

## **iProcurement Ordering Guide**

### **WW Grainger**

UNI Purchasing Agent: Jon Westhoff - [jon.westhoff@uni.edu](mailto:jon.westhoff@uni.edu)

UNI Account # - 0801308636

Customer Service #: 1-800-472-4643

#### **Ordering & Checkout Procedures**

Use the "Search" field to look for keywords, item #, or part numbers.

You can check-out by using the "Cart"  icon at the top of the page.

Your items will be added to your shopping cart in iProcurement and you can complete the order process by following iProcurement ordering procedures.

#### **Retrieving a Quote**

You can retrieve a quote in the Grainger store. If you have a vendor generated quote, you can process the order through the punchout under the Special Order Quotes at the top of the page [Lists](#) | [Special Order Quotes](#).

#### **Creating/Accessing Favorites**

You can create a shopping list by clicking the Lists [Lists](#) icon at the very top left of the Grainger page. You will want to "Create a New List" before trying to add items. You can create multiple lists for different needs.

After creating your list you can add items to the list hitting the "Add to Shopping List" button available by each item when shopping.

To order from your shopping list you will want to access the My Lists icon at the top and click on "Lists". From there you will want to look at the list you have created. You can choose items from the list to add to your cart.

#### **Shipping Charges**

Shipping charges are noted in the shopping cart. Please note these charges.

#### **Order Status/Tracking**

You need to contact Customer Service at 1-800-472-4643 to track your order.

#### **Cancelling and Order**

To cancel an order please contact Grainger customer service at 1-800-472-4643. Please provide the UNI account number and UNI PO #.

All cancellations emails must be forwarded to the Purchasing Agent who manages the contract.

#### **Returning Items**

To return an order please contact Grainger customer service at 1-800-472-4643. Please provide the UNI account number and UNI PO # or the Grainger order number. This must be done before the next step.

All returns emails must be completed in iProcurement as well. Please follow return process detailed in the iProcurement training guide.

### **Notes**

Oracle timeout restrictions (20 minutes) carry through to the iProcurement stores. If you take longer than the Oracle timeout period your shopping cart will not be there when you return. Utilizing shopping lists and previous orders helps prevent the timeout issues.

### **Contact Info**

Sales Representative  
Justin Kithcart  
319-446-7338  
[justin.kithcart@grainger.com](mailto:justin.kithcart@grainger.com)

Customer Service  
1-800-4742-4643