



800-537-0008 | [www.eca.bz](http://www.eca.bz)

## ECA'S LIVE MATERIAL SERVICES

*Discover A Better Way to Manage Science Materials!*

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Let ECA know your kit titles and we do the rest!

### **ECA Schedules Live Material.**

- No More Coupons: Live materials deliveries are pre-scheduled to arrive when they are needed.
- Live Delivery Schedules: ECA's Customer Experience team creates live delivery schedules in the fall for the entire school year. Delivery schedules are based on district pacing guides and ECA accounts for vacation days.
- Live Orders are Personalized with Teacher Names: ECA's team works with the district (or direct with schools) to gather teacher names. This makes distribution of the live material easy and efficient for schools.

### **Live Materials Arrive in Multiple Deliveries**

- Live Materials are Delivered to Match Teaching Schedule: Not all live materials are needed at the same time. Live material deliveries are timed to match when they are needed during an instructional time block. Some kits will have 2, 3 or 4 deliveries.
- Delivery Email Notices: Two weeks prior to the start of teaching a science unit that requires live material, ECA emails teachers with the live material delivery schedule. The email contains the list of live items to be delivered, when they will be delivered and what lesson number the live material is first used.

### **Customer Support**

- Service is Our Priority: ECA's Customer Experience team provides 24/7 support by phone and email.
- On Time and Alive: We promise that your live material orders will arrive alive and on time. In the rare event that there is a casualty upon delivery, teachers can contact ECA within 24-hours of receiving the live and ECA will expedite a FREE replacement order!
- Online Support: Teachers and administrators have 24/7 online access to delivery schedules on a customized website created for just for your school district.

### **Optional Live Materials Pick Up (Yes, that's right! We PICK UP the live too!)**

- School Districts Can Elect for Pick Up of Live Materials: If this optional service is elected, ECA will pick up live materials at the end of an instructional time block. This optional service is at an additional charge. (If the district contracts with ECA's Full-Service Science Kit Management and Refurbishment Service, this service is included.)