

# Vendor eMarketplace Guide



## Contents

Overview .....	3
Catalog .....	4
<b>Overview</b> .....	4
<b>Enablement</b> .....	4
<b>Orders</b> .....	8
<b>Catalog Maintenance</b> .....	9
<b>Additional Resources</b> .....	10
Request for Quote .....	11
<b>Overview</b> .....	11
<b>Enablement</b> .....	11
<b>Quote Requests</b> .....	11
<b>Responding to a Quote Request</b> .....	12
<b>Quote to Order</b> .....	12
<b>More Resources</b> .....	12
Informational .....	13
<b>Overview</b> .....	13
<b>Enablement</b> .....	13

## Overview

eMarketplace is the State of Delaware's online shopping platform for Central Contracts awarded through Government Support Services (GSS). It provides a single, easy-to-use system for agencies to purchase contracted goods and services from awarded suppliers. Suppliers awarded under a GSS-administered contract are enabled within eMarketplace in one of the following ways:

- Catalog
- Request for Quote
- Informational

### **Shopping Made Simple**

All enablement types support the "Shop at the Top" search bar in eMarketplace.

Based on search results, State buyers can:

- Add items directly to their shopping cart for checkout
- Request a quote and add selected quotes to their cart
- Find supplier contact information for additional engagement

# Catalog

## Overview

Contracts that cover goods, materials, or equipment can be ordered online through either a Hosted Catalog (preferred by GSS due to the time required for punchout enablements) or a Level 2 Punchout Catalog, depending on the supplier's capabilities. Once enabled, suppliers are provided with a dedicated link to manage their catalog via the Euna Storefront.

### Features:

- Online ordering for catalog-based products
- Centralized checkout through eMarketplace
- Integrated search and product visibility

## Enablement

1. *Invitation – Supplier Activation:* You will first receive an email from the State of Delaware to collect contact information for the catalog enablement. Once we have submitted your contract for enablement, **you'll receive an email from [noreply@equallevel.com](mailto:noreply@equallevel.com)(opens in a new tab) to activate your account.** Please note, if you hold more than one contract, they may each be enabled at a different time and possibly in a different manner.
  - a. *Marketplace Configuration:* After clicking "Activate Account", you will be asked a couple of questions in order to finalize the marketplace configuration.
  - b. *Welcome to the EqualLevel Network:* After submitting your configuration responses, you will receive links to additional information that will enable you to begin preparing your catalog for upload.
2. *Catalog File:* You can expect to receive at least two communications from EqualLevel Support regarding your catalog file and Euna Storefront.
  - a. *Catalog Request:*

*Thank you for participating in the State of Delaware marketplace. You will be set up as a catalog search option and I need your product selection in a catalog format to set you up in State of Delaware.*

*This Catalog Data Guide & Best Practice Documentation Page will provide you with the necessary template, a sample catalog file, and some additional*

*best practices to consider when creating your catalog. The product selection and pricing to be included should be discussed directly with your contact at State of Delaware.*

*Once you have created your .csv file, please email it to [supplier.support@eunasolutions.com](mailto:supplier.support@eunasolutions.com) and include State of Delaware Marketplace Catalog Attached in the subject line. Once EqualLevel has received your .csv file, we will complete the initial setup of your free EqualLevel GO Store, load your initial catalog file for you and provide you access to our video tutorial library.*

*The EqualLevel team may reach out to you for additional information or instructions. Please keep an eye out for our emails to ensure that your onboarding is completed in a timely manner.*

*Note: The EqualLevel team will attempt to load your .csv file up to 2 times, if the file is not able to be loaded, we will direct you to our additional paid service options to provide direct support.*

*For more information on EqualLevel GO - please watch our GO Introduction Video or visit our documentation.*

- b. *Delaware Required Fields:* Where a contract was awarded prior to eMarketplace go live, the price file that was used will most likely differ from that which is required for the eMarketplace enablement. The fields listed below are minimum required fields, along with details on the purpose of the field and limitations.

Additional fields may be required, depending on the contract.

- *Supplier Part #:* Part number used by the supplier to identify the item. May be different than the Manufacturer Part Number. Must be a unique number for each item.
- *Name:* Short description to appear in search results and on the order.
- *Description:* Long description to appear on product details page.
- *UNSPSC:* Standard classification code that best describes the item.
- *List Price:* Price of the item available to the public. Used to display savings at the contract price. **Do not include dollar signs, commas, or other punctuation**, other than a decimal place separator.
- *UOM:* A Unit of Measure code of 2-4 characters, ISO preferred. Prices should be in reference to 1 UOM.
- *UOM Quantity:* The number of units included in the UOM (i.e. UOM of BX and a UOM quantity of 100 indicates 100 units per box.) Default value is 1.

- *Minimum Order Quantity:* may be requested for products such as, electrical wire and piping, where there is typically a foot requirement. If required, this field is only populated if the value is greater than or equal to 2.
- c. *Submission:* Once you have created your .csv file, please email it to [supplier.support@eunasolutions.com](mailto:supplier.support@eunasolutions.com) and include State of Delaware Marketplace Catalog Attached in the subject line.
- d. *State of Delaware Review:* Euna will review the price file and upload the initial file on your behalf. The State eMarketplace team will receive a notification following an over night sync. The file will be downloaded and reviewed by the contract manager to ensure compliance with the contract. If corrections are required the full file will be rejected and you will receive instructions on how to fix.
- e. *Review your catalog and enable the connection:* Once the file has been approved by the State you will receive another email from Euna to review and enable the connection.

*Your new EqualLevel Euna Storefront for State of Delaware is ready for the connection to be enabled. Your store is set up with Euna Storefront Catalog Sync, which will allow the catalog of products managed in your store to be searchable in the State of Delaware marketplace. First, please review the EqualLevel GO Admin Training Library to learn how to manage your GO store, and log in to the admin page for your store using the URL and credentials below.*

*Admin URL: [supplier specific link]*

*Username:*

*Your password can be set using the 'Forgot your password?' link on the login page.*

*We have already completed your first catalog import. Please see the results of the import below, and view your products in your Euna Storefront. Please note that you will be responsible for managing all future catalog imports, or you may purchase catalog imports from the "Services" table in your Euna Storefront for the EqualLevel team to perform additional imports.*

Lines Imported	#

Lines Skipped due to errors	#
View Import Details	
Notes	

*Once you are logged in and have reviewed the completed setup, you must enable the connection in your store to finalize the setup and allow your buyer to begin purchasing from you. Instructions for enabling your connection are provided within the GO training library.*

*Note: If your connection is not enabled within 30 days and we do not receive instructions otherwise, we will enable the connection for you.*

*For a brief walkthrough of the admin tools in your Euna Storefront store, please read the attached Getting Started Guide and watch these training videos. If you would like to explore additional capabilities of Euna Storefront, such as PunchOut, please reach out to [supplier.support@eunasolutions.com](mailto:supplier.support@eunasolutions.com). The attached brochure explains the Euna Storefront offering.*

- From Supplier Euna Storefront, select Connection from the side menu.
  1. Select **State of DE**
  2. At **Catalog**, select **State of Delaware**
  3. **Enabled** - update to **Yes**
  4. Click **Update Connection**.
- From the users table you can add or manage users for your Euna Storefront. For users, you will have three role options:
  - Catalog Manager: view and manage catalogs and products
  - Order Manager: view and manage orders and quotes
  - Store Manager: view and manage general site settings and configurations.

You can also identify which account(s) each user should have access and they types of notifications they should receive.
- Navigate to the Connections link in the Admin menu. You should see the State of Delaware connection. Select and view the Settings tab. Verify connection name.
- Add your Logo: Once you have your Storefront set up, you can upload a logo. From your Admin Dashboard page, click Settings, then General. Under Branding “choose file” and save.

## Orders

- *View My Orders:* Orders can be viewed by (1) clicking the link provided in the email notification, or (2) accessing through the Orders table. Unless you have completed CXML as part of the enablement process (which does take longer due to testing) the orders do not connect with your system, so you will need to download and process/action the orders in your system.
- *Order Confirmation:* Order confirmations can be sent through your Euna Storefront, from the order screen. NOTE: Shipment and Delivery Date is NOT a required field when "confirming" the order. Order confirmations can be made at the order, or line level. For additional information please refer to the Euna Storefront Admin Documentation for [Order Confirmations](#).
- *Ship Notices:* Similarly, ship notices can be sent through your Euna Storefront, from the order screen. For additional information please refer to the Euna Storefront Admin Documentation for [Ship Notices](#)



## Catalog Maintenance

To ensure all price file uploads and updates are accurate and compliant, the following process must be followed:

1. **Review and Approval:** The State of Delaware must review and approve all price file uploads and updates before they are made visible.
  2. **Contract Compliance:** Price updates should only be carried out as stipulated in your contract.
  3. **Submission Notice:** Be aware that when price updates are submitted within eMarketplace, the State of Delaware office will not receive notification until the next day.
- *Product Level Update (one-off):* Within your Euna Storefront go to **Products**. Click the pencil for the product you are looking to update. If you are updating price, scroll down to the Pricing section and update the Price next to *Catalog > State of Delaware*. Once you update(s) are complete, click the **Update Product** button.
- *Catalog Import:*
- Download your existing catalog first. Within your Euna Storefront go to **Catalog Imports**. Click the file name. Import File: click link to open. Make necessary updates and save file, giving it a new file name.
  - Import updates: From the **Catalog Imports** screen, click **New Catalog Import** button. Give the file a name that will make sense later (i.e. December 2025 pricing).
    - Catalog: select **State of Delaware**.
    - Existing Products that are not in this file should be: select **unchanged and remain in assigned catalog**
    - Import file: attach your revised file.
    - Click **Create Import**
  - Once you complete an update, the Marketplace admins will not receive notice until the following morning.

## **Additional Resources**

[EqualLevel GO - EqualLevel GO Admin Documentation - Equal Level Documentation](#)

[EqualLevel GO Getting Started Guide](#)

[EqualLevel GO Admin Training - YouTube](#)

## **CXML & Punchouts**

Where CXML and/or punchout configurations are considered additional engagements will be required for set-up and testing of configurations prior to activation.

Vendors using CXML must be able to accept receipt of both ship to and bill to address details from the orders for proper delivery of products and invoices.

Those with punchout functionality must support "shop at the top" functionality, where searches are conducted on the main eMarketplace page, restricts access to items outside of contract award, and reflects contract pricing. Orders must capture both ship-to and bill-to addresses.

Additionally, vendors must work with the eMarketplace provider to allow functionality within the test environment, ensuring full functionality is tested. This may require vendors to make their API available (if they have one) or participate in a site assessment to determine alternate search configurations. It may also necessitate submitting a CSV catalog file to supplement the punchout catalog. The API utilized within the test environment will be for production data retrieval.

# Request for Quote

## Overview

Contracts that focus on services or highly configurable products are enabled as Request for Quote (RFQ) opportunities.

This functionality allows:

1. State buyers to submit requests for services or customized needs
2. Suppliers to respond with pricing and details
3. Buyers to select and order from the chosen contract supplier centrally

Suppliers receive a unique link to access the EqualLevel Network for RFQ participation.

## Enablement

Supplier Activation Email - You'll receive an email from [noreply@equallevel.com](mailto:noreply@equallevel.com) to activate your account. As part of the activation you will create a password and confirm contact information for quote requests.

**NOTE:** Do not forward the email, as the invitation is tied to your email.

To add additional "contacts", please reference

<https://documentation.equallevel.com/kb/display/suppliers/Contacts>

Once you have completed the registration, your contract is ready to receive quote requests.

## Quote Requests

When a quote request has been submitted you will receive an email notification. You can view the quote request either through the *Click Here* button in the email or through the *Quotes* tab within the eMarketplace platform.

## Responding to a Quote Request

When responding to the quote request:

1. Enter a "Valid To" date to indicate when the quote will expire for the customer. After the Valid To date, the customer will no longer be able to add the quote to an order.
2. Enter the line item information for the quote. It is required to enter at least one line item. Pricing must be in-line with your contract award.  
More information can be added in notes or attachments. You can add notes to be sent to the customer ("Notes to Buyer" field) as well as private notes for your own use ("Internal Comments" field). Attachments can be added by clicking the "Add Attachment" button, entering a Name/Description for the attachment, and uploading the file.
3. Click the "Save and Submit" button to send the quote to your customer. The quote will be available for the customer in their marketplace and they will receive an email notification.

## Quote to Order

If your quote is selected, the shopper can add your quote to a cart and checkout. Once the order has been successfully submitted the order will be located in the Orders tab located in the EqualLevel Network.

## More Resources

Additional resources, available through Euna Procure:

[EqualLevel Network Access FAQ - Supplier Info - Equal Level Documentation](#)

[Quotes - Supplier Info - Equal Level Documentation](#)

[Supplier Resources - Supplier Info - Equal Level Documentation](#)

## Informational

### **Overview**

Contracts that require more supplier engagement or involve authorized resellers are uploaded with contract details only. Purchases under these contracts are completed outside eMarketplace (e.g., via phone, email, or direct contact).

### **Enablement**

The contract officer managing the contract will provide the eMarketplace team with a contract profile specific to your award. No actions are required by you for this enablement type.