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

**Roy Johnson**  
Sales Associate  
Cell: 470-312-7611  
Roy.Johnson@vwr.com

**Vincent Placanica**  
Sales Associate  
Cell: 305-240-3990  
Vincent_Placanica@vwr.com

**Frank Dominelli**  
Product Solutions Specialist  
Cell: 404-395-1772  
Frank.Dominelli@vwr.com

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

**Nicole Clark**  
Sales Associate  
Cell: 404-693-7963  
Nicole_Clark@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_Mathews@vwr.com