

USING PUNCHOUT WITH MSC

OVERVIEW OF MSC'S PUNCHOUT FEATURES



BASICS OF MSC PUNCHOUT

AGENDA

WHAT WE WILL BE COVERING

Basic's of Using Punchout

- Customer Dashboard
- Searching for items
 - Product, Keyword, or Item Number
- Adding items to a cart
- Processing the cart
 - Request for quote
 - Submitting a cart
 - Returning to your ERP
- Additional ways to load a cart

Additional Information

- History tab
 - Tracking information
 - Past orders
- Lists
 - Personal lists
 - Shared lists
- Resources
 - Additional Information
 - Contacts
 - Chat



PUNCHING OUT TO MSC

Access is unique to how each procurement system was developed for each customer

- Select MSC from the punchout screen in your procurement system
- Once punchout is selected the MSC session will be established





CUSTOMER DASHBOARD

AFTER YOU HAVE PUNCHED OUT FROM YOUR ERP SYSTEM

CUSTOMER DASHBOARD IDENTIFIERS

Your Company Logo or Name will display on dashboard

Ways to search specifically by your company – includes Solutions, Order History and Buy Again

MSC BUILT TO MAKE YOU BETTER

Search by keyword or part number...

Help Account Cart

Products Orders Solutions Resources Special Offers Catalogs Better MRO Quick Order Pad

Welcome, Demo Account

Solutions
Manage Quotes, Lists and Saved Orders

Quotes >
My Lists >
Saved Carts (0) >

Quotes
Looking to submit a quote request? [Request Quote](#)

Search by: Quote # Customer Quote # Zip Code Contact

<input type="checkbox"/>	Quote #	Customer Quote #	Contact	Created	Expires	Status
Use the search field above to find a Quote						

Order History
Track your orders, returns and more [View Order History](#)

Buy Again
Easily find and reorder previously purchased items quickly [Navigate to Buy Again](#)

GIVE FEEDBACK

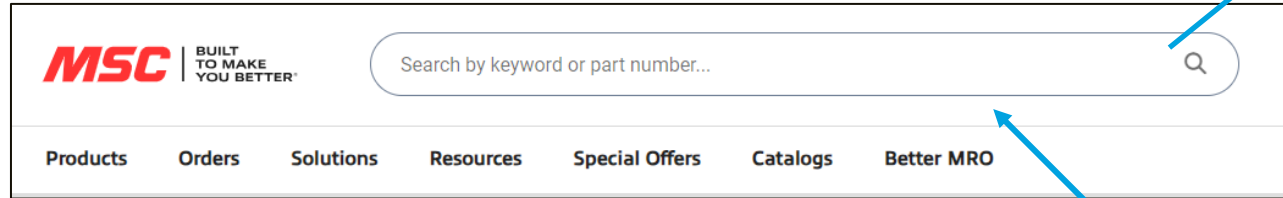


SEARCHING FOR AN ITEM

SEARCHING FOR AN ITEM

MULTIPLE WAYS TO SEARCH FOR ITEMS

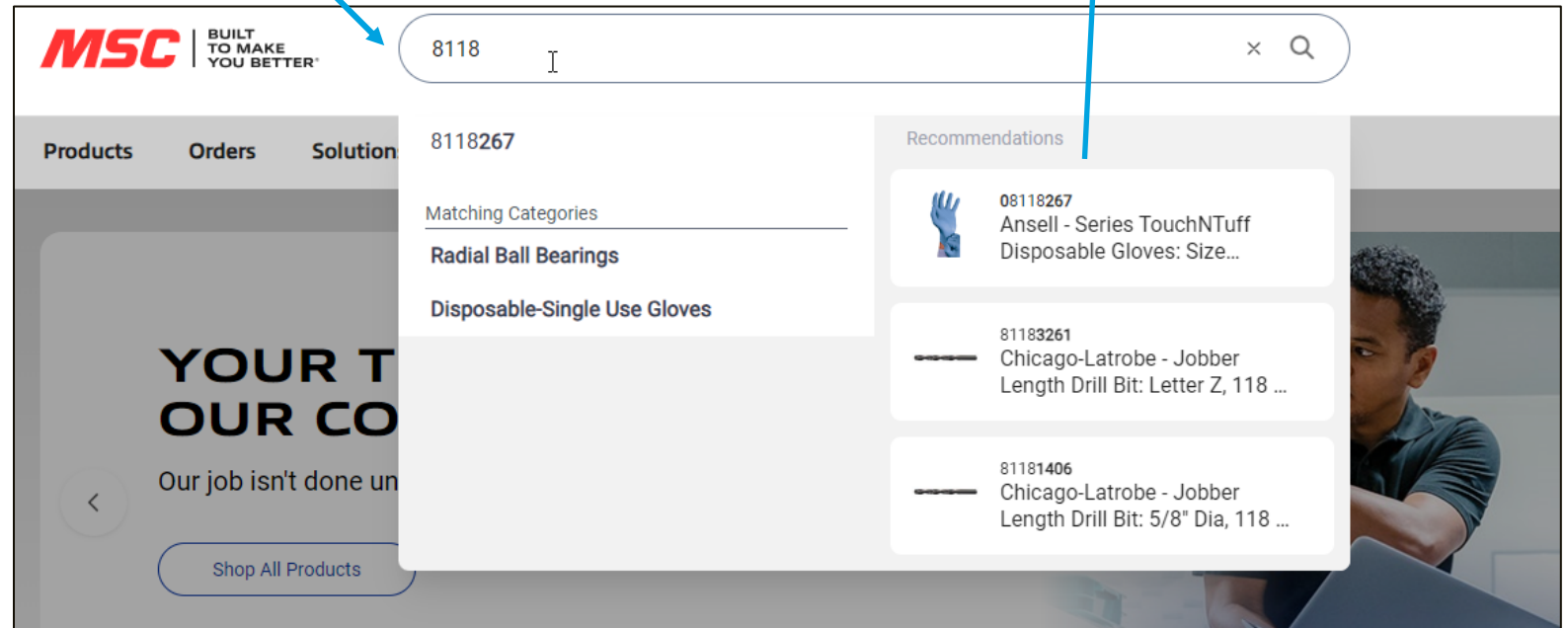
The Search Box



Enter your search value and press Enter or click on the Magnifying Glass to initiate search

Search ahead feature based on what you are enter in the search field

- Can search for items by:
 - Keyword
 - MSC Part #
 - Manufacturer Part #
 - Competitor Part #
 - Customer Part #
 - If MSC has crossed your part number in our system



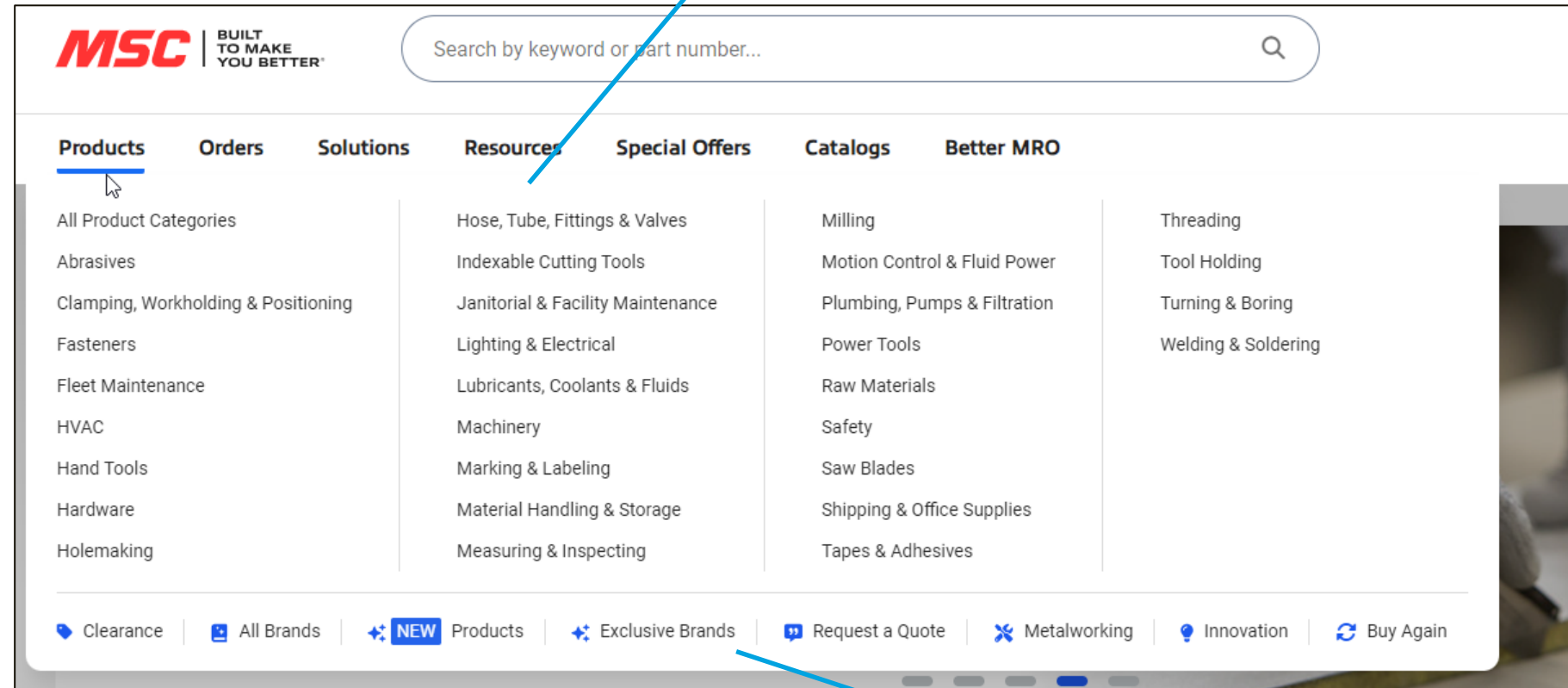
PRODUCT CATEGORY SEARCH

PRODUCT TAB

Product Tab

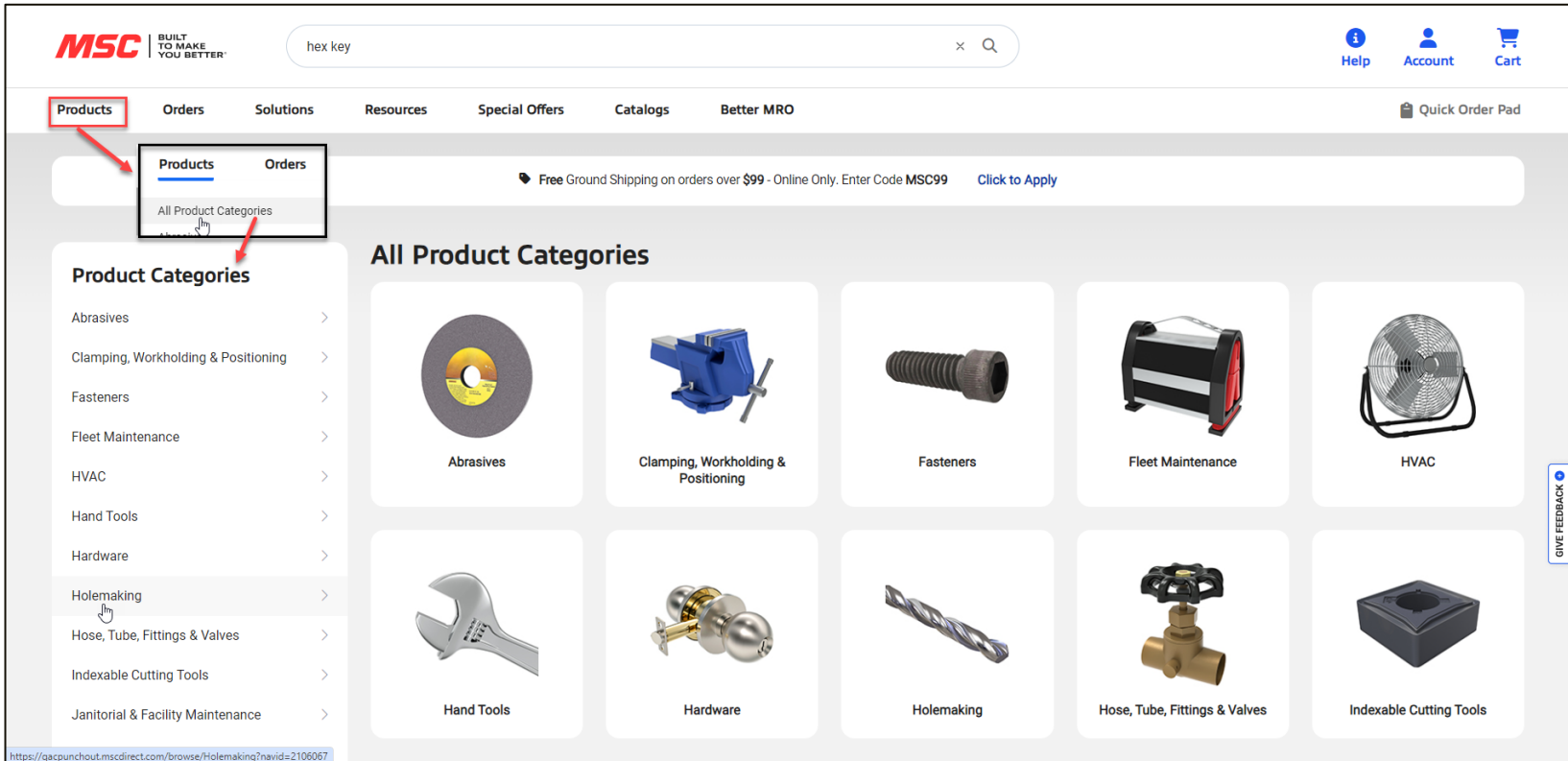
- Click on the Products tab from the Home screen
- Multiple categories available to search by:
 - All product categories
 - By a specific brand name
 - New products that we carry
 - MSC's exclusive brands
 - Buy Again

Product Categories listed for quick access to a specific one by just clicking on any listed



Click on how you would like to search

ALL PRODUCT FEATURE



All Product

- From the Product drop down tab, click on the All Products
 - Left-hand column – Product Categories
 - List of all product categories
 - To access, just click on category name
 - Middle section – All Product Categories
 - Visual representation of product category
 - To access, just click on the picture or the category name

ITEM SELECTION SCREEN

Have feedback about the search, click here and share.

Bread Crumb Trail from where you started

The screenshot displays the MSC website's item selection screen for padlocks. At the top, the MSC logo and tagline 'BUILT TO MAKE YOU BETTER' are visible. A search bar contains the text 'padlock'. Navigation links for 'Help', 'Account', and 'Cart' are in the top right. A horizontal menu includes 'Products', 'Orders', 'Solutions', 'Resources', 'Special Offers', 'Catalogs', and 'Better MRO'. A 'Quick Order Pad' icon is also present. A promotional banner offers 'Free Ground Shipping on orders over \$99 - Online Only. Enter Code MSC99' with a 'Click to Apply' link. Below this, a breadcrumb trail reads 'Home / ... / Combination Locks, Padlocks & Accessories / Padlocks'. The main heading is 'Padlocks' with '323 items returned' below it. A 'Sort by' dropdown is set to 'Best Match'. On the left, a 'Brand' filter sidebar is open, showing a search bar and a list of brands with their respective item counts: AccuformNMC (8), American Lock (114), Best (54), Brady (2), Kwikset (2), Made in USA (1), and Master Lock (118). The main product area shows two items. The first item is a 'MASTER LOCK' padlock with a 'Laminated Steel, Keyed Alike, 1-9/16" Wide' specification. It includes a product image, a key, and a 'Compare' button. The description specifies '9/32" Shackle Dia, 5/8" Shackle Width, 2" Shackle Height'. It lists 'MSC# 55334106' and 'Mfr# 3KALH-3753', shows '758 In Stock', and '247 available in Atlanta, GA'. The price is '\$25.62 / ea' and the quantity is '1'. The second item is also a 'MASTER LOCK' padlock with similar specifications, listing 'MSC# 00026880' and 'Mfr# 3KA-3358', with a price of '\$21.87 / ea' and a quantity of '1'. A 'GIVE FEEDBACK' button is located on the right side of the page.

Filters available to narrow down selection by Item Attributes


Basic information on item including part number, mfg. number, inventory levels and your specific price.

For more information about an item, just click on the item or picture to access the Item Detail screen

ITEM DETAIL SCREEN

Mfg Part # and MSC item number

Home / Lubricants, Coolants & Fluids / Industrial Chemicals & Cleaners / Electrical Contact Cleaners & Freeze Sprays / #02983021 Print Email



CRC
Contact Cleaner: 16 oz Aerosol Can
15.14V Dielectric Strength, Flammable, Safe for Most Plastics

MSC# 02983021 Mfr# 1003406

[Write the first review](#)

Quantity: Your Price: **\$25.68 ea.** Total: **\$25.68**

[Add to Cart](#)

[Add to My List](#)

6,995 In Stock

- 887 available in ATLANTA, GA
- 3677 available in ELKHART, IN
- 1961 available in HARRISBURG, PA
- 470 available in RENO, NV

[Big Book Catalog](#) Page# 3069

Compliance and Restrictions

- [Safety Data Sheet \(SDS\). Click to View](#)
- [Significant New Alternatives Policy \(SNAP\) Program](#)
- Item is hazardous.
- This item cannot be shipped via air carrier.

This item is hazardous. Hazardous products are non-returnable, not guaranteed for same day shipping and have an additional ship chg.

Customer specific pricing shows under Your Price

Full inventory levels displayed

Scroll down for additional information like Specs, Product Details, Customer Reviews, and Recommendations

Specifications

Food Grade	No
Product Type	Contact Cleaner
Container Size Range	16 to 31.9 oz
Safe For Most Plastics	Yes
Flammable	Yes



MSC Part #	02983021
Mfr Part #	1003406
	03130
Big Book Page #	3069
Country of Origin	UNITED STATES
Country of Origin is subject to change	

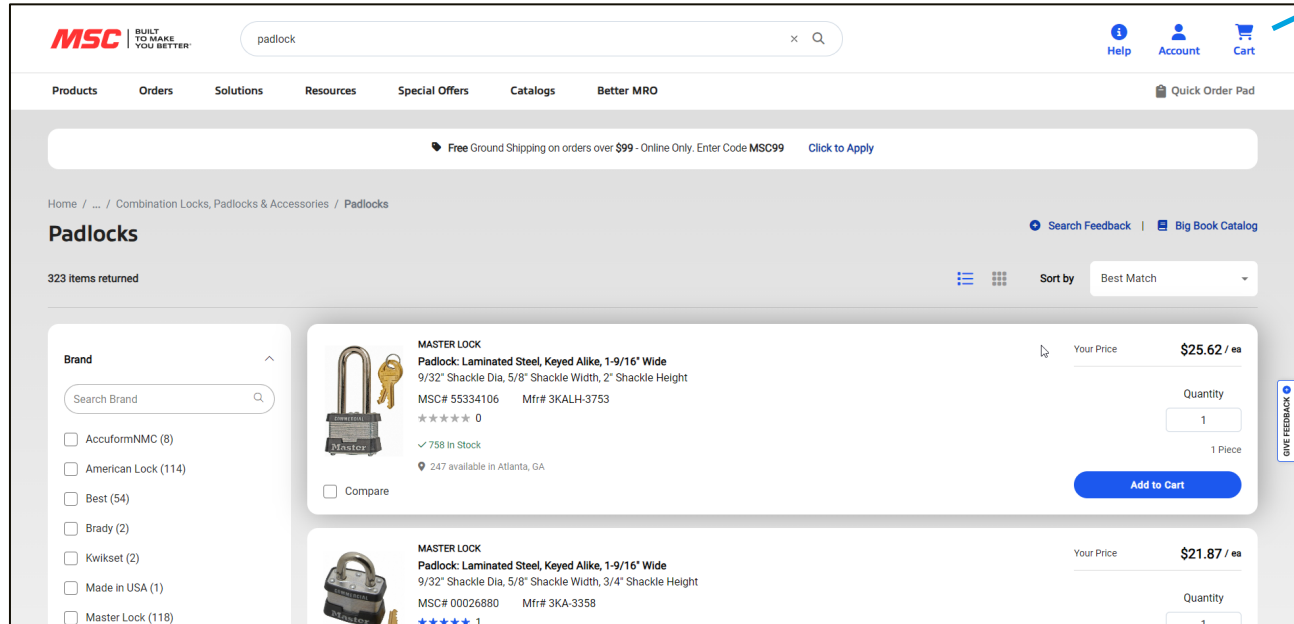
Safety Data Sheets available for all items that require – click on icon to access PDF copy to print or save



ADDING ITEMS TO A SHOPPING CART

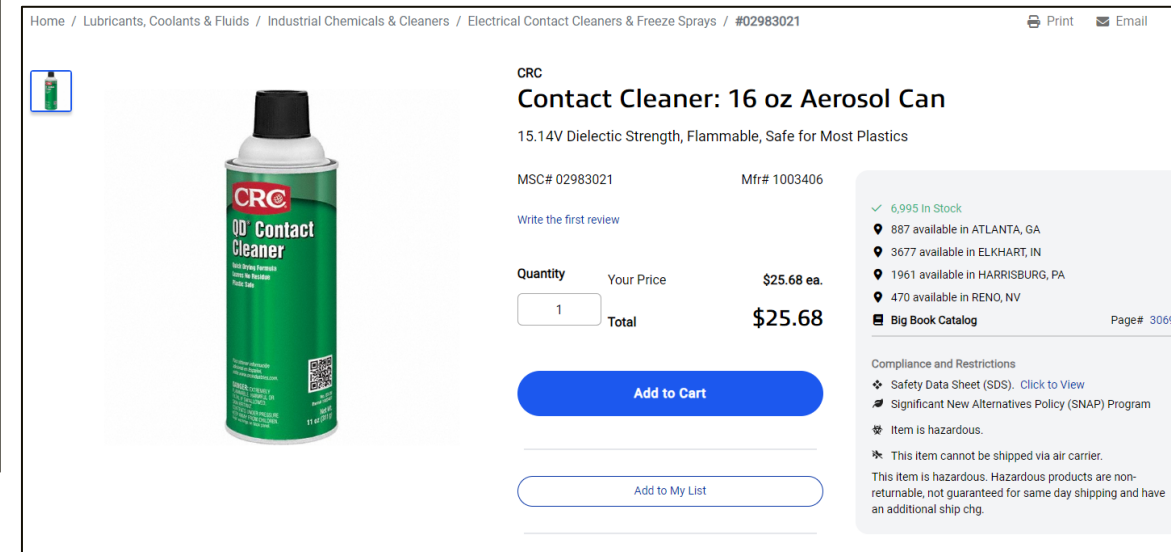
ADDING ITEMS TO THE SHOPPING CART CAN BE DONE IN MULTIPLE SCREENS

ITEM SEARCH RESULTS



Cart icon will show how many items are in the cart

ITEM DETAIL SCREEN




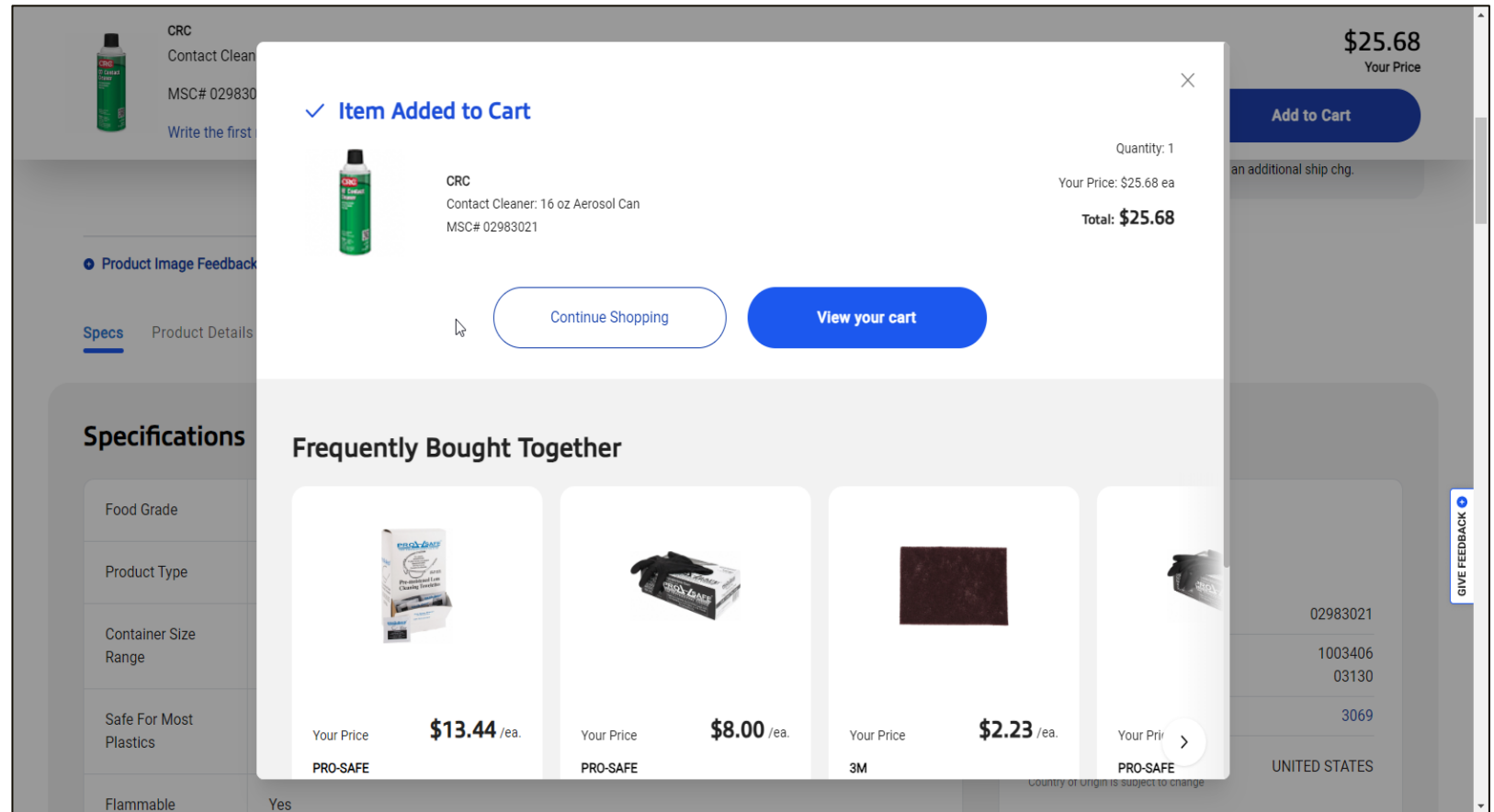
Anywhere you see this

Add to Cart

ITEM ADDED TO CART

Adding to Cart

- After clicking — Confirmation screen appears
- Click Continue Shopping to add additional items to cart
- Click View your cart if you are done shopping.
- Screen will display Frequently Bought Together options which you can view or add to cart




SHOPPING CART

Shopping Cart

■ Features:

- To determine shipping charges, click Add Zip Code, add your shipping zip code and click Apply
- Add a Promo Code or click to Apply today's promo
- To see additional items in your cart, scroll down
- Compliance & Restriction warnings will be noted in the Shopping Cart

- To continue to final review, click 

Products Orders Solutions Resources Special Offers Catalogs Better MRO Quick Order Pad

Your Cart 3 items Sort by Cart Options Update Cart

CRC
Contact Cleaner: 16 oz Aerosol Can - 15.14V Dielectric Strength, Flammable, Safe for Most Plastics
MSC# 02983021
✓ 6,995 In Stock
Your order will include (1) 16 Ounce Can
[+ Add to list](#) [Delete](#)

Quantity: 1
Your Price: \$25.68 ea.
Total: **\$25.68**

Item Total: \$69.78
Shipping: [Add zipcode](#)
Sub Total: **\$69.78**
[Secure Checkout](#)

Compliance & Restrictions
Non-returnable, cannot be exported. Same-day shipping not guaranteed. Extra shipping charges may apply.

MASTER LOCK
Lockout Padlock: Keyed Different, Key Retaining, Thermoplastic, Steel Shackle, Red - 1/4" Shackle
Quantity: 1
Your Price: \$29.41 ea.

Promo Codes
Enter code [Apply](#)
[Click to apply today's promo →](#)

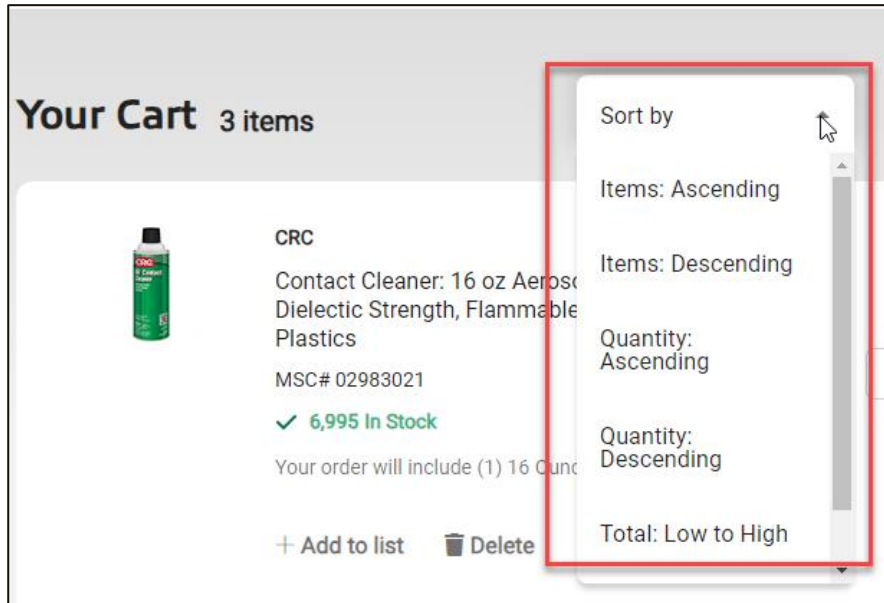
Enter a Promo Code if you have one or click the hyperlink to apply today's code

SHOPPING CART

Shopping Cart – Additional Features

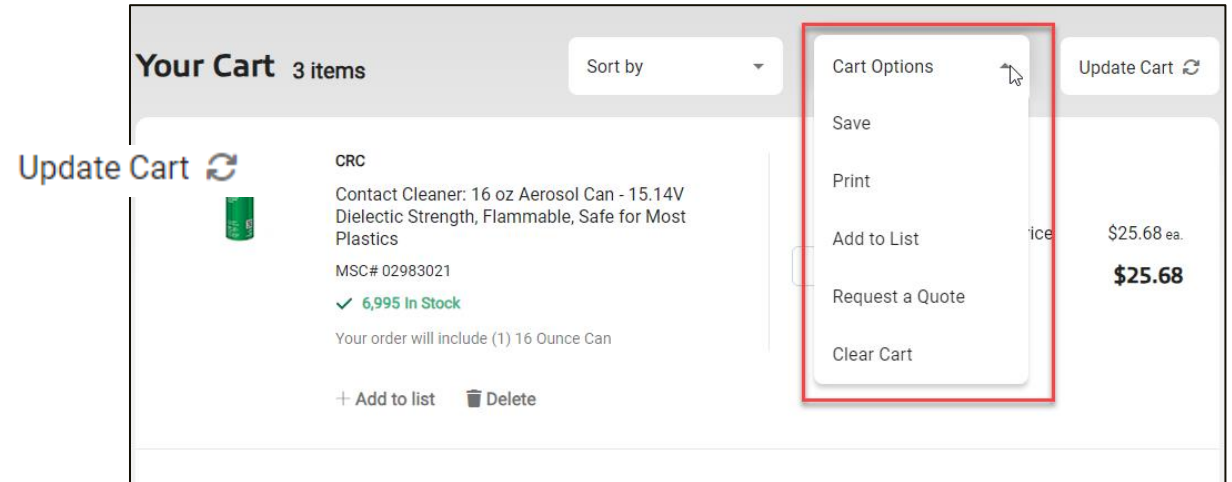
- Sort:

- Click the drop down to access different sort features within the cart



- Cart Options

- Click the drop down to access different options within the cart available like requesting a quote or adding items a list




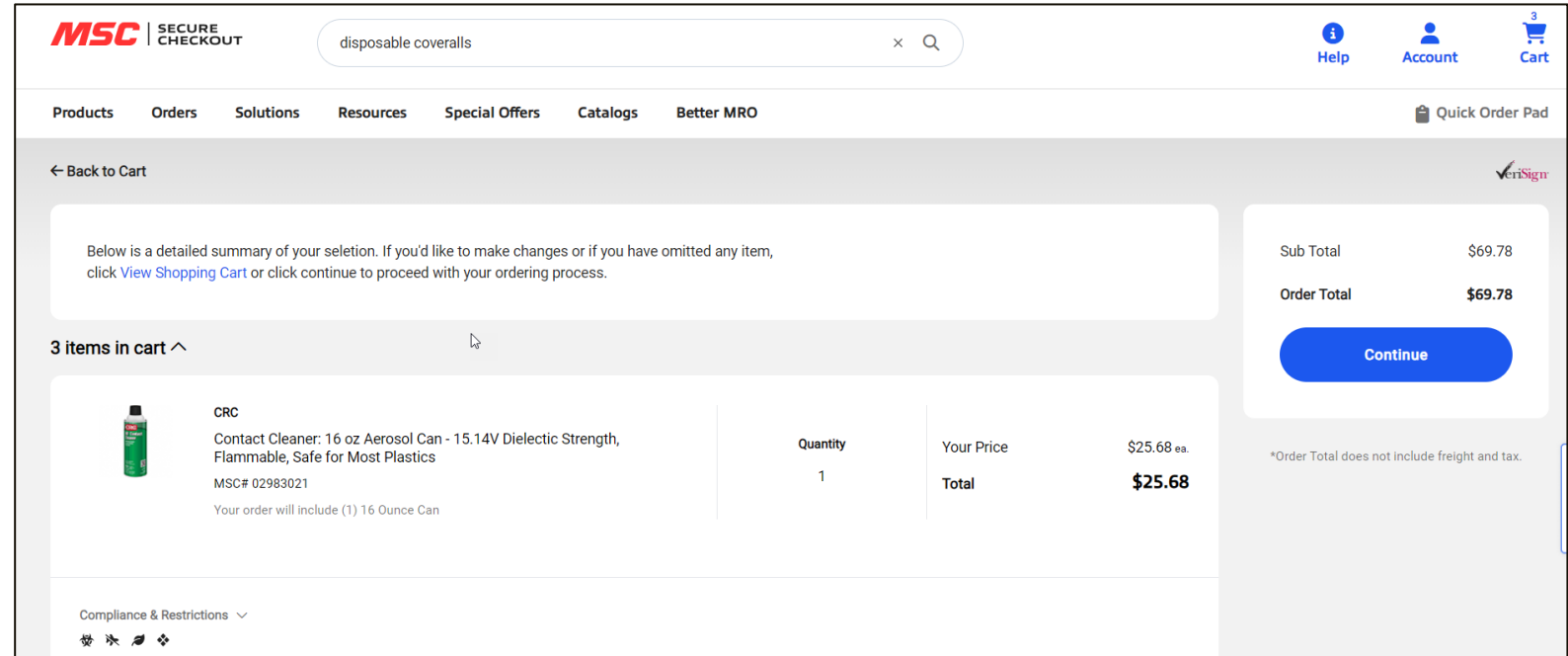
Click the **Update Cart** feature any time you change quantity or remove an item in the cart

SHOPPING CART


FINAL REVIEW

Detail Summary

- Final review of items in cart
 - Check description
 - Check quantity
- Click **View Shopping Cart** to go back and make any changes
- To complete your purchase, click 
 - The MSC website will close
 - Your cart will be pulled into your ERP system for you to process per your requirements



The screenshot displays the MSC Secure Checkout interface. At the top, the search bar contains 'disposable coveralls'. The navigation menu includes Products, Orders, Solutions, Resources, Special Offers, Catalogs, and Better MRO. A 'Quick Order Pad' icon is visible in the top right. The main content area features a 'Back to Cart' link and a summary box stating: 'Below is a detailed summary of your selection. If you'd like to make changes or if you have omitted any item, click [View Shopping Cart](#) or click continue to proceed with your ordering process.' Below this, a table lists the items in the cart:

3 items in cart ^				
	<p>CRC Contact Cleaner: 16 oz Aerosol Can - 15.14V Dielectric Strength, Flammable, Safe for Most Plastics MSC# 02983021 Your order will include (1) 16 Ounce Can</p>	<p>Quantity: 1</p>	<p>Your Price: \$25.68 ea.</p>	<p>Total: \$25.68</p>

At the bottom left, there is a 'Compliance & Restrictions' dropdown menu. On the right side, a summary box shows the Sub Total as \$69.78 and the Order Total as \$69.78, with a prominent blue 'Continue' button. A note at the bottom right states: '*Order Total does not include freight and tax.'



QUOTES

SEARCHING FOR AND REVIEWING A QUOTE

From Your Account Page under Solutions


- Default search is for Zip Code
 - Best way to locate quote is to enter the ship-to zip code or quote # in the search field
 - Make sure you click the correct search by option
 - To review, click quote number

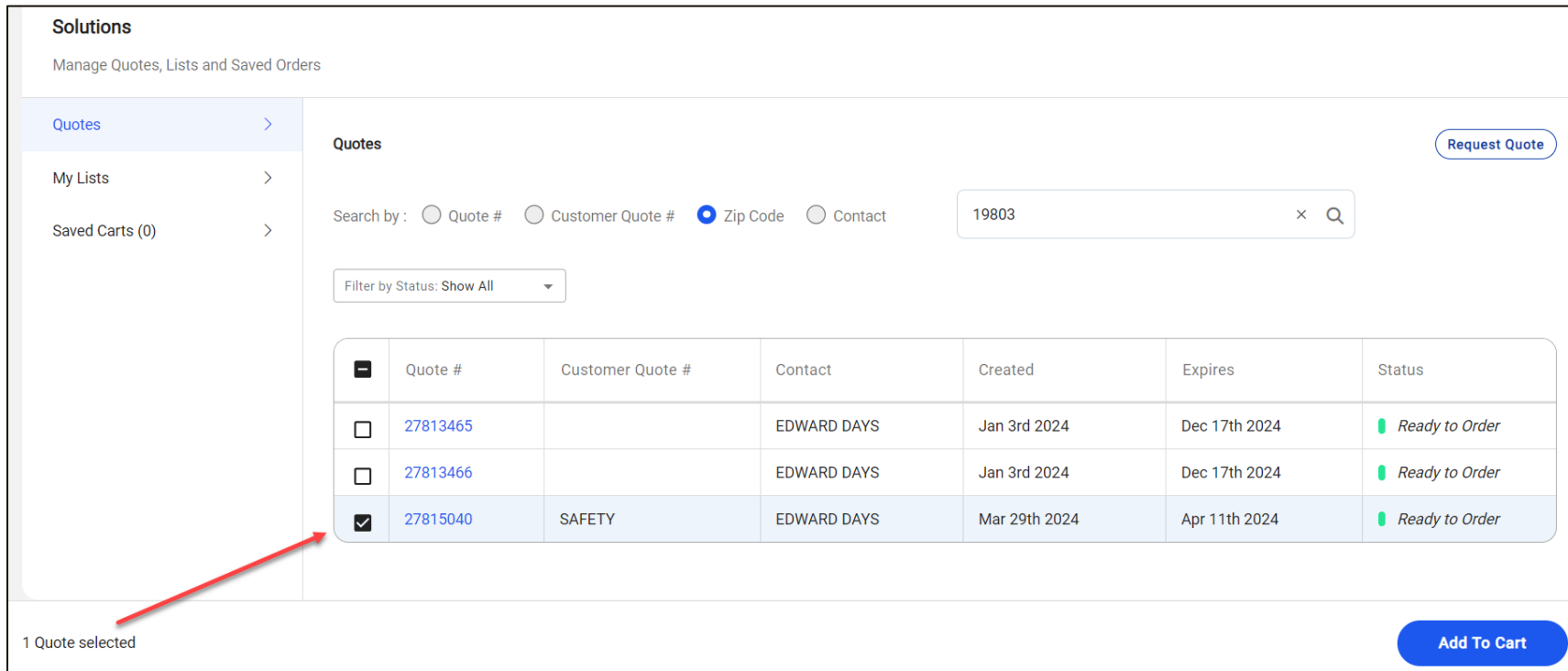
The screenshot shows the 'Solutions' page with a sidebar on the left containing 'Quotes', 'My Lists', and 'Saved Carts (0)'. The main content area is titled 'Quotes' and includes a 'Request Quote' button. Below the button is a search bar with a search by dropdown menu. The dropdown menu is set to 'Zip Code' and the search bar contains the value '19803'. Below the search bar is a 'Filter by Status: Show All' dropdown menu. The main content area displays a table of quotes.

<input type="checkbox"/>	Quote #	Customer Quote #	Contact	Created	Expires	Status
<input type="checkbox"/>	27813465		EDWARD DAYS	Jan 3rd 2024	Dec 17th 2024	■ Ready to Order
<input type="checkbox"/>	27813466		EDWARD DAYS	Jan 3rd 2024	Dec 17th 2024	■ Ready to Order
<input type="checkbox"/>	27815040	SAFETY	EDWARD DAYS	Mar 29th 2024	Apr 11th 2024	■ Ready to Order

LOADING A QUOTE TO CART

From Your Account Page

- Shows status of quote, including if ready to expire and how many remaining
- To order, select the check box to the left of quote and then click on 
- Check out at this time or you can add more items by clicking Back to Shopping



Solutions
Manage Quotes, Lists and Saved Orders

Quotes [Request Quote](#)

Search by: Quote # Customer Quote # Zip Code Contact

Filter by Status: Show All

<input type="checkbox"/>	Quote #	Customer Quote #	Contact	Created	Expires	Status
<input type="checkbox"/>	27813465		EDWARD DAYS	Jan 3rd 2024	Dec 17th 2024	■ Ready to Order
<input type="checkbox"/>	27813466		EDWARD DAYS	Jan 3rd 2024	Dec 17th 2024	■ Ready to Order
<input checked="" type="checkbox"/>	27815040	SAFETY	EDWARD DAYS	Mar 29th 2024	Apr 11th 2024	■ Ready to Order

1 Quote selected



ORDER HISTORY

HISTORY – ORDER HISTORY

From Your Account Page

- Scroll down on My Account to Order History
- Search for your order in the Search All Orders field
 - Can search by Open Orders, Shipped Orders, or Cancelled Orders
 - Filter by Primary or Linked Accounts within a specific time frame using the drop down
- While viewing order you can track shipments, add an item to a list, or write a review about the product.

Can Search for orders by:
Contact Name, PO #, Item #,
etc.

The screenshot displays the 'My Account / Order History' page. At the top, there is a search bar labeled 'Search All Orders'. Below it, navigation tabs include 'All Orders', 'Buy Again', 'Open Orders', 'Shipped Orders', and 'Cancelled Orders'. A filter section shows 'Displaying 6 orders', 'Filter by Primary Account', and 'within the Past 6 Months'. A table lists order details for a completed order: Web Order # 160895461, PO # 7200768902, Order Placed Oct 17, 2023, Total \$410.19, and Order Status Completed. Below the table, it shows 'ORDERED BY Sean Foster' and 'Ship To' information. A 'Buy Again' button is visible. The shipment details section shows 'Shipment 1 of 1', 'Packing Slip # 8826533', and 'Invoiced'. A tracking link 'UPS 1Z901W400349193375' is highlighted with a blue arrow pointing to the text 'Hyperlink to UPS site to track shipments'. The item list shows '1 item' with details for 'MOBIL High Temperature Grease: 13.7 oz Cartridge, Polyurea - 350 ° F Max Temp, NLGI 2, Blue', including MSC#, Mfr#, and a return window closure date. A table shows 'Quantity 20', 'Your Price \$19.46', and 'Total \$389.20'. Action buttons for 'Buy Again', 'Add to List', and 'Write a Review' are present.


HISTORY – ORDER DETAILS

From Your Order Details

- Will display
 - Bill-to & Ship-to Information
 - Invoice Number
 - Tracking information
 - Item information
- Print icon gives you the option to print the order for your records
- Buy All or Buy Again
 - Buy All will recreate a new order with all items
 - Buy Again against an item will recreate a new order for just that item

My Account / Order History / Order Details

Order Details

Clicking on Print Icon will print the order 

Ordered By SEAN FOSTER, Account # [REDACTED]	Web Order # 150868081	Order # 225314734	Order Placed Oct 20, 2022	Order Status Completed	+ Add to List Buy All Again
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BILL-TO [REDACTED] Wilmington, De 19850-5250 United States	SHIP TO [REDACTED] Newark, De 19702 United States	PURCHASE ORDER 7200356797	TAX EXEMPTED Yes
		PAYMENT METHOD OPEN ACCOUNT - N/30	INVOICE NUMBER 48788576



Sub-Total	\$65.01
Tax	\$0.00
Shipping	\$24.99
Order Total	\$90.00

Shipment 1 of 1 Packing Slip # 4878857

Invoiced

Tracking • UPS 1Z901W400331219460

1 item ^

 	VALUE COLLECTION 8 Ton Capacity Hydraulic Long Ram Jack - 26.6" to 45.9" High, 19.4" Piston Stroke MSC# 09050915 Mfr# Return Window closed on Nov 19, 2022	Quantity 1	Your Price \$65.01	Buy Again
		Total	\$65.01	Add to List
				Write a Review



USING MY LISTS

PERSONAL OR SHARED

What are Lists?

Speed up the procurement process by using Lists for repeat buys. With one central location for all your Lists, this makes it very easy to find your most frequently purchased items.

Personal Lists:

- Allows you to group items for streamline ordering
- Can either be for your personal use or shared
- Updated and edited as needed
- You can title based on your needs.

For example:

- “Maintenance Staff” – all the items you need for new staff member
- “Favorite Safety” –all the repeat safety items you purchase

Shared Lists:

- Allows you to group items
- Seen by everyone within the company
- Titled to match the list or reason for list
- Updated and edited as needed
- The originator can add or delete lists

MY LISTS

SHARED LIST EXAMPLE

From Your Account Page

- Click on My Lists
- Click either My Lists or All Shared Lists at top of table
 - Scroll to find specific list or search by name
- To view list, click on list name
- Additional options available include:

Upload List Add New List

Delete List Add To Cart

Quotes >

My Lists >

Saved Carts (0) >

My Lists

Upload List Add New List

Below is a list of your saved item lists.

My Lists (2) All Shared Lists (8)

Search by List Name

<input type="checkbox"/>	Name ↑	Created	Description	Items	Contact	Shared	Status
<input type="checkbox"/>	Drills	Feb 29th 2024	Drills	25		Yes	
<input checked="" type="checkbox"/>	Job GH87415	Mar 29th 2024	Tooling for Mach Run	2		Yes	Edit
<input type="checkbox"/>	Random Items	Dec 12th 2023	Share List	5	SOUNDARYA K	Yes	
<input type="checkbox"/>	Safety	Mar 29th 2024	Required Safety Items	15		Yes	Edit
<input type="checkbox"/>	Test Empty List	Dec 12th 2023	Shared List	0	SOUNDARYA K	Yes	
<input type="checkbox"/>	UAT Feb III	Feb 8th 2024	UAT Feb III	5		Yes	

1 list selected Total Items 2

Delete List Add To Cart

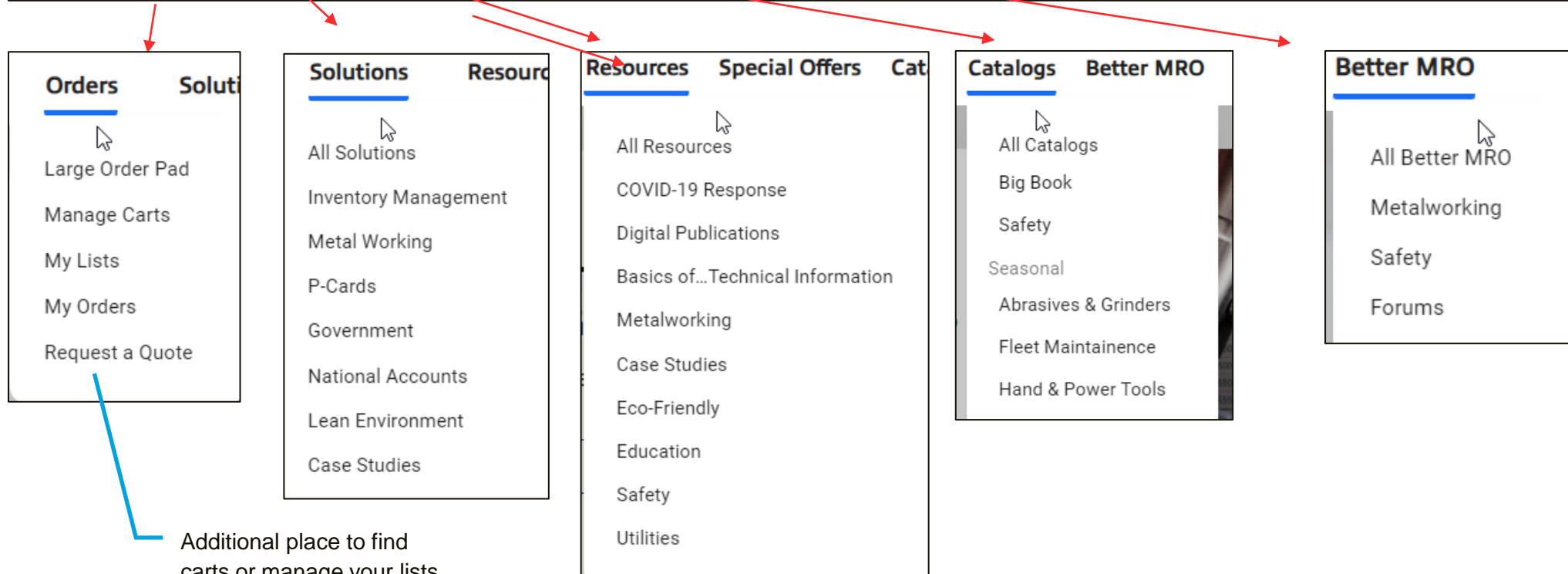
GIVE FEEDBACK



RESOURCES AVAILABLE

HELP IS JUST A CLICK AWAY

DIFFERENT RESOURCES AVAILABLE TABS FROM HOME PAGE



DIFFERENT RESOURCES AVAILABLE

FROM BOTTOM OF ACCOUNT PAGE / AT BOTTOM OF EVERY SCREEN

MSC Key Contacts and Information

Key Contacts

General Sales Questions:
[Locate your MSC Branch](#)

Punchout Questions:
preferred@mscdirect.com

Call

Website:
800-753-7970

General:
800-645-7270

Email

General:
customerservice@mscdirect.com

Technical Product Inquiries:
producttech@mscdirect.com

Important Information

Notes:

Punchout Identity: [silvaj_10050202_m_ar_e](#)

Company Information	Order Center	More Ways to Shop	How Can We Help?
About MSC Events Press Releases Investor Relations Corporate Social Responsibility Career Opportunities Suppliers	My Account Shipping Options Request a Quote SDS & Regulatory Documents Invoicing & Credit Sales Tax Exemption Form Return Policy	Catalogs Big Book Safety Guidebook Heat Stress Emergency Prep Rebates Resale Link	Call Us 1-800-645-7270 Give Feedback Chat Email MSC Locations Training & Collateral Help & Support Contact Us

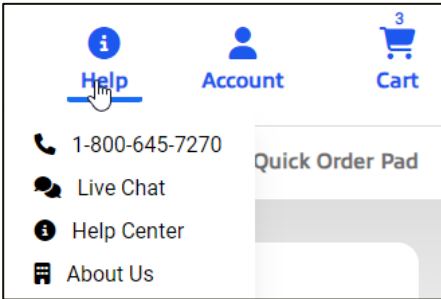
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If you have issues with punchout, it is very helpful to provide your Punchout Identity which is the number listed to the right of Identity

CHAT

From the Help Menu

- At anytime you would like to Chat with a Customer Care Associate, click on Help and then Live Chat



- Fill in your first and last name and your email address along with a phone number in case the chat is disconnected they can still reach you
- Select the reason for the chat from the I need help drop down
- Click on Chat Now and some will be with you momentarily

A screenshot of the 'MSC Live Chat' form. The window title is 'MSC Live Chat'. The MSC logo is on the left, and the slogan 'BUILT TO MAKE YOU BETTER®' is on the right. Below the slogan, it says 'Please complete the following information to chat live now!'. There is a note '* Required field'. The form has several fields: 'First Name *' and 'Last Name *' (two text boxes), 'Email *' (one text box), 'Phone *' (three text boxes for 'Country Code', 'Area Code', and 'Phone Number'), and 'I need help with... *' (a dropdown menu). At the bottom, there is a blue 'Chat Now' button and a checkbox for 'Email me the chat transcript'. A footer note states: 'Chat is available Monday through Friday from 8:00AM - 8:00 PM EST. U.S. Customers: For prompt service please call our MSC eCommerce Customer Care Team at 800-753-7970. International Customers: For prompt service please call our International Customer Care Team at 1-888-080-2048 (within the U.S.) or 001-248-200-4420 (outside the U.S.). Thank you.'



THANK YOU

eprocurementrequests@mscdirect.com