



The TTUHSC Purchasing Corner

Issue Number 14

The newsletter of the Purchasing Department

March 2011

Reminders:

TTUHSC
office

Consumable
supplies
are required
to be
purchased
from our
contracted
Vendor—
Staples

Employee
reimbursements are
not allowed for
membership dues
payments.

Ref: OP 72.03
4(a)(1):

Payment should be made either through the Direct Pay system or by P-card. Payment of membership dues on state funds must be processed through the Direct Pay System. State appropriated funds cannot be used to pay membership dues to organizations which pay part or all of a salary to a lobbyist. Payment for membership dues on local funds may be processed with the departmental purchasing card provided the organization is on the approved membership list (found at <http://www.ttuhsoc.edu/Admin/profsociety/>).

How to return an order to DELL

If you'd like to return your Dell notebook, desktop computer, TV or other items please note:

- You must contact Customer Service 1-800-624-9897 or go to www.dell.com/contact within 21 days of the invoice date and obtain a Credit Return Authorization (CRA) number before the end of the applicable return period.
- Dell will not accept returns without a CRA number. **NOTE:** You must ship the product to Dell within 5 days of the date that Dell issues the Credit Return Authorization number and **MUST** follow these steps;
- Ship back all products you are seeking to return to Dell and for which you received a CRA number.
- For partial returns, your credit may be less than the invoice or individual component price due to bundled or promotional pricing or any unadvertised discounts or concessions. Return the products in their original packaging, in as new condition, along with any media, documentation, and any other items that were included in your original shipment. Ship the products at your expense, and insure the shipment or accept the risk of loss or damage during shipment.

Upon receipt of your return, Dell will issue a credit or a refund of the purchase price paid, less shipping and handling and any applicable restocking fees subject to this policy. Unless the product is defective or the return is a direct result of a Dell error, a restocking fee may apply of up to 15% of the purchase price paid,

Note: Before you return the product to Dell, make sure to back-up any data on the hard drive(s) and on any other storage device in the product. Remove any and all confidential, proprietary, and personal information as well as removable media such as flash drives, CDs, and PC Cards. Dell is not responsible for any confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media that may be included with your return.

How to return an order to Staples

- Login to TechBuy from the TTUHSC WebRaider, or by going to <http://techbuy.ttu.edu> and select the Staples punchout
- Select "Order Management" on the upper right-hand side of the Staples website and click "Returns" then select the order number from your packing slip
- Complete required information in fields i.e. name, address, room, etc.
- Print 3 copies of the Return Confirmation page
- Place returned merchandise in original or used good condition box
- Place first copy of confirmation page inside the box with item(s) to be returned, tape second copy to the outside of box for HSC Shipping and Receiving department to pick up, keep third copy for your records. If your return is processed by a customer service representative please use a copy of your original order confirmation page for the outside of the box .

- Contact Shipping and Receiving to pick up return box and have available for carrier to pick up within 1-5 business days.

Carrier will bring call tag to pick up returned order and place on box to return to Staples. Credit will be released once return has been received by Staples.

For questions about your return please contact Staples/Summus dedicated customer service team at 800-527-3068

Purchasing Dashboard - February 2011

