The University of Alabama

Laboratories Supplies Contract No. T051324

Vendor: VWR International

*****FREQUENTLY ASKED QUESTIONS*****

Who should I contact regarding this agreement?
VWR has set up a team to support the University agreement, and it is led by your local account representative, John Collins. Tiffany Bell, Sales Representative, will also be assisting John with the University account. A VWR team member will be on campus a minimum of three days per week. John and his field support team can be reached at the following numbers.

<table>
<thead>
<tr>
<th>Contact</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Collins UA Sales Associate</td>
<td><a href="mailto:john_collins@vwr.com">john_collins@vwr.com</a></td>
<td>(205) 492-4403</td>
</tr>
<tr>
<td>Tiffany Bell, Sales Representative</td>
<td><a href="mailto:tiffany_bell@vwr.com">tiffany_bell@vwr.com</a></td>
<td>(865) 242-1241</td>
</tr>
<tr>
<td>Cassey Cloninger Regional Mgr</td>
<td><a href="mailto:Cassandra_Cloninger@vwr.com">Cassandra_Cloninger@vwr.com</a></td>
<td>(870) 919-3107</td>
</tr>
<tr>
<td>Nilam Patel C/S Mgr</td>
<td><a href="mailto:Nilam_Patel@vwr.com">Nilam_Patel@vwr.com</a></td>
<td>(877) 897-6377 ext 163194</td>
</tr>
<tr>
<td>UA Customer Service</td>
<td><a href="mailto:education@vwr.com">education@vwr.com</a></td>
<td>(866) 890-8229</td>
</tr>
<tr>
<td>Web Help</td>
<td></td>
<td>(888) 320-4357</td>
</tr>
</tbody>
</table>

What does this agreement include?
This competitively bid contract includes scientific chemical, equipment, supplies, laboratory furniture, and lab related services (calibration and repair).

Who do I contact for regular customer service support?
All University calls will automatically route to the VWR Education Team. The toll free number to reach the Education team is 866-890-8229. Faxes can be sent to 610-728-2267, and emails directed to education@vwr.com.

How can I place orders?
Orders can be placed using a University purchase order, or P-Card. They can be placed live with our customer service support team, or online at www.vwr.com. To place orders on line, you will need an active profile, which requires a current account number and University email address.

What if I don’t know, or have a VWR account number?
An order cannot be placed until a valid account number has been identified. Please call your customer support team, or local rep to have an account established. Be sure to explain if it is for purchase orders or P-card orders.

Will there be any training on using the VWR website?
Please contact John Collins or Sharon O’Neal if training is needed. VWR has recently launched an updated version of their web site that has improved features and additional pictures and product information.

**When can I expect deliveries, and are there delivery charges?**

WVWR is committed to deliver in 24-48 hours from our regional distribution centers. The primary center is located in Suwanee, GA, approximately 3 hours from Tuscaloosa. There are no freight charges on standard deliveries to the University. Some refrigerated, specially packed, or special request shipments may have a small handling charge.

**How are returns and exchanges handled?**

VWR has instituted a “no hassle” policy for the University, and a simple call to the customer service team will lead to an easy return or exchange. Please have your order number, VWR shipping number, or invoice number, and your request will be handled immediately. Requests involving any credit of $100.00 or less will be expedited without a need for return of the product, unless desired by the user.

**What suppliers are included in this agreement?**

VWR is a distributor for the major manufacturers that you have been accustomed to using, as well as many new and proprietary suppliers. They include but are not limited to: Beckman, Corning, Thermo, BD, Mallinckrodt Baker, Microflex, Labconco, Barnstead, Pall Gelman, Kimble-Kontes, EM Science, 3M and many more. Please log onto the website to reference the entire VWR offering to the University at [www.vwr.com](http://www.vwr.com).

**Is there a minimum order charge on this agreement?**

There are no minimum order charges. We do encourage the bundling of as many items on single orders as possible, as it saves both the University and VWR added cost.

**How can I access pricing?**

By logging onto the VWR website, and crating a personal profile, you have access to University net prices. To set up a profile, all you need is an active University account number, and your University email address. See the instruction on accessing vwr.com.

**Is this my final pricing?**

VWR has built the custom University website with pricing that was offered on the competitive bid and evaluated by the Purchasing Department and a University committee. VWR has made every attempt to address the pricing needs of all departments. In the event you find our discount program does not address your needs, or a price appears to be higher than what you have been accustomed to, please alert John Collins or Tiffany Bell. We will make every attempt to ensure that you are pleased with the results. Please be sure to review the high volume hot list that can be found on the VWR website under “Alabama High Volume Marketbasket Customer Catalog”.

**Who do I call for Technical Assistance?**

Call the VWR Technical Resource Center at 888-897-5463 for specific support at the following:

- **Push 1** for chemicals
- **Push 2** for Chromatography/Filtration
- **Push 3** for Life Science
- **Push 4** for Safety, Cleanroom and Apparel
- **Push 5** for General lab Supplies
- **Push 6** for Instruments and Equipment
Are there any ordering restrictions of VWR products?
Some VWR products require a university license to order. There include some precursor chemicals, radioactive, and syringes. Please contact customer service should a product be identified as limited on the VWR website.

Will VWR provide samples for products not used before?
Yes, just contact John Collins or Tiffany Bell. VWR has committed to an aggressive sampling budget that will allow you to test products for use in your lab. Equipment demonstrations may be set up should you require them, and on site seminars will be scheduled to allow you to see and test the latest technology.

How will manufacturers be introduced to the University labs?
VWR will host manufacturers on campus on a regular basis, and also organize a large “vendor fair” to include a large group of manufacturers for you to see. If you have suggestions on what you would like to see on campus, please let us know.
Login / Registration

Enter your Email Address and Password
- Passwords must be at least 8 alpha/numeric characters. Passwords are case-sensitive.
- Forget your Password? We will e-mail you a temporary one. Just click the "Forgot Password" link, call 1-888-320-4357 or Click-to-Chat for assistance.

To Register
- Click on the ‘Register’ button in the login area
- Create a “Permanent Profile” if you have a VWR Shipping Account number
- New Customer! Register as a guest and request an account number.

IMPORTANT! The VWR Web Solutions Team will approve and email Permanent users confirmation when they have been approved for contract pricing and product availability.

My Account

My Account is used to manage all of your personal settings, order history and advanced web features.

My Profile – Maintain your personal info, stored checkout data and site preferences to make shopping and checking out easier and faster.
- Personal Info: Manage your name, email address, password and security question.
- My Preferences: Manage your preferences on how search results and the shopping basket is displayed.
- My Organizations: Switch to other organizations you are attached to (the web solutions team can make those “Attachments”).
- Shipping Options: Manage your VWR Shipping Account Numbers and Ship-to Attention Information.
- Payment Options: Store Purchase Order Number, Credit Card information, and Billing Reference Numbers. Also, manage your Invoice settings.
- Order Options: Manage e-mail notification settings, Store Charge Codes and Accounting data for line-level and order-level.

Order Status – View all order activity (not just web orders) and the status of each.
- View tracking numbers & link to carrier sites
- Print copies of invoices and packing slips
- Reorder items
- View order totals

Shopping Lists and Custom Catalogs – Manage your Personal Shopping Lists, view Organization Lists and your Frequently Ordered Items. Also view any Custom Catalogs your organization has provided.

Order Approvals – View the status of order approval requests. Or, if you are an approver, view orders pending your approval or a history of orders you have approved.

Quotes – View active quotes and add items to the basket to order. Quantities can be changed.

Searching

Searches – Find products using text searches or part number searches either with the quick search or with advanced search.

- Enter any keyword or number and search will find matches against product information, MSDS, Certificates and website content.
- As you type, search will “auto suggest” searches
- Use search to cross reference competitor or manufacturer part numbers.

Search Results – Different views and powerful refinement tools make searches faster and more successful. Results are weighted on how well the data matches your search word (relevancy) and then by VAS.

- Refine your results by:
  - Product category
  - Product attributes
  - Supplier
  - Or, Search within your current results using additional keywords.
- Refining = No Dead-Ends and no endless scrolling!

- Use different views to navigate results. “List View” shows all product/size combinations and enables you to add directly to your basket or compare products. “Grid View” shows you a basic rolled-up view of products in an easy to navigate visual presentation.

Advanced Search: Use Advanced search to search for matches against specific product information, like CAS number, chemical formula, chemical name / synonym, or molecular weight.

MSDS Search: Search for MSDS by part number or text. Get a pdf version of the MSDS to download or print.

Substructure Search: Draw the molecule, click Search. Products will be listed which match the specifications provided.
Building a Shopping Basket

Order Entry - Quickly add a list of catalog numbers to your basket.
- Use VWR, Manufacturer or Competitor’s Catalog Numbers along with Unit of Measure and Quantity.
- For non-VWR numbers, you will be given cross reference alternatives to select from.
- Enter up to 35 items at a time.
- Upload items rather than typing by creating a text or csv file in excel. Upload that file directly to the order entry screen.

Shopping Lists - Frequently used or hard-to-find items may be saved as a Shopping List. These lists allow a user to quickly load items to a future Basket.
- To build a shopping list, place products in your basket and click "Save as Shopping List", name your list, then manage that list from the "Personal Shopping List" page.
- You can also add items from product pages to existing lists.

Upload To Basket
- Rather than browsing and searching, upload items by creating a text or csv file in excel. Upload that file directly to the Shopping Basket.

Manage Products In The Basket - Tools in the basket allow users to manage items and accounting data at the line level. Controls allow users to change the display of information in the basket to fit their needs.
- View contract price and availability (including shipping warehouse & estimated shipping dates)
- Change quantities
- Remove items
- Add line accounting data for each item
- Add line comments for each item

Checkout

Configure how your order gets shipped and billed. Organization settings can determine what fields are required and into which fields users can type or select pre-stored data from drop-down menus.

Checkout - Shipping
- Users can change the shipping address for orders (only ship-to numbers assigned to the user’s organization can be used)
- Users can provide a ship-to attention
- If enabled, users can select messages that are passed to the warehouse
- Users can also enter a message that would print on the packing slip
- If enabled, users select their shipping method: Next day, 2nd day, 3rd day, and standard shipping.
- Tax, freight and handling charges are displayed

Checkout - Payment Information
- Users can select method of payment, including Purchase Order or Major Credit Card.
- User can enter a PO number as well as a Charge Code.
- Payment may be deferred to the approver

Checkout - Review
- All order information is displayed and depending on approval configuration, the user can place the order or route the order for approval. Approvers must be pre-loaded to the user’s organization.

Upon placing the order, the Order Confirmation page will be displayed recapitling the order and providing a Web Order Number.

Approver Instructions
- Approver will receive an email notifying them of an order pending approval on VWR.com.
- Approvers login with their email address and password.
- The pending orders are available under "Pending Order Approval" link.
- All items may be approved or denied line by line.
- Approvers have the option to change the Method of Payment, Enter Credit Card Information and update or add Charge Code.
- Upon approval, the order is placed and a confirmation is displayed

Support

VWR Website Support: 1-888-320-4357, Option 3 or solutions@vwr.com
VWR Customer Care: 1-800-932-5000
VWR.com Click-to-Chat Support: Click for instant support.