



Punch-Out Vendor Ordering Guide



Merchant Account Number: 283863 (main account number for University of Nebraska, individual orders may have different account numbers)

Searching / Ordering / Checkout Procedure

1. 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 left of the page to browse available items.
 - If you have a large amount of items that you know that item numbers for, click the Order by Item# tab at the top of the page. Enter the Item or Model Number and Quantity for each item and click  when you are finished.
2. From the Item Description page, enter the quantity in the **Qty.** field and click .
3. If you need to add other items, continue to add them to your cart.
4. When you are ready to return your items to your eSHOP cart, either click  after adding an item to your Newegg Business cart, or click  at the top of the page at any time which will display the items in your cart. You can then review the items and make any necessary changes.
5. Enter your zip code in the Calculate Shipping field and click . The prices for the shipping options will show so you can then choose the option that you want.
6. Click  from your cart. Your item(s) have been added to the active cart in eSHOP. You can remove the items in your cart within eSHOP, but if you want to make additional changes, you will need to return to the Newegg Business punch-out site and bring additional items in that way.

Retrieving a Quote

1. You cannot retrieve a quote from the Newegg Business punch-out site.

Creating / Accessing To-Buy Lists

1. When viewing an item, add a Quantity and click . Your item is added to the "Temporary To-Buy list" tab. A Temporary To-Buy list is not viewable from another computer and items will be deleted from the list after 30 days.
2. To move the item to a Saved To-Buy List, can then select it and choose to add the item to an Existing To-Buy List and click , or enter a name for a new list and click .
3. Click  at the top of the page at any time to access the To-Buy Lists you have created. You can also manage your lists from this location.

Note: Newegg items cannot be stored as an eSHOP Favorite.

Shipping Charges

1. Free shipping? – **Only select items** with "Super Eggsaver (4-7 Business Days)" include free shipping. For other options, add your zip code in the **Calculate Shipping** section and the price for each method will show.

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**
3. See Helpful Hints #3 for details on Newegg auto cancellations.

Viewing Previous Orders / Order Status

1. Click the  and choose **Order Status**. Enter your PO or Order number and click . Your order status will be listed.
2. Use any of the other options on the left to view previous orders or returns (RMAs).
3. In addition, you can view your shipping confirmation, status and tracking number on the eSHOP Purchase Number on the Shipments tab.

Canceling an Order

1. Check your order status. If the status is "Processing" you can cancel it by going to the order detail page. If the status is "Charged", the order has likely entered the shipping process and can't be modified or cancelled. You will need to contact Newegg Business at (888) 978-8988 if you wish to cancel the order.
2. Fill out and submit a Change Order Request Form in eSHOP.
3. See Helpful Hints #3 for details on Newegg auto cancellations.

Returns

1. Click  and choose Returns (RMA) from the options on the left. There you will find instructions for obtaining a RMA (Return Merchandise Authorization) and for returning your merchandise. If you have questions, you can contact Newegg Business at (888)978-8988.

Helpful Hints and Tips

1. The eSHOP Newegg catalog is part of the neweggbusiness.com website/products.
2. If you are looking for an item that is not coming up in search results and the item part number does not begin with "9SIA" you can send an email to our Sales Rep: Patrick Cho Patrick.P.Cho@NeweggBusiness.com, and request that the item(s) be added to the University of Nebraska's SciQuest Punch-out. Patrick will typically respond within 1 Business Day. Part numbers beginning with "9SIA" are consumer products and cannot be loaded into the eSHOP catalog. You will need to order these products through the Newegg.com website with your Pcard.
3. Newegg sends back shipment/confirmation notices in eSHOP. If Newegg is unable to fulfill any part of the PO they will automatically cancel the item(s) in eSHOP. You will receive an email notification from eSHOP if this occurs, however you will not receive a notice from Newegg. You can find out details about shipping by going to your PO and clicking on the Shipments tab. All order acknowledgements/confirmations/tracking numbers/cancellations will be available on this tab. If no shipping information is found you will need to contact your procurement office (UNL: eSHOP Help Desk 2-9200). Procurement Services will periodically update commitments and cancellations from Newegg in SAP without the need to complete a change order request form.
4. Note: Newegg **DOES NOT** accept non-catalog orders. Refer to the above helpful hint/tip #2.