# GuySuCo eProcurement Manual (Vendor)

Prepared by Information Systems Department, Guyana Sugar Corporation

Vendor User Manual for Registration Process, the submission of bids and or quotations, and the management of Vendor Profile.

Guyana Sugar Corporation

Ogle, East Coast Demerara
Guyana

8/28/2015

Version 0.1

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# About GuySuCo eProcurement

This is an online procurement application implemented by Guyana Sugar Corporation (GuySuCo) to improve the management of vendors' record, communication with vendors and the effectiveness of the tendering process. This electronic application will display all open opportunities in the form of Tender Notices and request for quotations. Registered Vendors will be able to submit bids or quotations with ease using the application.

The functionality of this application is facilitated by the Materials Management Department (MMD) and the development and maintenance of the site is managed by the Information Systems Department (ISD) of GuySuCo.

This manual is designed for the Vendors and can be accessed on the **Help** option of the application.

## *Application Features*

This application replaces the current RFQ Application and it has two modules. The Vendor Management Module consisting of all functions and processes for vendors to register, to manage business profiles, to view tender notices and requests and to submit bids and quotes. The Tender Management Module consists of all functions and processes related to the creation and submission of all tenders by the Procurement Department.

Listed below are some of the application's features.

- Vendors can manage their profiles.
- Easy access to tender requests and documents for active registered vendors.
- Submission of quotes and bids through the application by active registered vendors.
- Vendors can receive broadcast emails from the Procurement Department.
- Enquiries Center facilitating discussions between Vendors and the Procurement Department.
- Advertising of all Public Tenders.

## Glossary

| | |
|---|---|
| **Application/System** | Refers to this software that is developed to allow the processing of Tenders and RFQs electronically. |
| **Bid** | An offer/proposal by a vendor for a tender advertised by the organization specifying a breakdown of cost for materials /services including period of completion. A bid must be submitted within a specified deadline as stated in the invitation to tender document. |
| **Electronic Tender Bid** | This is a tender bid that is submitted via the application's website to MMD's email box. |
| **GuySuCo** | Guyana Sugar Corporation Limited. |
| **Manual Tender Bid** | This is a tender bid printed on paper and submitted to the organization's physical tender box, not a soft copy. |
| **MMD** | Materials Management Department |
| **Notifications** | These are emails sent from the application with alert messages concerning the vendor, any tender forms or responses from MMD. |
| **Request for Quote (RFQ)** | This is the process of inviting vendors to supply quotations for materials /services required by the organisation. |
| **Selective/ Restricted Tender** | The organisation invites a particular set of vendors to submit bids for goods/services needed based on a pre-qualified list of vendors. |
| **Single Source Tender** | The organisation invites a single vendor to submit bids for goods/services needed based on a pre-qualified list for commodities or services. |
| **Tender** | Refers to the process whereby the organisation invites bids for goods or services that must be submitted within a stated period, following defined procedures to ensure the process is ethical, fair and transparent. |
| **User** | The organization - GuySuCo staff that will be accessing the software, not the vendor. |
| **Vendor** | Is the company or individual selling their materials or services to the organisation. |

## Vendor Registration Process

The registration process involves the following:

1. Initial Registration process, which is creation of an account.
2. Entering of important business details.
3. Entering of business contact details.
4. Entering of business personal banking details.
5. Selection of items from the Commodity List.
6. Entering of the Business financial details
7. Verification process.

The following must be completed before activation, allowing vendors to view tenders.

1. Specific Business details requirements.
2. Business contact information details
3. Selection of items from the Commodity List.

### Initial Registration Process:

This process involves the submission of the business name and the business email address. The Prospective Vendor is required to ensure that the email address is valid. This email address will be used for all subsequent notifications and broadcasting of information to vendor, and most importantly to access the GuySuCo eProcurement Application.

### *Instructions*

At the Registration page, begin the Registration process by first creating an account. On the form provided after selecting the **Register** Link.

1. Enter the **business name**
2. Enter the **business email address**. Ensure a valid email address is entered. All notifications will be directed to this email address.
3. Enter a **password**.
4. Confirm **password**.
5. Enter a **security question**. This option allows the reset of password, validating the Business Email address.
6. Enter the **answer** for the security question.
7. Verify information entered is accurate.

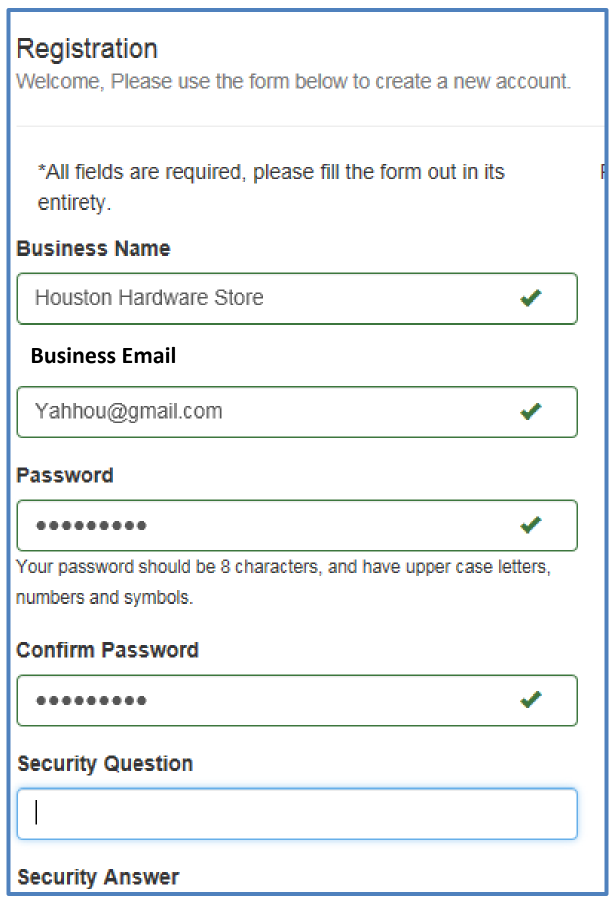



Figure 1: Displays a portion of the Registration Screen.

8. Select the **Register** button. A notification will be sent to the email address provided, acknowledging the intention to register as a Vendor. Using this notification you can access the login page of the GuySuCo eProcurement Application and log in to continue the registration process. This process is necessary to confirm the email address entered at the initial registration.

### *Log In*

After clicking on the Registration Confirmation link it opens to the Application's website. To continue the registration process, log into the GuySuCo eProcurement Application.

1. Click on the **Sign In** option provided on the page.
2. Enter the **Email Address** at **Email**. This is the Email address used to create the account.
3. Enter the **password** you used to create the account.
4. Select the **Sign In** button. You will be presented with the **My Summary Page**.
5. Select the **Profile Management Menu**, and then click on **Manage Profile Item**. You will be required to enter details of the business including the business contact details and the commodity items to supply (all required fields must be filled in). The business financial documents can be submitted subsequently but must be done before the submission of any bids or quotes.

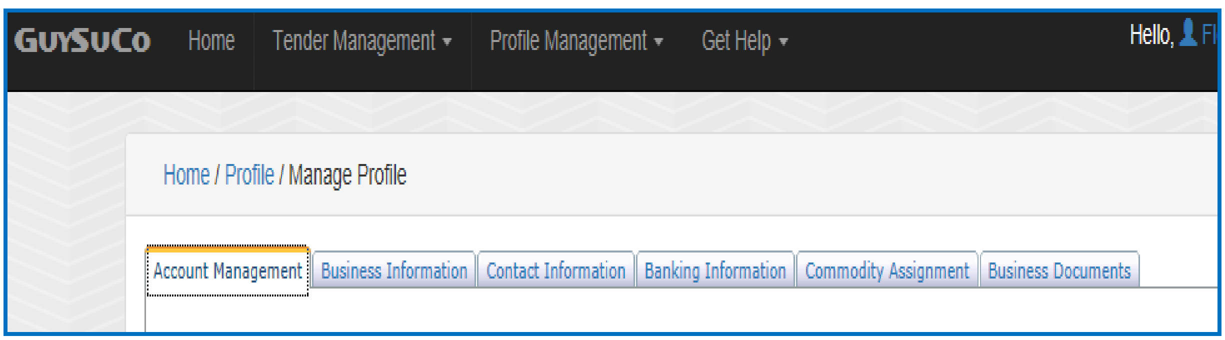



**Figure 2:** Manage Profile Page displaying the various tabs.

### Manage Profile

A Vendor is required to complete the details of the business, including contact information and materials or services willing to supply in order to view and submit bids and quotations. These activities when completed require the submission of the business financial statements, business registration together with National Insurance and tax compliance for the local vendors.

### *Summary of My Profile Tabs:*

- **Business Information Tab**: The information is very pertinent to the business. Business information such as the business registration number, business name, NIS number and TIN as well as the category in which the business operates.
- **Contact Information Tab:** This tab provides access to the business contact information including the business contact person's details.

- **The Banking Information Tab:** The banking information tab provides access to the bank details of the vendor; the bank and branch names as well as currency type and the actual account number and the swift number.
- **Commodity Assignment Tab:** This section identifies the commodities the vendor wishes to supply to GuySuCo.
- **Business Documents Tab:** This section allows the vendor to upload business and financial document; financial statement, Business Registration Document, NIS Compliance Document etc.

### *Account Management*

This is the first tab on the Manage Profile Page. The system will automatically change the vendor status to pending when certain details are modified requiring verification of those details by MMD. At this tab, the vendor requests the status update where the status is no longer "**active**" or the Vendor requires password change.

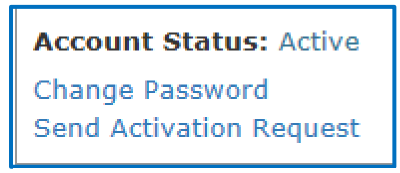



**Figure 3**: The Account Status and options to change password or Activation Request.

### *Vendor Status:*

The under mentioned are the statuses available in this application:

- **Active Status**: Identifies vendors who have submitted all required and necessary documents and qualifies to participate in any of the tender form.
- **Inactive Status**: Identifies vendors who have been active previously but breached any of the terms of conditions stipulated, or failed to submit pertinent business documents.
- **Pending Status:** Identifies vendors who have completed the registration process or made modifications to certain business details and are waiting on verification by GuySuCo Officer.
- **Dormant Status:** Identifies vendors who did not participate in any of the tender bids or quotes for approximately 12 months.

### *Instructions to complete Profile*

1. Log in to the application using email address and password.
2. On the menu **Profile Management** select **Manage Profile** item to navigate from the My Summary Page. The Manage Profile page has several tabs that allow the vendors to enter the necessary details on their businesses including contact information and the selection of the commodities the business can supply to GuySuCo.

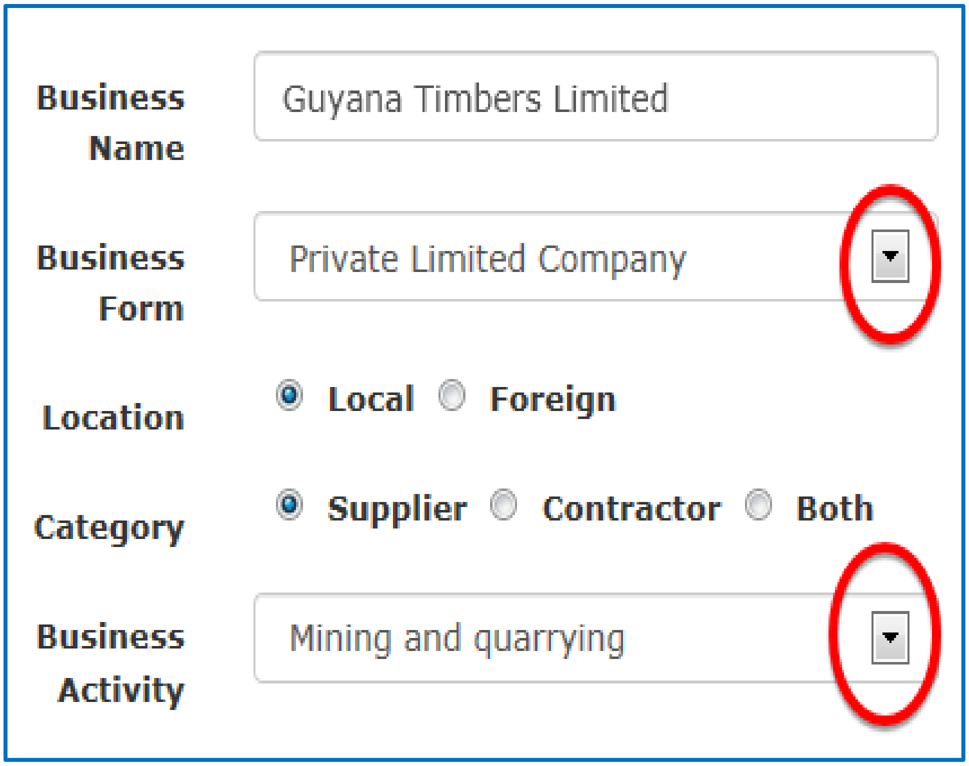



**Figure 4:** Displays a portion of the business information screen.

3. To begin click on the **Business Information Tab. All the fields are required with the exception of ISO** and **ABA numbers** for **local and foreign vendors. Foreign Vendors however, are not required to fill in the TIN or NIS number of the business.**
    a. The Business Name should be displayed. Enter the remaining details using the tab button on the keyboard or simply click in the text box.
    b. Select the **Business Form** e.g. partnership, public etc.
    c. Enter the **location**. **Local** for businesses in Guyana, **foreign** for businesses outside of Guyana.
    d. Select the **category**. Use both if you are a supplier and a contractor.
    e. Select the **business activity** form the list.
    f. Enter your business registration number. Verify this number before saving the record.
    g. Enter all other details under the business information tab.
    h. Click on the **Save Business Information** button to save the information entered. Verify before doing so, so that the details given are accurate.

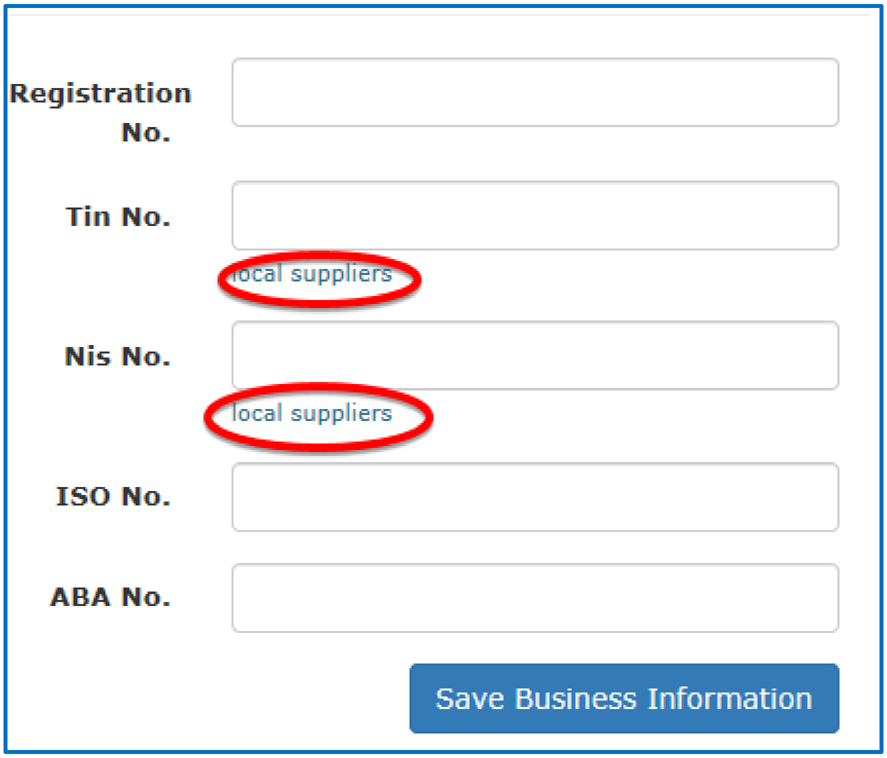



**Figure 4a**: Displays a portion of the business information screen.

4. Next, Click on the **Contact Information Tab**. All contact information is displayed in this section including the name of the business contact Officer. The business contact details **must be** completed along with the business details. The **Add Contact** button is used to enter details to a pop up screen.

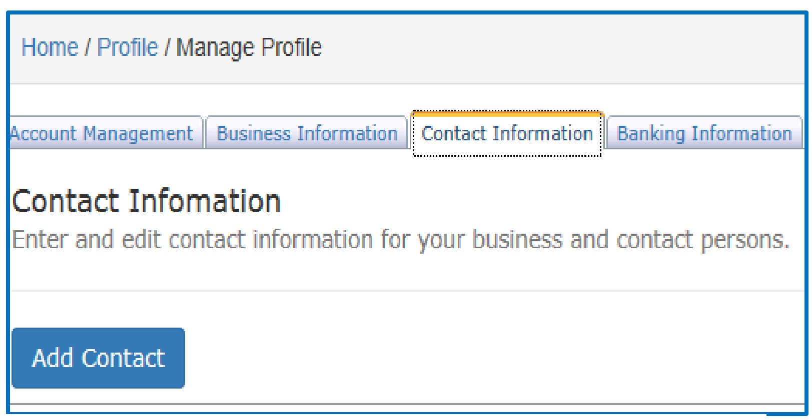



**Figure 5**: Displays the Contact Information Tab without any records.

   a. Click on the **Add Contact** button. A pop up screen appears for the vendor to enter the details.
   b. Enter all details of the business including the contact person of the business.
   c. Click on the **Save** button, to save the details. Select the Add contact button to enter details for another Contact.
5. Next, Click on **the Banking Information Tab**. Enter all details relating to the business's banking information. Select the bank branch if the account is linked to a Branch of the Bank selected. Click on the **Add Bank** button when done.

6. Next, Click on the **Commodity Assignment Tab**. The **Add Commodities Button** allows the Vendor to select the items to supply. The **Update Commodities button** allows editing to previously selected items. The search feature provides three options; to perform the search on commodities as show in **figure 7**; by item categories, by keyword or simply **Show All** commodities.
   a. To begin Click on the **Add Commodities Button.**
   b. Select a search option to perform the search.
   c. Click on the **Find Button**. All items relating to the commodity will be displayed based on the search selection. As indicated in **Figure 7** Lumber was entered as keyword and all lumber was displayed.
   d. In the option provided (**S** = **Stockholder**, **M** = **Manufacturer** and **I** = **Importer**) with the search results, place a tick to select the appropriate option for each item to be supplied.
   e. Click on the **Save** Commodity button when done. Repeat steps (a-d) to select all commodities to supply to GuySuCo.

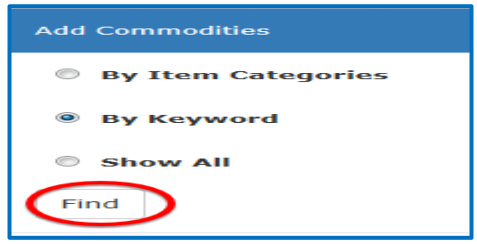



**Figure 6**: Displays the Commodities search

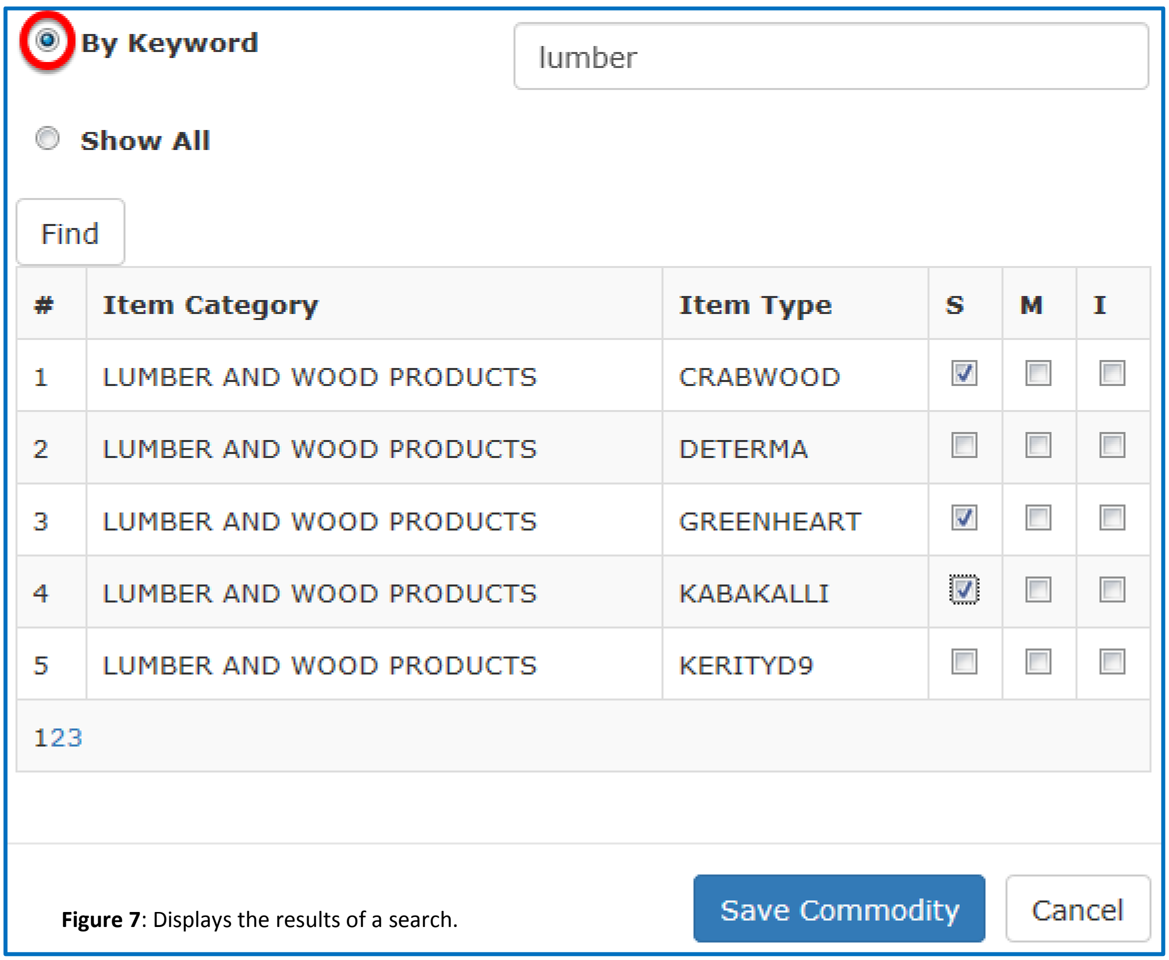



**Figure 7**: Displays the results of a search.

1. The final step is the **uploading of the business documents**. The Vendor has to use the **Business Documents Tab** to upload all required business documents. All documents are required for local vendors with the exception of Production catalogue and ISO document. For foreign vendors the first three documents are required; the **business registration**, **financial statement** and the **company profile**. To upload a document the Vendor must use the **Edit** Link and the **Browse Button** to retrieve the document. The **Upload** link facilitates the storing of the file. The financial documents to be uploaded must be for the current year and the previous two years.
    a. Click on the **Edit** link of the row for the Document Type. The Edit link allows adding or removing of file.
    b. Select the **valid year** for the document.
    c. Click on the Browse button and follow the path to retrieve the document.
    d. Click on the **Upload Button** to load the file to the system or click on the Cancel option to cancel the operation.

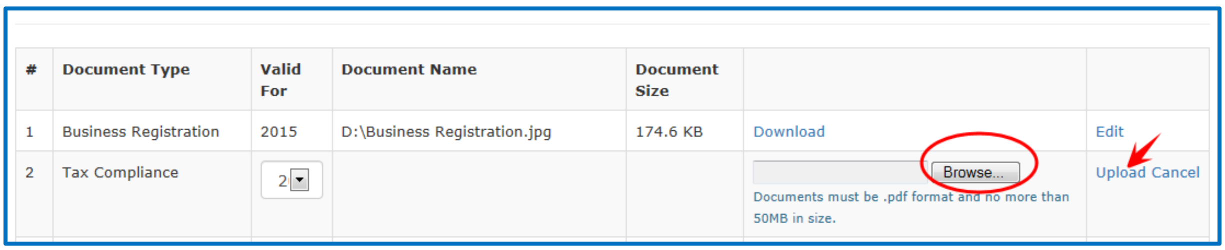



**Figure 8**: Displays the browse button to retrieve the file from its location for upload.

The **business document tab** must be completed before responding to any bids or quotes.

To open files for viewing choose the download link, as shown in **figure 9** below.

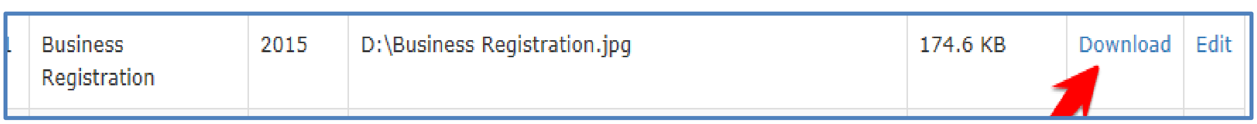



**Figure 9**: Displays the arrow pointing to the Download link to view a document.

## Maintaining Vendor Details

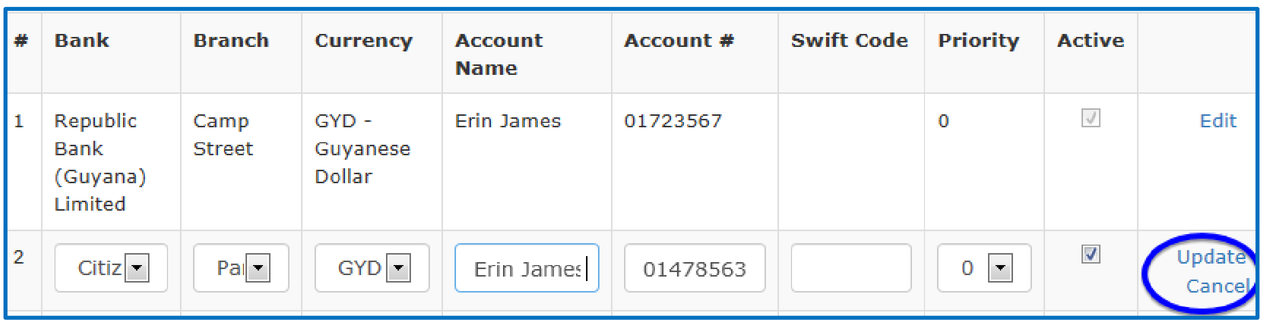
There are certain data when modified will automatically change the vendor status from active to pending. These fields are Business Name, location, business registration number, TIN and NIS number, banking information and the modification of the business documents. The business registration number or TIN or NIS should not be changed since these last for the life of the business.

Modifying the details entail navigating to the required business details tab and updating the data.

### *Instructions on modifying the banking information*

After logging into the application

1. From the Profile Management Menu select **Manage Profile**.
2. Next click on the **Banking Information tab**
3. Click on the **Edit Link** to edit the record.
4. Click in the field to edit and select the reference detail or enter the necessary details.
5. Click on the **Update** Link to accept the changes or the **Cancel** Link to reject the changes.



| # | Bank | Branch | Currency | Account Name | Account # | Swift Code | Priority | Active | |
|---|---|---|---|---|---|---|---|---|---|
| 1 | Republic Bank (Guyana) Limited | Camp Street | GYD - Guyanese Dollar | Erin James | 01723567 | | 0 | ☑ | Edit |
| 2 | Citiz | Pa | GYD | Erin James | 01478563 | | 0 | ☑ | Update Cancel |

**Figure 10**: Displays the process status of editing the bank

Use the link add another bank record or follow the steps above at *Instructions to complete profile*, *item 5* to enter the record of another bank.

### *Instructions to modify the business contact information*

The **Edit Button** on the page allows editing to the details for the current contact. This could be a change in the contact's **email address** or **contact name**. The **Delete Button** allows the deletion of the current contact information, except where the Contact name is "Self" (referring to the business).

After logging into the application, navigate to the **Manage Profile** using the **Profile Management Menu** as shown in **figure 11**.

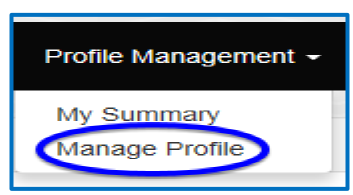



**Figure 11**: Displays the Profile Management Menu.

#### Editing Business Contact Information:

1. From the **Manage Profile page**, click on the **Contact Information Tab**. All contact information is displayed for viewing and modification.
2. Click on the **Edit Button**.
3. Click or use the tab key on the keyboard to the field for editing.
4. Enter the necessary details.

5. Click on the **Save Button** to save the changes made.

### Deleting Business Contact Information:

1. From the **Manage Profile page**, click on the **Contact Information Tab**. All contact information is displayed for viewing and modifications.
2. Click on the **Delete Button**. This operation deletes the contact information.

### *Instructions to modify the business information*

Vendors can modify some of the required fields available from the **Business Information Tab.** However, at the same time modifying the **Business Name** and **location** will automatically set the vendor status to pending which requires verification by a GuySuCo Official. The **Business Registration number**, **TIN** and **NIS number** should not be modified.

### *Instructions to modify the commodity information*

Use the **Update button** on the Commodity Information page to update commodities previously selected. The **Add Button** allows the addition of new commodities to supply to GuySuCo.

For instructions on adding commodities, Click here and follow the instructions at step 6 or follow the *instructions to complete Profile step 6* above.

### *Instructions to modify the business documents*

1. Navigate to **Manage Profile** Page from the **Profile Management Menu**.
2. Next, select the **Business Document** Tab.

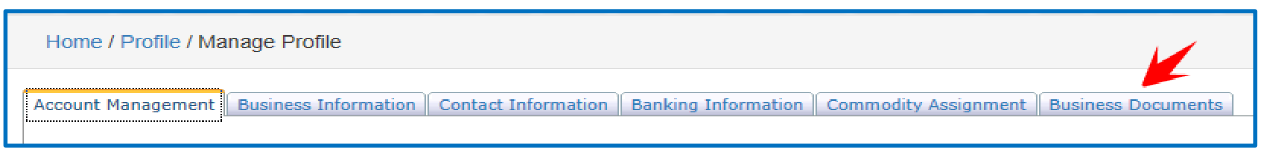
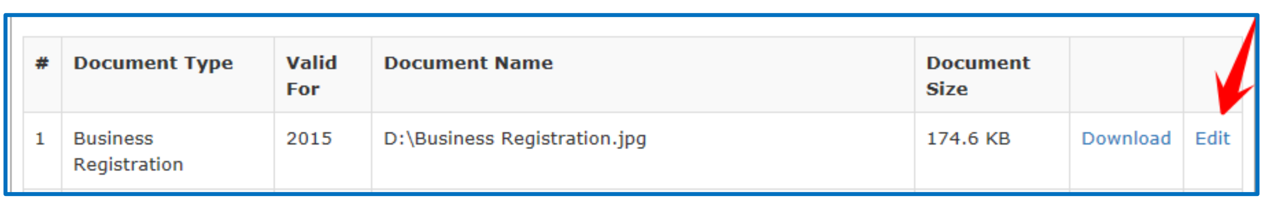



**Figure 12**: The arrow points to the Business Document Tab.

3. Click on the **Edit** Link of the record to modify. This option allows the removal of the current document to be replaced with another and to modify the year of the document validity.



| # | Document Type | Valid For | Document Name | Document Size | | |
|---|---|---|---|---|---|---|
| 1 | Business Registration | 2015 | D:\Business Registration.jpg | 174.6 KB | Download | Edit |

**Figure 13**: Displays the red arrow points to the Edit Link.


4. Modify the year if necessary. The system displays two years in the combo box, the current year and the succeeding year. The current year is the default.
5. Click on the Choose File or Browse button and follow the path to retrieve the document as show in **figure 8** above.

6. Click on the **Upload Button** to load the file to the system or use the cancel option to cancel the operation.

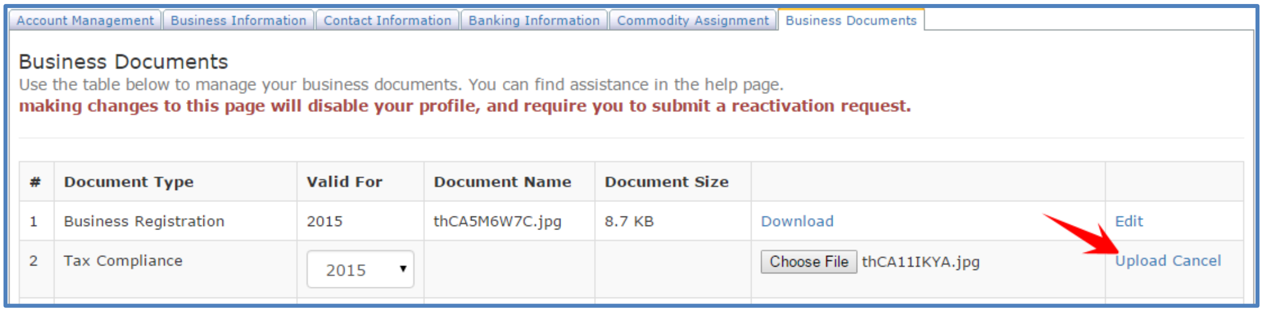



**Figure 14**: Displays the document retrieved with the red arrow pointing to the Upload link**.**

## *Other Documents*


**Figure 15**: Displays the Other Document Item used to upload Other documents needed.

The application facilitates the uploading of other documents that will be deemed necessary using the Other Item List as shown in **figure 15** above.

## *Managing Passwords and Business Email Address:*

The application allows Vendors to manage their passwords. Vendors can reset password or change password. At the Login Page the Vendor can reset password. After logging into the application, the Vendor can change password using the Account Management tab and selecting the Change Password link.

### Steps to Reset a Password:

1. After failing to enter the correct password to log into the application a message appears indicating that the email or password is incorrect. As shown below in **figure 16**. After failing to get the correct password the application would navigate to another page to allow you to enter the Business Email address. As shown in **figure 17**
2. Enter the **Business Email Address** as shown in **figure 17** and then press the **Enter key.**
3. The Next step is for you to enter **the security question** entered at registration. This is to validate the Business Email address

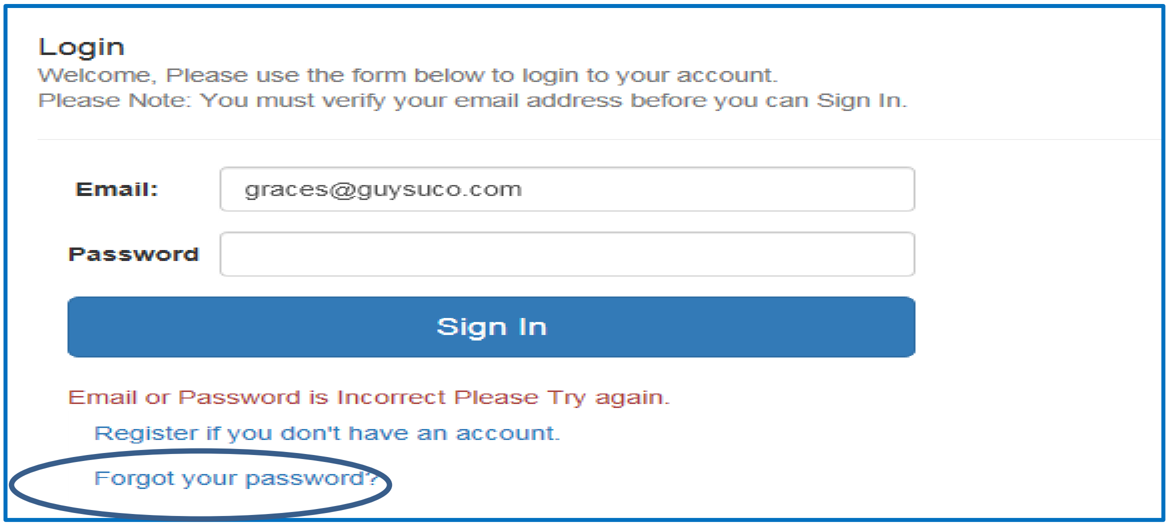



**Figure 16**: The Login Page with message of incorrect password and forgot your password link.

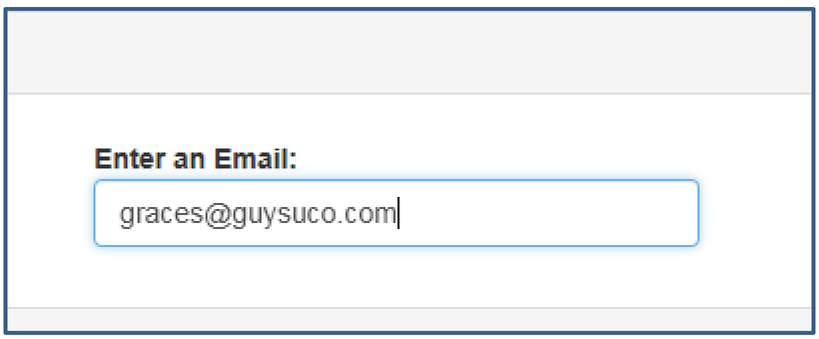



**Figure 17**: Displays the option to enter the Business Email address.

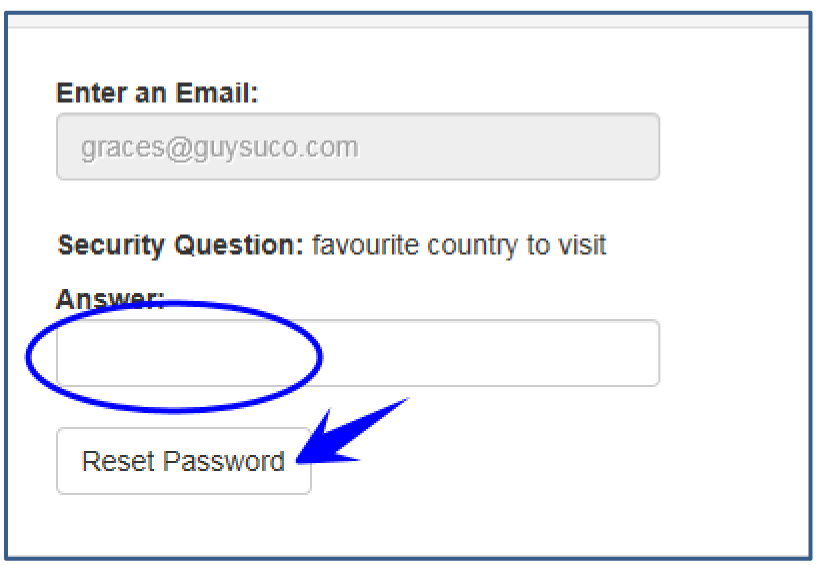
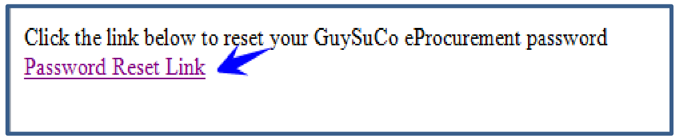



**Figure 18**: Displays the option to enter the Business Email address and the security question.

4. Then select the **Reset Password Button**. The application then sends an email to Business Email address with a link.
5. Click on the link provided in the email to access the application to reset the password.




6. Enter the new password. The password must be 8 characters with upper case letters, numbers and symbols.
7. Re-enter the new password.
8. Click on the Reset Password Button. The application will then be logged into the application.

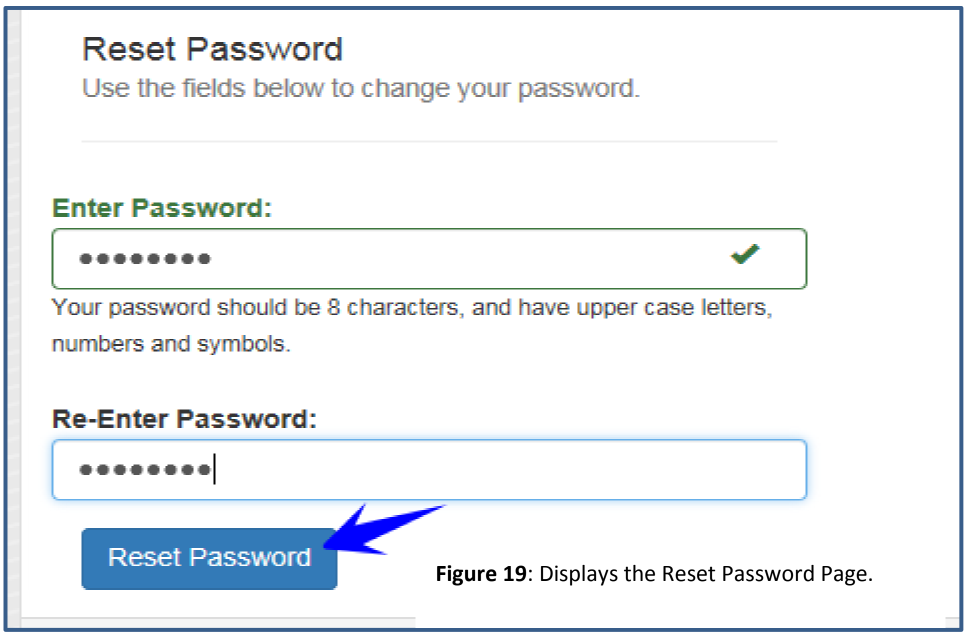



**Figure 19**: Displays the Reset Password Page.

## Steps to Change a Password

1. After logging into the application, select Manage Profile Item from the Profile Management Menu.
2. Select the Account Management Tab
3. Click on the Change Password link.
4. Enter the Current Password then
5. Enter the New Password. Re-Enter the New Password to confirm the correct entry
6. Press the Update Button to complete the process.

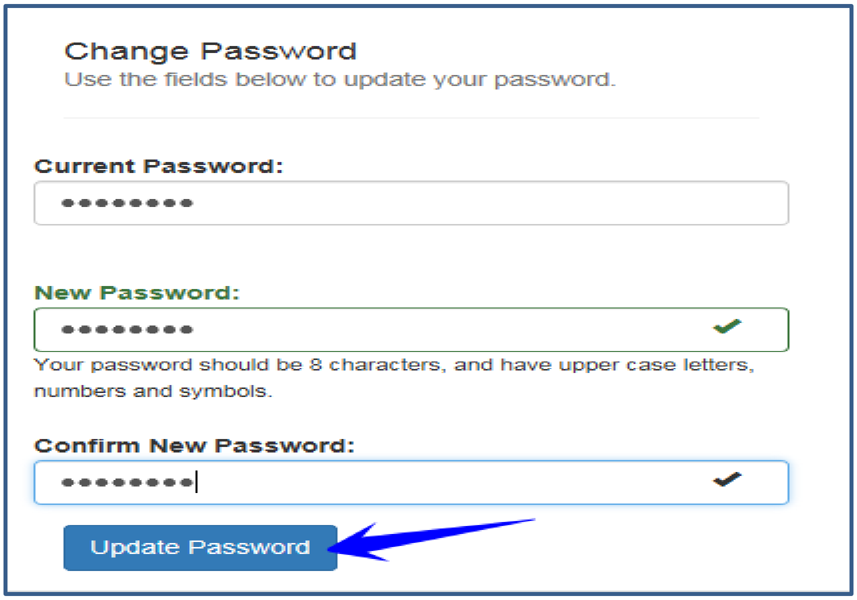



**Figure 20**: Displays the Change Password Features.

# Tender Management

## General information

There are four types of tender forms applicable to GuySuCo. These are outlined below and are also included in the Procurement Manual.

1. Request for Quotations (RFQs)
2. Selective Tender
3. Single Source Tender
4. Public Tender

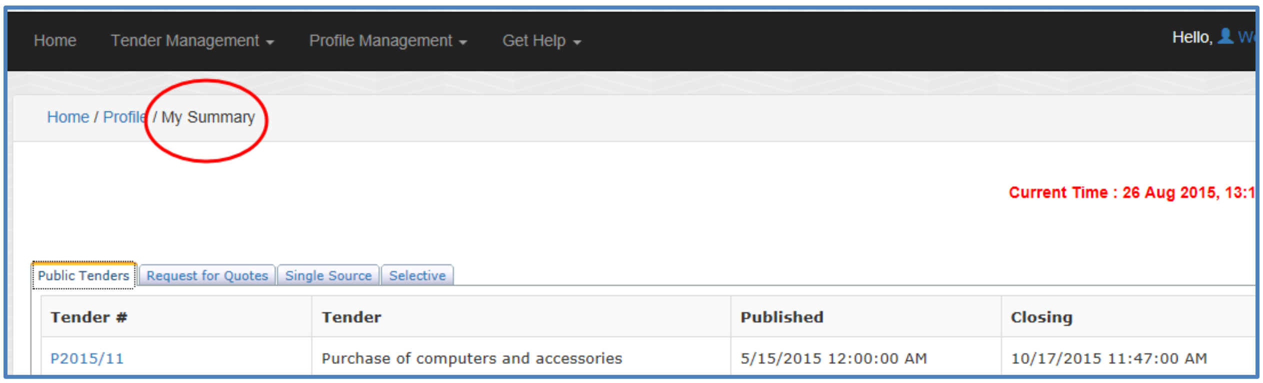



**Figure 21**: Displays the My Summary Page with the various Tender Forms.

## Request for quotations (RFQs)

All registered vendors with active status will be granted access to view all open RFQs for items selected to supply to GuySuCo, and all other tender forms applicable. These vendors will receive notifications of request for quotations and will be able to use the link given in the email notification to log into the application.

Upon logging into the application, the **My Summary Page** displays the tabs for all tender forms, each containing open tenders or open requests for quotations.

### *Instructions on previewing Request for quotations*

1. On the **My Summary Page** click on the **Request for Quotations Tab.** All open requests will be identified with the link. Only quotations for commodities that the Vendor received notification are visible for previewing. The **Request for Quotations** page displays **the date and time** for the closure of the quotations.
2. Click on the **Tender Number** to view the details of the request for quotations. All attachments will be indicated by file names(s) with link. To view click on the link. To print the details of the request for quotation , click on the link provided with the tender number as indicated by the arrow in **figure 22**
3. To print the request, use the **Print Button**.

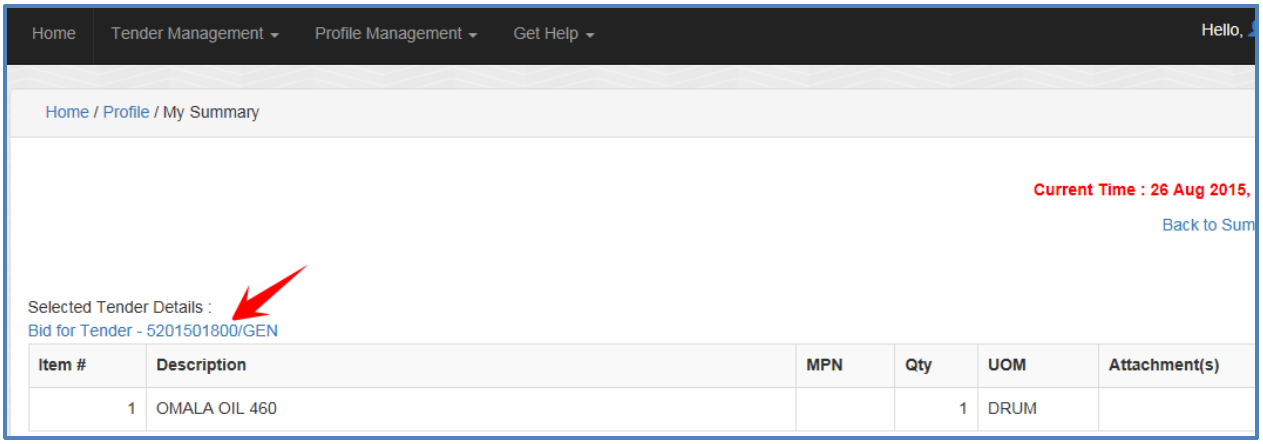



**Figure 22**: Displays the Details of an open RFQ.

## Vendor Submission of RFQs

Vendors are requested to submit quotes using the format stipulated in the request for quotations document(s). The quotes will be submitted using the **Send Bid** Button to select the file for attachment. The system will not allow submission of quotes after the closing date and time for the submission.

### *Instructions on submitting request for quotations*

1. On the **My Summary Page**, Click on the **Request for Quotation Tab**.
2. Click on the **tender number** to open the tender as shown in **figure 22**.
3. Click on the **tender number** (indicated by the arrow in **figure 22**) to view the tender
4. Click on the **Send Bid button** to submit a response.
5. Click on the **Browse** Button to locate and retrieve the file and then select the **attach** button.
6. Click on the **Send Button** to send the file. Vendor should receive an email confirmation that the document was submitted successfully.

## Selective Tendering

Selective tendering is applicable to vendors who have been approved to supply services or goods to GuySuCo. These vendors will receive email notifications of request for quotations, and using the link provided in the email can log into the application.

### *Instructions on previewing Selective Tendering documents*

1. On the **My Summary Page** click on the **Selective Tendering Tab.** All open requests will be identified with the link.
2. Click on the link to view the details of the tender.
3. The selective tendering page displays **the date and time** for the closure of the quotes. Follow the steps given at previewing request for quotations to preview the tender or print the various documents including attachments.

## Vendor Submission of Quotes for Selective Tendering

Vendors are requested to submit quotes using the format stipulated in the selective tendering document. The quotes will be submitted using the **Send Bid button** to retrieve the file for submission. The system will not allow submission of quotes after the closing date and time for the submission.

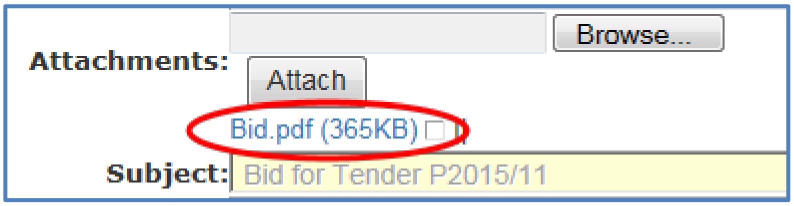



**Figure 23**: Displays the attachment of a Tender response in preparation for submission.

### *Instructions on submitting quotations for Selective Tendering*

1. On the **My Summary Page**, Click on the **Selective Tendering Tab**.
2. Click on the link of the quotation request to submit a response.
3. Click on the **Browse** Button.
4. Follow the path to where the file is located, click on the file to select the document.
5. Click on the **Attach Button** to attach the file in preparation of its submission.
6. Click on the **Send Button** to send the file. An email confirmation that the document was submitted successfully will be sent to the Vendor's email address.

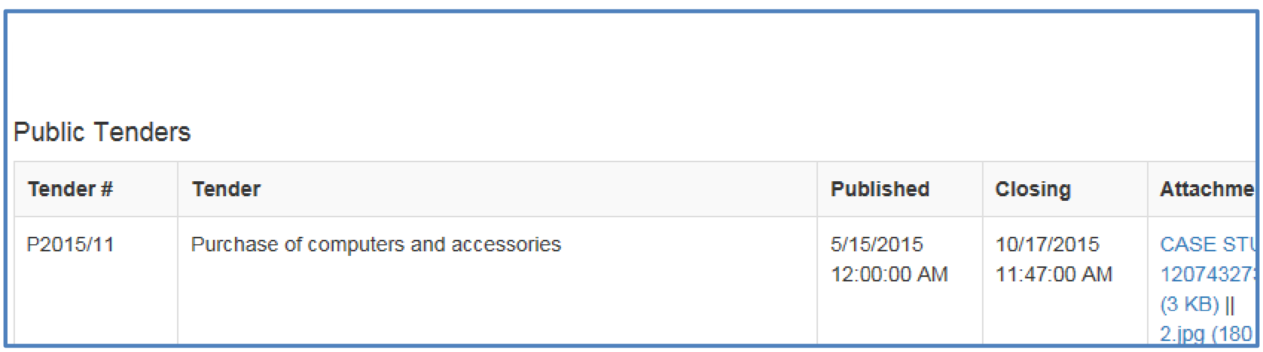



**Figure 24**: Displays all open Public Tenders on the Home Page of the Application

## Public Tendering

All Public Tenders are open for bid by the general public. Registered vendors will be able to preview, print and submit their bids using the application. Nonregistered users will be able to download the tender documents from the home page of the eProcurement Application website http://www.epr.guysuco.com. An email address is necessary to download tender documents from the website so as to receive subsequent updates on tender modifications. Nonregistered users will forward their bids to mmd@guysuco.com,

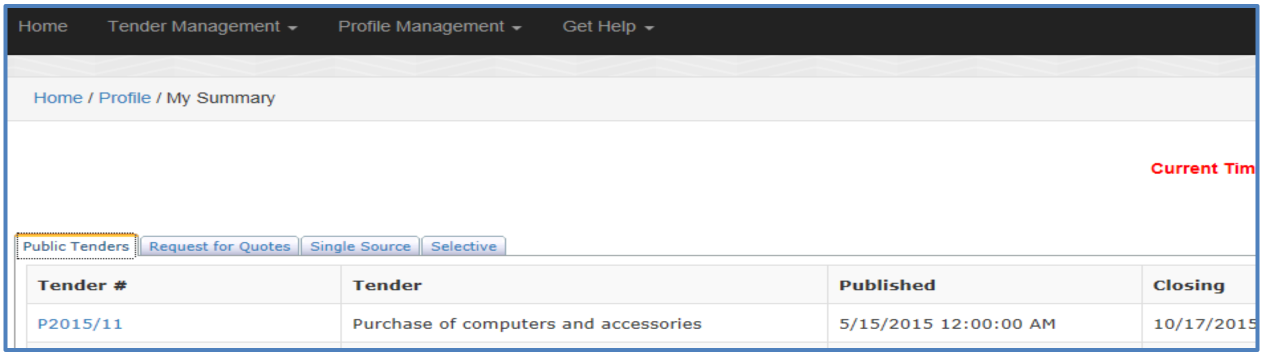
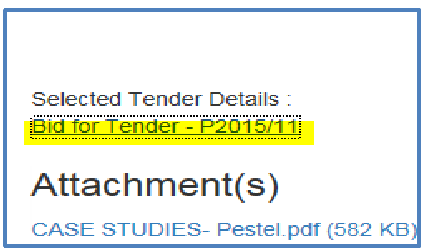



**Figure 25**: Displays an Open Public tender visible to a Registered Vendor.

## *Instructions on previewing tender documents*

1. On the **My Summary Page** click on the **Public Tender Tab.** All open tenders will be displayed. The public tender page displays **the date and time** for the closure of the tender.
2. Click on the tender number to open the tender. All attachments will be visible and can be opened for viewing and printing.
3. Click on the tender number to get access to print the tender details.
4. To print the tender, use the print button on the screen.




## Vendor Submission of bids

Vendors are requested to submit bids using the format stipulated in the tender documents. The bids will be submitted using the attach button. The system will not allow submission of bids after the closing date and time for the submission.

**Figure 26**: Displays the attachment of a Bid.

## *Instructions on submitting bids*

1. On the **My Summary Page**, Click on the **Public Tender Tab**.
2. Click on the tender number to open the tender as shown in **figure 22**.
3. Click on the tender number (indicated by the arrow in **figure 22**) to view the tender
4. Click on the **Send Bid button** to submit a response.
5. Click on the **Browse** Button to locate and retrieve the file and then select the **attach button**.
6. Click on the **Send Button** to send the **bid**. Vendor should receive an email confirmation that the document was submitted successfully.

# Enquiry Center

The application provides the opportunity for vendors to seek advice on issues relating to any of the four tender forms or information on any of the tenders advertised for bids or quotations. The response will be provided by one of GuySuCo's representatives.

The Enquiry Center can be accessed from the **Questions Asked Item** on the **Tender Management Menu.**

There are two tabs available on the Enquiry Center. The **New Enquiry Tab** allows adding of an enquiry. The **Enquires** Tab allows the viewing of the conversations on the enquiry; the responses to the enquiry. Use the "**Back to Enquiries**" link (top right of the page) to return to the **Enquiries Tab**.

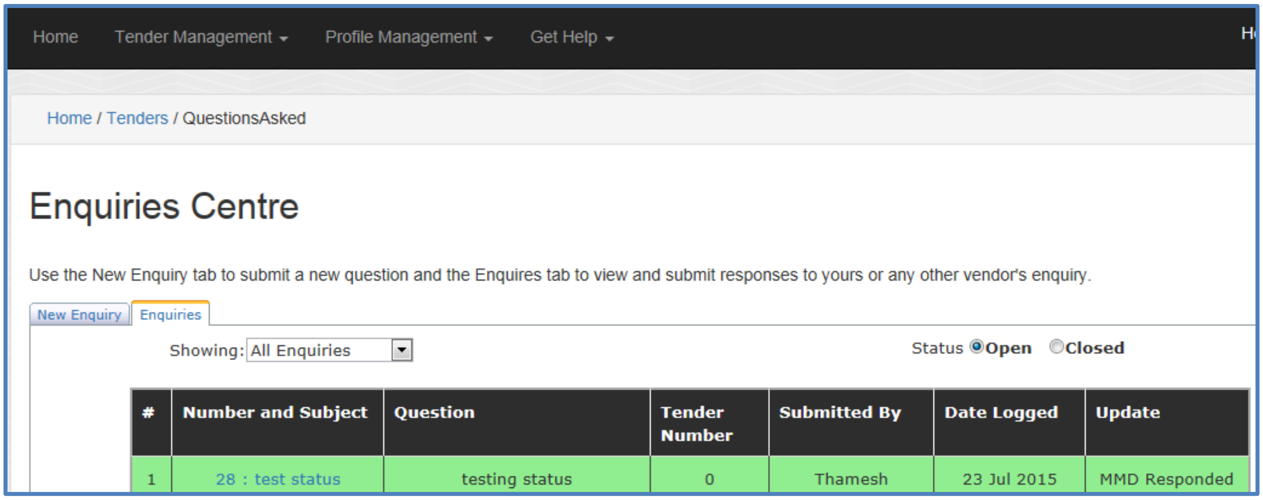



**Figure 26**: Displays the Enquiry Center Page.

## *Instructions on submission of enquiry*

1. From the **Enquiries Center**, select the **New Enquiry** Tab.
2. Enter the **Subject** of the enquiry e.g. for instructions on the submission of bids enter "Bid Submission."
3. Next enter the question. All enquiries must be administered in the framework of GuySuCo's procurement operations.
4. Click on the **Submit** button. The **Clear Button** clears the content in the **Question box.**

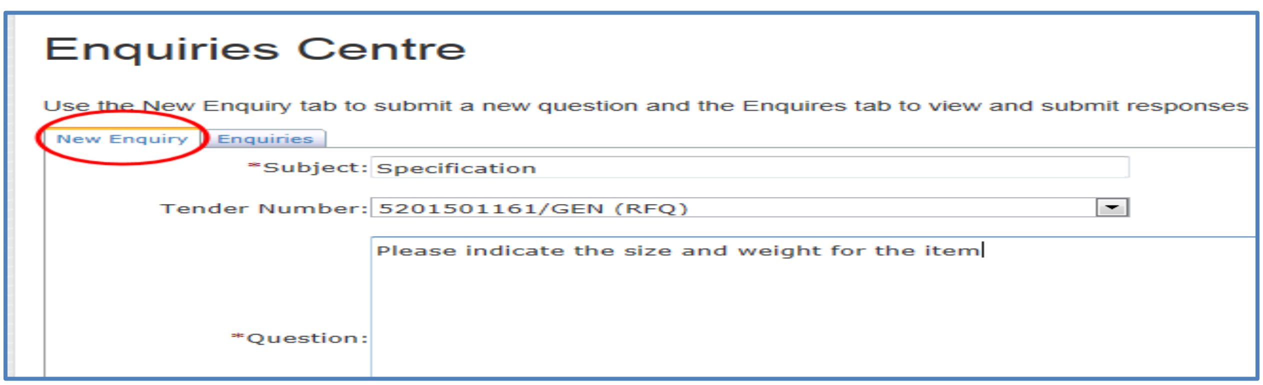



**Figure 28**: Displays a completed enquiry for submission.

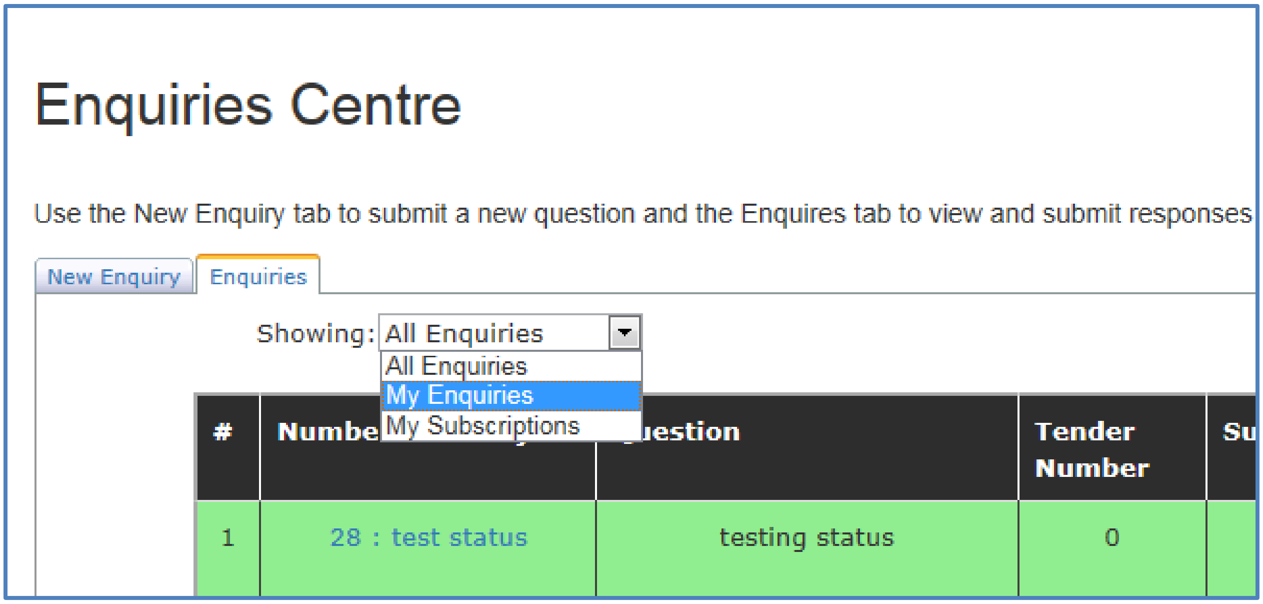



**Figure 29**: Shows all the options for viewing enquiries.

## *Instructions on viewing response on enquiries*

1. From the **Enquiries Center**, select the **Enquiries** Tab.
2. Select the **Enquiries** option to view. To see your enquiries, select **My Enquiries.** To view all enquiries, select **All Enquiries**. To view all enquiries you did not subscribe to but for which you must receive responses, **My Subscription**.
3. At the **Number Subject** column, Click on the enquiry to view. The conversation relating to this enquiry will be displayed.

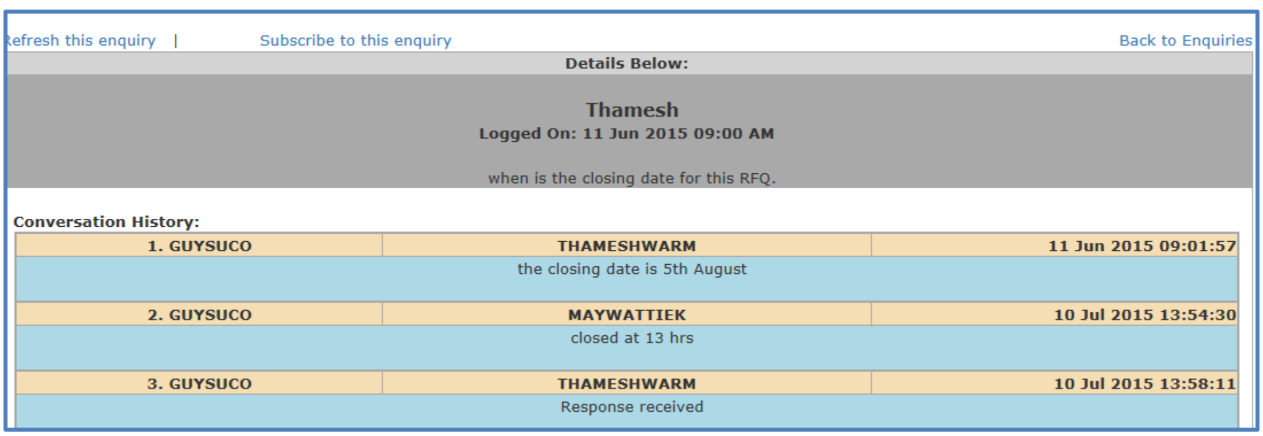



**Figure 30**: Displays the details of an enquiry.

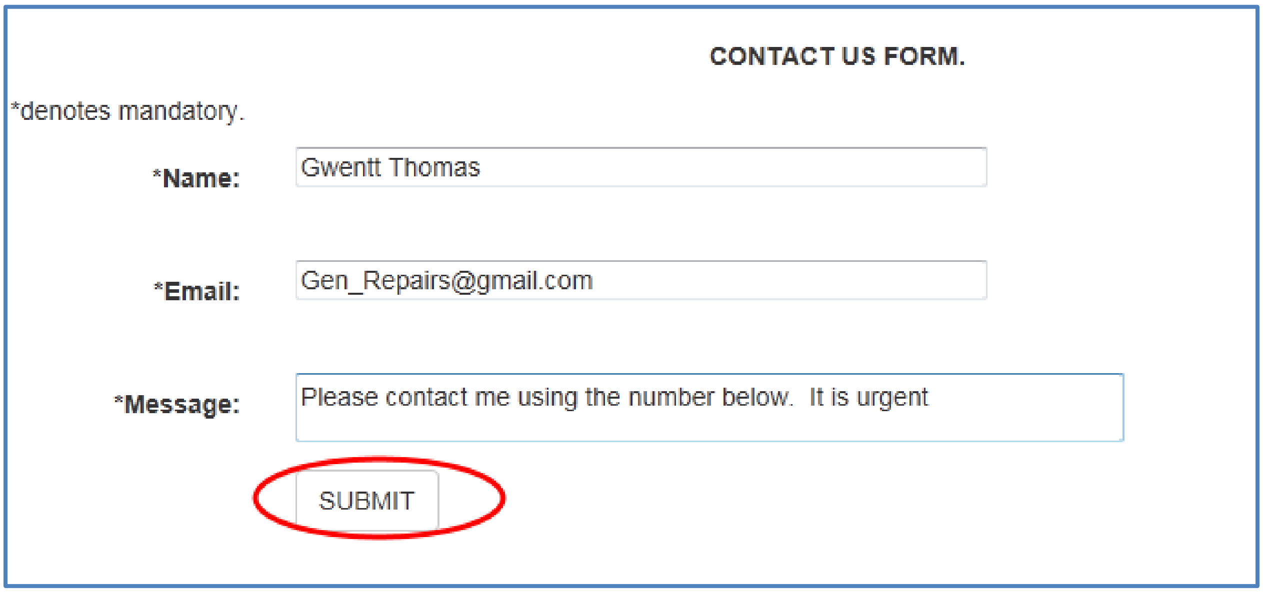
## *Instructions on submission of response*

1. Select the **Enquiries** Tab.

2. Select the **Enquiries** option to view. To see your enquiries, select **My Enquiries.** To view all enquiries, select **All Enquiries**. To view all enquiries you did not subscribe to but for which you must receive are available from **My Subscription**.
3. At **the Number subject column**, check for the enquiry and click on it to open it.
4. Enter in the **Question Box** your response.
5. Next, select the **Submit** button.
6. Select "**Back to Enquiries**" on the top right of the screen to return to Enquiries.
7. Repeat instructions #2 to #6 to respond to another enquiry.

## Using Contact Us Form:

The **Contact Us Form** is accessible from the **Get Help Menu**. Use this Form to submit comments or to seek information. All fields in this Form are required. Use the **Submit Button** to send a message. A GuySuCo staff will contact you responding to the questions or providing information as necessary.



CONTACT US FORM.

*denotes mandatory.

*Name: Gwentt Thomas

*Email: Gen_Repairs@gmail.com

*Message: Please contact me using the number below. It is urgent

SUBMIT

**Figure 31**: Displays a completed Contact Us Form.