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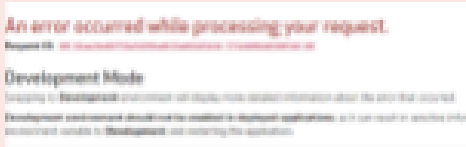
Transnet E-Tender Systems FAQs and Frequently Encountered User Issues

09 June 2023

Document Versions Released and Updates

Version	Date	Description of update
1.	15/05/2023	Initial list of frequently encountered issues
2	09/06/2023	Updated CGI with slow network issue, and development mode error due to bidders incomplete submission of documents

Issues and Resolutions

	Issue	Resolution
1.	Dashboard/Register and Submitted files, the difference between them	<p>The difference between the dashboard/register and number of documents/folders in the system, and the reasons:</p> <ol style="list-style-type: none"> 1. Bidders submitted bids without attaching/uploading any documents, <ol style="list-style-type: none"> a. This issue has been fixed by ICT in an update, so it no longer allows a submission without attaching/uploading 2. Bidders upload document and then delete it, therefore no documents/folders are available <ol style="list-style-type: none"> a. This issue has a log/trail of bidder actions which can show time of upload and time of deletion
2.	Development Mode error 	<ol style="list-style-type: none"> 1. Network connectivity, so please ask them to refresh the page with a better network connection if possible. 2. User has been registered, and can reload, and sign in. 3. Initial registration may have been missing some compliance documents, from user.

Issues and Resolutions

	Issue	Resolution
3.	Failing to register	<p>Please find link to guide below and follow steps accordingly you should have an account registered.</p> <p>https://www.transnet.net/TenderBulletins/Documents/E-Tender%20Vendor%20Portal.pdf</p>
4.	Pending Approval Tender	<ol style="list-style-type: none"> 1. A. Manager has not approved. <ol style="list-style-type: none"> a. Manager should receive message in outlook and teams to approve. 2. Details have been entered in incorrectly into the system: <ol style="list-style-type: none"> a. Missing details to be filled in (closing date, type of tender, corridor, contact person ,approver etc.) b. Selected suppliers email incorrectly written (spelling mistake) c. Selected suppliers emails not separated by semi colons ' ; '

Issues and Resolutions

	Issue	Resolution
5.	Access denied	The tender link may have been forwarded to those who were not authorised to access the document.
6.	Email used to register different than the one used for invitation	The tender link may have been forwarded to those who were not authorised to access the document. Or the invitation was sent to a particular email address and the registration is being attempted with another email address.
7.	CGI Error	<p>The CGI error could be caused due to a connection time out from the bidder side, and the browser keeping some items in a cache, on the browser.</p> <p>The potential steps to address it could be:</p> <ol style="list-style-type: none"> 1. Open a new window in a new browser. 2. Open a new window in an "incognito" mode (Chrome) 3. Open a new window in "InPrivate" mode (Edge) 4. Attempt to clear recent period history cache (Caution) 5. User's Slow network connectivity, close many tabs, sites 6. User's slow computer, or running many processes- close processes 7. User's browser settings, User needing to refresh page, clear cookies, clear cache, clear history. 8. Conduct internet speed test.

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