

PurchasingPoint®

Q: What is a Group Purchasing Organization (GPO)?

A: A GPO leverages the collective buying power of nonprofits, schools, and other organizations to drive down costs and increase savings. The PurchasingPoint® program is backed by the GPO AdvantageTrust (a division of HealthTrust Purchasing Group). This GPO has an annual combined buying power of \$24 billion, which it uses to negotiate pricing on everything from office supplies to copiers to furniture. This gives our members access to prices so low they are usually reserved for Fortune 100 companies.

Q: How do I qualify for membership?

A: This program is available to any United Cerebral Palsy affiliate.

Q: What are the requirements for joining this program?

A: To participate in this program, your organization must not participate in any other purchasing cooperatives. The exclusivity requirement is required by HealthTrust Purchasing Group (HPG), the GPO behind the program, to protect the integrity of the contracts it negotiates. Exclusivity also enables this program to negotiate better pricing, creating better savings for all. Participating locations shall purchase at least 80% of their products and services through participating vendors in available categories. Additionally, your organization must commit to purchasing a minimum of \$1,000 annually. For smaller organizations, this usually translates into using about three program vendors, and any employee discounts used count toward this minimum.

Q: What if I am already part of another Group Purchasing Organization?

A: Membership in the program requires that your organization not participate in any other GPOs or purchasing cooperatives. If you would like to switch from another large purchasing consortium to this program, we can help you to navigate the transition. If you have questions about whether or not a current relationship you have makes you ineligible for the program, please contact Customer Service at talktous@purchasingpoint.org.

Q: Besides cost savings, are there other benefits to using a Group Purchasing Organization?

A: Remember, cost savings on overhead can channel more money toward your mission. All the available discounts are based on contracts that are already well researched and negotiated and aimed at saving your organization money, *time*, and countless labor hours of negotiating contracts. Our contracts are set so you can save money across the board.

Q: What is the cost to participate?

A: There is no cost for you to participate in the program for United Cerebral Palsy affiliates. Access to the program is paid for by UCP headquarters and comes as part of your UCP membership at no additional cost.

Q: How do we enroll in the program?

A: Visit the PurchasingPoint® portal at <http://ucp.purchasingpoint.org> and complete the registration process by clicking on the green Register button at the top right corner of the page.

Q: Can more than one person at my organization create a login to PurchasingPoint®?

A: Yes, we encourage everyone at an organization with purchasing responsibilities – from the IT director, to the office manager, to the CFO – to create a user profile on the portal. This will give everyone access to information about discounts available in his/her purchasing area and the steps necessary for the organization to “get access” to the discounts. **Note:** The first person to register for an organization will be responsible for filling out paperwork allowing the organization to participate in the program. If someone is not responsible for purchasing for the organization but is interested in employee discounts *only*, he or she should not register on the portal. Instead, please contact Customer Service at talktous@purchasingpoint.org to find out the best way to share that information with your employees.

Q: I registered more than 48 hours ago and haven’t received any confirmation. What should I do?

A: Please verify that your spam or junk mail folder does not contain the information. You can also reach Customer Service directly at 877-336-1784 or talktous@purchasingpoint.org.

Q: I am registered on the portal but my address or contact info has changed. How can I fix this?

A: Some of your information can be changed from the [Your profile](#) page on the portal. If there is information that has changed that you are not able to change by being logged in, please contact Customer Service at talktous@purchasingpoint.org and let us know what information needs to be updated for your account.

Q: I’ve forgotten my password to the PurchasingPoint portal. How can I retrieve it?

A: Go to <http://ucp.purchasingpoint.org/login?returnUrl=%2f> and click on “Forgot password? Create a new one” just below the green sign in button. A link will be sent to the e-mail that you registered with on the portal allowing you to reset your password. If you haven’t seen it within 24 hours, please check your spam or junk mail folders.

Q: How do I “Get Access” to a vendor or how do I transition over to program pricing with vendors?

A: Getting access is the process of notifying a vendor that you would like to access program pricing and are an eligible member of the program. “Get access” instructions are provided on the vendor profile pages within the PurchasingPoint® portal, which you can view by clicking on a vendor name or logo.

Q: What if I’m already using a vendor in the PurchasingPoint® program? Do I still get a discount?

A: Yes, you can – *if you convert your existing account to one tied to program pricing*. Simply follow the “Get Access” process provided on the vendor profile and be sure to indicate in your communication with the vendor contact that you have an existing account. For vendors with existing contracts or lease terms, the discounted pricing may not be available until the end of the lease or contract. Contact the vendor representative for more information.

Q: Do I have to sign up with each vendor from which I want to purchase?

A: Yes, you must sign up with each vendor to get access to the discounts. You may select multiple vendors at a time and get access to them in one sitting. This will allow you to create a new account, or convert an existing account, that is tied to program pricing with each vendor you select. PurchasingPoint® serves as a gateway to discounts more significant than those available any other way.

Q: Who should I contact if I have questions about local vendors?

A: We recommend you contact the vendor representative indicated on the vendor’s profile page when you have questions about how to engage with that vendor. We strongly encourage this as opposed to a local representative when you are first setting up an account or converting an existing account over to the program pricing. For example, if you contact a local representative for a vendor or call a general-

purpose call center, the representative may not know of the HealthTrust Purchasing Group/HPG because it negotiates contracts at the national level. Thus local representatives simply may not know about this program. If you ever have any trouble connecting with the right person, you can also reach Customer Service directly at 877-336-1784 or talktous@purchasingpoint.org.

Q: How long does the “Get Access” process with each vendor take?

A: The “Get Access” process varies from vendor to vendor. Some vendors require additional set up time and therefore it takes longer to tie your account to program pricing. Account conversions may also require different setup times than new accounts. You can submit an inquiry to the vendor representative indicated on the vendor’s profile page if you have questions about this process.

Q: What is my GPOID and where can I find it?

A: Your GPOID is an alphanumeric code that vendors will ask you to provide when you sign up with them. It serves as proof of eligibility for program discounts. Your GPOID is listed after you sign in on the [Your Profile](#) page.

Q: Where can I get a list of all the vendors in the program?

A: You can see the most popular vendors available to your network by visiting <http://ucp.purchasingpoint.org>. If you want to see complete vendor details, you will need to “Sign In” if you are a registered user on the portal. Once signed in, you can also go to the bottom of the vendor page and download the 100+ vendor list to see a complete listing of all vendors.

Q: Will you send out notices each time you add new vendors to the program?

A: By being a registered user on the portal, you will receive e-mail communications two times per month that include any new vendors added to the program, special promotions, featured vendors/categories, upcoming events, program tips, and more. Be sure to look for these communications and add purchasingpoint@nassemble.org to your approved senders list.

Q: We have offices in different cities in the U.S. and each office manages its own orders and billing. How should we handle this situation?

A: If you want a single billing address to be shared among multiple offices, register the billing location on the portal. If the billing addresses are different for each location, then each office should enroll in the program separately. To do this, a single representative from your organization’s headquarters can visit the PurchasingPoint® portal and register all individual locations at one time *if that person is going to be signing the agreement on behalf of all locations*. If one person at headquarters cannot sign for all locations, then someone from each individual location must register each office. Separate shipping addresses can be set up with the vendors when you set up your vendor accounts.

Q: We have some vendors that might be interested in joining the program. Is there a mechanism for adding vendors to the program?

A: There is no automatic mechanism in place. Sourcing decisions for the HPG group are very strategic and based on whether there would be sufficient volume and savings across all participants to warrant going through the competitive bid process. Vendors that are eager to submit themselves for HPG/AdvantageTrust consideration can do so at <http://healthtrustpg.com/become-supplier/>.

Q: Are the discounts available through the program based on volume? Is there tier pricing factored into this program or does everyone get the same discount regardless of the volume we give vendors? (i.e. Do you get a greater discount percentage with greater volume?)

A: The primary mission of the program is to save ALL nonprofits more money for mission. The discounts negotiated by HPG are based on overall program volume (currently in excess of \$24 billion). As a rule, every participating organization, regardless of size or volume, is eligible for the same pricing. A small organization buying in smaller quantities will pay no more for a given product than a large organization—and both are likely to pay much less for that product under this program than they do currently. That said, some vendors may provide additional price concessions when purchase volume reaches certain thresholds. Others may provide an additional discount in exchange for larger drop sizes or for prompt payment (i.e. pay net 10 days instead of net 30). Please consult the vendor profile or inquire with the vendor representative for specifics related to each vendor.

Q: What if I have any problems or additional questions?

A: You can submit inquiries to Customer Service by clicking on the Contact link at the top of the portal. You can also reach Customer Service directly at 877-336-1784 or talktous@purchasingpoint.org.