



TIPS Reseller Purchase Process

1. Member will reach out to Reseller and ask for a “**TIPS Quote**”
2. Reseller gives the Member a **TIPS price** for the specified products/services that is in compliance with the TIPS contract. **NOTE:** Reach out to the contract holder (TIPS Vendor) to obtain the correct price sheet if you do not already have it.
3. Reseller will reference the TIPS contract number(s) and the contract holder company name on the quote. Example: “<Insert Reseller Company Name> Reseller of: ABC Company TIPS Contract #123456”
4. If the Member decides to move forward, they will:
 1. Create a purchase order (PO) Payable to Vendor/Reseller. Again, referencing TIPS contract number on their PO
 2. Scan the PO and the vendor quote as a PDF file and email to tipspo@tips-usa.com
5. TIPS Processes the order within 24 hours. Once approved, two things happen:
 1. An email is sent to the Member with a link to download an **Order Confirmation Authorization Letter**—*this is another form of compliance we prepare for our Members.*
 2. An email is sent to the contract holder (Vendor) designated PO Contact to download the PO and send to the Reseller to process the order.
6. Reseller will process the order and complete the work/deliver goods to Member.
7. Once the Member receives the goods/services, they will submit payment to Vendor*.
8. TIPS Vendor (not Reseller) will submit administrative fee to TIPS upon receipt of payment from the Member.

Above is the process we ask everyone to go by. However, this is not always what happens. Members will occasionally send the purchase orders to the Vendor/Reseller directly. If that happens, follow the process on page 2.

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9. If you received a Purchase Order directly from the Member, immediately send the PO it to tipspo@tips-usa.com.

a) TIPS will record that Purchase Order as a “Confirmation Only” so it will be recorded in both the Member and Vendor Portal for all respective parties to have.

*The Member can pay the Reseller for the work completed, but the TIPS Vendor is responsible for paying admin fee back to TIPS. Therefore, that process can be acceptable, as long as, the TIPS Vendor agrees to have the payment sent directly to the Reseller.

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