

## Buyer FAQs

### What is included in the Zanzibar Managed Service?

The Zanzibar system has five core elements:

- A public sector marketplace - with hosted catalogues and the ability to '[PunchOut](#)' to external suppliers.
- An optional [P2P](#) system - for access to the marketplace via a web browser, for sending and receiving procurement documents such as [purchase orders](#), [invoices](#), [credit notes](#) and advanced shipping notices.
- A data warehouse containing information about all the transactions that have passed through Zanzibar.
- A supplier portal - enabling single point access for suppliers
- Integration facilities - allowing you and your suppliers to [integrate](#) existing eProcurement, finance and sales order systems with Zanzibar

The service includes technical integration, project management, training, [supplier enablement](#), change management support and ongoing licensing, access, and help desk support.

### Who can use the Zanzibar Managed Service?

Any UK organisation that receives public funding.

### Can any of my suppliers sign up for the Zanzibar Managed Service?

Yes, any of your suppliers that you wish can register on the Zanzibar Managed Service. This is called 'Sponsoring'. To learn more about supplier registration, please visit <http://www.procservice.com/solutions-and-services/supplier-registration.html>.

### Will my smaller suppliers be able to use the service?

Yes - suppliers only require a basic Internet connection to use the service. A full range of easy to use tools and a dedicated helpline are available to support them.

### How much does it cost my suppliers to join and trade with the Zanzibar Managed Service?

There are no joining, transaction or registration fees for suppliers who trade using Zanzibar.

### How can I make a business case for Zanzibar?

We are experienced in working with our clients to developing business cases based upon real savings and efficiencies being achieved by our customers. Many of these case studies are available at <http://www.procservice.com/our-customers/meet-our-customers>. We would also be delighted to share these with you and support you in making your business case.

### Can I add my supplier's catalogues into the Zanzibar Managed Service?

Yes - you can load your supplier's catalogues using a standard toolkit. After that the supplier can maintain the content (unless you prefer to do so). You will be able to check the changes a supplier wishes to make.

**I already use my supplier's eCommerce web site to place orders - can this be incorporated?**

Yes. Suppliers can either integrate their existing eCommerce websites with the [Zanzibar Catalogue System](#) or PunchOut from Zanzibar to the supplier's own web shop returning purchases through Zanzibar for formal purchasing approval.

**Can I order non-catalogued goods and services in Zanzibar?**

Yes - you can make requests for quotation to registered suppliers and send free text orders.

**Are there any special IT requirements for customers using the Zanzibar Managed Service?**

Zanzibar is designed to integrate with all existing technologies including Finance systems, ERP or eProcurement systems. A technical integration assessment will happen as part of the pre-implementation service to assess any specific security or access issues you have.

**How do I find out more information and request a demonstration?**

If you are a public sector organisation or supplier and want to find out further information about the Zanzibar Managed Service, please email [info@procserve.com](mailto:info@procserve.com) or telephone us on +44(0)20 7333 5444.

If you are a journalist, please email Cora Byrne or telephone: +44(0) 20 7881 3445.