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.
  o If the profile is in Approved Status – go to Page 9.
  o 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)
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 **Send Invitation** and **SAVE**. 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

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

Thank you,
SMART by GEP Team

Supporting you from United States, Asia and Europe

Phone:
USA:+1 732 428 1578
Europe:+42 022 59 86 991
Asia:+91 22 61 322 148

Americas:+1 285 181 914
UK:+44 202 478 0123
Brazil:+55 113 181 5451

Email: support@gep.com

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 [Name],

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.

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

Thank you,
SMART by GEP Team
Supplier Profile – Privacy Statement

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

Privacy

Here at GEP, we take your privacy seriously and will only use your personal information to provide the procurement services as per the agreed contract.

https://www.gep.com/privacy-statement

Your permission allows us to process your personal information that enables digital procurement transformation.

☐ I hereby give my consent for this activity.

If at any point of time after this consent, should you have any queries or requests related to data privacy, then you may do so by emailing your request to us at “privacy@gep.com”.

We will respond to your request within ten business days after receipt.
Supplier Profile – Create Change Request

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.
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.

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.
The ① 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.

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.
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.