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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:

Non-Catalog Form General Information

Non-Catalog Form	
Purchase Category	Office Supplies more info...
Contract	
Packaging (UOM)	EA - Each
Quantity	1
Unit Price	100.00
Catalog Number	\$Q#514805\$
Previous Fiscal Year Purchase Order Number	no value
Description of Goods or Services	\$Q#514805\$, Manufacturer's Part#: 1234567, Item Description: HON Ergo Chair
Additional specifications for Goods or Services*	no value

1 Item

Summus Staples TTU · 1 Item · 100.00 USD

▲ SUPPLIER DETAILS PO Purchase Order 1 : 500 Staples Dr Apt MS309R, Framingham, MA 01702-4478 US

Contract T-2021-9561 PO Number P0837729

Status	Item	Catalog No.	Unit Price	Quantity	Ext. Price
1	\$Q#514805\$, Manufacturer's Part#: 1234567, Item Description: HON Ergo Chair	\$Q#514805\$	100.00	Qty: 1 EA	100.00

▲ ITEM DETAILS

Contract:	T-2021-9561	Taxable	×	Internal Note	no value
Part Number	\$Q#514805\$	Replenish stock	×	Internal Attachments	
		Invoice Attached	×	External Note	no value
				Attachments for supplier	