



UNMC GENERAL SUPPLY ORDERING GUIDE

Searching/Ordering/Checkout Procedure

1. From the Home Page there are two options:
 - Click on General Supply, enter specific item to search or click directly on the search button and browse the catalog. **Add to cart**, click cart on top bar to display items in your cart. **Proceed to Checkout**. Required fields are highlighted at top of page. Enter information and **Submit Requisition**.
 - Click on Quick Order, this search is all vendors and may bring up multiple choices. Enter all item #'s needed, click on cart on top bar. Quantity of 1 defaults. Change quantity if necessary.

Creating/Accessing Favorites

1. When viewing your items in the cart, there are various options on the left which includes adding this item to a favorites cart if it is routinely ordered or removing the item.
2. To view list of created carts click on **favorites** near the top of the screen.

Changes

1. DO NOT enter a change order form. Changes can only be entered by contacting General Supply directly.

Order/Shipping Confirmation

1. Will I receive a confirmation that my order has been received? Yes. Upon the requisition approval a purchase order # will be assigned and you will receive an e-mail notification.
2. Will I receive a confirmation that my order has been shipped? No. Process is the same as current.
3. Any order on eSHOP for General Supply (once approved) says complete. The usual turnaround time for orders is 3 days. If it has been a week and you have not received your item, please call General Supply to inquire.

Order Tracking

1. General Supply delivers all packages but most orders are placed through an outside vendor. Questions relating to the order should be directed to the vendor. If you need further assistance, refer to the Working with Vendors guide or contact the Procurement Help Desk at 402-559-5400 or unmcprocurement@unmc.edu.

Viewing Previous Orders

1. Search by document number from top of home page or search by completed orders on the left of the page.

Cancelling an Order

1. Prior to the approval stage, view requisition. In upper right hand **Available Actions**, click **Withdraw Entire Requisition**. Once the requisition has been approved the order has been sent to General Supply. Call to cancel order.
2. Fill out and submit a Change Order Request form in eSHOP.

Returns

1. You will need to contact General Supply for all returns.

Helpful Hints & Tips

1. For **order changes and questions**, contact Susan Waller at 402-559-5893 or smwaller@unmc.edu
2. For **package tracking and delivery changes**, contact:
 - Randy Harder at 402-559-5895 or rharder@unmc.edu
 - Casey Wood at 402-559-5249 or casey.wood@unmc.edu

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