ProcServe

Frequently Asked Questions for Suppliers

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1.1   Questions about the Benefits of eProcurement

What are the benefits for suppliers using the ProcServe Trading Network?
Suppliers receive comprehensive benefits by using the ProcServe Trading Network. They can achieve cost savings by operating in a completely paper free environment reducing postage costs and making transactions quicker and more efficient. The ProcServe Trading Network provides suppliers with greater business opportunities, helping to increase their market penetration and development. And above all joining the ProcServe Trading Network is free for suppliers.
To calculate your potential business and environmental savings for using eInvoicing and eCatalogues use our calculators which can be found at the following link;
http://www.procserve.com/documents/supplierbenefits

1.2   Questions about Registration

I'm a supplier – how do I join the ProcServe Trading Network?
Suppliers can only join the ProcServe Trading Network on invitation from a buying organisation with which they have a trading relationship.

How long does the registration process take?
The registration process takes less than 10 minutes to complete.

How much does it cost to join and trade with the ProcServe Trading Network?
There is no charge to suppliers for joining the ProcServe Trading Network and there are no hosting or transaction fees.

I am interested in registering but I would like to see a demo of the system first. Can I see one?
Video's and recorded webcasts can be viewed at the following link;
http://procserve.com/library/

I have been asked to supply a Dun & Bradstreet DUNS number. How do I get one?
DUNS number can be applied online on Dun & Bradstreet website (www.dnb.com/uk) and by calling Dun & Bradstreet at 0870 243 2344.

I'm a small company. Will I be able to use the ProcServe Trading Network?
ProcServe Trading Network can be used by all organisations irrespective of their size. Suppliers only need internet access to register for the ProcServe Trading Network.

I supply more than one organisation. Will I need to go through this all over again for those organisations?
No, there is no need to register again if you supply to more than one organisation on the ProcServe Trading Network. Registering for one marketplace gives you access to all the other marketplaces. However if you are providing catalogues for your customers you will need to provide a catalogue per customer organisation.

So does this mean I will need to operate both traditional and eEnabled systems to trade with all the government departments I supply?
You may need to operate both traditional and enabled systems with all the clients you supply as some of them are yet to start electronic trading using ProcServe Trading Network.

We don't have a computer. Can we use the ProcServe Trading Network?
It is not possible to trade on the ProcServe Trading Network without access to a computer.

We have many branches that receive and manage their own Orders from customers. How should we register?
There are 2 ways you could look at this;
1. Register individual branches. As these accounts would not be linked in any way they would be seen as separate entities. A unique DUNS number would be required for each branch. You would need to provide catalogues accordingly. If you are eInvoicing you must make sure your registered address is on the invoice to ensure you adhere to HMRC regulations. Your branch must be identified as a branch within the Company name. You will also need to ensure your customers send orders to the correct branch.
2. You could register once and route the Orders internally to the correct branch.

1.3   Questions about Providing Content

We provide services. How is this managed within the ProcServe Trading Network?
Managing services within the 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. Suppliers are provided user guides to help them complete a service catalogue.

We already have a website and want to use this to trade with our customers. Can we do this?
Suppliers with existing eCommerce websites can take advantage of PunchOut functionality, so long as the supplier's website can accept cXML messages and return electronic shopping baskets.
If your website does not have these capabilities you may want to consider developing your site.

Is there assistance available for suppliers to code their catalogues with UNSPSC codes?
ProcServe can provide assistance in coding a supplier's catalogue with UNSPSC codes but only as a chargeable Value Added Service. Suppliers can utilize a free look-up facility on the UNSPSC website to search for the codes of products and services.

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?
We do have the ability to integrate our catalogue management system with supplier finance / stock management systems. This functionality is offered as a value added service and the scope of the work required and therefore cost to achieve this integration cannot be determined without substantial investigation. The functionality allows communication between systems thus enabling customers to view information relating to product stock levels.

We have separate price lists dependent on customers can we load more than one catalogue?
Within the ProcServe Trading Network suppliers do have the ability and facility to upload multiple catalogues. Suppliers can upload one catalogue that can be made available to multiple buying organisations (multi-buyer catalogue) or suppliers can upload more than one catalogue. This means that suppliers have the ability to upload separate catalogues for separate buying organisations This is particularly useful if a supplier has a contract / pricing agreement in place with a specific buying organisation but doesn't want to extend the terms and contents of the agreement to other buying organisations. The supplier can also enter a contract reference number within the relevant catalogue.

We have a catalogue where some items are contracted, how can we identify these?
You can populate the Contract reference fields in the ProcServe Catalogue Builder to identify that your item is on contract through an icon and also the reference can be entered.

Can we as a supplier see what the buyer will see (regarding our catalogue)?
Suppliers are not currently able 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. This is something that we are working to improve.

Who has control over what customers can see our catalogue?
Users from Buying organisation with Administrative Access to access the ProcServe Trading Network set the classification views for the catalogue access, thereby controlling who can view the catalogue. Additionally, when you load your catalogue, the Header Data will be populated with the Buying organisation details for which it belongs ensuring that other Buying organisations will not see the content in that catalogue.

Our Delivery charges are based on Customer location, how can your Catalogue system manage this?
If you are providing PunchOut, delivery cost will be calculated in your own environment. The shopping basket with delivery charge is them brought back to the buyers system for approval.
Within the ProcServe Catalogue Builder there is no calculation for delivery charge by location. Currently there are 2 delivery charge options;

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1. Flat fee rate.
2. Variable amount depending on the total of the shopping basket.

1.4   Questions about Receiving Orders and RFQs

How do suppliers receive orders?
Suppliers can receive orders in any of the following ways:

- opt for orders to be emailed to them in PDF format;
- login to the Supplier Portal to retrieve orders;
- receive orders directly to their desktop by spConnect;
- opt for back office integration and receive orders directly to their back office systems.

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 send orders to their back office system and avoid them getting hundred of emails a day. Suppliers can also use our spConnect software which allows suppliers to remotely download their orders to a local desktop computer and upload invoices.

What of our payment conditions, we would like to continue our policies, how will this aspect be affected?
Your payment conditions remain unaffected whilst trading via ProcServe Trading Network; they are a separate commercial relationship between you and your customer.

1.5   Questions about Training

What training is provided?
ProcServe run quarterly bitesize training sessions which are held online. Visit our website www.procserve.com for more information in the 'Events' section (http://procserve.com/news-and-events/events.html).

Are there any training sessions that are not on the internet?
ProcServe do not run live training sessions. Generally a Buying organisation will run Supplier Forums, with the help of ProcServe, to give suppliers a better understanding of the ProcServe Trading Network and its benefits. Please visit our website www.procserve.com for more information in the 'Events' section (http://procserve.com/news-and-events/events.html) or contact us at info@procserve.com.

1.6   Questions about Technical Issues

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

Where can I find out more information about cXML / XML?
You can get more information about cXML and XML on our website. Please visit www.procserve.com/documents/SupplierIntegration for more information.
cXML is an international standard for sending messages between applications and networks, particularly those that operate over the internet. cXML is designed specifically for business-to-business (B2B) eCommerce.

Where can I find out more information about Supplier Web Services (SWS)?
You can get more information about Supplier Web Services on our website. Please visit www.procserve.com/documents/SupplierIntegration for more information.

1.7 Questions about Marketing Your Company

How do suppliers promote their association with ProcServe Trading Network?
Suppliers on the ProcServe Trading Network can promote their products and services by various means. Uploading high quality content on the ProcServe Trading Network along with providing a detailed profile is one of the ways of doing so. Please use the help and information sections in the ProcServe Catalogue Builder and the guidance on our website (http://www.procserve.com/documents/SupplierAccounts) to achieve high quality content and Supplier Profiles.
Suppliers also can socialise their association on the ProcServe Trading Network to their buyers and potential buyers. ProcServe provide template emails and Presentation slides for Suppliers to use when discussing the ProcServe Trading Network with their customers. Suppliers can find these documents at the following link.
http://www.procserve.com/documents/gettingintouchwithyourcustomers

Is there a section on ProcServe Trading Network where we can put a description/blurb of our company?
Information about your company can be provided in your Company (Supplier) Profile which is displayed in the Supplier Directory. Each supplier has a profile page which is visible to all buying organisations using the ProcServe Trading Network. A guide can be found at the following link.
http://www.procserve.com/documents/SupplierAccounts

1.8   Sundry Questions

What happens if I forget my login. Who do I contact?
Forgotten passwords can be retrieved via the forgotten password link on the ProcServe portal. The Service desk can also be contacted to help about forgotten logins and passwords. You can reach the Service desk at 0845 604 2328 or by email at suppliersupport@procserve.com.

Where can I find further information about the ProcServe Trading Network?
Our website contains details about the ProcServe Trading Network, our customers, all Supplier Brochures, guides and manuals.
For further details about what the ProcServe Trading Network is follow this link;
http://www.procserve.com/solutions-and-services/

For further details on our customers follow this link;
http://www.procserve.com/our-customers/our-customers.html

The following link contains Supplier specific documentation;
http://www.procserve.com/documents/InformationForSuppliers

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