



# **SupplyGov.ie Suppliers Guide**

## **Messaging Functionality**

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## **Messaging Functionality:**

The Messaging Functionality on [www.supplygov.ie](http://www.supplygov.ie) supports the logging and tracking of any communication between a Supplier and a Buyer from a Contracting Authority during the Request for Quotation (RFQ)/Request for Tender (RFT) process.

## 1.0 How to view RFQ/RFT messages

Browse to [www.supplygov.ie](http://www.supplygov.ie) and enter your username & password to login to your Supplygov Account.

To view unread messages click on 'Click to Show Unread Messages'.

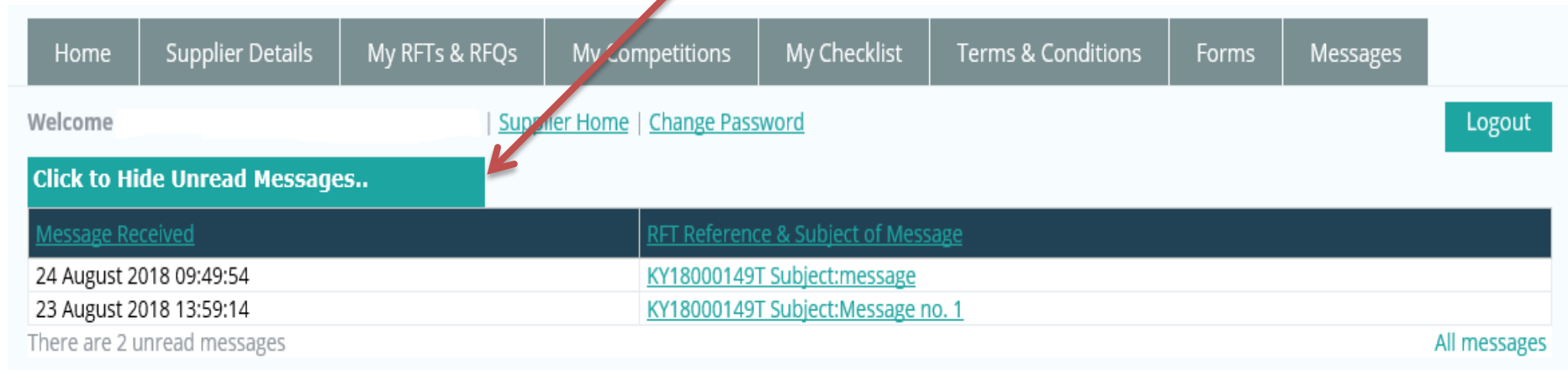
To view all messages, click on 'Messages'.

The screenshot shows the Supplygov user interface. At the top is a navigation bar with links: Home, Supplier Details, My RFTs & RFQs, My Competitions, My Checklist, Terms & Conditions, Forms, and Messages. Below the navigation bar is a user profile area with 'Welcome' followed by a blank space, and links for 'Supplier Home' and 'Change Password'. A 'Logout' button is on the right. A teal button labeled 'Click to Show Unread Messages..' is positioned below the navigation bar. A red arrow points from the callout box above to this button. Another red arrow points from the callout box above to the 'Messages' link in the navigation bar. The main content area contains a message: 'Suppliers may express an interest in the competitions listed below. Applications for any competitions (Dynamic Purchasing Systems / Frameworks) listed below are processed *online*. Click 'Select' and complete all necessary steps in the application process.' Below this message is a table with columns: Competitions, Closing Date, Application Status, and Options. The first row of the table shows 'DPS for Plant Hire for Local Authorities and the OPW' and a teal 'SELECT' button.

Competitions	Closing Date	Application Status	Options
DPS for Plant Hire for Local Authorities and the OPW			<a href="#">SELECT</a>

## 1.1 Unread Messages

When you click on 'Click to Show Unread Messages' this screen will appear listing all unread messages.



The screenshot displays the 'Messages' module interface. At the top, a navigation bar includes links for Home, Supplier Details, My RFTs & RFQs, My Competitions, My Checklist, Terms & Conditions, Forms, and Messages. Below this, a 'Welcome' message is followed by links for 'Supplier Home' and 'Change Password', and a 'Logout' button. A teal button labeled 'Click to Hide Unread Messages..' is highlighted with a red arrow pointing to it from the callout box above. Below the button is a table of unread messages:

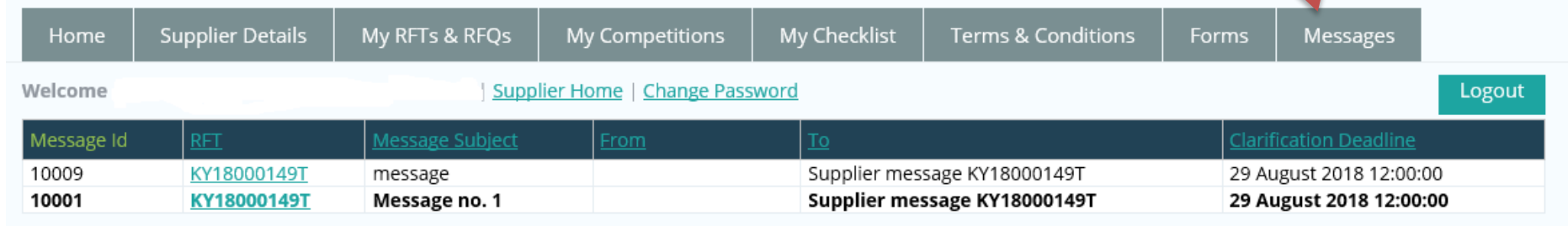
Message Received	RFT Reference & Subject of Message
24 August 2018 09:49:54	<a href="#">KY18000149T Subject:message</a>
23 August 2018 13:59:14	<a href="#">KY18000149T Subject:Message no. 1</a>

At the bottom left, it states 'There are 2 unread messages' and at the bottom right, there is a link for 'All messages'.

## 1.2 Messages Tab

When you click on **'Messages'** tab, the screen will display all sent and received messages.

Unread messages will be displayed in **bold text**.



Home | Supplier Details | My RFTs & RFQs | My Competitions | My Checklist | Terms & Conditions | Forms | Messages

Welcome | [Supplier Home](#) | [Change Password](#) Logout

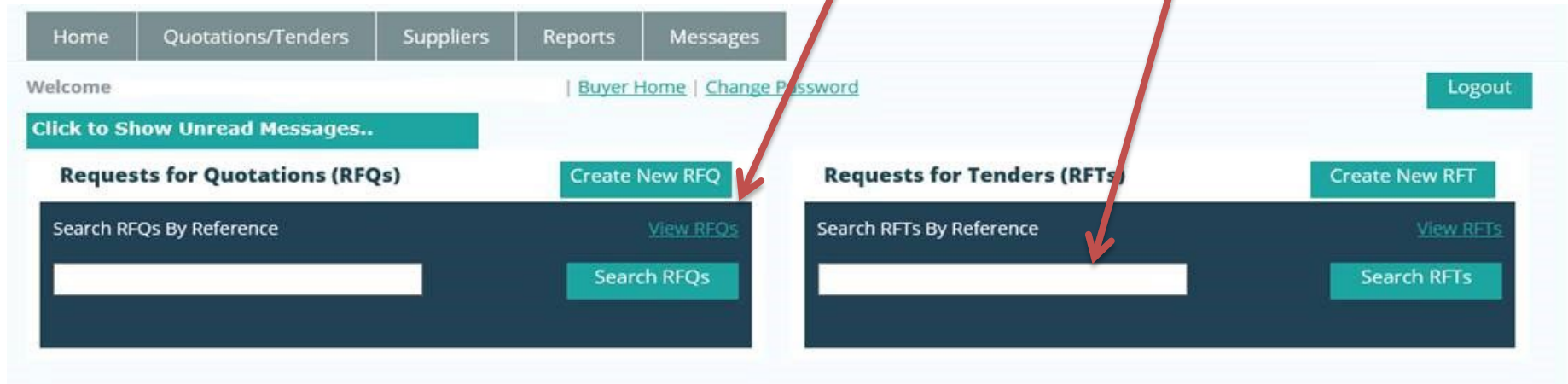
Message Id	RFT	Message Subject	From	To	Clarification Deadline
10009	<a href="#">KY18000149T</a>	message		Supplier message KY18000149T	29 August 2018 12:00:00
<b>10001</b>	<a href="#">KY18000149T</a>	<b>Message no. 1</b>		<b>Supplier message KY18000149T</b>	<b>29 August 2018 12:00:00</b>

## 2.0 Create and send message in a RFT/RFQ

### 2.1 Locate the relevant RFT/RFQ

Login to your SupplyGov account home page.

Search for individual RFT/RFQ by entering the RFT/RFQ reference in **'Search RFQs By Reference'** text box or by clicking on the **View RFQs/RFTs** Link.



## 2.2 Create and send message in a RFT/RFQ

Home | Supplier Details | My RFTs & RFQs | My Competitions | My Checklist | Terms & Conditions | Forms | Messages | [Logout](#)

Welcome | [Supplier Home](#) | [Change Password](#)

**Request for Tender: KY18000152T** [Open](#)

**Summary**

Description: Test  
Date Published: 28/08/2018  
Clarification Date: 03/09/2018 - 12:00  
Closing Date: 04/09/2018 - 12:00  
Buyer Contact:

Expected Delivery Date:  
Delivery Location:

**Documents**

No Documents Uploaded

**My Response** | **RFT Messages**

**Messages**

ID	Subject	From	To	Date	Files	
10036	KY18000152T - Total Cost	<a href="#">View Message</a>		03/09/2018 09:06:20	<a href="#">Test Messaging.docx</a> (11.41 KB)	<a href="#">Reply</a>
10035	KY18000152T - Supplier Message	<a href="#">View Message</a>		03/09/2018 09:01:28	No files	<a href="#">Reply</a>
10034	RFT Query	<a href="#">View Message</a>		31/08/2018 16:52:21	No files	

[Create new message](#)

**‘Clarification Date’:** This is the date and time by which Suppliers may submit any queries they have in respect of the RFT/RFQ.

Click on ‘RFT Messages’.

Click on ‘Create new message’.



## 2.3 Compose Message

The screenshot shows the 'Compose Message' interface on Supplygov.ie. The interface includes a logo at the top, a 'To:' dropdown menu, a 'Subject:' text box, an 'Attachments:' section with an 'Upload file' button, and an 'Email body:' text area with a rich text editor toolbar. At the bottom right are 'Send' and 'Cancel' buttons. A large green callout box on the left explains the fields, and a smaller green callout box at the bottom right explains the 'Send' button.

**To:** Buyers Name will appear here.

**Subject:** Free text box to enter subject of RFQ/RFT.

**Attachments:** Upload documents to send out with message.

**Email Body:** Free text box to enter your message.

**Send Message:**  
Click on **'Send'** to send message.

## 3.0 View and Reply to Buyer Message in RFT/RFQ

### 3.1 System Email Notification

When a Buyer sends broadcasts or replies to a Supplier message on Supplygov.ie, an email will automatically be generated to alert the Supplier that they have received a new message.

This is an automatically generated email, please do not respond!

Dear Supplier,

You have received a new message on SupplyGov.

Click on the link below to go to your message archive and read your message including attached documents if any.

<https://www.supplygov.ie/login.aspx>

\*\*\* If this message has reached the wrong address, please contact the helpdesk on [eproc@kerrycoco.ie](mailto:eproc@kerrycoco.ie), or call 066 7183734. \*\*\*

When a Supplier sends a message to a Buyer, an email will automatically be generated from Supplygov.ie notifying the Buyer that they have received a new message.

### 3.2 View and Reply to Buyer Message

Follow the steps above in 2.1 to locate the relevant RFT/RFQ.

Home | Supplier Details | My RFTs & RFQs | My Competitions | My Checklist | Terms & Conditions | Forms | Messages

Welcome | [Supplier Home](#) | [Change Password](#) [Logout](#)

**Request for Tender: KY18000152T** [Open](#)

**Summary**

Description: Test  
 Date Published: 28/08/2018  
 Clarification Date: 03/09/2018 - 12:00  
 Closing Date: 04/09/2018 - 12:00  
 Buyer: [Redacted]

Expected Delivery Date:  
 Delivery Location:

**Documents**  
 No Documents Uploaded

**My Response** | **RFT Messages**

**Messages**

ID	Subject	View Message	From	To	Date	Files	Reply
10036	KY18000152T - Total Cost	<a href="#">View Message</a>	Buyer	Supplier	03/09/2018 09:06:20	<a href="#">Test Messaging.docx</a> (11.41 KB)	<a href="#">Reply</a>
10035	KY18000152T - Supplier Message	<a href="#">View Message</a>	Buyer	Broadcast To All Suppliers	03/09/2018 09:01:28	No files	<a href="#">Reply</a>
10034	RFT Query	<a href="#">View Message</a>	Supplier	Buyer	31/08/2018 16:52:21	No files	

[Create new message](#)

Click on 'RFT Messages' to view all messages.

The 'To' and 'From' columns will display if the message has been issued to an individual Supplier OR if it has been broadcast to all Suppliers.

To reply to a message received from a Buyer, click on 'Reply'.

## 4.0 Contact Us



If you wish to contact the SupplyGov Helpdesk Team you can visit our website [www.supplygov.ie](http://www.supplygov.ie) and view our “Contact Us” page for details.