DATE: March 22, 2016

TO: Business Managers
    Primary Investigators
    Laboratory Managers

RE.: New VWR International Scientific Supplier Relationship

I write to inform you that effective April 1, 2016 Emory will enter into a Primary Supplier Relationship with VWR International for general scientific supplies.

The newly negotiated Emory/VWR agreement was based upon a competitive bid process. During the procurement process a cross section of Research Faculty, Department Heads, and Lab Managers were consulted.

VWR has committed to significantly lower overall prices for the Emory Research community while providing the high level, quality service that our research community has come to expect. VWR International has also committed provide additional support to Emory’s Sustainable Green Labs Program and the Supplier Diversity Program.

VWR and has offered to provide significant savings off of list price on 5,000 most commonly ordered national items as well as an Emory specific “Hot List” of the top 500 items with annual updates. Emory will receive free shipping on all orders with the exception of large equipment “white glove” handling and desktop delivery from their Suwanee facility in 24-48 hour.

Thank you for your cooperation and support while Emory University makes the transition to this new primary supplier relationship for general scientific products. Please communicate this savings opportunity to those in your department who are responsible for ordering scientific supplies and please be sure to review the new VWR punch out in Emory Express to be released on April 1, 2016.
VWR NEW PRIMARY SUPPLIER TO EMORY UNIVERSITY
Laboratory Products, Chemicals, Equipment and Lab Furniture

Effective April 1, 2016

Emory University has entered into a new Primary Supplier relationship with VWR for general scientific supplies. VWR products are now available on Emory Express with a full punch out to the VWR website. You will now find expanded product content, easier ordering from quotes, lead time and stocking information, shipment tracking and easy access to documents. Access millions of products from a broad range of scientific suppliers easily in one place. Find familiar brands as well as VWR exclusive offerings.

Available through VWR Emory Express Punch Out

- Competitive Pricing & FREE Shipping
  - Low net prices on thousands of high usage scientific supplies
  - Deep discounts from manufacturer’s list pricing
  - Special pricing with key manufacturer’s only available through VWR
  - FREE SHIPPING, No hazardous materials or dry ice charges
  - No minimum order charges

- Extensive Product Offering
  - A broad portfolio of more than 2,000,000 products from hundreds of leading suppliers
  - New Laboratory Start-Up special offers and Product promotions
  - Deliveries within 24-48 hours from VWR’s Suwanee, GA distribution center
  - No hassle return policy

- Converting to VWR
  - Extensive web functionality to cross reference manufacturer and competitor part numbers to easily order the items you rely on in your lab.
  - VWR representatives will be visiting your lab to help you find the VWR part numbers for your list of scientific supplies, to create easy to use shopping lists, ensuring competitive pricing and assisting in the conversion.

- Cost Savings Initiative
  Stretch Your Spend! VWR representatives will be visiting individual labs and departments offer cost savings on specific products and offering alternatives for consideration. VWR has a very liberal sample policy if technical evaluation must be completed in order to reduce spend.
VWR has been selected as the Primary Laboratory Supplier for Emory University. VWR offers a broad range of scientific products, competitive prices and additional added value services. To support this contract, the following FAQ is designed to provide the basic information to allow the laboratories to take advantage of the agreement.

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

Q. Who should I contact with questions and for help?
   VWR has set up a team to support the Emory University agreement, and it is led by your local Account Manager, Suzanne Prichett. Please utilize the enclosed contact information to receive prompt service & support.

   **VWR Customer Care**
   For order status, tracking, returns, invoice assistance and general product inquiries.
   678-288-3185
   EmorySupport@vwr.com

   **Cross Referencing, Quotes & Pricing Support**
   For help cross referencing products, getting quotes and competitive pricing. Send us your list of supplies and we will provide part numbers and pricing.
   EmoryQuotes@vwr.com

   **VWR Technical Support**
   For technical product inquiries, manuals, COAs, MSDS etc…
   1-888-897-5463
   TechnicalProductSupport@vwr.com

   **Suzanne Prichett**
   Account Manager
   Cell: 404-353-7791
   Suzanne_prichett@vwr.com

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   Sales Associate
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   **Frank Dominelli**
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   **Frank Dominelli**
   Product Solutions Specialist
   Cell: 404-395-1772
   Frank.Dominelli@vwr.com
Q. How can I place orders?
Orders can be placed using the Emory Express catalog or VWR punch out from the Emory Express home page. You can find Emory contract pricing using either method. Need a quote? Please send an e-mail to EmoryQuotes@vwr.com

Q. Will there be any training on using the VWR website?
Yes, VWR has committed to provide on campus training for all interested users. Please contact Suzanne to set up time.

Q. How can I track my orders, see shipping information, get invoices and packing slips?
VWR offers an industry leading platform on the website called Where’s My Stuff (WIMS) developed to deliver complete, consistent and reliable visibility to a customer's order. Researchers can easily access detailed order information by punching out to VWR from Emory Express and following the Order Status tab. Here detailed information on orders can be found including order status, shipment tracking, packing slips and invoices.

Q. When can I expect deliveries, and are there delivery charges?
VWR is committed to deliver in 24-48 hours from our regional distribution centers. The primary distribution center is located in Suwanee, GA. There are no freight charges on standard deliveries to the University.

Q. 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 at 678-288-3185 or 866-890-8229 will lead to an easy return or replacement.

Q. 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, Eppendorf, GE, Kimberly Clark, Microflex, Labconco, Pall, Kimble, EMD Millipore, and many more.

Q. 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 costs.

Q. How can I access pricing?
Either by logging onto the VWR website/Emory Express, you can see Emory University net prices. To set up a profile, all you will need is an active University account number, and your University email address. For help with the website, please contact Solutions@vwr.com

Q. Is this my final pricing?
VWR has built the custom Emory University website with pricing that was offered on the competitive bid and evaluated by the procurement committee. VWR has made every attempt to address the pricing needs of all departments. In the event that you find our discount program to not address your needs, or a price seems out of line from what you are used to, please e-mail us at EmoryQuotes@vwr.com. We will make every attempt to ensure that you are pleased with the results.
Q. Are there any ordering restrictions of VWR products?
Some VWR products require a University license to order. These include some precursor chemicals, radioactives, and syringes. Please contact customer service should a product be identified as limited on the VWR website.

Q. Will VWR provide samples for products not used before?
Yes, please contact Suzanne Prichett. VWR has committed to an aggressive sampling program 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.

Q. How will manufacturers be introduced to the University labs?
VWR will host manufacturers on campus on a regular basis, and also organize a “vendor fair” to include a large group of manufacturers pertinent to work being done on the Emory campus. Please look for more details as the date nears.

Q. 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

Need a Technical Specialist? Please call:

Teshea Wortham
Life Science Specialist
Genomics, Proteomics, & Cell Culture Products
Cell: 404-985-2127
Tesheka_Wortham@vwr.com

Ian Webb
FBSSpecialist / Seradigm
Fetal Bovine Serum
Cell: 470-695-6087
Ian_Webb@vwr.com

Vince Mathews
Furniture Specialist
Casework, fume hoods, biosafety cabinets, renovations, chairs…
Cell: 770-789-7894
Vince_Matthews@vwr.com