THD eProcurement | Support

**EPROCUREMENT SUPPORT CONTACTS**

Email: [eprocurement@homedepot.com](mailto:eprocurement@homedepot.com)

or

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

• Order status questions
• Order delivery questions
• Quote to cart requests
• PO cancellation requests

Email: [proecommsupport@homedepot.com](mailto:proecommsupport@homedepot.com)

for below requests:

• Order status escalations
• Invoice questions
• Payment account issues/questions
• Catalog 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](mailto:eprocurement@homedepot.com)

Bring a physical or digital copy of the confirmation email stores don’t have any info on 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](mailto:eprocurement@homedepot.com)

Stores don’t have any info on punch out PO#s please provide them with the H-number or the .COM order number sent as part of the email