

A background image of a lit sparkler with bright orange and yellow sparks flying out against a dark background. A large, semi-transparent blue rectangle is overlaid on the left side of the image, containing the text.

Bulk Order Process Webinar

August 17, 2020

Agenda

Overview of bulk order program progress and what to expect next

Supplier communication with LEAs

Logistics confirmation form and payment information



Bulk order program progress and what to expect next

Operation Connectivity Customer Support Team

Metric	Measure ¹
Change requests processed	200+
Emails fielded	8,000+
Average time spent per email	7 min.
Calls made	400+
Contracts sent	950+
Invoices sent	850+
Webinars hosted	5

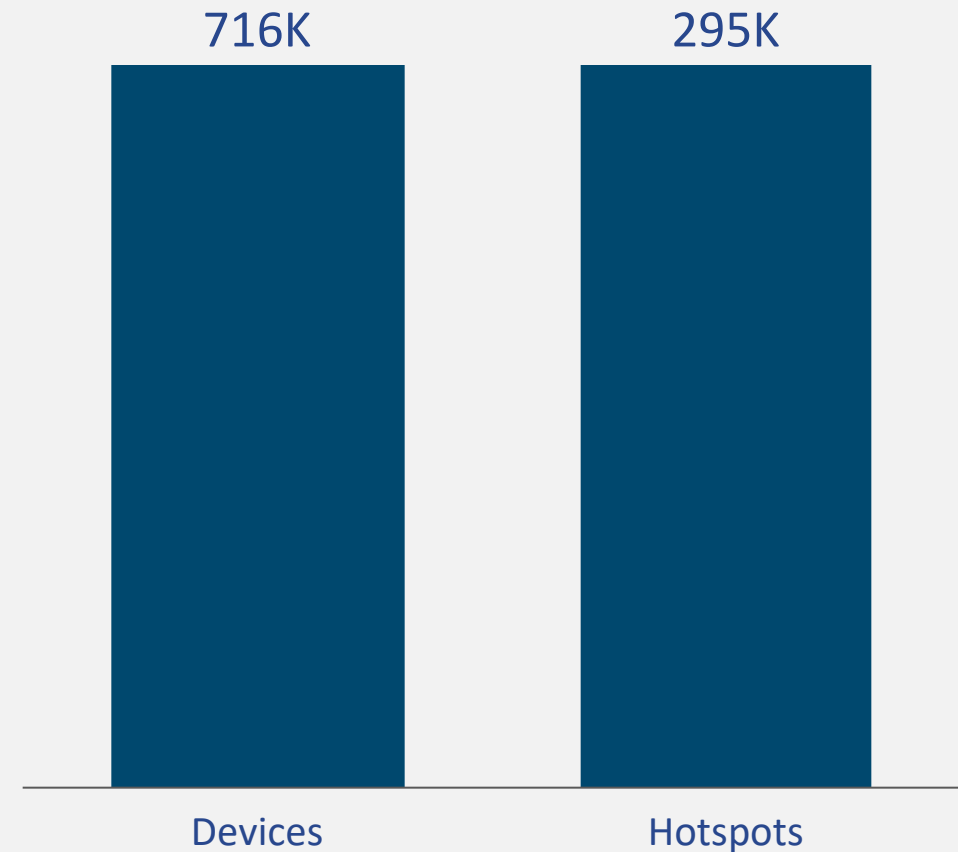
A big thank you to the customer support team for making this possible!

Kate
Claire
Omar
Patricio
Ben
Mayowa
Misha
Molly

1. Measures are approximate

**~700K devices and
~300K hotspots**
have been
requested for bulk
purchase by **800+**
LEAs across Texas

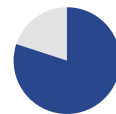
With state funds providing matching dollars for nearly
all requested devices and hotspots



Overview of bulk order process timeline



Degree of completion measured by percent of participating LEAs



*Supplier led



Supplier communication with LEAs

Communication with suppliers should follow key guidelines to ensure the integrity of the bulk order program



The following communication can be expected directly from suppliers:

- Follow ups on shipping location details
- Follow ups on asset tagging / filtering specs
- Updates on estimated product delivery timelines
- Communication regarding peripheral product deals



The following should not be a part of supplier communication or outreach:

- Renegotiation of bulk order contracted rates
- Offers regarding product switches or upgrades
- Request for payment / payment related information for devices purchased through bulk order

If you receive any supplier communication along these lines, please contact

customerservice@teabulkorder.com

immediately



Logistics confirmation form and payment information

Invoices are sent
to LEAs from
Region 4 at:

**opconninvoices
@esc4.net**



Timeline

- Most invoices were sent between 8/7 - 8/11
 - For changes to your ILA from 8/7 - 8/11 or the occurrence of an Additional Quantity Form, your invoice will arrive the week of 8/17
- Payment must be made **electronically** within **3 business days of receipt of invoice**
- Region 4 will confirm payment receipt within 24-48 hours after payment has posted
- LEAs should keep bank documentation of payment



Payment Logistics

- All payments must be made electronically with two options:
 - ACH
 - Wire Transfer

Missing invoice?
Please email
customerservice@teabulkorder.com

Logistics Confirmation form due 8/13/20 via web survey to give suppliers a head start as they communicate with you about your order

As of Monday 8/17, 660 (81%) of participating LEAs have completed

Asset tagging details

- Region 4 is gathering this information because **CARES federal grant restrictions require that all devices and hotspots purchased through TEA bulk order program carry asset tag**

Example formats:



Information about additional formatting (e.g., bar codes, images) will be collected by suppliers directly

- Form will give you opportunity to indicate custom numeric or alphanumeric format used by LEA (most LEAs have established protocols)
 - E.g., 20-0001, 123456, A741, ##-####
 - Can indicate starting number

Shipping information confirmation

- Region 4 is gathering this information to streamline purchase order process with suppliers
- Form will give you an opportunity to **confirm or update the shipping address** you provided in your TEA bulk order survey (July 2020)
- Form also asks **whether your receiving location has a loading dock**, to receive large shipments/pallets

All LEAs participating in TEA bulk order will receive follow up communications from suppliers to confirm this information and collect additional detail



Q & A