

One | SCM

Supply Chain Management

Frequently Asked Questions - *SMART by GEP* Implementation

Updated July 7, 2020

System Information

1. Is use of this system required*?

- A. When registering, you will be asked to accept the GEP Terms and Conditions. If you do not agree to the Terms and Conditions, you can opt out of the software. However, opting out may result in a loss of Southern Company business. This system is the primary system for supplier information and will house all supplier data, including payment method, payment addresses, contacts, etc. Opting out of the use of the system may impact Southern Company's ability to issue timely payments to your company.

The Southern Company Terms of Use can be accessed [here](#).

2. When and how will I receive my login information?

- A. Login information was sent by email to contacts who existed in our previous system with an email address. The email was sent from "***@gep.com." If you received a notification that your company does not currently have an email address on file, you will need to provide your email address to G2SMARTGEPONBRD@southernco.com. Additional information may be requested for verification.

3. Who will be able to access my company's information?

- A. Anyone with an email address associated with your company in our current system will receive login information for the new system with access to your company's information. This will include any representatives who are listed as contacts for your company.

4. How can I update who has access to my company's information?

- A. Log in to the system and update the contacts for your company. In some cases, there will be outdated contacts on the record that you will need to remove. Once you have updated your contacts, the updates will be reviewed by the Southern Company Supplier Information group. When approved, the updated contacts will be integrated into the system.

5. Who can request changes to my company's information?

- A. Anyone with access to your company's record can request a change. The change will be reviewed by the Southern Company Supplier Information group before it is finalized. If the Southern Company Supplier Information group has

questions about the requested change, further information may be required.

6. **I don't have an email address currently. How do I gain access to SMART by GEP?**
 - A. You will need to provide an email address to G2SMARTGEPONBRD@southernco.com. Additional information may be requested for verification. The Southern Company Supplier Information group will add the email address to your company's record and the new contact will receive an email from "***@gep.com" containing the login information.
7. **Is there training information available?**
 - A. Yes, a [Quick Reference Guide](#) is located on the [Suppliers page](#) of the Southern Company website. Helpful information is also located within the SMART by GEP tool.
8. **I am a representative for multiple manufacturers. Can I have one login to the system?**
 - A. Yes, you will be able to set up multiple accounts. When you log in you will be able to select the company you want to represent. Note: Switching between accounts while logged in is not possible. You can only access different accounts by logging out, logging back in, and selecting the other account you want to access. A [Quick Reference Guide for Southern Company Manufacturer Representatives](#) is available on the Southern Company Suppliers page.
9. **Who do I contact if I have an issue logging in or technical issues with the system?**
 - A. If you have login issues or technical issues while using the system, please contact GEP via email at support@gep.com or by phone at one of the following numbers.

Region	Helpdesk Contact #
US	+1 732 428 1578
Europe	+42 022 598 6501
Asia	+91 22 6137 2148
Australia	+61 2 8518 1914
UK	+44 203 478 6123
Canada	+1-416-482-2900
China	+86-21-3115-9119 +86-21-3115-5061

Sourcing Information

1. **Will the online sourcing tool replace Southern Company Sourcing (Emptoris)?**
 - A. Yes. Southern Company has disabled the use of Southern Company Sourcing (Emptoris). Any new sourcing events will be conducted using SMART by GEP.

2. **Who from my company will receive notifications of an online sourcing event?**
 - A. The Southern Company buyer/agent for that sourcing event will choose the contact. The contact will receive an email notification when the event has opened.

3. **Who will be able to view and quote for sourcing events?**
 - A. Only those contacts who are invited to the sourcing event will be able to view and quote for that sourcing event.

4. **I don't have an email address. How will I be able to submit pricing for a sourcing event?**
 - A. An email address is required to submit a bid within the SMART by GEP sourcing system. Please submit an email address to G2SMARTGEPONBRD@southernco.com. Additional information may be requested for verification. The Southern Company Supplier Information group will add the email address to your company's record and the new contact will receive an email from "***@gep.com" containing the login information. Note: Mississippi-based companies should reach out to their Southern Company buyer/agent if you do not have an email address.

***No changes are being made to Southern Company Gas sourcing and supplier processes at this time.**

