Implementation Guide for
University of Maryland - College Park
Welcome!

Guy Brown is a 100% minority and woman-owned and privately operated business and a member of over 35 regional and state minority councils including MDOT MBE #12-428. Guy Brown is also a certified Small Disadvantaged Business (SDB) by the Small Business Administration. Not only do we support diversity through our involvement with the minority community, we are diverse in the products and services we supply and the customers we serve.

Guy Brown is proud to have the opportunity to partner with you. We offer you a wide array of office products and services supported through a national infrastructure. Wherever your business is located we are able to provide consistent and timely service with access to thousands of products containing everything from office and technology products to furniture and paper.

The following pages include ordering information for Guy Brown, including: product, pricing, delivery, payment, customer service and returns.

Once again, we welcome you to Guy Brown Products and look forward to continuing to build and grow our partnership.

Info to Know

Guy Brown’s Ordering Website
www.GuyBrownProducts.com

UMCP Account Number
743326 EORDER

Personal Identification Number
Use the same PIN you have today!

Contact Us

Sales Representative
Jack McGuire
Phone: (443) 802-3806

Customer Service
Phone: (800) 564-8008
Fax: (888) 562-0400
Email: CustomerService@GuyBrownProducts.com
Customer Service Hours: Monday-Friday 7am-7pm, Central

Technical Support
Phone: 1-800-817-8132, Option 2
Online Chat: available during normal business hours
Technical Support Hours: Monday-Friday 7:00am-9:30pm Central
Guy Brown's standard lead-time is next-day delivery. In fact, we reach 95% of the U.S. with next-day delivery via full-service nationwide Customer Fulfillment Centers. A packing list will be included in your order that will detail all product information and delivery status. A sample packing list has been included.

For every order placed through Guy Brown, you will receive either a fax or email confirmation acknowledging that Guy Brown has received your order. This confirmation will detail your transaction and product status of the items you ordered. A sample of Guy Brown’s email acknowledgement has been included.

Our full-line catalog features an incredible offering of office products. The catalog boasts more than 15,000 SKUs, including a broad selection of private label, MWBE and recycled SKUs. In addition, our catalog contains products from a total of 200 suppliers, including numerous diverse suppliers. Your catalog discounted pricing can be viewed online through our website www.GuyBrownProducts.com or quoted by calling Customer Service.

To order a Full-Line Printed Catalog add J9GUYBROWN13 to your supply order

Q. I forgot my Internet Username and Password. Who do I call?
A. Call UMD Stores X57337 or X55854.

Q. I can't find an item I need in the catalog. Can I still order it from Guy Brown?
A. Yes, simply call Guy Brown Customer Service at (800) 564-8008 or contact your Sales Representative. We have many items not shown in our catalog that we can obtain for our customers.

Q. If I have a question, how can I contact my Guy Brown representative?
A. For questions with order placement, product, pricing, order tracking, returns call Customer Service at (800) 564-8008. If additional assistance is required they will have your Guy Brown Account Manager contact you.

Q. What is a PIN?
A. It’s is a unique 10-digit number specifically for each individual office supply requestor. The first time you contact Guy Brown, we will create a “contact profile” for you. This contact information is the basis for personal interaction with Guy Brown. PIN will help streamline information so you won’t have to repeat information each time you speak to a Guy Brown Customer Service Representative.
## Return Policy
Guy Brown is committed to providing you with world class customer service, and we understand that on occasion you will receive an item that needs to be returned. In an effort to make your return/credit experience as seamless as possible, we are providing the following guidelines:

We will warrant all items against defects in workmanship and materials. We would ask that you inspect all shipments and materials upon receipt and notify us immediately of defects or damage caused during transport.

For items not deemed to be defective or damaged please follow these guidelines when applying for a return or credit:
- Call Customer Service at **(800) 564-8008** to request an Authorization to Return (ATR) number.
- All merchandise must have been purchased within the past 30 days except technology items which must be returned within 14 days.
- All merchandise must be in its original packaging and suitable for resale (defacing the packaging with writing or labels renders most items ineligible for return or credit).
- Special order items are not returnable.
- Toners or Ink Jet Cartridges may not be returned once the package is opened.
- Credit will be issued only after quantity and condition are verified upon receipt by our local warehouse.
- Please do not return merchandise without first obtaining an ATR number.

## Return Process
Guy Brown processes all customer returns as efficiently and quickly as possible. The following information will guide you through the process:
- Call Customer Service at **(800) 564-8008** to request an Authorization to Return (ATR) number.
- Customer Service will ask for the invoice number from your order. This number can be found on the packing slip or on the label on the outside of the carton. You will also be asked the reason for the return so we can properly code it in our system.
- All merchandise must be in good condition and must be in the original packaging (this includes the inner packaging as well as the outer carton and/or shrink wrap). **Do not write or attach any labels to the outer packaging.**
- Customer Service will provide you with an Authorization to Return (ATR) number.
- Please write the ATR number clearly on a piece of paper and tape it to the carton. You may also write the ATR number on the shipping label attached to the carton. **Please do not write directly on the manufacturer’s carton.**
- If required, Customer Service will assist you in reordering replacement merchandise.
- Merchandise will be picked up in 1 to 3 days.
- Credit is subject to inspection of the items returned to Guy Brown and will only be issued for merchandise that is in re-saleable condition.

## OfficeMax Orders
For all orders placed on the OfficeMax account prior to June 1, 2013, please contact OfficeMax Customer Service at either [www.OfficeMaxSolutions.com](http://www.OfficeMaxSolutions.com) or (877) 969-6629 for the following:
- Returns
- Proof of delivery
- Billing questions

All outstanding backorders prior to the June 1st conversion to Guy Brown will be filled and billed by OfficeMax accordingly.
Thank you for your order. We appreciate your business! Your order details appear below:

Do not "Reply" to this email. Please direct inquiries to customer service at 1-800-564-8008.

**************************************************************

Invoice Number: 33512345  
Order Date: 05/14/2009  
Your Reference: 90773570  
Contact Name: Jane Doe  
Contact Phone: 7735551234

Your order is shipping from:  
GUY BROWN PRODUCTS  
CUST SERV 1-800-564-8008  
750 W. BRYN MAWR AVENUE  
ITASCA IL 60143

SHIP TO: 012345 BTH028  
ACME Incorporated  
Jane Doe  
2025 ONTARIO St  
LAKE FOREST, IL 60045

SOLD TO:  
ACME Incorporated  
Attn: Robert Smith  
1400 KENSINGTON RD  
CHICAGO, IL 60608

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QTY  UN  PRODUCT NO  DESCRIPTION  UNIT PR  EXT PR

0  EA  S1C7115A-TR  LSR,TONER,HP1200/1220  $38.40  $0

1  EA NOT SHIPPED  1  EA BACKORDERED  
Item will ship separately. 
We will contact you if the item is not available.

1  BG  A60M97350  RUBBERBAND,80%,#33,1#BG  $4.27  $4.27

Delivery on 05/15/2009

1  PK  N60M99379  CAP ERASER ASSTD 25CT BXD  $.75  $.75

Delivery on 05/15/2009

1  DZ  A2653RP-YW  POST-IT RECY 1.5X2  $3.92  $3.92

Delivery on 05/15/2009

COST CENTER TOTAL ORDERED:  $47.34  
COST CENTER TOTAL SHIPPED:  $8.94

PRE-TAX MERCHANDISE TOTAL ORDERED:  $47.34  
PRE-TAX MERCHANDISE TOTAL SHIPPED:  $8.94

This is NOT AN INVOICE. Please do not pay from this document.
Guy Brown Carton Label

1) The address of the Guy Brown Express Distribution Center that shipped the order

2) Your ship-to address

3) Your purchase order or reference number

4) Your department number or cost center and department/cost center description/name

5) Optional release or additional reference #

6) Additional routing/delivery instructions

7) The Guy Brown invoice number for this order
# Guy Brown Packing List

**GUY BROWN PRODUCTS**
CUST SERV 1-800-664-6006
7300 CHAPMAN AVENUE
GARDEN GROVE CA 92841

## delivery receipt

<table>
<thead>
<tr>
<th>Acct#</th>
<th>Consignee</th>
<th>Invoice Number</th>
<th>Customer PO Number</th>
<th>Reference No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>0123456</td>
<td>BILLTO</td>
<td>95597675</td>
<td>081611</td>
<td>95597675</td>
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</table>

**SHIPTO**

<table>
<thead>
<tr>
<th>Acct#</th>
<th>Consignee#</th>
<th>CC</th>
<th>Rel</th>
<th>Desc</th>
<th>Attn</th>
</tr>
</thead>
<tbody>
<tr>
<td>0123456</td>
<td>001</td>
<td>8807654</td>
<td></td>
<td>Accounting</td>
<td>Judy Smith</td>
</tr>
</tbody>
</table>

**Routing Lines:**

- **Depot:** ABC, INC
- **Address:** 1234 MAIN ST STE 56
- **City:** LOS ANGELES
- **State:** CA
- **ZIP:** 90025
- **PO Box:** 56
- **CA:** 90025

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**Customer Item #:**

<table>
<thead>
<tr>
<th>Item Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>N1GMSM11BK</td>
<td>ROUND STIC PEN MED BLACK 12PK</td>
</tr>
<tr>
<td>A2654YW</td>
<td>PAD NOTE 3X3 12PK CANARY</td>
</tr>
<tr>
<td>F5OM01971</td>
<td>FILE FLDR 1 3 LGL MAN 100BX</td>
</tr>
<tr>
<td>E927345RR</td>
<td>LITERATURE ORGANIZER 60 CMPRT</td>
</tr>
</tbody>
</table>

**ALT#XO = 85**

- Shipping from: white in CITY OF INDUSTRY, CA
- Items MAY arrive separately
- We will contact you if item is not available

<table>
<thead>
<tr>
<th>Item Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A72833ELEA</td>
<td>TOWEL PAPER BOUNTY WHT</td>
</tr>
</tbody>
</table>

**Total:** 1 of 1

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**Notes:**

- NO MERCHANDISE ACCEPTED FOR CREDIT UNLESS ARRANGED FOR IN ADVANCE.
- CLAIMS MUST BE MADE WITHIN 30 DAYS AFTER DATE OF INVOICE.