**ORDERING GUIDE**

1. **Authorized Users** – All UC System Departments within the State of California.

2. **Delivery Orders** – The scope of this effort is nationwide. Delivery requirements will be stipulated on Delivery Orders.

3. **Ordering Methods** – Orders are placed directly with SHI in accordance with SHIPS ordering procedures. Orders can be placed electronically, via SHIPS, paper or facsimile. These options are subject to your local policy.
   
   a. Ordering Address – SHI, 33 Knightsbridge Rd, Piscataway, NJ 08854
   b. Remit To Address – SHI, P.O. Box 8500-41155, Philadelphia, PA 19178-8500.
   c. fax number – (800) 814-7567
   d. phone number – (800) 535-5210
   e. ucsystem@shi.com
   g. Please include the following on all orders:
      i. Customer Name
      ii. Billing Address
      iii. Shipping Address
      iv. End user name, phone number and email address
      v. Method of payment – if credit card (please contact your Inside rep to relay the credit card information)
      vi. Products being purchased and quantity
      vii. Quote number referencing the purchase

4. **Points of Contact** – For information or questions regarding ordering, order status, delivery, warranty or maintenance, contact:

   a. SHI Points of contacts:

<table>
<thead>
<tr>
<th>POC</th>
<th>ORDERING</th>
<th>ORDERING</th>
<th>Account Executive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voice</td>
<td>800-535-5210</td>
<td>800-535-5210</td>
<td>949-295-0821</td>
</tr>
<tr>
<td>FAX</td>
<td>800-814-7567</td>
<td>800-814-7567</td>
<td>949-203-6479</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:ucsystem@shi.com">ucsystem@shi.com</a></td>
<td><a href="mailto:ucsystem@shi.com">ucsystem@shi.com</a></td>
<td><a href="mailto:ucsystem@shi.com">ucsystem@shi.com</a></td>
</tr>
<tr>
<td>Mailing Address</td>
<td>33 Knightsbridge Rd Piscataway, NJ 08854</td>
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