Purchasing Agent Order Instructions

The authorized departmental purchasing agent is the only individual that can process faculty or staff computer upgrade orders. The agent will review all orders to ensure each approved faculty or staff member has submitted a detail quotation from a university contract vendor with their name printed on it and that it has been reviewed and approved by their department head and/or director. The agent is responsible for securing approval of any expenditure exceeding the maximum reimbursement amount. Agents will ensure the four (4) year NBD onsite warranty and the four (4) year accidental damage protection plan, where applicable, are included for all Windows-based machines. Agents will ensure all Apple desktop & laptop computers have four (4) year Safeware. The agent may begin purchasing approved computers upon receipt of their approval memo and must have all orders completed by the published order deadline.

UT Marketplace: You now have the option to purchase from any of the CUP hardware vendors below via the UT Marketplace. If you have questions on orders via the UT Marketplace, please contact Amy Dudenbostel @ adudenb1@utk.edu or call 974-3311.

Dell Orders with E-Quote or Special Quote: The agent will order Dell standard configuration or non-standard computers directly online at the Dell Premier website using the appropriate E-Quote or Special Quote. The agent may order more than one like configuration by simply changing the number in the quantity field. The agent must print a copy of the detail view of the completed Dell purchase for each order, to be submitted to OIT with the reimbursement request. Once Dell has received the e-quote, the agent releasing the e-quote will receive via email an acknowledgement, followed by an order confirmation with the order number for tracking, and finally a shipping confirmation when it ships.

The agent may contact their Dell Representative, Alan Hare at email – Alan_Hare@Dell.com, or fax (512)-283-2170. The agent should follow up with the Dell Representative to be sure their order has been processed.

Apple Orders: The purchasing agent will complete the departmental online ordering form at VolTech Online, or email their order at voltech@utk.edu with the quotation to VolTech. The agent must ensure all Apple computers have four (4) years Safeware.

Lenovo or HP: You can place orders online via UT Marketplace/PCS’s online order site. Print a copy of the vendor purchase order screen when you order online. You may also order by email to gemteam@pcs.knox.com.