



General Ordering Information

1. ORDERING ADDRESS AND PROCEDURES

Orders will be accepted for State of North Carolina agencies located within the State of North Carolina. All orders must be placed as follows:

Systel Business Equipment Co., Inc.

2604 Fort Bragg Road

Fayetteville, NC 28303

ATTN: Order Processing

Phone: 1-800-849-5900

Email: support@systeloa.com

Fax: 1-910-483-2529

Information on orders, invoices, etc. should be directed to the number indicated above. Facsimile purchase orders are acceptable at the number above.

2. ORDERING PROCEDURES/PURCHASE ORDERS

All purchase orders for photocopiers/ service/supplies are to be issued only to the contracting vendor. Please include the following information with your purchase order:

- The Contract Number:
204D – ITS #400096
- Tax Exempt Certificate- Please be sure to send your tax exempt certificate with your purchase order. This will prevent delays in your order being processed. If one is not sent in with the PO we will contact you by phone to request a copy.
- Product Number
- Quantity of items being ordered
- Description of Item
- Acquisition Plan with unit prices extended & PO Totaled
- Overage of cost for copies, (if applicable)
- Delivery address, contact name and phone number
- Any additional items to be delivered with the copier
- Accessories and appropriate prices, (if applicable)

3. REMIT TO ADDRESS

Systel Business Equipment, Inc. will provide invoices under this contract.

Systel Business Equipment, Inc.

P.O. Box 35870

Fayetteville, NC 28303

4. PAYMENT TERMS

Net thirty (30) days

5. DELIVERY

Thirty (30) days after receipt of order

6. CUSTOMER SUPPORT CENTER

For service, please call our toll free support services number 1-800-849-1500 or locally 910-483-5293.

7. HARD DRIVE SANITATION SERVICE

Please refer to page of this catalog for information and pricing for Hard Drive Sanitation and Removal Service.

8. AUTHORIZED SALES LOCATIONS

For Sales and Service please contact your local Systel Branch Location. Please see page for a list of servicing branch locations.

9. ADDITIONAL RESOURCES

For current pricing, promotions, and models as well as additional models available, please visit Systel's NC State Contract Website: www.SystelStateContracts.com

STATE OF NORTH CAROLINA WEBSITE

Please use this website address to confirm the proper procedures and guidelines in using this award.

Click the link to search Systel products:

<https://it.nc.gov/contract-204d-printers-and-peripherals>