

# THE BUYERS BLETHER

## NEWS FROM THE CENTRAL BUYING TEAM

### SUMMER 2022 EDITION

### A big thank-you!

The Buying Team have been working at a reduced capacity for a number of months (due to vacancy and sick leave) and this has resulted in a longer turnaround time for orders – sorry.

Thank you for your patience and understanding during this time. Normal service will be resumed but we are not quite there yet and are working hard to clear the backlog.

### New Staff member

Our vacancy is now filled and we were pleased to welcome David Cumming to the team. David joined us in May and has used his experience gained in retail and management to quickly gain familiarity with the role.

### Getting In Touch

We are back working in the office on a hybrid rota; you can find us in HQ room 318. This means we have been able to resurrect the Orders Helpline (01343) 563399.

But don't forget queries are better raised via the messaging facility in the requisition system as this will give us an order related audit trail. If your query is urgent then you can also email the team – [orders@moray.gov.uk](mailto:orders@moray.gov.uk)

The choice is yours.....

### Requisition System Updates

The Requisition system has been updated to include categories of orders. Simply select from the list for the best fit to meet your requisition. This will help the team to identify, prioritise and allocate orders more effectively. If you have suggestions for new categories please let us know.



### Amazon

We would remind you that due to issues with delivery, returns and VAT receipts the team are not permitted to buy from Amazon.

### Help us to help you

The following will help the team to process your requisitions quicker;

**Products / Items** – please give us as much detail as possible of your requirement (where you've seen an item, colour, size, price etc) we will do your sourcing but we need to understand what it is you want.

**Book orders** – ISBN references and book title make it so much easier to get the right version and edition of the book you want.

**Multiple suppliers** – Not always easy to know where your order will come from, but splitting large orders into similar commodities will make it easier and quicker for the team to process.

**Stationery** – you will find the approved stationery rationalised list at the bottom right of the system input page. From here you can simply pick the item you want and add the quantities. We are expecting a new national stationery contract shortly and so will be working with the contract manager to review this list. If you think anything is missing, please let us know.

**Type of Order** – we have different kind of orders depending the frequency of purchasing / invoicing – see the guidance for more information.

**Status of Order** – don't forget you can escalate your order priority by assigning a status of urgent or immediate but we do review to ensure that you are not just jumping the queue.

**Contract Guidance** - Please be aware that we publish guidance on what is covered by corporate contracts at [Contract Guidance](#). The Team must source from Contract wherever possible so you will find it useful to understand what is available.

**System Welcome Page** - (first page when you log in) on the Requisition system. This provides a regular update on frequently asked issues such as the date of the requisitions the Team are currently processing.

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## NEED HELP

If you have any questions about the Requisitions process.

Find a guide to the process here – [Requisition Guidance](#)

### **Still have a query –**

For an existing order , raise a message in the system

Email [orders@moray.gov.uk](mailto:orders@moray.gov.uk) or phone (01343 563399)

For all queries re FMS access (authorisation etc), please email [payments.officer@moray.gov.uk](mailto:payments.officer@moray.gov.uk)

### **Keen to learn more -**

Training is available to staff in the Council's Procurement process - email [procurement@moray.gov.uk](mailto:procurement@moray.gov.uk)

