

FREQUENTLY ASKED CLIENT'S QUESTION AND ANSWERS

Frequently asked questions and answers



1. I cannot access to the portal. How to change password/create new password?

It is necessary to complete the request for initiating new password that can be found on the link "Forgot password?" in the login window. After creating request, new initial password will be sent to you registered email address.



2. Where are instructions for work in SRM portal?

User manual for all functionalities of the Portal, for procedures of material and service procurement may be downloaded on the link "Procedure for work on electronic platform" in the login window. Instructions are available in three languages: Serbian, English and Russian.



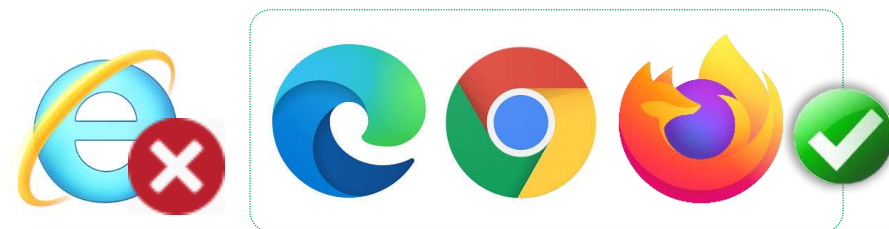
3. How to send an bid?

Procedure of filling in and submitting a bid is described in detail in user manual and may be downloaded on the link "Procedure for work on electronic platform" in the login window.

Frequently asked questions and answers

4. Not all options are active.

Some functionalities on the Portal are not available if you use Internet Explorer browser. It is necessary to access the Portal using Microsoft Edge, Google Chrome or Mozilla Firefox.



5. What does it mean when an option is marked with red cross?

Indicator "red cross" in the line of position denotes that data were not properly filled in or that some mandatory fields are missing. All mandatory fields are marked with red star near the field name. It is necessary to check completeness of all fields in position lines in the tables and in additional position fields that are opening when you click on position line in the table.

6. System has not displayed new bid value with changed prices?

It is necessary to click the option "save commercial bid" and after that, the system will show new value of the bid with calculated new prices.

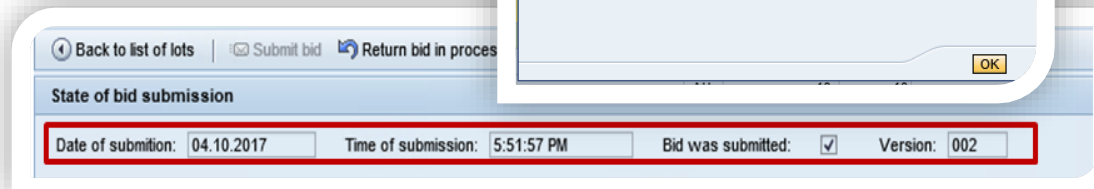
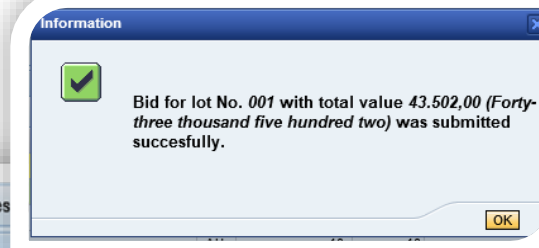
Items name	Unit	Planned quantity	Unit price excluding VAT	Currency	VAT rate	Item amount, without VAT	Amount VAT	Optional services
PEZOSPE DUVINE								
Item 1: Pezospes - Pezospes	kg	10	1.200,00	USD	20%	12.000,00	2.400,00	
Item 2: Pezospes - Pezospes	kg	10	1.100,00	USD	20%	11.000,00	2.200,00	
Item 3: Pezospes - Pezospes	kg	5	1.100,00	USD	20%	5.500,00	1.100,00	
Item 4: CAR LPG	kg	2	1.300,00	USD	20%	2.600,00	520,00	

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7. Has the bid successfully been sent?



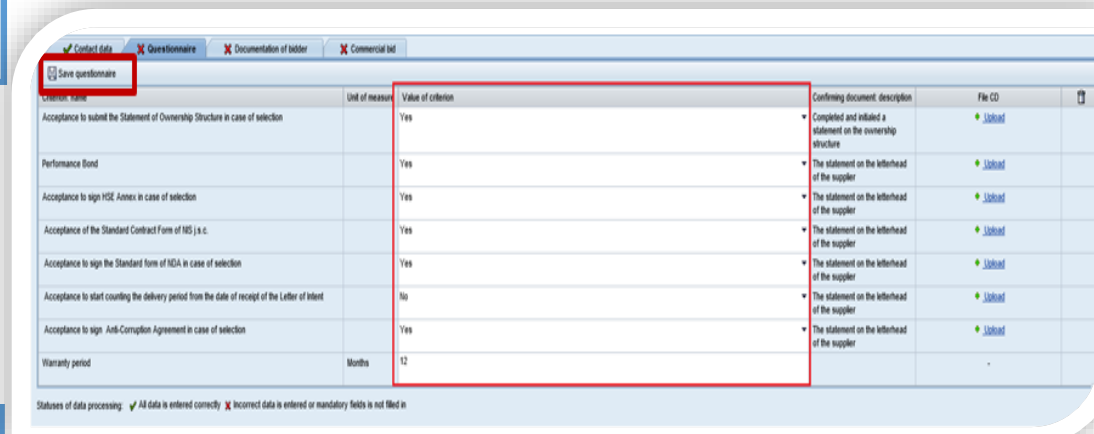
Bid is successfully sent if a window appears after sending, containing information on successful delivery of the bid. In addition, main data on results of successful bid delivery are formed.



8. I cannot complete technical survey.



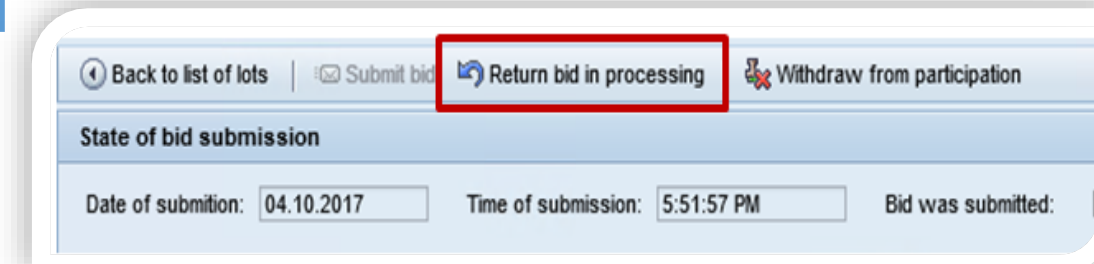
It is necessary to fill in each row the value of criterion with selected value from the drop-down menu and enter for Warranty Period only numerical value (only a number without textual part: "months"). After that, it is necessary to click the option "save technical survey".



9. I cannot change prices in commercial negotiations.



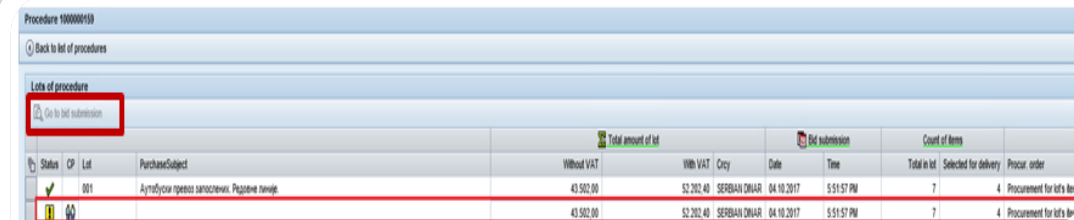
Change of prices in commercial negotiations will become available upon click on the option "Return the bid in processing" in commercial part of the bid. After that, column with prices becomes changeable. It is possible to change prices only for those positions of a bid for which supplier has been positively technically evaluated. Otherwise, it is not possible to change fields with prices.



Frequently asked questions and answers

10. The option "Return the bid in processing" is not active in commercial negotiations.

Upon transition to delivery of bids, it is necessary to select the row with yellow exclamation mark, on the initial selection screen.



Procedure 100000100

Back to list of procedures

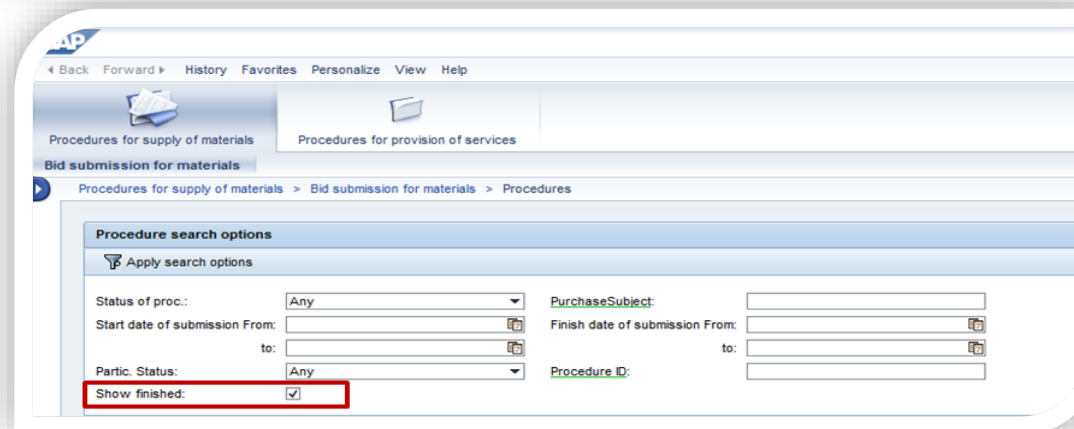
List of procedure

Go to bid submission

Status	CP	List	PurchaseSubject	Without VAT	VAT	Crpy	Date	Time	Total in list	Selected for delivery	Procure order
✓		001	Armatyazov spets. saravozh. Pogore. navaj.	43.502.00	52.202.40	SERBIAN DINAR	04.10.2017	5:51:57 PM	7		4 Procurement for let's ber
!		001	Armatyazov spets. saravozh. Pogore. navaj.	43.502.00	52.202.40	SERBIAN DINAR	04.10.2017	5:51:57 PM	7		4 Procurement for let's ber

11. I do not see all procedures on the home screen.

On the home screen, after login to the system, there are only procedures that are active (open) for acceptance of commercial bids. One can access final procedures only by activating indicator for overview of final procedures on the initial - home screen.



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Procedures for supply of materials Procedures for provision of services

Bid submission for materials

Procedures for supply of materials > Bid submission for materials > Procedures

Procedure search options

Apply search options

Status of proc.: Any

Start date of submission From: to:

Partic. Status: Any

Show finished: ☒

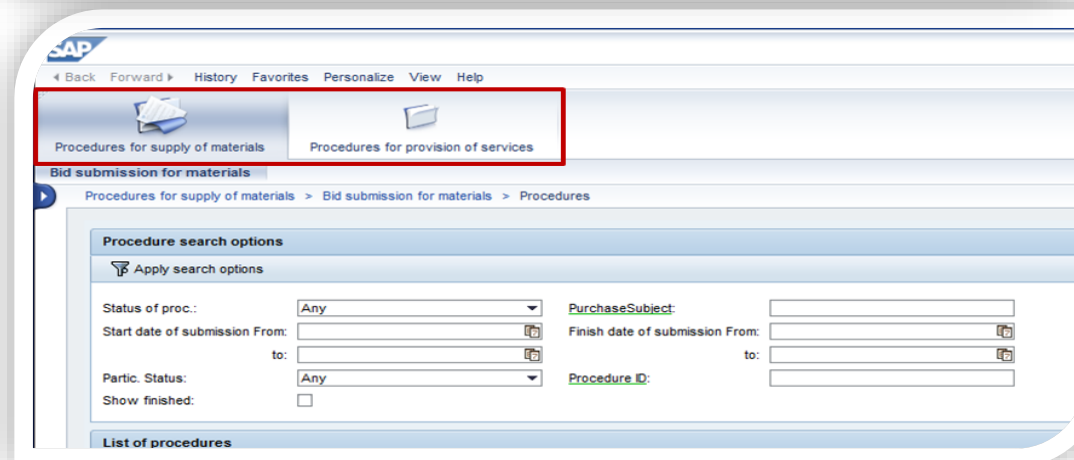
PurchaseSubject:

Finish date of submission From: to:

Procedure ID:

12. I have received invitation for bidding, but I do not see procedure on the Portal.

Pay attention as to whether invitation to bid refers to procedure of procurement of material or services and select appropriate tab on the Portal accordingly.



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Procedures for supply of materials Procedures for provision of services

Bid submission for materials

Procedures for supply of materials > Bid submission for materials > Procedures

Procedure search options

Apply search options

Status of proc.: Any

Start date of submission From: to:

Partic. Status: Any

Show finished: ☐

PurchaseSubject:

Finish date of submission From: to:

Procedure ID:

List of procedures