



Procurement
Government Services

Supplier Information Booklet

May 2009





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What is smartbuy®?

- smartbuy® is an electronic procurement solution for NSW Government organisations that provides online ordering and transmission of electronic business documents
- smartbuy® is an e-commerce solution which can be accessed from any computer via a web browser
- smartbuy® allows individual suppliers and their resellers to connect and trade online with many eligible buying organisations
- smartbuy® facilitates buying from State Contract Control Board (SCCB) Contracts as well as from Agency Specific Contracts

Benefits for Suppliers

smartbuy® delivers a range of electronic procurement initiatives to suppliers of government organisations. The benefits of engaging smartbuy® to access the Government marketplace include:

- Delivering suppliers the advantage of a single entry point to all Government procurement.
- Providing 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.
- Delivering improved supplier/client relationships through catalogue development and the ability to track clients perceived versus actual buying processes.
- Delivering tools to enable suppliers to streamline their administration and internal ordering processes and procedures leading to increased efficiencies.
- Eliminating time and distance barriers delivering the opportunity for both metropolitan and regional suppliers to equitably engage the Government marketplace.
- Providing the ability to update processes to an electronic delivery system.
- Delivering information accuracy of orders, straight into order system reducing errors and incorrect orders.
- Reducing administrative costs, leading to reduced cost of sale and lower cost per order processing.
- Facilitating standardisation of sales processes across multiple channels.



- Providing the ability to improve time to fulfil orders.
- Increased opportunities to liaise with government clients to better understand needs and improve customer service and satisfaction.

smartbuy® Solutions for Suppliers

The smartbuy® Suite of Solutions offers options and benefits for suppliers as well as buyers. There is a range of options on offer to assist suppliers in becoming electronically purchasable.

[smartbuy® CONTENT](#) offers suppliers the opportunity to make their products electronically purchasable through smartbuy® to a wide range of government organisations.

Suppliers, at the request of a Government organisation or, on Government contract, can list their catalogues electronically to Government clients through smartbuy® CONTENT. smartbuy® can assist suppliers with the development, design, maintenance and publishing of their online, electronically purchasable catalogues through smartbuy®.

[smartbuy® CONNECT](#) offers suppliers the opportunity to connect electronically to Government buyers on smartbuy®. There is a range of options available for suppliers to connect through including:

- Fax
- Email
- smartbuy® TRADE Integration

[smartbuy® CONNECT](#) options offer suppliers a single connection point for buyers and suppliers to exchange electronic trading procurement documents.



The Four Main Sites

smartbuy® is made up of four main sites:

Site	Roles	Responsibility
MarketSite (Service Delivery – eBusiness Solutions)	MarketSite Administrator	Responsible for the initial registering and activating of Agencies and Suppliers. Manages and administers contracts.
BuyerSite (Buying Organisation)	BuyerSite Administrator	Responsible for setting up users with various roles (eg. buyer, approver, etc.) in the Buying organisation
SupplierSite (Supplying Organisation)	SupplierSite Administrator	Responsible for setting up users with various roles (eg. catalogue manager, etc.) in the Supplying organisation.
TransactionSite	Buyers and Suppliers (various roles)	The eMarketplace where contracts, offers, purchase orders, etc. are processed by buyers and suppliers.

- All aspects of the procurement process are facilitated within the one application.
- Every organisation (ie. every Buyer and Supplier) will have its own “smartbuy® Organisation Administrator”.

SupplierSite

- Create Users
- Supplier Profile Maintenance
- Manage Contact Information
- View Catalogue Structure
- Purchase Order Management
- Issue Advanced Shipping Notices



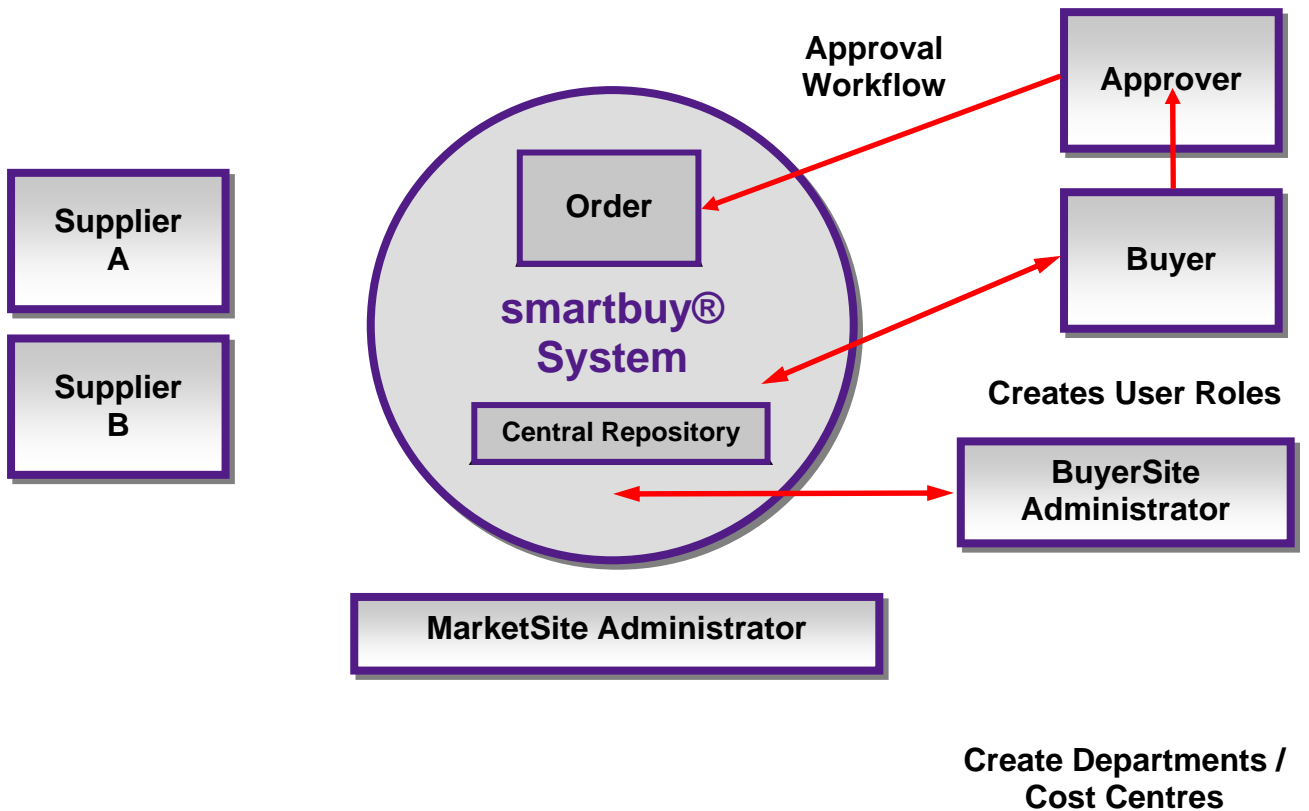
Supplying Organisation Administrator Roles and Activities

Once you have access to smartbuy® (SupplierSite), users that have been assigned the **Supplying Organisation Administrator** access role can:

- Create/edit/delete smartbuy® SupplierSite users, maintain supplier profile details (eg. preferred notification method).
- View details of contracts to which the supplier has been linked.
- Manage purchase orders.

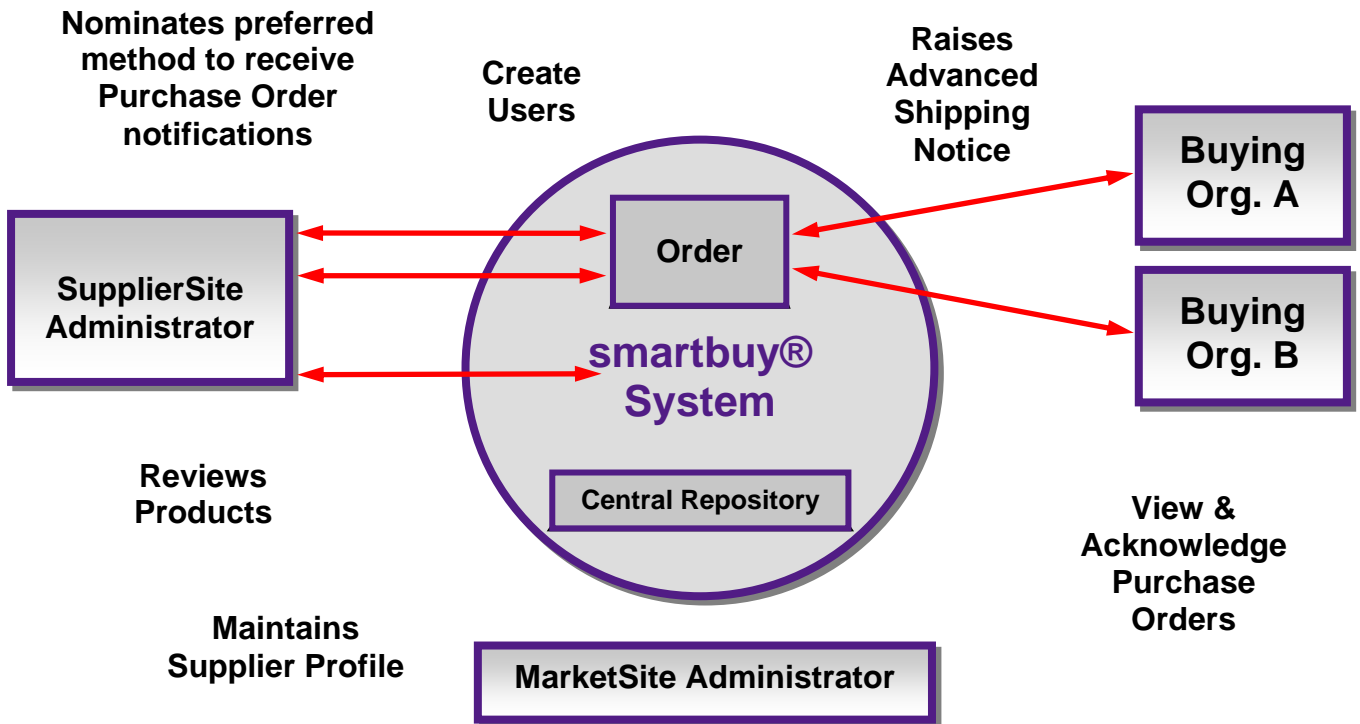
The Supplying Organisation Administrator can give themselves ALL access roles and thus can perform all SupplierSite activities.

BuyerSite Tasks

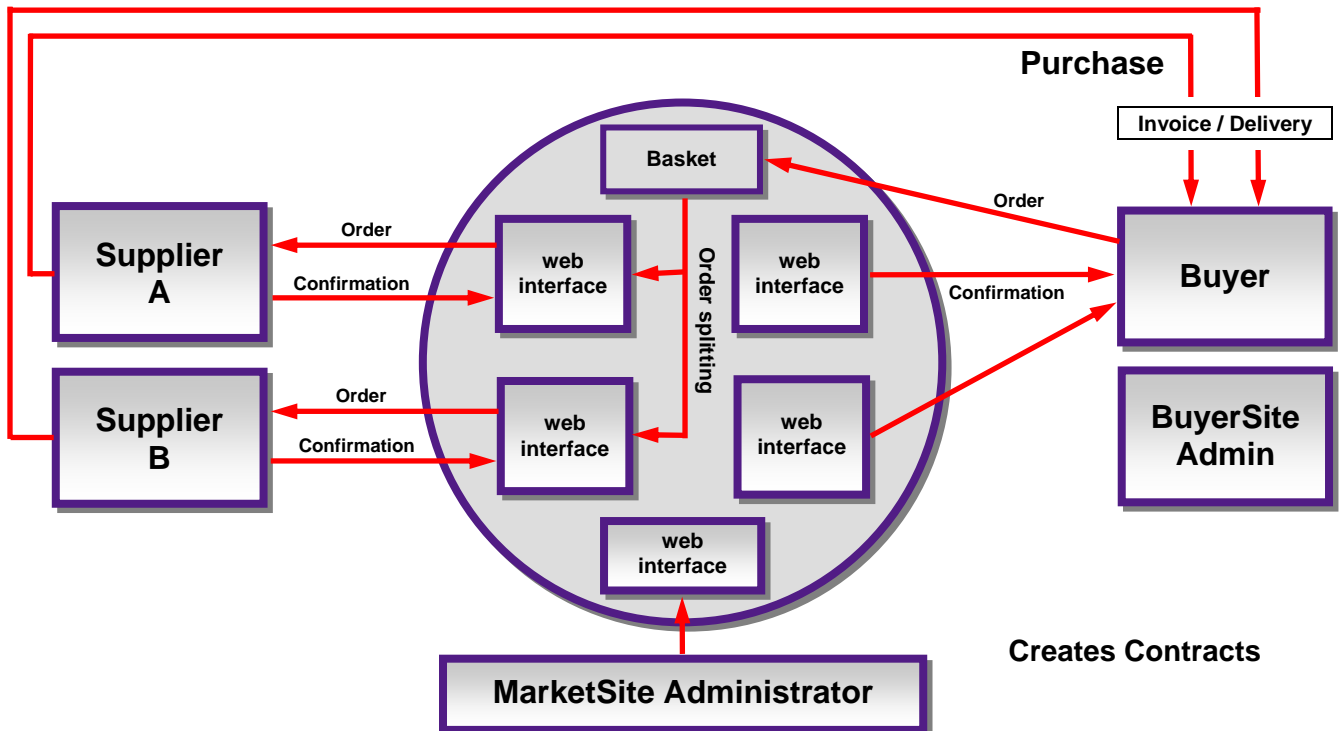




SupplierSite Tasks

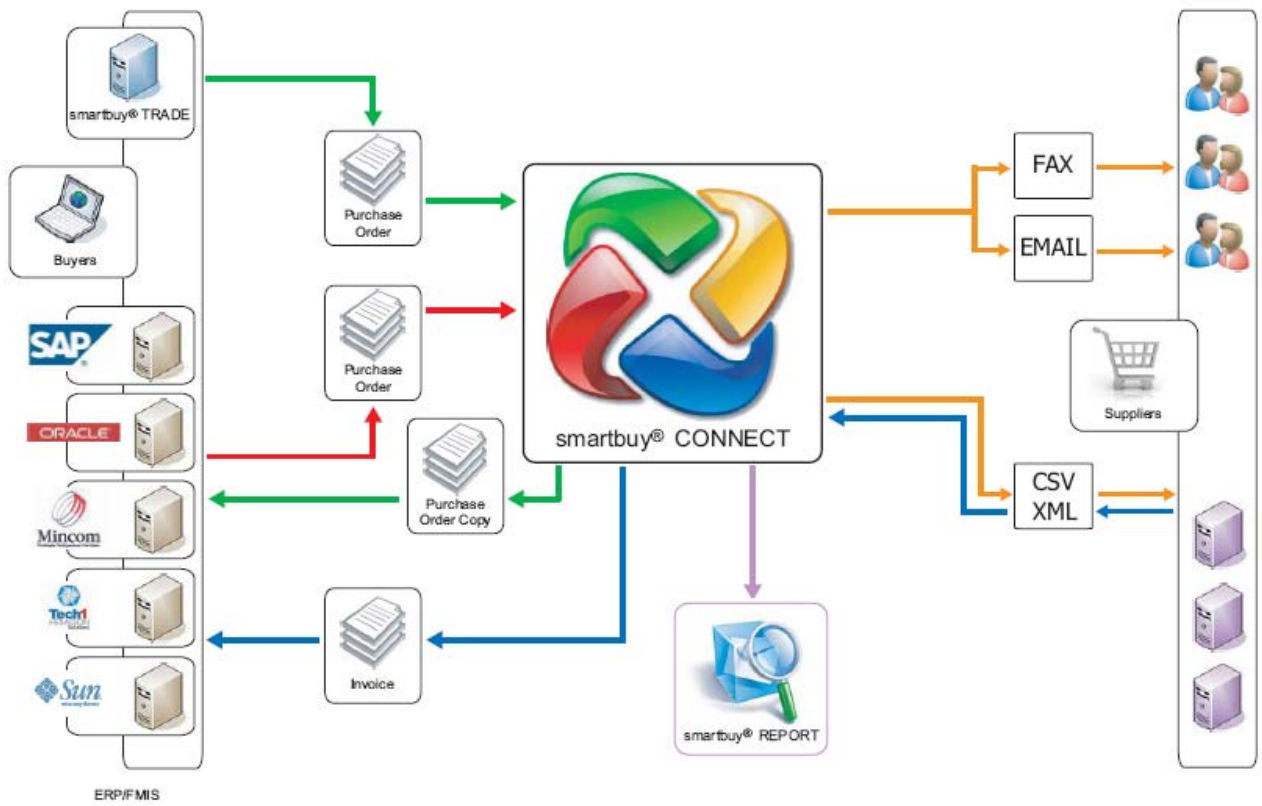


smartbuy® Business Flow





smartbuy® Diagram





Supplier Engagement Process

In order to facilitate your access to smartbuy® your company will need to fulfill a few requirements. The end-to-end process takes less than one week and less than one hour of your time.

1. Register your interest using the link below:

<http://ebseforms.commerce.nsw.gov.au/RegistrationOfInterest.aspx>



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NSW Government Procurement

Search GO



EFORMS

HOME | SMARTBUY® | SUPPLIER ORGANISATION ACCOUNT

Home
How eForms Works
Customer Registration (nswbuy ID)
smartbuy®
Search & Browse Account
Buying Organisation Account
Supplier Organisation Account
Change Administrator
NSW eTendering
i-Tenders

SUPPLIER ORGANISATION ACCOUNT

Form A

1 2 3

Welcome to the [smartbuy® Supplier Organisation Registration eForm](#).

You are now in the eBusiness Solutions eForms Website to register your Organisation to access smartbuy®. To return to the smartbuy® Website, select the smartbuy® link on the left hand menu. If you are after search and brows access or another smartbuy related eForm, please select the search button in the top right corner, or select the appropriate form from the Home page on the left menu.

The information provided in the application will determine your organisation's eligibility to enrol for smartbuy®.

2. Registration - If you are eligible to register you will be asked to complete a full registration and agree to smartbuy® Terms & Conditions. You will be sent a new website address where you will need to complete the full registration. When you complete the full registration you will be asked to nominate an Administrator to manage your smartbuy® account.
3. Training – The nominated Administrator will be sent an online Training Simulation. The Training Simulator takes approximately 10 minutes to view.

Note: Any Resellers must undertake steps 1, 2 & 3 above.

4. Advanced Training - Should the nominated Administrator require more hands-on training they may request an eLearning Workbook and complete exercises in the Training Environment. A request for logon details and the workbook can be sent to nswbuy@services.nsw.gov.au



- Supply of Catalogue - This task is more relevant to State Contract Control Board (SCCB) suppliers. Agency Specific Contract (ASC) suppliers may be required to undertake this task if more detailed catalogue information is required. A spreadsheet will be sent to the Administrator showing the products/services we have listed for you in smartbuy®. You will need to check that the product listing is complete and up-to-date. Full details will be sent to you with the spreadsheet. You can request this spreadsheet at anytime to update product information by emailing nswbuy@services.nsw.gov.au

A	B	C	D	E	F	G	H	I	J	K	L
1	G	System	smartbuy List Description	UNSPSC	Supplier ID	Product ID	Manufacturer	Manufacturer	HS	Pr	Item Et
2	H		AIR CONDITIONER, MOUNTED (9 items)	40101701							
3	D	601634	AIR CONDITIONER, MOUNTED, Cooling, Inverter Split System	40101701	ParagonOne	FTKE25B	DAIKIN	FTKD25D	Y	2	1/06/20
4	D	601635	AIR CONDITIONER, MOUNTED, Cooling, Inverter Split System	40101701	ParagonOne	FTKE36B	DAIKIN	FTKD35D	Y	2	1/06/20
5	D	601636	AIR CONDITIONER, MOUNTED, Cooling, Inverter Split System	40101701	ParagonOne	FTKD50B	DAIKIN	FTKD50B	Y	2	1/06/20
6	D	601637	AIR CONDITIONER, MOUNTED, Cooling, Inverter Split System	40101701	ParagonOne	FTKD60B	DAIKIN	FTKD60B	Y	2	1/06/20
7	D	601638	AIR CONDITIONER, MOUNTED, Cooling, Inverter Split System	40101701	ParagonOne	FTKD71B	DAIKIN	FTKD71B	Y	2	1/06/20
8	D	601639	AIR CONDITIONER, MOUNTED, Cooling, Room Unit, Wall/Aw	40101701	FrostAircon	LWJ050AC	LG ELECTRONICS	LWJ050AC	Y	2	1/06/20
9	D	601640	AIR CONDITIONER, MOUNTED, Cooling, Room Unit, Wall/Aw	40101701	FrostAircon	LWJ070AC	LG ELECTRONICS	LWJ070AC	Y	2	1/06/20
10	D	601641	AIR CONDITIONER, MOUNTED, Cooling, Room Unit, Wall/Aw	40101701	FrostAircon	LWJ092RC	LG ELECTRONICS	LWJ092RC	Y	2	1/06/20
11	D	601642	AIR CONDITIONER, MOUNTED, Cooling, Room Unit, Wall/Aw	40101701	FrostAircon	LWV032RC	LG ELECTRONICS	LWV032RC	Y	2	1/06/20
12	H		COOLER, EVAPORATIVE (133 items)	40101703							
13	D	601773	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	88815S	SEELEY INTERNATIONAL	88815S	Y	2	1/06/20
14	D	601774	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	88815T	SEELEY INTERNATIONAL	88815T	Y	2	1/06/20
15	D	601775	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	73415S	SEELEY INTERNATIONAL	73415S	Y	2	1/06/20
16	D	601777	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	73415T	SEELEY INTERNATIONAL	73415T	Y	2	1/06/20
17	D	601742	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	59051S	SEELEY INTERNATIONAL	59051S	Y	2	1/06/20
18	D	601743	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	59051T	SEELEY INTERNATIONAL	59051T	Y	2	1/06/20
19	D	601755	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	88808S	SEELEY INTERNATIONAL	88808S	Y	2	1/06/20
20	D	601756	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	88808T	SEELEY INTERNATIONAL	88808T	Y	2	1/06/20
21	D	601745	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	EA905V	SEELEY INTERNATIONAL	EA905V	Y	2	1/06/20
22	D	601758	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	73408S	SEELEY INTERNATIONAL	73408S	Y	2	1/06/20
23	D	601759	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	73408T	SEELEY INTERNATIONAL	73408T	Y	2	1/06/20
24	D	601747	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	66059S	SEELEY INTERNATIONAL	66059S	Y	2	1/06/20
25	D	601748	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	66059T	SEELEY INTERNATIONAL	66059T	Y	2	1/06/20
26	D	601750	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	EA1205V	SEELEY INTERNATIONAL	EA1205V	Y	2	1/06/20
27	D	601779	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	88938S	SEELEY INTERNATIONAL	88938S	Y	2	1/06/20
28	D	601780	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	88938T	SEELEY INTERNATIONAL	88938T	Y	2	1/06/20
29	D	601782	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	73477S	SEELEY INTERNATIONAL	73477S	Y	2	1/06/20
30	D	601783	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	73477T	SEELEY INTERNATIONAL	73477T	Y	2	1/06/20
31	D	601761	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	88921S	SEELEY INTERNATIONAL	88921S	Y	2	1/06/20
32	D	601762	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	88921T	SEELEY INTERNATIONAL	88921T	Y	2	1/06/20
33	D	601764	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	73460S	SEELEY INTERNATIONAL	73460S	Y	2	1/06/20
34	D	601765	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	73460T	SEELEY INTERNATIONAL	73460T	Y	2	1/06/20
35	D	601785	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	89041S	SEELEY INTERNATIONAL	89041S	Y	2	1/06/20
36	D	601786	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	89041T	SEELEY INTERNATIONAL	89041T	Y	2	1/06/20
37	D	601767	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	89034S	SEELEY INTERNATIONAL	89034S	Y	2	1/06/20
38	D	601768	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	89034T	SEELEY INTERNATIONAL	89034T	Y	2	1/06/20
39	D	601751	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	63053	SEELEY INTERNATIONAL	63053	Y	2	1/06/20
40	D	601790	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	89796D	SEELEY INTERNATIONAL	89796D	Y	2	1/06/20
41	D	601817	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	89803D	SEELEY INTERNATIONAL	89803D	Y	2	1/06/20
42	D	601791	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	89796S	SEELEY INTERNATIONAL	89796S	Y	2	1/06/20
43	D	601818	COOLER, EVAPORATIVE, Ducted System, Fabricated Stand	40101703	SeeleyIntnr	89803S	SEELEY INTERNATIONAL	89803S	Y	2	1/06/20

- Administrator Account – Once your catalogue and details have been verified, you will be given your Administrator access to smartbuy®. You may then establish other users within your company. If you wish you have another alternate Administrator, we suggest that they also view the Training Simulation. When you receive your password to the live system your engagement process will be complete. Logon via <http://www.nswprocurement.com.au> and
- Click [smartbuy® Login](#) under Quicklinks located on left hand side of the screen.
- GO LIVE (supplier enabled to receive purchase orders via smartbuy®)



- Review of Supplier Notes (terms & conditions) – this task is more relevant to State Contract Control Board (SCCB) suppliers. Agency Specific Contract suppliers may also choose to undertake this task. Information should be sent to nswbuy@services.nsw.gov.au

smartbuy®
NSW Government e-Marketplace

Home My Profile ?

General Contact Info Supplier Contracts List Attributes

Training Supplier 179 - General

Fields with a red asterisk (*) are mandatory.

Name:* Training Supplier 179

ID:* TrainSupp179

Trading Name:* Training Supplier 179

DUNS:*

ABN:* 81003480224

GST Branch Code: 000

Supply Conditions: Free into Store New South Wales & ACT

Delivery Information: 1 Day - Metropolitan Sydney
2 Days - Regional NSW

Discount Information: Contract 111
Settlement Discounts - 5% for payment within 7 days
Contract 777
Electronic Order Discount - 1% per order

Guarantee Information: All goods are guaranteed for a period of 12 months

Logon Information

- Name: Adam Admin
- Organisation: TrainSupp179
- Roles: Supplying Organisation Administrator, User Administrator, Sourcing Manager, Purchase Order Manager, Accounts Receivable, Catalogue Manager
- Last Logon: 23/12/2005 08:39:28 AM
- Last Failed Attempt:

- Product Images (optional) – should you wish to upload images against your items in smartbuy®, you will need to request a Catalogue Data Collector for Images. The request should be sent to nswbuy@services.nsw.gov.au

smartbuy List Description	Image File Name	Image Checksum	Image Size (bytes)	Image V
ADHESIVE (1 item)				
ADHESIVE, Home/Office/School, Blu-tack, 75gm	01087200.jpg	35BFA53D	21960	137
ARM / STAND, MONITOR (1 item)				
ARM / STAND, MONITOR, Riser Stand, Plastic, Grey/Graphite...				
BATTERY, ALKALINE (5 items)				
BATTERY, ALKALINE, Alkaline, 1.5 Volt, Size AA, Energizer	07972800.jpg	C88F6D6C	7858	126
BATTERY, ALKALINE, Alkaline, 1.5 Volt, Size AAA, Energizer	08063400.jpg	84EAC3F0	18012	102
BATTERY, ALKALINE, Alkaline, 1.5 Volt, Size C, Energizer	07927500.jpg	1A20C6FF	21383	193
BATTERY, ALKALINE, Alkaline, 1.5 Volt, Size D, Energizer	07882200.jpg	F4E37C66	23305	179
BATTERY, ALKALINE, Alkaline, 9 Volt, Press On Terminals, Hig...	08018100.jpg	DCBB6917	22062	157
BINDER (13 items)				
BINDER, Insert, 2 D-Ring, A4, 25mm, PVC, Blue	37191304.jpg	8AEEB9F1	6446	350
BINDER, Insert, 2 D-Ring, A4, 25mm, PVC, White	37191301.jpg	A32F09DA	5266	350
BINDER, Insert, 2 D-Ring, A4, 38mm, PVC, White	37326101.jpg	A32F09DA	5266	350
BINDER, Insert, 2 D-Ring, A4, 50mm, PVC, Red				
BINDER, Insert, 2 D-Ring, A4, 65mm, PVC, White	86702128.jpg	D1C2A81B	3882	350
BINDER, Insert, 3 D-Ring, A4, 25mm, PVC, White	37236601.jpg	8CAAC654	5258	350
BINDER, Insert, 3 D-Ring, A4, 38mm, PVC, White	37327201.jpg	8CAAC654	5258	350
BINDER, Insert, 4 D-Ring, A4, 25mm, PVC, White	37281901.jpg	3110923B	5999	350
BINDER, Insert, 4 D-Ring, A4, 38mm, PVC, White	37372501.jpg	3110923B	5999	350
BINDER, Insert, 4 D-Ring, A4, 50mm, PVC, White	37463101.jpg	4C22AFFA	6456	350
BINDER, Lever Arch, A4, Cardboard	34926300.jpg	DB178BC2	10207	350
BINDER, Lever Arch, A4, PVC, Black	35469902.jpg	F8853881	6134	350
BINDER, Lever Arch, A4, PVC, Blue	35469904.jpg	52E58739	6236	350

- Additional information such as Account Applications Forms and Material Safety Data Sheets (Optional). These can be uploaded into smartbuy® against supplier goods and services. Forms can be sent to nswbuy@services.nsw.gov.au



Contact methods for smartbuy®

- Free Call: 1800 679 289 (8:30am to 5:00pm)
- Email: nswbuy@services.nsw.gov.au

Additional Information available to Approved Suppliers

- Request a smartbuy® logo for marketing purposes – email nswbuy@services.nsw.gov.au
- Request a Marketing Supplier Kit – email nswbuy@services.nsw.gov.au
- Request to review your Supplier Catalogue – email nswbuy@services.nsw.gov.au
- Request a Catalogue Data Collector (images) – email nswbuy@services.nsw.gov.au
- Request an Approved Government Supplier logo – email nswbuy@services.nsw.gov.au
- Request an Approved Government Supplier Certificate – email nswbuy@services.nsw.gov.au
- Request a List of Eligible Buying Organisations – email nswbuy@services.nsw.gov.au
- Management Fee Collection Tool (Sales Return) can be found at <http://www.nswprocurement.com.au/Training/eLearning/Suppliers.aspx>
- Electronic Request for Quote (eRFQ) Supplier Training can be found at <http://www.nswprocurement.com.au/Training/eLearning/Suppliers.aspx>