**Bluelight EU Supply** : **Response Submission Advice for Suppliers**

**Allow plenty of time**

You should **start to upload** your tender response **the day before the deadline** and at least **4 working hours before** the deadline. Then if you encounter a problem, you should have time to resolve it. If you do encounter a problem, contact Bluelight Admin [BLAdmin@cheshire.pnn.police.uk](mailto:BLAdmin@cheshire.pnn.police.uk) at least 2-3 working hours before the deadline to allow them to help you. If you attempt to upload a dozen documents and submit your response within the last 10 minutes before the deadline, you unnecessarily increase your chances of being locked out of the tender before you have submitted.

**Know your User Name and Password**

Make sure that you know your User Name and Password. After you have clicked the ‘Submit Response’ button, the system will present you with a Pop-up asking you to **confirm your User Name and Password.** This must be successfully completed before the deadline. If you do not see this Pop-up, minimise you window and check that it is not behind.

**Check your internet browser settings + Minimise your main/front window**

Regardless of which browser you use, your browser’s settings must allow Pop-ups. Check if you have internet browser settings that block Pop-ups or always opens them in the background. Either change these settings, or check your background windows if you suspect that your tender response has not successfully submitted. Make sure that you click the “Submit Response” button firmly once and not repeatedly. By default, the pop-up window opens in front but if you click the “Submit response” button several times, the Pop-up window goes into the background and you may need to **minimise your main window/ the front window**, so that you can see the other windows behind. This also can apply if you are completing an online questionnaire and a clicked option (such as a table) seems not to open – ‘Minimise’ your window so that you can see the window that is open behind.

**Don’t submit your tender response using a mobile phone/smart phone**

The EU Supply system is not designed fully for mobile use.

**Allow time for large files to upload**

Large files can slow things up. The recommended maximum upload file size is 2.14 GB. Uploading huge files or large numbers of files takes time and you need to allow for this when attaching files.

**Ensure that only one user uploads documents at any one time and submits your response**

If you have more than one user on the same supplier company account, ensure that they are not uploading documents at the same time from different computers and even from the same Username, as the system may not tolerate this and uploads might not be successful.

**Use a computer that has adequate speed and use a good internet connection**

Check that your network connection and stability is good. If your internet connection ‘comes and goes’ then you might not get your files uploaded on time, especially if you are also using an old slow computer.

**Delete your internet browsing history, delete cookies and close down all browser sessions. Then log on and try submitting again**

If you have left the page open without doing anything for some time, then logging out and back in should help but of course if you realise too late that you have not completed your response submission then you still might run out of time. Deleting browsing history and cookies and closing down all browser sessions is especially relevant if you had to request a password reset.

**Ensure user who submits your response is set up to ‘sign on behalf of the company’**

If, when you submit your response, you see a warning that you are not able to sign on behalf of your company, then your Company Admin needs to check the ‘User settings’ within that user’s personal profile. The user who is Submitting the response must be ticked as a company signer:-

cid:jira-generated-image-static-868eb5a0-733c-4808-8e03-7ecb0b8f85a9

**Contact Bluelight Admin**

If you encounter a problem or suspect that something is preventing your tender response submission from registering, do not call the buyer but **contact Bluelight Admin** on [BLAdmin@cheshire.pnn.police.uk](mailto:BLAdmin@cheshire.pnn.police.uk) immediately Mon-Fri 0900-1700 excl. Bank Holidays.

Please allow time for Bluelight Admin to respond to your request for help.