

## Customer Feedback Comments

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"This is our second time using the State's CPC program and we have been very happy with the program. We currently have a total of 24 copiers in the program. I like the fact that I don't have to send out bids, we just select the brand we want within each category and fill out the MOU. It is very easy and every month we get an ISTV for the charges. I like that we get new copiers every three years and Diane is very helpful and assists with the brand selection if you need her to."

Doug Machles - Ohio Lottery Commission

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"I must admit I was a little skeptical when we began the process of transitioning all of our copy equipment to the CPC program. Diane met with staff, assessed our needs and provided the perfect solution to each area within our facility requiring copy equipment. The transition, even though it involved several different models and vendors, went flawlessly thanks to Diane and her team. On the rare occasions that we require assistance with movement of equipment, service calls, etc. Diane has responded immediately to our requests. I have been ordering copy equipment for nearly 25 years and never has the process been so effortless. Pricing is excellent, the paperwork is much diminished and the selection is exceptional. I would highly recommend participation in this program to anyone. Thanks Diane! "

Patty Eddleman - ODMH/Heartland Behavioral Healthcare

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"We found the CPC program to be so easy to use that we are on our second CPC copier. Completing the memorandum of understanding (MOU) request is much easier than requesting a pre-approval. The copier is delivered, you are given a demo on how to use the copier, supplies arrive shortly after delivery and there is no need to issue a purchase order for a yearly maintenance agreement, resulting in cost savings. "

Tammy Marcum - DAS/Procurement Services

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"The cost-per-copy program has been very beneficial for the Dental Board. Set up of copiers and service has been good. "

Joseph Yonadi - DEN

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"When I was first introduced to the Cost-Per-Copy Program I thought, 'This is too good to be true.' Since starting out with two copiers three years ago with the program, the Division of Watercraft currently has nine Cost-Per-Copy copiers placed in our central office and in our field offices throughout the State. We continue to replace old copiers with copiers from the Cost-Per-Copy program. I have been ordering copiers for 11 years with the Division and this is the first time that I have not heard anyone complain about problems with the copiers. The service we receive from the vendors is very good. And the best part about the program is getting a new copier every three years and not having to worry about salvaging the old copier! I would recommend this program to everyone! It just can't be beat! "

Joyce Schramm - DNR/Division of Watercraft

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"I just wanted to thank you for running such an efficient and useful program. I am finding CPC very valuable. I switched 2 of our copiers last year and have a few new MOUs that will be sent your way shortly. Attending the open house was very valuable and helped me make decisions on our new machines. I think most of us only hear when something goes wrong so I just wanted to take a moment to say thanks."

Jennifer E. Woodman - DNR/Division of Forestry

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