•SPC•

Specialized Purchasing Consultants

PO Box 190

Gorham, NH 03581

(800) 750-1538

www.spccopypro.com

2014-2015 Annual Report

Year - End Photocopier Analysis

With projected costs for 2015-16

Norman Hill
Miller Drug LLC
210 State St
Bangor, ME 04401

September 2015

Skip Tilton
President

Corporate Office:
PO Box 190
Gorham, NH 03581
(800) 750-1538
(866) 281-7596 Fax

VISIT US ON THE WEB:
www.spccopypro.com

Norman Hill
Miller Drug LLC
210 State St
Bangor , ME 04401

Dear Norman:

Once again, on behalf of our staff here at Specialized Purchasing Consultants, we wish to thank you for your continued confidence in us to provide our services to you and your organization. Our relationship is now 1 years strong, and we hope that your trust in us and this relationship will continue for many years to come.

Our Annual Report is designed to provide an overview of the recent past year's reprographic equipment usage and status. We provide recommendations based on the usage to address potential problem areas in order to avoid needless down time and improve equipment reliability for years to come.

Every year we look for new ways to improve our services to save our clients time, money, and effort. Over the past years we have implemented a number of new features, such as Simplified Billing, FM Audit automatic meter reading, SPC STARDoc and recently an IT Asset Management Program, where you can visualize all of your assets laid out on an interactive floor plan that will allow you to schedule out replacement units as needed.

During the upcoming year, we have even more services to offer by way of STARDoc. Some of those new features are listed on the "New Features" page of this report. During our in-person meeting with you to review this report, we will demonstrate those new features as well as discuss your suggestions to enhance STARDoc to be even more useful and beneficial to you and your IT staff. All of these new features are at no additional charge to you.

Thank you again for allowing SPC the opportunity to be of service. If you have any questions or are in need of more information, please let us know.

Sincerely,

Skip Tilton
President

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The SPC Team…
would like to personally thank you for your continued trust and confidence!

Skip Tilton, President
Billie Jo Tilton, Vice President

As co-founders of SPC, Billie Jo and I are very proud of our team of professionals. The concept of group purchasing to save millions has grown since 1988 into providing over 16 different managerial services that increase reliability and extend the life of your equipment. However, none of this would have been possible without the loyalty of over 87 clients (3,800+ machines with 1.6 billion prints over five years). Together, we have realized the lowest prices possible while improving the quality of your service and equipment.

Sue Penney
Administration & Finance Manager

SPC is committed to providing cost-effective and reliable reprographics platforms to our community of clients. My 20+ years of experience in corporate management will be key in strengthening the relationships between SPC's clients and vendors. I will be focused on responding to your inquiries with the goal of solving any issues that may arise in a timely and efficient manner. Providing quality customer service is my top priority.

Rachel Guay
Accounting Coordinator

I am responsible for the majority of the accounting communications between SPC and its vendors and clients. I will rely upon my years of experience and my strong attention to detail to ensure our clients' needs are well served. It is my goal to work accurately and efficiently and to uphold the high standards of customer satisfaction that SPC has provided to their customers. I look forward to establishing a strong working relationship with each and every one of you.

Pam Weed
Client-Vendor Relations

SPC's clients are my Number One priority. When you have a question, concern, need, or problem related to equipment, service or billing, I am available to assist you in getting it resolved promptly. I am pleased to be able to act as liaison between our clients and vendors to ensure smooth transitions or quick resolutions.

Joel Heffernan
Field Representative – Client Relations

As Field Representative for SPC, I reach out to the customer to offer help as needed in and during the installation of equipment change over and in assisting in each event. Also, I bring to this company over forty years in the Copier/Printer industry. It is my goal to assure our clients a pleasant experience in using SPC's services.

The SPC Team Continued….

Charles Baca
Operational Support
I've been happily working at SPC for about 2 years, and I'm happy to be working with such an amazing staff. We have grown so much as a team since I started. I enjoy going out and meeting all of you in the field and making sure everything runs smooth. Please feel free to contact me with any questions or concerns you may have.

Robert B. Dutil
Director of Information Technology
I have been working with SPC since February 2000. SPC's honesty, work ethics and loyalty have made my experience with the company a pleasurable journey. SPC is constantly trying to improve their technology to better serve their clients. My goal has been to give our clients and associates the best tools available to allow them to be more productive. By doing this, our clientele has the ability to monitor their assets and keep their costs down. I am excited about what the future holds for SPC and our clients.

Alex Webster
Operations Manager
My top priority is ensuring that our clients receive the absolute best customer service possible. Whether you have a question about your SPC STARDoc site, an upcoming upgrade or your existing equipment, I am here to answer any questions you may have. I am very excited about the new features that we have on STARDoc. We are now able to offer features that normally cost thousands of dollars at no additional charge for our clients.

Equipment Health Status

Total Number of Machines:	**50**
Total Black Photocopiers	**9**
Total Color Photocopiers	**9**
Total Black Network Printers	**29**
Total Color Network Printers	**3**
Total Removed from Service:	**0**
# of Units OFF Warranty:	**0**
# of Units Approaching End of Warranty:	**7**
# of Units Overused:	**2**
# of Units Underused:	**3**
# of Units Connected to Network with Print and/or Scan	**0**
Commencement Date:	**8/1/2014**
# of Annual Payments Left on Lease...Paid Cash	**0**
All Warranties and Service Contracts Expire:	**6/30/2020**
SPC's FM Audit Print Management Software Loaded	**Yes**
Printer Contract Signed	**Yes**

NOTE: When a machine goes off warranty, it does not mean that the service contract expires. It simply means that if a replacement machine becomes necessary, it may not be at "no charge."

Dear Norm,

Overall, everything looks good except for two machines that are heavily being used. On the other hand it shows that three machines are not even being used. Is this correct or is it simply that no volume or meters were given.

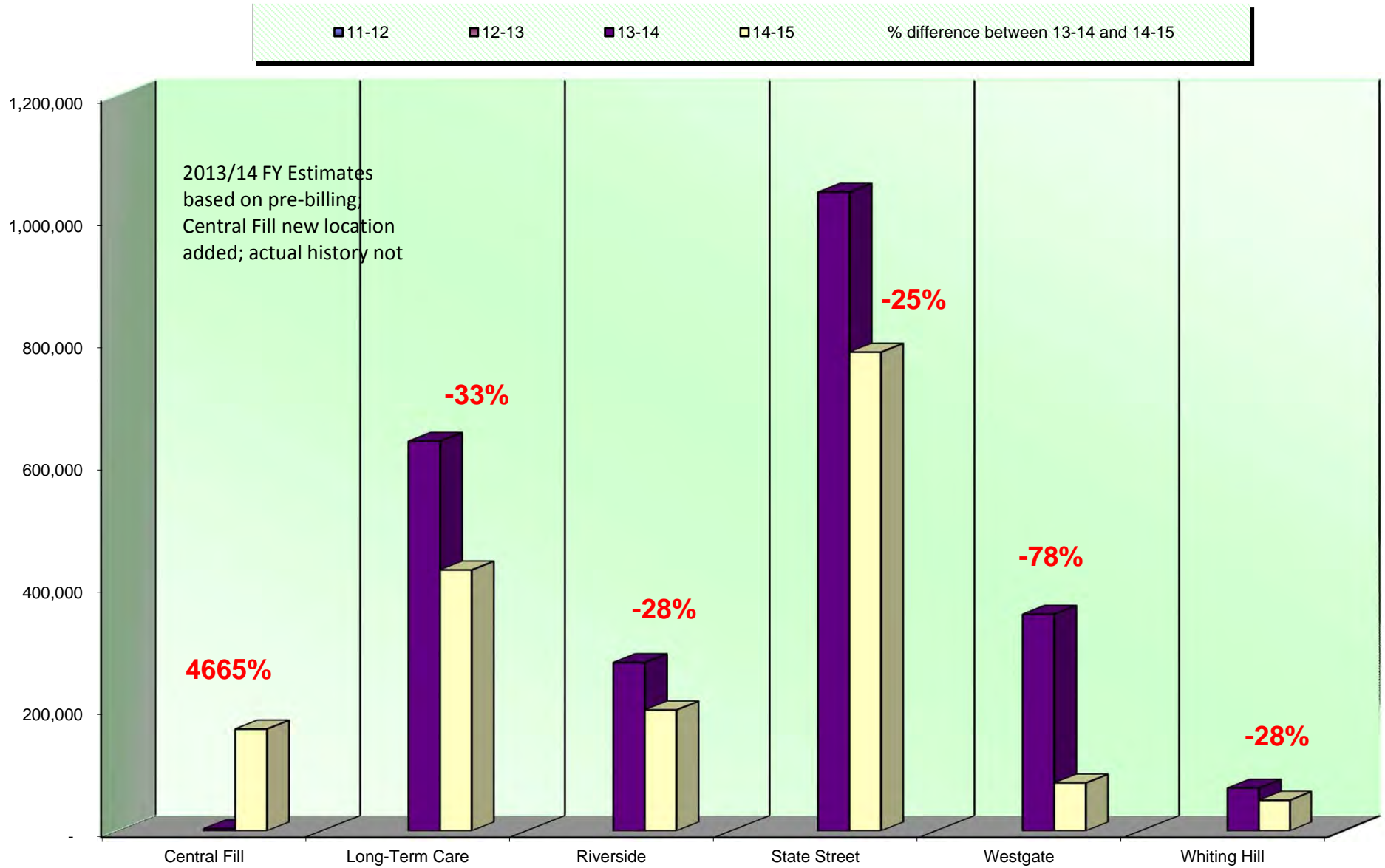Also, note that 7 machines that you owned are approaching end of life.
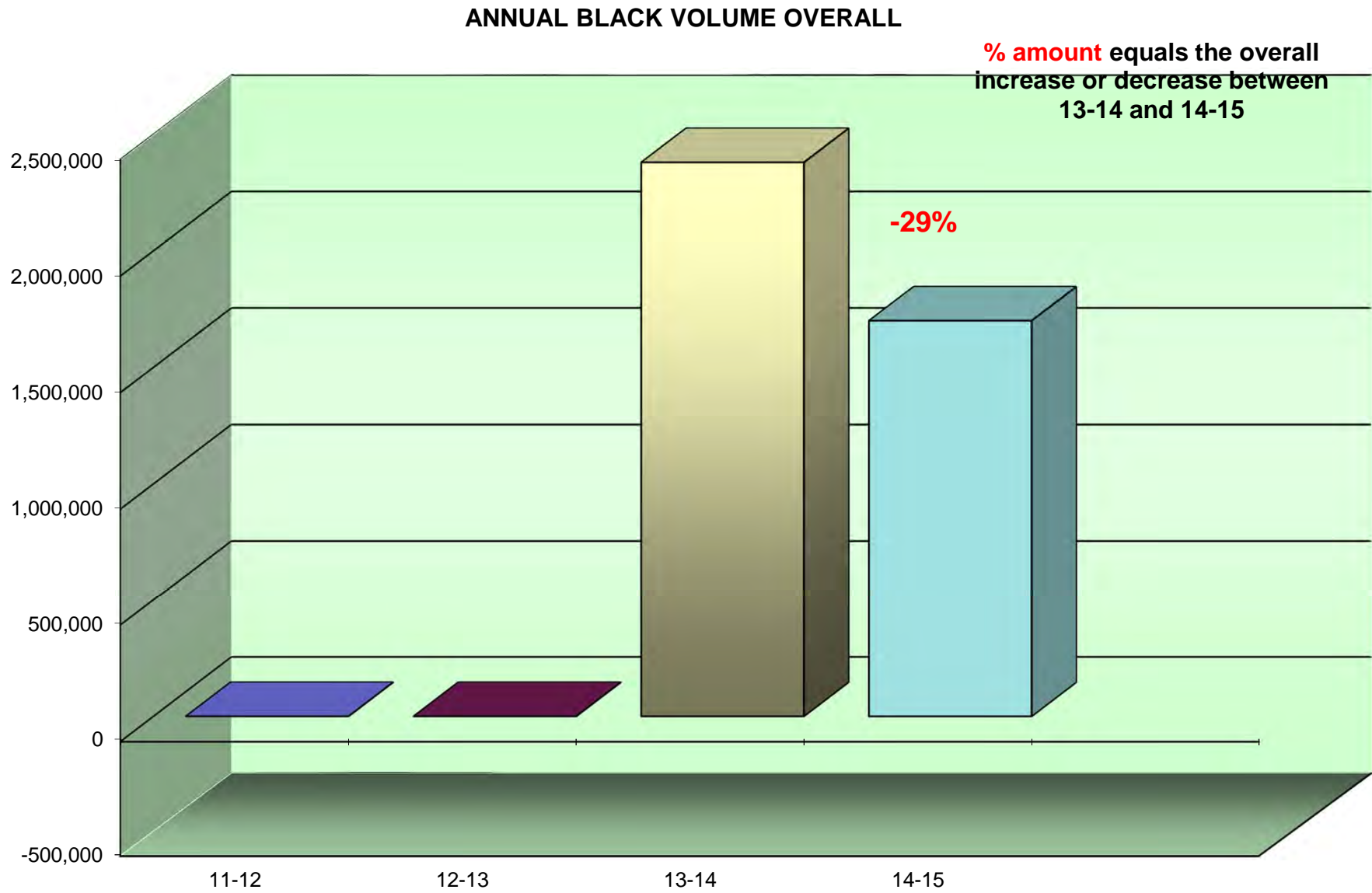
Sincerely,
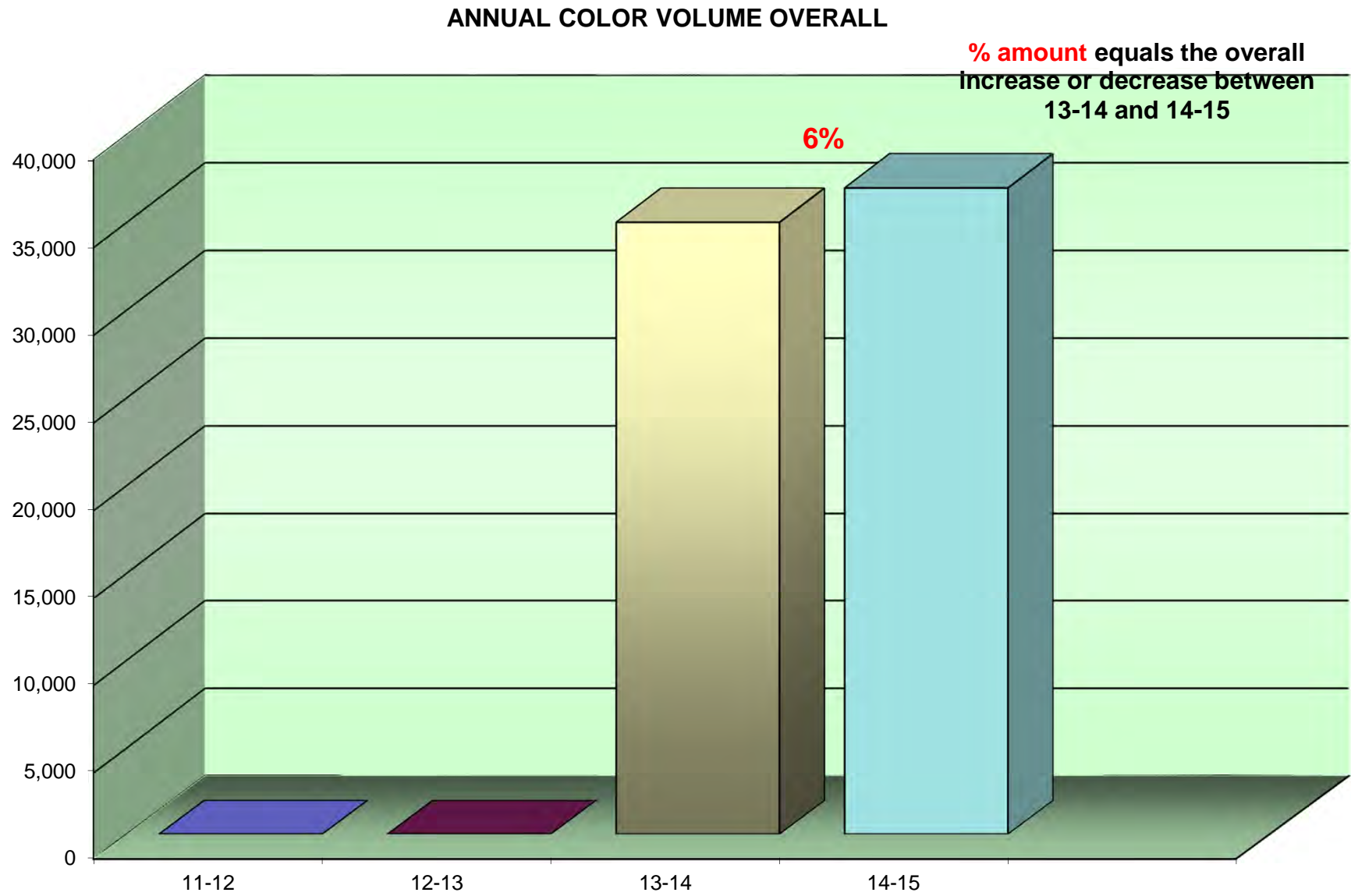Skip

Aging Equipment Summary

The following equipment is seven or more years from the date they were first offered for sale by the manufacturer. This is a major factor because availability of parts, cost of operation and warranties all become diminished at 10 years from the Date of Introduction. Usage, age, and service history need to be considered to see if they are due for replacement soon.

Building	Department	Make / Model	Serial Number	Vendor Name	Intro Date
State Street	IT	Lexmark e260d	72BDZD4	BUDGET	10/2008
State Street	Main Bench Med Guides	Lexmark e260d	72BDYXK	BUDGET	10/2008
State Street	Main Bench/Med Guidess	Lexmark e260d	72BDYX3	BUDGET	10/2008
Westgate	Union - Mail-Outs	Lexmark e260d	72BCXY6	BUDGET	10/2008
Westgate	Union - Main Label Printer	Lexmark T652	7938CTB	BUDGET	10/2008
Westgate	Union - Physician Sales	Lexmark e260d	72B8MVH	BUDGET	10/2008
Whiting Hill	Brewer - Main Label Printer	Lexmark T652	79389BW	BUDGET	10/2008

ANNUAL BLACK VOLUME BY BUILDING

| ■ 11-12 | ■ 12-13 | ■ 13-14 | □ 14-15 | % difference between 13-14 and 14-15 |

2013/14 FY Estimates
based on pre-billing,
Central Fill new location
added; actual history not

1,200,000

1,000,000

800,000

600,000

400,000

200,000

-

-25%

-33%

-28%

-78%

4665%

-28%

Central Fill · Long-Term Care · Riverside · State Street · Westgate · Whiting Hill

ANNUAL BLACK VOLUME OVERALL

% amount equals the overall increase or decrease between 13-14 and 14-15

-29%

2,500,000	
2,000,000	
1,500,000	
1,000,000	
500,000	
0	
-500,000	

| 11-12 | 12-13 | 13-14 | 14-15 |

ANNUAL COLOR VOLUME OVERALL

% amount equals the overall increase or decrease between 13-14 and 14-15

6%

40,000	
35,000	
30,000	
25,000	
20,000	
15,000	
10,000	
5,000	
0	

11-12   12-13   13-14   14-15

ANNUAL COLOR VOLUME BY BUILDING

Legend: ■ 11-12 ■ 12-13 ■ 13-14 □ 14-15   % Difference between 13-14 and 14-15

Central Fill: 0%
Long-Term Care: -100%
Riverside: -71%
State Street: 53%
Westgate: -38%
Whiting Hill: 0%

Color to Total Volume Percentage

2.1%

12.7%

1,800,000

1,700,183

1,600,000

1,568,318

1,400,000

1,200,000

1,000,000

800,000

600,000

400,000

200,000

227,190

Black

36,961

0

Color

Miller Drug

Non-School Client Average
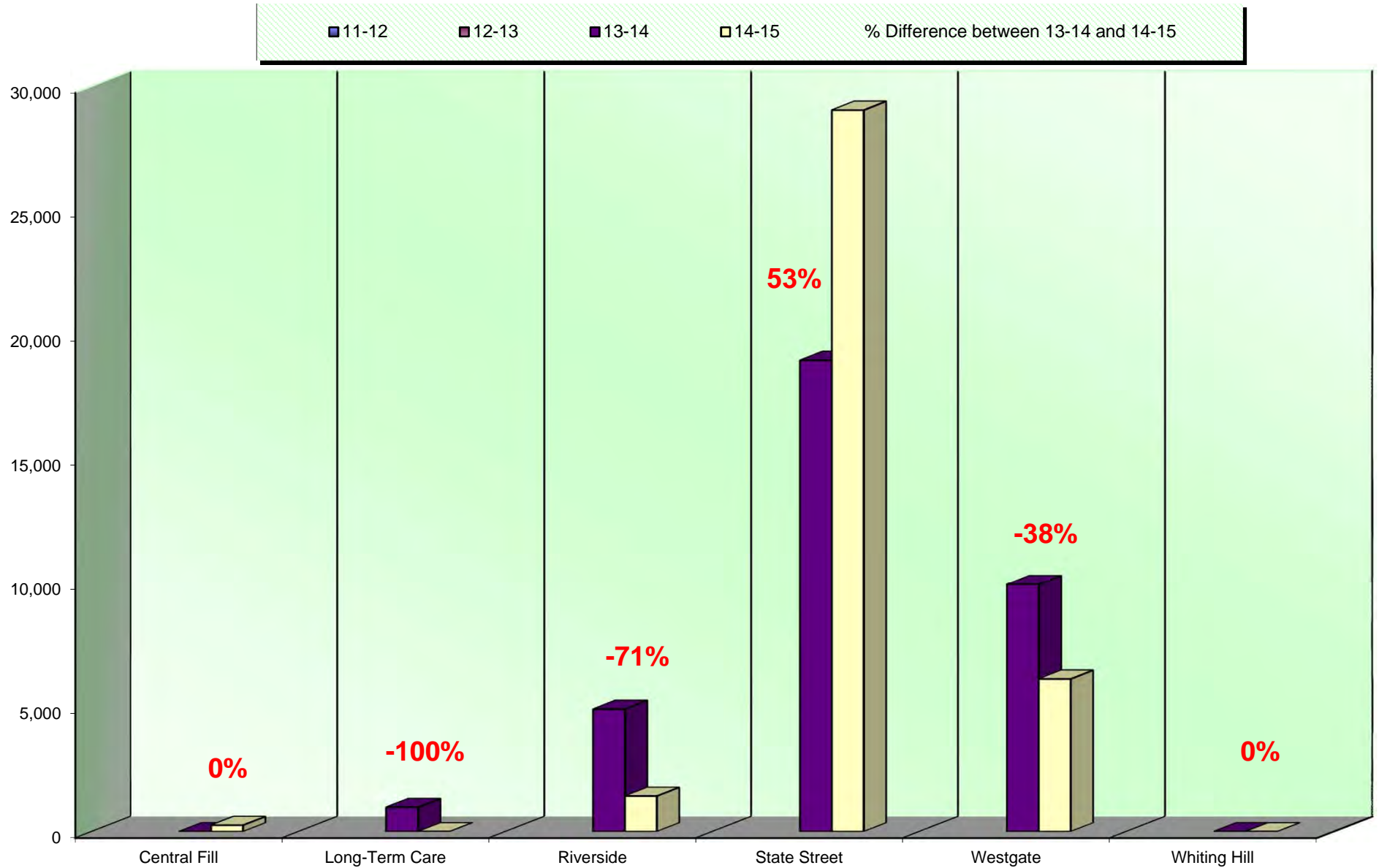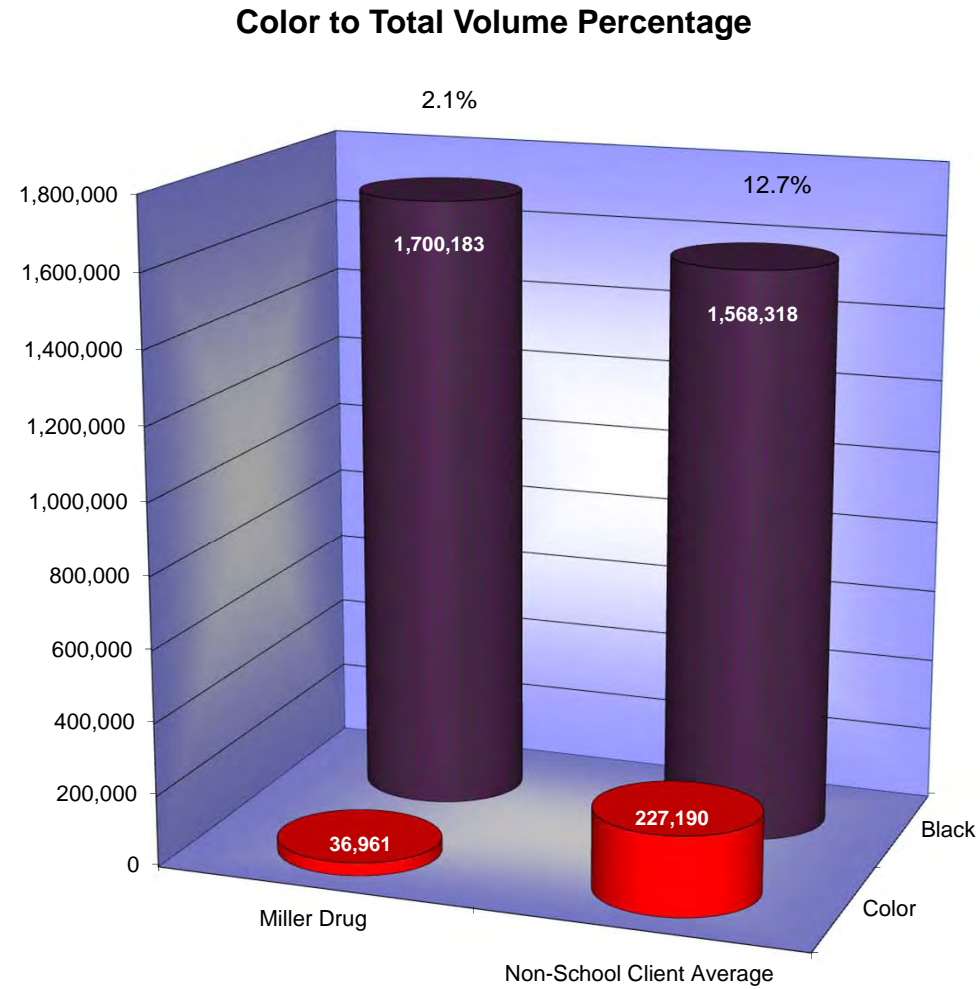
Usage Profile for Service & Supplies

The usage analysis shown here provides an overview of the usage of each piece of equipment currently under contract and monitored by SPC. Projected Volume comparison is based on projected volume figured on your most recent Five-Year Equipment Replacement Schedule.

Make-Model / Speed *Serial Number / Vendor ID* *Life / Intro Date* *Connectivity / Printer Exp Date* *Vendor*	*7/1/2014* *Meter*	*6/30/2015* *Meter*	*2014-15* *Annual* *Volume*	*Cost/Copy* *Annual Cost*	*Date of Last Upgrade: 8/1/2014* *Recommendations*
Central Fill					
Room 252					
Konica Minolta BHC3110 / 32 PPM	1	398	397	$0.009500	None at this time.
A6DT011002663 / 59551				$3.77	
750,000 / 06/2014	0	262	262	$0.10000	
Color Laser MFP				$26.20	
Not Connected /					
BUDGET					
RPH Office					
Lexmark M3150 / 50 PPM	0	5,786	5,786	$0.009500	None at this time.
451445HH1VVM8 / 50308				$54.97	
750,000 / 11/2012	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					

Make-Model / Speed Serial Number / Vendor ID Life / Intro Date Connectivity / Printer Exp Date Vendor	7/1/2014 Meter	6/30/2015 Meter	2014-15 Annual Volume	Cost/Copy Annual Cost	Recommendations
				Date of Last Upgrade: 8/1/2014	

Central Fill

TBD

Lexmark M3150 / 50 PPM	0	1,095	1,095	$0.009500	None at this time.
451445HH1VVMT / 50309				$10.40	
750,000 / 11/2012	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					
Lexmark M3150 / 50 PPM	0	0	0	$0.009500	Why is this unit not being Used?
451445HH1VVLL / 50313				$0.00	
750,000 / 11/2012	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					
Lexmark M3150 / 50 PPM	0	102,565	102,565	$0.009500	None at this time.
451445HH1VW2F / 50307				$974.37	
750,000 / 11/2012	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					
Lexmark M3150 / 50 PPM	0	8,395	8,395	$0.009500	None at this time.
451445HH1VVMK / 50310				$79.75	
750,000 / 11/2012	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					

Make-Model / Speed *Serial Number / Vendor ID* *Life / Intro Date* *Connectivity / Printer Exp Date* *Vendor*	*7/1/2014* *Meter*	*6/30/2015* *Meter*	*2014-15* *Annual* *Volume*	*Cost/Copy* *Annual Cost*	*Recommendations*	*Date of Last Upgrade: 8/1/2014*
Central Fill						
Lexmark M3150 / 50 PPM	0	40,880	40,880	$0.009500	None at this time.	
451445HH1VVMV / 50312				$388.36		
750,000 / 11/2012	0	0	0	$0.00000		
Black Network Printer				$0.00		
Not Connected /						
BUDGET						
Lexmark XM3150 / 50 PPM	0	7,665	7,665	$0.009500	None at this time.	
701644HH044GF / 50289				$72.82		
750,000 / 11/2012	0	0	0	$0.00000		
Black Laser MFP				$0.00		
Not Connected /						
BUDGET						

Subtotals BW		**166,783**	**$1,584.44**	
Subtotals Color		**262**	**$26.20**	

Make-Model / Speed Serial Number / Vendor ID Life / Intro Date Connectivity / Printer Exp Date Vendor	7/1/2014 Meter	6/30/2015 Meter	2014-15 Annual Volume	Cost/Copy Annual Cost	Date of Last Upgrade: 8/1/2014 Recommendations
Long-Term Care					
Delivery Sheets					
Lexmark MS310DN / 35 PPM	479	283,719	283,240	$0.015000	**Heavily overused!**
451432LM0X7NX / 11176				$4,248.60	
500,000 / 10/2012	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					
Jody Young					
Lexmark MS610dtn / 50 PPM	21,502	67,492	45,990	$0.015000	None at this time.
451432HH0WK45 / 11177				$689.85	
750,000 / 10/2012	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					
Main Incoming Fax - Right					
Lexmark XM3150 / 50 PPM	11	59,871	59,860	$0.009500	None at this time.
701644HH03F64 / 11152				$568.67	
750,000 / 11/2012	0	0	0	$0.00000	
Black Laser MFP				$0.00	
Not Connected /					
BUDGET					

Make-Model / Speed Serial Number / Vendor ID Life / Intro Date Connectivity / Printer Exp Date Vendor	7/1/2014 Meter	6/30/2015 Meter	2014-15 Annual Volume	Cost/Copy Annual Cost	Date of Last Upgrade: 8/1/2014 Recommendations
Long-Term Care					
Office - Left Side					
Konica Minolta BHC454 / 45 PPM	0	14,600	14,600	$0.003700	None at this time.
A5C0011012820 / 19964				$54.02	
1,000,000 / 07/2012	0	0	0	$0.04440	
Color Photocopier				$0.00	
Not Connected /					
BUDGET					
Office - Right Side					
Konica Minolta BH554E / 55 PPM	12	22,277	22,265	$0.003700	None at this time.
A61D011001910 / 19968				$82.38	
3,000,000 / 10/2013	0	0	0	$0.00000	
Black Photocopier				$0.00	
Not Connected /					
BUDGET					

Subtotals BW	*425,955*	*$5,643.52*
Subtotals Color	*0*	*$0.00*

Make-Model / Speed Serial Number / Vendor ID Life / Intro Date Connectivity / Printer Exp Date Vendor	7/1/2014 Meter	6/30/2015 Meter	2014-15 Annual Volume	Cost/Copy Annual Cost	Date of Last Upgrade: 8/1/2014 Recommendations
Riverside					
EMMC - Main Fax					
Lexmark XM3150 / 50 PPM	8	7,673	7,665	$0.009500	None at this time.
701644HH03F2V / 11153				$72.82	
750,000 / 11/2012	0	0	0	$0.00000	
Black Laser MFP				$0.00	
Not Connected /					
BUDGET					
EMMC - Main Label Printer					
Lexmark MS811DN / 63 PPM	222,112	278,322	56,210	$0.012500	None at this time.
4063369906KBN / 11172				$702.63	
3,000,000 / 01/2012	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					
EMMC Bench Pharmacist					
Lexmark M3150 / 50 PPM	4	131,769	131,765	$0.009500	None at this time.
451444HH1C2R9 / 11133				$1,251.77	
750,000 / 11/2012	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					

Make-Model / Speed Serial Number / Vendor ID Life / Intro Date Connectivity / Printer Exp Date Vendor	7/1/2014 Meter	6/30/2015 Meter	2014-15 Annual Volume	Cost/Copy Annual Cost	Recommendations
				Date of Last Upgrade: 8/1/2014	

Riverside

PIC Office

Lexmark C748DE / 35 PPM	0	2,190	2,190	$0.009500	None at this time.
50261294232FB / 11158				$20.81	
750,000 / 04/2012	0	1,460	1,460	$0.10000	
Color Network Printer				$146.00	
Not Connected /					
BUDGET					

Subtotals BW	**197,830**	**$2,048.02**	
Subtotals Color	**1,460**	**$146.00**	

Make-Model / Speed Serial Number / Vendor ID Life / Intro Date Connectivity / Printer Exp Date Vendor	7/1/2014 Meter	6/30/2015 Meter	2014-15 Annual Volume	Cost/Copy Annual Cost	Date of Last Upgrade: 8/1/2014 Recommendations
State Street					
Blue Room - 1st Floor					
Konica Minolta BHC3110 / 32 PPM	7	14,242	14,235	$0.009500	None at this time.
A6DT011000052 / 19976				$135.23	
750,000 / 06/2014	3	8,033	8,030	$0.10000	
Color Laser MFP				$803.00	
Not Connected /					
BUDGET					
Brenda St. Amand - 2nd Floor					
Konica Minolta BHC3110 / 32 PPM	0	5,110	5,110	$0.009500	None at this time.
A6DT011000484 / 11166				$48.55	
750,000 / 06/2014	0	5,110	5,110	$0.10000	
Color Laser MFP				$511.00	
Not Connected /					
BUDGET					
C2 Room					
Lexmark M3150 / 50 PPM	0	43,435	43,435	$0.009500	None at this time.
451444HH1C202 / 11175				$412.63	
750,000 / 11/2012	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					

Make-Model / Speed *Serial Number / Vendor ID* *Life / Intro Date* *Connectivity / Printer Exp Date* *Vendor*	*7/1/2014* *Meter*	*6/30/2015* *Meter*	*2014-15* *Annual* *Volume*	*Cost/Copy* *Annual Cost*	*Recommendations*
					Date of Last Upgrade: 8/1/2014

State Street

Compounding - 1st Floor

Lexmark M3150 / 50 PPM	3	1,828	1,825	$0.009500	None at this time.
451444HH1C2N4 / 11148				$17.34	
750,000 / 11/2012	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					

DME Fax

Lexmark XM3150 / 50 PPM	10	33,955	33,945	$0.009500	None at this time.
701644HH03F54 / 11154				$322.48	
750,000 / 11/2012	0	0	0	$0.00000	
Black Laser MFP				$0.00	
Not Connected /					
BUDGET					

Front Register

Lexmark M3150 / 50 PPM	0	6,570	6,570	$0.009500	None at this time.
451444HH1C2WK / 11146				$62.42	
750,000 / 11/2012	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					

Make-Model / Speed Serial Number / Vendor ID Life / Intro Date Connectivity / Printer Exp Date Vendor	7/1/2014 Meter	6/30/2015 Meter	2014-15 Annual Volume	Cost/Copy Annual Cost	Date of Last Upgrade: 8/1/2014 Recommendations
State Street					
Hot Swap					
Lexmark M3150 / 50 PPM	0	0	0	$0.009500	Why is this unit not being Used?
45144HH1RBGZ / 50101				$0.00	
750,000 / 11/2012	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					
IT					
Lexmark e260d / 35 PPM	0	0	0	$0.012500	7 years from Intro.Why is this unit not being
72BDZD4 / 11190				$0.00	Used?
750,000 / 10/2008	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					
Lexmark M3150 / 50 PPM	2	132,132	132,130	$0.009500	None at this time.
45144HH1C2TT / 11144				$1,255.24	
750,000 / 11/2012	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					

Make-Model / Speed Serial Number / Vendor ID Life / Intro Date Connectivity / Printer Exp Date Vendor	7/1/2014 Meter	6/30/2015 Meter	2014-15 Annual Volume	Cost/Copy Annual Cost	Recommendations
State Street				Date of Last Upgrade: 8/1/2014	
IT - Kirk/Theresa					
Konica Minolta BHC3110 / 32 PPM	0	16,060	16,060	$0.009500	None at this time.
A6DT011000442 / 11169				$152.57	
750,000 / 06/2014	0	8,395	8,395	$0.10000	
Color Laser MFP				$839.50	
Not Connected /					
BUDGET					
Main Bench Med Guides					
Lexmark e260d / 35 PPM	62,343	76,578	14,235	$0.012500	7 years from Intro.
72BDYXK / 11170				$177.94	
750,000 / 10/2008	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					
Main Bench/Med Guidess					
Lexmark e260d / 35 PPM	27,460	41,695	14,235	$0.012500	7 years from Intro.
72BDYX3 / 11174				$177.94	
750,000 / 10/2008	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					

Make-Model / Speed *Serial Number / Vendor ID* *Life / Intro Date* *Connectivity / Printer Exp Date* *Vendor*	*7/1/2014* *Meter*	*6/30/2015* *Meter*	*2014-15* *Annual* *Volume*	*Cost/Copy* *Annual Cost*	*Recommendations*
					Date of Last Upgrade: 8/1/2014

State Street

Milton Stein - 2nd Floor

Konica Minolta BHC3110 / 32 PPM	0	1,825	1,825	$0.009500	None at this time.
A6DT011000045 / 19925				$17.34	
750,000 / 06/2014	0	2,190	2,190	$0.10000	
Color Laser MFP				$219.00	
Not Connected /					
BUDGET					

Norm Hill - 2nd Floor

Konica Minolta BHC3110 / 32 PPM	0	518	518	$0.009500	None at this time.
A6DT011000405 / 19974				$4.92	
750,000 / 06/2014	0	564	564	$0.10000	
Color Laser MFP				$56.40	
Not Connected /					
BUDGET					

Overflow Bench

Lexmark M3150 / 50 PPM	15	266,830	266,815	$0.009500	**Heavily Overused!**
451444HH1C2XD / 11145				$2,534.74	
750,000 / 11/2012	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					

Make-Model / Speed Serial Number / Vendor ID Life / Intro Date Connectivity / Printer Exp Date Vendor	7/1/2014 Meter	6/30/2015 Meter	2014-15 Annual Volume	Cost/Copy Annual Cost	Date of Last Upgrade: 8/1/2014 Recommendations
State Street					
PCT2/Med Guide					
Lexmark MS310DN / 35 PPM	518	1,613	1,095	$0.012500	None at this time.
451432LM0X7NH / 11173				$13.69	
500,000 / 10/2012	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					
Pen CT1					
Lexmark M3150 / 50 PPM	0	29,930	29,930	$0.009500	None at this time.
451444HH1C2V6 / 11141				$284.34	
750,000 / 11/2012	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					
Pen Drop-Off					
Lexmark M3150 / 50 PPM	5	63,150	63,145	$0.009500	None at this time.
451444HH1C2X7 / 11142				$599.88	
750,000 / 11/2012	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					

Make-Model / Speed Serial Number / Vendor ID Life / Intro Date Connectivity / Printer Exp Date Vendor	7/1/2014 Meter	6/30/2015 Meter	2014-15 Annual Volume	Cost/Copy Annual Cost	Date of Last Upgrade: 8/1/2014 Recommendations
State Street					
Pen Drop-Off/Main Outgoing Fax					
Lexmark XM3150 / 50 PPM	11	18,991	18,980	$0.009500	None at this time.
701644HH03F6B / 11155				$180.31	
750,000 / 11/2012	0	0	0	$0.00000	
Black Laser MFP				$0.00	
Not Connected /					
BUDGET					
Pharmacy Backup					
Lexmark M3150 / 50 PPM	0	19,399	19,399	$0.009500	None at this time.
45144HH1RBDV / 50099				$184.29	
750,000 / 11/2012	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					
Receiving - 1st Floor					
Konica Minolta BH554E / 55 PPM	0	74,095	74,095	$0.003700	None at this time.
A61D011001956 / 19965				$274.15	
3,000,000 / 10/2013	0	0	0	$0.00000	
Black Photocopier				$0.00	
Not Connected /					
BUDGET					

Make-Model / Speed Serial Number / Vendor ID Life / Intro Date Connectivity / Printer Exp Date Vendor	7/1/2014 Meter	6/30/2015 Meter	2014-15 Annual Volume	Cost/Copy Annual Cost	Date of Last Upgrade: 8/1/2014 Recommendations
State Street					
Tina Small - Basement					
Lexmark M3150 / 50 PPM	3	368	365	$0.009500	None at this time.
451444HH1C2TX / 11140				$3.47	
750,000 / 11/2012	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					
Training Room - 2nd Floor					
Konica Minolta BHC454 / 45 PPM	15	20,820	20,805	$0.003700	None at this time.
A5C0011012834 / 19778				$76.98	
1,000,000 / 07/2012	2	2,192	2,190	$0.04440	
Color Photocopier				$97.24	
Not Connected /					
BUDGET					
Vinny Mainella					
Konica Minolta BHC3110 / 32 PPM	21	2,211	2,190	$0.009500	None at this time.
A6DT011000068 / 11136				$20.81	
750,000 / 06/2014	14	2,569	2,555	$0.10000	
Color Laser MFP				$255.50	
Not Connected /					
BUDGET					
	Subtotals BW	**780,942**		**$6,957.22**	
	Subtotals Color	**29,034**		**$2,781.64**	

Make-Model / Speed *Serial Number / Vendor ID* *Life / Intro Date* *Connectivity / Printer Exp Date* *Vendor*	*7/1/2014* *Meter*	*6/30/2015* *Meter*	*2014-15* *Annual* *Volume*	*Cost/Copy* *Annual Cost*	*Date of Last Upgrade: 8/1/2014* **Recommendations**
Westgate					
Union - Mail-Outs					
Lexmark e260d / 35 PPM	202,272	208,112	5,840	$0.012500	7 years from Intro.
72BCXY6 / 11180				$73.00	
750,000 / 10/2008	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					
Union - Main Fax					
Lexmark XM3150 / 50 PPM	4	9,494	9,490	$0.009500	None at this time.
701644HH03G9L / 11150				$90.16	
750,000 / 11/2012	0	0	0	$0.00000	
Black Laser MFP				$0.00	
Not Connected /					
BUDGET					
Union - Main Label Printer					
Lexmark T652 / 50 PPM	256,207	305,482	49,275	$0.012500	7 years from Intro.
7938CTB / 11178				$615.94	
500,000 / 10/2008	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					

Make-Model / Speed Serial Number / Vendor ID Life / Intro Date Connectivity / Printer Exp Date Vendor	7/1/2014 Meter	6/30/2015 Meter	2014-15 Annual Volume	Cost/Copy Annual Cost	Date of Last Upgrade: 8/1/2014 Recommendations
Westgate					
Union - Physician Sales					
Lexmark e260d / 35 PPM	152,791	161,186	8,395	$0.012500	7 years from Intro.
72B8MVH / 11179				$104.94	
750,000 / 10/2008	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					
Union - PIC Office					
Lexmark C748DE / 35 PPM	2	4,382	4,380	$0.012500	None at this time.
5026029422W6V / 19967				$54.75	
750,000 / 04/2012	2	6,207	6,205	$0.10000	
Color Network Printer				$620.50	
Not Connected /					
BUDGET					
Lexmark C748DE / 35 PPM	0	1,095	1,095	$0.012500	None at this time.
5026029422W6N / 11157				$13.69	
750,000 / 04/2012	0	0	0	$0.10000	
Color Network Printer				$0.00	
Not Connected /					
BUDGET					
Subtotals BW	78,475	$952.47			
Subtotals Color	6,205	$620.50			

Make-Model / Speed Serial Number / Vendor ID Life / Intro Date Connectivity / Printer Exp Date Vendor	7/1/2014 Meter	6/30/2015 Meter	2014-15 Annual Volume	Cost/Copy Annual Cost	Date of Last Upgrade: 8/1/2014 Recommendations
Whiting Hill					
Brewer - Main Fax					
Lexmark XM3150 / 50 PPM	3	3,288	3,285	$0.009500	None at this time.
701644HH03GDV / 11151				$31.21	
750,000 / 11/2012	0	0	0	$0.00000	
Black Laser MFP				$0.00	
Not Connected /					
BUDGET					
Brewer - Main Label Printer					
Lexmark T652 / 50 PPM	548,346	568,834	20,488	$0.012500	7 years from Intro.
79389BW / 11171				$256.10	
500,000 / 10/2008	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					
Main Printer					
Lexmark M3150 / 50 PPM	0	26,425	26,425	$0.009500	None at this time.
45144HH1RBH0 / 50100				$251.04	
750,000 / 11/2012	0	0	0	$0.00000	
Black Network Printer				$0.00	
Not Connected /					
BUDGET					
	Subtotals BW	**50,198**		**$538.35**	
	Subtotals Color	**0**		**$0.00**	

Company Wide Black Totals	1,700,183	$17,724.01
Company Wide Color Totals	36,961	$3,574.34

SPC Service & Supply Cost Savings

These tables compare your equipment cost per copy for service and supplies (black prints or copies only) before becoming an SPC client on 8/15/2003 with your projected cost per copy for the new fiscal year through SPC. Annual Volume represents actual 2014-15 fiscal year black print usage. The second table represents your annual and five-year cost savings compared to your previous cost per copy rate.

BEFORE SPC

Current Volume	PriorCPC	Average Annual Cost
1,700,183	$0.031743	$53,968.91

CURRENTLY WITH SPC

Current Volume	Current CPC	Current Cost	Cost Savings	5 Year Savings
1,700,183	$0.01042	$17,715.91	$36,253.00	$181,265.00

Today the Cooperative Buying of SPC has netted annual cost savings, on average, of $36,253.00!

Projected Equipment Costs by Building - Black

This table represents projected expenses for BLACK prints or copies by building based on recent activity. Approximate current paper case costs and averaged current annual lease payment are figured in to provide budget information for the <u>upcoming fiscal year</u>.

Building	Projected Black Volume	Projected Black Usage Cost	Approx. Paper Cost	Average Annual Equipment Cost	Total Projected Black Usage Cost
Long-Term Care	425,955	$5,643.52	$2,113.59	$3,888.66	$11,645.77
Riverside	197,830	$2,048.02	$981.63	$1,806.04	$4,835.69
State Street	780,942	$6,957.22	$3,875.03	$7,129.44	$17,961.69
Westgate	78,475	$952.47	$389.39	$716.42	$2,058.28
Whiting Hill	50,198	$538.35	$249.08	$458.27	$1,245.70
Central Fill	166,783	$1,584.44	$827.58	$1,522.61	$3,934.62
Total	**1,700,183**	**$17,724.01**	**$8,436.31**	**$15,521.44**	**$41,681.76**

SPC Equipment Bids:

Presently our Bids are coming in at 14.5% to 22% of Retail while the current Salesman's Cost is 50% of Retail. Example: Currently our bids for a Xerox 5890PT RADF Duplex Finisher 3-Hole Punch CIF-Print-Color Scan-Hard Drive for Secure Print-Fax 90 Copies per Minute are coming in at $6,333 with a Retail Cost of $43,495....14.5% of Retail!

Projected Equipment Costs by Building - Color

This table represents projected expenses for COLOR prints or copies by building based on recent activity. Current paper case costs and current annual lease payment are NOT figured in to this table, as they are covered in the Black prints report.

Building	Projected Color Volume	Service & Supply Cost
Long-Term Care	0	$0.00
Riverside	1,460	$146.00
State Street	29,034	$2,781.64
Westgate	6,205	$620.50
Whiting Hill	0	$0.00
Central Fill	262	$26.20
Total	**36,961**	**$3,574.34**

Service & Supply Usage Profile by Vendor - Black

This table represents actual expenses for BLACK prints or copies by vendor for the current year along with projected service & supply expenses for the upcoming fiscal year. Under SPC's new Simplified Billing Program, SPC will invoice you directly for 50% of the Projected Annual Volume in July and January, and then reconcile based on actual usage in June. Cost per copy typically increases by 5% or CPI annually, whichever is less. <mark>No CPC increase for current year</mark> .

Vendor	Equipment Type	Annual Volume	2014-2015 Cost / Copy	Total Cost	2015-2016 Cost / Copy	Projected Cost
Budget Business Machines	Black Laser MFP	140,890	$0.00950	$1,338.46	$0.00950	$1,338.46
Budget Business Machines	Black Network Printer	880,525	$0.00950	$8,364.99	$0.00950	$8,364.99
Budget Business Machines	Black Network Printer	169,773	$0.01250	$2,122.16	$0.01250	$2,122.16
Budget Business Machines	Black Network Printer	329,230	$0.01500	$4,938.45	$0.01500	$4,938.45
Budget Business Machines	Black Photocopier	96,360	$0.00370	$356.53	$0.00370	$356.53
Budget Business Machines	Color Laser MFP	40,335	$0.00950	$383.18	$0.00950	$383.18
Budget Business Machines	Color Network Printer	2,190	$0.00950	$20.81	$0.00950	$20.81
Budget Business Machines	Color Network Printer	5,475	$0.01250	$68.44	$0.01250	$68.44
Budget Business Machines	Color Photocopier	35,405	$0.00370	$131.00	$0.00370	$131.00
Total		**1,700,183**	**$0.01042**	**$17,724.01**	**$0.01042**	**$17,724.01**

Service & Supply Usage Profile by Vendor - Color

This table represents actual and projected expenses for COLOR prints or copies by vendor for the current and next fiscal year. Under SPC's new Simplified Billing Program, SPC will invoice you directly for 50% of the Projected Annual Volume in July and January, and then reconcile based on actual usage in June. Cost per copy typically increases by 5% or CPI annually, whichever is less. <mark>No CPC increase for current year</mark>.

Vendor	Equipment Type	Annual Volume	2014-2015 Cost / Copy	Total Cost	2015-2016 Cost / Copy	Projected Cost
Budget Business Machines	Color Laser MFP	27,106	$0.10000	$2,710.60	$0.10000	$2,710.60
Budget Business Machines	Color Network Printer	7,665	$0.10000	$766.50	$0.10000	$766.50
Budget Business Machines	Color Photocopier	2,190	$0.04440	$97.24	$0.04440	$97.24
Total		**36,961**	**$0.09671**	**$3,574.34**	**$0.09671**	**$3,574.34**

Reprographic Equipment Assessment

This chart provides the status of your equipment and details of your current lease, if any. *

Total Number of Units	**50**
Total Number of Units on Lease	**0**
Total Number of Units Owned	**50**
Lease Company	**Owned**
Lease Start Date	
Lease End Date	
Term	
Quarterly Payment	
Remaining Payments	

*The determination on the lease has no bearing on Service & Supply and Warranty Contracts.

Owned Equipment

Building	Make/Model	Serial Number
Long-Term Care	Konica Minolta BH554E	A61D011001910
Long-Term Care	Konica Minolta BHC454	A5C0011012820
Long-Term Care	Lexmark XM3150	701644HH03F64
Riverside	Lexmark M3150	451444HH1C2R9
Riverside	Lexmark C748DE	50261294232FB
Riverside	Lexmark XM3150	701644HH03F2V
State Street	Lexmark M3150	451444HH1C2TX
State Street	Konica Minolta BH554E	A61D011001956
State Street	Lexmark M3150	451444HH1C202
State Street	Lexmark M3150	451444HH1C2XD
State Street	Lexmark M3150	451444HH1C2V6
State Street	Lexmark M3150	45144HH1C2TT
State Street	Lexmark M3150	451444HH1C2WK
State Street	Konica Minolta BHC3110	A6DT011000068
State Street	Konica Minolta BHC3110	A6DT011000405
State Street	Konica Minolta BHC3110	A6DT011000045
State Street	Konica Minolta BHC454	A5C0011012834
State Street	Lexmark M3150	451444HH1C2X7
State Street	Konica Minolta BHC3110	A6DT011000484
State Street	Lexmark XM3150	701644HH03F6B
State Street	Lexmark XM3150	701644HH03F54
State Street	Lexmark M3150	451444HH1C2N4
State Street	Konica Minolta BHC3110	A6DT011000052
State Street	Konica Minolta BHC3110	A6DT011000442
Westgate	Lexmark C748DE	5026029422W6V
Westgate	Lexmark C748DE	5026029422W6N
Westgate	Lexmark XM3150	701644HH03G9L
Whiting Hill	Lexmark XM3150	701644HH03GDV

Owned Equipment

Building	Make/Model	Serial Number
Central Fill	Lexmark M3150	451445HH1VVM8
Central Fill	Lexmark M3150	451445HH1VVMV
Central Fill	Lexmark M3150	451445HH1VVMT
Central Fill	Lexmark M3150	451445HH1VVLL
Central Fill	Lexmark M3150	451445HH1VW2F
Central Fill	Lexmark M3150	451445HH1VVMK
Central Fill	Konica Minolta BHC3110	A6DT011002663
Central Fill	Lexmark XM3150	701644HH044GF
Long-Term Care	Lexmark MS310DN	451432LM0X7NX
Long-Term Care	Lexmark MS610dtn	451432HH0WK45
Riverside	Lexmark MS811DN	4063369906KBN
State Street	Lexmark e260d	72BDZD4
State Street	Lexmark M3150	45144HH1RBDV
State Street	Lexmark M3150	45144HH1RBGZ
State Street	Lexmark e260d	72BDYX3
State Street	Lexmark MS310DN	451432LM0X7NH
State Street	Lexmark e260d	72BDYXK
Westgate	Lexmark T652	7938CTB
Westgate	Lexmark e260d	72BCXY6
Westgate	Lexmark e260d	72B8MVH
Whiting Hill	Lexmark T652	79389BW
Whiting Hill	Lexmark M3150	45144HH1RBH0

SERVICE AND SUPPLY CONTRACT

The Vendor identified below of the equipment described at Exhibit A to Property Schedule No. 1 (the "Equipment") to a Master Lease-Purchase Agreement between M.S.T. Government Leasing, LLC, as lessor (the "Lessor") and Miller Drug LLC, as lessee (the "Lessee"), commencing on August 1, 2014, (the "Lease-Purchase") hereby contracts with Lessee for the term of the Lease-Purchase (terminating on June 30, 2019) to provide comprehensive services, supplies, and maintenance to such Equipment, excluding only the cost of paper, transparencies, and staples, at a cost per copy per item of Equipment as shown on Schedule A attached hereto. In addition, for high-speed duplicators, Vendor may charge the cost shown on Schedule A attached hereto for masters used when the number of copies made by use of such masters is, on an annual average, fewer than 100. Vendor shall provide a four-hour response time to all service calls.

On July 1 of each calendar year during the term of the Lease-Purchase, Vendor, at its option, may increase such costs per copy under this Service and Supply Contract (the "Contract") by 5% or by a percentage equal to the increase during the immediately preceding 12-month period of "The Consumer Price Index for All Urban Consumers (CPI-U) for the U.S. City Average for All Items, 1982-84 = 100," whichever is less.

On July 1 of each calendar year during the term of the Lease-Purchase, Vendor shall credit to Lessee any cost of this Contract prepaid by Lessee and unused by Lessee because fewer copies were made by Lessee during the Contract period ending on such July 1 than were originally estimated under this Contract to be made by Lessee during such period. If the Lease-Purchase is terminated prior to the end of its term, Vendor shall prorate and return to Lessee, within 30 days of such termination, any cost of this Contract prepaid by Lessee and unused by Lessee because of such early termination of the Lease-Purchase.

Client Acknowledgement of Vendor Commitment

Vendor:	_____	**Lessee:**	**Miller Drug LLC**
Street Address:	_____	**Street Address:**	**210 State St**
City/State/Zip:	_____	**City/State/Zip:**	**Bangor, ME 04401**
By (signature:	_____	**By (signature):**	_____
Name:	_____	**Name:**	_____
Title:	_____	**Title:**	_____

SPC's Dual-Layered Warranty – Purpose & Explanation

Reprographic equipment is expensive and does not hold its value. Therefore, it is crucial for you and the banking industry holding the collateral to secure this asset.

Our unique Dual-Layered Warranty guarantees a like-for-like no-charge replacement unit in the event of equipment not performing satisfactorily.

1. **Servicing Vendor**; implemented in 1988
2. **ESP Electrical**; implemented in 2007, all photocopiers with such units will be warranted from electrical damage by ESP.

ESPs (Electronic Surge Protectors) with our most recent upgrades are being installed by SPC on 40 CPM units and faster in order to cut down on approximately 30% of all service calls. These units will not only protect from electrical surges but will also filter out electronic noise that creates havoc with boards and the operation of your equipment.

WARRANTY
(LEASED EQUIPMENT)

The Vendor identified below of the equipment described at Exhibit A to Property Schedule No. 1 (the "Equipment") to a Master lease-Purchase Agreement between M.S.T. Government Leasing, LLC, as lessor (the "Lessor") and Miller Drug LLC, as lessee (the "Lessee"), commencing on August 1, 2014, (the "Lease-Purchase") hereby warrants to Lessee that, if any such Equipment malfunctions through no fault of Lessee during the term of the Lease-Purchase (terminating on June 30, 2019) and such Equipment cannot be repaired promptly, Vendor promptly will replace such Equipment with equipment which is equal to or superior in quality and capabilities to the Equipment being replaced, at no cost to Lessee.

The only exclusions to this Warranty are as follows:

1. This Warranty will expire for an item of Equipment when the life expectancy of such item of Equipment in number of copies, as shown on Schedule A(P) attached hereto, is exceeded;

2. This Warranty will expire for an item of Equipment at the date which is ten years after such Equipment was first offered for sale or lease by the manufacturer as shown on Schedule A(P) attached hereto.

Vendor: _____

Street Address: _____

City/State/Zip: _____

By (signature): _____

Name: _____

Title: _____

StarDoc User Names

Name	User Name
Adam Jordan	ajordan@emhs.org
David Ingalls	dingalls@emhs.org
Mike Prymowicz	mprymowicz@emh.org
Milton Stein	mjstein@emhs.org
Norman Hill	nmhill@emh.org
Pam Adams	pjadams@emh.org
Riley Stewart	rstewart@emhs.org
Tina Cattan	tcattan@emh.org
Travis Wilson	twilson@emhs.org

*If you need to verify your password or if you need to add users, please contact Alex Webster at awebster@spccopypro.com

2012 STARDOC created

- Live Floor Plans - Allows IT administrators to move devices around on their own floor plans.

2013 Daily Tracking

- Meters gathered daily to track usage
- Daily adjusts projected annual volumes for fiscal year

2014 Monthly Audits

- Allows user to see monthly snapshot of current usage and estimated projections

2015 New Mapping Options & Asset Management

- Allows mapping of other IT devices (Wireless Access Points, IP Camera, Projectors, VOIP phones
- IT Asset Management tracks all IT purchases, warranty expirations, etc.

New Feature: IT Asset Management

- **Keep Track of your IT Purchases**
- **Budget for Future Needs**
- **Map Out Your IT Devices on Floor Plans**

New Feature: IT Asset Management

Benefits of partnering with SPC

Top Benefits to ==our CLIENTS==:

1. Cooperative Buying
By definition, is a model that allows a group of buyers with a common interest to pool their buying power in order to negotiate more favorable pricing and better service. SPC's model allows you to pick your preferred vendor!

➢ SPC's pricing is so strong *we pay for our own fee* by acquiring prices lower than what you can do on your own.

➢ We will _save you money_ benefiting from the combined purchasing power of more than 90 clients with over 3,443 devices doing more than 314 million copies and prints per year. In 2013 we purchased approximately 1,000 printing devices.

➢ We will _save you time_ by preparing your bid, negotiating with vendors/manufacturers, presenting a total bid analysis and managing the implementation.

➢ We will _save you frustration_. We manage your contracts for up to five years from the date of installation.

2. Exclusive <u>STAR Doc</u> Software

➢ Maps all devices and sets up "Interactive Live Floor Plans" of all printing devices, showing you a Before and After Upgrade look; provides a visual for all decision makers over the next five years.

➢ STAR Doc studies your printing habits and is able to predict your year-end cost months in advance, before you receive your year-end reconciliation invoice.

➢ Sets up your next year's budget at the click of a mouse.

3. Simplified Billing Program

➢ Removes the confusion out of billing.

➢ Eliminates variety of invoices from multiple vendors that come annually and/or quarterly.

➢ With SPC's Simplified Billing Program, TWO invoices are sent each year from ONE billing source.

➢ Reconciles all of your devices at the end of the year: You pay only for what you use; no minimums.

4. Five-Year Equipment Replacement Schedule

➢ SPC's staff surveys key locations that determine life of existing equipment.

➢ Specs out new equipment needed: Does not allow vendors to undersize during the bidding process.

➢ Manages the entire bid process down to the install.

5. Annual Report

➢ A crucial document that extends the life of your equipment, often getting 8 to 10 years of guaranteed performance! Flags copying trends within your organization such as over usage

➢ You get an overview of your current equipment situation, reports associated with copying and printing costs and, if needed, recommendations for addressing situations posing a problem

6. Vendor Neutral

➢ SPC does not recommend just one brand; we suggest what's best for you with serviceability in mind.

➢ We present you with the bid results and offer recommendations, yet the decision is yours to make.

SPC has been serving their clients since 1988, saving millions of dollars along the way.
Based on current actual volumes and CPCs, SPC has generated
==*Annual Savings of almost $3.5 million*== *for all of our clients.*
That translates into ==*Savings of more than $17.2 million over five years!*==

SPC Values Our Vendors

Overall Benefits to <mark>our VENDORS</mark>

- Opportunities brought to you – Hundreds of machines each year: In 2013 there were over a thousand.
- SPC is well respected in the industry
- SPC values our vendors and speaks highly of them to our clients.
- National Contracts that are all negotiated with the manufacturers at your disposal

Vendor Benefits Pre-Bid & During the Bid Process

- Sharing of previous bid results that help you to negotiate with your manufacturers.
- On-Site Survey of client requirements including mapping all devices.
- Writing of the *Five-Year Equipment Replacement Schedule* (Bid Specs).
- Controls the Bid Specs (Not allowing any vendor to underbid or offer discontinued equipment).
- A chance to sell your 'Value Add' directly to our clients after the bids are in. Customer has the right to pay more than low bid.

Vendor Benefits Before & During Installation

- Digital Needs Analysis: Matching up the machine to installation site.
- Schedule and coordinate Vendor meeting with Client.
- Cover the cost of ESP surge protectors, electrical wiring, computer interface and any unexpected cost!
- Manage installation.
- Audit installation.
- Capture final meter reads for old contracts.
- Close books on old devices & contracts.

Vendor Ongoing Support

- Yearly meter reads.
- Simplified Billing: SPC collects service funds for the Vendor.
- Collection of all meter reads annually and reconciling them with the Client and Vendor.
- STAR Doc: **S**ystem for **T**racking **A**nd **R**eporting **D**ocuments…Manages the budget.
- Annual Reports that flag machines that are being overused and underused thus improving reliability.
- Mediating warranty issues in sensitive locations.

Why do some vendors hesitate to bid?
- Vendors worry that bidding will reduce their margins.
- If word gets out on pricing, they feel that their other customers will call and ask for similar prices.
- Lose control of their account as winning bidder may beat their pricing.
- SPC bids are designed to keep specs equal for all, no chance of providing a lesser piece of equipment.

SPC manages over 3,700 pieces of equipment;
Our relationship with our vendors has never been *stronger*!