



## Mayline®—Safco® Purchase Order Process

In an effort to simplify the order process and ensure timely order entry and shipping, we are providing these easy to follow steps when placing Mayline—Safco orders.

To help ensure your order is not delayed, please make note of the purchase order requirements and email address to send orders to listed below.

### Submitting Purchase Orders

If processing a purchase order via email, please include the following details on the purchase order to ensure all details are provided to meet order requirements:

- a. Email purchase orders to: [orders@safcoproducts.com](mailto:orders@safcoproducts.com)
  - i. Orders will be processed within 24-48 hours
  - ii. Include your purchase order number in the email subject line
- b. Company Name, Address, Contact, Phone Number
- c. Full Description of Goods
  - i. Model number
  - ii. Description
  - iii. Color/Finish
- d. Number of Units Requested
  - i. Quantity
  - ii. Unit of Measure
- e. Unit Price and Extended Total (U.S. Dollar)
- f. Delivery Shipping Address
  - i. Contact information, including: contact name, phone number and complete final destination delivery address
- g. Requested Delivery Date if applicable
- h. Please clearly identify any additional, necessary requirements



To ensure we meet you and your customer's requirements, please make certain all information is complete and correct. In the event of a purchase order being received that is incorrect or incomplete, Mayline—Safco will work with you to complete the missing information. However, this may result in a delay in order processing and shipping.

### **Electronic Order Acknowledgement**

To request electronic order acknowledgement or invoicing, contact Customer Care at [info@safcoproducts.com](mailto:info@safcoproducts.com).

### **EDI Capabilities**

To be set up with EDI capabilities, please call Customer Care at 888-971-6225 and request to speak with the Order Management Supervisor to inquire about opportunities for electronic order processing with Mayline—Safco.

If you have any questions about the information required on your purchase order, please contact [info@safcoproducts.com](mailto:info@safcoproducts.com) or call 888-971-6225 for assistance.

### **Order Checklist**

To help ensure the most efficient processing of your order, please include the following information on all orders:

- Contact information for person placing the order in case of any questions.
- Verify you have the correct pricing based on your dealer discount terms.
- Verify pricing matches finish choice. Check the current price list for up-to-date pricing. Example: High pressure laminates pricing (HPLs) vs. Thermally-fused laminates (TFLs) pricing
- If your Mayline—Safco Sales Rep or Bid Department quoted a special discount, the quote number must be referenced on your order to receive the discounted pricing.



- Ensure all finishes match the products and components ordered for each line item and are available per our Corporate Color Program. Can't decide on colors? Please contact Customer Care or your Mayline—Safco Sales Rep to order finish samples to review. Available Samples include:
  - Paint
  - Laminate (HPL or TFL)
  - Edge Color
  - Fabric Selection
  - Veneer
  - Leather
  
- If your purchase order derives from a quote from the Mayline—Safco's Space Planning Department, in addition to the above checklist, please include the following:
  - List the quote number on your purchase order for verification of parts
  - All drawings must be signed and included with the purchase order
  
- Send your completed Purchase Orders to [orders@safcoproducts.com](mailto:orders@safcoproducts.com).

## QUESTIONS?

Contact Mayline—Safco Customer Care at 1-888-971-6225 or [info@safcoproducts.com](mailto:info@safcoproducts.com).

## Changes and Cancellations

All changes or cancellations to orders are subject to Mayline—Safco's approval. For standard product orders already in production, approved changes are subject to modification surcharges.

Approved cancellations may still be subject to invoicing for the full amount of products already in production and cancellation surcharges may be applied for remaining items. In the event the customer requests a delay in shipment from the original scheduled ship date, storage charges for completed product may apply.

## Orders That Cannot Be Cancelled

Due to the unique nature of the e5™, Mobile Aisle™, 4-Post, all high-density filing product, upholstered seating and Mailflow Systems® product lines, orders for these product lines are non-cancellable nor returnable. All custom orders for non-standard products are subject to



minimum order quantities, upcharges and extended lead-times. This also applies to all products not utilizing our standard corporate laminate program. **Custom orders are NON-CANCELLABLE and NON-RETURNABLE.**

Please contact Mayline—Safco Customer Care if you have any questions regarding cancelling an order at 866-971-6225

### **Product Availability**

Safco® Products - Quick Ship items are in stock and ready to ship within 48 hours. Customers with online access may login to view orders and track their shipments at [www.safcoproducts.com](http://www.safcoproducts.com).

Mayline® Products – Quick Ship Orders – All qualifying Quick Ship items will ship within 72 hours of the order being processed. Orders including five units or more of any single model number may be reviewed and subject to extended lead times.

### **Same Day Ship Program: (Program was previously known as FAST Freight Program)**

- Same Day Ship does not mean expedited shipping
- Orders for non-custom products inventoried at our distribution centers can process even faster for both Mayline® and Safco® items at no extra charge
- Purchase order must state 'Same Day Ship' on the purchase order
- If a noted order is placed (processed) by 9:00 am CST, in-stock product will ship the same day
- If a noted order is placed (processed) after 9:00 am CST, in-stock product will ship the following day
- All parcel orders will ship via UPS
- If the order is shipping LTL - non-Mayline—Safco designated carriers are excluded from this program. Depending on the volume of LTL requests, this may extend lead times due to volume.
- Larger orders may be reviewed and subject to extended lead times due to size
- No cancellations on Same Day Ship orders will be accepted