



Vendor Frequently Asked Questions (FAQ)

Access to Buy4Michigan:

1. How do I register on Buy4Michigan?
 - From the home page of Buy4Michigan, click the ***“register”*** link and follow the instructions provided.
 - For further assistance, go to <http://www.michigan.gov/micontractconnect/0,4541,7-225-50558---,00.html> and under the **Buy4Michigan Training** section, click the ***“How to Register on Buy4Michigan”***.
2. How do I address unexplainable browser issues (screen freeze, auto logout, etc.)?
 - We recommend closing your web browser and logging back in, or try a different type of browser, such as IE, Firefox or Chrome.

Customer Service Support:

3. Who do I contact for assistance and when?
 - Contact the Help Desk at (517) 373-4111 or 1-888-734-9749 if you have questions regarding registration support, account maintenance, or posting a quote.
 - Contact the Buyer (contact info should be listed on the bid) if you have questions regarding specifications, required format, pre-qualification program or bid questions.

Alerts:

4. What does the Red Validation error message in the News Tab indicate?
 - The alert can be confusing to vendors at times – the message was sent out to ALL Vendors indicating a reminder that you may have alerts that have not been completed.
 - For further assistance, visit <http://www.michigan.gov/micontractconnect/0,4541,7-225-50558---,00.html> and select the ***“Clearing Vendor Profile Alerts” Quick Reference Guide (QRG)***.
5. What do the Red and Yellow Error/Warning messages indicate?
 - The Red Error message means that the document does not have sufficient information to continue forward. Once the proper data is entered, you may continue your document to completion.
 - The messages in Yellow are errors that do not require any intervention. The document can continue as the message is strictly for your information.

Bid Process:

6. How do I respond to a solicitation?
 - First, you have to be a registered vendor. Login and search under the **open bids** section and select the **“Create New”** link.
 - For further assistance, please visit <http://www.michigan.gov/micontractconnect/0,4541,7-225-48677---,00.html> and select the **“How to Respond to a Bid” Quick Reference Guide (QRG)**.

Attachments:

7. What file format should I use when uploading attachments?
 - When uploading attachments **DO NOT** use special characters in the file name or text fields, this also includes leaving blanks. We recommend only using letters and numbers.
8. How do I avoid sensitive information from being viewed on the web?
 - You must manually mark the “Confidential” check box while uploading your file.

Protest Period:

9. How does a Vendor access the Award Recommendation Protest Letter?
 - The system **ONLY** sends out an email notification regarding the protest period, but no attachment. Login and open the appropriate bid.
 - At the bottom of the Bid document, click the **Bid Tab > Summary Tab**. Right below the Summary Tab to the left of the screen, you will see **“File Attachments”**; click on the link to open the attachment.

Bid Tabulation – click the attached file link.



Click the printer icon to open up the attachment.

Attachment File Detail: award recommendation letter

Name*:	award recommendation letter
Description:	
File:	 Chrysanthemum~46.jpg
Location:	agency
Size:	879,394 bytes
Uploaded:	06/02/2015 10:37:49 AM