

Specialized Purchasing Consultants

1491 East Side River Road

Dummer, NH 03588

(800)750-1538



FY22 Annual Report

With FY23 Projections

Matthew Cyr
RSU 34 - Old Town
156 Oak Street
Old Town, ME 04468



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

September 2022

Matthew Cyr
RSU 34 - Old Town
156 Oak Street
Old Town, ME 04468

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 Matthew:

Specialized Purchasing Consultants is pleased to present your FY22 Annual Report, taking a look at where we are in recovering from the pandemic restrictions and changes, and looking ahead to continued cost savings and recommendations to maintain your equipment and ensure your vendors are giving the best service possible.

The past few years were unprecedented with the restrictions brought on by the pandemic, and this year was no exception. Because of the delays brought on by the pandemic we chose to submit our copier bid in February rather than wait until March/April. This proved to be a good move for many reasons.

The industry continues to experience major backorder issues on equipment, something we've not had to deal with in years past. Bidding early meant boards could approve results and orders could be placed early. We were also able to lock in new service and supply pricing for existing equipment while orders were delayed so as not to disrupt budgets already established for the new fiscal year based on upgrading equipment.

Even after our bids were received and awarded, though, one major vendor wanted to increase their pricing because of the increased inflation rate that took place after the bid process. We were able to negotiate with them and hold the pricing we received back in February. Again, starting the bid process early proved to be a positive move.

Finally, while the industry experienced an over 9% inflation rate, SPC was able to continue to hold down service and supply costs for all of our clients because of SPC's allowable CPC increase cap of 5%.

As always, we are grateful for your continued confidence in the services SPC provides and in our efforts to secure better pricing on equipment, service and supplies than can be obtained independently. We look forward to working with you another year and into the future.

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 bid 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 results, and presents them to our clients. He also maintains our office equipment and utilizes the latest technology to maintain STARDoc and FM Audit so our clients always 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
Finance Support

Kelly is a valuable asset to the SPC Finance Department. Her versatility in managing various aspects of accounting, lease documentation, and service and supply contracts benefits her team and the clients she works with.

Heidi Tilton
Office Support

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



Sue Penney
Administrative & Finance Manager

Sue coordinates and oversees all billing, leases, and contracts. Her decades of financial expertise benefit the Billing Team by her attention to detail and ability to prioritize to ensure accuracy and timeliness of all finance projects.

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 ensuring equipment surveys, installations, and trades go smoothly, coordinating with clients and vendors and maintaining a schedule that is beneficial for all. Jamin also assists Alex in many technical areas such as maintaining STARDoc and FM Audit as well as with computer maintenance.

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.

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 Vendor Bid

- Put bid out in February instead of late spring.
- This early bidding saved clients thousands due to inflation and price increases that took place after bid pricing was locked in, preventing higher rates to our clients.
- This also allowed for early ordering to accommodate backorders.
- We were also able to lock in bid rates for existing equipment until new equipment could be installed after the start of the new fiscal year.

2023 SPC Roadmap

- STARDoc Upgrade: Process is in place to give STARDoc a more modern facelift.

EQUIPMENT HEALTH STATUS

Total Number of Machines **24**

Total Black Photocopiers & MFPs:	10
Total Color Photocopiers & MFPs:	11
Total Black Network Printers:	2
Total Color Network Printers:	1
Total Removed From Service:	1

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

of Units OFF Warranty** **0**

of Units Approaching End of Warranty **0**

of Units Overused **0**

of Units Underused **0**

Contract Commencement Date **07/01/2020**

All Warranties and Service Contracts Expire **06/30/2025**

of Annual Payments Left on Lease **0**

****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 Matthew,

Despite increased inflation and a continued backlog of orders – unprecedented in SPC history – SPC managed to maintain the buying power we established three decades ago and keep equipment and service & supply pricing lower than anything found in the industry.

Your upgrade was fairly recent and there are no critical action items needed at this point.

We look forward to meeting you and discussing any concerns or questions you may have at our meeting.

Sincerely,

Skip

RSU 34 – Old Town
David Walker
156 Oak Street, Old Town ME, 04468
Five-Year Basis beginning with the 2020/2021 Fiscal Year

Copies-per-Year: 3,281,410

Present vs. Proposed Recommendations as of 7/1/2020

PRESENT SITUATION

- 1) Guarantees on Photocopiers: **1 Year**
- 2) Annual Price Ceilings Left: **1 Year**
- 3) Console Copiers with 3 million plus: 6
- 4) Units to be Traded: 18
- 5) Photocopiers: 19
- 6) Color Photocopiers: 12
- 7) MFPs: 1
- 8) Printers: 6
- 9) Duplexers: 26
- 10) Finishers: 19
- Total number of Units: 26

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: 6
- 4) Replaced: **11 New in 2020 and 12 New in 2021**
- 5) Photocopiers: **19 with Secure Print/Confidential Mailbox**
- 6) Color Photocopiers: **11**
- 7) MFPs: **1 with 0 Color**
- 8) Printers: **3 with 2 Color & 0 MICR**
- 9) Duplexers: **21**
- 10) Finishers: **19**
- Total number of Units: **23 (Closing out 3 to right size equipment)**

Overall Description of Equipment Fleet:

Presently, you have **three different manufacturers & thirteen different models** of low-end network printers. The **new arrangement** will shift to **one vendor** servicing everything. This will happen over the course of 2 years. Both Budget and Symquest have solidified pricing identical pricing for both phases of the acquisition. This will greatly reduce cost and improve reliability.

Print Management: STARDoc for all devices and Papercut MF for select devices (1 Copier). Additionally, __ OCR Modules will be purchased to allow scanning of documents that are searchable. Papercut pricing is not included yet and can be finalized once a vendor is selected. Papercut Mobility Print can be installed by the vendor.

Capital:

Presently, you have **No** municipal lease. With the new arrangement, you will be paying cash. See the Total Bid Analysis for detailed information.

Service & Supplies:

Considering all of your consumable cost centers including service you are averaging **\$0.003686 for black and \$0.050030 for Color**. The new contract will come in at a CPC of **\$0.003808 for Black and \$0.039090 for Color with Budget**.

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 School District:

<u>Cost Center</u>	<u>Present</u>	<u>Budget (KM & HP)</u>	<u>Symquest (All KM)</u>
1. Service & Supplies Color:	\$12,086.50	\$9,443.69	\$9,838.88
2. Service & Supplies Black:	\$11,204.38	\$11,575.20	\$9,968.72
3. 5 Year Straight Line Depreciation:	\$00.00	\$24,459.82*	\$27,499.11*
4. Forced Upgrades* (#20 Printer/Copiers):	\$38,050.00	\$00.00	\$00.00
Totals:	\$61,340.88	\$45,883.85	\$47,306.71

*Item 3 includes both phase 1 and phase 2 acquisitions. For a year by year breakdown, please see the Total Bid Analysis.

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 Wipes are included in these prices.

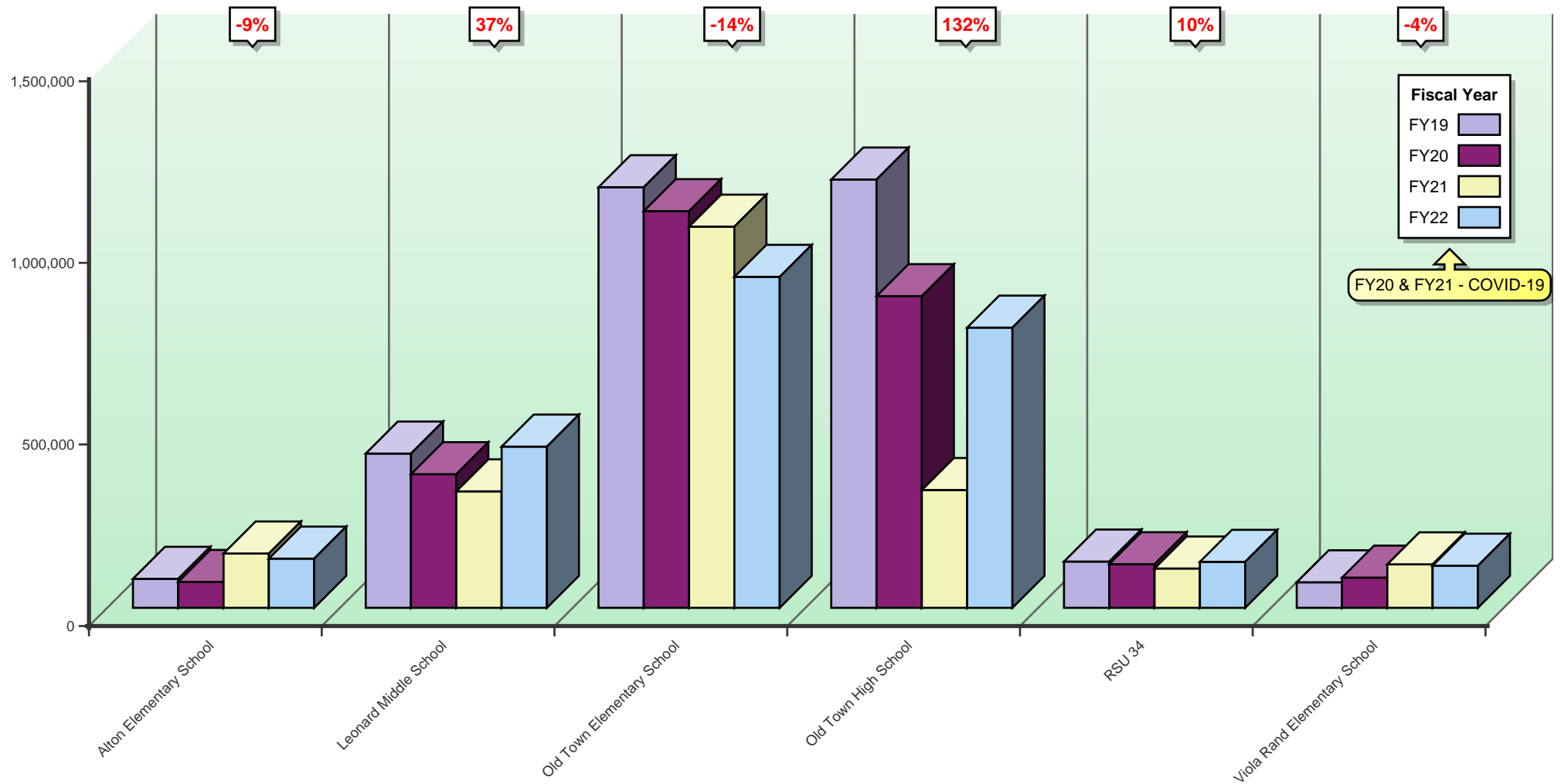
NON-CONTRACTED DEVICES

Make - Model	Serial Number	IP Address	Last Update
HP LASERJET 1022n	JN03NE9	172.16.3.163	2022-09-07 04:17:32
HP LASERJET 4200	USGNM57873	172.16.3.231	2022-09-07 04:17:32
HP LASERJET P4015	JPDF296044	172.16.3.232	2022-09-07 04:17:32
HP LASERJET P4015	JPDF300494	172.16.0.90	2022-08-10 04:17:33
KYOCERA FS-C5250DN	Q552705636	192.168.13.221	2022-09-07 04:17:32
LEXMARK CX410de	75273494GNT2	192.168.8.56	2022-09-07 04:17:32
LEXMARK MX410de	70155PLM0ZK87	192.168.8.54	2022-09-07 04:17:32

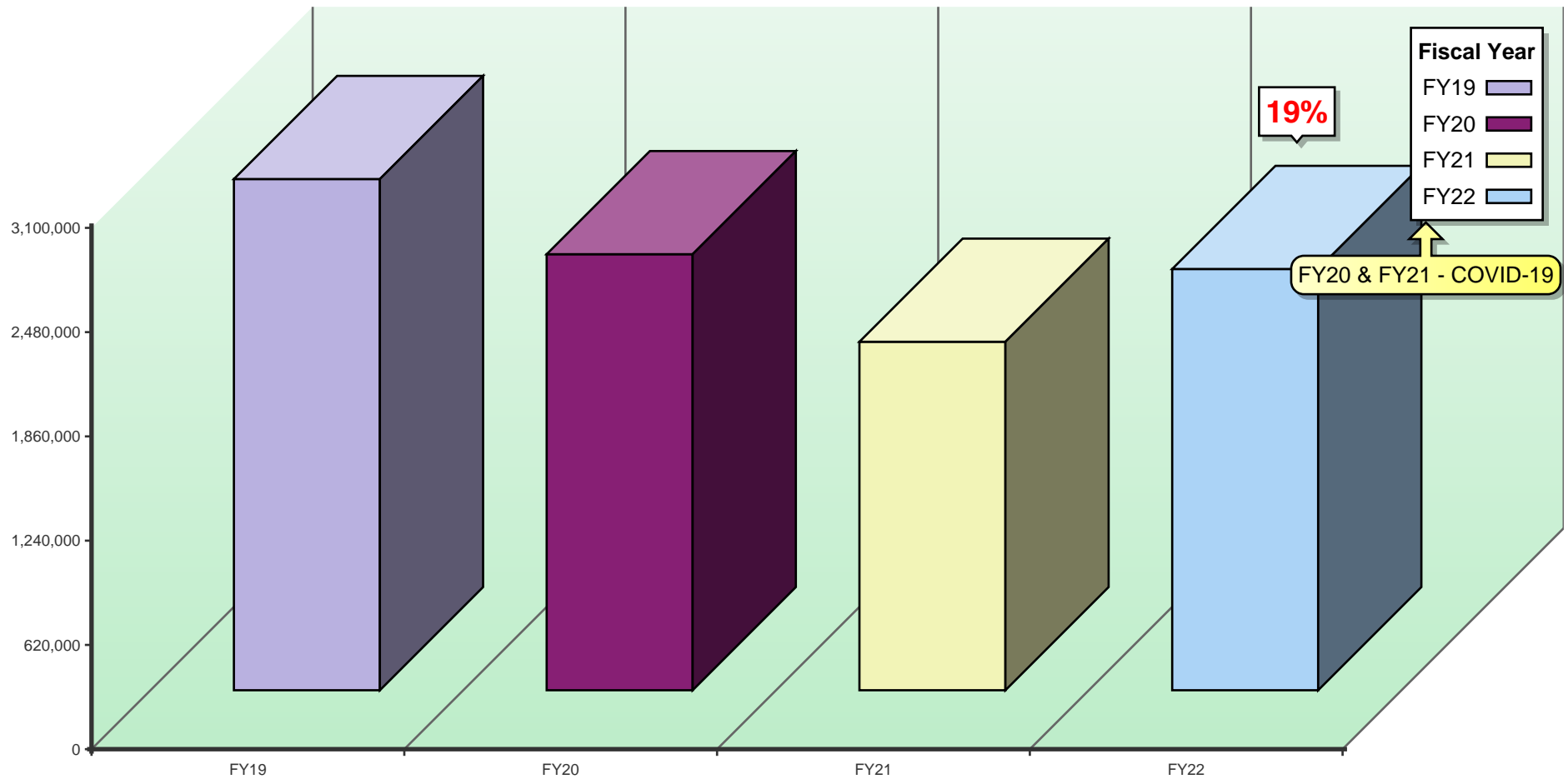
With your next upgrade, we highly recommend you incorporate these machines into your next contract. Depending on volume, this could result in significant cost savings. For example, in buying supplies on your own and having your in-house IT staff service them, a color laser device color cost can average as much as 25 cents per print, while our bids are coming in at less than 5 cents per print.

In addition, not including the usage on these machines can throw off your usage ratios shown on the next few pages, which can also affect your future budget planning.

ANNUAL BLACK VOLUME BY LOCATION



ANNUAL BLACK VOLUME OVERALL



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

AVERAGE STUDENT-TO-COPY USAGE - BLACK

Using the projected costs by building as the basis, this table represents the projected average usage and cost per student for each building.

Building	Student Population	Annual Black Volume	Total School Cost*	Average Annual Black Prints Per Student	Average Annual Black Cost Per Student
Alton Elementary School	78	135,508	\$2,701.52	1,737	\$34.63
Leonard Middle School	311	443,915	\$8,849.98	1,427	\$28.46
Old Town Elementary School	436	911,319	\$18,168.24	2,090	\$41.67
Old Town High School	534	771,537	\$15,618.21	1,445	\$29.25
RSU 34	0	126,637	\$2,524.66	0	\$0.00
Viola Rand Elementary School	73	116,002	\$2,417.19	1,589	\$33.11
Totals	1,432	2,504,918	\$50,279.80	1,749	\$35.11

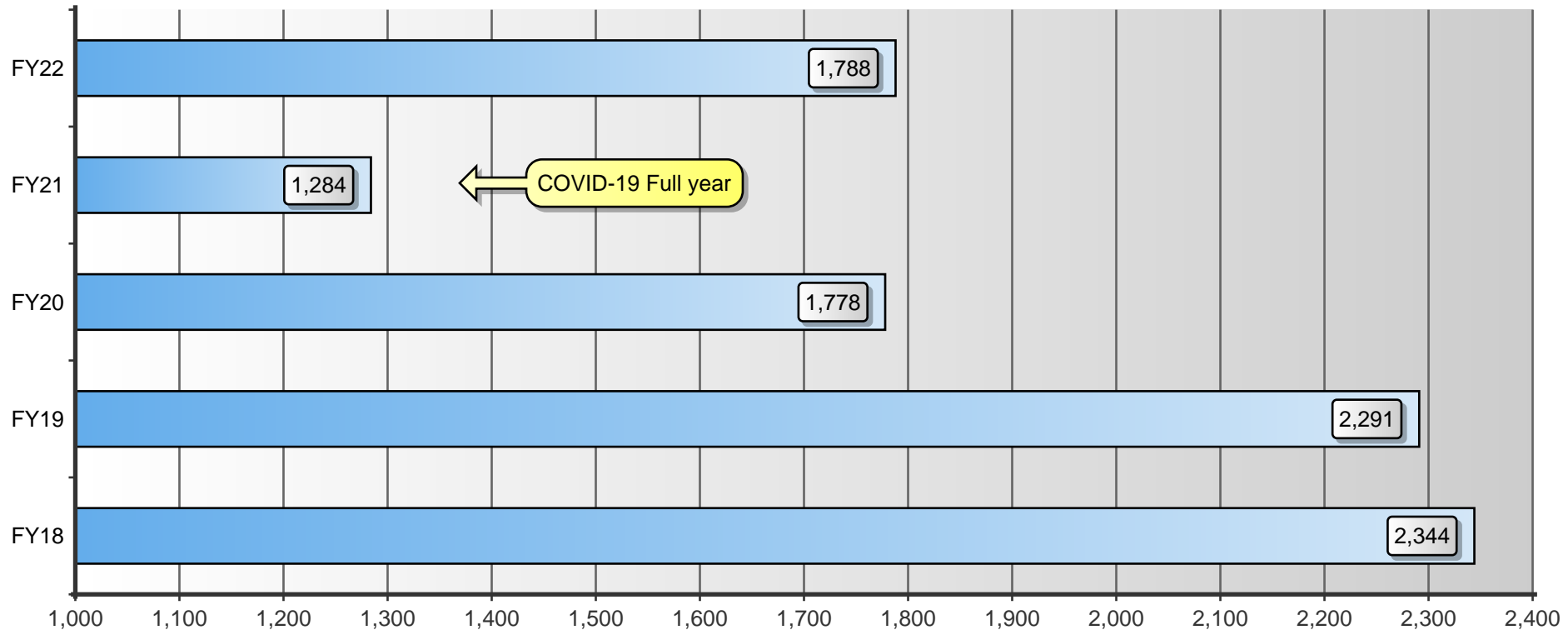
*Total School Cost refers to the cost of Service & Supplies, Paper, and Equipment. See Projected Equipment Costs by Building table later in this report.

INDUSTRY AVERAGE COPIES PER STUDENT - BLACK

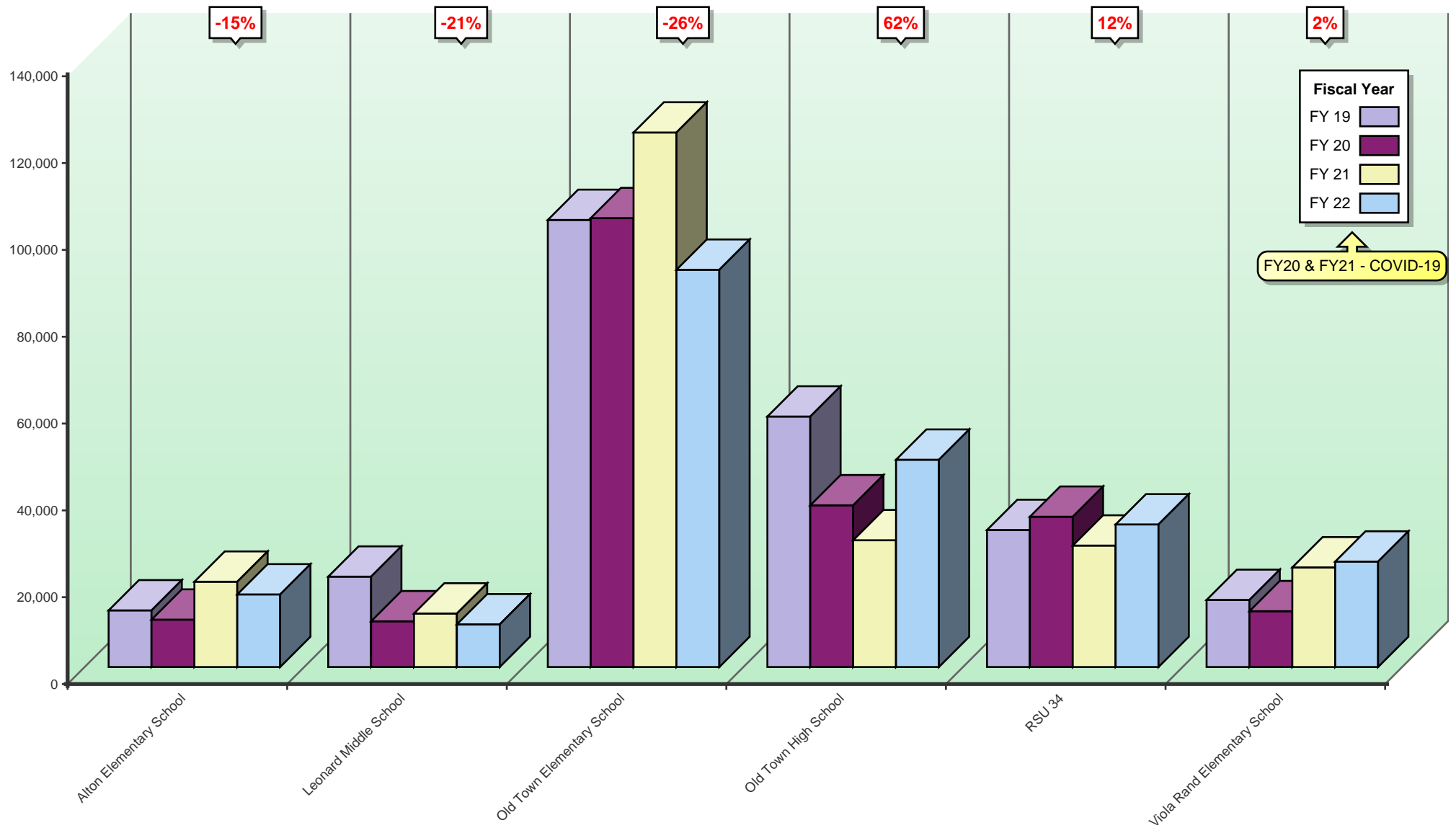
This is an SPC comparison contrasting your district with other client school districts throughout the states of Maine, New Hampshire, and Vermont. By comparing to the Average Student to Copy Usage, this will help you to set up future budgets if student populations increase or decrease within the district or if you plan to build an addition or a new school.

	Total Student Population	Total Annual Volume	Total District Cost*	Annual Copies Per Student	Annual Cost Per Student
All Schools w/Student Populations	83,741	149,723,855	\$3,872,721.04	1,788	\$46.25

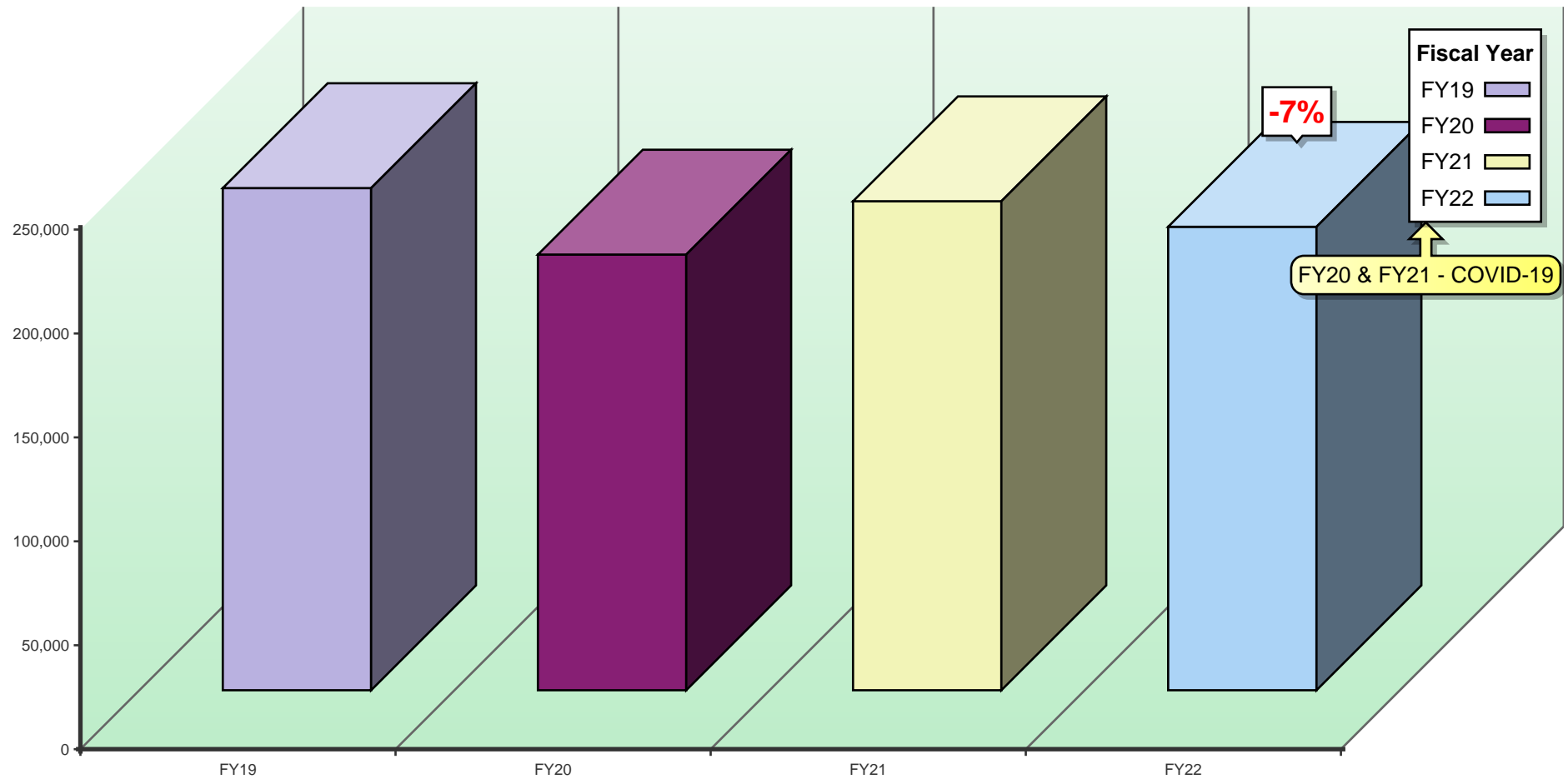
*Total District Cost refers to the cost of Service, Supplies, Paper, and Equipment.



ANNUAL COLOR VOLUME BY LOCATION



ANNUAL COLOR VOLUME OVERALL



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

AVERAGE STUDENT-TO-COPY USAGE - COLOR

Using the projected costs by building as the basis, this table represents the projected average usage and cost per student for each building.

Building	Student Population	Annual Color Volume	Total School Cost*	Average Annual Color Prints Per Student	Average Annual Color Cost Per Student
Alton Elementary School	78	16,725	\$680.04	214	\$8.72
Leonard Middle School	311	9,834	\$399.85	32	\$1.29
Old Town Elementary School	436	91,511	\$3,720.84	210	\$8.53
Old Town High School	534	47,751	\$2,078.71	89	\$3.89
RSU 34	0	32,848	\$1,335.60	0	\$0.00
Viola Rand Elementary School	73	24,294	\$987.79	333	\$13.53
Totals	1,432	222,963	\$9,202.83	156	\$6.43

*Total School Cost refers only to Service & Supplies as Paper and Equipment are included in the previous table for black prints.

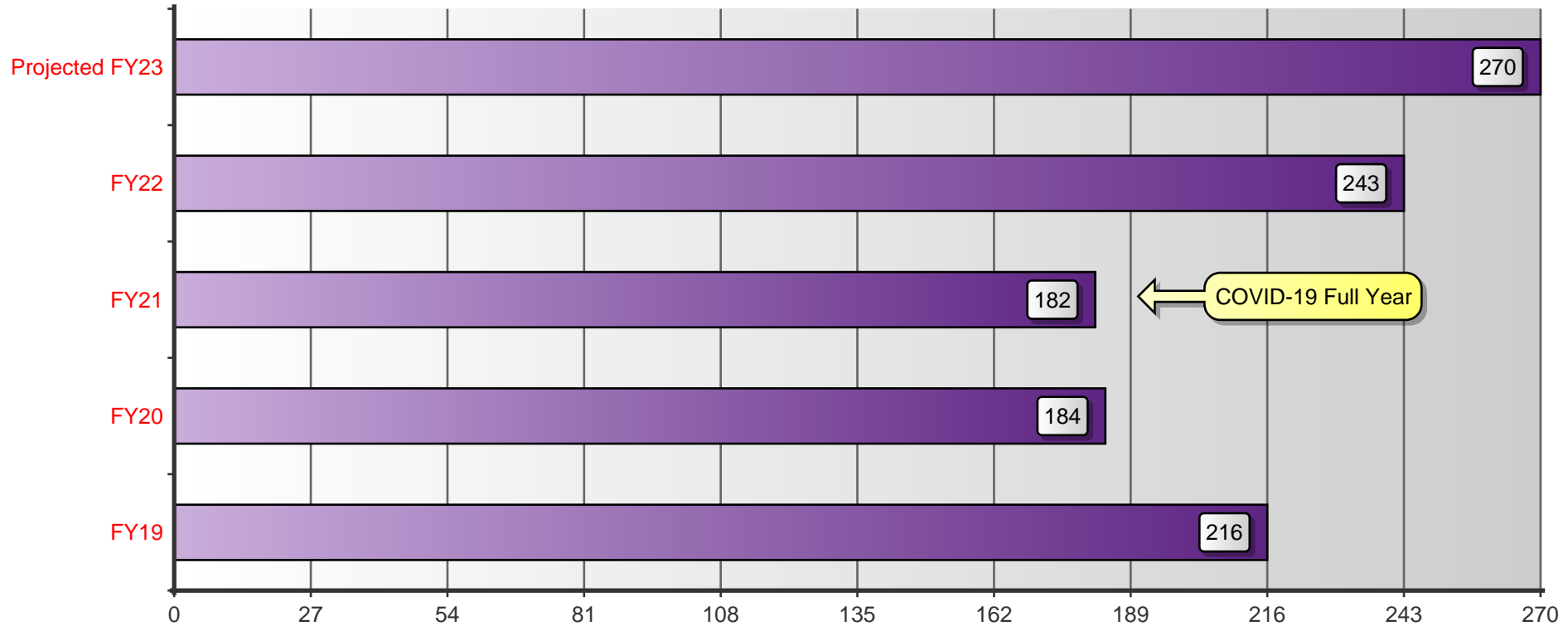
Note: STARDoc tool will flag any future high color usage. See page 37 of STARDoc Features. Current industry ratio averages 243 color prints per student per year. Your color volume this year averages 156 per student. Please contact our SPC technical team to provide training to your staff if your usage is too high.

INDUSTRY AVERAGE COPIES PER STUDENT - COLOR

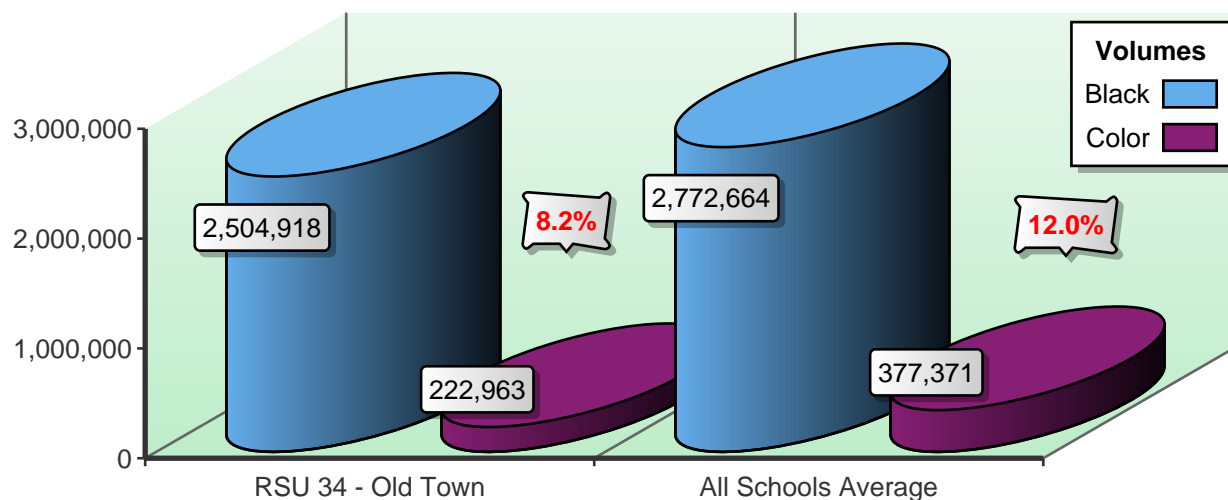
This is an SPC comparison contrasting your district with other client school districts throughout the states of Maine, New Hampshire, and Vermont. By comparing to the Average Student to Copy Usage, this will help you to set up future budgets if student populations increase or decrease within the district or if you plan to build an addition or a new school.

	Total Student Population	Total Annual Volume	Total District Cost*	Annual Copies Per Student	Annual Cost Per Student
All Schools w/Student Populations	83,741	20,378,027	\$929,875.30	243	\$11.10

*Total District Cost refers to the cost of Service, Supplies, and Paper. Equipment is calculated only into the Black Volume.



COLOR-TO-TOTAL VOLUME COMPARISON



SPC Analysis

Despite the significant drop in color usage over the past two years, color usage has not only recovered, it has soared. FY22 increased average color usage by 33% over FY21. Obviously, some color printing is necessary, but if it is not properly monitored it could negatively impact 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 Equipment 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 & RECOMMENDATIONS

The usage analysis shown here provides an overview of the usage of each piece of equipment currently under contract and monitored by SPC.

Date of Last Upgrade: 07/01/2020

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
Alton Elementary School					
Front Office					
Konica Minolta BHC360i / 36 PPM	16,859	32,927	16,068	\$0.00380	None at this time.
AA2J011010821 / 64304				\$61.06	
750,000 / 04/2019	19,654	36,379	16,725	\$0.03872	
Color Photocopier / BUDGET				\$647.59	
Staff Lounge					
Konica Minolta BH558 / 55 PPM	132,732	252,172	119,440	\$0.00380	None at this time.
AA6T011011343 / 64305				\$453.87	
3,000,000 / 02/2017	0	0	0	\$0.00000	
Black Photocopier / BUDGET				\$0.00	
		Subtotal Black	135,508	\$514.93	
		Subtotal Color	16,725	\$647.59	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations	
Leonard Middle School						
Room 103						
Konica Minolta BH808 / 80 PPM A8KN012000241 / 64294 4,000,000 / 06/2016 Black Photocopier/BUDGET	273,253 0	639,174 0	365,921 0	\$0.00380 \$1,390.50 \$0.00000 \$0.00	None at this time.	
Room 107A						
Konica Minolta BHC550i / 55 PPM AA7P011002069 / 64302 3,000,000 / 02/2020 Color Photocopier / BUDGET	47,475 12,326	125,469 22,160	77,994 9,834	\$0.00380 \$296.38 \$0.03872 \$380.77		None at this time.
Subtotal Black			443,915	\$1,686.88		
Subtotal Color			9,834	\$380.77		

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
Old Town Elementary School					
Learning Center I					
Konica Minolta BH808 / 80 PPM A8KN012000187 / 64287 4,000,000 / 06/2016 Black Photocopier/BUDGET	237,206 0	444,481 0	207,275 0	\$0.00380 \$787.65 \$0.00000 \$0.00	None at this time.
Library					
Konica Minolta BH658 / 65 PPM AA6R011007060 / 62484 4,000,000 / 05/2017 Black Photocopier / BUDGET	113,021 0	224,853 0	111,832 0	\$0.00380 \$424.96 \$0.00000 \$0.00	None at this time.
Room 101					
Konica Minolta BHC650i / 65 PPM AA7N011000526 / 64295 4,000,000 / 02/2020 Color Photocopier / BUDGET	194,883 123,128	322,726 214,639	127,843 91,511	\$0.00380 \$485.80 \$0.03872 \$3,543.31	None at this time.
Room 101					
Lexmark XM3150 / 50 PPM 701644HH03F7V / 50407 750,000 / 11/2012 Black Laser MFP / BUDGET	261,713 0	261,713 0	0 0	\$0.00380 \$0.00 \$0.03872 \$0.00	Traded.

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
Room 110					
Konica Minolta BH458 / 45 PPM	16,460	37,091	20,631	\$0.00380	None at this time.
AA6U011022231 / 64300				\$78.40	
1,000,000 / 08/2016	0	0	0	\$0.00000	
Black Photocopier / BUDGET				\$0.00	
Room A264 Learning Center Upstairs					
Konica Minolta BH808 / 80 PPM	487,923	931,661	443,738	\$0.00380	None at this time.
A8KN012000235 / 64288				\$1,686.20	
4,000,000 / 06/2016	0	0	0	\$0.00000	
Black Photocopier / BUDGET				\$0.00	
		Subtotal Black	911,319	\$3,463.01	
		Subtotal Color	91,511	\$3,543.31	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
Old Town High School					
Adult Ed - Modular Office					
Konica Minolta BHC360i / 36 PPM AA2J011010867 / 63481 750,000 / 04/2019 Color Photocopier/BUDGET	1,859 989	7,529 1,920	5,670 931	\$0.00380 \$21.55 \$0.03872 \$36.05	None at this time.
Art Room					
HP Color Laser Jet M454dn / 28 PPM VNB3C23170 / 64297 500,000 / 06/2019 Color Network Printer / BUDGET	59 261	59 2,886	0 2,625	\$0.01270 \$0.00 \$0.08849 \$232.29	Not in use for FY22.
Guidance Office					
Konica Minolta BHC360i / 36 PPM AA2J011012785 / 64293 750,000 / 04/2019 Color Photocopier / BUDGET	31,475 9,589	76,285 26,925	44,810 17,336	\$0.00380 \$170.28 \$0.03872 \$671.25	None at this time.
Hall of Room 404					
HP Laser Jet Pro M404dn / 40 PPM PHBB264907 / 64298 750,000 / 07/2019 Black Network Printer / BUDGET	7,985 0	19,215 0	11,230 0	\$0.01270 \$142.62 \$0.00000 \$0.00	None at this time.

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
Hall of Room 508					
HP Laser Jet Pro M404dn / 40 PPM PHBB264909 / 64299 750,000 / 07/2019 Black Network Printer / BUDGET	4,699 0	18,784 0	14,085 0	\$0.01270 \$178.88 \$0.00000 \$0.00	None at this time.
Main Office					
Konica Minolta BHC550i / 55 PPM AA7P011000505 / 64301 3,000,000 / 02/2020 Color Photocopier / BUDGET	27,592 16,890	67,477 43,006	39,885 26,116	\$0.00380 \$151.56 \$0.03872 \$1,011.21	None at this time.
Room 110 Teachers' Room					
Konica Minolta BH808 / 80 PPM A8KN012000149 / 64289 4,000,000 / 06/2016 Black Photocopier / BUDGET	153,556 0	530,988 0	377,432 0	\$0.00380 \$1,434.24 \$0.00000 \$0.00	None at this time.
Room 217 Food Service					
Konica Minolta BHC450i / 45 PPM AA7R011001064 / 64277 1,000,000 / 09/2020 Color Photocopier / BUDGET	23,698 1,476	58,491 2,219	34,793 743	\$0.00380 \$132.21 \$0.03872 \$28.77	None at this time.

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
Room 222 Library					
Konica Minolta BH808 / 80 PPM	73,430	317,062	243,632	\$0.00380	None at this time.
A8KN012000112 / 64285				\$925.80	
4,000,000 / 06/2016	0	0	0	\$0.00000	
Black Photocopier / BUDGET				\$0.00	
		Subtotal Black	771,537	\$3,157.14	
		Subtotal Color	47,751	\$1,979.56	

Make-Model / Speed Serial Number / Vendor ID Life Expectancy / Model Intro Date Equipment Type / Vendor	07/01/2021 Meter	06/30/2022 Meter	FY22 Annual Volume	Cost/Copy Annual Cost	Recommendations
RSU 34					
IT Office					
Konica Minolta BHC360i / 36 PPM AA7R011004046 / 64291 750,000 / 04/2019 Color Photocopier/BUDGET	1,188 322	2,561 2,312	1,373 1,990	\$0.00380 \$5.22 \$0.03872 \$77.05	None at this time.
Main Office					
Konica Minolta BHC550i / 55 PPM AA7P011000520 / 64286 3,000,000 / 02/2020 Color Photocopier / BUDGET	32,855 10,335	76,715 21,872	43,860 11,537	\$0.00380 \$166.67 \$0.03872 \$446.71	None at this time.
Special Education					
Konica Minolta BHC450i / 45 PPM AA7R011001988 / 64290 1,000,000 / 09/2020 Color Photocopier / BUDGET	74,231 17,321	155,635 36,642	81,404 19,321	\$0.00380 \$309.34 \$0.03872 \$748.11	None at this time.
Subtotal Black			126,637	\$481.22	
Subtotal Color			32,848	\$1,271.87	

Make-Model / Speed			FY22		
Serial Number / Vendor ID			Annual	Cost/Copy	
Life Expectancy / Model Intro Date	07/01/2021	06/30/2022	Volume	Annual Cost	Recommendations
Equipment Type / Vendor	Meter	Meter			

Viola Rand Elementary School

Main Office

Konica Minolta BHC450i / 45 PPM	109,680	214,500	104,820	\$0.00380	None at this time.
AA7R011004200 / 64292				\$398.32	
1,000,000 / 09/2020	22,957	47,251	24,294	\$0.03872	
Color Photocopier/BUDGET				\$940.66	

Teachers' Room

HP Laserjet Pro MFP M428fdn / 40 PPM	10,081	21,263	11,182	\$0.01270	None at this time.
MXBPN5G2JF / 64307				\$142.01	
750,000 / 05/2019	0	0	0	\$0.00000	
Black Laser MFP / BUDGET				\$0.00	

Subtotal Black 116,002 \$540.33

Subtotal Color 24,294 \$940.66

Overall Black Totals 2,504,918 \$9,843.51

Overall Color Totals 222,963 \$8,763.77

Your Avg Color CPC is \$0.0393

Estimated color cost savings with your next bid: \$341.08 over five years. Our bids are coming in at an average of \$0.039, with our compensation included.

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 03/22/1994 with your projected cost per copy for the new fiscal year through SPC. Annual Volume represents actual FY 22 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
2,504,918	\$0.01110	\$27,804.59

CURRENTLY WITH SPC

Current Volume	Current CPC*	Current Cost	Cost Savings	5 Year Savings
2,504,918	\$0.00393	\$9,844.33	\$17,960.26	\$89,801.31

*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
 $\$17,960.26 \times 28 \text{ years as a Client} = \$502,887.34$ Cost Savings!

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 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 Proj Black Usage Cost
Alton Elementary School	135,508	\$540.68	\$856.95	\$1,303.89	\$2,701.52
Leonard Middle School	443,915	\$1,771.22	\$2,807.32	\$4,271.44	\$8,849.98
Old Town Elementary School	911,319	\$3,636.16	\$5,763.18	\$8,768.90	\$18,168.24
Old Town High School	771,537	\$3,315.13	\$4,879.20	\$7,423.89	\$15,618.21
RSU 34	126,637	\$505.28	\$800.85	\$1,218.53	\$2,524.66
Viola Rand Elementary School	116,002	\$567.40	\$733.60	\$1,116.19	\$2,417.19
TOTALS	2,504,918	\$10,335.87	\$15,841.10	\$24,102.83	\$50,279.80

SPC Upgrades for 2022

Client	Contact	Total Annual Volume	Number of Machines	Former Vendor	Vendor Awarded	Annual Cost Savings	5 Year Cost Savings	Print Management Software Added*
SAU 36 - White Mountains Regional SD	Kris Franklin	2,884,577	46	Visual Edge-OSV	Symquest	\$11,704.62	\$58,523.10	STARDoc Only
SAU 61 - Farmington	Brian Cisneros	2,857,215	42	Same	KMBS	\$7,383.00	\$36,915.00	PaperCut & STARDoc
SAU 66 - Hopkinton	Michael Flynn	2,460,750	78	Global-Conway	KMBS	\$29,956.00	\$149,780.00	PaperCut & STARDoc
SAU 68 - Lincoln/Woodstock	Debbie O'Connor	815,437	13	Same	KMBS	\$4,302.00	\$21,510.00	PaperCut & STARDoc
SAU 80 - Shaker Regional SD	Debbie Thompson	2,896,042	23	Same	Budget	\$5,550.00	\$27,750.00	PaperCut & STARDoc
SAU 87 - Mascenic	Lizabeth Baker	2,834,149	59	Same	KMBS	\$15,634.00	\$78,170.00	STARDoc Only
Great Bay E-Learning Charter School	Peter Stackhouse	246,262	8	Same	KMBS	\$1,744.00	\$8,720.00	STARDoc Only
MSAD 37 - Harrington Maine	Ron Ramsay	1,776,270	56	Visual Edge-A-Copi	Ricoh	\$6,953.00	\$34,765.00	STARDoc Only
SAU 54 - Rochester NH	Linda Bartlett	11,900,000	215	Same	KMBS	-\$1,920.00	-\$9,600.00	PaperCut & STARDoc
East Millinocket Schools Maine	Luci Milewski	1,113,369	4	Visual Edge-A-Copi	Ricoh	\$6,449.00	\$32,245.00	STARDoc Only
Washington Central UUSD	Mark Kline	4,000,000	68	Canon & Conway	Symquest	\$26,757.00	\$133,785.00	STARDoc Only
RSU 64 - East Corinth	Rhonda Sperrey	2,698,445	28	Visual Edge-A-Copi	Symquest	\$9,304.00	\$46,520.00	PaperCut & STARDoc
RSU 06 - Bonny Eagle	Scott Nason	8,328,355	109	Visual Edge-A-Copi	Symquest	\$21,350.00	\$106,750.00	PaperCut & STARDoc
RSU 14 - Windham Raymond	Bob Hickey	7,539,568	211	Visual Edge-A-Copi	Symquest	\$48,135.00	\$240,675.00	STARDoc Only
Orleans Southwest Supervisory Union VT	David Martin	2,846,049	24	Visual Edge-OSV	National	\$4,390.00	\$21,950.00	PaperCut & STARDoc
Essex Westford School District VT	Peter Drescher	10,741,439	265	Visual Edge-OSV & National	Symquest	\$100,004.00	\$500,020.00	PaperCut & STARDoc
Sullivan County NH	Derek Ferland	911,018	40	Canon	Symquest	\$14,033.00	\$70,165.00	PaperCut & STARDoc
Winooski School District VT	Nicole Mace	1,848,750	87	Canon	Symquest	\$42,364.00	\$211,820.00	PaperCut & STARDoc
Windham Northeast Supervisory Union VT	Andrew Haas	3,000,000	46	Canon	Symquest	\$39,323.00	\$196,615.00	PaperCut & STARDoc
SAU 43 - Newport NH	Ed Emond	1,772,242	10	Visual Edge-OSV	Symquest	\$18,656.00	\$93,280.00	STARDoc Only
Totals		73,469,937	1,432			\$412,071.62	\$2,060,358.10	

* Print Management Software: All Clients have SPC STARDoc but some have chosen to acquire additional support that they did not have previously.

TOTALS	82,468,260	69,686,229	73,469,937	
Total New Clients	14,950,000	41,249,400	17,952,178	<< 8 Clients
Total Existing Clients	67,518,260	28,436,829	55,517,759	<< 12 Clients

2022 Award Evaluation	Manufacturer	Volume	Machines
Symquest	Konica Minolta	43,724,394	910
KMBS	Konica Minolta	21,113,813	415
Budget	Konica Minolta	2,896,042	23
Ricoh	Ricoh	2,889,639	60
National	Kyocera	2,846,049	24
TOTALS		73,469,937	1,432

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 averaged annual lease payments are NOT figured in to this table, as they are covered in the black prints report.

Building	Projected Color Volume	Service & Supply Cost
Alton Elementary School	16,725	\$680.04
Leonard Middle School	9,834	\$399.85
Old Town Elementary School	91,511	\$3,720.84
Old Town High School	47,751	\$2,078.71
RSU 34	32,848	\$1,335.60
Viola Rand Elementary School	24,294	\$987.79
TOTALS	222,963	\$9,202.83

SERVICE & SUPPLY USAGE PROFILE BY VENDOR - BLACK

This table represents ACTUAL and PROJECTED Service & Supply 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. Although inflation has increased by 9.5% over last year, SPC has capped that increase for **FY23 to only 5%**. In the 30+ years of SPC's history, this is the first time this cap was necessary, but it clearly benefits the client as we continue to save you money.

Vendor	Equipment Type	FY22 Black Volume	FY22 Black Cost/Copy	FY22 Black S & S Costs	FY23 Black Cost/Copy	FY23 Projected Black S & S Costs
Budget Document Technology	Black Laser MFP	0	\$0.00380	\$0.00	\$0.00399	\$0.00
Budget Document Technology	Black Laser MFP	11,182	\$0.01270	\$142.01	\$0.01334	\$149.17
Budget Document Technology	Black Network Printer	25,315	\$0.01270	\$321.50	\$0.01334	\$337.70
Budget Document Technology	Black Photocopier	1,889,901	\$0.00380	\$7,181.62	\$0.00399	\$7,540.70
Budget Document Technology	Color Network Printer	0	\$0.01270	\$0.00	\$0.01334	\$0.00
Budget Document Technology	Color Photocopier	578,520	\$0.00380	\$2,198.38	\$0.00399	\$2,308.29
TOTALS AND AVERAGES		2,504,918	\$0.00393	\$9,843.51	\$0.00413	\$10,335.87

SERVICE & SUPPLY USAGE PROFILE BY VENDOR - COLOR

This table represents ACTUAL and PROJECTED Service & Supply 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. Although inflation has increased by 9.5% over last year, SPC has capped that increase for FY23 to only 5%. In the 30+ years of SPC's history, this is the first time this cap was necessary, but it clearly benefits the client as we continue to save you money.

Vendor	Equipment Type	FY22 Color Volume	FY22 Color Cost/Copy	FY22 Color S & S Costs	FY23 Color Cost/Copy	FY23 Projected Color S & S Costs
Budget Document Technology	Color Network Printer	2,625	\$0.08849	\$232.29	\$0.09291	\$243.89
Budget Document Technology	Color Photocopier	220,338	\$0.03872	\$8,531.49	\$0.04066	\$8,958.94
TOTALS AND AVERAGES		222,963	\$0.03931	\$8,763.77	\$0.04128	\$9,202.83

LEASED/OWNED EQUIPMENT DETAILS

Total Number of Machines Under Contract	23
Number of Machines on Lease	0
Number of Machines Owned	23
Number of Rental/Loaner Machines	0

Lease Company	Cash Sale
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Term	Straight Line Depreciation
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Annual Straight-Line Depreciation	\$24,102.83
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Lease Start Date	07/01/2020
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Lease End Date	N/A
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Remaining Payments	0
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*The Lease End Date has no bearing on Service & Supply and Warranty Contracts.

OWNED EQUIPMENT

Building	Room	Make/Model	Serial Number
Alton Elementary School	Front Office	Konica Minolta BHC360i	AA2J011010821
Alton Elementary School	Staff Lounge	Konica Minolta BH558	AA6T011011343
Leonard Middle School	Room 103	Konica Minolta BH808	A8KN012000241
Leonard Middle School	Room 107A	Konica Minolta BHC550i	AA7P011002069
Old Town Elementary School	Learning Center I	Konica Minolta BH808	A8KN012000187
Old Town Elementary School	Library	Konica Minolta BH658	AA6R011007060
Old Town Elementary School	Room 101	Konica Minolta BHC650i	AA7N011000526
Old Town Elementary School	Room 110	Konica Minolta BH458	AA6U011022231
Old Town Elementary School	Room A264 Learning Center Upstairs	Konica Minolta BH808	A8KN012000235
Old Town High School	Adult Ed - Modular Office	Konica Minolta BHC360i	AA2J011010867
Old Town High School	Art Room	HP Color Laser Jet M454dn	VNB3C23170
Old Town High School	Guidance Office	Konica Minolta BHC360i	AA2J011012785
Old Town High School	Hall of Room 404	HP Laser Jet Pro M404dn	PHBB264907
Old Town High School	Hall of Room 508	HP Laser Jet Pro M404dn	PHBB264909
Old Town High School	Main Office	Konica Minolta BHC550i	AA7P011000505
Old Town High School	Room 110 Teachers' Room	Konica Minolta BH808	A8KN012000149
Old Town High School	Room 217 Food Service	Konica Minolta BHC450i	AA7R011001064
Old Town High School	Room 222 Library	Konica Minolta BH808	A8KN012000112
RSU 34	IT Office	Konica Minolta BHC360i	AA7R011004046
RSU 34	Main Office	Konica Minolta BHC550i	AA7P011000520
RSU 34	Special Education	Konica Minolta BHC450i	AA7R011001988
Viola Rand Elementary School	Main Office	Konica Minolta BHC450i	AA7R011004200
Viola Rand Elementary School	Teachers' Room	HP Laserjet Pro MFP M428fdn	MXBPN5G2JF

STARDoc USER NAMES

Name	User Name
Amy Ketch	aketch
Barbara Grindle	barbara.grindle@rsu34.org
Barbara Shorey	bshorey
Cheryl Leonard	cleonard
Matthew Cyr	mcyr
Debbie Gilman	dgilman
Gert Nesin	gert.nesin@rsu34.org
Heidi Gifford	hgifford
Jeanna Tuell	jtuell
Jef Hamlin	jhamlin
Kim Hayward	kim.hayward@rsu34.org
Kim Lynch	klynch
Maggie Mitchell	mmitchell
Mike Feero	mfeero
Scott Gordon	sgordon
Shane Barker	shane.barker@rsu34.org
Shelly Spear-Hamilton	sspear
Stephanie Salley	ssalley
Tara Ford	tford

STARDoc user names are managed by the Account Administrator, usually the IT Director. If there are any changes that need to be made, please notify your Account Administrator or SPC.



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 69 clients with almost 4500 devices doing 176 million copies and prints annually. For FY22 we purchased 1,432 machines with over 73 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* by managing 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 almost \$1.5 million for all of our clients.
That translates into Savings of more than \$7 million over five years!



SPC Values Our Vendors

Overall Benefits to Our Vendors

- Opportunities brought to vendor - Over 1,400 units purchased in FY22 running over 73 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 managed over 4,500 Photocopiers and Printers last year.

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

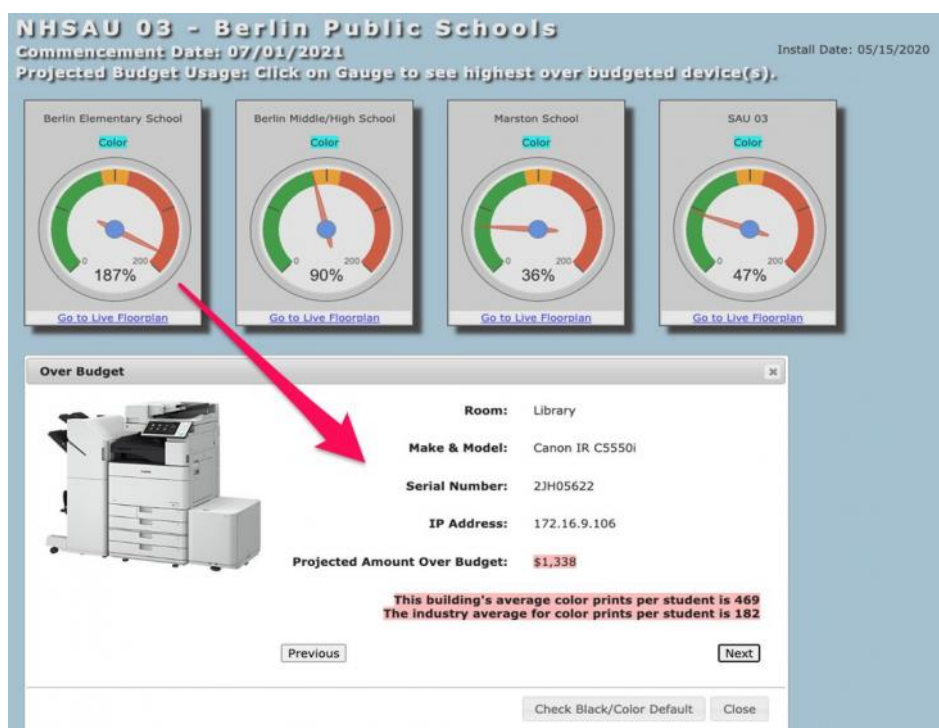
- Shows the last time FM Audit synced for equipment

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)

- Interactive tool that examines printing habits
- Flags potential problem areas
- Helps identify equipment with high color 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