



Mohave Member FAQs

Answers to common Mohave Member questions.

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■ What is my PO's status?

- Mohave posts the current status of all open purchase orders on our [Purchase Order Status](#) page. Select your organization's name from the list and click Start Search to find all of your organization's PO's or enter your PO number to find a particular PO. If you can't find your PO or see something that needs to be corrected, please call us at 800-742-2437.

■ Has my order shipped? When will it be here?

- Mohave does not track order fulfillment or shipping status. You can contact the vendor for this information. Contact information for each vendor can be found in the [Product / Vendor Finder](#) on our website.

■ Who should I issue my PO to, Mohave or the vendor?

- All PO's, except E-Rate, should be made out to the vendor that holds the contract you will be using. Some contracts are fulfilled through sub-contractors or dealers, but the PO needs to be made out the contract holder. Guidance for E-Rate and lease PO's can be found in our [Member Handbook](#). If you are unsure of the correct vendor, you can call Mohave for confirmation at 800-742-2437.

■ Do I still send my PO to Mohave?

- Most PO's are sent to Mohave for review. After Mohave has reviewed your PO for pricing and contract compliance, we will forward a copy to the vendor stamped "MESC Reviewed." We currently have 4 contract categories that are exceptions to this rule: [Computer Software & Peripherals](#) (including Audio/Visual Equipment), [Classroom and Office Supplies](#), [Library Books & Media](#) and [Maintenance Supplies & Building Materials](#). An overview of the direct process can be found on the main [Direct Online Order](#) page.

■ Should I send a copy of my PO to the vendor?

- No, per the terms of their Mohave contract, vendors are not allowed to begin work on a PO using a Mohave contract until they receive a copy of the PO reviewed by Mohave. After Mohave has reviewed your PO, we will forward the approved PO to the vendor and send a confirmation email to your designated Mohave PO contact. The only exception to this are the vendors in our [Direct Online Order](#) program.

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■ I have a question about my invoice. Who should I call?

- If you have any questions about your invoice, please contact the vendor first. If you are having problems contacting a vendor or getting a response, please call us at 800-742-2437 for help.

■ How do I send my PO to Mohave?

- You can send your PO to Mohave in one of three ways. You can email your PO to orders@mesc.org, you can fax your order to 928-718-3232, or you can mail your order to 625 E. Beale St. Kingman, AZ 86401.

■ What information does my PO need to have?

- All PO's using Mohave contracts need to have the following: PO issued to contract holding vendor, vendor's Mohave contract number, appropriate signature if your organization requires one, the purchase description and a copy of the vendor quote, if available. If your organization does not require a signature on PO's, please send us an email or letter stating that so we can note your member file for future reference.

■ I'm doing due diligence for a contract. Where can I get documentation for the contract used in my PO?

- Mohave provides our members with extensive documentation for all of our contracts. You can download the documentation from the [Contract Documentation](#) page on our website. Clicking the link after each vendor's name will download a compressed file containing all of the vendor's contract documentation as well as a Due Diligence Tutorial. You can also download the same Contract Documentation from the vendor's [Product / Vendor Finder](#) entry. If you have any difficulties downloading the documents, please call us at 800-742-2437.

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- **I need to price confirm a vendor quote. Where can I get contract pricing for the contract used in my PO?**

- Mohave provides our members with extensive pricing files for all of our contracts. You can access our pricing files from the [Contract Pricing](#) page on our website. You will need your organization's login and password for the pricing server. We are only issuing one login per member organization. To sign up for a login, please send an email to our Information Technology Manager, Jim Dugo, at jimd@mesc.org. If you have any difficulties finding or downloading the documents, please call us at 800-742-2437.

- **Mohave doesn't have a contract for the product or service I want. How do I let Mohave know that I'm interested in a new contract?**

- Mohave provides an online form to easily relay your recommendations for new contracts. The Mohave contracts team reviews these requests to help them determine member interest for new contracts. The form can be found on our [New Contract Request](#) page.

- **I want to use one of Mohave's direct to vendor contracts. Do I still need to send a copy of the PO to Mohave?**

- Mohave currently has 3 direct to vendor contract categories that are not library contracts: [Computer Software & Peripherals](#) (including Audio/Visual Equipment), [Classroom and Office Supplies](#), and [Maintenance Supplies & Building Materials](#). We do not require a copy of any PO that uses one of the direct to vendor contracts.



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- **I would like to use one of the new Library Books & Media contracts, how do I use them?**
 - Some of the vendors are direct to vendor contracts, some are a modified direct order contract that still requires PO's to be sent to Mohave. Please see the [Library Books & Media](#) page on our website for more detailed information. If a vendor has a (DOO) listed after their name on this page, then they are a direct to vendor contract and you should send your PO directly to the vendor as per the directions in that vendor's user guide. If the vendor **does not** have a (DOO) then you should send the PO's to Mohave. We will log them and forward them to the vendor. You should download and review the user guide for any vendor that you use on this page before preparing your PO. If you have any questions, please contact the identified vendor contact or Esther Hopkins at Mohave at 800-742-2437.

- **I'm looking for a vendor for my project, where can I find a list on your website?**
 - There are two options on our website for finding vendor information. If you prefer an online option you can visit our [Product / Vendor Finder](#). This method provides the most up to date vendor information, as it updates directly from our vendor database. If you would prefer a downloadable option, you can download our Contract Summary from the main [Member Information](#) page. The Contract Summary contains the main vendor contact information in alphabetical order by vendor including a brief description of the vendor as well as the main vendor contact person and their phone number. This document is updated periodically, so make sure you check our website for updates.