

## Searching / Ordering / Checkout Procedure

\*First time users: you will be prompted for the account you are shopping for: Henry Schein Medical or Henry Schein Dental.

You can locate items several different ways\*:

### Search Box

- Enter a search term or part number in the Search box located within the page header. Results are returned based on what is found within the Henry Schein catalog used by the University of Nebraska.
- From the results page, enter the quantity in the quantity field and click [Add to Order](#).

### Order by Item Code

- Found on the home page, enter the item code and quantity to add to your cart.



### Browse Supplies

- This is found within the Supplies tab navigation and allows you to search for items based on a Category or Manufacturer.

### \*You can also use "Order from History"

4. When you have added all your items to your cart, click on [My Order: 1 item\(s\), \\$282.86](#) to view your cart.
5. Click on [Submit Requisition](#) to close the punch-out session and return to eSHOP.

## Retrieving a Quote

1. 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 Favorites

From the Supplies tab, you may create personal lists of favorite items and have the option to keep them private or share them.

1. Click the Shopping Lists link from the left navigation. Click "Create New List" button.
2. Enter a List Name and select a Sharing option. Click on [Continue](#).
3. Enter the Item Code and Quantity. Click on [Add](#).
4. Continue adding items to your shopping list.
5. You can add items to the list the next time you visit the punch-out site. Click the Shopping Lists link from the left navigation and find the desired shopping list. Click on [View/Modify](#).

## Additional Information Sent

Suppliers vary in their ability to accept certain information that is sent electronically from eSHOP. 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** – No
2. **External Attachments** – No
3. **Information in “Ship via” field** – No
4. **Delivery Date** – No

## Shipping Charges

1. Free shipping? – **Yes**

## Order / Shipping Confirmation

1. Will I receive a confirmation that my order has been received? **No**
2. Will I receive a confirmation that my order has been shipped? **No**

## Viewing Previous Orders / Order Status

1. Call customer service at 1-800-372-4346.

## Cancelling an Order

1. Call customer service at 1-800-472-4346

## Returns

1. Call customer service at 1-800-472-4346.

## Helpful Hints

- All orders returned within 45 days or less will not be charged restocking fee as long as they are unopened and unused.
- Henry Schein has only one Shipping Address and Billing Address per Account Number. These addresses can be ignored since the Shipping Address comes from the PO. When purchasing the product, all invoices are sent via cXML invoicing. You cannot change the **My Account** information.