

## Palace Office Supply Contract

### INSTRUCTIONS

The contract for office supplies is the result of a competitive bid process. 90% of the time your order will arrive within 24 hours from the time it was submitted to Palace (not your principal, but to Palace). To get the best pricing under this contract, it is important to try to limit purchases to the items on the FAVORITES list. These are the most popular, standard items, for the best value. We recommend that you only allow purchases from the Favorites list, unless you cannot find an item you need on it. **Furniture and equipment items may not be ordered in this way, you must submit an ITEMIZED purchase requisition.**

#### How to Place order with Palace Business Solutions

Enter an **ONLINE** requisition into the system for any itemized supply order, following the guidelines for ONLINE orders for Palace.

Enter a **BUSINESS DEPARTMENT** requisition into the system for any BLANKET/OPEN Order, furniture order, or quoted orders. For blanket PO, estimate the dollar amount you want for the entire year.

#### Ordering off your blanket PO using the Palace website:

We are no longer using order forms for Palace, all orders must be done online. Once you have your Blanket order in place, and Palace has set you up with access to your BPO#, you can begin placing your orders online (directly on the Palace website, [shop@gopalace.com](mailto:shop@gopalace.com)). If you have multiple BPO numbers tied to your account, be sure to select that first, so your order is charged to the correct PO number.

#### Returns:

If you need to make a return, email [joannem@gopalace.com](mailto:joannem@gopalace.com). She will need the invoice number, the PO number, school site, how many items are being returned, the product number of the item being returned, reason for the return, and your contact info.

#### Receiving Palace Orders

When receiving your merchandise, make sure you verify all charges on your order. Your signature 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, contact [joannem@gopalace.com](mailto:joannem@gopalace.com) (831) 476-3815 X 321. Please also let Imelda in Accounting know X 2507. If you are missing items, please contact Palace within 10 business days.