

Using FreeMarkets QS™ 5.0 Supplier Tutorial

About this Tutorial

- This tutorial was designed to provide Suppliers with a general overview of how to use FreeMarkets QS.
- You will learn how to effectively participate in an online auction, RFI and RFP. Postings are briefly discussed, with detailed information available through QuickSource online help.
- Our recommendation is that you read the entire tutorial, however you can select any chapter in the Table of Contents to jump to a specific topic.
- It should take approximately 30 minutes or less to review this entire tutorial.
- Additional detailed information on all FreeMarkets QS features can be found in the online help.

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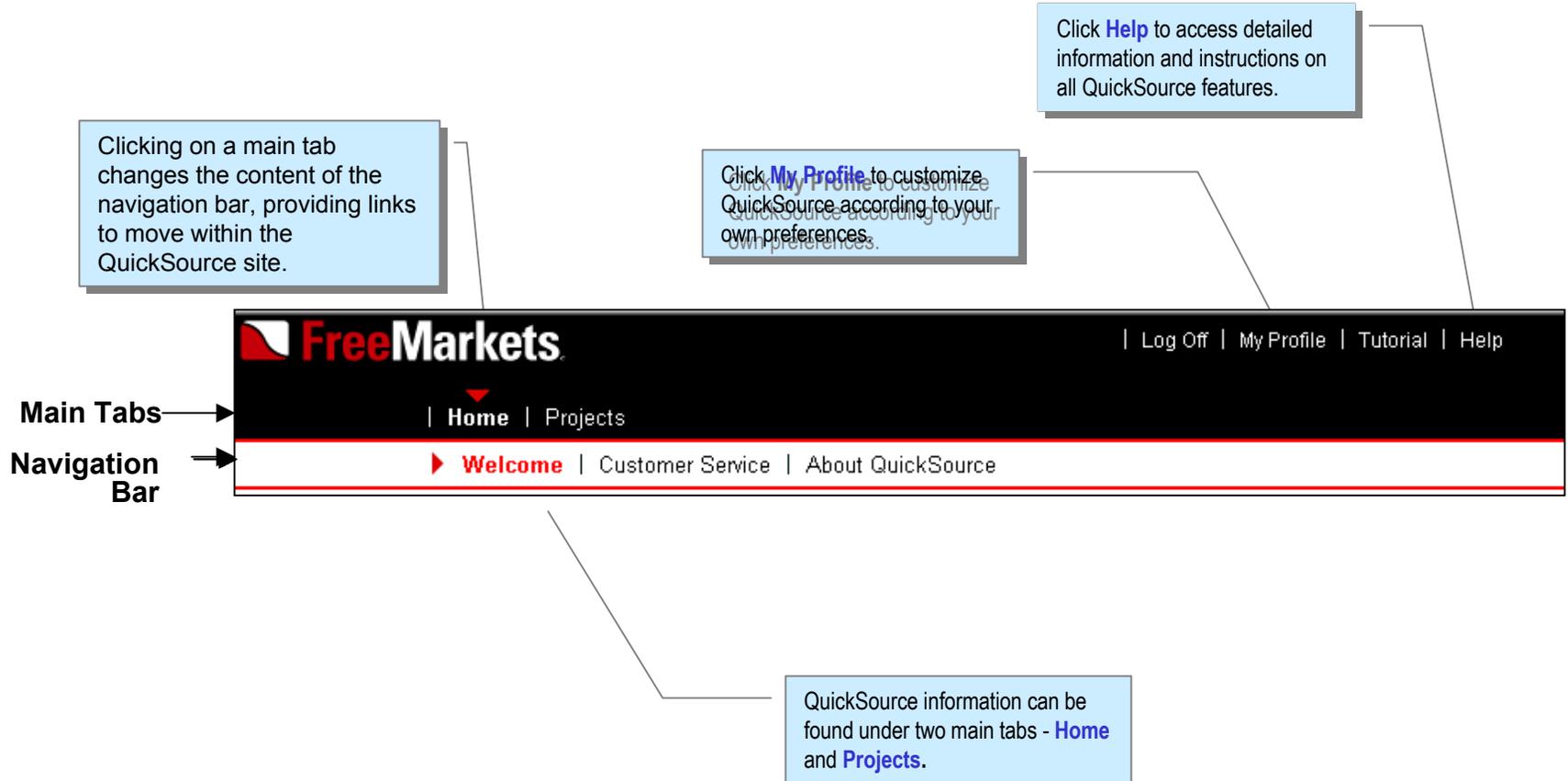
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Navigating the FreeMarkets QS Site



Navigating the FreeMarkets QS Site - Home

FreeMarkets | Log Off | My Profile | Tutorial | Help

| **Home** | Projects

▶ **Welcome** | Customer Service | About QuickSource

10/08/2002
1:24 PM US-MD [Home](#) > Welcome

Questions?
Call Us
345678

Welcome to FreeMarkets QS



Welcome to QuickSource - your e-sourcing solution. From this centralized location, you can manage your e-sourcing activities 24 hours a day, 7 days a week. Whether you are creating online RFQs for on- and offline negotiations, setting up online auctions, or planning online negotiations, you can do it all from your QuickSource site. You can also manage your suppliers and collect and analyze data for strategic sourcing analysis and planning.

You accepted a [supplier agreement](#) that permits you to participate in QuickSource bidding events.

Projects					
Status	Auctions	Negotiations	RFIs	RFPs	Postings
Upcoming	(0)	(0)	-	(0)	-
In Progress	(1)	(0)	(4)	(4)	(0)
Pending Award	(0)	(0)	(0)	(4)	-
Completed	(0)	(0)	(0)	(0)	-

◀ Older Messages

Newer Messages ▶

Shortcuts

- [Submit a Bid](#)
- [Preview Auction Invitations](#)
- [Change Your Profile](#)

My Messages Filter by Project:

Sent	Project	From	Title
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View a summary of all the auctions, RFIs, RFPs, or Postings that you have received through FreeMarkets QS.

Use the Quick Start hyperlinks to link to frequently accessed areas of FreeMarkets QS.

View all messages that you have sent to buyers or received from buyers related to QS auctions, RFIs, RFPs, and Postings.

Navigating the FreeMarkets QS Site - Projects

The **Projects** tab is where you will find all the auctions, RFIs, RFPs, and Postings that you have been invited to through FreeMarkets QS.

The screenshot shows the FreeMarkets website interface. At the top, there is a navigation bar with the FreeMarkets logo and links for 'Log Off', 'My Profile', 'Tutorial', and 'Help'. Below this, a secondary navigation bar includes 'Home' and 'Projects'. Under 'Projects', there are sub-links for 'Auctions', 'Negotiations', 'Postings', 'RFPs', and 'RFIs'. The main content area shows the date and time '10/08/2002 1:27 PM US-MD' and the breadcrumb 'Projects > Auctions > Auctions in Progress'. There is a 'Questions?' section with a 'Call Us' number '345678'. A search bar contains the text 'Auctions in Progress'. Below this, the 'Auctions in Progress' section is displayed, with a note: 'These auctions are currently taking place. Click the auction title to learn more.' A table lists one auction:

Number	Title Description	Start Date and Time End Date and Time	Time Remaining
1007	Truckload Auction Truckload Transportation-dry van	10/01/2002 12:00 PM US-MD 10/01/2002 12:30 PM US-MD	0 day(s) and 00:00:00

Auctions and RFPs are organized according to their status - from "upcoming" through "completed". RFIs will have statuses ranging from "In-Progress" to "Completed".

Navigating the FreeMarkets QS Site – Projects (cont.)

Postings that are distributed through FreeMarkets QS are found under the “Postings” tab.

FreeMarkets

| Log Off | My Profile | Tutorial | Help

| Home | **Projects**

| Auctions | Negotiations | **Postings** | RFPs | RFIs

10/08/2002
1:27 PM US-MD

Questions?
Call Us
345678

[Projects](#) > Postings

Postings

The following Postings are currently taking place. Click a Posting name to learn more.

Number	Title	Description
No Postings are available at this time.		

Click on any Posting name to view the details.

Bid Types

This table describes each bid type.

Bid Type (Sourcing Option)	Definition
Auction	<p>A competitive online bidding session in which suppliers submit binding quotations, or bids, for new business.</p> <p>Suppliers submit bids, receive feedback about other suppliers' bids, and may then adjust their own bids in order to be more competitive.</p>
RFI (Request for Information)	<p>Suppliers will answer questions regarding non-price factors (for example; delivery time, payment terms, certifications).</p> <p>The buyer can choose to score each response and show the supplier what his/her score for each question is. Once responses are submitted, they cannot be changed. Suppliers are unable to see other suppliers' responses.</p>
RFP (Request for Proposal)	<p>Suppliers will answer questions regarding non-price factors as well as provide pricing information. Questions and pricing information may be requested at the RFP-wide level as well as the lot level.</p> <p>The buyer can choose to score each response and show the supplier what his/her score for each question is. Once responses are submitted, they cannot be changed. Suppliers are unable to see other suppliers' responses</p>
Posting (Offline Negotiation)	<p>An online document that contains detailed information on the goods and services that a buyer would like to negotiate offline with suppliers.</p>

Auction Process

The following section outlines the steps to follow to effectively participate in a FreeMarkets QS auction. The process for participating in a RFI, RFP or Posting is similar and will be addressed in a later section.

➤ **Prior to Auction Day**

Step 1. Receive your e-mail invitation.

Step 2. Review auction and lot information (including documents).

Step 3. Accept or decline each lot in the auction.

➤ **Auction Day**

Step 4. Prepare and submit your bid(s).

➤ **Anytime After Auction Day**

Step 5. View the award decision.

Step 1. Receive an E-mail Invitation

When you are invited to a FreeMarkets QS auction, you receive an e-mail invitation with the following information:

- **The title and description of the auction.**
- **The name and contact information of the buyer**
- **The URL or “Web address” of the FreeMarkets QS site.**
- **A username and a temporary password to log on to the site.**

Upon logging on to FreeMarkets QS, you are required to:

- **Review and accept the supplier agreement.**
- **Change your temporary log on information.**
- **Verify and update your profile information and user preferences.**

After you perform these three easy steps, you should review the auction details to decide if you would like to participate in the auction.

Step 1. Receive an E-mail Invitation (cont.)

When you are updating your profile information, you may update:

- **Your name, title, and contact information**
- **Your language preference (English, French, German, Spanish, Portuguese or Italian)**
- **Your number notation preference**
- **Your date and time notation preference**
- **Your time zone**

Your language preference controls the language that is used in the user interface when you access the site.

You will also be able to access the auction data (lot descriptions, terms and conditions, etc) and system-generated emails in your preferred language if the buyer has made it available. If the auction data is not available in your preferred language, the data will be displayed in the language the buyer has selected as the default.

Step 2. Review Auction Details

Review the details of the auction to which you have been invited to assess the opportunity and decide if you want to participate. Be sure to review all the details such as General Commercial Terms, lot-specific information and any attached documents that accompany the auction invitation.

Viewing Auction Details

1. Select the **Projects** tab.
2. In the navigation bar, click **Auctions**.
The auction page appears.
3. In the What would you like to see? list, select one of the following:

Upcoming Auctions - if the auction has not yet opened for bidding.

Auctions In Progress - if the auction is open for bidding.

4. Click an auction name.
The Auction Details page for that auction appears.

01/17/2002 6:44 PM US-PA [Bids](#) > [Auctions](#) > [Auctions In Progress](#) > Auctions In Progress Details

Questions? **Auction 1202 - TEST - Pens**
Call Us Acceptance Status: No Answer
877-887-2320 First Lot Closes: 01/18/2002 9:30 AM US-PA
Auction Status: **In Progress**
Time Remaining: 0 day(s) and 14:45:28 [View Messages](#)

[Auction Bidding Summary](#) | [Auction Details](#) | [General Commercial Terms](#) | [Lot List](#)

Auction Bidding Summary			
Total Number of Lots:	1	Total Market Leading Bid:	0.00 US Dollar

Auction Details			
Description:	Pens		
Auction Start Date and Time:	01/17/2002 6:40 PM (US-PA)	Bidding Format: ?	Reverse
First Lot End Date and Time:	01/18/2002 9:30 AM (US-PA)	Supplier Feedback:	Generic Supplier Aliasing
Subsequent Lots End Date and Time:	Every 10 minutes	Tie Bids:	A Supplier cannot submit matching bids.
Estimated Award Date:	01/30/2002	Extended Bidding:	If a market leading bid is placed in the last 5 minute(s) before the closing of a lot, extend the closing time of that lot by 5 minute(s).
Auction Published:	01/17/2002 (US-PA)		

① INFORMATION

The name of the auction appears in the invitation e-mail.

Step 2. Review Auction Details (cont.)

When you review the auction details, keep the following items in mind.

Item . . .	Reason for Reviewing . . .
Auction Start Time	So you are aware of when the auction opens for bidding.
First Lot Close Time and Subsequent Lot Close Interval	To make you aware what time the first lot closes. Only the closing time of the first lot is listed. All subsequent lots close in ten minute intervals after one another. This ensures that you have ample time to respond to market leading bids in each lot.
Bidding Format	Understand the bidding format for your bid. Bidding formats such as Reverse, Index-Premium, Index-Discount, and Transformation are all explained in detail in the QuickSource online help.
Tying Rules	You must know whether or not matching bids will be accepted. For example, if you wish to place a market leading bid, you should know if you can match the existing market leading bid or if you must bid below the current market leading bid amount.
Overtime Rules	The closing time of a lot can extend past their scheduled closing times if bids are submitted a designated number of minutes before the lot closing time. Bids that extend overtime may be 1 st place, 2 nd place or 3 rd place bids. It is important to know what the overtime rules are so that you can respond to any market continuations.
Commercial Terms and Conditions	So you know what currency the buyer will be conducting the auction in as well as how they will pay for the purchase once an award decision is made.

Step 2. Review Lot Details

In FreeMarkets QS auctions, bids are submitted on a lot basis. Therefore, it is important to be comfortable with the details and requirements for each lot.

Viewing Lot Details

1. Select the **Projects** tab.
2. In the navigation bar, click **Auctions**.
The auction page appears.
3. In the What would you like to see? list, select one of the following:
 - Upcoming Auctions** if the auction has not yet opened for bidding.
 - Auctions In Progress** if the auction is open for bidding.
4. Click an auction name.
The Auction Details page for that auction appears.
5. Scroll to the **Lots List** section, and in the **Action(s)** column, click the **View** link for the appropriate lot.
The Lot Details page appears.

Lot List				
Click the lot actions for more details.				
Lot Number	Lot Title	Description	Starting Price	Action(s)
1	Machined Parts - Akron	Machined Parts	none	View

Acceptance Status: Accepted

[View Messages](#)

Step 2. Review Lot Details (cont.)

Specific items to look for when reviewing Lot Details:

Item . . .	Reason for Reviewing . . .
Lot Description	So you have a general understanding of the item(s) up for bid for each lot.
Lot Pricing	So you know what type of bids to submit. You should understand: Starting price Reserve price Bid decrement (percentage or nominal value) Extended or Piece Part Pricing Total quantity of units per bid Note Please see the online help for detailed explanations of these terms.
Lot-specific Documents	These are the most important items to review at the lot level. These documents may include detailed specifications, drawings, ship to locations, order quantities, etc.

Download Documents

The lot and general commercial terms sections may both have supporting documents. The documents may contain detailed specifications and part drawings of the item(s) up for bid. Please review these documents in detail before you bid because if you submit a bid it is a legally binding quotation.

Downloading Documents

1. As previously described, access the Auction Details page for the Auction that contains the documents to be downloaded.
2. In the **Name** column, click the name of the document you want to download.
If you are using Microsoft Internet Explorer 5.0 or Netscape 4.72, the File download dialog box appears.

- a. To view the document online:
 1. Select either **Open this file from its current location** or **Open it**.
 2. Click **OK**.
The document opens in a new window.
- b. To save the document to your computer:
 1. Select **Save this program to disk** or **Save it to disk**, then click **OK**.
The Save as dialog box appears.
 2. Browse to the location where you want to save the file, then click **Save**.

Lot Documents			
File Name	Description	Last Update	Size (kb)
RFQ Machined Parts.doc		01/18/2002 1:14 PM US-PA	19

ⓘ INFORMATION NOTE

If using Internet Explorer 4.x, please see the online help file under Downloading Auction Documents for important information.

Step 3. Accept or Decline Each Lot in the Auction

After you review the auction and lot details, you must decide if you are going to accept or decline the invitation to the auction. You can choose to accept or decline all lots for the auction or decide to accept or decline on a lot-by-lot basis.

Responding to an Invitation

1. Select the **Projects** tab.
2. In the navigation bar, click **Auctions**.
3. In the What would you like to see? list, click **Upcoming Auctions**.
A list of the upcoming auctions appears.
4. Click the appropriate auction name.
5. Do one of the following:

To accept all lots in the auction

- a. Click the **Accept Invitation** button.
A message appears asking you if you want to accept all lots.
- b. Click **OK**.

To decline all lots in the auction

- a. Click the **Decline Invitation** button.
A message appears asking you if you want to decline all lots.
- b. Click **OK**.

To accept or decline each lot in the auction individually

Please see the online help file.

The screenshot shows the FreeMarkets website interface. At the top, there is a navigation bar with 'FreeMarkets' logo and links for 'Log Off', 'My Profile', 'Tutorial', and 'Help'. Below this, a secondary navigation bar includes 'Home' and 'Projects'. The main content area displays the 'Auctions' section, with a breadcrumb trail: 'Projects > Auctions > Auctions In Progress > Auctions In Progress Details'. The specific auction shown is 'Auction 1007 - Truckload Auction', which is in a 'Pending' status. Key details include the date '10/08/2002 1:30 PM US-MD', 'Acceptance Status: No Answer', 'First Lot Closes: 10/01/2002 12:30 PM (US-MD)', and 'Time Remaining: 0 day(s) and 00:00:00'. On the right side, there are three buttons: 'View Messages', 'Accept Invitation', and 'Decline Invitation'. The 'Accept Invitation' and 'Decline Invitation' buttons are circled in red.

Step 4. Prepare and Submit Your Bid

There are several factors to keep in mind when you prepare your bid for a FreeMarkets QS auction.

All suppliers should:

- **Review all details and documents associated with the auction.**
- **Accept the invitation for each lot in which you intend to submit a bid.**
- **Know your opening bid for each lot.**
- **Do not wait for the auction's opening to calculate your bid.**
- **Schedule time to be at your computer at the published date and time of the auction.**
- **If additional decision makers are needed, be sure to schedule time for them as well.**

If you have questions regarding additional training, the RFQ documents or commercial concerns, call or e-mail the buyer contact listed on the Auction Details page and the invitation e-mail.

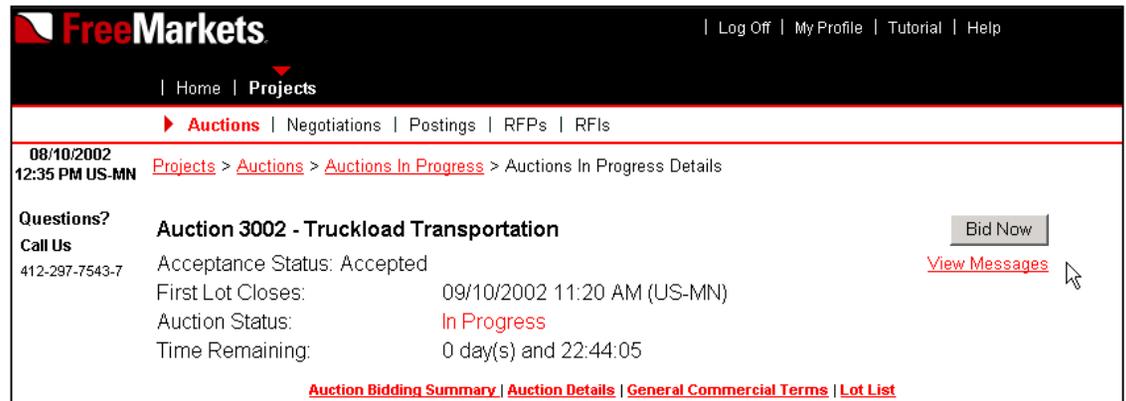
If you are unable to contact the buyer, contact the QS administrator. Contact information can be found under [Customer Service](#) in the navigation bar under the [Home](#) tab.

Step 4. Prepare and Submit Your Bid (cont.)

Once an auction has opened, you can submit bids using the bidding console. The bidding console is only available when an auction is in progress.

Accessing the Bidding Console

1. Select the **Projects** tab.
2. In the navigation bar, click **Auctions**.
3. In the What would you like to see? list, select **Auctions In Progress**.
4. Click the name of the auction you would like to view.
The Auctions in Progress Details page appears.
5. Click **Bid Now**.
The bidding console opens.



FreeMarkets | Log Off | My Profile | Tutorial | Help

| Home | **Projects**

► **Auctions** | Negotiations | Postings | RFPs | RFIs

08/10/2002 12:35 PM US-MN [Projects](#) > [Auctions](#) > [Auctions In Progress](#) > Auctions In Progress Details

Questions? **Auction 3002 - Truckload Transportation**

Call Us 412-297-7543-7 Acceptance Status: Accepted [View Messages](#)

First Lot Closes: 09/10/2002 11:20 AM (US-MN)

Auction Status: **In Progress**

Time Remaining: 0 day(s) and 22:44:05

[Auction Bidding Summary](#) | [Auction Details](#) | [General Commercial Terms](#) | [Lot List](#)

ⓘ INFORMATION

Once the auction opens, you cannot access the lots which you have declined or which you did not respond to the invitation.

Step 4. Prepare and Submit Your Bid (cont.)

The FreeMarkets QS bidding console is a tool which you can use to submit bids as well as to take a comprehensive look at all of the bidding activity occurring in an auction. On the bidding console, you will submit bids at the lot level.

Familiarize Yourself with the Bidding Console

The screenshot shows the bidding console for Auction 1211 - TEST - Machined Par. The interface includes a header with the auction name and date, a main bidding area with lot selection and bid entry, a market conditions section, a bid history table, a bid graph, and an administrator messages section. Callout boxes provide detailed explanations for each of these components.

Lot List
 Points to the 'Lot: 1 - Machined Parts - Akron' dropdown menu.

Bid Entry
 Points to the 'Bid: 4,550,000.00' input field and the 'Submit Bid' button.

Market Conditions
 Provides information for preparing your next bid. Points to the 'Market Leading Bid: 4,100,000.00' and 'Bid Decrement: 500.00' information.

Bid History
 Provides a chronological listing of all bids placed on the selected lot. Points to the bid history table.

Administrator Messages
 Displays all messages sent from the QuickSource Administrator during the auction. Points to the 'Administrator Messages' section at the bottom.

Bid Info
 Provides a summary of the conditions at the outset of the auction. Points to the 'Lot Status: In Progress', 'End Date and Time: 01/18/2002 3:20 PM', and 'Time Remaining: 0 day(s) and 01:33:57' information.

Bid Graph
 Graphically shows all of the bids placed on the selected lot. Points to the bid graph showing bid values over time.

Your Bid
 Each bid you submit appears as a blue circle. Points to a blue circle on the bid graph representing the current bid.

Supplier	Bid Value	Bid Time
Supplier	4,100,000.00	1/18 1:36 PM
Wallace inc.	4,550,000.00	1/18 1:43 PM
Supplier	4,700,000.00	1/18 1:36 PM
Wallace inc.	4,750,000.00	1/18 1:40 PM
Supplier	4,800,000.00	1/18 1:36 PM
Wallace inc.	4,850,000.00	1/18 1:39 PM
Supplier	4,900,000.00	1/18 1:36 PM
Wallace inc.	5,000,000.00	1/18 1:39 PM

Step 4. Prepare and Submit Your Bid (cont.)

Follow these steps to submit an online bid using the FreeMarkets QS bidding console.

Submitting Bid(s)

1. On the bidding console, select the appropriate lot from the **Lot List** box.
2. Review the bidding activity for that lot by monitoring:
 - Bidding Summary Information
 - Bid History
 - Bid Graph
3. To enter a bid, do one of the following:

Click **Take Market** to enter a market leading bid and click **Submit**.

Note Your bid will reflect the previous market leading bid adjusted by the bid decrement.

Type a value in the **Place a Bid** box and click **Submit**.

Note Your bid must be lower than your previous bid by more than the bid decrement.

4. To finalize your legally binding bid, confirm the bid value by clicking **OK** to the pop up window that appears.

Supplier *	Bid Value	Bid Time
Wallace inc.	4,099,500.00	1/18 1:50 PM
Supplier	4,100,000.00	1/18 1:36 PM
Wallace inc.	4,550,000.00	1/18 1:43 PM
Supplier	4,700,000.00	1/18 1:36 PM
Wallace inc.	4,750,000.00	1/18 1:40 PM
Supplier	4,800,000.00	1/18 1:36 PM
Wallace inc.	4,850,000.00	1/18 1:39 PM
Supplier	4,900,000.00	1/18 1:36 PM
Wallace inc.	5,000,000.00	1/18 1:39 PM

ⓘ INFORMATION

The bid console will differ depending on the type of bid and the type of auction parameters defined by the buyer. Please see the online help for additional information about the bidding console.

“Take Market” Bid

Clicking the "Take Market" button will calculate the next bid that can be placed in order to take first place as the leading bid in the market. Please be advised that clicking the "Take Market" button will only calculate this potential bid and display it in the "Bid" field. In order to submit the calculated bid, you will need to subsequently click the "Submit Bid" button.

Note There will be no “Take Market” button available for auctions in which the supplier feedback is set as “Rank Only feedback”.

Auction 1211 - TEST - Machined Par Official Date and Time
Supplier: Wallace Inc. 01/18/2002 1:50:20 PM (all Times US-PA)

Lot: 1 - Machined Parts - Akron
Bid: 4,099,500.00
My Last Bid: 4,099,500.00

Lot Status: **In Progress**
End Date and Time: 01/18/2002 3:20 PM
Time Remaining: 0 day(s) and 01:29:39

Market Leading Bid: 4,099,500.00 Bid Decrement: 500.00 Starting Price: None Bid Pricing: Extended
My Bid Vs. Market: 0.00 Reserve Price: None Currency: USD

Bid History			Previous	1 of 1	Next
Supplier * = Surrogate	Bid Value	Bid Time			
Wallace inc.	4,099,500.00	1/18 1:50 PM			
Supplier	4,100,000.00	1/18 1:36 PM			
Wallace inc.	4,550,000.00	1/18 1:43 PM			
Supplier	4,700,000.00	1/18 1:36 PM			
Wallace inc.	4,750,000.00	1/18 1:40 PM			
Supplier	4,800,000.00	1/18 1:36 PM			
Wallace inc.	4,850,000.00	1/18 1:39 PM			
Supplier	4,900,000.00	1/18 1:36 PM			
Wallace inc.	5,000,000.00	1/18 1:39 PM			

Bid Graph Shift-Drag=Zoom, Ctrl-Drag=Pan, r=Reset
◆ Other Bids ● My Bids | Start Time | End Time

Administrator Messages Previous | 0 of 0 | Next

Date and Time	Message
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Bid Buffer

A buffer exists around the market leading bid. This is defined as a zone above and below the leading bid within which a new bid cannot be placed. The amount of this "zone" is based on the bid decrement. i.e. If the bid decrement is \$500, a new bid cannot be placed within \$500 above or below the leading bid in the market. If you attempt to bid within this amount of the market lead, you will receive a message saying that you have bid too close to the market leading bid. In order to have your bid accepted after receiving this message, you will need to adjust your bid either higher or lower to get outside the bid buffer.

Additional Feedback Formats

Rank Only:
Supplier sees current market rank

Bidding Console - Microsoft Internet Explorer
#1718: Surgical Gauze Official Time
Supplier: Supplier Training Company (all Times US-PA) 10/31/2001 8:20 PM Markets 2001

Lot: 1: Diesel Fuel Current Status: **Open**
Bid: 37,000.00 Close Time: 10/31/2001 8:30 PM
My Last Bid: 37,000.00 Time Remaining: 0 Days 0 Hours 10 Minutes

Market Lead: hidden Bid Decrement: 500.00
My Bid Vs. Market: hidden Starting Price: 37,000.00
Reserve Price: 25,000.00 Pricing Type: Extended
Currency: USD

My Current Position: 2

Administrator Messages Prev | 0 of 0 | Next

Sent	Message
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Rank & Low Bid:
Supplier sees current market rank as well as current market leading bid.

Bidding Console - Microsoft Internet Explorer
#1719: Surgical Gauze Official Time
Supplier: Supplier Training Company (all Times US-PA) 10/31/2001 8:17 PM Markets 2001

Lot: 1: Diesel Fuel Current Status: **Open**
Bid: 37,000.00 Close Time: 10/31/2001 8:30 PM
My Last Bid: 37,000.00 Time Remaining: 0 Days 0 Hours 13 Minutes

Market Lead: 36,500.00 Bid Decrement: 500.00
My Bid Vs. Market: 500.00 Starting Price: 37,000.00
Reserve Price: 25,000.00 Pricing Type: Extended
Currency: USD

My Current Position: 2

Administrator Messages Prev | 0 of 0 | Next

Sent	Message
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Index Auction Format

In Index format auctions, the buyer defines an index that serves as the baseline (represented as zero) for bidding in that auction. In **Index-Premium** format auctions, buyers are trying to achieve the lowest premium against the index (decreasing the values). In **Index-Discount** formats auctions, buyers are trying to achieve the best (highest) discount over the index (increasing bid values).

Index Discount Auction Format

Bidding Console - Microsoft Internet Explorer

#1723: Propylene Glycol Official Time 10/31/2001 9:07 PM

Supplier: ABC Company (all Times US-PA)

Lot: 1: Propylene Glycol Current Status: **Open**

Bid: 9.00 Close Time: 10/31/2001 9:30 PM

My Last Bid: 9.00 Time Remaining: 0 Days 0 Hours 23 Minutes

Market Lead: 9.00 Starting Price: none

My Bid Vs. Market: 0.00 Bid Decrement: 3.00

Reserve Price: 5.00 Pricing Type: Piece Part

Currency: Percent

Supplier	Bid Value	Bid Time
ABC Company	9.00	10/31 9:07 PM
Supplier	6.00	10/31 9:03 PM
Supplier	3.00	10/31 9:03 PM
ABC Company	3.00	10/31 9:07 PM
ABC Company	0.00	10/31 9:02 PM
Supplier	-3.00	10/31 9:01 PM

The bid graph shows bid values in percent over time. The y-axis ranges from -10 to 10, and the x-axis shows bid times from 21:00:00 to 21:30:00. A horizontal line at 0 represents the PG Index. Other bids (black diamonds) and my bids (blue circles) are plotted. A pink horizontal line at 5.00 represents the reserve price. The graph shows a general upward trend in bid values, ending at 9.00.

Administrator Messages Prev | 0 of 0 | Next

Sent	Message

Index Premium Auction Format

Bidding Console - Microsoft Internet Explorer

#1722: Propylene Glycol Official Time 10/31/2001 8:48 PM

Supplier: ABC Company (all Times US-PA)

Lot: 1: Propylene Glycol Current Status: **Closed**

Bid: -1.00 Close Time: 10/31/2001 8:30 PM

My Last Bid: -1.00 Time Remaining: 0 Days 0 Hours 0 Minutes

Market Lead: -1.00 Starting Price: none

My Bid Vs. Market: 0.00 Bid Decrement: 3.00

Reserve Price: 5.00 Pricing Type: Piece Part

Currency: Percent

Supplier	Bid Value	Bid Time
ABC Company	-1.00	10/31 8:23 PM
Supplier	7.00	10/31 8:22 PM
ABC Company	11.00	10/31 8:16 PM
Supplier	15.00	10/31 8:13 PM

The bid graph shows bid values in percent over time. The y-axis ranges from -10 to 20, and the x-axis shows bid times from 20:00:00 to 20:30:00. A horizontal line at 0 represents the PG Index. Other bids (black diamonds) and my bids (blue circles) are plotted. A pink horizontal line at 5.00 represents the reserve price. The graph shows a general downward trend in bid values, ending at -1.00.

Administrator Messages Prev | 0 of 0 | Next

Sent	Message

Starting Gate

A buyer may choose to limit access to market information until a supplier has placed a single valid bid. In this case, the supplier must place a bid at or below the starting price in order to view the bidding information. This feature applies to all auction types and all supplier feedback.

The Starting Gate feature may be activated for a single lot or for the entire auction.

Extending a Bid

Auctions can be extended if a supplier submits a bid that meets the overtime rules determined by the buyer when the auction is created.

Auctions may also be manually extended by the FreeMarkets QS administrator. The auction may be extended from five minutes up to thirty minutes. When a lot is extended, the close time of all subsequent lots will also be extended by the amount of time added to the first extended lot.

When a lot is extended, suppliers will be notified by email of the extension. In addition, a message will be sent to the suppliers' bidding consoles notifying them that a lot has been extended and for what amount of time.

Canceling an Auction

A buyer may choose to cancel an auction that is in progress. Once a project is cancelled, the cancellation cannot be reversed.

At the time of cancellation, a message will appear on the supplier console with notification of the cancellation.

Pending Period

When a lot ends, it moves into a Pending status. During the pending period, additional bids may not be placed. A QS administrator may choose to allow the lot to close after ten minutes, extend the pending period, or continue the lot for additional bidding.

If a lot is continued, an auto-generated email will be sent to all suppliers notifying them that the lot has been extended. In addition to the email, a message will be sent to the message board on behalf of the buyer, notifying the suppliers that the lot has been extended.

Step 5. View Award Decision

After an auction ends, the buyer may make an award decision based on the bids received. In order to make this process more efficient, FreeMarkets QS allows the buyer to make and communicate the award decision online. When an award is made by the buyer, all participating suppliers will receive a notification.

Reviewing Award Decisions

1. Select the **Projects** tab.
2. In the navigation bar, click **Completed Auctions**.
3. Select a date interval during which the auction was held and click **Select Interval**
3. Click the name of the auction you want to review.
4. Click the **View** link for the lot in which you are interested.
5. Review the **Award Overview** for the award decision.

ⓘ INFORMATION

A single lot may be awarded to multiple suppliers.

RFI Process

An RFI (Request for Information) asks you to answer questions about non-price factors. Your answers may be weighted and scored for objective evaluation by the buyer. You also have the opportunity to post comments and documents in response to questions to give the buyer more detailed information about what you are offering.

The following section outlines the steps to follow to effectively participate in a FreeMarkets QS RFI.

➤ **Preparing to Respond**

Step 1. Receive your e-mail invitation.

Step 2. Review RFI Information (including documents).

Step 3. Accept or decline the invitation to participate.

Step 4. Prepare and submit your responses

Step 1. Receive an E-mail Invitation

When you are invited to a FreeMarkets QS RFI, you receive an e-mail invitation with the following information:

- **The title and description of the RFI.**
- **The name and contact information of the buyer**
- **The URL or “Web address” of the FreeMarkets QS site.**
- **A username and a temporary password to log on to the site.**

Upon logging on to FreeMarkets QS, you are required to:

- **Review and accept the supplier agreement.**
- **Change your temporary log on information.**
- **Verify and update your profile information and user preferences.**

After you perform these three easy steps, you should review the RFI.

Step 1. Receive an E-mail Invitation (cont.)

When you are updating your profile information, you may update:

- **Your name, title, and contact information**
- **Your language preference**
- **Your number notation preference**
- **Your date and time notation preference**
- **Your time zone**

Your language preference controls the language that is used in the user interface when you access the site.

You will also be able to access the RFI data (attached documents, terms and conditions, etc) and system-generated emails in your preferred language if the buyer has made them available. If the auction data is not available in your preferred language, the data will be displayed in the language the buyer has selected as the default.

Step 2. Review RFI Details

Review the details of the RFI to which you have been invited to assess the opportunity and decide if you want to participate. Be sure to review all the details and any attached documents.

Viewing RFP Details

1. Select the **Projects** tab.
2. In the navigation bar, click **RFI**.
The RFI page appears.
3. In the What would you like to see? list, select :

RFIs In Progress

4. Click on your RFI.
The RFI Details page appears.

The screenshot shows the FreeMarkets website interface. At the top, there is a navigation bar with links for Home, Projects, Auctions, Negotiations, Postings, RFPs, and RFI. The RFI section is active. Below the navigation bar, there is a breadcrumb trail: Projects > RFIs > RFIs in Progress > RFIs in Progress Details. The main content area displays the RFI details for RFI 2956 - Truckload Transportation. The acceptance status is 'Accepted'. The last saved date is 'Last Saved:' and the last submitted date is 'Last Submitted: Oct 3 2002 2:51PM'. There are links for 'View Messages' and 'View Printer Friendly Version'. Below the details, there is a section for 'RFI Details' and 'General Terms'. The RFI Details section includes the following information:

Description:	Transportation from plant to distribution centers A, B, C & D.
Submission Deadline:	10/23/2002 12:00:00 PM
Submission Format:	Single Round Open
RFI Published:	9/25/2002
Buyer:	Daisy Llana ValueMarkets 412-297-8933

① INFORMATION

The name of the RFI appears in the invitation e-mail.

Download Documents

Each question in the RFI may have a document attached to it with more specific information. Please review these documents in detail before you submit your responses.

Downloading Documents

1. As previously described, access the RFI Details page for the RFI that contains the documents to be downloaded.
2. In the **Name** column, click the name of the document you want to download.
If you are using Microsoft Internet Explorer 5.0 or Netscape 4.72, the File download dialog box appears.

- a. To view the document online:
 1. Select either **Open this file from its current location** or **Open it**.
 2. Click **OK**.
The document opens in a new window.
- b. To save the document to your computer:
 1. Select **Save this program to disk** or **Save it to disk**, then click **OK**.
The Save as dialog box appears.
 2. Browse to the location where you want to save the file, then click **Save**.

Lot Documents			
File Name	Description	Last Update	Size (kb)
RFQ Machined Parts.doc		01/18/2002 1:14 PM US-PA	19

ⓘ INFORMATION NOTE

If using Internet Explorer 4.x, please see the online help file under Downloading Auction Documents for important information.

Step 3. Accept or Decline the Invitation

After viewing documents and questions, decide if you will respond to the RFI by accepting or declining the invitation.

Responding to an Invitation

1. Select the **Projects** tab.
2. In the navigation bar, click **RFI**.
3. In the What would you like to see? list, click **RFIs in Progress**.
A list of the RFIs appears.
4. Click the appropriate RFI name.
5. To Accept:
 - a. Click the **Accept Invitation** button.
 - b. Click **OK**.
6. To decline the RFI
 - a. Click the **Decline Invitation** button.
 - b. Click **OK**.

The screenshot shows the FreeMarkets website interface. At the top, there is a navigation bar with links for Home, Projects, Auctions, Negotiations, Postings, RFPs, and RFIs. The main content area displays the RFI 1013 - Transportation of Chemical A, with an acceptance status of 'No Answer'. There are two buttons: 'Accept Invitation' and 'Decline Invitation'. A note states: 'Note: You cannot submit response until you have accepted the invitation.' There are also links for 'View Messages', 'RFI Details', and 'General Terms'.

Step 4. Prepare and Submit Your Responses

There are several factors to keep in mind when you prepare to submit your RFI responses

All suppliers should:

- **Review all details and documents associated with the RFI.**
- **Accept the invitation.**
- **Know when your RFI will expire and make sure to respond before then.**
- **Contact the technical support team if you experience technical problems.**

If you have questions regarding additional training, the RFI documents or commercial concerns, call or e-mail the buyer contact listed on the RFI Details page and the invitation e-mail.

If you are unable to contact the buyer, contact the QS administrator. Contact information can be found under **Customer Service** in the navigation bar under the **Home** tab.

Step 4. Prepare and Submit Your Response (cont.)

Review the questions that you need to answer. Don't forget that documents may be attached to further clarify what the question is asking.

Answering Questions

1. Select the **Projects** tab.
2. In the navigation bar, click **RFIs**.
3. In the What would you like to see? list, select **RFIs In Progress**.
4. Click the name of the RFI you would like to view.
The RFI in Progress Details page appears.
5. You will see a list of questions under the **General Questions** Section.

The screenshot shows the FreeMarkets website interface. At the top, there is a navigation bar with 'Home' and 'Projects' tabs. Below this, there are links for 'Auctions', 'Negotiations', 'Postings', 'RFPs', and 'RFIs'. The main content area displays the date '08/10/2002 12:37 PM US-MN' and a breadcrumb trail: 'Projects > RFIs > RFIs in Progress > RFIs in Progress Details'. The RFI title is 'RFI 2956 - Truckload Transportation'. Below the title, it shows 'Acceptance Status: Accepted', 'Last Saved:', and 'Last Submitted: Oct 3 2002 2:51PM'. There are two links: 'View Messages' and 'View Printer Friendly Version'. A section titled 'RFI Details | General Terms' is visible, with 'RFI Details' selected. The details table includes: Description: Transportation from plant to distribution centers A, B, C & D.; Submission Deadline: 10/23/2002 12:00:00 PM; Submission Format: Single Round Open; RFI Published: 9/25/2002; Buyer: Daisy Llama, ValueMarkets, 412-297-8933.

i INFORMATION

Once the auction opens, you cannot access the lots which you have declined or which you did not respond to the invitation.

Step 4. Prepare and Submit Your Response (cont.)

Questions may have characteristics assigned to them by the buyer. Please be aware that a buyer may assign a characteristic to a question but choose not to show it to the suppliers. The following is a list of characteristics that questions may have:

Weight

Buyers can assign a weight to a question depending on its importance. Weights range from one to five with five indicating the most important questions and one the least important. The buyer can choose whether or not each question's weight will be shown to the suppliers.

Pre-score

Different supplier responses can be pre-scored. For entered-values in dropdown menus, or checkbox groups, each choice is given a score based on its attractiveness to the buyer. For instance, a buyer may assign a very low score to a payment term of Net 10 and a high score to a payment term of Net 90. Pre-scores range in value from zero to four. The administrator will provide the definition for each score.

Deal Breaker

A buyer can choose to eliminate a supplier from contention if he or she does not select the desired response for a particular question. The deal breaker characteristic is available for entered-value questions (drop-downs and checkboxes) and numeric entry.

Buyers may also show the deal breaker characteristic to the suppliers.

Hints

Buyers may include hints or instructions about answering a question. Buyers may include a hints field for each question that is created.

Step 4. Prepare and Submit Your Bid (cont.)

You are able to attach documents and include comments specific to each question in the General Questions section.

1. Go to the **Actions** column in the General Questions section.
2. You will see a link that says **Add Documents** and **Add Comment**
3. Select the link(s) of the action you would like to take.
4. To upload a document, click browse, find your document and double click on it to upload it.
5. To add a comment, type in your comment
6. Click **Save** on the RFI details page to save your data
7. Click **Submit** to send response to buyer

#	Question	Response	Hint	Weight	Actions
1.1	Please explain your company commitment to Quality:	<input type="text"/>	please provide a attachment if needed		Add Documents Add Comments
1.2	How long have you been in business:	<input type="text"/>			Add Documents Add Comments
1.3	Which of the following do you provide?:	<input type="checkbox"/> Notebook computers <input type="checkbox"/> Desktop computers <input type="checkbox"/> Servers <input type="checkbox"/> Monitors <input type="checkbox"/> PDA's <input type="checkbox"/> Services/Installation		3	Add Documents Add Comments
1.4	Standard Payment Terms:	<input type="text" value="Net 30"/>		4	Add Documents Add Comments
1.5	Are you ISO Certified:	<input type="radio"/> No Selection <input type="radio"/> Yes <input type="radio"/> No		4	Add Documents Add Comments

Note: After saving you may receive a message that says “The response you provided to certain questions may make you ineligible for business opportunities. You may want to change your answer for these questions before you submit your RFI.”

This message indicates that you have selected a ‘deal breaker’ response. You may change your responses and try saving again.

RFP Process

An RFP (Request for Proposal) asks you to answer questions about non-price factors as well as submit pricing information. Your answers may be weighted and scored for objective evaluation by the buyer. You also have the opportunity to post comments and documents in response to questions to give the buyer more detailed information about what you are offering.

The following section outlines the steps to follow to effectively participate in a FreeMarkets QS RFP.

➤ **Prior to submitting your response**

Step 1. Receive your e-mail invitation.

Step 2. Review RFP and lot information (including documents).

Step 3. Accept or decline each lot in the RFP.

➤ **RFP Opening Day**

Step 4. Prepare and submit your answers and pricing information.

Step 1. Receive an E-mail Invitation

When you are invited to a FreeMarkets QS RFP, you receive an e-mail invitation with the following information:

- **The title and description of the RFP.**
- **The name and contact information of the buyer**
- **The URL or “Web address” of the FreeMarkets QS site.**
- **A username and a temporary password to log on to the site.**

Upon logging on to FreeMarkets QS, you are required to:

- **Review and accept the supplier agreement.**
- **Change your temporary log on information.**
- **Verify and update your profile information and user preferences.**

After you perform these three easy steps, you should review the RFP.

Step 1. Receive an E-mail Invitation (cont.)

When you are updating your profile information, you may update:

- **Your name, title, and contact information**
- **Your language preference (English, French, German, Spanish, Portuguese or Italian)**
- **Your number notation preference**
- **Your date and time notation preference**
- **Your time zone**

Your language preference controls the language that is used in the user interface when you access the site.

You will also be able to access the RFP data (attached documents, terms and conditions, lot details etc) and system-generated emails in your preferred language if the buyer has made them available. If the auction data is not available in your preferred language, the data will be displayed in the language the buyer has selected as the default.

Step 2. Review RFP Details

Review the details of the RFP to which you have been invited to assess the opportunity and decide if you want to participate. Be sure to review all the details and any attached documents that accompany the RFP invitation.

Viewing RFP Details

1. Select the **Projects** tab.
2. In the navigation bar, click **RFP**.
The RFP page appears.
3. In the What would you like to see? list, select :
Upcoming RFPs
or
RFPs In Progress
4. Click on your RFP.
The RFP Details page for appears.

The screenshot shows a web interface for viewing RFP details. At the top, there is a navigation bar with 'Home' and 'Projects' (selected). Below it, a secondary navigation bar includes 'Auctions', 'Negotiations', 'Postings', 'RFPs' (selected), and 'RFIs'. The main content area displays the RFP title 'RFP 1005 - Truckload Freight' and its acceptance status as 'Accepted'. It also shows the last saved and last submitted dates. On the right side, there are links for 'View Messages' and 'View Printer Friendly Version', along with 'Save', 'Cancel', and 'Submit' buttons. Below this, there are links for 'RFP Details', 'General Terms', and 'Lot List'. The 'RFP Details' section is expanded, showing a table with the following information:

Description:	Truckload Transportation-dry van
Submission Deadline:	10/14/2002 12:00:00 PM
Submission Format:	Single Round Open
RFP Published:	9/25/2002
Buyer:	Roger Blumberg Vineet F1 Juneja 20829

The 'General Terms' section is also visible at the bottom of the screenshot.

① INFORMATION

The name of the RFP appears in the invitation e-mail.

Download Documents

Each question may have a document attached to it with more specific information. Please review these documents in detail before you submit your responses.

Downloading Documents

1. As previously described, access the RFP Details page for the RFP that contains the documents to be downloaded.
2. In the **Name** column, click the name of the document you want to download.
If you are using Microsoft Internet Explorer 5.0 or Netscape 4.72, the File download dialog box appears.

- a. To view the document online:
 1. Select either **Open this file from its current location** or **Open it**.
 2. Click **OK**.
The document opens in a new window.
- b. To save the document to your computer:
 1. Select **Save this program to disk** or **Save it to disk**, then click **OK**.
The Save as dialog box appears.
 2. Browse to the location where you want to save the file, then click **Save**.

Lot Documents			
File Name	Description	Last Update	Size (kb)
RFQ Machined Parts.doc		01/18/2002 1:14 PM US-PA	19

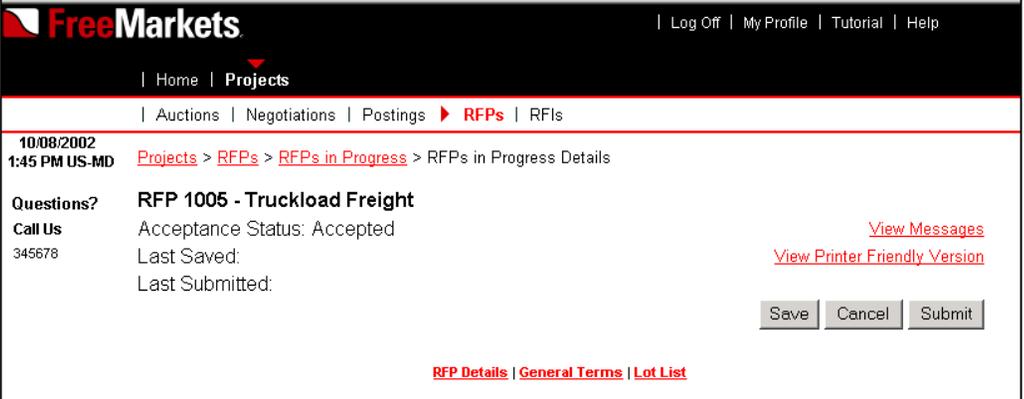
ⓘ INFORMATION NOTE

If using Internet Explorer 4.x, please see the online help file under Downloading Auction Documents for important information.

Step 3. Accept or Decline the Invitation

Responding to an Invitation

1. Select the **Projects** tab.
2. In the navigation bar, click **RFP**.
3. In the What would you like to see? list, click **RFPs in Progress**.
A list of the RFPs appears.
4. Click the appropriate RFP name.
5. To Accept:
 - a. Click the **Accept Invitation** button.
 - b. Click **OK**.
6. To decline all lots in the auction
 - a. Click the **Decline Invitation** button.
 - b. Click **OK**.



The screenshot displays the FreeMarkets website interface. At the top, the logo "FreeMarkets" is visible on the left, and navigation links "Log Off", "My Profile", "Tutorial", and "Help" are on the right. Below the logo, a navigation bar includes "Home" and "Projects". A secondary navigation bar shows "Auctions", "Negotiations", "Postings", "RFPs" (highlighted with a red arrow), and "RFIs". The main content area shows the date and time "10/08/2002 1:45 PM US-MD" and a breadcrumb trail: "Projects > RFPs > RFPs in Progress > RFPs in Progress Details". The title of the RFP is "RFP 1005 - Truckload Freight". On the left side, there are links for "Questions?", "Call Us", and the phone number "345678". The main details show "Acceptance Status: Accepted", "Last Saved:", and "Last Submitted:". On the right side, there are links for "View Messages" and "View Printer Friendly Version". At the bottom right, there are three buttons: "Save", "Cancel", and "Submit". At the very bottom, there are links for "RFP Details", "General Terms", and "Lot List".

Step 4. Prepare and Submit Your Responses

There are several factors to keep in mind when you prepare to submit your RFP responses

All suppliers should:

- **Review all details and documents associated with the RFP.**
- **Accept the invitation.**
- **Know when your RFP will expire and make sure to respond before then.**
- **Contact the technical support team if you experience technical problems.**

If you have questions regarding additional training, the RFP documents or commercial concerns, call or e-mail the buyer contact listed on the RFP Details page and the invitation e-mail.

If you are unable to contact the buyer, contact the QS administrator. Contact information can be found under **Customer Service** in the navigation bar under the **Home** tab.

Step 4. Prepare and Submit Your Response (cont.)

Questions may have characteristics assigned to them by the buyer. Please be aware that a buyer may assign a characteristic to a question but choose not to show it to the suppliers. The following is a list of characteristics that questions may have:

Weight

Buyers can assign a weight to a question depending on its importance. Weights range from one to five with five indicating the most important questions and one the least important. The buyer can choose whether or not each question's weight will be shown to the suppliers.

Pre-score

Different supplier responses can be pre-scored. For entered-values in dropdown menus, or checkbox groups, each choice is given a score based on its attractiveness to the buyer. For instance, a buyer may assign a very low score to a payment term of Net 10 and a high score to a payment term of Net 90. Pre-scores range in value from zero to four. The administrator will provide the definition for each score.

Deal Breaker

A buyer can choose to eliminate a supplier from contention if he or she does not select the desired response for a particular question. The deal breaker characteristic is available for entered-value questions (drop-downs and checkboxes) and numeric entry.

Buyers may also show the deal breaker characteristic to the suppliers.

Hints

Buyers may include hints or instructions about answering a question. Buyers may include a hints field for each question that is created.

Step 4. Prepare and Submit Your Response (cont.)

Answering Questions and submitting pricing information

1. Select the **Projects** tab.
2. In the navigation bar, click **RFPs**.
3. In the What would you like to see? list, select **RFPs In Progress**.
4. Click the name of the RFP you would like to view.
The RFP in Progress Details page appears.
5. You will see a list of questions under the **General Questions** Section. These questions pertain to RFP-wide factors. You will also enter information for RFP-wide costs.
6. Go to the **Lot List** and click **View**.
Each lot is made up of an item or group items. You will answer questions about each specific lot and provide Fixed Cost and Unit Cost information

#	Question	Response	Hint	Weight	Actions
1.0	Notebook Computer questions				
1.1	How much you your notebooks weight:	<input type="text"/>		4	Add Document Add Comments
1.2	Which of the following comes standard:	<input type="checkbox"/> Power Cord <input type="checkbox"/> Battery <input type="checkbox"/> Case <input type="checkbox"/> Software <input type="checkbox"/> Interational Adapter		2	Add Document Add Comments
1.3	What Software do you offer:	<input type="checkbox"/> Windows 98 <input type="checkbox"/> Windows 2000 <input type="checkbox"/> Windows XP <input type="checkbox"/> Windows NT		3	Add Document Add Comments
1.4	What is your standard warranty:	<input type="text" value="1 year P & L"/>		3	Add Document Add Comments
1.5	Are your computers backwards compatiable:	<input type="radio"/> No Selection <input type="radio"/> Yes <input type="radio"/> No		2	Add Document Add Comments

ⓘ INFORMATION

Once the auction opens, you cannot access the lots which you have declined or which you did not respond to the invitation.

Step 4. Prepare and Submit Your Bid (cont.)

You are able to attach documents and include comments specific to each question in the General Questions section.

1. Go to the **Actions** column in the General Questions or Lot Questions section.
2. You will see a link that says **Add Documents** and **Add Comment**
3. Select the link(s) of the action you would like to take.
4. To upload a document, click browse, find your document and double click on it to upload it.
5. To add a comment, type in your comment
6. Click **Save** on the RFP details page to save your data
7. Click **Submit** to send your responses to the buyer.

#	Question	Response	Hint	Weight	Actions
1.1	Please explain your company commitment to Quality:	<input type="text"/>	please provide a attachment if needed		Add Documents Add Comments
1.2	How long have you been in business:	<input type="text"/>			Add Documents Add Comments
1.3	Which of the following do you provide?:	<input type="checkbox"/> Notebook computers <input type="checkbox"/> Desktop computers <input type="checkbox"/> Servers <input type="checkbox"/> Monitors <input type="checkbox"/> PDA's <input type="checkbox"/> Services/Installation		3	Add Documents Add Comments
1.4	Standard Payment Terms:	<input type="text" value="Net 30"/>		4	Add Documents Add Comments
1.5	Are you ISO Certified:	<input type="radio"/> No Selection <input type="radio"/> Yes <input type="radio"/> No		4	Add Documents Add Comments

Note: After saving you may receive a message that says “The response you provided to certain questions may make you ineligible for business opportunities. You may want to change your answer for these questions before you submit your RFI.”

This message indicates that you have selected a ‘deal breaker’ response. You may change your responses and try saving again.

Responding to an RFP

Don't forget that an RFP has one or more lots. You will need to go to the lot list and answer questions and enter pricing information for each lot.

Lot List

Click Lot Action(s) for more details

Lot Number	Lot Title	Description	Total Cost	Action(s)
11	Lot1Laptops for Pittsburgh headquarters	description of lot1700 laptops with complete standard software package	500	View

Acceptance Status: Accepted

[View Messages](#)

Receiving a Posting for Offline Negotiations

In some situations, buyers will use FreeMarkets QS to distribute Postings to suppliers but will handle the negotiation process offline. If you receive an invitation through QS to access an Posting, you will follow the first two steps that you did for auctions. A comparison of the processes are discussed below.

Step 1. Receive your e-mail invitation.

- The process of receiving your e-mail invitation and accessing the FreeMarkets QS site is the same as described in the auction example.

Step 2. Review Posting information (including documents).

- The Posting details can be viewed by clicking the **Projects** tab, and then clicking **Postings** in the navigation bar.
- Be sure to review all details of the **Postings**, including all attached documents.

Steps 3. Respond to all questions via traditional methods (fax, mail, phone etc)

① INFORMATION

For the RFQ option, there is no bidding through QuickSource so no bid console is available.

Support and Reference

There are several ways available to you to receive additional information about participating in a FreeMarkets QS auction, RFI, RFP and Posting. The following section helps you with information regarding:

- **Online Help**
- **FreeMarkets QS Customer Service**
- **FreeMarkets QS Technical Support**

Using Online Help

The FreeMarkets QS site contains a comprehensive help file that provides details and suggestions on all functionality. Access the help file by clicking [Help](#) in the upper right hand corner of any FreeMarkets QS page.

'Help' contains detailed information such as:

- Frequently Asked Questions (FAQs)
- Troubleshooting
- Technical Support
- Accepting or Declining an Invitation
- Downloading Documents
- Preparing to Bid
- Bidding in an Auction or RFI, RFP
- A Complete Glossary of Terms

and more !

[Contents](#) | [Home](#) | [Back](#) | [Search](#)

General Information About This Help Using QuickSource Accessing the QuickSource Tutorial Changing Your Password Frequently Asked Questions Contacting the Buyer Technical Support	Before You Bid Accepting the Supplier Agreement Accepting an Invitation to an Auction or Negotiation Declining an Invitation to an Auction or Negotiation Viewing Details of an Auction, Negotiation, or RFQ Downloading Documents in an Auction, Negotiation, or RFQ
Bidding Using the Bidding Console Bidding in an Auction Bidding in a Negotiation Bidding Beyond the Scheduled Close Time	Viewing Market Information Viewing the Bid History Viewing the Bid Graph
After the Auction Closes Winning the Business	Messages About Messages Viewing Messages Sending Messages

① INFORMATION

To print a help topic, right-click in the topic, then click [Print](#).

FreeMarkets QS Contacts

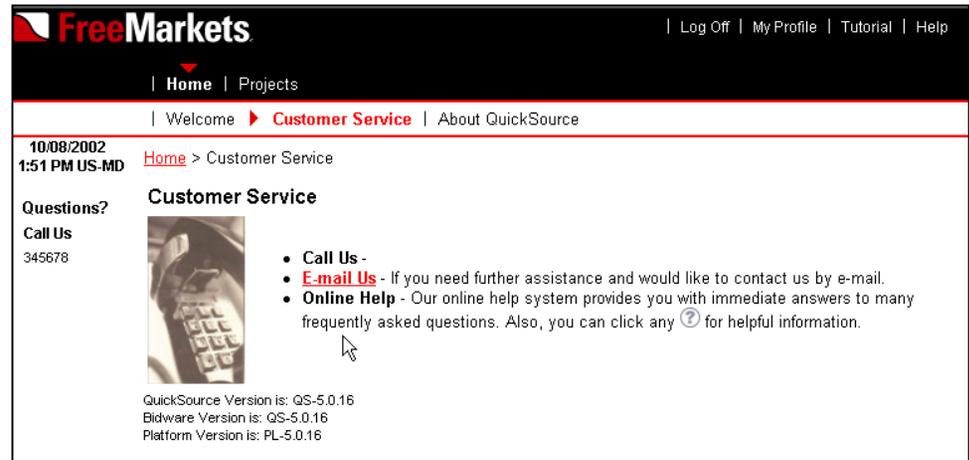
FreeMarkets QS Customer Service

If you have questions related to the details of an auction, RFI, RFP, or Posting, or how to use the site, contact FreeMarkets QS Customer Service.

Customer Service contact information such as phone number and e-mail address are located under the **Home** tab under **Customer Service**.

Examples of Customer Service Questions:

- I lost my password, can you send another?
- How do I access an auction?
- How do I place a bid?



FreeMarkets

| Log Off | My Profile | Tutorial | Help

| Home | Projects

| Welcome | **Customer Service** | About QuickSource

10/08/2002
1:51 PM US-MD

Home > Customer Service

Questions?
Call Us
345678

Customer Service

- **Call Us** -
- **E-mail Us** - If you need further assistance and would like to contact us by e-mail.
- **Online Help** - Our online help system provides you with immediate answers to many frequently asked questions. Also, you can click any ? for helpful information.

QuickSource Version is: QS-5.0.16
Bidware Version is: QS-5.0.16
Platform Version is: PL-5.0.16

Technical Support

If you have technical problems, contact the FreeMarkets QS Technical Support Line located at the bottom of every screen.

Examples of Technical Support Issues:

- Cannot see the bid graph.
- Browser displays 'Error 404'.
- Confirmed bids do not display in the Bid History.