Graybar.com

PARENT AND CHILD ACCOUNTS

Graybar.com allows customers with multiple locations and multiple accounts to create what we call parent/child accounts. This allows companies to have a corporate or administrative account (parent account) that is able to access other divisions or organizational accounts (child accounts) within the company.

Think of it this way. If a company has multiple locations across the country, in order to make buying from Graybar easier, each location will have their own Graybar.com account, allowing them to view inventory levels for that specific location. The parent account will be able to view order and invoice statuses, order materials and request reporting data for each child account.

It is important to note that parent-level users must select a child account before any functions discussed above can performed
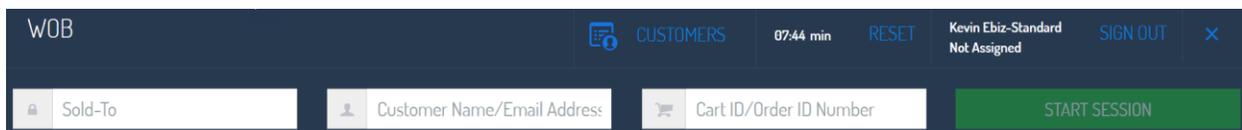
USING GRAYBAR.COM AS A PARENT

When using Graybar.com as a parent, WOB (Working On Behalf) will be displayed at the top of the page. This indicates the account is being used at the parent level. Enter your credentials, Agent ID and Password then select the "Sign In".
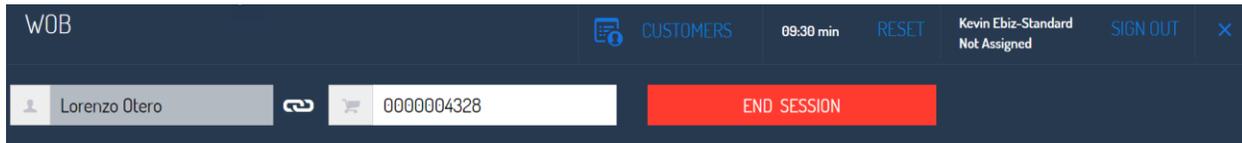

To view the associated child accounts expand the drop-down arrow in Customer Name/Email Address field. Enter Customer Name/Email Address and select "Start Session".
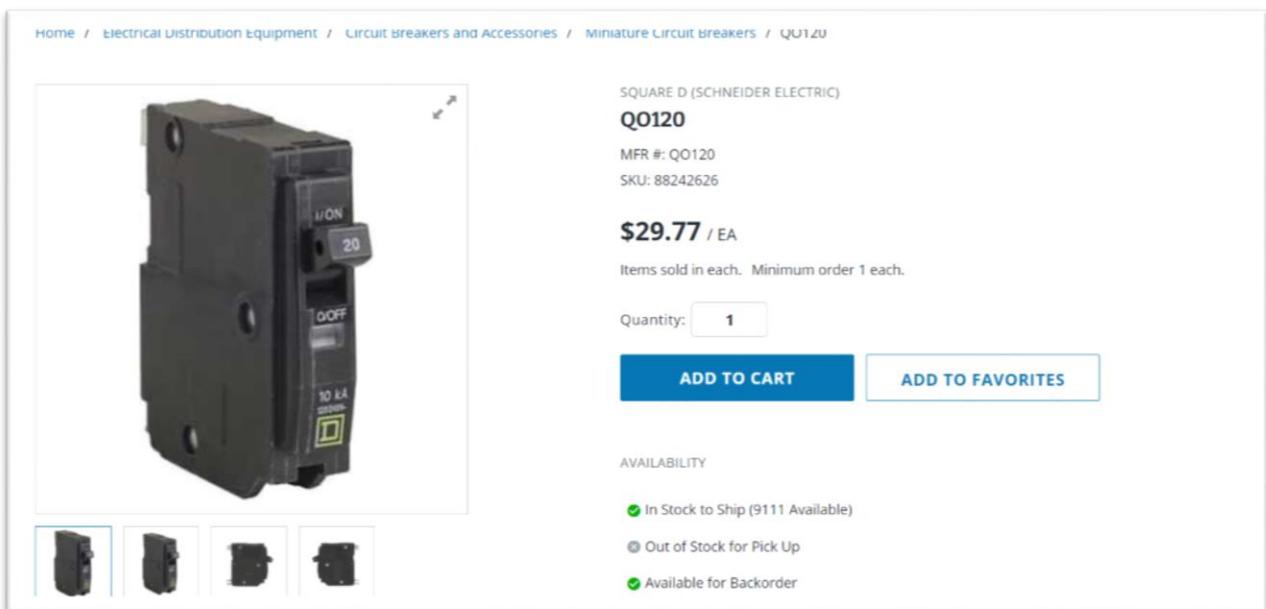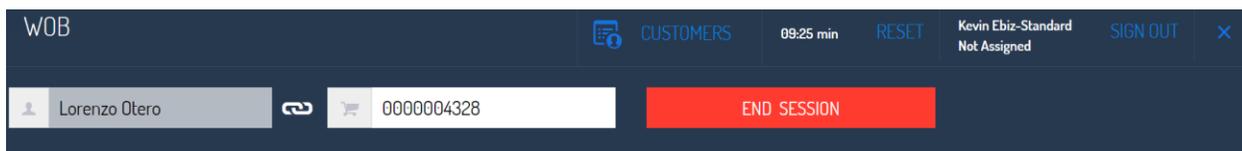
Once a child account been selected, the "WOB" will be updated accordingly.

When searching for items under a child account, such as QO Circuit Breaker (SKU 88242626), the following information will be displayed, which includes negotiated price and inventory levels.

Once the desired actions have been completed, select End Session. Once session has ended enter a different child account or return to the parent account.

USING GRAYBAR.COM AS A CHILD

Child accounts behave as typical Graybar.co accounts. Child accounts do not have the "Working As" drop-down at the top of the screen.