

## TESS Frequently Asked Questions

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### Q. What is TESS?

**A.** TESS (***Tender Execution & Simulation System***) is the ultimate solution for bidding of shipments for all modes of transport. For more information visit [ControlPay's site](#), e-mail to [info@controlpay.com](mailto:info@controlpay.com) or simply call us: **+31 76 599 1590**.

### Q. What are technical requirements for using TESS?

**A.** They include **Hardware** (client's computer, Internet) and **Software** (Internet browser with settings + Other software) **requirements**

#### **Hardware requirements:**

1. Personal computer with monitor supporting 1024x768 pixels resolution and 16 mln. colors (True Color mode) palette. Monitors with screen sizes of 17" or more are recommended.
2. Internet speed of 56 kbit/s or more. Minimal speed broadband of 128 kbit/s or more is recommended.

#### **Software requirements:**

1. One of Internet **browsers** supported by TESS:

- a. Microsoft Internet Explorer v.7 or later
- b. Mozilla Firefox v.3.0 or later c Apple Safari v.3 or later
- c. Google Chrome all versions
- d. Opera v.9 or later

Browser **settings**:

- a. Pop-up windows enabled
  - b. Java (JavaScript) enabled
2. **Additional** software accompanying TESS activity:
- a. Spreadsheet viewer/editor
  - b. PDF reader

## Q. What to do if I have no access to TESS?

**A.** Please send user access request

1. to your management if you represent Shipper, or
2. to Shipper responsible person if you represent Supplier.

When access is granted, you will receive e-mail notification.

## Q. Some screens are not available, what to do?

**A.** TESS uses pop-up windows technology. Browser must have pop-up windows enabled, either all, or only windows from URL [tess.controlpay.com](http://tess.controlpay.com). Find below your browser and use settings.

### Internet Explorer

How to enable pop-up windows:

Click 'Tools' menu => click 'Internet Options' menu item => click 'Privacy' tab => find 'Pop-up Blocker' section => uncheck the 'Turn on pop-up blocker' checkbox => click [**Apply**] button => click [**OK**].

If you prefer to enable only TESS pop-up windows, you have to register URL [tess.controlpay.com](http://tess.controlpay.com) in 'Allowed sites' list:

Click 'Tools' menu => click 'Internet Options' menu item => click 'Privacy' tab => find 'Pop-up Blocker' section => ensure that 'Turn on pop-up blocker' checkbox is ticked => click [**Settings**] => on 'Pop-up Blocker settings' dialogue window in 'Exceptions' sections find 'Address of website to allow' text box => enter here your site to allow, namely [tess.controlpay.com](http://tess.controlpay.com), and click [**Add**] => ensure that your site appears in the 'Allowed sites' list below and click [**Close**] and [**OK**].

### Mozilla Firefox

How to enable pop-up windows:

Tools => Options => Content => uncheck the already ticked 'Block pop-up windows' checkbox => [**OK**]

2) To allow only one (several) pop-up windows:

Tools => Options => Content => ensure that 'Block pop-up windows' checkbox is ticked => click **[Exceptions...]** => and in 'Allowed Sites - Pop-ups' dialogue window enter URL (tess.controlpay.com), actually, tess.conntrolpay.com into 'Address of web site' text line => click **[Allow]**, **[Close]** and **[OK]**.

## Google Chrome

Tools > Options > Under the Hood > Content settings... > Pop-ups => tick 'Allow all sites to show pop-ups' radio button.

Or use **[Pop-up Exceptions]** with 'Do not allow any site to show pop-ups (recommended)' radio button to allow only ControlPay's site (tess.controlpay.com and/or others).

## Q. How to enable JavaScript?

A. Different browsers have special settings, find yours below.

### Internet Explorer

In 'Tools' menu => click 'Internet Options' menu item => click 'Security' tab => find 'Select a zone to view or change security settings' => click 'Internet' in the row => then click **[Custom level]** below => find 'Scripting' in 'Security Settings – Internet Zone' dialog box (near the bottom of the list) => find 'Active Scripting' below it => and at last tick 'Enable'/'Disable' radio button.

Click **[Back]** to return to the previous page, and then click **[Refresh]** to run scripts.

### Mozilla Firefox

Tools => Options => Content => tick 'Enable JavaScript' checkbox => **[OK]**

### Google Chrome

Tools => Options => Under the Hood => Content settings... => JavaScript => to enable/disable JavaScript tick 'Allow all sites to run JavaScript (recommended)'/ 'Do not allow any site to run JavaScript' radio button => 'Close' dialogue window => 'Close' tab window.

## Q. "I would like to make changes to an Awarded Bid, what to do?"

A. In this case TESS operator should open a new bid. To keep data and process consistency, ControlPay is not able to make any manual changes on behalf of users in bid information or Suppliers responses.

## Q. What do I do if I have other questions not mentioned in this document?

A. Please contact our **Helpdesk** at: [helpdesk@controlpay.com](mailto:helpdesk@controlpay.com)