



# Member Experience

At Una, taking care of our members by offering superior service is our top priority.

Welcome to the Member Experience team!

Now that you're connected to savings, here is what you can expect regarding the resources and level of support you'll receive from the ME team to help you succeed..

# Together, we save more.

A GPO membership with Una allows businesses to take advantage of unprecedented cost savings, and work with a team dedicated to providing support for their procurement and category management needs.

Once connected to savings, our Member Experience team will work to ensure you are capitalizing on the additional value Una has to offer our members.

## THINGS TO REMEMBER:

- Membership is **always free** - there are no minimum purchasing requirements or contractual obligations with Una
- Members have access to over **2,500 pre-negotiated contracts** with some of the nation's leading supplier partners
- Our Member Experience staff acts as an **extension of your procurement team**, working to find additional cost savings opportunities and to ensure your success
- Una members receive **free cost analyses** on additional categories of spend
- The contracts Una has in place offer members an unmatched degree of **price protection**, locking in prices for several years at a time



# Introduction to Member Experience

New members work with a Sourcing Advisor to first get connected to contracts and familiarize themselves with the savings process.

When ready, your Sourcing Advisor will introduce you to Una's ongoing member support team to drive home the value you're looking to bring to your organization.

Here's what you can expect:

## Introduction Call

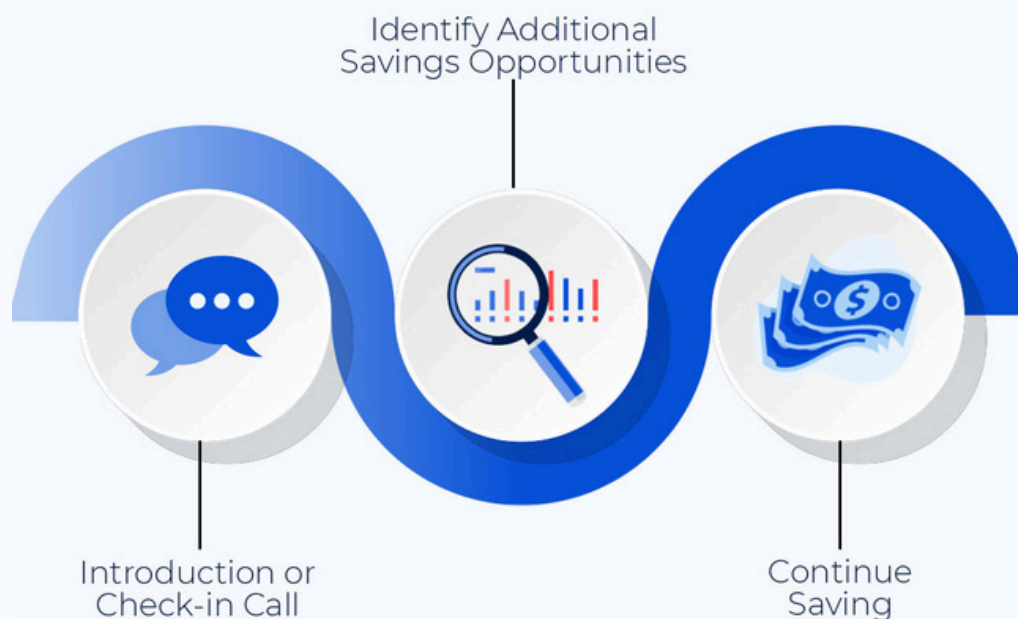
*A Member Experience team member will introduce themselves as your point-of contact and answer any questions you have about membership.*

## Identifying Additional Savings Opportunities

*Member Experience can work through additional categories of spend with you and find suppliers who will meet your needs.*

## Continue Saving More

*The ME team will remain steadfast in supporting and empowering members to save more money, time, and effort.*



# How to save more... everything.

The Member Experience team's top priority is to ensure a positive experience for every Una member during the onboarding process and beyond. The team also serves as the main resource for member benefits, supplier contracts, and additional savings opportunities.

## Save more money

Member Experience conducts regular check-ins with each member to ensure they have everything they need to be successful.

By keeping a pulse on the needs of each member, the amount they're spending, and which contracts are being utilized, Member Experience is able to identify other savings opportunities and present them to make sure members aren't leaving money on the table.

## Save more time and effort

Year-end spending reports are available so members have a clear view of what they're purchasing and when, and which supplier contracts are being utilized.

Member Experience also becomes your touchpoint for all things customer service and support when working with our suppliers. If an issue arises, the ME team can communicate directly with suppliers on your behalf and escalate when needed, cutting down on the time it takes to resolve a problem.

## Save more everything

Partnering with Una allows members to focus on strengthening other strategic relationships outside of the GPO space. Utilize Member Experience to get answers to questions, navigate contract terms and explore different categories.

**With Una as your GPO partner, the possibilities are endless.**



# Frequently asked questions...

Answers to some FAQs about Una membership:

## **Do I work directly with the supplier?**

*You own a direct relationship with all suppliers. When connecting to an Una contract or agreement, you are simply letting that supplier know you are wanting the Una benefits and discounted pricing. Your relationship, account(s), and purchasing process remains the same.*

## **What if the supplier I'm connected to becomes unresponsive?**

*Most of the time, Una will facilitate a relationship between our member and an account manager with the supplier. If for some reason they become unresponsive, or you're not sure who to contact, please contact Una's Member Experience team for assistance.*

## **What is the process of getting connected to another supplier?**

*Contact the Member Experience team and we will get you taken care of. If you already know which supplier you're wanting to get connected to, please mention it during your call or email. If you're not sure, or just know the category you're needing, our ME team can work to find a solution.*

## **What if I don't see the reduced pricing on my invoices?**

*If you are not seeing discounts reflected on your invoice, the ME team can help troubleshoot and confirm you are connected. Please note, ME will most likely request your latest invoice or a screenshot that shows the incorrect pricing so they know how to best proceed with getting the issue resolved.*

## **How do I stay notified when a new supplier is added to the portfolio?**

*If you are not already receiving Una's newsletters and weekly emails, please let us know and we'd be happy to get you set up with those updates. That is the easiest way to stay informed.*

*You are also welcome to follow us on our social media pages to get the updated information on what's going on at Una, and to see additional resources.*

Visit [www.una.com/membership/resources](http://www.una.com/membership/resources) to learn more.



# Michael Rodenberg

Member Experience | Una

michael@una.com  
(816) 448-8755