
SCANMARKET *Scanmarket Supplier FAQ*

Q1: Do I need login and password to access a sourcing event?2

Q2: Can I get any reference to understand about the event?2

Q3: How do I know if my response was successfully submitted?.....2

Q4: Can I participate partially in the event?2

Q5: What can I do if I submitted an incorrect bid in a reverse auction event?3

Q6: How can I contact an event organizer?3

Q7: What’s “Proxy Bid” meant for?3

Q8: How can I get technical support?4

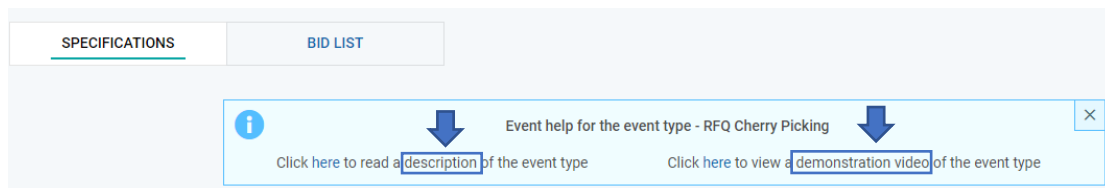
Q9: What browsers are supported?.....4

Q1: Do I need login and password to access a sourcing event?

No. You can access an event directly from the link provided in the sourcing event invitation email. No account registration, login ID or password is required.

Q2: Can I get any reference to understand about the event?

In every event invitation, you can click on the “i” and will see the “event help”. You will get description and also the demonstration video of the event type.



Q3: How do I know if my response was successfully submitted?

Once you submitted your update, you will find the message prompt about finalize participation, and there will be a confirmation email sent to you too.

Finalize participation

Once you finalize your participation you will no longer be able to edit your response, but you can still access the event by utilizing your email invitation.

Are you sure you wish to finalize?

CANCEL

FINALIZE

Finalize participation

Your response has now been submitted.

A confirmation has been emailed to you.

OK

Q4: Can I participate partially in the event?

If you find “Bid List” provide “My Quantity” column for update, it means event organizer allow you to support partially. Then, you can update it accordingly.

The screenshot shows a bid list table with a blue header bar. The header bar contains a dropdown menu with '1' and 'RFQ Item A&B (partial)'. Below the header bar is a table with the following columns: No, Product, Quantity, Unit, My quantity, Start price, My bid, Currency, and My line total. The table has two rows of data. The first row is for 'Item A' with a quantity of 10 ea, a start price of USD 5,000.00, and a currency of USD. The second row is for 'Item B' with a quantity of 10 ea, a start price of USD 10,000.00, and a currency of USD. A blue box highlights the 'My quantity' column, and a blue arrow points to it from above.

No	Product	Quantity	Unit	My quantity	Start price	My bid	Currency	My line total
1.1	Item A	10	ea	10.00	USD 5,000.00		USD	
1.2	Item B	10	ea	10.00	USD 10,000.00		USD	

Q5: What can I do if I submitted an incorrect bid in a reverse auction event?

Inform event organizer through the Messaging. They will help to delete your latest bid. You can continue to update your new bid after this correction.

Q6: How can I contact an event organizer?

Once you enter into the event from the invitation, you can communicate with the event organizer through the Messaging at the right bottom.

The screenshot shows the SCANMARKET interface with a 'BID LIST' tab selected. Below the tab is a light blue banner with the text 'These Terms and Conditions apply for participation in this event'. A table is displayed with the following data:

No	Product	Quantity	Unit	My bid
1.1	machine 1	1	ea	

At the bottom right of the interface, there are two buttons: 'MESSAGING' and 'REPORT'. A blue arrow points to the 'MESSAGING' button.

Q7: What's "Proxy Bid" meant for?

Proxy bid is an option of solution for the live auction event, to overcome the unstable internet connection problem. You can click on "P" to activate this function, and update the best bid to the system. The system will then automatically place bids for you and ensure you are number 1 until the system has reached the proxy bid price.

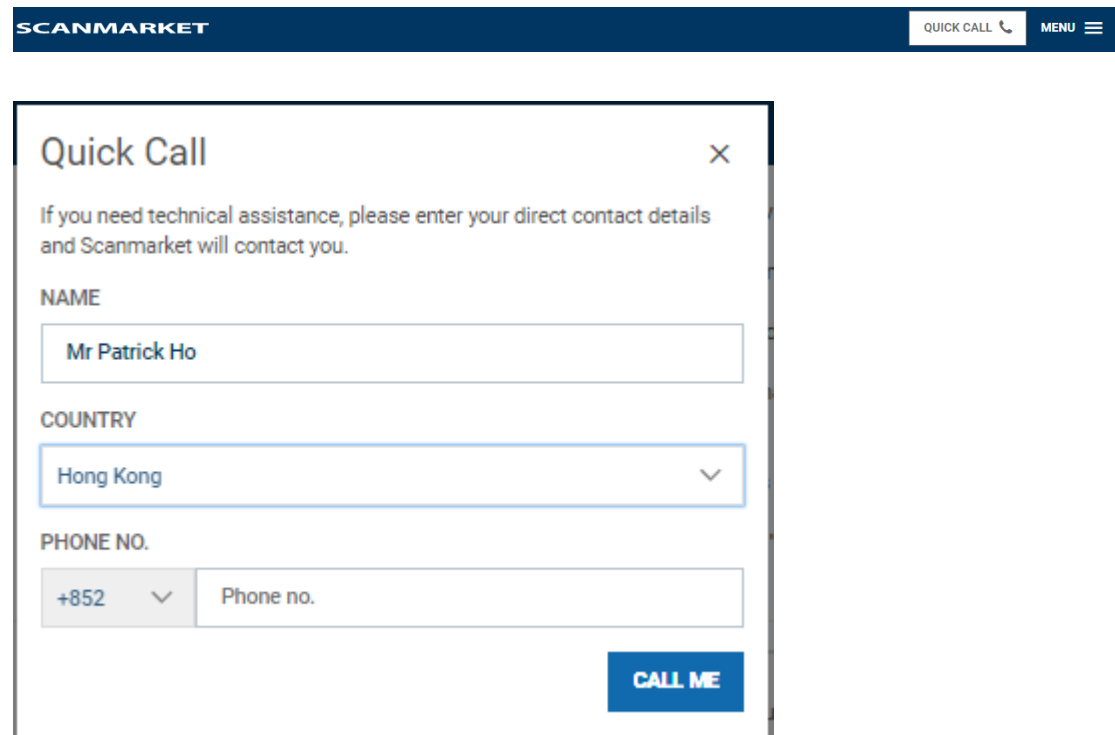
The screenshot shows a bid table with the following data:

No	Product	Unit	Quantity	Bid diff.	Start price	Best bid	My bid	My total bid	Position
1	item a	ea	1	0.50%	100.00				

At the bottom right of the table, there is a 'P' button. A blue arrow points to this button, which is highlighted with a blue box. To the right of the 'P' button, there is a label 'My Proxy bid'.

Q8: How can I get technical support?

You can use the Quick Call function at the top of the screen. Input your name, phone no., and select country, and click on “Call me”, and Scanmarket will call you back as soon as possible, within their business hours: 8.30 a.m. – 11.00 p.m. (CET).



The image shows a screenshot of the Scanmarket website's Quick Call form. At the top, there is a dark blue navigation bar with the Scanmarket logo on the left, a 'QUICK CALL' button with a telephone icon in the center, and a 'MENU' button with a hamburger icon on the right. Below the navigation bar is a white modal window titled 'Quick Call' with a close button (X) in the top right corner. The modal contains the following text: 'If you need technical assistance, please enter your direct contact details and Scanmarket will contact you.' Below this text are three input fields: 'NAME' with the value 'Mr Patrick Ho', 'COUNTRY' with a dropdown menu showing 'Hong Kong', and 'PHONE NO.' with a dropdown menu showing '+852' and a text input field containing 'Phone no.'. A blue 'CALL ME' button is located at the bottom right of the modal.

Q9: What browsers are supported?

Browser versions currently supported is:

- *Explore 10, and newer.
- *Firefox latest version. Currently 51.0.1
- *Chrome latest version. Currently 57.0.2987.110.