i-buy marketplace™

FAQs about MHEC's new online e-commerce site!

1. Description

What is the i-buy marketplace™?

The **i-buy marketplace™** is MHEC's e-commerce site. It offers members a point-and-click shopping experience where they can search, compare prices, benefit from promotional specials, request a quote, order, and pay — all on one site.

Why did MHEC develop i-buy?

Making purchasing simple for our members is an essential part of who we are at MHEC. A survey of our members told us that their purchasing would be simpler if they could search, shop, and transact business all in one place. The **i-buy marketplace™** is the MHEC solution to simplify buying products and services on our contracts.

2. Location and Access

Where can I find i-buy?

Go to **mhec.net** and click on the **i-buy marketplace™** logo at the top left.

How do I get credentials so I can use the i-buy site?

If you already have an **mhec.net** login, you can access i-buy. If not, go to "Apply for Login" at the top left and follow the instructions.

3. Purchasing

Can anybody use i-buy?

Only MHEC members (not suppliers) can utilize this platform. NOTE: Member entities can have multiple logins to accommodate their number of users.

Can i-buy be used to purchase anything on MHEC contracts?

Yes, as long as the supplier has a store on the **i-buy marketplace™.** Otherwise you can request a quote from any of our 50+ contracts, 700+ vetted suppliers, and 25,000 products/services.

Why do supplier pages look so different from each other?

Page appearance and the ability to transact business will change depending on the supplier's e-commerce capabilities. Punchout pages temporarily bring you to the supplier's website to search and place items in a shopping cart, and then return you to the i-buy marketplace to complete the transaction.

Do the payments go through MHEC or directly to the supplier?

Payment is direct, member to supplier.

What forms of payment are accepted?

You can use credit card, P-card, or purchase order.

Can I request a quote?

Yes. The Request for Quote option is available on all levels of e-commerce. On i-buy, you can write a single request and choose one or more suppliers to send it to. Their responses will return to the **i-buy** platform, where you can see a history of RFQ correspondence.

4. Diversity

Does i-buy support diverse, small, and SDO suppliers?

Yes. On the **i-buy marketplace**™ homepage, select any of the product and service categories. On the resulting page, select the filter "All Classifications" and click the boxes to choose classifications to view.

5. Security

Is the site secure?

The **i-buy marketplace**™ is powered by EqualLevel, a 100% cloud-based solution utilizing Amazon's high performance ECS Container Instances Service. Payment Card Industry Data Security Standard (PCI DSS) is the primary security framework for EqualLevel.

6. Support

Is instruction available on how to use the i-buy marketplace™**?**

View our **tutorial video.**

See the **simple steps.**

Learn more in our **Membership Brochure.**

How can I get assistance?

Contact Heather Ludden, marketplace manager, at **i-buy@mhec.net**.