



SCHOLARSHIP MARKETPLACE FREQUENTLY ASKED QUESTIONS

WHO, WHAT, WHEN, WHY and HOW

What is the Scholarship Marketplace?

This online marketplace portal affords faculty and staff the opportunity to purchase goods to support their academic and operational needs. Your State Association has worked together with ePS to provide a shopping site for catalog suppliers with national contract pricing.

The suppliers on the Scholarship Marketplace will provide a rebate percentage back to your State Association, which we will use to fund scholarships for all participating campuses. (Please see “Get To Know Your Supplier” for supplier rebate information)

Who is ePS?

ePS is our technology partner, providing the web-based Marketplace for Buyers and the web-based Fulfill for Suppliers, enabled the automation of the entire procurement lifecycle from Purchase Order to Invoice to Payment and Reconciliation.

What is the advantage of using this Marketplace?

The common site features special contract pricing for frequently used suppliers. It puts in one location the discounted pricing that is available to your State Association. The pricing often represents savings of 17-29% for many of the suppliers you currently use.

SUPPLIERS AND SHOPPING

What suppliers are featured?

Current suppliers include: CDW Government, Choctaw-Kaul, Complete Book & Media Supply, Henry Schein, Tu-Way, and Smart Sign. Suppliers coming soon include: B&H Photo and Video, Medline, GovConnection, Office Depot, and VWR International. New catalogs are added regularly, including a special category for Small Businesses and Disabled Veteran Businesses.

May the site be used for personal purchases?

No, this site is for Business Only. Discounted pricing is offered to us because of our role as a higher education entity. These prices are not offered by the suppliers to us as individuals.

How can I get a supplier added to the site?

Requests to add new supplier catalogs are welcomed. Please send an email to epshelp@eprosvcs.com with your supplier name, supplier contact information, and any contract discounts you currently use to your campus Procurement office. If approved, we will work with the supplier to complete implementation. ***Please note: there is no scholarship rebate from your supplier if they are added to the platform***

Can I add items from multiple vendors to my cart at one time?

Yes, you can build your shopping cart with items from multiple vendors. Once you complete the checkout process, a separate purchase order will be created for each supplier.



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Where can I add notes on my orders?

You can add a note to your Approver or a note to a Supplier on the Checkout screen.

Can I set up a “Favorite Shopping List” for recurring items?

Many of the vendors provide this functionality, and each vendor’s site will be unique.

How are backorders handled?

It is the vendor’s responsibility to communicate any backorder information to the requestor. You will not be charged for items until shipped.

How do I see the detail of my order?

You will receive an email notification of every order you place, including all line item details. You can also go into the Marketplace at any time to view all of your orders.

Will I receive an order confirmation or shipment receipt?

You will receive a ship notice email notification for each shipment from every supplier.

What if I’m already purchasing from one of these suppliers?

If you have contracted pricing with one of the suppliers, you will be able to keep that contracted pricing, if desired. The supplier representative will advise on the best pricing option available for your campus.

PAYMENT

How do I pay for my purchases on the Scholarship Marketplace?

Most Scholarship Marketplace purchases require the use of a p-card. You will enter this information on the Checkout screen. You will not need to call the supplier or fax/email any credit card information, as it passes electronically to the suppliers on the order. Some Scholarship Marketplace vendors are set up to pay by check. All campuses will be set up for net 30 payment terms, so no forms will need to be filled out for these specific vendors.

What if I don’t have a P-Card?

Please see your Department Head for information on how to obtain a p-card.

Do I have to enter my P-Card for every purchase?

No. If you do not want to enter your P-Card for every purchase, you can call Customer Service and they can load your card information for you. It will be tied to your user profile and only you will have access to it. When you proceed through checkout, the last four digits of your P-Card information will be displayed, providing the highest level of security for your P-Card information.

What do I use for my credit card reconciliation?

You can quickly and easily pull a Transaction Log for the date range of your credit card statement. The Transaction Log report will provide you with complete line item detail, exactly matching your credit card statement for any purchases made within the Scholarship Marketplace.

How does the site control p-card limits or declined transactions?

The bank that issued your card will govern your purchase. Any limits, merchant category blocks, special requirements are controlled by the bank. Any declined transaction notification would come from the vendor when the charge is declined, not through the Scholarship Marketplace.

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GETTING STARTED

What if I forget my password or get locked out?

Click the “Forgot Password” link on the login page, enter your Login and Email address and click Submit. You will be emailed a new password. If this email takes longer than 90 seconds, check your spam folder. If you are locked out (after 3 attempts with an invalid user id or password) or need further assistance, contact ePS Customer Service at 1-855-690-3774 or epshelp@eprosvcs.com.

Is training available?

Yes, web-based training is available for any user or group of users. Departments can schedule their own team training or any individual training by contacting ePS Customer Service at 855-690-3774 or epshelp@eprosvcs.com. In addition, a Quick Reference Guide and Frequently Asked Questions are found under the HELP tab on the site.