

Humana / Office Supplies FAQ

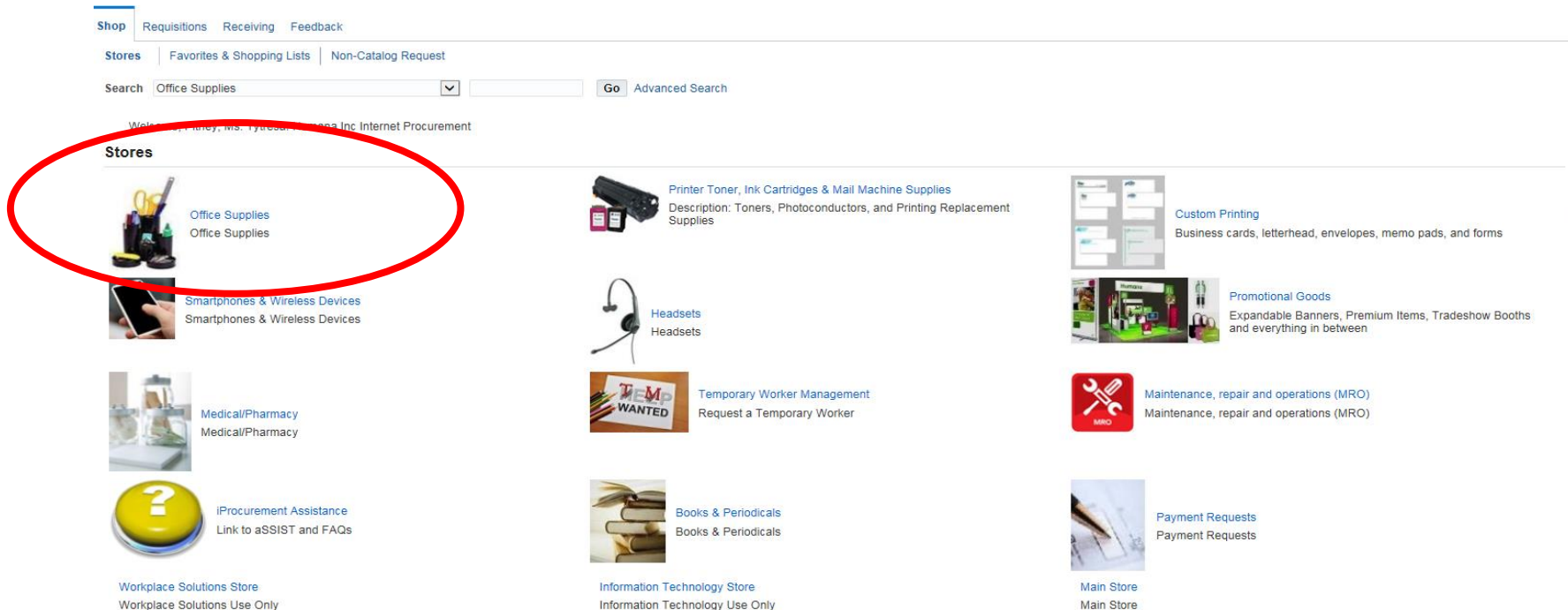
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Humana / Office Supplies FAQ

How to access the Today's Business Solutions punch-out

- Type **Go/ipro** on your Humana intranet browser
- Click **Office Supplies**



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- Select **General Office Supplies-Hum Inc** to access the Today's Business Solutions site.
- **Puerto Rico associates** should select **General Office Supplies PUERTO RICO ONLY**

Shop | Requisitions | Receiving | Feedback

Stores | Favorites & Shopping Lists | Non-Catalog Request

Search [Advanced Search](#)

[Shop: Stores >](#)

Shop Office Supplies

Office Supplies

Available Catalogs

Name	Description	Type
Humana Office Supplies FAQ	A brief introduction to Humana's Office Supplies program and how to guide. A great resource for first time or repeat requestors.	Informational
General Office Supplies - Hum Inc	General Office Supplies Today's Business Solutions Punchout - Humana Inc US OU	Punchout
General Office Supplies PUERTO RICO ONLY	General Office Supplies Today's Business Solutions Punchout - Humana Inc US OU - For PUERTO RICO ONLY	Punchout

- This is what your **landing page** will look like.

Account 20059599

Hi, Pitney, Ms. Tytresa

Logout

TODAY'S™

BUSINESS SOLUTIONS

Search by Keyword or Item#

Order By Item

My Lists

My Account

Orders

Quick Order

My Lists

Cart 0 Items \$0

Office Supplies

Paper

Ink & Toner

Breakroom

Cleaning

Technology & Services

Furniture

School Supplies

Print & Copy

MY TOOLS

Hi, Pitney, Ms. Tytresa

Logout

Account 20059599

Cart 0

Recently Viewed

Quick Order

SAVE BIG

on cleaning & breakroom supplies

Shop Now

●

●

●

●

●

●

Message

News updates

Last update by: JO ARAGON

Notice to Humana Associates

To simplify your shopping experience and optimize cost, Humana has reduced the number of SKUs available in various product categories. If you need assistance finding a comparable alternate for an item no longer available, please contact TBS.

Look for the NEW Cables and AC Adapters for laptops on this website. If you have any questions, please contact TBS Customer Service below.

For any customer service questions, please reach out to the Today's Business customer service team.

Hours: 8:00 am - 6:00 pm (CST)

Email: info@tbsx.com

Phone: (877) 895-6532

Office Supplies FAQ

Humana / Office Supplies FAQ

How to Search the Punch-out and Customer Shopping Tool

- You can search by:

1. Keyword or item # search

Type a keyword or item number in the search field and click the magnifying glass icon.

2. Item

Click the link Order by Item, then list the item number and quantity of the item(s) you wish to add to your cart.

3. Category

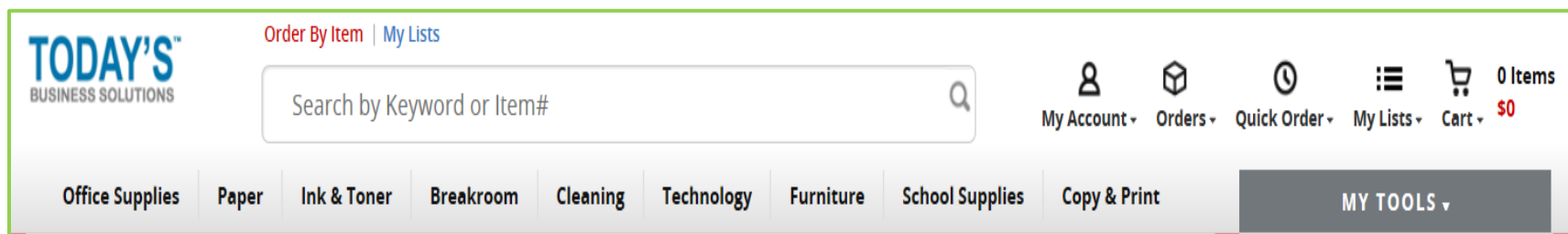
Hover over the category headings and narrow your search by selecting an item category.

4. Shopping lists

Create a shopping list to locate frequently purchased items.

5. Quick Order

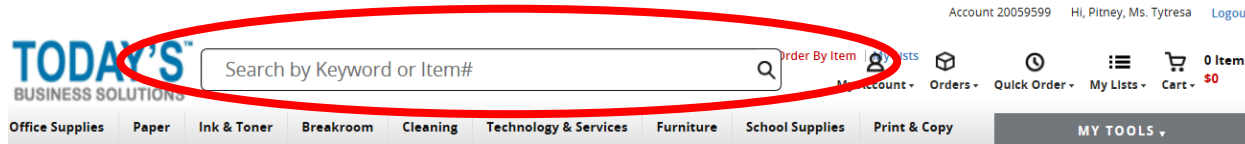
If you have multiple items to order, use Quick Order to simplify your



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1. Keyword or item number

- a. Type a keyword or item number in the search field and click the magnifying glass icon.



2. Item

- a. Click the link **Order by Item**, then list the item number and quantity of the item(s) you wish to add to your cart.



Humana / Office Supplies FAQ

- b. On this form, you will be able to list the **Item#** and **Quantity** that you wish to order. Once you have placed all of the items on the list, click **Add to Cart**. You may also create a personal **Shopping List** for repeat purchases, if so, click **Add to List**.

TODAY'S BUSINESS SOLUTIONS

Search by Keyword or Item#

Order By Item | My Lists | My Account | Orders | Quick Order | My Lists | Cart | 0 Items \$0

Office Supplies | Paper | Ink & Toner | Breakroom | Cleaning | Technology & Services | Furniture | School Supplies | Print & Copy

Home / Order By Item Number

Order By Item Number

Enter Item Number(s) & Quantities

Enter the 6, 9 or 10-digit item number and quantity for each item.

[Where do I find this?](#)

Show Images ☒

Note: Please make your Show Images selection prior to entering products on this page.

Item Number	Qty

Enter more items [+]

[Go to Shopping Cart](#)
[Go to Order Tracking](#)
[Go To My Shopping List](#)

MY TOOLS

Hi, Pitney, Ms. Tytresa
[Logout](#)
Account 20059599

Cart 0 [View](#)

Recently Viewed [View](#)

Quick Order [View](#)

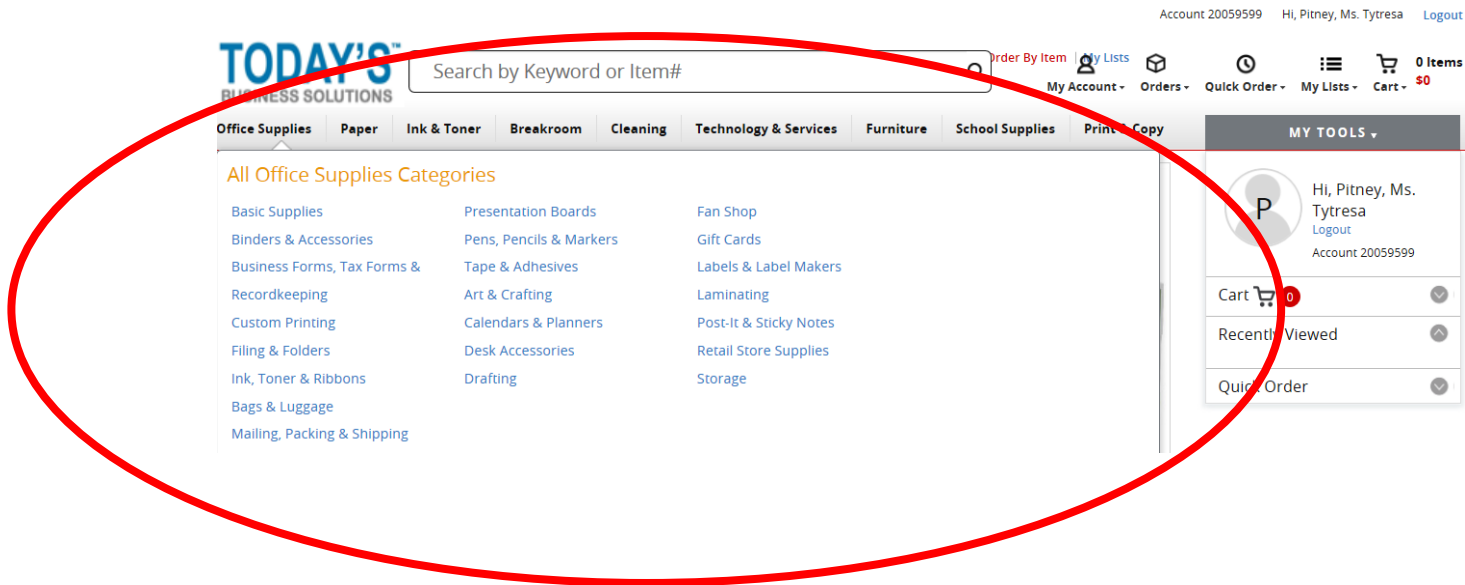
ADD TO CART

ADD TO LIST

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3. Category

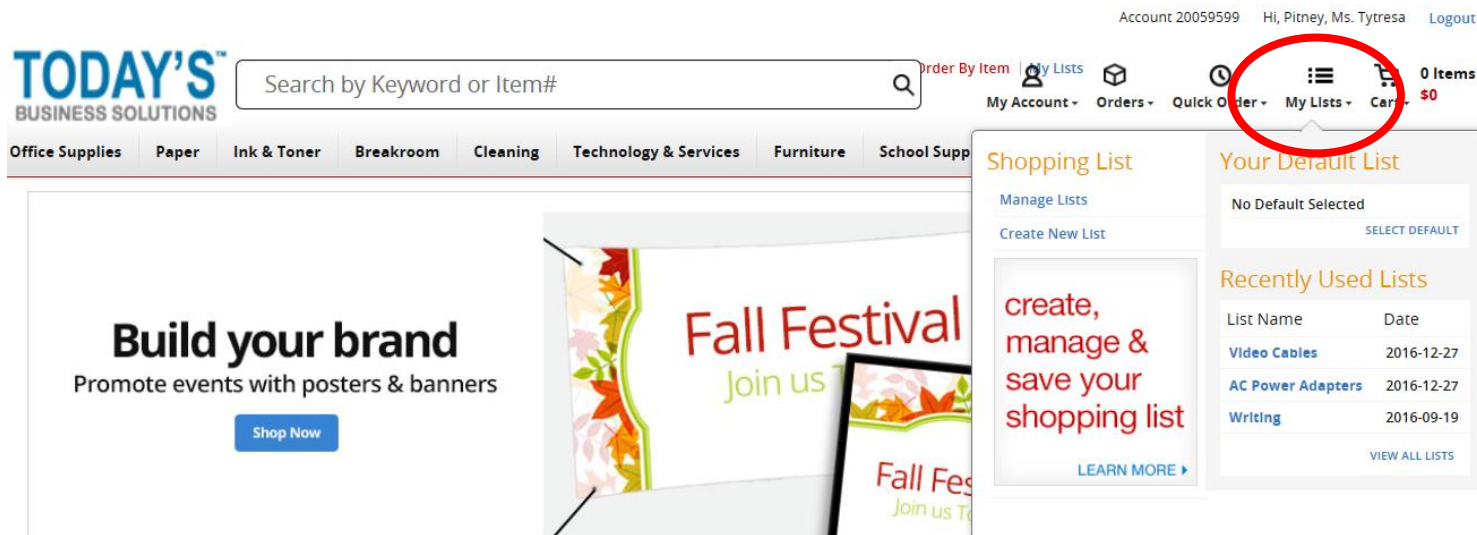
- Hover over the category headings and narrow your search by selecting an item category.



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4. Shopping lists

- Create a **shopping list** to locate frequently purchased items. Select **My Lists** on the home page to create a new list or view those previously created.



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- b. You may also view, shop, and create a shopping list of the **Best Value Items**. These are the **top 25 SKUs** for various categories created to simplify your shopping experience.
- c. Select the **category name** and a list of items at **Best Value** will populate available within that specific category.

Account 20059599 Hi, Pitney, Ms. Tytresa Logout

TODAY'S
BUSINESS SOLUTIONS

Search by Keyword or Item#

Order By Item My Lists Orders Quick Order My Lists Cart 0 Items \$0

Office Supplies Paper Ink & Toner Breakroom Cleaning Technology & Services Furniture School Supplies Print & Copy

MY TOOLS

Home / My Lists / Edit My List

View & Edit List Details

For best results, please limit your list to a maximum of 200 different items. Exceeding this limit will adversely affect the Shopping List's response time.

Name: Binders

Comment:

☐ Yes, set to default

First time user?

Set up reminders for yourself.

Once your list is created, simply click the Email Reminder button. Enter the start date and frequency that you would like to be reminded, then click "Save". It's that simple!

If you'd like to be reminded of specific products from your list, simply select the desired product, then click the Move button to transfer the item(s) to a new list. Then proceed to set up a reminder for that new list following the instructions above.

Hi, Pitney, Ms. Tytresa
Logout
Account 20059599

Cart 0

Recently Viewed

Quick Order

Items In Your List

Result 1 - 25 of 25

Description	Your price	Quantity	Total	
 Just Basics Basic Round-Ring View Binder, 2" Rings, 32% Recycled, White Item Number 396241 Item # 396241 Manufacturer # OD02774 BEST VALUE ECO Eco-conscious Recycled content REVIEW THIS PRODUCT	\$2.06 / each	1	\$2.06	☐ Add to Cart

Category Binders Group

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5. Quick Order

- If you have multiple items to order, use **Quick Order** to simplify your shopping
- Enter the 6 or 9 digit item # and quantity, select **Add to Cart** or **Add to List**, the item(s) entered will add to your shopping list.

The screenshot displays the 'TODAY'S BUSINESS SOLUTIONS' website interface. At the top, a navigation bar includes a search bar with the placeholder 'Search by Keyword or Item#'. To the right of the search bar, there are links for 'My Account', 'Orders', 'Quick Order' (highlighted with a red circle), 'My Lists', and 'Cart' (showing '0 Items'). Below the navigation bar, a horizontal menu lists various product categories: Office Supplies, Paper, Ink & Toner, Breakroom, Cleaning, Technology & Services, Furniture, School Supplies, and Print & Copy. The main content area is titled 'Order By Item Number' and features a section for 'Enter Item Number(s) & Quantities'. This section includes a note about entering 6, 9, or 10-digit item numbers and quantities, a link to 'Where do I find this?', and a 'Show Images' checkbox. Below this, there is a table with columns for 'Item Number' and 'Qty', containing several empty rows for input. At the bottom of the table, there are buttons for 'ADD TO CART' and 'ADD TO LIST'. To the right of the main content area, a 'MY TOOLS' sidebar is visible, showing a user profile for 'Hi, Pitney, Ms. Tytresa' with a 'Logout' link, and a list of tools including 'Cart' (with a red circle icon), 'Recently Viewed', and 'Quick Order' (with a checkmark icon).

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Setting Preferences in iProcurement

- All Humana associates (including WAH's) are encouraged to set their Preferences within iProcurement before creating any requisitions.
- This will ensure proper and timely delivery of your requisition order. All Humana locations should be loaded in the system by HR to show your exact location address with floor or suite number.
- If you do not see your full location address within iProcurement when creating a requisition please contact Humana Systems Support and use the following email verbiage:

To: HRSystemsSupport@humana.com

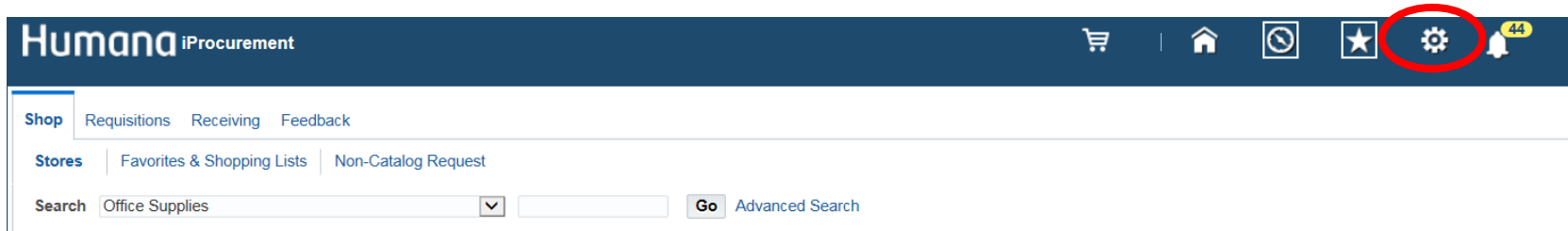
Subject: Deliver-To Location Code for (Enter Your Site Location)

RE: HR Systems Support,

The following Deliver-To Location Address is not listed within Oracle. Please load the following location address within Oracle so that I use it as my correct Deliver-To Location for requisitions.

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- **Select Preferences** in the upper right-hand corner from the iProcurement landing page



- Select **iProcurement Preferences** on the left-hand side of the following page



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- Select **Main Store** as your **Favorite Store**, as this will ensure **any searches you perform will look at all catalogs**.
- Leave the **Search Results per Page** and **Shopping Search Results Per Page** to their respective **defaults of 50 and 25**

Shop Requisitions Receiving Feedback

Application

iProcurement Preferences

Requisitions CLM Defaults

iProcurement Preferences Cancel Apply

* Indicates required field

Shopping

* My Favorite Store No Preference

* Search Results Per Page 50 For best performance, enter a number between 1 and 100.

* Shopping Search Results Per Page 25 For best performance, enter a number between 1 and 25.

Sort Shopping Search Results By No Preference Ascending

Shopping Search Results Layout

☐ Grid View

☒ Paragraph View

☐ Hide Thumbnail Images

Favorite Lists

Use the Select column to set your primary favorite list.

Select Favorite List: **Set as Primary**

* Favorite List Name	Primary	Delete
☐ Personal Favorites	☒	

One Time Address

Add Address Delete Address

* One Time Address	Delete
No results found.	

Delivery

* Need By Date Offset 30

* Need By Time 00:00 (Example: 17:30)

* Requester Pitney, Ms. Tytresa

* Deliver-To Location 14-Waterfront E

Projects

Project

Task

Expenditure Type

Expenditure Org

Expenditure Item Date Offset

Favorite Charge Accounts

Use the Select column to set your primary favorite charge account.

☐ Override Employee Charge Account

☒ TIP iProcurement uses a series of rules to generate charge accounts during checkout. Under certain circumstances, iProcurement gets the charge account from your Employee record in HR. If you select this checkbox and specify a primary favorite charge account, iProcurement will use your Primary Favorite Charge Account instead of the Employee Charge Account.

* Nickname	* CO	* FAC	* DEPT	* ACCT	* MKT	* PROD	* PLAT	* BUS_SEG	Primary	Delete
No results found.										

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- Ensure that **you are listed as the Requester**
- If you are not, **clear the text box** and **search** for your **name** by entering **%lastname%firstname%** and **click the magnifying glass icon**. The **percent sign acts as a wildcard** when searching nearly any field in iProcurement.
- If you are **unable to locate your name**, try **searching** for a **portion** of your **first and last name**.

Shop Requisitions Receiving Feedback

Application
iProcurement Preferences
Requisitions CLM Defaults

iProcurement Preferences Cancel Apply

Shopping

* Indicates required field

* My Favorite Store No Preference

* Search Results Per Page 50
For best performance, enter a number between 1 and 100.

* Shopping Search Results Per Page 25
For best performance, enter a number between 1 and 25.

Sort Shopping Search Results By No Preference Ascending

Shopping Search Results Layout
☐ Grid View
☒ Paragraph View
☐ Hide Thumbnail Images

Favorite Lists

Use the Select column to set your primary favorite list.

Select Favorite List: **Set as Primary**

Favorite List Name	Primary	Delete
☐ Personal Favorites		

One Time Address

Add Address Delete Address

Alias	One Time Address	Delete
No results found.		

Delivery

* Need By Date Offset 30

* Need By Time 00:00
(Example 17:30)

* Requester Pitney, Ms. Tytresa

* Deliver-To Location 14-Waterfront E

Projects

Project
Task
Expenditure Type
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Nickname	CO	FAC	DEPT	ACCT	MKT	PROD	PLAT	BUS_SEG	Primary	Delete
No results found.										

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- Use the magnifying glass icon next to the **Deliver-To-Location** field. If your correct delivery address and suite/floor number are **not already shown**, **search for your building or street name**, again **using the percent sign**.
- Select the location with the correction information by clicking the **Quick Select** button.
- You may also reference the formal Hi! Communication in simplifying purchases for Work At Home Associates here
[WAH Automation Hi! and LM Communicating Quick Reference Guide](#)

Shop Requisitions Receiving Feedback

Application
iProcurement Preferences
Requisitions CLM Defaults

iProcurement Preferences

Indicates required field

Cancel Apply

Shopping

* My Favorite Store: No Preference

* Search Results Per Page: 50
For best performance, enter a number between 1 and 100.

* Shopping Search Results Per Page: 25
For best performance, enter a number between 1 and 25.

Sort Shopping Search Results By: No Preference (Ascending)

Shopping Search Results Layout:
☐ Grid View
☒ Paragraph View
☐ Hide Thumbnail Images

Favorite Lists

Use the Select column to set your primary favorite list.
Select Favorite List: **Set as Primary**

Favorite List Name	Primary	Delete
☐ Personal Favorites		

One Time Address

Add Address Delete Address

Alias	One Time Address	Delete
No results found.		

Delivery

* Need By Date Offset: 30
* Need By Time: 00:00
(Example: 17:30)
* Requester: [Name, Title]
* Deliver-To Location: 14-Waterfront E.

Projects

Project	Task	Expenditure Type	Expenditure Org	Expenditure Item Date Offset

Favorite Charge Accounts

Use the Select column to set your primary favorite charge account.
☐ Override Employee Charge Account.
@TIP iProcurement uses a series of rules to generate charge accounts during checkout. Under certain circumstances, iProcurement gets the charge account from your Employee record in HR. If you select this checkbox and specify a primary favorite charge account, iProcurement will use your Primary Favorite Charge Account instead of the Employee Charge Account.

Nickname	CO	FAC	DEPT	ACCT	MKT	PROD	PLAT	BUS_SEG	Primary	Delete
No results found.										

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- Click **Select** icon to save your changes

Search and Select List of Values - Internet Explorer

Search and Select: Deliver-To Location Cancel Select

Search

Enter search criteria using wildcards. (For Example: 08% will return 08 Hum Tower or smi% will return Smith)

Search By Location 14-Waterfront E Go

Results

	Quick Select	Location ▲	Organization ▲	Location Description	Address
☐		14-Waterfront E	USA	KY-Waterfront E-B01788	321 W Main St, Floor 14, Louisville, KY 40202, United States
☐		14-Waterfront E-MBL	USA	KY-Waterfront E-B01788	321 W Main St., Floor 14, Louisville, KY 40202, United States

Humana / Office Supplies FAQ

Adding a Floor or Suite Number

- **Add Requester** name
- **Click** the **magnifying glass** under **Deliver-To Location**

Delivery

* Need By Date Offset	30
* Need By Time	00:00 (Example: 17:30)
* Requester	Pitney, Ms. Tytresa 
* Deliver-To Location	14-Waterfront E 

Humana / Office Supplies FAQ

- Enter the Building Name with % sign at the beginning and end Quick select the address with floor number
- Click **Select**

Search and Select List of Values - Internet Explorer

Search and Select: Deliver-To Location Cancel Select

Search

Enter search criteria using wildcards. (For Example: 08% will return 08 Hum Tower or smi% will return Smith)

Search By Location 14-Waterfront E Go

Results

	Select	Location	Organization	Location Description	Address
☐		14-Waterfront E	USA	KY-Waterfront E-B01788	321 W Main St, Floor 14, Louisville, KY 40202, United States
☐		14-Waterfront E-MBL	USA	KY-Waterfront E-B01788	321 W Main St., Floor 14, Louisville, KY 40202, United States

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- Click **Apply**
- You're Preferences are now set as your **default Deliver-To Location** within iProcurement. Remember to **update your Preferences** using these instructions, **anytime your physical location address changes**.

●

Delivery

* Need By Date Offset

30

* Need By Time

00:00

(Example: 17:30)

* Requester

Pitney, Ms. Tytresa

* Deliver-To Location

14-Waterfront E

Projects

Project

Task

Expenditure Type

Expenditure Org

Expenditure Item Date Offset

Favorite Charge Accounts

Use the Select column to set your primary favorite charge account.

☐ Override Employee Charge Account

☒ **TIP** iProcurement uses a series of rules to generate charge accounts during checkout. Under certain circumstances, iProcurement gets the charge account from your Employee record in HR. If you select this checkbox and specify a primary favorite charge account, iProcurement will use your Primary Favorite Charge Account instead of the Employee Charge Account.

* Nickname

* CO

* FAC

* DEPT

* ACCT

* MKT

* PROD

* PLAT

* BUS_SEG

Primary

Delete

No results found.

Cancel

Apply

Humana / Office Supplies FAQ

Ordering for a Different Location

- If you need to order for a different location other than your own location address, please refer to the [Ordering for a Different Deliver-To Location Quick Reference Guide](#)
- Examples of when associates may need to order for a different location other than their own:
 1. An associate working temporarily at a different Humana location and may need to order office supplies while at that location.
 2. A coordinator is placing a departmental order for office supplies for associates at another location.

Humana / Office Supplies FAQ

How to Create an Order

Search results can be filtered in a variety of ways using:

- The **dropdown menu** directly above them
- The **specifications lists** on the left
- Filter by the **Best Value items**, which have been **specifically contracted by Humana at the best price**

The screenshot shows the TODAY'S BUSINESS SOLUTIONS website. At the top, there's a navigation bar with links like 'My Account', 'Orders', 'Quick Order', 'My Lists', and 'Cart'. Below this is a search bar and a category menu. The 'Office Supplies' category is selected, and a dropdown menu is open, listing various sub-categories like 'Art & Crafting', 'Bags & Luggage', 'Basic Supplies', 'Binders & Accessories', 'Business Forms, Tax Forms & Recordkeeping', 'Calendars & Planners', 'Custom Printing', 'Desk Accessories', 'Drafting', 'Fan Shop', 'Filing & Folders', 'Gift Cards', 'Ink, Toner & Ribbons', and 'Labels & Label Makers'. The main content area displays 'Supplies Stock Up' with a 'Shop Now' button. Below this, there are several product categories with images and links to 'View All' items, including 'Pens, Pencils & Markers', 'Calendars & Planners', 'Binders & Accessories', 'Filing & Folders', 'Mailing, Packing & Shipping', and 'Basic Supplies'. On the right side, there's a 'MY TOOLS' section with links to 'Cart', 'Recently Viewed', and 'Quick Order'.

Humana / Office Supplies FAQ

- Once you have located the item you wish to purchase, enter the quantity and click **Add to Cart**
- Be sure to pay attention to the **unit of measure** when adding items to your cart
- You may also click the **name of the item for a detailed description and to see related items**

Account 20059599 Hi, Pitney, Ms. Tytresa [Logout](#)

TODAY'S
BUSINESS SOLUTIONS

Search by Keyword or Item#

[Order By Item](#) [My Lists](#) [My Account](#) [Orders](#) [Quick Order](#) [My Lists](#) [Cart](#) 0 Items \$0

Office Supplies Paper Ink & Toner Breakroom Cleaning Technology & Services Furniture School Supplies Print & Copy

MY TOOLS

Home / Office Supplies / Pens, Pencils & Markers / Markers & Highlighters / Highlighters / Product Details

Sharpie® Accent® Retractable Highlighters, Fluorescent Yellow, Pack Of 12

★★★★★(9) | [Description](#) | [Print](#)

Item # 525072 Entered Item # 525072



\$9.17 / dozen

FREE DELIVERY
Estimated delivery 3-5 business days
Availability: 784

Qty [Add to Cart](#)

[Add to Shopping List](#)

*Inventory validated when item(s) is added to cart.

Also available in [Select an Option](#)

[Safety Data Sheets](#)

BEST VALUE

 Eco-conscious

Hi, Pitney, Ms. Tytresa
[Logout](#)
Account 20059599

Cart  0

Recently Viewed

Quick Order

Humana / Office Supplies FAQ

- The **Shopping Cart** will show **all items to be included in your order, quantities** and the **total cost**
- You can **update quantities** or **remove items** as needed by selecting **Shopping Cart**
- Click **Check Out** to proceed

The screenshot shows the TODAY'S BUSINESS SOLUTIONS website. At the top, there is a search bar with the text "Search by Keyword or Item#" and a magnifying glass icon. To the right of the search bar are links for "Order By Item", "My Lists", "My Account", "Orders", "Quick Order", and "My Lists". A shopping cart icon shows "1 Items" and a total of "\$9.17". Below the search bar is a navigation menu with categories: Office Supplies, Paper, Ink & Toner, Breakroom, Cleaning, Technology & Services, Furniture, School Supplies, and Print & Copy. A "MY TOOLS" button is also present.

Below the navigation menu, a message states: "The item listed below was added to your shopping cart." Below this message is a table with the following columns: Description, Your Price/unit, and Qty.

Description	Your Price/unit	Qty.
 Sharpie® Accent® Retractable Highlighters, Fluorescent Yellow, Pack Of 12 Item # 525072 Entered Item # 525072 BEST VALUE Eco-conscious	\$9.17 /dozen	1

Below the table, there is a "Continue Shopping" link. At the bottom right, there are two buttons: "SHOPPING CART" and "CHECK OUT", which are circled in red.

Humana / Office Supplies FAQ

- You will now proceed to the Humana iProcurement site.
- The data from your purchase will automatically populate the requisition information.
- Refer to the following document [How to Edit Fields within your iPro Requisition Order Quick Reference Guide](#) to update any of the following:

1. Accounting String

2. Deliver To Location/Address

3. Requestor

4. Changing the Need By Date for Delivery

Edit and Submit Requisition Refresh Save Printable Page Submit

* Indicates required field

Requisition 753519

Total 9.17 USD

* Description Sharpie(R) Accent(R) Retractable Highlighters, Fluorescent Yellow, Pack C

Justification

P-Card Number

Select Lines: Update Copy Delete | Print Refresh

Details	Description	Quantity	Unit	Price	Amount (USD)	Need By Date	Deliver-To Location	Special Info	Attachment	Update Line	Delete
☐	▶ Sharpie(R) Accent(R) Retractable Highlighters, Fluorescent Yellow, Pack Of 12	1	Dozen	9.17 USD	9.17	17-Nov-2017 00:00:00	14-Waterfront E				
					Total	9.17					

Your requisition will be sent to the following list of approvers.

Approvals

Dunteman, Mr. David

Manage Approvals

Humana / Office Supplies FAQ

- You **will not be able to add any additional items** to your cart after submitting
- **Final requisition review.** If everything looks acceptable, click **Submit**.

Edit and Submit Requisition

RefreshSavePrintable Page**Submit**

* Indicates required field

Requisition 753519

Total9.17 USD

* DescriptionSharpie(R) Accent(R) Retractable Highlighters, Fluorescent Yellow, Pack C

Justification

P-Card Number

Select Lines: UpdateCopyDelete

	Details	Description	Quantity	Unit	Price	Amount (USD)	Need By Date	Deliver-To Location	Special Info	Attachment	Update Line	Delete
☐		Sharpie(R) Accent(R) Retractable Highlighters, Fluorescent Yellow, Pack Of 12	1	Dozen	9.17 USD	9.17	17-Nov-2017 00:00:00	14-Waterfront E				
		Retractable Highlighters, Fluorescent Yellow, Pack Of 12										
		Total				9.17						

Your requisition will be sent to the following list of approvers.

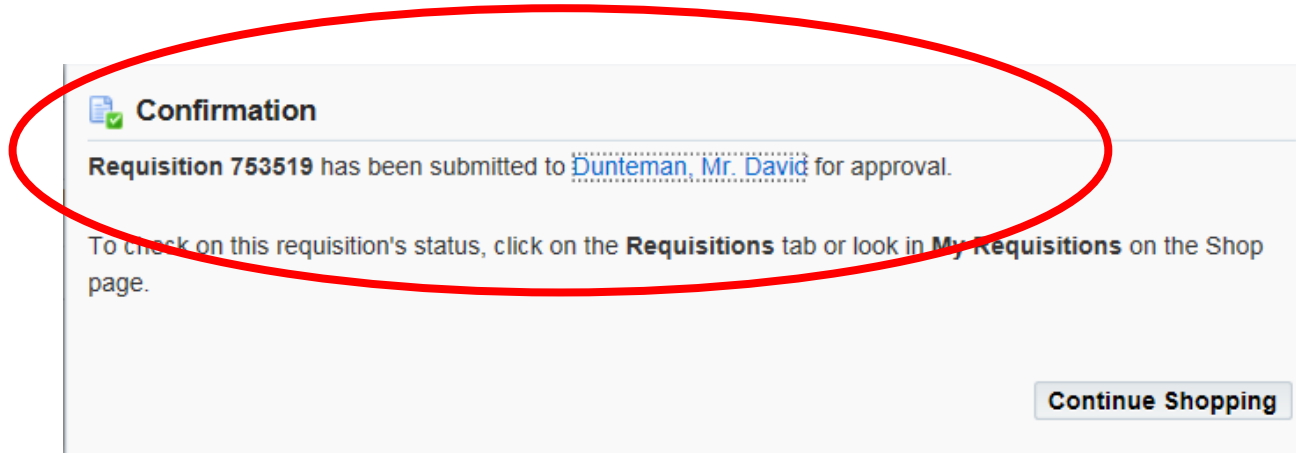
Approvals

Dunteman, Mr. David

Manage Approvals

Humana / Office Supplies FAQ

- With the requisition **submitted**, it will **automatically go to the appropriate approver**.
- Once the requisition is **fully approved**, a **PO will be** created.



Humana / Office Supplies FAQ

Today's Business Solutions/Humana account team

- **Customer Service please contact**

1-877-895-6532 = **Monday -Friday 8am - 5pm CST**

Email = info@tbstx.com

- Humana's account team

Diana Prado = Customer Service Representative

1-877-895-6532 | diana@todaysbusinesssolutions.com

Sofia Longoria = Customer Service Manager

1-877-895-6532 ext. 207 | sofia@todaysbusinesssolutions.com

Jo Aragon = Account Manager and Director of Strategic Partnerships

713.861.8508 | aragon@todaysbusinesssolutions.com

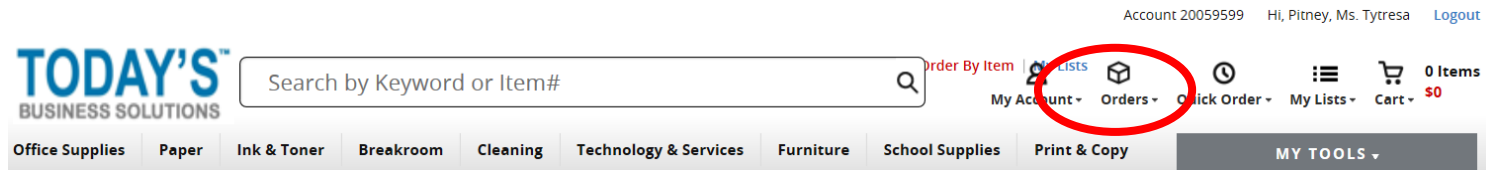
Jason Turner = Global Account Manager

502.795.7811 | jason.turner@officedepot.com

Humana / Office Supplies FAQ

How to track an order

- **Order tracking** with Today's Business Solutions
 1. Click **Orders, search by PO#, date, and dollar range**, under the **Showing All Orders tab** you will find your **detailed order tracking information**
 2. You may call customer service **TBS Customer Service** at 1-877-895-6532 **Monday - Friday 8am - 5pm CST**. Be sure to provide the **purchase order number** and the rep will give you details.



Humana / Office Supplies FAQ

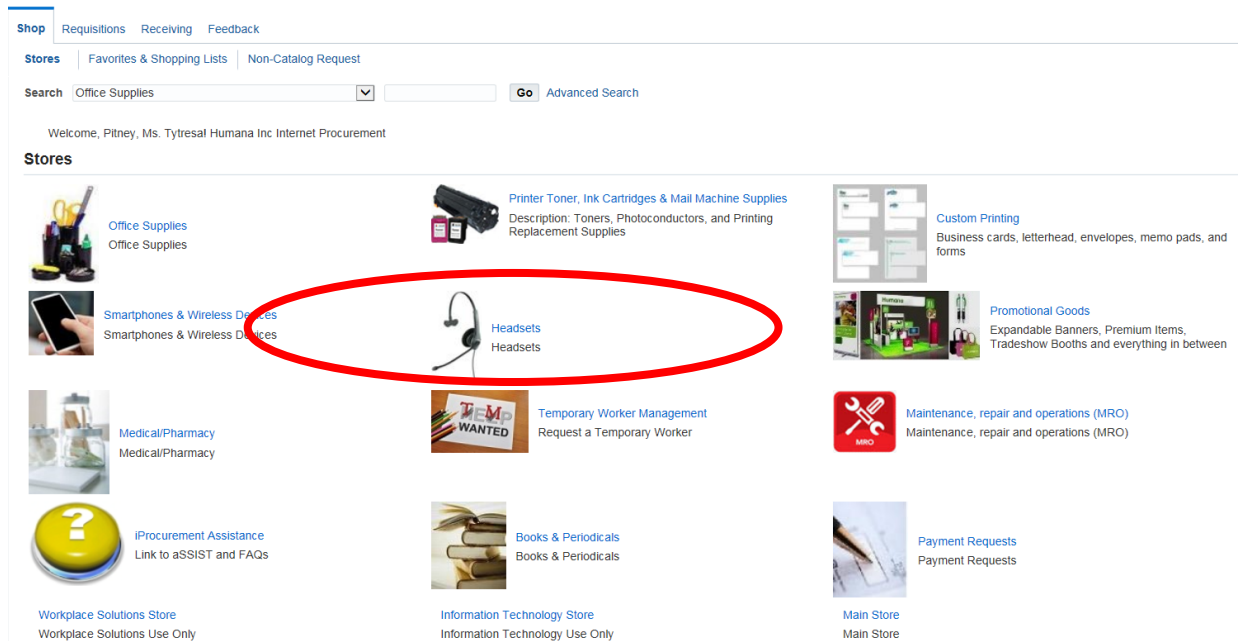
How to process a return

- Requirements for the return of office supplies:
 1. Merchandise **must be returned within 30 days** of the **original delivery date**
 2. Items should be in their **original packaging**
 3. Locate your Humana **Purchase Order** number before contacting **TBS** for returns
 4. **Returns may be requested** via the **Office Supplies Catalog** or by contacting **TBS customer service** at **1-877-895-6532** or info@tbstx.com

Humana / Office Supplies FAQ

Headsets

- **Mallory Headsets** is the **vendor to purchase headsets for office and WAH associate phones**
- Please refer to the [Mallory Headsets FAQ](#) for **detailed information on customer service, ordering, returns, repairs, trouble shooting, device compatibility**, and more.
- **All program FAQ's** are located in the **iProcurement Assistance store**
- The **Mallory Headsets punch out** is located in **iProcurement** within the **Headsets store**



Humana / Office Supplies FAQ

Lexmark Toner

- **Pendl** is the vendor to purchase toner for **Lexmark office** and **WAH printers**
- Please refer to the [Pendl FAQ](#) for **detailed information** on **customer service, ordering, returns, device compatibility**, and more.
- The **Pendl** punch out is **located** in **iProcurement** within the **Printer, Toner, Ink Cartridges Supplies Store**.

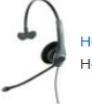
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Stores

 Office Supplies Office Supplies	 Printer Toner, Ink Cartridges & Mail Machine Supplies Description: Toners, Photoconductors, and Printing Replacement Supplies	 Custom Printing Business cards, letterhead, envelopes, memo pads, and forms
 Smartphones & Wireless Devices Smartphones & Wireless Devices	 Headsets Headsets	 Promotional Goods Expandable Banners, Premium Items, Tradeshow Booths and everything in between
 Medical/Pharmacy Medical/Pharmacy	 Temporary Worker Management Request a Temporary Worker	 Maintenance, repair and operations (MRO) Maintenance, repair and operations (MRO)
 iProcurement Assistance Link to aSSiST and FAQs	 Books & Periodicals Books & Periodicals	 Payment Requests Payment Requests
Workplace Solutions Store Workplace Solutions Use Only	Information Technology Store Information Technology Use Only	Main Store Main Store