How to Reorder Products

1. Log in to *My*MSI and click on the "Reorder" button.
2. This page lists out every item that has been ordered recently. Check the box next to the items you want and click "Reorder". The quantity that was originally ordered will be added.
3. Once all items are in the list, review all prompts on each item and correct any discrepancies. Once all of these are cleared, click "Submit" at the bottom and everything will be added to the cart.
4. Follow steps 6-7 under the ***How to Place an Order*** section to submit your order.

How to View & Track Orders

1. Log in to *My*MSI and click on the "Order Status Report" button.
2. There are 4 tabs on this page. Click on each tab to view each type of order. This page shows 2 months of history but can go back up to 6 months. Click on the PO# or SO# to open and view the order details.
   - ***New:*** New orders that have been submitted on MyMSI but the Sales Order hasn't been created yet by MSI
   - ***Confirmed & Not Shipped***
   - ***Shipped or Closed:*** Tracking numbers and BOL#'s are available under this tab and can be clicked on to track the order.
   - ***Cancelled***

How to View & Print Invoices

1. Log in to *My*MSI and click on the "Invoice History Report" button.
2. Enter the serachable data into the appropriate
3. boxes. If you wish to see closed orders, check the box "Incl. Invoices with zero balance". Click "Search Invoices". This report will pull all open and closed invoices going back 15 months.
4. Click on the invoice number to open a PDF of the invoice. You can then print this out if you wish. Click on the SO# if you wish to see details about the SO#.

How to Order Samples

1. Follow all of the steps under the ***How to Place an Order*** thru Step 5.
2. When the pop-up appears, click on the "No. of Pieces" button and enter the number of sample pieces you want. Click "Proceed".
3. Once everything is in the cart, click on the cart symbol in the upper right hand corner. Double check your order for any mistakes. Click "Proceed to Checkout".
4. Fill in all of the order information in the appropriate boxes ***including that it's a sample order in the Comment Box***, and click "Submit Order". A confirmation email will be sent with your order details.

How to View/Download Images

1. Log in to *My*MSI and click on the "Image Access" button.
2. Enter the searchable data in the search box and click "Search". You can filter by product images, room scenes, etc. on the right. If you only need a single image, click on "Download" below the image to download it. If you need multiple images, click "Add to Cart" below each image. Once everything is in the cart, you can go to it and download all of the selected images.

How to View Homeowner Selections

1. Log in to *My*MSI and click on the "Homeowner Selections" button.
2. Enter the searchable info in the appropriate box and click "Search". Click on the Last Visit Date to open up the visit details.
3. This page shows the homeowner's sign on info along with any material that they selected. They can then click on the check box next to each material and either click on "Email Inquiry" to send an email to the sales rep or click "Email PO" to send a PO to the order desk.

⚠ Technical Support 👥

Please email b2btechsupport@msisurfaces.com if the system is not working. **Please note:** Some options may not be enabled for you. Please contact your sales rep for further assistance.

My MSI
TRAINING GUIDE

How to Log In

1. Go to www.msisurfaces.com.
2. Click on "MyMSI" in the top right corner.
3. Enter your username & password and click "Sign In".

Make Online Payment

Order Status Report

Reorder

Access Images

Invoice History Report

Homeowner Selections

Quick Order

How to Make a Payment

1. Log in to *My*MSI and click on the "Make Online Payment" button.
2. Click on one or more of the check boxes at the top to search for that type of open order. If you want a specific order number, enter the number in the search box and click "Search". Leave the box blank if you want to see all open orders of that type and click "Search". Please note that credit memos can be applied towards open invoice or sales order balances.
3. Check the box to the left of the order(s) you wish to pay for. The payment amount box on the right of the order(s) will auto populate with the total amount due for each order. You can change this to a lesser amount if you wish to make a partial payment. The grand total will show at the bottom of the page. Click "Review Orders".
4. This page will show you a list of all of the selected orders with the total value. Click on the trashcan icon next to the order if you wish to remove the order from the payment list. Click "Add More Orders" to go back and add more orders to the list.
5. Once the list is complete, enter the Billing Info and Payment Info for your payment. Click "Proceed to Pay". ***Do not click the back button or refresh the page!***
6. The screen will refresh to show your confirmation and receipt. You will also receive a confirmation email from Cyber Source. A seperate email will be sent to your sales team informing them about the payment.

How to Check Inventory & Price

1. Log in to *My*MSI and click on the product photo for the type of product you want.
2. Enter in the searchable info in the appropriate box and click "Search". Click on the image of the product you are searching for.
3. This page has basic info of the product you are searching for. Pick the following:
   - ***Slabs:*** Choose a lot / location.
   - ***Flooring, Wall Tile, & Hardscaping:*** Choose a specific SKU from the list on the right.
   - ***Undermount Sinks:*** Choose a specific SKU from the list on the right.
4. This page will show you the price (if enabled) along with the available stock of that item that is available ***in real time***. If you would like more info, click the check box from the below type that you are interested in and click "Email Inquiry" to send an email to your MSI sales rep.
   - ***Slabs:*** Check the box next to the slab.
   - ***Flooring, Wall Tile, & Hardscaping:*** Check the box next to the chosen warehouse.
   - ***Undermount Sinks:*** Check the box next to the warehouse you wish to inquire from.

How to Place an Order

1. Log in to *My*MSI and click on the product photo for the type of product you wish to order.
2. Enter in the searchable info in the appropriate box and click "Search". Click on the image of the product you are searching for.
3. Select the following for the product you are wanting to order:
   - ***Slabs:*** Choose a lot / location.
   - ***Flooring, Wall Tile, & Hardscaping:*** Choose a specific SKU from the list on the right.
   - ***Undermount Sinks:*** Choose a specific SKU from the list on the right.

4. Click the check box next to the following, and click "Add to Selection" to add to your cart.
   - ***Slabs:*** Check the box next to the slab.
   - ***Flooring, Wall Tile, & Hardscaping:*** Check the box next to the chosen warehouse.
   - ***Undermount Sinks:*** Check the box next to the warehouse you wish to order from.
5. When the pop-up appears, click on the unit of measure you wish to order, and add the quantity. Click "Proceed". If the item has a No Break Policy, the system will automatically round up to the next full box quantity.
6. Once everything is in the cart, click on the cart symbol in the upper right hand corner. Double check your order for any mistakes. Click "Proceed to Checkout".
7. Fill in all of the order information in the appropriate boxes, and click "Submit Order". A confirmation email will be sent with your order details.

How to Quick Order a Product

1. Log in to *My*MSI and click on the "Quick Order" button.
   - ***Individual Items:*** Enter in the SKU, unit of measure, and quantity in the appropriate boxes. Click "Add".
   - ***Bulk List:*** Click on "Quick Order/Bulk Upload" in the upper left corner. Copy and paste the SKU and quantity columns from Excel into the box. Click "Continue".
2. Once all items are in the list, review all prompts on each item and correct any discrepancies. Once all of these are cleared, click "Submit" at the bottom and everything will be added to the cart.
3. Follow steps 6-7 under the ***How to Place an Order*** section to submit your order.