

# Punch-Out Vendor Ordering Guide

University of Nebraska's Uline Account No: 7822791

## Searching / Ordering / Checkout Procedure

1. Use the **Search** field at the top right of the page to search for items. You can search based on keywords, description, product category or model number.
2. From the Item page, enter or adjust the quantity in the **ADD TO CART** field, and click the **ADD** button.
  - Note: When placing an order through SAP Ariba, you receive special "last column" pricing on all model numbers starting with an S. The discounted price will show after the item has been added to your cart.
    - **Last Column Pricing:** Order an item with a model number starting with an S and you will receive the last tiered pricing regardless of quantity. This can be found on the My Pricing Tab under the item price chart.
3. For additional items, repeat steps 1 & 2.
4. If you would like to bypass searching and order by model number, click **Quick Order** on the website header and select **Order by Model Number**. Add your model numbers and quantities and click **Add to Cart**
  - You can also enter multiple items by using the **Paste Items Page** link. (This is a copy and paste feature.)
5. When you are ready to return your items to your SAP Ariba cart:
  - **Transfer Cart to Ariba** – By clicking **Checkout** on the View Cart page, you will be automatically directed back into the SAP Ariba system with the item(s) in your active cart.
6. You can change the quantity and remove items in your cart within SAP Ariba, but to add items you need to click **Modify Items**. This will take you back to Uline, where you can make the necessary updates.
7. Your special "last column" pricing is only available when your order is placed through SAP Ariba.
8. **Large Volume Quotes:** To purchase a volume exceeding largest quantity listed, please reach out to our Customer Service team at 1-800-295-5510 or customer.service@uline.com to request a quote.
  - You can also **Request a Quote** in the SAP Ariba catalog. Type "Request Quote" in the global search bar and click on the **Online Quote Request Form** link.

## Creating / Accessing Shopping Lists

1. When viewing an item, click the **Shopping Lists** tab located beneath the pricing grid.
  - You can add to a current list using the 'List Name' drop down and click 'Add' or select 'Create New List' in the drop down.
  - This tab also has a link to the **Shopping Lists** page.
2. To order from the Shopping Lists page, select a list and click 'Add to Cart' per line item or 'Add All Items to Cart' for the entire list.
3. Click **My Account** at the top of any page at any time to access your **Shopping Lists**.

## Emergency/Will Call Orders

1. Will Call/Pick-up orders are available in the US; however, all orders placed before 6pm will ship out the same day.
  - Expedited and overnight services are available (charges will apply).

## Additional Information Sent

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 visible to the supplier when they receive the order electronically.

1. **External Notes** – Yes
2. **External Attachments** – No
3. **Information in “Ship via” field** – Yes
4. **Delivery Date** – Yes

## Shipping Charges

1. **Free shipping** – No

## 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

## Viewing Previous Orders / Order Status

1. Under **My Account**, click on **Order History** link under the **Orders** heading.
2. You can view your orders or company orders for the university system, this can be changed by selecting the appropriate radio button. You can use the Keyword Search bar to search by PO Number, Order Number, Model #. You can also Filter the results per contact or location by using the ‘Filter By’ link.
3. Click on the **Order Number** or **Invoice Number** to open Order Details. Here you will have the ability to **Track** your order.
4. You can also get to the **Track Orders** page by using the **My Account** links.

## Cancelling an Order

1. Call **1-800-295-5510** to speak to a Uline Customer Service Representative.
2. If the order has progressed too far, the Uline Customer Service Representative will provide instructions for returning the item(s).
3. Fill out and submit a **Change Order Request Form** in SAP Ariba.

## Returns

1. Contact Uline Customer Service at **1-800-295-5510** or by email at [customer.service@uline.com](mailto:customer.service@uline.com).
2. The Uline Customer Service Representative will provide instructions for returning your item(s).
3. Fill out and submit a **Change Order Request Form** in SAP Ariba if you are returning the item and not asking for a replacement.

## Helpful Hints

Order History, Shopping Lists, Favorite Items and Quote pages can also be downloaded to an EXCEL or CSV file to sort and organize. Click the **EXCEL** or **CSV** link found near the **Add to Cart** button.

## Contact Us

If you have questions navigating the website or need help finding a product, please feel free to call **1-800-295-5510**. A Customer Service Representative is available to help 24 hours per day, 365 days per year.