

**ZYCUS™**

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PROCURE PERFORMANCE

# **iSource User Manual for Suppliers**

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*Version 14.07.1.0*

## Important Notice

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This guide has been validated and reviewed for accuracy. The instructions and descriptions it contains are accurate for iSource. However, succeeding versions and guides are subject to change without notice. Zycus Inc. assumes no liability for damages incurred directly or indirectly from errors, omissions, or discrepancies between the software and the guide.

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# Chapter 1: About This Guide

## 1.1 Purpose

This user guide will enable the users of iSource to get acquainted with the application and use it effectively for:

- Preparing responses
- Submitting responses
- Negotiating Pricing
- Participating in auctions

## 1.2 Layout

The layout of this user guide is designed in such a manner that it will give you a detailed step by step explanation of all the functions you can do in iSource.

This user guide has been divided into the following chapters:

- **Chapter 1: About This Guide** - This chapter gives a description about the user guide and how it is organized.
- **Chapter 2: Welcome to iSource** - This chapter gives an overview of the iSource application. It also discusses the key features and benefits of iSource.
- **Chapter 3: Getting Started** - This chapter explains how iSource has been structured to address different needs of a Strategic Sourcing Group such as viewing buyer queries, preparing responses, submitting responses, and participating in auctions.
- **Chapter 4: My Events**- This chapter explains the functions of the My Events tab.
- **Chapter 5: Responding to RFI/RFQ**- This chapter explains how you can view buyer queries, prepare responses, and submit responses.
- **Chapter 6: Responding to Auctions**- This chapter explains how you can view buyer queries, prepare responses, submit responses, and participate in auctions.
- **Chapter 7: eForums** - This chapter explains how you can use eForums for resolving queries, and getting information. It explains how to reply to a message and how to view a message.

## Chapter 2: Welcome to iSource

### 2.1 Introduction to iSource

Zycus iSource is the eSourcing module of Zycus Strategic Sourcing suite. Powered by latest web technologies, Zycus iSource empowers the suppliers with simplicity, speed and power to execute their complete sourcing process with absolute ease. With minimal training, you can prepare response, submit response and participate in auctions.

### 2.2 Key Features of iSource

- **REVAMPED** and **IMPROVED** user interface makes sourcing process flow more **INTUITIVE**.
- Web 2.0 Technology empowers increased **USER ADOPTION** resulting in **SUSTAINED** savings.
- Architecture is further modified to provide superior **PERFORMANCE** for sourcing events.
- **CONNECTIVITY, ACCESS** and online **DATA TRANSFER** is now more **SECURED**.

### 2.3 Key Benefits of iSource

- Zycus iSource can be delivered in **SaaS** (Software as a service) mode in your corporate premises.
- SaaS mode ensures organizations get started right away with **MINIMAL INVESTMENT**.
- Higher **ROI** and in **NO TIME**
- Low upfront cost- **“NEAR ZERO”** training cost and minimal commitment
- Comprehensive 24 x 5 Support including **PHONE, EMAIL, and LIVE CHAT**
- Enhanced **COMMUNICATION** and **COLLABORATION** through **eForums**

## Chapter 3: Getting Started

### 3.1 Introduction

Before you begin with responding to events, you need to become familiar with iSource application. You can do this by:

- Understanding how iSource can be accessed.
- Familiarizing you with the concepts of events.
- Understanding how iSource is organized.
- Finding out how to set up your own preferences.
- Learning how to exit safely from iSource.

### 3.2 Accessing iSource

iSource is available in the Software as a Service (SaaS) mode. This makes it easier for you to access iSource through your browser over the internet anytime & anywhere.

Initially, the buyer would register you by creating your profile in their eSourcing community. Once your profile is created, you will receive an email along with details such as login credentials and URL of the supplier portal.

```
Dear Carmen Morris,

    Mike Carlson would like to invite your company into their sourcing community for
    consideration in future purchasing opportunities.

    To verify that you are successfully able to access the community, please logon to
    Link: https://192.168.1.82/isource/login.htm

    Username: CARMEN
    Password: far8ran

    PLEASE NOTE that this email is to simply communicate that your profile has been
    successfully created on the sourcing community.
    As and when the buyer would publish upcoming events, you would be notified by a separate
    email for the same.

    Zycus CUSTOMER SUPPORT
    If you need assistance for the use of our Zycus iSource application please contact Zycus
    Customer Support by clicking the Customer Support link on
    https://192.168.1.82/isource.htm

    Regards,
    Customer Support Team
    Zycus iSource
```



*Preserve your User Id and Password so that you can use it when you are invited for sourcing events.*



*In case you face any problem in accessing the iSource supplier portal, please contact Zycus Technical Support.*

Once your profile is created, you will receive an email from the buyer inviting you to their sourcing community for consideration in upcoming purchase opportunities. Along with the event details, you will also get your username and URL link for the event in the email.

Dear Carmen Morris,

You have been invited by Mike Carlson to participate in the following Request for Quote using Zycus iSource application.

RFQ Name: RFQ for MainfFrame Servers

Open Date/Time: 08/28/2012 11:10 AM GMT  
 Close Date/Time: 09/01/2012 05:00 AM GMT

Sourcing Professional: Mike Carlson  
 Sourcing Professional Email: mike.carlson@isource.com

Your username is : CARMEN

Link for RFQ for MainfFrame Servers: <https://192.168.1.82/isource/login.htm>

For any question concerning this event, please use eforum on Zycus iSource application.

Zycus CUSTOMER SUPPORT

If you need assistance for the use of our Zycus iSource application please contact Zycus Customer Support by clicking the Customer Support link on

<https://192.168.1.82/isource.htm>

Regards,  
 Customer Support Team  
 Zycus iSource

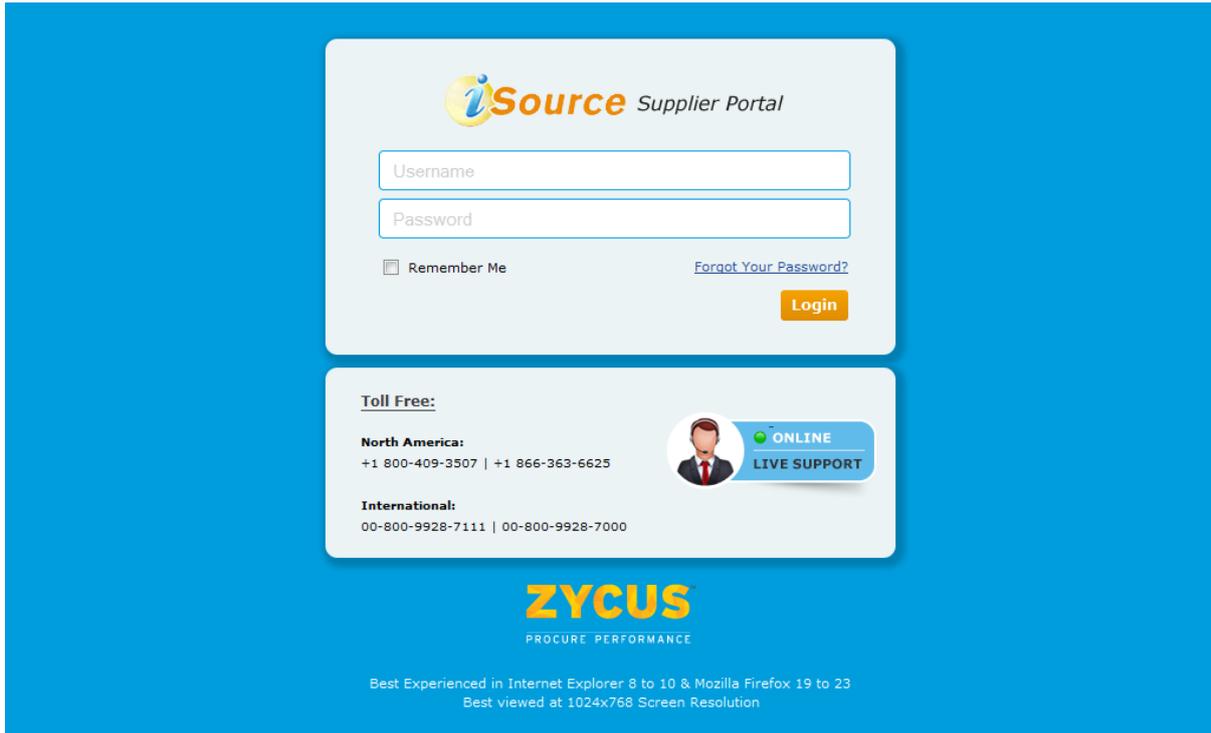
### *To access iSource:-*

1. Open **Internet Explorer/Mozilla Firefox** browser.

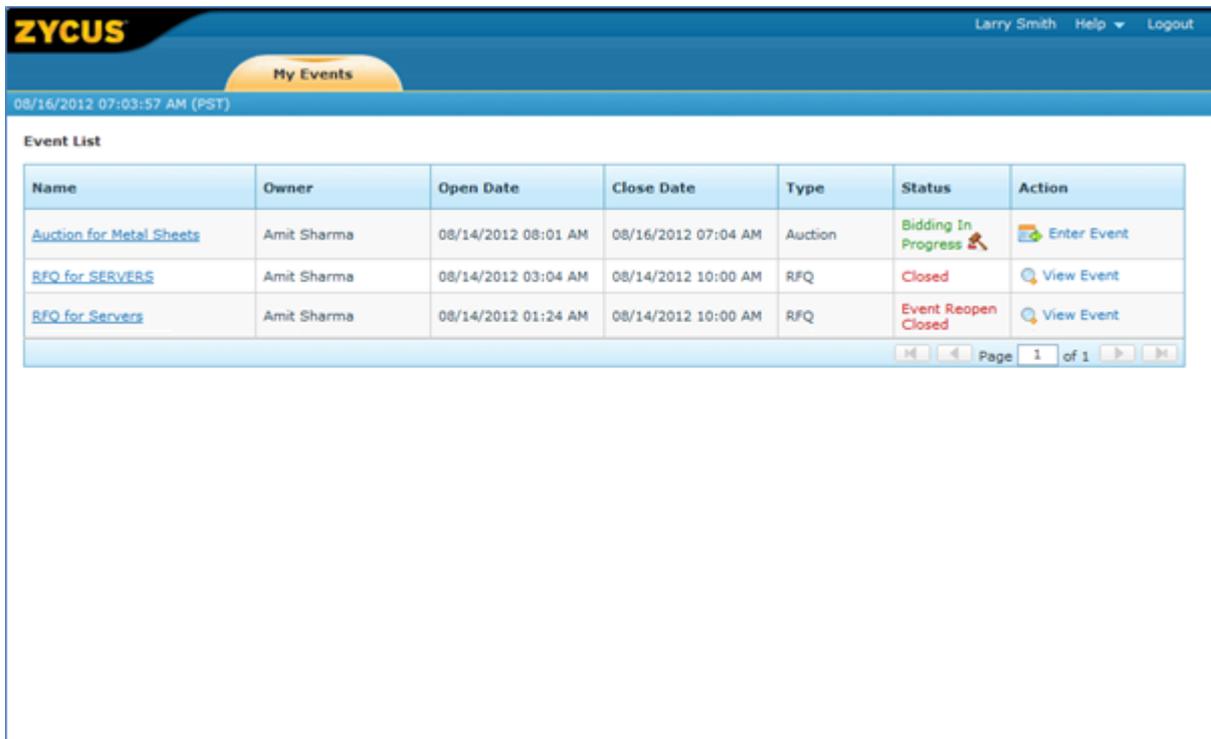


*iSource is compatible only with Internet Explorer version 8 to 11 and Mozilla Firefox version 19 to 23*

2. Type the URL address of iSource in the address bar and press the **ENTER** key. The **Login** page is displayed.



3. Enter **Username**, **Password**, and click **Login**. The **My Events** page is displayed.

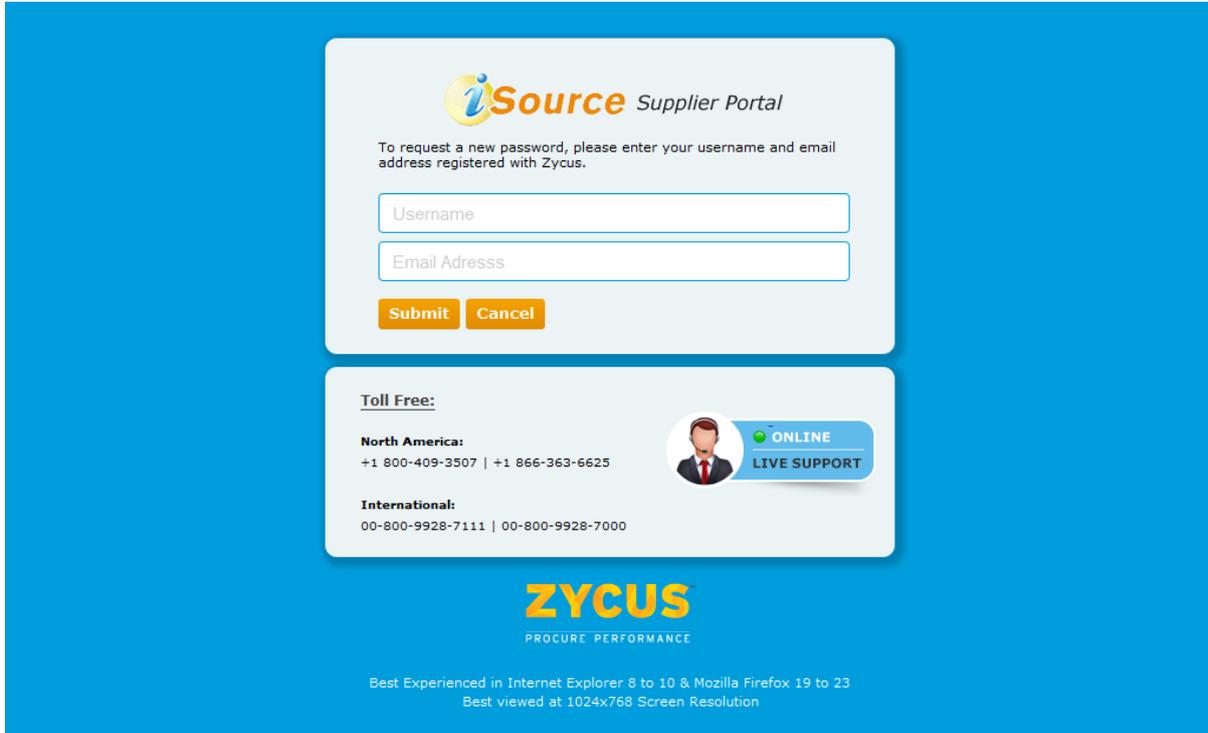


 *If you do not see the My Events page, but instead see the Login page again, please verify the username and password you are entering and try again. The Username and Password fields are case sensitive. Even after trying few times if you are not able to login then please contact Zycus Technical Support.*

### 3.3 Recovering Password

*To recover your password:-*

1. Click the **Forgot Password?** link on the login page. The following page is displayed.



2. In the **Username** and **Email Address** field, type your username and official email address registered with Zycus respectively, and then click **Submit**. An email is sent to your email account with your username and password.

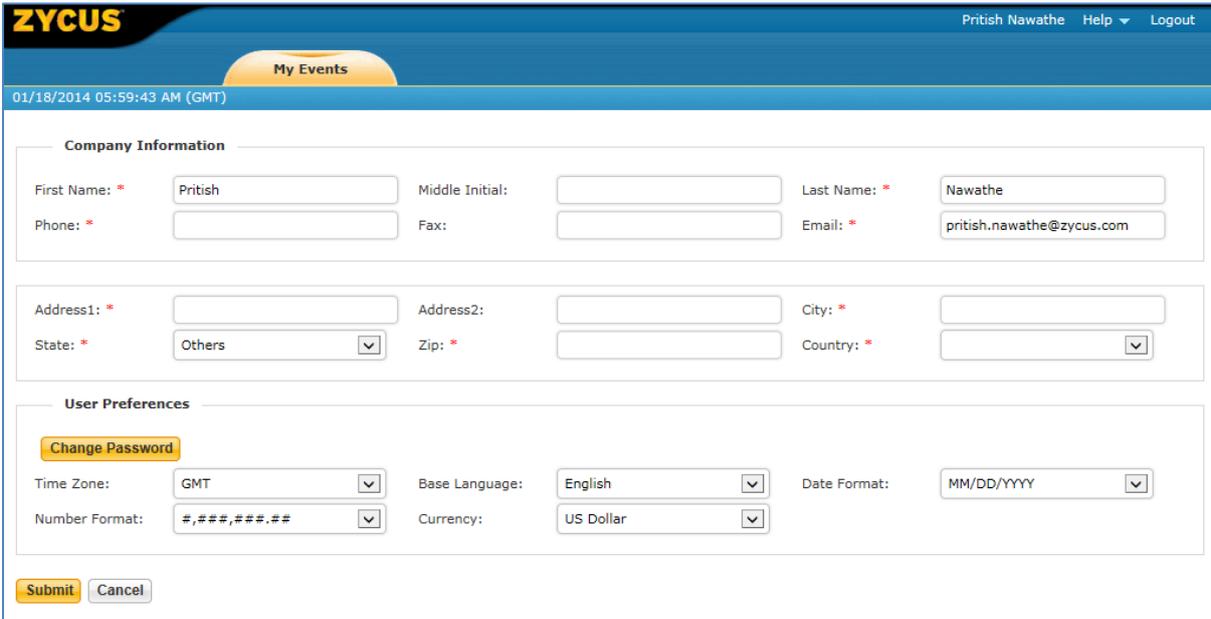


*Forgot Password option will reset your original password and a new password will be sent to your registered email id.*

### 3.4 Changing Personal Details

*To update personal details:-*

1. Click the username in the upper-right corner of a page. The **Profile Manager** page is displayed.



The screenshot shows the Zycus user profile page. At the top, there is a navigation bar with the Zycus logo, the user name 'Pritish Nawathe', and links for 'Help' and 'Logout'. Below the navigation bar is a 'My Events' button and a timestamp '01/18/2014 05:59:43 AM (GMT)'. The main content area is divided into two sections: 'Company Information' and 'User Preferences'. The 'Company Information' section contains fields for First Name (Pritish), Middle Initial, Last Name (Nawathe), Phone, Fax, and Email (pritch.nawathe@zycus.com). The 'User Preferences' section includes a 'Change Password' button, Time Zone (GMT), Base Language (English), Date Format (MM/DD/YYYY), Number Format (#,###,###.##), and Currency (US Dollar). At the bottom of the form are 'Submit' and 'Cancel' buttons.

2. Under the **Company Information** section, enter contact information and address details.
3. Under the **User Preferences** section, select time zone and date format. Date and time along with the selected time zone is displayed in the upper left corner of the application.
4. Select a currency from the **Currency** list. The data will be displayed in the selected currency.
5. Select a language from the **Base Language** list.
6. Select a number format from the **Number Format** list.
7. Click **Submit** to save your changes.

### **3.5 Changing Password**

*To change password:-*

1. Click the **Change Password** link on the **Profile Manager** page to change password. The **Change Password** screen is displayed.

Enter your current password and then choose your new password.

**Current Password :**

**New Password :**

**Confirm New Password :**

**DaeMiller**, Your password must be between 8-30 characters and contain both letters and numbers. It cannot contain your user ID and must be different from your current password.

2. Enter your current password in the **Current Password** field.
3. Enter a new password in the **New Password** field.
4. Enter your new password again in the **Confirm New Password** field, and then click **Change Password**. The changes are saved and the password is changed.

### 3.6 Exiting from iSource

#### *To safely exit from iSource*

- Click the **Logout** link (top right hand corner). The **Login** page is displayed.



*iSource has a default time out period of 3 hours per session. So, if your session remains inactive for more than 3 hours, the session will get expire and the user will be automatically logged out of iSource.*



*Closing the browser window is not the appropriate method of exiting from iSource. Always logout by clicking on the Logout link.*

### 3.7 Help

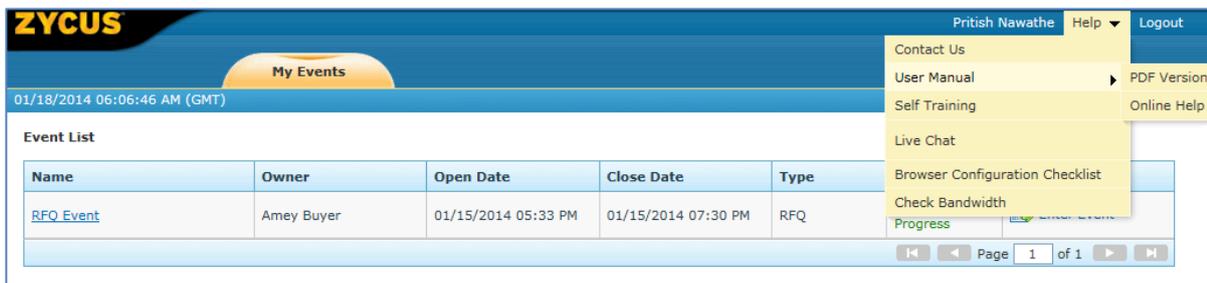
The Help feature makes it easier for you to understand, get self-trained to use iSource with ease. The Help option provides you with the toll free numbers, email id of the technical support team, to help you resolve your queries or difficulties.

It also offers you access to user manuals which has been created to give you step by step explanation of different event level activities. You also have access to the interactive self-training module, which offers demonstration to understand various functionalities within the application.

Lastly, iSource Configuration Checklist is a document created to inform you of the system requirement of this application. In case of doubts, or queries you can get in touch with the technical support team which works 24 × 5 or email [tech-support@zycus.com](mailto:tech-support@zycus.com)

**To use the help option:-**

1. On the **My Events** page, click **Help**.



Description and Purpose of different Help options:

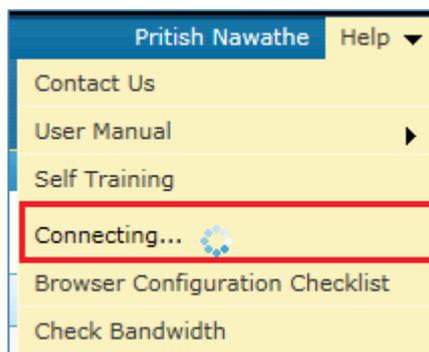
Options		Description	Purpose
Contact Us		Gives you information like: <ul style="list-style-type: none"> <li>• North American Toll Free number</li> <li>• International Toll free number</li> <li>• Technical Support Email</li> <li>• WebEx</li> </ul>	To provide easy accessibility 24 X 5 to help you resolve your queries and difficulties.
User Manual	PDF Version	Gives you information to help you carry out various functions	To give you a printer friendly version of the user manual.
	Online Help	To provide the know how to use the application with ease.	To give you a user friendly HTML version of the user manual.
Self-Training		Helps you get trained on using iSource software	To see the videos and get you self-trained to use the application
Live Chat		Help you to connect to the live chat feature	To get connected to the live chat feature and get in touch with the tech-support team.
Browser Configuration Checklist		Gives you system configuration for using iSource software	To give the required configuration before you get started with the application
Check Bandwidth		Helps you to check the bandwidth of your internet connection.	To check the bandwidth of your internet connection and compare it with the pre-defined bandwidth grades.

### 3.8 Live Chat Feature

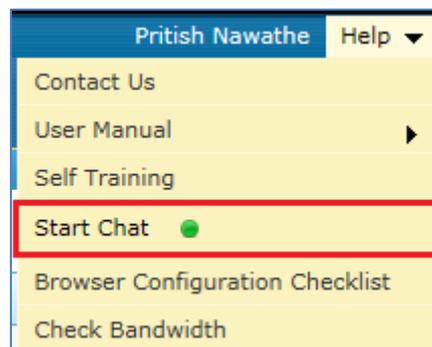
In case, you have problems with the application you can instantly chat with technical support team and have your problems solved. The Live Chat feature of iSource gives users an option to chat with the technical support team and is available 24 x 5 to help you solve your problems.

#### *To chat with technical support*

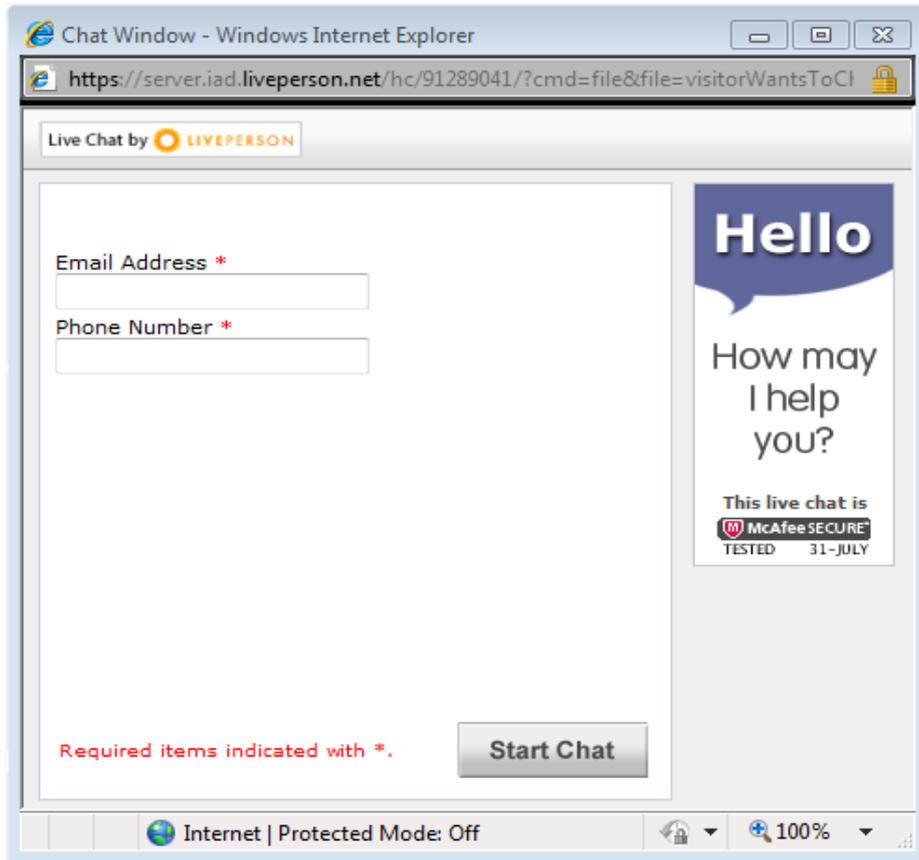
1. On the header menu, go to **Help** link and click on the “**Live Chat**”. On clicking the Live Chat link, a connection will be established with Live Chat component. Until the connection is established a loader sign would be shown.



2. Once the connection is successfully established the link will get changed to **Start Chat** along with a green circle.



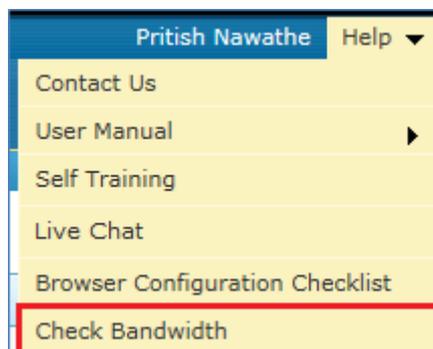
3. On clicking the **Start Chat** option, the live chat window will open as shown below.



4. Enter your official email address and phone number and click on **Start Chat**. Instantly, a technical support executive will join you via chat wherein you can mention the problem/issue you are facing within the application.

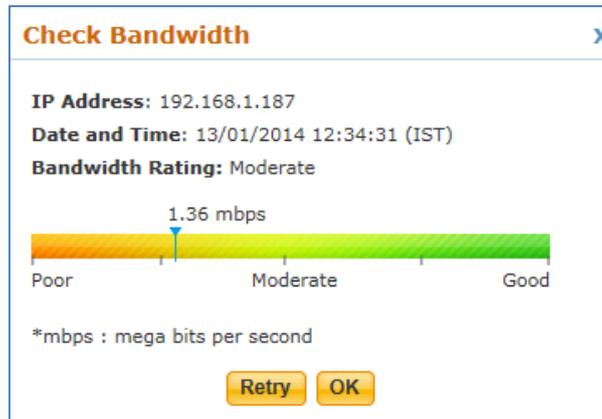
### 3.9 Check Bandwidth

The Check Bandwidth feature is for the users to check if their internet bandwidth is sufficient for optimum iSource performance and will help in determining if poor internet bandwidth is the root cause for slow iSource performance.



To check your internet bandwidth:

1. Click on **Help link > Check Bandwidth**. A dialog box will be displayed where you will get to know IP address, bandwidth rating and speed.



The bandwidth grades are as follows:

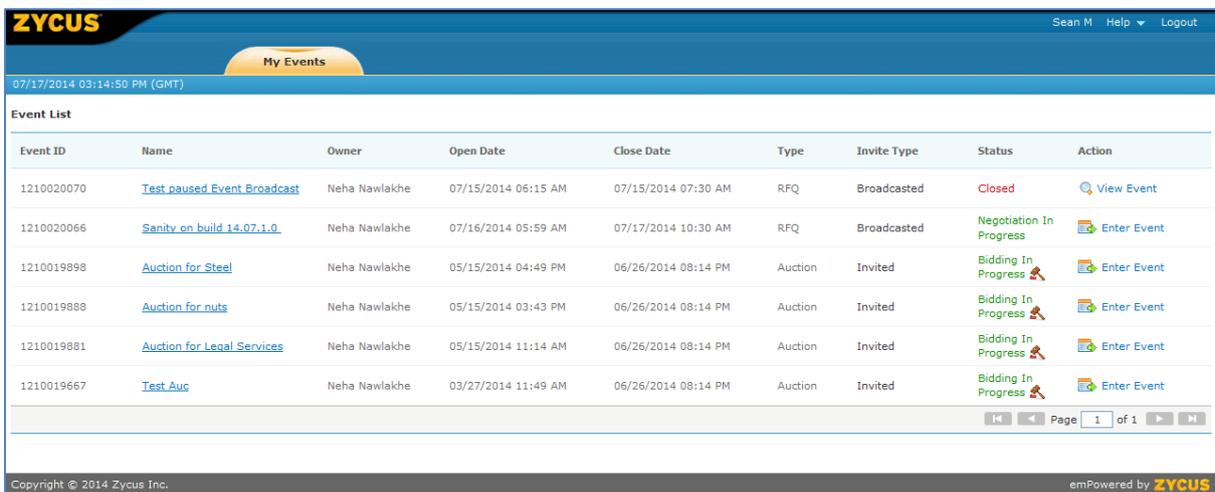
- Poor - less than 1 mbps (megabits per second)
- Moderate - 1-5 mbps
- Good - greater than 5 mbps

## Chapter 4: My Events

### 4.1 Introduction

When you log into iSource as a supplier/vendor, you are directed to the **My Events** page. On the **My Events** page, you can see the list of all the events you are invited for. The events can be RFI (Request for Information), RFQ (Request for Quotation) and Auctions for which the vendor has been invited to participate in.

For each event, you can view the event names, type of the event, start and end date, along with its status in the document list section. You can select any event and either bid or submit details, depending on the nature of the event. The **My Events** page is displayed as shown.



Event ID	Name	Owner	Open Date	Close Date	Type	Invite Type	Status	Action
1210020070	<a href="#">Test paused Event Broadcast</a>	Neha Nawlakhe	07/15/2014 06:15 AM	07/15/2014 07:30 AM	RFQ	Broadcasted	Closed	<a href="#">View Event</a>
1210020066	<a href="#">Sanity on build 14.07.1.0</a>	Neha Nawlakhe	07/16/2014 05:59 AM	07/17/2014 10:30 AM	RFQ	Broadcasted	Negotiation In Progress	<a href="#">Enter Event</a>
1210019898	<a href="#">Auction for Steel</a>	Neha Nawlakhe	05/15/2014 04:49 PM	06/26/2014 08:14 PM	Auction	Invited	Bidding In Progress	<a href="#">Enter Event</a>
1210019888	<a href="#">Auction for nuts</a>	Neha Nawlakhe	05/15/2014 03:43 PM	06/26/2014 08:14 PM	Auction	Invited	Bidding In Progress	<a href="#">Enter Event</a>
1210019881	<a href="#">Auction for Legal Services</a>	Neha Nawlakhe	05/15/2014 11:14 AM	06/26/2014 08:14 PM	Auction	Invited	Bidding In Progress	<a href="#">Enter Event</a>
1210019667	<a href="#">Test Auc</a>	Neha Nawlakhe	03/27/2014 11:49 AM	06/26/2014 08:14 PM	Auction	Invited	Bidding In Progress	<a href="#">Enter Event</a>

Event Status	Description
Open	Event is open for suppliers to submit their response.
Paused	Event is paused and will not be available to the suppliers for some time.
Closed	Event is closed and responses cannot be submitted anymore.
Event Reopen	A closed event is reopened and responses can be submitted for this event.
Event Reopen Closed	A reopened event is closed and responses cannot be submitted anymore.
Negotiation in Progress	A negotiated bid has been sent for approval by the buyer.
Negotiated Price Accepted/Rejected	The supplier has accepted or rejected the negotiated bid sent by the buyer.
Negotiation Closed	The buyer has closed the negotiation stage.
Bidding In Progress	Bidding for auction event has started and is in progress.

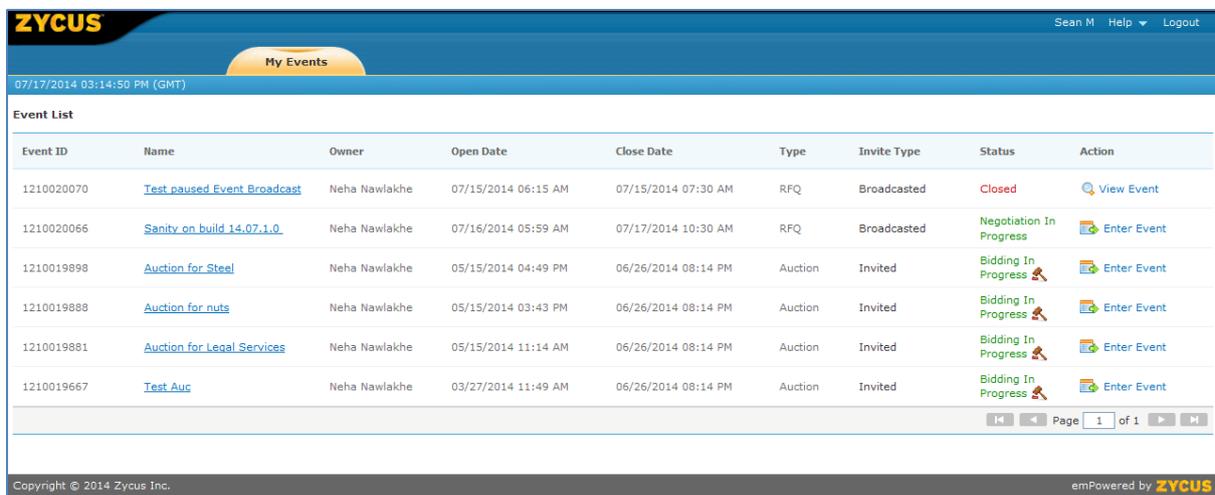
Bid Reco Open	Bidding Reconciliation for the auction event is open. Bid Reconciliation is done after the auction event is closed.
Bid Reco Closed	Bidding Reconciliation for the auction event is closed.



*At the time of publishing an event, the buyer can set the number of days the event should be visible to the supplier. After being listed for the number of days specified by the buyer, the event will be removed from the list of events on Event List page.*

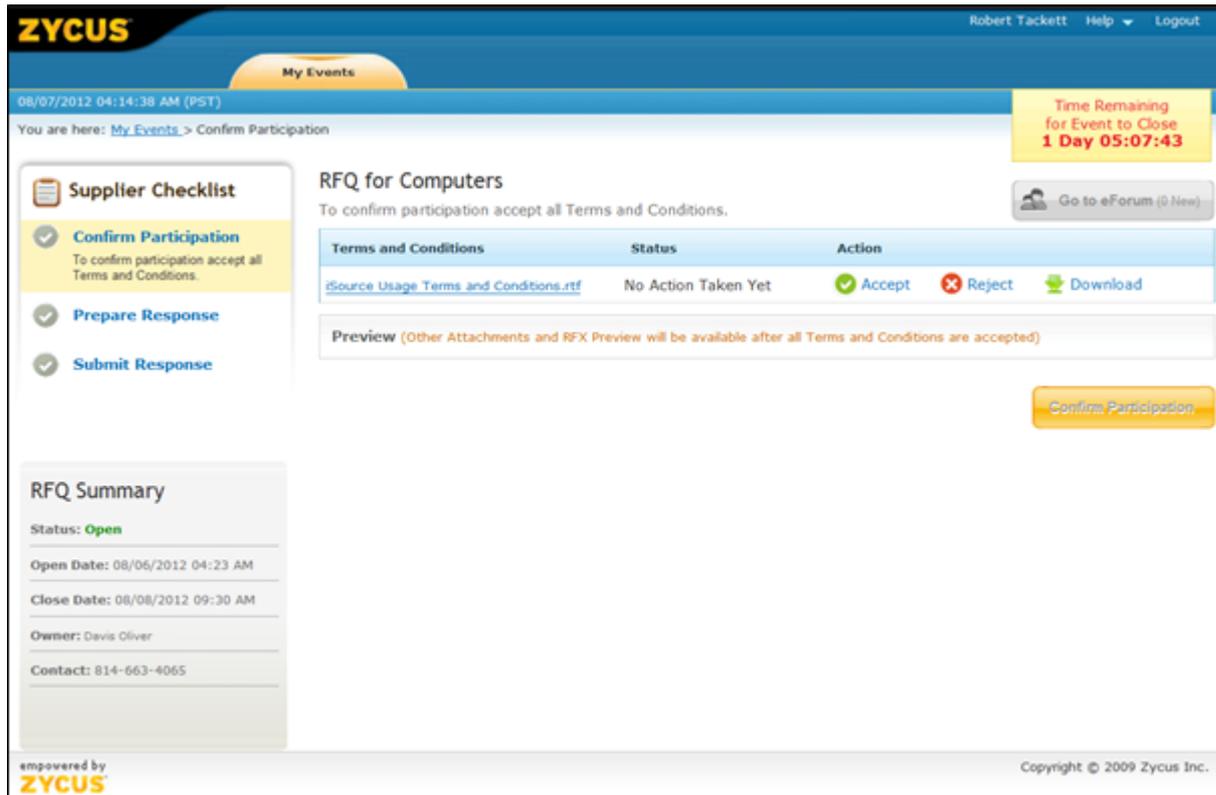
## 4.2 Enter Event

*To enter an event:-*



Event ID	Name	Owner	Open Date	Close Date	Type	Invite Type	Status	Action
1210020070	<a href="#">Test paused Event Broadcast</a>	Neha Nawlakhe	07/15/2014 06:15 AM	07/15/2014 07:30 AM	RFQ	Broadcasted	Closed	View Event
1210020066	<a href="#">Sanity on build 14.07.1.0</a>	Neha Nawlakhe	07/16/2014 05:59 AM	07/17/2014 10:30 AM	RFQ	Broadcasted	Negotiation In Progress	Enter Event
1210019898	<a href="#">Auction for Steel</a>	Neha Nawlakhe	05/15/2014 04:49 PM	06/26/2014 08:14 PM	Auction	Invited	Bidding In Progress	Enter Event
1210019888	<a href="#">Auction for nuts</a>	Neha Nawlakhe	05/15/2014 03:43 PM	06/26/2014 08:14 PM	Auction	Invited	Bidding In Progress	Enter Event
1210019881	<a href="#">Auction for Legal Services</a>	Neha Nawlakhe	05/15/2014 11:14 AM	06/26/2014 08:14 PM	Auction	Invited	Bidding In Progress	Enter Event
1210019667	<a href="#">Test Auc</a>	Neha Nawlakhe	03/27/2014 11:49 AM	06/26/2014 08:14 PM	Auction	Invited	Bidding In Progress	Enter Event

1. Click **Enter Event** for the desired corresponding RFI/RFQ event. The **Confirm Participation** page is displayed.



**ZYCUS** Robert Tackett Help Logout

My Events

08/07/2012 04:14:38 AM (PST)

You are here: [My Events](#) > Confirm Participation

**Supplier Checklist**

- ✓ **Confirm Participation**  
To confirm participation accept all Terms and Conditions.
- ✓ Prepare Response
- ✓ Submit Response

**RFQ for Computers**

To confirm participation accept all Terms and Conditions.

Go to eForum (0 New)

Terms and Conditions	Status	Action
<a href="#">iSource Usage Terms and Conditions.rtf</a>	No Action Taken Yet	<input checked="" type="checkbox"/> Accept <input checked="" type="checkbox"/> Reject <input checked="" type="checkbox"/> Download

**Preview** (Other Attachments and RFX Preview will be available after all Terms and Conditions are accepted)

Confirm Participation

**RFQ Summary**

Status: **Open**

Open Date: 08/06/2012 04:23 AM

Close Date: 08/08/2012 09:30 AM

Owner: Davis Oliver

Contact: 814-663-4065

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2. To go back to **Event List** page, click on **My Events** tab.



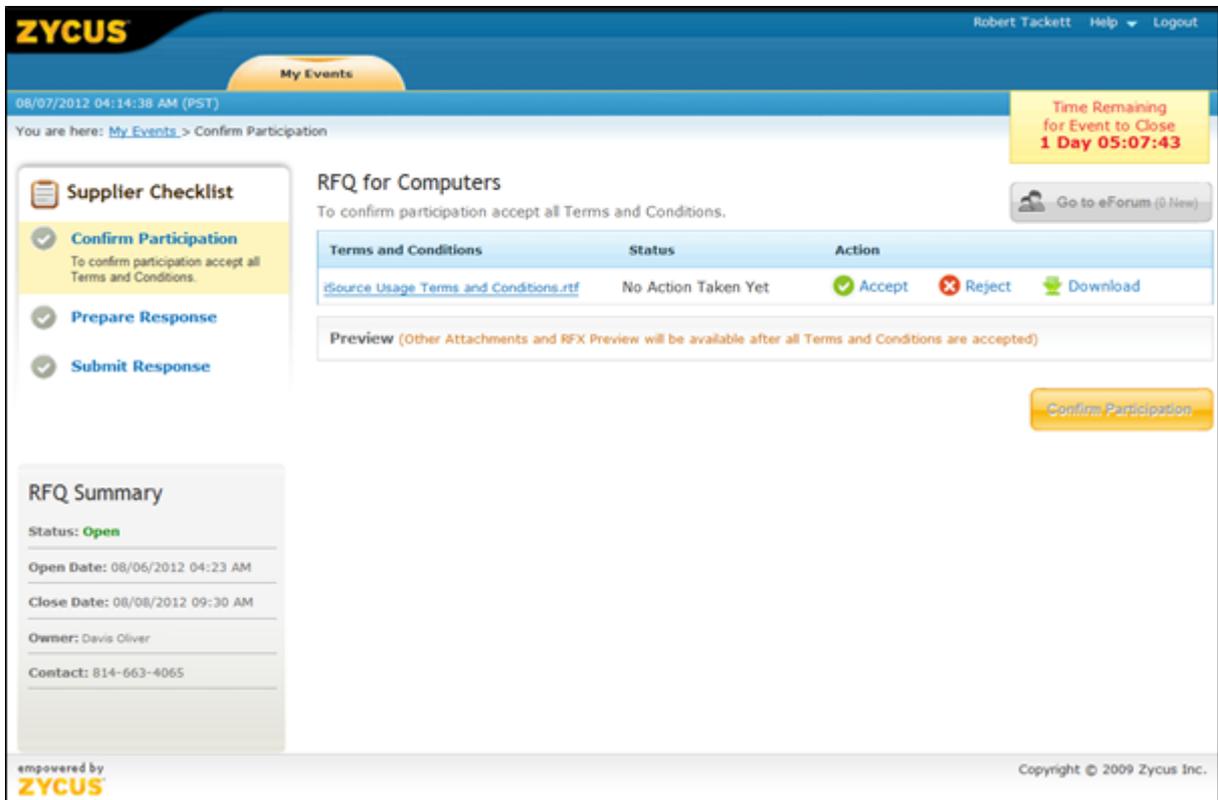
*Please do not use the BACK & FORWARD button of your browser while navigating through iSource as this may lead to loss of information which cannot be retrieved later.*

# Chapter 5: Responding to RFI/RFQ

## 5.1 Introduction

When a buyer sends a request for quotation or request for information, the event is listed and can be accessed from the **My Events** page. You can view and study the RFQ or RFI, view buyer queries, preparing responses, and submit responses.

 *The buyer can make changes in the RFI/RFQ on-the-fly, which means that at any time buyer can pause the event and then republish it. You will get a notification via an email when the event is paused as well as republished.*



On the left pane you will find a **Supplier Checklist**. The checklist will help you to navigate and to track events.

Responding to RFI/RFQ is a three step procedure:

- Step I: Confirm Participation
- Step II: Prepare Response
- Step III: Submit Response

Let's have a look at each step in detail.

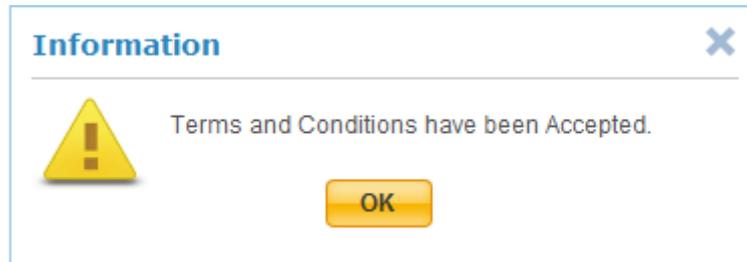
## 5.2 Step I: Confirm Participation

On the **Confirm Participation** page, you can view, accept, and reject the terms and conditions set for the event. Other than Terms & Conditions, you can view additional files related to the event such as company level terms and conditions, product description or system requirement etc. In order to proceed with the event, it is mandatory for you to accept the Terms & Conditions and confirm your participation for the event.

### 5.2.1 Terms and Conditions

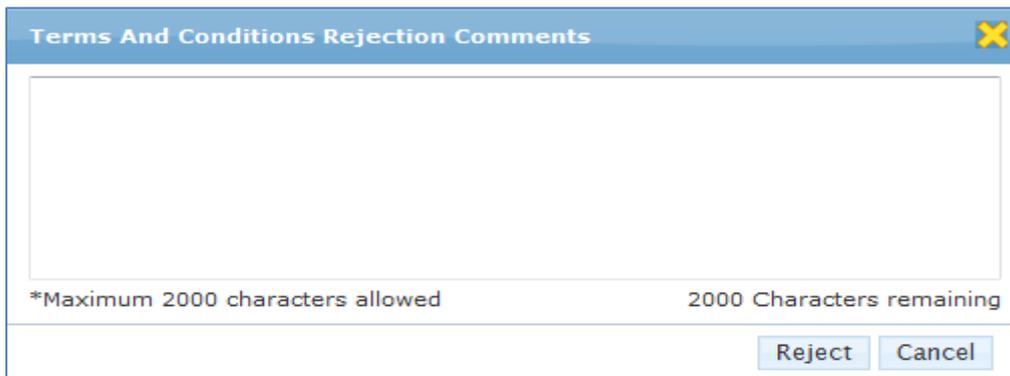
Terms and Conditions	Status	Action
<a href="#">iSource Usage Terms and Conditions.rtf</a>	No Action Taken Yet	 Accept  Reject  Download

1. On **Confirm Participation** page, under **Terms and Conditions** section, click on  **Download** to view/download the Terms and Conditions set by the buyer for the event.
2. Click on  **Accept** to accept the Terms and Conditions. The following message is displayed.

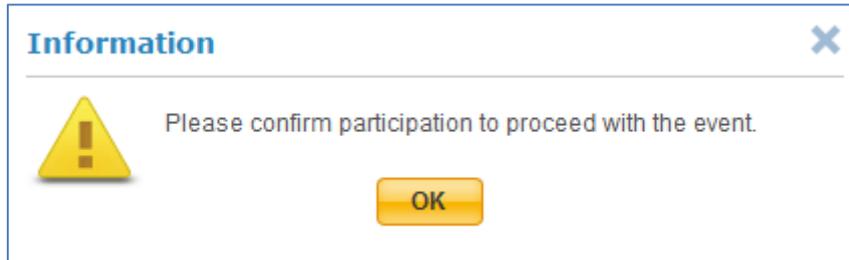


 *Once you have accepted the Terms and Conditions, the **Accept** and **Reject** options are disabled.*

3. Click on  **Reject** to reject the Terms and Conditions. The **Terms and Conditions Rejection Comments** dialog box is displayed.



-  *In this dialog box, you have to provide reason/comments for rejection and then click on Reject to reject the Terms and Conditions.*
-  *Once you have rejected the Terms and Conditions, an email is sent to the Buyer along with the reason for rejection as specified by you.*
-  *If you do not accept the terms and conditions and try to move further in the checklist, the following message will be displayed.*

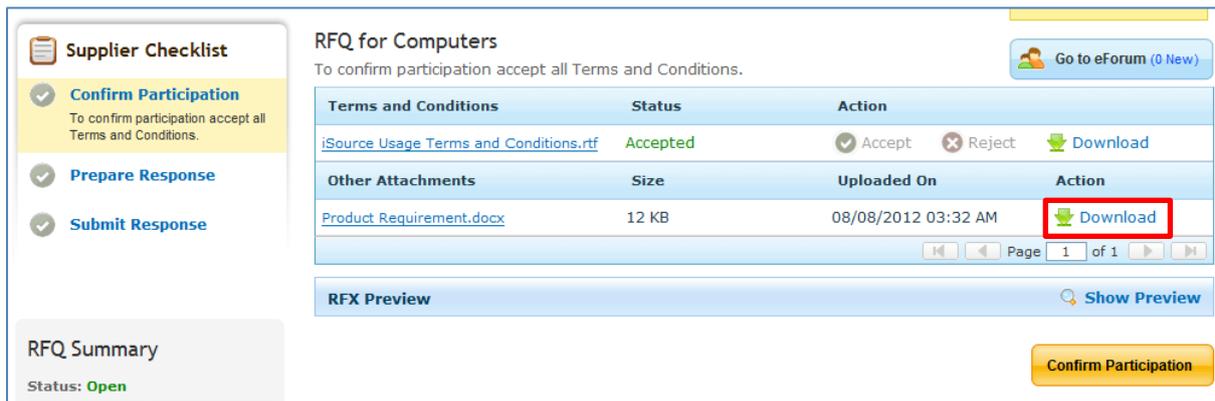


### 5.2.2 Other Attachments

After accepting the Terms and Conditions, you can go through the reference documents/other attachments sent by the buyer related to the RFX event.

**To confirm participation:**

1. Click  **Download** to download the document sent by the buyer.



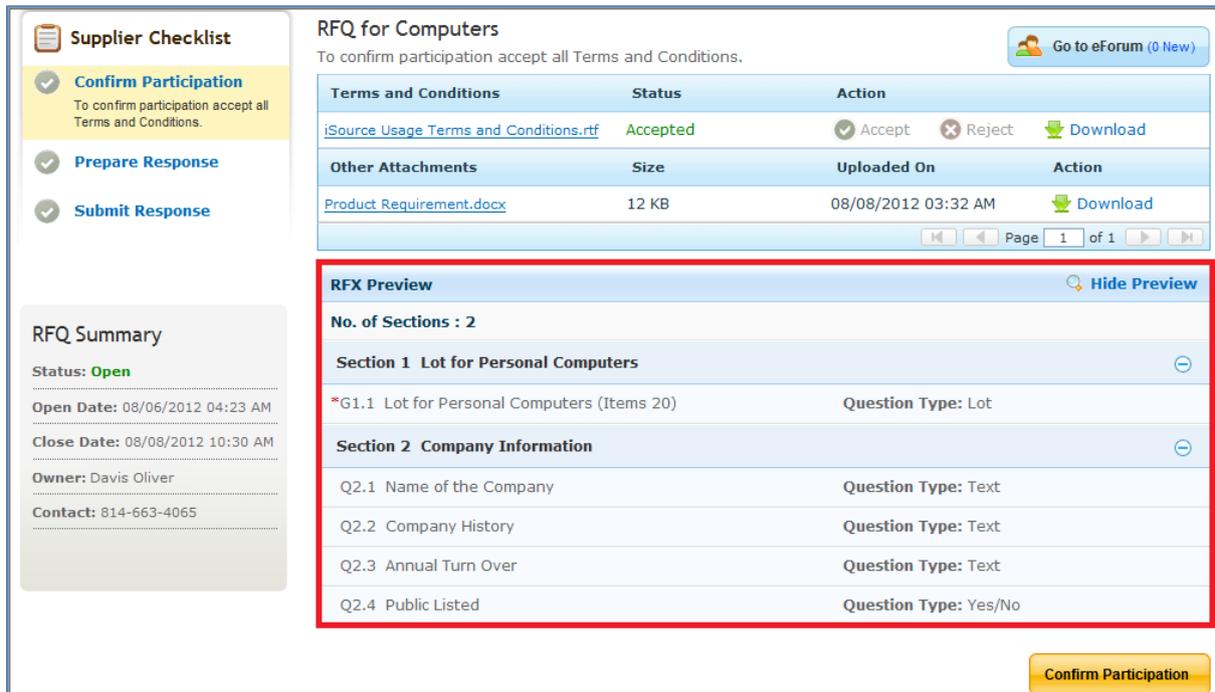
2. The **File download** dialog box opens when you click **View**.
3. Click **Open** to view the document or Save to save the document.

### 5.2.3 RFX Preview

After going through the reference documents, you can have a preview of the RFX event. This will help you to get an overview of pricing, non-pricing questions in the RFX event and proceed to confirm their participation for the event accordingly.

*To preview RFX:*

1. On **Confirm Participation** page, under **RFX Preview** section, click on  **Show Preview**
2. Click on  to expand a particular section and view its contents. Click on  to close that section.



**Supplier Checklist**

- Confirm Participation**  
To confirm participation accept all Terms and Conditions.
- Prepare Response**
- Submit Response**

**RFQ Summary**

Status: **Open**

Open Date: 08/06/2012 04:23 AM

Close Date: 08/08/2012 10:30 AM

Owner: Davis Oliver

Contact: 814-663-4065

**RFQ for Computers**

To confirm participation accept all Terms and Conditions. [Go to eForum \(0 New\)](#)

Terms and Conditions	Status	Action	
<a href="#">iSource Usage Terms and Conditions.rtf</a>	Accepted	<input checked="" type="checkbox"/> Accept	<input checked="" type="checkbox"/> Reject <input type="checkbox"/> Download

Other Attachments	Size	Uploaded On	Action
<a href="#">Product Requirement.docx</a>	12 KB	08/08/2012 03:32 AM	<input type="checkbox"/> Download

Page 1 of 1

**RFX Preview** [Hide Preview](#)

No. of Sections : 2

**Section 1 Lot for Personal Computers** 

\*G1.1 Lot for Personal Computers (Items 20) **Question Type:** Lot

**Section 2 Company Information** 

Q2.1 Name of the Company **Question Type:** Text

Q2.2 Company History **Question Type:** Text

Q2.3 Annual Turn Over **Question Type:** Text

Q2.4 Public Listed **Question Type:** Yes/No

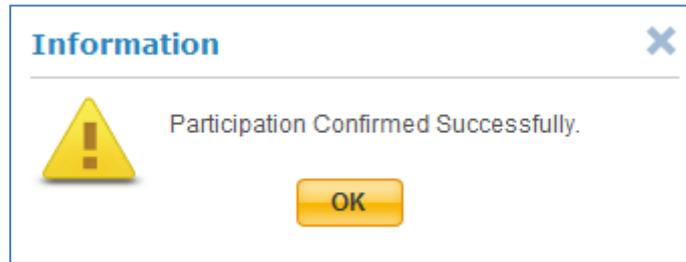
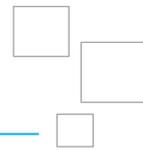
**Confirm Participation**

### 5.2.4 Confirm Participation

After accepting the Terms and Conditions, going through other attachments/reference documents sent by the buyer and getting a preview of the event, you can finally confirm your participation for the event and proceed to next step in the Supplier Checklist.

*To confirm participation:*

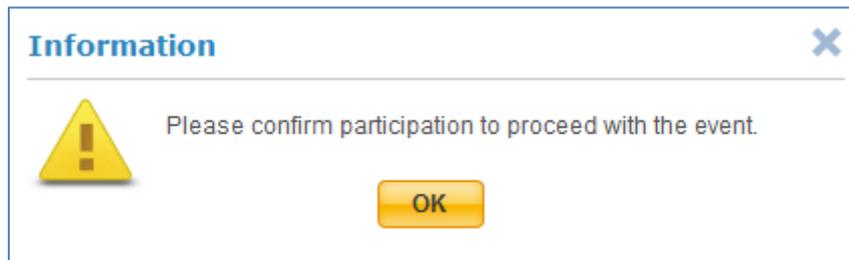
1. On **Confirm Participation** page, click on . The following message is displayed.



*You can confirm participation only after accepting the Terms and Conditions set by the buyer.*



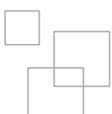
*If you do not confirm participation and try to move further in the checklist, the following message will be displayed.*



*Once you have confirmed your participation for the event, Step I: Confirm Participation is completed and you will be automatically redirected to Step II: Prepare Responses*



*✔ **Confirm Participation** will get changed to ✔ **Confirm Participation** when you confirm participation for the event.*

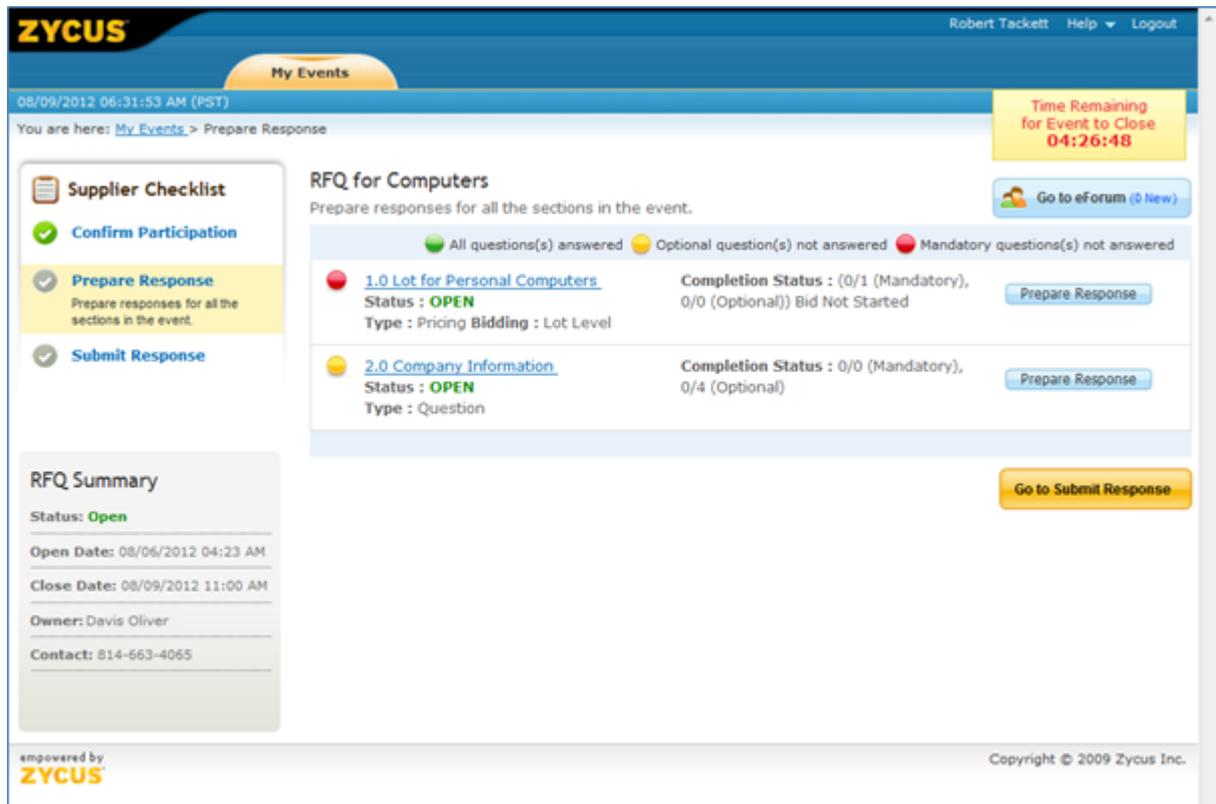


## 5.3 Step II: Prepare Responses

When you receive a request for quotation or information, you can prepare responses in many ways which are mentioned in this section. You can prepare responses by clicking Prepare Response, or by clicking the section or group name link in the RFQ/RFI.

### *To prepare response:-*

Once you have confirmed your participation for the event you will be automatically redirected to the **Prepare Response** page.

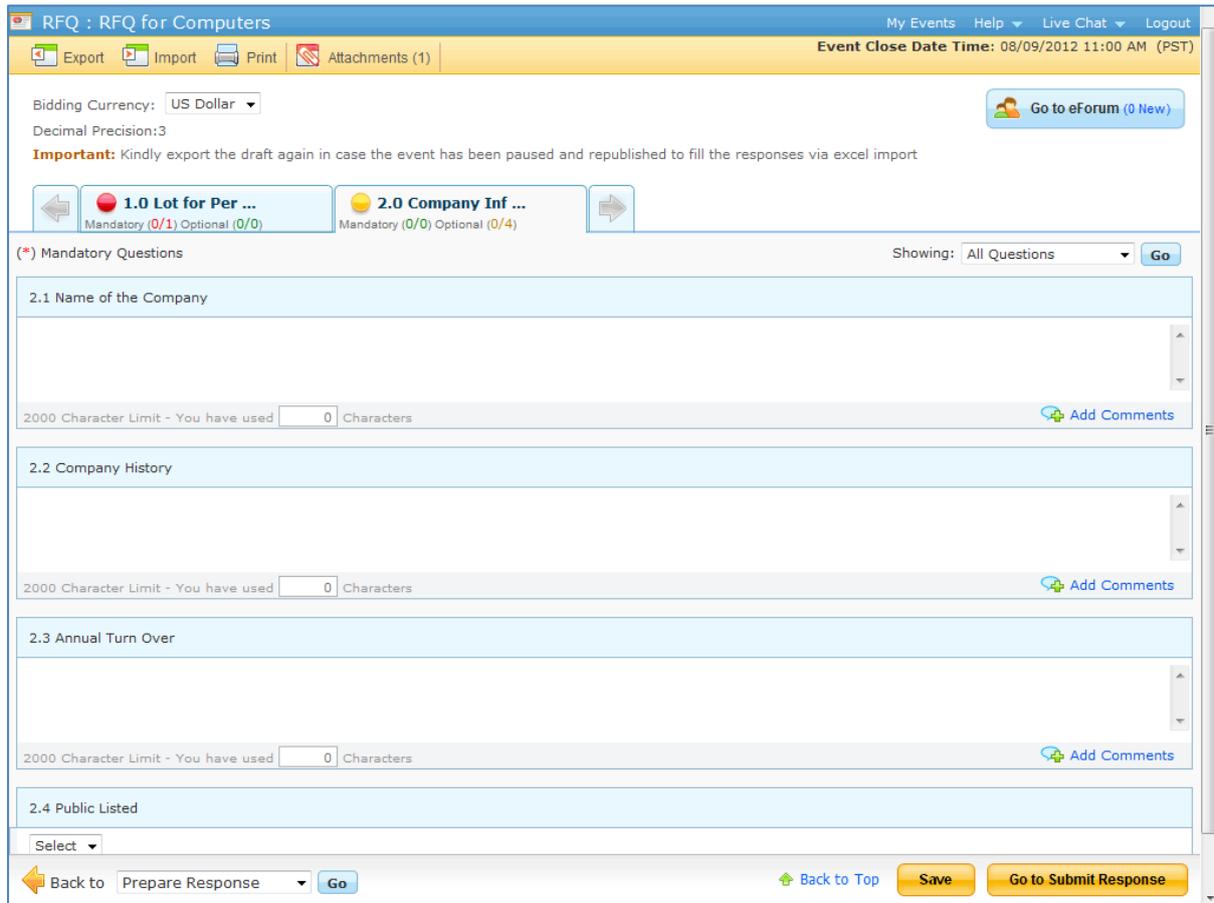


The screenshot shows the Zycus web interface for preparing a response. The page title is "RFQ for Computers" and the status is "OPEN". The page is divided into several sections:

- Supplier Checklist:** A sidebar menu with options: "Confirm Participation" (checked), "Prepare Response" (highlighted), and "Submit Response" (checked).
- RFQ Summary:** A box containing details: Status: Open, Open Date: 08/06/2012 04:23 AM, Close Date: 08/09/2012 11:00 AM, Owner: Davis Oliver, Contact: 814-663-4065.
- RFQ Details:** A table listing sections:
 

Section	Completion Status	Action
1.0 Lot for Personal Computers	(0/1 Mandatory), 0/0 (Optional) Bid Not Started	Prepare Response
2.0 Company Information	0/0 (Mandatory), 0/4 (Optional)	Prepare Response
- Time Remaining:** A yellow box in the top right corner shows "Time Remaining for Event to Close 04:26:48".
- Buttons:** "Go to eForum (5 New)", "Go to Submit Response", and "Prepare Response" buttons are visible.

1. On **Prepare Response** page, you can prepare response section wise. To prepare response for a particular section, click on **Prepare Response** for that section or click the section name link. The RFX editor page is displayed.



What you are seeing above is a section with typical non-pricing questions. In such section, you have to answer questions asked by the buyer. There can be different type of question such as:

- Simple Text/Numeric Type
- Yes/No
- Single Choice
- Multiple Choice
- Tabular
- Comments (Information given by the buyer)
- Attachment (for this type of question, you have to upload attachment/document requested by the buyer)



*Questions marked with \* are mandatory.*



*If there is a minimum and maximum value range defined by the buyer for a numeric question, then your answer must be within the specified range.*



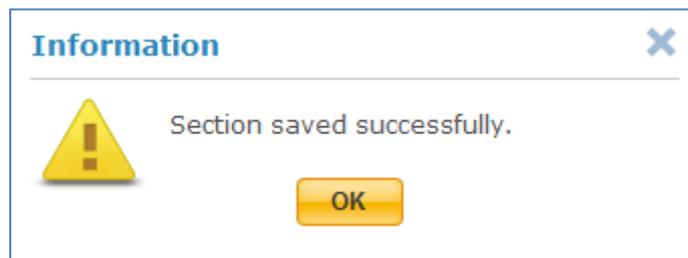
**Best Practice**

*Please do not use the BACK & FORWARD button of your browser while navigating through iSource as this may lead to loss of information which cannot be retrieved later.*

2. Click the  **Add Comments** icon to enter your comments for a particular question. The **Supplier Comments** dialog box is displayed.



3. Enter your comments and click **Save**.
4. Once you have entered responses for a section, click on . This would save the section with all the information which you have added so far. Once the responses are saved, following message is displayed.



 *If you are preparing your response within the tool itself, then you have to save your responses for each section individually.*

 *iSource has a default time out period of 3 hours per session. So, if your session remains inactive for more than 3 hours, the session will get expire and the user will be automatically logged out of iSource.*

 *It is advisable to the user to save your responses from time to time so that in case your session reaches the time out period and gets expired, there is no impact on your responses as any unsaved changes will be not be saved and needs to be submitted again.*

5. After the responses have been prepared and saved, click on [Go to Submit Response](#). You are directed to **Submit Response** page.

  **Prepare Response** will get changed to  **Prepare Response** after you have answered all the questions in all the sections.

  **Prepare Response** will get changed to  **Prepare Response** in case optional questions are not answered. But you can still proceed with submitting your response.

### 5.3.1 Response Signalling System

While preparing the responses, now you can come to know if you have completed the responses for the section or not with the help of **Response Signalling System**. There are 3 signals that would be displayed to you namely red, yellow and green.



Signal	Description
	<ul style="list-style-type: none"> <li>This signal indicates that there are mandatory questions in the section that are not yet answered.</li> <li>Once you have answered all the mandatory questions and clicked on <b>Save</b>, the signal would turn to <b>YELLOW</b> in case there are optional questions in that section that are not yet answered.</li> <li>Once you have answered all the questions in the section (mandatory as well as optional) and clicked on <b>Save</b>, the signal would turn to <b>GREEN</b>.</li> </ul>
	<ul style="list-style-type: none"> <li>This signal indicates that the section consists of optional/non-mandatory questions that are not yet answered (but you can still submit your responses).</li> <li>Once you have answered all the mandatory questions and clicked on <b>Save</b>, the signal would turn to <b>YELLOW</b> in case there are optional questions in that section that are not yet answered.</li> <li>Once you have answered all the questions in the section (mandatory as well as optional) and clicked on <b>Save</b>, the signal would turn to <b>GREEN</b>.</li> </ul>
	<ul style="list-style-type: none"> <li>This signal indicates that all the questions in the section are answered and is ready for submission to the buyer.</li> <li>If the section contains only comments, even then that section would be marked <b>GREEN</b>.</li> </ul>

Apart from **Response Signalling System**, now you can also get to view the **number of mandatory /optional** questions there are in each section. Once you have answered the questions and saved that section, the number of mandatory/optional questions will get updated to show you how many more mandatory/optional questions are yet to be answered for that section.

For better understanding let's consider the following scenario:

### Scenario 1: All Questions are Mandatory

State	Signal Will be	For Example
On Default	Red	 <b>1.0 Company Inf ...</b> Mandatory (0/4) Optional (0/0)
Click on Save	Red (all but one mandatory question is still not answered)	 <b>1.0 Company Inf ...</b> Mandatory (3/4) Optional (0/0)
Click on Save	Green (all the questions are answered)	 <b>1.0 Company Inf ...</b> Mandatory (4/4) Optional (0/0)

### Scenario 2: Few Questions are Mandatory

State	Signal Will be	For Example
On Default	Red	 <b>1.0 Company Inf ...</b> Mandatory (0/1) Optional (0/4)
Click on Save (after answering all the mandatory questions)	Yellow (optional questions are not yet answered)	 <b>1.0 Company Inf ...</b> Mandatory (1/1) Optional (0/4)
Click on Save (after answering all the optional questions)	Green	 <b>1.0 Company Inf ...</b> Mandatory (1/1) Optional (4/4)

### Scenario 3: All questions are Optional/Non-mandatory

State	Signal Will be	For Example
On Default	Yellow	 <b>1.0 Company Inf ...</b> Mandatory (0/0) Optional (0/4)
Click on Save (after answering few questions)	Yellow	 <b>1.0 Company Inf ...</b> Mandatory (0/0) Optional (2/4)
Click on Save (after answering all the questions)	Green	 <b>1.0 Company Inf ...</b> Mandatory (0/0) Optional (4/4)

### 5.3.2 Export to Microsoft Word

Users can use this functionality to export the RFx event into a word document in order to get an understandable, readable and a printer friendly version of the event. This will help you to collect responses by getting the RFx reviewed by other members in your organization.

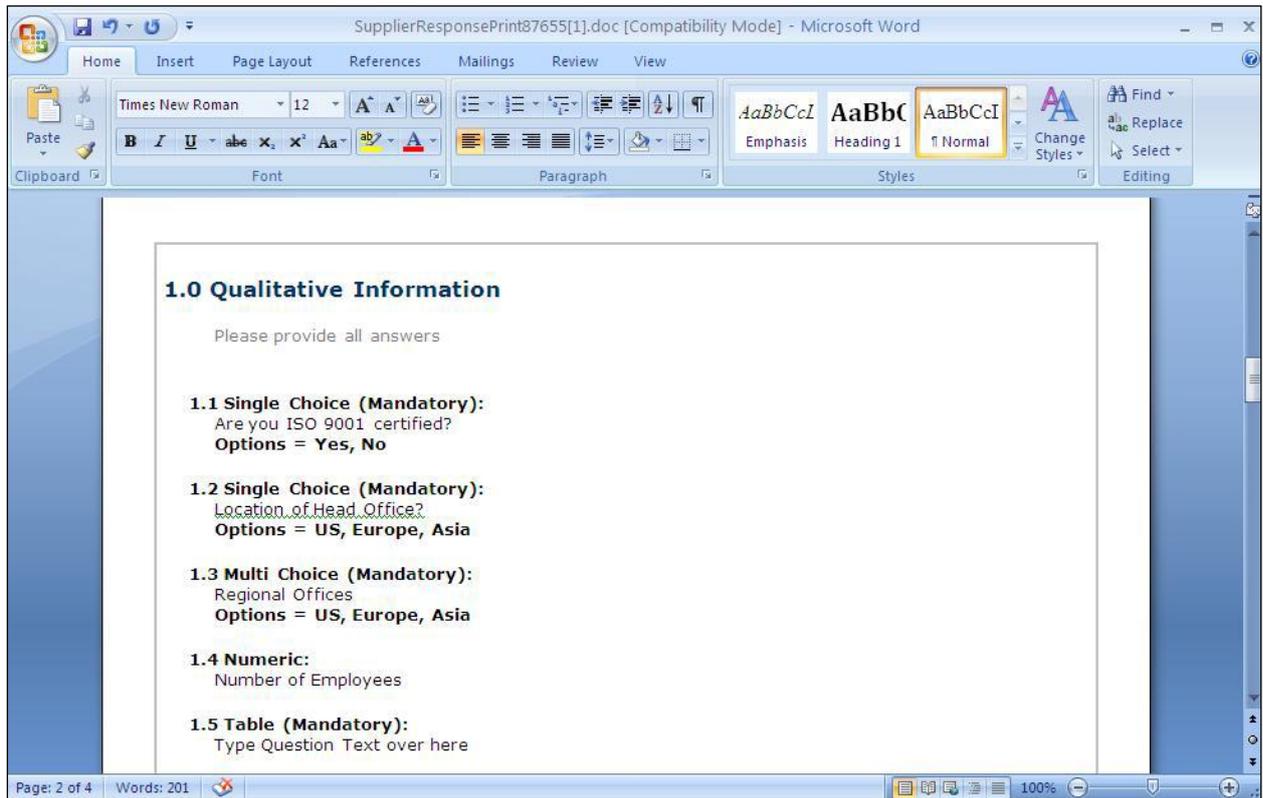
**To view RFx questions in Microsoft Word:-**



1. Click **Print**. The **File Download** dialog box is displayed.



2. Click **Save** to save the file to a desired location. Click **Open** to view the file in Microsoft Word.



### 5.3.3 Preparing Responses Offline

iSource allows the user to export the non-pricing questions to Microsoft Excel 2007 format (.xlsx) to prepare response offline in the Excel file itself, and once the responses are prepared, the same Excel file can be imported back into iSource. All the prepared responses will be uploaded & displayed in the tool.

#### **To Export RFx to Excel:-**



1. Click **Export**. The **File Download** dialog box is displayed.
2. Click **Save** to save the file to a desired location. Click **Open** to view the file in Microsoft Excel.

Number	Label	Type	Response	Response Option	Comments
1.0	Type Section Name over here				
1.1	Type Question Text over here	Multi Choice	Choice 1	No	
			Choice 2	No	
			Choice 3	No	
1.2	Type Question Text over here	Attachment			
1.3	Type Question Text over here	Attachment			

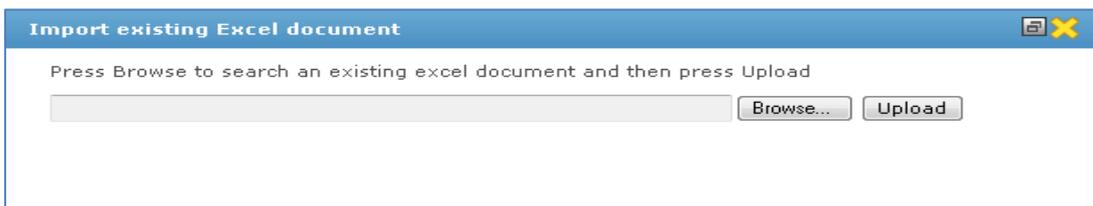
This option will export only non-pricing questions in .xlsx format. To export Item Table please refer [Export & Importing Item Table](#)

The exported excel file will be named in the following convention 'RFQ-number\_SupplierResponseExport'.

**To Import RFx from Excel:-**



1. Click **Import**. The **Import existing Excel document** dialog box is displayed.



2. Click on **Browse** to locate the file, and once the file is located, click on **Upload** to upload the excel file in iSource.

 *This option is used only to upload the excel document and fill responses for non-pricing questions only.*

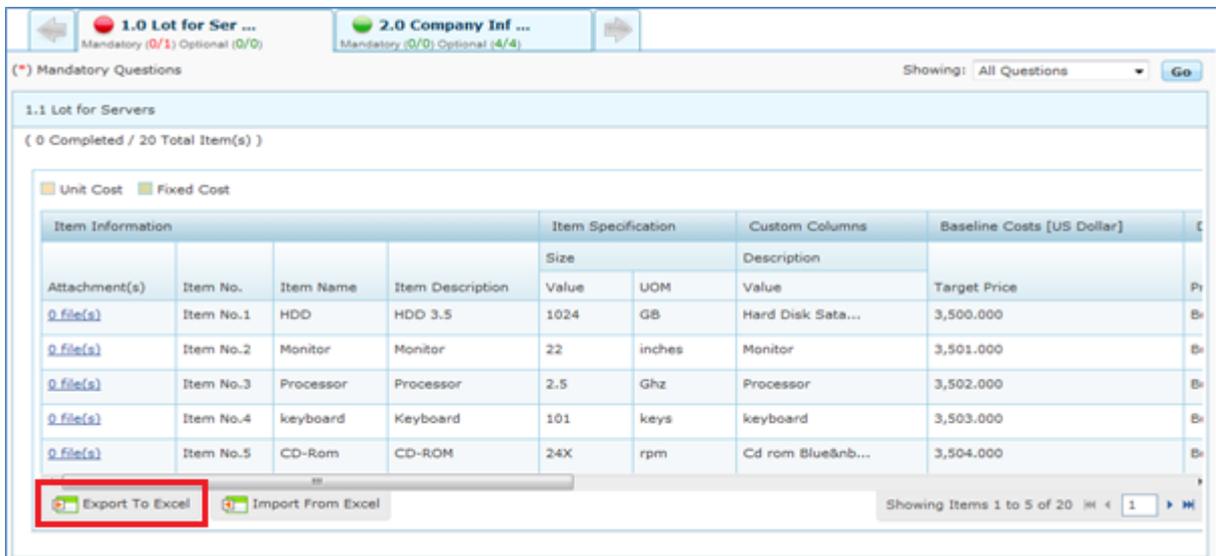
 *While preparing your responses offline (in Excel), please make sure that you prepare responses for all the sections and then you import the excel file back into iSource.*

 *At the time of importing the excel file back into iSource, please make sure you are uploading the correct file.*

### 5.3.4 Export & Importing Item Table

This feature is useful in order to export the item table in Excel format and get it reviewed from others and also to facilitate to review of responses. It can be also used in order to have a copy of the item table to take others input before filling in the details. Users can export the Item Table to Microsoft Excel 2007 format (.xlsx) to prepare response offline in the Excel file itself, and once the responses are prepared, the same Excel file can be imported back into iSource.

#### ***To Export Item Table to Excel:-***



1. For a Lot/Pricing Question, click **Export**. The **File Download** dialog box is displayed.
2. Click **Save** to save the file to a desired location. Click **Open** to view the file in Microsoft Excel.

Item Information				Item Specification		Custom Col	
Attachment(s)	Item No.	Item Name	Item Description	Attribute		Brand	
				Value	UOM	Value	
0 file(s)	1	Pen	Laxor	10	Each	Genuine	Hi
0 file(s)	2	Pencil	Natraj	10	Each	Assembled	Lo
0 file(s)	3	Eraser	Non Dust	10	Each	Genuine	Me
0 file(s)	4	Sharpner	Camel	10	Each	Assembled	Ur
0 file(s)	5	Gluestick	Favicol	10	Each	Genuine	Ur
0 file(s)	6	Cutter	Natraj	10	Each	Assembled	Ur
0 file(s)	7	Card Board	Brand	10	Each	Genuine	Hi
0 file(s)	8	Plastic Bags	20 Microns	10	Each	Assembled	Lo
0 file(s)	9	Wodden Pads	Camel	10	Each	Genuine	Me
0 file(s)	10	Rular	Camel	10	Each	Assembled	Ur
0 file(s)	11	Pen	Laxor	10	Each	Genuine	Ur
0 file(s)	12	Pencil	Natraj	10	Each	Assembled	Ur
0 file(s)	13	Eraser	Non Dust	10	Each	Genuine	Hi
0 file(s)	14	Sharpner	Camel	10	Each	Assembled	Lo
0 file(s)	15	Gluestick	Favicol	10	Each	Genuine	Me
0 file(s)	16	Cutter	Natraj	10	Each	Assembled	Ur
0 file(s)	17	Card Board	Brand	10	Each	Genuine	Ur
0 file(s)	18	Plastic Bags	20 Microns	10	Each	Assembled	Ur
0 file(s)	19	Wodden Pads	Camel	10	Each	Genuine	Hi

**To Import Item Table from Excel:**

After filling your responses in the above exported excel document, import the same document back into the tool. All the responses will be uploaded and displayed in the tool.

Item Information		Item Specification		Custom Columns	Baseline Costs [US Dollar]	
Attachment(s)	Item No.	Item Name	Item Description	Size	Description	Target Price
				Value	UOM	
0 file(s)	Item No.1	HDD	HDD 3.5	1024	GB	Hard Disk Sata...
0 file(s)	Item No.2	Monitor	Monitor	22	inches	Monitor
0 file(s)	Item No.3	Processor	Processor	2.5	Ghz	Processor
0 file(s)	Item No.4	keyboard	Keyboard	101	keys	keyboard
0 file(s)	Item No.5	CD-Rom	CD-ROM	24X	rpm	Cd rom Blue&nb...

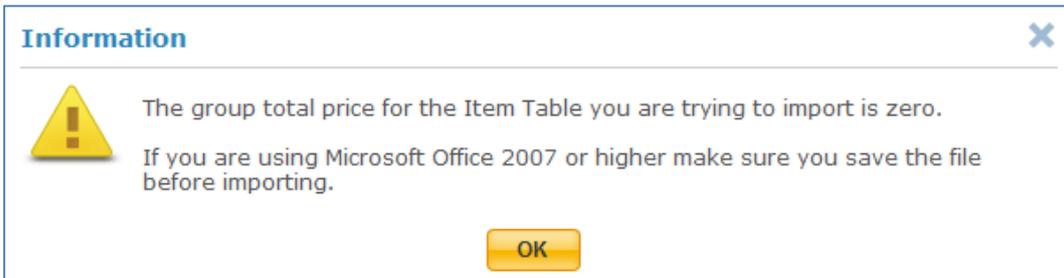
1. Click **Import**. The **Import existing Excel document** dialog box is displayed.



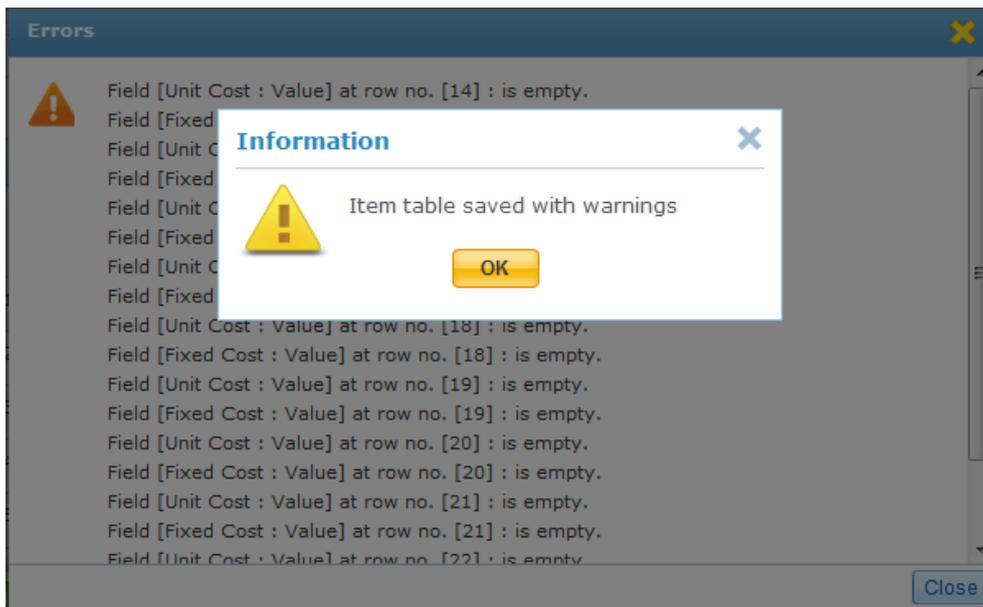
- 2. Click on **Browse** to locate the file, and once the file is located, click on **Upload** to upload the excel file in iSource.

 *At the time of importing the excel file back into iSource, please make sure you are uploading the correct file.*

 *In case you have imported excel file with no responses filled in it, the system will give following error:*



 *In case you have imported excel file with half-filled responses, the system will give following error:*



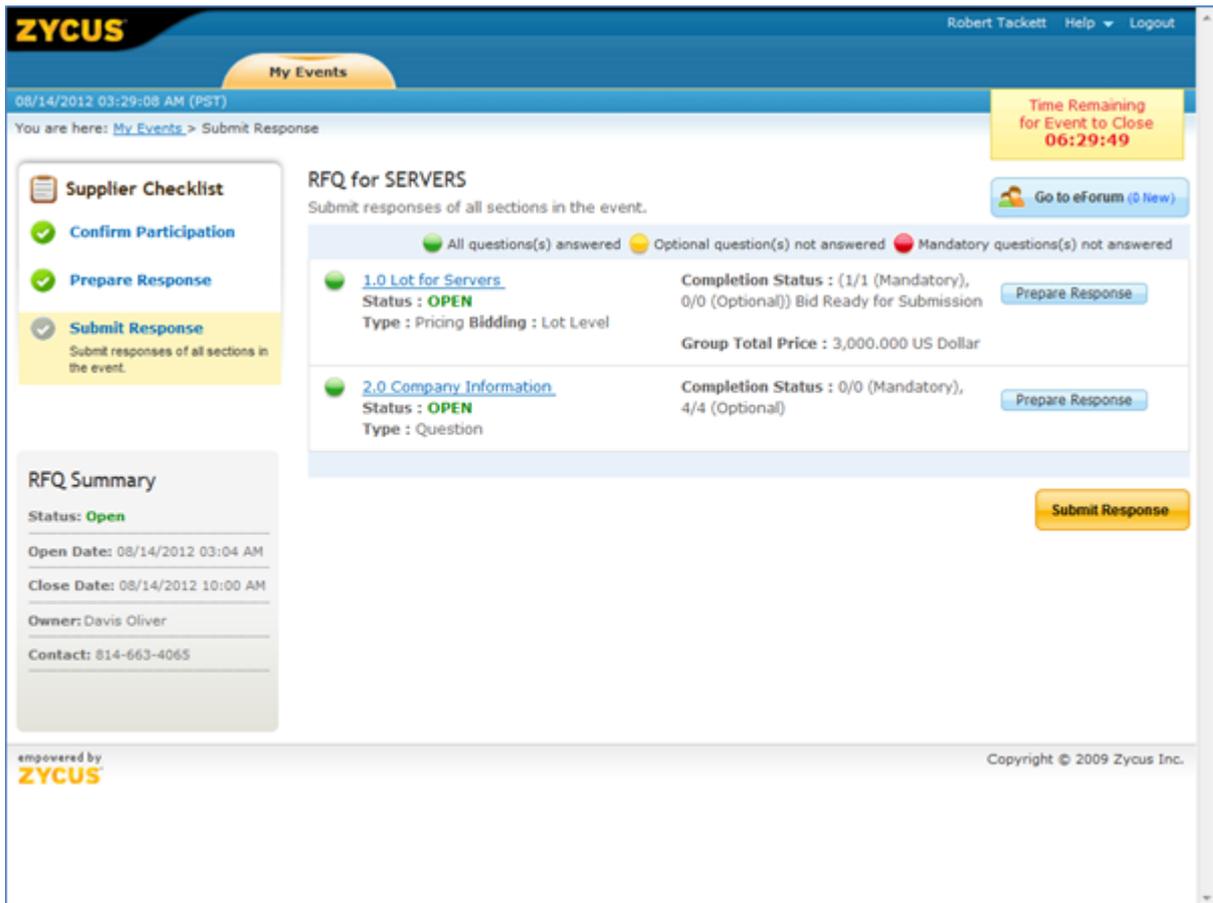
 *You can import and save responses of a partially filled Item Table, but you cannot submit partial responses.*

## 5.4 Step III: Submit Responses

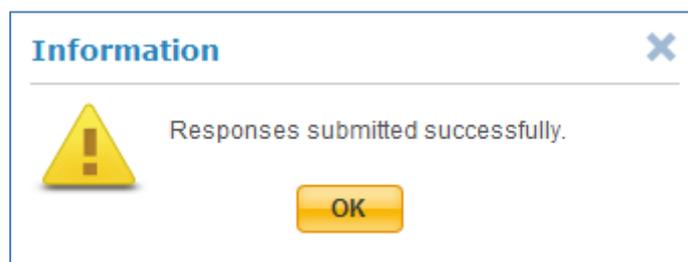
After you have prepared responses, you can submit responses to the buyers.

*To submit responses:-*

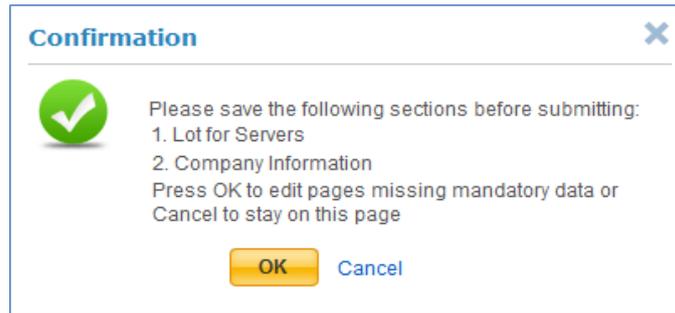
1. Click **Submit Responses** on the **Supplier Checklist**. The **Supplier Submit Responses** page is displayed.



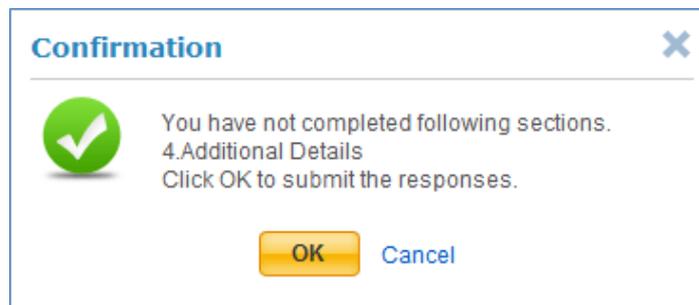
2. Click **Submit Response**. The following message is displayed.



*In case you have missed to answer any mandatory question in any section and tried to submit your response, the following error will be displayed.*

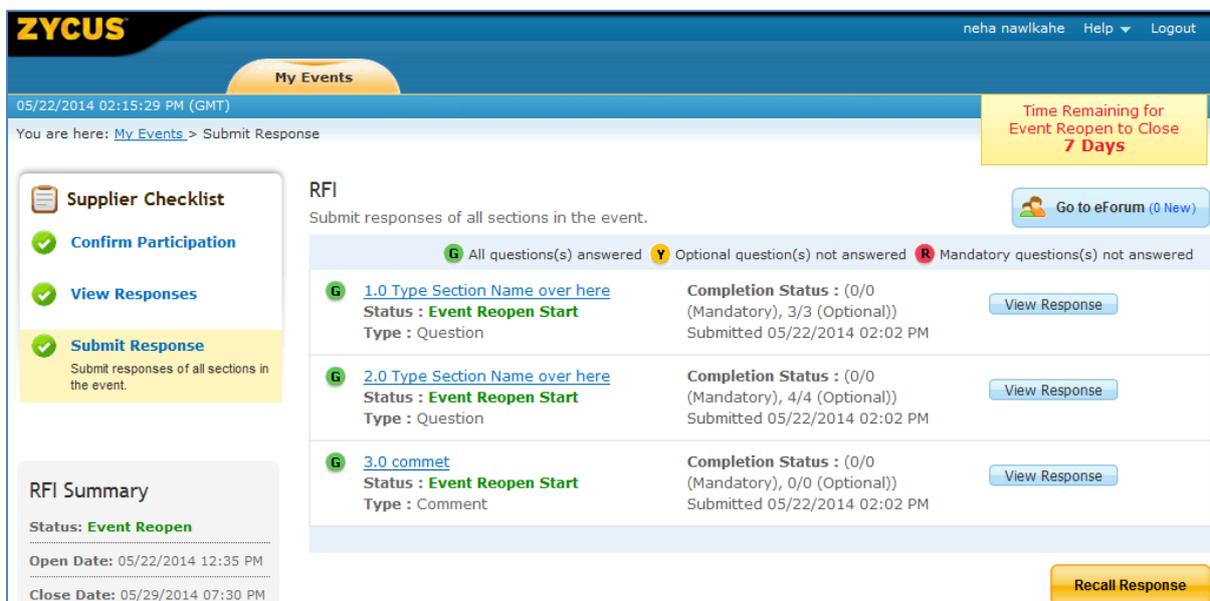


**i** *If you have left any section consisting of only optional questions, you will be informed about the same **but** you can still click on **OK** and submit your response.*



### 5.5 Recall Response

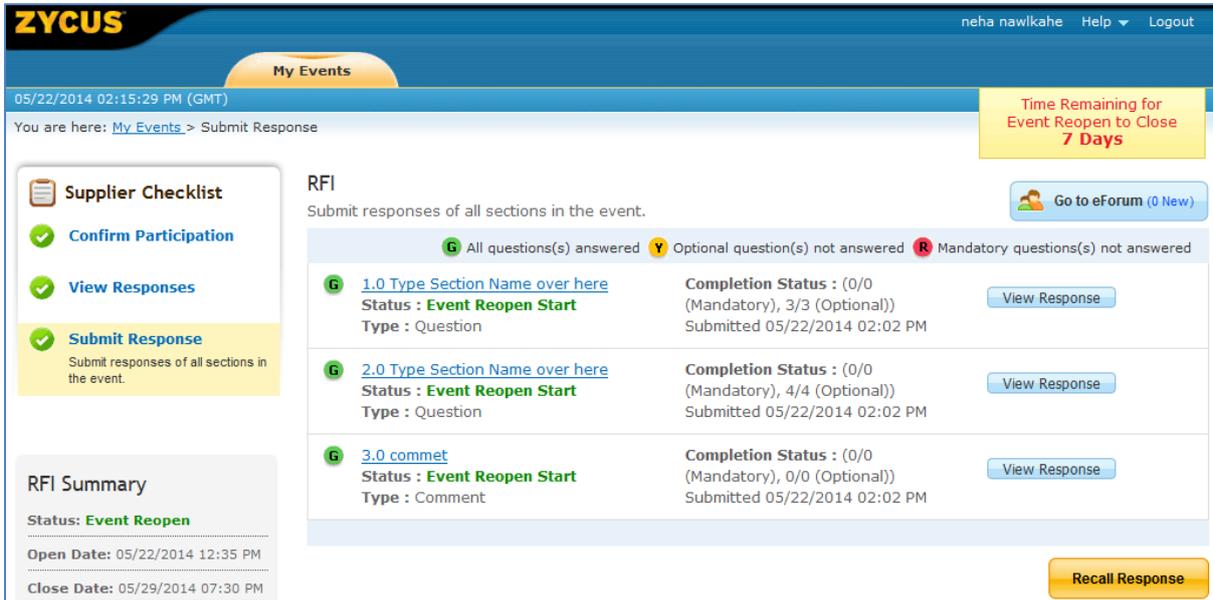
Suppliers can recall their submitted response only for events having event status as **Open**. This option is valid for RFI and RFQ type of events only. After the response for a particular event has been submitted the 'Submit Response' button will be replaced by the 'Recall Response' button.



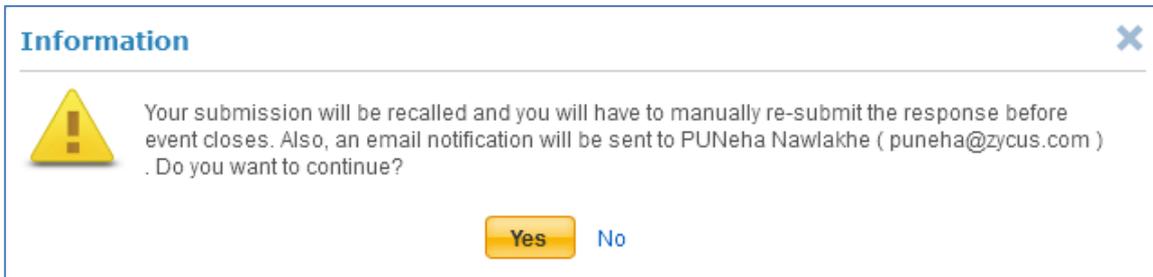
After clicking on the **Recall Response**, users have to manually resubmit the response before the event closes for it to count. The Event Owner will be notified about the response recall action through email.

**To recall responses:-**

1. After you have submitted your response for a particular event, the ‘Submit Response’ button will be replaced by the ‘Recall Response’ button.



2. Click on **Recall Response**. The following alert notification will be displayed.



3. Click **Yes** to continue. The **Recall Response Reason** dialog box will be displayed.



4. Enter the reason for recalling your response and click on **Recall**.

- Clicking on the 'Recall' button will refresh the page and re-direct suppliers to the responses page where they can edit responses.

The screenshot shows the 'Submit Response' interface for an RFI event. On the left, a 'Supplier Checklist' includes 'Confirm Participation', 'Prepare Response', and 'Submit Response' (highlighted in yellow). Below it is an 'RFI Summary' with status 'Event Reopen', open date '05/22/2014 12:35 PM', and close date '05/29/2014 07:30 PM'. The main area displays a table of RFI sections:

Section ID	Section Name	Status	Completion Status	Action
1.0	Type Section Name over here	Event Reopen Start	0/0 (Mandatory), 3/3 (Optional)	Prepare Response
2.0	Type Section Name over here	Event Reopen Start	0/0 (Mandatory), 4/4 (Optional)	Prepare Response
3.0	commet	Event Reopen Start	Nothing to Complete	View Response

A yellow banner at the top right indicates 'Time Remaining for Event Reopen to Close 6 Days'. A 'Re-Submit Response' button is located at the bottom right.

All responses will be retained as they were at the time of submission. Also the 'Recall Response' button will be replaced with 'Re-Submit Response'.

## 5.6 Negotiated Pricing

For events where buyer chooses to conduct negotiation before finalizing the bids, on the supplier portal a new section called "Approve negotiated Pricing" will be visible under the Supplier Checklist wherein the supplier can review and approve/reject the Negotiated Pricing accordingly.

The screenshot shows the 'Approve Negotiated Pricing' interface for an RFQ event. On the left, a 'Supplier Checklist' includes 'Approve Negotiated Pricing' (highlighted in yellow). Below it is an 'RFQ Summary' with status 'Negotiation Open', open date '01/08/2014 07:11 AM', and close date '01/08/2014 07:56 AM'. The main area displays details for 'Round 1' of the RFQ for TMX Logistics:

Category	Value	Buyer Name	Date of Modification
Original Bid Value (USD)	10,444.00000	Amey Buyer	01/08/2014 11:16 AM
Negotiated Bid Value (USD)	7,444.00000		
% Change in Bid Value	-28.72463		
Original Bid Value (USD)	10,444.00000	Amey Buyer	
Negotiated Bid Value (USD)	10,444.00000		
% Change in Bid Value	0.00000		

A yellow banner at the top right indicates 'Negotiation Open'. A 'Go to eForum (0 New)' button is visible.

So before analyzing and awarding the event, buyer can negotiate the pricing with the supplier which will help the buyers to negotiate a better deal with the suppliers.

Under the “**Approve negotiated Pricing**” section, user can get to view the **Original Bid Value, Negotiated Bid Value** and **% Change in Bid Value** for each and every phase of negotiation.

Once buyer chooses to conduct negotiation, you will receive an email from the buyer inviting you to review the negotiated pricing and provide your approval for the same. In the email, along with the event details, you will also get your username and URL link for the event in the email.

Dear Carmen Morris,

In response to your submission, Mike J Richardson has sent edited pricing for your review and approval.

Please log into iSource and provide your response at the earliest.

Details:  
 From - Mike J Richardson  
 Sourcing Professional: Mike  
 Sourcing Professional Email: mike@zycus.com

RFQ Name: RFQ for TMX Logistics  
 Round: 1  
 Your username is: MIKE85153

Link for RFQ for TMX Logistics:  
<https://isourceqa.zycus.net/isource/supplierSide/supplierStaticPage.pfm?pageAction=negotiationSection&responderDocumentID=18339&docID=17050>

Zycus TECHNICAL SUPPORT  
 If you need assistance for the use of our Zycus iSource application please contact Zycus Technical Support by clicking the Technical Support link on <https://isourceqa.zycus.net/isource/login.htm>.

Regards,  
 Technical Support Team  
 Zycus iSource

Once you login to the supplier portal, on My Events page, the RFQ event for which the buyer wants to negotiate pricing will listed with the status “**Negotiation in Process**”

Name	Owner	Open Date	Close Date	Type	Status	Action
<a href="#">RFQ for TMX Logistics</a>	Mike 	01/18/2014 10:46 AM	01/18/2014 10:50 AM	RFQ	Negotiation In Progress	 Enter Event

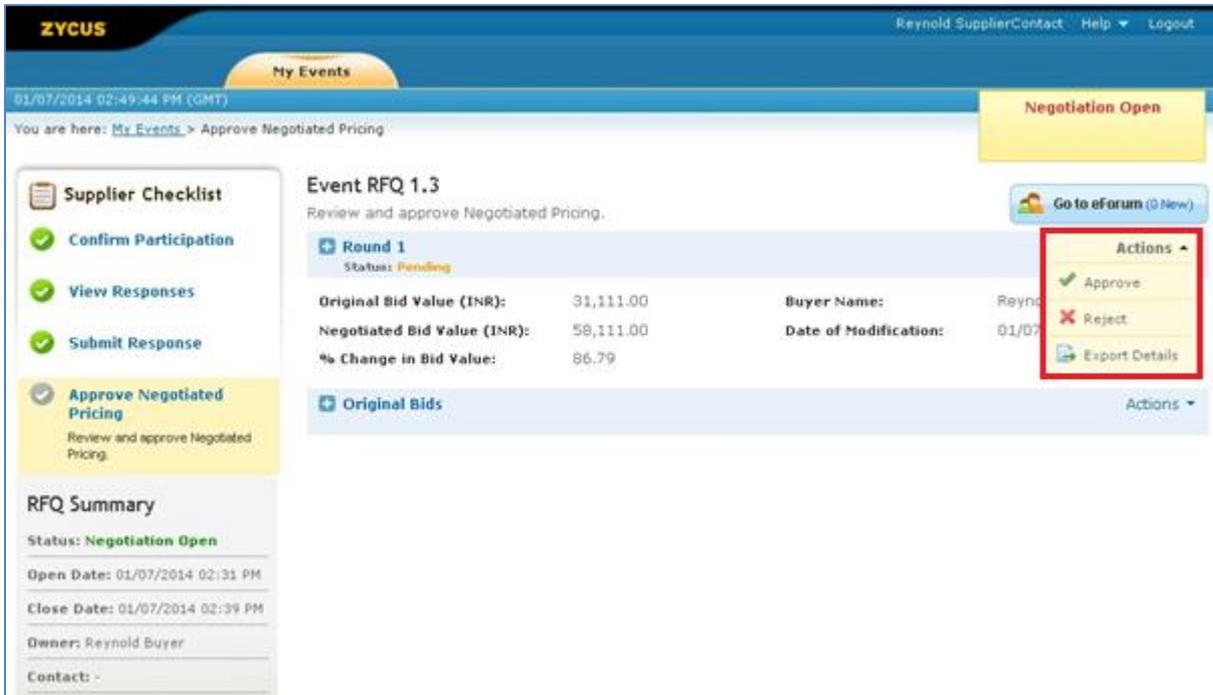
Click on enter event to enter the event and view the negotiated pricing. Once you have entered the event, you can:

- **Export Pricing Details:** Export pricing details to view pricing for items in item table,
- **Approve:** Approve the negotiated pricing.
- **Reject:** Reject the negotiated pricing.

### 5.6.1 Export Negotiated Pricing

To view the negotiated pricing:

1. Click on **Actions > Export Details**



2. In the downloaded file refer the **Summary** worksheet for further details on negotiated pricing as shown in the below image.

Lot Number	Lot Name	Old Lot Total in GBP	New Lot Total in CAD
1.3 (1)	Lot 1	1,72,500.000	1,72,500.000
2.1 (2)	Lot 2	90,000.000	90,000.000
3.1 (3)	Lot 3	1,70,000.000	1,70,000.000
4.1 (4)	Lot 4	2,10,000.000	2,10,000.000
Total		6,42,500.000	6,42,500.000

- In the downloaded file refer the **Section** worksheet for further details on negotiated baseline cost for items in the item table as shown in the below image.

Item Information				Baseline Costs	Demand Information			Pricing Information	Total Cost	
Attachment(s)	Item No.	Item Name	Item Description	Target Price	Price Type	Est Qty	Qty	UOM	UNIT COST	Total Cost
									Value	Total Cost
0 file(s)	1	RAM	DDR 3	900.000	Bulk	1.000	100.000	Meters	400	40,000.000
0 file(s)	2	RAM	DDR 4	900.000	Bulk	1.000	100.000	Meters	100	10,000.000
0 file(s)	3	RAM	DDR 5	900.000	Bulk	1.000	100.000	Meters	400	40,000.000
0 file(s)	4	RAM	DDR 6	900.000	Bulk	1.000	100.000	Meters	400	40,000.000
0 file(s)	5	RAM	DDR 7	900.000	Bulk	1.000	100.000	Meters	400	40,000.000

### 5.6.2 Approve Negotiated Pricing

To approve the negotiated value:

**ZYCUS** Reynold SupplierContact Help Logout

My Events

01/07/2014 02:49:44 PM (GMT)

You are here: [My Events](#) > Approve Negotiated Pricing

**Event RFQ 1.3**  
Review and approve Negotiated Pricing.

**Round 1**  
Status: Pending

Original Bid Value (INR): 31,111.00      Buyer Name: Reynold  
 Negotiated Bid Value (INR): 58,111.00      Date of Modification: 01/07/2014  
 % Change in Bid Value: 86.79

**Original Bids**

**Actions**

- Approve
- Reject
- Export Details

**Supplier Checklist**

- Confirm Participation
- View Responses
- Submit Response
- Approve Negotiated Pricing

**RFQ Summary**

Status: Negotiation Open

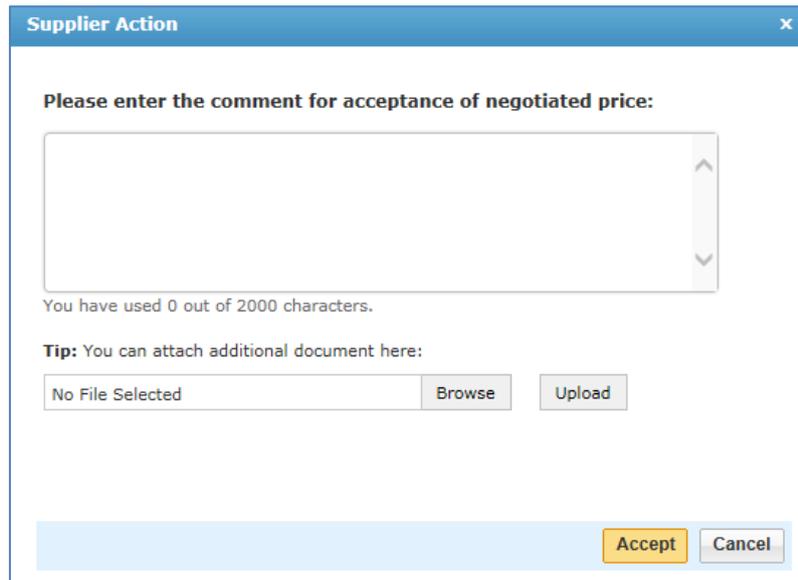
Open Date: 01/07/2014 02:31 PM

Close Date: 01/07/2014 02:39 PM

Owner: Reynold Buyer

Contact: -

1. Click on **Actions > Approve**. The **Supplier Action** dialog box will be displayed.



**Supplier Action**

Please enter the comment for acceptance of negotiated price:

You have used 0 out of 2000 characters.

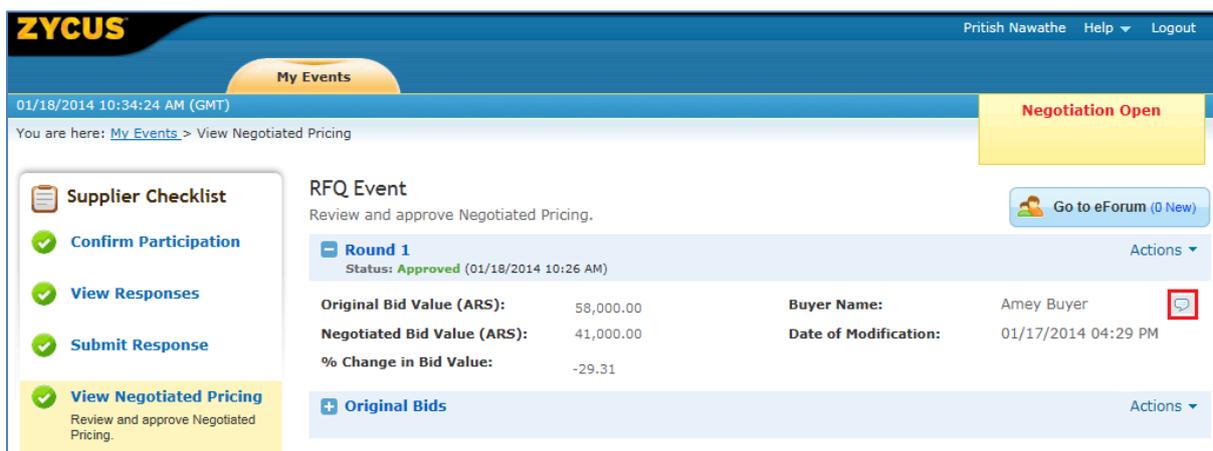
**Tip:** You can attach additional document here:

No File Selected

2. In the **Supplier Action** dialog box, enter comments for acceptance of negotiated price and click on **Accept**. User can also attach documents to support their reason for acceptance of negotiated price.

 When the supplier Approves/Rejects a price the checklist label of "Accept Negotiation Pricing" will get changed to "View Negotiation Pricing" until another negotiated prices comes to supplier for approval or rejection.

 Suppliers can use the comment box to attach alternative pricing that is acceptable to them.



**ZYCUS** British Nawathe Help Logout

My Events

01/18/2014 10:34:24 AM (GMT)

You are here: [My Events](#) > View Negotiated Pricing

**Negotiation Open**

**Supplier Checklist**

- Confirm Participation
- View Responses
- Submit Response
- View Negotiated Pricing**  
Review and approve Negotiated Pricing.

**RFQ Event**  
Review and approve Negotiated Pricing.

**Round 1**  
Status: **Approved** (01/18/2014 10:26 AM)

<b>Original Bid Value (ARS):</b>	58,000.00	<b>Buyer Name:</b>	Amey Buyer
<b>Negotiated Bid Value (ARS):</b>	41,000.00	<b>Date of Modification:</b>	01/17/2014 04:29 PM
<b>% Change in Bid Value:</b>	-29.31		

**Original Bids**

3. User can click on the  **View Comment** icon to view the comments that were added by the user while accepting the negotiated pricing.

Supplier Comments X

---

**Status:** Approved  
**Date:** 01/18/2014 10:26:27 AM  
**Comment:**  
 I accept the negotiated pricing sent to me.

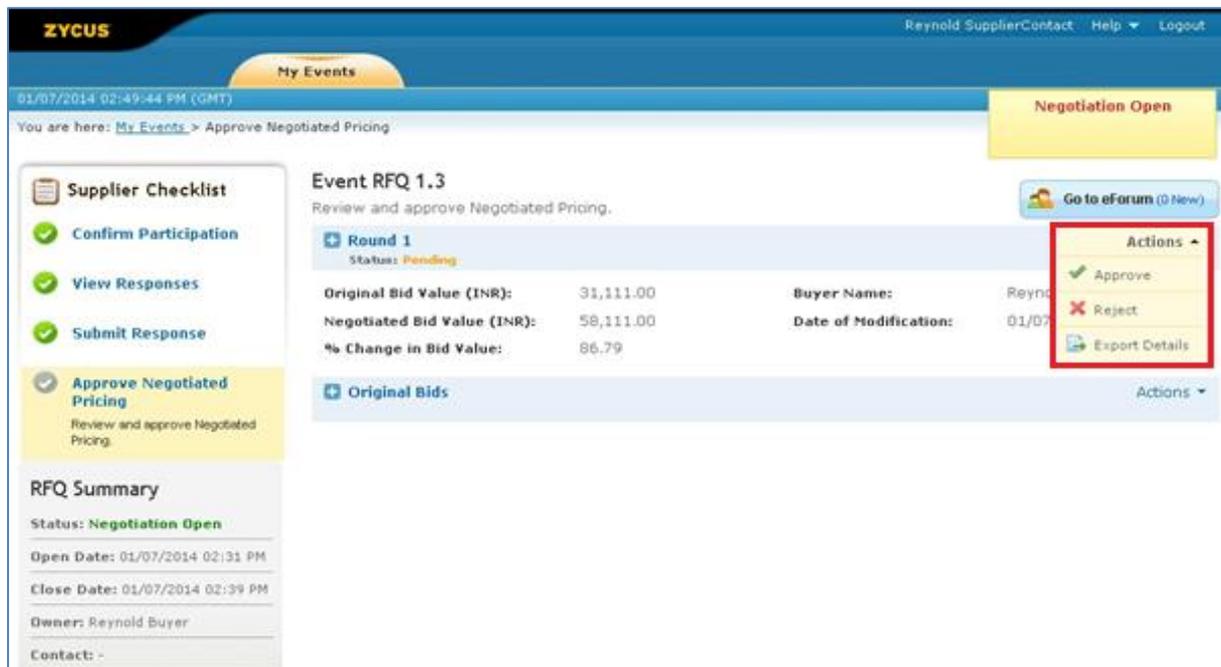
All the comments will be in chronological order, with the latest being on top along with date and time stamp as per the user profile format for all comments.

The status for the event on My Events page will get changed to **“Negotiation Accepted”**

<a href="#">RFQ_Event</a>	Mike	01/15/2014 05:33 PM	01/15/2014 07:30 PM	RFQ	Negotiation Accepted	View Event
---------------------------	------	---------------------	---------------------	-----	----------------------	------------

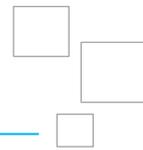
### 5.6.3 Reject Negotiated Pricing

*To reject the negotiated value:*



The screenshot shows the 'My Events' page for 'Event RFQ 1.3'. The status is 'Negotiation Open'. A sidebar on the left contains a 'Supplier Checklist' with 'Approve Negotiated Pricing' selected. The main content area shows event details like 'Original Bid Value (INR): 31,111.00' and 'Negotiated Bid Value (INR): 58,111.00'. An 'Actions' dropdown menu is open, highlighting the 'Reject' option.

1. Click on **Actions > Reject**. The **Supplier Action** dialog box will be displayed.



Supplier Action
✕

**Please enter a comment confirming your rejection of negotiated price.:**

You have used 0 out of 2000 characters.

**Tip:** You can attach additional document here:

No File Selected
Browse
Upload

Reject
Cancel

- In the **Supplier Action** dialog box, enter comments for rejection of negotiated price and click on **Reject**. User can also attach documents to support their reason for rejection of negotiated price.

**Best Practice**

*Suppliers can use the comment box to attach alternative pricing that is acceptable to them.*

*When the supplier Approves/Rejects a price the checklist label of "Accept Negotiation Pricing" will get changed to "View Negotiation Pricing" until another negotiated prices comes to supplier for approval or rejection.*

- User can click on the **View Comment** icon to view the comments that were added by the user while rejecting the negotiated pricing.

Supplier Comments
✕

**Status:** Rejected

**Date:** 01/18/2014 11:20:17 AM

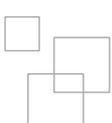
**Comment:**

Price cannot be changed for the required quantity.

All the comments will be in chronological order, with the latest being on top along with date and time stamp as per the user profile format for all comments. The status for the event on My Events page will get changed to **"Negotiation Rejected"**

RFQ for TMX Logistics	Mike	01/18/2014 10:46 AM	01/18/2014 10:50 AM	RFQ	Negotiation Rejected	Enter Event
-----------------------	------	---------------------	---------------------	-----	----------------------	-------------

*Even if the user has rejected the negotiated pricing, user will be able to Accept the negotiated pricing until the buyer closes the negotiation.*



## 5.7 Changes on the Fly

iSource comes with the “Changes on the Fly” feature that allows the buyer to make changes to the event, even after the event has been published to the suppliers. The published event has to be first paused to make the necessary changes.

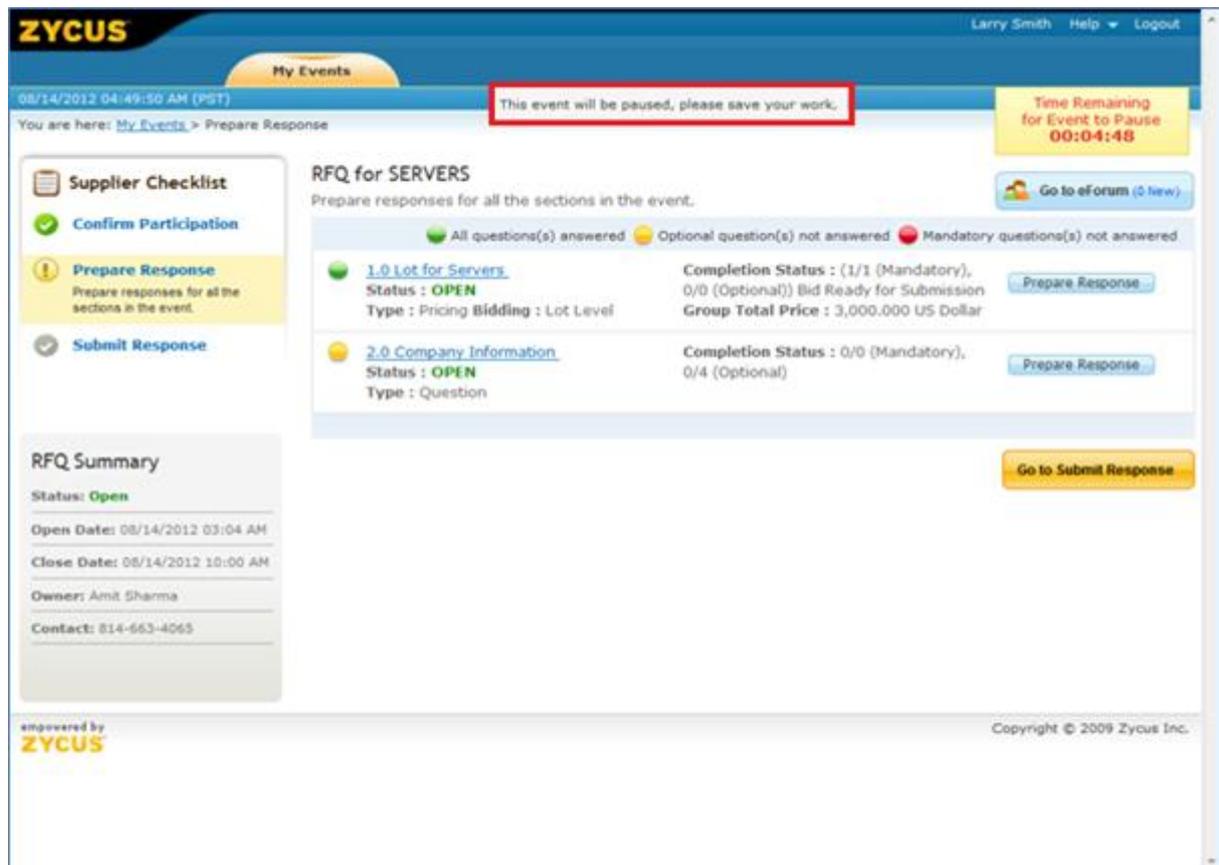
The event owner will be able to make the following changes to the paused event:

- Add / edit / delete questions / sections /items in the draft
- Add / delete the event level attachments
- Edit the event settings like type of auctions, type of responses, date and time settings, bid guardian and auction rules (minimum bid decrement, tie prevention rules) etc.

Once the buyer publishes the changes, a system generated email is sent to all the suppliers informing them of the changes. The suppliers can then login and start preparing their responses again.

### 5.7.1 Pausing an Event

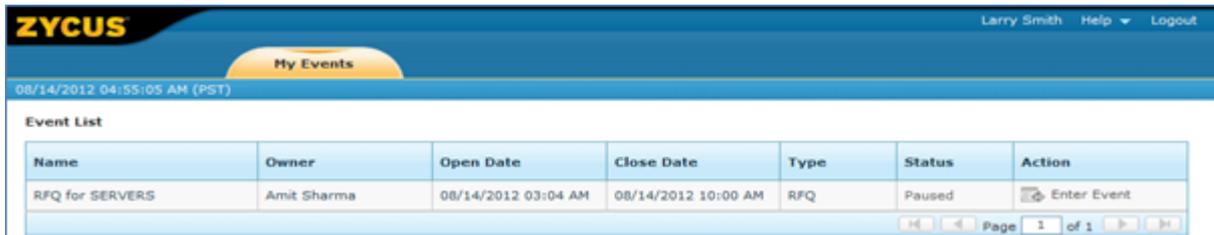
When a buyer pauses a published event, a message appears on the top of the screen at the buyer’s side as follows:



**i** The message will inform you that the event will be paused at a scheduled time and the time remaining for the event to pause will also be displayed.

### 5.7.2 Supplier's view for a paused event

When you login to iSource during a paused event, you will see the following:

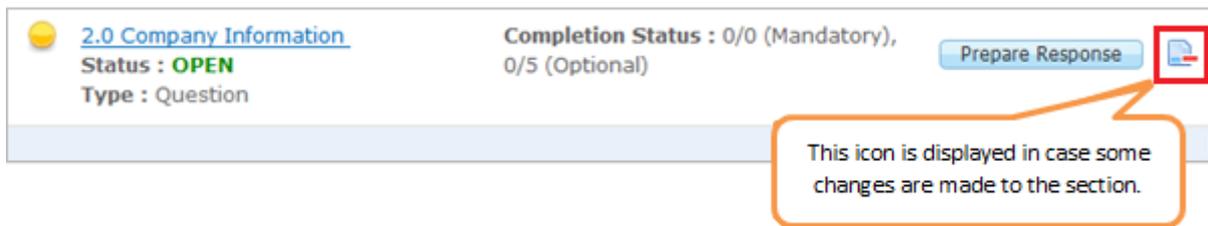


The status of the event will be shown as **Paused** and you won't be allowed to make any changes to the event during the paused time.

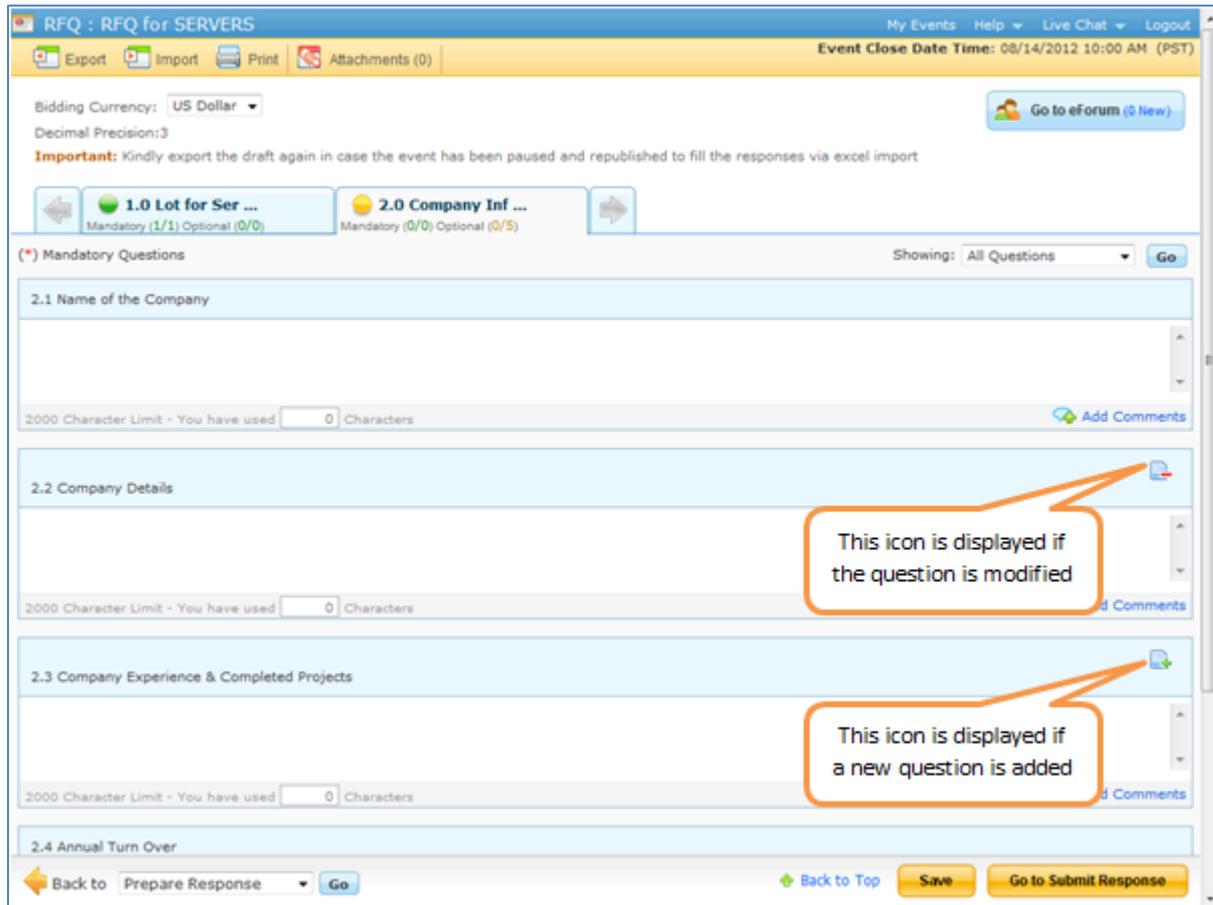
### 5.7.3 Republishing an Event

When the buyer republishes an event and makes any modification in the questions or adds any new question, then is displayed adjacent to the question if it is changed/modified, and is displayed adjacent to any new question that is added.

Initially, you will get a notification for a section on the **Prepare Response** page itself, indicating that some changes are made to that particular section.



And on the RFX editor page, you will get notification for each new/modified question in each section as shown in the below image:



RFQ : RFQ for SERVERS

My Events Help Live Chat Logout

Event Close Date Time: 08/14/2012 10:00 AM (PST)

Export Import Print Attachments (0)

Bidding Currency: US Dollar

Decimal Precision:3

**Important:** Kindly export the draft again in case the event has been paused and republished to fill the responses via excel import

Go to eForum (0 New)

1.0 Lot for Ser ... Mandatory (1/1) Optional (0/0)

2.0 Company Inf ... Mandatory (0/0) Optional (0/5)

(\*) Mandatory Questions Showing: All Questions Go

2.1 Name of the Company

2000 Character Limit - You have used 0 Characters Add Comments

2.2 Company Details

2000 Character Limit - You have used 0 Characters Add Comments

2.3 Company Experience & Completed Projects

2000 Character Limit - You have used 0 Characters Add Comments

2.4 Annual Turn Over

Back to Prepare Response Go

Back to Top Save Go to Submit Response

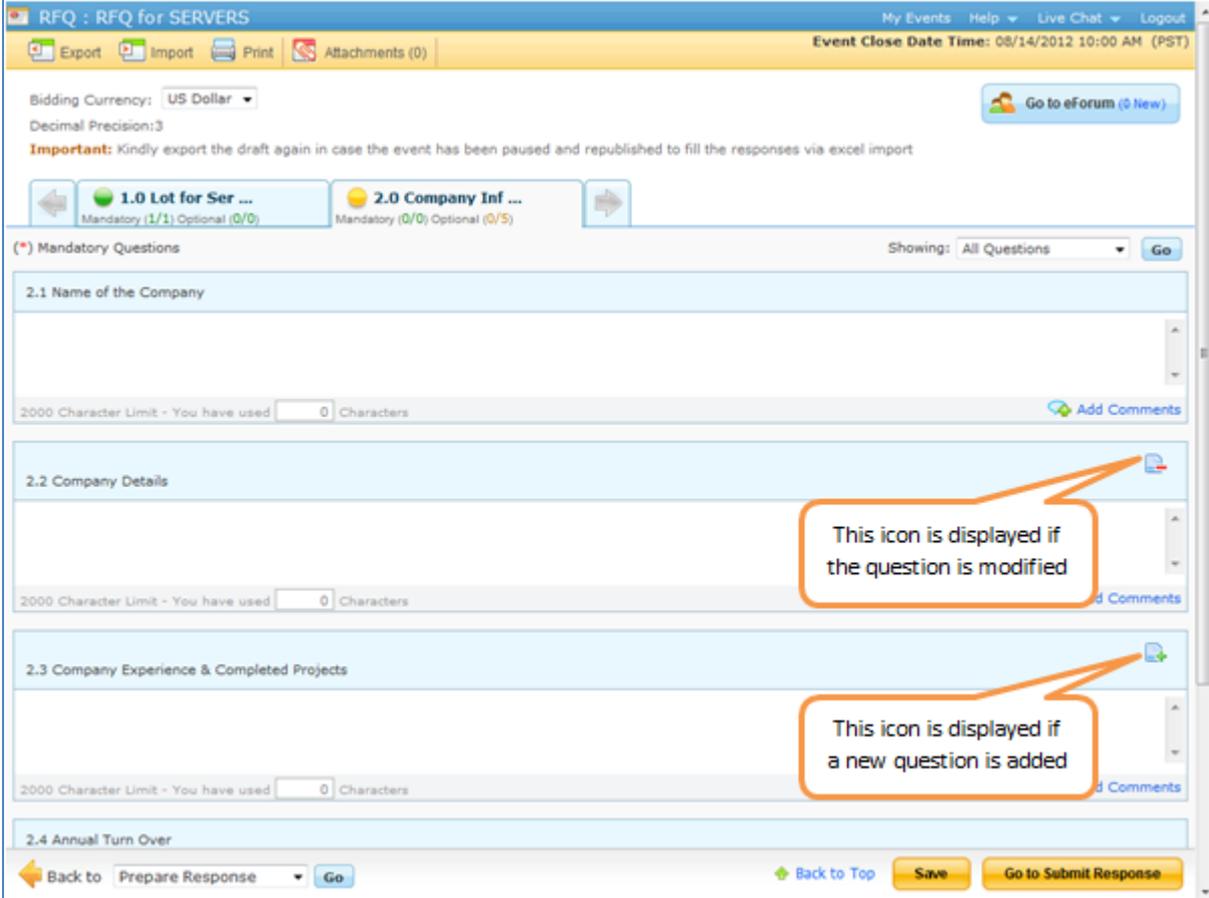
This icon is displayed if the question is modified

This icon is displayed if a new question is added

#### 5.7.4 Supplier's view for a re-published event

Buyer can pause an event, make the necessary changes and then republish the event. Only after the event is re-published, the suppliers can have access to the event.

- The supplier responses would be retained even after republishing the event
- Both the buyer and the supplier would be able to identify the changes with the help of icons
- There will be icons against all the questions that have been added or modified



- Responses will be retained, but they would have to be resubmitted once the event is republished by the buyer
- Responses for question type such as single choice or multi-choice will be deleted, if any of the options are changed or deleted
- Responses for a table type question will also be deleted if the table type question is modified
- Responses for an Item Table will not be retained if the Item Table is modified

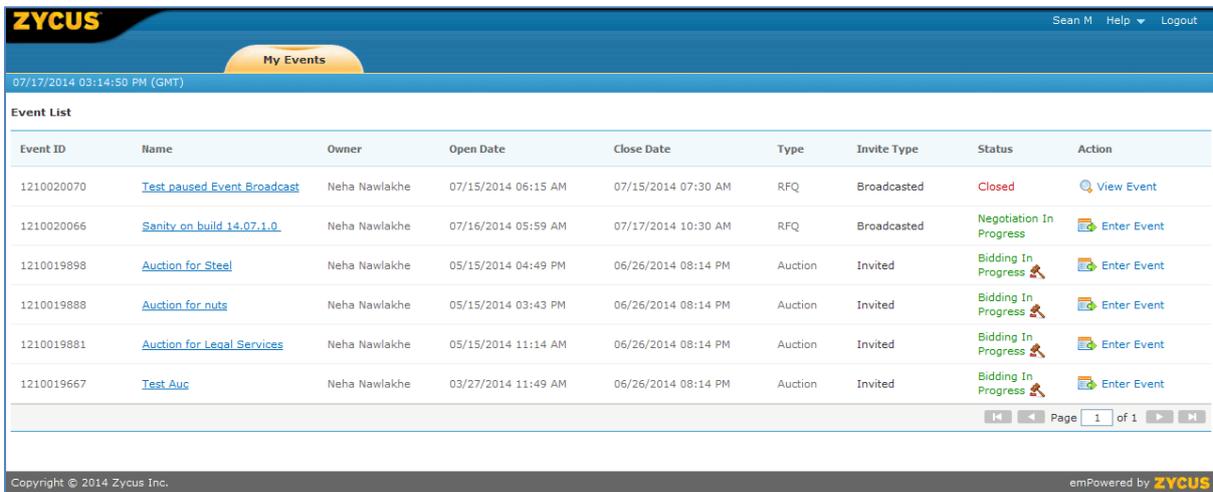
# Chapter 6: Responding to Auction

## 6.1 Introduction

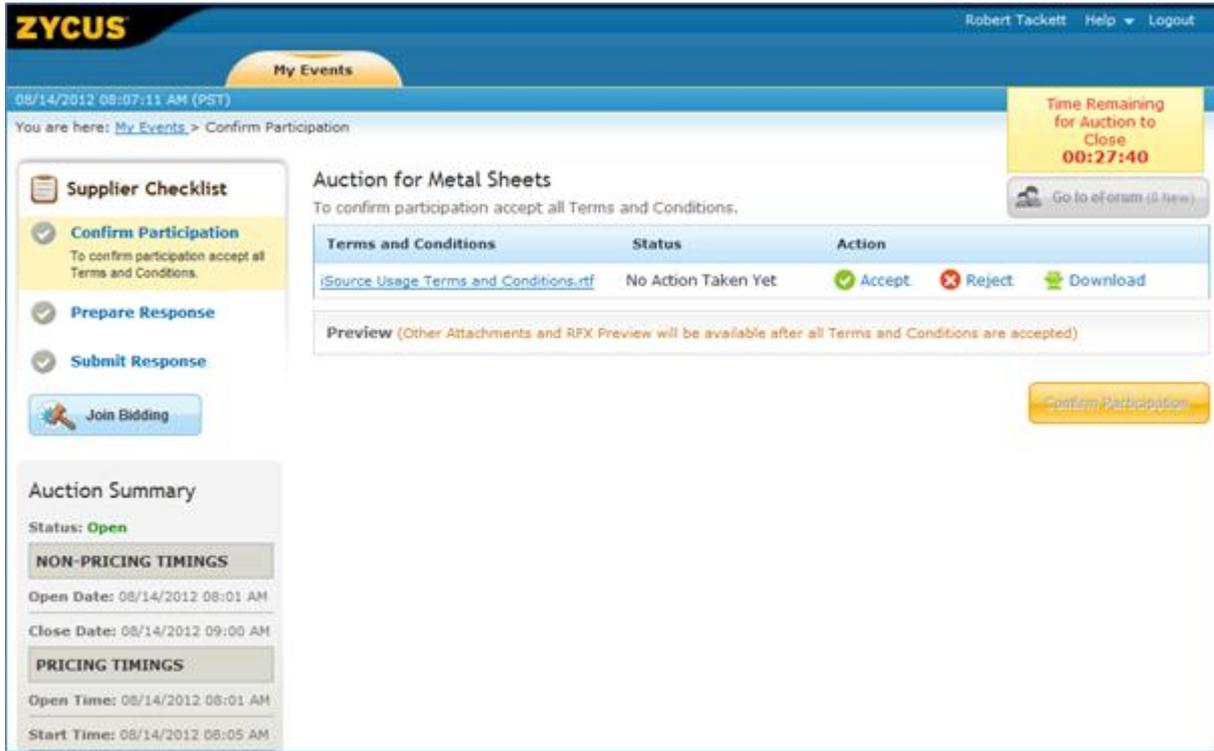
When a buyer sends a bidding request for an auction, an auction event is listed on the My Events page. You can reply to the auction event by viewing terms and conditions, buyer queries, preparing responses, submitting responses, and participating in the auction.

### To enter an event:-

1. Pick the Auction you want to join, and then click on **Enter Event**.



2. The **List of Terms and Conditions** page is displayed.



**ZYCUS** Robert Tackett Help Logout

My Events

08/14/2012 08:07:11 AM (PST)

You are here: [My Events](#) > Confirm Participation

**Supplier Checklist**

- ✓ Confirm Participation  
To confirm participation accept all Terms and Conditions.
- ✓ Prepare Response
- ✓ Submit Response

Join Bidding

**Auction Summary**

Status: **Open**

**NON-PRICING TIMINGS**

Open Date: 08/14/2012 08:01 AM

Close Date: 08/14/2012 09:00 AM

**PRICING TIMINGS**

Open Time: 08/14/2012 08:01 AM

Start Time: 08/14/2012 08:05 AM

**Auction for Metal Sheets**

To confirm participation accept all Terms and Conditions.

Go to eForums (3 New)

Terms and Conditions	Status	Action
<a href="#">iSource Usage Terms and Conditions.rtf</a>	No Action Taken Yet	Accept Reject Download

Preview (Other Attachments and RFX Preview will be available after all Terms and Conditions are accepted)

Confirm Participation

Time Remaining for Auction to Close  
**00:27:40**

On the left pane you will find a **Supplier Checklist**. The checklist helps the supplier for easy navigation and to track events.

Responding to an Auction is a four/five step procedure:

- Step I: Confirm Participation
- Step II: Prepare Response
- Step III: Submit Response (Optional)
- Step IV: Join Bidding

Let's have a look at each step in detail.

## 6.2 Step I: Confirm Participation

To know more about confirming participation, please refer to [Step I: Confirm Participation](#)

## 6.3 Step II: Prepare Response

To know more about preparing responses, please refer to [Step II: Prepare Response](#)

## 6.4 Step III: Submit Response (Optional)

In most of the auction, this step is optional as this step is meant for submitting responses to Non-pricing Questions and auctions mostly consists of Pricing Questions only.

In case, if there are any non-pricing questions in the auction, this step will be available in the supplier checklist and you have to submit the response for those non-pricing questions in this step. And if the auction consists of only pricing question, then this step will not be available in the checklist to the Supplier.



*Start date/time and Close date/time for non-pricing question can be different to that of the auction. So please make sure you that you check the schedule first and prepare your responses accordingly.*

You can answer the pricing question in the **Step II: Prepare Response** and directly go to the next step i.e. **Step IV: Join Bidding**.

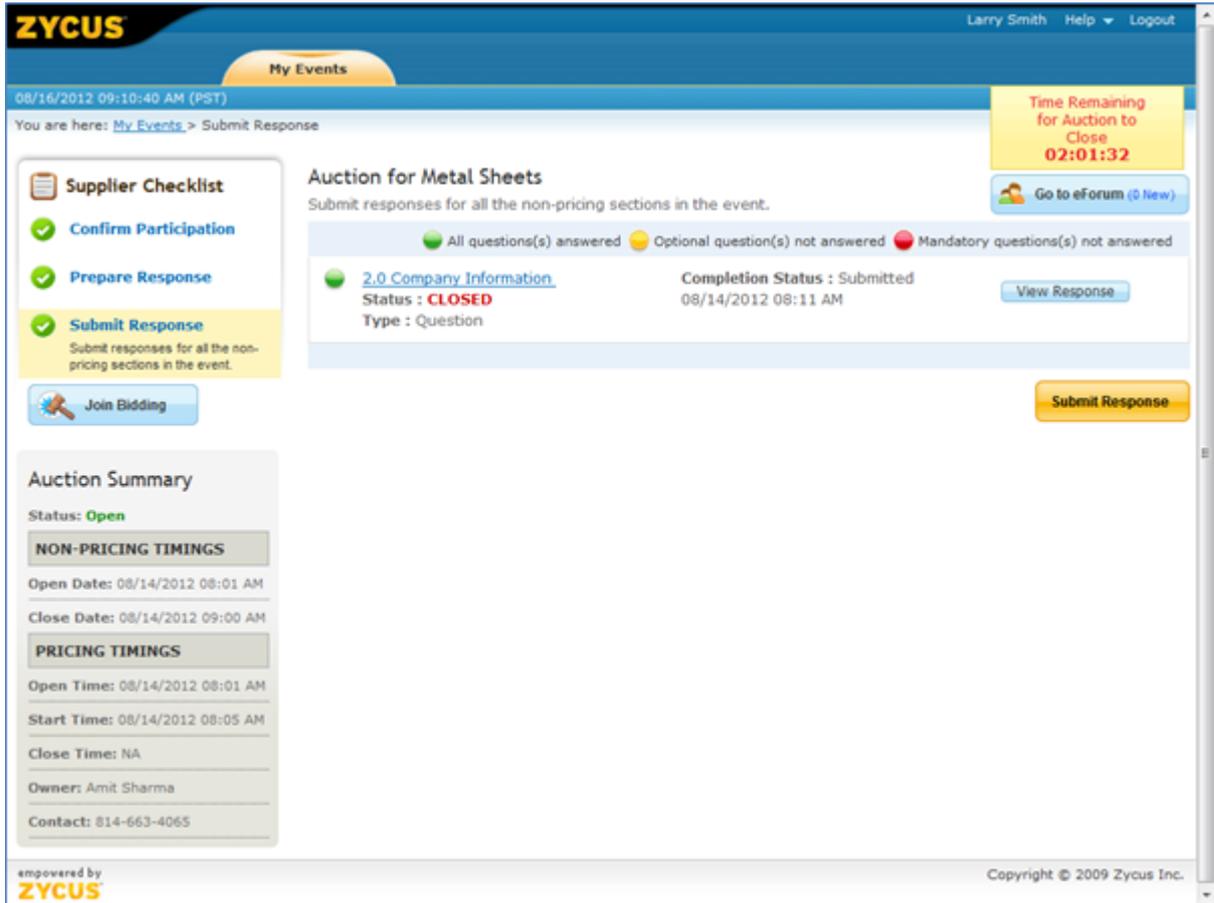
Responses entered in the **Step II: Prepare Response** step are automatically carry forwarded to the **Step IV: Join Bidding**.

To know more about preparing response, please refer to [Step III: Submit Response](#)

## 6.5 Step IV: Join Bidding

Once you click on Join Bidding, you will be redirected to the live auction page. You can increase or reduce the bids depending upon the type of auction. The ranking option helps you to keep a watch on the lowest or the highest bids. Once the bidding for a one lot ends, bidding for the next lot starts after a Latency Period (time interval) set by the buyer.

*To join bidding:-*

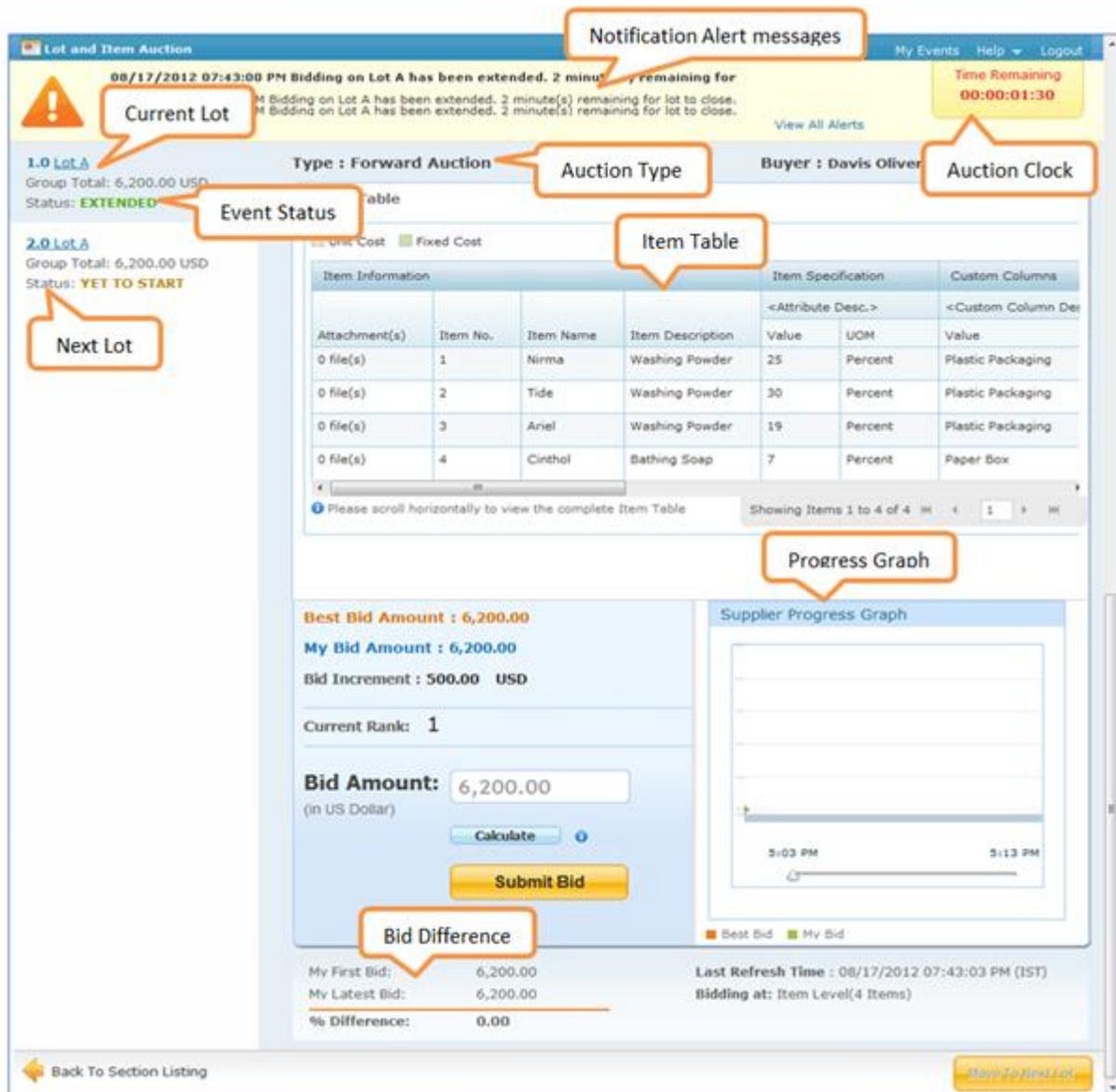


The screenshot shows the Zycus user interface for an auction. At the top, the user is logged in as 'Larry Smith'. The main navigation bar includes 'My Events' and a 'Submit Response' button. A yellow banner indicates 'Time Remaining for Auction to Close 02:01:32'. The 'Supplier Checklist' on the left includes 'Confirm Participation', 'Prepare Response', and 'Submit Response' (highlighted in yellow), with a 'Join Bidding' button below it. The main content area is titled 'Auction for Metal Sheets' and shows a 'Submit Response' button. Below this, there is a section for '2.0 Company Information' with a 'View Response' button. The 'Auction Summary' section on the left provides details: Status: Open, NON-PRICING TIMINGS (Open Date: 08/14/2012 08:01 AM, Close Date: 08/14/2012 09:00 AM), PRICING TIMINGS (Open Time: 08/14/2012 08:01 AM, Start Time: 08/14/2012 08:05 AM, Close Time: NA), Owner: Amit Sharma, and Contact: 814-663-4065. The footer includes 'empowered by ZYCUS' and 'Copyright © 2009 Zycus Inc.'.

1. Click on **Join Bidding** in the **Supplier Checklist** section. The **Auction** page is displayed.

### 6.5.1 Line Item Bidding

If the bidding is at Item Level (Line Item Bidding), the following page will appear:



The screenshot shows the 'Lot and Item Auction' page. Key elements are highlighted with callouts:

- Notification Alert messages:** A yellow banner at the top with a warning icon and text: "08/17/2012 07:43:00 PM Bidding on Lot A has been extended. 2 minute(s) remaining for...".
- Current Lot:** A callout pointing to the '1.0 Lot A' section, which is marked as 'EXTENDED'.
- Event Status:** A callout pointing to the 'EXTENDED' status text.
- Auction Type:** A callout pointing to 'Type : Forward Auction'.
- Auction Clock:** A callout pointing to a yellow box showing 'Time Remaining 00:00:01:30'.
- Item Table:** A callout pointing to a table listing items for bidding.
- Next Lot:** A callout pointing to the '2.0 Lot A' section, which is marked as 'YET TO START'.
- Progress Graph:** A callout pointing to a 'Supplier Progress Graph' area.
- Bid Difference:** A callout pointing to a summary table at the bottom.

Attachment(s)	Item No.	Item Name	Item Description	Value	UOM	Custom Columns
0 file(s)	1	Nirma	Washing Powder	25	Percent	Plastic Packaging
0 file(s)	2	Tide	Washing Powder	30	Percent	Plastic Packaging
0 file(s)	3	Ariel	Washing Powder	19	Percent	Plastic Packaging
0 file(s)	4	Cinthol	Bathing Soap	7	Percent	Paper Box

My First Bid:	6,200.00
My Latest Bid:	6,200.00
<b>% Difference:</b>	<b>0.00</b>

From this page, you will come to know the:-

Type of the auction which can be either:

- Reverse Auction
- Forward Auction
- Dutch Auction

Status of the event which can be either:

- Yet to Start
- Bidding In Progress
- Extended
- Stopped
- Closed

And the bidding type which can be either:

- Item Level (Not available in case of Dutch Auction)
- Lot Level

For Line Item bidding, total group price of line items will be considered for the auction.

For Line Item bidding, price values have to be entered for each line item. The bid amount at the lot level is calculated automatically.

**i** *Line Item bidding is available only in Forward and Reverse Auction. There is no provision for Line Item Bidding in Dutch Auction.*

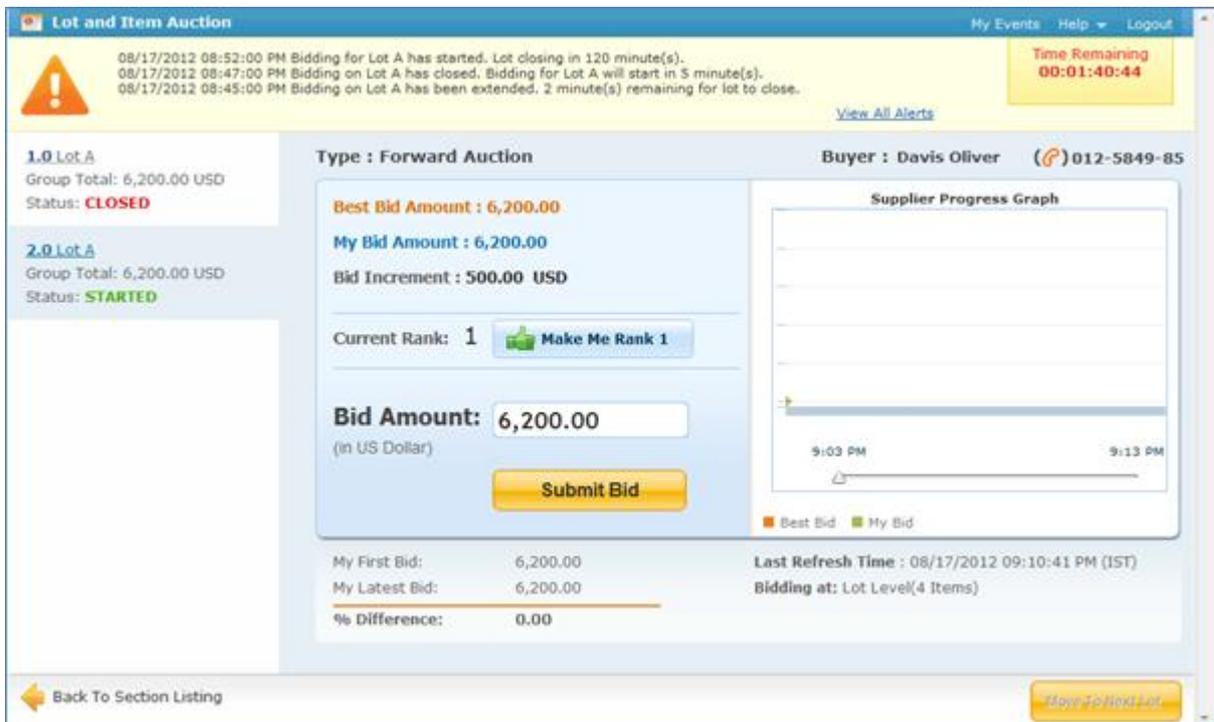
**i** *Line item bidding will occur only for lots having a single item table and a maximum of 20 line items.*

2. Enter your bid amount and click on **Submit** to submit the bid.

During the auction, you can change the prices of every item within the lot. However, for multiple unit/fixed prices, you can change (increase or decrease) any of the pricing elements.

### 6.5.2 Lot Level Bidding

If bidding is at Lot Level, the following page would appear:



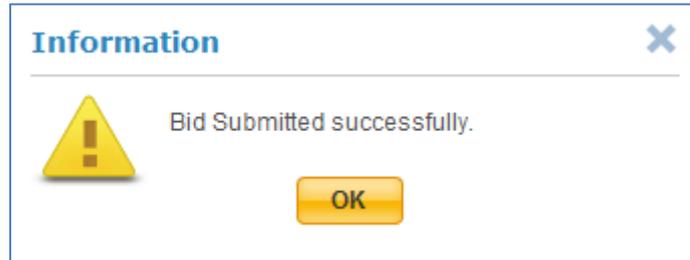
The screenshot displays the 'Lot and Item Auction' interface. At the top, there are navigation links for 'My Events', 'Help', and 'Logout'. A yellow alert banner contains three messages: '08/17/2012 08:52:00 PM Bidding for Lot A has started. Lot closing in 120 minute(s).', '08/17/2012 08:47:00 PM Bidding on Lot A has closed. Bidding for Lot A will start in 5 minute(s).', and '08/17/2012 08:45:00 PM Bidding on Lot A has been extended. 2 minute(s) remaining for lot to close.' A 'Time Remaining' box shows '00:01:40:44'. Below the alert, there are two lot entries: '1.0 Lot A' with a 'Group Total: 6,200.00 USD' and 'Status: CLOSED', and '2.0 Lot A' with a 'Group Total: 6,200.00 USD' and 'Status: STARTED'. The main bidding area is for 'Type : Forward Auction' with 'Buyer : Davis Oliver' and phone number '(P) 012-5849-85'. It shows 'Best Bid Amount : 6,200.00', 'My Bid Amount : 6,200.00', and 'Bid Increment : 500.00 USD'. The 'Current Rank' is 1, with a 'Make Me Rank 1' button. A 'Bid Amount' field is set to '6,200.00' (in US Dollar) with a 'Submit Bid' button. A 'Supplier Progress Graph' shows a line graph from 9:03 PM to 9:13 PM. At the bottom, it shows 'My First Bid: 6,200.00', 'My Latest Bid: 6,200.00', and '% Difference: 0.00'. There are also 'Last Refresh Time : 08/17/2012 09:10:41 PM (IST)' and 'Bidding at: Lot Level(4 Items)'. Navigation buttons include 'Back To Section Listing' and 'Move To Next Lot'.

**i** For Lot Level bidding, you have to provide price at lot level only.

**i** The bidding for the next lot starts after the bidding for the previous lot closes. This is called Sequential Lots.

**To submit bids:-**

1. On the **Auction** page, click **Submit Bid**.



2. The **“Bid Submitted Successfully”** message is displayed.
3. For Item Level bidding, you can increase/decrease value for each line item. The bid value is calculated automatically. For Lot Level bidding you can increase or decrease the bid and click **Submit Bid**.
4. Click **Make Me Rank 1** to automatically enter the lowest bid amount in the **New Bid Amount** field, and then click **Submit Bid**.

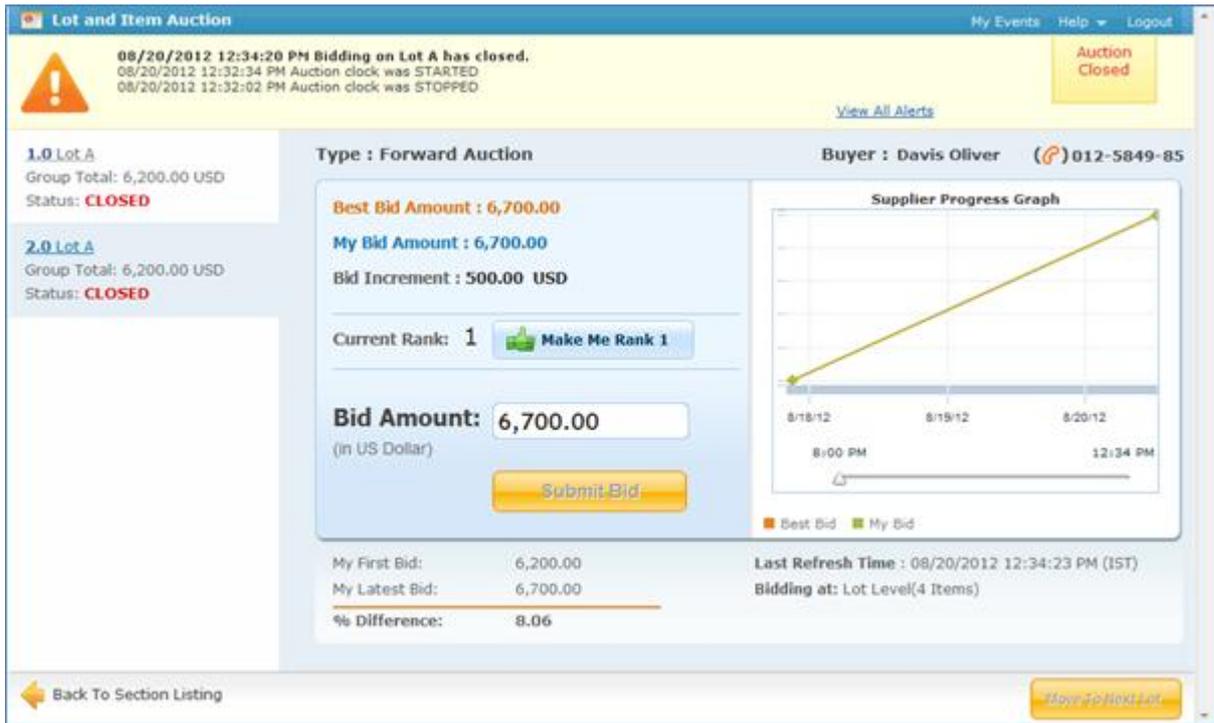
**i** Make Me Rank 1 option is NOT available for Line Item bidding.



The screenshot shows a bidding interface with the following details:

- Best Bid Amount : 6,700.00**
- My Bid Amount : 6,700.00**
- Bid Increment : 500.00 USD**
- Current Rank: 1** with a **Make Me Rank 1** button.
- Bid Amount: 6,700.00** (in US Dollar) with a **Submit Bid** button.
- Supplier Progress Graph** showing a line graph from 8/18/12 to 8/20/12. The graph shows a steady increase in bid amount over time, with a legend for Best Bid (orange) and My Bid (green).

5. The status of the bidding changes to **Closed** after the auction is closed by the buyer.



**Lot and Item Auction** | My Events | Help | Logout

**Alert:** 08/20/2012 12:34:20 PM Bidding on Lot A has closed.  
08/20/2012 12:32:34 PM Auction clock was STARTED  
08/20/2012 12:32:02 PM Auction clock was STOPPED

**1.0 Lot A**  
Group Total: 6,200.00 USD  
Status: **CLOSED**

**2.0 Lot A**  
Group Total: 6,200.00 USD  
Status: **CLOSED**

**Type : Forward Auction** | Buyer : Davis Oliver | (P) 012-5849-85

**Best Bid Amount : 6,700.00**  
**My Bid Amount : 6,700.00**  
**Bid Increment : 500.00 USD**

Current Rank: 1 | **Make Me Rank 1**

**Bid Amount: 6,700.00**  
(in US Dollar)

**Submit Bid**

My First Bid: 6,200.00 | My Latest Bid: 6,700.00 | % Difference: 8.06

**Supplier Progress Graph**

Graph showing Best Bid (orange line) and My Bid (green line) over time from 8:00 PM to 12:34 PM. Both lines show a steady upward trend.

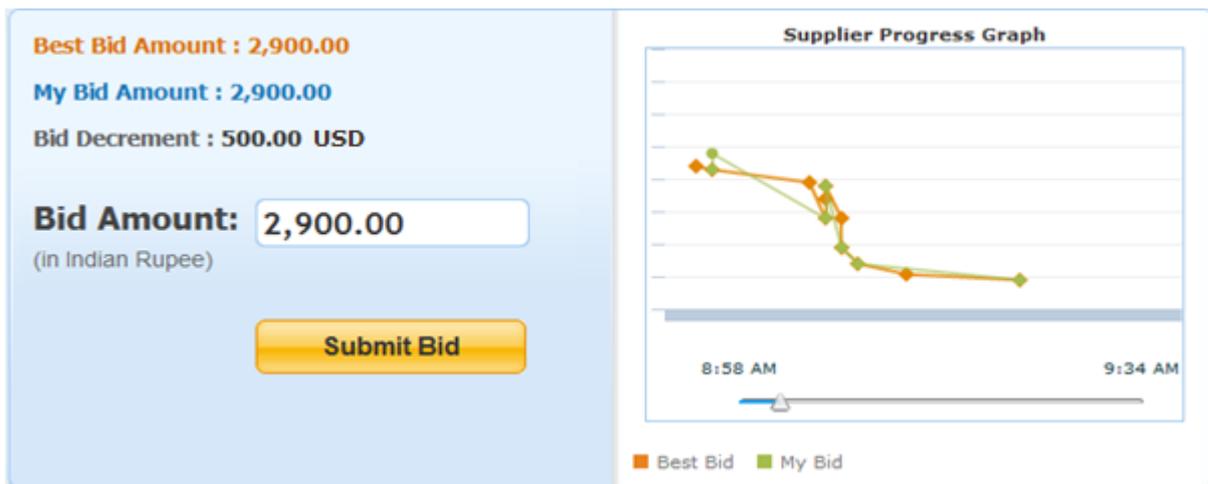
Last Refresh Time : 08/20/2012 12:34:23 PM (IST)  
Bidding at: Lot Level(4 Items)

[Back To Section Listing](#) | [Move To Next Lot](#)

## 6.6 Know your Bid Status

### 6.6.1 By Graph

In case of an auction, the “**Know your Bid Status**” feature will provide a graphical view to the supplier, showing them movement of their bid compared to the movement of the auction. Rest of information visible to the suppliers would be as per the setting made by buyer.



**Best Bid Amount : 2,900.00**  
**My Bid Amount : 2,900.00**  
**Bid Decrement : 500.00 USD**

**Bid Amount: 2,900.00**  
(in Indian Rupee)

**Submit Bid**

**Supplier Progress Graph**

Graph showing Best Bid (orange line) and My Bid (green line) over time from 8:58 AM to 9:34 AM. Both lines show a downward trend.

Legend: Best Bid (orange), My Bid (green)

The main objective of the graph is that in case the buyer has selected not to show best bid (low/high) and rank, the supplier won't be able to see the best bid (low/high) and rank but he can recognize the best bid from the graph.

The supplier can see the difference between his bid and the best bid through the lines on the graph, without getting any pricing related information. This would help the supplier to know whether he is the best bidder or not.

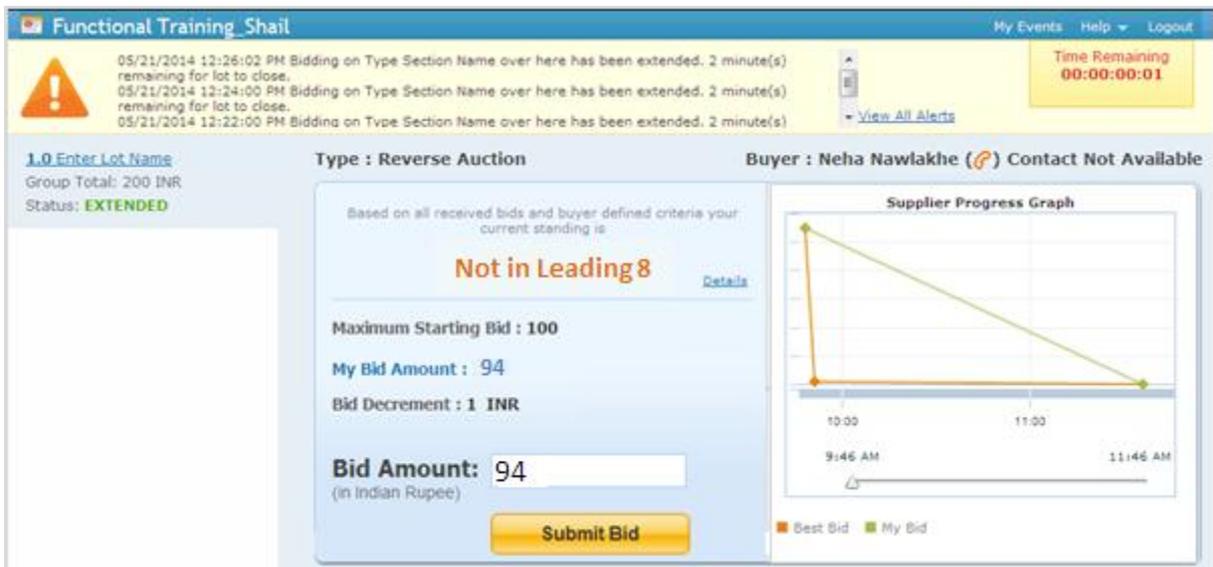
When you submit a bid, on the graph, you will be able to see whether your bid is moving closer to the best bid or not. When another supplier submits a bid better than the current best bid, the graph would change and he would be able to see only a line on the graph tending towards the movement of the auction, indicating that his bid is currently the best bid of the auction.

### 6.6.2 By Range

As an alternative to displaying your exact rank, buyer can choose to indicate your position in the auction in form of a range. Based on the buyer defined criteria and real time incoming bids from various suppliers, you will be able to view your position in the auction in form of changing status messages. Please refer to below screenshots for examples of various status messages indicating your position in the auction.

In case of the live auction shown below, the status message is changing in real time, based on continuous bid submissions by the supplier, to indicate the supplier's position in the auction.

1. With a bid of 94, supplier is not in the leading 8 bidders.




*Bid status will be updated in real time based on bids received from other suppliers.*

2. With a bid of 92, supplier is not in the leading 5 bidders.

**1.0 Enter Lot Name**  
Group Total: 200 INR  
Status: **EXTENDED**

Type : Reverse Auction      Buyer : Neha Nawlakhe (🔒) Contact Not Available

Based on all received bids and buyer defined criteria your current standing is

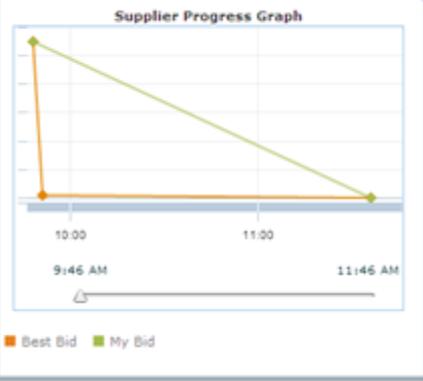
**Not in Leading 5** [Details](#)

Maximum Starting Bid : 100  
My Bid Amount : 92  
Bid Decrement : 1 INR

**Bid Amount:**   
(in Indian Rupee)

**Submit Bid**

**Supplier Progress Graph**



Legend: Best Bid (orange), My Bid (green)

3. With a bid of 90, supplier is in the leading 5 bidders.

**1.0 Enter Lot Name**  
Group Total: 200 INR  
Status: **EXTENDED**

Type : Reverse Auction      Buyer : Neha Nawlakhe (🔒) Contact Not Available

Based on all received bids and buyer defined criteria your current standing is

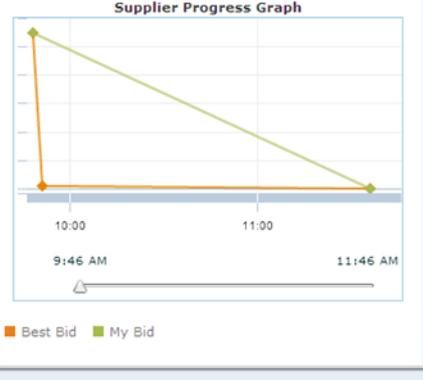
**In Leading 5 Bidders** [Details](#)

Maximum Starting Bid : 100  
My Bid Amount : 92  
Bid Decrement : 1 INR

**Bid Amount:**   
(in Indian Rupee)

**Submit Bid**

**Supplier Progress Graph**



Legend: Best Bid (orange), My Bid (green)

4. With a bid of 89, supplier is in the leading 3 bidders.

**1.0 Enter Lot Name**  
Group Total: 200 INR  
Status: **EXTENDED**

Type : Reverse Auction      Buyer : Neha Nawlakhe (🔒) Contact Not Available

Based on all received bids and buyer defined criteria your current standing is

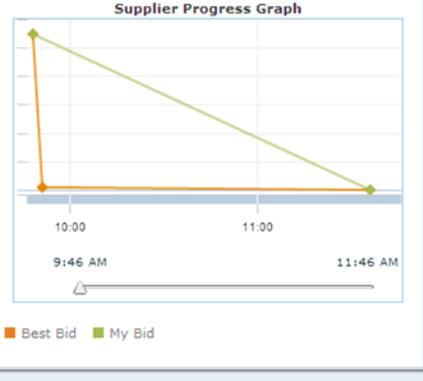
**In Leading 3 Bidders** [Details](#)

Maximum Starting Bid : 100  
My Bid Amount : 92  
Bid Decrement : 1 INR

**Bid Amount:**   
(in Indian Rupee)

**Submit Bid**

**Supplier Progress Graph**



Legend: Best Bid (orange), My Bid (green)

5. With a bid of 86, supplier is the leading bidder.



**i** Information related to the best bid and position in an auction would be visible to the supplier as per the settings made by the buyer. This information will be visible under the **Details** link as shown in the above screenshot.

### 6.7 Alert Messages

When a buyer stops an auction, a message is sent in your Alert box. You cannot submit any bid during this time. Once the buyer re-starts the auction, you can bid again. The auction time increases for the duration it was stopped. An Alert is displayed in your Alert box which indicates that the auction has resumed

See Image Below:



- Buyer can set bidding rules while posting an auction like minimum start bid or low bid, minimum decrement or increment amount depending on the auction. You will get a message asking to either bid higher or lower than the amount.
- Buyer can reschedule auction time, date and duration. An alert message is sent in the Alert box, giving the re-scheduled time in minutes.

See Image Below:



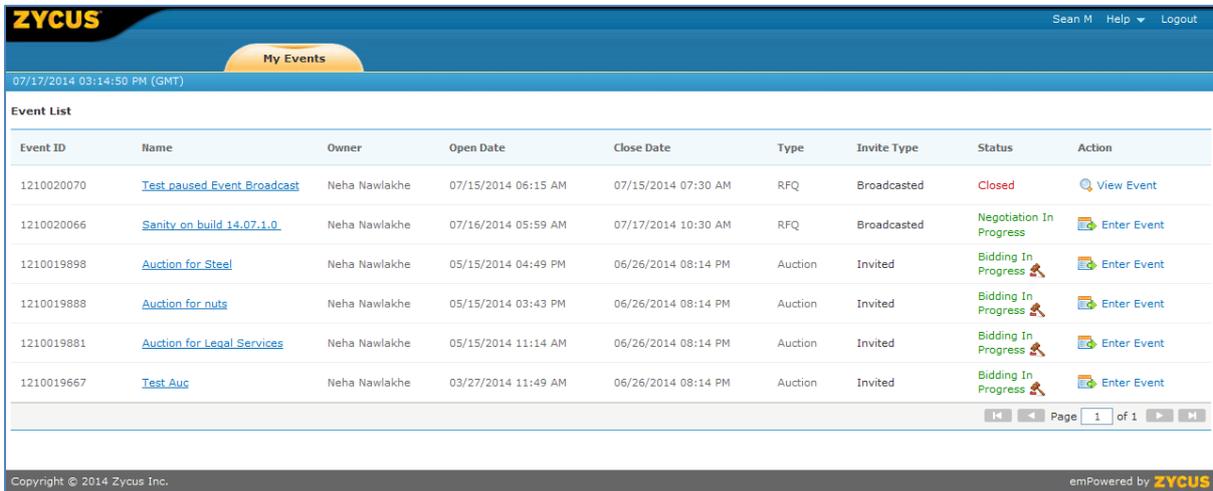
## 6.8 Bid Reconciliation

Once the auction gets over, buyer has the option to reconcile the bids or proceed to the analyze phase. The buyer can ask the suppliers for bid reconciliation values once the auction is over. Bid reconciliation is done for Lot Level Bidding events wherein the suppliers can change the value of the items within the lot to match the value of the lot with the bid value.

 *While entering the reconciled bids, you cannot exceed your minimum bid value (in case of reverse auction)/ maximum bid value (in case of forward auction).*

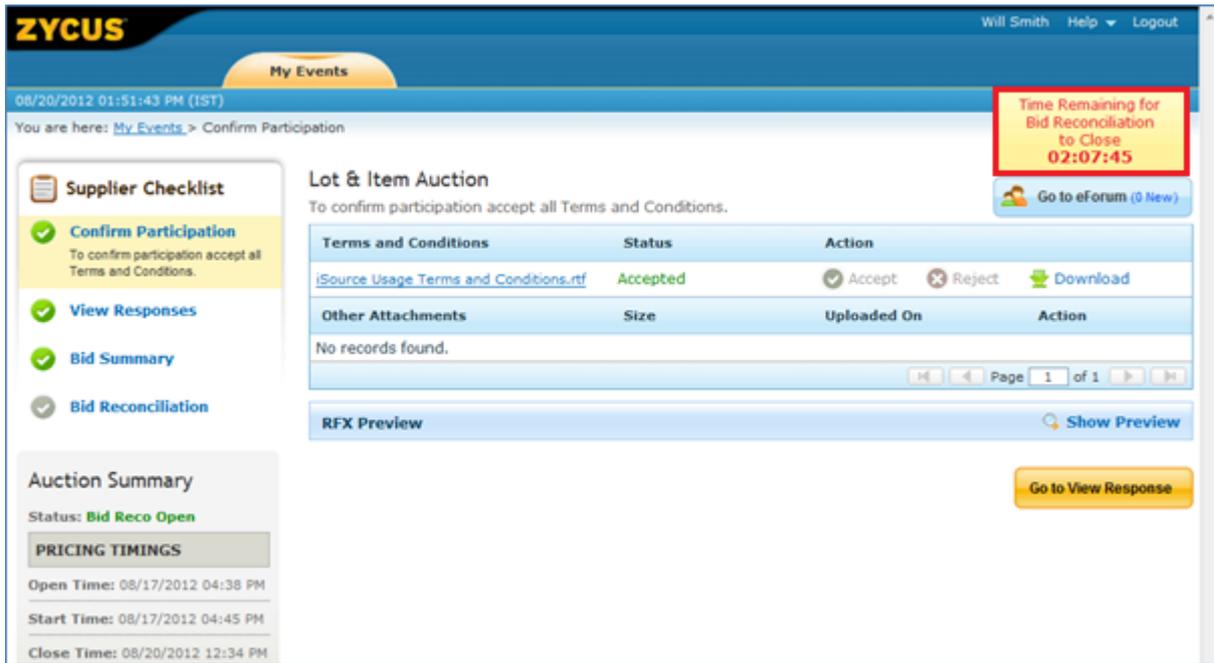
### To submit your reconciled bids:-

1. On **My Events** page, for an auction event, the **Status** column will inform you about the open reconciliation bid.



Event ID	Name	Owner	Open Date	Close Date	Type	Invite Type	Status	Action
1210020070	<a href="#">Test paused Event Broadcast</a>	Neha Nawlakhe	07/15/2014 06:15 AM	07/15/2014 07:30 AM	RFQ	Broadcasted	Closed	View Event
1210020066	<a href="#">Sanity on build 14.07.1.0</a>	Neha Nawlakhe	07/16/2014 05:59 AM	07/17/2014 10:30 AM	RFQ	Broadcasted	Negotiation In Progress	Enter Event
1210019898	<a href="#">Auction for Steel</a>	Neha Nawlakhe	05/15/2014 04:49 PM	06/26/2014 08:14 PM	Auction	Invited	Bidding In Progress	Enter Event
1210019888	<a href="#">Auction for nuts</a>	Neha Nawlakhe	05/15/2014 03:43 PM	06/26/2014 08:14 PM	Auction	Invited	Bidding In Progress	Enter Event
1210019881	<a href="#">Auction for Legal Services</a>	Neha Nawlakhe	05/15/2014 11:14 AM	06/26/2014 08:14 PM	Auction	Invited	Bidding In Progress	Enter Event
1210019667	<a href="#">Test Auc</a>	Neha Nawlakhe	03/27/2014 11:49 AM	06/26/2014 08:14 PM	Auction	Invited	Bidding In Progress	Enter Event

2. Click **Enter Event**. The **Confirm Participation** page is displayed.



**Supplier Checklist**

- Confirm Participation
- View Responses
- Bid Summary
- Bid Reconciliation**

**Lot & Item Auction**  
To confirm participation accept all Terms and Conditions.

Terms and Conditions	Status	Action
<a href="#">iSource Usage Terms and Conditions.rtf</a>	Accepted	Accept Reject Download

**Other Attachments**

Size	Uploaded On	Action
No records found.		

Page 1 of 1

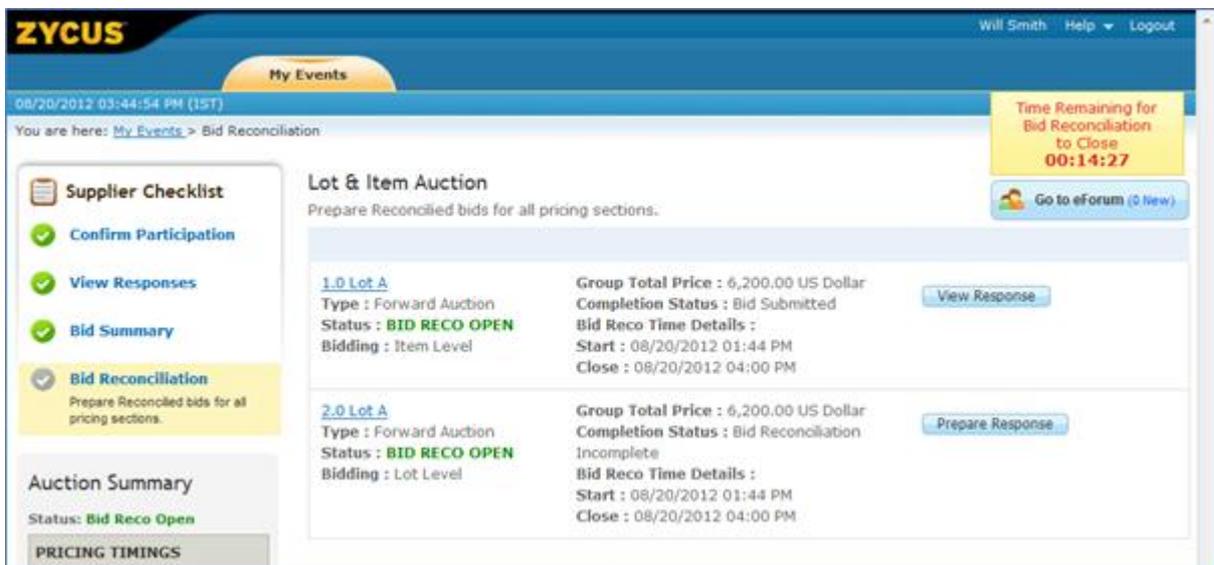
RFX Preview [Show Preview](#)

[Go to View Response](#)

**Time Remaining for Bid Reconciliation to Close 02:07:45**

3. Under **Supplier Checklist**, click **Bid Reconciliation**. The event details are displayed.

**i** Bid Reconciliation feature is only available for bidding at Lot Level.



**Supplier Checklist**

- Confirm Participation
- View Responses
- Bid Summary
- Bid Reconciliation**

**Lot & Item Auction**  
Prepare Reconciled bids for all pricing sections.

<a href="#">1.0 Lot A</a> Type : Forward Auction Status : <b>BID RECO OPEN</b> Bidding : Item Level	Group Total Price : 6,200.00 US Dollar Completion Status : Bid Submitted Bid Reco Time Details : Start : 08/20/2012 01:44 PM Close : 08/20/2012 04:00 PM	<a href="#">View Response</a>
<a href="#">2.0 Lot A</a> Type : Forward Auction Status : <b>BID RECO OPEN</b> Bidding : Lot Level	Group Total Price : 6,200.00 US Dollar Completion Status : Bid Reconciliation Incomplete Bid Reco Time Details : Start : 08/20/2012 01:44 PM Close : 08/20/2012 04:00 PM	<a href="#">Prepare Response</a>

**Time Remaining for Bid Reconciliation to Close 00:14:27**

4. Click **Prepare Response**. The Lot details are displayed.

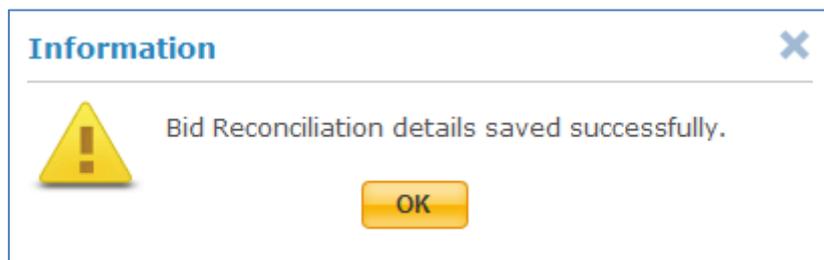
The screenshot displays the 'Auction : Lot & Item Auction' interface. At the top, it shows the bidding currency as 'US Dollar' and a bid reconciliation close date of '08/20/2012 05:41 PM (IST)'. Below this, there are navigation buttons for '1.0 Lot A' and '2.0 Lot A'. The main section is titled 'Mandatory Questions' and shows details for '2.1 Lot A' with 4 completed items out of 4 total. A summary row indicates a 'Group Total Price : 6,200.00', an 'Auction Value : 6,700.00', and a 'Difference : -500.00'. Below this is a table with columns for 'Unit Cost', 'Fixed Cost', 'Unit Costs [US Dollar]', 'Segmentation Group', 'Demand Information', 'Pricing Information', and 'Total Cost'. The 'Pricing Information' column contains a 'Value' field for each item, which is highlighted by a callout box with the text 'Enter the Revised Values'. The 'Save' button at the bottom right is also highlighted.

5. In the **Pricing Information** column, enter the revised values. The total cost can be less than or equal to the least bid value of the auction.

While entering the reconciled bids, you cannot exceed your minimum bid value (in case of reverse auction)/ maximum bid value (in case of forward auction).

The group total cost as per the reconciled values gets calculated real time as and when you enter the bid values.

6. Click **Save**. The confirmation box is displayed and reconciled bids are saved and submitted to the buyer.



7. Click **OK**. The revised bid is sent to the buyer.

## Chapter 7: eForums

### 7.1 Introduction

eForums is a feature which allows you to communicate with buyers. It provides you with a platform for discussion to resolve your queries or doubts, ask for additional information. There are three types of eForums namely:

- Private
- Public
- Information Only

In case of a public discussion all the invited parties can view and respond to messages.

### 7.2 eForum Message Alert

Whenever the buyer posts a new message in the eForum, supplier will get an email alert on their registered email id where the supplier can click on the link provided in the email and go to the eForum page.

Dear David Miller,

A new message has been posted for the event RFQ for Main Frame Servers on the following eForum:

eForum Name : RFQ for Main Frame Servers / Public Discussion

To access the eForum, please go to

<https://192.168.1.82/isource/eforum/forumListing.jsp?docID=13097&returnTo=confirmParticipation&returnUrl=14386>

Your username : DAVID46415

TECHNICAL SUPPORT

For contact information and assistance with the use of our Zycus iSource application please contact our Technical Support by clicking the Technical Support link on

<https://192.168.1.82/isource/login.htm>

### 7.3 Accessing eForums

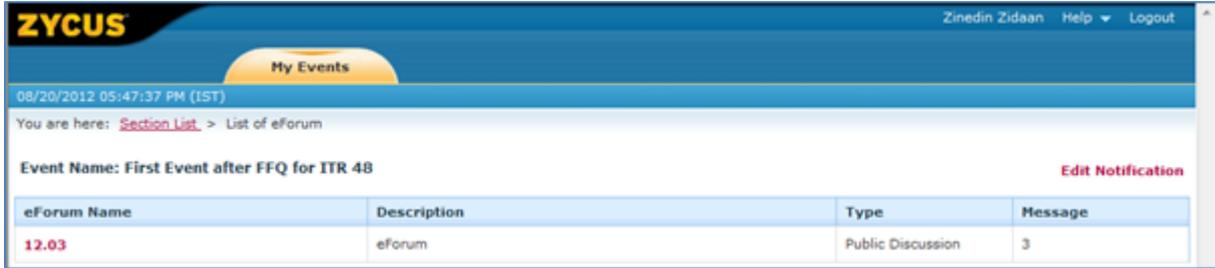
You can access eForum by clicking the **eForum**  link. The eForum link is available throughout the application on all the pages.



*The eForum link is available only after you accept the Terms and Conditions on the Confirm Participation page.*

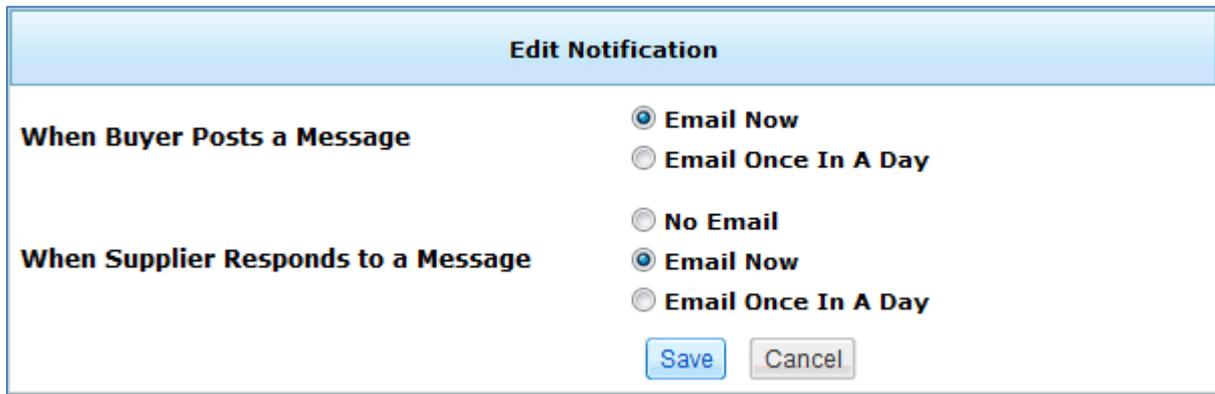
**To access eForums:-**

1. Click on . The **eForum** page is displayed.



A list of all the eForum names, description and its type is displayed.

2. Click **Edit Notification** to edit the notification that is sent to the buyer when you respond to the buyer's message.

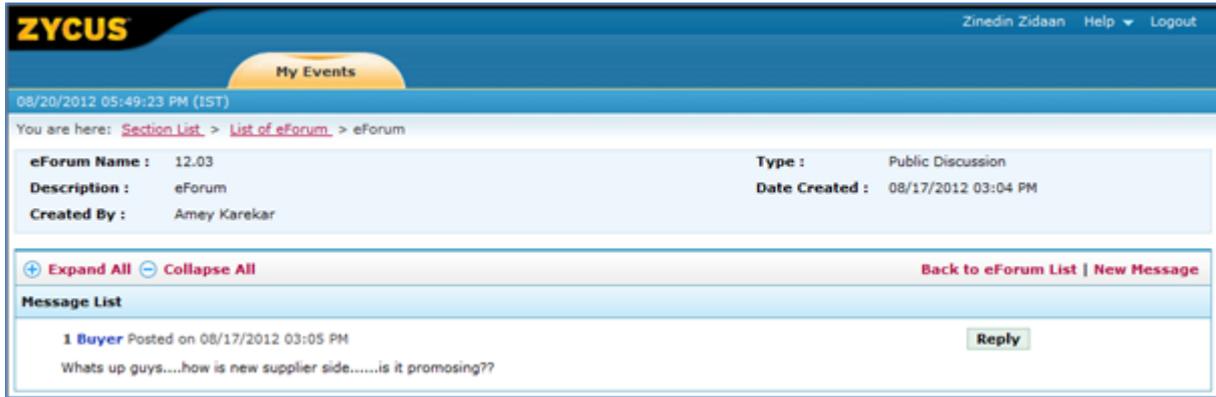


## 7.4 Adding and Replying Messages

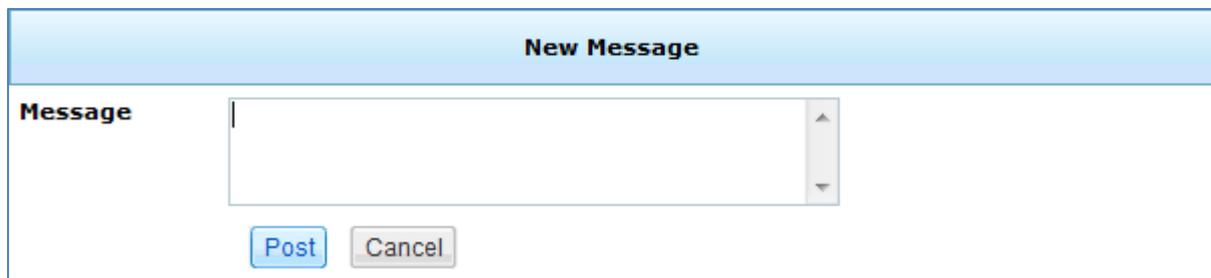
You can participate in the discussion by posting message. It also allows you to add new messages; in case you want to initiate a new conversation.

*To add a message to an eForum:-*

1. On the **eForum** page, select the eForum you want to reply to. An **eForum** page is displayed with the details.

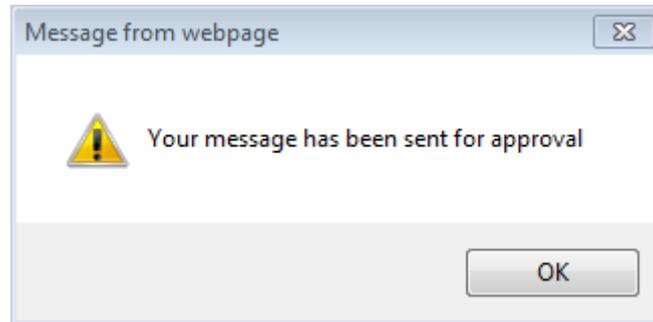


2. Click **New Message**. The **New Message** pop up is displayed.



3. In the **Message** field, enter text.

4. Click **Post**. If the eForum type is Public Discussion, the message is sent to the buyer for their approval to post the message. Once the buyer approves it, the message is posted in the eForum.



*For a Public eForum, message posted by you will be visible only to the buyer. Once the buyer approves your message, it is posted in the eForum and is visible to all.*



*For a Private eForum all your replies to a message or any new message do not require buyer approval and get directly posted on the eForum page.*

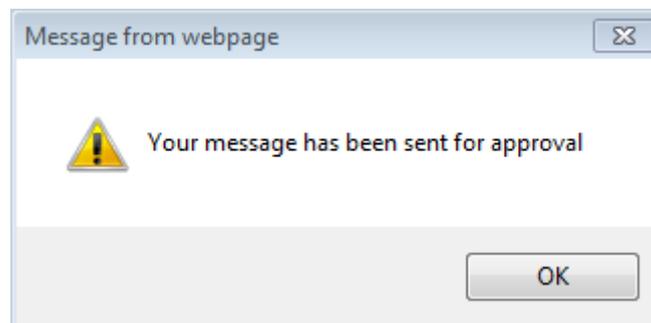
**To reply to a message on eForum:-**

1. On the **eForum** page, click on the **eForum** name. An **eForum** page is displayed with the details.



2. Click **Reply**. The **Reply To** page is displayed.

3. In the **Message** field, enter text.
4. Click **Post**. The posted message is sent for approval to the buyer. A Message from webpage dialog box is displayed.



5. Click **OK**.

You can view your Reply to a message below the message. For e.g. If you have replied to a message with serial number 1, your reply will be numbered as 1.1, 1.2 so on. If you reply to message 1.2, your reply will be numbered as 1.2.1.