

GET TO KNOW YOUR SUPPLY CENTER: CUSTOMER SERVICE



Three C's of Customer Service

1. **COMMUNICATION-** effective communication is key to ensuring orders are delivered properly! Please update our Customer Service Team with the most up-to-date POC and building information.
2. **CLARITY-** we understand that sometimes things get lost in translation- and we can help! Per contract, some buildings have delivery drop off at the loading dock. They will sign for everything and then coordinate delivery.
3. **COMMITMENT-** deliveries are always made daily, between 9am and 3pm. Unless we are informed that your office or lab is not onsite, deliveries will continue to be made to ensure you are receiving your items in a timely manner! We are committed to serving you and committed to the NIH MISSION!



<http://nihsc1.od.nih.gov>

Building 10, B2-B41

1-833-3 ONE NIH or NIHSC-CustomerService@od.nih.gov



NIH SUPPLY CENTER