

# WHAT ARE THE DIFFERENCES BETWEEN SHOP.WERNERMN.COM AND VANMETERINC.COM?



Effective October 23, all shop.wernermn.com ecommerce accounts will transfer to vanmeterinc.com.

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## QUOTES & QUOTE HISTORY

Quotes placed before October 23 will not be available in Quote History on VanMeterInc.com. After October 23, all quotes requested will be visible in the My Quotes section of the My Account portal. Quotes can be submitted for products with and/or without pricing. Only logged in users have the ability to request quotes online.

## PRODUCT LISTS (SHOPPING LISTS)

Users will have the ability to share product lists (equivalent to “shopping lists”) across their organization or to individuals.

## USER ROLES & PERMISSIONS

Online administrator users have the ability to delegate responsibilities and permissions to certain users via the User Administration functionality in the customer portal. Only Administrators will be able to manage/add users and users permissions. If you feel your permissions are set incorrectly, please reach out to VM.Ecommerce@VanMeterInc.com. Or for more information, see the [User Roles: Access and Permissions](#) document.

## ROCKWELL CONFIGURATOR

You will now be able to build out custom Rockwell product configurations, then add configured parts to your shopping cart for purchase or to request a quote. The Rockwell Product Configurator is similar to ProposalWorks, but embedded on the website.

## CHANGE DEFAULT SHIP TO ADDRESS

Shop.WernerMN.com defaulted to the last used Ship-To for your account, VanMeterInc.com does not. On VanMeterInc.com, you will select the Ship-To after every login. At any point, you can change the Ship-To and pricing will update accordingly. To bypass the “Select billing & shipping” requirement upon login, users can designate a default ship-to address.

## MANUFACTURING AVAILABILITY

For select suppliers and products, manufacturer inventory is visible for customers. VanMeterInc.com’s manufacturer availability will be updated twice daily, once overnight and once midday with updated inventory.

## FREQUENTLY PURCHASED TOGETHER PRODUCTS

Along with substitute & related products VanMeterInc.com will show frequently purchased together items on product detail pages. Frequently purchased together consist of products that appear most often on the same sales tickets, whether online or offline. This feature is updated nightly.

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## **ROBUST BRAND PAGES**

Brand pages include brand content, logos, product promotions, news, and best practices. Only our featured brands (or lead lines) include this content.

## **UNIVERSAL NAVIGATION**

Both product and marketing content are displayed together with a single system on a single domain, vanmeterinc.com. Users can search either marketing or product content in the search bar. Search results default to product content and includes a separate tab for “content”.

## **GUEST CHECKOUT AND NON-CREDIT ACCOUNTS**

No account, no problem - simply check out as a guest with a credit card without the need to create an account. If a user plans to make more than an occasional order, we recommend creating an account which will give them the ability to access the My Account dashboard. Additionally, users without a business/credit account have the ability to create an online account.

## **REPORT AN ISSUE ON THE WEBSITE FOR OUR TEAM**

Customers and employees can submit any errors, issues, or feedback from the Need Help web form located on the right side of every page. The form goes directly to the ecommerce team and are typically addressed within one business day.

## **CUSTOMER PART NUMBERS**

Customer Part Numbers (CPN) can be used on VanMeterInc.com. Customer Part Numbers (CPN) can be added online to both/either the Ship-To and the Bill-To account.

## **CUSTOM PRODUCT ORDERING REQUEST**

If you cannot find a product in our digital catalog, you still can request pricing for the part using the Quick Order form in the My Account portal. You can submit details about the product or part you are unable to find and a Customer Service Rep will be in contact with you.

## **VanMeterInc.com features that will be coming in 2022:**

- Cut wire configurations
  - Notifications - All customers that are currently receiving notifications will no longer receive them after October 22.
  - Change Delivery to Pick up when items are available same day or next day at branch
  - Package tracking
  - Split orders
  - Supply chain restrictions with certain vendors are causing products to appear out of stock online. You may still request a quote for these products. Once the supply chain restrictions lessen, this will be updated.
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