

B&H Photo Ordering Guide

Updated April 1, 2026



Helpful Hints

1. B&H does not process orders from Friday evening – Saturday evening.
2. On the B&H Photo main page, go to customer service on the left side, and go to Hours of Operations link.

Searching / Ordering / Checkout Procedure

1. On the B&H Photo main page, go to the Customer Service section on the left side, and go to Order / Quote Lookup link. Enter the required information to locate a quote.
1. Once the desired item has been found, fill in the quantity and click on Add to Cart.
2. You may be prompted with accessories or optional products for the item selected. Click on Keep Shopping or View Cart.
3. To view your cart, click on the cart icon at the top right.
4. The current order displays and you can adjust quantity, select protection plans if desired, or remove items.
5. To calculate shipping enter your zip code and click on the desired shipping option.
6. Once order is ready for completion, click on Punchout. You will then be returned to your active cart in eSHOP.

Retrieve Quotes

1. On the B&H Photo main page, go to customer service on the left side, and click the Order/Quote Lookup link. Enter the required information to locate a quote.
2. When you are checking your cart out in eSHOP, enter information into the Quote Number field by following the steps below:

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- a. Proceed to checkout
- b. Click the requisition tab and the summary tab
- c. Click Edit button in the General Section
- d. Enter your Quote # in the Quote field and click Save.

Creating / Accessing Favorites

Favorites cannot be saved on the B&H Photo's punch-out site.

Shipping Charges

Free shipping: Yes. Shipping will be charged on the invoice when the weight is in excess of 70 lbs. or expedited delivery is requested in the punch-out.

Order / Shipping Confirmation

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

On the B&H Photo main page, go to customer service on the left side, and click on the Order/Quote Lookup link. Enter the required information to locate an order.

Cancelling an Order

Contact the B&H Account Team. By reaching out to the Nebraska team via email at Nebraska@bhphoto.com or phone at (212) 502.6268 ext. 7746

Returns

On the B&H Photo main page, go to customer service on the left side, and click the Return & Exchange link.

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Supplier Contact Information

Contact the B&H Account Team at (212) 502.6268 ext. 7746 or Email: Nebraska@bhphoto.com or on the B&H Photo main page, go to customer service on the left side and click on Contact Your Account Team link.

Transmission Method

1. PO Transmission Method: Electronic
2. Invoice Transmission Method: Electronic
3. Credit Memo Transmission Method: Paper

Large Projects

Whenever working on a large project, please reach out to our direct business development rep Reuvy Levine. The earlier you reach out for the project the more he can help.

rlvine@bhphoto.com