Procdigi Auction - User Guide & Support Document

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1. Introduction

Procdigi Auction is designed to streamline your auction process, enabling seamless management of buyers, suppliers, and managers while offering a variety of auction formats to suit diverse business needs.

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2. Key Features Overview

- **Manage Buyers, Suppliers, and Managers:** Easily add, modify, and track users.
- **Auction Flexibility:** Support for multiple auction formats such as Classic, Rank, Signal, Dutch, and Forward auctions.
- **Targeted Auction Publishing:** Choose specific suppliers to participate in individual auctions.
- **Reports & Analytics:** Generate detailed reports on auction performance and bidder activity.

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3. System Requirements

Ensure your system meets the following requirements to use Procdigi Auction effectively:

- **Operating System:** Windows, macOS, or Linux
- **Web Browser:** Chrome, Firefox, Safari, or Edge (latest versions recommended)
- **Internet Connection:** Stable broadband internet
- **Mobile Support:** iOS 12+ / Android 8.0+

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4. User Roles and Permissions

Buyer

- Participates in auctions as a bidder.
- Can view and track auctions they are invited to.

Supplier

- Receives auction invitations and submits bids.
- Can view published auctions.

Manager

- Has administrative control.
- Can create auctions, manage users, and generate reports.

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5. Auction Types Explained

- **Classic Auction:** Standard auction where the highest bid wins.
- **Rank Auction:** Bidders are ranked by their bid amounts, with the highest ranked winning.
- **Signal Auction:** Bidders provide signals of interest, not full bids.
- **Dutch Auction:** The price decreases over time until a bid is accepted.
- **Forward Auction:** Multiple suppliers bid on a buyer's request, and the lowest bid wins.

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6. Step-by-Step Guide

6.1 Account Registration

1. Go to the Procdigi Auction website.
2. Click **Sign Up** and provide necessary details.
3. Verify your email and log in.

6.2 User Management

1. Navigate to **User Management**.
2. Add buyers, suppliers, and managers.
3. Assign appropriate permissions to each user.

6.3 Creating Auctions

1. Go to **Auction Management**.
2. Click **Create Auction**.
3. Select the type of auction and configure the parameters.
4. Set up starting price, bid increments, duration, and other relevant details.

6.4 Publishing Auctions

1. Once the auction is configured, select **Publish**.
2. Choose the specific suppliers you want to invite.
3. Suppliers will be notified to participate.

6.5 Managing Auctions

1. Monitor live auctions via the **Dashboard**.
2. View real-time bidding activity and make adjustments as needed.

6.6 Viewing Reports

1. Navigate to **Reports**.
2. Generate detailed reports on auction outcomes, bids, and other key metrics.

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7. Frequently Asked Questions (FAQ)

Q1: How do I reset my password?
A: Go to the login page, click **Forgot Password**, and follow the instructions.

Q2: Can I modify an auction after publishing?
A: Yes, auctions can be modified as long as they are not live. Go to **Manage Auction** to make changes.

Q3: What happens if no bids are submitted in a Dutch auction?
A: The auction will expire without any winner if no bids are received.

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8. Troubleshooting Guide

- **Issue:** Auction not publishing correctly.
  Solution: Ensure that all fields are filled out properly. Check your internet connection and try again.

- **Issue:** Suppliers not receiving notifications.
  Solution: Confirm supplier email addresses and check the notification settings in the **User Management** section.
- **Issue:** Unable to view auction reports.
  Solution: Check that the auction has ended. Reports are only available for completed auctions.

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9. Contact Support

For further assistance, please reach out to our support team via:

- **Email:** support@Procdigi Auction.com
- **Phone:** +1-800-555-1234
- **Live Chat:** Available on the Procdigi Auction website from 9 AM to 6 PM (Mon-Fri)