



Corporate Real Estate - Retail Lamp Ordering Simplified










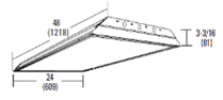


What's New?

- AT&T Corporate Real Estate and Grainger have developed a process to take the guess work out of purchasing lamps. We reviewed years of fixture and lamp ordering history, for all generations of store design, to come up with a consolidated and complete list of lamps.
- Kiosks are excluded from this process.
- This list will be used as an ordering reference by CBRE techs.
- While Grainger gathered this information, they also worked with Corporate Real Estate and AT&T's Supply Chain to produce a starter lamp kit. Grainger packaged a minimal amount of sales floor lamps and product, based upon the store's Generation design, and shipped kit's to each retail store. These kits may/may not still be present. Our Vendors will need to verify if lamps are still present, actual quantity and back-fill as necessary to keep a proper inventory at each store.



Grainger Light Bulb Replenish List - sample

Gen 3							
Bulb	Fixture	Manufacturer/Part #	Grainger Part #/ Lamp Description	LOCATION	Average Lamp Hours (K=1000)	Case Qty	Shipping Qty (Each)
		Neoray 81R228T5EGG120 EBSIS	Grainger # 5AE19- F28T5/835/ECO	Sales Floor	36K	40	40
		Juno SP14268	Grainger # 2TJ29- CMH20PAR30FL25	Sales Floor Can Light	12K	6	1
		Juno SP2685	Grainger # 2TJ29- CMH20PAR30FL25	Sales FloorTrack Head	12K	6	1
		Bartco BFLS	Grainger # 5AE19- F28T5/835/ECO	Sales Floor	36K	40	40
		Lithonia GT4 MV	Grainger # 2ETU3 F28T8/SP41/ECO	Back of House	42K	36	36

List defines:

- Picture or diagram of lamp and/or fixture for identification of lamp.
- Manufacturer product information, Grainger item number, Manufacturer's life cycle of lamp.
- Quantity of lamps in case, minimum quantity sold.





Process Flow



Who will use this process/How does it work?

- Store Management opens a CBRE - AT&T Retail Facilities Work Order either by via the Service Insight/Corrigo app on their iPads or by phone:
 - Service Insight App is preferred for non-emergency requests – tied to cost savings)
 - (866) 512-7138
- Work order is assigned to a vendor, who arrives at the store to perform service.
- Vendors will utilize current store lamp inventory:
 - If no lamps are in store, the vendors tech uses Grainger App on iPad to order the correct lamps for use and for stocking the store with inventory of lamps for future use
 - If wrong lamps are in store, the vendors tech uses Grainger App to order the correct lamps for use and for stocking the store with inventory of lamps for future use along with sending back wrong bulbs to Grainger for credit.
- The Vendor will be responsible for checking lamp supply on each service call, and keeping stock in store. They need to process lamp orders using Grainger as the AT&T nationally approved lighting supplier:



Key Things to Remember

- If lamps are not on the stores Grainger Picklist, call the AT&T/Grainger Customer Service Hotline @ (404) 806-8288 to purchase lamps.
- Vendors will utilize Grainger App to order all replacement lighting components for Drop Ship directly to store. There normally is no need to order lighting components for Will Call pickup at a local Grainger.
- During Future store visits, it is important to check and make sure there is still a light bulb inventory.
- Reinforce with Store staff why they have additional bulbs and the importance of keeping and protecting an inventory.



Key Benefits

- Using the National Grainger Account bolsters the AT&T discounts. It benefits all by deepening the Nationally discounted pricing on all products (not just lighting related), and meeting cost savings initiatives at the stores.
- Service is immediately performed; Vendors do not waste time by leaving store and making product purchases. This avoids multiple service trips, non-productive time, and reduces our carbon footprint.
- Enables us to pull National reporting for all lighting purchases
- Ensures that correct lamps are being ordered and used in existing fixtures, and drives consistency across the portfolio.
- Eliminates Property Manager and/or Store Manager from the ordering process.



Issues with the Kits

- Some stores initially received the wrong light bulbs in their kits.
 - In these cases the vendors should review and order appropriate bulbs for that store to keep in stock (no more than 2-3 bulbs per fixture)
- Some Stores don't remember getting bulbs or have used the bulbs already.
 - In these cases the vendors should review and order appropriate bulbs for that store to keep in stock (no more than 2-3 bulbs per fixture)
- Not all Bulbs for store are in kit provided (i.e. Fluorescent)
 - We know this, and are asking that if you are at a store that has a large back of house that can accommodate storing a full case of Fluorescent bulbs, that you work with the AT&T Property Manager for approval.



Common Process Mistakes

- Light Bulbs are ordered, but Grainger states it will be two weeks or a month before they come in.
 - The vendor is at the local Grainger branch, instead of ordering the bulbs utilizing the App or by calling the Hotline number.
- Cost of light bulbs are over \$500.00.
 - Vendor can place order for Will Call pickup, as a “sub-ship” quantity.
- Can’t find bulb that is at store on the App’s picklist.
 - There are some light bulbs that are specialty order for Grainger. You will need to call the Grainger Hotline, and in some cases email them a picture of the lamp/bulb for cross-reference and delivery of the correct component.
- Old used light bulbs left behind at store
 - There should be a Grainger recycling box (Grainger Order Code 4CY98 or 5KH63) at store already. If not, please order the same from Grainger, it is also responsibility of the vendor to make sure that if the recycle box is full and needs to be returned that the return process is followed.
 - **Assure that the recycling box is kept closed at all times.**



Best Practices to Follow

- When you are at the Store for any WO:
 - Remind the staff about the process.
 - Check inventory make sure the bulbs are in place, if not order replacements.
 - If Back of House is larger, work with ATT Property Manager to keep a box of fluorescent lamps in stock, along with recycle box for used lamps.
 - Use the Grainger App on the tablet, or the (404) 806-8288 hotline.
 - Keep ordering replacement stock as the bulbs are used, they will get shipped to the store and be on-site when you are there to perform the work.
 - When ordering “specialty” lighting components, at times if a full “Ship” quantity is not required (say it say’s 6), you can purchase less than that, but you have to order as a Will Call for pick up at local Grainger branch. There are times this makes sense due to the individual cost of the piece.
 - The area selected for storage must provide sufficient space to accommodate the number of spent lamps that will be accumulated prior to return shipment.
 - Door signs and posters informing personnel that the area has been designated to store mercury-containing lamps (MCL’s) and warning against any actions that have the potential to break the lamps or damage their containers are available via your AT&T Property Manager.



In Closing

This process cannot and will not be successful without your support. It was designed to provide quicker results to the store as well as for cutting down time in sourcing the correct bulbs for AT&T.

Thank you all for your continued support

