



Frequently Asked Supplier Questions for smartbuy®

What benefits does smartbuy® offer suppliers?

- Delivers suppliers the advantage of a single entry point to all Government procurement.
- Provides low to zero cost entry to suppliers to the Government marketplace
- Suppliers are able to provide comprehensive information about their products, targeted to a specific market audience
- smartbuy® delivers tools to enable suppliers to streamlining their administration and internal ordering processes and procedures leading to increased efficiencies.
- smartbuy® delivers the opportunity for both metropolitan and regional suppliers to engage the Government marketplace, providing equity between metropolitan and regional businesses.
- Provides the ability to update processes to an electronic delivery system
- Delivers information accuracy of orders, straight into order system reducing errors and incorrect orders
- Reduce administrative costs, leading to reduced cost of sale and lower cost per order processing
- Facilitate standardisation of sales processes across multiple channels
- Improve time to fulfill order
- Improve customer service and satisfaction

Who is using smartbuy®?

smartbuy® Solutions are available for all NSW Government agencies; state-owned corporations; agencies of the Commonwealth, states and territories; Local Government bodies; public or private schools, colleges and universities and public hospitals, as well as community-based not-for-profit organisations and charities.

What is Integration?

Integration refers to the electronic connection developed between smartbuy® and your organisations ERP or FMIS systems, and the electronic exchange of procurement documents between your organisation via your ERP or FMIS and your tailored range of suppliers.

smartbuy® offers Government organisations several solutions under smartbuy® CONNECT delivering integration between a buyer and their tailored range of supplier. Ranging from basic e-Fax connections to smartbuy® TRADE Integration with flatfile transfer to Direct ERP Integration for XML connection and virtual real time document transfer. Costs vary for each of these types of integration and the number of document types transferred between organisations and suppliers.

The applicable type of connection is determined by each organisation with the assistance of smartbuy® Client Services, to tailor the connection to the individual organisations electronic procurement requirements.



Are there any costs associated with smartbuy®?

There is a range of solutions on offer from smartbuy® which vary in cost, according to the complexity of the electronic procurement set up an organisation is after. Base electronic procurement options are available to Government organisations free of charge, to encourage organisations in the uptake of their electronic procurement initiatives.

For further information contact:

NSW Procurement Client Support Centre

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