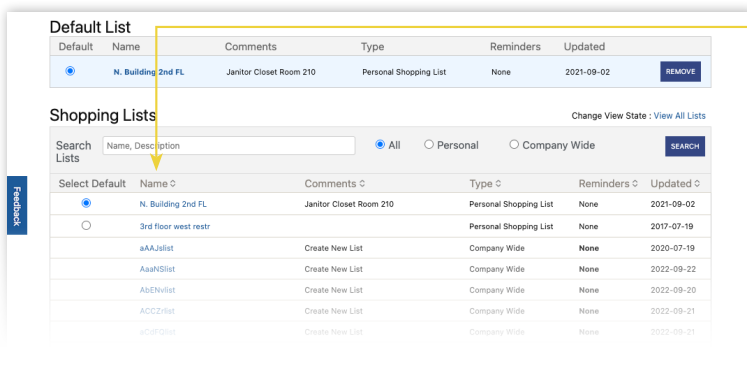
Once you have accessed the ODP Business Solutions™ shopping site from your PeopleSoft application, you may build your cart using several popular features.



From the landing/home page you may choose **Order By Item** or **Shopping Lists**.

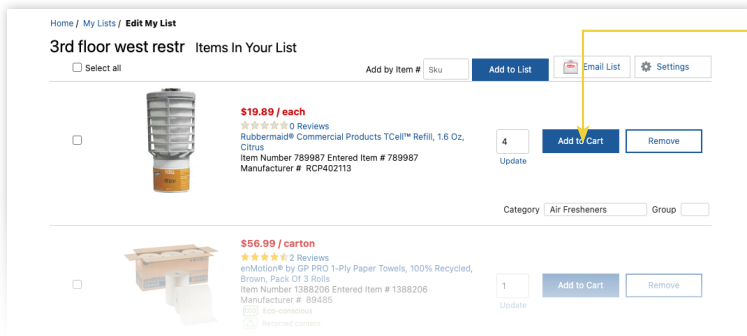


Order By Item will open a page that allows you to enter multiple item numbers and quantities and add them to the cart.

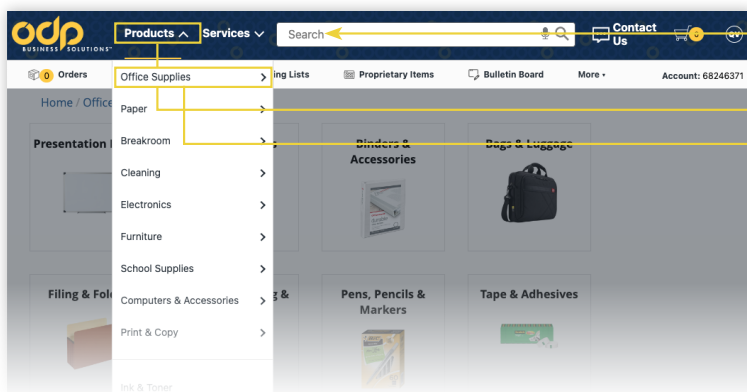


Shopping Lists will take you to categorized lists of the State of Indiana's market basket (Best Value) items.

Site navigation (cont.)



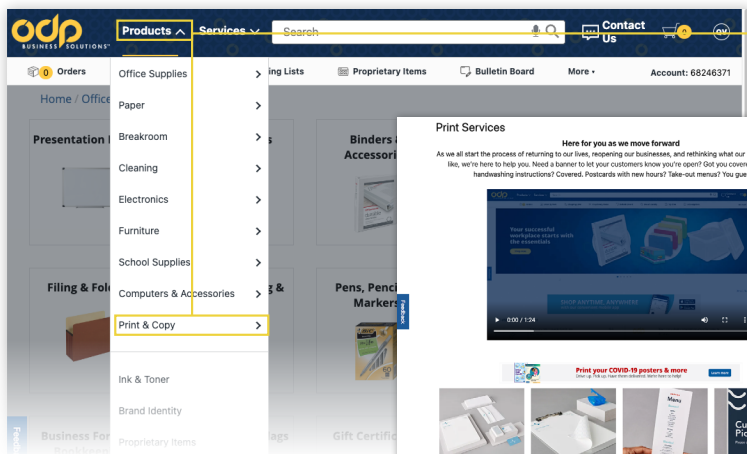
Once you open the Shopping List page, simply choose a category list to review the market basket (Best Value) items and add them to your cart. Quantities may be changed by highlighting and updating the number.



Utilize the **Search** feature and enter keywords to search the site.

To search by category, click **Products** in the upper toolbar, and then click **Office Supplies** in the drop-down menu for a window of Office Supplies categories.

Ordering custom items

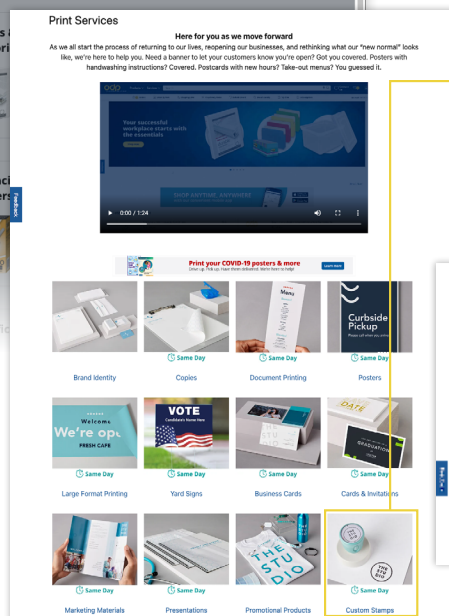


To find custom items, click **Products** in the upper toolbar, and then click **Print & Copy** in the drop-down menu for a window of categories.

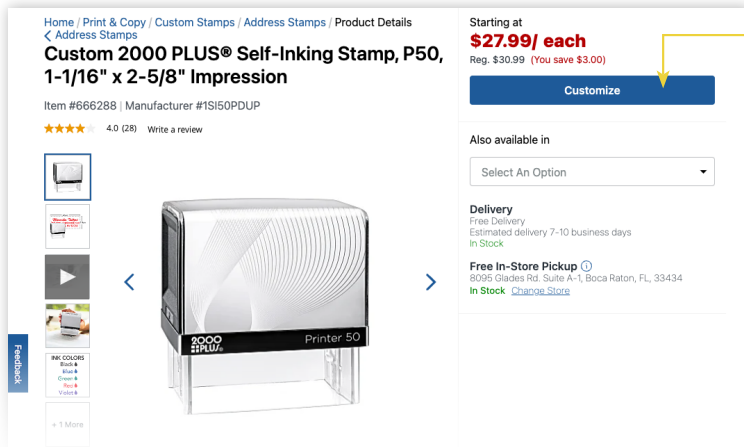
Customizable categories will then open.

Choose Name Plates & Badges, Custom Stamps, etc.

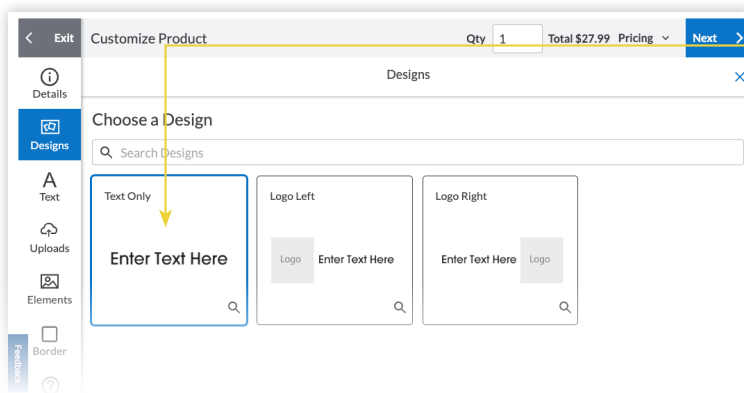
Once you choose the category, a list and grouping of options will open for you to choose from.



Ordering custom items (cont.)

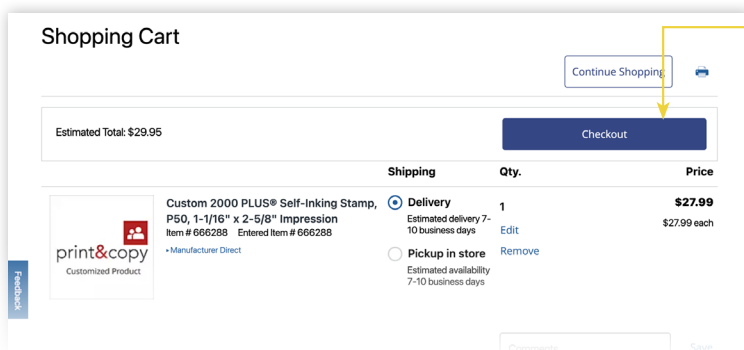


Choose the item you wish to order and click **Customize**.



Follow the instructions to complete the customization and review the imprint data, and then click **Next** to finalize the order.

Check out

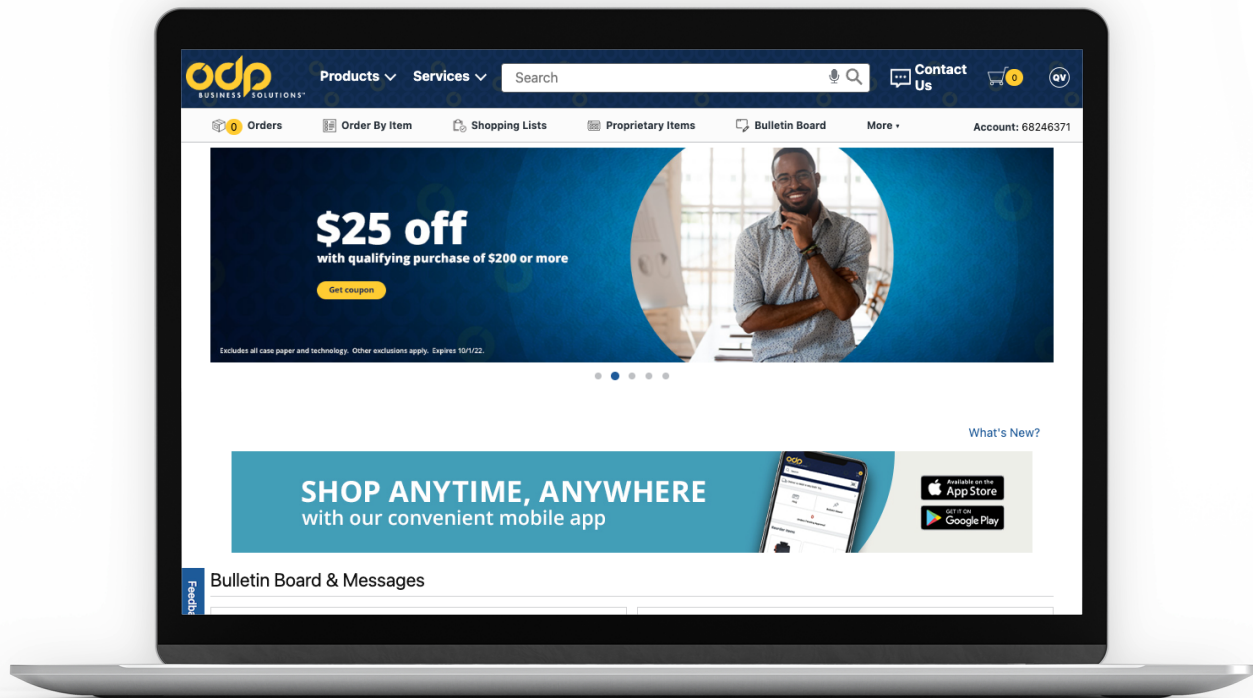


Once you have your cart filled and are ready for checkout, review the items in the cart and click **Checkout**. The items will then be pulled back into your requisition in PeopleSoft where you will complete your order request.

Additional program information

RESTRICTED ITEMS

If an item that you would like to order is marked as restricted, please make sure that it is not in a category that is covered by another QPA. A list of "Awarded Categories and Common Items on Other QPAs" is available on the Supplemental QPA Information page on the IDOA website. If, after reviewing this resource, you believe that your item should fall under the office supplies QPA, then email the IDOA contract manager. Include the ODP Business Solutions item number and justification for purchasing this item.



Contact your ODP Business Solutions account manager to learn more today!

Name:

Phone:

Email:

888.263.3423 | odpbusiness.com

ODP Business Solutions updates pricing, product, and service assortment on a regular basis as a result of a variety of factors, including, but not limited to, market and competitive forces, and reserves the right to change pricing and product assortment at any time without notice. Offers are non-transferable. ODP Business Solutions reserves the right to limit quantities sold to each customer. We are not responsible for errors.