How to contact Elekta buyer regarding a sourcing event

This instruction describes how to contact Elekta buyers using Messages in CSP. If you can't find it like in the pictures below, it means it's disabled or the event is not in progress. In such a case please send a standard email to a buyer.

**Note 1:** If you made a mistake in your offer, you can still edit your response (Note: You can correct the price lower or higher for RFx events, but for auctions you can only submit a lower bid).

![Image of Messages section in CSP]

**Note 2:** This instruction describes how to contact Elekta buyers using Messages in CSP. If you can't find it like in the pictures below, it means it's disabled or the event is not in progress. In such a case please send a standard email to a buyer.

**STEPS**

1. If you require support from Elekta buyer, you can use the built-in CSP messenger. When you open a sourcing event, you will find the Messages section in the lower left corner. Click on it to open it.

![Image of Messages interface]

2. Write a message to be sent to the buyer. If the buyer has allowed suppliers to add attachments to comments, you will be able to add the file to your message.
3. Your message will be sent to the buyer and you will receive an email notification after receiving the reply.

4. Email notification:

   New message Received for Office Supplies - Event #173

   
   You received a new message on the Message board from Elekta.
   The message reads:
   When you open a sourcing event, you can edit your offer and change the attachment.
   You can view the context of the message on the full message board in the event by clicking the link below.

   
   View Online