

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, Monday to Friday, 08:30-17:30 CET.

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.

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).

Query: All Contacts

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".

Query: All Contacts


Results Last Updated: 17:05:29 (CEST)

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

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


Welcome J. Smith | My Settings Help
Log Off

Recent Items
Favorites


RFx

Back
Contact > Contact: Untitled
Full Screen

Creating: New Contact : Untitled

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

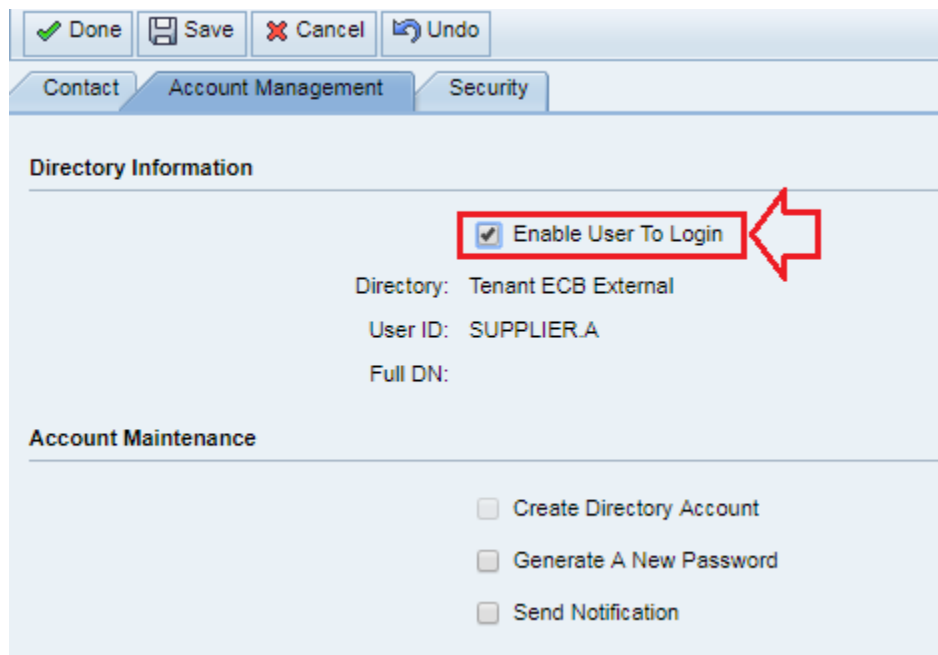
Require Screen Reader Compatibility

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.



- Under the “Account Management” tab, **enter a user ID**.

Requirements for the User ID:

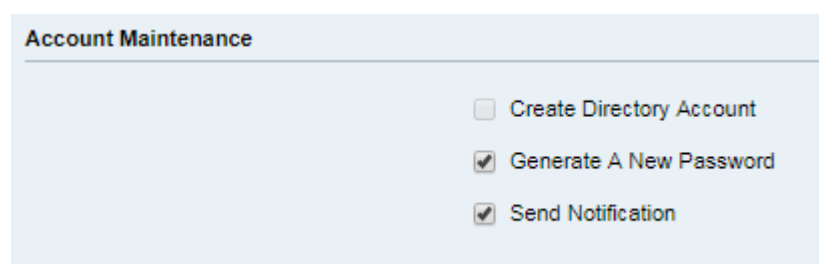
- It must start with “X1_” (**it is important that “X” is entered as capital letter**), followed by the login name of your choice (maximum of seven characters).
- The User ID cannot be longer than ten characters.

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.



6. 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		
Query: All Contacts		
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	
<input type="checkbox"/> Done <input type="checkbox"/> Save <input type="checkbox"/> Cancel <input type="checkbox"/> 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**.

Contact		
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)	
<input type="checkbox"/> Done <input type="checkbox"/> Save <input type="checkbox"/> Cancel <input type="checkbox"/> Undo	
Contact Account Management Security	
Contact Information	
<input checked="" type="checkbox"/> Inactive	
First Name:	James
Last Name:	Williams
Title:	<input type="text"/>
Contact Type:	Select...
<input type="checkbox"/> Primary Contact	

VI. Change the Primary Contact

The primary 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” user account, please contact the support team at sourcing.support@ecb.europa.eu.