

SEPTA ePS FREQUENTLY ASKED QUESTIONS

Can more than one person from my company register for the SEPTA ePS?

The Vendor Registration Form will register you under your Company Name so ***all employees should access the system using the same Username and Password.*** You should submit one registration form including the email addresses of all system users who want to receive email notifications regarding activity on the system. The emails entered, however, must not exceed 80 characters. The Quote Submittal Form includes an area where you must provide the Contact Name and Title for the individual quoting.

What do I do if I forget my Login ID or password?

Go to the Login screen. Click on “Forgot Password.” The system will ask for your email and/or username and will then send an email containing your login information. If you still have problems or forget your username, send an email to epsadmin@septa.org or call Bernice Kligerman at **215-580-8328** and an administrator will be able to look it up for you.

Who should I contact if I have a question regarding a specific requisition?

Please contact the Buyer referenced. You can email the Buyer by clicking on the Buyer Name appearing on the Requisition Details screen or by referring to the Procurement Directory by going to www.septa.org and selecting Doing Business with SEPTA.

What is a NAICS code?

NAICS stands for the North American Industry Classification System which is how the U.S. Government standardizes various commodities into industrial classifications. Additional information can be obtained by going to www.census.gov and clicking on NAICS within the **Business** category.

How can I add more NAICS codes?

You can add as many NAICS codes as you would like on your registration form by entering the first (4) numbers of the code in the appropriate field on your registration form and clicking the **ADD** button. Once your registration is accepted, you can login and select Change Vendor Registration Information. You will then be able to see the information you entered on your registration form and make any changes necessary.

Why don't I receive email notifications about the status of requisitions containing my listed NAICS codes?

- 1) From the Vendor Login, select Change Vendor Registration Information and make sure that you have selected ‘Yes’ for the Notify via Email field.
- 2) Check your SPAM mail. Some servers may recognize the SEPTA ePS notification emails as SPAM.
- 3) If these don't help, contact epsadmin@septa.org.

Why am I receiving duplicate email notifications of requisitions containing my NAICS codes?

Check your Vendor Registration Information. The system will generate an email for each code; if you listed any codes more than once, you will receive duplicate emails.

What does it mean when I receive a “Requisition Withdrawn” notification email?

The “Requisition Withdrawn” email informs the vendor that a requisition that they have quoted on has been withdrawn from the system and the quote is no longer valid. If another requisition for the item is posted, another quote must be submitted.

How can I stop SEPTA ePS notification emails from being sent to my mailbox?

From the Vendor Login, select Change Vendor Registration Information and change the Notify Via Email field selection to 'No.'

Is there a 'No Quote' option?

Yes. The 'No Quote' button is available on the screen displayed after selecting a requisition from the 'View Requisitions' for quoting list. After you select to No Quote a requisition, it will appear in Red on your requisition list when you login. If you select the No Quote option, you will be given a confirmation number that will allow you to quote on the item if you should decide to at a later time.

Can I submit a quote for an alternative to the item requested?

The Quote Submittal Form includes a checkbox that **MUST BE SELECTED** if the vendor is quoting on an alternative item. Information regarding the alternative item **MUST** be entered in the **EXCEPTIONS BOX** on the Form. When submitting multiple line item alternatives/exceptions, the Vendor **MUST** enter the exception details for each line item.

Please also be alert to buyer notes or instructions indicating whether alternatives will be considered.

What should I do if I receive an error page while working on the SEPTA ePS?

If the system is left idle for a long period of time, your session may time out and result in an error page when you return to your work. Always remember to log out when you are finished working in the SEPTA ePS.

Try refreshing your browser and then try to log back into the system. If the problem persists, contact the SEPTA ePS administration at epsadmin@septa.org or Bernice Kligerman at

215-580-8328. There could be numerous reasons for receiving an internet error page while working on the system and it is best to inform the system administrator of this problem.

Can a vendor submit a price quotation to the buyer if the quotation date and time has expired?

No, quotes must be submitted by the close date and time indicated.

When can I expect to see the results posted on the ePS Award Listing?

This is dependant on when the buyer associated with the procurement generates the actual Purchase Order. The award will appear the day after the P.O. is generated and remain on the Award List for two (2) weeks.

How can I search for a requisition on the Award Listing?

The easiest way to find a specific requisition on the ePS Award Listing is to use the **Find** command by pressing **Ctrl + F**. This will provide a "Find" box where you can type the requisition number and it will be highlighted for you on the screen.

Why do some requisitions appear in different colors when I login and view the active requisitions?

Requisitions appearing in **Dark Blue** are requisitions that you have not taken any action on, meaning you have *not* submitted a Quote or submitted a No Quote for those requisitions. Requisitions appearing in **Red** are requisitions for which you have selected the 'No Quote' option. Requisitions appearing in **Light Blue** are requisitions that you have already quoted on.

Can I modify a Quote/No Quote from the RFQ Confirmation List?

No. The only way to modify a Quote/No Quote is to copy the Confirmation Number from the RFQ Confirmation List and go back to the main menu and select Amend Requisition Quote.

Do I have to quote on all of the items on a requisition?

All requisitions have a “Basis of Award”. If the basis of award is each/any, you do NOT have to quote on all the items. Just skip those lines you do not want to quote on. If the “Basis of Award” is Total of all items, you MUST quote on all items.