

Stationery & Office Supplies Briefing Document

Introduction

Purpose

This document has been written to inform all teams about the process for ordering **Stationery & Office Supplies** including details of the supplier for our Network. It informs you about the service, the company providing it along with ways to use their online ordering facility & escalation process with regards to service or delivery queries or Issues.

Procedure

ACS – About ACS

ACS are passionate about always being the best at what we do, and with over 250 years of combined experience in the office supplies industry, we're confident that we achieve this goal.

We offer bespoke solutions that meet all of our customers' specific needs. From formulas for supplying everyday essentials to seizing the opportunities offered by rapidly-changing technologies, we are able to consistently save our customers time and money.

We work with such prestigious manufacturers as HP, Lexmark, Sony, Canon, Bic, Avery, Nescafe and Acco to offer a complementary range of products that increase efficiency and performance of any company.

Benefits to you:

1. Cheaper core pricing than previous supplier
2. A more comprehensive website with easier categorization of product
3. Dedicated account manager with 14 Years' industry experience
4. Service promise with clear escalation process should you have any issues with service or Delivery
5. One stop shop with wider range of product offering.

Online ordering Portal- How to Guide

1: Log into www.acsacs.ie

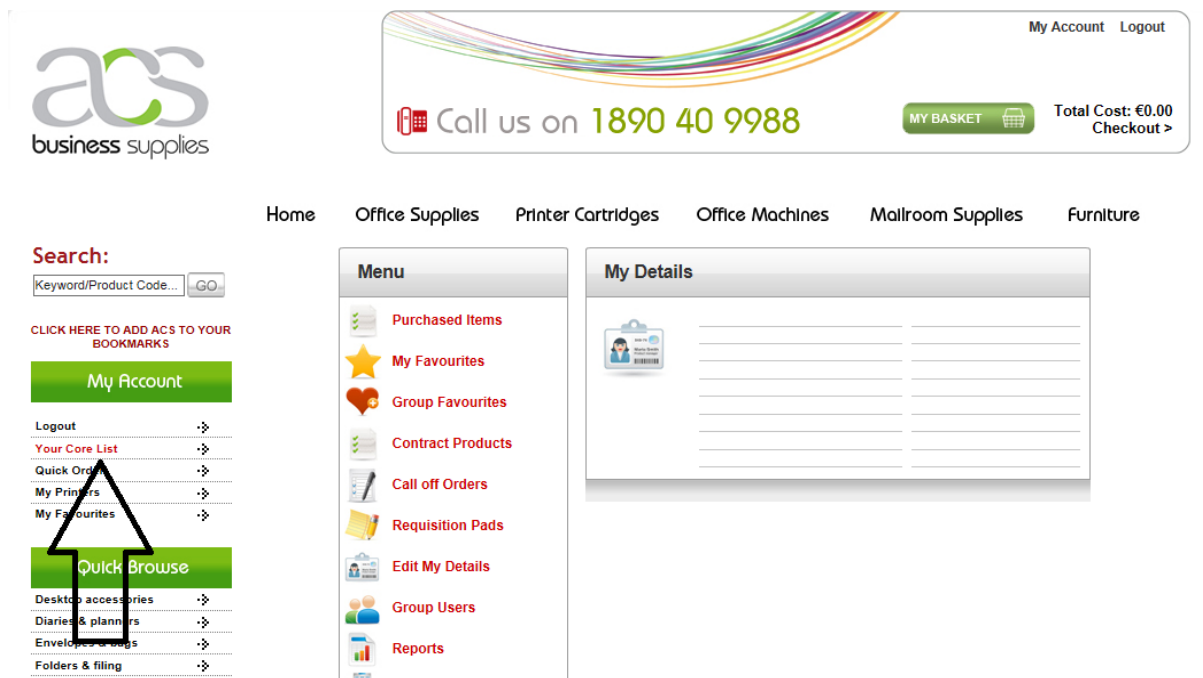
2: Click “Start shopping”



Call us on **1890 40 9988**
or [click here](#) to request a FREE catalogue

3: Click “login” this will bring you to where you can input your shops own login details.

4: On the left hand side of the page you will see “My Account” this is where you will find “Your core list”



The screenshot shows the ACS business supplies website interface. At the top left is the ACS logo. To the right, there is a navigation bar with 'My Account' and 'Logout' links. Below this is a banner with a phone icon and the text 'Call us on 1890 40 9988', a 'MY BASKET' button with a shopping cart icon, and 'Total Cost: €0.00 Checkout >'. A main navigation menu includes 'Home', 'Office Supplies', 'Printer Cartridges', 'Office Machines', 'Mailroom Supplies', and 'Furniture'. On the left side, there is a search bar and a 'My Account' section with a green button. Below this is a list of account options: 'Logout', 'Your Core List', 'Quick Order', 'My Printers', and 'My Favourites'. A black arrow points to the 'Your Core List' link. Below that is a 'Quick Browse' section with categories like 'Desktop accessories', 'Diaries & planners', 'Envelopes & pads', and 'Folders & filing'. The main content area is divided into two columns: 'Menu' and 'My Details'. The 'Menu' column contains links for 'Purchased Items', 'My Favourites', 'Group Favourites', 'Contract Products', 'Call off Orders', 'Requisition Pads', 'Edit My Details', 'Group Users', and 'Reports'. The 'My Details' column shows a user profile icon and several empty lines for text input.

5: Any items you wish to order outside of the core list can be searched using the quick browse function, clicking on one of the headings below or by searching a keyword/product code in the search box.



The screenshot shows the ACS Business Supplies website interface. At the top right, there are links for 'My Account' and 'Logout'. Below this is a banner with the phone number '1890 40 9988', a 'MY BASKET' button, and a 'Total Cost: €0.00 Checkout >' indicator. The main navigation bar includes 'Home', 'Office Supplies', 'Printer Cartridges', 'Office Machines', 'Mailroom Supplies', and 'Furniture'. Below the navigation bar, there are several product category tiles: 'Office Supplies', 'Computer Supplies', 'Office Machine Supplies', 'Mailroom & Warehouse', 'Catering', 'Janitorial', and 'Clothing'. On the left side, there is a search box with a 'GO' button, a 'CLICK HERE TO ADD ACS TO YOUR BOOKMARKS' link, a 'My Account' section with links for 'Logout', 'Your Core List', 'Quick Order', 'My Printers', and 'My Favourites', and a 'Quick Browse' section with links for 'Desktop accessories', 'Diaries & planners', 'Envelopes & bags', 'Folders & filing', 'Labels', 'Packaging', 'Pads & books', 'Paper & card', and 'Presentation'. Arrows point to the search box, the navigation bar, the product category tiles, and the 'Quick Browse' section.

6: Once items are placed in your basket they will stay there (even when you've logged out) until you go to checkout and closed out of your order.

CONTACT INFORMATION

Customer Service

Email: csd@acsacs.ie

Call: 1890 40 99 88- Dial 2 for accounts (9am – 5.30pm) Monday-Friday excluding Bank Holidays

Sales – For Franchises Only

Email: gavin.mcfarland@acsacs.ie

Call: 1890 40 99 88- Dial 1 for Sales (9am – 5.30pm) Monday-Friday excluding Bank Holidays

Accounts – For Franchises and Internal Only

Email: accounts@acsacs.ie

Call: 1890 40 99 88- Dial 2 for accounts (9am – 5.30pm) Monday-Friday excluding Bank Holidays

ESCALATION

Customer Service Queries escalation: (If adequate response times are not met)

Late deliveries, items left short, damaged stock etc.

Stage 1: csd@acsacs.ie

Escalation: Gavin McFarland- Account Manager

Please note short shipments and delivery errors must be reported within 48 hours

Sales Queries escalation: (If adequate response times are not met) For Franchises Only

Stage 1: Gavin McFarland- Account Manager

Escalation: Jody O'Donohoe- Sales Director – Jody@acsacs.ie

Account Queries escalation: (If adequate response times are not met) For Franchises Only

Stage 1: accounts@acsacs.ie

Escalation: Gavin McFarland- Account Manager