

Vendor Service Profile 2007

Company Name: DEMCO, Inc.

Completed by: Margie Meinzer

REMC Customers Can Expect...

	Legend	Respond in this column
		Your phone call will be answered by a person, not a machine. We will handle your request in a timely manner. You can order on-line; www.demco.com, or you can use email, order@demco.com. DEMCO is committed to being the best in customer service. As schools and libraries evolve, DEMCO continues to be a dedicated source for supplies, equipment, furniture, personal and professional service support, ideas and how to tips. We can help you manage your space, create infiting environments, and assist you to be a resource for individuals and your community. We're ready to supply.
Customer Communication		
REMC customers can expect to communicate with one contact person dedicated to the REMC contract throughout the contract year.	Yes or No	No, Margie Meinzer would be the main contact. X227 Pat Crombie for quotes X
Customer service telephone number is toll-free	Yes or No	Yes, 800-962-4463
Customer service fax number is toll-free	Yes or No	Yes, 877-800-5917
Your web page includes REMC specific prices and specifications	Yes or No	Yes, register w/ bid
Office hours (Eastern Time)	__AM to __ PM	8AM-4PM
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
Response Time to voice mail or e-mail within 24 hours	Yes or No	Yes
Order Verification, Billing, and Customer Account information		
Order verifications will be sent within 24 hours of receipt of the order without customer having to request notification	Yes or No	No, they need to request
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

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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	None
Vendor Conditions		
Minimum order to avoid a shipping charge	Specify \$\$ amount	We charge shipping unless under contract.
Is contract number required on orders?	Yes or No	Yes for terms to apply.
Customers saw you exhibit at the following Michigan K-12 conferences in the 2005/06 school year:		
MAEDS, October 5-7, 2005	Yes or No	No
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)	MMLL Book Repair Workshops
Customers can expect to see you exhibit at the following Michigan K-12 conferences in the 2006/07 school year:		
MAEDS, October 18-20, 2006	Yes or No	No
MAME, October 25 - 27, 2006	Yes or No	No
MIEM, November 29-December 1, 2006	Yes or No	No
MACUL, March 14 - 16, 2007	Yes or No	No
MSBO, April, 2007	Yes or No	No
Other Michigan statewide K-12 conferences	Name(s)	Book Repair workshops

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Delivery		
Deliveries generally are drop-shipped by manufacturer	Yes or No	Supplies No, Furniture Yes
Only tailgate delivery for large items in excess of 70 pounds?	Yes or No	Yes, Added fee for Inside.
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	20-30
Supply/Paper delivery typically in x days	days	7-10
Software delivery typically in x days	days	N/A
Troubleshooting/Use/Set-Up Assistance		
Phone assistance available	Yes, No or N/A	Yes, 800-356-1200
Onsite after sales assistance available (no cost)	Yes, No or N/A	Yes, 800-962-4463
Onsite assistance available at extra cost	Yes, No or N/A	Yes, 800-962-4463
Warranty Policies		
Replaced with new if reported within x days	days or N/A	Unconditional
Replaced with used/reconditioned units even if the initial unit was new	Yes, No or N/A	Never
Call tag issued for return of DOA items	Yes, No or N/A	Yes
Please provide a brief summary of warranty policies		
The Customer Service Department will assist you with returns, damaged items or tracking a shipment or product. Phone: 800-962-4463 100% Satisfaction Guaranteed. If the error is yours, you may have to pay return shipping. If the error is ours, we will handle to your satisfaction at no cost to you.		
Repair Policies		
On-site repair service is provided by company or subcontractor in:		
Upper Peninsula	Yes, No or N/A	No call Customer Service
Lower Peninsula (except Wayne, Oakland, Macomb Counties)	Yes, No or N/A	No call Customer Service
Metro Detroit (Wayne, Oakland, Macomb Counties)	Yes, No or N/A	No call Customer Service
Return Policies		
Call tag issued for company's incorrect shipment	Yes or No	Yes
Customer dissatisfaction with items can be returned within x days	days	Yes, Unconditional
Credit for return policy (i.e. full refund up to x days)	days	Unconditional
Returns refunded or issued as credit for future purchases	Refund/Credit	1st choice credit, will refund.
Restocking fees (i.e. % charged after x days)	__% after __ days	none
Please provide a brief summary of return policies:		
The Customer Service Department will assist you with returns, damaged items or tracking a shipment or product. Phone: 800-962-4463 100% Satisfaction Guaranteed. If the error is yours, you may have to pay return shipping. If the error is ours, we will handle to your satisfaction at no cost to you.		