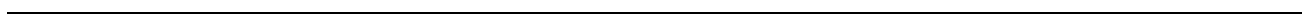




VENDOR'S LOGIN AND PROFILE QUICKSTART GUIDE

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VENDOR LOGIN AND PROFILE INSTRUCTIONS

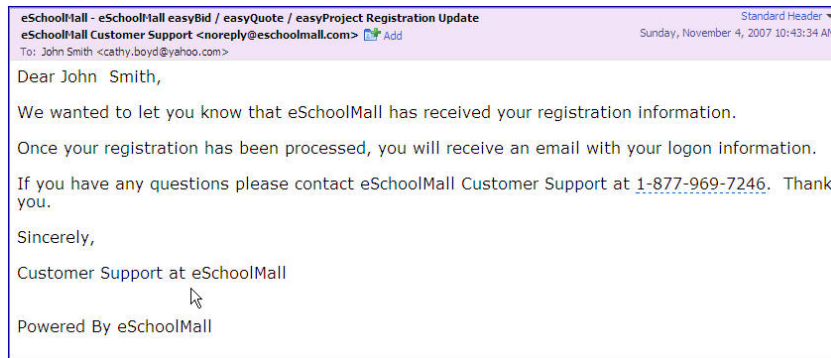
Logging In

Logging in to your ESM Solutions Corporation (AKA ESM)¹ environment can occur once you have completed the online registration. You will receive an email once the registration is complete and another email with your login instructions.

After You Have Registered

You will receive an email from customersupport@eschoolmall.com or customersupport@mercurycommerce.com once registration is complete and dependent upon which environment you registered in.

1. Below is an example of the email you will receive upon completion of the registration.

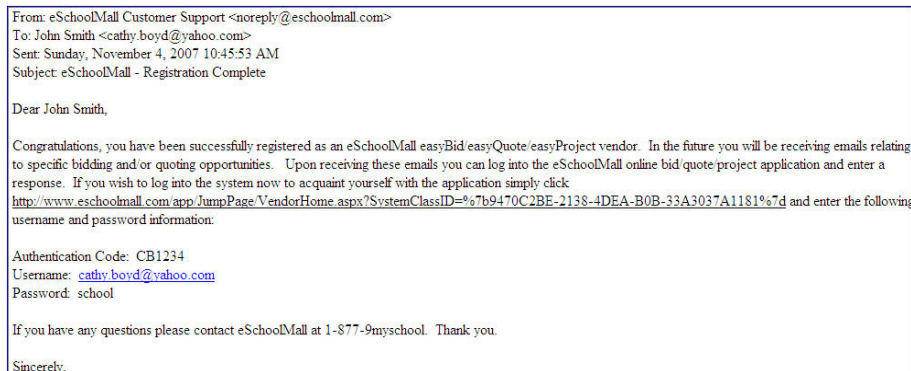


1 Automated email response to completed online registration

2. The automated email response will be from eSchoolMall Customer Support and you cannot reply to this email. There is a telephone number you can use if you have any questions. Please allow 24-48 hours for your registration to be processed. If you have heard nothing within that time, don't hesitate to call the number in the email message or email customer support at:

- eSchoolMall support: support@eschoolmall.com
- Mercury Commerce Support: support@mercurycommerce.com

3. Soon, you will receive the email that will contain your login instructions.



Email containing login instructions. Click on the link and enter your login information

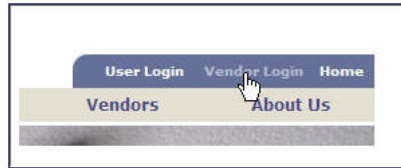
¹ ESM Solutions Corporation includes the eSchoolMall[®] application for the K-12 Public School Sector and the Mercury Commerce Solutions[®] applications for the Higher Education and Private Sector Markets. The applications are identical with the exception of the branding.

VENDOR LOGIN AND PROFILE INSTRUCTIONS

First Time Log in

You may click on the link included in the email containing your login instructions or you may enter the following address in your browser's URL: <http://www.eschoolmall.com> for and eSchoolMall vendor registration or <http://www.mercurycommerce.com> for a Mercury Commerce vendor registration

1. If you type in the URL, you will be taken to the home page of either website and you must click on the "Vendor Login" tab in the top right corner of the page.



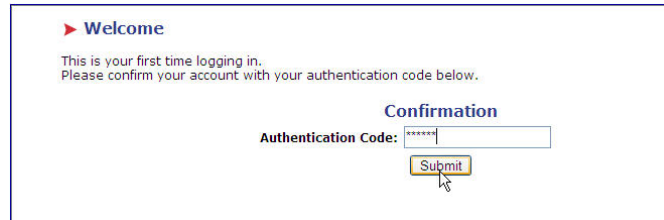
Click above link to get to same page as email hyperlink

2. If you click on the included hyperlink:
<http://www.eschoolmall.com/app/JumpPage/VendorHome.aspx?SystemClassID=%7b9470C2BE-2138-4DEA-B0B-33A3037A1181%7d>, you'll be taken directly to the login page.
3. Once on the login page, enter the login information you received in the email.

A screenshot of a login page. At the top, it says 'Not Registered?'. Below that, there are two input fields: 'User Name:' with the text 'cathy.boyd@yahoo.com' and 'Password:' with asterisks. To the right of the password field is a 'Login' button. Below the password field, there are links for 'Forgot Password?' and 'Home'.

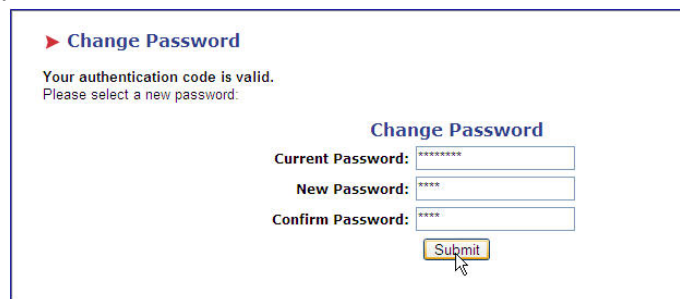
Enter Username and password contained in email. All login fields ARE NOT CASE SENSITIVE!

4. Click the Login button
5. Enter the Authentication Code, provided in the email.

A screenshot of a page titled 'Welcome'. It says 'This is your first time logging in. Please confirm your account with your authentication code below.' Below this, there is a 'Confirmation' section with the label 'Authentication Code:' followed by an input field with asterisks. A 'Submit' button is located below the input field.

Enter the Authentication Code provided in the email.

6. Click the Submit button.
7. Change your password.

A screenshot of a page titled 'Change Password'. It says 'Your authentication code is valid. Please select a new password:'. Below this, there is a 'Change Password' section with three input fields: 'Current Password:' with asterisks, 'New Password:' with asterisks, and 'Confirm Password:' with asterisks. A 'Submit' button is located below the input fields.

The Current password is the password contained in the email you received

VENDOR LOGIN AND PROFILE INSTRUCTIONS

- There are no requirements/minimums for creating the new password.
- Click the Submit button and you will be on the Acceptance screen.



This screen is for security purposes and indicates you are logged in as shown.

- Click the Accept button to continue. Decline will return you to the previous screen.
- The application screen – you will be taken to the sourcing application page where all sourcing events you have been invited to will be listed. If this is immediately following registration, there will be no events listed here.
- If you are not taken directly in to the application screen, it is likely you must make a choice as to which application you want to join):



Solutions Screen displaying option of applications

- Click the easyBid/easyQuote/easyProject link to view sourcing opportunities.



You will likely not see any sourcing events upon logging in, unless your registration is triggered by an invitation from an existing ESM Solutions customer. Bids, Quotes and Projects will only appear in your activity summary screen IF you have been invited to participate. You will not see the entire community of sourcing events. If you believe you should be able to see a particular event, you must contact the organization publishing the bid and ask to be invited to participate. ²

Subsequent Logins

Once you have successfully completed the first time login process as defined in the above section, you will only need the following information:



User Name=email address, Password=password you have created – Click the Login Button

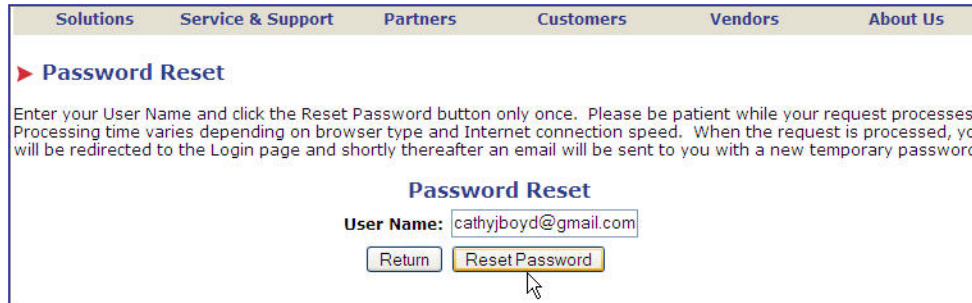
² ESM (eSchoolMall and Mercury Commerce) is not a bid posting solution. Participation in events is "By Invitation Only".

VENDOR LOGIN AND PROFILE INSTRUCTIONS

Forgot Password

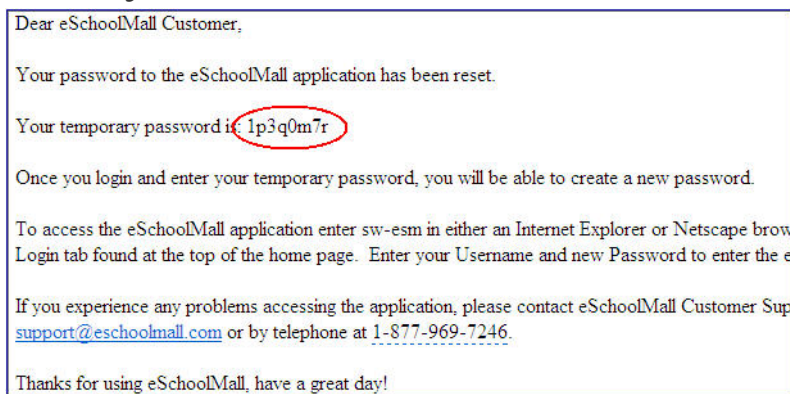
If you have forgotten your password, you can request a Password.

1. Click on the **Forgot Password** link beneath the login area.
2. Enter your email address in the field provided and click the **“Reset Password”** button.



Click the Reset Password button and wait for an email with temporary password

3. Please be patient and the password information will be sent to you shortly in an email sent to the address you provide (which must match your Login user name you provided during the registration process).
4. The password will be from Customer Support and is not an email that be replied to – the email Subject will indicate **Password Reset**.



Be sure to note the temporary password

5. Return to the login page and enter your user name and temporary password.
6. Follow the instructions for changing your password to one of your choice.³

Changing your Password

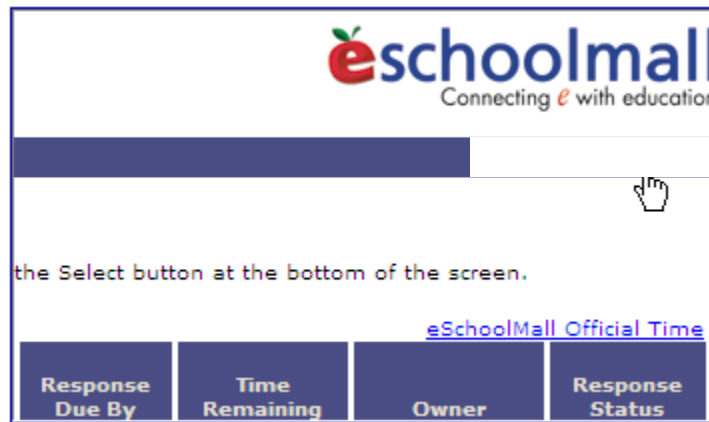
Please follow the instructions given in the previous section for **Forgetting Your Password**.

³ There are no restrictions for your password. It can be all letters, all numbers, combination of both and doesn't have to meet a minimum length. It is also not case sensitive – meaning you can have the caps lock key on one time and not another – it will not affect your ability to login.

VENDOR LOGIN AND PROFILE INSTRUCTIONS

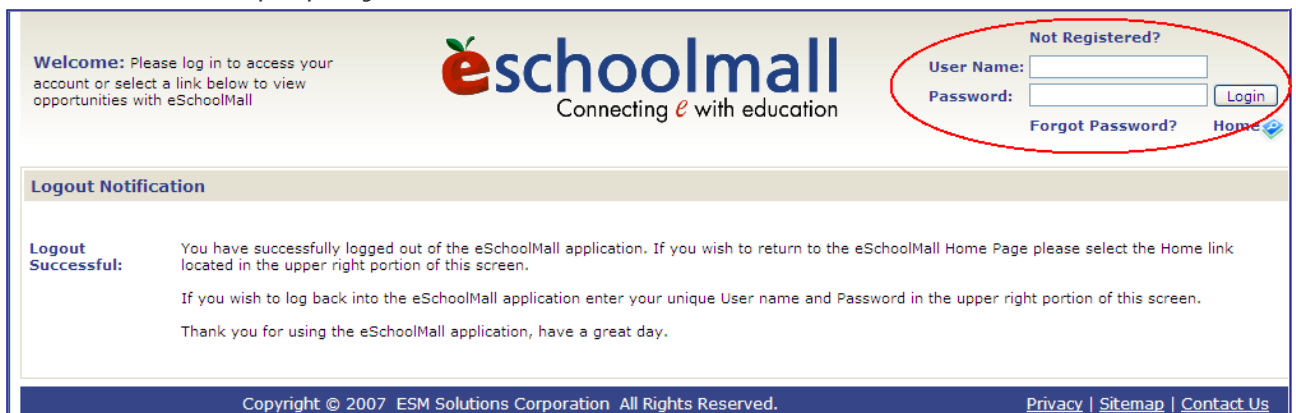
Logging Out of a Session

When you have completed working in the ESM Application, it is important (for security purposes) that you Log out using the Logout hyperlink provided on the page.



Click the Logout Hyperlink to assure complete exit of system

1. Once you have successfully logged out, you are taken to a confirmation screen which indicates a properly ended session.



Managing My Profile

Manage your contact information, NIGP Code Classification and your Diversity Classifications from within your ESM Environment following a successful login.

It is vital that you keep your email address and telephone number current and accurate! This is the information that all ESM customers will be using to reach out to you for:

- Invitations to participate in new events
- Notifications of changes to existing events you have been invited to
- Placing calls to speak with you about something
- Customers looking for new vendors rely on the NIGP Classification Codes
- Many of the ESM customers rely on certain Certifications to complete the obligations placed on them by their governing board.

Contact information, NIGP Codes and Diversity Certifications are located in the Profile submenu option of the navigation bar - once you have successfully logged in and clicked the **Accept Button** on the [Acceptance Screen](#).

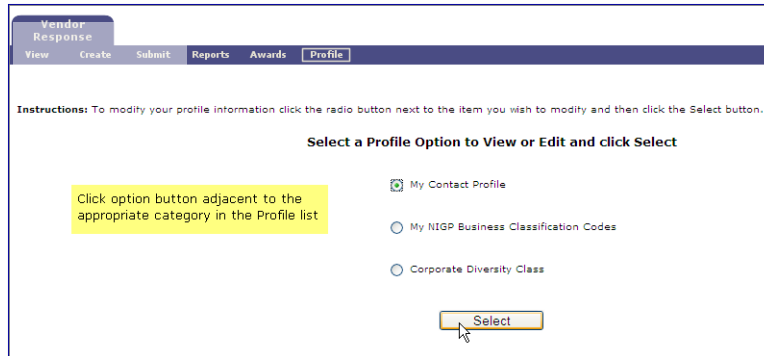
1. Click on the Profile submenu option on the Blue Navigation Bar.

VENDOR LOGIN AND PROFILE INSTRUCTIONS



Profile Submenu option on Blue Navigation Bar.

2. The Profile options will appear on the screen.
3. Select the appropriate option.



Select the appropriate Profile Option

4. Click the Select button to go to the detail section of that Profile Option.

My Contact Profile

There are limited aspects to the Contact Profile that can be modified. Specifically – information that is relevant to you as an individual. It is important to know that when an organization invites your company to participate in a sourcing event – they must first locate your company (Corporate Information). Once they have located the company, they must locate individuals within that company to send an invitation to participate email notification. Your contact profile allows you to edit your name, email, phone and fax numbers to insure your current, accurate information is displayed.

Fields defined by the red box indicate editable fields

1. In an effort to better help you understand how sourcing event facilitators search for individuals within the vendor database, below is a view of the search screen available to them.

VENDOR LOGIN AND PROFILE INSTRUCTIONS

Vendor Name: Contact City: Find
Contact Last Name: Contact State: Contact Zip/Postal Code: Register
Contact First Name: ESM Category: To Register a new vendor recipient click
Contact Email Address: NIGP Code: (Lookup) the Register button.
From List:

Search fields provided to the sourcing organization for locating companies and the individuals in those companies

2. The majority of these fields are managed by you from your Profile menu with the exception of the From List and the ESM (or MCS) Category.⁴
3. Vendor Corporate Information, Your address and specific contacts for Bid, PO and Fee Billing must be done through the ESM Customer Support.

My NIGP Business Classification Codes

NIGP Codes define the categories of products your company is able to fulfill. It will also facilitate the search capabilities sourcing organizations perform when trying to locate new vendors to include in their solicitation invitation.

1. Select the **My NIGP Business Classification Codes** from the Profile screen.

Vendor Response

Profile - NIGP Business Classification Codes

Instructions: Select the check box next to the NIGP Business Classification Code(s) that best describe the products and/or services you provide. Your customers use this information when searching the vendor database for potential Bid/Quote/Project time to classify your business accurately, it will increase the likelihood of being notified for Bid/Quote/Project opportunities that are specific to you.

Remove All Selections

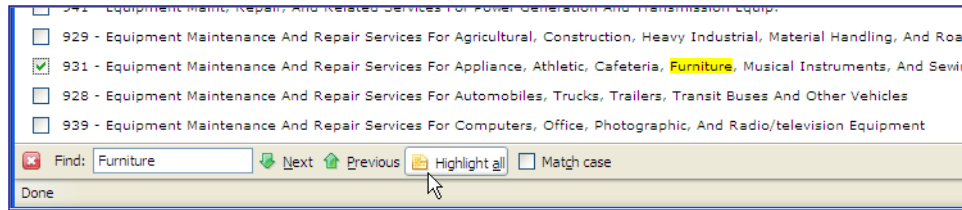
NIGP Business Classification Codes:

- 005 - Abrasives
- 010 - Acoustical Tile, Insulating Materials, And Supplies
- 015 - Addressing, Copying, Mimeograph, And Spirit Duplicating Machine Supplies: Chemicals, Inks, Paper, Etc.
- 019 - Agricultural Crops And Grains Including Fruits, Melons, Nuts, And Vegetables
- 022 - Agricultural Equipment And Implement Parts
- 020 - Agricultural Equipment, Implements, And Accessories (See Class 022 For Parts)

2. Check the boxes that are appropriate for the type of products and services you provide.
3. If you are unfamiliar with the list of NIGP codes, you have a couple of options to facilitate the location and selection of specific codes:
 - Use your browser's Find option to locate a specific word (for example: OFFICE) contained in the descriptions. Please refer to your specific Browser's Help menu for more information on the Find option. It is typically located on the Edit Menu of your browser and will open a field – allowing you to search the current active page for a specific word or phrase:

⁴ The From List option allows the sourcing event facilitator to search vendor lists they have created within their own login/entity. The Category fields are automatically created on your behalf by interpreting the NIGP Codes you select.

VENDOR LOGIN AND PROFILE INSTRUCTIONS



Example of Mozilla Firefox Search Toolbar – Locate the appropriate NIGP Code, check the box and find the next occurrence.

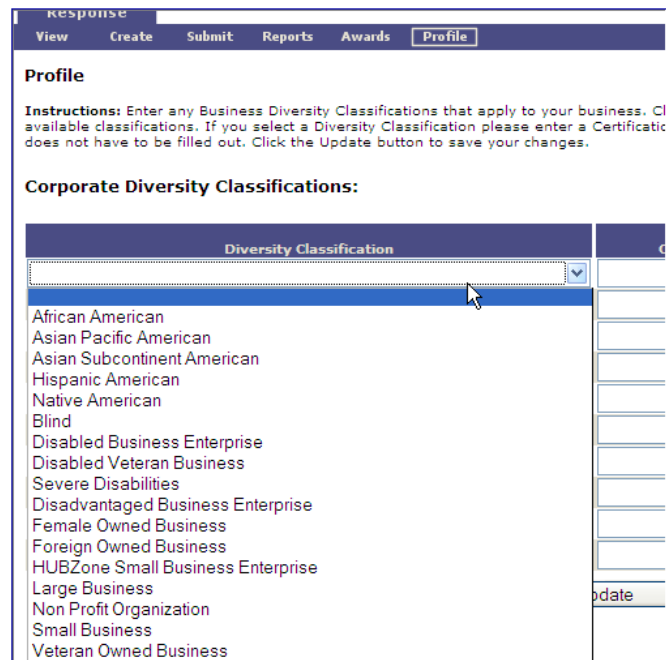
- Select the NIGP Codes by dragging your mouse over the list or simply holding down the Ctrl + “A” keys on your keyboard (this will select everything on the page). Copy the selected data and then open Excel and paste. All the codes will be listed in a column and may make it easier for you to locate the relevant categories that pertain to you.

1. Once you have selected all the appropriate classifications, click the Update button to save your changes.

Corporate Diversity Class

Not all Sourcing organizations use the Corporate Diversity Classifications, however, more and more are beginning to. If you have any certifications, it would be in your best interest to list them here.

1. Select the **Corporate Diversity Class** option from the Profile list.
2. Choose from the available list of Certifications.
3. While other information is not required by the system at this time, it is a good idea to complete the information – providing the Sourcing entity with all the relevant information.
4. Enter the name of the certifying authority
5. Enter the Certificate Number (if applicable).
6. Enter the Expiration Date (If applicable).



VENDOR LOGIN AND PROFILE INSTRUCTIONS

Additional Contacts

It is possible, and highly likely, that there are numerous people within your organization may need to be listed as contacts. There are any number of reasons it is valuable to add more contacts from your company:

- Numerous people are responsible for replying to sourcing events
- Individuals may have to share in the response of a single sourcing event
- There may be a generic email address for all sourcing events and someone at your organization will be responsible for forwarding the event to the appropriate person within you company.

1. *An individual at your company can complete the registration process online and Customer Support will associate that person with the appropriate company based on the corporate information entered.*

Contact Customer Support

Please contact the appropriate support for the application you are working in: eSchoolMall or Mercury Commerce

You may contact Customer Support by phone or email:

Phone

Direct: (215) 444-9300, Option 3 or dial Toll-Free: (877) 969-7246 Option 3 from 7:30 a.m. (Eastern Time) until 6:00 p.m. (Eastern Time)

Email

eSchoolMall Customer Support: [eSchoolMall Customer Service](mailto:support@eschoolmall.com) (support@eschoolmall.com)

Mercury Commerce Customer Support: [Mercury Commerce Customer Service](mailto:support@mercurycommerce.com) (support@mercurycommerce.com)