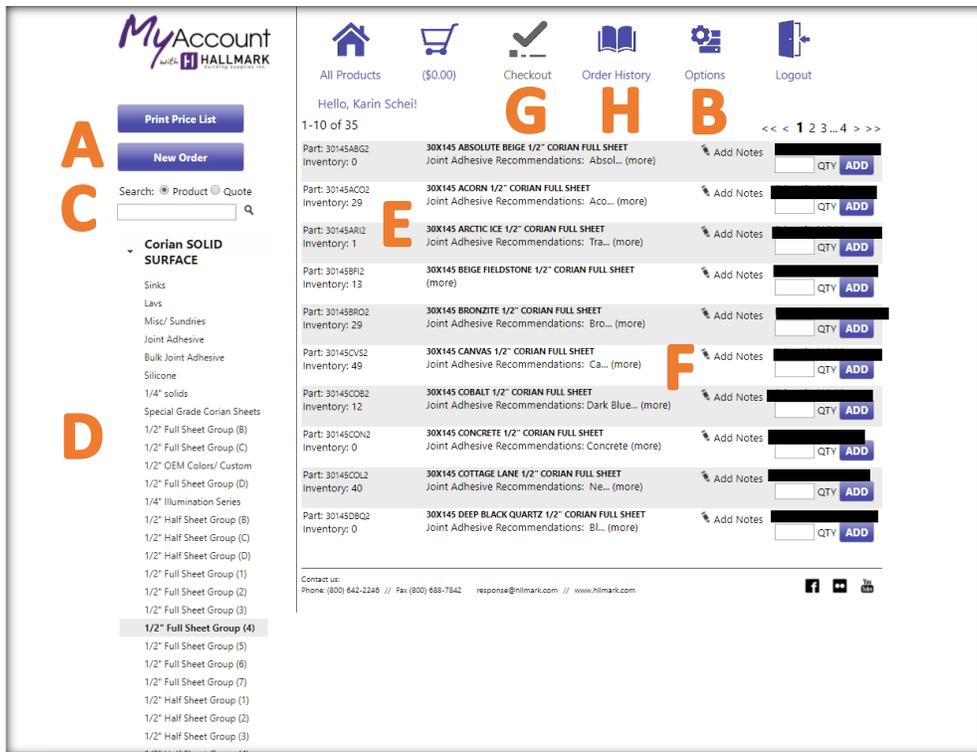


MyAccount is an online tool to check inventory, pricing, order history and place product orders. The guide below takes you through the particular areas and provides details on navigating the site.

If you have any questions while on the site, please contact Hallmark Customer Service at 1-800-642-2246.

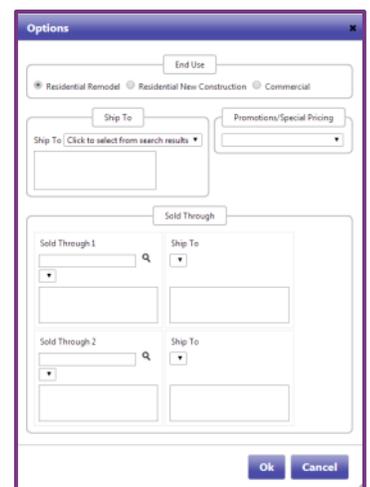


A New Order

It is a good practice to click this button at the beginning of each new order. The New Order button will clear the contents from your cart, and, the selections you have made in the options screen. The system saves your order “in progress” for up to 48 hours in the event you start an order but are unable to finish it in one sitting.

B Options

After clicking New Order, go to your Options tab and complete all appropriate information. This is where you indicate the ship to location, if the order is linked to a specific promotion, and the sold thru channel partner. Complete as much of the “Options” screen as you can to ensure that correct pricing is applied.



- For Surfaces products, be sure you select whether the job is remodel, new construction, or commercial. Also complete the sold-thru information as appropriate. Important—in some cases, selecting the

appropriate sold-thru will change the pricing for your order.

- If an order you are placing has Special/Promotional pricing, be sure to choose the correct option in the drop down menu.

Contact our Customer Care Team if you do not see the ship to location or sold thru company you need.

C Search

This is the easiest and quickest way to find the products you would like to order.

- Use the **Product** Search field to enter a part number, a word or a portion of a word that would be in the part description. If you experience difficulties finding the product this way, you can always search by the category listings on the left side.
- Click the radial button for **Quote** to select a project from the drop down list. When you select the project, you will see all items and can quickly enter quantities at the quoted pricing and place the order. Also, you have the ability to add products to the order outside of the products quoted, as well.

D Category Listing

Below the Product Search field is the Category Listing of products available for you to order. This is an alternative search method for the products you wish to find.

E Inventory

The inventory number shown is the amount available in your “home” warehouse only (your home warehouse is where the majority of your product is shipped from). Hallmark has 6 warehouses. Other warehouses may have additional inventory of that item. This number can change from minute to minute as we receive stock from our vendors, or, as other customers place orders. If your home warehouse indicates a 0 inventory, place your order for the quantity you desire, and a Customer Care Specialist will contact you with the options available to meet your needs.

F Notes / Color Match

You can add line item notes that will display on the packing slip. Checking color match will indicate the Surfaces material should be within the same lot color numbers and thus, will incur a “color match” charge.

G Checkout

Once all your items you wish to order are in your cart, you can click Checkout. There are several sections to complete while in the checkout screen.

- REQUIRED INFORMATION: The MyAccount system requires you to use a unique PO number for each order. Using a duplicate PO may result in an error or delay in your order being processed. A common resolution to this is adding a -1, -2, etc. to your PO number. Also, the ship date indicates your next scheduled delivery date. If you wish to adjust the date, additional charges may apply. If you wish to Will Call your order, in the checkout, under “Required Information” you’ll have the option to choose a “Ship

Via". The system will default to ship your order the most economical way, but you can choose "Will Call" from the drop down menu.

- ADDITIONAL INFORMATION: Any notes you would like Customer Service to review while processing your order can be added here. If you are ordering off of a Quote or Registration#, you would indicate the number in this section.
- WARRANTY INFORMATION: For DuPont Surfaces complete this section with as much information as possible.

You have the option of printing a sales order acknowledgement when you press the "submit order" button in MyAccount. This acknowledgement will not contain an order number, but will show you have a sales order "pending". You will receive another sales order acknowledgement, with your order number, after your order has been processed.

H Order History

The Order History includes all orders you have placed with Hallmark, not just those which have been placed on MyAccount. If your order is shipped via UPS or FedEx, a tracking number will display in this section.

- You may search for your order in two ways – by Hallmark order number OR your company's PO number.

MyAccount
with **HALLMARK**
building supplies inc.

Print Price List
New Order

Search: Product Quote

Corian SOLID SURFACE

- Sinks
- Lavs
- Misc/ Sundries
- Joint Adhesive
- Bulk Joint Adhesive

All Products (\$0.00) Checkout Order History Options Logout

Hello, Karin Schei!

Search by Order No. or Purchase Order

Order No.	Purchase Order	Order Date	Status	Ship to Location	Shipped Via	Total Amount
1025911	KAREN SCHEI	08/15/2017	Shipped	2120 Pewaukee Road WI	Best Way	0.00
980890	101216	10/12/2016	Shipped	2120 Pewaukee Road WI	Best Way	5.71
980351	chargingunitrings	10/07/2016	Shipped	2120 Pewaukee Road WI	Best Way	0.00
966597	071116	07/11/2016	Shipped	2120 Pewaukee Road WI	Best Way	84.90