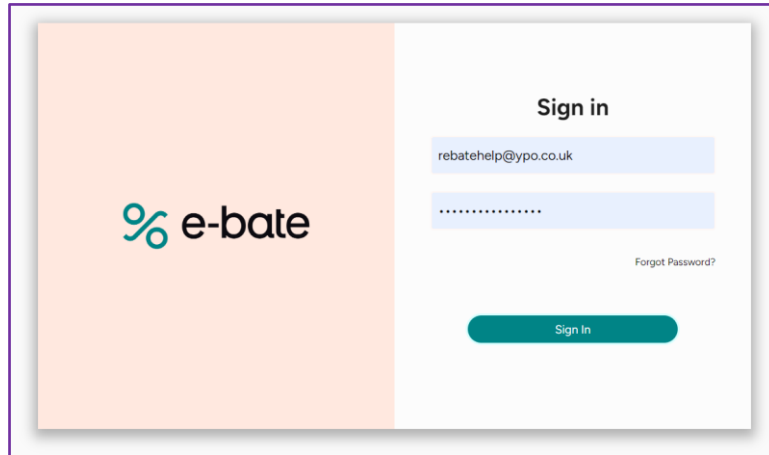


Accessing eBate

Website Address

eBate can be accessed at this website address:

<https://ypo.stg.e-bate.net/login>



A link to eBate is also available on the same page that you use to access the old spend portal (https://suppliersinfo.ypo.co.uk/supplier_rebate)

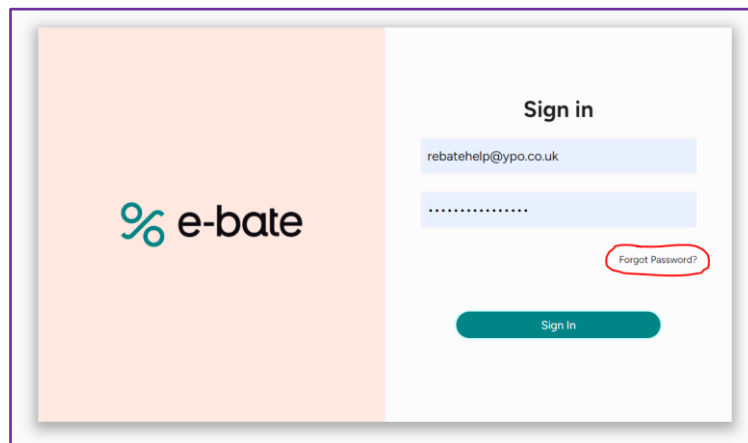
Login Details

YPO will need to set you up with an eBate account. Once we have set up your account, you'll receive an email from e-bate.net with a link to set up a password.

You can then use your email and password to login. Note that the email address is currently case-sensitive (this is due to change in approx. Feb 2024 as part of a software update) – emails should be entered in lower case.

Forgotten Password

If you had a password, but have forgotten it, click 'Forgot Password' button and the system will send you a link to reset it. You can also use this link if you want to change your password. The reset link will only be sent to the email address that's linked to your account.

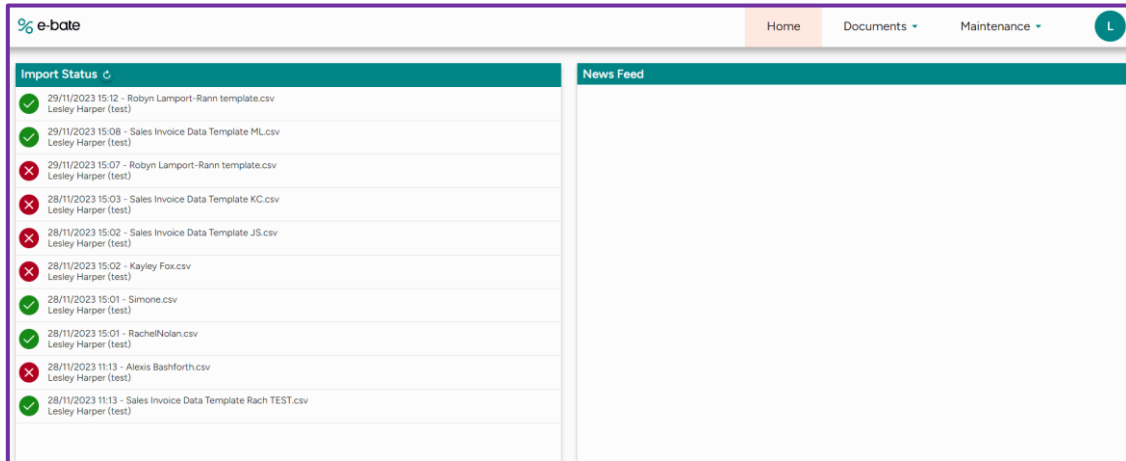


Updating your Email

If you need to update your email address, please contact the Category Team that manages the framework you are on (see below), as we will need to disable your account and set up a new one for you.

Basic Navigation

The eBate home screen looks like this:



Please access the **User Guide** in the Documents section for comprehensive guidance on how to use the system.

Need help?

If you need help, please contact the Category Team that manages the framework you are on. Contact details for each team are below:

Buildings, Highways & Construction	construction@ypo.co.uk
Catering	wfm@ypo.co.uk
Corporate & Financial Services	professionalservices@ypo.co.uk
Emergency Services	emergencyservices@ypo.co.uk
Energy	energy@ypo.co.uk
Facilities Management	facilitiesmanagement@ypo.co.uk
Fleet	fleet@ypo.co.uk
Food	ukfooddeal@ypo.co.uk
Furniture (Early Years)	furnitureenquiries@ypo.co.uk
Furniture (Office)	furnitureenquiries@ypo.co.uk
HR Services	hrsolutions@ypo.co.uk
HR Services (Apprenticeships only)	apprenticeships@ypo.co.uk
ICT	itservices@ypo.co.uk
Social Care	socialcare@ypo.co.uk
Sports	sports@ypo.co.uk