



Natural  
Resources  
Wales  
eSales

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## 1. Registration

NRW Homepage : <https://esales.naturalresources.wales>

<https://esales.cyfoethnaturiol.cymru/>

From the eSales homepage, click

Login/Register

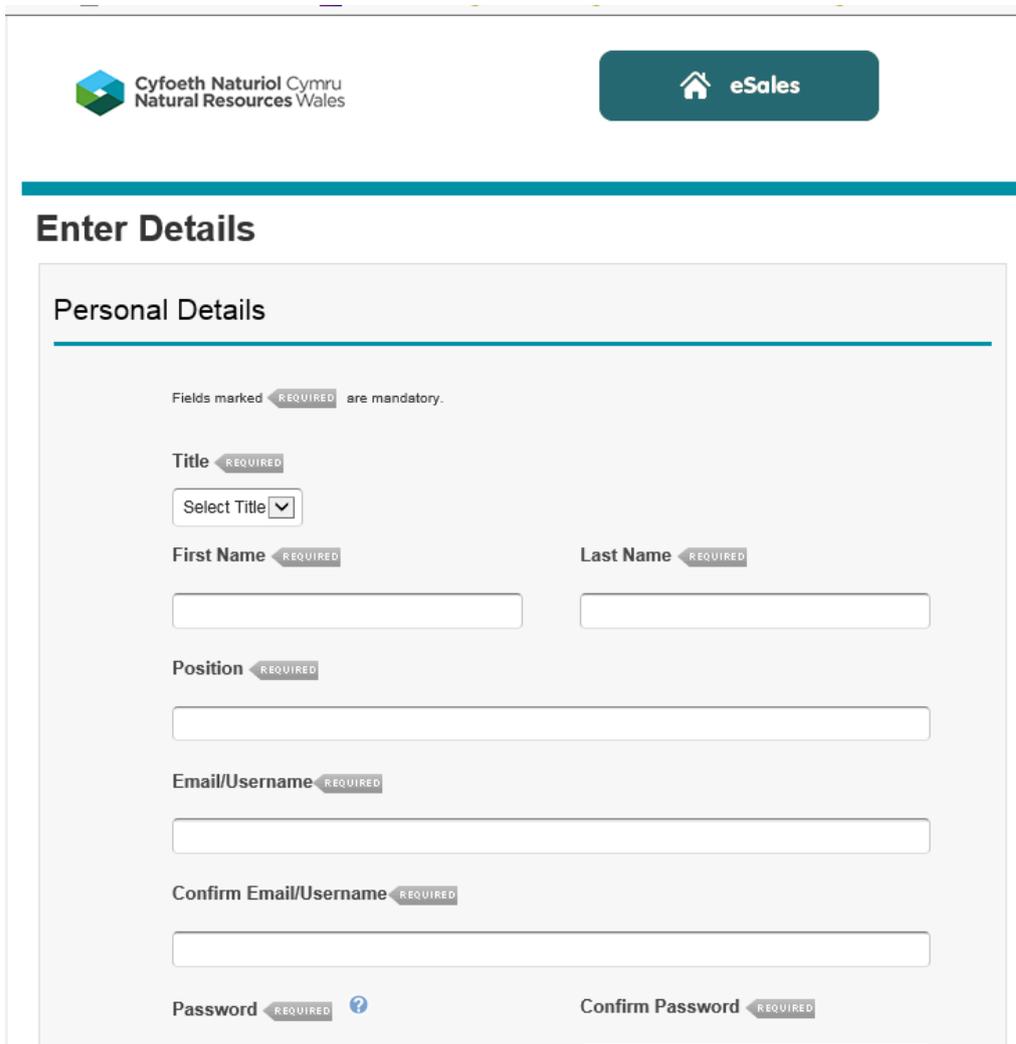


- 1.1 On the next page click on the **Register as a Business** link to access the Customer registration form. Customers looking to participate in Sales Events must complete this form to create their organisation's account.



The screenshot shows the eSales registration and login form. On the left is the Cyfoeth Naturiol Cymru Natural Resources Wales logo. Below it is the heading 'Login using your username and password'. There are two input fields: 'Username' and 'Password', each with a light grey border. Below the 'Password' field is a teal 'Login' button. On the right is the heading 'Register / Log In'. Below it is the text: 'If you are new to Natural Resources Wales ESales, you need to register to be able to bid on timber sales'. Below this text is a blue link 'Register as a Business' which is highlighted with a red border. Below that are two blue links: 'Forgotten Password' and 'Forgotten Password?'.

1.2 The form captures basic information about the user and the user's organisation including name, address and industry sector.



Cyfoeth Naturiol Cymru  
Natural Resources Wales

eSales

## Enter Details

### Personal Details

Fields marked **REQUIRED** are mandatory.

Title **REQUIRED**  
Select Title

First Name **REQUIRED** Last Name **REQUIRED**

Position **REQUIRED**

Email/Username **REQUIRED**

Confirm Email/Username **REQUIRED**

Password **REQUIRED**  Confirm Password **REQUIRED**

1.3 The first user registering for a Company will be designated as “Customer Administrator”.

1.4 As “Customer Administrator”, you can add or disable user accounts for your account.

1.5 Customers will also setup their username and password required to login to the portal at this stage.

1.6 All mandatory fields are marked with a ‘required’ flag and will have to be completed by Customers in order to complete the registration process.

When you click save the process to register your company may take a few minutes to complete

You will receive an email from NRW eSales



Hello Jane Holloway,

Thank you for registering on our [Natural Resources Wales eSales](#) service. Natural Resources Wales will publish timber sales events through this service and will notify you in advance of forthcoming sales.

To help you get up and running we have created four quick-start guides to help you maximize the full benefits of Natural Resources Wales.

- [Timber Sales Tender](#)
- [Profile Manager](#)
- [Customer Account Administration](#)
- [FAQs](#)

If you need help or have any other questions please contact our customer helpdesk at [helpdesk@delta-esourcing.com](mailto:helpdesk@delta-esourcing.com)

To login at any time please click [here](#)

Best regards,

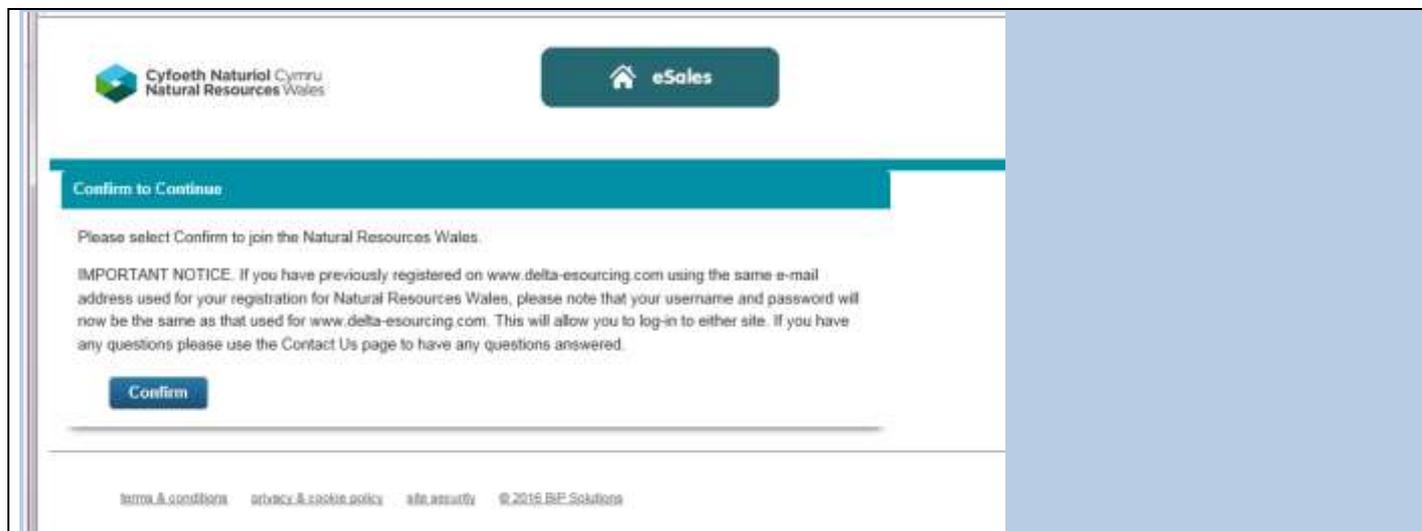
Natural Resources Wales eSales Helpdesk

Tel: 0845 270 7050

Email: [helpdesk@delta-esourcing.com](mailto:helpdesk@delta-esourcing.com)

Web: <https://naturalresourceswales.delta-esourcing.com/delta/mainmenu.html/>

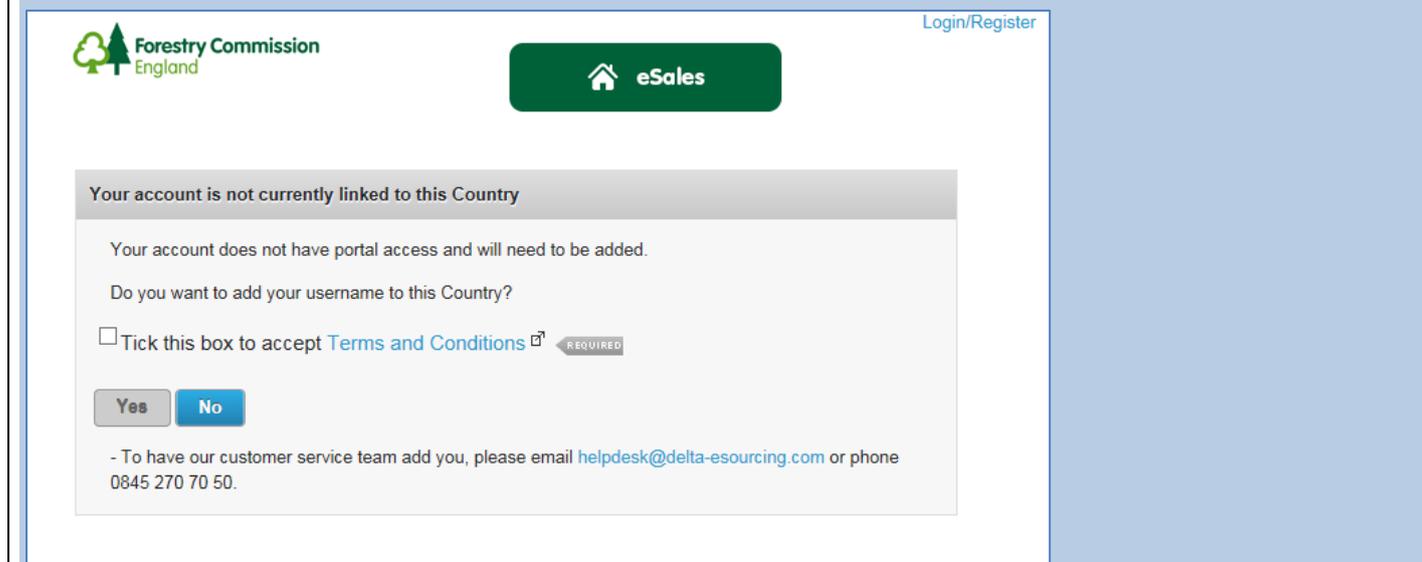
Hours: 8.30am to 5.30pm Monday to Friday



**NOTE:** When you register initially, you will be linked to the Country whose Homepage you have registered against.

Your username and password will be the same if you wish to log on against another country's ESales service to view a sale or to bid.

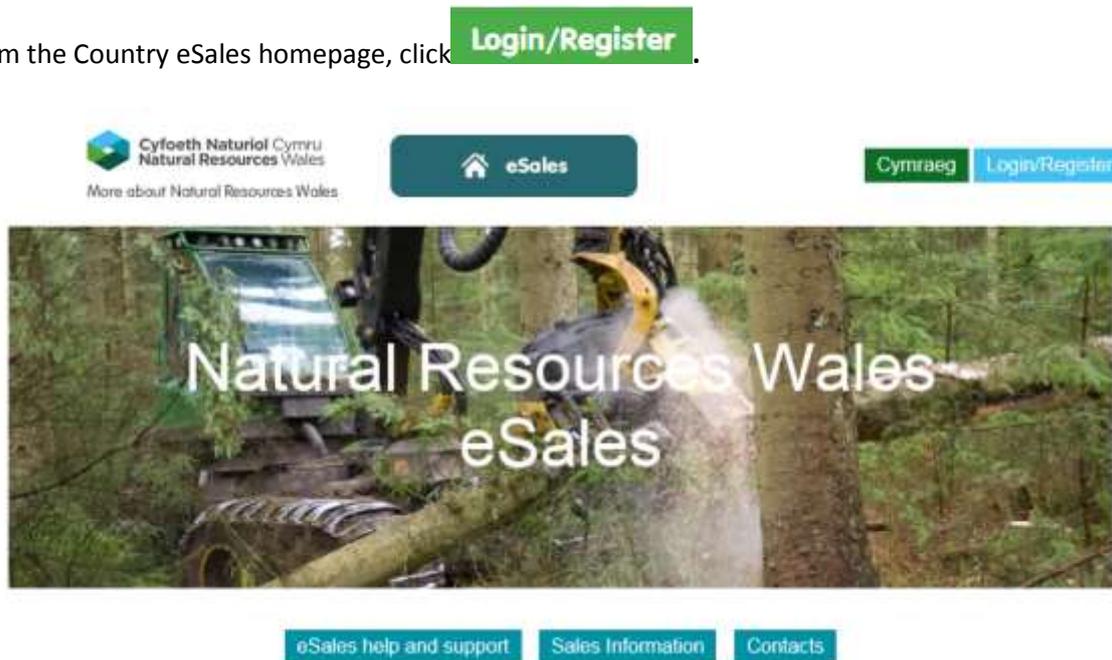
When you first try to log in, you will be prompted to accept the terms and conditions for the country before you can access the service



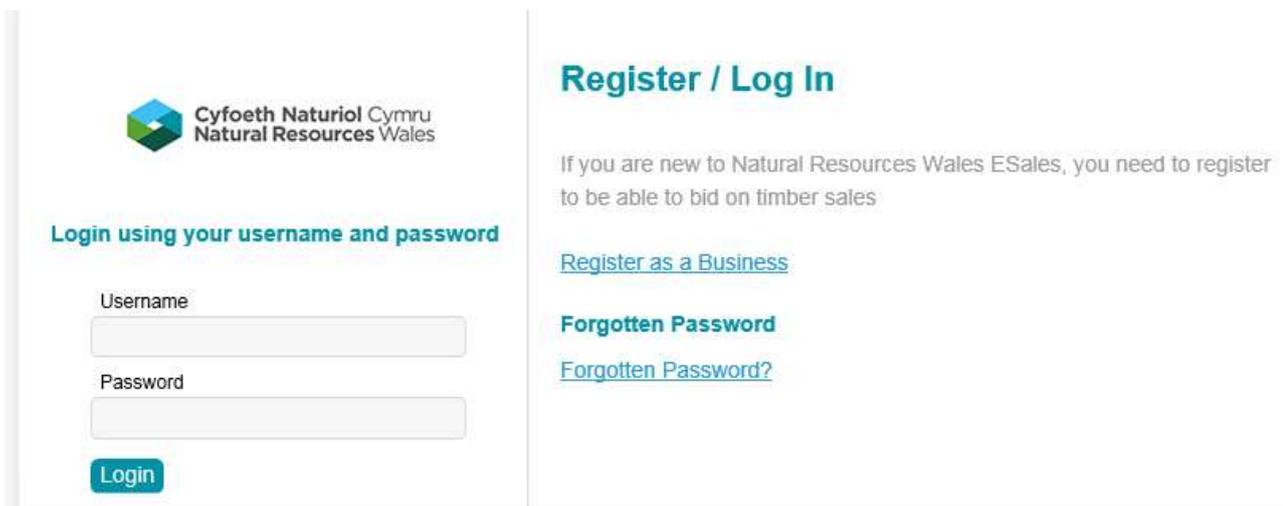
## 2 Logging On

NRW Homepage : <https://esales.naturalresources.wales>  
<https://esales.cyfoethnaturiol.cymru/>

2.3 From the Country eSales homepage, click .



2.4 On the next page enter your username and password and click on .



 **Cyfoeth Naturiol Cymru  
Natural Resources Wales**

**Login using your username and password**

Username

Password

**Login**

**Register / Log In**

If you are new to Natural Resources Wales ESales, you need to register to be able to bid on timber sales

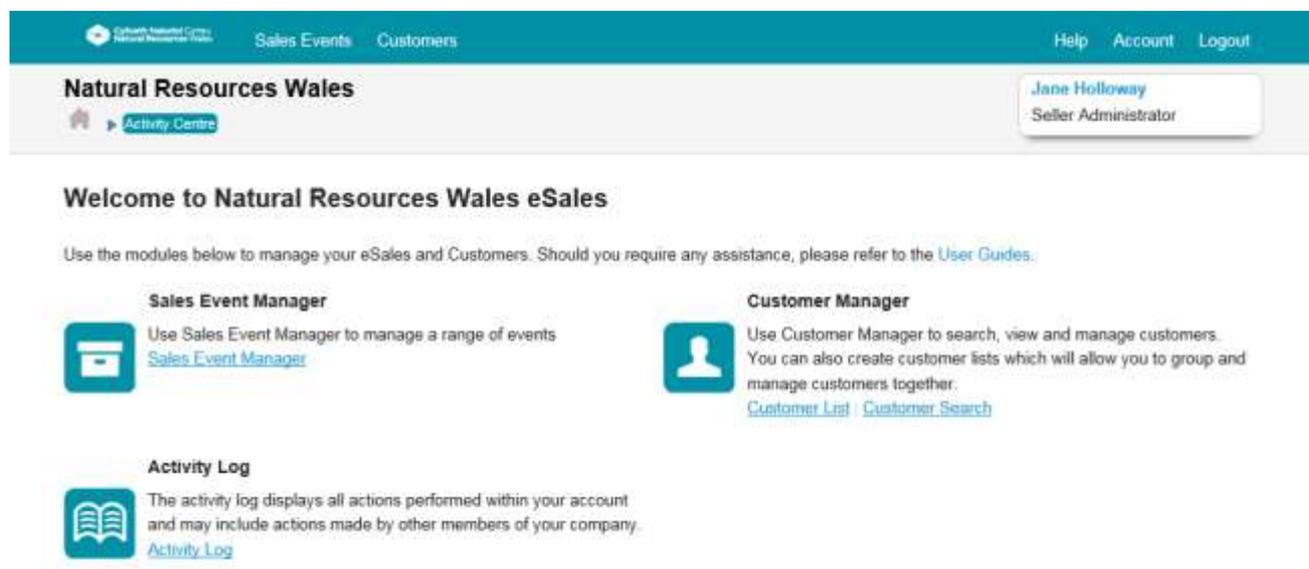
[Register as a Business](#)

**Forgotten Password**

[Forgotten Password?](#)

### 3 Activity Centre

3.3 After logging into ESales, you will be presented with your user Activity Centre.



3.4 Currently there are three options on the Activity Centre :-

#### Timber Sales Tenders

The link will take you to the Country sales events you have been invited to or have bid on previously.

#### Manage Your Account and Add Users

The link will take you to Company and User profiles which will allow you to maintain your own user details and if permitted manage and update user accounts for your Company.

#### Company Activity Log

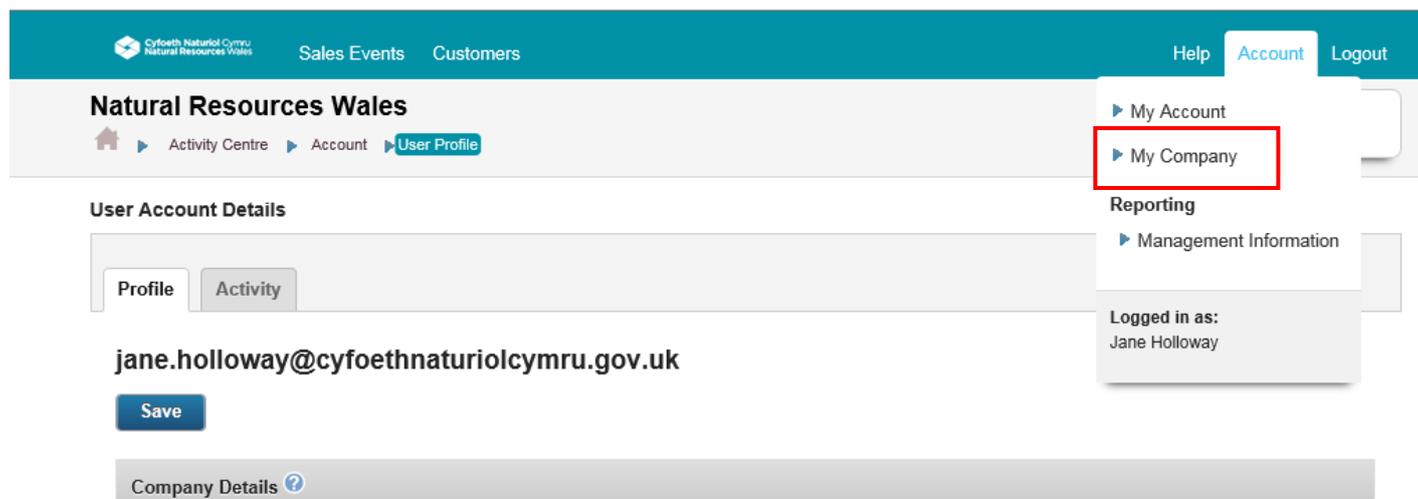
The link will take you to the activity log for your Company and will provide details of when users accessed the eSales service for audit purposes.

3.5 As we develop the ESales platform, additional modules may be added to the Activity Centre.

## 4 Managing User Accounts

4.3 After the logging on to ESales, user will be presented with ESales Activity Centre.

4.4 Only Users who have the role of “Customer Administrator” is able to add new User accounts for the Customer.



**Natural Resources Wales**

Home > Activity Centre > Account > User Profile

Help Account Logout

▶ My Account  
▶ **My Company**  
▶ Reporting  
▶ Management Information

Logged in as:  
Jane Holloway

**User Account Details**

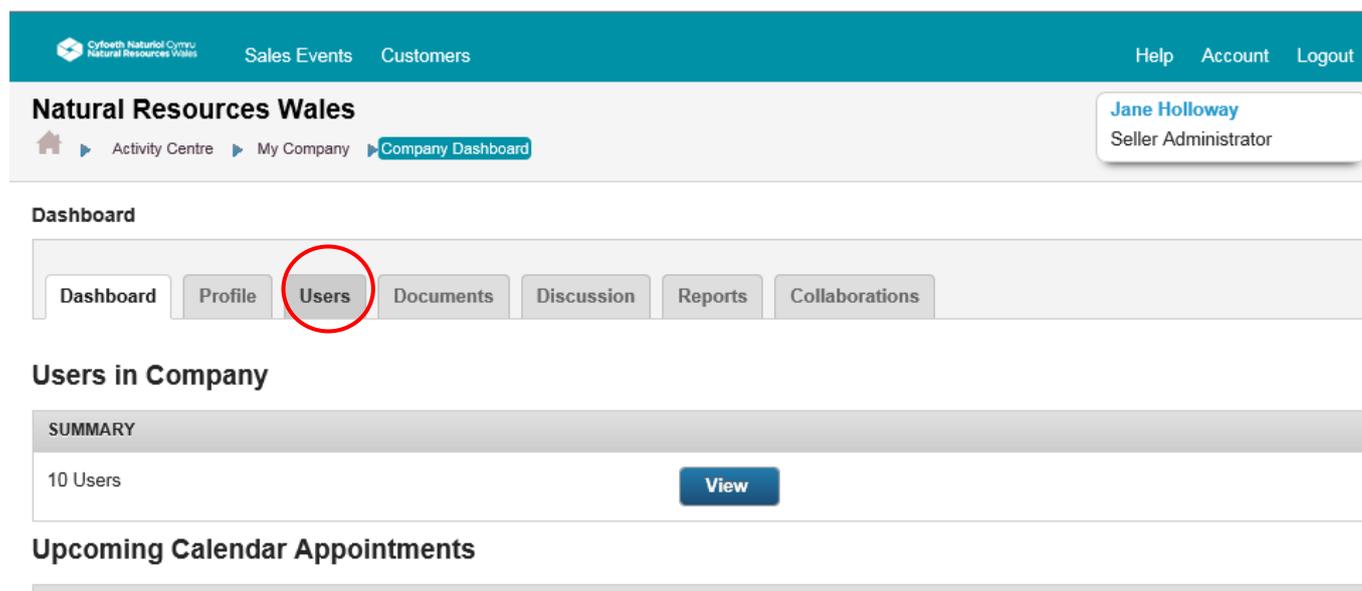
Profile Activity

**jane.holloway@cyfoethnaturiolcymru.gov.uk**

Save

Company Details ?

4.5 Move your cursor to the top right corner of the screen and place cursor over “**Account**”, until the drop down menu appears. Then click on “**My Company**”. This will take you to the following screen.



**Natural Resources Wales**

Home > Activity Centre > My Company > Company Dashboard

Help Account Logout

Jane Holloway  
Seller Administrator

**Dashboard**

Dashboard Profile **Users** Documents Discussion Reports Collaborations

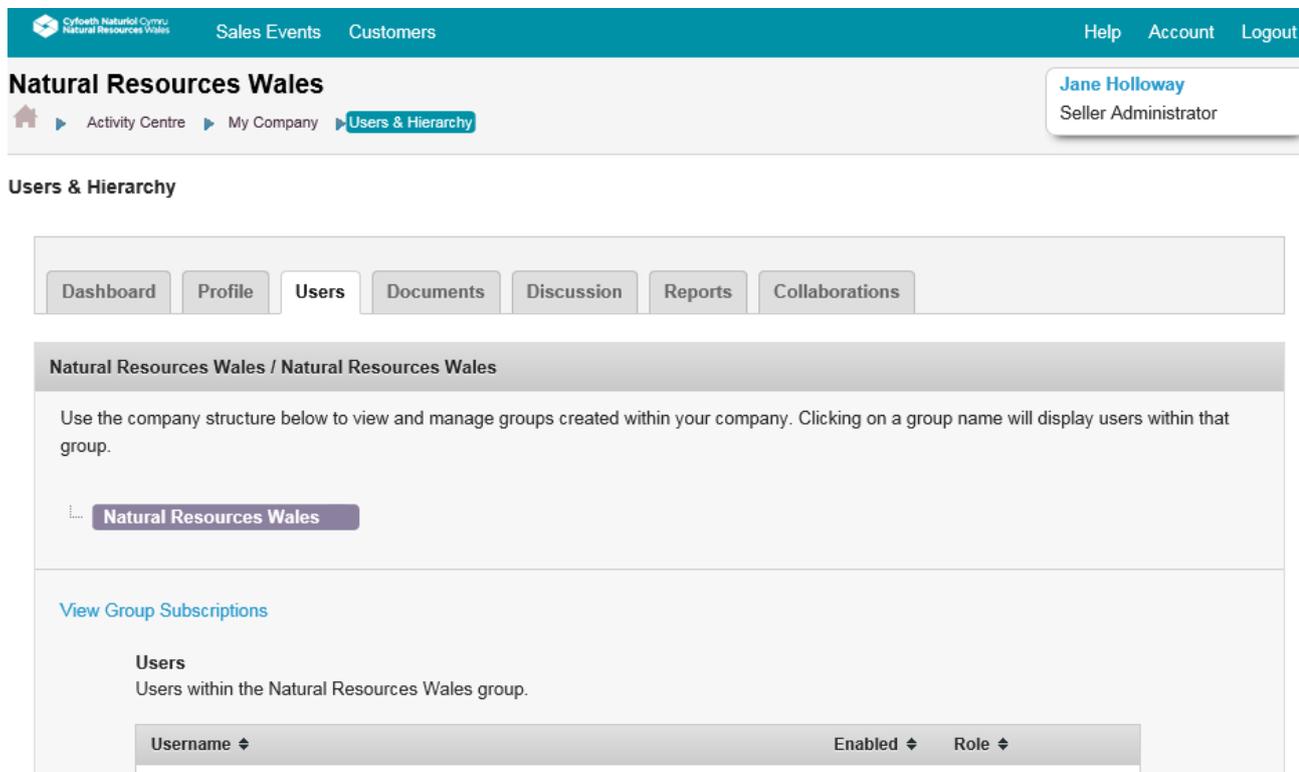
**Users in Company**

SUMMARY

10 Users [View](#)

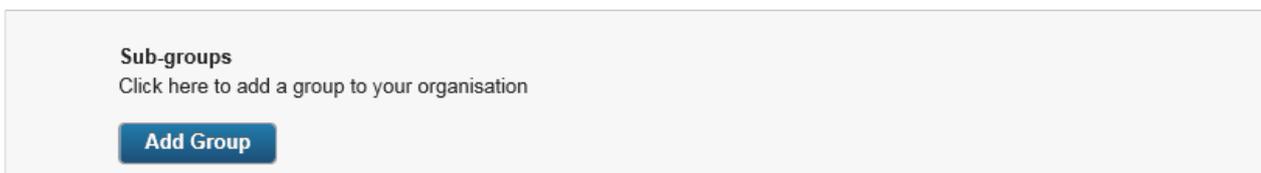
**Upcoming Calendar Appointments**

4.6 Click on the “Users” tab.



The screenshot shows the 'Users & Hierarchy' page. At the top, there is a navigation bar with 'Sales Events' and 'Customers'. A user profile for 'Jane Holloway, Seller Administrator' is visible in the top right. The main content area has a breadcrumb trail: 'Activity Centre > My Company > Users & Hierarchy'. Below this is a sub-menu with 'Users' selected. The page title is 'Natural Resources Wales / Natural Resources Wales'. A message states: 'Use the company structure below to view and manage groups created within your company. Clicking on a group name will display users within that group.' A single group, 'Natural Resources Wales', is listed. Below the group list, there is a link for 'View Group Subscriptions' and a section titled 'Users' with the text 'Users within the Natural Resources Wales group.' At the bottom, a table header is visible with columns: 'Username', 'Enabled', and 'Role'.

4.7 Click on the button **Invite New Users**



The screenshot shows a 'Sub-groups' section with the text 'Click here to add a group to your organisation' and a blue 'Add Group' button.

**Invite New Users**

Use this function to invite new users to join your company and manage progress of invitations.



Two blue buttons are shown: 'Invite New Users' and 'View Pending Invitations'.

**Generate company report**

Use this to generate a report on the users and groups within the company and the subscriptions they have



A blue button labeled 'Download Company Report'.

Cyfoeth Naturiol Cymru Sales Events Customers Help Account Logout

**Natural Resources Wales** Jane Holloway Seller Administrator

Activity Centre My Company Users & Hierarchy **Invite Users**

Invite new users to your company

Step One Add User Details Step Two Send Invitations Step Three Confirmation

This function allows you to invite other people from your company to register. In doing so you are confirming that they belong to your company.

Email	Name	Role
No users added yet - click the Add Email button		

Add E-mail Next

[Return to Company](#)

4.8 Click on button to



Cyfoeth Naturiol Cymru Sales Events Customers Help Account Logout

**Natural Resources Wales** Jane Holloway Seller Administrator

Activity Centre My Company Users & Hierarchy **Invite Users**

Invite new users to your company

Step One Invite User Step Two Add Email Step Three Add Message Step Four Confirm

This section will be completed once roles will be defined as that is the information that would be required in help section. Enter email address and role for the user you wish to invite.

User details

Email address:

Role  
 Select Role

Add E-mail Cancel

4.10 Select a User role from the list

**Role**

- Select Role
- Customer Administrator
- Customer Viewer
- Customer Bidder

4.9 Add a valid Email address. This will be the Username for the new user.

**Company Administrator**

- Create new user accounts.
- Update or disable user accounts.

- Bid on a Sale Event.
- View Company contracts after sale Event is closed.

### Company Bidder

- Bid on a Sale Event.
- View Company contracts after sale Event is closed.

### Company Viewer

- View a Sale Event.
- View Company contracts after sale Event is closed.

4.11 Then click on **Add E-mail** button to. A confirmation message will appear.

 User: jhtimber@gmail.com has been successfully added to your invitation list. Click 'Next' to send invites.

4.10 You can repeat steps 4.6 to 4.9 to add other new users.

Cyfoeth Naturiol Cymru  
Natural Resources Wales
Tenders [Help](#) [Account](#) [Logout](#)

## Helens Timber

[Home](#) ▶ [Activity Centre](#) ▶ [My Company](#) ▶ [Users & Hierarchy](#) ▶ [Invite Users](#)

Helen Hamer  
 Customer Administrator

### Invite new users to your company

**Step One**  
Add User Details

**Step Two**  
Send Invitations

**Step Three**  
Confirmation

 User: sarah.griffiths@cyfoethnaturiolcymru.gov.uk has been successfully added to your invitation list. Click 'Next' to send invites.

This function allows you to invite other people from your company to register. In doing so you are confirming that they belong to your company.

Email	Name	Role	
sarah.griffiths@cyfoethnaturiolcymru.gov.uk		Customer Bidder	<div style="border: 1px solid #ccc; padding: 2px 5px; background-color: #00838f; color: white;">Remove E-mail</div>

Add E-mail

Next

[Return to Company](#)

4.12 When all users have been added, click on **Next**

## Helens Timber

[Home](#) ▶ [Activity Centre](#) ▶ [My Company](#) ▶ [Users & Hierarchy](#) ▶ [Invite Users](#)

[Helen Hamer](#)  
Customer Administrator

### Invite new users to your company

**Step One**  
Add User Details

**Step Two**  
Send Invitations

**Step Three**  
Confirmation

Please enter any additional message you wish to pass onto invitee(s) in the below text box.

Note that the message will be sent on your behalf, and will state your name and e-mail address.

#### Invitees

sarah.griffiths@cyfoethnaturiolcymru.gov.uk

#### Optional Message

Enter additional message text

[Send Invitations](#)

[Previous](#)

[Send Invitations](#)

4.12 You can enter some free text in the message text box. Then click on

4.13 An Email is generated and sent to the email address. The Email will contain a link for the new user to complete their registration detail and accept the terms and conditions.



---

Dear Sir/Madam,

You have been invited to register on Natural Resources Wales eSales service as part of:

**Name:** Jane Holloway

**Organisation:** JH Timber

**Email:** [jane.holloway8@gmail.com](mailto:jane.holloway8@gmail.com)

The sender has added the following message:

Hi Sarah

You have been added as a bidder for JH Timber, for NRW auctions

Regards

JH Timber

\*\*\*end of message\*\*\*

Please [click here](#) to complete your registration details to gain access to Natural Resources Wales eSales.

User Guides can be found within the [Natural Resources Wales eSales Help](#) section.

If you require assistance, please do not hesitate to contact the Helpdesk.

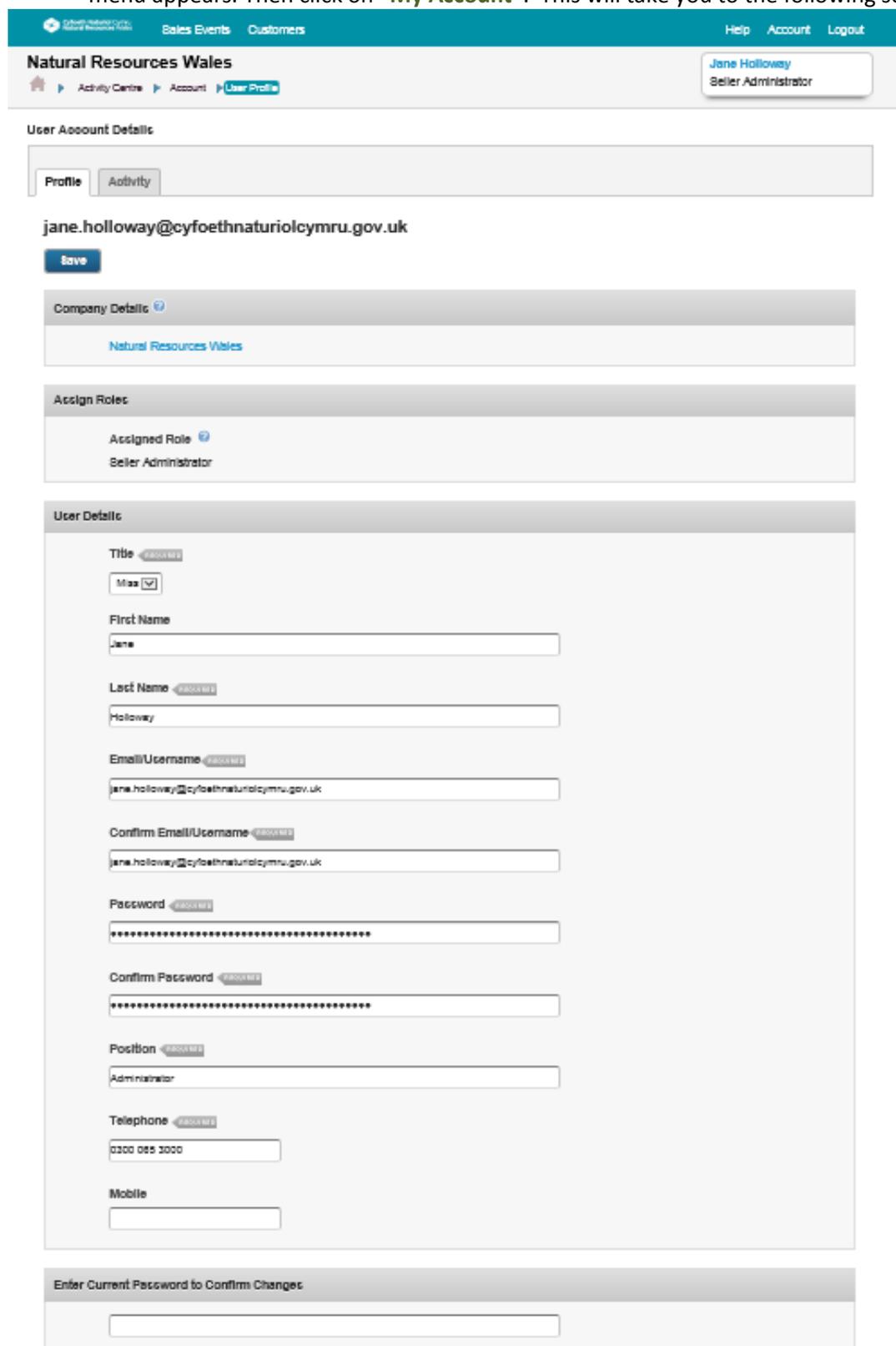
Best regards,

Natural Resources Wales eSales Helpdesk

Tel: 0845 270 7050

## 5 Change Password

5.3 Move your cursor to the top right corner of the screen and place cursor over **“Account”**, until the drop down menu appears. Then click on **“My Account”**. This will take you to the following screen .



The screenshot shows the user account profile page for Jane Holloway, Seller Administrator. The page includes a navigation bar with 'Sales Events' and 'Customers', and a user profile box. The main content area is divided into sections: 'User Account Details' with 'Profile' and 'Activity' tabs; 'Company Details' showing 'Natural Resources Wales'; 'Assign Roles' showing 'Seller Administrator'; and 'User Details' with fields for Title (Mrs), First Name (Jane), Last Name (Holloway), Email/Username (jane.holloway@cyfoethnaturiolcymru.gov.uk), Password, Confirm Password, Position (Administrator), Telephone (0300 085 3000), and Mobile. A section at the bottom prompts the user to 'Enter Current Password to Confirm Changes'.

#### 5.4 To change your password

- Enter new password in “Password” field.
- Repeat new password in “Confirm Password field.
- Enter your current password in field “Enter Current Password to Confirm Changes”

5.5 Click on 

5.6 For security, you will be automatically logged out of the system and can log in again with your new password.

## 6 Forgotten Password

6.3 If you have forgotten your password, you can use the option on the Log In/ Register page.



The screenshot shows the 'Register / Log In' page for Cyfoeth Naturiol Cymru. On the left, there is a login form with fields for 'Username' and 'Password', and a 'Login' button. On the right, there is a 'Register / Log In' heading, a note about registration for new users, a 'Register as a Business' link, and two 'Forgotten Password' links. The 'Forgotten Password' links are highlighted with a red rectangular box.

#### 6.4 Click on the link [Forgotten Password?](#)

## Reset Password

If you have forgotten your password, please enter your username (your username is the email address you provided at registration) and we will email you a link to follow to choose another password.

Username

oloway@cyfoethnaturiolcymru.gov.uk x

Type the verification code below 



Can't read the image? [Click it to get a new one.](#)

If you have any further problems, please call the Natural Resources Wales eSales Support Team on **0845 270 7050** or [contact us](#) to submit your query.

**Reset Password**

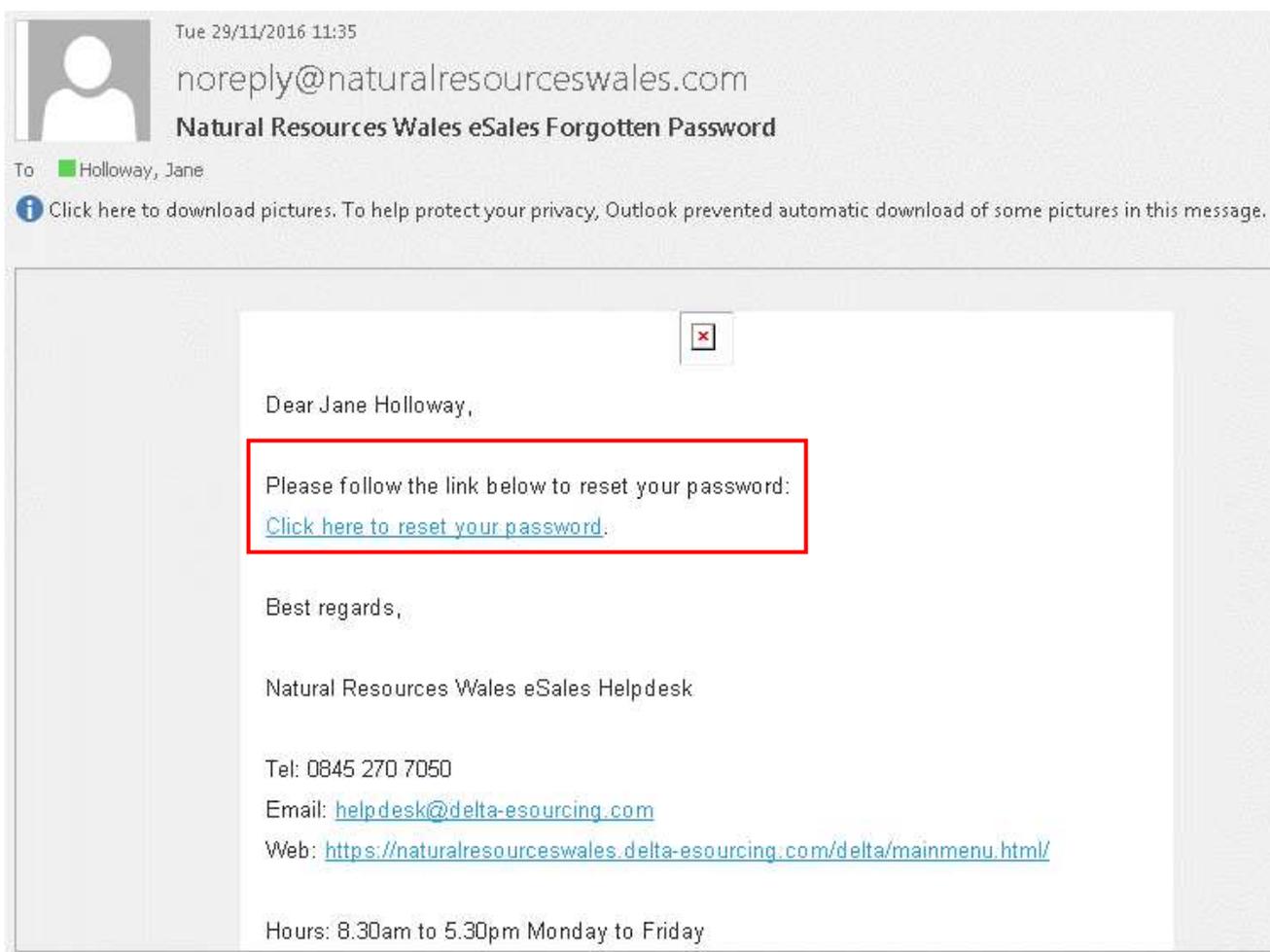
6.5 Enter your username, type in the verification code, then click on .

## Password Reset

### Confirmation Required

Please check your email and follow the link provided to reset your password.

6.6 An email will be sent to your Email address.



6.7 The email will contain a link, when you click on it, the following page will open where you can reset your password.

## Reset Password

If you have forgotten your password, please enter your username (your username is the email address you provided at registration) and we will email you a link to follow to choose another password.

Username

If you have any further problems, please call the Natural Resources Wales eSales Support Team on **0845 270 7050** or [contact us](#) to submit your query.

Please enter a new password for your Natural Resources Wales eSales Account.

Your password must be at least 8 characters and should contain a mix of different character types.

New Password \*

Confirm Password \*

**Reset Password**

6.8 Enter your new password, and confirm new password, then click on

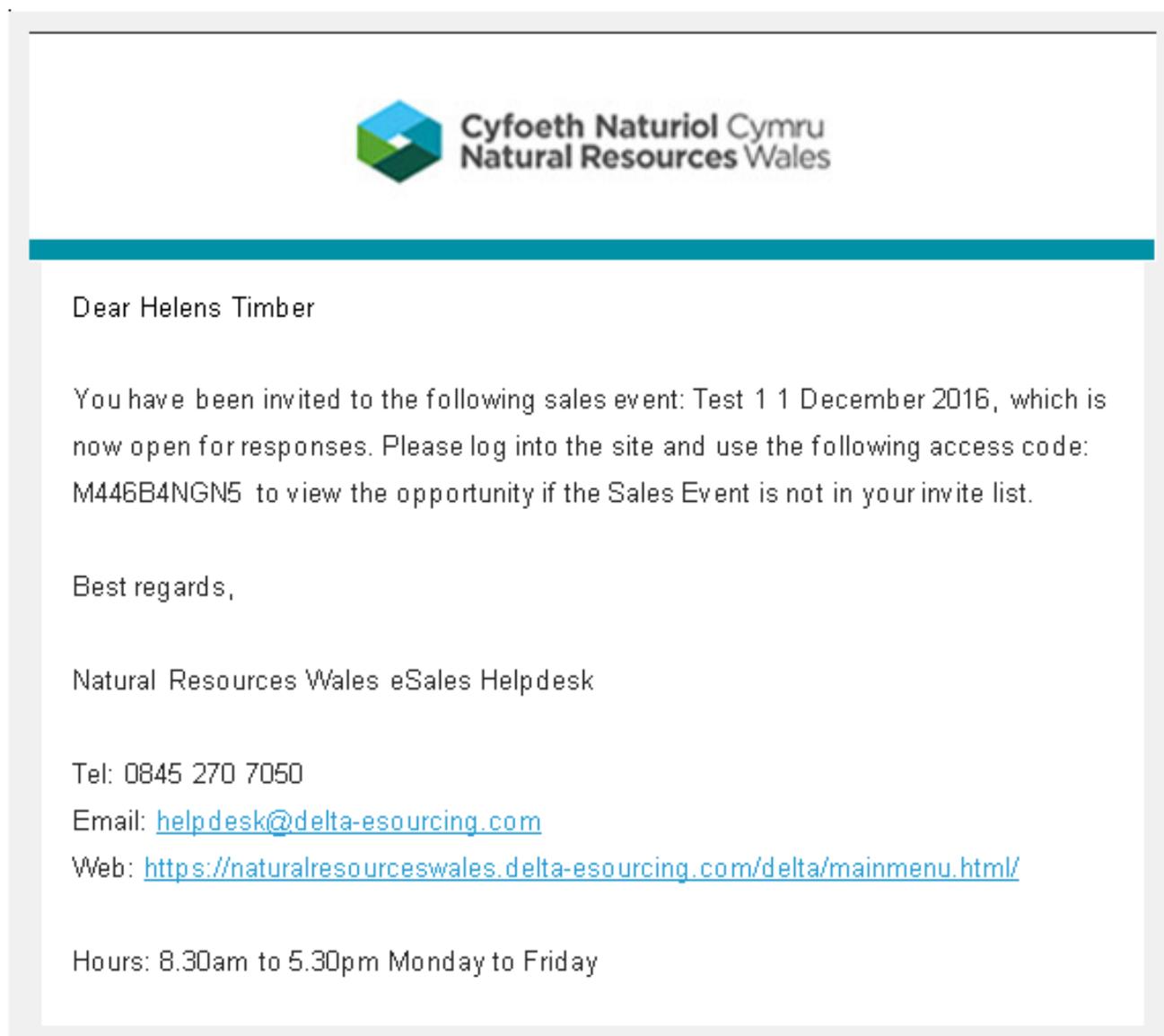
**Reset Password**



The screenshot shows the 'Password Reset' success page. At the top left is the Cyfoeth Naturiol Cymru logo. In the center is the 'eSales' button with a home icon. On the right is the 'Login/Register' button. Below the navigation bar is a teal header with the text 'Password Reset'. The main content area displays the message 'Your password has been successfully reset.' and a 'Login' button. At the bottom, there are links for 'terms & conditions', 'privacy & cookie policy', 'site security', and '© 2016 BIP Solutions'.

## 7 Entering a Bid against a Sale Event

7.3 When a new sale event is published, an Email notification will be sent to all users invited to the sale event by NRW, you will receive this email for a general auction



7.4 The email will contain a unique access code for the sale event. This code can be used to quickly go to the sale event when you have logged into the country ESales service.

7.5 This email will be received if the tender is a Direct Award or restricted sale

FAO: Jane Holloway,

You have been invited to respond to an opportunity on Natural Resources Wales eSourcing by:

**Name:** Eira Walters

**Organisation:** Natural Resources Wales

**Opportunity Name:** Wales timber test

As a registered user you can access the [opportunity now](#).

Once logged in to Natural Resources Wales eSourcing, you can view the opportunity through **Response Manager** on the dashboard.

In order to view the opportunity, please log into the Natural Resources Wales eSourcing website using the email address that you were invited with.

If you cannot view this opportunity within the Response Manager, please contact the Natural Resources Wales Helpdesk in the first instance.

Contact details for the Helpdesk are available below.

Best regards,

Natural Resources Wales eSales Helpdesk

Tel: 0845 270 7050

Email: [helpdesk@delta-esourcing.com](mailto:helpdesk@delta-esourcing.com)

Web: <https://naturalresourceswales.delta-esourcing.com/delta/mainmenu.html/>

7.6 The email will contain a link to access the eSales opportunity

## Welcome to Natural Resources Wales eSales

Use the modules below to manage your eSales and Customers. Should you require any assistance, please refer to the [User Guides](#).

**Sales Event Manager**

Use Sales Event Manager to manage a range of events

[Sales Event Manager](#)

**Customer Manager**

Use Customer Manager to search, view and manage customers. You can also create customer lists which will allow you to group and manage customers together.

[Customer List](#) [Customer Search](#)

**Activity Log**

The activity log displays all actions performed within your account and may include actions made by other members of your company.

[Activity Log](#)

7.7 From Natural Resources Wales homepage, log into the site and then from the Activity Centre, click on link under Timber Sales Tenders to [View Event Invitations and Bids](#).


Tenders
Help Account Logout

**Helens Timber**
Helen Harner  
Customer Administrator

Activity Centre Response Manager

### Response Manager

**Respond**

Please enter an Access Code as per the instructions from the seller then click "Submit". You may have received this directly from the seller or from an advertised sales event.

Please note the helpdesk CANT 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 eSales 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.

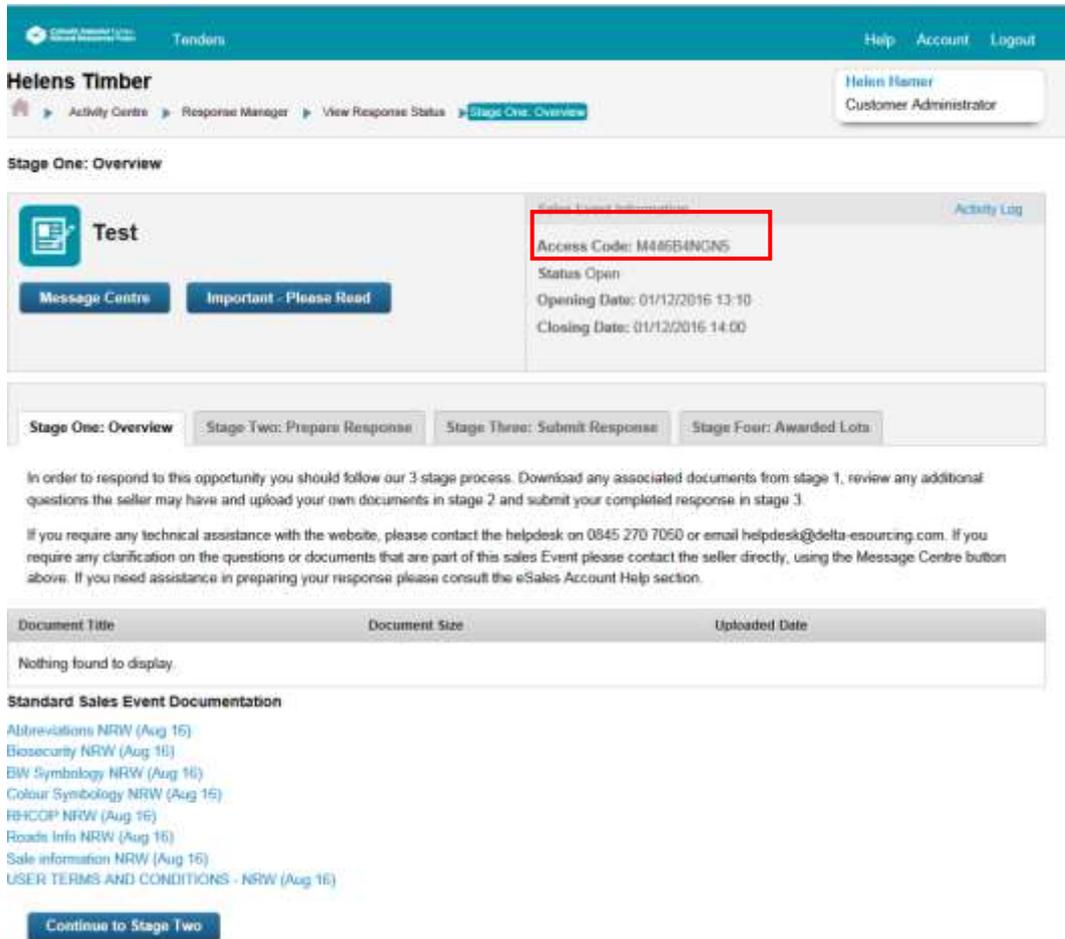
Access Code 

**Responses**

The table below shows your responses. Click on the name of a response to work on it, ensuring you have submitted it prior to the deadline.

Opportunity	Opportunity Type	Submitted	Submitted Date	DPS	Status	Closing Date	Owner
Nothing found to display.							

No items found.



**Helens Timber**  
 Activity Centre > Response Manager > View Response Status > **Stage One: Overview**

Helen Hamer  
 Customer Administrator

**Stage One: Overview**

**Test**  
 Message Centre    Important - Please Read

Access Code: M446B4NGNS  
 Status: Open  
 Opening Date: 01/12/2016 13:10  
 Closing Date: 01/12/2016 14:00

Stage One: Overview    Stage Two: Prepare Response    Stage Three: Submit Response    Stage Four: Awarded Lots

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 seller 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 sales Event please contact the seller directly, using the Message Centre button above. If you need assistance in preparing your response please consult the eSales Account Help section.

Document Title	Document Size	Uploaded Date
Nothing found to display.		

**Standard Sales Event Documentation**  
 Abbreviations NRW (Aug 16)  
 Biosecurity NRW (Aug 16)  
 BW Symbology NRW (Aug 16)  
 Colour Symbology NRW (Aug 16)  
 RBHCCP NRW (Aug 16)  
 Roads Info NRW (Aug 16)  
 Sale information NRW (Aug 16)  
 USER TERMS AND CONDITIONS - NRW (Aug 16)

Continue to Stage Two

7.8 There are 3 sections on this page:

- 1. Access Code**    If you have received an Email informing you that the sale is open. You can use the unique access code in the email. Enter it in the field provided and click on **Submit** to go directly to the sale event.
- 2. Invites**    You will see a list of new sales in this section which the Country have invited you to participate and bid.  
 Click on **View** to see event and lot details.
- 3. Responses**    This section will show details of all Events which you have viewed or have bid against. Click on **Event Name** to access the Event.

If your Company has many users, when one user has viewed the event details, the event will appear in this section for other users.

After the event is closed and Seller has completed Winner Selection, you will be able to see details of awarded contracts against a sale event.

Invites					
You have been invited to respond to the opportunities below. Click "View" to continue.					
Name	Status	Opening Date	Closing Date	Access Code	Opportunity Type
Tender 1 Jan 2017 Buyer Org	Open	26/11/2016 21:20	01/01/2017 12:30	8Q63MN463G	Sales Event

One item found.

7.9 Click on  for the event want to see or bid against.


 Activity Centre ▶ Response Manager ▶ Response ▶ **Accept Opportunity**
Customer Administrator

### View Response



## Scotland Tender 1 Jan 2017

**Sales Event Information**

Access Code: 8Q63MN463G

Status: Open

Opening Date: 26/11/2016 21:20

Closing Date: 01/01/2017 12:30

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 customers only):** You will be removed from this opportunity

**Cancel:** to return to the Response Manager page

**Accept Opportunity**





7.10 To proceed to see the event and lot details, click on 

7.11 You will then be presented with the three stage response process.

 Tenders Help Account Logout

**Helens Timber** Helen Hamer  
Customer Administrator

[Activity Centre](#) [Response Manager](#) [View Response Status](#) [Stage One: Overview](#)

**Stage One: Overview**

 **Test**

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

Sales Event Information [Activity Log](#)

Access Code: M446B4NGN5

Status: Open

Opening Date: 01/12/2016 13:10

Closing Date: 01/12/2016 14:00

[Stage One: Overview](#) [Stage Two: Prepare Response](#) [Stage Three: Submit Response](#) [Stage Four: Awarded Lots](#)

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 seller 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](mailto:helpdesk@delta-sourcing.com). If you require any clarification on the questions or documents that are part of this sales Event please contact the seller directly, using the Message Centre button above. If you need assistance in preparing your response please consult the eSales Account Help section.

Document Title	Document Size	Uploaded Date
Nothing found to display.		

**Standard Sales Event Documentation**

- [Abbreviations NRW \(Aug 16\)](#)
- [Biosecurity NRW \(Aug 16\)](#)
- [BW Symbology NRW \(Aug 16\)](#)
- [Colour Symbology NRW \(Aug 16\)](#)
- [RHCCIP NRW \(Aug 16\)](#)
- [Roads Info NRW \(Aug 16\)](#)
- [Sale information NRW \(Aug 16\)](#)
- [USER TERMS AND CONDITIONS - NRW \(Aug 16\)](#)

[Continue to Stage Two](#)

## Stage One: Overview

- 7.12 This tab will show all documents which the Seller has added which are pertinent to the Sale Event. When you have viewed these documents, click on [Continue to Stage Two](#).


Tenders [Help](#) [Account](#) [Logout](#)

**Helens Timber** Helens Hammer  
Customer Administrator

[Activity Centre](#) > [Response Manager](#) > [Response](#) > [Stage Two: View Response](#)

**Stage Two: View Response**

**Test**

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

Sales Event Information [Activity Log](#)

Access Code: M446B4NGN5  
 Status: Open  
 Opening Date: 01/12/2016 13:10  
 Closing Date: 01/12/2016 14:00

[Stage One: Overview](#) | **[Stage Two: View Response](#)** | [Stage Three: Withdraw Response](#) | [Stage Four: Awarded Lots](#)

**The response has been submitted. To amend your response you will require to Withdraw your response and update.**  
 Note: You **MUST** resubmit your updated response prior to closing date and time for it to be considered.

[Edit](#) [View](#) All responses to questions being asked by the awarding authority have been listed below.

**1. Lots** **1. Lots**

[Proceed to Stage 3](#)

**Volume Limit**

Volume Limit

Characters Remaining: **400**

**1.1 lots**

**Lot Question**

<p><b>Management</b></p> <p>Lot No.: 1            Contract Start Date: 02/12/2016            Contract End Date: 03/12/2016</p>	<p><b>Pricing</b></p> <p>Unit Of Sale: Tonnes            Quantity: 10            Bid by: Unit Price</p>
<p><b>Technical</b></p> <p>Product: Niche Market Conifer            Point Of Sale: Roadside            Species Summary: ss            Stand Mean DBH(cm):20</p>	
<p><b>Min Top Diameter (cm): 60</b>  <b>Length Specified (m): 4.9</b>  <b>Contract No.: 0300655000</b></p>	

**Bid Amount**

**Clarifications**

Characters Remaining:

**Documents**  
 The seller has not uploaded any documents.

[Print Version](#) | [Save](#) | [Save and Proceed to Stage 3](#)

## Stage Two: Prepare Response

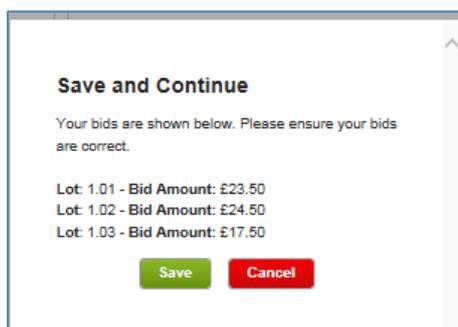
- 7.13 This section provides the Lot information and contract attachments to allow the Customer to prepare and submit their response to the tender.
- 7.14 The Lots are presented in two sections:  
Standing Sales or Felled Sales

7.15 To prepare a response.

<b>Volume Limit</b>	There is a volume limit field on each section (Standing Sales & Felled Sales). If necessary, you can enter a volume limit which the Seller will take into consideration when the event closes and lots are awarded.
<b>Bid Amount</b>	Enter a bid amount against the lot(s) you which to bid for. Unless specified by the Seller, you do not need to bid against each lot in the sale.
<b>Clarifications</b>	If necessary, you can enter comments in this field which the Seller will take into consideration when the event closes and lots are awarded.

7.14 When you have entered your bids against the lots in the **Standing Sales** section, click on **Save and Continue** at the bottom of the page.

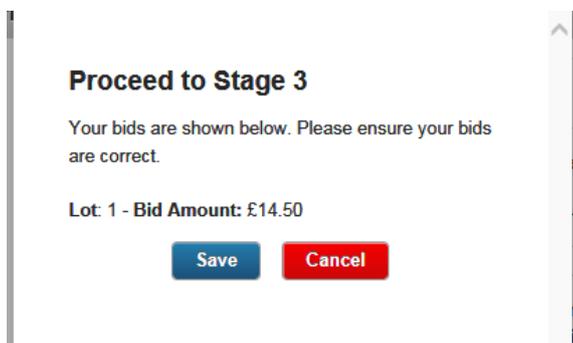
7.15 A dialogue box will open to confirm the bids you have entered on the page.



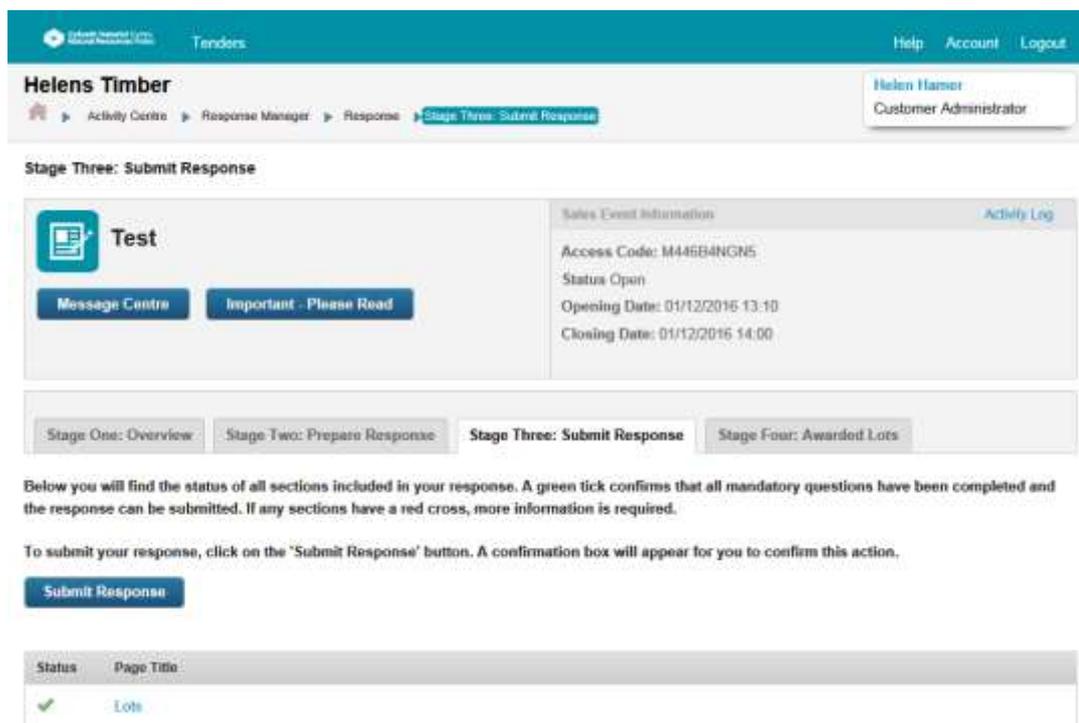
7.16 Click on **Save**. This will take you to the lots in the **Felled Sales** section.

7.17 When you have entered your bids against the lots in the **Felled Sales** section, click on **Save and Proceed to Stage 3** at the bottom of the page.

7.18 A dialogue box will open to confirm the bids you have entered on the page.



7.19 Click on **Save**. This will take you to the tab **Stage Three : Submit Response**.



**Helens Timber**

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

Helen Hamer  
Customer Administrator

**Stage Three: Submit Response**

**Test**

Message Centre Important - Please Read

Sales Event Information [Activity Log](#)

Access Code: M446B4NGN5  
Status: Open  
Opening Date: 01/12/2016 13:10  
Closing Date: 01/12/2016 14:00

Stage One: Overview Stage Two: Prepare Response **Stage Three: Submit Response** Stage Four: Awarded Lots

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
✔	Lots

7.20 If all information entered is valid in both sections, this will be indicated with a ✔ against each section.

7.21 To submit your bids, click on **Submit Response**



Dear Jane Holloway,

You have successfully submitted your response to Wales timber test.

The following are the lots where you have submitted a bid:

Lot No: 2 - Bid: £10.00

Best regards,

Natural Resources Wales eSales Helpdesk

Tel: 0845 270 7050

Email: [helpdesk@delta-esourcing.com](mailto:helpdesk@delta-esourcing.com)

Web: <https://naturalresourceswales.delta-esourcing.com/delta/mainmenu.html/>

Hours: 8.30am to 5.30pm Monday to Friday

7.20 Email confirmation of bids submitted will be sent to the Bidder. Where a Company has many Bidders, the email will be copied to all Bidders.

7.22 To edit bids in your response once already submitted, click on the **Withdraw Response** option in Stage Three.

7.23 Email confirmation of bids withdrawn will be sent to the Bidder. Where a Company has many Bidders, the email will be copied to all Bidders.



Dear Helens Timber

You have successfully withdrawn your response to Wales Tender 1 1 December 2016.

The following are the lots which have been withdrawn:

Lot no 101- Bid £23.50

Lot no 102 – Bid £24.50

Lot no 103 – Bid £9.50

Best regards,

Natural Resources Wales eSales Helpdesk

Tel: 0845 270 7050

Email: [helpdesk@delta-esourcing.com](mailto:helpdesk@delta-esourcing.com)

Web: <https://naturalresourceswales.delta-esourcing.com/delta/mainmenu.html/>

Hours: 8.30am to 5.30pm Monday to Friday

7.24 Return to **Stage Two: Prepare Response** edit the bids, then return to **Stage Three: Submit Response**  and click to re-submit.

7.25 Email confirmation of bids re-submitted will be sent to the Bidder.  
Where a Company has many Bidders, the email will be copied to all Bidders.

**NOTE:** Where a Company/Customer has multiple Bidders

A submission of Bids against a Sale Event is for the Company/Customer, not an individual.

All Company/Customer Bidder will view the same bid form.

Any Company/Customer Bidder can submit their bids for a sale event. All Bidders will receive confirmation by Email that Bids on an event have been submitted.

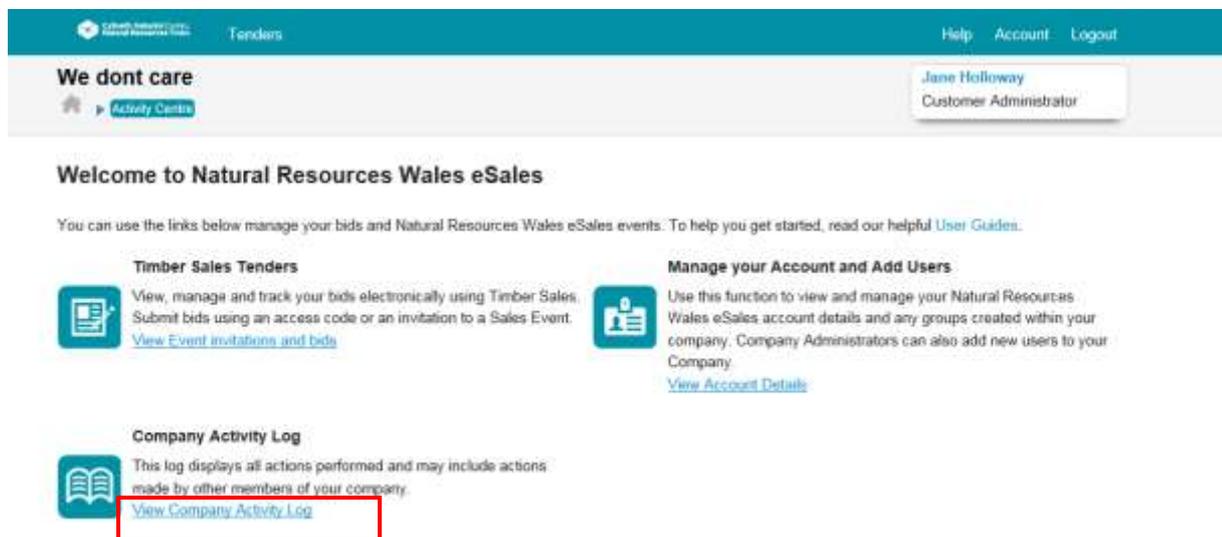
Any Company/Customer Bidder can withdraw their bids for a sale event. All Bidders will receive confirmation by Email that Bids on an event have been withdrawn.

It is the Customer's responsibility to ensure that bids have been submitted by the date/time a sale event closes.

If a bid submission is withdrawn and not Re-Submitted by date/time a sale event closes, no bids will be recorded or can be retrieved against the sale event.

## 8 Activity Log

8.3 After logging into ESales, you will be presented with your user Activity Centre.



The screenshot shows the user interface of the Natural Resources Wales eSales system. At the top, there is a teal header with the logo and navigation links for 'Tenders', 'Help', 'Account', and 'Logout'. Below the header, a grey bar displays the user's name 'Jane Holloway' and title 'Customer Administrator'. The main content area is titled 'Welcome to Natural Resources Wales eSales' and includes a brief instruction: '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](#).' Three main sections are visible: 1. 'Timber Sales Tenders' with a brief description and a link to 'View Event invitations and bids'. 2. 'Manage your Account and Add Users' with a brief description and a link to 'View Account Details'. 3. 'Company Activity Log' with a brief description and a link to 'View Company Activity Log', which is highlighted with a red rectangular box.

8.4 To see detailed activity log for user's in your Company, click on link to [View Company](#)

## Activity Log

Help Account Logout

**Helens Timber**

Activity Centre Account **Activity Log**

Helen Hamer  
Customer Administrator

**Activity Log**

Profile **Activity**

This log displays all actions performed on this asset and may include actions made by other members of your company.

Filter Activity Log
⌵

Logged On	User	Action	Event	Asset
02/12/2016 00:17:27	helen.hamer@cyfoethnaturiolcymru.gov.uk	User logged in	Login date: Fri Dec 02 08:17:27 GMT 2016, IP: 46.254.201.36	Organisation Group
01/12/2016 14:48:56	helen.hamer@cyfoethnaturiolcymru.gov.uk	User logged in	Login date: Thu Dec 01 14:48:56 GMT 2016, IP: 46.254.201.36	Consortium Organisation Group
01/12/2016 14:42:14	helen.hamer@cyfoethnaturiolcymru.gov.uk	User logged in	Login date: Thu Dec 01 14:42:14 GMT 2016, IP: 46.254.201.36	Consortium Organisation Group
01/12/2016 14:26:19	helen.hamer@cyfoethnaturiolcymru.gov.uk	User logged in	Login date: Thu Dec 01 14:26:19 GMT 2016, IP: 46.254.201.36	Organisation Group
01/12/2016 14:26:46	helen.hamer@cyfoethnaturiolcymru.gov.uk	User logged in	Login date: Thu Dec 01 14:26:46 GMT 2016, IP: 46.254.201.36	Organisation Group
01/12/2016	helen.hamer@cyfoethnaturiolcymru.gov.uk	User logged in	Login date: Thu Dec 01 14:26:28 GMT	Organisation

### 8.5 Details displayed on the log can be filtered using the Filter Activity Log at the top of the page.

This log displays all actions performed on this asset and may include actions made by other members of your company.

**Filter Activity Log** ⌵

**Keyword**

All of these  
 Any of these

**Action**

**Date Range**

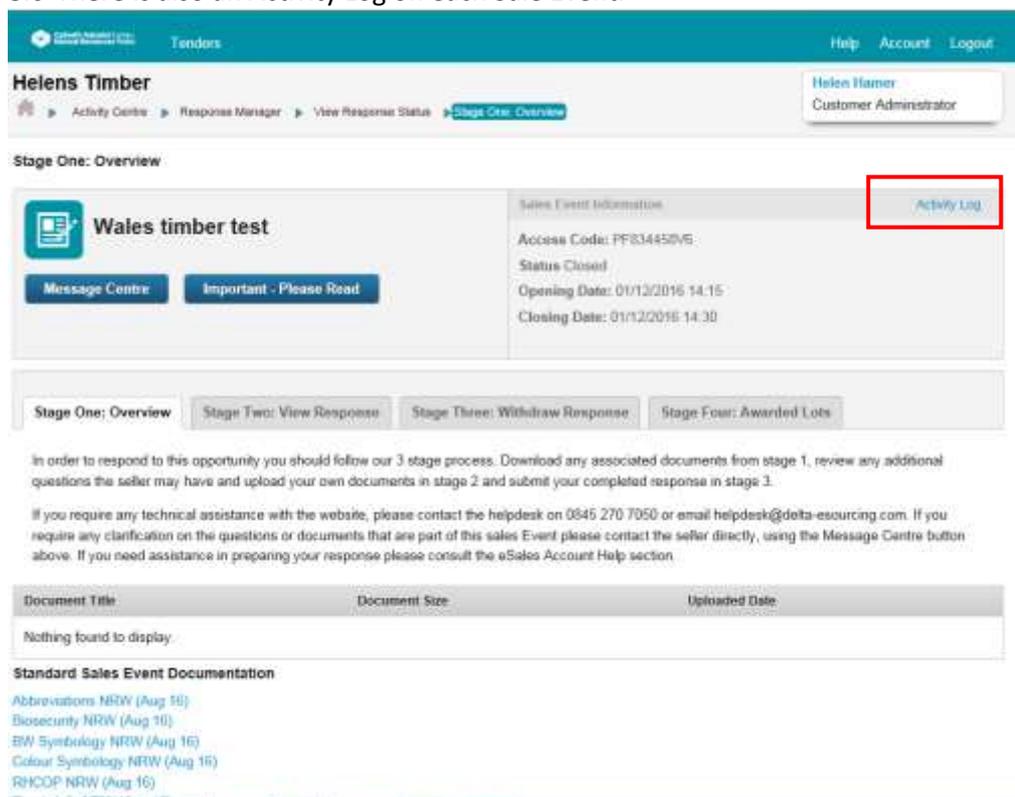
Start Date  End Date

Start Time (hh:mm:ss)  :  :  End Time (hh:mm:ss)  :  :

**Search**

## Sale Event – Activity Log

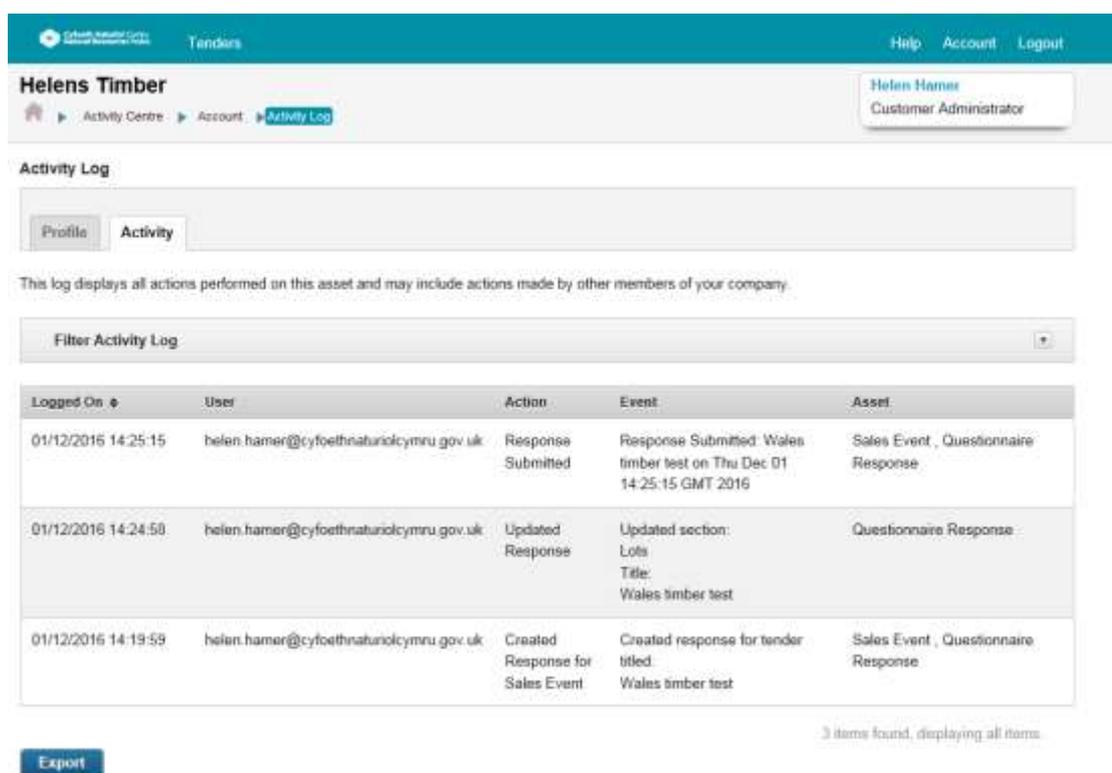
8.6 There is also an Activity Log on each Sale Event.



The screenshot shows the 'Helens Timber' event page. At the top right, there are links for 'Help', 'Account', and 'Logout'. Below the breadcrumb trail, the user 'Helen Hamer' is identified as a 'Customer Administrator'. The main content area is titled 'Stage One: Overview' and features a 'Wales timber test' asset. A red box highlights the 'Activity Log' link in the top right corner of the asset information panel. Below this, there are navigation tabs for 'Stage One: Overview', 'Stage Two: View Response', 'Stage Three: Withdraw Response', and 'Stage Four: Awarded Lots'. A message explains the 3-stage process and provides contact information for technical assistance. A table below shows 'Nothing found to display' under the columns 'Document Title', 'Document Size', and 'Uploaded Date'. At the bottom, there is a section for 'Standard Sales Event Documentation' with links to various NRW documents.

8.7 Click on the link to **Activity Log** at the top of the Event page.

8.8 This page will show all activity for users within your Company on this sale event.



The screenshot shows the 'Activity Log' page for the 'Helens Timber' event. The breadcrumb trail includes 'Activity Centre' and 'Account', with 'Activity Log' selected. The page title is 'Activity Log'. Below the title, there are tabs for 'Profile' and 'Activity'. A message states: 'This log displays all actions performed on this asset and may include actions made by other members of your company.' A 'Filter Activity Log' dropdown menu is present. The main content is a table with the following data:

Logged On	User	Action	Event	Asset
01/12/2016 14:25:15	helen.hamer@cyfoethnaturiolcymru.gov.uk	Response Submitted	Response Submitted: Wales timber test on Thu Dec 01 14:25:15 GMT 2016	Sales Event , Questionnaire Response
01/12/2016 14:24:50	helen.hamer@cyfoethnaturiolcymru.gov.uk	Updated Response	Updated section: Lots Title: Wales timber test	Questionnaire Response
01/12/2016 14:19:59	helen.hamer@cyfoethnaturiolcymru.gov.uk	Created Response for Sales Event	Created response for tender titled: Wales timber test	Sales Event , Questionnaire Response

At the bottom right, it says '3 items found, displaying all items.' There is an 'Export' button at the bottom left of the page.

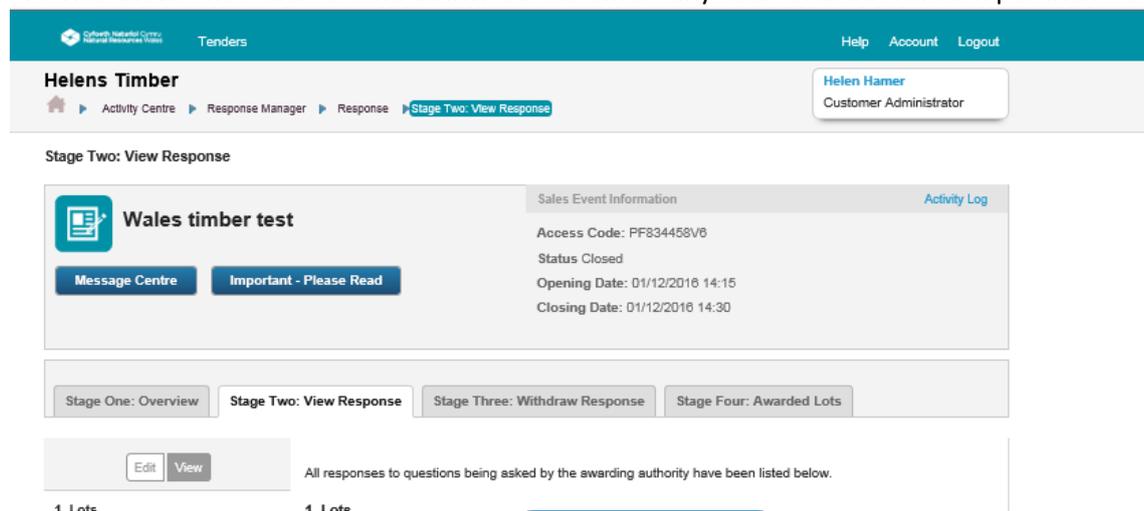
8.9 If required, this information can be exported to Excel by clicking on



## 9 Message Manager

9.3 On every Sale Event, there is a Message Centre.

9.4 This allows the Seller to send all invited Customers any additional information pertinent to the Sale.

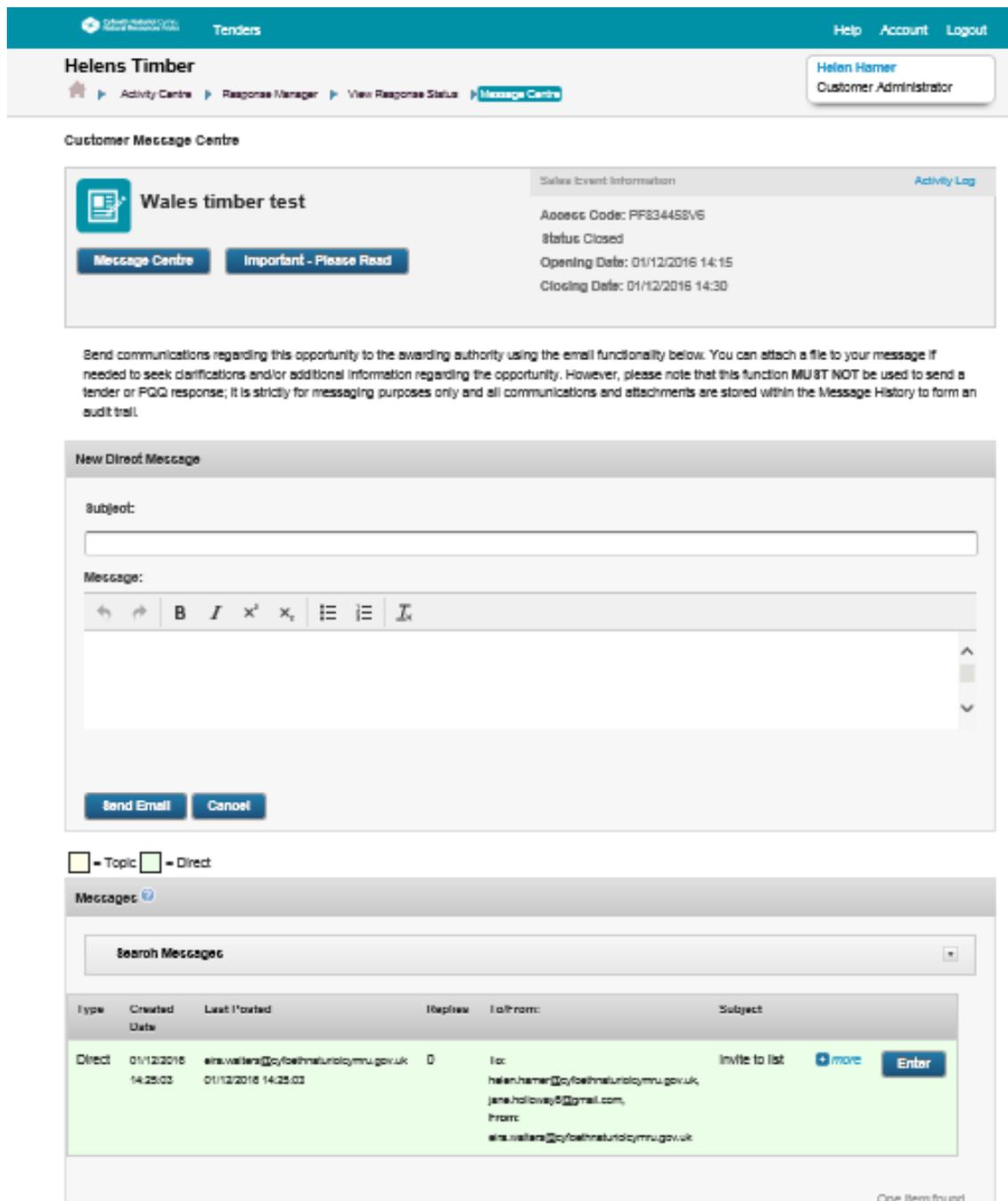


The screenshot shows the user interface for a sale event. At the top, there is a teal navigation bar with the text 'Tenders' and links for 'Help', 'Account', and 'Logout'. Below this, the user's name 'Helen Hamer' and role 'Customer Administrator' are displayed. The main content area is titled 'Stage Two: View Response' and features a card for the event 'Wales timber test'. This card includes a 'Message Centre' button, an 'Important - Please Read' badge, and 'Sales Event Information' such as 'Access Code: PF834458V6', 'Status Closed', 'Opening Date: 01/12/2016 14:15', and 'Closing Date: 01/12/2016 14:30'. Below the card are navigation tabs for 'Stage One: Overview', 'Stage Two: View Response' (which is active), 'Stage Three: Withdraw Response', and 'Stage Four: Awarded Lots'. At the bottom, there are 'Edit' and 'View' buttons and a message stating 'All responses to questions being asked by the awarding authority have been listed below.' Below this message, there are two sections, each labeled '4 Lots'.

9.5 To access the Message Centre, click on **Message Centre** at the top of the screen.

9.6 This will take you to the Event Message Centre, where you will see a history of all messages the Seller has issued to Customers invited to the sale event.

9.7 All Customers will receive an Email which will show the message added to the Message Centre by the Seller. Any documents which the Seller added to the Message will be included with the email.



The screenshot shows the 'Helens Timber' tender page. At the top, there are navigation links for 'Activity Centre', 'Response Manager', 'View Response Status', and 'Message Centre'. A user profile for 'Helen Harmer, Customer Administrator' is visible in the top right.

The main content area is titled 'Customer Message Centre' and features a card for 'Wales timber test'. This card includes a 'Message Centre' button, an 'Important - Please Read' button, and 'Sales Event Information' such as 'Access Code: PFS34458V6', 'Status: Closed', 'Opening Date: 01/12/2016 14:15', and 'Closing Date: 01/12/2016 14:30'. Below this information, a paragraph explains that users can send communications regarding the opportunity via email, but this function must not be used to send tenders or PQQ responses.

Below the paragraph is a 'New Direct Message' form. It has a 'Subject:' field and a 'Message:' field with a rich text editor toolbar. At the bottom of the form are 'Send Email' and 'Cancel' buttons. Below the form, there are radio buttons for 'Topic' and 'Direct', with 'Direct' selected.

At the bottom of the screenshot is a 'Message' section with a search bar and a table of messages. The table has columns for 'Type', 'Created Date', 'Last Posted', 'Replies', 'To/From', and 'Subject'. One message is listed with the subject 'invite to list' and a 'Send Email' button.

Type	Created Date	Last Posted	Replies	To/From	Subject
Direct	01/12/2016 14:25:03	01/12/2016 14:25:03	0	to: helen.harmer@cyfoethnaturiolcymru.gov.uk, jane.holloway8@gmail.com, From: ehs.waters@cyfoethnaturiolcymru.gov.uk	invite to list <a href="#">+ more</a> <a href="#">Send Email</a>

9.8 To send a new Message relating to the Sale Event to the Seller, the User can enter details in the Subject and Message field in the top block, then click on [Send Email](#).

9.9 To view the details of the Message from the Seller, click on [Enter](#).

Cyfoeth Naturiol Cymru / Natural Resources Wales | Tenders | Help | Account | Logout

**Helens Timber** | Helen Hamer | Customer Administrator

Activity Centre | Response Manager | View Response Status | **Message Centre**

Message History

**Direct: Delta eSourcing Notification: Wales timber test**

= Buyer  = Supplier

Created Date	To/From:	Subject	Message
01/12/2016 14:25:03	To: helen.hamer@cyfoethnaturiolcymru.gov.uk, jane.holloway8@gmail.com, From: eira.walters@cyfoethnaturiolcymru.gov.uk	Delta eSourcing Notification: Wales timber test	Email sent to all the suppliers invited to the list

[Return To Message Centre](#)

One item found.

To reply to the Seller's message, click on **Reply**.

Cyfoeth Naturiol Cymru / Natural Resources Wales | Tenders | Help | Account | Logout

**Helens Timber** | Helen Hamer | Customer Administrator

Activity Centre | Response Manager | View Response Status | **Message Centre**

Customer Message Centre

**Wales timber test** | Sales Event Information | Activity Log

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

Access Code: PF834458V6  
Status: Closed  
Opening Date: 01/12/2016 14:15  
Closing Date: 01/12/2016 14:30

Send communications regarding this opportunity to the awarding authority using the email functionality below. You can attach a file to your message if needed to seek clarifications and/or additional information regarding the opportunity. However, please note that this function **MUST NOT** be used to send a tender or PQQ response; it is strictly for messaging purposes only and all communications and attachments are stored within the Message History to form an audit trail.

**New Direct Message**

Subject:

Message:   
 **B** *I* ~~x~~ ~~x~~

[Send Email](#) [Cancel](#)

= Topic  = Direct

Messages  [Search Messages](#)

9.9 User can enter details in the Subject and Message field in the top block, then click on **Send**.

## 10 Notification of Successful / Unsuccessful bids

10.1 Following closure of the Sale Event, the Event Owner will consider all bids and select Lot Winners.

10.2 Successful winners will be notified by Email.  
Where a Company has many Bidders, the email will be copied to all Bidders.



Dear Jane Holloway,

The following bid has **been received and is successful**:

**Sales Event:** [Wales timber test](#)  
**Lot No:** 2  
**Lot Name:** Lot Question  
**Contract No:** 03000 112233  
**Unit of Sale:** Tonnes  
**Quantity:** 300  
**Bid Price:** £10.00  
**Submit Time:** 01/12/2016 14:29 GMT

A valid contract for sale now exists between you and Natural Resources Wales .

The terms and conditions of sale will comprise of:

- The Standard Contract, accompanying Schedule[s] and attachments as laid out in the Lot Information and Conditions
- User Terms & Conditions

Full details of your successful bid, and the terms and conditions applicable to the sale can be accessed under Timber Tender Sales and viewing the event details under Responses. Please take the time to download and print these documents for your own use. You may need to log in if your session has expired.

Best regards,

Natural Resources Wales **eSales** Helpdesk

Tel: 0845 270 7050

Email: [helndesk@delta-sourcing.com](mailto:helndesk@delta-sourcing.com)

10.3 Unsuccessful winners will be notified by Email.

Where a Company has many Bidders, the email will be copied to all Bidders.



Dear Helen Hamer,

The following bid has **been unsuccessful**:

**Sales Event:** [Wales timber test](#)  
**Lot No:** 2  
**Lot Name:** Lot Question  
**Contract No:** 03000 112233  
**Unit of Sale:** Tonnes  
**Quantity:** 300  
**Bid Price:** £5.00  
**Submit Time:** 01/12/2016 14:25 GMT

Please click on the Event Name link if you wish to view the Event. You may need to log back in if your session has expired.

Best regards,

Natural Resources Wales **eSales** Helpdesk

Tel: 0845 270 7050

Email: [helpdesk@delta-esourcing.com](mailto:helpdesk@delta-esourcing.com)

Web: <https://naturalresourceswales.delta-esourcing.com/delta/mainmenu.html/>

Hours: 8.30am to 5.30pm Monday to Friday

## 12 Negotiations

11.1 Where bids have been received which do not meet the Reserve Price, the Seller will normally select the top Bidder(s) as a “Reserved Bidder”.

11.2 Email to confirm this will be sent to the Company Bidder who submitted the bids for the Sale event.



Dear Helens Timber

Please note that you have been flagged as a reserved bidder for the following Lot:

**Sales Event** [Wales Tender 1 1 Dec 2016](#)

**Lot No:** 101

**Lot Name:** Coed

**Unit of Sales:** Tonnes

**Quantity:** 3131

**Bid Price:** £17.50

**Submit time:** 30/11/2016 14.53 GMT

|

Please click on the Event Link if you wish to view the Event. You may need to log back in if your session has expired.

Best regards,

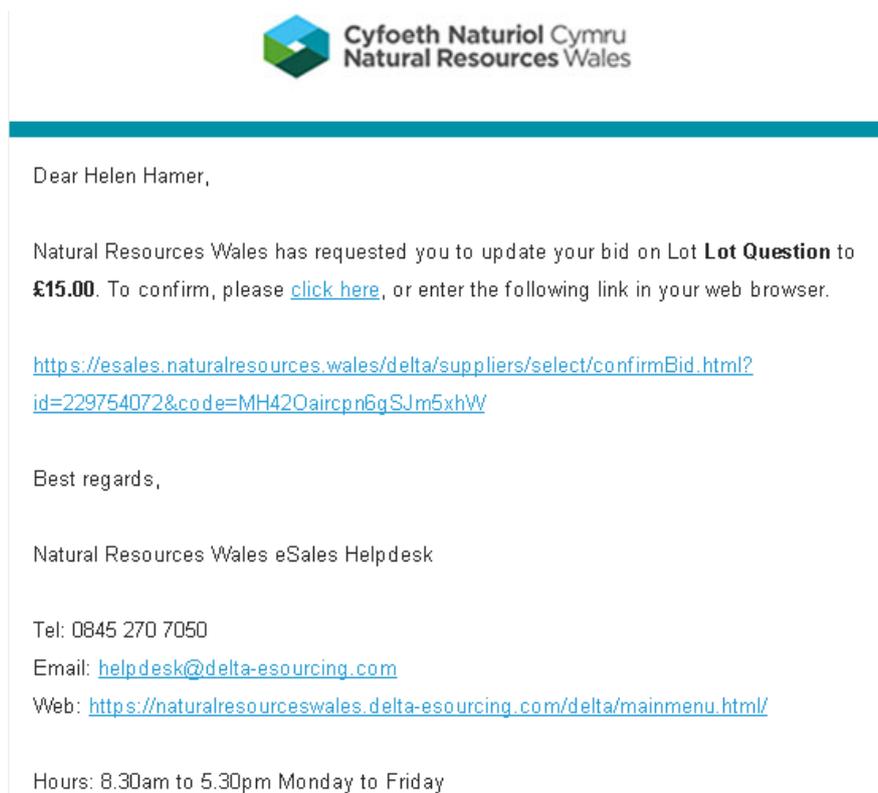
Natural Resources Wales eSales Helpdesk

Tel: 0845 270 7050  
Email: [helpdesk@delta-esourcing.com](mailto:helpdesk@delta-esourcing.com)  
Web: <https://naturalresourceswales.delta-esourcing.com/delta/mainmenu.html/>

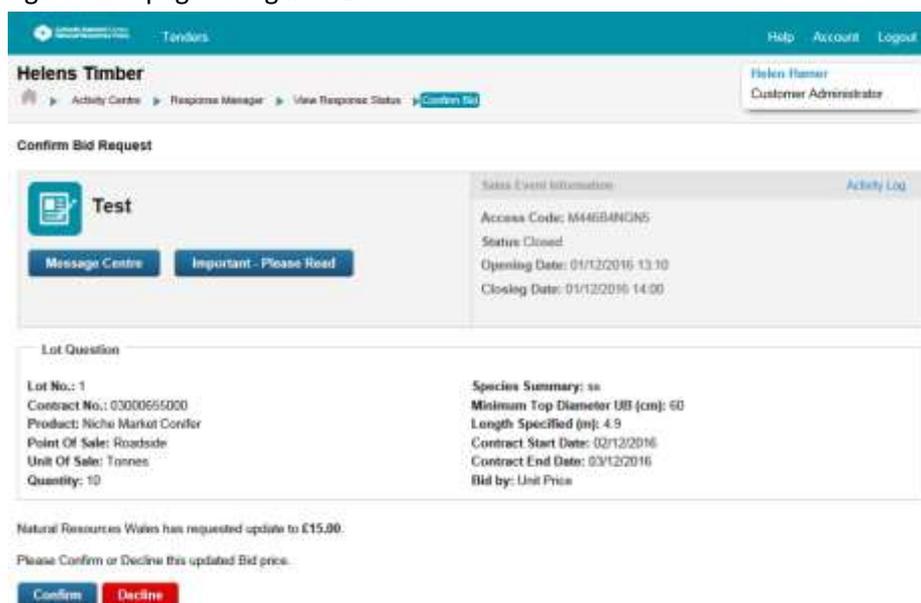
Hours: 8.30am to 5.30pm Monday to Friday

11.3 Following formal negotiation and agreement between Seller and Customer, the Seller will enter the agreed negotiated price into ESales.

11.4 An Email will sent to the Company Bidder who submitted the bids for the Sale event.



11.5 To conclude the negotiation, the user clicks on the [click here](#) link on the email. This will take the user to the Log In/Registration page to log into ESales.



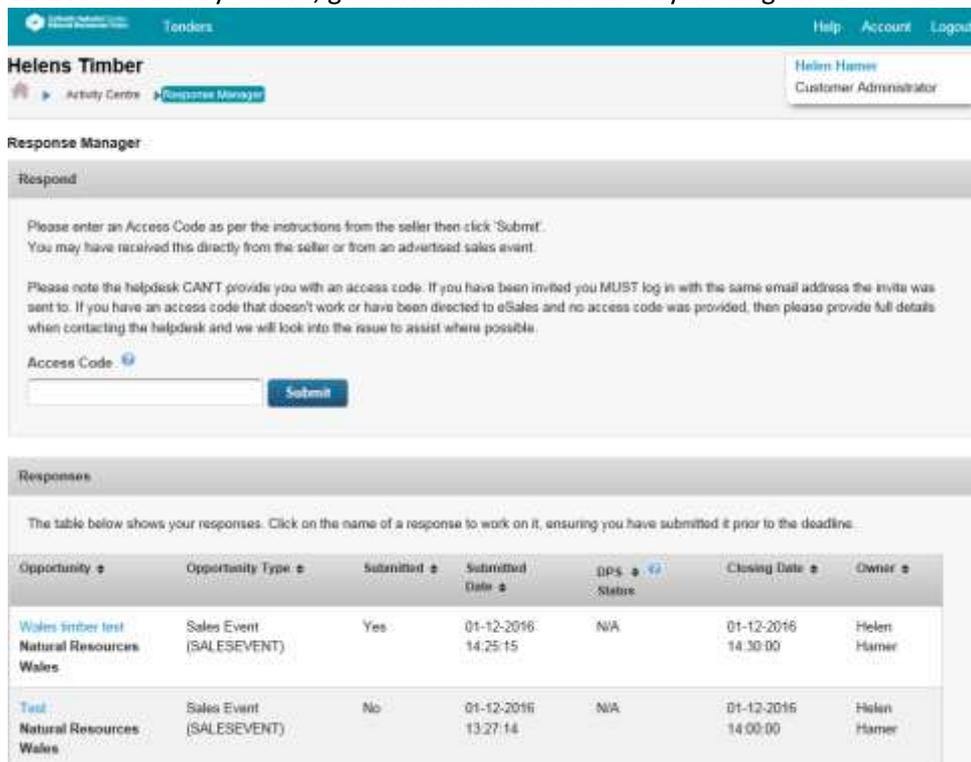
11.6 To accept the updated price click [Confirm](#)

11.7 To reject the updated price click [Decline](#)

### 13 Post Sale - Contract View

12.1 Following winner selection by Seller, the successful Customer can return to the sale event to see details of Contracts they have been awarded.

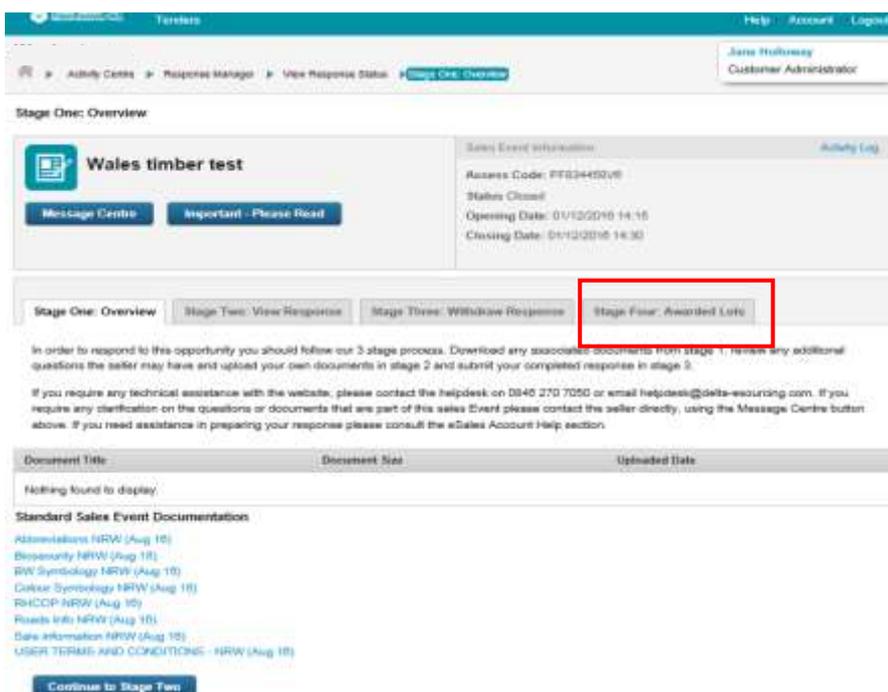
12.2 From Activity Centre, go to **Timber Tender Sales** by clicking on **View Event Invitations and Bids**.



The screenshot shows the 'Response Manager' page for 'Helens Timber'. At the top, there are navigation links for 'Tenders', 'Help', 'Account', and 'Logout'. The user is identified as 'Helen Harner, Customer Administrator'. The page title is 'Response Manager' and the sub-section is 'Respond'. Below this, there is a text box with instructions: 'Please enter an Access Code as per the instructions from the seller then click "Submit". You may have received this directly from the seller or from an advertised sales event. Please note the helpdesk CANT 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 eSales 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.' There is an 'Access Code' input field and a 'Submit' button. Below this is a 'Responses' section with a table showing a list of responses.

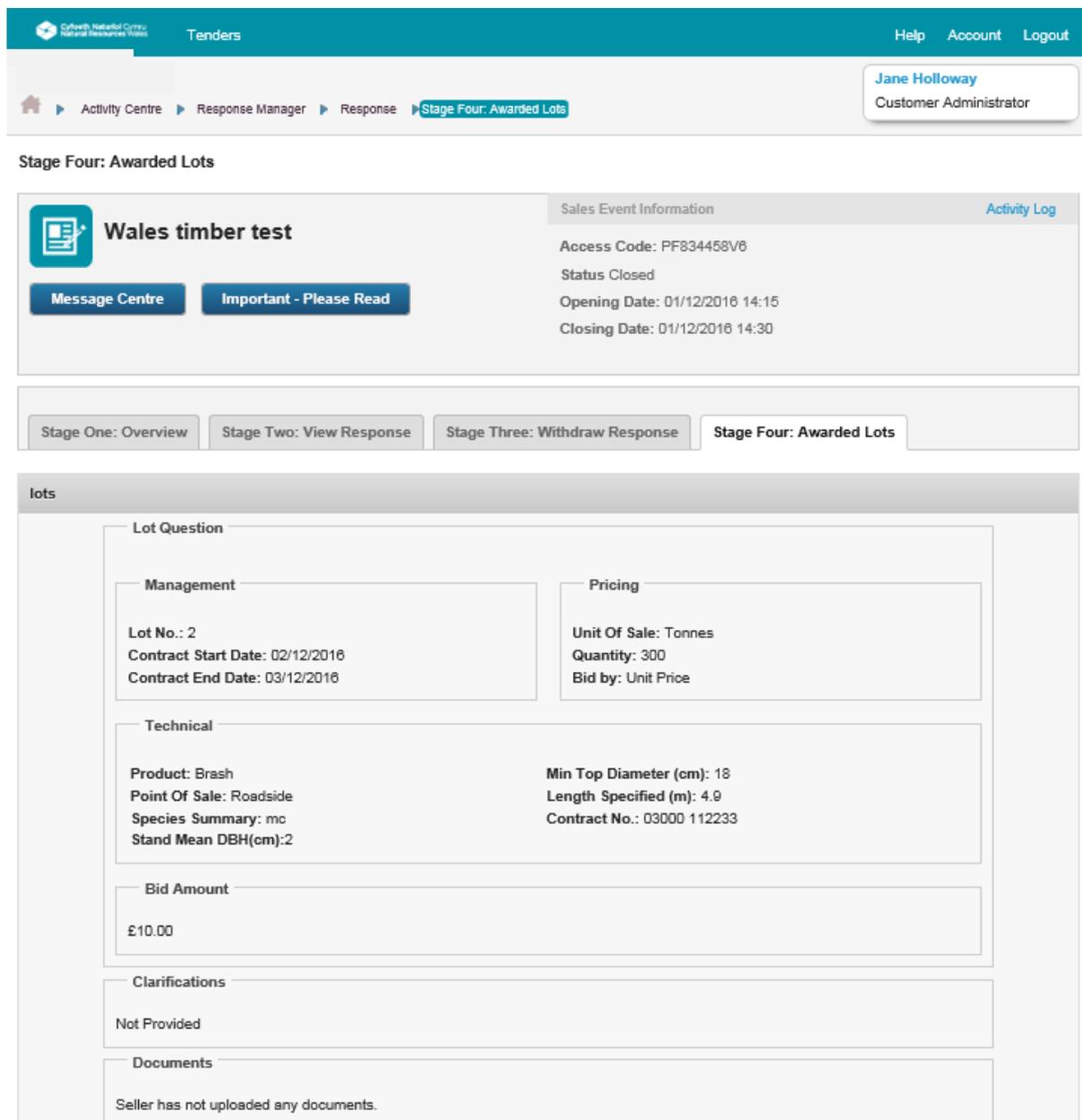
Opportunity	Opportunity Type	Submitted	Submitted Date	DPS Status	Closing Date	Owner
Wales timber test Natural Resources Wales	Sales Event (SALESEVENT)	Yes	01-12-2016 14:25:15	N/A	01-12-2016 14:30:00	Helen Harner
Test Natural Resources Wales	Sales Event (SALESEVENT)	No	01-12-2016 13:27:14	N/A	01-12-2016 14:00:00	Helen Harner

12.3 Under **Responses**, select the Sale Event by click on the Event name.



The screenshot shows the 'Stage One: Overview' page for the 'Wales timber test' opportunity. The page includes a 'Message Centre' button and an 'Important - Please Read' button. On the right, there is a 'Sales Event Information' box with details: 'Access Code: FF824450V6', 'Status: Closed', 'Opening Date: 01/12/2016 14:15', and 'Closing Date: 01/12/2016 14:30'. Below this is a navigation bar with four stages: 'Stage One: Overview', 'Stage Two: View Response', 'Stage Three: Withdraw Response', and 'Stage Four: Awarded Lots'. The 'Stage Four: Awarded Lots' button is highlighted with a red box. Below the navigation bar, there is a text box with instructions: 'In order to respond to this opportunity you should follow our 3 stage process. Download any associated documents from stage 1, answer any additional questions the seller 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 0840 270 7050 or email helpdesk@delta-sourcing.com. If you require any clarification on the questions or documents that are part of this sales Event please contact the seller directly, using the Message Centre button above. If you need assistance in preparing your response please consult the eSales Account Help section.' At the bottom, there is a 'Document Title' table with columns for 'Document Title', 'Document Size', and 'Uploaded Date'. The table is currently empty, showing 'Nothing found to display'. Below the table is a list of 'Standard Sales Event Documentation' links: 'Attendations NRW (Aug 16)', 'Responsibility NRW (Aug 16)', 'RW Symbolology NRW (Aug 16)', 'Colour Symbolology NRW (Aug 16)', 'RHCCP NRW (Aug 16)', 'Roads Info NRW (Aug 16)', 'Data Information NRW (Aug 16)', and 'USER TERMS AND CONDITIONS - NRW (Aug 16)'. A 'Continue to Stage Two' button is located at the bottom.

12.4 Click on tab for **Stage Four: Awarded Lots**. The page will show the awarded lots for the Customer on the Sale Event.



**Wales timber test**

Message Centre    Important - Please Read

**Sales Event Information** [Activity Log](#)

Access Code: PF834458V8  
 Status Closed  
 Opening Date: 01/12/2016 14:15  
 Closing Date: 01/12/2016 14:30

Stage One: Overview    Stage Two: View Response    Stage Three: Withdraw Response    **Stage Four: Awarded Lots**

**lots**

**Lot Question**

**Management**

Lot No.: 2  
 Contract Start Date: 02/12/2016  
 Contract End Date: 03/12/2016

**Pricing**

Unit Of Sale: Tonnes  
 Quantity: 300  
 Bid by: Unit Price

**Technical**

Product: Brash  
 Point Of Sale: Roadside  
 Species Summary: mc  
 Stand Mean DBH(cm):2

Min Top Diameter (cm): 18  
 Length Specified (m): 4.9  
 Contract No.: 03000 112233

**Bid Amount**

£10.00

**Clarifications**

Not Provided

**Documents**

Seller has not uploaded any documents.

## 14 Help / Assistance

13.1 For Help & Assistance with the new ESales service, please click on NRW help page.

**NRW Help page :** <https://esales.naturalresources.wales/help-and-support/>

<https://esales.cyfoethnaturiol.cymru/help-and-support/>