

EBRD – eProcurement System

Suppliers – Managing Your SMART Profile

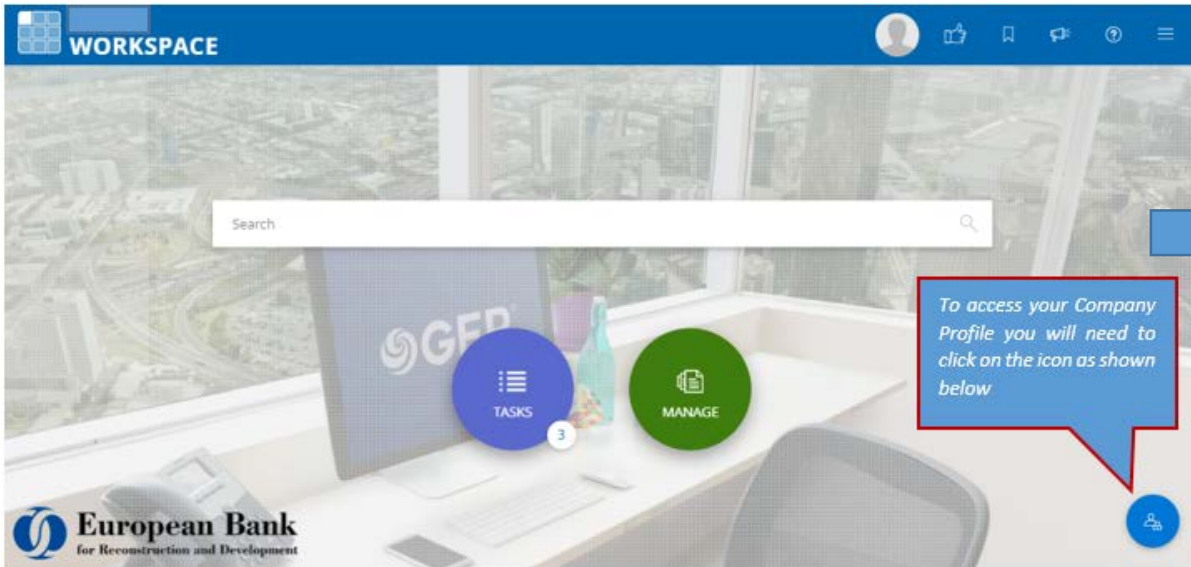
Quick Reference Guide for Suppliers to Change Information in their Main Profile

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.



To access your Company Profile you will need to click on the icon as shown below

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

▼ BASIC DETAILS

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

Supplier's Legal Name*
Parent Company's Identification Type
Parent Company Name
Parent Company Name
Doing Business As

Formerly Known As
Formerly Known As

Category*
Consultancy +1 More

Org. Entity*
EBRD

Supplier Managers*
S2CProcurement Admin

St...
Invited ⓘ

Reasons for adding supplier
View Reasons

← TEST SUPPLIER1 (PC-2020.022658)

▼ BASIC DETAILS

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

Supplier's Legal Name*
Test Supplier1

Parent Company's Identification Type
Parent Company Name

Parent Company Name

Formerly Known As
Formerly Known As

Category*
Building Rental +13 More

Doing Business As

Region*
Not Applicable +10 More

Supplier Managers*
S2CProcurement Admin

Status
Registered ⓘ

▼ BASIC DETAILS

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

Supplier's Legal Name*
Parent Company's Identification Type
Parent Company Name

Parent Company Name

Formerly Known As
Formerly Known As

Category*
Environmental... +6 More

Supplier Managers*
S2CProcurement Admin

Status
Approved ⓘ

Reasons for adding supplier
View Reasons

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.

Supplier Profile – Contact Information

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	-	

Add New Contact

First Name* Last Name* E-mail Address*

You must enter a value for the attribute

Designation (Optional) Default Role Please Select

Primary Business Phone* Extn Secondary Business Phone (Optional) Extn Fax No.

ISD Code (Optional) Please Select Mobile Number (Optional)

Send Invitation CANCEL SAVE

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**.

Add New Contact

*indicates required fields

First Name* Last Name* E-mail Address*

Designation (Optional) Default Role Please Select

Primary Business Phone* Extn Secondary Business Phone (Optional) Extn Fax No.

Category* Region*

Language Please Select Timezone Please Select

Send Invitation CANCEL SAVE

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:

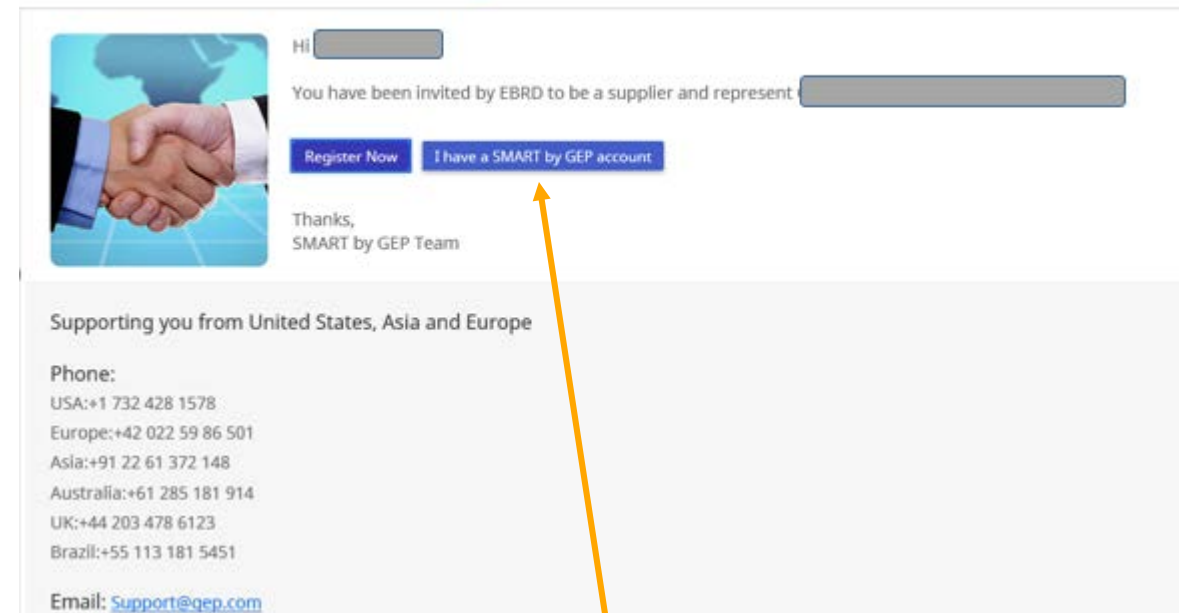
USA: +1 732 428 1578

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.

Supplier Profile – Register Now

Primary Registration Form

Language: English

Basic Details

All fields marked with * are required.

Account Credentials

Username *

User Email *

Password * Password strength: Good

Confirm Password *

Mobile Number +44 (United Kingdom) 000000

Primary Contact Information

First Name *

Last Name *

Company Email *

Primary Business Phone Number * 02000000000 Extension

Contact's Business Region * Central Asia, Central Eurc

Contact's Category * Consultancy

Time Zone (UTC+00:00) Dublin, Edinburgh, Lisbon, London

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](#).

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.

Business Regions

Search

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

Select All

Central Asia

Central Europe and Baltics

Croatia

Czech Republic

Estonia

Hungary

Latvia

Lithuania

Category

Search

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

Select All

Building Rental

Consultancy

Business Development

Due Diligence

Environmental Due Diligence Consult

Financial Due Diligence Consultancy

Integrity Due Diligence Consultancy

Legal Due Diligence Consultancy - Nc

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 [Redacted]

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]

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

Thanks,
SMART by GEP Team

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.

CANCEL

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.

32% PROFILE COMPLETENESS

BASIC DETAILS

Supplier's Legal Name* [Redacted]

Parent Company's Identification Type: Parent Company Name

Parent Company Name: [Redacted]

Doing Business As: Ove Arup & Partners Ireland Ltd

Normalised Name: [Redacted]

Origin: Direct Link

Category*: Environmental... +6 More

Org. Entity*: Countries of O... +19 More

Region*: Eastern Europ... +6 More

Formerly Known As: [Redacted]

Status: Approved

Reasons for adding supplier: View Reasons

Supplier Managers*: S2CProcurement Admin

IDENTIFICATION INFORMATION

SUPPLIER SOURCE INFORMATION

RELATIONSHIP INFORMATION

CLOSE SAVE **CREATE CHANGE REQUEST**

CONFIRMATION

Are you sure you want to create Change Request?
Note: In case of a change request is not submitted, supplier manager will have an option to cancel your change request so that other users can make the changes

NO YES

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 Profile – Create Change Request – Legal Name and Location

Supplier's Legal Name

① As you change, the previous name will automatically reflect in 'Formerly Known As'.

Change request is in progress

▼ BASIC DETAILS

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

Supplier's Legal Name*
Green Lanterns (testing profile - PODD) - Test

Doing Business As
Green Lanterns

Region*
Other - non EBRD countr... +10 More

Parent Company's Identification Type
Parent Company Name

Formerly Known As
Green Lanterns

Supplier Managers*
S2CProcurement Admin

Category*
Building Rental +13

Status
Approved

Formerly Known As

Enter former name

ADD

Green Lanterns

Green Lanterns (testing profile - PODD)



CLOSE


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

▼ LOCATION INFORMATION (2)

Location Name	Type	Phone Nos.	Roles & Contacts
<input type="checkbox"/> Rue de la paix	Headquarter	Pri : 0603040291 Sec :	
<input type="checkbox"/> Location 2	Remit To Loca...	Pri : Sec :	

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.

▼ LOCATION INFORMATION

Location Name*
Edge Stree

Country*
United Kingdom

Address Line 1*
Test

State*
Please Select

City*
Test2

Zip Code*
NA

Choose Location Type
Other

> IDENTIFICATION INFO

Supplier Profile – Create Change Request – Contact Information

Contact Information – Adding a Contact

CONTACT INFORMATION(6)

	Full Name	Designation	Primary Phone No.	Region	Persona	Code
<input type="checkbox"/>	[REDACTED]	[REDACTED]	00	Central Asia + 10 More	-	CC-2020.029558
<input type="checkbox"/>	[REDACTED]	[REDACTED]	000	Central Asia + 10 More	-	CC-2021.030000
<input type="checkbox"/>	[REDACTED] 22 7:25 PM	[REDACTED]	02000000000	Central Asia + 10 More	-	CC-2020.029512

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(6)

	Full Name	Designation	Primary Phone No.	Region	Persona	Code
<input checked="" type="checkbox"/>	[REDACTED]	[REDACTED]	00	Central Asia + 10 More	-	CC-2020.029558

Contact Information – Deleting a Contact

CONTACT INFORMATION(6)

	Full Name	Designation	Primary Phone No.	Region	Persona	Code
<input checked="" type="checkbox"/>	[REDACTED]	[REDACTED]	000	Central Asia + 10 More	-	CC-2022.034237

Rows per page: 5 6-6 of 6 2 / 2

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

GREEN LANTERNS (TESTING PROFILE - PODD) (PC-2020.022664)

Change request is in progress

> BASIC DETAILS

> IDENTIFICATION INFORMATION

> CERTIFICATES

> DIVERSITY STATUS

> LOCATION INFORMATION

> CONTACT INFORMATION(6)

> BUSINESS INFORMATION

> TRANSACTION TYPE

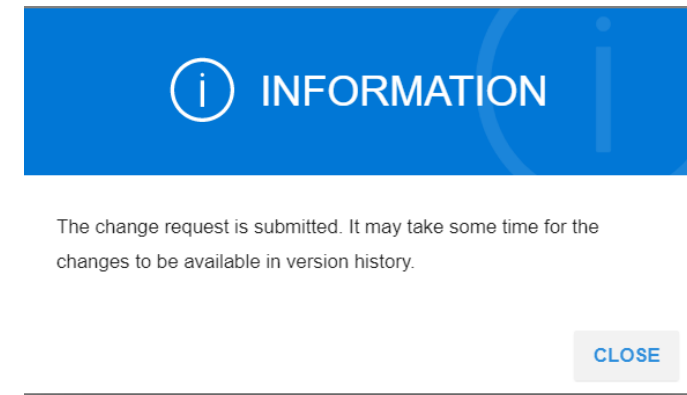
32% PROFILE COMPLETENESS

DELETE SUBMIT SAVE AND EXIT CLOSE SAVE

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.



GREEN LANTERNS (TESTING PROFILE - PODD) (PC-2020.022664)

The approval of an existing change request is pending approval. To view the change request [Click here](#)

Region*	Supplier Managers*	Status
Other - non EBRD countr... +10 More	S2CProcurement Admin	Approved ⓘ

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.

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**.*

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](#).