

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



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.

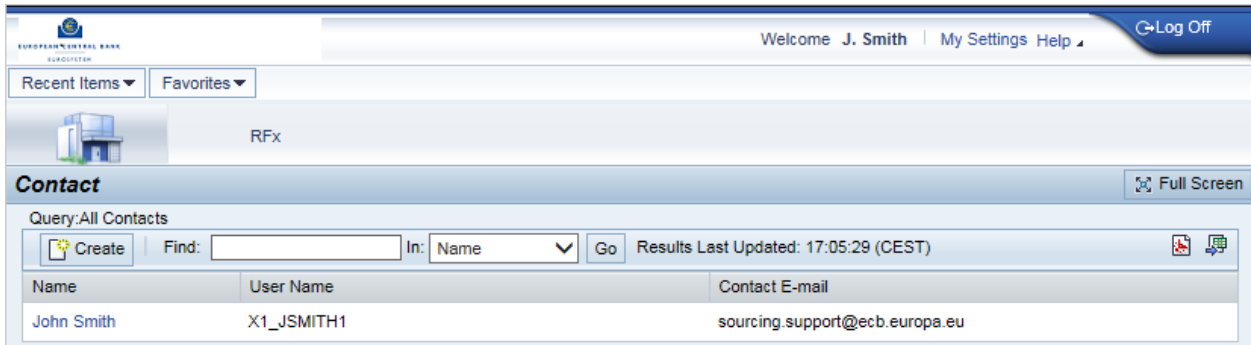
- [Change My Password](#)
- [View or Modify My Supplier Information](#)
- [Manage User Accounts](#)
- [User Accounts Report](#)

▼ 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).

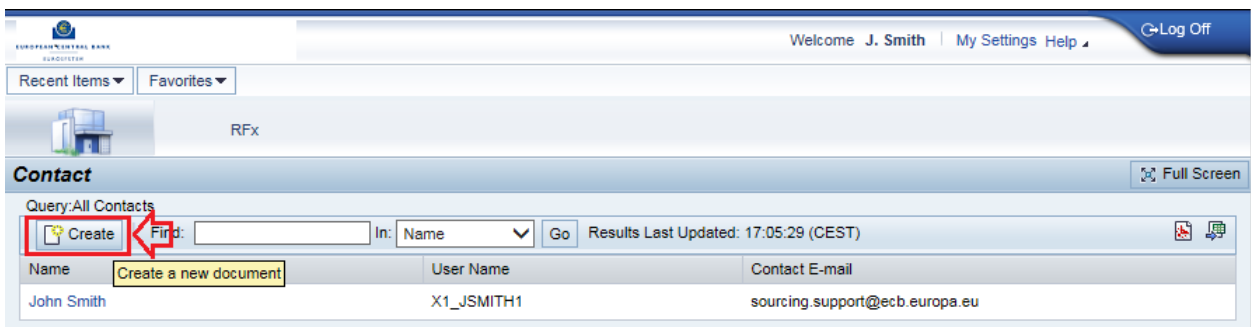


The screenshot shows the 'Contact' tab in the ECB Sourcing System. The header includes the ECB logo, 'Welcome J. Smith', 'My Settings', 'Help', and a 'Log Off' button. Below the header are 'Recent Items' and 'Favorites' dropdowns. The main content area is titled 'Contact' and includes a 'Full Screen' button. A query bar shows 'Query: All Contacts' with a 'Create' button, a 'Find' input field, an 'In' dropdown set to 'Name', a 'Go' button, and a timestamp 'Results Last Updated: 17:05:29 (CEST)'. Below the query bar is a table with three columns: 'Name', 'User Name', and 'Contact E-mail'. The table contains one row for 'John Smith' with 'User Name' 'X1_JSMITH1' and 'Contact E-mail' 'sourcing.support@ecb.europa.eu'.

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".



This screenshot is similar to the previous one but highlights the 'Create' button in the query bar with a red rectangle and a red arrow. A tooltip 'Create a new document' is visible over the 'Create' button. The table below still shows the contact 'John Smith'.

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

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.

Done Save Cancel Undo

Contact Account Management Security

Directory Information

☒ Enable User To Login

Directory: Tenant ECB External

User ID: SUPPLIER.A

Full DN:

Account Maintenance

☐ Create Directory Account

☐ Generate A New Password

☐ Send Notification

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.

Account Maintenance

☐ Create Directory Account

☒ Generate A New Password

☒ Send Notification

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

Recent Items ▾ Favorites ▾

RFx

Back Contact > James Williams

Creating: New Contact : James Williams Full Screen

Done Save Cancel Undo

Contact Account Management Security

Directory Information

☒ 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.



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

Recent Items ▾ Favorites ▾

RFx

Contact Full Screen

Query: All Contacts

Create Find: In: Name Go Results Last Updated: 11:33:08 (CEST)

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: In: Name 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:

☐ 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: james.williams@test.com

V. Deactivating an account

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

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

Editing: Contact SUPCON-00000237: James Williams (Inactive) 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

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.