

## INTRODUCTION

We would welcome the opportunity to put our office supply experience into your business.

As a local employer, just like you, we understand and contribute to the local economy. This local presence enables us to respond quickly and positively to any request from you.

We understand how important it is that your office runs smoothly and efficiently. Our task is to ensure that you receive quality support and products quickly and at the most competitive prices.

We pride ourselves on being flexible in our approach in understanding our clients needs and objectives and working with them to achieve those aims and not the other way round.

### **Why choose Advantage Business Supplies**

The economies of scale involved with a single source solution.

Clients staff taking less time to place orders and check deliveries, enabling them to concentrate on their core function.

Using our own vehicles, our customers' enjoy the security of liveried vans, with security passed drivers, in company uniform delivering to each location.

Dedicated contract management team, fully conversant with your requirements.

An experienced Account Manager responsible for monitoring performance, answering queries and organising regular contract review meetings.

The service of a specialist implementation team to ensure your change of supplies is seamless.

## SINGLE SOURCE SOLUTIONS

We offer a true single source solution to cover all of your requirements, stationery, print, computer consumables and furniture.

### Commercial Stationery

#### Design & Print Solutions

Advantage Business Supplies can provide you with comprehensive Print & Stock management facility combining quality, competitive pricing and fast delivery.

A total print stock management service can be provided to ensure effective stock control. Established minimum and maximum stock levels and economical re-order quantities to ensure goods are continually in stock.

Regular reporting information provided to allow for analysis of re-order levels and usage quantities.

Print items supplied include; Letterheads, Compliment Slips, Business Cards, NCR Sets and pads, Business Forms, Envelopes, full Colour brochures, folders, Thermography, Foil Blocking, Die Stamping.

### Electronic Office Supplies

Probably the fastest growing office product area in the business supplies market place. We supply a complete range of original and compatible computer consumables at realistic market prices.

### Business Machines

### Bespoke Stationery

### Facilities Management

### Furniture Solutions

As well as the furniture displayed in our catalogues, Advantage Business Supplies offer a vast range from all major manufacturers.

From executive, systems . /contract, reproduction / home office, meeting / reception, conference / presentation, storage / security, educational and seating and screens.

Whether you require a stand-alone desk and chair or a complete refurbishment, we are able to assist in all areas from design to installation.

## ORDERING PROCEDURES

From simple phone orders to paperless online transactions, Advantage Business Supplies can design an ordering system to meet your needs, including any of the following:

### **Telephone**

Customer Service Representatives are available from 8.30 AM – 5.30 PM to accept phone and fax orders.

### **Online Ordering**

Many firms are now taking advantage of our internet based online ordering system. This is an extremely user-friendly and helpful tool for controlling purchasing and pricing of all your office consumables including print.

With the advantage online ordering system you can create your own requisitions, view pictures of virtually all the products available within our catalogues and analyse your past orders by cost centre and delivery address.

We will be happy to demonstrate this system at your convenience.

### **Facsimile (FAX)**

Transmissions are immediately forwarded to the Customer Service department for entry into our system.

### **Printed Requisition Forms**

Advantage Business Supplies will provide custom-printed requisition forms for your specified contract items. These requisitions will accommodate all pertinent information including:

Purchase Order and Requisition Number

Requisitioner Name and Telephone Extension

Department Name and Location (Building/Room)

Delivery Location

Standardised Product List (Contract Items)

Full Descriptions and Pack Sizes

Extra Space for Ordering Miscellaneous Items.

## DISTRIBUTION

### **Next Business Day Delivery**

All orders received by 5.00 PM are processed and guaranteed delivery the next working day locally.

National deliveries will be made via a courier and will be with you within two working days from receipt of order.

The process is completely electronic from order entry to production of delivery notes. This involves allocating the stock from our warehouse and indentifying if any stock is required from the wholesaler. If so this be automatically ordered for delivery the same evening, ensuring the complete order is available for delivery.

### **Delivery Vehicles**

Advantage Business Supplies maintain their own delivery transport and are operated by our employees. By utilising our own vehicles, we have complete control of our customers' orders from order entry to receipt.

Our drivers operate a principal of total customer care, being an intrinsic part of our customer services team.

They complete the order process by delivering in a courteous and efficient manner, respecting your premises and goods in procedure.

## REPORTING

### **Tracking Capabilities**

Advantage Business Supplies provides specific reports to assist you in making effective procurement decisions. These reports help you track costs and monitor expenses by department, cost centre or total company and can be generated on a centralised or regional basis.

### **Reporting**

Advantage Business Supplies has developed a system of bespoke computer generated reports that provide complete stock and usage information designed specifically to address the management needs of clients.

### **Invoicing**

Advantage Business Supplies recognises the need to minimise transaction costs on the part of our customers and we offer a flexible approach for invoicing and payments to fulfil your requirements.

Advantage Business Supplies can adapt our invoicing cycle and format to meet most requirements of our clients including,

- Invoice by delivery
- Monthly billing
- Contract billing by cost centre
- Consolidated billing
- Management information

Credits are made as quickly as an invoice.

The most important principle we adhere to when billing and crediting our clients, is accuracy.

## BENCHMARKING

Advantage Business Supplies has purchasing agreements with all the leading manufacturers within the industry. This allows us to be at the forefront of any new product ranges and their price competitiveness within the market place.

Our Marketing and Commercial specialists are constantly monitoring our competitors with regard to their own Company Catalogues, including number and range of products available, pricing analysis and service levels.

In addition, all successful and unsuccessful tender bids are interrogated to ensure we have captured the reasons for winning or not winning an account. These de-briefs would include questions ranging from price, product range, service provision and contract management and support.

We capture additional market information from our Purchasing and Sales force.

Holding regular review meeting with our client base also enables us to measure, modify and improve our service levels to ensure we lead our competitors in the market place.

## IMPLEMENTATION

To implement a new contract to ensure a seamless change of supplier is achieved. Advantage Business Supplies would present a proposal from our internal Project Management team.

**This proposal would be based on both companies working in partnership to ensure the implementation programme would be achieved by the agreed contract 'go live' date.**

**The planning principles would include the following points;**

Agree 'Go Live' date

Transfer of stock held on site into Advantage Business Supplies warehousing.

Agree and produce user manuals

Set up delivery addresses, cost centres and departments

Set up contract prices on systems.

Agree invoice format with customer's Accounts Department.

Agree management reporting information to be supplied.

Nominate and brief dedicated contract team.

## QUALITY

If your company needs a solution to your supplies requirements you will deal with experienced people who can answer your questions without being passed around.

Our staff are people who believe that a quality service is **the priority** whilst providing the client with a one stop contact who can deliver all their needs.

Supplying office products is simple. Most clients generally know what they need; all they want is a supplier who can **consistently deliver the right goods to the right place, at the right time at the right price.**

### **Monthly Business Review**

On a monthly basis (or as requested), your Account Manager will meet with you to review usage reports on order processing and distribution, fill rates and backorders, returns and credits, invoice processing,

### **Quarterly Quality Review**

On a quarterly basis (or as requested) we will meet with you and provide you with a Quality Review.

The Quarterly Quality Review will include;

- Monthly Service Performance Benchmark
- Average Fill Ratios
- Backorder Performance
- Buying Patterns
- Contract vs. Non-Contract Product Purchases
- Percentage of Contract Items Purchased.
- Purchases by Commodity