

## Frequently Asked Questions from Salvation Army

- 1. Who is Provista, I am not familiar with them?** Provista acquired MedAssets in 2016 and offers an integrated contract portfolio with enhanced value.
- 2. What contracts does Provista offer?** Provista has hundreds of non-medical contracts for a wide range of goods and services. Initially, we will be focused primarily (exclusively) on utilizing the Food Program since this represents the largest saving opportunity for the The Salvation Army.
- 3. Who should participate?** Salvation Army Adult Rehabilitation Centers, Camps & Units with or without kitchens can benefit by their participation with Provista. The food prices are developed as a result of the collect buying power of our customers.
- 4. How do I become a customer?** The Salvation Army Corporation has signed up each Territory and the Territories have included all locations in membership. So, to answer that question, you are already a customer. If for some reason, we come to a unit that was missed; we will immediately add that unit to our Membership List.
- 5. How do I get set up to purchase food at the discounted price?** There is a form that you need to complete to gain access to our Food Program. The form will ask for acknowledgement that you will commit 70-80% of your Food & Nutrition Purchases to your choice of 1 of the Authorized Distributors (listed below).
- 6. What are the product categories that are included in the Food Program & the discount pricing?** The Food Distributors carry almost everything that you would use on a weekly basis. Purchasing as much as possible through the distributor will create the maximum value for The Salvation Army. The program includes incentives such as drop size discounts, manufacturer rebates, and distributor brand rebates. This translates to additional savings for all participating units.
- 7. Does the food program purchasing requirement preclude me from shopping elsewhere?** It doesn't. The only requirement is that the unit purchase 70-80% of their operational needs from an authorized Provista Distributor.
- 8. How do I place orders?** Typically there will be no change in what you are currently doing. For example, if a unit is purchasing from Sysco, the unit will continue to order directly through the Sysco's on-line catalog (eSYSCO) or call the customer service line to place orders.
- 9. Will I be purchasing directly from Provista?** No, The Salvation Army will not purchase directly from Provista.
- 10. If I have questions about The Salvation Army/Provista Program and/or I want to participate whom do I contract?** Contact Juli Cook, Sr. Director, Provista [jucook@provistaco.com](mailto:jucook@provistaco.com) or 573-271-2387. [www.provistaco.com](http://www.provistaco.com)

**Provista Food Distributors**  
US Foods  
Sysco

