



Mohave Vendor FAQs

Answers to common Mohave Vendor questions.

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1. What is the Reconciliation Report?

- The Reconciliation Report is a monthly reporting to Mohave of payments received on Mohave contract purchase orders. Each month on or before your company's assigned due date, you should send Mohave a Reconciliation Report detailing payments from the previous month. For example, if your company's due date is the 10th of each month, you are required to send the report of payments made in February on or before March 10th. An example of what Mohave is looking for in a Reconciliation Report can be found in the [Vendor Handbook](#). Exhibit 17 is the sample Reconciliation Report.

2. What is the Open Order Report?

- Five days prior to the date your company's Reconciliation Report is due, Mohave sends the Open Order Report. This is a monthly information only report. The report lists all open regular orders (excluding blanket PO's and E-Rates) in Mohave's database for your contract or contracts. The report is also meant as a tool to help you with your Reconciliation Report. No response is required on this report.

3. What is a Status Report?

- Five days after your Reconciliation Report has been processed and entered into Mohave's system, the Status Report will be sent to you. This report will list all open orders that have been in our system 90 days or more. These are the orders Mohave needs current status on. There is a selection on this report that provides you with the information needed, such as: job started, not complete; job complete, not invoiced; invoice sent to member, not paid; invoice paid, will be included on the next Reconciliation Report. The Status Report is due back to Mohave 10 days after receipt.

4. Can I combine the Reconciliation Report and the Status Report into one document?

- No, the Reconciliation Report is to report member payment from the previous month for purposes of Admin Fee collection. The Status Report is a request for status of all open orders 90 days or older regardless of payment status. These reports are processed by different departments using different procedures and cannot be combined.

5. Where should I send my company's Reconciliation Report?

- We have established a central email address for all Reconciliation Reports: adminreport@mesc.org. To avoid possible delays and late reports, please email an electronic copy of your Reconciliation Report to this address only, unless it has been specifically requested that you send it elsewhere.

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6. Where should I send my company's Status Report response?

- Please send your Status Report response to adminreport@mesc.org.

7. Do I have to send an admin fee check for every Reconciliation Report?

- Per Mohave contract terms, admin fee payments must be submitted monthly, unless the amount is less than \$20. Amounts of less than \$20 should be added to the next month's admin fee payment.

8. My company didn't receive any payments on Mohave contracts this month. Do I still need to send a Reconciliation Report to Mohave?

- Reconciliation Reports are to be sent to Mohave every month, regardless of activity. An email to adminreport@mesc.org stating that your company had no activity for the preceding month is an acceptable response.

9. I need to update the pricing for my company, what is the process for that?

- Mohave contract pricing can be fixed price, percentage off a specified pricelist or a combination of both. The specific method of pricing will be established at the time of the contract award. If your contract uses a discount off a pricelist, you must provide us with new pricelists as they are issued to you. New pricelists are in effect upon Mohave's approval of them. Fixed price contracts must be updated with a complete price update on each anniversary of your contract. Generally, that is the only time fixed price contracts can be adjusted. However, in rare instances when a legitimate, demonstrable cost increase clearly affects the contractor's ability to sell at the current price, Mohave may consider fixed price increases at times other than the contract anniversary. Fixed prices can be lowered at any time. See your contract for details on price changes. All price changes are subject to Mohave's approval.

10. Can I use the new pricing before I have received approval from my Mohave contracts specialist?

- No, price increases and reductions, special offers, quantity discounts, etc. must be received and approved by Mohave before they are offered to members. If you are not sure if your pricing has been approved or have any questions, please contact your assigned contract specialist.

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11. I have a special deal I want to give to a Mohave member. Can I do that?

- Yes, you can have promotional pricing for our members. Promotional pricing must be submitted to your Mohave contract specialist for approval before making the pricing available to members. All price “specials” must be made available to all members on an equal basis and generally must be for 30 days or more. If you are not sure if your proposed pricing is acceptable under your Mohave contract, please contact your assigned contract specialist for guidance.

12. I have a question to ask Mohave, who is my contact person?

- If your question is related to your contract, contact your contract specialist. If your question is related to a specific purchase order, contact your procurement specialist. If you have a question related to your reconciliation report or an audit request, contact your accounting specialist. If you are not sure who your assigned specialist is, you can look up your company on the [Product/Vendor Finder](#) in our Member section. If you are still not sure of the correct contact, please call our main number at 928-753-6945 and someone will direct you to the appropriate person for your question.

13. What kind of organization can be a Mohave member? Is there a list of current members?

- Mohave’s membership includes governmental entities that are political subdivisions for purposes of federal income tax, such entities include public school districts, cities, counties, community colleges, universities, state agencies, tribal government, special assessment districts (library, irrigation, water, etc.) and others. Nonprofit educational or public healthcare institutions may become members, to the extent that such entities are political subdivisions for purposes of federal income tax or meet the requirements of § 115 of the Internal Revenue Code. A list of current Mohave members can be found on our [Member List](#) page.

14. Can I get a mailing list of Mohave members?

- Yes, you can send your request to contracts@mesc.org or call us at 928-753-6945. Please note that due to privacy concerns, Mohave will only provide a listing of the members’ main addresses, phone numbers and fax numbers. We do not provide contact information for individuals.

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15. When is my contract up for its next renewal? When is my contract up for final expiration?

- The answer to both of these questions can be found using our [Product/Vendor Finder](#). Search for your company using either the letter links at the top of the page or by using the Search by Vendor function. Click on your company's name from the resulting list. This will bring up the short company profile our members use to contact vendors. There will be a separate profile for each contract you have with Mohave. Your renewal and final expiration dates are listed below your contact information on the profile. If you have any questions or require assistance, please call us at 928-753-6945.

16. My company has been placed in the Remedial Reconciliation Program. What does this mean?

- Mohave Educational Services is looking for ways to help our Reconciliation Reporting become a smooth process. The Remedial Reconciliation Report enables our vendors to work directly with the Procurement Specialist to ask questions, or resolve issues and catch errors before their final report is submitted.

17. How does the Remedial Program work?

- Vendors can request or be selected for the program. The procurement specialists can choose vendors that may need more one on one help to gain an understanding of the reporting process. Vendors with new reconciliation employees are also able request one on one assistance. Participating vendors will be asked to forward their draft Reconciliation report to the adminreport@mesc.org 10 days prior to their assigned Reconciliation Report due date. The procurement specialist will review the report and contact the vendor for clarification, backup documentation, change orders, or revisions needed. The specialist will do an initial evaluation and then place a phone call to the vendor. Once the report has been discussed with the vendor over the phone, any changes agreed upon will be indicated on their draft Reconciliation Report and returned to them via email. The vendor's finalized Reconciliation report will be sent back to Mohave Educational Services via the normal channels on or before their scheduled due date.

18. How long does a Remedial Program last?

- Mohave Educational Services will provide this assistance for three reporting months. If issues continue after the three months, a three month extension or escalation may occur.

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19. I am a new vendor. What kind of training is available to vendors for working with Mohave?

- In addition to the Vendor Handbook and our website, Mohave offers a Mohave 101 class for our new vendors. This class is designed to help new vendors understand the Arizona procurement rules and selling under Mohave contracts. These classes are organized by our Director of Outreach & Education. You will be contacted to schedule your class shortly after your contract has been awarded. If more training is needed, we have a Mohave 201 class that is a refresher and continuing training class for our current vendors or can be used to address issues. Please contact our Outreach & Education office in Phoenix at 602-277-4290 for more training information.

20. I am a current vendor and would like further training in using our Mohave contract. What kind of training is available?

- Mohave offers a Mohave 201 as a refresher and continuing training class for our current vendors or can be used to address issues. These classes are organized by our Director of Outreach & Education at the request of either the vendor or Mohave staff. Please contact our Outreach & Education office in Phoenix at 602-277-4290 for more training information.

