



## **Getting Started**

### **How do I register for ProRFx®?**

There is no cost to register and view bid opportunities on ProRFx®.

You can even register your company to use ProRFx® to advertise bid opportunities with your firm!

Registration is done by registering your firm in the WorldERP™ Network. ProRFx® uses the WorldERP™ Network to match vendors/contractors with bid opportunities.

To register online as a VENDOR/CONTRACTOR, visit [www.ProRFx.com](http://www.ProRFx.com), then click on the VENDORS/CONTRACTORS link (top right of screen) and select NEW VENDOR/CONTRACTOR REGISTRATION. Follow the instructions to complete the registration process.

To register online as a CLIENT, visit [www.ProRFx.com](http://www.ProRFx.com), then click on the CLIENT SIGN IN link (top right of screen) and select NEW CUSTOMERS START HERE link. Follow the instructions to complete the registration process.

*Note: The term "Vendor" is used to refer to "Contractors" and "Vendors" synonymously in the WorldERP™ Network*

### **Can my company be both a Vendor and a Client?**

Yes. If you have questions, please call your ProRFx® account manager. If you don't know that manager's direct number, call the sales department at: 1-800-890-0391 x1.

### **Does it cost anything for the Vendor to bid on opportunities in ProRFx®?**

There is no cost to register and view bid opportunities on ProRFx®. Auctions, Reverse Auctions, and Request For Quotes (RFQ) may be accessed up to a one percent (1%) fee on award but there is a cap. If you don't win, there are no fees. Optional features for Request For Proposals (RFP), Request For Information (RFI), and Invitation For Bid (IFB) fees are based on a flat fee as low as ninety-five cents (\$0.95) per month.

### **If we want to use ProRFx® as a Client to advertise our own solicitations, what is the cost?**

There are no acquisition or maintenance costs for using the Standard version of ProRFx®. The Standard version is 100% free for an unlimited number of users in your organization. If you have questions, please call your ProRFx® account manager. If you don't know that manager's direct number, call the sales department at: 1-800-890-0391 x1.



## Why did I miss a bid in ProRFx®?

You may have missed a bid for one of the following reasons:

- You are not registered with ProRFx®
- You have not set up your profile with the correct *Category Types (Commodity Code)* and/or *Sales Territory* in MY ACCOUNT > MY PROFILE.
- You may have incorrect settings in your MY ACCOUNT > MY SERVICES
- Your network or Internet Service Provider blocked or quarantined the notification message for security reasons

## Using ProRFx®

### How do I view a solicitation or get bid information?

1. Log in to your account ProRFx®, [www.ProRFx.com](http://www.ProRFx.com) by clicking on the link labeled "VENDORS/CONTRACTORS" then click on "VENDOR/CONTRACTOR" sign-in.
2. Once logged in, click on the link to the right of the Search toolbar labeled "BROWSE LISTINGS" and select a State, or search for a listing of interest by using the Search toolbar.  
If your firm has been selected as a Pre- Qualified Vendor and there exist listings for Pre-Qualified Vendors, then the Pre-Qualified folder will be selected by default (bottom of left panel) and the listings displayed. Notice the other folders in the left panel – bottom.
3. If you do not see any listings, click on the MY CATEGORIES folder in the left panel (this folder contains all listings that match your *Category Types(Commodity Code)* and/or *Sales Territory* in MY ACCOUNT > MY PROFILE.
4. If you do not still do not see any listings, click on the ALL CATEGORIES folder in the left panel (this folder contains all listings available for you to see in the system.
5. Click on the VIEW LISTING link of the listing that you are interested in to view more detail and/or bid.
6. If you wish to respond to the listing, click on the "Bid on this item" link and complete the fields presented to you. Click the <NEXT> or <PREVIOUS> buttons to navigate.
7. Once all of the required fields have been entered, you may submit your response.
8. You will be able to save your work at any time and submit your response later if you wish, so long as it is before the Listing End Date.
9. You may not be required to quote on all items. Carefully read all instructions and make use of the "Ask Questions & View Answers" link towards the top of the page just under the Time Left indicator.



## How do I retract a bid that I have submitted?

If you wish retract a bid that you previously submitted, there may be restrictions. The Client can set criteria that determines whether or not a bid can be retracted or not. In general, you can retract a bid up until 24hrs. from the END DATE/TIME. If you have trouble retracting a bid, contact the person listed on the solicitation.

1. Log in to your account ProRFx®, [www.ProRFx.com](http://www.ProRFx.com) and click on the link labeled “VENDORS/CONTRACTORS” then click on “VENDOR/CONTRACTOR” sign-in.
2. Once logged in, click on the link to the right of the Search toolbar labeled “BROWSE LISTINGS”.
3. Click on the MY BIDS folder (bottom of left panel) and view the listing whose bid you wish to retract.
3. While viewing the listing details, click on the RETRACT bid link in the MY BID box on left half of screen.
4. Your bid will be retracted and placed in your RETRACTED folder where you can edit the bid and resubmit or delete the bid all together.

## What if I can't locate or view a solicitation/listing?

If you received a notification via e-mail from ProRFx®, but can't seem to find the listing, here's what you can do:

1. Select HELP > LIVE HELP to chat with ProRFx® Support
2. Call 1-800-890-0391 x2 for support
3. Email support at: [Support@ WorldERP.com](mailto:Support@WorldERP.com)

## How do I edit my Category Types(Commodity Code) and/or Sales Territory?

Log in to your account ProRFx®, [www.ProRFx.com](http://www.ProRFx.com) by clicking on the link labeled “VENDORS/CONTRACTORS” then click on “VENDOR/CONTRACTOR” sign-in

1. Navigate to MY ACCOUNT > MY PROFILE
2. Click the EDIT link in the section whose data you wish to change
3. Click the SAVE button (bottom right of screen)

## How do I change my profile, username or password?

Log in to your account ProRFx®, [www.ProRFx.com](http://www.ProRFx.com) by clicking on the link labeled “VENDORS/CONTRACTORS” then click on “VENDOR/CONTRACTOR” sign-in

1. Navigate to MY ACCOUNT > MY PROFILE to edit your profile
2. Navigate to MY ACCOUNT > PASSWORD or SECURITY QUESTIONS to edit your security profile
3. Click the EDIT link in the section whose data you wish to change
4. Click the SAVE button (bottom right of screen)

NOTE: Should you need to change your email address, you will need to contact Customer Support.



# WorldERP, LLC.

## **Can I check a bid status or find out who else is bidding?**

Yes. Once you've logged into ProRFx® you will be able to see this information, but only after an award has been made.

## **How do I get more information on the solicitation/listing?**

For details not available on ProRFx®, call or email the Contact Name displayed in the solicitation/listing. Do NOT contact ProRFx® Support as we will not be able to assist you with these types of questions.