



Punch-Out Vendor Ordering Guide

University of Nebraska's Fisher Scientific Account Number: 038632-001

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, use the shop product tab on the left side of the page to browse available items.
2. From the Item Description page, enter the quantity in the **Quantity** field and click add to cart
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 shopping cart logo** at 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  from your cart.
6. Click .
7. Your item(s) have been added to the active cart in eSHOP. You can change the quantity and remove the items in your cart within eSHOP, but if you want to add items, you need to click the **Modify Items** link to take your cart back into Fisher Scientific, view your cart and make the necessary additions/changes there.

Note: new custom attributes will be applied to certain items within a hosted eSHOP catalog (or to proxy items loaded to allow punch-out to level-II items).



Alternate Product Available
Shipping Charges Apply



"My Lists" Item
Smartspend Item

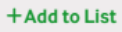

FreeSample (no icon)

Alternate Product Suggestion (no icon)

Retrieving a Quote

1. Hover over **Your Account > Quotes** click the **Quotes**. Any available quote will be displayed.
2. Click **view details** on the quote listing for more information and to add the quote to your order.
3. Enter the quantity of each item and click **Add to Cart**. Follow the process outlined above for checking your cart out of Fisher Scientific and returning to eSHOP.

Creating / Accessing Lists

1. When viewing an item, click add to list . You then have the choice of which list to save it to, if you have created more than one or you can create a new list. Once added an Icon will appear next to item .
2. Hover over **Your Account** near the top right of the site. A menu will appear and select **My Lists**. A new screen will appear asking you to select an existing list or create a new list. After choosing a list from either a Personal or Company tab, click the list name to activate it.

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

Shipping Charges


Free shipping:

- Fisher's standard shipping method for anything with a catalog number that **DOES NOT** start with "NC" or "50" or list the manufacturer as Life Technologies. Standard shipping may be overnight or 2-day if this is Fisher's normal shipping method for an item.
- Fuel surcharges – none
- Ice charges – none
- Hazardous material charges – none

Shipping charges:

- Expedited shipments (anything faster than Fisher's standard shipping method)
- Shipment of products with catalogue numbers beginning with "NC" (non-catalogue 3rd-party, non-discounted, special items)
- Shipment of products with catalogue numbers beginning with "50" (3rd-party discounted product)
- Any item in the Fisher punch-out catalog with the encompass logo. 

Viewing Previous Orders / Order Status

1. Hover over **Your Account** and select **Order Status** in the drop down menu to activate it.
2. By default, it shows all orders for the University of Nebraska. You can use the additional options at the top of the screen to narrow the search results or to find orders in a specific date range.
3. Click on  to view more details.

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** (The email notification that Fisher has received your order should contain an Estimated Shipping date. Otherwise you can check the order status in eSHOP and by checking the Order Status screen on Fisher's site, which will show ship date and tracking numbers.)

Cancelling an Order

1. Contact the University's onsite customer service rep, Laurie Kersten at 402-472-1931 or 877-755-2377. She will need the University purchase order # or the Fisher Scientific order number. If an item has already shipped, she can arrange a return after you receive the product.
2. Fill out a Change Order Request form in eSHOP.

Returns

1. Contact the University's onsite customer service rep, Laurie Kersten at 402-472-1931 or 877-755-2377, by fax at 412-200-6501, or by email at laurie.kersten@thermofisher.com. She will need the University purchase order # or the Fisher Scientific order #.
2. Tell her which items you want to return, and why.
3. She will create a return authorization and arrange for pickup and return of the product.
4. A credit memo for the returned product will be processed when the goods have been received by Fisher, and will be issued against the original purchase order.

Helpful Hints and Tips

1. **For Rush orders:** Enter the details of your shipping requirements in the External Notes field on the Summary tab, which will automatically route the order to the University Fisher Scientific representative, Laurie Kersten **and she will process your rush order.**

Click [here](#) for more information on the local Fisher Scientific Team and services provided.