









Punch-Out Vendor 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, use the categories across the top of the page to browse available items.
 - If you have a large amount of items that you know that item numbers for, click the **Bulk Requisition Pad** link in the **Quick Item Entry** section on the right side of the page. Enter the Quantity and Item # for each item and click  when you are finished.
2. From the Item Description page, enter the quantity in the **Quantity** field and click .
3. To check availability of item(s), simply enter your desired quantity as previously instructed, ensure your ship-to address zip code is accurate, and simply wait for the system to populate your estimated arrival time to the right.
4. If you need to add other items, click the **Continue Shopping** link and add additional items to your cart.
5. When you are ready to return your items to your eSHOP cart, either click  after adding an item to your Grainger cart, or click  **Requisition Form:** at the top of the page at any time which will display the items in your cart. You can then review the items, make any necessary changes and click  from your cart.
6. Click  to bring the item into your eSHOP shopping cart or  to change/add/remove items.
7. Your item(s) have been added to the active cart in eSHOP. If you want to make any changes to your items, you need to click the **Modify Items** link to take your cart back into Grainger, view your cart and make the necessary additions/changes there.

Retrieving a Quote

1. You cannot retrieve a quote through the Grainger punch-out site. If you have a quote, you must fill out a Non-Catalog Order form and attach the quote there.
2. To retrieve a quote on catalog items, please contact your Grainger Account Manager, Roni Hulne, at 531-205-9334 or roni.hulne@grainger.com.
3. Grainger also has the ability to source/special order products outside their catalog; please contact your Grainger Account Manager, Roni Hulne, at 531-205-9334 or roni.hulne@grainger.com for assistance with pricing, product availability, quotes, and any other questions you might have.
4. 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 the **Add to Personal List** link. You then have the option of saving it to a list that has already been created, or creating a new list.
2. Click . You can choose to add the item to an existing list or create a new one.
3. Click the **Shared** link (under the Products tab) at any time to access the shopping lists you have created. You can also manage your lists from this location.

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? – **Yes**, except for expedited shipping.

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. Click the “Order History” link at top left of Grainger website.
2. Contact Grainger Customer Service at 877-202-2592 or by email at CustomerSupportW4@grainger.com.

Cancelling an Order

1. Contact Grainger Customer Service at 877-202-2592 or by email at CustomerSupportW4@grainger.com.
2. Fill out and submit a Change Order Request Form in eSHOP.

Returns

1. Contact Grainger Customer Service at 877-202-2592 or by email at CustomerSupportW4@grainger.com or visit your local branch (returns can be processed locally).

You can return new and unused items. In order to help expedite the processing of any product returns and order cancellations, please provide the Grainger Order Number and/or Grainger Part Number to the service team member in order for an RGA to be created so your item can be sent back to Grainger for credit. Send RGA request to:

CustomerSupportW4@grainger.com

You can also use the email address above for order placement, returns, tracking information, etc.