

Waterstones Regional Account Centres (Order Processing Centres)

Purchasing on account with Waterstones can be completed in two ways:

1. **Purchase Orders and Quotation Requests** – Waterstones does not process purchase orders in every shop but has institutional specialists in select locations called Regional Account Centres (RAC) where all purchase orders and quotation requests are fulfilled.
2. **Stock picks** - in-store stock selection with account holder providing a valid purchase order or letter of authorisation – can be processed in any Waterstones shop. By appointment, we can accommodate groups including students whilst overlaying in-shop activities to enhance the experience.

Whilst we can process customer quotes and purchase orders in any of these locations, those highlighted in blue are our key order fulfilment centres where we are best resourced for a fast order turnaround with the highest level of personalised service.

Purchase orders and quotation requests sent to non-order processing shops will be forwarded to a Regional Account Centre for fulfilment.

All framework/contract customers should request quotations from the following RAC's:

- NICE/NHS - Gower Street, Piccadilly or Manchester Deansgate
- ESPO – Nottingham ,Cambridge or Birmingham
- Scotland Excel – Glasgow Sauchiehall Street
- NI – Education Authority – Belfast

Waterstones Regional Account Centres

| Regional Account Centre | Contact/s: | Telephone | Email |
|-------------------------------|---------------------------------|--|--|
| Belfast | Leann Egerton | Direct: 028 9027 8769 Main: 028 9024 0159 | accounts.belfast@waterstones.com |
| Birmingham High St. | Samantha Fox | Direct: 0121 643 7655 Main: 0121 631 4333 | accounts.birmingham@waterstones.com |
| Bristol Galleries | Mike Daye | Direct: 0117 925 5984 Main: 0117 925 2274 | accounts.bristolgalleries@waterstones.com |
| Cambridge | Debbie Martin Christine Howe | Direct: 01223 353 609 Main: 01223 351 688 | accounts.cambridge@waterstones.com |
| Cardiff | Lucy Dunham Andy Crowfoot | Direct: 02920 232540 Main: 02920 665 606 | accounts.cardiff@waterstones.com |
| Cork | John Breen | Direct: 00 353 21 424 8961 Main: 00 353 21 4276 522/002 | accounts.cork@waterstones.com |
| Dublin Hodges Figgis | Barry Sweeney Eileen Dywer | 00353 1 677 4754 | accounts.hodgesfiggis@waterstones.com |
| Durham University | Mick Stainson Sue Hume | 0191 384 2095 | accounts.durhamuni@waterstones.com |
| Exeter Roman Gate | Paul Rowley Lucy Hounson | Direct : 01392 424822 Main : 01392 423044 | accounts.exeterromagate@waterstones.com |
| Glasgow Sauchiehall Street | Jane Wood | 0141 333 1920 | accounts.glasgow@waterstones.com |
| Gower Street | Hassan Chowdhury | Direct: 020 7467 1631 Main: 020 7636 1577 | accounts.gowerst@waterstones.com |
| Guildford | Guy Lawrence | Direct: 01483 533 840 Main: 01483 536366 | accounts.guildford@waterstones.com |
| Ipswich | Laura Marshall Rachel Morris | Direct: 01473 214547 Main: 01473 289044 | accounts.ipswich@waterstones.com |
| Kingston Bentalls Centre | Ingrid Hallas | Direct: 0208 546 9808 Main: 0208 974 6811 | accounts.kingston@waterstones.com |

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| Leeds | Samantha MacCunn Gale Batty | Direct : 0113 242 8131 Main : 0113 244 4588 | accounts.leeds@waterstones.com |
| Liverpool One | Sarah Hughes | Direct: 0151 709 2809 Main: 0843 290 8457 | accounts.liverpoolone@waterstones.com |
| Maidstone | Celia Hampton | Direct: 01622 682 466 Main: 01622 682 042 | accounts.maidstone@waterstones.com |
| Manchester Deansgate | Clare Maddison | Direct : 0161 839 8419 Main : 0161 837 3000 | accounts.manchester@waterstones.com |
| Norwich Castle Street | Neil Stringfellow | Direct: 01603 620318 Main: 01603 767292 | accounts.norwich@waterstones.com |
| Nottingham Bridlesmith Gate | Wendy Lawlor Sophie Roberts | Direct : 0115 941 3847 Main : 0115 948 4499 | accounts.nottingham@waterstones.com |
| Piccadilly | Michelle Drew | Direct: 020 7851 2425 Main: 020 7851 2400 | accounts.piccadilly@waterstones.com |
| Southampton West Quay | Nicky Gale | Direct : 02380 228193 Main : 02380 633130 | accounts.southampton@waterstones.com |
| Southend | Sam Hands Sasha James | Direct: 01702 343742 Main: 01702 437 480 | accounts.southend@waterstones.com |