

## Frequently Asked Questions

Q: Do we have to issue an open purchase order with the local NAPA store; do we just establish a day credit line or a PROLink 30-day credit?

A: Your account will be set up at your local NAPA Auto Parts store based on your specific requirements. Purchases can be made through an established 30 day charge account or by using your P-Card. NAPA does not require a Purchase Order number to process an order.

Q: If we have a part that requires disposal, are there any disposal fees?

A: There are no disposal fees. Stores will also pick up cores.

Q: Is there a minimum \$ value per order?

A: There are no minimum/maximum purchase requirements under this contract.

Q: Can a third party repair service purchase parts on our behalf.

A: In order to qualify under the state contract guidelines, parts must be purchased by and billed to the agency.

Q: Can we get John Deere part prices on PROLink and will we need a JD part number to get a quote?

A: PROLink has the capability of cross referencing (Original Equipment Manufacturer) OEM or JD parts using OEM part numbers. Pricing has been established with a competitive pricing profile that is in place statewide.

Q: Do we have to use closest the store? Can we use another store?

A: You can visit and set up an account at any NAPA Auto Parts store of your choosing in Georgia.

Q: Will NAPA be able to furnish Motorcraft parts, particularly oil and fuel filters?

A: NAPA partners with many OEM manufacturers. While the box may not say "Motorcraft" in many instances the same product that is in our NAPA box is the same product that is being offered by Motorcraft. NAPA products meet and sometimes exceed OEM specifications.

NAPA has parts available for your Ford/Lincoln/Mercury vehicles. Using NAPA parts will not void a manufacturer's warranty. NAPA parts warranties will also be applied.

Q: If Parts can be bought cheaper through other suppliers such as Ford or John Deere do we have to buy from NAPA?

A: No. This is a convenience contract.

Q: Do you have 24hr. service?

A: PROLink is accessible 24 hours a day.

Q: Are we required to purchase under this contract? What if we find an item cheaper at a local competitor?

A: This is a convenience contract.

Q: Does this contract also cover NAPA tools?

A: Yes this contract covers NAPA tools. This contract covers all products sold through the NAPA distribution system. Oil, batteries, heavy duty, medium duty, light duty, passenger car/truck /bus parts, tools, equipment, shop supplies, etc.

Q: How does this contract help me when I have to have a requisition in order to buy anything for the state and have to wait two or three days to get approval?

A: Your p-card can be used for purchases. You can also log on to NAPA via PROLink to get availability and pricing, and then turn in your requisition. When your requisition is approved, place your order with your NAPA Store.

Q: Are MSDS (Material Safety Data Sheets) available on PROLink?

A: Yes

Q: Can you interchange OEM parts to NAPA parts on PROLink?

A: Yes

Q: Can I add my fleet to saved vehicles on PROLink for easier look-up?

A: Yes

Q: Is the inventory/parts management program available at the county unit levels?

A: This contract is extended to all state government agencies and entities as well as cities, counties and municipalities.

Q: Does this contract apply only to agencies that have on-site repair facilities? Our agency uses outside vendors for repair and maintenance. Is there any way this contract will help us?

A: This contract applies to agencies that have on-site repair facilities as well as agencies that outsource their service work. This contract will help control parts mark-up costs when outsourcing service work. Prior to having repair work done on the vehicle an employee can obtain parts from a NAPA store and take those parts to the service facility for repair work.

Another feature of this contract is the Integrated Business Solutions (IBS) option. NAPA has the capability of establishing inventory at your location depending on the size of your inventory. The carrying cost associated with inventory, obsolescence, and shrinkage is eliminated. Customers will pay for parts as they are issued.

Q: What happens if NAPA cannot obtain a particular part? Can we go outside the NAPA contract to get it?

A: If you need a part that is not offered in NAPA's catalog, NAPA can go outside the NAPA system to find the exact part you need. This is a Convenience Contract.

Q: Is there a Maximum delivery distance? Our agency has some locations that do not have a store close by.

A: There is no delivery distance requirement. You can locate your closest NAPA parts store and discuss your delivery needs. There are 182 NAPA AUTO PARTS Stores across the State; there should be a store close to most agencies.

Q: What date does the contract actually start?

A: October 1, 2009