

# Punch-Out Vendor Ordering Guide

University of Nebraska's Ferguson Account No: 112299

## Searching / Ordering / Checkout Procedure

1. If you know the Master Product ID of the item(s) you wish to purchase you can enter them here and adjust the quantity to the number of item(s) you would like to purchase. Then simply click add to the cart.
2. Use the **Search** field at the top left of your page. You can search for items based on keywords, description, product category, vendor, Master Product ID or Alt Code. Then simply enter, or the "Find It" button to the right of the search bar.
3. From the Item Description page, enter the quantity in the **Qty** field.
4. When you are ready to return your items to your eSHOP cart, you have two options:
  - **One Click Check Out** – By clicking on the One Click Checkout button, you will be automatically directed back into the eSHOP system and the item will be placed in your active cart.
  - **Add to Shopping Cart** – Click on the shopping cart icon to add an item to your Ferguson cart, or click **View Cart** at the top of the page at any time which will display the items in your cart. You can then review the items, make any necessary changes and click **CHECK OUT** from your cart.
5. If you need to add other items, continue searching and adding items to your cart.
6. Your item(s) have been added to the active cart in eSHOP. You can change the quantity and remove the items in your cart within eSHOP, but if you want to add items, you need to click the **Modify Items** link to take your cart back into Ferguson, view your cart and make the necessary additions/changes there.

## Retrieving a Quote

1. Contact your Kyle Sanchez (402) 778-7331 or Wade Carbaugh (402) 504-0451 and tell them the items that you wish to purchase. They will then create a Draft Cart/Quote.
2. You will then receive a system generated email telling you that your Draft Cart/Quote has been created and is ready to view on the Punch-Out site.
3. Navigate to your Punch-Out storefront and click the Draft Cart/Quote button in your top navigation bar.
4. Locate the draft cart you requested.
5. Click into this Draft Cart and review the items you requested. You can now simply click "Order Now" to proceed with these items to checkout.

## Creating / Accessing Favorites

1. When viewing an item, click **add to list**. You will then be prompted to name your list for future reference, or to add additional items to a list you have already created in the past.
2. Click **Saved Lists link** at the top of the page at any time to access the shopping lists you have created.

## Emergency/Will Call Orders

1. If you have a non eShop PO or an emergency PO where you need to pick up items please contact Kyle Sanchez at (402) 778-7331 or Wade Carbaugh at (402) 504-0451. They will direct you to the closest branch and work with you to process the order.
2. If you cannot reach Kyle or Wade in a timely manner, please go to your closest branch and work with a Ferguson counter associate to process your order. The following information is needed in order to process the order.
  - Facility/Department Name
  - PO number
    - If you do not have the above info you will need a PCARD to purchase the material.
  - NO MATERIAL WILL BE RELEASED WITH OUT A PO, FACILITY/DEPARTMENT NAME OR A PCARD!

## 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** – Yes
4. **Delivery Date** – Yes

## Shipping Charges

1. Free shipping - Yes

## 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? No

## Viewing Previous Orders / Order Status

1. Under **My Orders**, click on **Order Tracking** or click the **Click Here to check purchase order status** link in the Bulletin Board area.
2. By default, it shows all orders for the University. You can use the additional fields, such as the PO Number, at the top of the screen to narrow the search results or to find orders that are outside that date range.
3. Click on the **Order Number** to view more details.


## Cancelling an Order


1. Use the process above to view the order and click on the **Order Number**.
2. If the status is “In Process”, you should see an option to “Cancel Order”. **WARNING:** Clicking this link will immediately cancel the order without asking you to verify.
3. If the order has progressed too far, you won’t have the Cancel Order option. In that case, you need to contact Wade Carbaugh at [wade.carbaugh@ferguson.com](mailto:wade.carbaugh@ferguson.com) | phone (402) 504-0451 or Kyle Sanchez at [kyle.sanchez@ferguson.com](mailto:kyle.sanchez@ferguson.com) | phone (402) 778-7331.
4. Fill out and submit a **Change Order Request Form** in eSHOP.

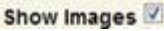
## Returns

1. Contact Wade Carbaugh at [wade.carbaugh@ferguson.com](mailto:wade.carbaugh@ferguson.com) | phone (402) 504-0451 or Kyle Sanchez at [kyle.sanchez@ferguson.com](mailto:kyle.sanchez@ferguson.com) | phone (402) 778-7331 for any material being returned. Please let them know what campus the material is at where they can pick it up.
2. Fill out and submit a Change Order Request Form in eSHOP if you returning the item and not asking for a replacement.

## Helpful Hints

If you order by item # be sure that if the punch-out site tells you a product is no longer available that you remove it from your cart. If you do not remove items from your cart then processing of the order will be delayed by at least 2 business days. If you did not remove it from your cart in Ferguson’s punch-out, you can also remove it in eSHOP. These items will have no product description (the description will look like this: ).

Click the  button next to this description to avoid delays.

- Another option: if you are ordering by item number check the box that says , which will let you know right away if a product is unavailable. Simply remove the item number and quantity from the list of items.

## Contact Us

1. For sales support, you may contact:

Wade Carbaugh at [wade.carbaugh@ferguson.com](mailto:wade.carbaugh@ferguson.com)  
phone (402) 504-0451

OR

Kyle Sanchez at [kyle.sanchez@ferguson.com](mailto:kyle.sanchez@ferguson.com)  
phone (402) 778-7331

2. For Technical Assistance:

You can also reference the "How to Navigate the Ferguson Punch-Out Storefront" document contained in the following link:  
[Punch-Out Job Aide.pdf](#)

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