



OSU Punch-out Catalog Vendor

Vendor:	VWR Scientific
Products/Commodities:	Scientific Laboratory Supplies
Key Contacts:	Customer Service: 1-800-932-5000 VWRCustomerService@vwr.com Account Rep: Drew McGraw Drew.McGraw@avantorsciences.com 541-525-7299
Quotes:	Contact the VWR sales representative who can create a quote for you. There is a "My Quotes" link on the punchout that can be used to access a quote.
Order Confirmation:	Order confirmations are sent within BennyBuy as well as an email notification that is sent to the email address listed on the purchase order. Also there is a "My Orders" link on the punchout that can be used to look up order status by PO number or VWR order number.
Shipping Confirmation:	Shipping confirmations are sent within BennyBuy as well as an email notification that is sent to the email address listed on the purchase order. Also there is a "My Orders" link on the punchout that can be used to look up order status by PO number or VWR order number.
Returns, Change Orders, Order Issues:	Returns can be initiated via the BennyBuy punchout. It is always best to discuss with your VWR representative first. VWR Customer Service can also assist. Products must be in the original packaging and in resalable condition. Chemicals, reagents, diagnostics, media, flammable material, sterile products, temperature controlled products, equipment and instrumentation, live specimens, or other perishables, are non-returnable. Please contact your VWR representative to discuss return requests.
Additional Information:	Quote, order status, ability to create personal shopping lists. Your VWR sales representative can help arrange training on our web site functionality.
Supplier Number:	931810511
Enablement Type:	Punch-Out and Hosted
Order History:	There is a "My Orders" link on the punchout that can be used to look up order status by PO number or VWR order number. A personal shopping list for frequently orders items. Labs can also re-order from the "My Orders" screen by pulling up a previous order.
Favorites/Shopping Lists:	There are instructions on the web site or your VWR sales representative can help arrange training on our web site functionality.
Shipping and Handling Info:	VWR covers Freight for all items except for Live Specimens, and some Furniture items. Otherwise applicable shipping will be added at time of invoice.
Pricing information	OSU has contracted pricing.