

School Specialty Special Order Procedures

1. Call customer services (888-388-3224 # 8) and tell them you are part of CPS and you would like to get pricing on a Special Order item. Customer services will take your information and do the research to find your pricing and availability.
2. Customer services should return your call within 48 hours. When they call with the pricing information, they will ask if you are interested in ordering the item. If you are, they will assign the item(s) a CPS number. **This number is good for 30 days.** After 30 days, the number expires and you will need to call in again for a new number.
3. This Special Order number is downloaded into Oracle **once a week**, every Friday. **It is that following Monday** that you will be able to key in the CPS number (e.g. CPS00456), to place your order. **If keyed in too soon, your system will not recognize it and will not accept it.** It is about a seven-business day procedure.
4. Once your Special Order number is entered on your requisition, the normal PO process takes place with the exception of the delivery times. It will automatically generate a report to School Specialty and we will then place your order.

Delivery time will vary by product.