

FAQs for suppliers

General Information

Q1: What is the Unimarket Project?

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General Information

Q1: Why is the University of Otago doing the Unimarket Project?

A: The University of Otago’s Unimarket Enhancement project seeks to replace a number of disparate purchasing systems with a single modern user-friendly purchasing tool: the Unimarket platform.

The University has chosen to extend and enhance the use of Unimarket across its wider divisions because of the many benefits it will bring.

Q2: When is the University rolling out Unimarket/when is Go-Live?

A: We don’t have an exact date at this stage but it is likely to be in early 2023. We will provide further updates closer to the time.

Q3: Who is Unimarket?

A: [Unimarket](#) is a purchasing software company based in Auckland, New Zealand.

Q4: What is Unimarket eProcurement?

A: Unimarket eProcurement is a cloud-based platform to manage the purchasing process from start to finish.

Within the platform University staff will create purchase orders, obtain required approvals, send orders to suppliers, manage order receipting, and manage invoice payments.

Q5: Is Unimarket’s eProcurement platform similar to other purchasing/procurement platforms?

A: There are many players in the market for purchasing tools globally, with the majority sharing common features and functionality.

Ariba, Proaxis, SAP, and Oracle are some other companies to offer similar solutions.

Supplier Registration

Q6: What is supplier registration?

A: All suppliers of goods or services to the University of Otago are requested to register as suppliers on the Unimarket platform.

Registering with Unimarket allows suppliers to supply and manage their business details (trading name, bank account, GST number etc.), interact with Purchase Orders raised by customers, invoice against orders, and have visibility of their transactions in real time.

Q7: How do suppliers register with Unimarket?

A: Unimarket will send all suppliers to the University of Otago a link asking them to register. Documentation and support will be provided to support the supplier registration process.

Q8: If a supplier is registered with Unimarket for an existing customer, do they need to register again to connect with University of Otago?

A: Suppliers only need to register once on the Unimarket platform, and this single registration can be connected to multiple customers.

Q9: How do suppliers interact with different customers on the Unimarket platform?

A: Suppliers can be connected to multiple customers on the Unimarket platform.

Each customer needs to 'invite' the supplier to connect to their Unimarket community.

If a supplier uses more than one currency or has more than one bank account, a supplier registration is required for each currency/account.

Q10: A supplier has multiple GST numbers, multiple bank accounts or deals in different currencies. How does the Unimarket platform handle this?

A: Each Unimarket supplier can only have a single GST number, bank account number and a single currency.

A separate supplier portal is required if the GST number, bank account number or currency varies between different parts of the supplier's business.

Q11: A supplier has multiple offices in different cities, so different staff will be handling ordering and invoicing across different branches. Can a supplier set up multiple logins for staff at different locations or in different roles?

A: Yes. Unimarket supports multiple logins for each supplier.

Staff from different locations performing different roles such as managing orders, invoicing, or updating bank account details for example can log in as individual users to their company's supplier account to carry out those functions.

Audit records are kept on which user completed an action, for example who input an invoice or updated a supplier catalogue.

Q12: What information is required to register as a supplier on Unimarket?

A: Unimarket requires information normally provided on a new creditor form. The registration process takes suppliers through this information.

Details requested include Company Trading Name, Company Legal Name, NZBN, GST number, contact details (address, phone, email address for different functions), and bank account number including verification documentation.

Please note this list is not exhaustive.

Q13: Can a supplier change their details via their supplier portal? For example, change their bank account details?

A: Yes – a supplier can log into their supplier portal and change their company details. This action updates all customers connected to the supplier on Unimarket.

Unimarket Supplier Types

Q14: What is a Registered Supplier in Unimarket?

A: A Registered Supplier is a supplier that has registered for a Unimarket supplier portal.

Purchasers on the Unimarket platform can request quotes from and create Purchase Orders from Registered Suppliers.

Registered Suppliers are able to update their company details, submit quotes, view Purchase Orders, and invoice customers in Unimarket.

There is no cost associated with becoming a Registered Supplier.

Q15: What is a Premium Supplier in Unimarket?

A: A Premium Supplier has all the functionality of a Registered Supplier (see Q14 above) and can additionally create catalogues of items on offer, and integrate with a supplier's backend systems (automated sales order entry, invoicing, catalogue management etc.).

There are fees for becoming a Premium Supplier, which are detailed in Q37 below.

Purchase Orders

Q16: Is a Purchase Order number required for all invoices?

A: Yes.

University Procurement policy requires that all invoices quote a valid University Purchase Order (PO) number.

This ensures that expenditure is appropriately authorised and allows efficient and expedient processing of invoices.

Invoices submitted without a valid PO number take significantly longer to process, which results in delayed payment to suppliers.

Q17: Are Purchase Order numbers autogenerated by Unimarket?

A: Yes.

When University staff create a requisition for goods or services, this is automatically sent to obtain any approvals required.

When final approval is completed, the requisition becomes an approved Purchase Order (PO), and a PO number is created.

The approved PO is sent to the supplier for processing.

Q18: How many invoices can be submitted against a single Purchase Order number?

A: Many.

Unimarket allows a single PO to be matched against any number of invoices.

Q19: What charges can be put on a Purchase Order (PO)?

A: POs in Unimarket can be used for any supply of goods or services that an invoice could be issued for.

Q20: How are orders created in Unimarket?

A: There are many ways an order can be created in Unimarket.

Suppliers can upload catalogues detailing which products or services they offer which Unimarket users can search, use to locate what they need, and add to their shopping cart from.

Suppliers can also upload quotes which can be accepted by users, which by doing so adds products to a cart.

Unimarket users can also manually key lines into a Purchase Order in Unimarket and add these manually created lines to their shopping cart.

A shopping cart is then checked out and internal accounting details are added to the lines which results in a requisition to be approved.

An approved requisition becomes a Purchase Order and a PO number is generated and sent to the supplier.

Q21: How can a supplier request a Purchase Order when they need to invoice the University?

A: The University should supply a PO upfront when requesting goods or services.

If no PO is supplied, suppliers should contact the University staff member responsible, letting them know that they need to invoice the University for a good or service (often a membership, subscription, or other recurring charge).

The University staff member or a delegate will then create a requisition in Unimarket, which once approved will become a PO enabling a supplier to invoice against that PO number.

Invoicing

Q22: How do suppliers submit invoices to the University using Unimarket?

A: Unimarket's Supplier Portal allows suppliers to find the relevant PO and invoice against that PO.

This process allows suppliers to key their invoice number, invoice date, and payment date, select which line(s) of the PO they want to invoice, and upload a PDF of their invoice.

Invoices in Unimarket show invoice processing status in real-time, so suppliers have an increased level of transparency around their invoices.

Invoices submitted via Unimarket are processed for payment much faster than previous processes, which will result in faster payment of invoices.

Q23: Does Unimarket support electronic invoicing via PEPPOL?

A: No, but work is underway within Unimarket to support PEPPOL integration in 2023 at the time of writing.

Q24: Is uploading invoices to Unimarket compulsory, or can we still send invoices to a generic email address?

A: We ask that suppliers submit their invoices through Unimarket.

This will benefit both suppliers and the University as the invoice process is simplified leading to faster payment.

For suppliers who send a small number of invoices to the University per annum (e.g one or two invoices per month), we ask you please to email these to Accounts Payable for processing.

Please note this is a limited exception for low volume suppliers.

Q25: What if the Purchase Order and the invoice are not a perfect match?

A: Unimarket has functionality to handle differences between purchase orders and invoices using a review workflow, where the PO owner is notified that an invoice has been submitted that does not match the PO.

The PO owner can Accept or Decline an invoice.

Declining an invoice requires that comments are entered detailing the issue with the invoice, which are sent to the supplier so any issues can be addressed.

Financial re-approval may be required to authorise additional costs invoiced.

Q26: Will the University's existing terms (payment dates etc) still apply for invoices processed via Unimarket?

A: Yes.

Existing Accounts Payable terms continue to apply.

See [Creditor Deadlines and Payment Dates](#).

Quotes

Q27: How does the Request for Quote (RFQ) function work in Unimarket?

A: University staff start the RFQ process inside Unimarket by completing details of what good or service they would like quoted, when quotes are required, and then selecting which suppliers they would like to send the RFQ to.

Suppliers are able to Accept or Decline the invitation to submit a quote.

If an RFQ is accepted, then the supplier has until the due date to provide their quote.

Suppliers enter goods and/or services details they are quoting for into Unimarket, with this detail becoming the PO lines when their quote is accepted by the RFQ initiator.

Q28: Can the Request For Quote (RFQ) function handle attachments?

A: Yes.

Attachments are supported by Unimarket RFQ functionality.

Documents including plans, drawings, and specifications can be attached to assist a supplier in quoting. Suppliers can also attach documents with their RFQ response which might be a PDF version of the quote from the supplier's systems, or other supporting documentation.

Q29: If multiple suppliers are invited to quote, who can see what?

A: Suppliers can see their own information via their supplier portal.

When more than one supplier is invited to quote, each supplier only sees their own invitation.

Any quotations provided by suppliers are visible only to the University staff member who created the Request For Quote and to other University staff with appropriate access (e.g Procurement, Supply Chain, Accounts Payable, auditors etc.).

Q30: Will Unimarket be used for other Request for (RFx) processes like Requests for Information (RFI) or Request for Tender (RFT)?

A: Unimarket's quote functionality will only be used for simple sourcing activity.

Formal tenders will continue to use the existing process and be advertised on the [Government Electronic Tender System \(GETS\)](#) as required by the [Government Procurement Rules](#).

Catalogues – Premium Suppliers only

Q31: What is a Unimarket catalogue?

A: Unimarket provides functionality for a supplier to maintain product catalogues that purchasers can buy from using a Purchase Order (PO).

There are several types of catalogue suppliers can use depending on what technology they have available: hosted catalogue or roundtrip.

Note that catalogue functionality is only available to Premium Suppliers (see Q15 for definition of a Premium Supplier).

Q32: What is a hosted catalogue?

A: A hosted catalogue details items offered by a supplier for purchase.

The most common method of loading a hosted catalogue is by using a CSV catalogue template provided by Unimarket, completing details of the items on offer (with details including a combination of catalogue number, description, and unit price).

Suppliers can choose to supply minimal information, or provide more details including additional item information text, links to websites, and pictures of products.

Providing additional detail assists the purchasers to determine they are buying the right product.

See Unimarket's Supplier Help article [Creating / Uploading a Standard \(Hosted\) Catalog](#).

Note that catalogue functionality is only available to Premium Suppliers (see Q15 for definition of a Premium Supplier).

Q33: What is a roundtrip?

A: Unimarket can integrate with a supplier's existing e-commerce website, with this integration referred to as Roundtrip functionality.

This provides a richer user experience, with more product details available than with hosted catalogues.

Some suppliers show what stock is available from their store and can advise approximate delivery times.

Note that catalogue functionality is only available to Premium Suppliers (see Q15 for definition of a Premium Supplier).

Q34: How are catalogues kept up to date (pricing changes, new products, discontinued products)?

A: Suppliers can update their catalogues using their Unimarket Supplier portal.

Updates are generally handled in bulk by CSV import, but suppliers can also add/amend/remove individual items inside the Unimarket supplier portal.

Please see Unimarket's Supplier Help article [Adding, Editing and Deleting Catalog Products](#).

New and updated catalogues go through an approval process on the customer side before being published/made available for purchasing on Unimarket.

Q35: If a supplier is already on Unimarket with catalogues, can the University of Otago see the existing catalogues which have been created?

A: Suppliers need to upload a catalogue for each customer on Unimarket.

This allows for different pricing per customer.

The content of the catalogue can be identical (with the same data uploaded for more than one customer), but each catalogue links to a single customer.

Q36: Is catalogue pricing GST exclusive?

A: Yes.

Q37: Often items can be described in different ways or have very similar names and catalogue numbers. Can additional details be loaded to assist in selection of the correct item?

A: Yes.

Unimarket support keywords, external links to additional information, additional description text, product images etc in catalogues to assist with search and selection.

Unimarket Costs

Q38: What is the cost to become a 'Registered Supplier' on Unimarket?

A: There is no fee to become a registered supplier.

Registered suppliers are part of the marketplace for non-catalogue products (free-text order lines) and have no integration with suppliers' backend systems.

Q39: What is the cost to become a 'Premium Supplier' on Unimarket?

A: Premium suppliers are charged a monthly fee, starting at \$29.95 per month.

Q40: Can a supplier estimate what their Premium fee might be?

The fee depends on the spend going through the store for all customers connected to a premium supplier.

Unimarket is happy to help suppliers estimate their Premium fees based on order line information from the previous 6-12 months.

Q41: Can a supplier trial being a Premium supplier, and swap back to being a Registered supplier?

A: There is no trial as such, but suppliers can provide 30 days' notice to cancel a Premium subscription with Unimarket.

Suppliers are then downgraded to a Registered supplier.

All history will be retained in the suppliers' store on Unimarket.

Q42: How can suppliers discover which companies are using Unimarket for purchasing?

A: They can contact Unimarket for a full list of customers using the platform.

Please note, Unimarket will only provide the name of the customer.

Privacy policy forbids the sharing of contact details.

Q43: Are all New Zealand universities using Unimarket?

A: No. Some New Zealand universities are Unimarket customers, but not all.

Massey University, University of Canterbury, Waikato University and University of Otago are all Unimarket customers.

Training and Support

Q44: How much time will suppliers need to train staff to use Unimarket?

A: Training for staff on how to load catalogues, raise invoices, and respond to RFQs generally takes around 45 minutes.

Initial training can be provided by Unimarket while being onboarded as a supplier.

There are help documents available online and a support team based in Auckland to help as well.

Q45: Can University staff who purchase from suppliers provide support for suppliers?

A: Unimarket would be the best place to look for supplier support.

Shaun and Sabine at Unimarket will be supporting suppliers through the onboarding process.

They are both happy to help and have supported supplier onboarding for other Unimarket customers.

Q46: What forms of support does Unimarket have available?

A: Unimarket can provide support by email (support@unimarket.com), on the phone (09 370 0903), and via support website (help.unimarket.com).

Premium suppliers also have access to a dedicated Unimarket Account Manager.

Integration

Q47: Can Unimarket integrate with external systems (supplier systems for catalogue management, ordering, and invoicing)?

A: Unimarket can integrate with many supplier systems to automate tasks such as catalogue creation and update, sales order import, and invoicing.

Unimarket can assist with this directly – contact support@unimarket.com.