



Photography Questionnaire Vendor Responses 2018-2019	Dorian	Inter-State	Leo's Photography	Lifetouch	Northwest Sports Photography	O'Connor	Perlers/B&B School Pictures	Yearwood Studio Inc	Yuen Lui
<b>3) Rebate percentage offered?</b>	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	No
a) Percentage of rebate:	15%	10% or \$2.00 per packages sold, whichever is greater	0%, 10%, 20%, 30% depending on commission/package price selected	20%	N/A	10%	Up to 20% or \$2 per package	10%	
b) Calculation method:	Packages after tax on student undergraduate photos, class groups, and personality pictures	Individual packages sold	If opted, alternative pricing forms include either 10% or 20% rebate from all net sales (after tax is paid)	20% of gross revenue minus tax	N/A	Gross sales less sales tax	Individual package sales	10% of individual package price before sales tax is added	
c) Payout Schedule:	Checks are sent out monthly for the portrait jobs photographed that month	December 15th or sooner	November for fall potrait sales, May for Spring portrait sales	Fall season in February, Spring season in July	N/A	Dec. 1st, June 10th	By December 31st of current school year. See included pricing/commission chart	Within 45 days of package delivery to the school	
<b>4) Does vendor provide an online payment system?</b>	Yes. PCI security process for all credit cards	Yes	Yes. All portraits are available online using a specific code provided by vendor.	Yes, PCI security process for all credit cards	Will have online payment in place Fall of 2015	Yes	Yes	Yes	Yes
<b>5) Complaint resolution process:</b>	100% satisfaction guarantee. Corrects issues quickly.	Complaints resolved via Lynwood office. 100% customer satisfaction guarantee	Will retake or replace photos or buy them back	100% refund and retakes at request at no charge	Contact Customer Service, M-F 8-5, handled within 24 hrs	Parents contact studio, studio resolves complaint	Contact studio, problems resolved within 48 hours	Addressed within 24 hours of notification with immediate followup from studio, 100% customer satisfaction guarantee	Contact studio, 100% guarantee
<b>6) Method of handling print errors:</b>	Errors corrected at no cost	Correct error, replace package as soon as possible	Treat mistakes as high priority and fix within a day	Fixed within 2 weeks or less	Provides Team reprints and/or retakes, makes all corrections	Replaced at no charge	Will work to resolve problems quickly and efficiently	Addressed immediately. Correct, reprint, hand deliver to school as soon as possible.	Yuen Lui corrects errors and reprints the photos

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<b>7) Time frame after notification of error for picture correction:</b>	Delivered to customer within one week	Pictures replaced within 2 weeks of notification	Less than a week - typically within one day	2 weeks processing, except ID cards are within 24 hours	3-week turnaround for standard processing, 10 working days for corrections	Within 24 hours	Corrected pictures returned same day if an emergency, or, within 48 hours	1 week	Corrected pictures will be returned within two weeks
<b>8) Process for handling pictures reflecting inappropriate student behavior and stances:</b>	Photographers directed to provide positive alternatives. Reviews and pulls inappropriate portraits, sends letter, issues refund.	Photographers redirect students during photo session to prevent inappropriate poses. Photo retakes provided on retake day or will provide full refund	Handle during photo session, but if missed, use photoshop to correct. If behavior is not correctable, involve school personnel to discuss options	Photographers trained to be aware and will ask administrator to make decision to correct behaviour	Photographer takes 3 photos. If there is an issue will edit or retake if necessary	Redo picture, or digital alteration. Try to prevent this activity prior to photo	Will not take picture without administration approval if appearance seems inappropriate	Carefully edit each individual and group photograph. Digital retouch with Photoshop for most problems. Re-photograph and reprint at no charge if needed.	Photographers will follow directions given to them by school. Will work with students to resolve situations that arise and inform school administration
<b>9) Policy regarding adjusting student appearance prior to photo session:</b>	Provides spray bottles, combs, mirror for students to fix their own hair and clothing prior to being photographed. Photographer asks permission prior to assisting with hair if needed. Instructs students to make adjustments to their own clothing.	No Touch policy, provides mirror and combs and will provide verbal direction to students to make adjustments, or ask parent volunteers to assist	Strict no-touch policy. Supply combs and provide guidance, request assistance from teacher, parent help or other students	Provide combs to be kept by student and mirrors. Ask volunteers to adjust clothing or instruct students to make adjustments	Make suggestions but will not apply anything, touch or physically help in any way.	Provide combs and mirrors, enlist parent volunteers, make suggestions to students to correct. Photographers advised against physical contact.	No Touch policy, will instruct students to make changes prior to being photographed. Combs are available for students	Offer individual and appropriate assistance to adjust appearance prior to being photographed, whatever is necessary to assist the student. Combs are provided for one-time use and thrown away.	Photographers will not touch or adjust students clothing. Will direct student or parent helper to make the adjustments as needed. No touch policy enforced.

