



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

Table of Contents:

About KCDA	Page 3-4
Ordering through the KCDA Warehouse	Page 5-8
Warehouse Returns and Discrepancies	Page 8-9
Ordering from Vendor Direct Contracts	Page 10
Vendor Direct Returns and Discrepancies	Page 10-11
How to Contact KCDA / Customer Service	Page 11
KCDA Field Representatives	Page 12

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 online 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 \$3.50 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.

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
- 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 80th 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

Key Contacts:

Executive Director	David Mahalko	# 800-422-5019 Ext 161	dmahalko@kcda.org
Chief Financial Officer	Yohan Lee	# 800-422-5019 Ext 110	ylee@kcda.org
Director of Marketing	Randi Michie	# 800-422-5019 Ext 117	rmichie@kcda.org
Purchasing Manager	Thomas Kim	# 800-422-5019 Ext 143	tkim@kcda.org
Human Resources	Kristen Deskin	# 800-422-5019 Ext 126	kdeskin@kcda.org
Warehouse Manager	Barry Fredericks	# 800-422-5019 Ext 154	bfredericks@kcda.org

KCDA Customer Service:

Toll-Free # 800-422-5019 Email: 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

Representing

Counties:

Clallam
Clark
Clowlitz
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

Representing

Counties:

Chelan
Douglas
Ferry
Grant
Kittitas
Lincoln
N. King
Okanogan
Pend Oreille
S. Snohomish
Spokane
Stevens

School Districts:

Bellevue
Edmonds
Everett
Federal Way
Highline
Issaquah
Kent
Lake Washington



Ryan Burge
Joined KCDA on
August 23, 2004

800-422-5019x151
rburge@kcda.org

Representing

Counties:

Adams
Asotin
Benton
Columbia
Franklin
Garfield
Island
Kitsap
S. King
Pierce
San Juan
Skagit
N. Snohomish
Thurston
Walla Walla
Whatcom
Whitman
Yakima
School Districts:
Auburn
Enumclaw
Finley

Mukilteo
Northshore
Renton
Riverview
Seattle
Shoreline
Snoqualmie Valley

Kennewick
Kiona-Benton City
Prosser
Richland
Tahoma