

# SHERWIN-WILLIAMS PUNCHOUT SERVICE GUIDE



***SHERWIN  
WILLIAMS***®

# TABLE OF CONTENTS

## **03. *PunchOut Experience***

- 04. Homepage
- 05. Search Results
- 06. Product Details
- 07. Shopping Cart

## **08. *SPECIAL FEATURES***

- 09. Accessing Order History
- 10. Order History Page
- 11. Product Configurator Shelf Page
- 12. Add a Color Module
- 13. My Quotes
- 14. FAQ's Cont.
- 15. FAQ's Cont.
- 16. FAQ's Cont.

# 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.)*

The screenshot shows the Sherwin-Williams PunchOut homepage. At the top, a utility bar (1) contains account information, store details, MyQuotes, Quick Order, and Order History. Below this is a search bar (2) with the placeholder text "What product would you like to order?". A mega menu (3) is open on the left, listing categories like Industrial Wood, General Industrial, and others. The main content area features a "Frequently Purchased" section (4) with three product cards: 3M Sanding Screens, ProMax 400 Zero VOC Interior Latex, and Purdy XL Duster. Below this is an "Order History" section (5) showing two recent orders with product cards for ProMax 200 Zero VOC Interior Latex and ProMax 2100 Zero VOC Interior Latex. The footer contains the Sherwin-Williams logo and contact information.

# 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.

The screenshot shows the Sherwin-Williams website's search results page for the term "PROMAR". At the top, there is a navigation bar with the Sherwin-Williams logo and a search bar containing "PROMAR" (callout 1). Below the search bar, a sidebar on the left contains a faceted navigation menu (callout 2) with categories such as Container Size, New Product Introduction Date, Cleanup, Brand, Coverage, Surface Condition, Size Code, Regulatory and National Classifications, Container Type, Sheen, Job Type, and Features. The main content area displays "8 Search results matched 'PROMAR'" and a "A to Z - Sorted alphabetically" dropdown menu (callout 3). The results are presented in a grid of six product cards. Each card includes a product image, name, and price. The first row shows three products: ProMar 200 Interior Waterbased Acrylic-Alkyd, ProMar 200 Zero VOC Interior Latex, and ProMar 200 Zero VOC Interior Latex Primer. The second row shows three products: ProMar 400 Alkyd Semi-Gloss, ProMar 400 Alkyd Semi-Gloss, and ProMar 400 Zero VOC Interior Latex. Each product card has a "BUY NOW" button (callout 4). The footer contains the Sherwin-Williams logo, copyright information, and a disclaimer.

# 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

LOCATION: Las Vegas, NV  
WAB: 3000-4333-0

By Store: LAS VEGAS COMMERCIAL  
8811  
(702) 362-4994, 9:00 AM - 2:00 PM

Quick Order  
Order History

BACK TO LOCATION SELECTION

SHERWIN-WILLIAMS

SHOP BY CATEGORY

What product would you like to order?

0 \$0.00

Home > ProMar 200 Interior Waterbased Acrylic-Alkyd

1  
**ProMar 200 Interior Waterbased Acrylic-Alkyd**  
A/Shell based, smooth, high performance finish with minimal environmental impact. Recommended for interior application on primed plaster, wallboard, wood, masonry, and primed metal.

2  
Color: [Add a color] 3  
Options:  
Container: 5 Gallon  
Base: [Select]  
Sheen: Egg Sheen  
Base: Extra White  
Price:  
Product Number: 1131008211  
Sales Number: 8811-8811  
Customer Part Number: 80A  
UNSPSC: 80A  
Customer: UNSPSC: 31211504  
Your Price: \$ 0.00  
ADD TO CART

4  
Details Product Features

Product Number	Sales Number	Container Size	Sheen	Base	PDS	SDS	SDS
1131008211	8811-8811P	5 Gallon	Egg Sheen	Extra White	PDS	SDS	English / Spanish
1131008211	8811-3503P	1 Gallon	Semi-Gloss	Extra White	PDS	SDS	English / Spanish
1131008211	8811-3504P	5 Gallon	Semi-Gloss	Extra White	PDS	SDS	English / Spanish
1131008211	8811-8811P	1 Gallon	Egg Sheen	Extra White	PDS	SDS	English / Spanish
1131008211	8811-8811P	1 Gallon	Gloss	Extra White	PDS	SDS	English / Spanish

VIEW MORE (6 OF 8)

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Due to limited availability, colors shown here may not accurately reflect painted colors. To confirm your color choices, visit a Sherwin-Williams store and refer to our in-store color cards or Color by Sight color swatches.

# 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.

The screenshot shows the Sherwin-Williams shopping cart interface. At the top, there is a navigation bar with location information (Las Vegas Commercial), account details, and links for 'Quick Order' and 'Order History'. A search bar is present with the text 'What product would you like to order?'. The cart itself lists five items, each with a product image, name, and color swatch. Callout 1 points to the product and color visual for 'Emerald Interior Acrylic Latex Paint'. Callout 2 points to the quantity selector (set to 2) and the 'Your Price' (\$0.00). Callout 3 points to the 'Estimated Total: \$0.00' and associated text. Callout 4 points to the 'ADD TO REQUISITION' button. Callout 5 points to the 'ADD TO REQUISITION' button. The cart also includes a 'SHOP BY CATEGORY' link and a '22' item count indicator.

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Due to screen limitations, colors seen here may not accurately reflect painted colors. To confirm your color choice, visit a Sherwin-Williams store and refer to our in-store color guide or Color by Color color samples.

# 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*).

The screenshot shows the Sherwin-Williams website interface. At the top, there is a utility bar with a persistent link for Order History (marked with a red '1'). Below the navigation bar, the main content area features a 'Frequently Purchased' section with three product cards: 3M Sanding Screen, ProMar 400 Zero VOC Interior Latex, and Pardy XL Dale. Below this, the 'Order History' module is highlighted with a blue box and numbered 2 through 4. The 'Order History' section shows a list of orders, with the most recent one selected (marked with a red '3'). The selected order details are displayed below, showing three product cards: CUSTOM 180-Piece White, ProMar 200 Zero VOC Interior Latex, 3M Hand-Mixing Contractor's Plastic, and ScotchBlue Painter's Tape Original Multi-Surface. The 'View Order Details' link is highlighted with a red '4'. The page footer contains the Sherwin-Williams logo and contact information.

# 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.

LOCATION: ATLANTIC CITY NJ  
My Order: ATLANTIC CITY NJ  
Account: XXXX-XXXX-XXXX  
9:27 AM, WEDNESDAY, MAR 28, 2019

SHIP: ON  
ORDER HISTORY

BACK TO LOCATION SELECTION

SHOP BY CATEGORY







What product would you like to order?

HERE: My Account / Order History

Order Details

03.22.2019 #1515131 7 items Total: \$200

REORDER

Item	Price	Quantity	Subtotal	BUY IT AGAIN
 White Lightning Bolt Quick Dry Siloxanized Acrylic Latex Caulk SKU: 100-0101 Product: 100-0101 Container: 11.0 Gal Size: 11.0 Gal Base: White	\$0.00	10.00	\$0.00	BUY IT AGAIN
 Minwax Wood Finish SKU: 100-0102 Product: 100-0102 Container: 1 Gal Size: 1 Gal Base: Clear Satin	\$0.00	4.00	\$0.00	BUY IT AGAIN
 PyroMar 200 Zero VOC Interior Latex SKU: 100-0103 Product: 100-0103 Container: 1 Gal Size: 1 Gal Base: Custom CUSTOM: 000-000-000 Weight: 1.00 Gal	\$0.00	1.00	\$0.00	BUY IT AGAIN
 Chip Brushes SKU: 100-0104 Pack Size: 1 each Brush Width: 2 in Product: 100-0104	\$0.00	30.00	\$0.00	BUY IT AGAIN
 Chip Brushes SKU: 100-0105 Pack Size: 1 each Brush Width: 1 in Product: 100-0105	\$0.00	30.00	\$0.00	BUY IT AGAIN
 Chip Brushes SKU: 100-0106 Pack Size: 1 each Brush Width: 1 in Product: 100-0106	\$0.00	100.00	\$0.00	BUY IT AGAIN

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Sign In  
New Order

See 16 terms and conditions. Orders seen here may not accurately reflect printed orders. To receive your order details, call a Sherwin-Williams store or visit us at [www.sherwin-williams.com](http://www.sherwin-williams.com) or Order to Go! Get your supplies.

# 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

The screenshot shows the Sherwin-Williams website's product configurator for ProMar 200 Interior Waterbased Acrylic-Alkyd paint. The interface includes a navigation bar with location information (My Store: LAS VEGAS COMMERCIAL #8711), account links (My Quotes, Quick Order, Order History), and a 'BACK TO LOCATION SELECTOR' button. Below the navigation bar is the Sherwin-Williams logo and a search bar containing the product ID '833W08251'. The main content area features a product image of a paint can, a 'Product Details' section with configuration options, and a pricing section. The configuration options are: Container Size (1 Gallon), Sheen (Eg. Shell), and Base (Extra White). The pricing section shows 'Your Price: \$0.00' and an 'ADD TO CART' button. Blue numbered callouts (1-4) highlight the 'Add a color' button, the configuration options, the quantity selector, and the 'ADD TO CART' button respectively.

LOCATION NAME: My Store: LAS VEGAS COMMERCIAL #8711  
Address: 3003 4828 N (702) 342-4004, 9:00 AM - 5:00 PM

My Quotes Quick Order Order History

BACK TO LOCATION SELECTOR

SHERWIN-WILLIAMS

SHOP BY CATEGORY 833W08251

ProMar 200 Interior Waterbased Acrylic-Alkyd

Product Details

1 + Add a color

2 Container Size: 1 Gallon Sheen: Eg. Shell Base: Extra White

Your options may be adjusted based on your selection.

Product Number: 833W08251  
Sales Number: 5501-50383  
Customer Part Number: N/A  
UNSPSC: N/A  
Customer UNSPSC: 31211538  
804 | 609 | P08

Your Price: \$0.00

3 4 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.

The screenshot displays the Sherwin-Williams website interface. At the top, the header includes the location name, store information, and navigation links for 'My Quotes', 'Quick Order', and 'Order History'. A blue box labeled '1' highlights the 'My Quotes' link. Below the header, the 'My Quotes' section shows a dropdown menu for the time frame, currently set to '6 Months', with a blue box labeled '2' highlighting it. A table of quotes is displayed with columns: Quote No., Name, Quantity, Total, Date Created, and Exp. Date. A blue box labeled '3' highlights the 'VIEW QUOTE DETAIL' button for the first quote. Below the table, a blue box labeled '4' highlights the 'Quick Order' button. The 'Quick Order' page shows a list of items with columns: Sales Number / SKU, Qty, Price, and Subtotal. A blue box labeled '5' highlights the 'ADD MORE ITEMS' button, and a blue box labeled '6' highlights the 'ADD ALL TO CART' button. The total amount is shown as \$0.00.

Quote No.	Name	Quantity	Total	Date Created	Exp. Date
#4610692	CHS GM MYRTLE BROOK LA 5055	25	50.00	03/21/2019	06/20/2019

Sales Number / SKU	Qty	Price	Subtotal
62921902	1	\$0.00	\$0.00
62929420	1	\$0.00	\$0.00
62921530	1	\$0.00	\$0.00

# 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](mailto: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.