

The tool of the trade

westburne.ca

**Your Quick User Guide To Westburne.ca
Web Features**

The tool of the trade

westburne.ca



Your guide to understanding Westburne.ca

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.

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.

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 an 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 or order amount.

TRADE SLANG



We've made finding our products online easier for everyone. You don't need to memorize our product codes. Simply suggest an industry jargon for any product on our website. Once approved, the term can be used by anyone to search for this specific item, thus ensuring you quickly find the products you are looking for each time.

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.

RATINGS & REVIEWS



Ratings & reviews influence more purchases and empower you to buy with confidence. Share your experience by rating any items you've purchased on Westburne.ca, or read what other customers have to say about our products.

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.

MOBILE APPLICATION



Customers can access their web account on the go by downloading the mobile application - perfect for those working on the road or on construction sites. Plus, with the barcode scanner, you can quickly look up pricing, view stock availability and place an order all from your smartphone.

DELIVERY & PICKUP



With our delivery and pickup options you are in control. Choose full delivery or the pickup option if you prefer to collect your item at one of our branches. In the rare case that products are on backorder, we offer partial delivery and pickup; an option you can choose upon checkout.

NEW FEATURES

QUOTE TO CART

You can now receive quotes directly to your web account. Once a quote is sent to you, you have the option to add the quote to your cart and place an order. You can also view all your past quotes in your quote history.

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.

Trade Account

westburne.ca



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**.

Register

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 6.30AM-12 Midnight Eastern Time)

☐ Apply for a **Web Account**, with basic access and credit card payment options.

Back

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)

First Name *

Ndiolo

Last Name *

Diop

Telephone *

514-332-5467

Email Address *

ndiolo.diop@westburne.ca

Username *

Ndyautotrade

Password *

Show

Confirm Password *

Company Address

ADS INC

Address Line 1

1220 Lebourgneuf Blv

Address Line 2

Town/City *

Quebec

Province *

Prince Edward Island

Postal Code *

G2K 2G4

Country *

Canada

Cancel

Continue



How to apply for your credit account

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.

Account Information

Confirm Company Details

Company Name
ADS INC.

Company's visiting address
ADS INC.
1220 BOUL LEBOURGNEUF,
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

Account Information

Confirm Company Details

Company Name
ADS INC.

Company's visiting address
ADS INC.
1220 BOUL LEBOURGNEUF,
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

Please wait while we verify company credit score.

STEP 4:

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

Company Signatory
Ndioro Diop

Company Name
ADS INC.

Visiting address
ADS INC.
1220 BOUL LEBOURGNEUF,
QUEBEC,
Quebec,
G2K2G4

Branch Selection | [Select branch](#)

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

Search pickup locations

- ☒ Laval
- ☐ Anjou
- ☐ Cable Centre
- ☐ Drummondville
- ☐ Edmundston
- ☐ Granby
- ☐ Joliette
- ☐ Jonquière
- ☐ Longueuil
- ☐ Montreal

Showing 1 - 10 of 21 results

Select



How to apply for a credit account

STEP 5:

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

Email & Privacy

Email address for invoice
ndioro.diop@westburne.ca

Email address for order confirmation
ndioro.diop@westburne.ca

☒ By registering, you agree to our terms & conditions

Back Confirm

Live Chat Fast Order Branch Locator Feedback Clearance Rockwell Training Account : ADS INC. | ontario

Westburne REXEL GROUP

All I'm looking for

My Account Ndiro Diop My Cart 0 Items

Browse Products eServices Solutions About Us

Your account :81466 has been setup successfully.

Congratulation! 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.

quebec | EN

My Account

Login | Register

Get your best experience!
Sign in for your personalized view

Username

Password

☒ Remember Me

Forget your password or username?

Sign In

Register your account

1. Make sure you are in the right division web page and click on **Register**.
2. If you have a Trade Account number with Westburne select **YES**. If you don't have a Trade Account number, please refer to the guide "Trade Account".
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).*
4. Fill out the form with your information and click on **Register**.
5. Contact your account manager or email us at webinfo@westburne.ca to validate your new web account.

2

Register

Do you or your company have a Westburne account ?

☒ Yes. Use existing account.

☐ No. Register for a new account.

3

☒ Yes. Use existing account.

☐ No. Register for a new account.

Use your existing Westburne trade account
Not sure what to do? Call 1-866-585-3338 for help in creating an account

Account Number

50328

Postal code

H4T1X7

Continue

Cancel

4

First Name

John

Last Name

Electric

Email Address

johnelectric@gmail.com

Telephone

514-332-5467

Username

johnelectric

Password

.....

Confirm Password

.....

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


Register

Cancel

1

Your Price

/ C ⓘ



THOMAS & BETTS
C170 CONNECTOR
Mfr Number: C170
Product code: THSCI70
C170 CONNECTOR

✓ 1011 Available for delivery
✓ 120 Available for pickup at ANJOU
[View Branch Stock >](#)

Quantity EA Min: 1 / EA

[Add to cart](#)


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

2

Your cart

[Delete](#) [Cart Actions](#) [Checkout](#)

☐ Select All to Delete ☐ Reverse Order

ITEM	Availability	ITEM PRICE	Quantity	Total
 C170 CONNECTOR Product code: THSCI70 Brand: THOMAS & BETTS Mfr Number: C170	✓ 1011 Available for delivery ✓ 120 Available for pickup at ANJOU	\$119.39/ C Min: 1 EA	<input type="text" value="1"/> ×	\$1.19

[Delete](#)

Order Totals

Subtotal:	\$1.19
Tax	\$0.18
Total	\$1.37

[Continue Shopping](#) [Checkout](#)

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

3

ORDER DETAILS

P.O. Number

Shipping Details

☒ Delivery ☐ Pickup

Delivery Address:
3560 rue Sarrileton,
Saint Laurent,
Québec,
H4R 0K5

[Pick a Different Address](#)

Delivery Branch:
Laval

Product Total \$1.19
Delivery / Surcharge \$0.00
Tax \$0.18
Total \$1.37

Promo Code [Apply](#)

Only one code per order

[Place Order](#)

[Add Order Notes](#)

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



YOUR HOW TO GUIDE

HOW DOES QUOTE TO CART WORKS



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

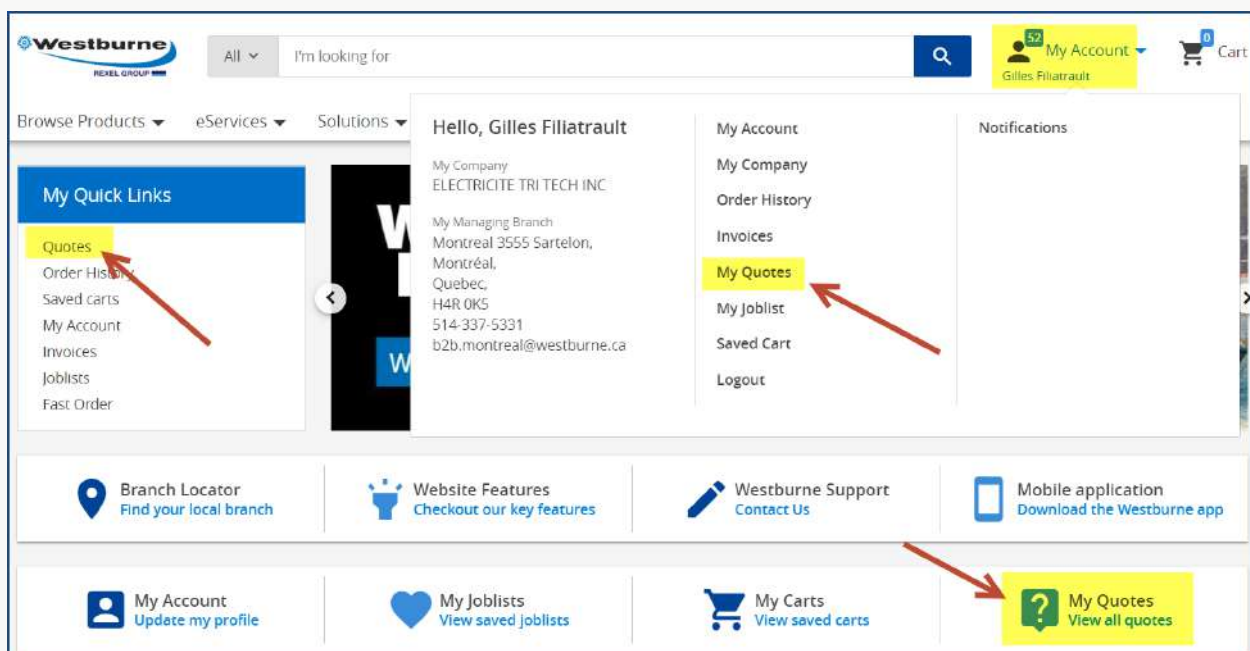


Customer logs into his Westburne.ca web account to view his quote



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 Quick Links**, **My Account** or on the **Thin Promo Banner** on the homepage.





YOUR HOW TO GUIDE

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.

Your Account

- Profile
- Address Book
- Saved Carts
- My Quotes
- Order history
- Joblists

My Quotes

Quote Name Search by Quote # or Name

Status From To

206 results found Display: 1 2 3 4 >

Quote 8796556	Total : \$673.85	>
Quote Name : STEVE POIRIER	Status : QTE Request Date : 04/30/2019 Expiration Date: 05/10/2019	
Quote 8795850	Total : \$2,397.14	>
Quote Name : GL100-ITF	Status : QTE Request Date : 04/30/2019 Expiration Date: 05/10/2019	
Quote 8795751	Total : \$878.97	>
Quote Name : GLPRS	Status : QTE Request Date : 04/30/2019 Expiration Date: 05/10/2019	




YOUR HOW TO GUIDE

Each quote will include the **product images, information, price and quantity.**
Click on **Add All To Cart** to proceed with your purchase.

My Quotes

Quote Number : 8796556		Total : \$673.85	
Quote Name : STEVE POIRIER		Status : QTE	
		Request Date : 04/30/2019	
		Expiration Date : 05/10/2019	

Products (5)



OUELLET

OTR0472 475W/240V 48.8M/48.5 FT/CA

Mfr Number: OTR0475


Product code: OUEOTR0475

Total: \$190.00

Total QTY: 1 EA

✓ 1 Available for delivery

✓ 1 Available for pickup at MONTREAL



OUELLET

OTH3600-GA THERM. ELECT. WHITE NON-PROG

Mfr Number: OTH3600-GA

Product code: OUEOTH3600GA

Total: \$86.00

Total QTY: 1 EA

✓ 1 Available for delivery

✓ 1 Available for pickup at MONTREAL

Add All To Cart



YOUR HOW TO GUIDE




Please note that **a quote can not be modified online**. To add/remove products, edit quantities or change shipping information for a quote, please contact your **Account Manager** who will modify the quote in our system.

! Some products in this cart are quote products.
Please note that the delivery address will remain the same as per your requested quote. To modify shipping details, please contact your Westburne representative or your local branch.

Your cart

Delete Cart Actions ▼ Checkout

☐ Select All to Delete

Item	Availability	Item Price	Quantity	Total
<input type="checkbox"/>  Quote Product OUELLET OTR0472 475W/240V 48.8M/48.5 FT/CA Product code: OUEOTR0475 Mfg Number: OTR0475	✓ 1 Available for delivery ✓ 1 Available for pickup at MONTREAL	\$190.00/ EA Min 1 EA	<input type="text" value="1"/>	\$190.00 ▼
<input type="checkbox"/>  Quote Product OUELLET OTH3600-GA THERM. ELECT. WHITE NON-PROG Product code: OUEOTH3600GA Mfg Number: OTH3600-GA	✓ 1 Available for delivery ✓ 1 Available for pickup at MONTREAL	\$86.00/ EA Min 1 EA	<input type="text" value="1"/>	\$86.00 ▼
<input type="checkbox"/>  Quote Product OUELLET OTR0360 360W/240V	⚠ 0 Available for delivery ⚠ 0 Available for pickup at	\$180.00/ EA Min 1 EA	<input type="text" value="1"/>	\$180.00 ▼



YOUR HOW TO GUIDE

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.

Order Details

P.O. Number *

Shipping Details

☒ Delivery ☐ Pickup

! Some products are on back order. How should they be delivered?

☒ Partial ☐ Full

Delivery Address:
643 chemin de la Haute-Rivière,
Châteauguay,
Quebec,
J6J 5W6
[Pick a Different Address](#)

Delivery Branch:
Montreal

Payment Details

Payment Method : Trade Account

Order Summary

Product Total	\$673.85
▼ Delivery / Surcharge	\$0.00
▼ Tax	\$100.91
Total	\$774.76

Promo Code

Only one code per order:

Order Number: 8805787

Thanks for your order!
You will also receive a confirmation email with the details of your order

Order placed by: Ndy entreprise

Payment Method: Trade Account

Shipping Type: Delivery

Delivery Address:
Ndy entreprise
643 chemin de la Haute-Rivière,
Châteauguay,
Quebec,
J6J 5W6

Order Totals

Product Total	\$673.85
▼ Delivery / Surcharge	\$0.00
▼ Tax	\$100.91
Total	\$774.76

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** under Quick Links on the homepage to view all of your saved joblists.

1 Product page for THOMAS & BETTS ST050-465 STAR TECK CONN 1/2 INCH. The 'Add to Joblist' button is highlighted with a red arrow. The 'Add to cart' button is also highlighted with a red arrow.

2 'Add to Joblist' modal. The 'Add to Joblist' button is highlighted with a red arrow. The 'Create New Joblist' button is highlighted with a red arrow. The 'Connectors' joblist is selected.

3 'My Quick Links' menu. The 'Joblists' link is highlighted with a red arrow. The 'Fast Order' link is also highlighted with a red arrow.

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.

1 The 'Fast Order' link is highlighted in the top navigation bar with a red arrow.

2 'Upload a file' section. The 'Browse' button is highlighted with a red arrow. The 'Upload to Product List' button is highlighted with a red arrow. The 'Download our form template to help you prepare your .CSV file.' link is also highlighted with a red arrow.

3 'Fast Entry Product List' form. The 'Fast Entry Product List' header is highlighted with a red arrow. The form has columns for 'Product Code' and 'Quantity'.

4

Product Code Quantity Item

THS5710	20	5710 LIQ-TIGHT NEOPR K.O.PLUG 1/2"
THSST050464	20	ST050-464 STAR TECK CONN 1/2 INCH
THSC7C	1	C7C COVER COMP SLEEVE "D" DIE BLACKBURN

Buttons: Add All Items to Joblist, Add to cart

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.

1 My Account menu: A red arrow points to the 'Order History' link in the 'My Account' dropdown menu.

2 Order list: A table showing order details for three orders.

Order	Status	Total
8369281	Open (In Progress)	\$1,926.40
8368852	Open (In Progress)	\$134.92
8368090	Open (In Progress)	\$67.97

3 My Orders filter page: A red arrow points to the 'MY ORDERS' header. The page includes filters for Status, From/To dates, Order Type, and Search By.

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.

1 Product detail page: A red arrow points to the 'Pick Up' button in the 'Product Details' section.

2 Stock availability table: A table showing stock levels for various locations.

Location Name	Stock
Laval	27900
Anjou	5250
Cable Centre	0
Drummondville	4650
Edmundston	600
Granby	4200



THE WESTBURNE MOBILE APP

with you at all times!

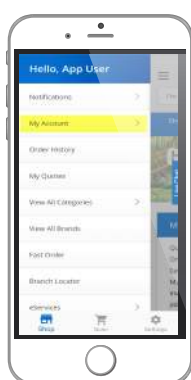


With the Westburne Mobile App, you are sure to have the largest Westburne branch in your pocket. Whether at an appointment, on a work site, on the road or simply at your office, you can instantly source over a million products from our online catalogue with your smartphone or tablet 24/7.

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.



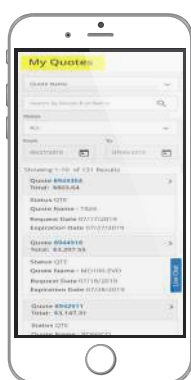
PLACE ORDERS FASTER WITH THE BARCODE SCANNER

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



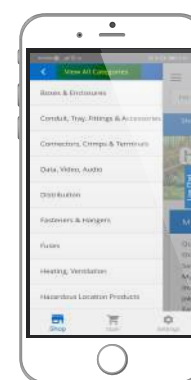
VIEW & REQUEST QUOTES FROM THE APP

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



SEARCH PRODUCTS AT ANY TIME

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



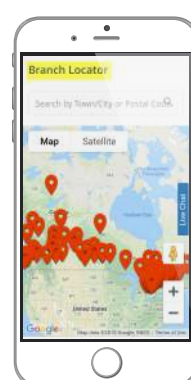
CHECK STOCK AVAILABILITIES IN REAL TIME

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



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



Download on the
App Store



GET IT ON
Google Play