



Buyer User Guide – Private Messaging

Contents

Buyer User Guide – Private Messaging 1

What is the Private Messaging Facility? 3

Initiating a Private message conversation 3

Accessing messages 7

Inbox for notice 11

Audit Trail 13

What is the Private Messaging Facility?

The Private messaging feature allows buyers to contact suppliers who have recorded an interest in a notice they have published via the Portal. Unlike the Q&A facility, it is possible for the buyer to make direct contact with one supplier at a time. The conversation between the buyer and supplier is private and not visible to other supplier users.

A full audit trail is kept and a complete record of the messages sent by both the buyer and supplier is stored. The function is available on website notices and OJEU notices only; it is not available on Quick Quotes.

Please note: The buyer must make first contact; it is not possible for a supplier to initiate a private message conversation. It is possible for a supplier to reply and send a direct message to buyer in response to a message received. It is only possible to send a private message to suppliers who have recorded an interest in a notice you have published.

Initiating a Private message conversation

If you wish contact a supplier, you should first select the notice to which the conversation relates.

Please note: Only the notice administrators or controller users can initiate a conversation.

The notice will be in the published notices lists in the Buyer Control panel. Please select either 'My Published Notices' or 'Buyer Published Notices' to access.

Buyer Control Panel

Select the title of the notice you wish to view.

My Published Notice Workspace

Title	Type	Deadline	Published
Provision of railings	Contract Notice	14/10/2016	06/09/2016
Provision of External Ramps	Contract Notice	22/09/2016	23/08/2016

The screen that follows is the Notice Status Page, the 'Message Interested Suppliers' option is available in the Additional Notice Options section. To view the inbox for notice, please select this option.

Notice Status Page

Notice Status

Notice Wizard Details

Document ID: 82864 [View, Print or Save the original text](#)
 Title: Provision of railings
 Type of Document: Site Notice
 Type of Notice: Contract Notice
 Nature: **Supply Contract**
 Procedure Type: Single stage procedure
 Is Accelerated: No
 Document Source: Wizard
 Status: Dispatched
 Created: 06/09/2016 10:21 AM by Claire Jones
 Last Amended: 06/09/2016 11:01 AM by Claire Jones
 Released: 06/09/2016 11:01 AM

Copy

Award

Published Details

Notice ID: SEP068364 [View the published document](#)
 Title: Provision of railings
 Published: 06/09/2016 11:02 AM by Claire Jones
 Type of Notice: Contract Notice
 Notice Deadline Date: 14/10/2016 at 12:00 [Change](#) | [Cancel](#)
 Archived Date: -
 Visible On Site: Yes

Additional Notice Options

Listed below are the additional options available for this notice.

Notice Administrators:	View notice administrators
Noted Interest: 1 interest(s)	View Noted Interest List
Additional Information: 0 update(s)	View/Change List of Additional Information
Additional Documents: 1 document(s)	View/Change Additional Document List
Question and Answers: 0 question(s)	View/Change Main contact/deadline View Questions and Answers
Postbox: 0 response(s) submitted	View Submission Postbox
Private Messages: 1 interest(s)	Message Interested Suppliers

Inbox for Notice



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Inbox for Notice

[View Messages for Notices](#) > Inbox for Notice - myTenders Pre-release

Notice Details for SEP068364

Title: [Provision of railings](#)
Reference No: SEP068364
Published By: Millstream Associates Ltd
Deadline Date: 14/10/2016

Interested Suppliers

Select a name from the list of Interested Suppliers to send a private message to them

Date	Name	Company
06-Sep-16	Claire Smith	A company

Messages for SEP068364

Inbox

0 records found. Jump to page of 0 ⏪ ⏩

No Messages

The inbox for notice page displays the list of interested suppliers, together with messages sent to and received from the interested suppliers.

To begin a private message conversation, select the name of the supplier you wish to message. This will give you a New Message screen. Type the message you would like to dispatch in the text box, and then select 'Send'.

New Message Page

New Message

From: AA0014 (Millstream Associates Ltd)
To: A company
Subject: SEP068364 - Provision of railings - Message
Message:

Can you please clarify?

Send

Cancel

An e-mail will be sent to the supplier informing them they have a message, prompting them to sign into the website to view.

Accessing messages

If you are sent a direct message from the supplier in reply you will receive an e-mail from support@mytenders.org, the e-mail will detail the content of the message and a link. Select the link in the e-mail to view and, if necessary, respond to the message on the site.

The message will appear on site as below:

View Message

View Message

[Inbox For Notice](#) > View Message - myTenders Pre-release

From: Claire Smith To: Claire Jones
Subject: **AUG068326 - Provision of External Ramps - Message**
Message:

Sep 7 (Received 34 Days ago)

Yes I can.

Response:

Reply

Send **Cancel**

If you wish to reply to the message you should type the message in the response text box. Selecting 'Send' will dispatch the reply to the Supplier.

It is possible to view the message without the link in the e-mail. To do this, sign into the website and proceed to the Buyer Control Panel. You can reach this screen by selecting 'Buyer' at the top of any page. Once on the Buyer Control Panel you will see the Messages option in the 'Organisation' section of the control panel. If there are unread messages, the number of unread messages will appear in brackets. To view, select 'Messages'.

Buyer Control Panel

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Buyer Control Panel

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

NOTICES

- [Create New Notice](#)
- [My Unpublished Notices](#)
- [Buyer Unpublished Notices](#)
- [My Published Notices](#)
- [Buyer Published Notices](#)
- [Quick Quotes](#)
- [Stage 2 Notices](#)

ORGANISATION

- Millstream Associates Ltd (AA0014) - [Change your Organisation](#)
- [Buyer Profile](#)
- [User List](#)
- [Document Library](#)
- [Agents](#)
- [Reports](#)
- [Messages \(5\)](#)

SUPPLIER SEARCH

- [Search by Details](#)
- [Search by Category](#)

HELP & RESOURCES

- [User Guides](#)
- [FAQs](#)
- [Contact Us](#)
- [Site Mailer](#)

MY ACCOUNT

- [User Details](#)
- [Change Password](#)

SUPPLIERS

- [Supplier Control Panel](#)

The next screen will show the list of the notices you have received a message for; to view the messages select the notice ID. In the example below, 'AUG068326':

View Messages for Notices

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View Messages for Notices

[Buyer Control Panel](#) > View Messages for Notices - myTenders Pre-release

8 records found. Jump to page of 1 ⏪ ⏩

Notice Id	Title	Read Messages	Unread Messages
AUG068326	Provision of External Ramps	4	0

The following screen is the inbox for the notice selected, it will show the list of messages received for the notice. Select the senders name to view the message. In the example below, 'Claire Smith':

Inbox for Notice

Inbox for Notice

[View Messages for Notices](#) > Inbox for Notice - myTenders Pre-release

Notice Details for AUG068326

Title: [Provision of External Ramps](#)
Reference No: AUG068326
Published By: Millstream Associates Ltd
Deadline Date: 22/09/2016

Interested Suppliers

Select a name from the list of Interested Suppliers to send a private message to them

Date	Name	Company
23-Aug-16	Claire Jones	Millstream
06-Sep-16	Claire Smith	A company

Messages for AUG068326

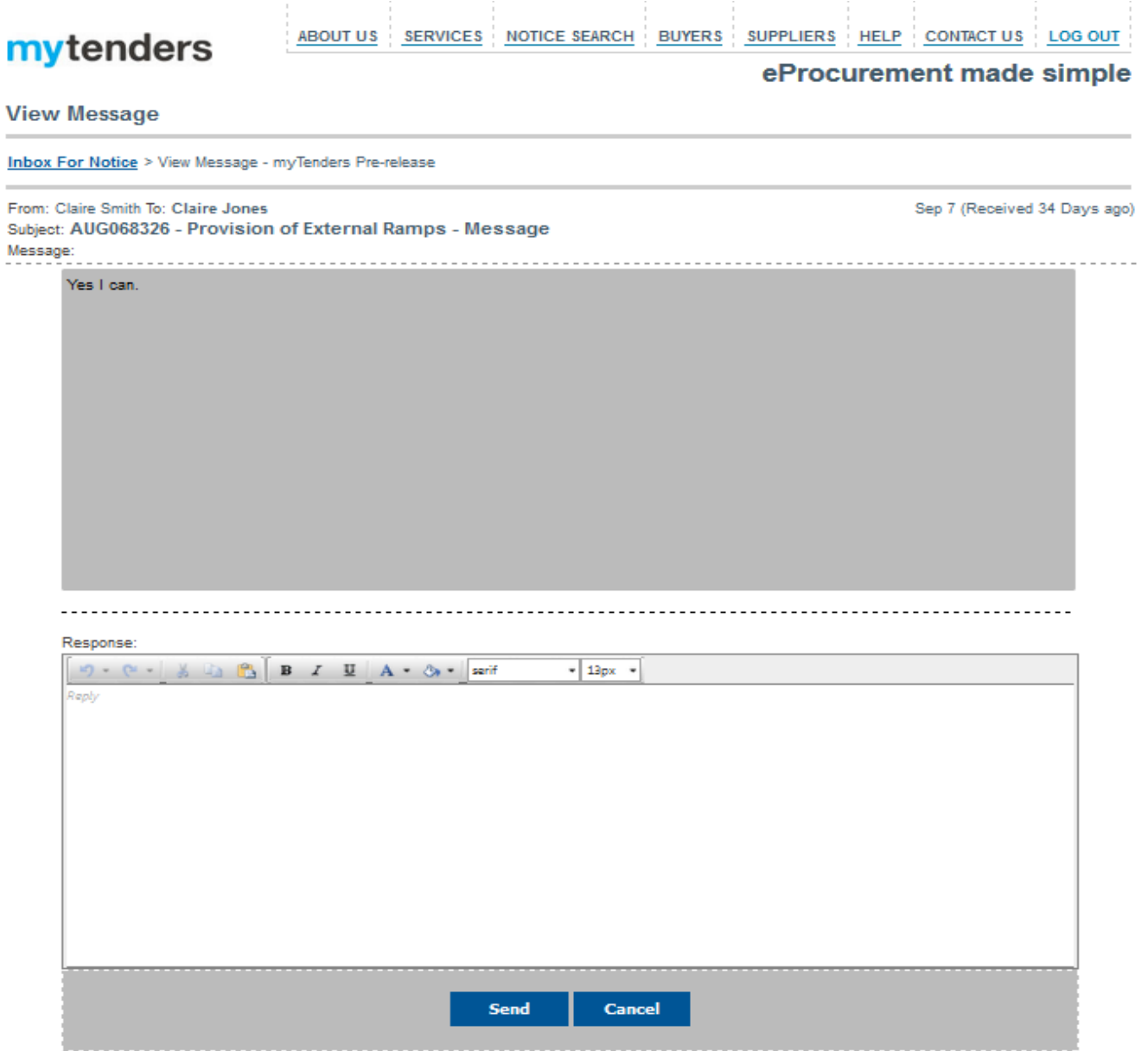
Inbox

4 records found. Jump to page of 1 ⏪ ⏩

From	Subject	Date Received
Claire Smith	AUG068326 - Provision of External Ramps - ...	07/09/2016 09:53:10
Claire Jones	AUG068326 - Provision of External Ramps - M...	30/08/2016 15:11:22
Marjorie Robertson	AUG068326 - Provision of External Ramps - M...	24/08/2016 10:07:49
Claire Jones	AUG068326 - Provision of External Ramps - M...	23/08/2016 15:53:20

The 'view message' screen will follow:

View Message



As before, once you have detailed your reply in the response text box you should select 'Send' to dispatch the message to the supplier.

Inbox for Notice

The inbox for notice page is set up much like a standard e-mail in box, the only difference being, the interested suppliers are listed. Other than that, unread messages will appear in bold text, with the most recently received message at the top.

Inbox for Notice

Inbox for Notice

[View Messages for Notices](#) > Inbox for Notice - myTenders Pre-release

Notice Details for AUG068326

Title: [Provision of External Ramps](#)
Reference No: AUG068326
Published By: Millstream Associates Ltd
Deadline Date: 22/09/2016

Messages for AUG068326

Inbox **Sent**

2 records found. Jump to page of 1 **Go** ⏪ ⏩ ⏴ ⏵

From	Subject	Date Received
Claire Jones	AUG068326 - Provision of External Ramps - ...	06/09/2016 10:04:09
Claire Jones	AUG068326 - Provision of External Ramps - M...	06/09/2016 10:03:16

Export CSV

It is possible to view messages sent, to view select the 'sent' tab.

Inbox for Notice

[View Messages for Notices](#) > Inbox for Notice - myTenders Pre-release

Notice Details for SEP068364

Title: [Provision of railings](#)
Reference No: SEP068364
Published By: Millstream Associates Ltd
Deadline Date: 14/10/2016

Interested Suppliers

Select a name from the list of Interested Suppliers to send a private message to them

Date	Name	Company
06-Sep-16	Claire Smith	A company

Messages for SEP068364

Inbox **Sent**

2 records found. Jump to page of 1 **Go** ⏪ ⏩ ⏴ ⏵

To	Subject	Date Sent
Claire Smith	SEP068364 - Provision of railings - Message	05/10/2016 15:48:22
Claire Smith	SEP068364 - Provision of railings - Message	06/09/2016 11:06:53

Audit Trail

It is not possible to delete any messages from the Inbox for notice screen; this is for audit trail purposes. A full record is kept of all communication that has taken place on the mytenders website, between buyer and supplier.