

Frequently Asked Questions

Purchasing

Question: How do we purchase from the awarded contracts?

Answer: All awarded suppliers will have an on-line catalog within the CoPro+ site with the pre-negotiated prices. Requisitions, Purchase Orders and price comparisons can all be done within the CoPro Plus site and with multiple suppliers.

Question: We have special terms and conditions based on the supplier we purchase from. Will our purchase order have all the necessary T&C's?

Answer: Yes, all purchase orders can be customized to your specific needs and can have pre-populated fields with PO information or open fields for notes and special instructions.

Question: Can I track all my orders and will we be notified of any updates and changes to our orders?

Answer: Yes, you can track your orders, run reports against your order history and you will be notified by email anytime there is any change made to the requisition before a PO is issued.

Question: Do I have to issue a separate purchase order for every supplier?

Answer: No you do not have to issue a separate purchase order for every supplier. You can shop from different suppliers, add all the required items to ONE requisition and once the requisition is approved, the system will automatically issue separate purchase orders to each supplier.

Finance

Question: Are there controls on who uses the site, what they can buy and how much they can spend?

Answer: Yes, you can set up users a number of different ways. You can have administrative users, allowing them full access. You can have manager users allowing them to set up hierarchy approval levels and access to most of the functions. You can have basic users, limiting them to what they can buy, who they can buy from and how much they can spend without getting approval. All hierarchy and approval levels are routed thru the site.



Question: Can I set up account codes, cost centers and budgets?

Answer: Yes

Question: Can we use credit cards or Purchase Cards?

Answer: Yes, all suppliers use our software to receive purchase orders and will have the capability to receive credit cards orders. The software is CISP and PCI compliant and sends back level III line item detail for every transaction.

Question: If I don't use credit card how do I get the PO and Invoice information into my accounting system so I can get a PO an invoice match before any payment?

Answer: We can send a flat file of every PO and Invoice with all line item detail. It is optional to have a direct integration into your accounting applications.

Operations

Question: Will our users have to go to every supplier contract separately to place an order and how do they place that order?

Answer: No they will not have to access every contract separately. All contracts and e-catalogs are within the CoPro+ site. Users are set up with specific rules on what suppliers they can shop from. Once they have access they have several ways to place an order and all of it is done on-line, on the site and only with the approved suppliers.

Question: Is it difficult to use the site and how long is training?

Answer: No it is not difficult. It is the same experience you would have shopping on-line, the only difference is, you control what users do and you can shop from multiple suppliers all in the same site.

Question: Do you have training, automated on-line training and quick reference guides?

Answer: Yes we have all three.

Information Technology (IT)

Question: Is this a web based (SaaS/Cloud) software?

Answer: Yes it is, there are no IT resources needed to use our software. Nothing is loaded on your servers or your computers; the software is hosted on our server and network and you merely connect via the internet.

Question: How much Resource time do you need from IT?

Answer: Minimal time is needed from IT, we only need IT to test an import file with the PO and invoice protocols.