Computer Purchase Program

Frequently Asked Questions

1. **What is the State of Arizona Computer Purchase Program?** The Computer Purchase Program allows State of Arizona employees to purchase new, brand name computer systems and pay for them through payroll deductions. Employees can purchase a computer with no upfront cash, without a credit check, and without high-interest financing.

2. **How can I compare the cost of the computer (or computer bundle) to know if I am getting a good value?** It is very important to do your homework and evaluate the offer just as you would with any important purchase. These computers are offered at competitive prices but this is not a discount program. Its main benefit is that it provides a way to get a computer with no credit check and with the convenience of payroll deduction. Be sure to check each feature included in the bundle or single offering. The operating system, included software, processor, size of the monitor, and many other features all affect the price. All of the offerings include a 1 to 3-year manufacturer’s warranty. If you need help finding out what is included, call Purchasing Power at 866-638-3954. You can then check those features at the manufacturer’s website to get a ballpark figure of the computer you are considering.

3. **Who benefits from this program?** Employees who have available cash may want to go directly to the manufacturer’s website or to a retail outlet to purchase a computer. For those who need to finance their computer and pay for it over time, purchasing a computer through Purchasing Power is a great option. Regardless of personal credit, you will be able to purchase a computer. You will pay no interest and finish paying for your computer in 12 months.

4. **Who is the Computer Purchase Program vendor?** Purchasing Power, LLC, is our program vendor. Purchasing Power works with computer products manufacturers to offer complete computer packages and single components to eligible employees in organizations like the State of Arizona. Their customer service representatives can help you choose the computer that is right for you, and if you make a purchase, they send us the information to take the deduction from your paycheck. You can reach a Purchasing Power customer service representative by calling 1-866-638-3954.

5. **What are the eligibility requirements?** Employees must meet the following requirements. They must:
   - Be continuously employed with the State of Arizona for at least 6 months. (State University employees are not eligible for this program at this time.)
   - Have a valid credit card or bank account (this will be used only as a backup payment method should payroll deductions stop.)
   - Employees should call the HRIS Service Center at 602-542-4700 to find out about additional eligibility requirements.
6. **What is a “computer bundle”?** A computer bundle is the package of computer hardware, software, and other accessories included in the offer. All desktop computer bundles come with a monitor, keyboard, mouse, speakers, printer, software and more! Laptop computer bundles include: software, McAfee Internet Security, Office Depot gift card, surge protector, carrying case, and an all-in-one printer! **Not all offers are bundles,** so check each offer carefully.

7. **What software is included in the computer bundles?** Depending on the package selected, Microsoft Office Basic, Microsoft Works or Microsoft Professional software will be included.

8. **How long will it take to pay off the computer package?** The payments will be deducted from your payroll check over a 12-month period (26 bi-weekly payments.)

9. **How can I place an order?** You can place an order via the phone or the internet. For telephone orders, call 866-638-3954. For internet orders, go to [www.yes.az.gov](http://www.yes.az.gov) and click **Work-Life** on the menu on the left. Once at the Work-Life Website, Click on **New Programs** and then on the **Computer Purchase Program** link.

10. **What paperwork will I need to complete to process my order?** The Truth in Lending Agreement (TILA) is the only paperwork that you will need to complete. The TILA authorizes the use of payroll deduction for payment. You may be asked to provide a copy of your paycheck to verify your name or Employee Identification Number (EIN). **NOTE:** You must enter your name on the Purchasing Power Website and Truth in Lending Agreement just as it appears on your bi-weekly pay advice which can be found in YES ([www.yes.az.gov](http://www.yes.az.gov)) under **Current Pay Check**.

11. **When is my paperwork due?** There is no due date for paperwork, but your order will not be complete until you return the completed paperwork to Purchasing Power.

12. **Will Purchasing Power run a credit check on me?** Purchasing Power does not run a credit check.

13. **Which manufacturers are included in the program?** Currently, Acer, Dell, Hewlett Packard, Sony and are the featured manufacturers.

14. **Are the computers new or used?** All of the products are brand new.

15. **Do all of the computers come with a warranty?** Unlike some retail and manufacturer offers, all Purchasing Power computers come with a 3-year warranty.

16. **Is assistance offered during the purchase to help guide me to the appropriate computer?** Yes, Purchasing Power has a staff trained in helping to choose a computer that best fits your needs.

17. **What do I do if I change my mind after I send in the Truth in Lending Agreement?** You can cancel your order with no penalty **up to the point that it ships.** Once the item has been shipped you can return it **unopened** within 7 days of delivery for a 10% restocking fee.
18. **When will the computer bundle be shipped?** As soon as you place your order and return the Truth in Lending Agreement to Purchasing Power your eligibility will be verified and the order is then placed with the manufacturer. You will receive your equipment as quickly as the manufacturer can build and ship it to you. NOTE: At the same time products are being ordered your payroll deductions will be set up. It is possible that one or two payroll deductions may occur before all products can be delivered.

19. **Will all of the equipment arrive at my home at the same time?** Your order is assembled and shipped by the manufacturer. Typically the CPU and monitor are shipped at the same time and the rest of the order is shipped separately.

20. **What can I do if something arrives that is not working?** Products come with a manufacturer’s warranty and will be replaced by the manufacturer according to the warranty.

21. **Who do I call if I have a problem with my computer?** Technical support is provided by the manufacturer of the purchased computer. Purchasing Power provides a Web site that is available around the clock that can handle most other customers’ inquiries. Purchasing Power also provides support related to customer accounts between the hours of 8:00 A.M. and 6:00 P.M (EST). Call 1-866-638-3954 for Purchasing Power’s customer support.

22. **What happens if I do not have enough money in my paycheck to cover my computer payment?** If you do not have enough money in your paycheck to cover your full payment, no deduction will be made. After the first missed payment, your payment will be recalculated and you will see an increase in the amount deducted from your paycheck until the computer system is paid in full.

23. **If I go on leave or disability, how do I pay for my computer system?** If you go on a disability leave or leave of absence and miss two deductions, Purchasing Power will contact you to arrange for alternate payment according to your signed agreement (credit card, or bank account).

24. **What happens if I leave State of Arizona employment and have not completed payment for my computer system?** If you leave State of Arizona employment and have not completed payment for your computer system, Purchasing Power will contact you to arrange for payment according to your signed agreement (credit card or bank account.)

25. **Where can I get additional information about the Purchasing Power Computer Purchase Program?** You can call a Purchasing Power Customer Service Representative at 1-866-638-3954 or you can log on to www.yes.az.gov and click Work-Life on the menu on the left. Once in the Work-Life Website, Click on Voluntary Programs and on the Computer Purchase Program link. Once you are on the Purchasing Power Website, you can research program features by clicking on the Program Info, Terms and Conditions, Return/Cancellation Policy and Help tabs.