

# Adobe GEP QUANTUM

Quick Reference Guide (QRG) for Suppliers: Profile Management and Change Requests

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Use this section to review/update your supplier profile and to add required contacts and understand when approval is needed

## How to Update Your Supplier Profile

1. Go to the **Supplier Landing Page**.
2. Click **Review Profile**.
3. Click **Edit Profile** in the top-right corner.
4. Update editable fields marked in yellow.
5. Complete all mandatory fields marked with an asterisk (\*).
6. Add **Tax & Other Identification Information**, if required.
7. Upload supporting tax or identification documents, if required.
8. Update **Business Information**, including **Stock Symbol/Ticker**, if publicly traded.
9. Add at least three mandatory contacts: **Primary, Remittance, and Legal**.
10. Update **Banking Information**, if required.
11. Complete **Onboarding & Risk Forms (even if it's non mandatory)**
12. Click **Save** after completing the updates.

## Profile Changes — What Triggers a Change Request

**No Approval Needed:** Use this for minor profile updates that do not require Adobe approval.

### Examples:

- General profile edits
- Contact updates, where approval is not required
- Non-critical business information updates

**Approval Needed:** Adobe approval may be required before certain profile changes take effect.

### Examples:

- Tax / VAT / D&B ID changes
- Expired or missing tax certificates
- Merger or acquisition updates
- Legal name change
- Address change
- Sales representative or contact changes
- Banking or remittance changes

## Mandatory Contacts to be added to the Supplier Profile

| Contact Type              | Purpose   |
|---------------------------|---|
| <b>Primary Contact</b>    | Main point of contact for Adobe communications.                             |
| <b>Remittance Contact</b> | Contact for invoicing and payment-related communications.                   |
| <b>Legal Contact</b>      | Dedicated and monitored legal mailbox. Do not use a personal email address. |

All suppliers must provide a dedicated **Legal Notices** mailbox in their GEP Contact Information. A dedicated legal mailbox ensures Adobe can reach the right contacts without delays, even if personnel change, and helps prevent disruptions to active engagements.

### Recommended Legal Mailbox Formats

- [legalnotices@supplier.com](mailto:legalnotices@supplier.com)
- [billinginquiries@supplier.com](mailto:billinginquiries@supplier.com)
- [customersupport@supplier.com](mailto:customersupport@supplier.com)
- [dataprivacy@supplier.com](mailto:dataprivacy@supplier.com)

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## Who to Contact — Quick Guide

| Need Help With                                | Contact   |
|---|---|
| Login issues or GEP access issues             | GEP Support: <a href="mailto:support@gep.com">support@gep.com</a>             |
| General procurement questions                 | Adobe Procurement: <a href="mailto:purchase@adobe.com">purchase@adobe.com</a> |
| Onboarding questions or supplier profile help | Adobe Procurement: <a href="mailto:purchase@adobe.com">purchase@adobe.com</a> |
| Sourcing events or RFx participation          | Your Adobe Supplier Manager   |
| Security or privacy incident reporting        | Adobe Security: <a href="mailto:ACDC@adobe.com">ACDC@adobe.com</a>            |

## Self-Service Resources

### FAQ Section — In Platform

- **Go** to the Supplier Landing Page.
- **Click** Help Center.
- **Select** the [FAQ link](#).
- **Review** answers for onboarding, sourcing events, document exchange, and compliance.

### YouTube Quick Start Guide

- **Watch** the [GEP Quantum Portal: Quick Start Guide for Suppliers](#) video.
- **Access** the guide from the bottom-right corner of the Supplier Landing Page.
- **Use** the guide to understand platform features, key functions, and screen walkthroughs.

### Language Translation

- **Use** platform language options, where available.
- **Select** your preferred language to improve accessibility.
- **Supplier Portal & User Manual**
- **Open** the Adobe Supplier Portal.
- **Review** the User manual for profile updates, onboarding forms, and platform navigation support.

**For Detailed Steps and Instructions, review the User Manual and Training Presentation on [adobe.com/procurement](https://adobe.com/procurement).**