

THD eProcurement | Support

EPROCUREMENT SUPPORT CONTACTS

Email :
eprocurement@homedepot.com

or

Call [\(800\) 292-4208](tel:(800)292-4208)

Email:
proecommsupport@homedepot.com

for below requests:

- Order status questions / escalations
- Order delivery questions
- **Quote-to-Cart** requests
- PO cancellation requests
- Invoice questions
- Payment account issues/questions
- Assortment questions
- Punchout errors/access issues

BUYER INSTRUCTIONS

PICKUP ORDERS:

BEFORE WALKING INTO THE STORE FOR ORDER PICKUP:

Make sure you get an order confirmation email from
eprocurement@homedepot.com

Bring a physical or digital copy of the confirmation email.

Stores cannot retrieve order information from punch out PO #s. Please provide them with the H-number or the .COM order number from your confirmation email.

DELIVERY ORDERS:

BEFORE CALLING THE STORE FOR DELIVERY ORDERS:

Make sure you get an order confirmation
email from eprocurement@homedepot.com

Stores cannot retrieve order information from punch out PO #s. Please provide them with the H-number or the .COM order number sent as part of the email

ORDER TRACKING:

WWW.HOMEDEPOT.COM/ORDER/VIEW/TRACKING:

Make sure you get an order confirmation and use the H-Number or W-Number (e.g. *H0121-53379* or *W123456789*) plus the Order phone number to Track Your Order.

