



PLACING NON-STANDARD SPECIAL ORDERS ON YOUR PUNCHOUT

STEPS TO FOLLOW

1. Requestor contacts Brown Enterprise Solutions (BES) Account Manager or BES Customer Service with a request for a special order quote. - *Each order can contain only one line. Therefore, if you need to order several special order items you will need to have separate quotes for each item and place separate PR requests for each item.*
2. BES Account Manager or BES Customer Service researches item(s) and emails quote(s) to Requestor.
3. Requestor logs into Falcons Purch and uses the "Create Non-Catalog Item" tab to order the special item(s). Choose "BES" or "Brown Enterprise Solutions" as the supplier in the drop-down menu.
4. A specific character sequence needs to be entered into the "Item #" area for the correct item to be ordered.
 - *The quote number will be at the top of the documentation of your quote*
 - *The \$Q# and \$ symbols that are part of the quote number are critical! –*
 - *If the information is not entered correctly into your ordering system, the order will be rejected.*
 - *For example the quote number to be entered may be: \$Q#514805\$*
5. Requestor submits the order on the system.
6. Contact BES Account Manager or BES Customer Service for assistance.

BES Account Manager

Andre Johnson

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Cell: 615-428-0838 or Office: 614-588-0248 ext. 20

BES Customer Service: **1-800-270-9102**