

Business Technology Center FAQs

Credit Cards

I would like to send in someone with a company credit card to pick up my will call order. Can this be done?

As long as that person brings an ID and is an authorized user, it can be done.

****We will call the 800 number on the back of your credit card to confirm that the person in the store is an authorized user.**

I placed an order over the web and entered my credit card information. 1) Do I still need the credit card upon pick up? 2) Will my credit card be charged upon entering the order?

- 1) Yes, the credit card and the holder MUST be present at the time of the pick up.
- 2) No. The card will be not be charged until the product is picked up.

Purchase Orders

I faxed a copy of the purchase order to my account manager. Do I still need to bring a copy of the PO?

Please make sure to double check with your account manager if the PO was received and SAVED into our system. This will ensure your order is processed in a timely manner.

I don't deal with purchase orders. Can I reference the date as my Purchase Order?

If you don't use hard copy PO's, please contact your account manager to set up your account on VERBAL along with the specific people picking up on the verbal list.

****VERBAL LIST- Our collections team will need to verify if you are an authorized buyer before you can be approved to be on the VERBAL list.**

Third Party Pick Ups

I am sending a messenger to the Business Technology Center to pick up an order. Can I give my credit card number to my account manager and process it like a phone order?

No. The cardholder and the card itself must be present at the time of purchase. As a solution, your account manager can process the order as a regular messenger order.

Checks

I set up my order under my personal account but I would like to pay with a company check instead.

The account MUST be set up with the same information that is on the check. In this case, an account would need to be created with the business information to be billed out.

All checks received in the Business Technology Center will be approved through our check approval system.

****Note: If order is billed out under the wrong account and product ends up being returned later on, the check will be cut ONLY according to the information listed on the account. Therefore, company checks must be processed on company accounts and vice versa.**

Returns

I need to return a product but I don't have Return Authorization Number. Can I come into the Business Technology Center and have the return number processed there?

While we can process customer returns in the Business Technology Center, it is much more efficient and we can provide better customer service when you come in with a pre-approved RMA (Return Merchandise Authorization) number.

****You can contact your account manager or Customer Relations to set up an RMA**

Taxes

I am tax exempt. What do I need to bring with me into the Business Technology Center?

Most Common Types of IL Exemptions:

- **Resale Exemption** – You must fill out the IL Certificate of Resale (Form CRT-61). Tax can be taken off at the time of purchase when the completed form is submitted, and then the account will be labeled "EXEMPT" by the tax department. The form must be fully completed including a signature and date. The purchaser name on the certificate must match the purchaser name on the account.
- **Equipment Exemption** - (Manufacturing, production agriculture, or graphic arts production) - You must fill out the IL Equipment Exemption Certificate (Form ST-587). Tax can be taken off at the time of purchase when the completed form is submitted, and then the account will be labeled "EXEMPT" by the tax department. The form must be fully completed including a signature and date. The purchaser name on the certificate must match the purchaser name on the account.
- **Government/Education/Non-Profit Organizations** - You must bring in a copy the Illinois Tax Exempt Certificate with their Illinois tax I.D. number listed on it. Tax-exempt numbers will start with an E. The certificate must have a valid expiration date. If the certificate has an expired date prior to the purchase date, the certificate is unacceptable. Tax can be taken off at the time of purchase when a copy of the form is submitted, and then the account will be labeled "EXEMPT" by the tax department. The purchaser name on the certificate must match the purchaser name on the account.

****Once the tax department deems the account "EXEMPT," it will no longer be necessary for you to bring in the information over and over. However, it is always a good practice to have the information at hand.**