

Online Order Processing Tips

- 1 When an order arrives, immediately review requested pickup time and special instructions.
 - a. Customers are notified via email that their order is in process as soon as the order arrives in COE.
 - b. If there are fulfillment issues, contact the customer right away to resolve them.
- 2 Process same-day orders ASAP or within 90 minutes of receipt in COE.
- 3 Orders requesting a future pickup date need to be ready the night before the requested date.
- 4 For line item changes (*quantity, substitutions, cancellations, pricing, color tint/match, restrictions and product purchase requirements*), please see 09-03D in the Policy Procedure manual.
- 5 As you complete processing of an order, ensure you mark all line items **Ready for Pickup** or **Canceled**.
 - a. Customers are notified via email based on this action being taken.

For Pricing or Technical POS Questions

SCO HelpDesk

1-216-566-2740

scotelpdesk@sherwin.com

This number is for internal use only.

Do not give this number to customers.

All Other Questions

Customer Care

1-800-876-0888

