FAQ List

1. Supplier Registration and Account Management ................................................... 4
   Q1. When I try to create a new registration on the S4G Platform, I receive a message stating that my company is already registered. ................................................................. 4
   Q2. I concluded the registration of my company on the S4G Platform. However, whenever I try to access the platform I can only view the same questionnaires I viewed during registration. ................................................................................................................................. 4
   Q3. I have a doubt about the completion of a question in one of the prequalification questionnaires. ........................................................................................................... 5
   Q4. I completed the "Registration Data" questionnaire, clicked on the "Save" button but did not receive any registration confirmation. ............................................................................. 5
   Q5. I would like to know more about the supplier qualification process of the Galp Energia Group. ................................................................................................................ 5
   Q6. Does the S4G Platform have any cost of usage or fees? ........................................ 5
   Q7. Our Group has companies and/or representatives with different tax identification numbers that can supply or provide services to the Galp Energia Group. Can we associate all these companies and/or representatives in a single account? ........................................ 6
   Q8. I requested a temporary password through the Forgot your password? menu and the S4G Platform indicated that an e-mail message containing the password was sent. However, I have not received an e-mail containing that information. .......................................................... 6
   Q9. Upon requesting a new password through the Forgot your password? menu, it is indicated that "The username or e-mail address that you entered is not valid. Please check and try again" ...................................................................................................................................... 6
   Q10. How can I change my account access password? .................................................. 7
   Q11. How can I add multiple Users to my company's account? .................................... 7
   Q12. I received an alert requesting that I update the prequalification questionnaires and/or procurement categories of my company but I cannot find them on the S4G Platform. ........................................................................... 8

2. Management of Requests for Quotation (RFQ) and Requests for Information (RFI) .. 10
   Q1. I received an e-mail from the S4G Platform with an invitation to participate in a Request for Quotation (RFQ) or Request for Information (RFI) but I never accessed my company's restricted area. ......................................................... 10
   Q2. I received an invitation to participate in a Request for Quotation (RFQ) or Request for Information (RFI) but I cannot find the details of that request. ......................................................... 10
Q3. I need to ask a question related to a Request for Quotation (RFQ) or Request for Information (RFI) to which my company was invited but I do not have a direct contact of someone from Galp Energia that I can use. ................................................................. 11

Q4. There are elements of my company that must receive the automatic communications of invitations for Requests for Quotation (RFQ) or Requests for Information (RFI) but that are not associated to the S4G Platform. ................................................................. 11

Q5. Although there are multiple registrations with different tax identification numbers, all the invitations for a Request for Quotation (RFQ) or Request for Information (RFI) are managed by the same people regardless of the company that the invitations are sent to. How can we receive all the communications sent to all the companies? ................................................................. 11

Q6. Do I have to regularly access the S4G Platform to check if my company was invited to a Request for Quotation (RFQ) or Request for Information (RFI) or will I receive some type of alert? ........................................................................................................ 12

Q7. When I reply to a tender will my proposal be viewed by all the invited tenderers or only by Galp Energia? ......................................................................................................................... 12

3. Management of Orders by Catalogue ......................................................................................... 13

Q1. Galp Energia previously used a different materials supply management by catalogue platform. Will the catalogues we had on that platform be available on the S4G Platform? .... 13

Q2. I received an e-mail from the S4G Platform with a Purchase Order but I have never accessed my company’s restricted area........................................................................................................ 13

Q3. I received a Purchase Order but I cannot find that information on the S4G Platform. .... 13

Q4. I noticed that the Purchase Order contains unusual or unclear items. How can I clarify this type of issues with the Requesting area of Galp Energia?......................................................... 14

Q5. I received a Purchase Order but I am unable to send all the items or all the quantities requested of an item within the defined deadline. How do I proceed? ................................. 14

Q6. The quantities requested or the total value of the Purchase Order are less than the minimum values agreed with Galp Energia, which represent additional costs. Is the Requesting Area informed that the order can have additional costs? ........................................ 14

Q7. I need to include a new item in the Catalogue or update prices. How do I proceed? ........ 14

Q8. The Catalogue that we have contracted with Galp Energia includes hundreds of lines and the Purchase Orders usually include various lines. Do the Purchase Orders include our material codes for easier dispatch analysis and management? .................................................... 15

Q9. We have information systems to manage orders in our company. Can we integrate the Purchase Orders of the S4G Platform directly with our system? .................................................... 15

Q10. The delivery date of some items of the Order Note has been exceeded. How do I proceed? ........................................................................................................................................................................ 15
Q11. The Purchase Order received does not indicate the reference of the proposal or the RFQ code.
1. Supplier Registration and Account Management

Q1. When I try to create a new registration on the S4G Platform, I receive a message stating that my company is already registered.

A1. This message appears when there is an entity with the same tax identification number already registered on the S4G Platform. This situation may arise due to various reasons:

- Your entity was migrated onto the S4G Platform based on the existing information on the Galp Energia Group Suppliers database during the implementation phase;
- An element of your entity has already registered the company;
- There was an error in the typing of the tax identification number of your entity, which coincided with another entity’s number.

If you entered the tax identification number of your entity correctly, you must contact the S4G Platform Helpdesk service whose contacts are available on the login page of the S4G Platform.

The Helpdesk technicians will be able to identify the status of the registration of your entity and what action to take.

You must never create a new registration by adapting the information of the tax identification number (by not entering the ISO country code, for example), since that registration will not become active and you will not have access to the functionalities of the S4G Platform.

Q2. I concluded the registration of my company on the S4G Platform. However, whenever I try to access the platform I can only view the same questionnaires I viewed during registration.

A2. After registration, it is vital that you complete all the pre-qualification questionnaires on the S4G Platform. In the Supplier Qualification menu you can view more details on the supplier qualification process for the Galp Energia Group.

Galp Energia will subsequently analyse the information completed and will decide on the activation of your account. When your account is activated, you will receive an automatic alert containing that information and a new temporary password that is generated for security purposes.

Until then, you will only have a limited view of the S4G Platform. We thus ask for your cooperation in completing all the questionnaires.
Q3. I have a doubt about the completion of a question in one of the prequalification questionnaires.

A3. If you have any doubts about the completion of the prequalification questionnaires or selection of procurement categories you should send an e-mail to S4G.fornecedores@galpenergia.com, indicating the name and tax identification number of your entity and give a description of the issue.

Your issue will be subsequently analysed and an e-mail reply will be sent.

Please note that doubts about the registration process or about the use of the platform must be clarified by the Helpdesk service whose contacts are available on the access page of the S4G Platform.

Q4. I completed the “Registration Data” questionnaire, clicked on the “Save” button but did not receive any registration confirmation.

A4. After completing and saving the "Registration Data" questionnaire with the general information of your entity and the User details (Account Manager or "Super-User"), you will receive an automatic confirmation e-mail with a temporary access password.

After accessing the S4G Platform for the first time with that temporary password, you will be requested to define a new password.

If you do not receive that e-mail, check the following steps, only proceeding to the following if you still do not receive the e-mail:

1. Confirm that the e-mail address you entered in the Used Details section is correct;
2. Wait 10 minutes and update your inbox;
3. Check that you receive other e-mails correctly in your e-mail account, to rule out any anomaly that may be affecting your e-mail reception.

If these steps don’t work, you must contact the Helpdesk service, whose contacts are available on the access page of the S4G Platform.

There can be a technical problem in sending the automatic e-mails or there can be a filter in your servers that may be blocking e-mails sent from the Platform.

Q5. I would like to know more about the supplier qualification process of the Galp Energia Group.

A5. You can find information on the Galp Energia Group supplier qualification process on the access page of the S4G Platform.

This information is available in the Supplier Qualification menu.

Q6. Does the S4G Platform have any cost of usage or fees?

A6. No. The S4G Platform has no costs of usage.
Q7. Our Group has companies and/or representatives with different tax identification numbers that can supply or provide services to the Galp Energia Group. Can we associate all these companies and/or representatives in a single account?

A7. No. The S4G Platform requires that there be a registration of each entity for each tax identification number.

If you intend to add more entities you will have to create a different registration for each tax identification number, even if the company name is the same.

Q8. I requested a temporary password through the Forgot your password? menu and the S4G Platform indicated that an e-mail message containing the password was sent. However, I have not received an e-mail containing that information.

A8. After requesting a new password you will receive an automatic e-mail from the S4G Platform containing a temporary access password to use in your first-time access. After this first-time access, you will be asked to define a new password.

If you do not receive this e-mail, check the following steps, only proceeding to the following if you still do not receive the e-mail:

1. Confirm that the e-mail address you indicated when requesting a new password corresponds to the e-mail address in which you received a communication from Galp Energia or an automatic alert from the S4G Platform;
2. Wait 10 minutes and update your inbox;
3. Check that you receive other e-mails correctly in your e-mail account, to rule out any anomaly that may be affecting your e-mail reception.

If these steps don't work, you must contact the Helpdesk service, whose contacts are available on the main page of the S4G Platform.

There may be a technical problem in sending the automatic e-mails or there may be a filter in your servers that is blocking e-mails sent from the Platform.

Q9. Upon requesting a new password through the Forgot your password? menu, it is indicated that “The username or e-mail address that you entered is not valid. Please check and try again”.

A9. If you received a communication from Galp Energia or an automatic alert from the S4G Platform indicating that you should access the same, without ever having accessed the platform previously, confirm the following information:

1. Your Username by default is the ISO country code in which your entity is registered (PT for Portugal, ES for Spain, etc.) followed by the respective tax identification number (example: “PT” + Tax ID number – “PT123456789”). Please do not use spaces at the end of the field, by mistake;
2. The e-mail address to be used must be the same in which you received the communication from Galp Energia or the S4G Platform. This e-mail address is the one that is associated to your account and you can update that information subsequently.
If you have not received a communication requesting you to access the S4G Platform, you will have to register your company.

Q10. How can I change my account access password?
A10. There is a specific button for this change. Follow the following steps:

1. Access the Profile menu in the restricted area of your entity. This menu can be accessed in one of two ways:
   a. Through the Profile link that is available in the Quick Links box of the main page of your entity’s restricted area;
   b. Through the top menu, which can be accessed by clicking on the arrow next to the Username, in the top right-hand corner of your company’s restricted area. In this menu, you must select the Users & Organisation Profile menu.

2. In the following screen, you must click on Registration Data which is available in the side menu, within the Profile tab;

3. Below the name of your entity you will find various buttons. One of those allows the password to be changed.

Q11. How can I add multiple Users to my company's account?
A11. When you access your entity's account on the S4G Platform for the first time, you access as the Account Manager or "Super-User". These data can be edited in the User Details section of the "Registration Data" form, within the Profile menu.

This user has total access to the restricted area of your entity, receives all the automatic communications and alerts of the S4G Platform and has the possibility of updating the pre-qualification questionnaire data.
We recommend that you create and parameterise more Users when you have a more complex internal structure, by business lines, for example, you intend to make accesses for other Users independent, or you intend to internally separate the functions of Account Manager and Technicians who will reply to invitations for requests or orders. Only the Account Manager is able to create new Users.

The instructions on how to create new Users are described in the document "How a Supplier can create a Structure (Division/Function/Name) within the Supply4Galp Platform so that each user has an independent access", available in the "TRAINING MATERIAL" menu in the Additional Links box of the main page of your entity’s restricted area.

Q12. I received an alert requesting that I update the prequalification questionnaires and/or procurement categories of my company but I cannot find them on the S4G Platform.

A12. To update pre-qualification data and/or procurement categories of your entity, you must follow the following steps:

1. Access the Profile menu in the restricted area of your entity. This menu can be accessed in one of two ways:
   
a. Through the Profile link that is available in the Quick Links box of the main page of your entity’s restricted area;
   
   ![Quick Links](image)

   b. Through the top menu, which can be accessed by clicking on the arrow next to the Username, in the top right-hand corner of the restricted area of your company. In this menu, you must select the Users and Profile of the Organization menu.

   ![Users & Organisation Profile](image)

2. Click on the Basic Profile side menu and select the questionnaire intended. You will see four questionnaires - "Company Data", "Financial Information", Technical Information" and "Corporate Social Responsibility";

3. Click on the "Edit" button to update your replies and click on the "Save" button when you have concluded your changes.
4. After completing the prequalification questionnaires, you must select the intended Procurement Categories. To this end, click on the Categories tab and click on the "Add Category" button to open the category tree.

5. There will be additional specific questionnaires to complete in accordance with the intended categories.
2. Management of Requests for Quotation (RFQ) and Requests for Information (RFI)

Q1. I received an e-mail from the S4G Platform with an invitation to participate in a Request for Quotation (RFQ) or Request for Information (RFI) but I never accessed my company's restricted area.

A1. During the planning phase of the consultation processes, the Buyers of Galp Energia select the potential suppliers from the S4G Platform database.

If you have received an e-mail indicating that the account of your entity was activated on the S4G Platform, in addition to the invitation e-mail, it means that your entity was not listed on the database and a pre-registration of your entity was created. In this case, you must use the login details included in the account activation communication e-mail.

If you have not received an activation e-mail it means your entity was migrated onto the S4G Platform based on the existing information on the Galp Energia Group Suppliers database during the implementation phase.

In this case, to access your company's restricted area you must request a temporary password for first-time access, through the following steps:

1. Access the main page of the platform [https://supply4.galpenergia.com/](https://supply4.galpenergia.com/);

2. Click on "Forgot your password?" in the Login/Register box;

3. Your Username by default is the ISO country code in which your entity is registered (PT for Portugal, ES for Spain, etc.) followed by the respective tax identification number (example: "PT" + Tax ID number – "PT123456789"). Please do not use spaces at the end of the field, by mistake;

4. Enter one of the e-mail addresses where you received the communication of Galp Energia.

5. Next, you will receive an automatic e-mail from the S4G Platform with a temporary password that you must use for first-time access.

Q2. I received an invitation to participate in a Request for Quotation (RFQ) or Request for Information (RFI) but I cannot find the details of that request.

A2. To view all the invitations made to your company, you can follow one of two methods:

1. Click on the My RFQs or My RFIs menus which you can find in the Quick Links box of the main page of your entity's restricted area;
2. Click on the Projects menu, through the top menu in the top right-hand side of your entity's restricted area, on the arrow next to the User name.

Next, click on the appropriate tab – RFQs or RFIs - in the next screen according to the type of request you received.

Q3. I need to ask a question related to a Request for Quotation (RFQ) or Request for Information (RFI) to which my company was invited but I do not have a direct contact of someone from Galp Energia that I can use.

A3. Within each RFQ or RFI there is a messaging tool that you must use to ask questions or request clarifications that will be analysed by the Buyer responsible for the process.

This tool is available in the side menu of the RFQ or RFI, below the Details section.

Q4. There are elements of my company that must receive the automatic communications of invitations for Requests for Quotation (RFQ) or Requests for Information (RFI) but that are not associated to the S4G Platform.

A4. To add new Users to the S4G Platform you must follow the instructions detailed in point 1.Q11.

Q5. Although there are multiple registrations with different tax identification numbers, all the invitations for a Request for Quotation (RFQ) or Request for Information (RFI) are managed by the same people regardless of the company that the invitations are sent to. How can we receive all the communications sent to all the companies?

A5. For the same group of Users to receive all the communications of various accounts of the same Group, you need to create those users in each of the accounts you have access to.

For more information on how to create new Users of the S4G Platform, you must follow the instructions detailed in point 1.Q11.
Q6. Do I have to regularly access the S4G Platform to check if my company was invited to a Request for Quotation (RFQ) or Request for Information (RFI) or will I receive some type of alert?

A6. When your entity is invited to a RFQ or RFI, the S4G Platform triggers automatic e-mails to the Account Manager and to the Users authorised by the Account Manager.

Q7. When I reply to a tender will my proposal be viewed by all the invited tenderers or only by Galp Energia?

A7. The proposal submitted by your entity and the list of invited tenderers within the scope of a Request for Quotation or Request for Information are only visible to Galp Energia.
3. Management of Orders by Catalogue

Q1. Galp Energia previously used a different materials supply management by catalogue platform. Will the catalogues we had on that platform be available on the S4G Platform?

A1. Yes. All the existing catalogues were migrated to the S4G Platform and the Purchase Orders will now be sent directly by the S4G Platform.

Q2. I received an e-mail from the S4G Platform with a Purchase Order but I have never accessed my company’s restricted area.

A2. If you have received an e-mail indicating that the account of your entity was activated on the S4G Platform, in addition to the Purchase Order, it means that your entity was not listed on the database and a pre-registration of your entity was created. In this case, you must use the access details included in the account activation communication e-mail.

If you have not received an activation e-mail it means your entity was migrated onto the S4G Platform based on the existing information on the Galp Energia Group Suppliers database during the implementation phase.

To access the restricted area of your company you must request a temporary password for first-time access, and follow the following steps:

1. Access the main page of the platform: https://supply4.galpenergia.com;
2. Click on "Forgot your password?" in the Login/Registration box;
3. Your Username by default is the ISO country code in which your entity is registered (PT for Portugal, ES for Spain, etc.) followed by the respective tax identification number (example: “PT” + Tax ID number – “PT123456789”). Please do not use spaces at the end of the field, by mistake;
4. Enter one of the e-mail addresses where you received the communication of Galp Energia.

Next, you will receive an automatic e-mail from the S4G Platform with a temporary password that you must use for first-time access.

Q3. I received a Purchase Order but I cannot find that information on the S4G Platform.

A3. The materials supply management by catalogue is performed through a specific module within the S4G Platform designated as eSupply.

In this module, you can find all the orders that have been placed to your entity, you can interact with the Requesting Area about the items of the order, and you can reschedule the delivery of the orders among other available actions.

To access this module, you must click on the eSupply Access menu that is available in the Additional Links box of the main page of your entity’s restricted area.
Q4. I noticed that the Purchase Order contains unusual or unclear items. How can I clarify this type of issues with the Requesting area of Galp Energia?

A4. The eSupply module has a messaging functionality that can be used to contact the Requesting Area directly. This functionality is available within each order, in the Notes tab.

You can create a note for the entire order or for each item - to do this, select the item intended. You can also attach documents in each note.

This information will be subsequently analysed and a reply will be sent by the Requesting Area of Galp Energia through the same functionality.

Q5. I received a Purchase Order but I am unable to send all the items or all the quantities requested of an item within the defined deadline. How do I proceed?

A5. Upon receiving a new Purchase Order, it will go to the Planning menu. In this menu, you can accept the proposed planning or, if you are unable to fulfil any point, you can replan the order by editing the delivery date and/or the quantities of the item to be dispatched.

In addition, you can send a message to the Requesting Area of Galp Energia to communicate the situation or attach a document.

This replanning will be referred to the Requesting Area that will analyse the proposed changes.

Q6. The quantities requested or the total value of the Purchase Order are less than the minimum values agreed with Galp Energia, which represent additional costs. Is the Requesting Area informed that the order can have additional costs?

A6. Yes. The Requesting Area of Galp Energia receives information that the Purchase Order submitted can have additional costs.

Q7. I need to include a new item in the Catalogue or update prices. How do I proceed?

A7. All data updates in Catalogues are performed exclusively by Buyers of Galp Energia.
Q8. The Catalogue that we have contracted with Galp Energia includes hundreds of lines and the Purchase Orders usually include various lines. Do the Purchase Orders include our material codes for easier dispatch analysis and management?

A8. Yes. You can view the coding of Galp Energia and the coding used by your entity on the Purchase Order.

To facilitate the analysis of the items, you can also export the list to an Excel file.

Q9. We have information systems to manage orders in our company. Can we integrate the Purchase Orders of the S4G Platform directly with our system?

A9. Yes. The eSupply module allows integration with other information systems. To initiate the integration process we need you to send an example of a cXML data file of an order that you received previously, a list of the fields that you use and a description of each one for the e-mail address S4G.fornecedores@galpenergia.com.

That information will be subsequently sent to the S4G Platform development team that will prepare a proposal for performing the integration and contact your entity.

Q10. The delivery date of some items of the Order Note has been exceeded. How do I proceed?

A10. In these cases, it must be the Requesting Area of Galp Energia to replan the order, but you can also replan the order in the Planning menu.

Q11. The Purchase Order received does not indicate the reference of the proposal or the RFQ code.

A11. All the Purchase Orders indicate a reference number (example: “7030000001”) which must be used for identification with Galp Energia.

This number is indicated in the subject of the automatic e-mail you receive with the order information or in the eSupply module.