City of Memphis

Supplier Training Guide



City of Memphis Supplier Training Guide

Introduction

This users' guide is intended to help suppliers understand and use the City of Memphis eProcurement system.

The eProcurement system consists of two applications; **Supplier Portal** and **Sourcing**.

Supplier Portal is the internet interface by which suppliers to the City of Memphis will retrieve their Oracle purchase orders, requests for quotation, view their account information, and update their address and contact information.

Sourcing is the internet interface by which suppliers to the City of Memphis will submit their quotes for City of Memphis's requests for quotations (RFQs).

Accessing the Supplier Portal

Supplier portal is the internet interface by which suppliers to the City of Memphis will retrieve their Oracle purchase orders, requests for quotation, view their account information, and update their address and contact information.

You must have an internet account and be logged on to the internet in order to access Supplier Portal.

- 1. Open your web browser. Microsoft's Internet Explorer is the most common browsers. You can also use Mozilla Firefox.
- 2. At the top of the screen, below the menus and icons, you will find a field labeled Address.

Please note that AOL browser is not supported.

Log-in into the Supplier portal

There are three different types of log-in options:

1. For Existing Supplier (registered in the purchasing 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 "USEFUL LINKS", click on "City's eProcurement System".

This opens the Oracle log in screen. OR

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

https://ebusiness.memphistn.gov/OA_HTML/RF.jsp?function_id=31986&resp_id=-1&resp_appl_id=-1&security_group_id=0&lang_code=US¶ms=PNwzRmyVCUgU6PXkQUOrAwfX5khjUEffbtl9cI1Co-yPkiyBhW6wraTXf3PxvCo4&oas=v XV30WhHsFNOe9SGImx5Q...

2. For Supplier Registration (New suppliers to the City of Memphis)

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 "Supplier Registration".
```

This takes you to the Oracle Supplier Registration screen.

OR

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

https://ebusiness.memphistn.gov/OA_HTML/jsp/pos/suppreg/SupplierRegister.jsp?ouid=5055E79729E7A9FD

3. For Viewing the Abstract Page (for viewing existing RFX's)

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 "USEFUL LINKS", click on "Current Solicitations".
```

This opens the Abstract page.

OR

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

https://ebusiness.memphistn.gov/OA HTML/OA.jsp?OAFunc=PON ABSTR ACT_PAGE

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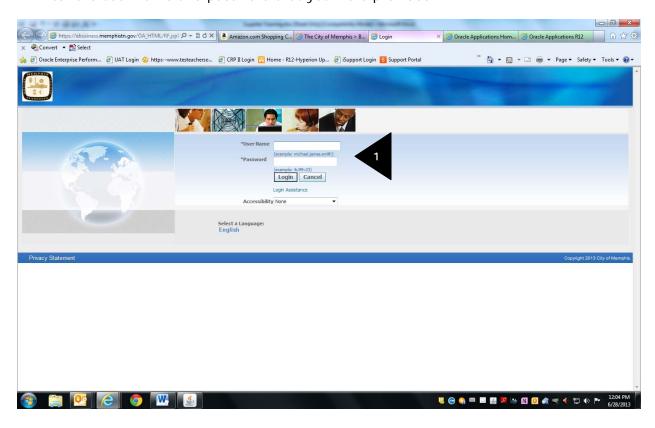
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SUPPLIER PORTAL USER GUIDE

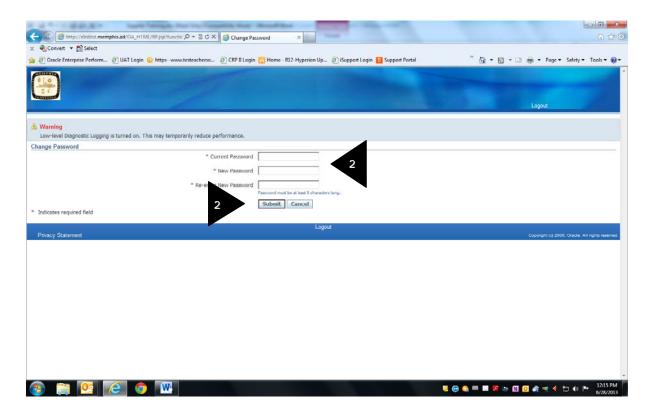
1.1 Existing Supplier Log-in

The Oracle E-Business Suite login screen will display.

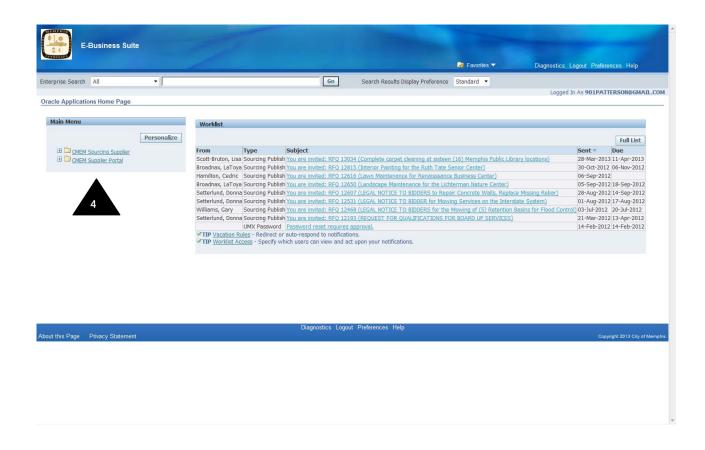
1. Enter the user name and password that you were provided.



2. If you are logging in for the first time, the Change Password screen is displayed. You will need to change your password by entering the current and new passwords then click the "Submit" button. You will need to do this only once.



3. City eProcurement system responsibility screen is displayed.



- 4. Click on the CMEM Supplier Portal link to enter the City of Memphis Supplier Portal.
- 5. The iSupplier Home Page will display. This page is the central repository for all supplier-related data and functions.

1.2 Using iSupplier Tabs

The tabs are available on every screen, and help you navigate to the various data screens.

We will cover the relevant information from each tab in detail later on in this manual.

- Home: Takes you back to the homepage
- Orders: Takes you to your POs and RFQs
- **Shipments:** View a summary of your delivery schedules, past receipts, returns, historical delivery performance, and create Advanced Shipping Notices (ASNs)
- Finance: View the status of invoices and payments
- Intelligence: A Supplier Management Dashboard to assist the supplier in managing all of their contracts
- Admin: Update your supplier and contact information

Each of these links is also repeated at the bottom of every page.

Search

A method to quickly find a PO, invoice, shipment, or payment

Links on the right side of the screen

Another method to go to specific information as described.

Notifications and Orders at a Glance

These areas summarizes the most recent entries for each of the categories. To see the complete list, click on the Full List button.

1.3 Home Page Features

1.3.1 Global button links at top right of screen display on Home Page and all portal pages:

Home Logout Preferences Help Diagnostics

Home - Returns you to the main portal page

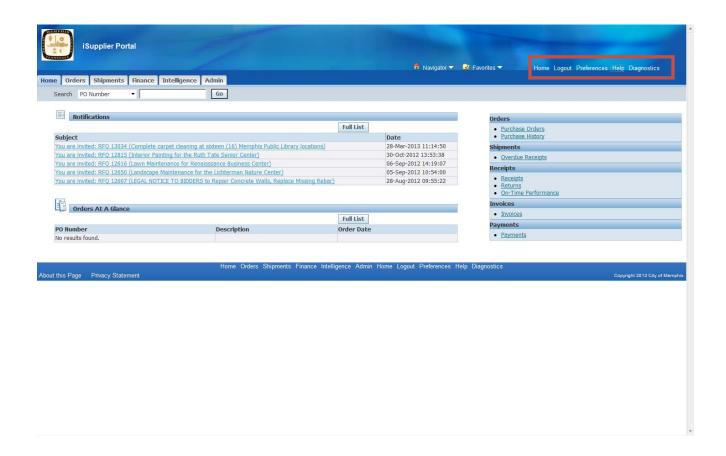
Logout – Exit iSupplier

Preferences - Displays the Preferences page.

Help - Accesses the help index page.



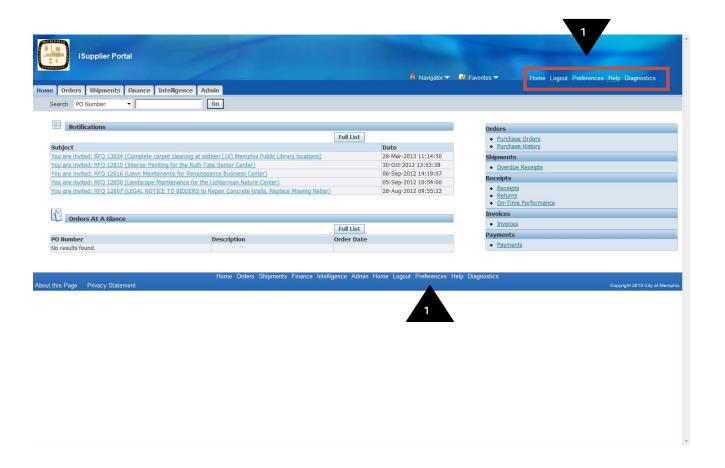
Diagnostics – Not accessible.



1.3.2 Changing your password

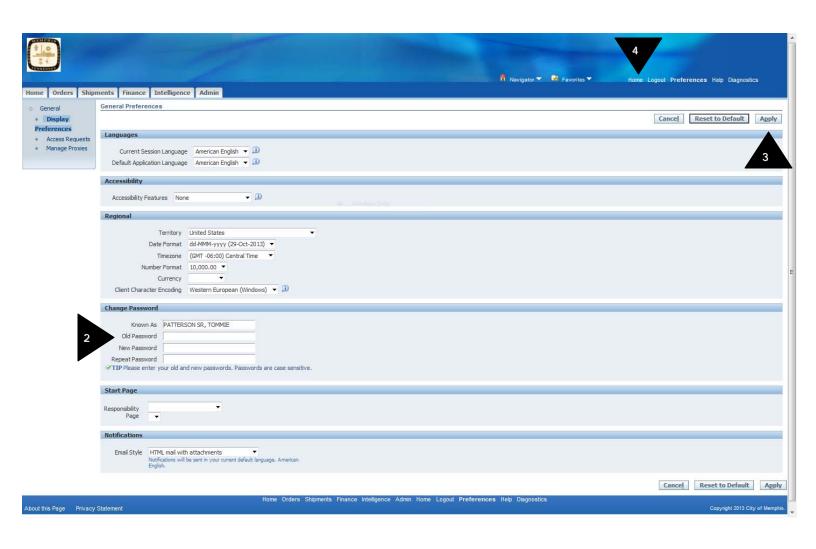
1. If you want to change your password, click Preferences link at top right hand corner or bottom of the screen.

Note that you can do this from any screen.



General Preferences screen is displayed

- 2. Enter your old password, new password, repeat new password
- 3. Click "Apply" to save your changes.
- 4. Click "Home" tab to return to the home page.

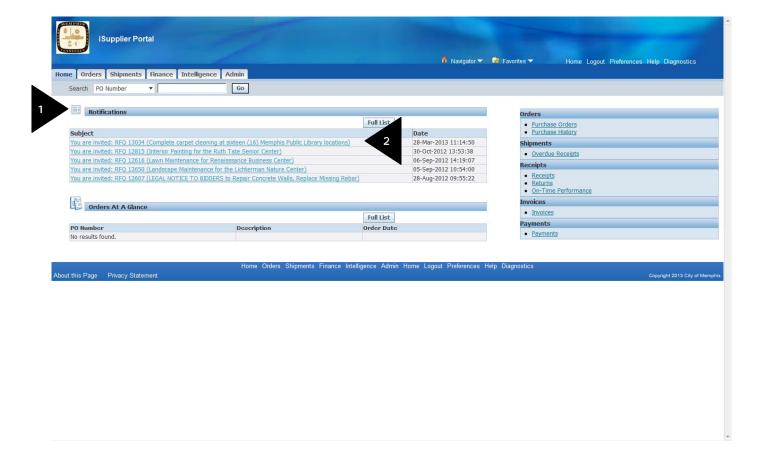


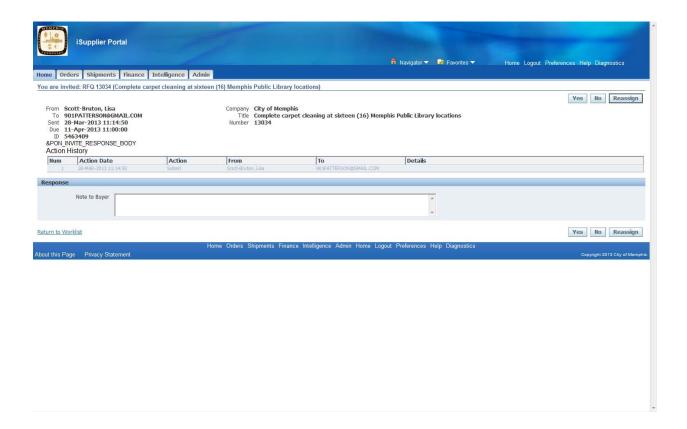
1.4 View Windows

Use view windows on the iSupplier Home Page to drill down on recent data and information related to Orders, Shipments, Receipts, and Payments. Use the *Quick-Links* at right of screen to link directly to desired functions.

1.4.1 Notifications

- 1. Notifications are messages waiting for your review. Some notifications are view-only, while other notifications require action. To view your notifications, click the *linked subject* to open the **Notification Details** page.
- 2. When you click the *linked subject*, the **Notification Details** page opens up. Here you will find the details of the notifications from the City of Memphis.





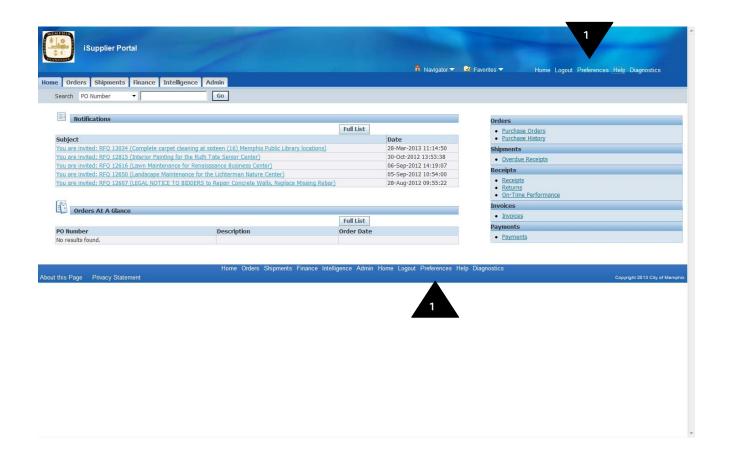
1.4.2 Changing Notification Style

As noted earlier, Notifications are messages waiting for your review. Some notifications are view-only, while other notifications require action. To view your notifications, click the *linked subject* to open the **Notification Details** page.

Notifications can also be sent as emails to your email address. This is in addition to the notifications that you receive in the system.

1. If you want to change your notification method click Preferences link at top right hand corner or bottom of the screen.

Note that you can do this from any screen.



General Preferences screen is displayed



2. If you DO NOT want to receive emails in addition to the notifications: In "Notifications" section, for field Email Style choose "Do not send me Email"

or

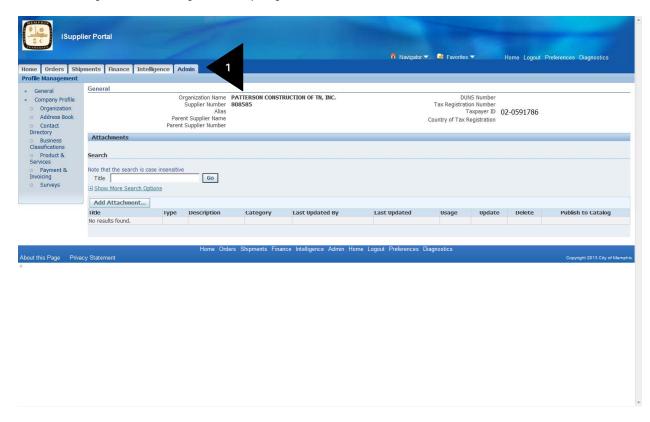
If you want to receive emails in addition to the notifications: In "Notifications" section, for field Email Style choose "HTML Mail" or "HTML Mail with attachments"

- 3. Click "Apply" to save your changes.
- 4. Click "Home" to return to the home page.

2.1 Administration Tab Details

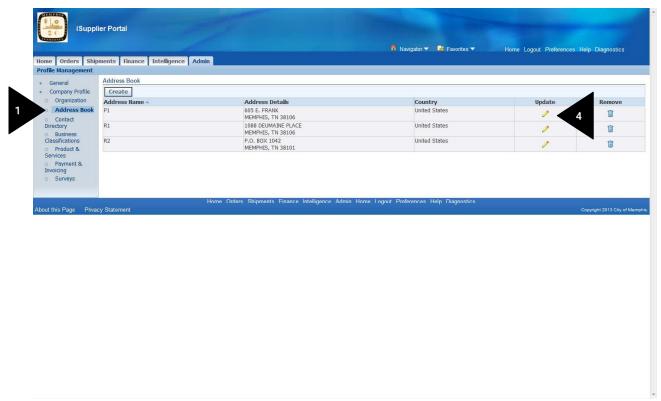
2.1.1 Supplier Details

1. Click on the Admin tab to open up the Supplier Profile Administration screen. In this screen you can view your company information.

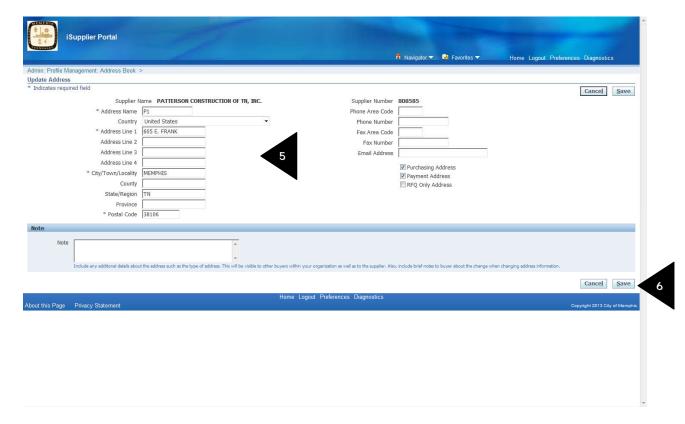


2.1.2 Address Book

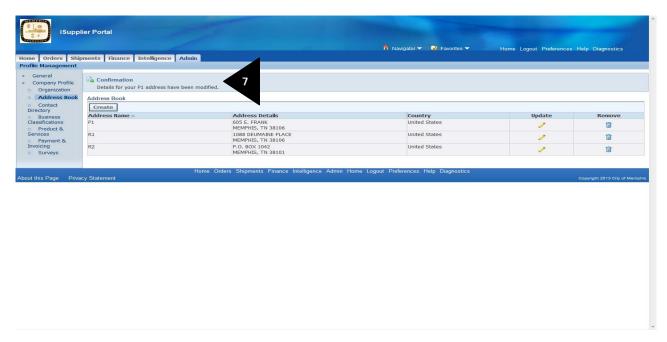
1. Click on Address Book link to display all your contact addresses.



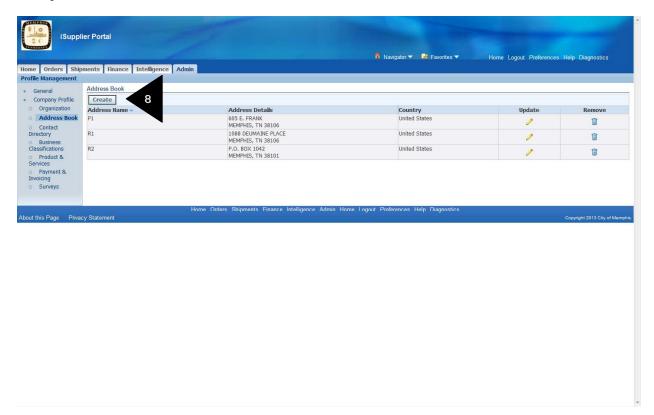
- 2. In this screen you can view your address information and make updates if needed.
- 3. Review your company address information.
- 4. If you need to change the address information, click on the Update icon. The "Update Address" screen is displayed.



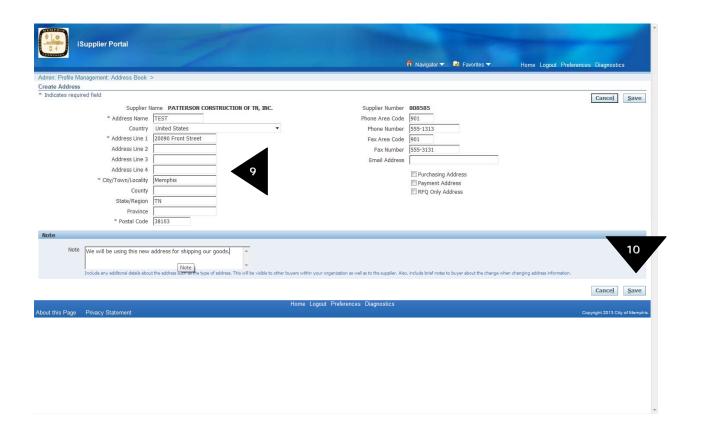
- 5. Make applicable changes
- 6. Click the "Save" button
- 7. A confirmation that a change has been made is displayed



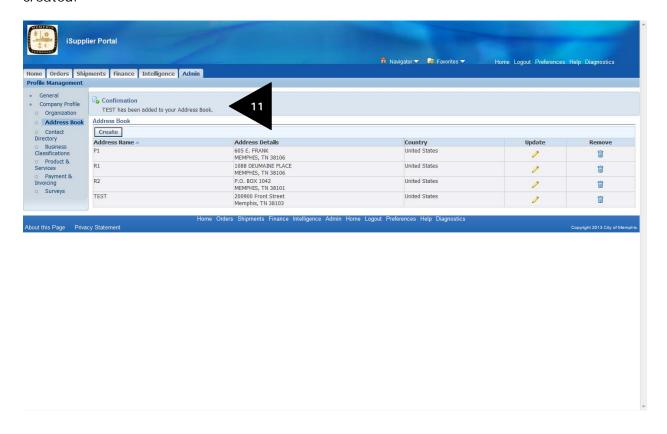
8. If you need to add additional addresses, click on the Create button



- 9. Add Address screen opens up. Complete all the details like Address name, Address Details including Street, City, State, Country, Contact numbers and email address. Enter a brief description about this Address in the notes field.
- 10. Click the Save button

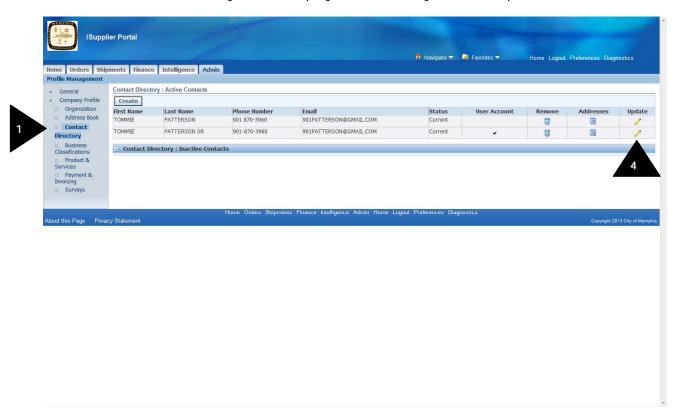


11. You will receive a confirmation message stating that your address has been created.

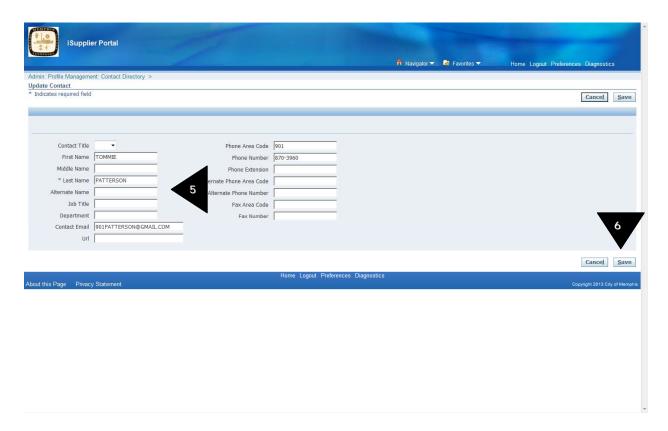


2.1.3 Contact Directory

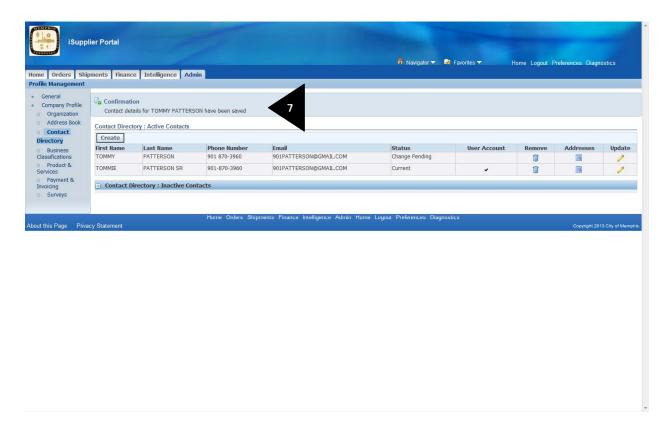
1. Click on Contact Directory link to display details of all you contact persons.



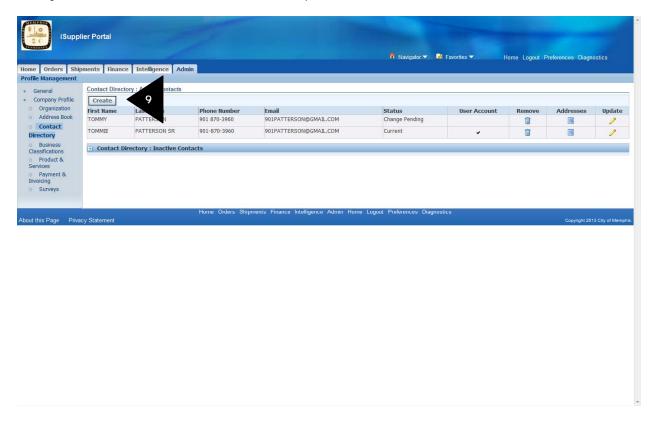
- 2. In this screen you can view your contact people's information and make updates if needed.
- 3. Review your company' contact persons' information.
- 4. If you need to change the contact persons' information, click on the Update icon. The "Update Contact" screen opens up.



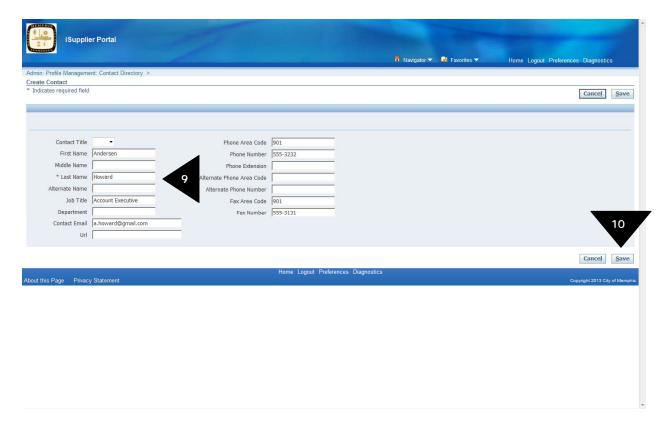
- 5. Make applicable edits
- 6. Click on "Save" button
- 7. You will receive a confirmation that the contact details have been changed.



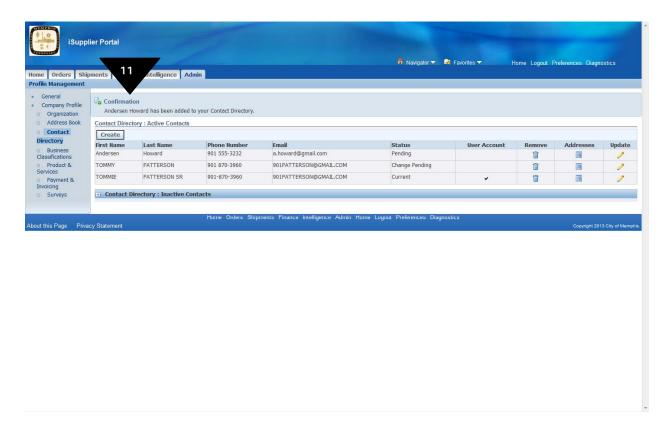
8. If you need to create additional contact persons, click on the Create button



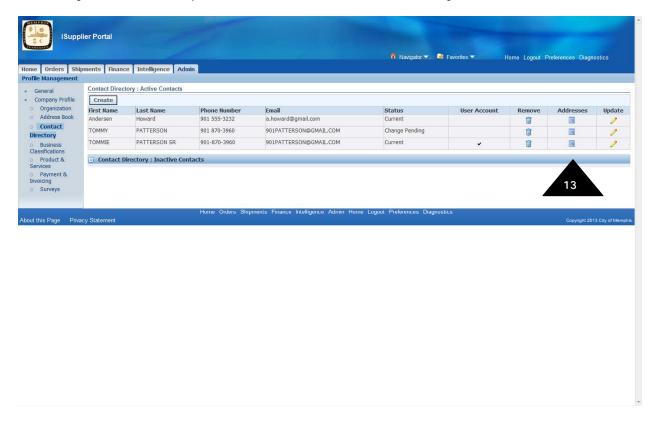
- 9. The Create Contact screen is displayed. Complete all the details like Contact Title, First Name, Last Name, Job Title, Email Address, Phone and Fax numbers details.
- 10. Click on the Save button.



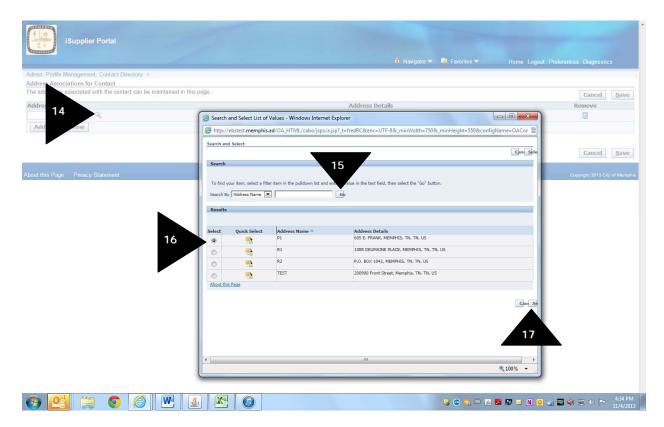
11. You will receive a confirmation message stating that your Contact has been created.



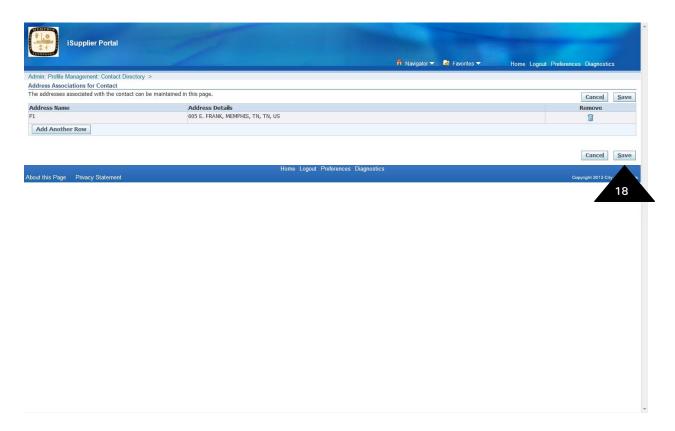
12. Newly added Contact persons must be associated to one of your site addresses.



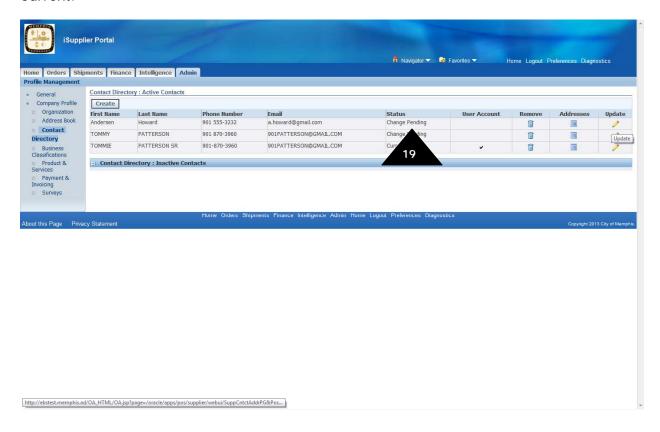
- 13. Click on the Addresses icon for the newly added contact. The Address Association for Contact screen is displayed. Click on the Add another Row button.
- 14. Click on the magnifying glass. The Search screen for Address Name is displayed.
- 15. Click on Go to display all the Address Names available for the supplier.



- 16. Select the site for which this new person is going to be the contact of.
- 17. Click on **Select**.
- 18. Click Save.

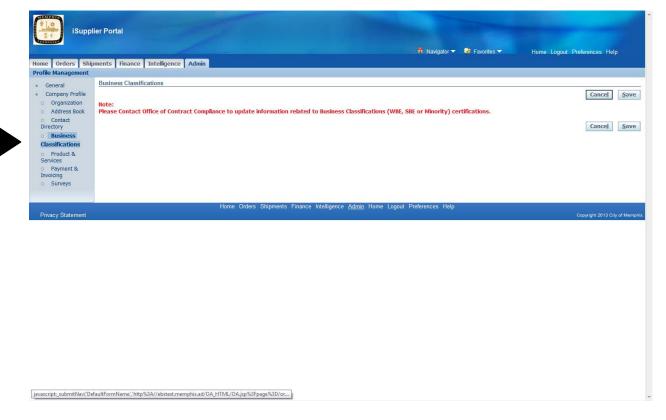


19. The Status of the Contact is now Change Pending. The Analyst must approve the change. Once the Analyst has approved the change, the status will then show as Current.



2.1.4 Business Classifications

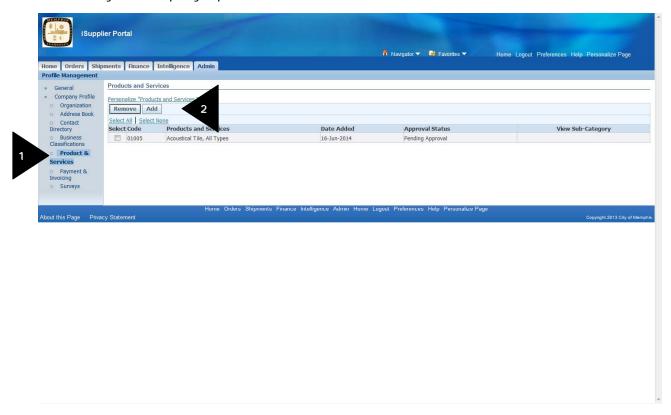
This information cannot be viewed online. Suppliers must contact the City of Memphis Office of Contract Compliance to have this information updated.



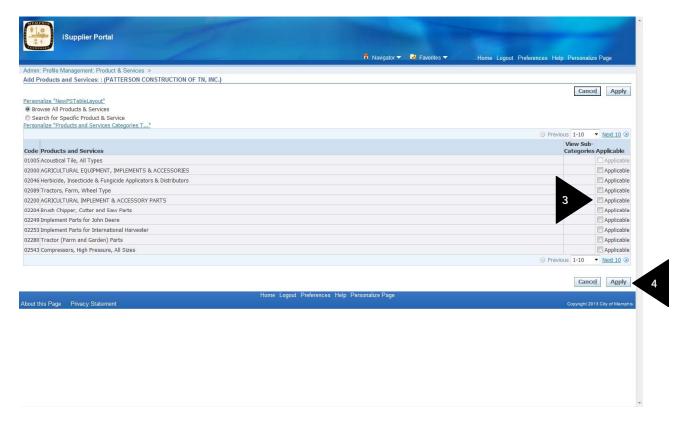
2.1.5 Products and Services

This section displays the supplier's Products and Services that are registered in the iSupplier system. By registering Products and Services your company will be invited to quote when there is a city request for those products or services. You will receive an electronic notification via email inviting you to submit your quote(s).

- 1. To access the products and services screen, click on the "Products and Services" link.
- 2. To add your company's products and services click on <Add>

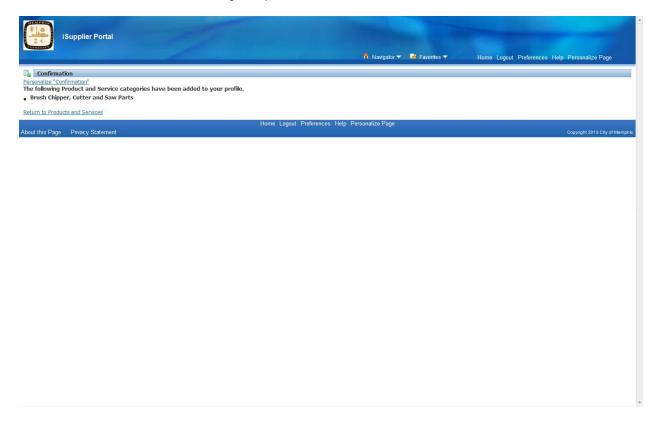


3. Browse for a required product or service. Select the product/service by clicking the **Applicable** checkbox. The Applicable checkbox is grayed out for any product/service you already have selected.



4. Click on Apply after selecting all the applicable products and services.

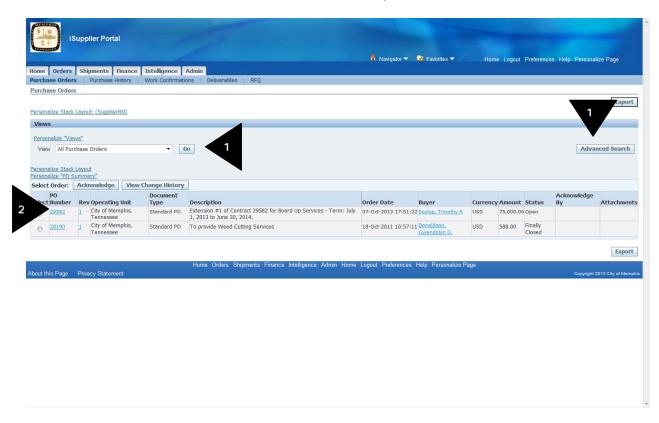
5. You will receive a confirmation message stating that Product and Services information has been added to your profile.



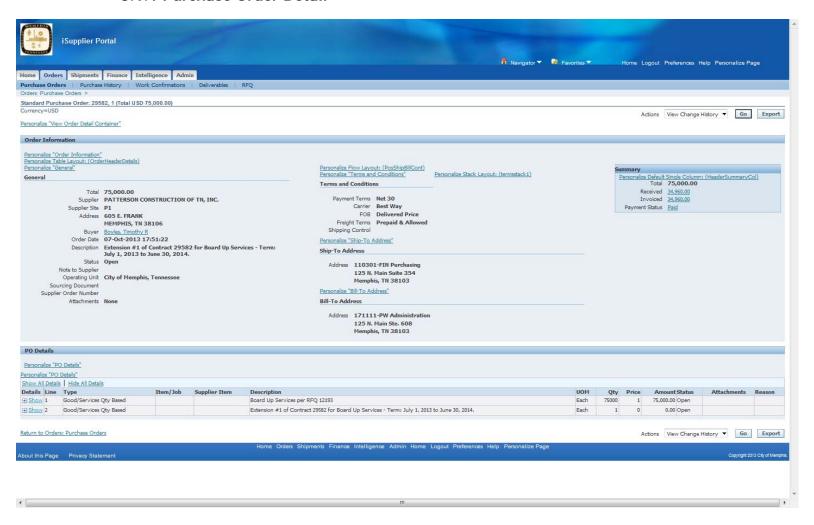
3.1 Orders Tab

This section displays the most recent Purchase Orders issued by the City of Memphis. PO Summary information is shown in this screen.

- 1. Narrow down your summary of Purchase Orders by selecting a **View** option or by clicking on the **Advanced Search** button.
- 2. To view detailed information on a Purchase Order, click on the **PO number link**.



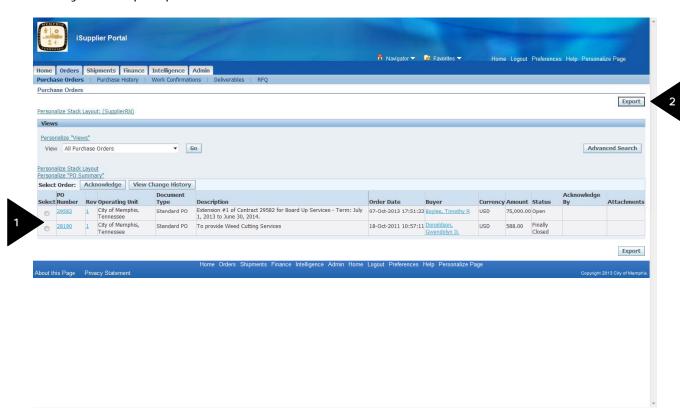
3.1.1 Purchase Order Detail



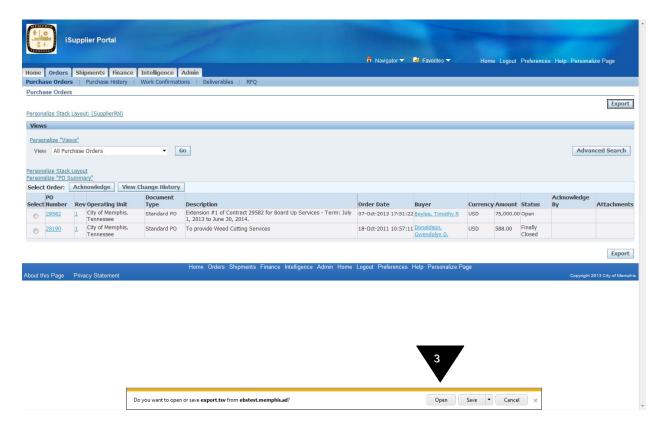
Click on the **Home** tab to return to the iSupplier Home Page.

3.1.2 Using Orders Page for reviewing purchase order details.

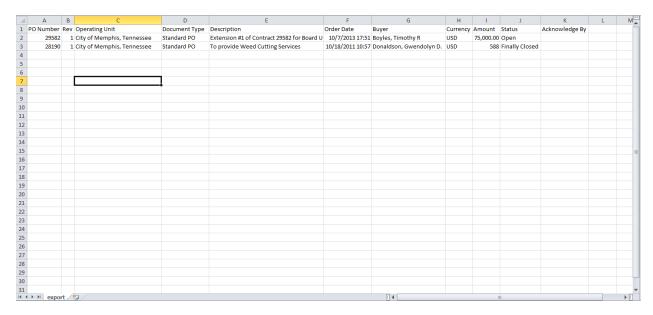
Clicking on the <Orders > tab brings you to the Orders Page. Use this page to access all City of Memphis purchase order data.



- 1. All Purchase Orders are shown in summary form on the screen.
- 2. Click on the **Export**> button to (optionally) export Purchase Order summary information into Excel for printing and review if needed.



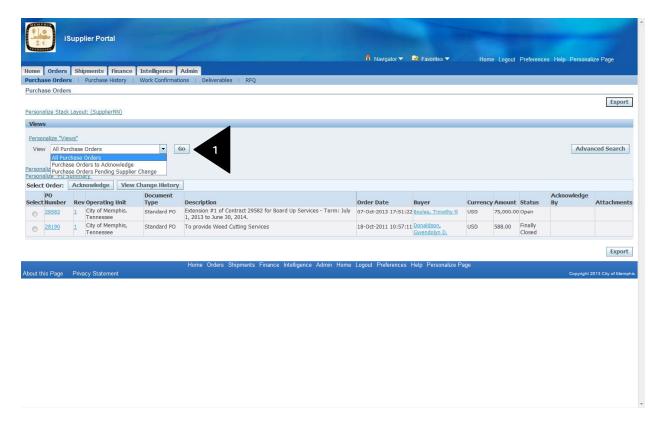
3. Click on Open



4. Review spreadsheet information as needed. Return to iSupplier Orders page by minimizing/closing excel window.

3.1.3 Search Options

1. Open the **View** Drop-Down window to select from other pre-defined views of Purchase Order data.



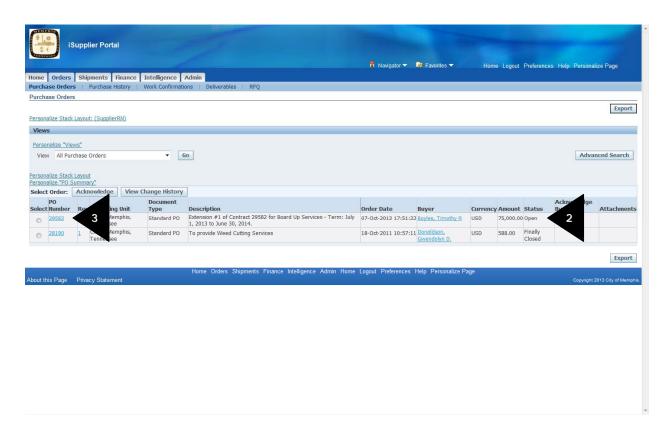
2. Note that the predefined options are as follows:

All Purchase Orders Purchase Orders to Acknowledge Purchase Orders Pending Supplier Change

3. You can select any of the above options and click on <Go> to view those Purchase Orders.

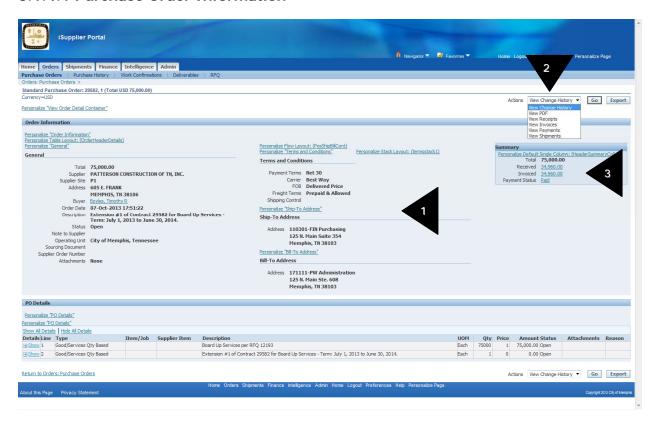
3.1.4 Purchase Order Details and Related Information

1. Search for your Purchase Orders using the search options explained above.

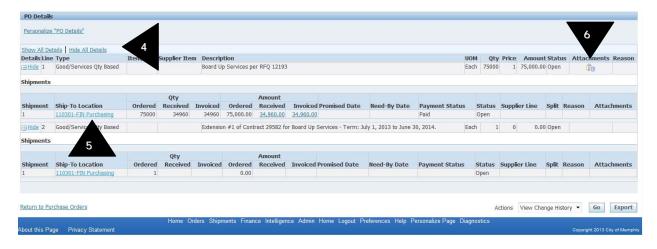


- 2. Note the summary information provided for each Purchase Order.
- 3. Click on PO Number link to access purchase order information.

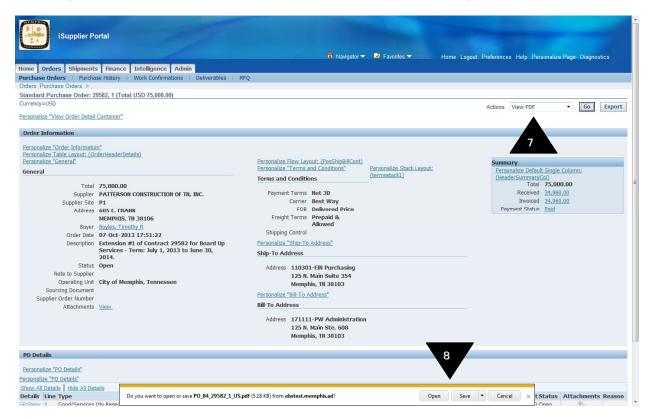
3.1.4.1 Purchase Order Information



- 1. Review Purchase Order Details
- 2. Optionally, use the **Actions** drop down list to View PO Change History, View a PDF version of the PO, View Receipts, View Invoices, View Payments, or View Shipments.
- 3. Use **Summary** area to view, the PO total, Receiving, Invoices and Payment Status in summary and click on the links to drill down to the detailed information.
- 4. Scroll down screen to review detail PO information shown; use the **Show All Details** and **Hide All Details** links to access and show shipment detail information and return to a summary view.
- 5. Drilldown and review additional shipment detail information by clicking on the **Ship-to-Location** link.
- 6. City of Memphis Buyers may attach specifications or any additional information to the lines of the Purchase Orders. You can access these by clicking the **Attachments** icon.



7. You can print out a copy of your purchase order along with the contract terms by choosing **View PDF** from the **Actions** drop down menu and clicking **Go**.



8. Click on Open to view the Purchase Order or Save to save the Purchase Order to your computer.

City of Memphis, Tennessee

Standard Purchase Order 29582, 1

City of Memphis, Tennessee City of Memphis 125 North Main Street Memphis, TN 38103 **United States**

Туре	Standard Purchase Order
Order	29582
Revision	1
Order Date	14-AUG-2012
Created By	Boyles, Timothy
Revision Date	05-AUG-2013
Current Buyer	Boyles, Timothy

Supplier: PATTERSON CONSTRUCTION OF TN, INC. 605 E. FRANK
MEMPHIS, TN 38106 **United States**

Ship To: 110301-FIN Purchasing 125 N. Main Suite 354 Memphis, TN 38103 United States

Bill To: 171111-PW Administration 125 N. Main Ste. 608 Memphis, TN 38103 United States

Customer Account No.	Supplier No.	Payment Terms	Freight Terms	FOB	Transportation	Ship Via		
	808585	Net 30	Prepaid &	Delivered Price		Best Way		
Confirm To/Telephone			Requ	Requester/Deliver To				
PATTERSON, TOMMIE 901870-3960			Boy	Boyles, Timothy				

Notes: All prices and amounts on this order are expressed in USD

Line	Description	Delivery Date/Time	Quantity	UOM	Unit Price (USD)	Tax	Extended Price (USD)	
1	Board Up Services per RF	Q 12193	75000	Each	1	N	75,000.00	
	Ship To: Use the ship-to address	at the top of page 1						
	Deliver To: Boyles,	Γimothy (75000)						
	tim.boyle	es@memphistn.gov						
2	Extension #1 of Contract 29582 for Board Up Services - Term: July 1, 2013 to June 30, 2014.							
	Ship To: Use the ship-to address	at the top of page 1						
	Deliver To: Boyles,	Γimothy (1)						
	tim.boyle	es@memphistn.gov						

Proprietary and Confidential

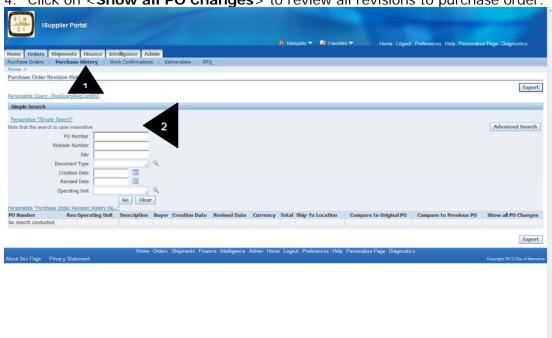
Page 1 of 2

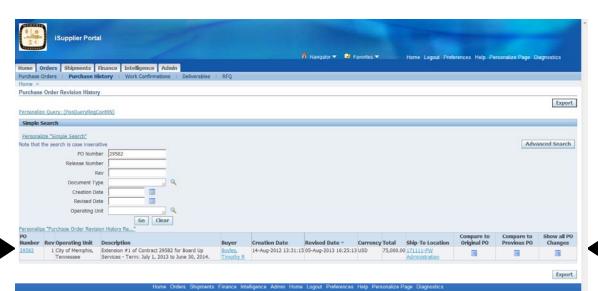
3.1.5 Purchase Order Revisions

Use this screen to view all revisions for purchase orders.

- 1. Click on "Purchase History" to access all revisions to purchase orders.
- 2. Enter PO Number or any other search criteria and click on Go
- 3. Note summary information for PO retrieved. Links are available to **PO Number**, **Buyer**, and **Ship-To Information**.

4. Click on < Show all PO Changes > to review all revisions to purchase order.

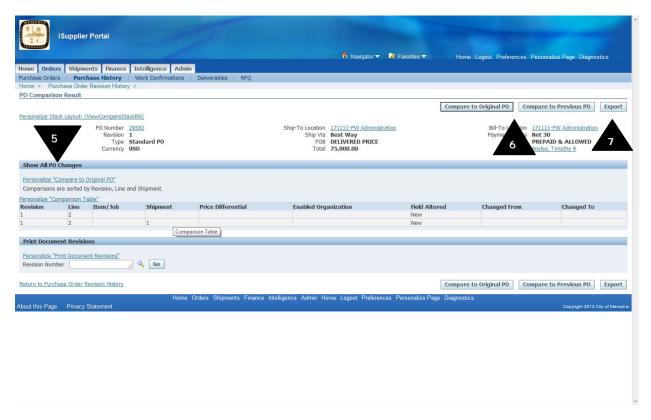




4

3.1.6 PO Comparison Results

- 5. Use this window to view all PO revisions by Revision Number and lines. Note detail on fields altered, including Changed From / Changed To values.
- 6. Optionally, use buttons to compare revisions to Original PO or Previous PO if more than one revision PO exists by clicking on **Compare to Original PO** and **Compare to Previous PO**.
- 7. Optionally, you can export all the results to excel by using the **Export** button.



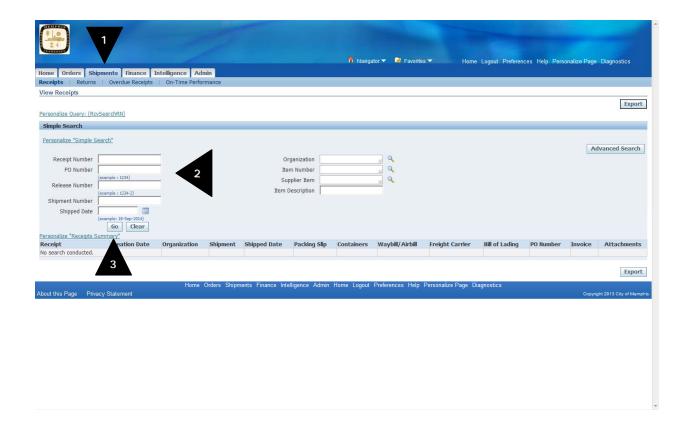
4.1 Using Shipments tab for reviewing shipment related details.

Use this tab to view shipment related information like Receipts, Returns from the City back to the suppliers, Suppliers Overdue Shipments and Suppliers' On-Time Performance information.

4.1.1 View Receipts

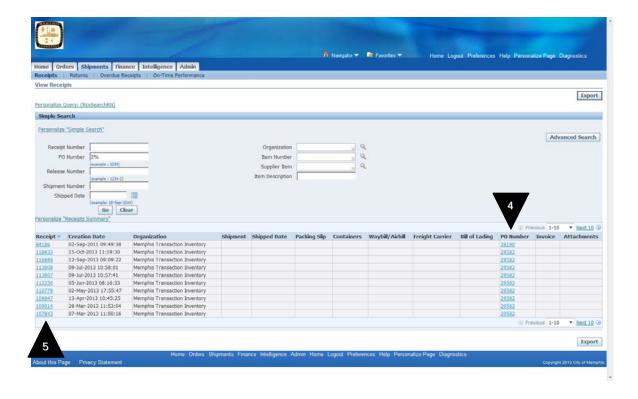
Use this tab to explore a historical view of all receipts that have been recorded for your shipped goods. Click Receipt Number and PO Number to view further detail.

1. The Receipt Transactions screen is displayed once you click on the **Shipments tab**.

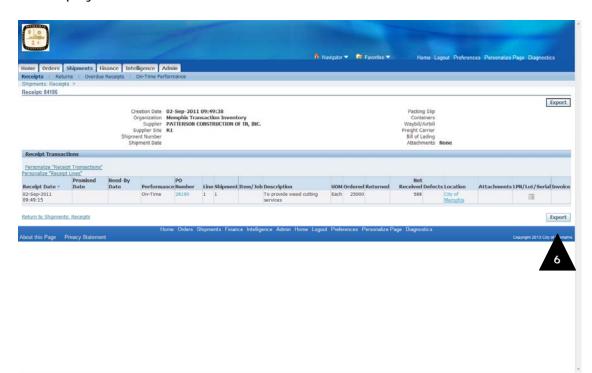


- 2. Enter search criteria like Purchase Order number, etc.
- 3. Click "GO" button

Receipt Transactions results screen is displayed



- 4. Click "PO Number" to view the details of the Purchase Order
- 5. Click "Receipt Number" to view the details of the receipt. Receipt History screen is displayed.

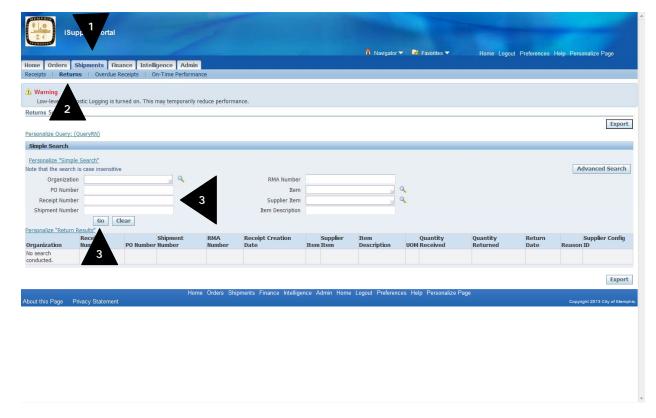


6. You can export the details to excel by clicking "Export" button.

4.1.2 View Returns

The Returns Summary page enables you to view the return history and the causes for goods returned by the buying company. The search summary results include basic information along with details about the return, such as quantities and a reason for return. Click Receipt Number and PO Number to view further detail.

- 1. Clicking on the <Shipments> tab brings you to the Receipt Transactions screen.
- 2. Click on "Returns" tab. Returns Summary search page is displayed.

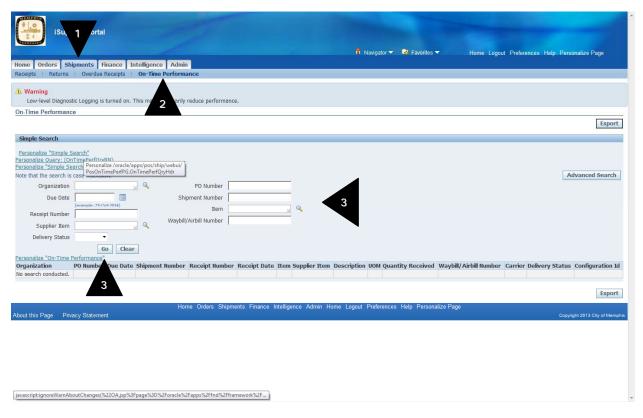


- 3. Enter search criteria and click "GO" button
- 4. Returns details screen is displayed.
- 5. Click Receipt Number and PO Number to view further detail.

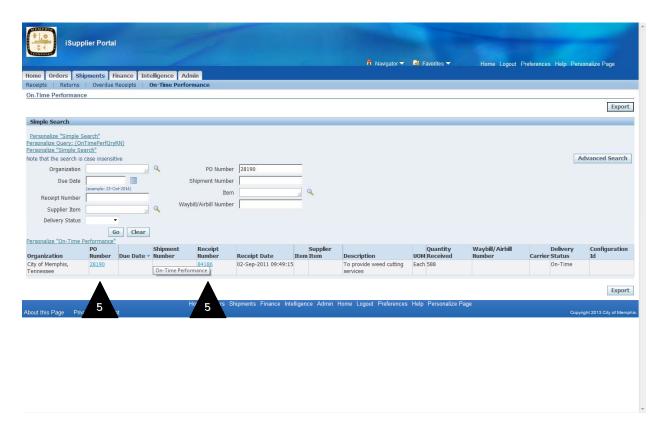
4.1.3 Viewing On-Time Delivery Performance

The On-Time Performance page provides the delivery status of shipments you made against purchase orders. You can view your performance for timeliness of deliveries. Click the PO Number and Receipt Number to view further details

- 1. Clicking on the <Shipments> tab brings you to the Receipt Transactions screen.
- 2. Click on "On-Time Performance" tab. On-Time Performance search page is displayed.



3. Enter search criteria and click "GO" button

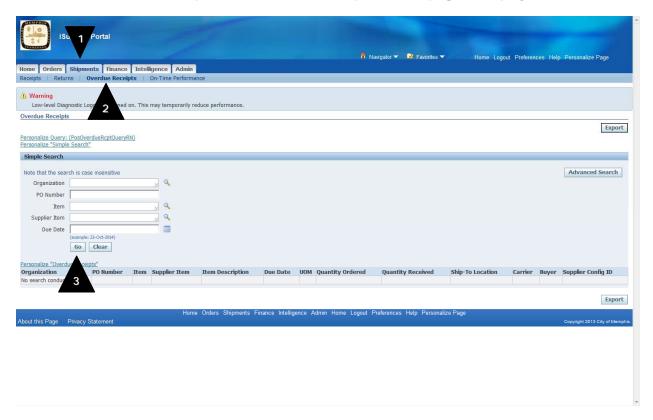


- 4. On-Time Performance results screen is displayed.
- 5. Click Receipt Number and PO Number to view further detail.

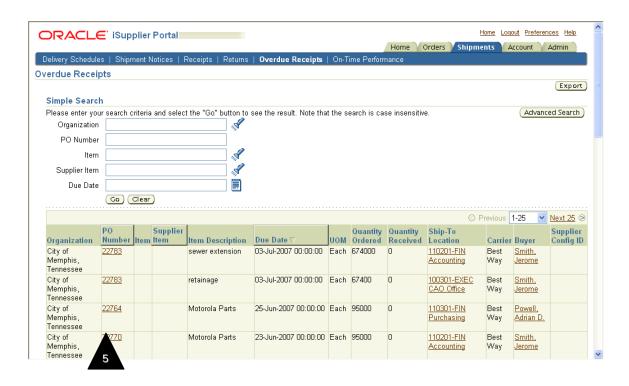
4.1.4 Viewing Overdue Receipts

The Overdue Receipts Results page enables you to view the details of past due purchase order shipments. Click the PO number, Ship-To Location, and Buyer to view further detail.

- 1. Clicking on the <Shipments> tab brings you to the Receipt Transactions screen.
- 2. Click on "Overdue Receipts" tab. Overdue Receipts search page is displayed.



3. Enter search criteria and click "GO" button



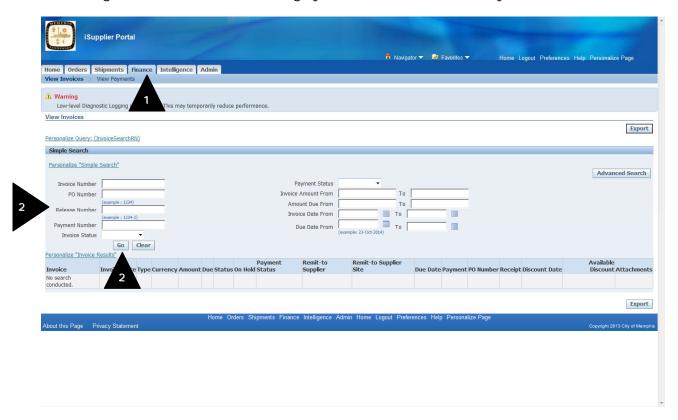
- 4. Overdue Receipts results screen is displayed.
- 5. Click on PO Number to view further detail.

5.1 Using Finance tab for reviewing invoice and payment details.

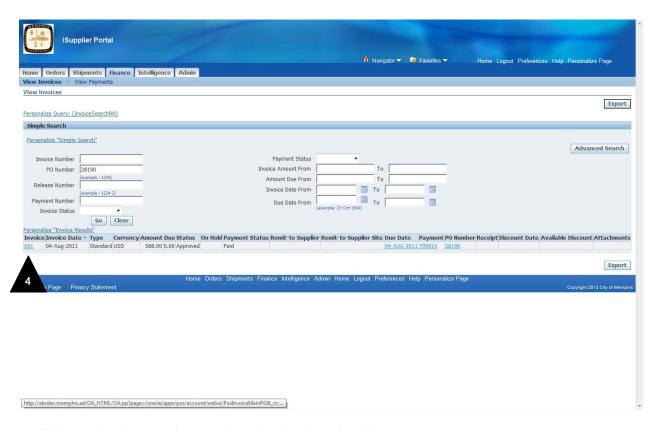
Use this tab to explore a historical view of all invoice and payment information as well as review invoice status online.

5.1.1 View Invoices

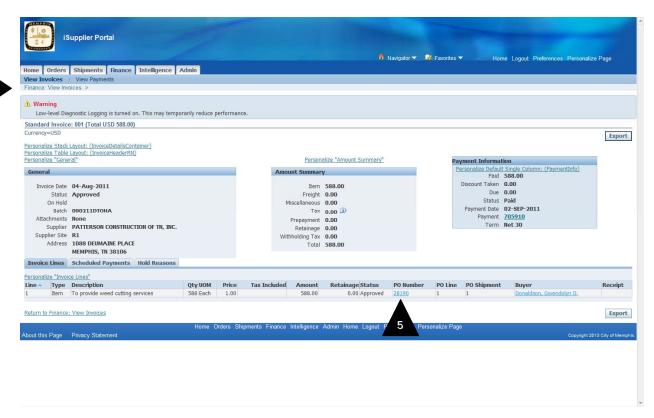
1. Clicking on the <Finance> tab brings you to the Invoice Summary screen.



- 2. Enter search criteria like PO number, Invoice Number, Invoice date, Due date, Payment status, etc and click "Go" button.
- 3. Invoice Summary results screen is displayed.

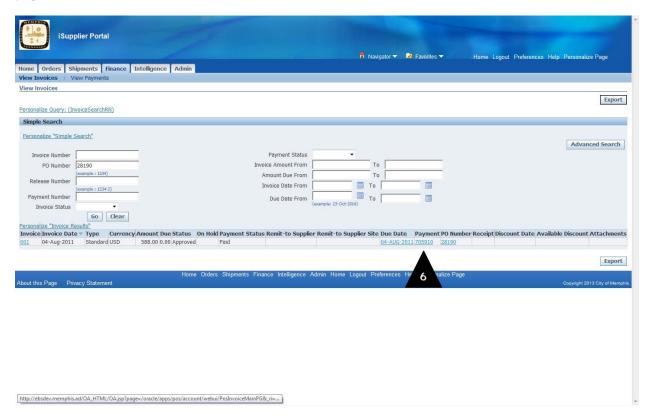


4. Click on invoice number to view the invoice details.



5. The system displays a list of all purchase orders that are included on the invoice

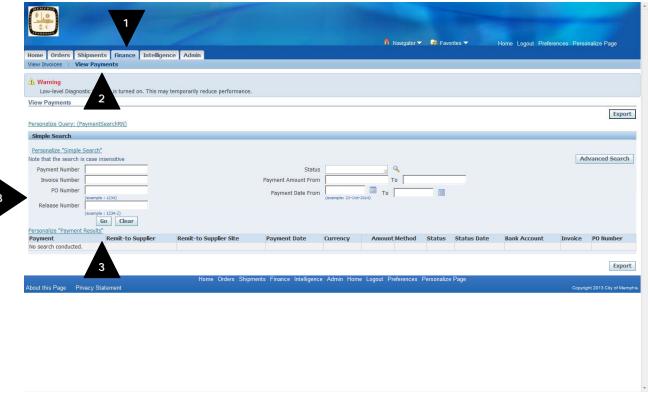
6. If the invoice has been paid, click on the linked Payment number to view the payment details on the View Invoices screen.



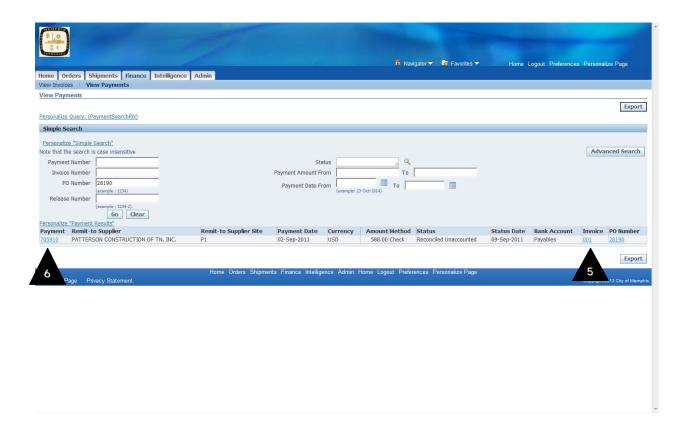
7. Click Finance View Invoices to return to the Invoices Summary search screen.

5.1.2 View Payments

- 1. Clicking on the <Finance> tab brings you to the Invoice Summary screen.
- 2. Click "View Payments" tab. Payment Summary screen is displayed.

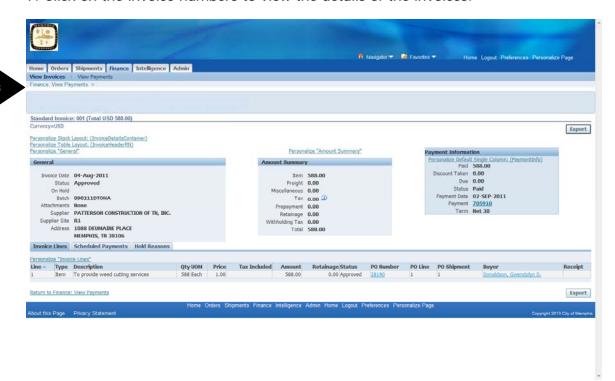


- 3. Enter search criteria like PO number, Payment Number, Payment Date, etc and click "Go" button.
- 4. Payment Summary results screen is displayed.



- 5. The system displays a list of all payments and all invoices on the payment.
- 6. Click on the payment number to view the details of the payment.

7. Click on the invoice numbers to view the details of the invoices.



8. Click Finance View Payments to return to the View Payments Summary search screen

SOURCING USER GUIDE

1. Accessing Sourcing System

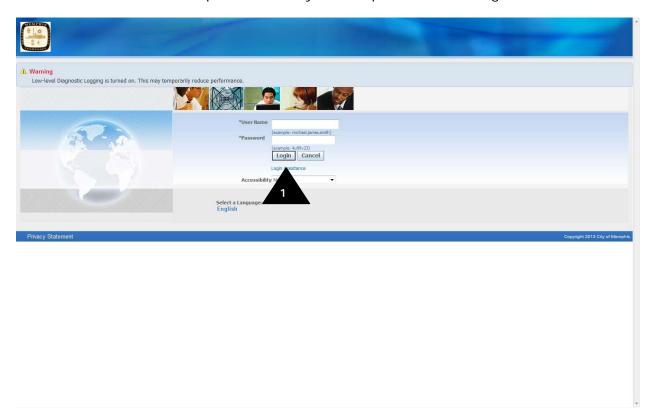
1.1. How to log in

Enter the following into the box for the URL:

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

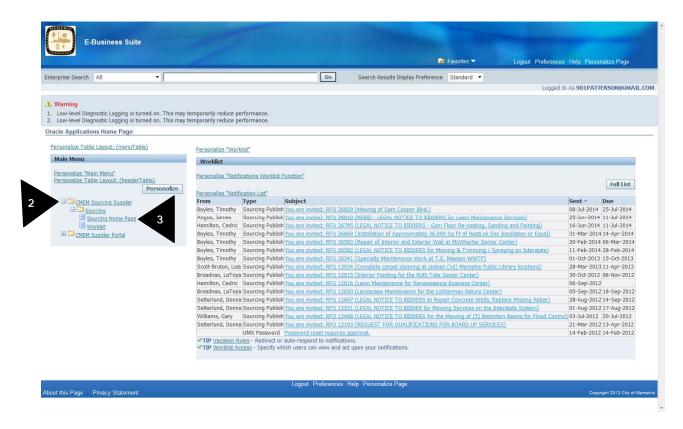
The Oracle E-Business Suite login screen will display.

1. Enter the user name and password that you were provided. Click Login button

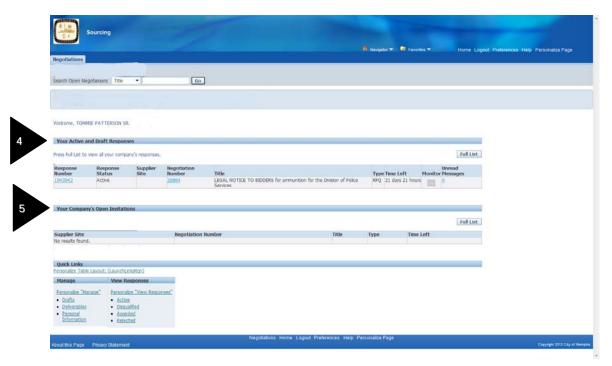


City eProcurement system responsibility screen is displayed.

2. Click on the CMEM Sourcing Supplier link to enter the City of Memphis Sourcing module



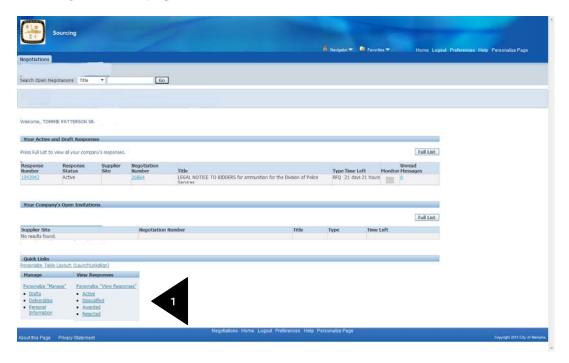
3. Click on the Sourcing Home Page link to proceed to your company home page.



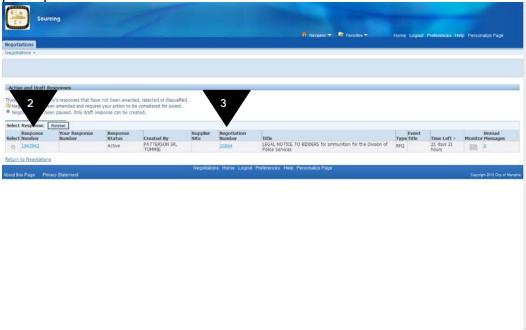
- 4. You will see all your Active and Draft Responses and
- 5. You can see all your open invitations from the City of Memphis.

2.0 Searching for previous negotiations you have participated in

1. Any negotiations you have previously participated in can be viewed by clicking on one of the links (Active, Disqualified, Awarded, and Rejected) in the View Responses area of your home page.

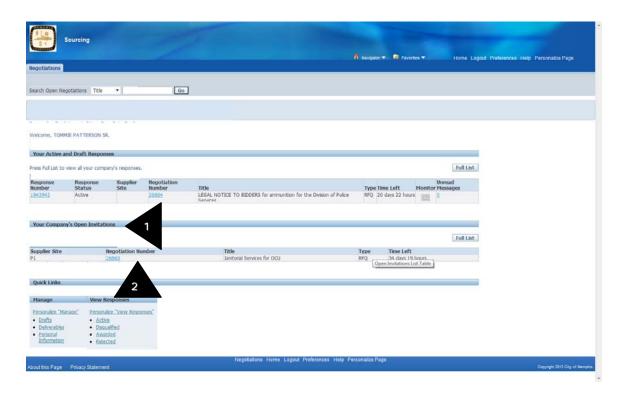


- 2. Click on the Response Number link to view details of the information / quote you sent.
- 3. Click on the Negotiation Number link to view details of the negotiation you participated in.



3.0 How to view an RFQ

1. Any negotiations you have been invited to participate in will be listed below the "Open Invitations" header.

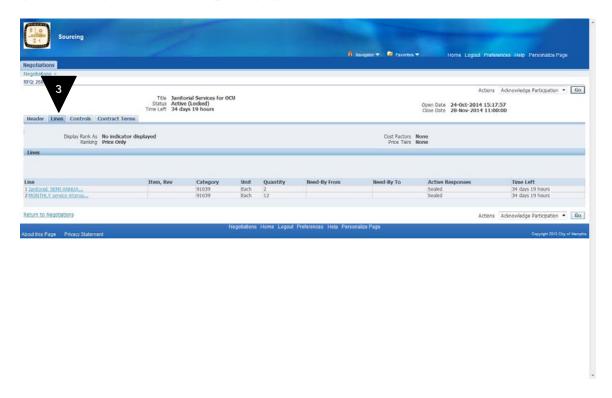


2. Click on the Negotiation Number link to view the negotiation.

RFQ header details screen is displayed



3. Click Lines tab to view RFQ line details

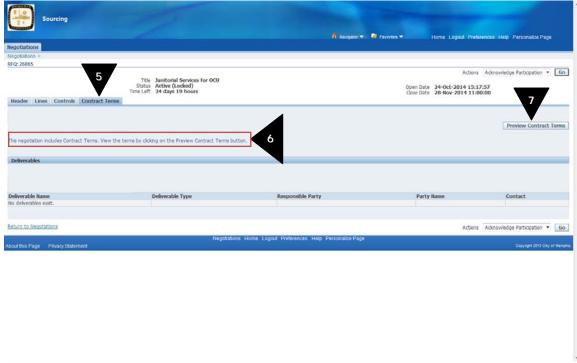


4. Click "Controls" to view details like Close Date, etc.



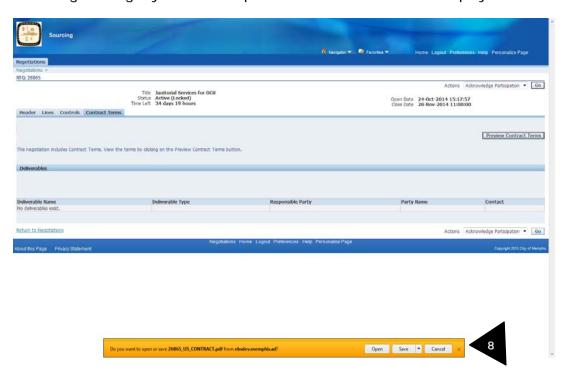
5. Click "Contract Terms" to view if any Contract documents have been added to the RFQ.

The following Contracts Details screen is displayed.



- 6. If there are any contracts terms associated to this RFQ, you will see the following message
- "This negotiation includes Contract Terms. View the terms by clicking on the Preview Contract Terms button."
- 7. Click "Preview Contract Terms" button to preview the contract terms.

A message asking if you want to open or save the document is displayed.



10

8. Click on "Open" if you want to just view it or click on "Save" if you want to save the file on your machine.

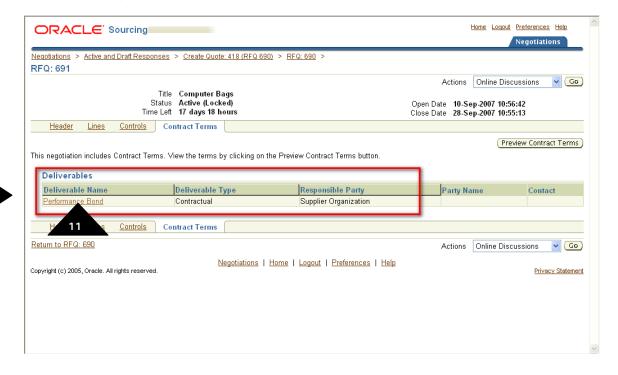
When you open the file, contract details will be displayed.

Request for Quotation 26865

Contract Terms and Conditions

Table of Contents Terms and Conditions. RFQ TERMS & CONDITIONS REQUEST FOR QUOTE TERMS AND CONDITIONS PURCHASE ORDER INSURANCE VI

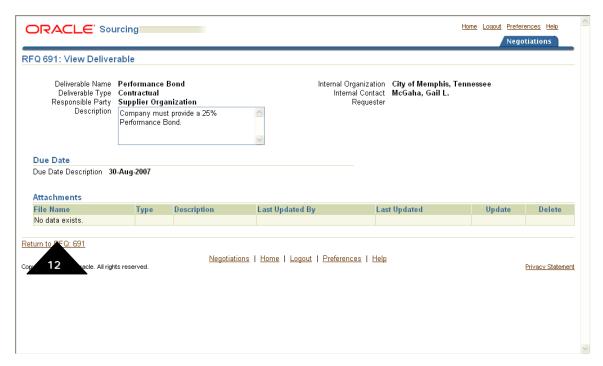
9. Read through the entire document. Close the acrobat file.



10. If there are any deliverables that you need to provide as a part of this RFQ, you will find them in the Deliverables section.

Note: Deliverables could be any reports, insurance or bond information that you need to supply to the city.

11. Click on "Deliverable Name" to view the details of the deliverable. The deliverable details screen is displayed.



Note down the details and the due date that you need to provide to the City.

12. Click "Return to RFQ" to return to the RFQ details screen.

4.0 Invitations from City of Memphis and Acknowledgement of Participation

Whenever City of Memphis invites your company to take part in a negotiation, you also receive an email. The format is as below.

----- Original message------ **From:** City of Memphis

Date: Fri, Oct 24, 2014 3:20 PM **To:** TOMMIE PATTERSON SR;

Subject:Action Required: You are invited: RFQ 26865 (Janitorial Services for OCU)

From Scott-Bruton, Company City of Memphis

Lisa Title Janitorial Services for OCU

To TOMMIE Number 26865

PATTERSON SR

Sent **24-OCT-2014**

15:18:06

Due 28-NOV-2014

11:00:00

ID 14001336

Negotiation Preview October 24, 2014 03:17 pm Central Time Negotiation Open October 24, 2014 03:17 pm Central Time Negotiation Close November 28, 2014 11:00 am Central Time Supplier PATTERSON CONSTRUCTION OF TN, INC. Supplier Site 605 E. FRANK, MEMPHIS, TN 38106, US

To acknowledge your intent to participate, press the Yes button on this page. To decline the invitation, press the No button. You may enter a note to the buyer in the space below before acknowledging or declining.

Please go to <u>Negotiation Details</u> page if you want to view the document before acknowledging intent to participate and/or to enter a response.

Action History

l	Num	Action Date	Action	From	То	Details
		24-OCT-2014		Scott-Bruton,	TOMMIE	
	1	20:18:06	Submit	Lisa	PATTERSON SR	

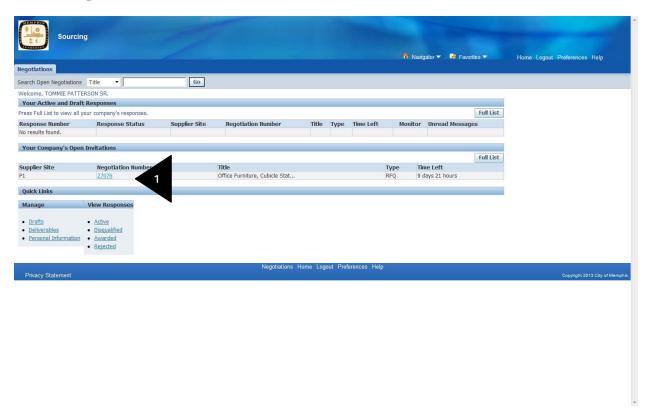
Please click on one of the following choices to automatically generate an E-mail response. Before sending the E-mail response to close this notification, ensure all response prompts include a desired response value within quotes.

Does your company intend to participate?: Yes No

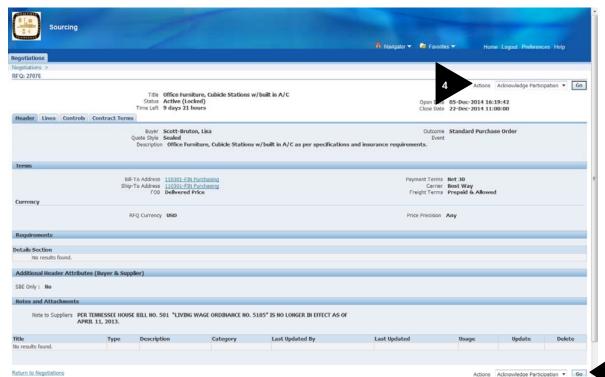
Note: You can acknowledge your participation either from the email or from the City's eProcurement system. But it is advised that you use the City's system to acknowledge participation. The procedure to acknowledge participation is described below.

4.1 How to Acknowledge Participation

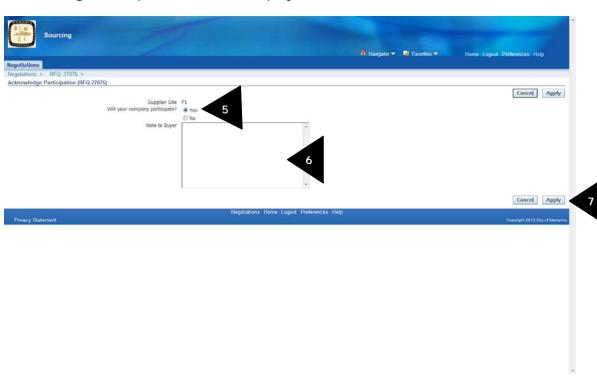
1. Any negotiations you have been invited to participate in will be listed below the "Your Company Open Invitations" header. Click on the Negotiation Number link to enter a Negotiation



- 2. RFQ Details page is displayed
- 3. Select Acknowledge Participation from the Actions drop down menu from either the top or the bottom of the page and click <Go>



Acknowledge Participation screen is displayed.



- 5. Check the relevant Yes or No radio button
- 6. Type a note for the buyer if required (optional)
- 7. Click <APPLY> to submit acknowledgement to the City of Memphis

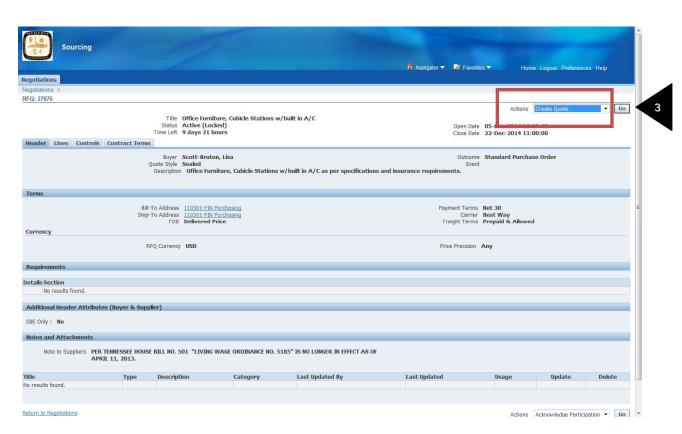
4.2 How to create an RFQ response

Note that you should acknowledge your participation before you can create and submit your response.

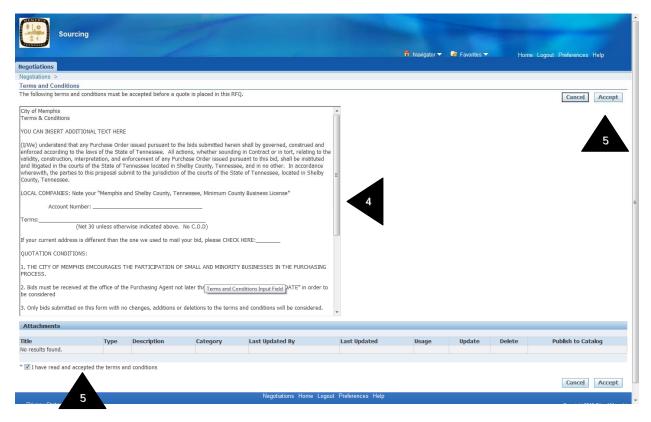
1. Any negotiations you have been invited to participate in will be listed below the "Your Company Open Invitations" header. Click on the Negotiation Number link to enter a Negotiation

RFQ Details page is displayed

- 2. Top right hand corner you will find "Actions" field. Click on Actions field.
- 3. Select Create Quote value from the Actions pull down menu and click on <Go>

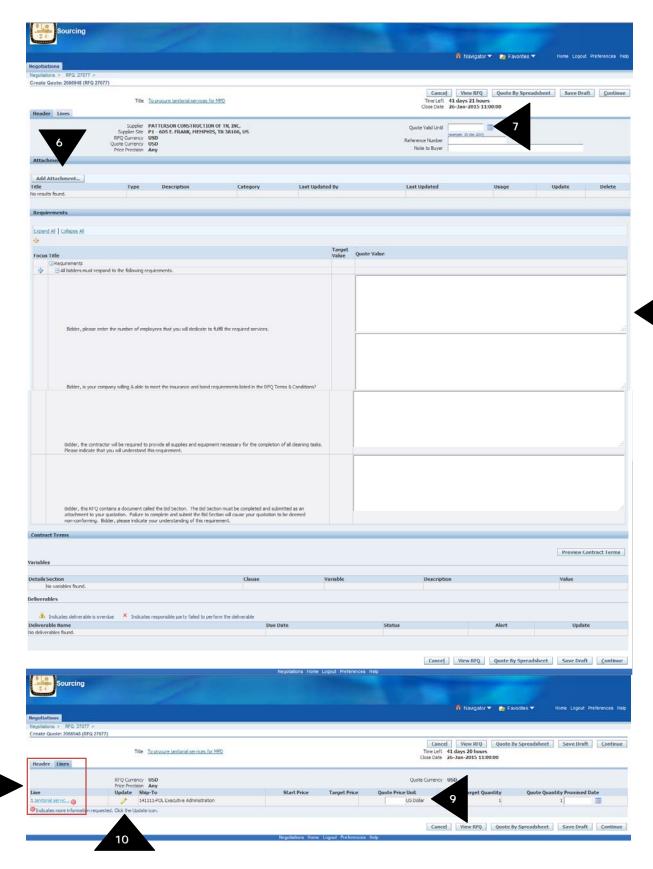


Terms and Conditions screen is displayed.



- 4. Read the terms and conditions
- 5. Acknowledge that you have read and accept the terms and conditions by checking the box at the lower left corner of the screen then click the <Accept> button if you accept the terms and conditions of access to the City of Memphis Sourcing site

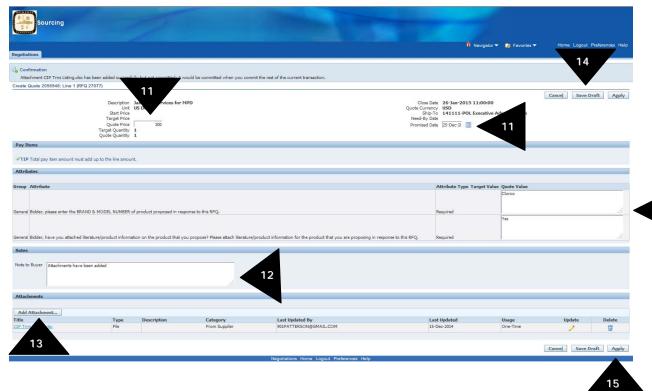
Create Quote screen is displayed



- 6. Attach response documents by clicking the link (optional)
- 7. Enter Quote Valid Until and Reference Number (this is your internal number)
- 8. Enter responses to each of the Attributes
- 9. In the Lines section, enter the Quote Price and the Promise Date for all the lines

Note: If you see next to a line item, then it means that you need to enter additional information for that line.

10. Click on in the Update field. Line details screen is displayed.



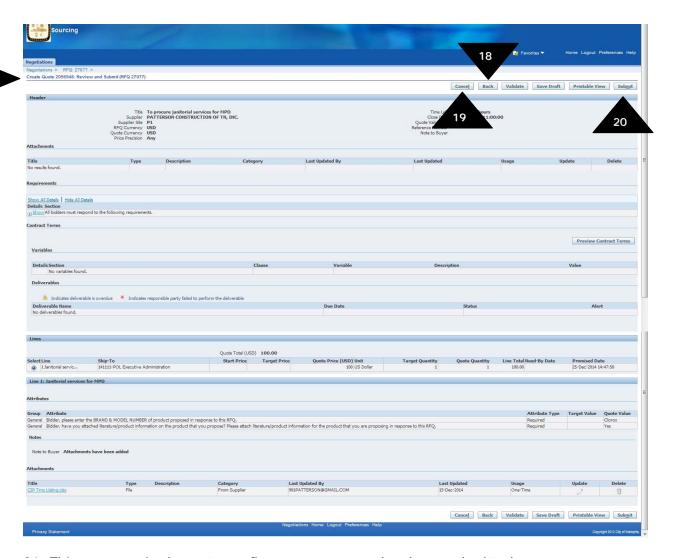
- 11. Enter Quote Price, Promise Date, Values for all Attributes.
- 12. Enter note to buyer (optional).
- 13. Attach any files (optional) by clicking on Add Attachments button.
- 14. Click "Save Draft" to save your entry and remain in the same screen.
- 15. Click "Apply" to save your entry.

Quote header screen is displayed

- 16. Click on <Continue>.
- 17. Quote Review and Submit screen is displayed.

18. If you want to make any changes, click "Back" button and make your changes.

- 19. If are not ready to submit your quote, click "Cancel" to back to the Sourcing Home page.
- 20. If you are satisfied with your responses, click "Submit" to submit your quote to the City of Memphis.



21. This message is shown to confirm your response has been submitted.



22. Click "Return to Sourcing Home Page" to navigate to the Sourcing home page.

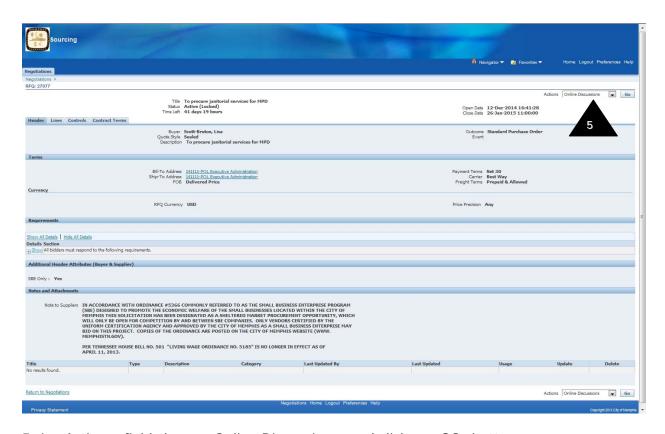
4.3 How to send Questions/Comments to Buyer - Online Discussions

- 1. After reviewing the RFQ if you have any questions you can ask the buyer online. This process is called Online Discussions.
- 2. You can ask your questions until the RFQ is awarded. Buyer may choose to send the reply to all the suppliers.
- 3. Click the linked RFQ number under Your Active and Draft Negotiations or under Your Company's Open Invitations

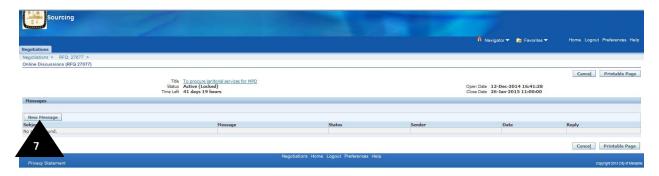




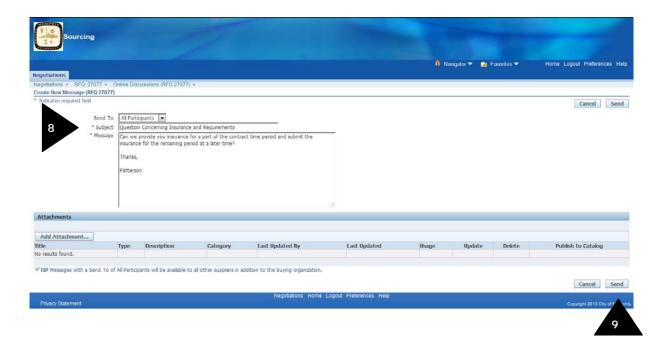
4. RFQ Details screen is displayed.



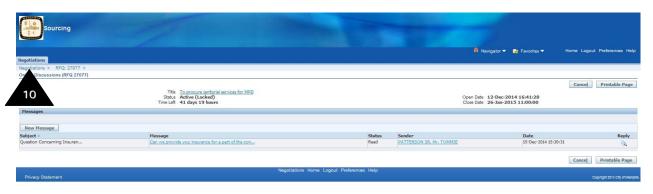
- 5. In "Actions" field choose "Online Discussions" and click on "GO" button.
- 6. Online Discussions screen is displayed.



- 7. Click "New Message" button to open the Create New Messages screen.
- 8. Enter the subject in the subject field and the detailed question in the message field.



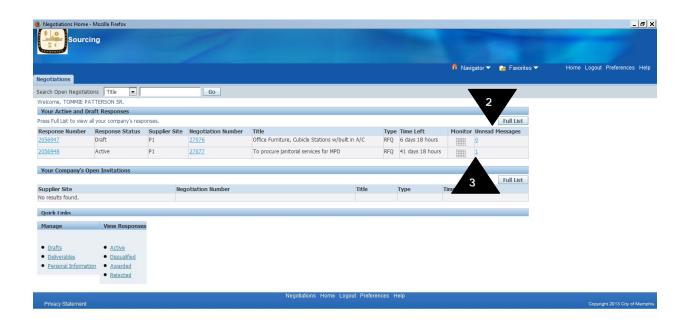
9. Click on Send. Online Discussions screen is displayed.



10. Click on Negotiations to return to the sourcing home page.

4.4 How to view a Response/Message from Buyer - Online Discussions

- 1. City of Memphis buyers could send all suppliers a message or respond to a question asked by a supplier
- 2. If you have any messages or responses from the buyer, you will see them in the Unread Messages column in Your Active and Draft Negotiations section.

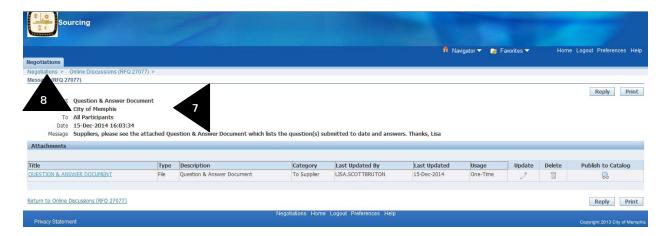




- 3. Click the linked unread messages number.
- 4. Online Discussions screen is displayed.



- 5. Messages or responses from the buyers which have not been reviewed will have a status of "Unread".
- 6. Click on the linked message name.
- 7. Message details screen is displayed. Review the message.



8. Click on Negotiations to return to the Sourcing home page.

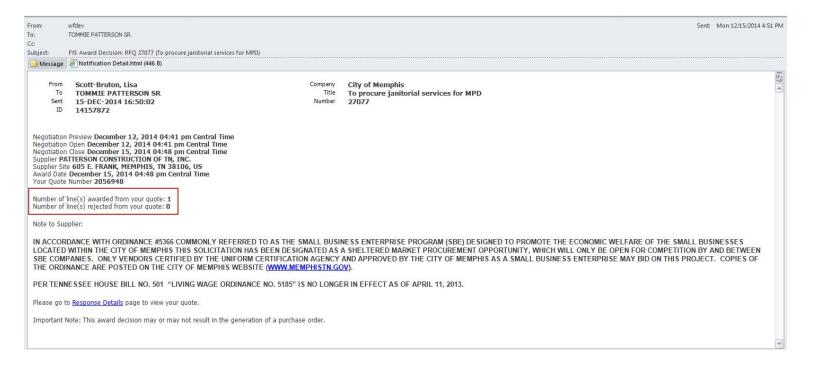
5.0 RFQ Award Notifications

- 1. When City of Memphis awards the negotiation, all suppliers will get a notification. This notification is only for informational purposes. It is not the actual purchase order or contract.
- 2. Note that all suppliers will receive mail even when City of Memphis has awarded a negotiation. A copy of the mail is shown below.
- 3. For winning suppliers, the mail will read

Number of line(s) awarded from your quote: 1 Number of line(s) rejected from your quote: 0

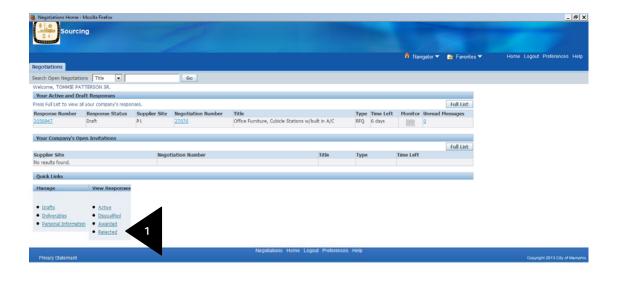
4. For other suppliers, the mail will read

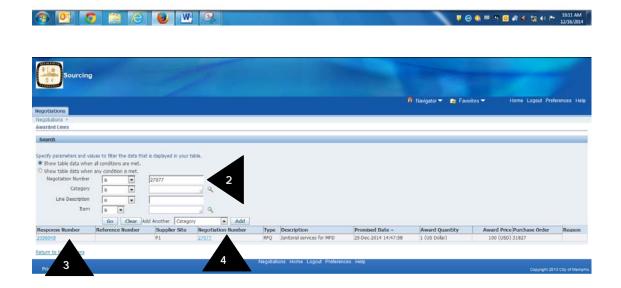
Number of line(s) awarded from your quote: 0 Number of line(s) rejected from your quote: 1



5.1 Searching for Awarded negotiations you have participated in

1. Any negotiations you have previously participated in can be viewed by clicking on the link – **Awarded** - in the View Responses area of your home page.





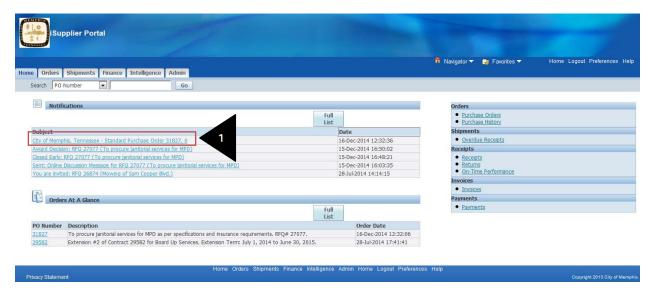


- 2. Enter the Negotiation Number in the search criteria and click Go.
- 3. Click on the Response Number link to view details of the information / quote you sent to.
- 4. Click on the Negotiation Number link to view details of the negotiation you participated in.

6.0 Signing Contracts

City of Memphis requires its suppliers to electronically sign some contracts. You will use this procedure for all contracts that have been awarded to you after undergoing a bidding process. This does not apply to Negotiated Contracts.

1. When a Contract is ready for the suppliers' (your) signature, you will receive a notification in iSupplier Portal and also an email.



- 2. You will also be able to see all such contracts in iSupplier Portal as they would have a status of "Requires Signature".
- 3. While in any screen, click on Home to return to the Home Page.



4. Click on "CMEM Supplier Portal" to open the Supplier Portal Home Page.



5. Click on Orders tab.



6. Purchase Orders screen is displayed.

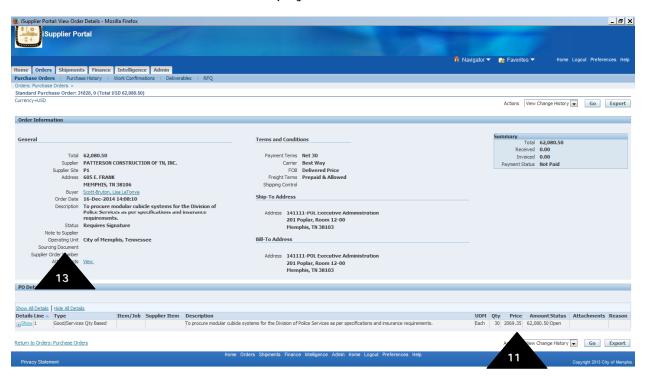


7. In Views section, choose view = Purchase Orders to Acknowledge and click GO button.

8. All contracts that require your signature will be displayed.



- 9. Click on Purchase Order number.
- 10. Purchase Order details screen is displayed.



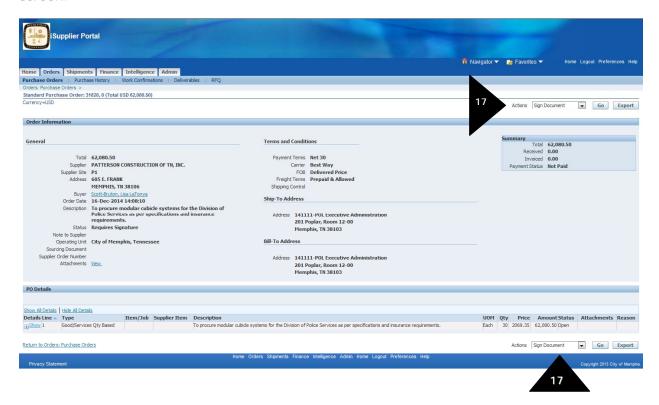
- 11. Click on the Actions dropdown menu and select View PDF to view the contract document. You can save a copy or print the file from the PDF.
- 13. Buyers could attach other documents to the contract like specifications, etc. Click on the linked View Attachments field.
- 14. Attachments screen is displayed.



15. Click on linked file name to see the details of the attachments. You can save a copy or print the file.

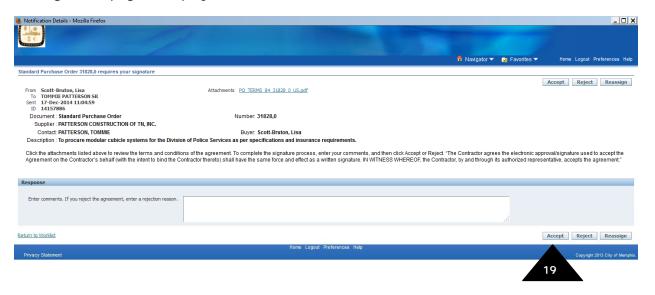
15

16. Click on "Return to Standard PO" link to return to the Purchase Order details screen.



17. Once you have reviewed all the details, electronically sign the contract by selecting "Sign Document" from the Actions drop down menu and clicking "Go".

18. Signature page is displayed.



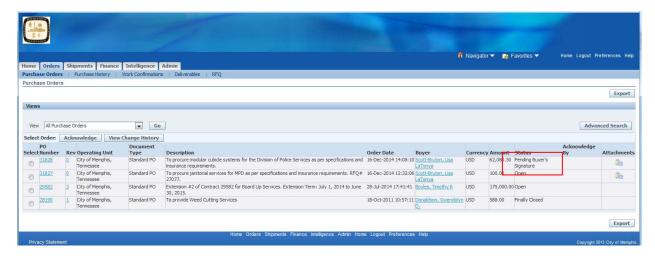
- 19. Click Accept button.
- 20. Sign Notification screen is displayed.



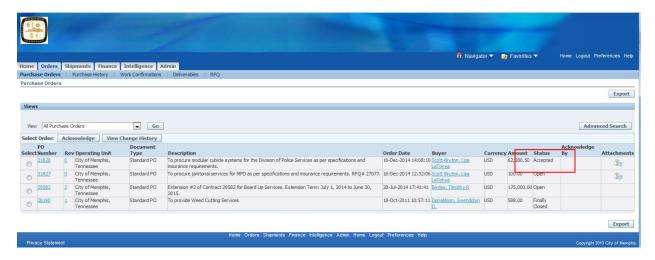
- 21. Enter your username and password
- 22. Click on Sign button.
- 23. Signature Confirmation page is displayed.



- 24. Click on Return on Purchase Orders link. That is the end of the signature process from your (supplier) side.
- 25. Note that once you have signed the contract, the status changes to "Pending Buyer's Signature".



26. After City of Memphis signs the contract, the status will change to Accepted.



27. Once the Contract has been signed by the City of Memphis, you will receive a notification and an email informing you that the Contract has been signed and accepted by the City of Memphis.

