




WEBSITE FEATURES GUIDE

MY ACCOUNT

**TriMark**
Foodservice Equipment, Supplies and Design
R.W. SMITH

Brands | Quick Order | Career Center | Shopping List | Kitchen Design & Build | Customer Service |  (0)

 Shop Product

Search by Keyword, Item # or Product Name **GO »**

My Account **Login / Register**

1.800.942.1101
Mon-Fri 6am - 5pm PST

RWSmithCo.com Account Login

Username: _____

Password: _____

Bookmark RWSmithCo.com

- www.rwsmithco.com
- Keyboard shortcut: Ctrl + D

Manage Your Account

- View/Print Invoices
- View Order History
- Maintain Shopping List

Save a Shopping Cart

- Email and save a Cart to review or share
- Name each **Saved Cart** for quick identification
- Open Saved Cart when ready to order

My Actions

- Manage Shopping List
- View Order History
- View / Print Invoices
- Manage Wish List
- Request a Quote

Online Ordering & Shopping List

- Place orders 24/7 when its most convenient for you
- Use your **Shopping List** to quickly add items to your Cart
- Set items in your Shopping List to display in a preferred order for easy organization

Establish a Wish List

- Set aside product for future buying
- Email a **Wish List** to your Sales Consultant for a quote

Saved Carts

On this page, you can access your Saved Carts. Click on Open Cart to load the saved items into the Shopping Cart. The most current prices will appear when you open a Saved Cart. Any Discount / Coupon Code will need to be re-entered. A Saved Cart can be removed by clicking [Delete]. Saved Carts expire after 30 days.

Date Saved	Name of Cart	Expiration Date	Preview	Open Cart	[Delete]
04/29/2016	Mother's Day Event	05/29/2016	Preview	Open Cart	[Delete]

WEBSITE FEATURES GUIDE

Account Settings

Update & Edit Profile

Manage Users

Manage My Addresses

Change Preferences

View Saved Carts

Users of your Account

- Add/Remove and Manage Users of your Account
- Update your Profile

To change a Primary User or Billing Address, please contact Customer Support

o 1-800-942-1101

o [Live Chat](#)

o info@rwsmithco.com

Forgot Password

- Enter your Email Address used to Login
- Click **'Forgot your password?'** text link
- A unique and secure password will be sent to the email you registered with
- Utilize new Password to Login

SIGN IN

EMAIL

PASSWORD [Forgot your password?](#)

LOGIN

Edit Login Information:

(password must be a minimum of 6 characters)

New Password

Confirm Password

Reset Password

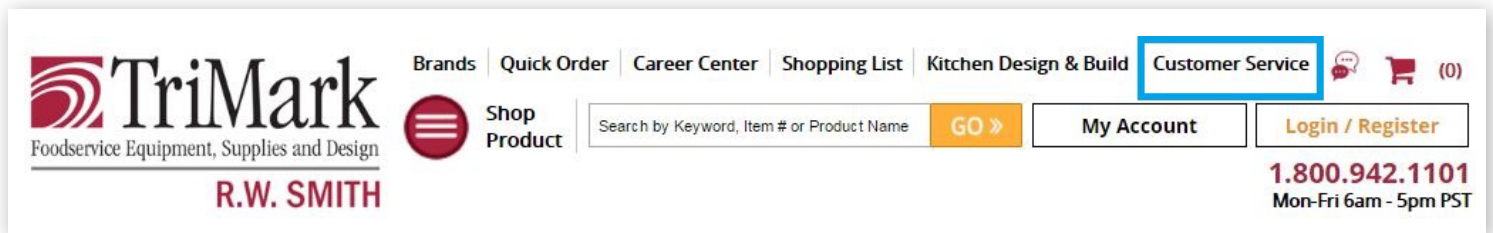
- Login to your Account
- Click **My Account** next to the search bar at the top of the page
- Select **Update & Edit Profile**
- Enter your desired password and save changes
 - o *The Primary User can reset passwords for all Users*

WEBSITE FEATURES GUIDE

CUSTOMER SERVICE

Contact Us for...

- Personalized Assistance by Experts in the Industry
 - Product Sourcing for hard to find Items
 - Profit-Driven Solutions to reduce costs and improve efficiencies
- 800-942-1101 | info@rwsmithco.com
 - **Customer Service** link is at the top of all pages
www.rwsmithco.com/cpg8/At-Your-Service/pg90/Customer-Service/



Request a Quote or Catalog

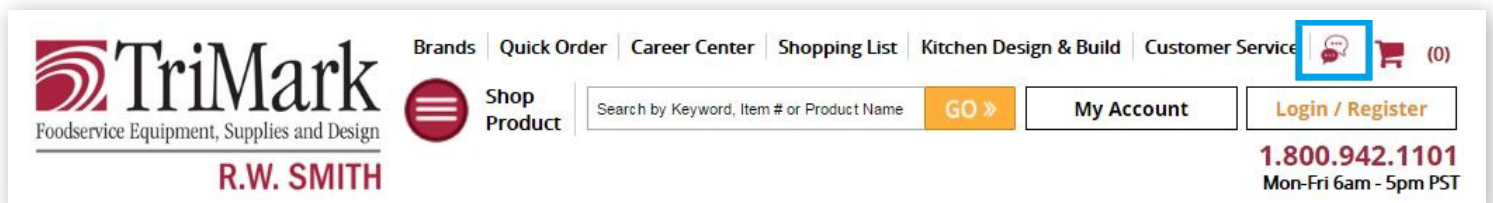
- Let us assist you with product quotes and information
- Visit our Contact Us page
www.rwsmithco.com/contact_us.php

FAQs Page

- Find answers about managing your Account, order delivery, returns and more
- **FAQs** page is in the footer
www.rwsmithco.com/faq.php

Live Chat

- Let our friendly **Online Specialist** help you with questions, orders and product



WEBSITE FEATURES GUIDE

SPECIALS & EXCLUSIVE OFFERS

Limited Time Savings Limited Quantities Available

- Take advantage of deep discounts while supplies last

On the **Customer Landing Page** you will locate:

On Sale

www.rwsmithco.com/sale.php

Clearance

www.rwsmithco.com/clearance.php

Closeouts

www.rwsmithco.com/i209/Closeout-Sale/

Instant Savings

- Utilize Promo Codes for exclusive discounts on your Online Orders
- **Promotional Codes** page is located in the footer
www.rwsmithco.com/i228/Promotional-Codes/

Information

[Interactive Catalog](#)

[Our Policies](#)

[Disclaimers](#)

[Promotional Codes](#)

Product Resources

[Premier Collections](#)

[Dining Room Collections](#)

[Healthcare](#)

[Allergen Products](#)

[Source a Product](#)

More to Explore

[What's New](#)

[Our Brands](#)

[Resource Center](#)

[Custom Design Services](#)

[TriMark R.W. Smith News](#)

Dining Room Collections

- Explore a wide range of collections and patterns by top Manufacturers
- Find the ideal styles to enhance your tabletop presentation

www.rwsmithco.com/collections_main.php

Browse our Sales Flyers

- Shop our Premier Collections
- View Featured Product of the Month
- Find Sales and Special Offers in the footer
www.rwsmithco.com/i192/Shop-Our-Products/Sales-Flyers-Special-Offers/



WEBSITE FEATURES GUIDE

INDUSTRY INSIGHTS & GUIDES

Sharpen Your Know How

- Foodservice Industry Guides, Trends, and Best Practices
- **Resource Center** page is located in the footer
www.rwsmithco.com/i145/Resource-Center/

Community Blog

- Happenings, Chef Profiles and Foodservice Insights
- Check out the latest **Blogs** through the footer link
www.rwsmithco.com/community/

Information	Product Resources	More to Explore
Interactive Catalog	Premier Collections	What's New
Our Policies	Dining Room Collections	Our Brands
Disclaimers	Healthcare	Resource Center
Promotional Codes	Allergen Products	Custom Design Services
	Source a Product	TriMark R.W. Smith News

Community Blog
Latest Restaurant Trends & Happenings. Be Inspired >>

Our Services
Foodservice Consultants | Kitchen Design & Build
Controlled Environmental Rooms


PRODUCT FEATURES & TIPS

Brands



- In search of items by a preferred Manufacturer?
- Browse and shop the full range of a Manufacturer's product in one place
- Visit our **Brands** page from the link at the top of all web pages
www.rwsmithco.com/manufacturers.php


Quick Order

- Use product numbers to rapidly add items to your Shopping List or Cart
- **Quick Order** page is at the top of all web pages
www.rwsmithco.com/quick_order.php



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[Brands](#) | [Quick Order](#) | [Career Center](#) | [Shopping List](#) | [Kitchen Design & Build](#) | [Customer Service](#)   (0)

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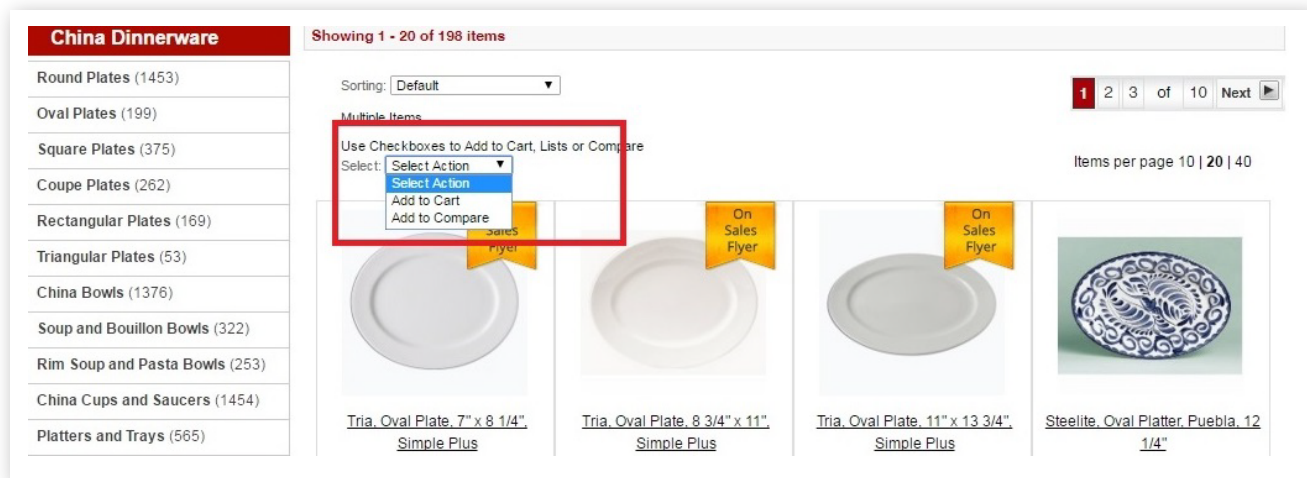
1.800.942.1101
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WEBSITE FEATURES GUIDE

Select Multiple Products & Compare Products

- Search product or select a category
- **Select Action**, located at the top of page
- Choose to **Add to Cart**, **Add to Wish List**, **Add to Shopping List** or **Add to Compare**

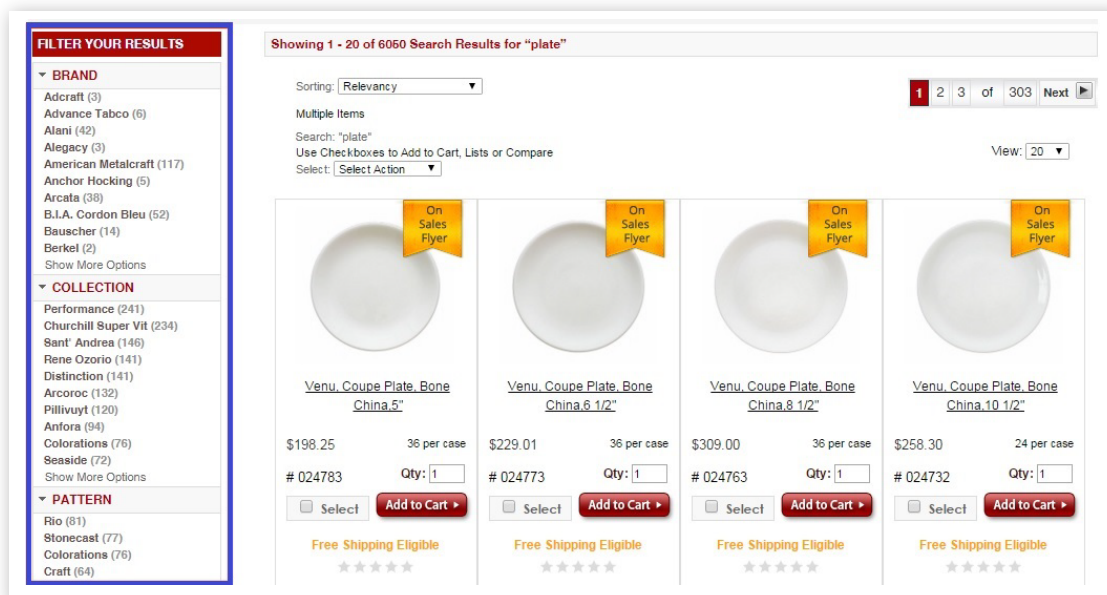
Note: Login first to add to Wish List and add to Shopping List



Narrow Your Product Search

- In the Search Bar, type in Item #, Item Name and/or Descriptive Words
- Color and Related options are available on select product pages
- Use Filter Menu on left side to narrow product selection

o On a mobile device, click the red Filter Options banner at the top of the page



WEBSITE FEATURES GUIDE

We Have It... Free Shipping!

- Learn about our **Free Shipping** programs
- Find a link on our Home page and in the Shopping Cart
www.rwsmithco.com/popup_shipping.php

In-Stock vs Factory Direct Products

- Items with 6-digit numbers are **In-Stock** from our warehouses
- Items with "RWS" numbers are **Factory Direct** through our manufacturers
- Visit our FAQs for more details
www.rwsmithco.com/faq.php

SPECIALIZED PRODUCTS & SERVICES

Premier Collections

- Luxury Tabletop Styles at Value Prices
- For your convenience, download the PDF of the catalog
- **Premier Collections** page is located in the footer
www.rwsmithco.com/i225/Premier-Collections/

Custom Design Services

- Easy & Affordable – Add an inspiring pattern or unique logo
- **Custom Design Services** page is located in the footer
www.rwsmithco.com/i226/Custom-Design-Services/



Healthcare

- Quality kitchen products, meal prep and delivery supplies
- Wide selection of products used by healthcare facilities and senior living communities
- Shop **Healthcare** products from the drop-down menu in the header
www.rwsmithco.com/healthcare.php

Allergen Safe

- Prevent cross contamination w/purple essentials
- Access **Allergen Safe** products from our Healthcare page
www.rwsmithco.com/i229/Allergen-Safe-Products/