JANUARY 2005

THE SCOOP

Department of General Services, Division of Central Stores,
6500 Centennial Blvd, Nashville, TN 37243-8020 (615) 350-3088 Fax (615) 350-3080
www.state.tn.us/generalserv/centralstores

Quotable Quotes

Courage doesn't always roar. Sometimes courage is the quiet voice at the end of the day saying, 'I will try again tomorrow.'
..Mary Anne Radmacher-Hershey

To invent, you need a good imagination and a pile of junk. *...Thomas Alva Edison*

The greatest glory of living lies not in never falling, but in rising every time you fall. *….Nelson Mandela*

The ultimate measure of a man is not where he stands in moments of comfort and convenience, but where he stands at times of challenge and controversy.
..Martin Luther King

No one can make you feel inferior without your consent. *……...Eleanor Roosevelt*

Martin Luther King, Jr. Day
January 17th

DIRECTOR'S NOTE

It is really hard to believe 2005 has arrived. Time has a way of passing us by so quickly. The staff at Central Stores would like to wish each of you and your families a very happy, healthy and prosperous new year and want you to know how very much we appreciate your business and support of our program. We look forward to serving you during the new year.

We have mentioned our new web-based ordering and inventory system in recent months. We are closer to implementing it and would like for you to pay careful attention to the article in this newsletter. You will need to have internet access in order to order from us. If you have any questions or concerns, please be sure to call 350-3088 and we will happy to assist you. We are very excited about the new system and will keep you updated as to the specifics.

Also, in this newsletter is a customer satisfaction survey. We hope you will take the time to complete it and let us know how we are doing. You can return it to us at the above address or fax it to (615)350-3080.

(Cont. on page 2)

IN THE SPOTLIGHT……. TENN CARE

We are pleased to 'spotlight' Tenn Care in this issue of the SCOOP! Tenn Care has been a valued customer since 1994 and they have approximately 190 delivery locations across the state of Tennessee. Linda Little and Jill Hudson are our contacts with Tenn Care we very much appreciate having the opportunity to work with these two ladies! **Thank you, Tenn Care! We appreciate your patronage!**

COMING SOON!

INTERNET BASED ORDERING SYSTEM

We're seeing progress in the installation of our new ordering system—TeSS! In previous newsletters, we've mentioned the new internet based ordering system and the fact that it'll be much more 'customer friendly' than the system we now have. For you to order through TeSS, you will need to have internet access. We will be providing more detailed information in our next newsletter. In the meantime, please call (615) 350-3088 and we'll be happy to answer any questions or concerns you may have.

Happy St. Patricks Day

DIRECTOR'S NOTE (cont. from pg 1)

Your comments and suggestions will help us know how to better serve you. We welcome your honest feedback.

Again, if we can be of assistance to you, please feel free to contact us. We are committed to serving you even better in the new year.

Vanessa Harris

MOVING?

We want to be sure that you receive your order on time. Avoid any delays by letting us know as soon as possible if your office is going to move or has moved. Also, let us know of any changes that we need to make to your accounts.

Presidents Day
February 21st

FOR FIMS TRAINING...CALL (615) 350-3088

Monthly Specials

10% Price Reduction

#1539 Nortel Telephone, M5008, ASH
#1540 Nortel Telephone, M5008, BLACK
#1543 Nortel Telephone, M5216, ASH
#1583 Cord for CA-10 Wireless Case
#12014 TN State Flag, 15 ft x 25 ft
#10010 Flatware kit (fork, knife, spoon, salt & pepper, napkin)
#8505 Canon BJC85 Printer cartridge, color
#8516 CDR Disc for Sony Mavica CD Digital Camera
#9738 HP Cartridge, black, HP51629A

15% Price Reduction

#8052 Ice Bucket set, round, Beige
#8246 TGEI Note Card, 25/pk
#8247 Envelope for TGEI & TGMI note card
#8374 Service Awards parchment paper
#8503 Xerox Phaser 8200 printer ink sticks, black
#8518 Head Cleaner (dry) for Hi 8MM Camera
#10096 Glass, 10 oz plastic, individually wrapped, 1000,case

20% Price Reduction

#1547 Module, M522 digital, ASH, Nortel
#8113 TS Solidbar air deodorizer, citrus
#8267 Razor Buff & Shine, readi-2-uz

30% Price Reduction

#8061 Tenn State Parks Stationery, 20# bond
#8063 Tenn State Parks #10 envelope
#8065 Shower rod cover, beige

Check the MS material class for a complete listing of discounted items!

Happy Easter

Central Stores Customer Satisfaction Survey

It's time for our annual check up! Please take a few moments to print and complete this survey. We're really interested in hearing from you and value your input. You can fax it to us at (615) 350-3080 or mail it to our office at 6500 Centennial Blvd, Nashville, TN 37243-8020.

Please rate the following items on a scale from poor to excellent.

	Poor	Marginal	Good	Superior	Excellent
Customer Service					
1. Prompt, professional and courteous phone service	☐	☐	☐	☐	☐
2. Availability of Customer Service Representative	☐	☐	☐	☐	☐
3. Knowledge / advice from Customer Service Representative	☐	☐	☐	☐	☐
4. Your overall working relationship with your Customer Service Representative	☐	☐	☐	☐	☐
Delivery Service					
5. Ability to meet guaranteed delivery time.	☐	☐	☐	☐	☐
6. Overall quality level of our delivery service	☐	☐	☐	☐	☐
7. Professional and courteous service from the drivers that deliver your supplies	☐	☐	☐	☐	☐
Central Stores					
8. Ability to provide quality products	☐	☐	☐	☐	☐

9. What is the average percentage of your office supplies that you purchase from Central Stores?
☐ 10-20% ☐ 30-40% ☐ 40-50% ☐ 50- 75% ☐ 80% - 100%

10. Do you have access to the internet? ☐ Yes ☐ No

DID YOU KNOW……..

11. That Central Stores has a web site?
☐ Yes ☐ No

12. That the blue stock item numbers on the website have pictures linked to them?
☐ Yes ☐ No

13. That Central Stores has Monthly and Blue Light Specials?
☐ Yes ☐ No

14. That Central Stores provides training in the use of our ordering system?
☐ Yes ☐ No

15. What could be done to enhance our services to you? _____

_____

16. What new service could Central Stores offer which would make your job easier or serve your agency / department better?

_____

17. Overall, how satisfied are you with the service you receive from Central Stores?

☐ Extremely Satisfied	Service is consistently exceptional
☐ Very Satisfied	Service meets and often exceeds my expectations.
☐ Satisfied	Service generally meets my expectations.
☐ Somewhat Dissatisfied	Service is marginal; improvement is desired
☐ Very Dissatisfied	Service is unacceptable; improvement is required.

18. Other Comments or Suggestions

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Thank you !