

## Vendor Profile 2009

**Educational Resources,  
Inc.**

**Valerie Saunders**

### REMC Customers Can Expect...

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

	LEGEND	RESPONSE
<b>Customer Communication</b>		
One primary point of contact	Yes or No	Yes, Steven Weniger is the primary contact for REMC Customers and he
Toll free Customer Service telephone number	Yes or No	Yes, 800-624-2926
Toll free Customer service fax number	Yes or No	Yes, 800-610-5005
REMC specific Web page	Yes or No	Yes,
Office hours (Eastern Time)	__AM to __ PM	8:00 AM to 7:00 PM
Demo/evaluation product available	Yes or No	Yes, some software titles are available in demos. We have trial versions available to download on www.edresources.com for thirty days. ER also has a 30 day preview policy on home and school versions only. No lab packs, networks, or site licenses, books, or products sealed in a license agreement envelope will be sent for preview.
Product demonstration sessions upon request	Yes or No	Yes
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
<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, as long as an email address is provided on the purchase order
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	up to 3% processing fee
<b>Vendor Conditions</b>		
Minimum order to avoid a shipping charge	\$ or N/A	No shipping on licensing orders, \$50 minimum order on curriculum software
Required contract number	Yes or No	Yes, reference ER bid number or pricing per REMC bid.
<b>Customers saw you exhibit at the following Michigan K-12 conferences during the past year:</b>		
MIEM Technology, January 31, 2008	Yes or No	Yes
MACUL, March 5-7, 2008	Yes or No	Yes
MSBO, April 30-May 1, 2008	Yes or No	No
REMC Summer In-service, June 24-26, 2008	Yes or No	Yes
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)	
<b>Customers can expect to see you exhibit at the following Michigan K-12 conferences in the upcoming year:</b>		
MACUL, March 18-20, 2009	Yes or No	Yes
MSBO, April, 29-30, 2009	Yes or No	No
REMC Summer In-service, June 15-17, 2009	Yes or No	Yes
Educational Technology Leadership Conference, June 22-23, 2009	Yes or No	No

	<b>LEGEND</b>	<b>RESPONSE</b>
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)	
<b>Delivery</b>		
Rush delivery options available at additional cost.	Yes or No	Yes, rush deliveries are available and the additional cost would be incurred by the school and added to the invoice.
Deliveries are drop-shipped by manufacturer	Yes or No	Yes, it depends on the manufacturer and the product
Delivery timelines from receipt of orders		
Equipment	days	N/A
Supply/Paper	days	N/A
Software	days	7 business days after receipt of purchase order.
<b>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.</b>		
<p>When a customer places an order with Educational Resources, a confirmation of their order is emailed to them. A proof of purchase certificate is sent via U.S. Mail and the media is dropped shipped directly from Microsoft. To obtain the keys from Educational Resources, they will need to provide the order number, purchase order number, or invoice number. Once we verify that the licenses have been ordered, we email them the key codes. The user can also send an email to <a href="mailto:mslicensing@edresources.com">mslicensing@edresources.com</a> or they can call 888-665-8305 to receive key codes. To obtain the keys from Microsoft, the customer must call 888-352-7140 and provide the Microsoft Rep with the enrollment number. With Adobe orders, the end user will receive a welcome email from <a href="mailto:adobelicensing@adobe.com">adobelicensing@adobe.com</a> to go onto the Adobe Licensing Website: <a href="https://licensing.adobe.com">https://licensing.adobe.com</a> to retrieve the E-License and serial number. All boxed product software is shipped via UPS ground from Educational Resources warehouse unless it is dropped shipped directly from the manufacturer.</p>		
<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	N/A
<b>Return Policies</b>		
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	Check refund or issue credit on account for future purchases.
Restocking fees	__% after __ days	No restocking fees on software products.
<b>Please provide a brief summary of return policies:</b>		

	<b>LEGEND</b>	<b>RESPONSE</b>
<p>We want you to be completely satisfied with your purchase. We deal exclusively with first quality merchandise. Merchandise may be returned unused with 30 days for credit or exchange. All returns must be in 100% resalable condition (packaging and support materials intact) unless defective. All damaged products must be reported within 10 days of receipt. If you receive a product that is defective, call our Customer Service Department to receive a Return Authorization (RA) number. You will receive either a replacement product or credit to your account. A copy of your invoice or packing slip must be included with your return. Clearly mark the RA number on the outside of the box. Please send your return product back insured and traceable via UPS, FedEx ground or priority U.S. mail prepaid. Please be advised that the following products are not returnable unless defective: special orders, books, hardware, furniture, carts, network versions, site licenses and products contained in a license agreement envelope that has been opened. The return policy for Microsoft Select licenses and media is 90 days from invoice date. Returns on School and Campus Agreements must have prior approval from Microsoft and are usually non-returnable. If a customer wants to terminate a school or campus agreement, an amendment from Microsoft must be obtained. After the 90 day grace period, Microsoft has a 10% restock fee with prior approval. Student Select (through JourneyEd) - Within 30 days of purchase software may be returned for a refund for any reason provided the sealed software package has not been opened and is in resalable condition.) Adobe licenses can not be returned within 60 days from the invoice date but all returns must be approved by Adobe and a "Letter of Destruction" must be completed and signed by the customer. Please note the customer will not receive credit for the license until Adobe authorizes and accepts the "Letter of Destruction".</p>		
<b>Warranty Policies</b>		
Product to be replaced with new if reported within	days	10
Product to be replaced with used/reconditioned units	Yes, No or N/A	N/A
Vendor pays shipping	1-way, both ways, none	Educational Resources will pay for the shipping to pick up the product only if defective and will ship replacement at our expense.
<p><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.</p> <p>Educational Resources, Inc. is steadfast to delivering exceptional service. Our success over the years is clearly the result of our strong commitment and level of dedication to our customers. Through constant monitoring and training we feel confident that both our sales and customer service teams are ranked among the best in the industry. We want you to be completely satisfied with your purchase from us.</p> <p>All warranties are directly through the publisher/manufacturer. Warranty period is specific per each publisher/manufacturer.</p>		
<b>REMC Can Expect...</b> (The following sections will not be posted on the REMC Bid Web Site)		
<p><b>Price Guarantees.</b> All bid prices are guaranteed by the manufacturer or reseller. Exceptions must be noted in the Exceptions section of the Vendor Signature Page.</p>		
Prices are guaranteed for the full contract period	Yes or No	No, but cost plus formula will remain the same throughout the contract period.
Prices are guaranteed by the vendor, manufacturer or both for the full contract period	vendor/mfr/both	Manufacturers cannot guarantee price protection
<b>Sales Service</b>		
Has prior experience with REMC contracts	Yes or No	Yes
Vendor to make face-to-face sales calls in ALL of Michigan	Yes or No	Yes
Estimated number of in person sales calls on schools in the past year in:		
Upper Peninsula	Number	1
Lower Peninsula (except Wayne, Oakland, Macomb Counties)	Number	20
Metro Detroit (Wayne, Oakland, Macomb Counties)	Number	23
Corporate headquarters is located in Michigan	Yes or No	No
Sales staff or office is located in Michigan	Yes or No	No, our Corporate Office is located in Elgin, IL 60123
Warehouse is located in Michigan	Yes or No	No, our warehouse is located in Elgin, IL 60123

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	LEGEND	RESPONSE