

Buyer (Sourcing) Frequently Asked Questions

Summary

This document is intended to address the types of questions that buyers will typically receive when an entity is deploying ESM Solutions' sourcing suite of applications.

Background

ESM Solutions provides several applications that can be deployed under the easySourcing™ suite. These applications include:

- easyBid Line Item
- easyBid Discount
- easyQuote
- easyProject
- Sourcing Event Posting Board

Although each solution is intended to address certain types of sourcing event needs, vendors use the same login to access all opportunities they are invited to. An event invitation requiring a vendor response can come from a single entity or from multiple ESM Solutions customers.

Frequently Asked Questions

Q: Does a vendor see only our bids within the system?

A: After a vendor has registered within the ESM Solutions database, they can be invited to participate in any event. They will be able to see the entity name and buyer contact information for each respective event.

Q: Do I have to train the vendor on how to use the system?

A: No, ESM Solutions will provide all the training and support necessary for them to use the system. If a buyer receives a request from a vendor, the buyer can refer them directly to ESM Solutions' Customer Support at 1-877-969-7246 or support@esmsolutions.com.

Q: Are there any training guides or documentation on the system for vendors' use?

A: Yes, a vendor can go to <http://www.esmsolutions.com/support-library/> to access videos and reference guides. A vendor can also contact ESM Solutions' Customer Support for training and support.

Q: Where can a vendor go to register in the system?

A: Registering as a vendor is very simple. To register, go to <http://www.esmsolutions.com> and select the “Suppliers” menu option. On this page, select either “Mercury Version” or “eSchoolMall Version” under Supplier Registration.

Q: What can I do if a vendor says they do not see a bid?

A: Several situations may cause this:

1. The vendor is not registered in the system
2. The vendor registered after the bid was published and was not invited to the event
3. Another contact in the company was invited instead of the correct contact
 - a. If the vendor has registered and has received their login credentials, the buyer can go into the respective bid, under the Publish tab, and view the vendors that were invited to the bid. If the buyer does not see the desired vendor in the list of invitees, they can publish the bid to that respective vendor. The vendor will then receive a notification and should be able to log in to access the bid.
4. The vendor does not know how to log in to the system and needs to be trained
5. If items 1-3 do not address the issue, the vendor should contact ESM Solutions for training assistance.

Q: Why does ESM Solutions set up an online “GoToMeeting” call when there is an issue?

A: Although ESM Solutions’ Support Team is well versed in the application; our team members are not able to see bids directly through the system. This tool allows the Support Representative to identify the issue quickly and provide proper direction to resolve the issue.

Q: Why isn’t a vendor receiving notification when a bid is published?

A: Vendors can have multiple contacts from their organization registered within the system. The person who receives the notification is the contact that the buyer selects when publishing a bid.

The other contacts within the vendor company will not be able to see the bid unless the buyer publishes to their e-mail addresses directly. The bid can also be transferred internally from the original recipient to another contact within the company.

Q: How can a vendor access a bid once they are invited?

A: When the vendor is properly invited and notified, they will first see the bid in their Create tab within the Vendor Response screen. They can begin to work on submitting a response upon accepting the terms and conditions. Individual questions concerning bid content will be directed to the buyer, while questions regarding system functionality should be directed to ESM Solutions Support Team.