



## Vendor Contacts and Ordering Instructions

To assure PEPPM bid protection, all PEPPM orders must be faxed to PEPPM at **800-636-3779**, emailed to [orders@peppm.org](mailto:orders@peppm.org) or placed online through Epylon eCommerce. In the body of the purchase order, please include the following language: "As per PEPPM".

### Product Line: SolarWinds

### Introduction

Logisoft Computer Products is an educational software and computer products reseller. The main point of contact is Bob Long – 888-564-4763 ext 125 and by email at [rlong@logisoft.com](mailto:rlong@logisoft.com)

For general inquires, you can reach our sales team by email at [edusales@logisoft.com](mailto:edusales@logisoft.com) or by calling 888-564-4763, Option 1.

### Placing an Order via Fax or Email:

1. Locate product and prices on PEPPM.org or through a sales representative.
2. Our posted PEPPM prices are for a quantity of 1. For a specific quote, especially for larger quantities, please call our team at 888-564-4763, option 1 or by email at [edusales@logisoft.com](mailto:edusales@logisoft.com)
3. Address the orders to:  
**Logisoft Computer Products, LLC**  
**6605 Pittsford-Palmyra Rd**  
**Suite E1**  
**Fairport, NY 14450**
4. All quotes and purchase orders should state "As per PEPPM."
5. Fax the completed order to **800-636-3779** or email to [orders@peppm.org](mailto:orders@peppm.org).
  - a. Your order will be reviewed and edited by PEPPM Staff.
  - b. You will be contacted to make any necessary corrections.
  - c. Your order will be issued to the vendor within 24 hours during the business week after all (if any) corrections are made.
  - d. Your order will be archived for audit support.
6. Standard shipping is included on all orders over \$500.00.

## Placing an order Online:

Before placing an online order, make sure that your Ship-to Address has been entered by the individual in your organization that manages your Epylon information. Click on My Profile\_My Ship-to Addresses to view the addresses available on your account. If it is not listed, you must add it before creating the PO form. Ship-to Addresses are added under Accounts\_Ship-to Addresses.

1. Login to Epylon at [www.epylon.com](http://www.epylon.com).
2. Click on the Contracts tab.
  - a. Choose between a "line item" or "contracts" search.
  - b. Select **Logisoft Computer Products, LLC** from the Vendor (Awardee) list.
  - c. Click "Search."
3. Add selected line items to a List.
4. To request a volume price break, add items to a Spot Price Check form along with your desired quantity and a Response Due Date. The vendor will be notified of your request via email. Once they respond, you'll be notified and can view the response on Epylon. (After viewing a winning response, continue with the instructions that follow.)
5. Add selected items to a Purchase Order form.
6. Click "Submit" after entering a valid PO number and shipping address.
  - a. The PEPPM contract will automatically be referenced in your PO.
  - b. You will retain a copy of the sent purchase order in your Epylon account. A Printable Version is also available.
  - c. The order will immediately be viewable by the vendor.
  - d. Your order will be archived for audit support.
7. Standard shipping is included on all orders over \$500.00.

For any assistance using Epylon, contact [service@epylon.com](mailto:service@epylon.com) or call 888-211-7438.