



WORLD-CLASS SERVICE

SERVICE.  
SOLUTIONS.  
SUPPORT.

# Experience the service your business deserves



ODP Business Solutions™ is excited to tell you about Customer Care Pods, a program that provides an enhanced customer service experience for strategic customers like you. These pods — or smaller groups of agents — will provide you with world-class service and one resource for resolving issues and addressing your customer service needs.

### TOP-LEVEL SUPPORT. AT YOUR SERVICE.

Our Strategic Customer Care pods are staffed by a team of U.S.-based agents who are equipped with account-specific instructions for each customer. Every agent is highly skilled and functionally cross-trained in systems to provide answers and solve any challenges you may have as quickly as possible. With the same agents answering your calls and/or responding to your emails regularly, our pod structure can help strengthen relationships and provide a better overall experience for you and your end-user community.

FIRST-CALL RESOLUTION	SUPPORT REQUESTS	PRODUCT-RELATED INQUIRIES	END-TO-END PROBLEM RESOLUTION
<ul style="list-style-type: none"> <li>Order status</li> <li>Delivery issues</li> <li>Return issues</li> <li>Billing inquiries (e.g., adding new users and addresses)</li> </ul>	<ul style="list-style-type: none"> <li>Account requests (e.g., invoice copies)</li> <li>Web support (e.g., password resets, user profile issues and generic troubleshooting)</li> </ul>	<ul style="list-style-type: none"> <li>Basic information</li> <li>Product availability</li> <li>ETAs and alternative recommendations for items that are temporarily out of stock</li> </ul>	<ul style="list-style-type: none"> <li>If our agents cannot resolve your issue immediately on the initial call, they will work with the appropriate team to solve the problem and respond to you</li> <li>We will not transfer you, and you won't need to worry about following up with us</li> </ul>

### MANAGING AND MEASURING PERFORMANCE

Your highest satisfaction is our top priority. That's why we will be tracking our performance by measuring average speed of answer (ASA), abandon rate, first-contact resolution (FCR), net promoter score (NPS) and most importantly, your feedback. In addition, our audit team will be monitoring calls and emails to continually drive improvement.

### DISCOVER NEXT-LEVEL SUPPORT RIGHT NOW

#### Dedicated Contact Methods

Phone: 800.279.1528

Email: [Strategicsupport@odpbusiness.com](mailto:Strategicsupport@odpbusiness.com)

#### Hours of Operation

Monday–Friday, 8:00 am–8:00 pm ET

### HAVE A NEED OUTSIDE OF NORMAL BUSINESS HOURS?

You'll receive a message asking you to call back or email your request. Your email will be prioritized the next business day.

We look forward to better serving you in the future, so we can help meet your needs.

### For more information, contact your account manager

Name:

Phone:

Email: