

DAVID Y. IGE  
GOVERNOR



SARAH ALLEN  
ADMINISTRATOR  
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ASSISTANT ADMINISTRATOR

**STATE OF HAWAII**  
**STATE PROCUREMENT OFFICE**  
P.O. Box 119  
Honolulu, Hawaii 96810-0119  
Tel: (808) 587-4700  
email: state.procurement.office@hawaii.gov  
http://spo.hawaii.gov

September 3, 2015

TO: Executive Departments/Agencies      City and County of Honolulu  
Department of Education      Honolulu City Council  
(Excludes Charter Schools)      Honolulu Board of Water Supply  
Hawaii Health Systems Corporation      Honolulu Authority for Rapid Transportation  
Office of Hawaiian Affairs      County of Hawaii  
University of Hawaii      Hawaii County Council  
House of Representatives      County of Hawaii – Department of Water Supply  
Senate      County of Maui  
Judiciary      Maui County Council  
County of Maui – Department of Water Supply  
County of Kauai  
Kauai County Council  
County of Kauai – Department of Water

FROM: Sarah Allen, Administrator

SUBJECT: *for* **Change No. 9**  
SPO Vendor List Contract No. 11-10  
**NASPO VALUEPOINT FACILITIES MAINTENANCE REPAIR & OPERATION**  
**(MRO) - STATEWIDE**  
WSCA #1862  
**Expires: February 28, 2017**

The following changes have been made to the vendor list contract:

1. The Department of Education (Excludes Charter Schools) is added as a participating jurisdiction.
2. Revisions made to W.W. Grainger and MSC Industrial Supply vendor information page.
3. The *Compliance* section on page 4 is replaced with:

**COMPLIANCE PURSUANT TO HRS §103D-310(c).** Prior to awarding this contract, the SPO verified compliance of the Contractor(s) named in the SPO Vendor List Contract No. 11-10, but the SPO shall not monitor compliance throughout the term of

performance. Therefore, purchasing agencies are required to verify compliance prior to issuing a contract, purchase order or pCard payment when utilizing this contract.

The current price list contract incorporating Change No. 9 is available on the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor List Contracts* on the home page.

If you have any questions, please contact Stanton Mato at (808) 586-0566 or email [stanton.d.mato@hawaii.gov](mailto:stanton.d.mato@hawaii.gov).

**STATE OF HAWAII  
STATE PROCUREMENT OFFICE**

**SPO Vendor List Contract No. 11-10**

Includes Change No. 9

Effective: 08/25/2015

**NASPO VALUEPOINT  
FACILITIES MAINTENANCE REPAIR & OPERATION (MRO)**

(NASPO ValuePoint Contract No. 1862)

**May 1, 2011 to February 28, 2017**

**INFORMATION ON NASPO VALUEPOINT**

The NASPO ValuePoint Cooperative Purchasing Organization is a multi-state contracting consortium of state governments, including local governments, of which the State of Hawaii is a member. The NASPO ValuePoint Purchasing Organization seeks to achieve price discounts by combining the requirements of multi-state governmental agencies, and cost-effective and efficient acquisition of quality products and services.

The State of Nevada is the current lead agency and contract administrator for the NASPO ValuePoint Body Facilities Maintenance Repair & Operation (MRO) contract. A request for competitive sealed proposals was issued on behalf of NASPO ValuePoint Cooperative Purchasing Organization, LLC and contracts were awarded to eight qualified Contractors. The State of Hawaii signed a Participating Addendum with three Contractors.

The purpose of this contract is for heating, ventilation, air condition/refrigeration (HVAC); lamps, ballasts and fixtures; material handling repair; motor and accessories; fasteners; outdoor garden supplies and equipment; plumbing; power tools and accessories; hand tools; air filters; cleaning; security; electrical repairs and equipment; batteries and flashlights; paint and accessories; pneumatic tools; safety; welding and soldering.

For additional information on this contract, visit the NASPO ValuePoint website at [www.naspovaluepoint.com](http://www.naspovaluepoint.com).



**PARTICIPATING JURISDICTIONS** listed below have signed a cooperative agreement and/or a memorandum of agreement with the SPO and are authorized to utilize this vendor list contract.

Executive Departments/Agencies	City and County of Honolulu (C&C Honolulu)
Department of Education (DOE)	Honolulu City Council
(Excludes Charter Schools)	Honolulu Board of Water Supply
Hawaii Health Systems Corporation (HHSC)	Honolulu Authority for Rapid Transportation (HART)
Office of Hawaiian Affairs (OHA)	County of Hawaii
University of Hawaii (UH)	Hawaii County Council
House of Representatives (House)	County of Hawaii – Department of Water Supply
Senate	County of Maui
Judiciary	Maui County Council
	County of Maui – Department of Water Supply
	County of Kauai
	Kauai County Council
	County of Kauai – Department of Water

The participating jurisdictions are not required, but may purchase from this vendor list contract, and requests for exception from the contract are not required. Participating jurisdictions are allowed to purchase from other contractors, however, HRS chapter 103D and the procurement rules apply to purchases using the applicable procurement method and its procedures, such as small purchases or competitive sealed bidding. The decision to use this contract or to solicit pricing from other sources will be at the discretion of the participating jurisdiction.

**POINTS OF CONTACT.** Questions regarding the products listed, ordering, pricing, and status should be directed to the Contractor(s).

Procurement questions or concerns may be directed as follows:

Jurisdiction	Name	Phone	FAX	E-mail
Executive	Stanton Mato	586-0566	586-0570	<a href="mailto:stanton.d.mato@hawaii.gov">stanton.d.mato@hawaii.gov</a>
DOE (Excludes Charter Schools)	Procurement Staff	675-0130	675-0133	<a href="mailto:DOEProcure@notes.k12.hi.us">DOEProcure@notes.k12.hi.us</a>
HHSC	Joe Evanoff	733-4168	733-4460	<a href="mailto:jevanoff@hhsc.org">jevanoff@hhsc.org</a>
OHA	Phyllis Ono-Evangelista	594-1833	594-1865	<a href="mailto:phylliso@oha.org">phylliso@oha.org</a>
UH	Matthew Chow (Primary) Karlee Hisashima	956-2765 956-8687	956-2096 956-2093	<a href="mailto:chowmatt@hawaii.edu">chowmatt@hawaii.edu</a> <a href="mailto:karlee@hawaii.edu">karlee@hawaii.edu</a>
House	Brian Takeshita	586-6423	586-6401	<a href="mailto:takeshita@capitol.hawaii.gov">takeshita@capitol.hawaii.gov</a>
Senate	Carol Taniguchi	586-6720	586-6719	<a href="mailto:c.taniguchi@capitol.hawaii.gov">c.taniguchi@capitol.hawaii.gov</a>
Judiciary	Tritia Cruz	538-5805	538-5802	<a href="mailto:tritia.l.cruz@courts.hawaii.gov">tritia.l.cruz@courts.hawaii.gov</a>
C&C of Honolulu	Procurement Specialist	768-5535	768-3299	<a href="mailto:bfspurchasing@honolulu.gov">bfspurchasing@honolulu.gov</a>

Jurisdiction	Name	Phone	FAX	E-mail
Honolulu City Council	Clayton Wong	768-5084	768-5011	<a href="mailto:cwong@honolulu.gov">cwong@honolulu.gov</a>
Honolulu Board of Water Supply	Vicki Kitajima	748-5151	550-9193	<a href="mailto:ykitajima@hbws.org">ykitajima@hbws.org</a>
HART	Nicole Chapman	768-6135	768-5110	<a href="mailto:nchapman@honolulu.gov">nchapman@honolulu.gov</a>
County of Hawaii	Jeffrey Dansdill	961-8440	961-8248	<a href="mailto:jdansdill@co.hawaii.hi.us">jdansdill@co.hawaii.hi.us</a>
Hawaii County Council	Jeffrey Dansdill	961-8440	961-8248	<a href="mailto:jdansdill@co.hawaii.hi.us">jdansdill@co.hawaii.hi.us</a>
County of Hawaii- Department of Water Supply	Ka'iulani Matsumoto	961-8050 ext. 224	961-8657	<a href="mailto:kmatsumoto@hawaiiidws.org">kmatsumoto@hawaiiidws.org</a>
County of Maui	Greg King	249-2403	249-0839	<a href="mailto:greg.king@co.maui.hi.us">greg.king@co.maui.hi.us</a>
Maui County Council	Ross Izumigawa	270-7661	270-7686	<a href="mailto:ross.izumigawa@mauicounty.us">ross.izumigawa@mauicounty.us</a>
County of Maui- Department of Water Supply	Kenneth L. Bissen Holly Perdido	270-7684 270-7684	270-7136 270-7136	<a href="mailto:ken.bissen@co.maui.hi.us">ken.bissen@co.maui.hi.us</a> <a href="mailto:holly.perdido@co.maui.hi.us">holly.perdido@co.maui.hi.us</a>
County of Kauai	Florence Kakuda	241-4294	241-6297	<a href="mailto:fkakuda@kauai.gov">fkakuda@kauai.gov</a>
Kauai County Council	Lisa Ishibashi Scott Sato	241-4820 241-4810	241-6349 241-6349	<a href="mailto:lishibashi@kauai.gov">lishibashi@kauai.gov</a> <a href="mailto:ssato@kauai.gov">ssato@kauai.gov</a>
County of Kauai- Department of Water	Fay Tateishi	245-5423	245-5813	<a href="mailto:ftateishi@kauaiwater.org">ftateishi@kauaiwater.org</a>

**USE OF THIS LIST CONTRACT BY NONPROFIT ORGANIZATIONS.** Pursuant to HRS §103D-804, nonprofit organizations with current purchase of service contracts (HRS chapter 103F) have been invited to participate in the SPO price and vendor list contracts.

A listing of these nonprofit organizations is available at the SPO website: <http://spo.hawaii.gov>. Click on *For Vendors > Non-Profits > Cooperative Purchasing Program > View the list of qualifying nonprofits eligible to participate in cooperative purchasing.*

If a nonprofit wishes to purchase from an SPO price or vendor list contract, the nonprofit must obtain approval from each Contractor (participation must be mutually agreed upon, for example). A Contractor may choose to deny participation by a nonprofit. However, if a nonprofit and Contractor mutually agree to this arrangement, it is understood that the nonprofit will retain its right to purchase from other than an SPO price list contract vendor(s).

**VENDORS.** The following vendors are authorized to provide MRO products. They have signed a Master Agreement with the State of Nevada and a Participating Addendum with the Hawaii State Procurement Office.

Fastenal Company

W.W. Grainger, Inc.

MSC Industrial Supply Company

**VENDOR CODES** for annotation on purchase orders are obtainable from the *Alphabetical Vendor Edit Table* available at your department's fiscal office. Agencies are cautioned that the remittance address on an invoice may be different from the address of the vendor code annotated on the purchase order.

**COMPLIANCE PURSUANT TO HRS §103D-310(c).** Prior to awarding this contract, the SPO verified compliance of the Contractor(s) named in the SPO Vendor List Contract No. 11-10, but the SPO shall not monitor compliance throughout the term of performance. Therefore, purchasing agencies are required to verify compliance prior to issuing a contract, purchase order or pCard payment when utilizing this contract.

**PURCHASING CARD (pCard).** The State of Hawaii Purchasing Card (pCard) is required to be used by the Executive department/agencies, excluding the DOE, HHSC, OHA, and UH, for orders totaling less than \$2,500. For purchases of \$2,500 or more, agencies may use the pCard, subject to its credit limit, or issue a purchase order.

**PURCHASE ORDERS** may be issued for purchases of \$2,500 or more and for vendors who either do not accept the pCard, set minimum order requirements before accepting the pCard for payment, or who charge its customers a transaction fee for the usage.

**SPO VL Contract No. 11-10 AND MASTER AGREEMENT NO. 1862** will be typed on purchase orders issued against this vendor list contract. For pCard purchases, the SPO VL Contract No. 11-10 and Master Agreement No.1862 shall be notated on the appropriate transaction document.

**GENERAL EXCISE TAX.** The Hawaii General Excise Tax (GET) shall not exceed 4.712% for the island of Oahu and 4.166% for Maui, Kauai and Hawaii. The GET is not applied to shipping or delivery charges.

**PAYMENTS** are to be made to the remittance address of the Contractor(s). HRS §103-10, HRS, provides that the State shall have thirty (30) calendar days after receipt of invoice or satisfactory completion of contract to make payment. Payments may also be made via pCard.

**VENDOR AND PRODUCT EVALUATION.** Form SPO-012, Evaluation: Vendor or Product, for the purpose of addressing concerns on this vendor list contract, is available to agencies at the SPO website: <http://spo.hawaii.gov>. Click on *Forms* on the home page.

**PRICE OR VENDOR LIST CONTRACT AVAILABLE ON THE INTERNET** at the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor List Contracts* on the home page.

## **AGENCY INSTRUCTIONS FOR PRICE QUOTES**

1. Agency shall obtain a minimum of one (1) written price quote from an authorized vendor for expenditures under \$5,000.
2. For expenditures of \$5,000 or more, agency shall obtain a minimum of two (2) written price quotes from two (2) different authorized vendors.
3. Personnel conducting or participating in utilizing this Price/Vendor List Contract is responsible to complete form SPO-010, *Record of Procurement* when an award is for \$5,000 or greater (based on a one-time purchase or annual spend). All non-responsive vendor(s) and related pertinent information to this procurement shall be notated in Part C. The completed and properly signed (personnel with delegated authority) copy of the SPO-010 shall be kept in the procurement/contract file.
4. Vendor Contact and Information is listed on pages 7 to 13.

**CONSIDERATION OF QUOTES.** Agencies shall consider all responsive and responsible quotes received. An award shall be made to the vendor(s) offering the lowest price. If the lowest price does not meet the agencies specification requirement, the award may be made to the vendor(s) whose offer represents the best value to the agency. Best value means the most advantageous offer determined by evaluating and comparing all relevant criteria in addition to price so that the offer meeting the overall combination that best services the agency is selected. These criteria may include, in addition to others, the total cost of ownership, performance, history of the vendor, quality of goods, services, delivery and proposed technical performance.

**LEASE AGREEMENTS** are not authorized by this vendor list contract.

**NASPO VALUEPOINT MRO CATEGORIES.** The following categories offers the highest price discount when utilizing this vendor list contract.

Air Filters, Lamps, Ballasts and Fixtures, Cleaning Products, Material Handling (Shelves, Carts), Security, Motors and Accessories, Electrical Equipment, Fasteners, Batteries and Flashlights, Outdoor Garden Supplies and Equipment, Paint and Accessories, Plumbing, Pneumatic Tools, Power Tools and Accessories, Safety Equipment and Accessories, Hand Tools, Welding and Soldering Equipment, Heating, Ventilation, Air Conditioning/Refrigeration (HVAC).

**VENDOR CONTACT**

**INFORMATION FOR**

**W.W. GRAINGER, INC.**

**FASTENAL COMPANY**

**MSC INDUSTRIAL SUPPLY  
COMPANY**



## **W.W. Grainger, Inc.**

### Business Address

W.W. Grainger, Inc.  
2833 Paa Street  
Honolulu, HI 96819-4406

### Remittance Address

Grainger  
DEPT C Pay  
Palatine, IL 60038-0001

### Vendor Code#

276597-08

**Phone 808-423-0028 | Toll Free 877-423-0028 | Fax 808-423-0031**

**Email: [HawaiiOrders@grainger.com](mailto:HawaiiOrders@grainger.com)**

**State of Hawaii Online Landing Page:**

**<https://www.grainger.com/content/state-of-hawaii>**

Available 24/7 | Branch Hours: M-F 7 am – 4 pm

Emergency Services available

### Government Sales Manager

June Burke | 808-312-2270  
[june.burke@grainger.com](mailto:june.burke@grainger.com)

### District Sales Manager

Kevin Vegas | 808-216-4777  
[kevin.vegas@grainger.com](mailto:kevin.vegas@grainger.com)

### Oahu

Nathan Higashida | 808-349-4933  
[nathan.higashida@grainger.com](mailto:nathan.higashida@grainger.com)

### Hawaii County

Kyra Bronson | 808-673-1134  
[kyra.bronson@grainger.com](mailto:kyra.bronson@grainger.com)

### Maui County

Warren Aihara | 808-312-8671  
[warren.aihara@grainger.com](mailto:warren.aihara@grainger.com)

### Kauai

Danny Matsuura | 808-542-9221  
[danny.matsuura@grainger.com](mailto:danny.matsuura@grainger.com)

## **Dedicated Team of Government Pros**

Rely on our team of experienced government account managers to help make your job easier and take cost out. Contact your Grainger rep or local branch for field support you can depend on.

### **Placing Orders**

- Online: [www.Grainger.com](http://www.Grainger.com)
- Phone, Fax, Email: See information above
- Walk-In / Will-Call
- Download the Grainger Mobile Application at Apple or Google Play

### **Online Registration**

1. Go to [www.Grainger.com](http://www.Grainger.com)
2. Click "Register Now" on the upper right.
3. Select "State and Local Government" and enter your Grainger Account number. If you do not know your account number or need to set up an account, contact Customer Service or your Government Account Manager above.
4. Complete the registration and create your User ID and Password.

### **Online Ordering**

1. Go to [www.Grainger.com](http://www.Grainger.com)
2. Click "Sign In" in the upper right.
3. Enter your User ID and Password to log in to your Account.
4. Add Items to the Shopping Cart and Check Out.
5. Order History, Personal Lists, Delivery status, and Invoices can be viewed online.

### **Pricing**

- 12% to 45% off catalog pricing for NASPO ValuePoint (formerly WSCA) Product Categories.
- Minimum 10% off catalog pricing for non-contract Product Categories.

### **Shipping**

- Shipping point is FOB Destination for standard delivery.
- W.W. Grainger, Inc. will notify agency of applicable shipping charges for expedited or special handling requests.

### **Delivery**

- In-Stock: Next day after acceptance of purchase order.
- Non-Stock: 3 to 10 business days after acceptance of purchase order.
- For Supplier Direct orders, out of stock and Special Orders, delivery lead times will be quoted on a case-by-case basis.

### **Price List Includes:**

- All products in the current Grainger General Catalog and online at [Grainger.com](http://Grainger.com)
- All products offered by Grainger Parts and Special Orders
- Grainger KeepStock® Inventory Management Solutions
- All Safety, Security, Public Safety and Emergency Preparedness Program products
- Grainger Online Safety Manager® Safety Management System
- Grainger Consulting Solutions
- Grainger eCommerce Solutions, including EDI, Punchout, and ERP connection.
- Grainger's Sustainability and Green Products Program
- Grainger's Custom Products Center
- Grainger Lighting Solutions
- Grainger Triple Guard Repair and Replacement Coverage

## **Fastenal Company**

### Remittance Address

Fastenal Company  
P.O. Box 1286  
Winona, MN 55987-1286

### Vendor Code#

274254-00

### State Specialist for the State of Hawaii:

Contact: Nick Resta  
Mobile: (808) 673-1163  
Fax: (507) 494-3446  
E-mail: [nresta@fastenal.com](mailto:nresta@fastenal.com)

### District Manager:

Contact: Samson Mokuohai  
Mobile: (808) 382-8334  
Fax: (507) 494-3898  
Email: [smokuoha@fastenal.com](mailto:smokuoha@fastenal.com)

### Fastenal Store Locations:

At Fastenal, you have a dedicated local representative to see that you are taken care of no matter what happens. Our local representatives can help with any issues you have with the order and can even help you register and set up order templates for frequently purchased items. You don't have to spend time searching for parts that we already know you buy. *NOBODY* else does this like we can.

### **FAST Vending Solutions(FVS)**

Fastenal Automated Supply Technology offers you cost savings and convenience. To learn more, go to: [www.fastenal.com](http://www.fastenal.com) and click on the FAST Solutions tile. Contact your Fastenal sales representative to schedule an appointment. The FAST Solutions Rapid Deployment Instructions is shown on page 14.

### **Store Locations - Oahu:**

#### **HONOLULU, HI**

105 Pu'uhale Rd.  
Honolulu, HI 96819  
(808) 851-7083

**Manager: Shellsea Pinera**  
[HIHON@stores.fastenal.com](mailto:HIHON@stores.fastenal.com)

#### **HALAWA, HI**

99-1312 Koaha Pl. Bay 101  
Aiea, HI. 96701  
(808) 484-1148

**Manager: Shea Jones**  
[HIHO1@stores.fastenal.com](mailto:HIHO1@stores.fastenal.com)

#### **PEARL CITY, HI**

96-1333 Waihona St. Unit B  
Pearl City, HI 96782  
(808) 456-0871

**Manager: Brent Cline**  
[HIPEA@stores.fastenal.com](mailto:HIPEA@stores.fastenal.com)

#### **KANEOHE, HI**

46-217 Kahuhipa St.  
Kaneohe, HI 96744  
(808) 235-7700

**Manager: Ka'ui Medeiros**  
[HIKAN@stores.fastenal.com](mailto:HIKAN@stores.fastenal.com)

#### **KAPOLEI, HI**

2108 Lauwiliwili St. Unit 101C  
Kapolei, HI 96707  
(808) 682-1070

**Manager: Billie Mara**  
[HIKAP@stores.fastenal.com](mailto:HIKAP@stores.fastenal.com)

### **Store Locations – Hawaii**

#### **HILO, HI**

15 Kukila St. Unit #1  
Hilo, HI 967200  
(808) 961-3591

**Manager: Casey Morris**  
[HIHLO@stores.fastenal.com](mailto:HIHLO@stores.fastenal.com)

#### **KAILUA-KONA, HI**

73-5569 Maiau St. #105 & #106  
Kailua-Kona, HI 96740  
(808) 329-7092

**Manager: David MacFadden**  
[HIKAU@stores.fastenal.com](mailto:HIKAU@stores.fastenal.com)

### **Store Locations - Maui**

#### **WAILUKU, HI**

800 Eha St. Unit #22  
Wailuku, H. 96793  
(808) 243-3278

**Manager: Kent Smith**  
[HIWAU@stores.fastenal.com](mailto:HIWAU@stores.fastenal.com)

### **Agency Ordering Instructions:**

There are three ordering methods:

1. Contact your local Fastenal store.
2. Buy online at [www.fastenal.com](http://www.fastenal.com).

### **Agency Account Set-Up:**

#### **How to open an account at a local Fastenal Store**

1. Contact your local Fastenal store.
2. Identify yourself as a State agency.
3. Once you open an account, your local store will report the account number to Fastenal's Government Sales Support department for set-up under the SPO Price List Contract No. 11-10. (Please allow 3 to 5 days for processing.)

#### **How to register my account on [www.fastenal.com](http://www.fastenal.com)**

1. Log onto fastenal.com
2. Go to "Register" located at the top of the page.
3. Enter your Fastenal store account number and choose "I am eligible to purchase off of a state contract".
4. Click "Continue" and fill out the information requested.

#### **Once registered, take advantage of the many features of fastenal.com**

1. View product categories.
2. View your contract pricing and custom market baskets online.
3. Edit and approve e-Quotes from your local Fastenal store.
4. Advanced account management options – order templates, workflow and admin rights, spending control, customer cross reference search, and more!
5. Searchable Green and Supplier Diversity product identifier for certified and non-certified products.

If you need assistance or want to place an order today, please contact Fastenal's State Contract help desk toll free at 877-507-7555, via fax at 866-664-1246, or email [wscasupport@fastenal.com](mailto:wscasupport@fastenal.com).

### **Fastenal Company Pricing:**

- 23% - 55% off catalog pricing for WSCA Product Categories
- Minimum 23% off catalog pricing for all non WSCA Product Categories

### **Fastenal Company Shipping Information**

- No shipping charges to agencies facility for stocked items at Fastenal Company store locations on Oahu, Maui and Hawaii.
- When products are purchased from another island or from Fastenal Company store locations on the continental US, shipping charges apply.
- When agency request expedited deliveries within the standard 48 hour delivery time frame, additional charges apply.
- Agencies placing orders from the island of Kauai, Molokai or Lanai shall be assessed shipping charges.
- Shipping charges are shown on Fastenal Company price quotation or through Fastenal Company order confirmation.

### **Fastenal Company Delivery Time Frame**

- In-Stock Item: Within 1 to 2 business days after acceptance of purchase order.
- Non-Stock Item: 3 to 10 business days after acceptance of purchase order.

To learn more about the State of Hawaii contract, visit [www.fastenal.com/web/wsca](http://www.fastenal.com/web/wsca) or contact [wscasupport@fastenal.com](mailto:wscasupport@fastenal.com)

### **FAST Solutions (FVS) Rapid Deployment Process**

How quickly do you want to start saving? With FAST Solutions, it's entirely up to you. To help you understand your role, we've laid out an easy-to-follow Rapid Deployment Process designed to take you from signed contract to installed machine within 30 days (although customers who are serious about saving have been able to achieve this in as little as 12 days). Keep in mind that our process is designed to minimize the tasks required by the customer, so the ones that are itemized (indicated in bold below) are critical to deployment and require immediate attention. One thing we've learned after thousands of installations: When the customer and the Fastenal sales rep work together, the process moves quickly and smoothly.

#### **STEP 1**

- Sign Agreement
- Product Template per machine (work w/Fastenal)
- Ship badges to Fastenal (unless access will be keypad only)

#### **STEP 2**

- Initial call to branch & end user
- Product testing
- Confirm 110v&Cat5 (Note: customer responsible for all fees associated with internet hardware installation and monthly service fees charged by internet service provider)
- Employee Template

#### **STEP 3**

- Fastenal ships special order items for testing
- Receive Network Worksheet from site

#### **STEP 4**

- Testing completed
- Plan-O-Gram created

#### **STEP 5**

- Plan-O-Gram approved
- Site Network Test
- Machine sent for configuration

#### **STEP 6**

- Registration of the machine with Apex
- Installation date confirmed

#### **INSTALL DAY**

- Machine installed!
- Software training

## **MSC Industrial Supply Company**

**Business Address**

MSC Industrial Supply Company  
75 Maxess Road  
Melville, NY 11747

**Remittance Address**

MSC Industrial Supply Company  
Dept. CHOO75  
Palantine, IL 60055-0075

**Vendor Code#**

313781-00

**All Islands**

Contact: MSC Support Desk  
Phone: (800) 645-7270 (Mon–Fri 5:00am to 8:00pm PST)  
Fax: (800) 255-5067  
Email: [wsca@mscdirect.com](mailto:wsca@mscdirect.com)  
Operational Hours: Monday thru Friday, 8:00am to 10:00pm EST

**AGENCY ACCOUNT SETUP, LOGIN & ORDERING VIA ONLINE** at [www.mscdirect.com](http://www.mscdirect.com).

**HOW TO SETUP A MSC INDUSTRIAL SUPPLY COMPANY ACCOUNT NUMBER**

1. Call (888) 672-9722. A MSC representative will assist to setup your account number.
2. Your agency must be registered to receive WSCA MSC Industrial Supply contract pricing.

**AFTER ACCOUNT SETUP, AGENCIES NEED TO REGISTER ONLINE** at [www.mscdirect.com](http://www.mscdirect.com) to obtain WSCA CONTRACT PRICING AND TO BE AUTHORIZED TO PLACE ORDER ONLINE.

1. Click on *Register* (upper right corner).
2. Click on *Locate my Account* – enter account number and bill to zip code, then click *Submit*.
3. Locate your name and click *Register/Log In*. If you are unable to locate your name, enter your name in the *New User* section and click *Register*.
4. Register your agency information (personal profile, create username and password, print catalog mailings, order notifications, and email format preference).  
\*Please make sure to answer the following line in the mailings section\* would you like to be contacted by third parties that are relevant to your business? Click *Yes* or *No* then *Submit*.
5. You will be on *My Account Page*, which gives options to manage your account, (you will also receive an email confirmation).
6. Click *Home* to see different product categories, search engine powered by Google, order pad and much more.
7. For further assistance contact the MSC Support Desk at (888) 672-9722.

**MSC INDUSTRIAL SUPPLY COMPANY PRICING**

- 12% - 28% off catalog pricing for WSCA Product Categories.
- Minimum of 12% off catalog pricing for non WSCA Product Categories (excluding machinery).

**MSC INDUSTRIAL SUPPLY COMPANY SHIPPING INFORMATION**

- Shipping point is FOB Destination if shipped by third party ground transportation.
- MSC Industrial Supply Company will notify agency of applicable shipping charges if the agency request shipment to be expedited or request special handling requirements.
- MSC Industrial Supply Company Four Central Warehouse Centers are located at (Elkhart, Indiana, Reno, Nevada, Atlanta, Georgia, Harrisburg, Pennsylvania).

**MSC INDUSTRIAL SUPPLY COMPANY DELIVERY TIME FRAME**

- In-Stock Item: Within 3 to 5 business days after acceptance of purchase order.
- Non-Stock Item: 5 to 10 business days after acceptance of purchase order.