Good Afternoon Gateway Department Buyers,

This email is being sent to the Gateway Department Buyer Role. Please forward this email to all interested Gateway Users within your department.

November 1, 2013

To: The Campus Community
Fr: Jacob Godfrey, Associate Director, Business & Financial Services

Dear Colleagues:

Central Stores is ending its pilot program and last mile delivery partnership with OfficeMax effective close of business this Friday, November 1st. This means that Central Stores will no longer deliver packages, process returns, or resell OfficeMax products to the campus.

Starting November 4th, OfficeMax will begin delivering orders and picking up returns to and from you directly. We do not anticipate any disruptions in service, and you should continue to receive the same discounts and services that we have come to expect from our primary office supply vendor, including next day delivery for orders placed by 4:00pm.

Representatives from UCSB Procurement, Gateway, and Central Stores are working closely with OfficeMax to ensure a seamless transition. However, if you experience any problems, please notify us immediately by email at help@gateway.procurement.ucsb.edu or by calling x8025.

For your convenience, summaries of how to purchase and process a return are provided below.

**Purchases**
To order OfficeMax products, login into Gateway and create a requisition by either creating a cart in the OfficeMax punch-out or creating a non-catalog order. For additional help or training on how to place an order with OfficeMax, please email the Gateway Helpdesk at help@gateway.procurement.ucsb.edu or call x8025.

**Returns**
In the event you are not satisfied with your purchase, you may return the merchandise as follows:

- Contact OfficeMax Customer Service via phone (877) 969-6629 or email at customersupport@officemax.com to obtain an Authorization to Return (ATR) number. You will be asked to write the ATR number on a piece of paper and attach it to
the box containing the item(s) to be returned so that OfficeMax can process your credit. Please place any returns to be picked up at the same location where your products were delivered.

- Office supplies, ink and toner may be returned in the original MFG packaging for a full refund within 30 days of the original purchase. Opened ink/toner will be eligible for an exact-item exchange regardless of when you made the purchase.
- Furniture, technology items and software may be returned in the original unopened packaging (including all accessories and manuals) within 14 days of the original purchase date. Opened technology products returned within the 14-day period may be subject to a restocking fee. Opened software and defective technology items may be exchanged for the same item within 14 days of the original purchase date. Special order and pre-assembled furniture is not eligible for return.