



# Streamline Your Purchasing

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As a local diverse partner with the cooperative group E&I and best-in-class supplier Staples, we're your single-source solution.  
(CNR01373)



# State of Illinois Mandate

Business Enterprise for Minorities, Women and Persons with Disabilities Act 30 ILCS 575

- The Illinois Business Enterprise Program (BEP) for Minorities, Females, and Persons with Disabilities Act is designed to encourage state agencies to purchase needed goods and services from businesses owned and controlled by members of these groups.
- Aspirational goal of 30%.
- This applies to all State entities who receive funding from Illinois
- Requires a certified Diverse business partner (BEP)



# The (Her)Story



- Joanna Davidson- President and CEO
- 2006- Technology Reclamation Systems- Cartridge Collection Programs
- 2007- Chicago Green Office Company
- 2012- Rebranded as National Office Works, Inc
- 2013- Officially WBE, WOSB, and BEP Certified!
- HQ Downtown Chicago- 2020 Moved to a larger facility in Burr Ridge, IL
- Verticals Served: Legal, Consulting, Accounting, Government, Utilities, and Education

# Working Together to Work for You

This powerful partnership makes it possible to provide you with the best buying solution –

- Competitive negotiated contract prices
- Above-and-beyond local service
- Extensive product selection
- Fast delivery
- Valuable savings in time and effort
- Diverse business partner (BEP)

**– And keep business in the local community!**

# One Source, All You Need

With thousands of items,  
hundreds of manufacturers,  
top names and brands big  
on value, we've got the  
workplace covered.



Office Products



Furniture



School Solutions



Industrial

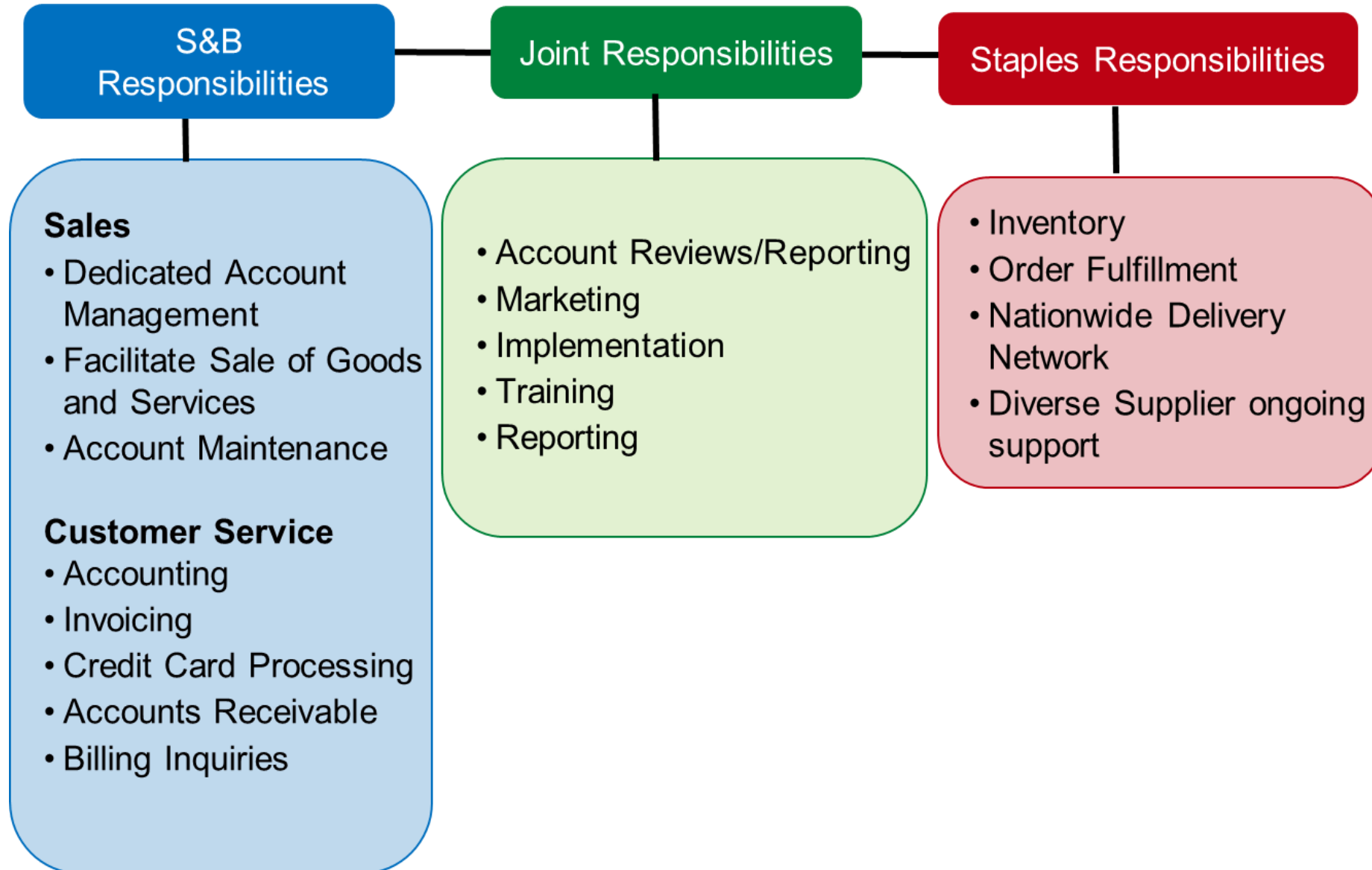


Printing & Technology



Technology

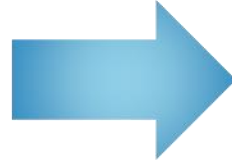
# Roles & Responsibilities



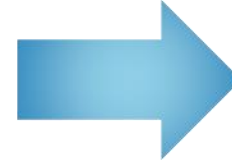
# Order Process



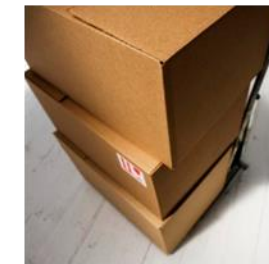
Customer places order  
via NOW eDiversity  
platform



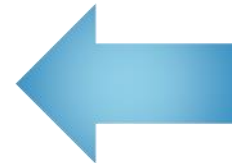
Order is transmitted to  
Staples' fulfillment  
system



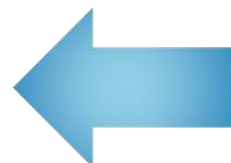
Staples picks the  
order



Order is packed and  
prepared for shipment by  
Staples



Order is delivered to  
customer by Staples or  
courier



NOW invoices customer,  
and customer pays  
NOW



# Implementation Timeline

**NOW** and Staples functional leads will meet on a regular basis with your selected key representative(s) to ensure a smooth implementation.



## Implementation Project Manager

- Keeps all teams and tasks on track, manages the technical aspects of the integration

## Your Key Contact(s)

- The point of contact in gathering information to create and implement the program

## Sales Team & Customer Service

- Ensures Agreement requirements are met and helps define goals and reporting requirements

## Supply Chain & Delivery

- Incorporates any necessary stock and delivery requirements into system

## Marketing Resource

- Creates a communication plan to launch the program and announce training

**Typical implementation process is 30 to 45 days.**

# Dedicated Team Support

- **Joanna Davidson**, would oversee all aspects of your program
- **Staples Account Manager**, who will be responsible for how the overall program engages with the Staples platform
- Your account is also supported by dedicated **Product Experts** who will support you in all categories that the program offers:
  - Technology and Managed Print Services
  - Janitorial/Sanitation Supplies
  - Coffee, Water and Breakroom
  - Packing and shipping supplies
  - Safety Equipment and Wellness Products
  - Furniture
  - Custom Print and Copy Services
  - Promotional Products
- **Customer Success Consultant**, who can help key contacts with account maintenance, special products, and escalations
- **Inside Key Account Manager**- Works directly with your end users to ensure you get the most out of your program
- **eDiversity Customer Service** - Live representatives to assist with login support, expediting rush orders, verifying pricing, tracking backorders, billing and tax exemption.



# WHY?

Plainly, the millennial generation is ushering in the nation's broader racial diversity. Overall, millennials are 55.8 percent white and nearly 45 percent minority. Your supply chain should strive to mirror that makeup.

**Inclusivity & Equity**

**Economic Impact**

**Community Engagement**

**Innovation & Creativity**

**Global Competitiveness**

# Get Started

Take the first step toward  
the best in simplicity,  
savings and service.

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