

Frequently Asked Questions

- I. How do I login to City's eProcurement System?
- II. I am encountering errors while logging into the system. What are the requirements for logging into the system?
- III. What if I have forgotten my password / how can I get my password reset?
- IV. How do I submit a quote?
- V. What should I do if I am not receiving notifications for RFQs?
- VI. I have not received a notification for an RFQ but can I submit a quote?
- VII. We have multiple contacts in our company; can the notifications be emailed to all the contacts?
- VIII. I am not able to open attachments. What should I do?
- IX. I have received the notification for an RFQ. Where will I find the specifications?
- X. How can I view the terms and conditions of an RFQ?
- XI. How can I print a copy of the RFQ?
- XII. How can I upload pricing page / brochures / specifications / attachments while submitting a quote?
- XIII. How will I be notified when an RFQ is awarded?
- XIV. RFQ was awarded to me. How will I know when the PO/Contract is ready/approved? Also, how can I print PO/Contract after it is approved?

I. How do I login to City's eProcurement System?

A. Open your web browser and enter the following in to the field for Address/Location: <http://www.memphistn.gov/>

Click on "BUSINESS".

Click on "DOING BUSINESS WITH THE CITY".

On the top right hand side under the section "LINKS", click on "City's eProcurement System".

This opens the system log in screen.

OR

B. Enter the following into the box for the URL:

https://ebusiness.memphistn.gov/oa_servlets/AppsLogin

II. I am encountering errors while logging into the City's eProcurement system. What are the requirements for logging into the system?

If you encounter any issues while logging into the City's eProcurement System, review the following tips and requirements.

1. Minimum Browser Software Requirements

- A. Internet Explorer Version 5.5 (or higher)
- B. Mozilla's Firefox

Note: AOL Browser is not supported

1.A How to check the version of Internet Explorer browser

Click Help on the menu bar at the top of your browser
Then click on 'About Internet Explorer'
Your 'About Internet Explorer' window will appear.

* Please ensure the Version and Cipher Strength match these requirements:

Internet Explorer Version 5.5 (or higher)
Cipher Strength: 128-bit

2. Disable Script Debugging

From your Web Browser toolbar navigate to your Internet Options. To ensure your browser is set to disable script debugging:

Go to Internet Explorer Tools menu

Click on Internet Options

Once the Internet Options window is open, navigate to the Advanced tab.

Click on the Advanced Tab

While on the Advanced Tab, ensure the following:

Ensure "Disable Script Debugging" is checked under browsing settings section.

3. Enable Active and Java Scripting

Navigate to your Internet Options Window, if it is not already open to ensure your browser is set to enable Active and Java scripting.

Click on your Security Tab

Click on the Custom Level button

Ensure "Active Scripting" and "Scripting of Java Applets" are enabled under the scripting setting section (bottom).
Click OK

4. Clear Internet Files & Delete Cookies

4.A. Delete Temporary Internet Files

Ensure you have cleared temporary Internet files.
Go to Internet Explorer > Tools menu > Internet Options (see above)
Go to General Tab; Navigate to the Temporary Internet Files region and click the Delete Files button.
Select "Delete all off-line content".
Click OK on your Delete Files window and in your Internet Options window.

4.B. Delete Cookies

Ensure you have cleared temporary cookies.
Go to Internet Explorer > Tools menu > Internet Options (see above)
Go to General tab; Navigate to the Temporary Internet Files region and click the Delete cookies button.
Click OK on Delete Cookies window and OK on Internet Options Window.

5. Refresh Web Pages

Through your Web Browser toolbar, do the following:

Select Tools > Internet Options.
Navigate to the Temporary Internet Files region.
Click the Settings button
Select "Every visit to the page". Set "Amount of disk space to use" to 50 MB.
Click OK in Settings window and OK in Internet Options window to save your settings.

6. Disable pop-up blockers

Ensure you have disabled all pop-up blockers which may prevent Oracle web pages from launching.
Go to your pop-up blocker settings to disable the tool while you are using Oracle Applications.

Important: To utilize City's eProcurement System all "pop-up blockers" must be disabled. A "pop-up blocker" is a program that prevents pop-ups (a small window that sudden appears in the background) from displaying in a user's Web browser and used to block spam and prevent viruses. If you have a Yahoo or MSN toolbar (or any outside toolbar), there probably is a "pop-up blocker" option which needs to be disabled or turned off. The best course of action is to uninstall these toolbars, but at a minimum, the "pop-up blockers" need to be off. Your Internet Service Provider (ISP) may also have pop-up blocker programs running, and they need to also be turned off.

6.A. Disable browser pop-up blocker

Select Tools > Pop-up Blocker > Turn off Pop-up Blocker

7. Add City's eProcurement System URL to allowed sites

Select Tools > Internet Options.

Click on Privacy tab.

In the Pop-up Blocker region, Click on Settings button

In the field for "Address of Website to Allow" enter

<https://ebusiness.memphistn.gov/>

Click Add button.

8. Ensure dial-up connection does not time-out

Ensure your dial-up connection does not time-out during your session in Oracle.

Slower dial-up connections may be unable to complete page processing before your Internet Service Provider times-out.

III. What if I have forgotten my password / how can I get my password reset?

If you do not remember your password, please call the City Purchasing Department at 901 576 6683.

IV. How do I submit a quote?

The steps involved in submitting a quote are:

1. Acknowledge the invitation
2. Create Quote

For detailed steps in submitting a quote, please refer to the training video and the training document on the City of Memphis website.

To access this information:

Open your web browser and enter the following in to the field for Address/Location: <http://www.memphistn.gov/>

Click on "BUSINESS".

Click on "DOING BUSINESS WITH THE CITY".

On the top right hand side under the section "LINKS", click on "Supplier Training Document (pdf)" to see the user documentation or "Supplier Training Procedures (Video)" to see the training video.

V. What should I do if I am not receiving notifications for RFQs?

City of Memphis maintains its supplier lists based on commodities. All suppliers on the supplier list for a particular commodity are notified when there is a bid for that commodity. If you do not receive a notification of an open RFQ for a particular commodity, then you should add your name to the supplier list for that commodity.

Login to City's eProcurement System

Choose CMEM Supplier Portal

Click on Admin tab

Click on Products and Services

Click on "Add" Button

Browse for a required commodity and select it by clicking the "Applicable" check box

Click on "Apply" button

VI. I have not received a notification for an RFQ but can I submit a quote?

Most of the RFQs published by the City of Memphis are open for bidding from all suppliers even if they are not on the supplier list. Details of all open RFQs are posted on the City of Memphis website - <http://www.memphistn.gov/>

Steps:

Login to the City's eProcurement System

Click CMEM Sourcing Supplier

Click Sourcing Homepage

In the field for "Search Open Negotiations", choose Number and enter the RFQ number. Click on "GO" button
This will display the search results. Click on the RFQ number to display the RFQ details
Proceed with the process to submit a quote

VII. We have multiple contacts in our company; can the notifications be emailed to all the contacts?

Notifications for electronic bid solicitations will be sent to the email address that was provided. If you have multiple contacts that need to review the bid, then you should circulate the bid internally. The Purchasing Department encourages you to provide your Bid Desk email address so that bids are mailed to that email address. You can update your information using the City's eProcurement System.

VIII. I am not able to open attachments. What should I do?

1. City of Memphis attaches mostly Word and Excel files. Ensure that these tools are installed on the computer that you are using.
2. When you click on the link for the attachment, a box opens up with three options to Save, Open and Cancel. Click on Save to save a copy to your desktop. Then open it from your desktop. This is required only if the attachment is a large file.

IX. I have received the notification for an RFQ. Where will I find the specifications?

Specifications are attached at the line level details of the RFQ. To access the specifications:

Login to the City's eProcurement System
Click CMEM Sourcing Supplier
Click Sourcing Homepage
You should see the RFQ either in the Your Active and Draft Responses section or in the Your Company's Open Invitations section
Click on the RFQ number
Click on Lines Tab
Click on Line link
You will see all the specifications in the Notes and Attachments section.

X. How can I view the terms and conditions of an RFQ?

Login to the City's eProcurement System

Click CMEM Sourcing Supplier

Click Sourcing Homepage

You should see the RFQ either in the Your Active and Draft Responses section or in the Your Company's Open Invitations section

Click on the RFQ number

Click on Contract Terms tab

Click on the "Preview Contract Terms" button to open the terms and conditions.

XI. How can I print a copy of the RFQ?

Login to the City's eProcurement System

Click CMEM Sourcing Supplier

Click Sourcing Homepage

You should see the RFQ either in the Your Active and Draft Responses section or in the Your Company's Open Invitations section

Click on the RFQ Number.

Top right hand corner you will find "Actions" field. Click on the Actions field.

Select "Print RFQ" from the Actions pull down menu and click on "Go" button.

This will open the RFQ report which can be saved to your computer or opened to view online.

XII. How can I upload pricing page / brochures / specifications / attachments while submitting a quote?

You can upload pricing page/brochures/specifications/attachments to the quote while submitting it. You can attach the files at both the header level as well as at the line level.

Click CMEM Sourcing Supplier

Click Sourcing Homepage

You should see the RFQ either in the Your Active and Draft Responses section or in the Your Company's Open Invitations section

Click on the RFQ number

Select "Create Quote" in Actions and click on "Go" button.

Accept the terms and conditions. Create Quote screen is displayed.

To add pricing page/brochures/specifications/attachments at the Header Level, click on "Add Attachments" button.
Enter Description, for Type of File; click Browse to select the required file and then click on "Apply" button to add the file.

To add pricing page/brochures/specifications/attachments at the Line Level, click on "Update" icon under Lines section. Create Quote Lines screen is displayed.

Click on "Add Attachments" button.
Enter Description, for Type of File; click Browse to select the required file and then click on "Apply" button to add the file.

XIII. How will I be notified when an RFQ is awarded?

City of Memphis will send an email to all the suppliers who have been invited to submit quotes for an RFQ. The winning supplier will be notified that the RFQ has been awarded to them while the other suppliers will be notified that the RFQ was not awarded to them.

XIV. RFQ was awarded to me. How will I know when the PO/Contract is ready/approved? Also, how can I print PO/Contract after it is approved?

After approving a Purchase Order or a Contract, City of Memphis will send an email to the supplier informing that the PO/Contract has been approved and is ready for printing. Supplier should then login to the City's eProcurement System and print the PO/Contract.

Login to the City's eProcurement System
Click CMEM Supplier Portal
Click on Orders tab. You will see the list of last 25 PO/Contracts
Click on the required PO/Contract number
Click on "Printable View" button to print the PO/Contract.