

## Vendor Service Profile Survey 2008

**Company Name:** CDW Government, Inc.

**Completed by:** Laura Lobl

### REMC Customers Can Expect...

(The following sections will be posted on the REMC Bid Web Site)

	Legend	Respond in this column
<b>Customer Communication</b>		
One primary point of contact	Yes or No	Yes
Toll free Customer Service telephone number	Yes or No	Yes
Toll free Customer service fax number	Yes or No	Yes
REMC specific Web page	Yes or No	Yes
Office hours (Eastern Time)	__ AM to __ PM	7 AM to 7 PM
Demo/evaluation product available	Yes or No	Yes, upon request
Product demonstration sessions upon request	Yes or No	Yes
24-hour response time to voice mail or e-mail inquiries	Yes or No	Yes
<b>Order Verification, Billing, and Customer Account information</b>		
Order verifications will be sent within 24 hours of receipt of the order upon request	Yes or No	Yes
New customer forms are required	Yes or No	Yes
Summer deliveries coordinated with customer	Yes or No	Yes
Procurement/credit cards accepted	Yes or No	Yes
Additional fees are charged for procurement/credit card orders	\$, % or N/A	N/A
<b>Vendor Conditions</b>		
Minimum order to avoid a shipping charge	\$ or N/A	N/A
Required contract number	Yes or No	Yes
<b>Customers saw you exhibit at the following Michigan K-12 conferences in the 2006/07 school year:</b>		
MAEDS, October 18-20, 2006	Yes or No	No
MAME, October 25-27, 2006	Yes or No	No
MIEM, November 30, 2006	Yes or No	No
MACUL, March 14-16, 2007	Yes or No	Yes
MSBO, April 25-26, 2007	Yes or No	Yes
<b>Customers can expect to see you exhibit at the following Michigan K-12 conferences in the 2007/08 school year:</b>		
MAEDS, October 3-5, 2007	Yes or No	Yes
MAME, October 24-26, 2007	Yes or No	No
MIEM, January 30-February 1, 2008	Yes or No	No
MACUL, March 5-7, 2008	Yes or No	Yes
MSBO, April, 2008	Yes or No	No
Other Michigan statewide K-12 conferences	Name(s)	MAEDS. Also, CDW•G attended the REMC in-service in 2007 and we plan to attend in 2008.
<b>Delivery</b>		
Rush delivery options available at additional cost.	Yes or No	Yes
Deliveries are drop-shipped by manufacturer	Yes or No	No, deliveries are generally not drop-shipped, but a delivery can be drop-shipped as necessary.
Delivery timelines from receipt of orders		
Equipment	days	1-2 days if products are in-stock and credit-released
Supply/Paper	days	N/A

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Software	days	1-2 days for boxed product if in-stock and credit-released. 5 business days for licensing.

**Please provide a brief summary of delivery options available. Be sure to specify type of delivery (Inside, tailgate etc.) and costs associated with each option.**

As one of the largest direct marketing resellers in the U.S., CDW•G has positioned itself very closely with major shipping companies and others for standard and expedited delivery. Carrier partners include AIT, DHL Airways, DHL Ground, Dynamex, CEVA Logistics, FedEx, UPS and Veterans Messenger. We can ship same day, overnight, 2nd day, 3rd day, and ground.

The cost associated with the various shipping options depends on the shipping method, weight, dimensions, product value, and delivery location. CDW•G's shipping fees include insurance. CDW•G negotiates the most cost-effective shipping rates possible. Due to their competitive pricing and service capabilities, CDW ships a majority of products via UPS, FedEx and DHL. Extranet users can determine shipping costs before completing their order and can choose the shipping options that are available in their area and that best fit their budget and timeframe. The Shipping Calculator is part of each user's shopping cart.

REMC customers will want to contact their Account Manager for our most current and competitive rates, options and shipping specials. Currently, CDW•G is offering the following freight specials:

**Ground Service**

- \$7.99 for UPS deferred ground (1-3 lbs)
- \$9.99 for DHL ground (1-3 lbs)
- \$10.99 UPS deferred ground (4-20 lbs)
- \$12.99 for DHL ground (4-10 lbs)
- \$12.99 for UPS ground (11-20 lbs)

Any item that is considered "oversized" by our carriers will not get the special pricing. Drop ship items are also ineligible for t

**Expedited Service**

- Two-day service to OR and WA for the price of ground
- \$14.99 for two-day DHL service for 1-5 lbs.
- \$14.99 for overnight messenger service for 1-50 lbs within the Chicago land area
- \$19.99 DHL next day special if 2 day is not an option (1-5 lbs only)
- \$17.99 UPS ground to CA, AZ, UT, NV from Western Distribution Center (26-50 lbs)

<b>Troubleshooting/Use/Set-Up Assistance</b>		
Phone assistance	Yes or No	Yes
Onsite assistance at no cost	Yes or No	No
Onsite assistance at extra cost	\$ or N/A	Cost varies by specific need
<b>Return Policies</b>		
Call tag issued for company's incorrect shipment	Yes or No	Yes
Customer dissatisfaction with items can be returned	days	30 days (hardware)
Full refund within	days	30 days (hardware)
Method of refund	Refund/Voucher	Refund
Restocking fees	__% after __ days	15% after 30 days

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Legend

Respond in this column

**Please provide a brief summary of return policies:**

CDW•G offers a 30-day return policy on most of the products we carry. However, some manufacturer restrictions do apply. For example, the following brands will be accepted for repair only: Apple, HP/Compaq, and IBM/Lenovo. All Sun Microsystems products are non returnable; CDW•G cannot make any exceptions to allow returns on these items, for any reason. Customers must contact Sun Microsystems directly for service. Please note that the list of manufacturers that have restrictions is subject to change. After 30 days, the manufacturer's warranty applies. While CDW•G reserves the right to authorize product returns beyond 30 days from the invoice date, credit may be issued toward future purchases only. Special order products are non-returnable if we are unable to obtain a Return Merchandise Authorization (RMA) exception from the respective manufacturer. In situations where the product has a restricted return policy associated, notification will be provided before the product is purchased.

**Damaged products**

If a package arrives damaged in transit, it is best to refuse it back to the carrier attempting delivery. If a REMC customer accepts the package, they must make sure it is noted on the carrier's delivery record in order for CDW•G to file a damage claim.

**Defective products**

Most defective products will be accepted directly for credit, replacement, exchange, or repair at CDW•G's discretion, within 30 days of the invoice date.

**Software products**

Defective software can be returned to CDW•G within 30 days of the invoice date and may only be exchanged for the same software.

**Return Process**

In order to return any product to CDW•G, including damaged or defective products, the REMC customer will need to request a Return Merchandise Authorization (RMA) number.

The most efficient way to request an RMA number is via your customized extranet. Also, the REMC customer will be able to

- By phone at 866.SVC.4CDW (866-782-4239)
- By email at CustomerRelationsReturns@web.cdw.com

Once we have processed the request, we will send the REMC customer an email with the RMA number. The approved RMA number is valid for 30 days.

**Warranty Policies**

	Legend	Respond in this column
Product to be replaced with new if reported within	days	30 days)
Product to be replaced with used/reconditioned units	Yes, No or N/A	N/A
Call tag to be issued	Yes, No or N/A	N/A

**Please provide a brief summary of warranty policies.** Note: warranties are not to be limited. If a manufacturer provides different support during various time periods, that information MUST be identified in your bid for each item affected by such limitations.

Since CDW•G is not the manufacturer of the products purchased, we do not directly provide warranties for any products. Products sold by CDW•G come with the manufacturer's standard warranty. The level of service provided by these warranties varies by product and manufacturer. For issues regarding a standard warranty, the REMC customer should contact the manufacturer.

While the basic product warranty protects your equipment, it does not protect your company or customers from downtime. For mission-critical projects, you can't wait a week for your systems to be fixed or pay significant costs for repairs if the warranty has expired. Upgrading to a more comprehensive protection plan often comes as an afterthought.

CDW•G offers enhanced warranty services through manufacturers and third party vendors to better protect your original product investment. Enhanced warranty services are a collection of value-added services that extend or uplift standard manufacturer's warranties to ensure ongoing performance, minimize risk and reduce downtime.

**Warranty Extensions** – lengthen the timeframe of a standard warranty; for example, from one year to three years

**Warranty Uplifts** – provide a defined and decreased response time over the manufacturer's warranty

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**Repair Policies (Non-warranty)**

	Legend	Respond in this column
On-site repair service is provided by company or subcontractor in:		
Upper Peninsula	Yes, No or N/A	Yes
Lower Peninsula (except Wayne, Oakland, Macomb Counties)	Yes, No or N/A	Yes
Metro Detroit (Wayne, Oakland, Macomb Counties)	Yes, No or N/A	Yes

**Please provide a brief summary of repair policies.**

Our Repair Center offers fast turnaround on repairs to laptops, desktops and servers from major manufacturers including HP, IBM, Toshiba and Apple. Our Repair Center does not service printers, monitors or peripherals from any manufacturer.

To initiate the repair process, you may contact our Technical Support team via e-mail or phone.

E-mail: [support@cdw.com](mailto:support@cdw.com)

Phone: (800) 383-4239

Please have customer number, computer model and serial number available to give to the technician. Based on a description of the problem, our technician will diagnose and try to resolve the problem. If not, the technician will assist with obtaining an RMA (Return Merchandise Authorization) number for the equipment.

The REMC customer will need to complete a Service Center Waiver before sending the equipment to us. The waiver can be downloaded or the technician can fax a copy of the form. The technician will provide instructions regarding how and where to send the equipment that needs repair.

The REMC customer can find out the repair status on the equipment by accessing the online repair status feature.