

Charles Sturt University

Information Pack

Prepared by OfficeMax Australia Ltd

September 2015

Hello



Hello

At OfficeMax we realise that we have the opportunity to be more than just another supplier providing just another product to just another customer and we embrace that opportunity every day. That's why we are focused on understanding your business to deliver real solutions to the real challenges you face in your workplace.

So whether it's setting up your office supplies, plugging you in, rearranging the office furniture, providing complete business and productivity solutions, technical services, cafe supplies, printing promotions, or marketing, just pick up the phone and give us a call.

We're always ready.

And we're always happy to help.

Welcome

We're so happy to have CSU on board and look forward to a productive relationship with you.

Ordering supplies through OfficeMax is a simple process. Our product range comprises over 30,000 lines across 500 categories and includes office supplies, IT technology and consumables, copy paper, cafeteria, health, hygiene and furniture products.

Our national support network will assist you at every stage in the purchasing cycle from product selection to order tracking and delivery.

This document includes CSU's unique account details in addition to explaining:

- **who to contact when you have a query or require service**
- **how to order products**
- **when you can expect delivery**
- **how credits and returns are created and managed**

Take a few minutes to familiarise yourself with this content and file it for future reference.

Feedback

We encourage you to provide feedback on our service and processes. There are two ways to provide feedback:

- **Phone**
136 MAX (136 629)
- **Email**
clientcare@officemax.com.au



Hello



Support

OfficeMax provides four levels of support:

- CSU Primary Contact - Ken Hotham (Ph: 84160) Email: officesupplies@csu.edu.au
- Client Contact Centre
- IT/OrderMax Helpdesk
- Field Service Representatives

- **Client Contact Centre (CCC)**

Our telephone consultants are your first point of contact and will help you with:

- product advice and guidance on selection
- placing an order
- tracking an existing order
- processing credits and returns

CCC hours are 8am–7pm, Mon–Fri:

- phone 136 629
- fax 1800 022 824
- email clientcare@officemax.com.au

- **IT Helpdesk**

A team of technically trained consultants are available to answer queries relating to our online ordering system, OrderMax

OrderMax/IT Helpdesk hours are 8am–5.30pm Mon–Fri:

- toll free number 136 MAX (136 629)
- email online@officemax.com.au

- **Field Service Representatives (FSR)**

Our FSRs are non-sales personnel who provide on-site resolution of transaction issues in metropolitan locations. The team also supplements account management initiatives by:

- conducting basic training on how to order supplies
- creating internal awareness of your basket of preferred products
- demonstrating efficient product use to minimise waste and non-acceptance
- providing specialty field support for order management programs

You can engage FSRs by contacting the CCC.



Hello



Ordering

You can order supplies via our online ordering site;

www.ordermax.com.au

What you can order

CSU has nominated a basket of preferred products that will be reviewed periodically to ensure it remains relevant to your business. If you cannot find a product using our online search function, phone the CCC for assistance or contact Ken Hotham on 84160.

Minimum orders

There is no minimum order; however, we encourage you to consolidate orders above \$100 to reduce processing cost and your carbon footprint.

- **Order by Internet**

OfficeMax's online ordering system is called OrderMax. Log on using your email address at www.ordermax.com.au. A password was sent to you in a welcome email during implementation. To reset a password click on the "Forgotten Password" icon on the OrderMax home page.

Preferred products are highlighted online by two icons, *Preferred Items* and *Best Value*. They are presented first in each product category.



Order Value Discount

Charles Sturt will be entitled to the following order value discount structure in accordance with the NSW Govt 'C101' contract, applied automatically at the time of ordering via OfficeMax's OrderMax web platform:

Order Value	Discount
\$100.00	0.70%
\$200.00	1.20%
\$300.00	1.70%
\$500.00	2.00%
\$600.00	3.00%
\$700.00	4.00%

* This discount structure does not include certain special quoted items or low margin items including toners, copy paper, coffee and data tapes



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Deliveries

For orders of in-stock goods placed by 4pm, deliveries will be made:

- 2- 3 business days

Tracking orders

You can track an order from lodgement to delivery either online using OrderMax or by phoning our CCC. Verification of delivery is provided by an electronic proof of delivery device. Delivery status is updated in our system every 15 minutes.

Missing or faulty items

Deliveries will be accompanied by a delivery docket that lists all of the items included in an order. Check all items against this invoice at the time of delivery. If an item is not in stock, the delivery invoice will show "placed on back order".

If an item is missing or damaged, you have 5 days to notify the CCC of the discrepancy who will then arrange a priority solution. You must have your invoice number at hand together with details of the missing or damaged item

Credits and returns

Returns are collected at no cost to CSU and once receipted the full credit will be applied.

There are two ways to make a return:

- **Using OrderMax**
Submit an online "Request Return Authority" form to receive a request for credit number and details on how to return the product. The form will be processed by a consultant at the CCC.
- **Phoning a consultant**
Contact the CCC and a consultant will issue a return, apply a credit and organise prompt collection.

Please note that when returning a product it must be:

- returned within 14 days of invoice date
- returned in the original packaging
- returned in a resalable condition
- accompanied by a "Request for Credit" number supplied to you by the CCC



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