Graybar.com

APPROVING AND REJECTING ORDERS

Graybar.com has the ability to require management approval on orders prior to them being sent to Graybar for fulfillment.

Approval requirements are:

- The approval level is based on a single dollar amount
- Multiple managers can be assigned as an approver
- Approval requests are sent via email to anyone who is set up as an approver
- Order will be sent to Graybar once approval has been granted

The following information discusses the steps that requestors and approver will take on orders that require approval. In the below example, approval is required for any order with a dollar amount that is equal to or more than $500.

THE REQUESTOR PROCESS

A user (requestor) creates an order that is equal to or exceeds the set dollar amount and requires approval, they will receive an email notification that the order is Pending Approval.

The requester will also receive an email notification that the order requires approval. The requester can click on the "Order/P.O. Number" link within the email to view the order status on Graybar.com.

DoNotReplyGraybar <DONOTREPLY@graybar.com>
to me

Graybar.

Order on Hold - Approval Required

An order you recently requested is on hold pending review by your company's account administrator. We are unable to process this order until it has been approved by your company.

- Order / P.O. Number: SP-0001

To view the details of this order, click the "Order / P.O. Number" link above and log in with your User ID (email) and password. You will receive a notification when this order has either been approved or rejected.

Need help? Contact your company's account administrator, your local branch representative, or website Customer Service (graybar.support@graybar.com or call 1-855-347-2839 Mon - Fri 6am - 10pm, Sat & Sun 8am - 5pm CST).

Status of an Order can also be displayed by selecting "Accounts & Delivery" and "Order History".

ORDER APPROVAL PROCESS

When an order has been placed that is equal to or more than the designated dollar limit, the approver will receive an email notification letting them know than an order has been placed that requires approval.
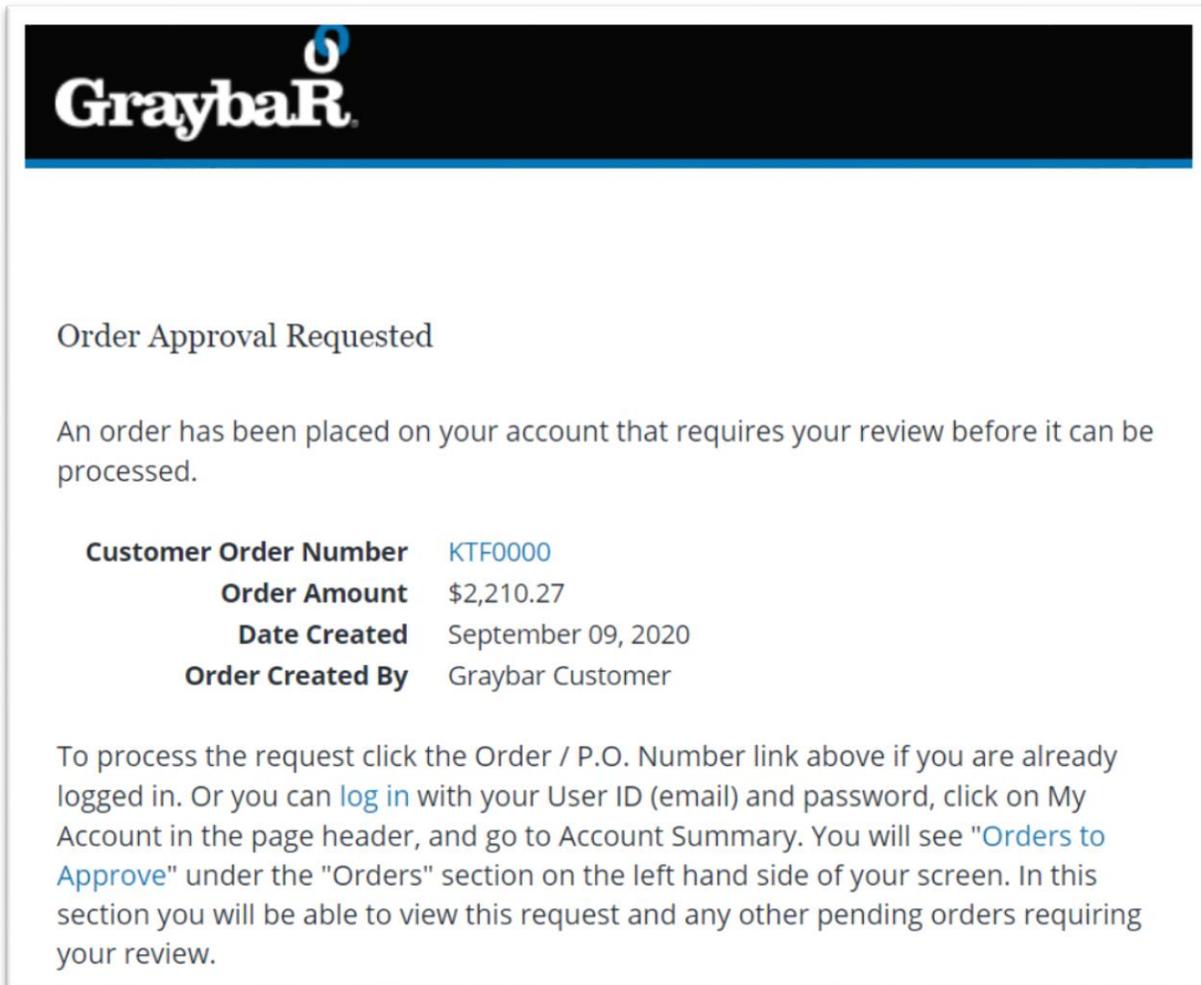
The Approver can access the Approval Dashboard by clicking on the "Customer Order Number" link in the Order Approval Requested email where the approver will be directed to the Graybar.com login page. the approver logs into Graybar.com and selects "Approval Dashboard" from the "Accounts & Delivery" drop down menu. All orders requiring Approval or Rejection will be visible in the Approval Dashboard

To approve an order, select an Order from the Dashboard menu, and select approve and enter a comment.

When an Order is approved the status will change from Pending Status to Approved and an email will be mailed to the requestor.

Graybar.com - Order Approved Inbox ×

DoNotReplyGraybar <DONOTREPLY@graybar.com>   Wed, Sep
to me

Hello Graybar Customer,

Your order has been approved. We're currently processing your order and will send you a shipping notice shortly.

If you have questions or concerns about your order, please contact your company's account administrator, your local branch representative, or website Customer Service (graybar.support@graybar.com or call 1-855-347-2839 Mon - Fri 6am - 10pm, Sat & Sun 8am - 5pm CST).

We appreciate and thank you for your business.

ORDER REJECTION PROCESS

To reject an order, go to the Approval Dashboard select reject and enter a comment.

When an Order is rejected the status will change from Pending Status to Rejected and an email will be mailed to the requestor indicating the order has been rejected.

Graybar.com - Order Rejected Inbox ×

DoNotReplyGraybar <DONOTREPLY@graybar.com>   Sep 9,
to me
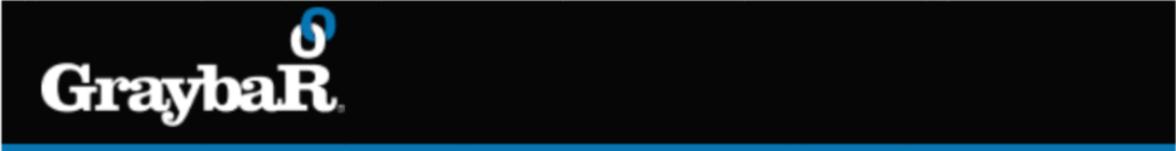
Order Not Approved

An order you recently requested has been reviewed by your company's account administrator, but was not approved. We are unable to process this order without approval by your company representative.

Customer Order Number	0000000476
Order Amount	$2,210.27
Date Created	September 09, 2020
Order Created By	Graybar Customer
Order Reviewed By	Graybar Customer
Additional Notes	No you cannot have these!!!

Need help? You can contact your local branch representative or website Customer Service (graybar.support@graybar.com or call 1-855-347-2839 Mon - Fri 6am - 10pm, Sat & Sun 8am - 5pm CST).