

Systems Guidance, Support & Help

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1. Introduction

1.1 Most of the timber sold by Forestry Commission England is sold electronically through our eSales system. If you would like to purchase commercial timber (includes sawlogs, round fencing, small roundwood, firewood and woodfuel, hardwood and softwood) then please follow the instructions below on [how to register](#). This is a straightforward process that should only take a few minutes.

1.2 The first user registering on behalf of a Company will be given the role of "Company Administrator". All other users for the Company will be created by the user with "Company Administrator" role.

1.3 There is a facility on the main ESales page which will display details of "Current Sales Events". Anyone who wishes to see these details can do so, without registering for the system.

Only users who intend to bid should register for the ESales system.

1.4 Please register at least 1 week before the first sale you intend to bid on. Your registration will last until you decide to end it.

2. User Requirements

2.1 The ESales system has been developed to be as accessible as possible to users. All you need to be able to participate is:

- A PC or Smart Device (Tablet, Mobile Phone, etc)
- An eMail account
- A web browser. (i.e. Chrome, Firefox, Safari, or Microsoft Internet Explorer 9+, etc.)
- Adobe Acrobat Reader – To be able to read PDF documents

Each of the browsers listed, and Acrobat reader, are available free from their respective sites.

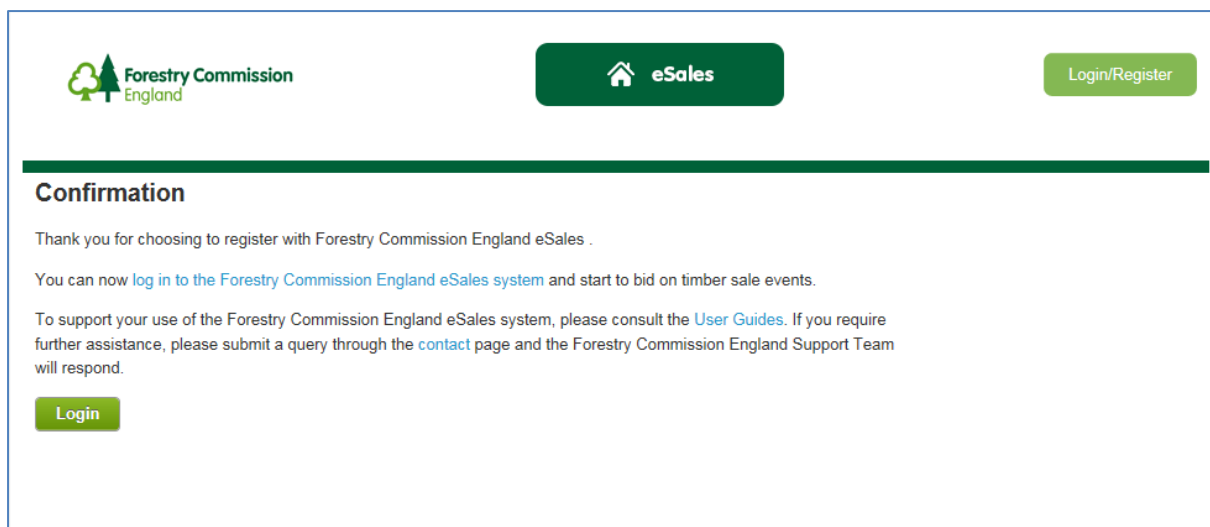
3.How to Register

- Go to <https://england.etimbersales.net/>
- In the top right of screen, click on **Login/Register**
- Click Register as a Business
- Fill in the General Information Form

Read Terms & Conditions then check box to accept the "Terms & Conditions"

Click **Register**

The following screen will appear ..



You can now click on **Login** to access Forestry Commission England eSales.

4. User Roles

4.1 Company Bidder

A bidder can participate in timber sales events, and has full access to sale event information, results and contract documentation.

Bidders have:

- the ability to bid and purchase timber
- access to sale event details including maps and contract documentation.
- full event search facilities
- access to sale results and price information

4.2 Company Administrator

The first user (Bidder) registered for a Company, will by default be set as the Company Administrator. The Company Administrator can create, update or close user accounts for other company users.

The role of Company Administrator can be assigned to another user.

There will be only one account designated as Company Administrator for each company.

Company Administrator has:

- the ability to create new user accounts for their Company
- the ability to amend or close user accounts for their Company
- the ability to bid and purchase timber
- access to sale event details including maps and contract documentation.
- full event search facilities
- access to sale results and price information

4.3 Company Viewer

A viewer has full access to sale event information, results and contract documentation, but cannot bid.

Viewers have:

- access to sale event details including maps and contract documentation.
- full event search facilities
- access to sale results and price information
- automatic notification of sales events to which their company is invited and access to company contract documentation

Note : There is an option to see details of all current sale events by using the **Current Sale Events** option on the eSales Homepage.

This can be accessed by anyone who is not registered for eSales or associated with a company.

5. Forgotten Password

There is a password reminder facility on the Login / Register page.

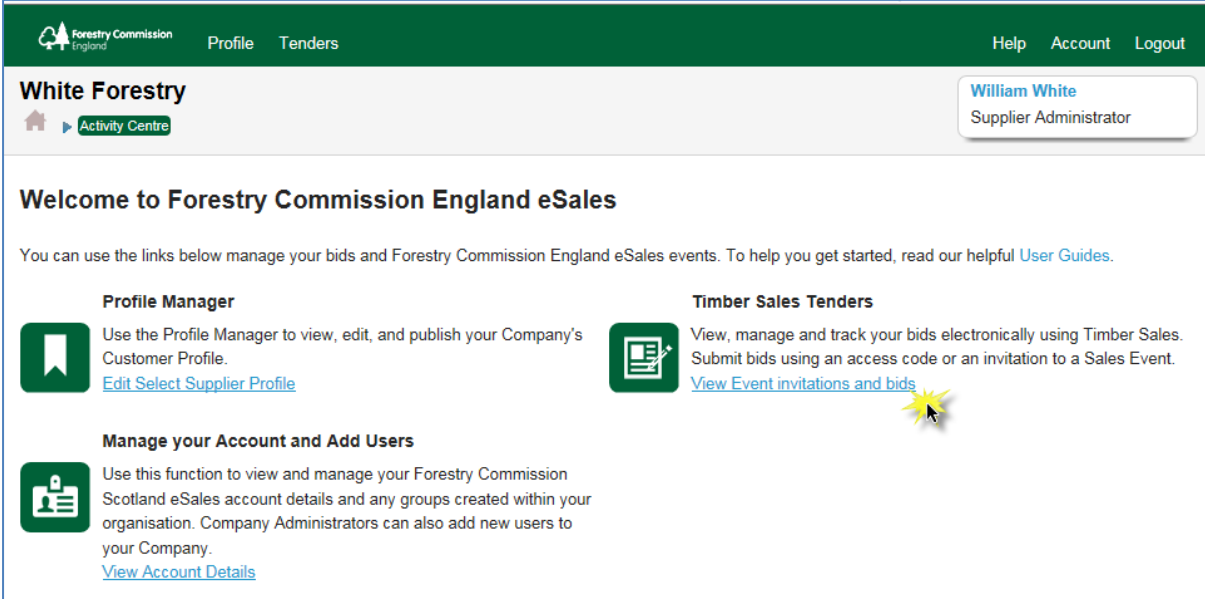
Just enter your email address and you will be sent an email with your password automatically.

6. Buying Timber

6.1 Following Registration, you will have access to Forestry Commission England's ESale service.

When you log in, you will see an option for **Timber Sales Tenders**.

Click on the option [View Event Invitations and bids](#)



The screenshot shows the user interface for 'White Forestry' on the Forestry Commission England eSales platform. The top navigation bar includes 'Profile' and 'Tenders' links, and a user profile dropdown for 'William White, Supplier Administrator'. The main content area features a welcome message and three primary action cards: 'Profile Manager' (with a link to 'Edit Select Supplier Profile'), 'Timber Sales Tenders' (with a link to 'View Event invitations and bids' highlighted by a mouse cursor), and 'Manage your Account and Add Users' (with a link to 'View Account Details').

Forestry Commission England Profile Tenders Help Account Logout

White Forestry William White
Supplier Administrator

Activity Centre

Welcome to Forestry Commission England eSales


You can use the links below manage your bids and Forestry Commission England eSales events. To help you get started, read our helpful [User Guides](#).

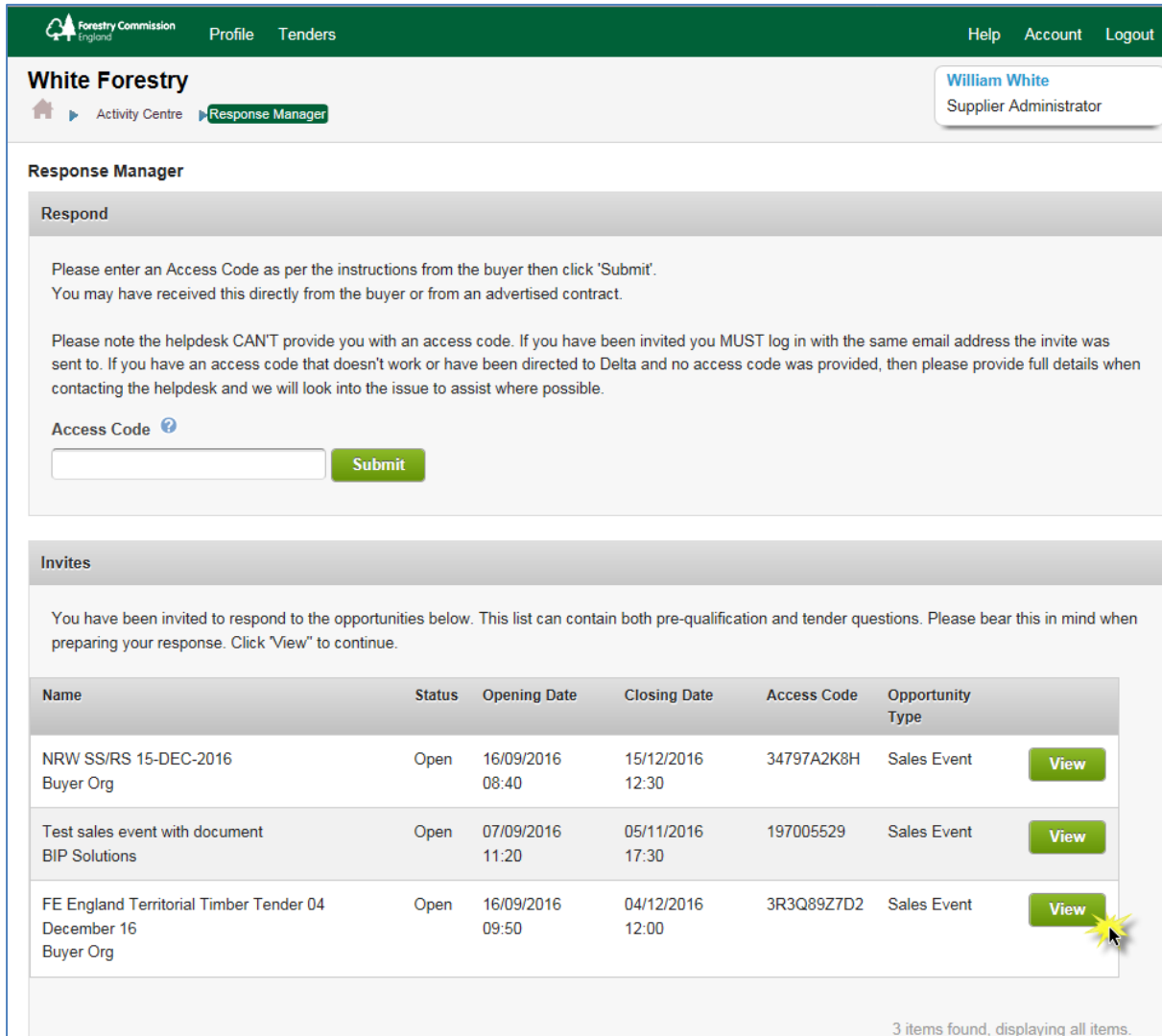
Profile Manager
Use the Profile Manager to view, edit, and publish your Company's Customer Profile.
[Edit Select Supplier Profile](#)

Timber Sales Tenders
View, manage and track your bids electronically using Timber Sales. Submit bids using an access code or an invitation to a Sales Event.
[View Event invitations and bids](#)

Manage your Account and Add Users
Use this function to view and manage your Forestry Commission Scotland eSales account details and any groups created within your organisation. Company Administrators can also add new users to your Company.
[View Account Details](#)

6.2 The following page will open, it will show all events which Forestry Commission England have invited your username to participate in.

To see details of the event, click on .



Forestry Commission England Profile Tenders Help Account Logout

White Forestry William White
Supplier Administrator


Activity Centre **Response Manager**

Response Manager

Respond

Please enter an Access Code as per the instructions from the buyer then click 'Submit'.
You may have received this directly from the buyer or from an advertised contract.

Please note the helpdesk CAN'T 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 Delta 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 

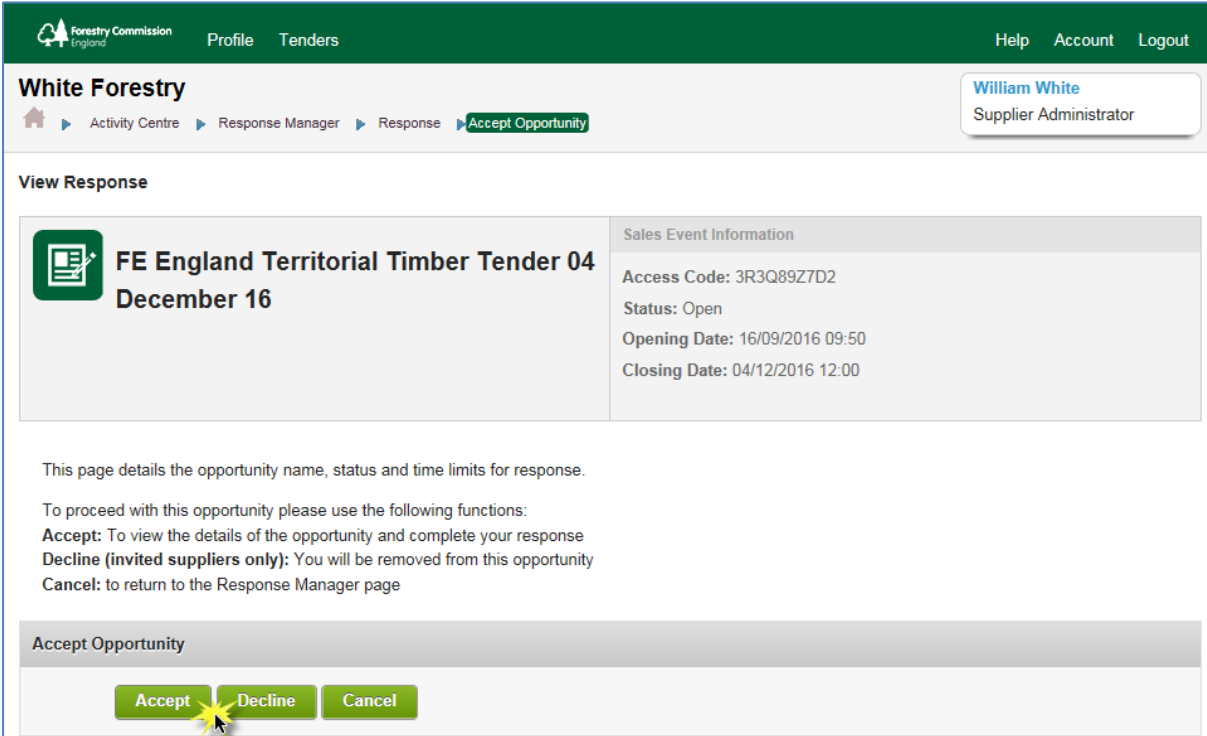
Invites

You have been invited to respond to the opportunities below. This list can contain both pre-qualification and tender questions. Please bear this in mind when preparing your response. Click "View" to continue.

Name	Status	Opening Date	Closing Date	Access Code	Opportunity Type	
NRW SS/RS 15-DEC-2016 Buyer Org	Open	16/09/2016 08:40	15/12/2016 12:30	34797A2K8H	Sales Event	<input type="button" value="View"/>
Test sales event with document BIP Solutions	Open	07/09/2016 11:20	05/11/2016 17:30	197005529	Sales Event	<input type="button" value="View"/>
FE England Territorial Timber Tender 04 December 16 Buyer Org	Open	16/09/2016 09:50	04/12/2016 12:00	3R3Q89Z7D2	Sales Event	<input type="button" value="View"/>

3 items found, displaying all items.

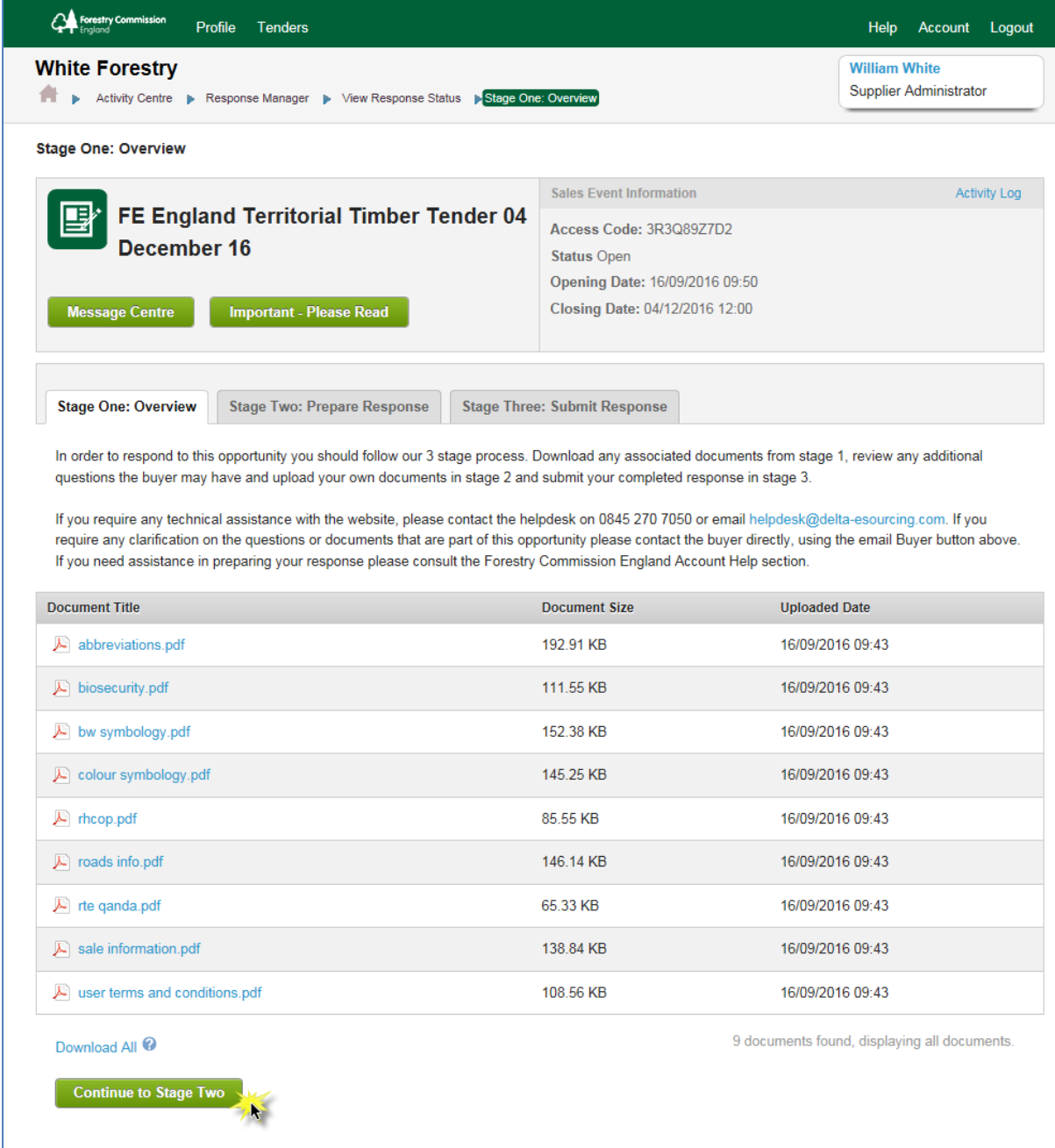
6.3 The next screen will open. To progress to the event and lot details, click on the  button.



The screenshot shows a web interface for 'White Forestry'. At the top, there is a green navigation bar with the 'Forestry Commission England' logo, 'Profile', and 'Tenders' links. On the right side of this bar are 'Help', 'Account', and 'Logout' links. Below the navigation bar, the page title 'White Forestry' is displayed on the left, and a user profile box on the right shows 'William White' as the 'Supplier Administrator'. A breadcrumb trail indicates the current location: 'Activity Centre' > 'Response Manager' > 'Response' > 'Accept Opportunity'. The main content area is titled 'View Response' and features a card for the 'FE England Territorial Timber Tender 04 December 16'. To the right of the card, 'Sales Event Information' is provided, including the Access Code (3R3Q89Z7D2), Status (Open), Opening Date (16/09/2016 09:50), and Closing Date (04/12/2016 12:00). Below the card, a paragraph explains that the page details the opportunity name, status, and time limits. It then lists three actions: 'Accept' (to view details and complete the response), 'Decline (invited suppliers only)' (to be removed from the opportunity), and 'Cancel' (to return to the Response Manager page). At the bottom, an 'Accept Opportunity' section contains three buttons: 'Accept', 'Decline', and 'Cancel'. A yellow starburst icon is positioned over the 'Accept' button, indicating the action to be taken.

6.4 Stage One details of the event are displayed. This includes links to important documents which are relevant to the sale. Please take time to download and read the event information.

When ready to progress, click on  button.



The screenshot shows the 'White Forestry' website interface. At the top, there is a navigation bar with 'Forestry Commission England', 'Profile', 'Tenders', 'Help', 'Account', and 'Logout'. The user is logged in as 'William White, Supplier Administrator'. The breadcrumb trail is: Home > Activity Centre > Response Manager > View Response Status > Stage One: Overview.

The main content area is titled 'Stage One: Overview' and features a card for the 'FE England Territorial Timber Tender 04 December 16'. This card includes a 'Message Centre' button, an 'Important - Please Read' button, and 'Sales Event Information' such as Access Code (3R3Q89Z7D2), Status (Open), Opening Date (16/09/2016 09:50), and Closing Date (04/12/2016 12:00). There is also an 'Activity Log' link.

Below the card, there are three tabs: 'Stage One: Overview' (selected), 'Stage Two: Prepare Response', and 'Stage Three: Submit Response'. A paragraph explains the 3-stage process: download documents in stage 1, review questions and upload documents in stage 2, and submit the response in stage 3. It also provides contact information for technical assistance (0845 270 7050 or helpdesk@delta-esourcing.com) and for buyer clarification.

A table lists the documents available for download:

Document Title	Document Size	Uploaded Date
abbreviations.pdf	192.91 KB	16/09/2016 09:43
biosecurity.pdf	111.55 KB	16/09/2016 09:43
bw symbology.pdf	152.38 KB	16/09/2016 09:43
colour symbology.pdf	145.25 KB	16/09/2016 09:43
rhcop.pdf	85.55 KB	16/09/2016 09:43
roads info.pdf	146.14 KB	16/09/2016 09:43
rte qanda.pdf	65.33 KB	16/09/2016 09:43
sale information.pdf	138.84 KB	16/09/2016 09:43
user terms and conditions.pdf	108.56 KB	16/09/2016 09:43

At the bottom, there is a 'Download All' link and a status message: '9 documents found, displaying all documents.' A 'Continue to Stage Two' button is highlighted with a yellow starburst and a mouse cursor.

6.5 Stage Two, shows individual Lot details, split into two sections .. "Standing Sales" & "Roadside".

At the top of each section, there is the opportunity to enter a preferred Volume limit. Where possible, when awarding lots, this limit will be taken into account by Forestry Commission England.

Standing Sale Volume Limit

If required, please enter a desired Standing Sale Volume limit.

Characters Remaining: 400

6.6 Each Lot will display summary information, and will have a series of links to relevant contract documents and contract maps.

1.1 CENTRAL ENGLAND - Brereton Hayes - Cannock

CENTRAL ENGLAND - Brereton Hayes - Cannock F30950

Management

Lot No.: 1.01
 Contract Start Date: 01/12/2016
 Contract End Date: 31/03/2017

Pricing

Unit Of Sale: Tonnes
 Quantity: 588
 Bid by: Unit Cost

Technical

Product: Thinning Min Top Diameter (cm): N/A
 Point Of Sale: Standing Length Specified (m): N/A
 Species Summary: BI/CP Contract No.: F30950

Bid Amount

£

Clarifications

Characters Remaining: [?](#)

Documents

Below are a list of documents that the buyer has uploaded:

Question Document Name	Document Size (bytes)	Uploaded Date
f30950_lotsummary.pdf	4042	16/09/2016 09:38
f30950_location_1.pdf	454551	16/09/2016 09:38

[Download zip.](#)

6.7 If desired, a bid can be entered in available field.

1.1 CENTRAL ENGLAND - Brereton Hayes - Cannock

CENTRAL ENGLAND - Brereton Hayes - Cannock F30950

Management
Lot No.: 1.01
Contract Start Date: 01/12/2016
Contract End Date: 31/03/2017

Pricing
Unit Of Sale: Tonnes
Quantity: 588
Bid by: Unit Cost

Technical
Product: Thinning
Point Of Sale: Standing
Species Summary: BI/CP
Min Top Diameter (cm): N/A
Length Specified (m): N/A
Contract No.: F30950

Bid Amount
£

6.8 Contract clarifications can be entered in the field provided.

Clarifications

Characters Remaining: ?

6.9 When all desired bids have been entered for both Standing Sales lots and Roadside lots, click on **Save and Proceed to Stage 3** button.

6.10 Following screen appears. To submit all bids entered, click **Submit Response** button.

FE England Territorial Timber Tender 04 December 16

Message Centre Important - Please Read

Sales Event Information [Activity Log](#)

Access Code: 3R3Q89Z7D2
Status: Open
Opening Date: 16/09/2016 09:50
Closing Date: 04/12/2016 12:00

Stage One: Overview Stage Two: Prepare Response Stage Three: **Submit Response**

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
✓	Standing
✓	Roadside

6.11 This will generate an email to user's email account which will summarise all bids which have been submitted on the sale event.

6.12 Prior to the event closing, User can return to the sale event move to Stage 3 of the event and click on the **Withdraw Response** button.

NOTE : This will withdraw bids on all lots in the event. All original bids will be present in the bid form. User can then amend any of their original bids and click on **Submit Response** button again.

6.14 Following event Closure, emails will be sent to confirm to users if their bids for lots have been successful or unsuccessful. These will be issued on an individual lot basis.

6.15 Full User Guide is available within the ESales service.

Event Formats

Our e-sales system currently uses the following sale format

- **Tender**

The format of our electronic tenders is the same as the conventional paper tenders that customers may have been familiar with. The academic description of this type of sale is a 'simultaneous, first-price, sealed-bid auction.

- **Simultaneous** – All lots are presented for bidding at the same time (rather than one after another)
- **First Price** – The winner pays the price they've bid for the particular lot
- **Sealed-bid** – Bids are confidential and cannot be viewed by anyone, other than the bidder, before the event closes. Winners and winning bid prices are not published following the sale.

Contacts

For FC England contacts, please click [here](#) .