THE TOP 10 THINGS YOU NEED TO KNOW
TO USE THE NEW COMPUTER STORE

1. **THE MOST ASKED QUESTIONS ABOUT ORDERING A LAPTOP/NOTEBOOK.**

   - The bundles must be ordered in total. Do NOT remove any items such as the image/ asset tag part number.
   - You need to enter the email address of the person who will be using the computer during the checkout process. This may be you or it may be the person for whom you are ordering. If they have not started or do not yet have an email, enter your own email and in the comments section type "end user will be" and enter their name.
   - The computer will be moved to a separate order to ship to the computer depot for setup. A survey will be sent to the email entered in above-listed step. This survey must be completed and returned for the computer setup to proceed.
   - Accessories, printers and monitors will ship to the listed address.
   - A box can be shipped from the depot for the return and disposal of an existing computer in the case where a system is being replaced.

2. **HOW DO I MOVE AROUND IN THE COMPUTER STORE AND FIND WHAT I NEED? HERE ARE THE BASICS TO HELP YOU GET THE JOB DONE.**

   - There is a "Return to home page" on the top right corner of every page of the store.
   - If you cannot find an item in the bundles, you can use the search field. If it still does not pull up, it is probably considered a non-standard item in which case you need to go to the Technology Store page and select Non-Standard Technology button to request.
   - When you choose a category (i.e. Desktops, Printers etc) from the Standard Equipment list on the left, different bundles will appear on the lower center portion of your screen. If you have a small screen, you may need to scroll down to see them.
   - The Resources section includes helpful contact information when you need help - CDW Account Team for product or order questions, Sodexo Desktop Technology Team for Sodexo specific questions).   The additional resources give you quick answers to your questions, preventing the need to make a call.
   - Order Functions - You can use these options on the homepage to lookup status of your order, where they are in terms of the approval process, access quotes to place them as orders, update your profile and request returns. Save the time of calling when you need to do any of these queries.
   - If you begin an order and stop for > 30 minutes, you will be timed out. You should return to the Technology Store and click on the Computer Store button to restart your session. This is a security feature.

3. **THE MYTHS AND THE FACTS ABOUT PRINTERS AND WHAT TO ORDER.**
   - **#1 Most Asked Printer Question - Why is the printer so expensive? The answer is that manufacturers design "cheap" printers so they consume maximum ink/toner where the actual cost resides. The printers used by Sodexo use the least or most efficient toner**

application to reduce your investment on toner and just pay slightly more for the hardware. It really is worth it in the end!
- o **The Sodexo Standard Printer Guide under the Resources section is a great visual to help you identify the right printer to meet your needs. The guide matches the bundles listed in the store.**
- o **To see complete printer specifications, just click on the part number link of the printer in the bundle. You can then read all the specifications about the model selected.**

- o Admittedly, the most complex decision when selecting a monitor/dock/cable setup is which ones do you need. This is an industry-wide issue and not just you.
- o Please refer to the to help you through the decision process when selecting what is needed.

4. MY ORDER IS COMPLETE SO HOW DO I CHECKOUT?
JUST CLICK ON CHECKOUT AND FOLLOW THESE STEP BY STEP GUIDELINES.

SHIPPING ADDRESS screen
- o During your first time ordering, enter your personal address if appropriate, click to check "Store for future purchase" and enter a name (i.e. Mary's hospital office). You should also check the box to "Set as default" as appropriate.
- o Type Sodexo in the first line of the shipping address, even if you are shipping to a client location (i.e. JHM c/o Sodexo Food Service, 123 Sample Lane, etc.)

SHIPPING METHOD screen
- o Select "Bill to your Company's Account" options when shipping.
Click to select the circle under "Bill to your Company's Account." Then, click on the down arrow to select a shipment type. Note: Ignore the options that include Consignee Billing. The normal options are next day, 2nd day and ground (preferred).
- o The account number is pre-filled.

BILLING & PAYMENT screen
- o Ignore the Billing Information and Payment Method sections.
- o Skip to "For Your Reference" section
- o PO Number - leave blank
- o Cost Center code - This is your unit number or cost center code.
- o Customer notes - you can enter whatever you want in this section. It will transfer to the order confirmation if used.

REVIEW AND PLACE ORDER screen
- o Employee number - optional field.
- o End User E-mail Address - enter the address for the person who will be using the computer or items ordered.
- o If multiple people, enter additional emails in the customer notes section.
- o If the person has not started or does not yet have an email address, enter your own email and when the Computer Depot sends you the survey, fill it out on behalf of the end user. You can list the person's first and last name in the comments box so the computer depot knows it is for them and not you.
- o If you do not receive the survey, contact usacomputerdepot@sodexo.com to request.

5. I HAVE PLACED MY ORDER. WHAT HAPPENS NEXT?

- Once an order is placed, an email will be sent to the approver for the person who listed as approver for the cost center (behind the scenes stuff!).
- A link within the email will allow them to view the order via the web and approve or decline with optional comments.
- Note: Because of numerous browsers, there may be cases where they will need to reply to an email instead but this should be limited.
- In total, orders will be reviewed by the cost center approver, the Desktop Technology Team, and the CDW sales team and once fully approved, moves to imaging (if applicable) and shipping at CDW.

6. **HOW LONG WILL IT TAKE TO GET MY ORDER?**
   - If a computer order is fully approved by all required approvers by 2 p.m. EST and is marked next day, it should get imaged and shipped to the computer depot by the next day.
   - For basic accessories, printers, and monitors fully approved by 4 p.m. EST and marked next day, the shipment will go out same day. For orders shipping ground, they should ship within 1-2 business days with most orders shipping next day.
   - Ground shipping is best whenever possible to save Sodexo money. This is especially true in the November-December timeframe when expedited shipment costs can exceed the cost of the product itself.

7. **WHAT HAPPENED TO MY COMPUTER ORDER?**
   - 99% of the time this means your survey was not returned to the computer depot so the order does not progress. You can check with the depot at usacomputerdepot@sodexo.com.
   - You can use the Find my Orders feature on the upper right part of the Computer Store home page to check status of your order.
   - Barring force de majeure situations (blizzards, airline shutdowns, inventory outages), Sodexo standard computers are kept on hand and available for shipment upon order.

8. **HELP! I CANNOT FIND ITEMS IN THE COMPUTER STORE. WHAT DO I DO?**
   - Return to Sodexo_Net, click on the quick link button "Technology Store."
   - You will see buttons for you to request:
     - Software
     - non-standard hardware (not available through the Computer Store)
     - a new table project request
     - printer toner
     - digital signage/POS
     - a cellular device, such as a cell phone or hotspot

9. **WHAT ELSE SHOULD I KNOW?**
   - We would love to hear your feedback so please take a moment to complete our short survey under Resources section of the Computer Store homepage.
   - The new computer store replaces the previous version and provides the ability to create quotes when needed, look at product details, pricing, and availability, as

well as eliminate the "middle person" who used to convert your requests to actual orders once approved. This helps speed up the process overall.

10. I NEED MORE SUPPORT. WHO MAY I CALL? SUPPORT IS AVAILABLE FROM A VARIETY OF SOURCES.

- ○ CDW Sales Team - Topics they cover include general product knowledge, resolving order questions, and other non-Sodexo specific topics.   Order status may be done directly using the "Find my order" link on the Computer Store Home page. You will also find their contact information under Resources "The CDW Team". Office hours are 8-5 pm CST M-F excluding holidays.
- ○ Sodexo's Desktop Technology team - Questions specific to Sodexo may be routed to this team. We are open 8-5 EST M-F excluding holidays.
- ○ Technical issues - If the problem resides on Sodexo_Net, please contact the Buffalo Help Desk at 888-667-9111. If the problem resides on the CDW site, please contact CDW Technical Support at https://www.cdw.com/content/cdw/en/help-center/contact-us.html. Do NOT use the General Sales team as we are an Enterprise level account and have a dedicated sales team.