Guillevin
International

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A new era of eCommerce

We are pleased and excited to announce our eCommerce platform modernization.

This new platform is aligned with our company's vision of being centered around the customers and their needs, while providing unparalleled product knowledge and availability. Furthermore, we listened to your feedback; Concerns about navigation and search functionalities have been addressed and will continue to be improved over time.

This playbook provides each profit centers and its employees with standard operating guidelines for eCommerce. It also provides information on specific online features.

Beta Phase

To ensure a smooth transition into this new platform, an initial testing phase will be deployed with select profit centers and their customers. Customers will be migrated and given access to the new platform to provide feedback. During the testing phase, features will continue to be developed in anticipation of our official national launch and based on customer feedback received.

Our entire electrical products catalogue will be available during this phase. However, product information enrichment will be an ongoing endeavor which will continuously expand our catalogue over time.

Official Launch

By this time, all of our customers will be migrated to the new platform region by region. Some additional features will be implemented based on customer feedback received during the pilot phase and will continue to be developed after the launch.

Band of Brother Concept

In order to serve customers more efficiently, local business centers will be working together to offer a larger assortment of products, more competitive prices, and improved lead times for delivery. This concept is seamless for customers, but should improve their eCommerce shopping experience tremendously.

User Roles

Customer accounts have 2 types of User Roles available: Administrator, Users. User roles will be initially setup by your local profit centers. Existing users will be migrated to the new system automatically.

Administrator - Can place orders and setup or modify other user permissions.

User - Can place orders, but has to be granted a the order history browsing privilege.

Video Tutorials

You can find video tutorials on our YouTube channel.

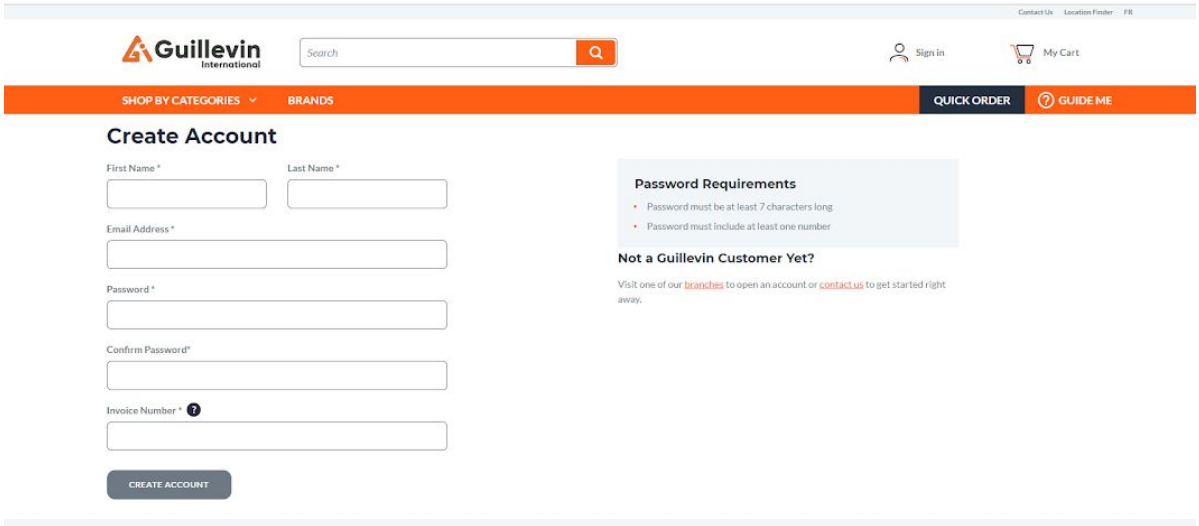
Getting Started

Before getting started, please make sure you have a login to the website by contacting your local profit center manager or internal representative.

Creating an account

First, you must ask your local Guillevin rep to activate your account in our system. Once they've done that, head over to our website. You will need a recent invoice number that has been issued in the past 12 months in order to create your account. If you do not have a recent invoice number, ask your local Guillevin rep to create one for you.

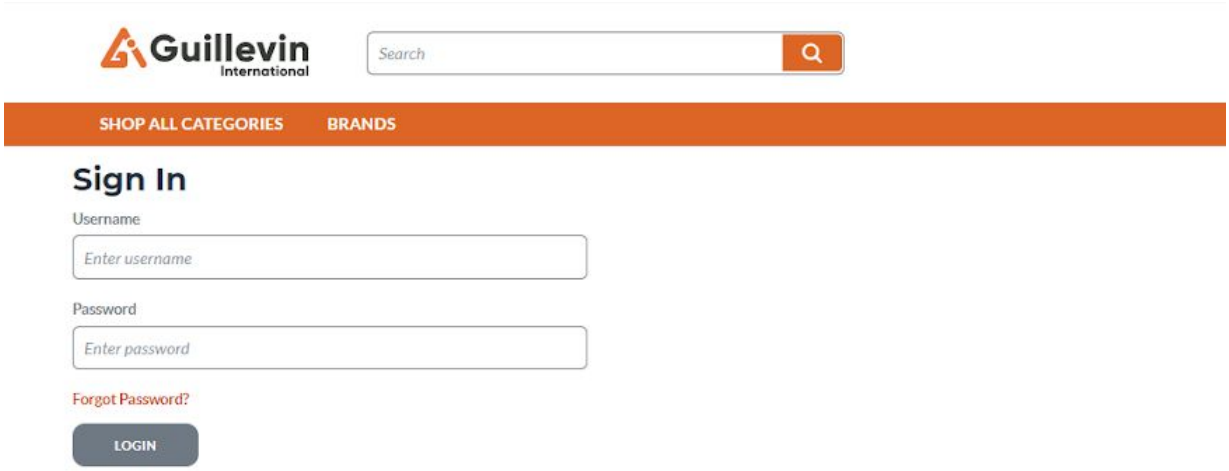
1. Head to the account creation page
2. Enter your information
    a. First & Last Name
    b. Email
    c. Create a password
    d. Enter a recent invoice (has to be issued in the last 12 months)
3. Click on [Create Account]



Accessing and Logging Into the Website

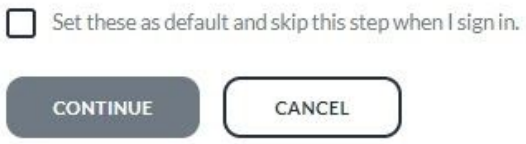
Locate the Sign In button in the top menu. Your username will be your email address.

1. Go to beta.guillevin.com
2. Click on the Sign In icon in the top right corner
3. Enter your username and password and click “Login”

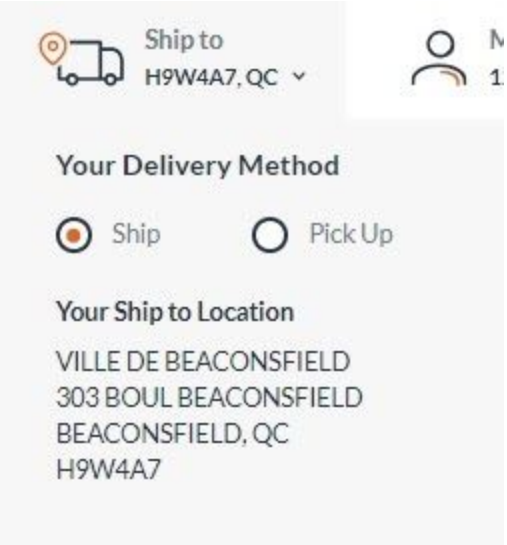


Selecting Your Account

After logging in, you must select your billing and shipping address. If you want to set a default address, you can check the ‘Set these as default and skip this step when I sign in.’ box.



Changing Fulfillment Method

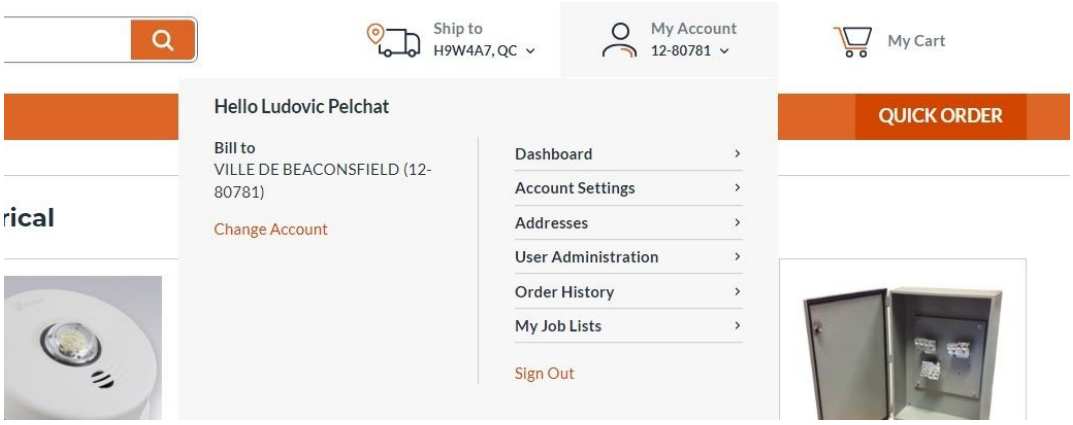


Once logged in, you will notice additional icons in your main menu.

The first button allows you to change your fulfillment method (shipping or pickup) at any time during your shopping experience.

To switch from one method to another, click on the corresponding radio button. Your prices, product availability, and assortment will automatically be updated every time you switch.

Managing Your Account

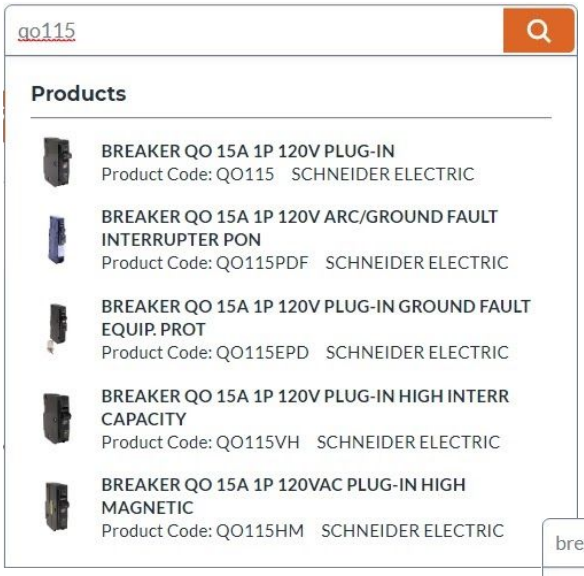


1. Click on [Dashboard] to view your billing/shipping information
2. Click on [Account Settings] to change your password
3. Click on [Addresses] to manage your Ship to addresses
4. Click on [User Administration] to manage users and their permissions
5. Click on [Order History] to view your recent orders
6. Click on [My Job Lists] to view your job lists
7. Click on [Change Account] on the left to change your Bill to or Ship to addresses

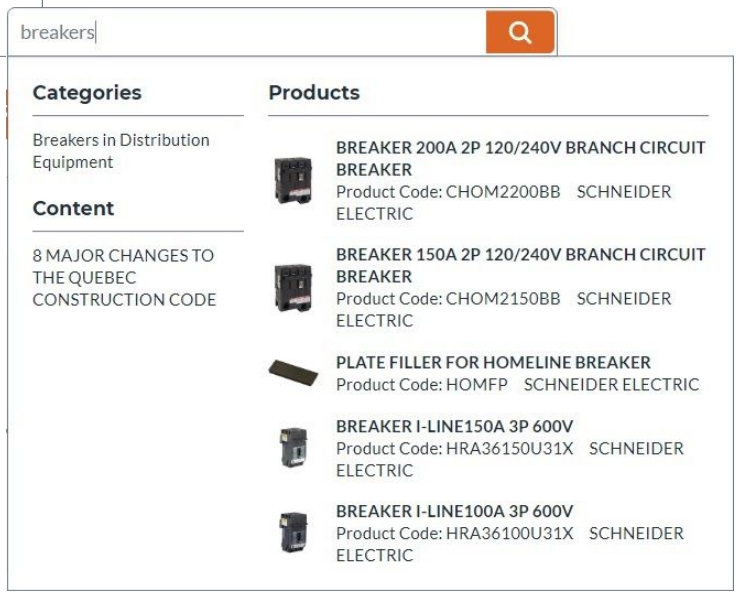
Searching For & Viewing Products Online

You may search products through the website search engine by using the following:

- Product description keywords
- Model #
- Manufacturer part #
- Guillevin product ID #
- SKU #

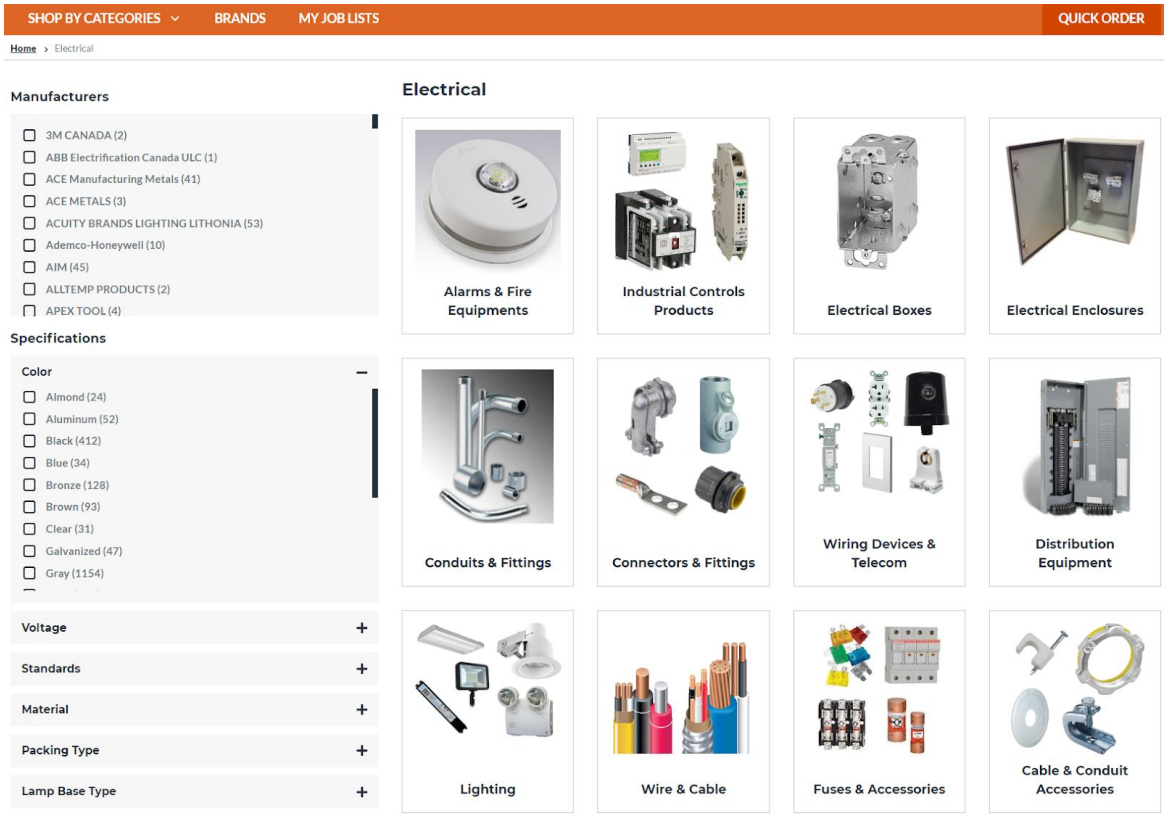


1. Entering keywords in the search engine will automatically populate relevant product results.
2. Adding in additional values will further filter results for more specific results.
3. Any keywords typed in will show results in content pages, categories or products.



Using Filters to Find Products

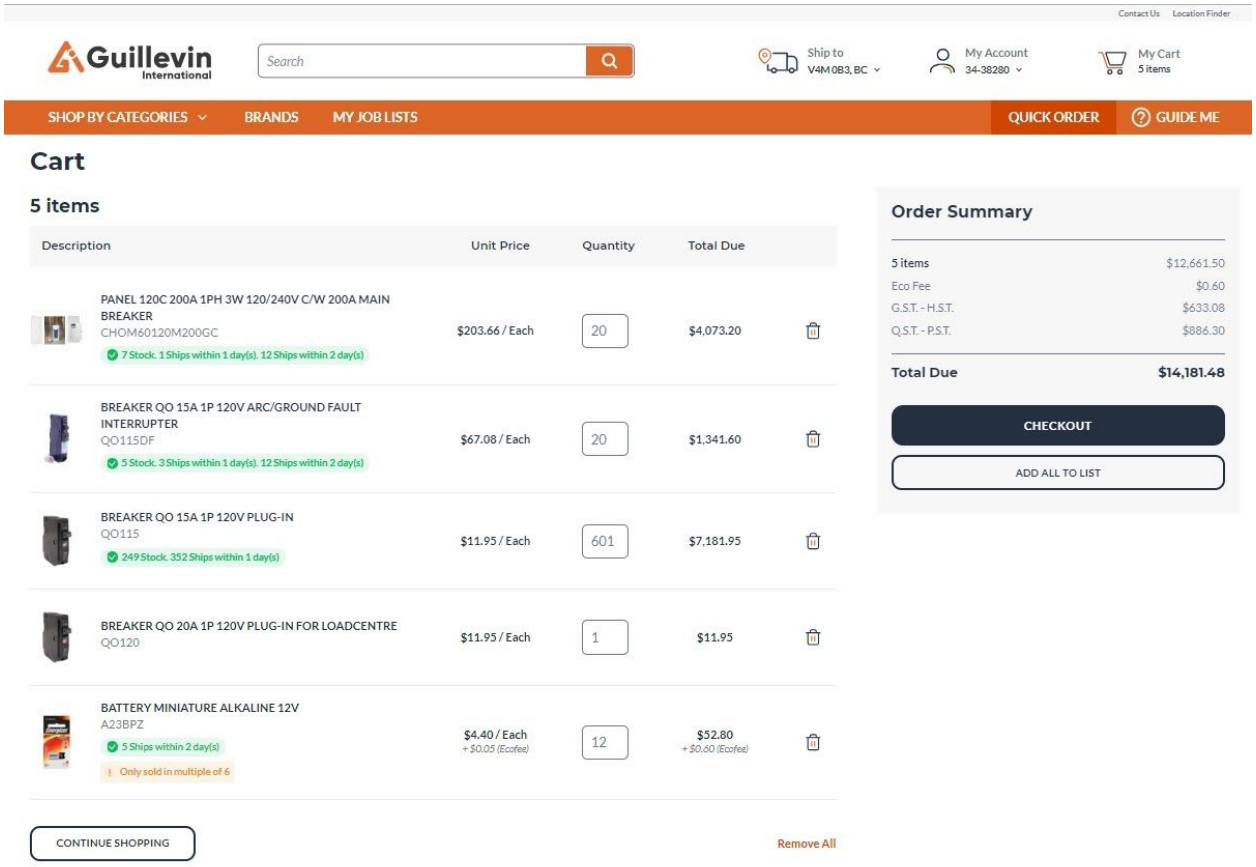
You can start filtering out products at any time during your shopping experience. Use the left-hand side filters to filter out results and compare products at a glance.



Your selected filters will remain active throughout your shopping experience, and can be removed individually or altogether by clicking on [Clear All].

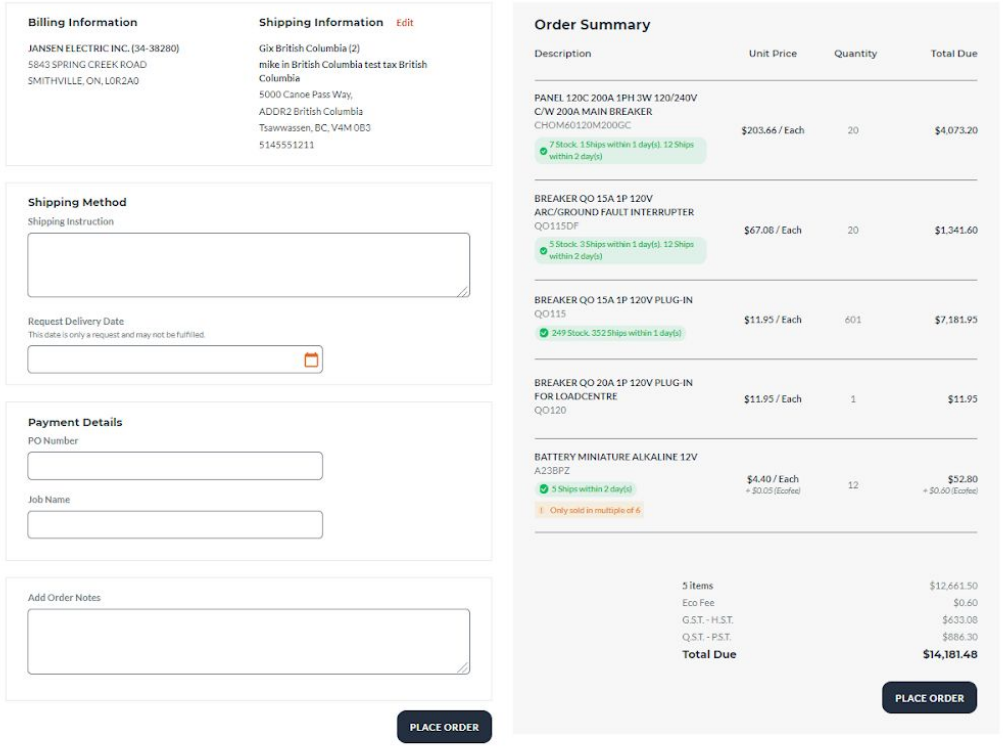
Placing an Online Order

Once items have been added to the cart, an order can then be submitted through the checkout process.

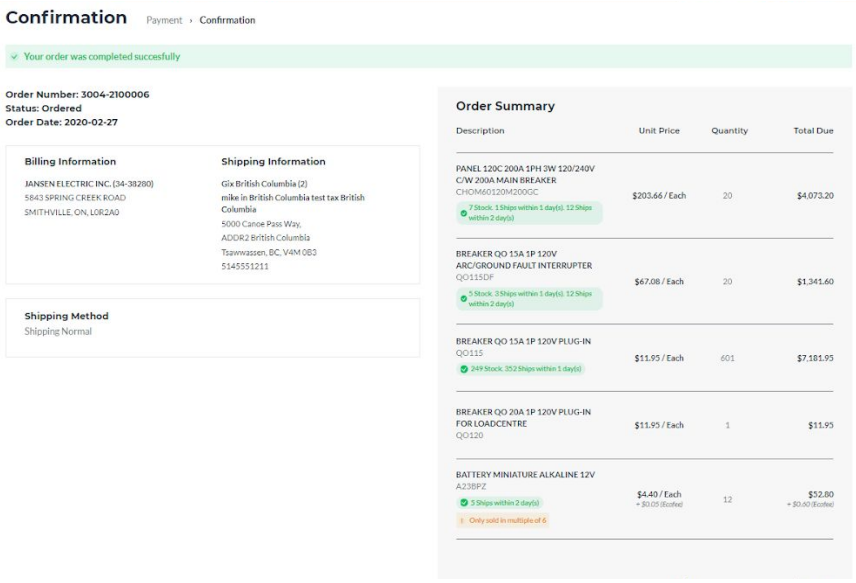


From this screen, you can see the lead times, minimum order quantities, ecofees, taxes and you may also add items to a list for a future purchase.

Every online orders placed through our website require a PO number, and will need to be manually confirmed by your branch before they can be processed.



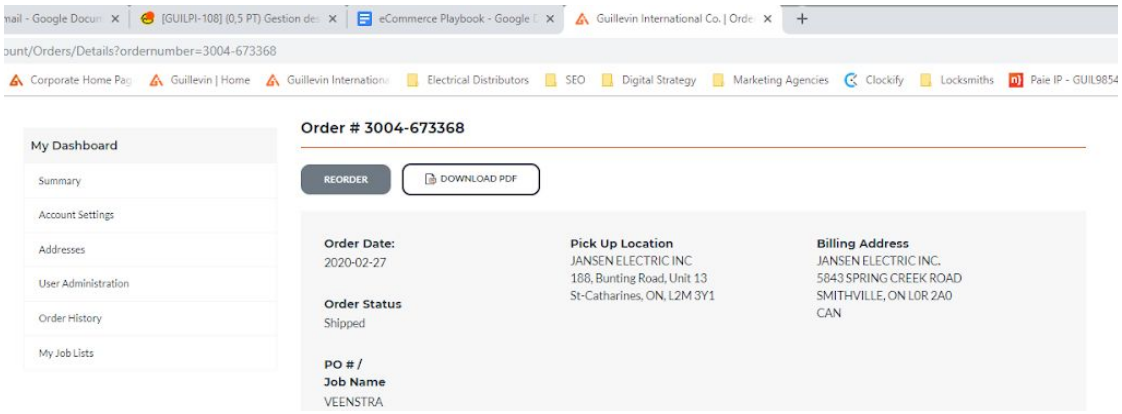
A confirmation screen will validate your order, and a subsequent email will be sent once your order has been confirmed by the branch.



Consulting Invoices & Re-Ordering Items

To consult invoices or reorder items from past invoices, navigate to [My Account] then [Order History]. You must have sufficient privileges to navigate to this screen, which only your administrator can grant you.

Click on the Order# you want to consult and click on [Reorder] to reorder the items in that order, or [Download PDF] if you'd like a copy of your order.



Online Order Returns

All online orders have the same return policy as those placed in one of our branches. All returns must be completed through a sales representative at your local branch.

Cancelling an Online Order

To cancel an order, email or call your local branch and be sure to have your order number or web reference number that you wish to cancel in hand. You will receive a confirmation that your order has been cancelled within 1 business day. Once the order has been cancelled, it will be displayed in your order history as a cancelled order.

Note: Orders that have already been picked up or shipped cannot be cancelled and will require a return to be processed at a branch.