

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.

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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



The screenshot shows a login interface for the European Central Bank Eurosystem. It includes a header with the ECB logo and text, a graphic of yellow stars on a blue background, and a login form with 'User *' and 'Password *' labels, two input fields, and a 'Log On' button. At the bottom, it says 'Copyright © SAP AG. All Rights Reserved.' and has the SAP logo.

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

Overview

▼ **Links**

- [ECB website – For Suppliers](#)
- [Privacy statement](#)

▼ **Supplier Setup**

You are the primary contact for Dummy supplier for Public Tenders.

- [Change My Password](#)
- [View or Modify My Supplier Information](#)
- **[Manage User Accounts](#)**
- [User Accounts Report](#)

▼ **Tech Support and Training**

For help and information on how to use this system, first check our online [help](#).

For Technical Support, please contact ECB Sourcing Support team, e-mail sourcing.support@ecb.europa.eu or visit the [Tech Support Website](#).

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

EUROPEAN CENTRAL BANK
EURODISTRICT

Welcome **J. Smith** | [My Settings](#) [Help](#) | [Log Off](#)

Recent Items | Favorites

RFX

Contact Full Screen

Query: All Contacts

[Create](#) Find: In: Name | Go Results Last Updated: 17:05:29 (CEST)

Name	User Name	Contact E-mail
John Smith	X1_JSMITH1	sourcing.support@ecb.europa.eu

III. Creating a new contact person

- To **create** a new contact person (user account) for your supplier account, click on “Create”.

EUROPEAN CENTRAL BANK
EURODISTRICT

Welcome **J. Smith** | [My Settings](#) [Help](#) | [Log Off](#)

Recent Items | Favorites

RFX

Contact Full Screen

Query: All Contacts

[Create](#) Find: In: Name | Go Results Last Updated: 17:05:29 (CEST)

Name	User Name	Contact E-mail
Create a new document		
John Smith	X1_JSMITH1	sourcing.support@ecb.europa.eu

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

Recent Items ▾ Favorites ▾

RFx

Back Contact > Contact: Untitled

Creating: New Contact : Untitled Full Screen

Done Save Cancel Undo

Contact Account Management Security

Contact Information

Inactive

* First Name:

* Last Name:

Title:

Contact Type:

Primary Contact

Basic Information

Default address from Supplier

Address 1:

Address 2:

City:

State/Province:

Postal/Zip Code:

County:

Region:

Country:

Main Phone:

Alt. Phone:

Main Fax:

Alt. Fax:

* E-Mail:

Other Information

* Time Zone:

* Display Language:

* Date Format:

* Decimal Format:

* Excel Format:

* Currency:

HTML Mail

Export to Excel

Subscribe to Discussion Notifications

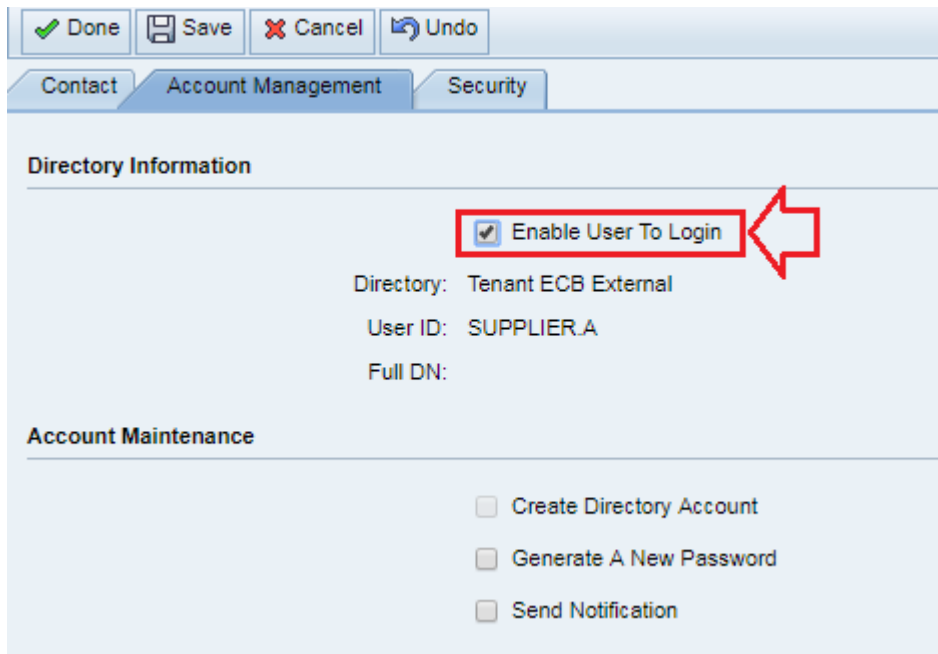
Require Screen Reader Compatibility

Change History

Created By: John Smith

Last Changed By:

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:

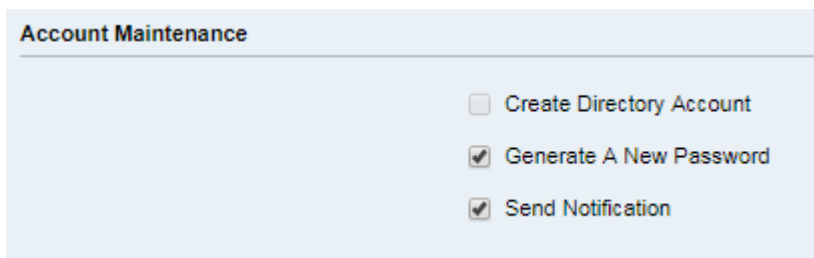
- It must start with “X1_” (**it is important that “X” is entered as capital letter**), followed by the login name of your choice (maximum of seven characters).
- The User ID cannot be longer than ten characters.

Example:

Name: James Williams

User ID: X1_JWILLIA

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

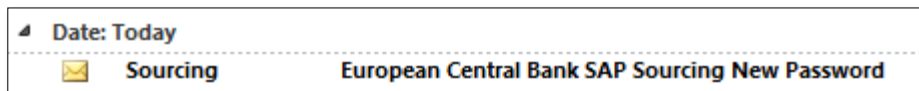


Note: The same security profiles are assigned to every contact by default and cannot be modified.

Enable User To Login
 Use E-Mail address for login
 Directory: Tenant ECB External
 * User ID: X1_JWILLIA
 Full DN:

 Account Maintenance
 Create Directory Account
 Generate A New Password
 Send Notification

- 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.



- The newly created account for a contact person will be displayed under "All contacts" list.

Name	User Name	Contact E-mail
John Smith	X1_JSMITH1	sourcing.support@ecb.europa.eu
James Williams	X1_JWILLIA	james.williams@test.com

IV. Modifying an account

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

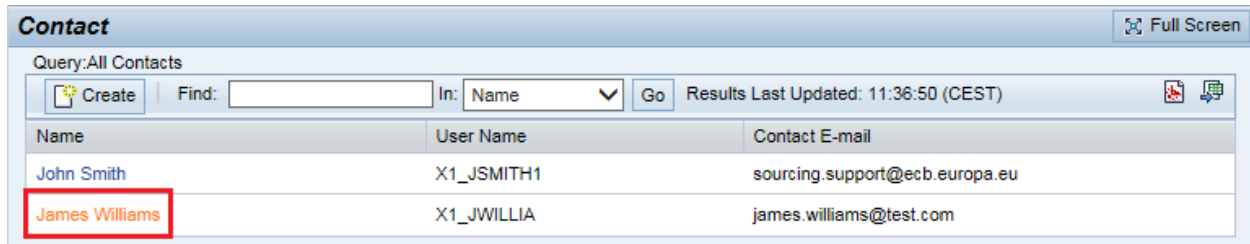
Contact			Full Screen
Query: All Contacts			
Create	Find: <input type="text"/>	In: Name <input type="button" value="v"/>	Go
			Results Last Updated: 11:36:50 (CEST)
Name	User Name	Contact E-mail	
John Smith	X1_JSMITH1	sourcing.support@ecb.europa.eu	
James Williams	X1_JWILLIA	james.williams@test.com	

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

Editing: Contact SUPCON-0000237: James Williams		Full Screen
Done Save Cancel Undo		
Contact	Account Management	Security
Contact Information		
<input type="checkbox"/> Inactive		
First Name:	James	
Last Name:	Williams	
Title:	<input type="text"/>	
Contact Type:	Select... <input type="button" value="v"/>	
<input type="checkbox"/> Primary Contact		
Basic Information		
<input type="checkbox"/> Default address from Supplier		
Address 1:	<input type="text"/>	
Address 2:	<input type="text"/>	
City:	<input type="text"/>	
State/Province:	<input type="text"/>	
Postal/Zip Code:	<input type="text"/>	
County:	<input type="text"/>	
Region:	<input type="text"/>	
Country:	Germany <input type="button" value="v"/>	
Main Phone:	<input type="text"/>	
Alt. Phone:	<input type="text"/>	
Main Fax:	<input type="text"/>	
Alt. Fax:	<input type="text"/>	
E-Mail:	james.williams@test.com	

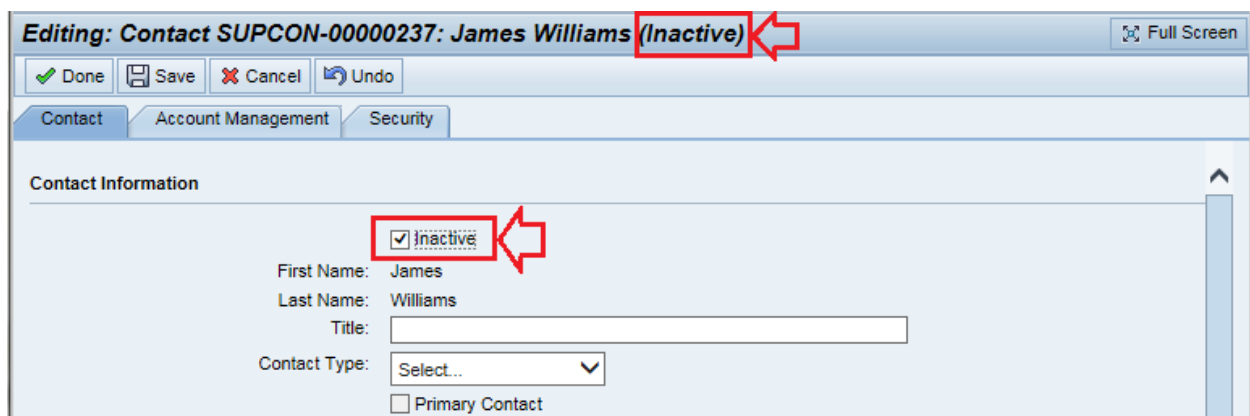
V. Deactivating an account

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



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 select “Inactive”. Then click on “Done”. The user will no longer be able to access the portal.



Editing: Contact SUPCON-0000237: James Williams (Inactive)

Done Save Cancel Undo

Contact Account Management Security

Contact Information

Inactive

First Name: James

Last Name: Williams

Title:

Contact Type: Select... Primary Contact

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.