



# **EPO procurement portal for suppliers**

## **User guide**

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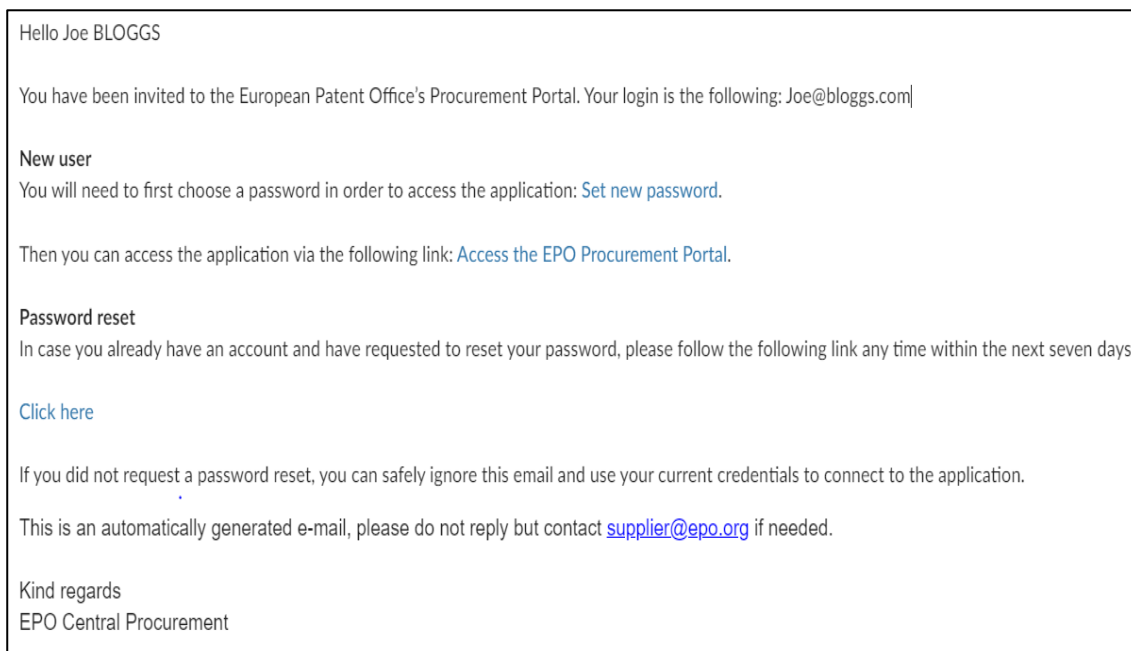
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# 1. Register using email invitation

You have been invited to log in and register on our procurement portal.

The invitation is valid for seven days. If your invitation has expired, contact [supplier@epo.org](mailto:supplier@epo.org) for a new invitation.



Perform the following steps to log in to our procurement portal.

## Create a new password

1. Select the **Set new password** link in the invitation.

Your new password must be at least ten characters long and contain:

- at least one uppercase letter
- at least one lowercase letter
- at least one number
- at least one non-alphanumeric character, e.g. "%"

2. Enter your new password in the **New password** and **Confirm password** fields. Select **Save**.

The screenshot shows the 'Password management' page. At the top, there is a navigation bar with links: Suppliers, Contracts, Analytics, Admin, Config, Integration. A user profile 'Julie E.' is visible. Below the navigation bar, there is a search bar and a 'Save' button. The main content area is titled 'Password management' and contains a list of password requirements:

- ✓ Passwords should match.
- ✓ Password must contain at least 1 capital character(s)
- ✓ Password must contain at least 1 small character(s)
- ✓ Password must contain at least 1 digit(s)
- ✓ Password must contain at least 1 non-alphanumeric character(s)
- ✓ Password must contain at least 10 characters
- ? Password must be different from the older one

Below the requirements, there are two input fields: 'New password' and 'Confirm password', both containing masked text (dots). A 'Save' button is located at the top right of the form area.

## Log in to the EPO procurement portal

3. Select the **Access the EPO Procurement Portal** link in the invitation.
4. On the EPO procurement portal welcome page, enter the login ID provided in the invitation – this is usually your email address – and your newly set password.
5. Select **Login**.

The screenshot shows the 'Login' page of the EPO procurement portal. The page has a header with navigation links: Suppliers, Contracts, Analytics, Admin, Config, Integration. A user profile 'Julie E.' is visible. Below the navigation bar, there is a search bar and a 'Login' button. The main content area is titled 'Welcome to the EPO procurement portal' and features a large image of a person holding a tablet. Below the image, there is a welcome message and a link to the 'eTendering' page. On the right side, there is an 'IDENTIFICATION' section with 'Login\*' and 'Password\*' input fields, a 'Login' button, and a 'Lost your password?' link. Below the identification section, there are links for 'Help Desk' (centralprocurement@epo.org) and 'New Supplier? Register Now', along with a link for 'Technical Requirements'.

The first time you log in, you will be asked to read and accept our General Terms of Use and the EU General Data Protection Regulation before being able to access our procurement portal.

## 2. Register without email invitation

Perform the following steps to register.

1. On the [EPO procurement portal welcome page](#), select **New Supplier? Register Now**.

Fields marked by an asterisk \* are mandatory

Welcome to the EPO procurement portal

The new EPO procurement portal is a free, user-friendly digital platform which has been designed to improve partnership and transparency and optimise co-operation with our suppliers.

It is currently possible to use the portal to maintain and update your address, company data and contact details. More functions will be added over time, making the portal a one-stop shop for

IDENTIFICATION

Login \*

Password \*

Login

Lost your password?

Help Desk  
supplier@epo.org

New Supplier? Register Now

Technical Requirements

Complete all fields marked with a \* and as many additional fields as possible. Use the ⓘ next to a field for additional help.

### Company information

2. Enter your company's name, preferred language and website address.

Company information

Company Name ⓘ \*

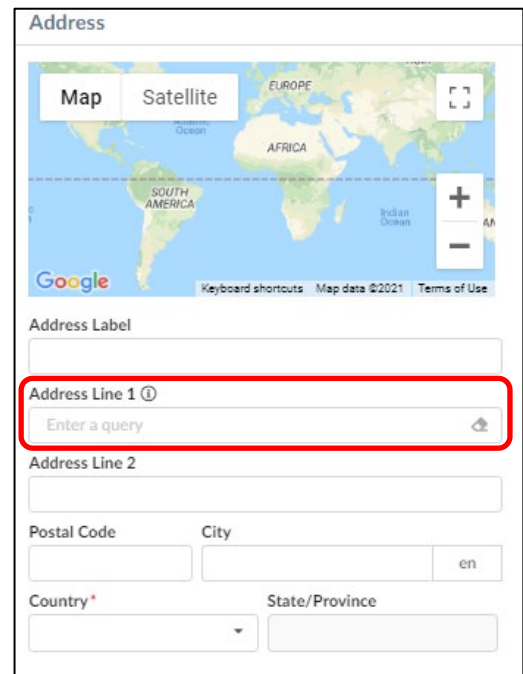
Preferred Language

Website

## Address information

3. Enter your company address.

We use Google Maps address autocomplete, so as soon as you enter your **Address Line 1** information, the rest of the fields are filled in automatically.



The screenshot shows the Google Maps address autocomplete interface. At the top, there's a map with 'Map' and 'Satellite' tabs. Below the map, the 'Address' section contains several input fields: 'Address Label', 'Address Line 1' (which is highlighted with a red rectangle and contains the placeholder text 'Enter a query'), 'Address Line 2', 'Postal Code', 'City', 'Country' (with a dropdown arrow), and 'State/Province'. The 'City' field has a small 'en' label next to it. The 'Country' field has a red asterisk next to it. The 'State/Province' field is currently disabled (greyed out).

## Contact information

4. Enter the details of the person who will act as your company's contact person and set a password.

The password must be at least ten characters long and contain:

- at least one uppercase letter
- at least one lowercase letter
- at least one number
- at least one non-alphanumeric character, e.g. "%"

Contact Information

First Name \*

Last Name \*

Position

en

Email \*

Password \*

Confirm password \*

✓ Passwords should match.

✗ Password must contain at least 1 capital character(s)

✗ Password must contain at least 1 small character(s)

✗ Password must contain at least 1 digit(s)

✗ Password must contain at least 1 non-alphanumeric character(s)

✗ Password must contain at least 10 characters

✗ Password must be different from the older one

## Company identification

5. To help us identify your company, complete at least one of the following fields:

Help us identify your company. Populate at least one of these fields

Tax Number

VAT ID ⓘ

DUNS ⓘ

Commercial register ID ⓘ

## Company commodities

6. Select your company's service category from the Commodities dropdown list.

First time registration ? Please tell us more

Commodities

Please select

Comment

en



## Security control

7. Enter the security code shown.



The image shows a 'Security Control' form. At the top, the title 'Security Control' is displayed in blue. Below the title, a security code 'A0LJ' is shown in a large, dotted font. Underneath the code, there is a text input field with the placeholder text 'Retype Characters Here'. This input field is highlighted with a red rectangular border. A small red 'x' icon is visible on the right side of the input field.

8. Once all mandatory fields have been completed, the **Register** button is activated. Select it or press Enter to submit your registration. You will receive an email confirming that you have registered successfully.

## Log in

To log in, use your login ID (usually your email address) and the password you set during registration.

The first time you log in you will be asked to accept our General Terms of Use and the EU General Data Protection Regulation by checking the **I accept** box and then selecting **Acknowledge**.

General Terms of Use

Search

2. Any disputes arising out of or in connection with these GTU or with the Procurement Portal will be exclusively and finally settled by an arbitration tribunal, which is set up and conducts its proceedings in accordance with this Article 15 and the [Rules on Arbitration](#) (Annex 2 to the General Conditions of Tender).

3. Where, as the result of arbitration conducted under the Rules of Arbitration in Annex 2 to the General Conditions of Tender, the arbitration tribunal awards damages to a User or Supplier, such damages are limited to actual damages and suffered.

**Application hosting**

Telehouse  
137 Boulevard Voltaire  
75011 Paris, FRANCE

☒ I accept the terms and conditions

AcknowledgePrint

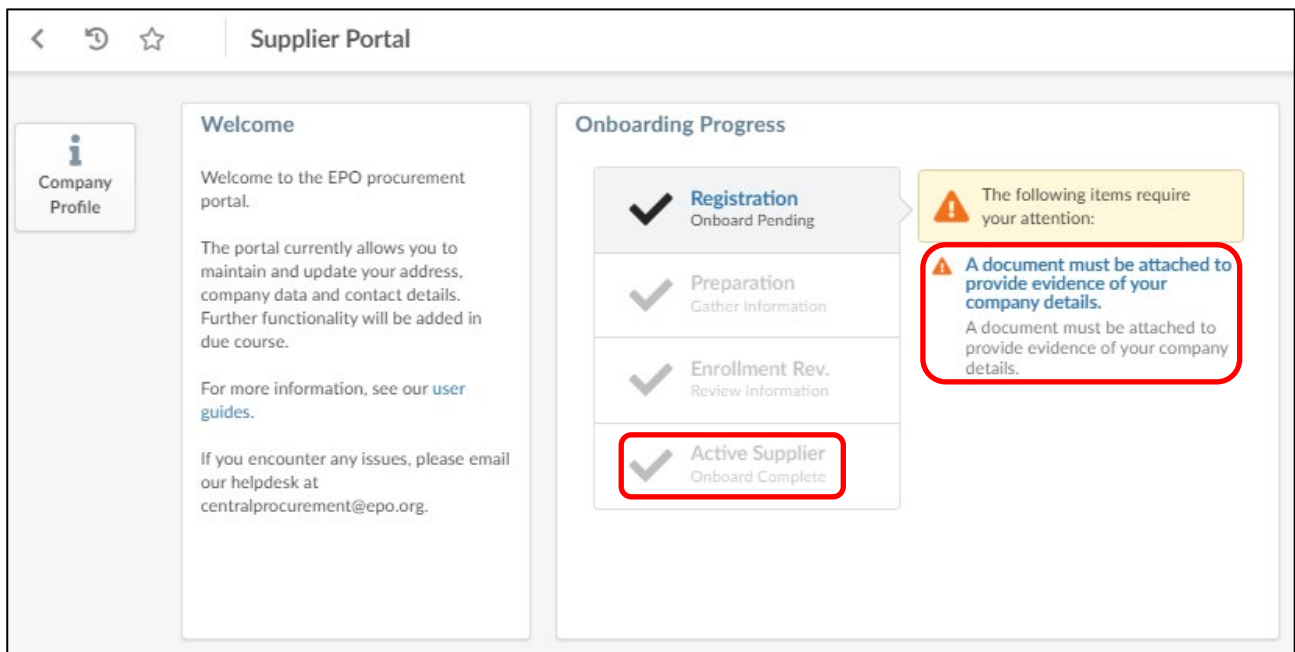
1. To validate your company details, attach the following supporting documents:

- bank details
- commercial register details

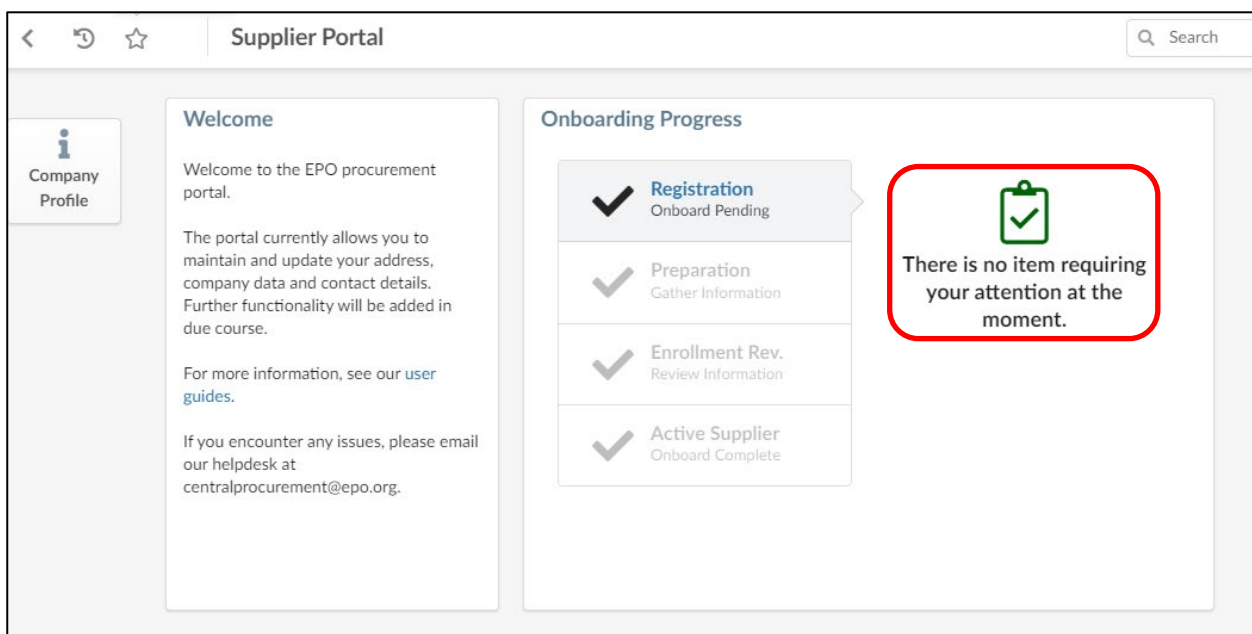
Additionally, you can also attach the following:

- ISO certification
- VAT validation

To attach a document, select the text highlighted in blue (*see screenshot*).



After you complete this step, you should see the following message:



If you already have an active business relationship with us – we have awarded you contracts or placed purchase orders with you – and once we have checked that all your information is complete, you will see your status change to *Active Supplier*.

### 3. Changing your company information

After logging in select **Company Profile** to update your company information, contacts, documents and certificates, P2P information and qualifications.

Some entries can be changed at any time, while others require an information change request (see *screenshot*). You will need to provide justification for the change request, enter the required change and submit for approval.

#### Company information categories

Use the icons on the left to navigate to the different information categories (see *screenshot*). To change information in the category selected below, you will need to submit an information change request.

The screenshot shows a web application interface for managing company information. The top navigation bar includes a logo and the text 'General Info.'. Below this, a breadcrumb trail shows '< >' and 'Company Info'. The main content area is titled 'Company Info' and contains two sections: 'Company' and 'HQ Address'. The 'Company' section has fields for 'Company Name', 'Tax Number', 'Known-as Name', 'VAT ID', 'Website', 'DUNS', 'Preferred Language', and 'Commercial register ID'. The 'HQ Address' section includes a map, 'Address Label', 'Address Line 1', and 'Address Line 2'. A red box highlights the 'Request Information Change' button in the top right corner. Another red box highlights the 'i' icon in the left sidebar. At the bottom, there is a 'Company Change Request' section with 'Save', 'Cancel', and 'Submit for Approval' buttons.

## Contacts

You can change the details of an existing contact person or add a new one. Our contract partners must add a technical contact and a signing authority in addition to the supplier admin. Remember to save your changes.

The screenshot shows the 'Company Info' page with the 'Internal Contacts' section. The 'Add Contact' button in the left sidebar is highlighted with a red box. The 'Internal Contacts' table lists three contacts: Bloggs Joe, Green Claus, and INFO. Each contact has a role dropdown menu and a status of 'Active'. The 'Save' button at the top right is also highlighted with a red box.

Contact	Position	Role	Contact status
Bloggs Joe		Sales contact	Active
Green Claus		Supplier admin	Active
INFO		Sales contact	Active

## Documents and certificates

Select **Add Supporting Documents** and add any of the following documents to enable us to validate your company details:

- bank details (also when notifying us of any changes to your bank details)
- commercial register details
- ISO certification
- VAT validation

General Info.

Company Info

Save | Request Information Change

Expected date format: M/d/yyyy

Keywords: Status: State to date: 10/6/2021 Archived Documents Q Search Reset

Supporting documents

Add Supporting documents

0 Result(s)

## P2P information

Clear the checkboxes to make changes to your order and payment addresses. Here, you will again need to submit an information change request.

Any change to banking information also requires an information change request.

General Info.

Company Info

Save | Request Information Change

Order Address: Use Company Information Address

Payment Address: Use Company Information Address

Purchasing Information

Incoterm: Delivered Duty Paid

Incoterm Location: at delivery address

Banking Information

Bank Name	SWIFT / BIC Code	IBAN Country	IBAN Key	IBAN code	Account Holder	Main bank account	Account currency
						<input checked="" type="checkbox"/>	EUR

1 Result(s)

## Qualifications

Use this section to change your commodity details and add any comments.

General Info.

Company Info

Expected date format: M/d/yyyy

Additional Information

Supplier Commodities

ISO000 - IT Services

Comment (Supplier)

Save Request Information Change

## Change log

Here, you can check the status of your information change requests. You will not be able to edit requests once they have been submitted for approval.

General Info.

Company Info

Save Request Information Change

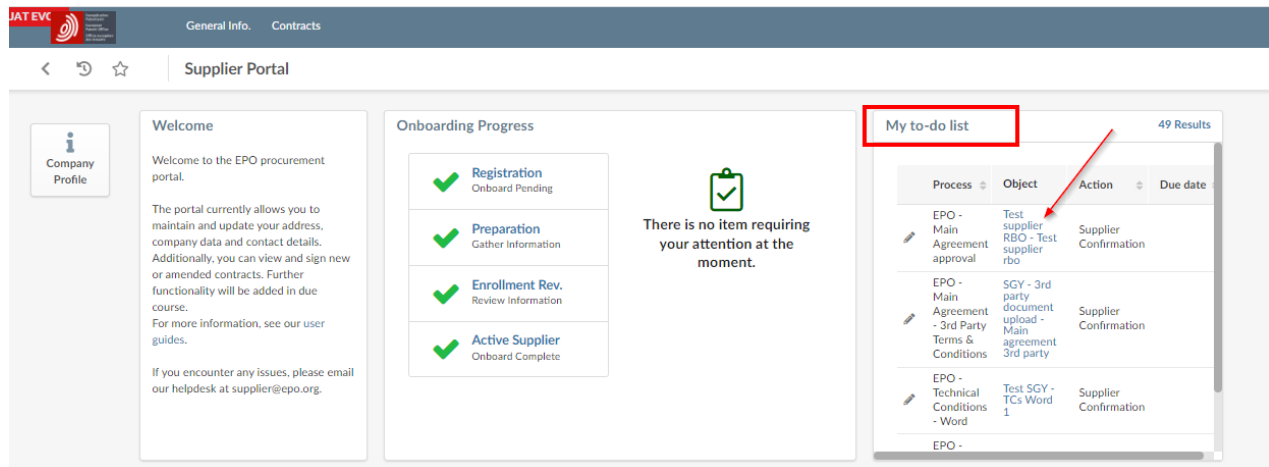
Created on	Requester	Reason	Status	Modified on	Approver
10/7/2021	Lou Hay	test	Approval in progress	10/7/2021	Lou Hay

1 Result(s)

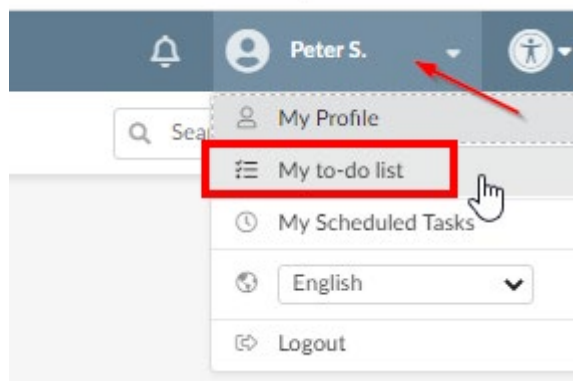
## 4. My to-do list

There are two ways to access the outstanding tasks in your **My to-do list**.

One way is to select any entry in the **My to-do list** on the main Supplier Portal page.



Alternatively, select your username then **My to-do list**.



## 5. Contract management

You may see contract documents for approval or comments in your **My to-do list**. You will receive a notification if there is a contract-related task for you. This notification will also contain a link to the task.

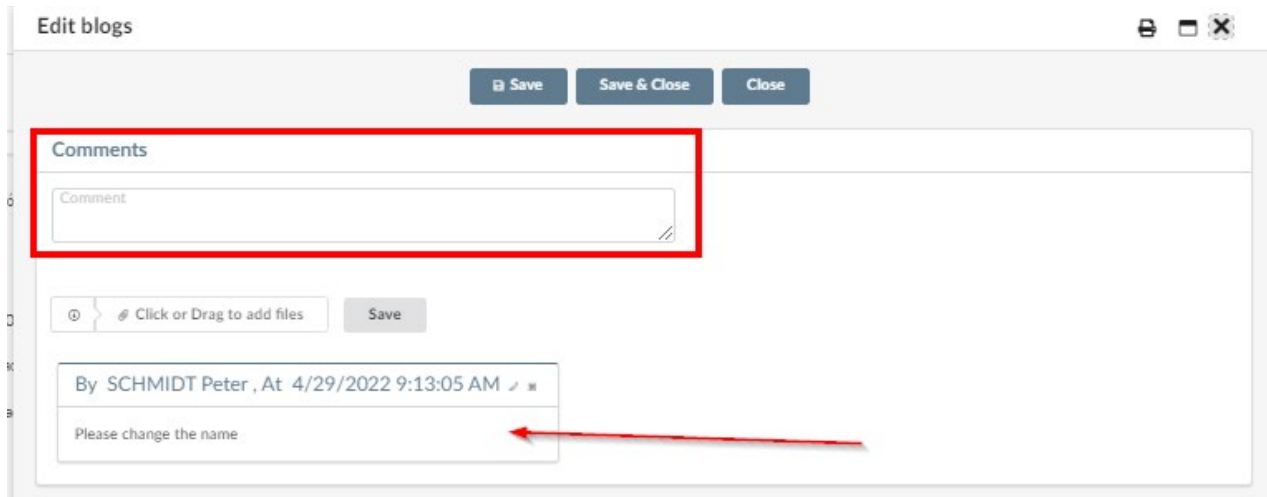
Selecting **Contracts** then **Manage Contracts** provides a more comprehensive view of your contracts.







In the pop-up window you can add new comments or files and see comments from others.



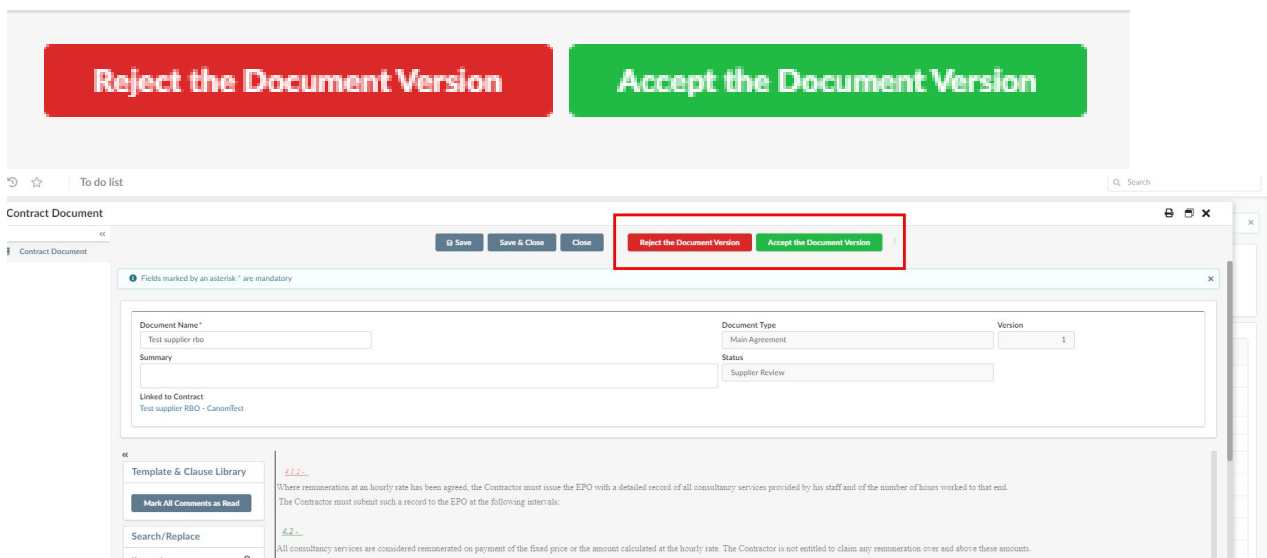
After adding your comments, select **Save** then **Close**. Once your comments have been saved, they will be visible to the EPO buyer responsible for the contract.

### Contact your EPO buyer

You can also use the speech bubble to contact your EPO buyer.

### Accept/reject a document

In the document view you have the option to accept or reject the document version.



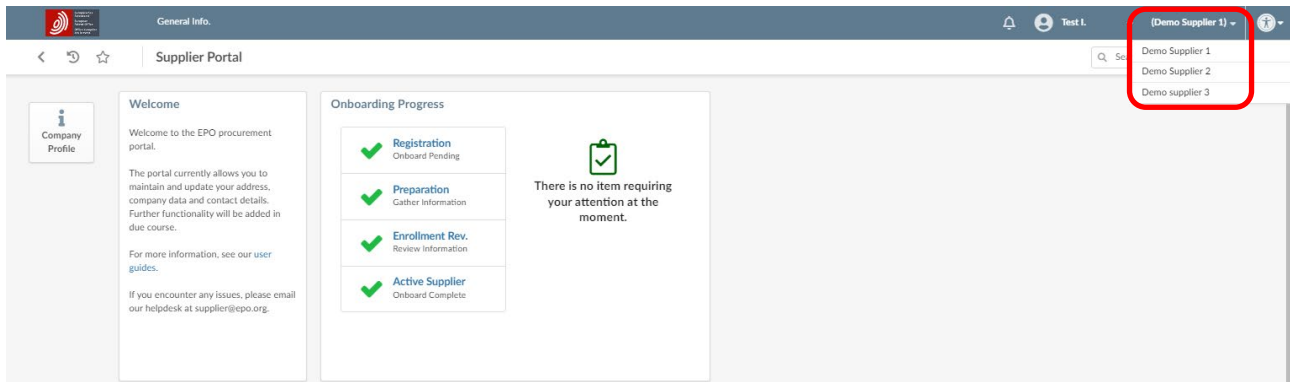
Select **Accept the Document Version** if you agree with the content of the document. Once all documents have been accepted, the buyer will trigger the electronic signature process.

Select **Reject the Document Version** if you do not agree with the content of the document and/or if you have added comments.

## 6. Useful tips

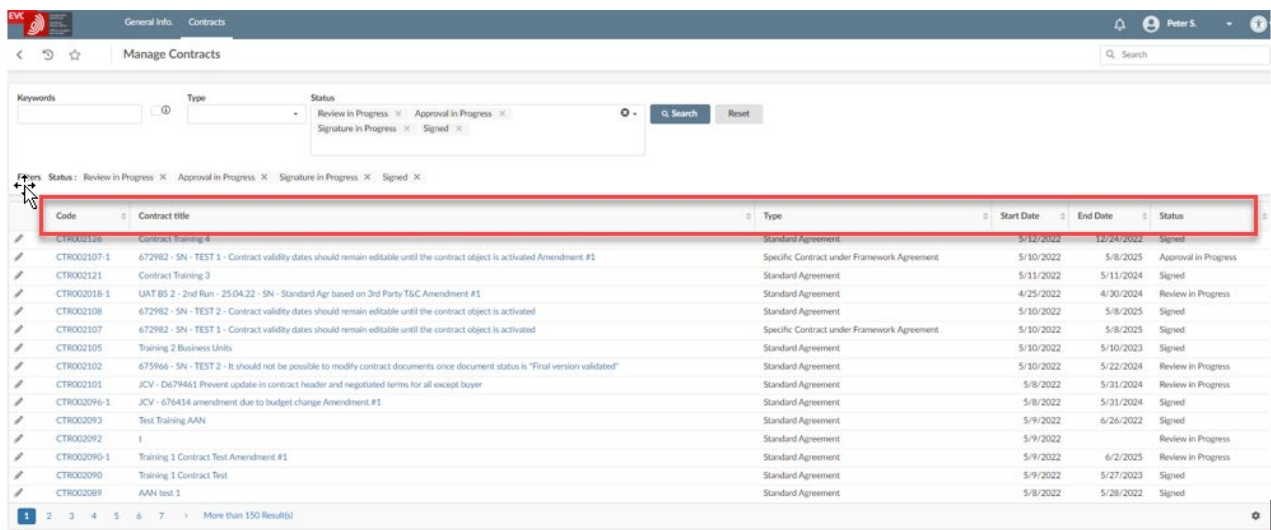
### 6.1. Multiple suppliers


If your profile or username is linked to several suppliers, switch between them by using the dropdown menu in the upper right corner.






















### 6.2. Column settings and Excel downloads

In the browse (list) view, for example in **Manage Contracts**, you can change column settings and download results to Excel.



Select and hold (or right-click) any of the column headers or select the  symbol in the list footer to change the following settings:

Grid settings	
Freeze grid header	
Grid column settings	
Editing column	 
Deleting column	 
Code	 
Contract title	 
Type	 
Start Date	 
End Date	 
Status	 
Grid Actions	
 Download table "Manage Contracts" in Excel format	
 Reset to default parameters	

**Freeze grid header** – Freeze the column headers so that they are always displayed when scrolling down long lists of items.

Show/hide columns – use the column label toggles to show or hide columns in the results list.

Column sorting – move column labels to change sort columns.

Select **Reset to default parameters** to go back to the default settings.

There is also an option to download the displayed list in Excel format.

## 7. Contact us

If you need more help or have any questions about the procurement portal, contact [supplier@epo.org](mailto:supplier@epo.org).