



## ***Member Handbook***

Welcome to KCDA! Since 1938, KCDA has offered a full range of products and purchasing services designed to meet the needs of school district and other public agency members. The following pages provide the initial information needed to begin working with KCDA. Should you have additional questions not covered by this handbook, please contact our KCDA Customer Service Department at # 800-422-5019.

Thank you for joining KCDA. We look forward to serving you!

Sincerely,

A handwritten signature in black ink, appearing to read "David Mahalko". The signature is fluid and cursive, written in a professional style.

David Mahalko  
Executive Director

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## **About KCDA:**

KCDA (originally founded in 1938 as the King County Directors' Association) is a purchasing cooperative owned by Washington's public school districts. KCDA saves time and money for members by ordering in volume and supporting their purchasing and distribution requirements. KCDA's mission is to provide centralized procurement services to member school districts and public agencies that will comply with all legal procurement requirements. Our goal is to help school districts focus their resources in the classroom and to help public agencies focus on direct services to the taxpayers.

## **Who is eligible to join KCDA?**

- Public School Districts
- Cities
- Counties
- Fire Departments
- Police Departments
- Parks Departments
- Other Municipalities
- Colleges, Universities
- Political subdivisions within the state or in other states
- State accredited private schools and colleges

## **Is there any cost involved in becoming a member?**

There is no cost or other obligation for any school district or other public agency to join the KCDA Purchasing Cooperative.

## **How we operate**

KCDA Purchasing Cooperative was founded 1938 by school board members in King County. Their goal was to help their members save money by creating volume purchasing and fulfilling bid law requirements. Today KCDA manages centralized receiving, warehousing, and distribution while offering additional contracts to provide a single-source for consumable supplies, facilities projects, and technology equipment.

## **Leadership**

The KCDA Executive Director reports directly to a Board of Directors, which is made up of publicly elected school board members from King County school districts. KCDA operates as an extension of your purchasing department and is governed by the basic laws and regulations that apply to school districts in Washington.

## **KCDA Funding**

The KCDA Purchasing Cooperative is completely self-funded. KCDA lets bids for products used by our members and this awarded price is passed directly on to the customers. KCDA covers its operating expenses solely on the service fee for each item. This service fee is calculated on the cost of bidding, ordering, receiving, warehousing, and preparing the product for shipment and freight. KCDA pricing includes this fee.

## **Procurement Policy**

KCDA is governed by procurement laws governing school districts in Washington. The basic statute authorizing the formation of KCDA is RCW 28A.320.080. KCDA is also authorized under the Interlocal Cooperation Act, RCW 39.34. The basic procurement law for school districts is RCW 28A.335.190. As KCDA has grown, many other types of public entities have become members. As many of these organizations have differing procurement requirements, KCDA has adapted our procedures to satisfy the legal requirements, both in advertising and bidding, of all of our members. All items and services under contract with KCDA have been awarded through a competitive sealed bid process, with contract, bid and advertising documents posted on our website.

## **What are the advantages of purchasing through KCDA?**

Purchasing through KCDA saves you time and money! State law encourages participation in cooperatives to eliminate duplication of efforts, thereby saving taxpayers' dollars.

## **Does KCDA offer on line ordering?**

Yes! KCDA.org is a user friendly website designed to allow users to create and check out orders, verify availability of inventory and print invoices. Additionally it allows for up to three levels of approvals prior to reaching KCDA. KCDA.org is also fully integrated with WESPaC Financial.



## **Ordering through the KCDA Warehouse**

### **Placing Regular Orders**

Orders placed by 2:00pm through KCDA.org or KCDA Customer Service are delivered to most Washington members the next day. Orders placed on a Friday are delivered the following Monday. Summer start-up orders are scheduled for delivery by date received and the needs of members.

### **Free Delivery/Inclusive Pricing**

KCDA warehouse pricing includes delivery to Washington, Oregon and Idaho customers. Shipping charges for members outside Washington, Idaho and Oregon (except Alaska), are prepaid and added to the invoice. Shipping charges for members in Alaska is freight collect.

### **School Start-Up Orders**

School Start-up orders are placed in the spring and summer for supplies that will be needed at the start of following school year. Orders can be placed on KCDA.org or via your districts hard copy Purchase Order. Please indicate your requested delivery date for summer delivery. Our warehouse will make every attempt to meet your requested date.

### **Scheduled Delivery Orders**

To assist schools with limited storage facilities, KCDA members can order products and store them in our warehouse for delivery at scheduled times throughout the year. This is particularly helpful with high usage items such as copier and printer paper, facial tissues, paper towels etc.

- Items may be ordered for delivery throughout the school year.
- Items are shipped and invoiced as requested.
- Pricing is fixed when you place your order and based on the total quantity ordered.

### **Minimum Orders**

KCDA accepts orders of any size! A \$2.50 minimum order fee is added to orders under \$50.00 to help defray the cost to ship that order.

### **Product Substitutions**

- **Brand Name** – many items in the catalog are listed as brand name only with no substitutions accepted.

- **Generic** – other items are low bid and must meet KCDA’s "Qualifying Standard." Pictures of items listed as "Qualifying Standard" are representative only and may not be the exact item selected at the time of bid award.

### **No Fault Return**

Members may return items shipped from the KCDA warehouse (except vendor direct or special order items) within 20 business days of receipt of an order for full credit and no restocking fee. KCDA vendors may assess a restocking fee and return freight charges on furniture and special order items that have shipped directly from the vendor.

### **Procurement Card Orders**

KCDA accepts Procurement Cards, MasterCard and Visa as payment for orders, except for direct ship purchases including furniture.

### **Special Orders**

KCDA’s purchasing agents are happy to source and get pricing on non-cataloged items. Chances are if one district needs the item, others will also. KCDA may be able to source products not currently shown on our website through our “Special Request” order program. Special Request order information can be found under the “How To Order” tab at [www.kcda.org](http://www.kcda.org).

### **What should I do if a product does not meet my expectations?**

Please contact KCDA Customer Service and let us know! This information will help us improve the bidding process to obtain only the best quality merchandise. Items shipped from the KCDA warehouse (except vendor direct and special order items) may be returned to KCDA within 20 business days for full credit.

### **Where do I submit Purchase Orders?**

Purchase Orders should be made out to KCDA. For non-inventories items, KCDA will issue a PO to the vendor and invoice our member when supplies and services have been delivered.

### **Receiving and Checking in Your KCDA Warehouse Order**

KCDA suggests that members verify shipments as they are received. To verify delivery of all pieces, use the KCDA packing slip provided with the shipment. The responsible individual should verify the total number of cartons received against the number of cartons KCDA listed on the packing slip. Additionally you must check for visible box damage.

If you Find Missing or Damaged Cartons - If cartons are missing or damaged, you must note the problem on the delivery receipt at the time of delivery. The carrier will not pay freight claims

and therefore you may not receive credit unless this information is noted on the Bill of Lading. Please retain a copy for your records and contact KCDA Customer to report the claim. The driver is required to wait until you verify receipt of all boxes.

### **Delayed Check-in**

If there will be a delay checking in the merchandise, please secure the shipment so unauthorized personnel, who may be anxious for their merchandise, cannot remove items.

### **Packing Slip**

KCDA provides a packing slip for each shipment; this packing slip may contain multiple orders. Each Order/PO/Mark-For has its own page(s) and lists products and quantities shipped. Each "Mark For" is packaged separately with the box number for each item printed on the corresponding packing slip.

### **Box Labels**

Boxes have a label on the outside which references your purchase order number, the mark for and all items packed inside that box.

### **Sorting Orders**

Individual orders can easily be sorted using the "Mark For" on each carton. Once sorted, the orders will be ready for delivery to the appropriate classroom.

### **Verifying Items in Each Box**

Check the contents of each carton against the packing slip or box label to verify all merchandise has been received.

### **Invoicing**

An invoice is created at the time of shipment. At your request, invoices can be faxed, e-mailed or mailed to a designated District person. Many districts are setting up a general accounts payable mailbox allowing access to all those reviewing invoices.

### **Back Orders**

Each invoice indicates any items remaining to be shipped.

## **Member Price**

Each item shipped will list the member pricing. This pricing will include all KCDA Service fees including shipping for items to Washington, Oregon and Idaho members from the KCDA warehouse. Shipping is prepaid and added to invoices for member in other states (except Alaska). The KCDA catalog and order forms reflect delivery pricing for Washington Members.

## **Extended Amount**

The extended amount will include all charges except tax.

## **Tax**

Tax is charged only on the KCDA cost of each item. The KCDA Service Fee is not taxed.

## **Payments**

Payments should include the invoice numbers and the amount being paid against each invoice. Invoices will indicate due date.

## **Procurement Cards**

Orders may be charged to district procurement cards, MasterCard or Visa.

## **Past Due Accounts**

KCDA will assess an additional service fee of 1% on all balances more than 30 days past due. The accounts payable department of the district will be notified if an account is one to 30 days past due. Both the accounts payable department and the business manager or assistant superintendent will be notified of accounts that are more than 60 days past due. KCDA's Executive Director will contact the district superintendent if bills are more than 90 days past due.

## **Scheduled Orders**

KCDA sends an invoice when the merchandise is shipped.

## **Warehouse Returns and Discrepancies**

### **Missing or Damaged Cartons**

If cartons are missing or damaged, please note the problem on the Bill of Lading at the time of delivery and notify KCDA immediately. The carrier will not be responsible for missing items or freight damage unless this information is noted on the Bill of Lading.



## **Missing Product or Concealed Damage to Product**

If items are missing or damaged in a carton, please notify KCDA within 20 business days of receipt of an order or by September 30 for merchandise delivered in June, July, or August. Claims received outside 20 business days after receipt or after the September 30th deadline may be charged return freight and a restocking fee.

## **Items Ordered Incorrectly**

No fault return policy applies to warehouse items only. Please notify KCDA within 20 business days of receipt of an order or by September 30th for merchandise delivered in June, July, or August. Claims received outside 20 business days after receipt or after the September 30th deadline may be charged return freight and a restocking fee or may not be considered due to product expiration dates. Returned merchandise must be in new condition and in the original packaging.

## **Return Authorization Instructions**

When requesting return authorization or reporting any discrepancies for warehouse items, please include the following information:

- Purchase order number.
- District name and ship-to location.
- KCDA invoice number/order number/cart number.
- KCDA item number and item description.
- Quantity (units).
- Reason for the return or details of the discrepancy.
- Contact name, email, and phone number of the person requesting the RMA.

All returns must have a KCDA Return Memo Authorization Number (RMA number) on the outside of each carton. Once issued, Return Memo Authorization Numbers are valid for 20 business days.

KCDA will e-mail call tags. This enables speedy return and credit for returned products. All you need to do is print out the e-mailed return label, attach it to the box and hand it to the driver during the next delivery for return to KCDA.

In order to receive credit returned merchandise must be in new condition, original packaging and a complete unit. If the return or exchange meets these criteria and the merchandise is received by KCDA within 20 business days of the RMA issue date, then full credit will be issued. Items returned after the 20 business day period may be assessed a restocking fee.

## **Ordering through KCDA Vendor Direct Contracts**

To initiate an order with a KCDA Contract Vendor please visit the “Awarded Contracts” page at KCDA.org. Once you have located your contract category and selected a vendor, please review the “Order Placement / Processing” section on that contract page for specific instructions to order through this vendor. Depending on the vendor contract, you may be directed to contact the referenced KCDA Purchasing Agent, or be instructed to contact the vendor directly through the information detailed on the Awarded Contract page.

## **Vendor Direct Contract Awards**

All vendor direct contracts (i.e. including AEPA contracts) are awarded based on a competitive, sealed bid process by KCDA. Items ordered under these contracts are shipped directly from the vendor/manufacturer to our member. KCDA will invoice our member once the item(s) have shipped and we have received an invoice from the vendor/manufacturer. KCDA does not charge service fees on our vendor direct contracts.

## **Vendor Direct Billing**

Certain KCDA contracts are set up with vendor direct billing, these categories include:

- Copiers
- Facilities and Maintenance Management Software
- Ground Traffic Control
- Technology – Computers, Printers, Equipment

Purchases made through KCDA must be in compliance with all established school and government policies, and are not intended for private use.

## **Vendor Direct Shipments**

KCDA invoices our members once the item(s) have shipped and we have received an invoice from the vendor/manufacturer. Please notify KCDA if your district needs an invoice earlier.

## **Vendor Direct and Special Order Returns and Discrepancies**

### **Missing or Damaged Cartons**

If cartons are missing or damaged, please note the problem on the Bill of Lading at the time of delivery and notify KCDA immediately. The carrier will not be responsible for missing items or freight damage unless this information is noted on the Bill of Lading.

## **Missing Product or Concealed Damage to Product**

If items are missing or damaged in a carton, please notify KCDA within 10 business days of receipt of an order. Claims received after the 10-day period will be at the sole discretion of the KCDA vendor and be subject to the vendor's return policy.

## **Items Ordered Incorrectly**

Subject to the vendor's return policy including but not limited to a restocking fee and return. Furniture Returns and Restocking Fees

KCDA provide our members furniture options from a variety of manufacturers. Please review the product return and restocking policy from each furniture manufacturer chosen, prior to placing your order with KCDA.

## **How do I contact KCDA?**

Please feel free to call, write or email KCDA at the following address:

KCDA Purchasing Cooperative  
18639 80<sup>th</sup> Avenue S.  
PO Box 5550  
Kent, WA 98064-5550  
Phone 425-251-8115, Toll-Free # 800-422-5019 or Fax # 253-395-5402.  
Email: [customerservice@kcda.org](mailto:customerservice@kcda.org)

## **Key Contacts:**

Executive Director	David Mahalko	# 800-422-5019 Ext 161	<a href="mailto:dmahalko@kcda.org">dmahalko@kcda.org</a>
Chief Financial Officer	Robert Payne	# 800-422-5019 Ext 110	<a href="mailto:rpayne@kcda.org">rpayne@kcda.org</a>
Director of Marketing	Dane Hewitt	# 800-422-5019 Ext 117	<a href="mailto:dhewitt@kcda.org">dhewitt@kcda.org</a>
Purchasing Manager	Thomas Kim	# 800-422-5019 Ext 143	<a href="mailto:tkim@kcda.org">tkim@kcda.org</a>
Human Resources	Riesa Ragan	# 800-422-5019 Ext 126	<a href="mailto:rragan@kcda.org">rragan@kcda.org</a>
Warehouse Manager	Barry Fredericks	# 800-422-5019 Ext 154	<a href="mailto:bfredericks@kcda.org">bfredericks@kcda.org</a>

## **KCDA Customer Service:**

Toll-Free # 800-422-5019      Email: [customerservice@kcda.org](mailto:customerservice@kcda.org)      Fax # 253-395-5402

## **KCDA Field Representatives:**

Our experienced Field Representatives are ready and available to assist you on-site or over the phone with product inquiries or KCDA member training. Please select your Field Representative from the information listed below:



**Mike Rebitzke**  
Joined KCDA on  
July 16, 2007

**800-422-5019x162**  
[mrebitzke@kcda.org](mailto:mrebitzke@kcda.org)

**Representing  
Counties:**

Clallam  
Clark  
Cowlitz  
Grays Harbor  
Jefferson  
Klickitat  
Lewis  
Mason  
Pacific  
Skamania  
Wahkiakum

**Representing**

**States:**  
Alaska  
Oregon



**Kevin Hedeem**  
Joined KCDA on  
September 17, 2001

**800-422-5019x137**  
[khedeem@kcda.org](mailto:khedeem@kcda.org)

**Representing  
Counties:**

Chelan  
Kittitas  
N. King  
S. Snohomish

**School Districts:**

Bellevue  
Edmonds  
Everett  
Federal Way  
Highline  
Issaquah  
Kent  
Lake Washington  
Mukilteo  
Northshore  
Renton  
Riverview  
Seattle  
Shoreline  
Snoqualmie Valley



**Ryan Burge**  
Joined KCDA on  
August 23, 2004

**800-422-5019x151**  
[rburge@kcda.org](mailto:rburge@kcda.org)

**Representing  
Counties:**

Island  
Kitsap  
S. King  
Pierce  
San Juan  
Skagit  
N. Snohomish  
Thurston  
Whatcom

**School Districts:**

Auburn  
Enumclaw  
Tahoma



**Derek Collett**  
Joined KCDA on  
January 8, 2018

**800-422-5019x135**  
[dcollett@kcda.org](mailto:dcollett@kcda.org)

**Representing  
Counties:**

Adams  
Asotin  
Benton  
Columbia  
Douglas  
Ferry  
Franklin  
Garfield  
Grant  
Lincoln  
Okanogan  
Pend Oreille  
Spokane  
Stevens  
Walla Walla  
Whitman  
Yakima

**States:**

Idaho  
Montana