****If a customer is having issues with punchout, please try clearing cache/cookies first. If the issue persists, please reach out to your OPS Administrator for help.****

**A customer may have issues viewing the Chadwell Supply Catalog for a number of reasons.**

A.   Chadwell Supply is not selected in the catalogs list for the customer (OpsBuyer).
B.   Property is not Active with Chadwell Supply in OpsMerchant.
C.   Customer (PMC) is set as Invoice Only (OpsMerchant).

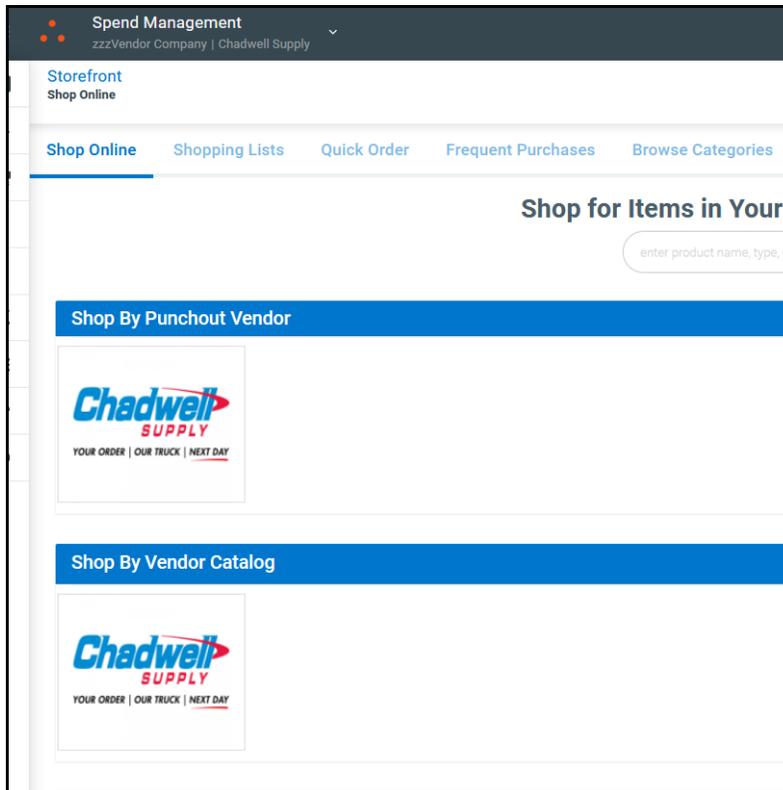**A.   Confirm Chadwell Supply catalog is selected in customer storefront.**

1.   Go to 'Storefront'.
2.   Ensure Chadwell Supply catalog is selected by checking 'Selected Catalogs' link in the upper right-hand corner (indicated by green arrow).
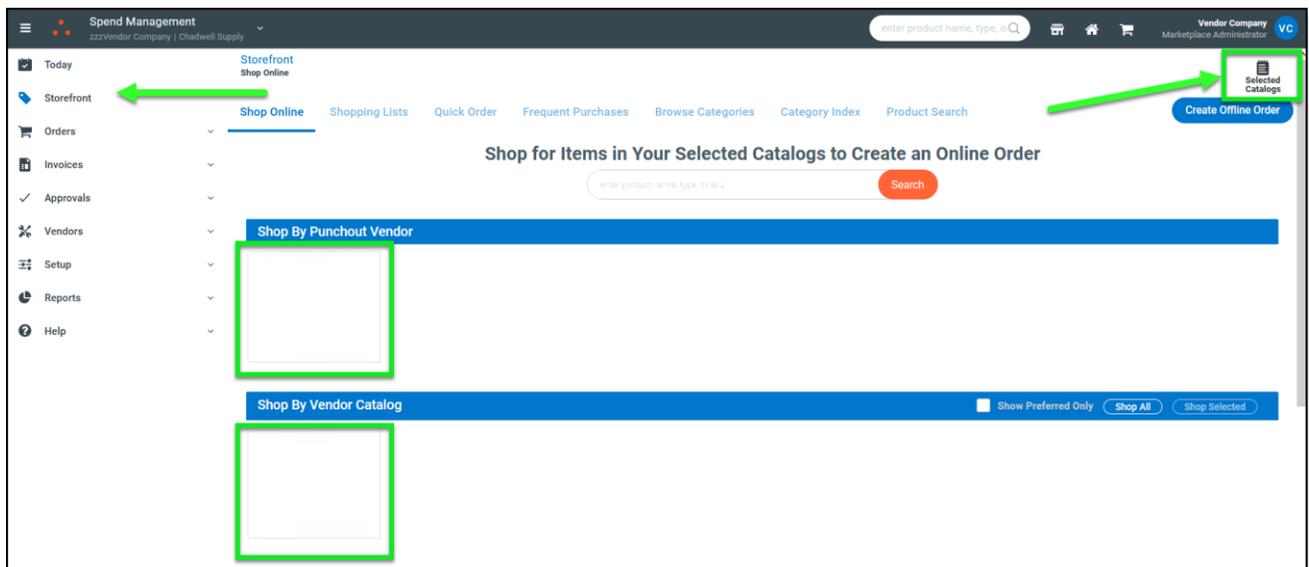
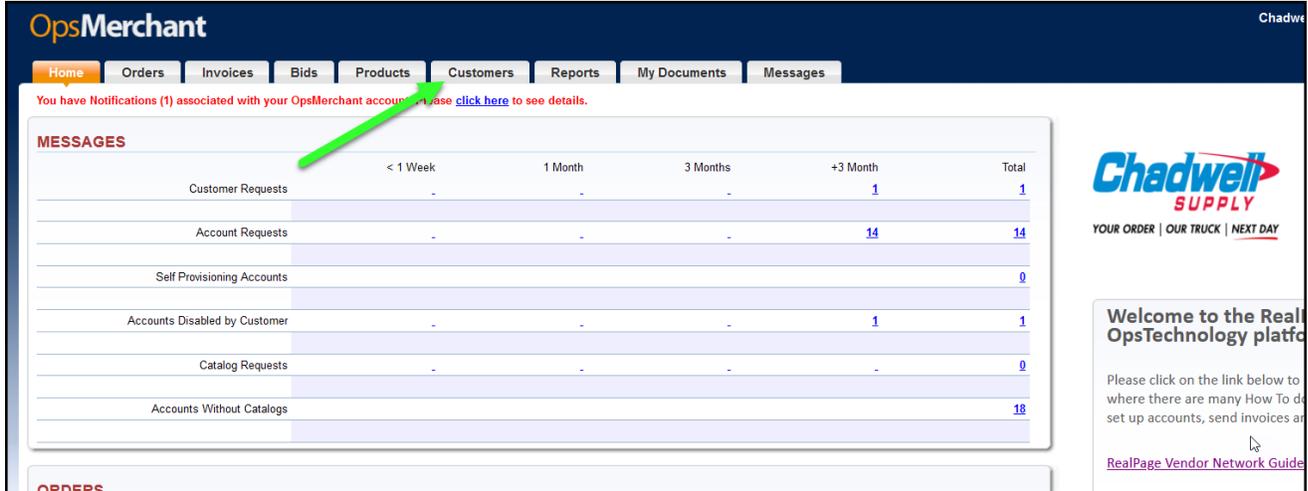3.   Check box, add Chadwell Supply catalog and select Update.
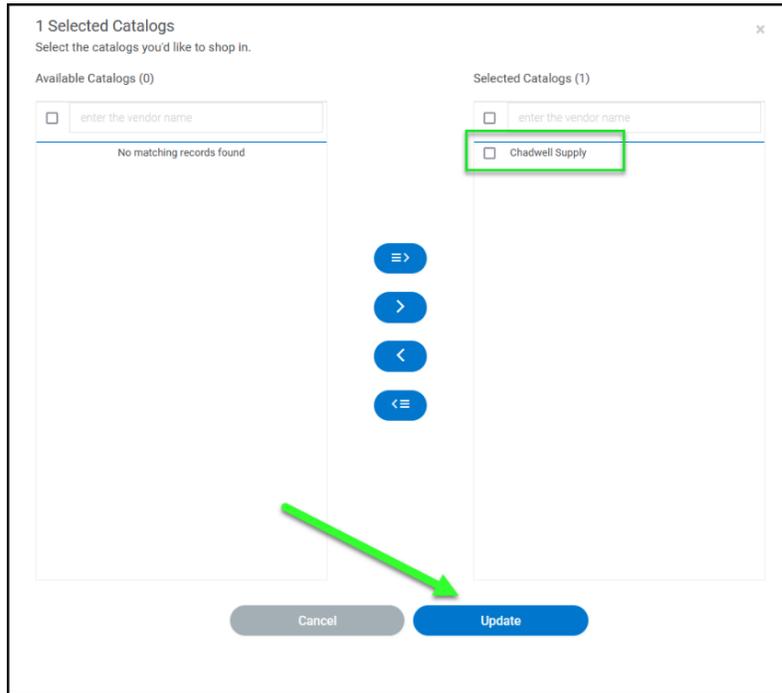
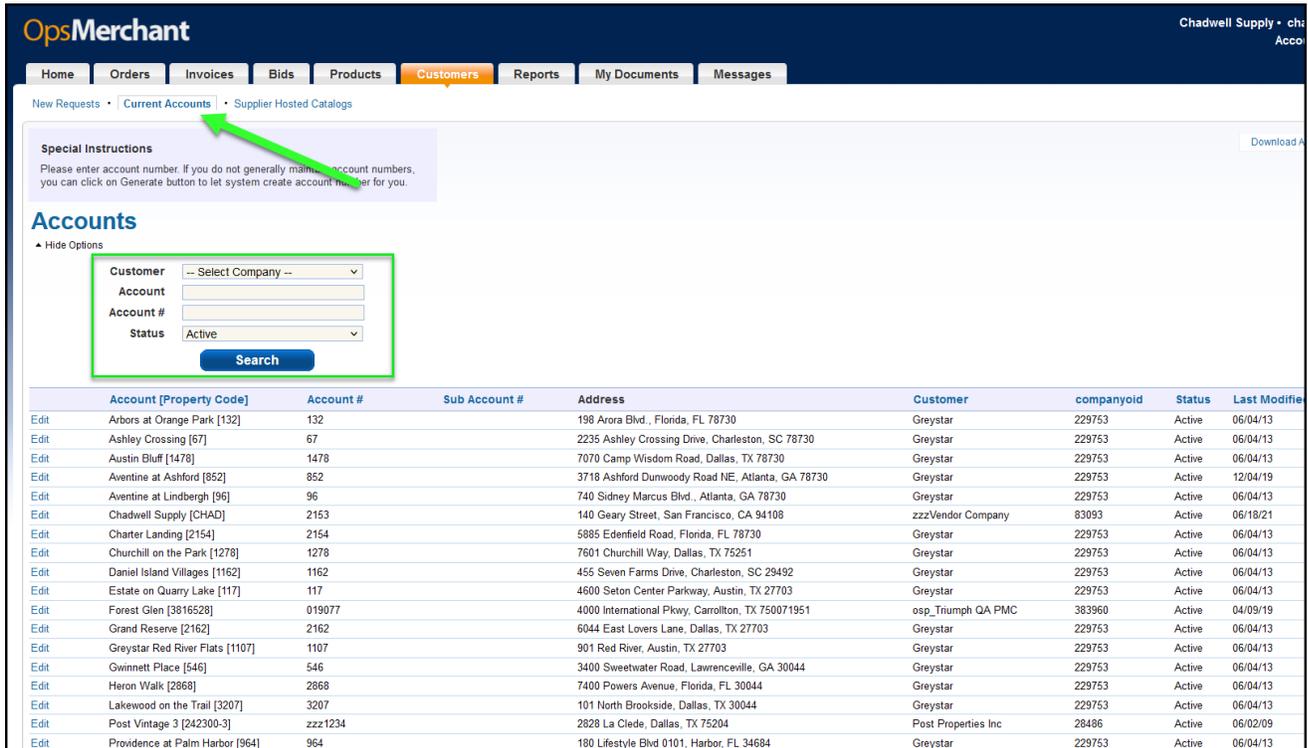4.   Chadwell Supply catalog should now be visible.

Note: **May not have both punchout and static catalog, depending on settings.**

B.   How to confirm property is active with Chadwell Supply in OpsMerchant.

1.   Go to Customer tab (indicated by green arrow).

2.   Select 'Current Accounts' link (indicated by green arrow).

3.   Review list or search for property.
4.   If property is not found, reach out to Ops Administrator.

C. How to check customer subscription (Managed Catalog/Invoice Only).

1. Go to Account & Settings (indicated by green arrow).

2. Scroll to bottom of page and select Customers link (indicated by green box and arrow).

3. Review list for the customer (boxed in green).

4. If customer not found in Managed Catalog Subscription list, reach out to Ops Administrator to have the list updated.

For more information, email:

Procurement@ChadwellSupply.com

Or visit:

ChadwellSupply.com/Procurement

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