



sourcingdojo

Sourcing Dojo

Frequently Asked Questions

A guide covering the answers to our
users' most frequently asked questions

Sourcing Dojo FAQs

Table of Contents

Getting Started	2
What is Sourcing Dojo?	2
How to register as a host?	2
Read our guides	2
Buy some credits	2
Licence	2
What does it mean when it asks me to buy credits?	3
It is saying my licence has run out, what should I do?	3
Sandpit	3
What is the sandpit?	3
Why can't I invite external participants to my sandpit event?	3
Event Creation	3
How do I clone an event?	3
What is a PQQ?	4
How can I add a new questionnaire?	4
What lots should I use?	4
How do I invite suppliers?	4
How do I include a document in the invite email?	5
Invite Email	5
How can I resend invites to my participants?	5
My supplier has not received our invite email, what can I do?	5
Live Event Questionnaires	5
How can I allow a participant to re-submit their questionnaire?	5
Can I change a questionnaire once the event has gone live?	6
How do I approve a questionnaire?	6
How do I edit my event?	6
Live Event (Auction/RFQ)	6
How can I delete a bid?	6
One of my suppliers is struggling to access the event, what should I do?	7
How do I extend the deadline of my RFQ?	7

Changing suppliers account details	7
How can I change a participant's email address or company name?	7
After your auction has finished	7
How do I award lots?	7
Help and Support	7
Contact Market Dojo	8

Getting Started

What is Sourcing Dojo?

Sourcing Dojo offers an array of capabilities, to help procurement professionals get the most out of their sourcing and supplier engagement activities.

We believe in making better eSourcing a reality for all procurement teams, regardless of location, experience or budgets. All our products are fully on demand, designed by procurement professionals and built with a focus on ease of use.

How to register as a host?

The first step is to register as a Host on our website, please go to www.marketdojo.com and on the top right corner, click on the 'Sign Up' link. Fill in all your details and agree to the Terms and Conditions and you are done. Please note that registration does not cost a penny, and we do not ask for any payment details - not until you wish to purchase credits that is! We will never sell your details and we will only send you relevant and interesting information if you allow us to contact you by e-mail.

Read our guides

Once the registration has been successfully carried out you will be taken to the Sourcing Dojo Hosts Dashboard - the centrepiece for carrying out your activities within Sourcing Dojo. One of the first areas to go to is the 'Resources' section. Within here you will find a host of useful, and free, documents, such as how to pick a suitable category for Online Negotiation, how to structure a Request for Participation document and many others. We update these all the time, so be sure to check from time to time.

Buy some credits

To buy some credits, go to your Hosts Dashboard and click on Purchase Credits. Pick the number of credits you wish to purchase and follow the steps through to completion. You will receive confirmation of the purchase once all details have been accepted. Once accepted with the sufficient number of credits, you're all set to create your own event.

Please note that, for free, the site will let you create an event and go so far as to pick your participants, but you can not invite them and go live until we have received payment.

Licence

What does it mean when it asks me to buy credits?

To run an event via Sourcing Dojo you will need to purchase credits. To buy some credits, go to your Hosts Dashboard and click on Purchase Credits. Pick the number of credits you wish to purchase and follow the steps through to completion. You will receive confirmation of the purchase once all details have been accepted. Once accepted with the sufficient number of credits, you're all set to create your own event.

It is saying my licence has run out, what should I do?

If you believe you should have a valid licence on Sourcing Dojo please contact your account manager or the support team and we will assist you.

Sandpit

What is the sandpit?

The Sandpit is our test environment. It is designed to give you an opportunity to practice your events and become accustomed to the tool before going live with real suppliers.

In the Sandpit, you can create an event, put it live to our Sandpit participants, and work through the event from a supplier perspective.

Why can't I invite external participants to my sandpit event?

The sandpit is a test environment where you are only allowed to invite participants within the same sandpit as this gives you the opportunity to see your event from the perspective of your participants.

Event Creation

How do I clone an event?

Sourcing Dojo makes it possible to fully copy (clone) any event that you have access to. This means that if you've created events before, or have been granted the ability to view / edit your colleagues' events, then any work that already exists can be copied rather than it being necessary to recreate or re-do anything.

To do this, click on the "New Event" button on either your Dashboard or Events page, then select "Clone Event".

A pop-up will appear. Just select the event you would like to clone from the drop-down list provided. If you are in the live site, cloning from the Sandpit, tick the "From Sandpit" button, and vice versa.

What is a PQQ?

Only the first Questionnaire can be made into a Pre-Qualification Questionnaire. If you tick this box then this Questionnaire will act as an extra 'gateway' in the event. A Participant must successfully pass this gateway to have access to the rest of the event such as other Questionnaires, to place bids or see your documents. This gateway questionnaire might be simply asking the Participant to accept your T&C's or it might be a more complicated questionnaire which is scored and the Participant must score enough marks to be let through

How can I add a new questionnaire?

To add a new question, click on "add new question" and write your question in the first box. If necessary you can add a question description below. Documents and URLs can be linked to your question description by clicking on the paperclip icon.

What lots should I use?

There are two ways to create lots in Sourcing Dojo - Simple Lots and Advanced Lots. Simple lots are a useful way of capturing lot by lot pricing. Advanced lots allows text and pricing information to be captured, multiple pricing columns, ranking by line item and total, and formulas.

Within the Help Dojo bar in the bottom right corner there is a section called ‘What auction should you run?’ with another option called ‘What lots should I use for my auction?’, if you select this and answer some questions in relation to your event we have some guidance on which lots you should use for your event.

How do I invite suppliers?

From the final “Invite Participants” tab click on “Add New Participant”. A pop-up will then appear with four options:

- Add Participant Manually (by adding in each supplier’s email address)
- Upload List (use the template provided to upload a CSV file with multiple participant email addresses)
- Pick Group (choose from a pre-defined list of suppliers)
- Pick From Participant Database (choose suppliers who has previously been invited to sourcing events)

How do I include a document in the invite email?

To send your document as part of the initial invitation email, tick the ‘include in invite’ box. This will also determine which documents are accessible by suppliers as part of any pre-qualification stage.

Invite Email

How can I resend invites to my participants?

To re invite a participant please go onto the participant tab and select the participant you wish to invite again. This will bring up a pop-up box where you can select ‘resend invitation’, the supplier will then resend this invitation and you will also be CC’d into this invitation.

My supplier has not received our invite email, what can I do?

Firstly re invite the supplier to the event. If you do this you will also be CC’d into this invite email. If they still have not received you can forward them the invite from the email you received when re inviting them.

Live Event Questionnaires

How can I allow a participant to re-submit their questionnaire?

To do this go to the questionnaire tab where you would like them to re-submit. At the bottom of the page, you will see a drop-down box to select from. If you would like to allow a participant to update their response, select “Allow re-sub”.

Can I change a questionnaire once the event has gone live?

Unfortunately once an event has gone live you are unable to make any changes to the questionnaire. If this is critical to the event please email support@marketdojo.com or start a live chat where we can assist where possible.

How do I approve a questionnaire?

If your event includes a pre-qualification questionnaire, you will need to accept each participant's pre-qualification questionnaire responses before they can progress to the other stages of the event.

To do this, go to the pre-qualification questionnaire tab (this will have the questionnaire name you selected) to review the participant responses. At the bottom of the page, you will see a drop-down box to select from. If you are happy with the participant's responses, choose “Accept” from the list, and the supplier will move on to the next stage. If you would like to allow a participant to update their response, select “Allow re-sub”, or if you do not want the participant to progress, select “Decline Answers”.

How do I edit my event?

If you need to make changes to your event, such as extending a deadline or adding a question, go to the overview tab for your event and scroll down to the bottom of the page, where you will see an ‘Edit’ button. Click here to put your event on hold and make your changes. Remember to save your changes at the bottom of the page - until you've done so, your event will be paused.

Live Event (Auction/RFQ)

How can I delete a bid?

If a supplier has placed a bid in error, they will be unable to remove this themselves. If they wish to remove a bid, they will need to contact you to request that you do so on their behalf. To remove a bid, click on it to enlarge the bid details, then use the rubbish bin icon to remove.

One of my suppliers is struggling to access the event, what should I do?

Firstly, if your supplier is still experiencing issues please get them to contact us at Market Dojo via our live chat where we can help them instantly.

You can also proxy bid for your supplier if needed.

How do I extend the deadline of my RFQ?

If you need to make changes to your event, such as extending a deadline or adding a question, go to the overview tab for your event and scroll down to the bottom of the page, where you will see an 'Edit' button. Click here to put your event on hold and make your changes. Remember to save your changes at the bottom of the page - until you've done so, your event will be paused.

Changing suppliers account details

How can I change a participant's email address or company name?

If you need to change the email address of a participant, then the simplest way to do it is to remove the existing participant, and add a new one with the correct email address.

If they have already submitted questionnaire answers or bids, then please email support@marketdojo.com or start a live chat with the changes you would like us to make.

After your auction has finished

How do I award lots?

To award your lot through the tool, click on the “Award Lots” button. You will then see the pop-up below. To record which participant has been awarded the lot, choose their name from the drop-down list (the best price will be selected as default) and tick the box next to their name to include them in the award notice.

Help and Support

Contact Market Dojo

If you are experiencing any technical difficulties with the tool please contact Market Dojo directly via email to support@marketdojo.com or call +44 (0) 117 456 6813 or use the live chat option through the Help Dojo Portal. You can find lots of other ways to get help on the [support page of our website](#)