**State of Louisiana Office Supply Contract – Instructions**

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10. **Contract Procurement:**

The contract was awarded by the Office of State Procurement to ODP Business Solutions, LLC through the State of Louisiana – **Contract Number 4400021682**.

**Office of State Procurement Contact Information**

If you have questions for OSP, please email [DOA-OSPHELPDESK@la.gov](mailto:DOA-OSPHELPDESK@la.gov).

1. **Registering for an Account:**

All users will need to register to get an account setup to utilize the State Contract.

**Important Note: There are two (2) links below – the first is for state agencies only, and the second is for political subdivisions / quasi agencies.** Please use the correct link when registering, as the process and information collected is different.

The link below will guide you through an Online Registration form. After completing the online form, you will receive an email that your registration has been submitted and you will soon receive an email from ODP Business Solutions with your login credentials and additional information.

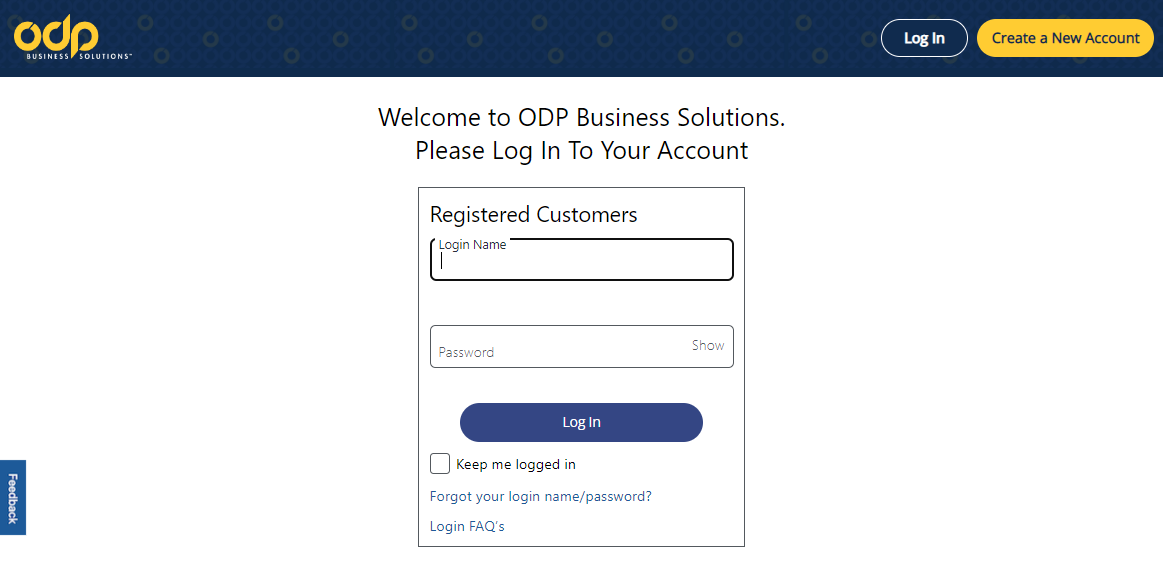
**Click Link Below for State Agencies Only**

|  |
| --- |
| [**State of LA User Registration (State Agencies Only)**](https://app.smartsheet.com/b/form/dd339af5286648fab1111a6efcd96d66) |
| **Click Link Below for Political Subdivisions and Quasi Agencies**  [**State of LA-Political Sub Divs & Quasi Agencies**](https://app.smartsheet.com/b/form/1086d2eb17f04a60964c3c39e73bc7dd) |

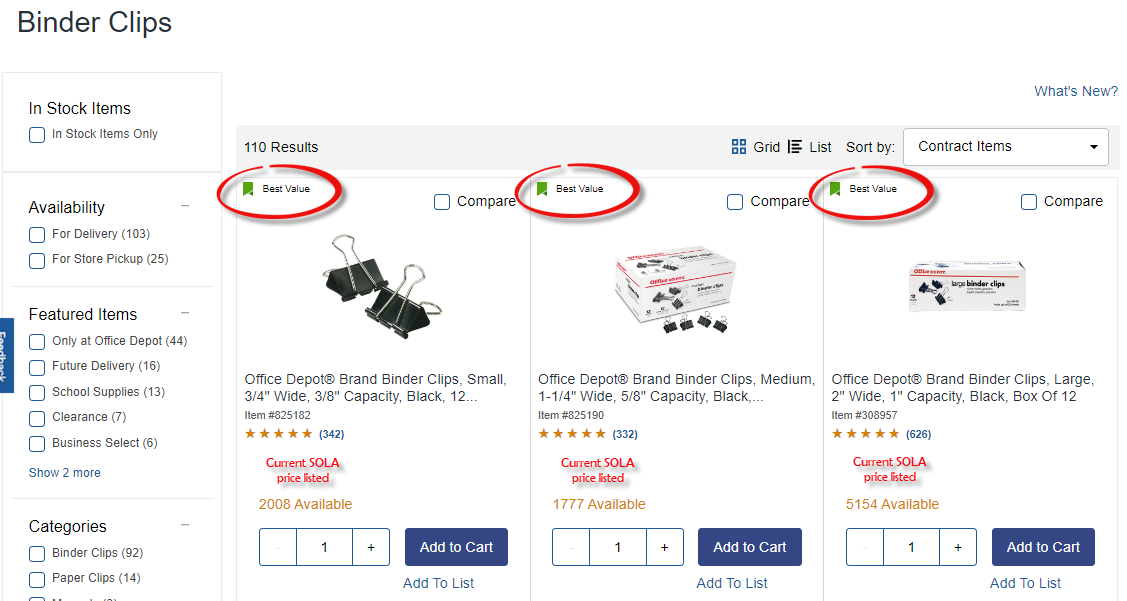
**For support with account setups, email Christy Copeland at** [**christy.copeland@odpbusiness.com**](mailto:richard.merten@odpbusiness.com) **or call 225.323.4255**

1. **How to Order:**

Once you receive your login credentials, please visit <https://www.odpbusiness.com>

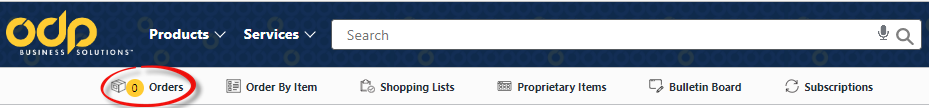


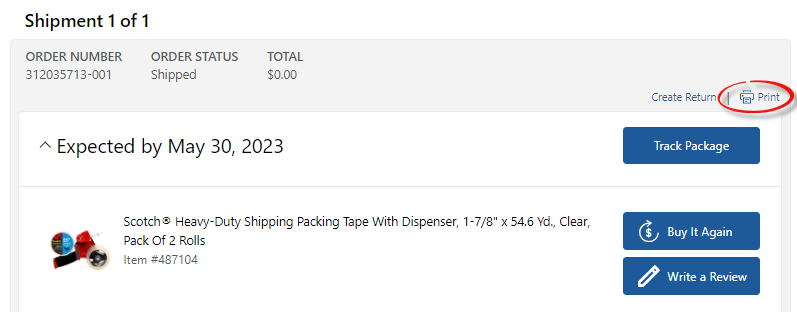
**NOTICE:** **DO NOT ORDER** from **RETAIL WEBSITE: www.OfficeDepot.com**

Contract Items will be displayed with a “**Best Value**” Icon (shown below). Any items without an icon have been priced at a discounted State of Louisiana Rate, from ODP Business Solutions.

1. **How to Print Order Invoice for Credit Card Statement**

ODP Business Solutions bills your credit card, and the credit card company invoices you. Therefore, we are unable to provide a copy of the invoice. However, you can access the order detail online and use it for supporting documentation with your credit card statement.

**Instructions:** Click on **“Orders”** in the top toolbar, search for the order number or click on the order number that coincides with the charge on your credit card statement. The order detail will display, then look for the **“Print”** icon at the top of the order and click to print or save as a PDF.



1. **Delivery Instructions:**

Shipping is FOB Destination, with next day or 2-day shipping.  If you require special delivery, please reach out to the ODP Business Solutions Account Representative to work with their Delivery team. The minimum order amount is $25.00. All orders below $25 will incur a $5.95 fee. Departments are strongly encouraged to bundle or consolidate orders whenever possible to meet the minimum order amount.

1. **Returns, Damaged Deliveries, and Backordered Items:**

ODP Business Solutions will accept returns up to thirty (30) calendar days after receipt of order. Items must be in the original packaging. Your Original Receipt is required for all store returns or exchanges of technology. There are no restocking fees for returned goods. Returns are credited within 15 business days of receipt.

**Exceptions:**

* Furniture, Computers and Business Machines with accessories in the original packaging can be returned within 14 days after purchase for a full refund.
* Headsets, microphones, mice, and keyboards cannot be returned.
* Special order and custom-made items (e.g. Stamps) may not be returned unless damaged upon receipt.

1. **Contracted Catalog Discounts:**

Pricing online represents the product category discounts and have been negotiated by the State.

1. **Vendor Contact Information:**

**Strategic Support - Customer Service Team:**

Contact this group for assistance with order status, delivery issues, backorders, returns, product replacements and questions relating to product information.

Name of Contact: **ODP Business Solutions – State of Louisiana Service Team**

Phone Number: 1-800-279-1528 (toll free)

Email Address: [strategicsupport@odpbusiness.com](mailto:strategicsupport@odpbusiness.com)

Hours: Monday - Friday 8am - 9:30pm CT

**Invoicing/Accounts Receivable:**

Contact this group for assistance with billing issues, credits, or payments.

Name of Contact: Billing - Customer Service

Phone Number(s) of Contact: 1-888-263-3423

Email Address of Contact: [ecsupport@odpbusiness.com](mailto:ecsupport@odpbusiness.com)

**State Contract Representatives:**

For help and assistance with user logins, address additions, account administration and special orders.

Name of Contact Person: **Amy Cook**

Position of Contact: Service Consultant

Phone Number(s) of Contact: 402.671.4192

Email Address of Contact: [amy.cook@odpbusiness.com](mailto:amy.cook@odpbusiness.com)

For overall account support, contract questions, new projects and bids, product and service recommendations, escalations from customer service groups and reporting.

Name of Contact Person: **Christy Copeland**

Position of Contact: Strategic Account Manager

Phone Number(s) of Contact: 225.323.4255

Email Address of Contact: [christy.copeland@odpbusiness.com](mailto:christy.copeland@odpbusiness.com)

1. **Office Depot Retail Locations within the State of Louisiana:**

The below Office Depot retail locations are organized in alphabetical order by city. *(updated July 2023)*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **STORE #** | **STREET ADDRESS** | **CITY** | **ZIP** | **PHONE NUMBER** |
| 349 | 1804-C MACARTHUR DRIVE | ALEXANDRIA | 71301 | (318) 443-5151 |
| 259 | 3116 COLLEGE DRIVE | BATON ROUGE | 70808 | (225) 927-0034 |
| 2290 | 9001 FLORIDA BLVD, SUITE D | BATON ROUGE | 70815 | (225) 218-8011 |
| 2742 | 1651 MILLERVILLE RD | BATON ROUGE | 70816 | (225) 272-8816 |
| 2820 | 7540 BLUEBONNET BLVD | BATON ROUGE | 70810 | (225) 763-9696 |
| 291 | 2001 AIRLINE DRIVE SUITE 156 | BOSSIER CITY | 71111 | (318) 752-3340 |
| 344 | 401 NORTH US HIGHWAY #190 | COVINGTON | 70433 | (985) 893-4142 |
| 2612 | 2360 SOUTH RANGE AVE | DENHAM SPRINGS | 70726 | (225) 665-5221 |
| 697 | 703 N AIRLINE HWY | GONZALES | 70737 | (225) 647-3800 |
| 2111 | 2260 W THOMAS STREET | HAMMOND | 70401 | (985) 542-9770 |
| 6493 | 1000 S. CLEARVIEW PKW 1020 | HARAHAN | 70123 | (504) 736-0215 |
| 56 | 1500 WEST BANK EXPRESSWAY | HARVEY | 70058 | (504) 368-9731 |
| 461 | 3408-B WILLIAMS BLVD | KENNER | 70065 | (504) 466-4422 |
| 101 | 4670 JOHNSTON STREET | LAFAYETTE | 70503 | (337) 988-6503 |
| 385 | 1879 WEST PINHOOK ROAD | LAFAYETTE | 70508 | (337) 234-9900 |
| 2573 | 5700 JOHNSTON STREET | LAFAYETTE | 70503 | (337) 273-2559 |
| 2745 | 3215 LOUISIANA AVE #ST 102 | LAFAYETTE | 70501 | (337) 231-5722 |
| 266 | 2806 RYAN STREET | LAKE CHARLES | 70601 | (337) 439-7996 |
| 2574 | 3150 PRIEN LAKE ROAD | LAKE CHARLES | 70615 | (337) 562-2455 |
| 2717 | 1847 N. CAUSEWAY BLVD. | MANDEVILLE | 70471 | (985) 626-7739 |
| 55 | 6851 VETERANS MEMORIAL BLVD | METAIRIE | 70003 | (504) 889-6661 |
| 124 | 755 VETERANS MEMORIAL BLVD | METAIRIE | 70005 | (504) 833-5545 |
| 334 | 2301 LOUISVILLE AVENUE | MONROE | 71201 | (318) 323-9220 |
| 551 | 820-F E ADMIRAL DOYLE DR | NEW IBERIA | 70560 | (337) 364-1221 |
| 2166 | 1429 ST CHARLES AVE | NEW ORLEANS | 70130 | (504) 561-8846 |
| 3283 | 309 N CARROLLTON AVE. SUITE 2 | NEW ORLEANS | 70119 | (504) 206-3157 |
| 2092 | 221 N SERVICE ROAD EAST | RUSTON | 71270 | (318) 251-2117 |
| 185 | 8210 JEWELLA ROAD | SHREVEPORT | 71108 | (318) 688-5824 |
| 446 | 1708 EAST 70TH STREET | SHREVEPORT | 71105 | (318) 524-0005 |
| 418 | 1583 GAUSE ROAD | SLIDELL | 70458 | (985) 781-2505 |
| 693 | 200 BLANCHARD DRIVE | WEST MONROE | 71291 | (318) 322-1123 |

**We Appreciate Your Business – Thank You!**