

Supplier FAQs

Can any supplier sign up for the Zanzibar Managed Service?

No, suppliers are invited at the specific request of public sector buying organisations who have joined the marketplace.

What will joining Zanzibar Managed Service mean for a supplier?

The Zanzibar Managed Service is open to the whole of the UK public sector to buy goods and services from their suppliers online. It provides supplier "self-service" tools to allow you to trade online with your current public sector customers on Zanzibar and potentially market your service to new customers.

How long will it take to set up a business on Zanzibar?

This depends on how it will trade. Registration only takes minutes following acceptance of the Terms and Conditions of joining the Zanzibar Managed Service. Using the [Supplier Portal](#) to accept orders is a quick process to set up.

How are orders received?

An email notification is sent of orders awaiting receipt in the ProcServe Supplier Portal.

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

Suppliers only need access to the Internet via a PC to use Zanzibar. Suppliers can then select how to receive orders. It is recommended that they are received online in the Zanzibar supplier secure Internet site (via the Zanzibar Supplier Portal) so they can be managed all in one place. Orders can easily convert to order acknowledgements, shipping notes and invoices that can be transmitted electronically. Exceptionally fax or post can be used.

What support is available to help suppliers trade on the Zanzibar Managed Service?

ProcServe aims to provide as much support as possible for suppliers who are part of the Zanzibar trading community. For any queries or issues our Customer Service Desk is on hand by emailing suppliersupport@procserve.com or calling 0845 604 2328.

Do suppliers who supply more than one public sector organisation need to register and set up for each public sector customer?

No, you do not need to re-register on Zanzibar for each of your customers.

Why do suppliers need to provide a Dun and Bradstreet (D&B) D-U-N-S® number and how do they get one?

Every buyer and supplier organisation needs a Dun & Bradstreet number so that they can be uniquely identified in the system. There is no charge to obtain a D-U-N-S® number for joining Zanzibar. You can apply for a unique D-U-N-S® number on the Dun & Bradstreet website at <http://dbuk.dnb.com/english/default.htm>. Upon application to Dun and Bradstreet, it should take no

longer than about 10 working days to respond.