Easy-to-Use, Online Shopping Portal
Check inventory, get pricing & place orders, 24/7

Online Resource Center
Access brochures, catalogs, price books, manuals & videos all in one easy-to-find place

Access now @ www.raymurray.com
1. Click "Sign In"
2. Follow the prompts to create your account
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### Need Help or have a question on how to use our website...

- You can call us at [800-628-5044](tel:800-628-5044) with questions. Our Customer Service Reps are available to talk to you Monday – Friday from 7:00 am to 5:00 pm EST.
- You can email us at [info@raymurray.com](mailto:info@raymurray.com).
- You can find your salesperson by clicking the Outside Sales Team button on our Home page and talk to them directly.
Home Page

Product Line Landing Pages
- Retail Price Books
- Brochures
- Product Manuals
- Newsletters
- Other Resources

Customer Resources
- Become a Customer
- Shop Online
- NetStore
- Forms
- PDF Catalogs
- Training & Technical
- Industry Resources

Additional information about RMI
Become a Customer

To become a new customer with RMI Click on the Become a Customer button and follow the 3 simple steps.

The RMI Admin team will review the submitted forms and complete the new customer set-up process.

New customer set-up can take a few days depending on the forms review.

New customers will be notified when their RMI customer account and online user name & password have been set-up.
An RMI customer account is required to shop online. Go to the Become a Customer button on the Home page for information on how to become an RMI customer.

Current RMI customers should simply click on the Shop Online button.

RMI Customers who have previously set-up an online account will enter their User Name and Password.

RMI Customers who have not set-up an online account can register for an online User Name and Password.

The completed registration form will go to the RMI Admin team for review and set-up. The customer will be notified when their online User Name and Password is ready to use. This process can typically take 24-48 hours to complete.
Shop Online Catalog

Browse by Product Type/Brand

There are multiple ways to search for products and add them to a Shopping Cart.

The **Browse by Product Type/Brand** is a drill down approach to finding an item by Product Line and then by product type/brand. This search option allows the user to see all items in a Product Category.

Order here by clicking Add to Cart.

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General Search

The **General Search** field will return every occurrence of an item with the search criteria as part of the item number or item description. Partial Item Numbers can be entered in this search field.
Express Order

The **Express Order** search is a quick way to find an item or multiple items by partial or complete item number.

Express Order - Partial Item Search

The **Partial Item** search is a quick way to find items starting with a similar beginning.

Express Order - Multiple Item Search

The **Multiple Item** search is a way to find a complete list of frequently bought items.

Saved Carts & Order History (Reorder Favorites)

A detailed explanation of how to use Saved Carts & Order History as reorder favorites can be found in the My Account section of this user guide.
Add to Cart and Checkout Process

### Add to Cart

Customers can change the quantity to their desired quantity and click Add to Cart.

### Add to Cart Window

The quantity can also be changed in the Add to Cart window by updating the Qty in the box and hitting ENTER before clicking **Continue Shopping** or **View Cart**.
Cart Review

**Save Cart** is an option to reorder the same items again at a later time.

Applicable Sales Tax is calculated based on the customer’s taxable or exempt status and added to the RMI Invoice.

Checkout Process - Step 1

Applicable Shipping Charges are calculated during the RMI shipping process and added to the RMI Invoice.

Checkout Process - Step 2

Invoice is the Payment Method for all online orders.
Checkout Process - Step 3

This step is the final review before submitting the Order Request.

Customers can also add Comments and a Customer PO# to the Order Request.

Checkout Process - Complete

A member of the RMI customer service team will review the Order Request and release it into the RMI system for processing or contact the customer with any questions.

A reference number is given to the Order Request and can be used by RMI customer service to find the order after it has been released into our system.

The customer will receive an Order Confirmation when their order is released into the RMI system for processing.
After signing in customers can access specific details about their account using a drop-down menu under their User Name.

Customers can change specific details in their individual profile and also change their Password.
Customers can change existing addresses and add new Bill-To or Ship-To Addresses.

Customers can review orders previously placed online. Clicking Reorder will add the entire order to a new shopping cart. Items can then be added to or deleted from the new cart before proceeding to checkout.
Customers can view and activate saved carts. Carts can be saved as “favorites” and activated to create new orders. An activated cart can be resaved for use again later before proceeding to checkout.

Activating a saved cart removes it from the saved carts list and turns it into an order request ready to proceed to checkout.

Resaving a cart before proceeding to checkout puts it back in the saved cart list for use again later for another order request.
My rmi is a new version of the same tools that have been available to our online customers.

My rmi gives customers access to do the following.

- Research the status of past orders
- Research the status of invoices and other transactions
- Track the status of current orders

Order Entry

- Provides a path for customers who want to continue shopping online the same way they have in the past

Order Search

- Research the status of past orders
- Track the status of current orders

Account Info

- Research the status of invoices and other transactions
HEARTH & GRILL PRODUCT LINES

PROPANE EQUIPMENT PRODUCT LINES

All lines may not be available in every market.

Lee, MA
50 Limestone Rd.
Lee, MA 01238

Flint, MI
4411 Park N Blvd.
Flint, MI 48504

Goldsboro, NC
2815 F Carolina Commerce Dr.
Goldsboro, NC 27530

Bensalem, PA
1443 Wells Rd.
Bensalem, PA 19020