PLACING NON-STANDARD SPECIAL ORDERS ON YOUR PUNCHOUT

STEPS TO FOLLOW

1. Requestor contacts Brown Enterprise Solutions (BES) Account Manager 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 researches item(s) and emails quote(s) to Requestor.

3. Requestor logs into procurement system 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. It should be typed as: $Q#quotenumber$.
   - The quote number will be at the top of the email received from Customer Service.
   - The $Q# and $ symbols around the quote number are critical! If the information is not entered correctly the order will be rejected.
   - For example: Quote 514805 will be typed in as $Q#514805$

5. Requestor submits the order on the system.

6. Contact BES Account Manager or BES Customer Service at 1-800-270-9102 for assistance.

BES Account Manager
Andre Johnson
ajohnson@besolutions.org
Cell: 615-428-0838 or Office: 614-588-0248 ext. 20

BES Customer Service: 1-800-270-9102