






## Searching / Ordering / Checkout Procedure

\*\*\*There is a 15% restocking fee, so if you will need IT involvement for anything, please contact them to have them create your cart for you.\*\*\*



**NOTE:** refer to UNL Software stores when ordering software. If you perform a search in eSHOP for software and click on [Click here to Order](#) from CONNECTION INC, no matches will be found on their punch-out site.

1. Use the Search field to enter a keyword(s) to find an item, or to enter the item number if you know what it is. Or, use the categories down the left side of the page to browse available items.
2. From the Item Description page, enter the quantity in the **Quantity** field and click .
3. If you need to add other items, continue searching and adding items to your cart.
4. When you are ready to return your items to your eSHOP cart, you have two options:
  - **View My Basket** – You will be taken to the **My Basket Detail** page after adding an item to your basket, or click **My Basket** at the top of the page at any time which will display the items in your basket. You can choose to go to your basket by clicking the **View Basket** link. After viewing your items and making any necessary changes, click  from your cart.
  - **Check Out** - Either click  after adding an item to your Connection cart, or click **Checkout** at the top of the page at any time.
5. Review your order. You should receive an order confirmation automatically, but if you would like to have one sent to someone else, enter their email address here. If your order is complete, click .
6. Your item(s) have been added to the active cart in eSHOP. You can change the quantity and delete items in your cart within eSHOP, but you cannot make any additional changes. If you want to add items, you will need to go back into Connection and bring those items in separately.

## Retrieving a Quote

1. You cannot retrieve quotes from Connection's punch-out site. If you have a quote, you must fill out a Non-Catalog Order form and attach the quote there.
2. When you are checking your cart out in eSHOP, be sure to enter the quote number in the Quote Number field by following the steps below:
  - Click **Proceed to Checkout**.
  - Click the **Requisition** tab and the **Summary** tab.
  - Click the  button in the **General** section.
  - Enter the quote number in the **Quote Number** field and click **Save**.

## Creating / Accessing QuickLists

1. When viewing an item, click . You then have the option of saving it to a list that has already been created, or creating a new list.
2. To view your QuickList, from the home page, choose the QuickList you wish to view and click . From any page, click the **Account** tab under the Connection logo and choose **QuickLists**.

## Additional Information Sent

Suppliers vary in their ability to accept certain information that is sent electronically from eSHOP. So, even though you enter the data when you create the Purchase Requisition in eSHOP, it may not always be accepted by the supplier when they receive the order electronically.

1. **External Notes** – Yes
2. **External Attachments** – No
3. **Information in "Ship via" field** – No
4. **Delivery Date** – No

## Shipping Charges

1. Free shipping? – **Yes** for Standard shipping only. If a heavy weight carrier, inside delivery, lift gate or any expedited shipping is needed, there is a charge. The rate typically depends on the product size and weight, so it would be determined on a product by product basis.

## Order / Shipping Confirmation

1. Will I receive a confirmation that my order has been received? **Yes**
2. Will I receive a confirmation that my order has been shipped? **Yes**

## Viewing Previous Orders / Order Status

1. Look under the **Order History** section on the **Account Home** page.
2. Click on the Order Number to view more details.
3. To find a specific order, use the options under the **Reports** section.

## Cancelling an Order

1. Contact Connection at 866-800-0359 or email: [albert.hitchins@connection.com](mailto:albert.hitchins@connection.com) or [robert.pica@connection.com](mailto:robert.pica@connection.com).
2. Fill out and submit a Change Order Request form in eSHOP.

## Returns

1. Contact Connection for a Return Authorization Code at 866-800-0359 or email: [albert.hitchins@connection.com](mailto:albert.hitchins@connection.com) or [robert.pica@connection.com](mailto:robert.pica@connection.com).