

EBRD - eProcurement System

Suppliers – Registering in SMART

Reference Guide for Firms or Individuals not already registered

Supplier Self Registration

SMART by GEP is the platform for procurement of all EBRD's goods, works, services and consultancy services opportunities.

There are two ways to register with SMART by GEP:

1. Invitation by email

The primary contact person or signatory for your company receives an email from GEP SMART with a link to register by filling in the **Primary Registration Form (PRF)**.

2. Self-registration

Completing the **Primary Registration Form** (*this form should be filled out only if the company profile does not already exist*). The form is available via the EBRD website: (<https://www.ebrd.com/procurement/corporate-procurement.html>)

OR via this link:

<https://eu.smart.gep.com/Nexus/Registration/PartnerRegistration?dd=YnBjPTcwMDIxODY5JnNwYz0wJmZjPTE1&oloc=102>

If you get a duplicate error when creating a profile, it means the company already has a profile in SMART. You will need to be added as a contact under the existing profile. Please email the EBRD S2C Vendor Management team S2CVendorManagement@ebrd.com who will put you in touch with the registered contacts in your company.

* **SMART is compatible with CHROME and Microsoft EDGE** - For any technical issues with registration please contact support@gep.com.

PLEASE USE ENGLISH AS THE DEFAULT LANGUAGE AND DO NOT USE SPECIAL CHARACTERS WHEN COMPLETING THE REQUIRED FIELDS.

Supplier Registration –Primary Registration Form (1/4)

Primary Registration Form

Basic Details

All fields marked with * are required.

Account Credentials

Username * ⓘ

User Email *

Password * Password strength: Too short

Confirm Password *

Mobile Number Select ISD Code ▾

Company Information

Legal Company Name * ⓘ

Doing Business As

Company Website

Headquarter * Select Country ▾ ⓘ

Address Line 1 * Suite, Street, Locality ⓘ

Address Line 2 Suite, Street, Locality

Username

Firms: username should be the business email address of the person registering on behalf of the firm. **Please note that each contact to be added under the same company profile/legal entity needs to create their own login credentials by being invited as shown on Page 15 .**

Individuals: enter your email address.

Password Policy:

- Passwords should be a minimum of 10 characters and a maximum of 20 characters. **Please note NO warning message is issued if the password is set up with more than 20 characters.**
- Passwords should consist of an upper case letter, lower case letter, special character (@ # \$ % & * () { } []) and a number.
- The Password Reset Link is valid for 48 hours only.
- The last 3 passwords may not be used while setting up your new password.
- Five incorrect entries of your password while attempting to login will lock the account. If you are locked out, you must contact GEP Support at support@gep.com.

Supplier Registration –Primary Registration Form (2/4)

Primary Registration Form

Basic Details

All fields marked with * are required.

Account Credentials

Username * ⓘ

User Email *

Password * Password strength: Too short

Confirm Password *

Mobile Number Select ISD Code ▾

Company Information

Legal Company Name * ⓘ

Doing Business As

Company Website

Headquarter * Select Country ▾ ⓘ

Address Line 1 * Suite, Street, Locality ⓘ

Address Line 2 Suite, Street, Locality

Legal Company Name

Firms: Enter your Legal Company Name.

Please note the system is intended to have 1 registration per legal entity with its own location. i.e. if your company has different branches/offices in the UK but one legal entity, then you register as one legal entity and add the different locations (Page 14)/contacts per location (Page 15). If the company name is the same for different entities, enter the location in the name to allow it to be registered and to make it easy to differentiate.

Individuals: Enter your Full Name.

- Please note that when working with a different buyer (other than EBRD) that uses 'SMART by GEP', you will have to complete the PRF again for the other buyer.
- The system is designed to prevent duplicate supplier profiles. Please note that if the email address, company name or company registration number is already registered, you will not be able to create a new profile. Instead, you will need to liaise with your company to add you as a contact. If unsure who to contact in your company, please email the EBRD S2C Vendor Management team: S2CVendorManagement@ebrd.com.



Primary Registration Form (3/4)

D-U-N-S Number (Dun & Bradstreet) **(if available – it is not mandatory and will not stop you from registering)**

This is your unique 9 digit identifier.

*The system will not permit two registrations/profiles with the same DUNS Number. You will need to get in touch with the *EBRD S2C Vendor Management team* S2CVendorManagement@ebrd.com if the DUNS number already exists in SMART.

Company Phone *

County

Fax

Business Regions *

Category *

D-U-N-S Number → Digit D-U-N-S

Company Identification * Select identification type Identification Num +

Primary Contact Information

First Name *

Last Name *

Company Email *

Business Phone Number * Extension

Company Phone

Please include the phone number of the contact person or company.

Business Region

Please select all regions you operate in. **DO NOT** select “Regional” as a region.

Category

Please select all categories of goods, works, services and consultancy services that you provide. **DO NOT SELECT ALL** unless you are providing all the services listed.

Company Identification

Firms: Select Company Registration and enter your registration number.

Individuals: Select **Passport number** and enter your passport number.

Business Regions

Search

Click on the (+) sign to open the tree and select

Select All

Central Asia

Central Europe and Baltics

Cyprus and Greece

Eastern Europe and Caucasus

Not Applicable

Regional X

Russia

DONE

CLEAR ALL

The first person registering is considered the primary contact. When other contacts register for the same company they are added as secondary contacts. Primary and secondary contacts can be changed later, if required.


For Individuals: enter your email and phone number.

Primary Registration Form (4/4)

Secondary Contact Information

First Name	Last Name	Company Email	Contact Role
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Additional contact information can be added, if desired, by clicking the  icon. Ensure that you also enter the Signatory "a person who is authorised to sign contracts on behalf of the firm" as contact.

GEP can make your company profile which includes your personal company information available for new business opportunity to other companies. If you want to make your company profile discoverable by other buyers, [Click here](#) to learn more.

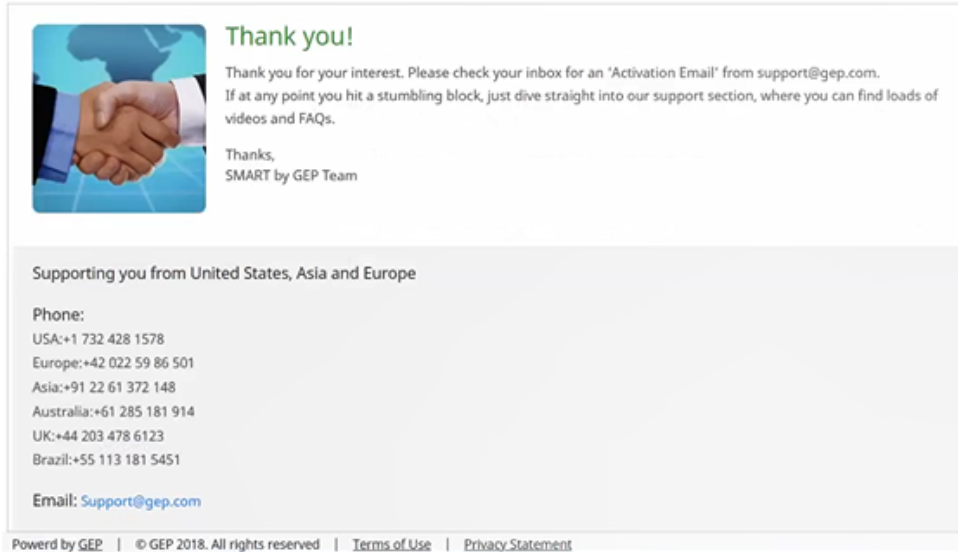
I have read and agree to GEP [Terms & Conditions](#) & [Privacy Policy](#). *

When all mandatory information has been provided, click to accept the T&C and Privacy Policy and then **Submit**.

Enter any other Contact Information and Click Submit

The supplier registration process is **not** fully completed at this stage. Please see "Registration – Next Steps" below to complete your registration.

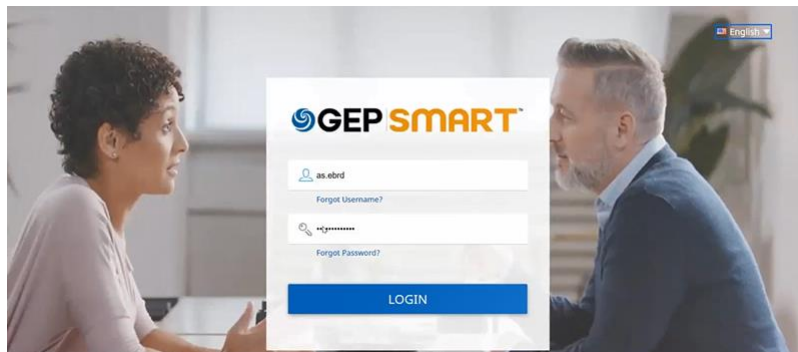
Registration – Next Steps



Once you have successfully completed and submitted the PRF, you will receive an Activation Email with a link to SMART by GEP to login to complete your registration and activate your account. The e-mail provides details about the additional information you will need to provide and the steps to follow.

*Check you SPAM folder if you do not receive the email in your inbox.

For any technical issues with registration, please contact:
support@gep.com.



When you click on the link you are taken to GEP SMART.

Login with the user credentials created in the PRF.

Supplier Profile

After you login to SMART by GEP, you land on your Workspace home page. Click on the TASKS button to complete the pending tasks. Then access your supplier profile (as shown below) and complete the mandatory fields. **This will complete your registration process.**

The screenshot displays the 'JANE'S WORKSPACE UAT' interface. At the top left, there is a search bar with the text 'Search'. Below the search bar, there are two prominent circular buttons: a blue 'TASKS' button with a white list icon and a green 'MANAGE' button with a white document icon. A red box highlights both buttons with the text 'Both these steps need to be actioned to complete your registration process'. An orange box points to the 'TASKS' button with the text 'Click on TASKS to complete the pending actions.' Another orange box points to the 'MANAGE' button with the text 'Click to access your Supplier Profile. Your supplier profile will not be finalised and registered until all mandatory fields have been completed. **Ensure you go to the profile to see what is missing.**' In the bottom right corner, there is a small blue circular button with a white profile icon. The background of the interface shows a desk with a computer monitor displaying the GEP logo, a laptop, and a telephone. The European Bank for Reconstruction and Development (EBRD) logo is visible in the bottom left corner.

Supplier Profile

The Supplier Profile captures your basic details, registration information, location details, contact details, etc. You need to click on each section and complete the mandatory fields **for the registration to be completed**.

The screenshot displays the Supplier Profile registration interface. At the top, a yellow banner states: "Status will move to Registered only when all the mandatory fields are filled and supplier reviews the profile by clicking on save." Below this, the "BASIC DETAILS" section is expanded, showing fields for "Parent Company Name", "Doing Business As", "Normalised Name", "Formerly Known As", "Category", "Region", and "Status". A "YOUR COMPANY LOGO HERE" placeholder is also visible. The interface includes a sidebar with expandable sections: IDENTIFICATION INFORMATION, SUPPLIER SOURCE INFORMATION, RELATIONSHIP INFORMATION, CERTIFICATES, DIVERSITY STATUS, LOCATION INFORMATION, CONTACT INFORMATION, BUSINESS INFORMATION (highlighted in red), and TRANSACTION TYPE. A "15% PROFILE COMPLETENESS" indicator is shown at the bottom left. At the bottom right, there are "CLOSE" and "SAVE" buttons. Several callout boxes provide instructions: one points to the top right "Action Menu" (three dots icon) with the text "Action Menu allows you to view the change history."; another points to the "Business Information" section with the text "The 'Business Information' section must be filled in to complete your registration."; a third points to the completion circles on the right side of the sections with the text "Completion circles indicate the percentage of information captured in mandatory fields."; and a fourth points to the "SAVE" button with the text "Click Save to save any changes/additions made.".

Status will move to Registered only when all the mandatory fields are filled and supplier reviews the profile by clicking on save. ⚠

YOUR COMPANY LOGO HERE
Supported file formats: .png, .jpg, .jpeg
Max file size: 5MB
Resolution: 200 X 200 pixel

Parent Company's Identification Type
Parent Company Name
Parent Company Name
Doing Business As
Normalised Name
Formerly Known As
Formerly Known As
Category
Consultancy +1 More
Region
Other - non EBRD country of operat... +10 More
Status
Invited
Reasons for adding supplier
View Reasons

Supplier Managers
S2CProcurement Admin

> IDENTIFICATION INFORMATION
> SUPPLIER SOURCE INFORMATION
> RELATIONSHIP INFORMATION
> CERTIFICATES
> DIVERSITY STATUS
> LOCATION INFORMATION
> CONTACT INFORMATION
> BUSINESS INFORMATION ⚠
> TRANSACTION TYPE

15% PROFILE COMPLETENESS

CLOSE SAVE

Action Menu allows you to view the change history.

The "Business Information" section must be filled in to complete your registration.

Completion circles indicate the percentage of information captured in mandatory fields.

Click Save to save any changes/additions made.

Supplier Profile - Basic Details

Basic Details: Basic information such as company name, parent supplier company, and category/region that you work in.

✓ BASIC DETAILS Manage Optional Fields | ●

YOUR COMPANY
LOGO HERE

Supported file formats:
png, jpeg, jpg

Max file size : 5MB

Resolution : 200 X 200
pixel

<p>Supplier's Legal Name* Testing_Supplier6</p>	<p>Parent Company's Identification Type Parent Company Name</p>	<p>Parent Company Name</p>
<p>Doing Business As</p>	<p>Formerly Known As Formerly Known As</p>	<p>Category* Building Rental</p>
<p>Region* Australia and New Zeal... +1 More</p>	<p>Supplier Managers Ankur Shah</p>	<p>Status Invited ⓘ</p>

Please select all categories of goods, works, services and consultancy services that you provide.

Please select all regions that you operate in.
Do not select "Regional".

Do not change the Supplier Manager's name. This will be maintained by the EBRD's dedicated S2C Vendor Management team who are responsible for all supplier registrations, compliance checks, etc.

When your registration is complete the status will change to **Registered**. A registered supplier can be selected for procurement activities by EBRD's procurement team.

Before any contract can be awarded to a supplier, the EBRD S2C Vendor Management team checks the registration details to ensure the information provided is compliant and, if all the checks are passed, the profile status is changed to **Approved**.

If the Status is showing **Rejected**, it means the EBRD S2C Vendor Management team has not accepted the registration due to potential duplications. Get in touch with S2CVendorManagement@ebrd.com for further information.

Supplier Profile - Identification Information

Identification Information: Check to see that the information entered is correct.

∨ IDENTIFICATION INFORMATION [Manage Optional Fields](#) | ●

DUNS Number _____

Identification type Number

National company registration number 09876543* ⊕

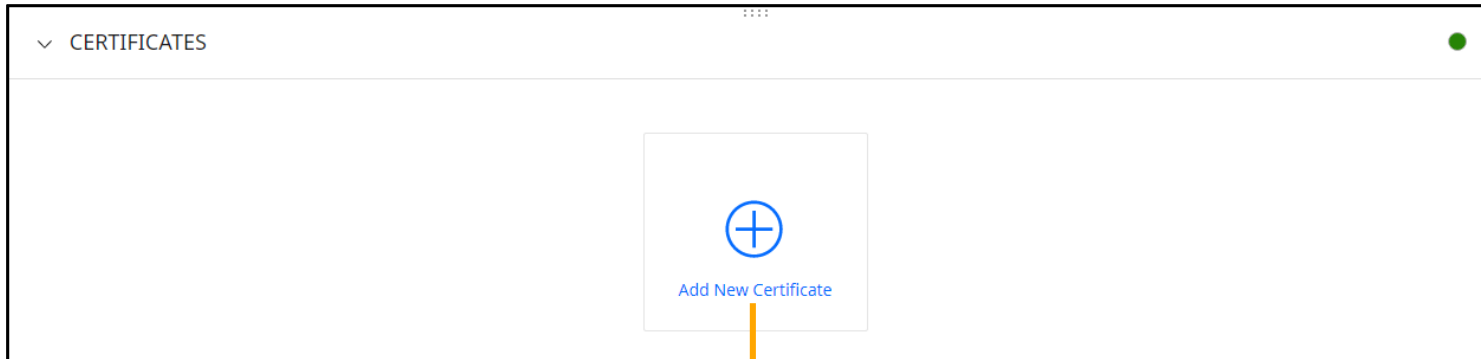
This is a **mandatory field** that you would have provided when completing the Primary Registration Form.

For firms the company registration number is the unique identification number under which your company or yourself are listed in the company register, commerce register, or equivalent. e.g. in the UK: Companies House; in France: Registre du Commerce et des Sociétés, etc.

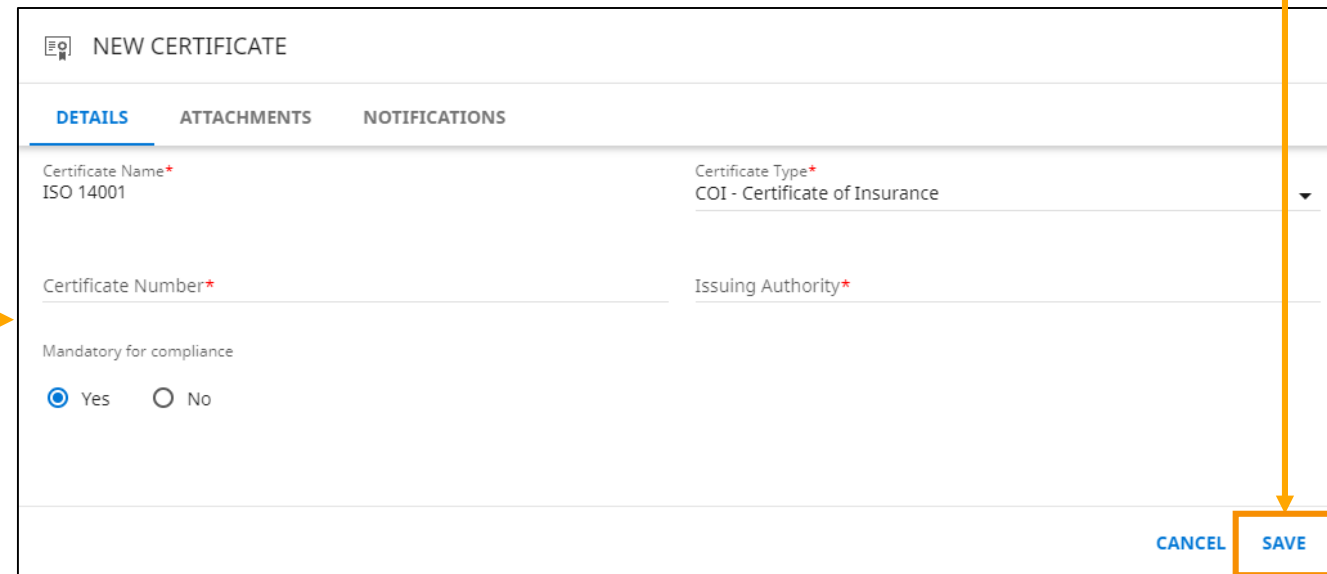
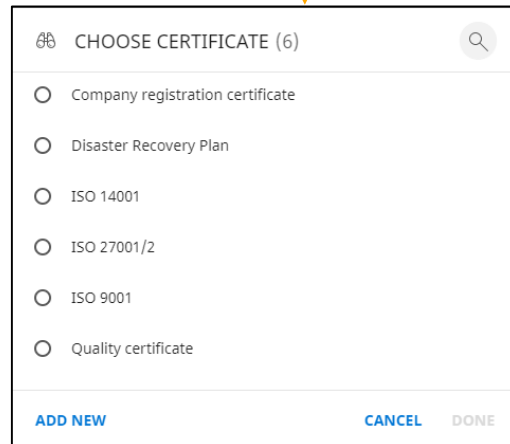
For Individuals the company registration number is your passport number.

Supplier Profile - Certificates

Certificates: Possession of any of these certificates is not a requirement for registration. Certain requests for proposals may, however, make the possession of certain certifications a condition for selection and/or award of the contract.



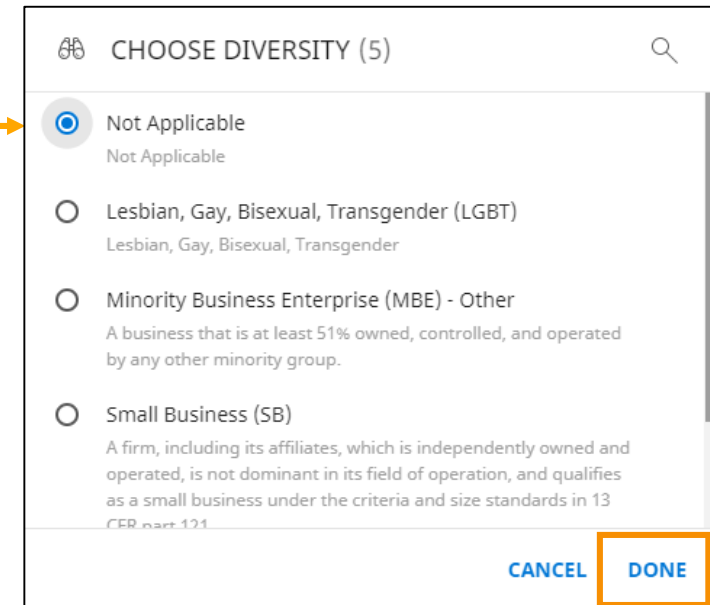
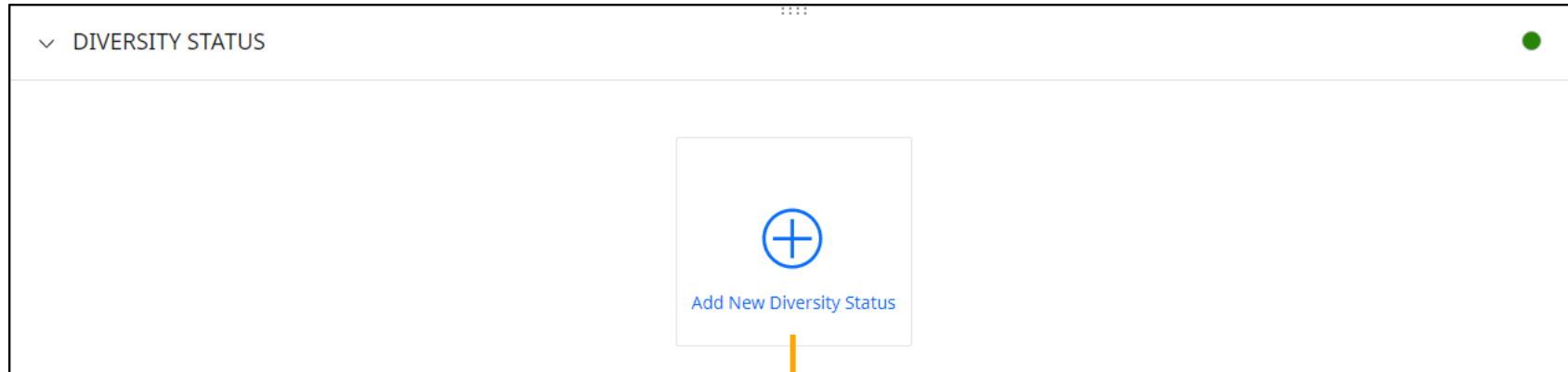
Please note that if the certificate does not expire, it is still mandatory to enter an expiry date – please select any date sufficiently in the future.



Click on Save when the required certificate details are provided.

Supplier Profile - Diversity Status

Diversity Status: Information on your diversity status such as minority, race, foreign businesses, etc. (not mandatory)





Click on Done after selection.


Supplier Profile - Location Information


Location Information: This section records all the locations that you operate from. Please do not select type “Remit To Location”, as we do not require this information.

LOCATION INFORMATION (1) 📍 🗑️ + 🟢

<input type="checkbox"/>	Location Name	Type	Phone Nos.	Roles & Contacts
<input type="checkbox"/>	Headquarter	Headquarter	Pri : 0603040291 Sec :	📄 ✎

Click the  icon to add a new location and  to remove a location. Only add locations which belong under the registered entity.

Click on the  icon to update an existing location.

 Add New Location


INFO IDENTIFICATION INFO


Location Name* Location001	Location Code(Leave blank to auto generate) (Optional) --
Address Line 1* High street	Address Line 2 (Optional)
City* City1	County (Optional)
Country* Singapore	State* State1

CANCEL **SAVE**

Supplier Profile - Contact Information

Contact Information: Information on your contact details and contacts for each role at the locations specified in the Business Information tab. **Ensure you also enter the authorised signatory for the contract as a contact.**




CONTACT INFORMATION(1)					
Full Name	Designation	Primary Phone No.	Region	Persona	Code
<input type="checkbox"/> Testing_Supplier8 L Last Login: User Never Logged in		00000	Australia and New Zealand	-	

You can add contacts by clicking on the plus  icon. You will need to enter the details of the contact and tick **Send Invitation**. The additional contact will receive an email with a link which will prompt them to create their own credentials under the same company profile. When launching a procurement event, the procurement advisor can select one or more contacts and you can also add contacts to the event.

If you have created a generic email to receive all procurement notices, ensure that you add that email here.

When registering for the first time, you are automatically listed as the primary contact. We recommend you add as many contacts who will be working with EBRD as possible and all the signatories of the company.

The Primary Contact is responsible for managing the supplier profile. The primary contact should ideally be the account manager or bid manager for EBRD.

Designation




Add New Contact

*Indicates required fields

First Name*	Last Name*	E-mail Address*
John	Smith	john.smith@smiths.com
Designation (Optional)		Default Role Please Select
Primary Business Phone*	Extn	Secondary Business Phone (Optional) Extn Fax No.
000		
ISD Code (Optional) Please Select	Mobile Number (Optional)	
Category*	Region*	
Building Rental +13 More	Other - non EBRD country of ... +10 More	
Language English	Timezone Please Select	

Send Invitation

Category and Region are automatically populated as per the Category and Region of the Company Profile under Basic Details.

Language should always be English.

Time zone should reflect the location of the user. It is important this is correct as it might affect their response to RFX's.

Supplier Profile - Business Information

Business Information: Information on your business details including business locations, revenue, profit, etc.

Business Type is compulsory and must be selected. **Your profile will not be registered unless this is completed.**

Select the Business Type your company is registered as from the drop down list.

∨ BUSINESS INFORMATION

Currency
EUR

Annual Revenue (In Millions)
..

Business Type
Limited Company

Total No. of Employees

Auto-Acknowledge Order

[Manage Optional Fields](#) | ●

Payment Type
Please Select

- Government/Public Agency
- Sole proprietor / Sole trader
- Partnership
- Individual
- NGO
- Charity

Supplier Profile – Other Optional Information

Registration Information: questionnaires to be added only if required.

Transaction Type: Information on the transaction formats supported by you for different transactions.

Marketing Information: Marketing information such as your existing customers, the currencies you support and languages you support. It also captures your presence on social media.

Payment Terms: not applicable.

Documents: The documents section will be populated, once you have participated in any procurement activities, with links to documents associated with the procurement activities.

Second Tier Suppliers: Information about your regular second tier suppliers can be entered here. **This is currently not a requirement and no information about your sub-contractors should be entered here.**

Once all mandatory information has been provided, click **Save**.

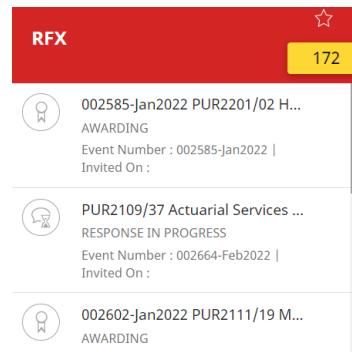
Your registration is now complete.

Once registered you will be able to see any new opportunities via:

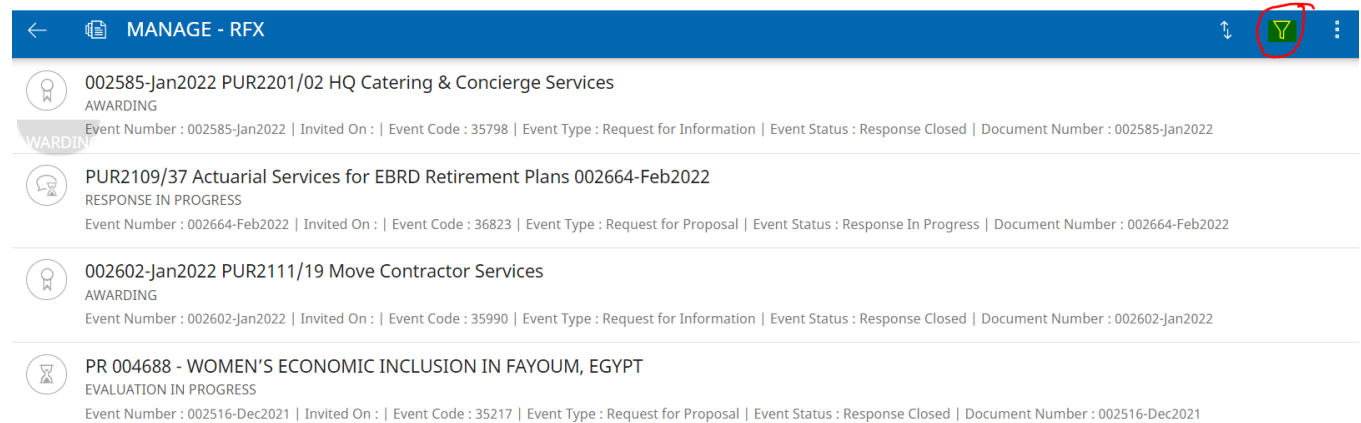
1. **The Public Domain** where all good, services and consultancy service notices are published:
<https://eu.smart.gep.com/publicrfx/ebrd?oloc=215#/>

2. Your **WORKSPACE – MANAGE – RFX – SHOW ALL**

This option will show all RFXs which fall under the same Category and Region you have selected as a supplier. Using the filter option you are able to narrow the search and search only RFX's for a specific Country or Category, e.g. due diligence. To access an RFX you will need to click on the RFX to view it and follow the instructions.

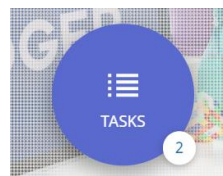


[SHOW ALL](#)



3. TASKS

You will have tasks to complete if you have **1.** accessed an event **2.** have been asked to complete mandatory information under your company profile or **3.** been invited to an RFX (public or restricted). If EBRD invites you to an RFX, you will get an email and it will appear under your tasks. Please note that this will only appear as a task under the particular contact that has been invited.



I have completed my registration but have not received an activation code. What should I do?

Please check your SPAM folder. If nothing in the SPAM folder, please contact support@gep.com.

I am registered in SMART but it is not recognising my password – what should I do?

Please ensure that you have followed the password policy as described on [Page 3](#). If there are still issues, please contact support@gep.com.

I have completed all the mandatory information. Why is my profile showing as only 40% complete? What am I missing?

*Not all the information under the Company Profile is relevant to us. We only require you to complete the mandatory fields marked with an *.*

How do I access procurement notices? Can I set up notifications?

Once your company has been set up or you have been added as a contact and created login credentials, you can access new procurements via the public domain [EBRD | Public Bid Site \(gep.com\)](#) or your Workspace – Manage RFX. You will only receive a notification if you have been invited to bid for a procurement by EBRD.

I have registered in SMART but I am being told that my profile is not appearing. What should I do?

Please ensure that you are using the right link and have not registered in the UAT environment. To ensure you have registered in the right link, please only use the link provided in this guidance or in our [public domain page](#).

I don't have a company email or company legal name - what should I enter in the registration form?

The legal company name will be your full name (no special characters) and your company email will be your personal email.

My company does not have a company registration number – how should I proceed?

You will need to attach proof that your company exists under the certificate section or send it to the EBRD S2C Vendor Management team (S2CVendorManagement@ebrd.com). Under the Company Registration enter N/A. Please note your supplier profile will not be approved unless the proof that the company exists has been received.

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](#).

How can suppliers manage their profile on EBRD’s eProcurement System (SMART by GEP)?

Please refer to “Suppliers – Managing Your SMART Profile” on EBRD.com - Corporate Procurement and Consultancy Services - [SMART by GEP](#).