

## Vendor Service Profile Survey 2006

Company Name:

Completed by:

**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>		
REMC customers can expect to communicate with one contact person dedicated to the REMC contract throughout the contract year.	Yes or No	Yes
Customer service telephone number is toll-free	Yes or No	Yes
Customer service fax number is toll-free	Yes or No	No
Your web page includes REMC specific prices and specifications	Yes or No	No
Office hours (Eastern Time)	__AM to __ PM	8 - 5
Demo/evaluation product available	Yes or No	Yes
Will provide demonstration session for:		
REMC advisory council	Yes or No	Yes
A school district	Yes or No	Yes
A school building	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 without customer having to request notification	Yes or No	No
If no, order verifications will be sent upon customer request	Yes or No	Yes
New customer forms are required	Yes or No	No
P.O. errors are corrected by phone, fax or e-mail vs. U.S. mail	Yes or No	Yes
Summer deliveries coordinated with customer	Yes or No	Yes
Will your company accept procurement/credit cards as payment for REMC orders?	Yes or No	Yes
If yes, what is the maximum amount that can be charged?	\$ or Unlimited	Unlimited
What additional fees, if any, are charged for credit card orders?	\$, % or N/A	2
<b>Vendor Conditions</b>		
Minimum order to avoid a shipping charge	Specify \$\$ amount	\$100.00
Is contract number required on orders?	Yes or No	No
<b>Customers saw you exhibit at the following Michigan K-12 conferences in the 2004/05 school year:</b>		
MAME, Nov. 10-13, 2004	Yes or No	No
MIEM, Dec. 1-3, 2004	Yes or No	No
MACUL, March 16-18, 2005	Yes or No	No
MSBO, April 26-28, 2005	Yes or No	No
Other Michigan statewide K-12 conferences	Name(s)	No
Provided a session at a Michigan K-12 conference in 2004/05	Yes or No	No
<b>Customers can expect to see you exhibit at the following Michigan K-12 conferences in the 2005/06 school year:</b>		
MAME, November 9-11, 2005	Yes or No	No
MIEM, November 30- December 2, 2005	Yes or No	No
MACUL, March 8-10, 2006	Yes or No	No
MSBO, April 26-28, 2006	Yes or No	No
Other Michigan statewide K-12 conferences	Name(s)	No
Expect to provide a session at a Michigan K-12 conference in 2005/06	Yes or No	No

**Company Name:**

**Completed by:**

	Legend	Respond in this column
<b>Delivery</b>		
Deliveries generally are drop-shipped by manufacturer	Yes or No	No
Shipped from our office approximately x days after the order is received	days or N/A	3 to 5
We are the area stocking dealer	Yes or No	Yes
Our delivery timelines from receipt of orders are as follows. Please answer on the line appropriate to the bid to which you are responding.		
Equipment delivery typically in x days	days	N/A
Supply/Paper delivery typically in x days	days	3 to 5
Software delivery typically in x days	days	N/A
Special rush delivery capability is available	Yes or No	Yes
<b>Troubleshooting/Use/Set-Up Assistance</b>		
Phone assistance available	Yes, No or N/A	Yes
Onsite after sales assistance available (no cost)	Yes, No or N/A	Yes
Onsite assistance available at extra cost	Yes, No or N/A	No
<b>Warranty Policies</b>		
Replaced with new if reported within x days	days or N/A	15
Replaced with used/reconditioned units even if the initial unit was new	Yes, No or N/A	N/A
Call tag issued for return of DOA items	Yes, No or N/A	Yes
<b>Please provide a brief summary of warranty policies.</b> 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.		
Products accepted for return items ordered incorrectly will be responsible for return freight charges.		
<b>Repair Policies</b>		
On-site repair service is provided by company or subcontractor in:		
Upper Peninsula	Yes, No or N/A	N/A
Lower Peninsula (except Wayne, Oakland, Macomb Counties)	Yes, No or N/A	N/A
Metro Detroit (Wayne, Oakland, Macomb Counties)	Yes, No or N/A	N/A
<b>Return Policies</b>		
Call tag issued for company's incorrect shipment	Yes or No	Yes
Customer dissatisfaction with items can be returned within x days	days	30
Credit for return policy (i.e. full refund up to x days)	days	30
Returns refunded or issued as credit for future purchases	Refund/Credit	Credit
Restocking fees (i.e. % charged after x days)	___% after ___ days	10% 120 days
<b>Please provide a brief summary of return policies:</b>		
Central Michigan Paper error, returned at no charge. Customer error pays freight for return and reconditioning if not received in good condition.		