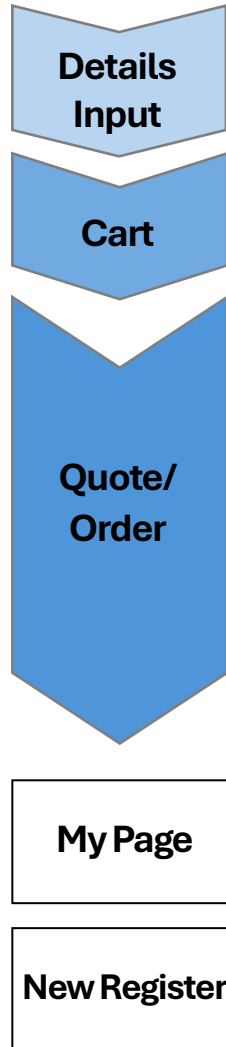


Ordering with MISUMI just got **EASIER**

Experience a simpler & smoother way
to order with our upgraded system

**Improvements &
What's New**

Key Website Changes



Before	After	
• Manually enter Part Number & Brand	• Auto-suggest Part Number with product image	Page 3
• Contact MSM to have partial shipment	• Partial shipment option for faster delivery	Page 4
• Quote issued even for items with errors, causing interruption for the entire process	• Quote/Order is created and proceeded immediately for valid items 	Page 5-6
• Same VAT rate applied to all customers	• Tax rate showed by customer type on each line of Quote/ Order file 	Page 7
• Contact MSM to Cancel and Return shipment	• Actively Cancel & Return shipment on website	Page 8-9
• Contact MSM to update address	• Actively update Ship-to addresses	Page 10
• Email verification is the last step	• Confirm user's email address first	Page 11

Details Input

Cart

Quote/Order

Existing

Part number and Brand name must be **input manually**

No.	Customer Item Reference Set All MISUMI Part No. * Brand Name Hide item reference Hide brand name
1	Your Reference MISUMI Part Number Brand Name List



No.	Customer Item Reference Set All MISUMI Part No. * Brand Name Hide item reference Hide brand name
1	Your Reference C-E6000 MISUMI List

Easy to input errors and requires extra time to verify

New

Auto suggestion Part number with product name, image & brand

	Part No. Hide Customer Job No. Field ?	Quantity (Quantity per Pack)	Unit Price Excluded VAT (VND)	Subtotal Excluded VAT (VND)	Ship Date
	Customer Job No.	- 1 +	14,303	14,303	14/08/2026
1	C-E6000 C-E6000 [MISUMI] C-E6000Z [MISUMI] C-E6000VV [MISUMI] C-E6000ZZ [MISUMI] C-E6000DDU [MISUMI] C-E6000ZC3 [MISUMI] C-E6000ZZNR [MISUMI] Ball Bearings Open Type C-E6000 Ball Bearings Open Type This is an economy item, The price is cheaper than the MISUMI standard product.				
2					
3	Customer Job No. Part No.				

C-E6000

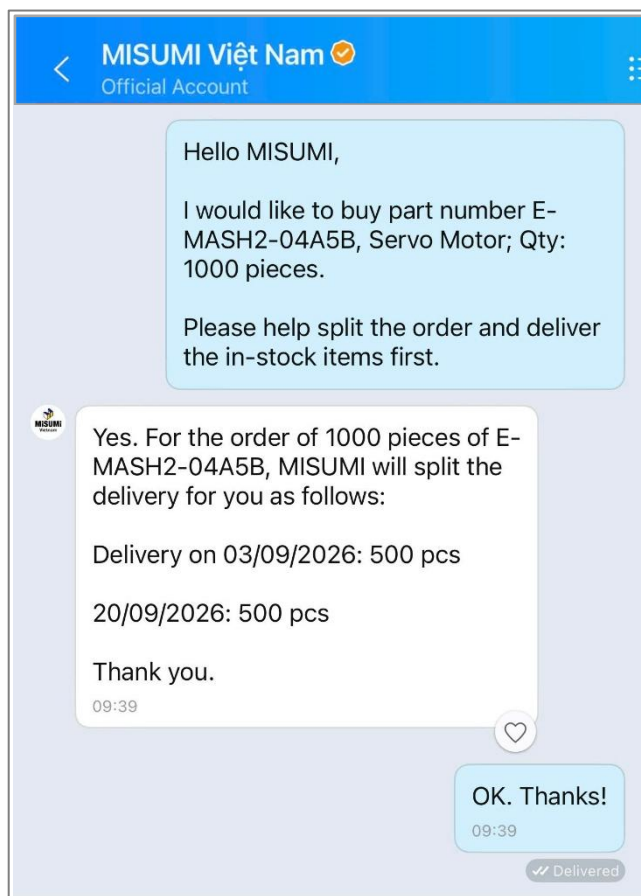
Ball Bearings Open Type

Economy_BEARINGS (18g)



Existing

Manually contact MISUMI via Email/Zalo OA to request product partial shipment



New

Automatically applied partial shipment when quantity is increased in cart

No.	Product Specifications	Unit Price Excluded VAT (VND)	Quantity (Quantity per Pack)	Subtotal Excluded VAT (VND)	Ship Date
1	 Customer Job No. MST12-40 Dowel Pins Tapped p6 Type DOWEL PIN (9,900g) MISUMI Stock item	20,852	- 300 +	6,255,600	31/08/2026

This Qty will be shipped with "Partial Shipment", you can get some items earlier. ✓

Delivery	Quantity	Ship Date
1st	115	20/08/2026
2nd	55	26/08/2026
3rd	30	27/08/2026

* Selected part numbers only

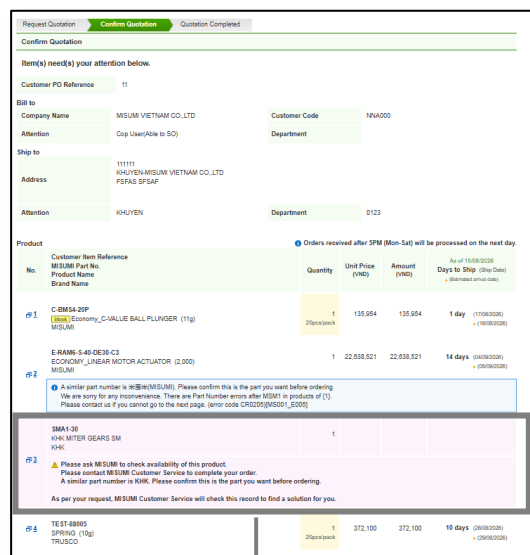
Details Input

Cart

Quote/Order

Existing

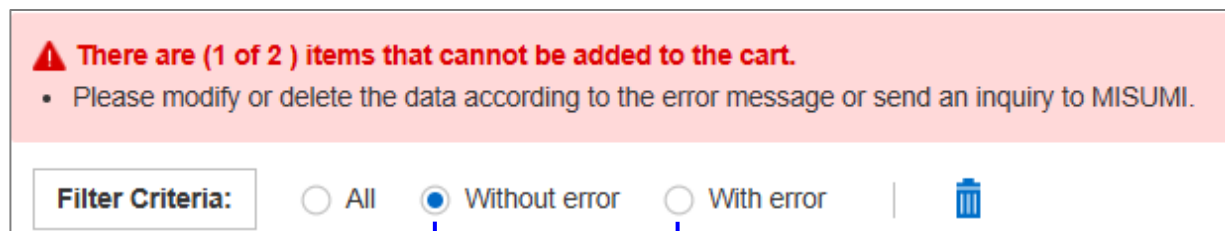
Quote/Order can be created for error items, causing **interruption for entire Quote/Order process**



Product availability needs confirmation,
but QT still can be created.

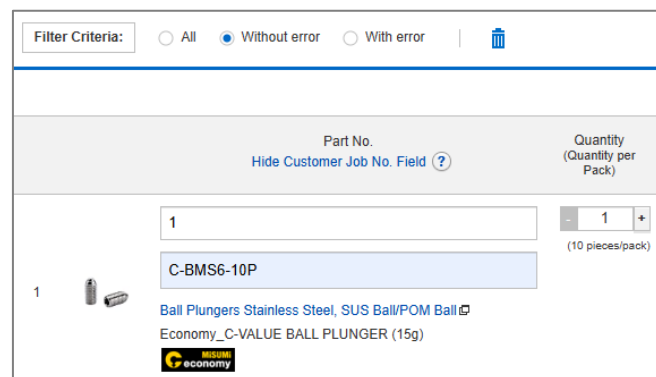
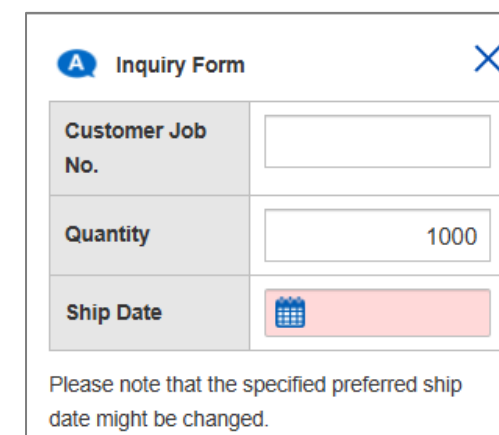
New

Quote/ Order can be created and proceed immediately for **valid items**, ensure seamless purchasing process



1 Select **“Without error”** to purchase orderable items

2 Select **“With error”** items to confirm with MISUMI via **“Contact MISUMI”**

Detailed in next slide



Process Inquiry List for “With error” items via “[Contact MISUMI](#)”

Inquiry List

Information retention period: For 3 months after the reply date. *An inquiry will be deleted from Inquiry List once the quotation/order has been completed.

All Items (26)
Reply from MISUMI (1)
On-Progress (23)
Added to Cart (1)
Cancelled (1)

Add to Cart

2 Add To Cart to proceed Quote/Order

Inquiry No. 003226

Leadtime Inquiry

Inquiry Description

Part number	SSB-M4X25-B
Quantity	2,000
Ship Date	30/06/2026

☒

Customer Job No. [00001]
SSB-M4X25-B
[Stopper Bolt SSB-B](#)
CLAMPING SCREWS / BOLTS
NABEYA BI-TECH

2 / 1

MISUMI Replied

Reply from MISUMI 05/06/2026 7:52 pm
The earliest shipping date is 07/11/2026 due to large quantity order.
Ship Complete
2,000 pcs (Shipped on 10/11/2026)

Please proceed to order before 08/06/2026 7:30 pm

1 Agree with MISUMI reply

Click Add to Cart to proceed once MISUMI resolves your inquiry

Automatically apply tax rate for each customer type
on each line of Quote/ Order file

Existing



MISUMI VIETNAM CO.,LTD
18th Floor, Peakview Tower,
36 Hoàng Cau St., O Cho Dua Wd Hanoi City, Vietnam
Phone: 0243-955-5111
Tax-Code(MST) 0107514576

Sales Order Confirmation

Sales Order Number: WP01FB168B00
Sales Order Date: 13 August 2026
Your MISUMI Contact: Other
Page: 1/ 1

Customer PO Reference		MISUMI Hà Nội check									
Customer	Code	W00FMJ	Name	CU NORTH 5					Tax-Code(MST)		107514576
	Department		Attention	TRAN VAN TINH					Phone	0911201872	Fax
	Address	LÔ SỐ 15, ĐƯỜNG TS 11, KHU CÔNG NGHIỆP TIỀN SƠN, XÃ HOÀN SƠN, HUYỆN TIỀN DÙ,									
Ship To	Code	W00FMJ	Name	CU NORTH 5					Tax-Code(MST)		
	Department		Attention	TRAN VAN TINH					Phone	0911201872	Fax
	Address	LÔ SỐ 15, ĐƯỜNG TS 11, KHU CÔNG NGHIỆP TIỀN SƠN, XÃ HOÀN SƠN, HUYỆN TIỀN DÙ,									
Ship Mode		DOM. NRM		Payment		Pre-Payment		Trade Term			

No.	Customer Item Reference						Brand Name
	Product Code						Ref No
	Product Name		Pack Item		Origin		
	Ship Date	Exp.	Weight	Quantity	Unit Price(VND)	Amount(VND)	
	Item Remarks						
	Error Message						
	MISUMI						
1	LMU6						
	LINEAR BUSHING						VNM
	14 August 2026		9 g	1 PC	87,579	87,579	
Estimated Total Weight: 9 g							

Remarks:

A single tax rate
applied to all customers

Freight: 0
 Insurance: 0
 MISUMI Service Fee: 0
VAT 10%: 8,758
Total: 96,337

DAP-CU NORTH 5
Information:
Subject to terms and conditions above and at <https://vn.misumi-ec.com/contents/terms/> Please note that buyer is required to pay all bank charges upon payment.CANCELLATION fee will be imposed upon cancellation, log on to <https://vn.misumi-ec.com/contents/cancelpolicy/> for details.

New

Sales Order Confirmation

Page: 1 / 1

Customer: W00DJ0
 CHI NHANH CÔNG TY CỔ PHẦN CÔNG NGHIỆP NHỰA PHÚ LÂM
 LÔ 109, KCN AMATA
 PHƯỜNG LONG BÌNH
 THÀNH PHỐ BIÊN HÒA
 ĐỒNG NAI
 Department:
 Attention: VN TestUser086
 Tax-Code: 0200109445-002
 Customer PO Reference: MISUMI Vietnam

Ship To: W00DJ0
 CHI NHANH CÔNG TY CỔ PHẦN CÔNG NGHIỆP NHỰA PHÚ LÂM
 LÔ 109, KCN AMATA
 PHƯỜNG LONG BÌNH
 THÀNH PHỐ BIÊN HÒA
 ĐỒNG NAI
 Department:
 Attention: NHỰA PHÚ LÂM
 Ship Mode: Normal Delivery
 Payment: Pre-Payment

Trade Term:

The black mark under misumi confirmation/the red mark cancelled. Sales Order Number: KB112FG693 Estimated Total Weight: 9 g Sales Order Date: 24/08/2026

No	Customer Item Reference Product Code Product Name(Brand Name)	Quantity Express Weight	Unit Price(VND) Discount Rate Item Remarks	Amount(VND) VAT	Leadtime (working days)	Origin Ship Date HS Code
1 000041	MS3-25 DOWEL PINS(MISUMI)	1PC 1g	6,295	6,295 630(10%)	2day(s) 26/08/2026	JPN
2 000042	LMU4 LINEAR BUSHING(MISUMI)	1PC 2g	92,792	92,792 7,423(8%)	2day(s) 26/08/2026	VNM
3 000043	MS3-10 DOWEL PINS(MISUMI)	1PC 2g	2,557	2,557 128(5%)	2day(s) 26/08/2026	JPN
4 000044	LMU5 LINEAR BUSHING(MISUMI)	1PC 4g	92,792	92,792 0(0%)	2day(s) 26/08/2026	VNM

Automatically apply tax rate and tax amount
for each customer group, on every product line

Remarks: Item Total 194,436

DAP-NHỰA PHÚ LÃ Freight 0
 VAT 8,181
 Total 202,617

Information:
 Please note that buyer is required to pay all bank charges upon payment. CANCELLATION fee will be imposed upon cancellation request. Please contact MISUMI Customer Service with any requests of changing or canceling your order.

MISUMI VIETNAM CO., LTD
 18th Floor, Peakview Tower, 36 Hoang Cau St., O Cho Wd Hanoi City, Vietnam
 Phone: 0243-955-5111
 Tax-Code(MST): 0107514576

Details Input

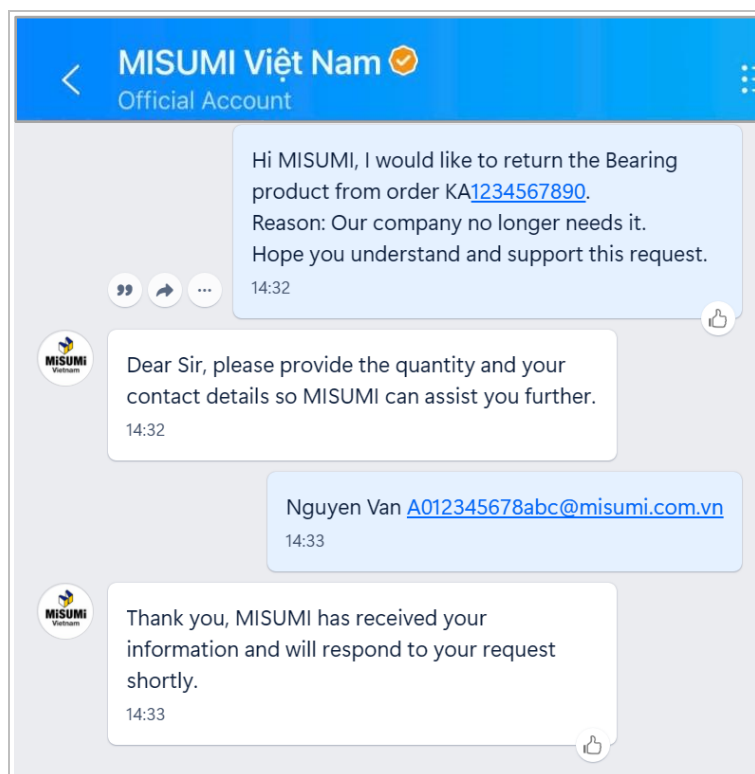
Cart

Quote/Order

Send Return Request easily at MISUMI website

Existing

Contact MISUMI through a multi-step information verification process



New

Easily request Product Return via Return function at MISUMI website

1 Click “Return Product”

All the ordered products have been shipped.

	Product Specifications	Unit Price Excluded VAT (VND)	Quantity (Quantity per Pack)	Subtotal Excluded VAT (VND)	Ship Date	Status Track This Order
☒	EC 0024_01 Change	2,579,500	1	2,579,500	24/08/2026	Shipped
☒	TTSB20-6 Positioning Straight Block Sets - PL Installation - L Dimension Short Type-φ STRAIGHT LOCATING BLOCK SET (35g) MISUMI Stock Item					Return Product

2 Fill in detailed request
and click “Confirm”

Request For Product Return/Exchange

Required field

1 * Please select the reason for product return/exchange.
☐ Return of goods upon customer request
☐ Wrong product received
☐ Malfunction / Poor accuracy
☐ Damage during transportation

2 Contact Detail
☒ Login user ☐ Orderer ☐ (Ship-to) Attention

Company Name * CÔNG TY TNHH F.I.S AUTOMATION VN
Contact person * TestUser_CS_001_06 Department
Phone * 0000000000 Fax
E-mail * abc@misumi.com.vn

3 Please enter other information to share with us, if any.

4 [Confirm](#) [Confirm](#)

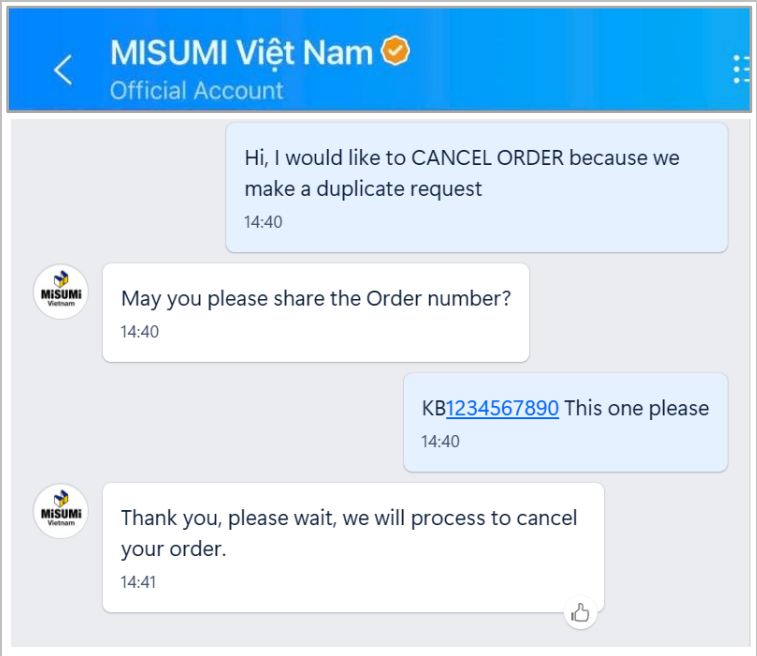
By clicking the return button, you agree to our Order Change/Cancellation/Return

26/08/2026
A request for product return has been received. MISUMI will check the details.

Submit Order Cancel Request fast at MISUMI website

Existing

Manually request MISUMI with multi-step verification



New

Directly cancel orders via the cancellation feature on the MISUMI website

1 Click “Cancel Order”

Product Specifications	Unit Price Excluded VAT (VND)	Quantity (Quantity per Pack)	Subtotal Excluded VAT (VND)	Ship Date	Status  Track This Order
 Change LMU6 Linear Bushings - Single LINEAR BUSHING (1,071g) MISUMI Stock item	78,822	119	9,379,818	03/09/2026	Order Received

 **Cancel Order**

 **Cancel Order**

Cancellation Fee:
VND 0

2 Confirm Cancel reason and click “Cancel”

Choose Reason

Amount After Cancellation
(Excluded VAT)
(VND)

2,443,482

Original Subtotal (VND)11,823,300

Cancellation Amount (VND)- 9,379,818

Order created by mistake

☒ I agree to [Cancellation and Return Policy](#)

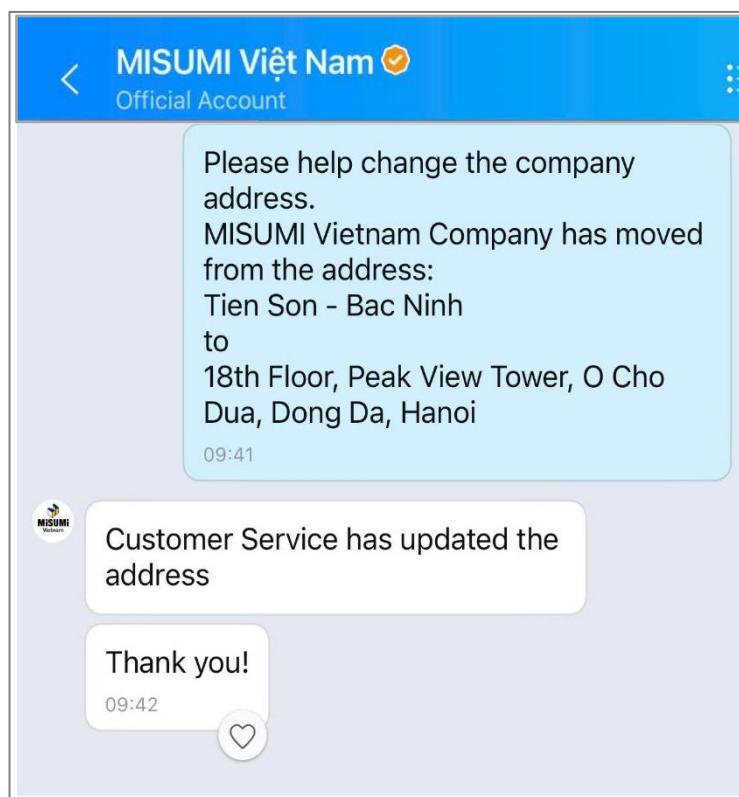
Cancel

My Page

Shipping Address Management

Existing

A request must be sent to Customer Service to update the company address



New

Directly add, edit or delete delivery addresses any time using Ship-to Address Management function

Ship-to Address Management

You can add, edit or delete new ship-to addresses.

Add New Ship-to Address

You can add new Ship-to addresses.

Please ensure that the delivery address is not already registered before registering.

Register Your Ship-to Address

Edit/Delete Shipping Information

You can edit or delete a ship-to address. Please specify the search condition(s) and click the "Search" button to search again.

For items that cannot be changed on the web, please contact CS at CS:cs@misumi.co.in.

Specify Search Conditions

Company Name		Ship-to Code	
Please enter the name and code of the delivery station in the "Address" field.			
ZIP/Postal Code		Address	
Phone		Fax	
Department		Attention	
Search			

New Register**Change New Register FLOW**

Existing

**1. Input
Information****2. Confirm
Information****3. Temporary
Registration
Submitted****4. Confirm
E-mail****5. Registration
Submitted****New****1****E-mail****2****E-mail
Confirmation****3****Enter Company / User
Information****4****Check Your
Entry****5****Registration
Complete**

E-mail is registered and confirmed before entering company/user information.

Please contact us if you have any questions or need any assistance

Chat via Zalo OA



Email to Customer Support
cs@misumi.com.vn

THANK YOU 😊