

**Fusion3**

# **General Topics**

## **PLACING STORE ORDERS WITH A PO**

**Revision 11/7/2023**

# HOW TO PURCHASE REPLACEMENT PARTS USING A PO

Our [replacement parts store](#) allows customers to purchase replacement parts, accessories, and consumables in a self-serve manner using a credit card.

We understand that not all customers have the ability to use a credit card for these purchases. For these customers, we can accept purchase orders (POs) for store orders **IF AND ONLY IF** you follow the process outlined in this document.

**IMPORTANT: Orders or POs that do not conform to this process will be rejected and we will not process/fulfill those orders.**

## STEP 1: CREATE YOUR ORDER

1. Create your order at [store.fusion3design.com](https://store.fusion3design.com) like you would if you were going to pay via credit card.
2. Make sure you add our *PO processing fee* item:  
<https://store.fusion3design.com/products/purchase-order-processing-fee>
3. When your order is complete, click "check out".
4. Log into your store account, or create one.
5. Fill out your ship-to information.

Contact  
Test McTest (test@fusion3design.com)  
[Log out](#)

Delivery method

Ship

Pick up

Shipping address

Saved addresses  
Use a new address

Country/Region  
United States

First name  
Test

Last name  
McTest

Company (optional)

Address  
4321 South Elm-Eugene Street

Apartment, suite, etc. (optional)

City  
Greensboro

State  
North Carolina

ZIP code  
27406

Phone  
(877) 452-0010

Continue to shipping

6. Select your shipping options.

### Fusion3

[Cart](#) > [Information](#) > [Shipping](#) > [Payment](#)

Contact	test@fusion3design.com	<a href="#">Change</a>
Ship to	4321 South Elm-Eugene Street, Greensboro NC 27406, United States	<a href="#">Change</a>

#### Shipping method

<input checked="" type="radio"/>	UPS - Ground (Small) (Please ensure facility is open & accepting deliveries. You are responsible for any fees if returned)	\$13.97
<input type="radio"/>	UPS - 2 Day (Small) (Please ensure facility is open & accepting deliveries. You are responsible for any fees if returned)	\$26.59
<input type="radio"/>	UPS - Next Day (Small) (Please ensure facility is open & accepting deliveries. You are responsible for any fees if returned)	\$55.98

[Return to information](#)

[Continue to payment](#)

7. On the Payment page, select "other" instead of "credit card".





### Fusion3

[Cart](#) > [Information](#) > [Shipping](#) > [Payment](#)

Contact	test@fusion3design.com	<a href="#">Change</a>
Ship to	4321 South Elm-Eugene Street, Greensboro NC 27406, United States	<a href="#">Change</a>
Method	UPS - Ground (Small) (Please ensure facility is open & accepting deliveries. You are responsible for any fees if returned) · \$13.97	<a href="#">Change</a>

#### Payment

All transactions are secure and encrypted.

<input type="radio"/>	Credit card	    and more...
<input checked="" type="radio"/>	Other	

Select customers have been offered terms to purchase items through the Fusion3 Replacement Parts Store with a purchase order. If you are unsure if your company qualifies, please contact [orders@fusion3design.com](mailto:orders@fusion3design.com).

#### Billing address

Select the address that matches your card or payment method.

<input checked="" type="radio"/>	Same as shipping address
<input type="radio"/>	Use a different billing address

[Return to shipping](#)

[Complete order](#)

8. Then click "Complete Order"
9. On the order confirmation screen, make note of your order number. This will be "SPQ22xxxx".

Fusion3



Order SPQ2216411

Thank you Test!

Your order is confirmed

Please email your PO and the number (SPQXXXXXX) for the order you just entered, to [orders@fusion3design.com](mailto:orders@fusion3design.com).

We can only accept your PO if it includes:

- All costs found on the order placed in the store (including shipping)
- Contact information (email address, name of an A/P contact and their phone number) for your accounts payable department to ensure that the invoice is processed promptly.

Please note the following:

- We are unable to use your shipping account for replacement parts due to the negative impact this has on our operations. Orders must ship on our UPS account.
- We only accept NET30 terms (unless otherwise agreed-to between our companies).
- Failure to make timely payment will result in the suspension of your company's ability to place replacement part orders using a PO.

[Track order with Shop](#)

## STEP 2: BUILD & SEND US YOUR PURCHASE ORDER

1. On your purchase order we have a few requirements:
  - a. Make sure the SPQ number that corresponds to your store order is prominently written on your PO somewhere we can easily find it.
  - b. Make sure you include the PO processing fee.
  - c. Make sure you include the actual shipping cost. We **cannot** accept POs that have \$0 shipping cost or language about adding shipping cost to the invoice.
  - d. Make sure the total \$ on the PO matches your store order **EXACTLY**.
  - e. Payment terms: We cannot accept POs with payment terms longer than net 30.

**If any of these things are missing or incorrect we may reject the order.**

2. Send us your PO:
  - a. Email your PO as a pdf to [shipping@fusion3design.com](mailto:shipping@fusion3design.com).
  - b. **PLEASE DO NOT** email your PO to other email addresses such as support@, orders@, sales@, etc. POs sent to these other addresses will be ignored.

## **STEP 3: WE REVIEW, FULFILL, & SHIP YOUR ORDER**

Once we receive your store order AND your PO:

1. We will compare the two to make sure they match.
  - a. If we find issues, depending on our workload we may be able to reach out to you quickly to correct these problems, or it may introduce a substantial delay.
2. We will fulfill your order.
3. Once the order is filled and shipped you will receive shipping notification through our store, along with a link to view tracking information.

## **STEP 4: WE INVOICE YOU**

Once your order is filled we will invoice you for the order. Payment terms begin on the day the order is filled and ships.

## **EXCEPTIONS**

For educational customers, Fusion3 will waive the PO processing fee. The rest of this process still needs to be followed. The following requirements must be met:

- The customer is a K-12 or higher education institution
- The order is placed from a .EDU email address
- The bill-to and ship-to addresses must be a valid educational institution.

## **SPECIAL CASES**

Some items require special information or special handling.

### **F306, F400, F410 XY Cable Kits**

Please remember that these are left and right specific, so make sure you order the correct side.

On your PO please note the serial number of the printer you need these for. We need this information to make sure the diameter of the replacement pulley matches your original, to preserve your XY calibration.

## **Non-Customer-Facing Items**

Occasionally you may need to purchase items that are not in our online store. In these cases, please contact our support team ([support@fusion3design.com](mailto:support@fusion3design.com)) so we can build the order for you.

## **Fusion3-Created Orders**

If we have created an order for you, we'll provide you with a SPQ number or draft order number (D####) to put on your PO.

## **International Shipping & Shipping Costs**

Orders placed via PO for international customers will ship UPS. We cannot offer additional or alternate shipping methods. We cannot use a customer's account to ship these items.