

## **Online Privileges With The Portland Group**

We will be approving your privileges to go online with our company, but you first must fill on the Online Agreement.

This form must be signed by a principal of the company. By giving you online privileges, you will be able to place orders online and you must agree to take responsibility for anyone who has access to your account through the online access.

Once your sign and return this form to our company, we will send you a summary user manual and inform you that your selected login and password has been activated. You can then set up additional users for your branch at your own discretion.

You can fax your form to 978-262-1485 but you must mail the original signed copy to:

Attn: Jon Locke  
The Portland Group  
74 Salem Road  
North Billerica, MA 01862

If you need additional training, please let us know and we will inform you of our training options.

We look forward to being of greater service to you through our online programs and we hope this enhances our ability to grow our business relationship.

Please do not hesitate to e-mail me ([jrl@theportlandgroup.com](mailto:jrl@theportlandgroup.com)) or call me (1-800-493-0060) with any questions that you have regarding the enrollment process.

Jon Locke

# The Portland Group

## *On-line Customer Agreement*

Thank you for your interest in utilizing The Portland Group's on-line service. We will continue to strive to provide you with quality personalized service, but we realize that the continued growth of technology has made the concept of self service a common opportunity and has redefined the concept of business hours. Please do not hesitate to consult with the branch manager of your local branch or contact us through our website, [www.theportlandgroup.com](http://www.theportlandgroup.com), e-mail [info@theportlandgroup.com](mailto:info@theportlandgroup.com), with comments about our service.

We do require customers who will be issued a log-in authorization code for our system to sign an agreement that acknowledges their understanding and compliance with the following issues:

1. The Portland Group reserves the right to suspend the on-line privileges of an account if it is deemed that the customer's payment practices is not at an acceptable standard, or if a customer's purchase level falls below an acceptable volume (both parameters to be defined at the discretion of The Portland Group).
2. The Portland Group will set up one super user for the customer who will have the ability to set up and discontinue the online privileges for all their employees. It is the customer's responsibility to discontinue the log-in privileges for any employee who leaves your company or who you no longer want to give online access authorization.
3. The customer acknowledges that all orders placed will be subject to delivery instruction confirmation from the shipping department, as it may not always be possible to meet the desired delivery requirements as they are stated on an order created after business hours.
4. The customer acknowledges that the products they select will be the products we ship and that we can not be responsible for any incorrectly entered products.
5. Any product ordered through the on-line service that is not a regular stock item, but is in our system, will not be ordered without first confirming price and delivery with the customer.
6. Special order items not listed in our system cannot be ordered online. These orders will have to be placed during regular business hours.
7. Pricing on bids created by the customer will not necessarily be the price received as all price increases will be in effect at the time the order is placed.
8. The customer assumes full responsibility for the orders placed on line and agrees to pay for all these orders without any dispute, as the control for the creation of these orders falls completely in the hands of the customer.

# The Portland Group

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9. The customer agrees to utilize this service solely for the purpose of doing business with The Portland Group.
10. The Portland Group reserves the right to suspend or discontinue on-line privileges at any time, including the temporary suspension of services in order to perform maintenance on the system.

I, \_\_\_\_\_, state that I am the owner or a principal of  
\_\_\_\_\_ (print company name), hereby  
acknowledge that I understand the above stated conditions and that I will comply with  
these conditions.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name/Title

\_\_\_\_\_  
e-mail address

**Login and password can be alphanumeric, but must contain at least one letter and cannot exceed a total of 8 total characters. No spaces, hyphens, or any punctuation marks are to be included in either the login or password.**

\_\_\_\_\_  
Select Super User's Login

\_\_\_\_\_  
Select Super User's Password

**Company Use Only**

\_\_\_\_\_  
Approval Authorization

\_\_\_\_\_  
Date