

MAURICES ODP360 FAQ



RETURN POLICY

You may return most items in their original packaging within 30 days of purchase for a replacement or full refund. Request a return by clicking on the link Return an Item under the CUSTOMER SERVICE section on the office supply home page.

NOTE: Most Company Store Custom items may not be returned or exchanged unless damaged or defective upon arrival.

SHIPPING TIMELINES

OFFICE SUPPLIES

Stores are limited to being able to order items from contract list only. Please utilize the 'Shared Lists' for your standard purchases. If you have a special need, you can search the full catalog by utilizing the search feature. Results will automatically sort by contract only, but you can change the sorting to see all items should you choose. If you are unable to view a price and/or add to the cart, this is an indicator that it is not a contracted item. You will need to partner with your District Leader to order these product(s) for your store.

COMPANY STORE CUSTOM ITEMS

User Groups based on roles & responsibilities are utilized to restrict views to certain products. If you are a store user, and do not see what you are looking for check with your District Leader as it may be an item restricted to their views only.

Third Party Inventory –

- These items will list true cost and will be deducted from your monthly budget. Lead-time is 5-7 business days.

Third Party On Demand –

- Transco Bags will be sent out 2 times per month. Tracking will be added to the order after the bags are released, simply click on Order History under Resource Center on the Main Page and click into the relevant order number.

Third Party Vendor Push items –

- These items show at \$0.00 sell price on the site. This means that Maurice's Corporate Office is working with the Supplier directly, outside of ODP360, to pay for that item. In most cases, the actual price of the item is included in the product description. However, these items will not count towards your monthly budget.
- Lead-time for these items are about 10 business days.
- Some items have a maximum order limit of 1.
- Tracking information may not be available, please submit a support ticket if tracking isn't available.

ODP Proprietary –

- These are your standard proprietary items, Bags, Hangers, Gift Cards Etc. Ships within 1 to 2 days plus transit time.

Brand Identity –

- The items historically available through the BI site (Pricing Gun Labels, Perfume Test Strips etc.) are now available through the Company Store.
- These items ship in 3-5 business days.

NEED HELP?

- Trouble with your login, an order, or simply need help? Please submit a support ticket through the Support Request link at the top of the site once you login through Zipline.

HELPFUL TIPS

- Every store has a monthly Budget tied to their login. If you exceed your budget, your order will be routed to your District Leader for approval.
- When searching for Office Supply items, the default search view is set to show Contract items only. Stores cannot add these items to cart, but can reach out to their DL to order on their behalf. You can tell quickly if an item is on Contract or not by a green circle with a C in the middle.