

## Vendor Service Profile Survey 2006

Company Name: Lenovo

Completed by: Cathy Samanen

	Legend	Respond in this column
<b>REMC Customers Can Expect...</b>		
<b>Customer Communication</b>		
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	Yes
Your web page includes REMC specific prices and specifications	Yes or No	Yes
Office hours (Eastern Time)	__AM to __ PM	ordering 10 am - 6 pm sales - 8am - 5 pm
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
<b>Order Verification, Billing, and Customer Account information</b>		
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	tax exempt forms
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	yes
If yes, what is the maximum amount that can be charged?	\$ or Unlimited	customer's card limit
What additional fees, if any, are charged for credit card orders?	\$, % or N/A	none
<b>Vendor Conditions</b>		
Minimum order to avoid a shipping charge	Specify \$\$ amount	all REMC special pricing includes S&H
Is contract number required on orders?	Yes or No	no
<b>Customers saw you exhibit at the following Michigan K-12 conferences in the 2005/06 school year:</b>		
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	yes
MSBO, April 26-28, 2006	Yes or No	no
Other Michigan statewide K-12 conferences	Name(s)	yes
Provided a session at a Michigan K-12 conference in 2005/06	Yes or No	yes
<b>Customers can expect to see you exhibit at the following Michigan K-12 conferences in the 2006/07 school year:</b>		
MAEDS, October 18-20, 2006	Yes or No	
MAME, October 25 - 27, 2006	Yes or No	yes
MACUL, March 14 - 16, 2007	Yes or No	yes
MSBO, April, 2007	Yes or No	yes
Other Michigan statewide K-12 conferences	Name(s)	yes- if asked
Expect to provide a session at a Michigan K-12 conference in 2006/07	Yes or No	yes

<b>Delivery</b>		
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	5 - 15 days
We are the area stocking dealer	Yes or No	we are the mfgr
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	5 - 15 days
Supply/Paper delivery typically in x days	days	na
Software delivery typically in x days	days	na
Special rush delivery capability is available	Yes or No	yes
<b>Troubleshooting/Use/Set-Up Assistance</b>		
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	yes-if depot is purchased
<b>Warranty Policies</b>		
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	depends on product
Call tag issued for return of DOA items	Yes, No or N/A	yes
<b>Please provide a brief summary of warranty policies</b>		
Warrantes vary from product to product. One year to 5 year warranties are available. The standard warranty is 1 or 3 years depot or onsite.Support is constant throughout the warranty time. We also have an internal program called customer critical situations. An example is the capacitor issue that happened across several manufacturers. If their warranty had expired, we still helped our customers with replacement parts.		
<b>Repair Policies</b>		
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
<b>Return Policies</b>		
Call tag issued for company's incorrect shipment	Yes or No	yes
Customer dissatisfaction with items can be returned within x days	days	30 days
Credit for return policy (i.e. full refund up to x days)	days	once product is returned, 2 days
Returns refunded or issued as credit for future purchases	Refund/Credit	as customer requests
Restocking fees (i.e. % charged after x days)	___% after ___ days	0 before 30 days; no return after 30 days
<b>Please provide a brief summary of return policies:</b>		
Lenovo has a 30 day return policy. Anything returned within the 30 days, there is no charge. There are no returns after 30 days.		