

# Cancelling Punch-out Supplier Orders

Summary - Clemson Punch-out Suppliers <sup>i</sup>

Updated – 10/2016

Supplier Name	Return Through Punch-out Catalog	Methods for Cancelling Your Electronic Purchase Order
Apple Computer		Call 800-800-2775
Dell	X	<a href="mailto:sc_team@dell.com">sc_team@dell.com</a>
Fastenal		Tyler Dietermann - <a href="mailto:tdieterm@fastenal.com">tdieterm@fastenal.com</a>
Fisher Scientific	X	
Grainger		Call to Cancel/Return in Original Carton/Box/Pay for Return Call 800-472-4643
Graybar Electric		Call 800-472-9227
MSC Industrial Inc		Call 800-645-7270 to Request RA Number w/i 7 days
National Gift Card		Call 847-792-2273
Newark Electronics	X	Traci Rutherford – <a href="mailto:trutherford@newark.com">trutherford@newark.com</a>
NewEgg Business	X	David Kim - <a href="mailto:David.E.Kim@neweggbusiness.com">David.E.Kim@neweggbusiness.com</a>
Quality Office Products		Call 864-529-6071
RICOH (Campus Print)		Call 864-656-0687 (on-campus no.)
SHI International		Call 770-906-1711
Sigma-Aldrich Inc	X	Michele Karraker - <a href="mailto:Michele.Karraker@sial.com">Michele.Karraker@sial.com</a>
SKC Communications		Call 800-882-7779 x7215
Staples	X	Pam Richmond – <a href="mailto:pam.richmond@staples.com">pam.richmond@staples.com</a> Billing issues - <a href="mailto:CollectorSupport@Staples.com">CollectorSupport@Staples.com</a> CU Acct No.: <b>1026230ATL</b>

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Troxell Communications		Call 800-578-8858
VWR International		Call Customer Service 800-932-5000
All Other Suppliers		Contact Supplier Customer Support Directly or email <a href="mailto:cubuyWays@clemsom.edu">cubuyWays@clemsom.edu</a>

## Noteworthy

- Before entering any receipts or invoices, always review the PO history for existing receipts and invoices.
- This will eliminate match failures and potential duplication of both receipts and invoices.

## Receiving Your Order

- A receipt must be created for **ALL** orders in buyWays.
- Receipts are not based on supplier, but must be done for all orders.
- Review the receipt policy available by [clicking here](#).

## Invoicing Your Order

- Some suppliers send electronic invoices to buyWays as listed in this [table](#).
- For any supplier not listed under CXML Invoice suppliers, an invoice handler must create an invoice in buyWays.
- [Credits Memos policy](#) – Request a refund check from any supplier other than the electronic suppliers. Manual credits are not to be completed in buyWays.
  - **Sales tax**
    - is when a supplier collects the tax and pays the SC Dept of Revenue
  - **Use tax**
    - is when an out-of-state supplier does not collect the sales tax; but the item/service is taxable
    - is charged to the department then paid to the SC Dept of Revenue monthly.

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<sup>i</sup> Supplier table is a work-in-progress. Continue to check buyWays for updates.