

SUPPLIER - FREQUENTLY ASKED QUESTIONS

- 1. Do I have to pay a membership fee to participate?**
 - a. There is no fee. Nova Southeastern University (NSU) assumes all costs associated with running the RFX event.
- 2. What is an RFX?**
 - a. An RFX is a generic way of noting an Request for 'something' from NSU, e.g. Request for Information (RFI), Request for Quote (RFQ) and Request for Proposal (RFP).
- 3. How do I get a username and password?**
 - a. The email message inviting you to participate in the RFX contains your username and password.
- 4. How do I change my password?**
 - a. Click the Preferences link to go to the Preferences page. Change your password on the Personal Info tab by clicking Change Password.
- 5. How do I change my time zone?**
 - a. The time zone you see throughout NSU Supplier Sourcing is automatically taken from the time zone setting in your computer's operating system.
- 6. Do I have to fill out all the profile information?**
 - a. Only fields with an asterisk (*) are required. However, NSU will use the information in your profile to find suppliers for future RFXs, so it is advantageous for you to keep your profile as complete as possible.
- 7. Can my company bid as a team?**
 - a. You can bid as a team only if the team members share a single login. Different team members can edit and save the bid to enter their contributions, and then one team member submits the bid when it's complete. However, only one team member should edit the bid at a time. Otherwise, the edits of one team member can overwrite the edits of another team member.
- 8. What do I do if I make a mistake?**
 - a. Sourcing checks your bid before you submit it and informs you of any errors you need to correct. After you submit your bid, it is checked further before being entered into NSU Supplier Sourcing. You receive a notification of whether it was entered. As long as the RFX is in the Open for Bidding status, you can revise your bid by clicking Revise Bid. You can also request that the Buyer cancel an erroneous bid for you.
- 9. How do I send a message to the buying organization?**
 - a. Click the Q&A Board tab in the RFX and then click Ask Question. Enter your message, and click OK.
- 10. Will other suppliers be able to see my bid or name?**
 - a. Click the Rules tab and check the Information Release section to see what information is revealed to suppliers.
- 11. Will the event end automatically?**
 - a. Click the Rules tab and check the Timing Rules section to see the closing rule. Where do I go for help? Click Help to access the NSU Supplier Sourcing online help. If the buying organization has set up a support contact, you can view this **information** by clicking Support.
- 12. What other supplier support information is available?**
 - a. The NSU purchasing website has the NSU Supplier Sourcing Guide as well as a video tutorial showing the process to respond to an RFX.
http://www.nova.edu/cwis/bsv/purchasing/forms/supplier_sourcing.pdf