EBRD – eProcurement System

Suppliers – Managing Your SMART Profile

Quick Reference Guide for Suppliers to Change Information in their Main Profile

What is a Change Request?

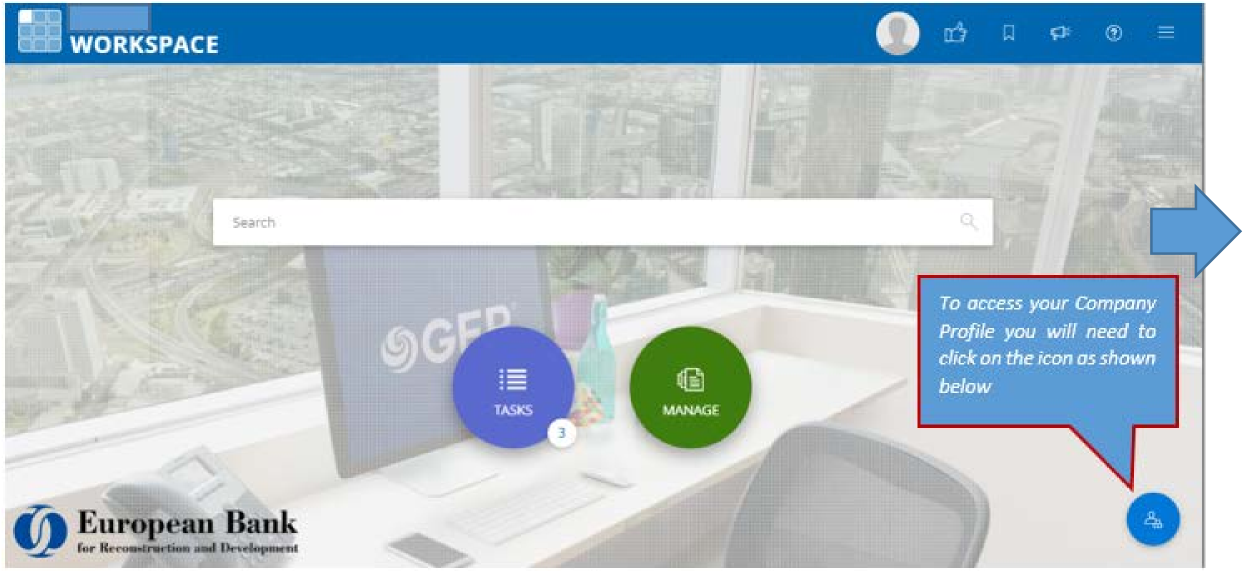
- A ***change request*** is used to update information in a supplier profile.
  - If the profile is in **Approved Status** – go to **Page 9.**
  - If your profile is in **Registered** or **Invited** status you can make changes without a change request or approval – go to **Page 4**.

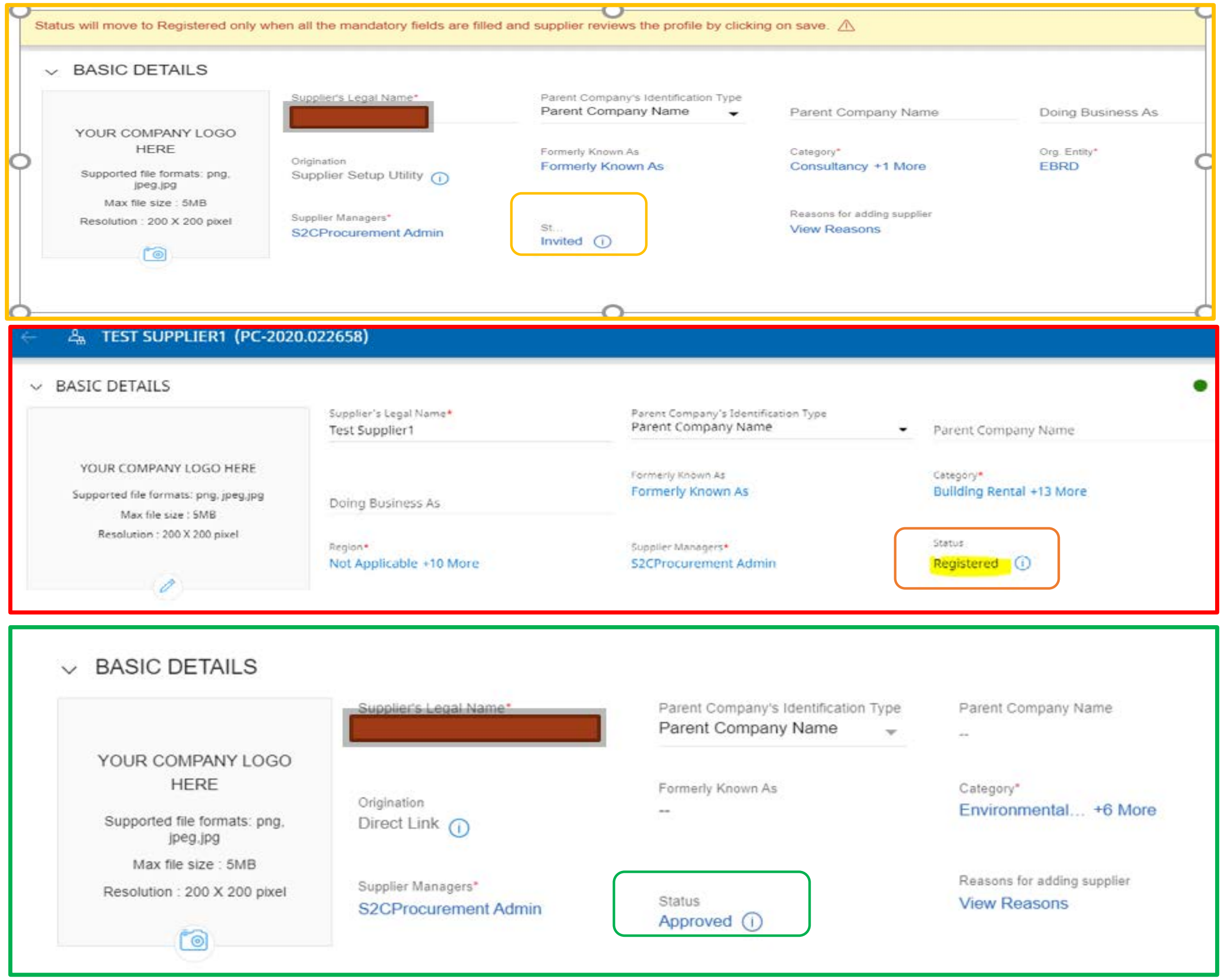
- Who can make changes/make a change request?
  - Only if you are already listed as a contact under your company profile and have created login credentials you can add additional contacts as shown in this guideline.

- What can I change/add with a ***change request***?
  - Any information in the profile can be changed through a change request, however, for certain changes supporting documents are required:
    - ***Change of Company Name:*** evidence of name change must be sent either to S2CVendorManagement@ebrd.com or attached under the Certificates tab of the profile
    - ***Change of Company Address:*** proof must be sent to S2CVendorManagement@ebrd.com or attached under the Certificates tab of the profile
  - Other common changes include:
    - Adding a new contact (go to **Page 11**)
    - Removing a contact (go to **Page 11**)

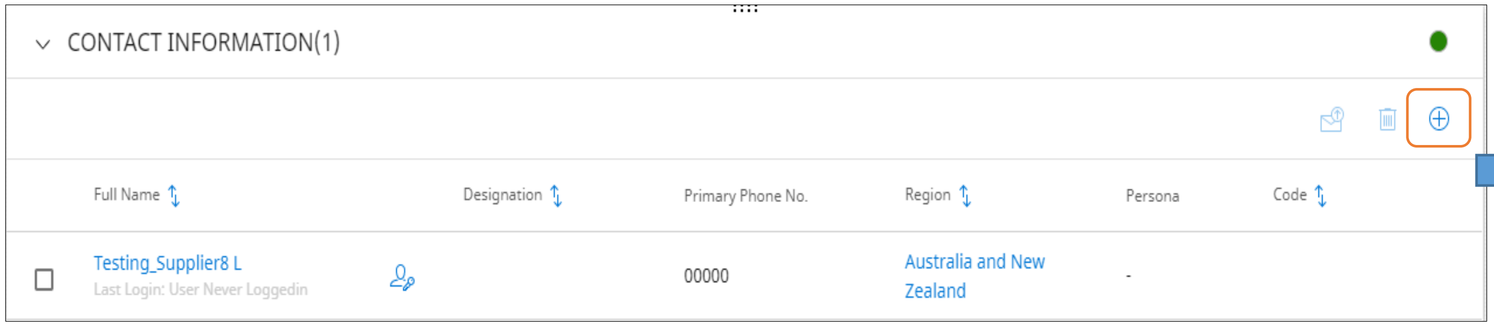
Supplier Profile – Status

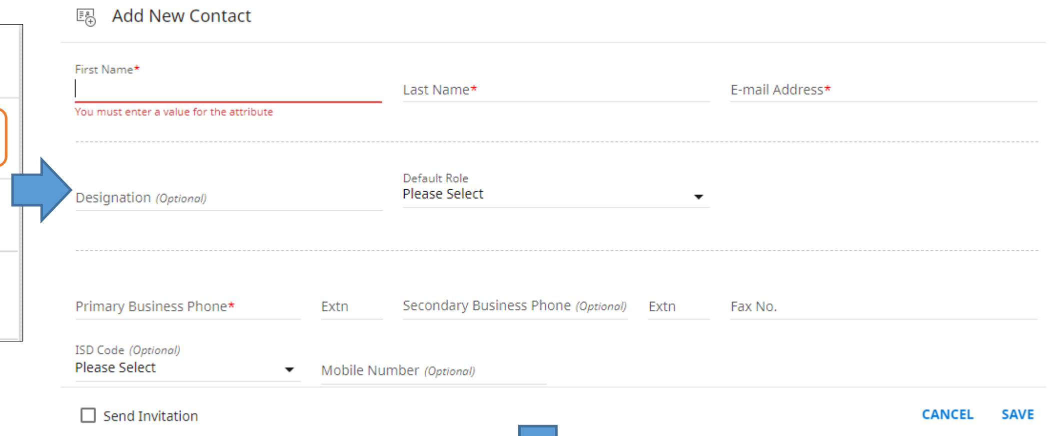
If you are already a contact, you can access the company profile by logging into SMART and accessing the Company Profile as shown below.





***Invited* means the supplier might have completed the registration but has not completed all of the mandatory fields or activated their account.**
***Registered* means the supplier has completed their registration.**
***Approved* means the EBRD S2C Vendor Management team have checked all the information is compliant and the supplier profile is approved.**
***Rejected* means the supplier profile was either a duplicate or the information provided not correct. Contact S2CVendorManagement@ebrd.com to enquire further.**



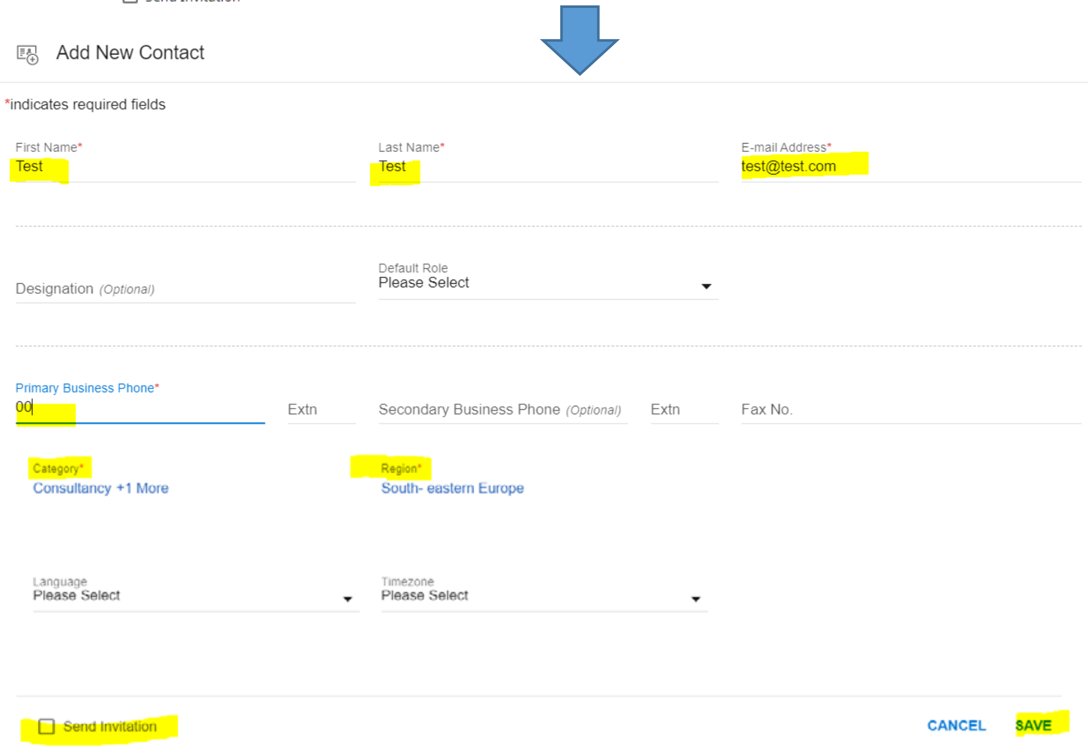


Under the Contact Information section you can add contacts by clicking on the plus ⊕ icon. Complete the new contact information by filling out the mandatory fields marked with *.

Category and Region are automatically selected as per the company's profile.

Tick **<u>Send Invitation</u>** and **<u>SAVE</u>**. The additional contact will receive an email with a link which will prompt them to create their own credentials under the same company profile.

We recommend that you add as many contacts and signatories as possible, either when you first create the Company Profile or when the Profile is still under Registered Mode. If the company is in Approved status further steps are required as per **Page 9**.



Supplier Profile – Contact Registration

The contact added will receive an email advising that they have been added as a contact under Company X.

From: support@gep.com <support@gep.com>
Sent: 04 December 2020 09:11
To: [redacted]
Subject: Registration request from EBRD

CAUTION: External Email. Do you know the sender? Consider whether the email is safe before opening links or attachments. If in doubt, contact the IT Service Desk.

Dear [redacted]

You have been added as the contact of [redacted] for EBRD.

Please Click Here to create your user account.

In case you have already created your login credentials, please ignore this message.

In case of any queries, please contact GEP Support at the following:

Phone:

USA: +1 732 428 1578

Asia: +91 22 61 372 148

Europe: +42 022 59 86 501

Email:

Support@gep.com

European Bank
for Reconstruction and Development

Hi

You have been invited by EBRD to be a supplier and represent

Register Now | I have a SMART by GEP account

Thanks,
SMART by GEP Team

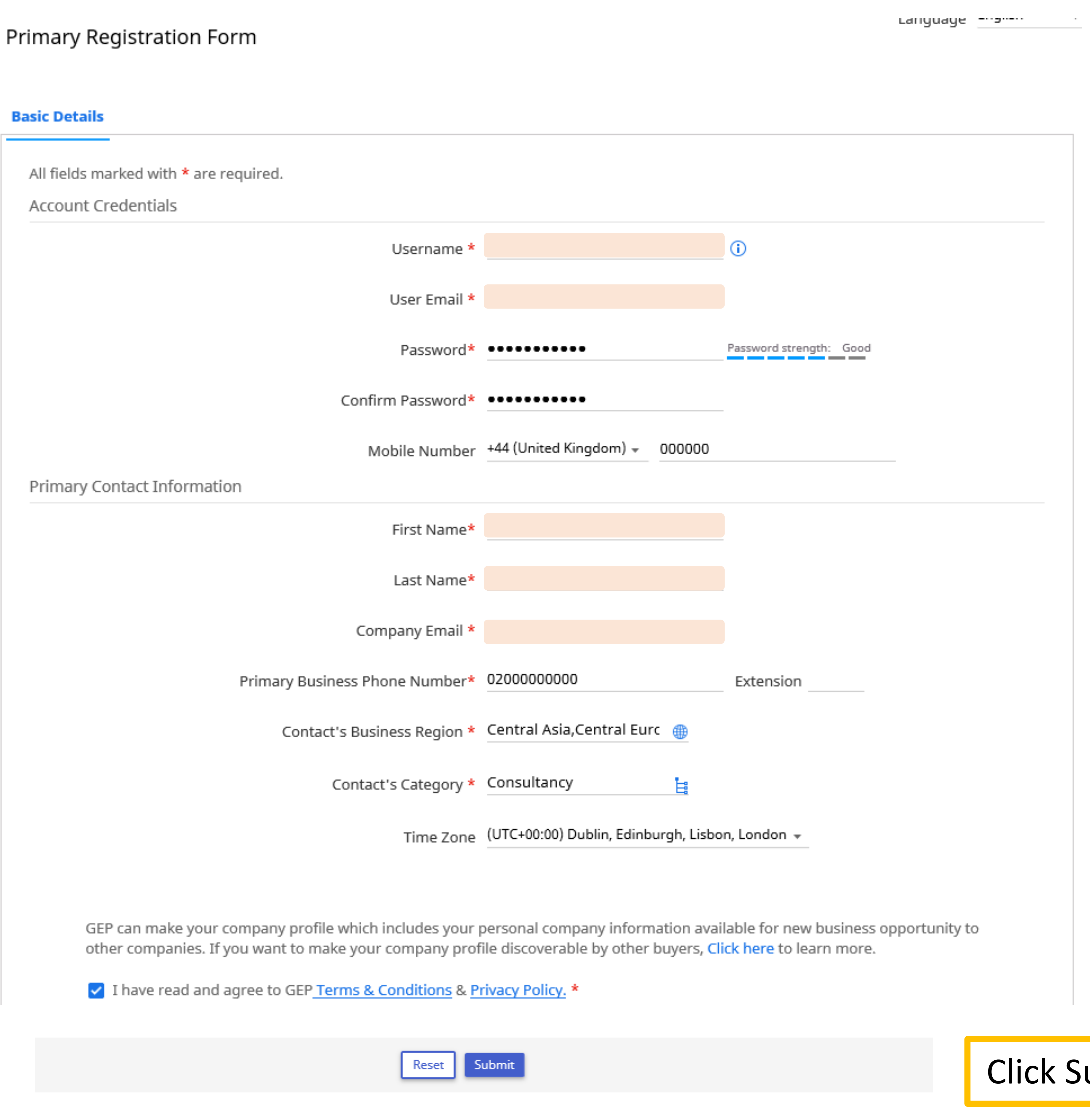
Supporting you from United States, Asia and Europe

Phone:
USA:+1 732 428 1578
Europe:+42 022 59 86 501
Asia:+91 22 61 372 148
Australia:+61 285 181 914
UK:+44 203 478 6123
Brazil:+55 113 181 5451

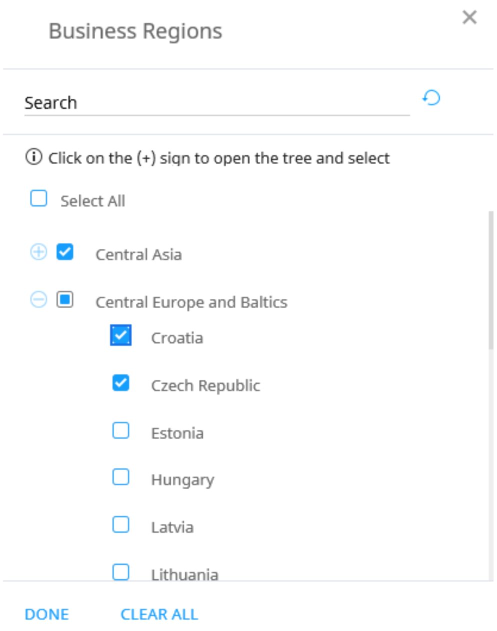
Email: Support@gep.com

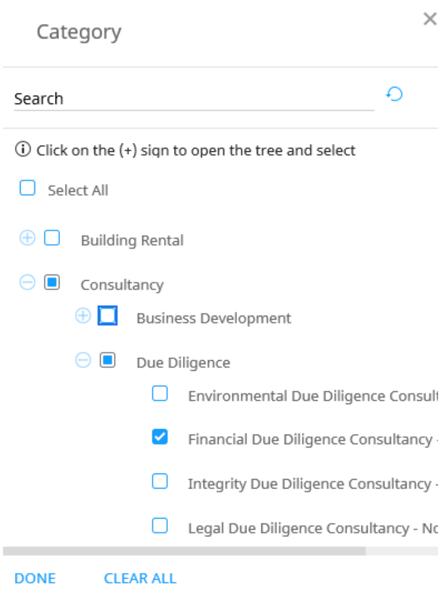
Register Now will direct the contact to create their credentials.
The contact should select **I have a SMART by GEP** account if they have already created credentials but need to be added under a different company entity.

Supplier Profile – Register Now



<u>Username:</u> usually your email address.
<u>User Email:</u> will automatically generate as you have been sent an invite.
<u>Company Email:</u> enter your email or if an Individual, enter your personal email.
<u>Contact's Business Region:</u> you can select one, many or all regions. You can also select specific countries. Select all the countries/regions you might be working in. **<u>Do not select REGIONAL</u>**.
<u>Contact's Category:</u> select the category you or your company will be working in. You can select the whole category, subcategory or be specific.





Click Submit when done.

Supplier Profile – Activation Email

Once all the mandatory details have been provided, you will receive an activation email. When the account is activated you will be able to login using your username and password.

Thank you!

Thank you for your interest. Please check your inbox for an 'Activation Email' from support@gep.com.
If at any point you hit a stumbling block, just dive straight into our support section, where you can find loads of videos and FAQs.

Thanks,
SMART by GEP Team

Supporting you from United States, Asia and Europe

Phone:
USA:+1 732 428 1578
Europe:+42 022 59 86 501
Asia:+91 22 61 372 148
Australia:+61 285 181 914
UK:+44 203 478 6123
Brazil:+55 113 181 5451

Email: Support@gep.com

Sun 13/12/2020 10:58

support@gep.com

Action required: Activate your GEP Smart account

To

CAUTION: External Email. Do you know the sender? Consider whether the email is safe before opening links or attachments. If in doubt, contact the IT Service Desk.

Dear

Thank you for filling the Registration form.

To activate your account, please

Click here

EBRD has a policy of only working with individuals, or legally registered companies. If you are trading under a company name that is not registered within the country, you should register as an individual. Contracts and payments will only be issued to the address as listed in the vendor profile registered on SMART by GEP.

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for Reconstruction and Development

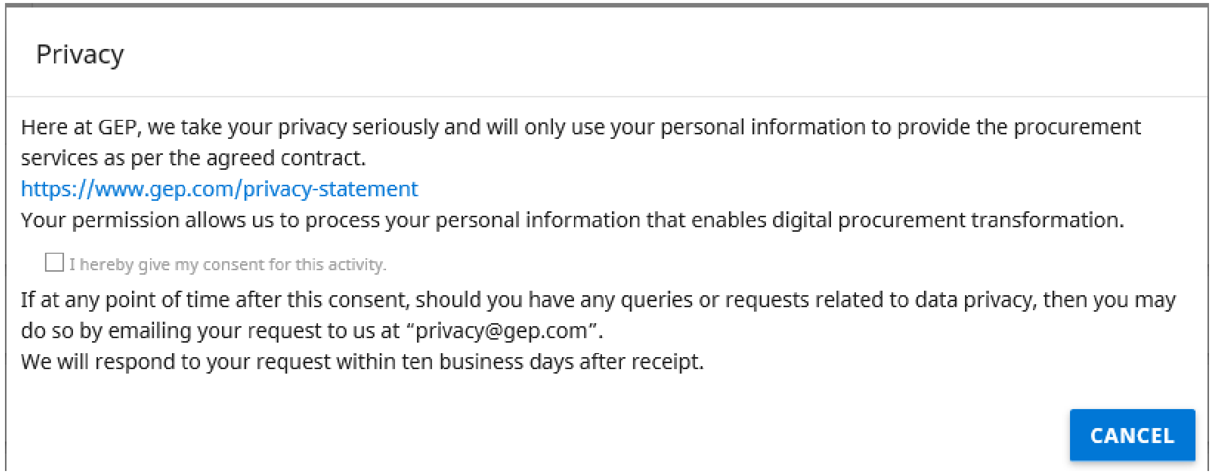
Congratulations!!!

You have successfully activated your account.
Now you can log on to SMART by GEP to get some great benefits which may help you grow your business further.
Click Here to login

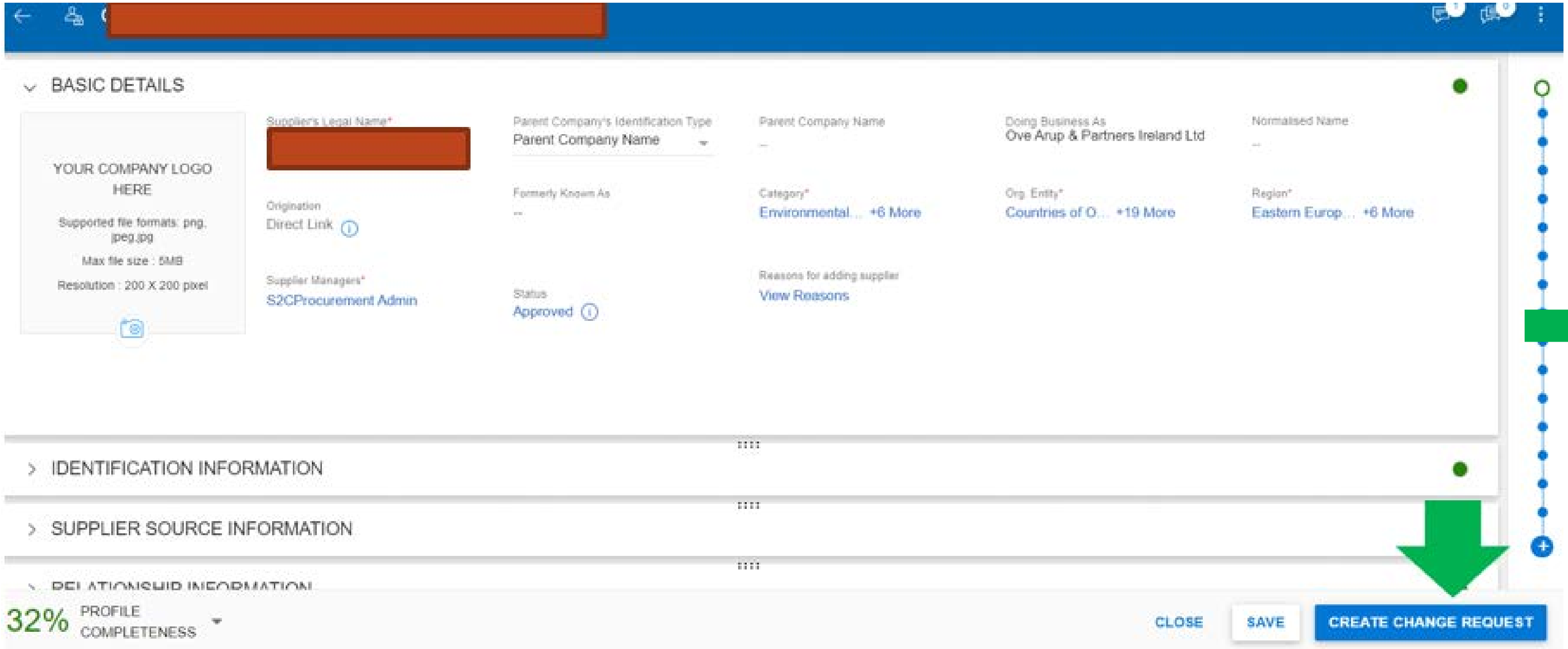
Thanks,
SMART by GEP Team

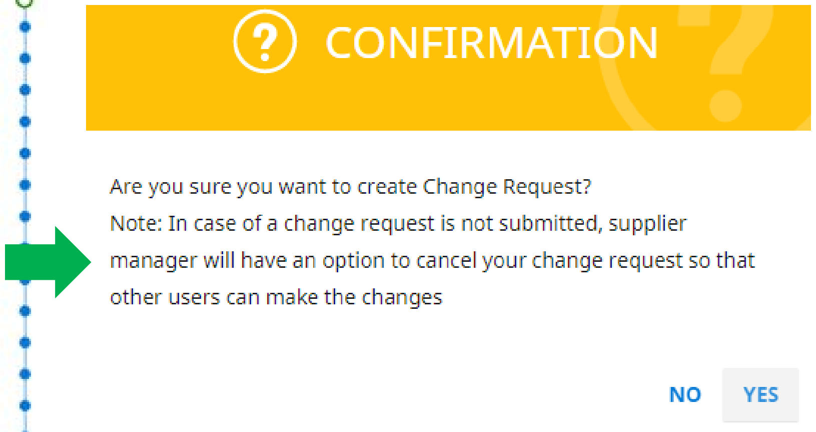
Supplier Profile – Privacy Statement

When you first login you will be requested to accept the GEP Privacy Statement.



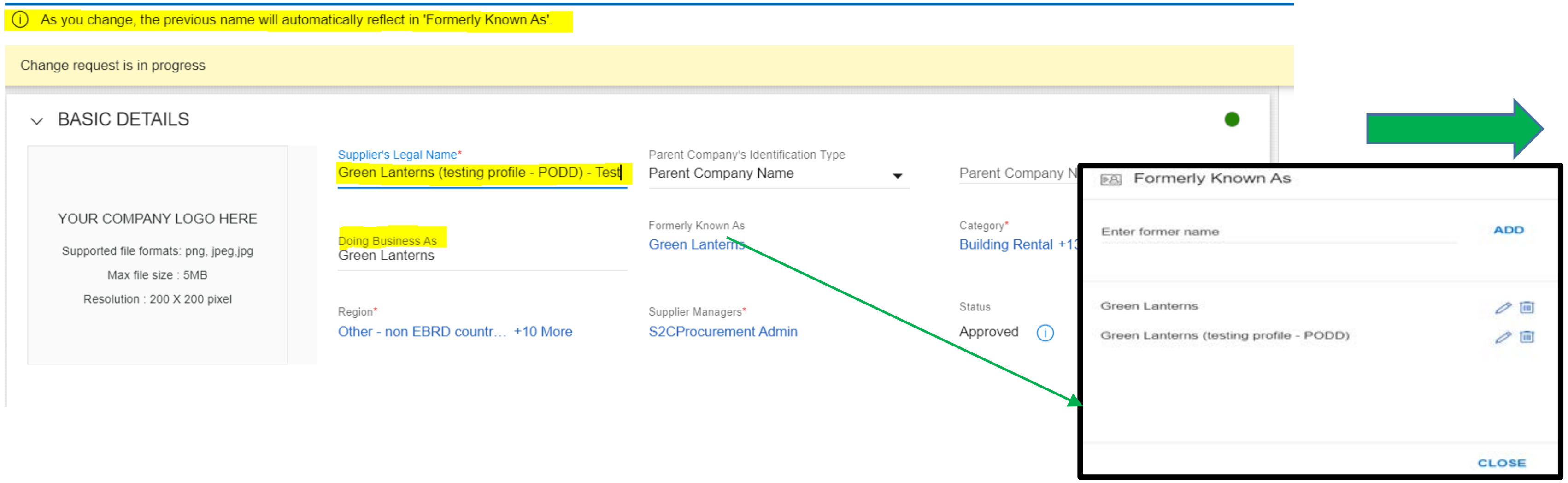
If the company profile is in approved status, to add new contacts or make any changes to the company profile you need to create a change request and make the necessary changes. This will then need to be approved by the S2C Vendor Management team.





Once the change request is confirmed, the fields become editable. You can make all the changes in one go or go back to request further change requests at later stages.

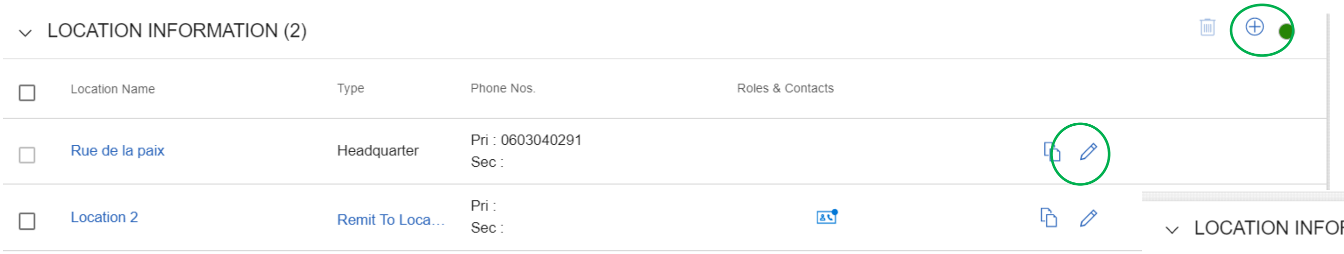
Supplier's Legal Name



You can change the business name and any previous names will automatically reflect in "Formerly Known As". The change will be visible once you click Save. All the changes in Business Names will be Listed.

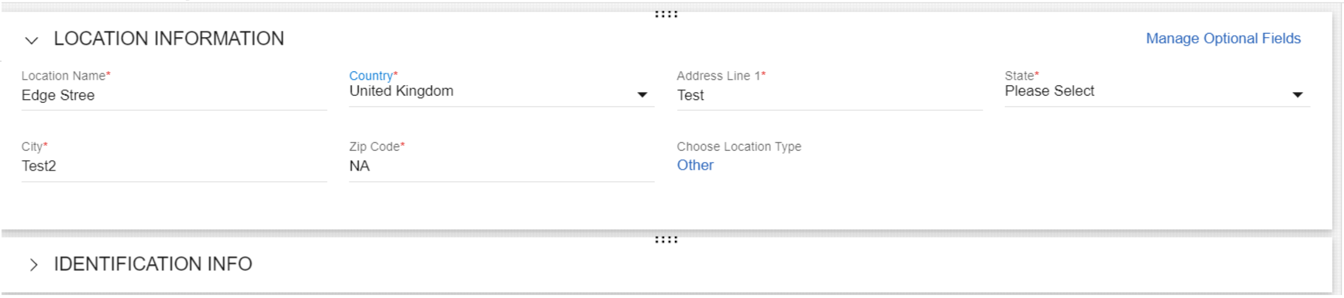
As mentioned on **Page 2,** evidence of the company name change must be sent to S2CVendorManagement@ebrd.com or attached under the Certificates tab of the profile.

Location Information

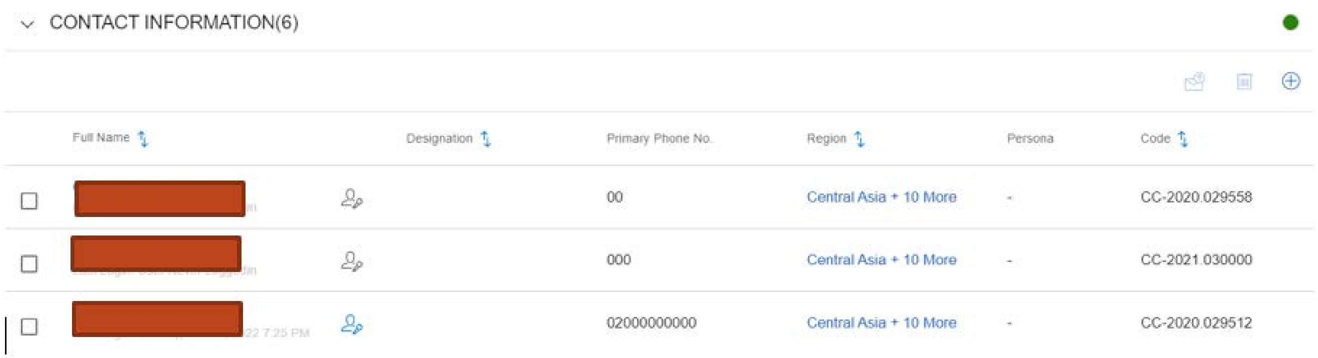


The ⊕ symbol allows other locations to be added or if an already existing address needs to be modified, click on the ✎ symbol.

Enter the details and click SAVE.



Contact Information – Adding a Contact



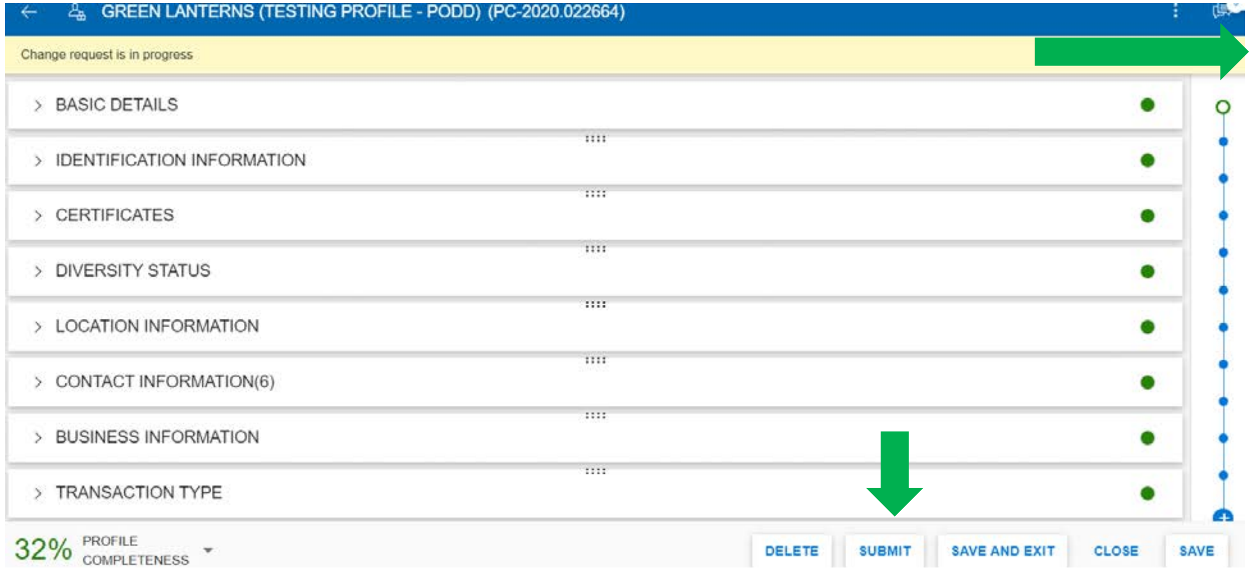
The ⊕ sign will allow you to add more contacts. Any existing contacts who have created login credentials will be able to add further contacts via *Create Change Request*. The form to add the new contact details will be the same as per **Page 5 – you will however only be able to invite the contact once the change request has been submitted and approved.**

To invite a contact after the change request is approved tick the box next to their name and then the envelope icon.

Contact Information – Deleting a Contact

You can also delete a contact if they have left the company or no longer require access to SMART by GEP. To do so, select the contact by ticking the box next to their name and using the bin icon to remove them from the Contact Information list.

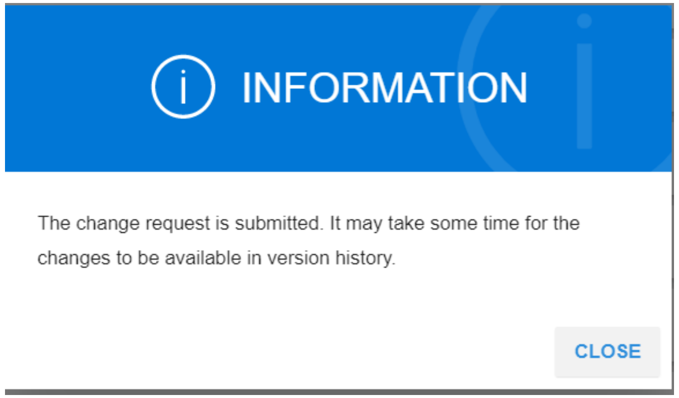
Supplier Profile – Create Change Request – Submitting Request

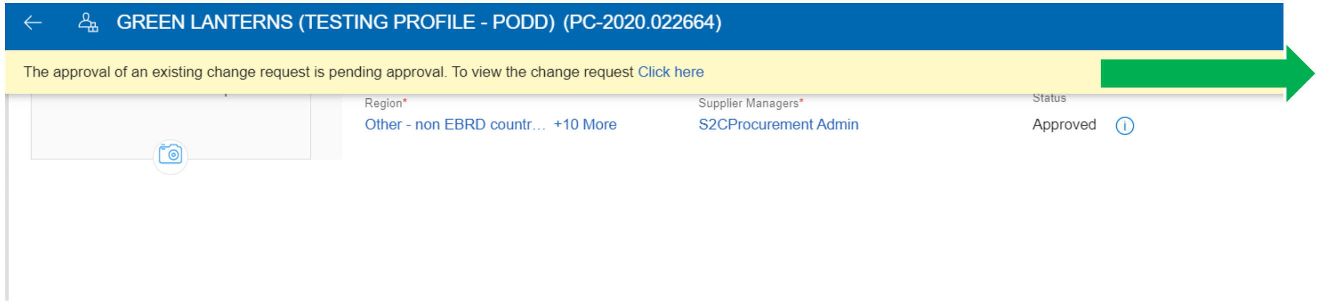


While you are making changes, the header will show as Change Request in Progress. After every change click SAVE and once all changes have been made click SUBMIT.

NOTE: if you don't submit the change request, no one else can make any changes until you either submit them or discard them.

Once the change request is submitted you will be prompted to confirm and an information pop-up window will appear.





The change request will now be pending approval.

You will receive an email once it has been approved, the yellow ribbon will disappear and the Create Change Request button will re-appear. (It may be necessary to click the browser refresh button for this to happen). Any additional contacts can be invited once the changes have been approved.

FAQ

I believe my company already has a profile – how can I be added as a contact?
If you get a duplication error when creating a profile it means the company already has a profile in SMART by GEP. You will need to be added as a contact under the existing profile. If you are not aware of any contacts in your company that have already registered with SMART by GEP, please email the EBRD S2C Vendor Management team S2CVendorManagement@ebrd.com who will put you in touch with the registered contacts in your company.

I am getting all my messages from support@gep.com – who should I be contacting?
For any technical issues with your access, such as not receiving an activation code or getting an error message, please email support@gep.com. For queries such as being added as a contact or how to manage your profile please email the S2C Vendor Management team S2CVendorManagement@ebrd.com.

I submitted a change request and it is still showing as pending – what should I do?
Please contact the EBRD S2C Vendor Management team S2CVendorManagement@ebrd.com so they can approve the change request or advise if any further information is required.

I am not sure how to add a contact as the ⊕ icon is missing – what should I do?
Please ensure you follow the correct steps as demonstrated in this guidance. Alternatively please contact the EBRD S2C Vendor Management team S2CVendorManagement@ebrd.com.

One of our contacts has left the company – should we remove them?
Yes, if a contact has left the company, you can remove them from the Contact List by deleting them. *Please see **Page 11**.*

FAQ

My company is no longer active – how can I delete my profile?
Please contact the EBRD S2C Vendor Management team S2CVendorManagement@ebrd.com who will change the status of the company. If there are no contracts or RFXs assigned to a company profile, the profile can be deleted by the EBRD S2C Vendor Management team.

Why is my company status showing as rejected?
If the supplier profile was Rejected it means the supplier profile was either a duplicate or the information provided not correct. Contact the EBRD S2C Vendor Management team S2CVendorManagement@ebrd.com to enquire further.

How can suppliers register on EBRD's eProcurement System (SMART by GEP)?
Please refer to "Supplier Guidance - Registration in SMART by GEP" on EBRD.com - Corporate Procurement and Consultancy Services - SMART by GEP.

How can suppliers access and participate in RFX events launched by EBRD?
Please refer to "Accessing and Participating in RFX Events" on EBRD.com - Corporate Procurement and Consultancy Services - SMART by GEP.