# Change Log

<table>
<thead>
<tr>
<th>Reason for Change</th>
<th>Version</th>
<th>Date</th>
<th>Paragraph(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Issue</td>
<td>1.0</td>
<td>01/03/2016</td>
<td>All</td>
</tr>
</tbody>
</table>
## INDEX

**INTRODUCTION** ................................................................................................. 3  
   Acronyms ........................................................................................................ 3  
   Document structure ....................................................................................... 3  
**GENERAL ESA-STAR REGISTRATION CONCEPTS** .......................... 4  
   System Overview and Users ........................................................................ 4  
   New Registration ............................................................................................ 6  
   How to register a new Legal Entity .............................................................. 6  
   How to claim SME status .............................................................................. 13  
   How to register a Business Unit ................................................................. 14  
   How to update the questionnaire ................................................................. 15  
   How to enter Bank Details .......................................................................... 16  
   How to register as External Entities ............................................................ 18
INTRODUCTION

This document is the Software User Manual (SUM) of the esa-star Registration module.

The purpose of this document is to function as explanatory manual for esa-star Registration users by providing the required guidelines and assistance to promptly use the system. It includes a detailed description of the operations to be performed in the esa-star Registration module.

Acronyms

This section contains the list of acronyms directly used in this document.

<table>
<thead>
<tr>
<th>ACRONYMS</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>BU</td>
<td>Business Unit</td>
</tr>
<tr>
<td>BUIA</td>
<td>Business Unit Information Administrator</td>
</tr>
<tr>
<td>CO</td>
<td>Contracts Officer</td>
</tr>
<tr>
<td>ECOS</td>
<td>ESA Costing Software</td>
</tr>
<tr>
<td>EIA</td>
<td>Entity Information Administrator</td>
</tr>
<tr>
<td>EMITS</td>
<td>Electronic Mail Invitation to Tender System</td>
</tr>
<tr>
<td>esa-p</td>
<td>ESA Procurement system</td>
</tr>
<tr>
<td>esa-star</td>
<td>ESA System for Tendering And Registration</td>
</tr>
<tr>
<td>ESA</td>
<td>European Space Agency</td>
</tr>
<tr>
<td>ET</td>
<td>e-Tendering</td>
</tr>
<tr>
<td>IITT</td>
<td>Intended Invitation To Tender</td>
</tr>
<tr>
<td>LE</td>
<td>Legal Entity</td>
</tr>
<tr>
<td>SME</td>
<td>Small and Medium Sized Enterprises. Reference to the SME definition.</td>
</tr>
<tr>
<td>URL</td>
<td>Uniform Resource Locator</td>
</tr>
</tbody>
</table>

Table 1 – Acronyms

Document structure

This document is organized in the following structure:

- Chapter 1 ‘Introduction’: contains the purpose and the scope of the document;
- Chapter 2 ‘General esa-star Registration Concepts’: contains the general concept of the applications and the procedures to follow to use the esa-star registration system.
GENERAL ESA-STAR REGISTRATION CONCEPTS

The esa-star Registration Solution is the ESA Corporate Application supporting the following processes:

- Registration of Legal Entities in the ESA corporate systems for tendering, purchase and financial tasks
- Collection and regular update of data provided by the registered entities used by ESA procurement, industrial policy and finance processes
- Registration and maintenance of entities users information, in order to grant them access to esa-star Registration, EMITS, esa-star Tendering module and ESA-P systems.

New functionalities implemented are totally integrated within the ESA Corporate Information System architecture.

System Overview and Users

The esa-star Registration System is made up of the two principal components:
1. esa-star Registration Public Web Site: this application allows to register a new entity in the ESA corporate systems for tendering, purchase and financial tasks.

2. esa-star Registration Internal Web Site: this application allows to update entity information as required and to maintain entities user account information, i.e. in order to grant entity users access to esa-star, EMITS and ESA-P systems

The esa-star Registration users are the following:

<table>
<thead>
<tr>
<th>ROLE</th>
<th>TYPE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entity Validator</td>
<td>ESA</td>
<td>ESA authority responsible of first registration approval. Approves questionnaires updated by entities and if needed directly updates questionnaires.</td>
</tr>
<tr>
<td>Financial Vendor Master Data Responsible</td>
<td>ESA</td>
<td>ESA authority for entity financial matters. Reviews and approves entity banking details to trigger bank account transfer to ESA-P, and manages accounting data of entities.</td>
</tr>
<tr>
<td>Guest</td>
<td>N/A</td>
<td>Can view the data in the public entities directory and request the registration of her/his own entity and/or business unit.</td>
</tr>
<tr>
<td>Entity Information Administrator</td>
<td>Legal Entity</td>
<td>The Entity Information Administrator is responsible to create and maintain the entity data, submits the questionnaire to ESA, accesses published Entity information, updates or requests user ids and contact points for the entity staff and defines their role, requests ESA to freeze his/her Entity, authorises creations of business units of the legal entity.</td>
</tr>
<tr>
<td>Business Unit Information Administrator</td>
<td>Business Unit</td>
<td>Once granted access by the EIA, has the same authorisations as the EIA in the context of the relevant business unit.</td>
</tr>
<tr>
<td>Role</td>
<td>Entity Type</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>---------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Entity Information Administrator Deputy</td>
<td>Legal Entity</td>
<td>The Entity Information Administrator Deputy has the same authorisations as the Entity Information Administrator.</td>
</tr>
<tr>
<td>Entity User</td>
<td>Entity (Legal or BU)</td>
<td>Authorised to view the published Entity Information and tender actions information in EMITS.</td>
</tr>
<tr>
<td>Bid Manager</td>
<td>Entity (Legal or BU)</td>
<td>Can request the creation of a Bidder Restricted Area in esa-star Tendering and submit offers. In EMITS: view and express interest for IITTs, view and download tenders documentation depending on the entity status and access rights.</td>
</tr>
<tr>
<td>Bank Details Administrator</td>
<td>Legal Entity</td>
<td>Entity Contact Point for financial and payment matters: has read access to the entity's data and can edit bank details information.</td>
</tr>
<tr>
<td>ESA-P Entity User</td>
<td>Legal Entity</td>
<td>Entity user authorised to access ESA-P. S/he can be assigned only if the entity is in Valid Full status</td>
</tr>
<tr>
<td>ECOS Responsible</td>
<td>Legal Entity</td>
<td>Entity Contact Point for ECOS matters.</td>
</tr>
</tbody>
</table>

esa-star Registration user interface is organised into the following components:

- **The Top navigation** menu contains links to external systems and provides support to the user (facility to contact IDHelp, esa-star Help)
- **The Quick Launch** menu contains the entries related to the esa-star Registration functionalities, providing access - for example - to the ESA Entities Directory
- **The Content Area** is the part of the screen that displays the content of the different functionalities selected by the user
- **The Footer** is the part that containing the esa-star Registration system version.
New Registration

You can access to esa-star Registration Public Web Site via the corresponding URL

https://esastar-emr.esa.sso.int

The ‘New Registration’ menu contains two links:

- ‘Start’
- ‘Resume’

You have to click on the link ‘Start’ if you are accessing for the first time the esa-star system and you want to register a legal entity as potential tenderer or if you want to register a new business unit which is part of an already registered legal entity.

You have to click on the link ‘Resume’ if you want to resume a suspended registration process. To do that, the Entity Information Administrator (EIA) needs to login using the email address used during the registration, the temporary code received by the system via email and the captcha shown on the ‘Resume’ screen.

If the EIA does not remember the temporary code, there is the possibility to regenerate it inserting the email, captcha and then clicking on the ‘Forgot Your Temporary Code?’ link: the system will send an email with a new temporary code to the EIA.

How to register a new Legal Entity

Legal Entity is any natural or legal person or public entity or group of persons and/or bodies which offers on the market, respectively, the delivery of supplies, products or services and which satisfies the eligibility criteria specified in Article 18 of the ESA Procurement Regulations and therefore is eligible to submit proposals to ESA.

If you identify yourself in this definition, you can register your legal entity in the esa-star system.
The registration process is organised as a wizard that guides the user step by step in the compilation of the questionnaire sections: based on the information you provide during the registration process, the registration may be *Light* or *Full*.

The following image shows what information to provide to a *Light Registration* and what for a *Full Registration*.

The first step of registration is to verify that the LE is not already registered: this check is necessary because an entity should not be registered more than once in the system.
When the legal entity already exists in the esa-star, there may be three cases:

1. **Legal Entity is in a valid status**: the user cannot register the LE but can register a related Business Unit in this case it is recommended to contact the corresponding EIA.
2. **Legal Entity is already in the registration process**: the system suggests you to resume a previous registration (if you are the EIA)
3. **Legal Entity is obsolete**: the system suggests you to contact the helpdesk.

The table below summarises all status of an entity and the actions on related system.

<table>
<thead>
<tr>
<th>Entity Status</th>
<th>esa-star</th>
<th>EMITS</th>
<th>ESA-P</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guest</td>
<td>The entity has not yet been registered for ESA, its data is in the temporary staging area of the esa-star system, waiting to be completed and submitted by the entity or approved by ESA.</td>
<td>The entity cannot access to the system.</td>
<td>The entity cannot access to the system.</td>
</tr>
<tr>
<td>Status</td>
<td>Description</td>
<td>Authorised Users</td>
<td>Entity Status</td>
</tr>
<tr>
<td>---------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Valid Partial</td>
<td>The light registration process is completed. Authorised users of the entity can update and submit the questionnaire. The entity bid managers can submit offers in esa-star.</td>
<td>Authorised users of the entity can access EMITS Tenders information and express interest.</td>
<td>The entity cannot be awarded with a contract as prime in esa-p.</td>
</tr>
<tr>
<td>Valid Full</td>
<td>The full registration process is completed. Authorised users of the entity can update and submit the questionnaire. The entity bid managers can submit offers in esa-star.</td>
<td>Authorised users of the entity can access EMITS Tenders information and express interest.</td>
<td>The entity can be awarded with a contract as prime in esa-p.</td>
</tr>
<tr>
<td>To be updated</td>
<td>Authorised users of the entity are required to update and re-submit the questionnaire on an annual basis. The entity bid managers can submit offers in esa-star.</td>
<td>Authorised users of the entity can access EMITS Tenders information and express interest.</td>
<td>The entity cannot be awarded with a contract as prime in esa-p</td>
</tr>
<tr>
<td>Blocked</td>
<td>All access to esa-star system by entity users is disabled, except for the access to the EIA and Deputy to update the questionnaire and submit it again to ESA.</td>
<td>All access to EMITS system by bid managers of entity is disabled.</td>
<td>The entity's status is set to &quot;Not Valid&quot; in esa-p, but there will be no impact on the on-going contracts.</td>
</tr>
<tr>
<td>Obsolete</td>
<td>All access to esa-star system by entity users is disabled.</td>
<td>All access to EMITS system by bid managers of entity is disabled.</td>
<td>The entity's status is set to &quot;Not Valid&quot; in esa-p, but there will be no impact on the on-going contracts.</td>
</tr>
</tbody>
</table>

If your LE does not exist in esa-star system, you can proceed with the registration wizard and the first section of questionnaire is shown. The structure of all sections of questionnaire is the following.
To get the temporary code for resuming the registration, you need to enter information about entity identification and EIA’s contact: the temporary code will be sent to EIA mail.

The sections that you have to enter for Light Registration are:

- **Entity Details**: description address, email.
- **Locations**: specifies all locations and facilities of LE. To add a facility: click on the ‘+’ icon and fill in the data in the pop-up screen.
- **Entity Type**: defines the type of legal person (Private or Public) and the entity category (Profit or Non Profit). Based on the selected values, it is possible to select a different entity type (company, research organisation, international organisation, etc.)
- **Financial and Staff Basics**: defines the end of accounting period of entity and the financial data of last two years. Financial data of last two years are mandatory according to:
1. Entity Registration Date
2. End of accounting period

In this phase of registration, if you are not in possession of the information, you can declare that now you don’t have this information and you commit to provide it as soon as possible.

When the last section is filled-in for Light Registration, an information summary is displayed and you can decide to submit the questionnaire for approval by ESA or proceed for full registration.

By this page, you can enter also the following additional information of your entity:

- **Previous Entity Name**: defines the old name of entity (if it exists)
- **Merge & acquisition, split and spin-off**: allows you to specify if the entity has been involved in some operations of merge, acquisition, split or spin-off with other entities.
- **Competences**: allows you to specify the products, technologies and activities of your entity.
- **Bank Details**: allows you to specify the bank accounts for your entity. For further details see below.

If you decide to submit the questionnaire, the request of approval is sent by mail to the Entity Validator and your questionnaire becomes accessible only in read mode.

The Entity Validator can

- **Approve your registration**: you will receive an email with the credentials to access to esa-star Registration Internal Application through following link
  
  `https://esastar-em.sso.esa.int`
• Reject your registration: you will receive an email with the reason of rejection and you can restart the registration process.
• Send back your registration in order to have some clarifications on the information: you will receive an email with comments on questionnaire. So, the questionnaire will be available again in edit mode and you’ll be able to update your information and resubmit it.

If you decide to proceed with full registration, all sections of questionnaire must be completed: for this reason, the system checks all sections, including sections already edited for light registration, and the wizard prompts you the first incomplete section.

The additional sections that you must complete for full registration are:

• **Shareholders**: defines all shareholders of the entity.  
  NOTE: The sum of percentage of shares of all shareholders must be 100%.

• **Contact**: defines the two main entity contacts.
  o If the entity type is company, you must insert *Chief Executive Officer* and *Chief Financial Officer*
  o If the entity type is different by company, you must insert *Head of Institution / Dean* and *Head of Administration*.
- **Other Financial Indicators and Staff**: defines other information of the last two financial years. Furthermore, you must upload the ‘Latest Approval Financial Statement’ file. The allowed file types are: pdf, doc, txt, png, gif, jpeg, ppt.

- **Compliance**: defines all statements for compliance with Article 18 of the ESA Procurement Regulations. You can select Yes or No for each statement of regulations.

When the last section is filled-in for Full Registration, an information summary is displayed and you can submit the questionnaire for approval by ESA (for further details see above).

**How to claim SME status**

During the process of registration, in Light Registration Summary or Full Registration Summary, you can claim the status of SME. The valid SME status will enable the entity to benefit from tendering and payment conditions for SMEs when so defined. The SME claim requires you to provide additional information to allow the entity validator to check and validate your SME status.
You can claim the status of SME only when your entity size is different than Large. Entity size is calculated on the basis of inserted financial and staff data. Once your SME status has been validated, you do not need to reclaim it on an annual basis. Your SME status will be reassessed by the entity validator based on the updated information on an annual basis (reference to SME definition).

**How to register a Business Unit**

A Business Unit is a part or segment of the Legal Entity, representing a specific functional or geographic area. It can be - for example - a Department, a Division or an Establishment. A Business Unit can have own bid manager users, allowed to create a bidder restricted area and post offers on behalf of the business unit. In case the offer is selected a contract is awarded to the legal entity.

If you identify yourself in this definition, you can register your business unit in the esa-star system.

The registration process is very simple and first step requires to select the legal entity.

When you have selected your legal entity, you have to enter the following:

- information for the identification of business unit (name, address and so on)
- information of the contact person (first name, last name, email and so on)
• captcha
Submitting the information, an email to EIA of your Legal Entity is sent for his approval.
The EIA can:
• Reject the request: the business unit goes to status Rejected and it is no longer available in the system.
• Accept the request: EIA must define a business unit information administrator. An email is sent to Entity Validator for approval by ESA.
The Entity Validator can:
• Approve your registration: an email to BUIA is sent with the credentials to access to esa-star Registration Internal Application by following link https://esastar-em.sso.esa.int
• Reject your registration: an email is sent to EIA and the business unit is no longer available in the system. The entity Validator can restore it: the BU returns in approval by legal entity and an email is sent to EIA.
• Send back your registration in order to have some clarifications on the information: the business unit returns in approval by legal entity and an email is sent to EIA.

How to update the questionnaire
ESA Procurement Regulations require entities to update their registration information annually. Failure to do so in a timely manner may result to setting entity status to Blocked and therefore access being denied to other than public part of the EMITS. To update questionnaire information, you must be the
EIA or Deputy. After the login to the [https://esastar-em.sso.esa.int](https://esastar-em.sso.esa.int) with the ESA Corporate Authentication credentials received by email, the home of your questionnaire is opened.

When you modify the data, you need to submit again the questionnaire for approval by ESA.

Updating of questionnaire depends on its status:

<table>
<thead>
<tr>
<th>Questionnaire Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>In preparation</td>
<td>The questionnaire is in edit mode. For registered Entity a copy is made from the published one and made available for modification. The published one remains available to all systems concerned (EMITS, ESA-P, esa-star Tendering etc.). Information is available only to the Entity and to ESA authorised users.</td>
</tr>
<tr>
<td>In Preparation by ESA</td>
<td>The questionnaire is in edit mode for ESA Validator and in read mode for the entity.</td>
</tr>
<tr>
<td>Submitted for validation</td>
<td>The questionnaire is under validation by ESA. Information is available only to the Entity and to ESA authorised users. The questionnaire is in edit mode for ESA Validator and in read mode for the entity.</td>
</tr>
<tr>
<td>Published</td>
<td>Questionnaire has been validated by ESA. A sub-set of Information is visible to all users in all concerned systems. Full Information is available only to the Entity and to ESA authorised users.</td>
</tr>
<tr>
<td>Sent back</td>
<td>The questionnaire is sent back by ESA validator to ask modification. The questionnaire is in edit mode for Entity and for ESA Validator.</td>
</tr>
<tr>
<td>Rejected</td>
<td>The Entity has been considered by the ESA Entity validator not eligible to do business with ESA. The questionnaire data is visible only to ESA selected users for reference. No Entity Code is assigned. No external users have access to this questionnaire.</td>
</tr>
</tbody>
</table>

When the accounting period of the entity expires, esa-star system automatically sets the entity status in *To Be Updated*. In this case, it is necessary update all financial data for the last year:

- Financial Basic and Staff
- Other Financial Indicators and Staff

When updating, you can also claim the SME status based on the updated data of questionnaire, if you have not done so in the past. After these changes, you have to submit again the questionnaire for approval by ESA.

**How to create, update or revoke a Bank Account**

Each entity can notify to ESA one or more Bank Accounts that are used in the context of the esa-p system. In particular, when a contract is awarded to an entity, in order to post an invoice it is mandatory to specify a Bank Account. The current procedure to enter, update or revoke Bank
Accounts is specified here http://esa-p-help.sso.esa.int/FAQ_for_Suppliers.pdf and foresees to send a fax template to the attention of ESA Finance Department.

This procedure is still valid and for the moment will not be substituted by the functionality present in the esa-star Registration system, however inserting the data in esa-star Registration system attaching the fax form sent through the official channel speed up the process due to the automatic notifications sent and the simplified checks performed by ESA Finance Department.

Entry and update of a bank account for the entity is allowed only to the Bank Detail Administrator. Opening the section ‘Bank Details’, the page with all bank accounts of the entity is presented in read mode: when you click on ‘Edit’ button, the page is displayed in edit mode.

You can submit the bank accounts one by one for approval by ESA Finance User.

The finance user can:

- Approve the bank account
- Send back

If you decide to submit a bank account, the request of approval is sent by mail to the Finance User and your bank account becomes accessible only in read mode.

The Finance User can:

- Approve the bank account: bank account becomes Published and you will receive an approval email with ESA comments.
- Send back the bank account to have some clarifications on the information: you will receive an email with comments on bank account. So, the questionnaire will be available again in edit mode and you’ll be able to update your information and resubmit it.
The editing of a single bank account depends on its status.

<table>
<thead>
<tr>
<th>Bank Account Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>In preparation</td>
<td>The bank account is in edit mode for bank account administrator of Legal Entity and for ESA Finance User.</td>
</tr>
<tr>
<td>In Preparation by ESA</td>
<td>The bank account is in edit mode for ESA Finance User and in read mode for the entity.</td>
</tr>
<tr>
<td>Submitted for validation</td>
<td>The bank account is under validation by ESA. Information is available only to the Entity and to ESA authorized users. The questionnaire is in edit mode for ESA Finance User and in read mode for the entity.</td>
</tr>
<tr>
<td>Published</td>
<td>The bank account has been validated by ESA. A sub-set of Information is visible to all users in all concerned systems. Full Information is available only to the Entity and to ESA authorised users.</td>
</tr>
<tr>
<td>Sent back</td>
<td>The bank account is sent back by ESA Finance User to ask modification. The bank account is in edit mode for Entity and for ESA Finance User.</td>
</tr>
</tbody>
</table>

**How to register as External Entities**

External Entity is a generic definition for Industry, Institute or Agency having consolidated relations with ESA.

Contracts awarded by External Entities can be related to activities financed by ESA or not. In particular the EMITS System allows:

- Prime contractors (and major sub-contractors), working for the Agency, to publish invitations to tender for procurements initiated by them in the context of ESA projects, on which they have the industrial responsibility;
- National Agencies to publish invitations to tender on behalf of ESA, or on programmes related to ESA (e.g. Arianne Programme);
- External Entities to publish invitations to tender for their own procurements.

If you want register your legal entity as an External Entity you must be the EIA or Deputy, login to the [https://esastar-em.sso.esa.int](https://esastar-em.sso.esa.int) with ESA Corporate Authentication credentials received by email: the home of your questionnaire is opened.

By clicking the quick launch menu ‘External Entities Registration’, registration form is opened.
When you submit the registration, an email is sent to External Entity Validator for approval.

The External Entity Validator can:

- Accept the request: an email is sent to Contract Officer for configuration.
- Reject the request but s/he can restore it later.

Only when the Contract Officer (or External Entity Validator if the Contract Officer is not yet available in the system) completes the configuration, an email is sent to the Entity Tender Administrator of your entity to inform him that the request has been accepted and that he will be contacted by Helpdesk once the entity is configured in EMITS System.