



**GLOBAL
INDUSTRIAL®**
We can supply that.®



2024 BUYERS EDGE PLATFORM WELCOME PACKET



Welcome,

On behalf of Global Industrial, we are looking forward to building a strong and successful relationship with you and your business.

We appreciate the opportunity to offer you the best products, service, and solutions in the industry. This packet is designed to walk you through who we are and how your business will benefit from working with us. As you review the following pages you'll learn all about Global Industrial and the teams you'll be working with, plus a brief overview of the program benefits and an explanation of the ordering process.



ABOUT US:
**WHAT CAN YOU EXPECT FROM
GLOBAL INDUSTRIAL**

At Global Industrial, our teams are here to roll up their sleeves and discuss how we can bring our industrial strength know-how—and solutions—to you. Whether it's solving a tough inventory problem, improving operational needs, or upgrading your facility, we will stop at nothing to help you succeed. Our customer-centric focus means we provide industry-leading products, knowledge and expertise, and operational excellence all designed to bring you a differentiated and gratifying experience.

In addition to exploring a new world
of products you're also eligible for these perks:



Access To Subject Matter Specialists And, Global Industrial Sales And, Account Management Teams



Access To A Huge Selection Of Global Industrial Exclusive Brands And Your Favorite National Brands



Working With A Supplier That Cares About Your Business



Same Day Shipment On Most Orders



Competitive Pricing On Hard-To-Find Equipment



Extended Service Plans

MEET THE TEAM

There’s more to Global Industrial than just our products, we have dedicated teams tasked with making sure your business goals are met in any capacity – and not through machines but through tenacious, sleeve-rolling, go-getting people that care. Get acquainted with the people behind your products who help work to accelerate your goals every day.



Our Account Managers are standing by, right from the start, to help you set up your account. Once you’re set up, the Account Manager will consult with you on your business needs, identify challenges you have, and provide you with solutions and accurate price quotes to meet your specific needs.



Our team of Subject Matter Experts live and breathe their respective industries and products and are standing by to assist help you. They can be deployed to your facility to conduct safety and facility audits and suggest safety & facilities products to meet and exceed your needs and requirements. When possible, they will leverage the value and reliability of our own Global Industrial Exclusive Brands™ products to keep your costs low without sacrificing quality or safety.



When you need a team to scout and scale the premises for opportunity, our Territory Sales Managers are packed to explore and inform how your facility can excel even further. These efficiency-centric crews are dedicated to helping ensure your operations are running like well-oiled machines at every corner in your facility, inside and out.



PROGRAM OVERVIEW

- 10% Discount On Global Industrial Exclusive Brands™ (Global Industrial®, Nexel®, Interior®) and National Brands
- Custom Pricing On Select Large Orders
- Dedicated Account Manager And Field Support From Territory Sales Manager
- Net 30 Payment Terms or Credit Card
- Access To Our Full Assortment Of Solutions From Global Industrial on www.globalindustrial.com/hospitality



PROCESS OVERVIEW

ACCOUNT INFORMATION

Your Global Industrial Account Number*: xxxxxx
Web address: <https://www.globalindustrial.com/account/promptLogin>

CUSTOMER SUPPORT

Our Customer Service team is here to help. You can connect immediately with a Customer Service Representative, Monday–Friday 6 AM to 11 PM EST (ET) toll-free at 1.888.978.7759.
For more information, please visit our Customer Support page at:
<https://www.globalindustrial.com/contactUs>

ORDERING METHODS

Internet Orders

Your login name and initial password to your account are recommended: (Multiple logins allowed.)
Login Name: XXXXXX@yourcompany.com
Initial Password: ABC123

PHONE ORDERS

(800.645.1232)

To place orders by phone, please have the following information ready for Customer Service:

- Customer Number: xxxxxx
- Ship-To Information
- Contact Name and Telephone Number
- Billing Requirements (if you bill items back to a Cost Center/Dept or require a PO number etc.)
- Global Industrial item numbers or manufacturer part numbers
- Quantity (please use the units of measure listed in our catalogs and on our website)

*Please contact your assigned representative for account setup assistance and onboarding information.

PROCESS OVERVIEW

RETURN PROCESS

(RETURNS ARE PROCESSED ONLINE OR BY PHONE.)

PHONE ORDERS:

Step 1: Call (800) 645-2986 to reach the Global Industrial Customer Service team and provide your customer name, invoice number, and Global Industrial product/SKU number and/or the manufacturer's part number of the product being returned and credited.

Step 2: Provide a brief description of the reason for the return/credit (i.e. ordered in error, damaged/defective, etc.) Global Industrial Customer Service will then email you everything needed to get your return started.

WEB ORDERS:

Step 1: Click on "Shipping & Returns" located at the bottom of the landing page, then click on the "Online Returns Center" to initiate the return.

Step 2: Locate the invoice number that you will need to place a return. Once the order details appear, click "Submit Return".

Step 3: Fill in the return quantity, select the reason for the return, and enter any special instructions, then click "Continue".

Note: A confirmation number for your return will appear. It is recommended to print this page and/or write this number down and keep for your records. For complete details on our Shipping & Return Policy, please visit: <https://www.globalindustrial.com/shipping>

INVOICING

- | | |
|--|--|
| 1. Once an item is shipped, an invoice is generated for the amount due.* | be shown on Global Industrial's invoice(s) separately. |
| 2. Terms of payment are agreed upon prior to the order being placed. | 4. Payment can be made online or directly via ACH. |
| 3. Charges for shipping and handling will | |

**Invoices are sent electronically via email. Paper copies may also be requested.*

FREQUENTLY ASKED QUESTIONS



Q: I've looked all through the website and catalog and can't find the item I really need. Does this mean Global Industrial doesn't have it?

A: Not at all. Global Industrial offers over 1.2 MILLION products, and we also have access to products made available through our third-party relationships. Simply call your account manager listed in this guide. They are always happy to assist in tracking down the products you need.

Q: I don't think my pricing is right. Who do I contact to ensure I'm getting our appropriate discount?

A: Please call your account manager, listed in this guide, to check on that for you.

Q: We just received our order placed for 5 lab sundry jars, but instead received 5 boxes of them. What do I do?

A: Our return policy is designed to help make returns and exchanges painless. Please refer to our website for our Shipping & Returns information for details.

Q: I need to order furniture but I'm not sure exactly what I need or what options are available. Who can I contact for more information?

A: Your Global Industrial account manager is available to assist and consult with you at any time on ANY need, including furniture inquiries.

Q: It's early in the morning and I just realized that I need to add something to an existing order. My order usually arrives around noon. Can I call to add this item to today's order?

A: Unfortunately, once an order has been processed, it cannot be modified. To determine if it has been processed, you can always call customer service and they can check the status and advise you on next steps. They are available at 1.888.978.7759 any time between the hours of 6:00 AM - 9:00 PM ET M-F; or from 6:00 AM - 6:00 PM on Saturday. Don't forget that you can track orders online under your name and greeting at the top of the page. You'll see an option for "My Orders". Please note that you will need to sign into your account to see this.

FREQUENTLY ASKED QUESTIONS CONTINUED



Q: I need this particular order first thing in the morning because I am working on a special project. Is there anything I can do to expedite delivery?

A: Unfortunately, due to a variety of factors, we are rarely able to change these delivery times to accommodate individual customer requests. In a situation like this, we encourage you to contact your account manager or our customer service team to discuss delivery options.

Q: I'm on the Global Industrial website and forgot how to set up a My Shopping List. What do I do?

A: Be sure you're signed into the website first with your User ID and password. Then you'll find "Shopping List" under your name and greeting at the top of the page. Once you select "Shopping Lists", look in the center of the page for the large box "Create New List".

Q: I have forgotten my password for ordering on the Global Industrial website. What should I do?

A: Simply go to our website (globalindustrial.com) and click "Sign In". You'll see "Forgot Password?" link under the "Enter Password" field. You will be prompted to select either email a link or voicemail to reset your password. You can always call us for help at 1.888.978.7759 any time between the hours of 6:00 AM - 9:00 PM ET M-F; or from 6:00 AM - 6:00 PM on Saturday.

NOTES

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GLOBAL[®]
INDUSTRIAL

We can supply that.[®]

Global Industrial has partnered up with Buyers Edge Platform we're excited to share our products and savings with you. As one of the world's most experienced resources for industrial supplies, we offer everything you need. Our partnership with Buyer's Edge Platform means your business can expect the very best in industrial-strength solutions. Whatever you need to keep your facility running like a well-oiled machine, we can supply that.

In addition to this new world of products and savings, you're also eligible for these perks:

- 12% Discount On Global Industrial Exclusive Brands™ (Global Industrial®, Nexel®, Interior®) and National Brands
- Custom Pricing On Select Large Orders
- Dedicated Account Manager And Field Support From Territory Sales Manager
- Net 30 Payment Terms or Credit Card
- Access To Our Full Assortment Of Solutions From Global Industrial on www.globalindustrial.com/hospitality

Your business deserves high-value and high-quality service—so why just stop at solutions?
Global Industrial can help give your facility the lift it needs to get to the top.



MORE CATEGORIES. MORE BRANDS.



Georgia-Pacific

Honeywell



FRIEDRICH

ELKAY

TENSATOR®

dyson

Danby

GLOBAL INDUSTRIAL HOSPITALITY™ SUITE SOLUTIONS WITHOUT RESERVATIONS.



SHOP HOSPITALITY SOLUTIONS



HOSPITALITY MAINTENANCE

We have the tools and supplies you need to keep your hotel running like a well-oiled machine.

[SHOP NOW](#)



HOUSEKEEPING, LAUNDRY & CONCIERGE

We offer a wide variety of housekeeping supplies to give you that five-star rating & help keep your facility running at peak efficiency.

[SHOP NOW](#)



FURNITURE, FIXTURES & EQUIPMENT

Whatever space you need to furnish, we have everything you need to outfit your new or newly-renovated hotel.

[SHOP NOW](#)

TOP HOSPITALITY CATEGORIES



**FLOOR MACHINES
& VACUUMS**



AIR CONDITIONERS



LUGGAGE CARTS



SHELVING



LOCKERS



FOOD SERVICES

HOSPITALITY SPACES

We have the solutions you need to create your ideal lobby, pool or spa area, supply or laundry room, and more.

POOL/SPA

LOBBY

RESTROOM

SUPPLY ROOM

PARKING LOT

VIEW ALL



LEARN MORE ABOUT OUR HOSPITALITY SOLUTIONS

LEARN MORE



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Specifications and availability are subject to change without notice. Global is not responsible for photography. Because of continuing improvements, actual products may differ slightly from photo. Photography images may have been retouched.

SOLUTIONS THAT SERVE EVERY SPACE IN YOUR HOTEL. WE CAN SUPPLY THAT.®

Hotel managers know that there's more to ensuring a great guest experience than just a room—and so does Global Industrial. We have been supplying resorts and hotels with a buffet of product-oriented solutions for decades so, from lobby to laundry room, we're ready to help accommodate a 5-star stay, every day.

- ✓ A solutions-focused & dedicated sales team.
- ✓ Our national distribution network ensures your order gets to you fast.
- ✓ We're a one-stop shop with a product catalog that encompasses every part of your business from lobby to laundry room to outdoor spaces.

TOP BRANDS WE CARRY



dyson Honeywell

ELKAY®

TENSATOR®



FRIEDRICH

Danby®

GP Georgia-Pacific



1.855.263.2826 | globalindustrial.com/hospitality

GET INSPIRATION

Explore Our Extensive Resource Center

Properly furnishing and appointing every space in your hotel can be a daunting task, even for the most experienced hotelier. Luckily for you, Global Industrial Hospitality has teams of experts that can help.



Quality food service operations are paramount to delivering a superior guest experience.



Use well-marked parking, seating areas, and other accouterments to make a good first impression on your guests.



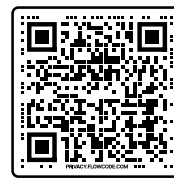
A well-appointed lobby & reception make a strong statement about your property when guests are checking in or arriving for a meeting or gathering.



Your breakfast bar facilities provide guests with convenient access to food and beverages, day or night.



Common restrooms, such as in lobbies, restaurants or gyms, can be more easily cleaned and maintained with the right supplies & equipment.



Scan QR Code to check out our virtual spaces

**GLOBAL
INDUSTRIAL**
Hospitality



FROM LOBBY TO LAUNDRY ROOM. WE CAN SUPPLY THAT.®

1.855.263.2826 | globalindustrial.com/hospitality

HOUSEKEEPING, LAUNDRY & CONCIERGE

**GOOD
HOUSEKEEPING
STARTS WITH
THE RIGHT TOOLS.**



Soaps & Cleaners



Vacuums



Floor Scrubbers



Mops & Buckets



Shelving



Cleaning Tools

Luggage Carts

Help your guests check-in with ease by carting their luggage directly up to their room.



Janitorial Carts

Ideal for keeping cleaning supplies, vacuums, and toiletries organized for efficient housekeeping service.



Laundry Carts

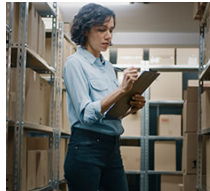
Convenient for moving linens, towels, and detergents between guest rooms.



MAINTENANCE, REPAIR & OPERATIONS

**THE MRO LOW-DOWN
THE BACKBONE OF
ANY PROPERTY
IS PROPER MAINTENANCE.**

MRO, or "Maintenance, Repair and Operations", refers to the daily running, upkeep, and maintenance of your hotel. Products under the MRO umbrella include those for HVAC maintenance, interior & exterior lighting, janitorial & sanitation, cleaning supplies, forklifts & pallet jacks, PPE, tools of all kinds including hand tools and larger tools such as drill press & table saws, mops & brooms, and even furniture & kitchen appliances.



Organized Supply
Closet



HVAC
Maintenance



Plumbing
Maintenance



**HELPING
HOTELIERS
KEEP UP
WITH
UPKEEP.**



HVAC & Fans



Storage & Shelving

FURNITURE, FIXTURES & EQUIPMENT



**WE HAVE EVERYTHING FOR
YOUR HOTEL.**

You have a thousand things to consider when you're renovating or building your hotel, and when you partner with Global Industrial Hospitality you get access to our extensive catalog of products with a dedicated support team that can help you complete your FF&E shopping list.



Lobby & Front Desk



Breakfast Nook



Outdoor Lounge & Pool



Parking Lot