



Step	Action
1	<p>Access ACE and look for duplicate requests.</p> <ul style="list-style-type: none"> • If there are no duplicate requests, begin creating an ACE Case for the request and proceed to Step 2 • If a request has already been submitted, advise the customer of the status and proceed to Step 3
2	<p>If customer is identifies their account as NASPO, NSCA, IRS or any other government special pricing account:</p> <ul style="list-style-type: none"> • Have the customer email the order request to: <ul style="list-style-type: none"> ○ Government@neopost.com for NSCA, IRS or any non-WCSA account ○ Government@neopost.com for NASPO accounts • Proceed to Step 3
3	<p>Complete ACE Case</p> <ul style="list-style-type: none"> • Select the following Case options: <ul style="list-style-type: none"> ○ Type: Orders ○ Subtype: Supplies ○ Action: NAGA Special Handeling ○ Summary: Enter a brief summary of request ○ Document action taken. ○ Group: Leave blank. ○ Attachment: Not applicable. ○ Status: Change Case to Completed • Proceed to Step 4
4	<p>End Call</p> <ul style="list-style-type: none"> • Advise customer of Case # as a reference for the requested work. • Thank the customer and end call. • Cases are accessed internally including our local branches and our Dealers for Issue Resolution
5	<ul style="list-style-type: none"> • Reports are run on a weekly bases to follow up and ensure the cases were handled and closed by the appropriate internal department, branch or local dealer.

Notes	
<ul style="list-style-type: none"> • In order for a customer to receive special pricing, they should identify themselves as NASPO at the time of the request. 	