

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	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

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