



WESCO®

Digital Solutions

FREQUENTLY ASKED QUESTIONS

External

CONTACT:

helpdesk@wescodist.com

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Account and User Information

HOW DOES BUY.WESCO.COM BENEFIT ME?

The site offers many customer benefits including:

- 24/7 access to order thousands of products
- Visibility to contract pricing
- Real-time inventory levels
- Detailed product specifications
- Links to data sheets and catalog pages

HOW DO I GET ACCESS TO MY OTHER WESCO ACCOUNTS ON THE BUY.WESCO.COM SITE?

Contact your sales rep to have the account loaded onto your login. You'll be able to view both accounts within My Account Selection.

I WOULD LIKE TO ADD ANOTHER BUYER FOR MY ORGANIZATION, BUT WOULD LIKE TO APPROVE THEIR ORDERS. IS THIS POSSIBLE?

Yes, we are able to configure accounts with approval routing based on customer needs.

CAN I TRACK MY ORDERS AND OBTAIN INVOICES?

Contact your sales rep to obtain a login for our Online Services portal.

Catalog and Item Questions

I WANT TO PURCHASE SOMETHING ONLINE, BUT I DON'T SEE IT. WHAT SHOULD I DO?

You can either submit a quote online or contact your sales rep directly.

Checkout

HOW DO I GET MULTIPLE SHIP TO ADDRESSES LOADED ON THE SITE WITHOUT LOADING THEM INDIVIDUALLY MYSELF?

Send Ship To addresses to ecommhd@wesco.com to have them loaded all at once.

Contacts

WHO CAN HELP IF I HAVE ANY QUESTIONS REGARDING BUY.WESCO.COM?

Contact ecommhd@wesco.com or your WESCO sales rep.

Pricing

WHO SHOULD I CONTACT WITH QUESTIONS OR CONCERNS REGARDING PRICING?

The pricing reflected on the Buy.WESCO.com site links to your contracted price. If you have questions on any pricing shown the site, please contact your sales rep.

Shopping Lists

HOW CAN I GET A SHOPPING LIST FOR ALL MY BUYERS ON THE BUY.WESCO.COM SITE?

Contact your sales rep to help build a shopping list, or create your own on the site by adding items into your lists from the product pages. The eCommerce Help Desk will load the list for the entire organization.