

## BENJAMIN MOORE RETAIL ONLINE ORDER INSTRUCTIONS FOR DÉCOR

If your store receives an online order directly from Benjamin Moore please follow the steps below

1. Print out the email and confirm you have product to fulfill the order. If you do not have product locate at another Hirshfield's location and arrange to get to your store. If you are unable to secure from another location call the customer and offer a replacement of equal value if possible, upgrading when absolutely necessary
2. Mix the order
3. Follow the instructions in the email "When the order is ready for pick up, please contact the NACIC by replying to this email and typing "Order is Completed" and "Ready for Pick Up.""
4. Ring out the order in décor using customer 6123773910 Benjamin Moore, Online Orders. Put the customers first name, last name and phone number in as the PO. The pricing will be slightly lower that what is on the email, this reflects the 3.6% fee Benjamin Moore is charging (2.6% Credit Card fee, 1% transaction fee). **Do not adjust the pricing.** Once you have everything entered complete the sale using tender type BM-ONL – (Ben Moore Direct Online)

**Amount Owing**  
\$26.51

**New Payment Details**

Payment Method: Select Tender  
Amount Tendered: [ ]

**Customer (Alt-A)**  
6123773910  
Online Orders Benjamin M  
725 2Nd Ave N  
Minneapolis, MN 55405  
Customer Type: Retail

Item	Description	Quantity	LN
1335491X04	REGAL SLCT EG	1.00	Qu

Select Tender dropdown options:  
A - (Amex)  
ACH - (ACH)  
**BM-ONL - (BEN MOORE DIRECT ONLINE)**  
CASH - (Cash)  
CHECK - (Check)  
CORP - (Corporate Adjustments)  
DB - (Debit Card)  
DSCV - (Discover Card)  
EC - (E-COMMERCE SALE)  
EFT - (EFT (corp use only))  
FF - (Free Financing - GreenSky)  
GIFT - (Gift Card)  
I - (Issue Return Check)  
M - (MasterCard)  
PPG - (PPG V-STORE)  
QSAMPL - (PRODUCT SAMPLE)  
SAH CL - (SAH Clearing (DNL))  
SQ - (Square (Aero))  
V - (Visa)  
Y - (Offline CC ONLY)

5. No receipt will print. Do not send a receipt with the order. The customer will have received their receipt from BM. You can print a packing slip to attach to the order.

The pricing Ben Moore is using is their MSRP which in many cases is/was different from our current list price. I have made adjustments in decor to a few items listed below, mainly quarts, to get us more in line with their MSRP. CC pricing has not changed. You will need to print new bin tags for items on the sales floor listed below.

AC Sample Pints, Murecso quarts, 127 Sample Pints, Aura Quarts, Aura Sample Pints, Ben Ext Quarts, Regal Int Quarts, Arborcoat 640 quarts and gallons, RS Ext Quarts, Ben Int Quarts

Managers please make sure you go over this with each employee and have this printed out and available for an employee for reference as these sales start to come in.