FAQs
Business

What is eStock?

e-Stock 2.0 is an easy-to-use inventory management and procurement system that increases productivity by leveraging our Mobile Device App, bar codes, and a simple replenishment processes. The system features flexible configuration, integration of your procurement system with ours through EDI, and comprehensive reporting capabilities. WESCO will set minimum and maximum thresholds for your products and replenish your key materials based on a Just-In-Time inventory practices. By separating your storeroom material from other day to day project material, we can hone in on product usage peaks and tailor our local inventory to become a critical partner in your supply chain. In addition to a traditional storeroom application, e-Stock can be utilized to manage Job Trailer or temporary project material, and check- out critical high valued items.

Why should we sign up for eStock? What are the benefits?

Customers **save time** and **reduce error** by replacing tedious manual entry processes throughout the inventory management and order placement process, resulting in better service and accessibility. eStock offers a high level of flexibility and many operational benefits, including:

· Compatibility with any type of product or packaging

· Centralized management for multiple storerooms or locations

· Detailed reporting on spending and usage

· Reduction in emergency buying

· Improved inventory and material availability

eStock mobile ordering technology also enables the following features:

· Order on any IOS or Android mobile device using Wi-Fi, 4G data, LTE data

· Switch seamlessly between live online mode or batched offline mode

· Update inventory numbers directly in the field

· Place orders to WESCO using straight through processing

Streamlined ordering, inventory optimization and increased customer service all add up to more value!

What types of products should we add to our eStock program?

Any product can be added to eStock provided the customer's usage fits the platform. This means that you should target key repeatable items that turn at least 12x a year. You should also focus your efforts on items that are in stock locally (guaranteed quick replenishment) and items that are specifically stocked for the customer.

One-off items ("spot buys") do not belong on eStock because they are not repeatable. The buy.wesco.com platform has solutions that would fit this need. Any additions to an existing storeroom should be approved by someone with the appropriate authority at the customer purchasing group.

How do I know that eStock is the right solution for me?

eStock is right for a customer that wants to achieve any of the following:

· Get the right materials in the right quantities on the shelf

· Create automated orders that replenish regularly used parts and products

· Get help maintaining and organizing storerooms

· Reduce inventory on hand

· Implement LEAN in your storeroom

· Check material in and out easily

· Order products on-the-go using a mobile platform

Since our eStock app features a simple, user-friendly interface, customers can easily scan and checkout material without needing a VMI tech on-site.

Can I scan my own products?

Yes, customers are welcome to download the eStock app and scan products on their own! This gives your workers an easy way to check out items and track usage. If you are interested in managing some or all of the inventory in your storeroom this way, please work with your branch and the eCommerce Help Desk to setup storerooms and user accounts.

How many storerooms can I set up?

There is no limit to the number of storerooms per customer in eStock. However, branches need to make sure that a separate DPC is set up for eStock use. Many storerooms can share one DPC or WESCO unique customer ID number.

What types of devices can I use eStock on?

Most iOS and Android devices are compatible with eStock.

iOS: iPhone 3Gs and up, iPad2 or later, iPad Mini, iPod touch (Gen 4 or later)

Android: Any device running Android 2.2 or above, Samsung and HTC devices preferred

Tablets running Windows, such as the Microsoft Surface, are also compatible with the aid of a scanning accessory. If the customer has a particular device in mind, please reach out to your local branch, who will work with the eCommerce Help Desk to assess compatibility.

What do I need to prepare to set up eStock at our location?

Our branch staff will work with you to prepare everything needed for eStock implementation.

First, the storeroom should be organized and put together. The physical spaces should be laid out with shelving and bins in place. All products that you want to be included in the storeroom should be ordered, and customer item numbers, when desired, should be assigned. All items will also need to be assigned locations and initial minimums and maximums. If a

2Bin storeroom is desired, make sure there is extra space in the storeroom for additional bins. While WESCO doesn't provide shelving or bins, we have competitive pricing through several suppliers and can connect you.

We recommend that, in cases where customers are scanning and working in the inventory, customer users ensure they have compatible devices ready. We will need a list of users to establish user names and trainings. WESCO is able to offer a rugged case for customer-owned devices.

For checkout storerooms, we will need to shut down the storeroom temporarily on Implementation Day, so our staff can perform inventory counts and label the storeroom.

How long does it take to add an item to eStock?

Product information and images need to be built out in the master content catalog before being added to an individual storeroom. Sometimes, products that are requested are already part of the master catalog. These items can be added to your storeroom within a day. Other times, product content will need to be created, a process which varies depending on product complexity and volume of requests across WESCO. In these cases, typical turn-around times are:

- For one-off requests less than 10 items: 1-2 days
- For 250 items or less: 3-7 business days
- For over 250 items: 2-4 weeks

We don't have cell reception at our facility. Can we still use eStock?

Yes, eStock is able to operate on offline mode, but you may see some differences in the app's behavior. The app will store all your transactions and communicate them to the cloud when you get cellular or wifi service. However, you may not see inventory numbers update in the app as you are scanning.

What if I have some miscellaneous products I want to manage, but I don't order them through WESCO?

WESCO's eStock program is able to accommodate these miscellaneous products from an inventory management perspective. A high level of branch and customer engagement is needed to keep such a service running smoothly. The customer will be responsible for keeping data updated, and WESCO views the management of such items as a potential billable service.

Please note that WESCO will not send information to a competing organization if the product can be sourced from us.

How do I get items added to eStock?

To add items to existing storerooms, you can work with your branch to communicate the list of products, as well as key information such as bin locations, minimums and maximums. The branch will then request additions through the eCommerce Help Desk and communicate any associated lead times. Once the item has been added by our centralized team, you can begin to scan and order immediately.

What reports are available to me?

eStock offers reporting on the platform itself, through a Web Portal, as well as custom reporting which is run by our branch staff. You can review the Reports section of the eStock Web Portal Reference Guide for more information, or contact your branch for custom reporting questions.

Can I have an approval process?

Yes, approval requests can be sent straight from the eStock system to an email address. This is usually directed to a group mailbox that all approvers can view. However, please note that integrations to outside approval systems are not currently a part of eStock.

Do I have to have a blanket PO?

No, a blanket PO is not required to use eStock.

However, it makes the process easier, and many customers choose to use blanket POs.

Can I check items out and apply them to people or Charge Codes?

Yes, if your storeroom is set up for Checkout, you can easily track charge codes and users. Each person checking out items should have their own login, as the system tracks inventory changes by username. Then, when the user scans the item they wish to check out, they can input the quantity they will use and the Charge Code (for example, a job or project ID #). These codes can also be printed as barcodes and scanned. As long as the culture at the customer location allows for a high level of oversight and accountability, checkout can be very successful.