



**Manager:** Barbara-Anne Harvill

**Effective Date:** 05/24/2021

**End Date:** Term is for three (3) year with the option to renew annually for two (2) one (1) year terms.

**Number:** E & I CNR-01248

**Commodity:** Maintenance, Repair, and Operations (MRO)

**Contract Details:**

Auburn University's "Grainger MRO Contract" now offers you more savings. Your local Grainger team is ready to help you take full advantage of new product discounts and service benefits.

**Here are just a few of your contract benefits:**

- Contract pricing, program discounts and solutions
- Shop your way: Call, click or stop by a local branch
- Real-time product availability, order tracking and invoices online
- Same-day shipping on 99% of in-stock items
- KeepStock Inventory Management solutions help you save time, money, and space
- Grainger Account Manager on-site daily

**Product Categories:**

Abrasives Adhesives	Hand Tools	Plumbing
Sealants and Tape	Hardware	Pneumatics
Cleaning	Hydraulics	Power Tools
Electrical	Lighting	Power Transmission
Electronics, Appliances, and Batteries	Lubrication	Pumps
Fasteners	Machining	Raw Materials
Fleet and	Material Handling	Reference and Learning
Vehicle Maintenance	Motors	Supplies
Furniture, Hospitality, and Food Service	Office Supplies	Safety
HVAC and Refrigeration	Outdoor Equipment	Security
	Paint, Equipment, and Supplies	Test Instruments
		Welding

**Frequently Asked Questions**

**Who is my contact at Grainger?**

Melody Mullican

Grainger Industrial Supply

Public Sector Account Manager

Customer Service: 888-803-7320

Cell: 912-655-2908

Melody.mullican@grainger.com

www.grainger.com

**How can I place orders?**

Grainger is a punchout supplier in TigerBuy. You can place orders through TigerBuy on your PCard. All orders over \$4,999.99 will be placed on the requestor's PCard in TigerBuy.

**Are we required to purchase from the Preferred Vendor contract?**

Yes, you are required to purchase from the Preferred Vendor Contract. This vendor has been designated as the "Preferred Vendor" for AU for this particular commodity as the result of a competitive bid process. In general, making purchases outside the contract shouldn't be necessary. We understand from time to time there may be a justifiable reason to purchase off contract through a different vendor. If that need arises, since you are potentially violating the bid law, please attach a note of justification that should be sent to Barbara-Anne Harvill.

**What are the delivery terms/shipping times for my order?**

Most orders are shipped free, and most items will be delivered the next day. The transit time is given to you when shopping on the punchout.

The only shipping charges Auburn University is charged for:

1. Oversized items that need to go freight are charged \$119.00.
2. Hazmat items \$35.00 charge
3. Expedited shipping at the request of Auburn University

**What if I cannot find what I need on TigerBuy?**

1. Send an email over to Jeff Hicks at [Jeffery.Hicks@grainger.com](mailto:Jeffery.Hicks@grainger.com). Jeff can find the item for you and send you a quote back. Jeff is located on campus and can come to you.
2. Grainger has an app where you can scan a barcode of the product or take a picture of the item and it can help cross it over on the Grainger website. (This option is not on TigerBuy. If you find the item, please place the order through TigerBuy and not on the Grainger app.)

**How can I make sure consumable items never run out in my department?**

Jeff can come to your department weekly to make sure the items you set up as KeepStock never run out. This service is free of charge. Jeff can be reached at [Jeffery.Hicks@grainger.com](mailto:Jeffery.Hicks@grainger.com).

**What is the term of the agreement?**

Agreements with the Preferred Vendors will be evaluated upon renewals available in the terms negotiated. Therefore, it is very important that we receive input from you regarding the service received from the vendors and the quality of the product produced. Please use the Preferred Vendor feedback form to provide positive or negative feedback related to your experience with the supplier.

Please contact Barbara-Anne Harvill at [bzb0082@auburn.edu](mailto:bzb0082@auburn.edu) in PBS or call 844-3633, if you have any additional questions.