

Systems Guidance, Support & Help

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1. Introduction

1.1 Most of the timber sold by Natural Resources Wales is sold electronically through our eSales system. If you would like to purchase commercial timber (includes sawlogs, round fencing, small roundwood, firewood and woodfuel, hardwood and softwood) then please follow the instructions below on [how to register](#). This is a straightforward process that should only take a few minutes.

1.2 The first user registering on behalf of a Company will be given the role of "Company Administrator". All other users for the Company will be created by the user with "Company Administrator" role.

1.3 There is a facility on the main ESales page which will display details of "Current Sales Events". Anyone who wishes to see these details can do so, without registering for the system.

Only users who intend to bid should register for the ESales system.

1.4 Please register at least 1 week before the first sale you intend to bid on. Your registration will last until you decide to end it.


2. User Requirements

2.1 The ESales system has been developed to be as accessible as possible to users. All you need to be able to participate is:

- A PC or Smart Device (Tablet, Mobile Phone, etc)
- An eMail account
- A web browser. (i.e. Chrome, Firefox, Safari, or Microsoft Internet Explorer 9+, etc.)
- Adobe Acrobat Reader – To be able to read PDF documents

Each of the browsers listed, and Acrobat reader, are available free from their respective sites.

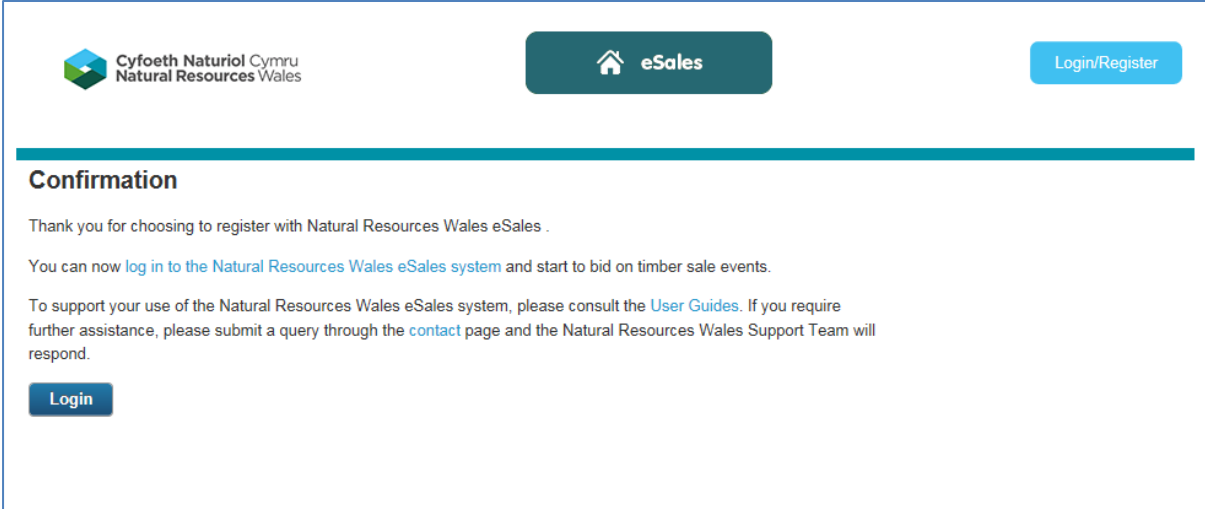
3.How to Register

- Go to www.naturalresources.wales.esales-service.co.uk
- In the top right of screen, click on 
- Click Register as a Business
- Fill in the General Information Form

Read Terms & Conditions then check box to accept the "Terms & Conditions"

Click 

The following screen will appear ..



The screenshot shows the top navigation bar with the logo for Cyfoeth Naturiol Cymru / Natural Resources Wales on the left, a home icon and 'eSales' text in the center, and a 'Login/Register' button on the right. Below the navigation bar is a teal horizontal line. The main content area is titled 'Confirmation' and contains the following text: 'Thank you for choosing to register with Natural Resources Wales eSales .', 'You can now [log in to the Natural Resources Wales eSales system](#) and start to bid on timber sale events.', and 'To support your use of the Natural Resources Wales eSales system, please consult the [User Guides](#). If you require further assistance, please submit a query through the [contact](#) page and the Natural Resources Wales Support Team will respond.' At the bottom left of the content area is a 'Login' button.

You can now click on  to access Natural Resources Wales eSales.

4. User Roles

4.1 Company Bidder

A bidder can participate in timber sales events, and has full access to sale event information, results and contract documentation.

Bidders have:

- the ability to bid and purchase timber
- access to sale event details including maps and contract documentation.
- full event search facilities
- access to sale results and price information

4.2 Company Administrator

The first user (Bidder) registered for a Company, will by default be set as the Company Administrator. The Company Administrator can create, update or close user accounts for other company users.

The role of Company Administrator can be assigned to another user.

There will be only one account designated as Company Administrator for each company.

Company Administrator has:

- the ability to create new user accounts for their Company
- the ability to amend or close user accounts for their Company
- the ability to bid and purchase timber
- access to sale event details including maps and contract documentation.
- full event search facilities
- access to sale results and price information

4.3 Company Viewer

A viewer has full access to sale event information, results and contract documentation, but cannot bid.

Viewers have:

- access to sale event details including maps and contract documentation.
- full event search facilities
- access to sale results and price information
- automatic notification of sales events to which their company is invited and access to company contract documentation

Note : There is an option to see details of all current sale events by using the **Current Sale Events** option on the eSales Homepage.

This can be accessed by anyone who is not registered for eSales or associated with a company.

5. Forgotten Password

There is a password reminder facility on the Login / Register page.

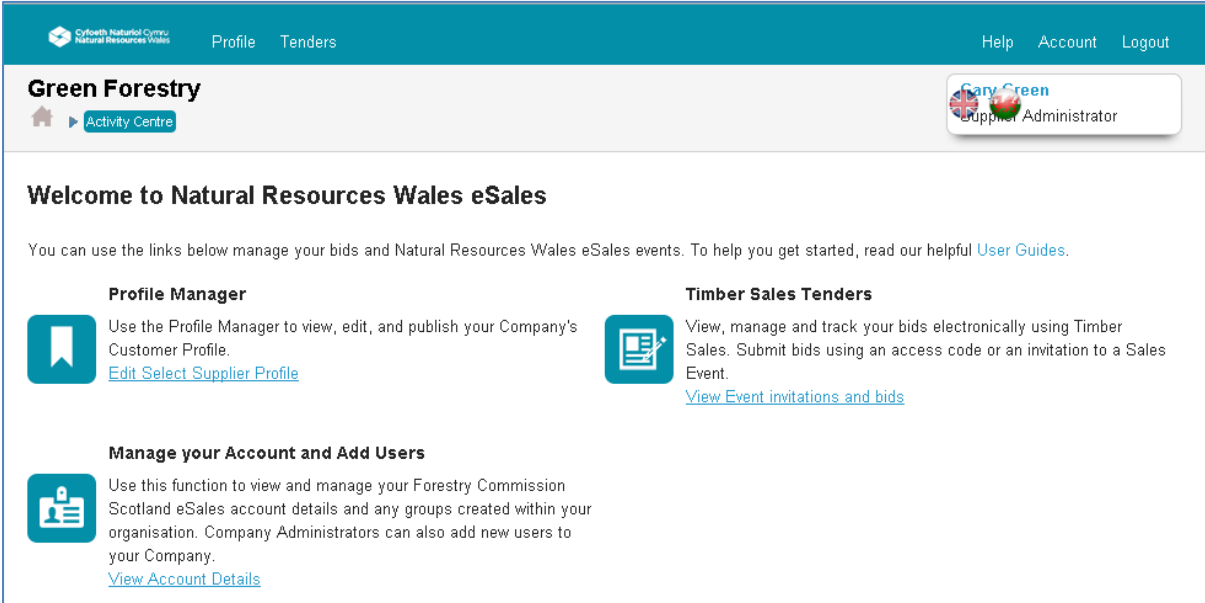
Just enter your email address and you will be sent an email with your password automatically.

6. Buying Timber

6.1 Following Registration, you will have access Natural Resources Wales ESale service.


When you log in, you will see an option for **Timber Sales Tenders**.

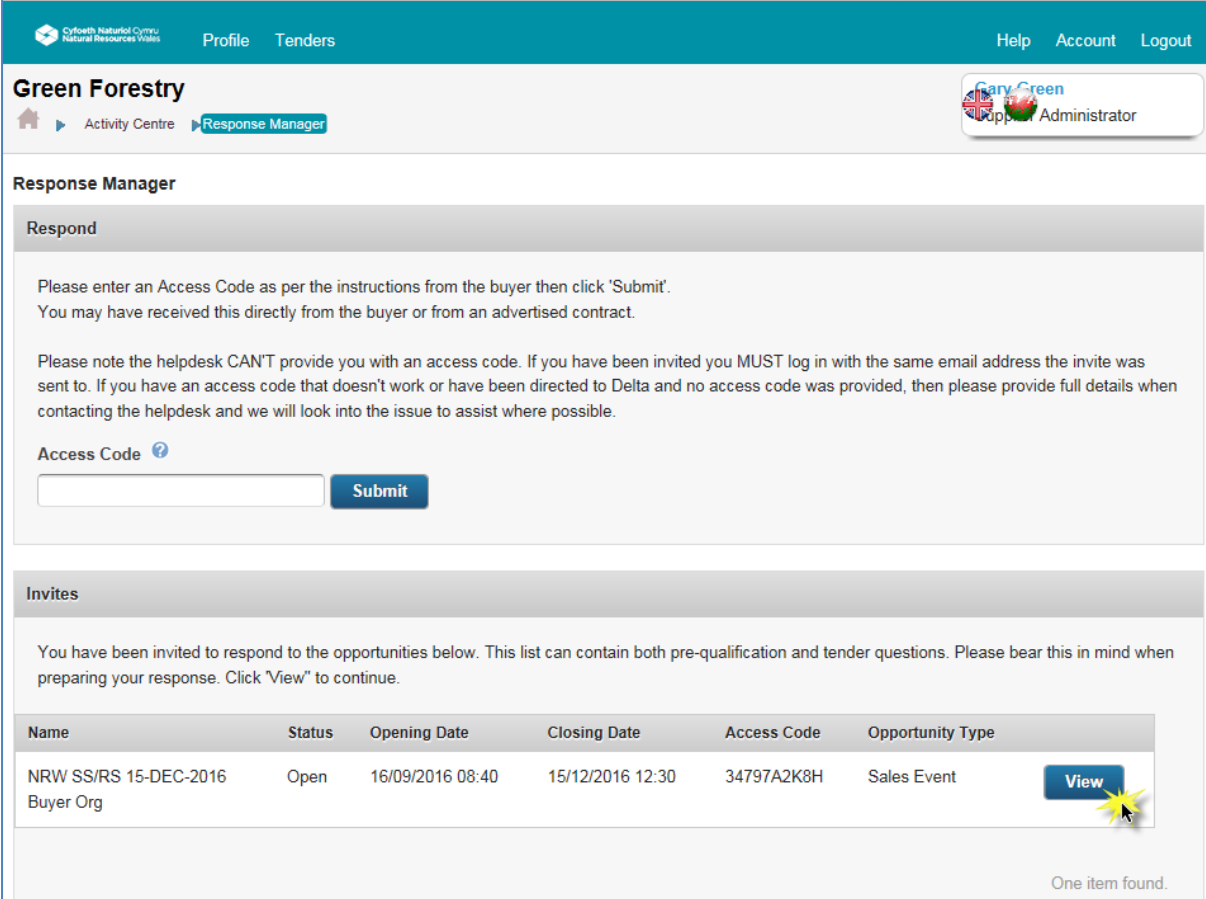
Click on the option **View Event Invitations and bids**



The screenshot shows the user interface for a Green Forestry user. At the top, there is a navigation bar with the logo for 'Cyfoeth Naturiol Cymru Natural Resources Wales' and links for 'Profile' and 'Tenders'. On the right side of the navigation bar, there are links for 'Help', 'Account', and 'Logout'. Below the navigation bar, the user's name 'Gary Green' and role 'Supplier Administrator' are displayed. The main content area is titled 'Welcome to Natural Resources Wales eSales' and includes a brief introduction: 'You can use the links below manage your bids and Natural Resources Wales eSales events. To help you get started, read our helpful [User Guides](#).' There are three main sections: 1. 'Profile Manager' with a bookmark icon, explaining that users can view, edit, and publish their company's customer profile, with a link to 'Edit Select Supplier Profile'. 2. 'Timber Sales Tenders' with a document icon, explaining that users can view, manage, and track bids electronically, submit bids using an access code or invitation, and providing a link to 'View Event invitations and bids'. 3. 'Manage your Account and Add Users' with a user icon, explaining that users can view and manage their Forestry Commission Scotland eSales account details and groups, and that company administrators can add new users, with a link to 'View Account Details'.

6.2 The following page will open, it will show all events which Natural Resources Wales have invited your username to participate in.

To see details of the event, click on .



Cyfoeth Naturiol Cymru
Natural Resources Wales

Profile Tenders Help Account Logout

Green Forestry


Activity Centre Response Manager

Response Manager

Respond

Please enter an Access Code as per the instructions from the buyer then click 'Submit'.
You may have received this directly from the buyer or from an advertised contract.


Please note the helpdesk CAN'T provide you with an access code. If you have been invited you MUST log in with the same email address the invite was sent to. If you have an access code that doesn't work or have been directed to Delta and no access code was provided, then please provide full details when contacting the helpdesk and we will look into the issue to assist where possible.

Access Code 


Submit

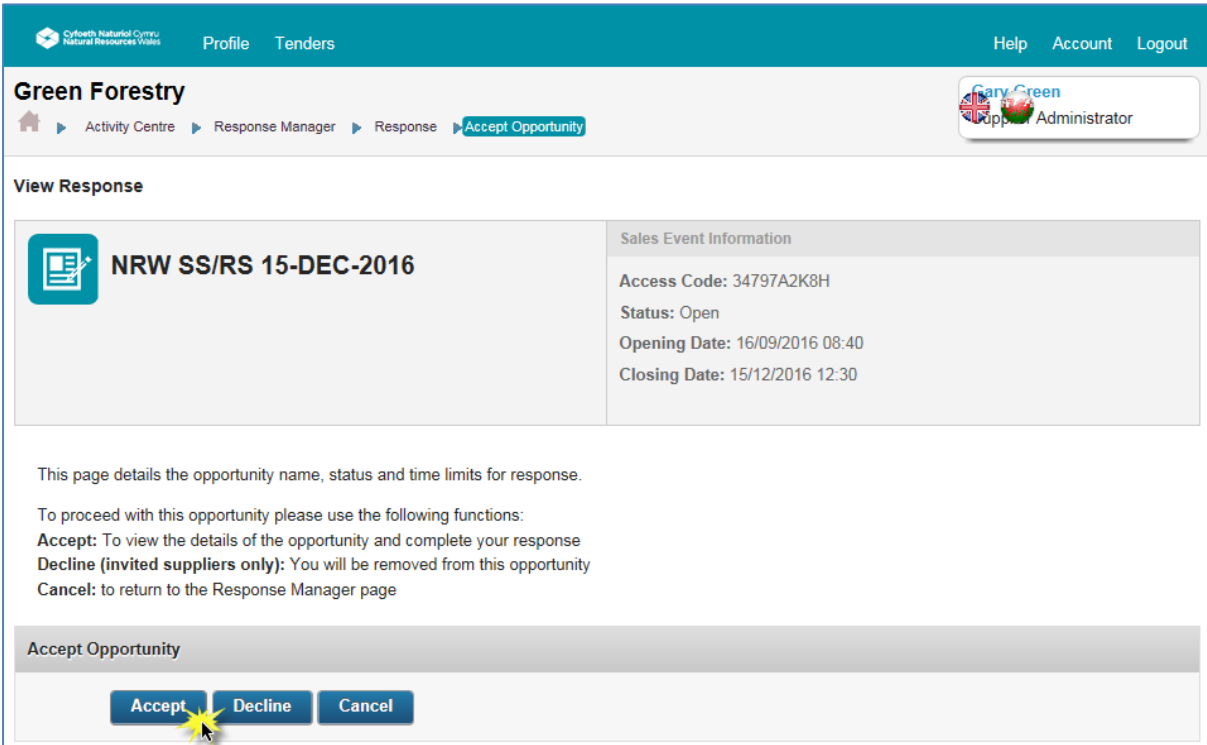
Invites

You have been invited to respond to the opportunities below. This list can contain both pre-qualification and tender questions. Please bear this in mind when preparing your response. Click 'View' to continue.

Name	Status	Opening Date	Closing Date	Access Code	Opportunity Type	
NRW SS/RS 15-DEC-2016 Buyer Org	Open	16/09/2016 08:40	15/12/2016 12:30	34797A2K8H	Sales Event	

One item found.

6.3 The next screen will open. To progress to the event and lot details, click on the  button.




Green Forestry

Home > Activity Centre > Response Manager > Response > **Accept Opportunity**

Help Account Logout

Gary Green Administrator

View Response

 NRW SS/RS 15-DEC-2016	Sales Event Information Access Code: 34797A2K8H Status: Open Opening Date: 16/09/2016 08:40 Closing Date: 15/12/2016 12:30
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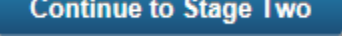
This page details the opportunity name, status and time limits for response.

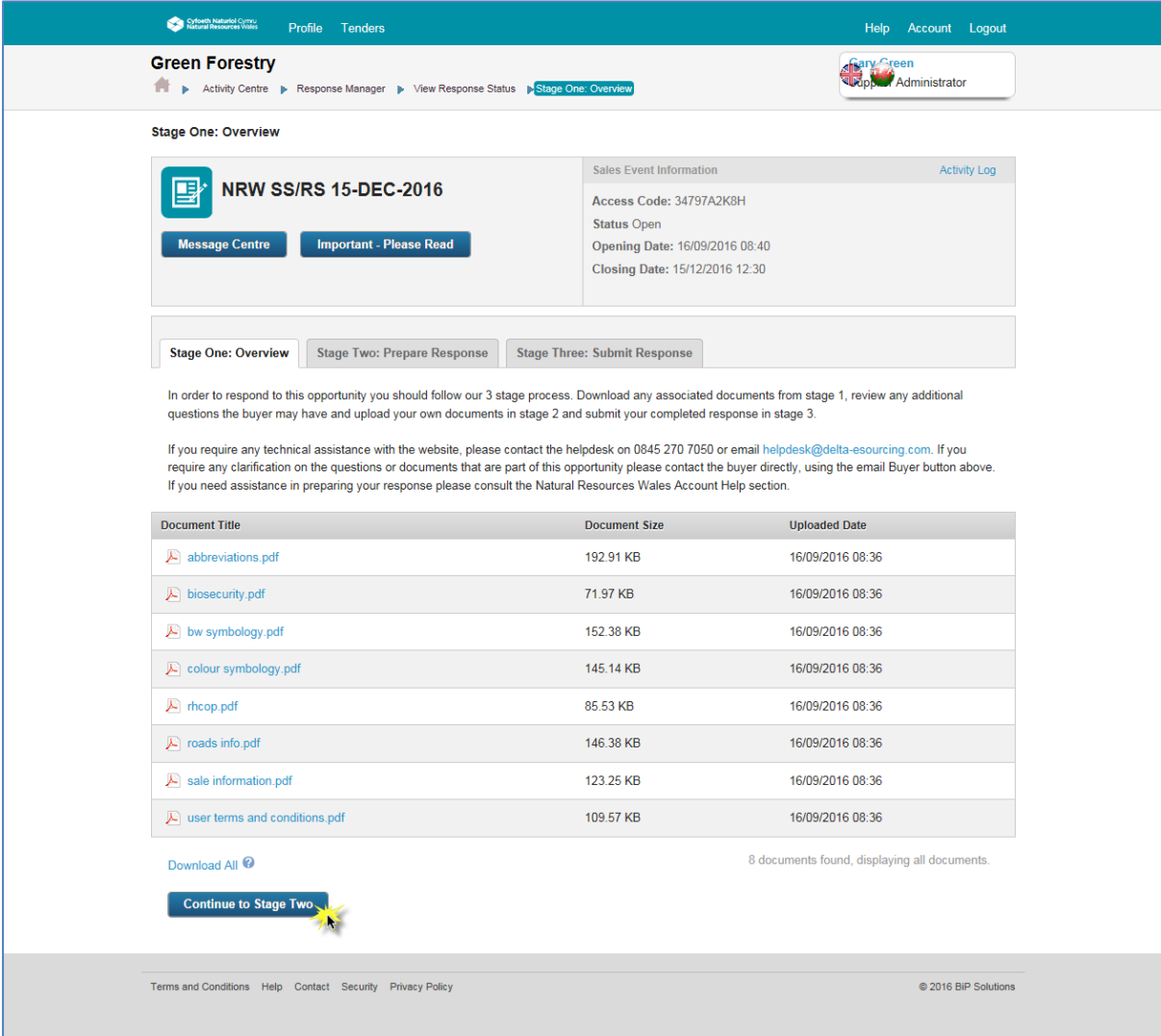
To proceed with this opportunity please use the following functions:

- Accept:** To view the details of the opportunity and complete your response
- Decline (invited suppliers only):** You will be removed from this opportunity
- Cancel:** to return to the Response Manager page

Accept Opportunity

6.4 Stage One details of the event are displayed. This includes links to important documents which are relevant to the sale. Please take time to download and read the event information.

When ready to progress, click on  button.



The screenshot shows the 'Green Forestry' website interface. At the top, there is a navigation bar with 'Profile' and 'Tenders' links, and a user profile for 'Gary Green Support Administrator'. The main content area is titled 'Stage One: Overview' and features a large card for the event 'NRW SS/RS 15-DEC-2016'. This card includes a 'Message Centre' button, an 'Important - Please Read' button, and 'Sales Event Information' such as 'Access Code: 34797A2K8H', 'Status: Open', 'Opening Date: 16/09/2016 08:40', and 'Closing Date: 15/12/2016 12:30'. Below the card are three tabs: 'Stage One: Overview' (selected), 'Stage Two: Prepare Response', and 'Stage Three: Submit Response'. A paragraph explains the 3-stage process. A table lists 8 documents for download, including 'abbreviations.pdf', 'biosecurity.pdf', 'bw symbology.pdf', 'colour symbology.pdf', 'rhcop.pdf', 'roads info.pdf', 'sale information.pdf', and 'user terms and conditions.pdf'. A 'Continue to Stage Two' button is highlighted with a yellow starburst.

Green Forestry

Activity Centre ▶ Response Manager ▶ View Response Status ▶ **Stage One: Overview**

Stage One: Overview

NRW SS/RS 15-DEC-2016

Message Centre Important - Please Read

Sales Event Information [Activity Log](#)

Access Code: 34797A2K8H
 Status: Open
 Opening Date: 16/09/2016 08:40
 Closing Date: 15/12/2016 12:30

Stage One: Overview Stage Two: Prepare Response Stage Three: Submit Response

In order to respond to this opportunity you should follow our 3 stage process. Download any associated documents from stage 1, review any additional questions the buyer may have and upload your own documents in stage 2 and submit your completed response in stage 3.

If you require any technical assistance with the website, please contact the helpdesk on 0845 270 7050 or email helpdesk@delta-sourcing.com. If you require any clarification on the questions or documents that are part of this opportunity please contact the buyer directly, using the email Buyer button above. If you need assistance in preparing your response please consult the Natural Resources Wales Account Help section.

Document Title	Document Size	Uploaded Date
abbreviations.pdf	192.91 KB	16/09/2016 08:36
biosecurity.pdf	71.97 KB	16/09/2016 08:36
bw symbology.pdf	152.38 KB	16/09/2016 08:36
colour symbology.pdf	145.14 KB	16/09/2016 08:36
rhcop.pdf	85.53 KB	16/09/2016 08:36
roads info.pdf	146.38 KB	16/09/2016 08:36
sale information.pdf	123.25 KB	16/09/2016 08:36
user terms and conditions.pdf	109.57 KB	16/09/2016 08:36

Download All ⓘ 8 documents found, displaying all documents.

Continue to Stage Two

Terms and Conditions Help Contact Security Privacy Policy © 2016 BIP Solutions

6.5 Stage Two, shows individual Lot details, split into two sections .. "Standing Sales" & "Roadside".

At the top of each section, there is the opportunity to enter a preferred Volume limit. Where possible, when awarding lots, this limit will be taken into account by Natural Resources Wales.

Standing Sale Volume Limit

If required, please enter a desired Standing Sale Volume limit.

Characters Remaining: **400**

6.6 Each Lot will display summary information, and will have a series of links to relevant contract documents and contract maps.

1.1 WHAM - Gwydr Central - 08119 - Coed Gartheryr

WHAM - Gwydr Central - 08119 - Coed Gartheryr T33066

Management

Lot No.: 1.01
Contract Start Date: 01/01/2017
Contract End Date: 24/06/2017

Pricing

Unit Of Sale: Tonnes
Quantity: 2265
Bid by: Unit Cost

Technical

Product: Clearfell
Point Of Sale: Standing
Species Summary: MC/SP/SS

Min Top Diameter (cm): N/A
Length Specified (m): N/A
Contract No.: T33066

Bid Amount



£

Comment

Characters Remaining: ?

Documents

Below are a list of documents that the buyer has uploaded:

Question Document Name	Document Size (bytes)	Uploaded Date
 t33066_location_1.pdf	491808	16/09/2016 08:28
 t33066_lotsummary.pdf	2897	16/09/2016 08:28

[Download zip.](#)

[Download all documents on page](#)

i Contract Terms

Links:

Contract Terms
[http://www.forestry.gov.uk/pdf/Standing_byWeight_EngWal1_NRW2.pdf/\\$FILE/Standing_byWeight_EngWal1_NRW2.pdf](http://www.forestry.gov.uk/pdf/Standing_byWeight_EngWal1_NRW2.pdf/$FILE/Standing_byWeight_EngWal1_NRW2.pdf)

6.7 If desired, a bid can be entered in available field.

1.1 WHAM - Gwydr Central - 08119 - Coed Gartheryr

WHAM - Gwydr Central - 08119 - Coed Gartheryr T33066

Management
Lot No.: 1.01
Contract Start Date: 01/01/2017
Contract End Date: 24/06/2017

Pricing
Unit Of Sale: Tonnes
Quantity: 2265
Bid by: Unit Cost

Technical
Product: Clearfell
Point Of Sale: Standing
Species Summary: MC/SP/SS
Min Top Diameter (cm): N/A
Length Specified (m): N/A
Contract No.: T33066

Bid Amount
£

6.8 Contract clarifications can be entered in the field provided.

Clarifications

Characters Remaining: ?

6.9 When all desired bids have been entered for both Standing Sales lots and Roadside lots, click on **Save and Proceed to Stage 3** button.

6.10 Following screen appears. To submit all bids entered, click **Submit Response** button.

Cyfoeth Naturiol Cymru
Natural Resources Wales

Profile Tenders


Help Account Logout

Green Forestry

Activity Centre ▶ Response Manager ▶ Response ▶ **Stage Three: Submit Response**

Gary Green
Support Administrator

Stage Three: Submit Response

 **NRW SS/RS 15-DEC-2016**

[Message Centre](#) [Important - Please Read](#)

Sales Event Information [Activity Log](#)

Access Code: 34797A2K8H

Status Open

Opening Date: 16/09/2016 08:40

Closing Date: 15/12/2016 12:30

Stage One: Overview Stage Two: Prepare Response **Stage Three: Submit Response**

Below you will find the status of all sections included in your response. A green tick confirms that all mandatory questions have been completed and the response can be submitted. If any sections have a red cross, more information is required.

To submit your response, click on the 'Submit Response' button. A confirmation box will appear for you to confirm this action.

[Submit Response](#)

Status	Page Title
✓	Standing
✓	Roadside

6.11 This will generate an email to user's email account which will summarise all bids which have been submitted on the sale event.

6.12 Prior to the event closing, User can return to the sale event move to Stage 3 of the event and click on the [Withdraw Response](#) button.

NOTE : This will withdraw bids on all lots in the event. All original bids will be present in the bid form. User can then amend any of their original bids and click on [Submit Response](#) button again.

6.14 Following event Closure, emails will be sent to confirm to users if their bids for lots have been successful or unsuccessful. These will be issued on an individual lot basis.

6.15 Full User Guide is available within the ESales service.

Event Formats

Our e-sales system currently uses the following sale format

- **Tender**

The format of our electronic tenders is the same as the conventional paper tenders that customers may have been familiar with. The academic description of this type of sale is a `simultaneous, first-price, sealed-bid auction.

- **Simultaneous** – All lots are presented for bidding at the same time (rather than one after another)
- **First Price** – The winner pays the price they've bid for the particular lot
- **Sealed-bid** – Bids are confidential and cannot be viewed by anyone, other than the bidder, before the event closes. Winners and winning bid prices are not published following the sale.

Contacts

For Natural Resources Wales contacts, please click [here](#) .