



Policies and Procedures

All orders must be prepaid; a pro forma invoice will be issued on request. Payment in U.S. dollars only. No returns will be accepted without first contacting ITSqc at the address below for permission and instructions.

The ITSqc accepts postal mail and fax orders. Credit-card orders may be mailed or faxed to ITSqc. Checks or money-orders must be mailed to the address below. A completed order form must accompany all orders. *Email is not a secure method of submitting credit card information.*

Note

Each Model document set contains Part 1, Model Overview and Part 2, Practice Details. Each double-sided poster is shipped folded.

All prices include domestic or international shipping by US Postal Service Priority Mail.

Prices subject to change without notice.

Quantity/Bulk Purchases

All orders for large quantities (6 items or more) or other special orders should contact the ITSqc for the cost of shipping, handling, and insurance. This can be done by telephone (1-412-268-3825), fax (1-412-268-5131), or email (kelly.widmaier@cs.cmu.edu).

Shipping Information

* REQUIRED

.....

PREFIX FIRST NAME* MIDDLE INITIAL

.....

LAST NAME* SUFFIX

.....

ORGANIZATION* DEPARTMENT

.....

STREET*

.....

CITY* STATE/PROVINCE* ZIP/POSTAL CODE* COUNTRY/REGION*

.....

BUSINESS PHONE* FAX

.....

EMAIL ADDRESS*

Publications

Qty	Item	Price	Total
.....	eSourcing Capability Model for Service Providers (eSCM-SP) US Domestic	x \$95.00 =
.....	eSourcing Capability Model for Service Providers (eSCM-SP) International	x \$120.00 =
.....	eSourcing Capability Model for Client Organizations (eSCM-CL) US Domestic	x \$95.00 =
.....	eSourcing Capability Model for Client Organizations (eSCM-CL) International	x \$120.00 =
.....	eSourcing Capability Model Poster US Domestic	x \$15.00 =
.....	eSourcing Capability Model Poster International	x \$25.00 =
	Subtotal
	Add 7% tax if Pennsylvania resident
	Total

* REQUIRED

Payment Options

Select your payment method, enter relevant account information, sign, and return this form to the ITSqc at the address below:

- Visa
 Mastercard
 AmEx
 Check (US Dollars)
 (payable to Carnegie Mellon University)

IT Services Qualification Center (ITSqc)

ATTN: Kelly Widmaier
 Carnegie Mellon University
 5000 Forbes Avenue
 Pittsburgh, PA 15213-3890 USA
 Fax: +1-412-268-5131

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CARD NUMBER EXPIRATION DATE

.....

NAME AS IT APPEARS ON THE CARD TOTAL

.....

STREET*

.....

CITY* STATE/PROVINCE* ZIP/POSTAL CODE* COUNTRY/REGION*

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SIGNATURE