

WEBSITE FAQs

CHECKOUT

My Carts - how does it work?

Want to create more than one cart? You can do that! Users have the ability to create and use more than one shopping cart and control the “active” cart through the My Carts page. Only ONE cart can be active and that is the cart that items will be added to when you select the “Add To Cart” button. Carts listed on the My Carts page are for the account the user is currently signed in to. If a user creates a cart, then switches to another cart, that cart will not be on the list within any other account. Carts created on the website will be available on the App, and vice-versa.

Order Workflow Management - How does it work? How can I turn it on for an account?

Order Workflow Management allows you to define those customers who want to have an order approval process in place for a selected account. Enabling this feature is a two- step process. First, the account must be “enabled” for Order Workflow Management through the organization administration console. Second, the Buyer Approver must be assigned to customer users who will “approve.”

My settings for checkout are wrong and it forces me to update my selections at checkout.

Checkout default settings are controlled through the Checkout Defaults page. Simply navigate to this page via the My Account section and then change default settings that will be used during checkout.

Note: The default settings can be overridden at time of checkout.

INVENTORY AVAILABILITY



On the product list and product detail pages, I sometimes see an aqua package symbol overlaid on the product image. What does this mean?

The item is considered a part of Extended Inventory, previously known as Factory Direct. Short answer? It means it’s not stocked, but is visible on the website. Price and time of availability will be shown to a registered user.



On the product list and product detail pages, I sometimes see a green checkmark symbol that is overlaid on the upper left of the product image - what does this mean?

A green checkmark means this item was previously purchased by you. For a list of all products purchased in the past, navigate to the Previously Purchased Page in the My Account section.



On the product list and product detail pages, I sometimes see a yellow SALE ribbon that is overlaid on the upper right of the product image - what does this mean?

The product has been flagged as a “Sale” item. A reduced price will be displayed for these items.

Sometimes an item is discontinued, but has item availability. What does that mean?

The item is discontinued, but some inventory remains. You can purchase a quantity up to the total amount available. If you exceed that quantity, the system will display an error message.

The items I want to order are showing as unavailable or discontinued.

If the item is discontinued with NO INVENTORY, it will show as unavailable. For discontinued items with inventory on-hand, you can order up to the amount of the remaining inventory.

I'm not seeing the products I should.

Please contact your Sales representative for help.

I'm not seeing prices or availability for any products.

Advise the Buyer Administrator to check the User Management page and ensure that the following user roles are assigned as "Can View Availability" and "Can View Pricing."

LISTS

Is there a way to create a large List without adding items individually?

Yes! You can upload a list of up to 500 products. Step-by-step instructions and a template are provided on the My Lists page. Simply select Upload List to get started.

PERFORMANCE

The site is too slow to complete the my transaction.

Please contact your sales representative.

My browser doesn't display the site correctly and I can't process a transaction.

Try using an alternative browser (Chrome, Firefox, or Safari) to see if that cures the problem. Or make sure all updates have been installed.

I'm getting 404 or not found URL.

Please report the issue to your sales representative.

The price and availability is not showing.

Have a Buyer Administrator check and see if the role has "Can View Price/Availability" enabled for the user profile.

OTHER

What's this "Prop 65 label" mean?

Sonepar USA was required to implement Prop 65 disclaimers on our new websites. In 1986, California voters approved Proposition 65 to address growing concerns about exposure to toxic chemicals. That initiative is officially known as the Safe Drinking Water and Toxic Enforcement Act of 1986.

The punchout feature isn't working.

Contact the eProcurement team at eprocurement@sonepar-us.com.

USER MANAGEMENT

What is a Buyer Administrator and why is this user role needed?

A Buyer Administrator is a user role that has the ability to do the following:

- Add a new user
- Enable or disable a user
- Add, change or delete user roles

What is a Buyer Approver and why is this role needed?

Buyer Approver is a user role that has the ability to do some of the following:

- The ability to review, comment and approve or reject submitted orders (if the customer enables Order Workflow Management).

Pro Tip: It's recommended at least two people be identified as a Buyer Administrator AND two people as Buyer Approvers to fully utilize our new account features.

So, what's the difference between a Buyer Administrator and a Buyer Approver?

In a nutshell:

- Buyer Administrator – control who can place orders, view pricing, and access other account information.
- Buyer Approver – approve your employees' online/mobile app orders before they are placed.

How do I get set up with Buyer Administrator or Buyer Approver roles and features?

Use the Contact Us link from the bottom of any page to request more information.

Can I create user credentials for someone and bypass the online account request process?

Yes! A Buyer Administrator has the ability to create a new site user and bypass the online account request process. To do that, the Buyer Administrator should navigate to the User Management Page and select the ADD USER button and follow the on-screen prompts.

LOOK FOR THE DYNAMIC HELP TUTORIALS!

Access the help tools using the 'Get Help' menu in the bottom right of any page when you are signed in.