

State of Arkansas
OFFICE OF STATE PROCUREMENT
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M E M O R A N D U M

TO: State Agencies, Boards and Commissions, Colleges and Universities

FROM: Julia Shackelford, CPPB
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SUBJECT: SP-06-0186; Industrial Supplies & Equipment, Janitorial Supplies & Equipment
WSCA 7066 Price Agreement with Grainger

DATE: December 5, 2007

Grainger has updated their website to include Emergency Response and Recovery order guides. These guides are very helpful in preparing for a disaster before it occurs.

How Does Grainger handle in-coming orders during an emergency?

After normal work-hours emergencies call 1.800.CALL WWG (1.800.225.5994) and a representative from your local Grainger branch will call back within on hour (\$50 fee may apply)

Extended hours and personnel

During major emergencies, Grainger branches stay open 24/7 (unless curfews are imposed by local authorities) Additional staff is brought in to take orders, assist customers at the counter and load trucks. Call center accept phone orders 24/7

Emergency support teams

When an emergency unfolds, Grainger quickly mobilizes internal and external resources to assist troubled communities

Essential product availability

Within hours of an emergency, trailers containing critical products are dispatched to support relief efforts.

Can State employees use satellite phones to contact a Grainger rep to place orders should cell and land lines fail?

Yes, State of Arkansas employees can use satellite phones to contact Grainger

What is return policy?

Same as the State contract, one year from the date of delivery

How are deliveries made?

See State contract--UPS is primary means of delivery

If commercial carriers are used as the primary delivery means, UPS, FedEx, etc, and they are not available, how are orders delivered?

Grainger has a network of various carriers that they utilize for their "2 hour hot shots" and those are the same carriers they utilize if primary carriers are not available.

Can Grainger accept the State of Arkansas P-Card? Does Grainger prefer credit card transactions as opposed to paper Purchase Orders (POs)?

Yes Grainger accepts the State P-card. Grainger will accept paper PO, however, the State prefers agencies use the State P-card. It provides better tracking of expenditures.

Can Grainger provide the State with 24/7 ordering capability, including phone numbers, email addresses, rep names?

Yes, Grainger does provide 24/7 ordering capability and Grainger rep information is:

Kayla Menard, Government Sales Manager

Phone: 337.201.0480

kayla.menard@grainger.com

Take advantage of these helpful Grainger Services:

Call 1-800 CALL WWG for Grainger 24-Hour [Emergency Services](#) to keep your facilities up and running.

An electronic copy of a complete "emergency" ordering guide is available on the Grainger website.

http://www.grainger.com/Grainger/static.jsp?page=fos_arwsca.html&1=DM2=1102-0113=454=X5=604#contract