






Punch-Out Vendor Ordering Guide

University of Nebraska's Home Depot Account No: 1475370

Searching / Ordering / Checkout Procedure

1. Use the **Search** field at the top of the page. You can search for items based on keywords, description, product category, vendor, Master Product ID or Alt Code. Enter the item you wish to search, then click "enter", or click  to the right of the search bar.
2. You can also browse for products through "Shop by Department" tab on the left hand side.
3. From a search results page, you can enter a quantity and click on  (Add Item to Shopping Cart) to add an item to your Home Depot cart. Otherwise, click on the identified item to show the item description and details page. Enter the quantity in the **Qty** text box and click **ADD TO CART**.
4. If you need to add other items, continue searching and adding items to your cart.
5. When you are ready, you can return your items to your eSHOP cart.
 - Click on  (**View Cart**) at the top of the page to display the items in your cart. Review the items, make any necessary changes and then click **CHECKOUT** from your cart.
6. Your items have been added to the active cart in eSHOP. You can change the quantity and remove the items in your cart within eSHOP. If you want to add items, you need to click on **MODIFY ITEMS** to take your cart back into Home Depot to make any necessary additions/changes.

Retrieving a Quote

1. To shop items that are not available in your Punch-Out storefront, but available in Home Depot online website:
 - Compile the items that you want from the Home Depot website.
 - Identify your Punch-out log in Unique ID in eSHOP. It is displayed under "Quotes" page accessible via the top navigation link.
 - Contact The Home Depot Pro Solution Center (PSC) at prosupport@homedepot.com or call them at **1-800-292-4208**.
 - Give the ProSupport Representative the model numbers of the list of items you would like to procure as well as your Unique ID.
 - A Draft Cart/Quote will be created and pushed into your Shopping cart in eSHOP.
2. A system generated email will be sent stating the 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 on **QUOTES** in your top navigation bar.
4. Locate the draft cart you requested.
5. Click into the Draft Cart and review the requested items. Click "Order Now" to proceed with these items to checkout.

Creating / Accessing Favorites

1. When viewing an item, click **SAVE TO LIST**. You will be prompted to name your list for future reference, or to add additional items to a list you have previously created.
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 call the Pro Solution Center at **1-800-292-4208**.
2. If you cannot reach the solution center, please go to your closest branch and work with The Home Depot counter associate at the Pro Desk to process your order. The following information is needed in order to process the order.
 - Facility/Department Name
 - Employee Name/Identification
 - PO number
 - If you do not have the above information you will need a PCARD to purchase the material.
 - **NO MATERIAL WILL BE RELEASED WITHOUT A PURCHASE ORDER OR A PCARD!**

Additional Information Sent

Suppliers vary in their ability to accept certain information transmitted electronically from eSHOP. Data entered when creating the Purchase Requisition in eSHOP 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** – Yes
4. **Delivery Date** – NO

Shipping Charges

1. Free shipping? Yes – Home Depot has indicated that they will deliver orders to respective campus locations free of charge. If orders are received prior to 10:00am CT, departments can expect same day delivery services. If orders are placed for items not currently in-stock in the local store, please consult with your local Home Depot store manager for delivery information.

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 **Order History**, select the date range for which you want see your orders and click Display.
2. 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. Contact Pro Solution Center to cancel the order – via email or phone with the order number as reference.

Returns

1. All returns need to be made in store with the item and receipt.

Helpful Hints

If you order by item # and the punch-out site states a product is no longer available, you need to remove it from your cart. If you do not remove items from your cart, the Pro Solution Center representative will be contacting you to see if you wanted a replacement item or to not fulfill the item.

Contact Us

1. For sales support, please contact:
Sonja Stoll
Sonja_Stoll@homedepot.com
Phone 320-217-3962
2. For Technical Assistance:
You can also reference the below training videos on “How to navigate in the punch-out” and “How to use the Quote to cart feature.”
Procurement Overview
<http://media.homedepot.com/services/player/bcpid643284746001?bctid=4801881011001>

Quote to Cart Feature
<http://media.homedepot.com/services/player/bcpid643284746001?bctid=4801812691001>