



## WELCOME TO THE NEW STOKES ELECTRIC WEBSITE

We're excited to launch our new digital experience that was developed exclusively to meet your needs. The site gives you the opportunity to interact with Stokes on your time allowing you to find the most accurate items, place orders for pickup or delivery, and view and pay invoices through a seamless integrated web to store experience.

### WHAT CAN YOU EXPECT:

- **Enhanced Search:** We have enriched product data and boosted item searchability. Search by part number or part name or use the categories to drill down to find the items you need.
- **Accurate Data:** Most items will have your customer pricing or competitive list pricing and you can identify which items are in stock by location or when we expect receive items in stock.
- **Account Tools:** You can review estimates from Stokes for approval, create your own quotes using the Wishlist functionality, view and pay invoices and view order history in the customer portal.
- **Consistent Experience:** Our ecommerce platform is integrated directly into our storefront operations. Our sales reps will be immersed in the web tool to ensure your orders are processed quickly and accurately.

### FREQUENTLY ASKED QUESTIONS

#### **If I have an open account with Stokes, how do I login to the website?**

- If you have an account with Stokes, you are already loaded into the website as a customer. To receive your credentials, contact your outside or inside sales rep or e-mail [web@stokeselec.com](mailto:web@stokeselec.com).

#### **What do the drop downs in "Manage Lists and Orders" mean?**

- **Estimates:** If you request a quote from Stokes outside of the website, you'll find the completed estimate in this section.
- **Wishlist:** If you want to put together a quote and submit to Stokes, create a Wishlist and "Share with your sales rep" for review. You can also add items to the cart if you're ready to checkout immediately.
- **Order History:** This displays orders that have successfully processed through the website or via your sales rep.
- **Invoice History:** This shows a comprehensive look at all invoices, open and paid.

### How do I use the Order Pad?

- The order pad was created to quickly add items to your car without having to search for them. If you know the part numbers, simply type them in to the “Item #” box along with the quantity, hit “submit,” and the items will move to your cart. Use the cart to checkout when you’re finished.
- If you need to add more items than the number of boxes, select +ADD A ROW to add more lines.

### How do I create profiles for my employees and allow different viewing permissions?

- Log into your account.
- Under the Account Icon on the top right, select “Account Profile.”
- Under Edit Account, select the tab that says “Contacts.”
- Select “New” to create a new contact and enter in the person’s role, first and last name.
- To create their username and password, select their name under the Contacts tab.
- From here you can edit any contact information and create a username and password for the user.
- Select DONE when finished.

### Why isn’t my order displaying in Order History?

- If your order is not loading in Order History it is likely that the Stokes Sales rep hasn’t submitted it for approval. If you received an e-mail notification that your sale rep has approved the order and it still is not in there, please reach out to [web@stokeselec.com](mailto:web@stokeselec.com).

### Where are the residential lighting items?

- This website is strictly designed for electrical products. To visit our lighting website, select the Lighting icon in the top right corner of the screen.

### How can I pay for my order?

- You can pay for your order several ways. When you select “Pay,” at checkout, you can either pay immediately by Credit Card or select “Bill Later.”
- If you selected Bill Later, you will receive a statement in the mail from Stokes where you can use traditional forms of payment: mailed check, direct deposit or by credit card over the phone.
- In the next website roll-out, you will also be able to pay from your online invoices using a credit card.

### Any additional questions?

Reach out to [web@stokeselec.com](mailto:web@stokeselec.com) for clarification on any new website features.