

Vendor Service Profile 2007

Company Name: VSC
Completed by: Frank Kemmer

	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	8am to 6pm
Demo/evaluation product available	Yes or No	Depends upon product
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	2-3 hours maximum
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	This is available at no charge if we have cust contact info.
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	No Limit
What additional fees, if any, are charged for credit card orders?	\$, % or N/A	3%
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	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)	
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	Yes
MSBO, April, 2007	Yes or No	No
Other Michigan statewide K-12 conferences	Name(s)	

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Delivery		
Deliveries generally are drop-shipped by manufacturer	Yes or No	No
Only tailgate delivery for large items in excess of 70 pounds?	Yes or No	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	5-7 days
Supply/Paper delivery typically in x days	days	NA
Software delivery typically in x days	days	NA
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	No
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	7 days
Replaced with used/reconditioned units even if the initial unit was new	Yes, No or N/A	No
Call tag issued for return of DOA items	Yes, No or N/A	Yes
Please provide a brief summary of warranty policies		
<p>VSC Warranty Policy: All Supply items sold to REMC customer comes with a ninety day replacement warranty. This warranty may be provided by the manufacturer or by VSC, depending on the item. All electronic items sold to REMC customer comes with a full one year Parts and Labor warranty. This warranty may be provided by the manufacturer or by VSC, depending on the item. Defective returns are for replacement or merchandise credit only. Defective returns are eligible for return only within 30 days of sale to customer. After 30 days, the customer must return the product to the manufacturer's or VSC's authorized warranty station for warranty repair. No Charge UPS call tags or VSC pickup will be provided for any warranty eligible items. Under any circumstance, defective returns will not be accepted after 60 days from VSC invoice. A copy of the VSC invoice must be included with all defective returns. All items must be returned complete and with all original parts/documentation; any missing parts will be deducted from the amount credited. Incomplete returns will incur a 20% manufacturer/refurbishing fee. Items showing installer or consumer abuse will not be</p>		
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	10
Credit for return policy (i.e. full refund up to x days)	days	30
Returns refunded or issued as credit for future purchases	Refund/Credit	Credit
Restocking fees (i.e. % charged after x days)	___% after ___ days	10% after 30 days
Please provide a brief summary of return policies:		
<p>MERCHANDISE RETURNS: Returns are excepted for replacement or merchandise credit only and must have prior approval and Return Authorization number issued by VSC. If return is not related to shipping error, damaged merchandise or warranty claim, customer is responsible for cost of return shipping charges. Returned merchandise must include all original packaging materials, manuals and accessories. Merchandise will not be accepted for return 30 days after invoice date.</p>		