

## Order PPE Through AAPM&R's Collaboration with Project N95

To help our members with the challenge of obtaining appropriate personal protective equipment, AAPM&R and 16 other societies are collaborating with Project N95, a nonprofit, national COVID-19 clearinghouse.

The following PPE items will be available for group purchase for a limited time:

- N95 Respirators, Size S
- N95 Respirators, Size M/L
- Isolation gowns, AAMI Level 1
- Disposable face shields

PPE items will be available for ordering from **3 pm (CT) on Monday, August 24, 2020 to 3 pm (CT) on Monday, August 31, 2020**. This program is open only to AAPM&R members who live in 50 states of the U.S., Washington, D.C. or Puerto Rico, who will be able to find the link on our webpage using their AAPM&R login. **When ordering opens, members will find the link [on our website](#).**

## About the Collaboration

### Why is the AAPM&R working with Project N95?

Since May 15, Project N95 has facilitated delivery of more than 980,000 units of personal protective equipment (PPE) to over 124,000 frontline workers through its marketplace. Project N95 has [partnerships](#) with national medical associations, including the American Medical Association and American College of Physicians; more than 71 state and local governments; companies such as Amazon, IBM and Moody's; and charitable institutions, including the KIND Foundation and United States of Care. Project N95 also provides governments with data about the needs of their constituencies and shares verified supply sources so they can fulfill those requests.

### What does Project N95 do to ensure its PPE is safe?

Safety is Project N95's primary concern, and it vets all suppliers via a rigorous process. Project N95 has identified and vetted suppliers and manufacturers whom it believes can meet expected cost, quality and delivery. Here is an overview of Project N95's [Supplier Due Diligence Process](#).

The vetting process includes:

1. Checking the DUNS number and using Moody's Know Your Supplier Portal to identify any red flags.
2. Guaranteeing that all items meet Food and Drug Administration (FDA) standards, which Project N95 regularly updates for any new emergency use authorizations. Here's more information about [regulatory standards](#).
3. Looking at FDA registrations, clearances and product testing to make sure each product meets Project N95's requirements.

4. Checking references for suppliers to ensure they have previously delivered safe, high-quality goods.
5. Doing an additional quality assurance check on the entire process before declaring a supplier officially vetted.

### **How is product pricing determined?**

Project N95 works closely with its suppliers to ensure pricing is reasonable, accessible and within the market range. To provide its customers with a price comparison, the Marketplace updates product price ranges in real time on its [products page](#). Suppliers, not purchasers, are charged a nominal fee to cover the costs of processing transactions and to support Project N95's nonprofit charitable mission.

### **Why is AAPM&R only offering PPE for a limited time?**

Our member PPE orders are being aggregated to meet the minimum order requirements of suppliers at a price point that is accessible for members. Additionally, offering PPE for a limited time allows Project N95 and its suppliers to ensure that PPE will be available at the per-unit price that has been provided to our members.

### **Are there plans for future PPE availability through this partnership?**

We recommend that you take advantage of this opportunity. We do not know whether we will offer another opportunity in the future.

### **Does AAPM&R profit from PPE sales?**

We are not profiting from the sales of PPE through Project N95.

## **Ordering**

### **Adequacy of Project N95's PPE Supplies**

Project N95's suppliers for the items offered to AAPM&R members have committed to having stock available and will not run out before the order deadline.

### **Shipping Estimates**

All orders will ship on a rolling basis. Project N95 will update you with estimated arrival dates after the order has been placed. However, Project N95 cannot offer expedited shipping or guaranteed delivery dates at this time. [As has been widely reported](#), the same crisis that's caused shortages of PPE has also caused significant delays in logistics and shipping globally. Project N95 is offering a conservative timeline that considers the current level of variability in shipping estimates.

Members receive PPE orders via UPS ground within 5 to 7 business days. Orders to Hawaii, Alaska and Puerto Rico may experience longer shipping times. UPS is making every effort to adhere to shipping standards, but due to current circumstances, shipping timelines may vary.

Estimated shipping dates are as follows:

- N95 Respirators, Size S: **October 9, 2020**
- N95 Respirators, Size M/L: **September 28, 2020**
- Isolation gowns: **September 28, 2020**
- Face shields: **September 28, 2020**

### **Order Quantities**

Items are shipped in packages of multiple units. The minimum order any item is one package. The number of units per package and maximum order sizes are as follows:

- N95 Respirators, Size S: **20 per box; maximum 50 boxes**
- N95 Respirators, Size M/L: **20 per box; maximum 50 boxes**
- Isolation gowns, AAMI Level 1: **15 per bag; maximum 70 bags**
- Disposable face shields: **10 per box; maximum 60 boxes**

### **Completing Your Registration Form**

Project N95 uses the information collected on the registration form to create an accurate customer record for your PPE order. You may provide documentation of your tax-exempt status at this time.

### **Each PPE Item Must Be Ordered Separately**

The individual PPE items offered to AAPM&R members through this program are available through different suppliers. While we apologize for the inconvenience, placing separate orders for each item supports order aggregation, which improves inventory availability.

### **Order Confirmations**

After placing an order, AAPM&R members will receive an emailed confirmation notice from Project N95 with order details, the estimated shipping date and contact information for Project N95's support team. The notice includes a credit card receipt with transaction details and contact information.

### **Accessing Your Order Receipt**

The order confirmation email you received after purchasing a product includes a link to your order receipt. Click on the link to view, save, or print your receipt. A link to your receipt(s) will also be within your buyer page.

## **Order Problems and Support**

### **Canceling an Order**

You may cancel a processed order before Monday, August 31. Order cancellation refunds are applied to the credit card used to place the order within 2–3 business days after the cancellation request.

### **Changing an Order**

You may purchase additional units of any item by returning to your buyer page. To make changes to contact information associated with an order you have already placed, please contact support at [societies@projectn95.org](mailto:societies@projectn95.org). Shipping address changes incur a cost if the product has already shipped.

### **Returning an Order**

PPE orders cannot be returned in part or full. There are no refunds or replacements for used products. Project N95's refund policy is located on your Buyer's Purchase page, as well as [in Marketplace Terms and Conditions](#).

### **Returning Damaged or Defective PPE**

Damaged or defective goods can be refunded or replaced as requested by an AAPM&R member. Refunds are not offered for damaged or defective goods more than five business days after receipt of order. There are no refunds or replacements for used products.

### **Support Contact**

Contact the Project N95 support team staffed by volunteers via email at [societies@projectn95.org](mailto:societies@projectn95.org) with your questions for a response within two business days or less. You may also call us at (202) 849-9858, from 8 a.m. to 8 p.m. (CT) Monday through Friday.