

FAQs

Compleat Buyers Group (CBG)

Why is CBG different from other buying groups?

There are two major differences. The first is that our focus is on common "discretionary" spending undertaken by almost all businesses, (but rarely managed by smaller organisations) and not on specific vertical market areas - the normal activity of most buying groups. This ensures that our buying power will make significant savings on a large number of purchasing activities right across the company, generating a real and quantifiable ROI.

The second reason is that CBG captures and maintains the suppliers and catalogue information electronically with Compleat's software, presenting the Compleat user with just the information they need to find, select and buy the nominated goods and services, from the preferred supplier at the lower prices every time.

It is the combination of P2P automation and the electronic delivery of the CBG products and services catalogues that ensures our clients quickly achieve the potential savings - then continue to do so over the months and years that follow.

How are CBG Catalogues produced and updated?

This is fundamental to the success of a Spend Control project and delivery of the savings potential. CBG has created and continually updates the CBG catalogues that represent the tens of thousands of products and services offered by the CBG suppliers. This information is retained in a secure CBG portal and updated daily. Each CBG member has access to the portal and the Compleat software will automatically access the portal each night and pull down any changes that are due to take place. The changes include additions, price changes and deletions of goods and services.

The catalogues simplify the user experience. All the user need to do is type in what they are looking to buy (e.g. A4 paper), they are presented with the choices available to them, then select how many and add them to the requisition. The selection of the supplier, general ledger coding, commitment accounting, automated budget control, descriptions and values are all automatic.

Whilst there is some maintenance work for the member, this is kept to the absolute minimum and simplified through the Compleat administration of catalogue updates. The ease of use ensures rapid user adoption.

We are very good at purchasing the major items and services - why do we need CBG?

We agree. Most companies have the focus and expertise to select the right supplier and get competitive prices on major items of expenditure, including items for manufacturing, distribution and resale. That is not our focus.

The Compleat Buyers Group focuses on the multitude of day to day spend that goes under the radar, either as it is too small to warrant attention, or simply because it is no one's responsibility.

We have preferential pricing from hundreds of suppliers over tens of thousands of products and services - almost all at prices that are less than a single organisation can achieve.

The result is an average of 12% reduction in costs on the areas we address and this converts to annualised and on-going savings which are, in most cases, considerably more than the cost of deploying the Compleat Spend Control solution. The savings are then enjoyed year after year.

Does the CBG deal with annual supplier contracts?

Yes! A significant proportion of the saving we are able to deliver results from getting much better prices on contract agreements.

We capture the renewal dates of a very wide range of spend and ensure that each is highlighted in good time to enable a full alternative proposal from the CBG supplier prior to the renewal.

What are the products and services that CBG covers?

CBG is focused on reducing the costs of general "overhead" spend and covers over 140 diverse and separate areas.

Do I have to use the CBG suppliers if I am a member?

Absolutely not! Organisations have complete freedom to decide whether they utilise a CBG supplier, maintain existing suppliers or create new supplier relationships. CBG does not cover all forms of purchasing.

Compleat P2P enables our clients to purchase anything, from anyone. It also enables clients to build and maintain their own automated catalogues if they wish to, as this simplifies the user experience and productivity.

The advantage to members of using CBG suppliers is the automated maintenance of the catalogues and the fact that the more we collectively spend through these suppliers, the better prices we can achieve on your behalf.

Does CBG take a commission from the supplier?

No. The pricing we achieve from a supplier is passed directly on to our members. CBG revenue comes from the annual membership fees and the additional services we offer to our members.

This is an important differentiation, as our relationship with suppliers is fundamental to the experience of all of our clients. The most successful and sustainable relationships are those where everyone wins.

Does CBG always get the very best prices?

Our goal is to deliver the best value for money to our clients, balancing the quality of service against the prices we can achieve. As a result, we work with market leading organisations that have demonstrated their ability to deliver on the products and services they offer. CBG will not always be the cheapest offering, but usually our prices will be less than the cheapest our clients can achieve.

How does CBG monitor the quality of service of their suppliers?

CBG is always keen to hear of any experience that disappoints a client and then take the issue up with the supplier. Given that we have the ability to change supplier, this ensures that our mutual concerns are addressed quickly and efficiently.

CBG members are encouraged to inform their CBG account manager of unacceptable performance.

What is a CBG membership and what does it provide?

CBG offer an annual renewable membership to clients. The membership is made up of both products and services.

CBG have created and maintain a comprehensive database of the electronic "catalogue" items that reflect the products, services and contracts offered by our suppliers. The catalogues are updated centrally on a daily basis and each Compleat P2P and Expenses system will automatically check for updates and download them to the members system. Sophisticated analysis is undertaken automatically to identify new items, price changes and deletions (and any unapproved requisitions they apply to). The administration overhead for the member is kept to the absolute minimum, ensuring that the business enjoys the best prices available at all times.

CBG also provide services to support the client through the initial implementation process including an on-site meeting for project kick off and further meetings throughout the year. CBG also provide a telephone help service regarding queries and specific purchasing requirements.

How is CBG priced?

Annual pricing is based on the number of employees and location of an organisation and usually works out at between 10% - 15% of the anticipated savings available each year.

The first year's membership is for 13 months from the end of the month of the order date. This provides enough time to commence the implementation of Compleat and begin the process of making savings.

How do I join CBG?

The first step is to contact Compleat (or one of our CBG certified Partners) to confirm whether or not we are able to help you. This process only takes a few minutes.

CBG is currently only available to companies that utilise Compleat supported leading accounting software products and is only relevant (can generate sufficient savings) for organisations of a certain size and certain industry sectors.

However, our portfolio of supported accounting software products is growing rapidly and we are continually extending the CBG offering to smaller organisations.

The next step is to undertake the Compleat [Short Form Review](#)

Do I need Compleat P2P or Expenses software to be a member of CBG?

You do need Compleat's P2P and / or our Employee Expenses software to become a CBG member. It is the combination of the control over the spending habits of your staff and the savings available through CBG that deliver the savings.

Can I buy Compleat P2P, Employee Expenses and membership of the CBG separately?

Absolutely! Every organisation is different and Compleat is designed to enable each business to purchase the relevant services as required. However CBG membership is only available to Compleat P2P and / or Employee Expenses users.

Compleat's application software is offered in three Editions - Standard, Professional and Enterprise so that you need only purchase the functionality and services that are relevant to you.

As you would expect, you then have the ability to upgrade and add services at any time, as your requirements change.

How is the CBG membership renewed?

Second and subsequent years are renewed by Compleat by issuing a pro-forma invoice 3 months prior to the renewal date and requesting a client formal purchase order. Once the purchase order is received by Compleat, a sales invoice is raised and sent to the client.

Full payment is required before close of business on the day prior to the renewal date in order to maintain services.

What happens if we do not renew the CBG agreement?

In the event that membership lapses, the client will no longer have access to the CBG supplier's prices (they are a key component of the benefits of membership) from midnight on the renewal date. Access to the CGB portal, downloads, CBG Catalogues and services are therefore suspended.

All client requisitions (unplaced orders) that contain CBG items will be suspended by the software as any orders placed after the termination of the CGB membership will not be fulfilled by the suppliers at CBG prices. Membership can be renewed by full payment of the annual membership fee for a period of three months although no financial allowance will be made for the period the membership was suspended. After three months from termination of membership, clients may apply for a new membership agreement.

Take the first step and book a Short Form Review meeting

Call us, [email us](#) or [register online](#)

Armstrong House, First Avenue,
The Finningley Estate, Doncaster,
South Yorkshire DN9 3GA

Tel 08458 90 20 30

Email info@compleatsoftware.com
www.compleatsoftware.com

