Your Guide to Grainger.com®

Shop *easily*

Order *effortlessly*

Manage *efficiently*

From advanced purchasing options to mobile apps, count on Grainger for online solutions to help simplify your day. Whether you're in the office or on the go, use our time-saving solutions to place orders, streamline your approval process and manage your spend. It's online purchasing made easy.

Sign in or register on Grainger.com today!

GRAINGER®
FOR THE ONES WHO GET IT DONE

YOUR PRICING

REGISTER NOW AT GRAINGER.COM® FOR EXCLUSIVE FEATURES

Grainger is your source for all the products your facility needs to stay efficient and productive. We never stop working to help make work a little easier for you.

In the Grainger® catalog—you will no longer see prices. That's because on Grainger.com®, you can see all your products and discounted pricing online and in real-time.

Visit Grainger.com and register your account or, if you're already registered, sign in. When you're registered, you'll be able to take advantage of a number of additional features, like these:

SEE YOUR PRODUCTS AND DISCOUNTED PRICING IN REAL TIME

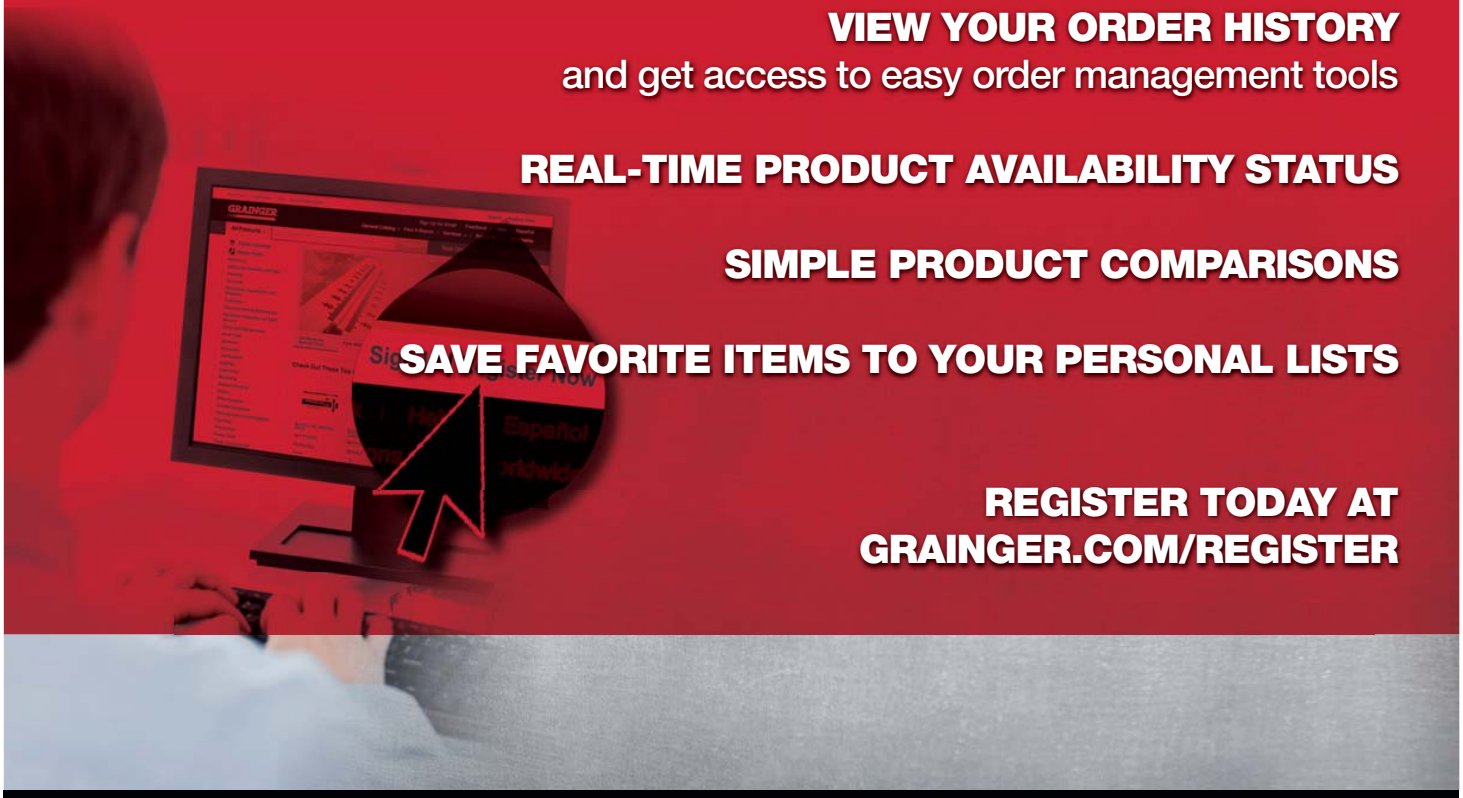
ACCESS TO MORE PRODUCTS AND SERVICES
plus faster, easier ordering

VIEW YOUR ORDER HISTORY
and get access to easy order management tools

REAL-TIME PRODUCT AVAILABILITY STATUS

SIMPLE PRODUCT COMPARISONS

SAVE FAVORITE ITEMS TO YOUR PERSONAL LISTS



REGISTER TODAY AT GRAINGER.COM/REGISTER

GRAINGER
FOR THE ONES WHO GET IT DONE

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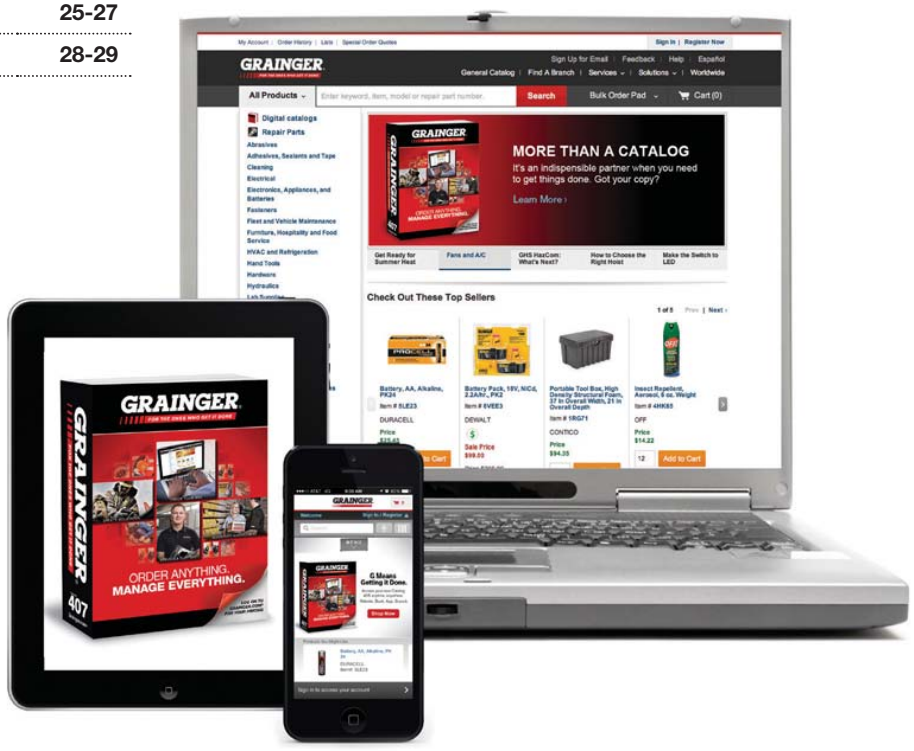
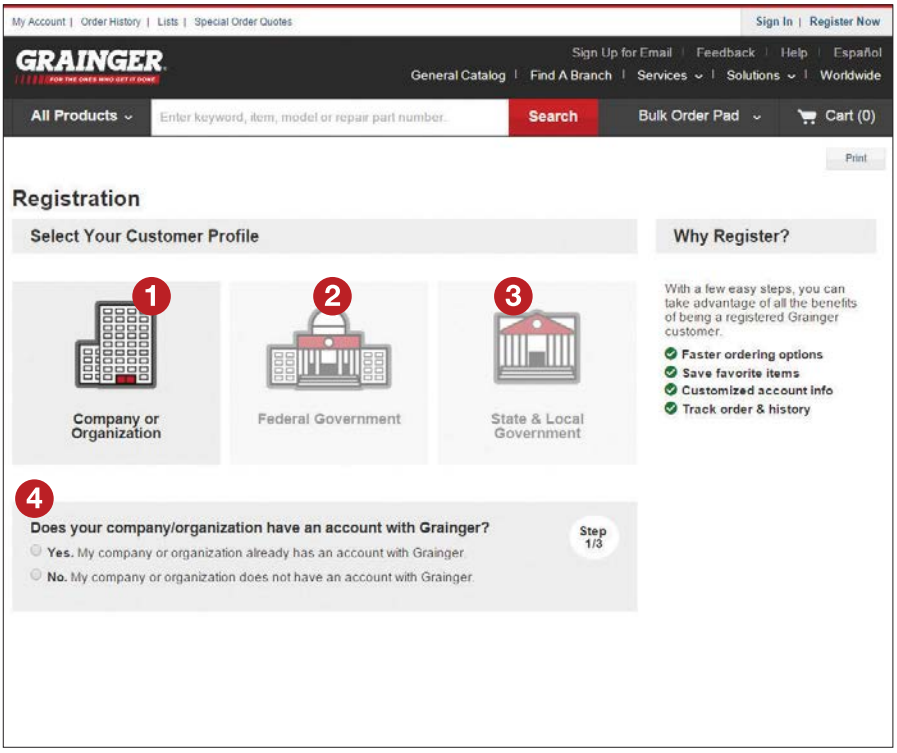
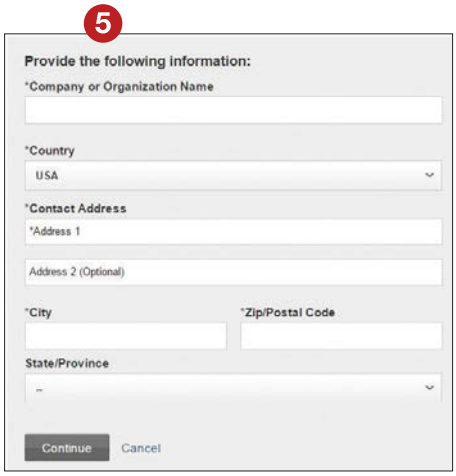
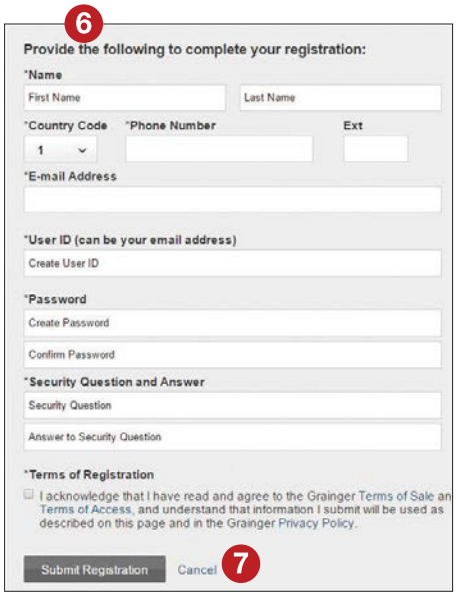


Register to Take Full Advantage of Grainger.com®!

By registering and signing in to your Grainger.com account, we can help you get started saving time and money. See how easy it is to view invoices, create product lists, checkout quickly and so much more!







1. **Company or Organization**
   Select for a single page registration.
2. **Federal Government**
   Select for Military, Federal Civilian, or USPS.
3. **State & Local Government**
   Select for Education, Public Safety, Water Works, Public Works, Department of Transportation and Department of Corrections.
4. **Register with your existing Grainger account number or provide your organization's information to request a new account.**
5. **Register a company or organization address.**
6. **Complete basic personal information and create log in credentials.**
7. **Submit your account registration.**

Shop easily, order effortlessly and manage efficiently! Access your Grainger.com® account via Grainger Mobile Apps when you're on the go! Use your Grainger.com sign-in credentials to access your account via Mobile Apps. It's that easy!

For more tips, videos, helpful PDFs & FAQs go to www.grainger.com/help

GRAINGER
FOR THE ONES WHO GET IT DONE

Registration is Easy

Here are some key things you should keep in mind when registering:

- If you already have a Grainger account number, please have that handy when registering. It gives you access to your Grainger account offline benefits directly on Grainger.com®. Additionally, you will have visibility into your orders, invoice history and other information across all purchasing channels. If you are having an issue accessing your account information, chat with an agent or call 1-800-GRAINGER (1-800-472-4643).
- If you received an email invitation to register and you can't seem to locate that email, chat with one of our agents or call 1-800-GRAINGER (1-800-472-4643) to have it resent.
- For security verification purposes, it may take up to 24 hours for your account data to be fully synced with Grainger.com
- If you would like to establish a line of credit with Grainger to use open account billing on Grainger.com, please contact 1-800-GRAINGER (1-800-472-4643) once you are notified of your account number.

Current Grainger Account Benefits:
- Open account billing
- Your pricing
- Shipping rates
- Quotes
- And so much more!

Quick and Easy Purchasing Process:
- Express checkout
- Account customizations
- Real-time product availability

Time-Saving Tools Such As:
- View invoices
- Order history
- Create lists for fast ordering

Automate Order and Approvals:
- Order management
- eProcurement
- Mobile apps

Online Ordering 24/7

More Products

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Getting Started – Signing in to Your Account

By registering and signing in to your Grainger.com® account, we can help you get started saving time and money. See how easy it is to view invoices, create product lists, checkout quickly and so much more!

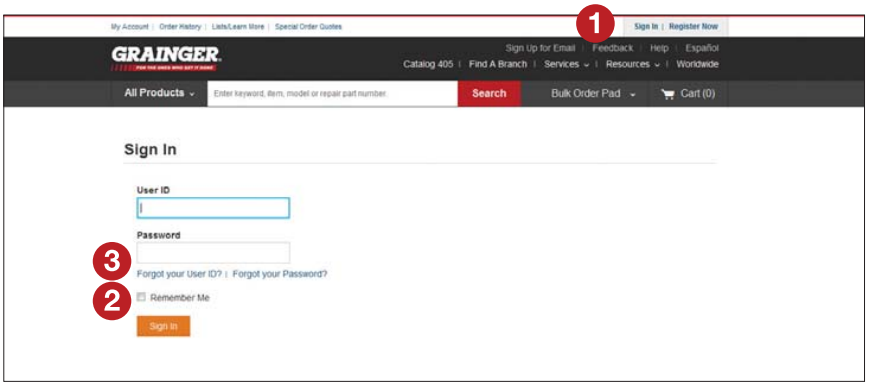
Signing in to your account can be done from the top of every page. All you need is a User ID and Password. If you can't remember them, just click the links that say "Forgot your User ID?" or "Forgot your Password?".

Sign in to see your pricing, Lists, Order Status, Order History, Invoices and other account-specific information.

1. Sign In
Access "Sign In" from the top of any page.

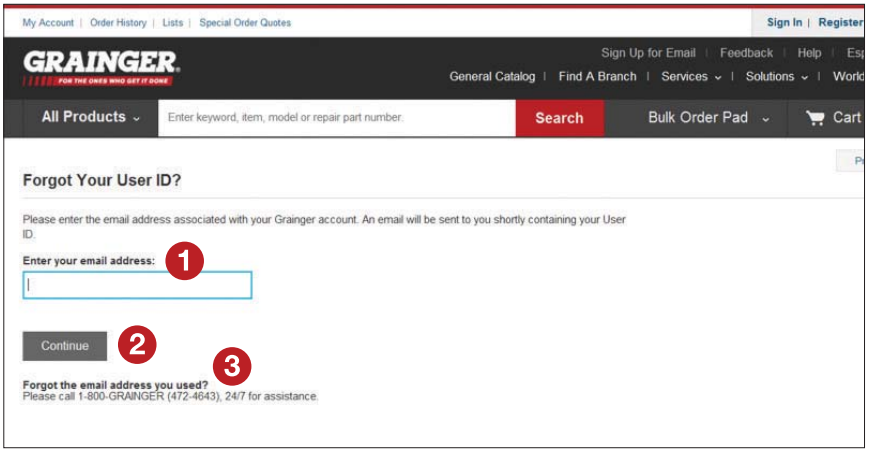
2. Remember Me
Select "Remember Me" for quick access to your account when you return.

3. Forgot your User ID? | Forgot your Password?
Use one or both options if you need assistance logging in.



TIPS

Can't remember your password? No problem. You can reset your password by simply entering your User ID and clicking "Continue" where you will be prompted to answer your security question. This can also be done if you've forgotten your User ID as well. If you need additional help resetting your password, call 1-800-GRAINGER (1-800-472-4643).



1. Forgot Your User ID?
Enter the email address that's associated with your Grainger account and an email will be sent to you shortly containing your User ID.

2. Click Continue
Click "Continue" and you will be prompted to answer the security questions that you enabled on the account.

3. Forgot the email address you used?
Please call 1-800-GRAINGER (472-4643), 24/7 for assistance.

Getting Started – Sign In Options

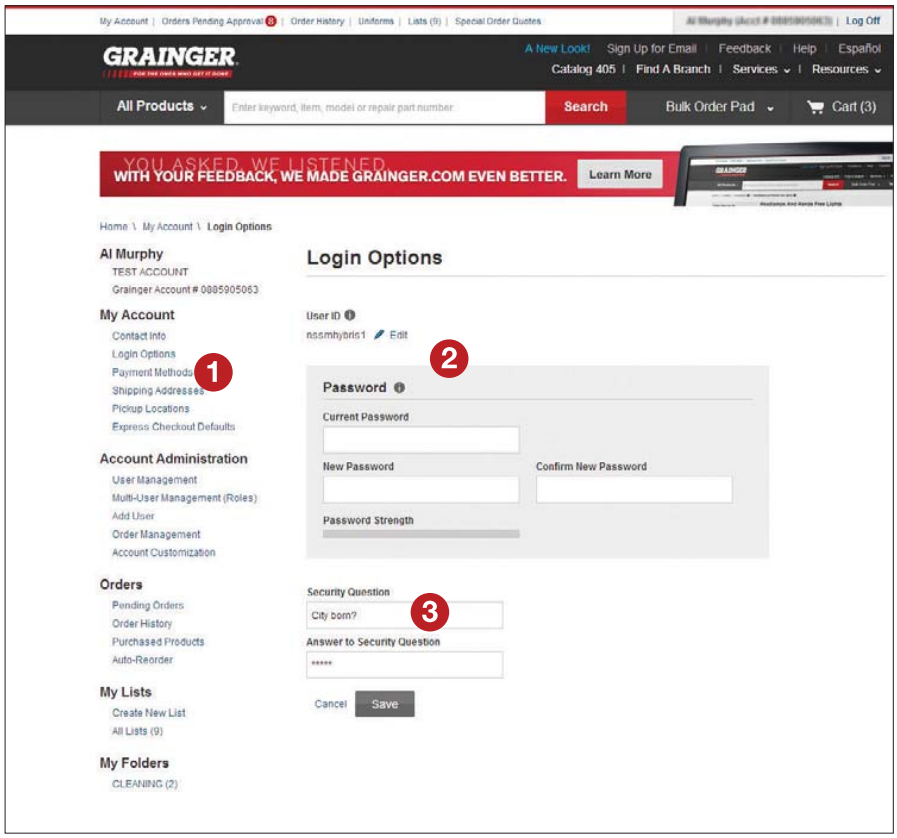
If for any reason you need to edit your User ID or Password, or update your account security settings, you can do this at Login Options under My Account.

Under My Account are Login Options where you can edit your User ID or password and update your security settings.

1. **Access Login Options**
   Access your login options via My Account from the top navigation rail and select “Login Options” from the left rail.

2. **Edit**
   Select “Edit” to update your password or account security questions.

3. **Security Questions**
   Use one or both options if you need assistance logging in.



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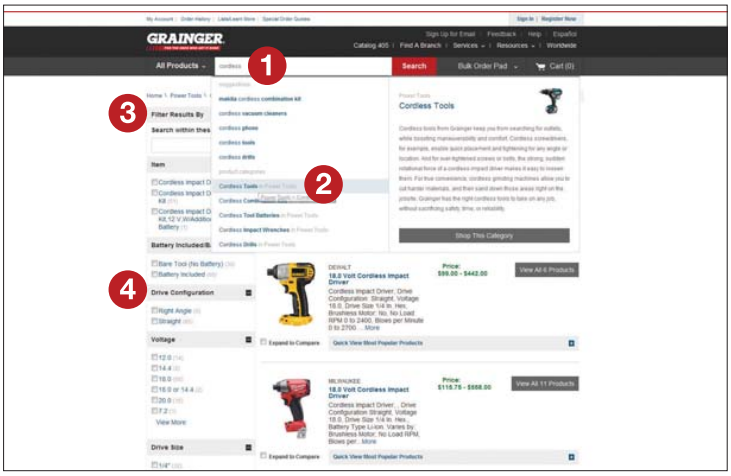
Search Overview

Looking for a particular product on Grainger.com® has never been easier. We give you all kinds of ways to search and find the products you need. You can search by a specific brand, manufacturer model number, Grainger's item number, competitor numbers, cross reference number, NSN or start a keyword search.

If you are having difficulty locating the product you are searching for, try a "less is more" approach. For example, if you need to order a #2 Wood Screw, start your search by entering "wood screw", excluding the size and other descriptive product information at first. Before pressing enter in the search box, select from the suggested drop-down list of terms whenever possible. This will help narrow your search to the right product category.

After your search leads you to the right product category, use the left navigation rail to narrow down your search results. Visual product representation and numerous attributes can help guide your search.



1. **Keyword Search**
   Start your search with a brand, manufacturer, model number, Grainger item number, competitor item number, cross reference number, NSN or keyword.

2. **Category Matches**
   See category matches as suggestions as you type keywords.

3. **Search Within These Results**
   Refine your search with an additional keyword.

4. **Search and Select**
   Select multiple attributes to narrow your search results.

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Search Results

After your search leads you to the right product category, use the left navigation rail to narrow down your search results. Visual product representation and numerous attributes can help guide your search.

When searching for a product via keyword or through a category, you will see a list of products on the Search Results page. When you see the exact product you need, click “Add to Cart”. You can also view product detail by selecting individual products, viewing product groupings and high level attributes and selecting up to five products for a detailed comparison.

1. **Search and Select**
   Select multiple attributes to narrow your search results.

2. **Expand Group Products**
   Expand grouped products to view individual items, compare product and add products to your Cart. You can compare the items from the parent product page by clicking “View All Products” or expand the “Quick View” link directly within search results. Select one or multiple products.

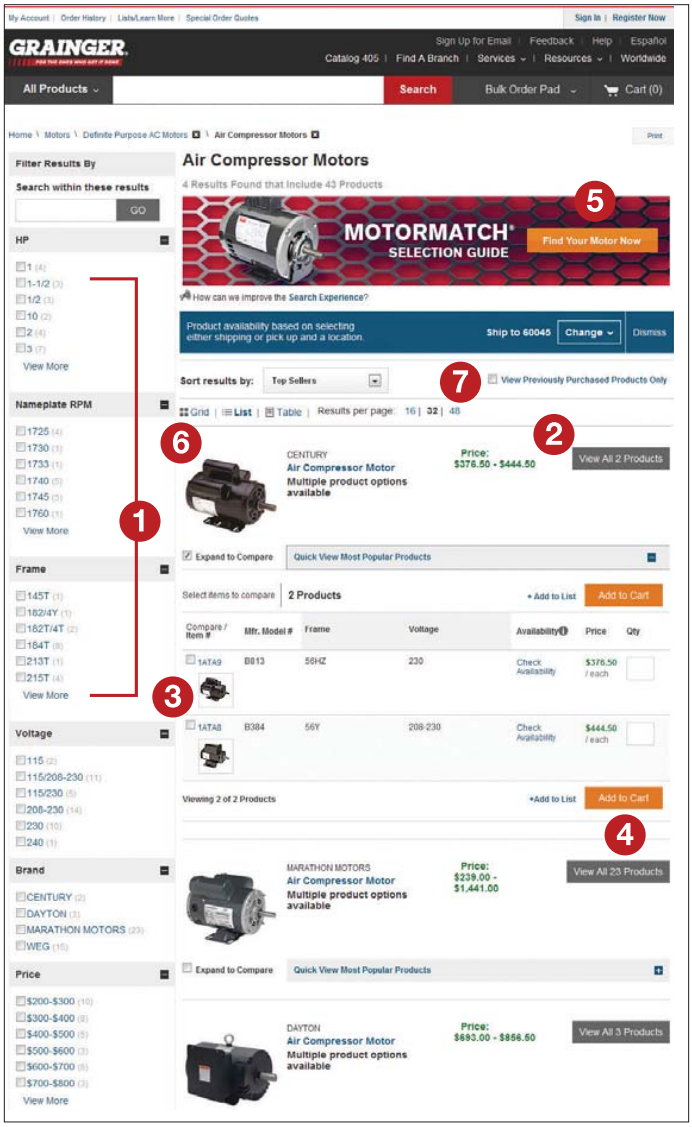
3. **Select a Product to: View, Add to Cart, List or Compare**

4. **Easily Add Products to Your Cart and Your List**
   Click “Add to Cart” and you can add an item directly to a list by clicking the “Add to List” link.

5. **Leverage Selection Guides Where Available (Motor and Lamp Categories with More Categories Coming Soon)**
   Utilize the MotorMatch® Selection Guide tool to help narrow down results within the motor product category. This wizard will lead you through various motor attributes as well as intended motor application.

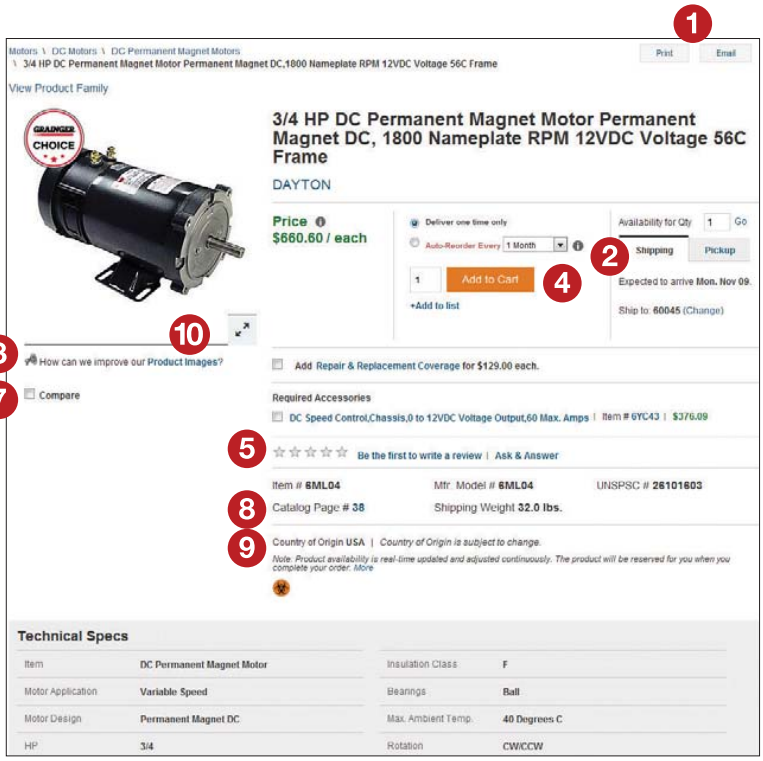
6. **Table View**
   Select how you prefer to see your search results from the available views, such as grid, list or table view where available.

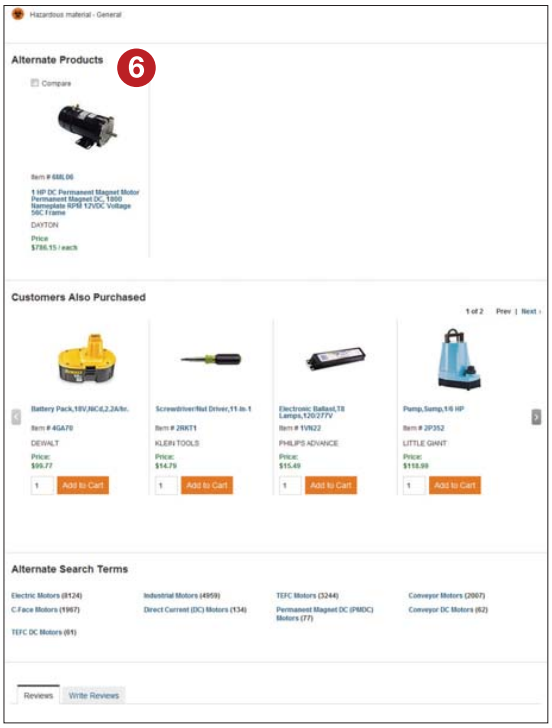
7. **View Previously Purchased Products Only**
   Further filter on previously purchased products.



Item Detail Page

Use the item detail page to find a product's features, specifications and additional information such as MSDS and SDS sheets. You can also find alternate products as well as compare products from the item detail page. Once you've found the products you need, you can add them to your cart from this page. Simply click "Add to Cart" or "Add to List".





1. **Print/Email**
   Share this product page by email, print this page or save it as a PDF file.

2. **Real-Time Product Availability**
   Check product availability for picking up at a local Grainger branch.

3. **Image Feedback**
   Leave feedback on specific images and on product information.

4. **Item Options**
   Add the product to your cart, add it to a list or set up the item for auto-reorder.

5. **Product Feedback**
   Leave feedback on product information.

6. **View Alternate Products**
   You can view similar products to help you make the right choice.

7. **Product Compare**
   Use the compare function to see related products side-by-side. You can compare up to five products.

8. **Catalog Page**
   View when you click on the catalog page number link, you'll see the product as it appears in the catalog!

9. **View the Country of Origin**
   Quickly view the country of origin for each product.

10. **Zoom Feature**
    Use the zoom functionality to view products in more detail.

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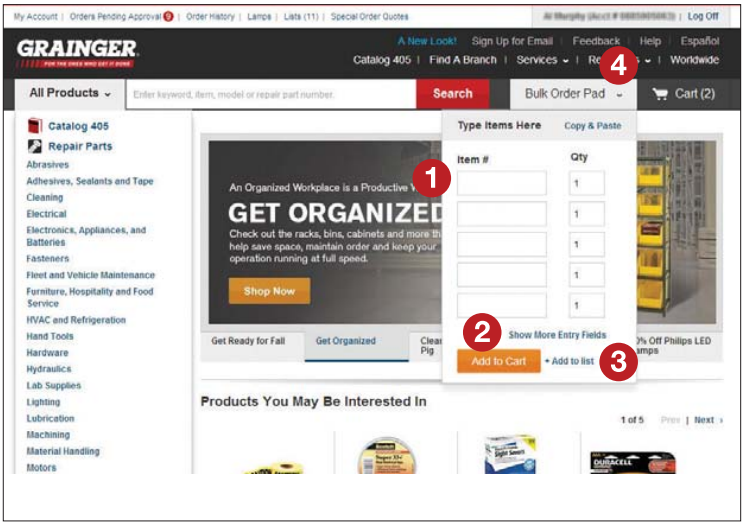
Bulk Order Pad



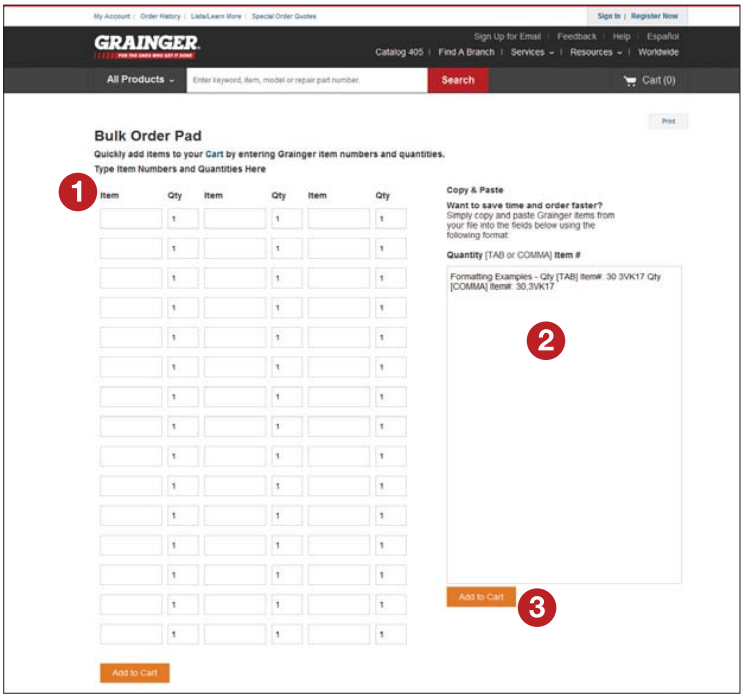
Quickly add items to your cart or list by entering Grainger item numbers and quantities via the Bulk Order Pad.

1. Item #
Save time by quickly entering items as needed.

2. Show More Entry Fields
Quickly transfer your selections from an offline list or document.

3. Add to Cart/+ Add to List
Add to your Cart or List (when signed in).

4. Access the Bulk Order Pad from any page
Quickly add multiple (up to 45) items to your cart and to your list from any page on Grainger.com®.



You can add up to 45 Grainger items and their quantities by clicking the Show More Entry Fields. You can also copy and paste products from an existing list you maintain in your system.

Want to save time and order faster? Simply copy and paste the Grainger items from your file into the Copy & Paste field using the following format: Quantity [TAB or COMMA] Item #.

1. Item #
Save time by quickly entering items as needed.

2. Show More Entry Fields
Quickly transfer your selections from an offline list or document.

3. Add to Cart/+ Add to List
Quickly add products to your Cart or product List (when signed in).

Lists and Folders

Quickly and easily save, manage and share lists using “My Lists” on Grainger.com®.

“My Lists” make ordering and reordering online even easier! Place orders and reorders quickly from your created lists with just a few clicks. Easily organize and add the entire list to your cart with just a click for fast reordering.

“My Lists” lets you save your regularly purchased and favorite items based on your needs. Use the “Share” feature to share your lists with others on your account.

Sign in to take advantage of this great feature accessible from the “My Account” section on Grainger.com.

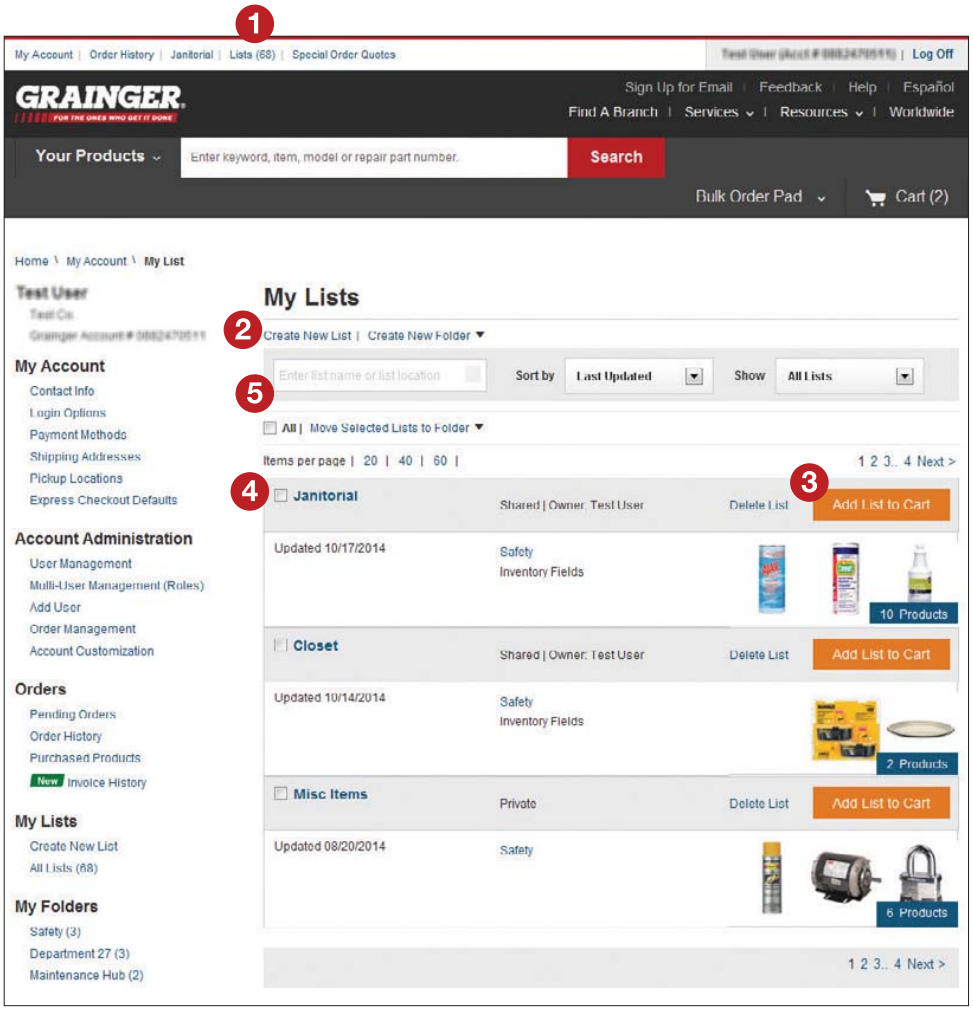
1. **Access all personal or shared lists** from the top of every page on Grainger.com.

2. **Create lists and folders.**

3. **Select one or multiple lists** by clicking the box next to the list name and add the entire list to your cart with one click.

4. **Access a specific product list** to edit or share it with others on the account.

5. **Sort and search your lists** using key words and using sort filters such as: viewing the lists that were last updated.



TIPS

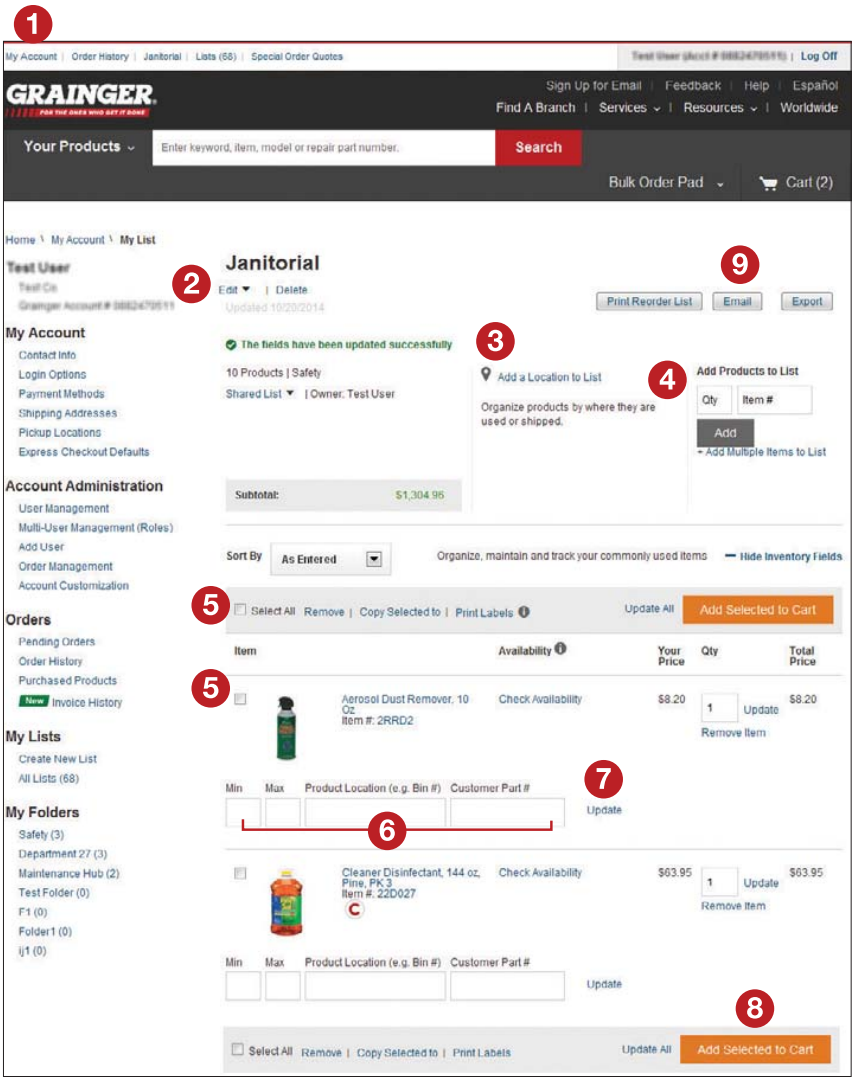
You can associate a location with each list, allowing you to:

- Search for lists by location name.
- Automatically defaults a shipping address to your set location during checkout. If you need to make a change, no worries, quickly update directly from the cart during checkout.
- For convenience, the list view on the Mobile App is sorted based on closest proximity to your physical location. This gives you instant access to the products you need within your list, where you need them. The Location-Based Lists feature on the Grainger Mobile App uses your mobile device’s GPS services to associate your product lists with your current location.

List Detail and Sharing Lists

The Lists feature lets you create a list of items that all employees can access, and can be organized by department or building. Find an item once, add it to a list and be able to access it throughout your Grainger.com® experience.

1. **Sign in** to take advantage of this great feature accessible from the "My Account" section on Grainger.com.
2. **Manage your list settings.**
3. **Add a list location** for mobile geographical identification (Location-Based Lists).
4. **Add item to list.**
5. **Select all items in the list** or individual items.
6. **Show or hide inventory fields.** Select each product to print labels based on the information entered in to these fields. You can also mail or export the list.
7. **You can activate custom line level fields,** and you will have up to three unique fields available for each item in your list and cart. The values entered in these custom fields from your lists are saved after you click "update" and transition when the item is added to your cart directly from your list, so the values in the fields appear on all shipping and billing documents. One of the many benefits of these custom fields is the ability to cross reference Grainger items within lists with your company's item numbers for easy receiving and system entry. Account Administrators can activate customized line level fields via "Account Customization" from the left navigation rail.
8. **Add selected items to your cart.**
9. **Email or export the list.**



TIPS

You can also activate inventory fields and manage your inventory by documenting inventory minimum, maximum, product locations and internal item numbers. Inventory fields are available for reference or to print inventory labels but do not flow to other areas of Grainger.com, nor are these fields reflected in shipping/billing documents.

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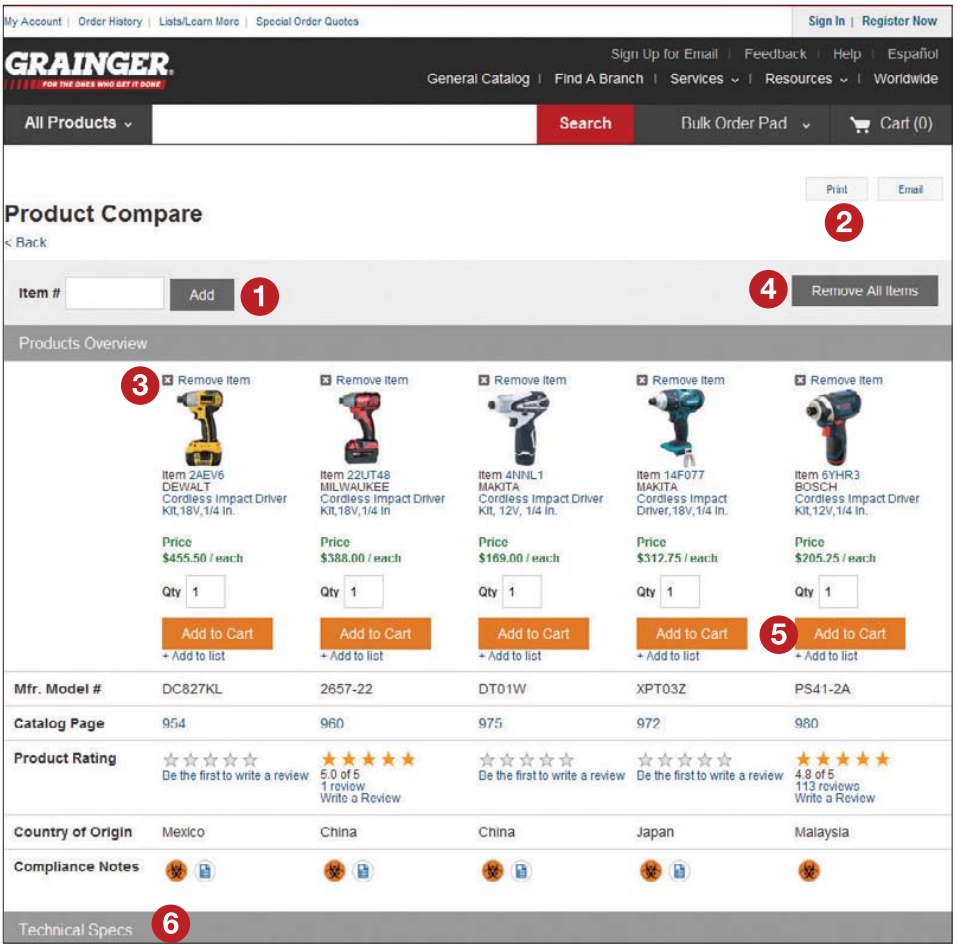
Compare Products Overview

Need help choosing just the right product? Compare functionality on Grainger.com® allows you to view up to five products, and their specifications, side-by-side! Here you can add, remove, manage and purchase the products you are comparing directly from the product compare page.

The compare functionality is accessible from several search and select sections within Grainger.com to help you determine the right products for your needs. You can add items to comparison from the search results page and the item detail pages.

Use the Compare Products tool to:

- Save time by comparing up to five products and their specifications on one page.
- Make informed decisions with consistent and complete product information.
- Easily select alternate products for discontinued items.



1. **Add any of the selected products** to the shopping cart.
2. **You can print or share** this page through an email.
3. **Remove any item** from the compare list.
4. **Clear all items** from product compare.
5. **After completing all the fields, click "Add" and you're DONE.**
6. **Scroll down to compare products** based on technical specifications and procurement information.

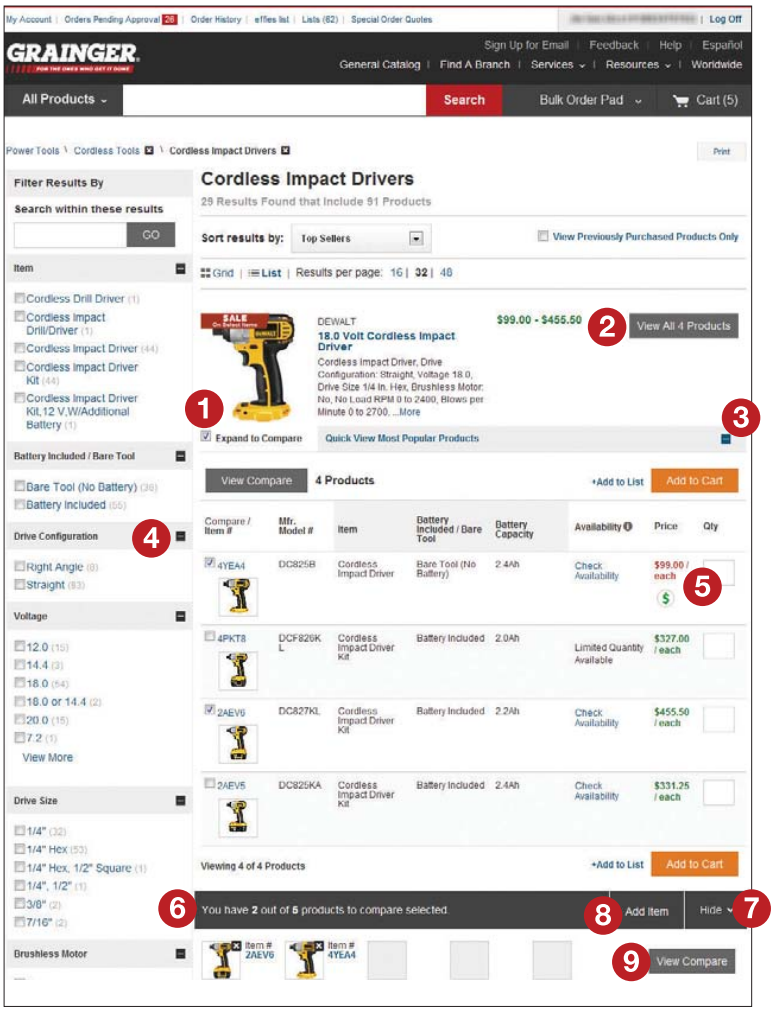
Add Products to Compare from Your Search Results

Product Compare can help you:

- Save time selecting products by comparing up to five products, and their attributes, all from one dedicated comparison page.
- Make informed decisions with consistent and complete product information.
- Easily select alternate products for discontinued items.

The compare functionality is accessible from two search and select sections within Grainger.com®. It will help you determine the right products for your needs. You can add items to your comparison page from a search results page and/or item detail pages. You can also add, remove and manage the products you are comparing directly from the product compare page.

Below is an example of a search results page highlighting the compare functionality.



Compare Products within Search Results

1. **Expand the product grouping** to view and compare individual products.

2. **View all products** and add to “cart” or “compare” from the product group page.

3. **Expand “Quick View”** to browse individual products within a product grouping.

4. **Select a product to:** compare, view, add to cart and add to a list.

5. **Always enter a quantity** before adding to cart. Quantities are not necessary when adding to a list.

6. **View and manage** up to five items selected for comparison.

7. **You can hide the compare tool** and reactivate it later.

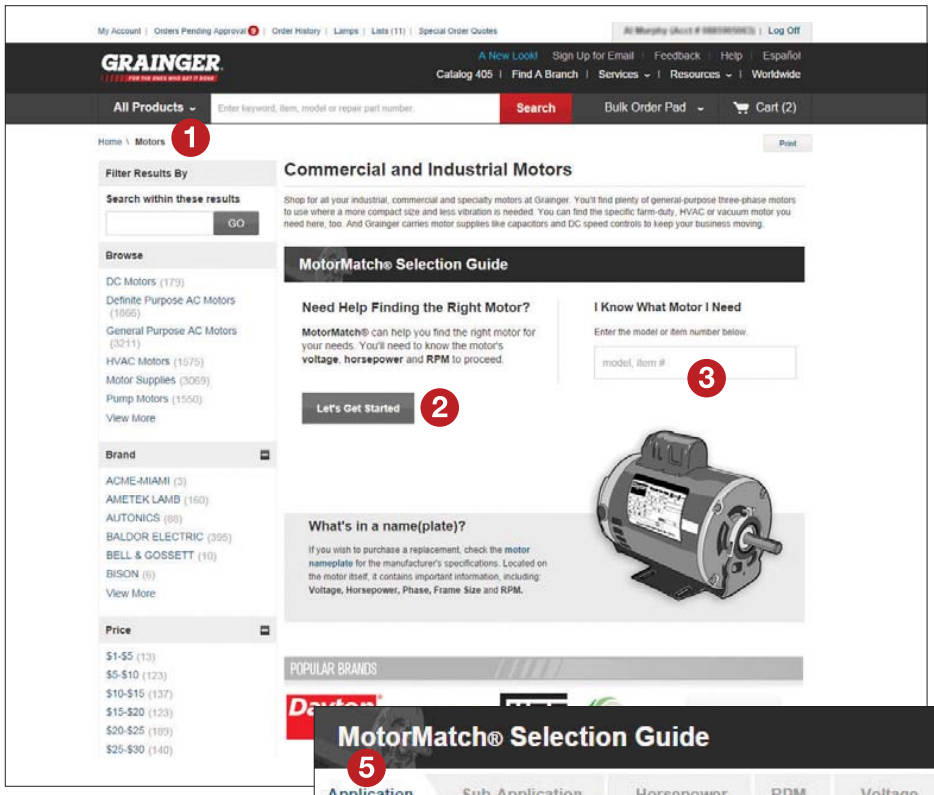
8. **Add known item numbers** directly into the compare boxes or hide the boxes while you search.

9. **Compare the selected products** by clicking “View Compare”.

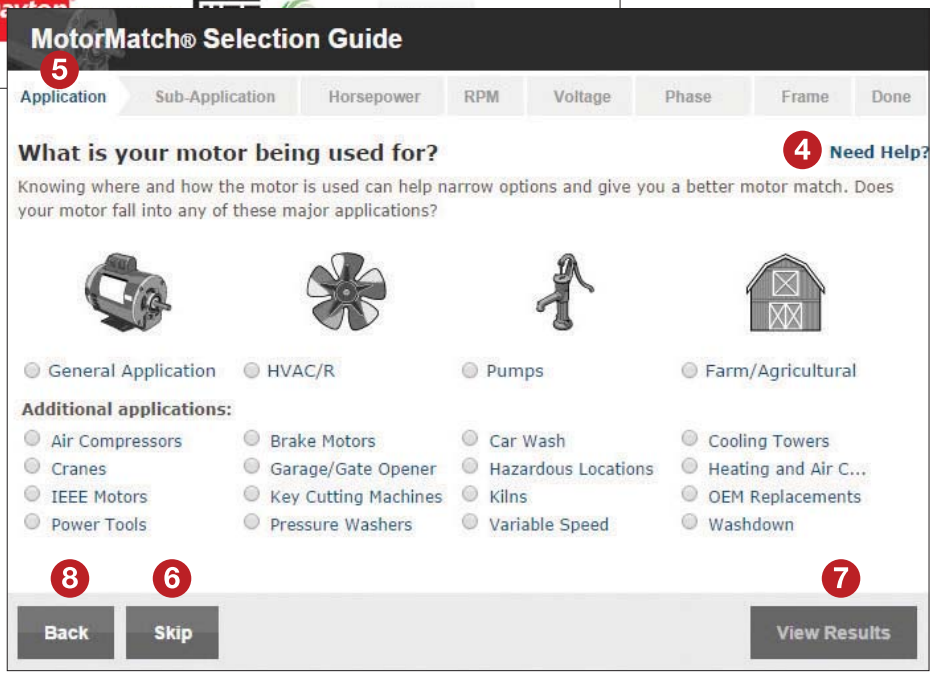
Selection Guides – MotorMatch®

The MotorMatch Selection Guide can help you find the right motor for your needs. This selection tool helps you find the right motor based on attributes and based on your application needs.

This guide is quickly accessed directly from the motor product category page. Search by partial or full model number and search by Grainger item number, select competitor item number, manufacturer item number or supplier item number.



1. **The MotorMatch Selection Guide** is accessed directly from the motor product category page.
2. **Start** using the MotorMatch Selection Guide.
3. **Search by partial or full model number.** You can also search by Grainger item number, select competitor item number, manufacturer item number or supplier item number.
4. **Stuck?** Connect with Customer Service for help.

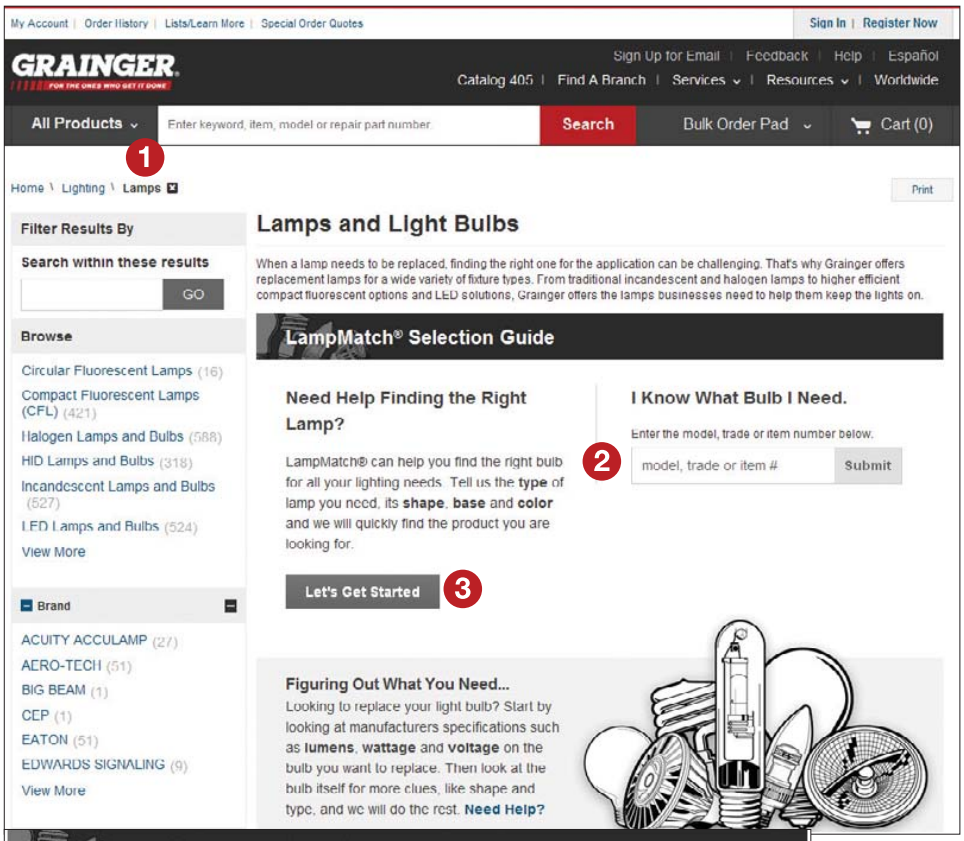


5. **Navigation starts** with the application selection.
6. **Skip ahead** if the attribute is not critical to product selection.
7. **View Results** will activate when there are 16 or less results.
8. **Navigate to the prior step.**

Selection Guides – LampMatch®

The LampMatch® Selection Guide help you find the lamp that best suits your specific need and applications.

Accessed directly from the Lamps and Light Bulb Product Category Page. You can search by partial or full model number, search by Grainger item number, select competitor item number, manufacturer item number or supplier item number.



1. **The LampMatch Selection Guide** is accessed directly from the lamps and light bulb product category page.
2. **Search** by partial or full model number. You can also search Grainger item number, select competitor item number, manufacturer item number or supplier item number.
3. **Start using** the LampMatch Selection Guide.
4. **LampMatch navigation guide.**
5. **Stuck?** Connect with Customer Service for help.
6. **Start the process** by selecting the type of lamp you need.
7. **This button will appear** after the required three first steps are completed.
8. **Skip ahead** if the attribute is not critical to product selection.

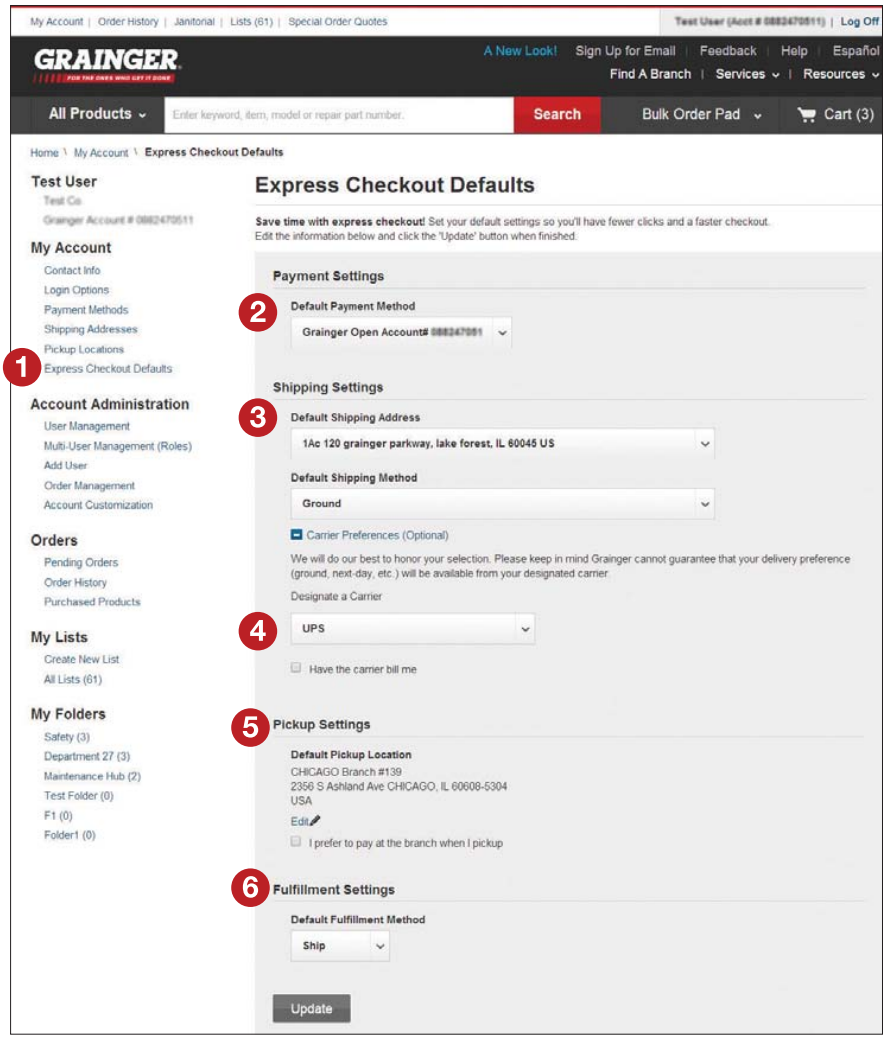
TIPS

View the conversion table–located in the Light Output tab–for lumens for different types of lamps and the wattage each will use then view results.

Express Checkout – Save Time By Updating Your Preferred Checkout Settings

No need to make the same selections every time you checkout. Save time by using express checkout! You can set your default so you will have fewer clicks and a faster checkout. Edit your default settings and click the Update button when finished. Need to make an adjustment? You can make the change immediately while you are checking out.

Save time – Save your preferences for quick and easy check out!



Here's how to turn it on:

1. **Access Express Checkout Defaults**
   Click on My Account at the top of every page and select "Express Checkout" from the left navigation menu.

2. **Default Payment**
   Select your default payment method.

3. **Default Shipping Address**
   Select a default shipping method and address.

4. **Shipping Method and Carrier Preference**
   Expand to update your carrier preferences.

5. **Pick Up/Will Call Settings**
   Select a Grainger branch location to pick up your order (if needed).

6. **Default Fulfillment Method**
   Select a default fulfillment method.

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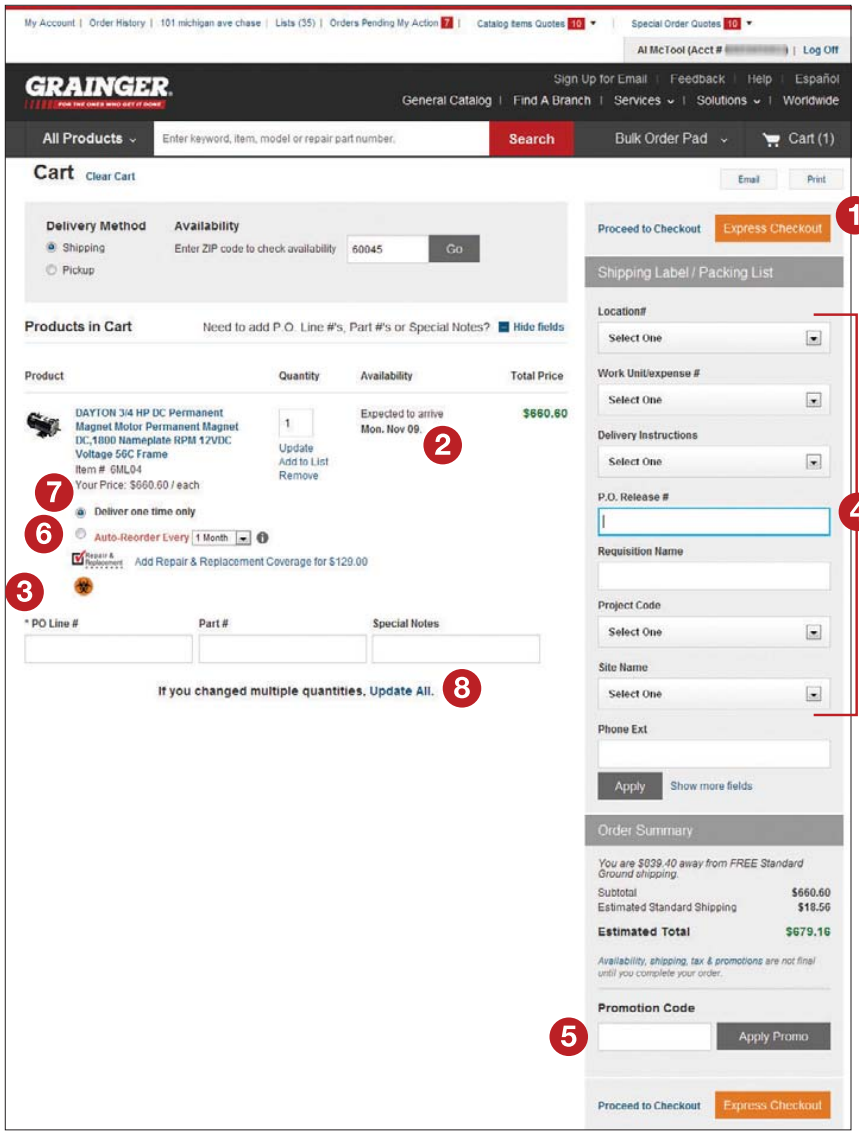
Your Cart and Express Checkout

If you choose to proceed to Checkout without first setting up your default preferences via Express Checkout, you can set or update your default preferences as you navigate through checkout.



Set your preferred default settings directly from your shopping cart.

1. **Proceed with Express Checkout** for faster order submission or set checkout defaults via “My Account”.

2. **By adding your shipping zip code** and selecting a delivery method (ship or pickup), you can quickly check product availability.

3. **Activate up to three customizable fields** at the Item Level and these fields will appear in your Cart and continue to appear in billing and shipping documents.

4. **Activated customizable fields** at the order level will appear in your Cart and continue to appear through to billing and shipping documents. Activate and customize these order level fields via the “Customization” section within “My Account”.

5. **Enter a promotion code.**

6. **Each item** can be set up for Auto-Reorder. Prior to processing, you will receive a system email as a reminder to confirm your order.

7. **Selecting this option,** will set this order to a one-time delivery containing all products.

8. **If you’ve updated multiple product quantities,** click ‘Update All’ to save the changes.

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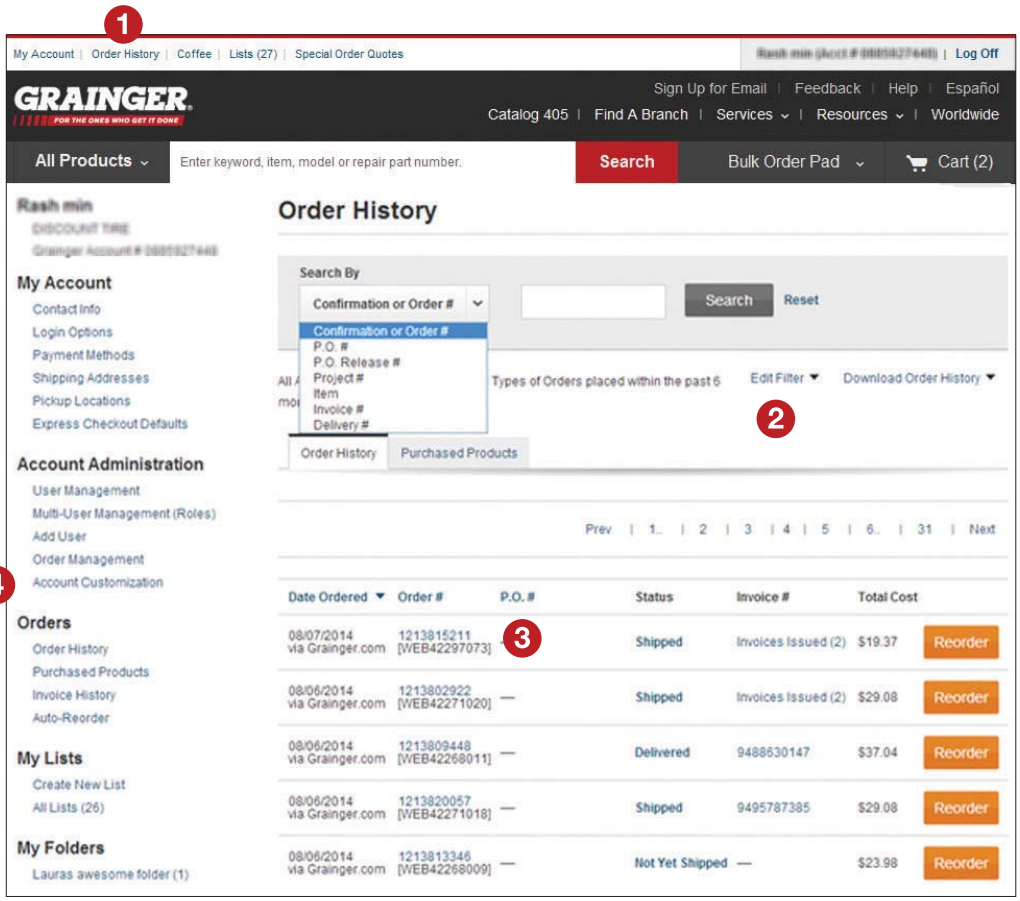
Where is My Order: Order Status and History

Need to quickly review the status of your order or track a shipment? Your order status is accessible through “Order History” which displays all Grainger orders placed within the last 18 months, regardless of which channel you used to order (Grainger.com®, branch, phone, mobile, etc.). Use “Edit Filter” to define the time period and the type of orders you would like to see displayed. Depending on your account settings, you may be able to select and view all orders on the account, orders from a specific user or only the orders you’ve placed. Account Administrators can update these settings via Account Customization.



1. **View your order status** via Order History located in the header on every page (must be logged in).

2. **Use the “Edit Filter” tool** to customize results to view any online, phone or branch orders placed within the last 18 months.

3. **Click each order number** to see the detailed status of each order. Easily reorder previous orders directly from your Order History.

4. **Tip for Account Administrators:** Depending on your account settings, you may be able to select and view all orders on the account, orders from a specific user or only the orders you’ve placed. Account Administrators can update these settings via Account Customization.

TIPS

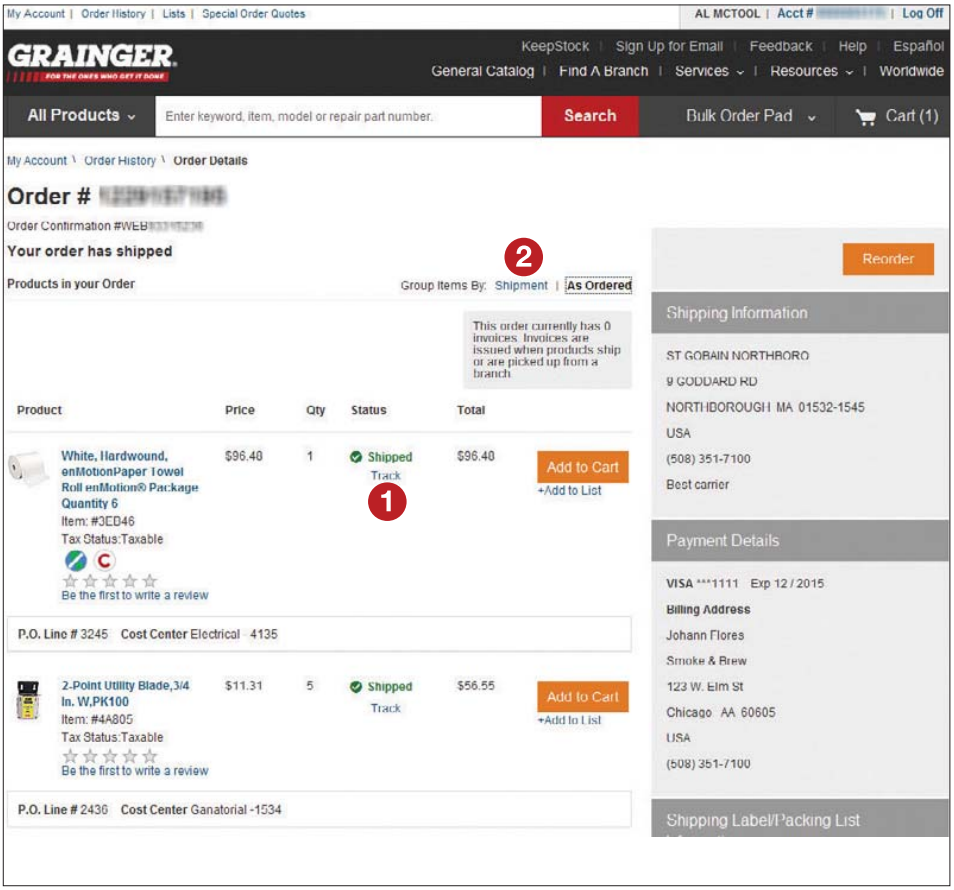
Save time by searching your Order History by product name, confirmation or order #, P.O. #, P.O. Release #, Invoice # or Delivery #.

Where is My Order: Tracking Information

Tracking information is available for each shipping order on Grainger.com®. When an order includes multiple items, each item may have a separate delivery date and tracking information. This data is accessible through “Order History” directly on Grainger.com. Simply click on “Order #” to view detailed tracking information.

1. Tracking information links directly to the carrier and shows delivery information.

2. The location of the tracking link varies depending on the view you choose.



TIPS

Have valuable order, shipping and will-call/pick-up information sent directly to your inbox!

- After you submit your order on Grainger.com, we will send you an order confirmation email.
- Check your junk mail or spam folder to make sure that the email order confirmation is not located in these folders.
- Add customer_care@ic.graingeremail.com to your address book to help ensure your receive these emails.
- Update your email preferences in the “My Account” section of Grainger.com.

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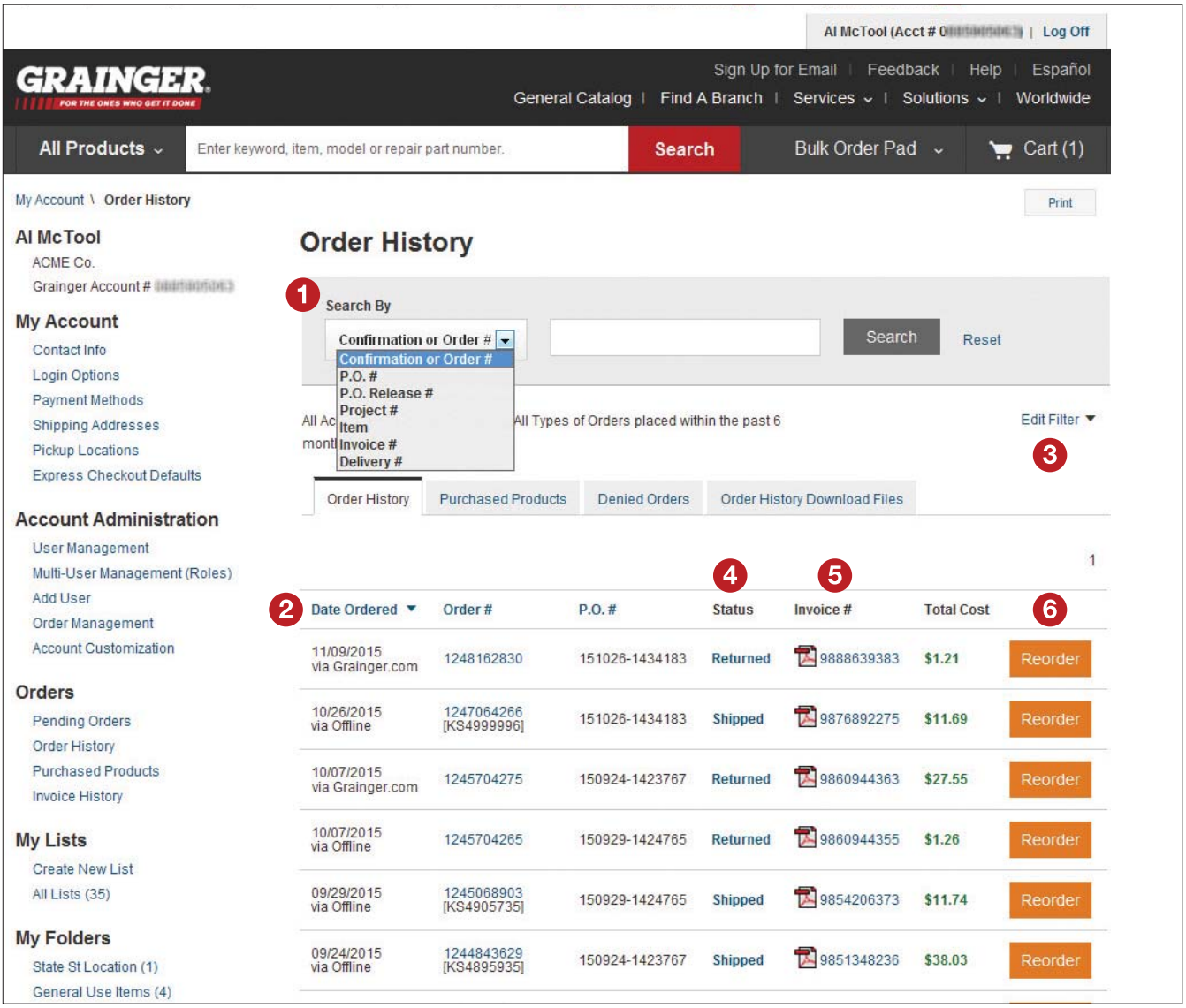
Order History

Do you need to have visibility to all products purchased through Grainger, for yourself or another user on your Grainger account? “Order History” displays all Grainger orders placed within the last 18 months, regardless of which channel you used to place the order (Grainger.com®, Branch, phone, mobile, etc.). You can also view this information by individually purchased products, allowing you to quickly reorder these items. If you need to review the status of your order or track a shipment, you can do so from your order history.

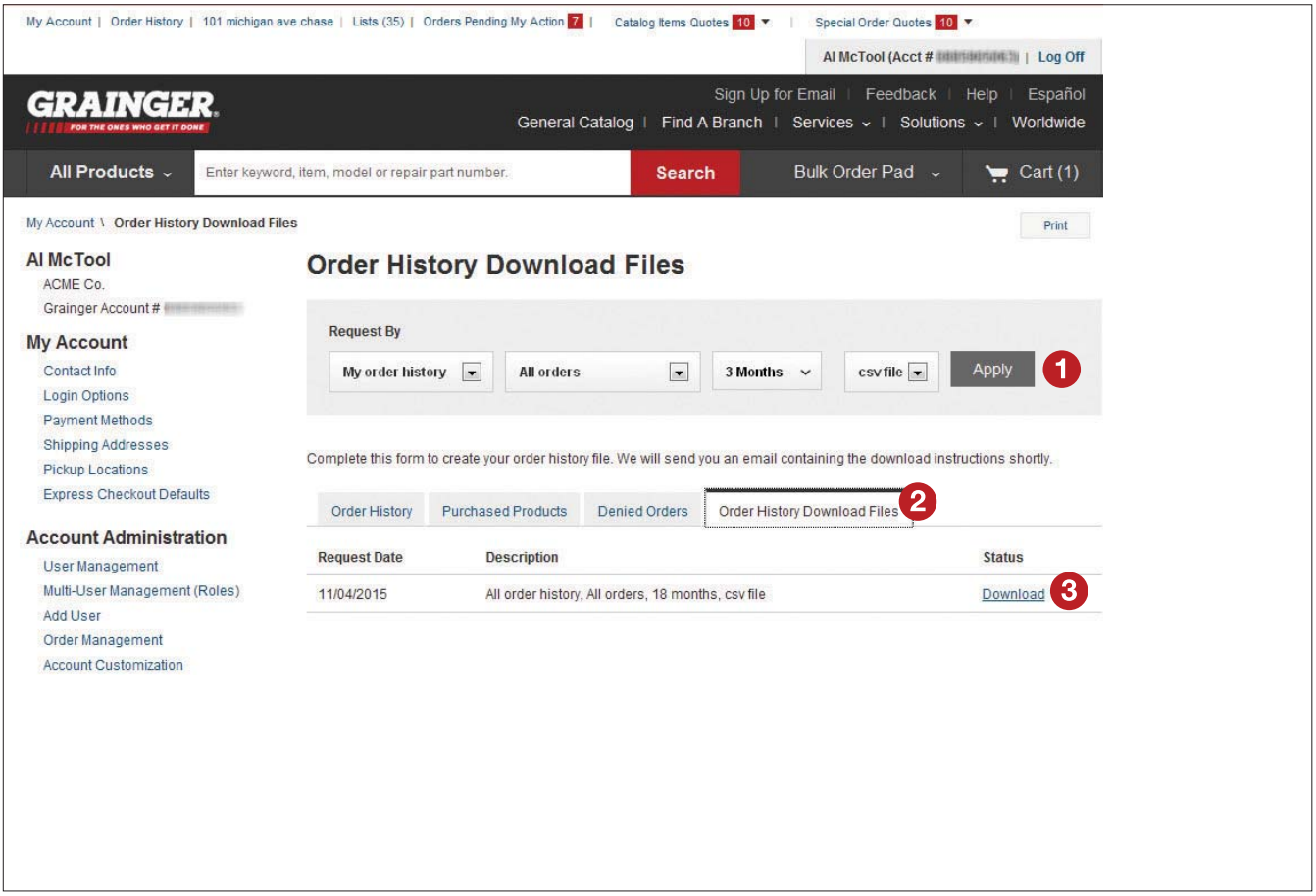
Access and view all products purchased from Grainger directly on Grainger.com or via the Grainger mobile app.



1. Search for orders by product #, order #, invoice #, delivery #, confirmation #, PO #, project # and more.
2. Sort orders by order date, order confirmation number and the total order amount.
3. Filter orders and invoices by account users, type of orders and date range, or a specific date.
4. View order status and detail.
5. Invoice view, print, or share them.
6. Reorder previously purchased items or add them to a list.

Order History Download

Do you need to analyze your spend with Grainger? You can do this by downloading your account order history. This download gives you data in flexible formats to import into your analysis software such as: Excel, Access or XML format commonly used with ERP systems.



1. Download Options
Select your order history download preferences and click “Apply”.

2. Available Request
The “Order History Download Files” tab is only available when you have a download.

3. Download
Select to view. Download files expire after three days.

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Online Invoicing

Spend less time on paperwork when you access your **invoice copies** on Grainger.com®. View, print, email and save a PDF version of your invoices directly from Grainger.com. Invoice history is available online for orders placed within the last 18 months.

Access your invoice history directly from “My Account” at the top of the screen.

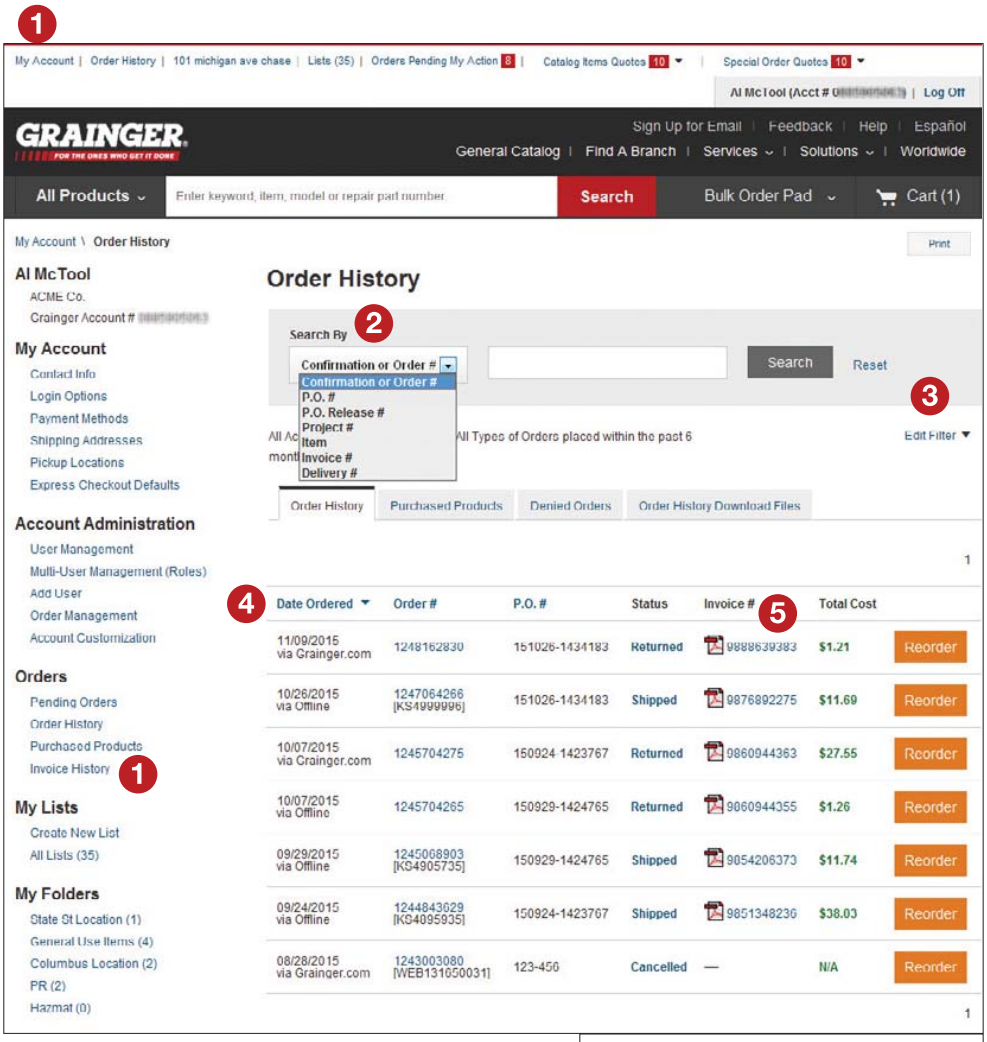
1. Invoice History
Access invoice history by selecting “My Account” from the top of any page then “Invoice History”.

2. Search
Search by invoice #, confirmation or order #, P.O. # or delivery #.

3. Edit Filter
Customize your order history and invoice history view by selecting different filter options such as: orders placed by different account users, type of orders (mobile, offline, etc.) and selecting a date range or a specific date. Invoice history provides up to 18 months worth of data on orders that were placed across Grainger’s multi-channel network.

4. Sort
Sort by date, invoice # or total.

5. Invoice
View, print or share invoices.



TIPS

You might be able to view all order history on the entire account, only your own or select a specific user. Only Account Administrators can manage the “Edit Filter” settings for all users on the account. Admins can update these settings from the “Account Customization” section in the left navigation from “My Account”.

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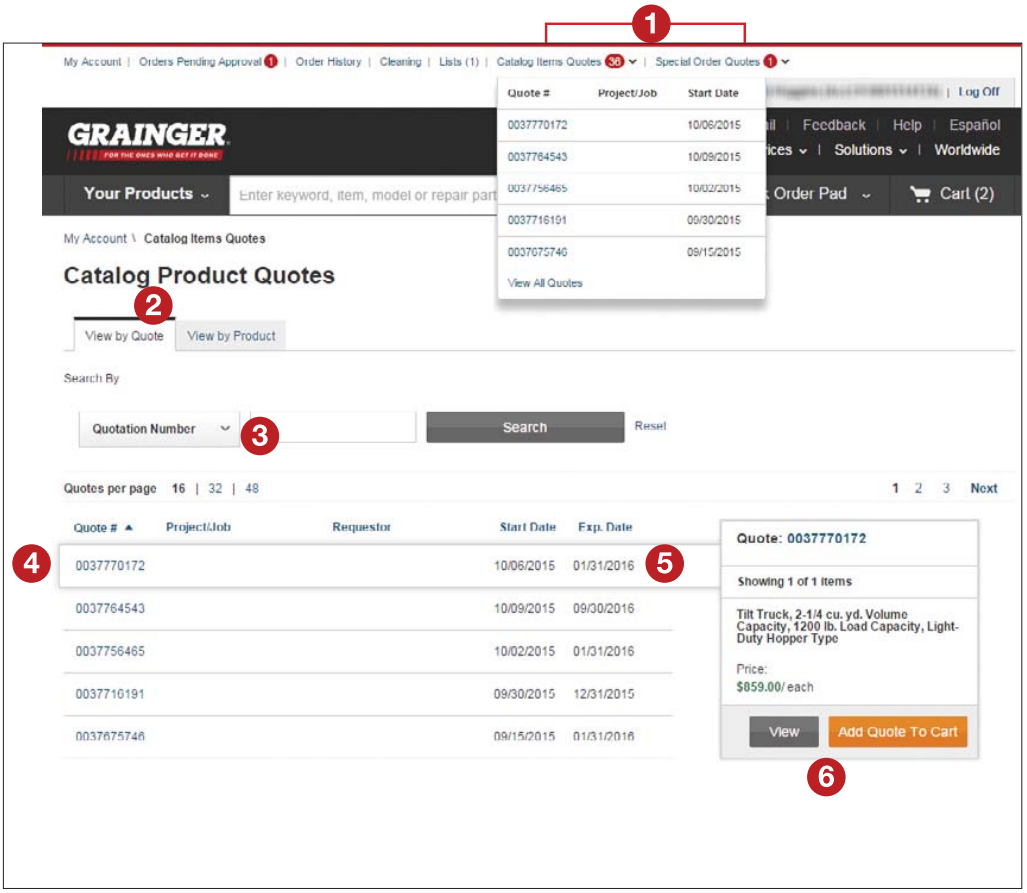
Special Orders & Quotes

Can't seem to find what you are looking for? Ask Us. We can help! To request a quote, please dial 1-800-GRAINGER (1-800-472-4643), contact your local branch or speak with your Sales Representative and we'll take care of the rest! We'll notify you with an email when your special order quote is ready (usually within 24 hours). Then you can order directly from your quote on Grainger.com® under "Special Order Quotes".

After requesting a quote, you can access, order and reorder from your active quotes on Grainger.com faster than ever before:

- Easily add quoted products to an order via Grainger.com or your eProcurement system Punchout.
- Sort and view products across multiple quotes, view all quoted items and your active quote history on Grainger.com.
- Search within a quote for specific products via product category or by brand.
- Print your quotes and easily share them with others in your organization and comply with internal processes.



- Leverage the Grainger.com order management system to systematically route orders with quoted products for internal approval.
- View and reorder your most recent quotes directly from "My Account", which provides a consolidated view of all your account information.

1. **Access Catalog or Special Order Quotes** from the header and view the last five quotes directly from the drop down.
2. **Access your quotes** or view individual quoted products.
3. **Search quotes** by: quote #, Job #, requestor, start or expiration date.
4. **Click individual quote number** to view a quote's details.
5. **View expiration dates.**
6. **View quote details** or add the entire quote to your cart with a single click.

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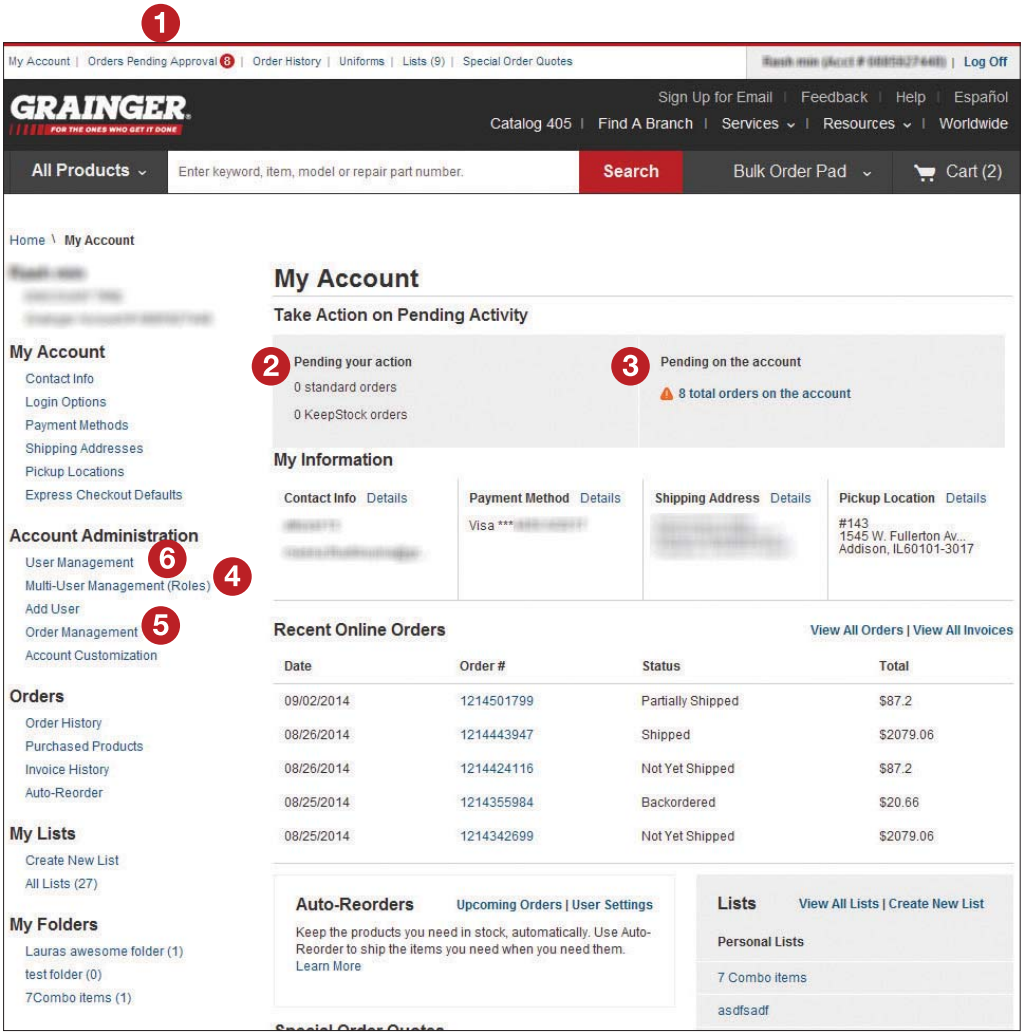
Order Management System

Order Management functionality on Grainger.com® allows you to quickly set up an online workflow that is easy to use and that can help simplify your purchasing process. You can set up spend and order approval limits based on your company requirements to help ensure you have the right control over your MRO spend. Want all the control? No problem. You can set up a zero dollar spend limit, allow end users to find what they need for the job and assign approvers to review and approve every order. The Order Management System on Grainger.com is flexible, simple to set-up and best of all. . . it's FREE. Get started today!

As a Grainger.com customer, you can access Order Management System (OMS) without installation or system integration. This tool can help you control maverick spending, drive compliance with your entities policies and provide visibility to your overall spend. Set individual spending limits, create an approval flow with multiple levels of approvers and have the ability to customize company data on every item on every order. In addition, this great tool also integrates with Grainger KeepStock® Inventory Management solutions. Only account administrators can activate and configure OMS settings on the account. Go to My Account to get started!



1. **Order Management System (OMS) Notifications**
   View OMS notifications and requested actions.

2. **Pending Your Action**
   View orders waiting for your action.

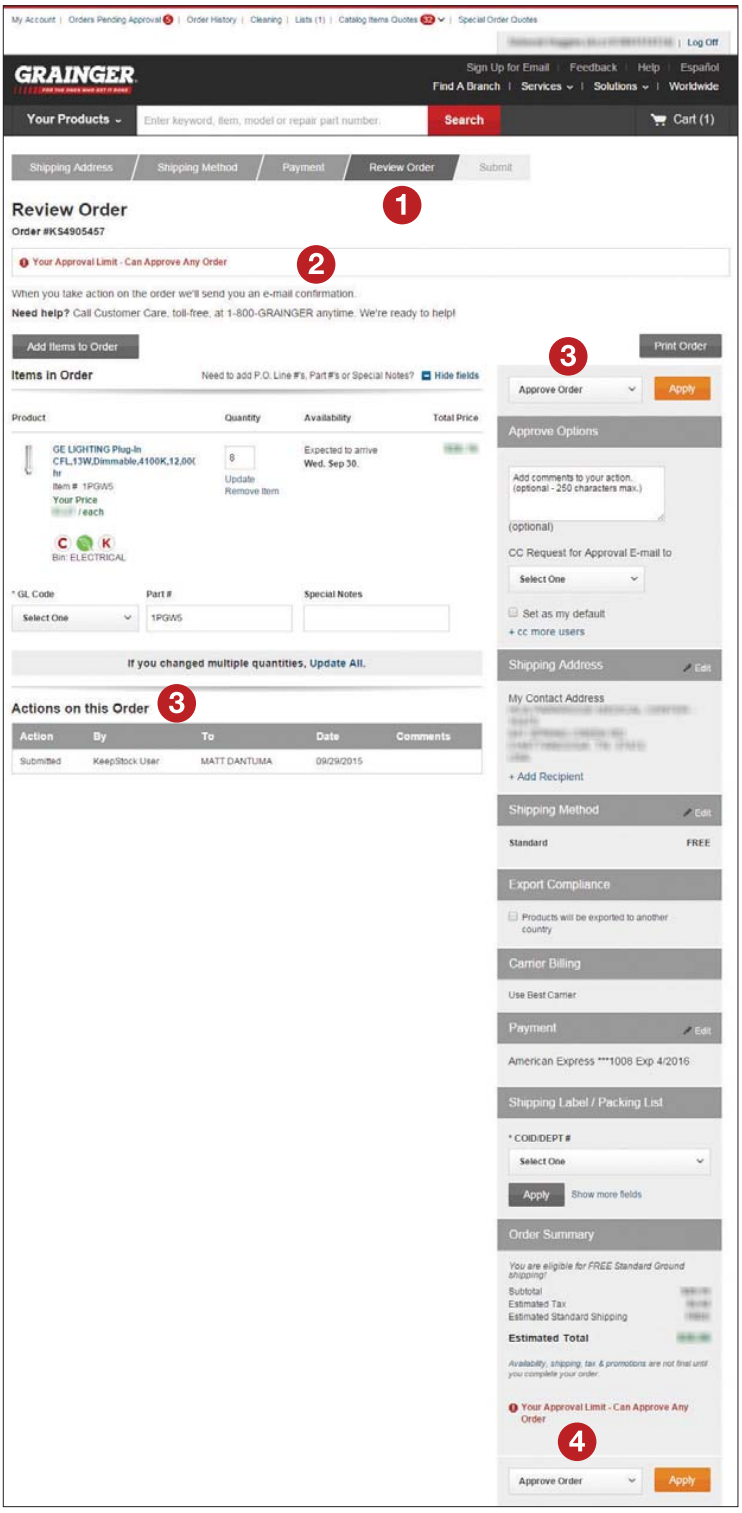
3. **Pending on the Account**
   Approvers have visibility to all orders pending on the account.

4. **Multi-User Management (Roles)**
   OMS settings can be managed at the user or multi-user level.

5. **Order Management**
   Administrators can access the OMS dashboard.

6. **Spend and Approval Limits**
   View your spend and approval limits (if applicable).

Order Management System



When Order Management System (OMS) is activated on the account, each participant in the workflow will receive account notifications within the website or mobile apps and via email. Users can view their own orders and approvers can see and act upon pending orders across the account. This is particularly beneficial when orders are pending approval on the account. When orders are submitted to the workflow and subsequent actions are taken by the approvers, a notification process will ensure that anyone with a required response is notified.

1. **Order Workflow**
   When a reviewer role is disabled on the account, the approval of an order is the final step in the workflow prior to processing.

2. **Order Notifications**
   Each action in the workflow can trigger notifications to the next participant in the process.

3. **Actions on this Order**
   View the summary of actions on this order.

4. **Order Summary**
   Includes the approver's approval limit.

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Custom Catalog

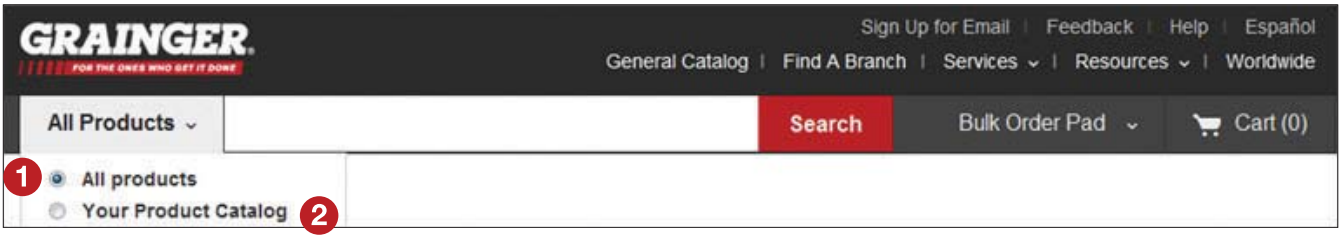
Is contract compliance a big deal in your organization? Enabling custom catalog facilitates contract compliance. The custom catalog functionality provides an easy way to help limit your spend to pre-selected products for consistency and maximum savings, which can help take costs out of your business.

Customize your Grainger.com® or Punchout search through a Custom Catalog. Grainger's Custom Catalog provides you with a tailored view and search of online products. Custom Catalog is great for customers with Contract or Customer Specific Priced (CSP) items. Choose the best scenario for your needs. Contact your Grainger Sales Representative or call 1-800-GRAINGER (1-800-472-4643) to get started!

Scenario 1 Custom Catalog

1. All Products
View and search all Grainger products.

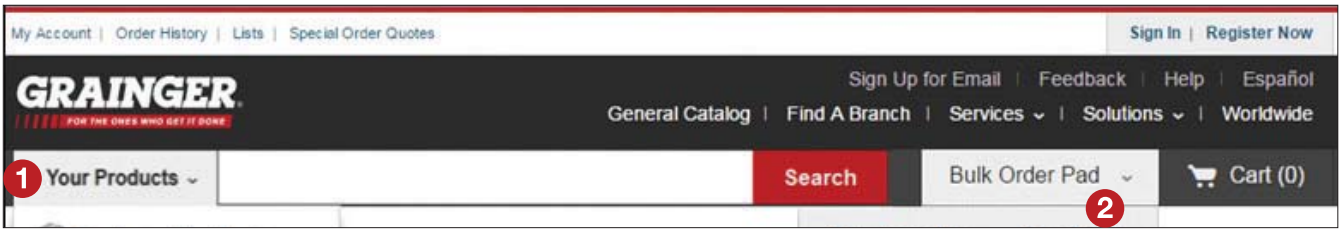
2. Your Product Catalog
Restrict your Search within the Custom Catalog only.



Scenario 2 Custom Catalog

1. Your Products
Search within the Custom Catalog only.

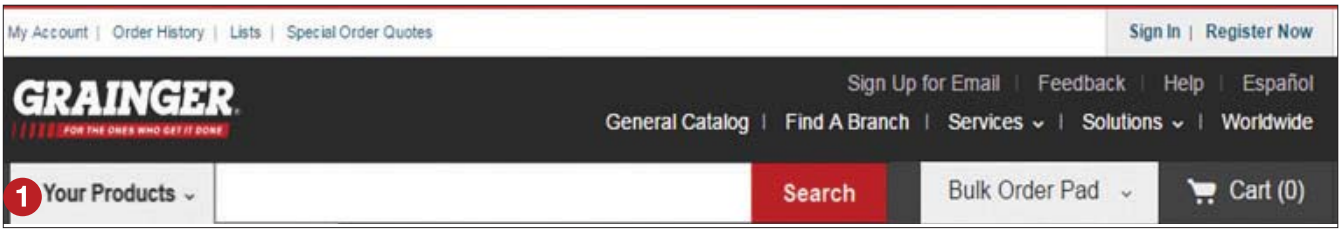
2. Bulk Order Pad
Items outside of your Custom Catalog can be ordered through the Bulk Order Pad.



Custom Catalog (Cont.)

Scenario 3 Custom Catalog

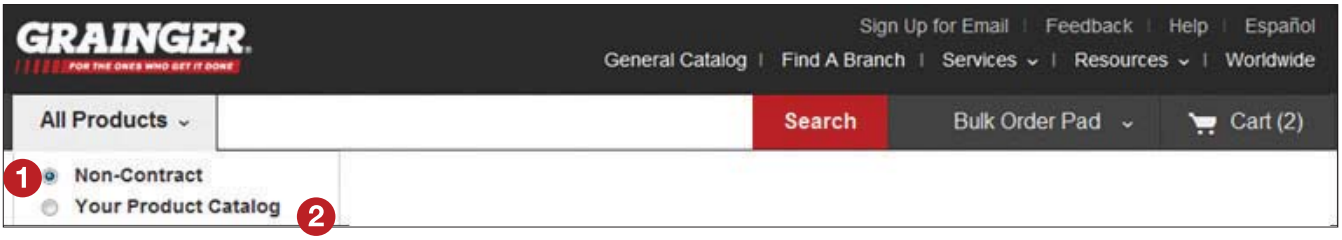
1. **Your Products**
   Search only within the Custom Catalog. Items outside the Custom Catalog cannot be purchased online.



Scenario 4 Custom Catalog

1. **Non-Contract**
   Search Non-Contract items only.

2. **Your Product Catalog**
   Search Your Product Catalog/Contract items only.



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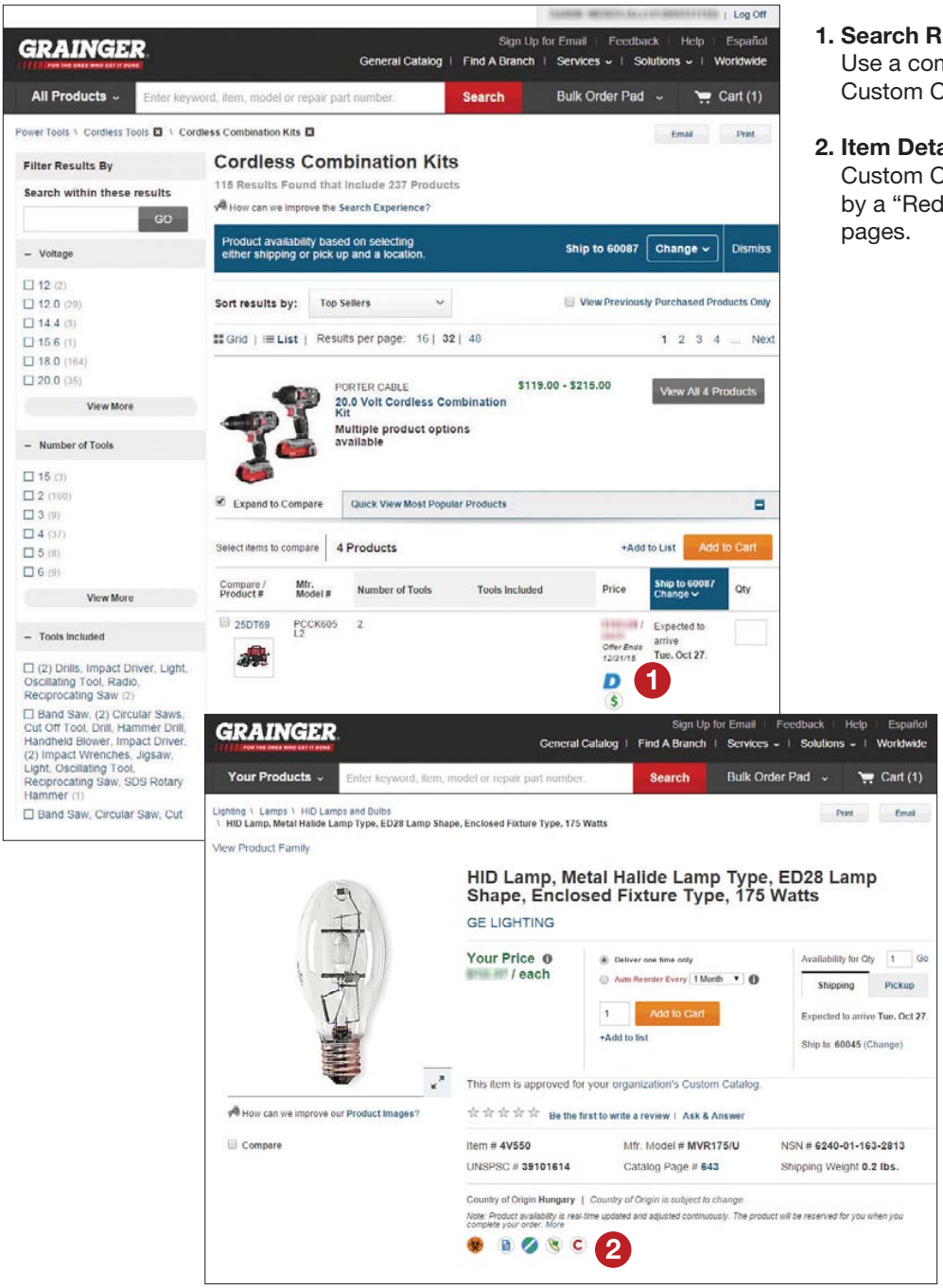
Custom Catalog

Items within a Custom Catalog can easily be identified by a “Red C” or custom logo on all product pages online.



1. **Search Results**
   Use a company logo to identify your Custom Catalog Items.

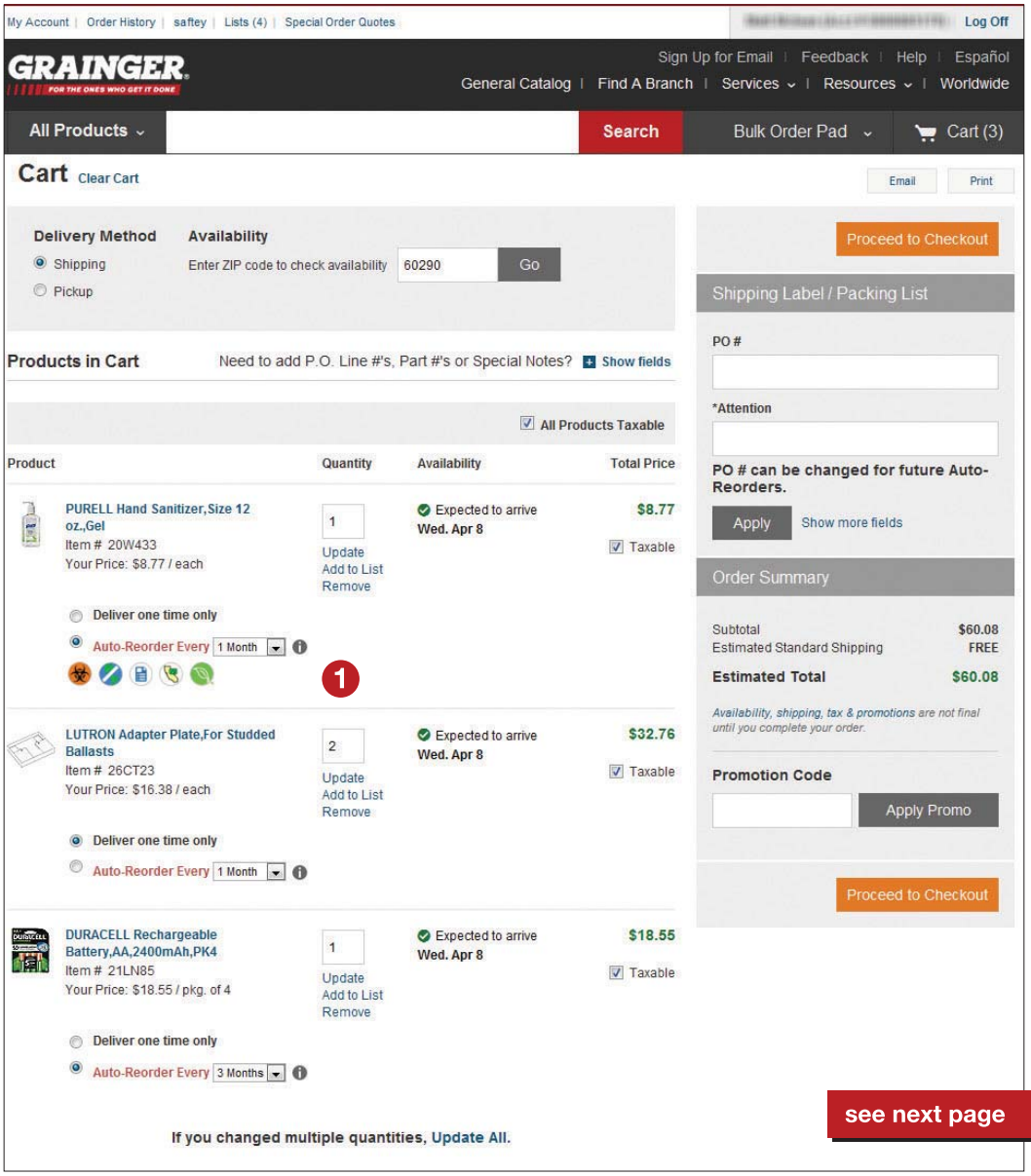
2. **Item Details Page**
   Custom Catalog items are identified by a “Red C” by default on all product pages.

Auto-Reorder

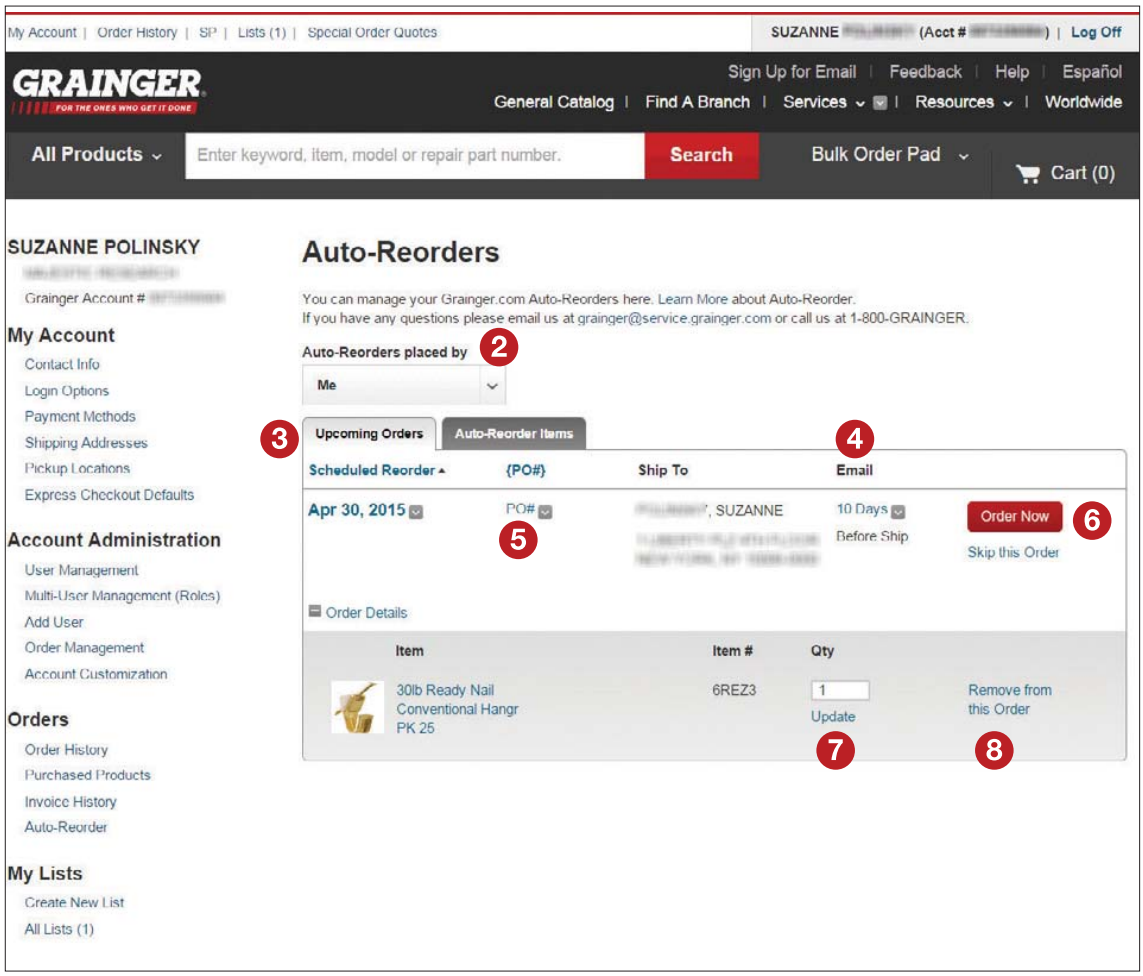
Using Auto-Reorder for the products you use regularly is an easy way to help make sure that you don't run out. And you can change your orders whenever you want, so you don't have to worry about ending up with more than you need.

Set up Auto-Reorder to guarantee you have what you need when you need it the most! Managing your auto-reorder settings is easy. View scheduled orders by individual products or by order. Customize how far in advance you prefer to receive your email notifications, or disable Auto-Reorder at any time to avoid ordering more than you need.

1. **Auto-Reorder Duration**
   At checkout, you can determine if each product you are purchasing should be a one-time delivery or set up for periodic Auto-Reorder.



Auto-Reorder



2. **Auto-Reorders placed by**
   Account admins can select to view Auto-Reorders placed by other users on the account.
3. **Upcoming Orders**
   Select this tab to view & manage Auto-Reorders by order or by items.
4. **Notifications**
   Set timing of email reminders.
5. **PO#**
   Enter a PO#.
6. **Ordering Options**
   Order now or skip an order.
7. **Quantity**
   Update your order quantity.
8. **Remove**
   Remove an item from Auto-Reorder.

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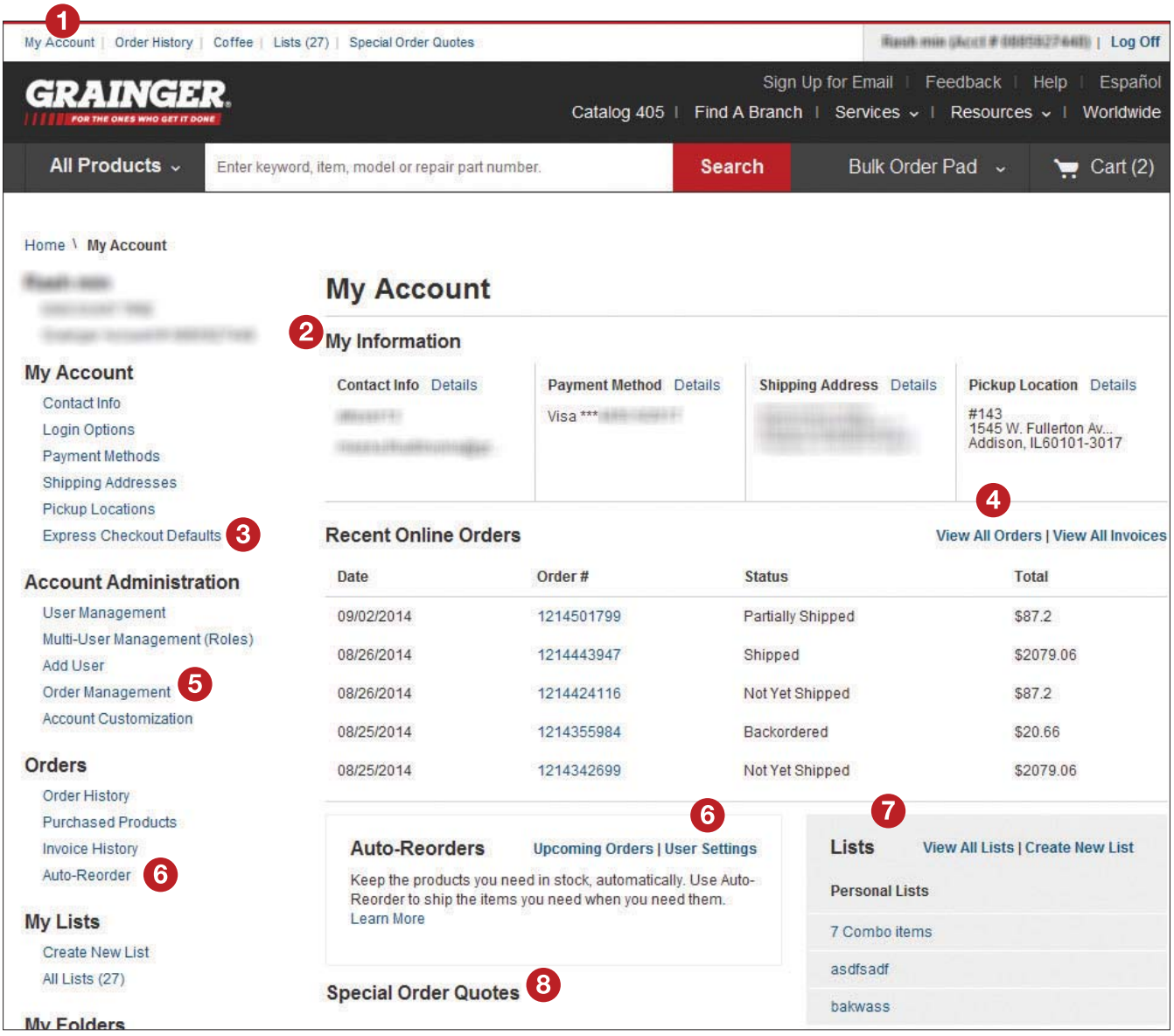
My Account Overview

My Account displays your account and personal information; as well as key settings including account administrator preferences (applicable for accounts with multiple registered users), recent orders, order status and personal lists.

1. **My Account**
   Sign in to your account to access My Account.
2. **My Information**
   View and update your personal information.
3. **Express Checkout Defaults**
   Set and view personal settings and order defaults.
4. **View All Orders**
   View your recent orders and order status.
5. **Order Management**
   Activate Order Management System and manage settings.
6. **Auto-Reorders**
   Manage items enrolled in Auto-Reorder.
7. **Lists**
   Create, manage, and share lists.
8. **Catalog Product & Special Order Quotes** View catalog product and special order quotes.



Account Customization and Settings

Customizing your Grainger.com® experience is easy. Administrators on the account, can define the default information and access for standard users directly from the “Account Customization” section on Grainger.com.

1. **My Account**
   Access Account Customization from here.

2. **Account Customization**
   Activate Account Customization and Account Settings.

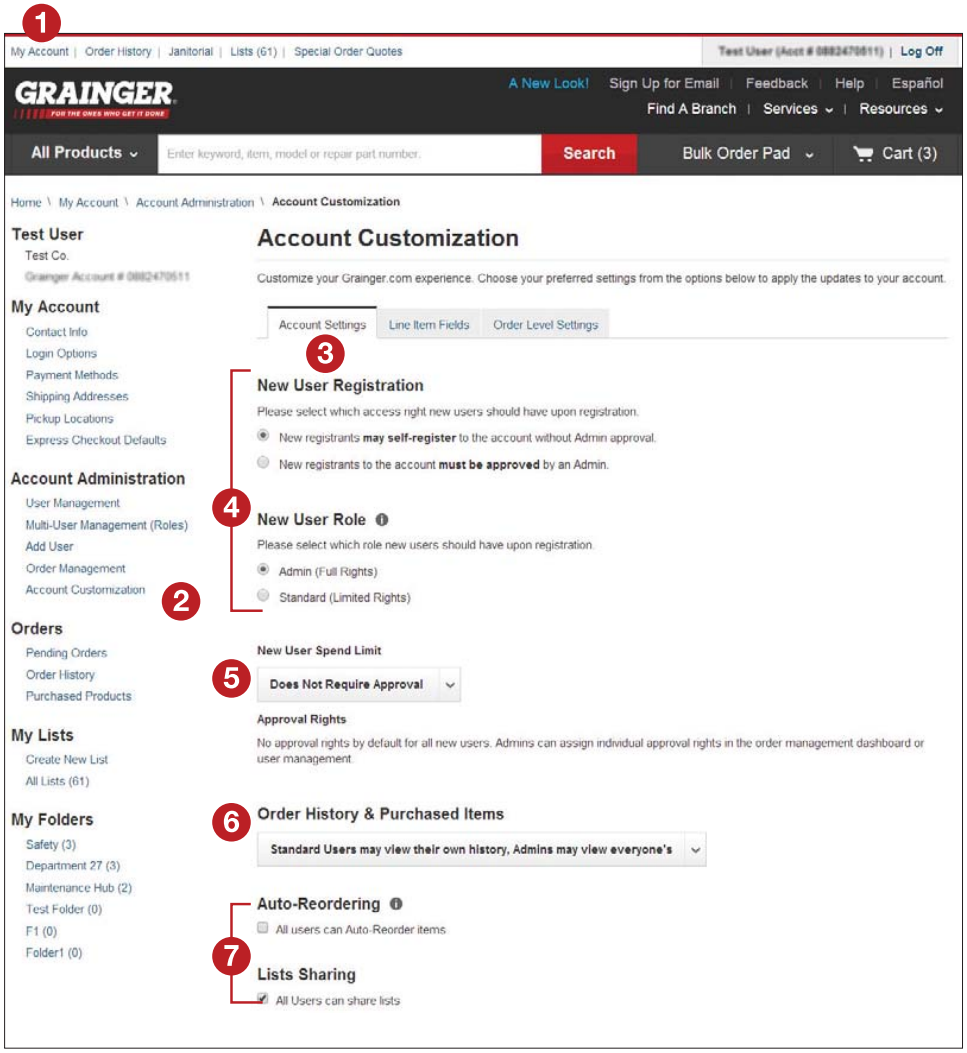
3. **Account Settings**
   Activate account settings.

4. **New User Registration & Default Role**
   Determine new registered user roles and options.

5. **New User Spend Limits**
   Set a default spend limit for all newly registered users.

6. **Order History, Purchased Items & Invoice History**
   Set “Order History”, “Purchased Items”, and “Invoice History” options for all users on the account.

7. **Auto Reorder and Share List Setting**
   Enable and disable these features across the entire Grainger.com account for all users.



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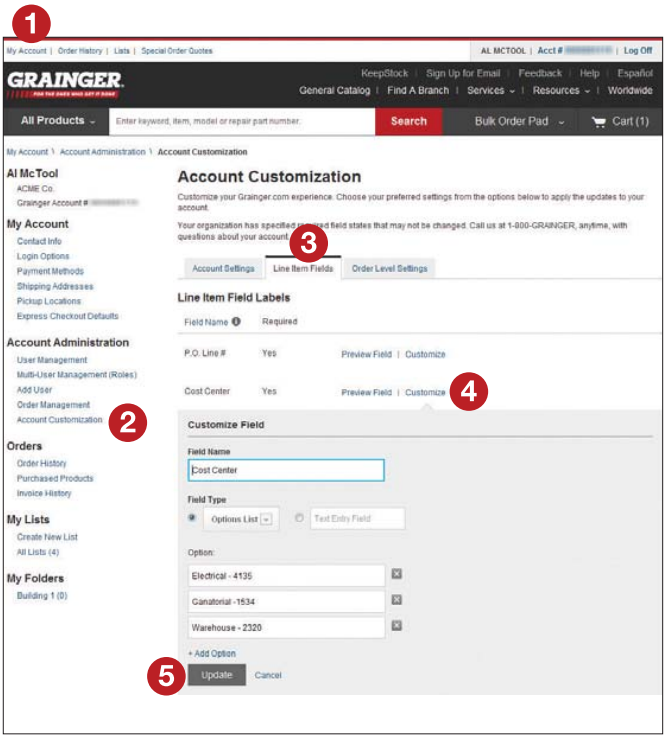
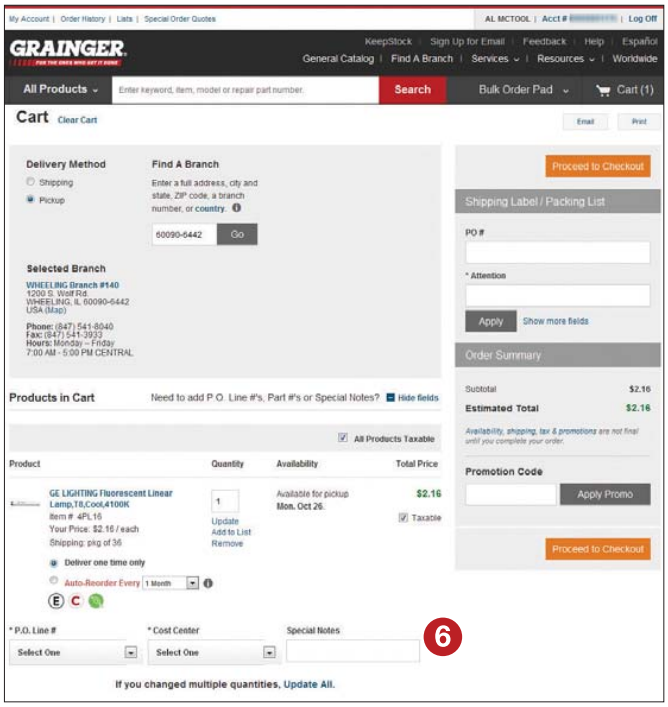
Line Item Fields

Do you have a need to capture data at the item level that can flow through to your shipping, packing and billing documents? On Grainger.com® you can activate up to three customizable fields to do just that! These fields can be required for end users to complete or just good to have.

The “Account Customization” section is available for all account Administrators and is accessible directly from “My Account” at the top of every page on Grainger.com. There are numerous benefits to activating Custom Line Level fields. Each field can be set as required, where all users must enter or select a value from a custom drop-down menu into the field prior to finalizing an order. These fields can also be informational and not required, such as a notes field.





1. My Account
Access Account Customization from My Account.

2. Account Customization
Access line item fields from the appropriate tab.

3. Line Item Fields
Activate Account Customization and account settings.

4. Customization
Customize line item fields to reflect your organizational needs.

5. Update
Apply your updates.

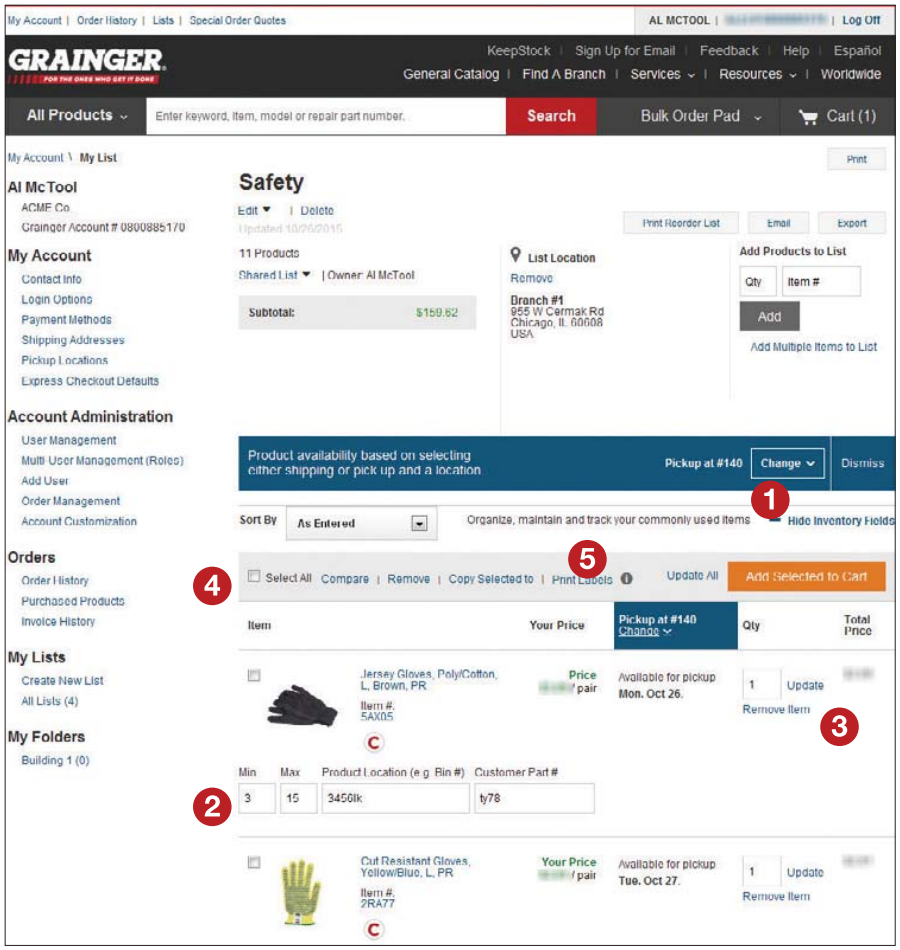
6. Cart
Customized line item fields at checkout.

Shop easily, order effortlessly and manage efficiently! Access your Grainger.com® account via Grainger Mobile Apps when you’re on the go! Use your Grainger.com sign-in credentials to access your account via Mobile Apps. It’s that easy!

For more tips, videos, helpful PDFs & FAQs go to www.grainger.com/help

Inventory List

When line item fields are activated, they also appear in Lists. In addition to Line Item Fields, you can activate Inventory Fields to help you manage your inventory by documenting inventory minimum, maximum, product locations and internal item number. Inventory Fields are available for reference or to print inventory labels but do not flow to other areas of Grainger.com, and unlike line item fields, Inventory fields are not reflected in shipping/billing documents.



1. **Show Inventory Fields**
   Activate Inventory Fields.

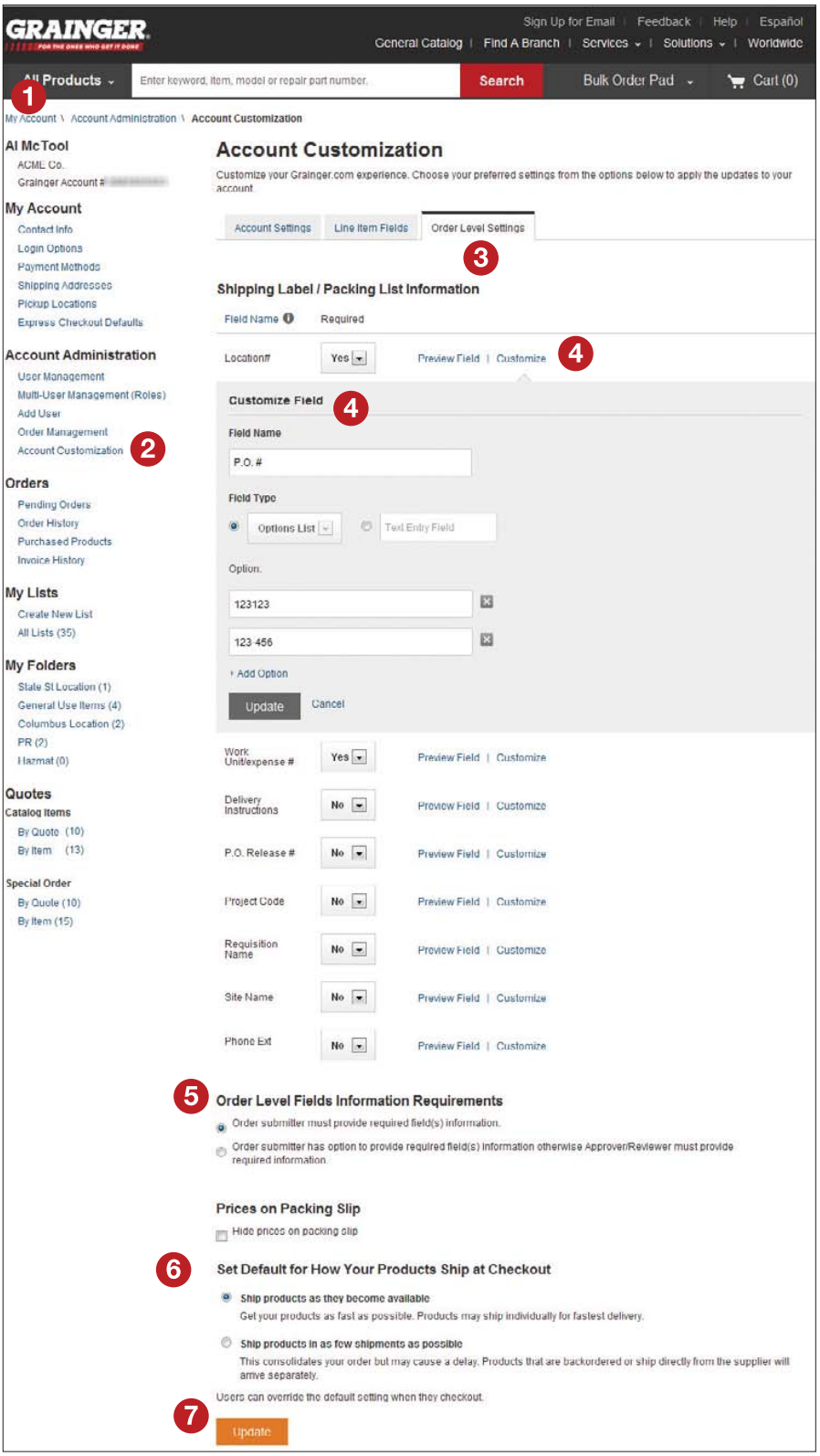
2. **Inventory/Label Information**
   Min. Max, Product Location, Customer Part #.

3. **Update**
   Update to save changes.

4. **Select All/Item**
   Designate all or specific items to print labels.

5. **Print Labels**
   Print labels to manage inventory.

Order Level Settings



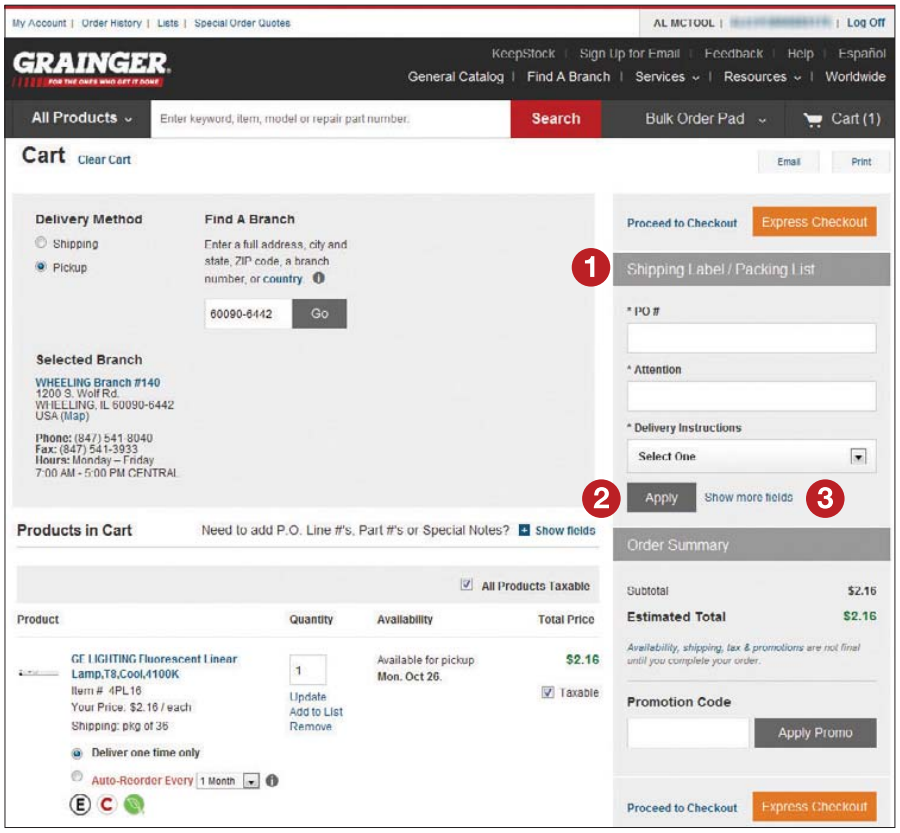
Easily configure your Grainger.com® account and start capturing data on your orders through this easy-to-use feature. You can capture purchase order number, project/job number, department code or any other company-specific data, with up to eight customizable fields!

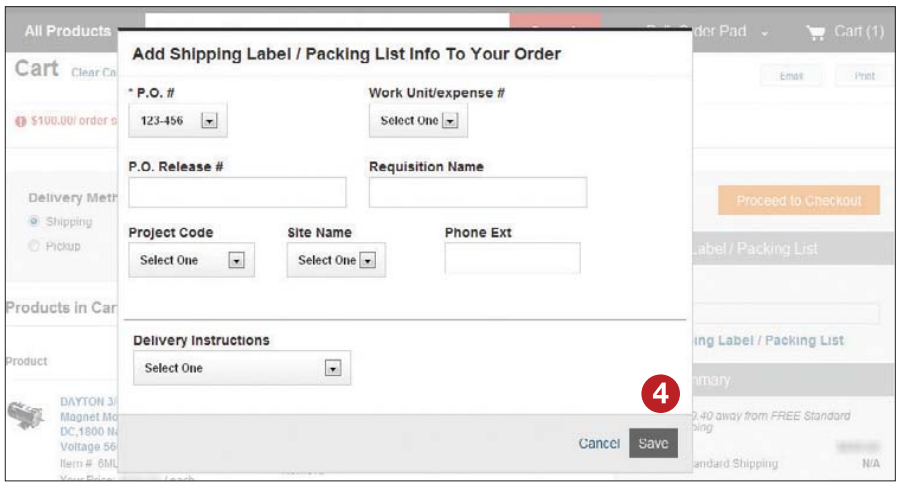
The Account Customization section is available for all account administrators and is accessible directly from "My Account" at the top of every page on Grainger.com. These fields would be marked by an "*" in the cart and would need to be completed by every user prior to finalizing an order. Options do exist for customers that have the Order Management System enabled to allow orders to flow to approvers before the completion of these fields is required. The Approver would then include information in the required activated custom fields before the order is submitted for fulfillment.

1. **My Account**
   Access Account Customization from My Account.
2. **Account Customization**
   Activate Account Customization and Account Settings.
3. **Order Level Settings**
   Activate Order Level Settings.
4. **Customize Fields**
   Personalize checkout with required fields and custom names.
5. **Order Level Fields Information Requirements**
   Additional options exist for customers that have the Order Management System enabled to allow orders to flow for approval. The Approver can choose to include information in the required activated custom fields before the order is submitted for fulfillment.
6. **Set Default to "Ship Complete" at Checkout**
   This setting will consolidate the items ordered to be delivered in one shipment, for all Grainger.com orders.
7. **Update**
   Apply your updates.

Order Level Settings – Cart

Administrators can choose to make certain fields required on the account. These fields would be marked by an “*” and would need to be completed prior to finalizing an order. Order Level Settings will appear on both the shipping label and packing list.





1. Shipping Label/Packing List
Required Fields will automatically display within the Cart and be marked by an “*” .

2. Apply
Apply Shipping Label/Packing List information to your order.

3. Show More Fields
Access optional fields to provide additional information for your order.

4. Save
Save optional fields to apply to your order and continue checkout.

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For more tips, videos, helpful PDFs & FAQs go to www.grainger.com/help

Multi-Account User

Does your organization have more than one Grainger.com® account? The Multi-Account User feature allows you to have a single sign-on to multiple Grainger.com accounts to make purchases, approve orders and review invoices.

This feature is great for any large, multi-site or multi-account customer. To activate this feature simply contact your Sales Representative or call 1-800-GRAINGER (1-800-472-4643)!

Multi-Account User Main Features

- Single Sign on to all your associated Grainger.com accounts using one username and password.
- Select from your organization's multiple sites/accounts to administer, purchase on or review orders from a simple drop-down list.
- Items in your cart are retained for future reference when you switch out of an account before checking out.

- Account specific settings can be applied to each individual account.
- Users can be a Standard or Administrator user on each account, no need for a user to have the same access rights on all accounts.
- After retiring your former user names, your previous Order History is not lost, it can be viewed using your single username.

1. Contact Name
Access all accounts with a single username and password.

2. Search
Enter a search term or scroll to locate an account to access.

Shop easily, order effortlessly and manage efficiently! Access your Grainger.com® account via Grainger Mobile Apps when you're on the go! Use your Grainger.com sign-in credentials to access your account via Mobile Apps. It's that easy!

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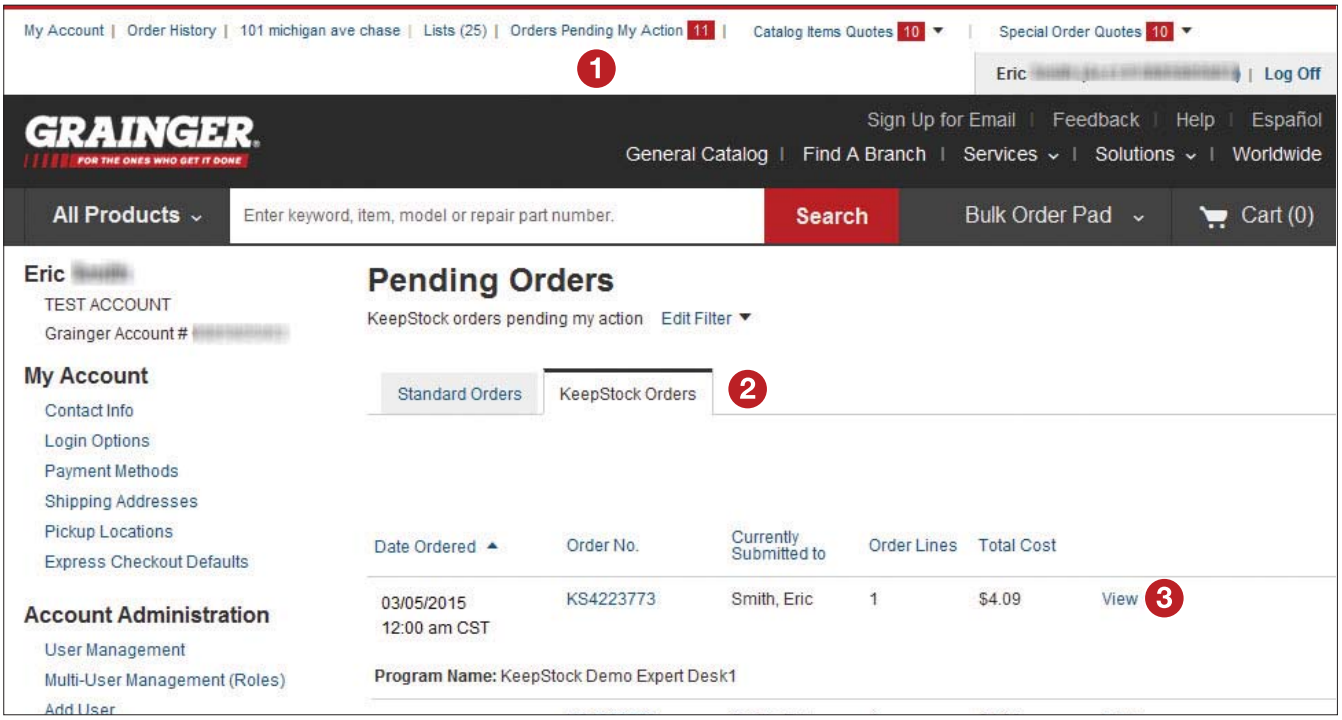
KeepStock® Integrated with Grainger.com® via Order Management System!

KeepStock® Order Management System (OMS) enables customers to monitor and manage spending on their account for online and KeepStock Scan, mobile, and onsite purchases.* Here are just a few benefits of why leveraging Grainger's OMS to review and approve KeepStock orders quickly and easily will save you time and money:

- Simplified processes help improve productivity. One system to log into for both online and KeepStock orders, enables users to see the order history for the entire account number.
- More order approval options. Set up as many as four levels of order approvals workflow, and receive order confirmations for each order placed.
- Full accounting information. View tax and freight charges for the total order.



1. KeepStock order pending review
Access KeepStock orders pending review from the top of every Grainger.com page via "Orders Pending My Actions".

2. View your KeepStock orders in a separate tab
Reviewer and Approvers see KeepStock orders in a separate tab to facilitate a faster review process.

3. View and Approve KeepStock orders quickly
To learn more about KeepStock solutions visit www.grainger.com/keepstock

*KeepStock solutions are subject to customer eligibility and agreements.

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eProcurement Solutions

What is eProcurement?

eProcurement (ePro) or electronic procurement is a seamless electronic connection between your company's eProcurement system and Grainger. An ePro connection is set up to emulate an online, retail-like experience to help you lower your transaction cost and ensure compliance while you find products, place orders and make payments easily and efficiently.

What are the benefits of connecting?

Studies show that connecting via an ePro application can greatly reduce the amount of time and resources required to procure products. Grainger has found that ePro help in managing your spend can help you achieve greater efficiencies throughout your entire procure-to-pay process.

Automating your procurement process can help reduce errors, lower your costs, and provide control and visibility to the products you are buying. Leveraging Grainger ePro capabilities can also help you reduce paper transactions, control unauthorized spend, expedite the approval process, and reduce delivery and payment cycle times.

By utilizing the Grainger Punchout catalog, you can have access to the most up-to-date product and pricing information from Grainger. You will no longer need to call someone to determine your price or find out if an item is in stock. Our real-time pricing and product availability features help save you time in the shopping process. In addition, you will have access to a significant amount of technical product information, product images, videos, MSDS sheets and other great tools to help you find the products you need, when you need them.

What's included?
Grainger offers the following ePro solutions and services for our customers:

Punchout Catalog – The Grainger online catalog that can be accessed from an ERP (SAP, Oracle, Peoplesoft, etc.) or marketplace (Ariba, Coupa, SciQuest, etc.).

Hosted Content – Grainger's product catalog provided as a file to load into your company's ERP, or the third party who is providing the ePro solution.

Business-to-Business (B2B) Integration Services – Integrated Purchase Orders, Order Acknowledgements and Invoices using EDI or XML technologies.

To learn more about Grainger's ePro solutions, please contact your sales representative. Your Grainger sales representative will initiate a discovery process while working with an ePro Solutions Manager to determine the best solution for your procurement needs.

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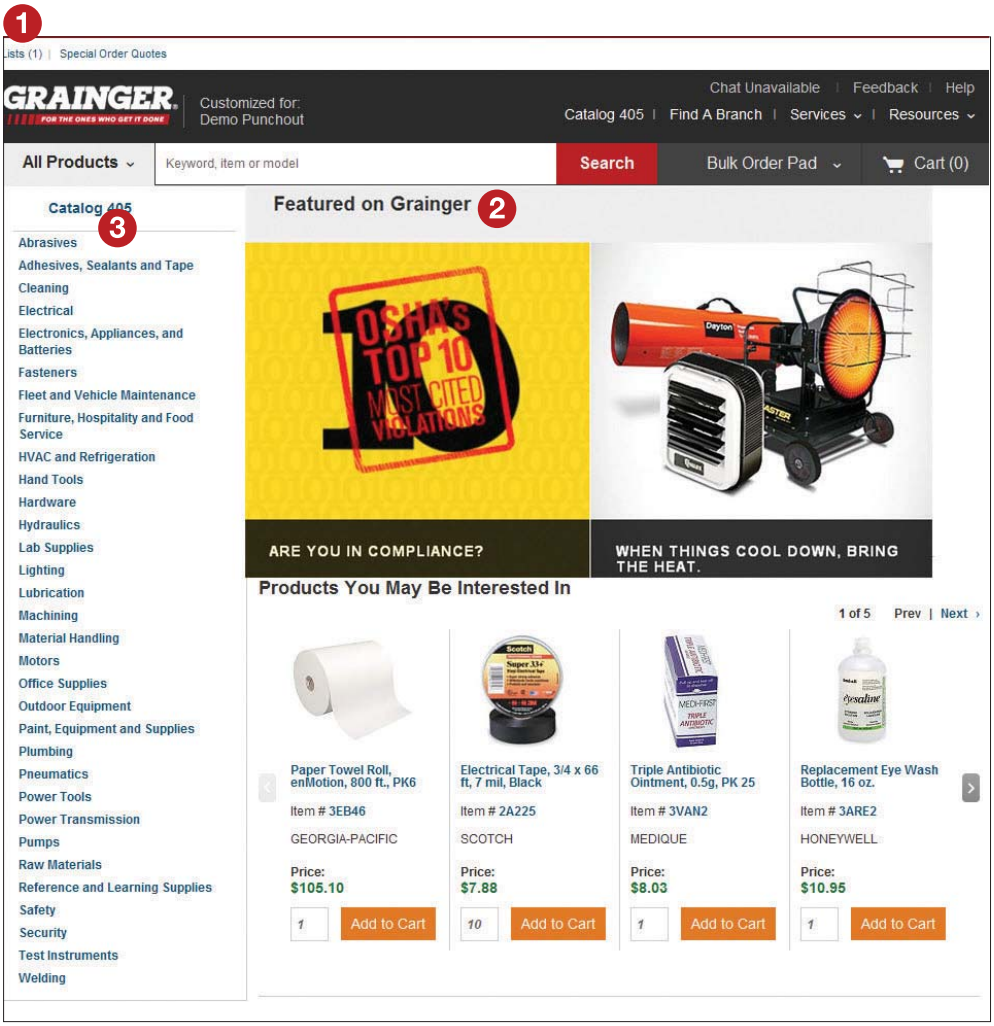
eProcurement Solutions (Cont.)



1. List
The ePro Punchout can help you find the products you need.

2. Featured on Grainger
The ePro Punchout experience has a similar look and feel to Grainger.com®.

3. Categories
Search through the numerous product categories which can be customized via Custom Catalog.

Shop easily, order effortlessly and manage efficiently! Access your Grainger.com® account via Grainger Mobile Apps when you're on the go! Use your Grainger.com sign-in credentials to access your account via Mobile Apps. It's that easy!

For more tips, videos, helpful PDFs & FAQs go to www.grainger.com/help

Mobile—Anytime. Anywhere.

The Grainger mobile app makes it easy for you to get the products and services you need, no matter what device you use or where your work takes you. Discover just some of the reasons why you need to download it today!

Grainger Mobile Chat With an Expert
Get answers to your questions right on your mobile device. You can even upload pictures and receive product recommendations via text message. It makes solving problems on the go easy!

Barcode Scanner
Search and order products faster by simply scanning a product and drop it right in your cart.

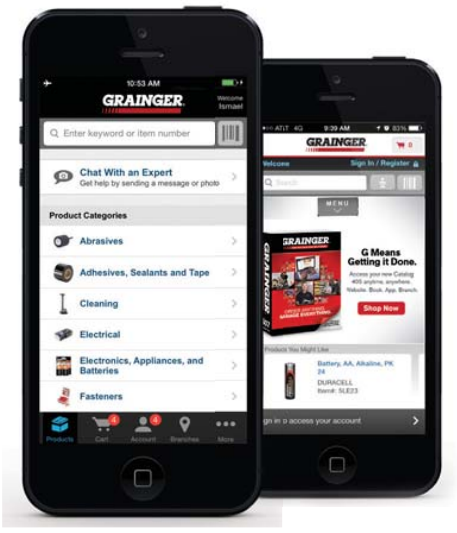
Location-Based Lists
Match products to specific locations on the Grainger Mobile App. Need the right bulb or filter? Location-Based lists will show you which product you need based on the products matched to the location of your mobile device.

Workflow Approvals
Give your ordering process the visibility, control and convenience that helps you save time and money. Easily manage spending limits, defaults and your order workflow from your tablet or smartphone.

KeepStock® Solutions*
Manage inventory in the palm of your hand. Order the commonly used items you want managed, place special one-time orders, and manage workflow quickly and easily. You can even ship to the local branch if that is where your work takes you.

ePro Mobile
From your phone—to their approval! If you're an integrated customer, your field users can use their mobile devices to request the products they need and electronically submit them to you for review and purchase.

DOWNLOAD THE GRAINGER MOBILE APP



Mobile – Anytime. Anywhere.

The Grainger mobile app makes it easy for you to get the products and services you need no matter what device you use or where your work takes you. Discover just some of the reasons why you need to download it today!

Download on the App Store

GET IT ON Google play

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*KeepStock solutions are subject to customer eligibility and agreements.

The Grainger iPad® App

Powerful tools, optimized for your iPad. This is the solution that helps make it easy to get the products and services you need to get more done.

Search
Find what you want quickly and easily with intuitive tools like type-ahead functionality, multiple sorting options and more!

Barcode Scanner
Search and order products faster when you simply scan a product and drop it right in your cart.

Access Your Personal Lists
Match products to specific locations on the Grainger mobile App. Need the right bulb or filter? Location-Based lists will show you which product you need based on the products matched to the location of your mobile device.

Order Management
Give your ordering process the visibility, control and convenience that helps you save time and money. Easily submit orders for approval, manage pending orders, approve orders and get real-time notifications of newly submitted orders all on your iPad.

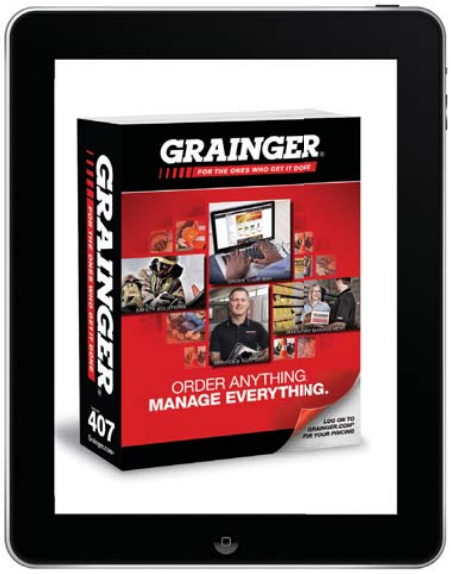
DOWNLOAD THE GRAINGER iPAD APP

The Grainger iPad® App

Powerful tools, optimized for your iPad. This is the solution that helps make it easy to get the products and services you need to get more done.

Download on the App Store

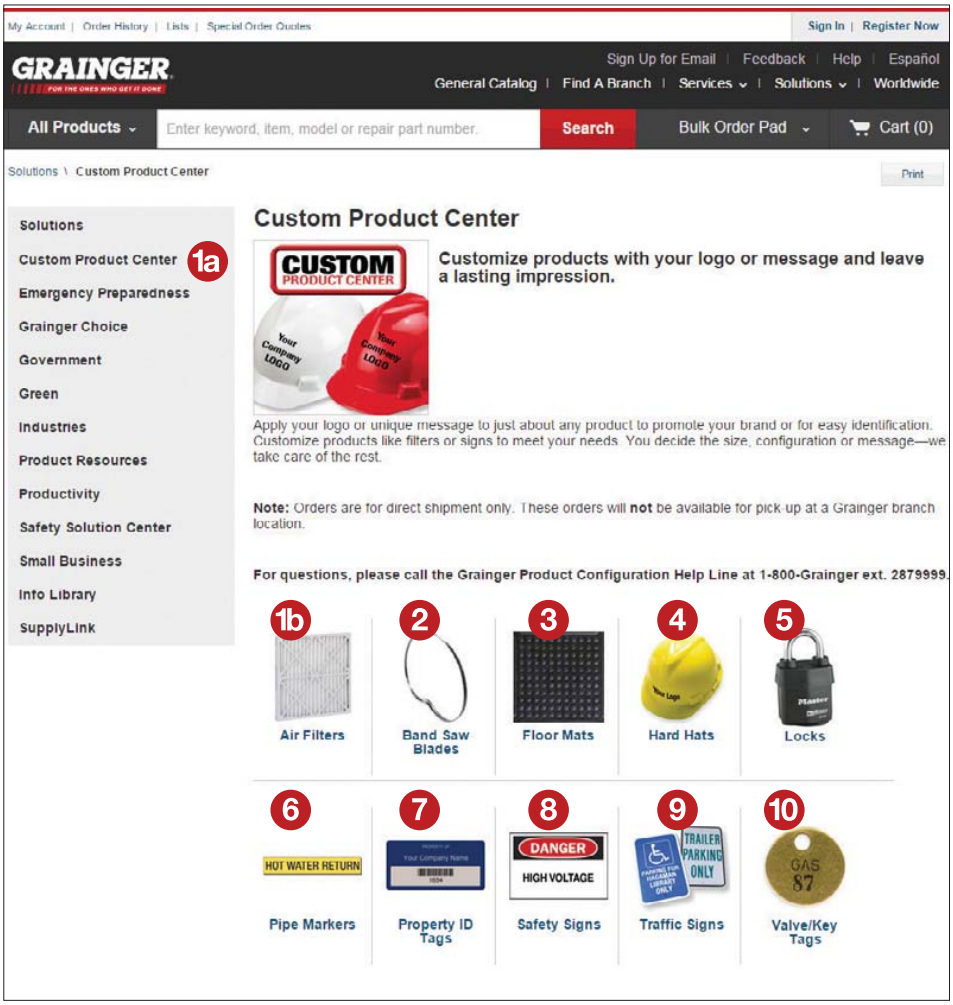
Apple, the Apple logo and iPad are trademarks of Apple, Inc.



GRAINGER
FOR THE ONES WHO GET IT DONE

Custom Product Center

Apply your logo or unique message to just about any product to promote your brand or for easy identification. Customize products like filters or signs to meet your needs. You decide the size, configuration or message—we take care of the rest.



1. (A) Access Product Center
Select Custom Product Center from Solutions drop down air filters.
(B) Air Filters
Customize standard and high-capacity filters, fiberglass and polyester throwaway filters, electrostatic, aluminum, pocket, and rigid air filters.

2. Band Saw Blades
Create custom band saw blades specific to your sawing application.

3. Floor Mats
Build the perfect floor mat for your application.

4. Hard Hats
Customize Hard Hats in just a few clicks.

5. Locks
Create custom locks to your exact specifications.

6. Pipe Markers
Identify your pipe contents and flow direction with custom pipe markers.

7. Property ID Tags
Create labels to identify everything from computers, office equipment, desks, chairs, table, file cabinets, tools, fire extinguishers, machinery and electrical appliances.

8. Safety Signs
Prevent injuries and reduce downtime with safety and informational signs that put important information at the point of need.

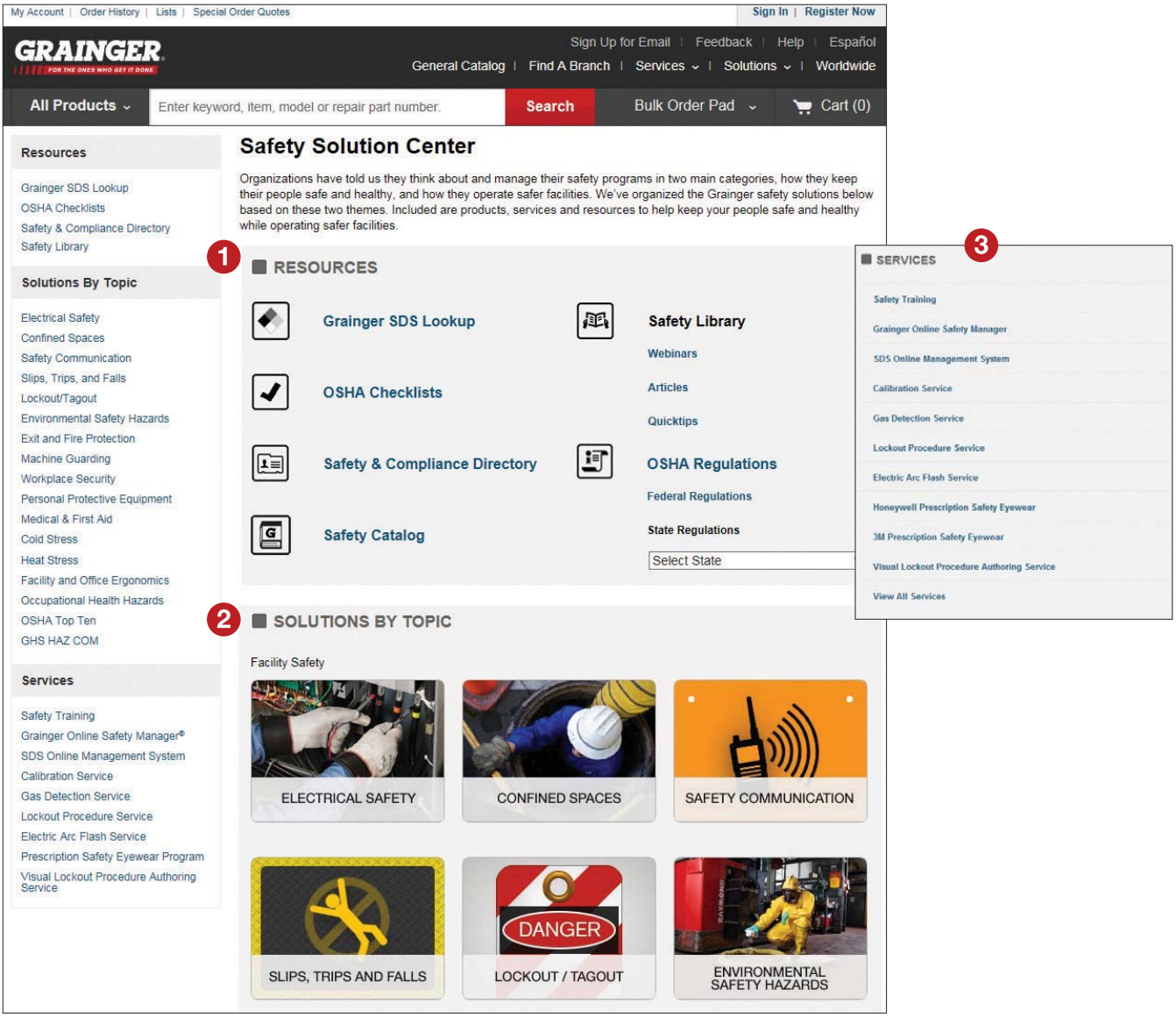
9. Traffic Signs
Create traffic signs to communicate information.

10. Valve/Key Tags
Choose from a variety of materials in stamped or engraved styles to create your custom valve tags.

Safety Solution Center

Grainger knows that safety matters to you and your employees. Leverage Grainger's robust safety solutions and choose from products, services and resources to help keep your people safe and healthy while operating safer facilities.

1. **Resources**
   View and access numerous Safety Resources directly from Grainger.com® such as: the Safety Catalog, OSHA regulations by state, *Safety & Compliance Directory*, Safety webinars and more!
2. **Solutions By Topic**
   View safety solutions organized by topics of interest with robust articles, products, Quick Tips articles and selection guides.
3. **Services**
   Take advantage of Grainger's safety training and MSDS Complete, which puts you in control of your material safety data sheets and helps you comply with the new GHS (Global Harmonization Standards). Take advantage of all Grainger's safety services and review what matters most to you!

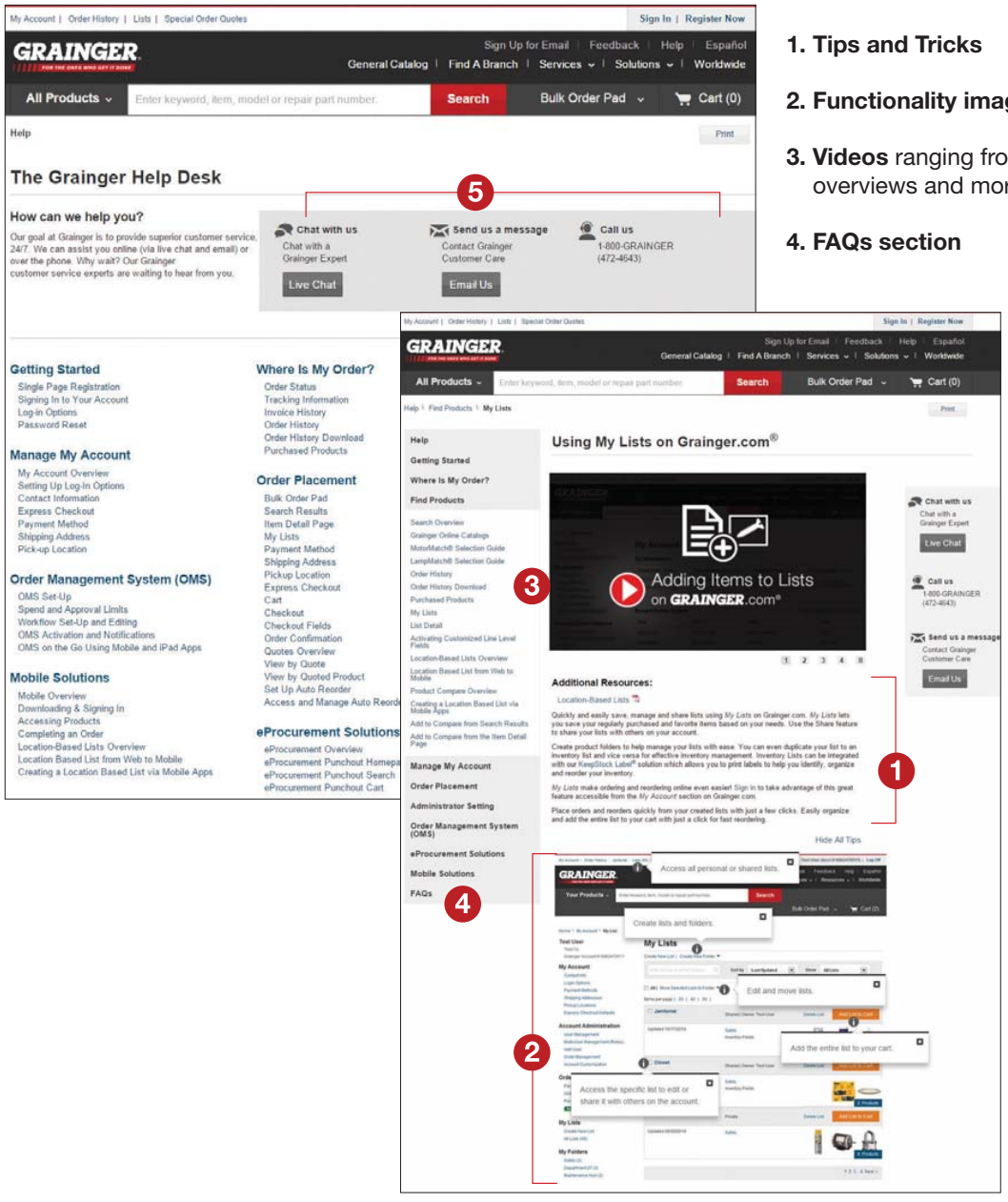


Help Desk

NEED HELP? You'll find it, anytime at: www.Grainger.com/help

In the NEW Help Section, learn about the features that are available on Grainger.com®, where to access them and how to quickly set-up and manage these tools.

The Help Section on Grainger.com has over 70 dedicated topics including:



1. **Tips and Tricks**

2. **Functionality images** with key call outs

3. **Videos** ranging from brief functionality overviews and more detailed how-to videos

4. **FAQs section**

5. **Can't find what you are looking for?** Try Chatting with a Grainger Expert or sending us a message plus you can also call us at 800-GRAINGER (472-4643).

All of this and so much more is available in the Help Section!

Tell us how we can improve our website at: **Feedback@grainger.com**

Grainger.com® – This is how you get more done!

Register Now!

Enjoy these benefits and more!

- Access your pricing
- View order history
- Save favorites to your personal lists
- Check real-time product availability

Sign in or Register on Grainger.com® Today!

Anytime, Anywhere!

Search, find and order on-the-go in and outside of your facility.

- Place orders on the go
- Check real-time product availability
- Locate the nearest branch
- View your account pricing
- Access order history and lists

Download the Grainger app today.

Download on the App Store | GET IT ON Google play

Apple, the Apple logo and iPhone are trademarks of Apple Inc. App Store is a service mark of Apple Inc. Google Play is a trademark of Google Inc.

Auto-Reorder

Help avoid costly production and processing downtime.

- Get your frequently used products shipped on a schedule you set
- Simply select the quantity and frequency you need and we'll take care of the rest

Get started today!
Visit grainger.com/autoreorder

Order Management

An effective ordering process customized by you.

- Control your spend and budget
- Streamline the approval process
- Download order history and information

Call Grainger customer care at 1-800-GRAINGER.

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