

## Questions and answers from the Get to Know the Marketplace webinar 21<sup>st</sup> February 2019

Q: What is "standard" category?

A: Standard is the default category for items that have not been classified on the advanced portal.

Q: We have found difficulty in finding decent products at decent prices. It is better to buy off Amazon or ebay and claim back through petty cash....

A: Please provide examples and suppliers so we can try to resolve the issue/ communicate back with the suppliers.

Q: Is there not a minimum spend on the marketplace even if free delivery is offered?

A: it is recommended to raise orders at a sensible value level, as suppliers still have costs to supply. The recommendation is to try to consolidate your order with others within your team or build up a basket (using saved basket function) throughout a day or so.

Q: Will VAT be auto added when you checkout as long as you have selected the correct tax code?

A: The oracle IProcurement system drives the Vat rate.

Q: Why do some suppliers accept orders from the market place and then an email is sent through from the supplier advising item "not accepted". It takes time for us to go back and amend the order and reprint the PO. Lots of timewasting!

A: Please provide examples including supplier name, order number and products ordered and report back to [UFS\\_helpdeskhub@admin.cam.ac.uk](mailto:UFS_helpdeskhub@admin.cam.ac.uk)

Q: How can you have shared baskets unless of course you all purchase from the same codes?

A: shared baskets can be shared by name of person ....ideally within your group. Codes are allocated once basket is back in Oracle

Q: If we need products that are not on the market place can we ask Procurement to research and potentially get suppliers added?

A: Contact Procurement general enquiries : [procurement.services.enquiries@admin.cam.ac.uk](mailto:procurement.services.enquiries@admin.cam.ac.uk) for further guidance

Q: Why is a particular supplier not a preferred supplier?

A: Preferred suppliers are those suppliers who have been awarded a University wide competitively tendered contract. Contact Procurement general enquiries : [procurement.services.enquiries@admin.cam.ac.uk](mailto:procurement.services.enquiries@admin.cam.ac.uk) for further guidance