

## Our Services

# ECA SCIENCE KIT MANAGEMENT AND REFURBISHMENT SERVICES DESCRIPTIONS



<b>Kit Refurbishment</b>	ECA refurbishes used kits to a good to like-new condition.	✓
<b>Kit Storage</b>	ECA stores kits between uses in our warehouses.	✓
<b>Added Non-Consumable Items</b>	ECA supplements kits with many added non-consumable items that teachers need but are not supplied by publishers.	✓
<b>Added Consumable Items</b>	ECA supplements kits with many added consumable items that teachers need but are not supplied by publishers.	✓
<b>Prepped Non-Consumable Items</b>	ECA's staff prepares certain non-consumable items to a ready-to-use condition.	✓
<b>Prepped Consumable Items</b>	Some consumable items need to be cut, measured, counted or assembled. ECA preps many items so they are ready to use when the teacher needs them.	✓
<b>Live Materials Scheduling and Delivery</b>	Teachers no longer have to mess with mail-in coupons. If a kit requires live materials, ECA will deliver live material in accordance with a pre-determined delivery schedule based on the districts' kit use plan.	✓
<b>Live Materials Pickup</b>	ECA's staff will pick up the live materials when the kits are picked up.	✓
<b>Broken and Worn Out Items Replaced</b>	ECA replaces worn out and broken non-consumable items. This assures that your school district's kits are maintained in a like-new condition. (Does not apply to printed materials owned by the client school district.)	✓
<b>Quality Control</b>	ECA has developed quality control systems to assure that kits are delivered error free.	✓
<b>Kit Delivery and Pickup</b>	Kits, supplies and live materials are delivered directly to each school and picked up by ECA staff and trucks.	✓
<b>Kit Rotation Schedules</b>	ECA delivers kits on a pre-determined schedule approved by the district.	✓
<b>Teacher Notices</b>	Teachers receive various email communications from ECA such as Kit Order Confirmations, Live Material Schedules, Kit Pick-Up Reminders, Advance Instructions Notices and more.	✓
<b>Tip Sheets</b>	Kits include Tip Sheets with information about added items, kit use, live materials care and helpful ideas about teaching various lessons.	✓
<b>Accountability Notices</b>	School district administrators are notified by ECA if a kit is returned unused or partially used. This allows curriculum administrators to work with teachers that are uncomfortable using the kits.	✓
<b>Customized Webpage</b>	Teachers and administrators can logon to a customized webpage to check delivery schedules and download important information about kits and live materials.	✓
<b>Customer Support</b>	Teachers can contact us anytime via phone or email. Service is our priority and your schedule is our schedule.	✓



# BENEFITS OF USING ECA

*Discover A Better Way To Manage Science Materials!*

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

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## Benefits For Teachers

- **Saves Teachers Prep Time**
  - Many items are prepped for teachers to a ready-to-teach condition.
  - Teachers no longer have to take inventory of supplies.
  - Teachers do not need to clean or replenish materials.
  - Teachers do not pay out-of-pocket for “teacher supplied” items. ECA includes “teacher supplied” items so kits arrive ready-to-use.
- **Frees Up Classroom Storage Space**
  - Kits are stored at ECA warehouse when not in use.
- **Motivates Kit Use And Classroom Instruction**
  - Kits are delivered complete with ready-to-use materials.
  - ECA adds many items to the kits that the publishers do not include.
- **Customer Support**
  - Teachers can contact us anytime via phone or email.
  - 24/7 access to delivery and pick-up schedules on a customized district webpage.
- **Teachers Spend More Time Teaching and Less Time Managing Science Materials.**

## Benefits For The District

- **Cost Saving to the District**
  - A cost comparison for your district can be provided upon request.
- **Protects the District's Investment**
  - ECA collects all kits owned by the district and maintains them in a centralized location when not in use.
  - Kits are updated and maintained in a good to like-new condition.
  - Worn out or broken items replaced by ECA.
- **Sustains the Science Program**
  - Kits are prepped and ready to use when delivered to teachers.
  - Complete ready-to-use kits motivate kit use.
  - Accountability - ECA monitors kit usage and provides Accountability Reports to district representative
- **Curriculum Coaches/Consultants Spend Less Time Managing Supplies.**
  - No more inventory order processing by science curriculum office.
  - ECA customer support staff provides support by phone and email. Service is our priority and your schedule is our schedule.
- **Streamlines Accounting Procedures**
  - No more line item ordering or requisition processing.
  - No payment processing to multiple vendors.
  - ECA only charges for what we deliver.
- **No More Material Handling By District Warehouse Staff**
  - No ordering or receiving goods from vendors.
  - No requirement to store goods after receiving from vendor.
  - No re-packing goods for delivery to schools.
  - No need for district trucks and drivers to distribute supplies or kits.



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## ECA'S LIVE MATERIAL SERVICES

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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.)