

CHABOT COLLEGE

Corporate Express On-Line Ordering

The ordering of office type supplies has primarily been done through Stores. The Stores system has been replaced with on-line ordering through Corporate Express' E-Way System. The advantage to going with this system will be ordering convenience, ability to track orders and timely delivery.

The implementation of on-line ordering of supplies through Corporate Express will be done in two phases. Phase I will have a limited number of staff actually entering orders to Corporate Express. After going through several cycles to work out any unforeseen issues, Phase II will be implemented. Phase II will allow division/office staff to enter orders directly into the E-Way system. Training will be provided to staff from each division before implementing Phase II.

Phase I

Placing an Order

For the present time the College will continue to use the Stores requisition to order supplies.

- Complete the requisition as usual using the Stores item numbers or, referring to the Corporate Express catalog, use the Corporate Express item number.
- Assign an appropriate account number.
- Indicate the office number where the items will be delivered.
- Obtain the necessary approvals and forward to the College Business Office.
- Business Services will
 - verify budget availability, requests will be returned if insufficient funds
 - enter the request into E-Way
 - approve and forward the request to Corporate Express electronically
 - return a copy of the requisition with the E-Way order number.

Receiving an Order

Within one to three business days the order will be delivered to your office by Corporate Express.

- Division staff need insure that the office will be staffed for the receipt of the requested items.

- The Corporate Express delivery personnel will have you sign for the items and leave you a packing list.
- Verify that the items requested have been received and forward the signed packing list to the Business Office.

Problems or Returns

If there is a problem with an item or you need to return an item

- Contact Corporate Express at 1-888-440-6726
- Provide the following information:
 - Order number (on packing list)
 - Customer number (on packing list)
 - Items to return
 - Reason for the return
 - Contact information
- A return authorization number will be provided for each return request
- Your return will be picked up within one to three business days.

Accounting

The cost of items ordered will be charged to the appropriate account within two weeks.