


Hosted Vendor Ordering Guide

Searching / Ordering / Checkout Procedure

1. Click the Matheson icon and enter a search term or part number in the Search box. Click **Search** .
2. From the results page, enter the quantity in the quantity field and click **Add to Cart** .
3. If you need to add other items, continue to add them to your cart.
4. If you need empty tanks picked up, add an external note. Enter your note AFTER the required 5 digit account number referenced in line 7.
5. When you are ready to return your items to your eSHOP cart, click  **2013-01-03 LBROWN 01 | 10 item(s), 46.55 USD** at the top of the page or click **5 item(s) added, view cart** after you add an item to your cart. You can then review the items and make any necessary changes. For gases, use GL 532300. For apparatus, like gauges and stands, use GL 533100 or 533500.
6. Enter the location (Bldg/Room#) of your cylinder in the Unloading Point.
7. The 5 digit Account # associated with your Matheson delivery information needs to be included on each order. This account number should be entered in the “Note to all Suppliers” field at the header level. Be sure your account number is the first 5 characters in this field for prompt entry and delivery of your purchase request.
8. If this is a new order for which there is no account, enter NEW in the field and Matheson will set up a new account in their system.
9. Follow your normal process for submitting an order and click **Proceed to Checkout** or **Assign Cart** from your cart.
[Catalog Content with cross reference](#)

Retrieving a Quote

1. You cannot retrieve an electronic quote for Matheson. If you have a quote, you must fill out a Non-Catalog Order form and attach the quote.
 - When using the Non-catalog order form for Matheson it is important to have the correct Catalog No. entered. This catalog number must exactly match the catalog number in Matheson’s records (including capitalization, punctuation, and spaces). If you are unsure of the catalog # please contact Matheson before completing the Non-Catalog Order form to ensure there are no delays in fulfilling your order.
2. When you are checking your cart out in eSHOP, be sure to enter the quote number in the Quote Number field by following the steps below:
 - Click **Proceed to Checkout**.
 - Click the **Requisition** tab and the **Summary** tab.
 - Click the **edit** button in the **General** section.
 - Enter the quote number in the **Quote Number** field and click **Save**.

Creating / Accessing Favorites

1. Remember when viewing an item, click **add favorite** . You can choose to add the items to an existing Favorites folder or create a new one.
3. Click the **favorites** tab at the top of the page at any time to access your favorite folders. From here you can create new folders and manage existing folders and items.

Additional Information Sent

Suppliers vary in their ability to accept certain information that is sent electronically from eSHOP. Even though you enter the data when you create the Purchase Requisition in eSHOP, it may not always be accepted by the supplier when they receive the order electronically.

1. **External Notes** – At header only and the only information that will be read is the first 5 characters which should only be the Matheson Account Number
2. **External Attachments** – Yes
3. **Information in “Ship via” field** – Yes
4. **Delivery Date** – Yes

Shipping Charges

1. Free shipping? – **Yes**
2. Hazmat Charge? – Yes, upon being invoiced any applicable hazmat charges will be added to the invoice - \$1.00 flat charge for every delivery.

Order / Shipping Confirmation

1. Will I receive a confirmation that my order has been received? **Yes, however the email will be sent to the name of the contact person associated with the Matheson account, not the shopper**
2. Will I receive a confirmation that my order has been shipped? **No**

Viewing Previous Orders / Order Status

1. Contact your local Matheson/Linweld representative ([click here for listing](#)).

Cancelling an Order

1. Contact your local Matheson/Linweld representative ([click here for listing](#)).

Returns

1. Contact your local Matheson/Linweld representative ([click here for listing](#)).

Billing to the Changing Cost Object Associated with Account

1. Matheson/Linweld bills tank demurrage charges against a cost object associated with your account number. Funding approvers can request the cost object be changed for individual invoices through the procedure for Non-Purchase Order Funding Approval.

If the cost object will permanently change, contact your local Matheson/Linweld representative.

2. Catalog orders within eSHOP are invoiced and paid as entered.
3. For real tank rentals, a rental summary invoice will be emailed from Matheson to the designated end user. The summary invoice is not used for payment but should be used to review items rented. The summary invoice should be matched up with the corresponding Non PO Invoice before approval.
4. Non PO Invoices are downloaded the last day of the month. An email is generated by eSHOP to notify the Approver(s) to go in and approve the invoice. See the Non Purchase Order Invoice guide found under training materials for details on how to approve.

Helpful Hints

1. The only products that are available on eSHOP initially are those items that have been purchased in the 12 months preceding the start of eSHOP as well as any items where contract pricing is available. Should additional items be needed you can submit them on a non-catalog order form.
2. Matheson maintains account information in their system for each department. Click [here](#) for a list of account numbers (*updated 5/03/2017*). If any updates are needed you should contact Tim Zoz at 402-434-6010. Whenever placing an order for Matheson you will need to enter your 5-digit account number in the external notes field. To ensure all users are entering this information correctly each order will stop for buyer approval for a period of time.
3. If you are ordering items using the Non-Catalog Order form your catalog number must exactly match the catalog number in Matheson's records (including capitulation, punctuation, and spaces). If you are unsure of the catalog # please contact Matheson before completing the Non-Catalog Order form to ensure there are no delays in fulfilling your order.

Click [here](#) for Matheson/Linweld locations in Nebraska.