

**From:** spo  
**Sent:** Tuesday, February 28, 2012 7:35 AM  
**To:** spo  
**Subject:** SPO ALERT - Unauthorized Shipments - Copier, Printer, Document Imaging, Toner and Other Supplies

## SPO ALERT

**Date:** February 28, 2012  
**To:** State Agency Chief Procurement Officers, Cooperative Program Members  
**From:** ADOA State Procurement Office  
**Re:** Unauthorized Shipments - Copier, Printer, Document Imaging, Toner and Other Supplies

Due to a recent incident at a State office regarding unauthorized shipment of supplies, this SPO alert is a warning against possible unorthodox business practices of various companies, including Postal Supply Warehouse, Granada Hills, CA.

Be suspicious if:

- You receive unsolicited calls for printer or copier toner products, including recommendations to “order now” to avoid upcoming price changes. Procurement Officers deal directly with contracted vendors regarding price changes.
- An unknown vendor requests information about State copiers, printers or other document imaging hardware or software.
- An unknown vendor calls to confirm your delivery address. Be especially cautious if the calls are from companies whose numbers are blocked or do not display on your telephone.

Some recommended practices:

- Do not give information over the phone about office equipment to unknown vendors. If asked for manufacturer, model numbers and/or serial numbers, be suspicious. Contracted vendors should have that information.
- If called about a recent renewal, request the original contract or purchase order number. If not on contract, check previous orders for like products to verify the vendor has done business with the State.
- If an offer or discount sounds too good to be true, ask if you can call them back and research the company's background. Check ProcureAZ to see if they are a contracted vendor. If they insist acceptance must be immediate, ask them to contact the Procurement Officer directly with such offers.
- If you have not placed the call, do not authorize shipment of supplies over the phone.

Per the Better Business Bureau, regarding Postal Supply Warehouse, Granada Hills, CA.:

*“Complainants allege deceptive sales practices, receipt of unordered merchandise, and that the company attempts collection on accounts that have already been paid, or accounts where merchandise was returned. Businesses complain that company representatives solicit their employees for authorization to send shipments by providing false or misleading information concerning the identity of the caller or the origin of the call. In some cases complainants report merchandise was sent unsolicited, and no one at their business was even contacted before items were shipped. The company responds to some complaints by agreeing to pick up unwanted merchandise, and credit accounts. Some complainants dispute that their account was zeroed as a result of requesting a pickup, and contend that the company still attempts to collect on the account.”*

Additional industry tips on what to do if you are in such a situation are on the Better Business Bureau website, including the variance in handling returns of products if received through the U.S. Post Office versus shipments dropped off by a private delivery company:

<http://www.la.bbb.org/business-reviews/Office-Supplies---Sale-by-Deceptive-Telemarketing/Postal-Supply-Warehouse-in-Granada-Hills-CA-13088700>).

If you have other concerns or wish to report a vendor using questionable business practices, please do not hesitate to contact the procurement officer who handles the contract and also notify the State Procurement Office (602-542-5511) of the situation. We appreciate your continual vigilance of such situations.

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online at <http://spo.az.gov>