



**GraybaR**<sup>®</sup>  
CANADA



**E-COMMERCE  
WEBSITE**



**GraybaR**  
CANADA



**WELCOME PACKAGE**

A hand in a blue checkered shirt sleeve points to a specific detail on a set of architectural blueprints. The blueprints are spread out on a light-colored surface, showing various technical drawings, dimensions, and annotations. The background is a soft, light blue gradient.

# WELCOME TO THE NEW GRAYBAR CANADA

*Building the future.  
Reinforcing the past.*

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*First things first.*

# Welcome!



*The team at Graybar Canada is proud to announce the launch of our e-commerce website. As part of our ongoing digital transformation, we've been researching new ways to strengthen our capabilities for working together with customers like you. We recognize the speed at which our industry is changing and want to ensure you have the tools to successfully run your business. With a fresh new look and the ability to search and shop online, our team is excited to welcome you to the all-new [graybarcanada.com](http://graybarcanada.com).*

*As a long-standing customer with exceptional industry knowledge, we're inviting you to use our e-commerce platform. Our goal is to give you the best and most efficient customer experience possible.*

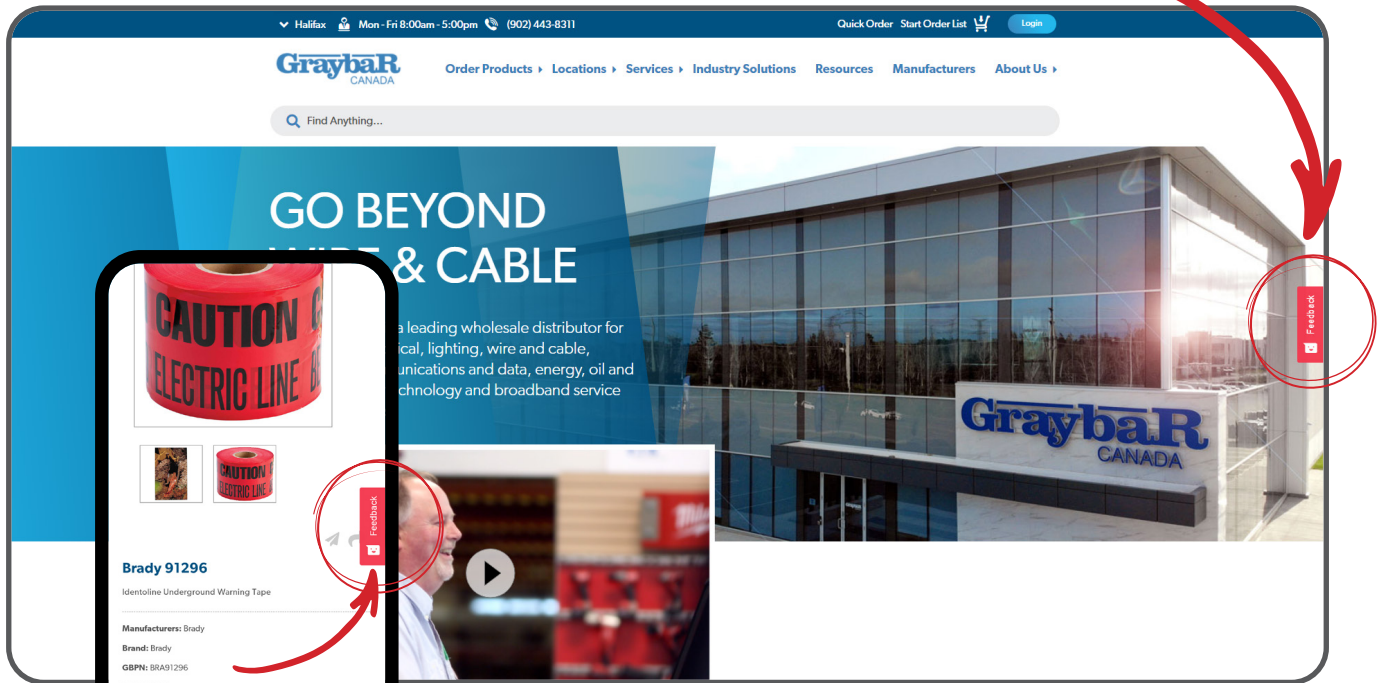
*In this e-commerce welcome pack, we've outlined some of the features and functions of the new website.*

*Take a look!*

# We want to hear it!

# Feedback

Giving your feedback on the website is simple. Click on the red feedback button on the right side of any page.



If any issues are preventing you from placing an order, please contact your local branch and they will make sure you get the products you need!

1. How would you rate your experience?

2. Tell us about your experience...

3. We may wish to follow up. Enter your email if you're happy for us to contact you.

email@domain.com

Skip Send

If you have any technical concerns/questions leave some feedback or contact the team directly at: [esales@graybarcanada.com](mailto:esales@graybarcanada.com)

What can I do?

# Login & Roles

Once logged in, a Job/ShipTo window will appear asking you to select the job you will be charging the items to.

The screenshot shows a 'Select Shipping To Proceed' window with a table of shipping addresses. A red arrow points to the 'Login' button in the top right corner of the website interface. Another red arrow points to the first row of the shipping table.

Ship To Name	Address	City	Province	Postal Code	Select
0001	1234 FAKE STREET LANE		REAL PROVINCE	A1B 2C3	Select
0002	1234 FAKE STREET LANE		REAL PROVINCE	A1B 2C3	Select
0003	1234 FAKE STREET LANE		REAL PROVINCE	A1B 2C3	Select
0004	1234 FAKE STREET LANE		REAL PROVINCE	A1B 2C3	Select
0005	1234 FAKE STREET LANE		REAL PROVINCE	A1B 2C3	Select

Showing 1 to 5 of 6 entries

Previous 1 2 Next

If you don't see the correct Job/ShipTo, please contact your local branch.

## 1. Super User

### MANAGE ORDERS

- Open Orders
- Orders History
- Approval Cart List
- Invoices

### QUICK TOOLS

- My Product Groups
- My Saved Cart
- Request for Quote
- Quick Order Pad

### MY PROFILE

- Change Password
- Edit Contact
- Change Shipping Address

### ADMIN TOOLS

- User Management

Logout

To access account settings and user tools, click on **My Account**. As the Super User of your account you can set up your team members with their own logins. There are three levels of permissions you can assign.

## 2. Purchaser

### MANAGE ORDERS

- Open Orders
- Orders History
- Approval Cart List
- Invoices

### QUICK TOOLS

- My Product Groups
- My Saved Cart
- Request for Quote
- Quick Order Pad

### MY PROFILE

- Change Password
- Edit Contact
- Change Shipping Address

Logout

## 3. General User

### MY PROFILE

- Change Password
- Edit Contact
- Change Shipping Address

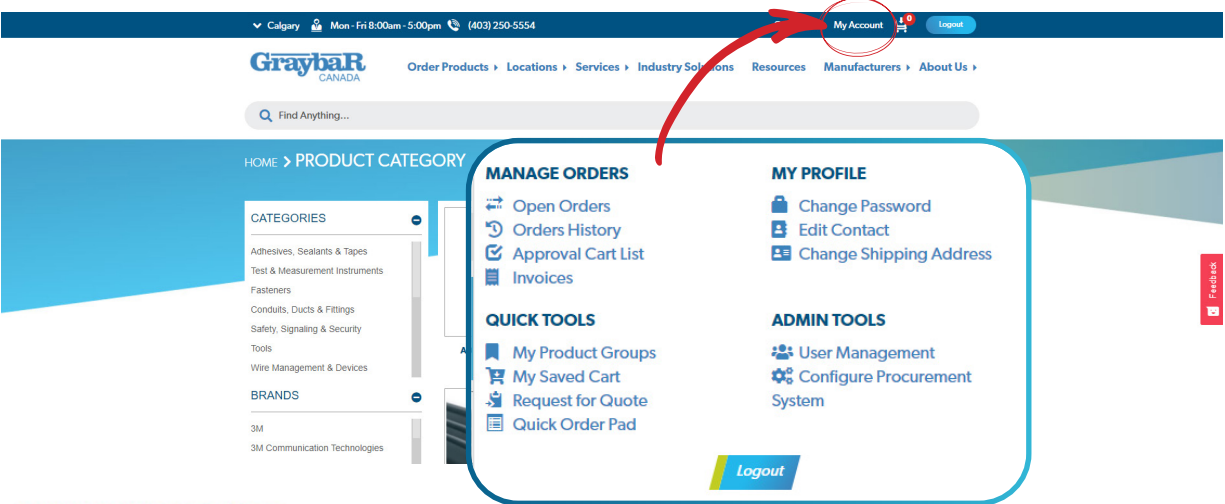
### QUICK TOOLS

- My Product Groups
- My Saved Cart
- Request for Quote
- Quick Order Pad

Logout

Your account dashboard.

# Menu Map



## MANAGE ORDERS

- Open Orders** → Check the status of your open orders.
- Orders History** → View past orders, reorder product.
- Approval Cart List** → View orders awaiting approval.
- Invoices** → View basic invoice information.

## QUICK TOOLS

- My Product Groups** → View and edit items added to your product groups.
- My Saved Cart** → View carts you've saved for later.
- Request for Quote** → Quick and easy request for quote form.
- Quick Order Pad** → Select from three quick entry options.

## MY PROFILE

- Change Password** → Change your password.
- Edit Contact** → Edit your account information.
- Change Shipping Address** → Use this to switch your Job/ShipTo.\*

\*You can only add or edit a Job/ShipTo by contacting your Sales Rep

## ADMIN TOOLS

- User Management** → Where you set up and manage additional users and their permissions.

*Down to business.*

# Shopping

Once you've logged in with the appropriate Job/ShipTo, you can browse product. We've currently loaded approximately 25,000 of our products onto the site.

## Pricing/Availability

The website has real time pricing and product availability. Your product availability can change depending on your Job/ShipTo **region**.

## Regions & Transfers

Product availability is subject to your Job/ShipTo region. Our product selection is divided into four different regions as shown below. If the product you're looking for is located at another branch it can **ONLY** be transferred if that branch is in your Job/ShipTo region.



Maritime



Newfoundland & Labrador



Ontario



West



Let's get to it!

# Browsing & Buying

Search for your favourite products by brand, name, part number or product category. Once you've found the product you want there are a few things you can do.

**Klein Tools 32581**  
4-in-1 Electronics Screwdriver with Rotating Cap

Manufacturers: Klein Tools  
Brand: Klein Tools  
GBPN: KLN32581  
MPN: 32581  
UPC: 926443258160  
CPN: 09264432581

\$ XX.XX / EA  
Qty  [ADD TO CART](#)

**1** 11 available in (YOUR BRANCH)  
[Check warehouse availability](#)

**2** + My Product Group  
Add / Remove CPN

**1** Quantity of product availability at your local branch.

If this section says:

- **3-6 business days:** This item is either on backorder or needs to be shipped from another branch.
- **Call for pricing & availability:** Product is currently not in stock. Please call your local branch for pricing and delivery.

Click **"Check warehouse availability"** to see the availability in other warehouses in your region.

**2** **My Product Group** allows you to tag items into customizable lists.

+ My Product Group

As an example, we've tagged five items to the "ABC Job Kit" product group. This makes it easy to reorder these products.

HOME > MY ACCOUNT > MY PRODUCT GROUPS

Show

Group Name	Date Created	No. Items In group	Action
ABC Job Kit	09/28/2020	5	

What's next?

# Shopping Cart

Once you're finished shopping, you can view the items in your cart, make edits or save the cart for later.







## Shopping Cart

Total Item: 3 Order Total: \$

Checkout


Share This

Currently shopping in: **Calgary**

Select	Product Image	Description	Per Unit Price	UOM	Qty	Price	Delete
<input type="checkbox"/>		<b>Klein Tools AEPJS1</b> Wireless Jobsite Speaker  MPN: AEPJS1 GBPN:KLN56205 <a href="#">Check warehouse availability</a>	\$ EA	EA	<input type="text" value="1"/> <a href="#">Update</a>	\$	
<input type="checkbox"/>		<b>Klein Tools 56205</b> Iron Conduit Bender 1-Inch EMT, Assembled  MPN: 56205 GBPN:KLN56205 <a href="#">Check warehouse availability</a>	\$ EA	EA	<input type="text" value="1"/> <a href="#">Update</a>	\$	
<input type="checkbox"/>		<b>3M SDR-8</b>  MPN: SDR-8 GBPN:MMMSDR8 <a href="#">Check warehouse availability</a>	\$ EA	EA	<input type="text" value="15"/> <a href="#">Update</a>	\$	

 Empty Cart

 Continue Shopping

 Update Cart

 Save Cart

 My Product Group

Checkout

Click the Checkout button to proceed.

# Delivery or Pickup? Checking Out

When you're ready to checkout, you have two delivery options.  
**Ship Order** or **Pickup** at your local branch.

## DELIVERY METHOD

- Ship Order  
 Pickup at [Calgary Branch](#)

**Note :** Pickup time will be provided by email once the order has been processed by the selected pickup Branch.

[Next](#)

Once your order is placed, you'll be sent a confirmation email. If you have any questions about your order please contact your local branch.

If you ever need to cancel an order made online, please contact your local branch.

**Pickup At : Calgary**  
 2765 – 48th Avenue NE, Unit 105  
 Calgary, Alberta,  
 T3J 5M9, CA  
 (403) 250-5554

ORDER SUMMARY		<a href="#">Edit Cart</a>
Item(s)	Quantity	Price
<b>Klein Tools AEPJS1</b> Wireless Jobsite Speaker GBPN: KLNAEPJS1 MPN: AEPJS1 CPN: 09264469055	1	\$ [REDACTED]
<b>Klein Tools 56205</b> Iron Conduit Bender 1-Inch EMT, Assembled GBPN: KLN56205 MPN: 56205	1	\$ [REDACTED]
<b>3M SDR-8</b> GBPN: MMMSDR8 MPN: SDR-8	15	\$ [REDACTED]
<b>Total</b>		\$ [REDACTED]

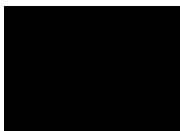
[Print Receipt](#)

## Your Order Has Been Received - Order Success! Thank You.

### Order Details

ERP order number: [REDACTED]  
 Ordered Date: [REDACTED]  
 Ordered By: [REDACTED]  
 PO Number: [REDACTED]  
 Ship Via: [REDACTED]

### Billing Address



### Pickup

**WareHouse Name :** Calgary  
 2765 ' 48th Avenue NE, Unit 105  
 Calgary , Alberta  
 T3J 5M9, CA  
 (403) 250-5554

Image	Description	Qty	UOM	Your Price	Ext Price
	<b>Klein Tools AEPJS1</b> Wireless Jobsite Speaker GBPN: KLNAEPJS1	1	EA	\$ [REDACTED]	\$ [REDACTED]
	<b>Klein Tools 56205</b> Iron Conduit Bender 1-Inch EMT, Assembled GBPN: KLN56205	1	EA	\$ [REDACTED]	\$ [REDACTED]
	<b>Klein Tools SDR-8</b> GBPN: MMMSDR8	15	EA	\$ [REDACTED]	\$ [REDACTED]

**Note :** Additional relevant charges for this order, including taxes and shipping will be charged separately. You will receive the information to follow with an email from Graybar Canada

## Quick reference

# FAQs



### Why can't I see pricing?

Our pricing is account/location based. Please login to see pricing.



### Why can't I find X product?

Graybar Canada sells thousands of products. If the product you're looking for isn't available online, please contact your local branch to order. We'll be adding more products soon.



### How do I cancel/change an order?

If you need to cancel or change an order, please contact your local branch.



### Can I get a refund online?

Please contact your local branch if you need a refund or exchange a product.



### Can I pay with a credit card?

Not yet. Payment for online orders will be processed according to your current payment terms.



### I forgot my login information. What do I do?

If you forget your login information, click the **Forgot your password?** button on the login window and enter your email. You will be emailed next steps.



### Can I ship product to my job site?

Online orders can ship to addresses set up in our system as a Job/ShipTo. To have a new Job/ShipTo set up online, contact your local branch.

*When in doubt, contact your local branch!*