

FREQUENTLY ASKED QUESTIONS

What is the Whirlpool Portal?

It's a new site aimed at consolidating the resources our sales organization and trade customers need in order to do business with Whirlpool Corporation with the goal of making it easier to do business with us.

Is this just a new Web World?

It's so much more! Over time we have added sites to our list of resources in order to meet business needs. While they are all functional, they don't provide an easy point of contact. The Whirlpool Portal is the first step toward creating this One Stop Shop, making it easier to do business with Whirlpool Corporation. It's something that is functional for today, scalable for future needs and opens us up for new ways of doing business.

Will I need a new Username and Password?

If you are already a Web World user, your login will be the same. No need to register for a new account.

What makes the Whirlpool Portal so great? What can we expect to see in the new site?

The Whirlpool Portal is a new platform that not only provides an enhanced, intuitive interface; it provides a scalable platform that meets today's needs, but makes us better prepared for future growth. You'll see similar functionality as Web World with several enhancements, with a more intuitive user experience, more aligned to what one might expect in a typical online shopping experiences. Site performance has been improved, as well as the search function and filtering. The site is now Mobile Responsive for easier use on various platforms.

Will the Whirlpool Portal resolve issues with anticipated/actual delivery dates?

The new site will do many things well, and we are working on the challenges with inconsistency of delivery dates and date changes, but that will not be an immediate improvement in this first roll-out. Delivery date challenges are part of a bigger system and are being addressed on various levels.

What does "Mobile Responsive Design" mean?

It means the site is adaptable whether it's accessed from a computer, phone, or tablet. Users can take it with them on the sales floor, work with their customers at a kiosk, or even manage their orders from the comfort of their living room.

Where do I go if I have trouble or need help?

The site will have a help resource page with Quick Reference Guides and video tutorials to help you navigate areas if you're struggling. If you are still having trouble, or have questions not answered in those resources, Trade Customer Support can assist you with Live Chat or by calling them at 1-888-947-9993.

Will Training Materials be available?

The Whirlpool Portal is intended to be easy and intuitive to use, but we will also have a Help Page in the event you need additional guidance. The page will contain Quick Reference Guides as well as video simulations for key tasks.