

# Pajaro Valley Unified School District

## Palace Orders

### Palace Office Supply Contract

The contract for office supplies is the result of a competitive bid process, which moved office supplies out of the warehouse and allows a much improved, 24-hour delivery service to schools. To get the best pricing under this contract, it is important to try to limit purchases to the items on the Palace E-Z Order Form. These are the most popular, standard items, formerly stocked in the warehouse, and they are the best value. We recommend that you only allow purchases from the Palace E-Z Order Form unless you cannot find an item there. You may also buy from Palace's other catalogs at 50% off of the small catalog, and 35% off of the big catalog. Furniture and equipment items may not be ordered in this way, you must submit a purchase requisition.

### Supplies from Palace Arts

Enter a Requisition in Fin2000 for an Open Purchase Order to cover your supply needs for the fiscal year. Estimate the dollar amount you want for the entire year.

Use only one Account Number per Requisition. If you will be using multiple account numbers to purchase your supplies, you must process a separate requisition for each account number.

Make a list of all your Palace Purchase Orders Numbers for easy reference.

### Using the Palace Forms

Palace forms are available at the PVUSD Purchasing Department website, [http://www.pvUSD.net/html/info\\_for\\_staff.html](http://www.pvUSD.net/html/info_for_staff.html).

Use the Palace E-Z Order excel template whenever possible. Email to form to Palace as it is much easier for Palace to read, and will cut down on errors.

If you do not use the template, type or use pen, do not use pencil to fill out any form. If you must handwrite, then make sure you use black or blue ink. Once again, it is preferred that you use the excel template.

Be sure you are specific on your Department/Site information. Do not put just District Office; make sure you include the actual name of your department. Example: D.O. - Purchasing Department-4th Floor.

\$50.00 minimum on all orders

With a \$ 100.00 or more order, you'll receive a free goodie!

If you are buying an item that has a color choice, make sure you specify the color you want, or one will be chosen for you.

### Palace E-Z Order Form

This form is completely itemized; you just fill in the quantities.

**BEST PRICE:** The E-Z Order Form contains approximately 150 of the most commonly used items by our District. These items have been bid out to obtain the best prices available. Prices are anywhere from 50 to 70% off manufacturer's list price. Prices listed on form are already discounted. This list contains most of the items that were taken out of our warehouse, plus a few more high demand items. You should always check this form first when placing an order. **THIS WILL ALWAYS BE YOUR BEST PRICE.**

### The E-Z Order Form Instructions

- ❖ Fill out all the information on the top section of this form. This includes the following: DATE, REQUESTED BY, PHONE #, SITE, PO NUMBER, and you must obtain your SUPERVISOR'S SIGNATURE.
- ❖ Any special instructions that you need Palace to know should be printed in the "Special Instructions" area. (Example: We are closed Monday, please delivery Tuesday)
- ❖ Fill in the quantities of the items you need to purchase. (Example : 3 small paper clips)
- ❖ Filling in the "Total"/dollar column is for your benefit only, and is not required by Palace. (If you are using the disk to fill out your orders, the disk will calculate your totals for you whenever a quantity has been entered.)
- ❖ Email or Fax the order Palace before 3:00 p.m. for NEXT DAY DELIVERY.

### Order & Return Form

This is a one page Form, with return section at bottom of page. You fill in item description and item number.

**SECOND BEST PRICE:** The 50% catalog is your second best pricing available through Palace. This catalog is used in conjunction with Order Form 2. This catalog would be used if you didn't find your item on itemized Order Form.

**THIRD BEST PRICE:** The 35% catalog is your third best pricing available thru Palace. This catalog should only be used after you have determined that the item you want is not on the itemized Order Form 1, or in the small 50% off catalog. **THIS WILL ALWAYS BE YOUR THIRD BEST PRICE.**

## Order & Return Form Instructions

- ❖ Use this form to order any items from the catalog that you did not find on the itemized E-Z Order Form. Complete the top section of this form as you would E-Z Order Form.
- ❖ The Order & Return Form, unlike E-Z Order Form is not itemized, so you will need to fill in the following information for your order. QUANTITIES, UNIT, (each, box, set, etc.) ITEM NUMBER, and DESCRIPTION. (Be extra careful when filling in the item number. You should always double check the number, and make sure it is legible. This is the largest cause of most mis-ships.)
- ❖ Prices entered should be with the discount already taken, if you want a more accurate figure. Having totals on your order may also help you when you receive the merchandise, and you must verify that what Palace is charging you is correct.
- ❖ Once again, filling in the "Price"/dollar column is for your benefit only, and is not required by Palace. (If you are using the Excel Template to fill out your orders, the template will calculate the "Total" once you have filled in the quantity, and the price columns.
- ❖ Email or Fax the order to Palace before 3:00 p.m. for NEXT DAY DELIVERY.

LAST CHANCE: If you do not find what you are looking for in these catalogs, use the large catalog to find what you want and call for pricing.

## Palace Website

You can order any of Palace's products from the website [gopalace.com](http://gopalace.com). To get the best prices use the contracted item number from the EZ-Order form. Contact Palace to get a password.

## Receiving Palace Orders

When receiving your merchandise from Palace, make sure you verify all charges on the order. Your signature of receiving is not only verification you received the goods, it is also Accounting's approval from you, to pay the prices being charged. If you are billed incorrectly for an item, call Jim or Erin at Palace, and also let Nini Accounting know a.s.a.p. (It may help you to total your orders before they are faxed, so that you can compare your total with Palace's total once you receive your merchandise. (REMEMBER TO USE THE PRICES AFTER YOU TAKE YOUR 35% or 50% DISCOUNT OFF!))

## Palace Returns

All returns, and shortages must be FAXED to Palace. Please do not call in returns or try to send them back with the driver.

Returns should be done only when absolutely necessary. Example: If you ordered 10 boxes of paper clips, and only intended to order 8, keep the extra two boxes. If you accidentally ordered small paper clips, and you intended to order large paper clips, keep the small, and reorder the large ones on your next order. Small, low dollar items are not worth your time or Palaces to return. Put the extra items in your supply closet/storeroom, somebody will use them sooner or later.

## Instructions for Palace Returns

Using the bottom section of Order & Return Form, follow the following procedures for returns.

- ❖ You must fill out all the information on the top section of this form. This includes the following: DATE, REQUESTED BY, PHONE #, SITE, PO NUMBER, and you must obtain your SUPERVISOR'S SIGNATURE.
- ❖ In the bottom section called "Returns and Credits" the following information must be filled in... REASON FOR RETURN, DESCRIPTION, ITEM #, QUANTITY you are returning, REASON/notes to Palace, and INVOICE NUMBER.
- ❖ Fax the completed form to Palace, and this will generate a credit and proper paperwork from Palace that they will give to their driver, prior to pick up.

No items will be picked up by the driver without this return section of Order & Return Form being completed, and faxed to Palace.

Requiring that the paperwork be done prior to pick up is for your protection. By following these procedures the credit will always be issued prior to the merchandise being picked up, leaving no chance of error for items not to be credited. This procedure also helps Palace, they know ahead of time why the merchandise is being returned

## Recycling Toner Ink Cartridges

Palace will pick up any (printer, fax, copier, ink jet, etc.) empty toner cartridges for recycling. To recycle your cartridges, just give them to the Palace delivery driver next time he's at your site, and he'll make sure your cartridges get recycled. (Please place empties back into original packaging whenever possible.)

Recycling our old cartridges also ensures us a better price on the new cartridges that we purchase.

## Palace Catalogs

If you need more catalogs, the next time you place an order to Palace, type the words "NEW CATS" as a line item (on Order Form 2) and they'll add it to your order (no cost) and deliver them with your order the next day.