


# HP NMSO Contact Information


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 **Program Lead Director, Business Development & E-Commerce** David Spindler [david.spindler@techdata.ca](mailto:david.spindler@techdata.ca) David is responsible for the HP NMSO program at Tech Data. (905) 286-6720

 **HP NMSO Program Manager**  
Greg Watson [greg.watson@techdata.ca](mailto:greg.watson@techdata.ca) (905) 286-6947  
Greg is responsible for the day-to-day operation of the program. He is your primary contact for any questions related to the program or processes. He is also available for any escalation you may require assistance with.

 **Program Manager, NMSO & Public Sector** Bonnie Rymal [bonnie.rymal@hp.com](mailto:bonnie.rymal@hp.com) Bonnie is the HP Program Manager for both NMSO and Public Sector. (905) 206-3136




For any additional information, including hours of operation, please visit our Government Resource Centre at:  
<http://www.techdata.com/reseller/secure/cen/resourcecentre/nmso2008/default.aspx>

# NMSO Customer Order Types

## NMSO Customer Order Types

Federal government departments and agencies may use a variety of different purchase order forms. While the majority of the orders involve a '942' call up form, the following other forms are acceptable for purchase of NMSO Specific (CTO) SKUs.

- 1 Local Purchase Orders ("LPO"). A government Local Purchase Order form can be accepted in lieu of a '942' Call up. A hardcopy of the LPO must be provided in order to have Tech Data release your order.
- 2 A DSS 944 (English) or DSS 945 (French) form is acceptable in place of a 942.
- 3 A government credit card order can be accepted. In order for Tech Data to process an order based on a government credit card purchase, HP requires that the reseller submit to us in writing (email or fax):

-  The name of the cardholder
-  The Federal Government End User ship to address
-  An end user contact name and telephone number

4. Any other purchasing document properly signed and with a **unique order number**, that is clearly issued by a Federal Government department. "Bill to" and "Ship To" addresses must be unambiguous as to identifying a Federal Government customer.

## Receiving Orders with 942, 944, 945 or Local PO Form

- 1 Please place your order via one of Tech Data's easy to use Electronic Commerce options.
- 2 Please fax your 942 or other government documentation to 905-286-6721 (the dedicated NMSO fax number). If you have it in an email format (.pdf, .tif), you can email it to [nmso@techdata.ca](mailto:nmso@techdata.ca). Please be sure to include the Tech Data order number and your purchase order number in the fax or email.
- 3 Upon receipt of both the order number and the 942, the Tech Data Order Validation team will review your 942 or other government documentation, and allocate the required NMSO Specific (CTO) sku or sku's to your order. Orders will be allocated to on a FIFO basis provided they have both a valid Reseller Purchase Order and a valid Government Purchase Order (942 or other).
- 4 If any further information is required, a member of your dedicated sales team will contact you. You may also choose to have your sales team assist you with your order.
- 5 NMSO Orders will ship within the same day of Tech Data receiving all relevant information, provided all inventory is available and purchase order and government PO is received prior to the deadline.
- 6 Tech Data's Private Label Delivery service can be utilized to make orders appear like they shipped directly from your location.

### **Receiving Orders via Government Credit Card**

- 1 Please place your order via one of Tech Data's easy to use Electronic Commerce options.
- 2 Please send your credit card information (Cardholder name, End-user Ship to address and contact name and phone number) via email to [nmso@techdata.ca](mailto:nmso@techdata.ca), along with your order number, or fax it to 905-286-6721. Please be sure to include your Tech Data order number and your Purchase order number in the email or fax.
- 3 Upon receipt of both the order number and the credit card information, the Tech Data Order Validation team will review your order and credit card information, and allocate the required NMSO Specific (CTO) sku or sku's to your order. Orders will be allocated to on a FIFO basis provided they have both a valid Reseller Purchase Order and all credit card order information required has been provided.
- 4 If any further information is required, a member of your dedicated sales team will contact you. You may also choose to have your sales team assist you with your order.
- 5 NMSO Orders will ship within the same day of Tech Data receiving all relevant information, provided all inventory is available and purchase order and credit card information is received prior to the deadline.
- 6 Tech Data's Private Label Delivery service can be utilized to make orders appear like they shipped directly from your location.

### **Important Processing Information**

- 1 All HP NMSO orders will follow your standard Terms and Conditions from Tech Data.
- 2 Orders may be shipped partially at your discretion. Your standard terms and conditions from Tech Data apply to partially shipped orders.
- 3 All orders placed via electronic tools receive free ground shipping.
- 4 Tech Data offers free ground freight on any order with a HP NMSO desktop, notebook,

server or blade server. Contact your sales team for more details.

- 1 No order will receive allocation until Tech Data receives both a reseller PO and the relevant government PO or credit card information.
- 2 All orders and supporting documentation must be received by 4:30 PM to ensure shipment (providing items are in stock) that day.
- 3 HP is responsible for issuing all pricing for the NMSO Specific items. All pricing on these items is based on the NMSO price list provided by HP, and all pricing is based on the price list that is valid on the date of shipment. Please note that all pricing is preset for HP NMSO Specific items.
- 4 All orders including an HP NMSO Specific (CTO) sku are under Net 30 Credit terms, and not eligible for any additional rebates.

Thank you again. We look forward to working with you.