

# Special Order Item Acknowledgment Form Instructions (Sample)

This form is to be available to all customer service representatives and salespeople, and it is to be used at their discretion.

## How to Complete This Form

Enter the customer's name (1), purchase order number and date (2), and the customer ID or code assigned to this customer in your company's ERP system (3).

After meeting with an authorized representative of the customer and negotiating agreed-to restrictions, populate the table with the following information:

**PO Item # (1):** The line item number on the customer's purchase order (2).

**Part Number (2):** Your ERP system's part number for the item, or the customer's part number if that exists in your ERP system.

**Quantity on PO (3):** the total quantity purchased on the customer's purchase order (2).

**Restrictions: Cancelable Quantity (4):** The quantity that you would allow the customer to cancel, within one week of purchase order acceptance. This value is typically zero ("0").

**Restrictions: Returnable Quantity (5):** The quantity that you would allow the customer to return, within thirty days of receipt. This value is typically zero ("0").

### Special Order Item Acknowledgment

The items listed below are non-stock items for us and for our manufacturers. These items shall be manufactured exclusively for this purchase order. There is no other known demand for these items. As such, there are restrictions to what may be canceled and what may be returned.

(1) Quest Industries
(2) 245767-01
(2) 10/01/19
(3) 101654

company name (buyer)
purchase order number
PO date
customer ID#

| PO Item # | Part Number            | Quantity on PO | Restrictions                     |                                  |
|-----------|------------------------|----------------|----------------------------------|----------------------------------|
|           |                        |                | Cancelable Quantity <sup>1</sup> | Returnable Quantity <sup>2</sup> |
| 1         | <u>7 16-12 FBTX-IN</u> | <u>25</u>      | <u>0</u>                         | <u>0</u>                         |
| 2         |                        |                |                                  |                                  |
| 3         | (1) (2)                | (3)            | (4)                              | (5)                              |
| 4         |                        |                |                                  |                                  |
| 5         |                        |                |                                  |                                  |
| 6         |                        |                |                                  |                                  |
| 7         |                        |                |                                  |                                  |
| 8         |                        |                |                                  |                                  |
| 9         |                        |                |                                  |                                  |
| 10        |                        |                |                                  |                                  |

Notes:  
<sup>1</sup> Cancellation request must be made within one (1) week of purchase order placement.  
<sup>2</sup> Return request must be made within thirty (30) days of receipt.

As an authorized representative of my company, I accept on behalf of my company these conditions and restrictions associated with my purchase order shown above.

(4) XXXX
10/04/19
XXXX
(8)

by (signature)
date
witnessed by (signature)

(5) Race Bannon
Johnny Quest
(9)

name (print)
name (print)

(6) Senior Purchasing Mgr.
9/14/13
(10)

title (print)
date

(7) rbannon@questind.com
800-867-5309

email address
phone number

Form courtesy of WarehouseTWO, LLC • Inventory-Sharing Solution • <https://www.warehousestwo.com>

Meet with the authorized representative of the customer again and have him/her sign and date the document (4), print his/her name (5), enter his/her title (6) and provide contact information (7). Then sign (8) and date (10) the document and enter your name (9).

Once completed, file the document appropriately and create a note on the customer's order in your ERP system referencing the existence of this negotiated agreement.