Uline Ordering Guide

Updated August 25, 2026

Searching / Ordering / Checkout Procedure

1. Use the **Search** field at the top right of the page to search for items. 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.
3. For additional items, repeat steps 1 & 2.
4. To order by model number, click **Quick Order** on the website header and select **Order by Model Number**. Add the model numbers and quantities and click **Add to Cart**
    a. Multiple items can be entered by using the **Paste Items Page** link (copy and paste feature).
5. When ready, return the items to the SAP Ariba cart:
    a. **Transfer Cart to Ariba** – click **Checkout** on the View Cart page, the page will automatically be directed back into the SAP Ariba system with the item(s) in the active cart.
6. Quantity changes and removal of items can be completed in the cart while in SAP Ariba. To add items, click **Modify Items,** which launches Uline again to make the necessary updates.
7. **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.
    a. To **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.

Copyright © University of Nebraska Board of Regents

   a. Add to a current list using the ‘List Name’ drop down and click ‘Add’ or select ‘Create New List’ in the drop down.
   b. 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 **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.
   a. 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. Even though the data was entered when creating the Purchase Requisition in SAP Ariba, it may not always be visible to the supplier once the order is received electronically.

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

Order / Shipping Confirmation

Will an email confirmation be sent that the order has been received? **Yes**

Will an email confirmation be sent that the order has been shipped? **No**

Viewing Previous Orders / Order Status

1. Under **My Account**, click on **Order History** link under the **Orders** heading.

Copyright © University of Nebraska Board of Regents

2. View orders or company orders for the university system by changing the appropriate radio button. Use the Keyword Search bar to search by PO Number, Order Number, Model #. 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 and to **Track** the order.
4. **Track Orders** page can also be accessed 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**.
2. Uline Customer Service Representatives will provide instructions for returning the item(s).
3. Fill out and submit a **Change Order Request Form** in SAP Ariba if 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

For questions about 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.

Copyright © University of Nebraska Board of Regents