



Frequently Asked Questions

USP Customers | New Payment Options

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ORDERING

Can I make a purchase on the USP Store in my local currency?

Purchases can be made using credit cards and electronic transfers by wire or ACH using USD, EUR, GBP, and CAD. The Chinese Yuan Renminbi (CNY/RMB) and Indian Rupee (INR) are ONLY available for bank/wire payments at this time. Please note that you must have a USP Store account and credit terms with USP to make an online purchase and payment using wire/bank transfers

What is the exchange rate used when making purchases in my local currency?

All pricing in the USP catalog is posted in USD and converted to the authorized currencies based on the conversion rate in place when a quote or order is created. Current conversion rates for these currencies can be found on the USP Store [here](#)

Are there additional fees for making purchases in my local currency?

No, USP does not charge additional fees for using your local currency, however, you will be responsible for any wire/transfer fees charged by your bank

QUOTES & INVOICING

How do I select/change my desired currency to Chinese Yuan Renminbi (CNY/RMB) and Indian Rupee (INR) for quotes, purchasing, billing, and payments?

A USP Store account and credit terms with USP are **REQUIRED** to use the Chinese Yuan Renminbi (CNY/RMB) and Indian Rupee (INR) for quotes, purchasing, billing and wire/bank transfers. Please allow for approximately 7-10 business days for USP to process your request(s). Processing times may vary based on volume of requests received. Once your Credit Application and/or Currency Change Request have been processed you will receive a confirmation notice from USP

New customers that do not currently have a USP Store account or have not made an account purchase in the last 3 years can take the following steps to elect their desired currency when creating a new USP Store account:

1. [Register for a USP Store Account](#). Please be sure to select No for the question, "Do you have an existing business account with USP?" and select your desired currency in the "Business Details" section.
2. **Verify your account** by logging into the email used to register your USP Store account and clicking the verification link contained in the email.

3. **Apply for credit terms** by logging in to your USP Store account and going to *Account Information > Payment Book > Line of Credit* and clicking the Credit Application button.

Existing customers that already have a USP Store account can take the following steps to submit a request to change their currency election:

1. **Apply for credit terms** by logging onto your USP Store account and going to *Account Information > Payment Book > Line of Credit* and clicking the Credit Application button (as needed).
2. **Download, complete and submit a [Currency Change Request Form](#)** to the USP Credit Department via email at credit@usp.org.

How often can I request a change in currency for wire payments, statements, and invoices?

You may only request one currency conversion per 12-month period (based upon the date of the prior election). You must submit a completed [Currency Change Request Form](#) to the USP Credit Department via email at credit@usp.org

Can I pay for purchases with a credit card if I select the Chinese Yuan Renminbi (CNY/RMB) or Indian Rupee (INR) as my elected currency?

No, USP does not currently support credit card payments with CNY/RMB or INR. If CNY/RMB or INR are your elected currency you are only able to make payments via wire/bank transfer which requires a USP Store account and credit terms with USP. Please note wire pre-payments are not accepted and wire payments are due following receipt of the billing invoice.

Are Authorized Distributors eligible to change their designated currency to Chinese Yuan Renminbi (CNY/RMB) or Indian Rupee (INR)?

Yes, Authorized Distributors can select CNY/RMB or INR as their designated currency either during account registration (new account / customer) OR submit a [Currency Change Request Form](#) to the USP Credit Department via email at credit@usp.org (existing account / customer)

When I submit a currency change request, will my previous and current/outstanding transactions, quotes, and other billing documents be converted to my newly requested currency?

No, all transactions created prior to the currency conversion date (including but not limited to invoices, credit memos, payment remittances) will remain in the original transaction currency and must be settled in that currency. Additionally, any existing quotes, that have not expired, will be honored only in the currency noted on the quote and items on back order will be invoiced in the original currency used for the purchase. All new transactions and quotes made from the currency conversion date and forward will be made in the newly selected currency.