

Bulletin issue 18-Special

[Central Procurement Office Website](#)

These web pages provide up-to-date information on University Procurement processes. Also available on these pages are guidance notes, terms and conditions, latest news and Procurement contact details.

HEContracts

HEContracts is a searchable contract database owned and managed by the HE Sector where you can find contract information for all contracts available for use by University staff.

<https://www.hecontracts.co.uk/>

Environmental Sustainability

The University has a mission by 2020 to be recognised globally for the excellence of its Research, outstanding learning and student experience, and social responsibility. Our vision is for the University to use its full range of knowledge and influence to support a world that is environmentally sustainable. For more information and advice on Environmental Sustainability, please visit

<http://www.sustainability.manchester.ac.uk/>

Feedback and Update from the eMarketplace Training Sessions

Over 500 colleagues attended training sessions for the eMarketplace held on 23rd and 24th April and we felt that it would be worthwhile reporting back on some of the issues raised hence this special edition of UniSource.

Our eMarketplace provider is *Advanced* – formerly known as *Science Warehouse Limited* – their system is used across the University for routinely purchased items and is available only for contracted suppliers and products able to provide a suitable catalogue.

The eMarketplace is not *Amazon* or *Google* and is not intended to replicate either of these platforms. We recognise that the system isn't perfect but over 50% of the University's orders (by volume) were processed through eMarketplace last year saving huge amounts of time and effort. We will continue to work with *Advanced* and suppliers to improve the experience of using the system.

Feedback

Thank you to everyone who took the time to provide feedback. We are really grateful as more than 20% of you did this. The training was designed to cover the range of users (new, experienced, scientific and general) and as a result your experience was mixed: some of you liked the sessions and content whilst a number of you did not. However we have taken on board your comments and will adapt any future training to ensure that it is more focussed, individually relevant, doesn't take up too much time and allows system access for hands on experience rather than being a lecture.



For those of you who prefer to work through things off line, and at your own pace the following 3 webinars are now available to allow you to do this via the following link:

<http://www.finance.manchester.ac.uk/training/systems/oraclefinancialstraining/>

Training Courses	
CFOP2PREQ	Raising Requisitions (Oracle Financials)
CFOP2PAPR	Approving Requisitions (Oracle Financials)
CFOMDSU	Master Data - Viewing Suppliers Details
Webinar	End User
Webinar	eOligos
Procure to Pay Webinar	eQuotes

For the best results when using the system **two** key actions will help:

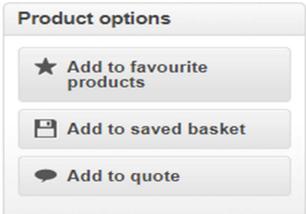
- Remember to change your search results preferences to sort by 'Price Low – High'



- If you purchase the same items frequently save them to a shopping basket, or add them as a favourite product; this makes ordering easier and automatically ensures that any change in price is updated, your saved baskets and favourite products can be accessed via the homepage from the following links:



To add items to a saved basket or to your favourite products you will need to select an item and click to open and view it, the product options are on the right side of the page.



You can create and save multiple baskets, there is the option to share your saved baskets with colleagues and favourite products will all appear listed within Favourite Products link.

Specific Issues

You raised a number of specific issues about the eMarketplace and a summary and response to these is provided below:

1. Catalogues

eMarketplace is not designed to host the entire catalogue range of contracted suppliers; only items for which they are contracted. Ideally these should also be items that we buy regularly and in big quantities. We currently have 4.7 million items on the catalogue but we purchased only 100,000 of these last year! Having millions of items on the catalogue that we rarely buy is administratively burdensome (for us and our suppliers), complicates searches and impacts on effective use of the system.

We are working with suppliers to make their catalogues more relevant to what we purchase at the University. This means that catalogue sizes should reduce but products will be easier to find. If a supplier is on eMarketplace but the product you want is not you should raise an RFQ (see item 5 below) in the first instance. If you are likely to need item(s) on an on-going basis you should contact us so that these can be added to the supplier catalogue.

2. Product Information (especially pictures)

Improving the quality of supplier catalogues is an on-going piece of work. Both *Advanced* and ourselves are encouraging suppliers to ensure that images and product information are included to improve access to information when purchasing decisions are made. We continue to work with suppliers to remove additional charges (including delivery charges) and to ensure that prices are clear and transparent; over time we expect to remove any items listed as 'POA'. Ultimately suppliers control the content of their catalogue including categorisation of their products; if you find anomalies with items (e.g. related items are missing; you can see a lamp but not the bulb associated with it) please let us know so that we can take it up with the supplier.

3. Punch-out

The system currently has one direct punch-out to a supplier website; additional punch-outs are being investigated but are slow to develop due to commercial and technical barriers. It is likely that this functionality will increase over the next few years allowing improved comparison of products and prices. The eOligo Module offers this functionality in building bespoke oligos direct from a supplier website which can then be ordered through eMarketplace. The item can be saved and reordered, or altered as required.

4. Ordering and Stock

Catalogues on eMarketplace contain live data and pricing but it is not (unlike a website) always real time information. Catalogues are updated frequently and so should be up to date. Where a price changes and the update is not received in a timely manner suppliers should honour the price on the system. Occasionally items might be out of stock and may either be substituted or supplied at a later date. However, if this occurs frequently please alert us to the issue.

When searching the catalogue it is possible to purchase a basket of items from multiple suppliers at one time, raising many lines to different suppliers; Oracle will then auto-create the PO and eMarketplace will send to the correct supplier.

5. Request for Quote (RFQ)

As outlined above we will not be hosting every catalogue item for every supplier on eMarketplace – this is not its purpose. However, we would encourage use of users to use the RFQ facility where required. This is

suitable for requesting prices from several suppliers for an item (e.g. a piece of equipment), or for ordering a known item from an eMarketplace supplier which is not on their hosted catalogue, or where an order for a significant volume of an item is required which does not already have a bulk price break quoted. The RFQ should not be used to try and improve the price you see on the eMarketplace – prices hosted are not benchmarks to be beaten.

We do not use the system daily – do not rage in silence – please let us know:

It will help us to improve the content and management of the system if you alert us to issues when you experience them, you can do this by using the feedback button in eMarketplace: Feedback link at bottom of home page



You raised a number of specific issues about non-marketplace items and a summary and response to these is provided below:

1. Single use plastics

Food on Campus has committed to the 2020 Plastic Free Greater Manchester pledge. A number of actions are already underway to meet this target:

- All takeaway food packaging is *vegware* which is a plant based product rather than plastic and is 100% compostable
- Plastic cutlery is currently being phased out and replaced with *vegware* alternatives
- Plastic straws are now only available on request and are also compostable
- Cup re-cycling is not currently available as part of our waste stream management but takeaway cups are biodegradable and *vegware* replacements, for plastic, are currently being introduced for water fountains
- A 20p discount is offered for customers who chose to use their own cup when purchasing hot drinks from campus outlets.

Aside from catering we are in on-going dialogue with all our contracted suppliers to reduce and ultimately remove single use plastics from products and packaging. The recent government announcements help with this but supply chains will take some time to adapt to these changes.

2. IT purchases

We are currently working with colleagues within IT Services to look at what is available on eMarketplace and how this may be made more easily accessible. The aim is to simplify the ordering of routine IT equipment consistent with ensuring that any such items purchased are logged and imaged appropriately by ITS.

3. Stationery

We have been made aware of some issues with orders from Banner the nationally contracted HE stationery supplier. We have recently issued a separate survey to gather hard data on performance issues which we can take back to Banner. This will be used to put in place an effective remedial action plan. Banner is not a sole supply agreement we also have two alternative local stationery suppliers (Chariot and Egan Reid) with catalogues on eMarketplace.

Areas of Interest

We asked if you would be interested in working with us as part of the Category and Demand Management approach aimed at simplifying and streamlining buying across the University, driving additional value with

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our contracted suppliers whilst also supporting our sustainability objectives. Over 50 of you expressed a willingness to do this and we would love you to get in touch as follows:

- 16 people are keen to work with us on furniture – please contact Simon Ross;
simon.ross@manchester.ac.uk
- 15 people are keen to work with us on PPE (gloves/lab coats etc.) – please contact Paul Carter;
paul.carter-2@manchester.ac.uk
- 24 people are keen to work with us on printing – please contact Janet Lewis;
janet.lewis@manchester.ac.uk
 - 18 people are keen to work with us on confidential waste – please contact Charlotte Hardman;
charlotte.hardman@manchester.ac.uk
- 14 people are keen to work with us on water coolers – please contact Nichola Gill;
Nichola.Gill@manchester.ac.uk

To the colleague who is able to source chemicals cheaper than our contracted suppliers please do contact Paul Carter above to discuss.

If you would like any further help or assistance please feel free to contact us:

- Phone: 0161 275 2160
- Email: procurement@manchester.ac.uk

Alternatively you can provide feedback through:

- eMarketplace : Feedback link at bottom of home page



- HEC: www.hecontracts.co.uk/
- Our webpages: <http://www.procurement.manchester.ac.uk/>

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