Graybar Ordering Guide

Updated August 14, 2026

University of Nebraska's Graybar Account No: **602825**

HELPFUL HINTS

For after-hours service contact Josh Hankins at 402-681-5118. The following information is needed to process the order after hours:

- Facility/Department Name
- Employee Name/Identification
- PO number
- If the above information is not available, a P-Card will be needed to purchase the material.
- No material will be released without a purchase order or P-Card.

SEARCHING / ORDERING / CHECKOUT PROCEDURE

1. Use the **Search** field at the top of the page. Search for items based on keywords, description, product category, vendor, Graybar Part Number. Enter the item to search, then click "enter", or click to the right of the search bar.
2. Another option is to browse for products through "Products By Category" tab on the left-hand side.
3. From a search results page, click on the Catalog Number Down Arrow to enter the quantity and click the magnifying glass icon on the **Add To Cart** button.
4. To add other items, continue shopping and adding items to the cart.
5. When ready, click **GO TO CART** or the *My Cart icon* located at the top of the page. Review cart and complete any necessary changes.
6. Click **Return To Requisition** button to return products to the Ariba procurement system.

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RETRIEVE QUOTES

1. Work with the representative found at the bottom of this guide to have the item(s) quoted.
2. A system generated email will be sent stating the Draft Cart/Quote has been created and is ready to view on the Punch-Out site.
3. Navigate to the Punch-Out storefront and choose *Quotes* from the drop-down menu on *My Account*.
4. Locate the quote by entering either the quote reference or the 9-digit Graybar quote number and click on the *Search* button.
5. To add the items listed on the quote to the shopping cart, click the *Return To Requisition* button.

CREATING / ACCESSING FAVORITES

When viewing a shopping cart, click **Cart Actions** and then select **Add All Items to Favorites**. Name the list for future use.

ADDITIONAL INFORMATION SENT

Suppliers vary in their ability to accept certain information sent electronically from Ariba. Data entered when creating the Purchase Requisition in Ariba may not always be accepted by the supplier when they receive the order electronically.

- External Notes: No
- External Attachments: No
- Information in “Ship via” field: No
- Delivery Date: No

SHIPPING CHARGES

1. Material will be delivered prepaid to all campuses.
2. Delivery schedule is based on orders of contract listed items and any items stocked locally at a Graybar warehouse.

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3. Orders placed before noon will be delivered either same day or prior to 4:00 p.m. the following day.

ORDER / SHIPPING CONFIRMATION

Will a confirmation email be sent when the order has been received? **Yes**

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

VIEWING PREVIOUS ORDERS / ORDER STATUS

1. From My Account choose **Order History** and select the date range to search orders for display.
2. To Select a specific order, enter either the purchase order number, Release Number, Additional Order Number, Graybar Sales Order Number, or Graybar Invoice Number and click on the Search button.
3. Click on the **Order Number** to view more details.

CANCELLING AN ORDER

Call 402-325-2400 to cancel an order.

RETURNS

Credit may be allowed for goods with prior approval. A deduction may be made from credits issued to cover cost of handling. Returns will not be accepted for services or any material which has been modified at the request of or by Buyer. In addition, no custom orders may be returned.

SUPPLIER CONTACT INFORMATION

For sales support, quotes, returns, or order cancellations contact:

Laura Rodgers
Senior Customer Service Rep.
Laura.rodgers@graybar.com
402-325-2413

Josh Hankins
Senior Account Manager
josh.hankins@graybar.com
402-681-5118

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Direct line: 402-325-2413

Main line: 402-325-2400

TRANSMISSION METHOD

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

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