Question: Is the Zep contract located on Team Georgia marketplace?
Answer: Yes. You can get there by clicking this link: http://doas.ga.gov/TGM/Pages/Home.aspx

Question: Do we have to buy products from Zep if we would rather buy form General Services Agency (GSA)?
Answer: State entities are not allowed to purchase off of the GSA Contract.

Question: Do any of the products on this contract duplicate any of the certified cleaning products/chemicals from GCI. If so which take precedence?
Answer: If they do, the Georgia Correctional Industries (GCI) contract takes precedence.

Question: Does the Zep contract SWC 90793 replace the Ecolab dishwashing chemical contract that expired?
Answer: Yes. This contract has been in existence since December 30, 2008.

Question: Sometimes our billing is wrong. We make purchases based on GA pricing, but then we get a higher rate. What can be done on your end to ensure that the pricing will be updated in your system?
Answer: It was recently identified that approximately 3% of our items were not billed correctly. Zep has rectified the issue and will make the necessary account adjustments.

Question: Our customer ID is NA2039350. Why are we getting charged shipping on all orders?
Answer: This issue has been corrected and credits issued. If you have any invoicing questions, please refer them to Georgia.State@zep.com for resolution.

Question: When ordering online, will tax and shipping be taken off the invoice?
Answer: Yes.
Question: Does Zep supply secondary container labels?
Answer: Yes Zep will supply the appropriate amount of secondary container labels.

Question: Does Zep provide any signage for product dilution systems?
Answer: Yes, Zep will provide the appropriate signage for the account.

Question: Can Zep assist us in implementing a “Green Cleaning Program”?
Answer: Yes, Zep has both CIMS certified Trainers and LEED AP personnel to assist in the development a “Green Cleaning Program”

Question: Can Zep perform an analysis of our current purchases and identify cost savings opportunities?
Answer: Yes, Zep will perform a Total Cost of Ownership (TCO) survey to identify the opportunities

Question: Does Zep manufacture its products?
Answer: Yes Zep is an ISO 9000 and 14001 certified manufacturing facility and has been in business for 73 years.

Question: What is the return policy?
Answer: Notify the Sales & Service Representative or send an email to Georgia.State@zep.com and request a product pick up.

Question: Does Zep have labels and MSDS sheets in other languages?
Answer: Yes, Zep has English and Spanish Material Safety Data Sheets (MSDS) sheets and Product Specifications reports. All can be viewed online at www.zep.com

Question: How long does it take to receive an order after it is placed?
Answer: Over 92% of all orders are shipped complete within 24 hours of receipt.

Question: Will Zep perform training for my staff?
Answer: Yes, Zep will perform training for your staff on a wide range of topics such as Safety with Cleaning chemicals and basic understanding of an MSDS sheet.