SHERWIN-WILLIAMS
PUNCHOUT SERVICE GUIDE

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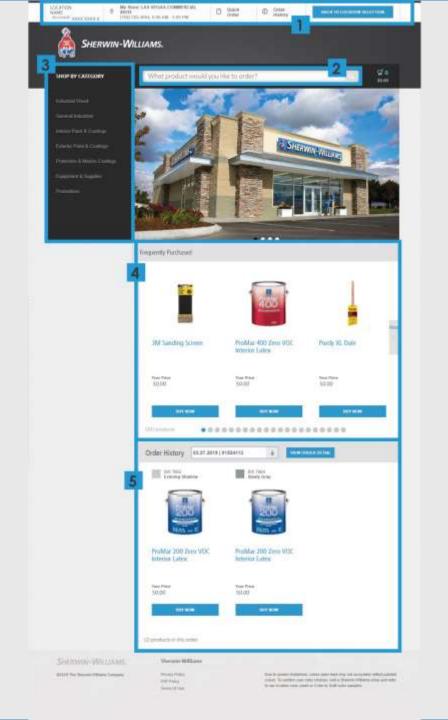
SHERWIN-WILLIAMS

PUNCHOUT EXPERIENCE

PUNCHOUT HOMEPAGE

The PunchOut homepage is designed to support findability of products through search and navigation.

1. The top menu bar presents utility navigation with Account Information, servicing Store Details, MyQuotes, Quick Order, and Order History access. Click on "My Store" to get local contact information.

2. A prominent global search bar provides direct access to products with type-ahead functionality.

3. Clicking on categories exposes a mega menu that displays a custom catalog to support browsing with minimal page loads.

4. The Frequently Purchased module exposes the account's most commonly bought products.

5. The Order History module provides access to recent orders to enable easy reorder of specific products or entire orders.

(For convenience, click the Sherwin-Williams Logo on any page to be routed back to this homepage.)
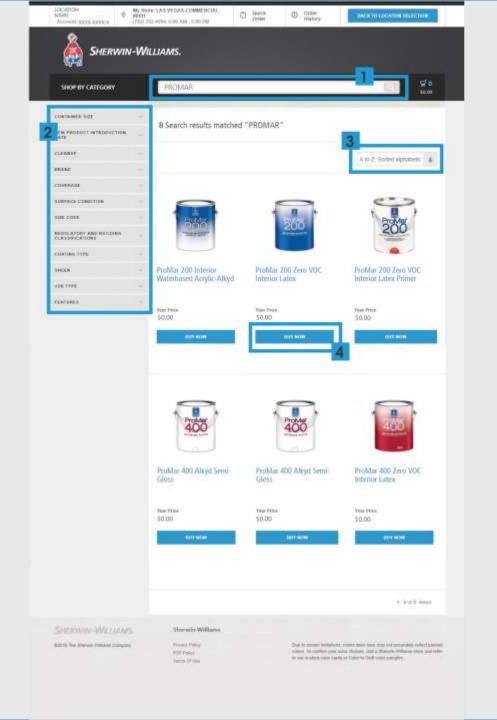
SEARCH RESULTS PAGE

If a user searches for general search terms in the search bar (1), this search results page loads.

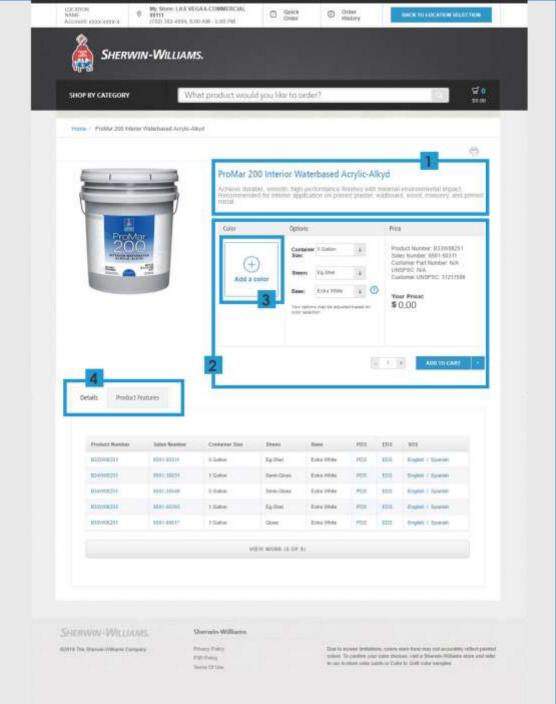*It displays products that the user may want based on their searched term.*

2. Faceted navigation for filtering results.

3. Sort By drop-down, allowing users to reorder results by different schemes to better meet their needs.

4. If users click Buy Now for a product, the site automatically adds non-configurable products to the cart. For a configurable product, the Product Configurator displays for users to complete prior to adding product to cart.

PRODUCT DETAIL PAGE

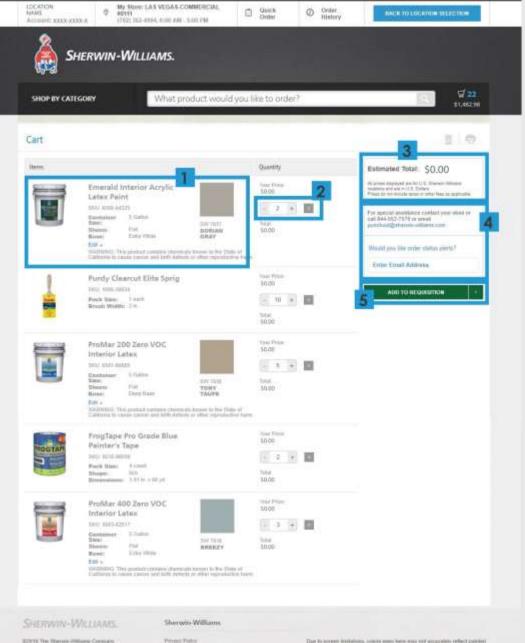*This page includes product description (1) and links to features and SDS.*

2. The Product and Quantity Configurator allows users to add color and choose size, sheen, base and quantity.

3. When users click on Add a color, they are brought to the Add a color module *(described in special features)*

4. Tabbed layout provides access to:

   • SDS and Data Sheets

   • Product features

SHOPPING CART

The cart shows all Sherwin-Williams products included in the active order.

1. Product and color visuals provide confidence in selected products.

2. Enables users to remove a product or modify quantity.

3. Total price is displayed for all products included in the cart.

4. Users can opt in to receive order status updates via email.

5. ADD TO REQUISITION completes the transaction by transferring the ordered products back to the procurement system for approval.

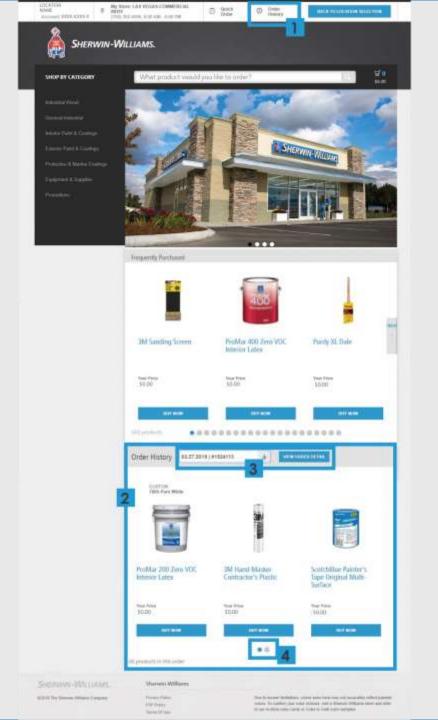# SPECIAL FEATURES

PUNCHOUT EXPERIENCE

ACCESSING ORDER HISTORY

Users can access Order History in two ways:

1. Through the persistent link in the utility bar

2. Through the Order History module at the bottom of the homepage

The Order History module includes the following functionality:

3. Past order drop-down: Displays the 20 most recent orders that a user can select and an option to See All Orders if user wants to view an older order.

    *   Once a user has selected an order, they can View Order Details to see all products from the order and buy the entire order again.

4. Users can click on the circles to display more items in the order. If an order contains more than 20 products, users will have the option to View All items *(this option displays at the end of the fifth screen)*.
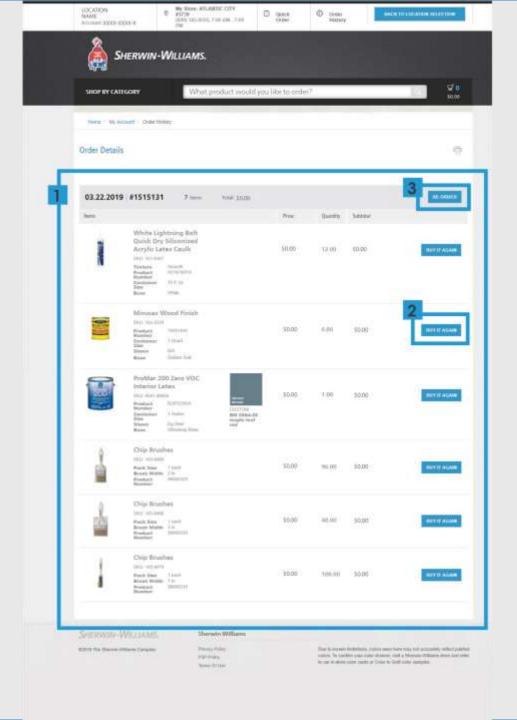
ORDER HISTORY PAGE

Order History presents all fulfilled transactions organized chronologically.

In this view (1), users see the products from the previous order they have selected.

2. Users can buy specific items within each order using the Buy Again button.

3. Users can reorder a complete order and view that entire order's details.

SEARCH RESULTS
PRODUCT CONFIGURATOR

Module displays if a user enters an exact product name into search.

The user can configure and order a product by inputting their preferred:
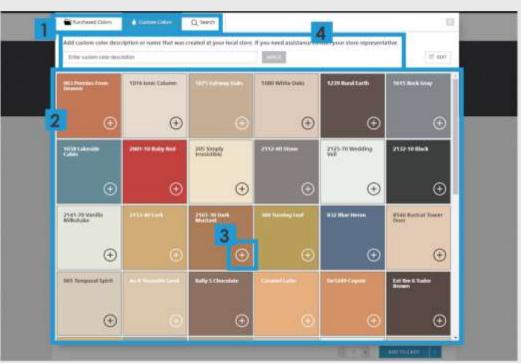
1. Color

2. Size & Sheen

3. Quantity

4. Then add to cart

PRODUCT CONFIGURATOR: ADD A COLOR MODULE

This module displays when users click the + symbol in the Add a color area of the Product Configurator. It includes:

1. Tabbed layout, so users can select Purchased Colors, Custom Colors, or Search.

2. The Purchased Colors tab shows colors the customer has purchased in the past.

3. Users select the + sign to add that color to the product they are configuring.

4. Users can add a new Custom Color by inputting any name for the color.

   - When the store receives the order with an unrecognized Custom Color, they will contact the user to determine what color to create.

The search screen displays if user clicks Search tab in the Add a color module of the Product Configurator.

MY QUOTES

1.Access this page by clicking "My Quotes" in the header.

2.Choose time-frame for displayed quotes.

3.Click "View Quote Detail" to view pertinent quote information, and to transfer product/details to Quick Order page. Click "Order" to proceed directly to the cart.

4.View quoted products/details on Quick Order page and proceed to cart to make purchase(s).

5.Click to add more items to Quick Order.

6.Click to transfer all products to cart.

FAQS OF CUSTOMERS

BUILDING MY ORDER

Can I still order the same Sherwin-Williams products that I always have through PunchOut?

- Yes, all products within your catalog are available to order.

How do I add products to my catalog?

- Contact PunchOut support to have products added to the catalog.
  - 800-552-7579 or punchout@sherwin-williams.com

How can I order a specific product that I know I want?

- Global Search Bar (slide 8 section 2)
- Frequently Purchased Module (slide 8 section 4)
- Order History Module (Slide 8 section 5)

How can I reorder an entire order I made previously?

- Refer to slides 13 and 14 for detailed instructions.

How can I find a product's SDS and product specifications?

- Refer to slide 10.

COMPLETING MY ORDER

How will I know that my order has been submitted and received?

- You will receive a confirmation email message (depending on your account preferences). See slide 11 section 4 in regards to adding an email address on the cart page.

FAQS OF CUSTOMERS

ACCOUNT

Do I still have an account rep?

• Yes. Customer service is the best way to get support for PunchOut, but your rep is still the best contact for account-related questions.

How do I know if the products I'm seeing are approved for me to purchase?

• All products displayed are approved for purchase.

How do I ensure that the products I order are being billed to the right job or property?

• The job number will appear in the cart. Double-check this before completing the order.

RESOLVING MISTAKES

How do I cancel my order?

• If you need to cancel an order after you receive confirmation that the store has received your order, contact your servicing store to cancel.

What if my order is wrong?

• You must cancel the order and reorder. See "How do I cancel my order?"

What do I do if I accidentally billed an order to the wrong job or property?

• You must cancel the order and reorder. See "How do I cancel my order?"

FAQS OF CUSTOMERS

COMMUNICATION

How can I get email message alerts?

- You will automatically receive email notifications at different stages of the order process.

How often will I receive email message alerts?

- You will receive notifications for the following steps:

  - Order requisition submitted

  - Order has been received by the store

  - Order has been shipped

  - Thank you for your order (once order has been delivered)

  - Items in a partial order become available

  - Order has been cancelled (if applicable)

ACCESSING THE SYSTEM

How do I get from BobCatBUY to Sherwin-Williams PunchOut?

- Simply click on the "Sherwin Williams" punchout button in BobCatBUY . It will be visible on the homepage.

What do I do if I can't access Sherwin-Williams PunchOut from BobCatBUY?

- Contact Finance Customer Care at 740-597-6446.