

Office Supplies, Integrity, and Customer Service...

Today's Business Solutions is known for many things. As a leading office supply provider, we offer a true, one-stop source to provide our customers with a complete line of products to outfit your total business.

- Furniture and Design Solutions
- Cleaning & Breakroom Products
- Technology Supplies
- Promotional Products & Print Services
- Maintenance, Repair & Operations Supplies
- Beverage Services
- Sustainability Initiatives

CONTACT INFORMATION:

- To Check the Status of an Order...
- Product information...
- Verify Pricing...
- Check availability...
- Process a Return...

Whether you prefer chat, email, or phone, your dedicated team is always available!

- Phone: 877-895-6532
- Fax: 713-861-8638
- Email: info@tbstx.com
- IT Help: 800-817-8132
- Chat: LOLA



Need Online Assistance?

Need help online? Click on the Live OnLine Assistant button on the top right corner to chat immediately with a customer service representative. We call her LOLA!



www.tbstx.com/uta.html



Account Manager: Priscilla Luna, priscilla@tbstx.com

"Please let me know if there is anything I can do to make this a smooth transition! I would love the opportunity to conduct onsite training as a "Lunch & Learn" and can host webinars as well!"

Messages Shopping Lists Ink & Toner

Shopping Lists

Filter By: All | Personal | Shared

List Name

[Cost Pool - Drums and Toner](#)

[Cost Pool - Office Products](#)

[Cost Pool - Ribbons](#)

Search Options:

There are many ways to search for the items you need:

- Core contract items are identified with a **C**
- If you have trouble locating an item in the "Search" field, you can also try entering the manufacturer item number in the "Order By Product Code" field.
- You can also create "Shopping Lists" for easy access to common items.

Message Board: When you first log in, any account notes or updates will be posted in the "Message Board". The message board is an important way to relay vital information to our customers.

Need a Paper Catalog?

You can order a printed catalog by placing an order using item# J9TBSCAT or you can fill out the Catalog Request Form at www.tbstx.com/uta.html.

Any employee can browse our catalog online even if they don't need purchasing access. This option doesn't allow check out but gives access to pricing and inventory to help you select items to send to your buyers.

Username: UTAbrowse | Password: Mavericks2



Tips & Tricks

FAQs

FREQUENTLY ASKED QUESTIONS

TODAY'STM
BUSINESS SOLUTIONS

How do I place an order?

You can complete a username and password request at www.tbstx.com/uta.html to gain access to online ordering. Furniture install quotes, and special/custom orders can be processed through Customer Service. If you would like to process an order for a custom stamp, please complete the Stamp Order Form and fax or email it to Customer Service. The order form is available in your catalog and www.tbstx.com/uta.html.

What is a PIN number?

Each new caller will be assigned a unique Personal Identification Number. On future calls, your PIN number will allow customer service to have instant access to your specific account preferences and order history. After you log in, your PIN is also listed in the Customer Service tab on the top right side.

Who do I contact if I cannot find an item in your catalog or online? Who do I contact to check the status of an order?

For all customer service inquiries, you can reach our dedicated Customer Service Team at #877-895-6532. We employ and empower top-notch Customer Service professionals and thanks to our unique customer recognition system, representatives can greet each customer by name and have instant access to account information, preferences and order history! If you have a list of items from your previous vendor that you would like us to convert to our item number, just email Customer Service at www.tbstx.com!

What is your return policy?

If you're not satisfied with your purchase, simply return it to us in the complete and original packaging (together with all accessories and manuals) within 30 days of the date of purchase. Follow these steps:

- Step 1: Contact customer service with the invoice number or account number with purchase order along with the product number and quantity to be returned.
- Step 2: Customer service will then provide you an ATR number (Authorization to Return). Attach the ATR number to the outside of the box that will be returned. Merchandise should be taken to delivery area to wait for pick up.
- Step 3: Your regular delivery personnel will pick up the merchandise in 1-3 business days once they receive the authorization.

*Note - Electronics: Computers, digital cameras, monitors, projectors or software can be returned for a complete refund if the item is in the original, unopened package within 14 days of the date of purchase. Defective items can be exchanged for identical items only. *Dell cartridges/toner are non-returnable.

What is your price match policy?

Although there are many factors involved in the calculation of projected savings, every effort has been made to offer you the best possible price on every item. Usage and pricing is reviewed quarterly with the UT System Supply Chain Alliance. We can also offer suggested replacements for comparable items on your core list. If you encounter a product that you order frequently, we can request that it be added to your core list for special pricing. Please contact your Account Manager, Priscilla Luna at priscilla@tbstx.com

How do I know you received my order or how do I check the status of an order?

You can view live inventory information while browsing and placing your order. Once order has been placed, you'll receive an email confirmation at the email address provided during check out. Confirmation will list delivery dates and backorder status, if applicable. You can also view tracking information in the "Order History" tab.

How do I read my packing slip?

A packing slip will be enclosed with every order upon delivery. It will list what items were delivered and if any items will be shipping from an alternate warehouse.

What happens if an item I ordered is out of stock or discontinued by the manufacturer?

If an item is no longer available, you will be notified by email of the expected delivery date or given the option of a suggested replacement.

Will I receive an Invoice to reconcile my statement?

Since you are tax exempt, you can actually use your email confirmation to reconcile your credit card statement. Invoiced orders will automatically receive an invoice at the email address provided after delivery is complete.

