

The University of Edinburgh

01st October 2020



THE UNIVERSITY
of EDINBURGH

User Guide

Summary of service

- Banner is your new supplier of stationery
- The contract starts on 01st October 2020
- Your dedicated Account Management Team will be available to assist you when required
- Orders will be placed via a punchout link through your Jaggaer system with a full system to system integration in place
- We capture your purchase order number as a mandatory requirement
- Next day delivery on all stocked items free of charge

Your dedicated account management team

University of Edinburgh Senior Procurement Officer

Neil Crowley
Neil.Crowley@ed.ac.uk
T: 0131 6514327

Key Role – The UOE contact for all matters relating to the supply of Stationery under this agreement.

Finance Helpline

For assistance in the first instance please contact the Finance Helpline on finance.helpline@ed.ac.uk

Internal Account Manager

Dianne Davidson
T 0843 538 3320 Ext 5851
F 0844 371 9403
dianne.davidson@BannerUK.com

Key Role – Your day to day contact to assist with placing an order or any product or pricing enquiries.

External Account Manager

Jim O'Hara
M 07969317472
F 0844 371 9403
jim.ohara@BannerUK.com

Key Role - Face-to-face contact, particularly for your procurement department. Jim is to be utilised as an escalation point for queries and will ensure that the University of Edinburgh are satisfied with every aspect of our service.

Customer Care Helpdesk

T 0843 538 3311 Ext 2262
F 0844 371 9403
publicsectorcsd@BannerUK.com

Key Role - Contact your customer care helpdesk to enquire about your order or invoice, or to arrange a collection.

How to place an order via your procurement system

- Users access the Jaggaer platform via your usual method
- Then click on the Banner tile to access the Banner punch-out
- You can build your required basket and submit the order back in to Jaggaer
- Jaggaer then generates a purchase order which is sent via cXML directly in to Banners system
- All stocked items will be delivered the next working day for orders received prior to 4PM

Order tracking is an essential part of any ordering process. To enable you to track your orders swiftly:

1. Visit www.BannerUK.com and click on 'track order' tab, top right of the screen
2. Enter your customer order reference and delivery postcode
3. Click '**Submit**'

Once your order has been found, you will be able to download consignment details including the recipient's signature and the exact time of delivery, simply by clicking on the 'order detail' icon and selecting 'track'.

If you need to cancel an order, please telephone your Customer Care Helpdesk as soon as possible after the order has been sent to Banner.

When cancelling an order, please have the following details with you:

- Account number - 854696
- Product code and description
- Your order reference

If your goods have already been dispatched, your Customer Care Helpdesk will arrange for a collection to be made.

Should you require any goods to be returned, or have a problem with the goods, please contact your Customer Care Helpdesk directly who will arrange a collection or otherwise resolve the problem, and if required, offer a replacement.

Please have the following information ready with you:

- Your account number - 854696
- Delivery note number or your order reference
- Item and quantity and reason for return

Ordered in error - Return requests must be made within 30 days of the invoice date, though please note, non-stock or special items cannot be accepted for return. These will be identified at the point of purchase.

Damaged - Please notify us within 3 working days if you have received items that are damaged. Note: The delivery note should be signed as 'damaged'.

Faulty/Warranty - We will accept claims that are within the product warranty period, specific product details are available from your Customer Care Helpdesk.

Please ensure that all seals remain intact where possible. All goods that are to be returned must be in the original manufacturer's packaging and unmarked.

Please follow these steps after you have arranged for a collection to be made:

- Step 1** Place the goods inside suitable packaging for collection and transportation.
- Step 2** The collection will be made within 72 hours of the collection being arranged and confirmed.
- Step 3** The driver will ask for the goods. He will only accept a parcel if presented with a collection note that relates to the item concerned.
- Step 4** When the driver collects the parcel you will be given a receipt, please retain the receipt for your records. A credit note will be raised as soon as the goods are returned to stock.

Important - Please do not return goods without first obtaining an authorised returns number. Any goods returned without a returns number will be untraceable and therefore, we will be unable to arrange credit.