



# DiB & MOCE Same-day Pickup

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WHAT DOES IT MEAN FOR YOU?

# Do it Best / MOCE

WHO WE ARE



Traditional / Digital Marketing  
Full-service agency Since 1998



Ecommerce business since 2001  
Nearly \$1B in transactions on the platform



Preferred Partner for Member websites past 3 years  
oDash - Digital Dashboard

# What is BOPIS?

## **BOPIS**

BUY ONLINE PICKUP IN STORE

## **SDP**

SAME-DAY PICKUP

## **CLICK & COLLECT**

BUY ONLINE / PICK UP

## **CURBSIDE PICKUP**

BUY ONLINE, PICKUP CURBSIDE



# Importance of BOPIS

## What Consumers Like The Most About BOPIS



**24.5%**

of shoppers will choose to shop local over Amazon if BOPIS options are efficient

**56%**

of consumers used click-and-collect services 6+ times in the last 12 months

**70%**

of shoppers say BOPIS improves their shopping experience



## What is has MOCE been doing?

MOCE has been partnering with Do it Best and POS Providers:

- Do it Best SKU's quantity on hand displayed to shoppers (67k+)
- Non-DiB SKU's displayed with member uploads (12k)
- RSC - Drop Ship Category SKU's (42k)
- Syndigo and MOCE Uploads (25k)

All on a custom-built site tailored to your brand and products

# Today MOCE Professional + DiB

MEMBER CUSTOM SITES w/INVENTORY

The screenshot shows a product page for the Ortho GroundClear 1.33 Gal. Ready To Use Vegetation Killer with Comfort Wand. The page features a navigation bar with the Connolly's Do it Best logo, a search bar, and a store location dropdown for 'CONNOLLY'S - E DUPONT RD' with hours and phone number. The product title is 'Ortho GroundClear 1.33 Gal. Ready To Use Vegetation Killer with Comfort Wand', with model number 0437010. It has a 4.5-star rating from 108 reviews and a 90% recommendation rate. The price is \$29.59, marked down from \$42.99. The page includes a 'Quantity' selector set to 1 and an 'ADD TO CART' button. Shipping options include 'Free Store Pickup' (23 in stock) and 'Ship to Address' (Ground and Expedited shipping available). The pickup location is 'CONNOLLY'S - E DUPONT RD, 515 E. DUPONT, FORT WAYNE, IN 46825 US' with an estimated pickup day of 'TODAY'. A 'Check Inventory at Other Locations' link is also present. A large orange banner on the left side of the page reads 'FALL SAVINGS UP TO 50% OFF Connolly's Do it Best COMMITTED TO BUILDING OUR COMMUNITY' with 'SHOP ONLINE' and 'FALL SAVINGS' buttons. A wooden sign graphic also displays the 'Do it Best' logo. A small video player at the bottom shows the product in use.

**CONNOLLY'S**  
Do it Best  
HARDWARE & RENTAL

CONNOLLY'S - E DUPONT RD  
Open Today: 8:00 AM-7:00 PM  
260-637-1800

Product Search...

Sign In | Cart

Shop by Category | Featured Departments | Services | Rental | DIY Tips & Tricks | Events | About Connolly's | Best Rewards | Careers

## Ortho GroundClear 1.33 Gal. Ready To Use Vegetation Killer with Comfort Wand

1.33G GROUND CLEAR WAND MODEL # 0437010

4.5 108 Reviews [Write a Review](#) 90% of respondents would recommend this to a friend

by [Ortho](#) | Item #701272 | UPC: 00071549437015

~~\$42.99~~  
**\$29.59**

in-store price may vary from online price. Not all products available at all stores.

Quantity: - 1 +

**ADD TO CART**

**Free Store Pickup**  
✓ 23 in stock

**Ship to Address**  
✓ Ground Shipping Available  
✓ Expedited Shipping Available

CONNOLLY'S - E DUPONT RD  
515 E. DUPONT  
FORT WAYNE, IN 46825 US

Estimated pickup day: **TODAY**

[Check Inventory at Other Locations](#)

**FALL SAVINGS UP TO 50% OFF**  
**Connolly's Do it Best**  
COMMITTED TO BUILDING OUR COMMUNITY

[SHOP ONLINE](#) [FALL SAVINGS](#)

CONNOLLY'S  
Do it Best  
HARDWARE & RENTAL

GroundClear 1.33 Gal. Ready To Use Vegetation Killer with Comfort Wand

# Today MOCE Standard + DiB

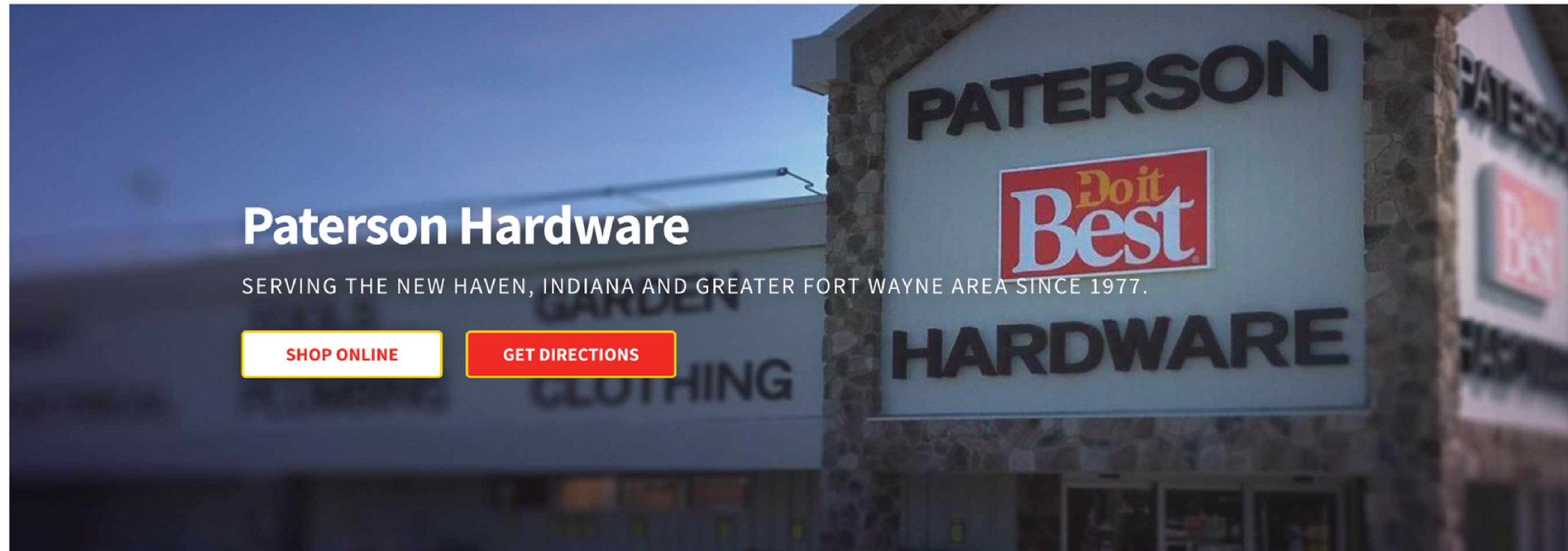
MEMBER CUSTOM SITES - SHIP TO STORE

 **PATERSON DO IT BEST**  
Open Today: 8:00 AM-8:00 PM  
260-493-2111

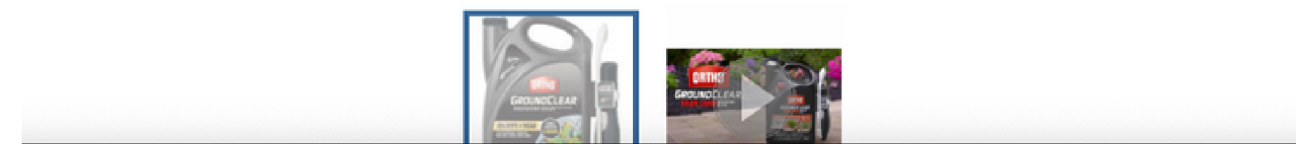
Product Search... 

Sign In  | Cart 

[Shop by Category](#) ▾ [Services](#) [Best Rewards](#) [Departments](#) ▾ [Contact Us](#) [Fasteners](#)



Ortho GroundClear 1.33 Gal. Ready To Use Vegetation Killer with Comfort Wand



Quantity:

- 1 +

**ADD TO CART**

 **Free Store Pickup**

✓ PATERSON DO IT BEST

880 HWY 930 EAST  
NEW HAVEN, IN 46774 US

Estimated pickup day: **10/5/2022**

 **Ship to Address**

✓ Ground Shipping

✓ Expedited Shipping

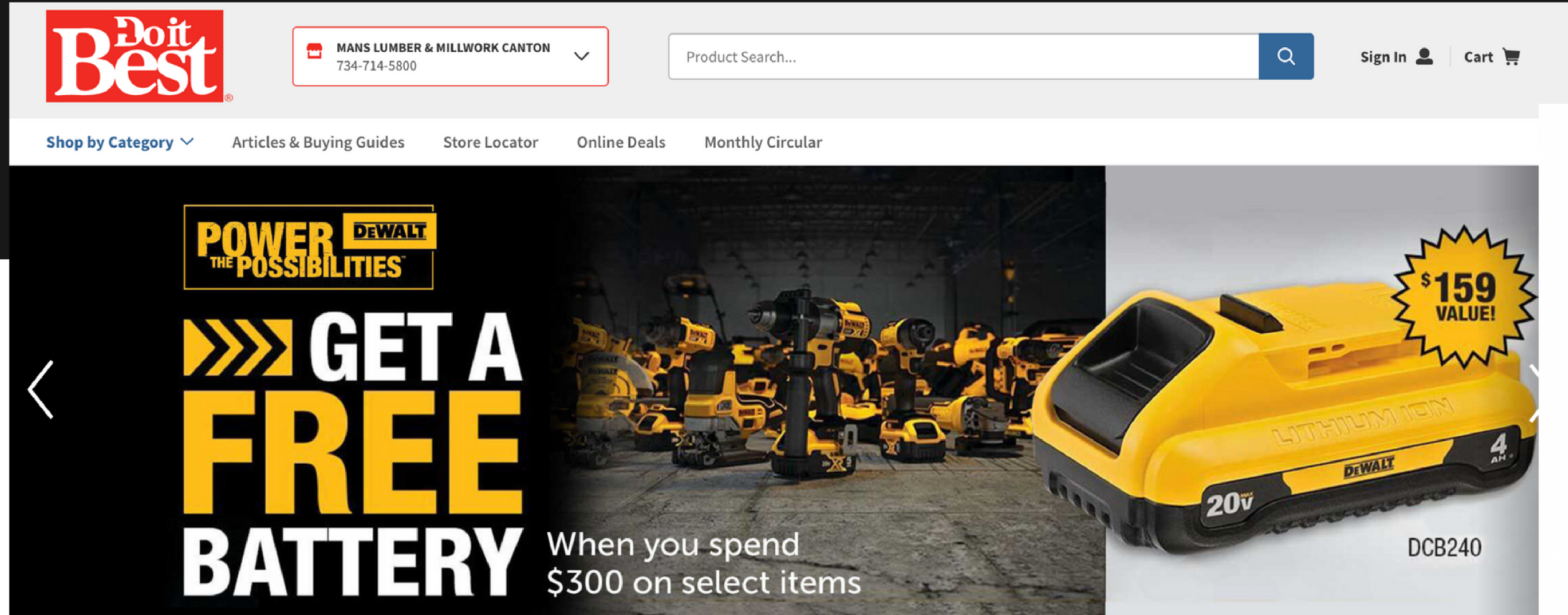
## **The NEW Do it Best BOPIS Plan**

**Do it Best has been investing in DoitBest.com**

**How can you increase your online / in-store sales?**



# The NEW Do it Best BOPIS Plan



Do it Best logo, store location: MANS LUMBER & MILLWORK CANTON, 734-714-5800. Product Search bar, Sign In, Cart.

Shop by Category, Articles & Buying Guides, Store Locator, Online Deals, Monthly Circular.

**POWER THE POSSIBILITIES** **DEWALT**

**GET A FREE BATTERY** When you spend \$300 on select items

**On Sale Now!**

DEWALT 20V LITHIUM ION 4 AH BATTERY DCB240 \$159 VALUE!

## Do it Best Ecommerce

### SAME-DAY PICKUP ON DOITBEST.COM ORDER FORM

Member Store Name: \_\_\_\_\_ Primary Member #: \_\_\_\_\_  
(If additional stores, attach separate list)

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Contact Email: \_\_\_\_\_

Contact Phone: (\_\_\_\_) \_\_\_\_\_ How many store locations? \_\_\_\_\_

Are you currently on the MOCE Ecommerce Program?  Yes  No

If yes, which plan are you on?  Ship to Store  Basic  Standard  Advanced  Professional

What POS (Point-of-Sale System) are you on?  Epicor Eagle  Epicor BisTrack  RockSolid MAX  ECI Spruce  
 ECI RockSolid Classic in the Cloud  ECI Spruce  Paladin  
 Other: \_\_\_\_\_


Are you on the most current version of your POS?  Yes  No  Unknown

	Phase 1	Phase 2	Phase 3
<b>Product prices shown on doitbest.com:</b>	Member's RSC-sourced inventory	Member's RSC-sourced inventory	Member's RSC-sourced inventory AND additional products purchased from other sources.
<b>Inventory shown on doitbest.com</b>	Do it Best Suggested Retail prices, including digital promotions	Member's in-store pricing and promotions	Member's in-store pricing and promotions

An 8% service fee (which covers customer acquisition, credit card processing fees, fraud detection, customer service, etc.) is applied to all same-day pickup orders on doitbest.com. Proceeds are paid monthly via credit to your monthly statement.




~~\$339.99~~  
**\$319.97**  
 Gorilla Carts 10 Cu. Ft. 1500 Lb. Poly Tow-Behind Garden



~~\$9.19~~  
**\$7.50**  
 3M Scotch-Brite Lint Roller (2-Count)



~~\$69.99~~  
**\$39.99**  
 Mustee Litub Utilitub 15 Gallon 18 In. W x 24 In. L



~~\$194.99~~  
**\$149.97**  
 Channellock Standard/Metric 3/8 In. Drive 6-Point



# Doitbest.com

## SHOPPER EXPERIENCE



CONNOLLY'S - E DUPONT RD

Open Today: 8:00 AM-7:00 PM

260-637-1800



- Shopper visits doitbest.com
- Store locator auto-selects location
- Location is based on:
  - Location being "allowed" on device or PC
  - Based on cell towers
- Location may select a competitor DiB store

POWER TOOLS  
THE POSSIBILITIES

▶▶▶ GET A  
**FREE**  
BATTERY

When you spend  
\$300 on select items

On Sale Now!

\$159 VALUE!

DCB240



~~\$339.99~~

**\$319.97**

Gorilla Carts 10 Cu. Ft. 1500  
Lb. Poly Tow-Behind Garden



~~\$9.19~~

**\$7.50**

3M Scotch-Brite Lint Roller (2-  
Count)



~~\$69.99~~

**\$39.99**

Mustee Liltub Utilitub 15  
Gallon 18 In. W x 24 In. L



~~\$194.99~~

**\$149.97**

Channellock Standard/Metric  
3/8 In. Drive 6-Point

Ship to Store / Ship to Address



Mustee Liltub Utilitub 15 Gallon 18 In. W x 24 In. L Laundry Tub

### Mustee Liltub Utilitub 15 Gallon 18 In. W x 24 In. L Laundry Tub

POLY LAUNDRY TUB MODEL # 21F

★★★★★ 5.0 1 Review [Write a Review](#)

✓ 100% of respondents would recommend this to a friend

by [Mustee](#) | Item #464870 | UPC: 00671031005021

**\$39.99** ~~\$69.99~~

In-store price may vary from online price. Not all products available at all stores.

Quantity:

- 1 +

ADD TO CART

#### Free Store Pickup

✓ PATERSON DO IT BEST

880 HWY 930 EAST  
NEW HAVEN, IN 46774 US

Estimated pickup day: 10/5/2022

#### Ship to Address

✓ Ground Shipping Available

✓ Expedited Shipping Available

# Doitbest.com

## CONNOLLY'S - STORE LOCATOR (SAME-DAY PICKUP)

### Do it Best Pricing/Promotions



Mustee Liltub Utilitub 15 Gallon 18 In. W x 24 In. L Laundry Tub

#### Mustee Liltub Utilitub 15 Gallon Laundry Tub

POLYPROPYLENE TUB MODEL # 21F

★★★★★ 5.0 1 Review [Write a Review](#)

by Mustee | Item #464870 | UPC: 0067103.

**\$39.99** ~~\$69.99~~

In-store price may vary from online price. Not

Quantity:

- 1 +

#### Free Store Pickup

✓ CONNOLLY'S - E DUPONT RD

515 E. DUPONT  
FORT WAYNE, IN 46825 US

Estimated pickup day: **10/3/2022**

### QTY on Hand

\$39.99

In-store price may vary from online price. Not all products available at all stores.

Quantity:

- 1 +

ADD TO CART

#### Free Store Pickup

✓ **1 in stock**

CONNOLLY'S - E DUPONT RD

515 E. DUPONT  
FORT WAYNE, IN 46825 US

Estimated pickup day: **TODAY**

#### Ship to Address

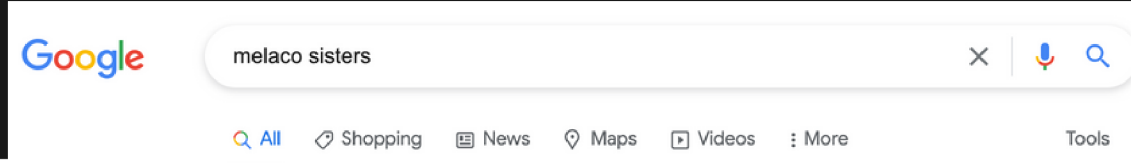
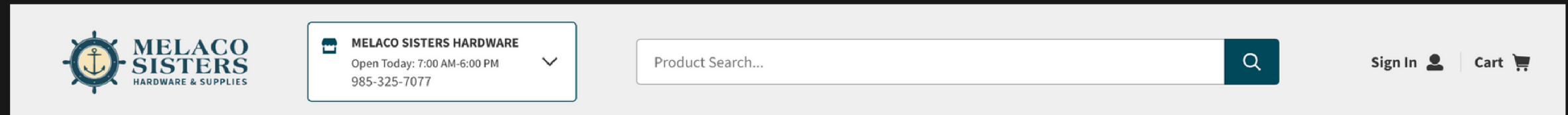
✓ Ground Shipping Available

✓ Expedited Shipping Available



# MOCE: Member-Branded Site

## SHOPPER EXPERIENCE



About 16,600 results (0.57 seconds)

<https://melacosisters.com>

### Melaco Sisters Hardware

Melaco Sisters is a value driven company with core values including, excellent customer service, employee team work, building strong relationships, ...

#### Shop by Category

Start shopping today for all of your home improvement, ...

#### Our Story

Who are the Melaco Sisters? Vanessa Melancon Pierce ...

[More results from melacosisters.com](#)

<https://www.facebook.com/MelacoSisters>

### Melaco Sisters Hardware & Supplies | Facebook

Melaco Sisters Hardware & Supplies, Cut Off, Louisiana. 4128 likes · 4 talking about this · 182 were here. Melaco Sisters Hardware and Supplies.

★★★★★ Rating: 4.8 · 16 votes · Price range: \$\$

<https://m.facebook.com>

### Melaco Sisters Hardware & Supplies - Facebook

Melaco Sisters Hardware & Supplies added a new photo. ... Melaco Sisters Hardware & Supplies, profile picture. Join. or. Log In. Melaco Sisters Hardware ...

### Videos

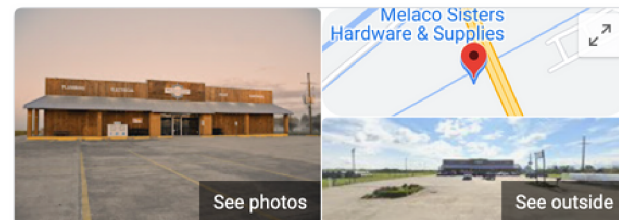


At Melaco Sisters it is always our goal to provide our ...

Facebook · Melaco Sisters Hardware & Supplies  
Jul 29, 2020



Melaco Sisters Hardware & Supplies was live. | By Melaco ...



### Melaco Sisters Hardware & Supplies

Website Directions Save Call

4.6 ★★★★★ 44 Google reviews

Hardware store in Galliano, Louisiana

**Service options:** In-store shopping · In-store pickup

**Address:** 16230 LA-3235, Cut Off, LA 70345

**Hours:** Open · Closes 6PM

**Phone:** (985) 325-7077

[Suggest an edit](#) · [Own this business?](#)

#### Questions & answers

[See all questions \(1\)](#)

[Ask a question](#)

#### Popular times

MON TUE WED THU FRI SAT SUN

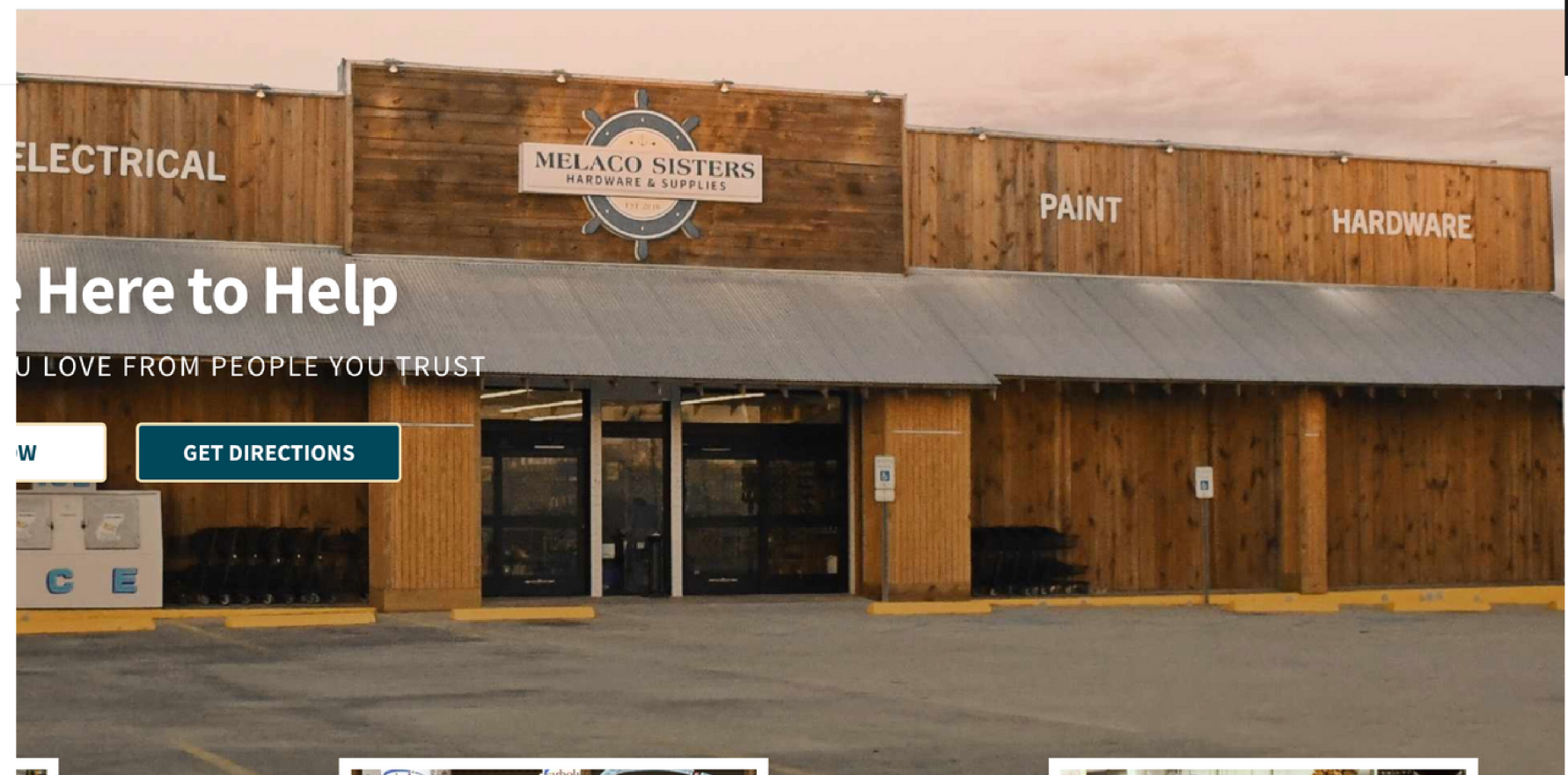
● Live: A little busy



### Milwaukee

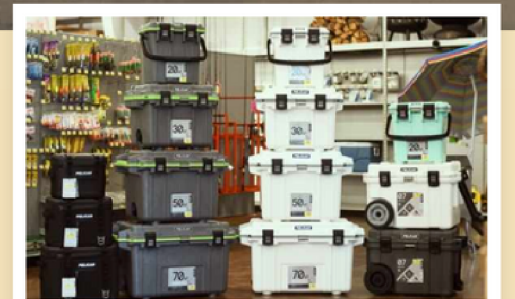
Power Tools and Equipment

es Rental Equipment ECHO Dealer DIY Tips & Tricks Best Rewards Contact Us Store Locations



### Carboline

Marine Coatings



### Pelican

Coolers, Drinkware, and Cases



# Member-Branded Site

## NON-DIB BRANDS - CATALOG VIEW



### Dixie Belle 16 Oz Drop Cloth

\$20.99

 **Free Store Pickup**

✓ **1 in stock**

FARM & HOME - ASHLAND

140 CENTER STREET  
ASHLAND, OH 44805 US

Estimated pickup day: **TODAY**



### Dixie Belle Silk Paint Morning Sunrise 16oz

\$20.99

 **Free Store Pickup**

✓ **2 in stock**

FARM & HOME - ASHLAND

140 CENTER STREET  
ASHLAND, OH 44805 US

Estimated pickup day: **TODAY**



### Yeti Boomer 8 Stainless Steel Round 8 C. Dog Food Bowl, Navy

BMR8 NAVY DOG BOWL MODEL # 21071499998



573 Reviews [Write a Review](#)

✓ **94%** of respondents would recommend this to a friend

by [Yeti](#) | Item #892934 | UPC: 00888830059005

\$50.00

In-store price may vary from online price. Not all products available at all stores.

Quantity:

- 1 +

**ADD TO CART**

 **Free Store Pickup**

✓ **1 in stock**

FARM & HOME - WELLINGTON

120 SOUTH MAIN STREET  
WELLINGTON, OH 44090 US

Estimated pickup day: **TODAY**

[Check Inventory at Other Locations](#)

 **Ship to Address**

⊘ Ground Shipping Unavailable

⊘ Expedited Shipping Unavailable

SHARE



# Non-DiB Inventory

YOUR PRODUCTS

ADDITIONAL 100K+ SKU'S AVAILABLE TO  
DISPLAY IN CATALOG

SYNDIGO DIB  
UPLOAD

14K

MEMBER UPLOAD

12K

RSC DROP-SHIP

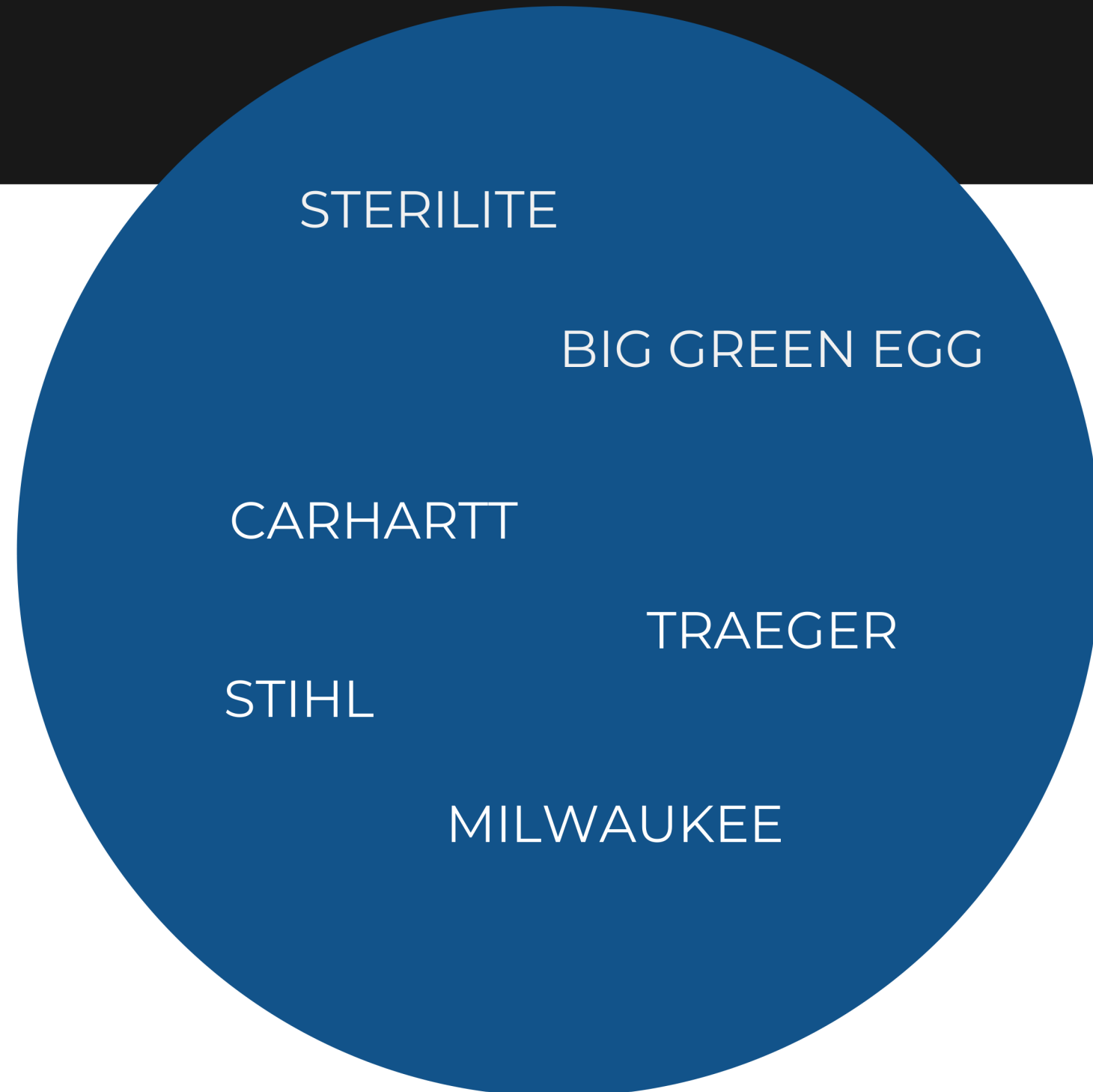
43K

MOCE MANAGED

28K

# Non-DiB Inventory

BRAND EXAMPLES





# Point of Sale Providers

COMPATIBLE API

## PREFERRED PARTNER

EPICOR EAGLE

EPICOR BISTRACK

## COMPATIBLE API

ECI SPRUCE

ECI ROCKSOLID - CLOUD  
*(1 LOC ONLY)*

ECI ROCKSOLID MAX

TRANSACT

PALADIN (BETA)

# Same Day Pickup Plans

PLAN OPTIONS - 2022

	DO IT BEST.COM	MOCE PROFESSIONAL
DiB Inventory on Doitbest.com w/DiB Retail Price	✓	✗
DiB Inventory on Member Website	✗	✓
Member Pricing & Promos	✗ Phase 2	✓
Non-DiB SKU's (Member Upload)	✗ Phase 3	✓
Non-DiB SKU's (Syndigo/RSC - 80k+ SKUs)	✗ Phase 3	✓
Service Fee (CC processing, fraud detection, cust. svc. marketing - Dib.com)	8%	4%

## It's About the Customer

### **Connolly's Do it Best has doubled their Same-Day Pickup orders**

- Customers are buying on Connolly's branded site and picking up same-day
- Buying on DoitBest.com and selecting Connolly's for same-day pickup
- Buying through DoitBest.com and Connolly's branded site and using Ship to Store
- Shipping to address

**The excellent customer experience is providing what the customer is searching for!**

# It's About the Customer

The excellent customer experience is providing what the customer is searching for!

The screenshot shows a Google search for "melaco sisters". The search results include a link to the company's website, a Facebook page, and a video. On the right side, there is a detailed Google Business Profile for "Melaco Sisters Hardware & Supplies".

**Search Results:**

- Website:** <https://melacosisters.com>  
**Melaco Sisters Hardware**  
Melaco Sisters is a value driven company with core values including, excellent customer service, employee team work, building strong relationships, ...  
**Shop by Category**  
Start shopping today for all of your home improvement, ...  
**Our Story**  
Who are the Melaco Sisters? Vanessa Melancon Pierce ...  
[More results from melacosisters.com »](#)
- Facebook:** <https://www.facebook.com/MelacoSisters>  
**Melaco Sisters Hardware & Supplies | Facebook**  
Melaco Sisters Hardware & Supplies, Cut Off, Louisiana. 4128 likes · 4 talking about this · 182 were here. Melaco Sisters Hardware and Supplies.  
★★★★★ Rating: 4.8 · 16 votes · Price range: \$\$
- Facebook (Mobile):** <https://m.facebook.com/...>  
**Melaco Sisters Hardware & Supplies - Facebook**  
Melaco Sisters Hardware & Supplies added a new photo. ... Melaco Sisters Hardware & Supplies, profile picture. Join. or. Log In. Melaco Sisters Hardware ...

**Google Business Profile:**

- Name:** Melaco Sisters Hardware & Supplies
- Address:** 16230 LA-3235, Cut Off, LA 70345
- Hours:** Open · Closes 6PM
- Phone:** (985) 325-7077
- Service options:** In-store shopping · In-store pickup
- Rating:** 4.6 ★★★★★ 44 Google reviews
- Location:** Hardware store in Galliano, Louisiana
- Popular times:** A bar chart showing activity levels by day of the week. Tuesday is highlighted as "Live: A little busy".



# MOCE Custom Site Plans

DIB CATALOG + CUSTOM SITE

	PROFESSIONAL 599/mo	ADVANCED 299/mo	STANDARD 149/mo
DiB Inventory Qty on Site	✓	✗	✗
Non-DiB Inventory Qty on Site	✓	✗	✗
Member Pricing / Promos	✓	✓	✗
Custom-built Site	✓	✓	✓
Local Delivery	✓	✗	✗

## Q & A / Next Steps

- Add your questions in the chat
- Unmute your phone to ask questions
- If you need an individual consult, please schedule using the link in the follow-up email

## Point of Sale Providers

To find out more, contact Jared Hufford  
(Director of Ecommerce Operations)

260.748.5390

[jared.hufford@doitbest.com](mailto:jared.hufford@doitbest.com).



## Non-DiB Inventory

Have a vendor / brand request?

Do it Best is working with Syndigo to import SKU's on a weekly basis.

Contact Brianna Wells (Ecommerce Marketing Manager)

260.748.7140

[brianna.wells@doitbest.com](mailto:brianna.wells@doitbest.com).

# Who to Contact

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Add a little bit of body text

[abby.willig@jhspecialty.com](mailto:abby.willig@jhspecialty.com) 260.402.7300