Strategic Offset Printing Program

Customer Tutorial
Important Changes

• Forms
  • We have eliminated several of the forms. There is only one print form and one mail form.
  • When completing the print form the system will ask if you want to enter mailing information for the project.
  • The mail form has been redesigned.

• Change Orders
  • Suppliers will now need to submit a “Change Order” for any charges outside of the original quote, if applicable.
  • Change Orders will need to be approved/disputed by an ePro Req User.
Important Changes

• View Only Permissions
  • You can now allow others to view your projects by giving them permission.
  • They are not allowed to make any changes or supplier selections. This is for viewing purposes only.

• Selection of suppliers
  • You will be able to select one, some, or all suppliers to include on your quote request.
Important Changes

• Audit compliance
  • To meet audit requirements the final approval will need to be made by an ePro Req User.
    • ePro Req Approver is identified as the person who can approve the payment of invoices or can place M-marketsite orders
  • If you are not an ePro Req User you will need to assign each project to the appropriate approver for your department.

• Changes to SOA reporting
  • These line items will no longer show up as SUB vouchers.
  • They will now show as PO vouchers with the supplier name.
SOPP Login Page

Log into the SOPP website at:
https://mbiz.bf.umich.edu/procurementapp/printingsvcs/offset_login.cfm

• Your old SOPP password will no longer be valid. You will now be required to use your Uniqname and Kerberos password in order to get to this page.
• To begin “Click Here to Start.”
Main Menu

This is the Main Menu. We will cover each link in more detail on the following slides.

Based on our information, you are not an authorized ePro Req user. You will be allowed to view the bids and make a recommendation but NOT allowed to make the final selection. You will be required to provide a unique name of a valid ePro Req user to approve the final selection.

User Unique Name: icousino (Rule: DB: PRINTING2)

<table>
<thead>
<tr>
<th>Action</th>
<th>Statistical Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quote a New Print Project/Retrieve Saved Quotes</td>
<td>View Specific Quote History</td>
</tr>
<tr>
<td>Quote a New Mail Project/Retrieve Saved Quotes</td>
<td>View Completed Projects/Evaluate Supplier Performance</td>
</tr>
<tr>
<td>Upload File for Print Project (PDF)</td>
<td>Supplier Performance Report</td>
</tr>
<tr>
<td>Upload File for Mailing Project (Mail Data)</td>
<td></td>
</tr>
<tr>
<td>View Quotes and Select Supplier</td>
<td></td>
</tr>
<tr>
<td>Cancel/Void Projects</td>
<td></td>
</tr>
<tr>
<td>Extend Deadline</td>
<td></td>
</tr>
<tr>
<td>Approve/Dispute supplier Change orders</td>
<td></td>
</tr>
<tr>
<td>Set View-Only Permissions for all of your Quotes</td>
<td></td>
</tr>
<tr>
<td>View Quotes you have View-Only Permissions</td>
<td></td>
</tr>
</tbody>
</table>

If you are not an ePro Req User, you will see this message when you log in.

This means you will need to assign your project to an ePro Req User for final approval.
Quote a New Print Project/Retrieve Saved Quotes

Once you enter all of your contact information the system will remember you and you can easily populate your information from the drop down list on future orders.

To create a new quote using previous quote information, enter a previous quote number here and click the “Populate” button.

To retrieve a saved quote, click the drop down menu and select a quote number then click the “Retrieve” button.

Every time you place an order, retrieve a saved quote, or populate a quote with previous information, you will be required to enter a ShortCode(s), select a Quote Due Date and a Job Due Date.
**Quote a New Print Project/Retrieve Saved Quotes**

All of these fields require information.

It is very important to include as many details as possible in order to receive quality quotes from the suppliers without many questions.

It is extremely beneficial to upload a PDF mock-up of your project if available (we will cover uploading files later).
Quote a New Print Project/ Retrieve Saved Quotes

The more details you can provide the better quality quotes you will receive.
Quote a New Print Project/ Retrieve Saved Quotes

**Warning:** The system will only send your quote information to the suppliers you select below.

**Specify Suppliers**

**Tips:**

You may select one, multiple, or all suppliers.

When selecting multiple suppliers hold "Ctrl" and click on the suppliers you wish to include on the bid.

- All Suppliers
- Allegra Print and Imaging
- Arbor Press LLC (dba ArborOakland Group)
- EPI Printers
- Genesis Service Assoc.
- Phoenix Innovate
- Print-Tech, Inc.
- Print/Copy/Mail
- TGI Direct Marketing Support Services
- The EGT Group, Inc.
- University Lithographers Incorporated
- White Pine Inc.

You can now select one, some, or all of the SOPP suppliers to quote on your project.

General rules for selecting suppliers:

- Projects under $5,000 - select one or more suppliers to bid.
- Projects over $5,000 – require a minimum of 3 suppliers to bid.

You can submit your quote now or save it and add more data before submitting for quotes.
Link to Mail Form

This is the message you will receive after successfully submitting a print project. Please note the assigned quote number provided.

Your offset printing project has been saved as quote 100726. Please record this quote number for future reference.

To view the details of any of your projects go to the “Main Menu”. From there you are able to view bids, select winning supplier, start a new project or view bid history.

You will receive emails from ManagedOffsetPrinting@umich.edu when a supplier responds to your request.
The following suppliers(s) have been notified of your request:

Arbor Press LLC (Dba ArborOakland Group) (John McKeighan 734-929-8625)
Allegra Print and Imaging (Kelly Parkinson 734-944-1404)

If you would like to upload pdf files for this newly created quote please click here.

If you would like to create a related mailing quote for this printing quote, you may click here to continue to the "Quote Mail Form"

Back to main menu

After you have completed the print form for your project you can use this link to go to the mail form. The system will then link the two projects together for future reference.
Quote a New Mail Project/ Retrieve Saved Quotes

Once you enter all of your contact information the system will create a profile and you can easily populate your information from the drop down list on future projects.

Every time you place an order, retrieve a saved quote, or populate a quote with previous information, you will be required to enter a ShortCode(s), select a Quote Due Date and a Job Due Date.
Quote a New Mail Project/ Retrieve Saved Quotes

It is very important to include as many details as possible in order to receive quality quotes from the suppliers without many questions.

It is extremely beneficial to upload a PDF mock-up of your project if available (we will cover uploading files later).

All of these fields require information.
Quote a New Mail Project/Retrieve Saved Quotes

The more details you can provide the better quality quotes you will receive.

<table>
<thead>
<tr>
<th>Ancillary Services &amp; Endorsements</th>
<th>Inserting</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Envelope Size</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Inserting</th>
<th>Booklet</th>
<th>Page Count</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Brochure</td>
<td>Page Count</td>
<td>Notes</td>
</tr>
<tr>
<td></td>
<td>Ruck Slip</td>
<td>Num of Sheets</td>
<td>Notes</td>
</tr>
<tr>
<td></td>
<td>Letter - generic</td>
<td>Num of Sheets</td>
<td>Notes</td>
</tr>
<tr>
<td></td>
<td>Letter - personalized</td>
<td>Num of Sheets</td>
<td>Notes</td>
</tr>
<tr>
<td></td>
<td>Reply card - generic</td>
<td>Num of Sheets</td>
<td>Notes</td>
</tr>
<tr>
<td></td>
<td>Reply card - personalized</td>
<td>Num of Sheets</td>
<td>Notes</td>
</tr>
<tr>
<td></td>
<td>Other</td>
<td>Page Count</td>
<td>Notes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Additional Addressing Services</th>
<th>Tabbing</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Type: Translucent

Number of Mailing Data Files to Upload

Total number of files (Excel, Access and etc. containing addressing data) (Please enter numbers only)

Special Instructions for Inserting and Mailing Process (limited to 6 lines)
You can now select one, some, or all of the SOPP suppliers to quote on your project.

If this is part of a print project enter the print quote number here.

Related Print Quote Number: __________

Warning: The system will only send your quote information to the suppliers you select below.

Specify Suppliers

Tips:
- You may select one, multiple, or all suppliers.
- When selecting multiple suppliers hold "Ctrl" and click on the suppliers you wish to include on the bid.

• All Suppliers
• Allegra Print and Imaging
• Arbor Press LLC (dba ArborOakland Group)
• EPI Printers
• Genesis Service Assoc.
• Phoenix Innovate
• Print-Tech, Inc.
• Print/Copy/Mail
• TGI Direct Marketing Support Services
• The EGT Group, Inc.
• University Lithographers Incorporated
• White Pine Inc.

Internal service provider, Mail Services (UM - Print/Copy/Mail) does not require pre-funding of postage the way outside vendors may require.

General rules for selecting suppliers:

• Projects under $5,000 - select one or more suppliers to bid.
• Projects over $5,000 – require a minimum of 3 suppliers to bid.

You can submit your quote now or save it and add more data before submitting for quotes.
Upload Print File

When uploading artwork, enter in your quote number.

Then select the “Browse” button and find your file.

If uploading more than one PDF file, once you click the “Add Another PDF File” another “Browse” link will be added.

Once all files are included, click the “Upload Now” button.
Upload Mailing Project Data

Upload Mail Addressing Files

Please enter your quote number here

Use the “Browse” button to find the file you wish to upload.

Use the “Add Another Addressing File” when you need to include more than one document.

Once all documents are selected use the “Upload Now” button to send this information to the selected suppliers.

Acceptable data files for mailing:
- Text files .txt
- Excel files .xls
- Access files .mdb
- Comma Delimited files (database).csv

Avoid Word and Filemaker Pro files. If unsure of the correct file format, please contact your vendor.

File Name

Add Another Addressing File

Upload Now

When uploading addressing files, enter in your quote number.

Then select the “Browse” button and find your file.

If uploading more than one file, once you click on the “Add Another Addressing File” another “Browse” link will be added.

Once all files are included, click the “Upload Now” button.
View Quotes and Select Supplier

After all of the suppliers respond to your request or the due date has passed you will use this page to view all information provided.

### View Bids & Select Supplier (CARACARA)

<table>
<thead>
<tr>
<th>Quote Number</th>
<th>Status</th>
<th>Job Title</th>
<th>Quote Due Date</th>
<th>Supplier Response</th>
<th>Message Board</th>
</tr>
</thead>
<tbody>
<tr>
<td>100705(Printing)</td>
<td>Waiting for FinOp/UM Approval</td>
<td>Burch Test #4 3/8/12</td>
<td>03/08/2012 5pm</td>
<td>10 (View Bids)</td>
<td>2</td>
</tr>
<tr>
<td>100682(Printing)</td>
<td>Bid Closed</td>
<td>Burch Test #2 3/2/12</td>
<td>03/02/2012 5pm</td>
<td>1 (View Bids)</td>
<td>0</td>
</tr>
<tr>
<td>100680(Printing)</td>
<td>Bid Closed</td>
<td>Burch Test #4 3/2/12</td>
<td>03/02/2012 5pm</td>
<td>1 (View Bids)</td>
<td>0</td>
</tr>
<tr>
<td>100679(Printing)</td>
<td>Waiting for final bid</td>
<td>Burch Test #3 3/2/12</td>
<td>03/02/2012 5pm</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>100677(Printing)</td>
<td>Bid Closed</td>
<td>Burch Test #1 3/2/12</td>
<td>03/02/2012 5pm</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>100673(Printing)</td>
<td>Final Selection</td>
<td>Burch 3/1/12</td>
<td>03/01/2012 5pm</td>
<td>1 (View Bids)</td>
<td>0</td>
</tr>
<tr>
<td>100624(Mail)</td>
<td>Waiting for final bid</td>
<td>(Mail) Burch Test #6</td>
<td>02/23/2012 5pm</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>100616(Mail)</td>
<td>Waiting for final bid</td>
<td>(Mail) Burch Test #5</td>
<td>02/23/2012 5pm</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

You can view a bid that has been returned by a Supplier by selecting the “View Bids” link under the Supplier Response.

You can also view any messages that come in on a quote by looking at the “Message Board”.

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M University of Michigan
Finance
View Quotes and Select Supplier

View detailed pricing by component (next slide).

Quotes Received from Suppliers for Quote 100726 / Approver:FURNDOC

<table>
<thead>
<tr>
<th>Component</th>
<th>Qty1</th>
<th>Qty2</th>
<th>Qty3</th>
<th>Qty4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter</td>
<td>1000</td>
<td>3000</td>
<td>5000</td>
<td></td>
</tr>
<tr>
<td>Brochure</td>
<td>1000</td>
<td>3000</td>
<td>5000</td>
<td></td>
</tr>
<tr>
<td>Reply card</td>
<td>1000</td>
<td>3000</td>
<td>5000</td>
<td></td>
</tr>
</tbody>
</table>

Vendor Responses (Hover over Supplier name below to view their performance ratings)

**Arbor Press LLC (Dbia ArborOakland Group)**
(View Pricing Detail)

<table>
<thead>
<tr>
<th>Qty1</th>
<th>Qty2</th>
<th>Qty3</th>
<th>Qty4</th>
</tr>
</thead>
<tbody>
<tr>
<td>$19,000.00</td>
<td>$48,000.00</td>
<td>$65,000.00</td>
<td></td>
</tr>
</tbody>
</table>

**Allegra Print and Imaging**
(View Pricing Detail)

<table>
<thead>
<tr>
<th>Qty1</th>
<th>Qty2</th>
<th>Qty3</th>
<th>Qty4</th>
</tr>
</thead>
<tbody>
<tr>
<td>$18,000.00</td>
<td>$39,000.00</td>
<td>$50,000.00</td>
<td></td>
</tr>
</tbody>
</table>

To start the approval process, award the project by selecting the supplier.

View the suppliers quote document.
View Details

When viewing the detailed pricing sheet you can see the breakdown of the quote by component and quantity.

Quotes Received from Vendor for Quote **100726**

**Vendor:** Arbor Press LLC (Dba ArborOakland Group)

**Job Title:** test 3/26

<table>
<thead>
<tr>
<th>Component</th>
<th>Qty1</th>
<th>Price</th>
<th>Qty2</th>
<th>Price</th>
<th>Qty3</th>
<th>Price</th>
<th>Qty4</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter</td>
<td>1000</td>
<td>$11,000.00</td>
<td>3000</td>
<td>$30,000.00</td>
<td>5000</td>
<td>$15,000.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Brochure</td>
<td>1000</td>
<td>$5,000.00</td>
<td>3000</td>
<td>$12,000.00</td>
<td>5000</td>
<td>$15,000.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reply card</td>
<td>1000</td>
<td>$3,000.00</td>
<td>3000</td>
<td>$6,000.00</td>
<td>5000</td>
<td>$5,000.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Postage/Shipping</td>
<td></td>
<td>$0.00</td>
<td></td>
<td>$0.00</td>
<td></td>
<td>$0.00</td>
<td></td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Subtotal: $19,000.00 | $48,000.00 | $65,000.00

Note: This page opens as a second window please close this window when finished reviewing.
View Quote and Select Supplier - Final selection process

After selecting the supplier you must:

- Confirm your selection.
- Notify the ePro Req User/Supplier

Final Qty Selection
(recommended)

Please select the final quantity for the production. The selected supplier is required to submit a new quote if you select "Other" with manually entered quantities.

<table>
<thead>
<tr>
<th>Component</th>
<th>Qty1</th>
<th>Qty2</th>
<th>Qty3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter</td>
<td>1000</td>
<td>3000</td>
<td>5000</td>
</tr>
<tr>
<td>Brochure</td>
<td>1000</td>
<td>3000</td>
<td>5000</td>
</tr>
<tr>
<td>Reply card</td>
<td>1000</td>
<td>3000</td>
<td>5000</td>
</tr>
</tbody>
</table>

- Select the quantity desired or submit a final request with a different quantity.

Confirm Specs as quoted

(Confirm specifications as quoted by checking this box or provide additional information below)

Confirm specifications or enter new information.

Notes/Changes to Specs
(limit to 10 lines)

If you do not select the lowest bid you are required to enter your reasons here for internal review.

Enter a reason if not selecting the lowest bidder.

Your quote may need to be approved by an ePro Req User, Sponsored Funds, or a Procurement Agent (next slide).
View Quote and Select Supplier - Final selection process

Possible messages before final selection can be completed.

Sponsored Funds approval required.

Because at least one shortcode listed for this project is "Sponsored Funds" the system may need to obtain approval from FinOps. Once you click the following button, system will calculate whether the Sponsored Fund has been charged over $5,000. If it is over $5,000 FinOps needs to approve your transaction before the final approval can be made.

Check Funding/Notify Supplier

There is at least one "Sponsored Fund" shortcode listed for this project and the total amount exceeds $5,000.

System has notified SOPP administrator and they will get approval from FinOps/Sponsored Funds.

Once the funding is approved the system will send you an email informing you of the final approval.

Back to main menu

Procurement Agent approval required.

The total amount of your project exceeds $25,000. This project will need to be review by a Procurement Agent for approval. The system has notified the SOPP administrator and they will get approval from the appropriate Procurement personnel. Once the project is reviewed and has been approved the system will send you an email informing you of the final approval.

Notify Selected Supplier

The system is waiting either for Financial Operations to approve the funding for the Sponsored Fund in your shortcode list or UM Procurement Services to approve the quote since the amount exceeds $25,000. You will
Cancel/Void Projects

Cancel Project

Please enter your quote number here

You can only cancel projects before requisitions/purchase orders are created.

Cancel Project

Back to main menu

To cancel a project, enter your quote number and click the “Cancel Project” button and a notice will be sent to the selected suppliers.
Extend Deadline

**Extend Deadline For Project**

Please enter your quote number here: 100700

You can only extend deadline for open projects.

[View Current Deadline]

Back to main menu

**Change Quote Deadline**

Deadline: 03/15/2012 (please overwrite this deadline with your new date)

[Update Quote Deadline]

Back to main menu

To extend a project deadline, enter your quote number and click the “View Current Deadline” button.

Enter a new “Quote Due Date” and click the “Submit” button.
To see what the additional charges are, click the “Quote” link to view the suppliers document.

To approve these charges, click the “Approve” link.

To dispute these charges, click the “Dispute” link.
Change Order - Approval

On this approval screen you will need to click the “Approve” button.

You are about to approve the following charge for change order 100688. Please double check to make sure that the billing amount is correct.

<table>
<thead>
<tr>
<th>Original Quote:</th>
<th>100688</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printer’s Name:</td>
<td>Allegra Print and Imaging</td>
</tr>
<tr>
<td>Charge Amount:</td>
<td>$86.00</td>
</tr>
<tr>
<td>Attached Supplier Billing Document:</td>
<td>(Quote)</td>
</tr>
<tr>
<td>Job Title:</td>
<td>Test #1</td>
</tr>
</tbody>
</table>

If you agree with the amount of the charge on the change order, click Approve to finish the process.

Back to previous page

Back to main menu

Once approved you will see the following message and a PO will be sent to the supplier for billing.

The billing charge has been approved. The supplier has been notified for your decision.

Back to main menu
Change Order - Disputed

If you do not agree with the charges the supplier has entered then you must enter a reason for the dispute in the dialog box and click the “Dispute” button. The supplier will be notified of your concerns about the proposed charges. They will have an opportunity to make changes and resubmit for approval.

You are about to dispute the following charge for quote 100691.

- Quote: 100691
- Supplier’s Name: Allegra Print and Imaging
- Charge Amount: $35.00
- Attached Supplier Billing Document: (Quote)
- Job Description: We only ordered one st of Proofs

Dispute

After you click the Dispute button the program will notify the supplier.

This is the message received after disputing the Change Order.

You are disputing the billable amount. The printer has been notified for your decision.

Back to previous page

Back to main menu

Back to main menu
Set View Only Permissions for all of your Quotes

To let someone see what projects you have, you can give them “View Only Permission” by entering their uniqname and selecting the “Submit” button.

To remove someone from your listing, check the box across from their uniqname in the “Remove” column and then click “Submit”.

View Only Permissions:

Enter unique names of people you would like to allow to view your projects

dburch
jimwuum

Submit

Remove
View Quotes you have View Only Permissions

With “View Only Permissions” you can view the quotes, but will not be able to make any supplier selections.

You can view the messages posted by both the suppliers and the requestor.

You can view the bid(s) that have been returned by suppliers by clicking the “View Bids” link under the “Supplier Response” column.

<table>
<thead>
<tr>
<th>Quote Number</th>
<th>Created By</th>
<th>Status</th>
<th>Job Title</th>
<th>Quote Due Date</th>
<th>Supplier Response</th>
<th>Message Boa</th>
</tr>
</thead>
<tbody>
<tr>
<td>100719(Mail)</td>
<td>jmwuum</td>
<td>Waiting for final bid</td>
<td>(Mail) Burch Test #1</td>
<td>03/12/2012 5pm</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>100718(Printing)</td>
<td>jmwuum</td>
<td>Open</td>
<td>Burch Test #1</td>
<td>03/24/2012 5pm</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>100705(Printing)</td>
<td>dburch</td>
<td>Waiting for FinOp/UM Procurement Approval</td>
<td>Burch Test #4 3/8/12</td>
<td>03/08/2012 5pm</td>
<td>10 (View Bids)</td>
<td>2</td>
</tr>
<tr>
<td>100700</td>
<td>furndoc</td>
<td>Saved/Unsubmitted</td>
<td>test</td>
<td>03/12/2012 5pm</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>100697(Printing)</td>
<td>jmwuum</td>
<td>Final Selection</td>
<td>test</td>
<td>03/07/2012 5pm</td>
<td>1 (View Bids)</td>
<td>2 (New!)</td>
</tr>
<tr>
<td>100696(Printing)</td>
<td>jmwuum</td>
<td>Bid Closed</td>
<td>Burch Test #1</td>
<td>03/12/2012 5pm</td>
<td>1 (View Bids)</td>
<td>0</td>
</tr>
<tr>
<td>100687(Printing)</td>
<td>jmwuum</td>
<td>Bid Closed</td>
<td>Burch Test #1</td>
<td>03/06/2012 5pm</td>
<td>1 (View Bids)</td>
<td>0</td>
</tr>
</tbody>
</table>
To see the history of a quote, enter the quote number and then click the “Load Quote” button.

When clicking on the quote number you will see a PDF copy containing all the information entered for that particular quote.

When selecting the “View Detail” button you will see your pricing by components for your quote.

When hovering over the supplier name you will see their evaluation rating.
### View Completed Projects/ Evaluate Supplier Performance

This link will show you a list of all your past projects by selected date range.

#### My Completed Projects

List quotes for the following date range:
- From: 12/22/2011 | To: 03/22/2012 | Search (After filling in the date range, you must click this button to populate data requested)

<table>
<thead>
<tr>
<th>Quote Number</th>
<th>Job Title</th>
<th>Supplier Selected</th>
<th>Requisitioned Amount</th>
<th>Req Submitted Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>100656 [Evaluate]</td>
<td>Stewards magazine</td>
<td>Allegra Print and Imaging</td>
<td>10625.00</td>
<td>03/01/2012</td>
</tr>
<tr>
<td>100661 [Evaluate]</td>
<td>Mailing Stewards magazine</td>
<td>TGI Direct Marketing Support Services</td>
<td>600.00</td>
<td>03/01/2012</td>
</tr>
<tr>
<td>100664 [Evaluate]</td>
<td>Event poster</td>
<td>Allegra Print and Imaging</td>
<td>60.00</td>
<td>03/01/2012</td>
</tr>
<tr>
<td>100688 [Evaluate]</td>
<td>Test #1</td>
<td>Allegra Print and Imaging</td>
<td>36.00</td>
<td>03/15/2012</td>
</tr>
<tr>
<td>100688 [Evaluate]</td>
<td>Test #1</td>
<td>Allegra Print and Imaging</td>
<td>2.53</td>
<td>03/07/2012</td>
</tr>
<tr>
<td>100689 [Evaluate]</td>
<td>Test #2</td>
<td>Allegra Print and Imaging</td>
<td>350.00</td>
<td>03/07/2012</td>
</tr>
<tr>
<td>100690 [Evaluate]</td>
<td>Test #3</td>
<td>Allegra Print and Imaging</td>
<td>75.00</td>
<td>03/07/2012</td>
</tr>
<tr>
<td>100690 [Evaluate]</td>
<td>Test #3</td>
<td>Allegra Print and Imaging</td>
<td>114.20</td>
<td>03/07/2012</td>
</tr>
<tr>
<td>100691 [Evaluate]</td>
<td>Test #4</td>
<td>Allegra Print and Imaging</td>
<td>103.00</td>
<td>03/07/2012</td>
</tr>
<tr>
<td>100691 [Evaluate]</td>
<td>Test #4</td>
<td>Allegra Print and Imaging</td>
<td>1052.00</td>
<td>03/07/2012</td>
</tr>
<tr>
<td>100692 [Evaluate]</td>
<td>Test #5</td>
<td>Allegra Print and Imaging</td>
<td>50.01</td>
<td>03/12/2012</td>
</tr>
<tr>
<td>100692 [Evaluate]</td>
<td>Test #5</td>
<td>Allegra Print and Imaging</td>
<td>4095.00</td>
<td>03/07/2012</td>
</tr>
</tbody>
</table>

We encourage you to rate the supplier’s performance by selecting the quote you would like to evaluate and clicking the “Evaluate” button.
Supplier Evaluation Form / Supplier Performance Report

Quote: 100661

Vendor Name: TGI Direct Marketing Support Services

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Score (0-5: with 0 being the worst and 5 the best)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product Quality</td>
<td>0</td>
</tr>
<tr>
<td>Customer Service</td>
<td>0</td>
</tr>
<tr>
<td>Prompt Delivery</td>
<td>0</td>
</tr>
<tr>
<td>Price</td>
<td>0</td>
</tr>
<tr>
<td>Value Added Service</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td></td>
</tr>
</tbody>
</table>

Additional Comments:

View Supplier Performance

The following scores are accumulated average numbers calculated based on user's evaluation data.

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Product Quality</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>5</td>
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<td>5</td>
<td>5</td>
<td>5</td>
<td>5</td>
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<tr>
<td>Prompt Delivery</td>
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<td>5</td>
<td>5</td>
<td>5</td>
<td>5</td>
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<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Price</td>
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<td>5</td>
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<td>5</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Value Added Service</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>5</td>
<td>5</td>
<td>4</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
</tbody>
</table>

Total                   | 23                                        | 23                                     | 24                        | 25                  | 25           | 25                     | 24               | 25             | 23                                      | 25             |

To see all supplier’s performance ratings you can select the “View Supplier Performance” link on the main menu.

To evaluate the supplier’s performance rate them and add comments, if applicable.
Message Board

- From the “Main Menu” enter a quote number in field and click the “View Msg Now” button.

- Review previously posted messages and who posted them.

- Enter message subject here.

- Enter body of message here.

- Close current window before proceeding.
Settings and Information

•Contact Us/Support Services- this is a link to information on the Procurement staff responsible for maintaining the SOPP website.

•How the Program Works – this is a link to a flow chart of the system.

•SOPP Tutorial – this is a link to this tutorial.

•FAQ (Frequently Asked Questions) – this is a link to several common questions with responses.

•Log out of the SOPP website.
Support Services and Contact Information

General assistance, consultation, and training:
Please contact:

Robin Eckel  
Contract Administrator  
734-763-9887  
robincc@umich.edu

Or

Dave Gerstler  
Associate Procurement Agent  
734-936-8294  
furndoc@umich.edu

Contract Administration and problem resolution:
For general questions regarding the online quoting system, your financial statement, specific billing disputes that cannot be resolved online with your provider, contact:

Robin Eckel  
Contract Administrator  
734-763-9887  
robincc@umich.edu

Technical Assistance
For technical problems, system issues or suggestions contact:

Jim Wu  
Applications Systems Analysis and Programming Manager  
734-647-0506  
jimwuum@umich.edu

Procurement Assistance
If you have special printing needs please contact the Print and Professional Services Procurement Team:

procurement.pps@umich.edu

Or

Paul Labute  
Print and Professional Services Procurement Supervisor  
734-647-0732  
plabute@umich.edu