GEP QUANTUM for Adobe

Supplier User Manual

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1 How to use this user manual

What This Document Is

A training and reference manual for **Adobe Suppliers** using the **GEP QUANTUM platform** (also known as the **GEP Business Network**)**.** This manual explains how to register and log in, manage your supplier profile, respond to onboarding and profile change requests, submit required documentation, participate in sourcing events (including RFx and auctions), complete contract and risk-related forms, and track open requests during your engagement with Adobe.

Note: While sourcing, contracting, and risk activities take place in GEP, invoicing and payments will continue through Ariba (and invoicing system name, if different) until future implementation phases.

Who Is This User Manual For

Suppliers' participation ensures that sourcing events, contracts, and risk assessments proceed without delay.

Suppliers are responsible for:

- Completing supplier registration and onboarding forms in GEP.
- Uploading and maintaining required tax, banking, and compliance documents.
- Responding to risk questionnaires and control forms when requested.
- Participating in RFx events, negotiations, and auctions, as applicable.
- Submitting and responding to supplier profile change requests to keep information current.

Who Needs to Register

Suppliers must have a GEP account to do business with Adobe.

- **Suppliers who do not already have a GEP account** (with any company): An **Adobe Supplier Manager** will create a supplier profile. The supplier then receives a notification via email and must register using the link provided. The Supplier must complete the necessary onboarding forms and update their supplier profile.
- **Suppliers who have previously used GEP with another company:** Suppliers can log in using their existing username and password. Some profile information may be pre-populated, however, suppliers are still required to review, validate, and complete all mandatory fields. The supplier is responsible for reviewing and maintaining the accuracy and completeness of their profile.

2 Introduction to the GEP Business Network

The GEP Business Network is the platform Adobe uses to digitally connect and collaborate with its supplier community. It serves as the foundation for supplier engagement across Adobe's procurement processes and supports a consistent, standardized way of working between Adobe and its suppliers.

2.1 Platform Overview

The **GEP Business Network** is a secure online platform that Adobe uses to work with its suppliers. It provides a single centralized place to manage key activities, including participating in sourcing events, submitting proposals, completing onboarding requirements, responding to risk-related forms, managing contracts, and handling offboarding tasks.

Instead of using emails, spreadsheets, or systems, everything is handled in a single, centralized platform, making the process clearer, more efficient, and easier to track for both Adobe and its suppliers.

What does this mean for you as a supplier?

By joining the GEP Business Network, you can:

- Respond to sourcing events and submit proposals directly through the platform.
- Complete supplier risk-related forms and follow-up actions.
- View and manage contracts and risk forms in one location.
- Track the status of your submissions with real-time visibility.

The platform reduces manual work, improves transparency, and helps ensure you have the information you need at each step. This shared way of working supports smoother collaboration and a stronger partnership with Adobe.

Note: Some topics may not apply to Royalty Payments or Partner Programs.

3 Supplier Registration

Supplier registration is the first step to start working with Adobe on the GEP platform. Registration enables suppliers to formally connect with Adobe, receive and respond to sourcing and contracting activities, and complete required onboarding and compliance processes. Suppliers who are not registered in the GEP Business Network will not be able to participate in Adobe sourcing events, receive contracts, submit required documents, or transact with Adobe through the GEP platform.

3.1 Registration via Invitation Email

When Adobe invites you to join the GEP platform, you will receive an email with a secure registration link.

After you submit your registration:

- Your onboarding may temporarily pause while Adobe completes required internal approvals.
- Approval steps and timing vary depending on your relationship type with Adobe.

Follow these steps to register:

1. Refer to the invitation email containing the link to register for GEP. Click the **Link** to access the registration portal.

Action Required: Please complete Adobe's procurement registration for the GEP Network

AdobeNotifications@gep.com

Reply | Reply All | Forward

Wed 5/6/2026 7:38 AM

If there are problems with how this message is displayed, click here to view it in a web browser.

GEP QUANTUM | Adobe

This is a system-generated notification sent on behalf of Adobe via the GEP Quantum application. Please do not reply to this message, as responses are not monitored.

Adobe Supplier,

We are pleased to announce the transition from graphiteConnect to GEP Quantum as part of Adobe's ongoing commitment to enhancing our procurement, supplier risk management, and collaboration processes. This new platform brings sourcing events, contracting, risk forms, and supplier onboarding into a single, connected experience.

GEP Quantum will be the central platform for all your interactions with Adobe. Through GEP Quantum, you will be able to:

- Register and manage your supplier profile in a user-friendly portal
- Participate in Adobe sourcing events, contracts, and risk activities
- Access technical support through the platform's help desk

Completing **registration is mandatory** to continue doing business with Adobe.
Now you will be able to:

- Receive Adobe Sourcing event invitations (RFP, RFQ, RFI)
- Manage contracts
- Submit responses to the risk and compliance forms

Registration is mandatory. Failure to complete the process will lead to delays in contract execution, purchase order issuance, and payments.

Applicable past contracts, risk assessments, and profile details will be migrated to the new platform.

Registration Instructions 1

1. Click on the link and complete your registration.
2. Create a password.
3. Review your company profile in GEP Quantum and update any required information, including address, banking, and tax details.

Thank you,
Adobe Procurement and Risk Management Teams

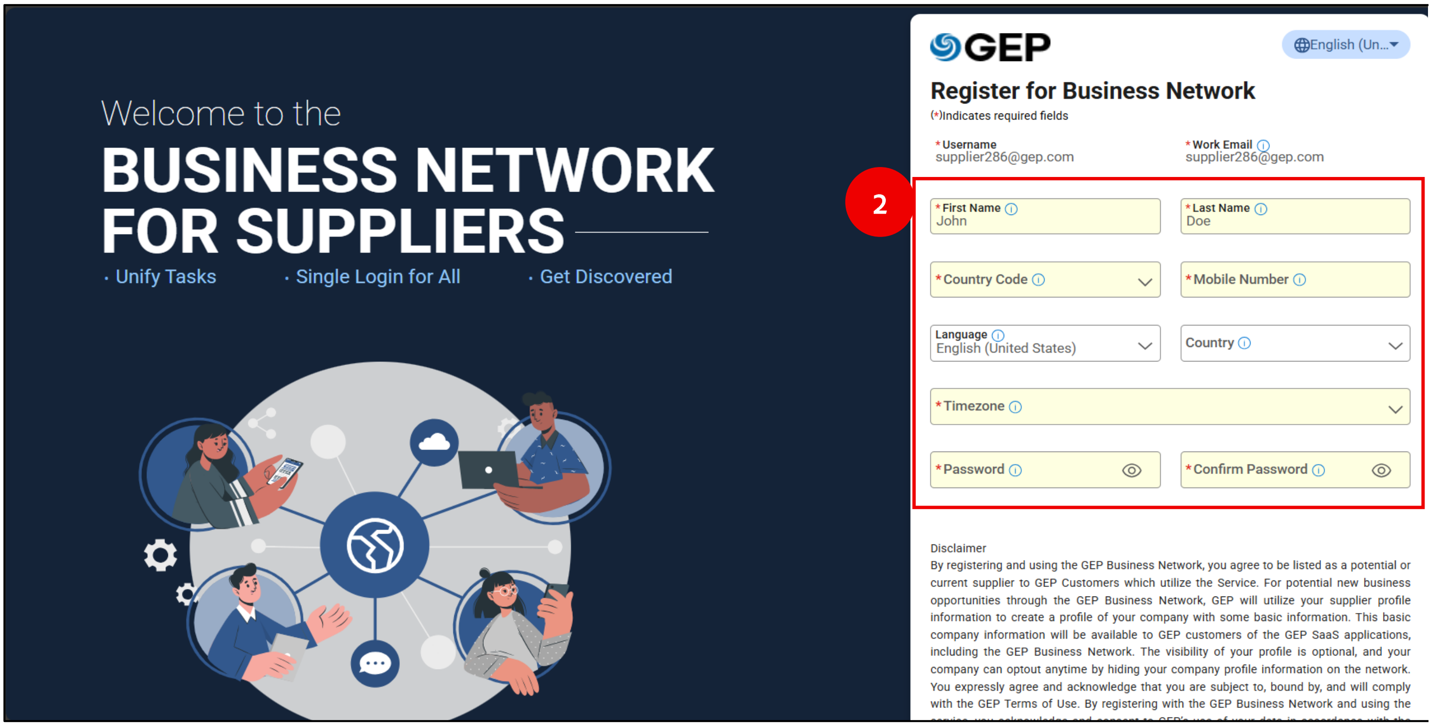
Support and Resources
A step-by-step Quick Reference Guide is attached to assist with the registration process. Additional resources are available on the FAQ Page and the Adobe Supplier page.

Need Assistance?
For issues accessing the GEP application or questions related to your username or password, please contact **GEP Support** by email at support@gep.com, or by phone:

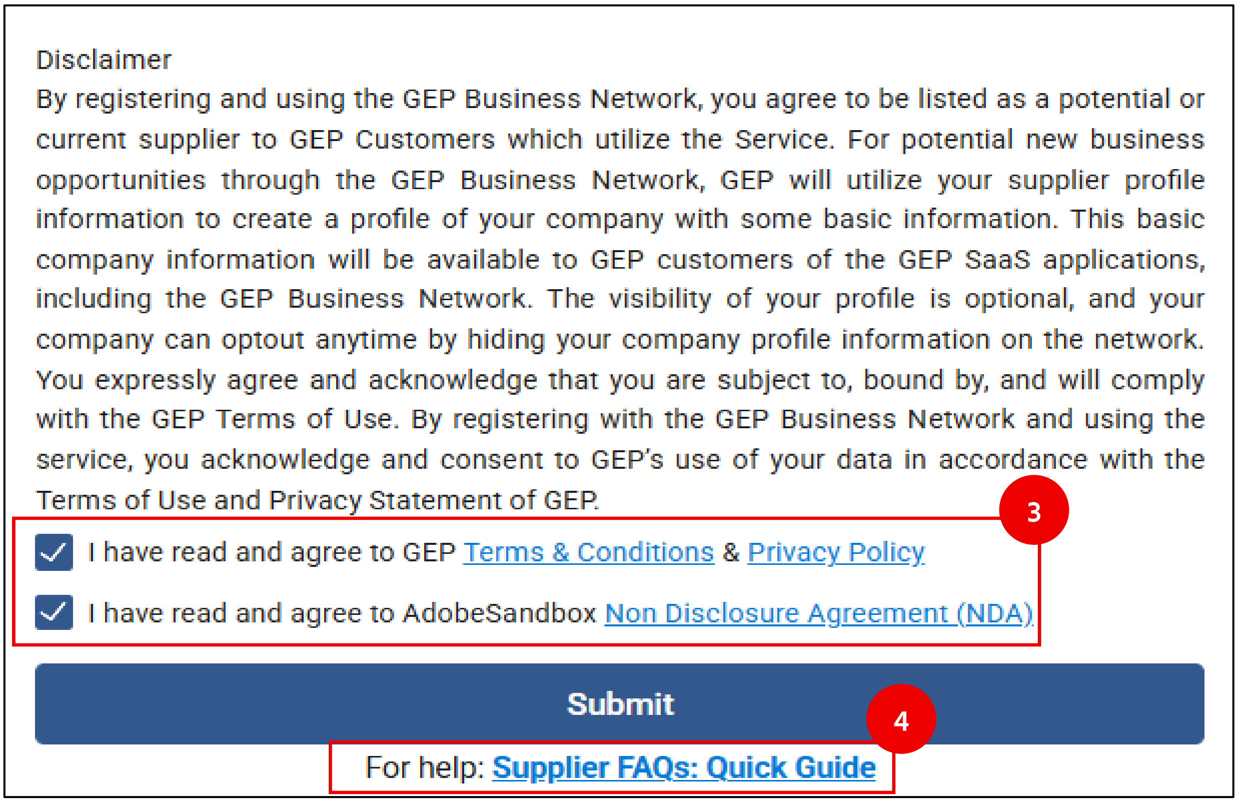
USA: +1 732 428 1578
Asia: +91 22 61 372 148
Europe: +42 022 59 86 501

For process-related questions, please contact the **Adobe Procurement Service Desk** at purchase@adobe.com.

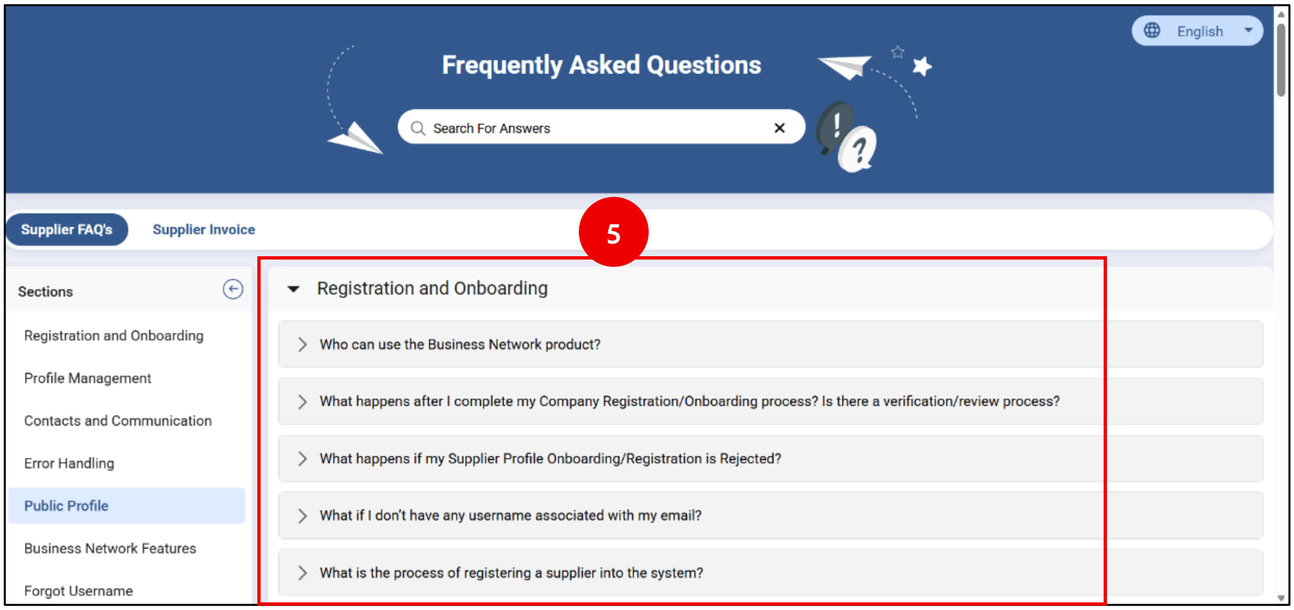
2. Enter all required details. Fields highlighted in yellow must be complete to move forward. This includes **Country Code**, **Mobile Number**, **Time Zone**, **Password**, and **Confirm Password.**



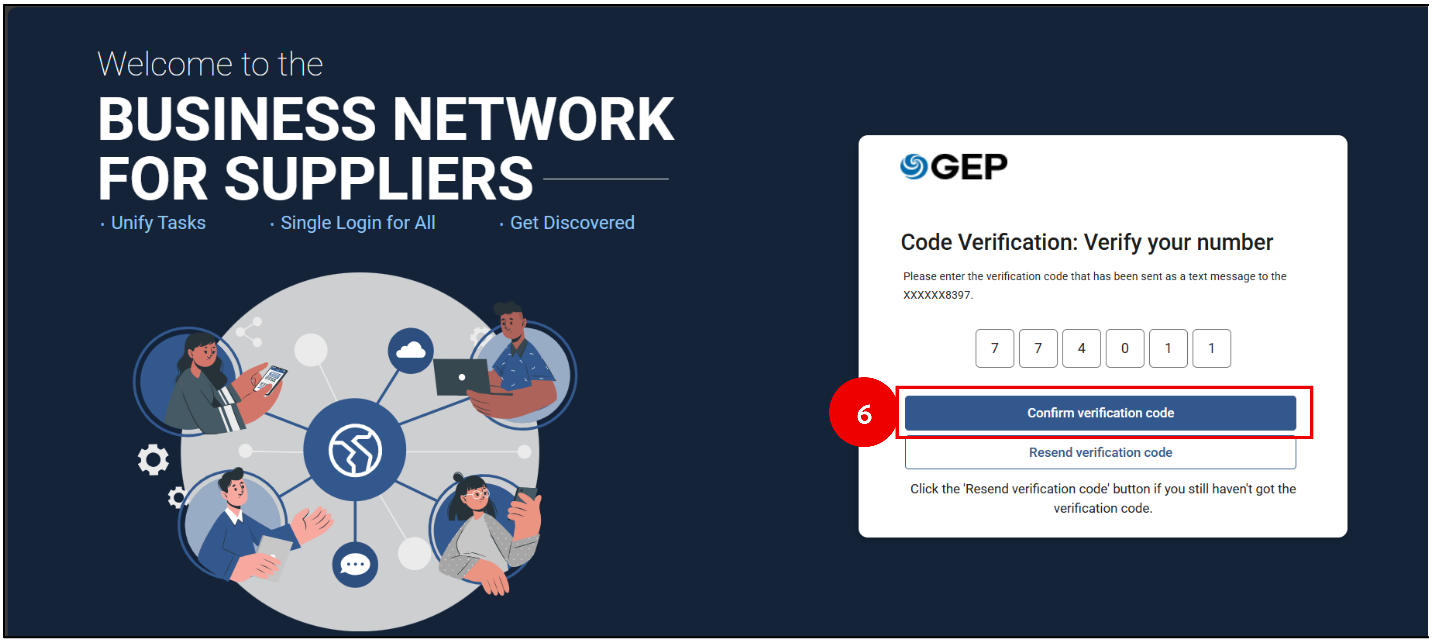
3. Review the disclaimer carefully. The **Terms & Conditions, Privacy Policy,** and **Non-Disclosure Agreement (NDA)** are provided as hyperlinks. Clicking on these links will open the document in a new browser tab. After reviewing the documents, click the required acknowledgement checkbox to proceed.
4. Click on **Supplier FAQs: Quick Guide** for additional resources to assist with the registration process.



5. The **Frequently Asked Questions** (FAQ) will open in a new browser tab and provide registration-related information. It offers practical guidance and answers common questions on registration, profile management, and system functionality.

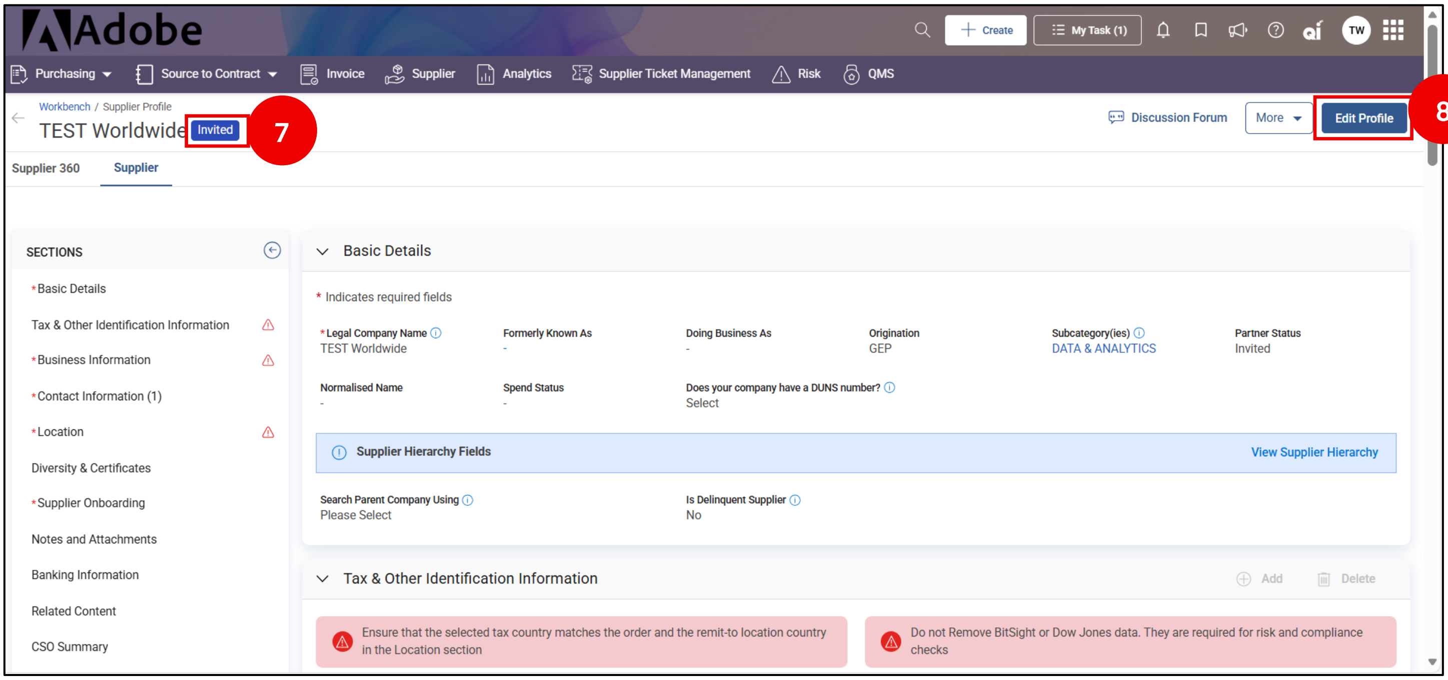


6. After submitting your registration, a verification code will be sent to your registered mobile number. Enter the six-digit code and select the **Confirm Verification Code**.



7. Once the verification step is complete, your supplier profile will open in the **Invited** status.

8. Click the **Edit Profile** button to review and edit your supplier profile. For more information, visit the [Profile Management]() section to view all the details related to managing your profile.

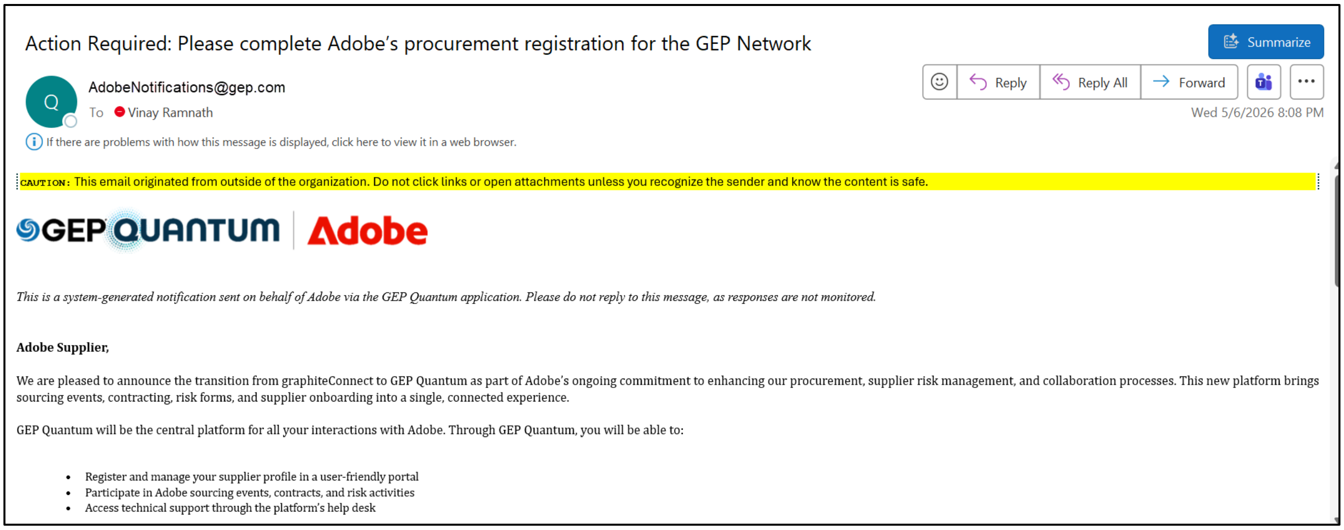


3.2 Existing Accounts with GEP

If you already have an account, you can log in using your existing username and password without creating a new profile. The system verifies your email and displays any linked profiles.

Follow these steps to access your account:

1. When your supplier profile is created in GEP, you will receive an email notification to register. Select the **Click here** hyperlink in the email.



Action Required: Please complete Adobe's procurement registration for the GEP Network

AdobeNotifications@gep.com

To Vinay Ramnath

If there are problems with how this message is displayed, click here to view it in a web browser.

Completing **registration is mandatory** to continue doing business with Adobe.
Now you will be able to:

- Receive Adobe Sourcing event invitations (RFP, RFQ, RFI)
- Manage contracts
- Submit responses to the risk and compliance forms

Registration is mandatory. Failure to complete the process will lead to delays in contract execution, purchase order issuance, and payments.

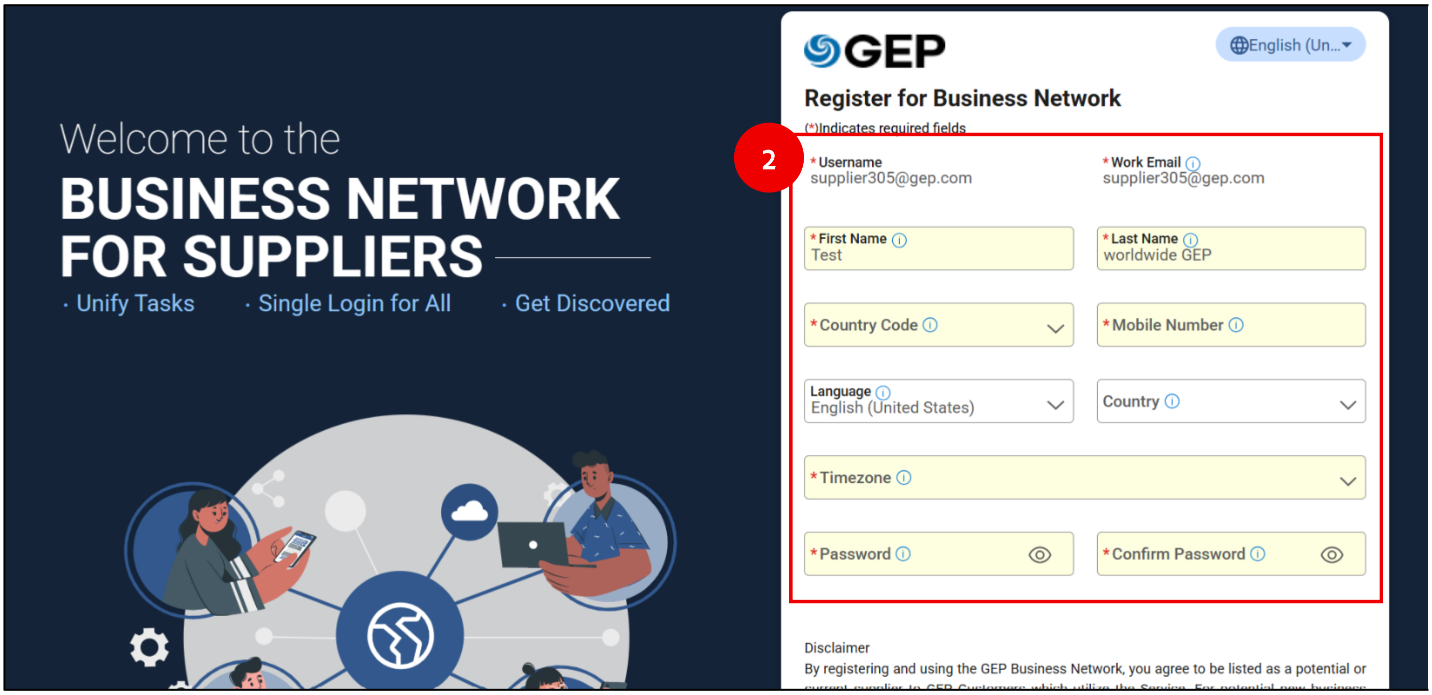
Applicable past contracts, risk assessments, and profile details will be migrated to the new platform.

Registration Instructions:

1. Click on the link and complete your registration.
2. Create a password.
3. Review your company profile in GEP Quantum and update any required information, including address, banking, and tax details.

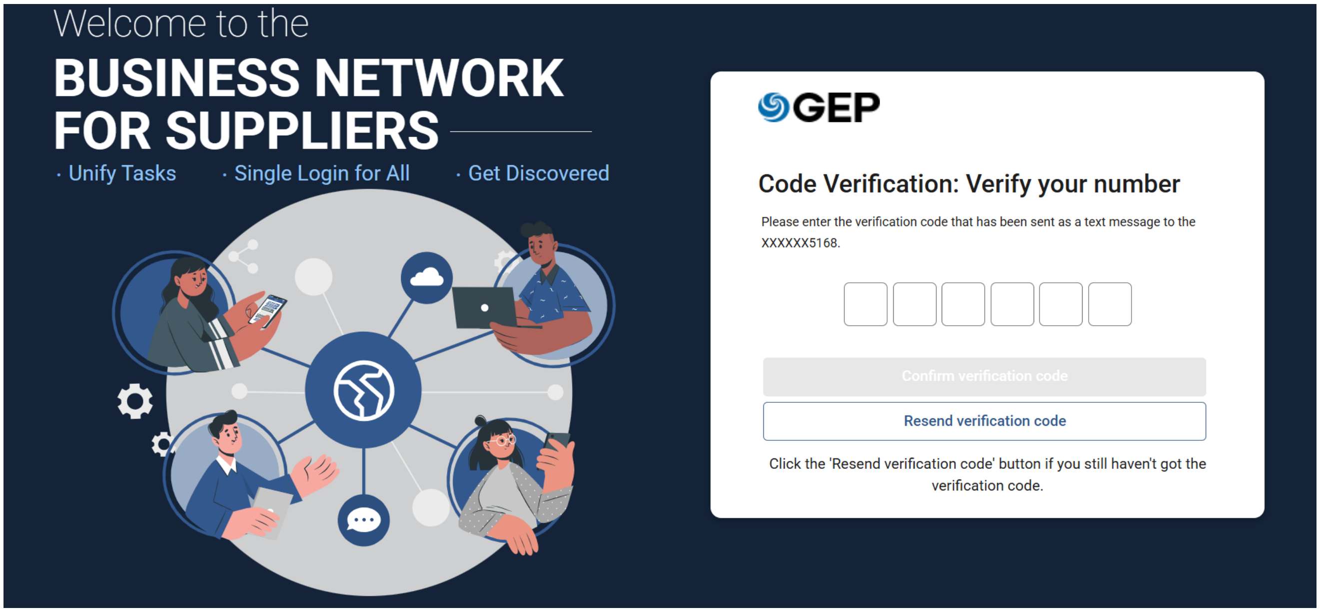
Thank you,
Adobe Procurement and Risk Management Teams

2. The information entered during supplier profile creation will be populated by the system. Review the pre-filled details and complete all mandatory fields. Required fields include **Country Code**, **Mobile Number**, **Time Zone**, **Password**, and **Confirm Password.**

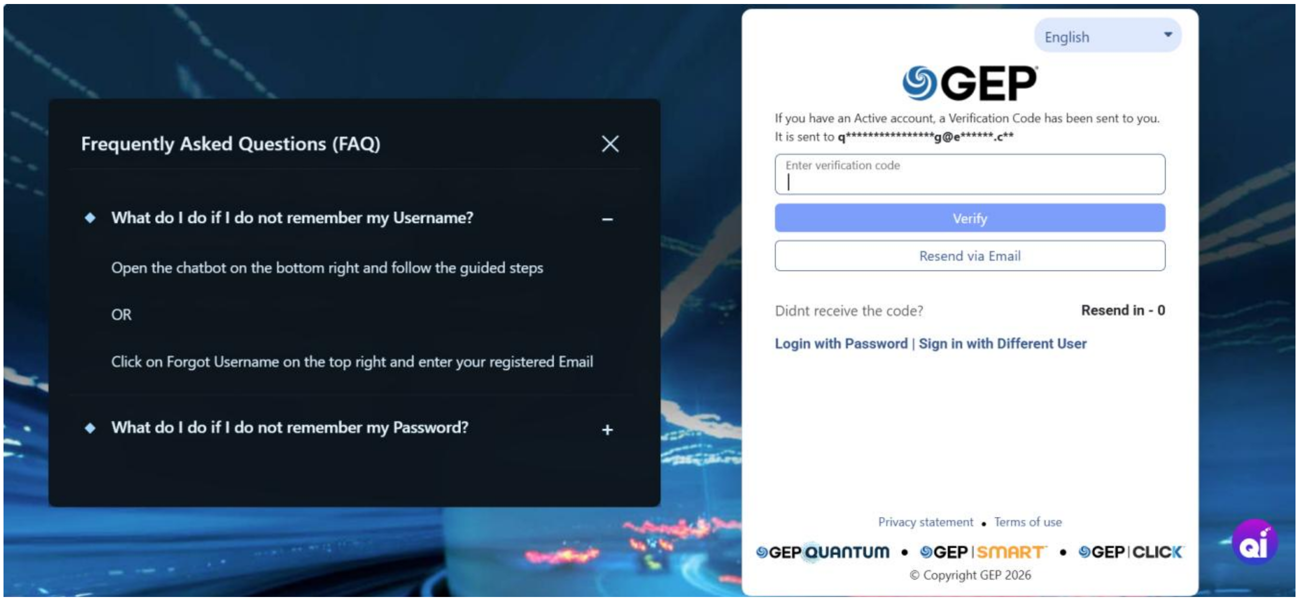


3. Review the disclaimer carefully. The **Terms & Conditions** and **Privacy Policy** are provided as hyperlinks. Clicking on these links will open the document in a new browser tab. After reviewing the documents, check the required acknowledgement box to proceed.
4. Click **Submit** to proceed with registration.

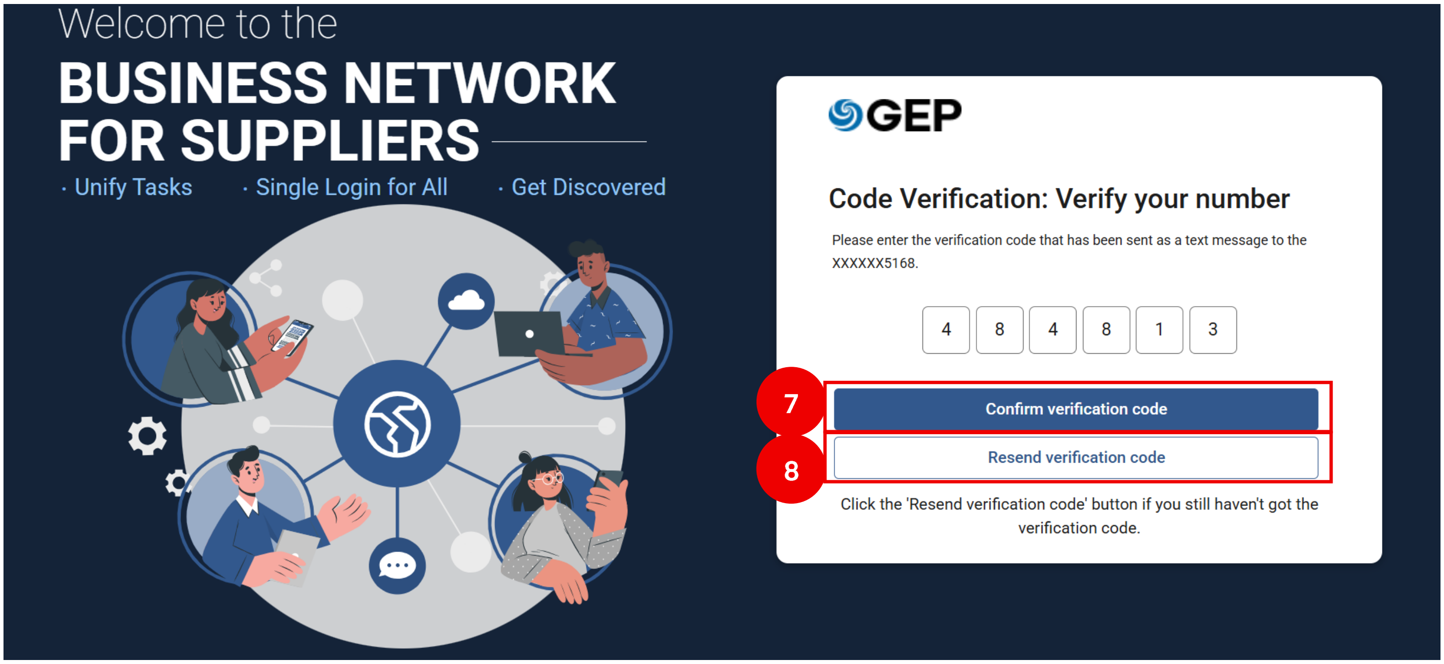
5. A verification code will be sent to your registered mobile number. Enter the six-digit code.



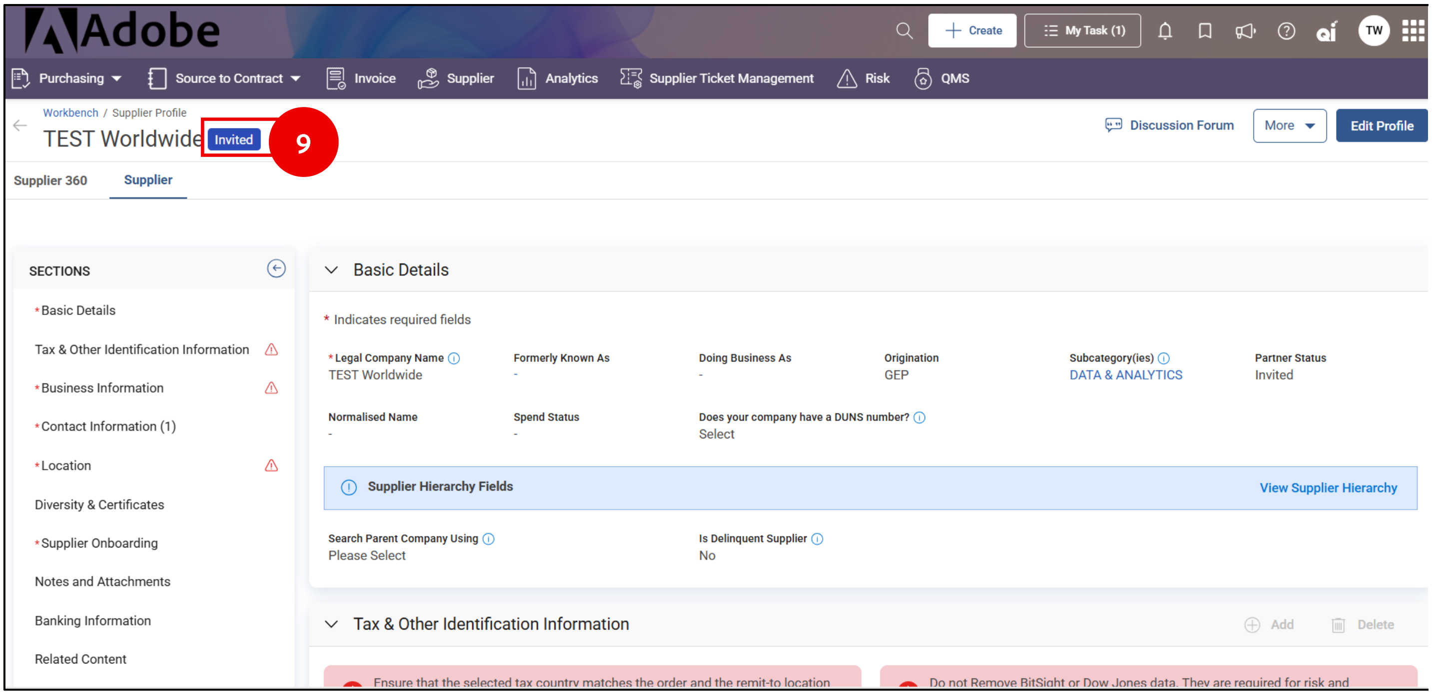
6. If a mobile number was not added to your profile, the verification code will be sent to the registered email address.



7. Click the **Confirm verification code** button.
8. Click the **Resend Verification code** button if you still haven't received the verification code. Wait for a few seconds before this button gets activated.



9. Once the verification step is complete, your supplier profile will open in the **Invited** status.



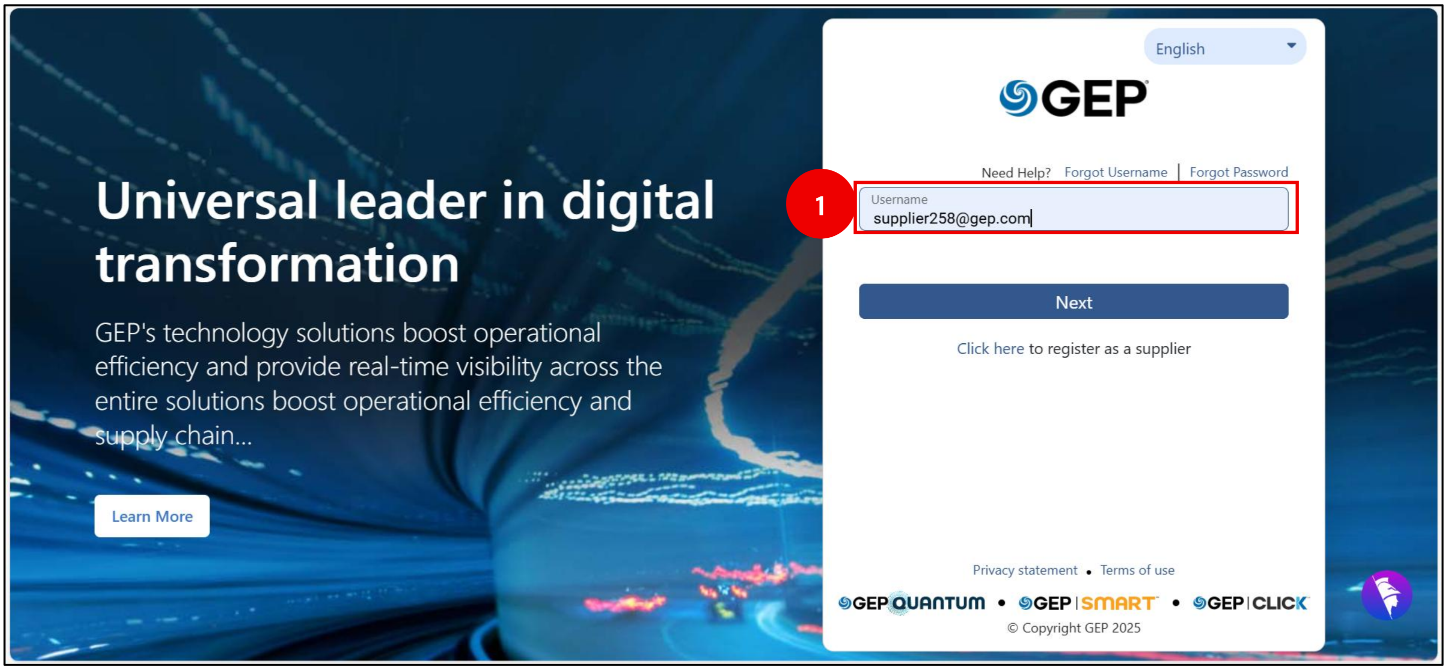
4 Logging into GEP QUANTUM

Log in to **GEP** using your registered credentials to access your profile and dashboard.

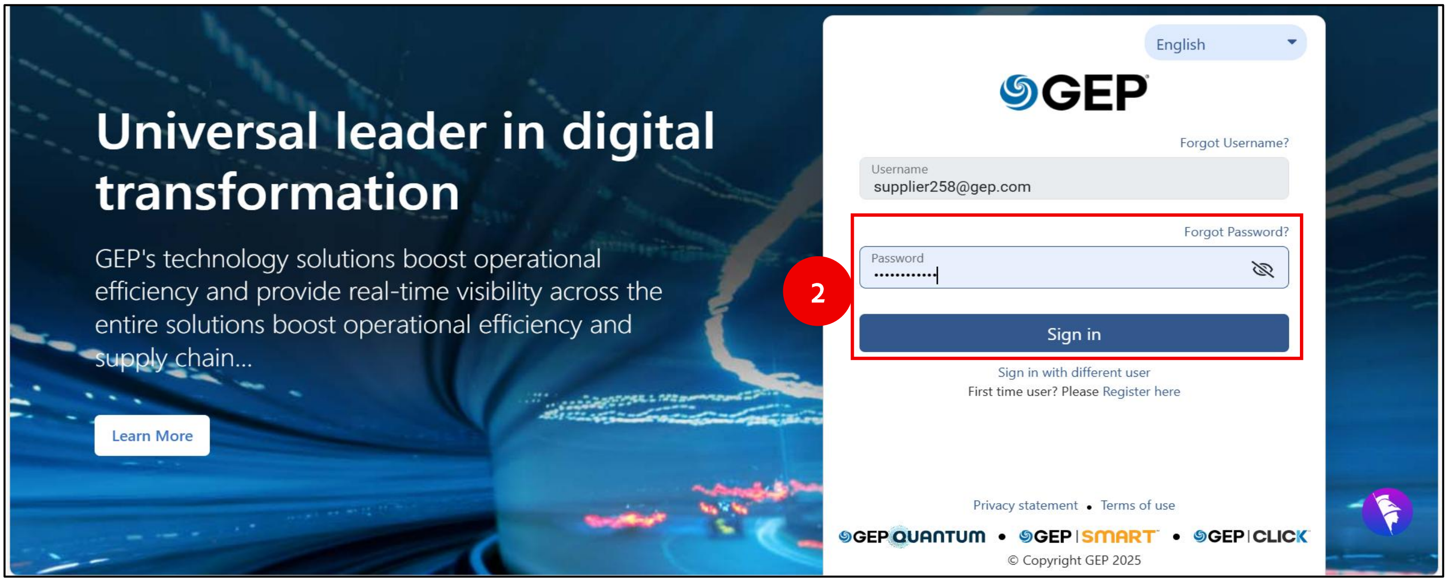
- Your profile includes company details, tax information, compliance documents, and banking data.
- The dashboard allows you to update the profile and company information, participate in and manage sourcing events, and maintain compliance requirements.

4.1 Login Instructions

1. Access the link (https://idplogin.gep.com/) provided by the Adobe Supplier Manager. To log in to GEP, enter your username.



2. Enter your password and click **Sign in**.

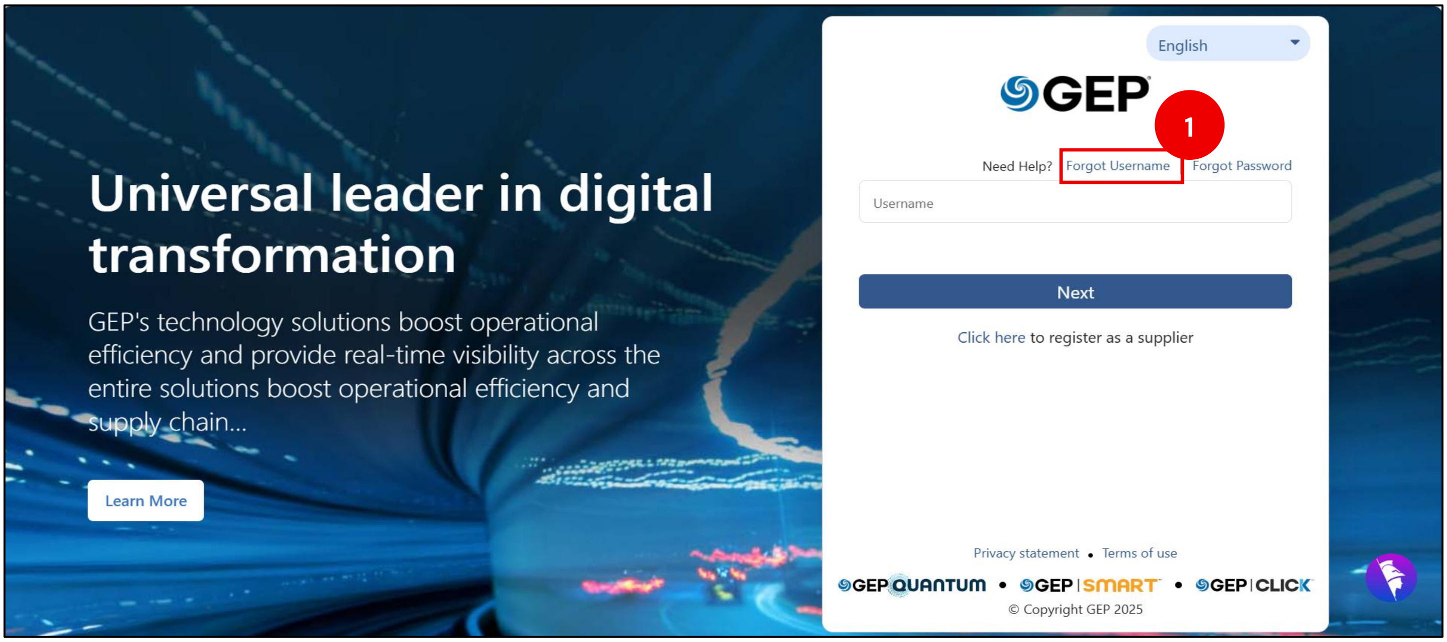


4.2 Forgot Username

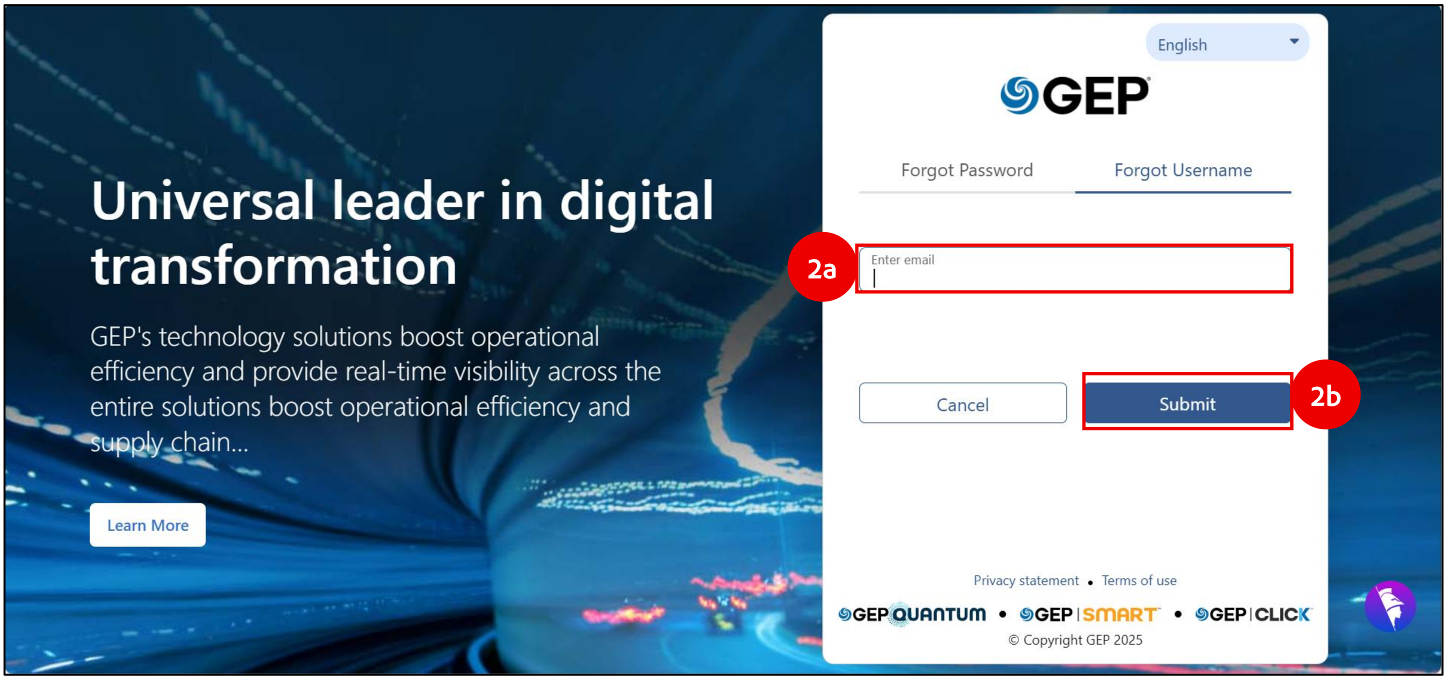
You can quickly recover your username using the automated recovery process.

Note: If you don't see the email in your inbox, check your Spam or Junk folder.

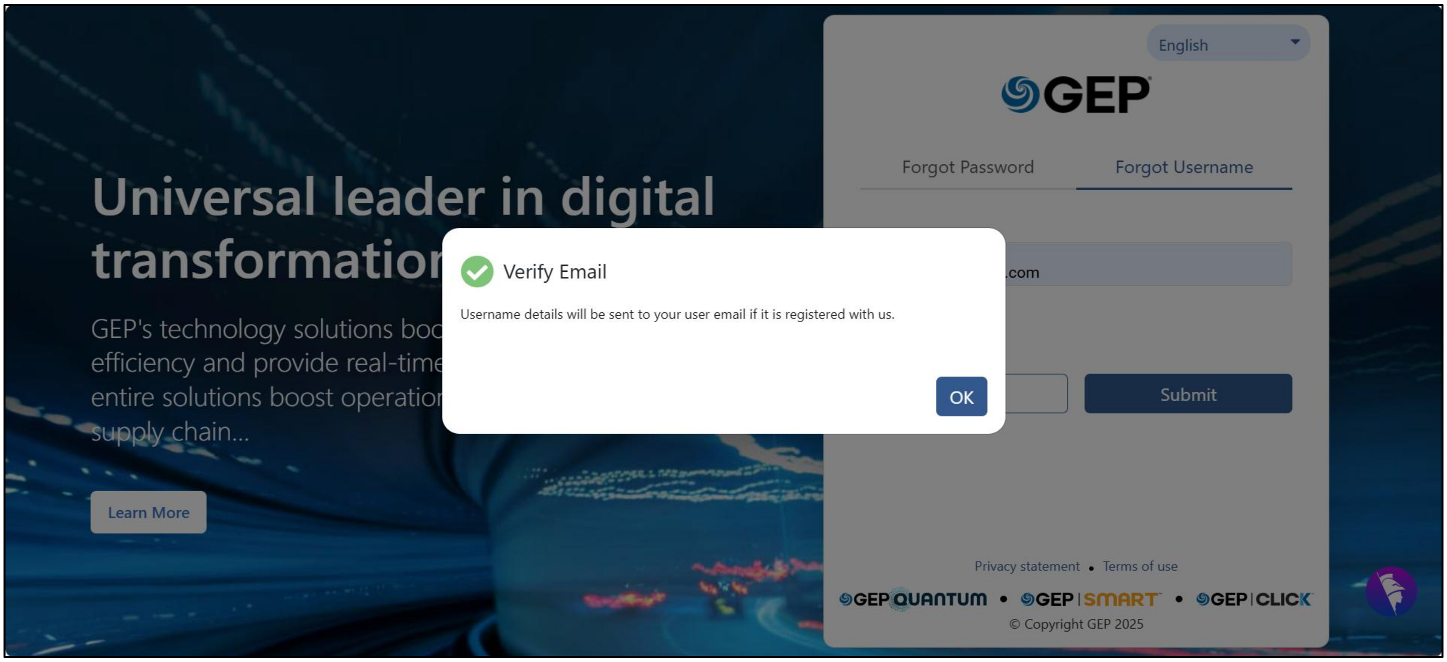
1. Click **Forgot Username** on the login screen.



2. Enter your registered email address (2a) and click **Submit** (2b) to retrieve your username.



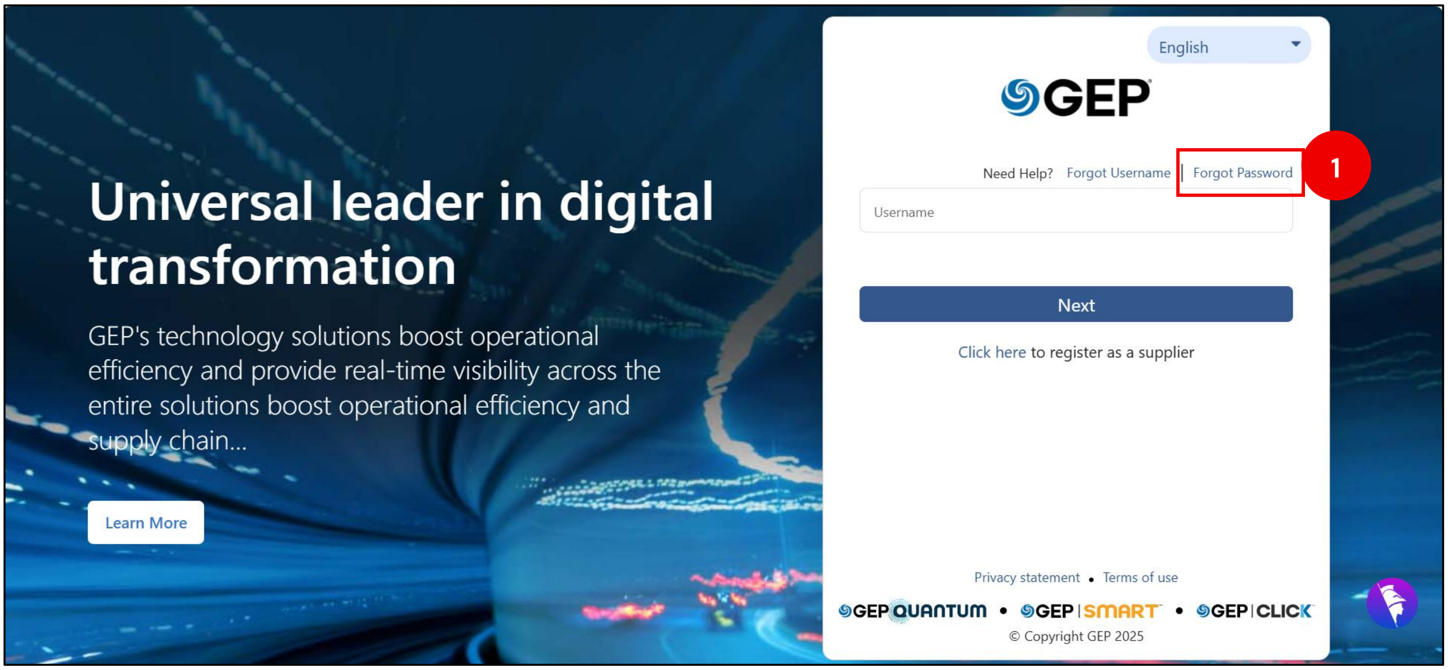
3. The system will trigger a username retrieval email to the registered email address.



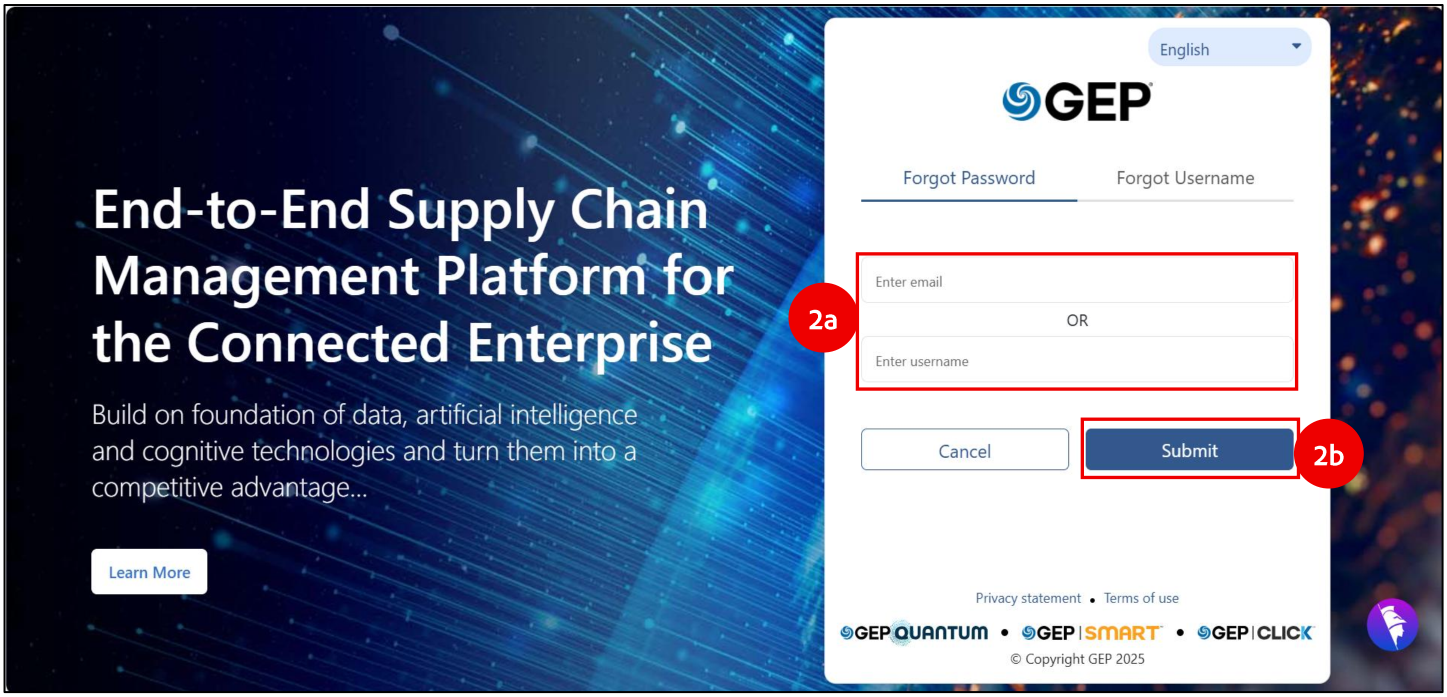
4.3 Forgot password

Resetting your password is secure and straightforward. The process is fully automated, allowing you to regain access without contacting support. For added security, you may be required to complete multi-factor authentication (MFA) during the reset process.

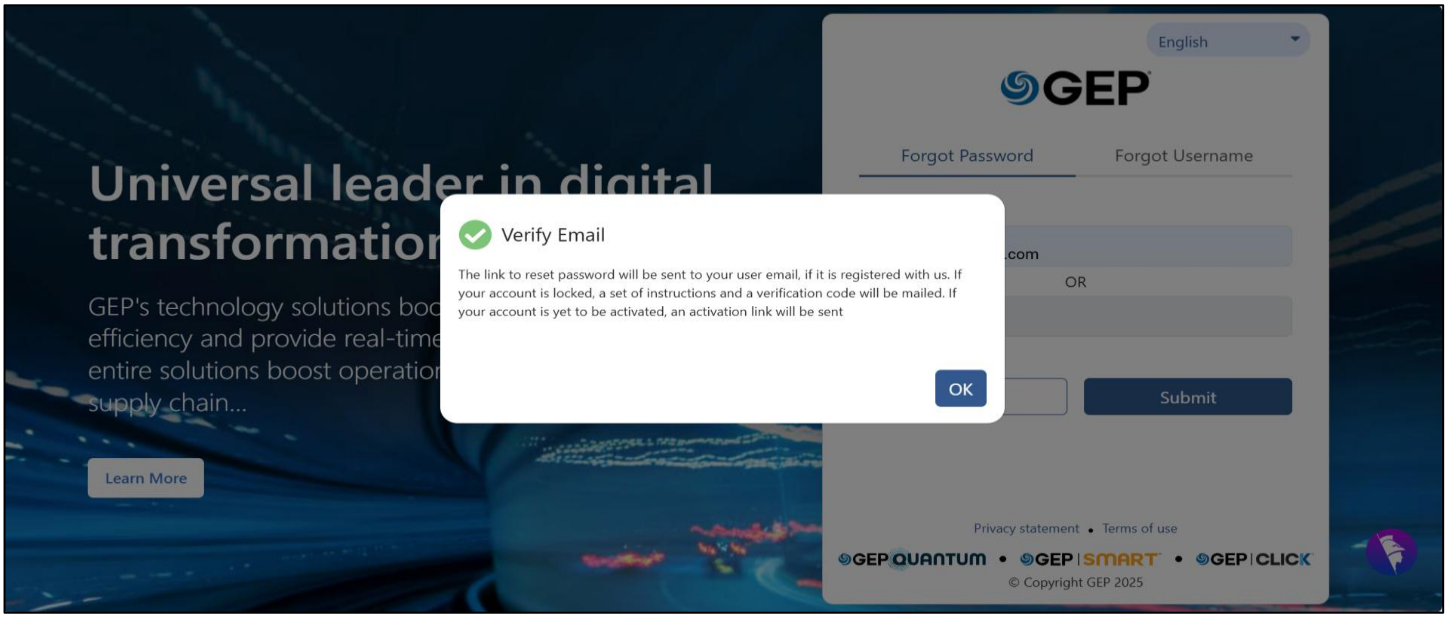
1. Click **Forgot Password** on the login screen.



2. Enter your registered email or username (2a) and click **Submit** (2b).



3. You will receive an email to reset your password.



5 Supplier Landing Page

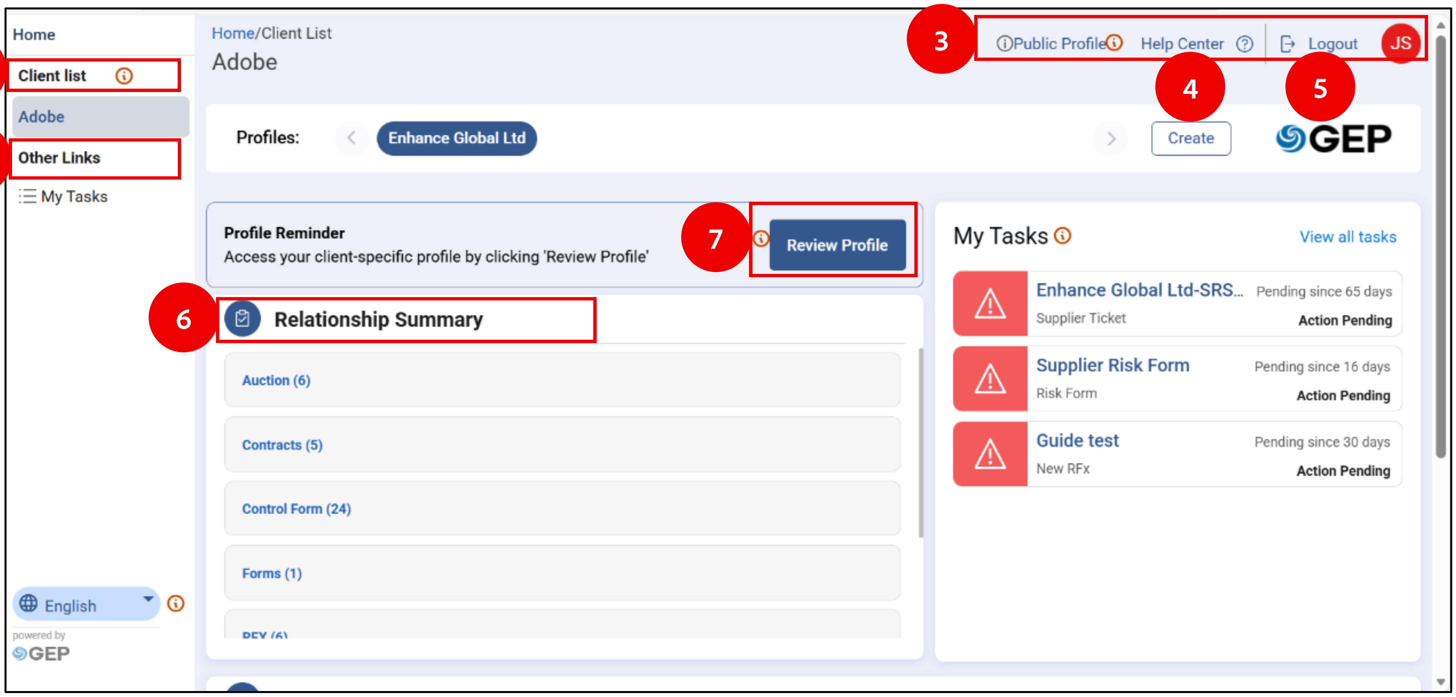
The **Supplier Landing Page** is your central dashboard for all activities. It provides a clear, organized view of tools to help you collaborate with Adobe.

Note: Some actions initiated from other sections (such as supplier profile updates) may require Adobe approval. The landing page shows the status of these actions, and completion may be delayed until the approval is finalized.

Your dashboard provides quick access to key features and information needed to manage your supplier account:

1. **Client List**: Displays all client entities linked to your account. You can easily switch between client profiles (e.g., Adobe) to manage sourcing events, contracts, and compliance requirements specific to each client.
2. **Other Links**: Provides convenient access to important features such as pending tasks, notifications, and navigation shortcuts for navigation. This section allows you to move between modules without returning to the main dashboard.
3. **Public Profile**: Shows your company's general profile information as visible to all buyers on GEP. You can update details such as company name, address, certifications, and diversity status.
4. **Help Center**: Access FAQs, GEP Business Network Platform user guides, and support options.
5. **Logout**: Securely end your session to protect sensitive information and prevent unauthorized access.
6. **Relationship Summary**: Provides a consolidated view of all activities, including completed and pending actions. This section serves as a central hub for requests and tasks created across modules, such as Sourcing, Contract Management, Risk, and Ticket Management. From here, you can review details and take appropriate action to respond promptly to Adobe's requests.
7. **Review Profile**: Displays client-specific profile information, including tax information, banking details, and compliance documents. You can update these fields to ensure transaction and sourcing activities are accurate.

Note: Refer to the *Profile Management section* ***for detailed instructions on updating your profile information.***


Home
Client list
Adobe
Other Links
My Tasks
English
powered by GEP
Home/Client List
Adobe
Public Profile
Help Center
Logout
JS
Profiles:
Enhance Global Ltd
Create
GEP
Profile Reminder
Access your client-specific profile by clicking 'Review Profile'
Review Profile
Relationship Summary
Auction (6)
Contracts (5)
Control Form (24)
Forms (1)
My Tasks
View all tasks
Enhance Global Ltd-SRS...
Pending since 65 days
Supplier Ticket
Action Pending
Supplier Risk Form
Pending since 16 days
Risk Form
Action Pending
Guide test
Pending since 30 days
New RFx
Action Pending
1
2
3
4
5
6
7

5.1 My Tasks Section

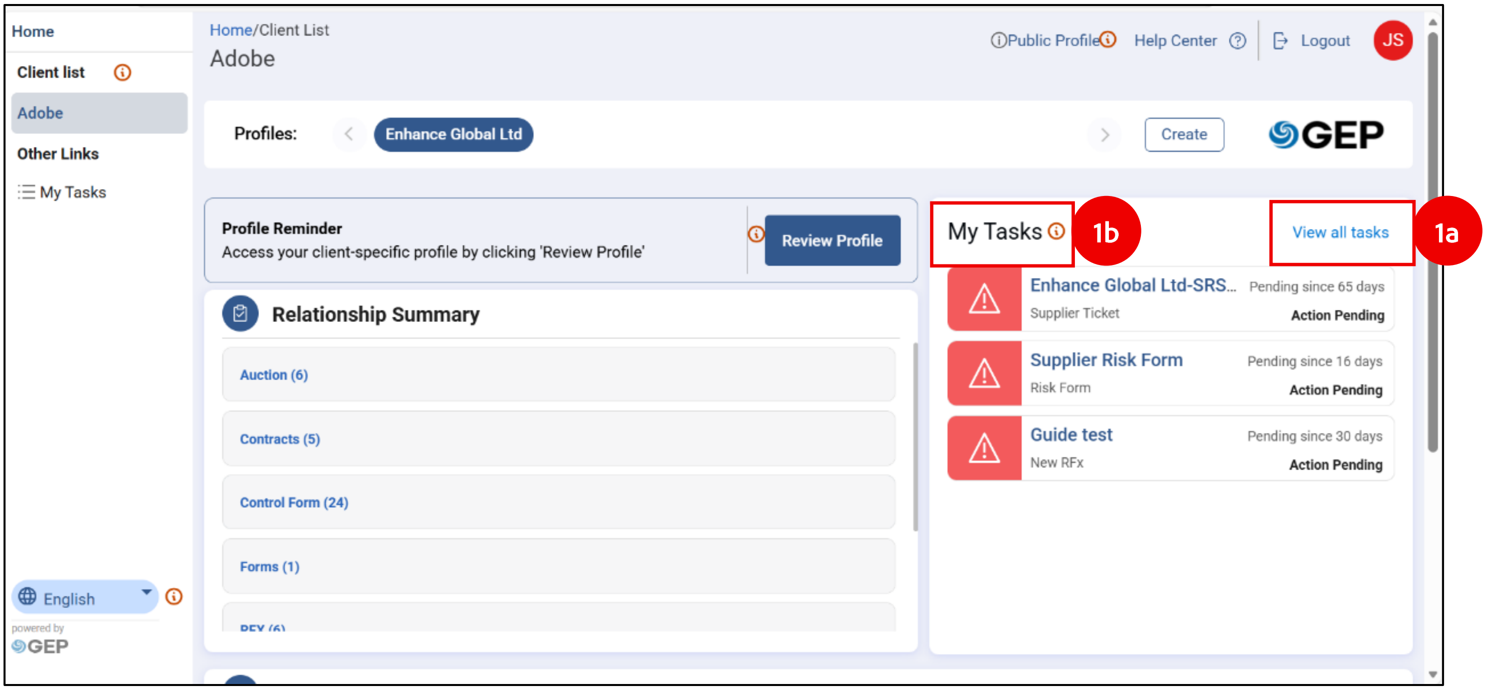
The **My Tasks** section on the supplier homepage serves as a centralized dashboard for managing all pending actions. It provides a clear and organized view of tasks that require your attention, helping ensure timely completion and ongoing compliance.

Each task includes details such as status and the number of days it has been pending, allowing you to prioritize actions effectively and respond within required timelines.

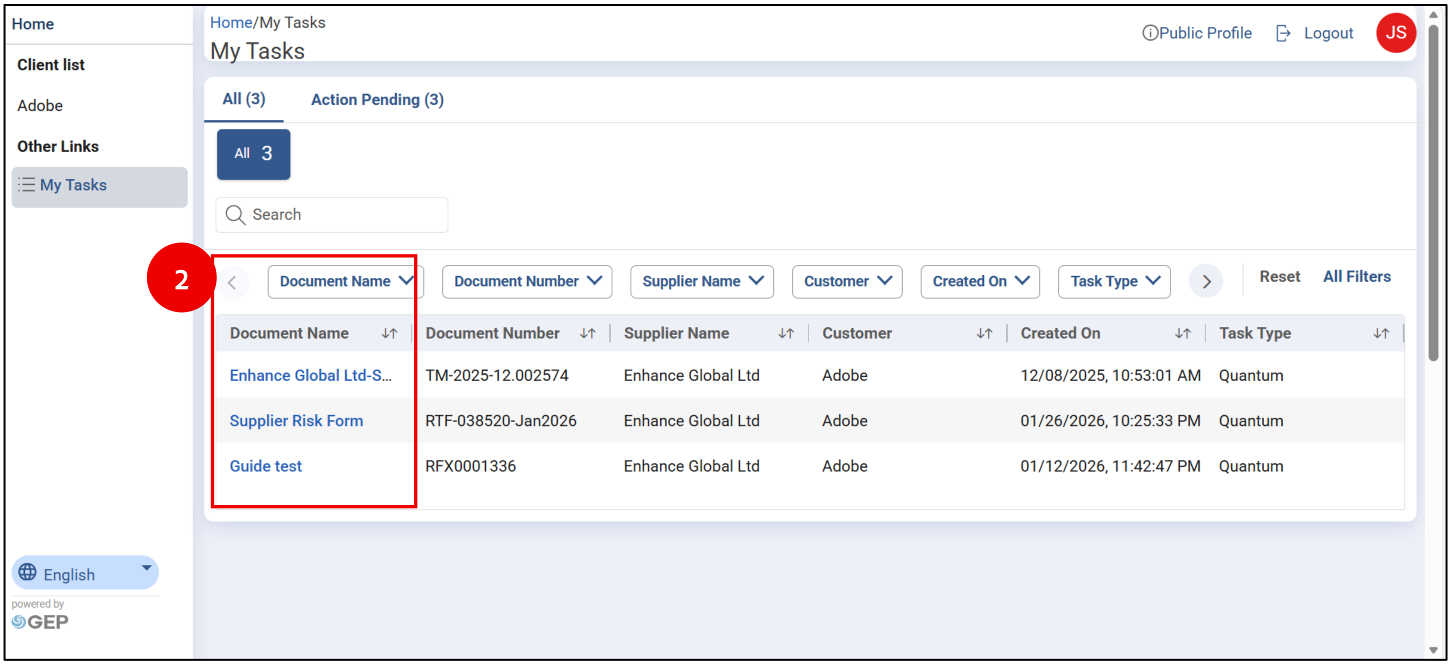
Tasks triggered due to:

- Supplier onboarding approvals
- Supplier profile change requests (Tax / Bank updates)

1. Clicking **View all tasks** (1a) or **My Tasks** (1b) will display a drill down of all tasks, including document name, number, and task types.



2. Click on a **Document Name** hyperlink to view and access the document for further actions.



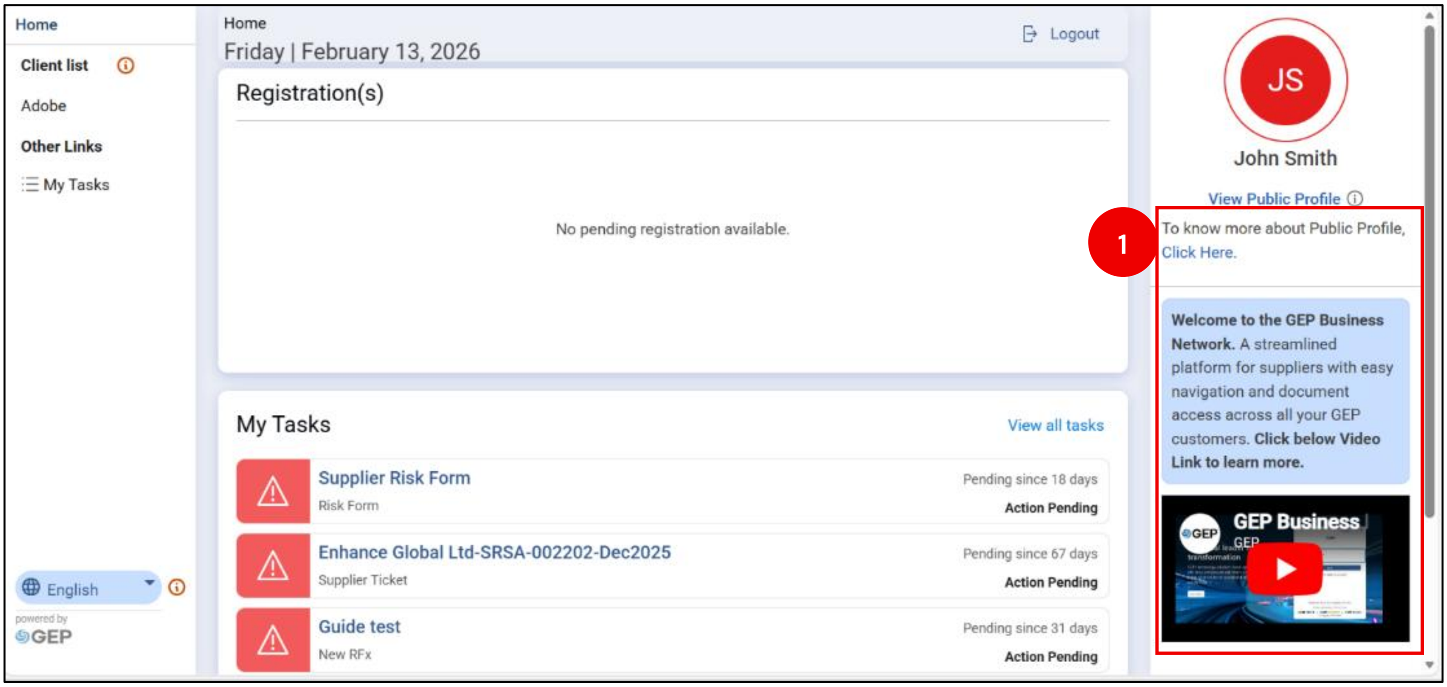
5.2 Additional Support Resources

The supplier landing page provides additional resources that will help you navigate the platform.

5.2.1 YouTube Video

An instructional YouTube video titled [GEP Business Network Portal: Quick Start Guide for Suppliers] provides a walkthrough of the platform's key features and functionalities.

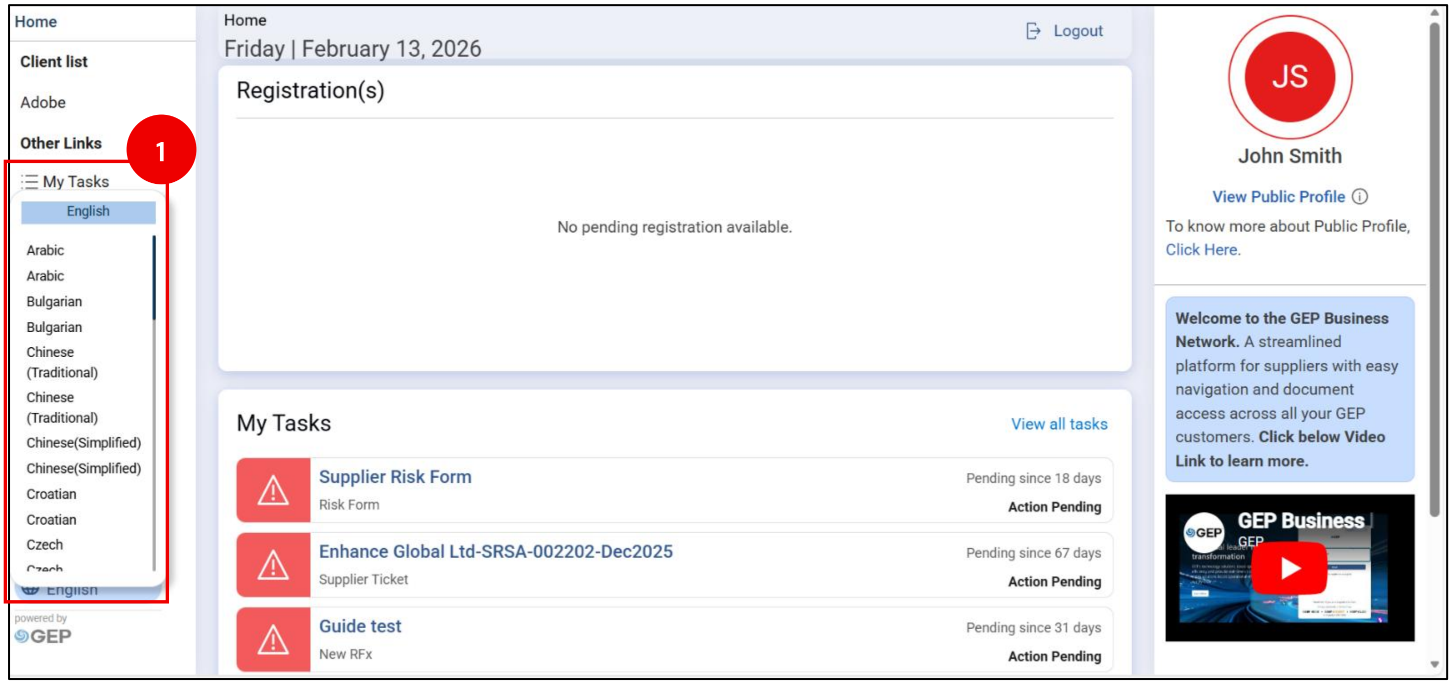
1. Access the video from the bottom-right corner of the page.



5.2.2 Language Translation

The platform includes a language translation feature that allows you to select your preferred language for improved accessibility and convenience. The language drop-down is located at the bottom-left corner of the screen.

1. Find the list of languages on the left. Available languages include: Arabic, Bulgarian, Chinese (Traditional), Chinese(Simplified), Croatian, Czech, Danish, Deutsch, Dutch, English, English (AU), Español, Finnish, Français, Greek, Hungarian, Indonesian, Italiano, Japanese, Korean, Malaysian, Norwegian, Polish, Portuguese, Portuguese (Brazilian), Romanian, Russian, Serbian, Slovak, Slovenian, Spanish Swedish, Thai, Turkish, Ukrainian, Vietnamese.

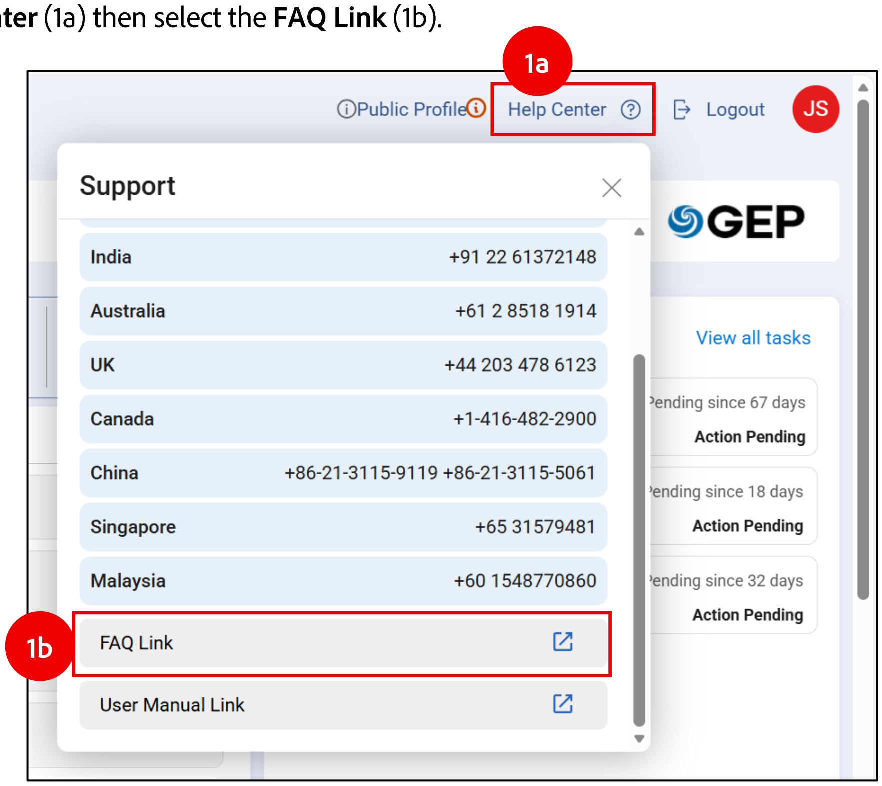


5.2.3 FAQ

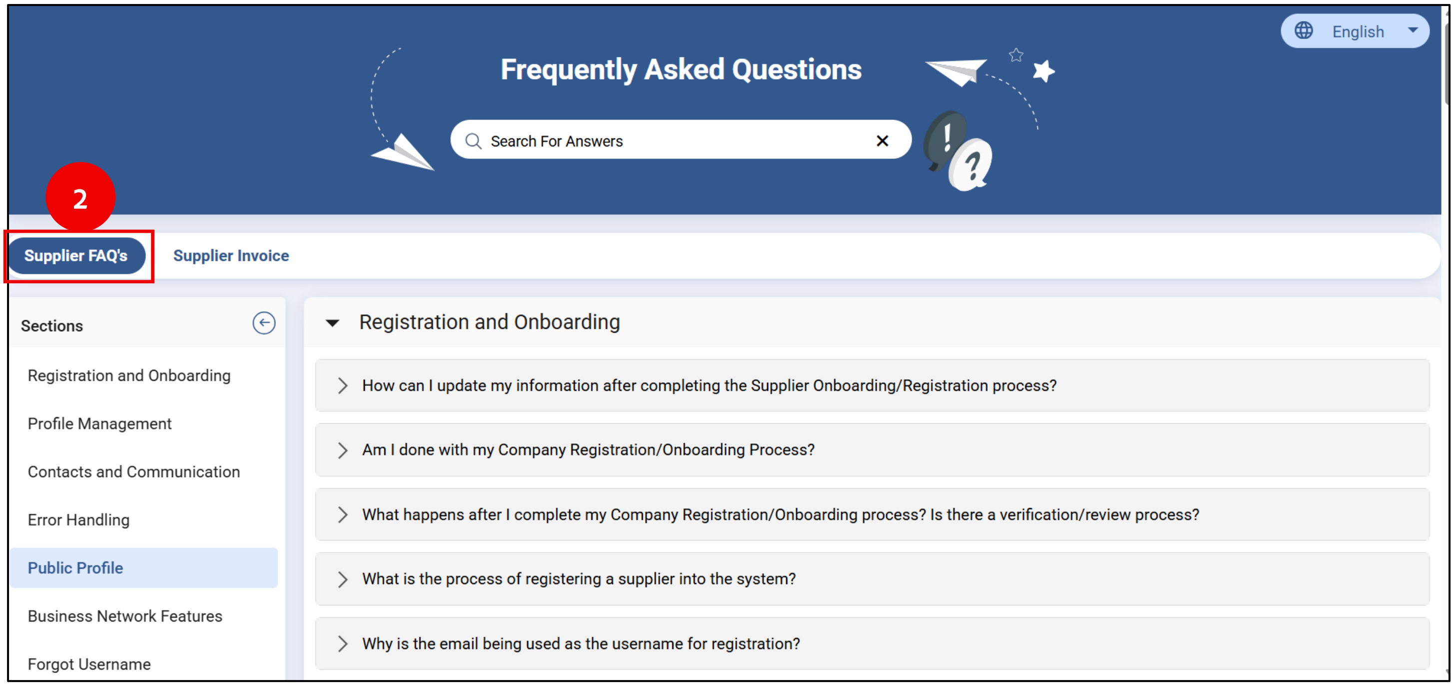
The **FAQ section** provides organized, easy-to-navigate answers to common questions about onboarding, sourcing events, document exchange, and compliance. For additional support, contact purchase@adobe.com.

To access the FAQs, follow the steps below:

1. Click **Help Center** (1a) then select the **FAQ Link** (1b).



2. Refer to the **Supplier FAQ's** section.



6 Profile Management

Supplier Profile Management is a core feature that simplifies and centralizes supplier information, enabling seamless collaboration with Adobe. Through a secure, cloud-based platform, suppliers can create a comprehensive profile that highlights their capabilities, certifications, and compliance credentials.

When specific profile details are updated, the changes are automatically submitted as a Change Request and must be approved before taking effect.

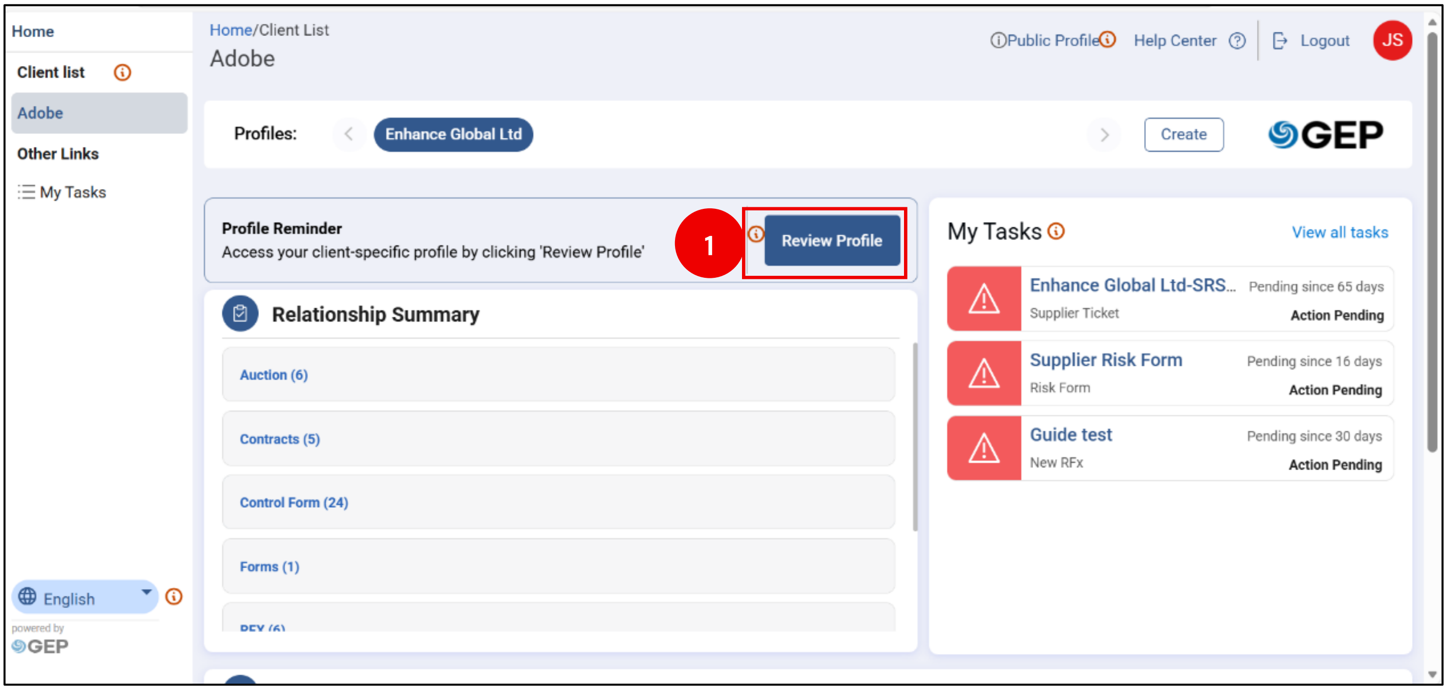
Profile updates that do not trigger a Change Request and an approval request include:

- Contact Information
- Notes & Attachments
- Vendor Tags
- Team Members
- Source Information
- Related Content

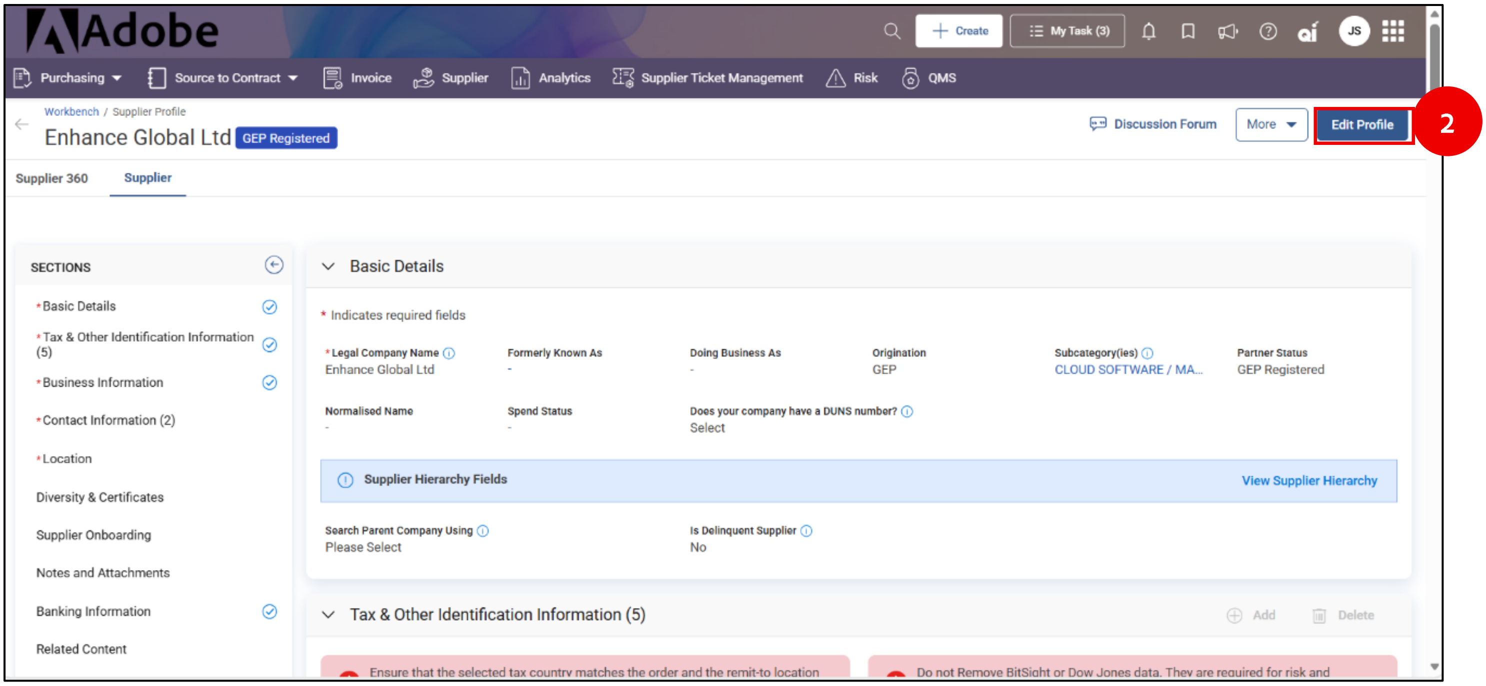
All other profile fields will automatically generate a Change Request and follow the standard approval workflows before being finalized.

After a Change Request is submitted, you will receive a notification to review your profile and update the necessary information.

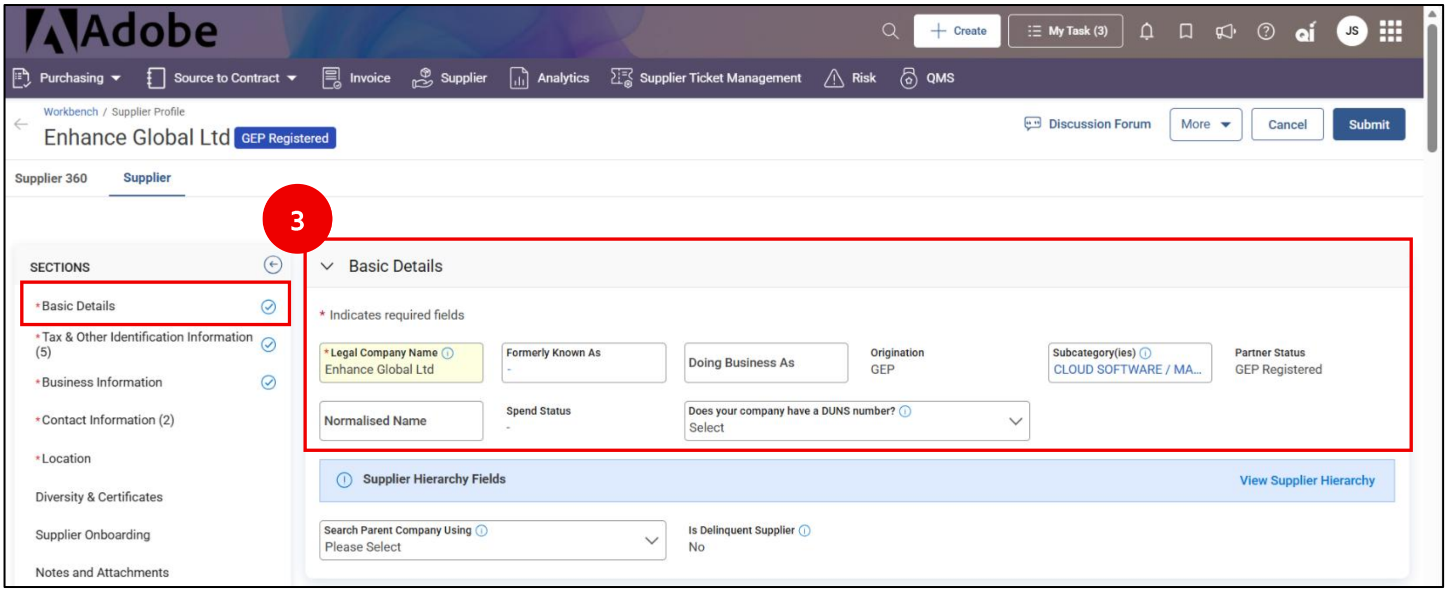
1. From the **Supplier Landing Page**, click the **Review Profile** button to access your **Supplier Profile**.



2. Click the **Edit Profile** button located in the top-right corner to update your profile information.

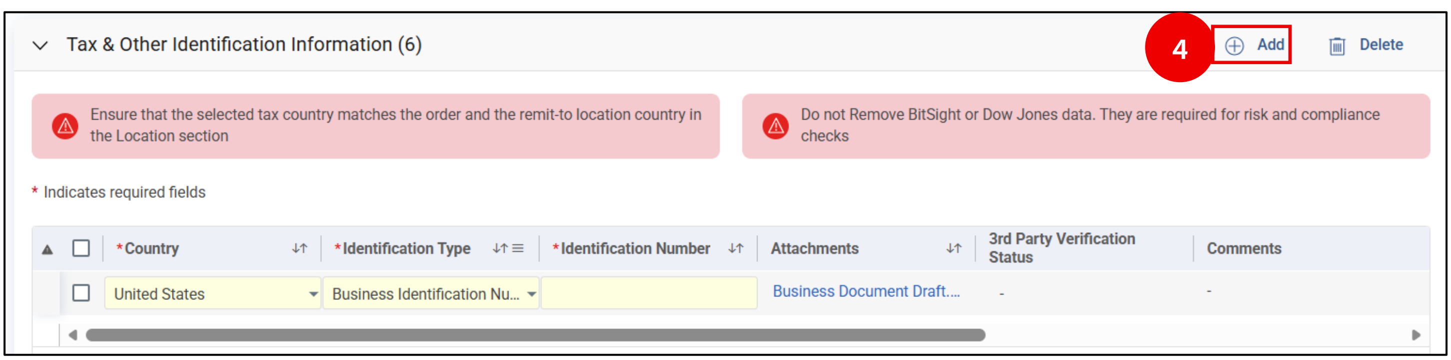


3. In the **Basic Details** Section, update the highlighted fields and make sure your information is up to date.

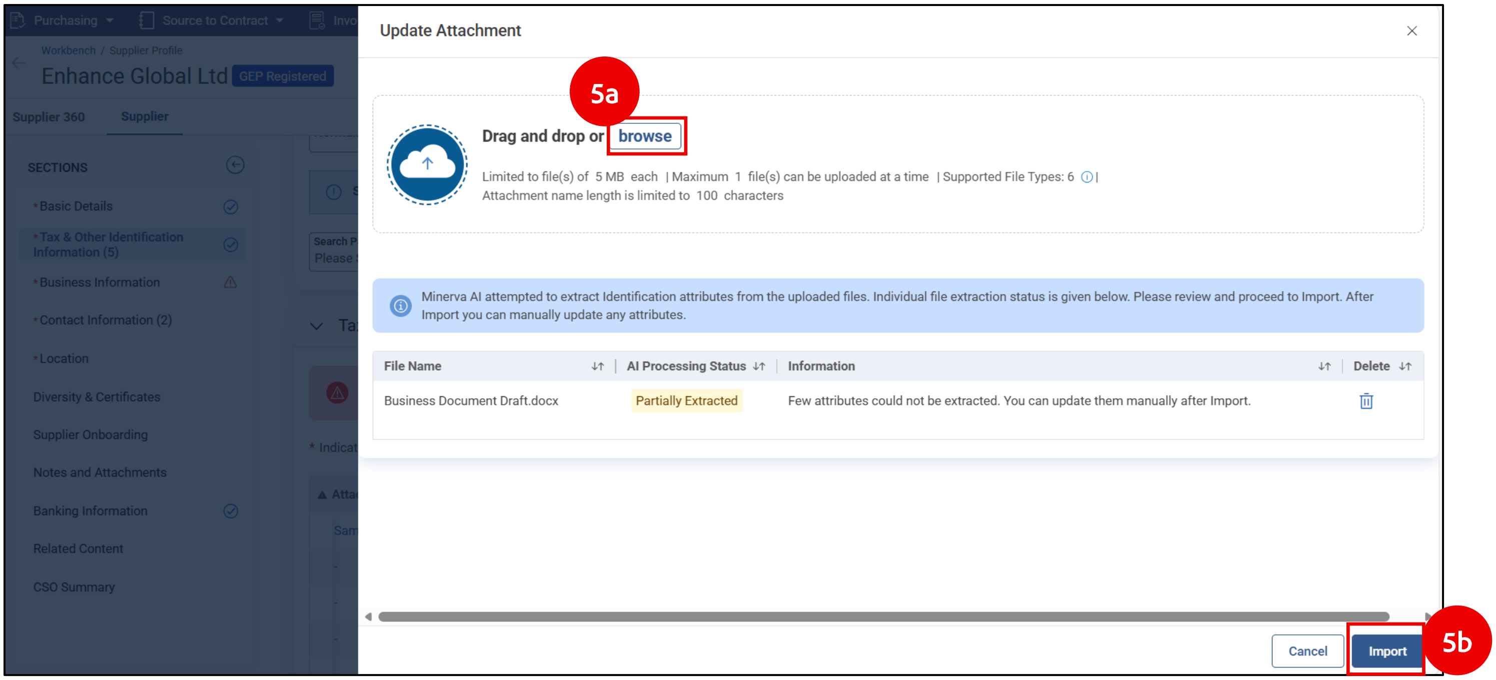


Note: Some fields are read-only and can only be updated by Adobe. Fields that require your updates are marked with an asterisk (*), and those highlighted in yellow are fields you can edit.

4. The **Tax & Other Identification Information** is a mandatory section and must be completed accurately. Click the **Add** button. A slider gets displayed to upload an attachment.

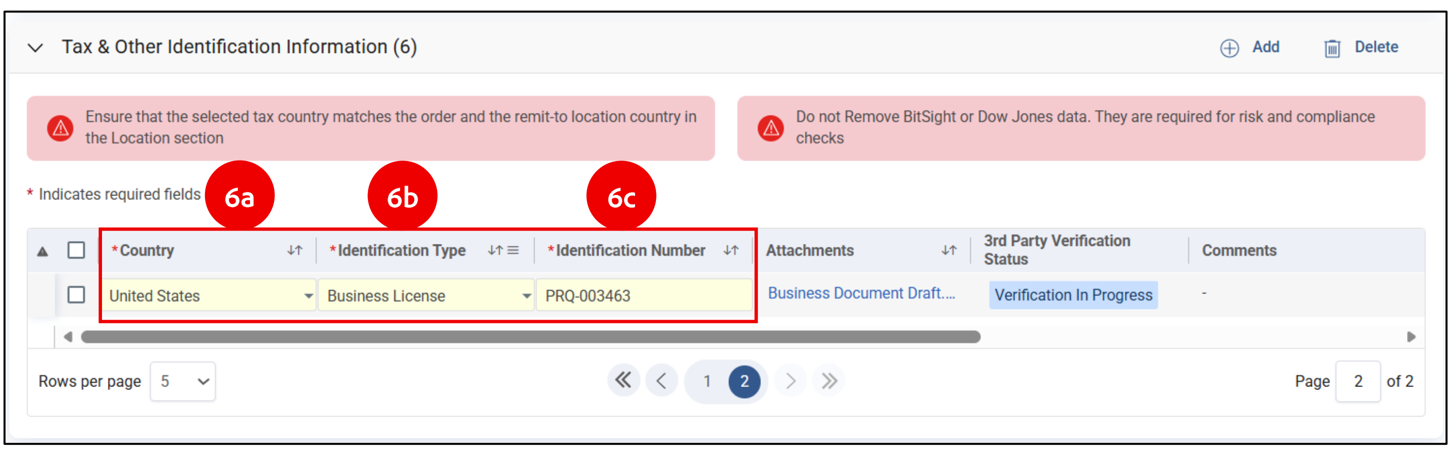


5. To include an attachment, click **browse** (5a). After selecting the file, click **Import** (5b) to upload and attach it.

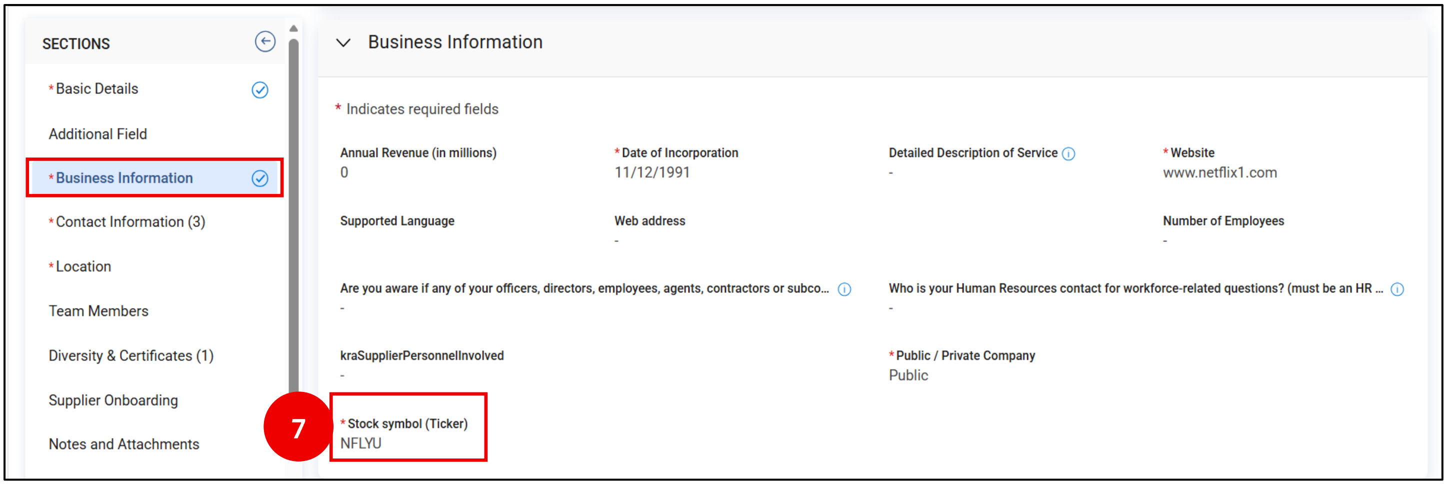


Note: The platform supports file uploads up to 5 MB in size. Only one file can be attached per identification number.

6. Select the appropriate **Country** (6a) and **Identification Type** (6b) from the drop-down menus, then enter the corresponding identification number in the **Identification Number** field (6c).



7. Under **Business Information** Section, update the **Stock symbol (Ticker)** if your company is publicly traded.



Note: This requirement applies only to publicly traded companies and does not apply to privately held organizations.

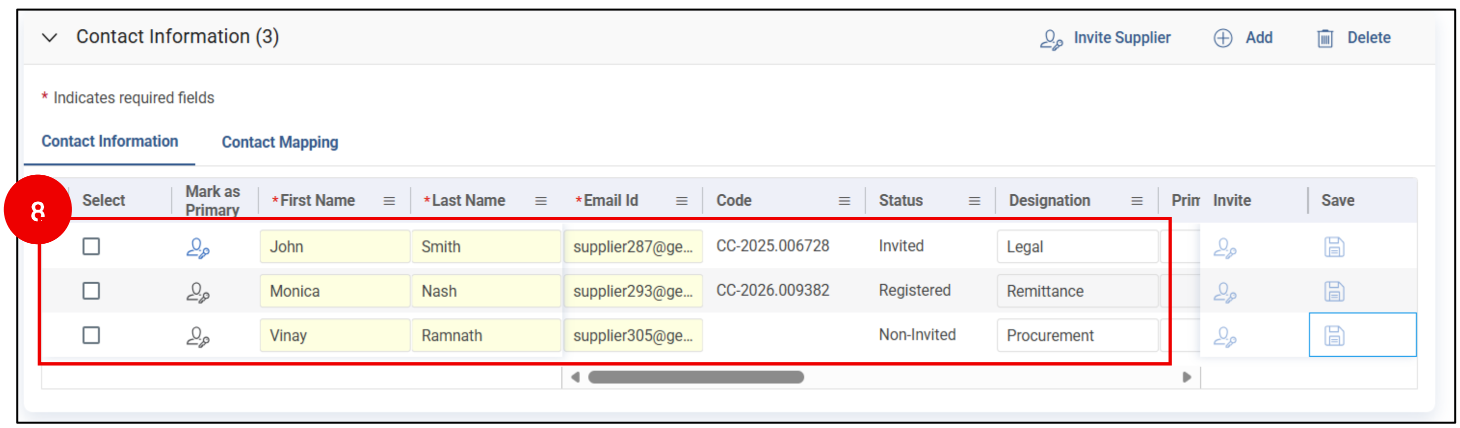
8. The **Contact Information** section requires a minimum of three contacts, including first name, last name, and email address.

   You must maintain at least three mandatory contacts in GEP: Primary, Remittance, and Legal. As part of this requirement, a dedicated and actively monitored Legal Notices mailbox must be provided to receive official communications and notifications from Adobe.

   We strongly encourage using a shared or group mailbox for Legal contact rather than an individual email address. This supports continuity, reduces the risk of missed communications due to employee turnover, and helps prevent delivery issues such as bounced emails. Examples of acceptable shared mailboxes include:

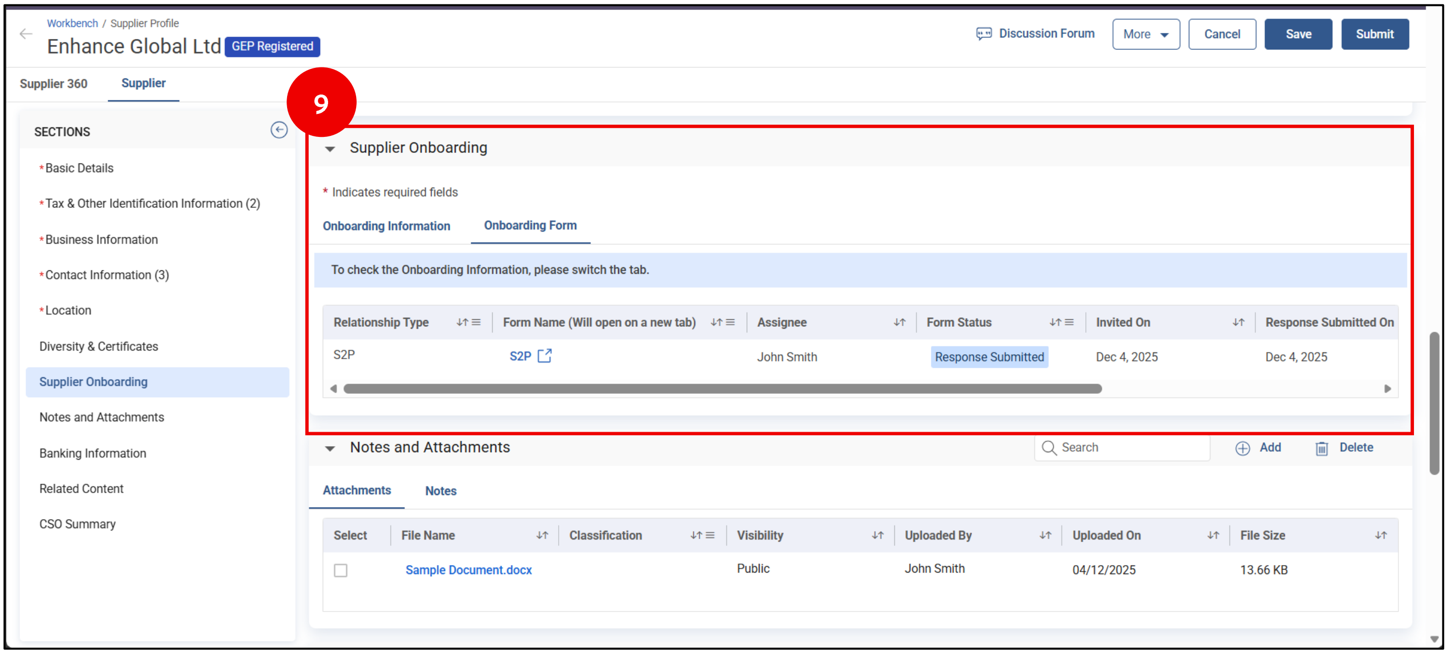
   - legalnotices@supplier.com
   - billinginquiries@supplier.com
   - customersupport@supplier.com

   The shared Legal mailbox is supplementary and does not replace the requirement to maintain individual contacts for the Legal, Remittance, and Procurement roles.

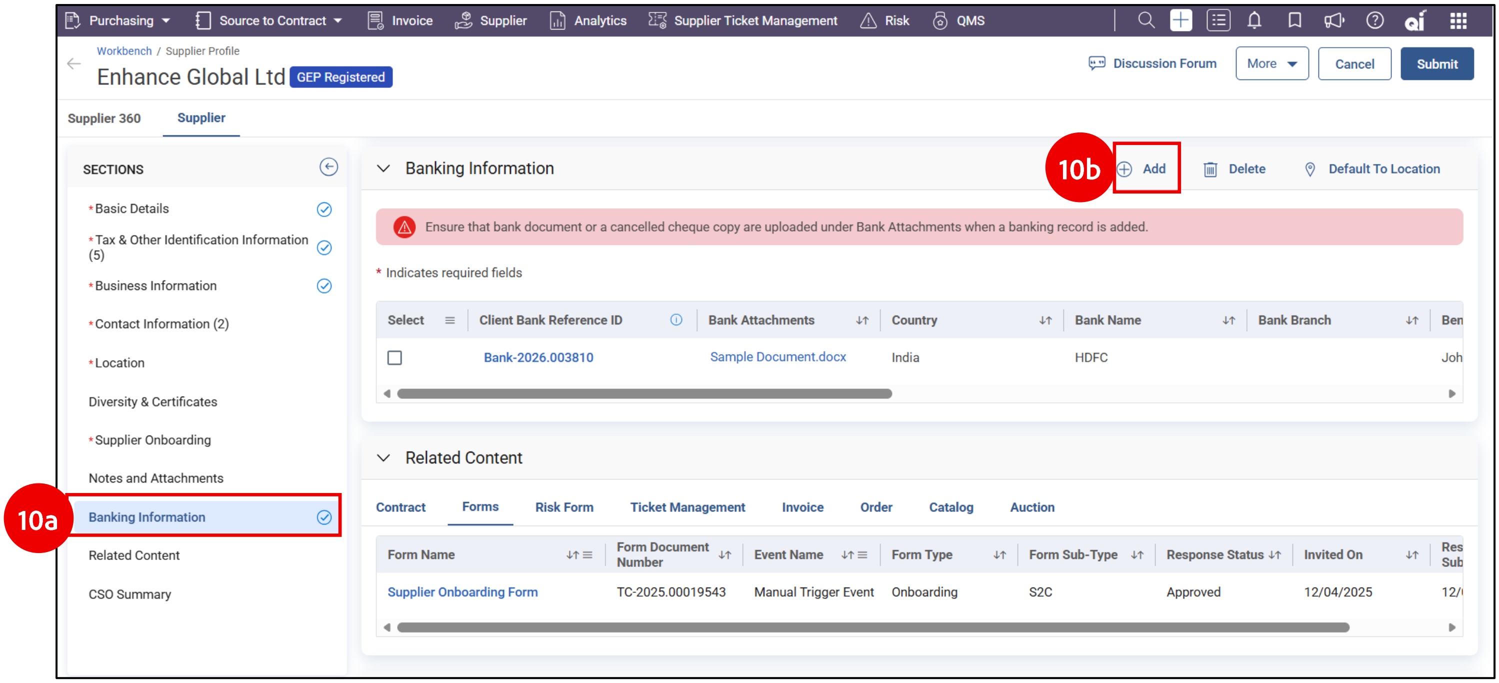


9. Check the **Supplier Onboarding** section to complete any mandatory onboarding forms.

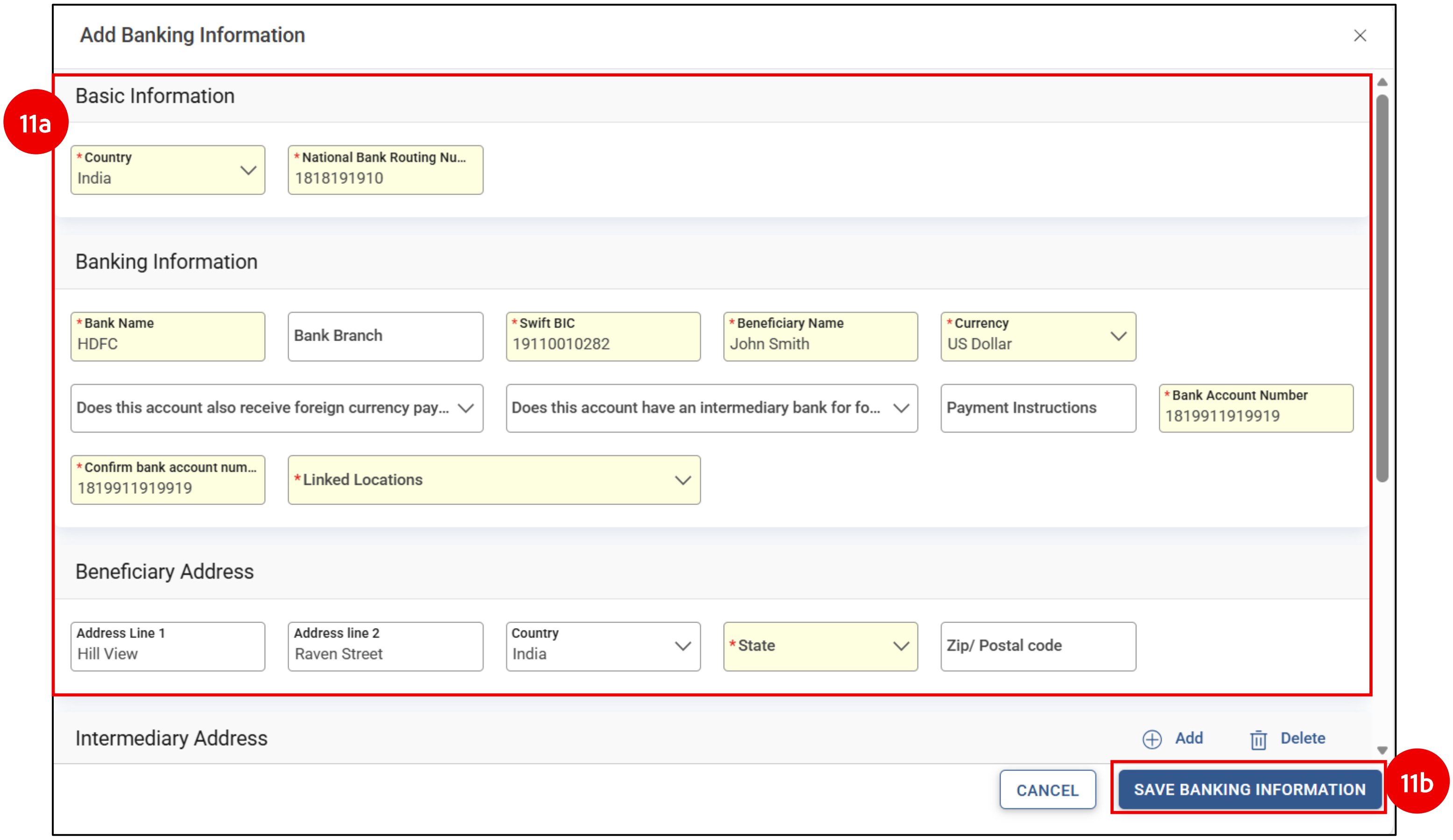
Note: Click on the form name to complete the form. The status of the onboarding form must be set to Response Submitted to confirm that the response was completed successfully.



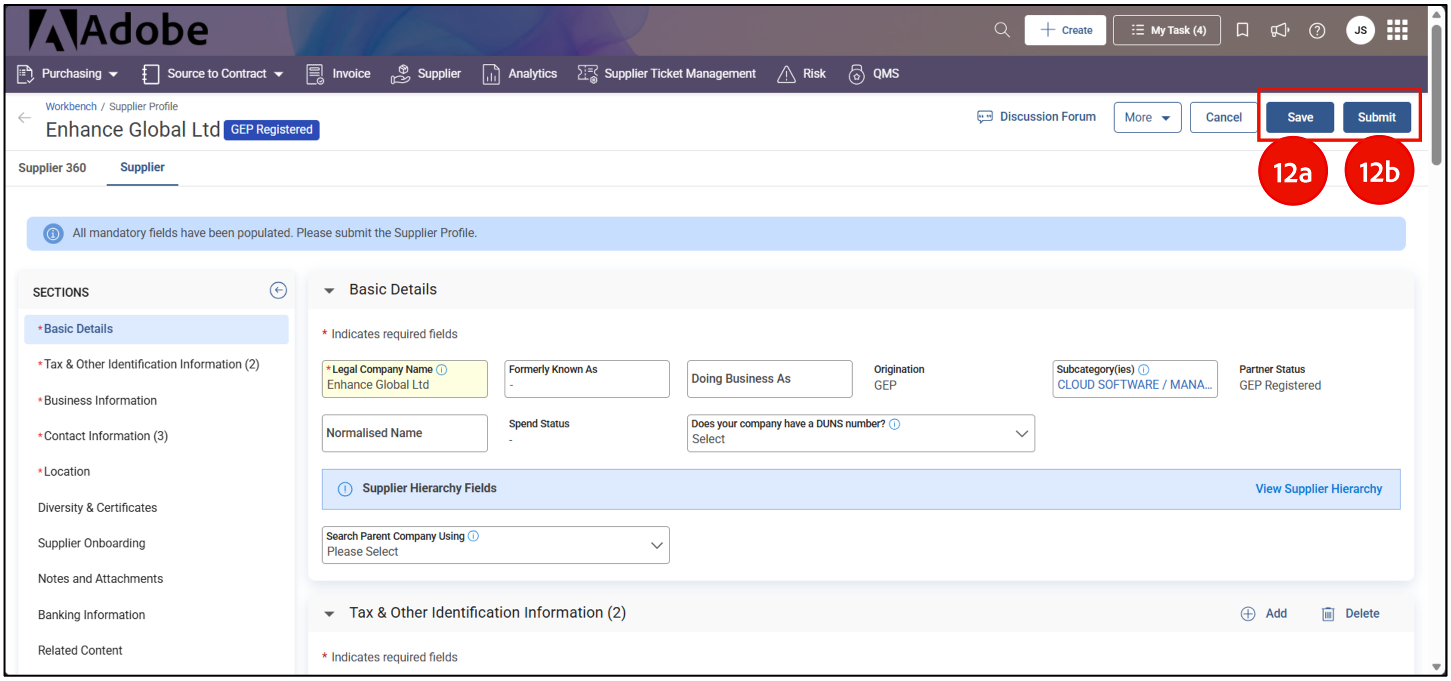
10. Navigate to the **Banking Information** (10a) and click the **Add** (10b) button.



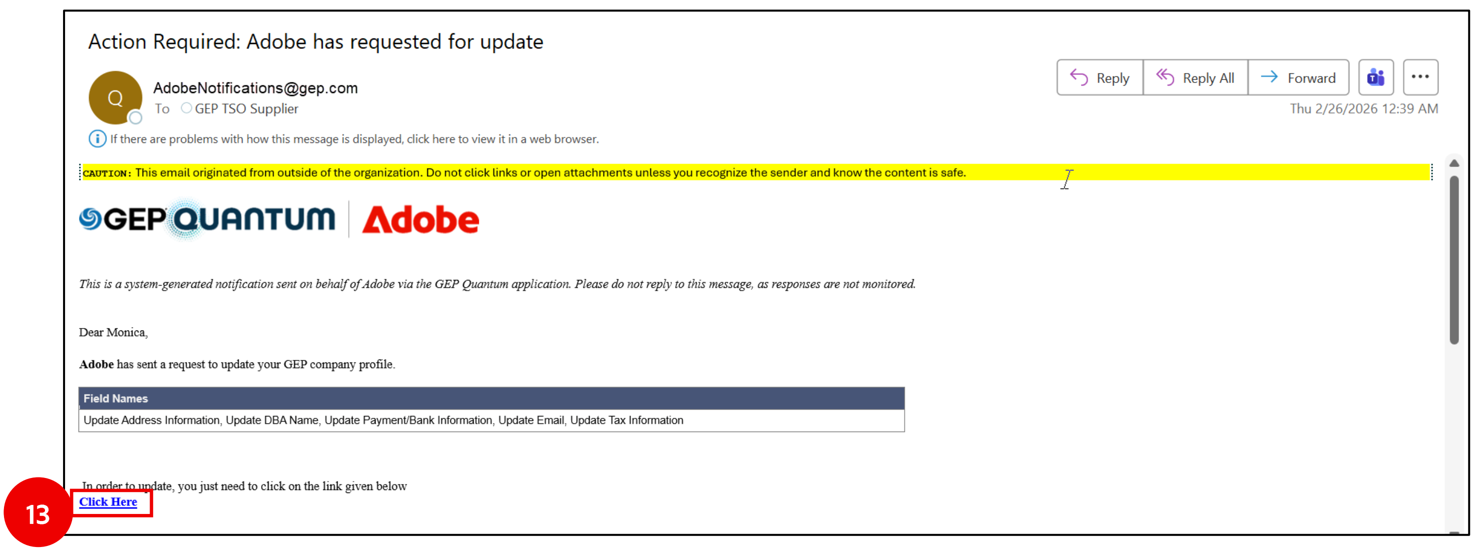
11. Populate the required field highlighted in yellow (11a) and click **Save Banking Information** (11b).



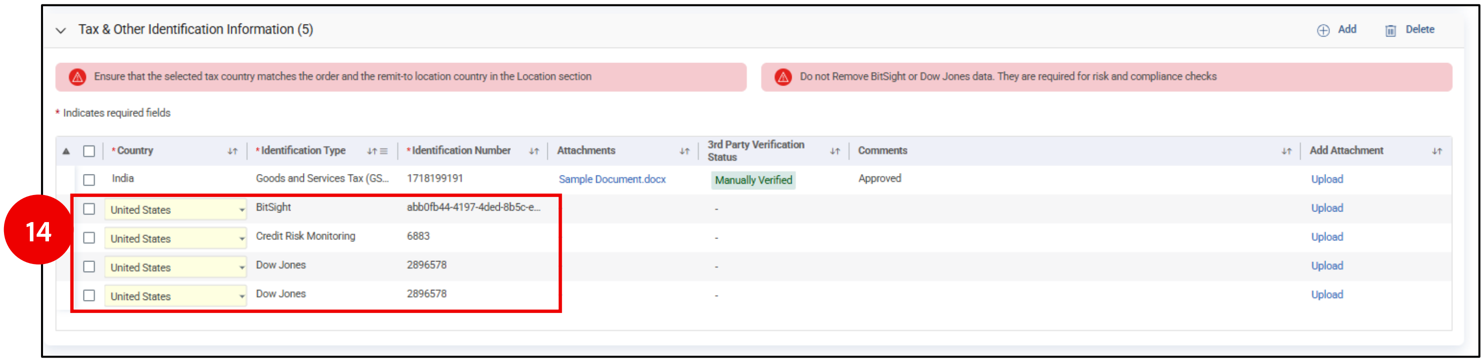
12. Once your profile is updated, click **Save** (12a) and **Submit** (12b) to complete.



13. You may receive email notifications from Adobe requesting profile updates. In the example above, the supplier is being asked to update their business address. Click the **hyperlink** to update your supplier profile.



14. In the **Tax and Other Identification Information** section, there are additional line items that are automatically populated from BitSight and Dow Jones data. These fields are used for risk and compliance checks. Please do not modify or delete these line items while updating your profile.



7 Sourcing Module

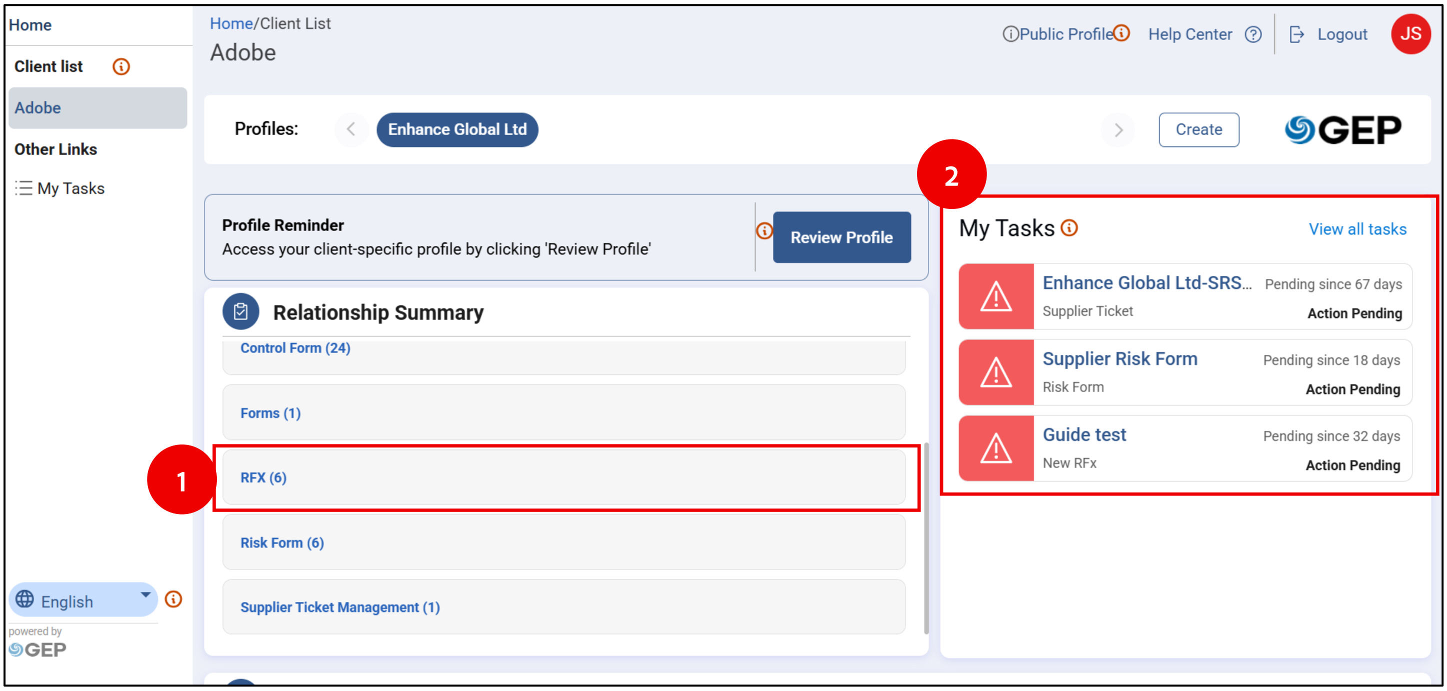
Note: This module does not apply to Royalty Payments or Partner Programs.

GEP provides suppliers with a streamlined, intuitive platform for participating in sourcing events, including RFQs (Requests for Quotation) and RFPs (Requests for Proposal). Once logged in, you can access all active sourcing opportunities directly from your dashboard or through email invitations.

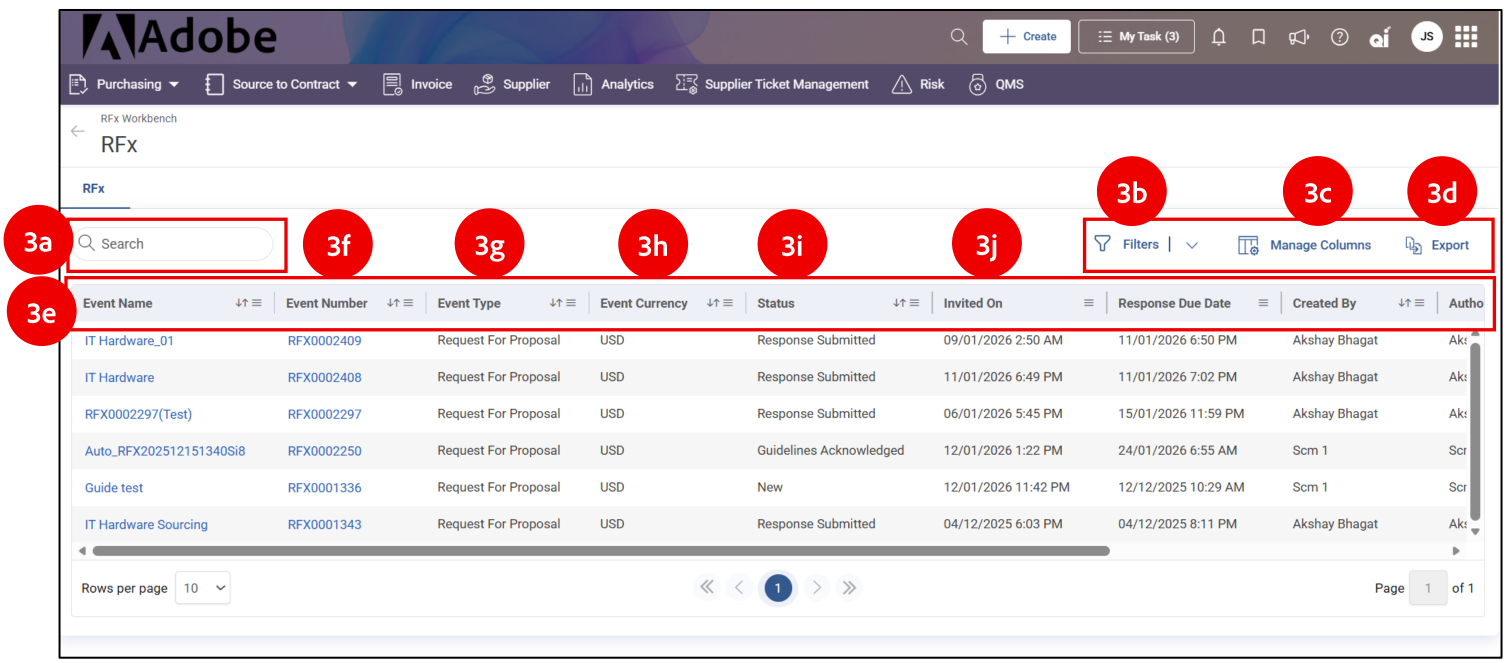
7.1 Sourcing Documents

Sourcing Documents allow you to view RFx events shared by Adobe, review requirements, and submit responses, attachments, or bids directly through the GEP platform. These documents serve as the primary interface for supplier participation, ensuring timely, compliant, and transparent engagement throughout the sourcing process.

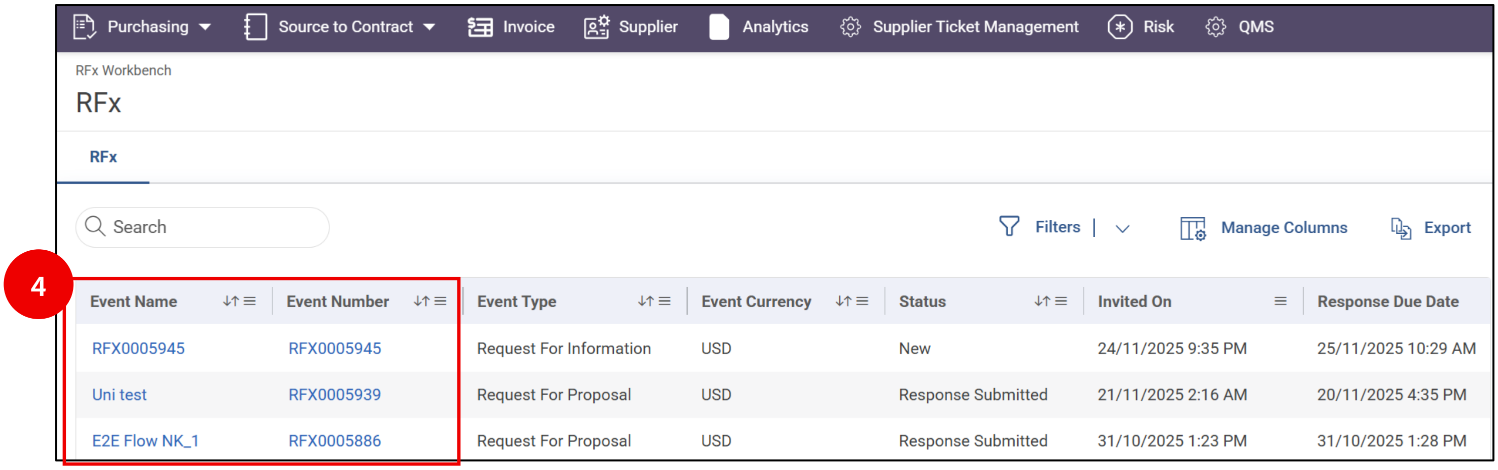
1. From the **Supplier Landing Page**, click the **RFX** hyperlink under **Relationship Summary** to view all RFx documents assigned by Adobe in the **Sourcing Workbench**.
2. The most recent sourcing document appears in the **My Tasks** section.



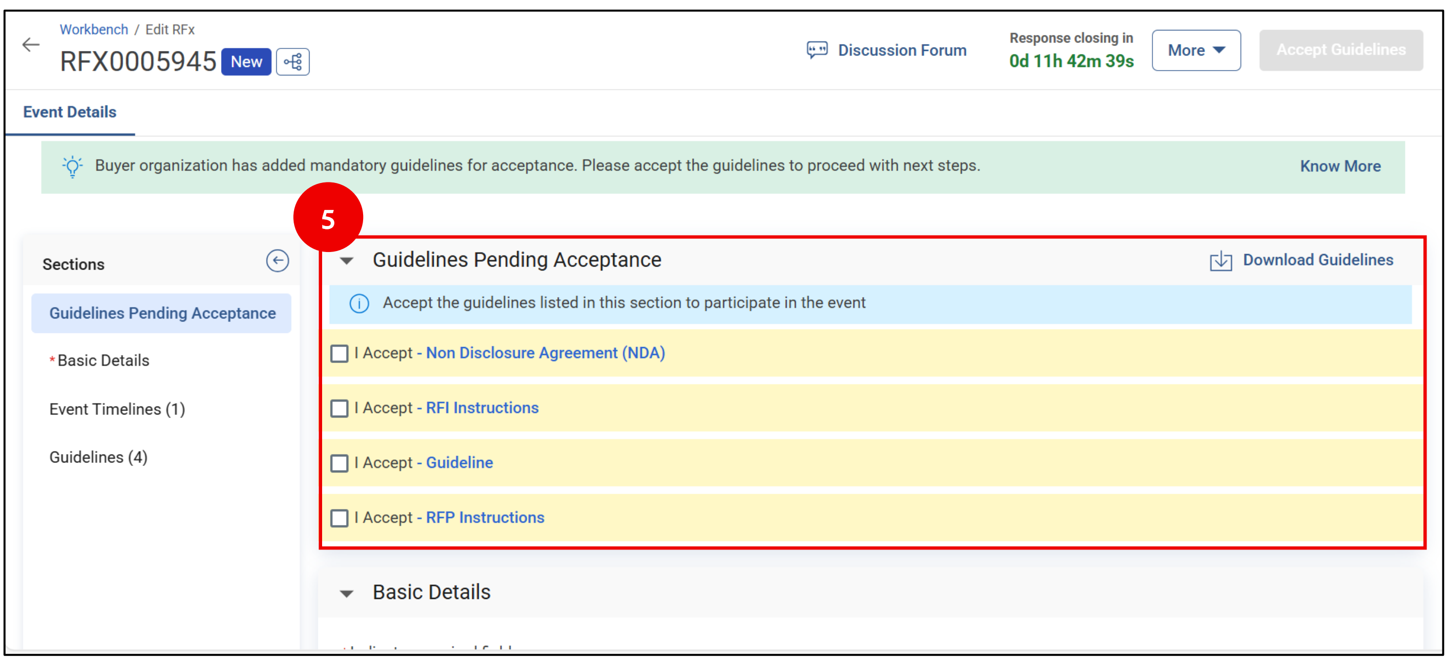
3. Find the following components on the RFx workbench:
    a. **Search**: Quickly find sourcing events by entering keywords or event details.
    b. **Filters**: Narrow down event results using criteria such as status, type, or date.
    c. **Manage Columns**: Customize the columns displayed in your event list for easier viewing.
    d. **Export**: Download event details in a preferred file format for offline reference.
    e. **Event Name**: View the title or name of the sourcing event.
    f. **Event Number**: Identify the unique number assigned to each sourcing event for tracking purposes.
    g. **Event Type**: Identify the type of sourcing event (e.g., RFQ, RFP, RFI).
    h. **Event Currency**: View the currency in which event transactions are conducted.
    i. **Status**: Monitor the event's current stage (e.g., New, Response Submitted).
    j. **Invited On:** View the date and time when you were invited to participate in the event.



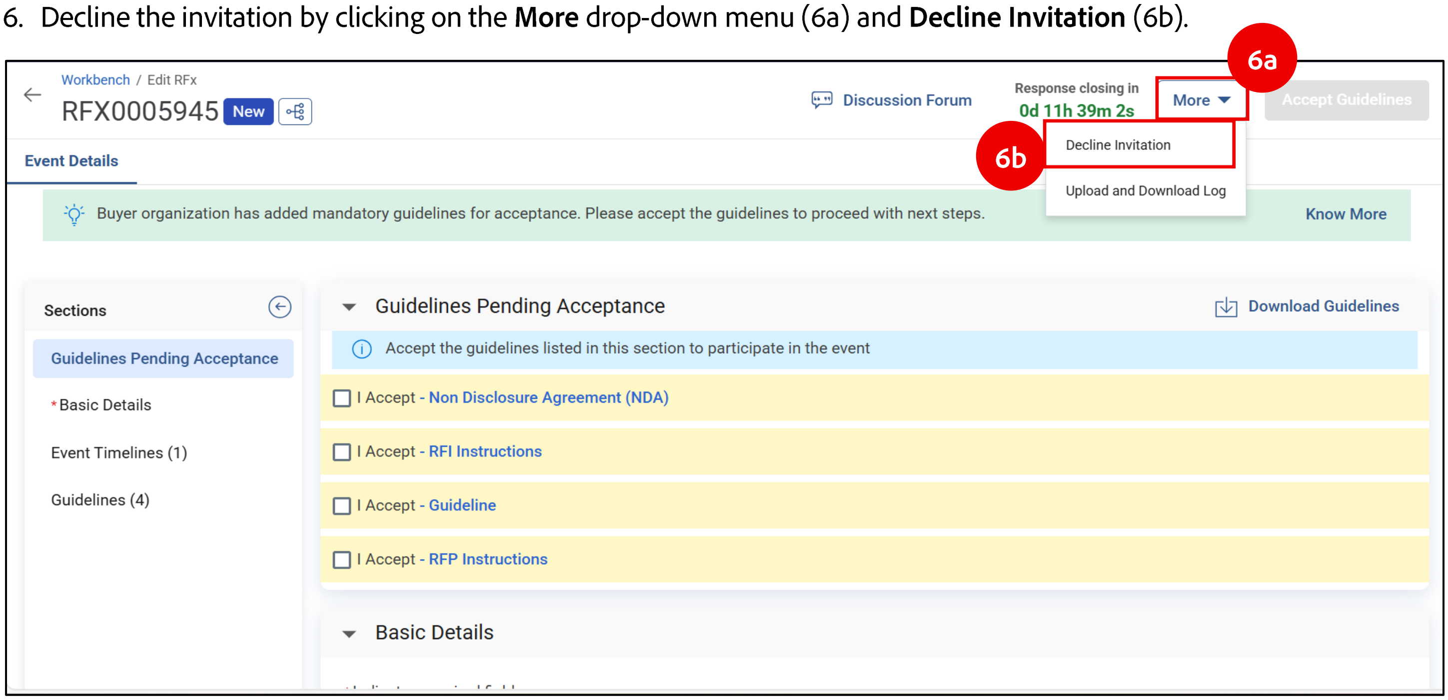
4. Click on an **Event Name** or **Event Number** hyperlink to access the document.



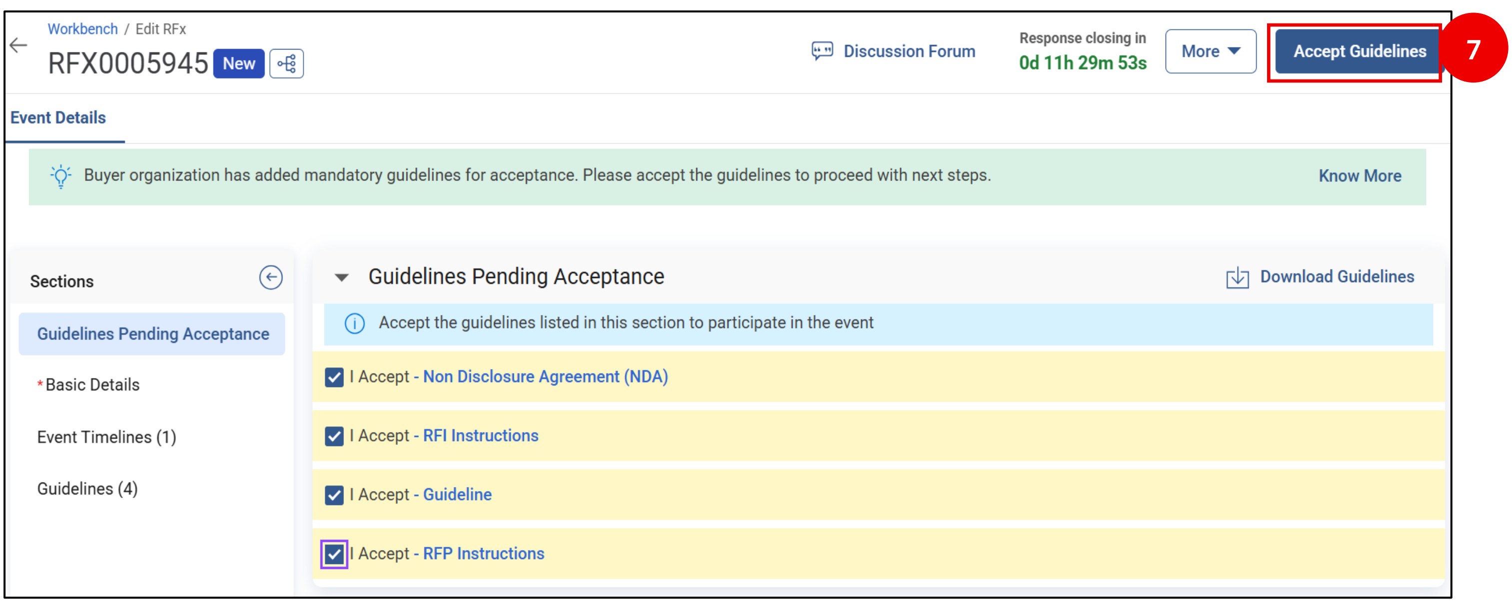
5. After opening the sourcing document, review and acknowledge all pending guidelines to gain access to the sourcing event.



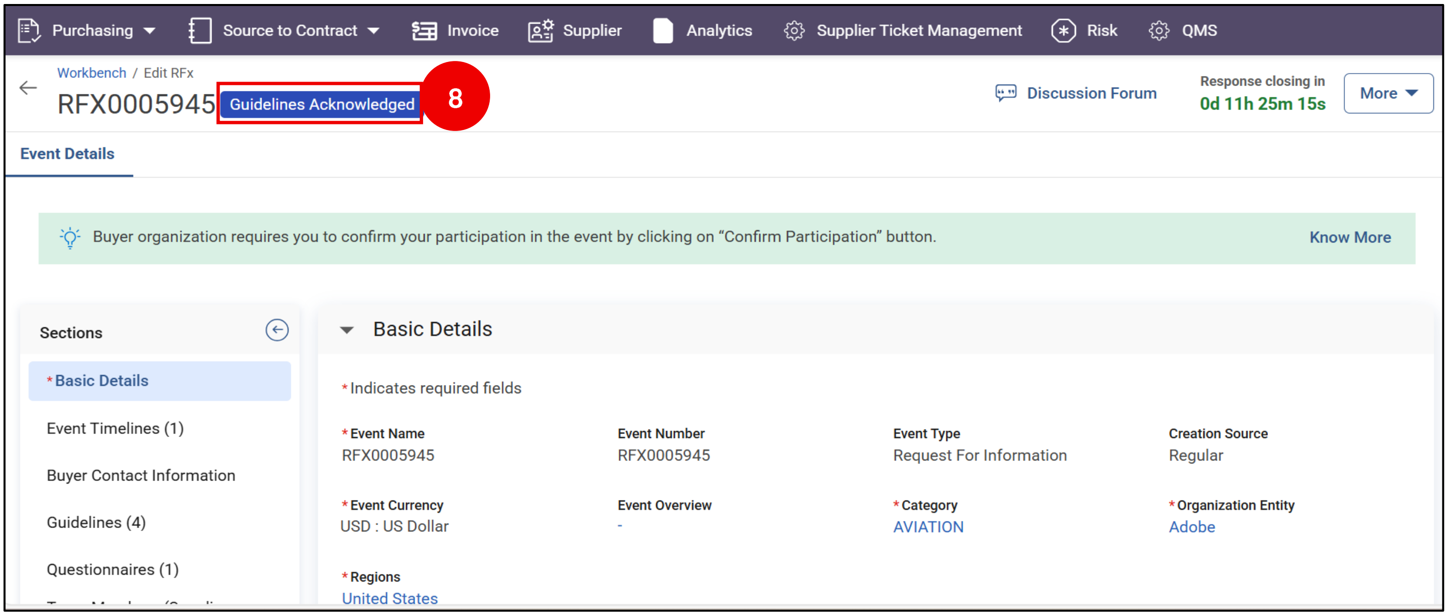
6. Decline the invitation by clicking on the **More** drop-down menu (6a) and **Decline Invitation** (6b).



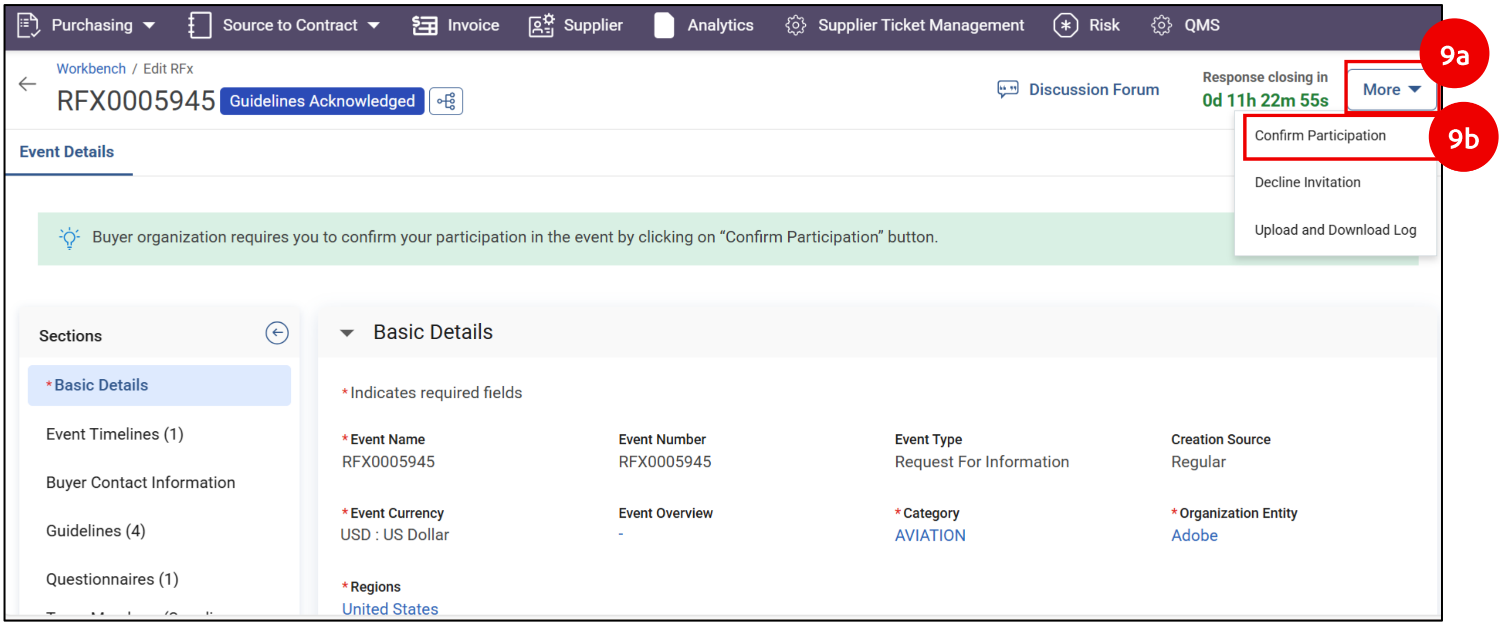
7. Respond to the sourcing event by reviewing all the guidelines and clicking **Accept Guidelines**.



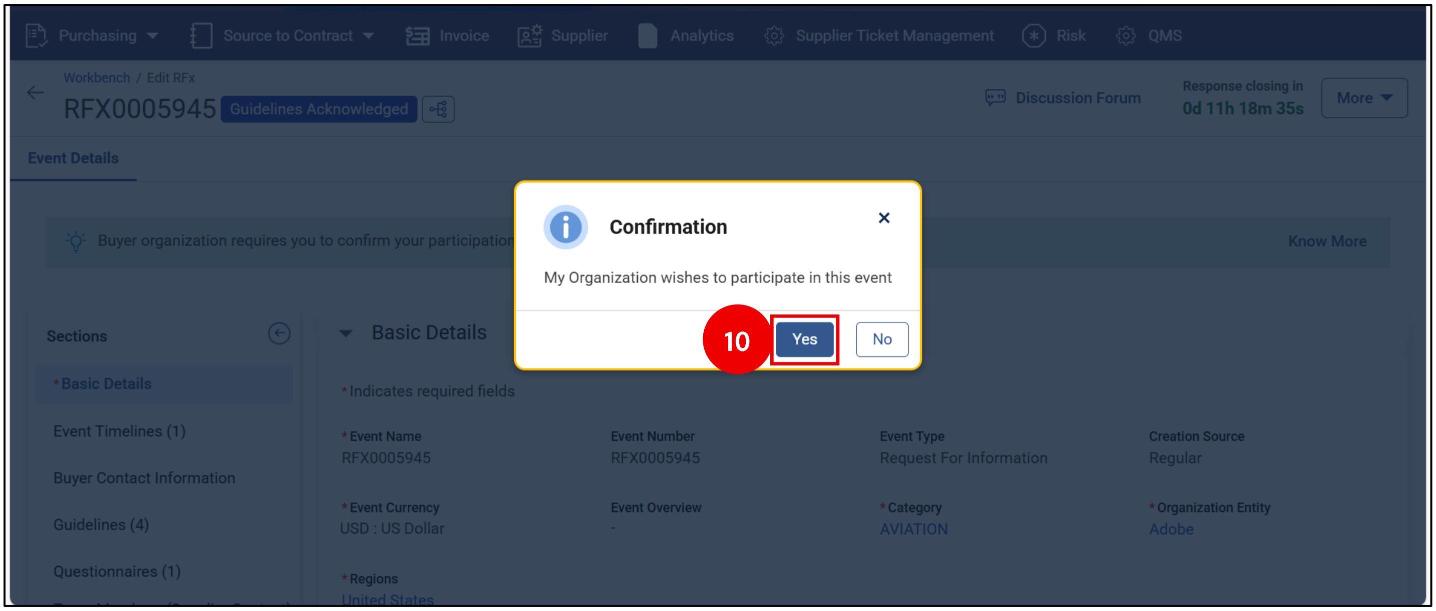
8. Once you complete the acknowledgement, the status of the document will change to **Guidelines Acknowledged**.



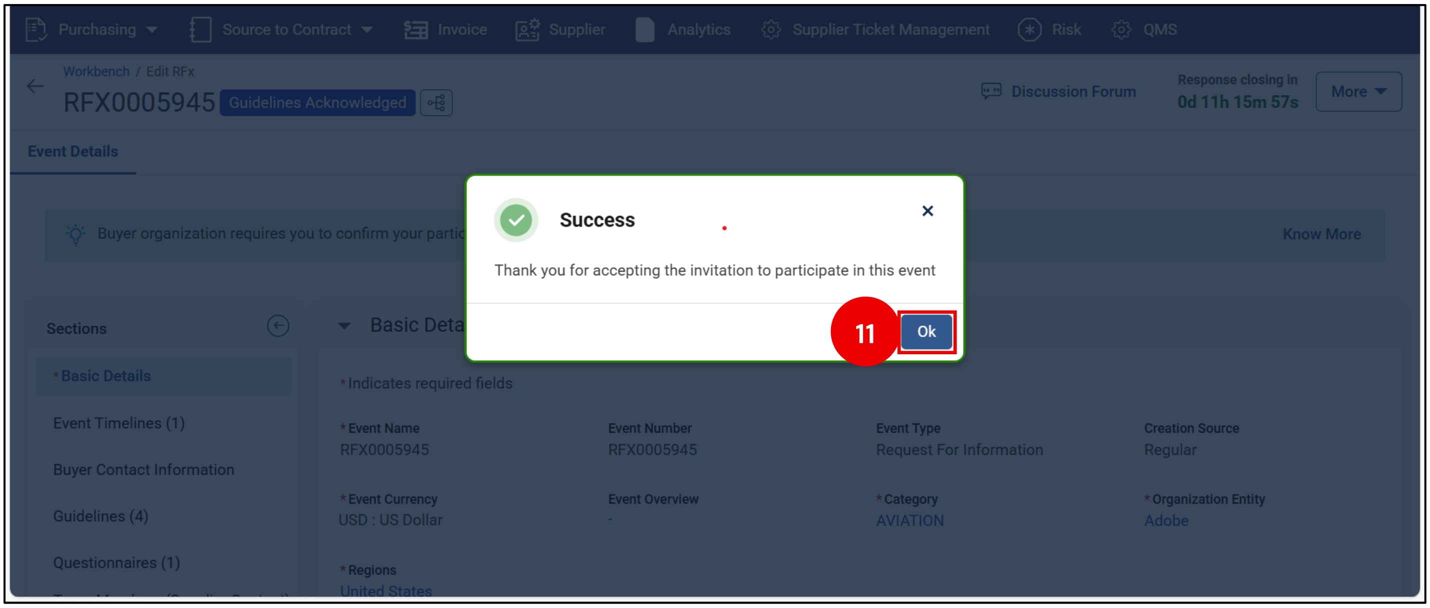
9. Click on the **More** drop-down menu (9a) and **Confirm Participation** (9b) to gain access to the sourcing event.



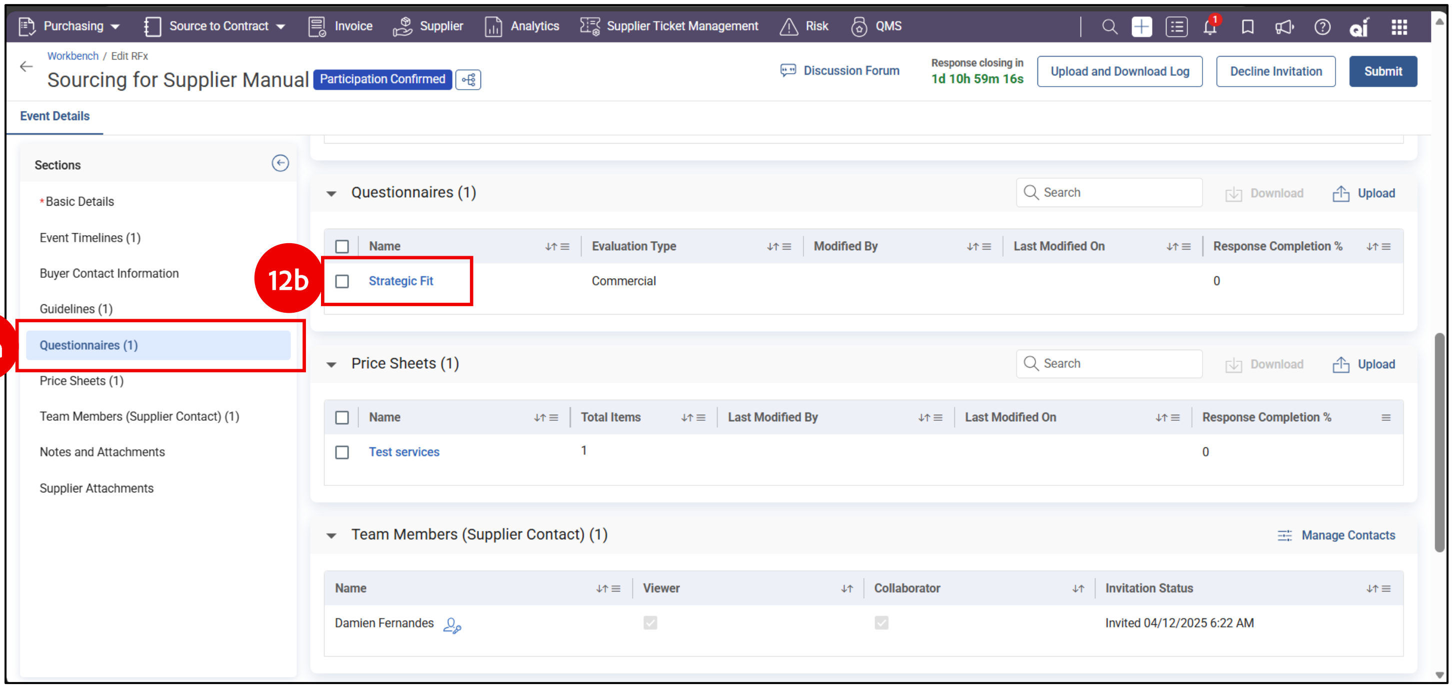
10. Click **Yes** to continue with the sourcing event.



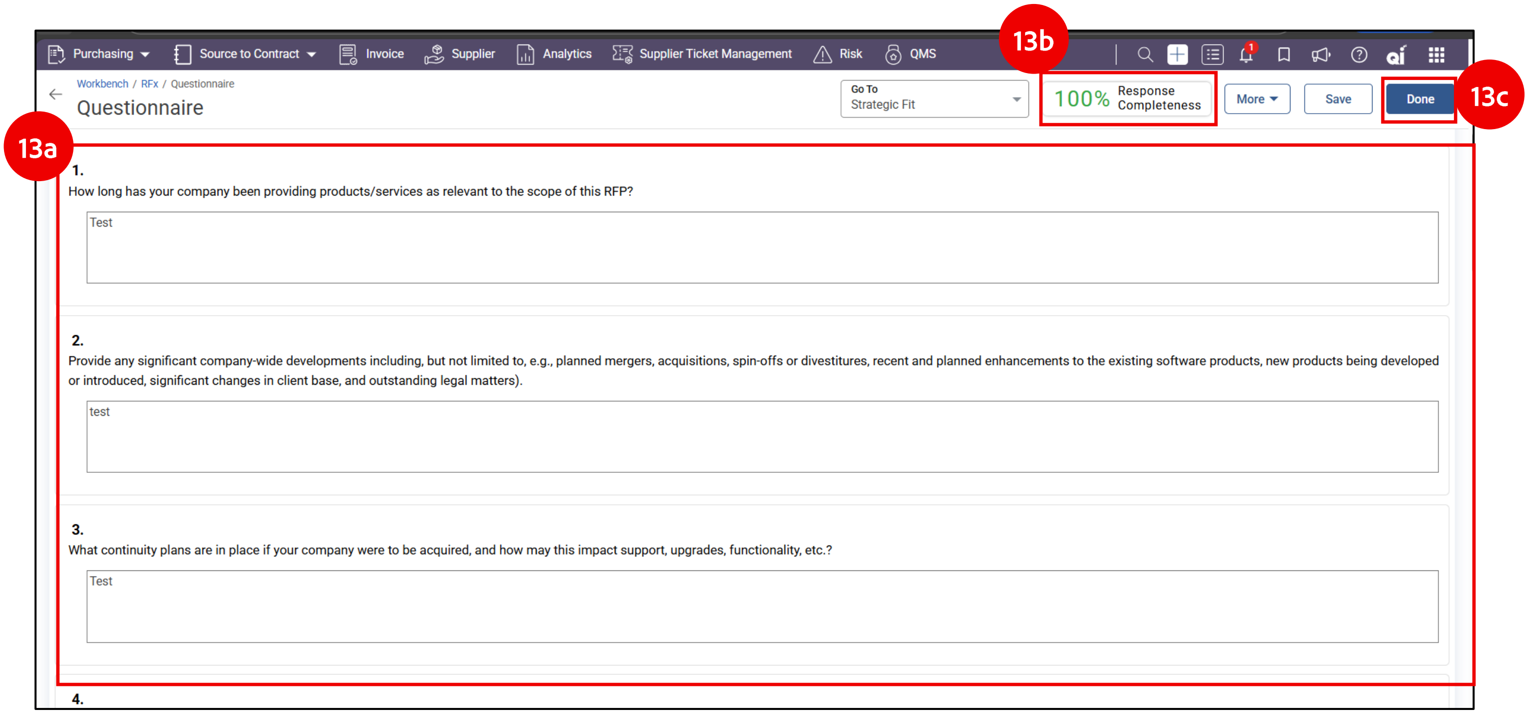
11. Click **OK** to continue with the sourcing event.



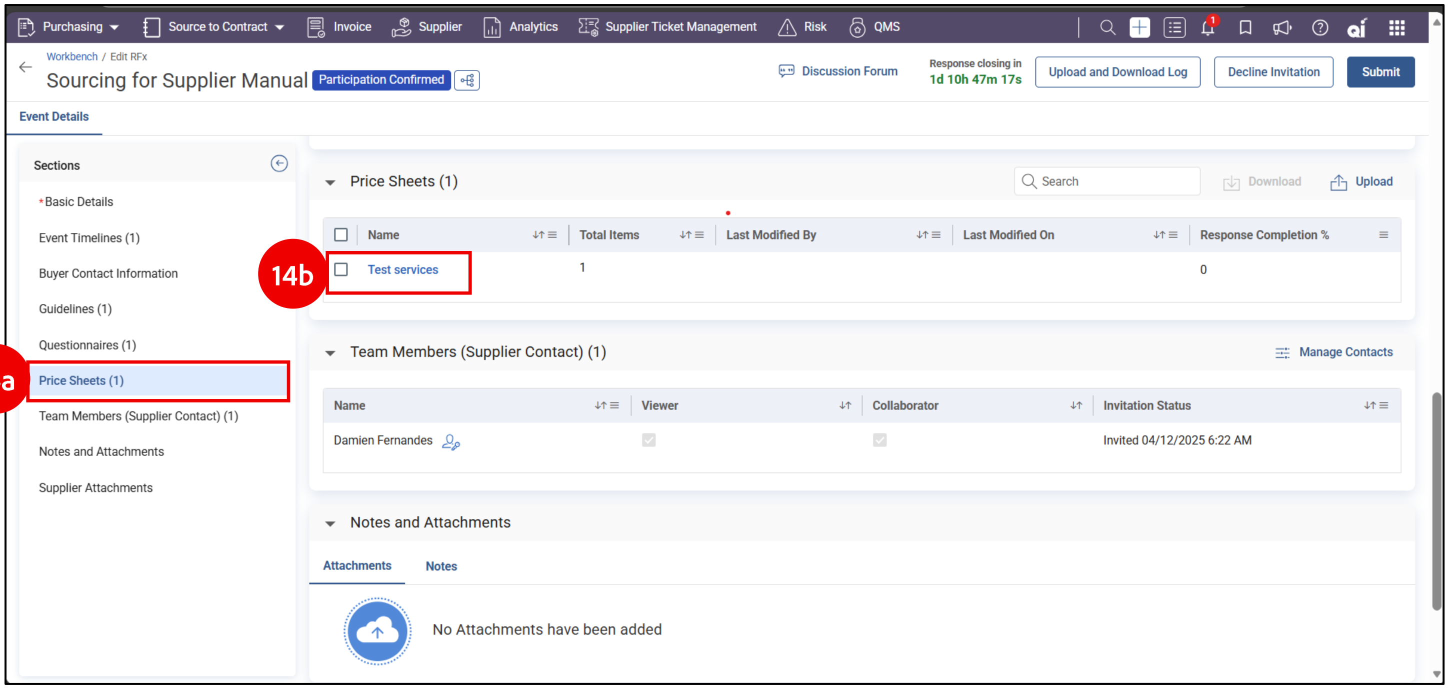
12. Navigate to the **Questionnaires** (12a) section to access the questionnaire created by Adobe. Click on the questionnaire **Name** hyperlink (12b). The displayed sections may vary depending on the sourcing event type.



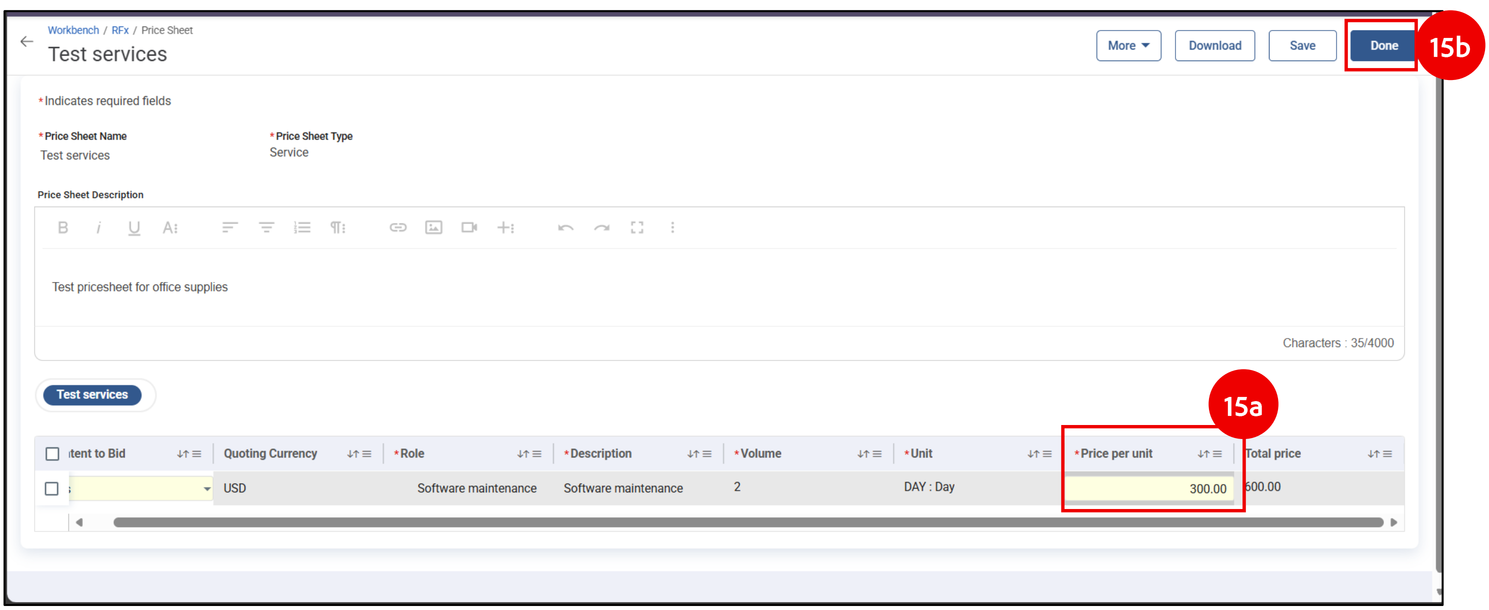
13. Complete the questionnaire by responding to all questions (13a). The progress bar (13b) will indicate the completion percentage. Click **Done** (13c) to return to the sourcing document.



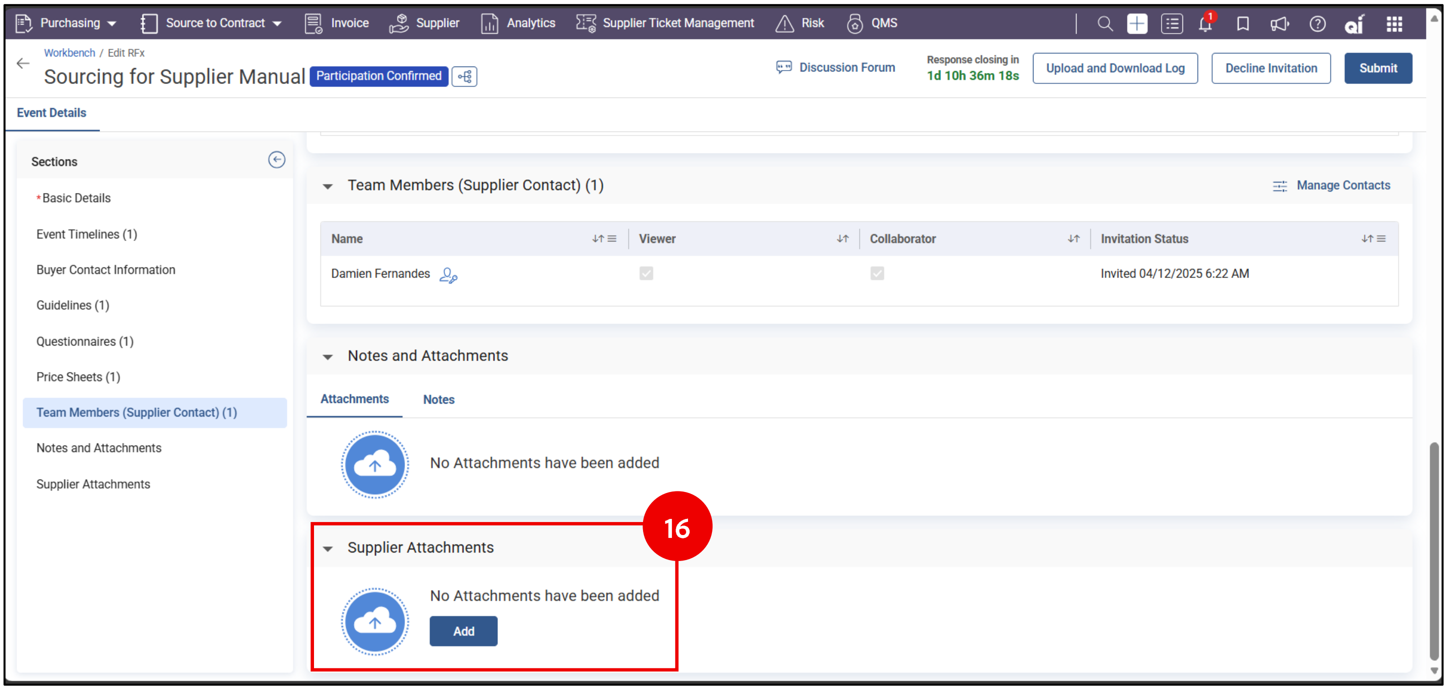
14. Navigate to the **Price Sheets** section (14a) and click on a **Price Sheet Name** (14b) to submit bid responses.



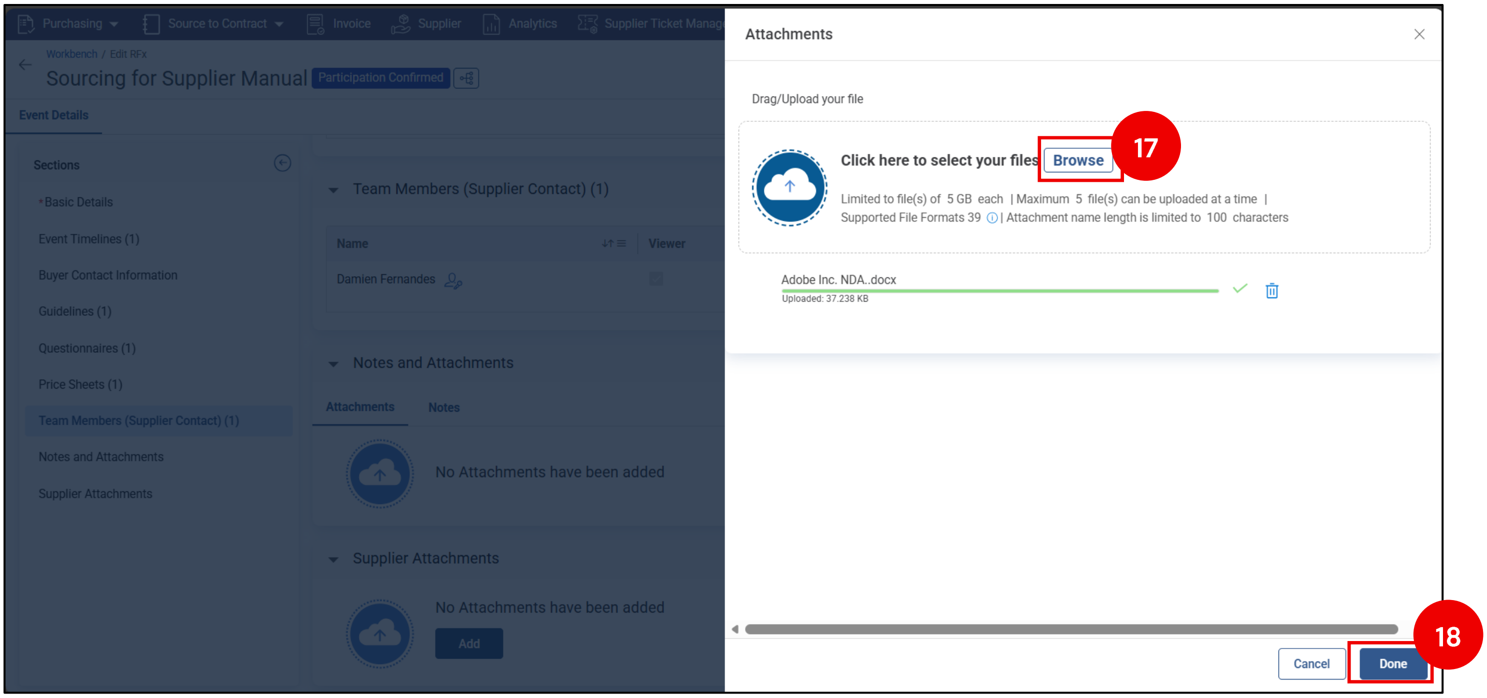
15. Enter the **Price Per Unit** (bid amount) (15a) for line details listed in the pricesheet and click **Done** (15b) to navigate back to the sourcing document.



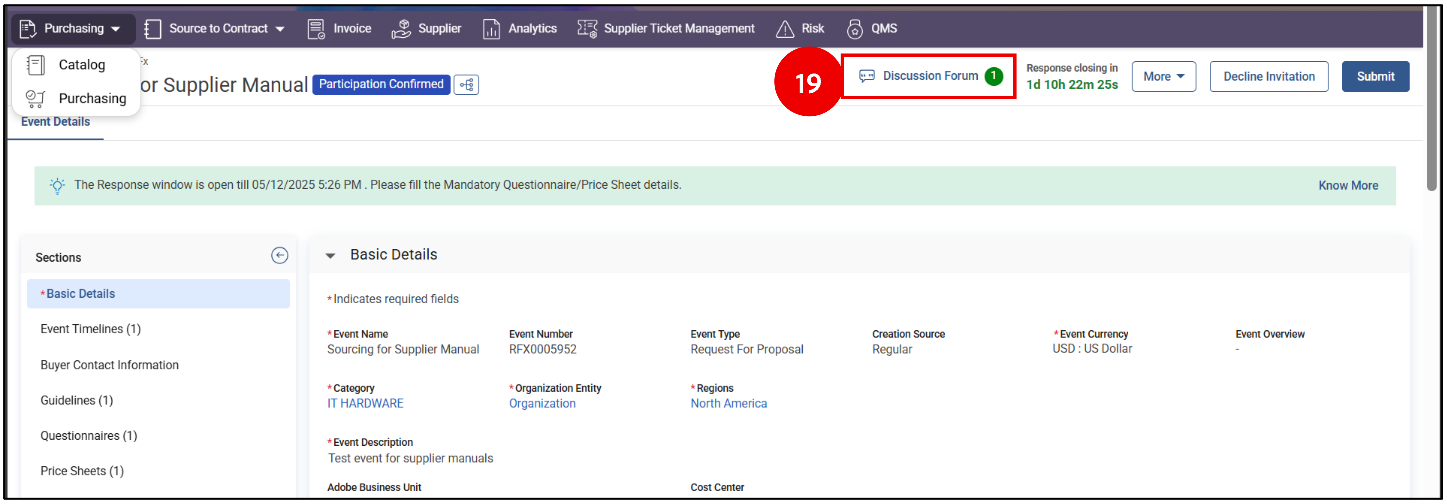
16. Attach supporting documents under the **Supplier Attachments** section if required. These documents will be visible to the Adobe teams once the sourcing document is submitted.



17. In the pop-up window, attach files by clicking **Browse**.
18. Attach the necessary file(s) and click **Done**

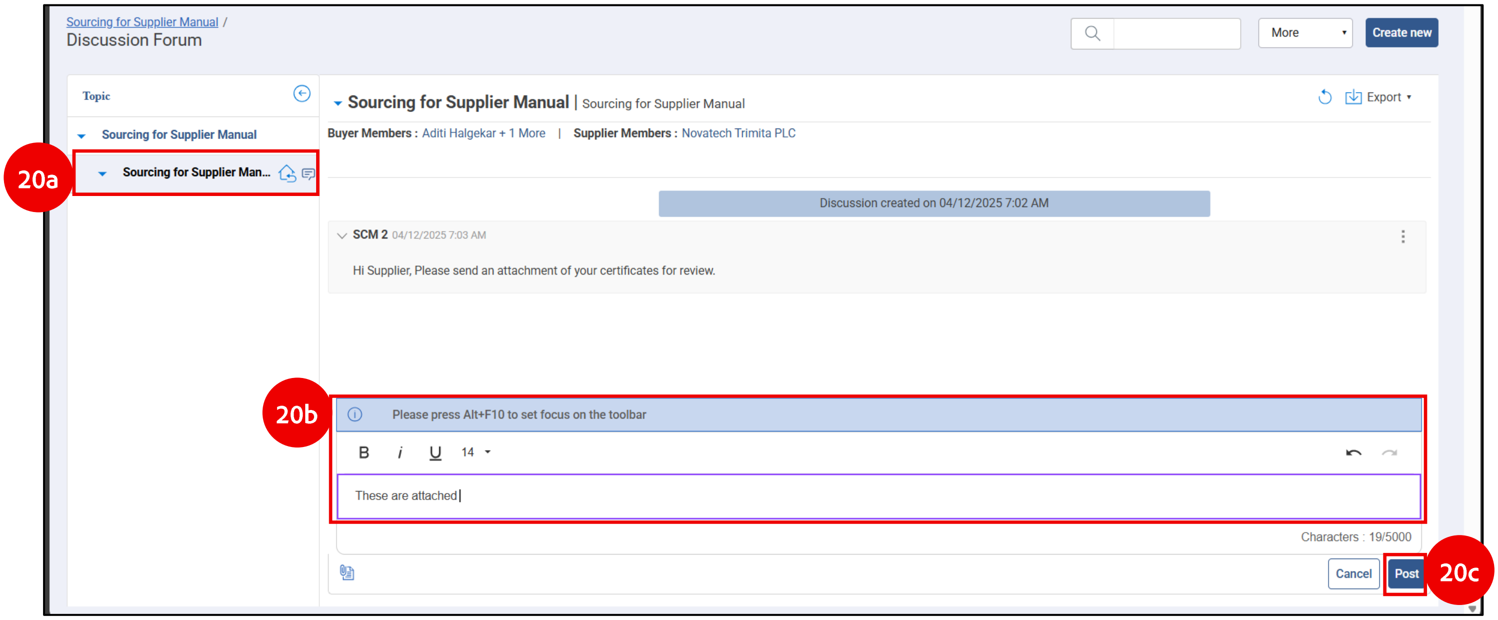


19. Once you return to the sourcing document, review the **Discussion Forum** to confirm that there are no pending requests or messages requiring responses.

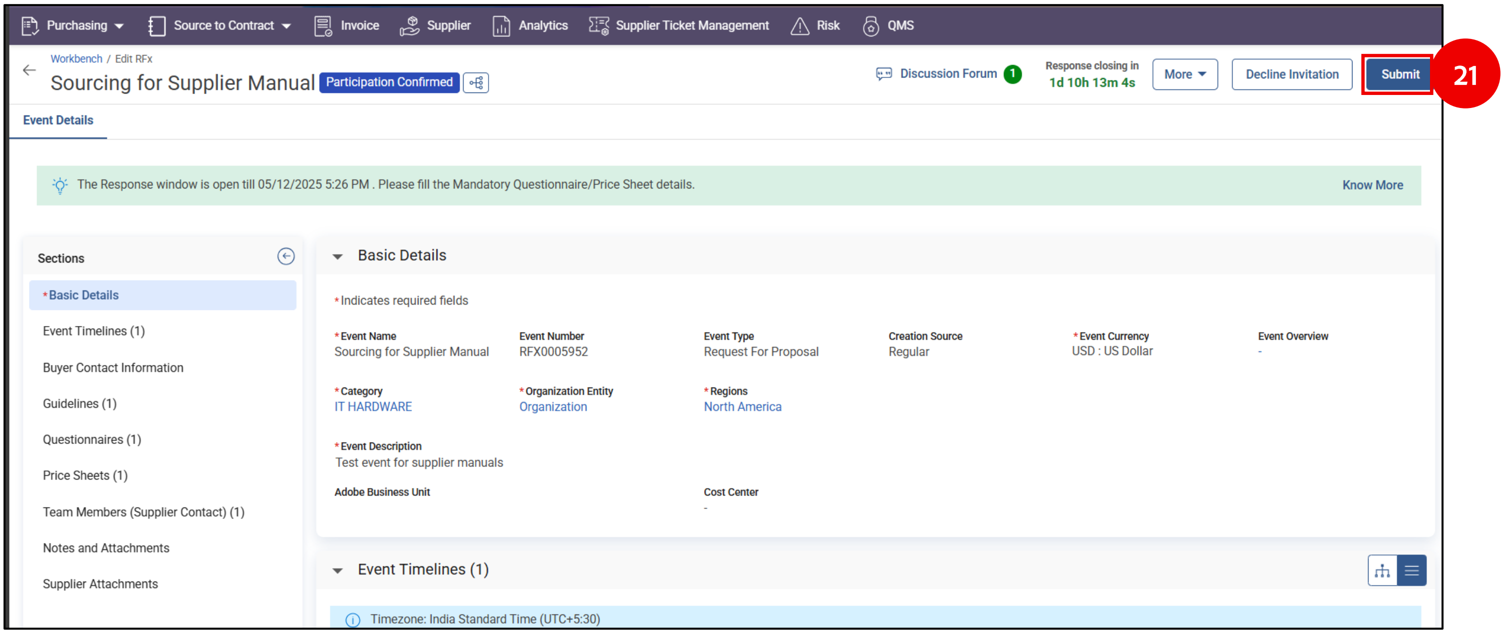


20. Respond to the requests in the **Discussion Forum** (20a) by including a message (20b) and clicking **Post** (20c).

Note: This will trigger an automated email and platform notification to Adobe. Discussion forums can also be used as a real-time chat platform to ensure all messages are recorded.



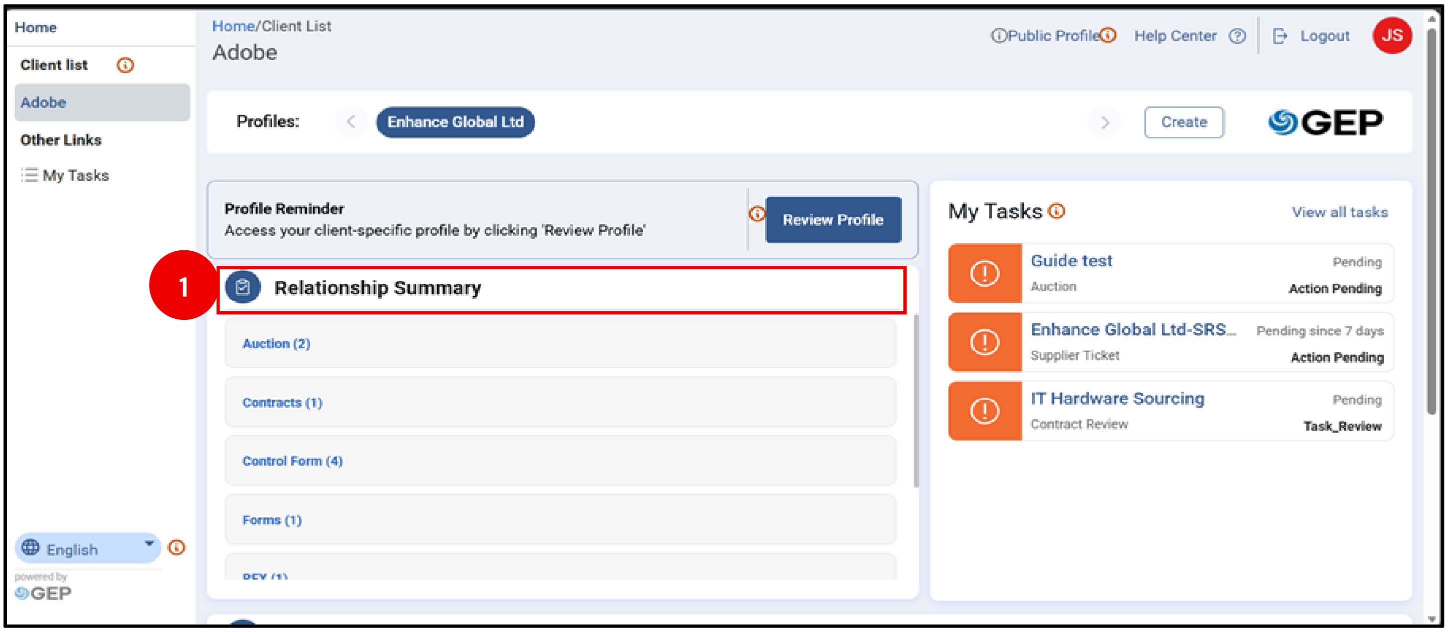
21. Click **Submit** to complete and send your response. All required documents must be submitted before the event deadline. After the deadline has passed, you will no longer be able to submit or modify your response.



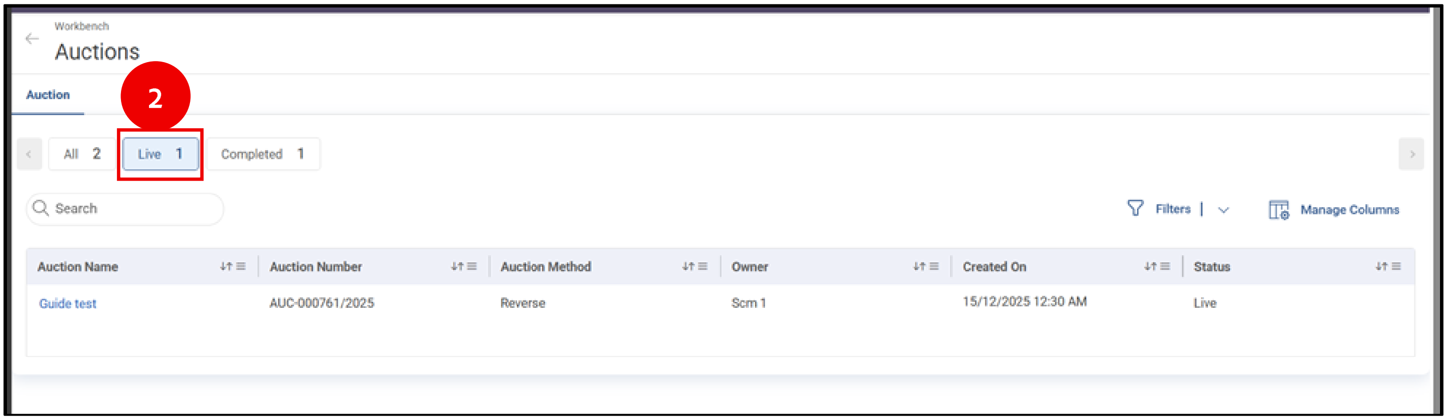
7.2 Auction Documents

Auction documents allow you to view auction details, review terms and timelines, submit competitive bids, and track auction status within the GEP platform, ensuring transparent and controlled participation in Adobe's sourcing events.

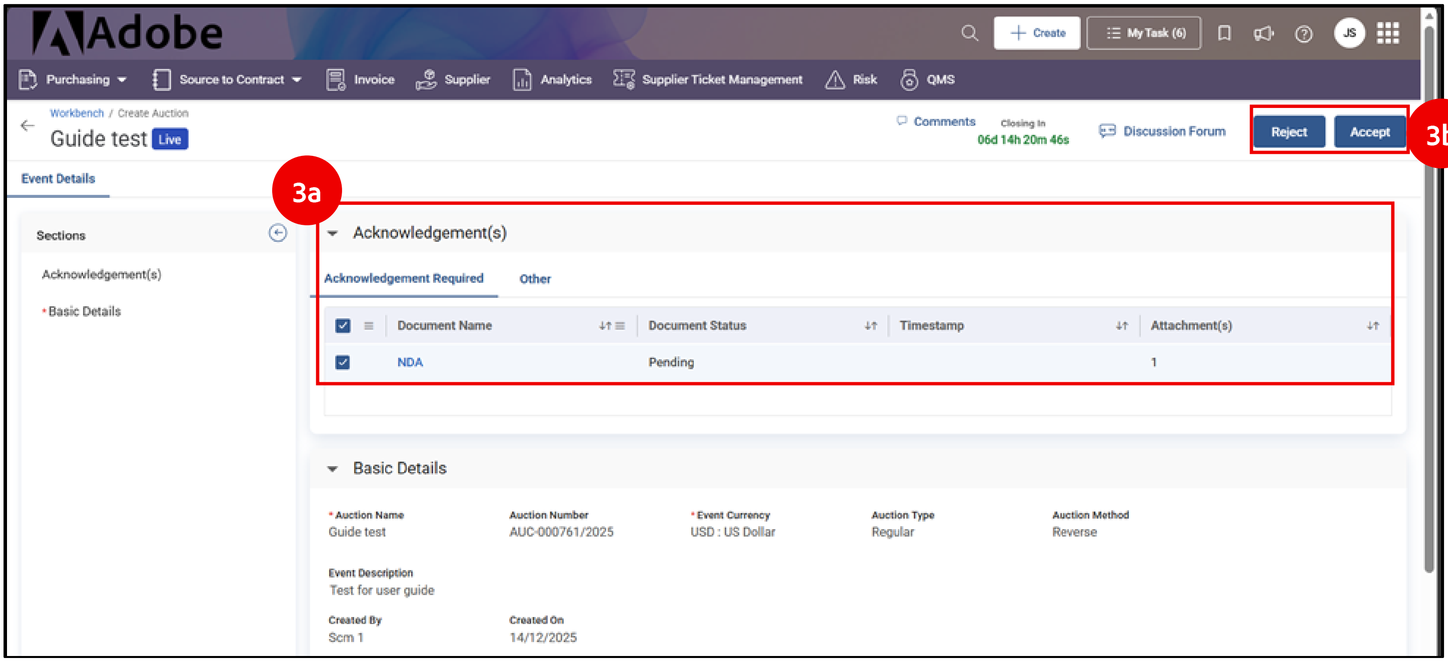
1. From the **Supplier Workbench**, access the **Auction** module.



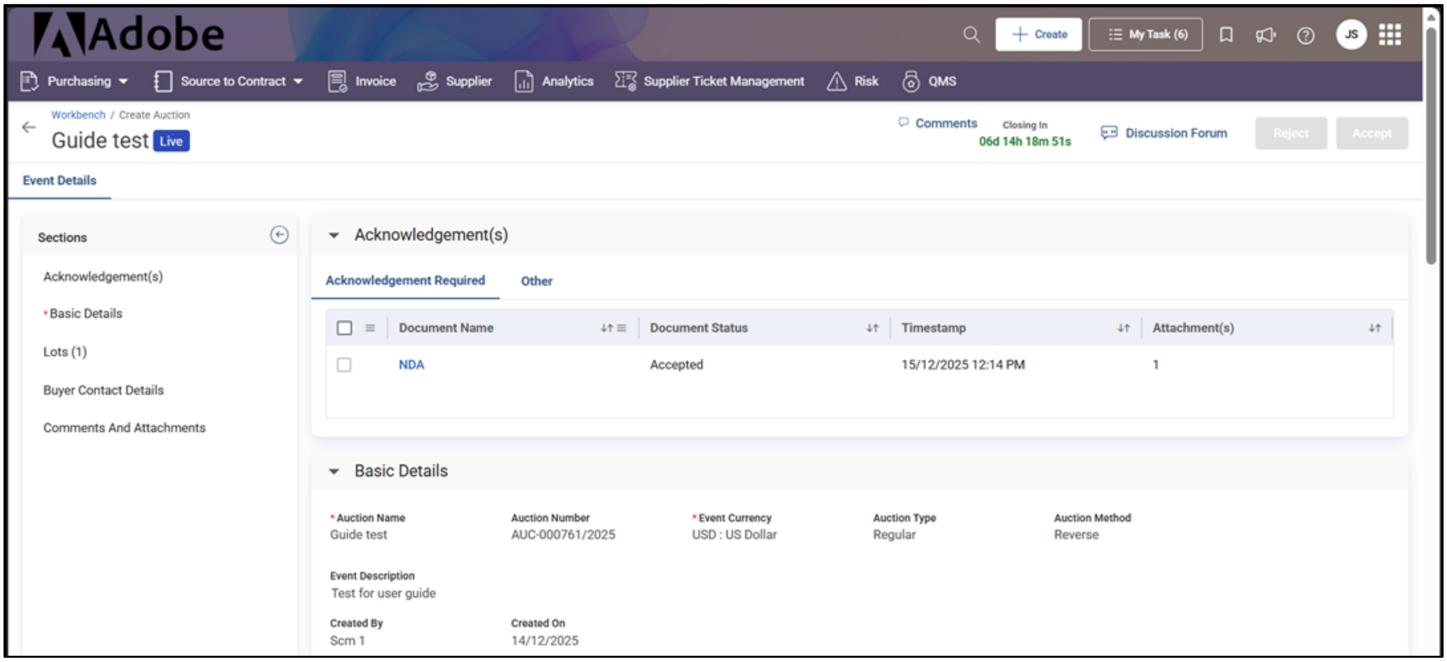
2. Select the **Live** status from the auction workbench to access the correct document.



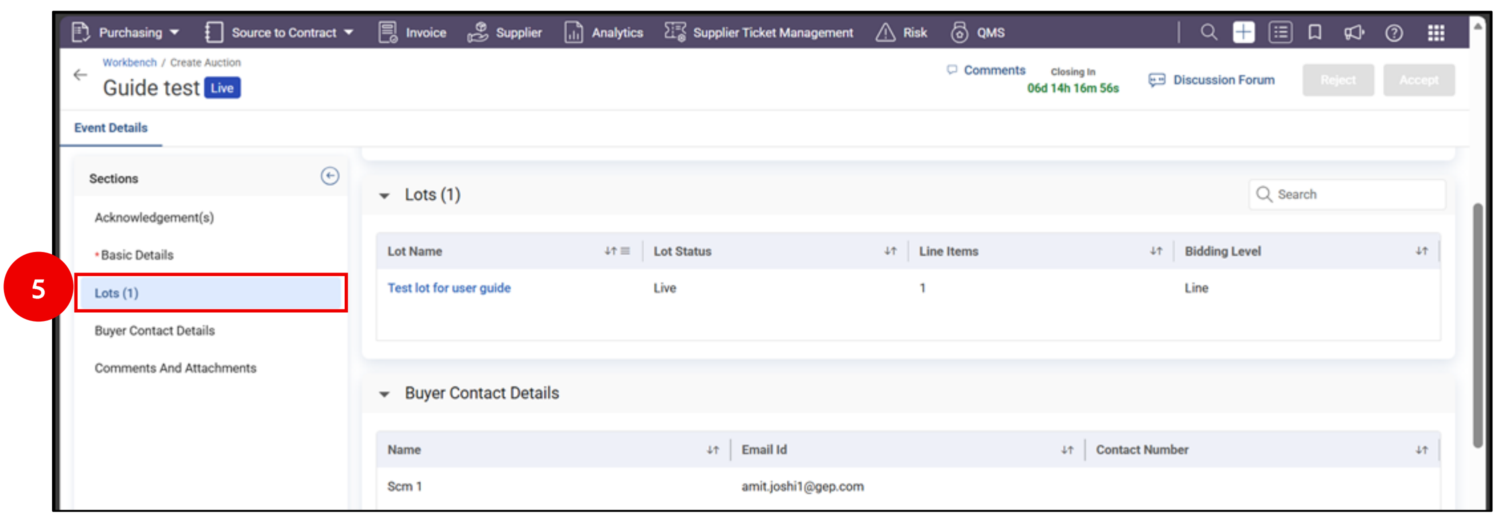
3. Ensure that the necessary guidelines and policies are accepted to participate in the Auction. Under the **Acknowledgement(s)** section, click the **NDA checkbox** (3a). Once selected, **Accept** or **Reject** the policy (3b).



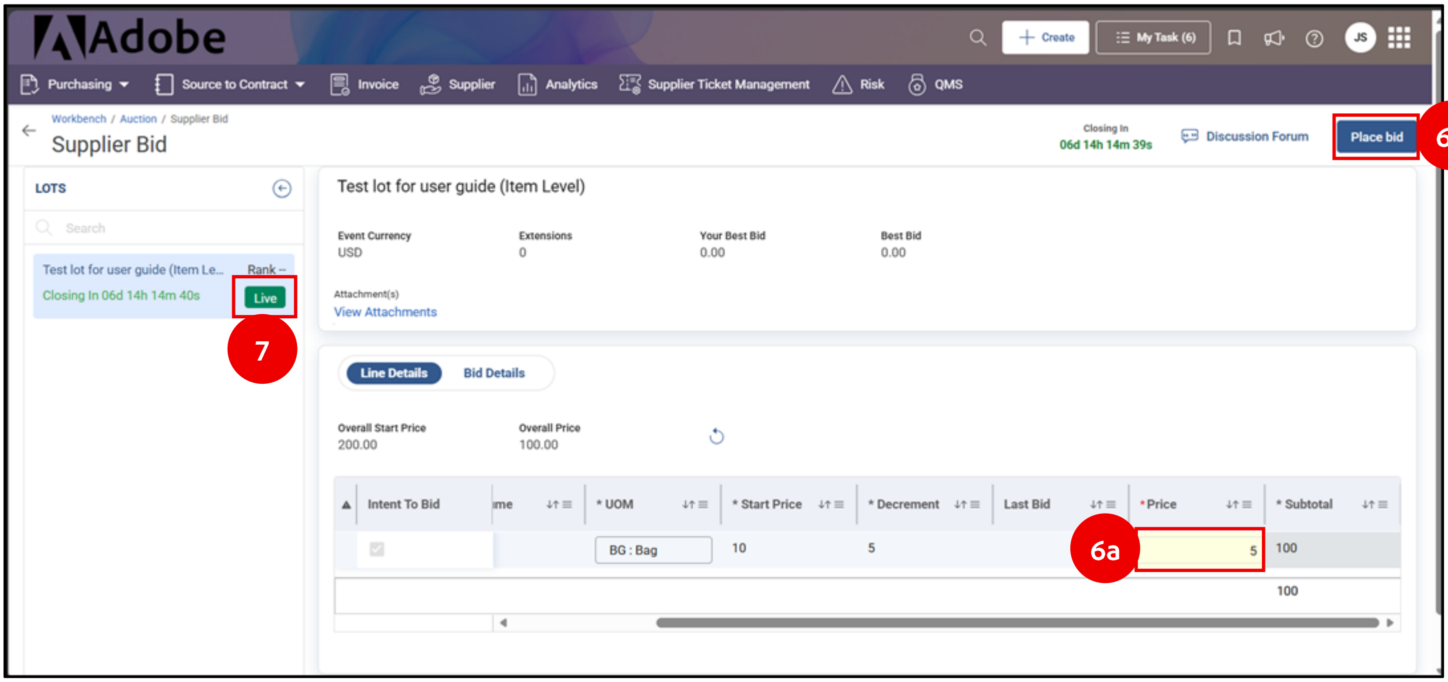
4. Once the policy document (NDA) is accepted, the section list on the left gets updated with all the applicable sections to start bidding for the Request for Proposal (RFP) event.



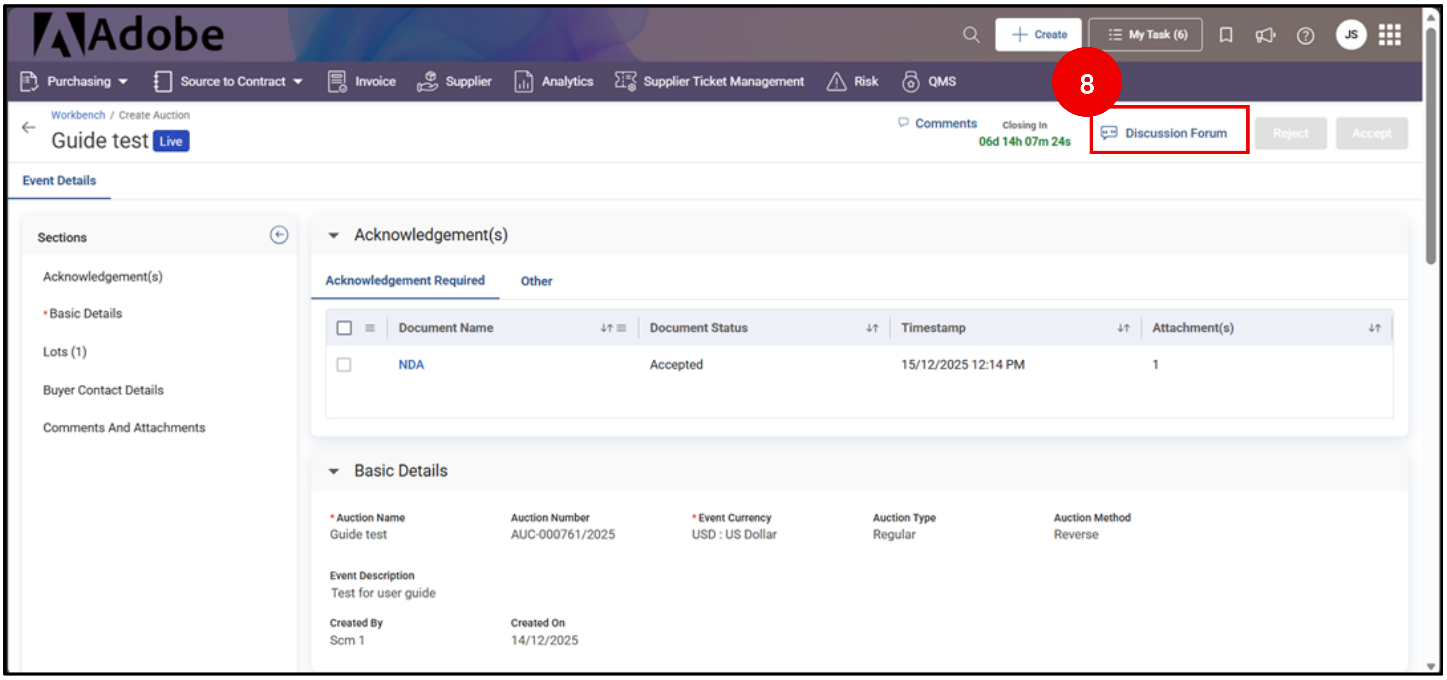
5. In an RFP (Request for Proposal), **Lots** are logical subdivisions of the overall requirement within a single sourcing event. Each Lot represents a distinct scope that you can bid on individually or in combination, based on how Adobe structures the RFP. Click Lots to view and bid on the available items.



6. Enter the bid amount in the **Price** field (6a) and click **Place Bid** (6b). Since the event is live, bids can be placed as required.
7. Once the event goes Live, you can continue placing bids until the event's end time. **Live** indicates that the bidding phase is active. Bids cannot be placed before it is **Live**.

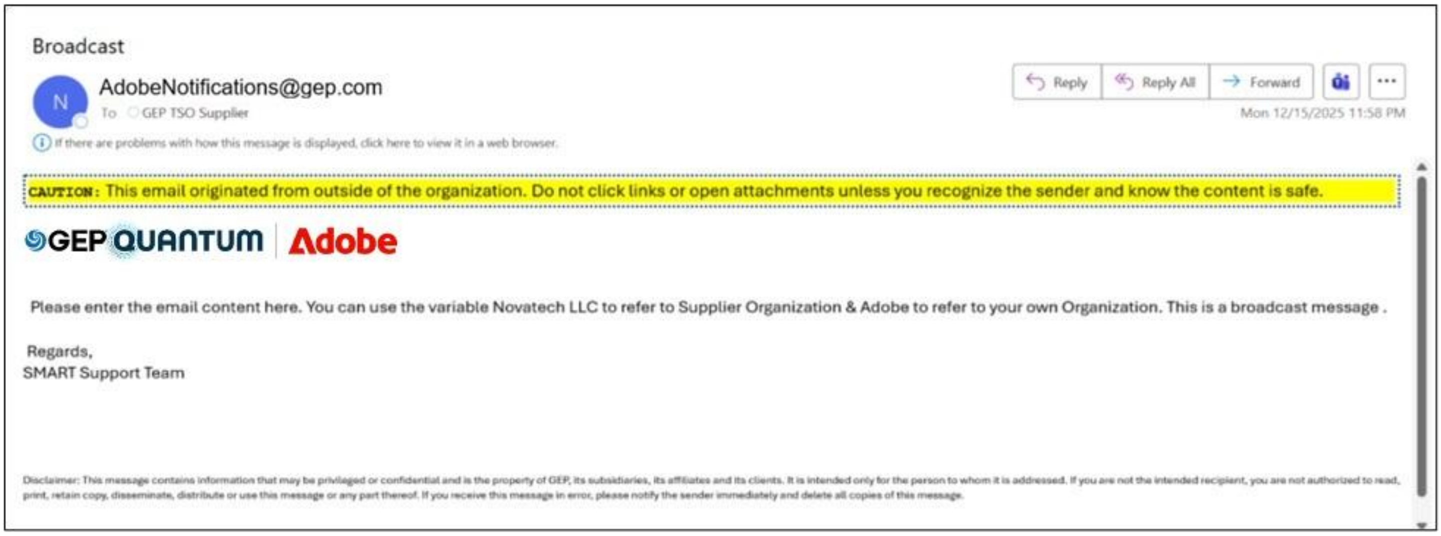


8. Use the **Discussion Forum** to interact with the buyer/procurement team at Adobe. It serves as an official channel of communication and can be used to add attachments and post important messages to the Adobe Sourcing Team.



7.3 Broadcast Messages

Broadcast messages are notifications sent by Adobe teams to suppliers, including process updates, compliance reminders, and actions required on supplier profiles.



Suppliers can view broadcast messages from their Business Network homepage or within the Supplier Management area. Some broadcast messages may require suppliers to review information or act within a specified timeframe.

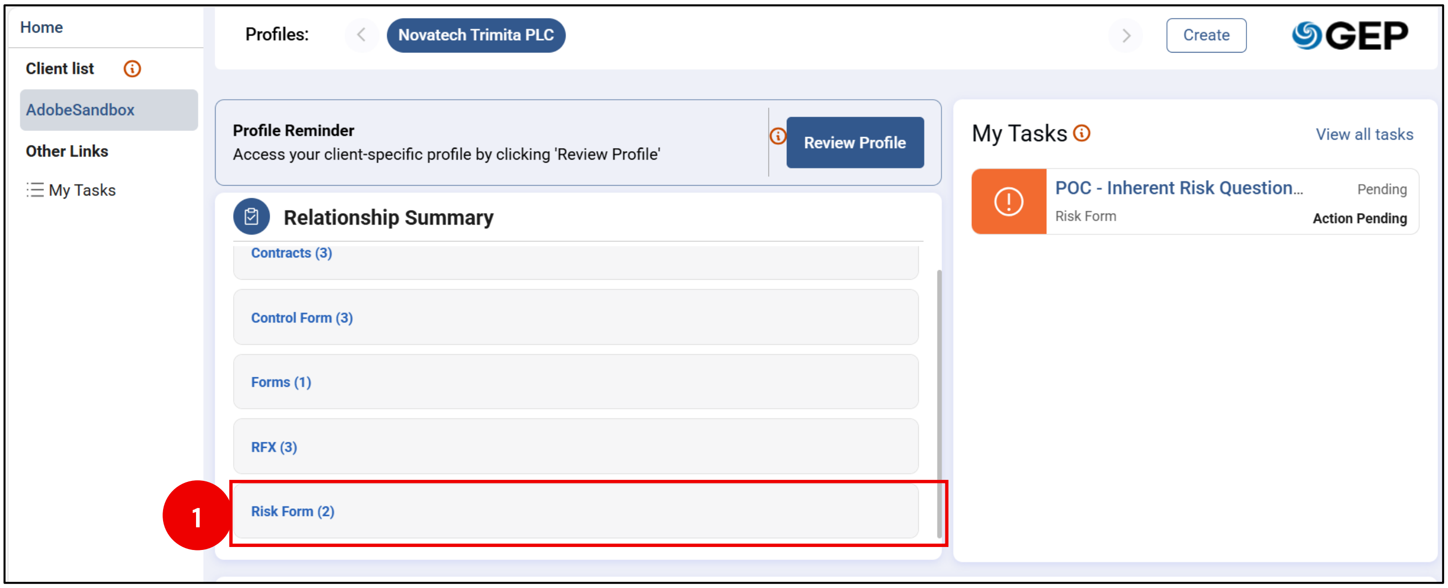
8 Supplier Risk Module

The Risk module in GEP supports Adobe's supplier risk management process and enables you to respond to risk-related requests. Through this module, you may be required to complete risk forms, provide supporting documentation, and address follow-up questions as part of Adobe's risk review process.

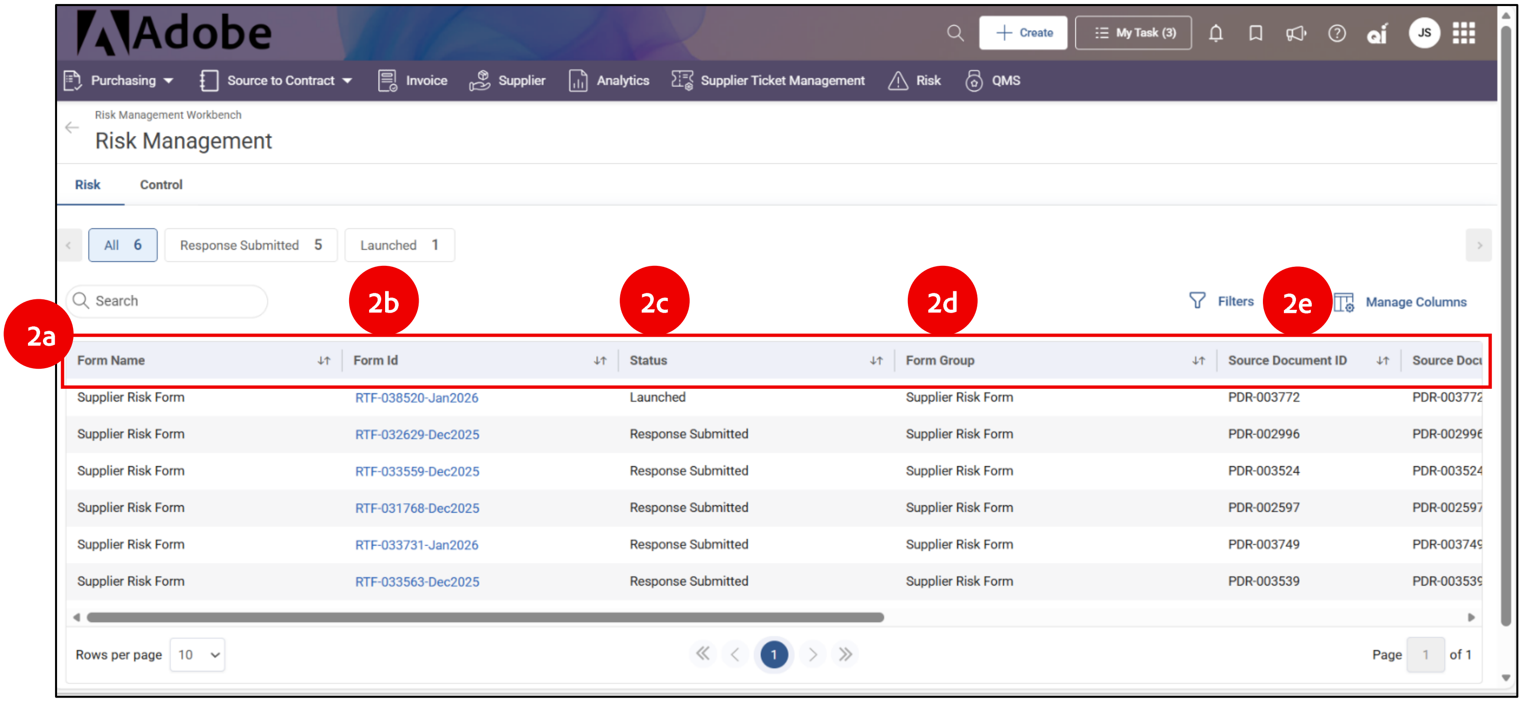
1.1 Risk Workbench

The Risk Workbench enables suppliers to view, respond to, and track risk-related questionnaires and assessments (such as supplier risk and due diligence forms) assigned to them, ensuring timely completion of risk requirements within Adobe's supplier risk management process.

1. Click the **Risk Forms** hyperlink to access the **Risk Management Workbench** and forms assigned to you.



2. Find the following components on the **Risk Management Workbench**:
   a. **Form Name:** Displays the name of the risk form (e.g., Supplier Risk Form).
   b. **Form ID:** Shows the unique identifier assigned to the risk form for tracking.
   c. **Status:** Indicates the current state of the risk form (e.g., Launched, Response Submitted).
   d. **Form Group:** Identifies the category or type of risk form.
   e. **Source Document ID:** Displays the ID of the originating document linked to the risk form.

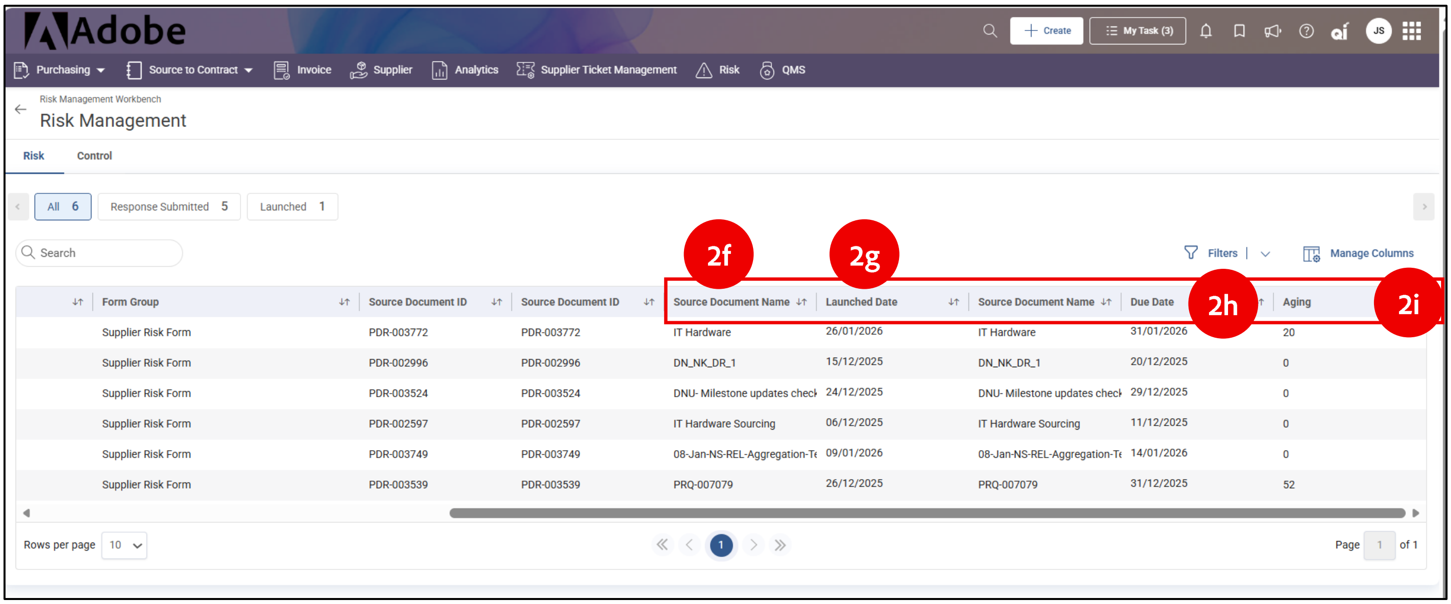


f. **Source Document Name:** Shows the name of the source document from which the risk form was initiated.

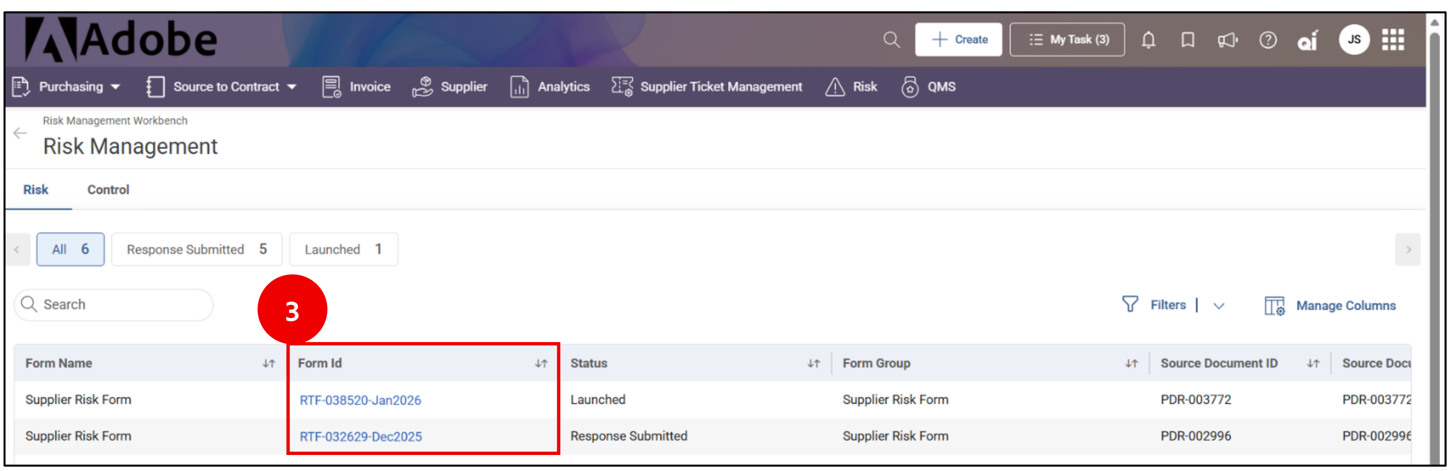
g. **Launched Date:** Indicates the date on which the risk form was sent to the supplier.

h. **Due Date:** Shows the deadline by which the supplier is expected to submit the response.

i. **Aging:** Displays the number of days the risk form has been open or overdue.

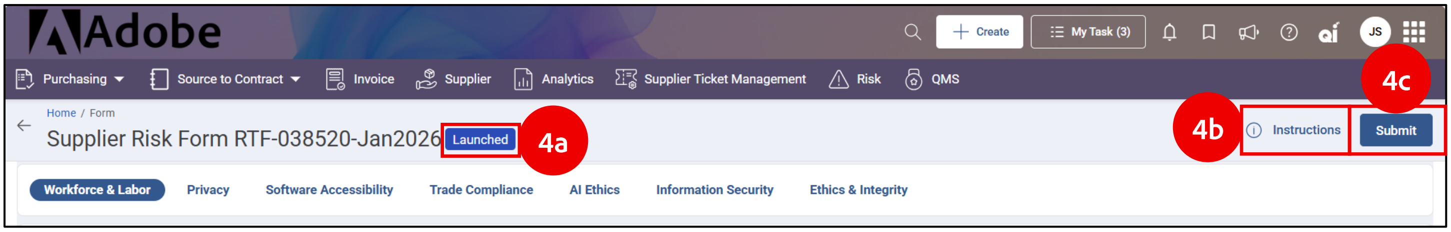


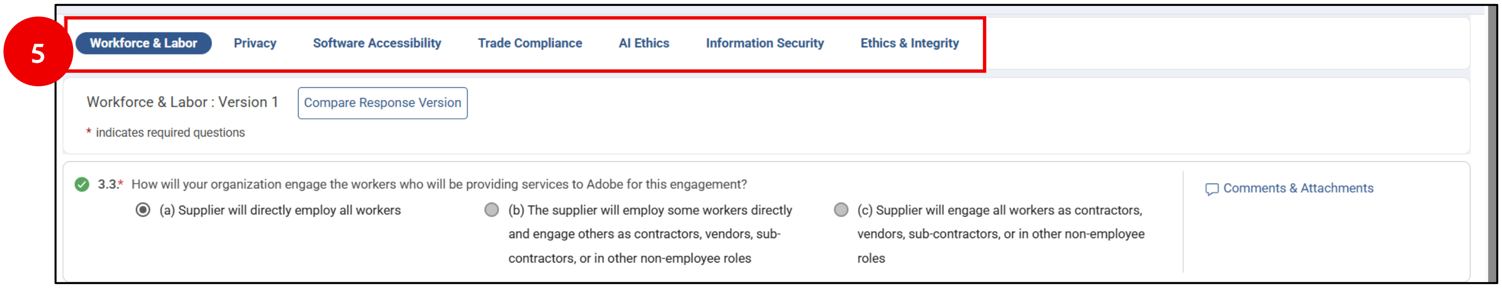
3. Click on a **Form ID** hyperlink to access a specific risk form.



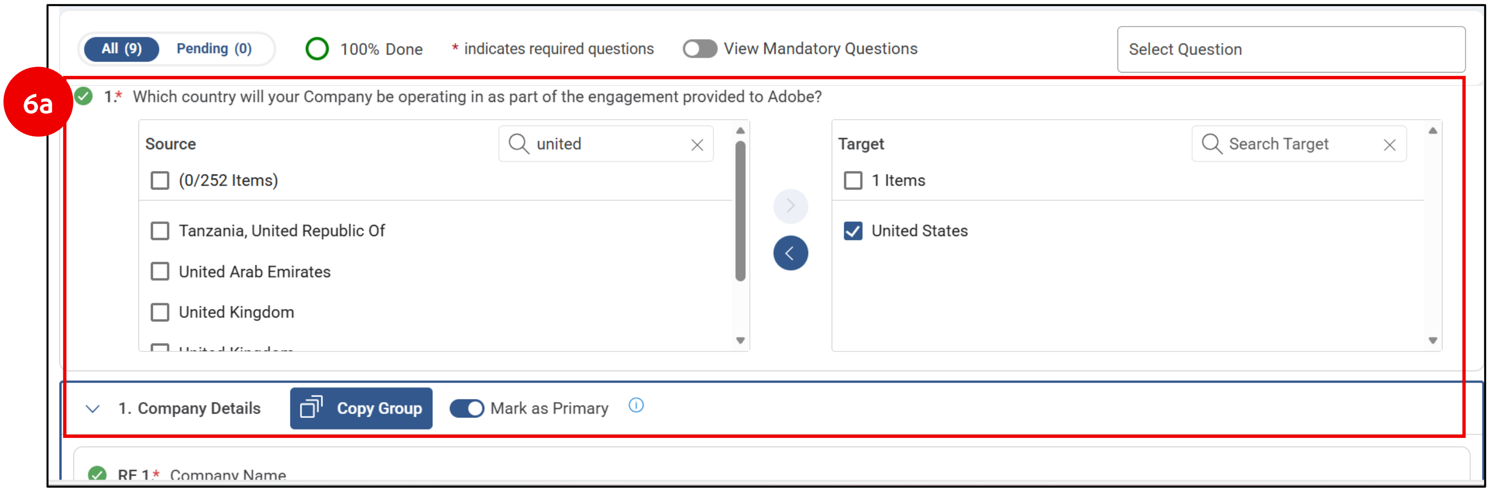
4. You will find these key components in a risk form:
   a. **Launched:** Indicates that the questionnaire has been issued and is pending your response.
   b. **Instructions**: Provides detailed guidance to help you complete the questionnaire.
   c. **Submit:** Select this button after completing all mandatory fields to submit your responses for review.

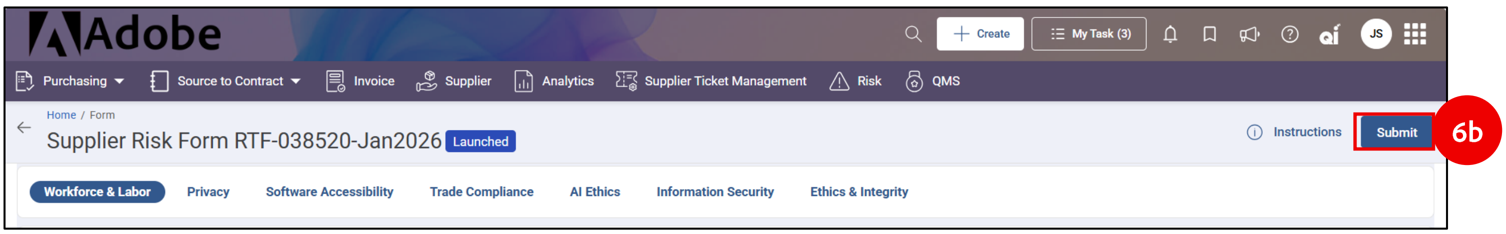
5. The category tabs organize the questionnaire into defined sections, making it easier to navigate and understand the different question categories.



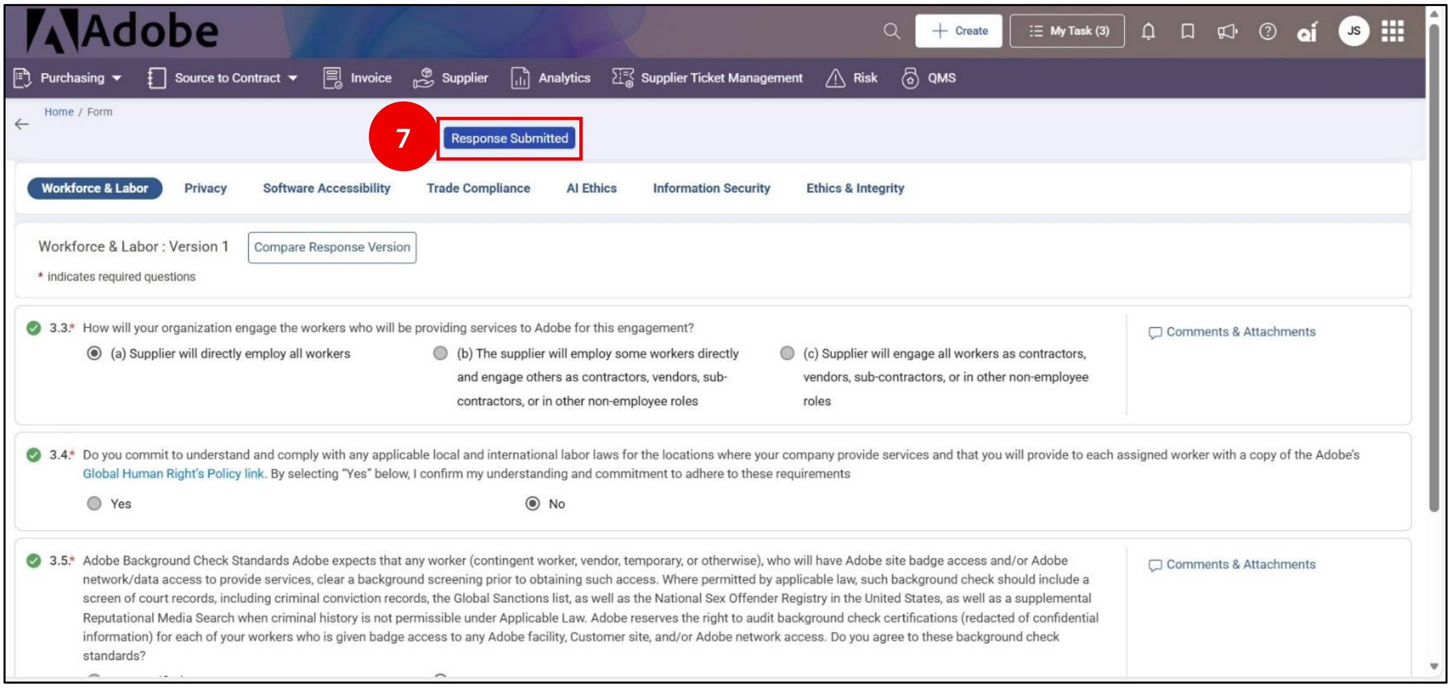


6. Complete responses in each section, ensuring all mandatory questions (6a) are answered, so the form reaches 100% completion. Click **Submit** (6b) to finish.





7. Once the response is submitted, the status of the document will display **Response Submitted**.



9 Contracts Module

The **Contracts Module** within GEP is designed to make managing contractual agreements effortless and transparent for suppliers. It provides a centralized, secure environment where suppliers can access, review, and respond to contract documents.

Note: All applicable risk forms and applicable control forms must be completed before the contract document can be sent for review. These are not applicable to sales partners participating in the Adobe Partner Connection, Royalty suppliers, or Digital Experience Partner Program (SPP/TPP). These participants' interactions in the platform are limited to profile, compliance, or payment-related activities.

Important: Suppliers must not begin any work unless both of the following are in place:

- A fully executed contract
- A valid Purchase Order (PO) issued from the system

The PO must refer to the correct contract and budget, and all invoices must align with this PO.

Why this matters:

The executed contract defines the scope, terms, and authorization, while the PO confirms financial approval.

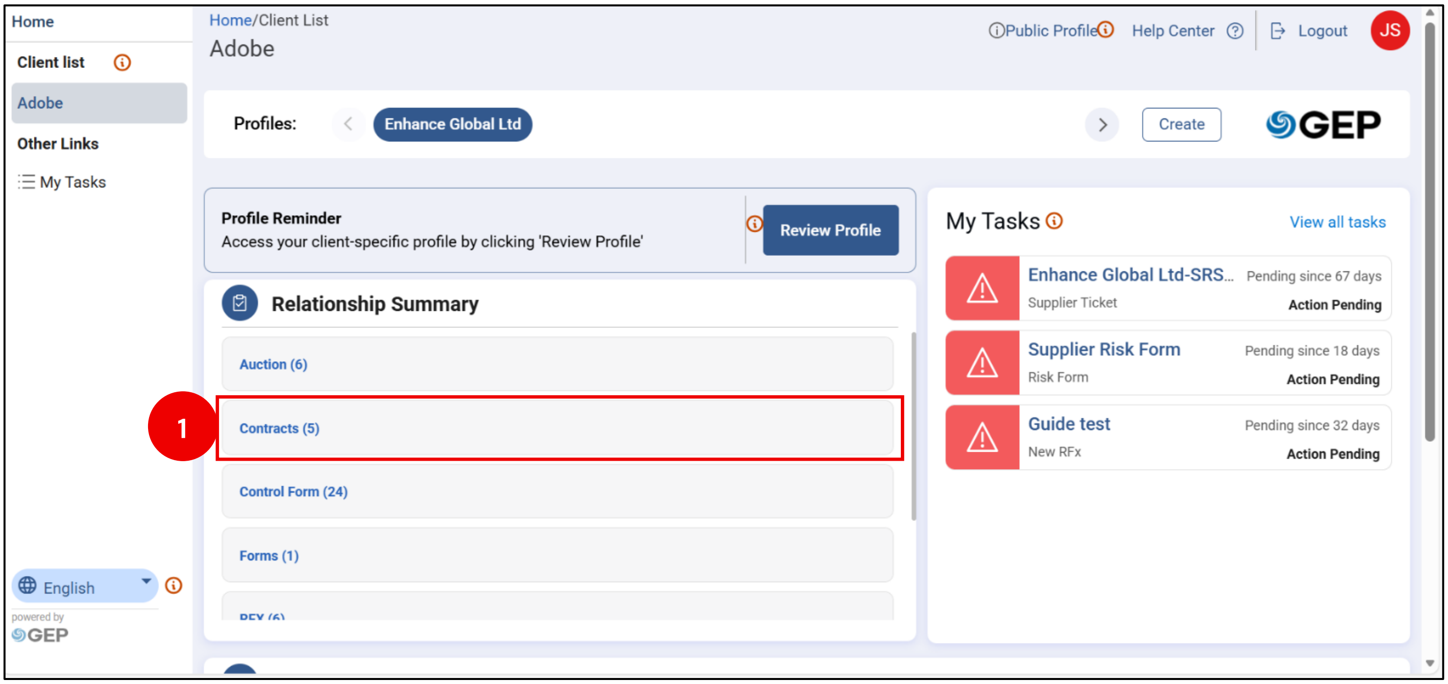
If not followed:

Any work started without a valid contract and PO will not be paid, and the organization will not be responsible for those costs.

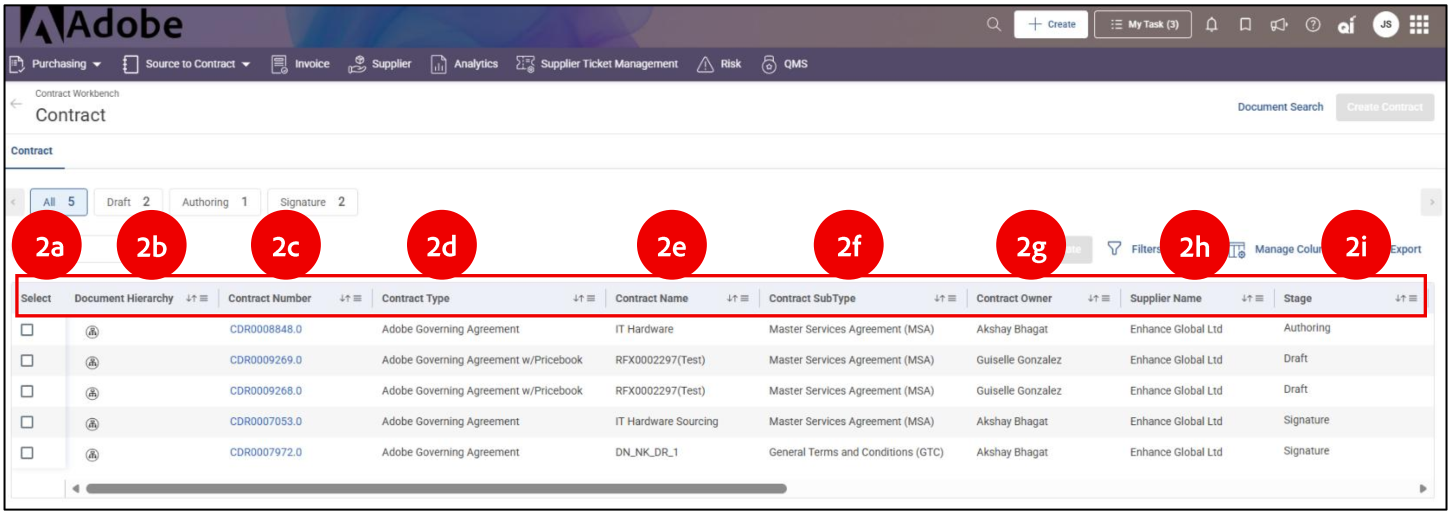
9.1 Contract Workbench

The **Contract Workbench** provides suppliers with a secure, centralized workspace to review and interact with contract documents, while preventing access to internal buyer-only authoring features.

1. From the supplier landing page, click on the **Contracts** hyperlink to access the contracts workbench.



2. Find the following components on the Contract Workbench:
    a. **Select:** Allows you to select one or more contracts for bulk actions.
    b. **Document Hierarchy:** Indicates the contract hierarchy and relationship to parent or child documents.
    c. **Contract Number:** Displays the unique, clickable contract ID for tracking and access.
    d. **Contract Type**: Shows the high-level classification of the contract (e.g., Governing Agreement).
    e. **Contract Name:** Displays the name of the contract as defined in the system.
    f. **Contract Sub-Type:** Specifies the detailed contract category (e.g., MSA, GTC).
    g. **Contract Owner:** Indicates the Adobe user responsible for managing the contract.
    h. **Supplier Name:** Shows the supplier associated with the contract.
    i. **Stage:** Displays the current stage of the contract lifecycle (e.g., Draft, Authoring, Signature).



j. **Status:** Indicates the current contract status (e.g., Draft, Signature Pending, Signed).

k. **Currency:** Shows the currency used for the contract value.

l. **Contract Value:** Displays the total financial value of the contract.

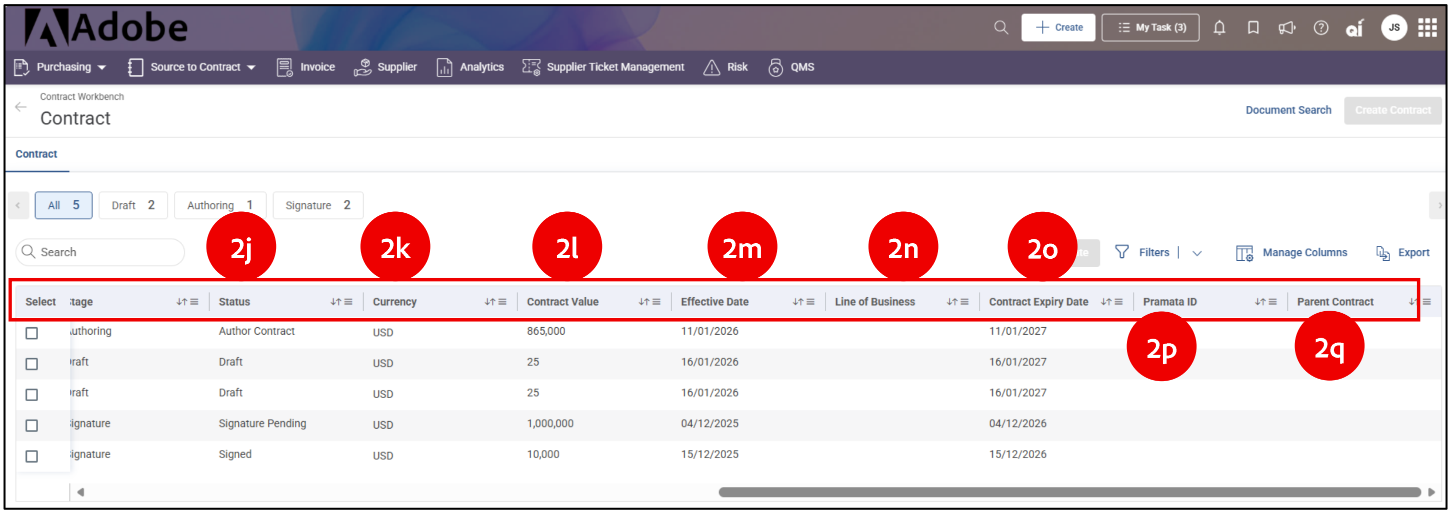
m. **Effective Date:** Indicates the date the contract becomes effective.

n. **Line of Business:** Specifies the business unit associated with the contract.

o. **Contract Expiry Date:** Shows the date on which the contract expires.

p. **Pramata ID:** Displays the reference ID synced from Pramata, if applicable.

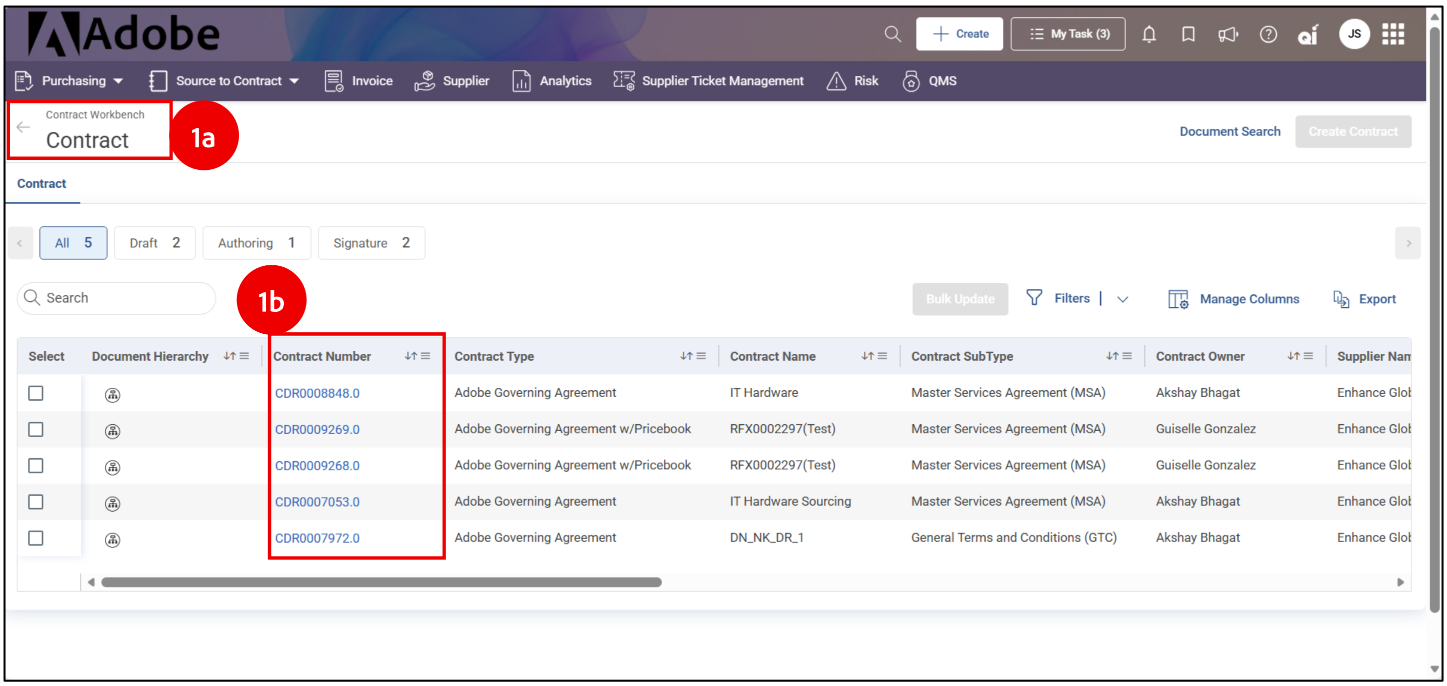
q. **Parent Contract:** Identifies the parent contract when the record is part of a contract hierarchy.



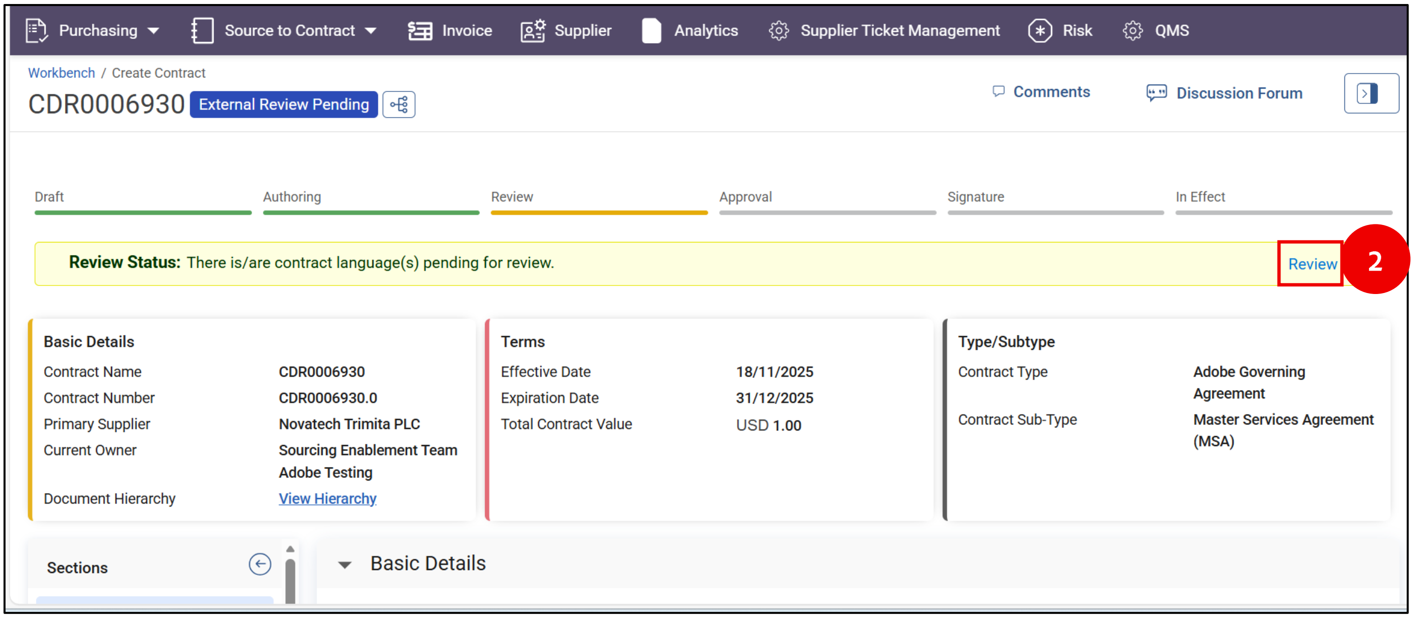
9.2 Responding to Contract Requests

Contract Requests allow suppliers to review contract documents shared by Adobe, provide required inputs, and take actions such as reviewing, redlining, or signing contracts within the platform. This ensures timely collaboration, clear visibility, and compliance throughout the contracting process.

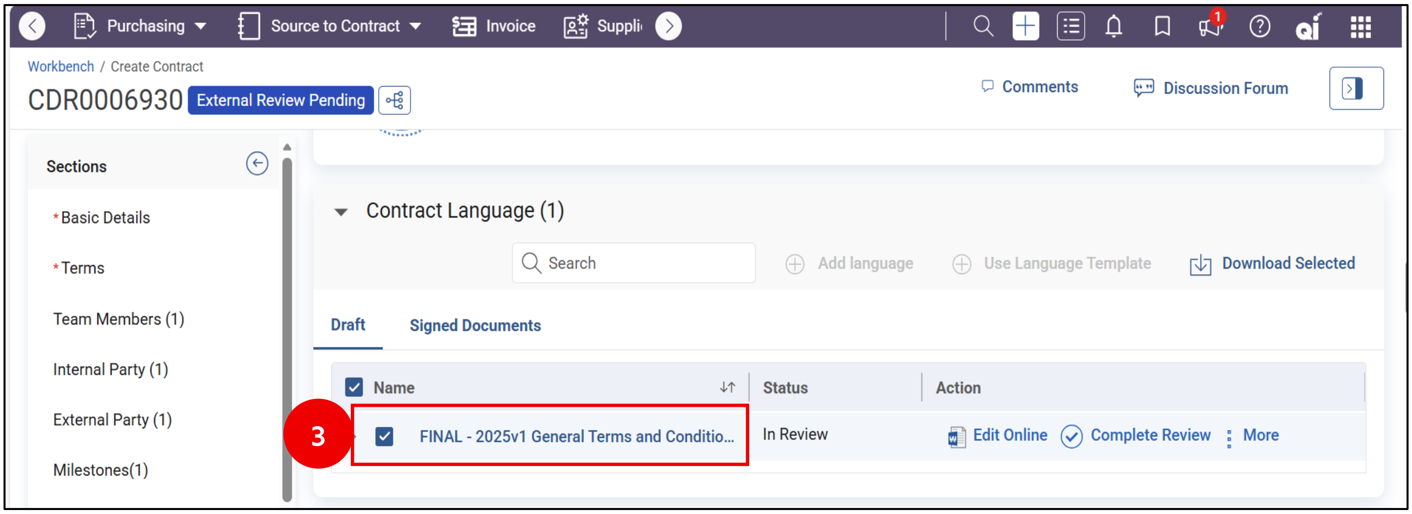
1. From the **My Tasks** section, navigate to the **Contract Workbench** (1a), and select a contract by clicking on the **Contract Number** hyperlink (1b).



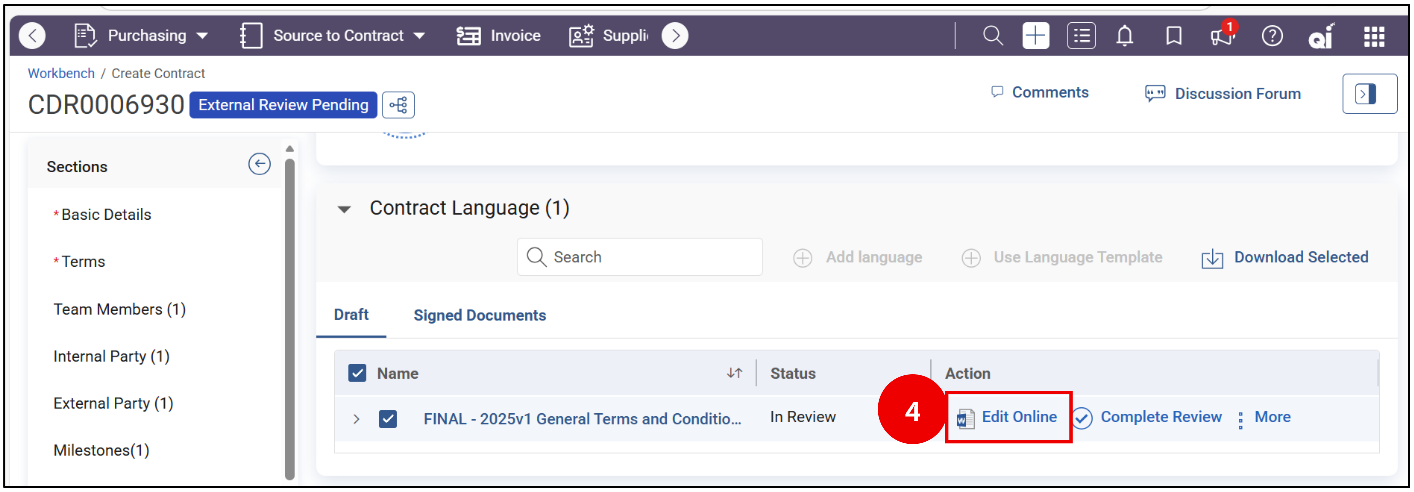
2. In the contract document, click **Review** to access the contract document.



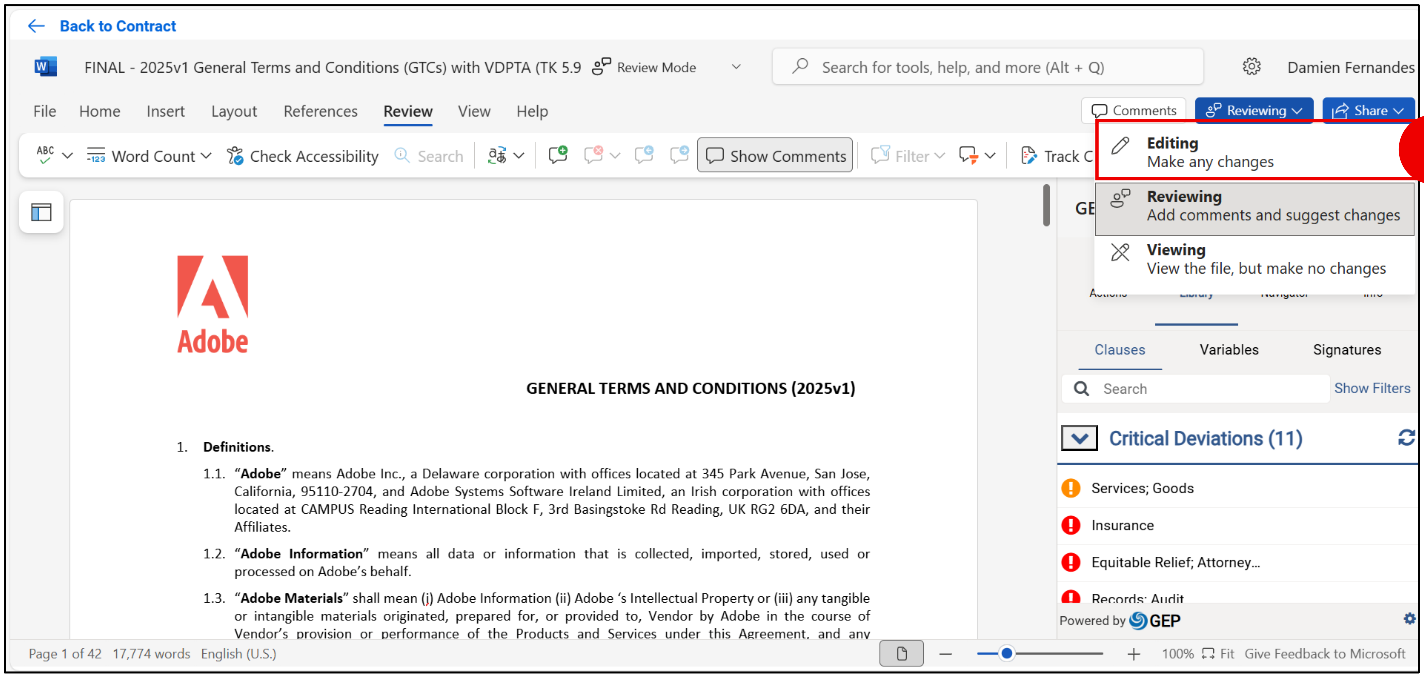
3. In the **Contract Language** section, click on the contract **Name** hyperlink to access the contract document.



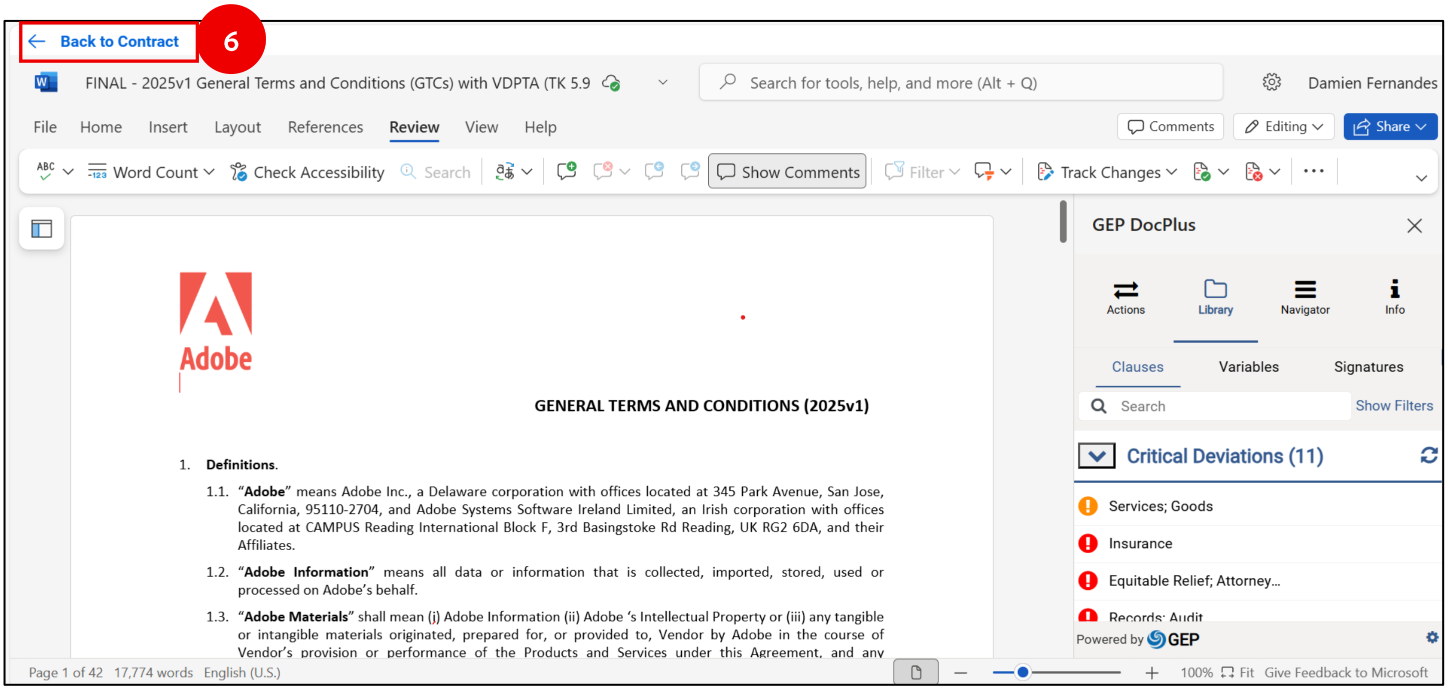
4. In the **Contract Language** section, click on the contract **Name** hyperlink to access the contract document. Click the **Edit Online** button to review and redline a contract document.



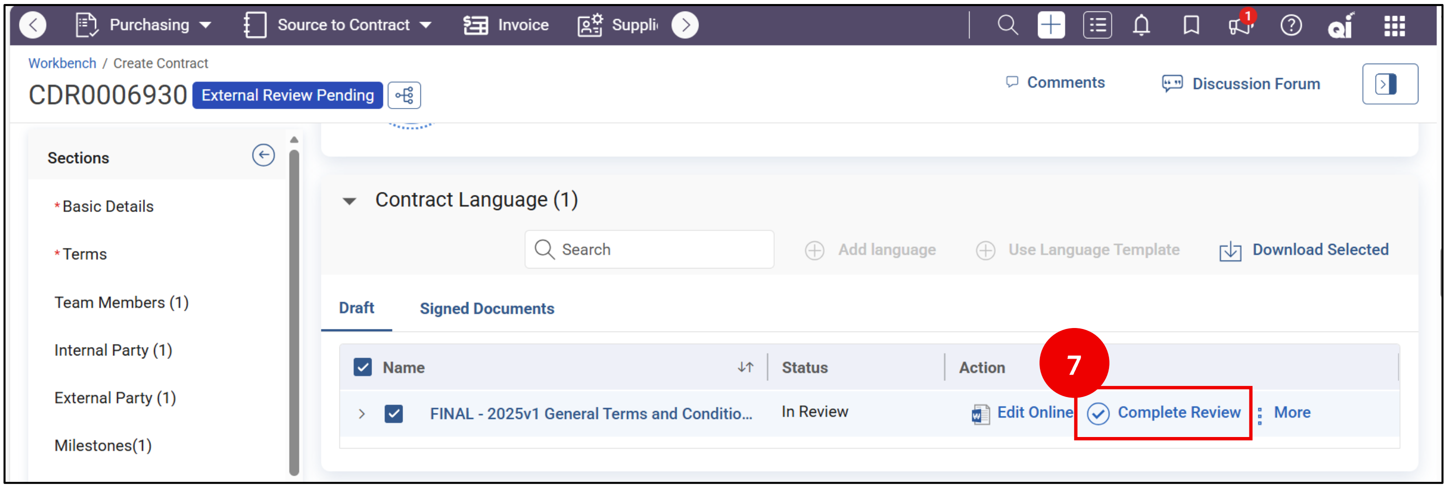
5. Select the **Editing** option to work on the document.



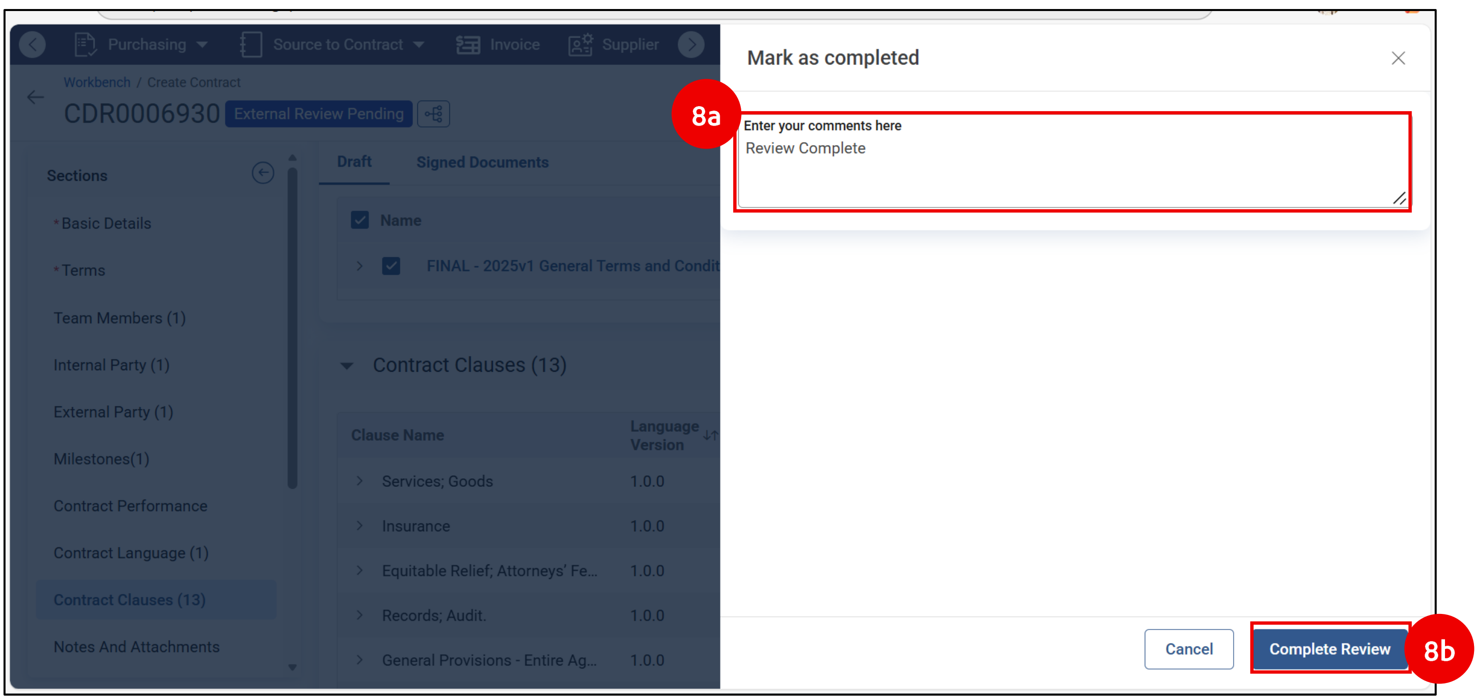
6. Review and redline the document. Once complete, click **Back to Contract** to navigate back to the contract document.



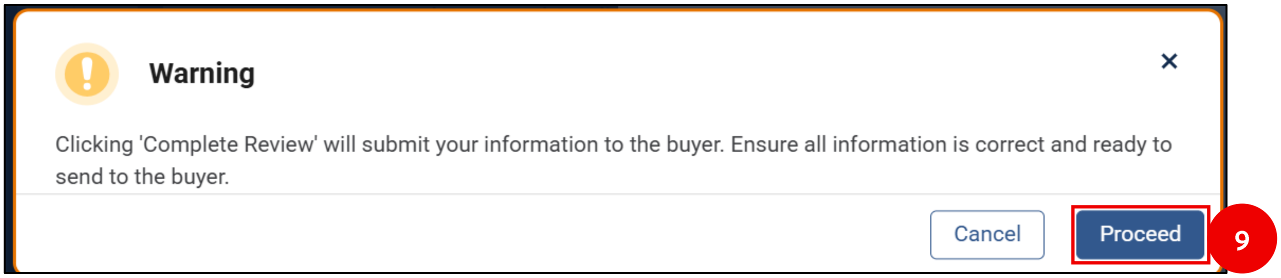
7. Click **Complete Review** to complete the review process.



8 Leave a comment (optional) (8a) and click **Complete Review** (8b) to complete the review process. The comment will be visible to the Adobe team.



9 In the pop-up window, click **Proceed** to submit the contract document.

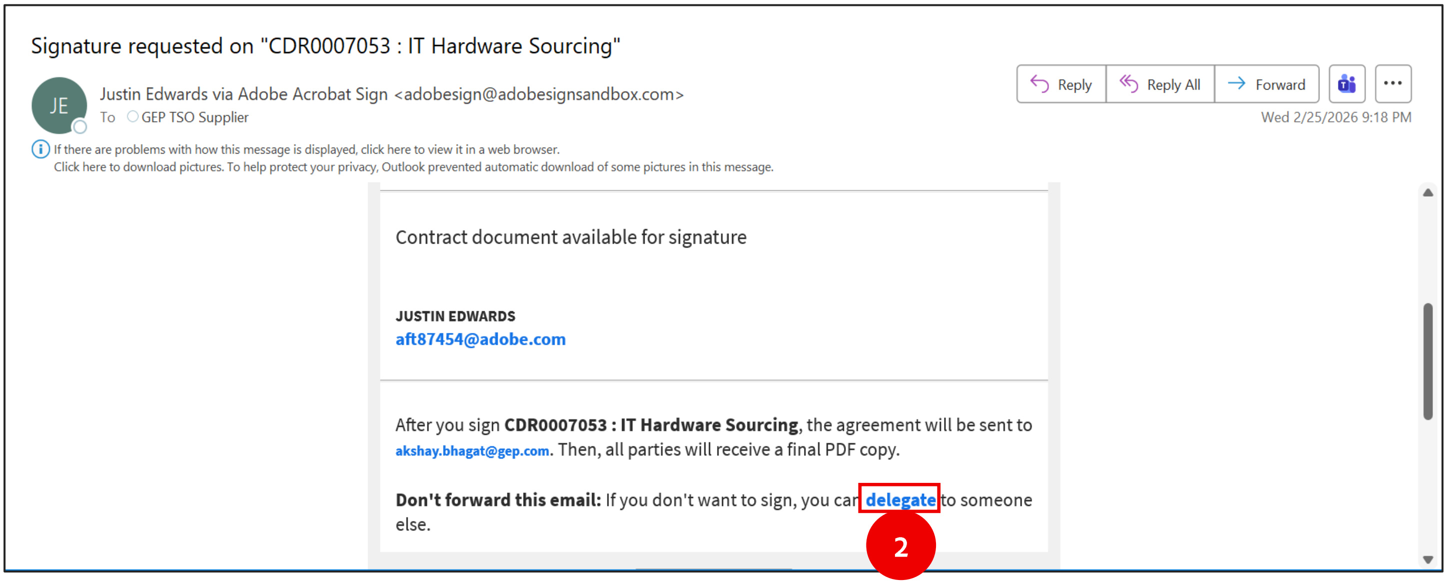


9.3 Responding to a Contract Signature Request

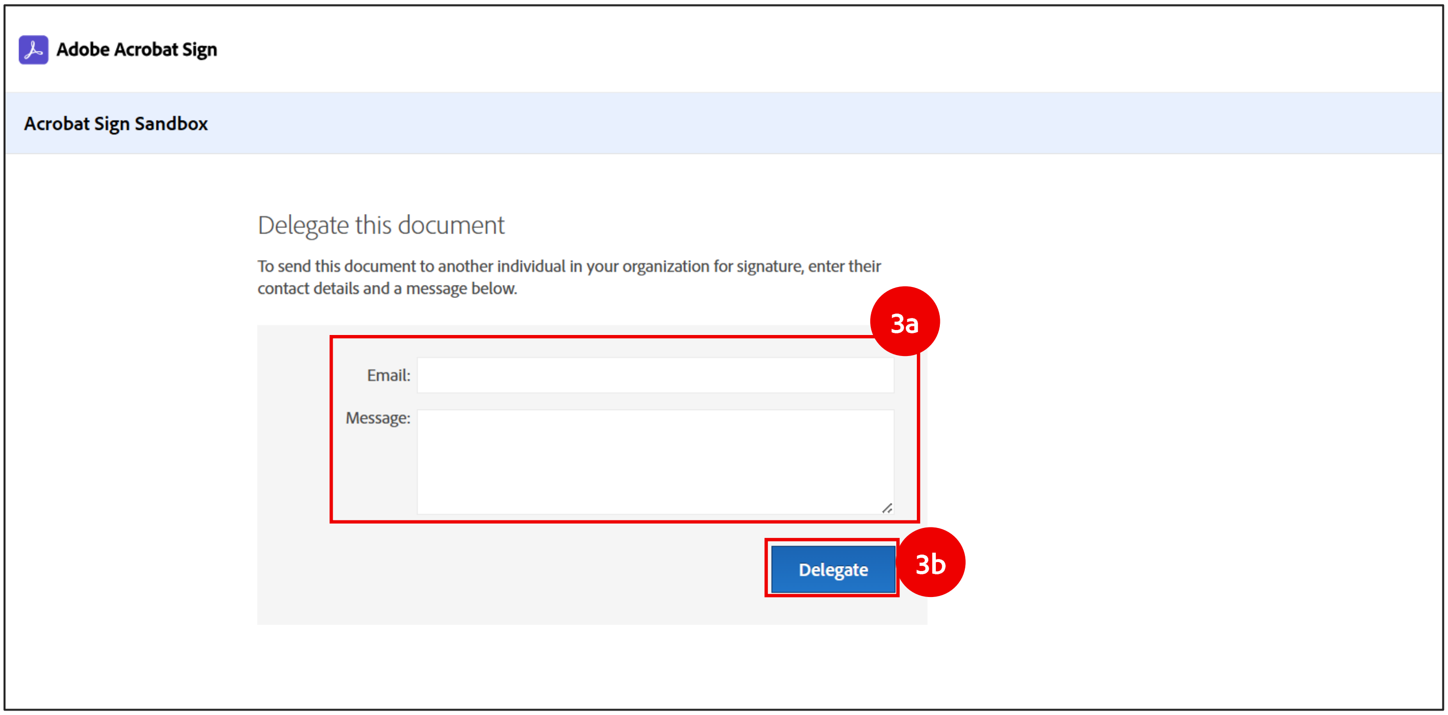
A **Contract Signature Request** will notify you that a contract is ready for signature and requires your review and action. Access the request to review the final contract document and complete the signature process.

1. The authorized signatory at your company will receive an email to review and sign a contract document.

2. Use the **Delegate** option when the notification needs to be sent to a different authorized signatory. Click **Delegate** to assign signing responsibility to another authorized delegate.



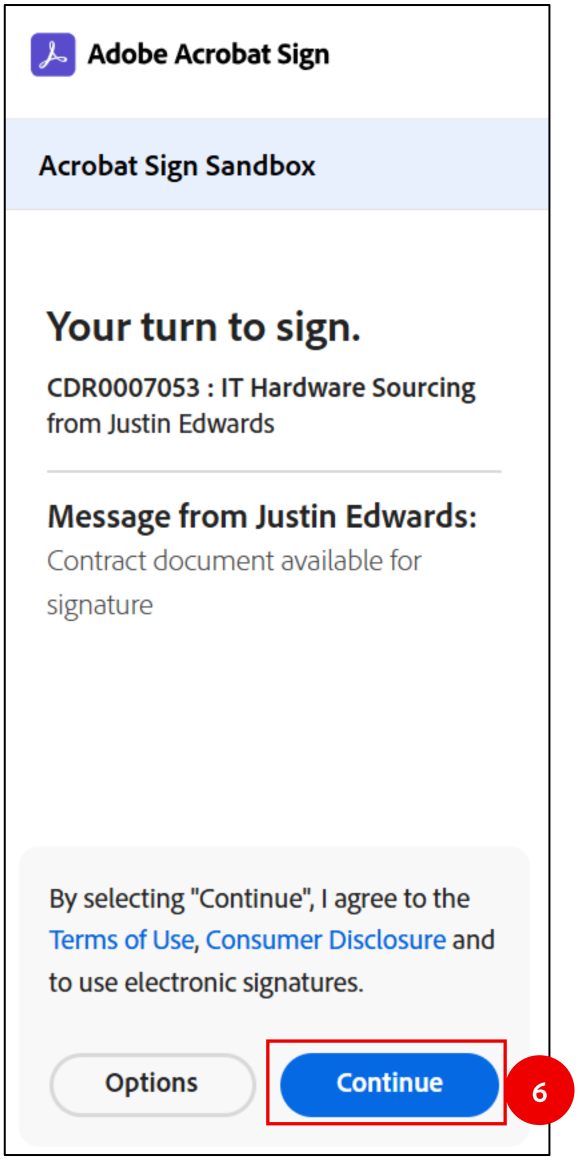
3. Enter the email address of the new authorized signatory and add a message(3a). Click **Delegate** (3b) to assign the document to the selected signatory.



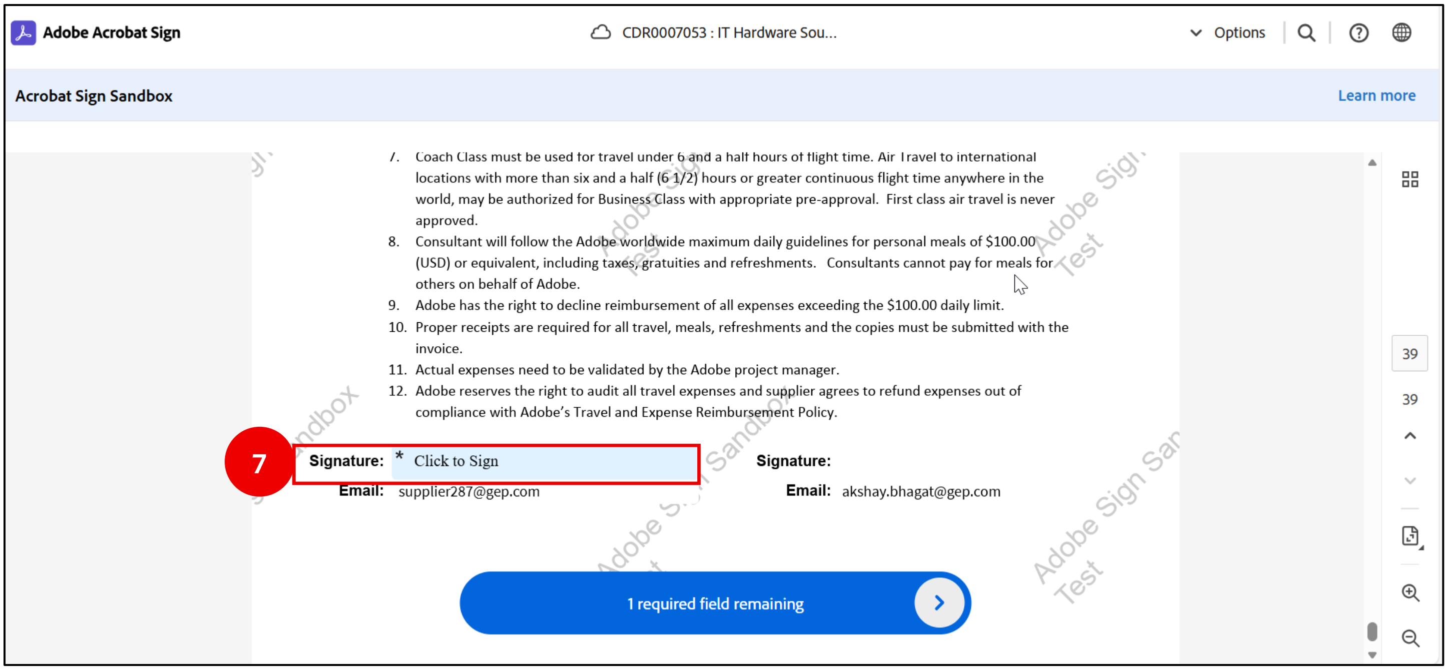
4. A confirmation notification will display to indicate that the e-signature request has been successfully delegated, and the email has been forwarded to the authorized signatory.

5. Click **Review and Sign** to initiate the signature process.

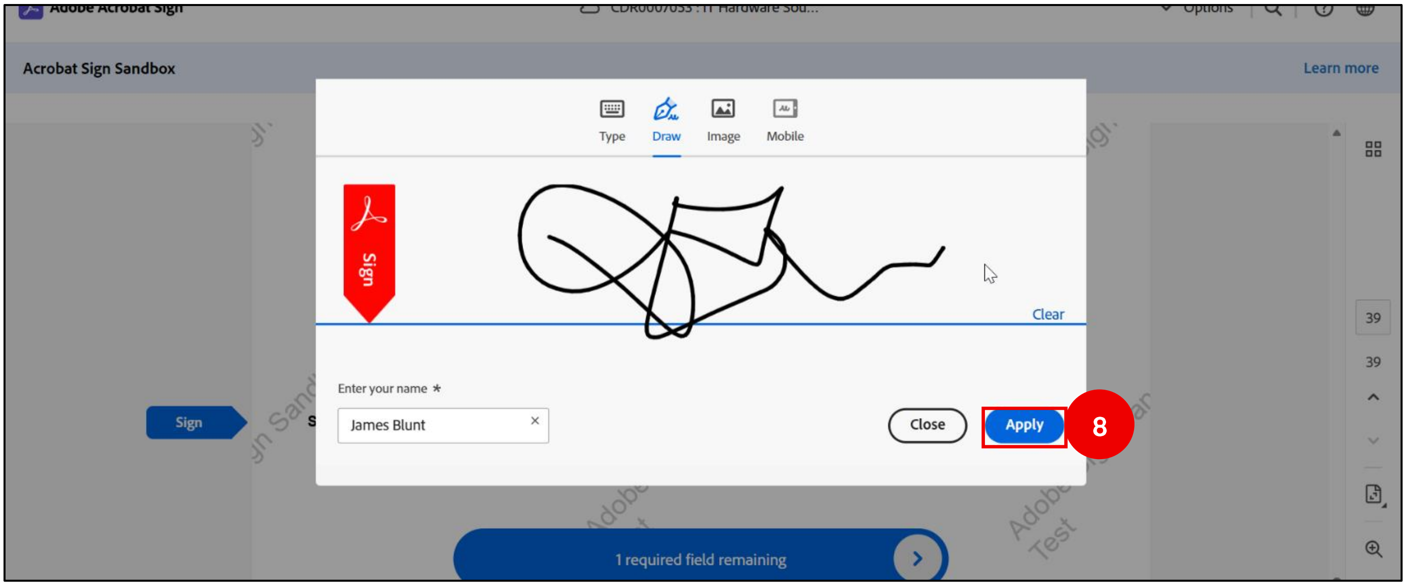
6. In **Doc Plus**, click **Continue** to initiate the signature process. The E-signature will be completed in **Adobe Acrobat Sign**.



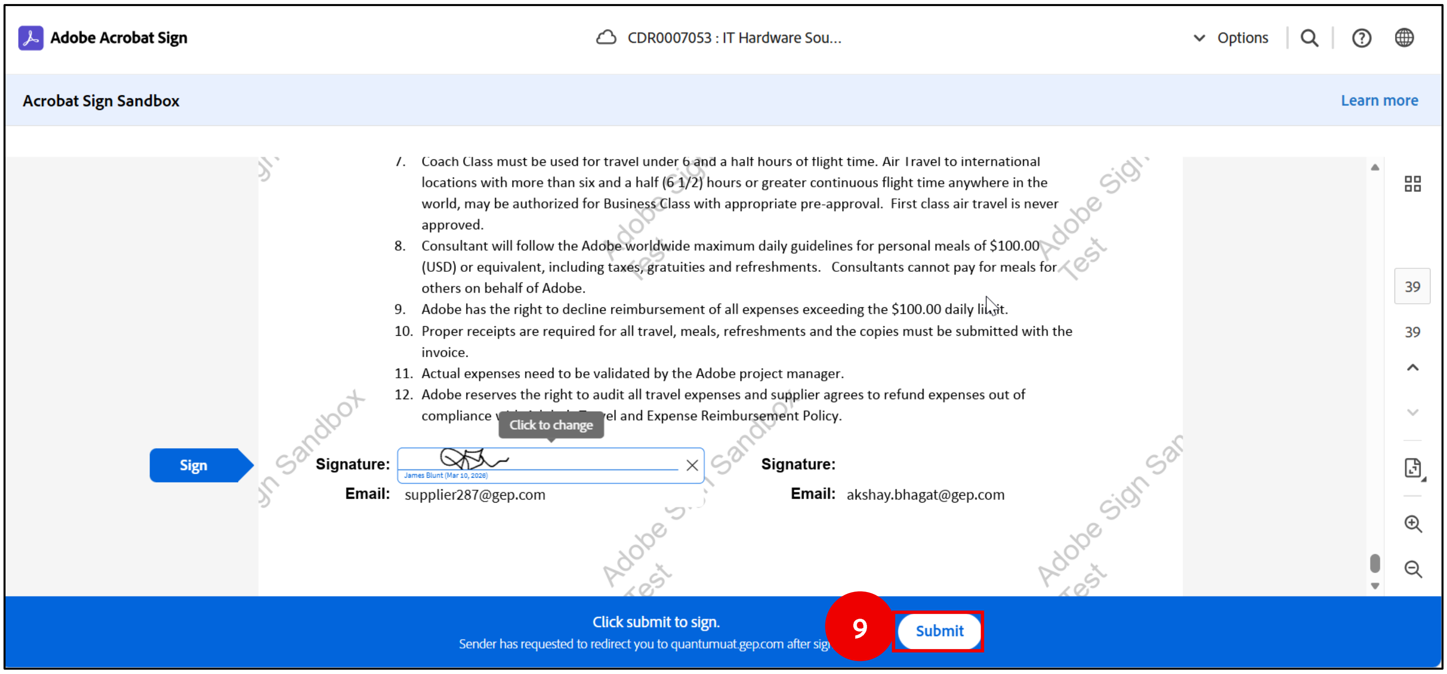
7. Click on the **E-signature** field to sign.



8. Enter your signature and click **Apply**.



9. Click **Submit** to complete the E-signature process.



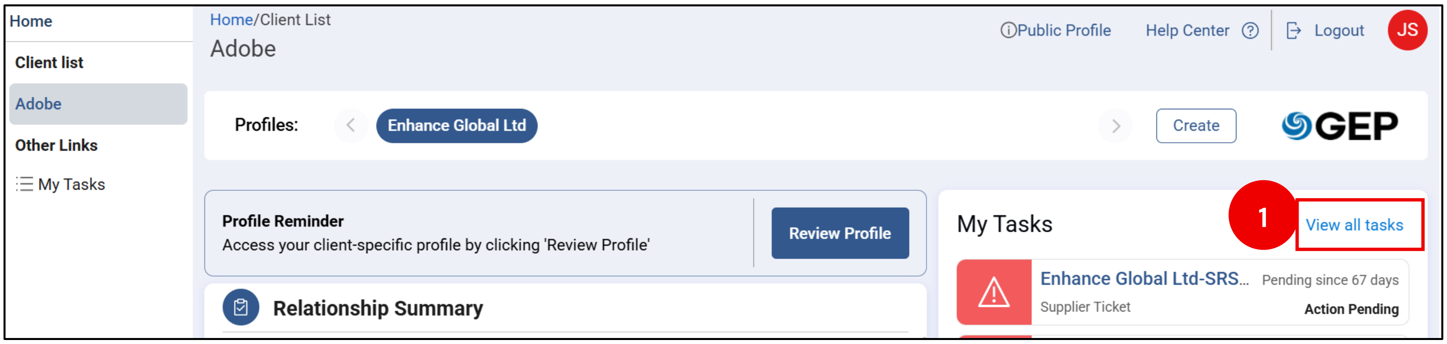
10 Ticket Management

The supplier ticket management process is designed to help address and resolve risk-related issues identified during **Risk Control Form Assessments**. When a control assessment outcome is marked as **Weak**, a ticket is automatically created to document the risk and assign ownership for risk treatment.

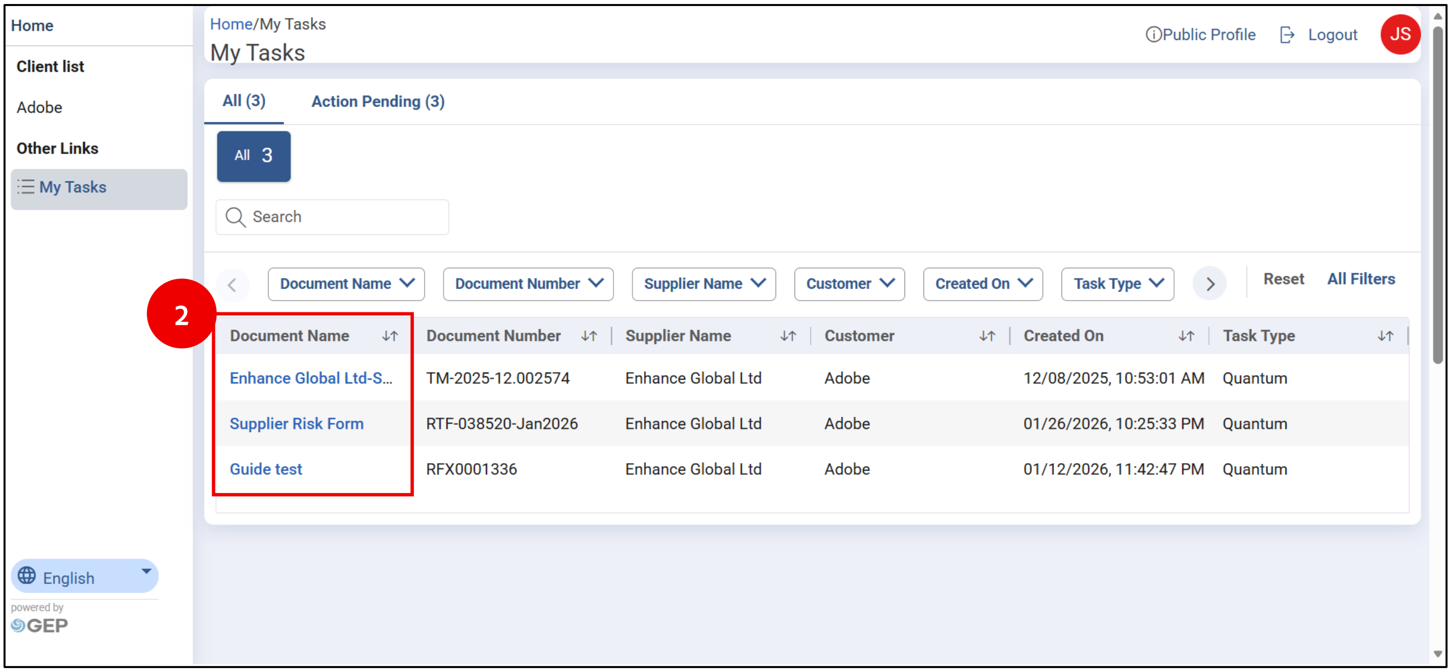
10.1 Supplier Ticket Management Workbench

The **Supplier Ticket Management Workbench** provides suppliers with a centralized view of all risk-related tickets raised against their engagement. It is used to review ticket details, track assigned actions or milestones, and submit updates or evidence required to resolve, remediate, or close identified risks.

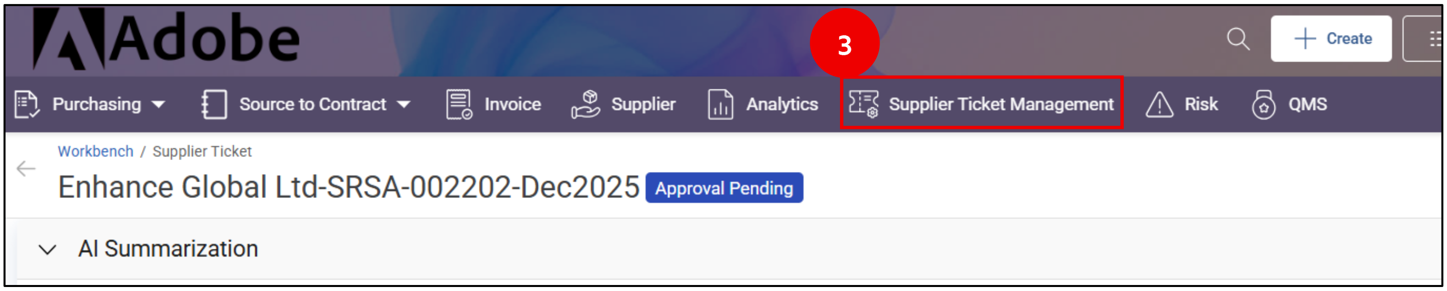
1. Click **View all tasks** hyperlink to view the task workbench.



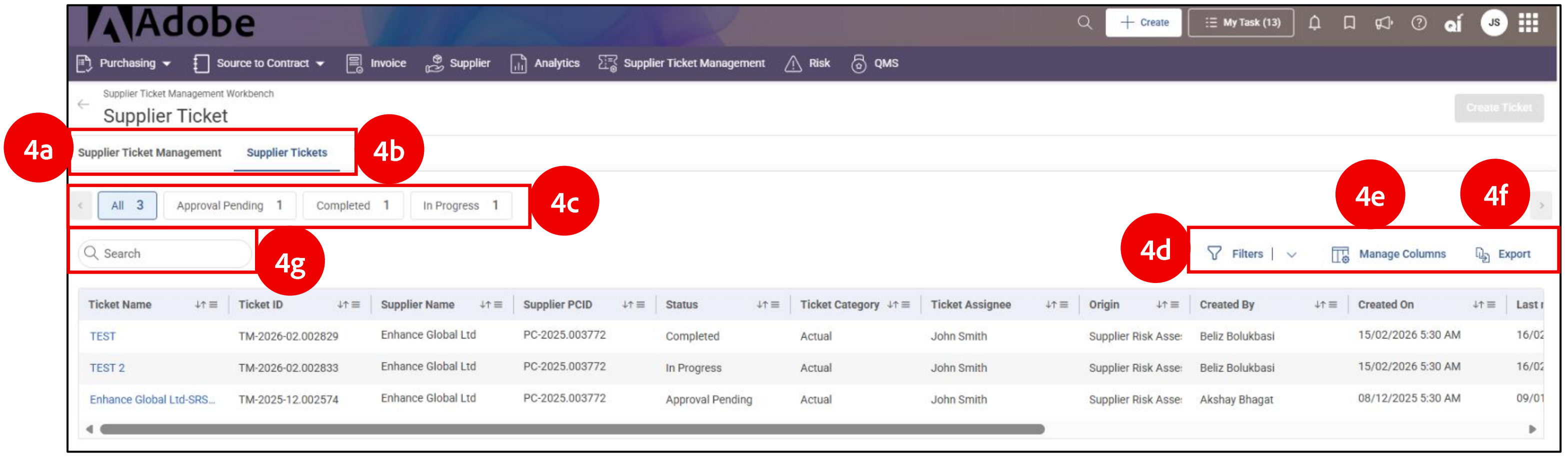
2. Click any of the **Document Name** hyperlinks to view the **GEP Landing Page**.



3. Click the **Supplier Ticket Management** module to view the workbench.



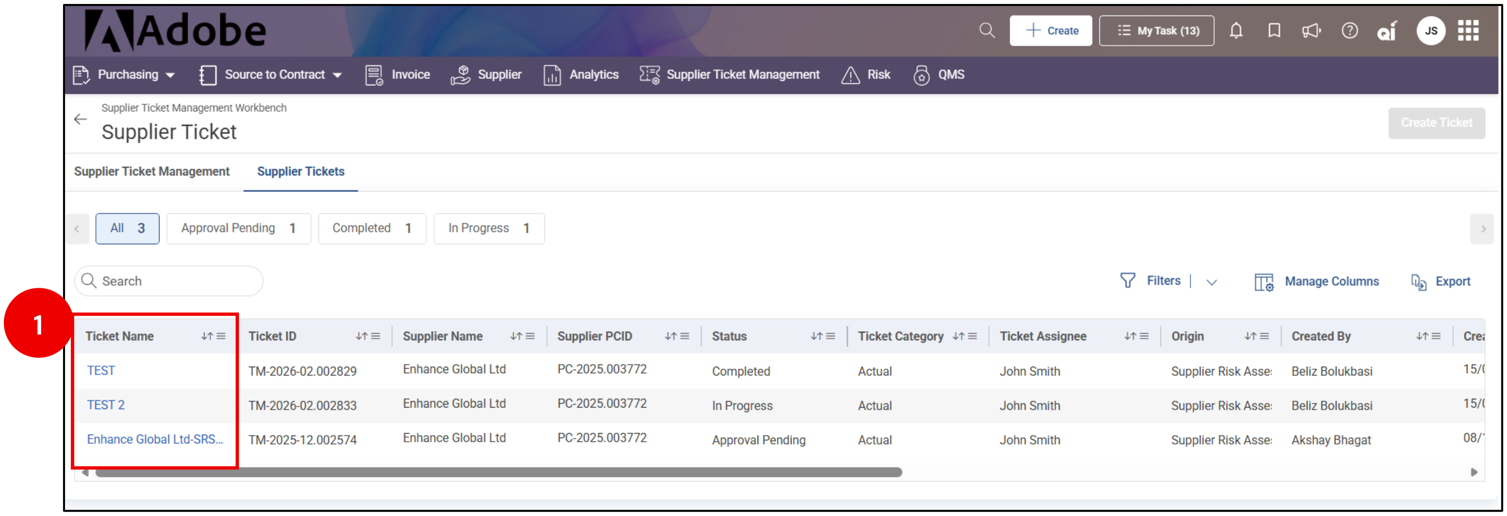
4. Find the following components on the **Supplier Ticket Management Workbench**:
    a. **Supplier Ticket Management**: Main module for managing tickets related to supplier risk and compliance issues.
    b. **Supplier Tickets**: Subsection that lists all tickets created for suppliers, including their details and status.
    c. **Status Cards**: Displays the status of the tickets assigned to the supplier. The supplier can filter tickets based on the selected status filter (e.g., click Approval Pending to view all tickets pending approval).
    d. **Filters**: Allows users to apply criteria to narrow down ticket results (e.g., by status, category).
    e. **Manage Columns**: Let users customize which columns are visible in the ticket list view.
    f. **Export**: Enables downloading ticket data for offline review or reporting purposes.
    g. **Search**: Allows users to quickly find specific tickets by entering keywords, ticket names, or IDs.



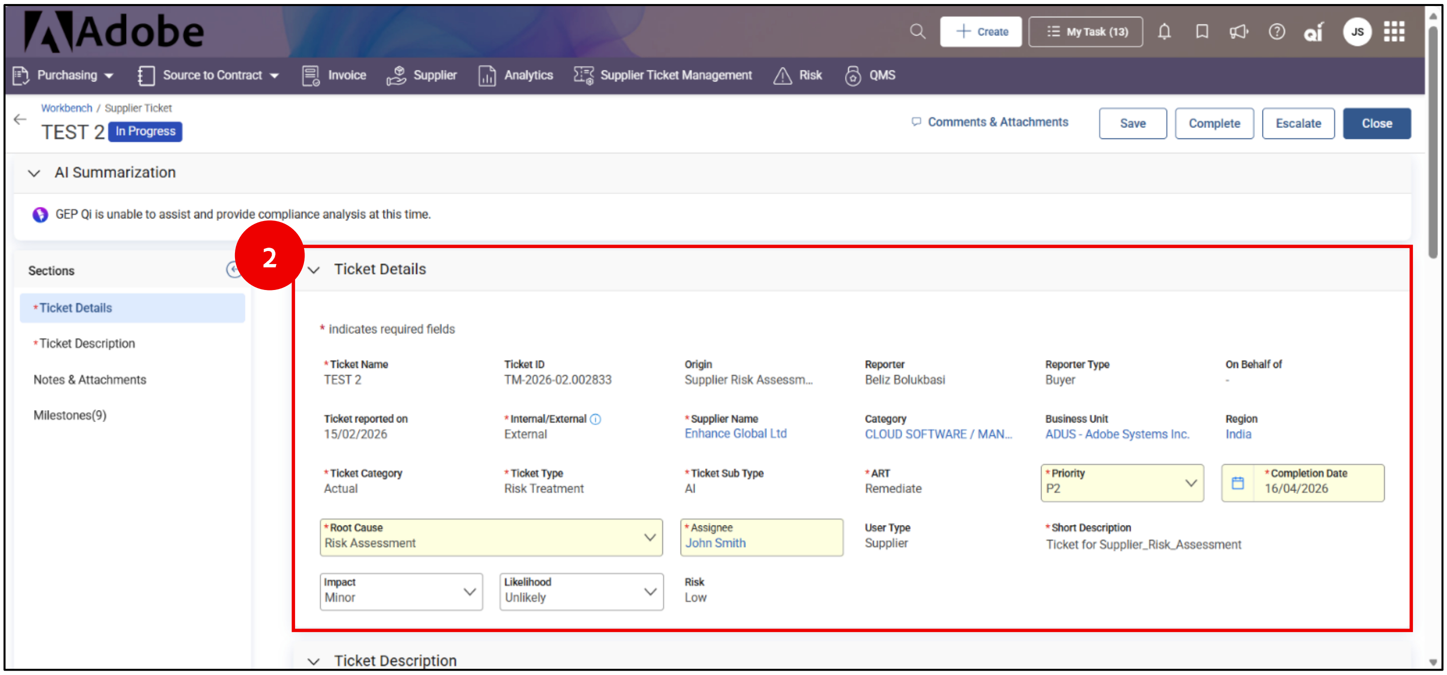
10.2 Action Assigned Tickets

Action Assigned Tickets allow suppliers to view and respond to tickets that have actions or milestones assigned to them. Suppliers use this section to review required actions, upload supporting evidence or comments, and update progress until the ticket is completed or closed.

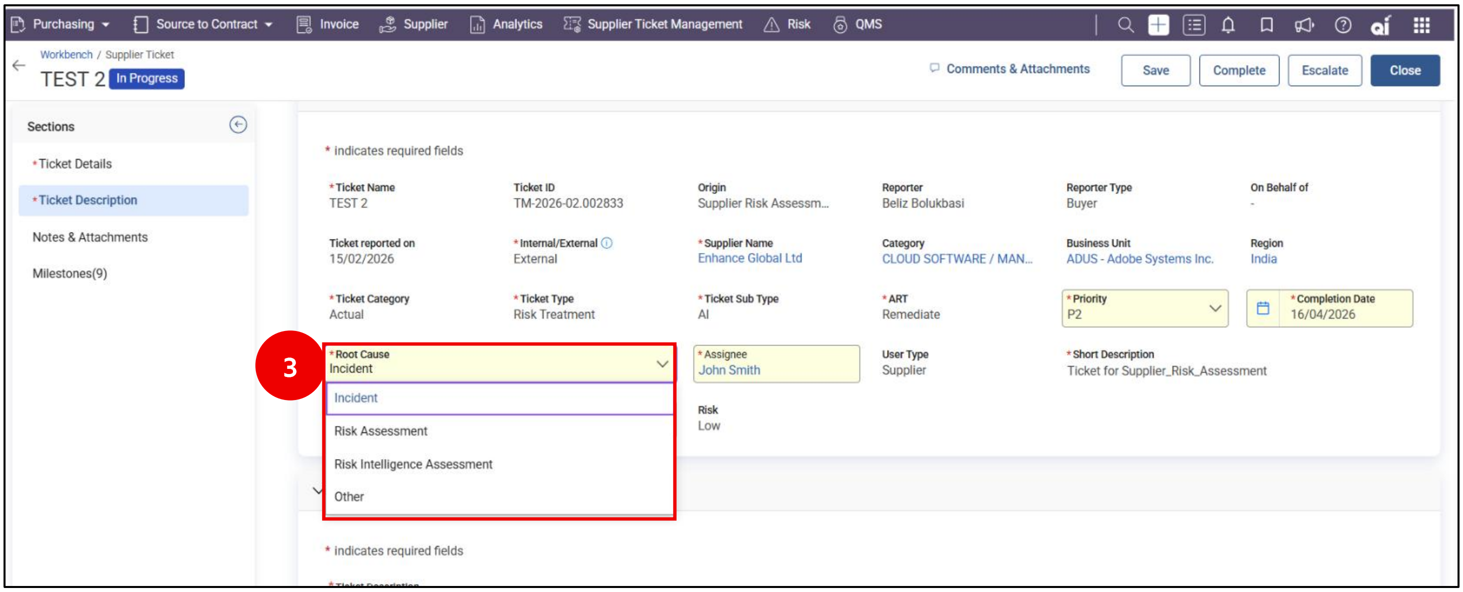
1. Click on the **Ticket Name** hyperlink to access the assigned ticket.



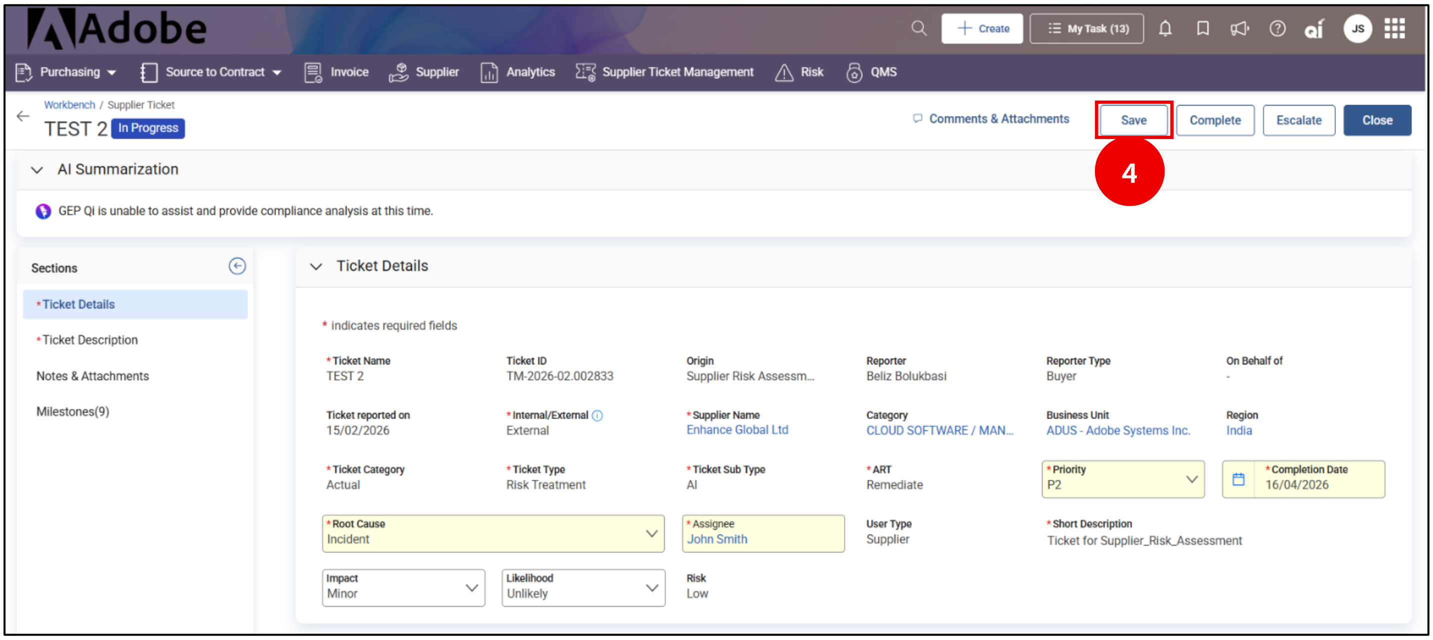
2. In the **Ticket Details** section, complete the mandatory fields (highlighted in yellow) to update the status of the ticket.



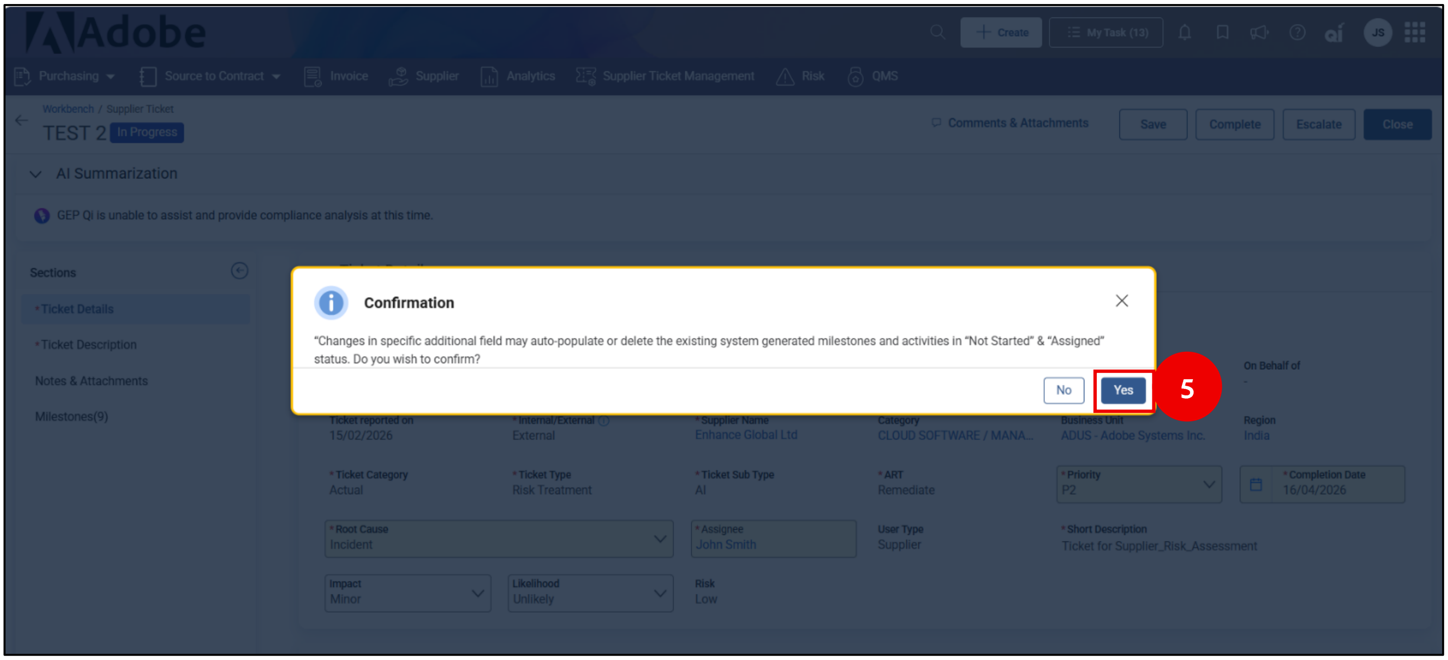
3. The **Root Cause** is required to categorize the issue correctly, enable accurate reporting and trend analysis, and ensure the ticket is routed and addressed using the appropriate resolution approach. In the example shown above, **Incident** is selected as the Root Cause, as the ticket relates to a quality issue being reported. Enter all mandatory details in the **Ticket Details** section and select an appropriate **Root Cause** from the drop-down.



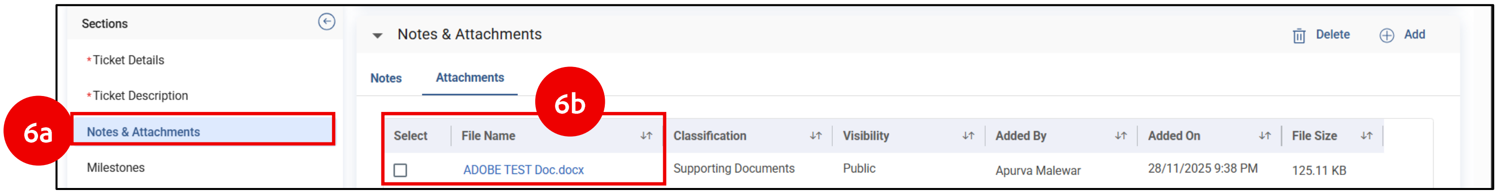
4. Click **Save** to trigger subsequent activities. These may include predefined milestones (such as Risk Review or Remediation Plan) and assigned activities (such as uploading supporting evidence, providing clarifications, or completing mitigation tasks) that must be completed to progress the ticket toward closure.



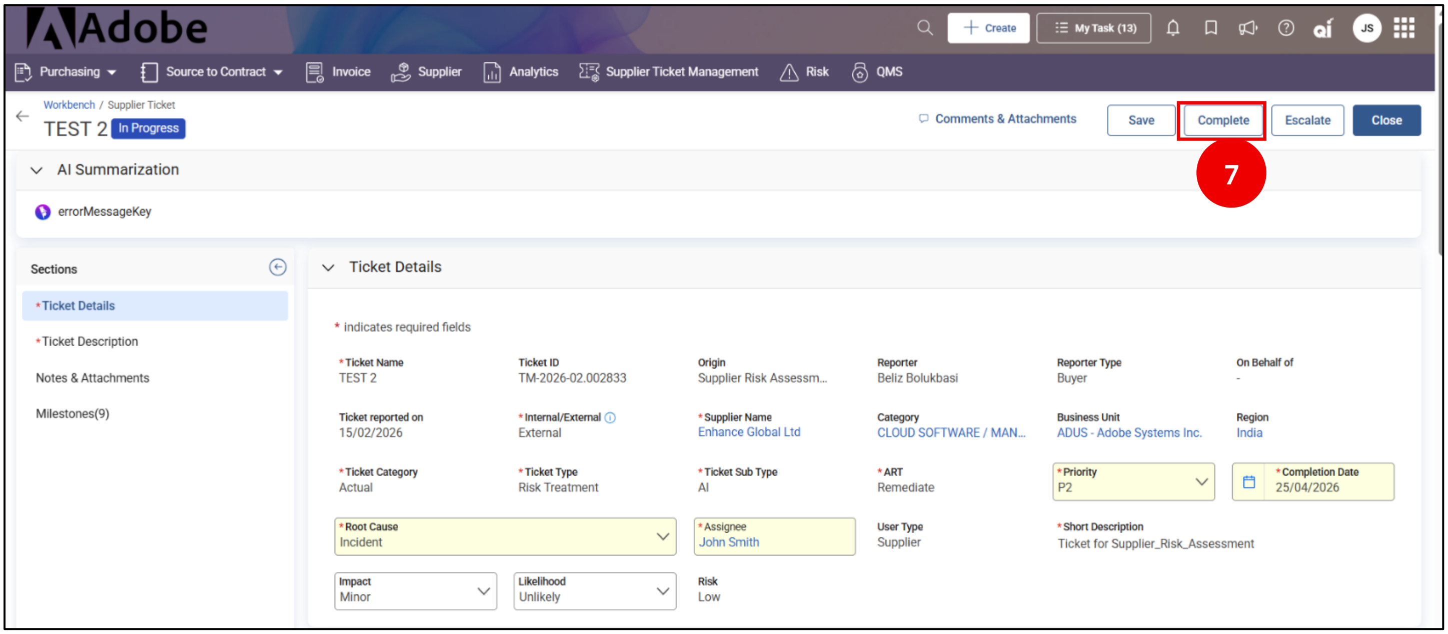
5. Click **Yes** to continue.



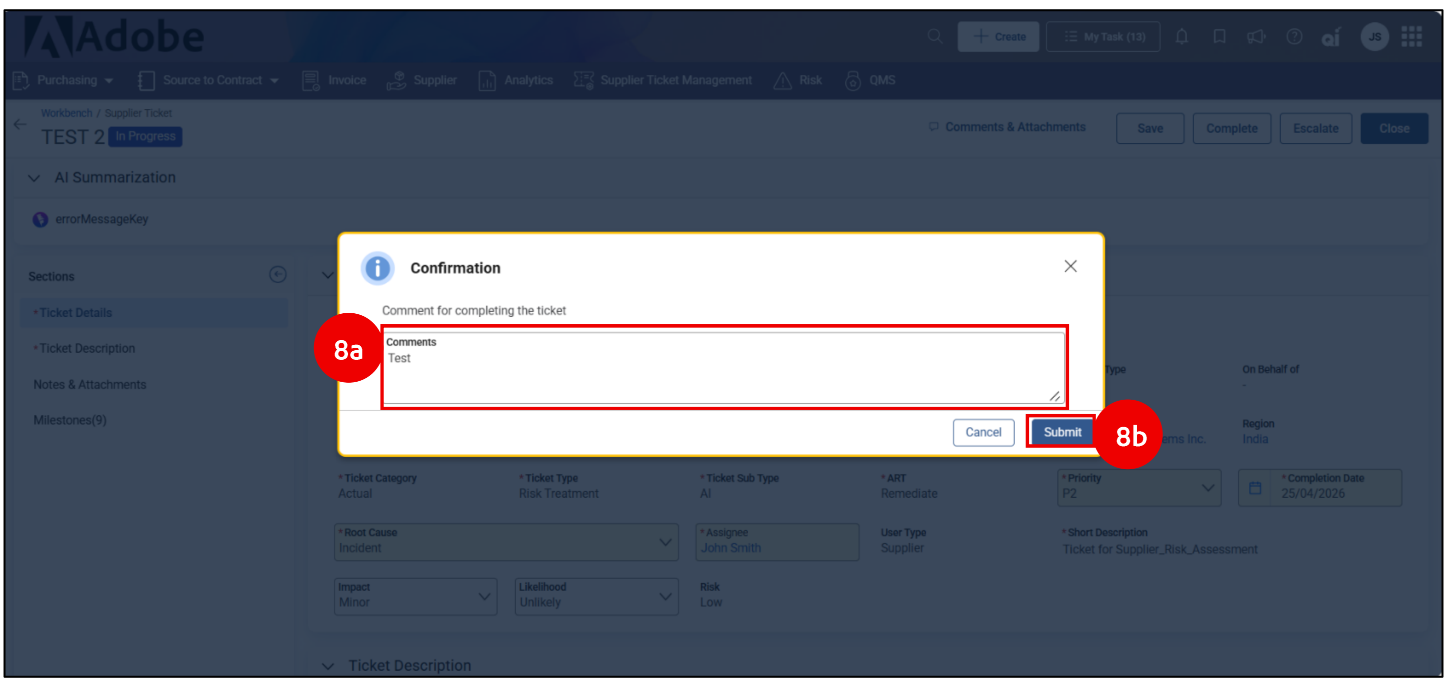
6. To view any reference documents saved by Adobe, click on the **Notes & Attachments** section (6a). Select a **File Name** hyperlink to open the document (6b).



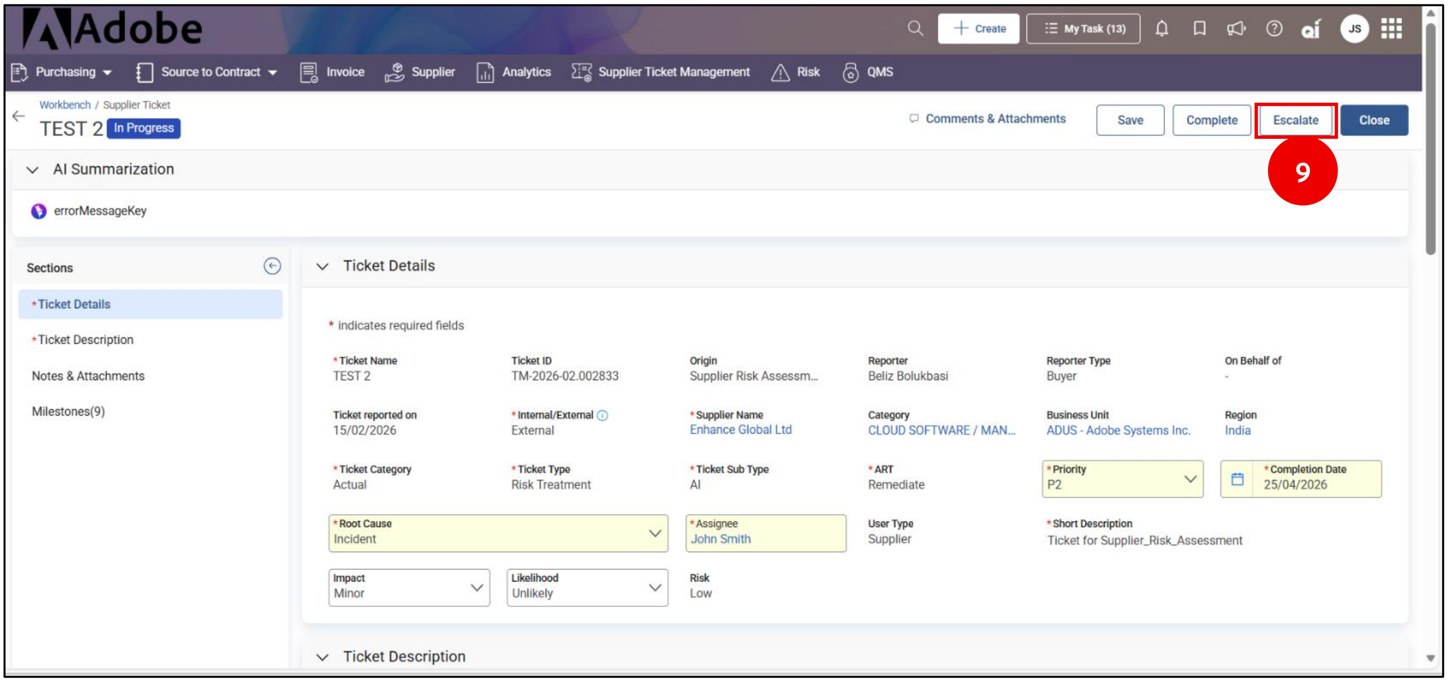
7. Once all activities and milestones are completed, click **Complete** to close the ticket and notify Adobe of all the changes made.



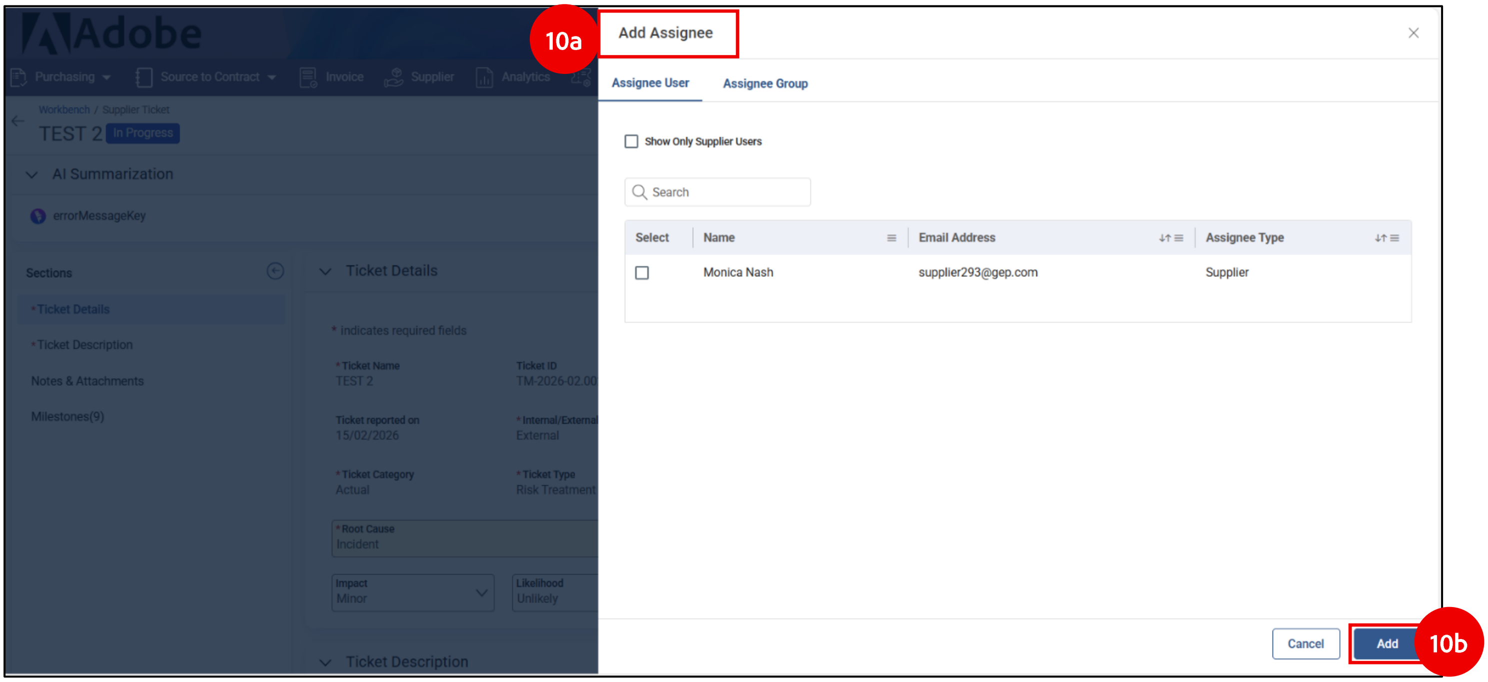
8. The **Comments** section can be utilized as a communication channel for comments related to ticket closure (8a). Click **Submit** to submit the ticket for approval (8b).



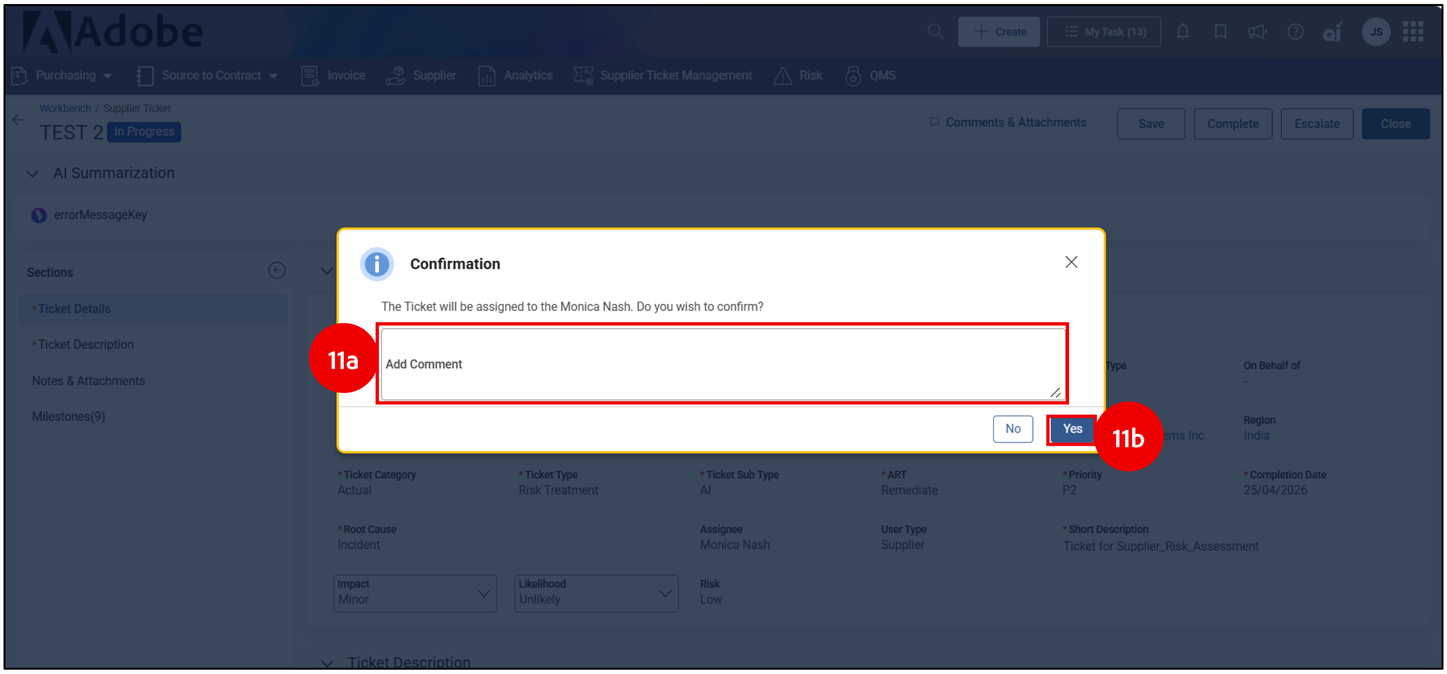
9. The **Escalate** option is available when an issue needs to be raised to a designated higher-level point of contact. This is typically used if the current assignee is unable to act, the ticket is delayed, or the due date is approaching, helping ensure the ticket is addressed within its defined resolution timeline.



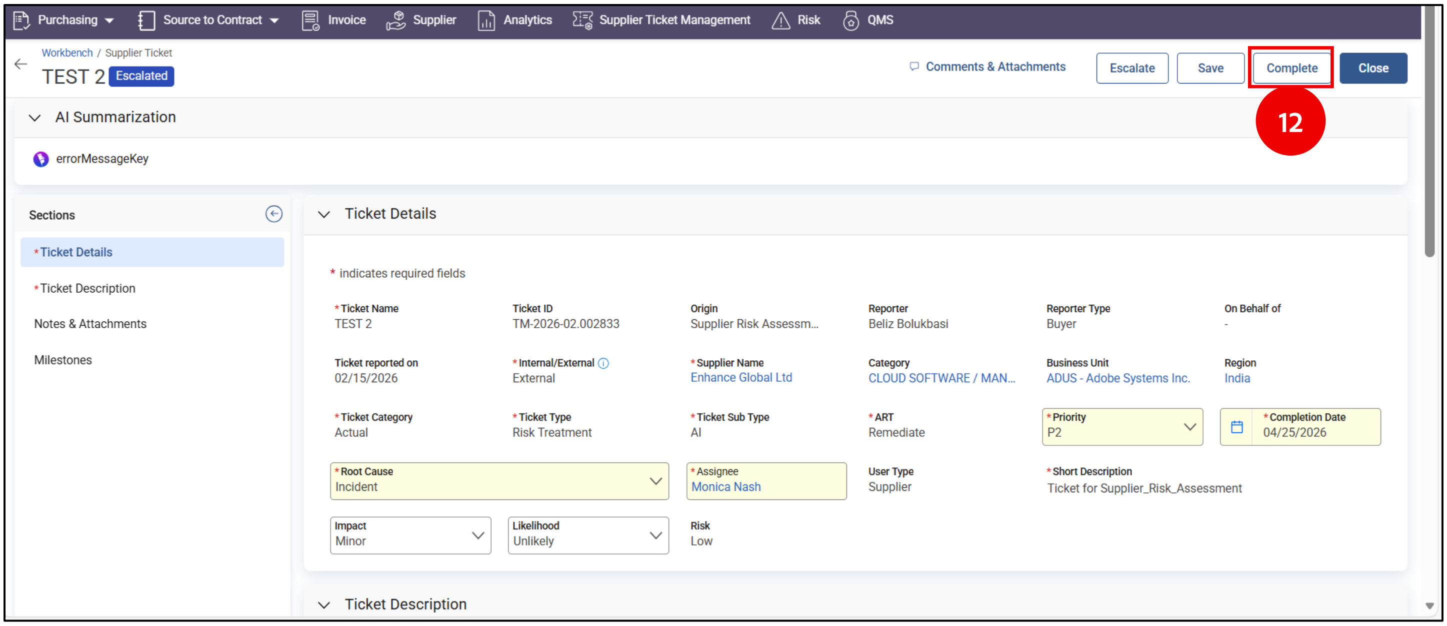
10. In the **Add Assignee** window (10a), select a point of contact from the available list and click **Add** (10b) to escalate the ticket. Adobe preconfigures the list of assignees, typically including relevant business owners, risk managers, or designated contacts responsible for resolving escalated issues.



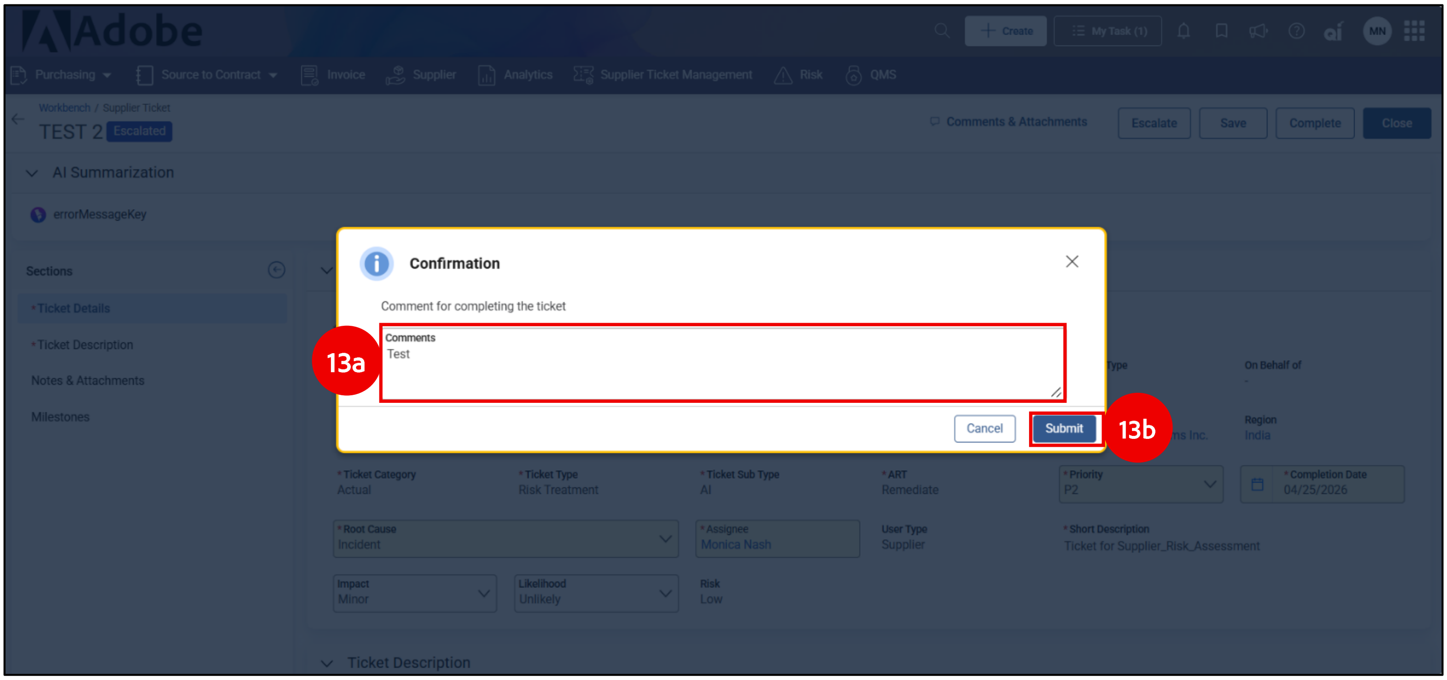
11. Enter the desired comment in the **Add Comment Description** field (11a). Click **Yes** (11b) to confirm the assignment.



12. Click the **Complete** button to mark the ticket as completed.



13. In scenarios where tickets are due for closure, add a comment in the **Comments** field (13a) and click **Submit** to proceed ahead to mark the ticket as completed. The ticket will be sent for approval. Once approved, the supplier manager will mark the ticket as closed.



11 Glossary

This section helps you understand key terms, acronyms, and system-specific terminology used throughout the platform.

Term	Definition
Associated Documents	Relevant documents like NDAs and contracts.
Banking Information	Banking details include SWIFT and IBAN.
Basic Details Section	Includes supplier's legal name and core system identifiers.
Business Information	Covers organizational type, size, revenue, and industry.
Contact Information	Primary and secondary contact details.
Contract	A legally binding agreement between Adobe and the supplier, managed through the GEP platform.
Control Forms (CF)	Due diligence forms are triggered based on risk, categories, or other parameters to facilitate the generation of residual risk.
Diverse Supplier	A supplier certified as minority-owned, women-owned, veteran-owned, etc.
Diversity & Certificates	Certifications and diversity categories.
GEP Registered Status	Status given once the supplier submits the registration form and creates a GEP Business Network login.
Identification Information	Government-issued identifiers like Tax ID or VAT.
Identified Status	Status assigned when a supplier is added to the system for the first time.
Inactive Status	Status indicating restricted access to all Adobe-related documents, set by Procurement.
Inherent Risk Questionnaire (IRQ)	A risk-identification questionnaire is triggered at the intake level to evaluate potential risks for the project.
Invited Status	Status is assigned after the registration form is sent to the supplier.
Notes and Attachments	Additional notes or classified uploads.
Offboarded	Status is assigned after a supplier is blocked, marking the end of a relationship type.
Onboarding: Do not use	Related to Inactive Suppliers.
Onboarding In Progress	Supplier is currently completing the onboarding workflow.

Onboarding Initiated	The onboarding process has been initiated for relationship type.
Onboarding Not Initiated	Onboarding is not triggered yet for the relationship type.
Onboarding Ready	Supplier onboarding has been approved by Procurement.
Onboarding Rejected	Onboarding has been rejected for the relationship type.
Payment Terms	Agreed-upon payment arrangements like Net 60.
Preferred Supplier	A supplier flagged as preferred for specific categories, business units, or regions.
Prohibited Status	A status that fully disqualifies a supplier from procurement; access to Adobe documents is restricted based on predefined keywords.
Quick Setup and Pay Supplier	Suppliers are eligible for streamlined onboarding and payment process for low-risk, low-value engagements.
RFx	Generic terms for Request for Information (RFI), Request for Proposal (RFP), or Request for Quotation (RFQ) events.
Scorecard	A structured evaluation tool for assessing supplier performance across key metrics.
Source Information	Captures sourcing origin, such as RFx or direct add.
Supplier Change Request	Workflow for updating supplier profile information (e.g., banking, tax, contacts).
Supplier Location	Headquarters or branch address information.
Supplier Offboarding	The process of formally ending a supplier relationship, including deactivation and removal from the system.
Supplier Onboarding	Tracks form submission and onboarding status.
Supplier Risk Form (SRF)	A risk-identification questionnaire to evaluate potential risks for the supplier within the project.
Team Member	Adobe users are associated with the supplier.
Third-Party Risk Management (TPRM)	The process of assessing and managing supplier risks includes completing risk questionnaires and conducting ongoing monitoring.
Ticket (Action Plans)	Tasks created to mitigate or accept risks identified during assessments.
Withholding Tax	Withholding tax setup details.

12 Need Help?

If you have any issues logging in, please email **support@gep.com**. For any other questions or support, please contact **purchase@adobe.com**.