THE CLOVER EXPERIENCE

Can other providers of non-OEM, new build alternatives, refilled, or remanufactured products exceed the 25 point criteria of the 2019 Clover Experience Specification?	Yes	No
1) Is the option recognized by www.fedcenter.gov? This is the Federal Government's home for comprehensive environmental stewardship and compliance assistance information for Federal facility managers and their agencies. https://www.fedcenter.gov/members/workgroups/ sustainableacquisition/recycledproducts/recycledproductsfacts/ cartridges/ protocol for selecting quality remanufactured cartridges and list of suppliers other DOE sites and Federal agencies have found carry quality cartridges.		
2) Does the vendor manage a vertically integrated, secure supply chain solution with 100% control over every step of the process from: collection, re-engineering the design, production, inventory, distribution, issue resolution, and marketing?		
3) Does the vendor have a history of supporting OEM's? OEM's have particularly discerning IP requirements, quality, and yield standards.		
4) Does the vendor host an **Authorized Federal Dealer Program**, and are they recognized by GSA as an Authorized Imaging Supply Manufacturer featured on the BSA Website? This includes an established pattern of quarterly communication to a reseller community that has been issued a Letter of Supply to report the status of the COO, by sku, for the next 90 days to enable the dealer to validate the product is compliant with the Trade Agreement Act. https://vsc.gsa.gov/administration/compDetails.cfm#taa		

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5) Does the vendor host a uniform, tiered issue resolution protocol from five US call centers for Laser, Inkjet, and Parts & Kits located in: Pittsburgh, PA – Chicago, IL – Ithaca, MI – Plano, TX and Farmingdale, NJ - and 10 Distribution Centers, supported by a nationwide network of certified service providers? For example: https://www.cloverimaging.com/techlink2

3122	CACX	DC	315 Weakley Road, Calexico, CA
3231	CAVN	DC	8201 Woodley Ave, Van Nuys, CA
4103	CNOA	DC	2340 Winston Park Dr., Unit 3, Oakville, ON L6H7T7
3147	COAU	DC	13250 E. Smith Road, Unit G, Aurora, CO 80011
3206	FLJA	DC	2629 Port Industrial Drive, Building 300, Jacksonville, FL 32226
3103	IL01	DC	700 E. Dayton Road, Ottawa, IL
5103	MXNI	DC	Carretera Mexicali-Aeropuerto, KM 17, No. INT 208, Mexicali, Baja California 21607
3132	NJFA	DC	1495 Highway 34 South, Farmingdale, NJ. 07727
3141	TXPL	DC	Plano Dist. Center, 2800 Technology Dr. Plano, TX
3163	WIOA	DC	305 E. Mahn Court, Oak Creek, WI.

6) Does the vendor have the ability to ship product Outside the Continental United States (OCONUS) by employing MilStrip and GovStrip label Standards?

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7) Does the vendor have a history of innovation as demonstrated by a patent portfolio with 90 patents, and 36 patents pending?		
8) Is the vendor established in the industry with dimensional support from the www.NOPAnet.org and www.BTA.org Buying Groups as either exclusive or primary, the Trade Associations, and Wholesale syndication from the three traditional office supply wholesalers: Essendant, SPR, SN and in addition SYNNEX, Ingram Micro, and Amazon.com?		
9) Does the vendor provide resellers with indemnification protection? Beware of the risky liability of selling counterfeit clone compatibles. Certain importers are using sub-grade toner formulas that can contain toxic levels of styrene, and certain single use plastics that can emit carcinogenic Deca BDE when printing. Review this presentation https://register.gotowebinar.com/recording/582029081137744898 from www.NOPAnet.org. This video compares clones to the Remanufactured green, best value, alternative: https://clovertech.box.com/s/5z5wat18fi8ylf431gjy4z9g594drwzp		
10) Does the vendor have a history of collaboration with independent laboratories to provide third party analysis w/ the experts from the Rochester Institute of Technology – Imaging, Printing, and Graphics Laboratory (RIT IPL), Underwriters Laboratories (UL), and Buyer's Laboratories?		
11) Can the vendor show positive results when directly compared against Hewlett Packard? Through Keypoint Intelligence Buyer's Laboratories, Clover is the only remanufacturer to have successfully been tested against Hewlett Packard for a variety of criteria including print quality and page yield. Learn More		

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12) Can the vendor validate less than a 0.05% freight damage rate shipping with seven box sizes, tested according to the ISTA standards, shipped w/ eco-friendly, molded pulp end caps that can be recycled through any curb side pick-up solution?		
13) Does the vendor 100% post-test every print cartridge after production?		
14) Does the vendor perform yield testing based on ISO 19752/19798/24711 test standards for product development and quality testing of monochrome laser / color laser / inkjet cartridges?		
15) The vendor cannot be involved in any active lawsuits. If the vendor is directly or indirectly involved in any patent litigation that challenges whether their design of Finished Goods infringes against OEM Intellectual Property patents, then that supplier should be avoided.		
16) Does the vendor host a web enabled ordering solution for dealers that provides an EDI experience without any burden of the cost?		
17) Does the vendor apply a non-branded bar code label onto both the cartridge, and to the bottom of the box? This bar code enables the tracking and traceability for every aspect of the Finished Good. Through this product "DNA," we can provide warranty support, full indemnification, and ensure a Secure Supply Chain. With certain brands, this is a global investigation capability that includes Clover factories in Ithaca, Michigan, Mexico, Serbia, and Vietnam.		

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18) Does the vendor host a landing page for the Federal Government on their corporate web site to enable Federal shoppers to investigate and compare the features and benefits before they make a buying decision, and provide information behind a pass code protected firewall to support the Federal Dealers with information such as 24/7 access to top selling skus, and standard, uniform content, accurate cross references, and images?		
19) Can the vendor consistently ship above 95% of product on the same day if the order is received by 4:00 pm from nine Distribution Centers located in every time zone in the Continental United States (CONUS)? 9 Distribution Centers are in: Ottawa, IL – Plano, TX – Calexico, CA – Farmingdale, NJ – Jacksonville, FL – Denver, CO – Oak Creek, WI – Van Nuys, CA – Ithaca, MI – and we are investigating DC options in Seattle, WA.		
20) Does the vendor have a supply chain management solution grounded in machine learning to generate accurate production, forecasts, and inventory? For example Clover Imaging Group Partners with Microsoft		
21) Does the vendor host the industries' best-selling, brand agnostic, auto supplies fulfillment, Cost Per Page, Managed Solution – AXESS? The vendor must have an auto-ship initiative in place that will automatically ship cartridges based on days of print remaining - as opposed to percentage toner left, to the specific destination where the device is located. Days remaining will help maximize the yield. The online portal must be made available to all users, so they can look up their devices, look up orders, and track their shipments. The portal will also have an order button for either local, or non-networked devices, that cannot be managed automatically. https://www.cloverimaging.com/axess-mps		

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22) Does the vendor utilize a patented, Secure Seal Technology?

This includes:
For example – this video is from 2016:
http://www.cloverimaging.com/debuts-patent

Secure Seal Technology includes an:

1. Internal pull seal; Does not require end user intervention.
2. Compatibles cannot duplicate the OEM and CIG internal seal technology.
3. Inferior options require the end user to physically pull the seal. This is similar to cartridge designs from 10+ years earlier.
4. The Clover solution gives the end user a seamless OEM experience.
5. Compatibles on the market use newly molded plastics.
6. Some of these counterfeit clone compatibles can cause the cartridges to get stuck in printers, and suffer broken dongles (due to patents on the OEM dongle).
7. Clover cartridges are remanufactured using the OEM core, therefore it satisfies the President's Executive Order 13834 for Environmental Sustainability signed on May 17, 2018, and is compliant with www.sustainability.gov
8. The Clover solution is IP clear and TAA compliant

Product list of the models that utilize the Secure Seal Technology:

OEM	OEM Item Number	OEM	OEM Item Number	OEM	OEM Item Number	OEM	OEM Item Number
HP	CF226A (HP 26A)	HP	CF363X (HP 508X)	HP	CF410A (HP 410A)	HP	CF410A (HP 410A)
HP	CF226X (HP 26X)	HP	CF362X (HP 508X)	HP	CF411A (HP 410A)	HP	CF411A (HP 410A)
HP	CF237A (37A)	HP	CF400A (HP 201A)	HP	CF413A (HP 410A)	HP	CF413A (HP 410A)
HP	CF287A (HP 87A)	HP	CF401A (HP 201A)	HP	CF412A (HP 410A)	HP	CF412A (HP 410A)
HP	CF287X (HP 87X)	HP	CF403A (HP 201A)	HP	CF410X (HP 410X)	HP	CF410X (HP 410X)
HP	CF360A (HP 508A)	HP	CF402A (HP 201A)	HP	CF411X (HP 410X)	HP	CF411X (HP 410X)
HP	CF361A (HP 508A)	HP	CF400X (HP 201X)	HP	CF413X (HP 410X)	HP	CF413X (HP 410X)
HP	CF363A (HP 508A)	HP	CF401X (HP 201X)	HP	CF412X (HP 410X)	HP	CF412X (HP 410X)
HP	CF362A (HP 508A)	HP	CF403X (HP 201X)	HP	CF500A (HP 202A)	HP	CF500A (HP 202A)
HP	CF360X (HP 508X)	HP	CF402X (HP 201X)	HP	CF501A (HP 202A)	HP	CF501A (HP 202A)
HP	CF361X (HP 508X)						

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23) Does the vendor offer a labeling option that accommodates a Cost Per Page (CPP) managed solution with fields that guide desk top delivery according to the machine's serial-number? The packing slip should include the option for EDI customers to customize 5 fields, also called flex fields.		
24) Does the vendor support the product with 2 and 3-year 100% Performance Guaranteed Warranty?		
25) Does the vendor enable the dealer to collect and report 24/7 the collection of empty toner cartridges? For example: https://www.cloverimaging.com/eco-services 1. Collections through versions of the dealer hosted, www.therecyclingsite.com with the Environmental Calculator can quantify the reduction of the carbon footprint and the pounds of plastic, vinyl, and metal kept out of the nation's landfills 2. Collections through http://www.evolverecycling.com enables the consumer to directly track, report and celebrate their recovery results (absent the involvement of any dealer) a. http://www.evolverecycling.com/sustainability-report-example.aspx sustainability report will show reduction of the carbon footprint and the pounds of plastic, vinyl, and metal kept out of the nation's landfills 3. Clover's 2018 Sustainability Report outlines the processes, results, and our aspirations: This is our 10th annual www.cloverimaging.com/2018sustainabilityreport		

Additional Resources:

1. The www.BusinessSolutionsAssociation.com website provides industry with aprotective insulation through the revised BSA Standard. Within the by-laws of the Association, the BSA clarifies Approved Industry Imaging Supply Standards, Print Cartridge Classes, Definitions, and Use Guidelines" in the 01-2020 version of BSA's Print Cartridge Classes, Definitions, and Use Guidelines

2. Dealers can monitor www.I-ITC.org. The web site is in the process of being upgraded. It will become adestination for news. It hosts the ANSI STMC quality guidelines, and will offer current information and commentary on recent issues and new cases.

3. Dealers can consult the www.ISC-INC.org for guidance, and to learn:

   a. What is Counterfeit Product?
   b. How do Iavoid buying Counterfeit Product?
   c. Review the "When in Doubt, Check It Out" free service

4. For precedent, Dealers can highlight RIC001.1-2016: Specifications for the Process of Remanufacturing by the www.RemanCouncil.org

5. Dealers can monitor the April 3, 2019 Policy Memorandum from President Donald Trump titled "Memorandum on Combating Trafficking in Counterfeit and Pirated Goods." The memo establishes the Administration's policy as it relates to counterfeit and pirated goods, and it raises specific concerns related to online third-party marketplaces and other third-party intermediaries.

   a. Within the next few months, aworking group will establish operational guidelines similar to the Executive Order 13834 for Environmental Sustainability signed on May 17, 2018.

      i. For example, the Office of Federal Sustainability created these guidelines -www.sustainability.gov to support EO 13834

         1. Which incorporated the existing Comprehensive Procurement Guidelines (CPG) from the EPA, https://www.epa.gov/smm/comprehensive-procurement-guidelines-non-paper-office-products#08

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