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# What is the Postbox?

The Postbox is an online submission facility which allows buyers 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 the buyer organisation 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.**

# Accessing the Postbox

## Access from Supplier Control Panel

All postbox responses are managed from your response workspace. The response workspace can be accessed from your **Supplier Control Panel** by selecting **Postbox Responses** found under **My Responses**.
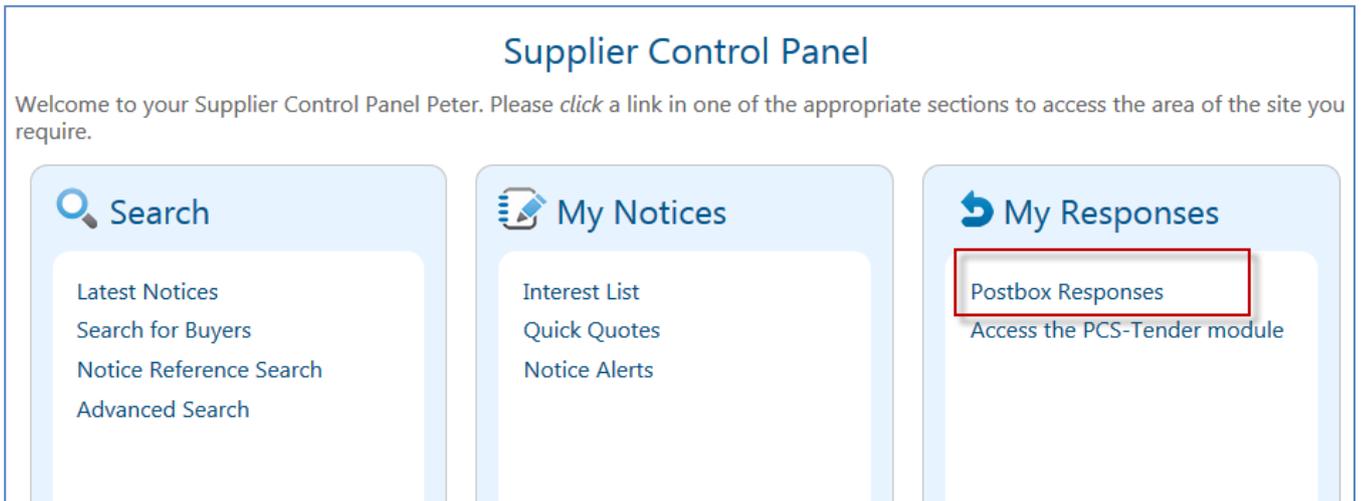


## Access from Notice Details

The response workspace can also be accessed by selecting **Go to Postbox** when viewing the notice in your interest list or Quick Quote list.

## Notice Details

Member Interest List > Notice Details

Below are the full details of the notice currently on your interest list including attached documents and questions and answers where applicable. Please *select* the appropriate tab below to view the information within or choose from the Notice Actions.

Notice Actions

**Go to Postbox**

**Withdraw Interest**

**Print this Notice**

| Summary | Full Text | Further Info | Contact Info | Coding |

Title: Supply of External Ramps
Published by: Queens Road Council
Publication Date: 25/11/2013
Application Deadline:
Deadline Date: 02/12/2013
Deadline Time: 12:00
Notice Type: Contract Notice
Has Documents: No
Abstract: Lots of stuff

# Postbox Response Workspace

The response workspace is split into two tabs, the **Notice Response List** and the **Dispatched List**.

## Notice Response 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 deadline for submissions has passed.



## 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 |
|---|---|---|
| Stationery Supplies<br>Published By: Millstream Associates Ltd<br>Deadline: 10/12/2013 12:00 | Not Created | Create |
| Supply of Gardening Services<br>Published By: Queens Road Council<br>Deadline: 03/12/2013 12:00 | Dispatched | Respond Again |
| Supply of External Ramps<br>Published By: Queens Road Council<br>Deadline: 02/12/2013 12:00 | Not Dispatched | Edit/Dispatch<br>Delete |

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 deadline has passed 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.

*View* – You have created a response but not submitted it to the postbox and the deadline for submissions has now passed. This option is provided for your records to show that you did create a response but did not submit it to the postbox.

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.

## Notice Details

Buyer: Queens Road Council
Notice Title: Supply of Gardening Services
Notice ID: NOV081394
Notice Type: Quote
Deadline: 03/12/2013 12:00

## Response Details

Response ID: 15822
Status: Submitted
Dispatched On: 26/11/2013 3:25 PM

## Contact Details

Organisation: North East Reprographics Ltd
Contact: Claire Smith
Department:
Address: 10 Queens Road
Town: Aberdeen
Postal Code: AB15 4ZT
Country: United Kingdom (GB)
Telephone: +44 1224636999
Fax:
Email Address: cgruban@hotmail.co.uk

## Documents

| Created | File Name | Description | Size |
|---------|-----------|-------------|------|
| 26/11/2013 | **Test sheet.xls** | tender document | 81.00 KB |

## 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**

Please complete the following sections listed below before submitting your response to the postbox.

Contact Details
Supporting Documentation
Further Comments
Save and Dispatch
* Required information.

Contact Details

Your contact details are automatically copied from the information you provided in your registration. If you wish to edit these details please do so below.

| | |
|---|---|
| * Organisation: Proactis Tenders Ltd | * Contact: Natasha Bo bo bowden |
| Department: | * Address Line 1: AB1 Huntry street |
| Address Line 2: | * Town: Aberdeen |
| Postal Code: AB10 1SH | Country: United Kingdom (GB) |
| Telephone: 07968779325 | Fax: |
| * Email Address: natasha.bowden@proactis.com | |

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.

Note: If you have created an SPD response using the SPD module in PCS, you may not need to upload any documents here, unless you are also providing additional documents such as tender response, or the SPDs of any subcontractors or consortium members. If in doubt, please contact the buyer.

Please Note: For purposes of GDPR, documents in this Postbox will be deleted one year after the Contract is awarded. If no Award is published, documents will be deleted two years after the deadline date has passed.

**Document Summary**

| | |
|---|---|
| Individual File Size Limit: | **10.00 MB** |
| Total Available File Space: | **500.00 MB** |
| Documents Attached: | **0** |
| Used File Space: | **0.00 bytes** |
| Remaining File Space: | **500.00 MB** |

**Upload a Document**

* Description: 

(maximum 100 characters, you have 100 left)

* File Name: Choose File No file chosen

**Add**

**Attached Documents**

No documents attached to this response

Further Comments

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

You have 4000 characters left

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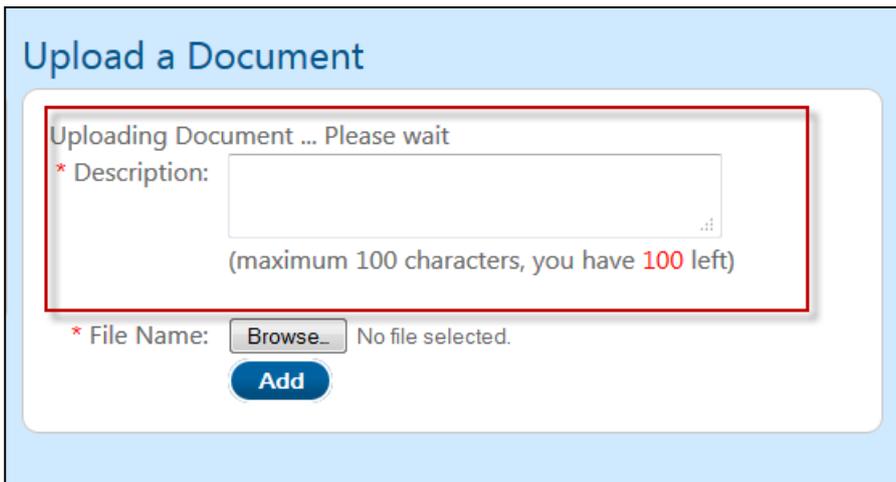
**Dispatch**   **Save and Exit**   **Cancel**

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

**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.

**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 500Mb in total.**
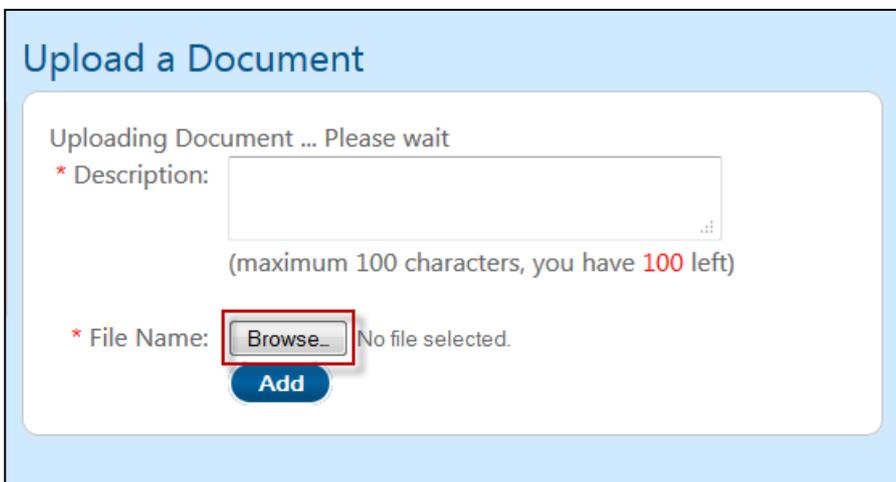
To upload each file:

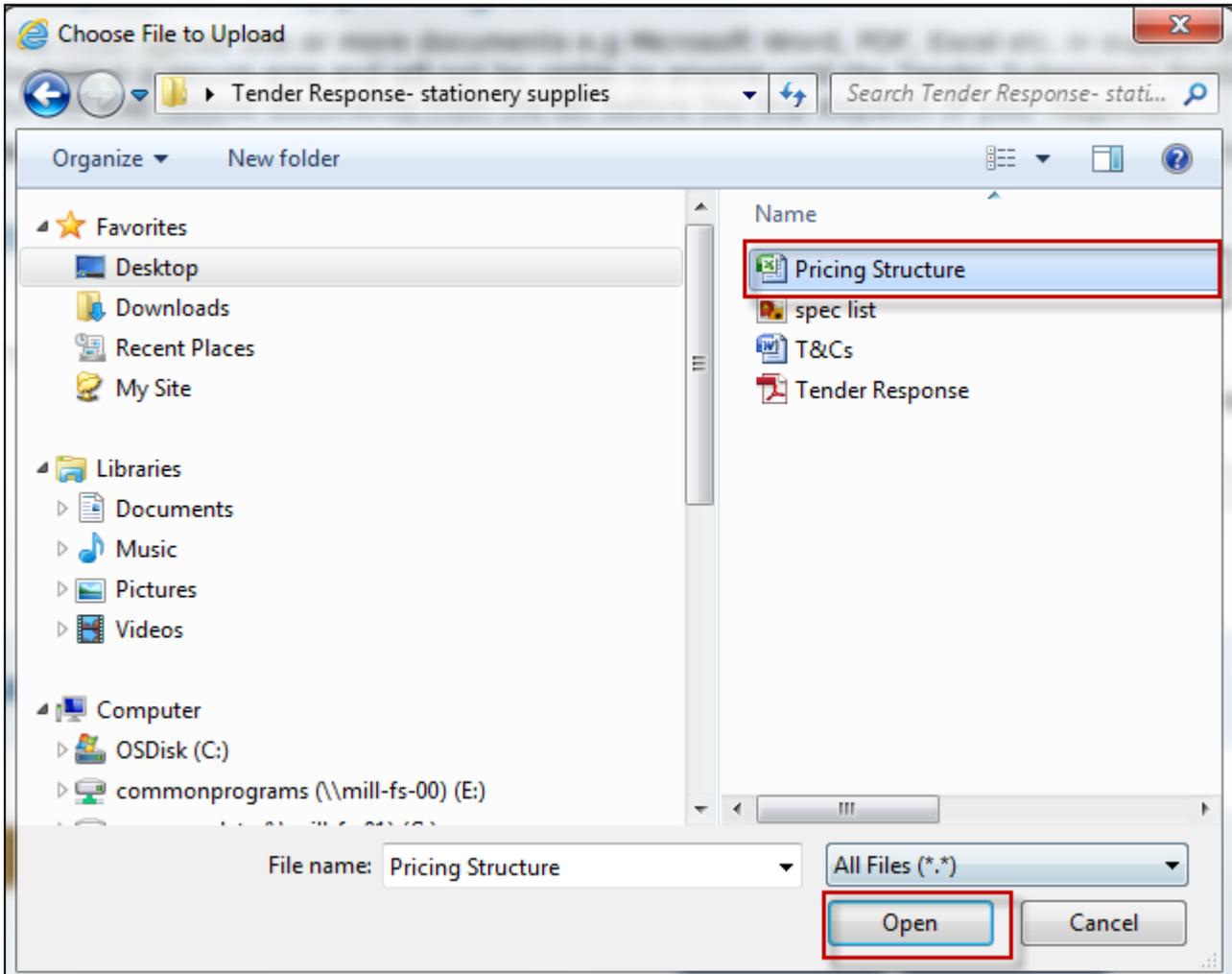Enter a description of the file in the 'Description' field. This should be a maximum of 100 characters.



Click "Browse" next to the File Name box.



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".

This will populate the File Name box with the file path of your selected document. You should then click "Add".
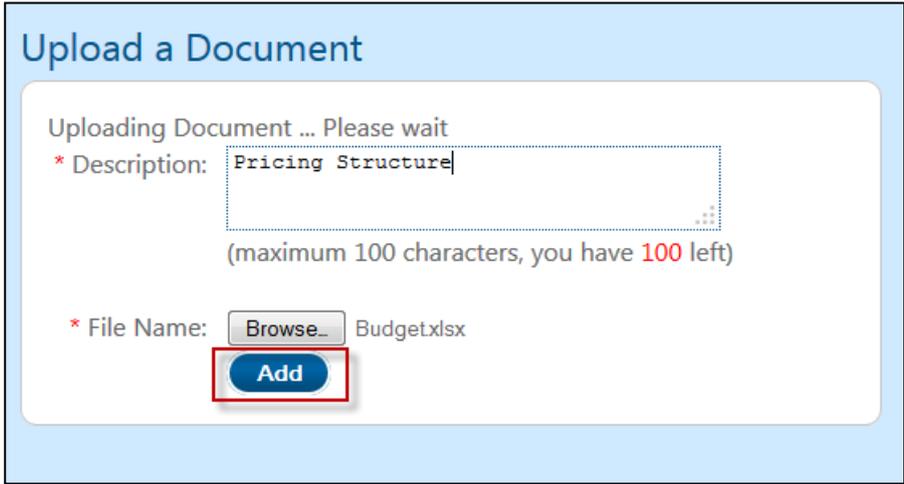


A message will show to instruct you that the file is being uploaded:

## Upload a Document

Uploading Document ... Please wait
* Description:    Pricing Structure

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

* File Name:    Browse_   Budget.xlsx
                Add

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".

| Attached Documents | | | |
|---|---|---|---|
| **File Name** | **Description** | **Created** | **File Size** |
| Budget.xlsx | Pricing Structure | 27/11/2013 | 25.16 KB |

Delete

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

**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 do not hesitate to contact us if you require any additional information.

**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.
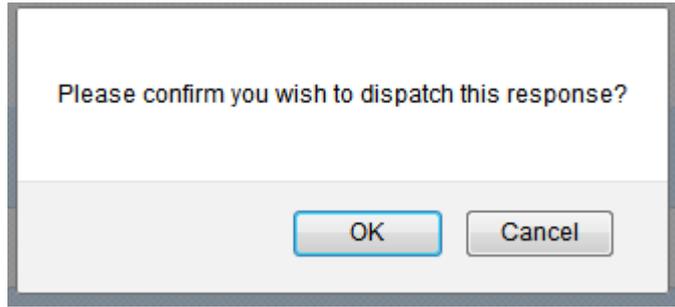


## Confirmation

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.



## Edit your Postbox Response after it has been submitted

You are able to edit your postbox response up until the closing date and time of the procurement exercise. In order to update your response, you must withdraw your submitted response. This can be done from the postbox response area by clicking on 'withdraw and edit'.
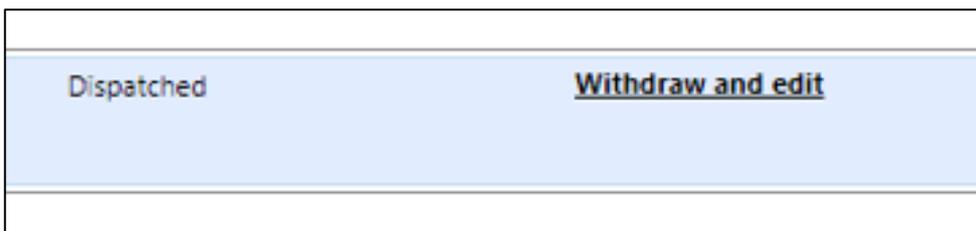


If you have submitted an SPD and wish to edit it, click on 'View SPD response'
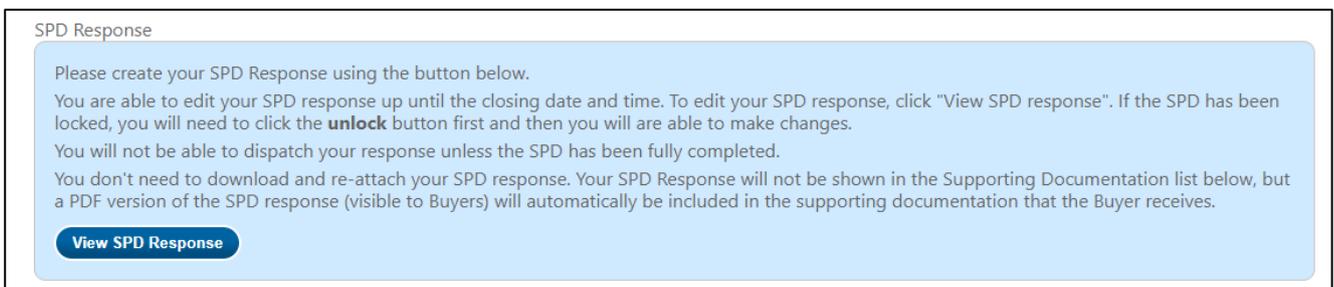


The pop up will provide further instructions on how to proceed.

You have withdrawn your SPD response.

In order to edit your SPD you'll need to use the UNLOCK button at the bottom of the SPD response screen.

Once you've finished your response you'll need to SAVE & LOCK it before dispatching it in the postbox response screen.

| OK | Cancel |

After you press 'OK', you should click 'unlock' as this will enable you to edit your SPD response. You must lock your SPD response once changes are complete to enable you to dispatch your notice to the buyer.

If you wish to update or delete and attachment, click delete and this will remove the attachment from your submission.  You can then proceed to upload a new document if required.

**Attached Documents**

| | File Name | Description | Created | File Size |
|---|---|---|---|---|
| ☐ | Document1.docx | ITT | 13/09/2022 | 14.67 KB |

Delete

**Once you have made all changes to the postbox, you should remember to dispatch the notice prior to the closing date and time of the tender.**

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

**Notes:**

Deadline: Submissions can be created, edited and submitted up to the stated tender deadline.

Postbox Security: Postbox submissions cannot be accessed by anyone, including Proactis until the deadline has passed.

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 buying organisation 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.

File Upload: To facilitate organisations receiving multiple tenders file names and descriptions should, as far as possible, be relevant to your company and the content of the particular document rather than using generic descriptions – for example 'company name, section name/number' or 'company name, tender name/number, section name/number'. It is not advisable to upload protected or encrypted documents as these cannot be opened by the buyer.

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 or if it is in addition to a previous submission e.g. part 2 of 2.

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.