



## Welcome! We're glad you're here.

Thank you for choosing to do business with RMS Omega. We have been working with customers like you for over 20 years to design, deploy, manage and service strategic technology solutions. We work with the industry's premier hardware, software and supply manufacturers to provide the best outcomes to meet your needs. Our premier level status with all manufacturers, along with our in-house technical services group, and commitment to excellence, allow us to bring you the total solution.

Below you will find some helpful information about our company, including who to contact if you need assistance.

### RMS Omega Locations & Addresses

RMS Omega has three primary addresses, shown below. When purchasing a product or service, please send your purchase order via email to your RMS Omega account manager. You may also fax or mail documentation to our Corporate Headquarters in Bluffton, SC. When mailing a check, please send your payment to our Remit Address. If you have a product that needs to be returned or requires service and/or repair, please fill out a service request form online and follow the instructions provided. If you need to return a product for service, please send all devices to our Professional Service location in Rosedale, Maryland.

#### Corporate Headquarters | Finance & Operations

Please send all mail pertaining to purchase orders here. You may also fax or email your account manager.

365 Red Cedar Street, Suite 102  
Bluffton, SC 29910  
Fax: 800.243.6577

#### Remit Address

When submitting a payment, please mail checks here.

RMS Omega Technologies Group, Inc.  
PO Box 64014  
Baltimore, MD 21264

For remittance notification, please email [achpayments@rmsomega.com](mailto:achpayments@rmsomega.com).

#### Sales, Professional Service & Warehouse

Please send all repairs and/or product returns here unless otherwise instructed.

9635 Philadelphia Road, 2nd Floor  
Rosedale, MD 21237

To request an RMA please fill out our service form online:  
[rmsomega.com/services/service-request-form/](https://rmsomega.com/services/service-request-form/)

#### Financial Information & Credit Approvals

To request a W-9 or credit terms and conditions, please contact our Finance team.  
Email: [finance@rmsomega.com](mailto:finance@rmsomega.com)  
Phone: 888.857.8402 | Option 4

#### Need to give us a call?

Dial our main line at  
**888.857.8402**

- Press 1 for Order Status
- Press 2 for Sales
- Press 3 for Service
- Press 4 for Finance

To set up a new customer account, please complete an [Account Profile Form](#) and return it to your account manager.

## Tax Exempt Policy

RMS Omega Technologies Group, Inc is required to have valid and verified tax documentation on file for the state in which product(s) will be shipped. The FEIN, for US-based companies, and the CP 575 or 147 C, for International based companies, will need to accompany submitted certificates. Documentation can be sent via fax to 843.707.7505 or emailed to [finance@rmsomega.com](mailto:finance@rmsomega.com). RMS Omega maintains a NEXUS in the following states: FL, GA, IL, MA, MD, NJ, NY, OH, PA, SC, TN, VA.

## Credit Card Policy

RMS Omega Technologies Group, Inc is PCI compliant. Credit card information cannot be transmitted electronically via email or facsimile. To proceed with a credit card order, the following outlined information below will need to be supplied to your RMS account manager. Once the order is ready for processing, one of our authorized representatives will contact your company's designated representative to capture complete credit card information to secure in our VAULT.

Please Note: If the ship-to location is different from the credit card information supplied for VAULT capture, further authorization is needed.

- Card holder's Name
- Contact Number
- Card type & last 4 digits of the card being used. (ie: V-1234)
- Email address to send the credit card transaction and paid invoice

Once the credit card information is captured, the credit card can be used to place future orders as long as the card on file has not expired. To use an existing credit card, contact your account manager and provide them with the last 4 digits of the card you would like to use. Credit cards are verified prior to order entry and charged once your order ships. A receipt of the final transaction will be provided via email.

## Shipping Information

RMS Omega charges UPS or FedEx rates, plus shipping & handling. If you would like to supply carrier information for collect shipments, or freight instructions, please provide an account number and your requirements for shipping freight to your RMS Omega account manager when placing an order. You will receive an email confirmation with a copy of your order as well as an email with tracking information once your product ships. For order confirmations and tracking information, please email customer service. To request an order status, please email [customerservice@rmsomega.com](mailto:customerservice@rmsomega.com) and include the PO used to place your order.

## Invoicing/E-Billing

RMS Omega will send an electronic invoice once your product has shipped. We are happy to mail a copy of the invoice upon request to the billing address you provide. Please send all payments to RMS Omega's remit address below.

Please send checks to:  
RMS Omega Technologies Group, Inc.  
PO Box 64014  
Baltimore, MD 21264

For questions, please contact our accounts payable team via email at [achpayments@rmsomega.com](mailto:achpayments@rmsomega.com) or call **888.857.8402 x 1003**.

Below you will find some helpful resources and information for new RMS Omega customers. For further assistance, please call **888.857.8402** and select from the following menu options:

- Press 1 for Order Status
- Press 2 for Sales
- Press 3 for Service
- Press 4 for Finance

- **How do I request a customer account with RMS Omega?**

Please fill out our [Account Profile Form](#) and send the completed document to your RMS Omega account manager or email to [finance@rmsomega.com](mailto:finance@rmsomega.com).

- **Where can I find paperwork for my organization's tax exemption status?**

These forms and additional resources can be accessed [here on the IRS website](#).

- **Where can I access a fillable W-9 form?**

The W-9 form can be accessed [here on the IRS website](#).

- **How do I place an order with RMS Omega?**

Your account manager will be your point of contact for all quotes, orders and exclusivity pricing. If you do not have an account manager with RMS Omega, please contact [info@rmsomega.com](mailto:info@rmsomega.com) for assistance.

- **How do I submit my credit card payment information for a purchase order?**

Please complete the credit card authorization form on the quote provided by your account manager, or fill out a [Credit Card Authorization Form](#) and send the completed document to [finance@rmsomega.com](mailto:finance@rmsomega.com).

- **Where do I send mail pertaining to my purchase orders?**

Please send all mail pertaining to purchase orders to:

RMS Omega Technologies  
365 Red Cedar Street, Suite 102  
Bluffton, SC 29910

You may also fax or email your account manager.

- **How do I check the availability of a specific product?**

Your account manager will be your point of contact for inventory availability. If you do not have an account manager with RMS Omega, please contact [info@rmsomega.com](mailto:info@rmsomega.com) or call **888.857.8402** for assistance.

- **How do I check the order status of an order I've placed?**

To request an order status, please email [customerservice@rmsomega.com](mailto:customerservice@rmsomega.com) and include the PO used to place your order.

**Thank you for your business. We look forward to working with you!**