Feedback received from technicians, support staff and University of Sheffield staff at the Procurement session.

**Question 1: How can Procurement involve you?**

- Ask staff from different departments questions about what their needs are when setting up contracts.
- Inform staff and students of the minimum spend to set up a contract.
- Inform staff and students when a vendor is blocked.
- Seek input to changes on supplier specifications.
- Bring groups together for liaison between departments/managers and Procurement.
- Face to face interactions would be useful.
- It would be useful to know exactly who to contact and have regular updates from that person/closer interactions with that contact.
- Ask opinions on regular users to improve the functionality of systems.

Purchasing Card Transactions Vs. Low value purchase orders.

**Question 2: How can Procurement help you?**

- Set up the system so that it puts more control in the hands of the purchasers.
- Regular updates on contracts and prices.
- Use names and links instead of vendor code numbers.
- Notifications of stock levels on myCatalogue.
- Expected/estimated delivery dates to gage an idea on how long a product would take to reach the destination.
- Simple guidelines on how to carry out the different processes:
  - Getting Quotes
  - New Vendors
  - When to use Pcard
  - Petty Cash Use
  - Approvals Process
  - More Pictures on Catalogue
- Improving the myCatalogue search function and make it more flexible, to show more options.
- Being available for information and advice at certain times or slots, e.g. a web session once a month at a certain time.
• It is unclear as to what falls under the £50 rule.
• Bringing central stores back? Monthly ordering/centralised
• Regular updates on contract status, new suppliers, agreements, etc.
• Commodity specialists for consultancy on “unusual” items.
• Import duties – really high costs for departments – can Procurement look for UK based products (support departments in finding UK alternatives).
• Come up with a way to speed up the new vendor process.
• Less acronyms: GR, PO and SAP for example.

**Question 3: What would you like Procurement to do more of?**

• Indicate clear lines of responsibilities, e.g. for chasing up orders or contracts at the vendor.
• Updating supplier database.
• Appreciate web portals (Amazon and eBuyer).
• More workshops – Bitesize training (consistent training irrespective of department).
• Engage project teams before budgets are set.
• Help departments to co-ordinate/share best practice.
• More information on the University website about the role of procurement.
• More information about Procurement and the role of departments and grant budgets.
• More contact with departments.
• More information on what is and is not allowed to be purchased (contracted suppliers vs. total science warehouse portfolio).
• Information on ways to pay for low value items when Pcard not accepted, e.g. GP surgeries.

**Question 4: How can we communicate with you?**

• Mail shots via email to send concise and informative information.
• Video resources showing how to use SAP and myPurchase.
• Good communication at the moment – always helpful on the phone.
• Advertise the procurement helpdesk more.
• Through the approvals process.
• Through investigators as well as those who raise/place orders.
• Perhaps use a similar method to CiCs and nominate faculty liaison contacts.
• More direct contact, perhaps by carrying out regular workshops, instead of email and newsletters.
• Communication works well at the moment.
• Platform/Forum for users of particular products to be consulted, give opinions, trials, samples, recommendations, and issues with suppliers.
Question 5: What would you like Procurement to do less of?

- There is still a lot of administration involved in processing Pcard transactions, maybe less admin?
- Dealings have been very efficient so not sure what Procurement could do less of!

Some issues noticed with myCatalogue:

- Items not available (but available via the website).
- Some prices not up to date.
- End users can find some products cheaper elsewhere.

Many positive comments such as:

- Really happy with the service and Procurement in general.
- Thanks though! (Overall great job).
- Pleasant dealings when on phone to Procurement.
- Problems are resolved very quickly usually.
- Procurement very good.

Summary

Quite a lot of people want Procurement to involve staff in decisions and give advice on products and services required. Some people felt that perhaps more champions where needed from each of the different departments/faculties/areas to liaise with Procurement to give feedback and make decisions.

More resources would be extremely useful, especially visual training. To help with communication it was discussed that a platform or forum would be useful to share ideas, recommendations and consultancy and that it would be useful for clear guidelines on responsibilities for both procurement and staff.