

Vendor Service Profile 2007

Sehi Computer
Company Name: Products, Inc.
Completed by: Daniel Sapp

	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	Yes
Your web page includes REMC specific prices and specifications	Yes or No	Yes
Office hours (Eastern Time)	__AM to __ PM	8 am to 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
Response Time to voice mail or e-mail within 24 hours	Yes or No	8 hrs
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, Only if requested
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
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	3% charge if order is under \$500
Vendor Conditions		
Minimum order to avoid a shipping charge	Specify \$\$ amount	\$50.00
Is contract number required on orders?	Yes or No	No
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	Yes
MAME, November 9-11, 2005	Yes or No	Yes
MIEM, November 30- December 2, 2005	Yes or No	Yes
MACUL, March 8-10, 2006	Yes or No	Yes
MSBO, April 26-28, 2006	Yes or No	Yes
Other Michigan statewide K-12 conferences	Name(s)	
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	Yes
MAME, October 25 - 27, 2006	Yes or No	Yes
MIEM, November 29-December 1, 2006	Yes or No	Yes
MACUL, March 14 - 16, 2007	Yes or No	Yes
MSBO, April, 2007	Yes or No	Yes

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Other Michigan statewide K-12 conferences	Name(s)	MI Music Educators Conference, MML, MACUL, Power Up Oakland County, MSBO, MASA (Fall and Winter), Michigan School Counselors Assn, ETCC-Macomb, MITES, NAEP (NAEB), MPPOA, MEMSPA, REMC In Service, Western MI Public, Schools In Service, WRESA In Service, MAEDS, MANS, MAPSA, MACUL Handheld Conference, MIEM Facilities, MIEM Support Staff, MIEM Tech Staff, Central Michigan University Tech Expo, EACUBO
Delivery		
Deliveries generally are drop-shipped by manufacturer	Yes or No	Yes
Only tailgate delivery for large items in excess of 70 pounds?	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	2 to 5 days
Supply/Paper delivery typically in x days	days	2 to 5 days
Software delivery typically in x days	days	2 to 5 days
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	Yes
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	
Call tag issued for return of DOA items	Yes, No or N/A	
Please provide a brief summary of warranty policies		
<p>All warranties are Manufacturer warranties. Some warranties will be 90 day, 1 year, or 3 year. Some warranties are on-site and some exchange. Sehi will provides this information via request to all REMC customers and the specification sheets list each products warranty. Some manufacture warranaties may be return to manufacture warranties, the customer will have to work directly with the manufacture to get warranty service on these items, however, Sehi may act as a facilitator when appropriate. Sehi can sell warranty upgrades from most of the product the we may be awarded and we will support to our customers to make sure that their warranty support is 100% satisfactory</p>		

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Repair Policies		
On-site repair service is provided by company or subcontractor in:		
Upper Peninsula	Yes, No or N/A	Yes with sub contractor or manufacturer
Lower Peninsula (except Wayne, Oakland, Macomb Counties)	Yes, No or N/A	Yes with sub contractor or manufacturer
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	25
Credit for return policy (i.e. full refund up to x days)	days	25
Returns refunded or issued as credit for future purchases	Refund/Credit	Both
Restocking fees (i.e. % charged after x days)	___% after ___ days	5% to 10% after 30 days

Please provide a brief summary of return policies:

Return Product Policies and Procedures

Stock Balancing (return of non-DOA/Defective product)

You may be able return products to SEHI Computer Products purchased from us within the previous 20 days provided the following criteria are met:

- Prior to shipping, you requested and received an RMA number from SEHI Computer Products Customer Service. Please see our Shipping Requirements section for more information.
- SEHI Computer Products RMA numbers will expire after 10 calendar days from issuance. Any product(s) received after the SEHI Computer Products RMA number expires will be considered as overgoods. Please see our Overgoods section for more information.
- The product is in resalable condition and is not damaged.
- The product is returned in its original manufacturer's packaging. Unauthorized products will be considered as overgoods.
- Restocking fee's will not exceed 15% of original purchase price
- Exceptions to this policy will be determined on a case by case basis at the discretion of SEHI Computer Products.

Please note: SEHI Computer Products strives to take a common sense approach to all return policies and attempts to mi

DOA and Defective product returns:

DOA/Defective products purchased from SEHI Computer Products within the previous 20 days may be returned provided

1. The validity period during which all RMAs will remain open is 10 days from the date SEHI Computer Products issues the RMA.
2. You must allow for in-transit time for the product to be returned to SEHI Computer Products, as SEHI Computer Products must physically receive products within the 10 calendar days.
3. If you receive defective product, contact our Customer Service Department to request a RMA number:
 Phone: 800/233-7344 – Ext 217
 Fax: 248/299-1598
 E-Mail: donna@sehi.com
4. SEHI Computer Products reserves the right to test all returned defective and DOA products. If a product is found not to be defective, it may be considered as overgoods.