



Your Overhead and Passage Door Experts

2018 VENDOR UPDATE SHEET

Completed By: \_\_\_\_\_ Date: \_\_\_\_\_ Vendor #: \_\_\_\_\_

COMPANY NAME: \_\_\_\_\_

Send Payments to:

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

Send Material Shipments to:

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

Main Phone #: \_\_\_\_\_

FAX: \_\_\_\_\_

Send Purchase Orders To (EMAIL): \_\_\_\_\_

Send Insurance Requests to (EMAIL): \_\_\_\_\_

Service Manager: \_\_\_\_\_

Service Manager Email: \_\_\_\_\_

Service Manager Phone #: \_\_\_\_\_

A/R Contact: \_\_\_\_\_

A/R Email: \_\_\_\_\_

A/R Phone #: \_\_\_\_\_

AFTER-HOURS SERVICES

Is 24-Hour Service Available? \_\_\_\_\_

24-Hour Contact Number: \_\_\_\_\_

24-Hour Special Instructions: \_\_\_\_\_



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**RATES**     **\*\*\*ONLY LIST 1 TECH RATES IF YOU HAVE A 1 TECH CREW! \*\*\***

*\*\*\*We can only accept hourly Labor rates. Information valid for 1 year unless changes are submitted in writing. \*\*\**

Item No.	Description	OVERHEAD RATES	PASSAGE /GLASS RATES	AUTOMATIC DOOR RATES <i>*See note 2</i>	LOCK RATES <i>*See note 3</i>	SAFE RATES
1R	Labor Regular 1 Tech					
2R	Labor Regular 2 Tech Crew Rate					
TC	Trip Charge/Minimum					
1ER	Labor Emergency 1 Tech					
2ER	Labor Emergency 2 Tech Crew					
ERTC	Emergency Trip Charge/Minimum					
1OT	Labor OT 1 Tech					
2OT	Labor OT 2 Tech Crew Rate					
OTTC	OT Trip Charge/Minimum					
1WE	Labor Weekend 1 Tech					
2WE	Labor Weekend 2 Tech Crew Rate					
WETC	Weekend Trip Charge/Minimum					
1HP	Labor Holiday/Premium 1 Tech					
2HP	Labor Holiday/Premium 2 Tech Crew					
HPTC	Holiday Trip Charge/Minimum					
REGULAR TIME		Mon/Tues/Wed/Thurs/Fri/Sat/Sun From: _____ AM to _____ PM				
EMERGENCY TIME		Mon/Tues/Wed/Thurs/Fri/Sat/Sun From: _____ to _____				
OVERTIME		Mon/Tues/Wed/Thurs/Fri/Sat/Sun From: _____ PM to _____ AM				
Holiday Time						

- 1) **Must Complete Fire Door Experience Survey**
- 2) **Must include current / unexpired AAADM Certificate with update sheet if checked**
- 3) **Include Locksmith license information if required by state**

# CORNELL

STOREFRONT SYSTEMS

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By marking off the items listed below, you are ensuring Cornell Storefront Systems, Inc and its Customers that your technicians are skilled in REPAIRING and REPLACING the equipment.

Coiling & Sectional Doors		Dock Equipment		Manual/Passage Doors		Glass	
Coiling Metal		Levelers		Hollow Metal Doors & Frames		Window Replacement	
Coiling Grilles		Seals		Aluminum Doors & Frames		Board-Up	
Coiling Shutters		Bumpers		Herculite/Frameless Glass Doors		Tinting	
Rolling Steel Fire Doors (1)		Automatic Doors (2) <i>(Must be AAADM Certified)</i>		Impact/Eliason Doors		Showcase Glass	
Side Folding Gates		Sliding Doors		Wood Doors & Frames		UV Fusible Bonding	
Sectional Doors		Swinging Doors		Specialty (Sound/Bullet Proof) Doors		Starphire/Specialty Glass	
Chain Link Fences/Gates		Automatic Revolving Doors		Manual Revolving Doors		Leaks: Water Testing, Caulking, Etc.	
General Contracting		Drive-Thru Windows		Door Parts (Repair/Replace)			
Lock		Safe		Hinges/Continuous, Pivots		Floor/Concealed Closers	
Re-Key (3)		Drill		Surface Closers		Rim Exit Devices	
		Combination Change		Surface/Concealed Vertical Rods		Electromechanical Hardware	
		Keypad Replacement		1) Must Complete Fire Door Experience Survey 2) Must include current AAADM Certified ID Card 3) Include Copy of Locksmith License if required by State			
		Relocate					



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Have you received a copy of Cornell Storefronts Vendor Expectations (Pgs. 7-10)? YES  / NO

Is your company...?

Union  / Non Union  / Both

Is your company bonded? YES  / NO

Does your company perform Criminal Background Checks on Employees? YES  / NO

If yes, when? Date of Hire \_\_\_\_\_ Annually \_\_\_\_\_ Time of Incident \_\_\_\_\_

Does your company perform drug testing on employees? YES  / NO

If yes, when? Date of Hire \_\_\_\_\_ Annually \_\_\_\_\_ Time of Incident \_\_\_\_\_

Does your company have an OSHA certified Forklift driver? YES  / NO

Is your company a commercial door/hardware supplier? YES  / NO

Is your company a DISTRIBUTOR for any parts/suppliers? YES  / NO

If yes, please list:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Are you an Authorized Service Vendor of Restricted Keyways? If so, which MFGs?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Number of Technicians: \_\_\_\_\_

Number of Trucks: \_\_\_\_\_

Service Radius (miles from dispatch location): \_\_\_\_\_



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## Cornell Storefront Systems, Inc Vendor Expectations

Main Phone : 800-882-6773

Service Dept. Fax: 800-882-6772

Accounting Fax: 800-421-2789

Vendor Relations Fax: 570-270-0646

Service Dept. Email: [service@cornellstorefronts.com](mailto:service@cornellstorefronts.com)

Accounting Email: [accounting@cornellstorefronts.com](mailto:accounting@cornellstorefronts.com)

Vendor Relations Email: [VendorRelations@cornellstorefronts.com](mailto:VendorRelations@cornellstorefronts.com)

Cornell Storefront Systems, Inc (CSSI) continues to thank our Vendors for their hard work and their efforts to meet our (and our Customer's) demands. Below are CSSI's Vendor Expectations that, when followed, will result in a successful partnership.

### Communication:

- **ETA** - When a call is dispatched, an ETA is established with each vendor. If you are going to miss your ETA, you must notify CSSI immediately of this change. Unless CSSI hears differently, we will expect you to arrive on site within the promised time frame.
  - **Emergency-** Technician is due on site within 3 hours of dispatch.
  - **Same Day-** Technician is due on site the same day call is dispatched within regular business hours.
  - **Next Day –** Technician is due on site the day after the CALL is dispatched during regular business hour.
- **Check-in/Check-out –** Technicians must check in with the Store Manager and IVR (if required) upon arrival. *If IVR is not working, you must call CSSI to check in & out.* If IVR is not applicable for your work order, you must call Cornell Storefronts to check in and out. Upon completion of service, technicians must check out with the Store Manager, with IVR and call CSSI to provide details of service performed (i.e. repairs complete, additional work needed, quoting for additional repairs).

**If you receive IVR information on your purchase order, compliance is MANDATORY for payment.**

- **Several customers require GPS check in using their App. Please contact Vendor Relations for a list of Customers that require GPS check in.**
- **Mobile App** – If you are registered for use of Cornell's Mobile Tech Connect. It is mandatory to use the App to complete your work order. The **BEST** feature of the App is your photos, check in/out and sign-off information will be submitted to Cornell Storefronts **IMMEDIATELY!** *This will drastically reduce the amount of follow-up*

*emails and phone calls to your staff.* If you are interested in using our Mobile App, please reach out to the Vendor Relations Department at Ext. 615.

- **NTE Increases** – Purchase Order amounts are confirmed at time of dispatch. Dispatchers work from your contracted rates. Technicians must call CSSI for approval ***PRIOR TO EXCEEDING*** the time or dollar amount listed on your Purchase Order. **Note the time and the name of the employee you spoke with to request the increase.**

**Documentation:**

- **Sign-Offs** – Signoffs **MUST** include the following information for EVERY TRIP:
  - Number of Techs on site
  - Tech time in & out (**must match IVR check-in & check-out**)
  - Travel Time
  - Manager’s signature & printed name approving work completed & time on site.

**Invoices submitted without the above information will be rejected.**

  - Purchase Orders with Customer specific sign-offs **MUST** be completed and submitted with your invoice. We cannot bill the customer without this information.
- **Photos** – Before and After Photos are required for every Purchase Order and should be submitted within 24 Hours of technicians being on site. **Before & After photos are MANDATORY for payment.**
- **Door Surveys** – If your Purchase Order includes a door survey, it must be completed in its entirety. **Invoices submitted without a completed Door Survey will be rejected.**
- **Quotes / Additional Work Proposed**
  - CSSI must return proposals to our Customers within 24-48 hours of the initial service call. For that reason, vendors must return proposals to CSSI within 24 hours of initial service call to allow for clarification and preparation.
  - Proposals must be submitted as Not-To-Exceed prices and on a Time and Material basis. ***\*We are unable to approve additional charges once a proposal has been approved\****
  - Proposals should be detailed and include the following information:
    - Confirmation of Initial Trip Charges
    - What was completed on the initial trip



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- Installation Labor (# of techs & hours on-site, travel)
  - Material Specs, Pricing and Freight (if applicable)
  - Lead Time
  - Photos
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- **Invoices and Billing**
    - All invoicing and pertinent back-up (sign offs, photos, time in/time out/travel time/ number of techs on site) should be sent to CSSI **within 48 hours of completion of service**. Fax invoices to 1-800-421-2789 or email to [accounting@cornellstorefronts.com](mailto:accounting@cornellstorefronts.com)
    - If invoices and all pertinent backup is not received within 5 days, we cannot guarantee payment
    - List all parts used and their individual cost on the invoice.
    - **CSSI will only pay for travel in one direction during normal business hours.** *If you feel that a certain store warrants travel time in both directions, this should be discussed at the time of dispatch.*
    - Unless otherwise notified: All jobs should be billed on a Time and Material basis. You will be paid for all legitimate expenses and time, but we cannot pay for hours that are not worked.
  
  - **Purchase Orders**
    - **NTE:** Every Purchase Order is issued with a predetermined Not-To-Exceed *or* NTE. This amount is broken down on the Purchase Order by labor, parts and trip charge. Technicians should be aware of the NTE and allotted time on site in the event an increase is needed. The technician must call from site for an increase **PRIOR TO EXCEEDING** the NTE issued on the Purchase Order. Cornell is unable to guarantee approval of After-The-Fact NTE Increase requests.
    - **Requirements:** Customer specific requirements will be listed on every PO. Since our customers all have different requirements, it is important to read them on every PO. If you are unable to meet any of those requirements, Cornell must be notified immediately upon dispatch.
  
  - **Payment Terms:** CSSI payment terms are Net45 for all vendors.
    - Quick and complete submission of all Purchase Order required documents will ensure your invoice is paid on time.
    - Credit References are available upon request.

# Signature Required

## Acknowledgement of Receipt

### Cornell Storefront Systems, Inc Vendor Expectations

By signing below, you acknowledge that you have read and understand the Cornell Storefront Systems, Inc Vendor Expectations. You will adhere to and ensure all staff members adhere to the expectations included in this Vendor Packet.

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Authorized Signature

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Company Name

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Date

If you have any questions or need clarification of the Vendor Expectations, please contact the Vendor Relations Department at Cornell Storefront Systems, Inc.