

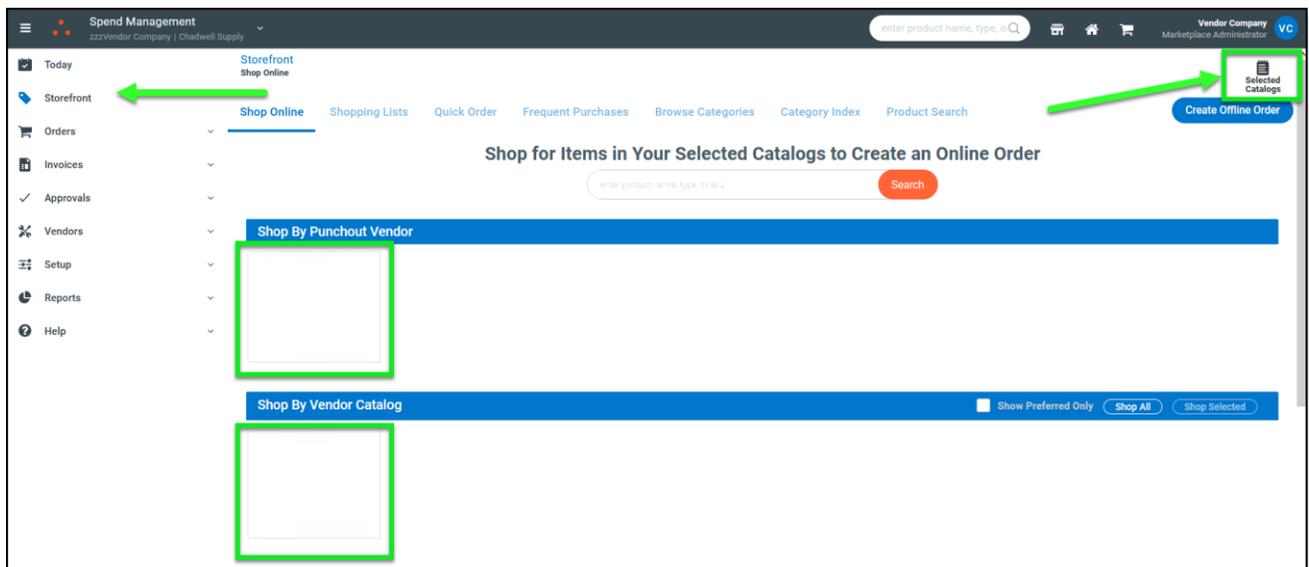
**\*\*If a customer is having issues with punchout, please try clearing cache/cookies first. If the issue persists, please reach out to your OPS Administrator for help.\*\***

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

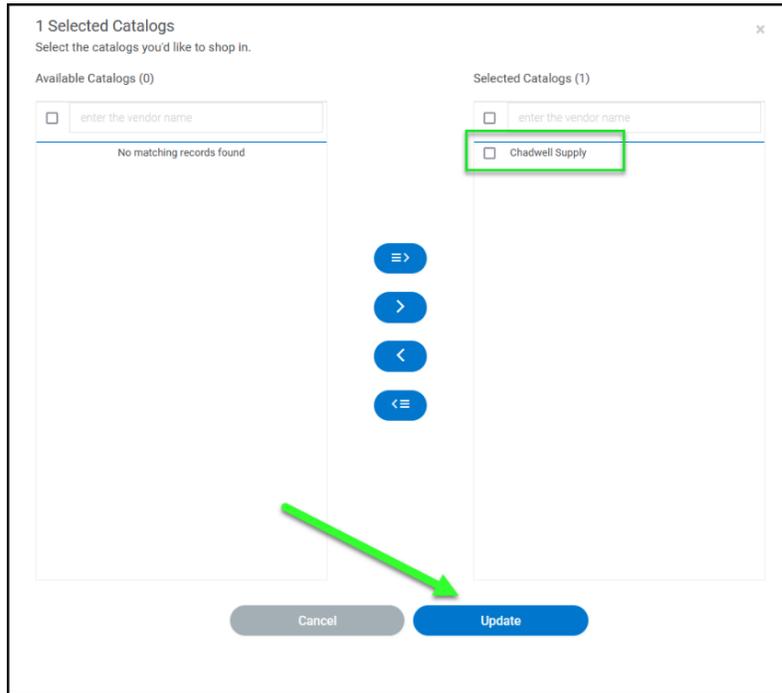
- A. Chadwell Supply is not selected in the catalogs list for the customer (OpsBuyer).
- B. Property is not Active with Chadwell Supply in OpsMerchant.
- C. Customer (PMC) is set as Invoice Only (OpsMerchant).

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

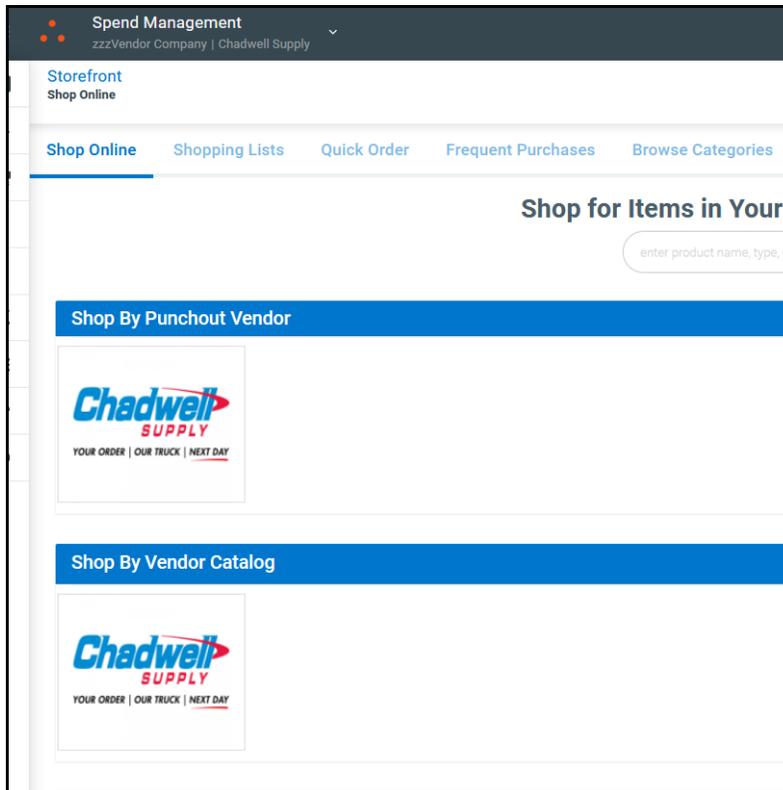
1. Go to 'Storefront'.
2. Ensure Chadwell Supply catalog is selected by checking 'Selected Catalogs' link in the upper right-hand corner (indicated by green arrow).



3. Check box, add Chadwell Supply catalog and select Update.



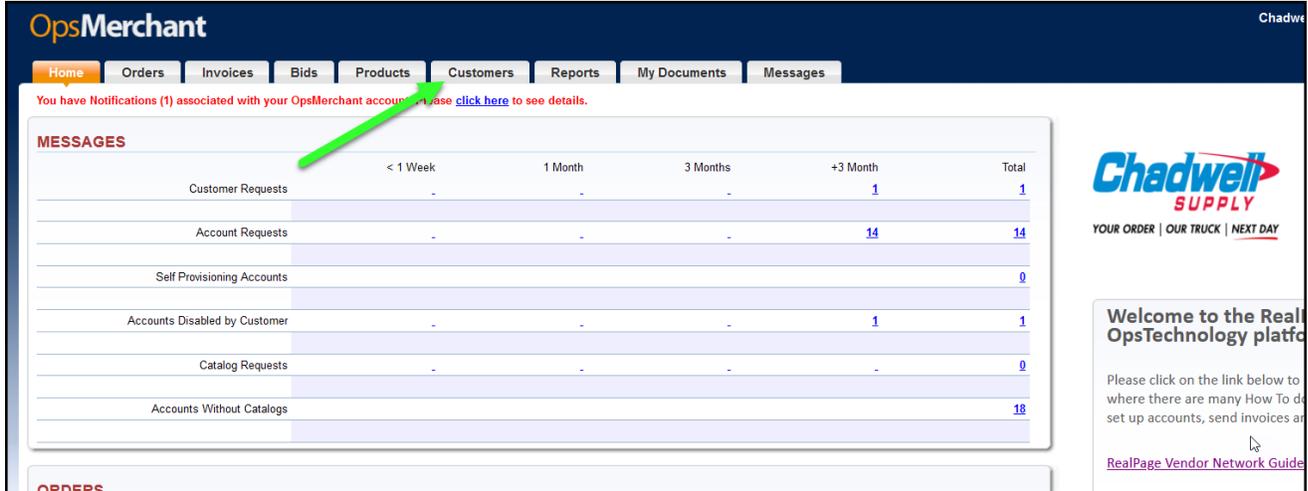
4. Chadwell Supply catalog should now be visible.



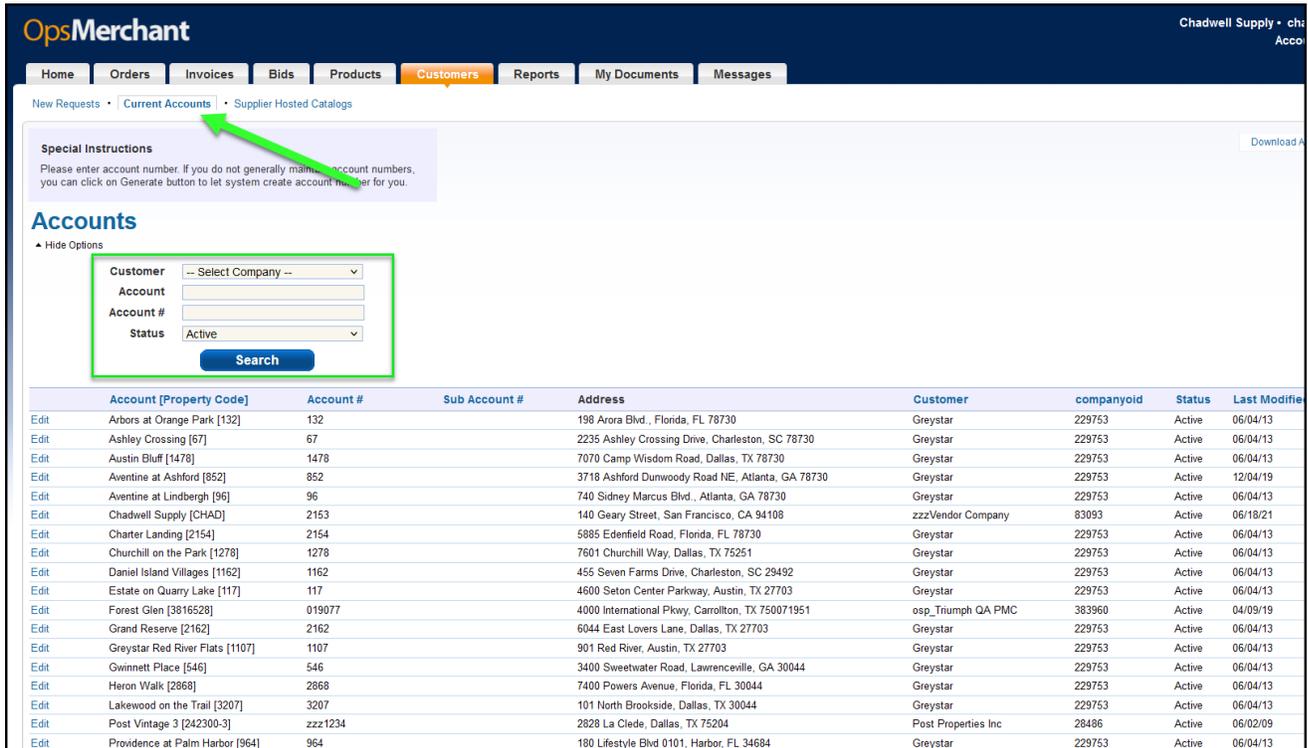
**Note: \*\*May not have both punchout and static catalog, depending on settings.\*\***

**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).

The screenshot shows the OpsMerchant dashboard for Chadwell Supply. The top navigation bar includes links for Home, Orders, Invoices, Bids, Products, Customers, Reports, My Documents, and Messages. A green arrow points to the 'Account & Settings' link in the top right corner. The main content area is divided into three sections: MESSAGES, ORDERS, and INVOICES, each with a table showing data for different time periods. On the right side, there is a 'Welcome to the RealPage Vendor Network and OpsTechnology platform' message and a 'Need Help?' section with links to 'Online Help Videos' and 'OpsMerchant for invoice Vendors'.

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

The screenshot shows the 'Customers' page in OpsMerchant. The page is divided into several sections: 'Company Profile', 'Account Information', 'Invitation Acceptance', 'Invoice Submission Service Subscriptions', 'Managed Catalog Service Subscriptions', and 'Bid Response Service Subscriptions'. A green box highlights the 'Managed Catalog Service Subscriptions' section, and a green arrow points to the '87 Customers' link in the bottom right corner of this section.

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

View details	Company	Discount %	Active since	Status
View details	Archon Residential	0.00	06/02/09	Active
View details	Associated Estates Realty Corporation	0.00	06/02/09	Active
View details	Avalon Bay	0.00	06/02/09	Active
View details	Bell Partners	0.00	06/02/09	Active
View details	Berkshire Communities	0.00	06/02/09	Active
View details	BH Management	0.00	06/02/09	Active
View details	BRE Properties	0.00	06/02/09	Active
View details	Camden	0.00	06/02/09	Active
View details	Carmel	0.00	06/02/09	Active
View details	Colonial Properties Trust	0.00	06/02/09	Active
View details	Crest Asset Management, Inc	0.00	06/02/09	Active
View details	Edward Rose of Indiana	0.00	06/02/09	Active
View details	Equity Corporate	0.00	06/02/09	Active
View details	Equity Residential	0.00	06/02/09	Active
View details	Ginkgo Residential	0.00	06/02/09	Active
View details	Greystar	0.00	02/11/11	Active
View details	Hercules Real Estate Services	0.00	06/02/09	Active
View details	Home Properties	0.00	06/02/09	Active
View details	IMT Residential	0.00	06/02/09	Active
View details	Klingbell Capital Management	0.00	06/02/09	Active

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

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