Vendor Management System (VMS)

Frequent Questions

Luglio 2021

Vendor Management System - Frequent questions

Question

How should I apply for VMS access authorization?

Answer

You can request VMS access authorization by sending the request to the Mbx Sistemi di Procurement mailbox; the request must be accompanied by the form found at the address

https://eprocurement.eni.it/int_ita/Utenti-interni or https://eprocurement.eni.it/int_eng/Internal-users and explicitly approved by your manager; the only insertion in the "cc" of the manager is not considered sufficient.

Question

Why am I no longer able to log into VMS?

Answer

After 180 days of non-access to the application, the user is placed in Disable; you have to make a new authorization request by filling out the form found at the address https://eprocurement.eni.it/int_ita/Utenti-interni or https://eprocurement.eni.it/int_eng/Internal-users; the request must be explicitly approved by your manager and sent to the email box Mbx sistemi di Procurement; the only insertion in the "cc" of the manager is not considered sufficient.

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Question

Where can I find the manuals supporting the use of VMS?

Answer

If you belong to the Procurement professional family, you can find the documents at the links:

https://eprocurement.eni.it/int_ita/Utenti-interni/Sistemi-e-reporting/Vendor-Management-System or https://eprocurement.eni.it/int_eng/Internal-users/Systems-and-reporting/ Vendor-Management-System.

If you are a Requisitioner/ Contract Holder you can find the documents at the link:

https://eprocurement.eni.it/int_ita/Utenti-interni/Richiedenti/Manuali or https://eprocurement.eni.it/int_eng/Internal-users/Requester/Manuals.

Question

If I need support, who can I contact?

Answer

The VMS application support service is available at the telephone number + 39 02 520 3010 (internal number 3010), from Monday to Friday from 08:30 to 18:00 (CET); you can open alternativaly a request for assistance through the web channel https://servicemanager.eni.com/sm9/ess.do, always available.

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Question

Which browsers are supported by VMS? Can I also log in from mobile?

Answer

VMS only supports Internet Explorer. No, mobile access is not possible

Question

Can I change the contract data in VMS?

Answer

In VMS it is not possible to modify the data relating to the contracts sent to the VMS by the sourcing systems (SIA, GPS) interfaced with it; in this case, the contract must be reviewed on the sourcing system.

If neither SIA nor GPS are used, it is however possible to manually enter the header data of the contract in VMS; in this case it is also possible to carry out the relative modification.

Question

Why am I unable to view a contract of my competence in VMS for which I need to provide feedback?

Answer

Because you do not have the authorization for the Contract Holder Unit present on the Contract; you must request authorization using the standard methods by filling out the form found at https://eprocurement.eni.it/int_ita/Utenti-interni or https://eprocurement.eni.it/int_eng/Internal-users; the request must be explicitly approved by your manager and sent to the email box Mbx sistemi di Procurement; the only insertion in the "cc" of the manager is not considered sufficient.

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Question

Why can't I see a contract for which I have to submit a subcontract in VMS?

Answer

Because you do not have the authorization for the data cone (company code) on which the contract is attested; you must apply for authorization using the standard methods by filling out the form found at the address https://eprocurement.eni.it/int_ita/Utenti-interni or https://eprocurement.eni.it/int_eng/Internal-users;   the request must be explicitly approved by your manager and sent to the email box Mbx sistemi di Procurement; the only insertion in the "cc" of the manager is not considered sufficient.

Question

I launched a report and the system crashed: what can I do?

How can I avoid this situation?

Answer

You must ask for the intervention of IT support; you can call the telephone number + 39 02 520 3010 (internal number 3010), from Monday to Friday from 08:30 to 18:00 (CET / CEST); alternatively, you can open a request for assistance through the web channel https://servicemanager.eni.com/sm9/ess.do always available.