Placing orders

See http://bit.ly/DElabsIO for the most recent file.

Alusta is the ordering system of the TU Delft. Lots of companies are connected to this system but not all. This document gives an overview from which companies you can order and what information from the company we need in case you would like to order from a company that is not jet connected. This document also explains how to place an order. Furthermore, in this document we inform you what needs to be done when you want to give somebody some budget to work with, for instance a graduate student.

At which companies can you order?

In Alusta you have two ways for placing an order: 1) external web shops and 2) Free text forms.

With the first option, **the external web shops**, you have 18 companies of which you can choose from. Below you can find a list of all companies.

ARP shop (FULL CTLG)	**Manutan**
ARP webshop, ALLEEN VOOR INKOOP-ICT	Manutan webshop
Compacon	**Pauline webshop**
Compacon webshop	Pauline Bloembinders webshop
Conrad	**Polvo webshop**
Conrad webshop	Polvo Webshop
Eriks	**RS Components**
Eriks webshop	RS Components webshop
Europcar Webshop	**Rijnja Repro webshop**
Europcar autoverhuur	Rijnja Repro
Fabory	**Technische Unie**
Fabory webshop	Technische unie webshop
Farnell	**Van Dijk Zakelijk**
Farnell nieuwe webshop	Van Dijk Zakelijk webshop
Hoffmann Qualitytools	**Van der Heym**
Hoffmann Qualitytool webshop	Van Der Heym webshop
KantoorExpert Webshop	**Vink Lisse**
KantoorExpert Webshop	Vink Lisse webshop

Figure 1 External web shops

With the **free text form** you have more choice for the companies. The list is too long to add here. You can always ask us if the company where you would like to order is connected to Alusta, you can also ask Inkoop-Finance Inkoop-Finance@tudelft.nl for more information.

Please note! Bol.com and Amazon are not available in Alusta.

What if your company is not available in Alusta?

You can always add a company to Alusta. This can be arranged with Inkoop-Finance Inkoop-Finance@tudelft.nl. However, they need extra information to make it possible. Finance will need the following information, which most of the time can be found in a quotation:

New supplier / creditor (Dutch supplier)
- Name and address details
- VAT number
- KvK number (Dutch Chamber of Commerce)
- Email address (Finance sends the orders to this address)
- IBAN (all bank details)
- Payment details; for instance 30 days payment term or pay in advance

New supplier / creditor (foreign)
- Name and address details
- VAT number
- Email address (Finance sends the orders to this address)
- IBAN and BIC code; bank details (note: not all countries have IBAN)
- Payment details; for instance 30 days payment term or payment in advance

How to order?

Things that you need to share to place an order:

1. What you would like to order. The product name and product number.
2. At which company you would like to order it.
3. The number of products.
4. The budget code which we can used for the order.
5. Remarks like 'the order should be paid in advance' or 'the delivery address is …' (when not at the faculty), …

You can send an e-mail to DELabs-IO@TUDelft.nl with all the products of what you would like to order. Please try to place it in the following format to make it for us as clear as possible to find easily all the products.

Amount	Product number	Product name	Webshop
1 x	WPFA123	Name of product 1	www.webshop.nl/partnumber
2 x	WZ0000	Name of product 2	www.webshop.nl/partnumber
2 x	WDHAKAN	Name of product 3	www.webshop.nl/partnumber

When you want to order more than a view items from 1 company, then please ask for a quotation, use below mentioned name and address details:

TU Delft / Faculty of Industrial Design Engineering
t.a.v. *Your Name*
Landbergstraat 15
2628 CE Delft
The Netherlands

Please note! For orders above 1000 euros we need a quotation from the company. These orders also take longer since it needs to be approved in multiple levels. Thus be on time with placing these orders!

Lead time for orders

Global proces

0. Ask quotation from company (~ 1 day)
1. Send order details to DELabs-IO@TUDelft.nl or to one of the Tech Support Staff members
   1a. Optional: add supplier to Alusta (~ 2-5 days)
2. Tech Support Staff member makes order in Alusta (~ 0-2 days)
3. Finance and the department checks the order (~ 1-4 days)
4. Supplier receives order (0 days)
   4a. Optional: when the supplier wants to be paid in advance, the supplier needs to send a pro forma invoice at this point to the TU Delft; the person who placed the order in Alusta (the orderer) should be informed
   4b. TU Delft pays the pro forma invoice (~ 2-4 weeks)
5. Supplier sends supplies (depending on delivery term of the company)
6. Supplies arrive at TUD/Logistic point and will be made ready for internal delivery. An e-mail will be send to orderer (~ 0-1 day)
7. Tech Support Staff collects the parcel(s) from the LP (when delivered at the Faculty), sets the order to 'delivered' in Alusta and informs you (~ 0-1 day)
   In case the order is delivered on a different location, then the one who received the order should inform the orderer so they are able to set the order to 'delivered' in Alusta
8. Supplier sends invoice to the TU Delft
9. TU Delft pays the invoice (~ 2-4 weeks)

Budget temporary colleagues, like a graduate student

People ordering from a budget code without being in charge of the code, need to get permission from the budget-owner. An e-mail from the budget-owner to the orderer is sufficient.

Sometimes it is handy to give such a person (let's say a Graduate Student) some budget, so you do not have to give permission for every single order. Then you send an e-mail to Mariska Nederpel with the following information:

- Budget amount (for instance 500 euro)
- Budget code
- Name student
- End date project

Mariska keeps this information in a file, all Tech Staff Support members have access to this file.

The student keeps track of the budget and before exceeding the budget consults the budget-owner. This way the budget-owner can keep an eye on the budget without approving every single small order.