



# Punch-Out Vendor Ordering Guide



Account Number: **1554671 (UNMC)**

## Searching / Ordering / Checkout Procedure

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. You can also use the tabs at the top of the page to browse the Products and Solutions.
2. From the Item Description page, enter the quantity in the **QTY** field and click **Add to Order**
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, click the **Cart \$36.45** button the top right of the page at any time which will display the items in your cart. You can then review the items and make any necessary change to the items by editing the quantity.
5. Click **Submit Order** from your cart.
6. Your item(s) have been added to the active cart in eSHOP. You can remove the item(s) in your cart within eSHOP, but if you want to add items, you will need to punchout to the Medline supplier site again.

For **Quick Order**, when you know the item # you wish to purchase: click on **My Account** , access the quick order list in the lower right hand corner, enter item # and quantity you wish to purchase and click **Add To Order**

## Retrieving a Quote

The pricing setup on the punch-out is competitive and takes account for high quantity purchase so quotes shouldn't be needed when purchasing through Medline, use the punch-out catalog for purchases

1. You cannot retrieve a quote on the Medline 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 then the **Summary** tab
  - Click the edit button in the **General** section
  - Enter the quote number in the **Quote Number** field and click **Save**

## Creating / Accessing Favorites

Favorites in the Medline punch-out are called **templates**, templates are used to allow for quick reordering of items frequently purchased. You can access previously created templates by clicking on **My Account** → **Order Templates**

1. Select the item(s) you are interested in reordering again in the future by checking the box to the right of the item
2. Click **Add to template** (located at the top of the item list, below the product description/image)
3. Select a template you have previously created **or** click on **Add New Template**  
\*\*When creating a new template be sure to name it so that it is easily located in the future, we recommend starting with "UNMC", a short version of your department name, list description      example: UNMC COM Dr. Joe Lab
4. Click **Add and Save**

## Additional Information

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.

- **External Notes** – No
- **External Attachments** – No
- **Information in "Ship via" field** – No
- **Delivery Date** – Yes



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## Shipping Charges

1. Free shipping? – Orders over \$150 for products that come direct from Medline warehouse

## 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**

Your email order confirmation should contain an estimated shipping date. Otherwise you can check the order status through the punch-out, which will show you shipping date and tracking numbers.

## Viewing Previous Orders / Order Status

1. Click on **My Account** ▾
2. Click on **Search Orders**
3. Enter the search criteria and click **Search**

\*\* Note: When using the **Search For** text box you can enter only 1 of the following to view results: **PO Number, Order Number, GLN**

## Cancelling an Order

1. Contact the University's dedicated service Rep, Heather Weir at 800-633-5463 ext 8197 or [hheins@medline.com](mailto:hheins@medline.com)

## Returns

1. Click on **My Account** ▾
2. Click on **Create Return**
3. Enter the search criteria and click **Search**

\*\* Note: When using the **Search For** text box you can enter only 1 of the following to view results: **PO Number, Order Number, GLN**

4. Locate your order from the list, in the **Return** column click on the hyperlink associated with your order.

Once returned product has been received by Medline, a credit memo will be issued against the original purchase order.

## Helpful Hints

1. If you need to reach someone at Medline for assistance you can call: 1-800-633-5463

### **Dedicated Service Rep:**

Heather Weir  
800-633-5463 ext 8197  
HHeins@medline.com

### **Sales Rep:**

Linda Gresham  
888-849-7358  
LMGresham@medline.com

2. For rush orders: Orders received by noon for in stock items are shipped same day with next day delivery.