

Savings and Service Since 1960

Bingo! We're the VDC

Andy Repak
VDC Director



VDC "BUZZ WORD" BINGO RULES

- Use the single serve salt pack as your bingo game piece. When a buzz word is chosen, place a salt pack on top of it.
- Place a salt pack on the center "BINGO" free spot.
- > The buzz word will be randomly drawn from the cup. Slides may reference other subjects, but only the drawn buzz word will count.
- > The first round winners will complete a row (down, across or diagonally) on their card, raise their hand, and say BINGO. Do not remove the salt packs.
- > If time permits, we will play a second round. The winner(s) will have every space on their card marked, raise their hand, and say BINGO.



ACCOUNT	<u>EXCEPTIONS</u>	RANDOM	VDC HOME	
STATEMENTS		SAMPLING	PAGE	
<u>COMMENTS</u>	<u>FAQ</u>	<u>SPECIFICATIONS</u>	<u>VDC</u> LABORATORY EQUIPMENT	
CONTRACTOR	GREEN	TOP SELLERS	VDC MISSION	
SERVICES	PRODUCTS		STATEMENT	
COST	MKT BASKET	VDC ADVISORY COMMITTEES	VDC QA	
AVOIDANCE	SURVEY		LABORATORY	
<u>DELIVERIES</u>	<u>MSDS</u>	VDC BIRTHDAY	VDC QA PROGRAM	
<u>DIRECTIONS</u>	ORDER STATUS LOOKUP	VDC CUSTOMER SERVICE TEAM	VDC STAFF	
			VDC QUALITY CONTROL	
<u>DISCREPANCIES</u>	ORDERING	<u>VDC</u>	<u>VENDORS</u>	
	OPTIONS	CUSTOMERS	<u>WEBSITE</u>	
ELECTRONIC	QUICK LINKS	VDC DYNAMIC	WHSE MGMT	
ORDERING		CATALOG	SYSTEM (WMS)	

The Virginia Distribution Center

BINGO! WE'RE THE VDC!!



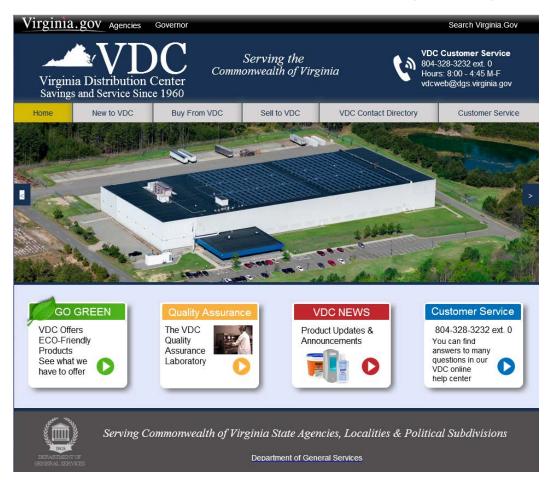
The Virginia Distribution Center

BINGO! WE'RE THE VDC!! VDCWeb@dgs.virginia.gov 804-328-3232 ext. 0 Vdc.dgs.virginia.gov @VDCvirginia



VDC Home Page/Website

Access our website http://vdc.dgs.virgina.gov

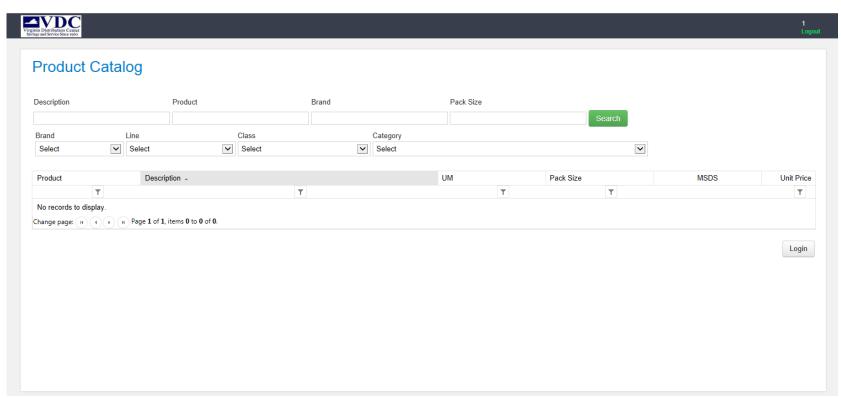




VDC Catalog

Access the catalog by going to the website link

http://shopvdc.dgs.virgina.gov





Information In the VDC Website

- Billing instructions including invoicing and account statements
- Deliveries and exceptions
- General Terms and Conditions including Contractor Provided Services



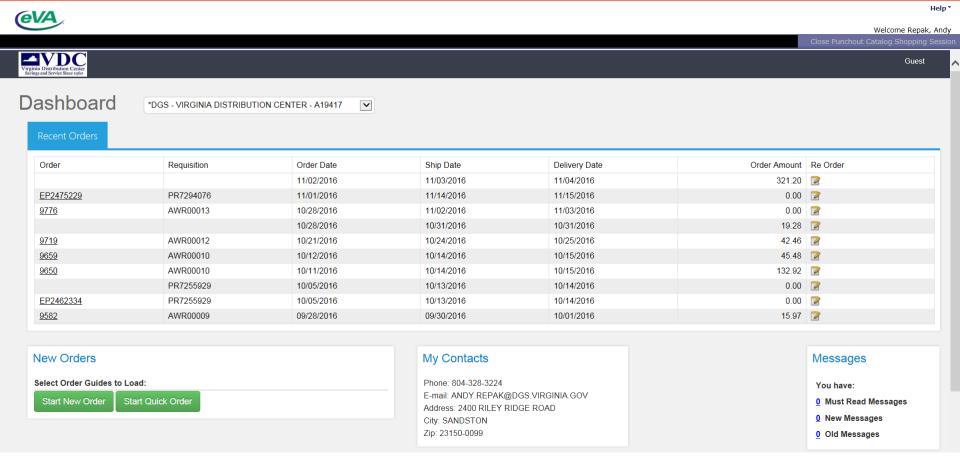
VDC Customers

The VDC serves the Commonwealth of Virginia:

- Correctional Institutions,
- Behavioral Health Facilities,
- Other Agencies,
- Universities and Colleges,
- Localities, and
- Political Subdivisions.



Electronic Ordering





Ordering Options



Welcome to the VDC Web Ordering System

Our goal is to better serve our customers and we want to thank you for your understanding and patience during this system upgrade. The new VDC Web Ordering System (VDC Web) will accept your login and password from the old VDC ROS system. For new customers, please click Sign Up link and we will contact you with your new account information.

2400 Riley Ridge Rd. Sandston, VA 23150

Customer Service: 804-328-3232

Fax: 804-328-3222 vdcweb@dgs.virginia.gov

F-100	
Product Catalog	
Cian I In	
Sign Up	

	Virginia Distribution Center Savings and Service Since 1960	
Username		
Password		
Forgot Password		
		Sign In

Version 5.1.201605.01



Directions to the VDC

Find directions and a map to our facility on our home page:

http://vdc.dgs.virginia.gov/

Our physical location is: 2400 Riley Ridge Road Sandston, VA 23150



Safety Data Sheets (SDS) [formerly MSDS]

- They are available through the VDC Catalog from either the vendor's website or the VDC server and can be printed.
- Simply search for the item, click on the multi-colored diamond next to the item number which opens the SDS sheet as a printable Adobe file.



Order Status Lookup Feature

This feature enables customers to find out when their order is scheduled for shipment, when it left the VDC facility (shipped), and what items are on the shipment.

Go to the VDC website or straight to the Order Status Lookup and enter your Requisition or Order number

http://shopvdc.dgs.virginia.gov/OrderStatus.aspx



Go "GREEN" with the VDC

The VDC is proud to offer eco-friendly products. Please check the VDC home page often as our list continues to grow!

http://vdc.dgs.virginia.gov

- Paper Products
- Detergents and Disinfectants
- Floor Care Products
- Snow and Ice Melt

- Hand and Bath Soap
- Strippers and Cleaners
- Recycling Containers



Meet our Customer Service Team









Lydia,

Brenda, Rosalind, & Logan

VDCWeb@dgs.virginia.gov

Call 804-328-3232 ext. 0



VDC Customer Service Team

Email or call for:

- Exceptions
 - **Comments**
- Directions > Concerns
- Questions
- Compliments

VDCWeb@dgs.virginia.gov

Call 804-328-3232 ext. 0



Market Basket Survey

This is the tool that provides the **VDC** staff with important information to improve processes, investigate pricing disparities, and continue to maintain and improve your level of satisfaction.



Cost Avoidance Market Basket Survey Results

FY	2012	2013	2014	2015	2016
Food	52.25%	49.67%	36.73%	48.01%	44.33%
Housekeeping	82.97%	41.55%	48.64%	37.17%	32.42%
Dollar Savings (\$Millions)	\$23.6	\$15.5	\$14.1	\$13.4	\$11.7

Over \$238.4 Million in cost avoidance since FY00

VDC Quality Assurance Laboratory



Test being performed using the counter balance.



VDC QA Laboratory Equipment

- Convection Oven
- Mixer
- Counter Type Balance
- Rockwell Hardness Tester
- Hobart Fat Analyzer
- Drying Oven



VDC QA Laboratory Equipment



Instron Universal Tester QA equipment is used to determine the break strength of paper products, linens (towels, washcloths, sheets, pillowcases) and plastic can liners; tear strength of linens; % elongation (stretch) of can liners before they break/tear.



VDC Quality Assurance (QA) Program

- Creates detailed specifications
- Creates testing requirements
- Performs bid sample testing
- Performs first delivery testing
- Conducts random product evaluations/sampling
- Provides for quicker verification of quality through on-site testing
- Ensures high product reliability for customers



VDC Quality Control (QC)

To minimize discrepancies, orders & lines are QC'ed by our warehouse staff & contract carrier, Wilson Trucking Corp., before loading & shipping







VDC Advisory Committees

Food Advisory Committee &

Housekeeping Products Committee

- Consist of customer representatives
- Advise the VDC on quality requirements
- Participate in product evaluations
- Suggest ways that the VDC can improve quality



Top Sellers

- > Hot Roll Mix
- Multi-fold Paper Towels
- > 2 Ply Toilet Tissue
- > 1 Ply Toilet Tissue
- Margarine Solids



April 1, 2016

The VDC celebrated 56 years of service to our customers. Happy Birthday VDC!



VDC Website

- > About Us
- Contacting VDC
- Directions to VDC
- eVA Punchout Catalog Guide
- Product Changes

- VDC Catalog
- Quick Links
- Quality Assurance Program
- > FAQ



VDC Mission Statement

The Virginia Distribution Center is dedicated to providing customers with the highest quality services and products at the lowest prices



The VDC Staff





Frequently Asked Questions (FAQ)

Find answers frequently asked questions on our website's Customer Service Tab

- Shipping and Delivery
- Technical Assistance

- > Products
- Quality Assurance/Product Specifications



Safety Data Sheets (SDS) from Vendor's Websites

- Many of the SDS are linked from the VDC Catalog to the vendor's website
- Simply search for the item, click on the multi-colored diamond next to the item number which opens the SDS sheet as a printable Adobe file.

Contractor Services

Davings and Dervice Diffee 1700

Home New to VDC Buy From VDC Sell to VDC VDC Contact Directory Customer Service

Return

Customer Service



Have a question? Call VDC Customer Service 804-328-3232 ext. 0 Hours: 8:00 - 4:45 M-F vdcweb@dgs.virginia.gov

Ordering from VDC

Shipping and Delivery

Products

Dispensers for skin cleansers and hand sanitizers

Contractor Services

Hazard Communication Standard

Quality Assurance

Contractor Provided Services

The term contracts for some of the VDC products require the contracted vendors to provide certain services to our customers. These services are outlined below and can be obtained by contacting our contract vendor listed below or the VDC Customer Service Team at 804-328-3232 ext. 0 or e-mail them at VDCWeb@dgs.virginia.gov.

- **▼ Dishwashing Compounds**
- ▼ High Security Dispensing Cleaning Chemicals System
- **▼Floor Care Products**
- **▼Laundry Washing Compounds**



Account Statements

- The VDC has implemented eStatements. Look for your monthly account statement in your email.
- Please contact us at <u>vdcweb@dgs.virginia.gov</u> if you have any questions or want to make sure you are signed up.

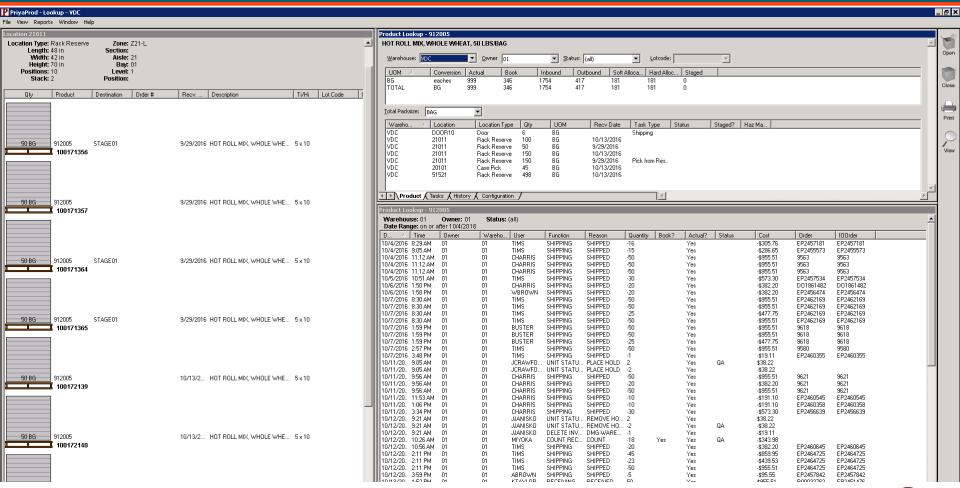


Deliveries



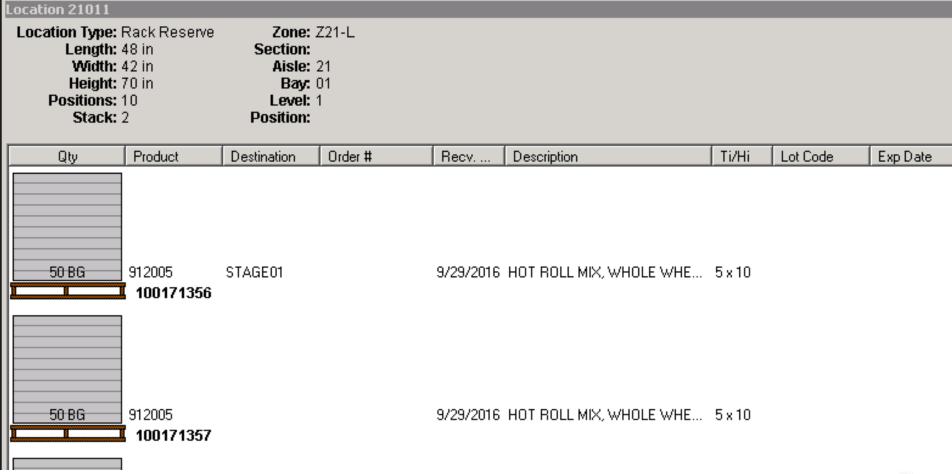


Warehouse Management System





Warehouse Management System





Quick Links

