

ODP Business Solutions FAQs for Mary Kay consultants



ODP Business Solutions is committed to helping elevate the success of your Mary Kay business.

We understand you may have questions regarding how you can make the most of online ordering, delivery options, and discounts on purchases at Office Depot® and OfficeMax® retail store locations, and we're here to help.

Review the FAQs on the next two pages and see how you can put our website, app, savings, and shipping options to work for your business.

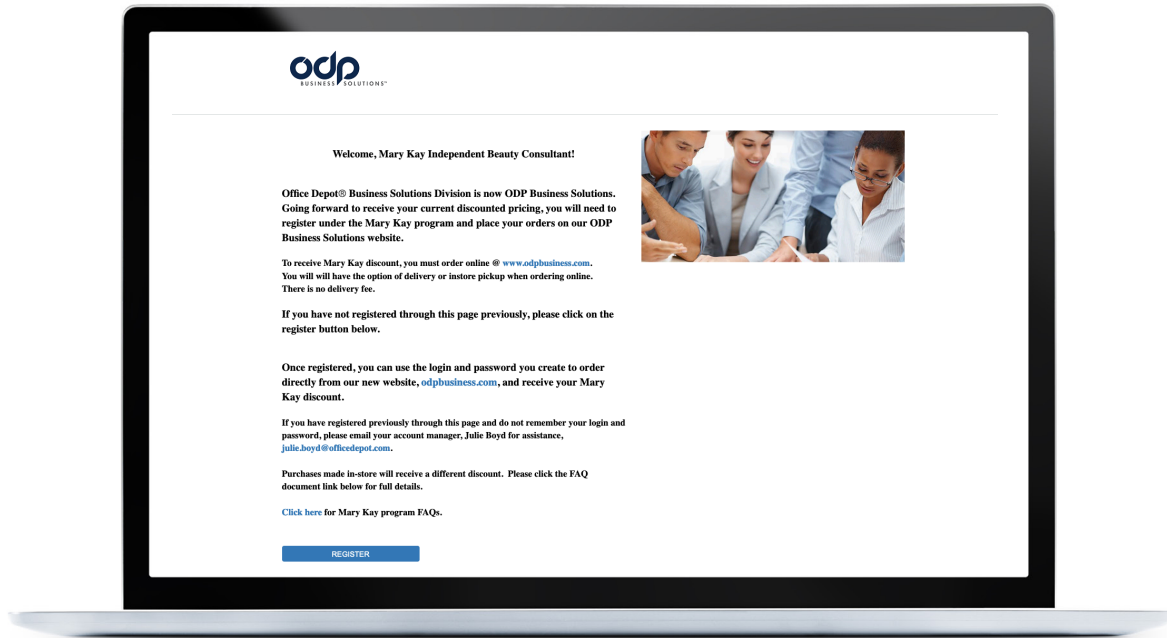
About ODP Business Solutions

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, adaptive, and ahead of the competition.

As an established market leader with nearly 30 years of experience in the B2B space, we have a range of comprehensive solutions, services, and support that you can count on.



Ordering online



Q. How do I get set up to order online?

- A. You must register to order under the Mary Kay program with ODP Business Solutions. A registration link is available on Mary Kay InTouch® under "MK Connections."

Q. Can I place an order online and have it delivered?

- A. Yes, options for delivery are included in the ODP Business Solutions™ website.

Q. Can I order online and pick up my order at an Office Depot® or OfficeMax® store?

- A. Yes, in-store pickup is still an option. You must order on the odpbusiness.com website to receive your Mary Kay discount.

Q. What is my discount on supplies under the Mary Kay program?

- A. Supply discounts are as follows:
- 15% discount off most office supplies, furniture, and ink/toner
 - 20% discount off padded mailers and labels

Q. Are there printing discounts under the Mary Kay program?

- A. Yes. Printing discounts are as follows:
- Black-and-white prints: \$0.03 each
 - Color prints: \$0.21 each
 - 50% off finishing services, including binding, laminating, cutting, hole punching, etc.

Q. I currently receive coupons from Office Depot. Can I use them with my purchase?

- A. Office Depot coupons cannot be used on odpbusiness.com or combined with Store Discount Cards.

Q. Can I order through an app on my phone?

- A. Yes, the ODP Business Solutions App is available through both Google Play™ and the App Store®.

Q. Can I order prints through the ODP Business Solutions App and pick them up in store?

- A. At this time, store pickup is only available when shopping on the website.

PLEASE NOTE

Ordering online via odpbusiness.com is the only way to receive your Mary Kay discounts.

In-store shopping and discounts

Q. Can I get a discount in the Office Depot® or OfficeMax® stores?

- A.** Yes, you must register for the Mary Kay program as described above and download the ODP Business Solutions™ App. There is a QR code within the app to be used when shopping at an Office Depot or OfficeMax store. You will receive the following discounts when shopping in store using the QR code in the ODP Business Solutions App:
- Office supplies: 20% off
 - Furniture: 10% off
 - Janitorial and breakroom supplies: 10% off
 - Ink and toner: 10% off
 - Print, promo, and apparel: 30% off
- All other categories are excluded from discounts.

Q. I currently receive coupons from Office Depot. Can I use them with my purchase?

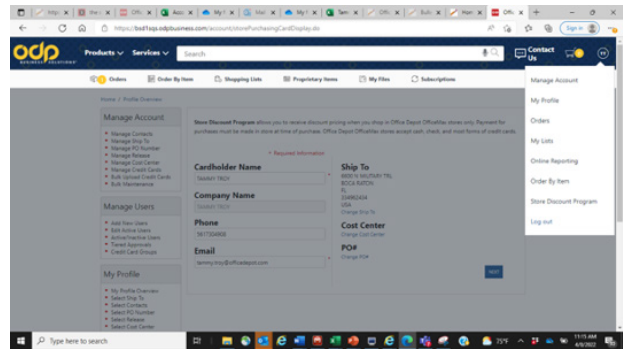
- A.** Office Depot coupons cannot be combined with the Store Discount Program or QR code.



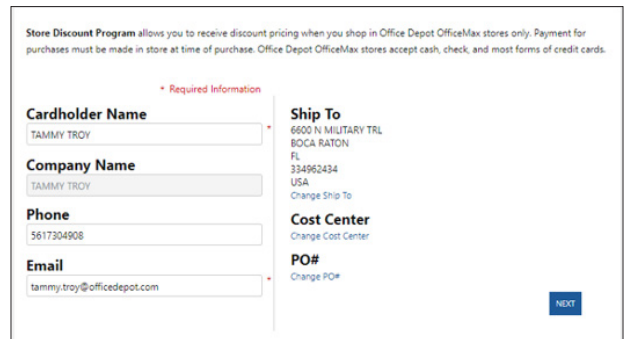
Q. How do I access a QR code in the ODP Business Solutions App?

- A.** Log in to the ODP Business Solutions website, and follow these simple steps to request the QR code:

1. Click on the “My Account” icon.
2. From the “My Account” page, click “Store Discount Program” under the “My Profile” menu.



3. The creation page is pre-populated with the user profile default settings. QR code settings such as shipping address, cost center, and/or PO number can be changed on this page (depending on user settings). Click “NEXT.”



4. You're almost there. Verify your information and click “CONFIRM.” Once your confirmation page appears, simply download the ODP Business Solutions App from the App Store® (Apple) or Google Play™ (Android) store for digital access to the Store Discount Program.

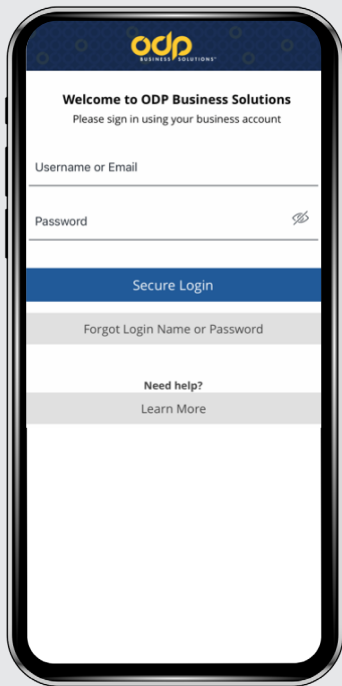
PLEASE NOTE

The in-store discount is different than ordering online for delivery or in-store pickup via odpbusiness.com.

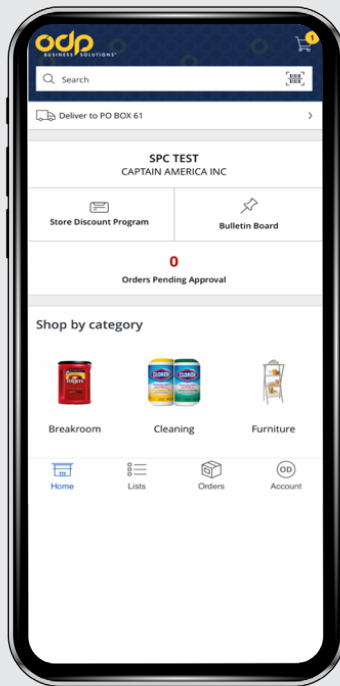
- Once you access the ODP Business Solutions App, go to the login page. Select “**Store Discount Program**” from the menu. Provide your mobile Store Discount Program QR code to the cashier at checkout.

Please note: In **24 hours**, you can come back to access your discounted prices in store with your QR code.

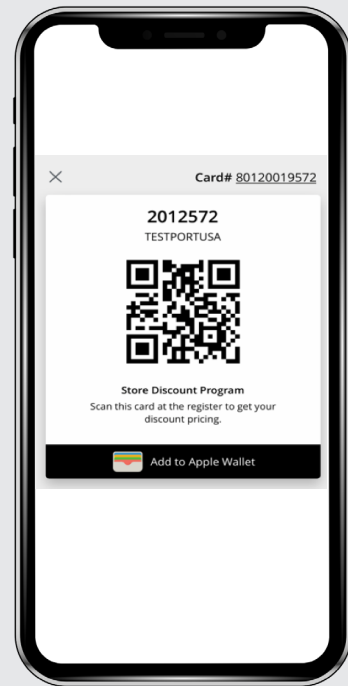
Now, you're ready to shop!



1 Go to login page.



2 Select “**Store Discount Program**” from the menu.



3 Provide your mobile Store Discount Program QR code to the cashier at checkout.



MARY KAY

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) prepaid cards; 6) subscriptions; 7) tech services; and 8) third-party services.

Valid at odpbusiness.com or by phone at 888.263.3423 and fax at 888.813.7272 only. 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.

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