



Supplier User Guide – Private Messaging

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What is the Private Messaging Facility?

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

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

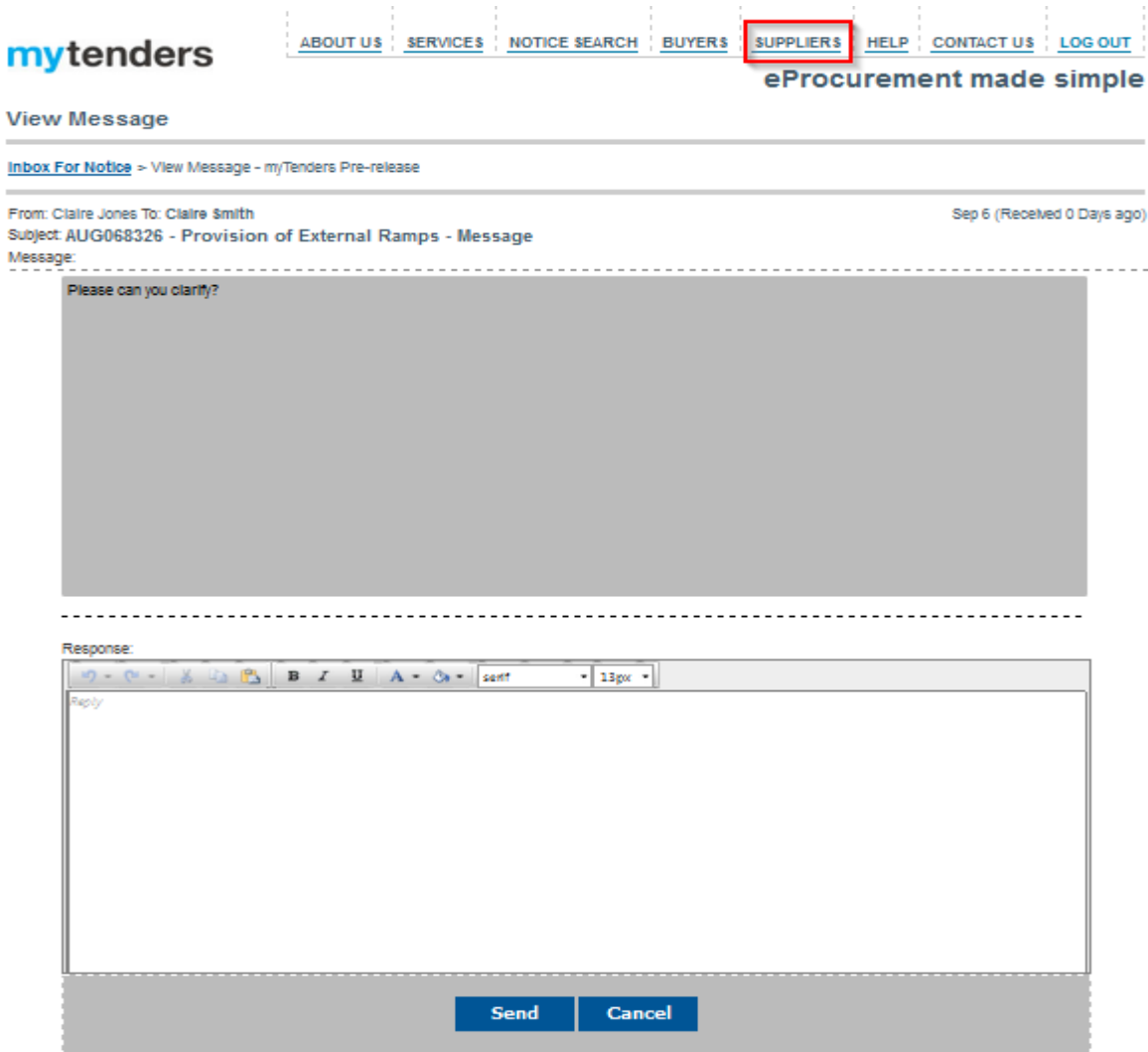
Please note: Before you can receive messages direct from the buyer you must record your interest in a notice. The buyer must make first contact; it is not possible for a supplier to initiate a private message conversation. It is possible for a supplier to reply and send a direct message to buyer in response to a message received.

Accessing messages

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

The message will appear on site as below:

View Message Page



If you wish to reply to the message you should type into the response text box. Selecting 'send' will dispatch the reply to the buyer.

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

Supplier Control Panel



- [ABOUT US](#)
- [SERVICES](#)
- [NOTICE SEARCH](#)
- [BUYERS](#)
- [SUPPLIERS](#)
- [HELP](#)
- [CONTACT US](#)
- [LOG OUT](#)

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Supplier Control Panel

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



SEARCH

- [Latest Notices](#)
- [Search for Buyers](#)
- [Notice Reference Search](#)
- [Advanced Search](#)



MY NOTICES

- [Interest List](#)
- [Quick Quotes](#)
- [Notice Alerts](#)
- [Messages \(1\)](#)



MY RESPONSES

- [Postbox Responses](#)



MY PROFILE

- [Company Profile](#)
- [Alert Profile](#)
- [Get Alerts](#)



MY ACCOUNT

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



HELP

- [User guides](#)
- [FAQs](#)
- [Contact Us](#)

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

View Messages for Notices



- [ABOUT US](#)
- [SERVICES](#)
- [NOTICE SEARCH](#)
- [BUYERS](#)
- [SUPPLIERS](#)
- [HELP](#)
- [CONTACT US](#)
- [LOG OUT](#)

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View Messages for Notices

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

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

Notice Id	Title	Read Messages	Unread Messages
SEP068364	Provision of railings	0	1
AUG068326	Provision of External Ramps	1	1

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

Inbox for Notice



- [ABOUT US](#)
- [SERVICES](#)
- [NOTICE SEARCH](#)
- [BUYERS](#)
- [SUPPLIERS](#)
- [HELP](#)
- [CONTACT US](#)
- [LOG OUT](#)

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Inbox for Notice

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

Notice Details for AUG068326

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

Messages for AUG068326

Inbox

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

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

The view message screen will follow:

View Message

mytenders [ABOUT US](#) [SERVICES](#) [NOTICE SEARCH](#) [BUYERS](#) [SUPPLIERS](#) [HELP](#) [CONTACT US](#) [LOG OUT](#)
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View Message

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

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

Sep 6 (Received 0 Days ago)

Please can you clarify?

Response:

Rich text editor toolbar with icons for undo, redo, bold, italic, underline, link, unlink, list, and text color. Font: arial, Verdana, ... 13px

Yes I can

Send **Cancel**

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

Inbox for notice

The inbox for notice page is set up much like a standard e-mail in box. Unread messages will appear in bold text, with the most recently received message at the top.

Inbox for Notice

Inbox for Notice

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

Notice Details for AUG068326

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

Messages for AUG068326

Inbox	Sent	
2 records found. Jump to page <input type="text" value="1"/> of 1 Go ⏪ ⏩ ⏴ ⏵		
From	Subject	Date Received
Claire Jones	AUG068326 - Provision of External Ramps - ...	06/09/2016 10:04:09
Claire Jones	AUG068326 - Provision of External Ramps - M...	06/09/2016 10:03:16

[Export CSV](#)

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

Inbox for Notice

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

Notice Details for AUG068326

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

Messages for AUG068326

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

To	Subject	Date Sent
Claire Jones	AUG068326 - Provision of External Ramps - M...	07/09/2016 09:53:10

Audit Trail

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