



Werner Electric Website

Frequently Asked Questions

If you cannot find the answers you are looking for, please contact websupport@wernerelectric.com or call Werner Electric Supply at 920-815-4050. Our eCommerce team and Customer Service Representatives are readily available to assist you.

ACCOUNT

My login isn't working. What now?

Please contact [web support](#) for assistance.

How do I setup a login?

Visit WernerElectric.com and hover over [Sign In Or Register](#) in the upper right hand corner. Click [Register for an Account >](#). Once you fill out the short form, we are notified and will set you up with a username and password.

What type of user roles are available?

Administrator – This would typically be a senior level buyer or upper level manager that oversees all other buyers of the organization. This role can set up accounts for new employees and assign them access to certain ship-tos. They can also approve orders of any General User at their company.

Superuser – This role would work well for companies that don't necessarily have a lot of buyers, but a handful of people who are trusted to make purchases without approval each time. The superuser could also be someone that might manage another buyer or two, and would want to approve what they are purchasing.

General User – This would be more of a junior buyer that can create orders, but would need them to be approved by either a Superuser or Administrator. This role would also work for someone that will never need to make an online purchase, but simply do product and pricing research online.

Note: All new registrants are automatically set up as a Superuser unless requested otherwise.

Can I limit the purchasing access for my direct reports so that I can approve what they are ordering?

Yes. Let us know whose orders you would like to approve. We will set them up as general users reporting to you, thus creating a workflow that requires all of their orders to require your approval.

How do I start purchasing online if I have never purchased from Werner Electric Supply before?

In order to purchase from us, you must have an approved [Credit Application](#). The link to the application can be found in the footer of the website under [Customer Service](#).

[Continue >](#)

ACCOUNT *continued*

How do I update my contact information?

Hover over [Hello](#) in the top right corner and click on [Account Settings](#).

Can I receive order acknowledgments?

Once you have an account created, you will automatically begin receiving acknowledgments for orders you place online to the email address on your account.

CHECKOUT

Can I use a Purchase Order to checkout?

Yes. Towards the end of the checkout process there will be a field for you to enter a PO number.

Do you take credit card as a payment option?

Yes. Towards the end of the checkout process there will be a field for you to enter your credit card information.

Do you add sales tax?

Yes.

How late can I order online?

You can order until 7:00 p.m. CST for next day delivery. *(For items in stock in Appleton)*

SHIPPING

Can I change my shipping location?

When logged in, hover over [Hello](#) in the upper right hand corner. Select [Addresses](#). You will be given a full list of all ship-tos associated to your company's account. You can select whichever address you need. If you do not see the shipping address that you need, please contact your Werner Electric Representative.

Can I set a default ship-to so I do not have to make a selection each time I login?

Yes. When you initially login and select a ship to, there is a check box that you can select to set it as your default.

Can I add a new ship-to?

Yes. Please contact your Werner Electric Representative to get a new ship-to added to your account.

Can I remove outdated ship-to's?

Yes. Please contact your Werner Electric Representative to have shipping addresses removed from your company's account.

Can I ship to my jobsite?

Yes. Please contact your Werner Electric Representative to get your job site ship-to added to your account.

Do you ship internationally?

Not at this time.

How long do "Custom Orders" take to ship?

This will depend on the item. Please contact your local Werner Electric Representative for an estimated delivery time frame.

Do you offer expedited shipping?

All of our in-stock items arrive next day. If a custom order is placed, we cannot offer expedited shipping due to the specific lead times of our vendors. Please work with your Werner Electric Representative on any time sensitive custom orders.

[Continue >](#)

NAVIGATION

How do I add my Customer Part Numbers?

You cannot add these yourself. Please contact your Werner Electric Representative to have these added to our system for you.

How do I start a return?

Find the order in your [Order History](#) containing the items you would like to return. Click [Return Request \(RMA\)](#) in the upper right hand corner. You will be prompted to fill out a few brief questions regarding the return. Once you submit the request, our Returns department will be in touch with you.

How do I find availability?

Products that are in stock will automatically show this in green. The stock shown is a collective number across all locations. Click [Check Warehouses](#) to view a breakdown of stock by location.

How do I view past orders?

All previous orders placed by your company can be viewed under [Order History](#) in your account dashboard.

Where can I find product specs?

If specs are available on the product, they will be linked under the Documents tab towards the bottom of the product page.

Can I create “Wish Lists” of items that I want to come back to later?

Yes, these are called [Product Lists](#). You will use the [+ My Product Lists](#) button on each product to add items to your personalized groups.

Can I view quotes that were not created online, but instead by a Customer Service Representative?

Yes. All quotes can be viewed in [My Quotes](#).

Can I pay my bill online?

Yes. Under [Invoice History](#), you will be able to view all invoices and orders. When you click on the [BillTrust logo](#) on the page, it will take you to our online portal for making payments.

Where can I subscribe to your monthly newsletter? (PowerLine)

Hover over [About Us](#) in the top navigation and select [Newsletter](#). You will be able to subscribe to future editions, and view previous editions.

Where can I find training courses you offer?

Click [Training & Events](#) from the top navigation, and select [Training Calendar](#).

Do you hold any customer events?

Yes. Click [Training & Events](#) in the top navigation and select [Events](#).

What kinds of services and solutions does Werner Electric Supply offer?

You can find these by clicking [Solutions](#) in the top navigation.

Where can I find promotions?

Click [Promotions](#) in the top navigation.

Can I find any literature online?

Hover over [About Us](#) in the top navigation and select [Resources](#).

How do I get to the Werner Electric blog?

Select [Blog](#) under [About Us](#) in the top navigation.

What locations do you operate out of?

All of our locations are listed on our [Locations](#) page under [About Us](#).

[Continue >](#)

MOBILE APP

Do you have a mobile app?

Yes. Our mobile app is available on Google Play and the App Store. Search for [Werner Electric](#).

What login do I use on the mobile app?

You will use the same login for the app and the website. If you do not remember your login, please contact websupport@wernerelectric.com. If you would like to be set up with a login, go to WernerElectric.com/Registration.

Does the mobile app work on Apple and Android phones/tablets?

Yes. The mobile app will give you the experience of our desktop eCommerce site, just on the device of your choice.

If I build out a shopping cart or product groups on my desktop computer, will that also display in the app?

Yes. The app will mirror the website.

Can I place orders on the mobile app?

Yes, you can place orders or bids on the mobile app just like you would on the website.

GENERAL

What browser should I use?

The website will work best in Google Chrome, but you may also use Internet Explorer, Microsoft Edge, Firefox or Safari.

The part I want isn't in stock, what now?

Please contact your local Werner Electric Representative and we will get you a quote and time frame for ordering.

Do I see my companies negotiated price?

Yes. Once logged into the website you will see your specific pricing.

Can I place a quote online?

Yes. Once you have your shopping cart ready, click [Request a Quote](#) instead of [Checkout](#).

Can I place a pickup order online?

Yes. When you first login, you will be prompted to select delivery or pickup. At any point during your shopping experience, you can adjust this selection in the upper left hand corner of your screen. You can also adjust this select in the shopping cart when you are ready to checkout.

Do you sell to consumers?

Our site is set up for B2B use, not B2C.

Can I make changes to an order I just placed?

Contact your Werner Electric Representative and they can adjust the order for you.

Can I still place an order if the website is down for any reason?

Yes. You may still place a phone or email order with one of our Customer Service Representatives.

How often are price and availability updated?

Price and availability are loaded realtime.

Who can purchase Rockwell Automation products from you?

Rockwell Automation products are only available for purchase to those within the approved APR. If you are within the APR, you will be able to view the Rockwell products that we offer as soon as you login. Rockwell Automation products will not be visible prior to login.

Continue >

GENERAL *continued*

What does “In Stock” mean on the website?

The status of **In Stock** means that we currently have inventory in our warehouse and can get you the product within 1-2 business days. The initial “in stock” number that you see on a product shows a collective stock across all of our locations. In order to see the breakdown by location, you will need to click [Check Warehouses](#).

Can I purchase an item that is listed as “Custom Order”?

Yes, custom order just means that we don’t currently have any stock of that item in our warehouse. You can still buy the item and we will source it to fulfill that order.

If I notice that the product is displaying incorrect information, what should I do?

Each product page will have a “[Click Here to Report Data Issues](#)” button that will allow you to report the issue.

