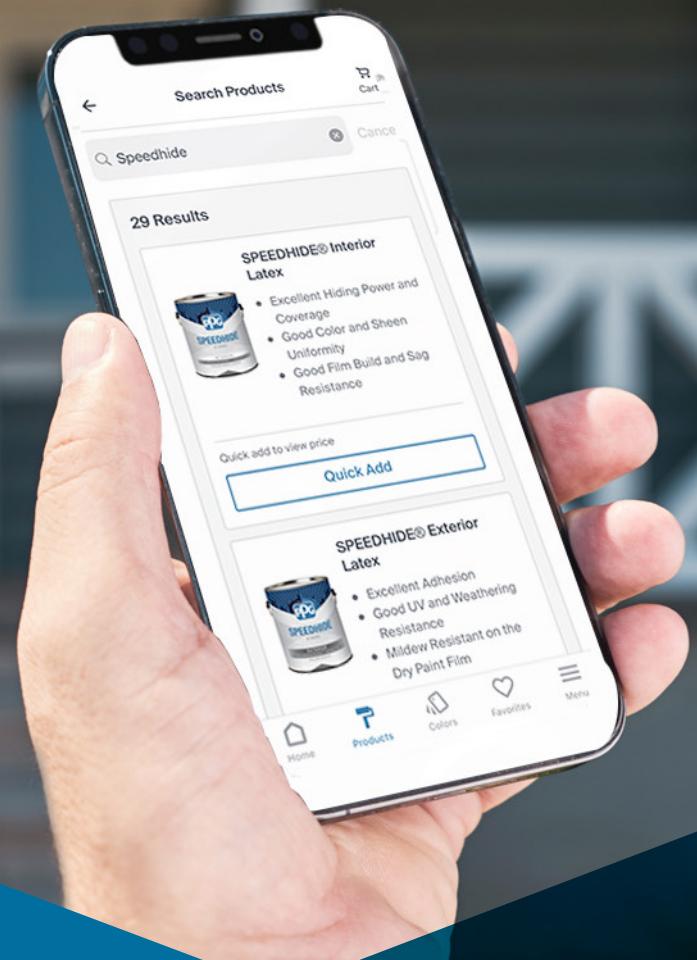


# PPG PAINTS APP REFERENCE MANUAL



# TABLE OF CONTENTS

PPG PAINTS APP OVERVIEW .....	3-4	HOW TO SHOP VIA THE JOB SHOPPING LIST.....	24-26
THE WHY .....	5-6	HOW TO SEARCH AND SHOP FOR PRODUCTS .....	27-29
BEST PRACTICES.....	7-8	HOW TO ORDER A CUSTOM COLOR .....	30-34
EXPECTATIONS .....	9-10	HOW TO ADD A JOB NAME.....	35-37
ACCESSING THE APP & SUPPORT.....	11-14	HOW TO ADD AND DELETE A SPECIFIED PRODUCT .....	38-41
ACCESSING THE APP.....	12	HOW TO ADD A USER TO A CUSTOMER ACCOUNT .....	42-45
SIGNING INTO THE APP (PPG EMPLOYEES) .....	13	HOW TO ADD A JOB ACCOUNT TO A CURRENT CUSTOMER .....	46-51
PPG PAINTS APP SUPPORT .....	14		
TRAINING & DEMO .....	15-17		
DEMO ACCESS .....	16		
DEMO SCRIPT .....	17		
HOW TO VIEW AND SEARCH ORDERS IN THE APP .....	18-20		
HOW TO REORDER FROM A PREVIOUS ORDER IN THE APP .....	21-23		

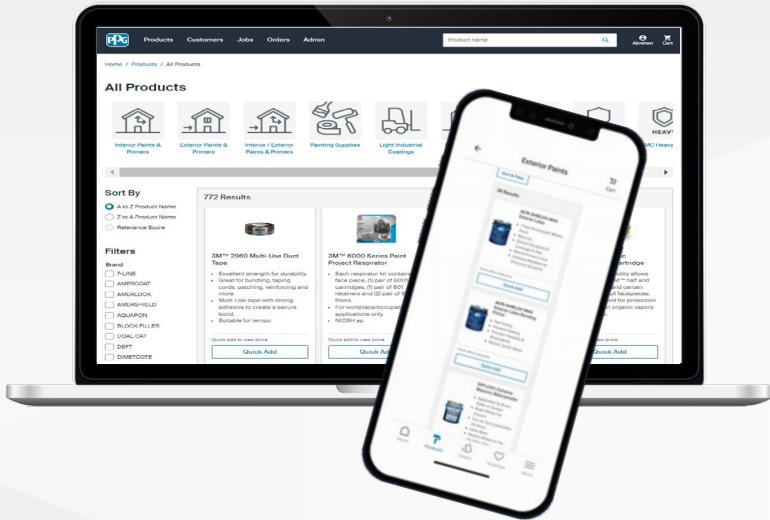


# PPG PAINTS APP OVERVIEW



# PPG PAINTS APP OVERVIEW

- Conveniently order on the go
- Developed exclusively with Pros in mind
- Users can:
  - Shop trusted products like SPEEDHIDE®, BREAK-THROUGH!® and more
  - Re-order both standard and custom colors
  - Choose jobsite delivery or in-store pickup
  - Browse painting tools and equipment
  - Easily access their PPG pricing
  - View job-specific pricing and determine employee permissions
  - See their purchase history, find a store, and more
- Visit [pro.ppgpaints.com](http://pro.ppgpaints.com) or download the App in the Apple store or Google Play store



# THE WHY



# THE WHY:

## STORE MANAGER & ASSOCIATE PERSPECTIVE

The PPG Paints App is your store that never sleeps. It allows you to focus on order fulfillment and taking care of your walk-in customers. It:

- Will lead to less phone calls and emails.
- Provides order inputs that are more accurate. You won't have to deal with writing down product codes, sheens, colors, etc. Everything will be provided via the digital order.
- Gives you time back. Instead of being tied up on the phone with orders, you can teach your customer how to order via the App. They can self-service, giving you the ability to expand your customer portfolio.
- Reduces pressure and stress of customers bringing walk-in orders to the store and expecting to wait as you mix; promotes process of sending the orders through the App and arriving for pick-up once complete.
- Saves the time and guess-work of sifting through past invoices to figure out the product(s) the customer typically uses.
- Eliminates two-stepping within the ordering process (customers sending orders to their sales rep and then the reps sending it to the store).
- Also eliminates potential for duplicate orders when the customer sends it to both the sales rep and the store.

## PPG FIELD SALES PERSPECTIVE

The PPG Paints App is the store that never sleeps. It allows your customers to place orders anytime, anywhere - 24/7 and keeps working for you even when you are off the clock. It:

- May help you exceed your sales targets.
- Allows you to efficiently sell to smaller customers that you may not have the time to meet with consistently, while still focusing on larger customers.
- Acts as your assistant. It is a selling tool to help you close sales with customers.
- Gives you time back. Instead of being tied up on the phone with orders, you can teach your customer how to order via the App. They can self-service, giving you the ability to expand your customer portfolio.
- Makes you part of the process. You will receive emails when customers place orders and can rest assured that you are still connected as ever with your customers.
- Will continuously be improved based on your feedback, making it even better for you and your customers.

## CUSTOMER PERSPECTIVE

The PPG Paints App is the store that never sleeps. Customers can place orders anytime, anywhere - 24/7. It:

- Makes it easier than ever for customers to order on the go.
- Allows customers to access their pricing and purchase history, search paint colors, find a store, and more.
- Let's them quickly re-order paint, giving them more time to focus on other parts of their business.
- Provides easy access to order history for admin purposes. No more paper trails!
- Will continuously be improved based on their feedback, making it even better in the future.



# BEST PRACTICES



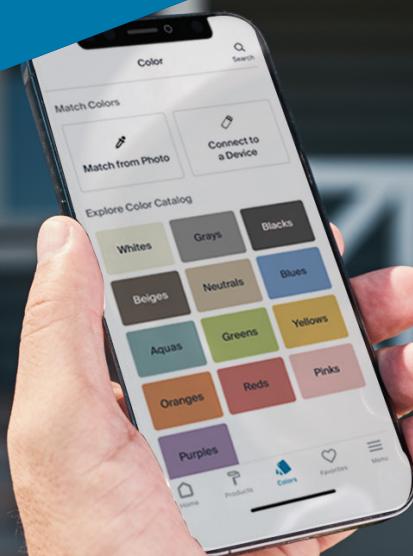
# BEST PRACTICES: ALL

---

- Start with your customers that are already doing other business digitally (using e-account, buying other product categories online, etc.)
- Teach your customers to order it themselves. You don't need to place every order for them.
- Focus on building relationships and use this time to work on sales.
- If you need to place an order on behalf of a customer, use the App. It will eliminate the back and forth that usually happens with calls and emails.
- Achieve better work-life balance. Customers will have the ability to self-service, reducing their need to reach out to you after hours or when you are on vacation.
- Put the time in upfront. There is an initial time investment when you start placing orders for customers, but it will save time in the long run.



# EXPECTATIONS



# EXPECTATIONS: FIELD SALES

## FIELD SALES

- Drive App adoption
  - Ensure customers download the app and use it
  - Communicate App benefits
  - Drive excitement for the App with co-workers and customers
  - Keep job quotes up-to-date in Apex
  - View and validate customer data
  - Responsible for adding specified products to jobs and adding job accounts as required
- Note: Customers can also add specified items
- Responsible for verifying users and permissions
  - Must be completed on a computer via [pro.ppgpaints.com](http://pro.ppgpaints.com); not mobile enabled

## STORE MANAGERS

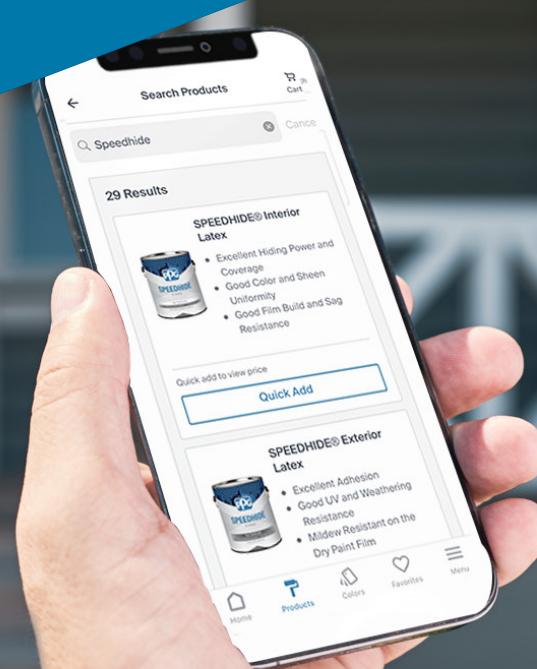
- Drive App adoption
- Ensure customers download the app and place orders online
- Communicate App benefits to store associates and customers
- Talk about the App, even with customers who are already using it. We need their feedback to continuously improve
- When possible, prioritize App orders over phone/email orders. This will drive behavior change.
- Drive excitement for the App with co-workers and customers
- Guarantee merchandising kits are prominently displayed in PPG Paints stores (ships week of 10/24/22)
- Ensure store associates reinforce the benefits of the App when speaking to customers
- Help remind sales reps to validate their customer data and the specified items
- Keep yourself and your associates involved - attend training calls when scheduled
- Submit feedback - we want to hear from you about what's going well and what is not as well as giving ideas for features that will enhance the platform
- Consistently utilize Elevate, as all orders from the PPG Paints App sync with Elevate (no need to manually enter orders from an email or text message)

## REGION & DIVISION

- Drive App adoption
- Ensure customers download the app and use it
- Communicate App benefits to your team and customers
- Support your field team, as needed
- Drive excitement for the App with co-workers and customers
- Ensure ADMs and maintenance reps are validating their customer data and the specified items
- Ensure reps and stores are attending training calls and submitting feedback
- Guarantee merchandising kits are prominently displayed in PPG Paints stores (ships week of 10/24/22)



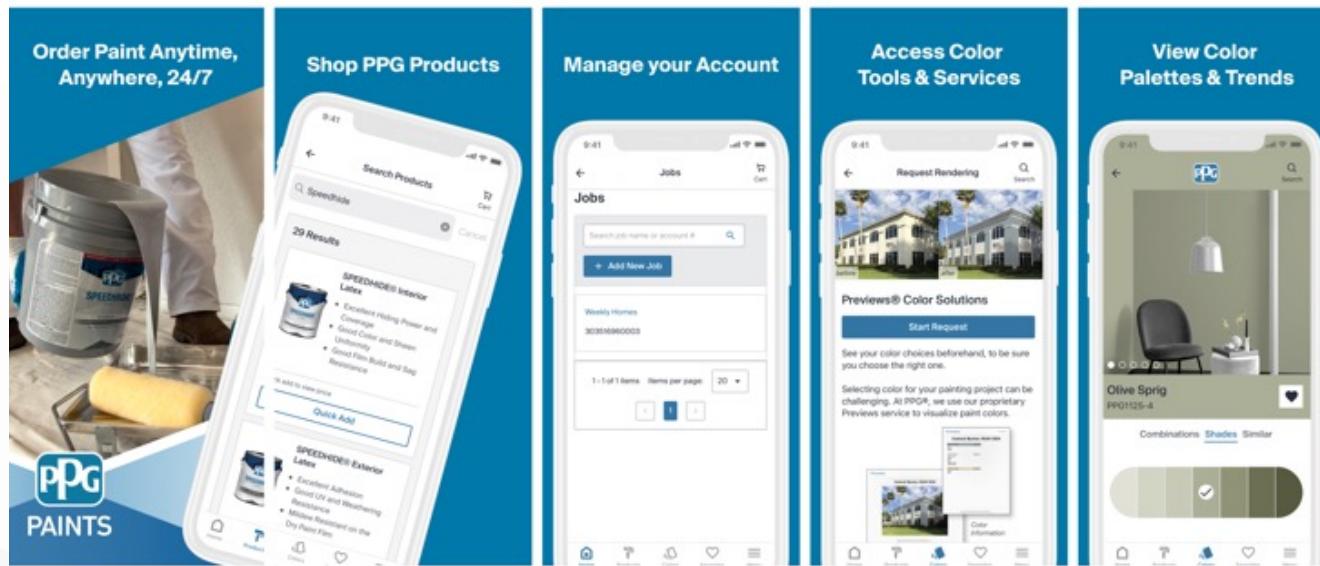
# ACCESSING THE APP & SUPPORT



# ACCESSING THE APP

- Access from a web browser via [pro.ppgpaints.com](http://pro.ppgpaints.com)
- [Download the mobile app here](#)

(Open this link on your phone) or scan the QR code below:



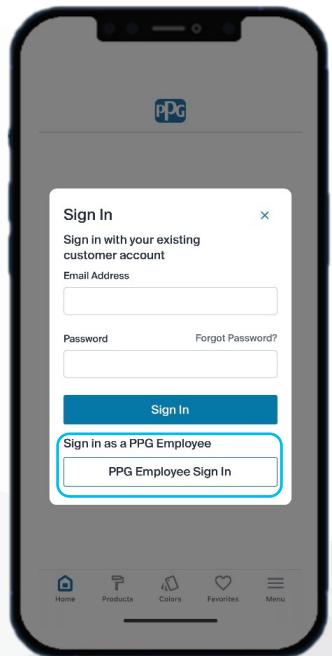
**ORDER ANYTIME,  
ANYWHERE – 24/7**  
[pro.ppgpaints.com](http://pro.ppgpaints.com)



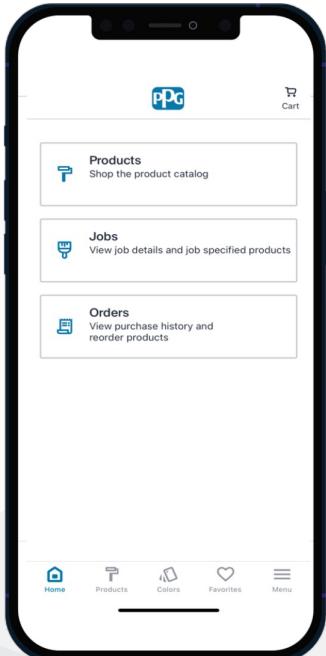
# SIGNING INTO THE APP (PPG EMPLOYEES)

## MOBILE APP:

From your phone's home screen, launch the PPG Paints App and tap on "Sign In", then tap on "PPG Employee Sign In"

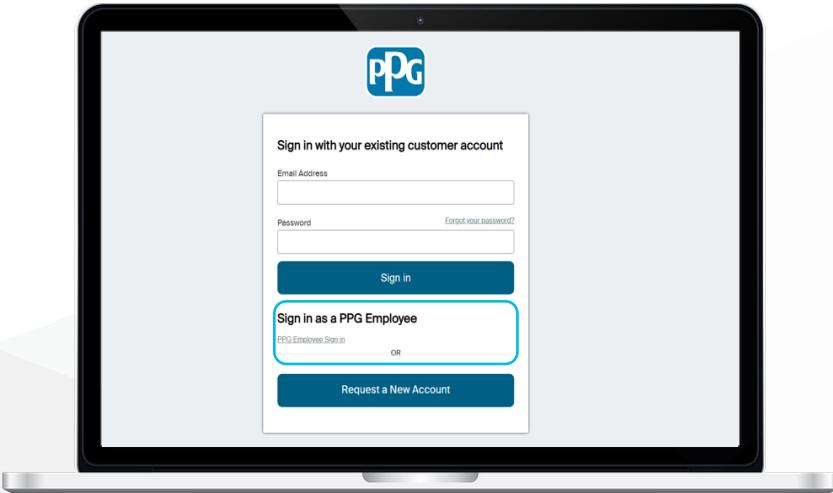


Once you are logged in, browse and shop the PPG Paints catalog.



## BROWSER:

From your browser go to [pro.ppgpaints.com](http://pro.ppgpaints.com) and click on "PPG Employee Sign in." Once you are logged in, browse and shop the PPG Paints catalog.



Access the training video for this document by clicking [here](#)



# PPG PAINTS APP SUPPORT

---

**HELP DESK:** Call 724-742-5600  
Select Option 1, then Option 5

**IN-APP:** Click on the “Contact Us” form

**ONLINE:** [ppgpaints.com/apphelp](http://ppgpaints.com/apphelp)

Submit help requests, feedback, etc.



# TRAINING & DEMO



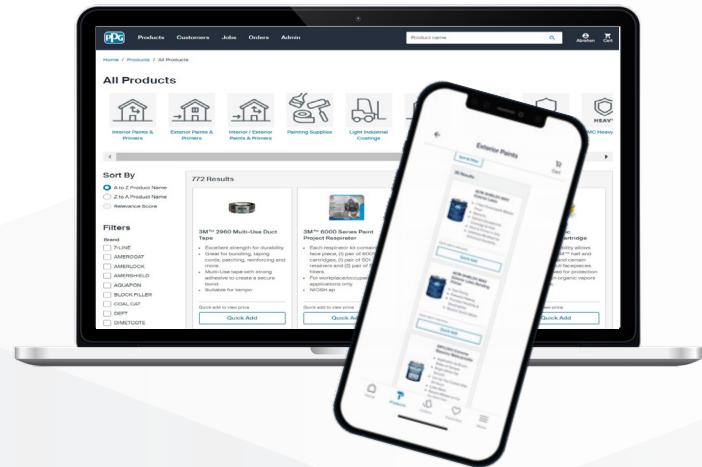
# DEMO ACCESS DEMO ACCOUNTS

Become familiar with the App (browse, place test orders, etc.) by clicking here:  
[Demo PPG Paints App](#)

You can use one of the logins below, based on your zone:

ZONE	USERNAME	PASSWORD
West	westcustomer@ppgpaints.com	PPGPaints123!
Southwest	southwestcustomer@ppgpaints.com	PPGPaints123!
Southeast	southeastcustomer@ppgpaints.com	PPGPaints123!
Midwest	midwestcustomer@ppgpaints.com	PPGPaints123!
Mid Atlantic	midatlanticcustomer@ppgpaints.com	PPGPaints123!
Northeast	northeastcustomer@ppgpaints.com	PPGPaints123!

\*Disclaimer: This is a stage/demo environment. This is not the live production site and as such, you may encounter errors.



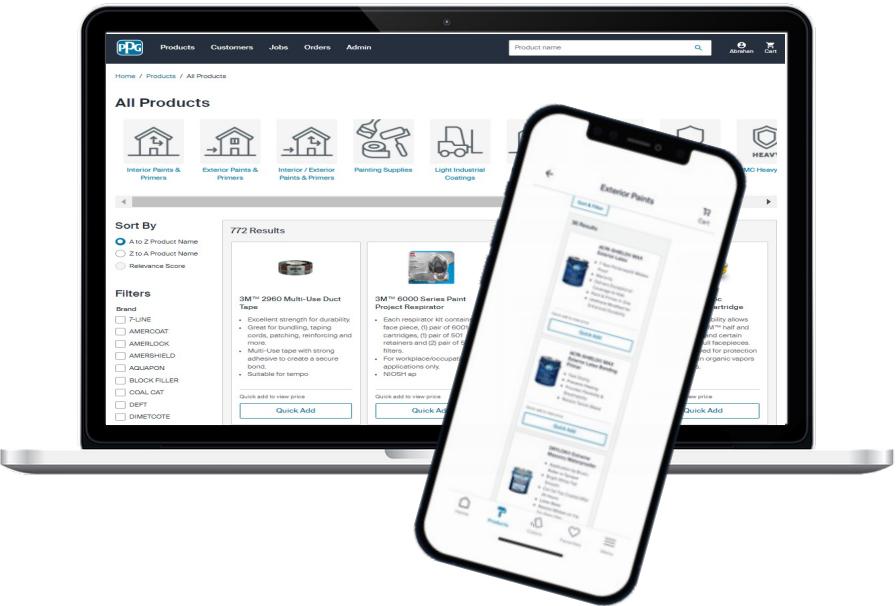
# DEMO SCRIPT

The demo script will guide you through providing a live demo to a sales rep or customer

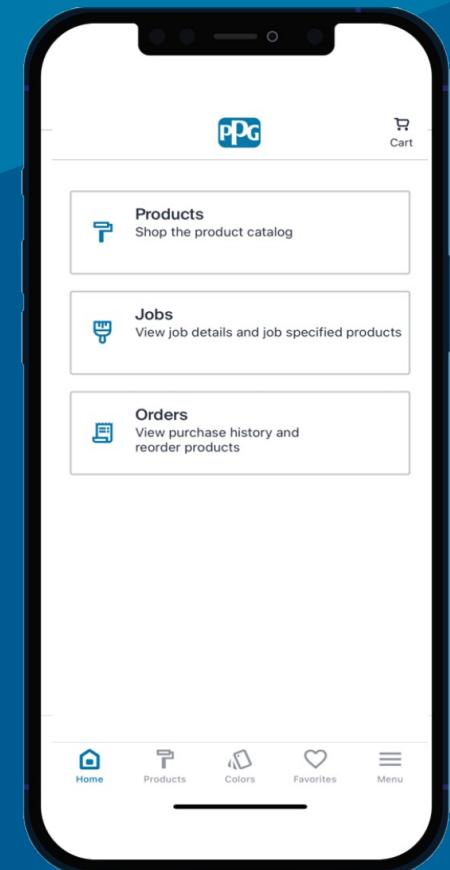
It will walk you through logging into the App, browsing the catalog, placing an order for a PPG/competitor/custom color, placing an order from the job shopping list, and adding a specified item

**Download the customer account demo script by clicking [here](#)**

**Download the rep specific account demo script by clicking [here](#)**



# HOW TO VIEW AND SEARCH ORDERS IN THE APP



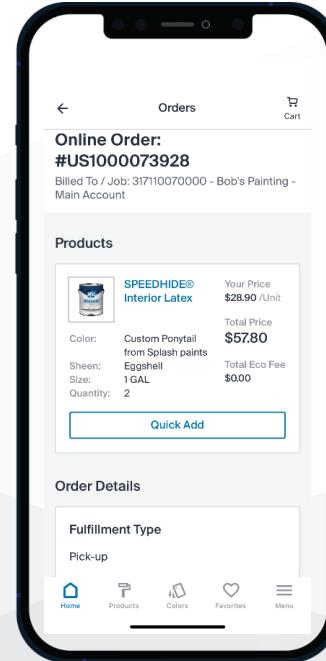
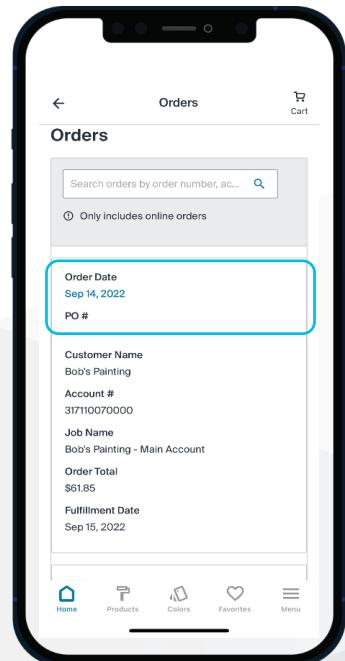
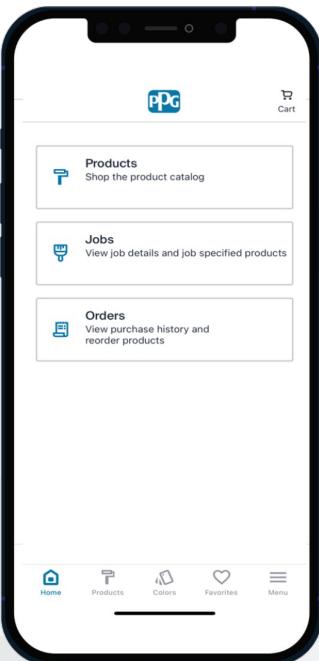
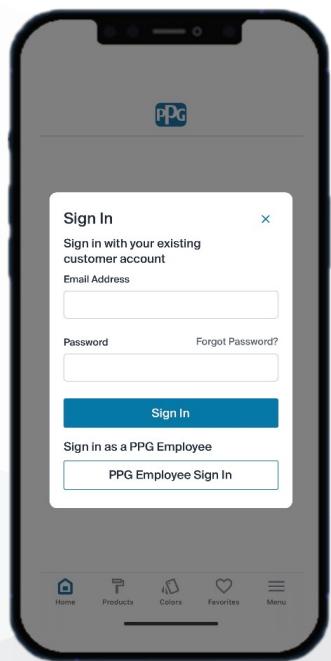
# HOW TO VIEW AND SEARCH ORDERS IN THE APP

From your phone's home screen, launch the PPG paints App and tap on "PPG Employee Sign In"

Once you are logged in, tap on "Orders"

From here you can view orders, the dates, order total and more. You can search for an order via the order number, account number, or PO number. Once you find the order you want to view, tap on the date

On this screen, you will see the order details, such as the order number, products ordered, and the Billed To / Job Information



# HOW TO VIEW AND SEARCH ORDERS IN THE APP

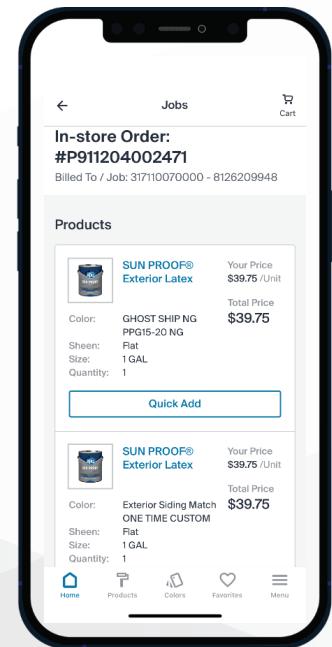
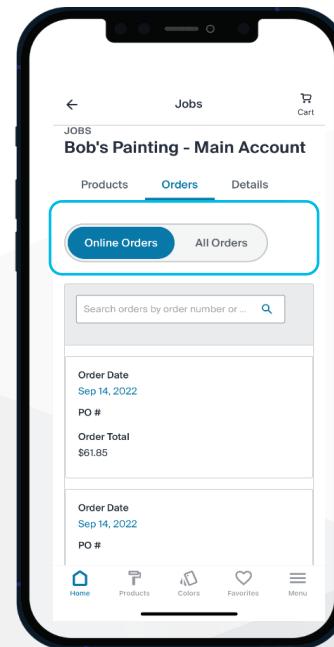
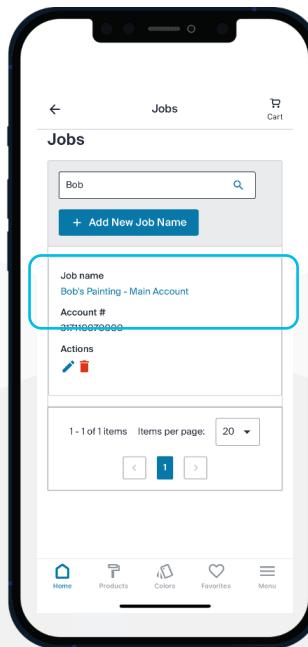
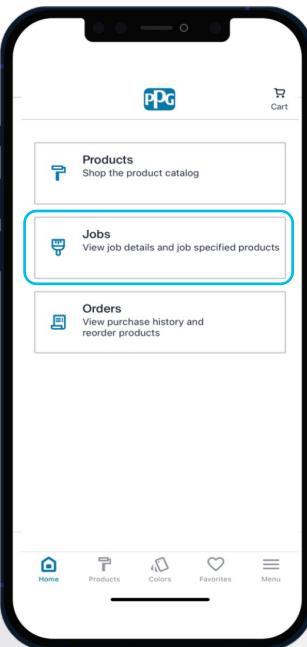
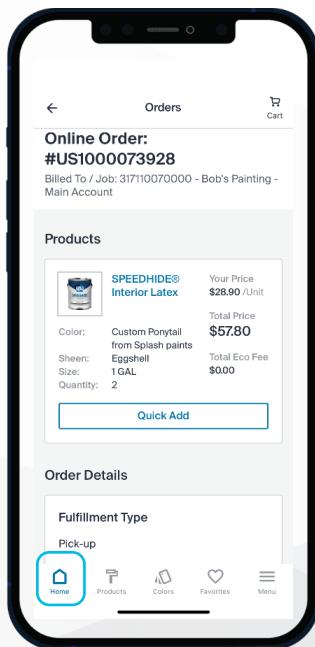
If you want to view an order by a job, tap on the home icon.

From the home screen, tap on "Jobs".

On this screen, find the job that you would like to view an order from. You can search by using the search bar or by scrolling through and finding the job. Once you find the job tap on the job name.

Toggle between "Online Orders" and "All Orders". Search for an order by PO # or by scrolling through and finding the order date. Once you find the order, tap on the date.

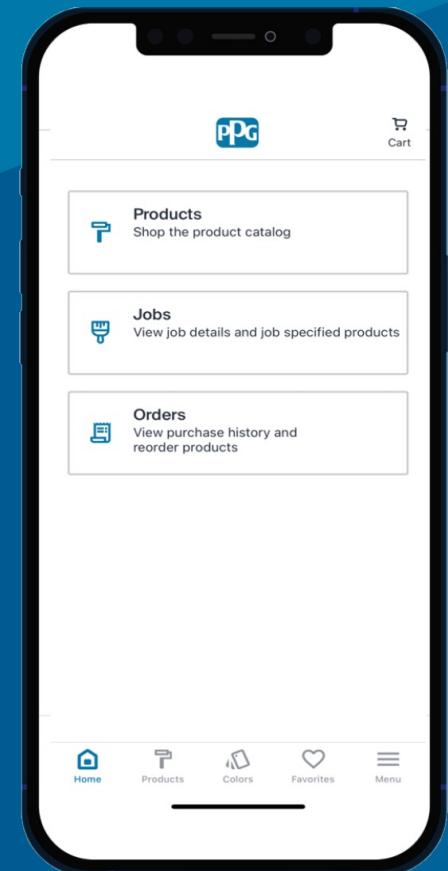
On this screen, you will see all the order details, like order number, products ordered, and the Billed To / Job.



Access the training video for this document by clicking [here](#)

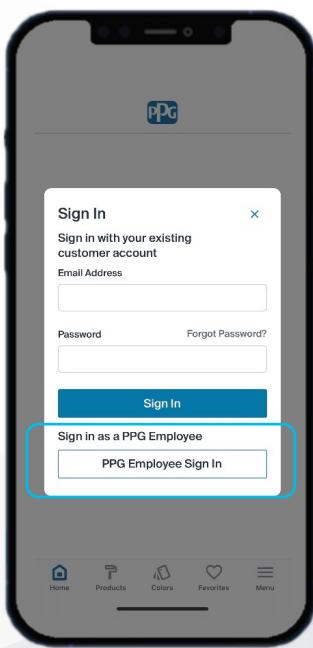


# HOW TO REORDER FROM A PREVIOUS ORDER IN THE APP

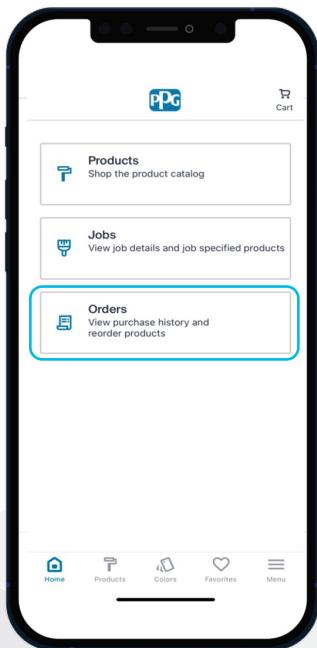


# HOW TO REORDER FROM A PREVIOUS ORDER IN THE APP

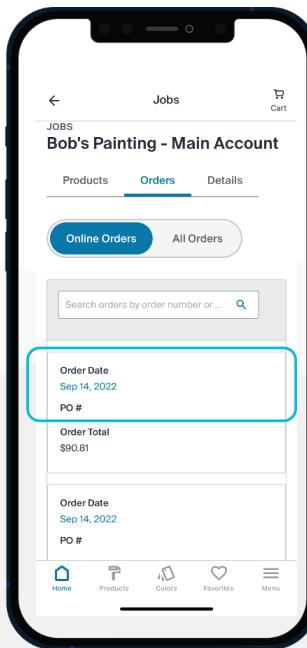
From your phone's home screen, launch the PPG paints app and tap on PPG Employee Sign In



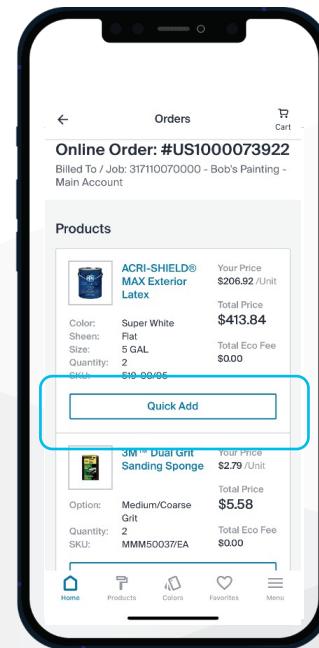
Once you are logged in, you are going to tap on Orders (as a sales rep the Orders screen will only show online orders, customers will see both online and in-store orders.)



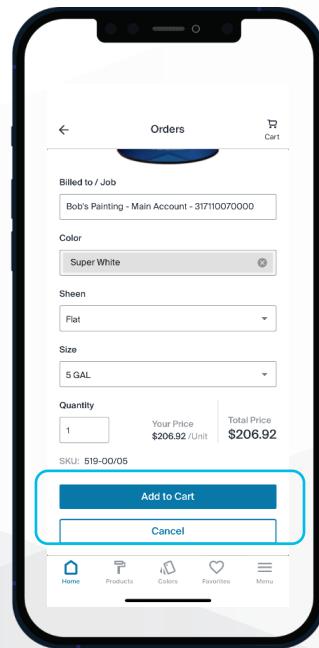
To view all orders as a sales rep, go to home, then jobs, click on the job you want to order from, then orders. From here you can view your past orders, the dates, order total and more. You can search for your order via an order number, account number, or PO number.



Once you find the order you would like to reorder from, tap on the date for that order. You will then see the products ordered. Tap on "Quick Add" once you find the products you want to reorder.

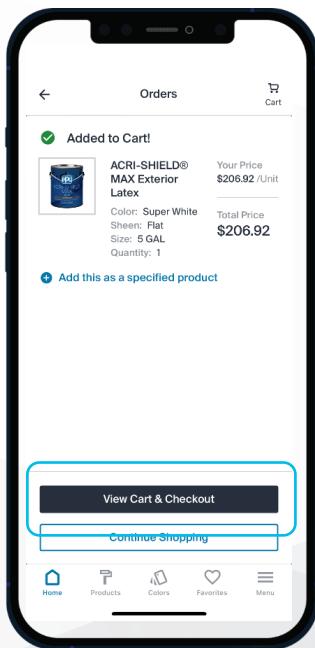


On this screen, you can see the details for the product and can update the color, sheen, size (if applicable) as well as the quantity. Once you have made your selection tap "Add to Cart"

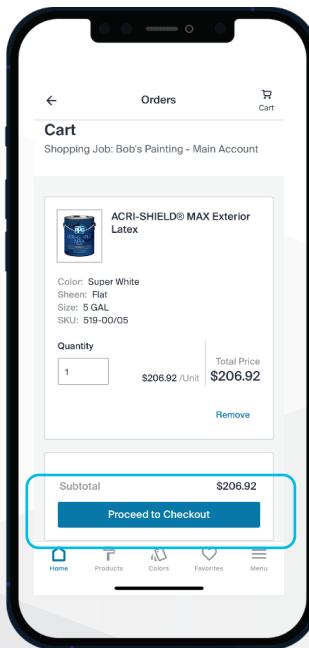


# HOW TO REORDER FROM A PREVIOUS ORDER IN THE APP CONT.

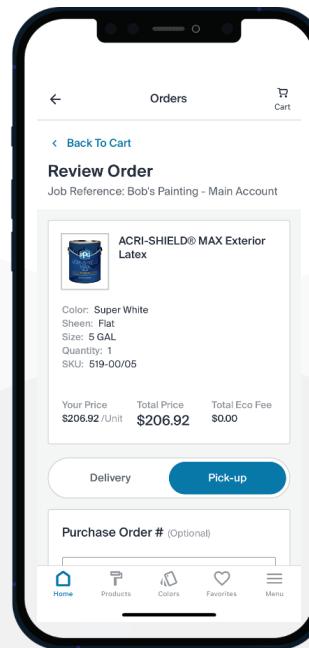
The product will be added to the cart, and you can continue shopping or view cart & checkout. Tap "View Cart & Checkout"



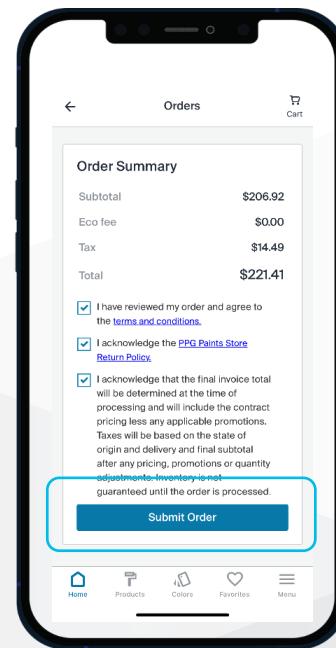
On the cart screen you can see the name of the shopping job, the products you have added, and can update the quantity for the products or remove them. Tap "Proceed to Checkout."



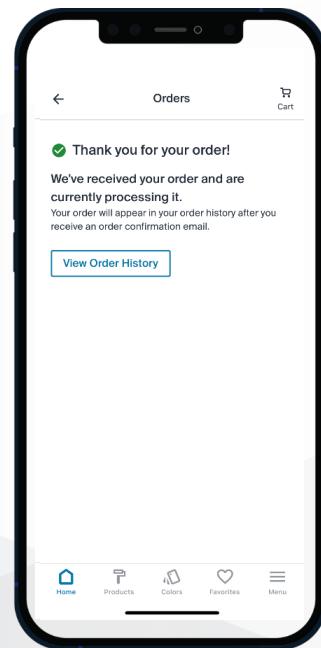
On this screen, you can review the details for your order, choose whether it's a delivery or pickup order, view and change the delivery/pick up date and time, delivery/pick up location, delivery/pick up contact and add delivery/pickup instructions.



Scroll down to Order Summary and click on the checkboxes acknowledging you have reviewed your order and agree to the terms and conditions, acknowledge the PPG Paints store return policy and invoice total, then click on submit order.



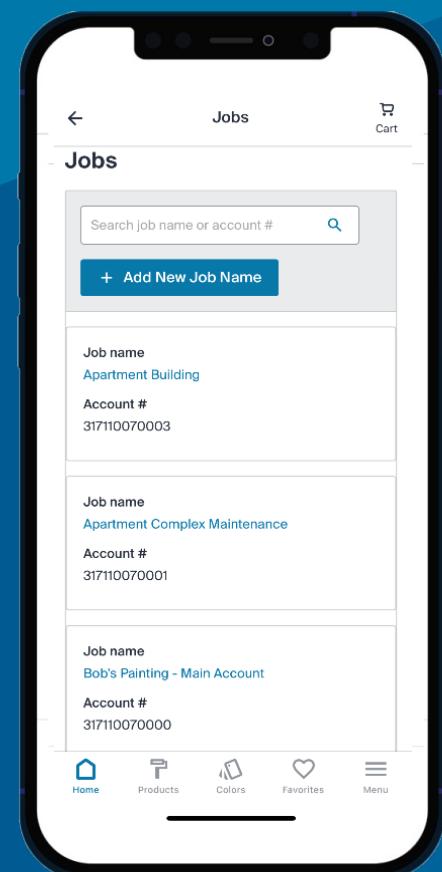
After your order has been placed, your order will appear in your order history, and you will receive a confirmation details email.



You can access the training video for this document by clicking [here](#)



# HOW TO SHOP VIA THE JOB SHOPPING LIST



# HOW TO SHOP VIA THE JOB SHOPPING LIST

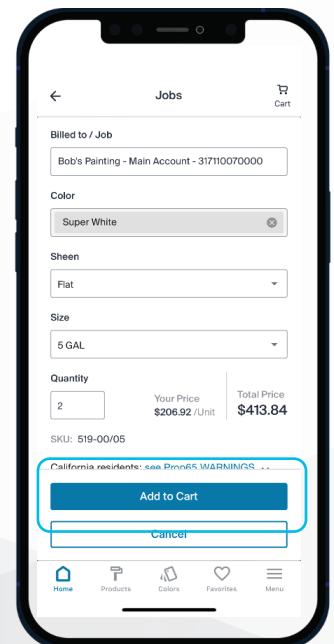
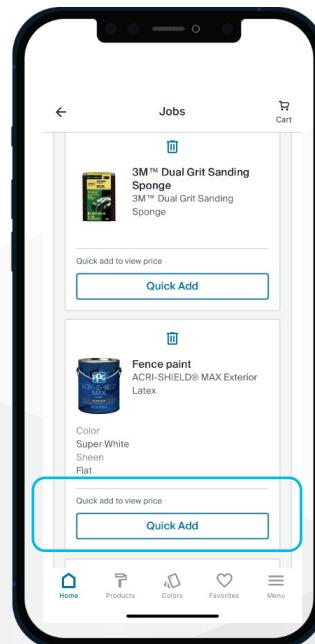
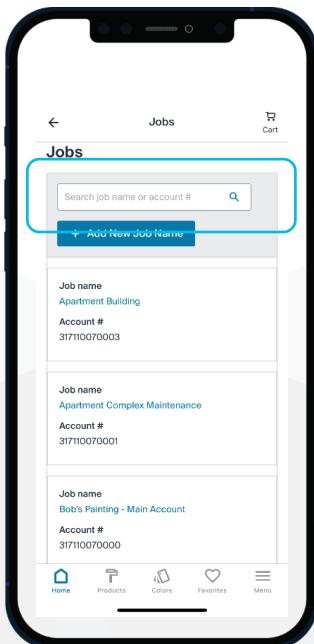
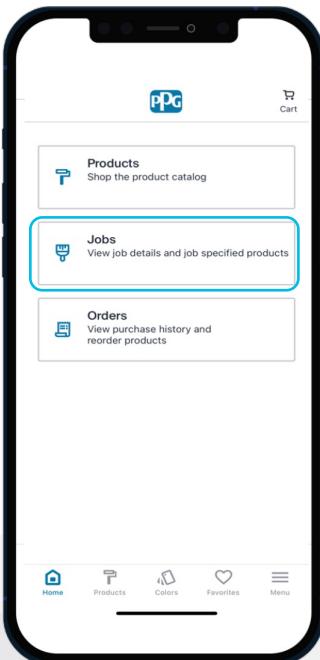
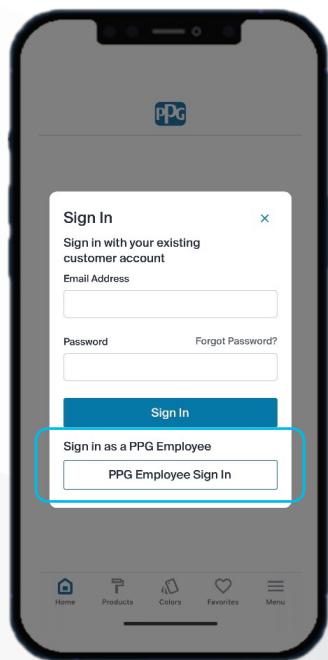
From your phone's home screen, launch the PPG paints App and tap on "PPG Employee Sign In"

Once you are logged in, tap on the jobs tab.

Search for the job you are looking for. You can search by job name, account number, or scroll through the listed jobs. Once you find the job you are looking for, tap on the job name.

From here you can see the shopping list that is set up for the customer, and you can choose which products you want to add by tapping on "Quick Add".

Enter the color, sheer, size (if applicable) and quantity, then click "Add to Cart".



# HOW TO SHOP VIA THE JOB SHOPPING LIST CONT.

The product will be added to your cart, then tap “View Cart & Checkout”



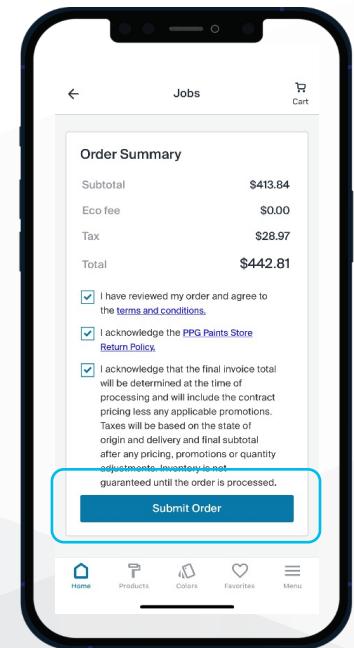
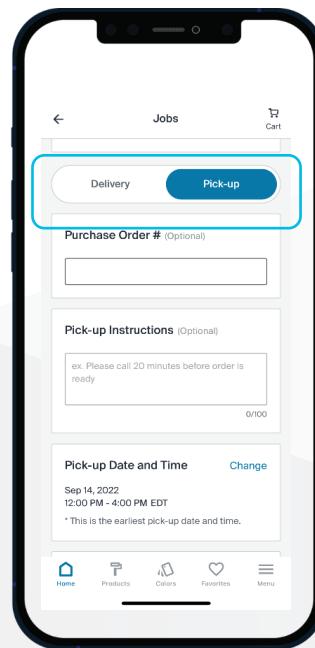
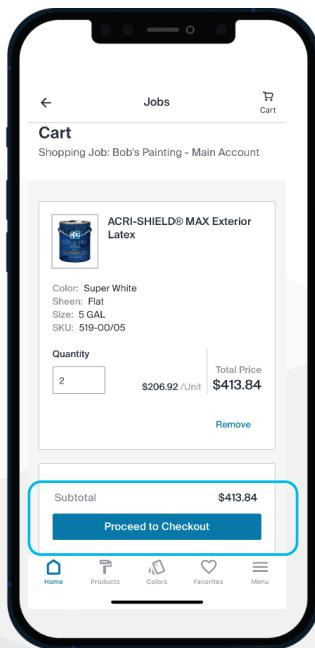
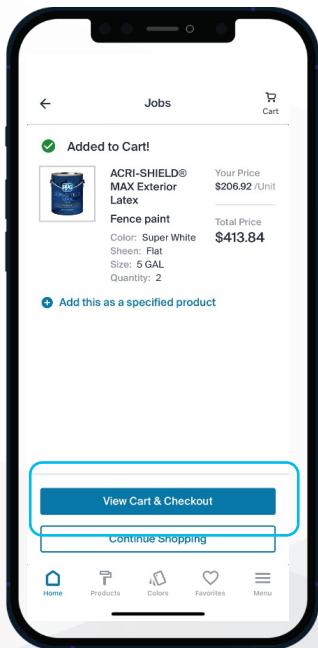
After the product is added to your cart, you can adjust the quantity or remove a product. Once finalized, click “Proceed to Checkout”.



On the “Review Order” screen, select “Delivery” or “Pickup”, validate the delivery/pickup location, and fill out the delivery/pickup contact details. Note, you can also select the delivery date and time.



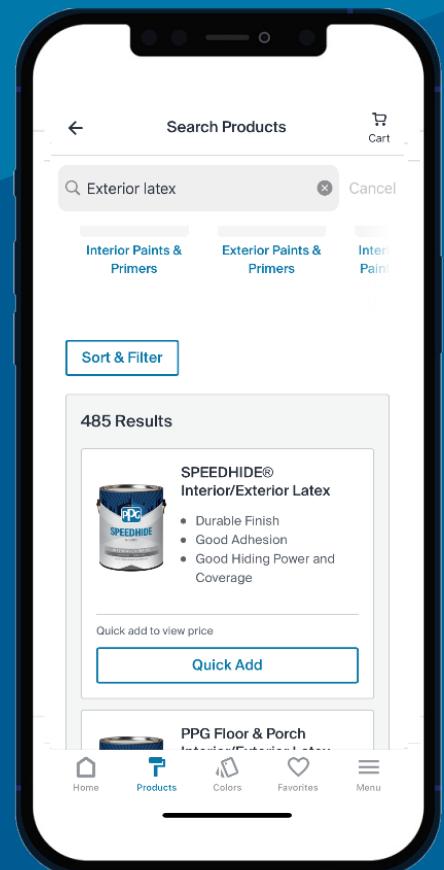
Scroll down, check off the agreements and acknowledgements and tap on “Submit Order”



Access the training video for this document by clicking [here](#)



# HOW TO SEARCH AND SHOP FOR PRODUCTS



# HOW TO SEARCH & SHOP FOR PRODUCTS USING THE CATALOG

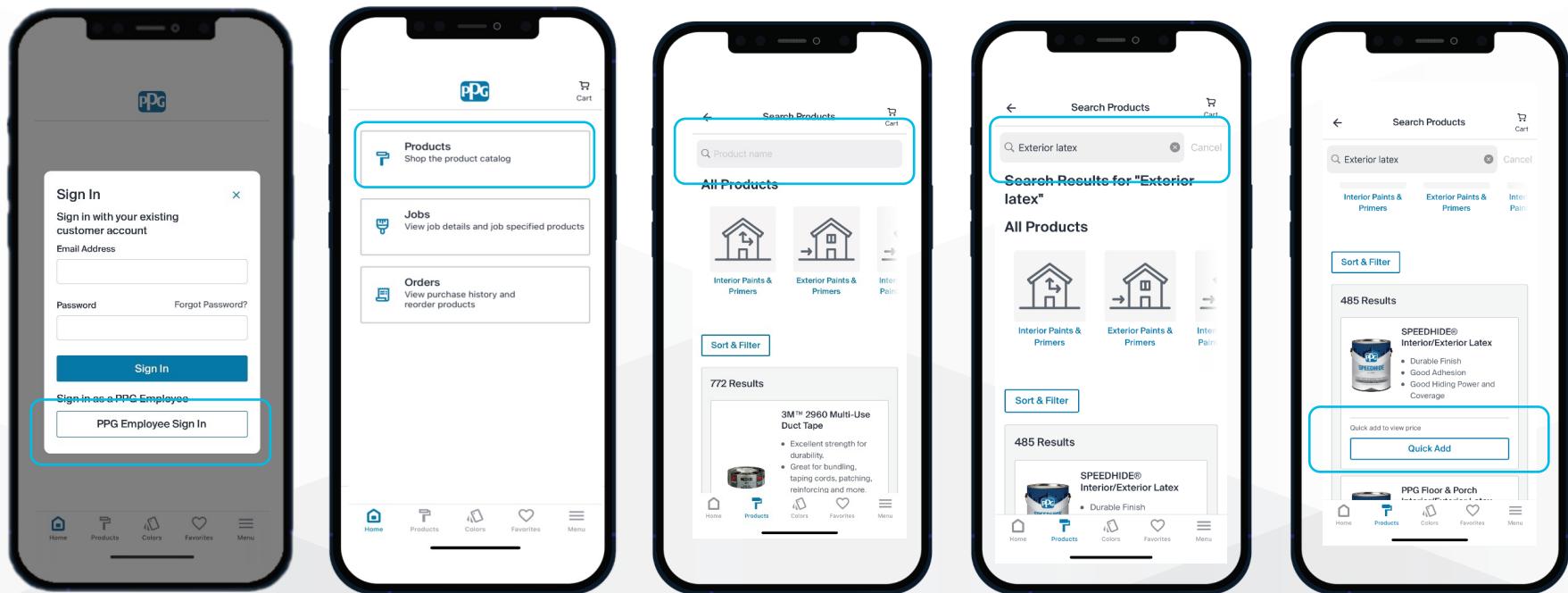
From your phone's home screen, launch the PPG Paints App and tap on "PPG Employee Sign In"

After launching the App, log in. On the home screen, select "Products"

At the top of the screen tap "Search Products"

From here, use the search bar to search by product name, sort & filter, or search by product type.

Review the search results, find the product you want to purchase, then tap "Quick Add"



Access the training video for this document by clicking [here](#)



# HOW TO SEARCH & SHOP FOR PRODUCTS USING THE CATALOG CONT.

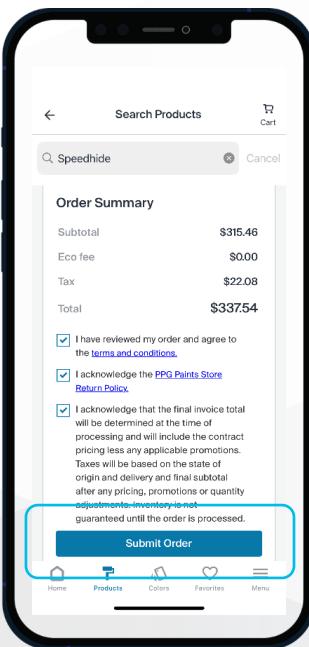
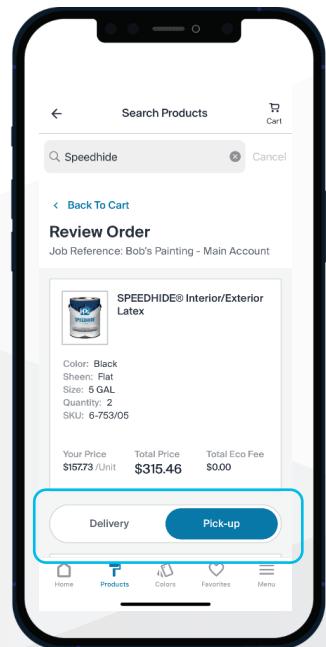
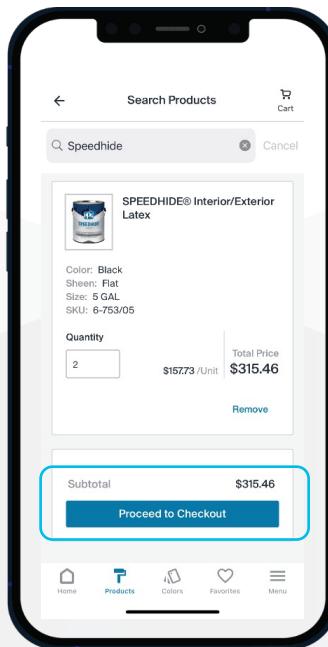
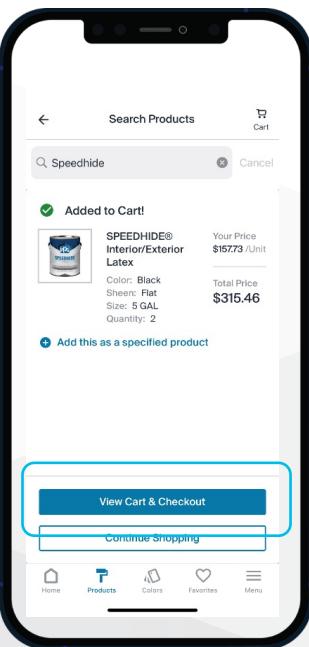
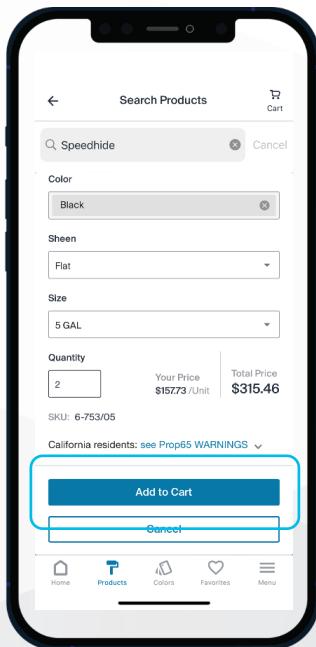
On the product screen page enter the “Billed to / Job” data, select the color, sheen, size and the quantity then tap “Add to Cart”

The product will be added to your cart, then tap “View Cart & Checkout”

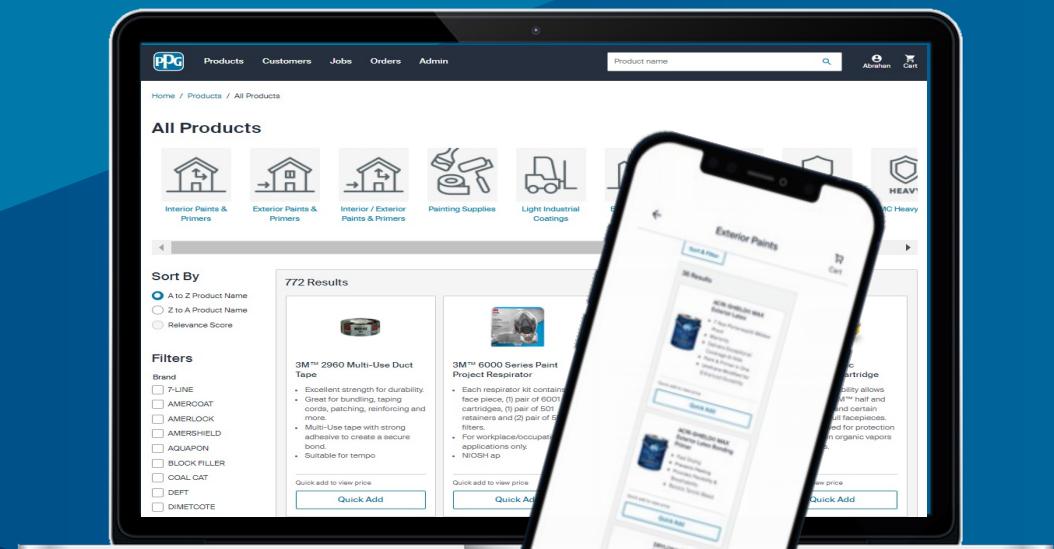
After the product is added to your cart, you can adjust quantity or remove a product on this screen. Click “Proceed to Checkout”

On the “Review Order” screen, select “Delivery” or “Pickup”, validate the delivery/pickup location, and fill out the delivery/pickup contact details. Note, you can also select the delivery date and time

Scroll down, check off the agreements and acknowledgments and tap on “Submit Order”

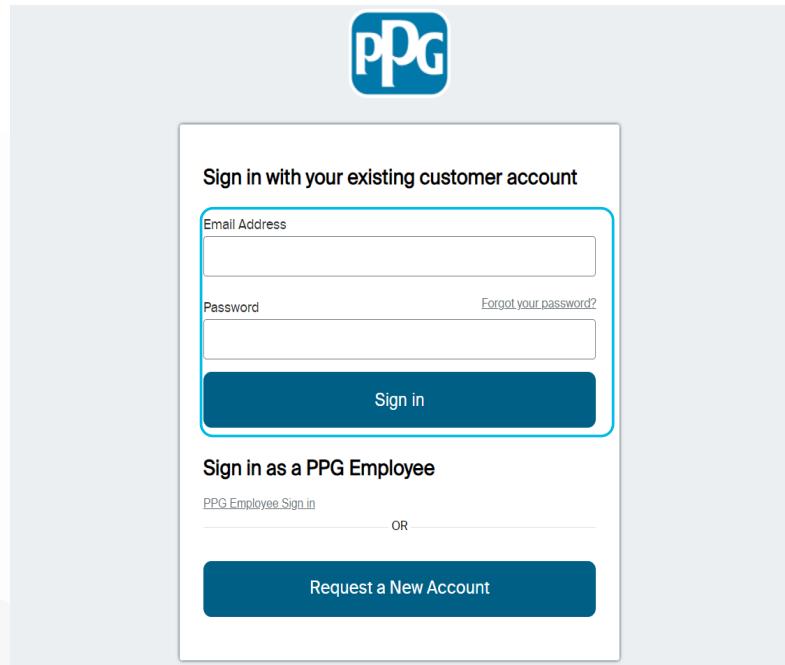


# HOW TO ORDER A CUSTOM COLOR

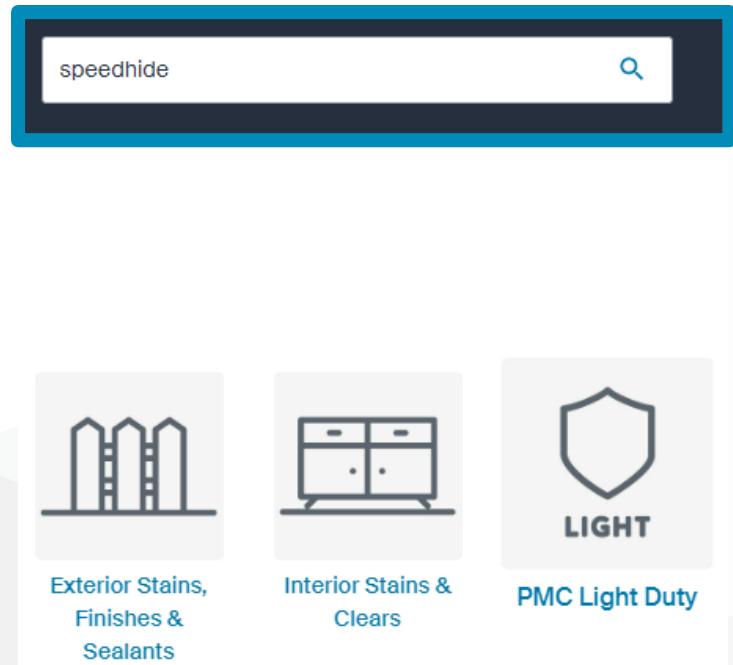


# HOW TO ORDER A CUSTOM COLOR

Visit [pro.ppgpaints.com](http://pro.ppgpaints.com) and click on “Sign in as a PPG Employee”



After logging in, click on the search bar and enter the product name or use the product categories to navigate to your product of choice.



Access the training video for this document by clicking [here](#)



# HOW TO ORDER A CUSTOM COLOR CONT.

Within the search results, find the product you want to add then click on "Quick Add"



Under Color, type the custom color name with the word "Custom" before the name. Click "Confirm," and select the Sheen, Size, and Quantity, then click "Add to Cart"

SPEEDHIDE® Interior Latex

- Excellent Hiding Power and Coverage
- Good Color and Sheen Uniformity
- Good Film Build and Sag Resistance

Data Sheets

Quick add to view price

**Quick Add**

## SPEEDHIDE® Interior Latex



Billed to / Job

Bob's Painting - Main Account - 317110070000

Color

Custom Ponytail from Splash painting

If you can't find the color you are looking for, please add the word "Custom" and provide as much info as possible (brand, color, number, etc.).

Custom Ponytail from Splash painting

Select size

Quantity

Qty

Access the training video for this document by clicking [here](#)



# HOW TO ORDER A CUSTOM COLOR CONT.

On this screen, view details of the custom color, sheen, size, and quantity. You have the option to add the product as a specified product. After reviewing the details, click on "View Cart & Checkout"



On the "Cart" screen, view the order details. You can edit the quantity or remove products. After reviewing the details, click on "Proceed to Checkout"

**Added to Cart!**

SPEEDHIDE® Interior Latex

Color: Custom Ponytail from Splash painting  
Sheen: Flat  
Size: 5 GAL  
Quantity: 1

Your Price  
\$133.98 /Unit

Total Price  
**\$133.98**

Custom colors are subject to product parameters. Pricing may be adjusted in-store based on your selections.

[+ Add this as a specified product](#)

[Continue Shopping](#) [View Cart & Checkout](#)

Products Jobs Orders  Bob

Home / Cart

**Cart**  
Shopping Job: Bob's Painting - Main Account

Product	Quantity	Price
SPEEDHIDE® Interior Latex	1	\$133.98 /Unit
		<b>Total Price \$133.98</b>

Custom colors are subject to product parameters. Pricing may be adjusted in-store based on your selections.

[Remove](#) [Proceed to Checkout](#)

Access the training video for this document by clicking [here](#)



# HOW TO ORDER A CUSTOM COLOR CONT.

On the “Checkout” screen, confirm the order details. Select “Delivery” or “Pick-up”, add delivery instructions, change the Delivery Date and Time/Pick-up Date and Time, Delivery Location/Pick-up Location, Order Delivered From, or Delivery Contact/Pick-up Contact.



Click on the three checkboxes acknowledging you reviewed your order, the store return policy, and the final invoice total, then click on “Submit Order”.

## Review Order

Job Reference: Bob's Painting - Main Account

The screenshot shows the 'Review Order' screen of the PPG Paints App. At the top left is a thumbnail of a paint can labeled 'SPEEDHIDE® Interior Latex'. To its right, the product details are listed: 'Color: Custom Penitail from Splash painting', 'Sheen: Flat', 'Size: 5 GAL', and 'Quantity: 1'. Next to these is the 'Your Price \$133.98 /Unit' and 'Total Price \$133.98'. Below this, 'Total Eco Fee \$0.00' is shown. A note states: 'Custom colors are subject to contract parameters. Pricing may be different than store based on your selections.' On the right side of the screen, there are four sections: 'Delivery' (selected), 'Purchase Order # (Optional)', 'Pick-up Instructions (Optional)', and 'Order Summary'. The 'Delivery' section includes fields for 'Purchase Order #' and 'Pick-up Instructions'. The 'Order Summary' section shows the subtotal (\$133.98), eco fee (\$0.00), tax (\$9.38), and total (\$143.36). At the bottom right is a large blue 'Submit Order' button. Above the 'Submit Order' button are three checkboxes with checked boxes:

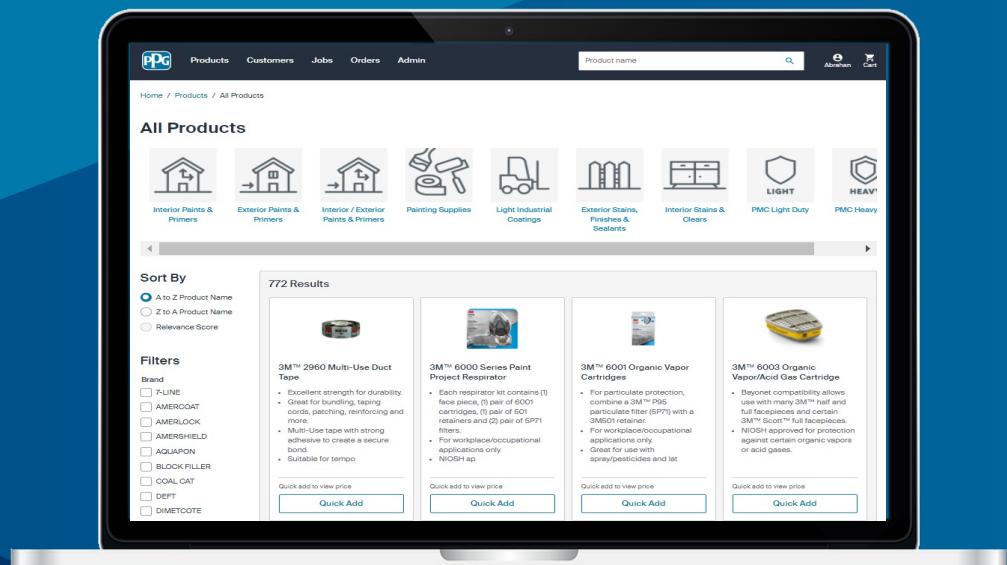
- I have reviewed my order and agree to the [terms and conditions](#).
- I acknowledge the [PPG Paints Store Return Policy](#).
- I acknowledge that the final invoice total will be determined at the time of processing and will include the contract pricing fees, any applicable promotions. Taxes will be based on the state of origin and delivery and final subtotal after any pricing, promotions or quantity adjustments. Inventory is not guaranteed until the order is processed.

Note: No color tint formulas are stored in the PPG Paints App. The store will look-up purchase history to select the correct tint formula. If the customer has never ordered the custom color before, the store may call to confirm the color details. The tint base chosen when ordering a custom color is the white base, but the store can change the base once they receive the order. The order confirmation will show the custom color in red, flagging the store to check the base.

Access the training video for this document by clicking [here](#)



# HOW TO ADD A JOB NAME



# HOW TO ADD A JOB NAME ON PPG PAINTS APP (BROWSER)

Visit [pro.ppgpaints.com](http://pro.ppgpaints.com). Click "Sign in as a PPG Employee"



Navigate to the "Jobs" tab on the upper part of the screen.



\*Select "Add New Job Name"

The screenshot shows the sign-in interface for the PPG Paints app. It features a header with the PPG logo. Below it, there are fields for 'Email Address' and 'Password', with a 'Forgot your password?' link. A large blue 'Sign in' button is centered. At the bottom, there's a section for 'Sign in as a PPG Employee' with a 'PPG Employee Sign in' link, an 'OR' separator, and a blue 'Request a New Account' button.

The screenshot shows the 'Jobs' tab selected in the navigation bar. The page title is 'Jobs'. It includes a search bar at the top. Below it is a table with three columns: 'Job name', 'Account #', and 'Actions'. A blue button labeled '+ Add New Job Name' is located in the top right corner of the table area. The entire 'Jobs' tab section is highlighted with a blue box.

Job name	Account #	Actions
----------	-----------	---------

\*Job names are a name that can be main account billed to or job account billed to. We are adding this functionality because we were asked by reps and customers to not have only a PO number but an area for a PO name and job name. This way, they can organize their orders by their specific job name. It helps keeps everything organized for them.



# HOW TO ADD A JOB NAME ON PPG PAINTS APP (BROWSER) CONT.

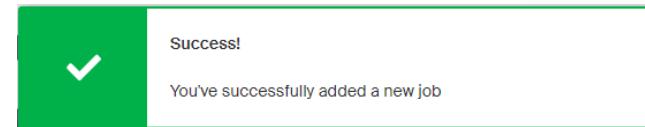
Select the “Billed To/Job” and enter the  
“New Job Name”



Select “Add New Job Name”.

The screenshot shows the PPG Paints app's 'Jobs' section. On the left, there's a search bar and a table with columns for 'Job name' and other details. On the right, a modal window titled 'Add New Job Name' is open. It contains the following information:

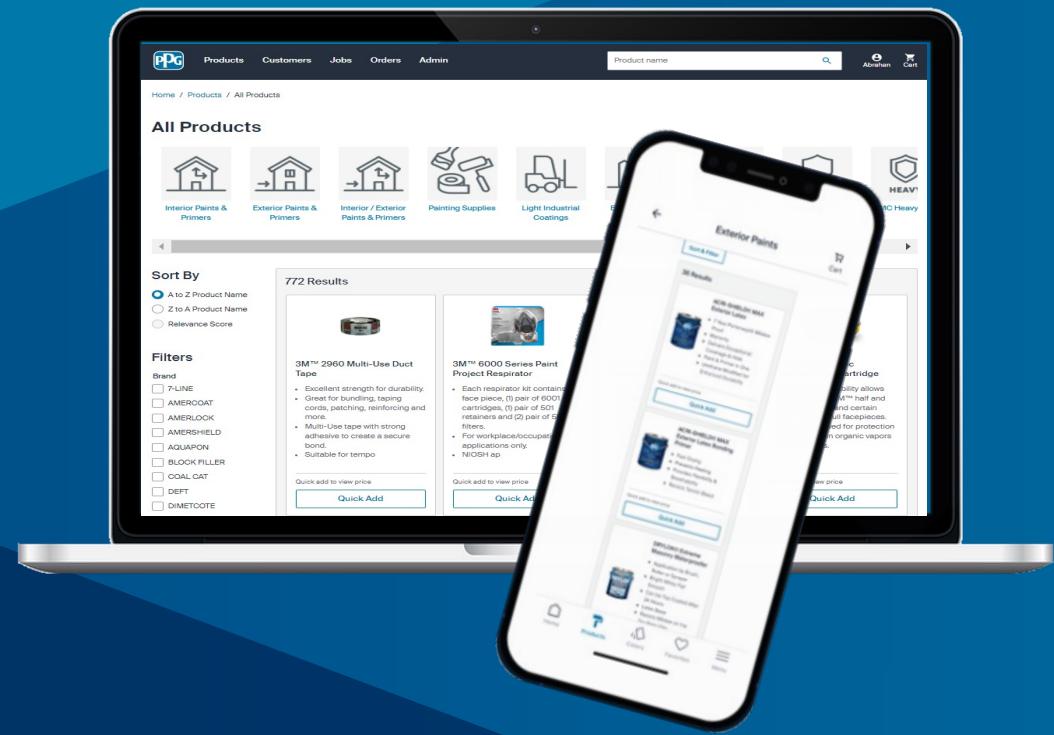
- A note: "Your New Job will inherit the following attributes from Billed To / Job that you select:" followed by a bulleted list:
  - Account Number
  - Default Contacts
  - Addresses
- A dropdown menu labeled "Select Billed To / Job" with the option "Apartment Complex" selected.
- A text input field labeled "New Job Name" containing "Second Kitchen Job".
- A note at the bottom: "You are creating a new job."
- Two buttons at the bottom: "Cancel" and "Add New Job Name".



Access the training video for this document by clicking [here](#)



# HOW TO ADD AND DELETE A SPECIFIED PRODUCT



# HOW TO ADD AND DELETE A SPECIFIED PRODUCT

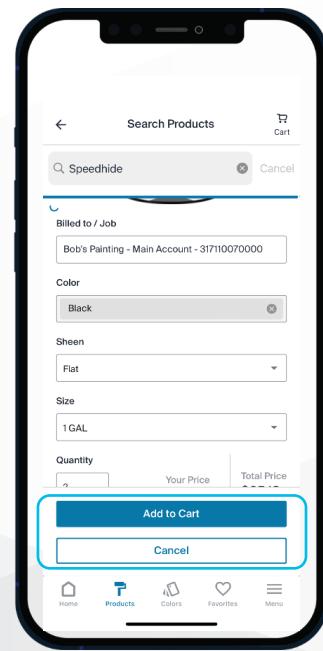
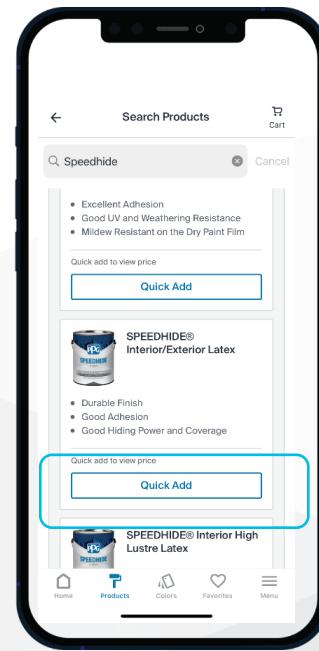
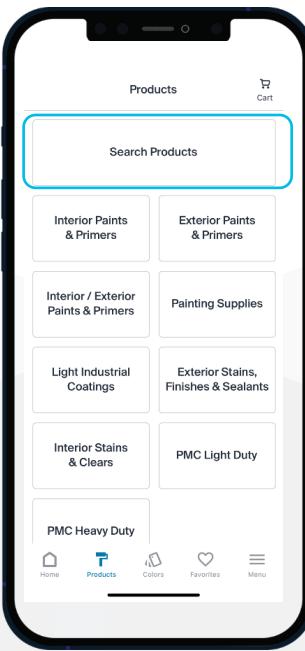
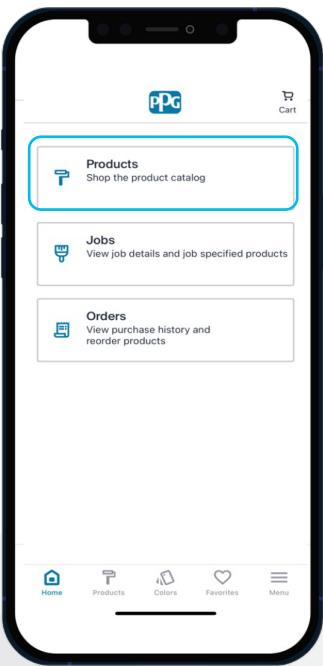
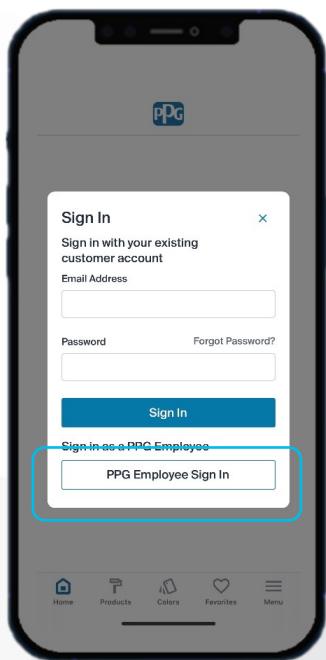
From your phone's home screen, launch the PPG paints App and tap on "PPG Employee Sign In"

Once you are logged in, tap on "Products".

Search for a product by name by tapping "Search Products" or by tapping on one of the different categories.

Once you find the product you want to add, tap on "Quick Add".

On this screen, select the Billed to/Job, then enter the color, sheen, size (if applicable) and quantity. Click "Add to Cart".



# HOW TO ADD AND DELETE A SPECIFIED PRODUCT CONT.

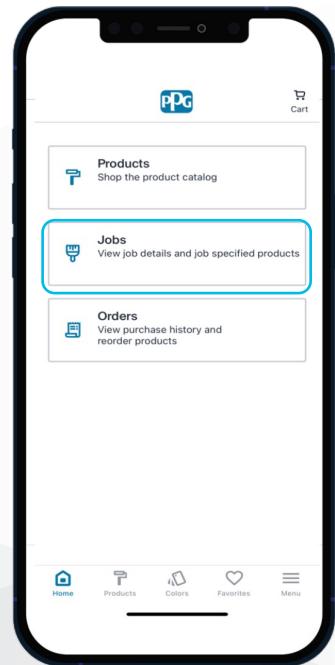
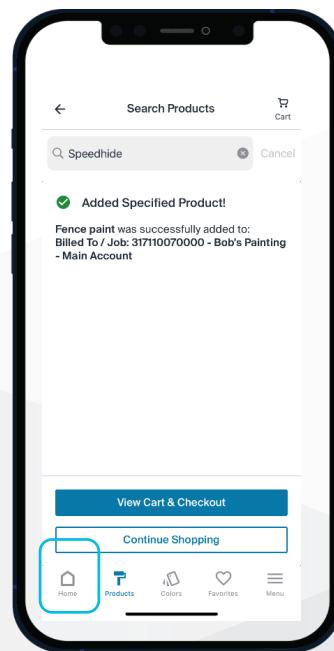
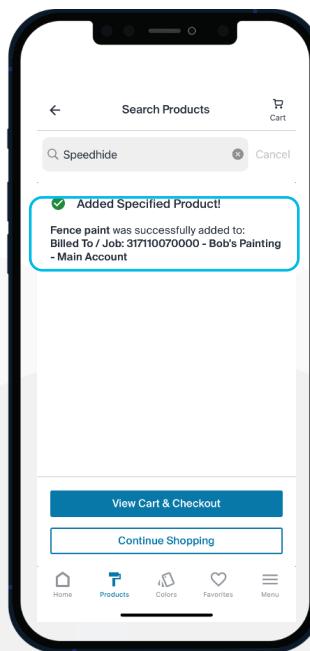
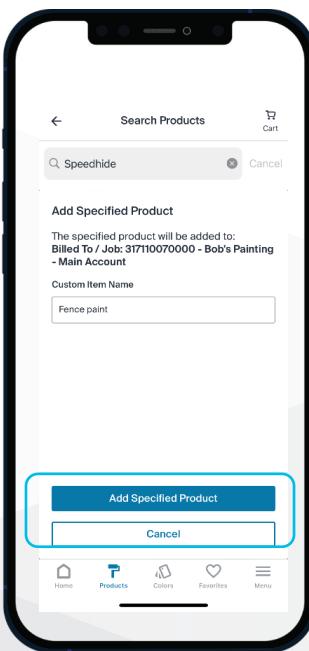
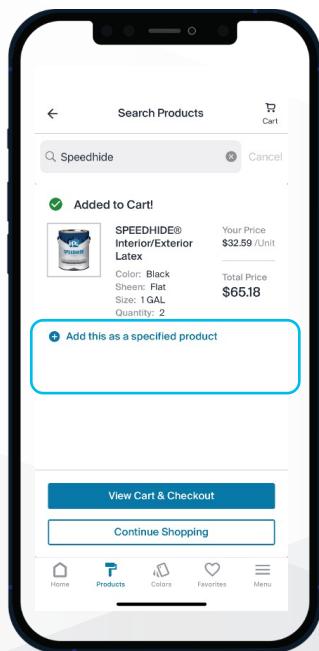
The product will be added to your cart. Then tap on "Add this as a specified product".

On this screen, enter the "Custom Item Name" and then tap on "Add Specified Product".

You will get a notification stating you added the specified product to the job. You then have the option to "View Cart & Checkout" or "Continue Shopping".

To delete a specified product, tap the Home button at the bottom of the screen.

Tap on "Jobs"



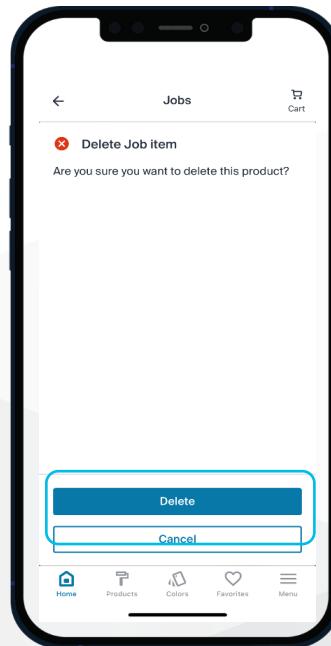
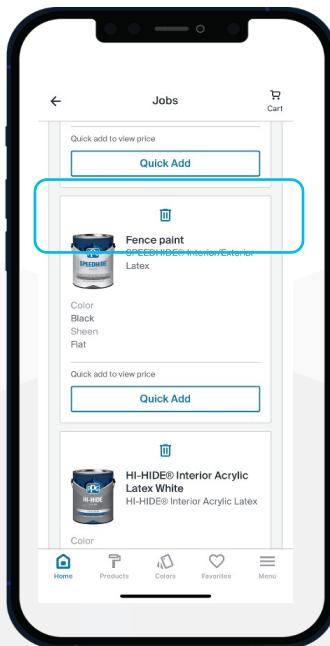
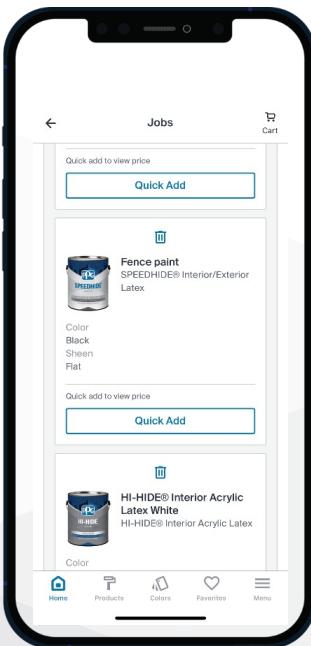
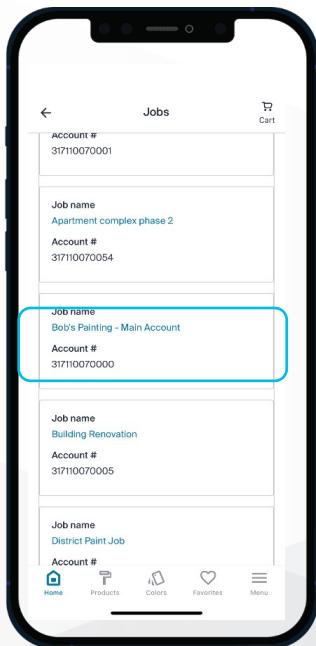
# HOW TO ADD AND DELETE A SPECIFIED PRODUCT CONT.

The product will be added to your cart. Then tap on "Add this as a specified product".

On this screen, enter the "Custom Item Name" and then tap on "Add Specified Product".

You will get a notification stating you added the specified product to the job. You then have the option to "View Cart & Checkout" or "Continue Shopping".

To delete a specified product, tap the Home button at the bottom of the screen.

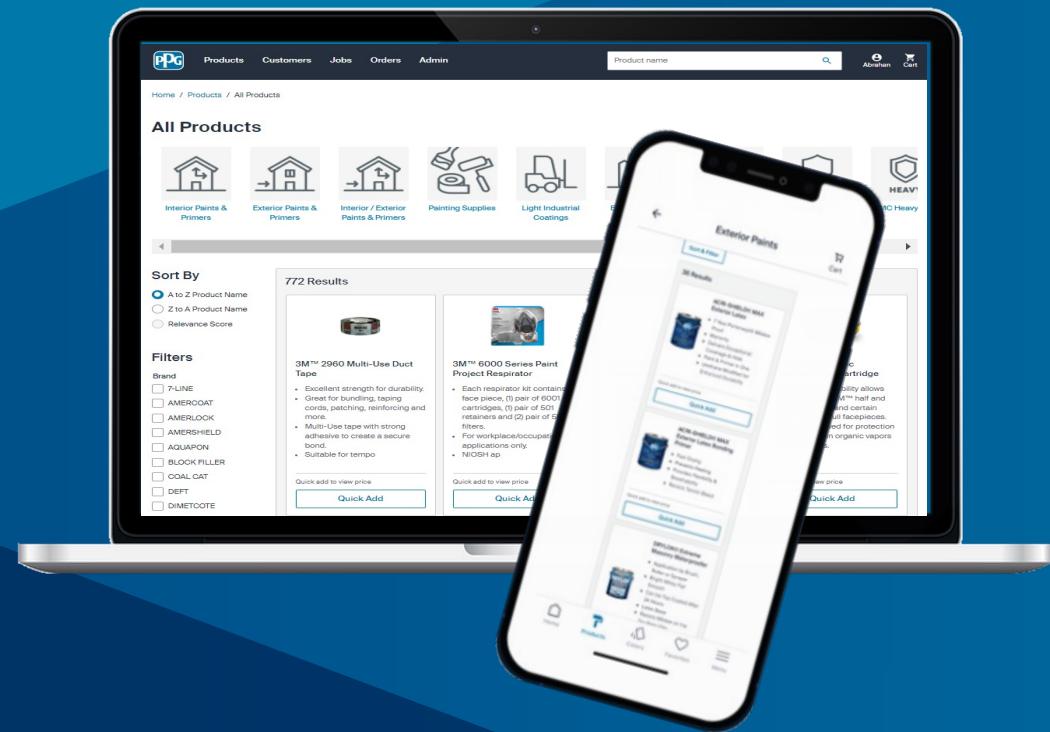


Note: The specified product is also known as the customer shopping list. The list is there for products that will be ordered repeatedly and is great for maintenance, commercial, and residential repaint customers. The Custom Item Name is also known as the Reference Name. It is whatever the customer refers to the product as and makes it easier to identify the product for the correct order. Putting those reference names allows the customer to be confident that their order will be fulfilled correctly.

Access the training video for this document by clicking [here](#)



# HOW TO ADD A USER TO A CUSTOMER ACCOUNT



# HOW TO ADD A USER TO A CUSTOMER ACCOUNT

After you are logged in, click on “Customers”.



Find the customer you would like to add a user to by using the search box. Once you find the customer, click on their name.

The screenshot shows the PPG website's navigation bar with 'Products', 'Customers' (highlighted in blue), 'Jobs', and 'Orders'. Below the navigation is a search bar with 'Product name' and a magnifying glass icon. To the right are links for 'US' and 'Cart'. The main content area is titled 'All Products' and features several product categories with icons: Interior Paints & Primers, Exterior Paints & Primers, Interior / Exterior Paints & Primers, Painting Supplies, Light Industrial Coatings, Exterior Stains, Finishes & Sealants, Interior Stains & Clears, PMC Light Duty, and PMC Heavy D. Below this is a sorting section with 'Sort By' options (A to Z Product Name, Z to A Product Name, Relevance Score) and a 'Filters' section with brand names like 7-LINE, AMERICOAT, AMERLOCK, AMERSHIELD, AQUAPON, BLOCK FILLER, COAL CAT, DEFT, and DIMECOTE. The main search results area shows 778 results for '3M™ 2960 Multi-Use Duct Tape', '3M™ 6000 Series Paint Project Respirator', '3M™ 6001 Organic Vapor Cartridges', and '3M™ 6003 Organic Vapor/Acid Gas Cartridge'. Each result includes a small image, a brief description, and a 'Quick Add' button.

The screenshot shows the 'Customers' page from the PPG website. The navigation bar is identical to the previous page. The main content area is titled 'Customers' and features a search bar with 'bobs' typed into it. Below the search bar is a table with columns for Customer name, Phone #, Street, City, State, E-mail, and Trade Elite. One row in the table represents 'Bob's Painting' with details: 123456789, 123 Main St, Pittsburgh, Pennsylvania, bob@bobspainting.com, and Trade Elite checked. At the bottom of the page are pagination controls showing '1-1 of 1 items' and 'Items per page: 20'. The footer contains the PPG logo, contact information, and legal notices.

Access the training video for this document by clicking [here](#)



# HOW TO ADD A USER TO A CUSTOMER ACCOUNT CONT.

Click on the Users tab, then click on “Add New User”.



Fill out the user information (e-mail, name, phone number, etc.) and select their role (user, manager or admin).

The screenshot shows the 'Bob's Painting' software interface. At the top, there is a navigation bar with links for Products, Customers, Jobs, Orders, and a search bar for 'Product name'. Below the navigation bar is a header for 'Bob's Painting' with a 'View Customer Details' link. The main area has tabs for Jobs, Orders, and Users, with the Users tab currently selected. A table lists eight users with columns for First Name, Last Name, Email, Phone #, Role, and Actions. An 'Add New User' button is located at the top right of the user list. The entire 'Add New User' button is highlighted with a blue box.

## Add New User

### User Information

The screenshot shows the 'Add New User' form. The 'User Information' section contains the following fields:

- E-mail: bottlegreen715@bluehotmail.com
- User Name: bottlegreen715@bluehotmail.com
- First Name: John
- Last Name: Moxley
- Country: United States

Below these fields is a note: "If the region you want is unavailable, please contact us".  
The 'Jobs' section is collapsed.  
At the bottom are 'Cancel' and 'Submit' buttons.

Access the training video for this document by clicking [here](#)



# HOW TO ADD A USER TO A CUSTOMER ACCOUNT CONT.

Click on “Jobs” and select the jobs you need to include this user on (Note: Do not select “Needs Approval” or “Primary Manager.”) Then click “Submit”.



The user is added and you will get a notification that the user request is created.

Add New User

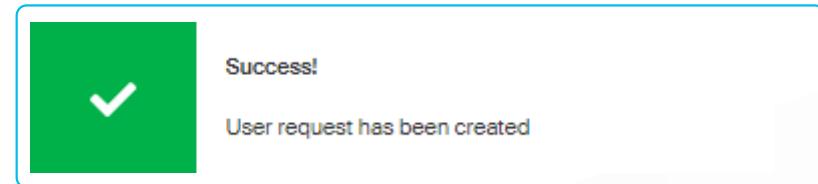
User Information

Jobs

Job	Account #	Include In Job	Can Order	Needs Approval	Primary Manager
Apartme nt Buildi ng	317110070003	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Apartme nt Comp lex Main tenance	317110070001	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bob's Pa inting - Main Ac count	317110070000	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building Renovati on	317110070005	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exterior Repaint Job	317110070000	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

New On

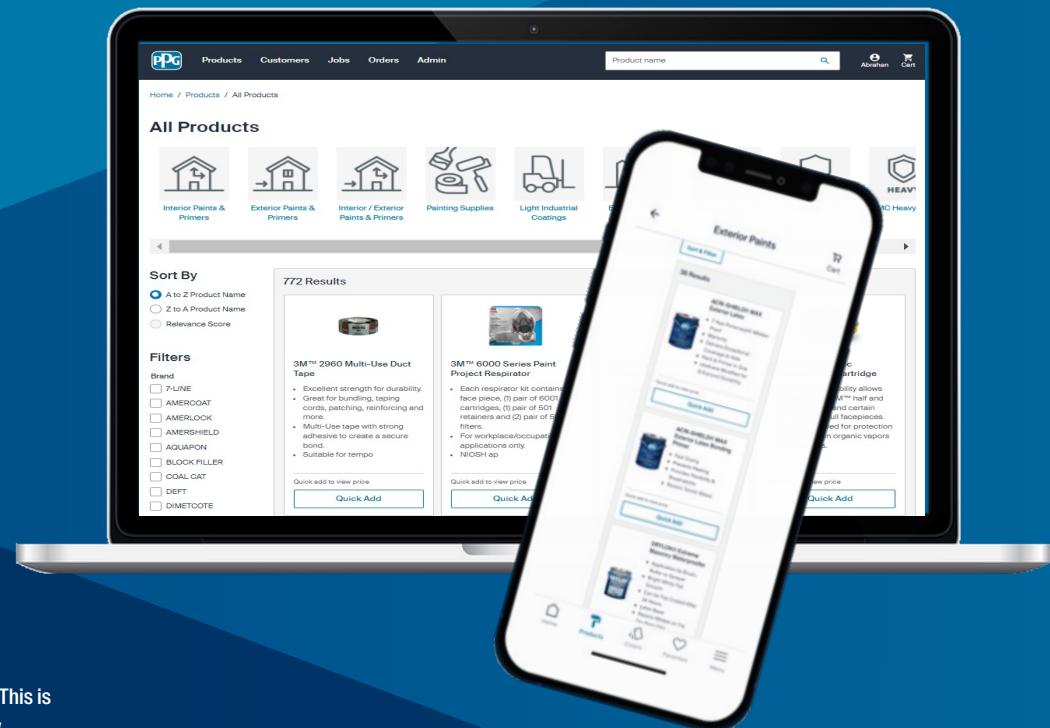
[Cancel](#) [Submit](#)



Access the training video for this document by clicking [here](#)



# HOW TO ADD A JOB ACCOUNT TO A CURRENT CUSTOMER



\*This training will show you how to use the job name function to add a job account. This is a temporary workaround until reps are given the ability to add job accounts directly.

# HOW TO ADD A JOB ACCOUNT TO A CURRENT CUSTOMER

Visit [pro.ppgpaints.com](http://pro.ppgpaints.com). Click on “Sign in as a PPG Employee”.



After logging in, click on “Jobs”

Sign in with your existing customer account

Email Address

Password [Forgot your password?](#)

**Sign in**

Sign in as a PPG Employee

[PPG Employee Sign in](#)

OR

**Request a New Account**

Contact Us

Products Customers **Jobs** Orders

Product name

Home / Products / All Products

All Products

Interior Paints & Primers    Exterior Paints & Primers    Interior / Exterior Paints & Primers    Painting Supplies    Light Industrial Coatings    Exterior Stains, Finishes & Sealants    Interior Stains & Clears    PMC Light Duty    PMC Heavy D

Sort By

A to Z Product Name  
 Z to A Product Name  
 Relevance Score

Filters

Brand

778 Results

3M™ 2960 Multi-Use Duct Tape    3M™ 6000 Series Paint Project Respirator    3M™ 6001 Organic Vapor Cartridges    3M™ 6003 Organic Vapor/Acid Gas Cartridge

Access the training video for this document by clicking [here](#)



# HOW TO ADD A JOB ACCOUNT TO A CURRENT CUSTOMER CONT.

Click on “Add New Job Name”.



Select the main account as the Billed to / Job. Enter the job account name into the “New Job Name” section. Click on “Add New Job Name”. This will add the job account using the main account number.

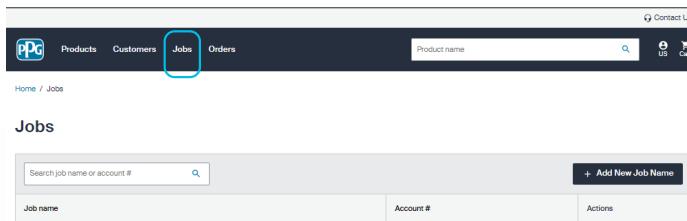
The screenshot shows the PPG software interface. On the left, the 'Jobs' screen displays a table with columns for 'Job name', 'Account #', and 'Actions'. A search bar at the top left and a 'Contact Us' button at the top right are also visible. A blue rectangular callout highlights the '+ Add New Job Name' button in the top right corner of the 'Jobs' screen. On the right, a modal window titled 'Add New Job Name' is open. It contains the following text: 'Your New Job will inherit the following attributes from Billed To / Job that you select:' followed by a bulleted list: '• Account Number', '• Default Contacts', and '• Addresses'. Below this is a section titled 'Select Billed To / Job' with a dropdown menu showing 'Bob's Painting - Main Account'. The 'New Job Name' field is populated with 'Apartment Building'. A note below the field says 'You are creating a new job name.' At the bottom of the modal are two buttons: 'Cancel' and 'Add New Job Name', with the latter also highlighted by a blue rectangular callout.

Access the training video for this document by clicking [here](#)



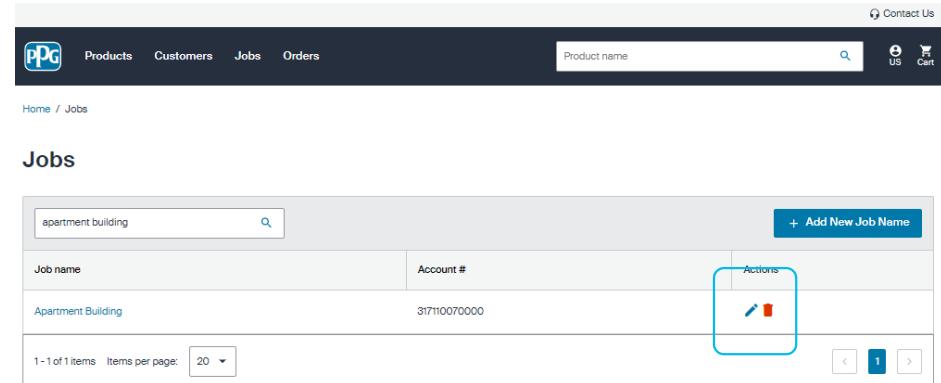
# HOW TO ADD A JOB ACCOUNT TO A CURRENT CUSTOMER CONT.

Update the job account with the correct job account number by clicking “Jobs” at the top of the screen.



The screenshot shows the PPG website's navigation bar with links for Products, Customers, **Jobs**, and Orders. Below the navigation is a search bar labeled "Product name" with a magnifying glass icon. To the right of the search bar are icons for Contact Us, a shopping cart, and user authentication. The main content area is titled "Jobs" and contains a search bar labeled "Search job name or account #". Below the search bar is a table with columns for "Job name", "Account #", and "Actions". A blue box highlights the "Jobs" link in the navigation bar.

Find the job account you just added by using the search bar. Once you find the job account, click the “Edit” button.



The screenshot shows the same PPG website interface as the previous one, but with a search term "apartment building" entered into the search bar. The search results table shows one item: "Apartment Building" with Account # "317110070000". The "Actions" column for this item has a blue box around it, highlighting the edit icon (pencil).

Access the training video for this document by clicking [here](#)



# HOW TO ADD A JOB ACCOUNT TO A CURRENT CUSTOMER CONT.

Scroll down to the “Account #” field and enter the job account number for that job.



Scroll down and validate or edit the information for “Assigned Addresses” and “Assigned Users”, then click “Submit”.

**Bob's Painting**  
View Customer Details

Jobs Orders Users

### Edit Job Apartment Building

1 Jobs Info

* Job Name Apartment Building
PO #
Job #
* Account # 317110070000
Job Region: United States
* PPG Sales Rep: US Rep
<input type="checkbox"/> This job serves as a House Account

Contact Us

Product name

Bob's Painting  
View Customer Details

Jobs Orders Users

### Edit Job Apartment Building

1 Jobs Info

2 Assigned Addresses

3 Assigned Users

First Name	Last Name	Email	Phone #	Role	Include In Job	Can Order	Needs Approval	Primary Manager
Bob	Painter	bob@bobspainting.com	123456789	Admin	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Total items: 1

Back  Submit

Access the training video for this document by clicking [here](#)

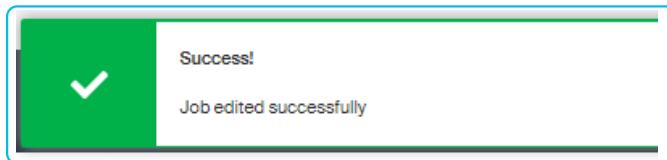


# HOW TO ADD A JOB ACCOUNT TO A CURRENT CUSTOMER CONT.

You will get a notification that the job was successfully edited.



Click on “Jobs” to see the job account you just created listed with the correct job account number.



Screenshot of the PPG software interface showing the 'Jobs' tab selected. The page title is 'Bob's Painting'. A table lists five job accounts, with the first one, 'Apartment Building', highlighted by a blue box. The table columns are 'Job name', 'Account #', and 'Actions' (with edit and delete icons).

Job name	Account #	Actions
Apartment Building	317110070003	
Apartment Complex Maintenance	317110070001	
Bob's Painting - Main Account	317110070000	
Exterior Repaint Job	317110070000	
New Construction Job	317110070002	

Access the training video for this document by clicking [here](#)



**TO LEARN ABOUT PPG, FIND A LOCATION NEAR YOU, OR SIGN-UP FOR ONLINE ORDERING,  
PLEASE VISIT [PPGPAINTS.COM](http://PPGPAINTS.COM) OR [PRO.PPGPAINTS.COM](http://PRO.PPGPAINTS.COM).**

