
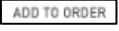






## Punch-Out Vendor Ordering Guide

### Searching / Ordering / Checkout Procedure

1. To search for an item, type key words in the upper left field and click on .
2. Once desired item has been found, click on the associated part number. A pop-up will appear. Fill in the quantity and click on .
3. To view your cart, click on  at the top right. The current order displays and you can “paste in” products and quantities if desired. Once order is ready for completion, click on . You will then be returned to your active cart in eSHOP.

### Retrieving a Quote

1. You cannot retrieve quotes from McMaster Carr’s punch-out site. If you have a quote, you must fill out a Non-Catalog Order form.
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:
  - Proceed to Checkout
  - Click the **Requisition** tab and the **Summary** tab
  - Click  button in the General Section
  - Enter your Quote # in the Quote field and click .

### Creating / Accessing Favorites

1. Favorites cannot be saved on the McMaster Carr punch-out site.

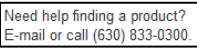
### Shipping Charges

1. Free shipping? – No. Shipping costs will be added on the Invoice header

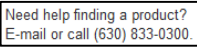
### Order / Shipping Confirmation

1. Will I receive a confirmation that my order has been received? Yes
2. Will I receive a confirmation that my order has been shipped? No

### Viewing Previous Orders / Order Status

1. To check the status of your order click on the  link on the home page of the punch-out.
2. You can choose to utilize the form online to request an update, call or email with the contact information on the left side of the page


### Cancelling an Order

1. Click on the  link on the main page of the punch-out. You can utilize the online request form, or call/email the contact information on the left side of the page.
2. Or you can call customer service at 1 (630) 833-0300 or 1 (630) 600-3600
3. Fill out and submit a Change Order Request form in eSHOP to update your eSHOP & SAP records.

### Returns

1. Return authorizations are not required to return products. Instructions on returning products can be found on McMaster Carr’s punch-out by click “RETURN” in the lower left hand corner, or [visiting their information page by clicking here](#)

### Helpful Hints & Tips

1. In various places on the McMaster Carr punch-out you may be asked to log-in. **DO NOT LOG IN.** By providing a separate email address or phone number you will be auto logged out of the punch-out and unable to continue shopping or submitting your order in eSHOP. This includes the  icon in the upper right hand corner and bookmarks.