

## Introducing Our New Brand

When it comes to running a business, there's always one thing you can count on: change. That's why staying agile, adaptive, and ahead of an ever-bending curve is so important. You need more than a supplier in your corner. You need a collaborator with the power to deliver on big initiatives, plus the focus to notice the smallest details.

The Office Depot® Business Solutions Division will be rebranded to ODP Business Solutions, a leading B2B solutions provider serving small, medium, and enterprise level companies. We expect to launch the new brand during the second quarter of 2022.

Work has changed, and we're evolving our focus to focus entirely on your business needs.

**ODP Business Solutions.**

## FAQs

### **1. I have read announcements in the news about changes to the Office Depot company. How will these changes impact me?**

You shouldn't expect any changes to service, as we are focused on designing and delivering our solutions and services based on how we can best support you. We greatly value your business and look forward to continuing to serve as your go-to provider with the excellence you've come to expect.

We are moving forward with the realignment of the Business Solutions Division as an independent company under The ODP Corporation and the rebranding as ODP Business Solutions. With this rebranding, we are focusing our strategy fully on B2B customers like you, allowing us to get more closely aligned with your business needs and initiatives.

### **2. How does this rebranding benefit me?**

Focusing our strategy fully on B2B customers means we'll get more closely aligned with your business requirements. Allowing for more innovation as we continue to grow and evolve and plan our assortment of solutions and services to best support our customers' businesses.

As a B2B-focused company, we can be more flexible in responding to new requirements and in helping you navigate new trends or challenges that may impact your business.

### **3. I would like to discuss details regarding how this will affect the specific needs of my business. Who can I contact other than my Sales Representative?**

You can always ask your Sales Representative to have a Sales Director contact your team and schedule time to review your account. This Sales Director can include appropriate leaders within the company to discuss your concerns in greater detail.

### **4. What happens to our access to copy and print services?**

You will still be able to place orders for print services via the ODP Business Solutions website and have them delivered to you or choose to pick up your orders at an Office Depot® or OfficeMax® store.

### **5. Will there be any changes to who we make payments to after this rebranding?**

Yes, the new name on your invoices will be ODP Business Solutions, LLC, starting in May 2022. Based on that, you will be provided with an updated W-9 and Accounts Payable information. Your Sales Representative will be reaching out about the process to secure a new W-9 shortly.

## FAQs

### **6. Will this rebranding result in changes in the purchasing process? Will you have a new website? What about the mobile app? Will there be changes to how B2B “EDI” customers purchase after the split?**

ODP Business Solutions will have a new website URL that will go live during the second quarter of 2022 – [www.odpbusiness.com](http://www.odpbusiness.com). We will provide advance notice of this change so there’s no disruption in the user experience. [Business.OfficeDepot.com](http://Business.OfficeDepot.com) will be automatically redirected to the new site, and all current site functionality and support that you are used to, will remain. The mobile app will also be updated to reflect the new ODP Business Solutions entity.

Customers with Punchout System Integrations (Third-Party Punchout) will experience an automatic redirect to our new site during the second quarter of 2022. Both back-end EDI and Punchout customers will be required to make configuration updates to the new URL by early Q4 2022, as the old URL will be phased out. We plan to contact you in April to coordinate a timeline and support you through the required changes. But you will be able to continue to purchase through your current configuration until phase-out of the old URL.

### **7. As an independent entity, will there be any changes in your product assortment, exclusive (private) brands in particular? Are the SKU and/or item numbers remaining the same on your new website?**

ODP Business Solutions customers will continue to have access to all current private brands. All current private brands will remain as a normal part of the contract assortment and will be sourced via warehouses as they are today. Regular, periodic changes in our assortments will continue to follow the current assortment change process.

All SKU and item numbers will remain the same on the new ODP Business Solutions website.

### **8. Will my pricing change with this rebranding?**

No, our pricing strategy is not changing as a result of the rebranding. We will continue to regularly review our offerings to deliver value at competitive pricing.

## **If you have any questions or concerns please contact:**

Name

Email

Phone