



FREQUENTLY ASKED QUESTIONS

PROGRAM INFORMATION

Why do I have to use this program and e-store website?

- ShopAtChicagoBooth offers a simple process for ordering Chicago Booth branded materials that takes advantage of school-wide buying efficiency and adheres to branding guidelines.

Can I buy Chicago Booth branded products from other vendors?

- No.

Who can use this site? Can I use this site for personal orders?

- This site is for use by Chicago Booth Staff and Faculty for business purposes only - business to business transactions. This site is not intended for personal or student use - business to consumer.

Is this vendor aware of our needs for high-touch customer service, high-quality products and quick turnaround?

- Yes. Taylor has been provided extensive client feedback pertaining to the need for high-touch customer service, high-quality products, and quick turnaround. One component of the contractual relationship is a quarterly audit and review of their performance against the quality and service level standards established in the contract.

How will this vendor provide the high-touch customer service, high-quality products, and quick turnaround we require?

- Taylor has selected a team of experienced individuals for the Chicago Booth account.
 - Nicole Knapps, Key Account Manager
- Based on estimate activity, Chicago Booth will be in the top 10 customers in the Taylor Chicago Division - we are an important "flagship" customer.
- Taylor has a 100+ year history as a company. They have 98% customer retention.

- Based on annual sales, they are in the top 5 vendors within the promotional item industry. They have over 2000 corporate business stationery program in place. They have both in-house and partner production capabilities.

Who do I contact about what?

- Branding and visual identity standards
 - Chicago Booth Marketing; branding@lists.chicagobooth.edu
- Accounting, billing, processing, initial setup in the system, and all other questions
 - Chicago Booth Accounting & Budget accountinghelp@chicagobooth.edu
 - Accounting Reception 773.702.7413
 - accountinghelp@chicagobooth.edu
- ShopAtChicagoBooth system technical issues
 - Taylor; TAC@taylorcommunications.com
- Products (price, availability, options)
 - Taylor, Key Account Manager, Nicole Knapps,
Nicole.Knapps@TaylorCommunications.com, Office: 937.221.3839

Is training available?

- Yes - there will be a number of ways to familiarize yourself with the e-store platform. Please visit all of your options on our page dedicated to Training.

Can the vendor, Taylor, inventory materials for our department?

- The intent of this program is for the majority of orders to be produced and shipped on a just-in-time basis, without the need to inventory products. If you are interested in Taylor inventorying products you may contact them for information including any inventory charges that may apply.

SYSTEM

What do I do if I can't log into the system?

- If you can't log in because you forgot your password, click the link "Forgot your password" on the login screen. If you have input an incorrect password five times, wait 30 minutes and the system will reset. If you are unable to log in for reasons other than a forgotten password, please contact Booth accounting by clicking the link on the login screen.

Can I run reports from the system?

- You can search your order history by clicking on the "My Account" link on the on the top navigation bar, click on Order History/Check Status

How do I see what other departments have ordered?

- Please contact Nicole Knapps of Taylor. They can provide to you information related to ordering by all Booth departments. For the deployment of the promotional items, we are working on creating a function within the system that will allow you to specify if your purchase is for a guest, alumni or event and further identify the guest, alumni or event.
 - Taylor, Customer Service,
Chicagobooth@taylorcommunications.com Office: 888-277-2158

How do I split the charges on an order?

- Write instructions for how you would like the order split (i.e. 50% to account 1-23456, 50% to account 6-54321) in the Special Instructions box on the View Cart page.

I bought too much product. Can I "advertise" it on the site to see if any other departments can buy it from me?

- Please contact Taylor, Customer Service,
Chicagobooth@taylorcommunications.com Office: 888-277-2158.

Who do I contact if I get stuck placing and order?

- Branding and visual identity standards
 - Chicago Booth Marketing; branding@lists.chicagobooth.edu
- Accounting, billing, processing, initial setup in the system, and all other questions
 - Chicago Booth Accounting & Budget accountinghelp@chicagobooth.edu
 - Accounting Reception 773.702.7413
- ShopAtChicagoBooth system technical issues
 - Taylor; TAC@taylorcommunications.com
- Order Placement
 - Taylor, Customer Service,
Chicagobooth@taylorcommunications.com Office: 888-277-2158

I placed an order and need to re-order the same product in the same quantity. Is there a re-order or favorites function?

- Yes, go to the My Account Link - Order History/Check Status. Locate order, click on Reorder.

If your item is an inventoried item you can click on the heart in the top right corner to save to your favorites.

PRODUCTS

What if I want to order something but it isn't featured on the site?

- Please contact Nicole Knapps. She will assist you in selecting the product and will coordinate with Marketing on branding the product.
 - Taylor, Key Account Manager, Nicole Knapps,
Nicole.Knapps@TaylorCommunications.com, Office: 937.221.3839

What is the process to place an order for a customized product?

- Please contact Nicole Knapps. She will assist you in selecting the product and will coordinate with Marketing on branding the product.
 - Taylor, Key Account Manager, Nicole Knapps,
Nicole.Knapps@TaylorCommunications.com, Office: 937.221.3839

I need promotional products ASAP, what do I need to do?

- Check out the selection of items featured in "fast turnaround." This collection of items was specifically selected as they are popular products with short turnaround times.
- Please contact Nicole Knapps of Taylor. She will assist you in selecting the product that will both meet the marketing requirement and be available on a short deadline.
 - Taylor, Key Account Manager, Nicole Knapps,
Nicole.Knapps@TaylorCommunications.com, Office: 937.221.3839

Can I see products samples before I order them?

- Yes. Please contact Nicole Knapps of Taylor. She will provide to you product samples before you order. Additionally, a library of frequently ordered products is available for viewing in the Accounting & Budget office.
 - Taylor, Key Account Manager, Nicole Knapps,
Nicole.Knapps@TaylorCommunications.com, Office: 937.221.3839

I need to order promotional items but don't know where to start the process? I have a budget but no ideas of what to order.

- Enter Item Number, Description or a keyword in the Search for Products box all items that apply to this criteria will appear in your search.
- Alternately you may contact Nicole Knapps of Taylor. She will provide to you suggestions of

products that meet your budget and marketing goals. Additionally, a library of frequently ordered products is available for viewing in the Accounting & Budget office.

- Taylor, Key Account Manager, Nicole Knapps,
Nicole.Knapps@TaylorCommunications.com, Office: 937.221.3839

I need to order promotional items but I need inspiration on something creative and new. Who can help?

- Contact Nicole Knapps of Taylor. She will provide to you suggestions of products that meet your creative marketing goals. Additionally, a library of frequently ordered products is available for viewing in the Accounting & Budget office.
 - Taylor, Key Account Manager, Nicole Knapps,
Nicole.Knapps@TaylorCommunications.com, Office: 937.221.3839

Are products available at all price points - is there a full spectrum from low end giveaway to high end speaker gift available?

- Yes. The initial selection of products was selected based on: Feedback from the promotional item user group, Marketing department input, Taylor's suggestions from the industry perspective and a review of FY22 Booth spend on promotional items.
- The site allows for searches by category, description and price.

How do you keep the product selection fresh? Please define how products are selected as evergreen, "new" and featured?

- The initial selection of products was selected based on: Feedback from the promotional item user group, Marketing department input, Taylor's suggestions from the industry perspective and a review of FY22 Booth spend on promotional items. Going forward items will be "retired" or introduced based on feedback from Booth clients, Taylor's suggestions of product trends, and an analysis of purchase data.
 - Evergreen - a product that will be featured on the site at all times
 - New - a product that was introduced recently based on Booth client feedback or Taylor suggestion from what is hot in the industry.
 - Featured - a product that may have a specific use or application in Chicago Booth - it is featured as an item of interest.

I saw an awesome product that I think should be added to the site, who do I contact and what is the process?

- Please contact Nicole Knapps of Taylor. She will assist you in selecting the product and will coordinate with Marketing on branding the product.
 - Taylor, Key Account Manager, Nicole Knapps,

How can I make sure I am not ordering the same product as another department? I want my product to be "exclusive"?

- The products included on the site are for use and purchase by all Chicago Booth staff and faculty. If you need to purchase a product that is not included on the site - "exclusive" - you need to contact Taylor. Taylor will assist you in indentifying a suitable product. Please note: special order items require branding review and approval by Chicago Booth Marketing. The selection and branding approval process will take a minimum of three weeks.

Can I see if the product I am choosing has been purchased before and how frequently (historical purchases)?

- Please contact ChicagoBooth@TaylorCommunications.com or call 888-277-2158, they will provide the order history of the product of interest.

ORDERING/RECEIPT/BILLING

Who do I contact if I get stuck placing an order?

- Branding and visual identity standards
 - Chicago Booth Marketing; branding@lists.chicagobooth.edu
- Accounting, billing, processing, initial setup in the system, and all other questions
 - Chicago Booth Accounting & Budget accountinghelp@chicagobooth.edu
 - Accounting Reception 773.702.7413
- ShopAtChicagoBooth system technical issues
 - Taylor; TAC@taylorcommunications.com
- Order Placement
 - Taylor, Customer Service,
Chicagobooth@taylorcommunications.com Office: 888-277-2158

How can I check the status of my order?

- You can look up order information by clicking on My Account Link - Order History/Check Status.

How do the charges show up on my ledger?

- The orders will be paid from a clearing account and charged to your account on a monthly basis. They charges will appear with the following details:
 - The transaction will debit the account specified on each order, and the appropriate subaccount (e.g. 2900)
 - The description will be "Shop At Booth mm/dd" where mm/dd is the date the order was placed
 - The Transaction number will be the order number you receive when you submit the order
 - The offset account will be 2-80117
 - The batch reference code will be GBI

What if I need to charge an account that isn't on the default list?

- If the account belongs to your department and is not listed, please contact Chicago Booth Accounting & Budget accountinghelp@chicagobooth.edu
 - Accounting Reception 773.702.7413
- If the account does not belong to your department, please transfer the expense after it hits your ledger as per your usual ledger-checking process.

What if I don't like the product (quality) when I receive it?

- Please contact Nicole Knapps of Taylor.
 - Taylor, Key Account Manager, Nicole Knapps,
Nicole.Knapps@TaylorCommunications.com, Office: 937.221.3839

What is the normal turnaround time for business card and stationery products?

- For routine orders, the turnaround is 3-5 business days, plus approximately 3 days shipping time.
- For RUSH orders, there is a \$25.00 charge for same day processing/shipment.
 - Please contact Nicole Knapps of Taylor
 - Taylor, Key Account Manager, Nicole Knapps,
Nicole.Knapps@TaylorCommunications.com, Office: 937.221.3839

What is the normal turnaround time for promotional products? Are there products available quickly?

- Since all promotional products are produced on demand (at the time of order) the turnaround time will vary by product. The turnaround time is included in the description of the promotional item. For more specific turnaround information please contact Nicole Knapps of Taylor.
 - Taylor, Key Account Manager, Nicole Knapps,
Nicole.Knapps@TaylorCommunications.com, Office: 937.221.3839

Who is our vendor contact?

- Taylor, Key Account Manager, Nicole Knapps,
Nicole.Knapps@TaylorCommunications.com, Office: 937.221.3839

I didn't get the level of customer service, high-quality products and quick turnaround I expected, who do I contact?

- Chicago Booth Accounting & Budget accountinghelp@chicagobooth.edu
 - Accounting Reception 773.702.7413

NEED HELP?

Contact us at 888-277-2158 or
chicagobooth@taylorcommunications.com

© 2022 Taylor