



**Proposed Comments to
Center for Instruction, Technology & Innovation
B25-2201 COPY PAPER & ENVELOPES
Vendor: Quill LLC
Quill Bid # 24-36518**

Term	Modification
Purchase Orders Noting Multiple Requisitioners	While Quill LLC can only accommodate shipping to one requisitioner per purchase order, we provide free shipping on all orders.
Inside/Desktop Delivery	UPS automatically provides inside delivery. The driver will bring the merchandise inside to a main location- Desktop delivery is not available.
Large Volume Orders/Tailgate Delivery	Large volume orders may ship via truck-tailgate delivery. To avoid any issues on large orders, please request UPS deliveries on your purchase orders.
Liftgate Delivery	Lift gates (cargo lift) can be requested for truck orders at no charge– You must note this request on your purchase order.
Palletized Shipments	Quill LLC cannot guarantee palletized shipments for large orders due to our automated order system. For us to ship larger quantities and provide prompt delivery service, we may have to utilize stock from multiple warehouse locations.
Call Prior to Delivery	<p>Please note your purchase orders that you need a call, 24 hours prior to delivery. This request will be made during normal business hours: Monday-Friday, 7AM-8PM CST.</p> <p>For UPS deliveries, you can sign up for UPS My Choice which lets you decide how, where and when deliveries occur to fit your schedule.</p>
Paper Price Changes	Due to the rapidly changing nature of products and economic pressures in the market, paper prices may be changed with a 30-day notice. Quill reserves the right to request price changes on any paper items that have been impacted by cost increases, increased Tariffs, and other unforeseen circumstances. If a paper item incurs a cost increase, Quill will contact the customer with a written proposal of the contract modifications. We will specifically detail the cause and/or reason for any changes including supportive documentation (manufacturer's letters, indexes, etc.). Any adjustments will require approval from the customer's organization within 30 days of receipt. Should the customer decline these modifications, Quill reserves the right to remove the impacted items from the contract for the remainder of the contract terms. Quill will continue to provide competitive prices throughout the entire bid terms.
Paper Inventory	Due to the volatility of the market and supply chain issues, Quill LLC cannot guarantee inventory at the time of purchase. We will be happy to fulfill when inventory becomes available.



Delivery Policy

FREE SHIPPING – No minimum spend required.

97% on-time delivery.

- Delivered via UPS or local carrier within 1-2 business days (Mon-Fri) ARO stock.
- UPS automatically provides inside delivery (the driver will bring the merchandise inside to a main location- no desktop delivery).
- Shipping for items with the prefix JV are normally 1-2 business days ARO stock, however, large quantities of an item may require longer delivery times, up to 5-7 business days ARO.
- Allow additional delivery time for special orders, custom-printed items and factory-direct items. Expected delivery dates can be found in your shopping cart and at checkout and on your final email order confirmation.

Next-Day Delivery

- Items marked "Next-day delivery" will be delivered the next business day.
- Orders must be placed Mon-Thu by 2pm local time to qualify. Estimated delivery dates vary due to carrier shipping practices, items in your order, and delivery location. Customers in remote areas may not be eligible for next-day delivery. Subject to credit approval. Excludes delays resulting from circumstances beyond Quill's reasonable control, including, without limitation, natural disasters, labor strikes, or severe weather.

1-2 Day Delivery

- Items marked as "1-2 Delivery" will be delivered within 2 business days.
- Orders must be placed by 3pm local time to qualify. Subject to credit approval. Excludes delays resulting from circumstances beyond Quill's reasonable control, including, without limitation, natural disasters, labor strikes or severe weather.

Large Volume Orders may ship via Truck-Tailgate Delivery within 2-7 business days ARO.

- Tailgate Delivery means the driver is only responsible to get cartons to the end of the truck and customer is responsible for unloading and bringing inside the building. No shipping or processing fees.
- A call 24 hours before a truck delivery can be arranged at no charge.
- Lift gates (cargo lift) can be requested for truck orders at no charge- you must note the PO.
- For an additional fee of \$50.00, the driver will assist in unloading cartons from truck and bring inside the building.
- Installation and/or setup is not included. Additional charges will apply based on weight and site conditions. Please call for quote.
- Pallet size is 47.5" X 36".
- We cannot guarantee full carton shipments due to our automated order system. To provide prompt delivery of your order, we may have to utilize stock from multiple warehouse locations.
- We cannot guarantee palletized shipments for large orders due to our automated order system. For us to ship larger quantities and provide prompt delivery service, we may have to utilize stock from multiple warehouse locations.

Quill's **Future Delivery** option enables a school to plan for future needs while securing today's low sale prices.

- Schedule delivery and billing up to 4 months from the time of submitting your order.
- Just write "Future Delivery" on your purchase order and the date you want the order to ship. If ordering online, simply click "Delayed Shipment" on the checkout screen.

Backorder Procedure

Quill LLC operates 18 warehouses nationwide and partners with vendors and wholesalers to deliver products. If the warehouse nearest your location doesn't have the item, Quill will use one of its other warehouses or vendor/wholesaler to deliver the product or provide an alternate item of equal or higher value at the same price. Items will not be substituted without prior approval. If an item is backordered, Quill will notify you on your order confirmation or send you an e-mail with the approximate date the item will deliver.



Packing Information

- Our primary goal as your vendor is to ensure that your product is protected and you receive it in perfect condition.
- We use #4 recyclable packaging materials to protect your order during shipment and to further help preserve valuable resources; items are packed into a box size that fits your order.
- If your delivery needs extra protection, we use lightweight plastic air bags which, in many areas, can be recycled.
- Whenever possible, we ship your products without packing materials to conserve resources. It is our desire to be proactive in seeking environmentally responsible packaging options and methods.
- Quill constantly conducts customer surveys to assess the packaging material satisfaction. Those surveys are reviewed, and each suggestion looked into.
- Quill has changed our packaging from Styrofoam bubbles to one plastic bag in our boxes.
- Quill has cut the use of shrink wrap within our warehouses.

Packing Slip Policy:

- Full Case Shipments- No packing list provided. Outside label will contain number of cartons.
- Partial Case Shipments- The packing list will be located in the box labeled "Packing Slip Enclosed".

The packing slip contains:

- ✓ Account Number
- ✓ Ship Date
- ✓ Order Number
- ✓ Purchase Order Number
- ✓ Buyer Name
- ✓ Ship To and Bill To
- ✓ Total Packages
- ✓ Carrier
- ✓ Carton Number
- ✓ Item Number
- ✓ Item Description
- ✓ Unit of Measure
- ✓ Quantity Ordered and Quantity Shipped