Helpful Reminders
Below are some friendly reminders concerning RazorBuy.

When Does RazorBuy Prompt Accounts Payable to Process Payment
When using the following forms the Purchase Order acts as the invoice: Invoice Attached, Employee Reimbursement, and Payment with Order. All other forms need an invoice sent to Accounts Payable for them to make payment.

SHI for Microsoft Software
Departments requesting orders directly from SHI for Microsoft software should contact the SHI team (ARKANSAS@shi.com) and provide the following information when requesting an official quote (licensing per machine):
- Full product name
- Quantity of license(s)
- Quantity of media (at least one copy suggested for backup purposes)
- Computer platform (Mac or Windows).
After an official quote has been requested by the department, SHI should drop the quote into the SHI catalog in RazorBuy. The department can then initiate the ordering process through the catalog. See the SHI Quote Process for further direction.

Supplier Reminder
Please make sure to select the correct address and distribution method on your forms. If you have a quote use the information on the quote. If the address and/or distribution method you need are not available please submit the Request a Change for a Supplier form. Please note this is a nightly update and will not be immediately available for use.

RazorBuy Password
RazorBuy is not synced with any other account. RazorBuy passwords are completely separate and must be changed every 120 days. If you forget your password you can use your security question to reset it by following these instructions.

Catalogs
When you open a Catalog in RazorBuy you do need to allow pop-ups as these are punch-out catalogs and they will open in a new window. We recommend selecting “Always Allow Pop-ups from This Site” to prevent having to allow pop-ups each time you open a catalog. Note: if you change browsers you will have to select “Always Allow Pop-ups from This Site” again.

Commodity Codes
If you are having trouble finding a commodity code, we recommend referencing the Commodity Code Favorites help document located on the RazorBuy webpage under “Frequently Asked Questions” or using a thesaurus to help you come up with new words to search.

Deposits
When you need to process a deposit you can use either the Payment With Order form or the Non Catalog Order form in RazorBuy. Please reference the “Note” section on the Payment With Order and Non-Catalog Order help documents for more detailed instructions.

Wire Transfers
Please write “Wire Transfer” in the Product Description on the form when processing a wire transfer. Also note, the system will not send the vendor a PO or any documents attached to the PO in RazorBuy for wire transfers. If you process a wire transfer and need the PO or any other documentation sent to the vendor it is the responsibility of the department to do so.