

Lyreco PPE Framework – FAQ

I have not received my account form yet?

There are many reasons why you might not have received your account form.

Before you contact Lyreco please check:

- your Spam/Junk folder as we are aware that some of our responses are being found here.
- that you returned your completed form to the Scottish Government mailbox? (PPEDirectorate@gov.scot)?
- the date you sent your form to us as the account opening process will take 2 working days, but may be quicker in some instances. If it is over 2 working days, please contact Scottish Government (PPEDirectorate@gov.scot)
- that the account opening form is accurately completed as this will help avoid delays. You must fill in the account form and not reply with details in the body of an email to be able to open an account. Please return the completed form in Excel.

Why is the price of PPE more than usual?

- The prices charged by Lyreco are driven by market conditions – both where and when products have been sourced. Therefore due to higher global demand for PPE, some of the items in stock may be at a higher price than they were prior to the pandemic.
- In agreement with Scottish Government, Lyreco will only add an agreed uplift price to the items.
- You may wish to explore your business as usual PPE routes before placing an order with Lyreco as there is no obligation to buy from the PPE framework once registered for an account

Can I get PPE free of charge?

- The Lyreco contract is a pay for service, items are not available free of charge.

The Lyreco helpdesk were not able to answer my questions when I called

- Please contact the specialist Lyreco team direct at scot.gov.ppe@lyreco.com for further advice and support in the first instance. If you remain dissatisfied please contact the Scottish Government direct at PPEDirectorate@gov.scot for further help

I already have a Lyreco account, do I need to set up a new one?

- Yes, even if you are already an existing customer of Lyreco a new account needs to be set up to access this framework.
- Please ensure you are viewing the webshop through the new framework account and not from your existing account. If not you will not be able to view accurate stock levels and pricing.