

**State of Arkansas**  
**OFFICE OF STATE PROCUREMENT**  
**1509 West Seventh Street, 3<sup>rd</sup> Floor**  
**Little Rock, Arkansas 72201-4222**

**M E M O R A N D U M**

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

**FROM:** Lee Costley, CPPB  
DFA-Office of State Procurement  
501-324-9318

**SUBJECT:** AR CONTRACT # 4600021544; Industrial Supplies  
WSCA 1862 Price Agreement with Grainger

**DATE:** June 09/2011

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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 are:

Shane Westmoreland  
Government Account Manager-Arkansas  
501-697-5791  
[shane.westmoreland@grainger.com](mailto:shane.westmoreland@grainger.com)

and

Bobby Garcia  
District Sales Manager-Louisiana, Mississippi, and Arkansas  
504-329-6163  
[robert.garcia@grainger.com](mailto:robert.garcia@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](http://www.grainger.com/Grainger/static.jsp?page=fos_arwsca.html&1=DM2=1102-0113=454=X5=604#contract)