

## TIPS Contract Summary

Contract #: 230301 Furniture, Furnishings & Services

Effective: May 30, 2023

Expires: May 31, 2028

Friant has been awarded a direct contract with TIPS (The Interlocal Purchasing System) as a source of supply for Furniture. This agreement is available for use by all schools, colleges, universities, cities, counties and other government entities in all 50 states, if permitted by the jurisdictions of the governmental entities.

### **Ordering Info:**

Orders are to be made to Friant only.

Ordering address is:

Friant and Associates  
c/o Servicing Dealer  
1980 West Ave 140th  
San Leandro, CA 94577  
PH: 877-828-0410  
FX: 510-535-6895  
Email: orders@friant.com

Orders must reference the TIPS contract number **230301**.

Orders may also be placed directly with authorized Friant dealers.

POs shall be sent directly to TIPS, who then records the order and sends the PO to Friant.

### **Products:**

All Friant products are available on this contract.

### **Discounts / Price Lists / Dealer Fees:**

| Order List Total      | End-User |            |
|-----------------------|----------|------------|
|                       | Discount | Dealer Fee |
| \$0-\$250,000         | 71%      | 25%        |
| \$250,000 - \$350,000 | 72%      | 25%        |
| \$350,000 - \$700,000 | 73%      | 25%        |
| \$700,000 - \$950,000 | 74%      | 25%        |
| \$950,000+            | 75%      | 25%        |

Applicable list pricing located at <https://friant.com/resources/>

### **Freight Terms / Delivery:**

FOB Destination, meaning Friant will pay freight to anywhere in the continental US. Standard lead-times shall apply.

- Small order fees apply.
- Specialized delivery fees apply, see pg 3 of our Pricing Guide for details
- SPIFF does apply

### **Payments:**

Payment terms are Net 30 Days.

### **Warranty:**

Friant standard warranty shall apply.

### **Friant Contact Information:**

Agencies and Dealers may contact Friant Customer Service at:

Phone: 877-828-0410  
Email: [contracts@friant.com](mailto:contracts@friant.com)

Further contract information may be found at TIPS website: <https://www.tips-usa.com>



# Terminology and Notes

## Glossary

You might see some different terminology than you're used to on the TIPS website:

- TIPS Reseller = Dealer
- TIPS Member = End User

## Important Notes:

- PO revisions may be required based on TIPS requirements or to update pricing.
- For smoothest processing, Friant prefers to bill the gov entity/end user directly.
- If a dealer issues the PO to Friant, the dealer must be an active registered Dealer with Friant

## Recommended Method:

# How to Place an Order

- 01** **Verify** end user is set up as a member of TIPS
  - Information on how to get set up as a TIPS member can be found at <https://www.tips-usa.com/newmember.cfm>.
- 02** **Verify** Dealer is set up to specifically be a reseller of Friant.
  - If they are not, please have the reseller reach out to [contracts@friant.com](mailto:contracts@friant.com).
- 03** **Submit a PO** and related documents to [orders@friant.com](mailto:orders@friant.com)  
The PO should contain:
  - TIPS contract number **230301**
  - Installation cost as its own line item (if applicable)
  - Related documents needed may be:
    - BOM
    - Installation Quote document (if installation is listed on the PO)
    - .xml, .sp4 or .sif file with finishes for larger orders
- 04** Friant will follow up if **PO revisions** or clarification is needed.
- 05** Order is **acknowledged**. Friant sends PO to TIPS for recordkeeping purposes only.

Note: Dealer commission is paid after the order has been shipped, invoiced, and paid for.

Questions about TIPS?

Email [contracts@friant.com](mailto:contracts@friant.com) or give us a call at 510-488-6072

## Alternative Method

### If Compliance Letter is Needed

- 01** **Verify** end user is set up as a member of TIPS
  - Information on how to get set up as a TIPS member can be found at <https://www.tips-usa.com/newmember.cfm>.
- 02** **Verify** Dealer is set up to specifically be a reseller of Friant.
  - If they are not, please have the reseller reach out to [contracts@friant.com](mailto:contracts@friant.com).
- 03** Dealer provides **bill of materials** to their end user. It should include the following:
  - TIPS contract number **230301**
  - Dealer Information
  - Dealer Spiff Info (if applicable)
  - All part numbers and pricing
  - Installation Charge (if applicable) – needs to be a separate line item on the bill of materials.
    - TIPS may require a separate quote specifically for installation.
  - Specialized Delivery Fees (if applicable) – needs to be a separate line item on the bill of materials.
- 04** End user issues their PO to Friant and **submits the PO and the dealer Quote to TIPS** ([tipspo@tips-usa.com](mailto:tipspo@tips-usa.com)).
  - NOTE: Both documents must include TIPS Contract Number 230301.
  - Best practice is to merge all documents into one PDF.
- 05** TIPS receives the documents and **verifies compliance**:
  - Member will receive a **compliance letter** for their files
  - TIPS forwards the PO to Friant
- 06** Friant will follow up if **PO revisions** or clarification is needed.
- 07** Friant sends order **acknowledgement**
  - If the Dealer would like to be added to all order communications, please direct the dealer to list that request on their PO (or email Friant separately requesting this)

Note: Dealer fee and spiff are paid after the order has been shipped, invoiced, and paid for by the end user.

### Questions about TIPS?

Email [contracts@friant.com](mailto:contracts@friant.com) or give us a call at **510-488-6072**

# BEST PRACTICES

## PO Revisions May Be Needed



### PO Best Practices to avoid the need for revisions:

- Ensure the PO is issued to/from the **correct entity**
- List the **Contract number** on the PO
- Installation Cost should be a separate line item
- Include an **installation quote** document if applicable
- Verify that **pricing** for items is correct
- Contract items and standard items should be on separate POs



## Delivery



- Ship to a **manned warehouse** that is familiar with live unloads.
- Ensure the delivery location is aware of the shipment **in advance**.
- **Check product** and report any damages/shortages, especially before moving to any secure facilities (that may disallow photos once inside).
- **Take photos** of any damaged product in the original packaging, especially before moving to any secure facilities(that may disallow photos once inside).



### We don't recommend shipping directly to government facilities.

Additional fees associated with delivery issues to government and military facilities will be passed along to the dealer.

## Claims



### High Security Installation Sites:

- Many high security buildings prohibit pictures inside. As pictures of damages are required to file replacement claims, we recommend receiving to a warehouse to inspect for damage before moving product to the site.
- Make sure to **inspect all items** when they are removed from the original packaging.
- If items are damaged, photos should be taken in the original packaging and a claim filed right away.



Additional information on best receiving practices can be found in our [Receiving Guide](#)

ITEMS TO CONSIDER



CONTACT US

510-488-6072

[contracts@friant.com](mailto:contracts@friant.com)