



THE UPS STORE®

Open Account Agreement 2025

Reason for Application: New Account ☐ Change of Ownership ☐ Expected Transfer/Opening Date: _____

Do you own another The UPS Store® location(s)? ☐ No ☐ Yes

(If yes, please list all centers): _____

Store Information

The UPS Store® Center #: _____

Store Address: _____ Suite: _____ City: _____ State: _____ Zip: _____

Store Phone #: _____ Alternate #: _____

Send invoices to email address: _____ Alternate Email: _____

UPS Parcel Account # (For 360 Return Mailers): _____

Business Information

Business's Legal Name: _____ Tax ID/EIN #: _____

Years in Business: _____ Years at Location: _____ Sales Tax Status* ☐ Exempt ☐ Non-exempt ☐
*a copy of your state sales tax exemption is required

Owner/Contact Information

Name: _____ Cell #: _____ E-mail Address: _____

Please list the person below as an alternate contact (optional):

Name: _____ Cell#: _____ Relationship/Title: _____

Website Ordering Access Request (if different than owner)

First: _____ Last name: _____ E-mail Address: _____

Optional White Glove Inside Delivery Services (Liftgate included at no charge).

☐ Yes, I would like my account profile to include Inside Delivery services. I understand the fee is \$42.00 per order and will appear on my invoices as item INDLV.

☐ No, I only require that my orders be delivered outside the center's receiving door.

For valuable consideration to be given, the undersigned hereby guarantees to pay all indebtedness or liability incurred in the name of the applicant firm without qualification or limitation. This guarantee shall incur to the benefit of and bind the heirs, administrators, executors, successors, and assigns of the parties hereto.

Dated: _____ Signature: _____ Title: _____



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Bunzl Retail Services – Frequently Asked Questions

How do I place an order?

Stores can place orders via our BRS e-commerce ordering portal: b2b.bunzlretailservices.com

When placing an order through the Bunzl ordering portal, purchases may be split into two orders:

Store supplies (corrugated boxes, packaging, bubble wrap, tape, etc...)

Program items (360 Return Mailers) shipping UPS parcel billed to your center's UPS account #

How can I reach Bunzl Retail Services Customer Service?

Phone #: 800.315.1881 (Monday – Friday 7:00 am CST – 7:00 pm CST)

Email: CSIndustrialPackaging@BunzlBRS.com

What are the order minimums?

For store supply orders, orders under \$500 incur an additional \$50 handling fee.

360 Return mailers are not subject to order minimums.

Where are Bunzl's distribution centers?

Store supplies are fulfilled from Bensalem PA, Atlanta GA, Grand Rapids MI, Dallas TX, & Reno NV

360 Return Mailers are fulfilled from Reno NV and Greenville SC

Do I pay for freight LTL delivery on supply orders?

If your center is located within 200 miles of our distribution centers, freight is included with your supplies order.

Centers between 201- 500 miles from a DC pay a flat \$100 delivery surcharge.

Centers over 500 miles from a DC pay a flat \$250 delivery surcharge.

Does Bunzl ship small parcel shipments?

A limited number of supply items can ship parcel (UPS). If your order qualifies, delivery surcharges are waived.

Centers simply pay shipping fees.

360 Return Mailers are shipped UPS parcel and billed to your store UPS account #.

Can Bunzl ship my 360 Returns Mailers with the rest of my supplies order?

Not currently

Do you offer a volume discount?

Yes! Supply orders of \$1,500 or more receive a 5% discount. We encourage locations to place large orders for greater savings and to maximize warehouse & transportation efficiency.



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When will my order ship?

Orders are consolidated and ship within 3 business days from our nearest warehouse and typically deliver within 24-48 hours of leaving a Bunzl facility, per the carrier-published transit schedule.

How can I get set up with a sales-tax exemption?

Email a copy of your state sales tax exemption to CSIndustrialPackaging@BunzlBRS.com

Do you offer inside delivery services?

Yes. We appreciate that many centers do not have a receiving staff and require additional delivery services. Inside Delivery service brings your pallets through the first entry point of your location and will correspond to an incremental rate of \$42 per order. Note that inside delivery requires the store entry door be over 40" wide to accommodate standard pallets, and this service does not include pallet offload or removal of dunnage. If interested, please reach out to customer service and request inside delivery be added to your account. (All orders automatically include lift-gate services).

How do I track my order?

Order tracking information updates in the Bunzl ordering portal once the carrier leaves our warehouse. Simply click "order inquiry" on the left side of the portal. A hyperlinked tracking number is listed that will redirect you to the carrier website. Type in the tracking number, and full details will appear. If you're unable to view tracking information, please reach out to our customer service team and we will assist.

How can I pay?

Simply enter your credit card at checkout.

Does Bunzl maintain a price list?

We do not maintain a printed price list; current pricing is updated and available in our e-commerce ordering portal.

What if an item is not available when I place my order?

The system will alert you that an item is out of stock and to reorder. If you place an order online. Out-of-stock items will need to be re-ordered.

How do I report damages or shortages on my recent order?

It is imperative that you note the damaged/missing products on the delivery paperwork and submit pictures, where applicable, within three business days; (failure to do so may result in a denied claim). Please fill out the attached discrepancy form or call Customer Service.



What are the Item #s for The UPS Store printed corrugated boxes?

The UPS Store Printed Corrugated Boxes		
Previous Artwork Item #	New Artwork Item #	Item Description
TUPSS-1	0736-060606	BOX MD RSC CRGTD 6X6X6IN
TUPSS-3	0736-060648	BOX RSC CRGTD 6X6X48IN
TUPSS-5	0736-080808	BOX MD RSC CRGTD 8X8X8IN
TUPSS-10	0736-101010	BOX MD RSC CRGTD 10X10X10IN
TUPSS-13	0736-121206	BOX MD RSC CRGTD 12X12X6IN
TUPSS-15	0736-121212	BOX MD RSC CRGTD 12X12X12IN
TUPSS-20	0736-141414	BOX MD RSC CRGTD 14X14X14IN
TUPSS-21	0736-151210	BOX MD RSC CRGTD 15X12X10IN
TUPSS-22	0736-151548	BOX RSC CRGTD 15X15X48IN
TUPSS-17	0736-161604	BOX RSC CRGTD 16X16X4IN
TUPSS-25	0736-161616	BOX MD RSC CRGTD 16X16X16IN
TUPSS-27	0736-171108	BOX MD RSC CRGTD 17X11X8IN
TUPSS-35	0736-181818	BOX MD RSC CRGTD 18X18X18IN
TUPSS-34	0736-201212	BOX MD RSC CRGTD 20X12X12IN
TUPSS-60	0736-202012	BOX MD RSC CRGTD 20X20X12IN
TUPSS-40	0736-202020	BOX RSC CRGTD 20X20X20IN
TUPSS-38	0736-241806	BOX RSC CRGTD 24X18X6IN
TUPSS-46	0736-241818	BOX MD RSC CRGTD 24X18X18IN
TUPSS-47	0736-242416	BOX MD RSC CRGTD 24X24X16IN
TUPSS-45	0736-242424	BOX RSC CRGTD 24X24X24IN
TUPSS-56	0736-302406	BOX RSC CRGTD 30X24X6IN
TUPSS-31	MOVING TO PLAIN BOX (0101-161608)	BOX RSC CRGTD 16X16X8IN
N/A	0101-181818	32ECT 18x18x18 Amazon Returns Box

360 Return Mailers	
Item #	Item Description
UPS360-14X17	MAILER POLY 14X17IN WHT
UPS360-19X24	MAILER POLY 19X24IN WHT



Discrepancy Report

- Merchandise damaged/missing should be noted on the carrier's delivery receipt and reported to Bunzl no less than **72** business hours after delivery (failure to do so may result in a denied claim)
- Discrepancy report along with photos must be submitted to CSIndustrialPackaging@BunzlBRS.com
- Credit will be issued upon inspection of photos and carrier delivery receipt.

Please complete the following:

Center #: _____ Order Number #: _____ Today's date: _____

The following merchandise was received damaged, short, or mis-picked:

Qty	Unit of Measure: (EA, RL, BD, BX, CS)	Item Number	Description	Damaged Missing Picking error	Replace? Yes or No*

Additional information or comments: _____

Should you have problems with a carrier, please contact Customer Service: 800-315-1881.

* Centers are eligible to receive replacements on small parcel items. A credit will be issued for all items that require LTL freight shipping.