

Vendor Profile 2009

Company Name: Data Image Systems, Inc.

	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	Yes
Office hours (Eastern Time)	__AM to __ PM	8:00 AM to 5:30 PM
Demo/evaluation product available	Yes or No	Yes (case by case)
Product demonstration sessions upon request	Yes or No	Yes (case by case)
24-hour response time to voice mail or e-mail inquiries	Yes or No	Yes (or less)
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 (when requested)
Procurement/credit cards accepted	Yes or No	Yes
Additional fees are charged for procurement/credit card orders	\$, % or N/A	3%
Vendor Conditions		
Minimum order to avoid a shipping charge	\$ or N/A	\$0.00 (free shipping)
Required contract number	Yes or No	No
Customers saw you exhibit at the following Michigan K-12 conferences in the 2007/08 school year:		
MAEDS, October 3-5, 2007	Yes or No	Yes
MAME, October 24-26, 2007	Yes or No	No
MIEM, November 15, 2007	Yes or No	No
MACUL, March 5-7, 2007	Yes or No	Yes (Major Sponsor)
MSBO, April 30- May 1, 2007	Yes or No	No
Customers can expect to see you exhibit at the following Michigan K-12 conferences in the 2008/09 school year:		
MAEDS, October 15-17, 2008	Yes or No	Yes
MAME, November 5-7, 2008	Yes or No	No
MACUL, March 18-20, 2009	Yes or No	Yes (Major Sponsor)
MSBO, April, 2009	Yes or No	No
Other Michigan statewide K-12 conferences	Name(s)	REMC In-Service, additional ISD Technology Events
Delivery		
Rush delivery options available at additional cost.	Yes or No	Yes
Deliveries are drop-shipped by manufacturer	Yes or No	Optional
Delivery timelines from receipt of orders		
Equipment	days	5 - 10 Days
Supply/Paper	days	N/A
Software	days	N/A
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.		
UPS Ground at no charge, typically arriving the next day. UPS or Fed Ex overnight at additional cost. Common Carrier to loading dock for large (palletized) orders is available at no additional cost. Pick-Up at Data Image Systems. Pick-up is available outside of normal business hours by prior arrangement.		
Troubleshooting/Use/Set-Up Assistance		
Phone assistance	Yes or No	Yes

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Onsite assistance at no cost	Yes or No	No (case by case)
Onsite assistance at extra cost	\$ or N/A	\$50 / Hr
Return Policies		
Vendor pays return shipping for incorrect shipment	Yes or No	Yes
Customer dissatisfaction with items can be returned	days	7
Full refund within	days	7 (conditional)
Method of refund	Refund/Voucher	Refund
Restocking fees	___% after ___ days	up to 15% after 30 days
Please provide a brief summary of return policies:		
<p>Dead-On-Arrival (DOA) units will be replaced with new units. The DOA unit must not have been permanently marked or tagged (i.e. asset control tags). Data Image Systems must be informed of DOA unit within 30 days of shipment. Call Data Image Systems at 800-555-1085 and ask to speak to the REMC specialist or e-mail kellym@dataimage.com for DOA assistance. Call tags will be issued for return shipment on all DOA units upon RMA assignment. Items damaged in shipment will be replaced with new units. Please note on the receiving bill any damage to the outside of the shipping box and inform Data Image Systems if there is interior damage to the unit or accessories. Shipping damage must be reports within 48 hours. Returns beyond 30 days may be subject to restocking fees of not more than 15% and/or shipping costs. An RMA number obtained from Data Image Systems must accompany all returns. Please save all original packing material and boxes for 30 days. Call Data Image Systems at 800-555-1085 and ask to speak to the REMC specialist or e-mail kellym@dataimage.com for assistance. Full warranty coverage exists for every REMC item supplied by Data Image Systems.</p>		
es		
Product to be replaced with new if reported within	days	30
Product to be replaced with used/reconditioned units	Yes, No or N/A	only after 30 days
Vendor pays shipping	1-way, both ways, none	Both Ways
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>End users have access to the full range of OEM warranty remedies AND will enjoy the benefits of local service options provided by Data Image Systems, including: Free technical support to end users including 800 number access to knowledgeable personnel at 800-555-1085. Support personnel specifically trained for REMC products and processes. Data Image Systems ombudsman to interface with manufacturers on all warranty issues. Support system based on human first response, no voice mail, no on-hold cues. Direct e-mail access to all Data Image Systems personnel. Order tracking on all REMC products to aid in warranty support issues. REMC warranty exceeds the manufacturer standard warranty.</p>		
Repair Policies (Non-warranty)		
On-site repair service is provided by company or subcontractor in:		
Upper Peninsula	Yes, No or N/A	N/A, Replaced Overnight
Lower Peninsula (except Wayne, Oakland, Macomb Counties)	Yes, No or N/A	N/A, Replaced Overnight
Metro Detroit (Wayne, Oakland, Macomb Counties)	Yes, No or N/A	N/A, Replaced Overnight
Please provide a brief summary of repair policies.		
<p>For the full extended three years of warranty coverage on Epson projectors (90 days for lamps) the entire projector will be replaced overnight and no charge to the REMC customer. The end user can call Data Image Systems at 800-555-1085 or contact Epson warranty service directly to initiate the process. (The customer may also bring the unit to our S.E. Michigan office.) Epson will ship a replacement projector overnight to the customer and the customer places their defective projector in the same box and using the provided call tag returns their projector to Epson. Data Image Systems and Epson maintain toll free numbers to assist with any questions or to help with diagnosing all projector problems.</p>		