

COLOMBO TEA TRADERS' ASSOCIATION

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FOR THE ATTENTION OF THE CEO

E-PLATFORM

At the meeting of the CTTA Committee held in March 2021, it was decided to implement the following:

1. **Buyers inability to place bids**

A buyer who is unable to place a bid on a lot will have the following Communication Mechanism for reporting same:

Step 1 : If a buyer needs to report an issue such as unable / failed to bid, the buyer needs to click on the relevant **UNSOLD LOT** that is displayed in **RED** on the buyer's screen. The issue needs to be reported within the four lots appearing on the screen.

Step 2 : A pop up screen will appear with the following options:

- Failed to bid on the lot
- Connection failure / network issue

If the buyer decides to enter a price on the pop up screen, the buyer can enter the bid in the relevant text box.

Step 3 : Click "report issue" button to communicate the issue on the system.

Step 4 : Click the "clear" button to exit the pop up screen.

Step 5 : The broker will be able to view the buyer names and bids who could not bid of the unsold lots if any on the "Auction viewer" by clicking on the red button on the relevant lot.

The above is not applicable to lots that are sold / contracted on the system.

2. **Buyer Typo Error Rejection**

First scenario

If the buyer enters a wrong bid as the first bid the broker can reject the bid by using the Amber color button. The lot will be refreshed and will be available for bidding.

Second Scenario

On Sequential bidding, if there is a wrong bid entered (Eg. 4000 for 400) the broker can use the Amber button to reject the error bid. The lot will correct itself to the previous best bid, and bidding may continue.

3. Re-opened Lot Notifier

In the event a lot is re-opened by a broker due to an inadequate price, it will appear on the buyers' screen with the narration "RE-OPENED" in RED. The "Reopened" status is displayed next to the "Online" status on the interface.

Once the lot is reopened the previous best bid and the buyer's name will appear on the screen.

This process will indicate to the buyers that the lot is "re-opened" to prevent any confusion.

4. Roll Out

A link will be shared by the Secretariat on Monday 29, March 2021 with buyers/brokers, for two (2) separate demonstrations and training sessions which will be held on Thursday 1, April 2021 at 10.30am and 2.30pm respectively on MS Teams. A buyer/broker could select either of the scheduled times. This demonstration will be more illustrative and will enable buyers to have a greater understanding of the above changes. The changes will be effective from Sale No. 14 scheduled for 6/7 April 2021.

SECRETARIAT
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