

# Special Orders

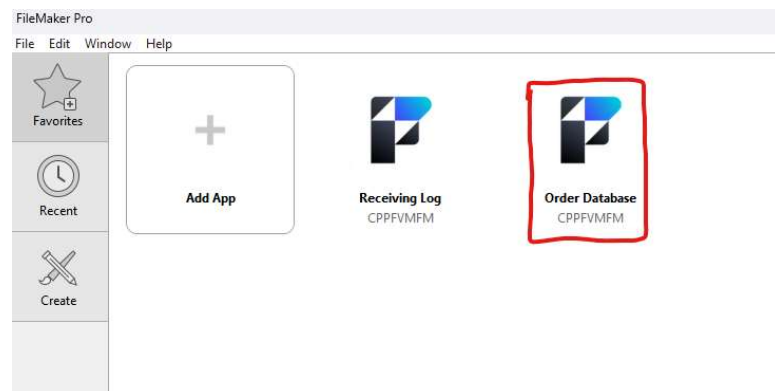
## What is a “Special Order” ?

A **Special Order** is an order created by bookstore staff to request specific items or products on behalf of a customer. These items are not regularly stocked in the store and are ordered specifically to meet the customer’s request.

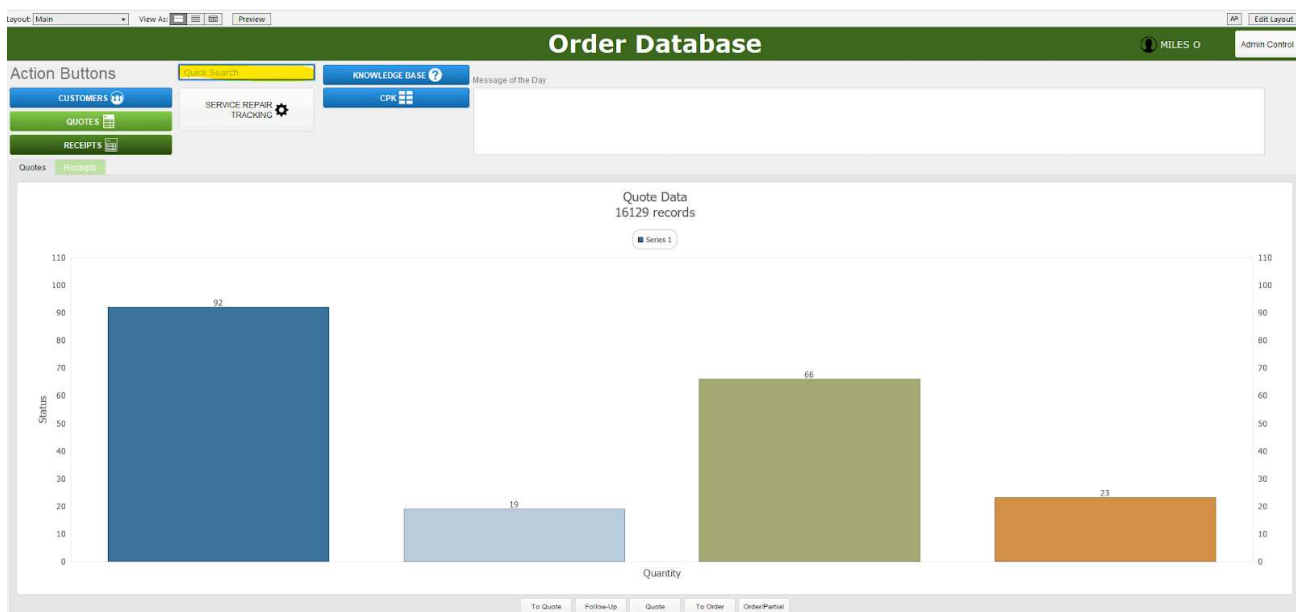
## How to find a special order?

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.

The screenshot shows a software interface for receiving logs. At the top, there are navigation tabs: Main, NEW RECEIVING, FIND RECEIVING, SWITCH USER, and REPORTS. The date is 1/20/2026 and the user is AMELIA S. On the left, there are input fields for 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), and Log # (51941). The main area is titled 'SPECIAL ORDER - CSQ26749 - DAVID ADAM SEGAL' and contains a table with columns: Date/Time, Tracking, Carrier, Shipper #, Notes, Pk, Damaged Pic, and Pallet. Two rows of data are shown, both with 'Delete' buttons. A red banner at the bottom of the table reads: '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	21Q6002US	EA	12918485	None	\$1,729.41	\$1,800.00
			1	LENOVO THINKPAD X9-15	Non-Term		

**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	Term		
<u>5</u>	5	MYQW3AM/A		12897063	None	\$84.55	\$89.00
		EA	1	(1ST GEN) APPLE PENCIL	Non-Term		
<u>10</u>	10	MUWA3AM/A		12794188	USB-C	\$65.55	\$69.00
		EA	1	(USB-C)APPLE PENCIL	Non-Term		



12897063

**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	Term		
<u>1</u>	1	MYJF3LL/A		12918911	27"	\$1,799.00	\$1,899.00
		EA	1	INST APPLE STUDIO DISPLAY 27" CLASS WEBCAM 5K LCD MONITOR - 16:9	Non-Term		



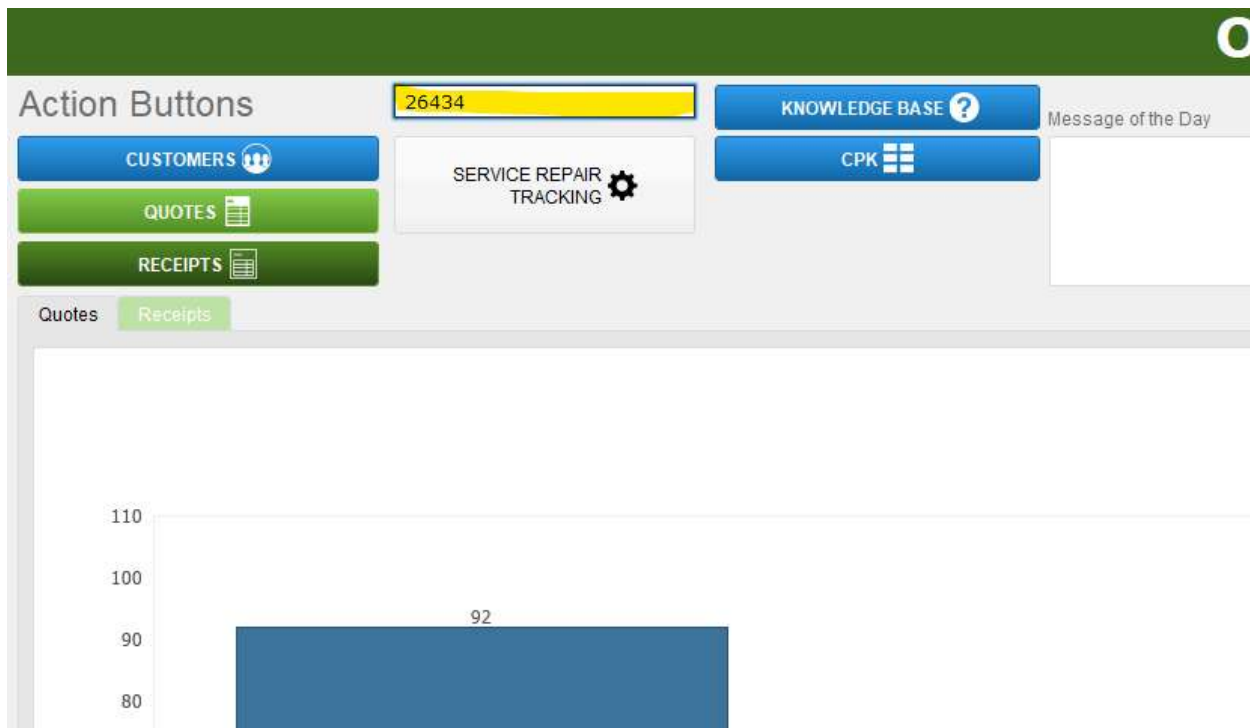
12918911

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.

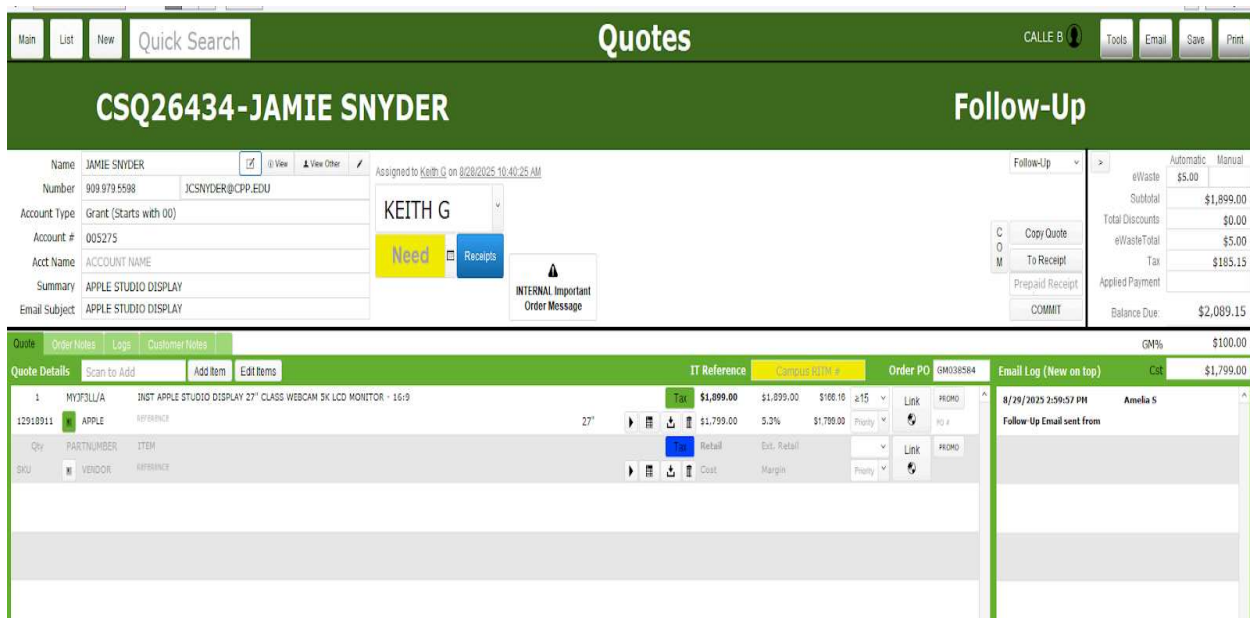
**Going back to “How to Find a Special Order” Step 1:**

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.



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



## How to Process and Verify a Special Order

This process takes place **after the order has already been received and checked in**. Although orders may arrive **mixed with regular merchandise**, **special orders must always be identified and processed first** due to their importance.

**Important: This process applies mainly to clothing special orders and non-technology items. Technology special orders follow a different process.**

### Step 1: Identify and Prioritize the Special Order

After receiving check-in is completed, review the receiving documents. Orders may be mixed together, so you must:

- Check the **Comment** section on the receiving document
- Look for a **CSQ number** (example: CSQ832647)
- Once identified, **prioritize the special order** and set it aside for verification before working on regular stock

### Step 2: Verify the Item Count

- Physically count the item(s)
- Confirm the quantity matches the receiving document
- Verify the correct item, size, and description

If anything does not match, **stop and notify a lead or manager** before continuing.

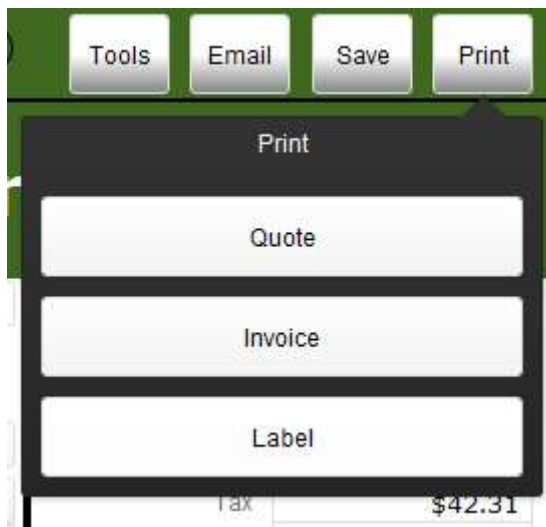
### Step 3: Print the Special Order Label

Once the count is verified:

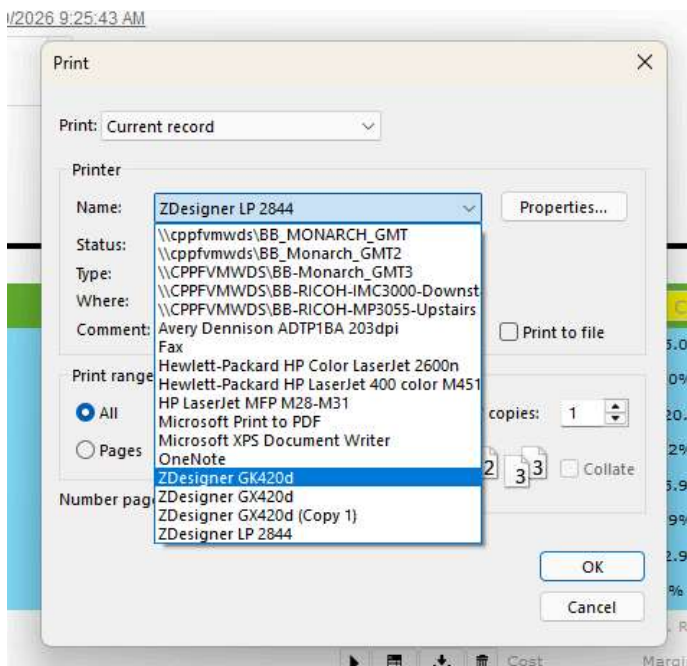
1. Go to the computer with the **label maker**
2. Open **FileMaker Pro**
3. Select **Order Database**
4. Use **Quick Search**
5. Enter **only the numbers from the CSQ**
  - Example: CSQ832647 → type 832647
6. Press **Enter**



← Near the top right of the Order Database screen after you type the CSQ click print



← After you click the print button you should see these drop down click “Label”



← Once you click “Label” you will see this prompt and there is only one computer in the warehouse that has a label printer attached to it which is the one near the register to the corner of the warehouse

#### 7. Step 4: Label the Item

- Attach the printed label directly to:
  - The item or
  - The package containing the item
- Make sure the label is **secure and clearly visible**

**For Example:**



### Step 5: File the Receiving Document

- Place the receiving document into the **designated receiving folder**
- Another team member will later **enter the order into 301**
- Do **not** complete 301 for clothing or non-tech special orders unless instructed



This is near the register to the left →

↳ This is the Special Order section ↴



### Step 6: Stage the Special Order

- Take the labeled item or package
- Place it in the **Special Order section**
- Ensure it is organized and easy to locate

### Step 7: Send a Teams Completion Message (**IMPORTANT**)

Once the order has been counted, labeled, and staged, notify leadership via **Microsoft Teams**. This is a very important step. Without this step orders will get lost in translation.

**Message format:**

CSQ832647 – [Customer Name] finished

Example:

CSQ832647 – Jamie Snyder finished

This allows a **team lead or manager** to schedule delivery or pickup.

### Key Reminders

- **Special orders always take priority**
- Always check the **Comment section**
- CSQ numbers are required for tracking of special orders
- Labels must be printed before staging
- **Teams communication is required when finished**

## How to Process and Verify a Technology Special Order

Technology special orders follow **the same general verification process** as other special orders. However, **additional steps are required in 301**, including **serialization when applicable**.

**Important:** Always follow data accuracy procedures when handling technology items. When verifying a tech special order, confirm the catalog number matches across all sources the physical item, the receiving document, and the 301 system. If there is any uncertainty or mismatch, stop and notify a lead or manager before proceeding.

### Step 1: Identify and Prioritize the Tech Special Order

After receiving check-in is completed, review the receiving documents. Orders may be mixed with regular merchandise, so you must:

- Check the **Comment** section on the receiving document
- Look for a **CSQ number** (example: CSQ832647)
- Once identified, **prioritize the tech special order** and set it aside for verification

### Step 2: Verify the Item Count

- Physically count the item(s)

- Confirm the quantity matches the receiving document
- Verify the correct item, model, and description

If any discrepancies are found, **stop and notify a lead or manager** before proceeding.

### Step 3: Access the Order in 301

Unlike non-tech special orders, **technology special orders are processed directly in 301.**

1. Log into **WinPrism**
2. Navigate to the **301 (Purple Tab)**
3. Locate the PO/GM using:
  - PO or GM number
  - Vendor name
  - SKU
  - Catalog Number (Example for apple specificity a Catalog Number will look like this MW123LL/A)
  - Item description (if needed)

### Step 4: Verify Item Details in 301

- Confirm the item listed in 301 matches the physical item by catalog or XREF
- Check quantities, SKU, and descriptions
- Ensure the order is open and ready for processing

## Example: Identifying a Tech Special Order in 301 (Purple Tab)

Below is an example of how a **technology special order** appears in **301 (Purple Tab)** after entering the PO/GM.

- The screen will look **exactly the same as any other order**
- The key difference is found in the **Comment section**

In the Comment section, you may see:

**“CSQ26728 – CAMPUS IT DEP”**

The screenshot displays the '301 Receiving' window in WinPrism. The interface includes a search bar with 'All Locations' and 'GM039300' selected. The order details are as follows:

Vendor:	DELL MARKETING L.P.	Status:	OPEN
PO Number:	GM039300	Vendor:	B36905
PO Date:	1/14/2026	Terms %:	00.00 %
ETA:	2/13/2026	Days:	0
PO Type:	General Merchandise	Buyer:	Keith Grissom
Shipping:	BLDG 66	Total Qty:	2
Comment:	CSQ26728 - CAMPUS IT DEP		

Summary statistics:

Cancel After:	1/ 1/1970	Total Recv.:	0
		Total Out:	2

Item details table:

Link	Location	Sy	O	SKU	Cat #/ISBN	Description	T	Term	Request	Out Qty	Rcv	Can Qty	BO Qty	Discr Qty	Ext. Cost	Up	Pricing
	BRONCO BO	GM		12943074	210-BPSQ	DELL PRO MAX TOWER T2 (FCT2250) CT	D	Non-Term	2	2	0	0	0	0	\$ 5169.48	0	

### Important – CAMPUS IT DEP Orders

- Special orders labeled “CAMPUS IT DEP” are *high-priority technology orders*
- These orders must be:
  - Received immediately
  - Labeled
  - Delivered to the Tech Counter as quickly as possible
- Do not delay processing or staging of these items

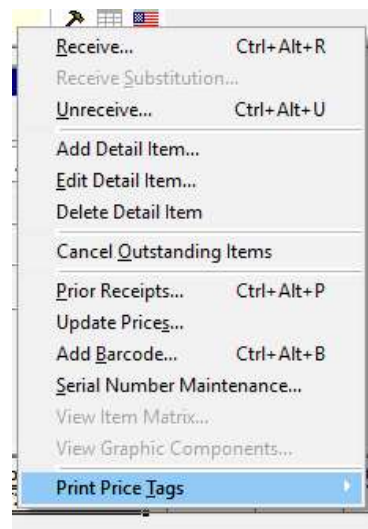
**! Reminder: CAMPUS IT DEP orders follow the same processing steps, but require faster turnaround and immediate handoff to Tech. !**

### Step 5: Serialize the Item (If Required)

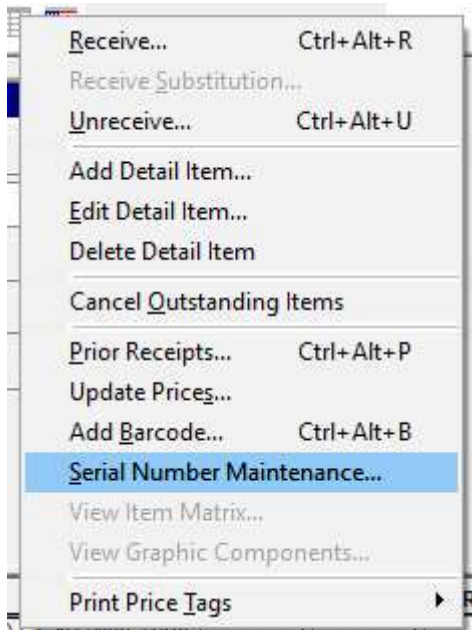
Serialization is completed **within 301** and is required for certain technology items (e.g., Apple products, laptops, Dell computers).

#### A. Check if the Item Requires Serialization

1. While in **301**, locate the item you need to verify.
2. **Right-click** on the item.
3. A menu will appear with multiple options. →



4. Select **Serial Number Maintenance**



## B. Review the System Prompt

After selecting **Serial Number** in 301, one of **three prompts** may appear:

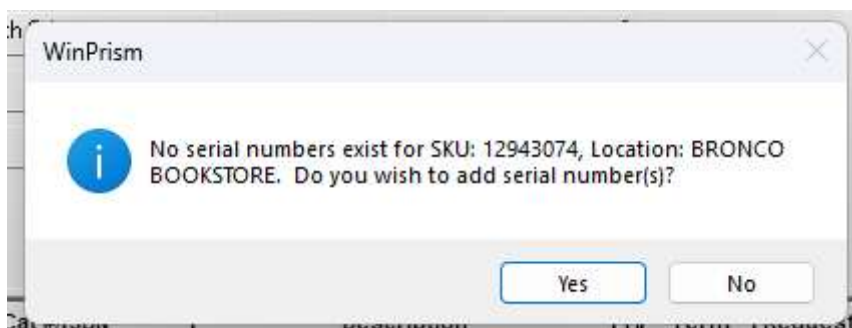
### 1. Serial Number Entry Prompt (Serialization Required)

If the item requires serialization, a serial number entry window will appear.

*(Image Placeholder – Serial number prompt)*

### 2. No-Serialization Error Message (Serialization Not Required)

If the item does **not** require serialization, this message will appear indicating that no serial number is needed. Just hit cancel then receive it.



### 3. Serialization Error Prompt (Manual Entry Required)

In some cases, you may receive an **error message even though the item is known to require serialization** (for example, Apple products, laptops, or Dell computers).

*(Image Placeholder – Serialization error prompt requiring manual action)*

**Important:** When this error appears for a technology item that is known to be serialized, **do not proceed in 301**. The serial number must be **manually added in 105 using the SKU attached to the item**.

## C. Enter the Serial Number

If the **1. serial number entry prompt** appears in 301:

- Locate **“Enter Serial Number”** near the bottom of the window
- **Scan or manually type** the serial number into the field
- You may need to **click Enter** for the serial number to register  
*(Image Placeholder – Serial number entry field)*

## D. Confirm Serialization in 301

After the serial number is entered:

- **Highlight the item** to confirm it has been serialized  
(Image Placeholder – Serialized item highlighted in 301)
- Once confirmed, **receive the item in 301**

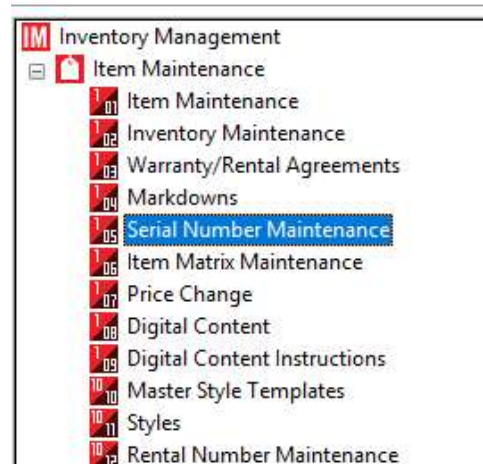
The first screenshot shows a table with columns: Description, Ti, Term, Request, Out Qty, Rcv, and Can. The row for 'DELL PRO MAX TOWER T2 (FCT2250) CT' has 'Rcv' set to 0. The second screenshot shows the same row with 'Rcv' set to 2. An arrow points from the first to the second.

### E. Verify or Manually Add Serial Number in 105

Navigate to **105 (Serial Number Maintenance)**.

- 105 is located under the

**Red Tab → + Item Maintenance → 105 Serial Number Maintenance**



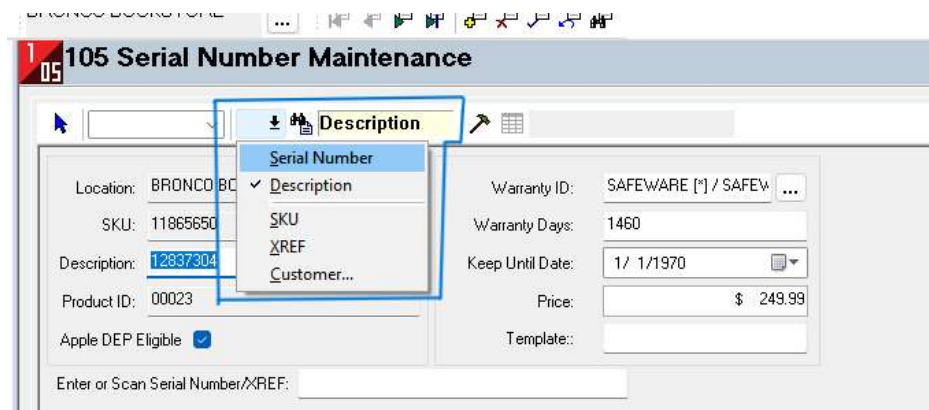
- When you click on 105 your screen should like this:

The screenshot shows the '105 Serial Number Maintenance' interface. It includes a form with fields for Location (BRONCO BOOKSTORE), SKU (11865650), Description (12837304), Product ID (00023), Apple DEP Eligible (checked), Warranty ID (SAFWARE [\*] / SAFEV ...), Warranty Days (1460), Keep Until Date (1/ 1/1970), Price (\$ 249.99), and Template. Below the form is a table with the following columns: Note, Serial #, Customer, Comment, Receive Date, Sale Date, Warranty Exp Date, Item #, Type, Tracking #, Tag Printed, XREF, and Price.

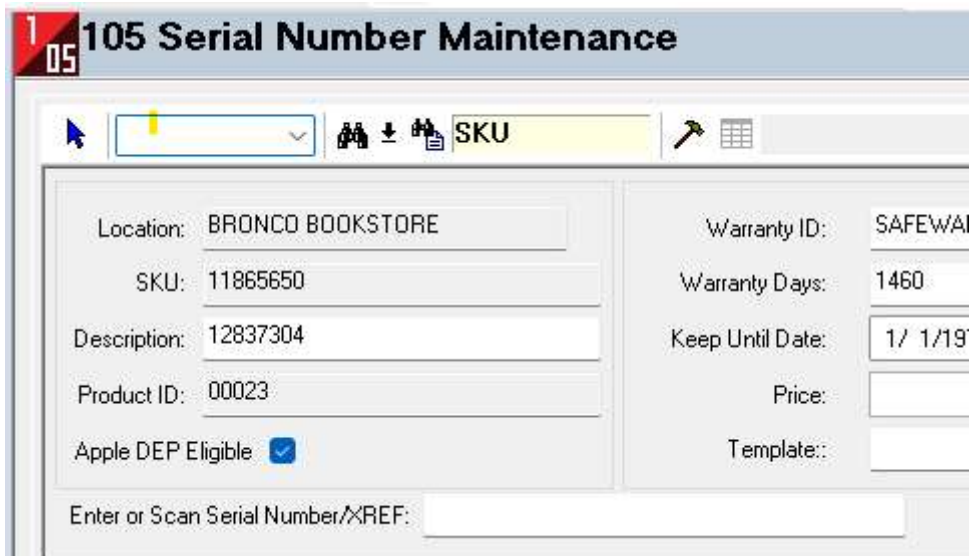
Note	Serial #	Customer	Comment	Receive Date	Sale Date	Warranty Exp Date	Item #	Type	Tracking #	Tag Printed	XREF	Price
	0003025915			1/9/2014	1/1/1970	1/1/1970	00002	Purchase Order		No	400023000023	\$ 249.99
	0003025910			1/9/2014	1/1/1970	1/1/1970	00007	Purchase Order		No	400023000078	\$ 249.99
	0003025909			1/9/2014	1/1/1970	1/1/1970	00008	Purchase Order		No	400023000085	\$ 249.99
	0003025908			1/9/2014	1/1/1970	1/1/1970	00009	Purchase Order		No	400023000092	\$ 249.99
	0003025907			1/9/2014	1/1/1970	1/1/1970	00010	Purchase Order		No	400023000108	\$ 249.99
	1000050107		Purchase Program, z/Found	5/9/2016	12/21/2018	1/1/1970	00011	Purchase Order		No	400023000115	\$ 249.99
	NL3840LQ			1/9/2019	1/1/1970	1/1/1970	00016	Purchase Order		Yes	400023000160	\$ 249.99
	sgg7x83bnf8j			1/15/2019	1/1/1970	1/1/1970	00017	Purchase Order		No	400023000177	\$ 249.99
	799368179306	Lopez, Nathan		2/12/2019	2/12/2019	1/1/1970	00018	Purchase Order		No	400023000184	\$ 249.99
	SDMPY4103K06M			2/15/2019	1/1/1970	1/1/1970	00019	Purchase Order		No	400023000191	\$ 249.99
	CS70284-1			6/4/2020	1/1/1970	1/1/1970	00020	Purchase Order		No	400023000207	\$ 249.99
	CS70284-2			6/4/2020	1/1/1970	1/1/1970	00021	Purchase Order		No	400023000214	\$ 249.99

## Searching for the Item in 105

- Click the **drop-down arrow** next to the binoculars



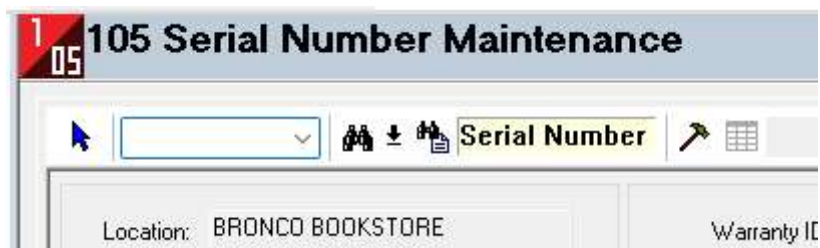
- Select **SKU** (this is the most reliable search option)



## Manual Serial Number Entry (If Required)

If the item produces a **serialization error in 301** but is known to require a serial number, the serial must be **manually added in 105**.

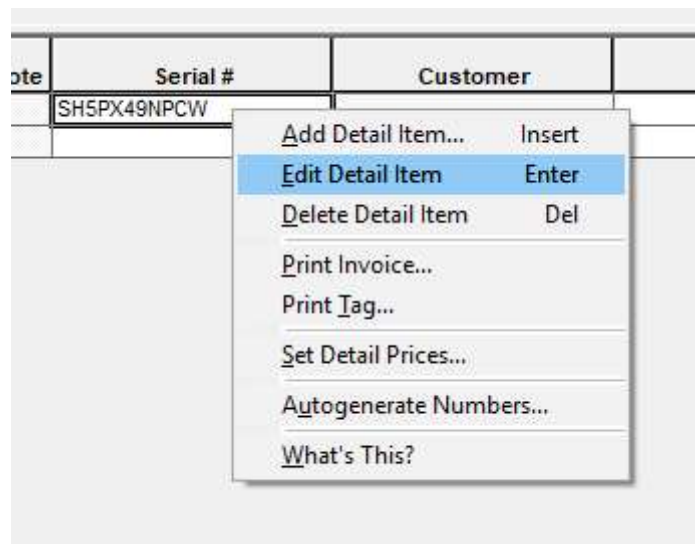
- Use the **SKU attached to the physical item** to locate the item in **105 (Serial Number Maintenance)**.
- Click the pointing down arrow and change it to serial number so the yellow box says "Serial Number"



3. **Manually add the serial number** for the item. Below in the highlighted section is where you will scan the serial number.

Location: BRONCO BOOKSTORE	Warranty ID: <input type="text"/> ...
SKU: 12925865	Warranty Days: 0
Description: M5 IPP 11 5121 SG SILVER	Keep Until Date: 1/ 1/1970
Product ID: 03055	Price: \$ 899.00
Apple DEP Eligible <input type="checkbox"/>	Template: <input type="text"/>
Enter or Scan Serial Number/REF: <input type="text"/>	

4. Confirm the serial number:
- Matches the **physical item**
5. Once the serial number is added:
- Locate the serial number you just created (Will show up at the end of the list)
  - **Right-click** on the serial number
  - Select **Edit Item**



## 6. In the Edit Item screen:

- Manually add the **Tracking Number (PO/GM)**
- Save the changes (Press OK)

The screenshot shows a 'Modify Serial Number Maintenance Item' dialog box. At the top, the price is \$ 899.00. The dialog is divided into several sections:

- Item Information:** Location: BRONCO BOOKSTORE, SKU: 12925865, Description: M5 IPP 11 5121 SG SILVER, Product ID: 03055.
- Edit Information:** Serial #: SH5PX49NPCW (highlighted in blue), Customer: [dropdown],  Not Available, Comment: [text area], Price: \$ 899.00, [Reset Price] button.
- Dates:** Receive Date: 10/22/2025, Sale Date: 1/ 1/1970, Warranty Exp Date: 1/ 1/1970.
- Tracking:** Tracking Type: Purchase Order, Tracking #: GM038932 (highlighted in yellow).
- XREF:** XREF Type: [dropdown], XREF: 403055000016, [Recalc XREF] button.

At the bottom are 'OK' and 'Cancel' buttons.

**Important:** This step links the serial number to the correct PO/GM. Do not skip this step. Missing the tracking number will cause the item to be untraceable in the system.

**Step 6: Complete Processing in 301**

- Finalize the receiving steps in **301** as instructed
- Ensure all required fields are completed
- Save and confirm the transaction
- Print sticky tags to GMT3 to add to the product

**Step 7: Label and Deliver the Tech Special Order**

- **Print and attach the special order label** to the item or package
- Ensure the label is **secure and clearly visible**

- **Immediately deliver the item to the Tech Counter on the sales floor**
  - This applies to **all technology items**
  - Do not stage tech items in the general special order area unless it is a big item or items

#### **Step 8: File Technology Special Order Paperwork**

- After the item has been received in the system:
  - Take the **receiving paperwork** to the **clock-in / clock-out room**
  - Place the paperwork in **Keith Grissom's cubby**
- Do not place tech paperwork in general receiving folders

#### **Step 9: Send a Teams Completion Message**

Once processing and handoff are complete, notify leadership via **Microsoft Teams**.

##### **Message format:**

CSQ832647 – [Customer Name] tech order processed and delivered to Tech Counter

##### **Example:**

CSQ832647 – Jamie Snyder tech order processed and delivered to Tech Counter

This allows leadership to proceed with customer communication or pickup scheduling.

#### **Key Tech-Specific Reminders**

- Technology special orders are completed **in 301**
- Serialization is required **only when prompted**
- Some items may require **manual serial entry in 105**
- Labels are required for **all tech items**

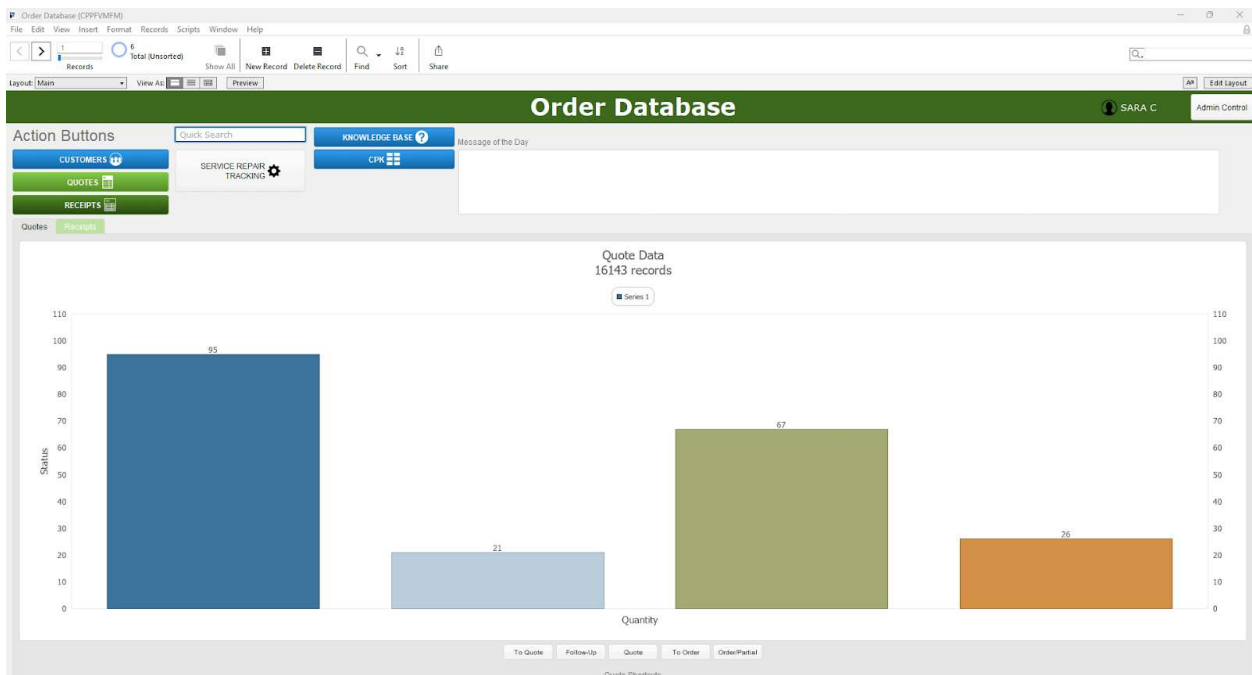
- Tech items must be **delivered directly to the Tech Counter**
- When unsure, **stop and ask a lead or manager**

## How to use FileMaker (Order Database) for looking up Products

FileMaker is used to locate product information through the **Order Database**, including customer quotes and item details.

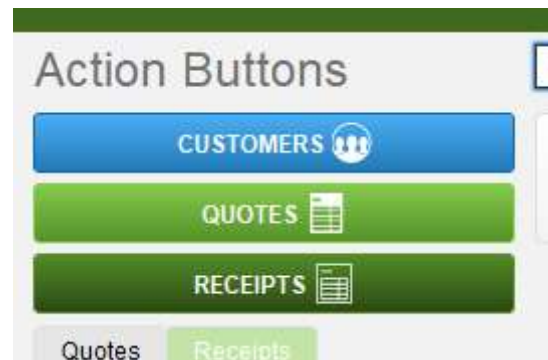
### Step 1: Log Into the Order Database

- Log into **FileMaker Pro**
- Open the **Order Database**
- You will land on the **main Order Database screen**



### Step 2: Access the Customer Record

- Click the **“Customers”** action button
- Select **any customer** from the list



**Note:** Any random customer can be used when trying to find an item. You do not need the original customer to look up a product.

### Step 3: Open the Customer Quote

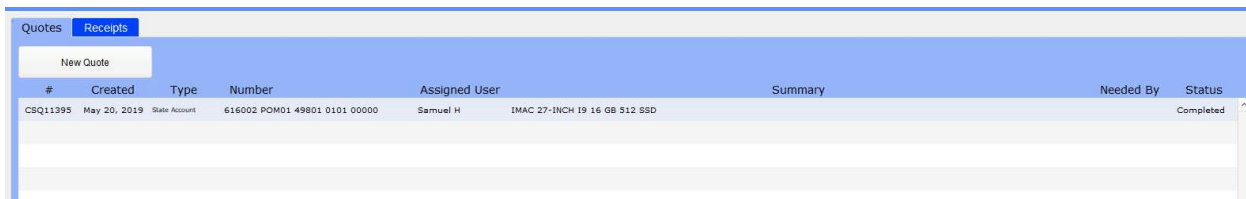
- After selecting a customer, your screen will display the **customer overview**

Name	Phone	Quote Count	Receipt Total	Receipt Count	Status
Gandavo Cirilli Santos		1	\$186.13	2	
Gandavo Guevara	626.290.9642	3	\$49.23	1	INACTIVE
H. Erkan Ozkaya	x2692	1	\$165.97	1	
Halam Ibrahim	661.470.5956	4	\$2,417.31	2	
Haining Liu	x2940	1		0	
Haleh Colestani	818.802.2864	1		0	INACTIVE
Haley Lam		1	\$3,112.26	1	INACTIVE
Hallima El maga	x2515	3	\$31,679.30	5	
Hamad Alkhalid	323.975.9923	1	\$1,327.41	1	
Hamari Alqahari	909.455.7381	1		0	
Han Pham		1		0	
Han V. Nguyen		2	\$8,774.75	1	
Hanalei Maria Vasquez	909.274.8911	2		0	STUDENT
Hank Garcia		0		0	
Hannah Demberger	661.427.7329	1	\$363.16	1	
Hannah Saldanua	014091376	1	\$914.82	1	STUDENT
Hannah Vito	714.930.5400	1	\$1,364.15	1	
Hao Ji		3	\$1,507.18	1	
Harmit Singh	323.500.8332	14	\$6,907.84	5	
Harrison Kenneth Wright	707.225.1438	1	\$1,921.20	1	STUDENT
Harry Nguyen	x2721	1	\$28,990.33	11	

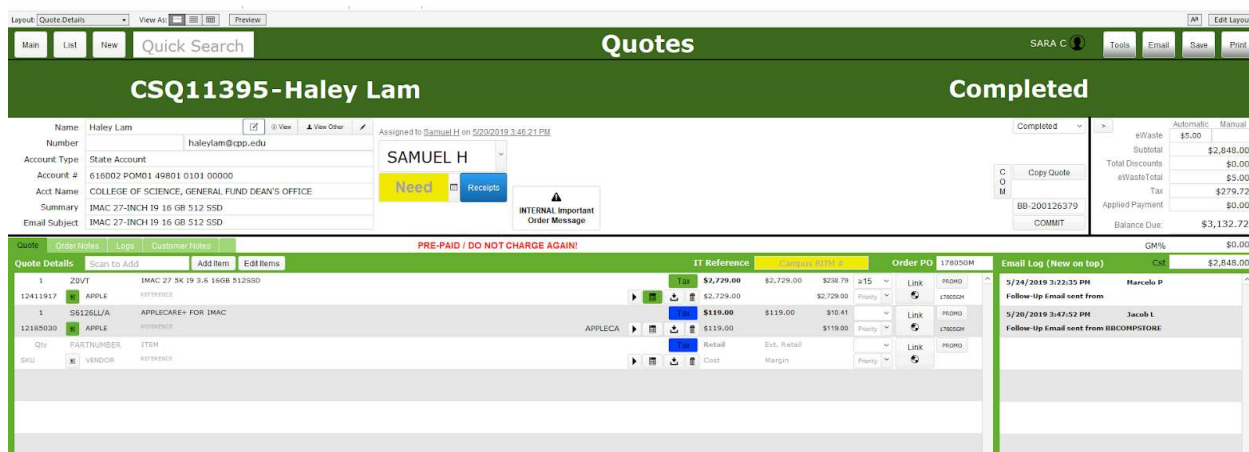
- Locate the “New Quote” button
- Directly underneath the “New Quote” button, you will see a line showing a quote created for that customer

#	Created	Type	Number	Assigned User	Summary	Needed By	Status
CRQ11395	May 20, 2019	Rate Account	616002 P0M01 49801 0101 00000	Samuel H	IMAC 27-INCH 15 1.6 08 512 3SD		Completed

- Click that quote line

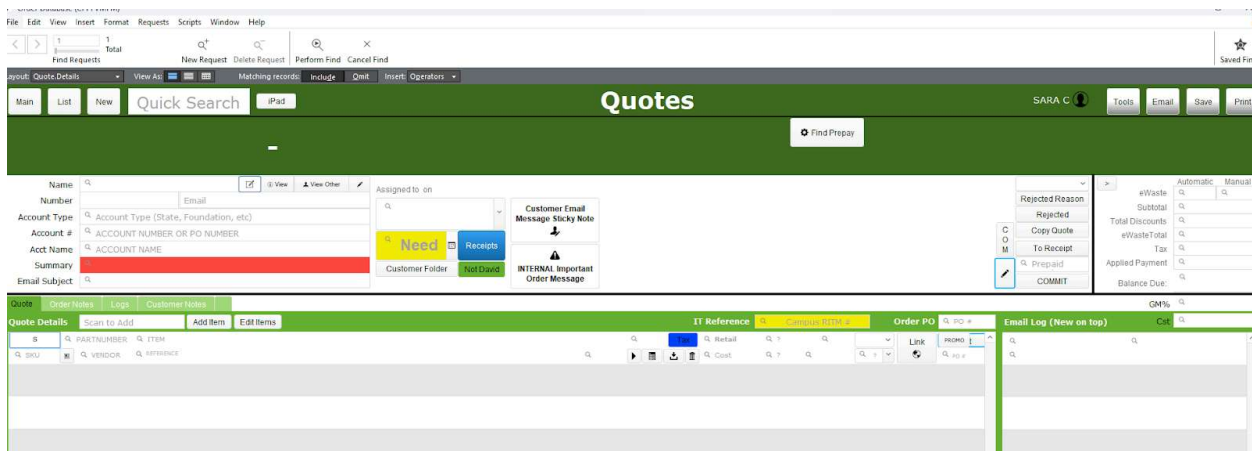


This will take you to the quote details page.



### Step 4: Use Find (CTRL + F)

- Press **CTRL + F** on the keyboard
- The **Find** screen will appear like down below

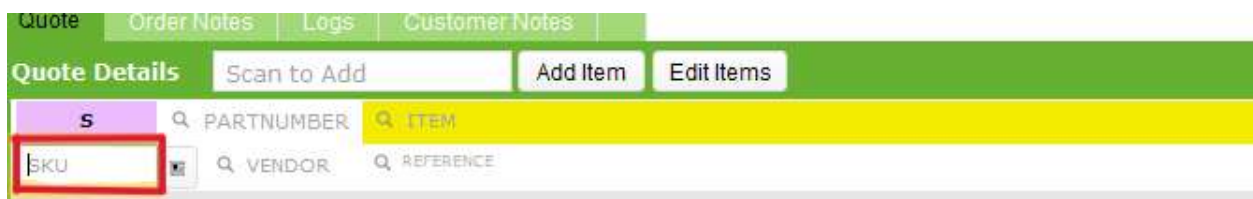


## Step 5: Search for the Product

Just like **Finding Products in 201**, use one of the following search methods:

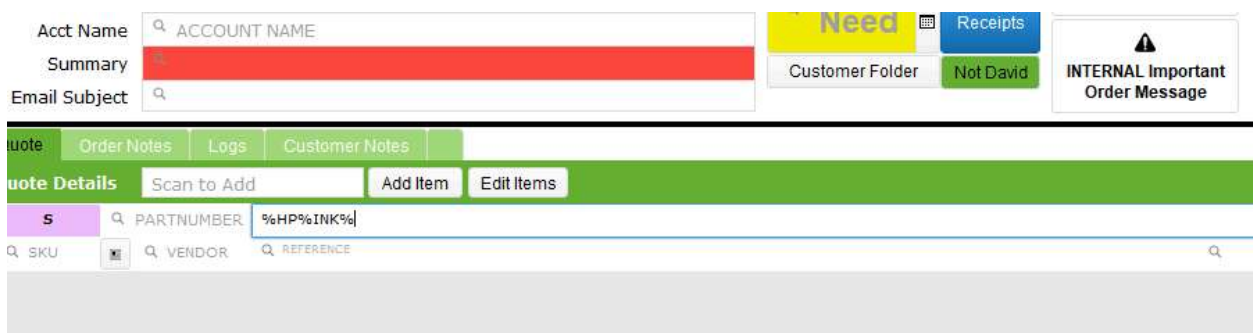
### Option 1: Search by SKU (Recommended)

- Enter the **SKU** in the highlighted field
- This is the **most accurate** way to locate a special order item



### Option 2: Search by Item Description or Name

- Use the **% symbol** before and after a keyword
  - Example: **%HP INK%**
- Press **Enter**
- This will return all results or special orders that match the description



## Additional Search Notes

- The same search method works for:
  - **SKUs**
  - **PARTNUMBER** (Catalog Number)
- If too many results appear, narrow your search using more specific terms

## Key Reminders

- SKU searches are the **most reliable**
- Item descriptions should be used only when SKU is unavailable
- FileMaker lookups help verify product details and order information
- When results are unclear, ask a lead or manager