Sell2Wales
Supplier User Guide – Postbox

Table of Contents

What is the Postbox?

The Postbox is an online submission facility which allows awarding authorities to receive responses from suppliers electronically in a secure environment.

Responses are submitted through the portal and held in the secure Postbox until the deadline for responses has expired. Nominated members of an authority then unlock the Postbox to access the submissions.

The Postbox can be used for the receipt of PQQs, tender responses, Quick Quote submissions and all supporting documents.

A full audit trail is kept of all access to the Postbox and a complete record of all supplier submissions is stored.

Please note: Before you can use the postbox you must record your interest in a notice. In the case of a Quick Quote or the second stage of a dual stage procedure you must have been invited by the buyer to submit a response.

Postbox Response Workspace

All postbox responses are managed from your Response Workspace. The Response Workspace can be accessed from your Supplier Control Panel.

Supplier Control Panel

Supplier Control Panel

Welcome to your Supplier Control Panel Tone. Please *click* a link in one of the appropriate sections to access the area of the site you require.

SEARCH
- Latest Notices
- Search for Authorities
- Search for Suppliers
- Notice Reference Search
- Advanced Search

MY NOTICES
- Interest List
- Quick Quotes
- Notice Alerts

MY RESPONSES
- Postbox Responses
- Access eTender Wales

MY PROFILE
- Company Profile
- Alert Profile
- Supplier Finder Profile

It can also be accessed by clicking the "Go to Postbox" button when viewing the notice in your interest list or Quick Quote list.

Notice Details – Interest List

The Response Workspace is provided in two tabs – *Notice Response List* and *Dispatched List*.

The Notice Response List shows all the current notices – contract notices, stage 2 notices, quick quotes – associated with your registration, which have the Postbox option activated. Notices will appear on this list until the buyer has opened the postbox.

Response Workspace – Notice Response List

Postbox Response Workspace

Supplier Control Panel > Postbox Response Workspace

Your Postbox Response Workspace allows you to manage all of your responses to notices which have the postbox function activated and for which you have recorded an interest.

| Notice Response List | Dispatched List |

Listed below are current notices which you have recorded an interest in and which have the postbox activated. Please select the appropriate *response action* to continue.

3 records found. Jump to page 1 of 1   **Go**

Notice Details	Response Status	Response Action
Plant hire Published By: Queens Road Council Deadline: 28/05/2013 12:00	Not Created	**Create**
Small Plant with driver Published By: Walter Road Police Force Deadline: 23/05/2013 12:00	Not Dispatched	**Edit/Dispatch** **Delete**
Plant hire with driver Published By: Queens Road Council Deadline: 22/05/2013 12:00	Dispatched	**Respond Again**

The **Notice Details** column provides the title, publisher and deadline of the notice. Clicking on the title of the notice allows you to view the notice.

The **Response Status** column provides the status of your response to this notice. The three response statuses are:

Not Created – You have not yet created a response for this notice.
Not Dispatched – You have created a response which you have not yet dispatched to the postbox.
Dispatched – You have dispatched a response to the postbox. Note: to view your dispatched response click on the "Dispatched List" tab.

The **Response Actions** column provides the actions you are required to carry out. The actions are:

Create – You have not yet created a response. Click this link to create a new response.
Edit/Dispatch – You have created a response but not submitted it to the postbox. Click this link to edit or dispatch your response. Note: Once the buyer has opened the postbox this option will disappear.
Delete – You have created a response but not submitted it to the postbox. Click this link to delete the response from your response list. In doing so you will receive an e-mail to confirm you have deleted a response.
Respond Again – You have dispatched a response to the postbox for this notice. This option is provided in case you are required to create and dispatch a supplementary or replacement response. Click this link if you wish to do so.

4

View – You have created a response but not submitted it to the postbox and the postbox has been opened by the buyer meaning you can no longer submit the response. This option is provided for your records to show that you did create a response but did not submit it to the postbox.

<div align="center">Response Workspace – Dispatched List</div>

The Dispatched List shows a history of all the responses you have successfully dispatched to a postbox. Note: Once a response has been successfully dispatched you cannot amend it.

The **Id** column provides the unique ID of your response. The **Notice Details** column provides the title and publisher of the notice. The **Dispatched** column provides the date and time that the response was dispatched to the postbox.

The **Response Action** column gives you the option to view your dispatched response. Clicking on 'view' will open a new page which shows you the notice details and your response details. This includes the contact details you provided with your response, the documents you uploaded to your response and any further comments you provided.

The documents can be downloaded by clicking on the file name. They cannot be edited once submitted.

Postbox Response View

Postbox Response View

Response Workspace > Response View

Details of your response are shown below.

Notice Details

Authority:	Queens Road Council
Notice Title:	Plant hire with driver
Notice ID:	MAY045456
Notice Type:	Quote
Deadline:	22/05/2013 12:00

Response Details

Response ID:	188
Status:	Submitted
Dispatched On:	14/05/2013 13:38

Contact Details

Organisation:	DWD Plant Hire Ltd
Contact:	John Cardiff
Department:	
Address:	10 Queens road
Town:	Cardiff
Postal Code:	CF15 4ZT
Country:	United Kingdom (GB)
Telephone:	721
Fax:	
Email Address:	info@dwdplanthireltd.co.uk

Documents

Created	File Name	Description	Size
14/05/2013	Pricing list 1.xlsx	Pricing List 1	7.67 KB
14/05/2013	Pricing Structure.docx	Pricing Structure	9.77 KB

Comments

Please don't hesitate to contact us should you require further clarification.

Go to workspace

Postbox Response Creation

From your Notice Response List select the relevant **Response Action** to create a response. On clicking the action you will be directed to the *Create Postbox Response* page.

Create Postbox Response

There are 3 sections you are asked to complete before either dispatching or saving your response.

1. **Contact Details** - The contact details fields are pre-populated with the information you provided on registering. If the details displayed are correct move to section 2. If you wish to amend the contact details provided with this response you can overwrite the details.

2. **Supporting Documentation** - You must upload all the required documents to the response. **Note: Individual files should be no more than 10Mb in size and a post box submission should not exceed 30Mb in total.**

To upload each file:

1) Enter a description of the file in the 'Description' field. This should be a maximum of 100 characters.

2) Click "Browse" next to the File Name box.

3) This will open up a file browser which allows you to select the file you wish to upload from your own files. Select the file you want to upload and click "Open"
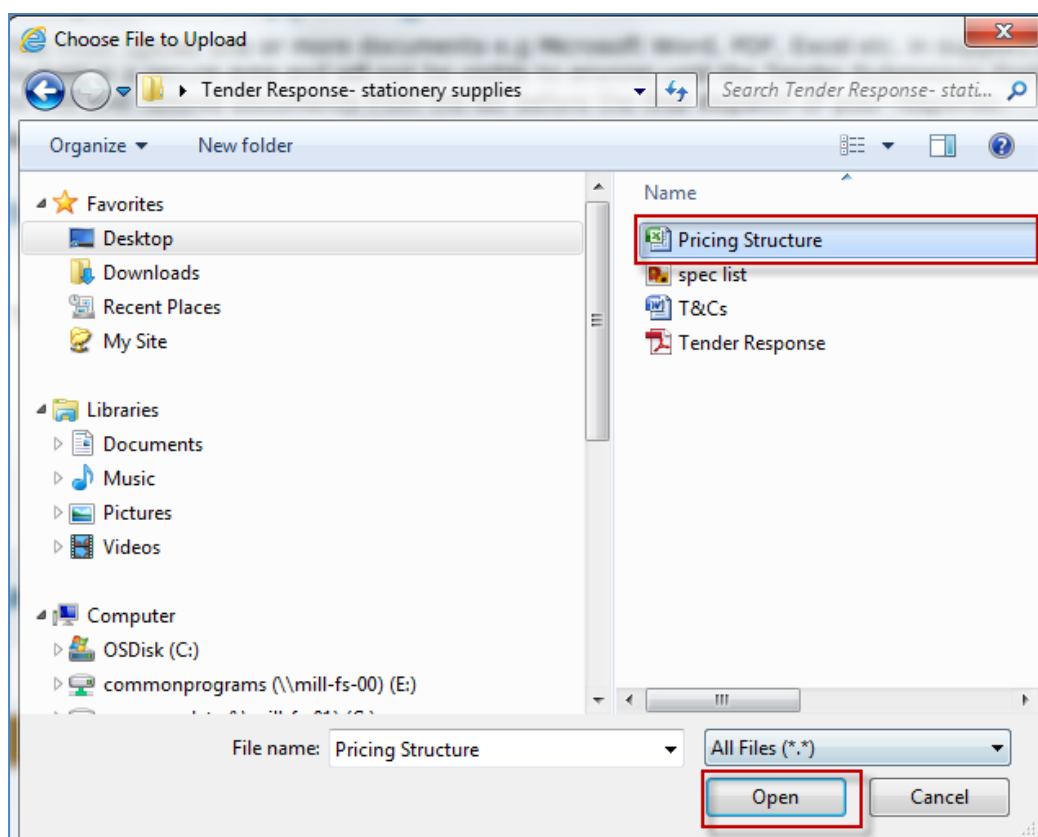
4) This will populate the File Name box with the file path of your selected document. You should then click "Add".
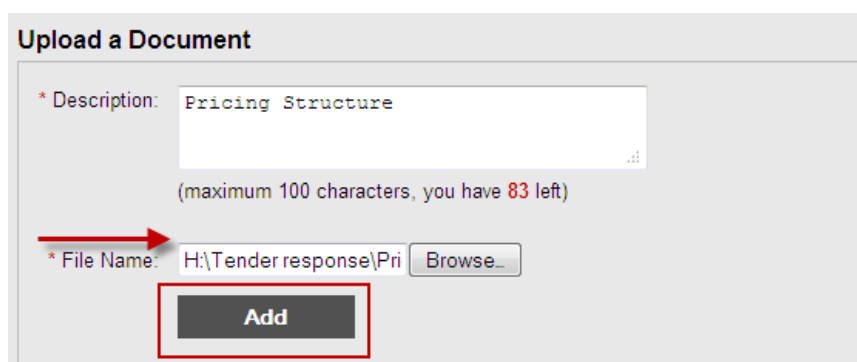
A message will show to instruct you that the file is being uploaded:

Once the file successfully uploads you will see it listed under attached documents. This means you have successfully attached it to your response. If you realise you've added the wrong file you can choose to delete it by ticking the box next to the file name and clicking "Delete".

Repeat steps 1 to 4 for each document you want to upload.

Individual files should be no more than 10Mb in size and a post box submission should not exceed 30Mb in total. You are provided with information on the file space you have used and what you have remaining.

2. Supporting Documentation

You must upload one or more documents in support of your response. To upload a document please provide a description of the document, locate the document on your system by *selecting* **Browse or Choose** and then upload it by *selecting* **Add**. Once successfully uploaded the document details will appear in your Attached Documents list.

Document Summary

Individual File Size Limit:	**10.00 MB**
Total Available File Space:	**30.00 MB**
Documents Attached:	**2**
Used File Space:	**17.44 KB**
Remaining File Space:	**29.98 MB**

Upload a Document

* Description:

(maximum 100 characters, you have **100** left)

* File Name: [   ] [Browse...]

Add

Attached Documents

☐	File Name	Description	Created	File Size
☐	Pricing list 1.xlsx	Pricing List 1	14/05/2013	7.67 KB
☐	Pricing Structure.docx	Pricing Structure	14/05/2013	9.77 KB

Delete

3. **Further Comments -** A free text box is available for any further comments you may wish to add to your submission. This is an optional field and can be left blank. If you wish to provide further comments write them in the box provided.

3. Further Comments

If applicable, you can provide further comments with your submission by writing them in the box below.

    Please don't hesitate to contact us should you require further clarification.

4. **Save and Dispatch –** you must now either dispatch or save your response. Clicking "Save and Exit" will save the changes you have made to this response and return you to your response workspace. This can be done at any stage of response creation. Clicking "Cancel" will return you to your response workspace without saving the changes you have made. If you are happy with your response and wish to dispatch it click on the "Dispatch" option.

4. Save and Dispatch

From the options below please *select* the **Dispatch** button to submit your response to the postbox, or *select* the **Save and Exit** button to save your response and return later. Alternatively, you can *select* the **Cancel** button to return immediately to your response workspace without saving.

Dispatch   **Save and Exit**   **Cancel**

A message will appear asking you to confirm that you wish to dispatch the response.
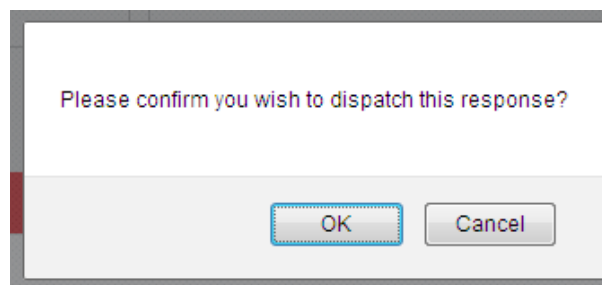
Confirmation

If you select "OK" your response will be dispatched to the postbox and you will receive an onscreen confirmation of your unique response ID. You will also receive an e-mail confirming the response.

Late Postbox Submissions

Suppliers are able to submit postbox responses after the postbox deadline as long as the postbox has not yet been unlocked by the buyer. Any postbox response submitted after the postbox deadline will be noted as a late submission.

Late submissions are accepted at the buyer's discretion.

When you select "OK" your response will be dispatched as usual to the postbox and you will receive an onscreen confirmation of your unique response ID. You will also receive an e-mail confirming the response. Both will include the message "**Please note: Your response has been submitted after the postbox deadline and may not be accepted by the buyer. Please contact the buyer for clarification**."

Response Dispatch - Confirmation

Your response to the notice has been dispatched to the publisher of the notice.
They have been informed of your response.

Please note: Your response has been submitted after the postbox deadline and may not be accepted by the buyer. Please contact the buyer for clarification.

Your reference for this response is 159

View your response workspace.

Confirmation of late electronic response

```
Ref: MAY045421
Title: Plant hire
Authority: The Bay improvements
Deadline: 09 May 2013

Your response to the above notice has been successfully submitted to the Submission
Postbox and allocated the reference 159. Details of your submission and documents
uploaded are recorded below.

----------------------------------------------------------------------------

Please note: Your response has been submitted after the postbox deadline and
may not be accepted by the buyer. Please contact the buyer for clarification.

----------------------------------------------------------- ------------------

 The postbox will not be unlocked until the deadline has passed. The awarding authority
will contact you in due course with the results of the competition.

 Response Details -

 Reference: 159
  Received: 09 May 2013 13:23

 Your Contact Details -

    Name: DWD plant hire
 Address: Cardiff
 Contact: John Cardiff
   Email: info@dwdplanthireltd.com
```

Note: If you submit a late postbox response it is advisable that you contact the buyer as it is at the buyer's discretion as to whether they accept or reject any late submission. You should provide the reference of your late response to the buyer in any discussion on this point.

Notes:

Deadline: Responses should be submitted before the deadline. Any response submitted after the deadline and before the postbox is opened by the buyer will be noted as a late submission and can be accepted at the buyer's discretion.
It is not advisable for suppliers to wait until the last moment before creating and dispatching a response in case of any last minute problems.

Postbox Security: Postbox submissions cannot be accessed by anyone, including Millstream, until the deadline has passed. Once a response has been submitted it cannot be recalled or edited. If a supplier realises they have made an error in their response, the only remedy for this is to submit another response which supersedes the original.

Terms and Conditions/Request for Tender Documents: Buyers may wish to consider reviewing the terms and conditions in their request for tender documentation in light of late delivery or technical issues.

Information: All notices using the tender Postbox for submissions will automatically display the below statement:
The awarding authority has indicated that it will accept electronic responses to this notice via a 'Submission Postbox' facility. If buyers are only accepting electronic responses via the Postbox this should be made clear in the tender notice and in the documents.

Viruses: The server virus checker will scan all documents when they are uploaded and if a virus is detected the file will be deleted and the supplier notified. Provided that the deadline has not passed, the supplier will have the opportunity to replace with a clean file.

Corrupt Documents: Corruption in documents cannot be detected. Buyers should define their policy in this regard in the tender document (e.g., it will be rejected).

Document Types: It would be helpful if buyers specified in the notice or tender documents what file/document types can be accepted and read by your organisation for online submissions.

Document sizes and maximum documents allowed: There is a maximum size limit of 10Mb for any document to be sent via the Postbox. If suppliers attempt to upload a document larger than 10Mb it will be rejected and will not be added to the submission. The size of Postbox responses must not exceed 30Mb in total.

Multiple submissions: If a supplier has already submitted a response it cannot be recalled. However, they can submit a second tender if they wish, stating which response is to stand.

Help Desk: For further advice on using the online submission facility please contact the support team using the contact details provided on the site home page.