



To ensure transparency and efficiency, it is crucial to stay informed about our price adjustments. By understanding the timeline and process of these updates, you can better manage your orders and align them with our current pricing.

One critical aspect to consider when managing state agency orders involves keeping up to date with current pricing. This can be particularly challenging when there are frequent updates. However, by implementing a few strategies, agencies can ensure that their orders are processed smoothly and efficiently.

Grainger has price changes three times a year: **January 1st, May 1st, and September 1st**. These changes occur to ensure we remain competitive with market-relevant pricing. Sometimes our prices remain the same, sometimes they increase, and other times they decrease.

There are a few ways the State Agency can streamline this process when you have an existing quote.

Ideally, those entering orders through PeopleSoft can check for these pricing updates, which usually occur within a 1–2-week timeframe after the start date.

If there are pricing differences, purchase orders can be placed that match the current pricing in Peoplesoft at the time the order is sent, rather than relying solely on the quote they have.

If the agencies have an active quote, they can also reference it when making the order, ensuring it flows correctly through our Order Management Team.

The Grainger team tries to manage these updates as quickly as possible, but we understand this can create some challenges for the state.

From an audit perspective, we have no way of knowing when you saw or received the updated price—we only see the price when the order is sent to us. Therefore, it is important to understand that the longer it takes for an agency to send us an order, the more outdated the price may become.

Again, typically when only have these discrepancies up to the first 10-14 days after price change dates. Restated as January 1st, May 1st, and September 1st.

Thank you for your attention to this matter, and I appreciate your cooperation/ideas in helping us streamline this process.

Please reach out to me directly should you have any thoughts, ideas or issues moving forward.

Best regards,

Michelle Hammer

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