
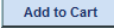







Punch-Out Vendor Ordering Guide



Searching / Ordering / Checkout Procedure

1. If you have the item number for the item you want to order, enter it in the **Quick Order** field and click  .
2. 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.
3. From the Item Description page, check the box under **Add to cart** and click  .
4. Enter the quantity in the **Quantity** field and click  .
5. If you need to add or remove items, click the **Add or remove products** link at the bottom of the page.
6. When you are ready to return your items to your eSHOP cart, 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 Quiagen's punch-out site, view your cart and make the necessary additions/changes there.

Retrieving a Quote

1. You cannot retrieve a quote on the Qiagen punch-out site. If you have a quote, you must fill out a Non-Catalog Order form and attach the quote there. Or create your cart using the Qiagen punchout site, then enter the quote # in the "Notes to all Suppliers" field in the External Notes and Attachments area of the requisition. Qiagen Customer Service will see the external note and will change the pricing in their system before the order is placed and billed.
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 cannot create Favorites on the Qiagen punch-out site.

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

1. Free shipping? - **No**

Viewing Previous Orders / Order Status

1. The Qiagen punch-out site does not have the capability for displaying order status at this time.

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**

Cancelling an Order

1. You will need to contact Qiagen at 800-426-8157 to cancel your order.
2. Fill out and submit a Change Order Request Form in eSHOP.

Returns

1. You will need to contact Qiagen at 800-426-8157 to get an authorization to return your order.