

ORDERING GUIDE FOR UC SYSTEM



**SOFTWARE HOUSE INTERNATIONAL
CUSTOMER ORDERING GUIDE**

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
 - f. <http://www.ships.shi.com/go/ucriverside>
 - 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:

	ORDERING	ORDERING	Account Executive
POC	Anthony Devito	Michael Cassalle	Paul Nordlund
Voice	800-535-5210	800-535-5210	949-295-0821
FAX	800-814-7567	800-814-7567	949-203-6479
Email	ucsystem@shi.com	ucsystem@shi.com	ucsystem@shi.com
Mailing Address	33 Knightsbridge Rd Piscataway, NJ 08854	33 Knightsbridge Rd Piscataway, NJ 08854	33 Knightsbridge Rd Piscataway, NJ 08854