

Frequently Asked Questions

▪ How do I place my supply orders with Innovative?

Innovative offers the State of MN several different ways to place supply orders, including phone, fax, or online. All contact information can be located on the State of MN portal page at www.innovativeos.com/stateofmn.

▪ Will there be any training available to me?

Yes, an Innovative Implementation Coordinator will reach out to the Agency contact to determine the account requirements and training needs of the users. Training may include phone training, on-site training, video-conferencing, electronic training documents or perhaps internal training from a State of MN contact. Please see the State of MN portal page to reference the Agency Rollout Schedule.

▪ When will my order arrive?

Innovative offers next-day delivery on the approximately 40,000 items we stock. There are some order cutoffs to observe to ensure next day delivery:

5:00 PM – Phone and Fax Orders

5:30 PM – Online Orders

▪ How will deliveries take place?

Delivery will vary depending on the unique requirements of each agency. Innovative will be gathering detailed information about locations we will be delivering to and how deliveries should be made at each location, i.e. inside delivery, dock delivery, etc.

▪ Does Innovative charge any delivery fees?

No, Innovative does not charge a minimum order fee, a small order fee, or an inside delivery fee for regular office supply deliveries. Delivery fees may apply to special orders and furniture deliveries. We do encourage our customers to consider placing larger orders less frequently in order to minimize deliveries and reduce our carbon impact on the environment.

▪ How are returns handled?

Most items can be returned without charge within 30 days from the date of purchase (special order and furniture items are exceptions). All returns must be in original packaging and in salable condition. Returns must be accompanied by a copy of a packing list or invoice. Returns can be requested online or Innovative Customer Support can assist you. Returns requested after 30 days from the date of purchase are subject to a re-stocking fee.

▪ How are credits handled?

Returned product is credited the day following pickup and will show on your next invoice or statement, depending on how your billing is setup. On some occasions, Innovative may opt to send a replacement item at no charge, in which case we ask that you simply pay your original invoice in lieu of a credit.

▪ Will the State of Minnesota be charged sales tax?

No, the state and its agencies direct-pay and will not be charged sales tax by Innovative.



▪ **Will invoices come direct from Innovative?**

Yes, invoices will be distributed direct from Innovative to the party your Agency specified during the account setup process. Invoices may come via US mail or via email.

▪ **What if I have to have my order signed before I can submit it to Innovative?**

Innovative has a few options for those agencies who require a signature on an order prior to submittal. All online orders are automatically saved in the system. You can print a copy of your saved order and obtain the required internal approval, then return to the saved order online and submit it to Innovative (instructions are listed below). Or, Innovative can place Approval Routing rules in place that will prevent online buyers from submitting orders directly to Innovative without online approval from a designated individual.

▪ **How do I save my online order?**

All orders created in the online ordering site are automatically saved in the system, even if your session times out.

- Login to the Innovative website from the State of MN portal page.
- Under the **My Orders** heading, click on **My Saved Orders**. This will open a window showing your Saved Orders.
- Click on **Details** of the order you wish to complete. This will display a summary of the Saved Order.
- Click on **Resume** to re-open the order. You can now interact with the Saved Order.
- **Check Out** when you order is complete.

▪ **Is there a Help section available on the Innovative website?**

There are two places to locate Help. The first is on the State of Minnesota portal page or if you are already logged into the site, there is a Help category on the uppermost toolbar. You can also call Innovative for assistance at phone 952-808-9900.

▪ **Can I view the Innovative catalog online even if I cannot order myself?**

Yes, Innovative has created a “Browse-Only” login to view the online catalog. You will have access to all of the website features, including Smart Search, Compare Items, Machine Supplies Finder and Suggested Products. Users will not be able to place an order and should contact their appropriate agency contact.

