



Zep Sales & Service Webinar FAQ's
SWC 90793
March 8, 2010

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 from 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.*