Overview of bulk order program progress and what to expect next

Supplier communication with LEAs

Logistics confirmation form and payment information
Bulk order program progress and what to expect next
# Operation Connectivity Customer Support Team

<table>
<thead>
<tr>
<th>Metric</th>
<th>Measure¹</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change requests processed</td>
<td>200+</td>
</tr>
<tr>
<td>Emails fielded</td>
<td>8,000+</td>
</tr>
<tr>
<td>Average time spent per email</td>
<td>7 min.</td>
</tr>
<tr>
<td>Calls made</td>
<td>400+</td>
</tr>
<tr>
<td>Contracts sent</td>
<td>950+</td>
</tr>
<tr>
<td>Invoices sent</td>
<td>850+</td>
</tr>
<tr>
<td>Webinars hosted</td>
<td>5</td>
</tr>
</tbody>
</table>

1. Measures are approximate

A big thank you to the customer support team for making this possible!

Kate
Claire
Omar
Patricio
Ben
Mayowa
Misha
Molly
~700K devices and ~300K hotspots have been requested for bulk purchase by 800+ LEAs across Texas

<table>
<thead>
<tr>
<th>Devices</th>
<th>Hotspots</th>
</tr>
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<tbody>
<tr>
<td>716K</td>
<td>295K</td>
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</table>

With state funds providing matching dollars for nearly all requested devices and hotspots.
Overview of bulk order process timeline

Region 4 sends Interlocal Agreement
Region 4 distributes to LEAs with:
- Interlocal Agreement
- Additional Quantity Request Form
- Logistics Confirmation Form

LEA signs Interlocal Agreement
Signed Interlocal Agreement and Additional Quantity Request Form returned to Region 4
Region 4 places bulk order with ISPs and OEMs

Region 4 sends invoice to LEA
Invoice is generated with order details outlined in signed Interlocal Agreement
Separate, additional invoices will be sent to LEAs with Additional Quantity Request forms on 8/17

LEA submits Logistics Confirmation Form
LEAs submit shipping details and asset tagging / filtering specs to Region 4 in the Logistics Confirmation Form

LEA pays invoice
LEAs remit payment to Region 4 through ACH or wire transfer
Upon receipt of funds:
- Region 4 sends payment receipt confirmation to LEA
- Region 4 forwards logistics confirmation details to suppliers
- Suppliers begin device tagging and filtering

Suppliers coordinate with LEA for delivery
Suppliers coordinate directly with LEAs to gather any missing specs or logistics information

Suppliers ship hotspots / devices to LEAs. Upon confirmation of shipping, Region 4 remits payment to suppliers

Degree of completion measured by percent of participating LEAs

*Supplier led
Supplier communication with LEAs
Communication with suppliers should follow key guidelines to ensure the integrity of the bulk order program

The following communication can be expected directly from suppliers:

- Follow ups on shipping location details
- Follow ups on asset tagging / filtering specs
- Updates on estimated product delivery timelines
- Communication regarding peripheral product deals

The following should not be a part of supplier communication or outreach:

- Renegotiation of bulk order contracted rates
- Offers regarding product switches or upgrades
- Request for payment / payment related information for devices purchased through bulk order

If you receive any supplier communication along these lines, please contact customerservice@teabulkorder.com immediately
Logistics confirmation form and payment information
Invoices are sent to LEAs from Region 4 at: opconninvoicing@esc4.net

Timeline
- Most invoices were sent between 8/7 - 8/11
  - For changes to your ILA from 8/7 - 8/11 or the occurrence of an Additional Quantity Form, your invoice will arrive the week of 8/17
- Payment must be made electronically within 3 business days of receipt of invoice
- Region 4 will confirm payment receipt within 24-48 hours after payment has posted
- LEAs should keep bank documentation of payment

Payment Logistics
- All payments must be made electronically with two options:
  - ACH
  - Wire Transfer

Missing invoice? Please email customerservice@teabulkorder.com
Logistics Confirmation form due 8/13/20 via web survey to give suppliers a head start as they communicate with you about your order

As of Monday 8/17, 660 (81%) of participating LEAs have completed

Asset tagging details

- Region 4 is gathering this information because CARES federal grant restrictions require that all devices and hotspots purchased through TEA bulk order program carry asset tag

- Form will give you opportunity to indicate custom numeric or alphanumeric format used by LEA (most LEAs have established protocols)
  - E.g., 20-0001, 123456, A741, ##-####
  - Can indicate starting number

Shipping information confirmation

- Region 4 is gathering this information to streamline purchase order process with suppliers

- Form will give you an opportunity to confirm or update the shipping address you provided in your TEA bulk order survey (July 2020)

- Form also asks whether your receiving location has a loading dock, to receive large shipments/pallets

All LEAs participating in TEA bulk order will receive follow up communications from suppliers to confirm this information and collect additional detail