

Vendor Profile 2009

Company Name: Central Michigan Paper Co.

Completed by: Larry Watts

Legend

Respond in this column

REMC Customers Can Expect...

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

Customer Communication

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	No
Office hours (Eastern Time)	__ AM to __ PM	8 to 5
Demo/evaluation product available	Yes or No	Yes
Product demonstration sessions upon request	Yes or No	No
24-hour response time to voice mail or e-mail inquiries	Yes or No	Yes
24-hour response time to provide price quotation	Yes or No	Yes

Order Verification, Billing, and Customer Account information

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	No
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	No

Vendor Conditions

Minimum order to avoid a shipping charge	\$ or N/A	\$100.00
Required contract number	Yes or No	No

Customers saw you exhibit at the following Michigan K-12 conferences during the past year:

MIEM Technology, January 31, 2008	Yes or No	No
MACUL, March 5-7, 2008	Yes or No	No
MSBO, April 30-May 1, 2008	Yes or No	No
REMC Summer In-service, June 24-26, 2008	Yes or No	No
MAEDS, October 15-17, 2008	Yes or No	No
MAME, November 5-7, 2008	Yes or No	No
Other Michigan statewide K-12 conferences	Name(s)	No

Customers can expect to see you exhibit at the following Michigan K-12 conferences in the upcoming year:

MACUL, March 18-20, 2009	Yes or No	No
MSBO, April, 29-30, 2009	Yes or No	No
REMC Summer In-service, June 15-17, 2009	Yes or No	No
Educational Technology Leadership Conference, June 22-23, 2009	Yes or No	No
MAEDS, October 13-16, 2009	Yes or No	No
MAME, October 21-23, 2009	Yes or No	No
Other Michigan statewide K-12 conferences	Name(s)	No

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Delivery		
Rush delivery options available at additional cost.	Yes or No	Yes
Deliveries are drop-shipped by manufacturer	Yes or No	No
Delivery timelines from receipt of orders		
Equipment	days	
Supply/Paper	days	3 to 5
Software	days	
<p>Please provide a brief summary of delivery options, including key code delivery (e-mail, paper, website...) available. Be sure to specify type of license delivery (download, physical) and costs associated with each option.</p> <p style="color: red;">Inside delivery available except U.P. Inside door no charge. Tailgate U.P. \$100.00 additional charge. Delivery inside the location; ex: room, hall, stairs, etc...\$25.00 minimum not to exceed \$75.00.</p>		
Troubleshooting/Use/Set-Up Assistance		
Phone assistance	Yes or No	Yes
Onsite assistance at no cost	Yes or No	No
Onsite assistance at extra cost	\$ or N/A	Yes
Return Policies		
Vendor pays return shipping for incorrect shipment	Yes or No	Yes
Customer dissatisfaction with items can be returned	days	30
Full refund within	days	30
Method of refund	Refund/Voucher	Voucher
Restocking fees	_% after __ days	10 30
<p>Please provide a brief summary of return policies:</p> <p style="color: red;">All products can be returned within 30 days at Central Michigan Papers expense. Products ordered by customer in error returned at customer expense.</p>		
Warranty Policies		
Product to be replaced with new if reported within	days	30
Product to be replaced with used/reconditioned units	Yes, No or N/A	N/A
Vendor pays shipping	1-way, both ways, none	Yes
<p>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.</p> <p style="color: red;">Defective product replaced within 30 days of purchase.</p>		