

IPEX Finalist in Excellence in Service and Support Award

Each year IMARK Group recognizes its supplier companies for “distinguished performance during IMARK Group's 2014 fiscal year.” IMARK Group is the North American electrical and lighting distribution industry’s largest member-owned, member-governed marketing group. In 2012, IMARK members composed an estimated 18% of the US electrical distribution market.

For the past two years IPEX has been recognized for reaching the Platinum Level of Service in the IMARK Group Platinum Program. This recognition is to note suppliers that are fully engaged with the IMARK Group and its member companies and serves as a guide for IMARK suppliers that intend to make the most of their status as an IMARK preferred supplier.

This year, IPEX was also pleased to be a finalist for the Excellence in Service and Support Award. In order to be considered for the Excellence in Service and Support Award, member voters evaluate the company’s qualifications and its “effective implementation of IMARK marketing, communications and training programs as well as their exemplary support of IMARK members.”

In the Service and Support category, the participants were judged on the following criteria:

- **Offers terms and conditions conducive to profitable operations**
- **Provides superior order fill rate levels**
- **Provides quick and effective support in establishing/maintaining EDI transaction sets**
- **Provides bar codes on products**
- **Consistently provides accurate shipments and invoices**
- **Offers online order placement and tracking capability**
- **Provides superior customer service and conflict resolution as needed.**

Congratulations to all those who worked hard to meet these criteria and made this recognition possible.