

# 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.



## 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.

### 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 \*

Ndioro

Last Name \*

Diop

Telephone \*

514-332-5467

Email Address \*

ndioro.diop@westburne.ca

Username \*

Ndyautotrade

Password \*

.....

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



## 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

1 2 3 >

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

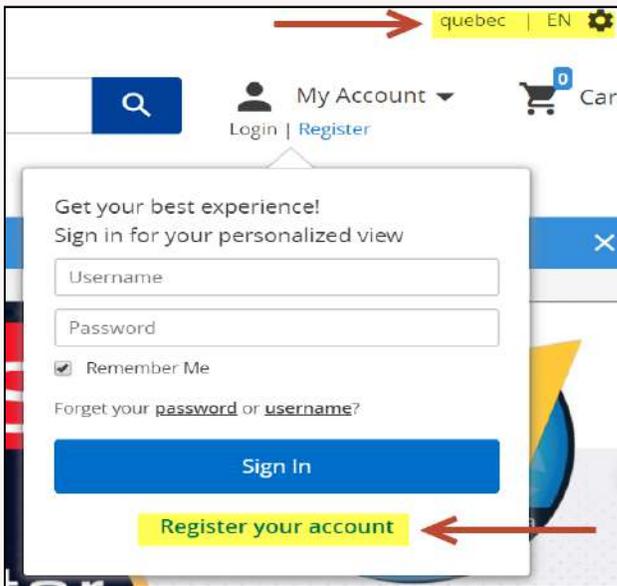
Live Chat Fast Order Branch Locator Feedback Clearance Rockwell Training Account : ADS INC. | ontario

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](http://westburne.ca/store-finder) or by calling our National Service Center at 1-866-585-3338.



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 dont 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](mailto:webinfo@westburne.ca) to validate your new web account.

A screenshot of the 'Register' form, step 2. The title is 'Register'. Below the title is the 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.'. A yellow box highlights the 'No. Register for a new account.' option, with a red arrow pointing to it from the right.

A screenshot of the 'Register' form, step 3. It shows the 'Yes. Use existing account.' and 'No. Register for a new account.' options. Below this is the text 'Use your existing Westburne trade account' and 'Not sure what to do? Call 1-866-585-3338 for help in creating an account'. There are two input fields: 'Account Number' with the value '50328' and 'Postal code' with the value 'H4T1X7'. Both fields are highlighted in yellow, with red arrows pointing to them from the right. At the bottom are 'Continue' and 'Cancel' buttons.

A screenshot of the 'Register' form, step 4. It shows the registration details form. Fields include: 'First Name' (John), 'Last Name' (Electric), 'Email Address' (johnelectric@gmail.com), 'Telephone' (514-332-5467), 'Username' (johnelectric), 'Password' (masked with dots), and 'Confirm Password' (masked with dots). A 'Show' button is next to the password field. Below the password fields are four green progress bars. At the bottom, there is a checked checkbox for 'By registering, you agree to our terms & conditions' and a yellow 'Register' button with a red arrow pointing to it from the right, and a 'Cancel' button.

**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

Select All to Delete  Reverse Order

ITEM	Availability	ITEM PRICE	Quantity	Total
 <b>C170 CONNECTOR</b> 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

Order Totals

Subtotal:	\$1.19
Tax	\$0.18
<b>Total</b>	<b>\$1.37</b>

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 Sarleton,  
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](http://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.

The screenshot displays the Westburne website's user interface. At the top, the Westburne logo and navigation menu are visible. The main content area is divided into several sections:

- My Quick Links:** A vertical list of links including "Quotes", "Order History", "Saved carts", "My Account", "Invoices", "Joblists", and "Fast Order". A red arrow points to the "Quotes" link.
- My Account:** A vertical list of links including "My Account", "My Company", "Order History", "Invoices", "My Quotes", "My Joblist", "Saved Cart", and "Logout". A red arrow points to the "My Quotes" link.
- Thin Promo Banner:** A horizontal row of four promotional banners: "Branch Locator", "Website Features", "Westburne Support", and "Mobile application". A red arrow points to the "My Quotes" banner in the bottom row.

The bottom row of the interface contains four main navigation buttons: "My Account", "My Joblists", "My Carts", and "My Quotes". The "My Quotes" button is highlighted in yellow and has a red arrow pointing to it.



## 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** | **My Quotes**

Profile  
Address Book  
Saved Carts  
My Quotes  
Order history  
Joblists

Quote Name: [dropdown] Search by Quote # or Name [input] [search icon] Clear

Status: ALL [dropdown] From: 03/03/2019 [calendar icon] To: 05/02/2019 [calendar icon]

206 results found Display: 10 [dropdown] 1 2 3 4 >

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

[Add All To Cart](#)

#### Products (5)

	<b>OUELLET</b> <b>OTR0472 475W/240V 48.8M/48.5 FT/CA</b> Mfr Number: OTR0475 Product code: OUEOTR0475	<b>Total: \$190.00</b> ✓ 1 Available for delivery ✓ 1 Available for pickup at MONTREAL	<b>Total QTY: 1 EA</b>
	<b>OUELLET</b> <b>OTH3600-GA THERM. ELECT. WHITE NON-PROG</b> Mfr Number: OTH3600-GA Product code: OUEOTH3600GA	<b>Total: \$86.00</b> ✓ 1 Available for delivery ✓ 1 Available for pickup at MONTREAL	<b>Total QTY: 1 EA</b>



## 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

Select All to Delete

Item	Availability	Item Price	Quantity	Total
<input type="checkbox"/>  <b>Quote Product</b> OUELLET OTR0472 475W/240V 48.8M/48.5 FT/CA Product code: OUEOTR0475 Mfg Number: OTR0475	<input checked="" type="checkbox"/> 1 Available for delivery <input checked="" type="checkbox"/> 1 Available for pickup at MONTREAL	\$190.00/ EA Min 1 EA	<input type="text" value="1"/>	\$190.00
<input type="checkbox"/>  <b>Quote Product</b> OUELLET OTH3600-GA THERM. ELECT. WHITE NON-PROG Product code: OUEOTH3600GA Mfg Number: OTH3600-GA	<input checked="" type="checkbox"/> 1 Available for delivery <input checked="" type="checkbox"/> 1 Available for pickup at MONTREAL	\$86.00/ EA Min 1 EA	<input type="text" value="1"/>	\$86.00
<input type="checkbox"/>  <b>Quote Product</b> OUELLET OTR0360 360W/240V	<input type="checkbox"/> 0 Available for delivery <input type="checkbox"/> 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
<b>Total</b>	<b>\$774.76</b>

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

<b>Order placed by:</b> Ndy entreprise	<b>Payment Method:</b> 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
<b>Total</b>	<b>\$774.76</b>

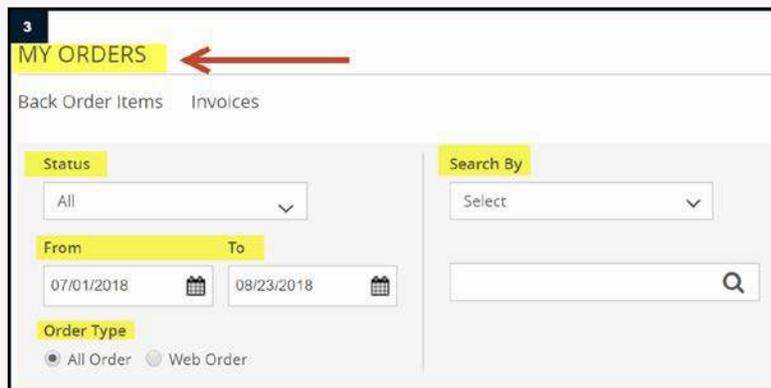
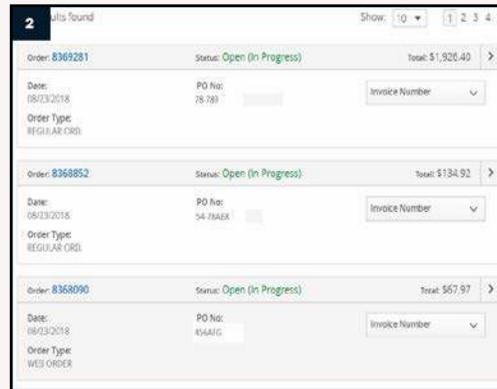
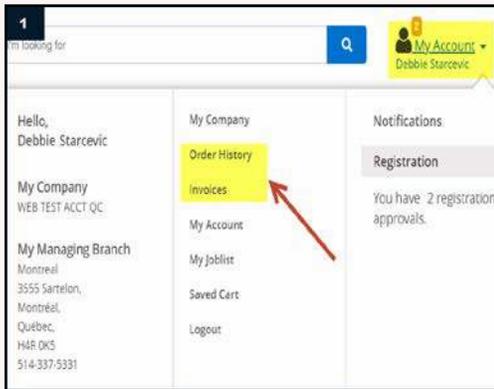
**JOBLIST:** Allows you to create and save a list of your most purchased items or products needed for a specific project. From a product list page or product detail page, click on **Add to Joblist**. Select an already created joblist or create a new one. Click on **My Joblist** under Quick Links on the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

**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.

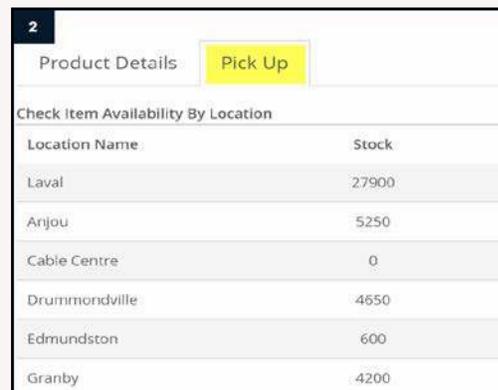
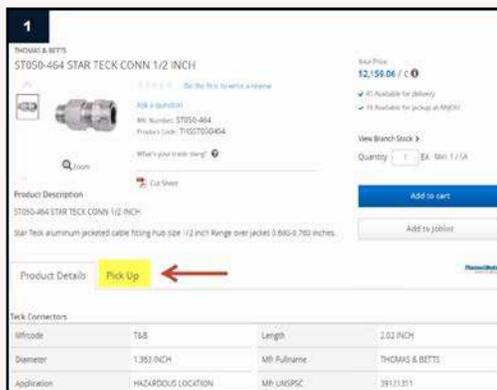
Product Code	Quantity
<input type="text"/>	<input type="text"/>

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

**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.



**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 WESTBURNE MOBILE APP

with you at all times!

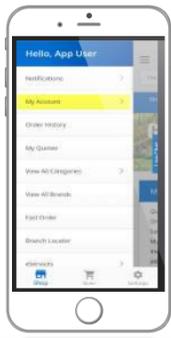


With the Westburne Mobile App, you are sure to have the largest Westburne branch in your pocket. Whether at an appointment, on a work site, on the road or simply at your office, you can instantly source over a million products from our online catalogue with your smartphone or tablet 24/7.

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.



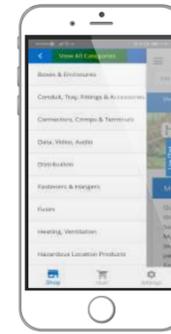
## VIEW & REQUEST QUOTES FROM THE APP

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, specsheet and more by browsing our categories, our brands or by entering your specific part number.



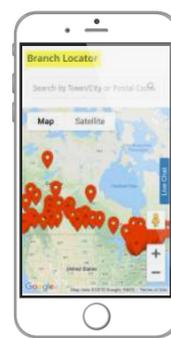
## CHECK STOCK AVAILABILITIES IN REAL TIME

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

