PMC

PMC MANAGERS

Master Training Manual v4

Whole-site edition · every portal, every screen, every process

Issued 09 November 2026 · replaces v3 (Sovereign Edition)

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1 · Platform overview & architecture

PMC Managers is a global e-procurement platform: buyers publish tenders, verified suppliers bid with sealed envelopes, an evaluation committee opens, checks and awards, and payments move through escrow — every step recorded in a tamper-evident audit ledger.

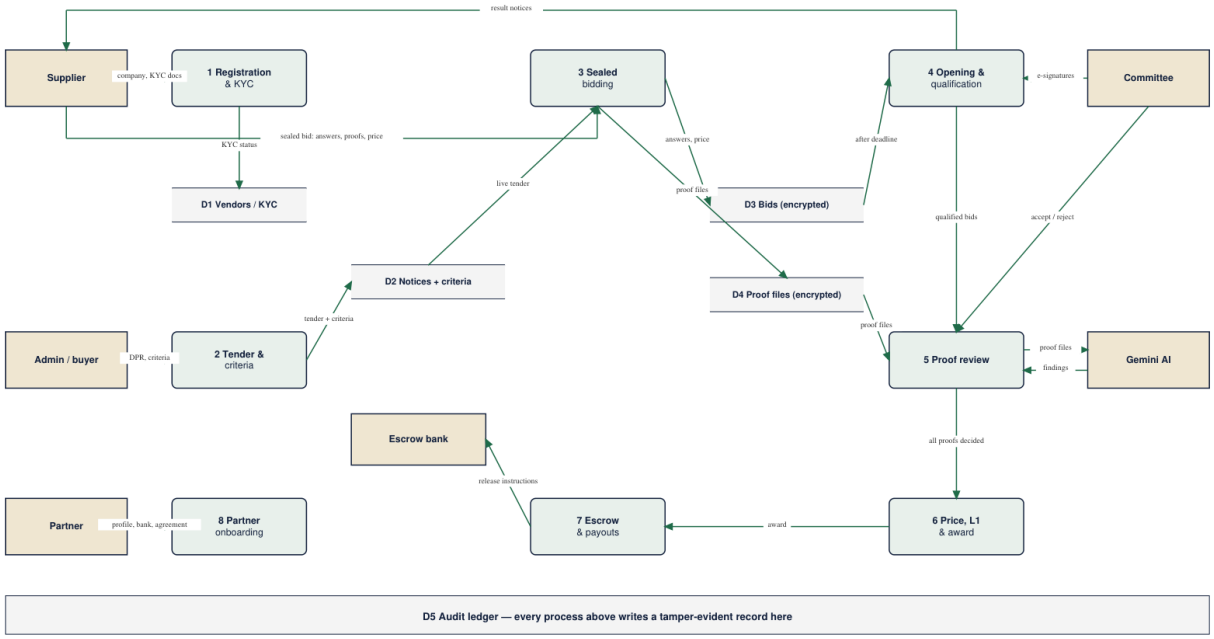
Portals

Portal	Address	Who
Public website	/ , /tenders, /notices	Anyone
Supplier portal	/vendor	Registered suppliers
Admin console	/admin/e	PMC admins and reviewers
Staff portal	/staff	Committee, escrow, legal, accounting, certifier
Partner portal	/partner/me	Partners who onboard suppliers
Escrow portal	/login?role=escrow	Escrow institutions

Architecture

React single-page app (served from S3 + CloudFront) → FastAPI backend (Docker on AWS Elastic Beanstalk, all routes under /api) → MongoDB. Bid answers, prices and uploaded bid files are encrypted at rest and only decrypted after the committee signs each opening. AI features (DPR tender drafting, criteria reading, proof reading) use Gemini through the platform's AI key. Email goes through the managed email service. Scheduled jobs (reminders, statements, digests) run from the platform scheduler.

PMC platform — data flow (level 1)



- External entities (beige), processes (green), data stores (grey). Arrows show what data moves.
- Proof files are sent to the AI only after the technical opening, for qualified bids only.
- Emails (result notices, reminders) are sent by the email service from processes 4 and 8.

2 · Roles at a glance

Role	Main jobs	Where
Supplier	Register, KYC, bid with criteria proofs, consortium, results, payouts	Supplier portal
Admin	Tenders, criteria, publishing, suppliers, partners, settings	Admin console
Reviewer	Approves supplier-prepared tenders; edits criteria master	Admin console
Committee member	Signs openings, reviews proofs (all must agree), doubts, scores, awards	Bidding ops / Staff portal
Certifier / Legal / Accounting	Sequential bid clearances before award	Staff portal
Escrow agent	EMD, dual-signed releases, payouts	Staff portal / Escrow
Partner	Onboards suppliers, earns commission	Partner portal
Auditor	Reads the audit ledger and reports	Admin console

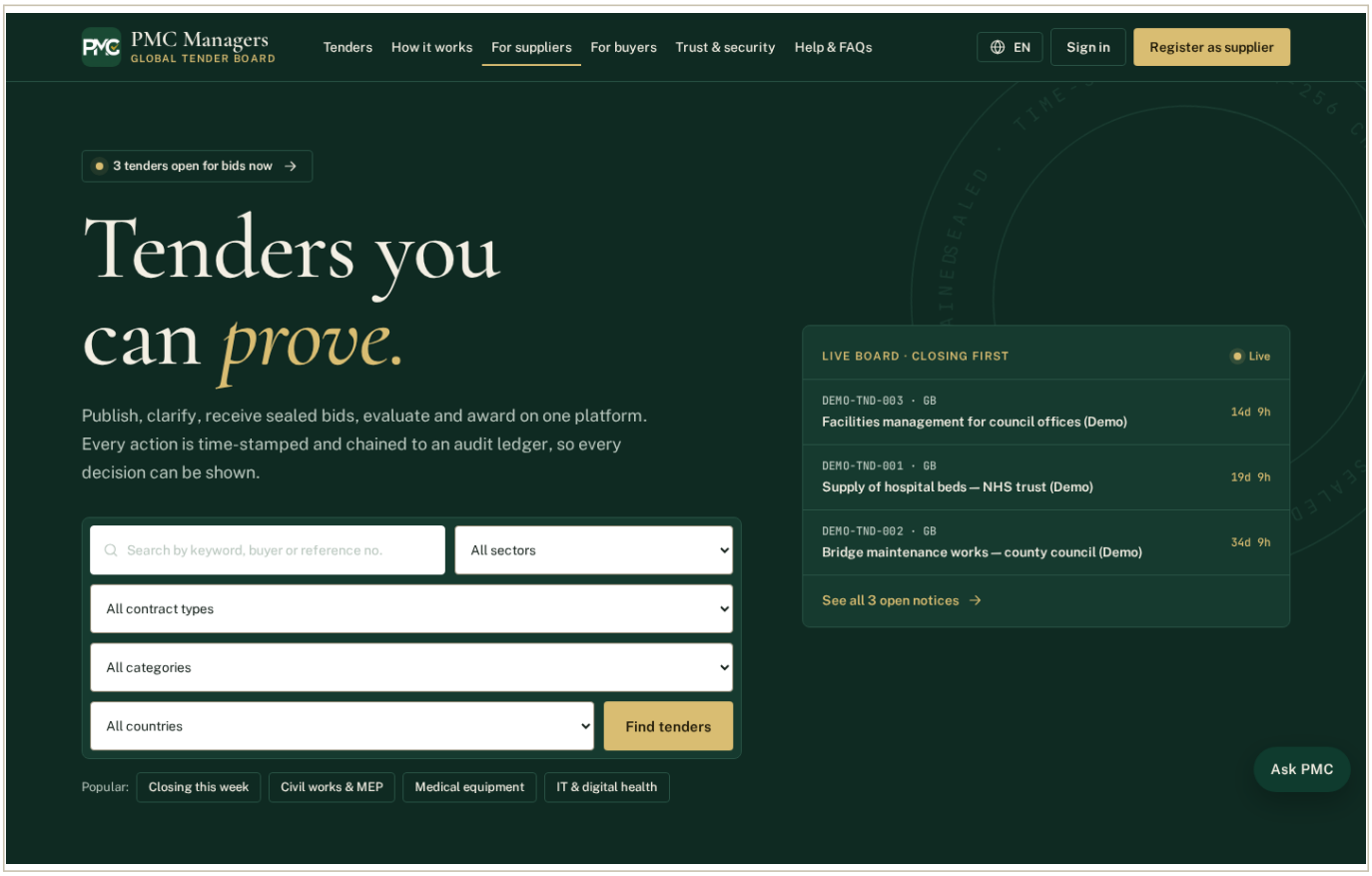
3 · Security, audit & data protection

1. Sign-in by role with email + password (session cookie + CSRF token on every change).
2. Role-based access: the admin console only admits admin and reviewer; other staff use the staff portal.
3. Sealed bidding: answers, price and bid files are encrypted; nobody (including admins) can open them before the committee signs.
4. Audit ledger: every action is chained with SHA-256; 'Verify chain' re-checks every link.
5. Soft deletion: records are archived, not erased, unless a narrowly scoped deletion is explicitly requested.
6. AI sees proof files only after technical opening and only for qualified bids; AI only flags — people decide.

4 · Public website — screen tour

Home page

Screen: /



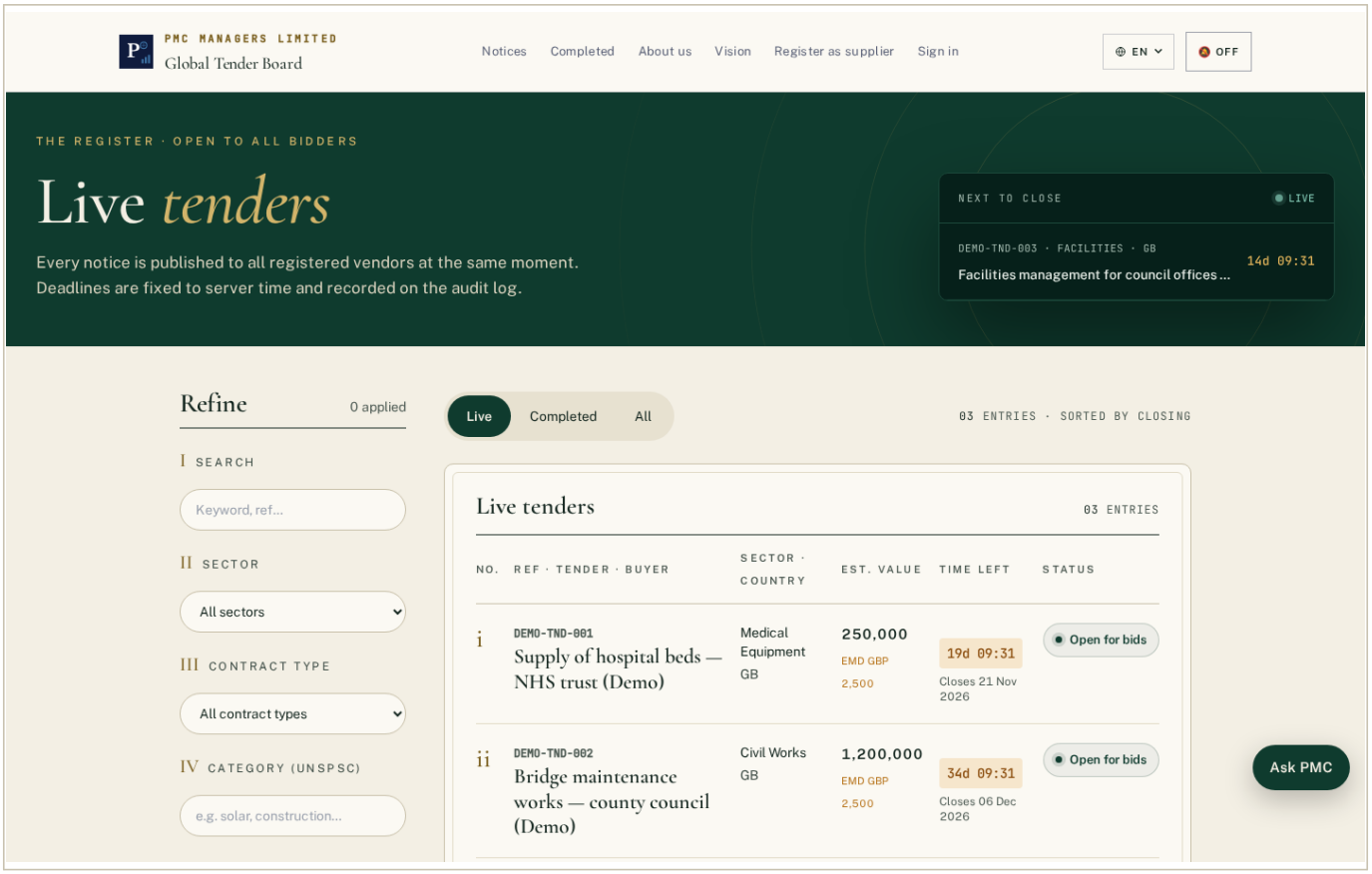
The public front door of PMC Managers. Visitors see what the platform does, the latest live tenders and the main ways in: Find tenders, Register as a supplier and Sign in.

Main actions

- Browse live tenders
- Register as a supplier
- Sign in to your portal

Public tender board

Screen: `/tenders`



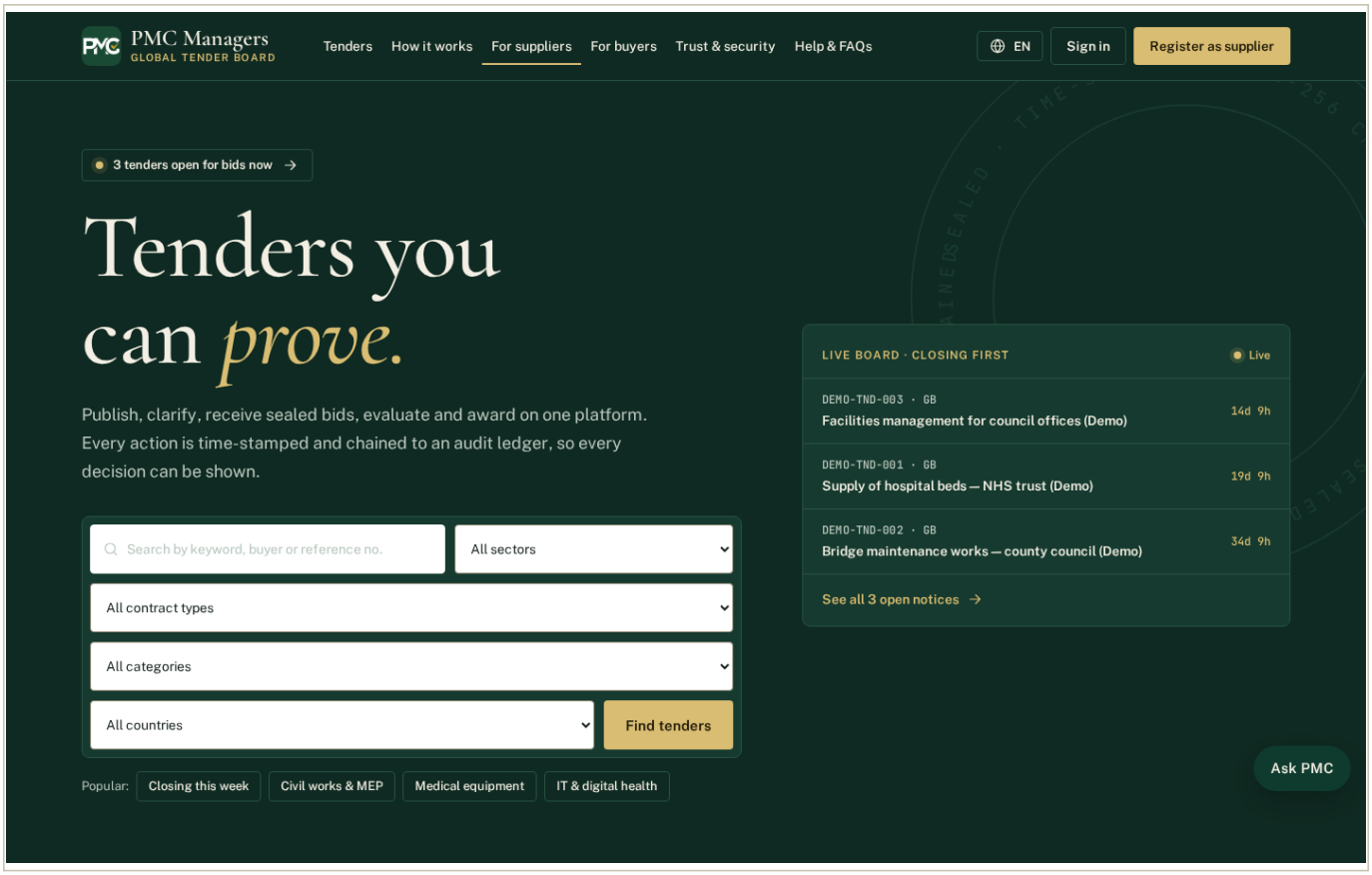
Every published tender with its reference, buyer, category, country and closing date. Anyone can search and filter; bidding needs a verified supplier account.

Main actions

- Search by keyword or reference
- Filter by category, country and closing date
- Open a tender to read the documents

Notice board

Screen: `/notices`



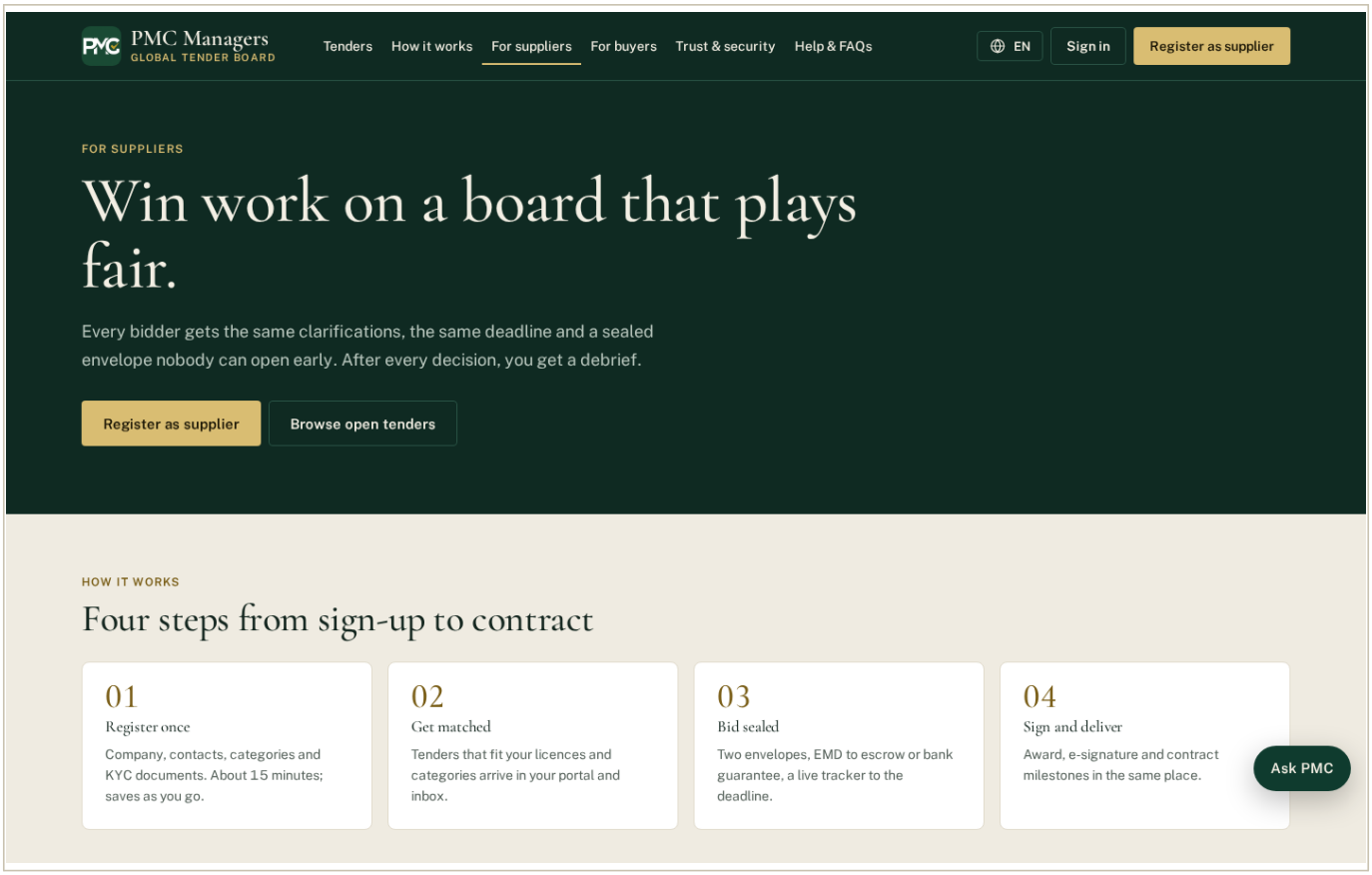
Published notices and corrigenda in date order, so suppliers can see changes to live tenders.

Main actions

- Read a notice
- See corrigenda issued against a tender

For suppliers

Screen: `/suppliers`



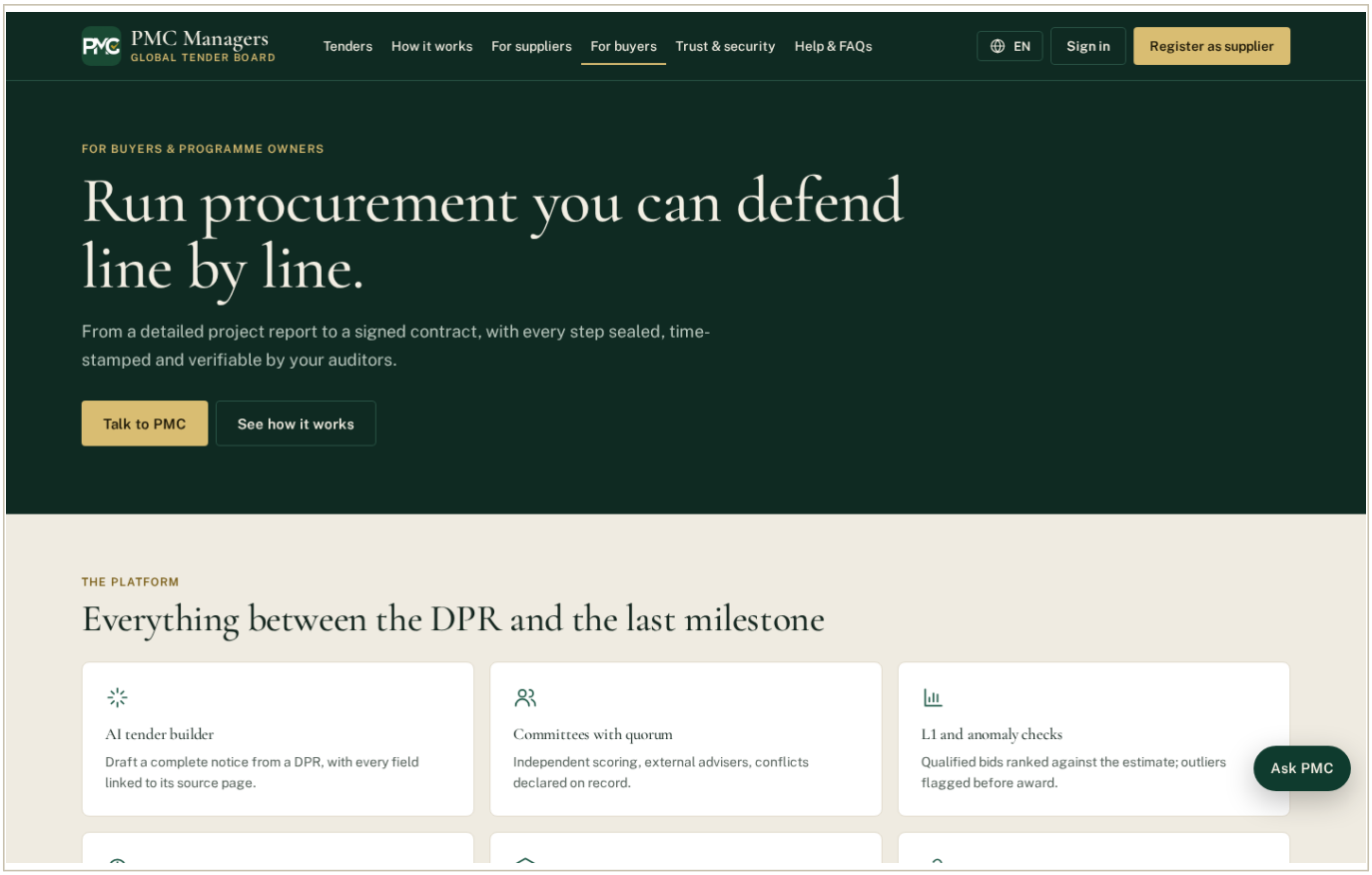
Explains how suppliers register, get verified, find tenders, bid with sealed envelopes and get paid through escrow.

Main actions

• Start supplier registration

For buyers

Screen: `/buyers`



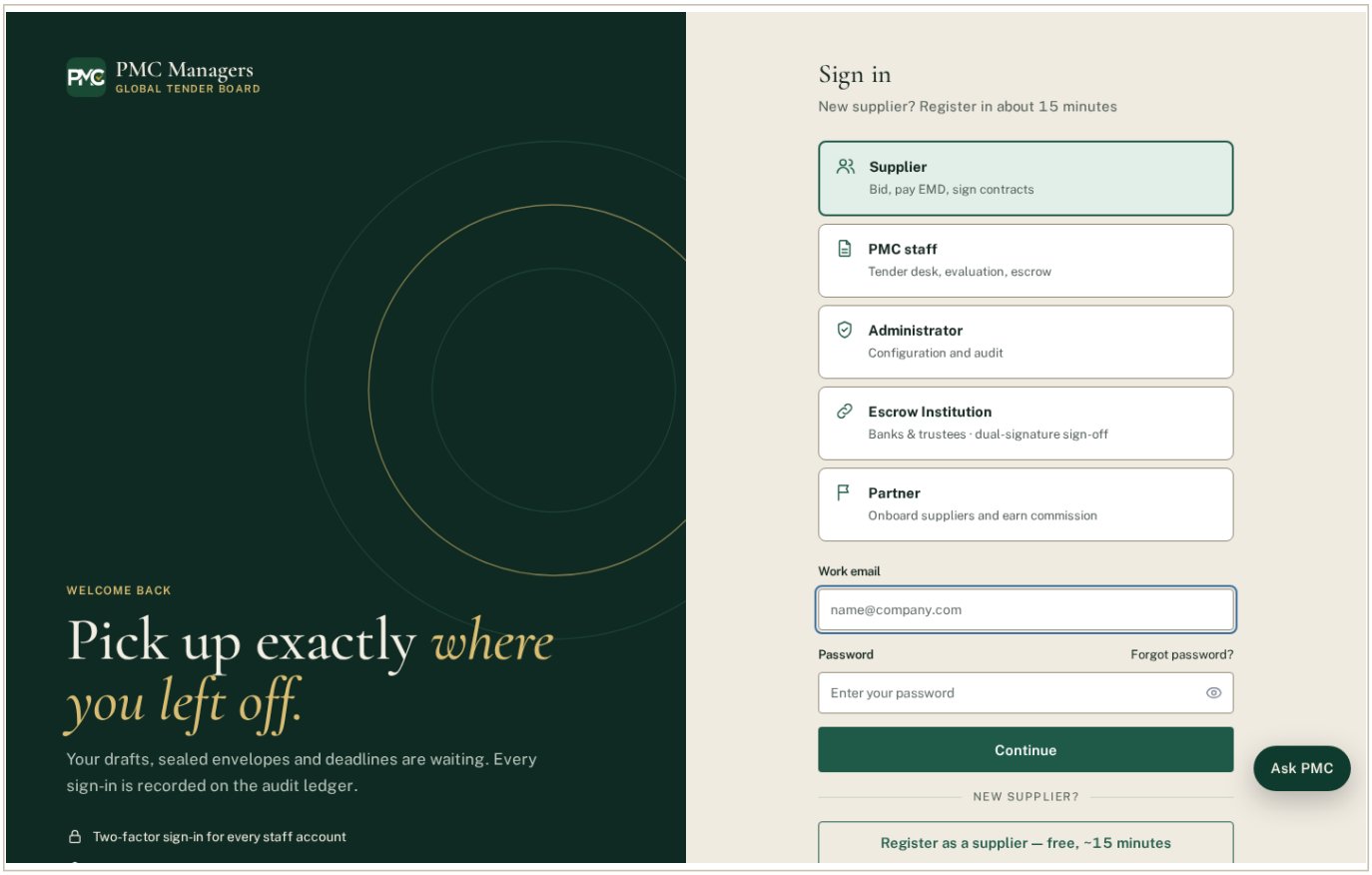
Explains how buyers publish tenders, set criteria, run sealed openings and award with a full audit trail.

Main actions

- Contact PMC to start buying

Sign in

Screen: `/login`



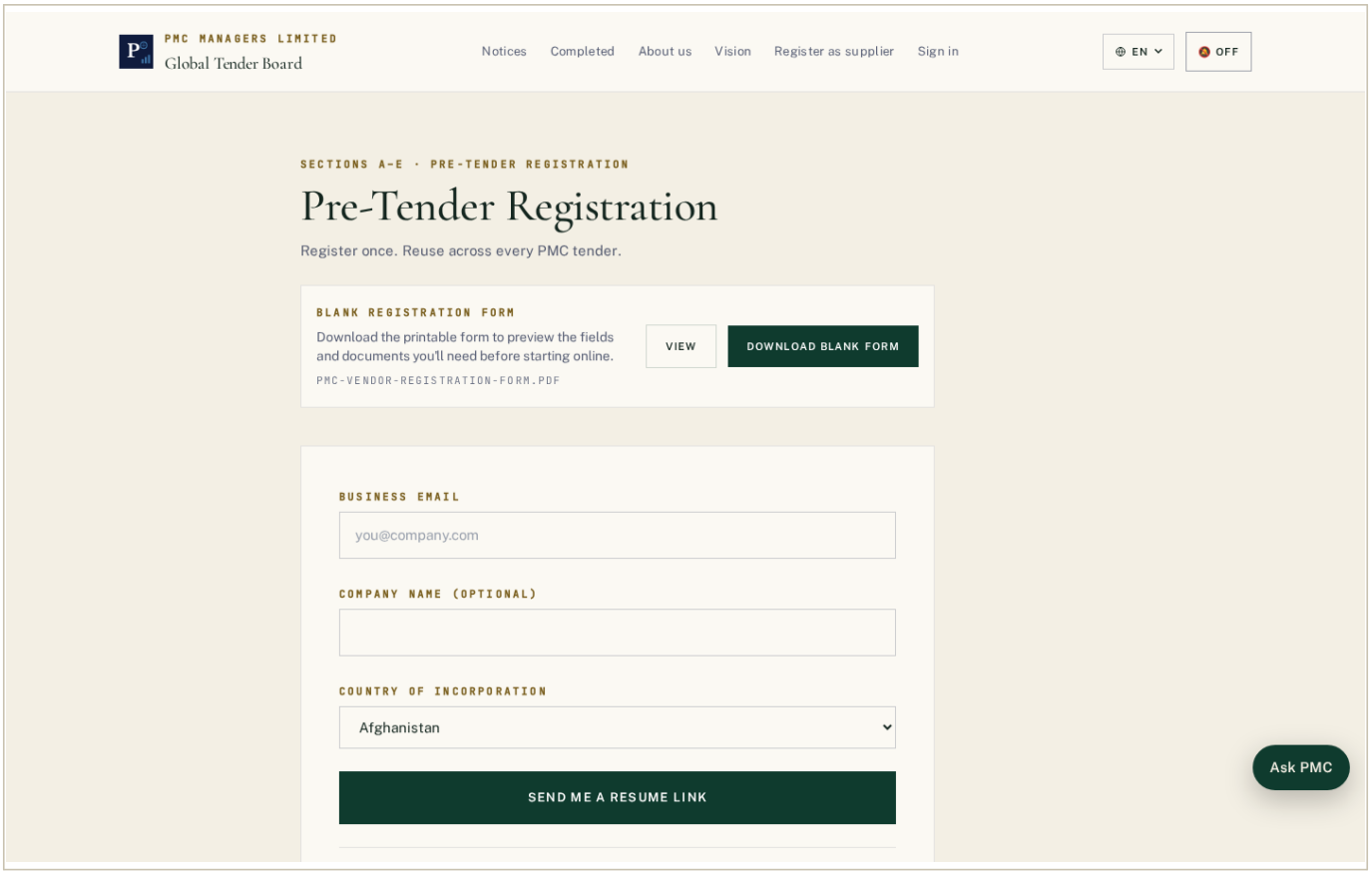
One sign-in page for every user. Choose your role first: Supplier, PMC staff, Admin, Escrow institution or Partner. Each role opens its own portal.

Main actions

- Choose your role
- Enter email and password
- Use Forgot password if needed

Supplier registration

Screen: `/register`



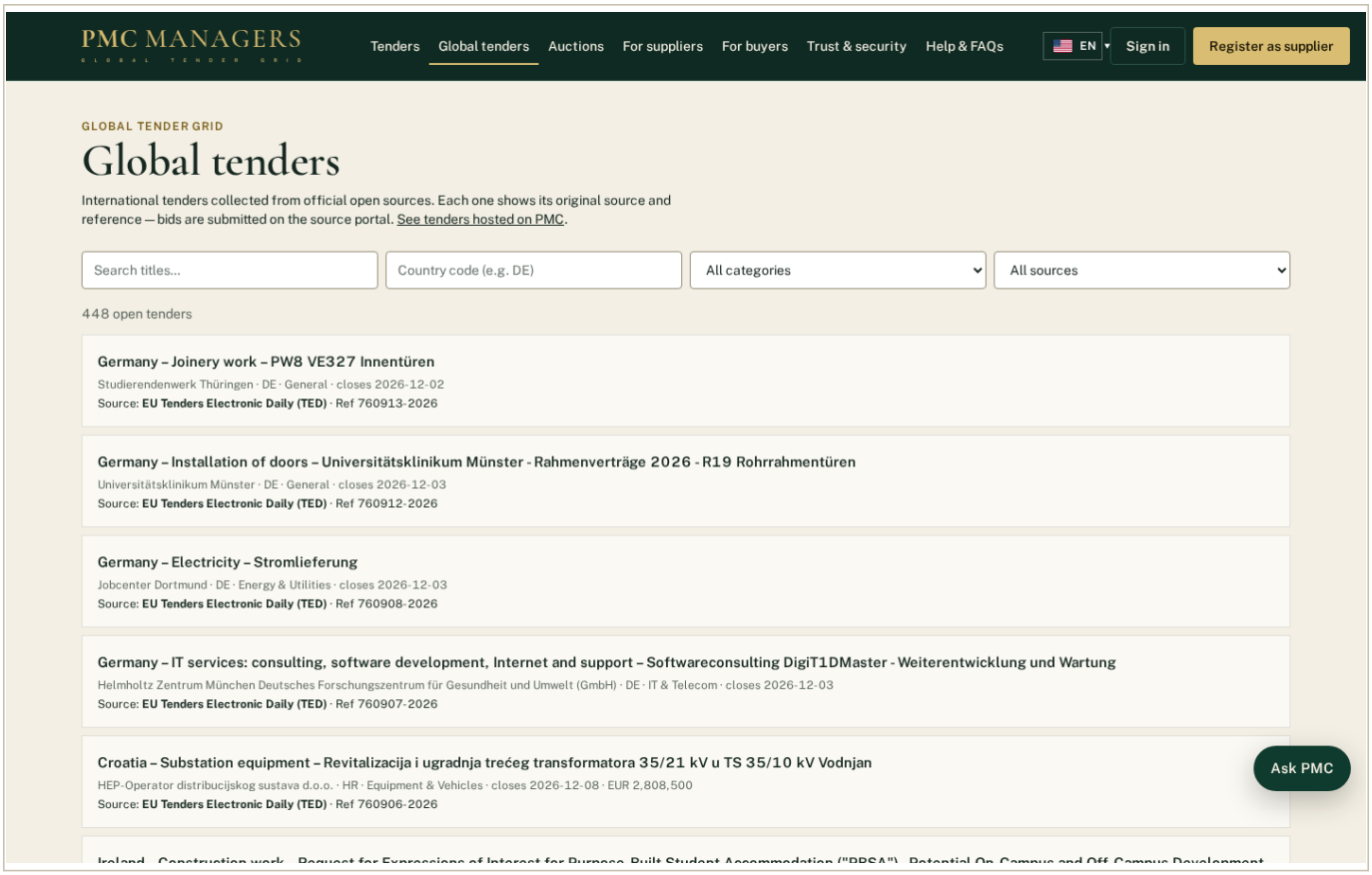
New suppliers create an account with company details. After email verification they complete KYC; PMC checks it before the supplier can bid.

Main actions

- Enter company and contact details
- Verify email
- Complete KYC in the supplier portal

Global tenders

Screen: `/tenders/global`



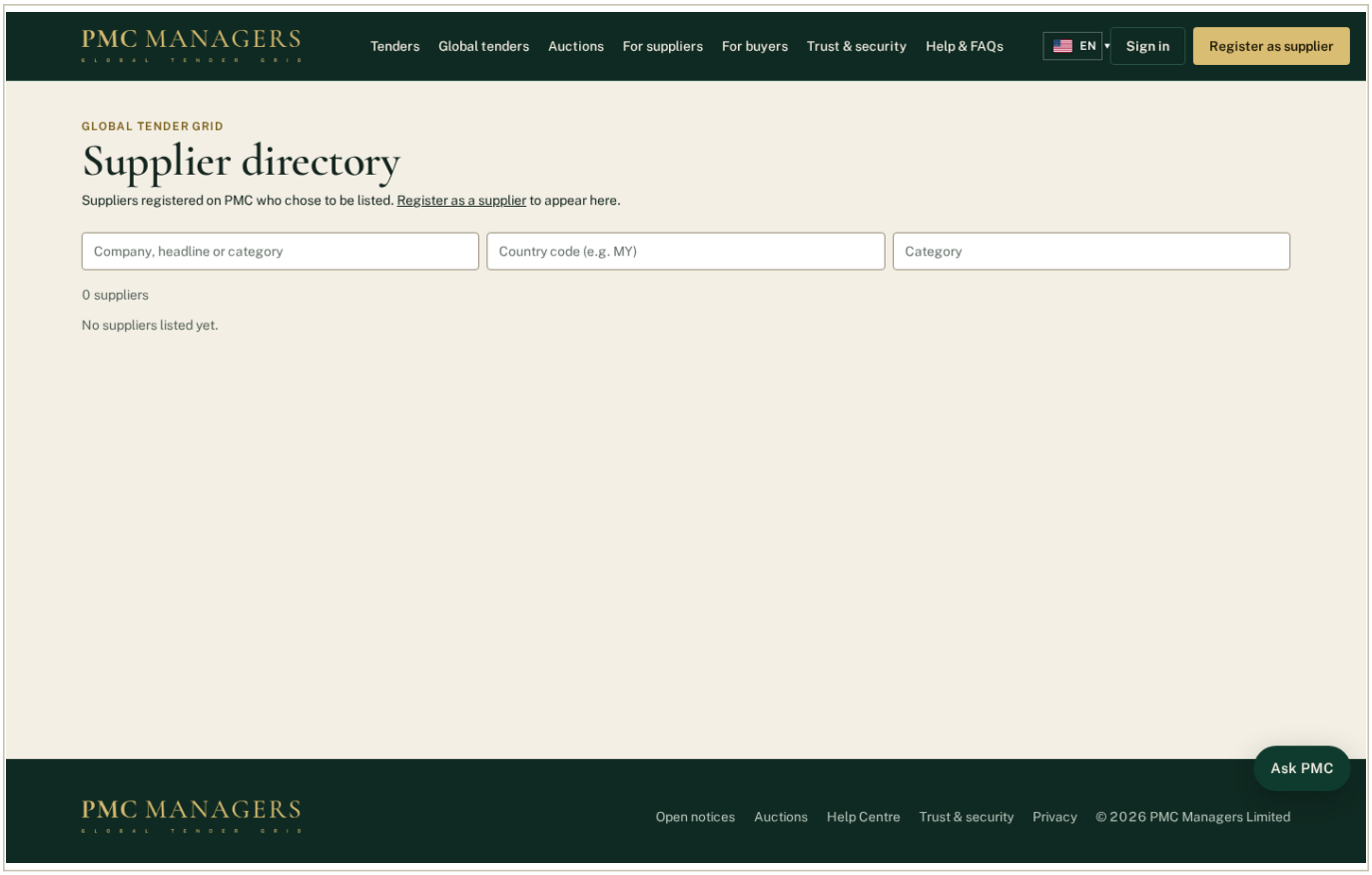
Tenders collected from official public sources (World Bank, EU TED) and licensed providers, with the original source and reference shown on each one.

Main actions

- Search by keyword, country or value
- Open the original source

Supplier directory

Screen: `/suppliers/directory`



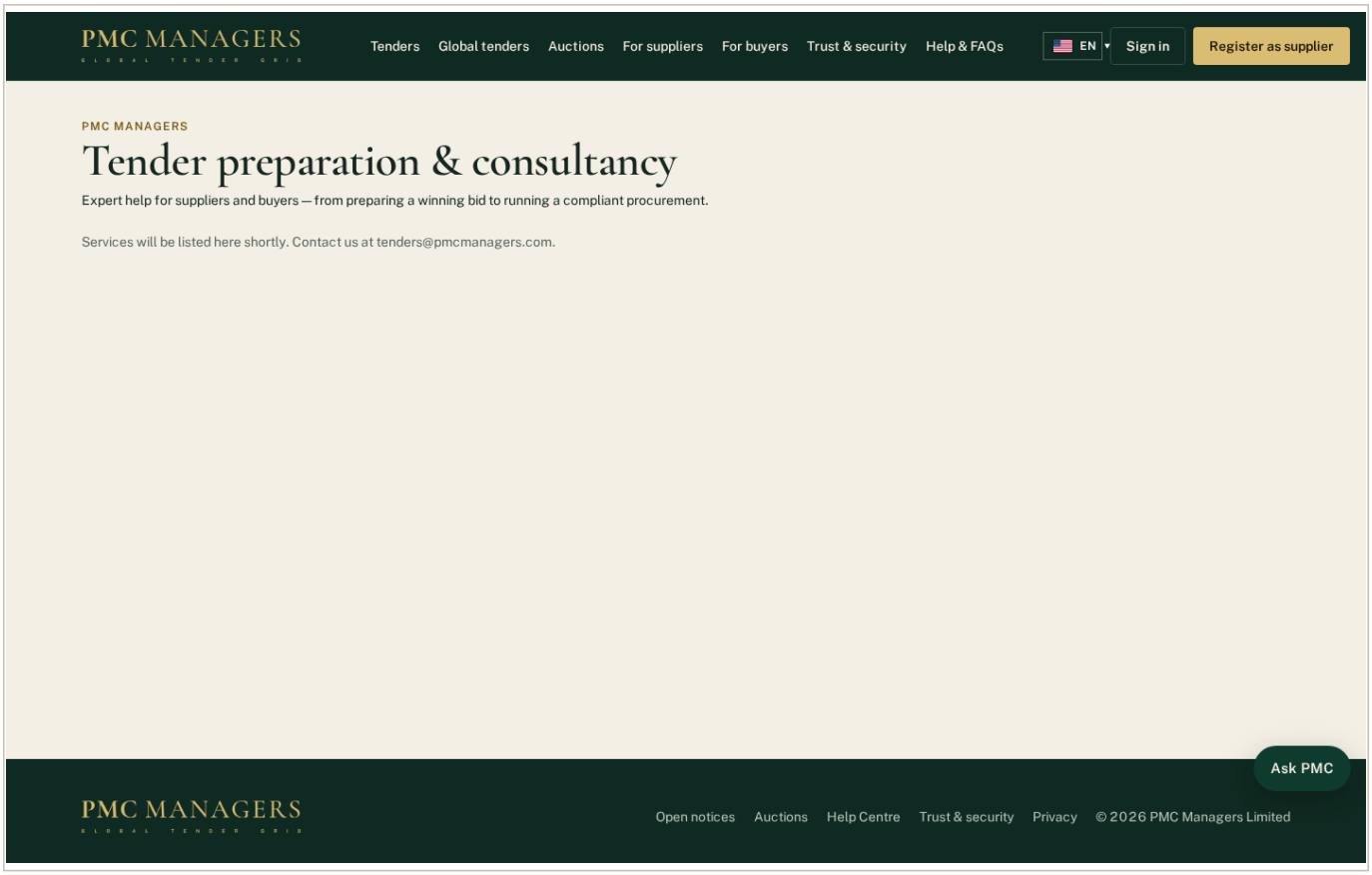
Public list of suppliers who chose to be listed. Featured suppliers appear first.

Main actions

- Search suppliers by category or country
- Open a supplier profile

Consultancy services

Screen: `/consultancy`

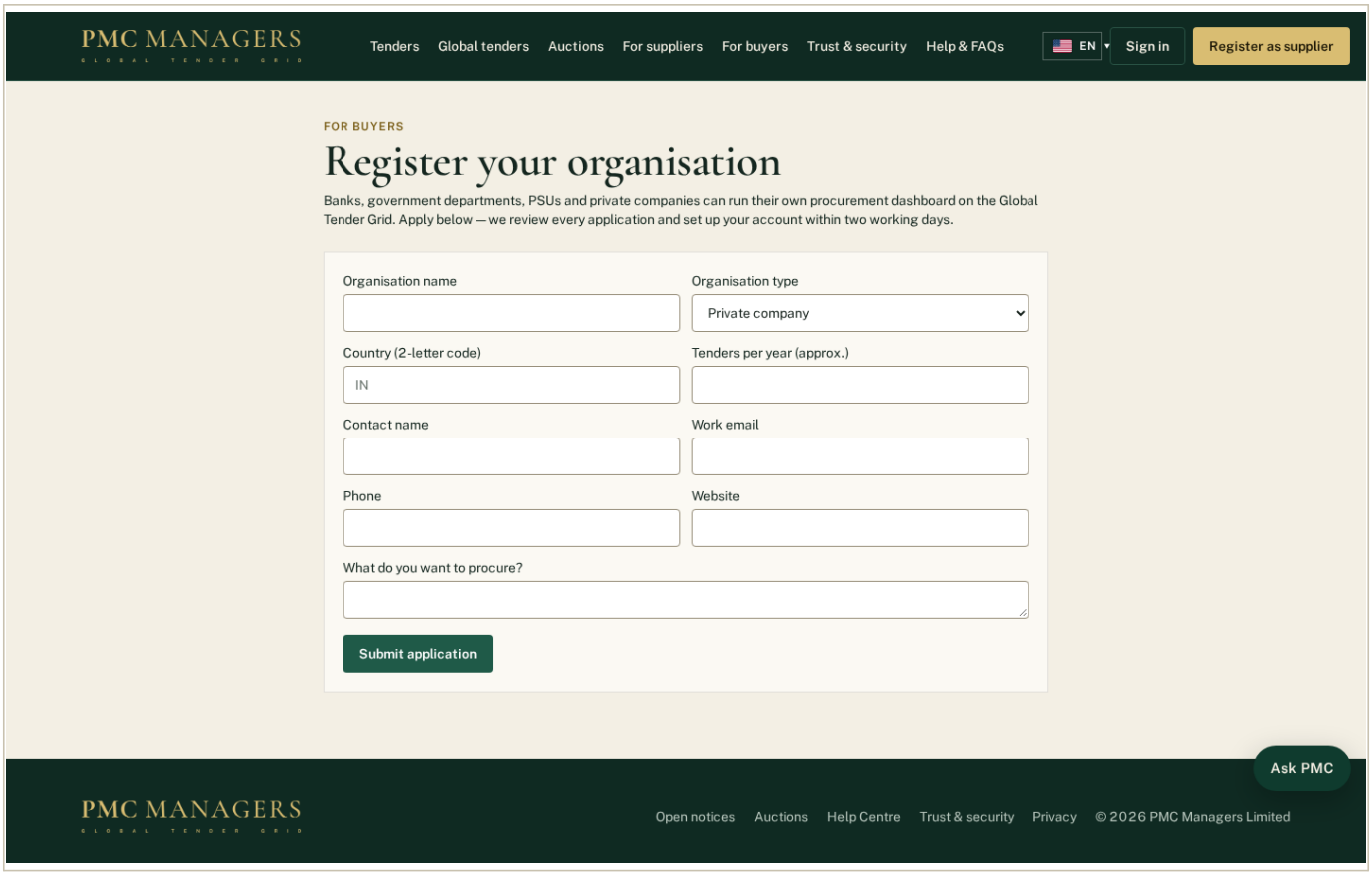


Tender preparation and consultancy services sold by PMC Managers.

Main actions
- Read the services
- Send a request

Buyer application

Screen: `/buyers/apply`



Banks, government departments, PSUs and companies apply to publish their own tenders.

Main actions

- Fill in the organisation details
- Submit the application for PMC approval

Language pages

Screen: `/fr`



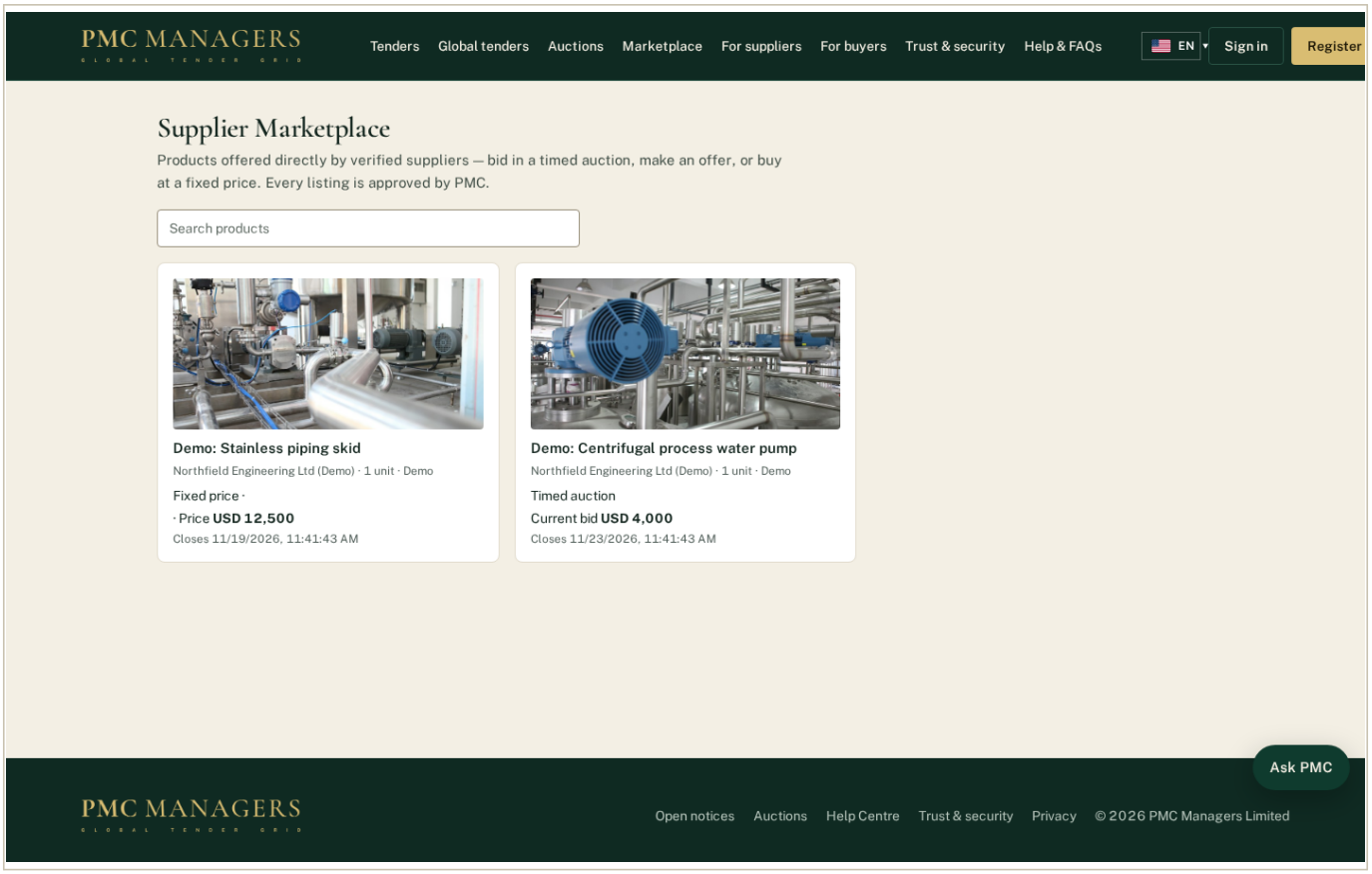
Every public page has its own address in each of the 14 languages, for example /fr for French. The flag button changes the language on any page.

Main actions

- Pick a language from the flag button
- Share a link in that language

Marketplace

Screen: `/market`



Products offered directly by approved suppliers and checked by PMC, sold by timed auction, best offer or fixed price. Verified buyers bid, offer or buy; each product shows its photos and spec sheets.

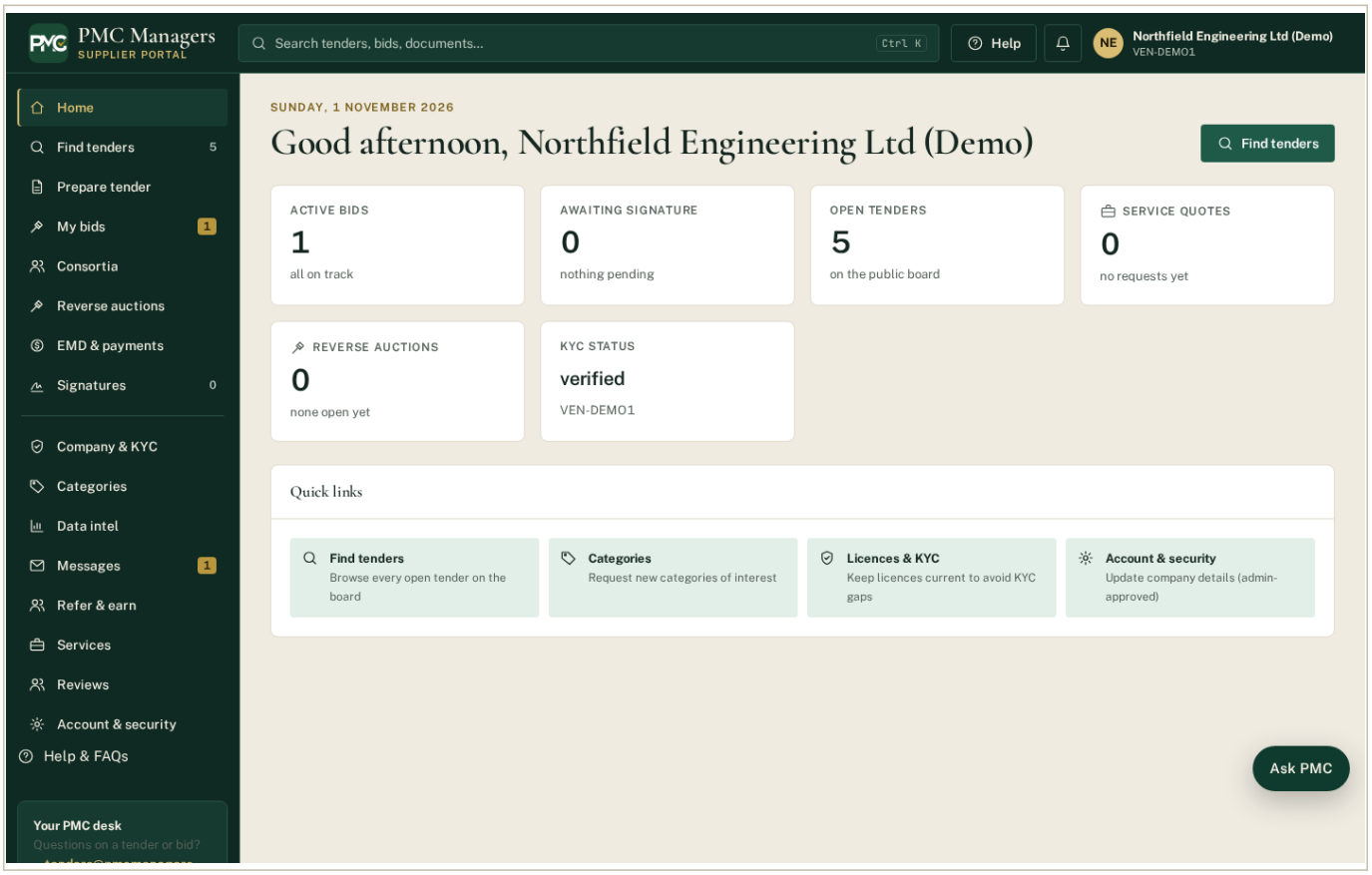
Main actions

- Search and open a product
- Bid, make an offer or buy now
- Pay from My bids & purchases

5 · Supplier portal — screen tour

Supplier dashboard

Screen: `/vendor`



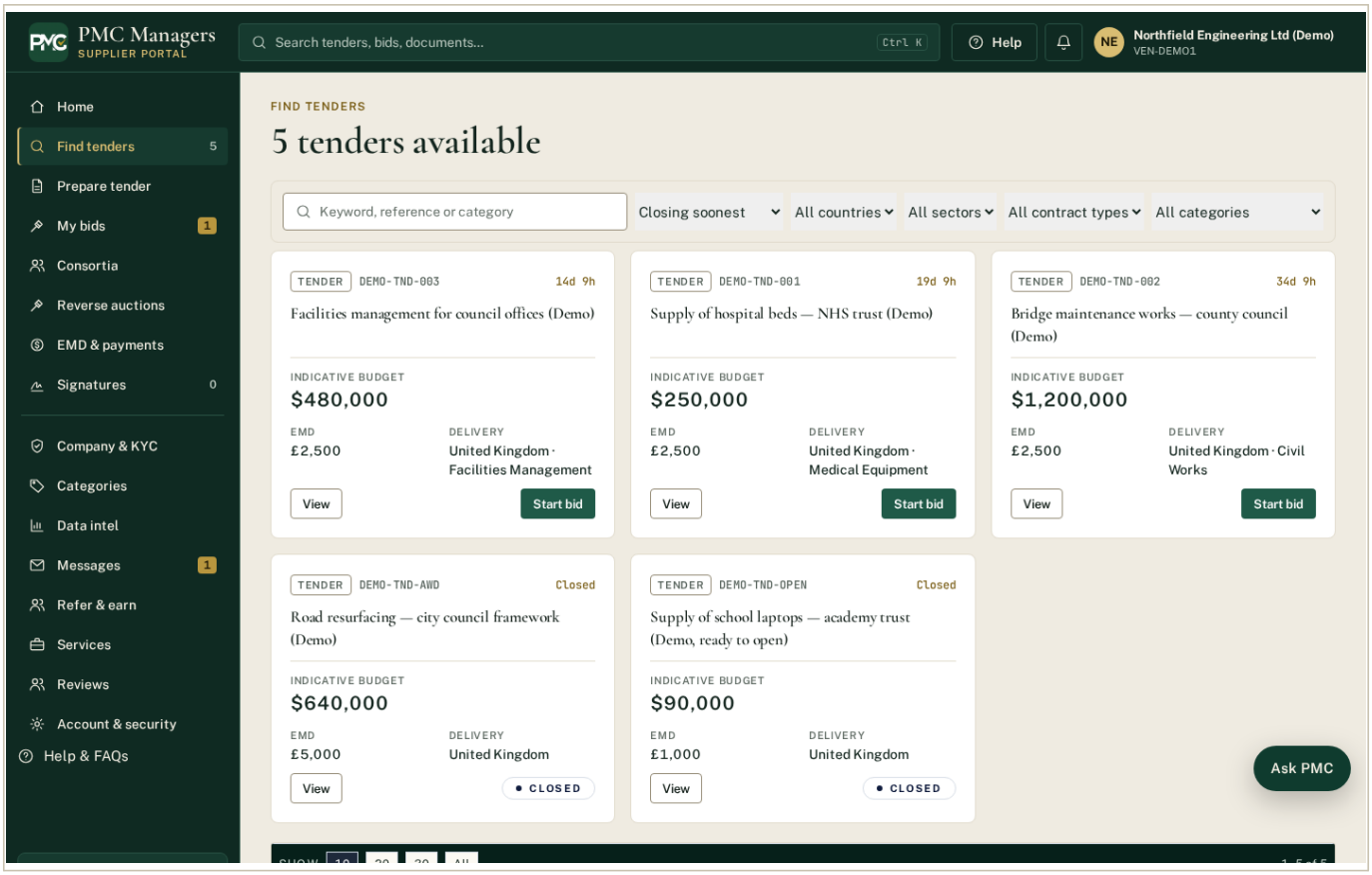
The supplier's home: matching tenders, open bids, notices and messages.

Main actions

- Find tenders
- Continue a bid

Tenders for you

Screen: `/vendor/tenders`



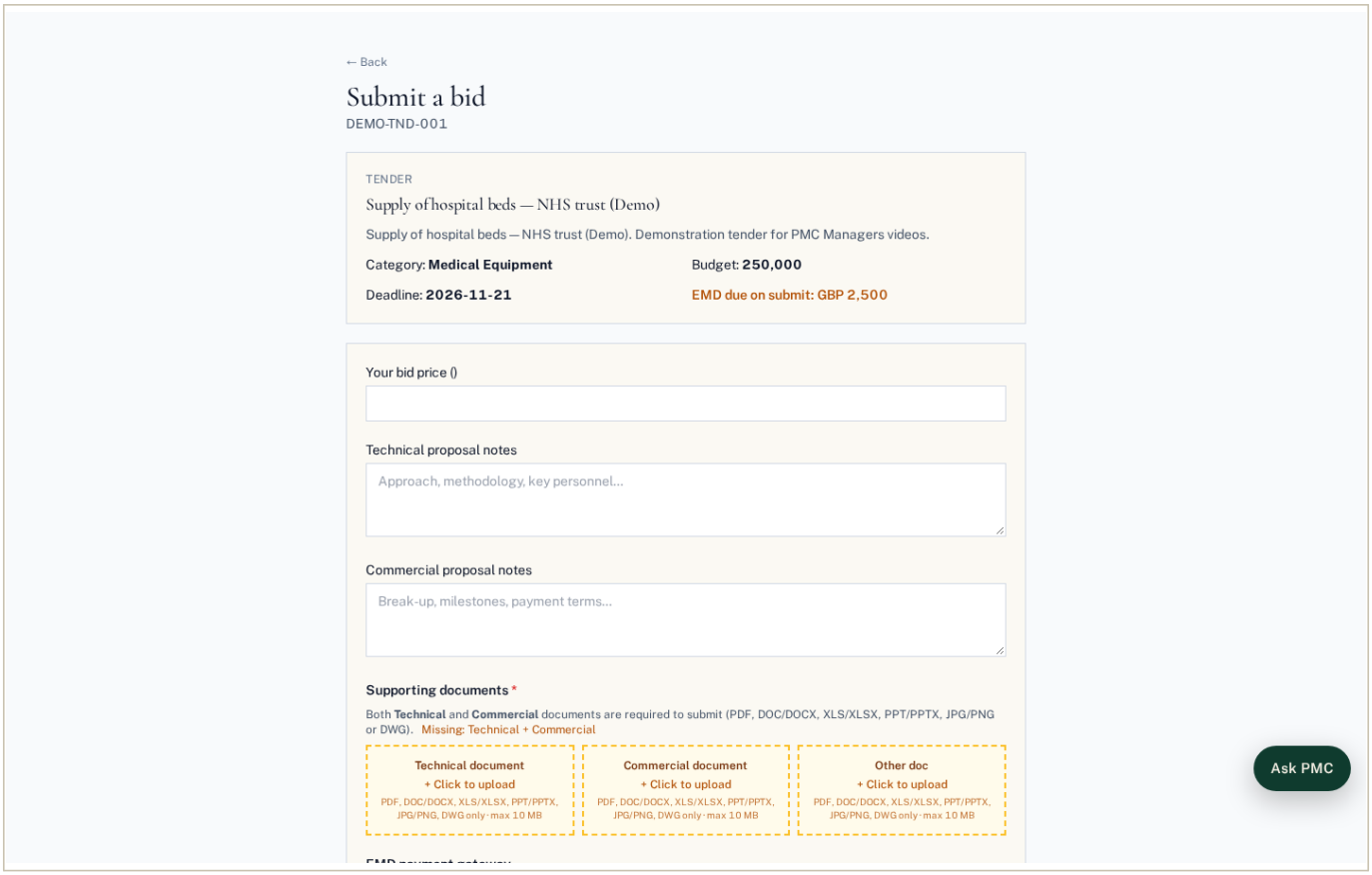
Tenders matching the supplier's categories, with closing dates.

Main actions

- Open a tender
- Start a bid

Prepare a bid

Screen: `/vendor/bid/new/DEMO-TND-001`



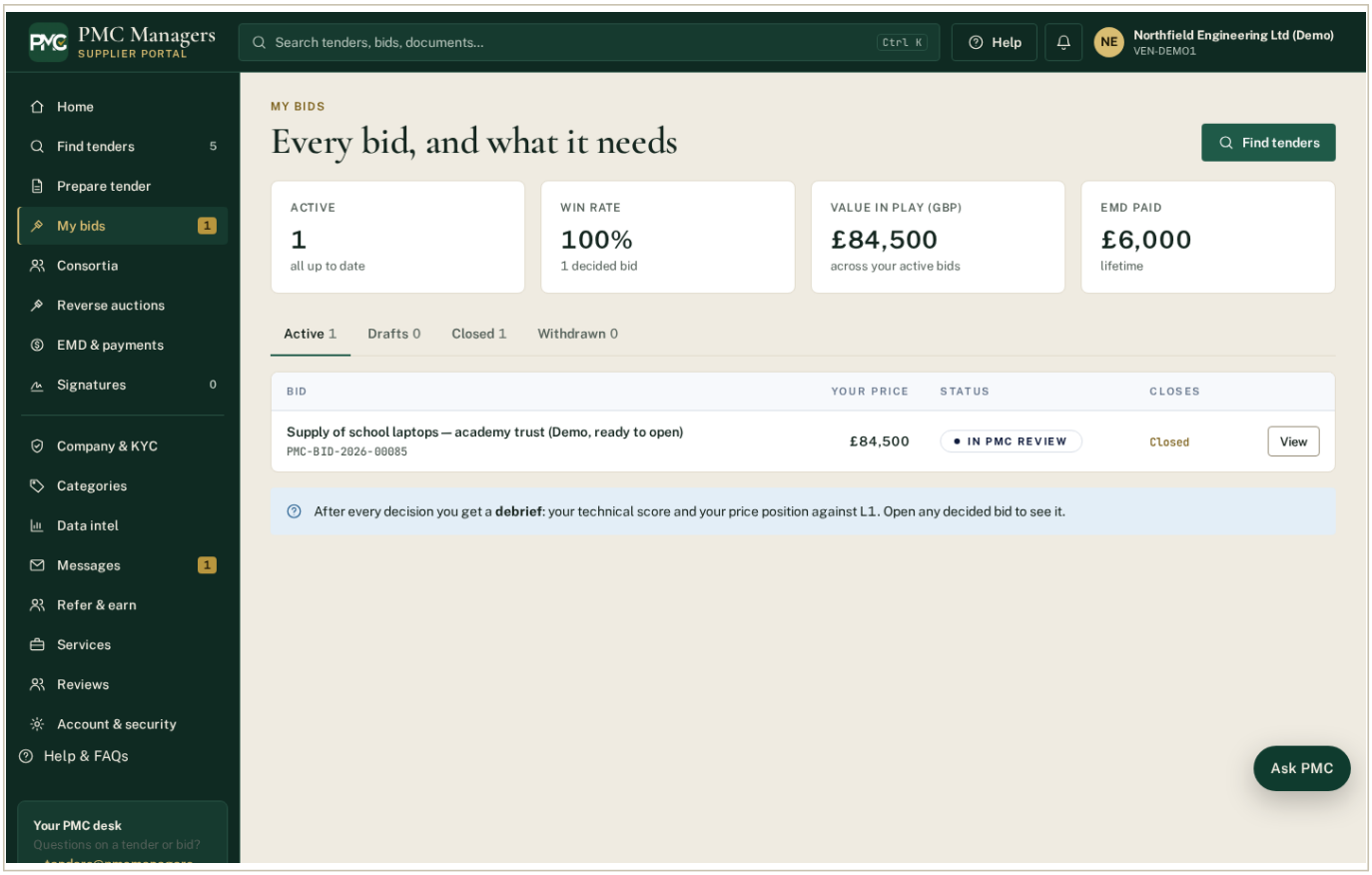
The bid form: technical documents, the Criteria section (each item marked Mandatory or Optional, with the rule for optional criteria), proofs, price and EMD. Everything is sealed when submitted.

Main actions

- Answer every mandatory criterion and attach proofs
- Enter price
- Submit (sealed)

My bids

Screen: `/vendor/mybids`



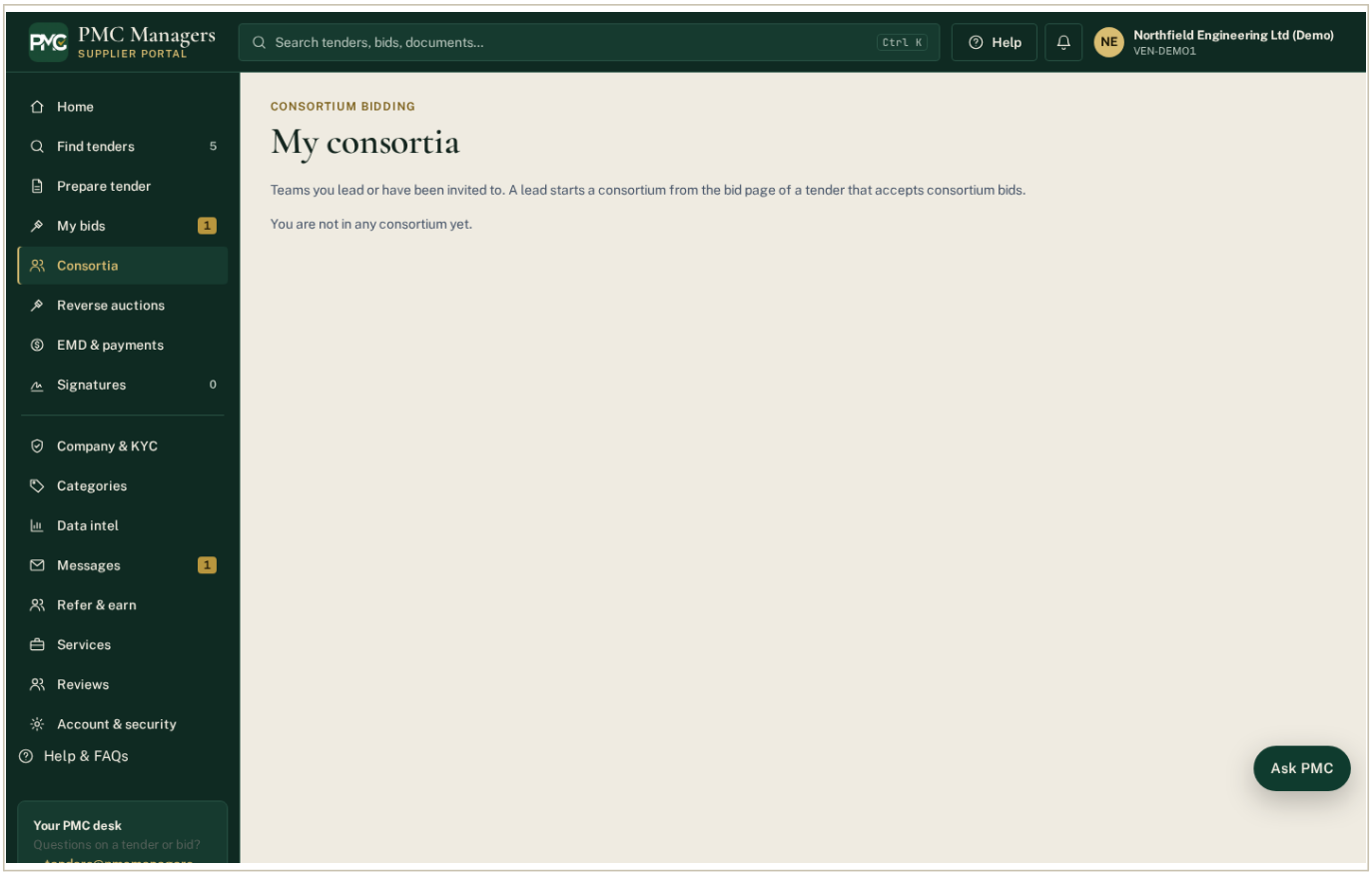
All of the supplier's bids with status, criteria result notices and award documents.

Main actions

- Open a bid workspace
- Read your result notice

Consortia

Screen: `/vendor/consortia`



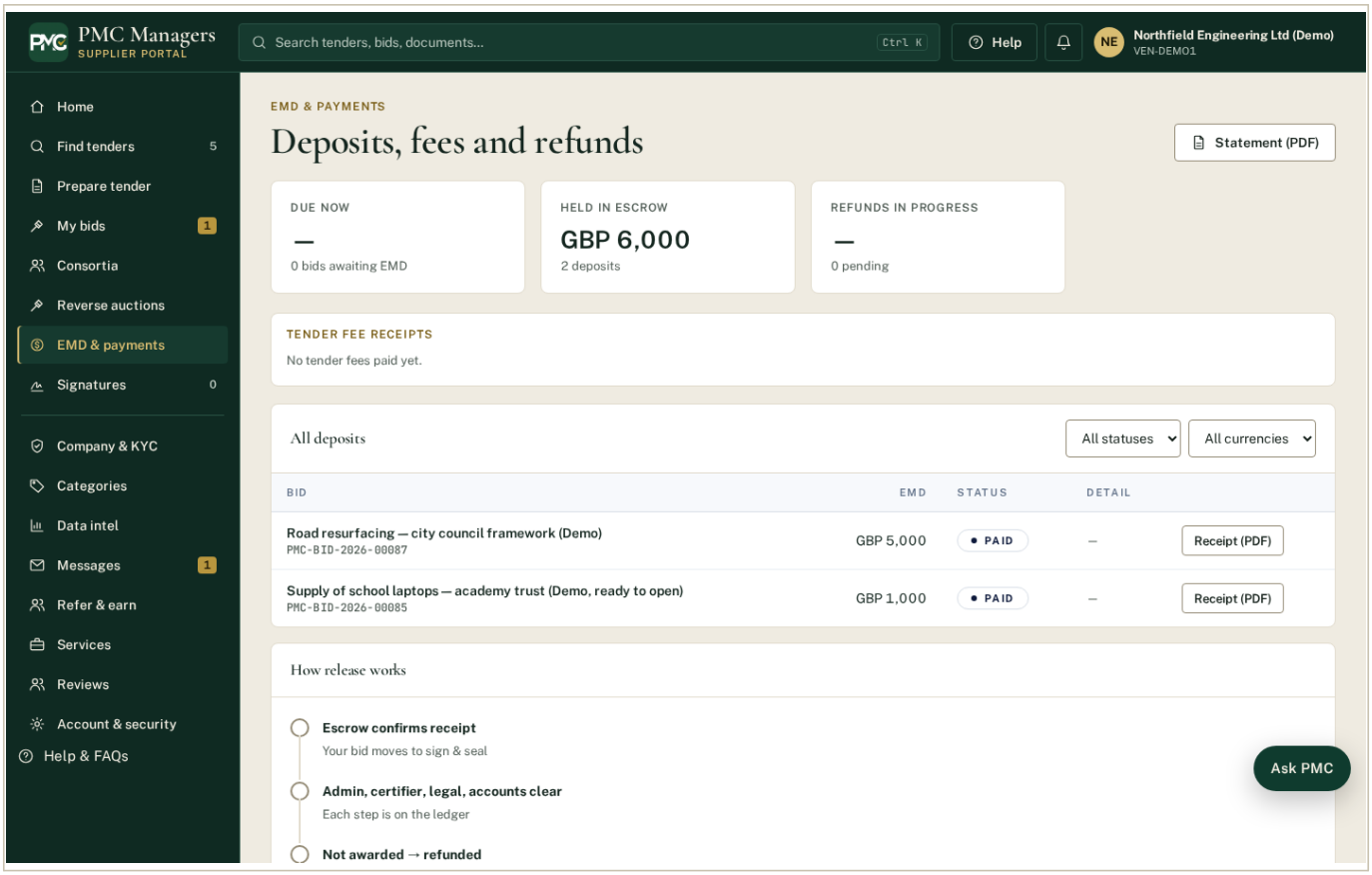
Consortium invitations, teams, shares, agreement signatures and member payouts.

Main actions

- Accept / decline an invitation
- Sign the agreement
- See your payout and bank reference

EMD & payments

Screen: `/vendor/emd`



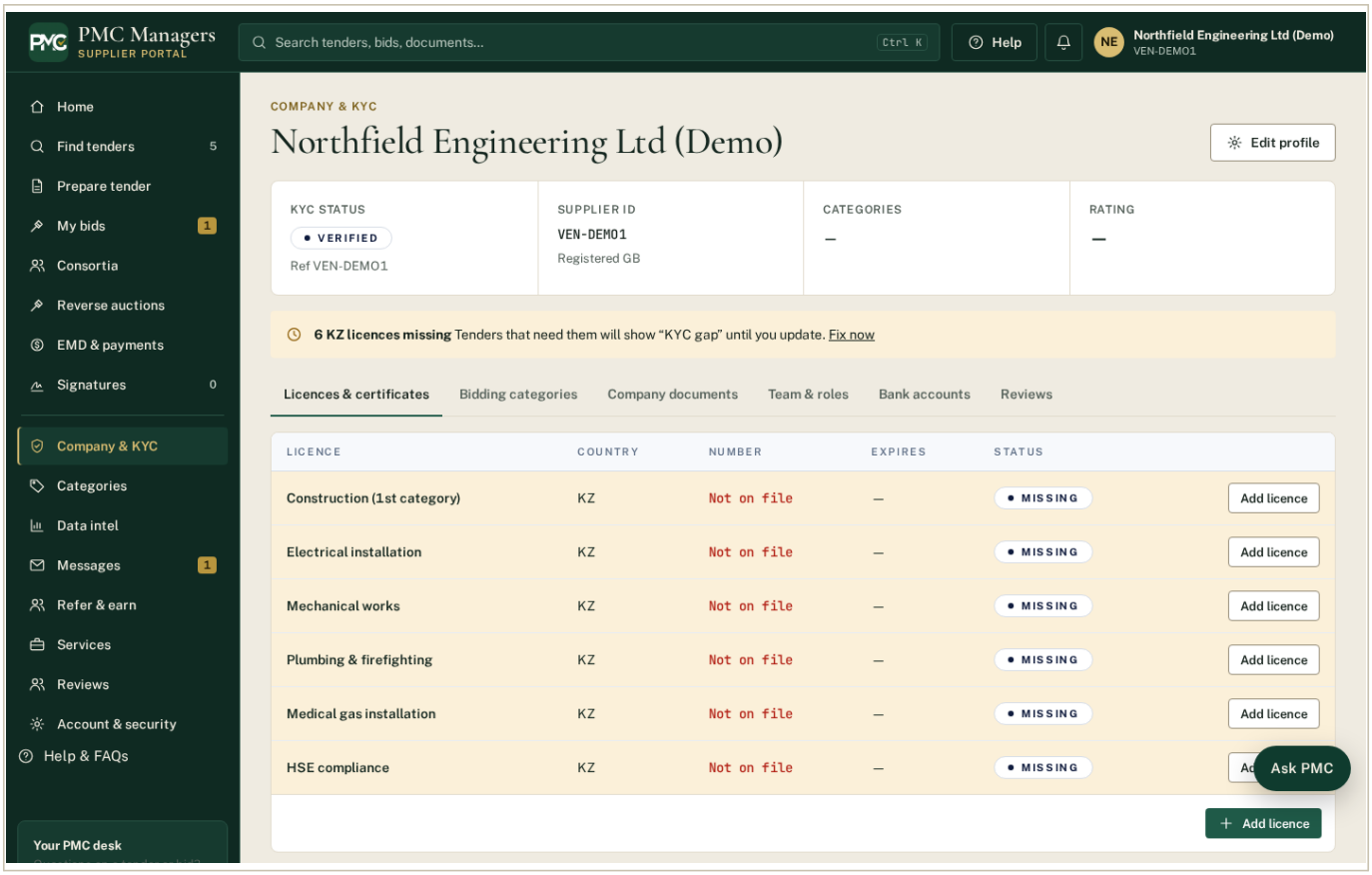
Bid deposits paid into escrow and refunds.

Main actions

- Pay EMD
- Track refunds

Company profile & KYC

Screen: `/vendor/company`



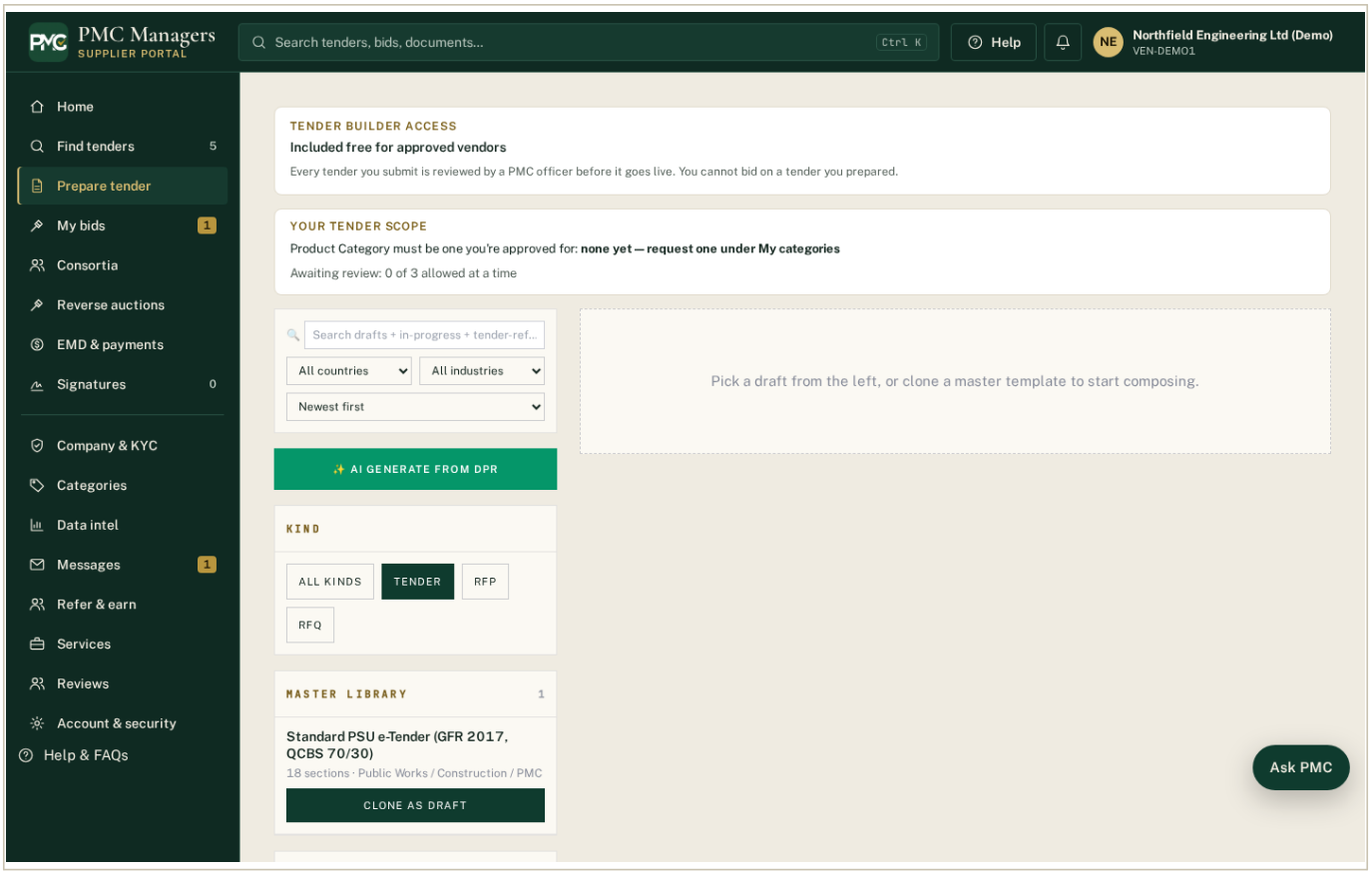
Company details, documents and KYC. Some figures here (like turnover) pre-fill criteria answers.

Main actions

- Update details (changes are reviewed)
- Upload KYC documents

Prepare tender (supplier)

Screen: `/vendor/tender-builder`



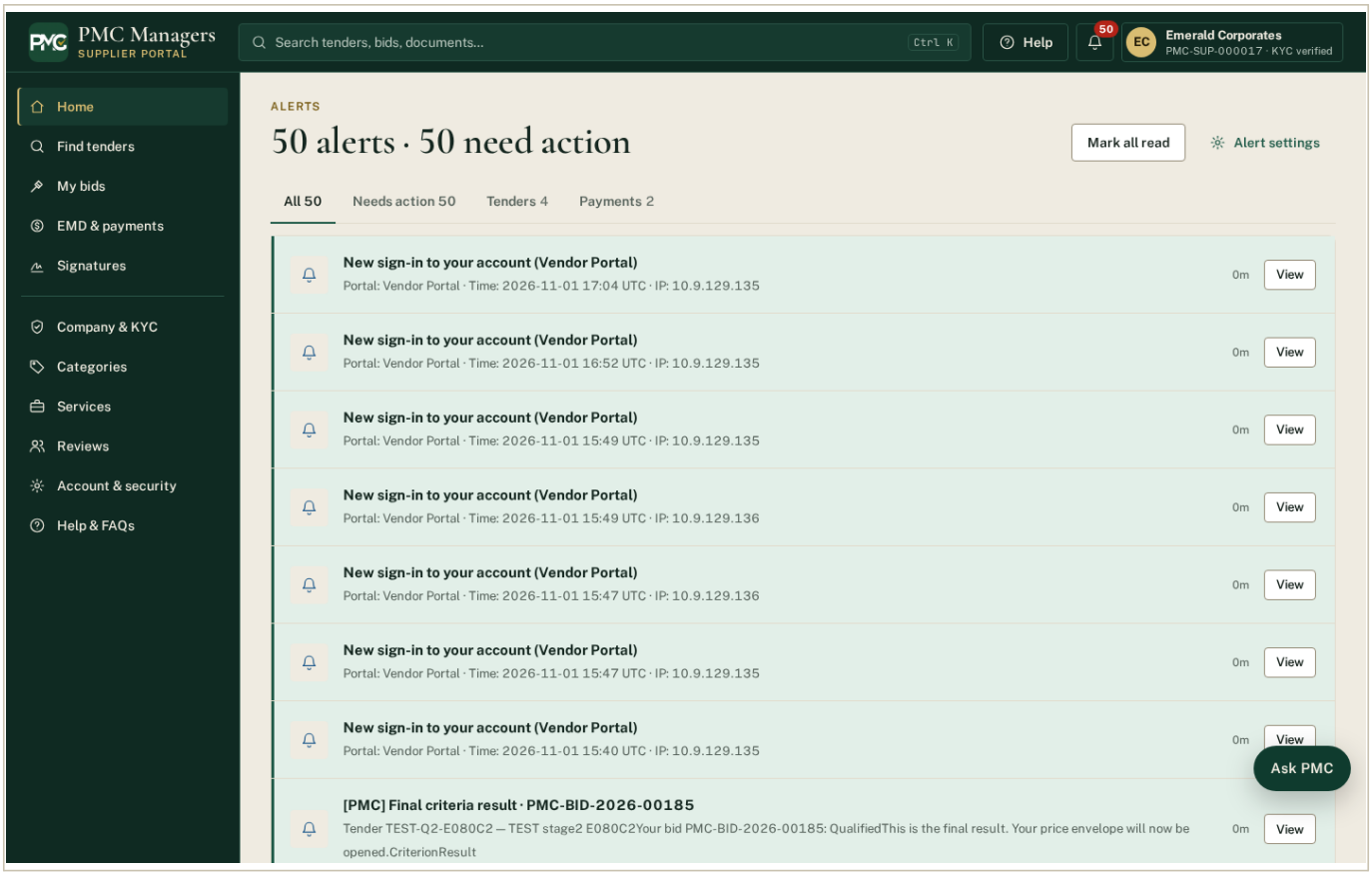
Verified suppliers can prepare tenders for buyers; they go to PMC review before publishing.

Main actions

- Build a tender
- Set criteria
- Submit for review

Alerts

Screen: `/vendor/alerts`



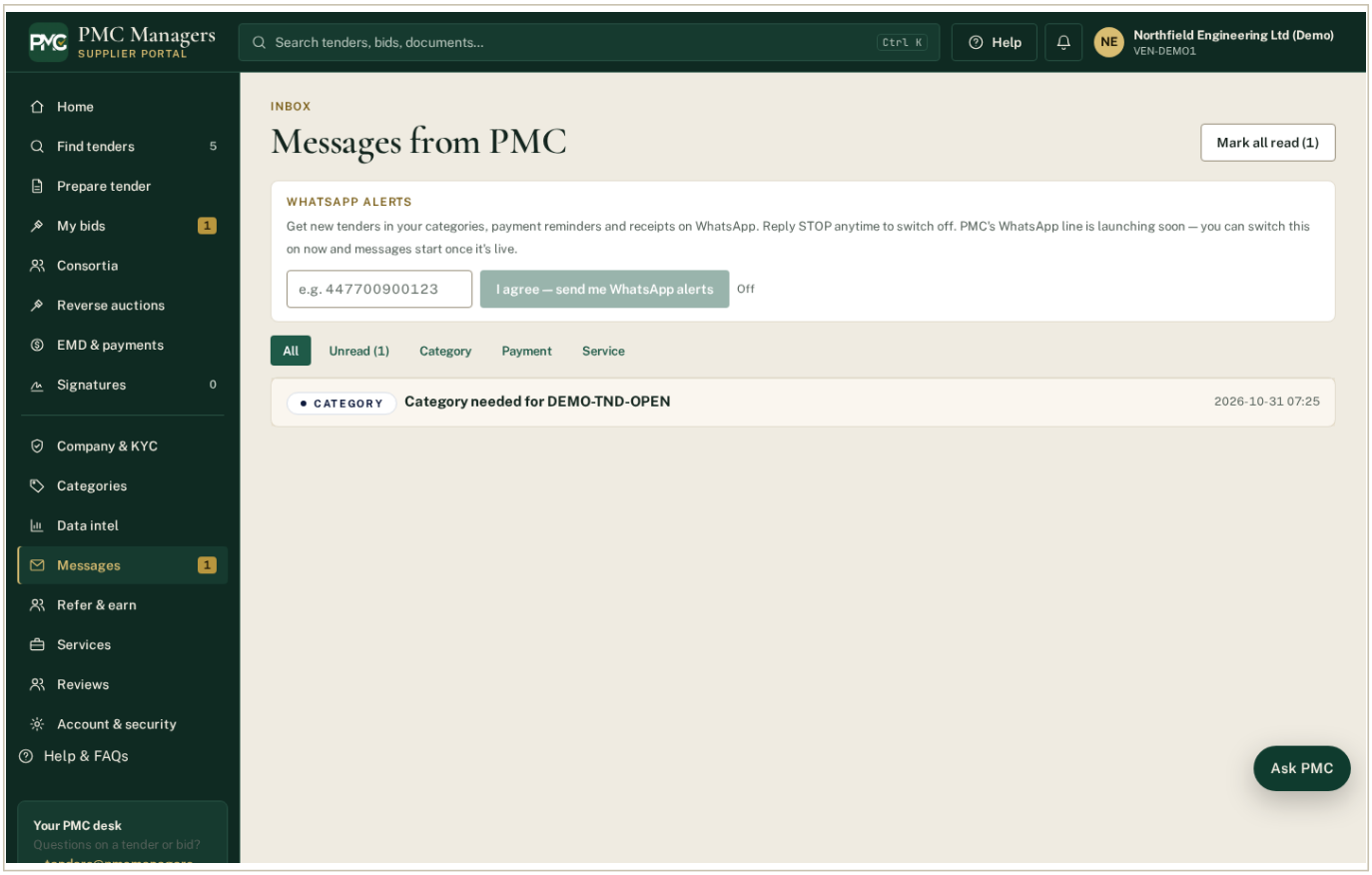
Tender alerts and notifications for the supplier's categories.

Main actions

- Mark as read
- Open the tender

Messages

Screen: `/vendor/messages`



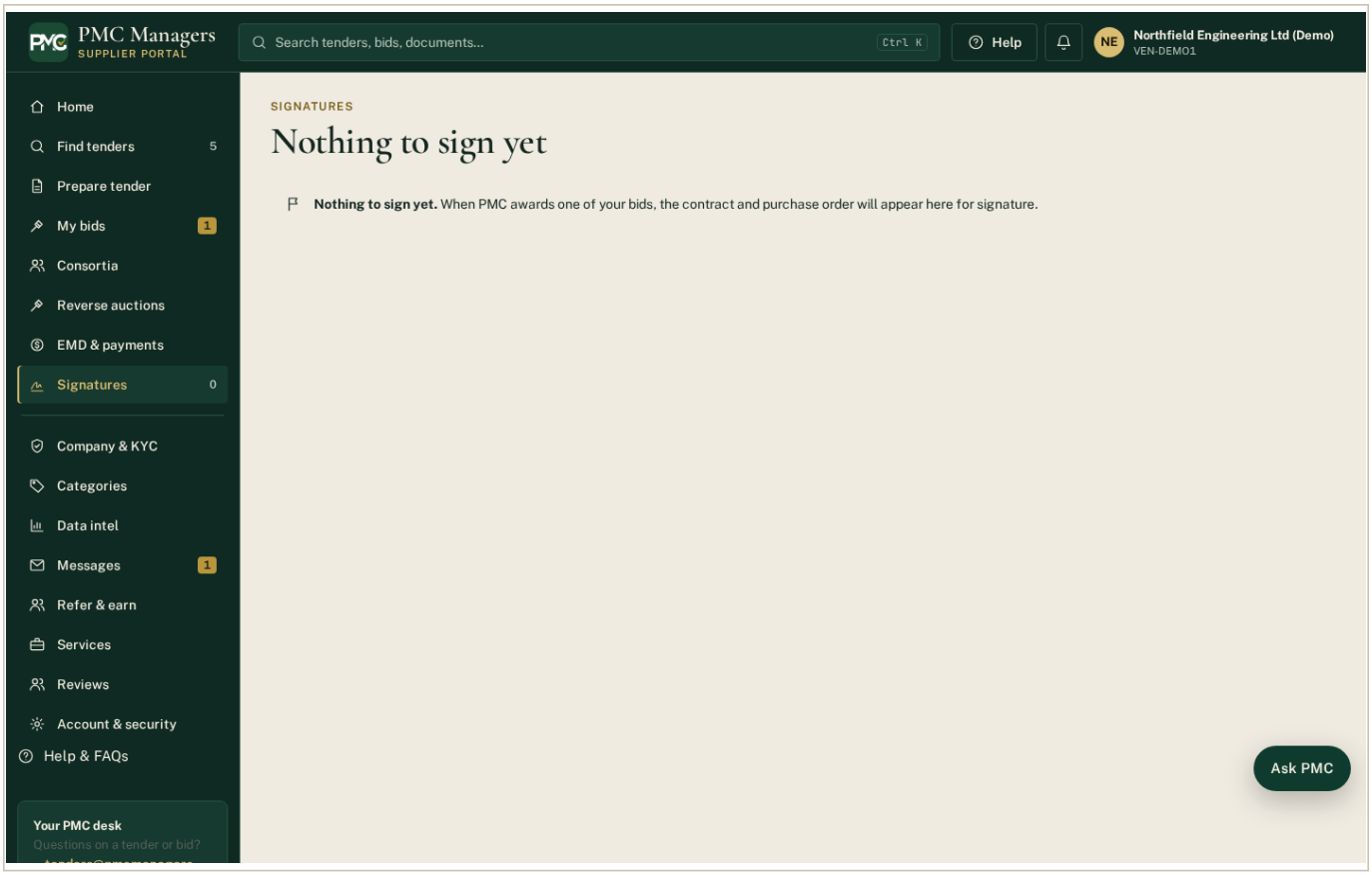
Messages with PMC and buyers, including clarifications.

Main actions

- Reply to a message

Signatures

Screen: `/vendor/signatures`



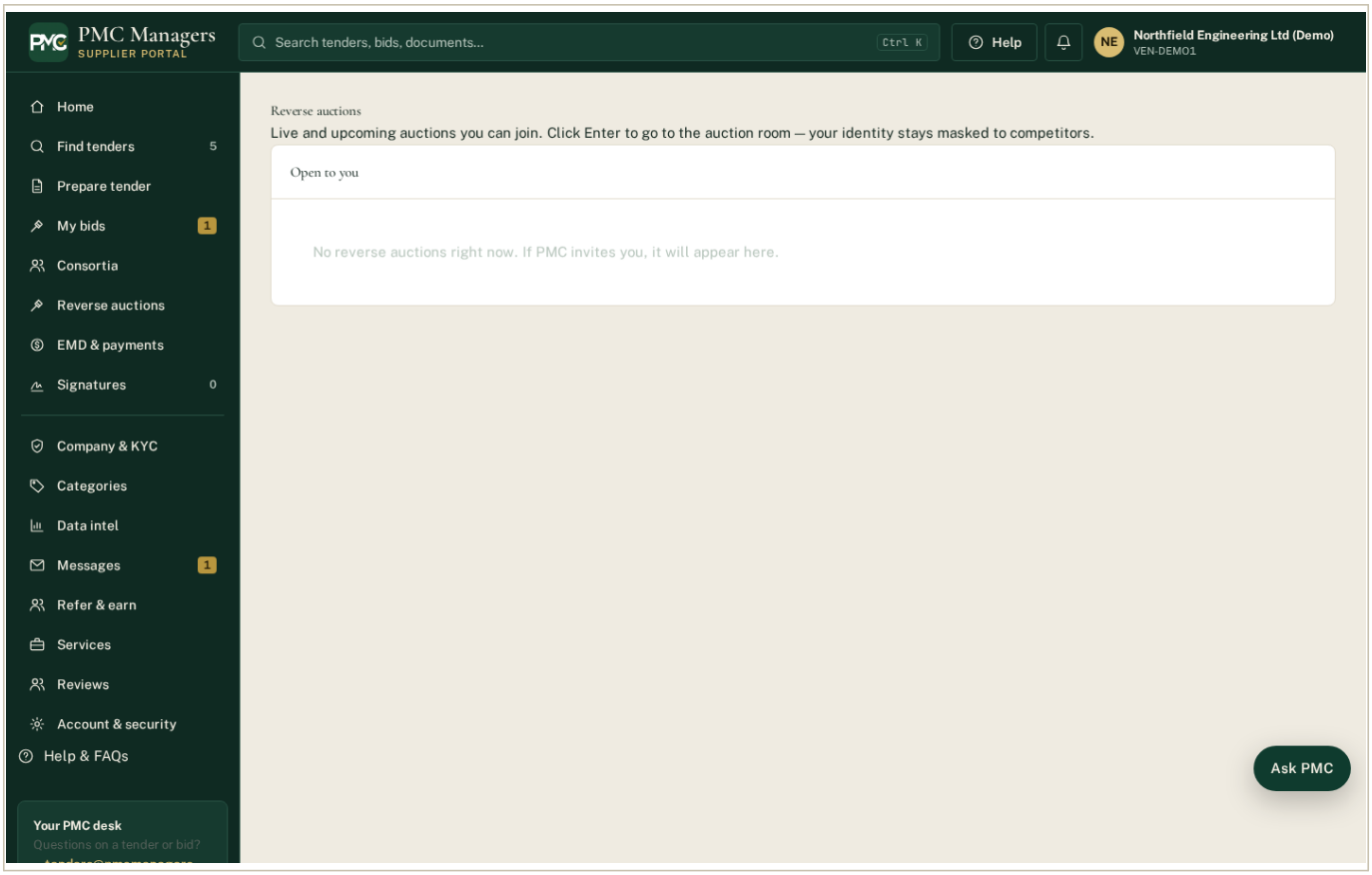
Documents waiting for the supplier's e-signature (agreements, contracts).

Main actions

- Sign a document

Reverse auctions

Screen: `/vendor/auctions`



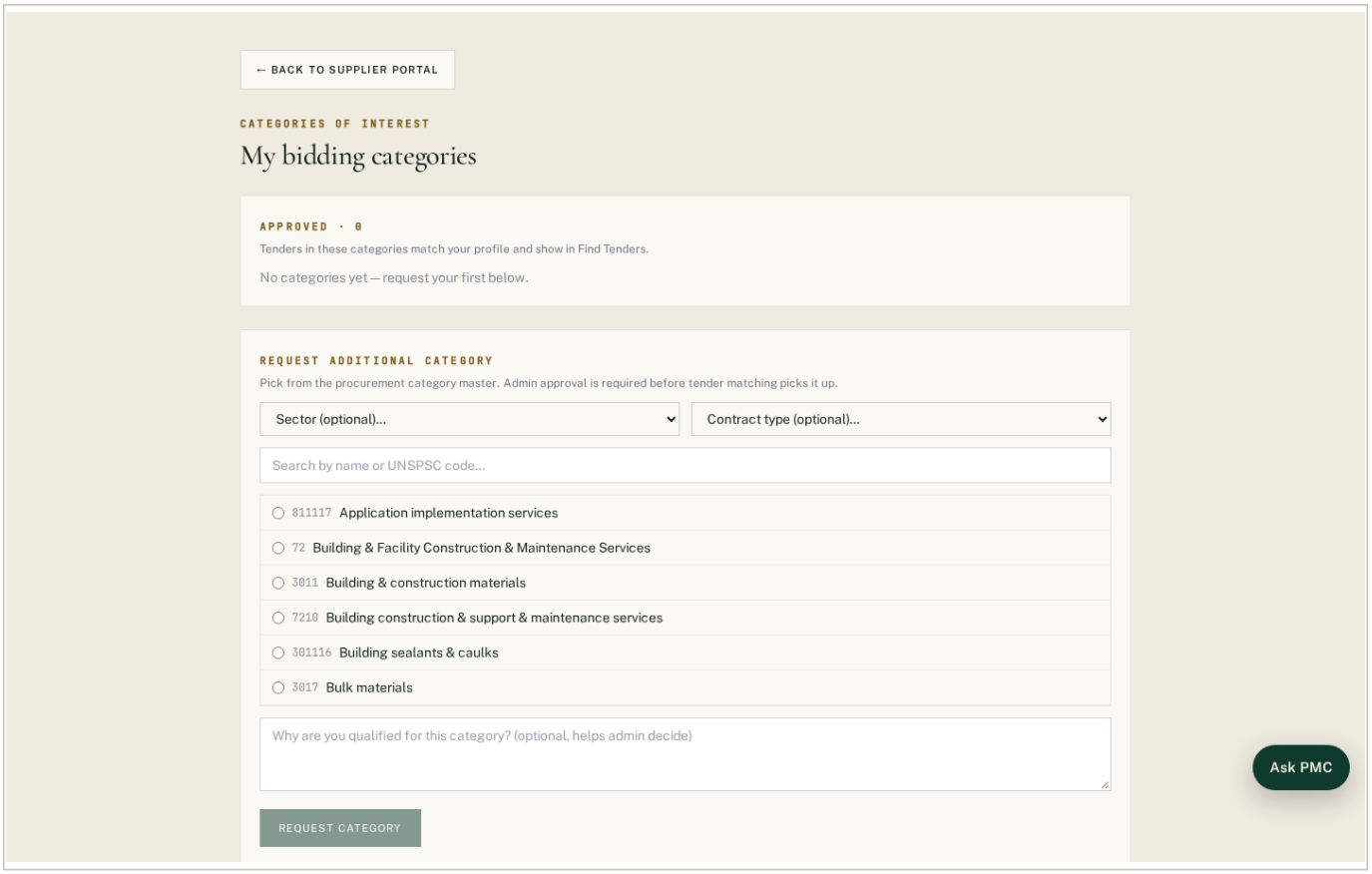
Auctions the supplier is invited to, with live bidding.

Main actions

- Join an auction
- Place a lower bid

Categories

Screen: `/vendor/categories`



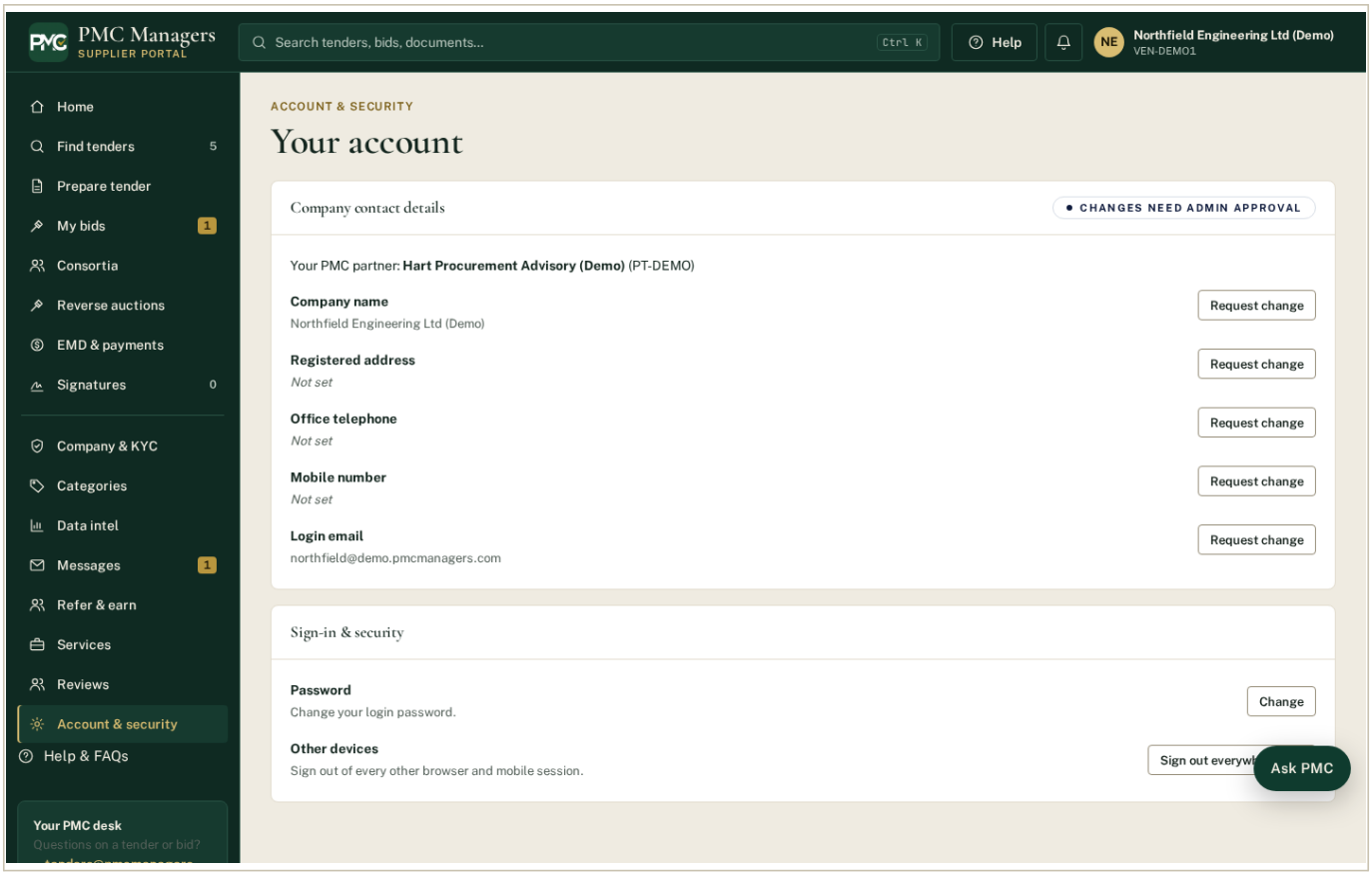
The categories the supplier works in; drives tender matching and alerts.

Main actions

• Request a new category

Account & security

Screen: `/vendor/account`



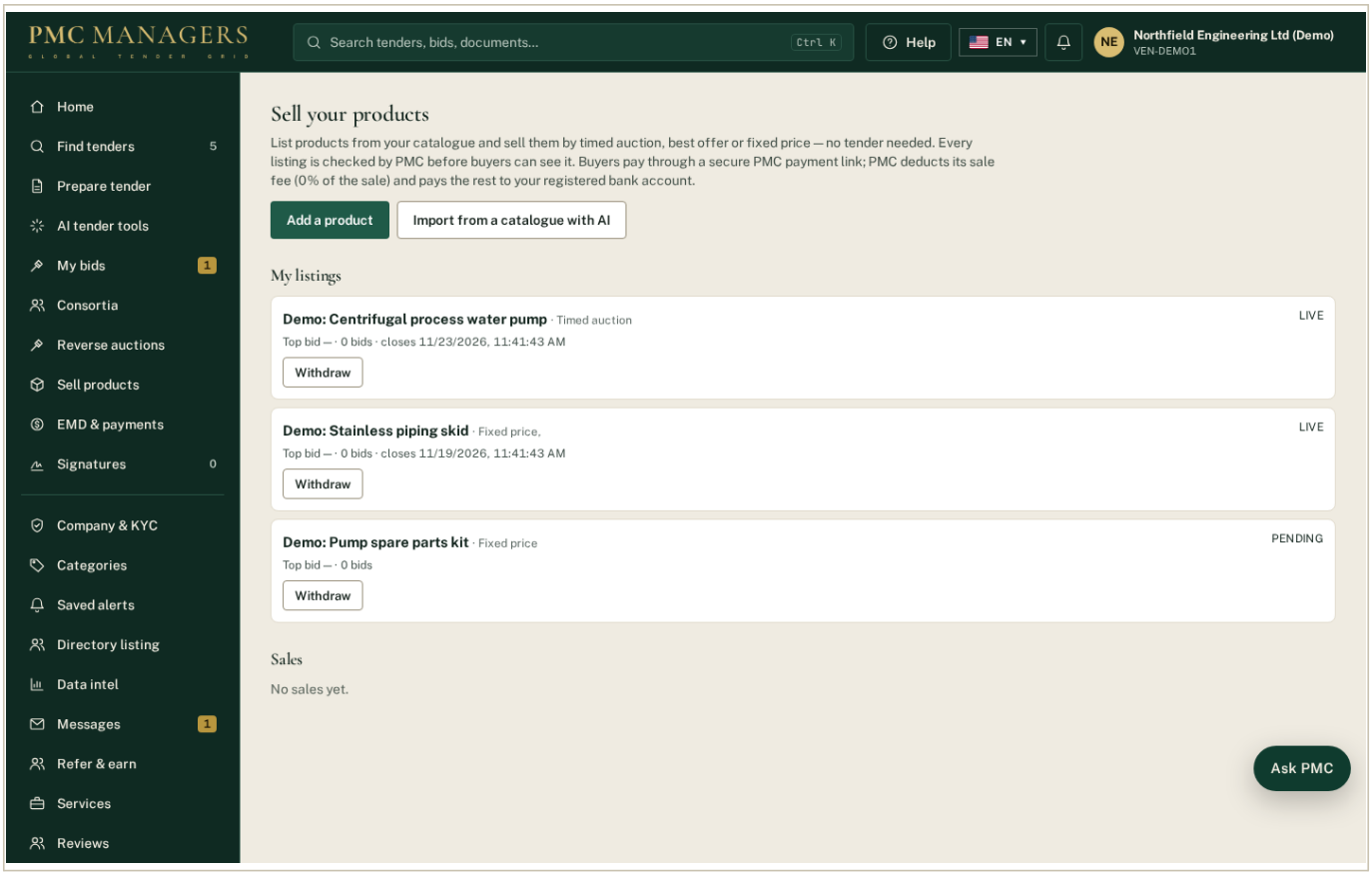
Login email, password, phone and security settings.

Main actions

- Change password
- Update contact details

Sell products

Screen: `/vendor/market`



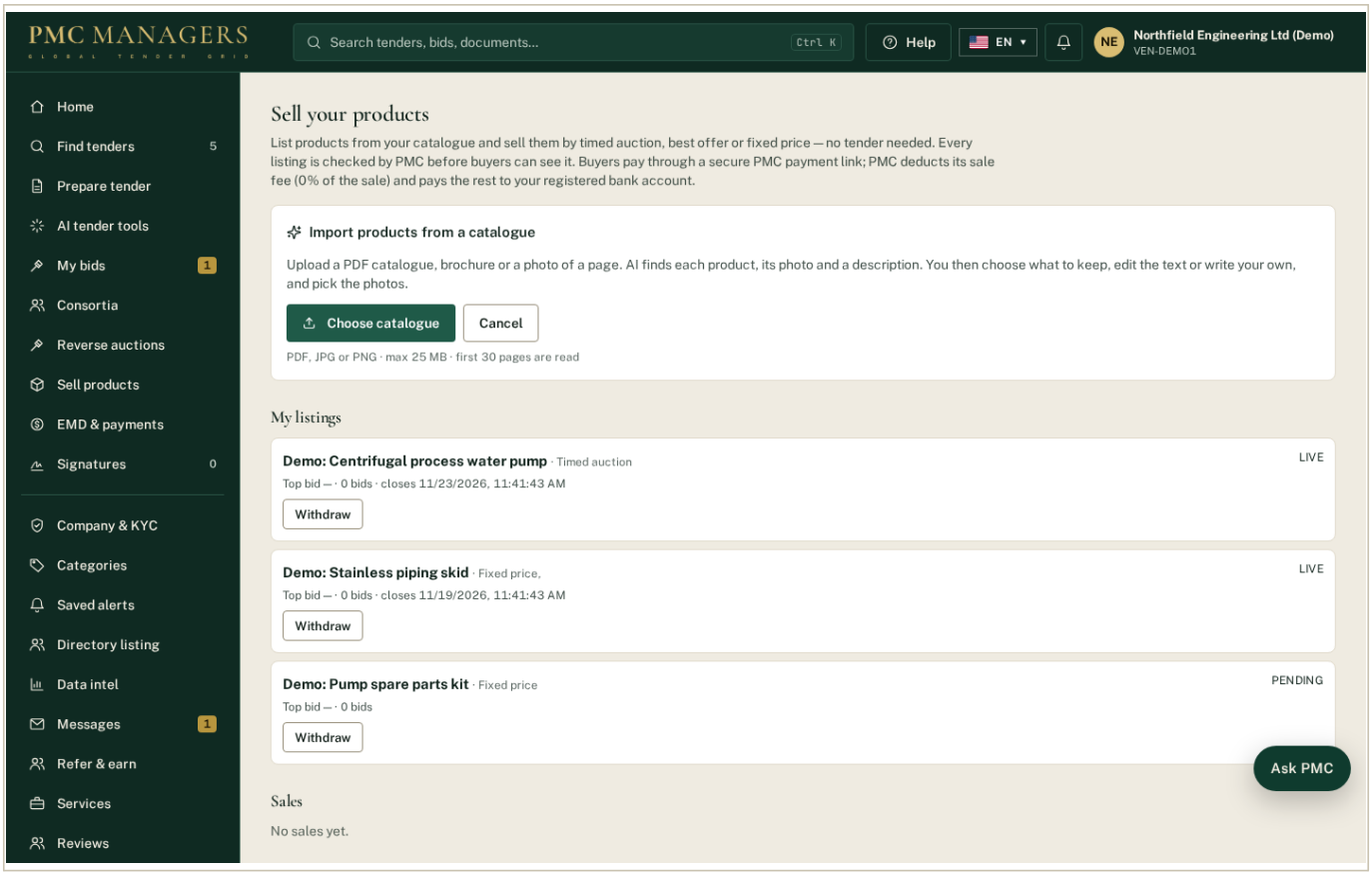
Suppliers add products with photos and PDF spec sheets, choose how to sell each one and submit it for PMC approval.

Main actions

- Add a product
- Upload photos and spec sheets
- Submit for approval

Import from a catalogue with AI

Screen: `/vendor/market`



Upload a PDF catalogue, brochure or photo of a page. AI lists each product with its photo, description and specifications; the supplier picks what to keep, edits or writes the text and chooses the photos.

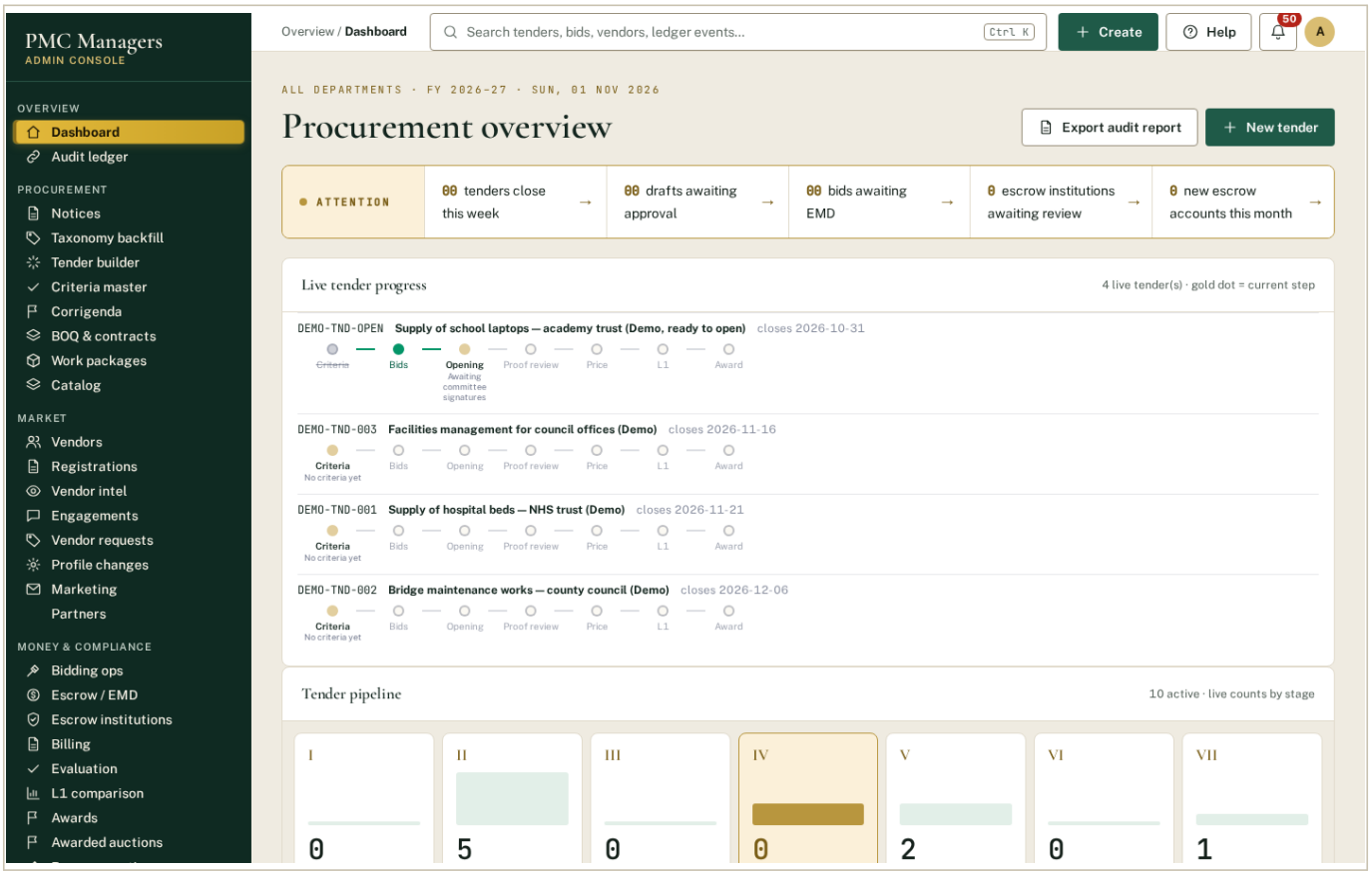
Main actions

- Choose catalogue
- Keep or untick products
- Create draft listings

6 · Admin console — screen tour

Admin dashboard

Screen: `/admin/e/dashboard`



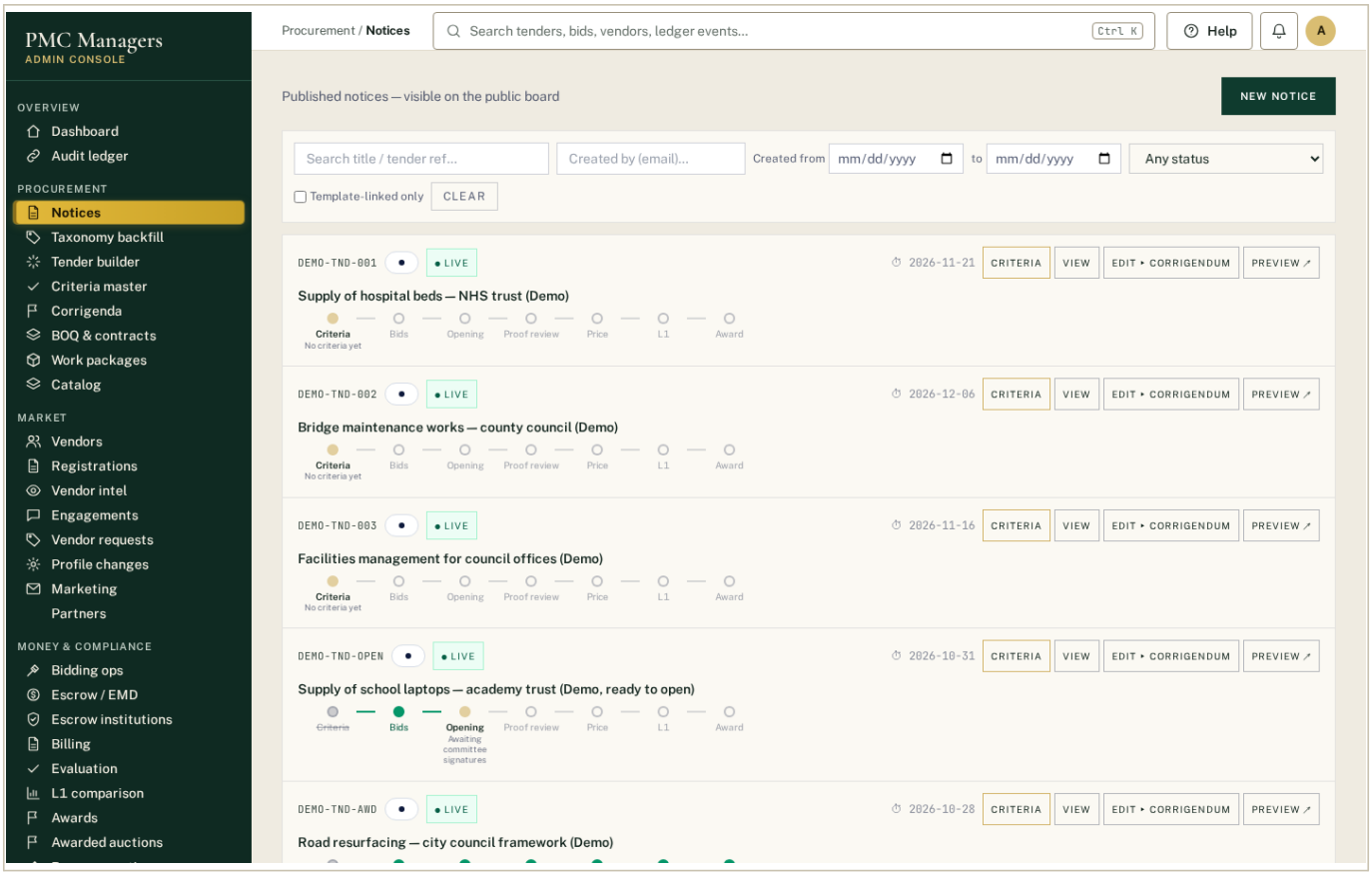
The control room. Attention cards show tenders closing this week, drafts awaiting approval and bids awaiting EMD. 'Live tender progress' shows every live tender's stage line (criteria, bids, opening, proof review, price, L1, award) so stalled tenders stand out.

Main actions

- Click an attention card to jump to the list
- Open a tender from Live tender progress
- Create a new tender

Notices

Screen: `/admin/e/notices`



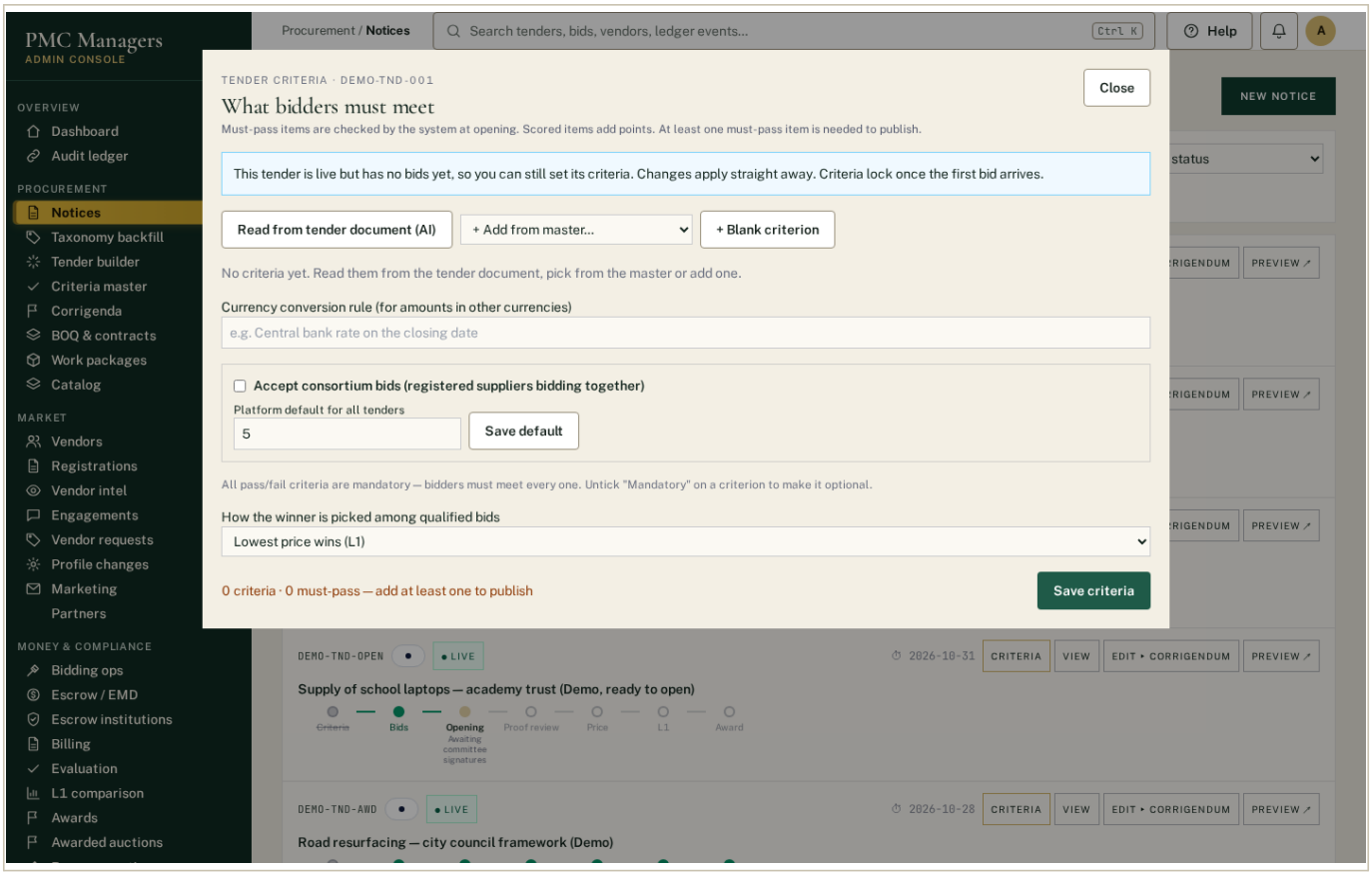
All tenders (draft and live). Each row has the progress tracker, Criteria, View, Edit/Corrigendum and Preview. Draft rows show the 'Ready to publish?' checklist (document, dates, a must-pass criterion) with its own Publish button.

Main actions

- New notice (the Criteria window opens after Create)
- Criteria: set what bidders must meet
- Publish once the checklist is all ticked

Criteria window

Screen: `/admin/e/notices`



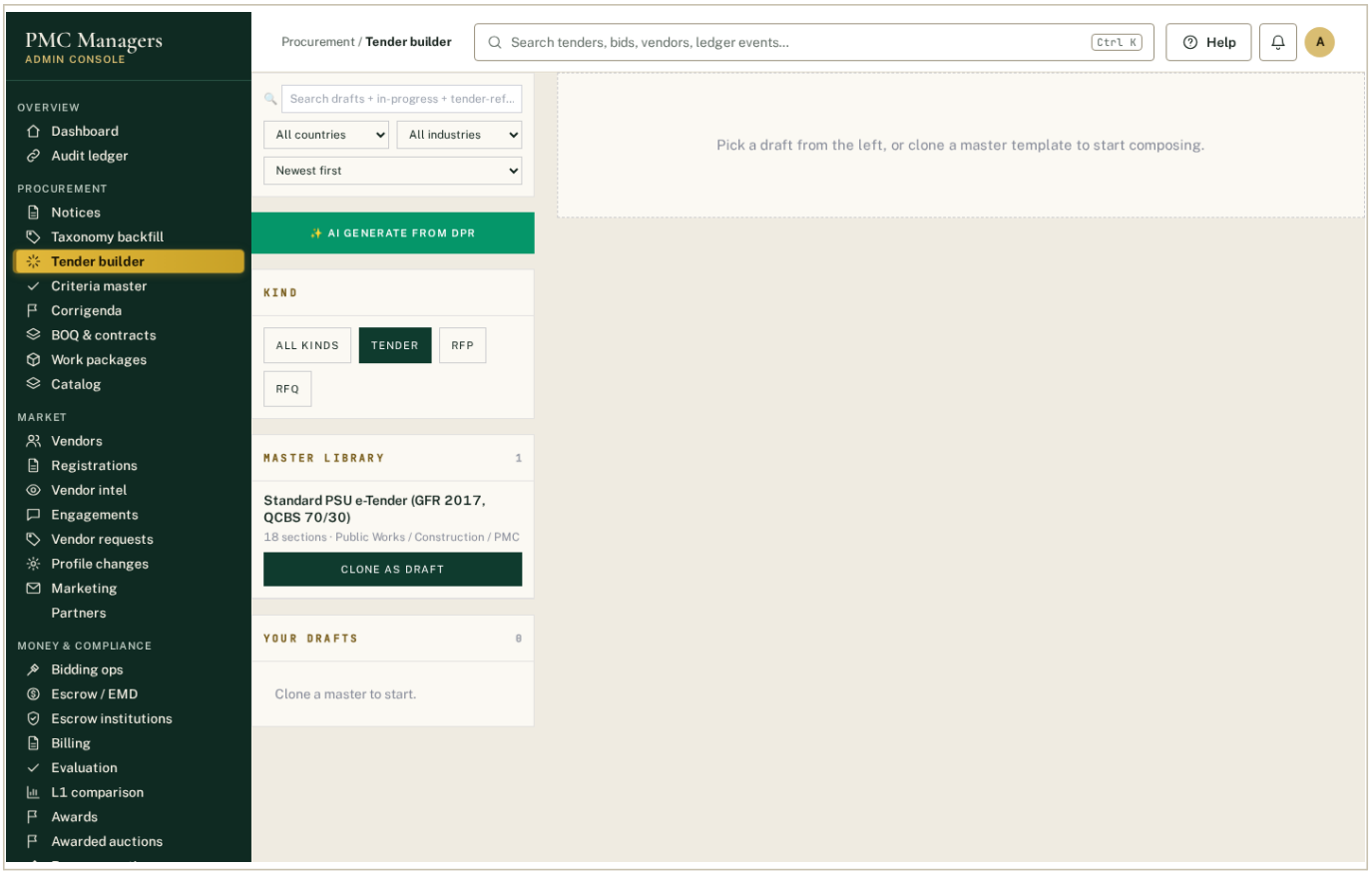
Sets the tender's criteria. Add from the Criteria master or a whole set, read them from the tender document with AI, or add your own. Each criterion is pass/fail or scored, Mandatory or optional, with proof required or not. Also set the minimum optional criteria, consortium rules and how the winner is picked (L1 or weighted).

Main actions

- + Add from master / a criteria set
- Tick Mandatory or leave optional
- Set 'at least N optional criteria'
- Choose L1 or weighted
- Save criteria

Tender builder

Screen: `/admin/e/tender-builder`



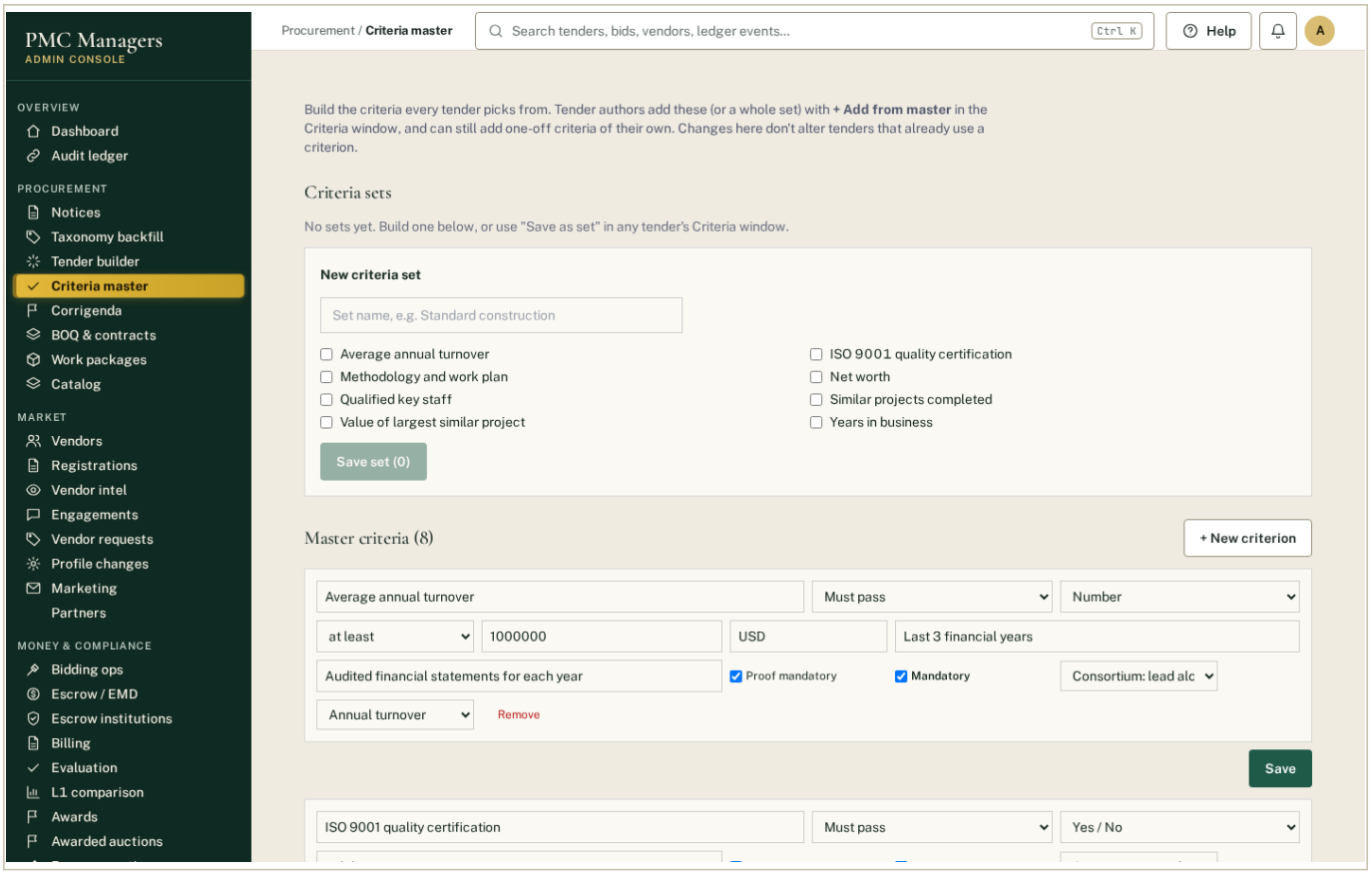
Builds the tender document. Clone a master template or use 'AI generate from DPR' to draft a tender from a project report. Drafts have a Criteria button and 'Create notice' to turn the draft into a notice (criteria come across).

Main actions

- AI generate from DPR
- Clone a master template
- Criteria
- Create notice

Criteria master

Screen: `/admin/e/criteria-master`



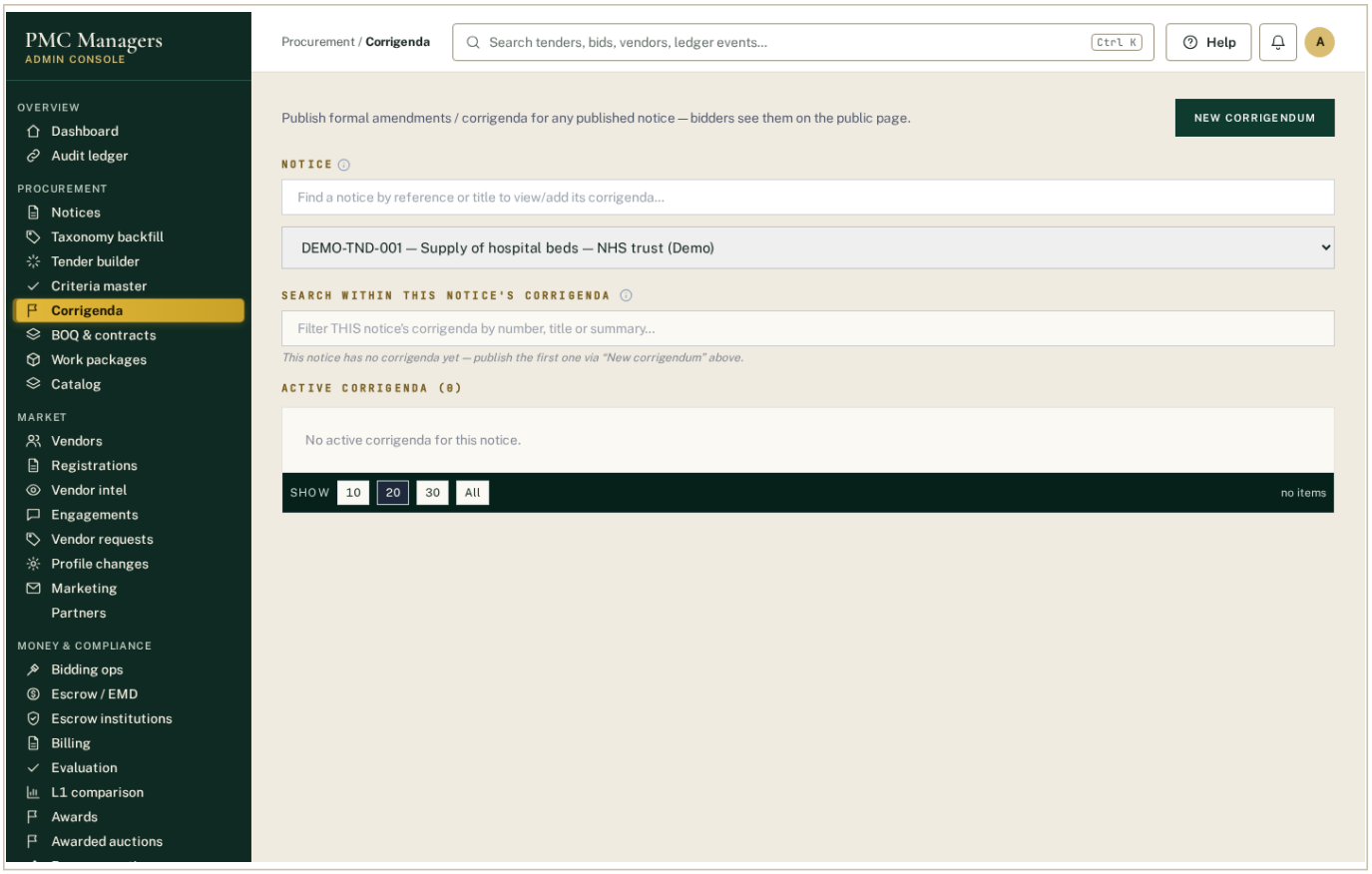
The library every tender picks criteria from. Build master criteria and named sets such as 'Standard construction'. Admins and reviewers can edit; removing archives (nothing is deleted).

Main actions

- + New criterion
- Build a criteria set
- Remove (archive) a criterion or set

Corrigenda

Screen: `/admin/e/corrigenda`



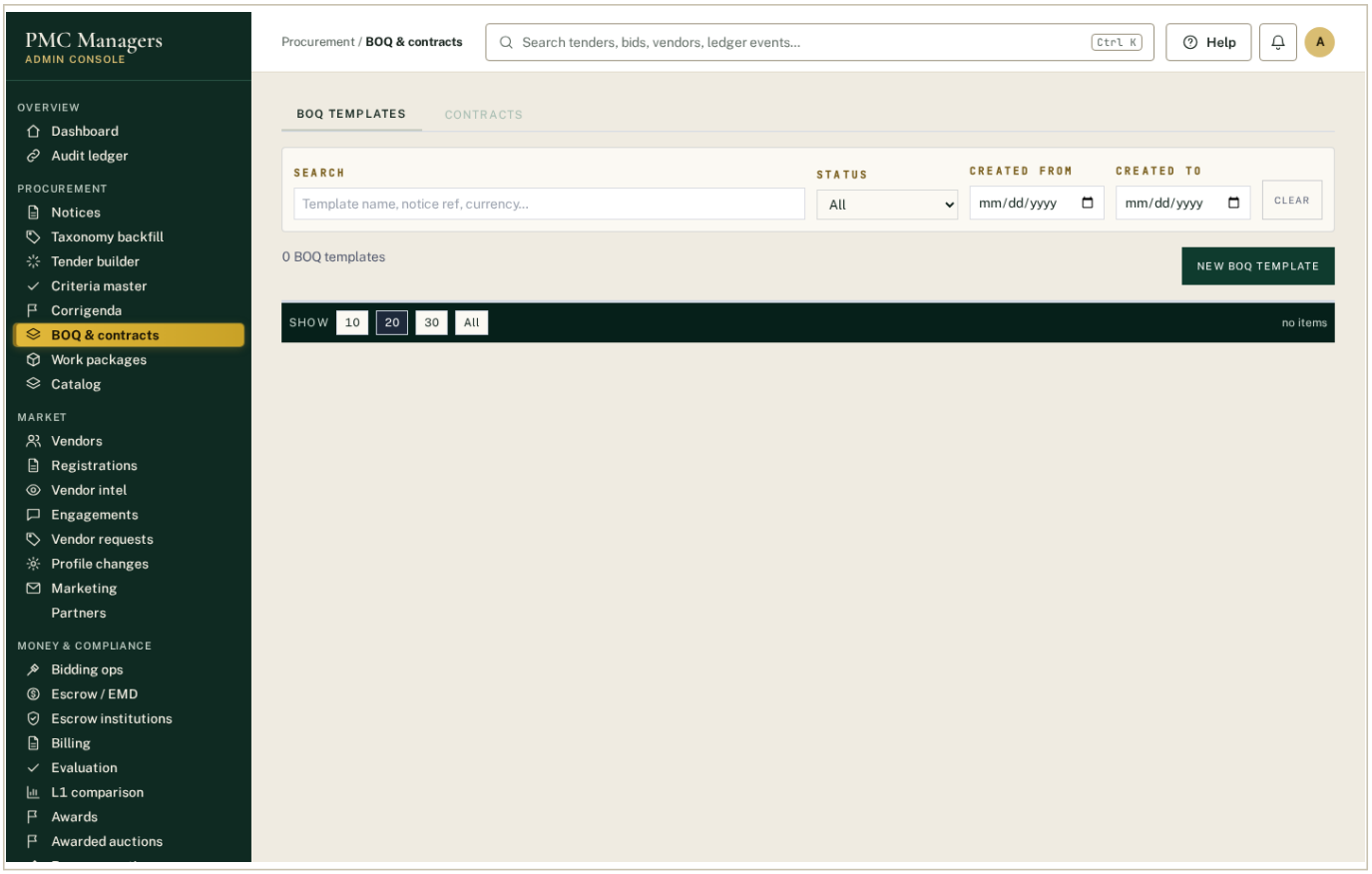
Changes to live tenders. Each corrigendum is dated, described and sent to every bidder and follower.

Main actions

- Issue a corrigendum
- See the history per tender

BOQ & contracts

Screen: `/admin/e/boq`



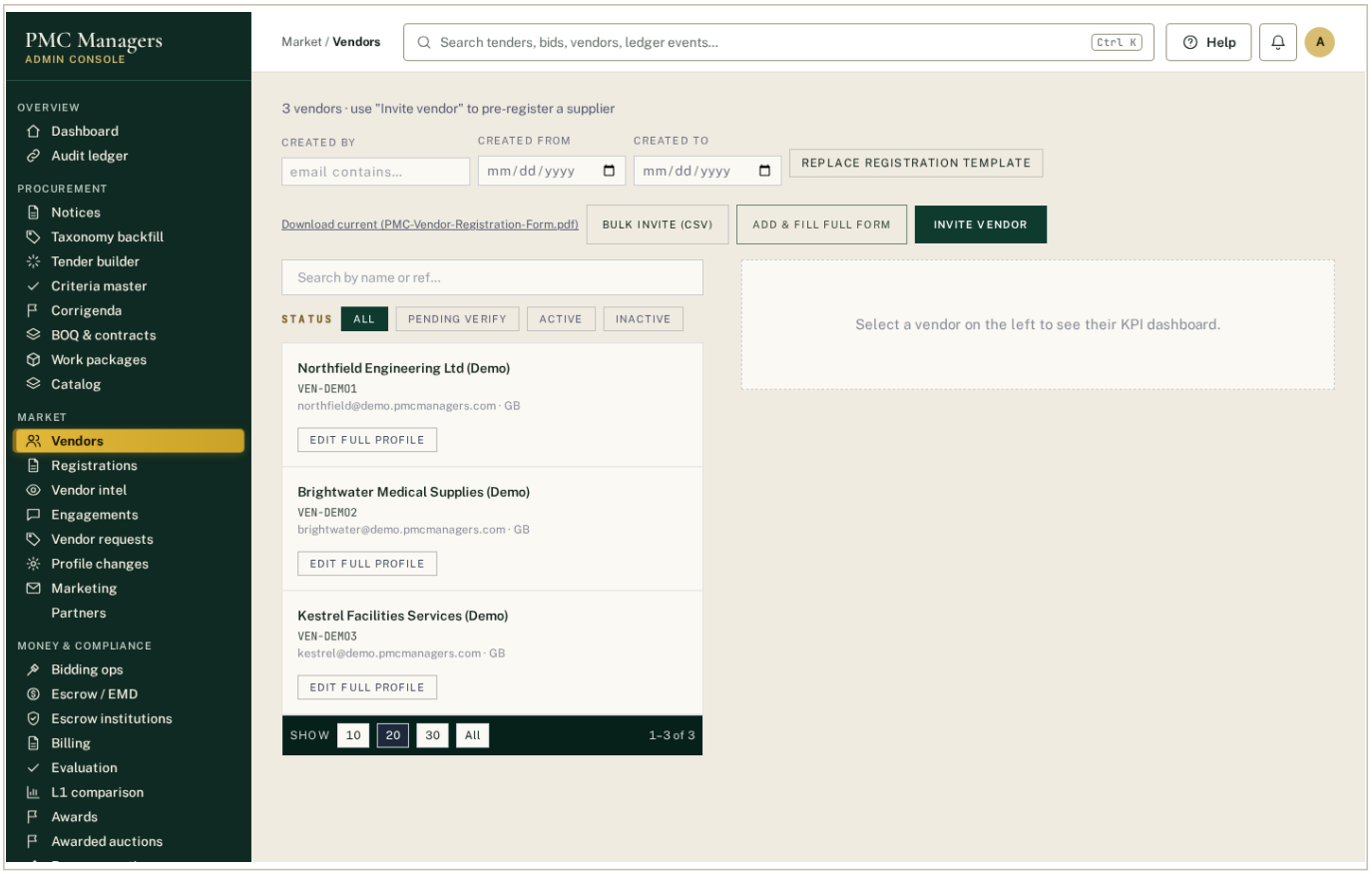
Bills of quantities and contract documents linked to tenders.

Main actions

- Upload or edit a BOQ
- Attach contract documents

Vendors

Screen: `/admin/e/vendors`



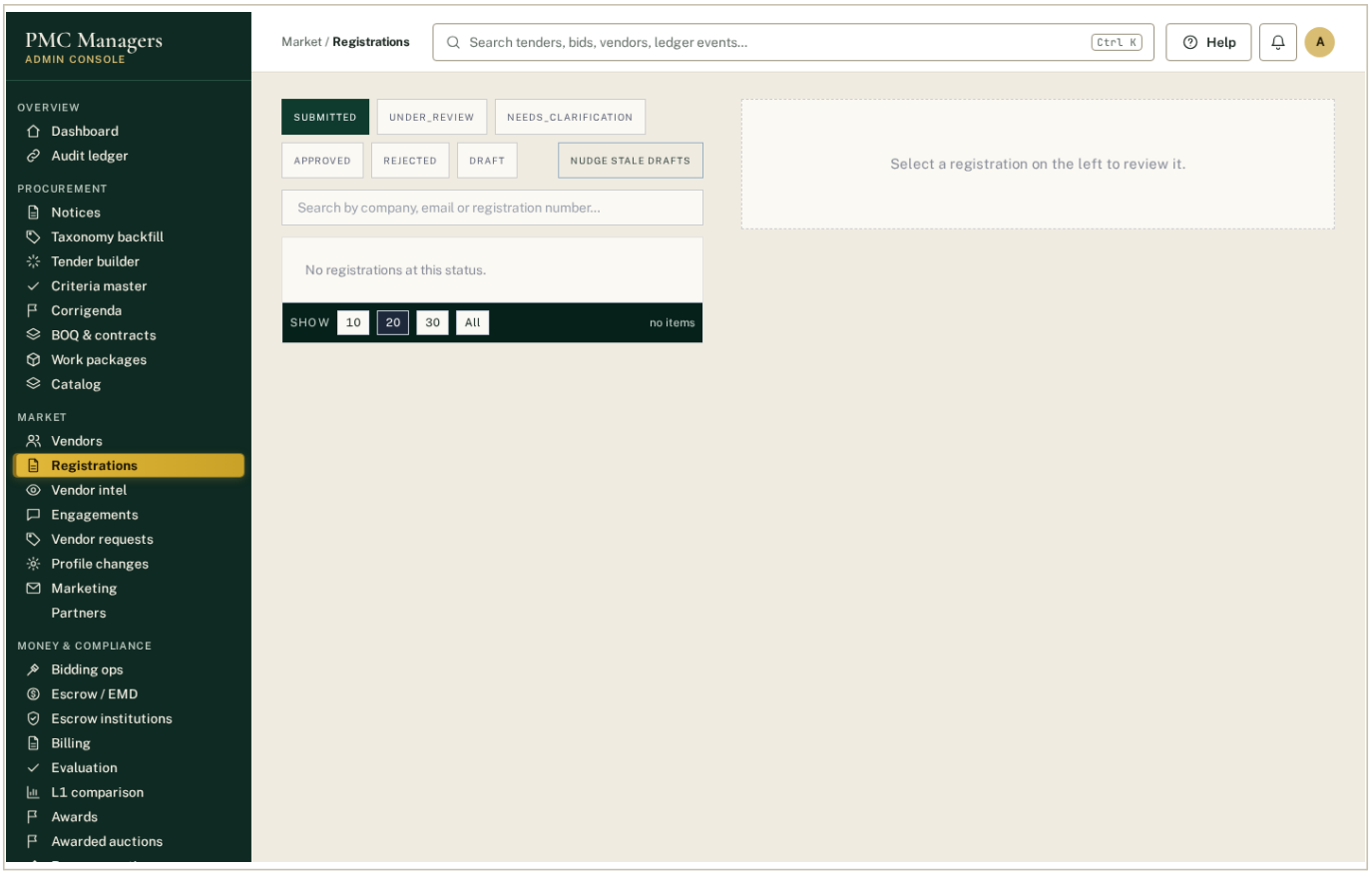
Every registered supplier with KYC status, categories and activity.

Main actions

- Open a supplier profile
- Check KYC status

Registrations

Screen: `/admin/e/registrations`



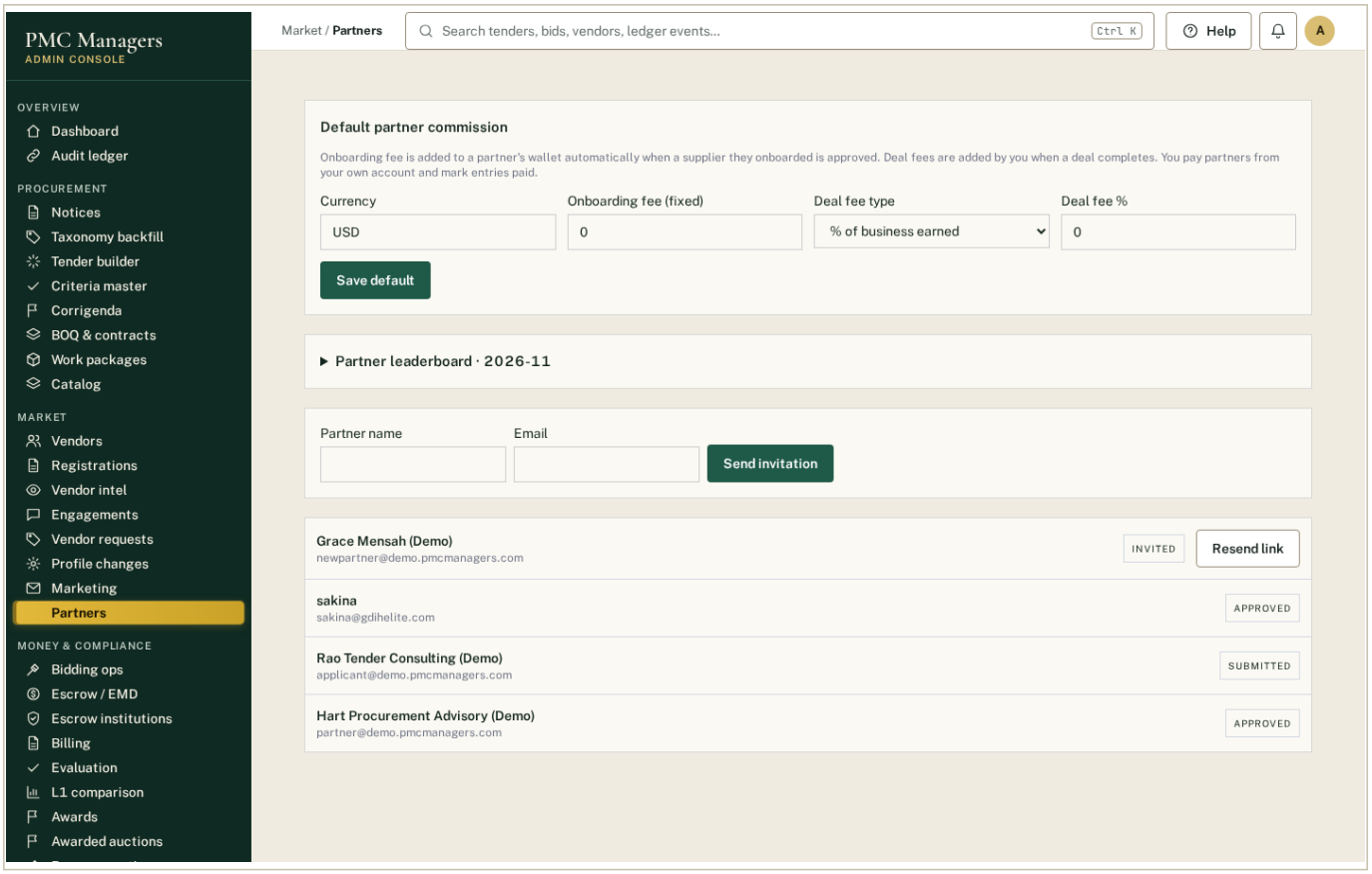
New supplier registrations waiting for KYC review. Approve, ask for clarification or reject with a reason.

Main actions

- Review documents
- Approve / request changes / reject

Partners

Screen: `/admin/e/partners`



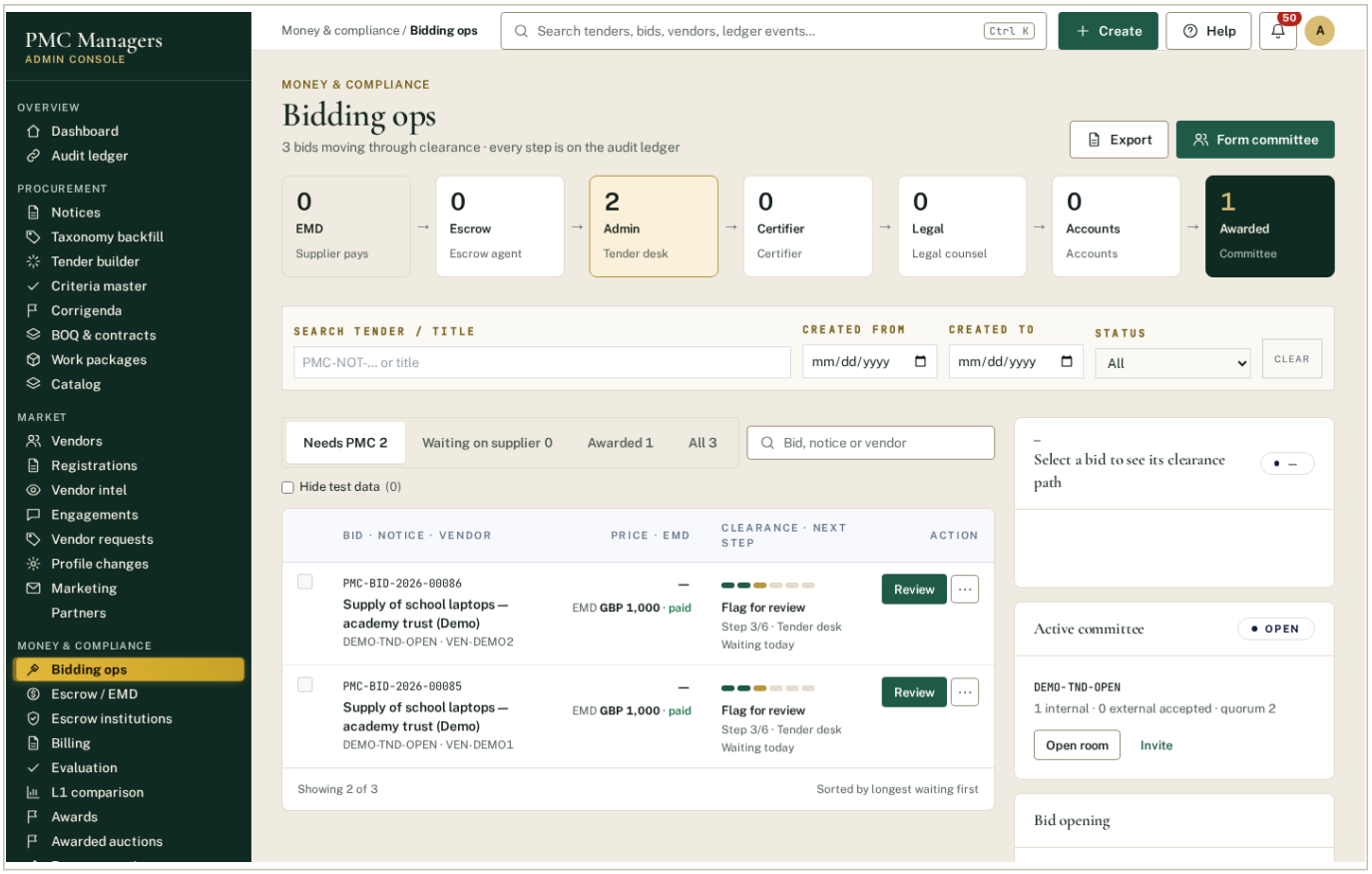
Partners who onboard suppliers and earn commission. Unfinished profiles show 'N of 4 sections complete'. Edit details opens the full 5-section form; resend the invite link; approve.

Main actions

- Invite a partner
- Edit details
- Resend link
- Approve

Bidding ops

Screen: `/admin/e/bidding`



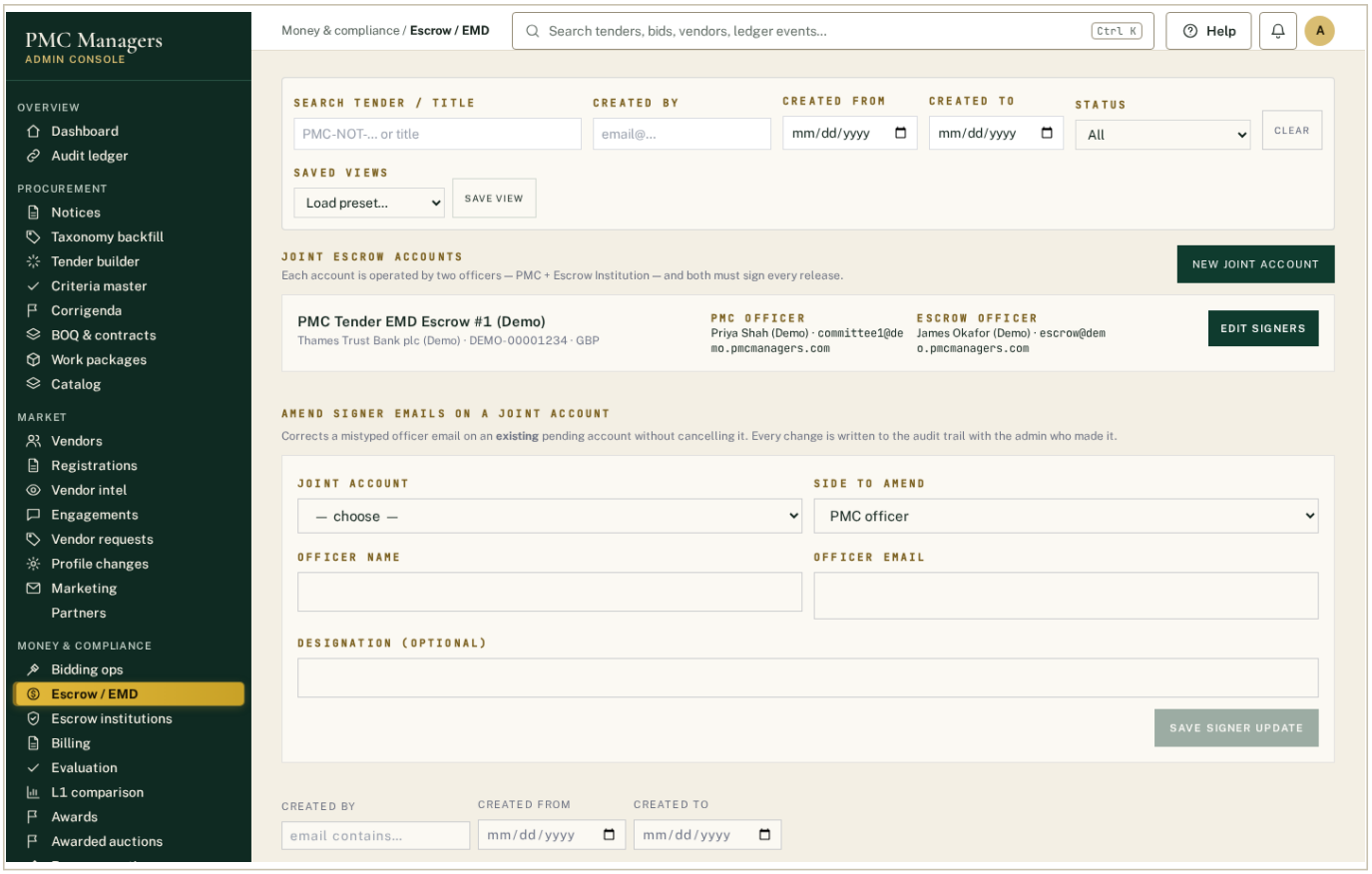
Runs the bid opening. Each tender with a committee shows the opening card: who has signed, blockers, technical opening, the system qualification check with AI proof findings and committee accept/reject, price opening, the automatic L1 ranking and 'Award to L1'.

Main actions

- Committee members approve opening
- Review proofs (accept / reject with comment)
- Raise / resolve a doubt
- Download proof check report
- Award to L1

Escrow / EMD

Screen: `/admin/e/escrow`



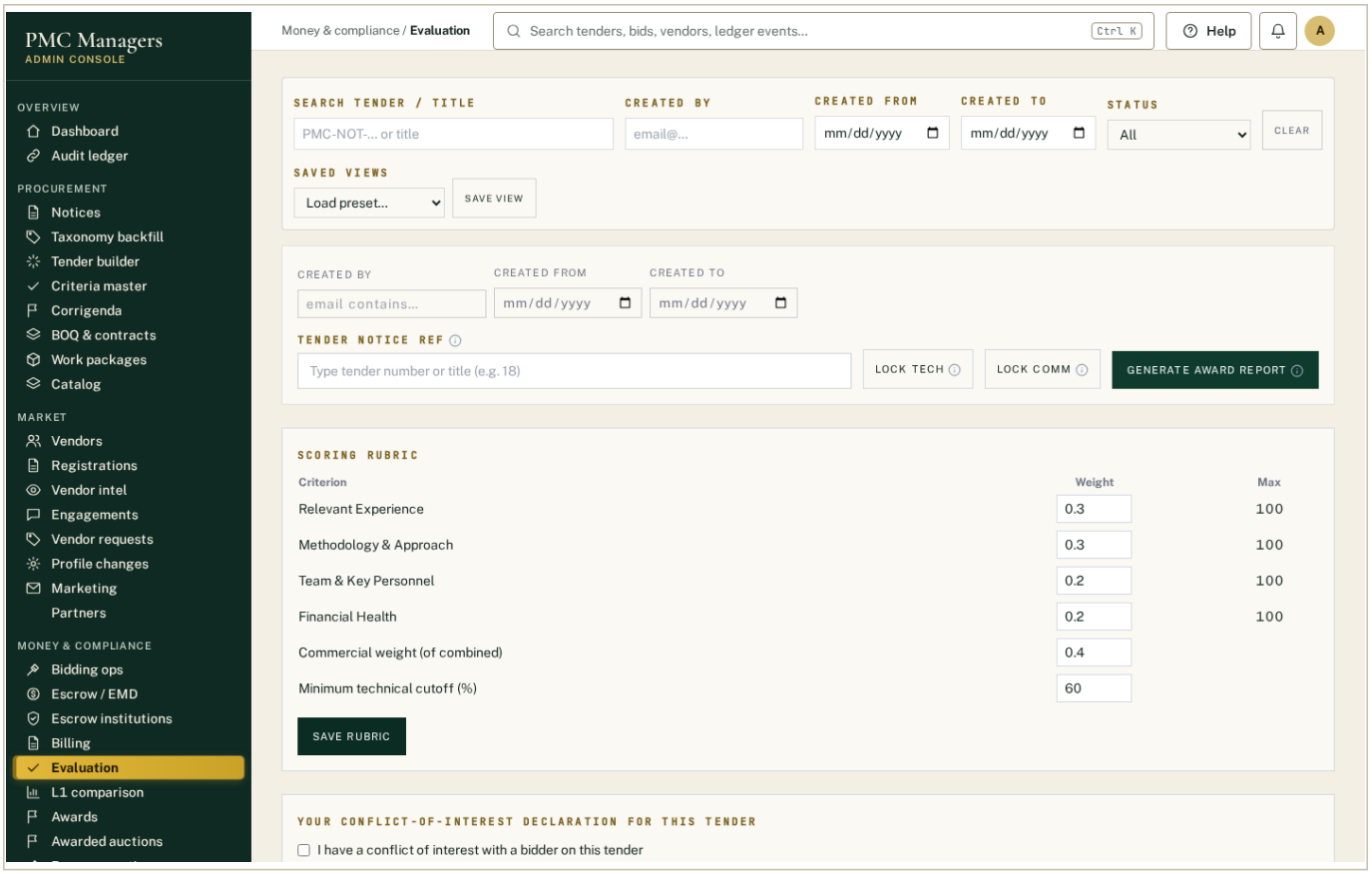
Bid deposits (EMD) and award payments held in escrow, with dual-signed releases and consortium payment instructions.

Main actions

- Confirm EMD received
- Release with two signatures
- Record consortium member payouts and bank references

Evaluation

Screen: `/admin/e/evaluation`



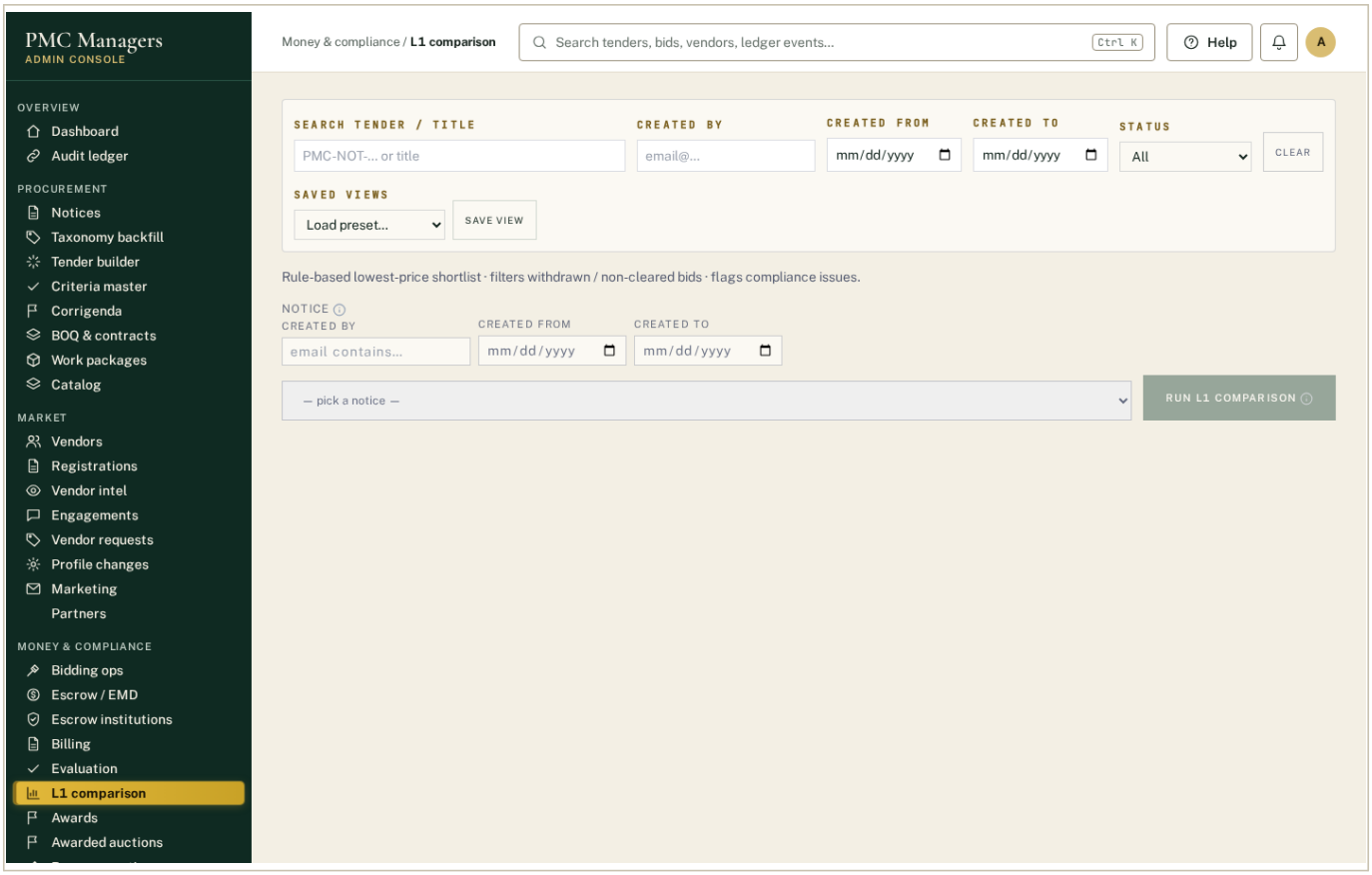
Committee scoring rubric and the Award recommendation report, which follows the tender's rule (L1 or weighted).

Main actions

- Score bids
- Open the award recommendation report

L1 comparison

Screen: `/admin/e/l1-award`



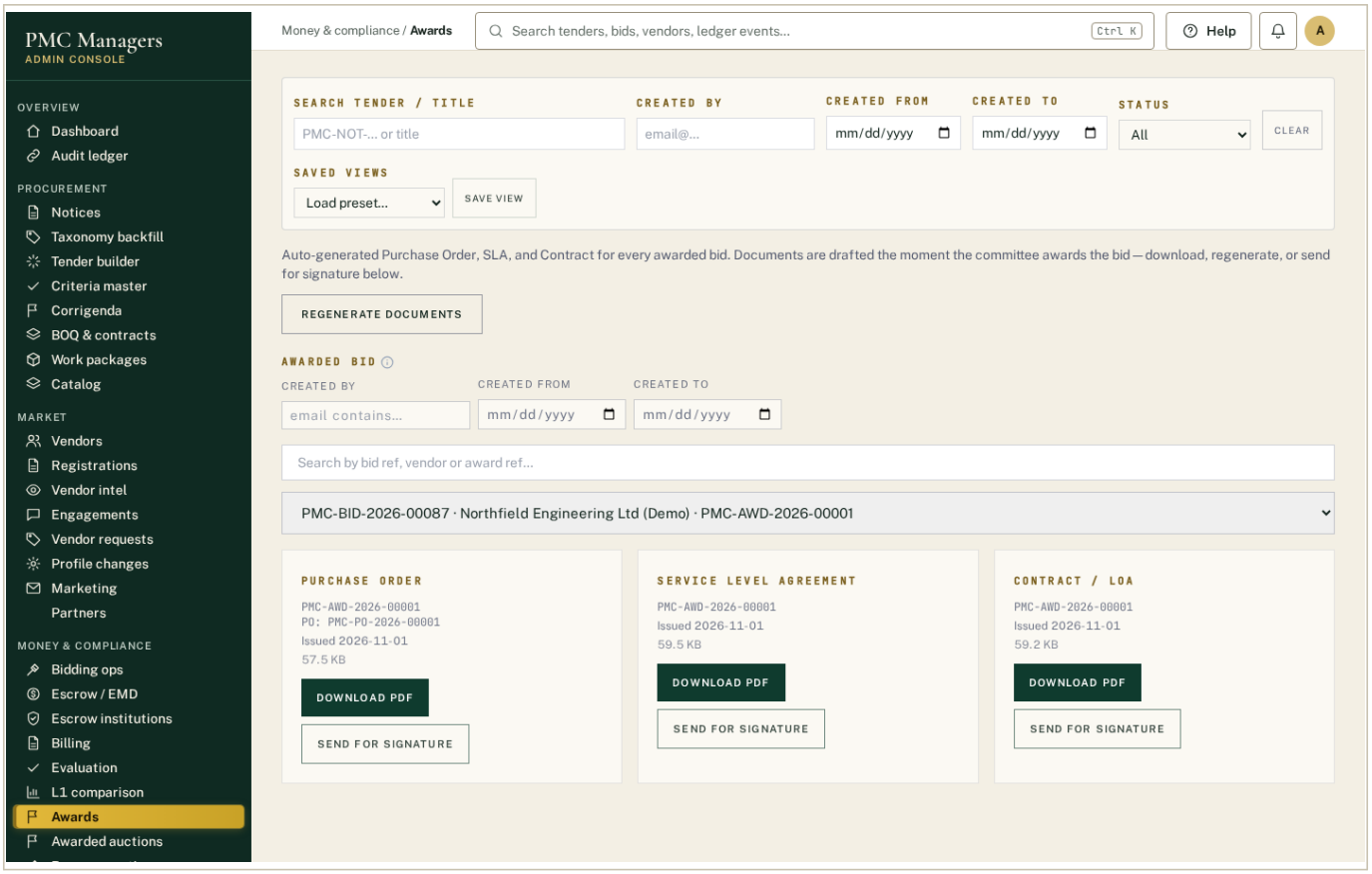
Ranks qualified bids by price (L1, L2, L3) with compliance flags. Runs automatically after price opening and can be re-run here.

Main actions

- Run L1 for a tender
- Check compliance flags

Awards

Screen: `/admin/e/awards`



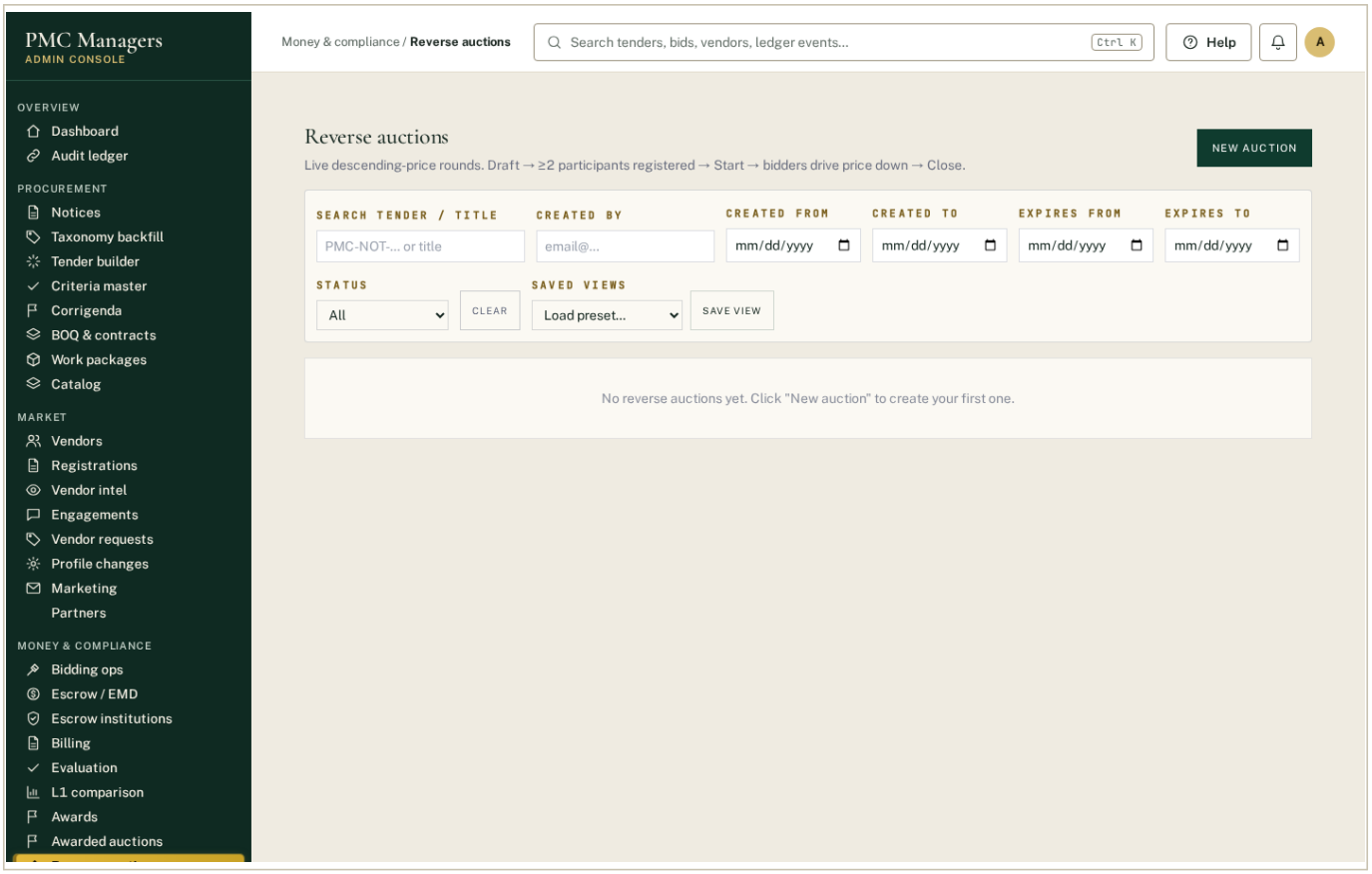
Awarded bids with award letters, contracts and signatures.

Main actions

- Open award letter / contract
- Track signatures

Reverse auctions

Screen: `/admin/e/auctions`



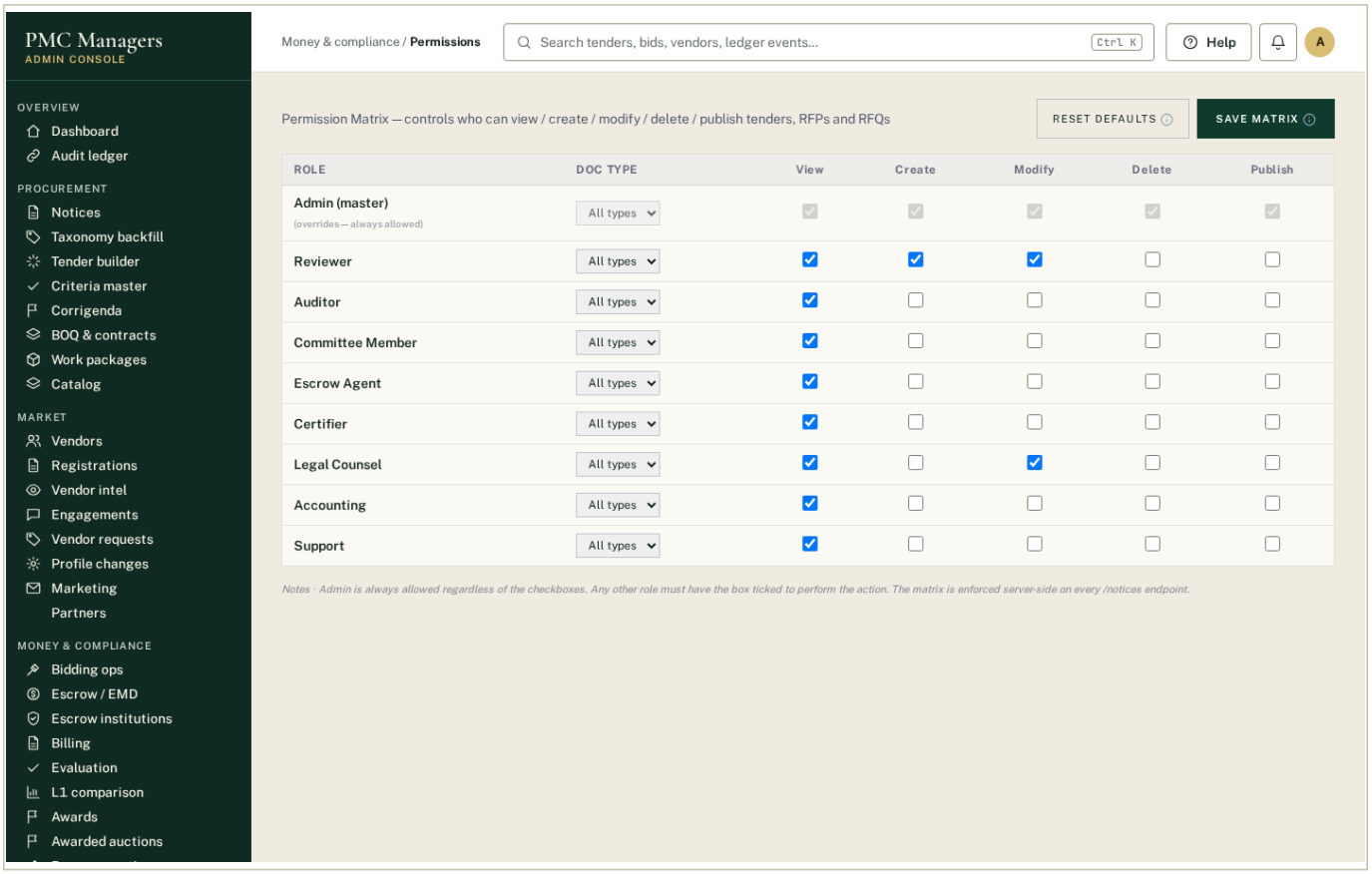
Live reverse auctions where invited suppliers bid prices down within a time window.

Main actions

- Create an auction
- Invite suppliers
- Watch live bids

Permissions

Screen: `/admin/e/permissions`



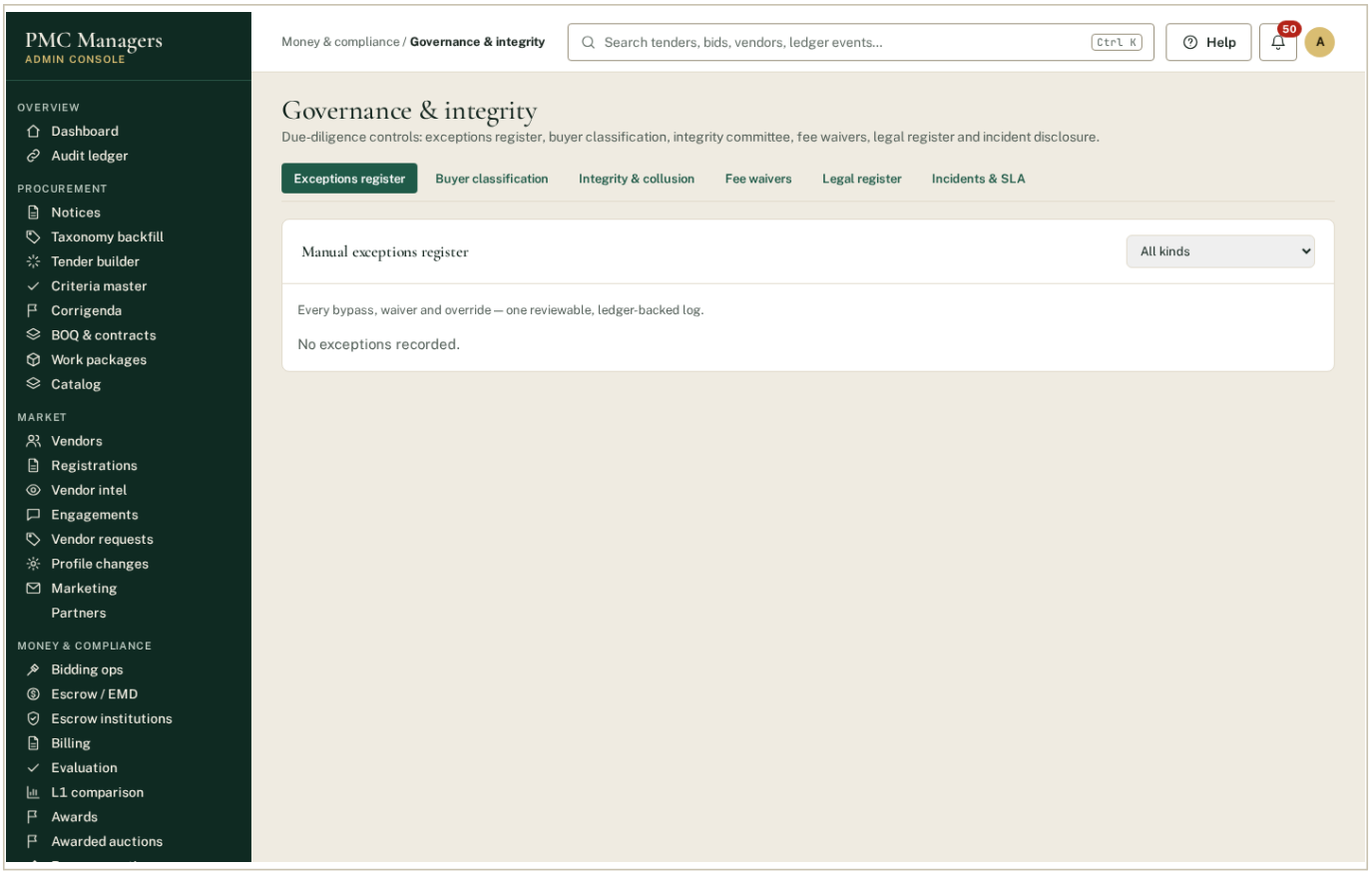
Who can do what. Roles and the approval matrix that decides each bid's sign-off order.

Main actions

- Edit role permissions
- Reset to defaults

Governance & integrity

Screen: `/admin/e/governance`



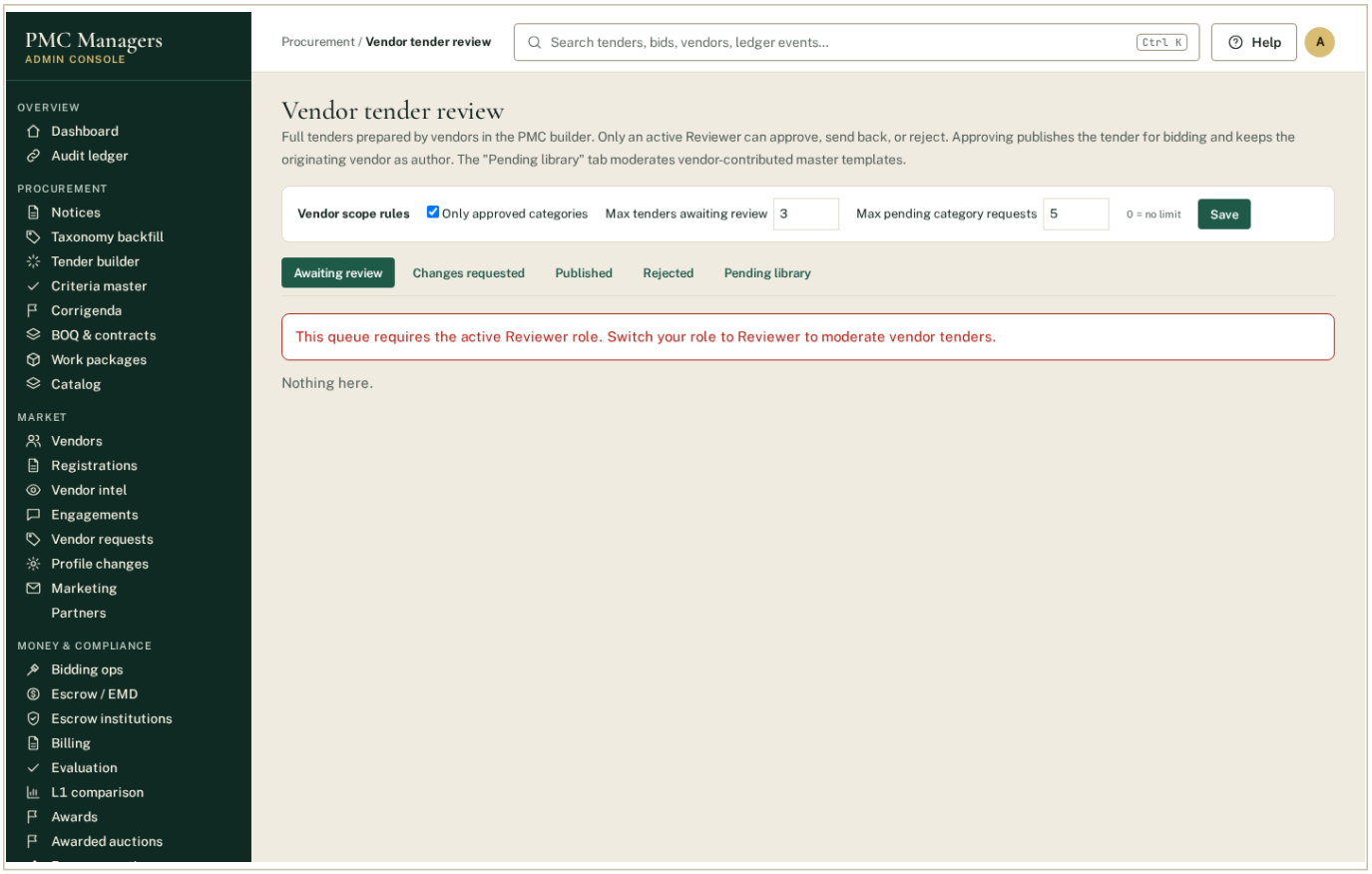
Committees, conflict-of-interest declarations and integrity checks.

Main actions

- Form a committee
- Review declarations

Tender review

Screen: `/admin/e/tender-review`



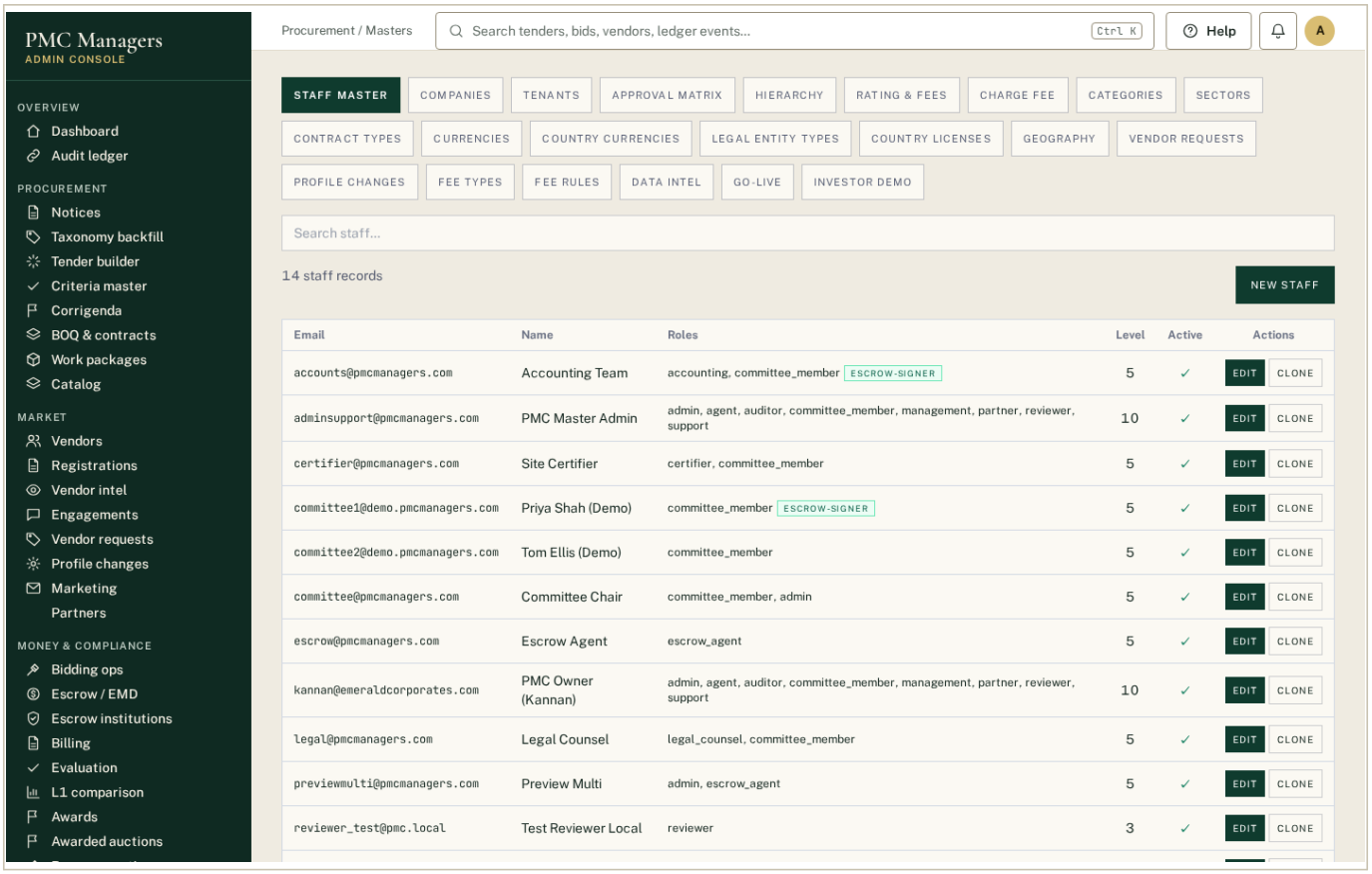
Reviewers approve tenders prepared by suppliers before they can be published.

Main actions

• Approve or send back a supplier-prepared tender

Masters

Screen: `/admin/e/masters`



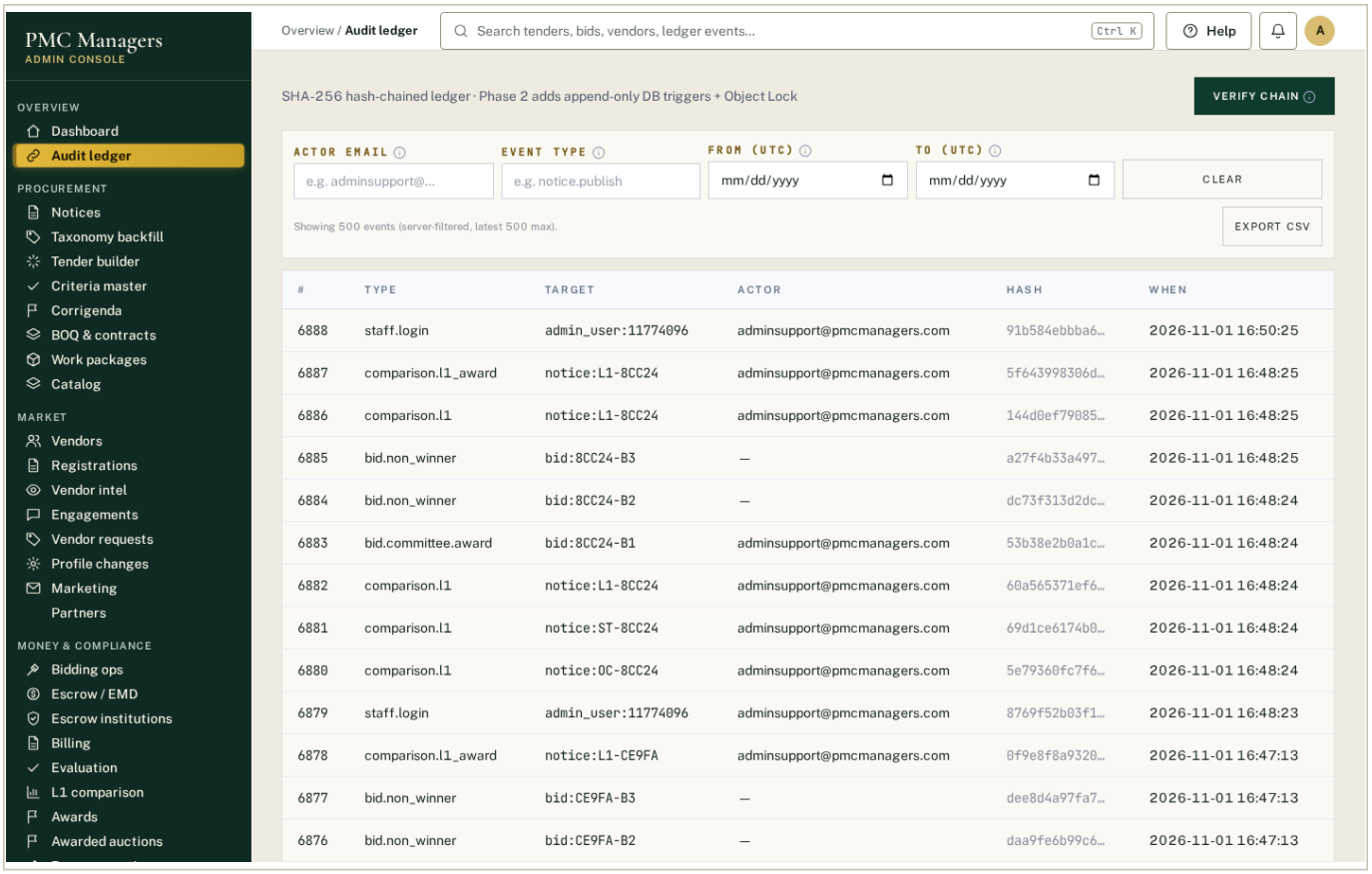
Reference data: staff accounts, categories, countries, currencies and other lists used across the platform.

Main actions

- Add staff
- Edit categories

Audit ledger

Screen: `/admin/e/audit`



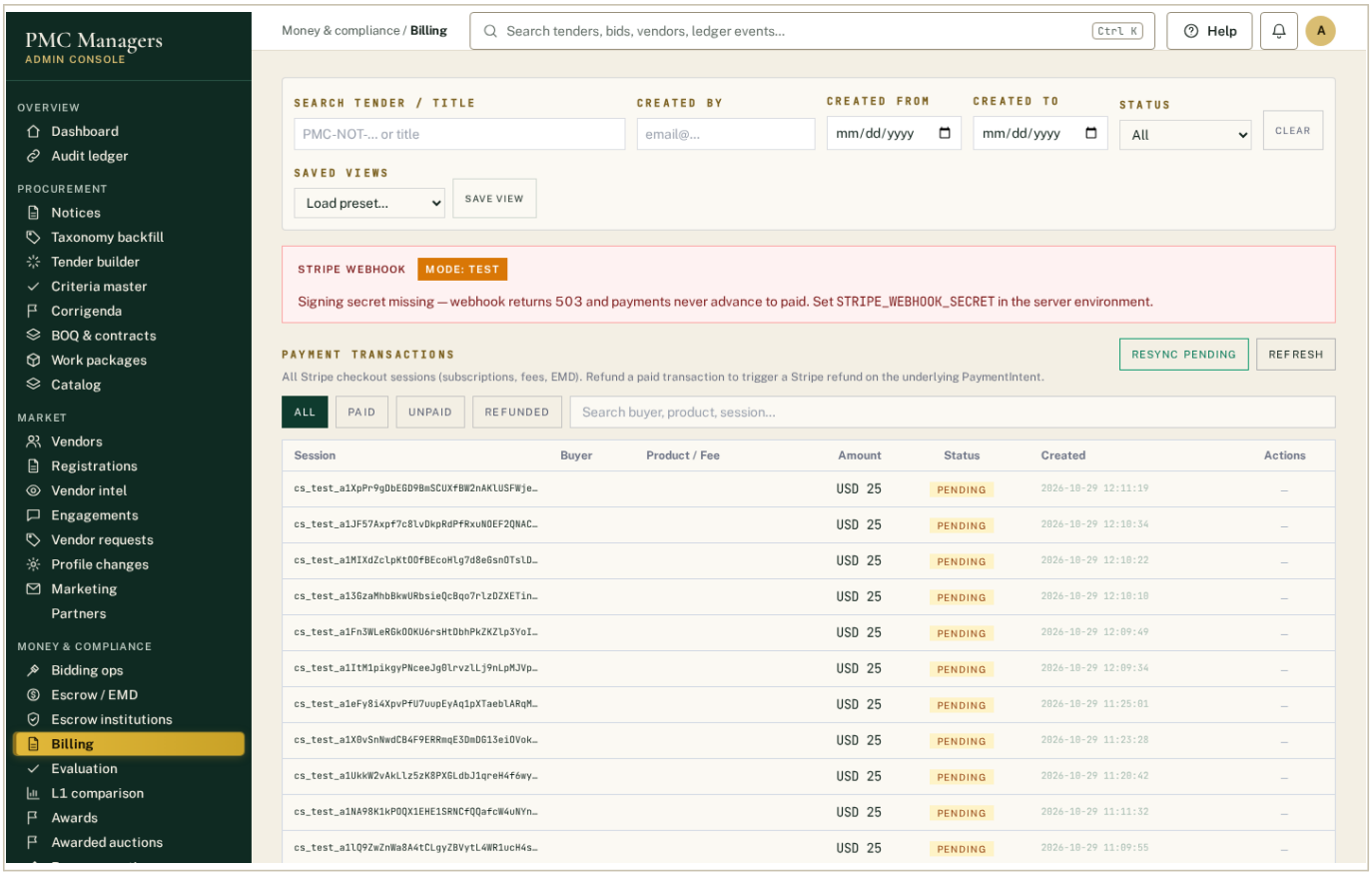
Every action is recorded in a tamper-evident chain. Verify chain re-checks every link.

Main actions

- Search events
- Verify chain
- Export

Billing

Screen: `/admin/e/billing`



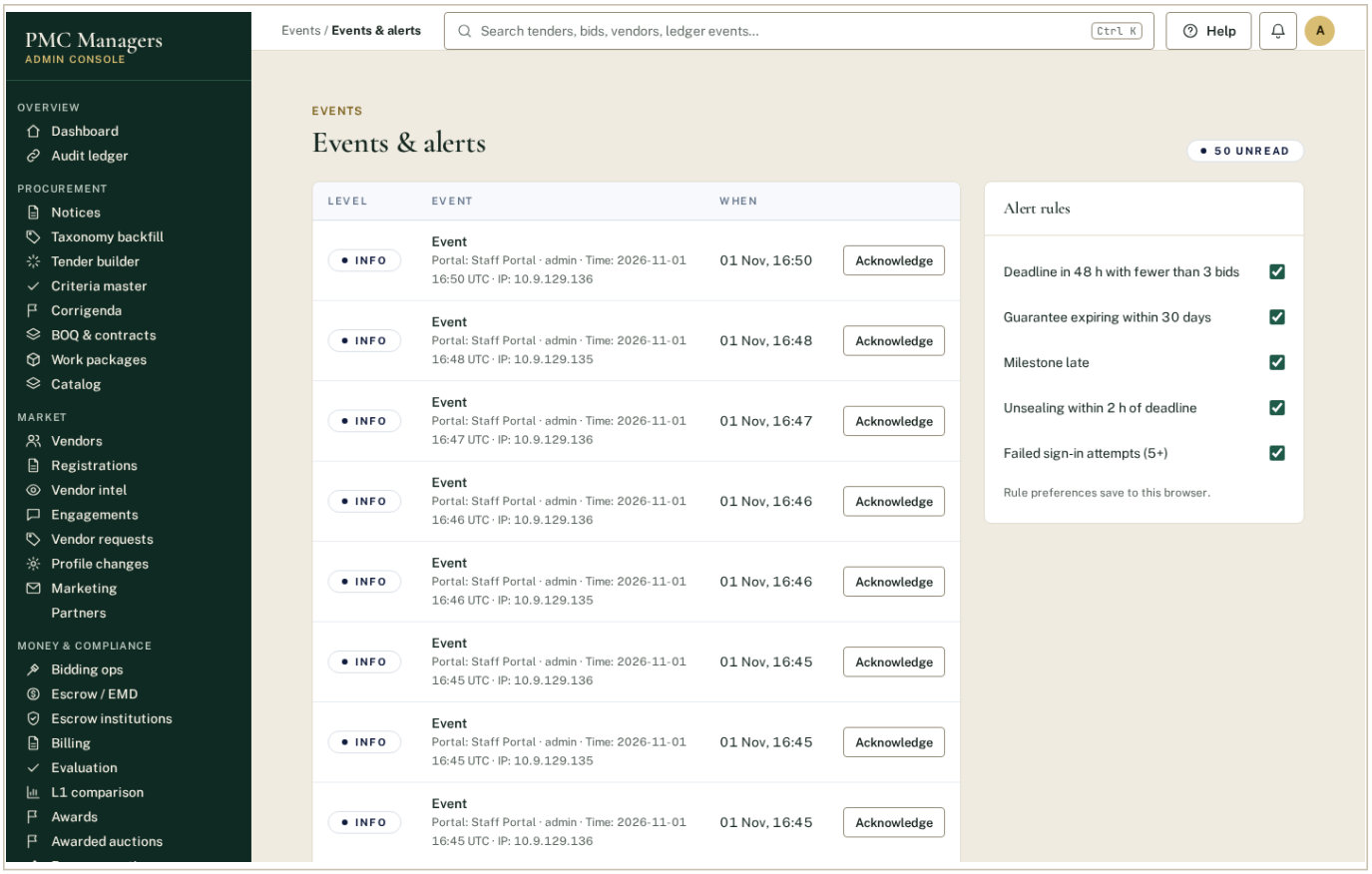
Hosting fees, subscriptions and invoices.

Main actions

- View invoices
- Check payment status

Events & alerts

Screen: `/admin/e/events`



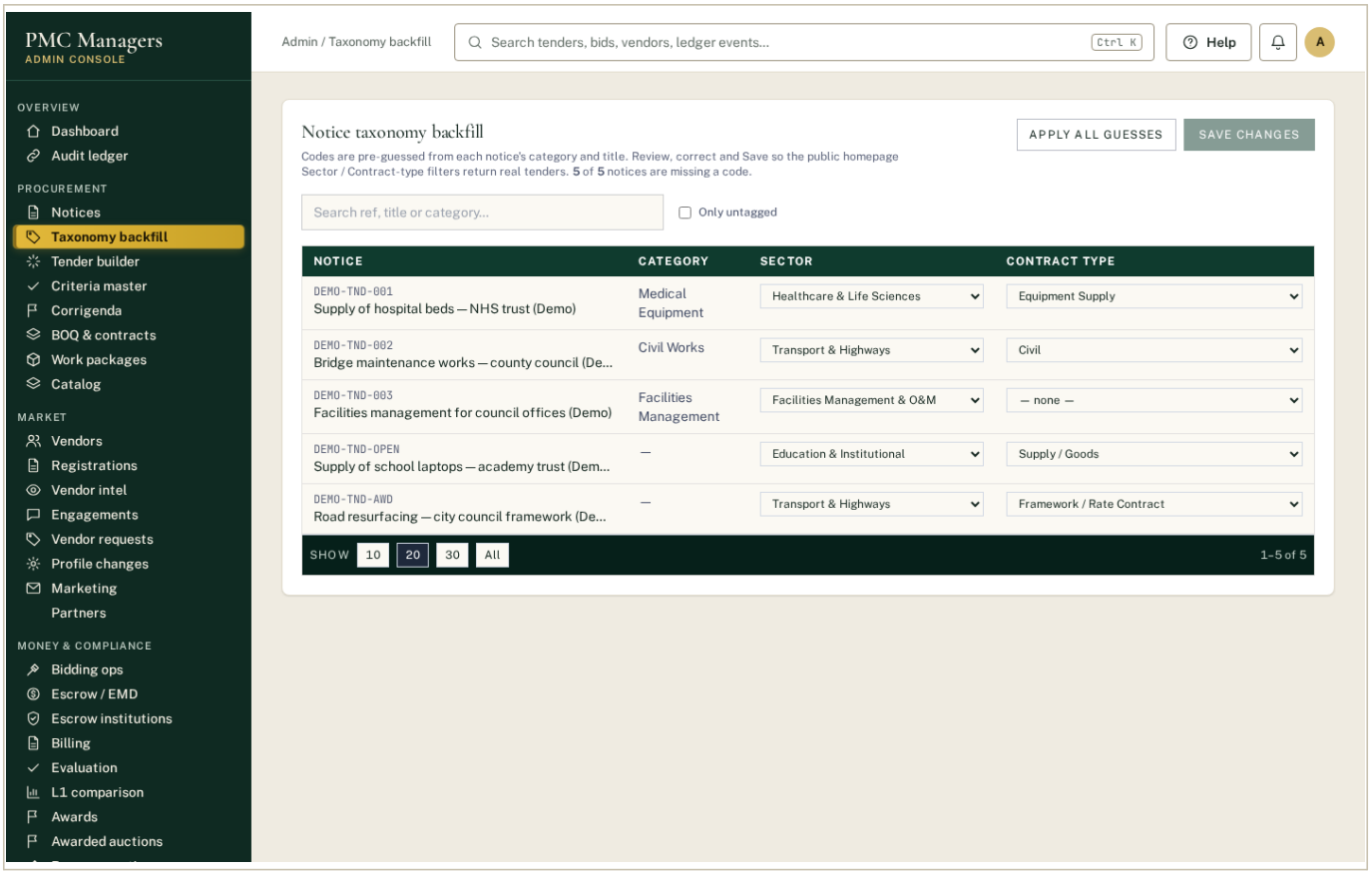
System events and alerts, including scheduled jobs and email delivery.

Main actions

- Review alerts

Taxonomy backfill

Screen: `/admin/e/taxonomy-backfill`



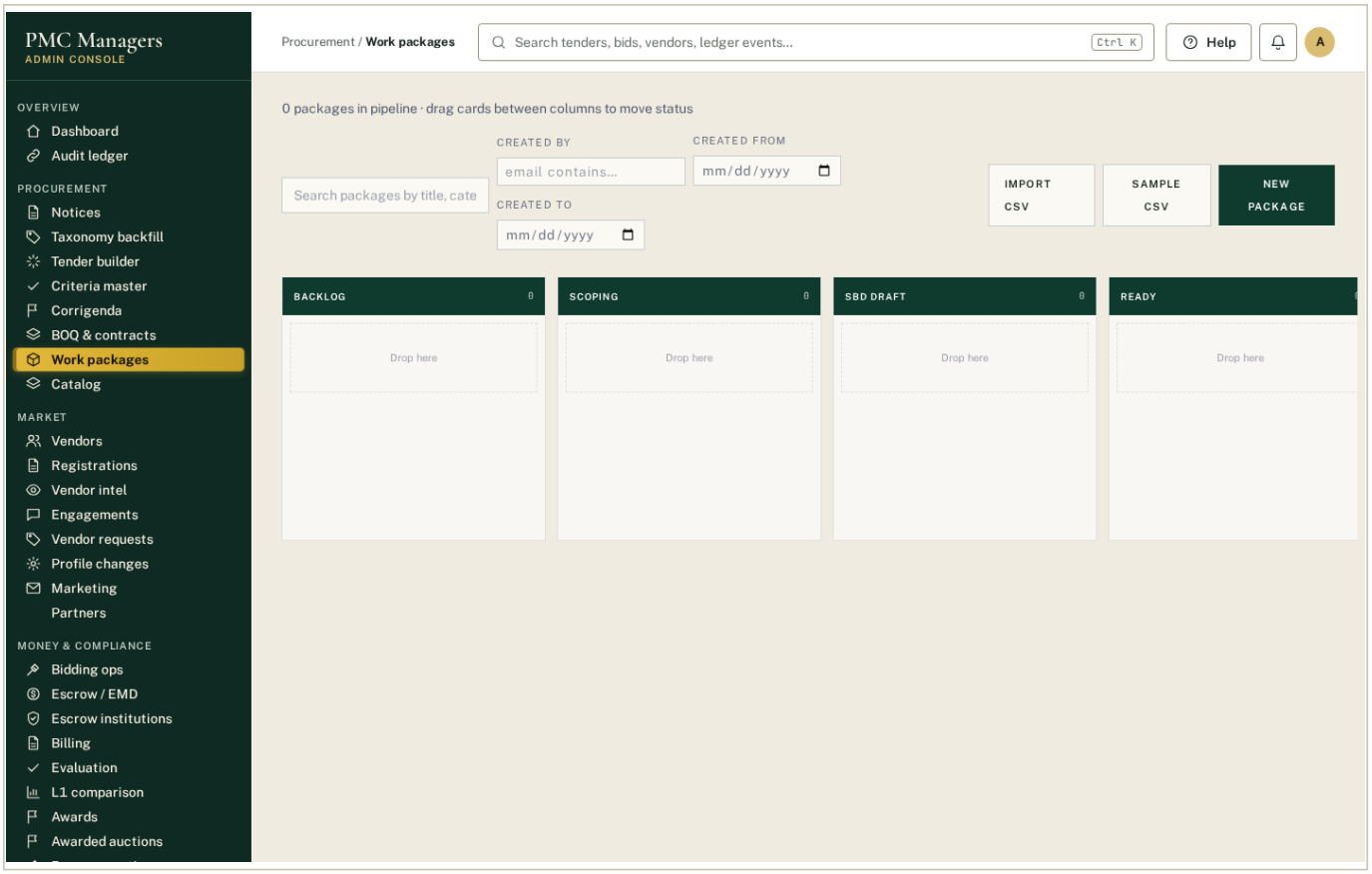
Assigns standard product/service categories (UNSPSC) to older tenders and suppliers so matching and search work everywhere.

Main actions

- Run a backfill
- Review suggested categories

Work packages

Screen: `/admin/e/work-packages`



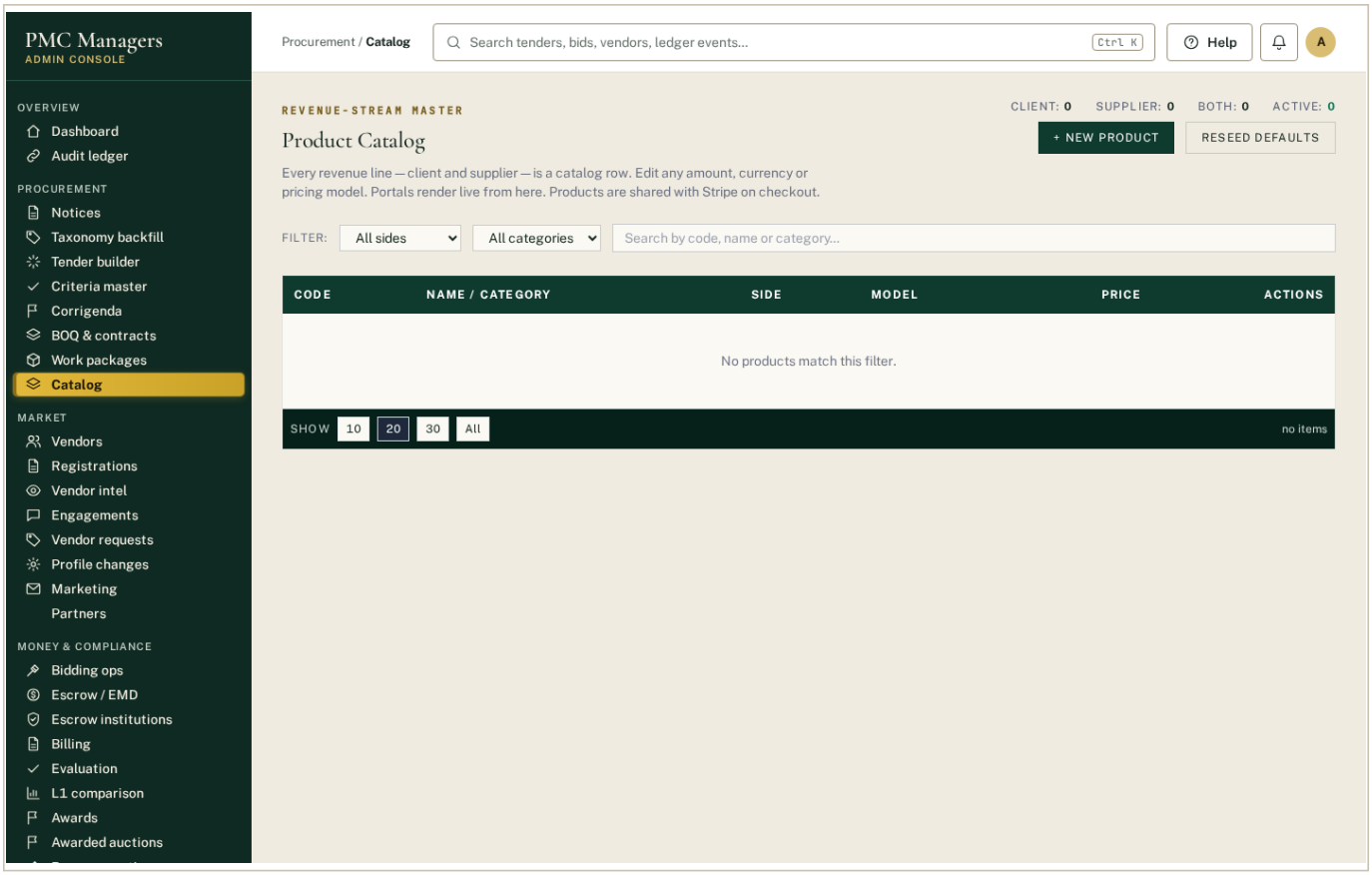
Splits large programmes into packages that can each be tendered separately.

Main actions

- Create a package
- Link it to a tender

Catalog

Screen: `/admin/e/catalog`



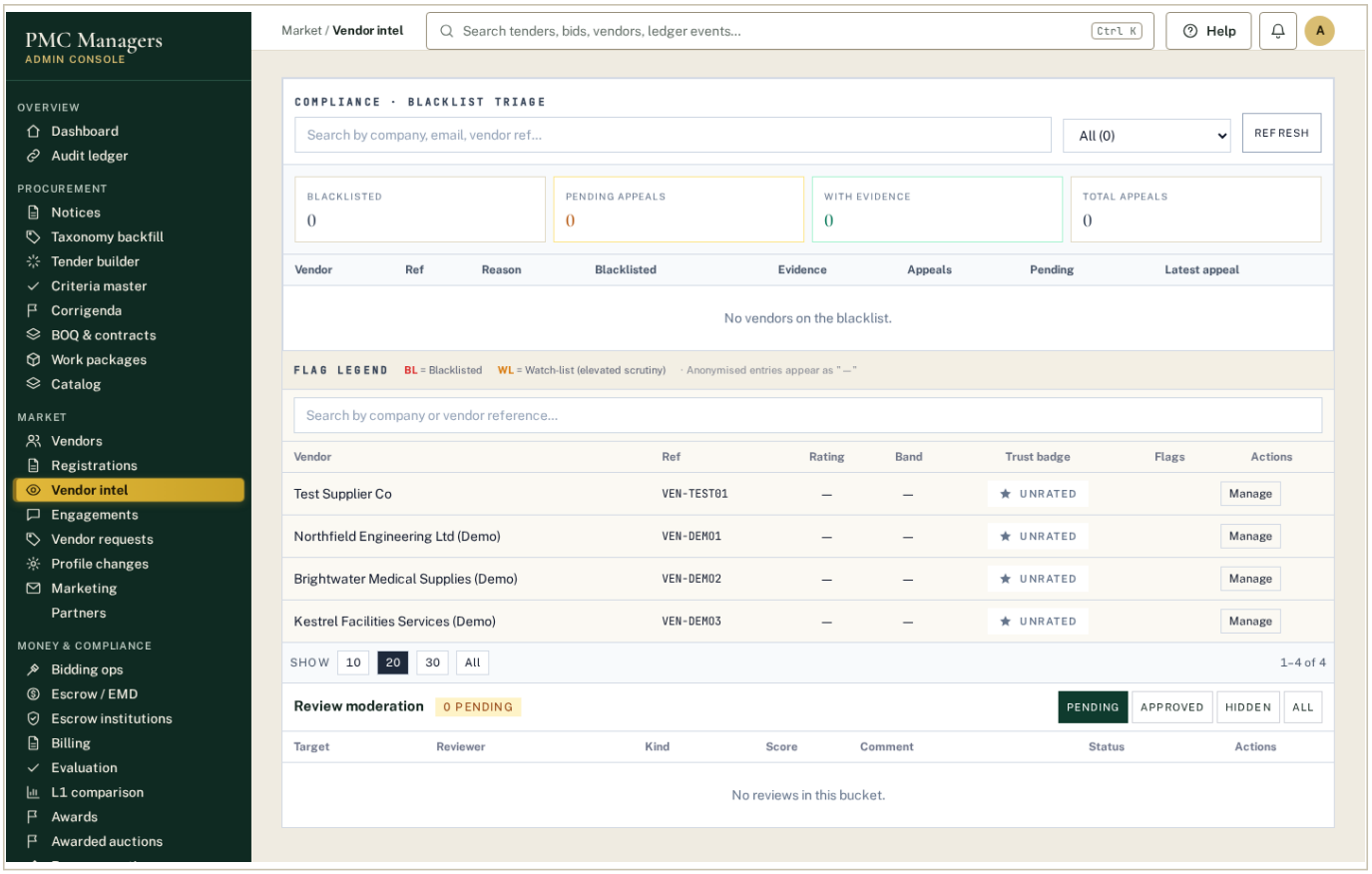
Product and service catalogue used for quick quotes and BOQ lines.

Main actions

- Add catalogue items
- Edit prices

Vendor intel

Screen: `/admin/e/vendor-intel`



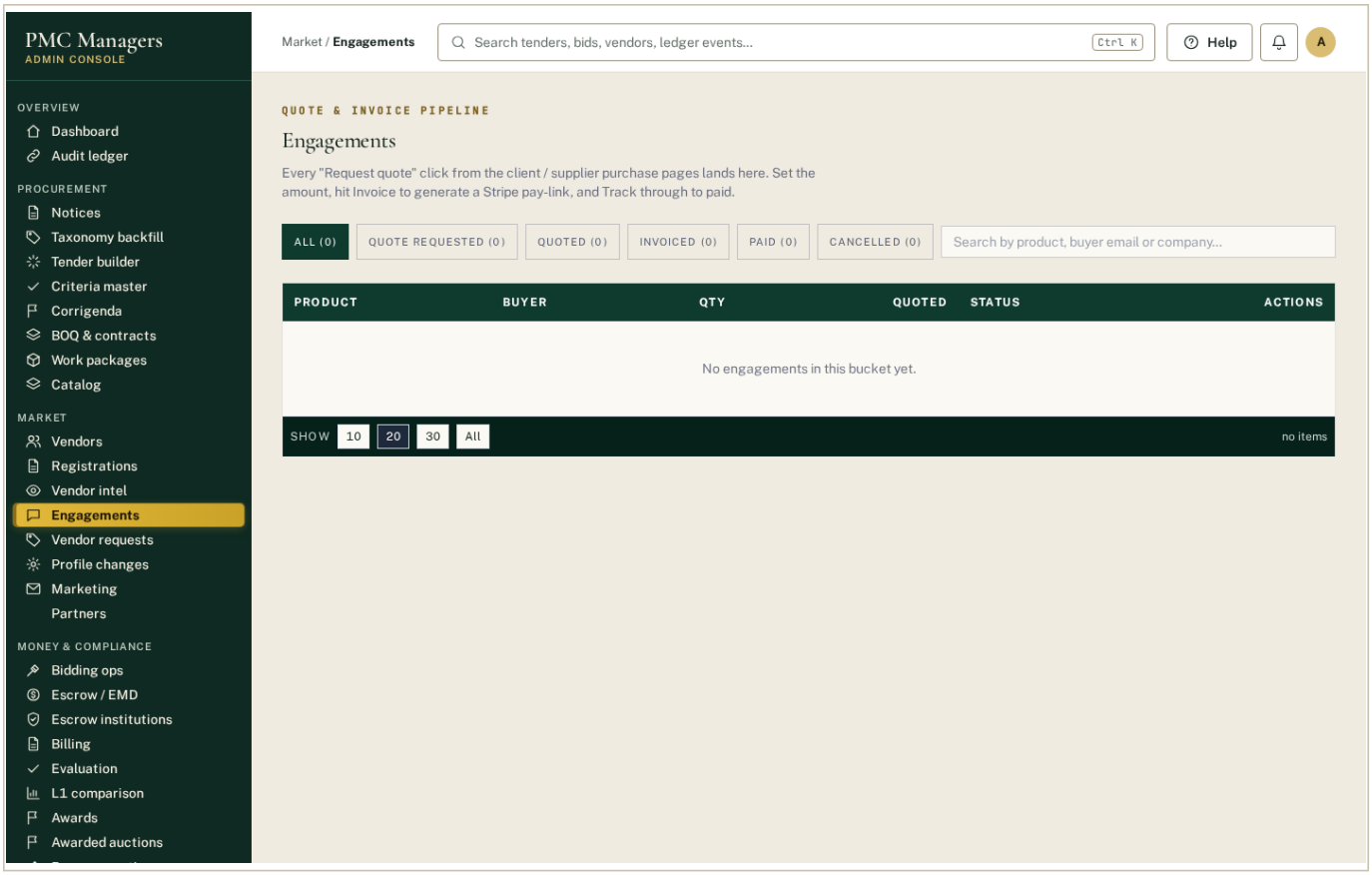
Supplier risk and performance signals: reviews, appeals, debarment checks and history.

Main actions

- Review a supplier's signals
- Handle an appeal

Engagements

Screen: `/admin/e/engagements`



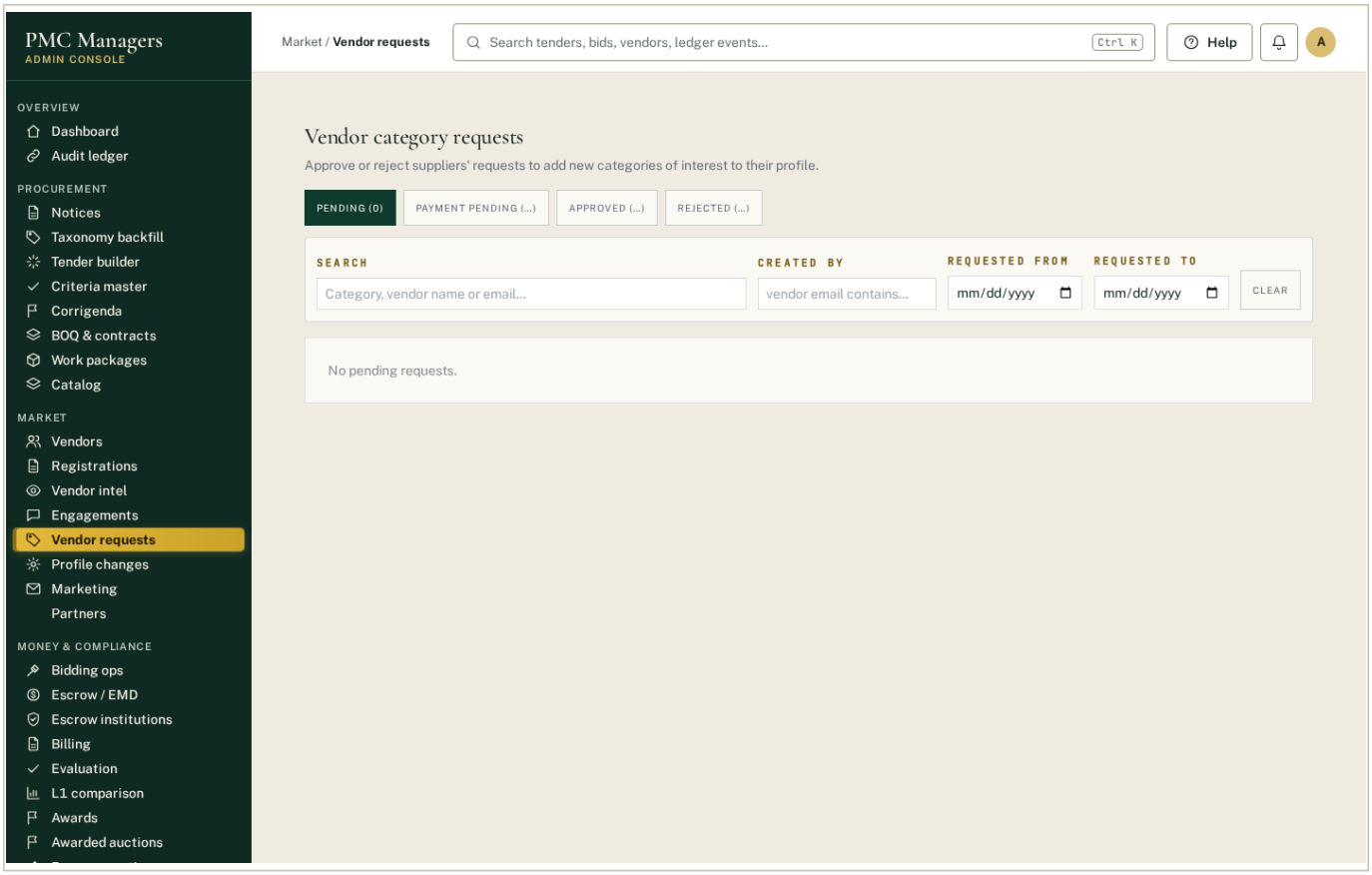
Service engagements and quote requests between buyers and suppliers.

Main actions

- Track an engagement

Vendor requests

Screen: `/admin/e/vendor-requests`



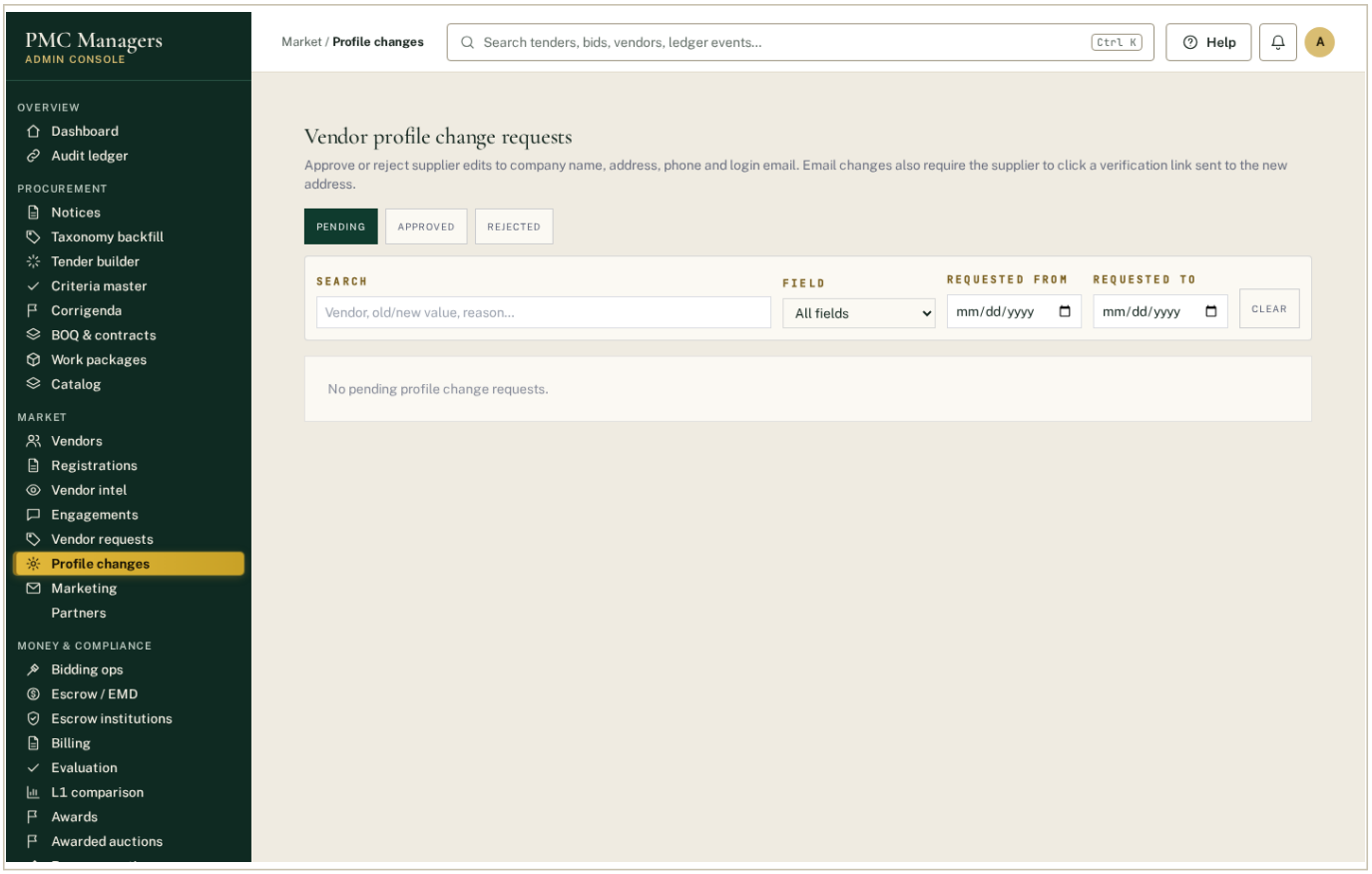
Requests raised by suppliers (category additions, help, corrections) waiting for PMC action.

Main actions

- Respond to a request

Profile changes

Screen: `/admin/e/profile-changes`



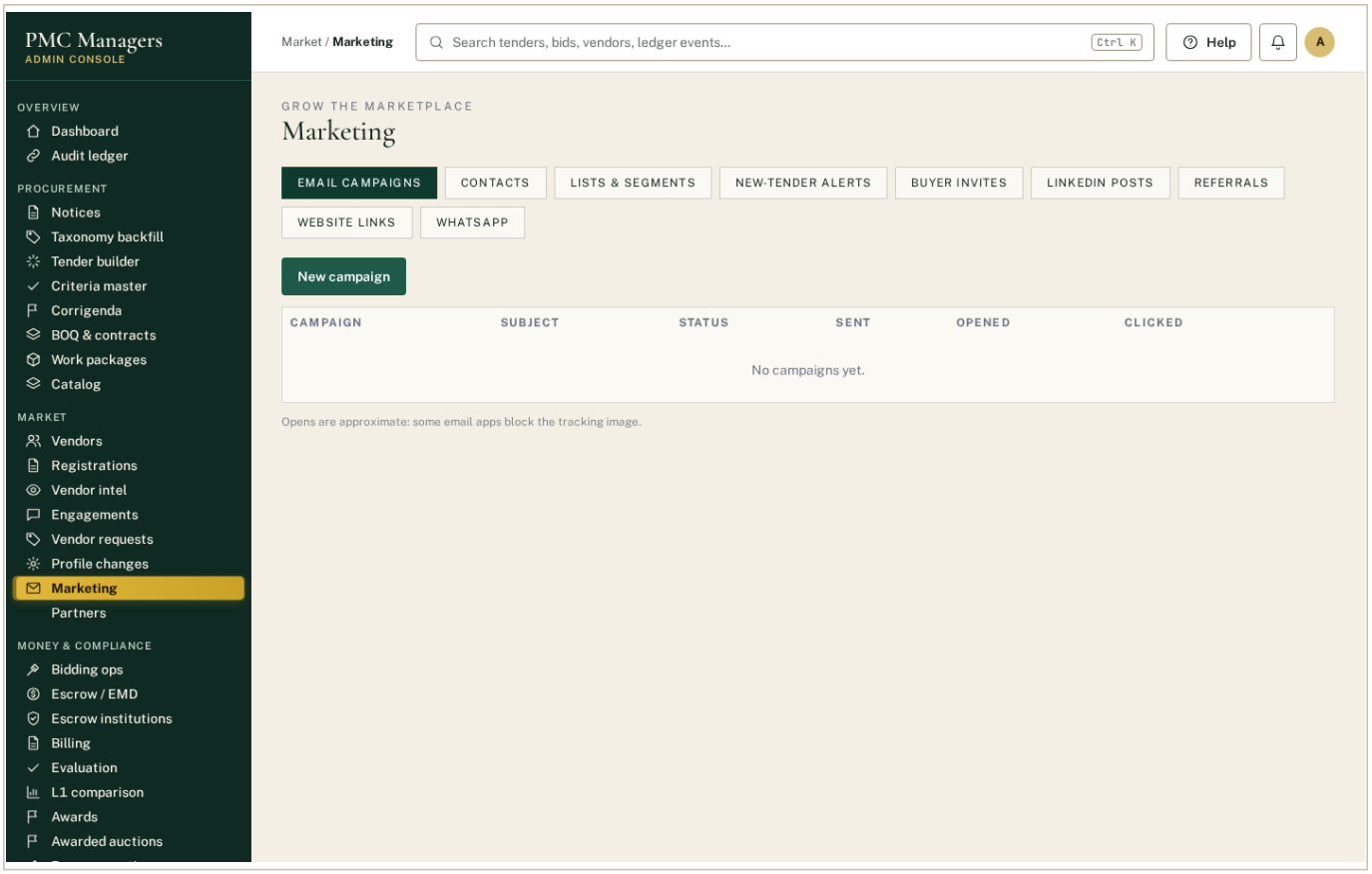
Supplier profile changes (bank, address, directors) that need approval before they take effect.

Main actions

• Approve or reject a change

Marketing

Screen: `/admin/e/marketing`



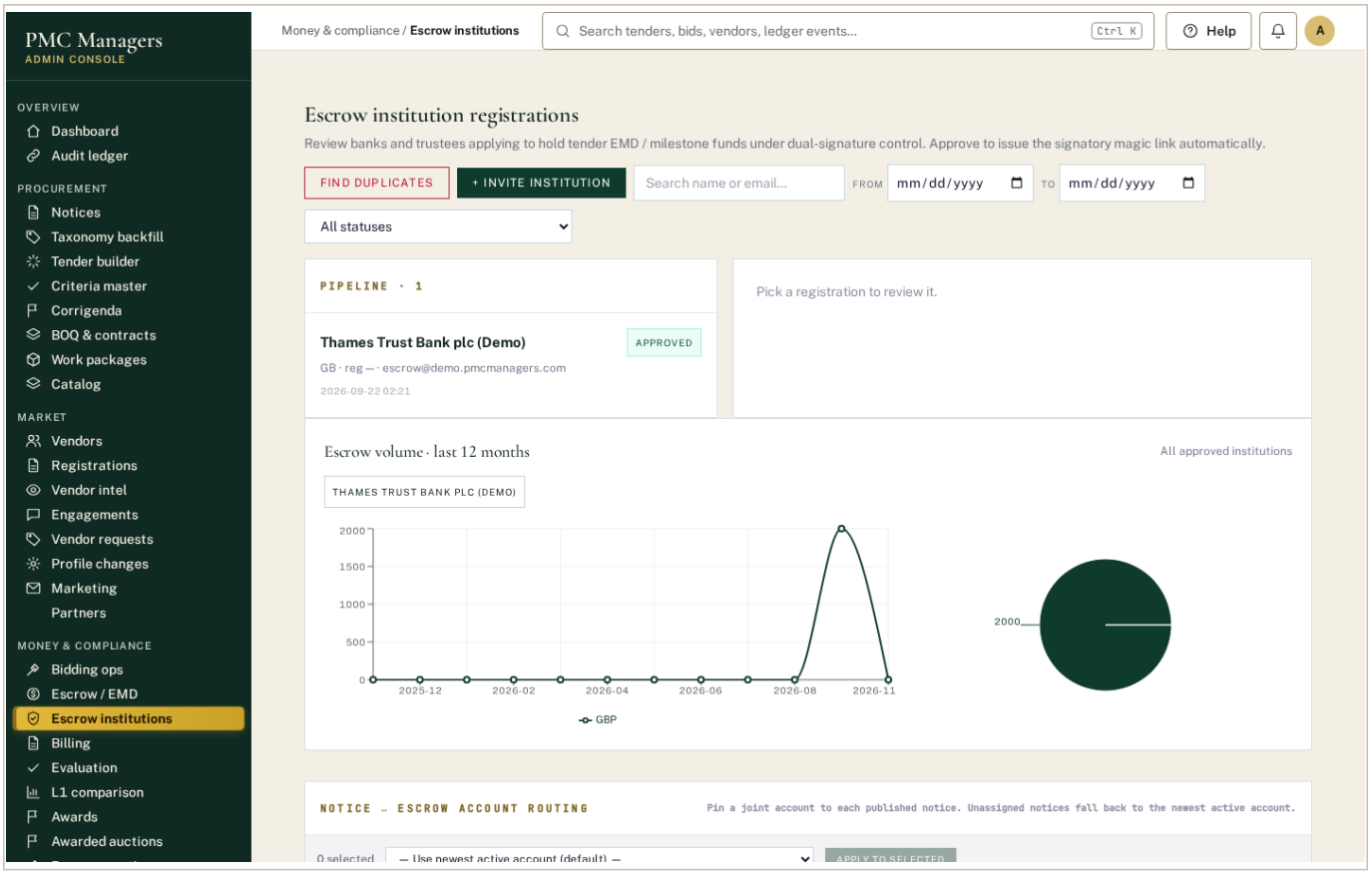
Campaigns, digests and WhatsApp/email outreach to suppliers.

Main actions

- Send a campaign
- View the WhatsApp inbox

Escrow institutions

Screen: `/admin/e/escrow-institutions`



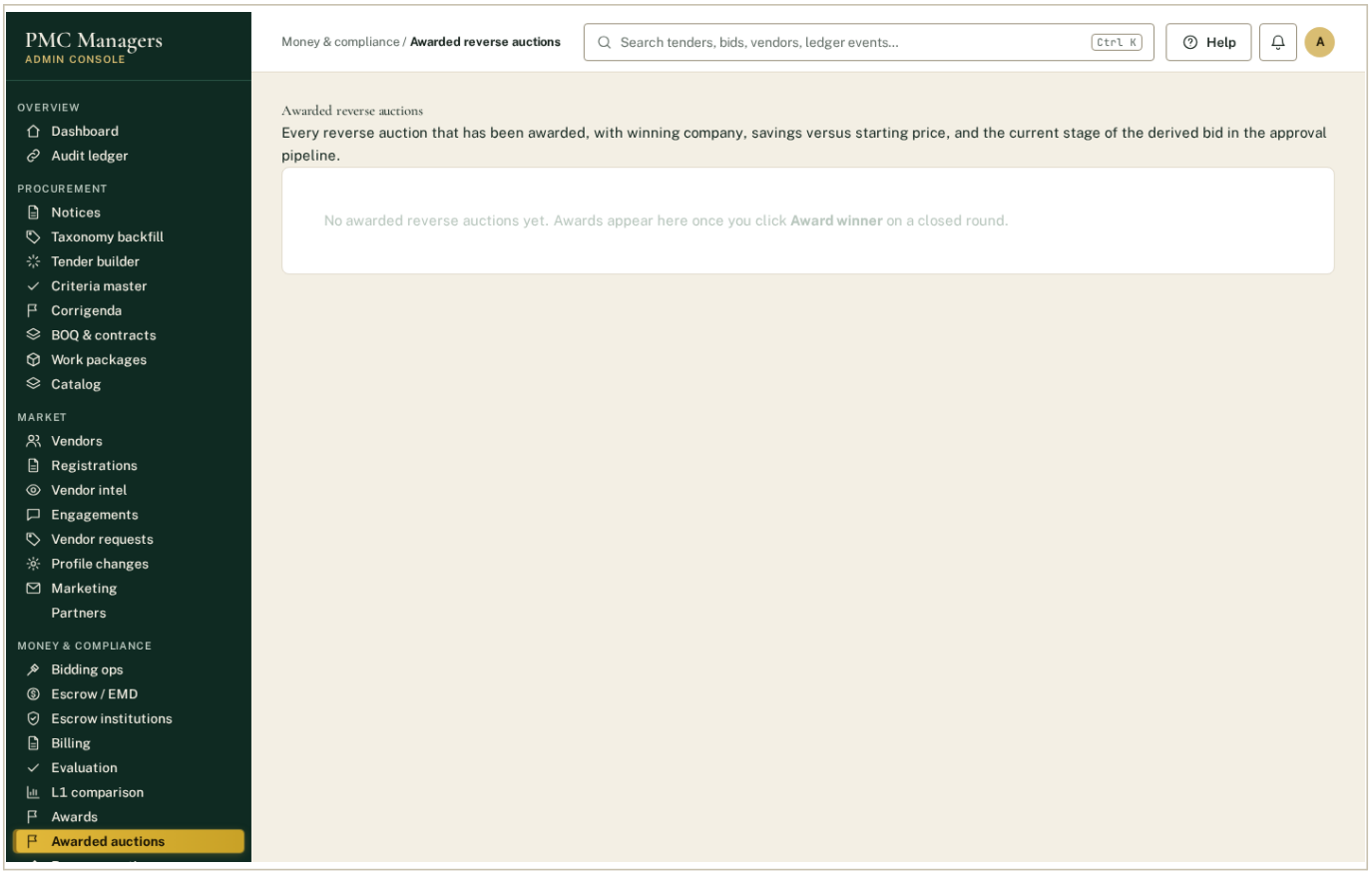
Banks and escrow providers onboarded to hold EMDs and award payments.

Main actions

- Approve an institution
- View accounts

Awarded auctions

Screen: `/admin/e/awarded-auctions`



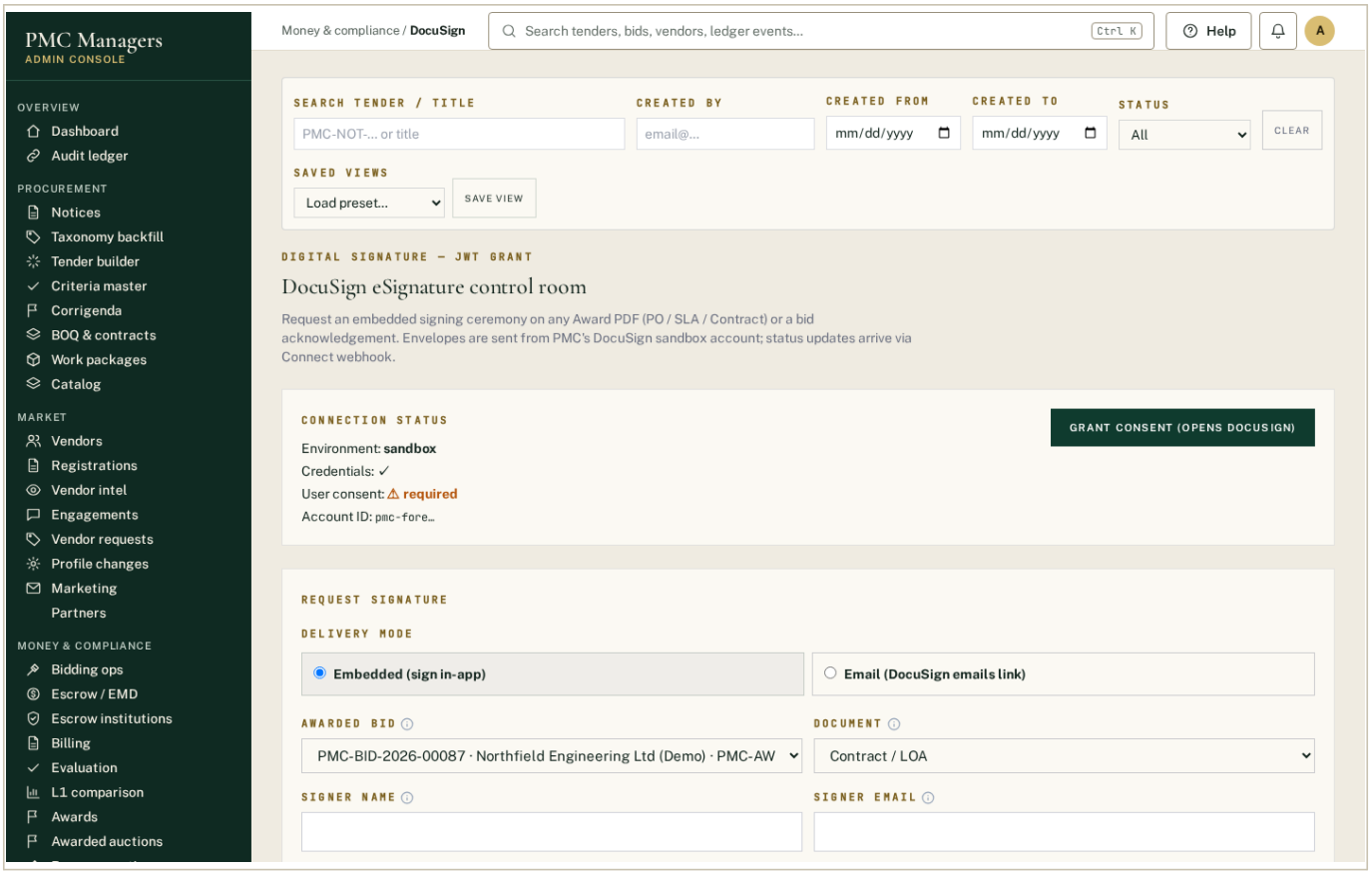
Results of completed reverse auctions and the resulting awards.

Main actions

- Open an awarded auction

DocuSign

Screen: `/admin/e/docusign`



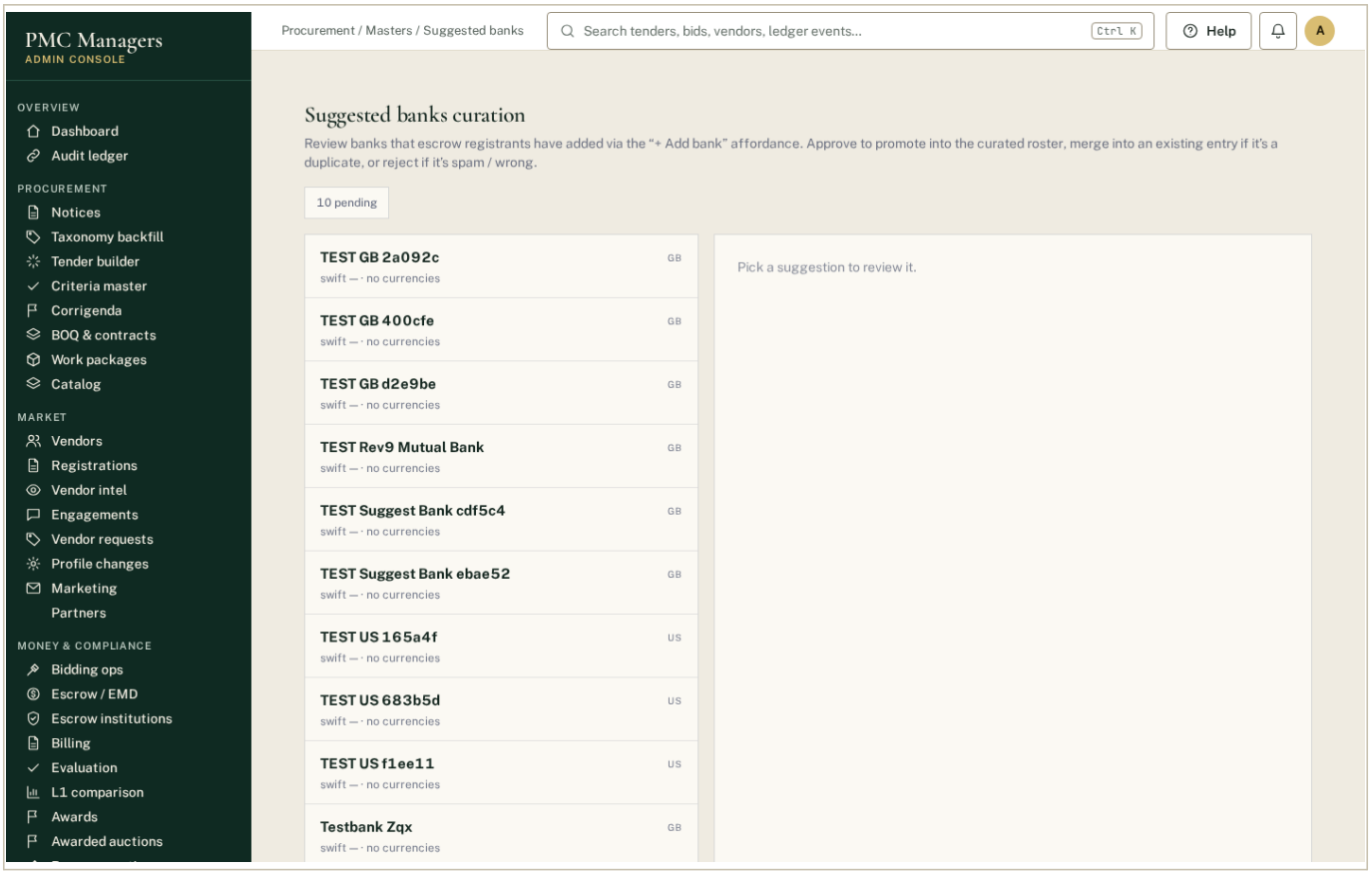
Electronic signature envelopes for award letters and contracts.

Main actions

- Track envelope status

Suggested banks

Screen: `/admin/e/suggested-banks`



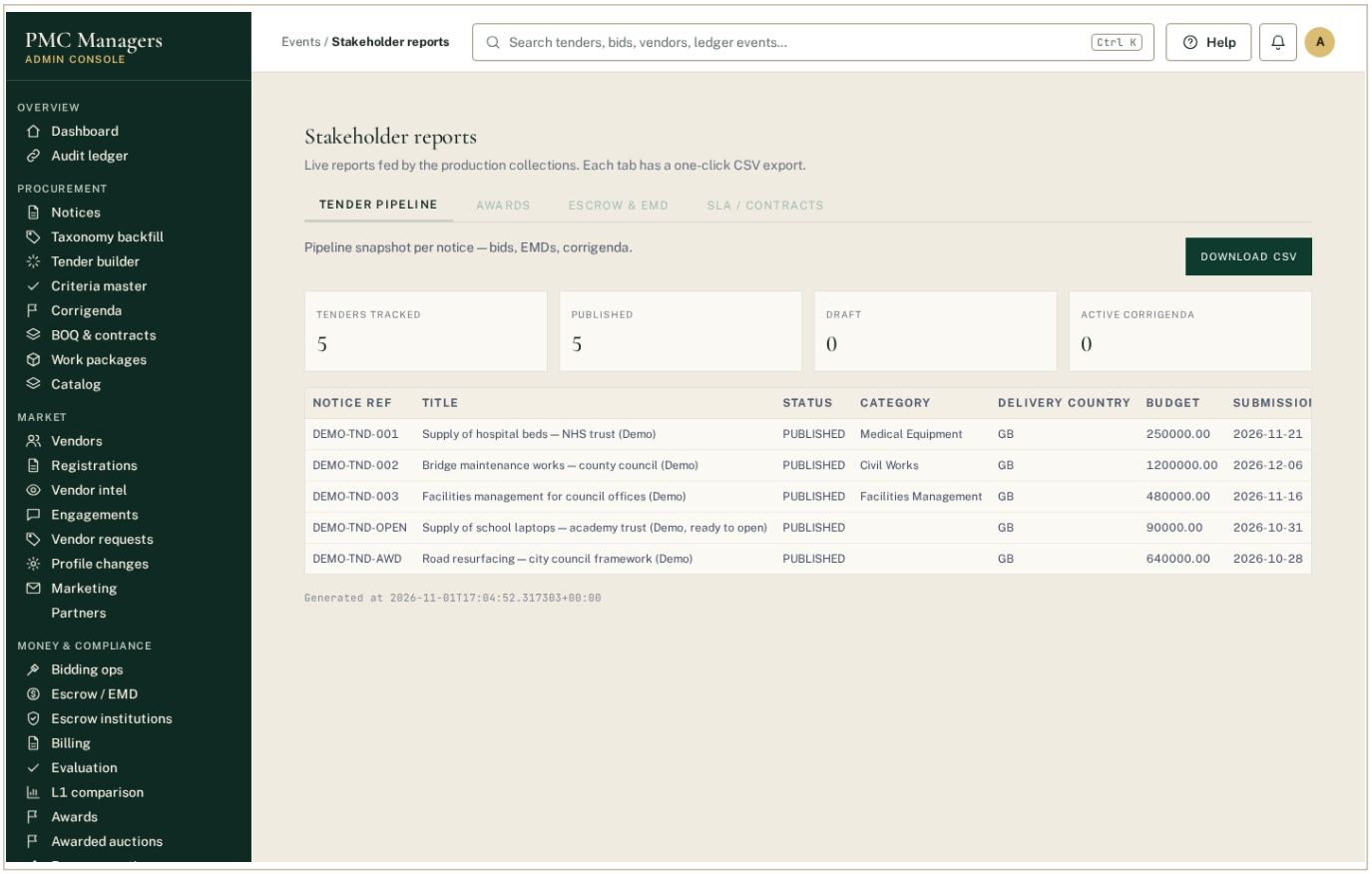
Banks suggested by users to be added as escrow institutions.

Main actions

- Review a suggestion

Stakeholder reports

Screen: `/admin/e/stakeholder-reports`



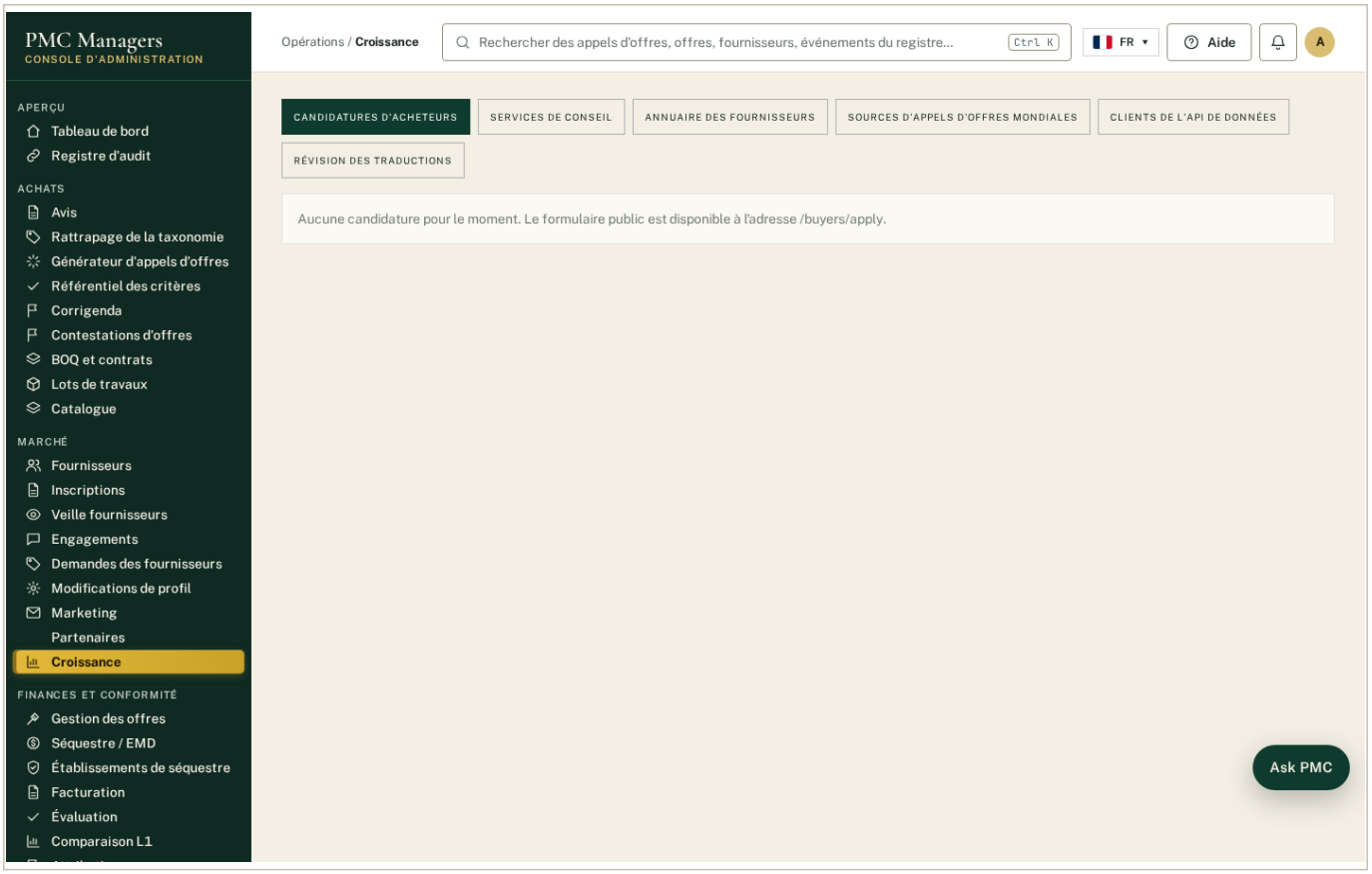
Board and sponsor reports: tender volumes, savings, timelines and compliance.

Main actions

- Generate a report
- Download PDF

Growth tools

Screen: `/admin/e/growth`



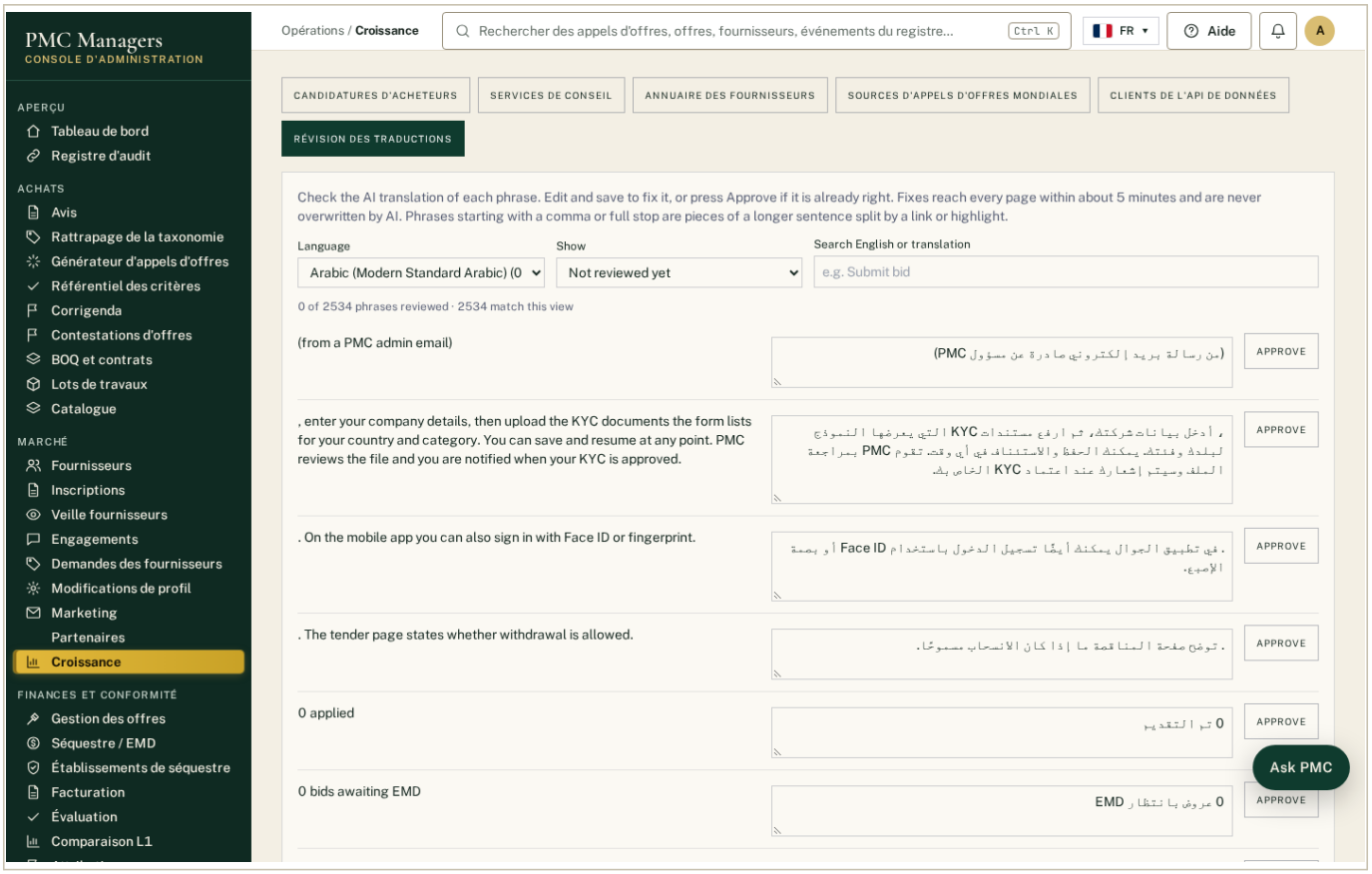
Buyer applications, consultancy services, supplier directory, global tender sources and Data API clients in one screen.

Main actions

- Approve or reject buyer applications
- Feature a supplier
- Fetch tenders from a source
- Create a Data API key

Translation review

Screen: `/admin/e/growth?tab=translations`



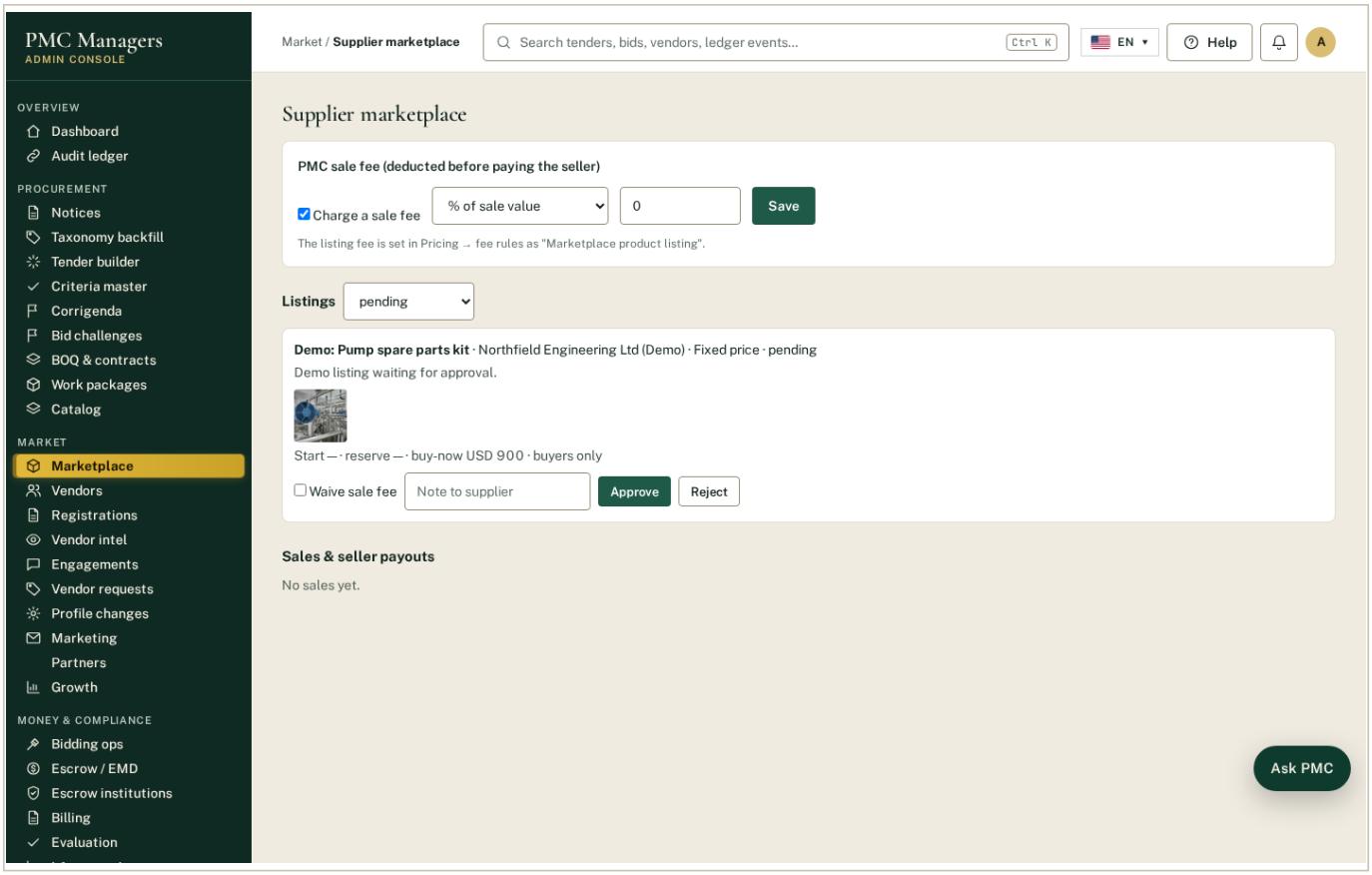
Native speakers check the AI translations used across the portal. Approve correct phrases or save a fix; reviewed phrases are never overwritten by AI.

Main actions

- Approve a translation
- Save a fix

Marketplace approvals

Screen: `/admin/e/market`



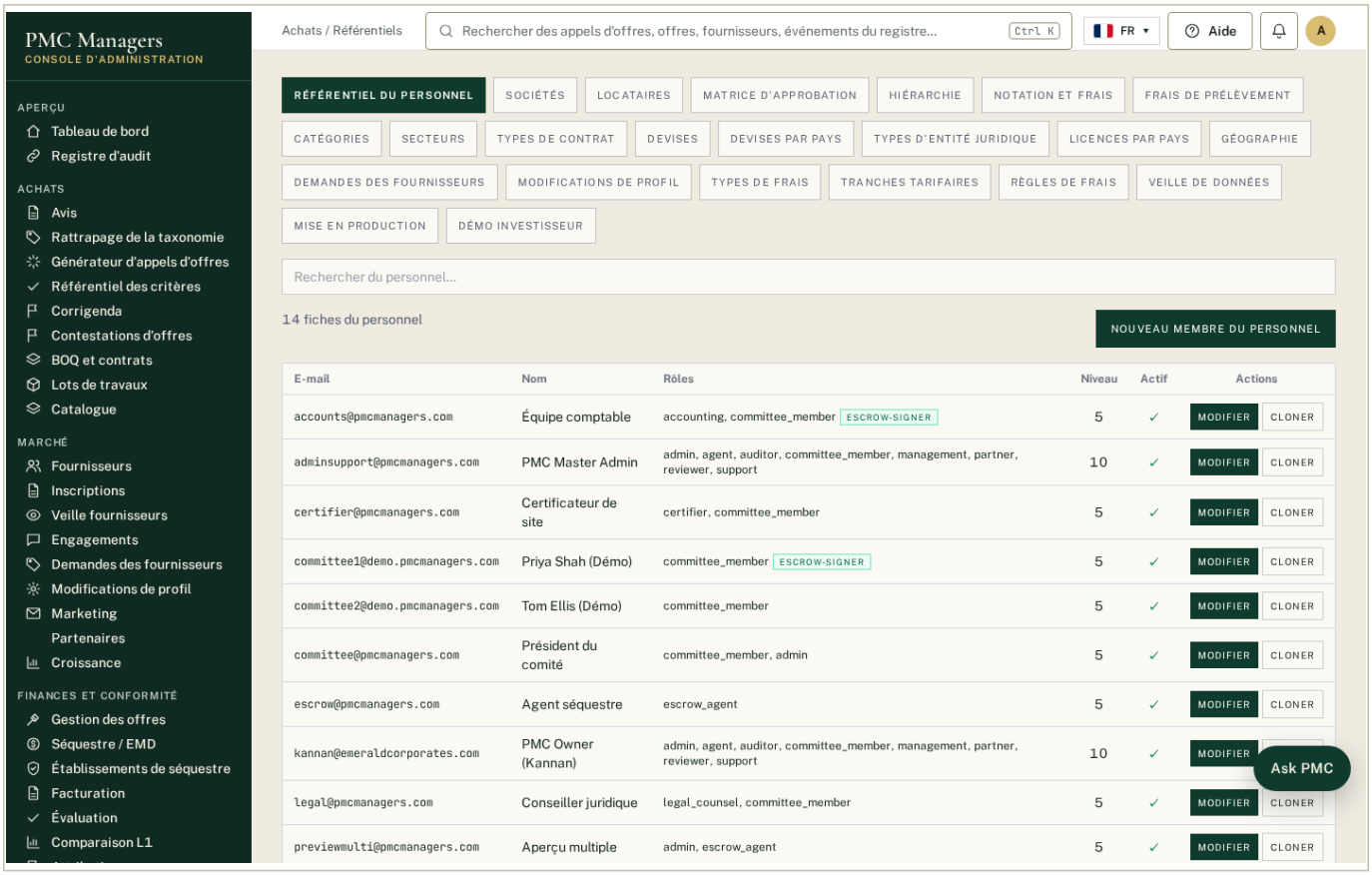
Every supplier listing is approved here before buyers see it. Set the PMC sale fee, waive it for a listing, and record seller payouts.

Main actions

- Approve or reject a listing
- Set the sale fee
- Mark seller paid

Masters and fee rules

Screen: `/admin/e/masters`



Master lists, including pricing bands (country groups), tier names and fee rules for publishing, bids, awards, AI tools, featured listings and the Data API.

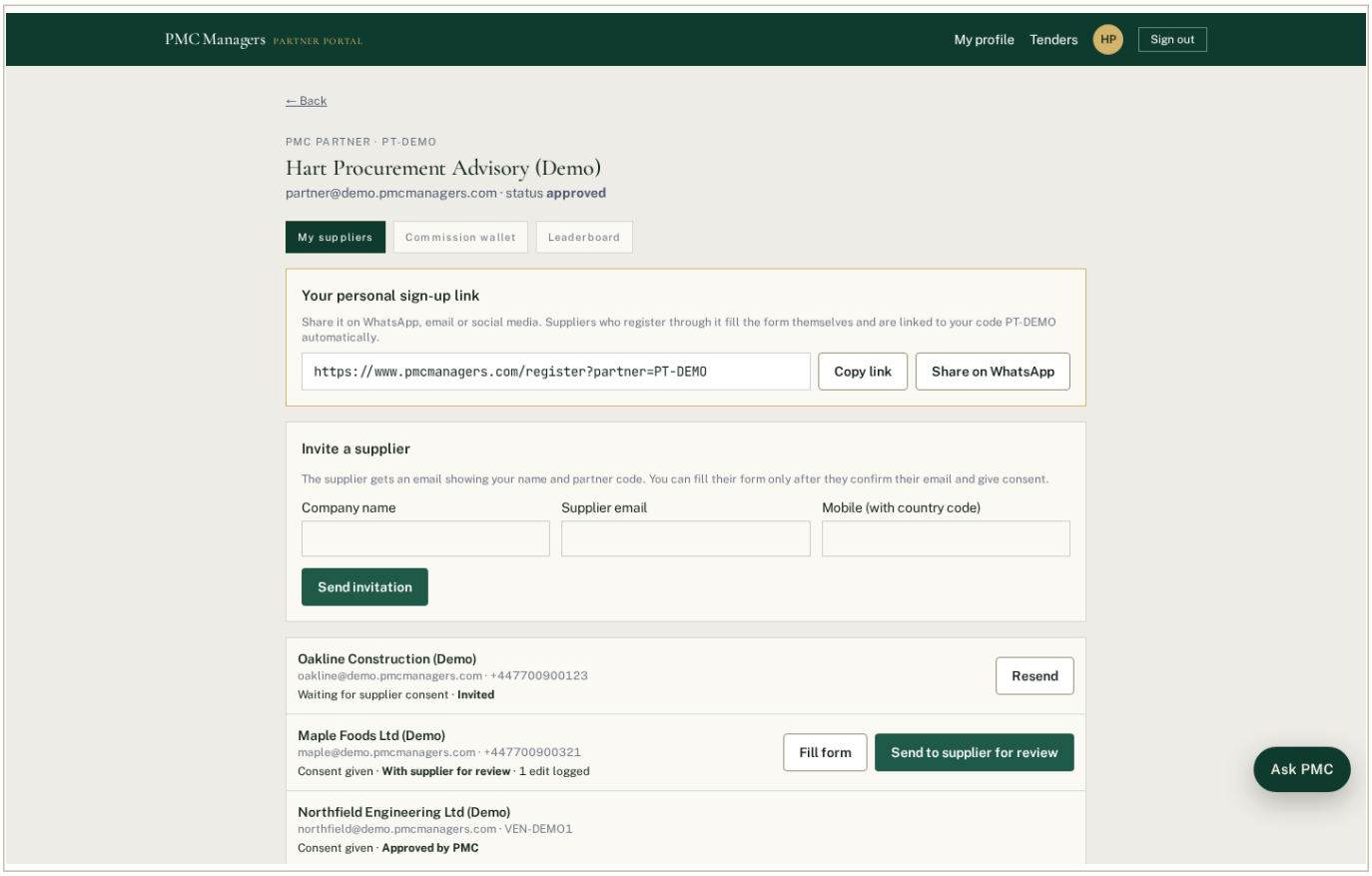
Main actions

- Edit a pricing band
- Change a fee or set it to waived

7 · Partner portal — screen tour

Partner profile

Screen: `/partner/me`



Partners complete four sections (profile, banking, documents, agreement) with a progress bar; the form opens where they left off. After approval they onboard suppliers and see commission.

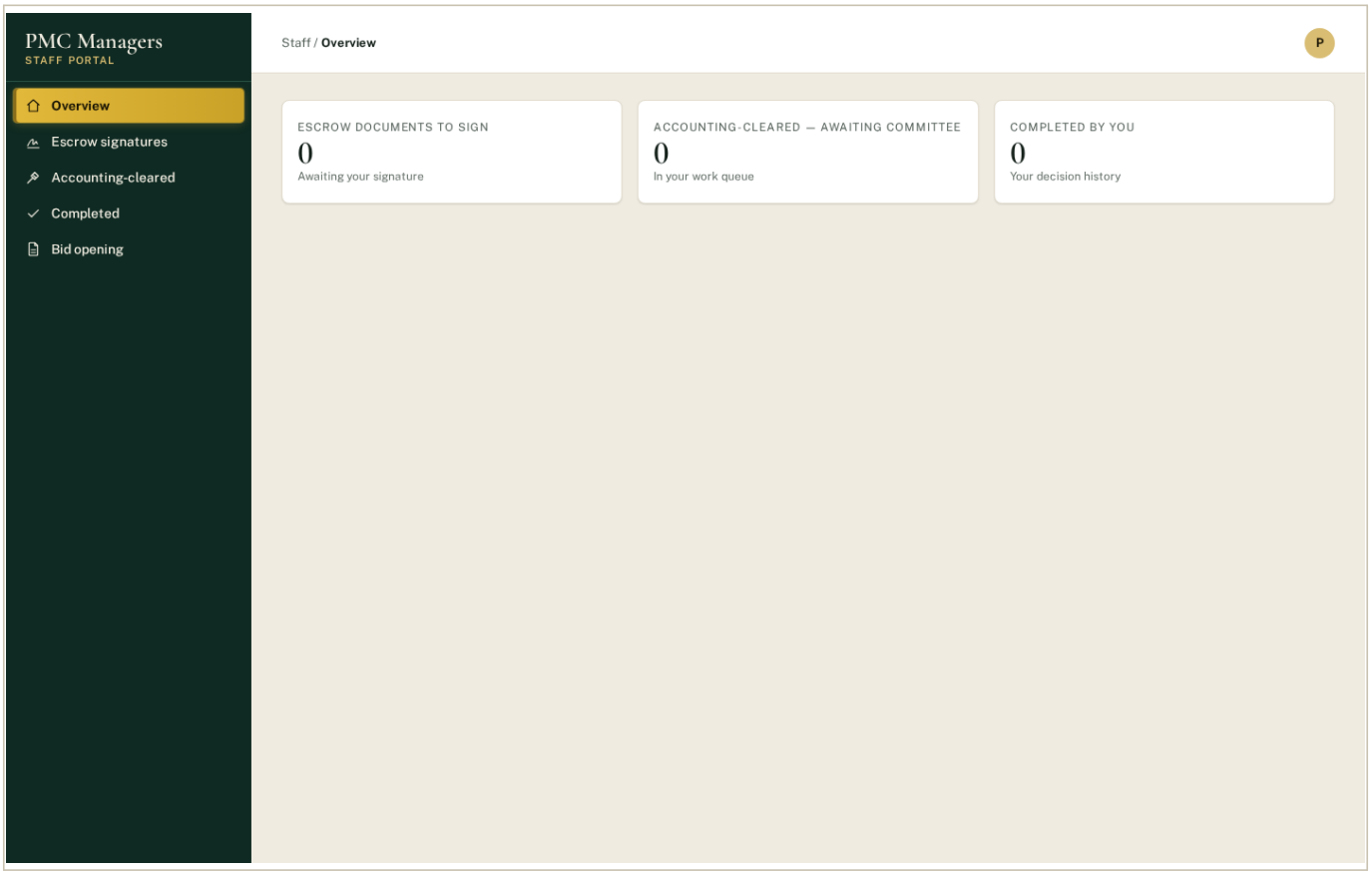
Main actions

- Complete each section
- Sign the agreement
- Submit for approval

8 · Staff portal — screen tour

Staff portal (committee)

Screen: `/staff`



Committee members and other staff see their tasks: tenders to open, proofs to review, bids to sign off and award.

Main actions

- Approve an opening
- Accept / reject proofs
- Award

9 · Deep-dive: Tender builder & AI DPR

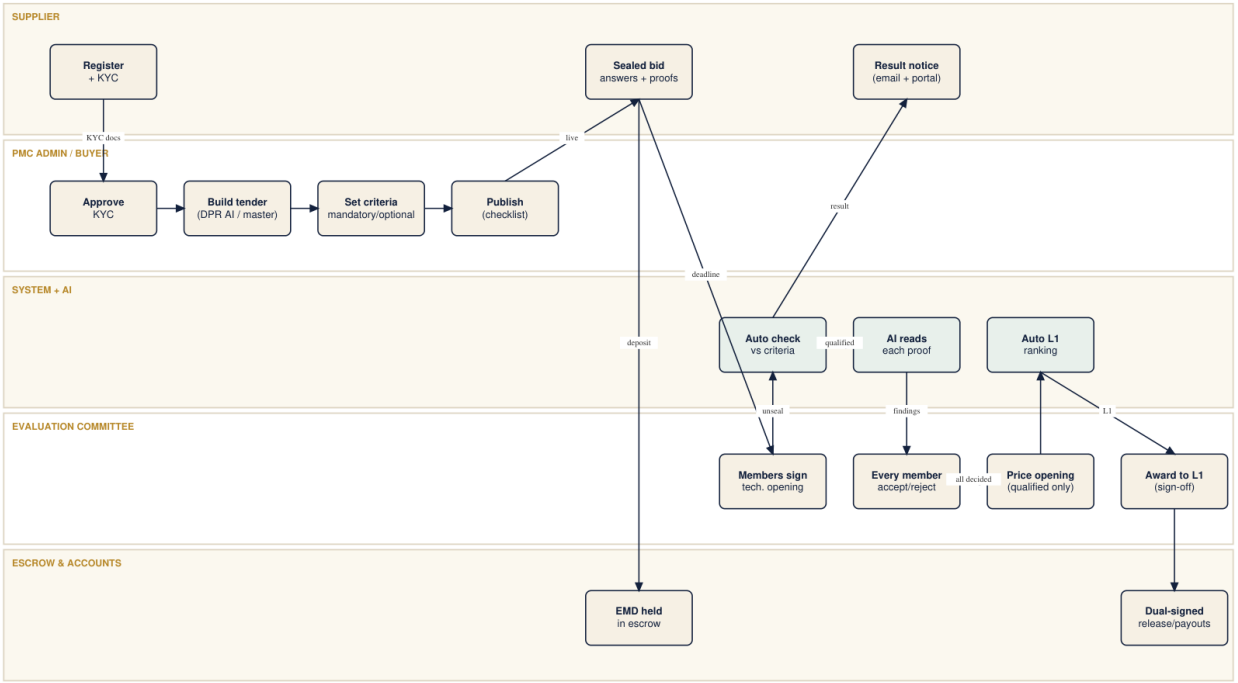
1. Tender builder › AI generate from DPR: pick country, a master template (or 'build a brand-new master'), upload up to 3 DPRs (PDF/DOCX/TXT, max 100 MB each).
2. Analyze runs in the background; each file shows progress, extracted headings and missing categories.
3. Create AI-drafted tenders, review every section, then use Criteria and Create notice.

If upload fails with 'status code 413' on AWS, the backend bundle was deployed without the .platform/nginx upload-size setting — redeploy the full backend ZIP (see chapter 13).

10 · Deep-dive: Criteria, sealed bids, opening & AI proof review

1. Criteria come from the Criteria master or saved sets, AI-read from the tender document, or one-off. Each is pass/fail or scored, Mandatory or optional, with proof required or not.
2. Rule: a bid qualifies if it meets every mandatory criterion and at least N of the optional ones (blank = all).
3. Publish needs: main document, future deadline, at least one must-pass criterion (checklist on the draft row). Live tenders without bids can still change criteria.
4. Suppliers must answer mandatory items with proofs; everything is sealed on submit.
5. After the deadline every committee member signs the technical opening; the system checks every bid and emails result notices.
6. AI reads each must-pass proof of qualified bids: Matches / Does not match / Unclear + figure found.
7. Every member accepts or rejects each proof (comment to reject). Mandatory rejection disqualifies; optional rejection disqualifies only below the minimum.
8. Doubts can be raised and resolved with notes. Download the proof check report (PDF) for the file.

PMC tender lifecycle — process flow



- Lanes show who acts. Green boxes are automatic (system or AI). Bids stay sealed until the committee signs each opening.
- A bid qualifies if it meets every mandatory criterion and at least the minimum number of optional criteria; the AI only flags proofs, the committee decides (all must accept).
- Price opening is blocked until every proof is decided; L1 runs automatically; award needs certifier, legal and accounting clearance.

PMC Managers · PMC tender lifecycle — process flow Page 1

11 · Deep-dive: Price opening, L1, award & escrow

1. Price opening is blocked until every proof is decided; only qualified bids' prices open.
2. L1 ranking runs automatically and shows on the opening card.
3. Award to L1 (committee member, one click + note) requires certifier, legal and accounting clearance on the L1 bid. Weighted tenders use the Award recommendation report.
4. On award: award letter and contract are generated; the winner is emailed 'Congratulations — your bid is awarded'; every other bidder is emailed that the tender went to another supplier, why (criteria failed, disqualified with the committee's note, or their L-rank and the awarded price) and their EMD refund date.
5. Escrow releases need two signatures; consortium awards create per-member payment instructions with bank references and a downloadable payout report.

12 · Partners, reminders & tracking

1. Admin invites a partner; partner completes Profile, Banking, Documents, Agreement (progress bar 'N of 4').
2. Reminder emails go 3 and 7 days after joining if unfinished (daily 09:00 London).
3. Every tender shows a progress line (Criteria → Bids → Opening → Proof review → Price → L1 → Award) on Notices and on the dashboard.

13 · Troubleshooting playbook

Symptom	Likely cause	Fix
Upload fails: status code 413	Web server body limit on AWS	Redeploy full backend ZIP with .platform
AWS health 'Degraded'	Failing health checks or 5xx	EB › Health › causes; check /health and logs
Old screens after deploy	CloudFront cache	Invalidate /*
Emails not arriving	Email key missing/invalid	Update the email secret and redeploy
Price opening blocked	Proof review or doubt pending	Decide every proof / resolve doubts
Award to L1 refused	L1 bid not cleared	Complete certifier, legal, accounting clearances
Supplier can't submit	Mandatory criterion or proof missing	Answer all mandatory items

14 · Sample workflow — one tender end to end

1. Admin drafts 'Hospital beds supply' from a DPR and adds 3 mandatory + 2 optional criteria (at least 1 optional), L1.
2. Checklist all ticked → Publish.
3. Three suppliers bid; one misses a mandatory proof and cannot submit until fixed.
4. Deadline passes; committee signs; 2 bids qualify, 1 fails (turnover below 500,000) and is notified.
5. AI flags a mismatch on one proof; one member rejects with a comment → that bid is disqualified.
6. Price opening; L1 = remaining bid; clearances done; Award to L1; letters and emails go out; EMDs of others scheduled for refund.

15 · Procurement policy: criteria & qualification

Purpose. Make sure every tender is judged by clear, published criteria applied the same way to every bidder.

Rule	What it means
Published criteria only	Bids are judged only on the criteria shown in the tender. Criteria come from the Criteria master or are added by the tender author and saved before publishing.
Mandatory vs optional	The tender author marks each pass/fail criterion Mandatory (must be met) or optional and sets the minimum number of optional criteria a bidder must meet (blank = all).
At least one must-pass	A tender cannot be published without at least one must-pass criterion (publish checklist).
Changing criteria	Allowed on a live tender only while it has no bids; once a bid arrives criteria lock. Any other change is a corrigendum sent to all bidders.
System decides pass/fail	At technical opening the system compares every answer with the rule. Nobody can override a pass/fail directly; the committee can only raise a logged doubt and decide it.
Consortium rules	Each criterion says whether the lead, the combined members or every member must meet it.

16 · Proof review policy (AI + committee)

Purpose. Check that the documents bidders attach actually support what they declared.

Rule	What it means
Sealed until opening	Proof files are encrypted on upload and cannot be opened by anyone before the committee signs the technical opening.
AI reads, people decide	For qualified bids the AI reads each must-pass proof and records Matches / Does not match / Unclear with the figure found. The AI never passes or fails a bid.
Unanimous acceptance	Every committee member must accept a proof for it to stand. One rejection (with a written comment) fails that proof.
Effect of a rejection	Mandatory proof rejected → bid disqualified. Optional proof rejected → disqualified only if the bid falls below the minimum optional criteria.
Unreadable files	Word/Excel or unreadable scans are marked 'check by hand'; the committee must still open and decide them.
Price opening gate	Price envelopes cannot be opened until every proof on every qualified bid is decided and every doubt resolved.
Record	The proof check report (PDF) is downloaded and kept on the tender file.

17 · Evaluation & award policy (L1 / weighted)

Purpose. Award fairly and transparently to the right bidder.

Rule	What it means
Method set in advance	Each tender states before publishing whether the winner is the lowest compliant price (L1) or weighted technical + price marks.
Only qualified bids ranked	Only bids that passed criteria and proof review have prices opened and are ranked.
Automatic L1	L1 ranking runs automatically at price opening; compliance flags (e.g. suspiciously low, above budget) are shown for the committee.
Clearances before award	The winning bid must have certifier, legal and accounting clearance before award.
Award to L1	A committee member awards with one click and a note; the action is recorded in the audit ledger.
Notices to bidders	The winner is congratulated; every other bidder is told why they were not selected (criteria failed, disqualified with the committee's note, or their L-rank and the awarded price) and their EMD refund date.

18 · Code of ethics & conflict of interest

Purpose. Protect the integrity of every tender.

Rule	What it means
Declare conflicts	Committee members declare any interest in a bidder before signing an opening; a conflicted member steps aside.
No contact during evaluation	Committee members do not discuss a live tender with bidders; clarifications go through the platform's messages.
Gifts	No gifts or hospitality from bidders during a tender.
Confidentiality	Bid contents, scores and committee comments are confidential until the award notice.
Reporting	Concerns are raised to the PMC integrity officer; retaliation is prohibited.

19 · Data protection, retention & deletion

Purpose. Handle personal and commercial data lawfully and securely.

Rule	What it means
Minimum data	Collect only what tendering, KYC and payments need.
Encryption	Bid answers, prices and bid files are encrypted at rest; access is by role.
Soft deletion	Records are archived, not erased, to keep the audit trail. Narrow, explicit deletion only on a verified request.
AI processing	Only proof files of qualified bids are sent to the AI, after technical opening, to read the figures.
Secrets	API keys and passwords live only in the server's secret settings — never in documents, chat, email or Git. If one leaks, revoke and replace it immediately.
Retention	Tender records and audit ledger kept for the period required by the buyer's regulations (typically 7 years).

20 · Incident response

Purpose. Act quickly and consistently when something goes wrong.

Step	Owner	Action
1 Detect	Anyone	Report via the help desk or integrity email; note time and screen.
2 Contain	PMC admin	Suspend affected accounts or tender; revoke leaked keys at the provider and replace them in AWS.
3 Assess	PMC admin + IT	Use the audit ledger to see what happened and who was affected.
4 Notify	PMC lead	Tell affected buyers/suppliers; regulators where required (e.g. 72 hours for personal data breaches).
5 Recover	IT	Redeploy clean bundles, verify chain, re-open the tender if needed.
6 Learn	PMC lead	Write a short review and update this manual.

21 · Complaints, appeals & escalation

Purpose. Give bidders a clear route to question a decision.

Stage	Who	Time
Clarification	Bidder asks via messages; PMC replies	3 working days
Complaint	Bidder writes to PMC within 5 days of the result notice	Acknowledged in 2 days
Review	PMC officer not involved in the tender reviews the record (proof check report, audit ledger)	10 working days
Appeal	Buyer's appeal body or vendor-intel appeal process	As per buyer rules

22 · RACI matrix

Purpose. Who does what in each tender step.

Activity	Responsible / Accountable	Consulted / Informed
Build tender & criteria	Admin (R), Buyer (A)	Reviewer (C)
Publish	Admin (R/A)	Suppliers (I)
Technical opening	Committee (R), Chair (A)	Suppliers (I)
Proof review	Every committee member (R), Chair (A)	AI (C)
Price opening & L1	Committee (R/A)	Accounting (I)
Clearances	Certifier, Legal, Accounting (R)	Committee (I)
Award	Committee member (R), Chair (A)	All bidders (I)
Escrow release	Two escrow signatories (R/A)	Accounts (I)

23 · Templates

Committee minutes — technical opening

```
Tender: _____ Date/time: _____ Chair: _____
Members present and conflict declarations: _____
Bids received: __ Qualified by system: __ Not qualified: __
Proof review decisions (attach proof check report): _____
Doubts raised and resolution: _____
Signatures: _____
```

Proof rejection comment

```
Criterion: _____ Bid: _____
What the document shows: _____ What was declared: _____
Reason for rejection: _____
```

Award notice (L1)

```
Tender _____ has been awarded to _____ at _____ (lowest compliant price).
Ranking of qualified bids: L1 _____, L2 _____, L3 _____
Bids not qualified and reasons: _____
EMD refunds due by: _____
```

Corrigendum

```
Tender: _____ Corrigendum no.: _____ Date: _____
What changes: _____ New deadline (if any): _____
Reason: _____
```

Clarification reply

```
Question received: _____ From: (kept anonymous)
Answer (shared with all bidders): _____
```

24 · Service levels

Purpose. Target response times.

Item	Target
Supplier KYC review	2 working days
Tender review (supplier-prepared)	3 working days
Clarification answer	3 working days
Proof review after technical opening	5 working days
Award after price opening	10 working days
EMD refund to losing bidders	14 days after award
Partner approval	3 working days

25 · What's new: fees, growth tools & languages

This chapter covers the features added in the latest releases. Each one also has a help guide and a video in the Help Centre.

Pricing bands & fee rules

1. Countries are grouped into pricing bands. Band names, tier names and the fee for each band are edited in **Masters → Fee rules**; nothing is fixed in code.
2. Before a tender is published, an admin opens **Fees** on the notice and ticks **Charge** or **Waive** for each fee. Publishing is blocked until the fees are confirmed.
3. The award fee rate is set per band (for example 0.30% today, any other rate or waived tomorrow). At publishing the admin also chooses who pays it: the buyer or the supplier.
4. When the award is completed, a Stripe payment link is sent automatically to the payer and is shown to admin accounts for follow-up.
5. Supplier bid fees: for each new supplier the admin decides whether extra categories are charged or waived.
6. Waivers can be approved by the Master Admin, an Admin or a Reviewer. Every decision is audit-logged.

Supplier AI tools & saved alerts

1. **AI tender tools**: a supplier uploads any tender document (or picks a PMC tender) and gets a summary of eligibility, turnover, experience, EMD, fees, key dates and required documents.
2. **Bid readiness check**: compares the tender with the company profile and lists missing documents and disqualification risks.
3. Both are charged per use; the price, or a waiver, is set by the admin in Fee rules.
4. **Saved alerts**: suppliers save keywords, countries, value range and buyers and get matching PMC and global tenders instantly, daily or weekly.

Growth tools (admin → Growth)

Tab	What it does
Buyer applications	Organisations apply at /buyers/apply; approve to create the organisation code, or reject.
Consultancy services	Create the services shown on /consultancy and track each request.
Supplier directory	Feature a supplier for premium visibility in /suppliers/directory.
Global tender sources	Turn sources on or off and fetch tenders (World Bank, EU TED, and a pipe ready for a licensed paid provider).
Data API clients	Issue API keys with daily limits so outside businesses can read tender data.
Translation review	Native speakers approve or correct the AI translations.

Languages

1. The whole portal (public site, supplier portal, admin and staff portals) is available in 14 languages: English, Russian, Kazakh, Simplified Chinese, Traditional Chinese, Spanish, French, German, Hindi, Malay, Bahasa Indonesia, Korean, Japanese and Arabic (right-to-left).
2. The flag button at the top of every page (bottom-left on phones) changes the language. Everything on screen is translated, including tender titles and descriptions.
3. Public pages have their own address per language, for example /fr/buyers, so search engines show the site in each language.
4. Ask PMC answers in the chosen language, help videos have a voice-over in each language, and this manual is published in all 14 languages.
5. Translations are made by AI and checked by native speakers in **Growth → Translation review**. Reviewed phrases are never overwritten by AI.

26 · What's new: Supplier Marketplace & AI catalogue import

Suppliers can now sell products directly to verified buyers without running a tender. Every listing is approved by PMC first. Each part below also has a help guide and a video in the Help Centre.

Ways to sell

Sale method	How it works
Timed auction	Starting price, optional hidden reserve, minimum bid step and closing time. The highest bid at closing wins.
Best offer	Buyers send offers until a deadline; the supplier accepts the one they want.
Fixed price	Buy now at the price the supplier sets.

A supplier can switch on any mix of the three for each product and chooses whether only verified buyer organisations, or any verified account, may take part.

Supplier: add products (Sell products)

1. Open **Sell products** and click **Add a product**. Enter the details, click **Upload photos** (up to 12) and **Attach spec sheet** for PDF datasheets (up to 6).
2. Tick the sale methods and prices, check what you will receive after the PMC fee, then click **Submit for approval**.

Supplier: import a catalogue with AI

1. Click **Import from a catalogue with AI** and choose a PDF catalogue, brochure or a JPG/PNG photo of a page (up to 25 MB; the first 30 pages are read).
2. AI reads the file in 1 to 3 minutes and lists every product with its photo, a description, category, unit and specifications. Photos are taken from the PDF, or cut out of the page when the page is a scan or photo.
3. For each product the supplier decides: keep it or untick it; use the AI description (and edit it) or **Write my own**; add the specifications or not; which photos to keep, add or upload; and whether to attach the catalogue PDF as a spec sheet.
4. **Create draft listing(s)** saves the chosen products as drafts marked *set price & how to sell*. A draft cannot be submitted until the supplier opens **Edit** and sets the sale method and price.
5. AI only uses facts in the document; it never adds prices or certifications. Reading a catalogue is free unless an admin sets a fee for **AI catalogue reading** in Pricing; a failed reading is never charged.

Admin: approvals, fees and payouts (Marketplace)

1. Every listing waits in **Admin** → **Marketplace**. Check the photos, spec sheets and prices, then **Approve** or **Reject** with a note.
2. The PMC **sale fee** is a percentage or a fixed amount, or switched off. It can be waived for one listing when approving it. The listing fee is set in **Pricing** → **fee rules** → **Marketplace product listing**.
3. The buyer pays PMC through a secure Stripe link from **My bids & purchases**. The order shows the PMC fee and the seller's bank details; the admin pays the balance and clicks **Mark seller paid** with the transfer reference. Automatic split payouts are not switched on.

Buyers: the public Marketplace

1. **Marketplace** in the top menu lists approved products with photos, spec sheets, price or current bid and closing time.
2. Verified buyers bid, send an offer or click **Buy now**; purchases are paid from **My bids & purchases** by **Pay securely**.
3. In the iPhone app the buy and pay buttons are hidden; buyers pay on the website.

27 · Glossary

Term	Meaning
DPR	Detailed project report used to draft a tender
EMD	Earnest money deposit held in escrow with a bid
L1	Lowest compliant price among qualified bids
Mandatory criterion	Must be met by every bidder
Optional criterion	Counts toward the minimum number the tender sets
Proof review	AI finding + unanimous committee decision on each proof
Corrigendum	Formal change to a live tender sent to every bidder
Consortium	Registered suppliers bidding together
Sealed bid	Encrypted until the committee signs the opening

Appendix — Module guide & video index

Generated 2026-11-09 from the live help content. 55 modules · 55 with video walkthroughs.

Dashboard — Analytics

Where: /admin?tab=analytics · Help page: https://www.pmcmanagers.com/help/admin-dashboard

Video (61 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-dashboard.mp4

The Dashboard tab is the Admin's operational overview. It shows the supplier funnel (Draft → Submitted → Approved), open notice counts, bidder engagement metrics, and any SLA breaches across the platform. Owned by the Master Admin; visible to all admin roles.

Review the supplier funnel and KPIs

1. Log in via /login as an admin.
2. Land on /admin — you're on the Dashboard tab by default.
3. Review top drill-cards: AI Anomaly · Pipeline Funnel · Top-Priced Bids.
4. Review KPI tiles: Published Notices · Vendors · Bids · Awarded · Active Contracts.
5. Click any drill card to open the inline itemized breakdown table below.

Run AI anomaly scan on a commercial bid

6. Scroll down to 'AI Anomaly Detector' section on the Dashboard.
7. Select a bid from the dropdown.
8. Click 'RUN AI CHECK'.
9. Inspect the anomaly score (0-100%), price deviation %, risk flags, and explanatory narrative.

Notices

Where: /admin?tab=notices · Help page: https://www.pmcmanagers.com/help/admin-notices

Video (69 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-notices.mp4

The Notices module is where you draft, review, publish, corrigenda, and archive tender notices. Every published notice appears on the public notice board (/) and drives all downstream flows: registration, bidding, evaluation, and awards. The Master Admin is the only role that can toggle 'Publish immediately'.

Draft a new tender notice

10. Click NEW NOTICE (top-right of the Notices tab).

11. Fill in Title (≥ 3 chars) and Description (≥ 10 chars).
12. Pick the Type (tender / rfp / rfq) and Country.
13. Optionally attach documents via drag-and-drop.
14. Tick Publish immediately if you are Master Admin — otherwise Save as draft.
15. Click CREATE NOTICE. A green toast confirms creation.

Review and publish a draft notice

16. In the Notices list, filter by status = draft.
17. Click the draft row to open the detail panel.
18. Review title, description, attachments.
19. Tick Publish immediately and click UPDATE — the notice goes live.

Issue a corrigenda on a published notice

20. Open the Corrigenda tab (adjacent to Notices).
21. Click NEW CORRIGENDA and pick the parent notice ref.
22. Describe the change (min 20 chars — this is a legal amendment).
23. Attach the amended clause PDF if any.
24. Click PUBLISH CORRIGENDA. An email is sent to every registered supplier for that notice.

Registrations

Where: /admin?tab=registrations · Help page: https://www.pmcmanagers.com/help/admin-registrations

Video (71 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-registrations.mp4

Registrations is where reviewers approve, reject, or ask for clarification on supplier registration submissions. Each registration is scoped to a status (submitted / under_review / needs_clarification / approved / rejected / draft) and can carry document attachments.

Review a submitted registration

25. Open Registrations tab (/admin?tab=registrations).
26. The default filter is submitted — click any row on the left.
27. Right pane shows: company details, entity type, primary sector, KZ licenses, business description, and uploaded documents.
28. Click View or Download on each document to inspect it.
29. Fill Reviewer notes (required for reject / clarify actions).
30. Click APPROVE, REQUEST CLARIFICATION, or REJECT.

Nudge stale draft applicants

31. Click NUDGE STALE DRAFTS (top-right of the Registrations tab).
32. The button greys out and text changes to Sending….

33. Within ~30 sec a toast appears with the count.

Vendors

Where: /admin?tab=vendors · Help page: https://www.pmcmanagers.com/help/admin-vendors

Video (44 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-vendors.mp4

Vendors is the approved-supplier directory. From here you invite new vendors (single email or bulk CSV), fill in the full registration form on behalf of an offline supplier, filter by verification/active status, and see per-vendor KPI dashboards.

Invite a single vendor

34. Click INVITE VENDOR (top-right of the Vendors tab).
35. Fill vendor email, company name, contact name, and country (default KZ).
36. Click SEND INVITATION.

Bulk-invite vendors from CSV

37. Click BULK INVITE (CSV).
38. Upload a UTF-8 CSV with columns email,company_name,contact_name,country.
39. Click PROCESS CSV.

Bidding Ops

Where: /admin?tab=bidding · Help page: https://www.pmcmanagers.com/help/admin-bidding

Video (43 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-bidding.mp4

Bidding Ops monitors all submitted bids across all notices. View technical & commercial envelopes, bidder profiles, EMD posting status, and disqualifications.

Filter and inspect bids by notice or status

40. Open Bidding Ops tab.
41. Filter by Notice Ref or Status (submitted / under_review / awarded / rejected).
42. Click any bid row to inspect bidder details, submitted price, and attached documents.

Escrow (EMD)

Where: /admin?tab=escrow · Help page: https://www.pmcmanagers.com/help/admin-escrow

Video (45 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-escrow.mp4

Escrow is the governance-first EMD ledger. Every joint account is operated by two officers (one PMC, one escrow institution) and every release requires BOTH to sign the same action.

Create a new joint escrow account

43. Click NEW JOINT ACCOUNT.
44. Enter account display name, institution name, IBAN/SWIFT, and currency.
45. PMC officer: name + email.
46. Escrow officer: name + email (must be distinct).
47. Click CREATE.

Dual-sign an EMD release or refund

48. Locate the transaction in the ledger.
49. Click SIGN · RELEASE TO VENDOR.
50. Confirm action. Signature 1 recorded.
51. The second officer signs using their credentials or magic-link.
52. Click RELEASE (UNLOCKED) to trigger payment payout.

Evaluation

Where: /admin?tab=evaluation · Help page: https://www.pmcmanagers.com/help/admin-evaluation

Video (48 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-evaluation.mp4

Evaluation covers the technical + commercial scoring of bids by the committee: rubric setup, COI declarations, envelope locking, and final Award Report generation.

Configure technical & commercial scoring rubric

53. Enter notice_ref in Evaluation tab.
54. Set criterion weights (must sum to exactly 1.00).
55. Set Commercial weight (e.g. 0.40 for 40%) and Minimum technical cutoff (e.g. 60%).
56. Click SAVE RUBRIC.

Lock Technical and Commercial envelopes

57. Click LOCK TECHNICAL when technical scoring is done.
58. Click LOCK COMMERCIAL when commercial review is finished.
59. Click GENERATE AWARD REPORT to produce L1 winner recommendation.

Corrigenda

Where: /admin?tab=corrigenda · Help page: https://www.pmcmanagers.com/help/admin-corrigenda

Video (40 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-corrigenda.mp4

Issue and audit formal legal amendments to published notices with automated bidder notification.

Publish a corrigendum amendment

60. Select the parent notice from the dropdown.
61. Provide a clear amendment summary (≥ 20 characters).
62. Upload the amended specification PDF if applicable.
63. Click PUBLISH CORRIGENDA.

Tender Builder

Where: /admin?tab=tender-builder · Help page: https://www.pmcmanagers.com/help/admin-tender-builder

Video (41 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-tender-builder.mp4

Modular template-driven notice composer with AI-assisted drafting, DPR document ingestion, and master libraries.

Generate section draft with AI copilot

64. Select a draft template or clone a master.
65. Navigate to the desired section (e.g. Scope of Work).
66. Click BUILD WITH AI.
67. Review the generated 280-360 word draft; accept or edit.

Ingest 100MB+ DPR / Tender document

68. Click ANALYSE DPR.
69. Upload document (PDF, DOCX, or TXT up to 200MB).
70. Monitor real-time progress bar through chunk map-reduce phases.
71. Inspect auto-extracted sections and headers.

Awards & POs

Where: /admin?tab=awards · Help page: https://www.pmcmanagers.com/help/admin-awards

Video (45 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-awards.mp4

Finalize evaluated tenders, issue Letters of Award (LOA), generate Purchase Order numbers, and transition to contract.

Issue Letter of Award (LOA)

72. Select the tender notice and winning bid.
73. Review agreed contract value, currency, and payment milestones.
74. Click ISSUE LOA.
75. System routes LOA to DocuSign for contractor and PMC countersignature.

DocuSign

Where: /admin?tab=docusign · Help page: https://www.pmcmanagers.com/help/admin-docusign

Video (37 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-docusign.mp4

Monitor and manage legally-binding electronic signature envelopes for Contracts, LOAs, NDAs, and Variations.

Track envelope lifecycle and download signed PDF

76. Open DocuSign tab to view all envelopes.
77. Inspect status: sent · delivered · completed · declined.
78. For completed envelopes, click DOWNLOAD COMBINED PDF.

Reverse Auctions

Where: /admin?tab=auctions · Help page: https://www.pmcmanagers.com/help/admin-auctions

Video (43 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-auctions.mp4

Real-time reverse-auction rooms with dynamic price decrement, floor controls, and anti-sniping clocks.

Configure and start live reverse auction

79. Click NEW AUCTION.
80. Select Notice Ref, starting ceiling price, floor price, and minimum decrement.
81. Set duration (minutes) and anti-sniping window (seconds).
82. Click START AUCTION when ready.

Meetings

Where: /admin?tab=meetings · Help page: https://www.pmcmanagers.com/help/admin-meetings

Video (39 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-meetings.mp4

Schedule and conduct pre-bid conferences, technical clarification rounds, and committee sessions.

Schedule pre-bid or committee meeting

83. Click SCHEDULE MEETING.
84. Enter subject, agenda, associated Notice Ref, date/time, and duration.
85. Add invitee emails (vendors, evaluators, observers).
86. Click CREATE & SEND INVITES.

L1 Comparison

Where: /admin?tab=l1 · Help page: https://www.pmcmanagers.com/help/admin-l1

Video (38 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-l1.mp4

Automated side-by-side comparative statement engine generating L1/L2/L3 commercial rankings.

Generate L1 comparative analysis

87. Select Notice Ref from the dropdown.
88. Click RUN L1 COMPARISON.
89. Review comparative table showing normalized pricing, currency conversions, and ranking.

BOQ & Contracts

Where: /admin?tab=boq · Help page: https://www.pmcmanagers.com/help/admin-boq

Video (45 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-boq.mp4

Bill of Quantities (BOQ) line-item editor, CSV ingestion, unit-rate validation, and post-award milestone tie-back.

Upload or edit Bill of Quantities items

90. Select target notice or contract.
91. Click UPLOAD BOQ CSV or manually add line items.
92. Specify item description, quantity, unit of measurement, and estimated unit rate.
93. Save BOQ baseline.

Vendor Intel

Where: /admin?tab=vintel · Help page: https://www.pmcmanagers.com/help/admin-vintel

Video (39 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-vintel.mp4

Vendor risk intelligence, performance scorecards, watchlist moderation, and regulatory debarment enforcement.

Assign vendor performance score and tier band

94. Locate vendor in the table.
95. Click MANAGE INTEL.
96. Set Score (0-100) and Band (excellent / good / fair / poor / blacklisted).
97. Click SAVE RATING.

Masters

Where: /admin?tab=masters · Help page: https://www.pmcmanagers.com/help/admin-masters

Video (33 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-masters.mp4

Global system reference data: UNSPSC categories, KZ license codes, EMD rate slabs, and currencies.

Configure EMD calculation slabs

98. Select country (e.g. Kazakhstan).
99. Define value brackets, percentage rates, floor, and ceiling amounts.
100. Click SAVE SLABS.

Permissions

Where: /admin?tab=permissions · Help page: https://www.pmcmanagers.com/help/admin-permissions

Video (34 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-permissions.mp4

Role-Based Access Control (RBAC) matrix governing permissions across Tenders, RFPs, and RFQs for all staff roles.

Update role capability matrix

101. Review matrix grid mapping Roles to Document Types.
102. Toggle permission checkboxes.
103. Click SAVE MATRIX.

Packages

Where: /admin?tab=packages · Help page: https://www.pmcmanagers.com/help/admin-packages

Video (38 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-packages.mp4

Kazakhstan Integrated Development Programme multi-package procurement tracker and cross-notice bundling.

Create and track integrated work package

104. Click NEW PACKAGE.
105. Enter package code, name, sector, budget, and target completion date.
106. Link published tender notices to the package.
107. Save package.

Audit

Where: /admin?tab=audit · Help page: https://www.pmcmanagers.com/help/admin-audit

Video (37 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-audit.mp4

Immutable, cryptographically verifiable audit log recording every actor, action, timestamp, IP, and entity mutation.

Query and verify immutable audit trail

108. Filter by Actor, Entity Type (notice, bid, escrow, user), or Date Range.
109. Inspect full event JSON payload including before/after deltas.
110. Click VERIFY LOG INTEGRITY.

Product Catalog

Where: /admin?tab=catalog · Help page: https://www.pmcmanagers.com/help/admin-catalog

Video (40 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-catalog.mp4

Procurement platform product catalog managing advisory packages, tender fee tiers, and Stripe checkout links.

Create and configure catalog service package

111. Click NEW PRODUCT.

112. Set Name, Side (client / supplier / both), Pricing Model (fixed, range, percentage, monthly), Currency, and Amount.
113. Attach UNSPSC classification.
114. Click SAVE PRODUCT.

Engagements

Where: /admin?tab=engagements · Help page: https://www.pmcmanagers.com/help/admin-engagements

Video (43 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-engagements.mp4

Manage custom quote requests, buyer engagements, and one-click Stripe payment invoice generation.

Quote and invoice custom service request

115. Locate requested engagement in table.
116. Click QUOTE.
117. Enter quoted amount, currency, valid-until date, and scope notes.
118. Click SAVE QUOTE.
119. Click INVOICE to generate a direct Stripe checkout link for the buyer.

Vendor Portal

Where: /vendor · Help page: https://www.pmcmanagers.com/help/vendor-portal

Video (50 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/vendor-portal.mp4

Supplier operating dashboard for searching tenders, submitting encrypted bids, posting EMDs, and joining reverse auctions.

Submit a bid on an open tender

120. Log in via /login → Registered Vendors.
121. Browse open tenders under Tenders tab.
122. Click SUBMIT BID on the target notice.
123. Upload Technical Envelope PDF and enter Commercial price proposal.
124. Acknowledge compliance declarations and submit.

Staff Portal

Where: /staff · Help page: https://www.pmcmanagers.com/help/staff-portal

Video (37 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/staff-portal.mp4

Role-gated workspace for Certifiers, Legal Counsel, Accounting Officers, and Evaluation Committee members.

Review and certify dossier compliance

125. Log in via /staff/login with your assigned role.
126. Open pending tasks queue.
127. Review attached evidence documents.
128. Click CERTIFY & SIGN OFF.

Registration Portal

Where: /register · Help page: https://www.pmcmanagers.com/help/registration-portal

Video (47 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/registration-portal.mp4

Five-step self-service vendor onboarding wizard: Identity, Contacts, Financials, KZ Business Profile, and Signatures.

Complete and submit supplier registration

129. Start at /register with your email.
130. Complete Section A (Company Identity & Reg No).
131. Proceed through Sections B (Contacts), C (Financials), D (KZ Profile), and Directors.
132. Tick all Section E declarations and click SUBMIT FINAL.

Public Notice Board

Where: / · Help page: https://www.pmcmanagers.com/help/public-board

Video (42 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/public-board.mp4

Public-facing procurement showcase displaying published tenders, RFPs, RFQs, country statistics, and partner trust badges.

Browse and filter published opportunities

133. Open https://pmcmanagers.com.
134. Filter by Document Type (Tender / RFP / RFQ) or Country.
135. Click any tender card to inspect full scope, deadline countdown, and download tender packs.

Committee Accept Portal

Where: /committee-accept/ · Help page: https://www.pmcmanagers.com/help/committee-magic

Video (41 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/committee-magic.mp4

One-click external committee member appointment acceptance/decline via tokenized magic link without account creation.

Accept committee evaluation appointment

136. Open the magic link received via email.
137. Review tender title, estimated value, and evaluation schedule.
138. Click ACCEPT APPOINTMENT.

Escrow Officer Portal

Where: /escrow/officer/ · Help page: https://www.pmcmanagers.com/help/escrow-magic

Video (37 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/escrow-magic.mp4

Tokenized dual-custody approval portal allowing bank trustees to sign EMD releases without needing full platform accounts.

Sign joint escrow release action

139. Open the magic link received in trustee email.
140. Review pending transaction amount, currency, beneficiary, and PMC officer signature.
141. Click SIGN ACTION.

Partners & Agents

Where: /admin/e/partners · Help page: https://www.pmcmanagers.com/help/admin-partners

Video (64 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-partners.mp4

Partners (agents) bring suppliers onto the platform. Set the default commission, invite partners and track what each one has earned. Onboarding fees are added to a partner's wallet automatically when a supplier they onboarded is approved; deal fees are added by you when a deal completes.

Invite a partner and set commission

142. Set the default onboarding and deal commission, then click Save default.
143. Enter the partner's name and email and click Send invitation.
144. If the partner did not receive it, click Resend link on their row.
145. Open a partner to see their wallet, and mark entries paid after you pay them from your own account.

Billing & Payments

Where: /admin/e/billing · Help page: https://www.pmcmanagers.com/help/admin-billing

Video (57 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-billing.mp4

Every fee and EMD payment taken through Stripe Checkout, with its status (pending, paid, refunded, failed). Use it to reconcile payments and to re-check any payment that is still pending.

Find and reconcile a payment

146. Search by tender or title, or filter by creator, date range and status.
147. Use the All / Paid / Unpaid / Refunded chips to narrow the list.
148. Click Resync pending to ask Stripe for the latest status of pending payments.
149. Save filters you use often with Save view.

Pricing Bands, Fees & Award Fee

Where: /admin/e/masters · Help page: https://www.pmcmanagers.com/help/admin-pricing-fees

Video (108 s, updated 2026-11-05): https://www.pmcmanagers.com/help-videos/admin-pricing-fees.mp4

Countries are grouped into pricing bands (Global, Regional, Programme, India, China). Fee rules can apply to all countries, to one or more bands, or to individual countries, and optionally to one buyer tier, with a no-fee-below value and a maximum per package. Before a tender is published an admin or reviewer confirms each fee as Charge or Waive and chooses who pays the award fee. When the tender is awarded the award fee is calculated automatically and a Stripe payment link is emailed to the payer; admin and accounts are notified to follow up. Supplier fees (extra categories, document downloads) are set to Charge or Waive for each supplier at approval.

Set fees and confirm them for a tender

150. Open Masters → Pricing bands to check which countries sit in each band, the default award-fee payer and the supplier-fee default.
151. Open Masters → Fee rules, click New, pick the fee type (e.g. Award fee), choose All countries, Pricing bands or Specific countries, and enter the rate, maximum and no-fee-below value.
152. On the notice, in the publish checklist click Set now next to Fees.
153. Tick Charge or Waive for each fee (a waiver needs a reason), pick the buyer tier, choose who pays the award fee and enter the buyer billing email.
154. Click Confirm fees, then Publish.
155. After award, follow up unpaid award fees in Billing → Award fees with Resend link or Waive.

Bid Challenges

Where: /admin/e/challenges · Help page: https://www.pmcmanagers.com/help/admin-challenges

Video (71 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-challenges.mp4

After an award, a standstill period (10 days unless changed by corrigendum) blocks contract signing. Bidders on the tender can lodge one challenge at a time; the committee votes, an upheld challenge suspends the award until a resolution meeting, and the supplier may appeal once to a senior officer.

Handle a bid challenge

156. Open the challenge from Challenges.
157. Read the grounds and evidence, then record each committee member's vote.
158. If upheld, the award is suspended: schedule the resolution meeting with the issuer and bidding team.
159. To change the standstill period, use Change via corrigendum so every bidder is notified.
160. Download the challenge register PDF for the tender file.

Criteria Master

Where: /admin/e/criteria-master · Help page: https://www.pmcmanagers.com/help/admin-criteria-master

Video (49 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-criteria-master.mp4

The library of evaluation criteria every tender picks from. Tender authors add single criteria or a whole set with + Add from master, and can still add one-off criteria. Changes here do not alter tenders already using a criterion.

Add a criterion or build a set

161. Click + New criterion, fill in its name, type and pass rule, then Save.
162. Tick criteria and click Save set to group them into a named set.
163. Use Remove to retire a criterion from future tenders.

Escrow Institutions

Where: /admin/e/escrow-institutions · Help page: https://www.pmcmanagers.com/help/admin-escrow-institutions

Video (56 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-escrow-institutions.mp4

Banks and trustees applying to hold tender EMD and milestone funds under dual-signature control. Approving an institution sends its signatory magic link automatically.

Review and approve an escrow institution

164. Filter by date and status to find new registrations.
165. Click Find duplicates to check the institution is not already registered.
166. Open the institution, check its documents and signatories, then approve or reject.
167. Use + Invite institution to invite a bank directly.

Events & Alerts

Where: /admin/e/events · Help page: https://www.pmcmanagers.com/help/admin-events

Video (39 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-events.mp4

A live feed of platform events (sign-ins, portal access, warnings) with alert rules that decide which events notify admins.

Review and acknowledge alerts

168. Scan the list by Level (info, warning, critical).
169. Click Acknowledge once an event has been reviewed.
170. Open Alert rules to choose which events send notifications.

Governance & Integrity

Where: /admin/e/governance · Help page: https://www.pmcmanagers.com/help/admin-governance

Video (54 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-governance.mp4

Due-diligence controls in one place: exceptions register, buyer classification (public or private), integrity and collusion cases, fee waivers, legal register and incidents & SLA disclosure.

Record a governance item

171. Pick a tab: Exceptions register, Buyer classification, Integrity & collusion, Fee waivers, Legal register or Incidents & SLA.
172. Add the entry with its reason and evidence.
173. In Buyer classification, mark a buyer as public so its tenders are open to every verified supplier.

Marketing

Where: /admin/e/marketing · Help page: https://www.pmcmanagers.com/help/admin-marketing

Video (54 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-marketing.mp4

Tools to grow the marketplace: email campaigns, contacts, lists and segments, new-tender alerts, buyer invites, LinkedIn posts, referrals, website links, the featured programme on the home page, and WhatsApp.

Send a campaign or change the featured programme

174. Open Email campaigns and click New campaign; choose a list, write the message and send.
175. Open Featured programme to change the project promoted on the home page, its highlights and links, then Save programme.
176. Use Website links to set the social links shown in the site footer.

Vendor Profile Changes

Where: /admin/e/profile-changes · Help page: https://www.pmcmanagers.com/help/admin-profile-changes

Video (43 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-profile-changes.mp4

Approve or reject supplier edits to company name, address, phone and login email. Email changes also require the supplier to click a verification link sent to the new address.

Approve a profile change

177. Open the Pending tab and select a request.
178. Compare the old and new values and any supporting document.
179. Approve or reject with a reason.

Programme Overview

Where: /admin/e/programme · Help page: https://www.pmcmanagers.com/help/admin-programme

Video (38 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-programme.mp4

A read-only overview for directors: committed value by package group, notices published per month, pipeline health and risks & exceptions, with a board pack PDF.

Download the board pack

180. Review the headline figures and charts.

181. Check Risks & exceptions for anything needing attention.
182. Click Board pack (PDF) to download the summary.

Stakeholder Reports

Where: /admin/e/stakeholder-reports · Help page: https://www.pmcmanagers.com/help/admin-stakeholder-reports

Video (39 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-stakeholder-reports.mp4

Live reports for stakeholders: tender pipeline, awards, escrow & EMD, and SLA / contracts. Each tab has a one-click CSV export.

Export a report

183. Choose a tab: Tender pipeline, Awards, Escrow & EMD or SLA / Contracts.
184. Check the snapshot on screen.
185. Click Download CSV.

Suggested Banks

Where: /admin/e/suggested-banks · Help page: https://www.pmcmanagers.com/help/admin-suggested-banks

Video (34 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-suggested-banks.mp4

Banks that escrow registrants added with + Add bank. Approve to add them to the curated bank list, merge duplicates into an existing entry, or reject spam.

Curate a suggested bank

186. Open a pending suggestion and check its name, country and SWIFT code.
187. Approve, merge into an existing bank, or reject.

Taxonomy Backfill

Where: /admin/e/taxonomy-backfill · Help page: https://www.pmcmanagers.com/help/admin-taxonomy-backfill

Video (46 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-taxonomy-backfill.mp4

Tenders missing a UNSPSC category code. Codes are pre-guessed from each notice's category and title so the public Sector and Contract-type filters return real tenders.

Fill in missing category codes

188. Review the guessed code for each notice and correct it if needed.
189. Click Apply all guesses to accept every suggestion at once.
190. Click Save changes.

Vendor Tender Review

Where: /admin/e/tender-review · Help page: https://www.pmcmanagers.com/help/admin-tender-review

Video (43 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-tender-review.mp4

Tenders prepared by vendors in the PMC builder. Only an active Reviewer can approve, send back or reject. Approving publishes the tender for bidding with the vendor kept as author. Pending library moderates vendor-submitted library items.

Review a vendor-built tender

191. Open a tender in Awaiting review.
192. Check documents, dates, criteria and fees.
193. Approve to publish, Request changes with comments, or reject.

Vendor KYC Review

Where: /admin/e/registrations · Help page: https://www.pmcmanagers.com/help/admin-vendor-kyc

Video (44 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-vendor-kyc.mp4

The KYC review screen for one supplier: each document with its checks, watch-list flags and the overall decision.

Approve or return a supplier's KYC

194. Open the supplier from Registrations.
195. For each document click Open full size, then Approve document or Request re-upload.
196. Use Vendor intel to check screening and watch-list results.
197. Click Approve KYC, Request changes or Reject….

Vendor Category Requests

Where: /admin/e/vendor-requests · Help page: https://www.pmcmanagers.com/help/admin-vendor-requests

Video (41 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-vendor-requests.mp4

Suppliers' requests to add new categories of interest to their profile, including requests awaiting payment.

Approve a category request

198. Open the Pending tab.
199. Check the requested categories against the supplier's licences and experience.
200. Approve or reject with a reason.

Work Packages

Where: /admin/e/work-packages · Help page: https://www.pmcmanagers.com/help/admin-work-packages

Video (38 s, updated 2026-11-03): https://www.pmcmanagers.com/help-videos/admin-work-packages.mp4

The programme pipeline as a board: backlog, scoping, SBD draft, ready, published and cancelled. Drag cards between columns to move a package.

Add and move work packages

201. Click New package, or import many with Import CSV (download Sample CSV first).
202. Drag a card to the next column as work progresses.
203. Filter by creator or date to focus the board.

Growth: Buyers, Consultancy, Directory, Global Tenders & Data API

Where: /admin/e/growth · Help page: https://www.pmcmanagers.com/help/admin-growth

Video (95 s, updated 2026-11-06): https://www.pmcmanagers.com/help-videos/admin-growth.mp4

One screen for growth tools. Buyer applications from the public form /buyers/apply are approved here (an organisation code is created). Consultancy services listed on /consultancy are created here and requests are assigned and tracked. Suppliers can be featured in the public directory. Global tender sources (World Bank, EU TED and a licensed provider pipe) are switched on, configured and fetched here. Data API clients get keys and daily limits.

Run the growth tools

204. Open Growth in the admin menu.
205. In Buyer applications, review the details and click Approve (optionally set the organisation code and tier) or Reject.
206. In Consultancy services, click New service, enter the name, description and price, then track requests and set their status.
207. In Supplier directory, click Feature 30 days to give a supplier premium visibility.

208. In Global tender sources, use Fetch now or Turn on / off; for a paid provider enter the API URL, the key name in server secrets and the field mapping.
209. In Data API clients, enter the client and click Create key — copy the key straight away, it is shown once.

Translation Review

Where: /admin/e/growth?tab=translations · Help page: https://www.pmcmanagers.com/help/admin-translations

Video (70 s, updated 2026-11-06): https://www.pmcmanagers.com/help-videos/admin-translations.mp4

Native speakers check and correct the AI translations used across the whole portal. Each phrase shows the English original next to its translation. A saved fix or approval is marked Reviewed, is used on every page for every visitor within about 5 minutes, and is never overwritten by AI. Admins and reviewers can use this screen.

Review and correct translations

210. Open Growth in the admin menu and click Translation review.
211. Choose the Language; the list shows how many phrases are reviewed out of the total.
212. Keep Show on Not reviewed yet, or search for the English words or the translation.
213. If the translation is right, click Approve.
214. If not, edit the text in the box and click Save fix.
215. Use Next and Previous to move through the list.

AI Tender Tools & Saved Alerts

Where: /vendor/ai-tools · Help page: https://www.pmcmanagers.com/help/vendor-ai-tools

Video (85 s, updated 2026-11-06): https://www.pmcmanagers.com/help-videos/vendor-ai-tools.mp4

Suppliers upload any tender document or pick a PMC tender to get an AI summary of eligibility, turnover, experience, EMD, fees, key dates and required documents, then run a bid readiness check that compares the tender with the company profile and flags missing documents and disqualification risks. Saved alerts email matching PMC and global tenders instantly, daily or weekly. Suppliers can also list themselves in the public supplier directory and buy a featured listing.

Summarise a tender and check readiness

216. Open AI tender tools in the supplier menu.
217. Upload the tender document or type the PMC tender reference, choose the answer language.
218. Click Summarise (pay first if a price is shown).
219. Click Check my bid readiness to see your score, missing items and risks.

220. Open Saved alerts, click New alert, add keywords, countries and value range, choose how often, then Save alert.
221. Open Directory listing, tick to show your company, add a headline and Save listing; click Get featured for premium visibility.

Global Tenders & Supplier Directory

Where: /tenders/global · Help page: https://www.pmcmanagers.com/help/global-tenders

Video (63 s, updated 2026-11-06): https://www.pmcmanagers.com/help-videos/global-tenders.mp4

The Global tenders page lists open international tenders collected from official open sources (World Bank, EU TED), each with its source, reference and a link to the original notice. The Supplier directory lists suppliers who chose to be listed, with featured suppliers first. Organisations can apply to issue tenders at /buyers/apply and request consultancy at /consultancy.

Find global tenders and suppliers

222. Click Global tenders in the top menu.
223. Search by title, country code, category or source.
224. Click a tender to open it on the original source portal.
225. Open /suppliers/directory to find listed suppliers.
226. Buyers: open /buyers/apply and Submit application to run tenders on PMC.

Changing the Language

Where: / · Help page: https://www.pmcmanagers.com/help/languages

Video (77 s, updated 2026-11-06): https://www.pmcmanagers.com/help-videos/languages.mp4

Every page of the portal — public site, supplier portal and admin console — can be shown in 14 languages: English, Russian, Kazakh, Simplified Chinese (Mandarin), Traditional Chinese (Cantonese), Spanish, French, German, Hindi, Malay, Bahasa Indonesia, Korean, Japanese and Arabic (right-to-left). Public pages also have their own web address per language, for example /fr/buyers or /ar/about, so search engines show the site in each language and links can be shared in that language. All text on screen, including tender titles and descriptions, is translated by AI the first time it appears and then reused for everyone. Reference numbers, amounts, emails and company names stay as written. The choice is remembered on that browser.

Switch language

227. Click the flag button at the top right of any page.
228. Pick your language from the list.
229. Wait a moment while new text is translated; the page switches without reloading.

230. To go back, pick English with the US flag.

Ask PMC Assistant

Where: / · Help page: https://www.pmcmanagers.com/help/ask-pmc

Video (65 s, updated 2026-11-04): https://www.pmcmanagers.com/help-videos/ask-pmc.mp4

Ask PMC is the AI assistant in the bottom-right corner of every page. Visitors and suppliers can ask about registering, fees, open tenders and bidding. Inside the admin and staff portals it becomes Team help: ask how to do any task and it gives the screen, the steps and a matching video walkthrough.

Ask a question and watch the video answer

231. Click Ask PMC at the bottom-right of the screen.
232. Type your question in plain words, for example how do I approve a registration.
233. Click Send and read the steps in the reply.
234. If a video card appears under the answer, press play to watch the walkthrough.
235. Click the video title to open it in the Help Centre video library and share it.

Sell Products on the Marketplace

Where: /vendor/market · Help page: https://www.pmcmanagers.com/help/vendor-marketplace

Video (114 s, updated 2026-11-09): https://www.pmcmanagers.com/help-videos/vendor-marketplace.mp4

Suppliers can sell products directly to verified buyers without a tender. Each product can be sold by timed auction (highest bid wins), best offer by a deadline, or fixed price (buy now), or any mix of the three. Add products one by one with photos and PDF spec sheets, or upload a catalogue, brochure or photo of a page and let AI find each product, its photo and a description. You choose which products to keep, whether to use the AI text or write your own, and which photos to upload. Every listing is approved by PMC before buyers can see it. PMC takes a sale fee set by the admin; you see what you will receive before you submit.

Import products from a catalogue with AI

236. Open Sell products in the supplier menu.
237. Click Import from a catalogue with AI, then Choose catalogue and pick a PDF, JPG or PNG (up to 25 MB; the first 30 pages are read).
238. Wait 1 to 3 minutes while AI reads the file; each product it finds is shown with its photo, description and specifications.
239. Untick any product you do not want. Choose Use the AI description and edit it, or Write my own.
240. Remove photos you do not want, tap other photos from the same page to add them, or click Upload photos to add your own.

241. Tick Attach the catalogue PDF as a spec sheet if buyers should download it, then click Create draft listing(s).
242. Open Edit on each draft, choose how to sell it and set the price, then click Submit for approval.

Add one product and choose how to sell it

243. Open Sell products and click Add a product.
244. Enter the title, description, category, quantity, unit and currency.
245. Click Upload photos (up to 12) and Attach spec sheet for PDF datasheets (up to 6).
246. Tick one or more ways to sell: Timed auction (starting price, optional hidden reserve, minimum step, closing time), Best offer (deadline) or Fixed price (buy-now price).
247. Choose who may take part, check what you will receive after the PMC fee, and click Submit for approval.
248. When the listing is live, accept the best offer or wait for the auction to close; the buyer pays PMC by a secure Stripe link and PMC pays you the balance.

Buying on the Marketplace

Where: /market · Help page: https://www.pmcmanagers.com/help/public-marketplace

Video (60 s, updated 2026-11-09): https://www.pmcmanagers.com/help-videos/public-marketplace.mp4

The Marketplace lists products offered directly by approved suppliers and checked by PMC. Anyone can browse; only verified buyer organisations (or verified accounts, where the supplier allows it) can bid, make an offer or buy. Each product page shows its photos, spec sheets, price or current bid and closing time.

Bid, make an offer or buy now

249. Click Marketplace in the top menu.
250. Search or filter by sale type and open a product.
251. Look through the photos and open the Spec sheets.
252. Place a bid, send an offer, or click Buy now.
253. If you win, open My bids & purchases and click Pay securely to pay by Stripe.

Marketplace: Approvals, Sale Fee & Payouts

Where: /admin/e/market · Help page: https://www.pmcmanagers.com/help/admin-marketplace

Video (81 s, updated 2026-11-09): https://www.pmcmanagers.com/help-videos/admin-marketplace.mp4

Every supplier listing waits here for approval before buyers can see it. Admins check the photos, spec sheets, prices and sale method, then approve or reject with a note. The PMC sale fee (a percentage or a fixed amount, or switched off) is set here and can be waived for a single listing when approving it. The listing fee and the AI catalogue reading fee are set in

Pricing. Orders show what the buyer paid, the PMC fee and the seller's bank details so the balance can be paid and marked paid with a reference.

Approve listings and pay sellers

254. Open Marketplace in the admin menu.
255. Set the sale fee as a percentage or fixed amount, or switch it off, and save.
256. Open a pending listing, check its photos, spec sheets and prices, then click Approve (tick Waive sale fee if needed) or Reject with a note.
257. In Orders, wait until the buyer has paid, transfer the balance to the seller's bank account and click Mark seller paid with the transfer reference.