**Procedure: How & When to Ask for Special Pricing**

**Purpose**

This procedure outlines when and how to request special pricing from vendors to optimize cost savings on outsourced orders.

**Step 1: Determine When to Request Special Pricing**

✔ **Request special pricing** when:

* An outsourced order price exceeds **$1,700**.
* The order includes **larger-than-normal quantities** (even if below $1,700; i.e. outsourced print such as 10,000 business cards, or 15,000 custom envelopes, etc.)

📌 *Note: These conditions often overlap; use discretion when deciding to request special pricing.*

**Step 2: Submit a Special Pricing Request**

1. Use the **approved script** when emailing the vendor to request special pricing (see below).
2. Send the email to the appropriate vendor.
3. Await the vendor’s response and proceed accordingly.

**Step 3: Record Win/Loss in the Special Pricing Wins Spreadsheet**

**Locating the Spreadsheet:**

* Navigate to Brenda Share
  + Sales Personal > Sam > Special Pricing Wins
  + There will be a new spreadsheet for each month labelled accordingly (i.e. SPW\_January 2025).

✔ **If the request is won:**

* Highlight the line **GREEN**.
* Record:
  + Old cost.
  + New special pricing.
  + The spreadsheet should calculate **total savings** automatically.

❌ **If the request is lost:**

* Highlight the line **RED**.
* No further action is needed beyond recording the result.

**Approved Email Script**

**Subject:** Special Pricing Request

**Email Template:**

Hi,

I was hoping you could help me! I have a client interested in **(quantity) \_\_\_\_** of **item \_\_\_\_** in the color **\_\_\_\_**.  
They are requesting the imprint to be **\_\_\_\_**.

I think we can get an order to you today with some more aggressive pricing.

Is this something you can help me with?

If you need any more information, please let me know!

**Additional Notes**

* Always ensure accuracy when submitting pricing requests.
* Consistently maintain the **Special Pricing Wins Spreadsheet** for tracking savings and vendor responsiveness.
* If special pricing is declined frequently, escalate concerns to management for vendor negotiation strategies.
* Failure to maintain and submit the **Special Pricing Wins Spreadsheet** will result in forfeiture of Support’s participation in the commission pool.