

Procurement Procedures

For obtaining Quotes & Placing Purchase Orders of Texas DIR Contract
(DIR-CPO-4821)

Part 1 — Obtaining a Quote

1	Submit a quote request Contact us via the quote request form, email, or phone with a clear description of the goods or services required—including quantities, specifications, and your preferred delivery date. Initiated by the customer
2	Review & clarification Our team reviews your request and may reach out within 1 business day to clarify technical requirements, confirm quantities, or discuss alternative options that better meet your needs. Internal review
3	Receive a formal quotation A formal written quotation is issued detailing unit prices, total costs, applicable taxes, lead times, payment terms, and quote validity period (typically 30 days). Usually within 2-3 business days
4	Review & accept the quote Review all line items carefully. If adjustments are needed, request a revised quotation. Once satisfied, confirm your acceptance in writing via email or by signing and returning the quote document. Customer approval required

Part 2 — Placing a Purchase Order

5	Prepare your purchase order (PO) Issue an official PO on company letterhead, referencing the quotation number. The PO must include billing and delivery addresses, an itemized list of goods/services, agreed prices, the required delivery date, and an authorized signatory. Official document required
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6	Submit the PO to us Send the completed PO to our orders email or upload it via the customer portal. Ensure the PO references the correct quotation number to avoid processing delays. Via email or portal
7	Order acknowledgement We will send a written order acknowledgement within 1 business day confirming receipt, the agreed delivery timeline, and any special instructions. This acknowledgement constitutes acceptance of your PO. Confirmation sent by us
8	Fulfilment & delivery Your order is processed and dispatched per the agreed schedule. A dispatch notification with tracking details (where applicable) is sent when your order leaves our facility. Tracking details provided
9	Invoice & payment A tax invoice is issued upon dispatch or delivery as agreed. Payment is due within the terms stated on the invoice. Please quote the PO number on all remittances. Per agreed payment terms

Important

Verbal orders are not accepted. All orders must be accompanied by a written PO referencing an active quotation. Quotes are valid for 30 days unless stated otherwise. For urgent requirements, please contact your account manager directly to discuss expedited options.