

mscdirect.com guidebook



Industrial Supply Co.

welcome

Dear Valued Customer.

We are very pleased to present you with our *Guidebook* for mscdirect.com. This helpful guide details the many features, benefits and recent changes around ordering online at mscdirect.com. We are excited to introduce our redesigned and reorganized website, which provides you with an even more convenient, efficient and fast way to purchase industrial supplies.

Highlights of our updated website include:

- by the same catalog product categories you see in our Big Book[®].
- for nearly every page of the website.

Although the new mscdirect.com looks guite different, we have retained the features that have made our website best-in-class, such as real-time inventory status; customer-specific pricing; powerful search engine, powered by Google; order tracking and account history; online invoice payment; line item distribution; workflow; the Virtual Big Book; and much more. You will also find extensive information on customer support, special offers and the numerous Resources and Solutions MSC offers. Our overall goal is to help you improve your profitability and meet your toughest business requirements.

We encourage you to visit the redesigned mscdirect.com today! We are confident you'll find our website to be the most convenient way to purchase all of your industrial supplies. And as always, we appreciate your business and look forward to your feedback. Please email us at website@mscdirect.com and tell us what you think of the new and improved mscdirect.com.



With Warmest Regards,

President and CEO

1) Updated Home Page and My Account Page - Both pages are better organized and more user-friendly, enabling you to find what you are looking for more quickly.

2) Improved Navigation - We have added more descriptive tab names and drop-down links. This places the information you need at your fingertips and saves you time/clicks.

3) Product Categories - You can now quickly search, from the home page, MSC products

4) Printer-friendly Feature - Provides the ability to view and print "printer-friendly" pages



	Industrial Supply Co.	Keyword/Part # Search Catalog Page # Search	Order MSC part number	Cart (0)	Log In Username: Password:	Locate/Register/Help GO
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	 Featuring Kennametal Abrasives, Files, Deburring, Soldering & Welding Tooling Components: Clamping, Fixturing, Locating, Die & Mold Measuring Instruments Machinery, DROs, Machine Tool Accessories, Knurls, Books & EDM Band Saw Blades, Flat 	Business Solutions We've got answers to some Customer Managed 3M Kennametal Motors Safety Fasteners Click here to learn more ab	e of your toughes I Inventory (CMI) Pout solutions.	t business questi	ions. Sea Expr Che Orde Wor Find out features	eatures rch ress ckout er Review kflow Updates rmore about these new and enhancements.
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Home Page

Navigation Bar

You'll find the navigation bar on every page of mscdirect.com. Simply roll over the tabs to view the drop-down links available. See the "Navigation Bar" tab for more details.

Product Categories

Search MSC products by the same product categories as seen in our Big Book. Click on a category to connect directly to that product section in the Virtual Catalog.

3 Featured Products

Check out this section often to get the latest deals and promotions from MSC.

Business Solutions

4 Learn more about the many MSC solutions and services available that can improve your profitability and meet your toughest business requirements.

MSC Virtual Big Book

5 Browse our Virtual Big Book online for quick access to over 500,000 industrial supply items in an easy-to-use digital format. Pages appear exactly as they're seen in the MSC Big Book.

New Features

6 We have added this section on our home page to keep you up to date on the most recent changes to mscdirect.com.

Spotlight Suppliers

Check in often for great deals from top suppliers.

Sales Flyers

(7)

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Flip through the MSC digital sale catalogs for great discounted sale prices on our top-selling items.

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Big Book ® Index Pages	OFFERS - RESOURCES -	SULUTIONS -	ABOUT MSC - C	October 08, 2008	ET
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 Material Handling, Storage, Office, Packaging & Shipping 		L	nu ∎urtativend € 20		 Maintenance & Repair Super Savers
 Lighting/Electrical, Motors & Power Transmission 					Overstock

Navigation Bar

Search

There are two ways to search on mscdirect.com: our Enhanced Keyword Search powered by Google or our Product Attributes Search. See Search for more details.

2 Order

When you want to place a fast order using your customer part number or the MSC part number(s), use this quick order entry pad to purchase products directly from the home page.

3 Shopping Cart

Click here to view a descriptive list of the items you have selected for purchase. You can easily add, modify or remove items from your shopping cart before you check out.

Log In

Once you've registered, just type in your username and password. Please remember that your username is case sensitive. Click the "Remember Me" box to have your username remembered each time you visit our website.

5 Home

Click on "Home" or the MSC logo from anywhere on the site to return to the MSC home page.

6 Order

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This tab provides three different ways to quickly place your online order with MSC: 1) The Virtual Big Book; 2) Browsing the tabs of the Big Book and 3) The Quick Order pad.

7 Special Offers

Roll over the tab for a list of MSC specials and digital sale catalogs with great prices on our top-selling items.

Resources

Learn more about the various MSC resources available (such as emergency preparedness, safety resources and motor resources) that can improve your profitability and meet your toughest business requirements.

9 Solutions

Find out more about the many solutions MSC offers (such as CMI - Customer Managed Inventory, National Accounts and e-procurement) to help your company save money and become more productive.

About MSC 10

Access company-related information, such as our history, our locations, career opportunities, Community Relations, press releases and much more.

(11) **Customer Support**

Roll over this tab for links to MSC's ordering, shipping and invoicing options; return policies; Big Book request and more.

(12) My Account

Click here to log in, locate your account or become a new customer.

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catalog page # search	< Size Range >	•	< Fractional Size >	•
Search Result Types	< Material >	•	< Finish/Coating >	-
Category Results (4 Categories)	< Number of Pieces >	•		
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Masonry Drills	Where did the drop downs go?			

Search

Search Powered by Google[™]

Our enhanced keyword search, powered by Google, simplifies search types. You can search for anything with one convenient search. Simply type in a description of what you're looking for OR the MSC, Manufacturer, Customer, NSN or Competitor part number and click the "Go" button.

Tip: For the best results, be specific. The more information you put in your search, the more accurate your results will be.

Product Attribute Filters Search 2

If your goal is to start with a broad category and filter down using product attributes, then Product Attribute Filters Search is the way to go! There is a convenient drop-down filter menu that helps you classify your search. Simply type in a description of what you're looking for and select the MSC Industrial Supply Keyword, Part, Customer, Manufacturer, NSN, Competitor, or Page number and click the 'Go' button. The search will return a list of product categories matching your keywords, on the left portion of the page. Click on the product category that most closely suits your needs. After you've entered the filtering details for the item you need, you will see all matching product(s).

Refining Your Results

Improve your results by using additional or different keywords, by clicking on the "View Similar Items" link, or by clicking on any of the "Search Results Types" on the left to get down to a specific category.

How to Compare

Check mark/select multiple items and click on "compare items" for a side-by-side comparison.

Item Detail Links 5

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Use this link for a detailed product description, technical and manufacturer information, and more. See the Item Details tab in this guidebook for more information.

View Similar Items 6

Click on this link for a listing of similar products and the option to filter within that category.

Product Availability

The Search Results page will show real-time product availability and your negotiated pricing. If you are logged in you will also see inventory available for pickup from the Customer Pickup location closest to you. Our five pickup locations are: Harrisburg, PA; Atlanta, GA; Elkhart, IL; Wood Dale, IL and Livonia, MI.

8 Add to Cart

Simply enter the quantities you want in each item box, and click "add to cart."

Add to List (Personal Lists) 9

The Personal List feature allows you to create a bookmarked list of your most frequently viewed or purchased items for fast repeat buys or future reference. Your Personal List(s) will not be deleted, and can be used repeatedly.

Using Filters 10

Further refine your search and find the exact product you're looking for by using these attribute drop-down boxes.

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Search

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Thumbnail View



Virtual Big Book

Browse our Virtual Big Book online for quick access to over 500,000 industrial supply items in an easy-to-use digital format. Pages appear exactly as they're seen in the MSC Big Book.

Navigation

Product Index: The product index, located at the end of the Virtual Big Book, is a great tool for finding the items you're looking for.

Jump to Page: Enter a page number to go directly to the page. Jump to Section: Use this to go directly to a section header. Page Scrollbar: Slide the slider and stop it on the page number you want to view. Turning Pages: You can turn pages by clicking on the back or next button in the toolbar located above the catalog or by clicking on the bottom corners of the pages.

Using Tools 2

B

4

Page to a Friend: Click on the envelope icon and fill in your friend's email address as well as your own and click "submit."

Click and drag the note to reposition it.

Print: To print pages, click on the print icon. However, for the best print quality, first view the page of interest as 8 a PDF document and then select print.

Bookmarks: To bookmark a page, click on the bookmark icon in the toolbar. A new bookmark will appear on ₽ the right margin of your page. Click the bookmark at any time to jump back to that page. Highlight: To highlight an item on a page. 1) Click on the highlight item icon in the toolbar. 2) Click on the item 0 that you wish to highlight. Repeat to highlight more items.

Change Views

View as a PDF: To view a page as a PDF, in the 'View PDF' drop down, select the page number that you would like to view. The PDF of that page will immediately launch. This should be used for the best print quality. Single Page View: This is our standard view. You will see a single page of the catalog in the viewing area at a time.

<u>Thumbnail View:</u> This view shows you sets of small "Thumbnail" representations of the catalog's pages. Click on the right or left arrows to go forward or back. Click on any thumbnail to quickly jump to that page in the catalog.

Two-Page View: You will see two pages of the catalog in the viewing area at a time. Magnifier: This view gives you a virtual magnifying glass. To move the magnifier, click and drag on its edges.

Item Details

Roll your mouse over items and you'll see a small "pop up" bubble. Click on the bubble to get to the item's detail page. From the details page, you will be able to add it to your shopping cart.

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Notes: Click on the note icon in the toolbar to add notes to your pages. Click on the note to type your message.



Item Details

Item Details

This comprehensive page provides complete product descriptions, including manufacturer information, pricing, technical specifications, and much more.

(2) Price

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Users who are logged in will see customer-specific pricing, if applicable, on this page.

Availability

The Item Details page will show 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. Our five pickup locations are: Harrisburg, PA; Atlanta, GA; Elkhart, IL; Wood Dale, IL and Livonia, MI.

Part Numbers

The MSC and Manufacturer part numbers can be found on this page.

5 **Specifications**

View a complete list of technical and manufacturer specifications in an easy-to-read chart format.

Catalog Page Number 6

Click on the "Big Book Page #" link to see the Virtual Big Book catalog page. It's exactly the same as the printed catalog page.

MSDS

Easily view and download Material Safety Data Sheets from this page for applicable items.



Ordering/Shopping Cart

There are numerous ways to access the 'Shopping Cart': 1) You can click on the icon at the top of each page or 2) Click on the 'Add to Cart' button from the 'Search Results' page or the 'Item Details' page.

Add to List

The Personal List feature allows you to create a bookmarked list of your most frequently viewed or purchased items for fast repeat buys or future reference. Your Personal List(s) will not be deleted, and can be used repeatedly. This new, user-friendly list feature replaces the former 'Manage Shopping Carts' feature. You can create multiple Personal Lists, customized for you or your company's needs. For example, you can create one long list or multiple lists grouped by product category, by department, by end user or however you choose.

Quick Item Add 2

When you know the part number, use the 'Order Pad' to quickly add items to your active 'Shopping Cart.'

Shopping Cart

Your cart contains a descriptive list of the items you have selected for purchase. You can easily add, modify or remove items from your 'Shopping Cart' before you check out. When you're ready to place your order, click the 'Checkout' button.

Note: To access your 'Shopping Cart', click on the 'Shopping Cart' icon on the top navigation bar or on the 'My Account' page.

Pricing 3

4

5

If you are logged in, you will see your negotiated pricing in the cart.

Special Notes

Check this column of the cart for special product information, if applicable, such as quantity break pricing, MSDSs, and more.



Real-time product availability for your order can be found in the "in stock" column.



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Checkout

After adding all items to your 'Shopping Cart,' you have two options for checkout, Checkout and Express Checkout.

1	Line Item Distribution This handy feature allows you to individually code each i allocate specific items to departments, cost centers, gen
2	Billing and Shipping Information Your bill-to and ship-to will be pre-filled with either your During this step, you may modify/update your ship-to ar
3	Order Details and Shipping Options Use this page to closely review your order item details a
4	Payment Options Select your preferred payment method from the list of o credit card. Click "Order Now" one time when you're rea
5	Order Review This screen allows you to review the contents of your or
	Note: Please make sure that you click 'Submit' from the
6	Confirmation The "thank you for your order" page confirms that your or receive a confirmation via email and another email (with
	Express Checkout If you re-use the same billing, shipping and payment inf help speed up your order process. This feature allows y your Express Checkout ordersTwo clicks and you're d
7	Express Checkout Settings Box The Express Checkout settings box is where you set up applied to all Express Checkout orders. Choose defaults

Note: This information must be completed in order to use this feature, but can be edited by clicking on the 'Change Defaults' button.

After clicking the 'Express Checkout' button from your 'Shopping Cart,' you will be directed to the 'Order Review' screen.

Note: Please make sure that you click 'Submit' from this page to ensure your order is placed.

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item within an order for reporting purposes. You can neral ledger accounts, people, job name, job number, etc.

selected default info or what appeared on your last order. nd/or add new information.

and select your shipping method/transit time.

ptions, such as "on account," or dy to place your order.

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Registration

Registering online with mscdirect.com is simple. Just fill out our quick form, and you'll start enjoying great benefits, such as 24/7 access to your order status/history, pricing, quotes, workflow and much more.

Personal Profile

Here you will enter your personal information.

Business Info

(1)

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Enter your company information (only for business users).

- 'Administrator' role.

Billing

Enter your billing address information.

Create Username and Password

- password?' link.

Note: Your username and password are case sensitive. Tip: To make them easier to remember, use either all capital or all lowercase letters.

Print and Electronic Mailings

Use this section to select which catalog and promotional mailings you would like to receive. You may choose to receive the print and/or email version.

Order Notifications

Make selections on order notification preferences such as order confirmation, order shipment notification and processing delays.

Email Format Preference

Choose to receive email in either HTML or Text format.

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 Account Administration (Workflow) – To assist you with your ordering workflow process, we have provided functionality that will enable you to establish "roles" and "spending limits" for users within your company while shopping on our site. Your default user role will be set to 'Buyer' when registering and can only be reassigned by someone in the

• To change your user role to 'Administrator,' you must speak to another 'Administrator' on your account. To find out who the 'Administrator' on your account is, go to your 'My Account' page and click on 'Manage User Roles.'

• Your Username - Your username must contain at least four characters and be unique (not already in use by another user). If you forget your username, you can have it emailed to you by clicking the 'Forgot your username?' link.

 Your Password – Your password must contain at least seven characters and must include a minimum of one letter and one number. If you forget your password, you can have it emailed to you by clicking the 'Forgot your



My Account

Access this page to modify and/or update the information associated with your MSC account. Some of the options available are listed below.

Order Status/History

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This handy feature helps you quickly find and reorder items you've purchased before. You can conveniently search for orders by either ship-to or order number. It also lets you track shipments for orders you've placed.

2 Account Settings

The tools contained in this section allow you to manage account settings such as Billing and Shipping addresses, User Roles (for workflow), Line Item Distribution and your Customer Part #'s.

Personal Settings 3

Use this section to make changes to your Personal Profile, email, password and access your 'Express Checkout' Settings (See Checkout tab).

Shopping Options

Manage the way you shop on mscdirect.com by using the tools in this section.

- **Personal Lists** Allows you to create a favorite list of most frequently purchased/preferred items for fast repeat buys
- Saved Orders If you choose to save a partial or completed order, you can come back and access it from here.
- Pending Cart Approvals (Workflow) If you are in a 'Buyer' or 'Supervisor' role, view all orders pending your approval here.
- Open Quotes This helpful feature allows you to search and retrieve an existing quote and add it into your 'Shopping Cart.'

Payment Settings 5

Manage all saved credit card and payment information.

6 CMI (Customer Managed Inventory)

CMI (Customer Managed Inventory) is a tool that will enable you to save time and money while effectively replenishing your inventory and stocking levels. From this location on your My Account page you can manage your CMI functions and 'Shopping Carts.'

	earch Search tips	Order) Cart (0)	Log In Locate/F	Register/Help
Industrial Supply Co.	eyword 💌	part number	qty. Order Pad	Password.	Remember me
HOME ORDER - SPECIAL	OFFERS - RESOURCES	SOLUTIONS	ABOUT MSC 4	CUSTOMER SUPPORT	MY ACCOUNT
 Solutions CMI Home eVMI Competitive Advantage Government Solutions National Accounts e-Procurement p-Cards VIEW PRINTER-FRIENDLY PAGE 	Solutions Solutions Home Learn more about th company become in save time and cost MSC Industrial Sup distribution. Team L more about the man CMI (Customer Managed Inventory VMI (Vendor Managed Inventory	he flexible, tailored so nore competitive. Fro with streamlined solu ply is a leader with m py with MSC Industria hy solutions that we co Visit this section for) save time and mon take complete cont Check out this sect) expertise can help i comprehensive eVI	olutions MSC Indu m customers larg itions that addres ore than 65 years I Supply and watc iffer. information on th ey. In just two eas rol of your ordering ion to find out how your business imp MI solution.	strial Supply offers that can l e or small, MSC Industrial S s your end-to-end procurem of experience in industrial s h your business' profitability is innovative tool that will en y steps (scan and connect), process! MSC's inventory managem prove its performance throug	help your upply helps ent needs. upply grow. Read able you to you can ent
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	4 Government	Visit this section to agencies, as well a responded very pos	learn why numero s Government Co sitively to the MSC	us Federal, State, and Loca ntractors and the USPS, hav Industrial Supply value prop	l/Education /e osition.
	5 National Accounts	If you have multiple over \$1 million, visi Our Team will build procurement needs	locations and/or a t this section for m a customized bus a.	an annual spend in industria lore on our National Accoun siness solution that best sui	I supplies ts Program. ts your
	6 e-Procurement	To help our custom Industrial Supply ha Check out this sect	ers cut costs and as incorporated m ion to learn more.	become more productive, M any ways to do business ele	SC ectronically.
	7 P-Cards	Learn how MSC Inc American Express t general ledger pos	lustrial Supply has to streamline your ting processes.	teamed up with MasterCar purchasing, accounts paya	d, Visa and ble and
	Utility Solutions	Whether your busin Distribution, MSC Ir Industrial Supplies. Industrial Supply is Industry.	ess is Power Ger dustrial Supply is Check out this se providing the bes	eration or Transmission an your one-stop source for all ction to discover the many v products and solutions to t	d your Utility vays MSC he Utility
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	For more informatio	n on our solutions or	any other inquirie	s, contact us at 1-800-753-7	970 or email us.

Solutions

Find out more below about the many solutions MSC offers to help your company become more competitive.

CMI (Customer Managed Inventory) (1)

Visit this section for information on MSC's "Self Checkout" Tool that will give you complete control of your ordering process while making it quick and easy to replenish MSC Big Book® items! CMI is also compatible with most e-procurement platforms.

VMI (Vendor Managed Inventory) 2

Check out this section to find out how MSC's inventory management expertise can help your business improve its performance through our comprehensive eVMI solution that gives you a choice on how you want to approve your eVMI orders: mscdirect.com shopping cart, fax or email. VMI is also compatible with most e-procurement platforms.

Competitive Advantage (3)

This innovative solution is aimed at helping our customers achieve a competitive advantage, by providing breakthrough productivity improvements and lowering overall tooling spend. In addition, comprehensive data collection results in greatly reducing inventory levels, freeing up working capital to invest in other more productive areas of your business.

Government

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(7)

Click here to learn why numerous Federal, State, and Local/Education agencies, as well as Government Contractors and the USPS, have responded very positively to the MSC value proposition.

National Accounts

If you have multiple locations and/or an annual spend in industrial supplies over \$1 million, visit this section for more on our National Accounts Program. Our Team will build a customized business solution that best suits your procurement needs.

e-Procurement

To help our customers cut costs and become more productive, MSC has incorporated many ways to do business electronically. Check out this section to learn more.

p-cards

Click here to learn how MSC has teamed up with MasterCard, Visa and American Express to streamline your purchasing, accounts payable and general ledger posting processes.









otorized With the launch of the Motors Solution we **•** 60 1,000 of the most popular motor sizes from fra ship! Now you can select motor products that best Pad the 2006/07 cataloc indus · Emerso Emergenc · US Mot · NEMA Safety Res • EASA • EERE 3M Product Fasteners Motor Motor Reso nent motors... NE Motors Catal The Motor S Related Produ Product Informatic Kennametal Product



Resources

Learn more below about the many MSC resources available that can improve your company's profitability and meet your toughest business requirements.

Emergency Preparedness

Check out this helpful section for everything you'll need to prepare for any emergency. You'll find checklists of items to keep on hand and ways to prepare, and links to several important emergency-related websites such as the Red Cross, FEMA and more.

2 Safety Resources

More than 15,000 safety items are available in the online Safety Catalog. In this section, you'll also find information to help you meet safety requirements, such as OSHA violation information, safety industry links and product information guides.

3M Products

This informative section will help you find 3M products and innovative solutions via our 3M Solutions Catalog. Plus, take a look at our exciting NASCAR program, including award merchandise and more.

Motor Resources

MSC offers over 5,000 of the most popular replacement motors from Emerson/US Motors. This section will help you select motors via our interactive motor selector or the online Motors Catalog.

5 Utilities

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Whether your business is in power generation or transmission and distribution, MSC Industrial Supply has the right products and solutions needed to keep your facilities up and running. Check out our new 48-page Utility Brochure. You will find great products to service your Utility needs from top brands such as Stanley, Milwaukee, Lift-All, Miller, CRC, Fluke and many others.

Eco-Friendly Resources

Discover how MSC Industrial Supply has made it easy for you and your company to GO GREEN! To benefit your future, we've identified the items that can help protect the environment and, at the same time, reduce your costs.

Kennametal Products

Our product offering includes thousands of items from America's #1 brand of metalcutting tools - Kennametal. This section provides several helpful tools, such as the interactive product selector, big book index, technical information and special offers.

Fasteners

Visit this helpful section to learn more about MSC's comprehensive fastener offering found in the 2nd Edition MSC Fastener Source Book.

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For the most current version of this Guidebook, see the customer support section on our web site, mscdirect.com.