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## HELPFUL HINTS

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In the punch-out, please be aware of the stock status of the items. If the item says "Call for Availability" keep in mind that this could potentially delay the order if the item is not in stock, or specially ordered at the factory. For questions about product availability, it is best to contact Rensenhause at (402) 465-5151 to confirm.

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## SEARCHING / ORDERING / CHECKOUT PROCEDURE

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1. Use the Search bar in the top center of the page to find a specific product. Search for items using part #, manufacturer, description, or keywords. The search bar will drop down a list of recommendations, select the appropriate one and click search.
2. Items can also be searched by using the BROWSE PRODUCTS button to the left of the search bar. Select a category and narrow the search using the filters along the left-hand side of the page.
3. Items will be displayed by general descriptions. Manufacturer, item #, catalog #, and a detailed description can be found below. Once an item is located, select a value in the QTY field to the right using the + and – buttons, then click Add to Cart.
4. At any time click on the CART button at the top right of the page to display all items in the cart.
  - You can modify or make any changes to items and quantities in your cart at any time.
5. Once all items have been located:
  - a) Click Submit Cart to place an order to Rensenhause; or
  - b) Click Request a Quote. Confirm the items in the quote, then click Continue to Next Step.
    - Fill out contact information and all other required fields then click Submit Quote Request
    - A request number will be provided and the RFQ will be sent to Rensenhause.

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## RETRIEVE QUOTES

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**\*Follow these steps if during checkout you selected the Request a Quote option\***

1. Once the quote has been uploaded, a notification will be sent via e-mail.
2. To retrieve a quote, select the QUOTES button at the top right of the page below the SAP Ariba logo. This will allow you to see the published quote.
3. If you wish to order the items on the quote, click the BUY button which will redirect you to a summarization page. Click ADD QUOTE TO CART to add all the items from the quote to the cart.
4. Return to your shopping cart and click SUBMIT CART to place the order.

If you do not know the exact items you are looking for, or would like to request a quote via phone or email:

- Contact Rensenhause at (402) 465-5151 or call account manager, Jim Richard at (402) 730-0627 with the items that you wish to purchase. Quote requests can also be emailed to [LincolnSupport@rensenhouse.com](mailto:LincolnSupport@rensenhouse.com).
- A quote will be uploaded to the Punch-Out site. At this point follow the steps 1 through 4 above.

If there are special requests to be accommodated, please let your salesman know.

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## CREATING / ACCESSING “MY CATALOG”

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“Catalogs” can be created to store items for repeat orders, individual purchasers, special products, etc.

1. To create a new Catalog, click the My Catalog button at the top of the page to the left of the “Quotes” button, then click the ADD NEW button and assign a catalog name.
2. Products can be added to a Catalog at any point by clicking the My Catalogs button that sits below the product description.

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## DELIVERY / RUSH ORDERS

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- If you have a non-SAP Ariba PO or an emergency PO that you need to pick up, please contact Rensenshouse at (402) 465-5151 or Jim Richard (402) 730-0627 to get the order submitted.
- If an emergency occurs after hours, please call Rensenshouse’s afterhours line at (402) 499-8547 for assistance from an on-call associate.

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## ADDITIONAL INFORMATION SENT

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Suppliers vary in their ability to accept certain information that is sent electronically from SAP Ariba. So, even though you enter the data when you create the Purchase Requisition in SAP Ariba, it may not always be accepted by the supplier when they receive the order electronically.

- External Notes: Yes
- External Attachments: No
- Information in “Ship via” field: Yes
- Delivery Date: Yes

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## SHIPPING CHARGES

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Free shipping: Yes\*, for all in-stock and contract related items.

\*Contact Rensenshouse at (402) 465-5151 or Jim Richard at (402) 730-0627 for shipping costs on any non-stock/non-catalog items, or for expedited shipping options

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## ORDER / SHIPPING CONFIRMATION

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Will I receive a confirmation that my order has been received? Yes

Will I receive a confirmation that my order has been shipped? No

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## VIEWING PREVIOUS ORDERS / ORDER STATUS

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Call Rensenshouse at (402) 465-5151 with a PO number or a list of the items ordered, and a sales associate can provide the status of the order.



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## CANCELLING AN ORDER

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Once an order has been submitted, call Rensenhouse at (402) 465-5151 to discuss cancellation options.

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## RETURNS

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Contact Rensenhouse at (402) 465-5151 or Jim Richard (402) 730-0627 for any material that needs to be returned. Arrangements will be made for pick up/delivery of the material. Upon receipt and inspection of the material by Rensenhouse, a credit memo will be issued.

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## SUPPLIER CONTACT INFORMATION

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Rensenhouse  
(402) 465-5151

Jim Richard  
(402) 730-0627  
[Jim.Richard@rensenhouse.com](mailto:Jim.Richard@rensenhouse.com)

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## TRANSMISSION METHOD

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- PO Transmission Method: Electronic
- Invoice Transmission Method: Electronic
- Credit Memo Transmission Method: Electronic