TenderSystem Quick Guide

VC ValueCard

TenderSystem enables you to replace goods and services at the best possible price and lowest administrative cost than any other method.

Please note that tenders can be **requested via email** by sending the claim number with a list of items that need to be replaced to **support@valuecard.co.za**.

This manual will guide you through the process and do not hesitate to contact ValueCard Support on **support@valuecard.co.za** or **0218525420**.

1 Log-in

Log-in with your username and password at **www.valuecard.co.za**

2 Tender request

Select **Tender** and then **Request** from the top menu

Tender ▾

Request

3 Claim information

- Insert the **Claim number** and **Reference** (usually policy number)
- Select the **Branch / Underwriter** (if applicable)
- Select the **Province** and **Area**
- Check if it must be **Delivered** or **Installed** and upload a file (such as valuation certificate if available) and click the **Submit** button

4 Item information

- Select the **Category** and **Sub-category** of the required item and insert the **Brand**, **Model** and **Description** and client **Quote** (if available)

- Click **Add Item** should there be more items or **Complete** when done
- A tender will be sent to panel suppliers

5 Tender report

- When the tender closes you will receive a **TenderSystem Report** via email
- Click on the link to **Award** and select the successful supplier to award the replacement items after logging-in

6 Claim & Client information

- Select claimant **Title** and insert **Surname**, **Phone** number and **Email** (if available) and delivery **Address**
- Select if a SMS or email **Notification** must be sent to the claimant
- Insert the **Excess** applicable and **Reason** why awarded to supplier
- If anything needs to be pointed out to supplier state it in the **Comment** field
- Check if **Salvage** must be collected and include any email address(es) into the CC list that needs to be included in all communication for the claim
- Click the **Submit** button when the above has been complete
- A purchase order will be generated and we will manage the rest of the process to ensure that the client receives the best possible service