



## Hosted Vendor Ordering Guide

### Searching / Ordering / Checkout Procedure

1. Click the Rainin icon and enter a search term or part number in the Search box. Click the  search icon.
2. From the results page, enter the quantity in the quantity field and click **Add to Cart**.
3. If you need to add other items, continue to add them to your cart.
4. When you are ready to checkout, click  at the top right of the page or click **1 item(s) added, view cart** after you add an item to your carts in your cart. You can then review the items and make any necessary changes.
5. Follow your normal process for submitting an order and click **Proceed to Checkout** or **Assign Cart** from your cart.

### 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

1. When viewing an item, click **add favorite**. You can choose to add the items to an existing Favorites folder or create a new one.
2. Click the **favorites** tab at the top of the page at any time to access your favorite folders. From here you can create new folders and manage existing folders and items.

### 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** –can include special notes and Rainin will view this information, however it creates an exception and order processing could take longer
2. **External Attachments** – can include attachments and Rainin will view this information, however it creates an exception and order processing could take longer.
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, however the email will be sent to the name of the contact person associated with the Rainin account, not the shopper.**
2. Will I receive a confirmation that my order has been shipped? **No**

### Viewing Previous Orders / Order Status

1. Call 1-800-472-4646 or send an email to [cs@rainin.com](mailto:cs@rainin.com).

## Cancelling an Order

1. Call 1-800-472-4646 or send an email to [cs@rainin.com](mailto:cs@rainin.com).

## Returns

1. Call 1-800-472-4646 or send an email to [cs@rainin.com](mailto:cs@rainin.com).