

# Sell2Wales

## Buyer User Guide – Postbox



Llywodraeth Cymru  
Welsh Government

[www.cymru.gov.uk](http://www.cymru.gov.uk)

### Table of Contents

|  |    |
|--|----|
| What is the Postbox?.....                            | 2  |
| How to create a notice with a Postbox .....          | 3  |
| How do Suppliers know a Postbox is being used? ..... | 5  |
| Dealing with Postbox Submissions .....               | 6  |
| Postbox Status.....                                  | 7  |
| Opening the postbox.....                             | 8  |
| Adding Notes.....                                    | 9  |
| Downloading responses .....                          | 10 |
| Dealing with late Postbox Submissions .....          | 11 |
| Notes .....  | 14 |



Llywodraeth Cymru  
Welsh Government

[www.cymru.gov.uk](http://www.cymru.gov.uk)

## 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 a buying organisation can then unlock the Postbox to access the submissions.

The Postbox can be used for receipt of completed tender documents in an open procedure or completed PQQs in a restricted procedure.

Note: To use the Postbox for the second stage in a restricted procedure please see the Stage 2 user guide.

A full audit trail is kept of all access to the Postbox and a complete record of all supplier submissions is stored.



## How to create a notice with a Postbox

During notice creation the publisher selects **Postbox** from the **Additional Notice Options** screen.

**Additional Notice Options**

Select any additional options that you would like for this notice.

Go to question: Additional Options

**Noted Interest**

Noted Interest (must be selected if you wish to use the additional options)

Record details of suppliers interested in your notices. You can then issue clarifications, change deadline dates etc and the relevant suppliers will be informed automatically.

**Additional Options**

Additional Documents

Attach RFTs and any other supporting documentation for instant download by your suppliers.

Questions and Answers

Respond only once to questions, keeping all current and newly interested suppliers up to date in real-time.

**Tender Postbox**

eTendering - receive and manage tender submissions in a secure environment.

On the **Tender Submission Postbox** screen the buyer is then asked to select the user(s) from their buying organisation to be given the rights to unlock the Postbox. Only those users with **Postbox Opener** access will appear in the list.

**Tender Submission Postbox**

You can elect to use the Tender Submission Postbox facility to receive responses from suppliers to your notice electronically. If you use the Postbox you must designate one or more members of your organisation to 'unlock' the postbox after the notice deadline.

Go to question: Postbox

**Please select one or more members to unlock the postbox:**

John Harrowgate (john.harrowgate@thecouncil.gov.uk)

Jane Smith (jane.smith@thecouncil.gov.uk)



Llywodraeth Cymru  
Welsh Government

[www.cymru.gov.uk](http://www.cymru.gov.uk)

Once the notice has been published the postbox openers will receive an e-mail confirming the details of the Postbox, which reads:

*Notice ID: MAY045455*

*Title: Plant hire*

*Deadline: 28/05/2013 12:00*

*The above notice has now been published. Responses to this tender will be received electronically and the following members of your buying organisation are responsible for the monitoring and opening of the tender Submission Postbox:*

*John Harrowgate*

*Jane Smith*

*You can view the status of the Tender Submission Post box for this notice here:*

*(link to Notice View page)*

*From there, the number of responses received to date can be viewed and when the deadline has passed the postbox can be opened and full details of the responses viewed and documents downloaded.*

*Regards*

*Sell2Wales Support / Cymorth GwerthwchiGymru*

*Tel: 0844 5610672 (English) / Ffon: 03000 123456789 (Cymraeg)*

**Note: The deadline for the Postbox is set by the date you provide in the Timescales Question.**

This is the date and time provided in the field:

*Deadline for Receipt of Tender Documents – Open/single stage Procedures*

*Deadline for Requests to Participate – Restricted/dual stage Procedures*

The deadline can be changed post publication if required.



## How do Suppliers know a Postbox is being used?

Once the notice is published on the portal it will appear on the **Browse Notices** page displaying a yellow key icon denoting that the postbox can be used.

| Recently Published Notices  |   |
|---|---|
| 45 records found. Jump to page <input type="text" value="1"/> of 1 <input type="button" value="Go"/>  |   |
| Date  | Notice Details  |
| 16/03/2015<br>    | <u>test</u><br>Reference No: MAR047610<br>Published By: User Guide Millstream<br>Deadline Date: 14-Dec-99<br>Notice Type: Contract Notice |
| 16/03/2015<br>  | <u>test</u><br>Reference No: MAR047590<br>Published By: User Guide Millstream<br>Deadline Date: 14-Dec-99<br>Notice Type: Contract Notice |

A link will also appear in the short description of the notice instructing suppliers to register their interest and instructing that the Postbox function will be used for this notice.

Any supplier who wishes to submit a Postbox response must record their interest in the notice on the portal. (Note: For more details on the supplier process please see the relevant user guide.)



Llywodraeth Cymru  
Welsh Government

[www.cymru.gov.uk](http://www.cymru.gov.uk)

## Dealing with Postbox Submissions

Once a submission has been dispatched to the Postbox by the supplier, an e-mail is sent to all buyer users who have access to the Postbox. This e-mail reads:

*Tender Ref: MAY045456*

*Title: Plant Hire*

*Deadline: 28/05/2013 12:00*

*A response, reference 188, has been received for the notice shown above on 14 May 2013 13:38:44*

*You can view the current status of your Tender Submission Postbox for this notice at -*

*(link to Postbox submission page)*

*Regards,*

*Sell2Wales Support / Cymorth GwerthwchiGymru*

*Tel: 0844 5610672 (English) / Ffon: 03000 123456789 (Cymraeg)*



## Postbox Status

The Postbox status page is only accessible by the buyer organisation Controller(s) and the selected openers. It is accessed by going to the published notice workspace (select **Buyer** in the header menu at the top and then select **Buyer Published Notices**), selecting the relevant notice title and then **View Submission Postbox** under **Additional notice options**.

### Postbox Status

Details of the Tender Submission Postbox for this notice are shown below.

#### Postbox Details

Title: Plant hire with driver  
Created: 13/05/2013 15:54  
Deadline: 22/05/2013 12:00  
Status: Locked

[Unlock](#)

[Back](#)

#### Current Responses

| ID  | Created             | Status        | Late Responses     |
|-----|---------------------|---------------|--------------------|
| 188 | 14/05/2013 13:07:09 | Submitted     | Is Late? <b>No</b> |
| 189 | 14/05/2013 13:58:44 | Submitted     | Is Late? <b>No</b> |
| 190 | 14/05/2013 13:59:20 | Not Submitted | Is Late? <b>No</b> |

- Please note that the name of the supplier cannot be exposed until the postbox is unlocked.
- 'Submitted' refers to responses completed and submitted by suppliers on the interest list to the post box.
- 'Not Submitted' refers to responses partially created by suppliers on the interest list but not yet dispatched to the post box.

#### Authorised Openers

| Name         | Email                    | Status | Unlocked |
|--------------|--------------------------|--------|----------|
| Jane Brown   | jane.brown@qrbc.gov.uk   | Locked |          |
| John Smith   | john.smith@qrbc.gov.uk   | Locked |          |
| Peter Wilson | peter.wilson@qrbc.gov.uk | Locked |          |

[Change Opener Access](#)

The postbox status page gives details of all responses that have been created. The response status shows the status of each response:

**Submitted** – Refers to responses completed and submitted to the postbox.

**Not Submitted** – Refers to responses partially created but not yet dispatched to the postbox.

Supplier details are not visible until the deadline for submissions has passed. The Postbox status page also lists the authorised Postbox openers which, if required, can be changed by the Controller selecting **Change Opener Access**.



## Opening the postbox

If one of the openers attempts to unlock the Postbox before the stated deadline, this will be unsuccessful and their attempt to open the Postbox will be logged in the access log.

Once the deadline has passed the nominated Postbox openers will receive an e-mail reminding them to log into the site to unlock the Postbox.

Before submissions can be accessed each selected user must select **Unlock**.

The time and date of each unlocking is recorded. Once all relevant users have unlocked the Postbox, the option to **Open** the Postbox will appear.

**Postbox Status**  
Details of the Tender Submission Postbox for this notice are shown below.

**Postbox Details**

Title: Roofing Repairs  
Created: 25/06/2013 11:05  
Deadline: 25/06/2013 12:00  
Status: Unlocked

**Current Responses**

| ID  | Created             | Status    | Late Responses  |
|-----|---------------------|-----------|---|
| 581 | 25/06/2013 11:28:02 | Submitted | Is Late? <b>No</b>  |
| 601 | 25/06/2013 12:14:19 | Submitted | Is Late? <b>No</b>  |
| 602 | 25/06/2013 12:15:39 | Submitted | Is Late? <b>Yes</b><br>Is Accepted? <b>Yes</b><br>Reason: <i>Technical issues</i> |

- Please note that the name of the supplier cannot be exposed until the postbox is unlocked.
- 'Submitted' refers to responses completed and submitted by suppliers on the interest list to the post box.
- 'Not Submitted' refers to responses partially created by suppliers on the interest list but not yet dispatched to the post box.

**Authorised Openers**

| Name          | Email                | Status   | Unlocked            |
|---------------|----------------------|----------|---------------------|
| Duncan Dallas | duncan@millstream.eu | Unlocked | 25/06/2013 12:41:25 |
| Claire Gruban | claire@millstream.eu | Unlocked | 25/06/2013 12:42:04 |

**Open**

**Back**

On selecting **Open**, the **Postbox View** page is displayed and responses can be downloaded. The access log is also shown on this page.



## Adding Notes

After opening the postbox, Buyers have an option to add a note to the postbox by selecting **Create New**. When a note has been entered the Buyer must select **Save**. The note will be added and will display which Buyer added the note along with the date that the note was created. There is no limit on the number of notes that can be added to the Postbox.

### Postbox Details

Ref: NOV047392  
Title: Test - Site - 18/11/2014  
Created: 18/11/2014 3:17 PM  
Deadline: 18/11/2014 12:00  
Download: [Download all postbox responses \(Zip File\)](#) (excludes rejected late responses)

### All Responses

| ID                   | Received            | Supplier Name   | Late Responses                                       |
|----------------------|---------------------|-----------------|--|
| <a href="#">1181</a> | 18/11/2014 15:31:37 | Test - Supplier | Is Late? No  |
| <a href="#">1182</a> | 18/11/2014 15:37:10 | Test - Supplier | Is Late? Yes<br>Is Accepted? Yes<br>Reason: accept 1 |

### Postbox Notes

[Create New](#)

| Created    | Notes     | Who              |
|------------|-----------|------------------|
| 18/11/2014 | test test | Kim Test - Buyer |

### Post Box Note

Please enter the text for the note below and *click* **Save** to create a new note.

Note

test

[Save](#)

[Cancel](#)



## Downloading responses

The open Postbox only lists completed submissions. The original responses are stored in the system and can be downloaded as many times as required. Each response has a unique reference number which is provided to the supplier when they successfully submit their response.

You can download the entire Postbox into a zip file by selecting the **Download all postbox...** link. This should generate a pop up window asking whether you want to save or open the file.

**Postbox View**

Details of the Tender Submission Postbox for this notice are shown below. To view the full supplier details and download the supporting documents *click* the appropriate ID. To download the entire postbox into a zip file click on the relevant link.

**Postbox Details**

Ref: MAR047610  
Title: test  
Created: 16/03/2015 10:38 AM  
Deadline: 16/03/2015 12:00  
Download: [Download all postbox responses \(Zip File\)](#) (excludes rejected late responses)

**All Responses**

| ID                   | Received            | Supplier Name        | Late Responses |
|----------------------|---------------------|----------------------|----------------|
| <a href="#">1303</a> | 16/03/2015 16:11:47 | Millstream - AA16166 | Is Late? No    |

Within the zip file there will be a folder containing all responses and a .txt file listing the responses and the postbox details.

Each response is provided in its own folder and contains each document the supplier uploaded to their response as well as a .txt file detailing the response.

You can also view and download responses individually by selecting the supplier name.



Llywodraeth Cymru  
Welsh Government

[www.cymru.gov.uk](http://www.cymru.gov.uk)

## Dealing with late Postbox Submissions

Suppliers are able to submit postbox responses after the postbox deadline as long as the postbox has not yet been unlocked by each designated opener. It is left to the buyer's discretion to accept or reject the late response.

If a late submission has been dispatched to the Postbox by the supplier, an e-mail is sent to the postbox openers. This e-mail reads:

Ref: MAY045421

Title: Plant hire

Deadline: 09 May 2013 12:00

A response, reference 159, has been received for the Quick Quote shown above on 09 May 2013 13:23:57.

-----  
**Please note: This response was received after the postbox deadline. The response may be accepted at your discretion.**  
-----

You can view the current status of your Submission Postbox for this Quick Quote at -  
(link to Postbox submission page)

Regards,

Sell2Wales Support / Cymorth GwerthwchiGymru

Tel: 0844 5610672 (English) / Ffon: 03000 123456789 (Cymraeg)



Late responses are flagged as such on the postbox status page. The buyer is unable to see the name of the supplier who submitted the postbox response but the response ID is provided. If the buyer has had communication with a supplier who has submitted a late response they should ask the supplier for their response ID and take the appropriate action. Late responses must be accepted or rejected before opening the postbox and once a decision has been logged it is irreversible. Late responses which are rejected will not be displayed in the opened postbox.

After selecting **Accept/Reject** the postbox opener must enter a reason for accepting or rejecting the late response before selecting **Accept** or **Reject** and confirming their decision.

| ID  | Created             | Status    | Late Responses   |
|-----|---------------------|-----------|--|
| 158 | 09/05/2013 13:21:29 | Submitted | Is Late? <b>No</b>   |
| 159 | 09/05/2013 13:23:20 | Submitted | Is Late? <b>Yes</b><br>Is Accepted? - <b>Accept/Reject</b> |

### Accept/Reject late postbox submission

This response was received after the postbox deadline and therefore the response may be accepted at your discretion.  
Please enter a **Reason** and *click* the **Accept** or **Reject** button depending on your choice of action.

**Response Details**

Response ID: 159  
Title: Plant hire  
Created: 09/05/2013  
Received: 09/05/2013 13:23

**Reason for accepting or rejecting this late response**

Reason:

**Accept**  
**Reject**  
**Cancel**



Once a late response has been accepted or rejected the decision is displayed on the Postbox status page. It will also display the reason for accepting or rejecting the response.

| Current Responses |                     |           |   |
|-------------------|---------------------|-----------|---|
| ID                | Created             | Status    | Late Responses  |
| 158               | 09/05/2013 13:21:29 | Submitted | Is Late? <b>No</b>  |
| 159               | 09/05/2013 13:23:20 | Submitted | Is Late? <b>Yes</b><br>Is Accepted? <b>No</b><br>Reason: <i>We do not accept late submissions</i> |
| 169               | 09/05/2013 14:34:24 | Submitted | Is Late? <b>Yes</b><br>Is Accepted? <b>Yes</b><br>Reason: <i>We accept late responses</i>         |

**Please note:** Once you have opened the postbox only the responses submitted before the postbox deadline and the accepted late responses will appear in the list to be accessed and downloaded as described previously under [Dealing with Postbox Submissions](#).

| All Responses       |                     |               |   |
|---------------------|---------------------|---------------|---|
| ID                  | Received            | Supplier Name | Late Responses  |
| <a href="#">158</a> | 09/05/2013 13:22:06 | Millstream    | Is Late? <b>No</b>  |
| <a href="#">169</a> | 09/05/2013 14:34:46 | Millstream    | Is Late? <b>Yes</b><br>Is Accepted? <b>Yes</b><br>Reason: <i>We accept late responses</i> |



Llywodraeth Cymru  
Welsh Government

[www.cymru.gov.uk](http://www.cymru.gov.uk)

## Notes

**Deadline:** Responses should be submitted before the deadline. Any response submitted after the deadline and before the postbox is opened by the buyer will be noted as a late submission and can be accepted at the buyer's discretion. It is not advisable for suppliers to wait until the last moment before creating and dispatching a response in case of any last minute problems.

**Postbox Security:** Postbox submissions cannot be accessed by anyone, including Millstream, until the deadline has passed. Once a response has been submitted it cannot be recalled or edited. If a supplier realises they have made an error in their response, the only remedy for this is to submit another response which supersedes the original.

**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 awarding authority 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.

**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.

**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.