Staples Non-Catalog Special Order Process

This guide provides instructions on submitting a special order using the Non-Catalog Form in TechBuy. A special order is considered an order that requires a quote for non-stocked products. This will enable special orders to flow through the electronic process in TechBuy.

1. Contact Customer Service and request a special-order quote. 
   summus@ediversitynetwork.com or 1-800-527-3068

2. Customer service will email the completed quote to you within 24 - 48 business hours.

   Sample Quote
   
   Below you will find the results of your quote. Please use the quote number as the item number, with a $Q# as a prefix and a $ as a suffix. You will also need to include the unit of measure and price. If you need a different quantity than the amount quoted, please contact customer service for a new quote.

   Quote Number: $Q#XXXXXX$ 
   Manufacturer's Part#: 
   Item Description: 
   Price: $XXX.XX/UOM

   Please note the return policy for this item:

3. Using the information found in the quote, submit your order as follows on the Non-Catalog Form in TechBuy:
   
   a. Item Number
      
      - This will be the quote number found in the first line of your quote.
      - A specific character sequence needs to be entered into the “Item #” area for the correct item to be ordered.
      - It must be typed as follows: $Q#quotenumber$
        - The $Q# and $ symbols around the quote number are critical!
        - If the information is not entered correctly the order will reject.
        - Example: quote 514805 will be typed in as $Q#514805$
   
   b. Price
   c. Unit of Measure
   d. Quantity

   The quantity must match the original quantity quoted. If a different quantity is needed, a new quote will be required. An example of a Non-Catalog special order can be found below: