EM&S - Event Monitoring Service Process Document

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This document outlines the processes Emptoris monitoring (EM&S) will use to support Customer auctions.

1. Event Registration

To register an event for Emptoris Event Monitoring the following form needs to filled and send to Emptoris EM&S (EmptorisSupport@us.ibm.com) at least 2 business days before the schedule run date/time of the auction.

Event Registration
Form.xls

The live event must be created and scheduled 24 hours prior to the scheduled date/time. Note: The event can be scheduled with manual invitations to prevent the supplier from seeing it ahead of time.

Please ensure all supplier information in the system is up to date. Emptoris will use the supplier phone numbers in the system to contact suppliers (when necessary) during the event. Please ensure the phone numbers are correct (desk and/or mobile numbers).

Emptoris needs to know if your event has suppliers new to the Emptoris software. This will enable the auction coordinators to ensure the suppliers understand the event messaging.

The auction coordinator lead adds these auctions to the schedule and assigns the appropriate resources.

EM&S team will create a case in Salesforce for the concerned event. Each event will be associated with a new case. Case will be created in the name of the Lead (Creator) of the event.

1) The auction coordinator (Primary Emptoris contact for that event) will send a confirmation email through the created case in Salesforce, back to the primary buyer that the auction scheduled will be monitored. In the confirmation, the coordinator will explain that Emptoris Monitoring and the event owner will communicate during the live event using a designated chat room software package.

Inform the buyer that if they have difficulties with the chat room software package or if they do not want to use it, they should call the support number (+1 212 444 0140) to arrange an alternate method of communication during the live event (i.e. that Emptoris has a valid, functioning number to reach them should the need arise)

2. Pre-Event Coordination

1) Primary auction coordinator will be assigned. Alert the rest of the auction support team of the date/time of the event.

2) Assign back-up coordinator to answer supplier calls, if primary coordinator is busy with another call. Educate the back-up coordinator that in the case of a surrogate bidding situation, they will be expected to fill the role of the primary coordinator.

3) Identify alternate support personnel as necessary to handle outgoing supplier calls (ensuring suppliers are logged in and have accepted the event).

4) Ensure each member (in that shift) of the auction support team reviews the auction setup to gain familiarity with the type (standard or advanced), structure and bidding rules.

5) Ensure all auction support personnel have logins to the designated chat room software being used for this event (i.e. Campfire)

6) Ensure event is added to the Auction Tracking Worksheet located in EM&S folder. Event scheduled time must be captured before the event.

3. Day of Event Preparation

1) Through the case created in Salesforce, send event owner an email introducing you as the primary auction coordinator for the event, along with the chat room software to be used and URL. Inform the owner that they must be logged into the chat room 20 minutes before the event is scheduled to open.

2) Download offline bidding template in preparation for surrogate bidding.

3) Designate an auction coordinator to handle surrogate bidding. Ensure this person sets up and tests the voice recorder in preparation for recoding surrogate bidding requests.

4) Log into http://emptoris.camfirenow.com at least 20 minutes before the event opens and enter the appropriate Auction Monitor room. Make sure guest access is enabled for this room (enable it, if necessary) This is the easiest, quickest way to keep in touch with the buying team, and enable a record of the communication between the event owner and Emptoris. Turn on your computer's sound to hear when a message is posted to the room. Note that the chat software is not intended as a replacement for a phone call – there will be times when a phone call may be necessary.

5) Ensure the event owner is logged into the chat room software package. If not, call/email and request that they enter the chat room now.

6) Be logged into the auction monitor page for the event at least 15 minutes before the event opens
   a) Login to https://sourcing.emptoris.com URL
   b) Locate the event in the RFx list page and navigate to the auction monitor screen
   c) Add the EmptorisMonitoring user to the event as a RFx Leader
   d) Reduce all other buyers to an Observer role within the event

4. Live Event

1) Ensure suppliers are logged in and have accepted the event invitation 15 minutes prior to the event open time.

    a) If your supplier is not in the event (i.e. logged in and accepted the invitation), click on the supplier's name in the Participants frame to retrieve their phone number(s), and call the supplier. Walk them through logging in and accepting the invitation. Reset their password, if necessary

    b) If you have difficulty reaching a supplier on their primary phone number, call the alternate phone number (if available) Make sure to leave a voice mail on every line you call, and take all possible measures to reach the person (i.e. if their voice mail allows, dial 0 and have the person paged; you may need to explain to the person picking up that the person you are trying to reach is invited to an auction, and you are calling to help get them logged in and ready to participate in the event)

    c) If you have exhausted all opportunities to reach the supplier, notify the buyer that this supplier cannot be reached. The primary coordinator will communicate this information to the buying team through Campfire, and ask if they intend to proceed with the event, or if there are other measures they suggest pursuing.

2) Welcome to the event message.

    a) Once the event has started, send a message through the auction monitor screen welcoming the suppliers to the event, and inform them of the phone numbers for technical support issues +1 212 444 0140.

3) Ensure suppliers new to Emptoris understand the messaging functionality.

    a) Call any suppliers new to using the Emptoris system, and walk them through the messaging functionality. Send them a test message and make sure they receive it (they see the blinking icon, and click on it to download the message). Ask that they confirm receipt of the message by sending a message back to the hosts.

    b) Inform the supplier to pay attention to the messaging frame, since EM&S will use this functionality to communicate with them. They can also use the messaging function to communicate with the EM&S, when necessary.

4) Surrogate bidding, including supporting documentation

    a) If a supplier calls in and needs help with bidding, prepare to be on the phone with them for the duration of the event.

    b) Notify the backup auction coordinator that you will be handling surrogate bidding for this supplier, so they now become the primary auction coordinator.

    c) Follow instructions in the Surrogate Bidding Process document

5) Pause event, in case of technical difficulties

    a) There are several known circumstances where you may need to pause the event:

        i) If the event owner chooses not to start the auction until all suppliers are logged in (this is only applicable if the event has already opened, otherwise you can change the open time)

        ii) A supplier contacts EMS with technical difficulties.

        iii) You need to invalidate a bid.

EM&S will invalidate bid only if Supplier reports the same or Buyer communicates it to us during the event. No proactive invalidation will be done by EM&S.

    iv) Auction design changes

b) Notify the event owner (through the designated chat software package) of the need to pause the event BEFORE actually pausing it. Wait for confirmation from the event owner. However, if the remaining time goes under one minute and you have not received a response, pause the event following the next step (c), and send a message to All Bidders as explained in the following step (d). This is to ensure the event doesn't close before you can address the issue.

c) Pause the event (press the Pause Event button on the auction monitor)

d) Through the auction monitor screen, send a message to All Bidders (all buyers are cc'd on messages to suppliers) that you will be pausing the event due to technical difficulties (or other reason)

e) Solve the issue! Communicate with the event owner as necessary to implement the solution. See the "Technical Difficulties" document for hints on the types of issues that may arise, and suggested solutions.

6) <u>Resume the event</u>
   a) Send a message through the messaging frame that the auction will be resumed now and that their screen will refresh and allow them to continue bidding
   b) Click the Resume Event button from the auction monitor screen

7) <u>Invalidate bids, including associated supplier communication.</u> Only if 5) a) iii) above is satisfied
   a) Pause the event, following the steps defined under 3. Pause event. If the event owner does not approve the pause to remove the incorrect bid(s), call the supplier and inform them that the event owner will not allow you to remove their bid(s). Resume the event following the steps define in 6. Resume event.
   b) If the incorrect bid was the last bid submit on that item, remove the bid and continue with step e) below
   c) If the incorrect bid was followed by other bids on that item, you need to remove the bids placed AFTER the incorrect bid (in reverse chronological order) back to the incorrect bid
      i) Identify the bids that must be removed and note the suppliers who submit these bids
      ii) Communicate these supplier names to the auction support team and have them call the suppliers and inform them that their last x number of bids on item xyz will be removed in order to invalidate a bad bid. If their bid(s) are still valid, they need to resubmit them when the auction is resumed
      iii) Once each supplier has been notified, remove the bids up to, and including, the incorrect bid.
      iv) Send a message through the auction screen reminding suppliers to resubmit any bids that were removed.
   d) If the supplier needs to remove all (or a large number) of their bids, you may want to consider uninviting the supplier and then re-inviting them. Uninviting the supplier would remove ALL of their bids, so they would need

to resubmit any bids they did not want removed. The normal process to remove bids is to remove them in reverse chronological order to when they were submit, and this is time-consuming, and may affect many other suppliers. Consider this scenario as an example:

i) There are 6 items in the event

ii) This supplier (let's call them supplier1) needs to remove bids on 4 of them

iii) Supplier1's bids are not the last bids placed on their respective items

iv) Normally, you would Pause the event, and remove bids on each item in reverse chronological order until you got to the incorrect bid submitted by supplier1. If there were 4 bids submit on an item by other suppliers AFTER supplier1's bid, you would have to remove each of those 4 bids before you could delete supplier1's incorrect bid

v) If you uninvited supplier1, it would remove ALL their bids, and you wouldn't have to delete other suppliers' bids. This would be MUCH simpler since it would not affect other suppliers (other than potentially their rank)

vi) You would then re-invite supplier1, and they would have to resubmit any bids they didn't want removed (i.e. they wanted their bids on 4 items to be removed, so they would need to re-place the bids on the other 2 items)

vii) It is important to note that the supplier (and buyer participants) may receive email communications that the supplier was uninvited from the event and re-invited. They can ignore these messages.

e) Resume the event, following the procedures outlined under 6. Resume the event

8) <u>Extend event, including associated supplier communication</u>

a) If they event owner requests that you manually extend the event, ask them how long they would like it extended. By the default, the action of clicking the Extend Event button adds the "extension time" number of minutes to the current close time, but this value can be overridden as desired.

b) Click the Extend Event button in the auction monitor, change the number of minutes (if necessary), then click the OK button. The number of extension minutes will be added to the current event close time.

9) <u>Event design changes</u>

a) If the event owner requests mid-event design changes, such as changing any of the bidding rules, the first step is to Pause the event. Follow the steps under 5. Pause event

b) For changes to the auction bidding rules:

i) Go to the Bidding Rules step of the Wizard, and make the changes. Double-check to ensure that the changes have been made correctly.

ii) Communicate to the event owner that the changes have been made, and ask them to review and agree to the changes

iii) Once approval is received, resume the event, following the instructions under 6. Resume the event

c) For line item changes:

i) Edit the line item(s) as appropriate

ii) Communicate to the event owner that the changes have been made, and ask them to review and agree to the changes

iii) Once approval is received, resume the event, following the instructions under 6. Resume the event

d) For schedule changes:

i) Change the schedule date / time as requested. Factor in the pause time if you're changing the close time (i.e. the event adds the number of minutes the event is paused to the close time once you click the Resume Event button).

ii) Communicate to the event owner that the changes have been made, and ask them to review and agree to the changes (Educate them on the close time functionality, if necessary)

iii) Once approval is received, resume the event, following the instructions under 6. Resume the event

e) For bid transformation changes:

i) This change will definitely change the bids values the suppliers see, and their rank. Strongly caution the event owner against this type of change mid-event. Explain the changes the supplier will see (other suppliers' bids may change and their own rank may change). This may generate many questions on the supplier side. Suggest the event owner reschedule the modified event at another time.

ii) If the event owner wishes to continue with the change, go to the Bid Transformation step of the Wizard, and make the change.

iii) Communicate to the buyer that the changes have been made, and ask them to review and agree to the changes

iv) Once approval is received, resume the event, following the instructions under 6. Resume the event

f) If there are multiple changes requested at the same time, in order to reduce supplier confusion, recommend that they close the current event, make their changes, and reschedule at another time.

10) Buyer support during event, as required

Respond to questions asked by the buyer as necessary. However, make sure your primary focus is monitoring the event. Should the buyer questions become problematic, ask the backup coordinator to work with the buyer, while you focus on the event.

5. Post Event Activities

1) Update the event tracking sheet with the post-event details.

2) Close the Salesforce case

6. Appendix

6.1 Auction Messages {*Can be configured as per Client requirement*}
BLUE - Standard Messages to be used by the Event/Auction Monitoring Service
RED - Messages to be used by the Event/Auction Monitoring Service AT THE REQUEST OF THE BUYER

Sr. #	Scenario	Message Text
1	Welcome	Welcome to NAME OF THE AUCTION. If you have any technical issues during the event, please call the Auction Support Line at 1 888 791 3069 (US & Canada); 0 800 028 6347(UK); 1 212 444 0140 (Other) or send us a message through auction.
2	No Bidding Activity	Customer looks for enthusiastic competition in potential business partners. Please do not wait to begin submitting bids.
3	Approaching Grace Period	We would like to remind you that the event will automatically extend to 5 minutes for the leading bid submitted in the last 5 minutes.
4	Pause Auction #1	We have had to pause the auction temporarily because one of the suppliers has placed a wrong bid. Please stay at your computer and we will resume the event shortly.
5	Pause Auction #2	Thank you for your patience. We have had to pause the event because of [technical difficulties/reason]. We will be resuming the event shortly.
6	Pause Auction #3	Again, we thank you for your patience. The issue will be resolved shortly and we will be able to resume the event in [number] minutes.
7	Restart Auction	We have resumed the event, please continue bidding now.
8	Supplier Not Bidding	We have not seen any activity from you during this event. Please enter a bid now.
9	Removal Warning	If we do not see activity from you in the next minute you will be removed from the auction and disqualified form consideration as a potential business partner.
10	Post Auction Thank You	Thank you for your participation in today's event. [Buyer] will be in touch with you shortly regarding our award decision.
11	Cost Breakdown Template	Please remember that you must submit your cost breakdown template to [Buyer] via email with all pricing reconciled to your final bids by [date and time]

6.2 Confirmation and Campfire Mail

Hello ABC,

Thank you for contacting the Emptoris Event Monitoring & Support (EMS). This is a confirmation that your events will be successfully monitored:

Event name: XYZ
Scheduled run date: DD-MM-YYYY
Schedule run time: 9:00 CST (GMT +6)
Scheduled event duration: 30 Minutes

During the live event, EM&S will communicate with you through the chat software package called "Campfire". This is a group chat software package that allows multiple people to participate in a chat room. You don't need any software on your

desktop; all it takes is a browser. Please login to Campfire at least 15 minutes prior to the event.

To login to Campfire please use the following link:

http://emptoris.campfirenow.com/XXXX

If you have any questions on this event please reply to this mail. If you want to speak to me you can alternatively call the Support numbers mentioned below.

Thank you,
Regards,
EM&S Engineer

Emptoris Event Monitoring & Support
• Toll-free in US and Canada: +1 888 791 3069
• Toll-free in UK: 0 800 028 6347
• International Access Number: +1 212 444 0140
• E-mail Support: EmptorisSupport@us.ibm.com
• Online: http://www-01.ibm.com/software/procurement-solutions/emptoris/customer-support/