

ODP Business Solutions™

Store Discount Program FAQs



Starting **May 1, 2022**, the Office Depot® Store Purchasing Card Program will become the ODP Business Solutions Store Discount Program.

Here's why:

Formerly known as the "Office Depot Business Solutions Division," ODP Business Solutions is a B2B-dedicated company that is more agile and innovative in how we focus on businesses like yours — all while bringing nearly 30 years of knowledge and experience to the table.

Part of this evolution requires us to work a bit differently with Office Depot® and OfficeMax® retail stores. One of these changes is that we are replacing the current Store Purchasing Card (SPC) with our new Store Discount Program, starting May 1, 2022.

What's changing?

If you currently have a SPC, your card will be switched over to the **new Store Discount Program** on May 1, 2022.

- The program will offer a standard discount on certain product categories when you identify yourself as a program member, however the SPC will no longer provide access to your discounted contract pricing
- You can use your current SPC, but we encourage you to sign up online starting May 1 and get our mobile app — for login help, please contact Customer Care at 888.263.3423
- **Please note: Account Billing will no longer be available with the Store Discount Program.**

Is there anything I have to do?

You can continue using your current SPC temporarily, but you will be required to register online for the Store Discount Program and download our mobile app if you wish to continue to access the discount in store.

- Trouble logging in?
Contact Customer Care at 888.263.3423
- Once you sign up, you can use our mobile app at check-out to identify yourself as a program member and receive your standard discount

If I can no longer use Account Billing, what can I use for payment in stores?

You can use any regular form of payment such as cash or credit card.

Can I still get a tax exemption for my business if I purchase solutions at an Office Depot or OfficeMax store?

Yes, if you are currently receiving a tax exemption with SPC purchases.

- You will be required to register on the website to access the Store Discount Program via your mobile device.
- **Note: All tax certificates must be valid and registered with BSD-TaxExemption@officedepot.com.**

How can I still get my full contract pricing if I shop in person at an Office Depot® or OfficeMax® store?

Although you can no longer access your contract pricing in store, you can continue to take advantage of your contract pricing by placing your order online at odpbusiness.com.

- Online orders can be shipped to your home or business, or you can place an order online for pick up at your favorite Office Depot® and OfficeMax® store locations
- Ordering online gives you more visibility, accountability, and control over what your organization orders at your contracted price
- *Note: A login is required to make purchases online and pick up orders in stores. If you don't have a login yet, simply call 888.263.3423 to get set up.*

I've been using a procurement card (P-Card) when shopping at Office Depot and OfficeMax stores. What should I do now?

Unfortunately, the P-Card program will be discontinued on May 1, 2022.

- With the new Store Discount Program, you can still enjoy a standard discount on certain product categories when shopping at any Office Depot or OfficeMax store
- If you are currently receiving a tax exemption with your P-Card purchases, this information will be visible on the mobile app when you register online for the Store Discount Program
- *Note: All tax certificates must be valid and registered with BSD-TaxExemption@officedepot.com.*

My company uses purchase orders when making purchases at Office Depot or OfficeMax stores. Can we continue to do so?

Starting May 1, you will be required to log into our website and order online for delivery, buy-online-pickup-in-store (BOPIS), or call/chat with our Customer Care team to place your order.

- *Note: A login is required to make purchases online and pick up orders in stores. If you don't have a login yet, simply call 888.263.3423 to get set up.*

What if I have to return an item?

If you purchased an item in an Office Depot or OfficeMax retail store using the Store Discount Program, you can return this item in the store with your original sales receipt, in accordance with the terms and conditions of the Office Depot® OfficeMax® return policy

- If you placed an order on the ODP Business Solutions website for pickup in an Office Depot® OfficeMax® retail store and would like to return the item after you have picked it up, please go to your Order History page on your ODP Business Solutions account page, select the order/item you would like to return, and create a self-service return to ship the item back to us.

What if I want to return a print service?

Print services orders are generally not eligible for refund, but if you are unhappy with the quality of your print service job, please see below:

- If your order was produced by an Office Depot or OfficeMax retail store, and you are unhappy with the quality of your print service, please bring your order back to the original Office Depot or OfficeMax store that produced the order, and they will make every attempt to reproduce the order as per the original specifications
- If your print services order was purchased online from the ODP Business Solutions website for delivery to your business or home address, and you are unhappy with the quality of your order, please call 888.263.3423 and we will make every attempt to reproduce your order as per the original specifications

Have additional questions?

Please contact our Customer Care team at 888.263.3423.



The Store Discount Program is valid in store only. Payment for purchases made through the program must be made in store at time of purchase. Office Depot OfficeMax stores accept cash, check, most forms of credit cards, as well as touch-and-pay options (e.g., Apple Pay). Purchases made with the card do not qualify for Office Depot OfficeMax Rewards. The card cannot be combined with Office Depot OfficeMax coupons. The card is not valid for purchases of 1) computers, monitors, and printers; 2) clearance items; 3) performance protection plans/warranties; 4) postage stamps; 5) pre-paid cards; 6) subscriptions; 7) tech services; and 8) third-party services.