Fastenal Ordering Guide

Updated August 19, 2026

HELPFUL HINTS

Work with *My Branch* if needing help with special stock items. Fastenal can stock non-standard items. If ordering through Fastenal for a branch special stock item, the item number will have a dash in the middle of the part number. All orders are fulfilled by an assigned branch.

SEARCHING / ORDERING / CHECKOUT PROCEDURE

1. Type the product in the search bar or use products to find items for purchase, choose quantity and *Add to Cart*.
2. Stock availability and/or shipping times can be found on each item.
3. When shopping is complete, click *My Cart*, review items and quantity. When satisfied click *Check Out* and *Complete Checkout* to return items to Ariba. Orders are not placed until Fastenal receives the official purchase order.
4. Orders are fulfilled by My Branch Find a Branch, which is automatically assigned based on the shipping address. Branches cannot be selected to fulfil an order, as it will revert to the assigned branch for fulfillment.

RETRIEVE QUOTES

1. **Request quotes** through the assigned branch. Click *My Branch* in the Fastenal punchout for contact information. An email will be sent with the **quote number**. Go into the Punchout site, click eQuotes, enter the quote number and search. The quote will open as a shopping list. Quantities can be edited as necessary before adding to cart.
2. **ePO Requests** are not to be used for requesting purchases.

CREATING / ACCESSING FAVORITES

Order Templates are used to create a list of products saved for ordering at any time. Think of it as a saved shopping cart. To create a new order template, fill the shopping cart with the desired

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items. From the shopping cart page, add those items to a new or existing template. ***Saved Order templates are seen by all campuses***

SHIPPING CHARGES

1. Free Shipping: Standard shipping is free for most items. Local branches deliver next day when item is in stock or as soon as it is received.
2. Rush Shipping: Work with *My Branch* to confirm delivery time. When finalizing the requisition in Ariba; under the SHIPPING ~ Delivery Options, enter the requested delivery date. Additional charges may apply. Use the external notes to make additional comments.

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? **Yes – the shipping confirmation will have tracking information.**

VIEWING PREVIOUS ORDERS / ORDER STATUS

1. **Checking Order status** and reviewing previous purchases can be done by reviewing eQuotes. Orders can be found in the Approved status.
2. **Track a shipment** - tracking numbers for drop ship items can be requested from the servicing location.
3. **Estimated delivery date** can be seen on each item. Items in stock should arrive next business day. Items out of stock are delivered daily from the Kansas City distribution center to a local branch for fulfillment. For questions about an item specific delivery schedule, call *My Branch*.

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ORDER CANCELLATIONS AND RETURNS

Fastenal must approve cancellation of any order prior to shipment. Call *My Branch* to start a return or cancellation. Orders for Special or Non-standard Products (not in the catalog) may not be cancelled or returned. Any returns for shipping errors, damage or loss upon delivery must be reported within 10 days of the delivery date. Except as otherwise agreed, products will not be accepted for return after 30 days from the date of delivery to the purchaser. Any cancellation or returns accepted after 30 days may be subject to a restocking fee and other charges, for which the purchaser shall be responsible. All returns should be made to a Fastenal branch or as otherwise designated by Fastenal and must be in resalable condition and accompanied with an invoice.

TRANSMISSION METHOD

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

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