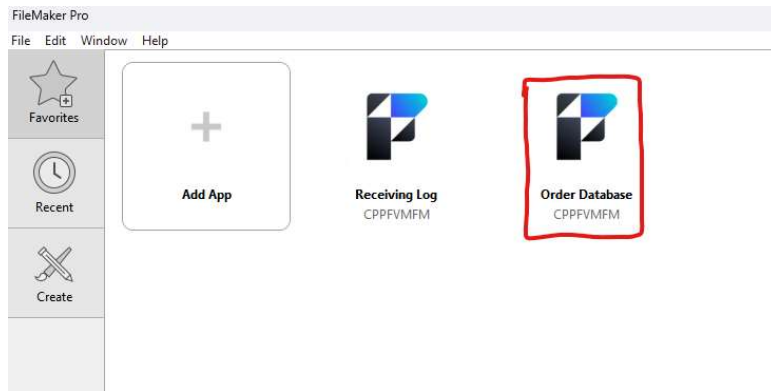


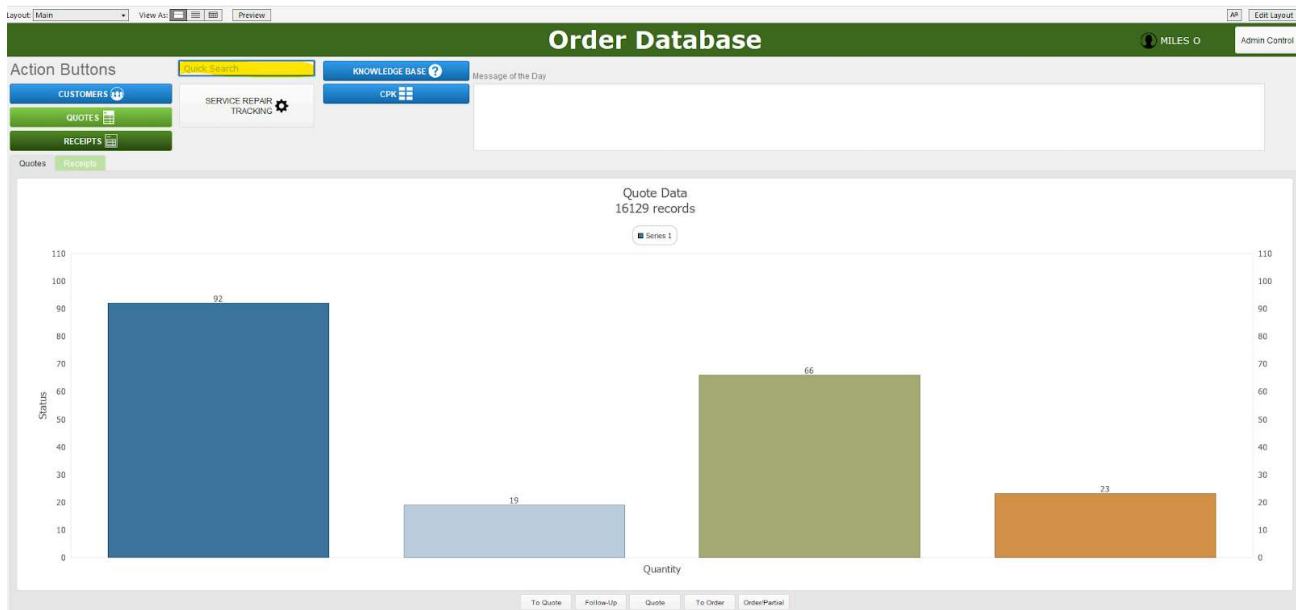
How to find a special order?

Using **FileMaker Pro**, instead of logging into the **Receiving Log** (where tasks like backstock and receiving boxes are normally done), you need to log into the **Order Database**. Follow the prompts and type in your credentials.

(Below in the red box is the **Order Database** icon)



Step 1: Once you log into **Order Database** you will be given this screen, in the yellow highlighted near the top left is a quick search bar.



The next step depends on the receiving document. Below are examples of different types of special orders you may encounter. To determine whether an order is a special order, you should always check the receiving log before reviewing the paper documents. This process is important to understand.

Below is an example of how a special order will appear when you are checking it in.

you: | tracking # | View As: | Preview

Main | NEW RECEIVING | FIND RECEIVING | SWITCH USER | REPORTS | Today is: 1/20/2026 | AMELIA S

Receive Date: 1/12/2026
 Receive Time: 2:30:23 PM
 Vendor: AMAZON
 Shipping Company: FEDEX GROUND
 PO #: GM039295

Ctns Expected: 2
 Ctns Received: 2

Shipment Notes:

Receiver: Eric L
 Log #: 51941

Receiving | Received Today | Received By Range

SPECIAL ORDER - CSQ26749 - DAVID ADAM SEGAL

Date/Time	Tracking	Carrier	Shipper #	Notes	Pk	Damaged Pic	Pallet
1/12/202	Delete 9622001900000963483700397589	FEDEX	220019		34		No
1/12/202	Delete 9622001560000963483700397589	FEDEX	220015		34		No

NOTES ARE REQUIRED WHEN NO PO IS ENTERED! OPEN BOX AND DESCRIBE SHIPMENT AND/OR ENTER PO #.

Please keep in mind that **not all special orders will appear exactly like the example shown above**. Some special orders will not display this way and will instead require you to use the receiving document. In these cases, you will notice that the **“Comment”** section is highlighted, along with a code such as **“CSQ5544...”**. The CSQ number is how we categorize orders in our order database system.

PLEASE ALWAYS LOOK IN THE COMMENT SECTION

Receiving Document - Separate Locations

Location: BRONCO BOOKSTORE

PO Number: GM038549



Received	Who	Invoice Enclosed	Bill of Lading
8/29	BH/MG	-	FEDEX Ground

PO Date: 08/25/2025
 Date Printed: 8/29/25 11:52 am
 Vendor: D & H DISTRIBUTING CO(B36742)
 Comment: CSQ26379 - AIDEN RAMIREZ

General Merchandise

Out Qty	Qty	Catalog Number		Type	SKU	Size	Cost	Retail
		Pkg Typ	Unit	Description	Term	Color		
1	1	21Q60027US	EA	1	LENOVO THINKPAD X9-15	None	\$1,729.41	\$1,800.00



Receiving Document - Separate Locations

Location: BRONCO BOOKSTORE

PO Number: GM038626



Received	Who	Invoice Enclosed	Bill of Lading
9/5	MG/	N/A	FedEx

TK

PO Date: 09/03/2025
 Date Printed: 9/5/25 2:25 pm
 Vendor: D & H DISTRIBUTING CO(B36742)
 Comment: **TECH STOCK**

General Merchandise

Out Qty	Qty	Catalog Number		Type	SKU	Size	Cost	Retail	
		Pkg Typ	Unt						Description
<u>5</u>	5	MYQW3AM/A	EA	1	(1ST GEN) APPLE PENCIL	12897063	None	\$84.55	\$89.00



<u>10</u>	10	MUWA3AM/A	EA	1	(USB-C) APPLE PENCIL	12794188	USB-C WHITE	\$65.55	\$69.00
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Receiving Document - Separate Locations

Location: BRONCO BOOKSTORE

PO Number: GM038584



Received	Who	Invoice Enclosed	Bill of Lading
8/29	BH/MG	-	FedEx Ground

PO Date: 08/28/2025
 Date Printed: 8/29/25 11:55 am
 Vendor: D & H DISTRIBUTING CO(B36742)
 Comment: **CSQ26434 - JAMIE SNYDER**

General Merchandise

Out Qty	Qty	Catalog Number		Type	SKU	Size	Cost	Retail	
		Pkg Typ	Unt						Description
<u>1</u>	1	MYJF3LL/A	EA	1	INST APPLE STUDIO DISPLAY 27" CLASS WEBCAM 5K LCD MONITOR - 16:9	12918911	27"	\$1,799.00	\$1,899.00



These examples primarily apply to **technology special orders**, but the same general process is used for **clothing special orders** as well. **Textbook orders follow a different process**, so please refer to the **Textbooks Manual** for detailed instructions.

Going back to “How to Find a Special Order” Step 1:

Using the **CSQ** number found in the **Comment** section, enter the number into **Quick Search** in the order database. You do **not** need to include the “CSQ” letters, only enter the numbers.

For example, if the comment shows **CSQ26434 – JAMIE SNYDER**, simply type **26434** into Quick Search, as shown in the picture below.

The screenshot shows the top navigation bar with a search field containing '26434'. Below the search field are buttons for 'CUSTOMERS', 'QUOTES', and 'RECEIPTS'. To the right is a 'SERVICE REPAIR TRACKING' button. Further right are 'KNOWLEDGE BASE' and 'CPK' buttons. A 'Message of the Day' box is on the far right. Below the navigation bar, there are tabs for 'Quotes' and 'Receipts'. A bar chart is displayed with a single bar labeled '92' on the x-axis and a y-axis ranging from 80 to 110.

After entering **26434**, press **Enter**. You should then be directed to the following screen.

The screenshot shows the 'Quotes' screen for 'CSQ26434-JAMIE SNYDER'. The top navigation bar includes 'Main', 'List', 'New', 'Quick Search', and 'Quotes'. Below the navigation bar, there are buttons for 'Tools', 'Email', 'Save', and 'Print'. The main content area is divided into several sections: 'Name', 'Number', 'Account Type', 'Account #', 'Acct Name', 'Summary', and 'Email Subject'. A 'Follow-Up' section is on the right, showing a table with columns for 'Automatic' and 'Manual' values. Below the main content area, there is a 'Quote Details' section with a table of items, including 'INST APPLE STUDIO DISPLAY 27" CLASS WEBCAM 5K LCD MONITOR - 16:9'. The table has columns for 'Qty', 'PARTNUMBER', 'ITEM', 'SKU', 'VENDOR', 'REFERENCE', 'Tax', 'IT Reference', 'Campus P/D/T/A', 'Order PO', 'Link', 'Priority', and 'FROM'. A 'Follow-Up Email sent from' section is on the right, showing the date '8/29/2025 2:59:57 PM' and the name 'Amelia S'.