

Punch-Out Catalog Ordering Guide

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. Or browse by category.
2. Once you find the desired product, click **add to cart**.
3. When all items are added to cart, click on MY CART at top right of screen to preview your cart or **PROCEED TO CHECKOUT**.
4. Click on **Transfer Shopping Cart**.

Retrieving a Quote

1. From time to time you may need a special quote, if items are not available in the hosted catalog or if a large quantity is being ordered. To obtain a quote you will need to call Voss Lighting at 402-328-2283 (Lincoln) or 402-592-1930 (Omaha)
2. To process a quote in eSHOP complete a Non-Catalog Order form, listing out the lines of the quote. For help creating a non-catalog order you can watch a video by [clicking here](#).

Creating / Accessing Favorites

1. Use the search field to enter a keyword(s) to find an item, or to enter the Product Code if you know what it is or shop by Category.
2. Once you find the desired product, click Add to Shopping List. You may add to an existing shopping list or name a New Shopping List.
3. To view all shopping list click on menu bar.

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? Yes

Viewing Previous Orders/Order Status

1. Call Voss Lighting and request the status of your order by providing the PO Number (beings with "E")

Lincoln location 402-328-2283

Omaha location 402-592-1930

Cancelling an Order

1. The cancel order button will only appear on the View Order page for orders that are still in processing.
2. Some orders may not be able to be cancelled. Voss Lighting will be able to provide more details, but you will need to provide your PO Number.

Lincoln location call 402-328-2283

Omaha location call 402-592-1930

3. Fill out and submit a Change Order Request form in eSHOP.

Returns

1. Call Voss Lighting and request a return. You will need to provide the PO Number (beings with "E")

Lincoln location 402-328-2283

Omaha location 402-592-1930