



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:

System Business Equipment Co., Inc.
2604 Fort Bragg Road
Fayetteville, NC 28303
ATTN: Order Processing
Phone: 1-800-849-5900
Email: support@systemloa.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:
240D – 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

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

System Business Equipment, Inc.
P.O. Box 35870
Fayetteville, NC 28303

4. PAYMENT TERMS

Net thirty (30) days

5. DELIVERY

Twenty (20) days after receipt of order

6. SURGE PROTECTORS

ESP Power Filters are available in awarded prices for both rental and purchase equipment.

7. CUSTOMER SUPPORT CENTER

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

8. HARD DRIVE SANITATION SERVICE

Please refer to Hard Drive Security section for information and pricing for Hard Drive Sanitation and Removal Service.

9. AUTHORIZED SALES LOCATIONS

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

10. 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 System products:

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