

## HELPFUL HINTS

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

1. The hosted Newegg Business 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 the Catalog Support Manager, Fabian Alston Fabian.A.Alston@neweggbusiness.com, and request that the item(s) be added to catalog/punch-out. Fabian will typically respond within one business day. Part numbers beginning with "9SIA" are consumer products and cannot be loaded into the hosted Newegg Business catalog. You will need to order these products through the Newegg.com website with a credit card.
3. Several options to refine a search are available while searching for a specific IT product. For example, power searches, selecting/de-selecting certain 3rd party sellers, pricing, customer rating, etc.
4. If Newegg is unable to fulfill any part of the PO they will notify the requestor/buyer via email with an update or ETA of the item if out of stock. 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 entering your PO or Order number by clicking [My Account](#). All order acknowledgements, confirmations, tracking numbers, and cancellations will be available on this tab.
5. If shipping information does not appear within 24 hours after receiving the order confirmation, please contact Fabian Alston via email or phone.

Note: Newegg DOES NOT accept non-catalog orders. Refer to the above helpful hint/tip #2.

## SEARCHING / ORDERING / CHECKOUT PROCEDURE

1. Use the Search field to enter a keyword(s) to find an item or to enter the known part number. Or, use the categories across the left of the page to browse available items.
  - If you have a large number 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 [Add to Cart](#) when you are finished.
2. From the Item Description page, enter the quantity in the **Qty.** field and click [ADD TO CART](#).
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 [CHECKOUT](#) after adding an item to your Newegg Business cart, or click [0 Items](#) 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 [Update](#). The prices for the shipping options will show so you can then choose the option that you want.
6. Click [CHECKOUT](#) from the 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.

## RETRIEVE QUOTES

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There are no current functions on retrieving a quote within the punch-out. If a quote is needed for a non-catalog item or if a purchase request is outside your purchasing limits, please email your request to [Fabian.A.Alston@neweggbusiness.com](mailto:Fabian.A.Alston@neweggbusiness.com)

## CREATING / ACCESSING TO-BUY LISTS

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### Creating To-Buy Lists

- When viewing an item, add the quantity and click [Add to To-Buy List](#). Create a new list or add the item to an existing list. Note: A Temporary To-Buy list is not viewable from another computer and items will be deleted from the list after 30 days.
- If you want to move an item in the shopping cart to the To-Buy List, from within the product details click on [Move to ...](#) and create a new list or add the item to an existing list.

### Accessing To-Buy Lists

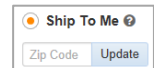
- From Buying Tools dropdown at the top right of any screen, click [To-Buy List](#) to access the To-Buy Lists you have created. You can also manage your lists from this location.
- To move the item from the To-Buy List to your shopping cart, select the checkbox next to the item(s) and click on [Add to Cart](#).

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

## SHIPPING CHARGES

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Free shipping: **Only select items** with “Super Eggsaver (2-7 Business Days)” include free shipping. For other options, enter your zip code in the shopping cart.



## 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? Yes

## VIEWING PREVIOUS ORDERS / ORDER STATUS

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1. Click on [My Account](#) and choose [Order History](#). Enter your PO or Order number and click Search. Your order status will be listed.
2. To view purchase orders or RMA's (Returns), follow step one and click on REFUND or REPLACE.

Note: items that start with “9SIA” or “9SIV” may ship outside the normal two to seven day delivery time frame if the 3rd party seller is located internationally.

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## CANCELLING AN ORDER

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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 cannot be modified or cancelled. You will need to contact Newegg Business at (888) 482-6678 if you wish to cancel the order. Calling is the most effective way in doing this however you have the option of sending an email to [Fabian.A.Alston@neweggbusiness.com](mailto:Fabian.A.Alston@neweggbusiness.com).
2. Fill out and submit a Change Order Request Form in eSHOP.
3. See Helpful Hints #4 for details on Newegg auto cancellations.

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## RETURNS

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

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## SUPPLIER CONTACT INFORMATION

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Newegg Business Catalog Support Manager:

Fabian Alston  
[Fabian.A.Alston@neweggbusiness.com](mailto:Fabian.A.Alston@neweggbusiness.com).  
(626) 271-1321 ext. 22546

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## TRANSMISSION METHOD

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