

# SHERWIN-WILLIAMS PUNCHOUT SERVICE GUIDE



***SHERWIN  
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# TABLE OF CONTENTS

## **3. *PUNCHOUT OVERVIEW***

- 4. What Is PunchOut?
- 5. How PunchOut Works
- 6. Benefits of PunchOut

## **7. *PunchOut Experience***

- 8. Homepage
- 9. Search Results
- 10. Product Details
- 11. Shopping Cart

## **12. *SPECIAL FEATURES***

- 13. Accessing Order History
- 14. Order History Page
- 15. Search Results for Product
- 16. Add a Color and Custom Color
- 17. FAQ's
- 18. FAQ's
- 19. FAQ's Cont.

# PUNCHOUT OVERVIEW

WHAT IS PUNCHOUT . HOW IT WORKS . BENEFITS TO CUSTOMERS

# WHAT IS PUNCHOUT?

- PunchOut is the link between a procurement system and Sherwin-Williams.
- National Account trading partners are most likely to use a procurement system to order supplies for their properties.
- PunchOut provides users with a website experience that allows them to search and order from their custom catalog through a user-friendly experience.
- Enabling a link between that procurement system and PunchOut allows for faster, easier, friendlier, more personalized purchasing.
- PunchOut is customized specifically for the customer, giving Sherwin-Williams control over what the customer sees and how they interact with products.
- After products are selected for purchase, PunchOut transmits order details back to the procurement system, where customers can route purchases for approval.

# HOW PUNCHOUT WORKS

- Instead of shopping, browsing and purchasing Sherwin-Williams products within a procurement platform like Ariba, you can “punch out” into a new window.
- That new PunchOut window displays a version of Sherwin-Williams.com customized specifically for you.
- After products are selected for purchase, Sherwin-Williams.com transmits order details back to the procurement system, where you can route purchases for approval, just as many of you do today.

# BENEFITS OF PUNCHOUT

## **INTUITIVE INTERFACE**

PunchOut allows user to shop across multiple vendors and categories within their procurement system. This ability to order across vendors through their Procurement Systems and PunchOut, creates a single cart to route for internal approval.

## **CUSTOMIZATION**

PunchOut will better “remember” the activities of users, surfacing frequently and recently purchased items, frequently used colors and past purchases to aid efficient ordering.

## **REAL-TIME PRICING & PRODUCT UPDATES**

Pricing is current on the website.

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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, Quick Order, and Order History access.
2. A prominent global search bar provides direct access to products with type-ahead functionality.
3. Clicking on categories exposes a 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 navigation bar includes account information (LOCATION NAME, My Store: LAS VEGAS-COMMERCIAL, #2111, Account: XXXX XXXXX), utility links (Quick Order, Order History), and a 'BACK TO LOCATION SELECTION' button. A search bar (2) is prominently displayed with the placeholder text 'What product would you like to order?'. A dark sidebar (3) lists categories: Industrial Wood, General Industrial, Interior Paint & Coatings, Exterior Paint & Coatings, Protective & Marine Coatings, Equipment & Supplies, and Promotions. Below the search bar is a large image of a Sherwin-Williams store. The 'Frequently Purchased' section (4) displays three products: 3M Sanding Screen, ProMar 400 Zero VOC Interior Latex, and Purdy XL Dale, each with a 'BUY NOW' button. The 'Order History' section (5) shows a recent order from 03.27.2019 with two items: ProMar 200 Zero VOC Interior Latex in Evening Shadow and ProMar 200 Zero VOC Interior Latex in Steely Gray, both with 'BUY NOW' buttons.

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# SEARCH RESULTS PAGE

1. Faceted navigation for filtering results.
2. Sort By drop-down, allowing users to reorder results by different schemes to better meet their needs.
3. Click Buy Now for a product, the site automatically adds products to the cart.

The screenshot shows the Sherwin-Williams search results page for the query 'PROMAR'. At the top, there is a navigation bar with the Sherwin-Williams logo and 'SHOP BY CATEGORY'. A search bar contains the text 'PROMAR' and is highlighted with a blue box and the number '1'. Below the search bar, a sidebar on the left contains a faceted navigation menu with categories like 'CONTAINER SIZE', 'NEW PRODUCT INTRODUCTION DATE', 'CLEANUP', 'BRAND', 'COVERAGE', 'SURFACE CONDITION', 'SIZE CODE', 'REGULATORY AND BUILDING CLASSIFICATIONS', 'COATING TYPE', 'SHEEN', 'JOB TYPE', and 'FEATURES'. This sidebar is highlighted with a blue box and the number '2'. The main content area shows '8 Search results matched "PROMAR"'. A sort dropdown menu is set to 'A to Z: Sorted alphabetic' and is highlighted with a blue box and the number '3'. The results are displayed in a grid of six products, each with an image, name, and price. The first row includes 'ProMar 200 Interior Waterbased Acrylic-Alkyd', 'ProMar 200 Zero VOC Interior Latex', and 'ProMar 200 Zero VOC Interior Latex Primer'. The second row includes 'ProMar 400 Alkyd Semi-Gloss', 'ProMar 400 Alkyd Semi-Gloss', and 'ProMar 400 Zero VOC Interior Latex'. Each product has a 'BUY NOW' button. The middle 'BUY NOW' button is highlighted with a blue box and the number '4'. At the bottom right of the results area, it says '1 - 8 of 8 items'.

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# PRODUCT DETAIL PAGE

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

2. The Product and Quantity drop-down allows users to add color and choose size, sheen, base and quantity.
3. To Add a color, click on the "Add to Color" button where 3 tabs will appear to chose from.
4. Tabbed layout provides access to:
  - SDS and Data Sheets
  - Product features

LOCATION NAME: Account: XXXX-XXXXX My Store: LAS VEGAS-COMMERCIAL #8111 (702) 382-4994, 6:00 AM - 5:00 PM Quick Order Order History BACK TO LOCATION SELECTION

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SHOP BY CATEGORY What product would you like to order? \$0.00

Home > ProMar 200 Interior Waterbased Acrylic-Alkyd

**ProMar 200 Interior Waterbased Acrylic-Alkyd**

Achieve durable, smooth, high-performance finishes with minimal environmental impact. Recommended for interior application on primed plaster, wallboard, wood, masonry, and primed metal.

**Color** **Options** **Price**

**Container Size:** 5 Gallon

**Sheen:** Eg-Shel

**Base:** Extra White

Product Number: B33W08251  
Sales Number: 6501-50311  
Customer Part Number: N/A  
UNSPSC: N/A  
Customer UNSPSC: 31211508

**Your Price:** \$0.00

Your options may be adjusted based on color selection

- 1 + **ADD TO CART**

**4** **Details** **Product Features**

| Product Number | Sales Number | Container Size | Sheen      | Base        | PDS | EDS | SDS               |
|----------------|--------------|----------------|------------|-------------|-----|-----|-------------------|
| B33W08251      | 6501-50311   | 5 Gallon       | Eg-Shel    | Extra White | PDS | EDS | English / Spanish |
| B34W08251      | 6501-35031   | 1 Gallon       | Semi-Gloss | Extra White | PDS | EDS | English / Spanish |
| B34W08251      | 6501-35049   | 5 Gallon       | Semi-Gloss | Extra White | PDS | EDS | English / Spanish |
| B33W08251      | 6501-50303   | 1 Gallon       | Eg-Shel    | Extra White | PDS | EDS | English / Spanish |
| B35W08251      | 6501-60617   | 1 Gallon       | Gloss      | Extra White | PDS | EDS | English / Spanish |

VIEW MORE (5 OF 8)

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# 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 before tax 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 page. At the top, there is a header with location information (LAS VEGAS-COMMERCIAL #8111), account details, and navigation links like 'Quick Order' and 'Order History'. The main navigation bar includes 'SHOP BY CATEGORY', a search bar with the placeholder 'What product would you like to order?', and a cart icon showing 22 items for a total of \$1,482.98.

The cart items are listed below, each with a product image, name, SKU, container size, sheen, base, and color. Each item has a quantity selector and a price. The items are:

- Emerald Interior Acrylic Latex Paint** (SKU: 6508-64325, 5 Gallon, Flat, Extra White, SW 7017 DORIAN GRAY). Price: \$0.00. Quantity: 2.
- Purdy Clearcut Elite Sprig** (SKU: 1006-36034, 1 each, 3 in. brush width). Price: \$0.00. Quantity: 10.
- ProMar 200 Zero VOC Interior Latex** (SKU: 6501-86805, 5 Gallon, Flat, Deep Base, SW 7038 TONY TAUPE). Price: \$0.00. Quantity: 5.
- FrogTape Pro Grade Blue Painter's Tape** (SKU: 6510-96059, 4 count, N/A shape, 1.41 in. x 60 yd dimensions). Price: \$0.00. Quantity: 2.
- ProMar 400 Zero VOC Interior Latex** (SKU: 6503-62817, 5 Gallon, Flat, Extra White, SW 7616 BREEZY). Price: \$0.00. Quantity: 3.

On the right side of the cart, there is a summary section with the following elements:

- Estimated Total: \$0.00**
- A note: 'All prices displayed are for U.S. Sherwin-Williams locations and are in U.S. Dollars. Prices do not include taxes or other fees as applicable.'
- A contact form: 'For special assistance contact your store or call 844-552-7579 or email punchout@sherwin-williams.com'
- An email opt-in section: 'Would you like order status alerts? Enter Email Address'
- An **ADD TO REQUISITION** button.

Numbered callouts (1-5) highlight specific features: 1 points to the product image and details; 2 points to the quantity selector; 3 points to the estimated total; 4 points to the email opt-in section; 5 points to the 'ADD TO REQUISITION' button.

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# 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*).

LOCATION NAME Account: XXXX-XXXX-X My Store: LAS VEGAS-COMMERCIAL #111 (702) 382-4094, 9:00 AM - 9:00 PM Quick Order Order History BACK TO LOCATION SELECTION

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SHOP BY CATEGORY

What product would you like to order?    \$0.00

Industrial Wood  
General Industrial  
Interior Paint & Coatings  
Exterior Paint & Coatings  
Protective & Marine Coatings  
Equipment & Supplies  
Promotions

Frequently Purchased

3M Sanding Screen  
Your Price \$0.00

ProMar 400 Zero VOC Interior Latex  
Your Price \$0.00

Purdy XL Dale  
Your Price \$0.00

(43) products

Order History 03.27.2019 | #1524113

CUSTOM 7005-Pure White

ProMar 200 Zero VOC Interior Latex  
Your Price \$0.00

3M Hand-Masker Contractor's Plastic  
Your Price \$0.00

ScotchBlue Painter's Tape Original Multi-Surface  
Your Price \$0.00

(4) products in this order

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# 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 NAME: XXXX-XXXX-X  
Account: XXXX-XXXX-X  
My Store: ATLANTIC CITY #3739  
(609) 345-8555, 7:00 AM - 7:00 PM  
Quick Order  
Order History  
BACK TO LOCATION SELECTION







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SHOP BY CATEGORY  
What product would you like to order?  
0  
\$0.00

Home - My Account - Order History

Order Details

03.22.2019 #1515131 7 Items Total: \$0.00 RE-ORDER

| Items   | Price: | Quantity | Subtotal |              |
|---|--------|----------|----------|--------------|
| <br>White Lighting Bolt<br>Quick Dry Siliconized Acrylic Latex Caulk<br>SKU: 151-9107<br>Texture: Smooth<br>Product Number: W31010010<br>Container Size: 10 fl. oz.<br>Base: White | \$0.00 | 12.00    | \$0.00   | BUY IT AGAIN |
| <br>Minwax Wood Finish<br>SKU: 154-3339<br>Product Number: 70001444<br>Container Size: 1 Quart<br>Sheen: N/A<br>Base: Golden Oak   | \$0.00 | 4.00     | \$0.00   | BUY IT AGAIN |
| <br>ProMar 200 Zero VOC Interior Latex<br>SKU: 6501-86950<br>Product Number: 820702854<br>Container Size: 1 Gallon<br>Sheen: Egg-Shell<br>Base: Ultra-deep Base                    | \$0.00 | 1.00     | \$0.00   | BUY IT AGAIN |
| <br>Chip Brushes<br>SKU: 143-9488<br>Pack Size: 1 each<br>Brush Width: 2 in.<br>Product Number: 99060320   | \$0.00 | 96.00    | \$0.00   | BUY IT AGAIN |
| <br>Chip Brushes<br>SKU: 143-9496<br>Pack Size: 1 each<br>Brush Width: 3 in.<br>Product Number: 99060330  | \$0.00 | 48.00    | \$0.00   | BUY IT AGAIN |
| <br>Chip Brushes<br>SKU: 143-9470<br>Pack Size: 1 each<br>Brush Width: 1 in.<br>Product Number: 99060310   | \$0.00 | 108.00   | \$0.00   | BUY IT AGAIN |

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# SEARCH RESULTS FOR PRODUCT

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

LOCATION NAME Account: xxxx-xxxx-x My Store: LAS VEGAS-COMMERCIAL #8111 (702) 382-4994, 6:00 AM - 5:00 PM My Quotes Quick Order Order History BACK TO LOCATION SELECTION

SHOP BY CATEGORY B33W08251

**ProMar 200 Interior Waterbased Acrylic-Alkyd**

Product Details

1 Add a color

2 Container Size: 1 Gallon Sheen: Eg-Sheal Base: Extra White

Your options may be adjusted based on color selection

Product Number: B33W08251 Sales Number: 6501-50303 Customer Part Number: N/A UNSPSC: N/A Customer UNSPSC: 31211508 SDS | EDS | PDS

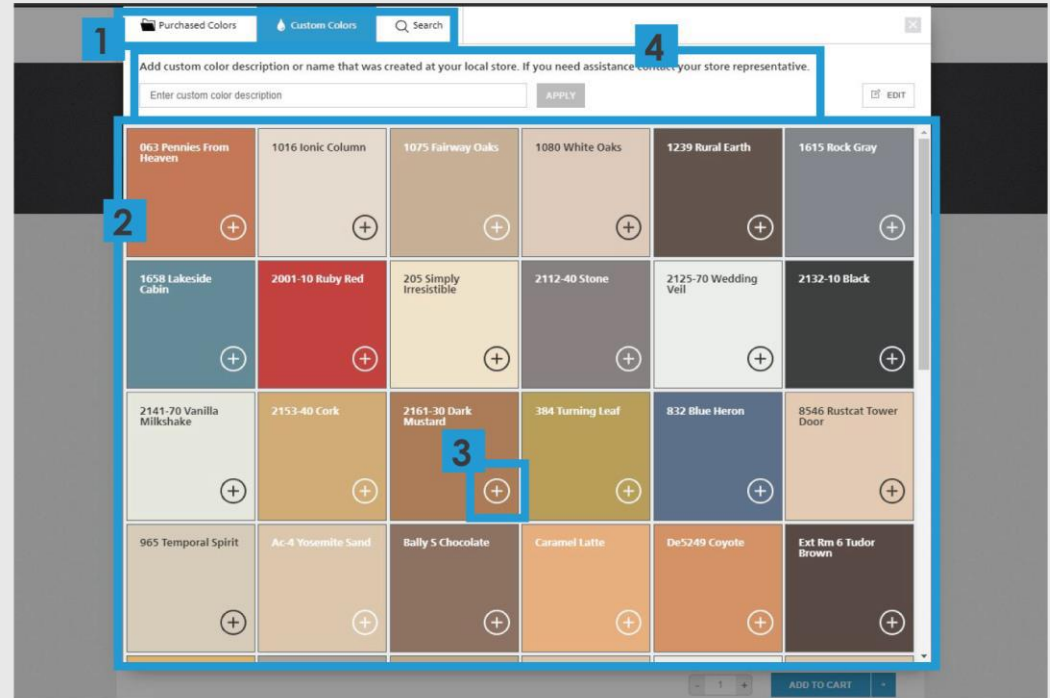
**Your Price:** \$0.00

3 4 - 1 + ADD TO CART

# PRODUCT - ADD A COLOR FUNCTION

*This image displays when users click the + symbol in the Add a color area of the Product Detail Page. 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.
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.



# 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.
  - 844-552-7579 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

### **How does invoicing work with PunchOut?**

- Your invoicing process will remain the same as it is today. If you currently receive electronic invoicing via your 3rd party procurement system, that process will remain unchanged.

### **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. To change these settings, you must do so in the procurement system.

### 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 my procurement software to Sherwin-Williams PunchOut?

- Simply click on the "PunchOut" button within your procurement software. It will be visible from the vendor page.

### What do I do if I can't access Sherwin-Williams PunchOut from my procurement software?

- Contact the purchasing manager at your company who owns the PunchOut relationship.