MSC | BUILT TO MAKE YOU BETTER®

mscdirect.com Customer Guidebook

Faster, Smarter, Easier

April 2020

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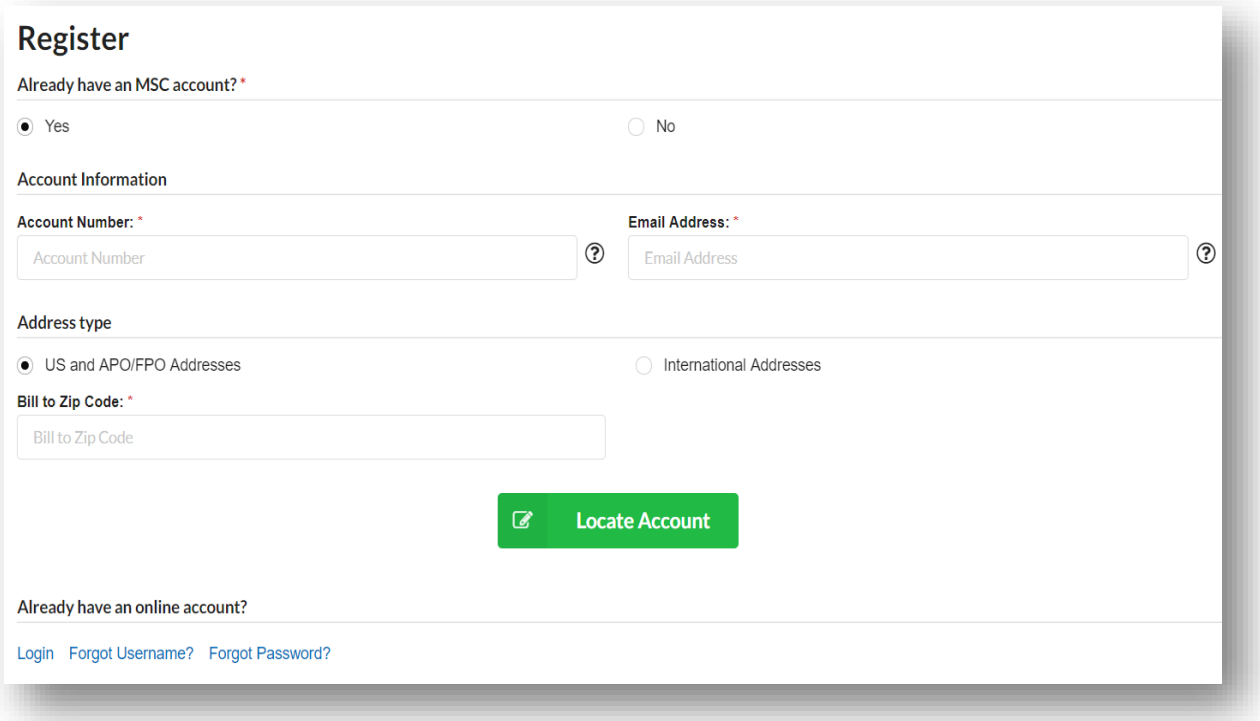
Locating an Account and Customer Login

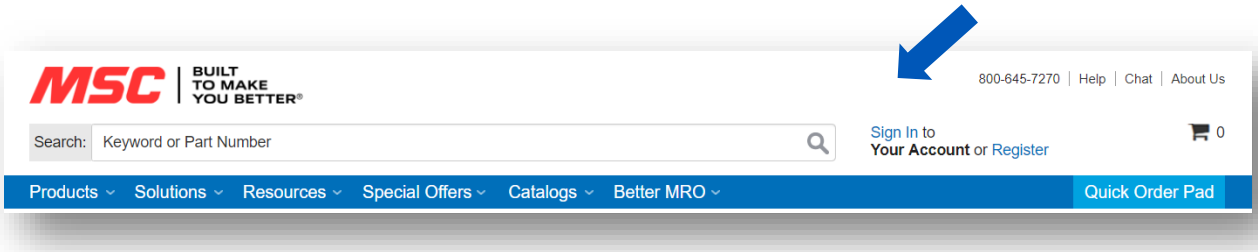
If a customer has purchased from MSC before, they will be able to locate their existing account. Locating the customer's existing account is important to avoid duplicate account creation and to ensure the customer is seeing their specific pricing, account information, lists, customer part numbers, current order history and more.

Once a customer is logged in, they will stay logged in until they log themselves out. This is called persistent login. This will ensure they are seeing their specific pricing and account information. Only at secure access points will they be prompted to authenticate.



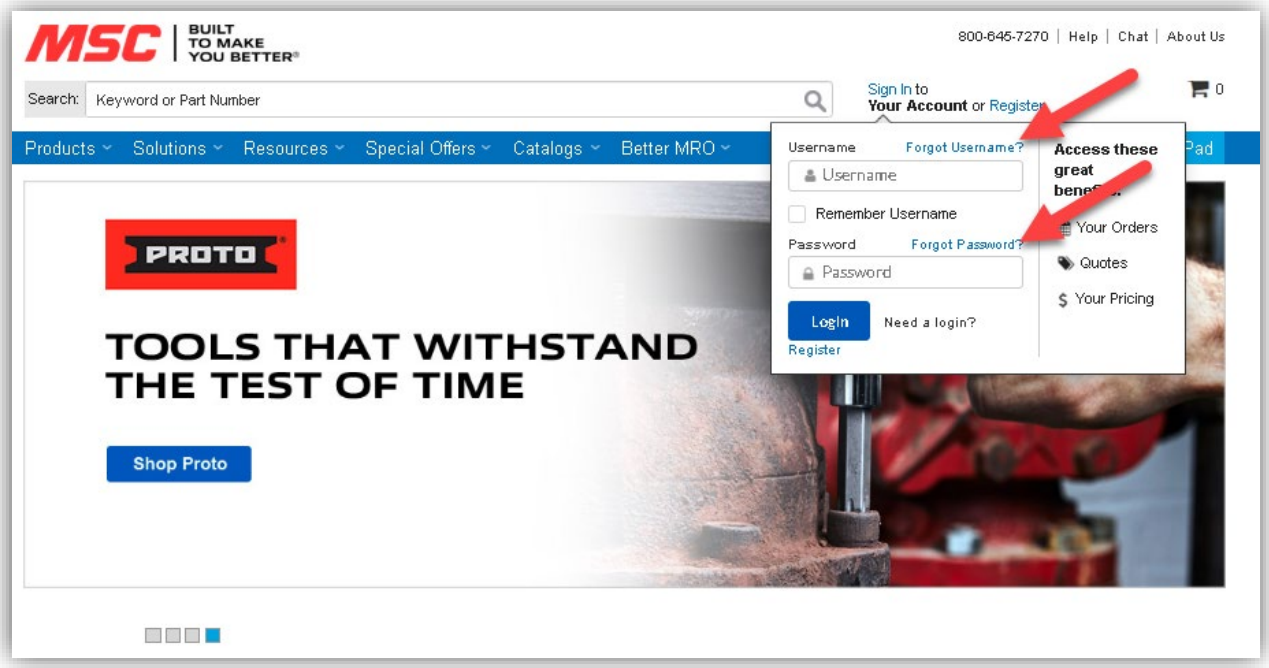
Login

Registered customers can select the Sign In link to log in and access their account information.



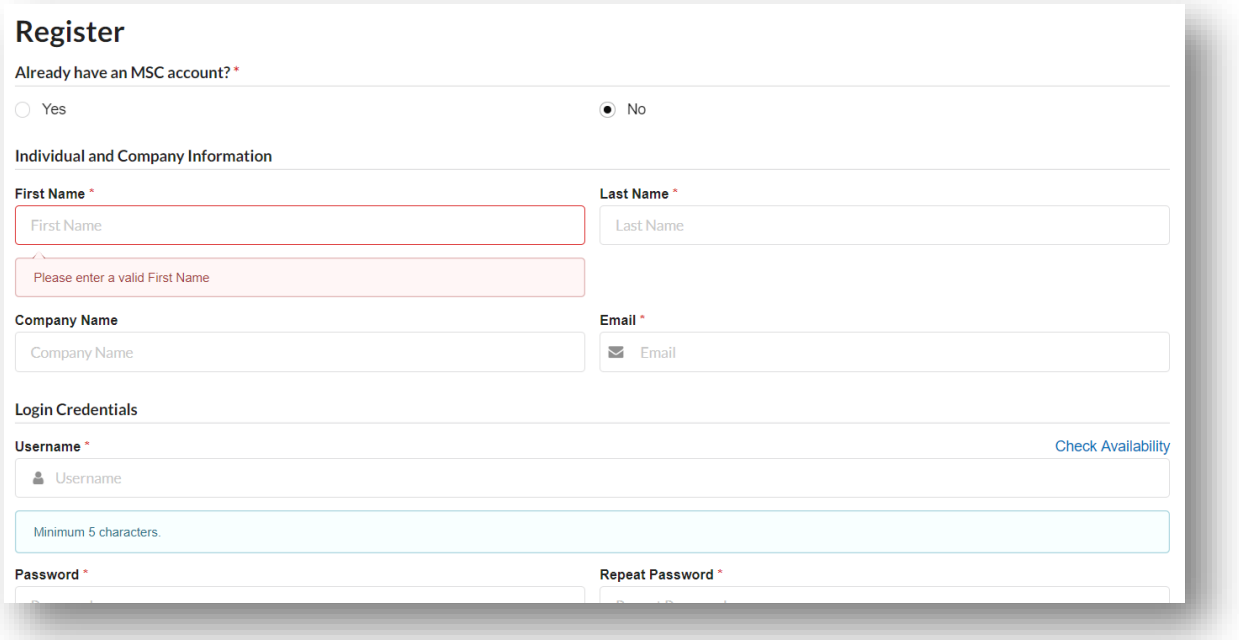
Did you forget your user name or password?

Simply select the Forgot Username or Password link to reset your password. Click the link and follow the instructions. You can also change your username or password from the Account page once you're logged in; select Change password from under the My Account Settings heading.



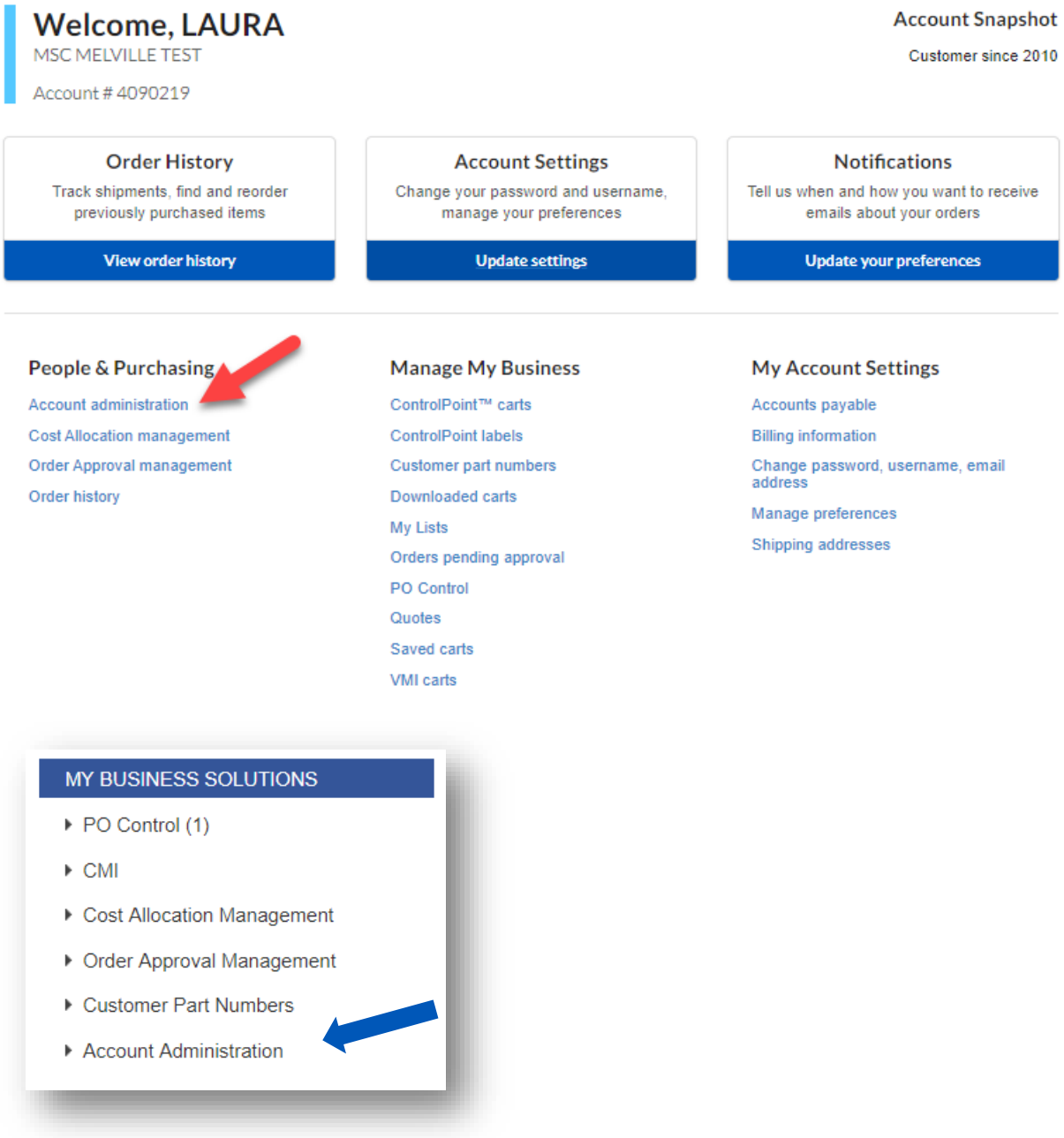
Registration

Registration is easy using MSC's short registration form. Click the Register link in the header of mscdirect.com and fill out the needed information to create a username and password. And you're ready to order.



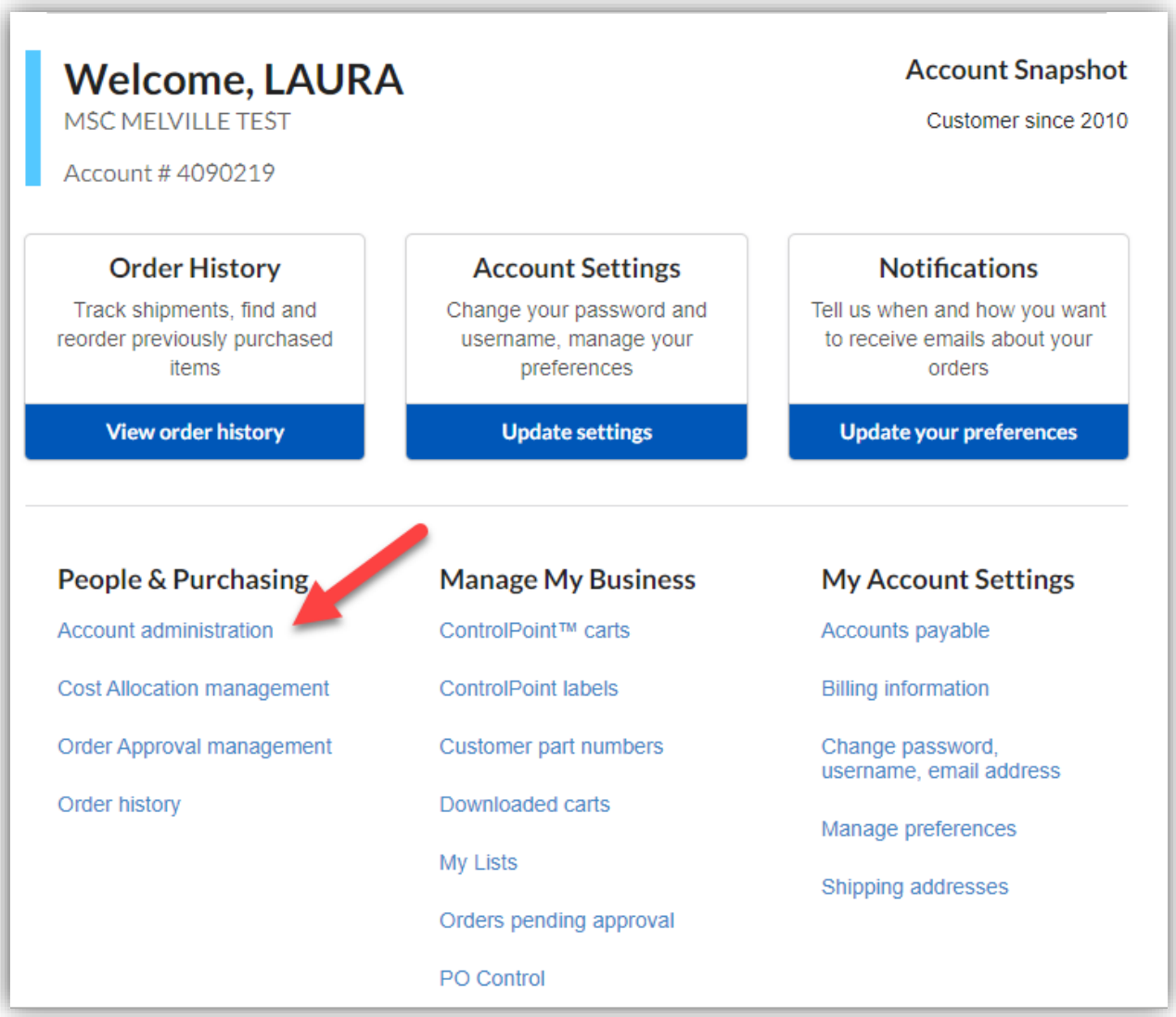
Account Administration

As an Administrator on the account you can set up and manage registration rules, allowing or disallowing user registrations on your account. Log in as an administrator, then from the Account page navigate to the Account Administration link under People & Purchasing. If you are not on the Account page, you can select Account Administration from the left navigation under My Business Solutions. If you are not an administrator on the account, the Account Administration link will not be visible to you.



Registration

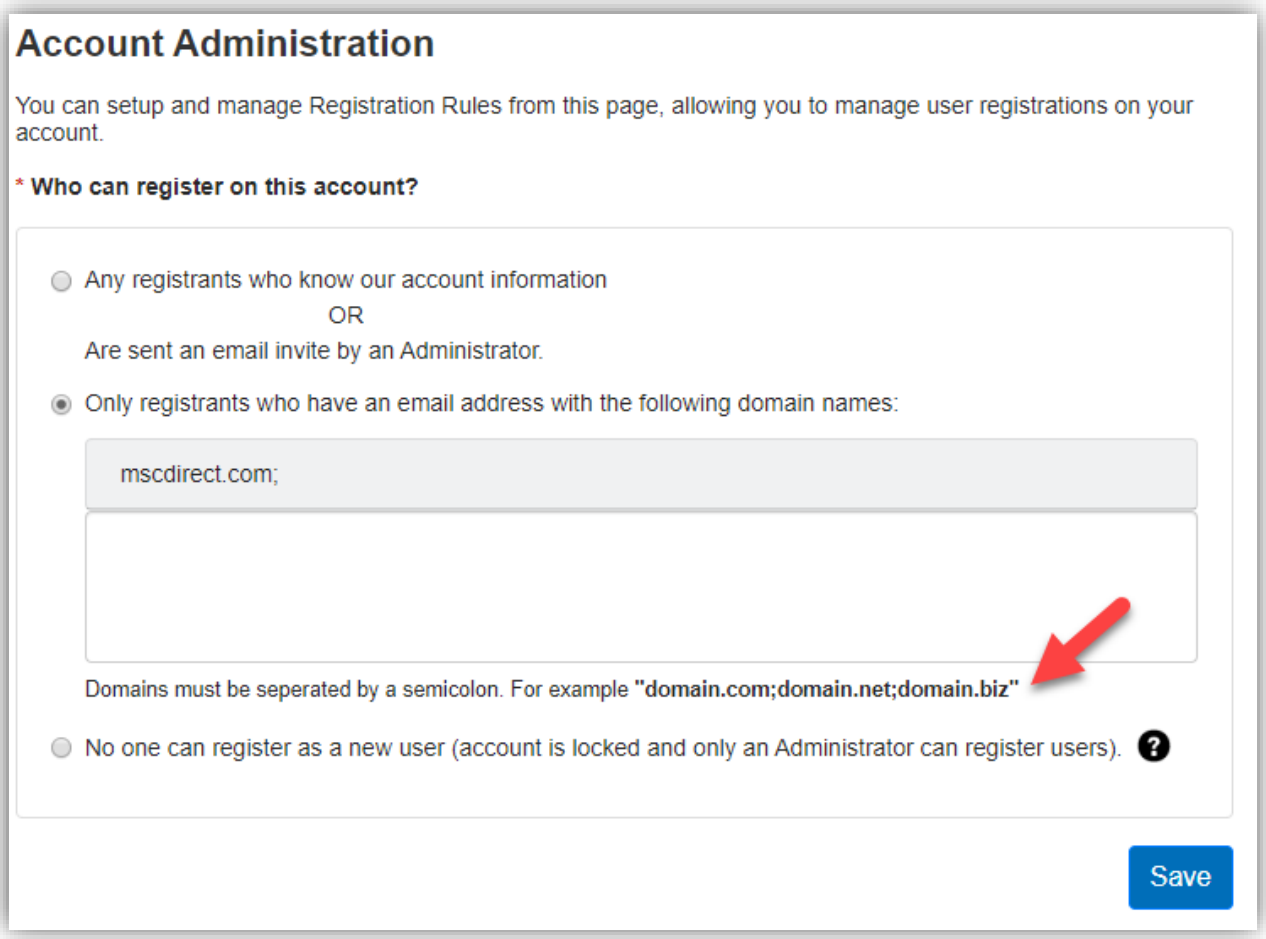
After login as the Administrator, select Account administration from under the People & Purchasing heading.



Who can register on this account?

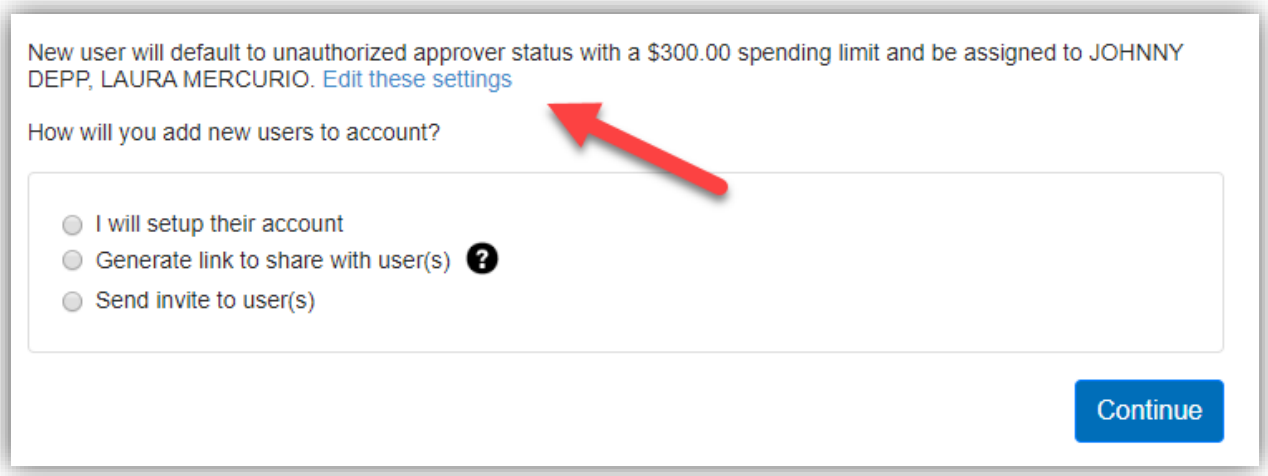
- Any registrant who knows the account information.
- Anyone sent an email invite by an administrator can register.
- Only registrants who have an email address with a specific domain name.
- No one can register as a new user.

Select the Edit option to see the following screen.



Add New User
Registration Default

Administrators have the option to default all new users upon registration with specific spending limitation or can choose to have all users buying without spending limitations. Administrators can also assign approvers to these contacts upon registration. The benefit is allowing control over the system spend, user assignment and setup.



How to add new users to the account

The system is very flexible and offers many options on how to register or invite new users.

- **I will set up their account**

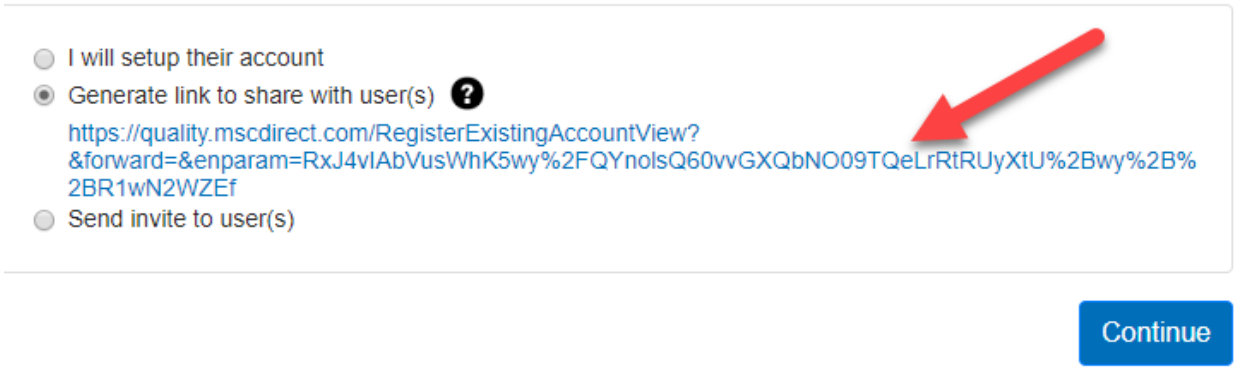
  When an Administrator chooses to set up a user's account, the Administrator will be brought to a short form to fill in the user's first name, last name, email address and phone number. After selecting the Continue button, a short registration form will be auto-filled with the short form information the Administrator created, and then the Administrator will create a password for the new contact, which will be then be changed by the contact.

  The contact will receive an email at the address the admin provided and then the user will have eight hours to complete the registration process. The username will be provided in the email and the user has the option to contact the Administrator for a temporary password or use the Forgot Password link. This information is stated in the email for the user to follow.

  Once the user completes the registration, they will be visible on the Order Approval management screens, and then the Administrator can provide any updates.

- **Generate link to share with user(s)**

  Administrators can generate a link and copy and paste it into an email to send to users. When the user selects the link, it will take the user to the Registration page to fill out.

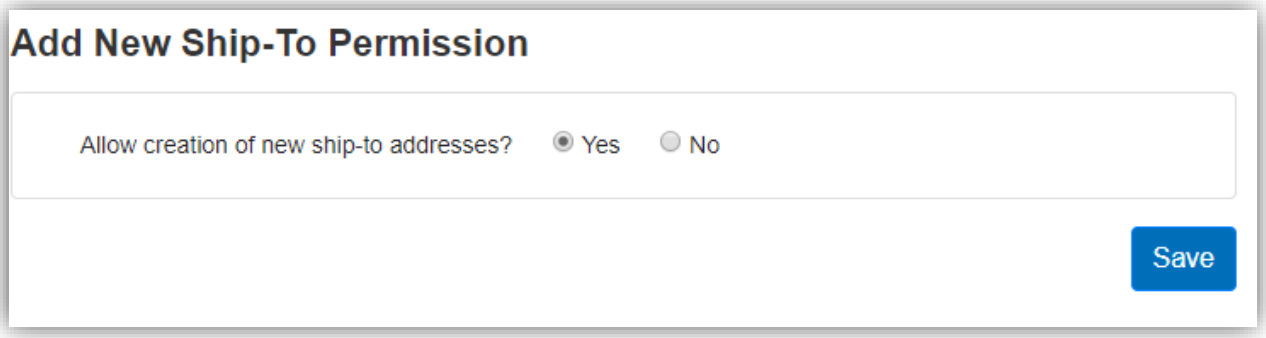


- **Send Invite to user(s)**

  The Administrator can choose this option to send an invite, and the administrator would need to list or upload email addresses.

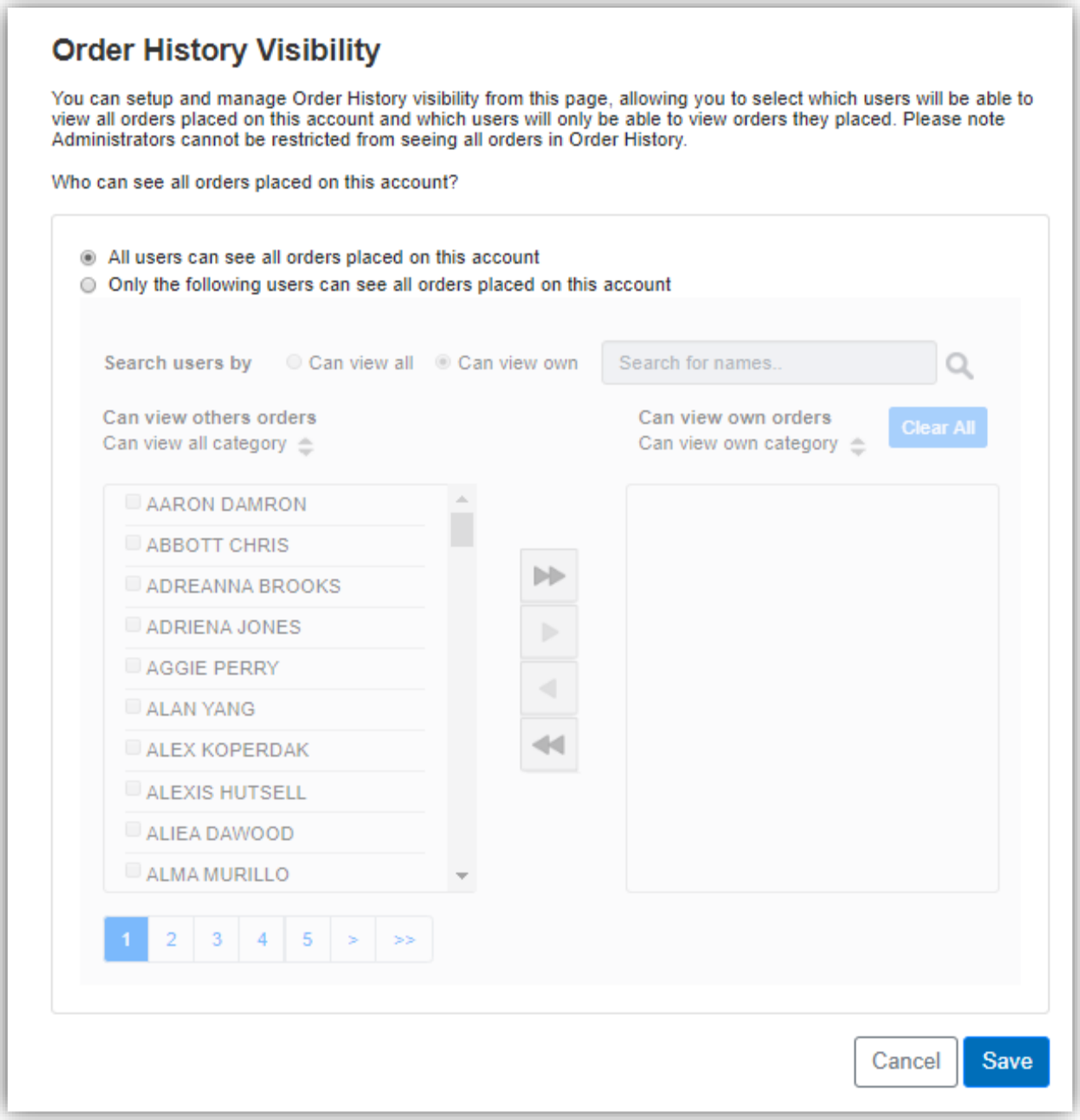
Add Shipping Address

The Account Administration option will allow you to add permissions at the account level to allow or not allow the creation of new shipping addresses.



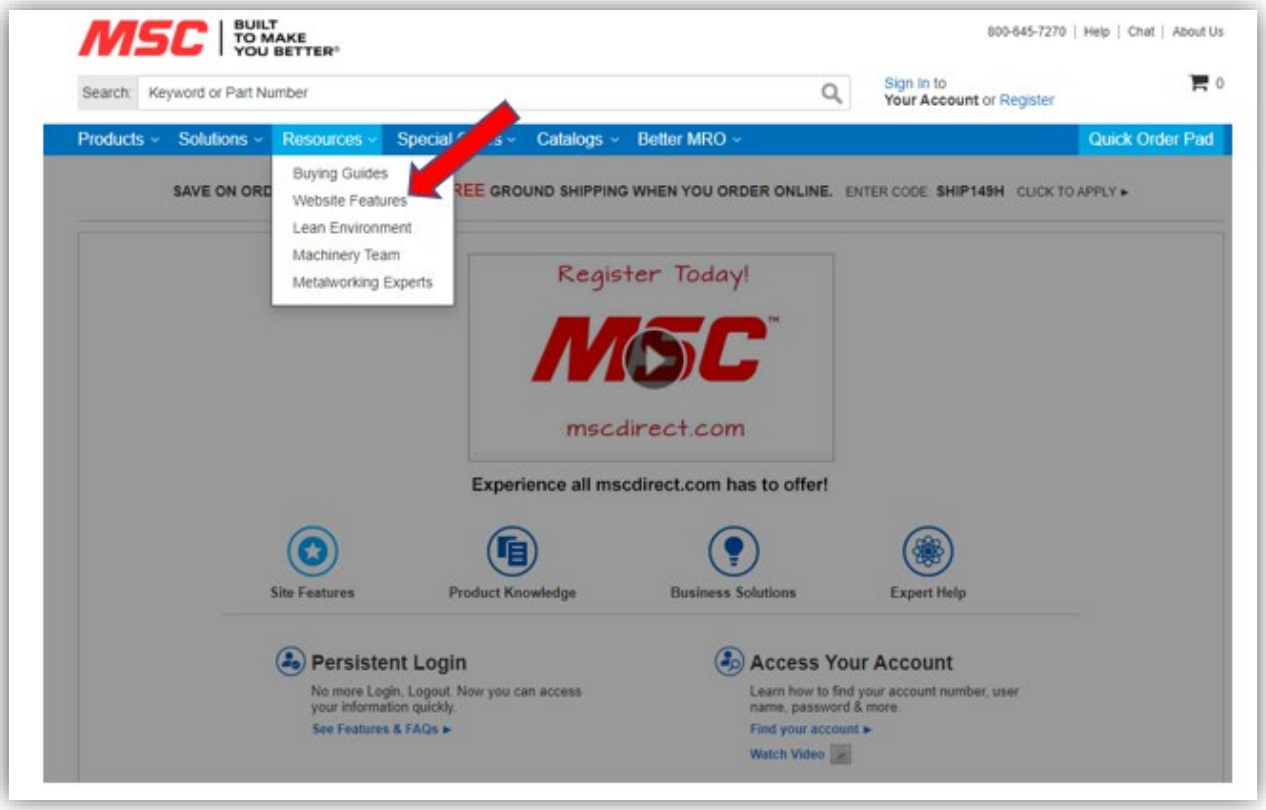
Order History

Set permissions at the user level as to who can or cannot have Order History visibility at the account level or individual level.

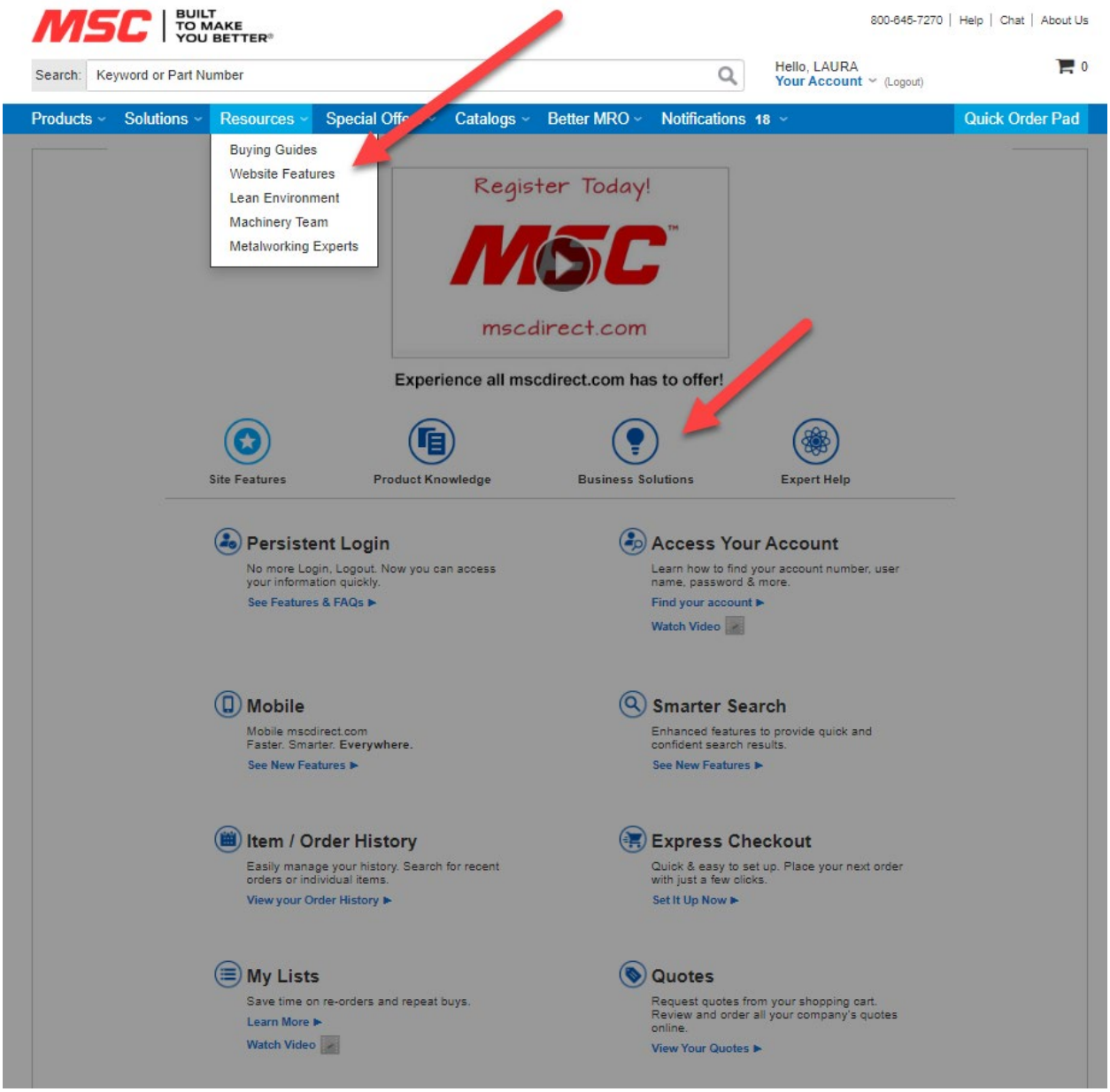


Website Features

The mscdirect.com website offers a features overview page. Click on the following link to access https://www.mscdirect.com/features. Or from the top navigation, select Resources then Website Features. We offer videos and tutorials about business solutions that will help you do business faster, easier and smarter.



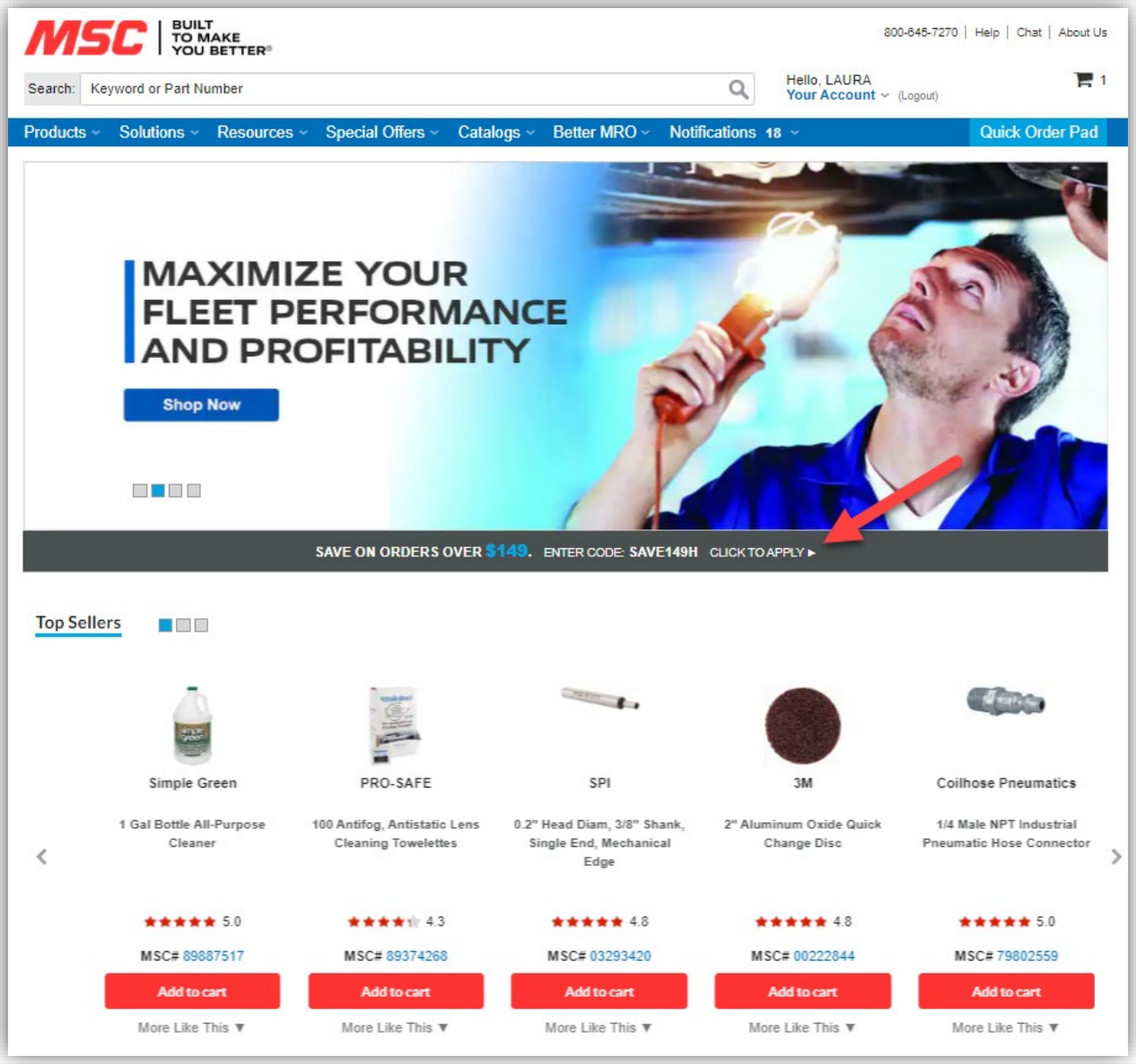
On the Website Features page you will find tabs that pertain to different areas of the website. The screen shot below shows the contents of the Site Features tab. Following it are additional tabs for Product Knowledge, Business Solutions and Expert Help.



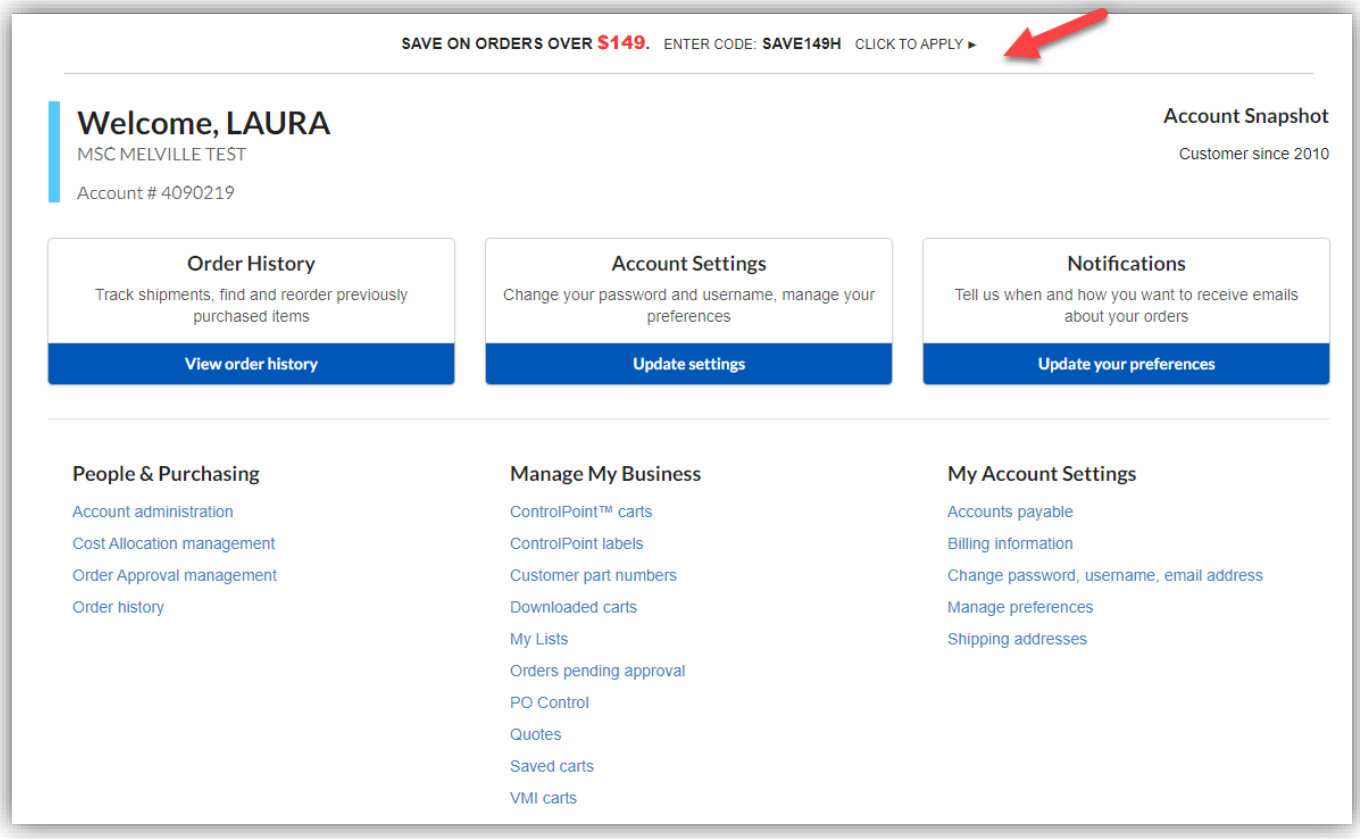
Promos

Promo codes can be added by selecting the promo click from the home page or after login from the Account screen. Anything in your shopping cart will automatically be applied. Or you can choose to manually enter the code within the shopping cart.

Homepage Promo

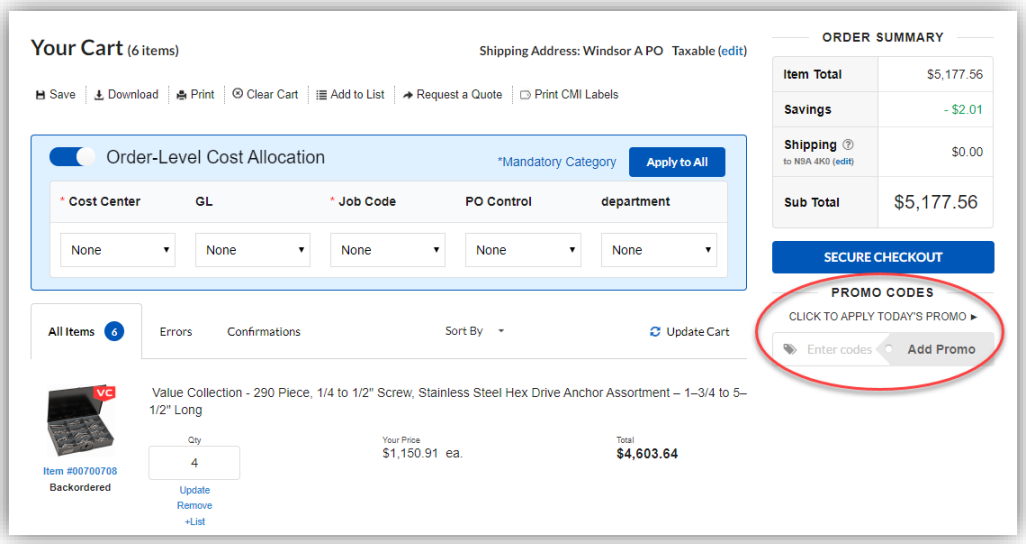


Account Screen Promo



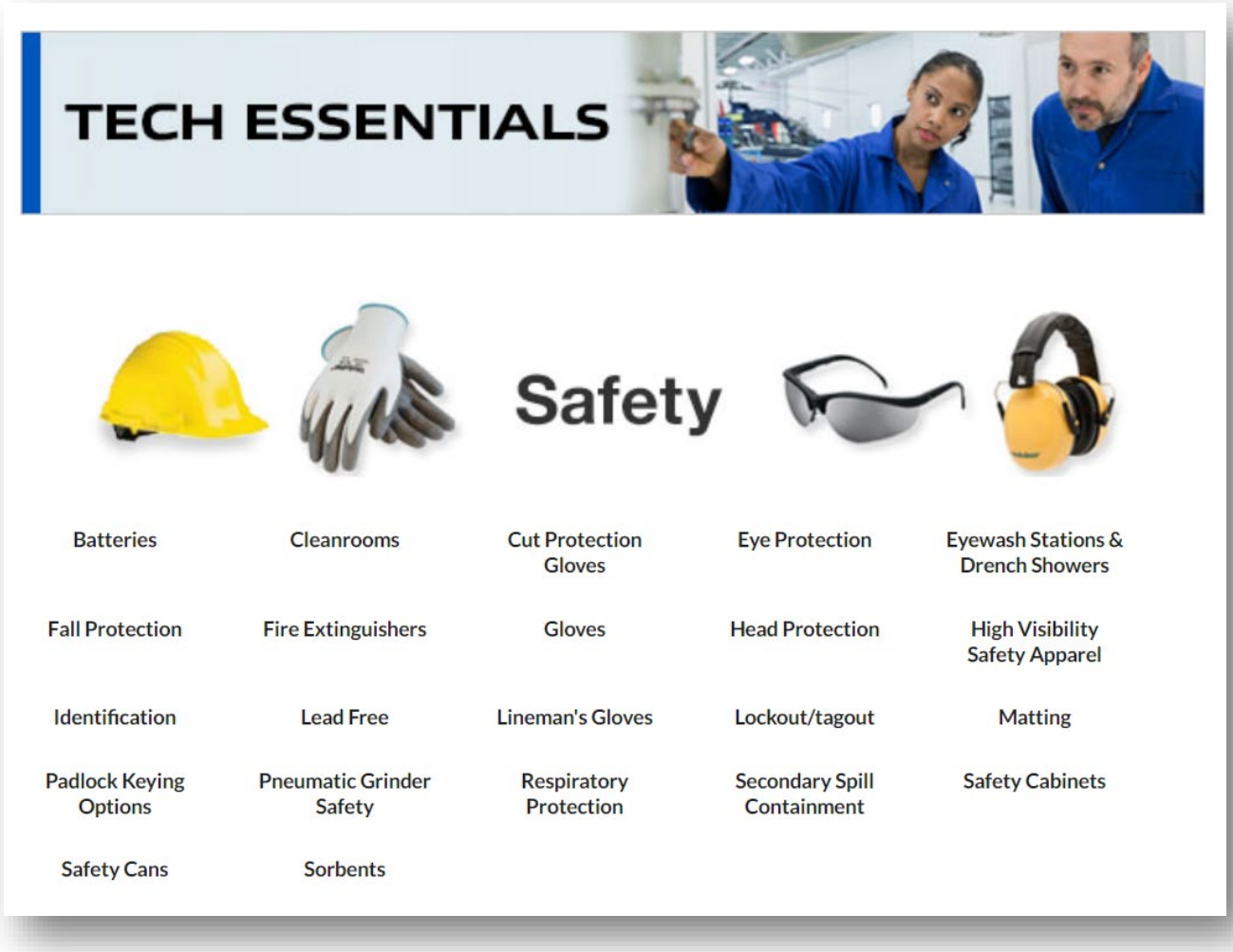
Promo Applied

Shopping Cart Promo



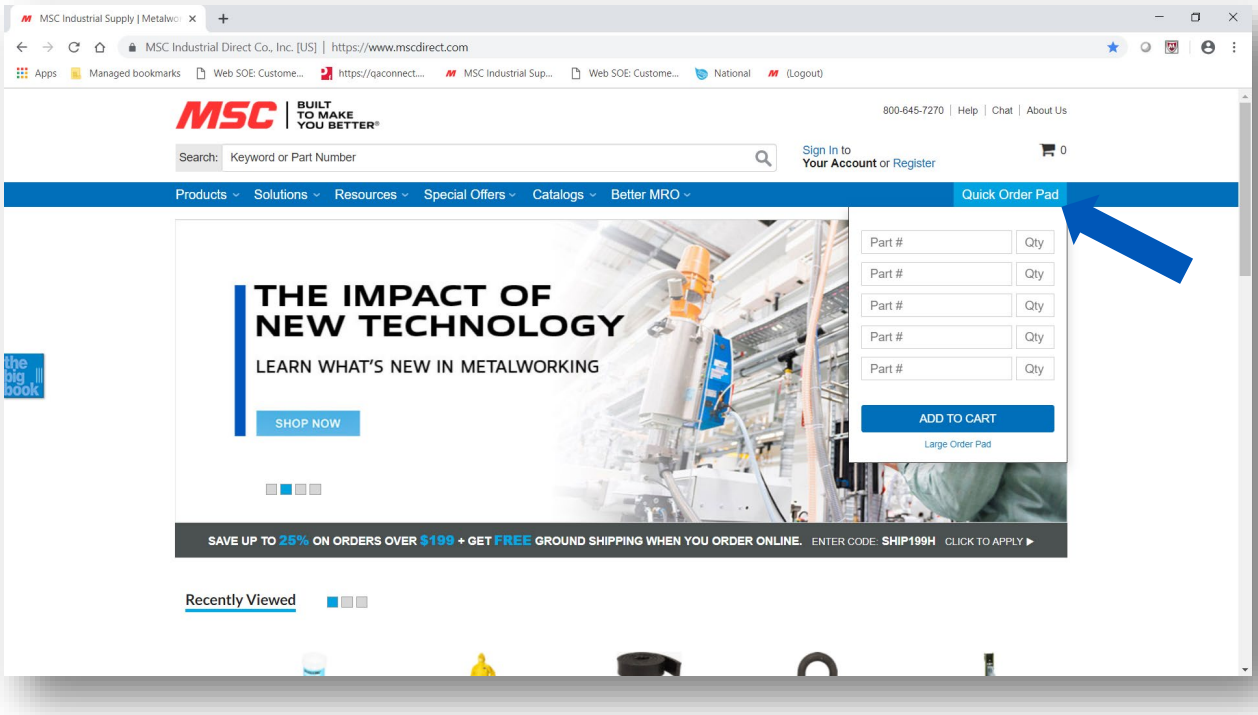
Basics of Technical Information

Did you know mscdirect.com offers Buying Guides for hundreds of product categories right at your fingertips. To access, click on Resources from the top navigation, then select Buying Guides. Simply scroll to the category of choice and click on the corresponding link to help with your purchasing decisions.



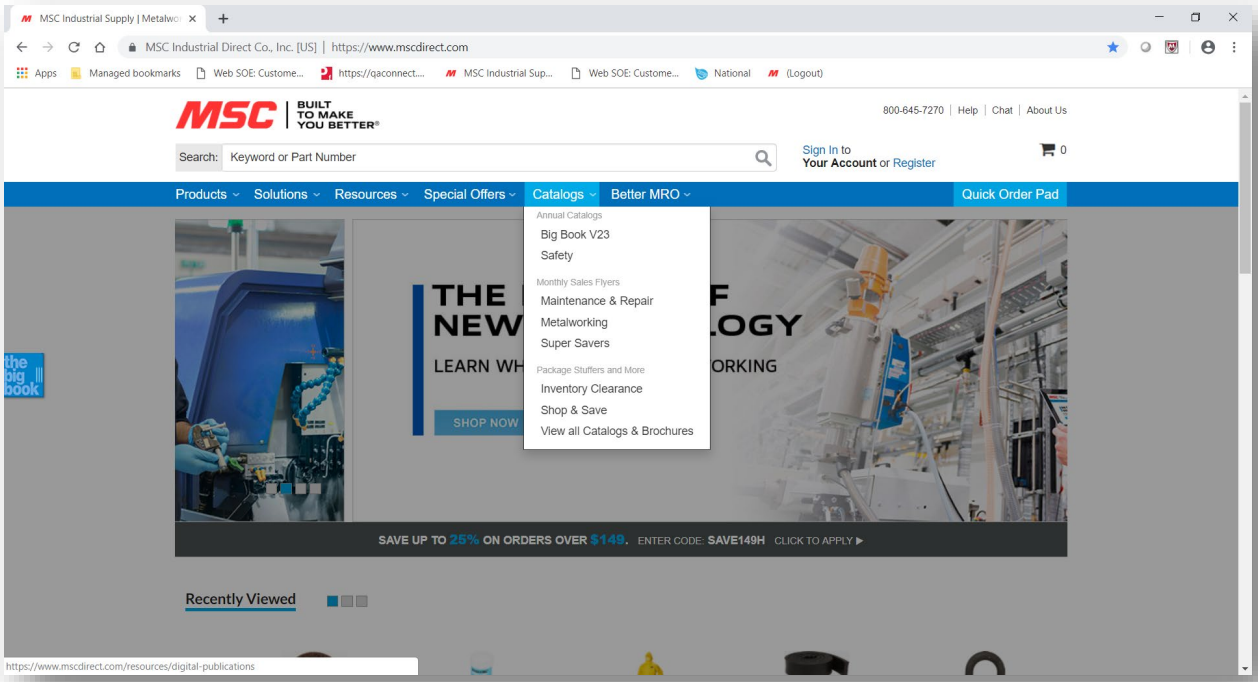
Quick Order Pad

You don’t have to go any further than our home page to add items to your cart quickly and easily using the Quick Order Pad. You can enter MSC, customer, competitor, or manufacturer’s part numbers. If need be, we also offer a Large Order Pad that can be accessed by using the link under the Add to Cart option.



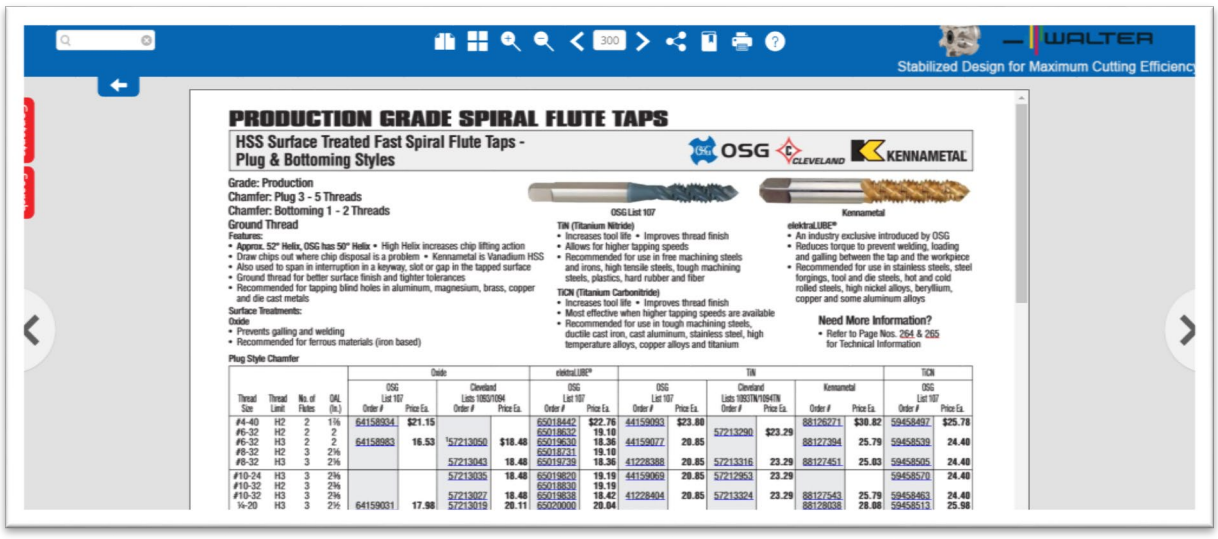
The Big Book Virtual Catalog

Browse MSC's Big Book online in an easy-to-use digital format located under the top navigation under Catalogs. Now you can see all catalogs in a quick view. In addition, we have a catalog fly out option on the left navigation.



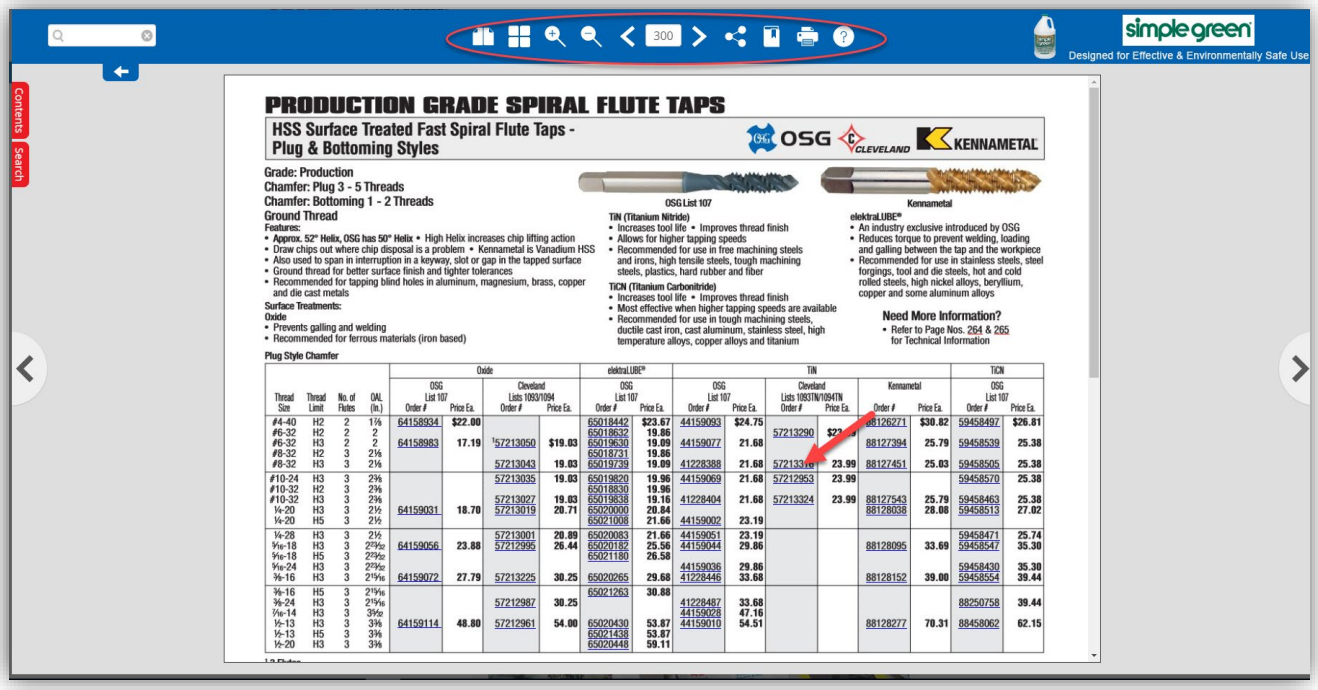
Flexible Search Options

The Search bar lets you search the entire catalog by part number or keyword to quickly find what you need. You will receive a list of relevant page numbers that corresponds with your search criteria and your result is highlighted on each associated page.



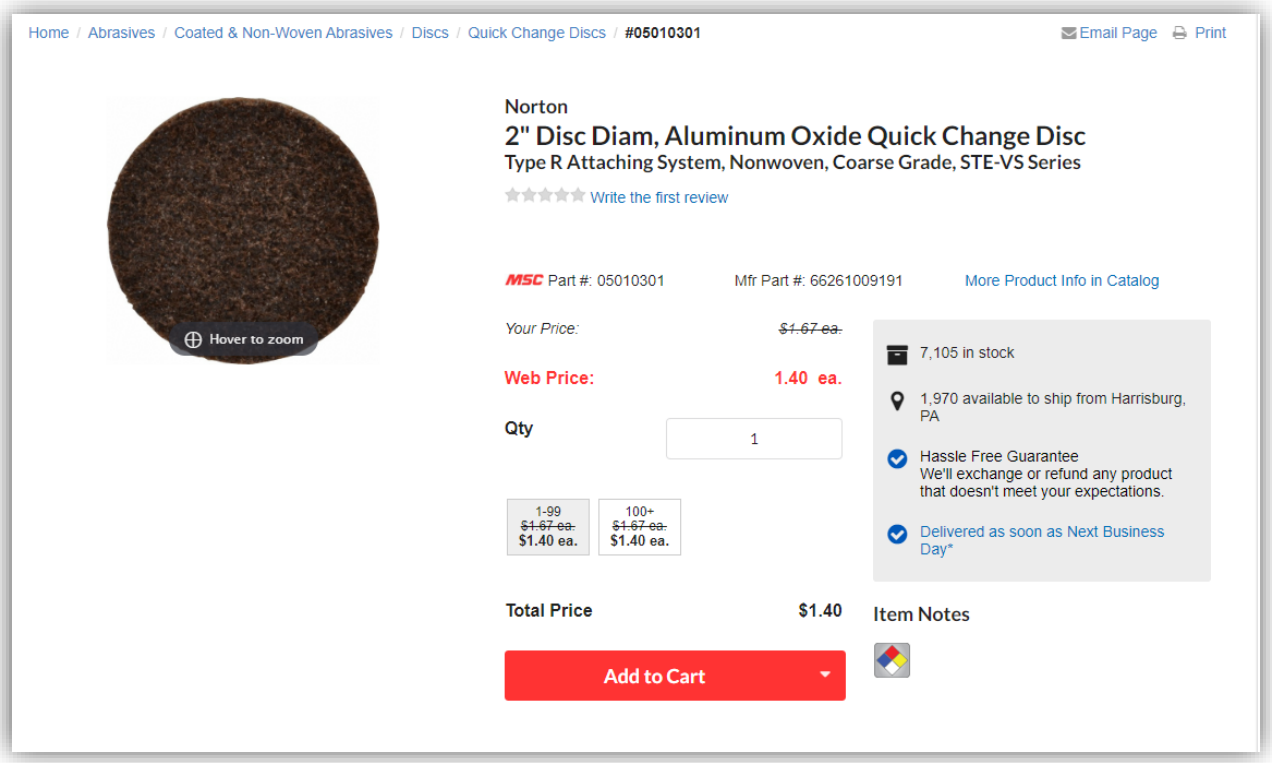
Enhanced Page Navigation
Options to make your navigation easier include two-page views, zoom control, share capabilities, page search, flip pages, create desktop shortcut, bookmarking and printing.

Item Details
Click on the item number to get to the Product Detail page.



Product Detail Page

This comprehensive page view provides complete product descriptions, including manufacturer information, availability, pricing, technical specifications and more as you scroll. Simply search by an item number or click into the item number link to access.



1. Price — Users who are logged in can see their specific pricing. Quantity break pricing will also appear.
2. Stock Status/Real-Time Inventory — Availability for each item is visible, including your nearest pickup location.
3. Delivery time frame — See approximate delivery durations.
4. Add to Cart/Add to My List — Click the Add to Cart button or select the drop-down to add the product to an existing list.

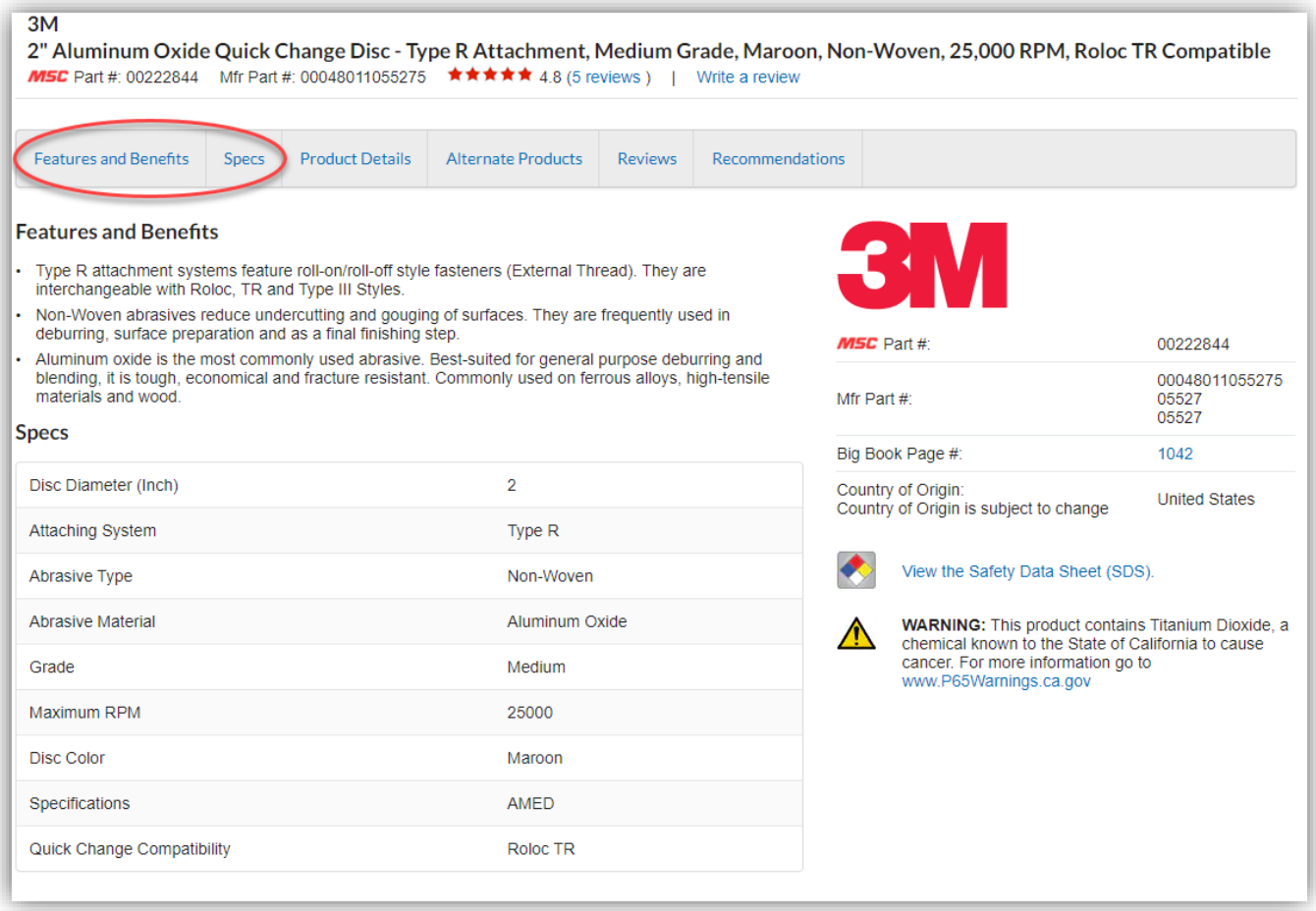
Item Notes — visible icons to take you to additional information regarding your item. In the above example:

Safety Data Sheets
There are many ways to access SDS:

- Directly from the Product Detail page
- By inputting SDS in the search box in the header of mscdirect.com
- Under Help & Support located in the footer on every page
- Or by clicking the Help option within the header of mscdirect.com

From the Product Detail Page scroll down on the page to see many other options regarding the item.

Features and Benefits, Specs



3M

2" Aluminum Oxide Quick Change Disc - Type R Attachment, Medium Grade, Maroon, Non-Woven, 25,000 RPM, Roloc TR Compatible

MSC Part #: 00222844 Mfr Part #: 00048011055275 4.8 (5 reviews) | Write a review

Features and Benefits | Specs | Product Details | Alternate Products | Reviews | Recommendations

Features and Benefits

- Type R attachment systems feature roll-on/roll-off style fasteners (External Thread). They are interchangeable with Roloc, TR and Type III Styles.
- Non-Woven abrasives reduce undercutting and gouging of surfaces. They are frequently used in deburring, surface preparation and as a final finishing step.
- Aluminum oxide is the most commonly used abrasive. Best-suited for general purpose deburring and blending, it is tough, economical and fracture resistant. Commonly used on ferrous alloys, high-tensile materials and wood.

Specs

Disc Diameter (Inch)	2
Attaching System	Type R
Abrasive Type	Non-Woven
Abrasive Material	Aluminum Oxide
Grade	Medium
Maximum RPM	25000
Disc Color	Maroon
Specifications	AMED
Quick Change Compatibility	Roloc TR

MSC Part #:	00222844
Mfr Part #:	00048011055275 05527 05527
Big Book Page #:	1042
Country of Origin: Country of Origin is subject to change	United States

View the Safety Data Sheet (SDS).

WARNING: This product contains Titanium Dioxide, a chemical known to the State of California to cause cancer. For more information go to www.P65Warnings.ca.gov

Product Details

3M

2" Aluminum Oxide Quick Change Disc - Type R Attachment, Medium Grade, Maroon, Non-Woven, 25,000 RPM, Roloc TR Compatible

MSC Part #: 00222844 Mfr Part #: 00048011055275 ★★★★★ 4.8 (5 reviews) | Write a review

Features and Benefits | Specs | Product Details | Alternate Products | Reviews | Recommendations

Product Details

From the Manufacturer | Powered by syndigo

Is the information in this section helpful? Yes / No

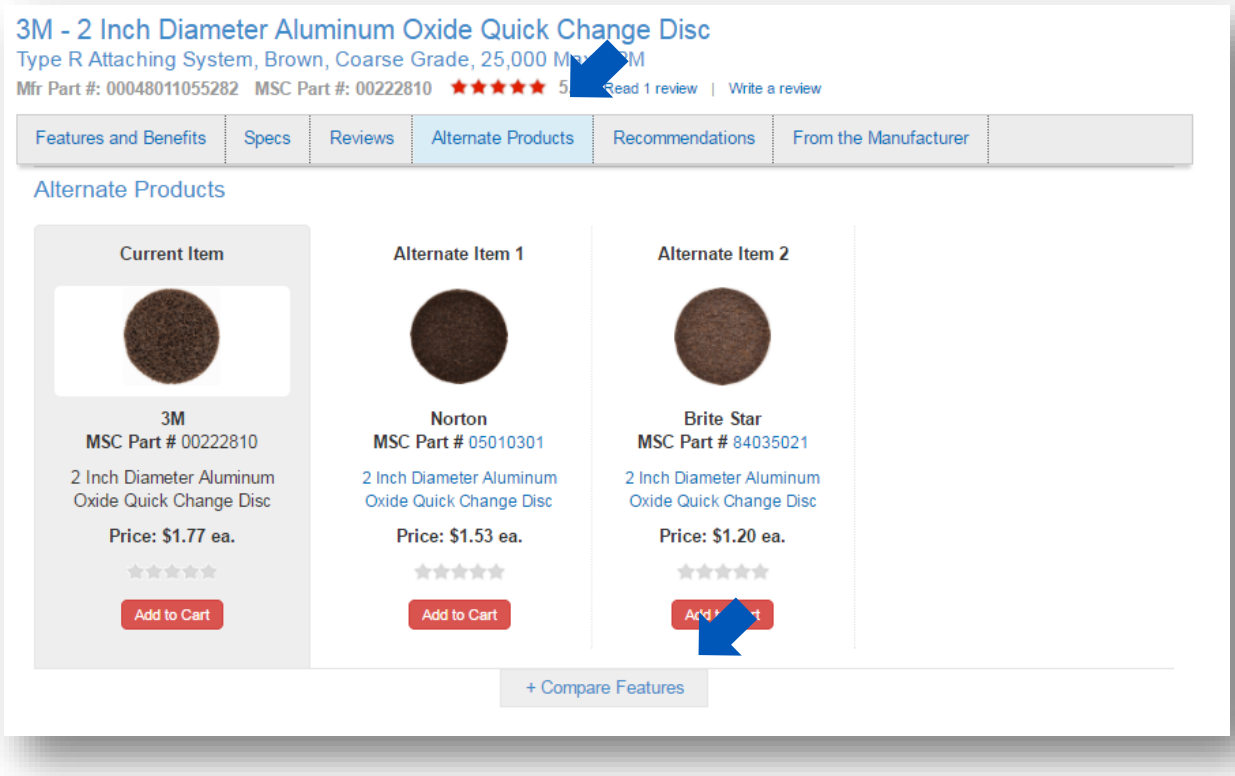
Overview

Benefits

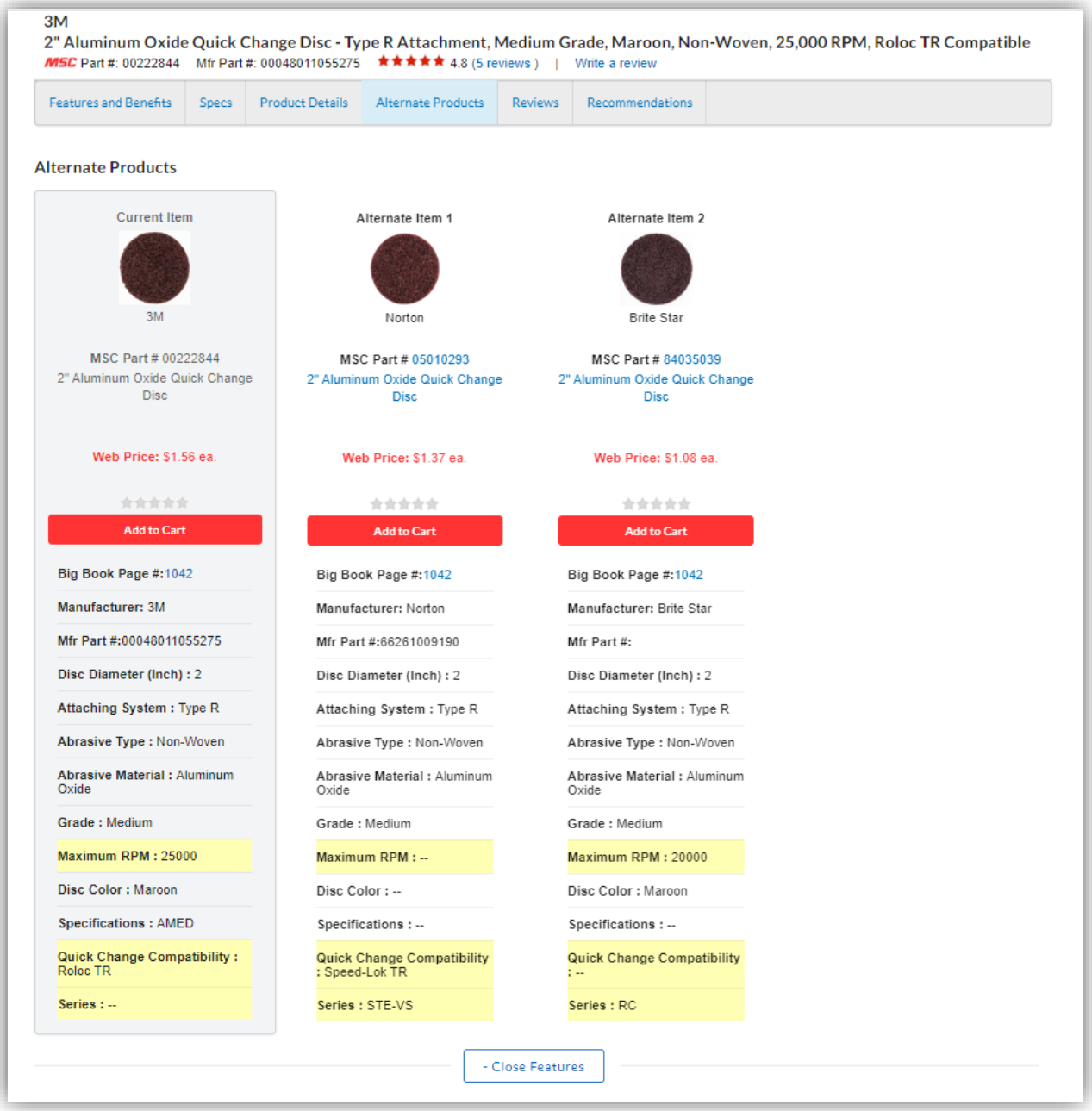
- Tough non-woven disc aggressively deburrs and finishes
- Conformable, non-woven disc combined with Roloc backing allows for aggressive cutting
- Open-web construction resists loading and runs cool, allowing for consistent finishes
- Convenient 3M™ Roloc™ attachment system offers quick and easy disc change-out for multi-step finishing processes

Alternate Products

If this item is not an exact match for your application, check on the Alternate Product tab for a list of recommended alternatives. We also offer a compare items feature at the bottom of this page. This will assist with the differences in the items that are called out by a yellow highlight.

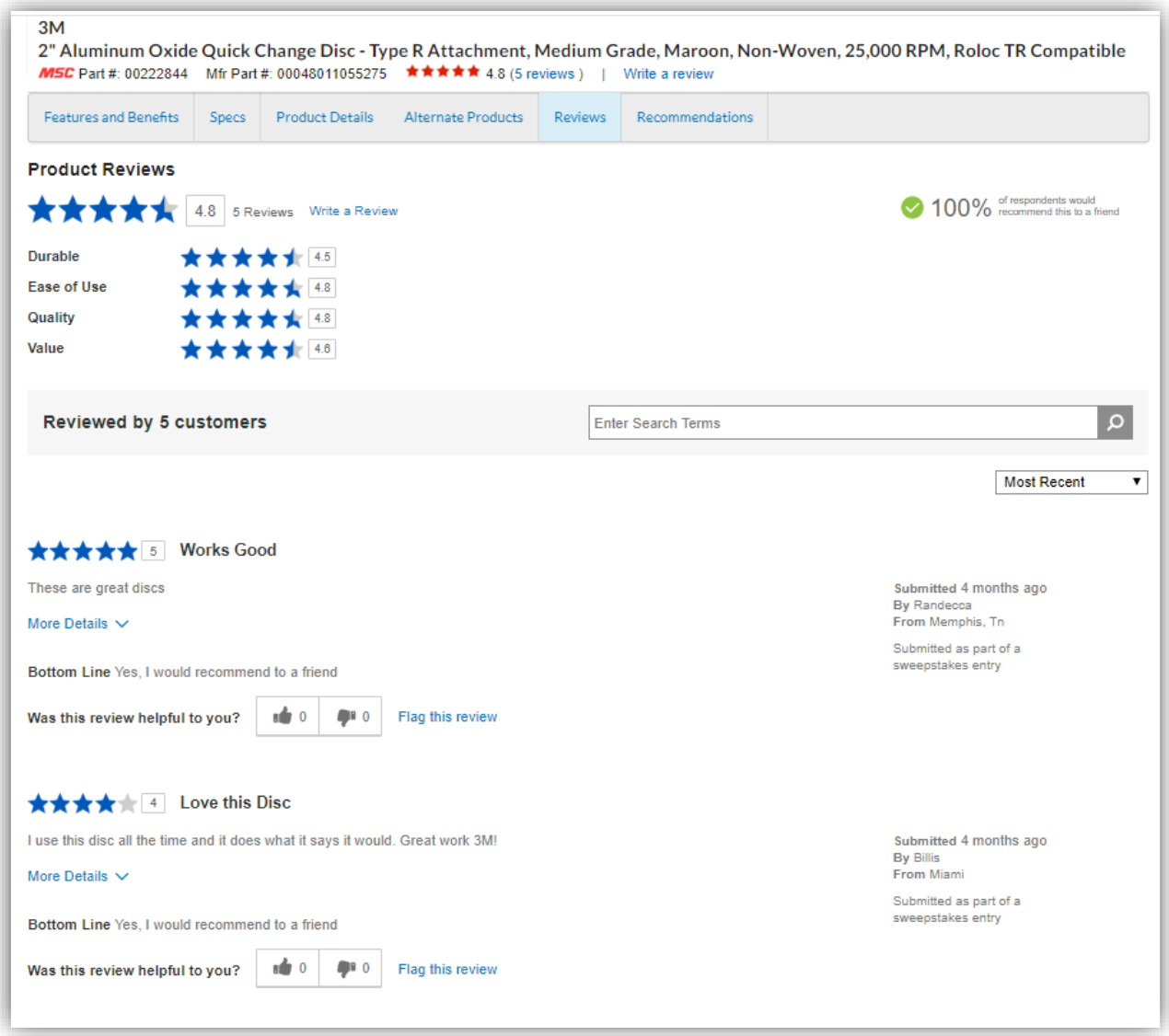


Alternate Product Compare (view)



Reviews

This section offers personal opinions from other purchasers of the item that you've selected. These opinions can be focused on strengths or weaknesses as to whether the item is something that will be useful in their opinion.



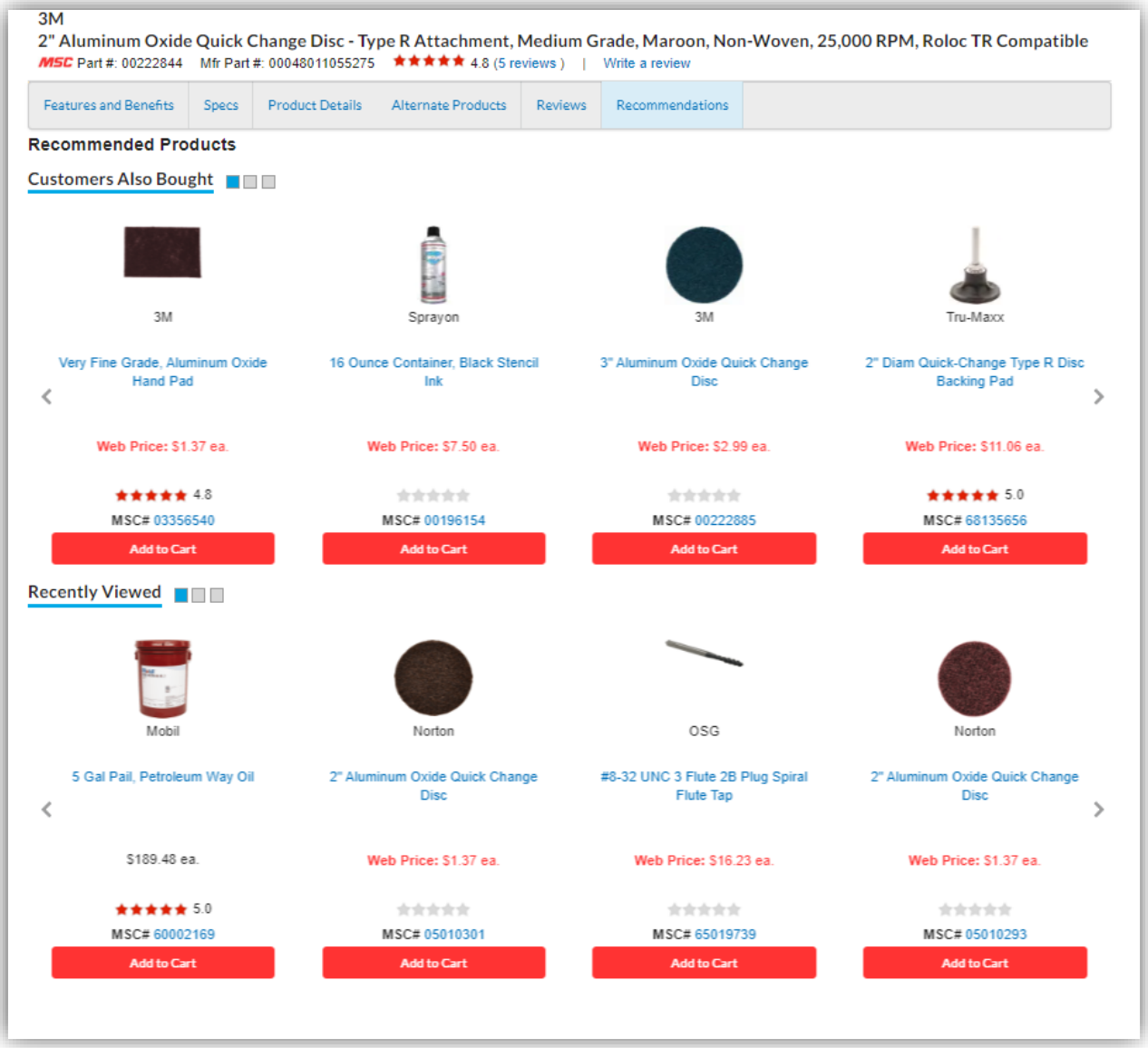
Recommendations/Recommended Products

Customer Also Bought

Based on your view we also provide items that customers also bought.

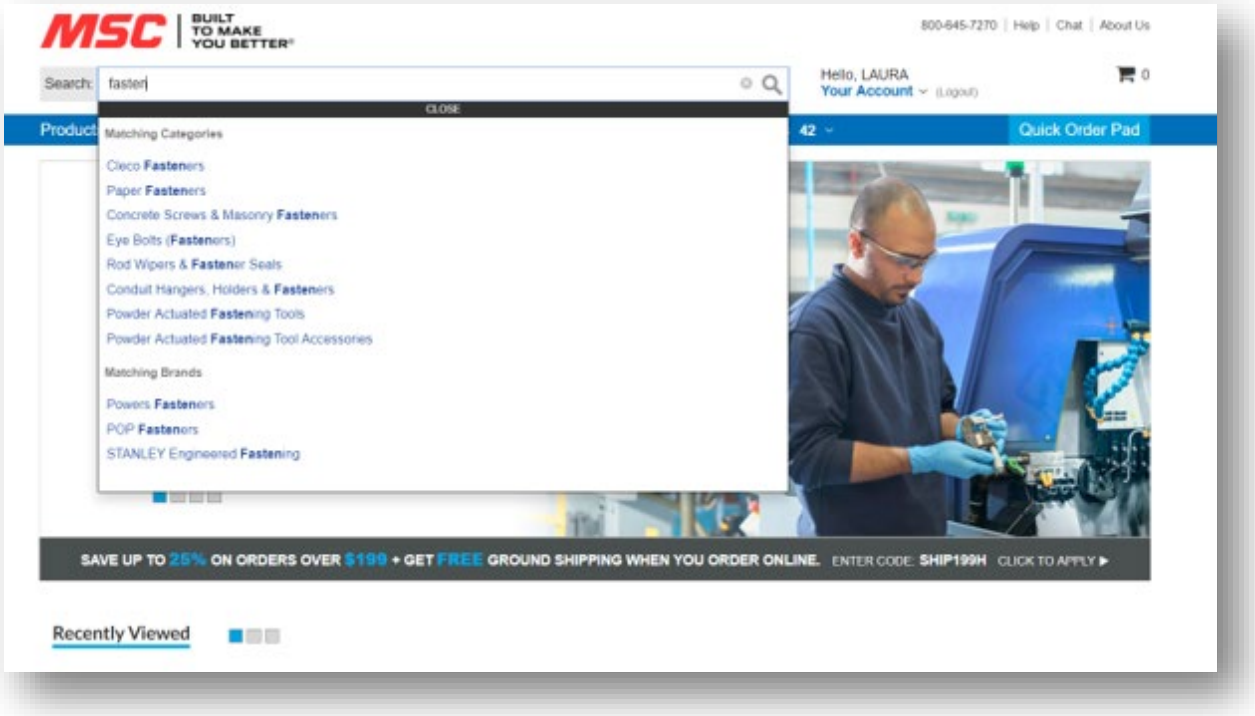
Recently Viewed

Did you need to review an item you previously searched? We keep a list of recently viewed items that you can refer to at any time during your visit and makes the items easily accessible.



Search

Find what you need faster than ever directly from the search bar in our header. Our enhanced search saves you time with suggestions that appear as you type. Search by keyword, brand, and MSC, manufacturer, customer, competitor, NSN and UPC part numbers.

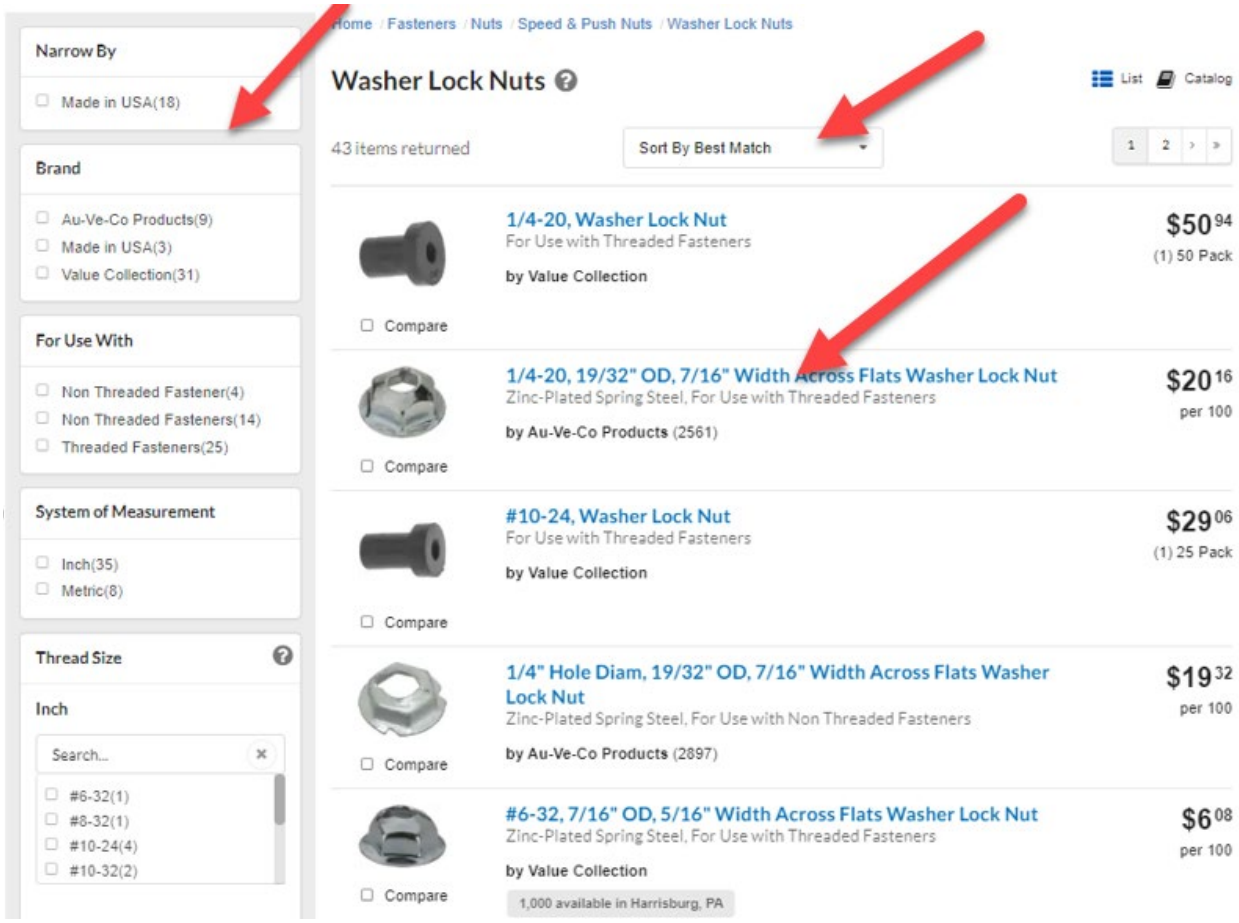


Refine Your Search Results

Easily refine your search and find the exact product you're looking for by selecting the attributes you need all laid out on one page. Quickly scan and find the items you are searching for with ease.

Sort by options.

Active description links to retrieve more detailed information.

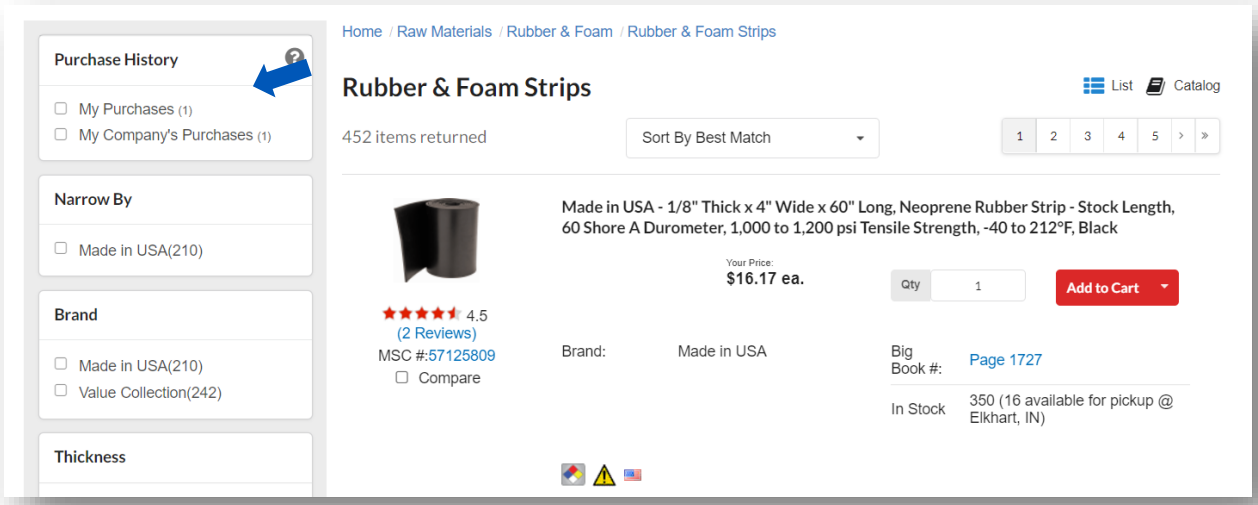


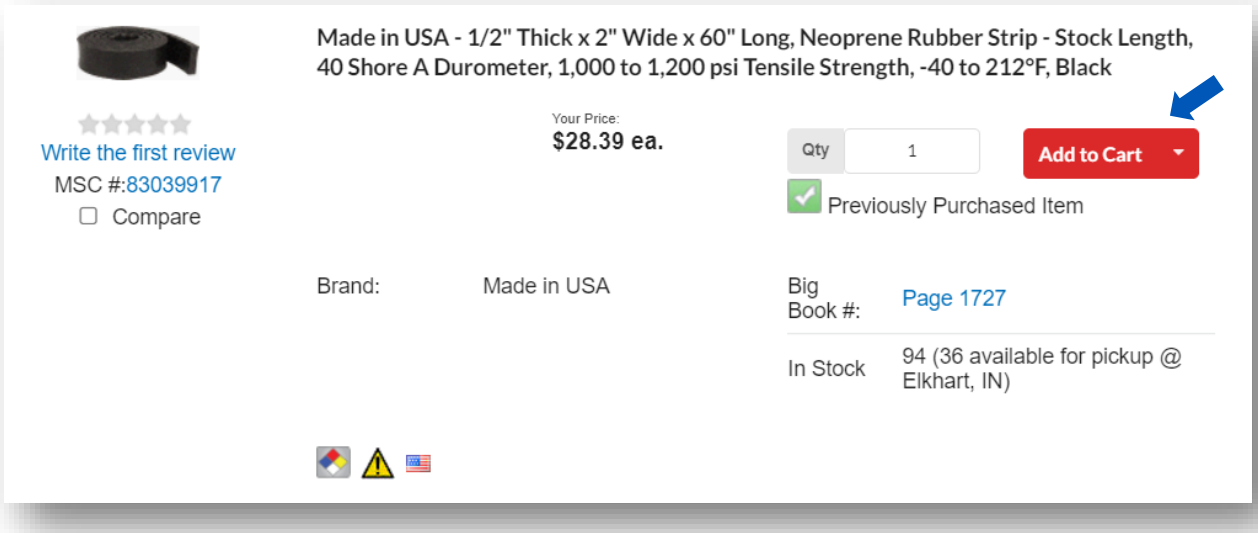
In Stock

The Search Results page shows real-time product availability. If you are logged in, you will also see inventory available for pickup from the customer pickup location closest to you and your pricing, if applicable.

Previously Purchased

Previously purchased items can also be viewed from the left navigation during a search. Simply log in and then search by the keyword in the header of mscdirect.com. You will see your purchases and your company's purchase history in the left navigation at the top of the attribute refine listing.



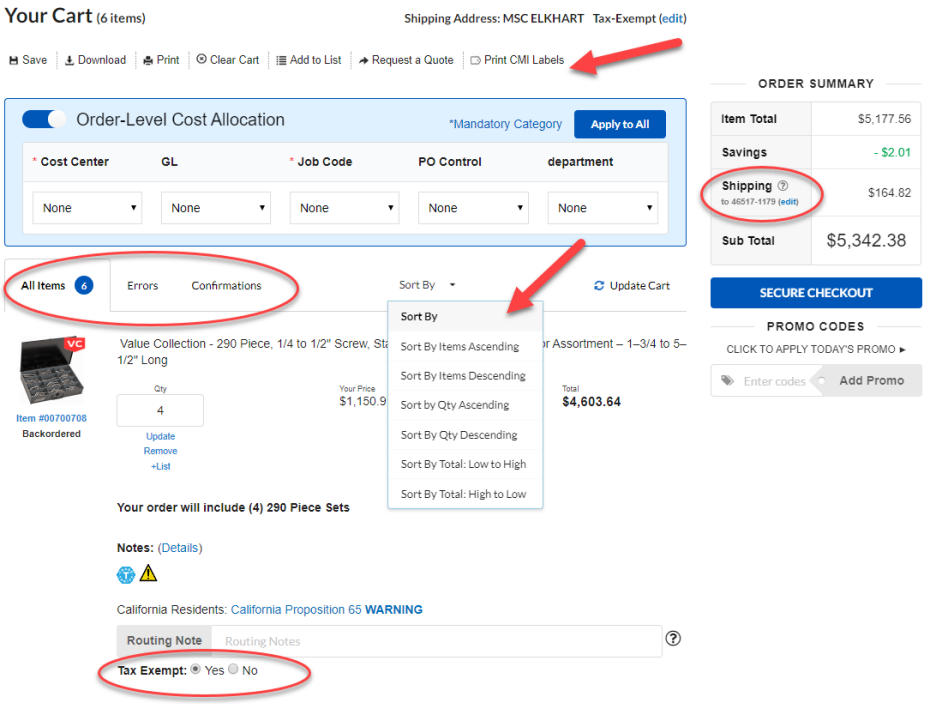


Add to Cart/Add to List
Once you find the product you are looking for, check Add to Cart to add it to your Shopping Cart and/or Add to List for easy reordering.

Shopping Cart

Your cart contains a descriptive list of the items you've selected for purchase. You can easily add, modify or remove items from your cart before checkout.

1. Verify your shipping address and tax status and edit if necessary.
2. Easily save a cart, download your cart, print, clear, add items to a list, request a quote or print CMI labels.
3. **Order Level Cost Allocation** — View and access line item distributions, if applicable. For more information on Cost Allocation, see table of contents for page number in this guide.
4. **Cart Status View** — Cart item counter, error notations and confirmation guidance.
5. **Sort By functionality** — Ascending, descending, by price, popularity.
6. **Update Cart functionality** — After edits choose this option to update your cart.
7. **Order Summary** — Provides item totals, savings, shipping costs and subtotal prior to taxes.
8. **Pricing** — If you are logged in, you will see **your** pricing and savings, if applicable, in the cart.
9. **Shipping Costs** — Shipping costs can be estimated by entering the shipping address zip code.
10. **Promo Codes** — Promo codes can be manually entered for additional savings.
11. **Item Number** — Click on this link to view the Product Detail page for the product.
12. **Item Description** — A detailed description accompanies each MSC item number in the cart.
13. **Order Availability** — Resides under the MSC item number.
14. **Quantity —** Quantity indicates the total you wish to purchase and can be edited at this time.
15. **Item Removal** — If you wish to remove an item, the option to delete is under the quantity field.
16. **Special Notes** — This area of the cart contains special product information, such as quantity discounts, non-catalog item, SDS, truck item and more.
17. **Routing Notes** — Routing notes are for customer's internal use only. Use the routing notes feature to provide line item specific instructions on your packing slip. Routing note information will also be visible on your invoice.
18. **Tax Exemption Status** — Tax exemption status can be easily changed at the line item level if your shipping address is Tax exempt.
19. **Add to List** — Click this link to add the product to a personal list for future reference and repeat buys. This is located at the top of the shopping cart.



Secure Checkout

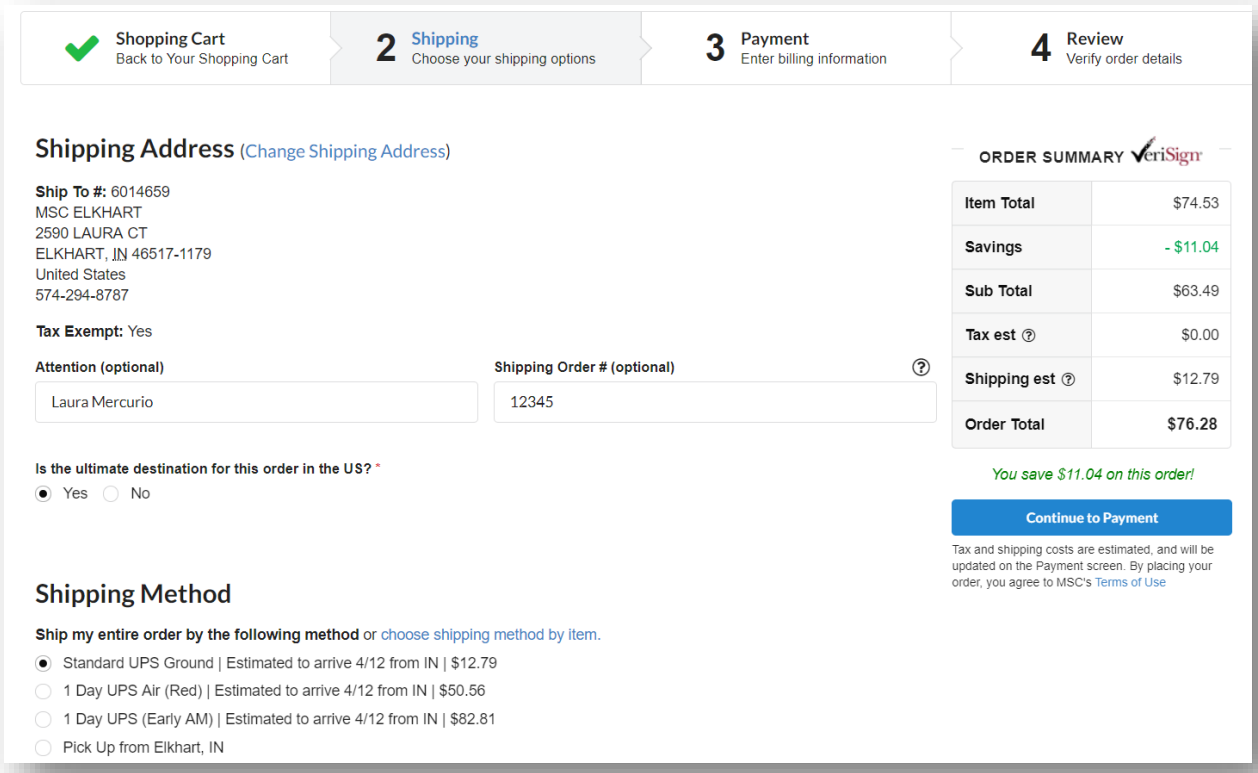
Our fast and efficient checkout process means less steps and more time for you.

Shipping Address

To make checkout even faster, your shipping address will be pre-filled with either your selected default address or the address used on your last order. You may modify your shipping address or add a new address if needed.

Shipping Method

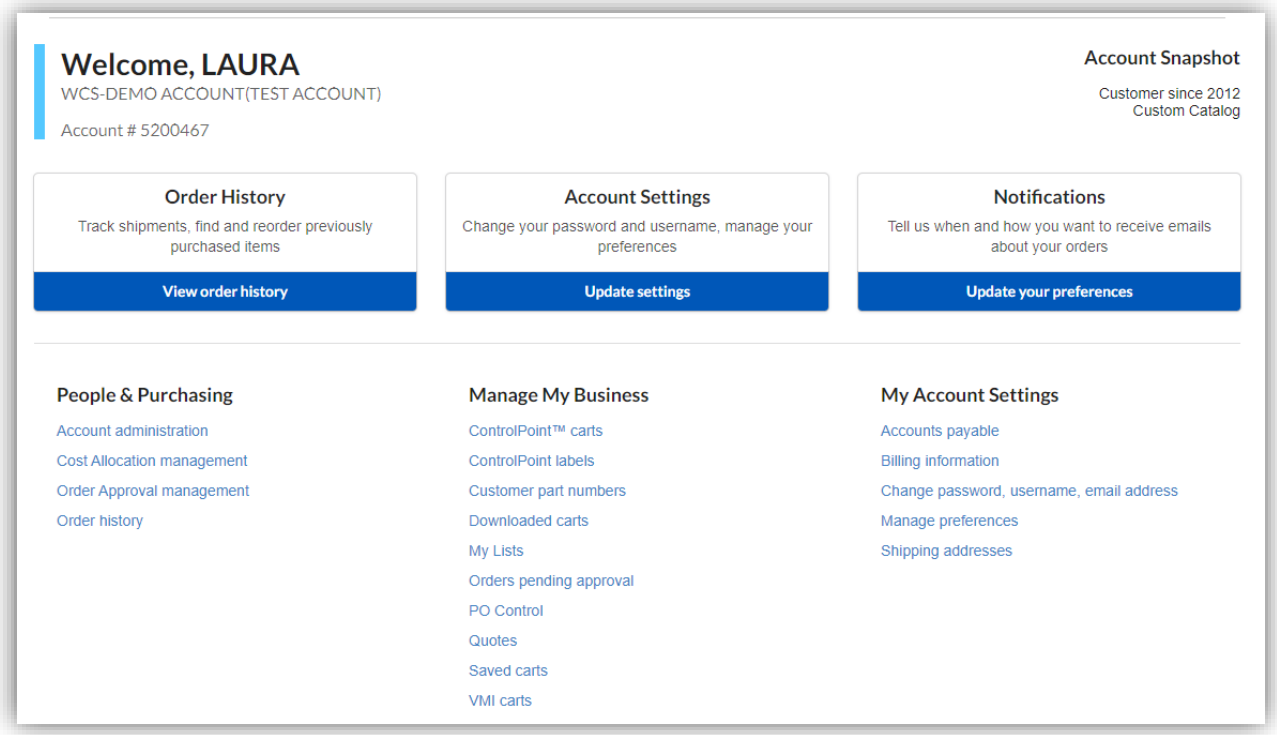
The shipping method is clear and concise while providing estimated arrival and associated shipping costs.



My Account

After Login, the My Account page provides a quick snapshot of your account information in a clear dashboard view.

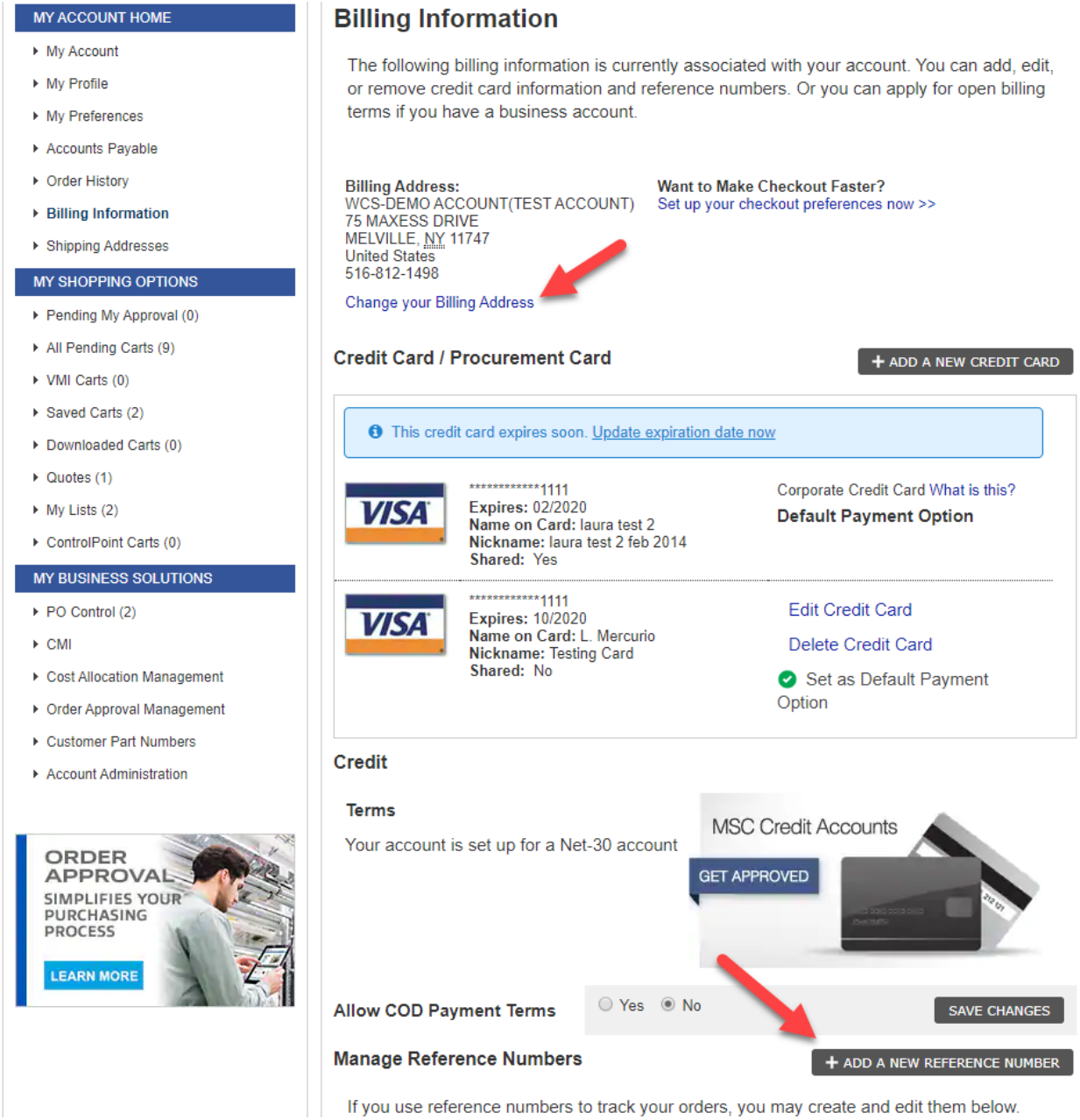
- Order History — Track shipments, find and reorder previously purchased items, view order history.
- Account Settings — Change your password, username, and manage your preferences and shipping addresses.
- Notifications — Tell us when and how you want to receive emails about your orders.
- People and Purchasing — All the solutions to manage your account by clicking a link.
- Manage My Business — Mobile app, create Lists, download carts, request a Quote and more.



My Account Settings

Accounts Payable — As an administrator on the account, you can search for your invoices and pay them online.

Billing Information — You have complete control of your account. Use this section to quickly select your preferred payment method or change your billing address. You can also set a default credit card/procurement card, find information and applications for credit and, if you use reference numbers to track your orders, create and edit them here. Click on the link from the Account page and then from the Billing information page select Change your Billing Address.

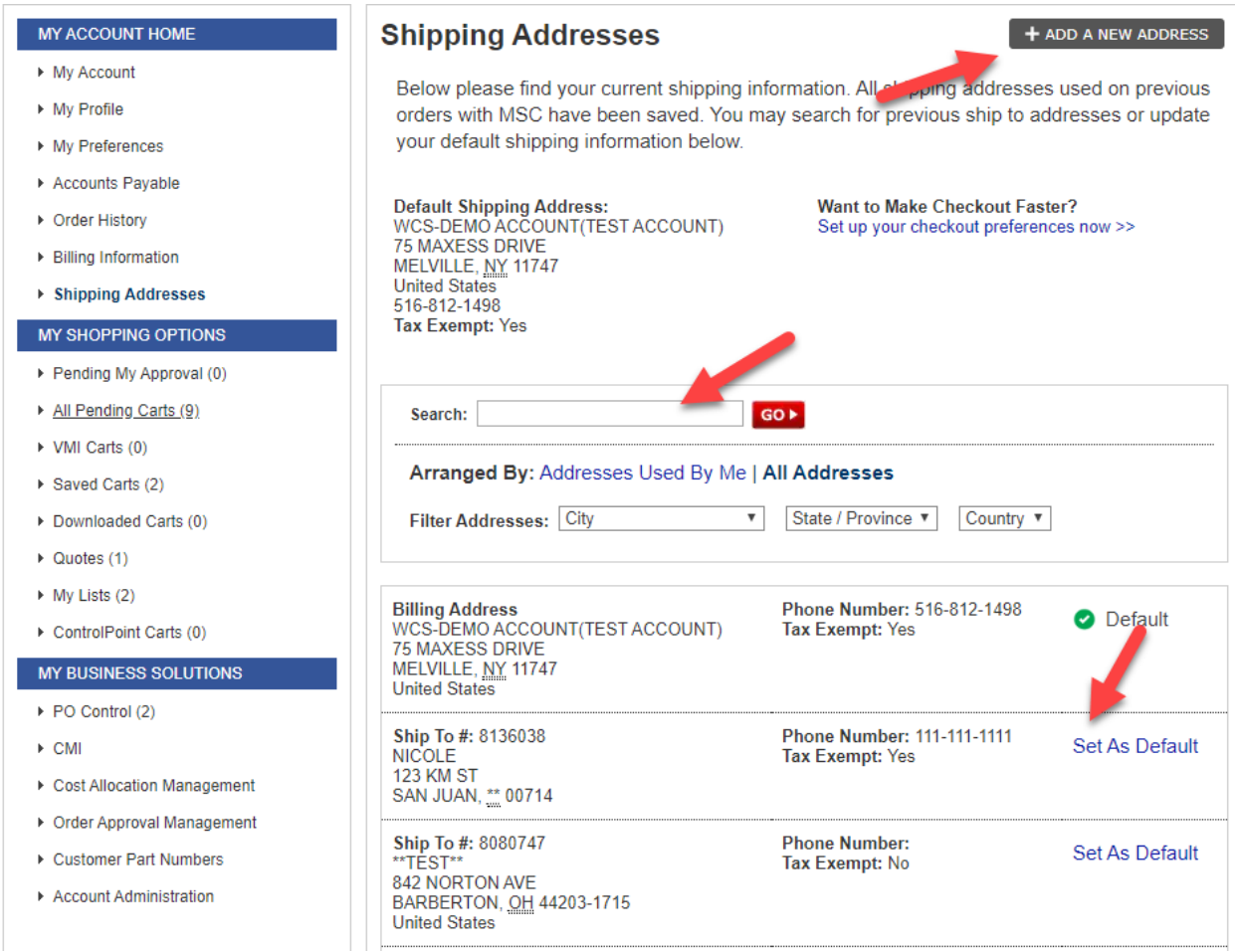


My Preferences

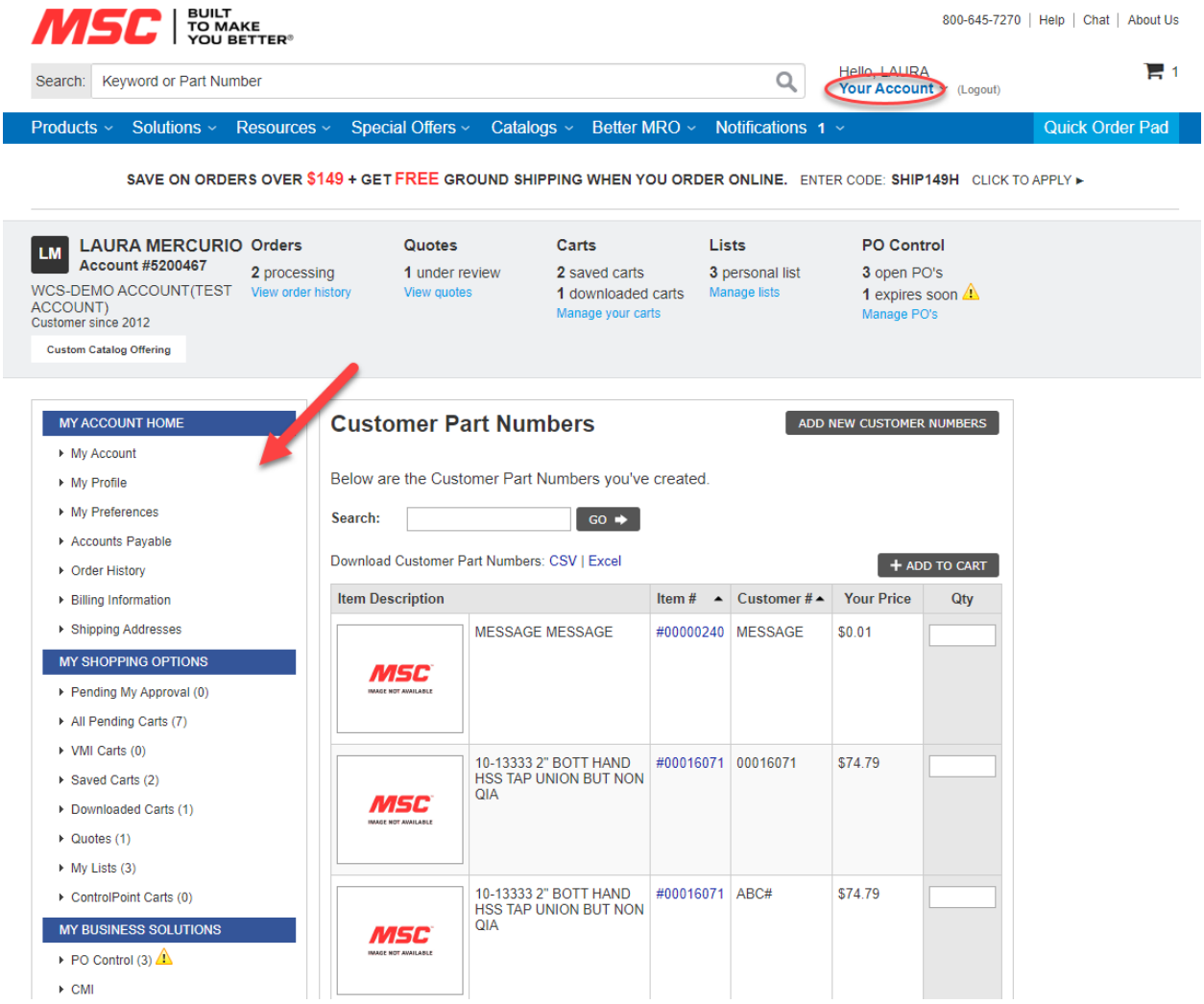
- Set up checkout preferences for a faster checkout process.
- Change notification preferences to control the email communications you receive.
- Manage email notifications for all your orders sent via the Order Approval process.
- Download cart functionality

Shipping Addresses

To save you time during checkout, all shipping addresses used on previous MSC orders have been saved here. You may search for previously used shipping addresses, set a default shipping address, add new addresses or edit your existing shipping addresses.

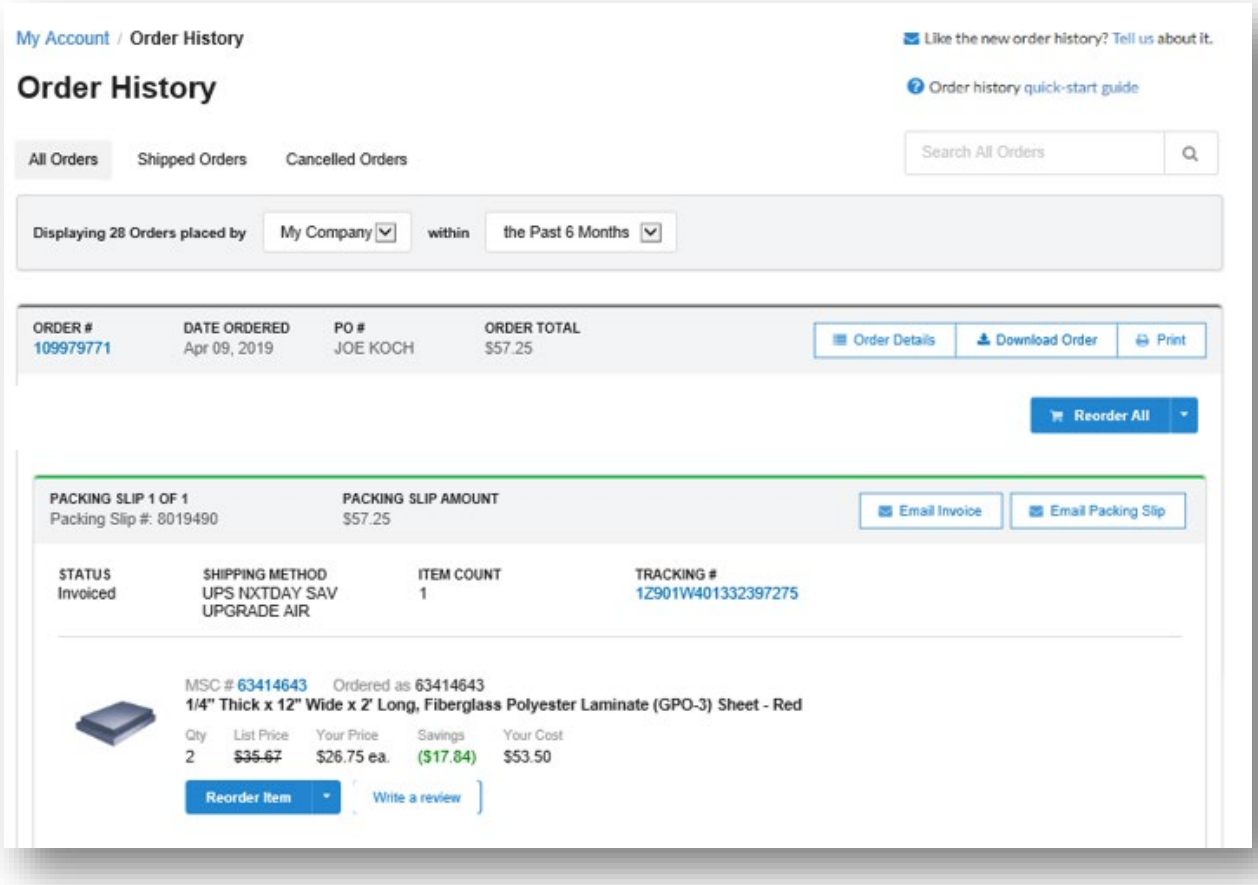


Once a selection has been made from the Account page, the left navigation will become visible to allow you to navigate to other areas of the website, with the exception of the Order History screen. To navigate back to the Account page, click the Your Account link in the header.



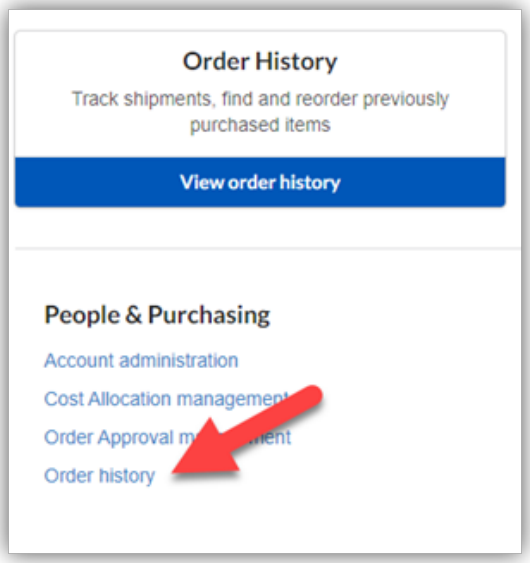
Order History

In Order History you can quickly find items you've purchased before, return items, track shipments, or reprint invoices and packing slips. You can search orders placed by using any of the following criteria: brand, order number, date, item number, purchase order number, packing slip number, web order number, first name, last name, category, PO, ship-to number, customer part number and price.



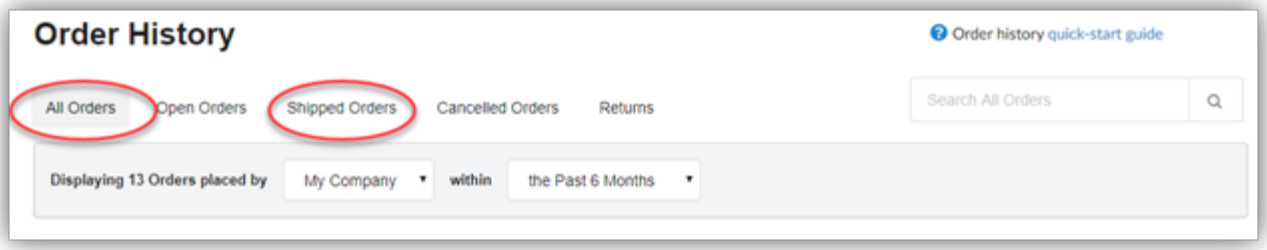
Online Returns

To view Online Return options, log in to your account. Navigate to Order History from the Account page.

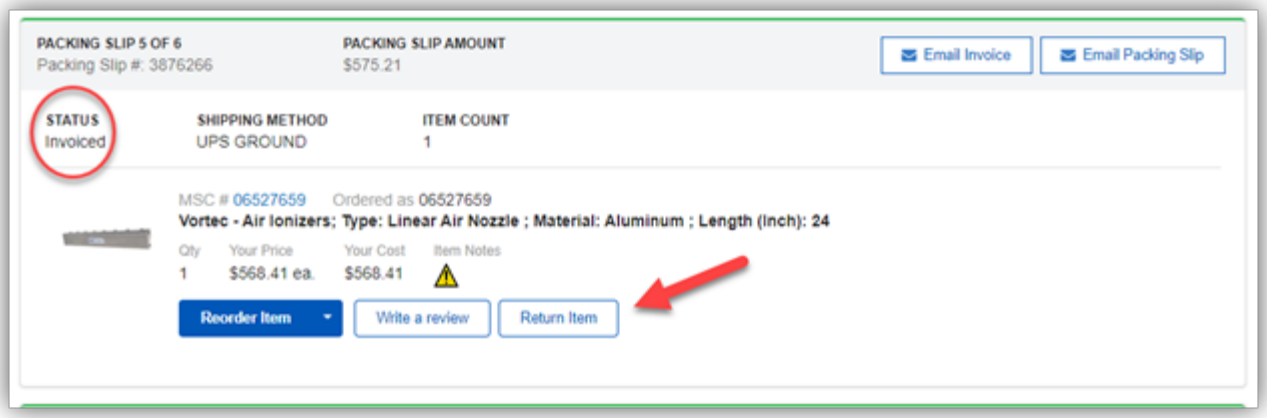


How to Start a Return

To locate an item for return, select the All Orders or Shipped Orders tab.



1. Find the item you would like to return.
2. Ensure the item status is invoiced.
3. Select the Return Item option.

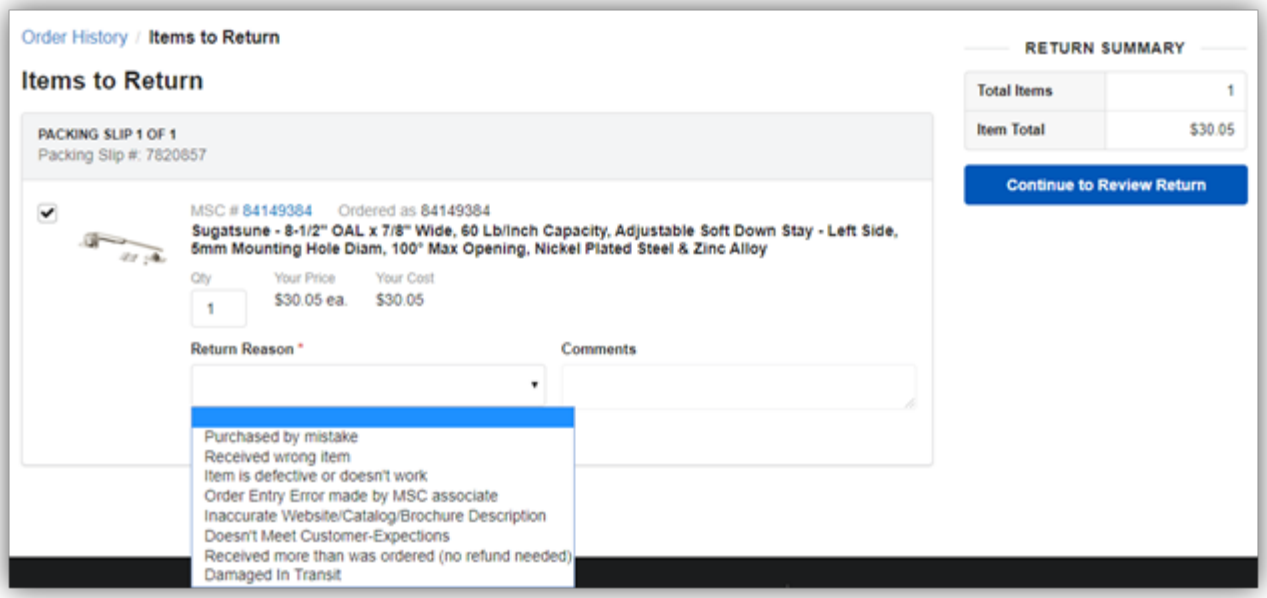


Items Not Eligible for Return

Items over 30 days old, cut to length, hazardous, truck, drop ship and items that are part of a set. If the item is not available for return, the Return Item button will not be visible.

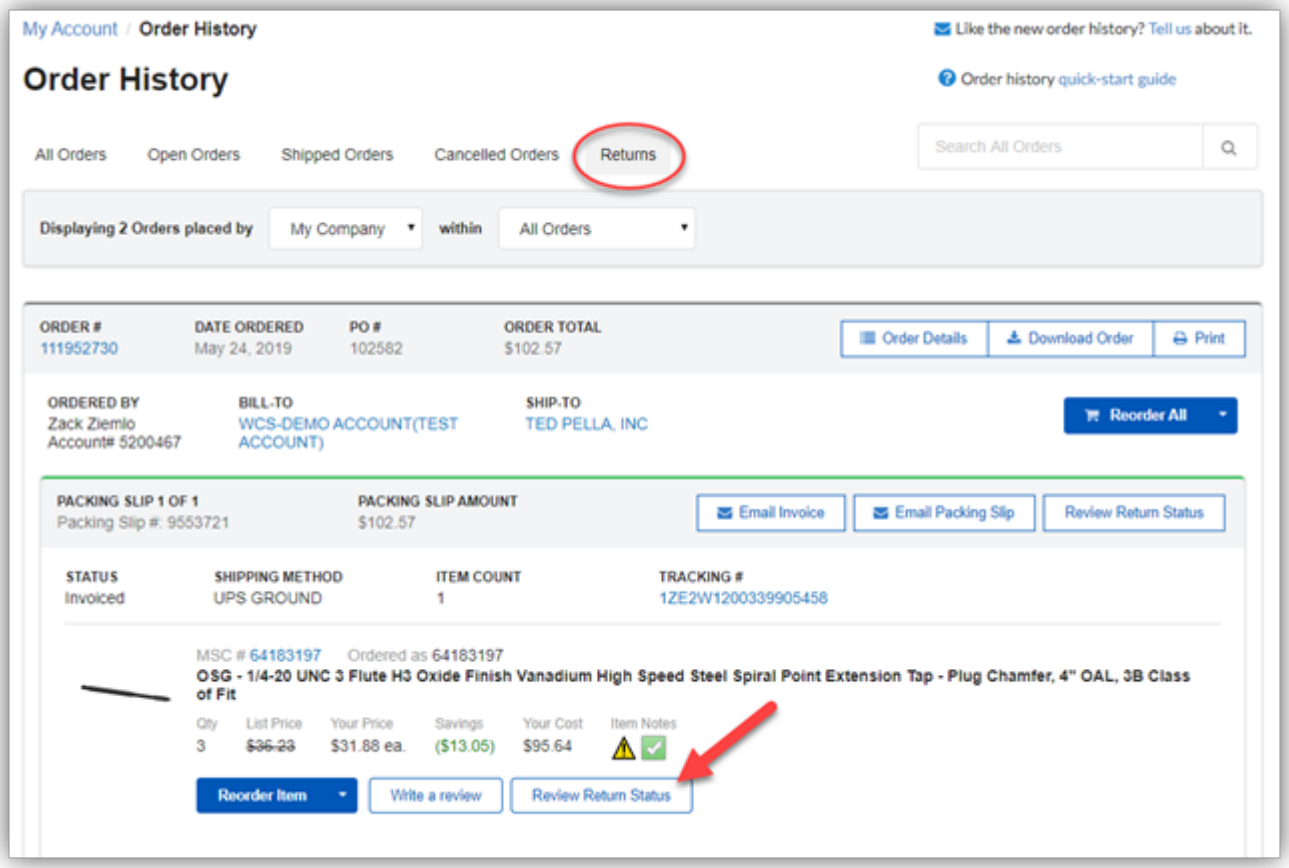
Items to Return

Select the item, choose the quantity of return, return reason and add any comments if applicable. Continue to the Review Return screen and then confirm your return. You will then be brought to the Return Authorization screen. If your item was purchased in error, you will be required to send the item back at your expense. If the item was not purchased in error, MSC will provide a label for mailing.



How to Check the Status of a Return

You can access the status of a return by selecting the Review Return Status option next to the item you had returned, which is also accessible from the Returns item tab.

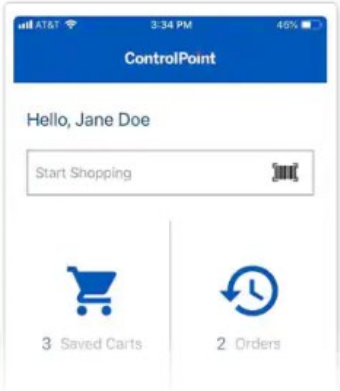

My Account / Order History
Like the new order history? Tell us about it.
Order History
Order history quick-start guide
All Orders
Open Orders
Shipped Orders
Cancelled Orders
Returns
Search All Orders
Displaying 2 Orders placed by
My Company
within
All Orders
ORDER #
111952730
DATE ORDERED
May 24, 2019
PO #
102582
ORDER TOTAL
$102.57
Order Details
Download Order
Print
ORDERED BY
Zack Ziemlo
Account# 5200467
BILL-TO
WCS-DEMO ACCOUNT(TEST ACCOUNT)
SHIP-TO
TED PELLA, INC
Reorder All
PACKING SLIP 1 OF 1
Packing Slip #: 9553721
PACKING SLIP AMOUNT
$102.57
Email Invoice
Email Packing Slip
Review Return Status
STATUS
Invoiced
SHIPPING METHOD
UPS GROUND
ITEM COUNT
1
TRACKING #
1ZE2W1200339905458
MSC # 64183197
Ordered as 64183197
OSG - 1/4-20 UNC 3 Flute H3 Oxide Finish Vanadium High Speed Steel Spiral Point Extension Tap - Plug Chamfer, 4" OAL, 3B Class of Fit
Qty
List Price
Your Price
Savings
Your Cost
Item Notes
3
$36.23
$31.88 ea.
($13.05)
$95.64
Reorder Item
Write a review
Review Return Status

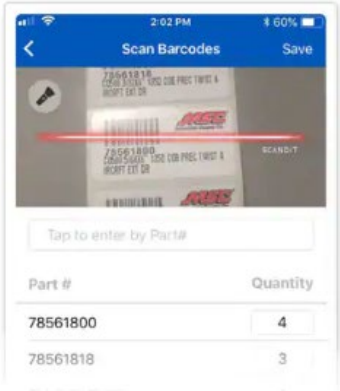
ControlPoint

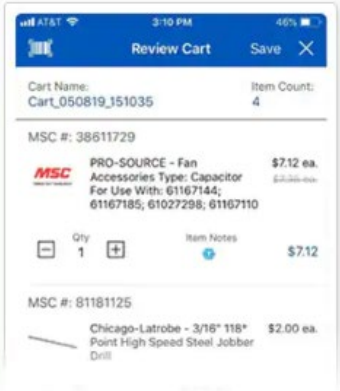
This free app makes maintaining stock levels and order replenishment even quicker and easier by enabling you to place orders conveniently from your mobile device.

SAVE TIME AND MONEY WITH A TAP

With this app you can restock from your smartphone, so ordering is quick and convenient:







SAVE TIME AND MONEY WITH A TAP

With this app you can restock from your smartphone, so ordering is quick and convenient:

- Order efficiently, flexible control
- Make orders any time with 24/7 access.
- Flexible replenishment cycles reduce inventory requirements and paperwork.
- Use in remote stocking locations.
- No setup required
- Easy-to-use product selection
- Scan MSC product or competitor product barcodes to add them directly to your cart.
- Easily search by part number or keyword to locate products.

For future inventory replenishment, barcode labels con be requested from the app or mscdirect.com product detail pages or shopping cart.

Enhanced Shopping Cart

Easily review and edit items before ordering or save orders for future purchases.

Use with mscdirect.com business solutions for customized purchasing:

Order Approval
Cost Allocation

DOWNLOAD THE FREE CONTROLPOINT™ APP
CHOOSE YOUR APP STORE TO DOWNLOAD NOW.

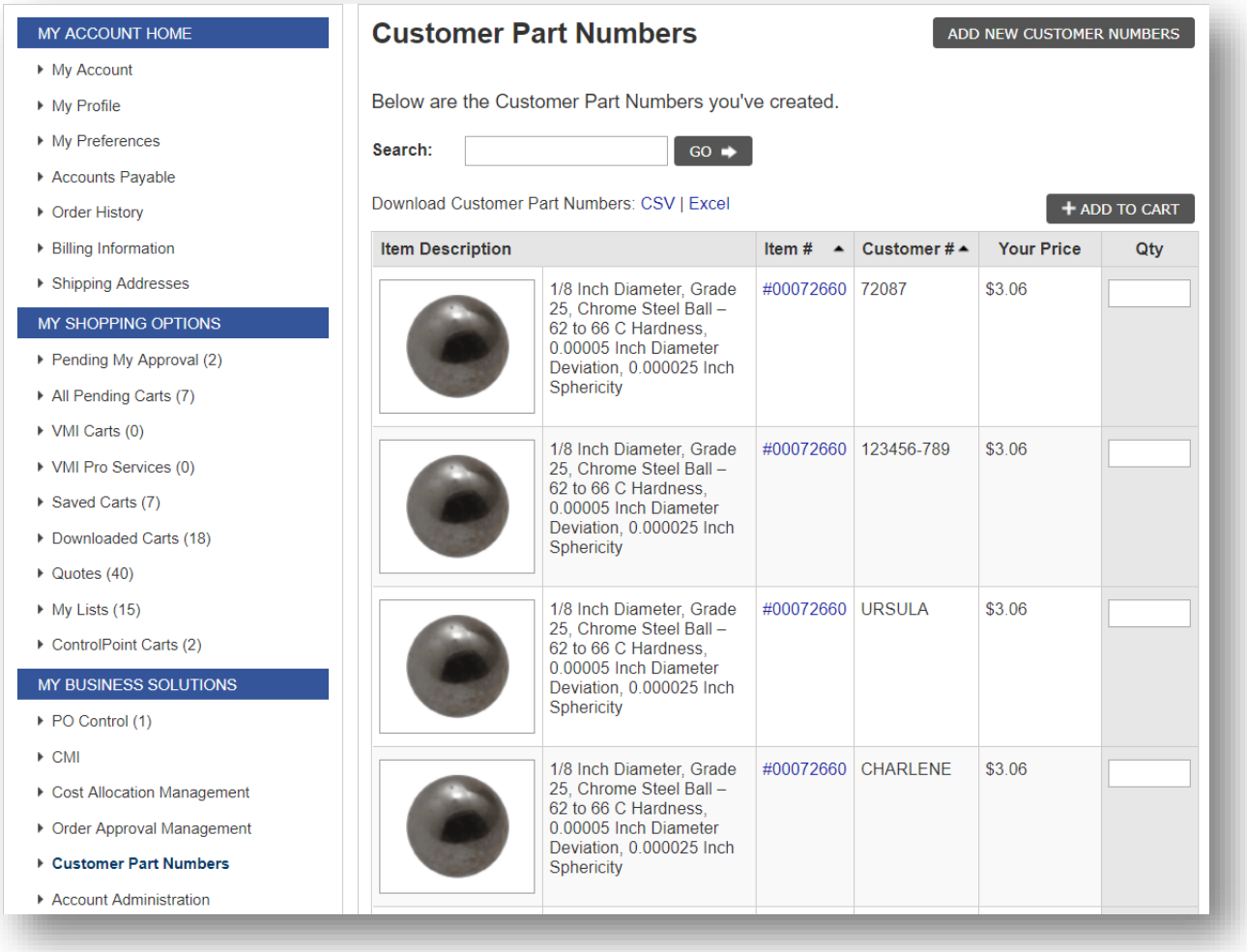
Customer Part Numbers

A customer part number is a cross reference from your part numbers to MSC Industrial Supply part numbers.

After creation by the administrator, customer part numbers are visible to all users to add to the shopping cart. Once created, customer part numbers can be searched on mscdirect.com. Customer part numbers can be created in alpha or numeric combinations.

Customer part numbers can also be downloaded in CSV or Excel formats.

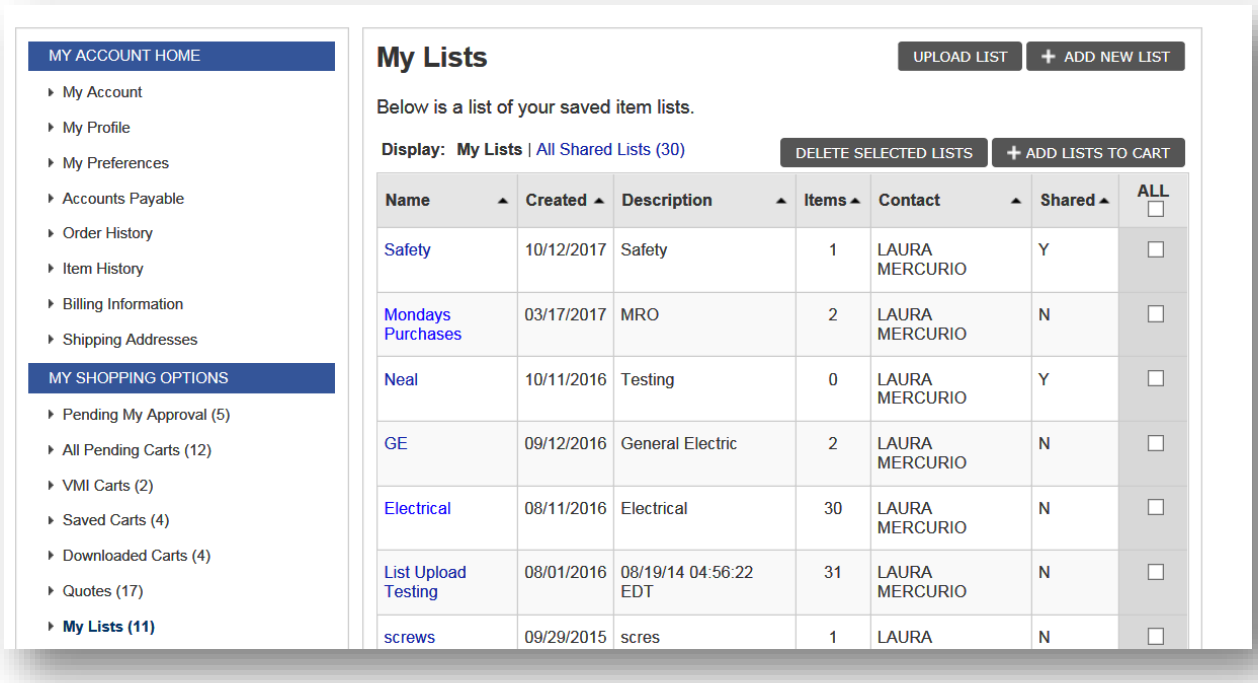
Users have the capability to create up to five customer part numbers for each MSC item number. Customer part numbers are visible on emailed acknowledgements.



My Lists

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

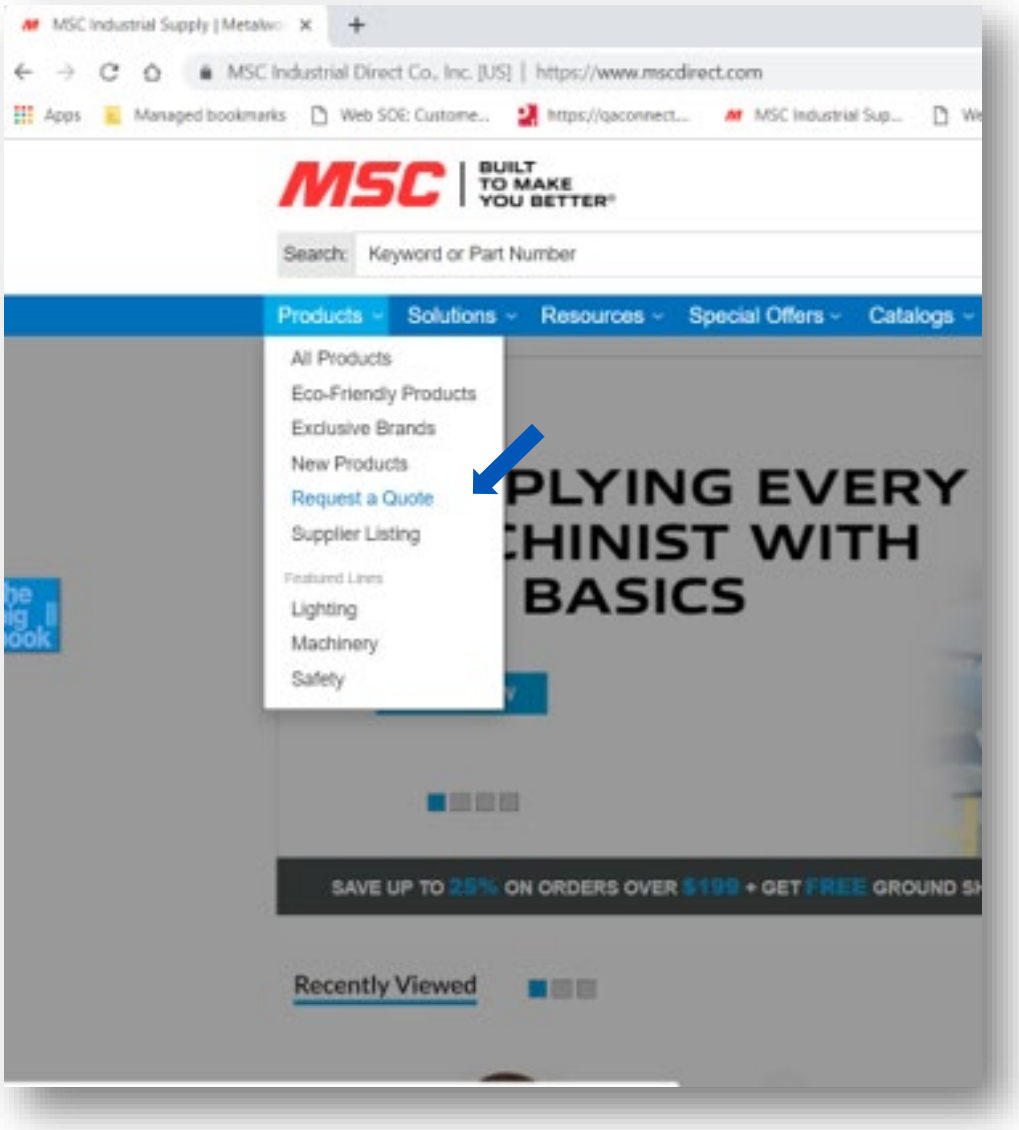
- Lists can be shared across your account.
- Lists can be updated and edited as needed.
- Lists can be uploaded.
- Lists can be added and deleted by the originator.

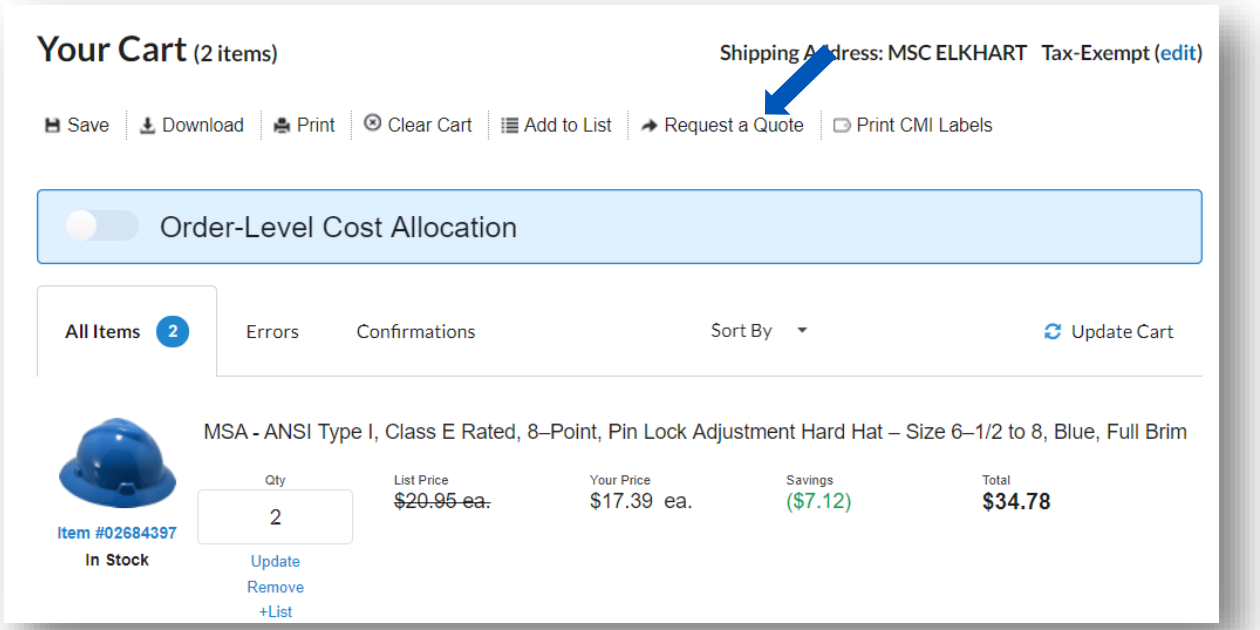


Quotes

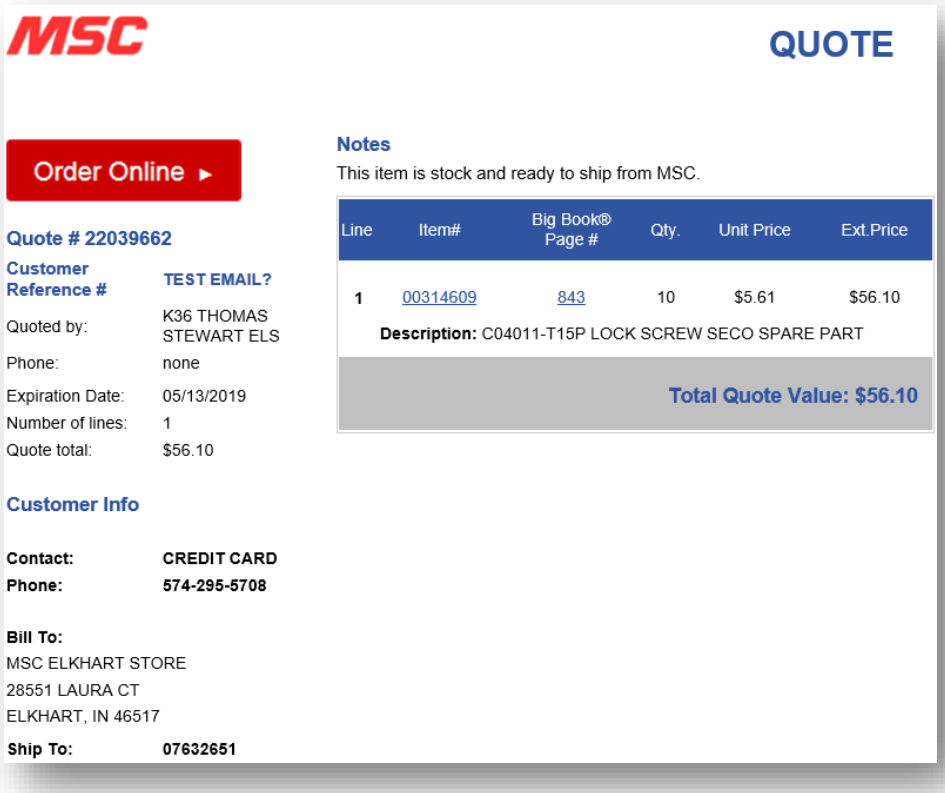
Request a quote from mscdirect.com in three easy steps.

After logging in, choose one of three ways to request a quote: click on Products from the top navigation and then the Request a Quote link; fill a shopping cart and click on the Request a Quote link; or request a quote directly from the quote screen under My Shopping options from the left navigation.

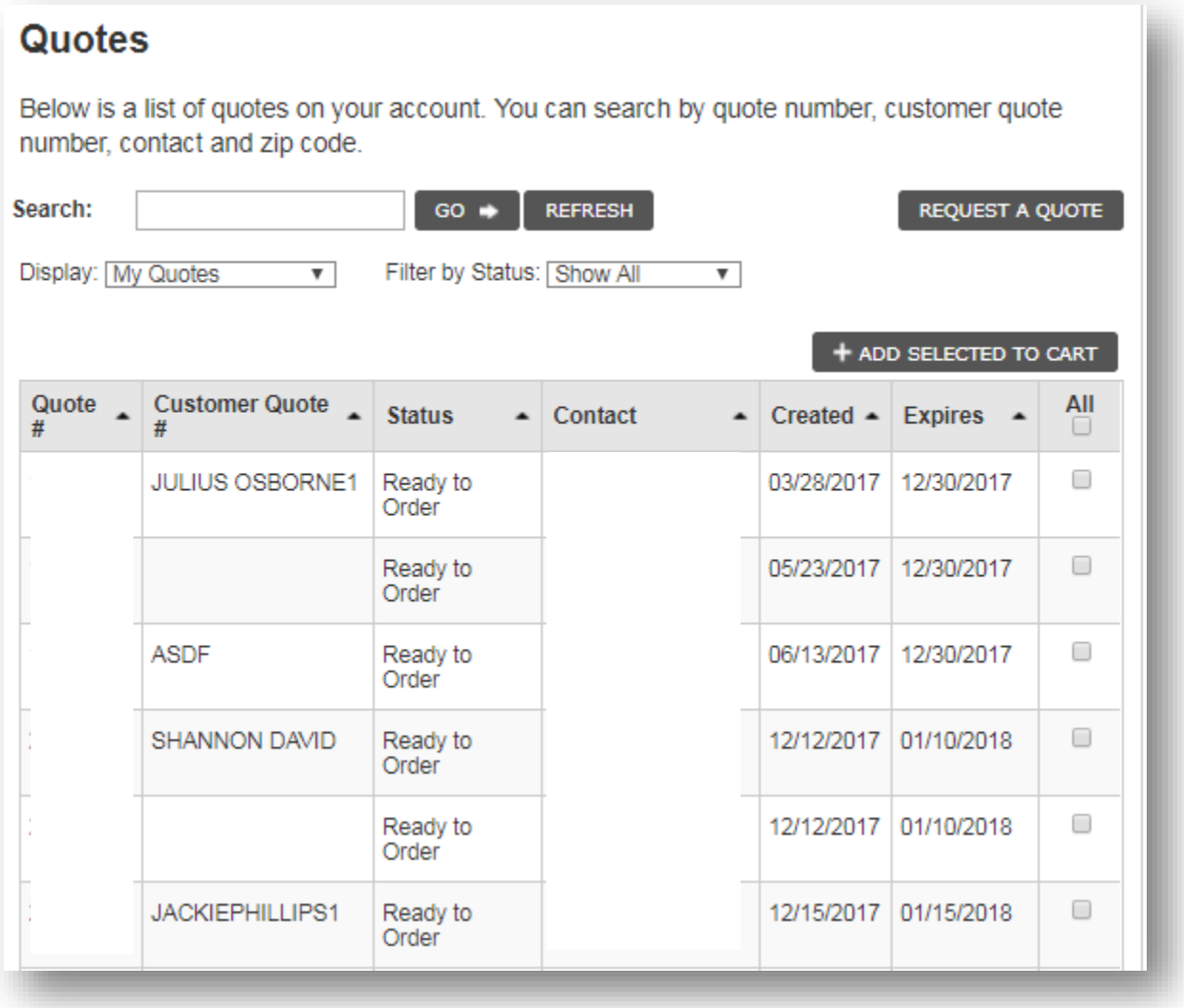




2. When the quote is ready for ordering, you will receive an email stating your quote is ready to order. Select the Order Online button directly from the email.



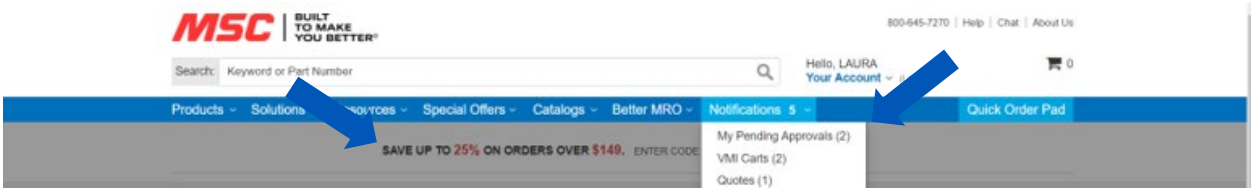
Log in to mscdirect.com and place your order.



Notifications

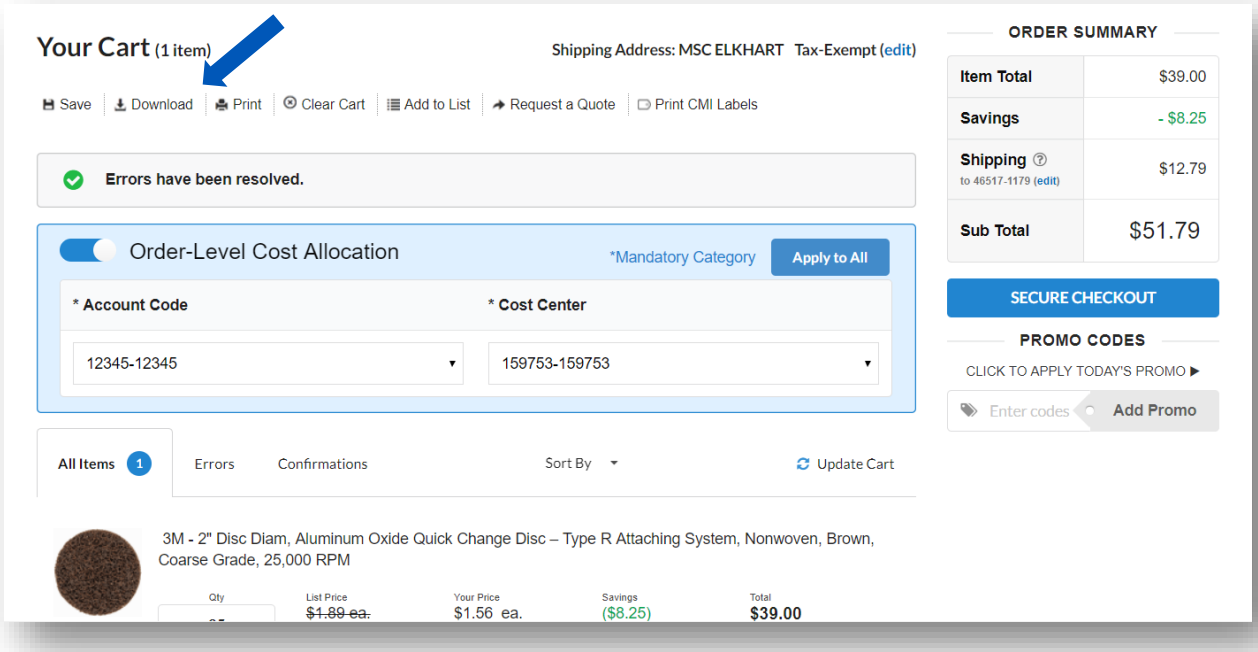
Promo notifications are located just below the top navigation and will present the most current promo. Promos can be added to your order with just one click. Any associated items from your shopping cart will be discounted.

Notifications is a tool that gives you visibility into your outstanding inquiries for Pending Cart Approvals, VMI Carts and Quotes.

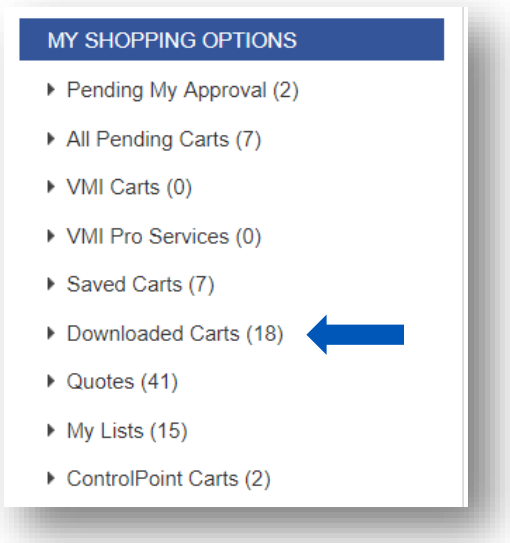


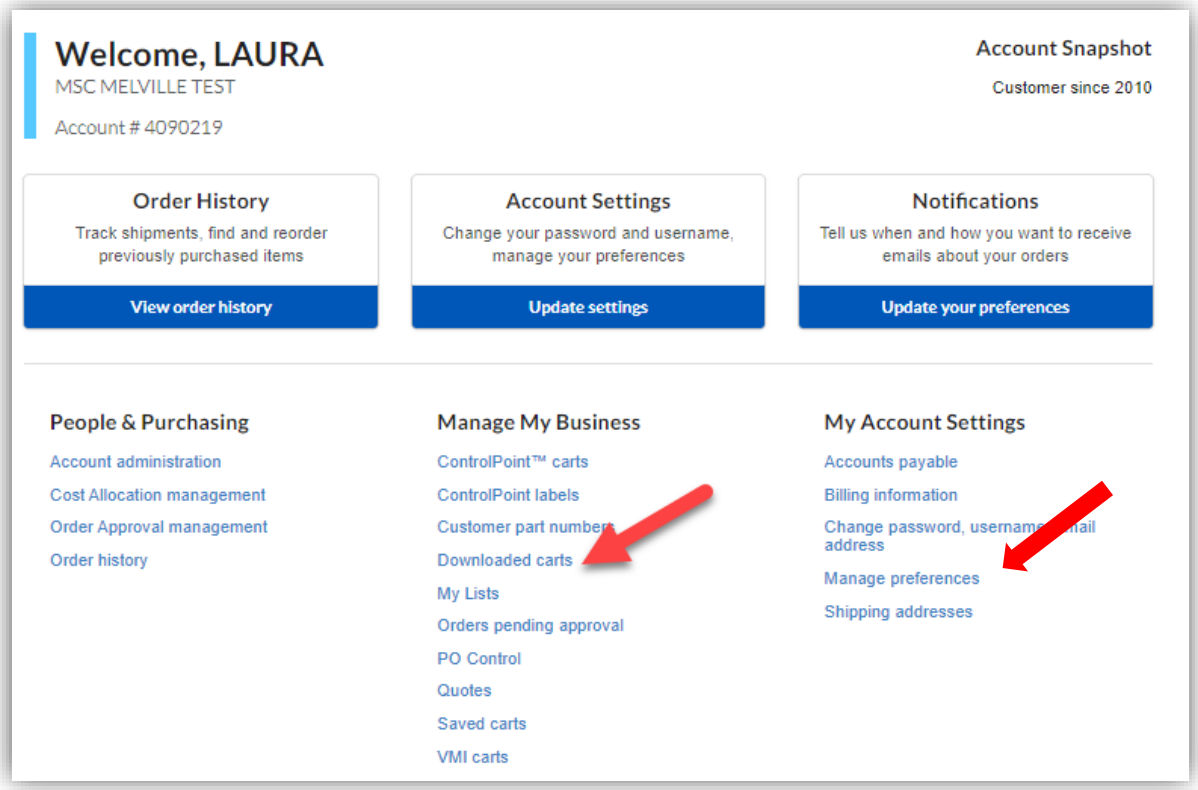
Download Cart

Download Cart eliminates time-consuming double-entry by allowing you to download your shopping cart and/or order data directly to your desktop. From there simply import it via XLS, CSV, PDF, TXT, or CXML into your ERP system and you are good to go.



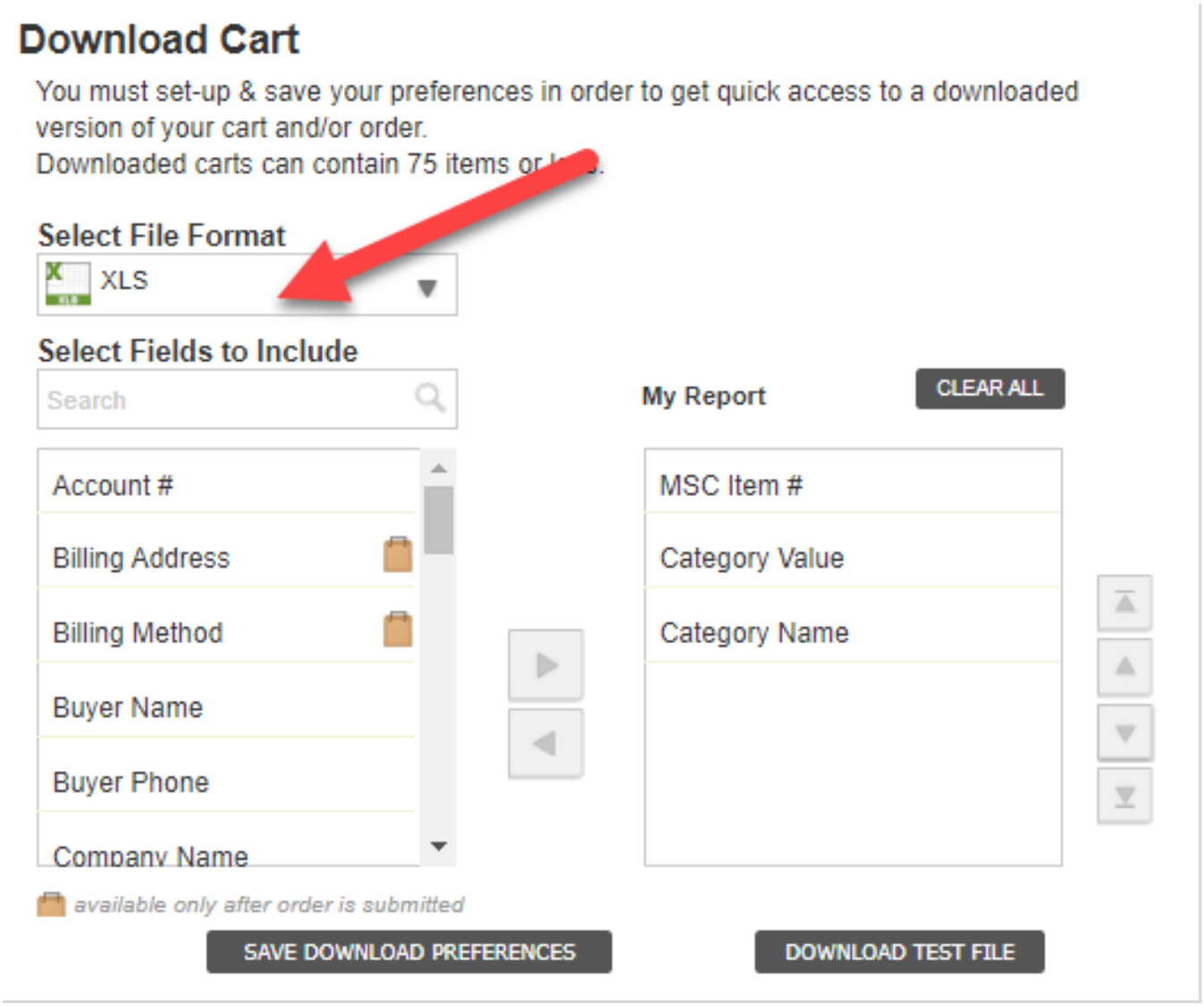
To retrieve downloaded carts, click on Downloaded Carts from your left navigation or from the Account page. To set Download cart preferences, go to Manage Preferences from under the My Account Settings heading. Scroll to the bottom of the page.





Download Cart Preferences

To set defaults for Download cart functionality, choose from five options for a File Format. Select from 30+ fields to build your custom report. Pick the field and use the arrow button to move to the right for your report. You then need to save the preferences and, if need be, test your download.



For more information on Download Cart visit:

https://www.mscdirect.com/features-download-cart

https://www.mscdirect.com/features-download-cart-howto

Advanced Functionality

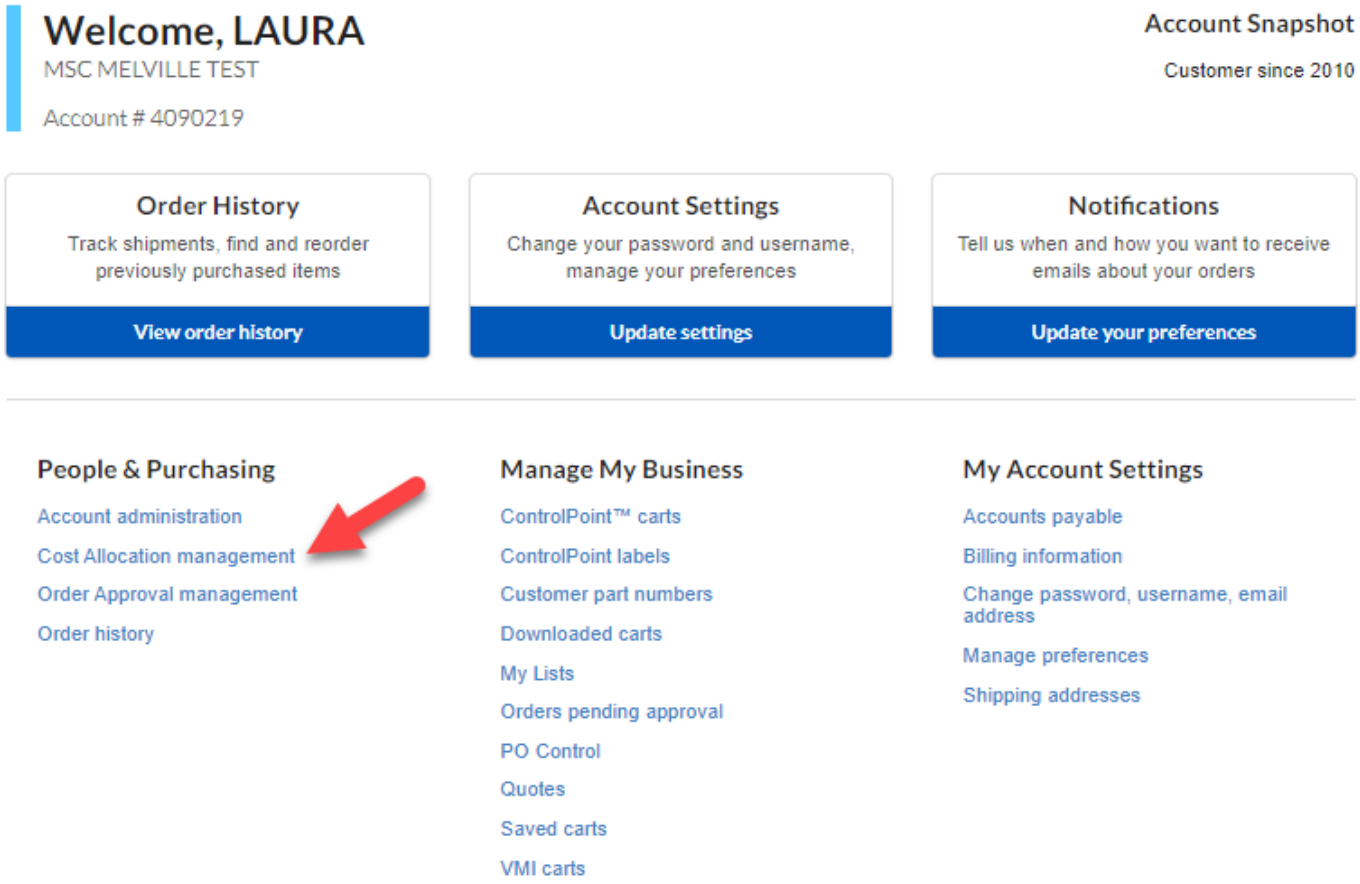
Cost Allocation

Manage spend by department/cost center/project and always be in the know with cost allocation.

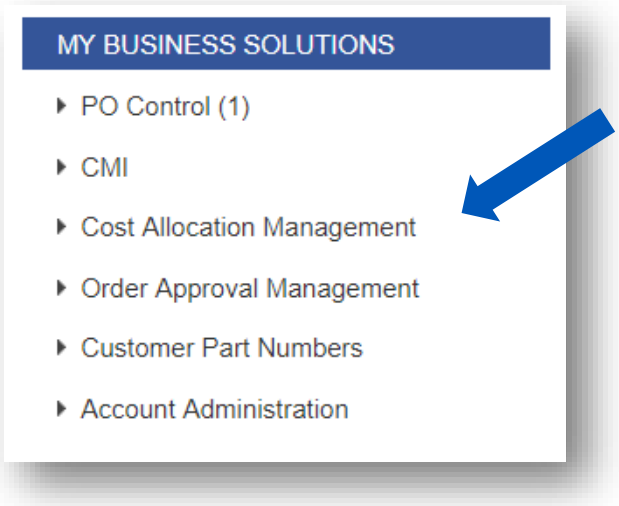
Have you ever been caught by surprise on what a department is spending? Has a project ever run over in cost without you knowing? Cost allocation has been developed with each of these things in mind. Know exactly what types of costs are incurred in any area of your organization. And since you can even label your packing slips and invoice documents with cost allocation, you are able to create your own internal tracking and reporting. Don't be in the dark; set up cost allocation today.

Getting started is easy. Log in as an administrator and from the Account page navigate to Cost Allocation under the People & Purchasing header. Or if you're not on the Account page, navigate to the Cost Allocation Management link in the left navigation under My Business Solutions. If you are not an administrator on the account, this link will not be visible to you.

Account page view



Left Navigation view



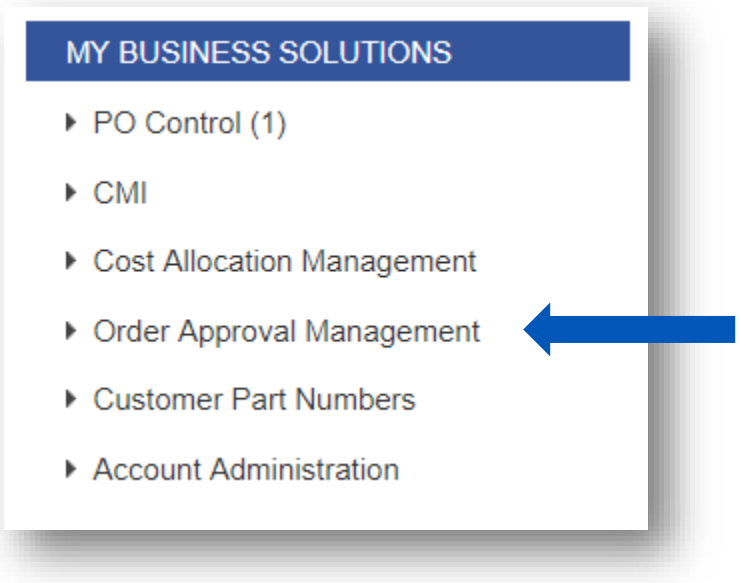
For more information on Cost Allocation visit:

https://www.mscdirect.com/features-cost-allocation

Order Approval

To help you save time and manage your business needs, we've made our Order Approval Management system more streamlined and easier to use. By establishing user permissions and spending parameters, you have the flexibility to regulate every aspect of the purchasing process.

Getting started is easy. Log in as an administrator on the account and navigate to the Order Approval Management link in the left navigation under My Business Solutions. If you are not an administrator on the account, this link will not be visible to you.

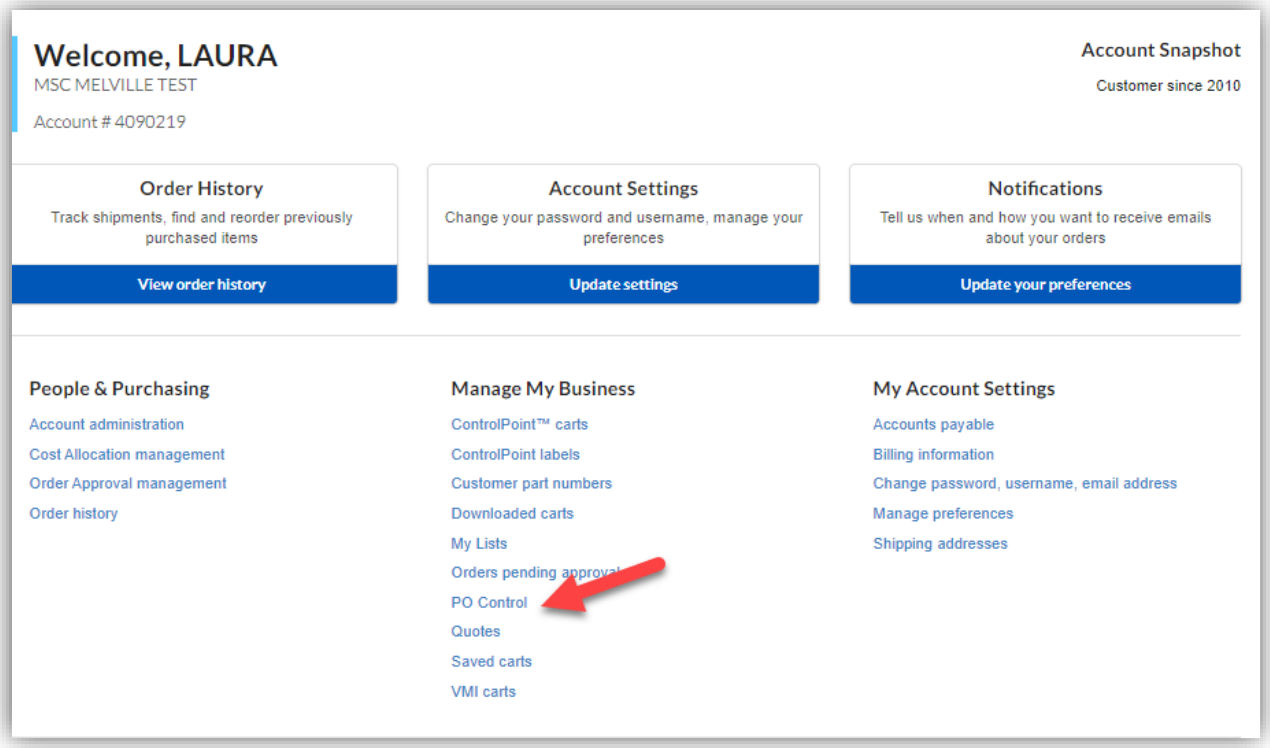


For more information on Order Approval visit:

https://www.mscdirect.com/features-order-approval

PO Control

PO Control is a web solution designed to track orders against a budget to control spend over a period of time. PO Control tracks orders that are placed on mscdirect.com. Getting started is easy. Log in as an administrator and from the Account screen click on PO Control from under the Manage My Business heading. If you are not on the Account screen, then navigate to the PO Control link in the left navigation under My Business Solutions. If you are not an administrator on the account, this link will not be visible to you.



Additional Info: https://www.mscdirect.com/features-pocontrol

Additional Help and Resources

Contact Customer Care:
Phone: 800-753-7970
Email: customercare@mscdirect.com

https://www.mscdirect.com/customer-service/information
https://www.mscdirect.com/features
https://www.mscdirect.com/customer-service/contact-msc