



SBTC Ordering Overview

SBTC is a nonprofit organization, and so we do not have a sales motive for profit when we offer to sell clients equipment and services. We offer equipment and service sales to our clients in order to better facilitate their needs, and to expedite projects. Many of our clients very much enjoy using SBTC to purchase equipment, because it gives them a “one stop” location. They can also enjoy significant reduction in work by outsourcing procurement to SBTC, and be confident of products and services that specifically meet their needs.

There are a few important aspects of ordering with SBTC that clients should be aware of, and we hope this overview of ordering is helpful to meet your equipment and service subscription needs.

1. SBTC does not actively engage in “sales” as a business line. We are glad to sell things to our clients, but organizationally, we do not pursue selling of equipment or subscriptions, except to streamline projects and client requests.
2. SBTC is a reseller of equipment and services. We have built limited relationships with the vendors we find to be the most valuable and serve our clients needs the most. We do not take money from any vendor, or preference them in any way other than the quality of our past experience with their products. But some vendors have extended us discounts, based generally on the quantity of ordering we are able to do with them.
3. We do mark up equipment from our acquisition cost, to cover the expense of order management, tracking, payment processing, etc.
4. There is no requirement to buy equipment from / through SBTC. However...
 - a. The client assumes all of the research responsibilities for selecting the correct products.
 - b. The client assumes all of the shipping and logistical overhead.
 - c. The client assumes all of the price shopping, bidding, or other comparative marketplace overhead.
 - d. The client may need to set one or more accounts, and establish lines of credit, with some vendors.
 - e. Projects are scheduled based on actual equipment availability, not estimates of delivery. Clients must inform us of tracking / anticipated delivery to maintain a schedule similar to what we would have in ordering through SBTC. Informing SBTC that the equipment “arrived today” is already putting the client several days behind in scheduling.
 - f. The client assumes all warranty management and RMA functions for equipment they purchase.
5. Procurement through SBTC is meant as a savings measure in terms of overall stewardship. SBTC’s markup covers a lot of very labor intensive, frustrating, and time-consuming tasks. We have personnel who do all of those functions, all day, which makes it much more efficient for us to handle any of them.



6. Generally speaking, our costs are within 1% of what may be found publicly online, over or under. The value of having the research, specifications, logistics, comparative shopping, efficient project scheduling without additional communications, and RMA support, are likely worth a 1% cost premium, though often SBTC will still be the least expensive option.
 - a. This is where we sometimes advise clients about “penny wise and pound foolish” stewardship. If a \$20/hour employee spends 5 hours getting a complex order right, following it up, etc, the order cost the client an extra \$100 of productivity. If that saved a total of \$60 vs SBTC’s cost, the client has lost \$40, not gained \$60.
 - b. We have yet to encounter a nonprofit where a staff member’s time wasn’t precious. And further, where time spent on procurement was perhaps the least valuable use of time.
7. SBTC orders from a wide variety of vendors, giving us significant versatility in what we can procure for clients.
8. Business to business order delivery is somewhat different from business to consumer delivery. Some parts and equipment have lead times of days or weeks, because they must either be custom manufactured, or shipped internationally. SBTC introduces as little delay in ordering as possible.
9. Typically the cost of shipping is included in our equipment pricing.
 - a. The exception is for large, heavy, or bulky items, which may require special shipping such as freight. These will have a separate shipping line on relevant orders.
10. Equipment returns may incur a restocking fee from the equipment vendor. These and other similar fees will be the responsibility of the client, SBTC does not upcharge for fees of this nature.