

A photograph of two workers in a warehouse. The worker on the left is wearing a white hard hat, a light blue shirt, and a bright green safety vest with reflective stripes. The worker on the right is wearing a yellow hard hat and a high-visibility orange and black safety vest. They are both wearing white gloves and are focused on handling a large coil of silver metal wire. The background is filled with many more similar coils of wire, creating a sense of a large industrial stockpile.

THE TOOL OF THE TRADE

**Your Quick User Guide To [Westburne.ca](https://www.westburne.ca)
Web Features**

THE TOOL OF THE TRADE

Your guide to understanding Westburne.ca



AUTO TRADE ACCOUNT

New customers can now apply for a Westburne Trade Account directly from our website. The process allows for a quick online credit check. Once approved, you will be issued a new trade account number and web account on the spot.

EASY-TO-SHOP CATALOGUES

Our interactive catalogues provide detailed product information, high-quality images, and seamless navigation to help you find exactly what you need. Click on the "Catalogues" tab to start browsing and add products directly to your cart.

JOBLIST

A joblist is a list of products you can create and save. A list could be a frequently ordered group of products that you often need or expect to re-order in the future, or a list of products you require for a particular job or project.

QUOTE TO CART

Quote customization is now available (cherry picking, updating quantity, changing P.O or delivery address). When the quote is ordered by the customer on the web, a new web order is created. You can find your web order number under the order history page.

FAST ORDER

In a hurry? Save time using Fast Order. With this feature, you can skip searching for a product and directly enter specific part numbers on our online form, upload your own CSV file, or copy and paste from any excel file.

ORDER HISTORY

With a Westburne web account, you have 24/7 access to all previous orders and invoices from the past two years, whether purchased in-branch or online. You can view the status of your orders, and search by date, invoice number, P.O number or order amount.

STOCK AVAILABILITY

If you have a web account linked to your Westburne Trade Account number, you can view the inventory of all the branches in your region, ensuring that we've got everything you need when placing an order for delivery and/or pick-up.

BRANCH STOCK

You can now filter products based on branch stock to display only items that are currently available in the selected branch, making it easier for you to find and purchase the products you need.

COMPANY MANAGEMENT

With a Westburne web account, individuals that are set up as admin have the option to create web logins for their employees, manage delivery addresses, update profile information, approve new users, set up order approval process and much more.

LIVE CHAT

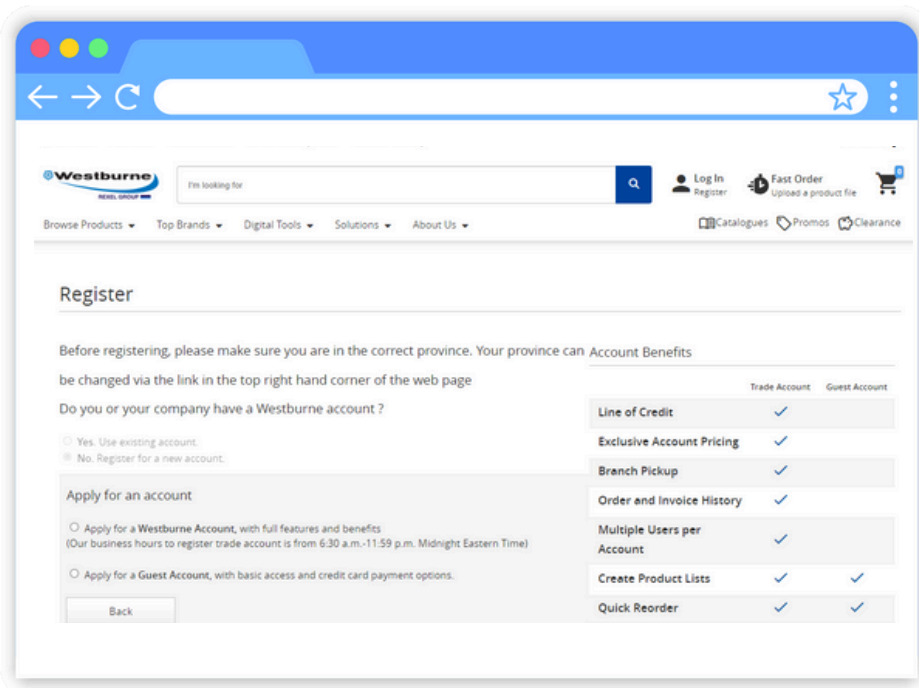
Our National Service Centre team can assist our customers by answering any questions you may have. Chat instantly with one of our product experts by clicking on the LiveChat button located on the right side of any page on Westburne.ca.

THE TOOL OF THE TRADE

HOW TO CREATE A WEB ACCOUNT

STEP #1

Make sure you are in the right division web page and click on **Register**.

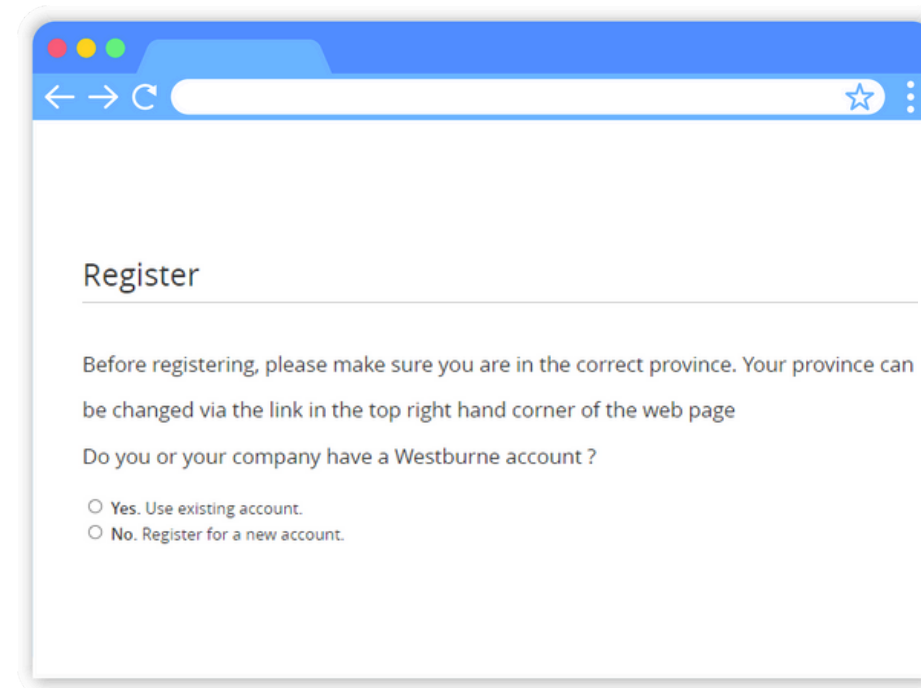


The screenshot shows the Westburne website's 'Register' page. At the top, there is a navigation bar with the Westburne logo, a search bar, and links for 'Log In', 'Register', and 'Fast Order'. Below the navigation bar, there are several menu items: 'Browse Products', 'Top Brands', 'Digital Tools', 'Solutions', and 'About Us'. The main content area is titled 'Register' and contains a message: 'Before registering, please make sure you are in the correct province. Your province can be changed via the link in the top right hand corner of the web page'. Below this message, there is a question: 'Do you or your company have a Westburne account?'. There are two radio button options: 'Yes. Use existing account.' and 'No. Register for a new account.'. To the right of this question, there is a table of account benefits. Below the question, there is a section titled 'Apply for an account' with two radio button options: 'Apply for a Westburne Account, with full features and benefits (Our business hours to register trade account is from 6:30 a.m.-11:59 p.m. Midnight Eastern Time)' and 'Apply for a Guest Account, with basic access and credit card payment options.'. At the bottom left of this section is a 'Back' button.

	Trade Account	Guest Account
Line of Credit	✓	
Exclusive Account Pricing	✓	
Branch Pickup	✓	
Order and Invoice History	✓	
Multiple Users per Account	✓	
Create Product Lists	✓	✓
Quick Reorder	✓	✓

STEP #2

If you have a Trade Account number with Westburne select **YES**. If you dont have a Trade Account number, select **NO**.

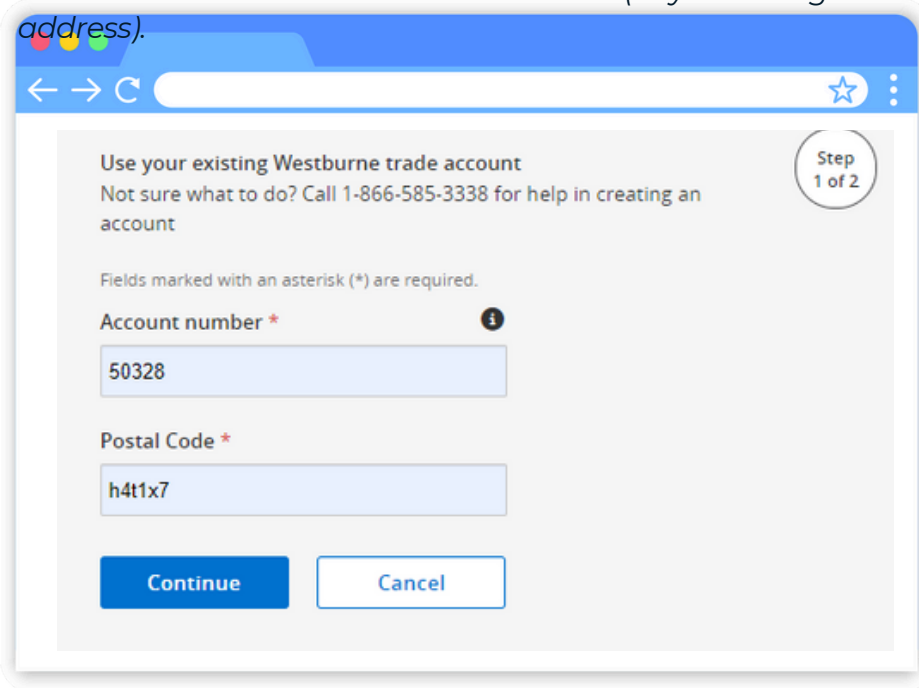


The screenshot shows the 'Register' page with the account selection options. The message and question from Step 1 are visible. The 'No. Register for a new account.' radio button is selected.

STEP #3

Once you've clicked on **YES**, enter your Account Number and Postal Code.

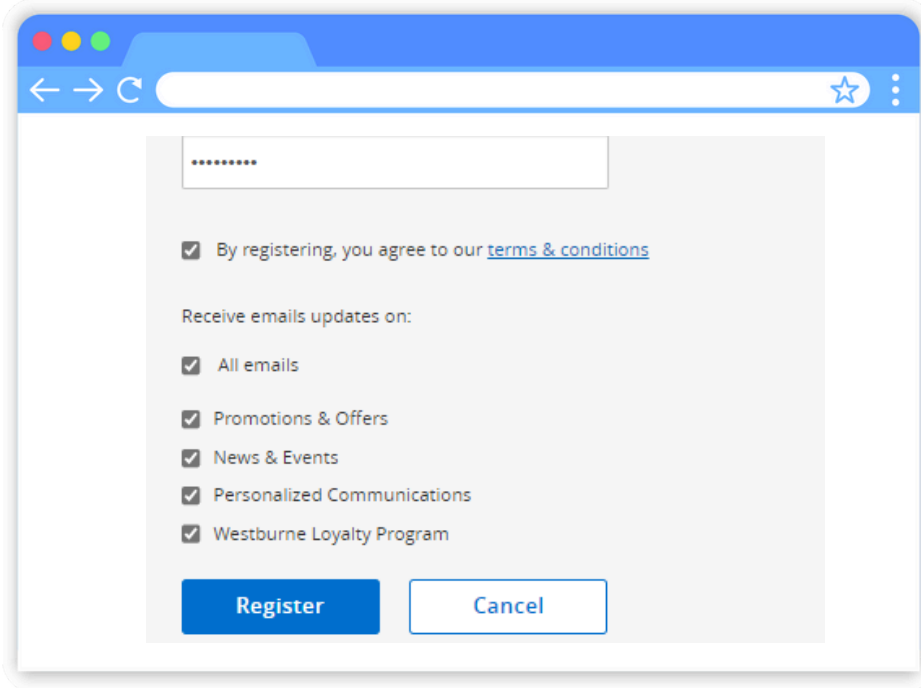
Please note that the postal code and account number must match the information we have on record (ie: your billing address).



The screenshot shows the 'Use your existing Westburne trade account' section. It includes a message: 'Not sure what to do? Call 1-866-585-3338 for help in creating an account'. Below this, there is a note: 'Fields marked with an asterisk (*) are required.'. There are two input fields: 'Account number *' with the value '50328' and 'Postal Code *' with the value 'h4t1x7'. At the bottom, there are two buttons: 'Continue' and 'Cancel'. A 'Step 1 of 2' indicator is visible in the top right corner.

STEP #4

Fill out the form with your information and click on **Register**.



The screenshot shows the 'Register' page with the terms and conditions and email preferences section. It includes a message: 'By registering, you agree to our [terms & conditions](#)'. Below this, there is a section titled 'Receive emails updates on:' with four checked radio button options: 'All emails', 'Promotions & Offers', 'News & Events', and 'Personalized Communications'. At the bottom, there are two buttons: 'Register' and 'Cancel'.

STEP #5

Contact your account manager or email us at webinfo@westburne.ca to validate your new web account.

TRADE ACCOUNT

HOW TO APPLY FOR YOUR CREDIT ACCOUNT

STEP #1

FROM THE HOMEPAGE CLICK ON **REGISTER**. SELECT **NO.REGISTER FOR A NEW ACCOUNT** THEN CHOOSE **APPLY FOR A WESTBURNE ACCOUNT**.

Before registering, please make sure you are in the correct province. Your province can be changed via the link in the top right hand corner of the web page

Do you or your company have a Westburne account ?

Yes. Use existing account.
 No. Register for a new account.

Apply for an account

Apply for a Westburne Account, with full features and benefits
(Our business hours to register trade account is from 6:30 a.m.-11:59 p.m. Midnight Eastern Time)

Apply for a Guest Account, with basic access and credit card payment options.

[Back](#)

- Account Benefits
- Line of Credit
- Exclusive Account Pricing
- Branch Pickup
- Order and Invoice History
- Multiple Users per Account
- Create Product Lists
- Quick Reorder

STEP #2

ENTER YOUR PERSONAL INFORMATION & COMPANY ADDRESS

Account Information

Fields marked with an asterisk (*) are required.

As a new customer registration will be accepted from 6.30AM-12AM Eastern Time.
(Sales only to commercial customers) If applicant has moved in the last 6 months, please use former address.

First Name *
Noemie

Last Name *
Toutant

Company Address
(PO Box addresses cannot be accepted)

Company Address Details

Company Name

Address Line 1

Address Line 2

Town/City *

STEP #3

ACCEPT TO SUBMIT TO A CREDIT CHECK BY CHECKING THE BOX
Please note that you must have a good credit score standing and your company information must match the information at the credit bureau in order for your credit check to be approved.

1220 LEBOURGNEUF BLVD,
QUEBEC,
Quebec,
G2K2G4

I accept that Westburne will submit a credit check. A copy of the credit check will be sent to the company's signatory.

[Back](#) [Confirm](#)

Additional Company Details

STEP #4

ONCE YOUR CREDIT CHECK IS APPROVED, YOU WILL BE INVITED TO CHOOSE YOUR MANAGING BRANCH (THIS FIELD IS MANDATORY).

Company Name
ADS INC.

Visiting address *
ADS INC.
1220 LEBOURGNEUF BLVD,
QUEBEC,
Quebec,
G2K2G4

Branch Selection * | [Select Branch](#)

Understanding your local branch will allow us to identify a local rep for your application and act as your account manager.

Showing 11 - 20 of 21 Results

New Richmond

Quebec
220 Fortin Suite 150, Vanier, Quebec, G1M 3S5
Hours:
Sun: Closed
Mon-Fri: 6:30 a.m.-5:00 p.m.
Sat: Closed
[Set Pickup Branch](#)

Rosemont

Rouyn

STEP #5

AGREE TO THE TERMS & CONDITIONS THEN CLICK ON **CONFIRM**. A NEW TRADE ACCOUNT NUMBER & WEB ACCOUNT WILL BE AUTOMATICALLY CREATED.

Email address for invoice
noemie.toutant@westburne.ca

Email address for order confirmation noemie.toutant@westburne.ca

By registering, you agree to our [terms & conditions](#)

Receive emails updates on:

All emails

Promotions & Offers

News & Events

Personalized Communications

Westburne Loyalty Program

[Back](#) [Confirm](#)

*Congratulations!
Your trade account and
web account have now
been created.*

If you have any questions about our products & services, please contact your local Westburne branch by visiting westburne.ca/store-finder or by calling our National Service Center at 1-866-585-3338.

THE TOOL OF THE TRADE

HOW TO PLACE AN ORDER

STEP #1

Log into your account, search for your product and click **Add to cart**.

Part Number # STD68305
Mfr Part Number # 68305

0 Avail for del approx 1-2 Wks
11 Available for pickup at VAUGHAN

[View Branch Stock >](#)

Your Price
\$12.53 / EA

Quantity: EA
Min: 1 EA

Add

STEP #2

Click on **My Cart** and then on **Checkout**.

Shopping Cart

[Request quote](#) [Home](#) [Back](#) [Forward](#) [More](#)

Select All Remove Reverse Order of Products

Total \$14.16 **Checkout**

Product (1)	Availability	Qty/Unit Price	Total
<input type="checkbox"/> STANPRO LPDL4R-11A-3CWH/CHOICE Product code: STD68305 Mfg Number: 68305	0 Avail for del approx 1-2 Wks 11 Available for pickup at VAUGHAN	<input type="text" value="1"/> EA Min: 1 EA \$12.53 / EA	\$12.53

Remove

Cart Subtotal (1 Product)

STEP #3

Enter a P.O. Number, choose your shipping option – **Delivery** or **Pick up** – and then click on **Place Order**.

Secure Checkout

Fields with * are mandatory

1. Order Details

P.O. Number

Save as default PO Number

2. Shipping Details

24/7 Locker Pick Up is now available at select branches. It's free, flexible and contactless. [Learn More](#)

Delivery Pickup

Delivery

Order Summary

Product Total	\$12.53
Delivery / Surcharge	\$0.00
Tax	\$1.63
Total	\$14.16

Place Order

Order Notes (Optional)
Need to add order notes or delivery instructions?
[Add Order Notes](#)

Promo Code
 [Apply](#)
Only one code per order

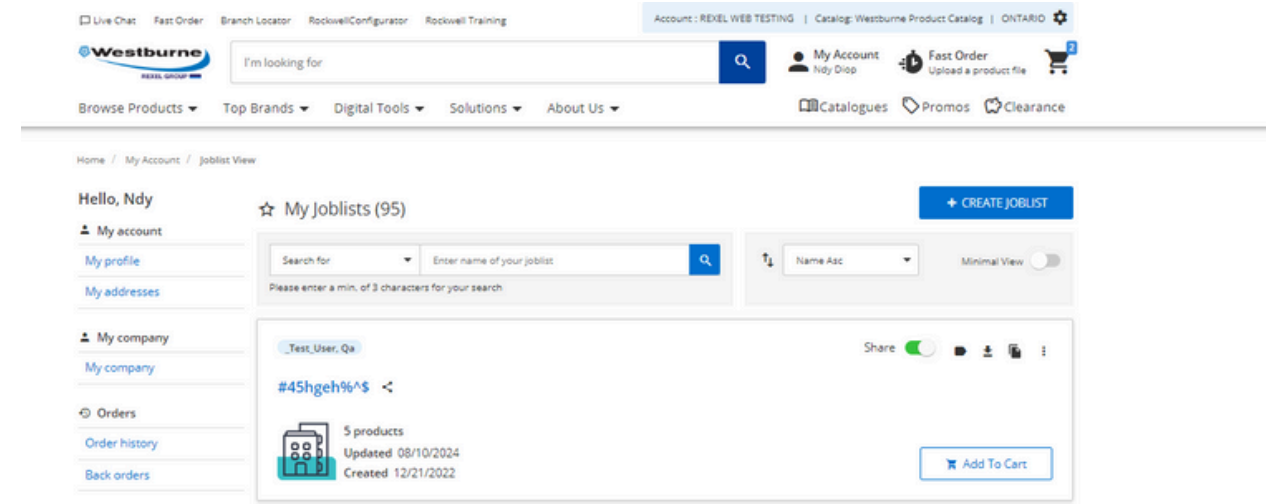
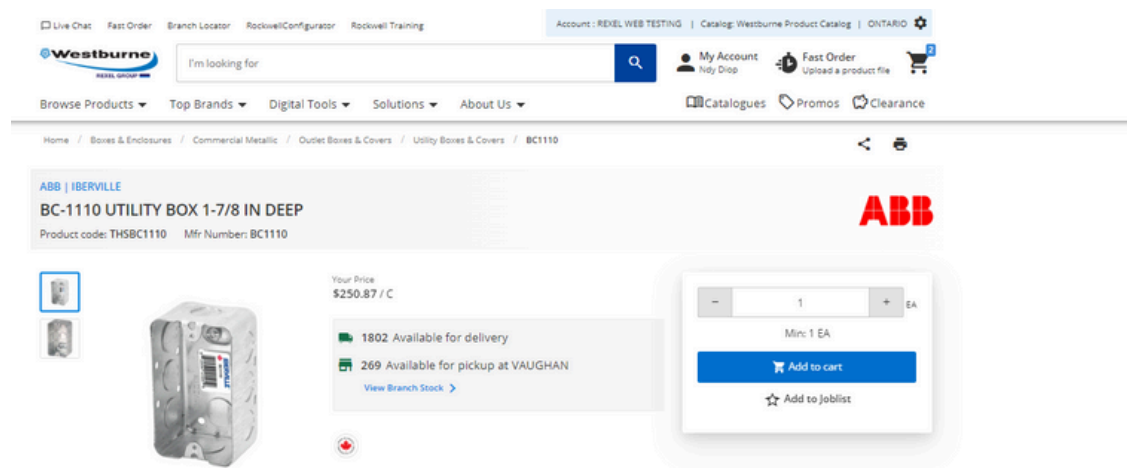
You will receive an email confirmation with a summary of your purchase and an order confirmation number. To inquire about your order, please contact your local Westburne branch by visiting westburne.ca/store-finder or by calling our National Service Center at 1-866-585-3338

THE TOOL OF THE TRADE

HOW TO CREATE A JOBLIST

JOBLIST:

Allows you to create and save a list of your most purchased items or products needed for a specific project. From a product list page or product detail page, click on **Add to Joblist**. Select an already created joblist or create a new one. Click on **My Joblist**, located under My Account or on the homepage, to view all of your saved joblists.



QUOTE TO CART

HOW DOES QUOTE TO CART WORK



Customer calls his Westburne account manager for a quote



The account manager enters the quote in our system and sends it to the customer's web account

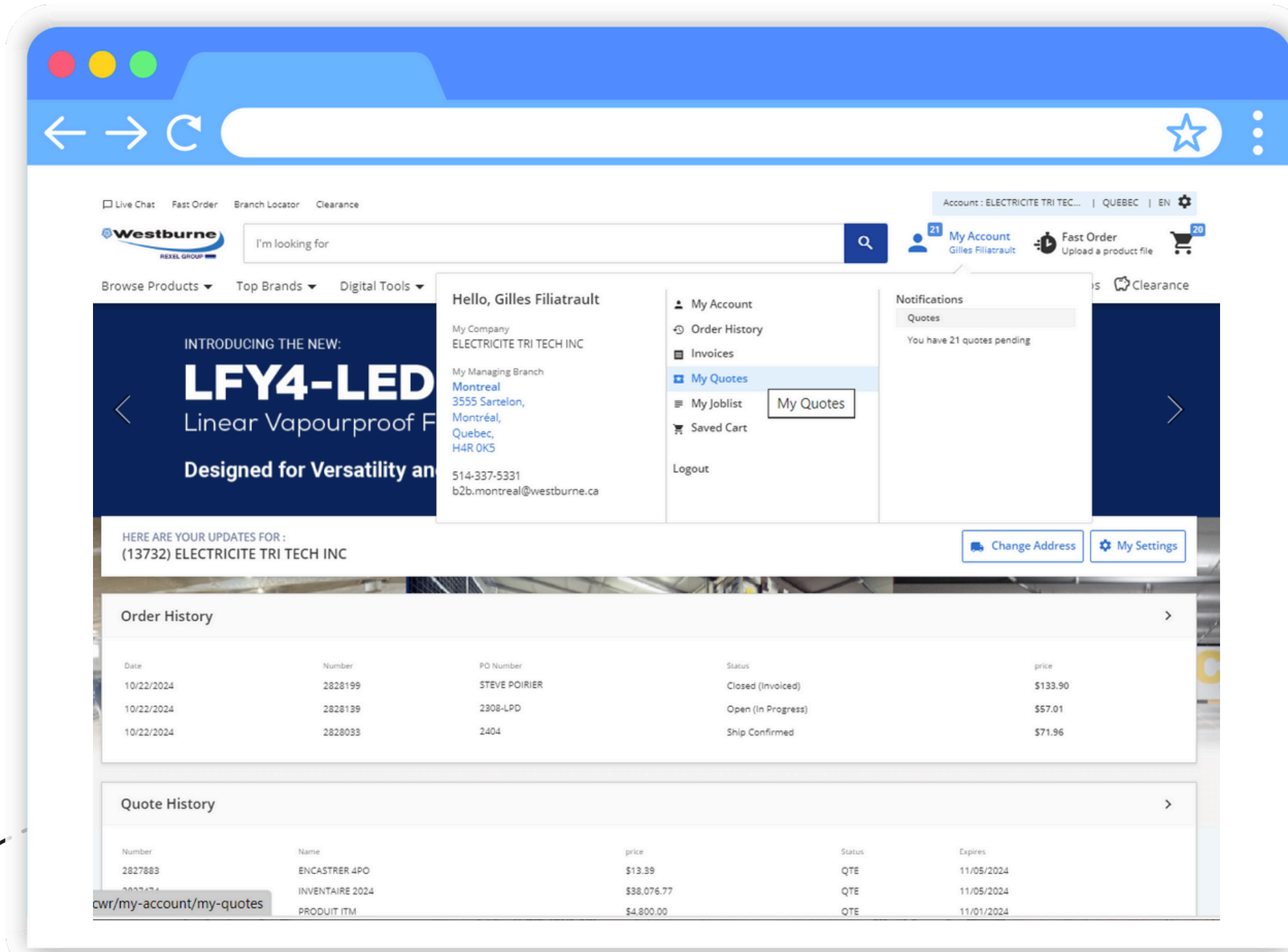


Customer logs into his Westburne.ca web account to view his quote

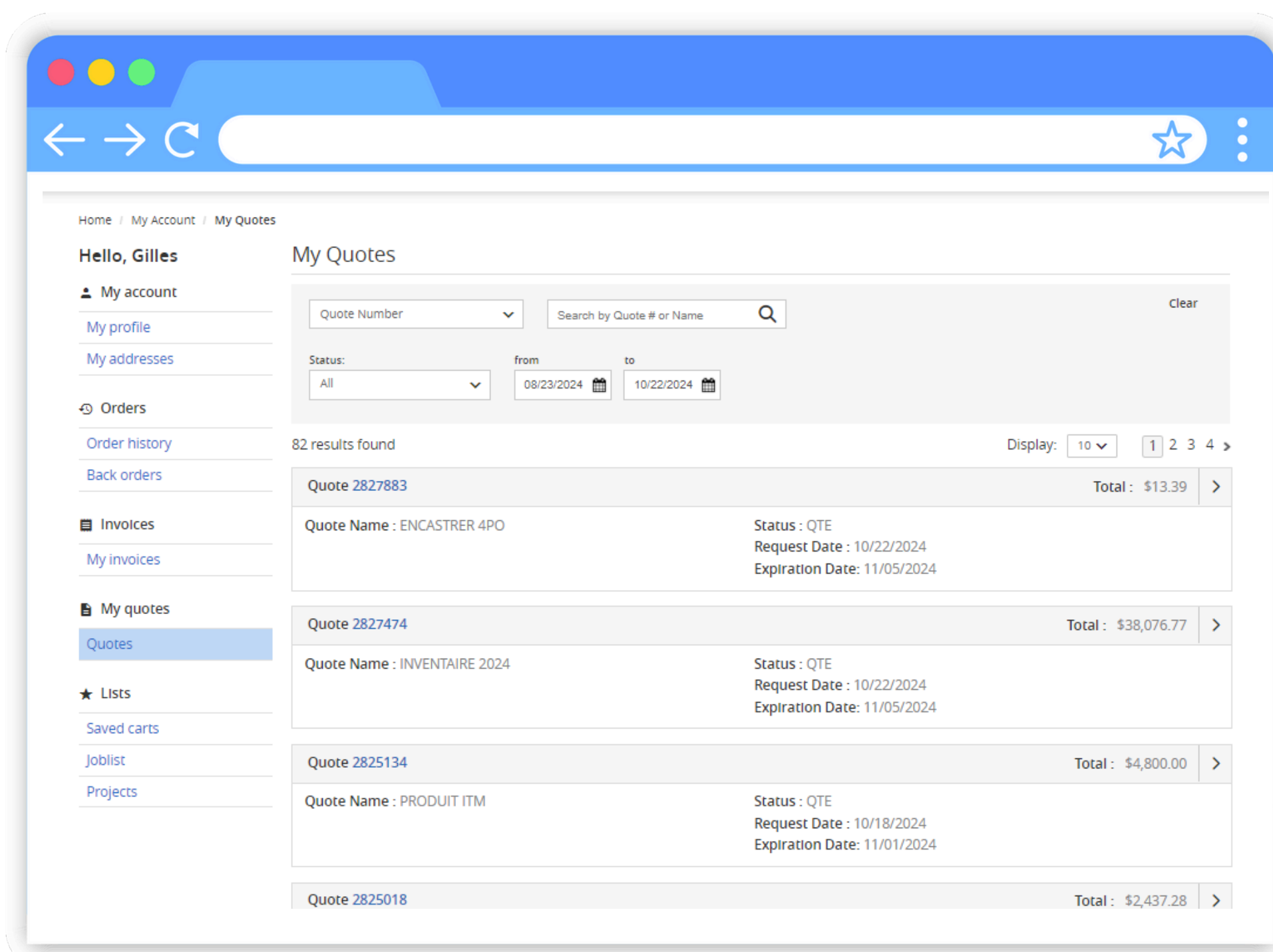


Customer adds the quote to his cart and places his order online

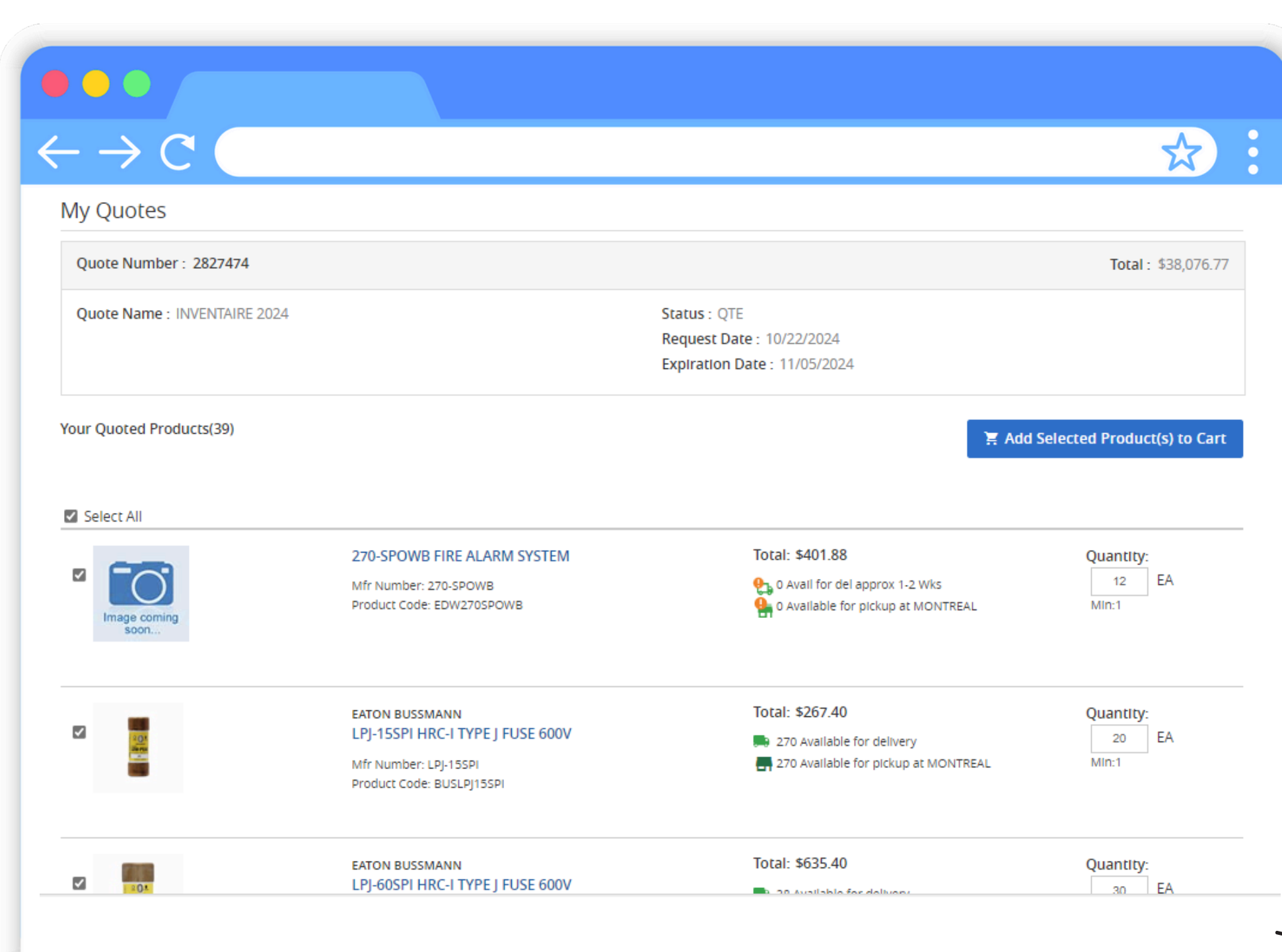
To access your quotes online, simply log into your web account and click on **"My Quotes"** located under **My Account** or on the homepage.



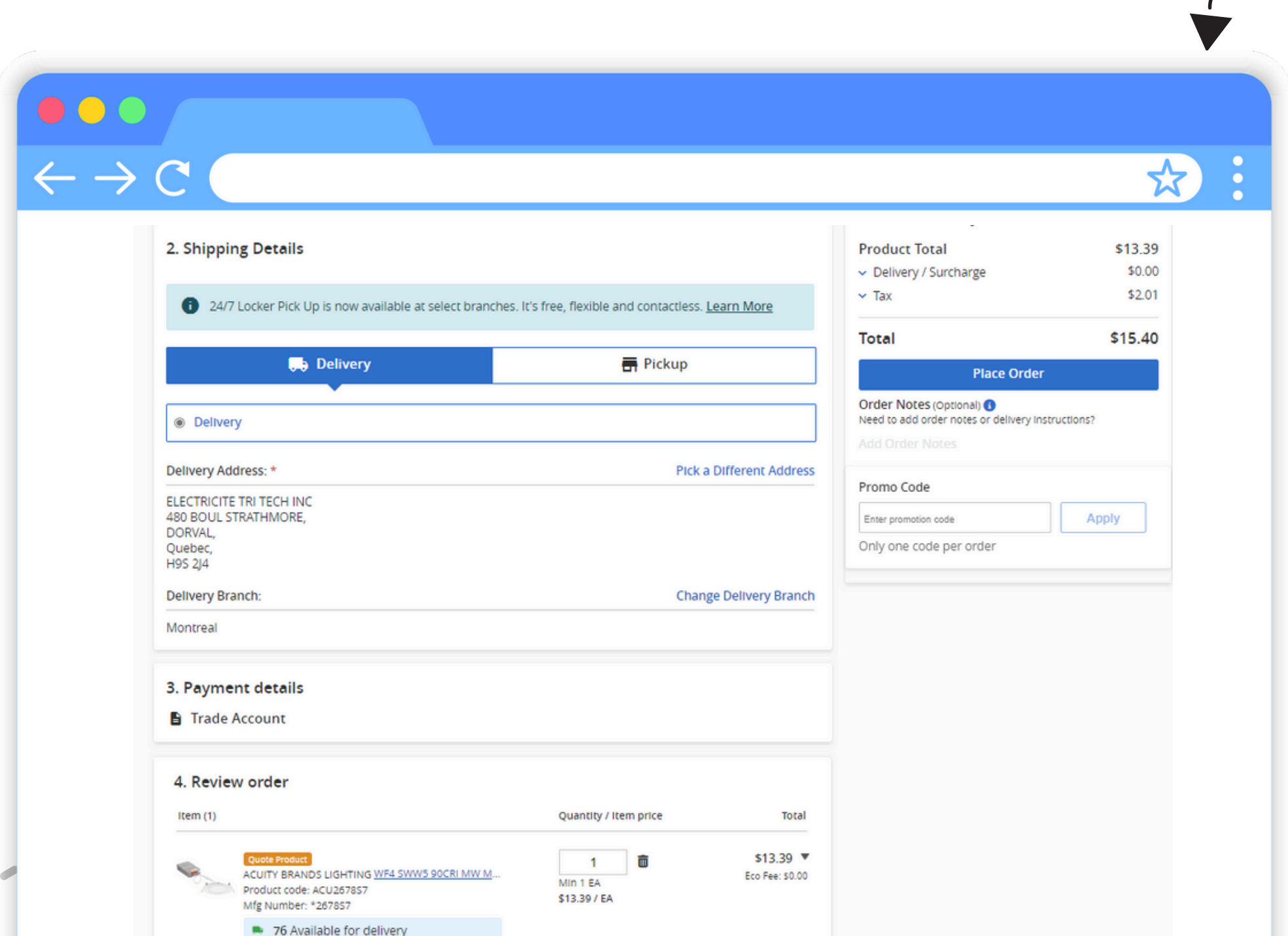
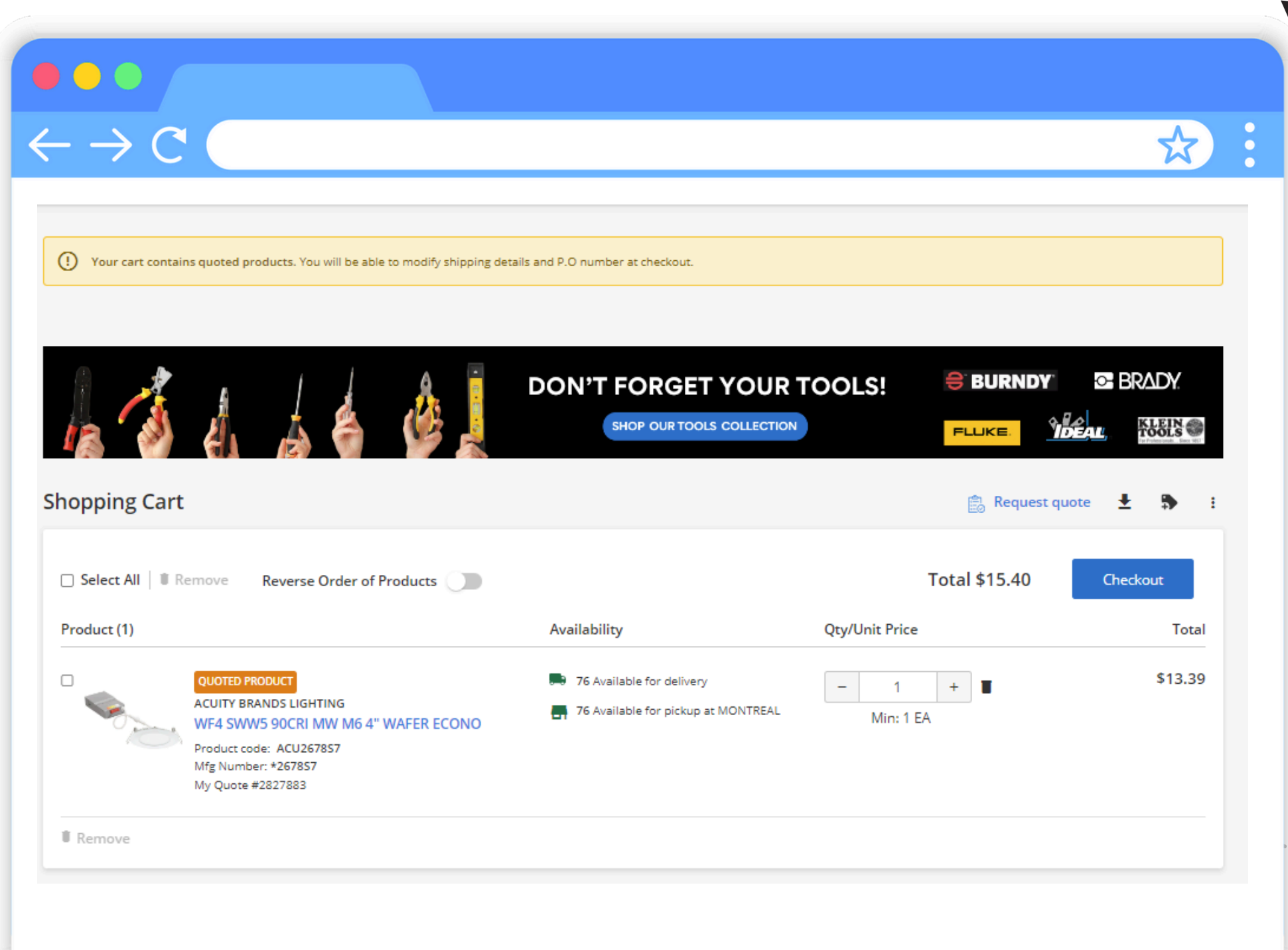
Within the quote page, you can search for a specific quote by filtering by name, number, status or date. For each quote, you will see **the quote number, the quote name, its status, its request and expiration dates and the quote's total amount.** To view a specific quote simply click on the quote number.



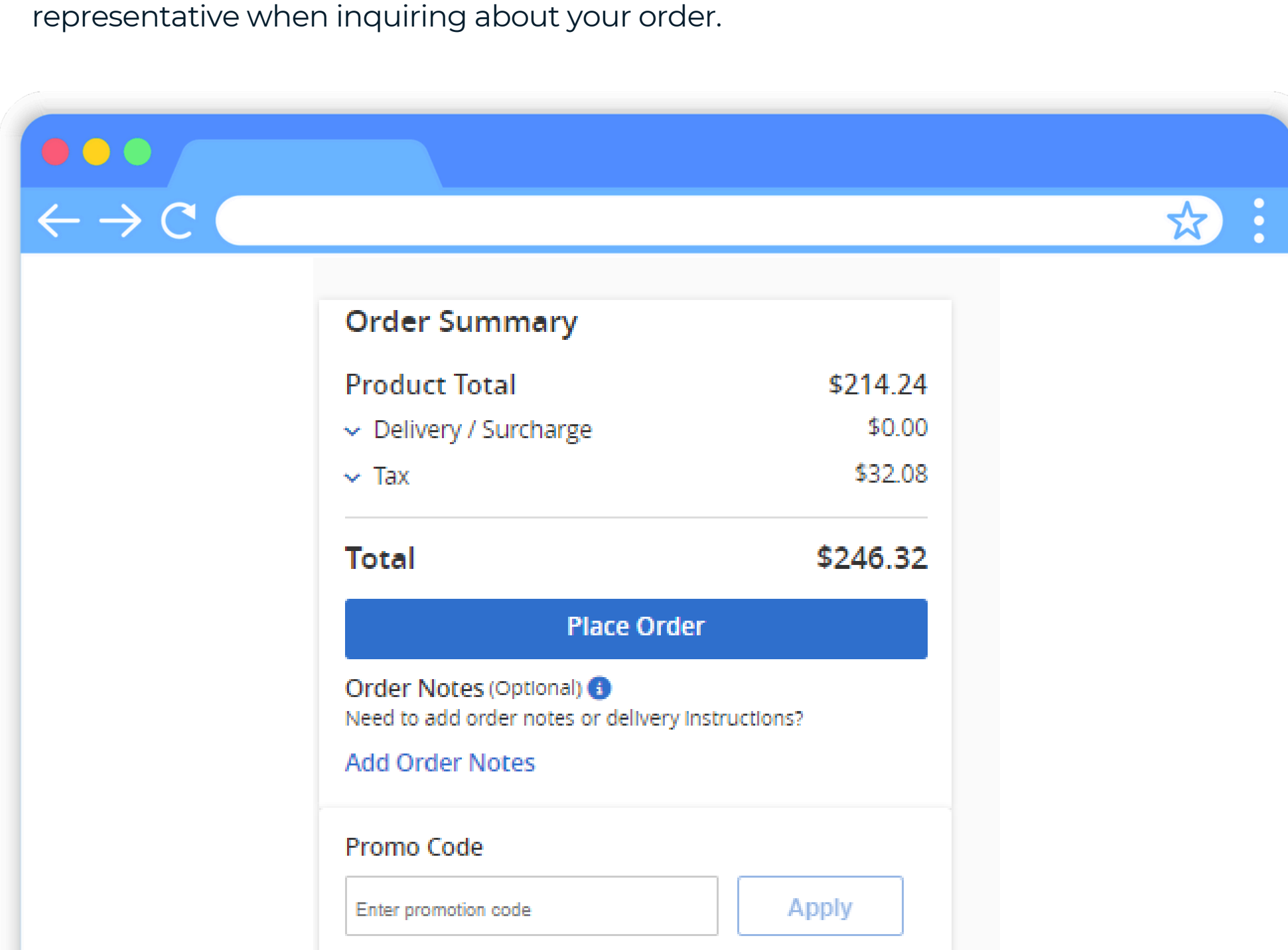
Click on **select all** to add all the products to your cart or individually select the ones you want to add.



Please note that a **quote can now be modified online.** You can now add/remove products, edit quantities or change shipping information for a quote.



To complete your purchase, click on **Place Order.** You will receive an email with your order confirmation number. Please note that your **quote number is now your the web order number.** Be sure communicate this number to your Westburne representative when inquiring about your order.

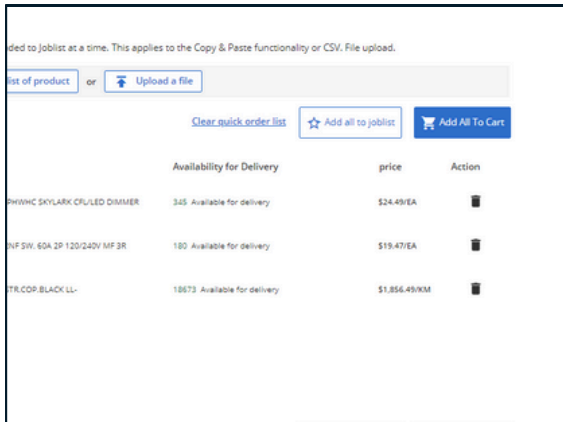
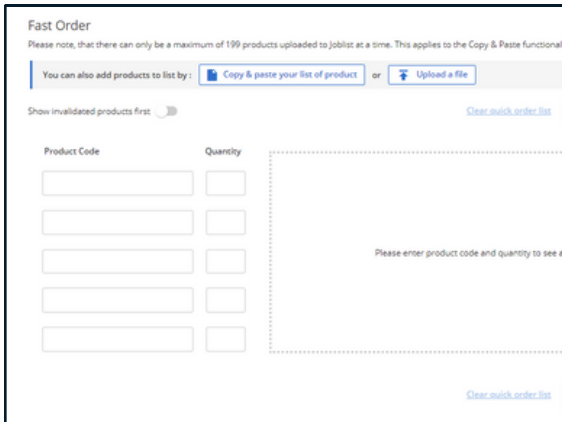
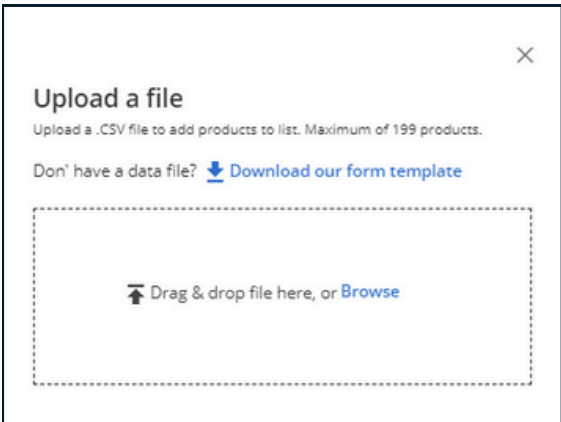
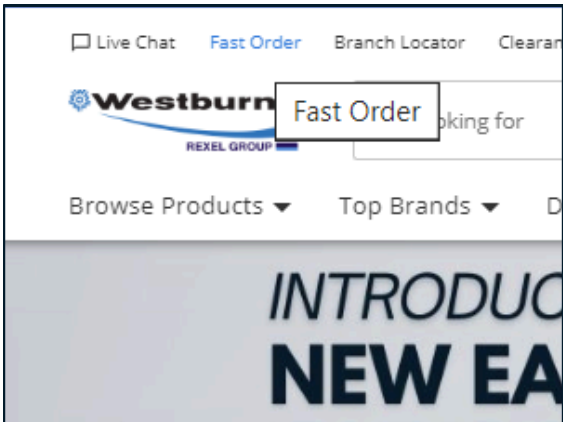


THE TOOL OF THE TRADE

HOW TO USE FAST ORDER

FAST ORDER:

Allows you to quickly order multiple items at once by importing an excel sheet or typing the product codes in the online form. Click on **Fast Order** on top of the homepage and upload your excel sheet. Be sure to use our template form to upload your file.



THE TOOL OF THE TRADE

HOW TO VIEW ORDER HISTORY

ORDER HISTORY:

Allows you to view your past orders and invoices made online or in stores and check the status of an order. Click on **Order History** or **Invoices** under My Account and use the filters to find a specific order.

Order history | Order Approvals

MY ORDERS

All Web Order

10/01/2024 to 11/26/2024

500 results found

ORDER : 2879468	status: Open (In Progress)	Total: \$2,670.80
Date: 11/26/2024	Po No : 2412	Invoice Number
Order Type: REGULAR ORD.		

ORDER : 2879439	status: Open (In Progress)	Total: \$177.93
Date: 11/26/2024	Po No : GL100 CAMION	Invoice Number
Order Type: WEB ORDER		

ORDER : 2879422	status: Open (In Progress)	Total: \$700.65
Date: 11/26/2024	Po No : 2402	Invoice Number
Order Type: REGULAR ORD.		

Home / My Account / Order history / Invoices

Invoices

The invoice search period is a maximum of 2 years and 500 records

Order Number Search

10/01/2024 to 11/26/2024

Maximum of 2 years and 500 records.

100 results found

Show: 50

Invoice	Invoice Date	PO Number	Order Type	Total Incl. tax.	Print (PDF)
4171738	11/25/2024	2405	Debit	\$26.67	↓
4171820	11/25/2024	2502	Debit	\$16,711.42	↓
4171821	11/25/2024	2501	Debit	\$24,917.32	↓
4171822	11/25/2024	2501	Debit	\$10.17	↓
4171823	11/25/2024	2405-TRAY1	Debit	\$689.85	↓
4171824	11/25/2024	2412	Debit	\$17,364.18	↓
4171825	11/25/2024	2412	Debit	\$12,573.60	↓
4171826	11/25/2024	2411	Debit	\$182.62	↓
4171827	11/25/2024	2405	Debit	\$55.29	↓
4171828	11/25/2024	2405	Debit		↓



THE TOOL OF THE TRADE

HOW TO VIEW STOCK AVAILABILITY

STOCK AVAILABILITY:

Allows you to view branch inventory in real time. From any product detail page, click on **Pick up** to view stock availability in all branches within your region.


The screenshot shows a web interface for a product catalog. At the top, there's a header for 'Distribution (33915 Products)'. Below this, there are four category buttons: 'Residential Distribution (785)', 'Commercial Distribution (20232)', 'Industrial Distribution (31787)', and 'Specialty Distrib'. A fifth category, 'Power Distribution (1265)', is shown below the others. On the left side, there's a 'Filter' button and a 'Category' dropdown menu. Below the filter, there's a 'Stock Availability' section with two checkboxes: 'Usually in Stock (696)' and 'Available for Back Order (33,218)'. Further down, there's a 'Branch Stock' section with a 'New' badge and a list of branches with checkboxes: Barrie (88), Belleville (113), Bracebridge (61), Brantford (110), Brockville (30), and Burlington (74). Below the branches, there are sections for 'Brand', 'Type', and 'Current Rating'. The main content area shows two product listings. The first is 'EATON LM2 200A 4 JAW OVER/UNDER BLANK HUB' with Part Number # EATLM2 and Mfr Part Number # LM2, priced at \$77.95 / EA. The second is 'EATON CBRPM240 BRPON MAIN LC 200A 1PH 40/80CCT' with Part Number # EATCBRPM240 and Mfr Part Number # CBRPM240, priced at \$287.95 / EA. Both listings include an 'Add' button and a 'Log In | Create Account' link.

JAW OVER/UNDER BLANK HUB

.M2 Mfr Number: LM2



Your Price
\$76.56 / EA

 109 available for delivery

 2 available for pickup at VAUGHAN

[View Branch Stock >](#)

LIVE CHAT



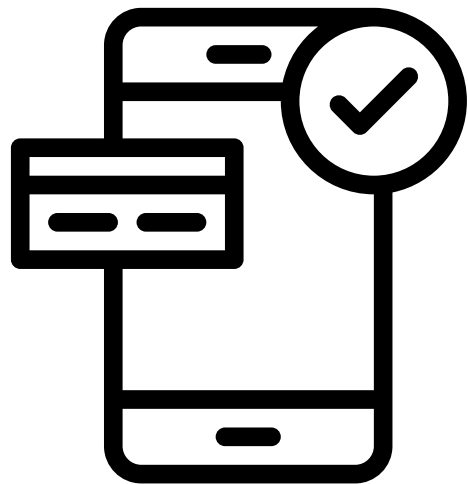
Experience 24/7 Support with Our New Virtual Assistant Chat Feature!

With this new feature, you can enjoy the convenience of immediate assistance without having to wait for business hours. Our virtual assistant is equipped with advanced capabilities to provide you with accurate information and solutions in real-time. Say goodbye to long hold times and hello to instant support at your fingertips!



**THE WESTBURNE
MOBILE APP**

With you at all times!



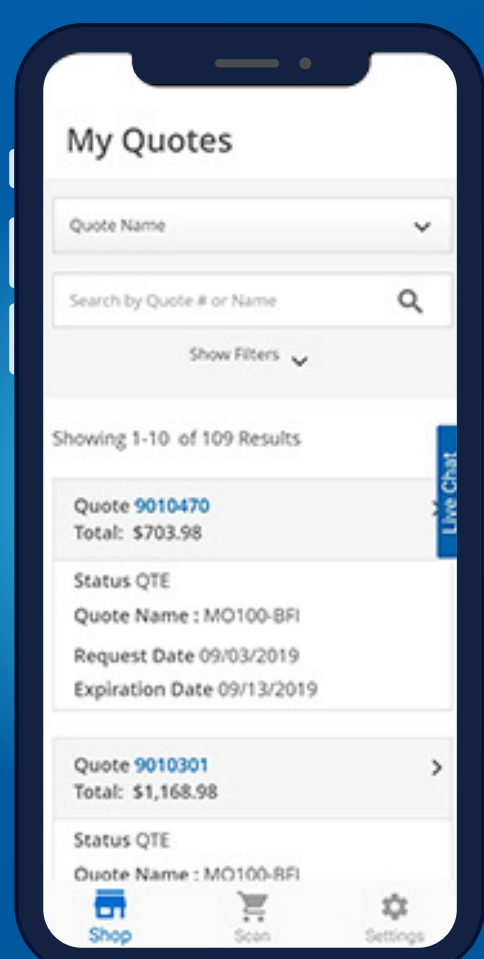
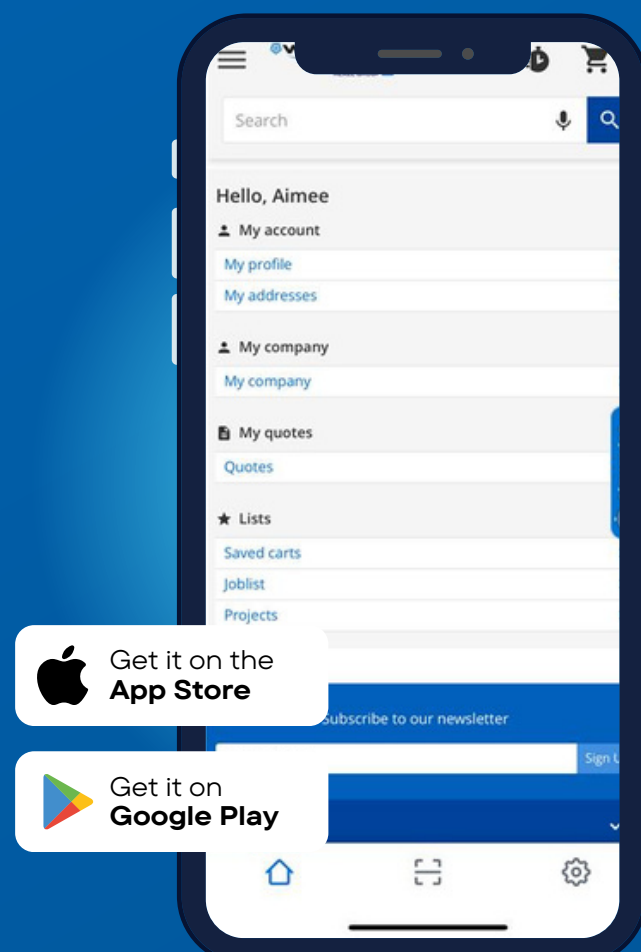
With the Westburne Mobile App, you are sure to have the largest Westburne branch in your pocket. Whether at an appointment, on a work site, on the road or simply at your office, you can instantly source over a million products from our online catalogue with your smartphone or tablet 24/7.



Looking for a specific item? Get real time stock availability from over 100+ branch locations nationwide, and place your order right from the palm of your hand.

ACCESS YOUR WESTBURNE ACCOUNT ON THE GO

View previous orders/invoices from the past 2 years, create custom joblists, share saved carts and much more.

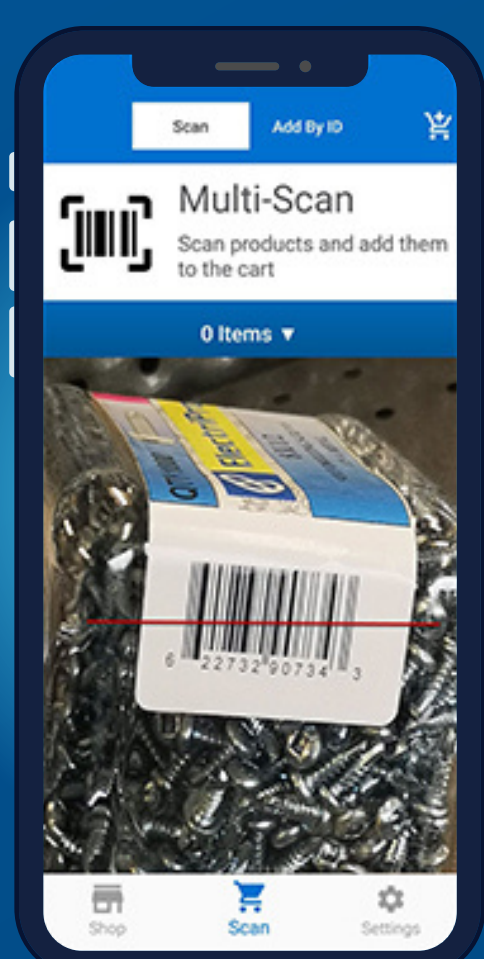
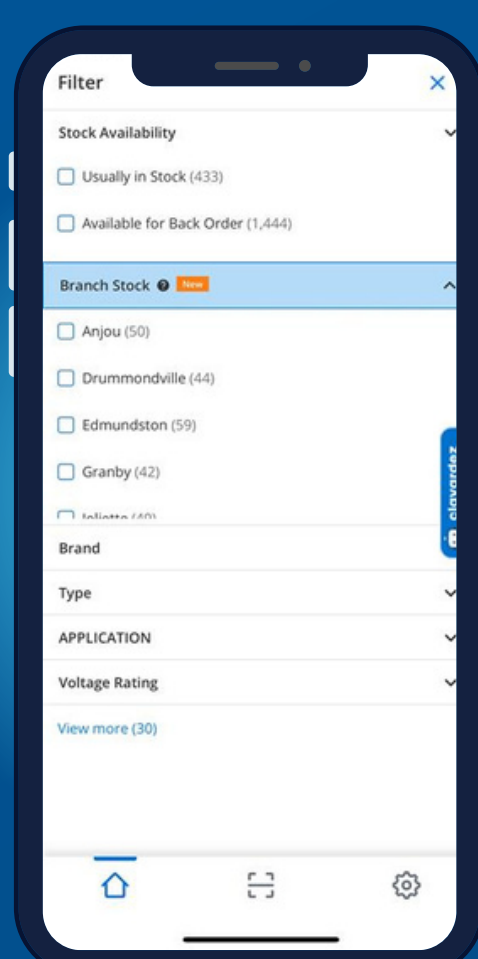


VIEW & REQUEST QUOTES FROM THE APP

Get quotes instantly online and place your order by adding your quote directly into your cart.

CHECK STOCK AVAILABILITIES IN REAL TIME

View our live inventory at any time for any products at any branch.

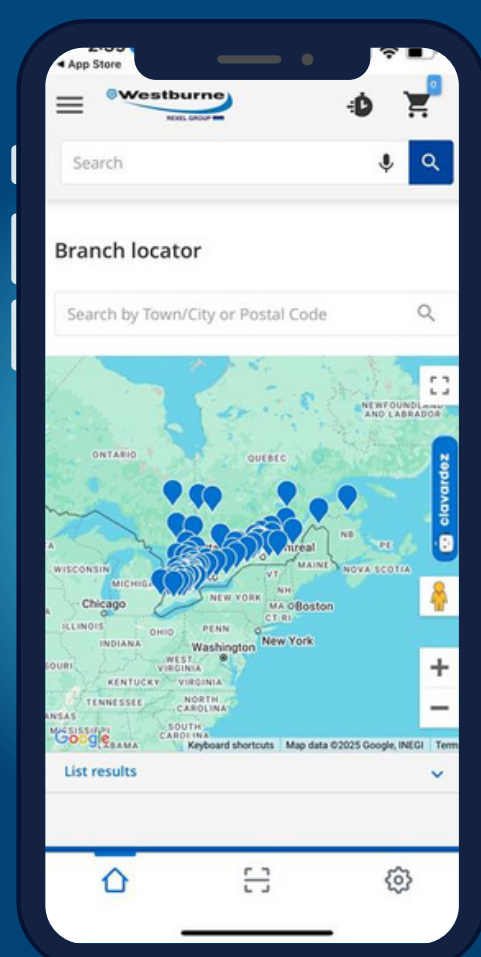


PLACE ORDERS FASTER WITH THE BARCODE SCANNER

Scan a product's barcode to instantly look up pricing, view product attributes and place an order.

SEARCH PRODUCTS AT ANY TIME

Look up product feature, image, specsheet and more by browsing our categories, our brands or by entering your specific part number.

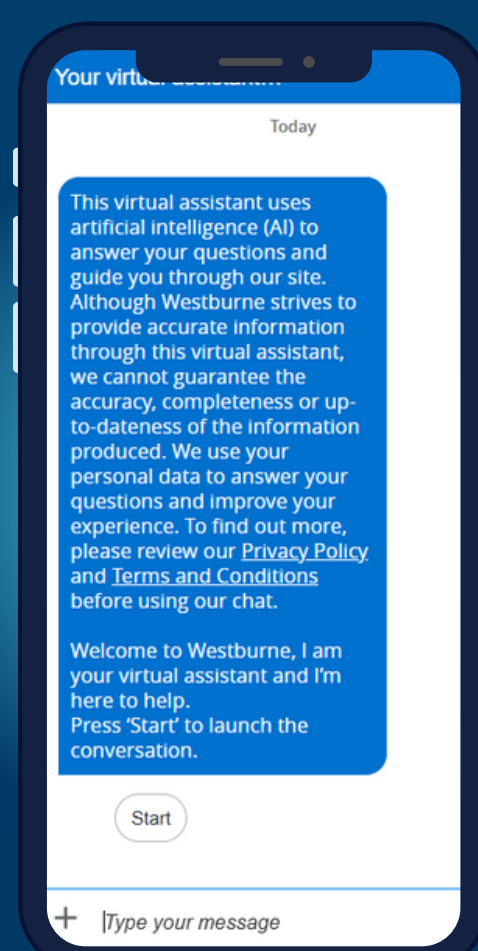


FIND YOUR NEAREST BRANCH VIA BRANCH LOCATOR

View branch details, get directions, hours of operations and click to call.

LIVE CHAT WITH ONE OF OUR EXPERTS:

Our product experts can help answer any questions about our products, our services, our delivery options and more.



Download the Westburne.ca App today on iOS or Android

