

Specialized Purchasing Consultants
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(800)750-1538



FY21
Annual
Report

With FY22 Projections

Mike Noble
Norway Savings Bank
261 Main Street
Norway, ME 04268



Specialized Purchasing Consultants Inc.
Serving Maine, New Hampshire & Vermont since 1988

December 2021

Mike Noble
Norway Savings Bank
261 Main Street
Norway, ME 04268

Skip Tilton
President

Corporate Office:
1491 East Side River Road
Dummer, NH 03588
(800) 750-1538

VISIT US ON THE WEB:
www.spccopypro.com

Dear Mike:

We at Specialized Purchasing Consultants wish to thank you for your continued confidence in us for the **past 19 years**. We hope we can continue this relationship for many years to come.

This year's Annual Report provides an overview of last year's reprographic equipment usage and status. We recognize that this was an unusual year and that accurate usage may not be fully reflected. However, it is still good to compare and review to see just how the pandemic has impacted usage. Recommendations have still been made to address any potential problem areas and help to avoid needless down time and improve equipment reliability.

Every year we strive to improve or enhance our services to save our clients time, money, and effort. Hopefully you have been able to benefit from these services, and we hope to continue to offer new services. In fact, one new service is the Client Warranty and Relief Fund. A description of this valuable service is provided in this year's report. We are pleased to continue offering all of our services to you at no additional charge.

We appreciate the opportunity to provide you with the best possible pricing, service, and equipment. We look forward to our meeting. Feel free to share your thoughts and feelings concerning your overall experience with SPC.

Sincerely,

Skip Tilton
President

"Protecting Your Copier Interests"

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MEET YOUR TEAM

Skip Tilton, President
Billie Jo Tilton, Vice President



As co-founders of SPC, we 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 our clients, many of whom we have assisted for more than 20 years! Together, we have realized the lowest prices possible while improving the quality of your service and equipment. We have also been able to find ways to increase your equipment reliability, monitor and track usage variations throughout the year, and keep your costs under control.



Alex Webster
Operations, Marketing & IT Manager



Alex is involved in every aspect of SPC. He actively seeks to improve the cooperative bidding process and is continually seeking to improve the buying power in New England. Alex organizes and prepares the bids for new and existing clients, tabulates the bid results and presents them to our clients. He also presents our Annual Reports each year. He keeps our office equipment up to date, ensuring we are always online and using the latest technology to maintain STARDoc and FM Audit so our clients have access to valuable information on their equipment.

Pam Weed
Client-Vendor Relations



Pam helps maintain a good relationship between clients and vendors, overseeing warranty complaints and replacements, equipment upgrades and changes, end-of-year meter collection and billing, and Annual Reports. Pam also assists with marketing SPC services.

Kelly Fortier
Office Support



Our newest team member, Kelly creates and maintains Service & Supply contracts and Warranties, equipment additions and upgrades, lease documentation, bookkeeping, and other office support.

Heidi Tilton
Accounting Support



Heidi assists with bookkeeping and billing for both clients and vendors, processing payments, contact information updates, and other office support.

Sue Penney
Accounting Coordinator



Sue rejoins our team to oversee billing, leases, and purchase transactions.

Robert Dutil
Information Technology



Bob keeps SPC running by maintaining and updating database processes as well as assisting in updates to SPC's STARDoc website and the creation of code to create the many reports SPC generates to give you the accurate information of your usage.

Jamin Tilton
Operations Support



Jamin plays a vital role in performing onsite and virtual equipment surveys and installation audits. He assists with STARDoc and FM Audit updates as well.

SPC TIMELINE

1988 Specialized Purchasing Consultants opens its doors

- Began offering equipment at the sales representative's cost with continued cooperative buying power obtaining competitive rates on leases, equipment, and Service & Supply contracts.

1999 Improved Annual Report

- Revised Annual Report format to include new charts and tables for more expansive usage and budget detail.
- Established Student Ratios.

2001 Meter Collection

- Began collecting meter reads directly from client and submitting to vendors via spreadsheet, providing more accurate and consistent billing.

2002 Bond Counsel Review

- Added Bond Counsel Review to ensure any and all funding sources provided legal documentation to meet State statutes and regulations.

2003 Bond Counsel Review of Contracts and Warranties

- Service & Supply Contracts revised to reflect SPC's commitment to managing a client's account for five years while allowing the client a 30-day cancel option.
- Warranty revised to protect equipment, guaranteeing service or replacement at no charge, even if a vendor goes out of business.

2012 STARDoc and Simplified Billing Developed and Implemented

- Live Floor Plans: Allows IT administrators to move devices around on their own floor plans.
- STARDoc: Helps project out the end-of-year costs and potential overages.
- Simplified Billing: Designed to eliminate hundreds of invoices and condenses it down to 2 or 3 a year.

2013 STARDoc - Daily Tracking

- Meters gathered daily to track usage

2014 STARDoc - Monthly Audits

- Users can see a monthly snapshot of current usage and estimated projections

2015 STARDoc - Mapping Options and Asset Management

- Allows mapping of other IT devices (Wireless Access Points, IP Cameras, Projectors, VoIP Phones, etc.)
- IT Asset Management tracks all IT purchases, warranty expirations, etc.

SPC TIMELINE (Continued)

2018 STARDoc - Improved Pinpointing of Budget and Communications

- Improved pinpointing of machines projected to go over budget
- Facilitate communication with your vendor's service manager
- Request service history on any given printer or copier

2019 STARDoc – Service Histories, Chromebook Bid

- Mandatory annual fleet service history: Provides data on the overall reliability of the fleet.
- SPC's Chromebook bid allowed organizations to piggyback off our cooperative pricing. Many schools like SAU 67 - Bow and SAU 57 - Salem benefited from this pricing.
- Five-Year Fleet Management (FYFM): Projecting out five-year costs for all equipment based on current and past usage.

2020 Mock Bids - Warranty and Relief Fund

- Mock Bids: allows us to show where a client's pricing would come in without having to go out to bid. This allows them to buy off an existing bid, thus saving time and money.
- Warranty and Relief Fund: Due to the pandemic, there are serious upheavals in the industry. In an effort to cushion our clients, this fund was established. For more information, see the last page of the Annual Report.

2020 Chromebook Bid

- Third year in a row, awarding primarily to Y & S Technologies for Lenovo
- Sold 3,379 units to 17 clients for just under \$815k in sales

2021 Vendor Services and Warranty Relief Equipment

- Vendor Bid Portal allows vendors to electronically submit bids, ensuring accuracy and saving time when calculating bid results for presentation.
- Premier Vendors Classification notes which vendors are not only cooperative to SPC bids but who demonstrate willingness to support SPC's processes before, during, and after the bid.
- Warranty Relief Equipment Base: Premier Vendors will have access to SPC-traded high-quality, low-meter machines. For more information, see the last page of the Annual Report.

2022 SPC Roadmap

- STARDoc Upgrade: Plans are being made to give STARDoc a more modern facelift.
- Internal restructuring to ensure our clients receive the best possible service from SPC.

FIVE-YEAR FLEET MANAGEMENT (FYFM)

We have all heard the saying that Information is Power! Beginning with your next upgrade, FYFM will put you in the driver's seat.

Purpose of FYFM:

Interactive Tool you can alter with your printing habits. With the click of one button, it will incorporate both past, present and future usage, flagging any potential problematic areas. **'Right-Sized Print Management' will help to eliminate overused color copiers.**

Setting up Future Budgets:

Projecting out your cost is crucial in setting up your budgets. With FYFM you will be able to take control of your future cost for the entire life of your fleet of copiers, MFP's and printers. STARDoc currently studies your printing habits and projects out for about eight months. FYFM will be able to project out your cost and volume for the entire life of your fleet, usually five years out.

Problematic Machines:

How would you know if your equipment is truly malfunctioning and needs to be replaced under warranty? FYFM will compare your service calls to all SPC's clients for like models and speeds. It will provide you with the number of service calls in a fiscal year and the average copies between calls so that you will know if your equipment is running efficiently and/or needs to be replaced under warranty at no charge. In awarding future bids, you will be able to see which company and which manufacturer is operating the best in your geographic area.

EQUIPMENT HEALTH STATUS

Total Number of Machines **138**

Total Black Photocopiers & MFPs:	98
Total Color Photocopiers & MFPs:	11
Total Black Network Printers:	29
Total Color Network Printers:	0
Total Removed From Service:	41

of Units Not in Use for FY21 **1**

of Units OFF Warranty** **0**

of Units Approaching End of Warranty (unit no longer under contract) **1**

of Units Overused **0**

of Units Underused **0**

Contract Commencement Date 05/15/2021

All Warranties and Service Contracts Expire 06/30/2026

of Annual Payments Left on Lease **0**

SPC's FM Audit Print Management Software Loaded Yes

Printer Contract Signed **No**

****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 Mike,

As you know we have completed phase 2 of your upgrade. At our meeting we will discuss how the overall process went with the idea of improving future upgrades. We will also look at the overall reliability of your equipment and the quality of service you are receiving from Budget. Finally, we will look at how SPC might improve their overall care to Norway Savings Bank.

Client budgets have been significantly impacted for the past two years because of the COVID-19 restrictions. Black usage dropped again by a significant average because of the change to working remotely most of the year. The number of machines under contract listed above reflects FY21 equipment. For FY22 there are 97 machines under contract, listed on Pages 24-25.

Your vendor seems to be taking good care of your fleet (see Service History Report). We can discuss any issues or concerns you may have at our meeting.

Sincerely,
Skip

Norway Savings Bank
Michael Noble
261 Main Street, Norway, ME 04268
Five-Year Basis beginning with the 2020/2021 Fiscal Year

Copies-per-Year: 2,808,100

Present vs. Proposed Recommendations as of 6/1/2020

PRESENT SITUATION

- 1) Guarantees on Photocopiers: **1 Year**
- 2) Annual Price Ceilings Left: **1 Year**
- 3) Console Copiers with 3 million plus: 4
- 4) Units to be Traded: 68
- 5) Photocopiers: 50
- 6) Color Photocopiers: 6
- 7) MFPs: 58 (4 of which are color)
- 8) Printers: 29 MICR Devices
- 9) Duplexers: 108
- 10) Finishers: 50
- Total number of Units: 137

PROPOSED SITUATION

- 1) Guarantees for both New, Recons & Used Machines: **Five + Years**
- 2) 5% or CPI Annual Ceilings, whichever is less: **Five + Years**
- 3) Console Copiers with 3 Million plus: 3
- 4) Replaced: **68 New 2020 & 41 New 2021**
- 5) Photocopiers: **49 with Secure Print/Confidential Mailbox**
- 6) Color Photocopiers: 6
- 7) MFPs: **60 with 4 Color Devices**
- 8) Printers: **29 with MICR Devices**
- 9) Duplexers: **107**
- 10) Finishers: **50**
- Total number of Units: **138**

Overall Description of Equipment Fleet:

Presently, you have **2 different manufacturers & 16 different models** throughout all the various branches. The **new arrangement** (Phase 1: 6-1-2020 68 Machines & Phase 2: 6-1-2021 with 41 New Machines) will eventually shift to one manufacturer **with one vendor** servicing everything. Negotiate now and lock in % of Retail for Phase 2. Ex. SPC Equipment Bids: Presently our bids are coming in between 12% to 16% of retail.

Capital:

With the new arrangement, you will again use straight line depreciation on the purchased equipment.

Service & Supplies:

Considering all of your consumable cost centers including service you are averaging **\$0.004752 for black and \$0.051144 for Color**. The new contract will come in at a CPC of **\$0.004998 for Black and \$0.038306 for Color**.

Vendor Packages:

SPC will bring you multiple different vendor combinations, matching up the best technology available to meet your needs. We would like to highlight the most qualified bids combination for your Bank:

<u>Cost Center</u>	<u>Present</u>	<u>Budget</u>	<u>Ricoh</u>
1. Service & Supplies Color Photo only:	\$14,903.77	\$11,162.64	\$12,529.05
2. Service & Supplies Black Photo only:	\$11,959.73	\$12,577.87	\$16,777.76
3. Straight Line Depreciation:	\$	\$76,000.18	\$90,154.46
4. Forced Upgrades (109 Owned Devices):	\$87,600.00	\$00.00	\$00.00
Totals:	\$114,463.50	\$97,678.79	\$119,461.26
Annual Cost Savings:		\$16,784.71 *	
5 Year Cost Savings:		\$83,923.55	

The successful bidders will have a blanket servicing contract that includes all consumables excluding only staples and paper for all of the equipment that is under their factory authorized ability to service. They will provide one easy CPC billing plan done twice a year in July & January with a reconciliation invoice in June. Your service contract will be fixed through **June 30th, 2021**. A contract extension has been negotiated for four more years, which will have an annual price ceiling of five percent or CPI, whichever is less. You however, only commit funds for one-year at a time to the servicing vendor. And even this scenario allows you to upgrade, lowering the service costs, if it is to your advantage to go out to bid at any time. SPC will set up both the service- supply contracts and the warranty cards with the successful bidding vendors.

Security package: Hard Drive Removals are included in these prices.

*Note: Cost Savings would be slightly Lower in the first year until the Ricoh equipment is removed.

AGING EQUIPMENT SUMMARY

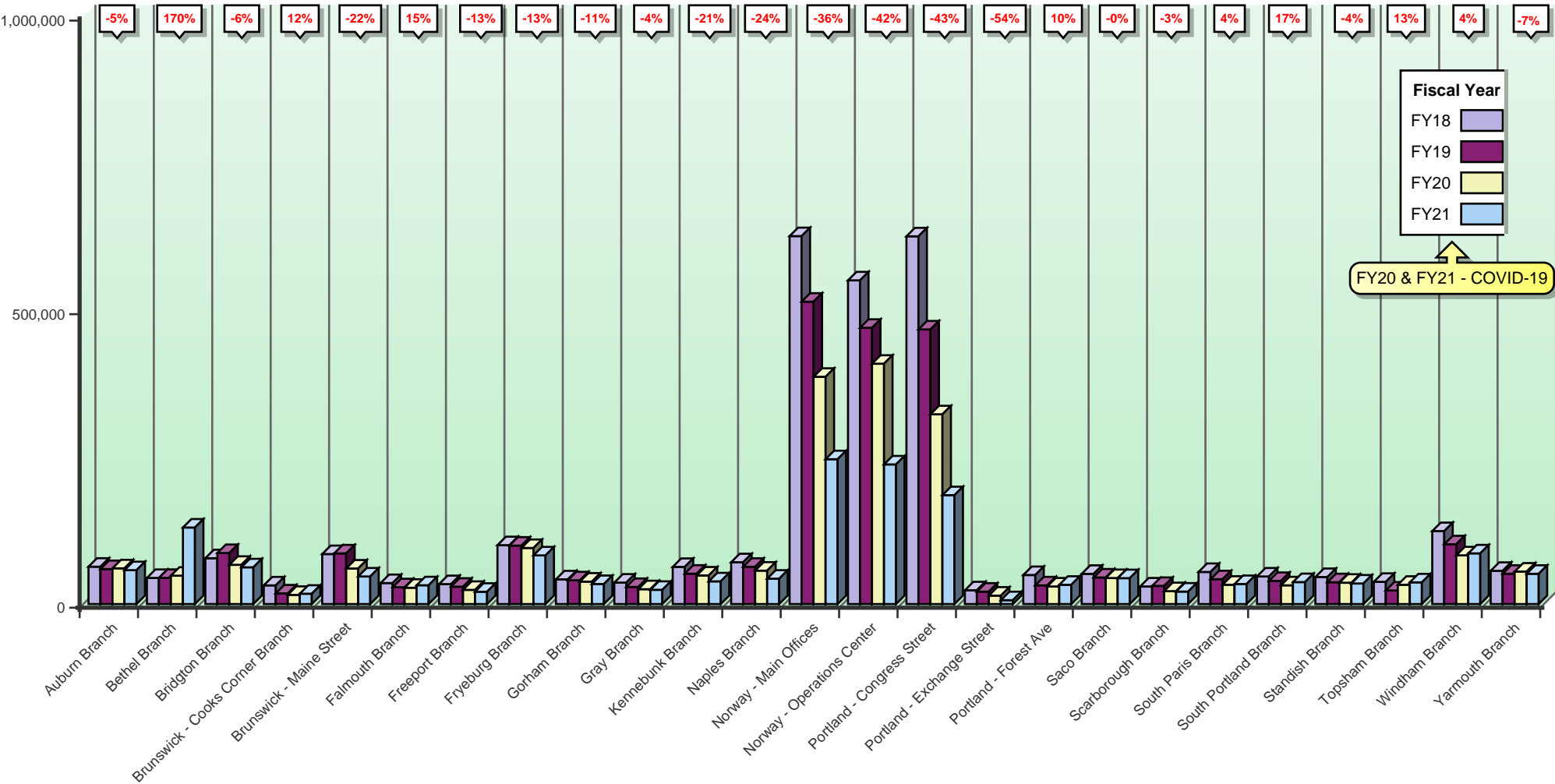
The following equipment is seven or more years from the date the model was first offered for sale by the manufacturer. This is a major factor due to availability of parts, cost of operation, and warranties expiring at 10 years from the Date of Introduction. Usage, age, and service history should be considered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

Building	Room	Make/Model	Serial Number	Vendor	Intro Date
Norway - Operations Center	Main Office - MICR	Ricoh SP3510dn	T315Q910784	1793	06/01/2012

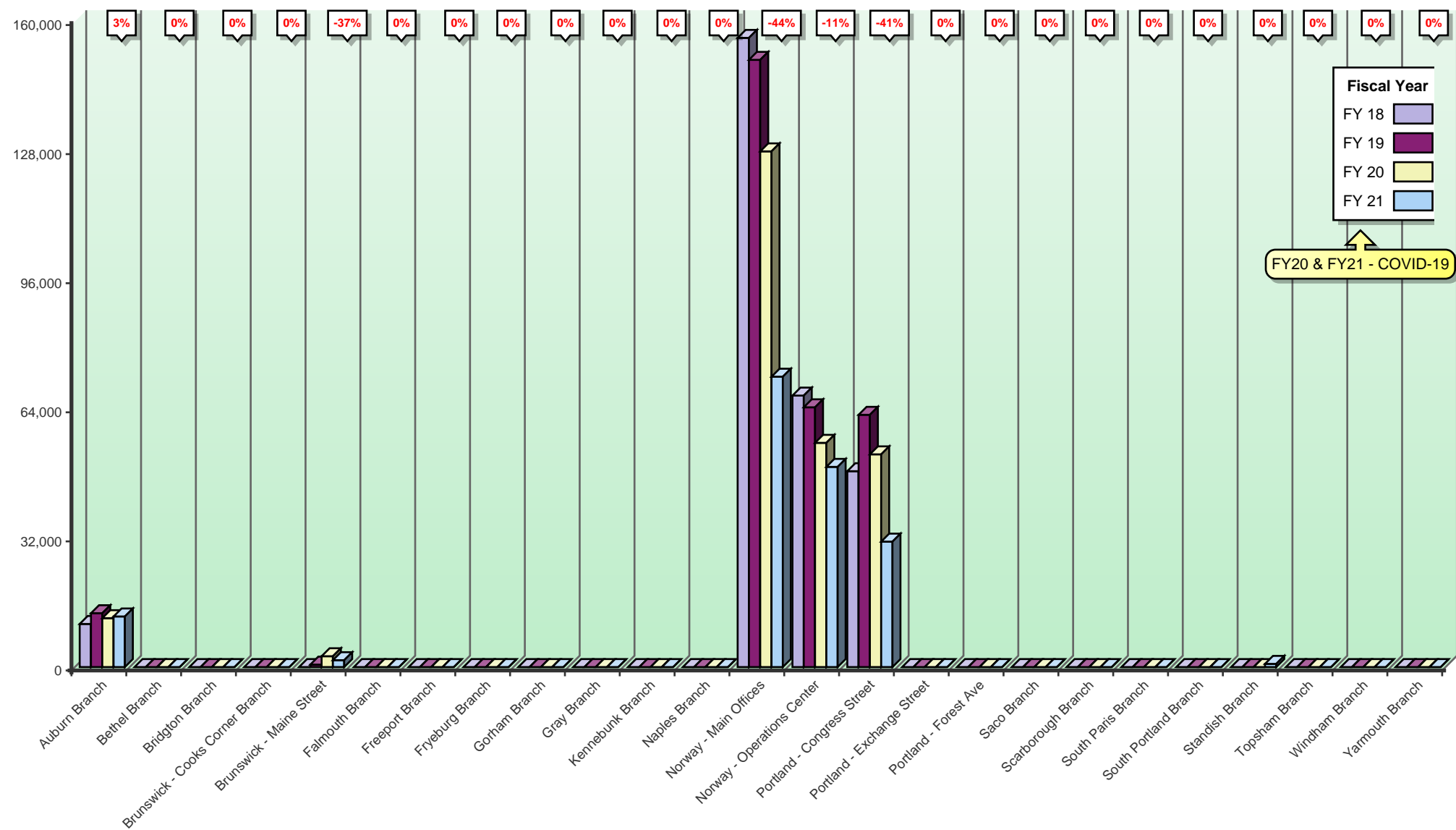
NON-CONTRACTED DEVICES

Make - Model	Serial Number	IP Address	Last Update
CANON PRO-4000	BADE01042	10.1.0.34	2021-12-01 04:03:18
EFI IC-420-945A		10.1.0.39	2021-12-03 08:10:01
EFI NO-KM650i-02		10.1.0.29	2021-12-03 08:10:01

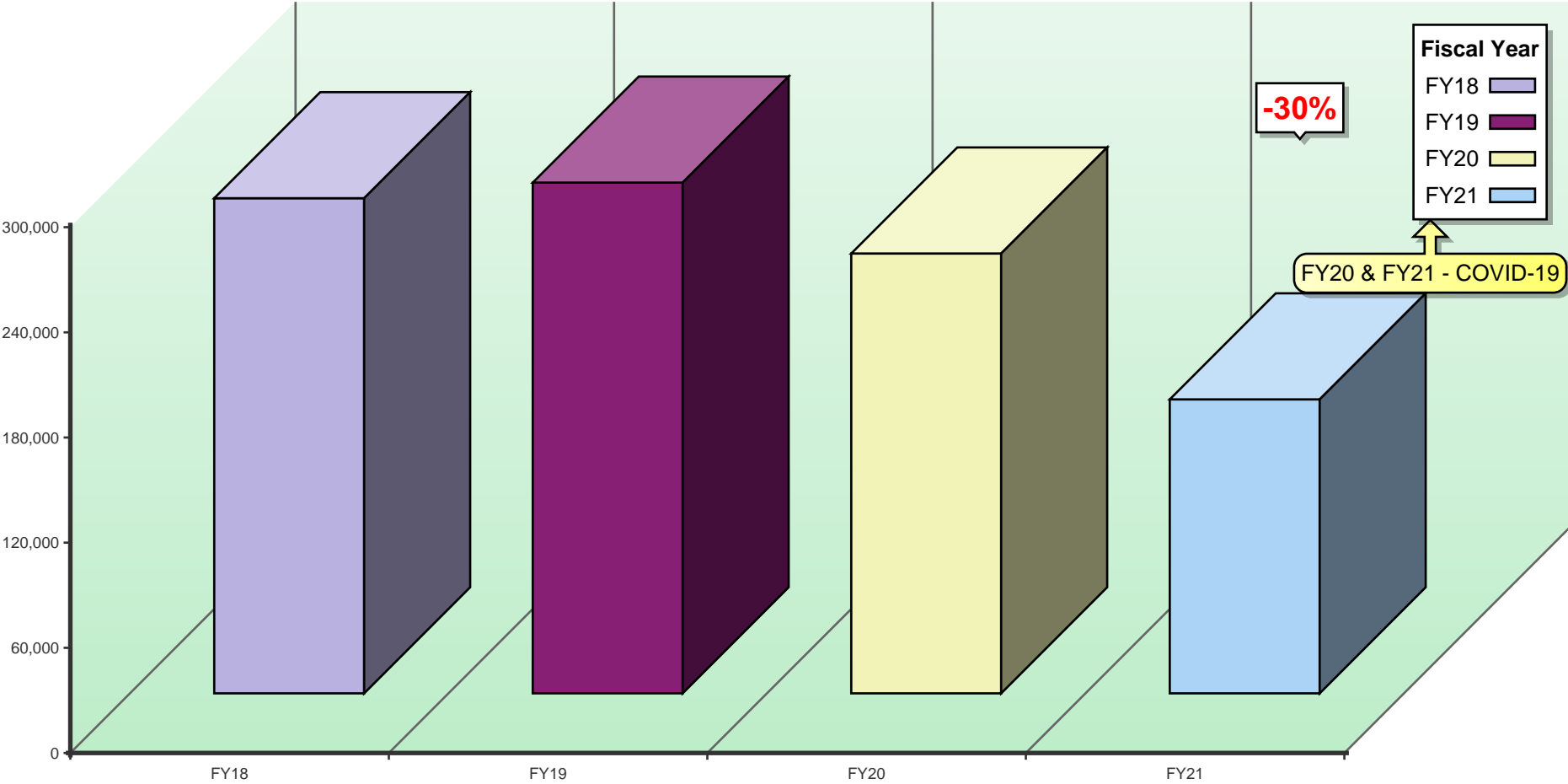
ANNUAL BLACK VOLUME BY LOCATION



ANNUAL COLOR VOLUME BY LOCATION

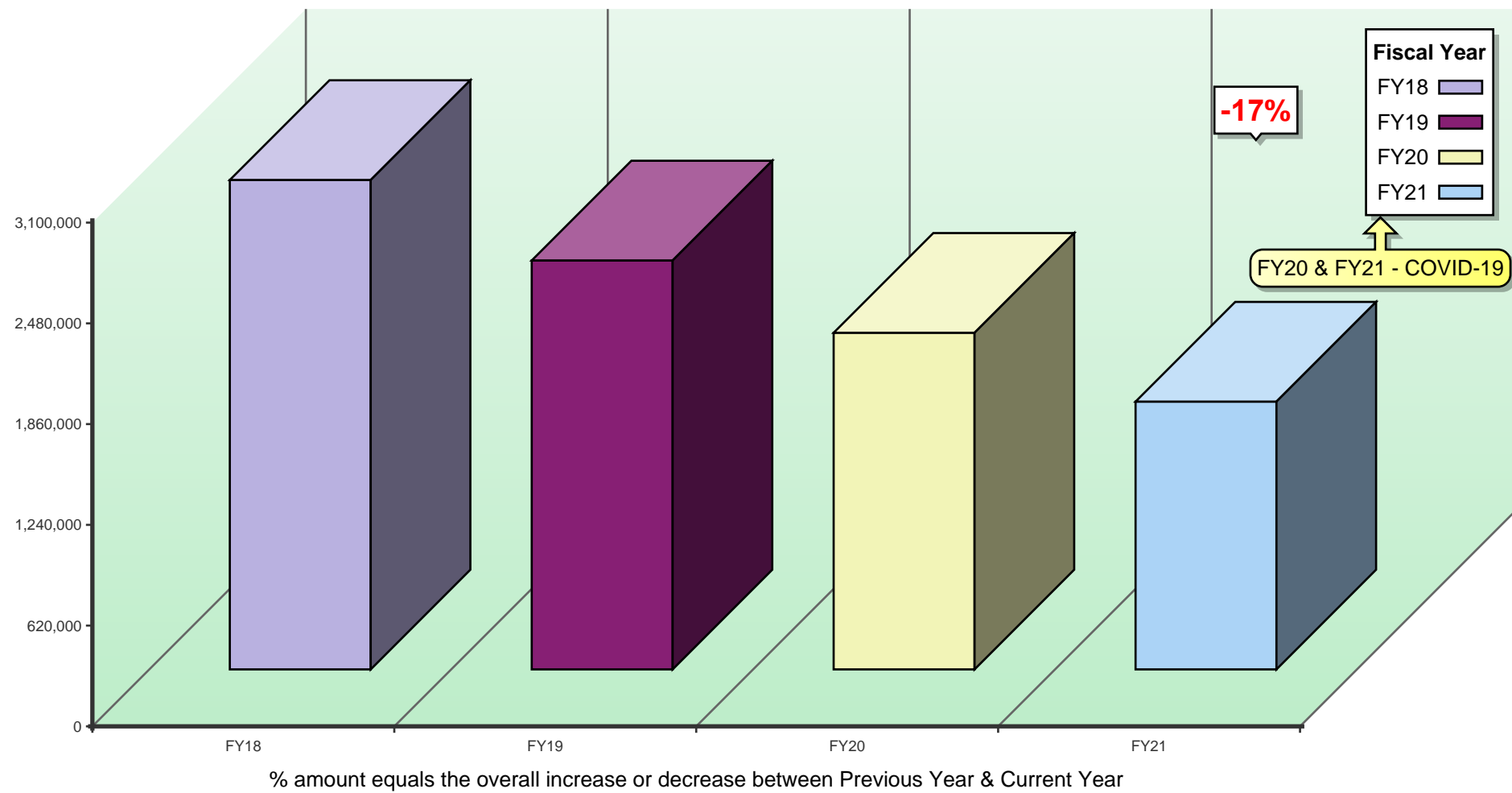


ANNUAL COLOR VOLUME OVERALL

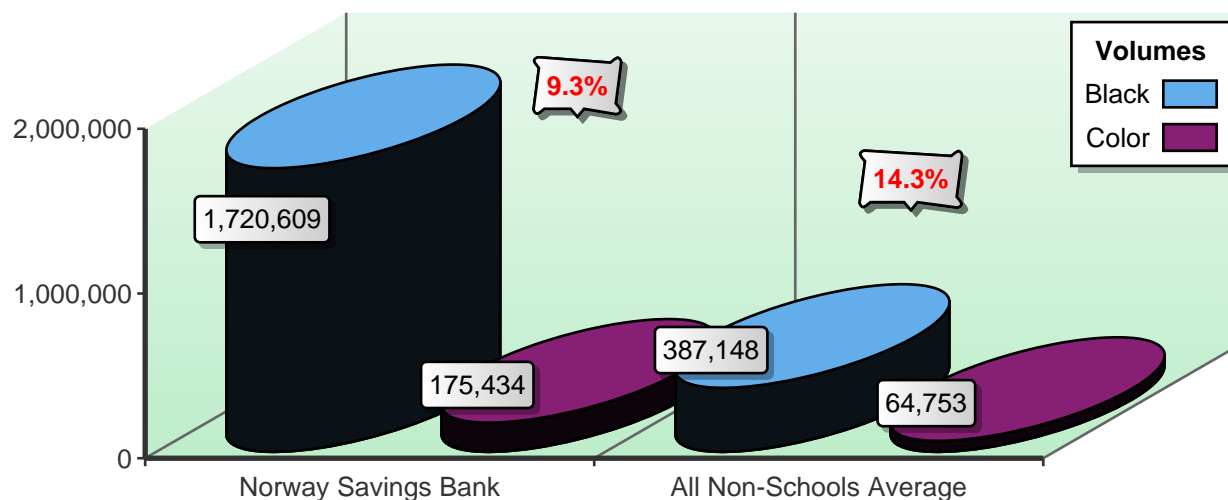


% amount equals the overall increase or decrease between Previous Year & Current Year

ANNUAL BLACK VOLUME OVERALL



COLOR-TO-TOTAL VOLUME COMPARISON



SPC Analysis

COLOR printing plummeted from FY19 to FY20 by 20%, but overall it only dropped by just over 2% between FY20 and FY21, even though COVID restrictions affected only three months of FY20 while it affected all of FY21. This indicates that once restrictions are lifted, color usage will again significantly increase. Obviously some color printing is necessary, but if it is not monitored properly, it could blow up your entire printing budget. The best time to financially achieve the color control goal is when you do your next upgrade. For that recommendation, please review the Health Status page.

SOLUTION: SPC has incorporated into our bids Right-Sized Print Management software that pinpoints the problematic locations and implements tailor-made software that controls your color printing. Instead of forcing the entire organization to change all printing habits, SPC focuses only on problematic locations.

EQUIPMENT USAGE — PRE- AND POST-UPGRADE — BLACK PRINTS

Building	Volume Prior to Upgrade	Cost Prior to Upgrade	Volume After Upgrade	Cost After Upgrade	Total Volume	Total Costs
Auburn Branch	5,051	\$35.67	57,705	\$342.47	62,756	\$378.15
Bethel Branch	3,762	\$27.29	130,363	\$945.46	134,125	\$972.75
Bridgton Branch	830	\$23.35	62,615	\$468.00	63,445	\$491.34
Brunswick - Cooks Corner Branch	1,982	\$18.54	17,615	\$160.81	19,597	\$179.34
Brunswick - Maine Street	3,613	\$25.57	46,994	\$385.31	50,607	\$410.88
Falmouth Branch	104	\$5.30	32,052	\$175.92	32,156	\$181.22
Freeport Branch	3,027	\$19.06	20,963	\$151.33	23,990	\$170.39
Fryeburg Branch	3,301	\$41.98	82,876	\$579.45	86,177	\$621.42
Gorham Branch	1,294	\$9.99	34,151	\$255.16	35,445	\$265.16
Gray Branch	2,456	\$15.65	24,245	\$157.24	26,701	\$172.90
Kennebunk Branch	4,399	\$23.38	38,701	\$175.74	43,100	\$199.12
Naples Branch	1,624	\$21.78	43,224	\$336.96	44,848	\$358.73
Norway - Main Offices	9,756	\$106.64	246,731	\$1,506.70	256,487	\$1,613.34
Norway - Operations Center	6,562	\$81.38	237,829	\$1,465.73	244,391	\$1,547.11
Portland - Congress Street	7,460	\$44.97	185,472	\$947.21	192,932	\$992.18

Building	Volume Prior to Upgrade	Cost Prior to Upgrade	Volume After Upgrade	Cost After Upgrade	Total Volume	Total Costs
Portland - Exchange Street	537	\$6.15	6,619	\$39.48	7,156	\$45.63
Portland - Forest Ave	2,260	\$13.65	32,861	\$258.73	35,121	\$272.38
Saco Branch	1,040	\$11.18	44,131	\$357.24	45,171	\$368.42
Scarborough Branch	2,323	\$15.44	21,282	\$130.61	23,605	\$146.05
South Paris Branch	1,113	\$18.34	34,163	\$303.70	35,276	\$322.04
South Portland Branch	1,239	\$12.65	37,421	\$268.59	38,660	\$281.25
Standish Branch	2,452	\$16.65	35,036	\$289.24	37,488	\$305.89
Topsham Branch	2,829	\$23.78	37,018	\$311.02	39,847	\$334.80
Windham Branch	2,506	\$25.96	86,351	\$600.65	88,857	\$626.61
Yarmouth Branch	1,078	\$12.86	51,593	\$352.87	52,671	\$365.73
Totals	72,598	\$657.23	1,648,011	\$10,965.62	1,720,609	\$11,622.84

EQUIPMENT USAGE — PRE- AND POST-UPGRADE — COLOR PRINTS

Building	Volume Prior to Upgrade	Cost Prior to Upgrade	Volume After Upgrade	Cost After Upgrade	Total Volume	Total Costs
Auburn Branch	0	\$0.00	12,543	\$487.30	12,543	\$487.30
Bethel Branch	0	\$0.00	0	\$0.00	0	\$0.00
Bridgton Branch	0	\$0.00	0	\$0.00	0	\$0.00
Brunswick - Cooks Corner Branch	0	\$0.00	0	\$0.00	0	\$0.00
Brunswick - Maine Street	0	\$0.00	1,702	\$123.40	1,702	\$123.40
Falmouth Branch	0	\$0.00	0	\$0.00	0	\$0.00
Freeport Branch	0	\$0.00	0	\$0.00	0	\$0.00
Fryeburg Branch	0	\$0.00	0	\$0.00	0	\$0.00
Gorham Branch	0	\$0.00	0	\$0.00	0	\$0.00
Gray Branch	0	\$0.00	0	\$0.00	0	\$0.00
Kennebunk Branch	0	\$0.00	0	\$0.00	0	\$0.00
Naples Branch	0	\$0.00	0	\$0.00	0	\$0.00
Norway - Main Offices	3,688	\$176.32	71,976	\$2,986.83	75,664	\$3,163.15
Norway - Operations Center	1,731	\$82.76	49,624	\$2,180.19	51,355	\$2,262.95
Portland - Congress Street	2,287	\$136.69	31,093	\$1,341.89	33,380	\$1,478.58

Building	Volume Prior to Upgrade	Cost Prior to Upgrade	Volume After Upgrade	Cost After Upgrade	Total Volume	Total Costs
Portland - Exchange Street	0	\$0.00	0	\$0.00	0	\$0.00
Portland - Forest Ave	0	\$0.00	0	\$0.00	0	\$0.00
Saco Branch	0	\$0.00	0	\$0.00	0	\$0.00
Scarborough Branch	0	\$0.00	0	\$0.00	0	\$0.00
South Paris Branch	0	\$0.00	0	\$0.00	0	\$0.00
South Portland Branch	0	\$0.00	0	\$0.00	0	\$0.00
Standish Branch	0	\$0.00	790	\$68.14	790	\$68.14
Topsham Branch	0	\$0.00	0	\$0.00	0	\$0.00
Windham Branch	0	\$0.00	0	\$0.00	0	\$0.00
Yarmouth Branch	0	\$0.00	0	\$0.00	0	\$0.00
Totals	7,706	\$395.78	167,728	\$7,187.73	175,434	\$7,583.51

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 12/10/2002 with your projected cost per copy for the new fiscal year through SPC. Annual Volume represents actual FY 21 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	Prior CPC	Average Annual Cost
1,720,609	\$0.03558	\$61,219.27

CURRENTLY WITH SPC

Current Volume	Current CPC*	Current Cost	Cost Savings	5 Year Savings
1,720,609	\$0.00665	\$11,442.05	\$49,777.22	\$248,886.09

*This CPC is an average of your copiers and printers together. Your copier cpc is substantially lower than this average.

Today the Cooperative Buying of SPC has netted annual cost savings, on average, of
 $\$49,777.22 \times 19 \text{ years as a Client} = \$945,767.15$ Cost Savings!

PROJECTED EQUIPMENT COSTS BY BUILDING – BLACK - UPGRADE

This table represents BUDGETED expenses for BLACK prints or copies by building based on recent activity. Approximate current paper costs and averaged current annual lease payments are figured in to provide budget information for the upcoming fiscal year.

Building	Projected Black Volume	Projected Black Usage Cost	Approximate Paper Cost	Average Annual Equipment Cost	Total Projected Black Usage Cost
Auburn Branch	59,622	\$291.83	\$321.96	\$1,215.39	\$1,829.18
Bethel Branch	44,545	\$300.98	\$240.54	\$908.05	\$1,449.57
Bridgton Branch	86,978	\$460.32	\$469.68	\$1,773.04	\$2,703.04
Brunswick - Cooks Corner	18,131	\$156.64	\$97.91	\$369.60	\$624.15
Brunswick - Maine Street	69,729	\$427.79	\$376.54	\$1,421.42	\$2,225.75
Falmouth Branch	28,653	\$127.59	\$154.73	\$584.09	\$866.41
Freeport Branch	29,570	\$212.20	\$159.68	\$602.78	\$974.66
Fryeburg Branch	99,587	\$602.82	\$537.77	\$2,030.07	\$3,170.66
Gorham Branch	40,478	\$337.55	\$218.58	\$825.14	\$1,381.27
Gray Branch	29,176	\$173.91	\$157.55	\$594.75	\$926.21
Kennebunk Branch	51,785	\$229.86	\$279.64	\$1,055.63	\$1,565.13
Naples Branch	63,530	\$374.73	\$343.06	\$1,295.05	\$2,012.84
Norway - Main Offices	412,731	\$2,067.58	\$2,228.75	\$8,413.49	\$12,709.82
Norway - Operations Center	329,775	\$1,541.54	\$1,780.79	\$6,722.44	\$10,044.77
Portland - Congress Street	447,018	\$1,711.28	\$2,413.90	\$9,112.43	\$13,237.61
Portland Exchange Street	21,181	\$90.37	\$114.38	\$431.77	\$636.52
Portland Forest Avenue	31,896	\$225.99	\$172.24	\$650.20	\$1,048.43
Saco Branch	45,303	\$207.54	\$244.64	\$923.50	\$1,375.68
Scarborough Branch	30,952	\$183.53	\$167.14	\$630.95	\$981.62
South Paris Branch	45,508	\$215.76	\$245.74	\$927.68	\$1,389.18
South Portland Branch	39,382	\$225.24	\$212.66	\$802.80	\$1,240.70
Standish Branch	53,838	\$436.21	\$290.73	\$1,097.48	\$1,824.42
Topsham Branch	31,549	\$220.65	\$170.36	\$643.12	\$1,034.13
Windham Branch	101,839	\$591.69	\$549.93	\$2,075.98	\$3,217.60
Yarmouth Branch	51,671	\$240.51	\$279.02	\$1,053.31	\$1,572.84
TOTALS	2,264,427	\$11,654.11	\$12,227.91	\$46,160.18	\$70,042.18

PROJECTED EQUIPMENT COSTS BY BUILDING – COLOR - UPGRADE

This table represents BUDGETED expenses for COLOR prints or copies by building based on projections from your recent upgrade. 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	Total Projected Color S&S Cost
Auburn Branch	13,349	\$503.79
Bethel Branch	0	\$0.00
Bridgton Branch	0	\$0.00
Brunswick - Cooks Corner Branch	0	\$0.00
Brunswick - Maine Street	609	\$52.53
Falmouth Branch	0	\$0.00
Freeport Branch	0	\$0.00
Fryeburg Branch	0	\$0.00
Gorham Branch	0	\$0.00
Gray Branch	0	\$0.00
Kennebunk Branch	0	\$0.00
Naples Branch	0	\$0.00
Norway - Main Offices	148,008	\$5,692.23
Norway - Operations Center	64,398	\$3,044.32
Portland - Congress Street	62,529	\$2,867.97
Portland Exchange Street	0	\$0.00
Portland Forest Avenue	0	\$0.00
Saco Branch	0	\$0.00
Scarborough Branch	0	\$0.00
South Paris Branch	0	\$0.00
South Portland Branch	0	\$0.00
Standish Branch	0	\$0.00
Topsham Branch	0	\$0.00
Windham Branch	0	\$0.00
Yarmouth Branch	0	\$0.00
TOTALS	288,893	\$12,160.84

SERVICE & SUPPLY USAGE PROFILE BY VENDOR – BLACK - UPGRADE

This table represents ACTUAL and BUDGETED expenses for BLACK usage broken down by equipment type and vendor. Under SPC's 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.

Vendor	Billing Type	Equipment Type	FY21 Black Volume	FY21 Black Cost/Copy	FY21 Black S&S Costs	FY22 Projected Black Volume	FY22 Black Cost/Copy	FY22 Projected Black S&S Costs
KMBS	Close-Out	Black Network Printer	4767	\$0.07673	\$365.77	0	\$0.00000	\$0.00
Ricoh USA	Close-Out	Black Laser MFP	6344	\$0.00419	\$26.58	0	\$0.00000	\$0.00
Ricoh USA	Close-Out	Black Laser MFP	30320	\$0.00431	\$130.68	0	\$0.00000	\$0.00
Ricoh USA	Close-Out	Black Photocopier	23114	\$0.00431	\$99.62	0	\$0.00000	\$0.00
Ricoh USA	Close-Out	Color Laser MFP	0	\$0.01052	\$0.00	0	\$0.00000	\$0.00
Ricoh USA	Close-Out	Color Photocopier	1142	\$0.00419	\$4.78	0	\$0.00000	\$0.00
Ricoh USA	Close-Out	Color Photocopier	6911	\$0.00431	\$29.79	0	\$0.00000	\$0.00
Budget	Upgrade	Black Laser MFP	423018	\$0.00800	\$3,384.14	507,157	\$0.00821	\$4,163.76
Budget	Upgrade	Black Laser MFP	0	\$0.00000	\$0.00	29,408	\$0.00800	\$235.26
Budget	Upgrade	Black Network Printer	0	\$0.00000	\$0.00	6,976	\$0.01238	\$86.36
Budget	Upgrade	Black Network Printer	29069	\$0.05188	\$1,508.10	10,324	\$0.05188	\$535.61
Budget	Upgrade	Black Photocopier	226942	\$0.00370	\$839.69	1,188,531	\$0.00370	\$4,397.56
Budget	Upgrade	Black Photocopier	0	\$0.00000	\$0.00	298,294	\$0.00380	\$1,133.52
Budget	Upgrade	Color Laser MFP	7047	\$0.01238	\$87.24	30,497	\$0.01238	\$377.55
Budget	Upgrade	Color Photocopier	43943	\$0.00370	\$162.59	98,567	\$0.00370	\$364.70
Budget	Upgrade	Color Photocopier	0	\$0.00000	\$0.00	94,673	\$0.00380	\$359.76
Ricoh USA	Upgrade	Black Network Printer	4541	\$0.01688	\$76.65	0	\$0.00000	\$0.00
Ricoh USA	Upgrade	Black Photocopier	44909	\$0.00419	\$188.17	0	\$0.00000	\$0.00
Ricoh USA	Upgrade	Black Photocopier	402226	\$0.00460	\$1,850.24	0	\$0.00000	\$0.00
Ricoh USA	Upgrade	Black Photocopier	352733	\$0.00594	\$2,095.23	0	\$0.00000	\$0.00
Ricoh USA	Upgrade	Black Photocopier	79334	\$0.00680	\$539.47	0	\$0.00000	\$0.00
Ricoh USA	Upgrade	Color Laser MFP	11511	\$0.01125	\$129.50	0	\$0.00000	\$0.00
Ricoh USA	Upgrade	Color Photocopier	22738	\$0.00460	\$104.59	0	\$0.00000	\$0.00
TOTALS & AVERAGES			1,720,609	\$0.00676	\$11,622.83	2,264,427	\$0.00515	\$11,654.08

SERVICE & SUPPLY USAGE PROFILE BY VENDOR – COLOR - UPGRADE

This table represents ACTUAL and BUDGETED expenses for COLOR usage broken down by equipment type and vendor. Under SPC's 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.

Vendor	Billing Type	Equipment Type	FY21 Color Volume	FY21 Color Cost / Copy	FY21 Color S&S Costs	FY22 Projected Color Volume	FY22 Color Cost / Copy	FY22 Projected Color S&S Costs
Ricoh USA	Close-Out	Color Laser MFP	0	\$0.05384	\$0.00	0	\$0.00000	\$0.00
Ricoh USA	Close-Out	Color Laser MFP	0	\$0.05384	\$0.00	0	\$0.00000	\$0.00
Ricoh USA	Close-Out	Color Photocopier	5,419	\$0.04781	\$259.08	0	\$0.00000	\$0.00
Ricoh USA	Close-Out	Color Photocopier	2,287	\$0.05977	\$136.69	0	\$0.00000	\$0.00
Budget	Upgrade	Color Laser MFP	790	\$0.08625	\$68.14	22,129	\$0.08625	\$1,908.63
Budget	Upgrade	Color Photocopier	107,630	\$0.03774	\$4,061.96	78,469	\$0.03774	\$2,961.42
Budget	Upgrade	Color Photocopier	0	\$0.00000	\$0.00	188,295	\$0.03872	\$7,290.78
Ricoh USA	Upgrade	Color Laser MFP	22,393	\$0.07250	\$1,623.49	0	\$0.00000	\$0.00
Ricoh USA	Upgrade	Color Photocopier	36,915	\$0.03885	\$1,434.15	0	\$0.00000	\$0.00
TOTALS & AVERAGES			175,434	\$0.04323	\$7,583.51	288,893	\$0.04209	\$12,160.83

LEASED/OWNED EQUIPMENT DETAILS

Total Number of Machines Under Contract	97
Number of Machines on Lease	0
Number of Machines Owned	97
Number of Rental/Loaner Machines	0

Lease Company	Straight-Line Depreciation
Term	N/A
Average Annual 5-Year Depreciation Amount	\$46,160.18
Lease Start Date	N/A
Lease End Date*	N/A
Remaining Payments	N/A

*The Lease End Date has no bearing on Service & Supply and Warranty Contracts.

OWNED EQUIPMENT

Building	Room	Make/Model	Serial Number
Auburn Branch	2nd Floor	Konica Minolta BH4052	AAIR011011693
Auburn Branch	Branch Manager	Konica Minolta BH4052	AAIR011011638
Auburn Branch	Office Check Printer	HP Laser Jet Pro M402n	PHBHM36143
Auburn Branch	Service Bar	Konica Minolta BH458	AA6U011022482
Bethel Branch	Lobby	Konica Minolta BH458	AA6U011021862
Bethel Branch	Main Office	Konica Minolta BH4052	AAIR011012262
Bethel Branch	Office Check Printer	HP Laser Jet Pro M402n	PHBHM36107
Bethel Branch	Privacy Office	Konica Minolta BH4052	AAIR011012298
Bridgton Branch	Lender's Office	Konica Minolta BH4052	AAIR011010614
Bridgton Branch	Market Manager	Konica Minolta BH4052	AAIR011012326
Bridgton Branch	Office Check Printer	HP Laser Jet Pro M402n	PHBHM36106
Brunswick - Cooks Corner Branch	Branch Manager	Konica Minolta BH458	AA6U011022229
Brunswick - Cooks Corner Branch	Office Check Printer	HP Laser Jet Pro M402n	PHBHM35807
Brunswick - Cooks Corner Branch	Teller Line	Konica Minolta BH4052	AAIR011011660
Brunswick - Maine Street	Branch Manager	Konica Minolta BH4052	AAIR011012492
Brunswick - Maine Street	Office	Konica Minolta BH4052	AAIR011011896
Brunswick - Maine Street	Office Check Printer	HP Laser Jet Pro M402n	PHBHM35802
Brunswick - Maine Street	Security Officer	Konica Minolta BH4052	AAIR011011722
Falmouth Branch	Branch Manager	Konica Minolta BH4052	AAIR011011924
Falmouth Branch	Office Check Printer	HP Laser Jet Pro M402n	PHBHM35804
Freeport Branch	Branch Manager	Konica Minolta BH4052	AAIR011011895
Freeport Branch	Lobby	Konica Minolta BH4052	AAIR011011931
Freeport Branch	Office Check Printer	HP Laser Jet Pro M402n	PHBHM36108
Freeport Branch	Teller Line	Konica Minolta BH458	AA6U011021824
Fryeburg Branch	Branch Manager	Konica Minolta BH4052	AAIR011012508
Fryeburg Branch	Conf Room	Konica Minolta BH4052	AAIR011012483
Fryeburg Branch	Office Check Printer	HP Laser Jet Pro M402n	PHBHL35057
Gorham Branch	Commercial Lending	Konica Minolta BH4052	AAIR011011692
Gorham Branch	Manager's Office	Konica Minolta BH4052	AAIR011010606
Gorham Branch	Office Check Printer	HP Laser Jet Pro M402n	PHBHM35812
Gray Branch	Office	Konica Minolta BH4052	AAIR011011904
Gray Branch	Office	Konica Minolta BH458	AA6U011022278
Gray Branch	Office Check Printer	HP Laser Jet Pro M402n	PHBHM36110
Gray Branch	Privacy Office	Konica Minolta BH4052	AAIR011011702
Kennebunk Branch	Commercial Lender's Office	Konica Minolta BH4052	AAIR011011636
Kennebunk Branch	Copy Room	Konica Minolta BH458	AA6U011022263

Building	Room	Make/Model	Serial Number
Kennebunk Branch	Manager's Office	Konica Minolta BH4052	AAIR011011695
Kennebunk Branch	Office Check Printer	HP Laser Jet Pro M402n	PHBHL35049
Naples Branch	Assistant Manager's Office	Konica Minolta BH4052	AAIR011012474
Naples Branch	Branch Manager	Konica Minolta BH4052	AAIR011012269
Naples Branch	CSR Office	Konica Minolta BH4052	AAIR011012502
Naples Branch	Manager's Office	Konica Minolta BH4052	AAIR011012306
Naples Branch	Office Check Printer	HP Laser Jet Pro M402n	PHBHL35051
Norway - Main Offices	Drive-Up	Konica Minolta BH4052	AAIR011010607
Norway - Main Offices	Drive-Up Check Printer	HP Laser Jet Pro M402n	PHBHL35059
Norway - Main Offices	Executive Administration	Konica Minolta BHC650i	AA7N011000734
Norway - Main Offices	Executive Assistant	Konica Minolta BH4052	AAIR011011745
Norway - Main Offices	Finance	Konica Minolta BH4052	AAIR011010621
Norway - Main Offices	Front Check Printer	HP Laser Jet Pro M402n	PHBHM35819
Norway - Main Offices	Lender's Office	Konica Minolta BH4052	AAIR011010625
Norway - Main Offices	Loan Servicing 2nd Floor	Konica Minolta BH558	AA6T011011308
Norway - Main Offices	Marketing	Konica Minolta BH4052	AAIR011010611
Norway - Main Offices	Marketing Admin	Konica Minolta BH4052	AAIR011011950
Norway - Main Offices	Marketing Assistant	Konica Minolta BH4052	AAIR011010628
Norway - Main Offices	RLC	Konica Minolta BH558	AA6T011011333
Norway - Main Offices	Tallys Office	Konica Minolta BH4052	AAIR011010618
Norway - Main Offices	Vicky's Office	Konica Minolta BH4052	AAIR011010616
Norway - Operations Center	Chuck Williams' Office	Konica Minolta BH4052	AAIR011010604
Norway - Operations Center	Deposit Ops	Konica Minolta BH558	AA6T011011332
Norway - Operations Center	Finance	HP Laser Jet Pro M402n	PHBHM36136
Norway - Operations Center	Finance	Konica Minolta BHC650i	AA7N011000670
Norway - Operations Center	Human Resources	Konica Minolta BH4052	AAIR011010327
Norway - Operations Center	Main Office	Konica Minolta BH4052	AAIR011010605
Norway - Operations Center	Main Office - MICR	Ricoh SP3510dn	T315Q910784
Norway - Operations Center	Retail Support	HP Laser Jet Pro M402n	PHBHL16641
Norway - Operations Center	Spare Check Printer	HP Laser Jet Pro M402n	PHBHM35814
Portland - Congress Street	AMG - 2nd Floor	Konica Minolta BHC360i	AA2J011009355
Portland - Congress Street	AMG/Manager's Office	Konica Minolta BH4052	AAIR011011746
Portland - Congress Street	Carolyn's Office	Konica Minolta BH4052	AAIR011011686
Portland - Congress Street	Office Check Printer	HP Laser Jet Pro M402n	PHBHM35778
Portland - Exchange Street	Office Check Printer	HP Laser Jet Pro M402n	PHBHL35056
Portland - Forest Ave	Office	Konica Minolta BH4052	AAIR011011694
Portland - Forest Ave	Office Check Printer	HP Laser Jet Pro M402n	PHBHL35053

Building	Room	Make/Model	Serial Number
Portland - Forest Ave	Privacy Office	Konica Minolta BH4052	AAIRO11011643
Portland - Forest Ave	Teller Line	Konica Minolta BH4052	AAIRO11011645
Saco Branch	Commercial Area	Konica Minolta BH4052	AAIRO11011699
Saco Branch	Lobby	Konica Minolta BH4052	AAIRO11011639
Saco Branch	Office Check Printer	HP Laser Jet Pro M402n	PHBHM35821
Scarborough Branch	Lobby	Konica Minolta BH458	AA6U011021834
Scarborough Branch	Office Check Printer	HP Laser Jet Pro M402n	PHBHM35822
Scarborough Branch	Teller Line	Konica Minolta BH4052	AAIRO11011652
South Paris Branch	Managers Office	Konica Minolta BH4052	AAIRO11012507
South Paris Branch	Office Check Printer	HP Laser Jet Pro M402n	PHBHM35808
South Paris Branch	Supervisor Office	Konica Minolta BH4052	AAIRO11011648
South Portland Branch	Office Check Printer	HP Laser Jet Pro M402n	PHBHM36102
South Portland Branch	Personal Banker	Konica Minolta BH4052	AAIRO11011748
Standish Branch	Back Office	Konica Minolta BHC3350i	A93E011006485
Standish Branch	Office Check Printer	HP Laser Jet Pro M402n	PHBHM36105
Standish Branch	Work Room	Konica Minolta BH4052	AAIRO11012312
Topsham Branch	Manager's Office	Konica Minolta BH4052	AAIRO11011691
Topsham Branch	Office Check Printer	HP Laser Jet Pro M402n	PHBHM35809
Topsham Branch	Teller Line	Konica Minolta BH4052	AAIRO11011680
Windham Branch	Commercial Admin	Konica Minolta BH4052	AAIRO11011689
Windham Branch	Manager's Office	Konica Minolta BH4052	AAIRO11011698
Windham Branch	Office Check Printer	HP Laser Jet Pro M402n	PHBHM35813
Yarmouth Branch	Manager's Office	Konica Minolta BH4052	AAIRO11011707
Yarmouth Branch	Office Check Printer	HP Laser Jet Pro M402n	PHBHL35052

STARDoc USER NAMES

Name	User Name
Ann Brett	abrett
Brian Shibles	bshibles@norwaysavingsbank.com
Janel Danforth	JDanforth
Micheal Noble	mnoble@norwaysavingsbank.com
Zach Emmons	zemmons



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 70 clients with over 4,500 devices doing 265 million copies and prints per year (pre-COVID). We purchase approximately 1,200 units annually with 72 million prints out to bid.
- 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 STARDoc Software

- STARDoc: System for Tracking And Reporting Documents.
- 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.
- STARDoc 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 monthly and/or quarterly.
- THREE detailed, easy-to-read 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 overusage.
- 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 \$2 million for all of our clients. That translates into Savings of more than \$10 million over five years!



SPC Values Our Vendors

Overall Benefits to Our Vendors

- Opportunities brought to vendor - Over 1,200 units purchased in FY21 running over 72 million prints
- 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)
- Vendor Bid Portal: Greatly reduces bid input time; reduces time from bid submission to bid presentation to the clients in our cooperative
- Control of Bid Specs (Not allowing any vendor to underbid or offer discontinued equipment)
- Selling of vendors' 'Value Add' directly to our clients after the bids are in; Client has the right to pay more than low bid, if desired

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 costs
- Manage and audit installation
- Capture final meter reads and close books on old devices & contracts

Vendor Ongoing Support

- Yearly meter reads
- Simplified Billing: SPC manages billing and payment directly with Client and Vendor
- STARDoc: System for Tracking And Reporting Documents... 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 4,500 Photocopiers and Printers
Our relationship with our vendors has never been stronger!



STARDoc Features

Cost Projection by Department or Building

- Allows you to formulate next year's budget as early as December
- Allows you to see the projected usage bill in advance
- Tabulate total budgets and total costs district-wide
- Volume or cost pages allow you to pinpoint specific machines on the floorplans
- Timeline - allows you to track historical volume and costs to compare current budget with past years

Map your devices on Floorplans

- Identifies detailed information (IP address, serial number, vendor ID, CPC, consumed volume, toner and service alerts)
- Device Information tab allows easy access to the printer/copier web interface
- Asset Management (Servers, Wireless Access Points, IP Cameras, Projectors, Apple TVs)

Floorplan Administration

- Allows IT and Business Manager to move devices around on floorplan
- Paper trail of device locations after summer break
- Shows Previous Devices, Present Equipment, and Proposed Equipment

Contacts Page

- Control Access and Permissions to STARDoc
- Toggle Email All (Toner Alerts, Service Alerts, Monthly Audits)

Device Listing Page

- Centralized location for detailed information of District's assets
- Exportable device listing to Excel or PDF
- Non-Reporting Device listing for devices that haven't reported for more than two weeks
- Tracks additional non-contracted devices
- IP Addresses and MAC addresses imported automatically
- Strikethrough on machines that have been removed

Monthly Audits

- Monthly Cost Snapshot
- Shows number of devices not reporting to help improve projections accuracy

Last Sync Date

- Shows the last time FM Audit synced for equipment

Over-Budget Report

- Request service history on any machine right through STARDoc.
- Catch overused equipment early, before equipment begins to break down due to overuse.

Five-Year Fleet Management (FYFM)

- Projects out five-year costs for all equipment based on current and past usage

NEW VENDOR CATEGORIES

In the past we had two vendor categories: Cooperative and Uncooperative. In 2021 we added a third category:

Premier: defined as consistently providing ...

- Quality bids to SPC
- Quality service with a four-hour or less average response time
- Reliable equipment and competitive pricing
- Support to SPC and our mutual clients to resolve concerns
- **Current Premier Vendors**
 - Budget Document Technologies
 - Konica Minolta Business Solutions
 - National 1927
 - Ricoh USA
 - SymQuest Group

Cooperative: defined as ...

- Providing bids as required but lacking in one or more areas listed above, or they have yet to provide a history of strong support

Uncooperative: defined as ...

- Rarely submitting bids to SPC
- Encourages SPC clients to breach existing contracts and undermines SPC's bid process

WARRANTY RELIEF FUND

Why is it Needed?

With the recent pandemic, schools and businesses shut down. In FY20 credits owed were around \$389,000. However, your contracts stipulate that any unused service and supplies are to be refunded. While this may seem like good news, what if the vendor is unable or unwilling to repay those funds? Many companies outside of the copier industry are already filing for bankruptcy. SPC's legitimate concern is, what if this hits the copier industry and we can no longer access the funds owed to the client?

Other Concerns:

- Vendor refuses to honor a Warranty
- Equipment is no longer under a vendor Warranty
- Vendor refuses to honor a Service-and-Supply Contract at the agreed-upon pricing.
- Vendor gets sold to a venture capitalist entity or to a risky new owner with limited cash reserves

Purpose:

Since 1989, SPC's goal is to shelter our clients from Industry upheavals. This fund is to set aside monies that can be used by any client, if a need arises.

Funding Source: Initially, \$200,000 no-interest personal loan. To be paid back from two sources...

- Wholesale Trades... For over 10 years these funds have been set aside for warranty replacement units since the industry would provide the same cash price with or without the trade.
- Equipment Purchases... 2% of the gross will be set aside with each upgrade.

Who Benefits?

All SPC clients...like any insurance fund, by pooling funds from SPC's entire client base, any losses are eliminated.

WARRANTY RELIEF EQUIPMENT BASE

Why is it Needed?

As with credits owed to clients for unused copies, sometimes equipment needs to be replaced or added but there are no funds in the budget. Rather than relying solely on the Warranty Relief Fund, SPC will have an inventory of high-quality, low-meter copiers and printers to use as replacements or additional equipment as needed at a lower cost to the client than a new machine.

Other Concerns:

- Equipment is no longer under a vendor Warranty
- Vendor refuses to honor a Warranty
- Equipment is damaged by user and not covered under the Warranty

Purpose:

- To replace or add a machine when needed

Who Benefits?

- All SPC clients...by pooling high-quality equipment from past client upgrades, equipment can be replaced with minimal impact on the client