



## Frequently Asked Questions

Welcome to the EBP Supply Basket, our online ordering system. If you do not find the answer to your question below, please contact us by [clicking here](#).

### **Q: What is the EBP Supply Basket?**

A: The EBP Supply Basket is an online ordering system where current customers can easily place orders online. In order to use the Supply Basket, you must be a current customer and have an online account. In order to request an account, [click here](#).

### **Q: Can anyone shop on the site?**

A: You must be a current EBP customer with an online account to shop online. If you are a current customer and would like to request an online account, [click here](#). If you are not a current customer and would like to become one, you can do so by [clicking here](#).

### **Q: Do I need to log in to shop on the site?**

A: Yes, if you are a current customer with an existing online account, you must log in to your account in order to shop. If you are not logged in, you will be able to browse products, but you will not see pricing or be able to place an order. Click [here to log in](#).

### **Q: How can I update account info, such as my email or password?**

A: Login to your account, click on 'My Account' on the top right hand corner of your screen; choose 'Edit Account' and edit the information you would like to change/update.

### **Q: How long does it take for an order to reach EBP once I place it on-line?**

A: The EBP Supply Basket reflects real-time so everything on the site is current and all orders reach EBP immediately.

### **Q: Can I modify or cancel my order after it has been submitted on-line?**

A: No. You will need to contact our Customer Service Department at 800-972-9622 to modify or cancel your order.

### **Q: Can I return product on-line?**

A: No. You will need to contact our Customer Service Department at 800-972-9622 to inquire about any returns.

### **Q: Can I track my orders?**

A: In order to see where your order is in our system, click on the Track Order Icon at the top of the Home Page and follow the instructions on the order tracking widget.



**Q: Will I receive a confirmation of my order?**

A: Yes. An e-mail confirmation will be delivered to the e-mail address in the user profile. If you need to change the email address for your user profile, login to your account, click on 'My Account' on the top right hand corner of your screen; choose 'Edit Account' and edit the information you would like to change/update.

**Q: What if a product I am looking for is not available online?**

A: Please contact customer service via the "Contact Us" Button on the home page or by [clicking here](#).

**Q: How can I find my Account Number, Sales Rep or Customer Service Rep's name?**

A: Once you are logged into the site, your account number and the name of your Sales Rep and Customer Service Rep can be seen by clicking on 'My Account', and clicking the plus sign to expand 'User Session'. You can also email your sales rep or Customer Service Rep directly from the User Session Info by clicking on the email link for each of their names.

**Q: Can I look up my Order History online?**

A: Yes. Once you are logged into the site, go to the "My Account" tab in the top navigational bar and click on "Order History." Select the date range for which you want to look and click "Search." Your order history for that time period will be returned.

**Q: How do I create a shopping list?**

A: Once you are logged into the site, you can add all of the items you wish to purchase to your cart and from there, you can create a shopping list. You can also add items to or create a shopping list from the item detail page for any product that is not a Special Order Item.

**Q: Is there a way to provide feedback on the site?**

A: Yes, we would love to hear from you! If you have feedback, thoughts or suggestions, please send them by [clicking here](#).