

MSC Ordering Guide

Updated February 20, 2026



Searching / Ordering / Checkout Procedure

1. Use the search bar at the top of the page. The enhanced search function can find items based on keywords, other distributors and competitor's part numbers, descriptions, brand names, product category and MSC part numbers. Then click "enter" or the search button.
2. After you have searched for a product, you can also view that product within the virtual catalog function. The virtual catalog will open to that page in the catalog where the product is located.

On any screen you will see on the middle left side of the webpage, the Big Book button. After clicking the BIG BOOK button, the virtual catalog will open.

3. When you are ready to order on the product page, enter a quantity and click on Add to Cart. Beneath the ADD to CART button, it will show if this item is In Stock. After you add it to your shopping cart, you have the choice to Continue Shopping, or View Your Cart.
4. When you are done shopping at any time on the site, you can click the shopping cart button to get to the Secure Checkout, or continue to click the View your Cart to get to the Secure Checkout.
5. There is also a function to quickly add items to your shopping cart if you already know the MSC part numbers. Below the Search bar, and on the right side of the page is a button to access the Quick Order Pad. After you are done entering the MSC part number, enter the quantity, then click the Add to Cart button. Your Quick Order Items are now added to the shopping cart, and you can access Secure Checkout.
6. Once in the final shopping cart screen before you hit SECURE CHECKOUT, you can modify the products by line items under the QUANTITY column to change quantity and update, or Remove. From this screen you can also SAVE CART for later, ADD to LIST, PRINT CART or DOWNLOAD CART.
7. Your item(s) have been added to the active cart in SAP Ariba. You can change the quantity and remove the items in your cart within SAP Ariba, but if you want to add items,

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you need to click the **Modify Items** link to take your cart back into MSC, view your cart and make the necessary additions/changes there.

Retrieving a Quote

1. Contact the Omaha branch at (402) 331-5540 or (800) 223-8195, or send a quote request via email to branchomh@mscdirect.com. We also have a national customer service department at 888-672-9722 or publicsector@mscdirect.com. Tell them the items that you wish to get a quote on the University of Nebraska SAP Ariba punchout account # 7169983. (These phone numbers and emails have other customer service options too.)
2. You will then receive an email with your Quote details.
3. Navigate to a log-in screen, and log in if not already, then click Account button which will bring up your Quotes, Order History, and Lists.
4. Search for quote by clicking the corresponding search by feature and entering information in the Search field.
5. Locate the Quote you requested.
6. You can add the entire Quote to your Shopping Cart by adding a check in box next to quote and clicking Add to Cart, or click on the Quote # to review the items on the quote and then click the check box of the items that you want to order from that quote and click Add to Cart. You can also view if the item is in stock on this screen too.

Creating / Accessing Favorites

1. When viewing an item, click the Add to Cart button and the Add to List button will appear beneath, click ADD to LIST. You will then be prompted to name your list for future reference, or to add additional items to a list you have already created in the past.
2. Click **Saved Lists link** at the top of the page at any time to access the shopping lists you have created.

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Emergency / Will-Call Orders

1. If you have a non-SAP Ariba PO or an emergency PO, please contact the Omaha Branch at (402) 331-5540 or branchomh@mscdirect.com. They will work with you to process the order.
2. The following information is needed in order to process the order. • Employee contact name, Phone number, Email address
 - a. Facility/Department Name
 - b. Ship-to address
 - c. PO number
 - d. If you do not have the above info you will need a PCARD to purchase the material.
 - e. NO MATERIAL WILL BE RELEASED WITH OUT A PO, FACILITY/DEPARTMENT NAME OR A PCARD.

Additional Information Sent

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

1. **External Notes** – No
2. **External Attachments** – No
3. **Information in “Ship via” field** – No
4. **Delivery Date** – Yes

Shipping Charges

Free shipping - Yes

Order / Shipping Confirmation

Will I receive a confirmation that my order has been received? **Yes**

Will I receive a confirmation that my order has been shipped? **Yes**

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Viewing Previous Orders / Order Status

1. At the top of any webpage is the Account button, click the button and at the top of the page there will be the heading of **Orders**, then click View Order History. There will be options to view OPEN ORDERS and ORDER HISTORY. You can search many different ways to find MY ORDERS or SHOW ALL ORDERS.
2. By default, it shows all orders for the University. You can use the additional fields, such as the PO Number, to narrow the search results or to find orders that are outside that date range.
3. Click on the **Order Number** to view more details.

Canceling an Order

1. Use the process above to view the order and click on the **Order Number**.
2. If the status is “In Process”, you should see an option to “Cancel Order”. **WARNING:** Clicking this link will immediately cancel the order without asking you to verify.
3. If the order has progressed too far, you won’t have the Cancel Order option. In that case, you need to contact the Omaha Branch at (402) 331-5540 or branchomh@mscdirect.com.
4. Fill out and submit a **Change Order Request Form** in SAP Ariba.

Returns

1. Contact the Omaha Branch at branchomh@mscdirect.com or (402) 331-5540 for any order or product that is being returned. Please let them know what campus address the material is at and what the reason for the return is.
2. Fill out and submit a Change Order Request Form in SAP Ariba if you are returning the item and not asking for a replacement.

Helpful Hints

If you order by a product item #, be sure that if the punch-out site tells you a product is no longer available, remove it from your cart and contact the Omaha Branch or Government Customer

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Service to re-quote and update that product. It will be re-processed and can be active for purchase later once the system refreshes.

Contact Us

For sales support, you may contact:

Tim Woods, Account Manager Public Sector, email timothy.woods@mscdirect.com, or cell 303-218-0371.

Or

The MSC Omaha Branch at (402) 331-5540 or (800) 223-8195 or email branchomh@mscdirect.com

Or

MSC Government Customer Service Department at (888) 672-9722 or publicsector@mscdirect.com

For Technical Assistance on the website and e-commerce related questions, please call (800) 753-7970.

More details on “How to use the MSC website” can be found at this link:

<https://www.mscdirect.com/customer-service/how-to>