

Vendor Service Profile Survey 2006

Gateway Companies,

Company Name: Inc.

Completed by: Dan Otto/Sheryl Morris

| | Legend | Respond in this column |
|---|---------------------|------------------------|
| REMC Customers Can Expect... | | |
| Customer Communication | | |
| 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 | Yes |
| Office hours (Eastern Time) | __ AM to __ PM | 8-5 CST |
| 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 |
| 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 | Yes |
| If no, order verifications will be sent upon customer request | Yes or No | |
| 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 | No |
| If yes, what is the maximum amount that can be charged? | \$ or Unlimited | |
| What additional fees, if any, are charged for credit card orders? | \$, % or N/A | |
| Vendor Conditions | | |
| Minimum order to avoid a shipping charge | Specify \$\$ amount | N/A |
| Is contract number required on orders? | Yes or No | Yes |
| 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 | |
| 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 |
| Provided a session at a Michigan K-12 conference in 2005/06 | Yes or No | Yes |
| 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 | |
| MAME, October 25 - 27, 2006 | Yes or No | No |
| MACUL, March 14 - 16, 2007 | Yes or No | Yes |
| MSBO, April, 2007 | 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 2006/07 | Yes or No | Yes |

| | | |
|--|---------------------|--------------------------------------|
| Delivery | | |
| Deliveries generally are drop-shipped by manufacturer | Yes or No | Yes |
| Shipped from our office approximately x days after the order is received | days or N/A | 7-15 days pending parts availability |
| We are the area stocking dealer | Yes or No | |
| 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 | 7-15 days pending parts availability |
| Supply/Paper delivery typically in x days | days | N/A |
| Software delivery typically in x days | days | N/A |
| Special rush delivery capability is available | Yes or No | Yes |
| Troubleshooting/Use/Set-Up Assistance | | |
| 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 |
| Warranty Policies | | |
| Replaced with new if reported within x days | days or N/A | 30 days |
| Replaced with used/reconditioned units even if the initial unit was new | Yes, No or N/A | Yes |
| Call tag issued for return of DOA items | Yes, No or N/A | Yes |
| Please provide a brief summary of warranty policies | | |
| Gateway branded products will be supplied pursuant to Gateway Standard Terms of Sale and Limited Warranty Agreement. Non-Gateway branded products will be supplied pursuant to the Terms of Sale and Warranty Agreements of the Manufacturer of the product supplied. Please see the section marked warranty in this response. NOTE: Lines 35 and 44 above are locked. Answers to both lines is Yes. | | |
| Repair Policies | | |
| On-site repair service is provided by company or subcontractor in: | | |
| Upper Peninsula | Yes, No or N/A | Yes |
| Lower Peninsula (except Wayne, Oakland, Macomb Counties) | Yes, No or N/A | Yes |
| Metro Detroit (Wayne, Oakland, Macomb Counties) | Yes, No or N/A | Yes |
| 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, 30 days |
| Credit for return policy (i.e. full refund up to x days) | days | 30 days |
| Returns refunded or issued as credit for future purchases | Refund/Credit | Refund or credit |
| Restocking fees (i.e. % charged after x days) | ___% after ___ days | 15% after 30 days |
| Please provide a brief summary of return policies: | | |
| Gateway branded products will be supplied pursuant to Gateway Standard Terms of Sale and Limited Warranty Agreement. Non-Gateway branded products will be supplied pursuant to the Terms of Sale and Warranty Agreements of the Manufacturer of the product supplied. Please see the section marked warranty in this Response for full details. | | |