

RAB360 FAQ



For Distributor Users

What is RAB360?

RAB360 is RAB Design's distributor portal, ideal for day-to-day inquiries.

- Discover new products, resources, and promotions.
 - View pricing and create a cart with custom products.
 - Check live inventory, track your order, and more!
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Who can get access to the RAB360 Portal?

Virtually everyone in your branch can have access to RAB360. Access is flexible and controlled by a Branch Admin.

Something went wrong... who should I contact?

Click on the “?” button on the top-right corner of the portal. You can look for your question in the FAQ, or contact a sales rep or a CSR listed under Key Contacts.

I've logged in, now what?

Refer to the Quick Start Guide included in your RAB360 welcome email to get started!

Where can I see Live Inventory?

You can see inventory under the "Real-Time Reports", RAB Inventory Lookup. You can also view lead time whenever you configure a product to get a sense of inventory levels.

I cannot find the product I'm looking for, what do I do?

Try searching the name of the product family in the search bar. You could also try using any of these options:

- Comparison Wizard
 - PRODUCTS menu tab to browse by application
 - Quick Configurator menu tab to browse all configurators or search by Stock Code or part number
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How long do items stay in my Estimate Summary?

Items remain in your cart until you clear it. Your cart is saved to your history whenever you Download or Request for a Quote.

I have an idea that will improve the portal, where can I give this feedback?

We have an online form dedicated to your questions and feedback. Click on the "?" button, and then click on the "FAQ, Bugs, and Feedback" button to access this form.

I cannot see my order on the Track My Order page

Orders are updated on the portal in regular intervals. If you do not see your order, it may be because RAB360 has not yet been updated the latest information. Please check again later in the day, or reach out to your CSR for urgent updates.

Can I add an item to my cart by Stock Code or Part Number?

Yes! Go to the "Quick Configurator" in the menu bar and search for SKUs using a stock code/part number and add it to your cart!

What are the different access levels in RAB360?

Pricing access and Tracking access are the two standard access levels in RAB360. They are controlled by your Branch Admin.

How can I get Pricing / Tracking access?

Contact your Branch Admin if you require additional access for your account. Click the "?" button to see your Branch Admin's contact information.

What do I get with Pricing Access?

Your RAB360 account will have access to day-to-day pricing on all LED and construction products. You can also request for a formal quote or submit a PO, and see SKUs on Clearance.

Can anyone with Pricing Access request for a Quote?

Yes, however we require the user to enter a valid project name and contractor. We also require a minimum cart value.

Can anyone with Pricing Access submit a PO?

Yes, however we require the user to attach an official PO generated by the branch. We do not generate any POs.

What do I get with Tracking Access?

Your RAB360 account will have access to current and past orders from your Branch. Here you can track details of each SKU in the order, shipping status, and get courier tracking numbers.

Pricing and order value will not be available in order tracking.

What's the point of an account without Pricing or Tracking Access?

Even without any standard access, you can still:

- Build Product Comparisons
- View & Download real Installation Photos
- Configure SKUs & Build a Cart to Download as PDF/Excel
- Check Lead Times & Inventory to quickly answer customer inquiries

Perfect account setup for a Counter Rep!

What products can we expect to see in Clearance?

Products that are going to be discontinued and products that are transitioning to a newer model.

Can you attach pictures and files to a quote request?

Yes you can attach pictures and other relevant files in the Request quote and Submit PO emails.

Can you search for a stock code using the search bar?

No, the search bar is to search for product pages only. If you want to search for a product by stock code, you can go to the "Quick Configurator" on your menu bar.

What is MFA? How does it work in RAB360?

Multi-factor authentication (MFA) is a security feature. It will occur every 24 hours since your last login. RAB360 will send a code to your email, you then have to enter the code into RAB360 before you can log in.

I do not see the MFA email in my inbox, what do I do?

Make sure to check all your inboxes, including the junk/spam folder for the authentication email. If you do not see anything after waiting 2-3 minutes, please try the submission again.

Some email clients have stricter filters, contact your IT department and whitelist emails from @rabdesign.ca .