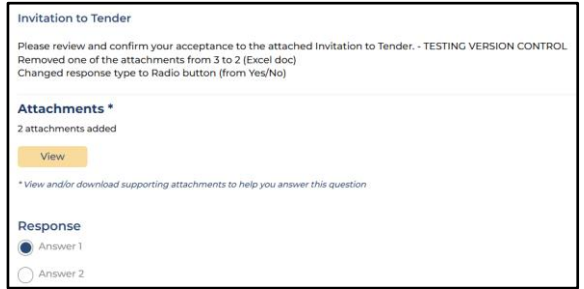


1

If you need to ask a question about an opportunity or require clarification on a specific question, you can use the **Correspondence** function to send a message directly to the **Procurement Team** at the authority.

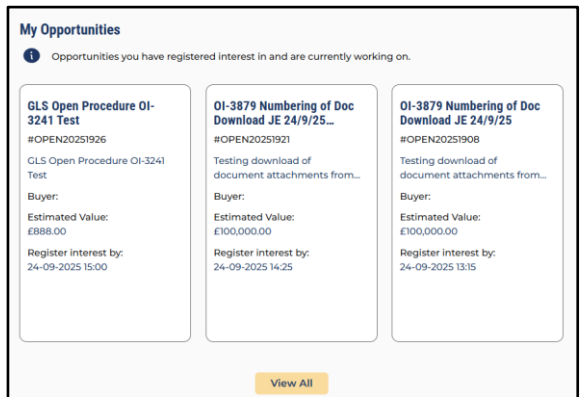
NB: *If you have a question related to navigating Open please email open.support@nepo.org*



2

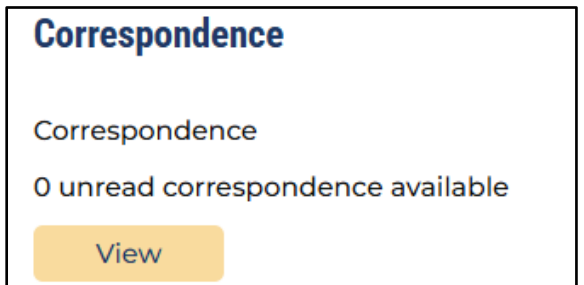
From your **Dashboard**, scroll down to **My Opportunities** (this is the section you will find any opportunities you have been invited to participate in or have interacted with) and click into the relevant opportunity that you want to send correspondence from.

If you cannot see it, use the search function after clicking on the **View All** button.



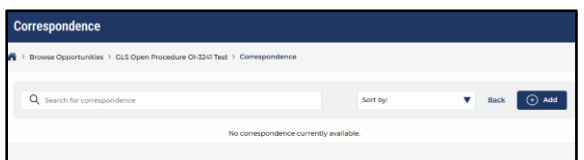
3

Once you are in the **Opportunity Overview** page, scroll to the bottom left of the page where the Correspondence tile is and click **View**.



4

Here you can view and send messages to the buyer. To write a new message click **Add**.



5

Enter your **Subject** and **Message**.

You can add any attachments by clicking on the **Upload** button.

6

Clicking **Confirm** sends your message to the authority and takes you back to the **Correspondence** page where you will see your correspondence has been logged.

A **red dot** next to the message means that you have not read it as yet.

Correspondence is indexed numerically so you can see in which order messages have been sent and received.

If you click into a message, you can see the trail, with timestamps and numerical indexing.

Index	Message Title	Created By	Created On
4.	CS TO SUPPLIER 4 - CS IS BASIC	NEPO	09-12-2024 15:24
2.	CS TO SUPPLIER 2 - CS IS ADVANCED	NEPO	09-12-2024 14:59
1.	CS TO SUPPLIER 1 - CS IS ADMIN	NEPO	09-12-2024 14:53
3.	CS TO SUPPLIER 3 - CS IS INTERMEDIATE	NEPO	09-12-2024 15:11

4. CS TO SUPPLIER 4 - CS IS BASIC
Posted on 09-12-2024 15:24 by NEPO

CS TO SUPPLIER 4 - CS IS BASIC

4.1. Smithson Inc.
Posted on 09-12-2024 15:26

4.1.1. Smithson Inc.
Responded on 09-12-2024 15:26
SUPPLIER TO CS 4 - CS IS BASIC

4.1.2. Smithson Inc.
Responded on 25-09-2025 15:38
Please could you confirm whether this is required?
Thanks

7

The buyer will receive an email notification when you send a new message.

Open will also notify you by email when you receive a new message from buyers.

OPGI
analyse procure manage

You have a new message!

Hi,

You have received a new message regarding the contract below:

Contract: Dynamic Purchasing System for the Provision of Passenger Transport (Taxis and Minibuses)
Subject: Clarification required- Section 2 a-c
Buyer: NEPO

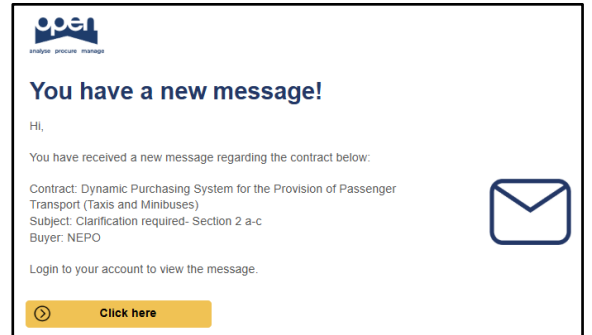
Login to your account to view the message.

[Click here](#)



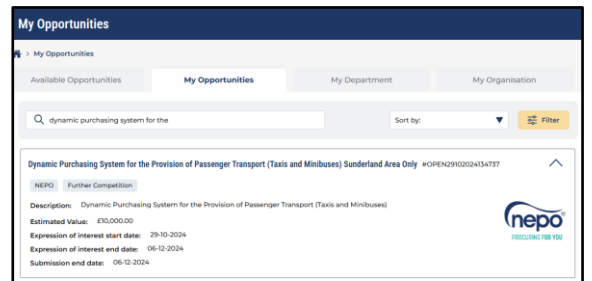
8

To view your new correspondence, you can click on the link in the email which will take you straight to the **Correspondence** section of your account. **Go to Step 11.**



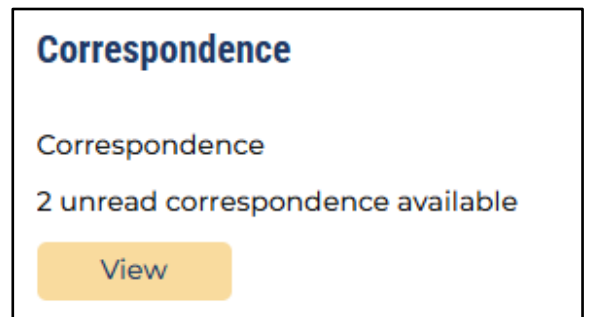
9

Or you can log into your Open account and from your **Dashboard**, scroll down to **My Opportunities**. In the **My Opportunities** page search for and click into the relevant opportunity that you have received correspondence from.



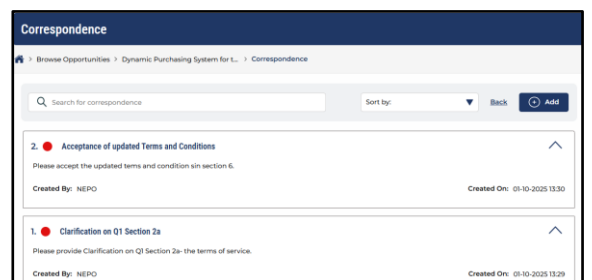
10

Once the **Opportunity Overview** page has opened, scroll to the bottom left of the page where the **Correspondence** tile is and click **View**.



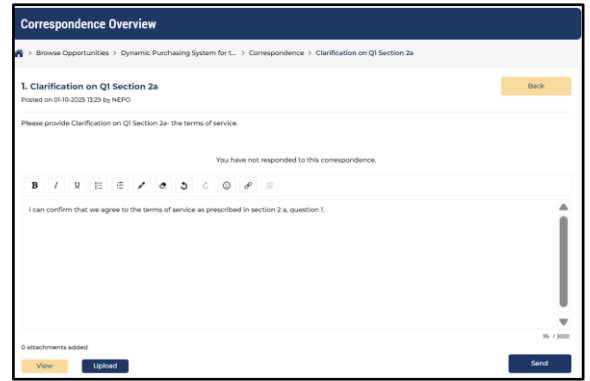
11

Once in the **Correspondence** section, click into the message tile to to read your message/s from the buyer.



12

Enter **Your Response** in the box provided. If you need to attach a document, select **Upload** to do this. Once you are ready to submit your correspondence, click **Send**.

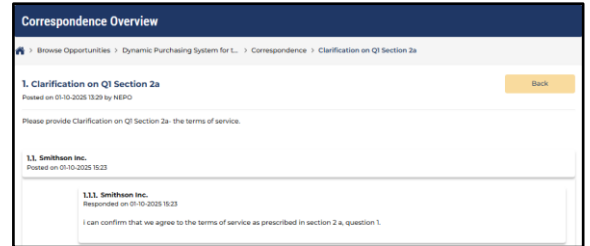


13

You will then see the page with your response to the buyer.

Any further replies within this thread from the buyer will be published on this page.

The buyer will receive an email notification when you send a new message.



14

Check out our other guides on how to **manage a contract** and how to **edit codes and categories**.

Get Support

For more information and support about Open please visit the [Open Hub](#).

