ECB e-tendering – Supplier's guide

How to manage your supplier account

A supplier can register a supplier account for the ECB's e-tendering system. Supplier account can have several contact persons (user accounts). All contact persons can add additional contact/user accounts to their supplier account.

To create additional contact accounts or modify/deactivate existing contact accounts, follow the steps below.

Important guidance:

Only the contact persons who are linked to the same supplier account will be able to:

(i)   view and edit submissions drafted by this particular supplier account and

(ii)   receive messages and correspond with the ECB related to the relevant tender procedure.

Register at least one back-up contact person (more are recommended) to your supplier account to ensure that someone else can always access the tender and the communication, when needed.

Contents

I.   Support

If you have any questions or require more information, contact the support team at sourcing.support@ecb.europa.eu. Requests are handled on average in 1-3 working days. Support hours are Monday to Friday from 08:30 to 17:30 Frankfurt time, excluding ECB public holidays.

II.   Access SAP user account management section

1. Login to SAP Sourcing by clicking on the link

    https://procurement.ecb.europa.eu/sourcing/fsvendor/vendordesktop/index?allow_redirect=true

2. Provide your user credentials

3. On the home page, click on "Manage User Accounts" in the "Supplier Setup" desktop channel.

4. The user(s) (contact persons) registered for the supplier account will be displayed (including the inactivated user accounts).

III.   Creating a new contact person

1. To **create** a new contact person (user account) for your supplier account, click on "Create".

2. Enter the required information in the "Contact" tab. Fields marked with an asterisk (*) are mandatory.

3. **Important:** under the "Account Management" tab, do not unselect the checkbox "**Enable User To Login**" otherwise the person will not be able to log in to the e-tendering system.

4. Under the "Account Management" tab, **enter a user ID**.

Requirements for the User ID:

- It must start with "**X1_**" (**it is important that "X" is entered as capital letter**), followed by the login name of your choice (maximum of seven characters).
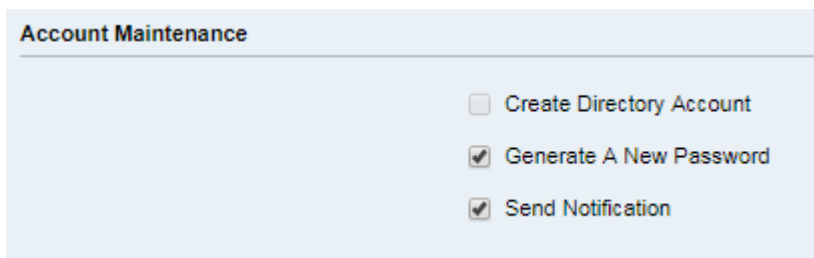- The User ID cannot be longer than ten characters.

Example:

Name: James Williams

User ID: X1_JWILLIA

- "Generate A New Password" and "Send notification" will be selected automatically by the system.

Note: The same security profiles are assigned to every contact by default and cannot be modified.

5. Click on "Done". An email containing the User ID and a temporary password will be sent to the e-mail address indicated in the registration. **Please be informed that the temporary password is valid only for 3 days.** The day of registration is considered as the first day out of the three.
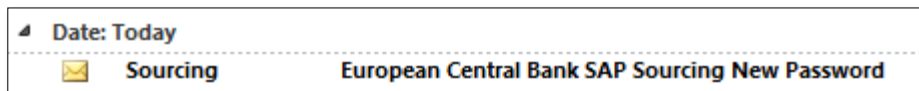
6. The newly created account for a contact person will be displayed under "All contacts" list.

IV. Modifying an account

1. Click on the account to be **modified**.
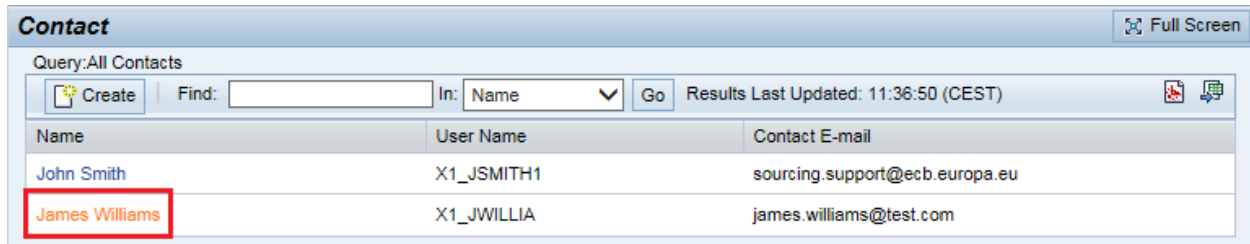
Contact			☒ Full Screen
Query:All Contacts			
🗋 Create	Find: [ ] In: Name ⌄ Go	Results Last Updated: 11:36:50 (CEST)	📄 🖳
Name	**User Name**	**Contact E-mail**	
John Smith	X1_JSMITH1	sourcing.support@ecb.europa.eu	
James Williams	X1_JWILLIA	james.williams@test.com	

2. Click on "Edit" and amend the entry. Then click on "Done".

Editing: Contact SUPCON-00000237: James Williams ☒ Full Screen

✔ Done | 🖫 Save | ✖ Cancel | ↩ Undo

[Contact] [Account Management] [Security]

Contact Information

☐ Inactive
First Name: James
Last Name: Williams
Title: [   ]
Contact Type: [Select... ⌄]
☐ Primary Contact

Basic Information

☐ Default address from Supplier
Address 1: [   ]
Address 2: [   ]
City: [   ]
State/Province: [   ]
Postal/Zip Code: [   ]
County: [   ]
Region: [   ]
Country: [Germany ⌄]
Main Phone: [   ]
Alt. Phone: [   ]
Main Fax: [   ]
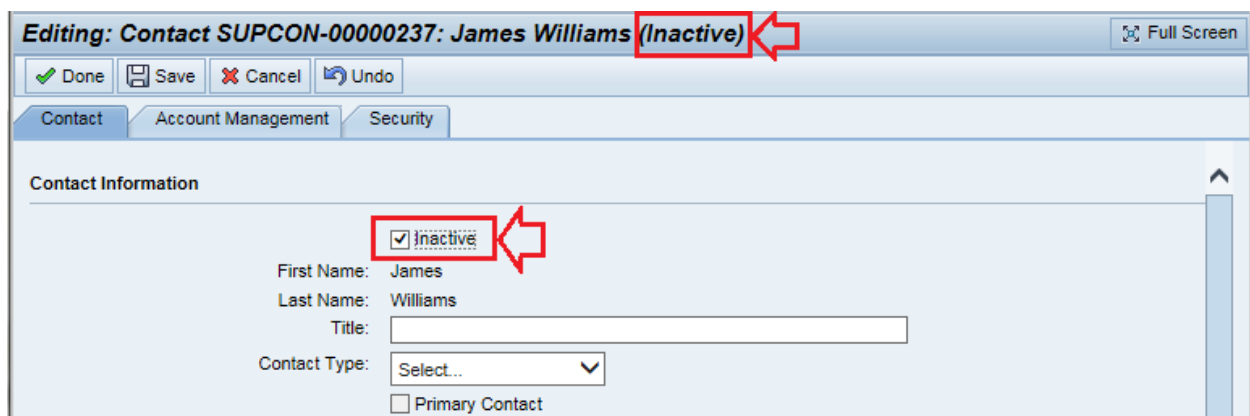Alt. Fax: [   ]
E-Mail: james.williams@test.com

V.   Deactivating an account

1. Click on the account to be **deactivated**.

2. Click on "Edit" and select "Inactive". Then click on "Done". The user will no longer be able to access the portal.

VI.   Changing the Primary Contact

The primary contact account will always receive all notifications addressed to the supplier account. Besides, the rights of all contact accounts are the same.

In order to change the "Primary Contact" account, please contact the support team at sourcing.support@ecb.europa.eu.