Welcome to OfficeMax

OfficeMax is one of the largest contract stationers in the United States with 32 distribution centers and 900 plus retail locations strategically placed across the U.S. We are your one stop shop for office supplies, technology, paper, facilities break room supplies, furniture and Print & Document Services.

OfficeMax is proud to have the opportunity to partner with you. Our goal is to make the purchase of office supplies as simple as possible whether you choose to order on-line with delivery to your office, or purchase products at a local OfficeMax retail location.

The following pages include ordering information for OfficeMax On-Line ordering via BuyWays and next day delivery to your office, including: product, pricing, delivery, payment, customer service and returns. You will also find helpful tools that will reduce both the time and money spent on procuring office supplies.

Once again, we welcome you to OfficeMax and look forward to continuing to earn your business.◆
Welcome to OfficeMax

We’ve recently been selected as the office supply resource of the University of Massachusetts and we’re here to make sure you get what you need to stay organized and get the job done. So we would like to introduce ourselves to you and provide you with all the information you’ll need to make us your one-stop shop for all of your office supply needs.

We have been working with UMass to develop a personalized office supply program tailored specifically to your wants and needs. OfficeMax provides special pricing for you on office products, facility break room supplies, technology consumables/ peripherals, paper, furniture and more. With such a large selection, you can get everything you need with one simple order.

Here are some of the great services you can expect with OfficeMax.

A convenient on-line ordering experience for you. Our powerful Internet platform coupled with BuyWays gives the University of Massachusetts an easy way to order, plus live on-line assistance for any questions and free training at the click of a button.

Site Address: Access OfficeMax through the UMass BuyWays purchasing site. For access to our online virtual catalogs please visit www.OfficeMaxWorkplace.com

A personal focus on you, our customer. Our goal is to handle every question, request or order immediately. We call it “Done-in-One” and more than 96% of the time, we’re able to address your needs in a single conversation.

Our proactive order notification service. We will give you important information before you even ask – things like order confirmation, notification of any back orders and credit status. This eliminates surprises for you and minimizes time spent tracking orders.

Please don’t hesitate to contact us with any questions or suggestions. Your OfficeMax Business Relationship Manager, will contact you in the next few days to assist or answer any questions you may have.

We’re friendly and we’re efficient. It’s our goal to give you everything you need in one place. We look forward to delivering your first order soon!

Bridget Wozniak - AMHERST
Major Account Manager
OfficeMax
(774)-452-1825
bridgetwozniak@officemax.com

John Martin
Director of Procurement
University of Massachusetts
(413)-545-0361
jomartin@admin.umass.edu

Merry White - BOSTON
Major Account Manager
OfficeMax
(617) -905-8936
merrywhite@officemax.com

Dennis Sullivan - LOWELL
Major Account Manager
OfficeMax
(617) 905-0660
dennissullivan@officemax.com

Michelle Sigel - DARTMOUTH
Major Account Manager
OfficeMax
(508)-942-5509
michellesigel@officemax.com

Steve Arnolds – MEDICAL SCHOOL, PRESIDENT’S OFFICE
Major Account Manager
OfficeMax
(978) -590-7958
stephenarnold@officemax.com
DELIVERY
OfficeMax Private Fleet delivers product to a majority of business and residential locations. A packing list will be included in your order that will detail all product information and delivery status. Sample enclosed.

MERCHANDISE RETURNS POLICY
- Simply call the OfficeMax Customer Service Center at 1-877-969-6629, or request using on-line electronic system, an Authorization to Return Number (ATR#)
- Office Product returns should be made within 30 days of invoice date.
- Furniture items must be returned within 14 days and Technology products within 15 days. Refer to catalog and web site for details.
- To quickly expedite the return, have a copy of the Packing List that came with the merchandise available when calling. Write the ATR# on the Packing Slip and attach to the merchandise being returned.
- Do not mark on the manufacturers’ original packaging unless the product is damaged or defective. Resalable product requires original manufacturer box.
- Note the reason for the return (Damaged, Ordered Incorrectly, Incorrect Item Sent, Quantity Error, etc.) on the Packing List unless the item is damaged or defective. Then also mark the box damaged or defective.
- Merchandise will be picked up by the OfficeMax designated driver after an ATR has been obtained.

---

OfficeMax has put together a special agreement that makes it simple for you to save on office products while enjoying world class service. Associates receive:

- Full Line Catalog - Featuring over 12,000 items with leveraged discounts on every product category. Actual price you pay can be viewed on line. Just request part J9CATALOG14 with your next order.

Convenient access to products information and pricing through BuyWays, and additional product resources found at:

- **Phone:** 1-877-969-6629
- **Fax:** 1-877-969-1629
- [www.OfficeMaxWorkplace.com](http://www.OfficeMaxWorkplace.com)

**Start Shopping On-Line**
Go to: Access Online Ordering platform via BuyWays
The system is very user-friendly and takes very little up-front individual instruction. Smart Shopping Lists are viewed by clicking the Shopping List tab located at top of page.

**Online Customer Service**
Online chat or phone call request is just a click away. Customer Service will return your call within 10-60 seconds. Our Electronic Commerce Support Team is also available for help. Their phone number is 1-800-817-8132, Option 2 for Technical Support. A tutorial is available online.

**Delivery-Avoid Last-Minute Rush Orders**
In stock products placed by 4 p.m. will be delivered the next day. Please plan ahead to avoid “same-day requirements” and running out of supplies.

**Order OfficeMax Branded Items in Catalog Where Available**
OfficeMax brand diskettes and Post-It Notes are examples of such items. These items are value priced and will save UMass dollars on everyday supply purchases.
Frequently Asked Questions

Q. I forgot my Internet Username and Password. Who do I call?
A. You order through UMass BuyWays, not through OfficeMax.com or OfficeMaxWorkplace.com. Contact your purchasing department.

Q. I don’t find an item I need in the catalog. Can I still order it from OfficeMax?
A. Yes. Simply call OfficeMax Customer Service at 877-969-6629 or contact your Sales Representative. We have many items not shown in our catalog that we can obtain for our customers.

Q. If I have a question, how can I contact my OfficeMax representative?
A. Questions with order placement, product, pricing, order tracking, returns call Customer Service at 877-969-6629.

If additional assistance is required they can help contact your OfficeMax program Account Manager.

Q. What is a P.I.N. number?
A. It’s a unique 10-digit number specifically for each individual office supply requestor. The first time you contact OfficeMax, they will create a “contact profile” for you. This contact information is the basis for personal interaction with OfficeMax.

PIN will help streamline information so you won’t have to repeat information each time you speak to an OfficeMax Customer Service Representative.

Confirmation of Your Order
For every order that is placed through the electronic ordering system, you will receive either a FaxBack or an email confirmation acknowledging that OfficeMax has received your order. This confirmation will detail your transaction and product status of the items you ordered. Phone order confirmations are available upon request.

Use of OfficeMax Full Line Catalog
The Catalog features an incredible offering of office products. The 1152-page catalog boasts a total of 12,041 SKU’s, of which in addition to everyday office supplies including: technology, furniture, break room, private label, MWBE and recycled product. Your catalog discounted pricing can be viewed on line through BuyWays or quoted by calling customer service.

Full Line Printed Catalog order# J9CATALOG14.
If you cannot find an item in any catalog, please call for assistance…chances are OfficeMax can get it for you.
Email Confirmation Sample
University of Massachusetts

Thank you for choosing OfficeMax. We hope you have ordered everything you need to do your best work. Please see below for your order details.

Questions or concerns about your order? Send to customersupport@officemax.com or call us at (877)-969-OMAX.

Shipped to: BOB AUTO CLUB GROUP
ILLINOIS CLAIM CENTER
123 NEWBURY ST
PLAINFIELD, IL 60585
Acct. #: 8740632CLAIM

Sold to: BOB AUTO CLUB GROUP
ILLINOIS CLAIM CENTER
123 NEWBURY ST
PLAINFIELD, IL 60585

Contact: BOB OFFICEMAX
Contact #: 630.864.5113

CC # CCBO8

Invoice #: 02312731
PO #: 86800
Order Date: 11.19.08

Description | Product Code | Qty | Unit | Unit Price | Total |
--- | --- | --- | --- | --- | --- |
PAD, POST-IT, REFILL, 3X3, 1YW | A28330-YW | 5 | EA | .82 | 4.10 |
POST-IT, CUBE, 3X3, AQUATIC | A22018 | 5 | EA | 3.37 | 16.85 |
HOLDER, MEMO, IMAGE | K315731 | 1 | EA | 5.93 | 5.93 |
SORTER, STACKING, MESH, BK | K322141 | 2 | EA | 16.17 | 32.34 |

Cost Center

Total ordered 59.22
Total shipped 59.22

This is a courtesy reply, not an invoice. Please don’t pay from this document. We’d hate for you to pay twice.

Define your work style. Ask about the new DIVOGA line of stylish office accessories.

Customer Service: 1-800-472-6473
Tech Connect: 1-800-525-9500

Payment terms: NET 10 DAYS
- The address of the OfficeMax Distribution Center that shipped the order.
- Your ship to address.
- Any specific routing instructions.
- The OfficeMax invoice number for this order.
- Your purchase order or reference number.
- Your department number or cost center.
- Optional release or additional reference #.
- Department/cost center description/name.
- Any additional routing/delivery instructions.

### Sample Carton Label
**University of Massachusetts**

<table>
<thead>
<tr>
<th>UPS SHIPPER NUMBER</th>
<th>OR 998-135</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>PKG. ID. # 863519</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>From</th>
<th>University of Massachusetts</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1)</td>
<td>OfficeMax</td>
</tr>
<tr>
<td></td>
<td>750 W. Bryn Mawr Avenue</td>
</tr>
<tr>
<td></td>
<td>Itasca, IL 60143</td>
</tr>
<tr>
<td></td>
<td>(877) 286-5791</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>To</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(2)</td>
<td>140 Hicks Way, 407 Goodell Bldg.</td>
</tr>
<tr>
<td></td>
<td>Amherst, MA 01003</td>
</tr>
<tr>
<td>(3)</td>
<td>ATTN: John Martin</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Invoice No.</th>
<th>Customer P.O. No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>(4) 34567890</td>
<td>(5) 123456</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>C.C. #</th>
<th>REL. #</th>
<th>DESC.</th>
<th>RTNG.</th>
</tr>
</thead>
<tbody>
<tr>
<td>00000</td>
<td>00000</td>
<td>ADMIN</td>
<td># 300</td>
</tr>
</tbody>
</table>

**Note:** DELIVER BEFORE NOON.
# Packing List

### University of Massachusetts

**OfficeMax**

13201 STEPHENS ROAD
WARREN MI 48089
(800) 472-647
www.officemaxsolutions.com

---

<table>
<thead>
<tr>
<th>Item Number</th>
<th>Quantity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A100166</td>
<td>78 EA</td>
<td>GLUE, STICK, PERN, 0.26 OZ</td>
</tr>
</tbody>
</table>

**Routing:**

- ALV1N=CHI 5EA
  - Shipped from whse in ITASCA, IL
  - Item MAY arrive separately

- ALV1N=KCM 5EA
  - Shipped from whse in KANSAS CITY, MO
  - Item MAY arrive separately

- ALV1N=STL 5EA
  - Shipped from whse in ST LOUIS, MO
  - Item MAY arrive separately

- ALV1N=SF 4EA 02026663
  - Shipped from whse in MENLO PARK, CA
  - Item will arrive separately

- ALV1N=UIC 4TEA
  - Shipped from whse in CAROL STREAM, IL
  - Item MAY arrive separately

---

**References**

- Invoice Number: 02020063
- Customer PO Number: 1618-
- Reference No.: 02020063

---

**Merchandise Total Price:** $42.12

---

**Notes:**

- No merchandise accepted for credit unless arranged for in advance.
- Claims must be made within 30 days after date of invoice.

---

**Page 1 of 1**

---

**Customer Service:** 1-800-472-6473
**Tech Connect:** 1-800-525-9500