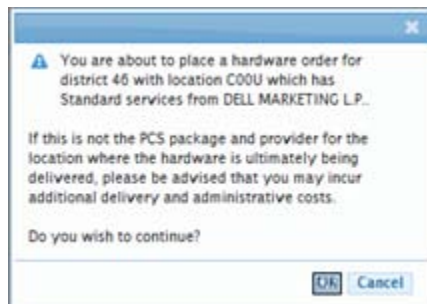


# FAMIS Computer Hardware Order and Delivery FAQs

- ***Why am I now required to enter my delivery address at the beginning of a computer hardware purchase order in FAMIS?*** Delivery information is now necessary at the beginning of the purchase order transaction, rather than at the end, to ensure the system captures the correct PCS plan and provider for the delivery location. You will need to select the location where the hardware will ultimately reside, which may be different from the ordering site. If the delivery location selected is not the location to which the computer hardware should be sent, you may incur additional shipping costs.
- ***What should I do if the location and address where the hardware is ultimately being delivered does not come up for selection?*** If the delivery address does not appear as a selection, please contact the Finance Service Center at 718-935-5000 or [Clientservices@schools.nyc.gov](mailto:Clientservices@schools.nyc.gov).
- ***What should I do if the PCS plan and provider on the text alert box does not match the location where the hardware should be delivered, as in the example below?***



If any of the information on the pop-up including location code, PCS plan or the PCS provider is incorrect, click cancel and contact the Finance Service Center at 718-935-5000 or [Clientservices@schools.nyc.gov](mailto:Clientservices@schools.nyc.gov).