

## Punch-Out Vendor Ordering Guide

### Searching / Ordering / Checkout Procedure

1. Select your location (United States) if entering the punch-out site for the first time.
2. Use the **Search** field to enter a keyword(s) to find an item, or to enter the part number if you know what it is. Or, use the categories across the top of the page to browse available items.
3. Update your quantity and click on .
4. Indicate your shipping preference, estimated shipping charges are included.
5. Once you have items in your cart, click on .
6. The Options and Confirm Order page will appear. Select either *Electron Spec Sheet* or *Paper Spec Sheet* and enter the PI Information.
7. Click on .

### Retrieving a Quote

1. You cannot create retrieve a quote on the IDT 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 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. You can create a Wish List within the IDT punch-out site.
2. Once you have added items to your shopping cart, click on  for items you wish to save for use later
3. To view your wish go to  tab and click on , adjust the quantity of items you wish to order, check the box next to the line and click on .

### Additional Information Sent

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.

1. **External Notes** – No
2. **External Attachments** – No
3. **Information in "Ship via" field** – No
4. **Delivery Date** – No

### Shipping Charges

1. Free shipping? – **No**
2. Shipping/Handling/Freight charges supplied on the punch-out will come back into eSHOP as a line in your cart.
3. Estimated charges should match the invoice.

### 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**

## Check Status of Order

1. When you punch-out to IDT the main page will have a section titled: **Your Order Center**. Here you can view your **Order History**. For more details click **(view all)**.
2. If you need more details you can call IDT Customer Care at (800) 328-2661.

## Cancelling an Order

1. To cancel an order call IDT Customer Care at (800) 328-2661.
2. Fill out and submit a Change Order Request form in eSHOP.

## Returns

1. Returns are not allowed as each order is customized specific for your needs.

## Helpful Hints

Custom sequencing can be ordered directly in the IDT punch-out website. The punch-out supports both copy/paste or excel file upload process. To learn more about working with the custom sequencing options in the IDT punch-out watch the instructional video developed by IDT located at:

<https://www.youtube.com/watch?v=MbqTujfCMlk>