MHEC FAQ

Learn more about using the MHEC contracts by viewing this [**training webinar**](https://attendee.gotowebinar.com/register/552278482371381505) and reading the FAQs below:

**What is MHEC?**

MHEC stands for Massachusetts Higher Education Consortium. It operates a discount purchasing program for New England colleges/universities, municipalities, private, public and charter schools and educational non-profit organizations. Their website is at [www.mhec.net](http://www.mhec.net) .

**Does it cost to join MHEC?**

No. It is free for eligible organizations to be a member of MHEC and use the MHEC contracts.

**How do I become an MHEC member?**

Click on the membership application page at <https://www.mhec.net/mhec-scoop>. Once you submit and MHEC reviews your application, you will receive a confirmation e-mail with a “Welcome New Member Orientation Package” as an attachment.

After you submit your application, you can click on this link <https://private.mhec.net/inc_RegistrationManager.aspx> to create a user name and password. Creating your MHEC account is the last step of the membership process and will allow you access to the contracts.

**How do I get more training on how to join MHEC and search the contracts?**

Links to training videos and other information for SCOOP libraries can be found at <https://www.mhec.net/traininghelp/> The MSL also has an archived webinar introducing libraries to MHEC at <https://attendee.gotowebinar.com/register/552278482371381505>.

**Can an organization have several MHEC memberships?**

No, each organization (school district, municipality, library) can have only one membership, however, each member of your staff can have their own login and password. To access the member application and join MHEC, go to <https://www.mhec.net/mhec-membership-application/> . To create additional unique user name/ passwords on the website, [click here](https://private.mhec.net/inc_RegistrationManager.aspx) and create your personal account.

**How do I order through the MHEC contracts?**

Contact information (name, e-mail and phone number) for every Supplier on an MHEC contract can be found by logging in and searching the database. You can search by contract number, by supplier name, by brand or by product category. When you place an order with a vendor/supplier, ***tell them you are ordering as an MHEC member and give them the contract******number***. If you contact the person identified in the MHEC contract, he/she will be familiar with the contract terms and should be able to answer your questions.

**Is shipping free?**

You will probably find free shipping from the companies that have been offering it under SCOOP. However, you should double check the MHEC contract for the supplier’s details on shipping costs. There could be exceptions.

**Is there any other way to order from MHEC suppliers?**

Yes, you may order from some MHEC suppliers through the “Buy Online” icon on the MHEC home page and <https://www.mhec.net/mhec-market-place/>. Remember to log in before you shop through the marketplace. MHEC currently has 35 suppliers that offer online ordering through MHEC’s Marketplace and more are joining each month.

**Whom do I contact if I have a question about purchasing through MHEC?**

You can go to <https://www.mhec.net/contact-us/> or e-mail Mike Girardi with any questions at mgirardi@mhec.net .

**Does MHEC offer any other special discounts** **besides what is available from their contracts?**

Yes, every month, some MHEC suppliers offer discounts above their regular contract discounts through the Ed$ave program. You can find current and past Ed$ave notices at <https://www.mhec.net/edave/>. If you sign up for MHEC e-communications, you’ll get e-mail notices of new special offers. When you join MHEC, you are automatically added to the member database and should begin receiving Ed$ave and other email updates.

**If I have standing orders with a SCOOP vendor, what should I do?**

Notify any SCOOP vendors with standing orders that as of July 1, 2018, you will be ordering from them (if the company is a MHEC supplier) as an MHEC member through the specific number contract (such as Contract L51 for books and media) or you can transition your business to another MHEC supplier.

**How can I get my library’s purchasing data through MHEC?**

MHEC will send you a yearly report summarizing your spending with specific vendors, how much you saved, and how much was purchased from small, minority, women and veteran- owned businesses.

**How do I sign up for e-communications from MHEC about upcoming special offers and events?**

Go to <https://www.mhec.net/e-communication/> to sign up. MHEC sends a few e-mails each month about sales, contract updates and MHEC events.

**What if I want to request a specific company be included in a MHEC contract?**

Use MHEC’s “Contact Us” page or contact Deborah Clark at deborah.clark@maine.gov and she will follow-up on your feedback with MHEC.