The State of Indiana Grainger MRO QPA #80947 User Guide

Contacts And Program Information



Dedicated Customer Service

Grainger Customer Service team is available to assist you with identifying product needed, creating quotes, providing invoice copies, order tracking, order lead time and/or other support services, 24/7.

Call (877) 699-4884 or email indianagov@grainger.com.

Additional contact information

Specific order, quotes, and billing issues can be supported by calling (877) 202-2592 or eprocustomercare@grainger.com.

Distribution Network

Grainger's U.S. distribution network stocks over \$1.8 billion in inventory covering 32 MRO categories available to immediately ship to customers.

Most orders received by 4 p.m. local time will ship the same day and be delivered the next business day.

Grainger's network of 250 full-service branches gives customers access to walk-in, will-call, and same-day delivery options along with product expertise.

Warranty and Return Process

The State of Indiana can return product purchased for any reason for exchange or refund up to thirty (30) days from the data of invoice, unless otherwise noted. State of Indiana can also return product for up to one (1) year from the date of invoice if the product is in its original packaging, unused, unexpired, undamaged, and in salable condition, unless otherwise noted. Proof of purchase from Grainger is required for all returns. You can place a return by calling Grainger Dedicated Indiana Customer Service, (877) 699-4884. Please be sure to have your order or invoice number and detailed information regarding the item you are returning.

About Grainger

Since 1927, our experience with large, complex, organizations have given us the knowledge to be the ideal business partner to continue to serve the State of Indiana. Grainger has the infrastructure, personnel, and relationships in place today with the State of Indiana that will enable us to continue uninterrupted support to all your departments with extremely high levels of service.

As your MRO supplier, our team has the knowledge of the state's departments' practices and policies which makes Grainger an ideal partner to continue to support your mission toward excellence, your sustainability goals, and product needs.

The information contained in this guide is owned by W.W. Grainger, Inc., and is considered strictly confidential and proprietary. The contents of this

User guide are solely intended for use by employees of the State of Indiana to assist in the ordering of products from W.W. Grainger, Inc. and may not be disclosed to any person
not an employee of the State of Indiana without the prior written consent of W.W. Grainger, Inc.



QPA Categories

- 1. <u>General Industrial Products</u> Includes tools, parts, and supplies for machinery and equipment generally used in warehouse, manufacturing (or similar), kitchen, and hospital type settings. Example products include, but are not limited to, abrasives, bolts, cutting tools and metalworking, coolants, fasteners, hardware, hand tools, material handling storage and packing, metals, metalworking, raw materials, paint and painting supplies, pneumatics, power tools, sealants, studs, tape, welding and work order parts.
- **2.** <u>Safety Supplies</u> Includes safety equipment and personal protective products used to ensure the health and safety of employees. Also includes the safety, quality, and maintenance checks of the safety equipment and personal protective products. Examples include safety equipment and personal protective products such as gloves, vests, hard hats, lifting equipment, rigging equipment, gas masks, protective eyewear, and harnesses.
- **3.** <u>Commercial Cleaning and Janitorial Supplies</u>— Includes paper and non-paper consumables, janitorial paper dispensers, cleaning and janitorial materials, small cleaning equipment, and chemicals used for internal, general, and routine cleaning. Example products include brooms and mops, detergents, disinfectant sprays/wipes, dispensers, floor care, furniture cleaner, hand dryers, hand sanitizers, industrial chemicals, multi-purpose cleaners, paper towels, small cleaning equipment, soaps, tissue paper, trash bags, and toilet paper.
- **4.** <u>Machinery and HVAC</u> Includes electronics, appliances, batteries, vehicle maintenance, automotives, motors, power transmission, machining, HVAC, and refrigeration.
- **5.** <u>Plumbing Supplies</u> Includes all plumbing supplies and products used in warehouse, manufacturing (or similar), kitchen, and hospital type settings. Examples include bearing adapters, dehumidifiers, epoxy, fans, faucets, hand dryers, hydraulic pumps, pipe products, tubing, valve caps, and water filters.
- **6.** <u>Lighting and Electrical Supplies</u> Includes all lighting and electrical components and supplies. Example products include ballasts, cable ties, electric wire, plugs, power strips, terminals, and wires & cables.

*State of Indiana Customers can also get Special item orders that are not in our Grainger Catalog.



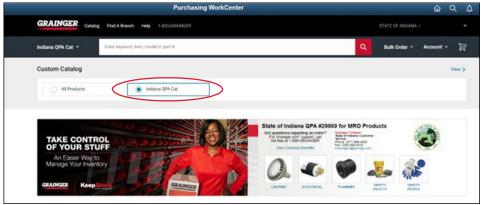
GETTING STARTED ON GRAINGER.COM



SIGN IN

- Once you have accessed Peoplesoft and navigated to the Create Requisition section, you will select Grainger from the Browse Supplier Website option.
- On the Grainger punchout, you will make sure to select Indiana QPA Catalog before continuing searching for the items you are needing.





GETTING STARTED

- Click My Account to edit your checkout defaults for a quick and efficient check-out process on Grainger.com and our Mobile App.
- Create personal and shared shopping list of items for quick access during your shopping experience.
- SHOP easily with user-friendly tools to easily find products. View and compare product features, specifications, MSDS and real-time product availability.
- ORDER effortlessly using the tools that meet your needs.
- MANAGE your account efficiently using user default assignments and approval processes with the Order Management System.
- Create a bookmark in your browser for www.grainger.com.
- Download the Grainger Mobile App.
- Visit www.grainger.com/help for additional assistance.



MOBILE SPECIFIC FEATURES

- · Reorder using barcode and item number scanner
- Snap a pic to search by image for items you need
- Get help using click-to-chat
- · Match products to specific locations



Apple, the Apple logo and iPhone are trademarks of Apple, Inc. registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Google Play is a trademark of Google Inc.

MY ACCOUNT FEATURES

- Account Administration
- Customization options
- Manage Users, Spend and Approval Limits
- Contact Information
- Login Options
- Payment Methods
- Shipping Addresses
- Checkout Defaults
- Order History
- Invoicing
- Auto Reorder
- My Lists

877-699-4884 indianagov@grainger.com











Connect with us

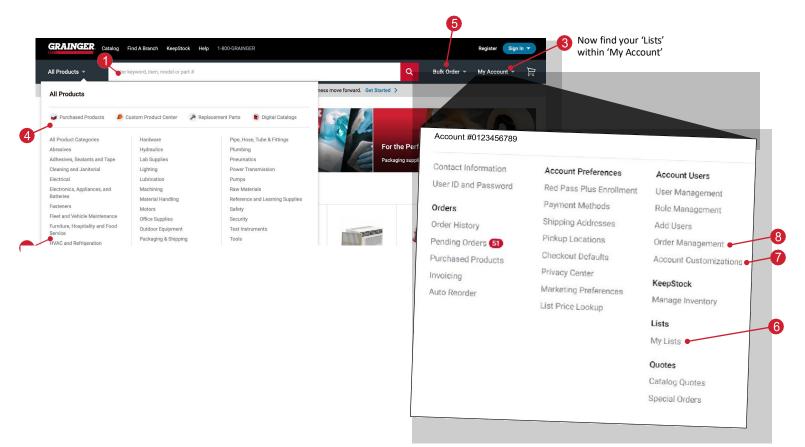


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EXPLORE THE POWER OF GRAINGER.COM[®]





SHOP easily

View and compare product features, specifications and real-time availability.

- Use our robust Search engine with typeahead search functionality
- Browse by **Product Category** Access
- personal or shared Lists
- 4 View previously Purchased Products

ORDER effortlessly

Intuitive tools make ordering a breeze.

- Quickly add items to your cart or list by entering Grainger item numbers and quantities via the Bulk Order Pad
- Order products directly from your personal or shared Lists
- Use Account Customizations to personalize your experience
- Maintain complete visibility of all purchases with Order Management
- Access previously Purchased Products
- · Add items to your cart from the Item Detail page or from your search results
- · Replenish your inventory with Auto-Reorder

MANAGE efficiently

Optimize purchasing and approvals through our Order Management system.

- Customize checkout requirements with order and item level fields
- · Manage user access and settings
- Create user spend limits and approval routing
- Manage payment methods and shipping
- · Establish budgets for each user and track through reporting
- Streamlined checkout process
- · View pending orders and order history
- · View and download invoice history and create personal shopping lists

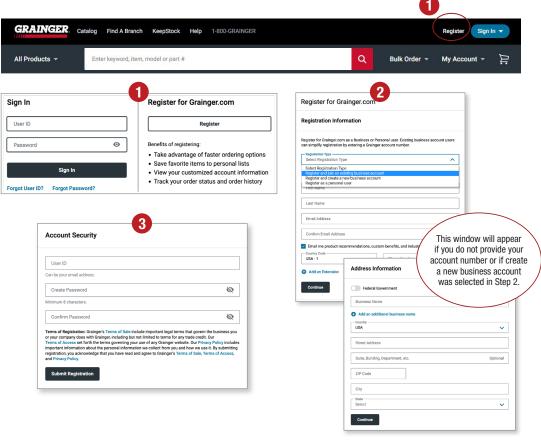
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REGISTER TO TAKE FULL ADVANTAGE OF **GRAINGER.COM**®



Grainger.com is a fast and easy online solution, giving you quick access to over a million products. Sign in to view your pricing and product availability, create personal and/or shared lists for quicker access, enable the Order Management System (OMS) with your workflow and approval process, customize your checkout requirements, view order history and pay invoices online. Use your Grainger.com credentials to quickly access the Grainger mobile app for your on-the-go needs. Complete your registration today!



- 1 Go to Grainger.com and click **Register** in the upper right corner, or click **Register** from the quick **Sign In** module.
- 2 To register and join an existing business account, enter your first name, last name, email address and phone number. Enter your organization's Grainger account for a faster registration process, or we will match you to the correct account with address validation. Click Continue to proceed.
 To register and create a new business account, enter your first name, last name, email address, phone number and address. Click Continue to proceed.
- 3 Create a personal User ID and Password. Read and accept the Terms of Registration. Then click **Submit Registration**.

Thank you for registering. You'll receive an email notification upon completion. Call Customer Care at 1.800.GRAINGER (1.800.472.4643) or visit grainger.com/help if you need additional assistance.

REGISTRATION TIPS

- Have your account number handy when registering. Contact us if you need help accessing your account information — chat with an agent or call 1.800.GRAINGER (1.800.472.4643).
- > For security verification purposes, it may take up to 24 hours for your account data to be fully synced with Grainger.com.
- If you received an email invitation to register and can't find that email, chat with one of our agents or call 1.800.GRAINGER (1.800.472.4643) to have it resent.
- If you'd like to establish a line of credit with Grainger to use open account billing on Grainger.com, please contact 1.800.GRAINGER (1.800.472.4643) once you're notified of your account number.

Visit **grainger.com/help** for tips, videos and support.

Access your Grainger.com account via the Grainger mobile app when you're on the go! Just enter your Grainger.com sign-in credentials.

IT'S THAT EASY!

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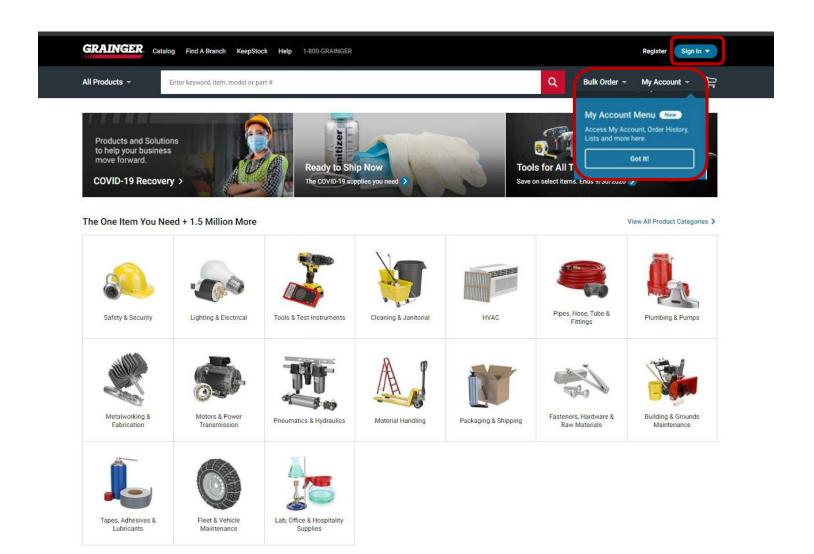
GRAINGER.COM

Homepage



Grainger.com features an easy-to-navigate header available from all pages. It's quick and easy to find what you need, from any device, to get the job done.

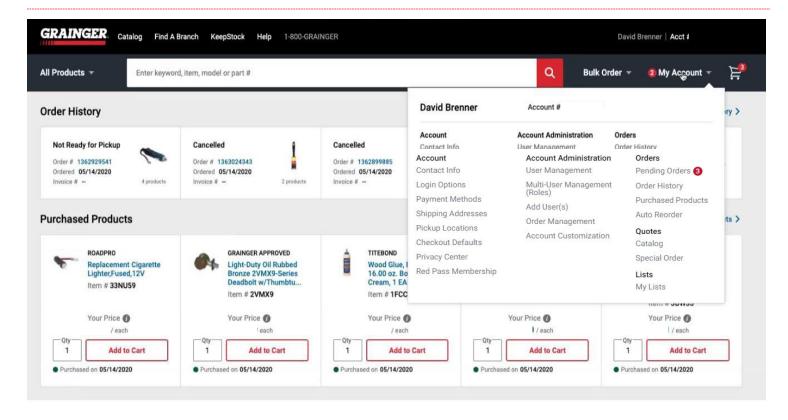
Grainger.com is powered by technology that makes our website and apps more consistent, enabling delivery of new features faster and more efficiently - and so you can stay focused on what matters most.

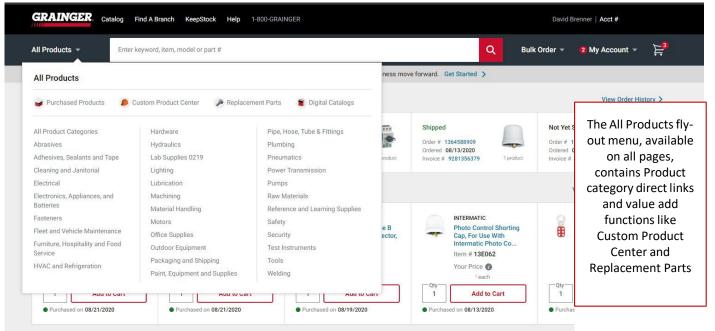


GRAINGER.COM

Header Features









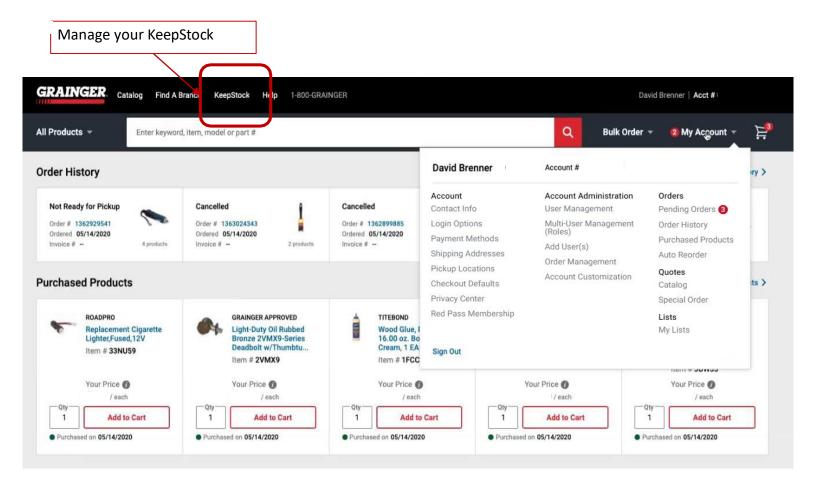
GRAINGER.COM

KeepStock Access



KeepStock Customers will now access Pending Orders within the My Account fly-out menu. If you have pending orders, you will see a red bubble notification on and within the menu to direct you to the Pending Order dashboard.

Customers using KeepStock Web for Inventory Management will access the portal from the KeepStock link in the top left

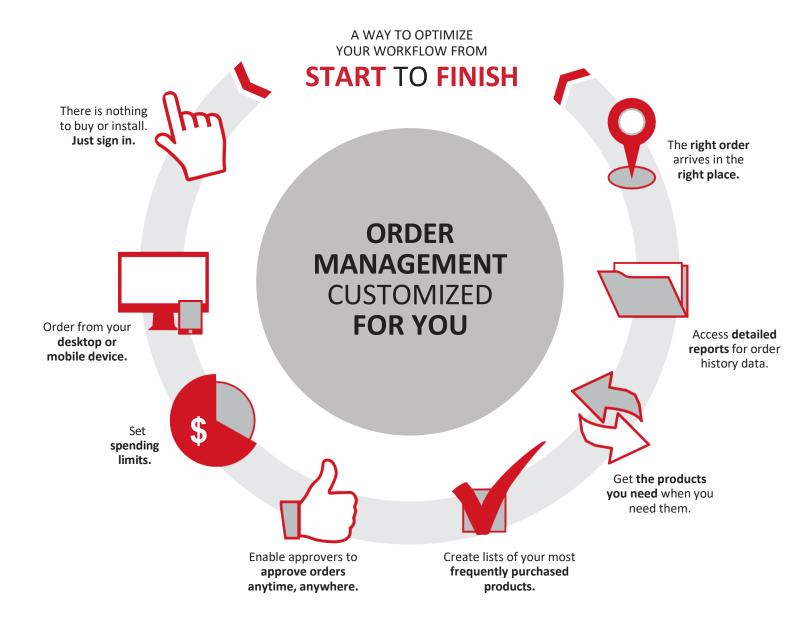




ORDER MANAGEMENT: OPTIMIZING YOUR WORKFLOW ON GRAINGER.COM®



Let Grainger help **optimize your workflows** for a multi-user environment requiring approval processes. Order Management is an effective ordering process that helps you set spending limits, streamline approvals, create lists of your frequent purchases and generate usage reports.



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ORDER MANAGEMENT: OPTIMIZING YOUR WORKFLOW ON GRAINGER.COM®



Extended Price

\$11.93

Order submitted for approval

Take Action on this order now!

Actions on this Order

A This order will not be processed by Grainger until it is approved rights on your account

Dear Goodman, Goodman Tech1 submitted order #WEB1845697020 for your approval on Dec 21, 2020 04:29:24 PM. Note: Pskina and availability are not confirmed until your order is repressed by Grainner.

Procell, AA Battery, Alkaline, Everyday, 1.5V DC, \$11.93 PK 24

How OMS Works

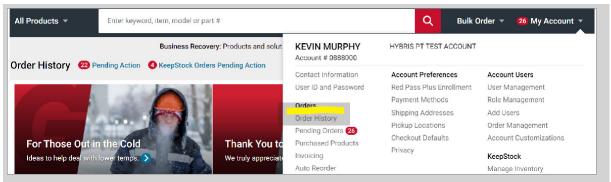
Notifications

- > Orders submitted via Grainger.com or the Grainger mobile app that exceed spend limits will be routed for approval prior to processing.
- > The Approver will receive an email notification and/or mobile notification that an order requires approval.
- The Order Submitter will receive an email confirmation once the order is approved for processing.



Approvals

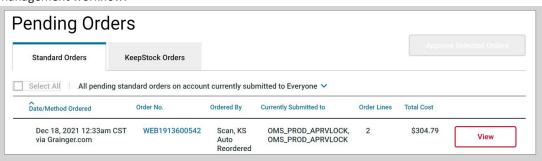
Approvers may access Pending Approval from the My Account menu or directly on the Pending Action links on the homepage. Approvers may also access via the Grainger mobile app: Account > Pending Orders.



Click View to see the order header and detail information, the reason for the pending order and an action summary on the order management workflow.

Select Action:

- > Approve Order
- > Deny Order
- > Return for Change
- > Forward Order





Download the **Grainger mobile app** to supplement your order management needs while on the go.





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Catalog Item Quotes

If you need state pricing/quote creation to send to Buyer

Go to Grainger website at link: https://www.grainger.com/content

Use the statewide portal to check for state pricing and create Quotes for Agency Buyer.*

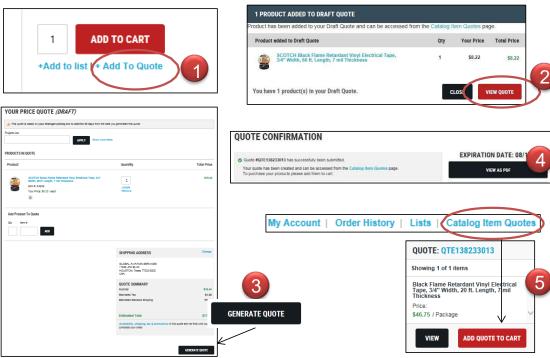
Username: StateOfIndiana Password: QPAPricing29869

Only one user in the State of Indiana can utilize the "create quotes" option at a time. If you login to create quote and there is another user in there: you can proceed one of 3 ways-

- 1) Please call or email the Indiana Government Team to get them to create a quote for you. Phone: 1-877-699-488 Email: indianagov@grainger.com
- 2) Wait until you are the only user in the state system creating a quote.
- 3) Call or email your aligned seller to assist.
- ***Users can only create one quote at a time. Keep in mind the entire state has access to this***

Once you create your quote and are ready to exit the State grainger.com site and move on, please save & email quote to your buyer. From there, the buyer can pull, and place order as needed. Please keep in mind, the grainger.com (QTE Quotes) are subject to change and only typically good for 30 days.

**If you need a specific log-in for your agency, please reach out to Michelle Hammer.



Create Catalog Item Quotes

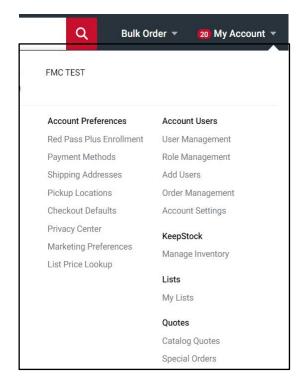
Build a Catalog Item Quote by selecting each of the items needed from the Item Detail page. The Item Detail page displays the detailed product information for the selected item.

- Search or browse for the desired item. Click the + Add to Quote link displayed below the ADD TO CART button. Search or browse for each additional item(s) needed and continue to + Add to Quote.
- 2. Click VIEW QUOTE after adding all items needed.
- 3. A preview of the quote will display. Select your address and choose your shipping information. The estimated tax and shipping charges will display. Click GENERATE QUOTE to submit and lock in the quote for 30 days.
- 4. A PDF of the guote can be printed or downloaded. Click VIEW AS PDF.
- 5. Click Catalog Item Quotes from the Grainger.com® menu bar to view previously created quotes. Click ADD QUOTE TO CART when you are ready to purchase the products and convert the quote to an order.

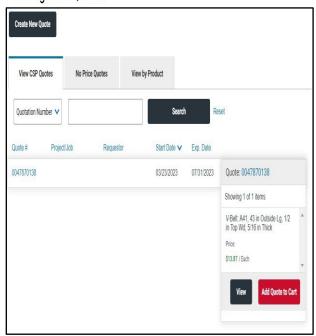


Catalog Item Quotes

Grainger.com® offers an easy way to convert a quote into an order. You can now create and generate a PDF quote of the items you need to buy. This quote will be available for 30 days. Once you receive your internal purchase order, or when you're ready to buy, you can quickly convert the quote into a Grainger.com® order.



Catalog Item Quotes



Converting a Quote into an Order

Build a Catalog Item Quote by selecting each of the items needed from the Item Detail page. The Item Detail page displays the detailed product information for the selected item.

- From the My Account Flyout select Catalog Quotes for CSP and catalog item quotes. Select Special Orders for any Sourcing quote
- Click VIEW to look at the quote line by line or print a copy of the quote
- A PDF of the quote can be printed or downloaded. Click VIEW AS PDF.
- Select individual lines or select add quote to cart to convert the quote into an order.

