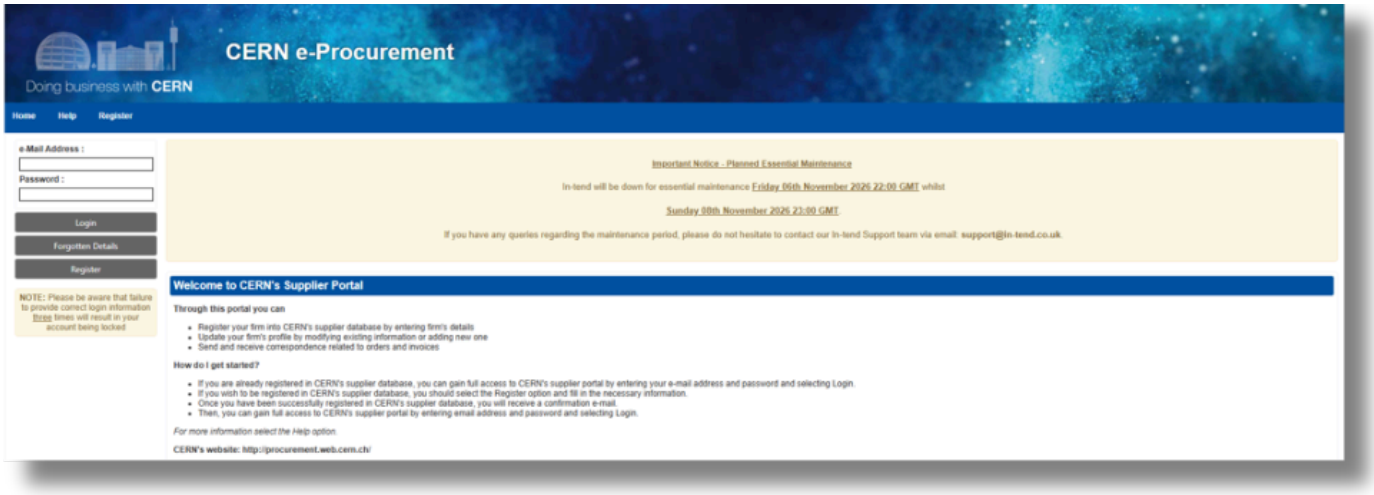
CERN e-Procurement

Supplier Registration Portal Guide

Registration, account access, orders and company information

Please check this guide first before contacting Supplier Database Support, please check the chapter that matches your question. Most common registration, login, order and profile issues can be solved using the steps in this guide.



CERN e-Procurement portal: https://procurement.cern.ch/aspx/Home

Registration tutorial: https://videos.cern.ch/record/2299878

Contents

Use this guide to find answers to common questions about registration, account access, orders and company information. Select the relevant topic below to get started. Select a chapter below to go directly to that section.

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1. Getting started

1.1 What this guide is for

This guide is for suppliers using the CERN e-Procurement portal. It focuses on self-service actions and the most common portal questions.

1.2 Before you register

- Use the legal company name.
- Use the country where the legal entity is established.
- Prepare the official company registration number, if your company has one.
- Prepare the VAT/tax number applicable to the legal entity.
- If your company does not have a VAT number, provide another official registration number issued by your local authority that confirms your business activity.
- Use an email address that should remain associated with the company account.

1.3 Already registered?

Do not submit a second registration because you cannot find the company, cannot see an order, or cannot access the account. Use the relevant account or order chapter first. If you need help locating an existing submission, contact Supplier Database Support with the legal company name and the email address used during registration.

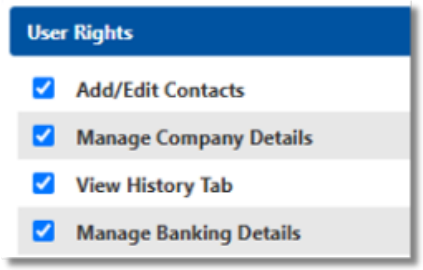
2. Register your company

2.1 Start a new registration

a. Open the CERN e-Procurement portal.
b. Start the supplier registration process.
c. Enter the company information.
d. Complete the registration number and VAT fields.
e. Add the company contact types.



Assign the correct access rights to each contact, including permission to manage banking details where appropriate.



6. Review the information carefully.
7. Submit the registration.

Portal: https://procurement.cern.ch/aspx/Home

2.2 If you already submitted a registration

Do not register again. If you need help locating an existing submission, contact Supplier Database Support with the legal company name and the email address used during registration.

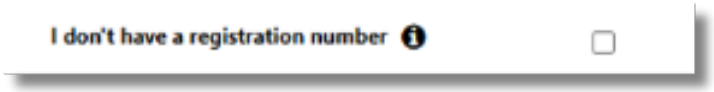
3. Registration and VAT or tax numbers

3.1 Registration Number field

The Registration Number field is for the company's official registration number. A VAT/tax number should not be entered in this field.

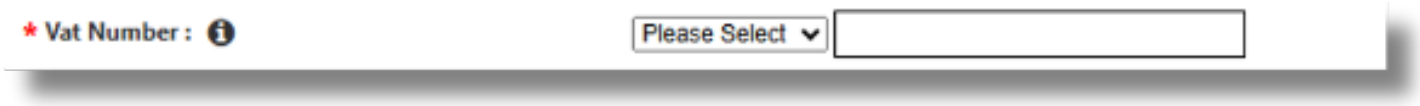
3.2 No separate registration number

Select the option indicating that you do not have a registration number, then continue to the VAT field.



3.3 VAT/tax number entry

- Select the correct country first.
- Enter the VAT/tax identifier in the VAT field.



- If punctuation is rejected, remove spaces, dots and special characters.
- If your company does not have a VAT number, enter another official registration number issued by your local authority that confirms your business activity in the VAT field.

3.4 Tax identifier longer than the field

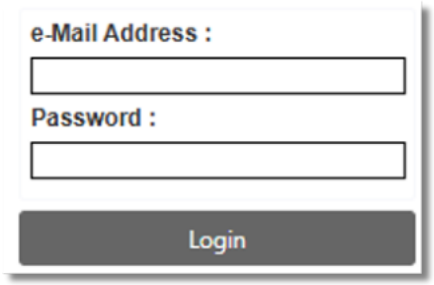
If your tax identifier exceeds the field limit, enter the maximum number of characters accepted by the portal.

Company already exists? If the portal reports that a company is already registered, stop the new registration and contact Supplier Database Support. Do not create a duplicate profile.

4. Account access and password

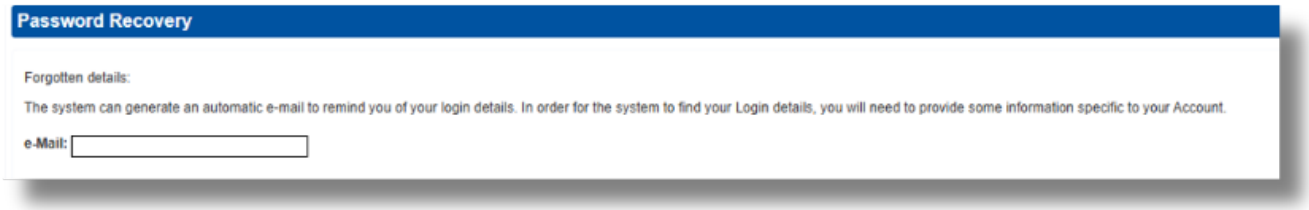
4.1 Access an existing account

Use an email address already linked to the supplier account. If your email address is registered, you can use the normal portal login.



4.2 Forgotten password

Click “Forgotten details” on the login page and enter your registered email address. You will receive a link to create a new password.



4.3 Login page or browser issue

- Try another browser.
- Try a private/incognito browser window.
- If the issue continues, keep a screenshot of the error message shown by the portal and send it to us using the contact details at the end of this guidance.

5. View orders and manage bank details

5.1 Find and view CERN orders

a. Log in to CERN e-Procurement.

b. Open the “Orders” section.



c. Open the relevant order.

Only orders placed after registration appear in the portal.

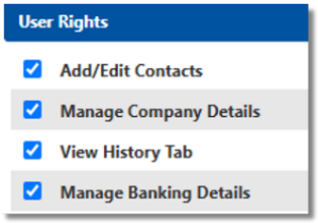
I am expecting a CERN order but cannot see it. Make sure you are logged in with an email address linked to the correct supplier account. Also make sure the company bank details have been added in the e-Procurement profile, as this is required before orders can be viewed.

5.2 Complete your bank details

Before checking orders, make sure the company's bank details have been completed in the e-Procurement profile.

5.3 I cannot see the Banking Details section

Check that your user account has permission to manage bank details. An authorized account user can update this permission under “Contact Details”. In “User Rights”, select “Manage Banking Details”.



Once permission is granted, log in again and check the Banking Details section.

6. Contacts and order notifications

6.1 Add another user or email address

For online e-Procurement accounts, authorized users can manage company contacts according to their access rights.

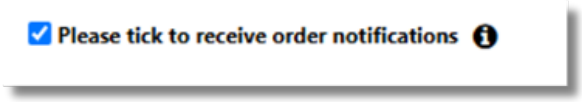
6.2 Commercial Contact

To receive future orders at a new commercial email address, add the address to the account as a Commercial Contact.

Select “Please tick to receive order notifications” to enable order emails.

6.3 Order notifications

- Add the required email address to the supplier account.
- Assign the appropriate Commercial Contact role.
- Enable the option to receive order notifications.



- If the email address is already linked to the account, the user can log in normally and use “Forgotten details” if needed.

7. Company information

7.1 Update editable company information

a. Log in to the portal.
b. Open the company/account profile.
c. Update the editable information.
d. Save the changes.

7.2 Legal country cannot be changed

A new country requires a separate registration. The legal country of an existing supplier account cannot be updated as a normal profile change. If the company needs to be registered under another country, a separate supplier account/registration is required.

7.3 Beneficiary name is too long

The beneficiary-name field accepts a maximum of 27 characters. If the name exceeds this limit, enter as much of the name as the field allows.

7.4 Bank accounts by currency

Only one bank account can be registered per currency on the portal.

8. Combination/Group of firms

8.1 Register every member first

Each member of the combination of firms must first be registered individually on CERN e-Procurement.

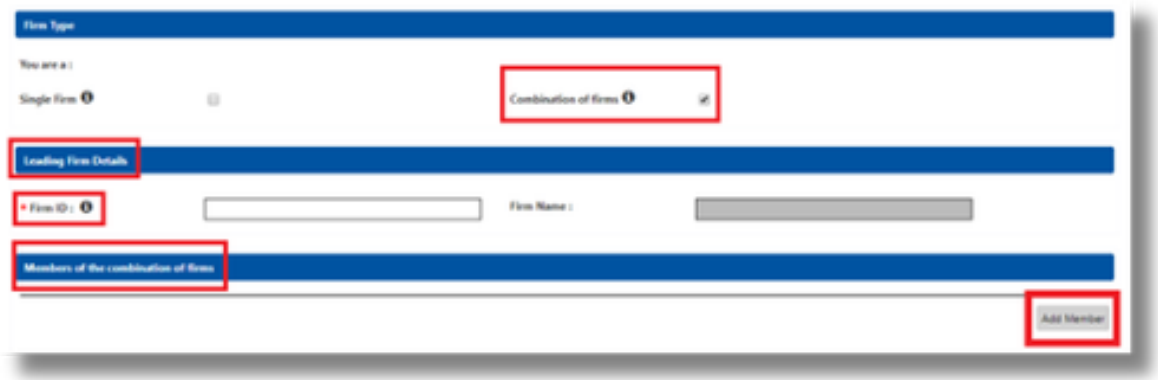
8.2 Find the Firm ID

Once registered, each firm receives a Firm ID. After login, open “Your Profile”. The Firm ID is displayed in the upper-right area of the page.



8.3 Create the group

a. Select “Combination of firms” in the registration form.
b. Enter the Firm ID of the leading firm.
c. Add the other member firms using “Add member”.
d. Enter the Firm ID for each member.
e. Review the combination before submitting.



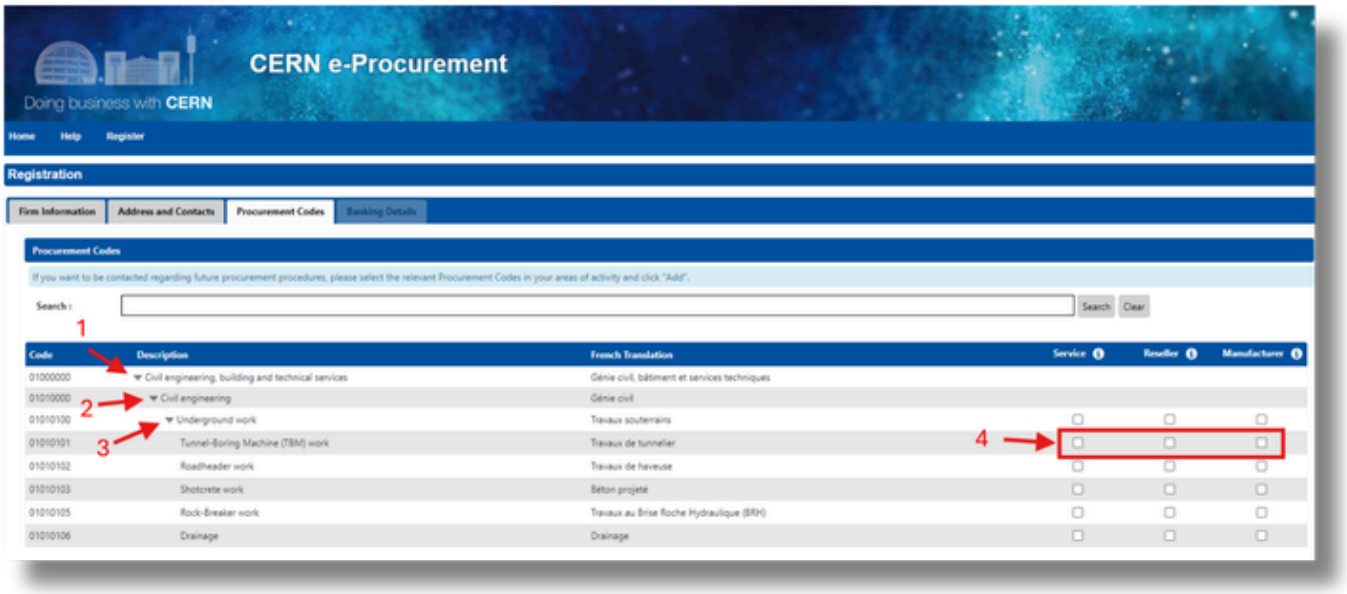
9. Procurement codes

9.1 What procurement codes are used for

Procurement codes describe the activities for which your company may be contacted in future procurement procedures. Choose only codes that genuinely match your company's business activities.

9.2 Add a procurement code

a. Open the Procurement Codes section.
b. Expand the main procurement-code category.
c. Expand the relevant sub-category until you reach the detailed activity.
d. Select the appropriate role: Service, Reseller or Manufacturer.
e. Click “Add”.
f. Save your changes.



9.3 Keep the selection accurate

You can update procurement codes later if the company's business activities change.

10. A/OI VAT-exemption form

10.1 When the A/OI form may apply

The A/OI form is used for VAT exemption for companies established in Switzerland, companies with a Swiss VAT number, or companies with a Swiss tax representative.

- The form is provided electronically. You can find it in the document section of “Your Profile”.
- The form is valid for five years from the issue date.

10.2 Company not established in Switzerland

If your company is not established in Switzerland, Supplier Database Support may ask whether it has a Swiss VAT number or a Swiss tax representative.

11. Contact & useful links

Before contacting us please check the guide first. If the issue remains after following the relevant chapter, contact Supplier Database Support and include enough information for us to identify the problem quickly.

11.1 Information to include

- Legal company name.
- Country.
- VAT/tax number and registration number, if applicable.
- Email address used for registration or account access.
- Supplier code or CERN order number, if already known.
- A screenshot of the portal message or error.

11.2 Contact

Supplier Database Support: supplierdb.support@cern.ch

11.3 Useful links

CERN e-Procurement portal: https://procurement.cern.ch/aspx/Home
Registration tutorial: https://videos.cern.ch/record/2299878