

New / Potential Account Information (Submit along with all vendor agreements, set-up forms, and required documents to Alyssa Jones.
Please submit a sample copy of the Customer's Purchase order, if available. (Non-EDI accounts).
Sales Rep to fill out as completely as possible (If not applicable, please mark N/A). Customer Ops will fill in anything missing during the review.

General Information	
	Account Name
	Account Number (payer)
	New Account or Existing Account?
	Account Address (payer)
	Is their Vendor Agreement on-line?
	If, yes, please give web address (username and password, if applicable)
	Sales Rep name
	Customer Class
	Type of product to be ordered (all, RHC only, mass market only, select titles only, client product).
	Estimated Annual Sales Volume
	Returnable vs. Non-Returnable
	If returnable, estimated returns percentage
	Frequency of orders (weekly, monthly, seasonally, one time only)
	Estimated order size (units)
	Account Contacts: (Name / Title / Phone)
	For Orders
	For Shipments
	For EDI
	Does EDI need to be set up before an initial order is placed?
	Is RH holding an order pending a review of their vendor manual / agreement?
	If yes, pending order value
	If yes, pending order deadline
Account Set-Up	Are we shipping direct to store (1) or pack to DC / ship to DC (2) or both (3)?
	# of stores
	# of DC's
	Carton Rounding Rules:
	Initials:
	Reorders
	Specific to product type:
	Order Combination - Can we combine purchase orders in one carton?
	Invoice by PO - Does each purchase order require a separate invoice?
	Material Substitution: Can we substitute one ISBN for another if the original is unavailable?
	Does the customer accept backorders?
	If yes, when should we cancel backorders (30 days, 90 days, cancel date on order, etc).
	Email address for order confirmation:
Order Entry	Ordering Method, manual vs. EDI?
	Order using ISBN number? (yes or no)
	Order in units / eaches (yes or no)
	If ordering assortments, will the customer use the ISBN we assign.
	Order and Pay based on retail price less discount?
	Shipping / delivery windows. If yes, please explain.
Service Area	Stickering / Book Label Requirements (Customer's sku number, customer's retail price, etc.)
	Barcode Requirement (EAN, UIP, UPI, UPC price, UPC item).
	Customer Assortments. If yes, please explain
	Shipping label, carton label requirements
Shipping / Fulfillment	Delivery Appointments
	Email Address for Email ASN:
	Any Additional Comments: