

FAQ

1. *Who is the new strategic partner for office coffee/tea/hot chocolate on campus? How do I start new service?*

We have two partners- departments are urged to choose whichever of these vendors can provide the desired product mix.

Coffee Vendors:

American Coffee Services (SBE) telephone#: 216-391-4004 Ask for Linda Sheffield or Lisa Cantor

or

Aramark Coffee Services; telephone#: 216-524-0530 Ask for Phil Baron

Once you have scheduled pick-up of old equipment, (see 3 below), contact your preferred vendor directly and provide a speedtype with your order for billing purposes. The vendor will provide details of the wide variety of products available.

2. *If I am already ordering from one of these vendors, can I continue to use my existing PO?*

PO#s will be kept open through June 30, 2010 with the intent of paying for product that was delivered prior to May 3, 2010. However, all PO's will be closed at FY end and no new requisitions will be processed. Due to the favorable rates that have been negotiated with these vendors, it is highly **RECOMMENDED** that you do not use existing POs for new orders. You should provide your speedtype to company for new billing process and new rates.

3. *When and how should I arrange for pick up of my coffee equipment and supplies? .*

If you will be using the same type of equipment, there is no need to arrange for product pick up. You may keep your already purchased product and use it with the new vendor equipment until supplies run out.

Old equipment should be picked up as quickly as possible as billings occur monthly IN ADVANCE. When you are ready to schedule a date for pick-up, email Mary Luberger at mary.luberger@case.edu and she will coordinate date and time with the old vendor.

4. *Will the new strategic partners charge for equipment and/or delivery?*

Under the new contract, neither vendor will charge for delivery nor equipment, service or installation. Departments will be billed directly on their speedtypes for **product ordered**. Look for migration to SmartCart in the next few months for easy online ordering and payment options.

5. *Why use one of our strategic partners?*

- Negotiated Competitive Pricing
- Both vendors will work with Case for direct departmental billing and a move towards being included in Smart Cart within the next few months.
- Reducing the number of vendors on campus, will move us towards the neutral carbon footprint that is an expressed goal of our University administration. Vendors will make deliveries on a regular schedule, with efficient routing to reduce fuel consumption.
- Both vendors work with Fair Trade producers and both carry a range of organic product.
- Coffee vendors can provide pumps so that delivered departmental water supplies can be used to brew coffee

6. *Can I use a requisition to order departmental coffee/tea/hot chocolate for my department?*

No new requisitions will be processed for the purchase of water, coffee, or tea. All existing blanket purchase orders will expire at the end of the fiscal year.

7. *Where will I see my departmental billings? How do I reconcile my charges?*

Charges will hit the monthly expense statement of the provided Speedtype and account line 53140. Please retain all delivery slips for reconciliation. DO NOT PAY from these slips.