mscmetalworking.com

guidebook

METALWORKING

MSC®
Industrial Supply Co.

David Sandler

Dear Valued Customer,

We are very pleased to present you with the first edition of the *mscmetalworking.com Guidebook*. This user-friendly guide is designed to help you navigate through our metal-working focused website, and provide detail on all the new features and benefits of ordering online at mscmetalworking.com. Our goal is to deliver an efficient, convenient and fast way to purchase metalworking supplies.

Mscmetalworking.com offers real-time inventory status, negotiated pricing, powerful search engine, order tracking, account history, online invoice payment, line item distribution, workflow, and access to all our virtual catalogs, including the MSC Big Book. Our goal is to improve your profitability and meet your toughest business requirements. We encourage you to visit mscmetalworking.com today to learn more.

We're confident you'll find our website to be the most convenient way to purchase all of your metalworking supplies! And as always, we appreciate your business and look forward to your feedback.

With Warmest Regards,

David Sandler
President and CEO

Home Page

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

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

3 **Featured Banner**
Check out this section often to get the latest deals and promotions from MSC.

4 **The MSC Virtual Catalog**
Browse our Virtual Catalog online for quick access to all your metalworking needs in an easy-to-use digital format. Pages appear exactly as they're seen in the MSC Metalworking catalog.

5 **Featured Suppliers**
Check in often for great deals from top suppliers.

6 **Business Solutions**
Find information on MSC Industrial Supply's business and inventory solutions such as Competitive Advantage, Customer Managed Inventory and Vendor Managed Inventory.

7 **Sales Flyers**
Flip through the MSC Metalworking virtual sale catalogs for great discounted sale prices on our top-selling items.

8 **Now Featuring**
The hottest deals available in metalworking from well-known suppliers.

Navigation Bar

1 Search
Our enhanced keyword search simplifies your search by offering multiple options. Search by keyword description, MSC Part #, Manufacturer Part #, Competitor Part #, or search by catalog page. For best results, be very specific when starting your search. See the 'Search' tab for more details.

2 Quick Order
When you want to place a fast order from the home page and you have a Customer Part #, MSC Part #, Manufacturer Part #, UPC # or NSN #, use the 'Quick Order' feature.

3 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.

4 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.

5 Home
Click on 'Home' or the MSC Industrial Supply logo from anywhere on the site to return to the MSC Metalworking home page.

6 Order
This tab provides three different ways to quickly place your online order with MSC: 1) The Virtual Metalworking Catalog; 2) Browsing the tabs of MSC's Big Book; and 3) The Quick Order pad. This is also the tab you would use to request a special-order quote online.

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

8 Resources
Learn more about various MSC resources available (such as Emergency Preparedness, Safety Solutions and Motor Solutions) 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.
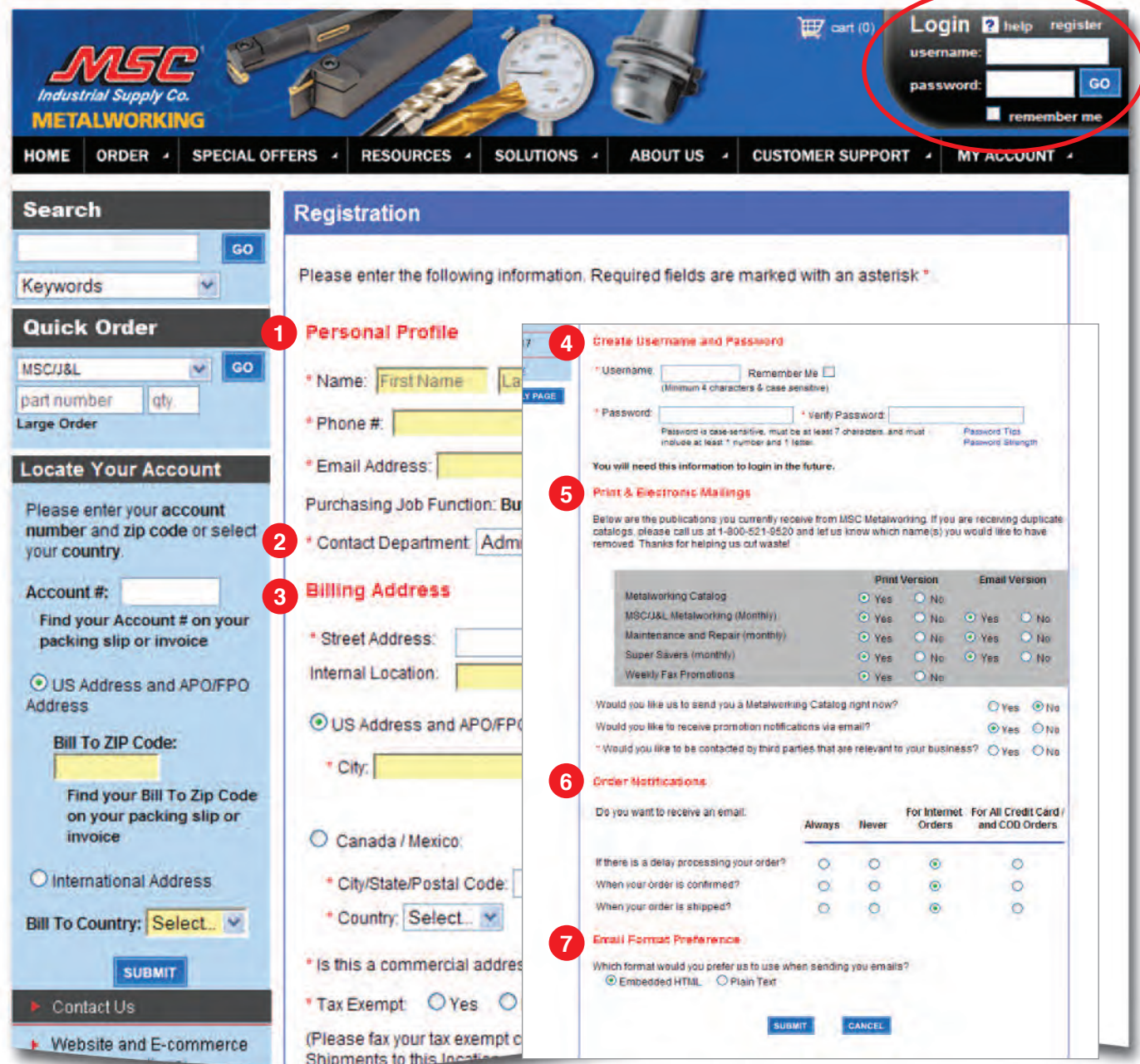
10 About Us
Access company-related information, such as our history, our locations, career opportunities, community relations, press releases and much more.

11 Customer Support
Roll over this tab for links to MSC's ordering, shipping and invoicing options; return policies; catalog request form and more.

12 My Account
If you are not already logged in, click here to log in, locate your account or become a new customer.
If you are already logged in, use this to access your 'My Account' page containing all of your account information, personal settings, and order history.

Registration

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

1 Personal Profile
Here you will enter your personal information.

2 Business Info
Enter your company information (only for business users).

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 'Administrator' role.

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.'

3 Billing
Enter your billing address information.

4 Create Username and Password
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 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.

5 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.

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

7 Email Format Preference
Choose to receive email in either HTML or Text format.

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.

1 Order Status/History
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.

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

4 Shopping Options
Manage the way you shop on mscmetalworking.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 to your 'Shopping Cart.'

5 Payment Settings
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.'
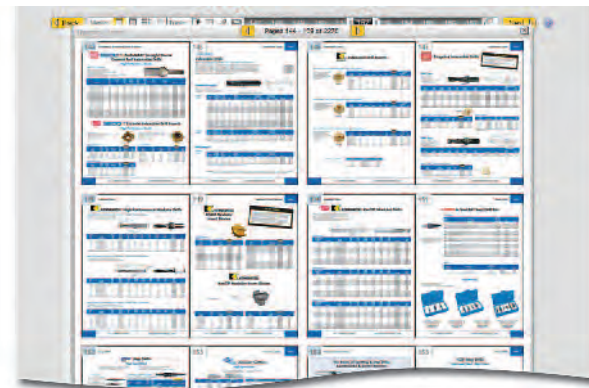
Search

1 Search Options

Our enhanced keyword search simplifies your search by offering multiple options. Search by keyword description, MSC Part #, Manufacturer Part #, Competitor Part #, or catalog page.

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

2 Refining Your Results

Improve your results by using the left navigation to choose a specific category or manufacturer.

3 Item Detail Links

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.

4 Product Availability

The Search Results page will show real-time product availability and negotiated pricing. If you have a local pickup location, like one of our CFCs or Showrooms, product availability is also provided for those locations.

5 How to Compare

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

6 Add to Cart/Add to List

Simply enter the quantities you want in each item box, and click 'Add to Cart' or 'Add to List.'

Two-Page View

Thumbnail View

Virtual Catalogs

Browse our Virtual MSCMetalworkingCatalog and Big Book online for quick access to all your metalworking and industrial supply needs in an easy-to-use digital format. Pages appear exactly as they're seen in the MSCMetalworkingCatalog and Big Book.

1 Navigation

Product Index: The product index, located at the end of the Virtual Catalog, 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.

View Notes: Click to see all notes in one place and the pages associated with each.

2 Using Tools

Send 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.'

Notes: Click on the 'Note' icon in the toolbar to add notes to your pages. Click on the note to type your message. 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 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 that you wish to highlight. Repeat to highlight more items.

3 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.

Thumbnail View: This view shows you 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 provides a virtual magnifying glass. To move the magnifier, click and drag on its edges.

4 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 Details' page. From the 'Details' page, you will be able to add it to your 'Shopping Cart.'

Item Details

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

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

2 Availability
The Item Details page will show real-time product availability.

3 Part Numbers
MSC and Manufacturer part numbers can be found on this page.

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

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

6 Catalog Page Number
Click on the "Virtual Catalog Page #" link to see the Virtual Catalog page. It's exactly the same as the printed version.

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.

1 Add to List

Clicking on this text link will bring you to the 'Add Items to New Personal List' page. Here you can start a new list with this item, or you can select a current list in the drop down to add this item to and press 'Save.'

2 Quick Item Add

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.

3 Pricing

Pricing is available on each item in the 'Shopping Cart.'

4 Special Notes

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

5 Availability

Real-time product availability for your order can be found in the 'In Stock' column.

Checkout

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

Checkout

1 Line Item Distribution
This handy feature allows you to individually code each item within an order for reporting purposes. You can allocate specific items to departments, cost centers, general ledger accounts, people, job names, job numbers, etc.

2 Billing and Shipping Information
Your 'Bill-to' and 'Ship-to' will be pre-filled with either your selected default info or what appeared on your last order. During this step, you may modify/update your 'Ship-to' and/or add new information, such as P.O. number, 'Attention' and 'Ship Order Number.'

3 Order Details and Shipping Options
Use this page to closely review your order item details and select your shipping method/transit time.

4 Payment Options
Select your preferred payment method from the list of options, such as 'On Account,' or 'Credit Card.' Click 'Checkout' one time when you're ready to place your order.

5 Order Review/Confirmation
Order Review
This screen allows you to review the contents of your order one last time before submitting it.

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

Confirmation
The "Thank you for your order" page confirms that your order has been successfully submitted. Please print this page for your records. You'll also receive a confirmation via email shortly and another email (with tracking info) once your order has shipped.

Express Checkout

If you re-use the same billing, shipping and payment information for most of your orders, Express Checkout will help speed up your order process. This feature allows you to set default preferences that will be applied to all your Express Checkout orders… Two clicks and you're done.
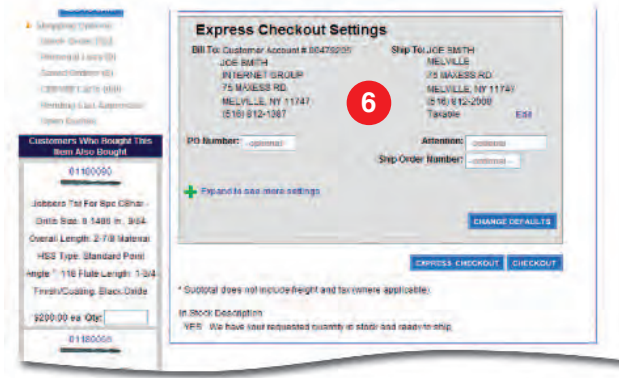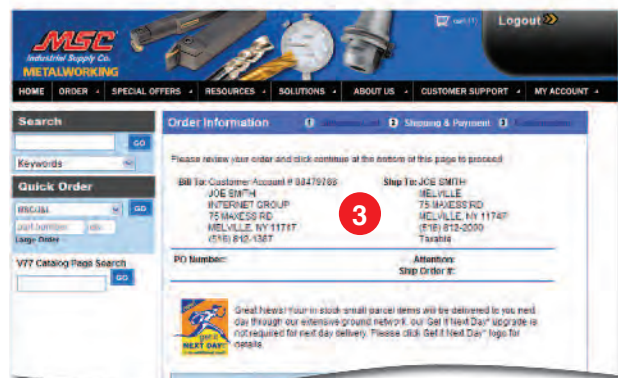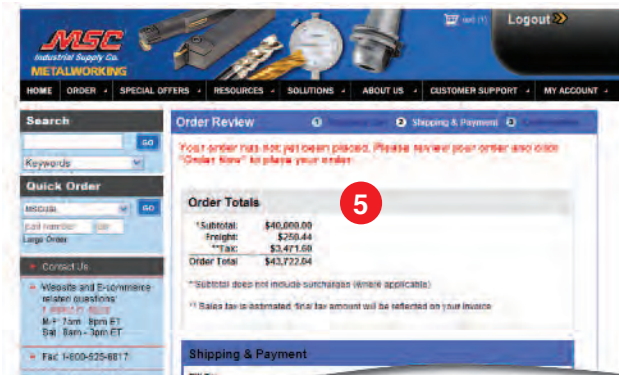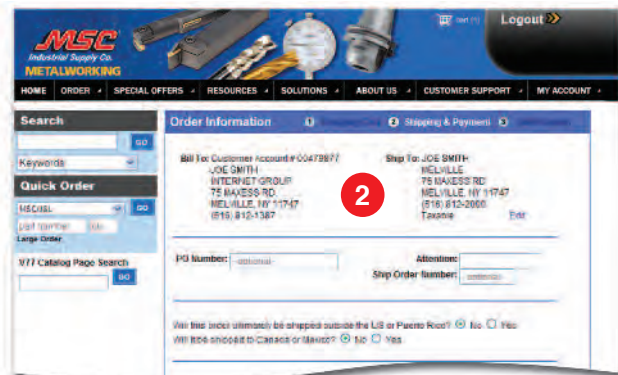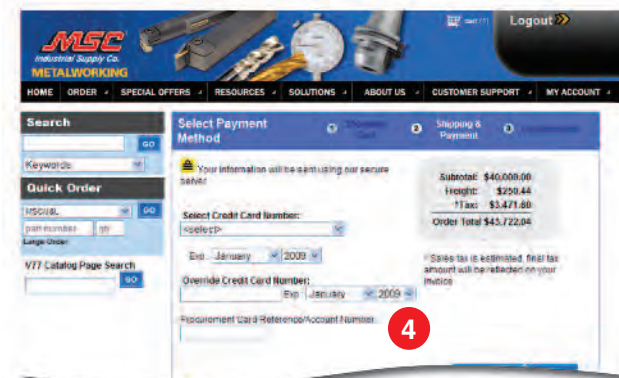
6 Express Checkout Settings Box
The Express Checkout settings box is where you set up all your preferences for this feature, which will then be applied to all Express Checkout orders. Choose defaults for Routing, Notification, Shipping and Payment.

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

Order Review – (see #5) After clicking the 'Express Checkout' button from your 'Shopping Cart,' you will be directed to the 'Order Review' screen to review the contents of your order one last time. Click on the 'Submit' button on this page and you are done.

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

Checkout

Solutions

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

1 **CMI (Customer Managed Inventory)**
Visit this section for information on this innovative tool that will enable you to save time and money. In just two easy steps (scan and connect), you can take complete control of your ordering process!

2 **Competitive Advantage**
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.

3 **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.

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

5 **National Accounts**
If you have over 15 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.

6 **p-cards**
Learn how MSC has teamed up with MasterCard, Visa and American Express to streamline your purchasing, accounts payable and general ledger posting processes.

7 **Solutions for your Lean Environment**
MSC's Industrial Supply's Managed Inventory Solutions have numerous Lean benefits! Reduce waiting through streamlined, paperless order processing. Avoid over-processing by bypassing traditional purchase order processing and consolidated invoicing and payment. Reduce inventory by identifying and labeling what you have and reordering to preset levels automatically.

8 **VMI (Vendor Managed Inventory)**
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.

Solutions

Resources

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

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. In addition, take a look at our exciting NASCAR program, including award merchandise and more.

Eco-Friendly

Discover how MSC 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 and technical information.

Fasteners

Visit this helpful section to learn more about MSC's comprehensive fastener offering found in the 2nd Edition MSC Fastener Source Book. You'll also find extensive technical information to help you select the right fastener for your application.

Accupro

With over 8,000 products available, Accupro has a tool for every application: Drilling, Threading, Milling, Boring, Turning & Grooving. Our mission is simple: To exceed our customers' expectations by creating tools of the highest quality at competitive prices.

Technical Assistance

With over 300 years of combined metalworking experience, the MSC Tech Team is well trained to provide professional technical support on our complete product offering. In addition, we focus our technical expertise on the best manufacturers in the industry.

Call the MSC Tech Team at 1-800-521-9520.

mscmetalworking.com

For the most current version of this Guidebook,
see the customer support section on our website, mscmetalworking.com.