



Welcome to eVA Customer Care – Common Vendor Questions

Presented by

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Tiffany Walker, Joann Ward and Jerry
Stokes



FORUM2016



Agenda!



- Overview Customer Care
- Trending now Statistics and Feedback
- Common issues received from Buyers and Vendors
- Examples of Vendor Response issues
 - Vendor has questions that need to be answered by the buyer before bid closes
 - Vendor – cannot open the attachment in the solicitation.
 - Who was awarded the bid?

What is eVA Customer Care?



What we do

- Provide Technical Support/Assistance in eVA to over 13,700 users {244 agencies, 770 Local Public Bodies, 100,000+ Vendors}
- Assist Vendors with getting access to resources like
 - The Department of Small Business and Supplier Diversity
 - Dun & Bradstreet
 - Ariba
- Assist with testing modules and eVA eMall and Quick Quote training



Meet your eVA Customer Care Team

eVA Customer Care Manager:

Ghania Matias

Lead Specialists:

NaSandra Twyman

Teresa Evans

Specialists:

Thomas Duck

Ruben Jefferson

Tiffany Walker

Natasha Randolph

Lakeia White

Joann Ward

Analyst:

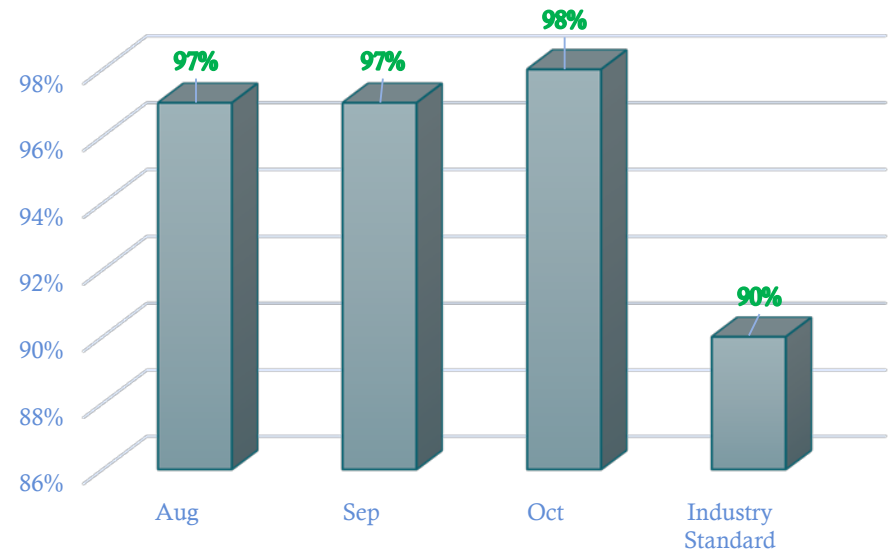
Hamilton Bryan



Your Feedback

- Surveys
 - Opportunity to rate their experience
 - Feedback improves quality and the user's experience in eVA

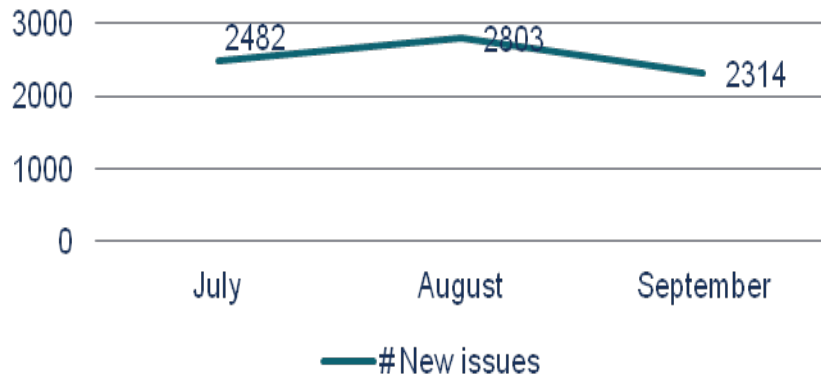
(Scale of 1 – 5 converted to %)



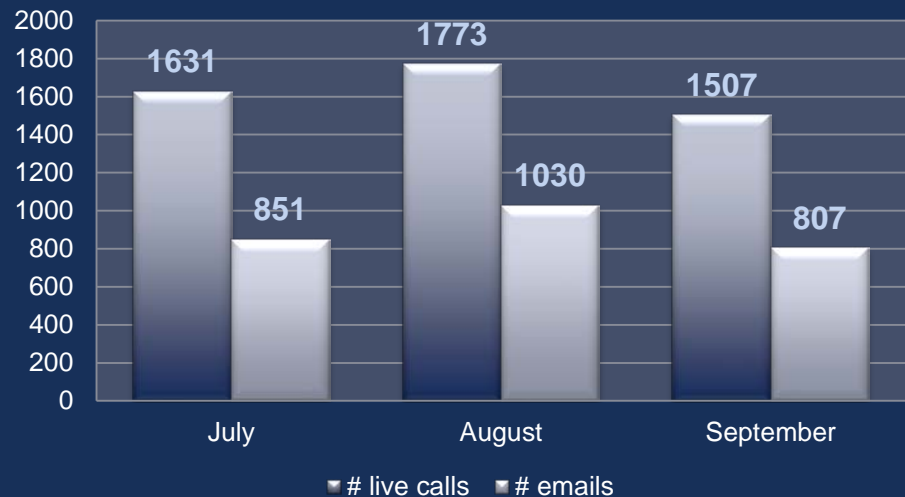
“Amazing! I wish all my phone calls and customer service experiences were like this! Whatever you're doing- it is great! Thank you so much!”

“AWESOME customer service. Went the extra mile to get the issue resolved. Thank you”

New issues (live calls and emails) trends

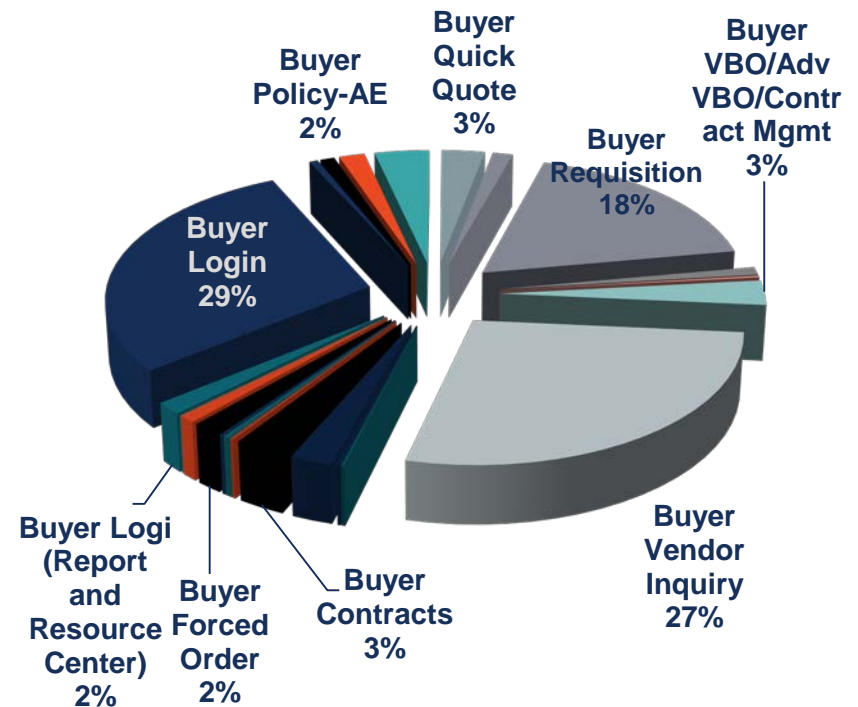


New Issues Live Calls vs Emails



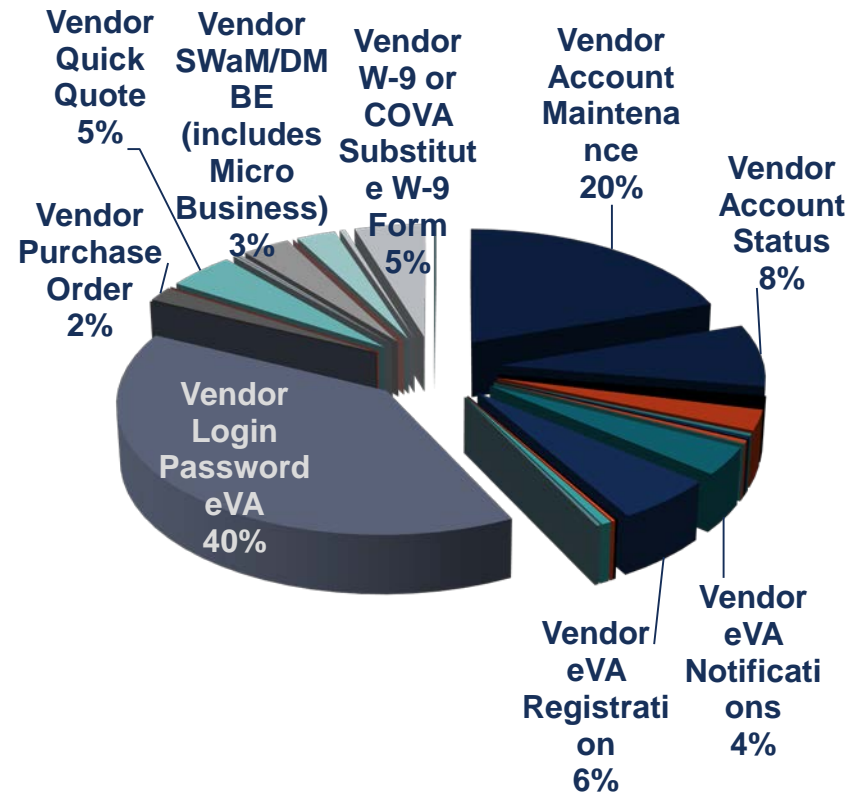
Buyer Issues for October 2016

- Login/Password
- Purchase orders in General
- Quick Quote, VBO Buyer, and Sourcing & Contracting
- Vendor Account Status/Inquiry
- Report and Resource Center/Logi Reports



Vendor Issues for October 2016

1. Login/Password Reset.
2. Unsubscribe or stop receiving notifications?
3. SWAM certification status or how do I get certified?
4. Getting certain business opportunities
5. Need help with registering.
6. Where is the purchase order?
7. Need help responding to a bid or finding out who was awarded the bid.





Examples of Vendor Response Issues

1. The Vendor is trying to respond to a Quick Quote with multiple line items and doesn't have a clear understanding of how to quote the bid. ([Quick Quote](#))
2. The Vendor is trying to respond to a solicitation but is having trouble opening the attachment. ([Solicitation-attachment](#))

Questions after the bid closes

“Who was awarded the bid?”

“How do I know if I won the bid?”

[Back to your search criteria](#) [New Search](#) [Print Friendly](#) [Email](#)

Quick Quote: EVA001_QQ013795 **testing**

Issued On: 08/01/2016 09:33 AM **Current Status: bids opened** **Views:** Current Version(4) All Versions(4) [Details](#)

| | | | |
|-------------------|---------------------|---------------|----------------------------|
| Closing Date: | 10/21/2016 04:00 PM | Issue By: | eVA Test Team |
| Time Left: | Expired | Type: | QQ |
| Bid Valid (Days): | 120 | Category: | Equipment - Non-Technology |
| | | Service Area: | Statewide |

Response Options

[Respond Online](#) [Respond By Mail](#)

| | | | |
|-------------------|---|------------------------------|---|
| Buyer Information | NaSandra Twyman(NaSandra.Twyman@dcs.virginia.gov) Phone:804-111-1111 | Additional Dates | Bid Tab Published Date: 11/01/2016 Award Date: |
| Comments | none | Special Terms and Conditions | none |

[Print Quick Quote and Attachments](#)

| | | | | |
|-------------|------------|----------------|-----------------|-------------------|
| Attachments | Lots/Lines | Bid Tabulation | Comments | Amendment History |
|-------------|------------|----------------|-----------------|-------------------|

| Date Published | Comment | Evaluation | Award | No Award |
|-------------------------|---------------------|-------------------------------------|-------------------------------------|--------------------------|
| 10/31/2016 10:12 AM EST | abc LLC was awarded | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

From 1 to 1 Total: 1 [First](#) [Prev](#) [Next](#) [Last](#)



Next Cancel

Evaluate Request

Request Header i

| Buyer Agency: | P194DPSMINIMUM - eVA Test Team | | | | |
|----------------------------------|--|----------------|------------------------------|----------------------------------|----|
| Buyer Name: | NaSandra Twyman | | | | |
| Buyer Phone #: | 804-111-1111 | | | | |
| Buyer Email: | NaSandra.Twyman@dgs.virginia.gov | | | | |
| Request ID: | EVA001_QQ013795 | | | | |
| Request Title: | testing | | | | |
| Set Aside: | n/a | | | | |
| Category: | Equipment - Non-Technology | | | | |
| Status: | bids opened | | | | |
| Response Due Date: | 10/21/2016 04:00 PM | | | | |
| Service Area: | 10 | | | | |
| Award Method: | Grand Total | | | | |
| Comments: | none | | | | |
| Special Terms and Conditions: | none | | | | |
| Attachments: | <table border="1"><thead><tr><th>Attached Files</th><th>Proprietary and Confidential</th></tr></thead><tbody><tr><td>eVA Std Terms and Conditions.htm</td><td>No</td></tr></tbody></table> | Attached Files | Proprietary and Confidential | eVA Std Terms and Conditions.htm | No |
| Attached Files | Proprietary and Confidential | | | | |
| eVA Std Terms and Conditions.htm | No | | | | |

Add Comment **No Award All** **No Award/Reissue** Publish Bid Tabulation Set status to Awarded
140 days remaining to change status

Evaluation History
There is no evaluation history for this request.

Award Method: Grand Total

▲ Top Next Cancel



Consider these examples when posting your next Quick Quote or Solicitation.







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 - Who was awarded the bid?



Hours: 8:00AM – 4:45PM M-F
TOLL FREE: **866-289-7367**
OUTSIDE US: **804-371-2525**



or

eVACustomerCare@DGS.Virginia.gov

Thank you for visiting!