

# Guide to Messages & Clarifications

## 1. Messages/Questions

Throughout any process you and the project owner can submit messages asking questions and clarifications. This is done under the message functionality of each project

### If you want to submit a question

- Login to the Portal from the homepage navigate to the Project
- Click on the **Project Title**

The screenshot shows the homepage of a project portal. At the top, there is a navigation bar with 'Home', 'All opportunities' (dropdown), a search box, and a 'Go' button. Below the navigation bar, the main content area is divided into two columns. The left column is titled 'Activities' and contains a sub-section for 'Active activities'. This section has tabs for 'Active activities', 'Archived activities', and 'Last viewed activities'. Below the tabs is a search bar with 'All buyers' (dropdown) and a 'Go' button. A table of activities is displayed, with the following data:

Buyer	Activity Title	Description	Date
Buckinghamshire County Council	<a href="#">Local Healthwatch</a>	Tender for the Provision of Local Healthwatch Services	03/12/2012
Buckinghamshire County Council	<a href="#">Family Support</a>	FAMILY SUPPORT SERVICES	19/11/2012
Buckinghamshire County Council	<a href="#">Transformation Support Consultancy</a>	Transformation Support Consultancy	01/11/2012
Buckinghamshire County Council	<a href="#">Structural Treatment and Recovery Service</a>	Tender for the Provision of a Structured Treatment and Recovery Service (STARS)	08/07/2013
Buckinghamshire County Council	<a href="#">Coroners Body Removal Services</a>	Tender for the provision for the Body Removals Service	29/07/2013
Buckinghamshire	<a href="#">Stroke Support</a>	PQQ for the Provision of a	

The right column is titled 'Company details summary' and shows details for 'bucks', including the address 'walton st, aylebury, Buckinghamshire, HP20 1YG', a description 'council', and keywords 'council'. Below this is a 'Workgroups' section with the text 'Activities are assigned to workgroups allowing all contacts within a workgroup to work on the activities together' and a link for 'Procurement (1)'.

- The Project will then open. Click on **view all**

The screenshot shows a project page with a 'Messages (0)' notification box. The box contains the text 'You have received 0 message(s) of which 0 are unread' and two links: 'view all' and 'View unread'. The 'view all' link is circled in orange. To the left of the notification box, there is a link 'Emails | Open'.

- Click **create new message**

### Messages for School Transport - V1a

[Return to previous page](#)

Narrow your results

Read Status

All

Read

Unread

Start date

End date

Inbox

--Actions--

Ref No	Subject	From	Date
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- The following message window appears. Type the subject and then the content of your message. Then click **Send Message**

[Home](#) > [My activities](#) > [School Transport - V1a](#) > [Messaging](#) > New

### New message

**To:** Project team

**Subject:** further information

**Attachments:**

Please clarify

- You are then automatically taken back to messages where you can see your message has been sent. The Council will receive an alert and review the message then post a reply. There's nothing else you can do until you receive an alert asking you to login to the system and review the answer to your message. Unless you want to ask something further. If so repeat the process you just followed.

### Messages for School Transport - V1a

[Return to previous page](#)

Narrow your results

Read Status

All  
 Read  
 Unread

Start date: dd/mm/yyyy    End date: dd/mm/yyyy

Inbox

   --Actions--   

Ref No	Subject	From	Date
<input type="checkbox"/> 3.1	<a href="#">further information</a>	bucks - Procurement	25/08/2015 14:42

## 2. Response to Message

When a reply has been posted to your message you will receive the following

Dear Supplier,

The following message has been sent to you by Project team.

Project: School Transport - V1a

Subject: Testing

Link: <https://procontract.due-north.com/messages/View/42e223a5-2c4b-e511-80ef-000c29c9ba21?projectId=170381b-224b-e511-80ef-000c29c9ba21>

- Click on the hyperlink
- You'll be asked to login to the system with your username, password. Once you've done this the response to the message will automatically be shown. You can reply to the message or click back which will take you back to the project messages.

[Home](#) > [My activities](#) > [School Transport - V1a](#) > [Messaging](#) > [View](#)

#### Message

**From:** Project team  
**Subject:** Testing  
**Date:** 25/08/2015 14:24  
**Attachments:**

testing

   [Back](#)

### 3. Message submitted by Council

If the council submit a message via the system then you will receive

Dear Supplier,

The following message has been sent to you by Project team.

Project: School Transport – V1a

Subject: Route

Link: <https://procact.due-norw.com/Message/View/5a79b097-2c4b-e511-80ef-000c29c9ba21?projectId=17038019-224b-e511-80ef-000c29c9ba21>

- Click on the hyperlink in the email.
- You'll be asked to login to the system with your username, password. Once you've done this the response to the message will automatically be shown. You can reply to the message or click back which will take you back to the project messages.

[Home](#) > [My activities](#) > [School Transport - V1a](#) > [Messaging](#) > [View](#)

#### Message

**From:** Project team

**Subject:** Testing

**Date:** 25/08/2015 14:24

**Attachments:**

testing

[Reply](#)

[Back](#)

- If you click reply you need to type your response then click **send message**

To: Project team

Subject: RE: Route

Attachments: +

[Show / hide original message](#)

change to route infor

**Send message** [Cancel](#)

- If you chose the back button then this is what you'd see. Click on the subject which will open up the message and again you can respond

[Home](#) > [My activities](#) > [School Transport - V1a](#) > Messaging

All data  Search

[Return to previous page](#)

### Messages for School Transport - V1a

Narrow your results

Read Status

All

Read

Unread

Start date

End date

Inbox

--Actions--

Ref No	Subject	From	Date
<input type="checkbox"/> 1.1	<a href="#">Route</a>	Project team	25/08/2015 14:24
<input type="checkbox"/> 2.1	<a href="#">further information</a>	Project team	25/08/2015 14:24
<input type="checkbox"/> 3.1	<a href="#">further information</a>	bucks - Procurement	25/08/2015 14:42