

## Ordering Instructions

### MRO18 – Facilities Maintenance and Repair & Operations (MRO) and Industrial Supplies

**Ordering Requirements** – Any Agency may order Facilities MRO and Industrial Supplies from the vendor's (Fastenal) online catalog. The ordering guidelines are:

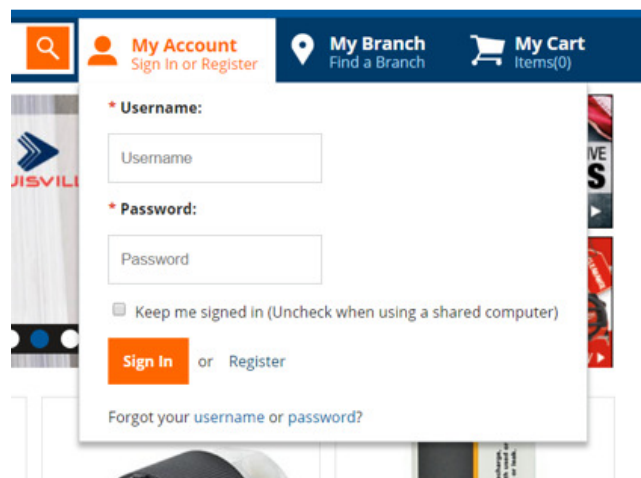
1. If the product is available on another state wide contract (SWC), it must be ordered from that contract, not Fastenal. <http://www.state.wv.us/admin/purchase/swc/default.html>
2. The intended use of this contract is for MRO products and Industrial supplies that Fastenal can provide. <http://www.state.wv.us/admin/purchase/swc/INDEQP.htm>

### Contact Information:

Fastenal West Virginia Government Sales Office  
905 Morris Street  
Charleston, West Virginia 25301  
Phone: 304.345.5108  
[wvgov@fastenal.com](mailto:wvgov@fastenal.com)

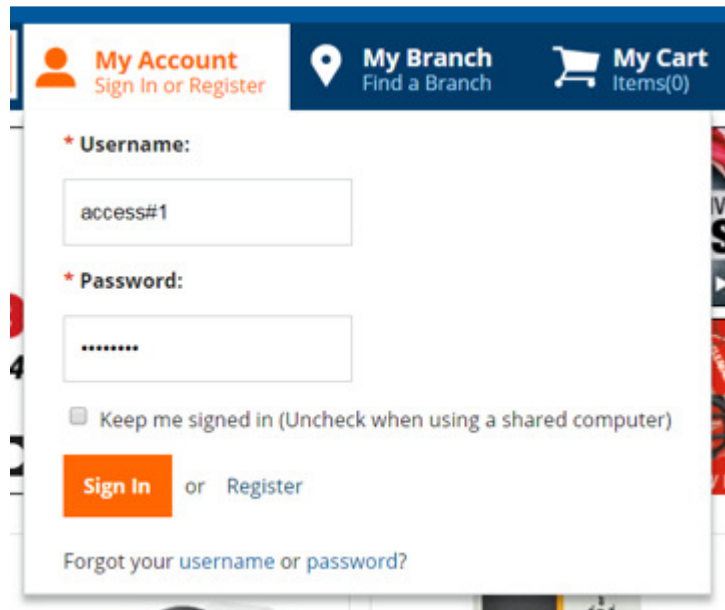
### Special Instructions– Contract Pricing Viewing Instructions--Only

1. Navigate to [www.fastenal.com](http://www.fastenal.com)



1. At the upper right hand corner of the page, select My Account.

2. For Username enter “access#1” (without the quotation marks).
3. For Password enter “wvcode11” (without the quotation marks).



4. Search items on the site as applicable.
5. This site is for price viewing only. Orders placed using this Username and Password combination is not monitored and will not be fulfilled. Please see important information below.

**IMPORTANT:**

You must create an account for your agency. If you need help, please contact the Dedicated Government Sales Team, located in the dedicated Fastenal Government sales office information is listed below. **DO NOT place orders on the price viewing site as they will not be processed by Fastenal.** This is only for price viewing for the state of West Virginia.

How to get started on creating your Fastenal Online Account

**Contact Information:**

Fastenal West Virginia Government Sales Office  
905 Morris Street  
Charleston, West Virginia 25301  
Phone: 304-345-5108  
wvgov@fastenal.com

## How to Get Started

### Open an account at your dedicated Fastenal West Virginia Government Sales Office

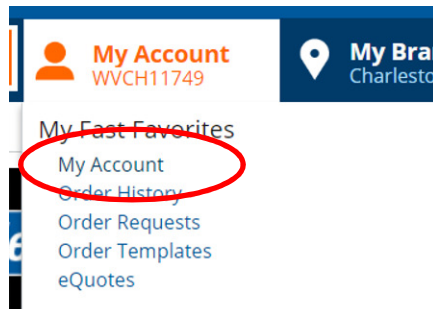
1. Contact your dedicated Fastenal West Virginia Government Sales Office (wvgov@fastenal.com)
2. Identify yourself as a State agency or political subdivision (please have your sales tax exemption number or certificate available)
3. Once you open an account, your dedicated sales team will take care of set-up under the State Contract (please allow 3 -5 business days for processing)

If you need assistance or want to place an order today, please contact Fastenal's West Virginia Government Sales Office 304.345.5108 or email wvgov@fastenal.com

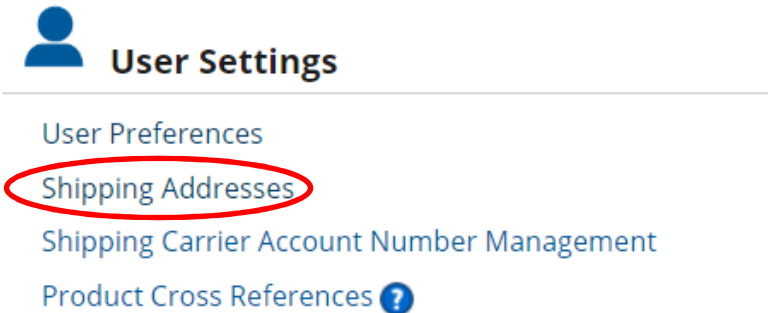
### Register your account on Fastenal.com

Contact your West Virginia dedicated sales team to validate your email address and account number. Once your email has been updated to your account, allow 24 hours before registering on [www.fastenal.com](http://www.fastenal.com) via the following steps:

1. Click on My Account
2. Click on Register and enter E-mail, Username, and Password
3. Enter the Security Code received via e-mail
4. Select "Government Contract" and enter contact info
5. Select the best option under "Do you have a Fastenal Account Number?"
  - "Yes, and I have two invoices from my account" – Account info will automatically link
  - "Yes, but I do not have two invoices from my account" – Account info will link when the Fastenal branch verifies your information
  - "No, I do not have a Fastenal account" – Call your dedicated sales team to set up an account which can be linked later
6. Click "My Account"



7. Scroll down to “User Settings” and choose Shipping Addresses



8. You will choose “Add Address”

## Shipping Addresses

No addresses found.

**Add Address**

9. Choose “[Find another Fastenal branch]”

## Create Shipping Address

\* Location Alias/NickName



Location Alias/NickName

☐ Use as my default address

☐ Make this address available to other users in my web account

Servicing Branch

[ Find another Fastenal branch ]

10. Scroll down to “Branch Code (5 Letter)”

**Search Filter**

Search Type:

Zip Code

Zip Code:

Zip Code  
City & State  
Branch Code (5 Letter)  
Branches I have an account with  
Current Location (GPS)

Distance:

Search

11. Please enter **WVCH1** into the Branch Code Line

**Search Filter**

Search Type:

Branch Code (5 Letter)

Branch Code (5 Letter):

WVCH1

Search

**Nearest 2 Branches**

Branch
<b>WVCH1</b> 905 Morris Street Charleston, WV USA 25301 P: 304-345-5104 F: 304-345-5107 WVCH1@stores.fastenal.com

12. Click on “Make WVCH1 your servicing branch” – ***This has to be chosen for your orders to be routed correctly***

## Contact Information:

Fastenal West Virginia Government Sales Office  
905 Morris Street  
Charleston, West Virginia 25301  
Phone: 304.345.5108  
wvgov@fastenal.com



**Ordering Instructions:** An agency may order Maintenance, Repair, and Operations (MRO) equipment and Industrial Supplies from Vendor (FASTENAL) catalog. The ordering guidelines are:

- A. An Agency delivery order (ADO) must be issued with the appropriate documentation attached for orders under \$25,000.00 EXCEPT when any single item exceeds \$10,000.00 and must be processed as a Central delivery order (CDO).
- B. Agencies must obtain confirmation of every order and retained in the file for orders less than \$25,000.00.
- C. A Centralized delivery order (CDO) must be issues for orders over \$25,000.00 or when any single item exceeds \$10,000.00 and must be processed by the Purchasing Division.
- D. Agencies should indicate the Statewide Contract MRO18 on all orders or quotes.

**How to submit the completed order to the Vendor** – To place orders, please note that revised contract pricing viewing instructions have been posted on the Purchasing Division’s website relating to statewide contract for industrial supplies and equipment (INDEQP). The contract, MRO18, with Fastenal may be found at <http://www.state.wv.us/admin/purchase/swc/INDEQP.htm>.

**POLITICAL SUBDIVISIONS:** Contact Fastenal to confirm that contract pricing is available.

### **Contact Information:**

Fastenal West Virginia Government Sales Office  
905 Morris Street  
Charleston, West Virginia 25301  
Phone: 304.345.5108  
[wvgov@fastenal.com](mailto:wvgov@fastenal.com)