

Supplier FAQs

Is there assistance available for suppliers to code their catalogues with UNSPSC codes?

ProcServe is unable to code a supplier's catalogue with UNSPSC codes but we can assist you by directing you to the UNSPSC's website where you can search for codes of products and services.

Will I, as a small company be able to use the ProcServe Trading Network?

ProcServe Trading Network can be used by all organisations irrespective of their size. Suppliers only need access to internet via PC to register for ProcServe Trading Network.

We provide services. How is this managed within the ProcServe Trading Network?

Managing services within ProcServe Trading Network is quite easy. Instead of a product catalogue a keyword catalogue can be provided where individual line items can comprise of per hour charge and telephone number to call for getting quotes. We do provider user guides to help you complete a service catalogue.

What are the benefits for suppliers using the ProcServe Trading Network?

Suppliers get comprehensive benefits by using ProcServe Trading Network. They can achieve cost savings by operating in a completely paper free environment, thereby reducing the postage costs along with making transactions quicker and efficient. ProcServe Trading Network presents suppliers with greater business opportunities thereby helping them increase their market penetration and development. And above all joining ProcServe Trading Network is completely free for suppliers.

I'm a supplier - how do I join the ProcServe Trading Network?

Suppliers can only join the ProcServe Trading Network on invitation by a buying organisation with which they have a trading relationship.

How do suppliers promote their association with the ProcServe Trading Network?

Suppliers on the ProcServe Trading Network can promote their products and services by various means. Uploading high quality content on the marketplace along with providing a detailed profile is one of the ways of doing so. Suppliers also can socialise their association with ProcServe Trading Network with their buyers and potential buyers by listing it on their website, email communications etc.

How long does the registration process take?

The registration process takes approximately 5 to 8 minutes.

How much does it cost to join and trade with the ProcServe Trading Network?

There is no charge to suppliers for using the standard ProcServe Trading Network service.

How do suppliers receive orders?

Suppliers can receive order in one of the following ways:

- ? Opt for orders to be emailed to them in PDF format
- ? Login to Supplier Portal to retrieve orders
- ? Receive orders directly to their desktop by SP Connect functionality
- ? Opt for back office integration and receive orders to their back office systems

Are there any special IT requirements for suppliers using the ProcServe Trading Network?

There are no special IT requirements for suppliers for using the ProcServe Trading Network except that they should have access to a computer and the internet.

We already have an eCommerce/trading website and want to use this to trade with our customers, can we do this?

Existing eCommerce/trading websites can be used to trade by using the PunchOut functionality provided by the ProcServe Trading Network, the pre-requisite being that the supplier's website should be able to accept cXML messages.

I supply more than one Public Sector organisation. Will I need to go through this all over again for those organisations?

No, there is no need to go through the registration process again if you supply to more than one public sector organisation. You will already be listed in the supplier directory.

I have been asked to supply a Dun & Bradstreet D-U-N-S® number. How do I get one?

A D-U-N-S® number can be applied online on Dun & Bradstreet website and also by calling Dun & B radstreet. Please visit www.dnb.co.uk/duns-number.asp for more information.

I am interested but I would like to see a demo of the system first. How do I schedule this?

Please contact ProcServe by emailing info@procserve.com.

Is there any training sessions that are not on the Internet?

ProcServe hosts a number of complimentary supplier events throughout the year, including in-person events in London and Manchester and also monthly webinars. Please visit www.procserve.com/news-and-events/events.html for more information.

What happens if I forget my login, who do I contact?

Forgotten passwords can be retrieved via the forgotten password link on the buyer portal. ProcServe Service Desk can be contacted to help with forgotten logins and passwords.

We do not have set prices for our products and run special offers on a regular basis, how will the system incorporate this?

Frequently changing prices and special offers are best incorporated in the ProcServe Trading Network through PunchOut.

Our customers use PCards. Does this system have the capabilities to cope with this?

ProcServe Trading Network does support the use of Government PCards.

What happens with the catalogue when we are out of stock, is there a method we can inform our customers once or even before they have ordered?

Currently there is no means to inform your customers about out of stock product.

We have a catalogue where some items are contracted, how can we identify these?

A separate catalogue is recommended for contracted items ensuring that catalogue is viewed only by the intended buying organisation.

We have separate pricelists dependent on customers can we load more than one catalogue?

It is possible to upload one than one catalogue for separate customers.

We get hundreds of orders a day; does this mean that we will get hundreds of emails asking us to log on?

Suppliers decide on the best option for order delivery based on their needs if they get many orders a day they can consider back office integration with ProcServe Trading Network which will directly bring the orders to their back office system and avoid them getting hundred emails a day.

What reporting methods does it give us?

The supplier portal provides reporting functionality which can be used by suppliers to generate and schedule basic reports

Can we as a supplier see what the buyer will see (regarding our catalogue)?

Suppliers are unable to see their catalogues as buyers see it on the ProcServe Trading Network, although we can send suppliers a screen shot of their catalogue as it appears to buying organisations.

Who has control over what customers can see our catalogue?

Users from buying organisation with administration rights for the ProcServe Trading Network set up the classification views for the catalogue access thereby controlling catalogue view.

Is there a section on ProcServe Trading Network where we can put a description/blurb of our company?

A Description /blurb of company can be provided in the supplier profile which is displayed in the supplier directory. Each supplier in the system has a profile page which is visible to all buying organisations using the ProcServe Trading Network.

What is the difference between Bronze / Silver / Gold suppliers on the ProcServe Trading Network?

Bronze: Suppliers who have signed the supplier agreement and are registered on the ProcServe Trading Network.

Silver: Suppliers with catalogues on the marketplace, this catalogue could be for any buying organisation.

Gold: Suppliers who provide content and have back office integration with the marketplace.