SCANMARKET

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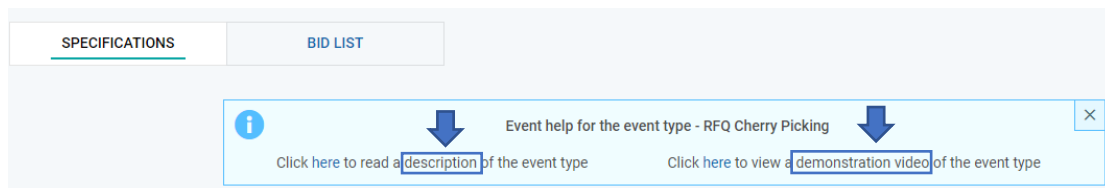
Q1: Do I need login and password to access a sourcing event?

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.

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.

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.

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.
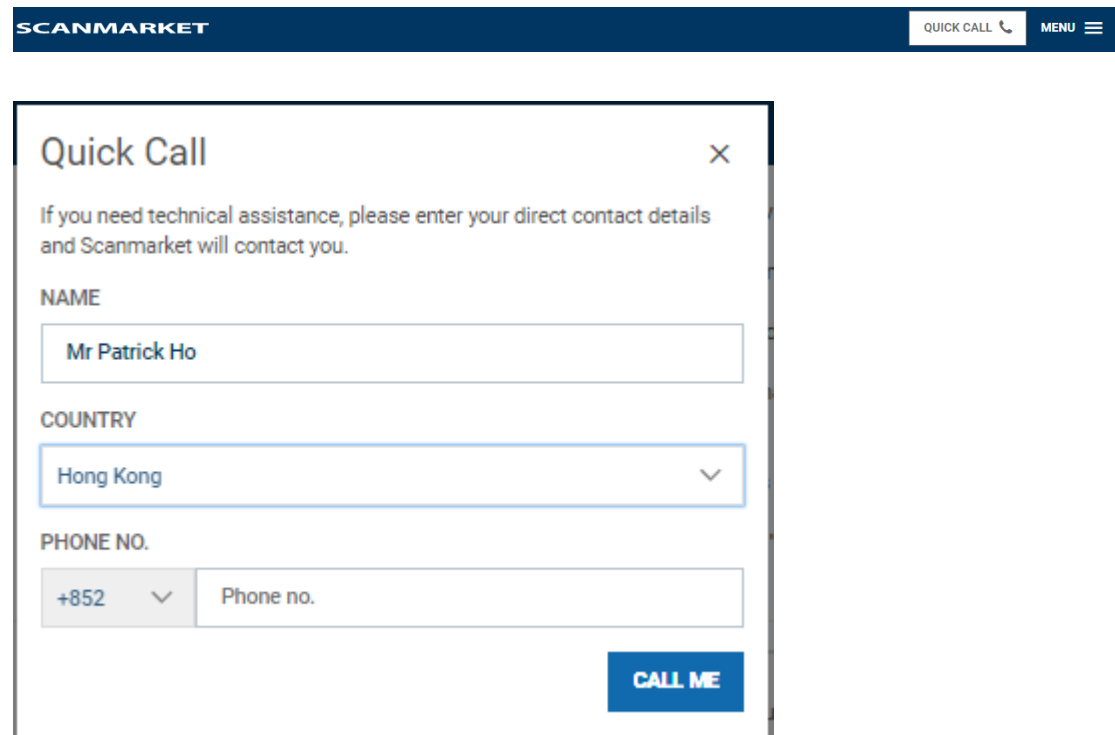
Q8: How can I get technical support?

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).

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.