

## **Administrative Office of the Courts Purchase Requests/Procedures**

### **General Information**

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Please contact Helen Swenson at 704-4018 or at [helen.swenson@courts.wa.gov](mailto:helen.swenson@courts.wa.gov) for purchasing assistance. Helen will also assist with questions about purchasing guidelines, print requests, copy requests, supply/equipment bid requirements, and questions regarding vendors. If Helen is not available, please contact Angie Flahaut at 360-705-5318 or at [angela.flahaut@courts.wa.gov](mailto:angela.flahaut@courts.wa.gov).

### **Purchasing Procedures**

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In order to request office supplies or equipment, first send an e-mail to your supervisor requesting written approval and the budget code the purchase should be charged to. It is **not** necessary to create an incident report for requesting supplies. Once your supervisor has given you their approval, forward the e-mail to [helen.swenson@courts.wa.gov](mailto:helen.swenson@courts.wa.gov). If you are requesting software or hardware, please follow the instructions provided below.

Purchase requests are generally processed within three business days. We will contact you if we anticipate a significant delay with order processing. If an order needs to be expedited, Helen will do her best to meet your needs.

If you know exactly what is required, please provide the specific product code(s) or order number(s) for the items being requested, along with your suggested vendor.

State law requires that all agencies use the Departments of Information Services and/or General Administration statewide contracts for the procurement of many supply and equipment items. When searching for a vendor Purchasing will always consider: if there is a state contract, look for the best value, verify security, return policies, and customer service. If you have specified a vendor, and that vendor does not appear to be the best choice, we will help you select an alternate vendor.

Remember all requests need to include the budget code as well as the manager's approval.

### **Computer Hardware & Software – additional steps**

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The Infrastructure Program Associate (Christine Winslow) and Infrastructure Manager (Dennis Longnecker) are primarily responsible for monitoring and assisting with computer equipment and software purchases. Requests for computer equipment must be made using the [Computer Equipment Order Request Form](#). New software purchases begin by first consulting the AOC Supported/Prohibited Software. Then the manager should create an eService ticket requesting the purchase and providing a budget code for the purchase. Please reference [ISD Infrastructure Policy 4.15](#) for more information.

If your duties involve responsibility regarding AOC fixed assets, see the [AOC Asset Management Procedures](#) document posted on the Inside Courts homepage.

## **In House Office Supplies/Special Use Supplies**

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Staff Services maintains a large quantity of office supplies in each building. All employees are allowed access to these general-use supplies.

Large quantities or special use supplies must be ordered through Purchasing. If you need a special order or a large quantity of supplies, send an e-mail with your request to your supervisor with a copy to Purchasing. You do not need to supply a suggested vendor with these orders. Office Depot is the contracted provider for office supplies for the State of Washington. Visit the [www.OfficeDepot.com](http://www.OfficeDepot.com) website to locate the item you would like to purchase and include that in your email to your supervisor and purchasing.

It is helpful to have the item number, a brief description of the item, and the quantity you need included in your request.

## **Printing Requests – Inside AOC**

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The AOC has a large in-house Copy Center which produces the majority of our publications and special printing jobs. If you have a printing request, please email the MSD Copy Center to determine if they can complete the job for you. By using the Copy Center, you will achieve significant cost savings.

## **Printing Requests – Outside AOC**

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Print requests that cannot be filled by AOC's Copy Center must be sent to the Department of Printing. The Purchasing Desk will assist you with getting price quotes from the Department of Printing. If you are satisfied with the cost quote, please get supervisor/budget code approval and forward the request to Helen at the Purchasing Desk. Purchasing will complete a printing requisition form and attach it to your sample document for submission to the Department of Printing. Department of Printing jobs typically take about 30 days for processing, so it is essential that you plan ahead and allow plenty of time for job completion.

## **Business Cards**

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To request new business cards or to make changes to existing cards, all you need to do is write the new information on your present card and forward it to Purchasing. You can also e-mail the information if an existing card is not available. Manager approval and budget code approval are required and can be sent via e-mail.

## **Toner Cartridge Replacement**

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The Information Services Division (ISD) Customer Services section handles all toner cartridge replacement orders. To request a replacement cartridge(s) dial "3001" and select option 1 or e-mail your request to Customer Services at [AOC DL - ISD NETOPS Customer Services](#). ISD staff will send the requested replacement cartridge.