Adobe

Supplier Platform GEP Quantum

FAQs

GEP Quantum is the platform Adobe uses to work with its suppliers. This document provides answers to the commonly asked questions.

For detailed instructions and screenshots, refer to the GEP Quantum for Adobe Supplier User Manual (English, Japanese).

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Table of Contents

Introduction to GEP Quantum

Q1: What is GEP Quantum and why is Adobe using it?

GEP Quantum, also called GEP Quantum Business Network, is the platform Adobe uses to work with suppliers. You will use it to complete supplier registration and onboarding, maintain company, tax, and banking information, participate in sourcing events, complete risk forms, and review and sign contracts.

Ariba will continue to be used for purchase orders and invoicing.

Q2: Do I need to register in GEP Quantum to work with Adobe?

Yes, **registration is required** to do business with Adobe. Without a registered account, you cannot participate in sourcing events, complete onboarding activities, submit required supplier information, and manage contracts.

Registration & Onboarding

Q3: How do I register my company in GEP Quantum?

After Adobe creates your supplier profile, you will receive a registration email from AdobeNotifications@gep.com with a unique registration link.

Complete all required fields, review and accept the Terms & Conditions, Privacy Policy, and NDA, then submit your registration. Required fields are highlighted in yellow.

Enter the six-digit verification code sent to your mobile number or registered email address to activate your account.

Q4: I already have a GEP account. Do I need to create another one for Adobe?

If you already have a GEP account, you can use your existing username and password.

When Adobe creates your supplier profile, you will receive a registration email from AdobeNotifications@gep.com. Open the registration link and sign in with your existing GEP credentials instead of creating a new account. After signing in, select Adobe as the company you want to register with and complete any required profile information.

Q5: What information do I need to provide to complete my registration, and how do I know when it is complete?

To complete your registration, you must provide the required company and user information requested during the registration process. This may include **Company Information**, **Address**, **Contact Information**, and any other required registration fields displayed in the portal. All required fields are marked with an asterisk (*). Be sure to review your information and complete all mandatory fields before submitting.

Once you successfully submit your registration, your supplier status will change to **GEP Registered**. This confirms that your registration has been completed and your account has been created.

Important: Registration and onboarding are separate processes.

- **GEP Registered** means your registration is complete and you can access GEP Quantum.
- **Onboarding In Progress** means Adobe is still reviewing your supplier information and additional information, validations, or approvals may be required.
- **Approved for [Relationship Type]** means onboarding has been completed and the supplier has been approved for that relationship type.

After registration, Adobe may require additional onboarding activities, such as completing your supplier profile, providing tax and banking information, uploading supporting documents, or responding to requests for clarification. You can track your progress in the **Supplier Onboarding** section of your supplier profile.

Tip: If your supplier status is **GEP Registered** but your onboarding status is still **In Progress**, review any open tasks or onboarding requests in GEP Quantum and complete any outstanding actions to avoid delays.

Q5: What happens after I submit my registration and onboarding information?

Adobe reviews your supplier profile, tax and banking information, onboarding responses, and any required risk forms, such as the **Supplier Risk Form (SRF)** or **Control Forms (CFs)**.

Your onboarding request will remain in progress until all required supplier actions, risk assessments, and Adobe approvals have been completed.

Tips: Monitor **My Tasks** and your registered email address regularly for additional requests or clarifications. There is a communication channel in the profile called **Discussion Forum**, which serves as a central place for questions and follow-up communications.

Q6: I did not receive my supplier invitation email. What should I do?

Contact your Adobe contact or reach out to purchase@adobe.com.

Q7: How can I check the status of my onboarding request?

To view your onboarding status, select **Review Profile** → **Edit Profile** → **Supplier Onboarding**. This section displays the current status of your onboarding request.

You can also view pending actions, requests for information, or required tasks by selecting **My Tasks** from the landing page.

Statuses include:

- **Onboarding Initiated**: Adobe has started the onboarding process. No action required for supplier at this stage. Please wait for onboarding forms or tasks to become available.
- **Onboarding In Progress**: Your onboarding is currently being reviewed and completed. Be sure to complete all assigned forms, provide requested information, upload supporting documents, and submit any outstanding tasks.
- **Response Submitted**: A required form (e.g., Supplier Risk form, Control Form) has been successfully submitted. No immediate action is required. Continue monitoring the **Supplier Onboarding** section, **My Tasks**, and your email for additional requests.
- **Onboarding Completed**: Adobe Procurement has approved your onboarding request. No further action is required unless Adobe contacts you for additional information.
- **Onboarding Rejected**: Review any communication from Adobe for details and provide any requested corrections, information or supporting documentation.

Note: You cannot view the specific Adobe team or approver currently reviewing an onboarding request. To stay informed, monitor the **Supplier Onboarding** section, **My Tasks**, and your email for status updates.

Account Access & User Management

Q9: I cannot access my account. How do I recover my username or password?

Use the **Forgot Username** or **Forgot Password** options at businessnetwork.gep.com. Recovery instructions will be sent to your registered email address. Password reset may require multi-factor authentication (MFA).

Tip: Check your Spam or Junk folder before contacting support@gep.com.

Q10: Can multiple users from my company access GEP Quantum?

Adobe requires suppliers to maintain contact information for **three mandatory roles: Remittance, Legal, and Purchase Order (PO)**. The **Primary Contact** may be assigned one or more of these mandatory roles.

For the Legal contact, we recommend using a monitored shared mailbox like legalnotices@yourcompany.com.

To add more users, navigate to **Review Profile → Edit Profile → Contact Information**. Add the contact details and select **Invite Supplier** to send a registration invitation.

Q11: How do I add or delete a contact?

To add or remove a contact, navigate to **Review Profile → Edit Profile → Contact Information**.

- To add a contact, select **Add**, enter the required contact details, and submit the profile.
- To delete a contact, select the contact you want to remove and click the **Delete** icon.

Note: Only users with the appropriate permissions can perform these actions.

Q12: Can I use GEP Quantum in my preferred language?

GEP supports more than 30 languages: Arabic, Bulgarian, Chinese (Simplified), Chinese (Traditional), Croatian, Czech, Danish, Dutch, English, English (AU), Finnish, French, German, Greek, Hungarian, Indonesian, Italian, Japanese, Korean, Malaysian, Norwegian, Polish, Portuguese, Portuguese (Brazilian), Romanian, Russian, Serbian, Slovak, Slovenian, Spanish, Swedish, Thai, Turkish, Ukrainian, Vietnamese.

To change your language preference, use the language selector located in the bottom-left corner of the screen.

Profile Management

Q13: How do I update my company, tax or contact information?

Update your supplier profile by navigating to **Landing Page** → **Review Profile** → **Edit Profile**. Update the applicable section, such as Basic Details, Tax & Other Identification Information, or Contact information, then select **Save** and **Submit**.

Important:

- Fields marked with an asterisk (*) are mandatory.
- Yellow-highlighted fields can be updated.
- Read-only fields can only be updated by Adobe.
- Some updates may require Adobe approval before the changes become effective.

Q14: How do I add or update my banking information?

Provide the requested banking information, such as SWIFT/BIC code, IBAN, and any supporting documentation.

Navigate to **Review Profile** → **Edit Profile** → **Banking Information** → **Add**. Complete the required fields, select **Save Banking Information**, then **Save** and **Submit**.

Important: Banking updates do not take effect until Adobe reviews and approves the change.

Q15: Will my profile changes take effect immediately?

It depends on your onboarding status.

If your supplier profile is still being completed as part of onboarding and has not yet been fully approved, your updates will be reflected immediately when you save and submit them.

Once your supplier profile has been approved and onboarding is complete, most profile updates are submitted as a **Change Request** and require Adobe approval before they take effect. Examples include **Banking Information** and **Tax & Other Identification Information** updates.

Changes that generally take effect immediately include **Contact Information**, **Notes and Attachments**, **Vendor Tags**, **Team Members**, **Source Information**, and **Related Content**.

Q16: What do I need to know before uploading tax or identification documents?

Before uploading a tax or identification document, make sure you have the required information available, including the **Country**, **Identification Type** (for example, Tax ID, VAT ID, or Business Registration Number), the corresponding **Identification Number**, and any supporting documentation.

Navigate to **Review Profile → Edit Profile → Tax & Other Identification Information**, select **Add**, upload your file, enter the required identification details, and then select **Import**.

Important:

- Files must be 5 MB or smaller.
- Only one attachment is allowed per identification number.
- Do not modify entries that were automatically populated by BitSight or Dow Jones.

Q17: How do I update my company's legal entity name?

Navigate to **Review Profile → Edit Profile → Basic Details**.

Update the legal entity name and provide supporting documentation, such as a certificate of incorporation, merger agreement, or equivalent registration document.

Important: The change becomes effective only after Adobe approval.

Q18: Why was my profile change request rejected?

Common reasons include:

- Missing mandatory information (marked by an asterisk mark (*))
- Missing supporting documentation
- Failed banking validation
- Information that Adobe cannot approve as submitted

Review the reject notification shared via email, correct the issue, and resubmit the request.

Risk Assessment & Compliance

Q19: What risk and due diligence forms might Adobe ask me to complete?

Depending on the nature of your engagement and risk profile, Adobe may require you to complete a **Supplier Risk Form (SRF)** and one or more **Control Forms (CFs)** as part of its supplier due diligence process.

To access assigned forms, navigate to **Risk Form** under the **Relationship Summary** section. Open each form, complete all mandatory questions, and submit the form once it reaches 100% completion. After successful submission, the status will change to **Response Submitted**.

Important:

- Some forms may contain multiple sections or tabs. Be sure to complete every section.
- All mandatory questions must be answered for the form to reach 100% completion.
- Incomplete risk or control forms may delay onboarding, risk reviews, or contract processing.

Q20: Are the Supplier Risk Forms (SRFs) and Control Forms (CFs) mandatory?

Yes. All required Supplier Risk Forms and Control Forms must be submitted before a contract can be issued for review. Incomplete forms are one of the most common causes of contracting delays.

Q21: What happens if a risk assessment identifies an issue or weakness?

If a Control Form assessment is rated **Weak**, GEP automatically creates a ticket in the **Supplier Ticket Management Workbench**. You must review the ticket, complete all required information, provide supporting documentation if requested, and submit the required actions for Adobe review.

Sourcing Events & Auctions

Q22: How do I participate in a sourcing event (e.g., RFI, RFP)?

You will receive an email invitation, and the event will appear under **My Tasks** and **Landing Page → Relationship Summary → RFX**.

Accept the event guidelines, confirm participation, complete any questionnaires and pricing sheets, upload required attachments, and submit your response before the deadline.

Tip: Use the **Discussion Forum** to communicate with Adobe and ask questions during the event.

Q23: Can I change my sourcing event response after I submit it?

Yes, you can update your response any time before the event deadline. After the deadline, responses can no longer be submitted or modified.

Q24: Can other suppliers see my sourcing event responses or pricing?

No. Your responses, pricing, attachments, and other sourcing event information remain confidential and cannot be viewed by other suppliers.

Q25: How do I participate in an auction?

Navigate to **Relationship Summary → Auction → Auction Workbench → Auction** and locate the event with **Live** status.

Review and accept any required acknowledgements (e.g., NDA), then submit bids for the applicable lot(s). Additional bids may be placed while the auction remains live.

Q26: Can I save my progress and complete it later?

Yes. You can save your progress at any time by selecting **Save** and return later to complete any remaining sections. This applies to many activities in GEP Quantum, including updating your supplier profile and responding to sourcing (e.g., RFI, RFP) events.

Important: GEP does not automatically save your work. Save your progress regularly.

Contracts & Agreements

Q27: How do I review and update a contract language?

Navigate to **Landing Page → Relationship Summary → Contracts → Contract Number → Review → Contract Language**.

Open the contract document, select **Edit Online**, make your edits (redlines), then select **Complete Review** to submit your comments to Adobe.

Q28: How do I sign a contract or assign it to another authorized signer?

The authorized signatory will receive an email request to review and sign the contract using Adobe Acrobat Sign. If you are not the correct signatory, select **Delegate** from the email and forward the request to the appropriate authorized signer.

Q29: Can I begin work once a contract has been signed?

No. You may begin work only after you have received both a fully executed contract and a valid Adobe Purchase Order (PO). Adobe will not pay for or assume responsibility for work performed before both requirements are in place.

Q30: How do I submit invoices and payment-related questions?

Continue submitting invoices and managing payments through **Ariba**.

Contact purchase@adobe.com with any invoice-related questions.

Support Contacts

Q31: Who should I contact if I need help?

- GEP login or technical platform issues: support@gep.com
- Onboarding, profile updates, sourcing events, risk forms, contracts: purchase@adobe.com
- Additional guidance and support resources are available on Adobe's Supplier Site and within GEP Quantum.