

FAQ - Frequently Asked Questions

1. GENERAL INFORMATION

a. **Who is GoSupply?**

R: GoSupply is an independent company that manages the classification systems of purchasing systems.

b. **Why does GoSupply manage the information of the suppliers of my client?**

R: The purchasing department of your client, like other companies, has the management of third-party classification system outsourced to third parties. Our goal is to collect the information of our customers need suppliers, validate that information and make it available so that they can perform the procurement function effectively, transparently and quickly.

c. **What's a suppliers management system??**

R: Is a registration and classification system of the suppliers the different clients use to obtain the complete and updated information of all their suppliers, current and potentials, that help them to take better decisions in the purchasing moment.

d. **Which suppliers must register?**

R: All the suppliers that have or have had active contracts with the client, as well as all the suppliers that your client considers for future tenders.

2. SPECIF INFORMATION ON THE CLASSIFICATION SYSTEM

a. **Why do I need to register?**

R: Actually, you are considering an active supplier or a potential supplier to them.

It will be considering active suppliers o potentials, those ones with current contracts with the client, and all the other suppliers your client considered for future tenders.

b. **How many levels exist? Why am I on this level?**

R: The client is the one that set the registration levels to their suppliers based on their criticality. The criticality is defined by the client according to the product/service, billing levels, etc.

c. **How can I change my level?**

R: The change of level can be made just by the client.

d. Which information or document do I need to provide?

R: It will depend on your level registration. At any rate, the information provided is not a confidential or commercial (prices). According to the registration level changes, by the client request, you must provide more information/documentation.

e. Who has access to the information?

R: Only the users that has been authorizes by your client can access to the information, just like the terms and conditions of GOSUPPLY and current the legal norm shows.

f. There is some cost to me?

R: GoSupply will not charge for the management of supplier registration on the platform. Please consult with your client.

g. I'm already registered in another system. What do I do?

R: GoSupply it's the only platform that managed the information of the suppliers or potentials suppliers. All the clients has another complementary platforms and it will be the client the one provide the access and when you can access.

h. If I create a user in GoSupply will it remain created for the rest of the Platform?

R: No, the user is different for each platform, to manage the users of the different platforms you must contact the client's managing company for support.

i. I am already registered with GoSupply for another customer, what do I do?

R: Even if you are registered for another customer, you must complete the questionnaire for the customer who is requesting it. The questionnaires have shared questions that will already appear filled in and that will help you save time. But each client defines specific questions for their questionnaires based on their needs.

j. Can I register another company?

R: Yes, the Client has a provider area on their website that allows them to register, they can do so right there.
The option to register directly with Gosupply does not exist.

3. INFORMATION ABOUT THE PROCESS

a. My company has changed the NIF/VAT/TAX ID. What can I do?

R: When a company has changed the TAX/VAT and the old one has ceased to exist, we must cancel/delete the subscription in which the TAX no longer exists, and register with the new TAX/VAT. To do this, you can contact your client contact person directly, if you have one, or directly to GoSupply through the following email.

mygosupply@gosupplyservices.com

b. Can I register more than one user?

R: Yes, the system allows you to register more than one user for the same company. There is one administrator who is responsible by new users. If you know the administrator, please ask him to send us an email. If you don't know the administrator, you don't need to worry because we are going to contact him. All these procedures are a matter of security about the information of your company.

c. They told me that I need to complete my registration, but I don't have an user. Can you send it to me?

R: We can't create a new user without a written authorization from the administrator user of your subscription. Please contact with the person who start this process and ask him/her to send us an email soliciting the register of a new user. If you don't know the administrator user, do not worry, contact us and we will help you manage the situation.

d. The administrator it's no longer in the company and no one has access to the datapackage. What can I do?

R: If the user administrator is no longer in the company, please send an informative email so that we can manage the creation of a new invitation and thus be able to generate a new password for your user. The email must include the email of the new user as well as the Name, Surname and telephone number of the contact person.

GoSupply does not share the password for security reasons. You must locate the user of your company.

e. How can I modify the idiom?

R: For you to be able to change the idiom you need to click  at the settings symbol on your upper left corner.

f. Why there is already information about my company in the system?

R: To facilitate and expedite the registration process, we have pre-loaded information about your company that the client and other public information from third parties such as the mercantile register have provided us.

g. How do we get this information?

R: From the client, third-party (entities that are dedicated to the compilation of information of existing companies in the market), internet or from your website.

h. Can I change this information?

R: Yes, you can modify and update the information that it's pre-loaded on the system. It's your responsibility to provide truthful information. In some cases, we will request some documentation so that we can validate the information. Once we receive the everything, it's our obligation to verify it. If we have some doubts or we see some wrong information we will contact you to confirm it.

i. How much time do I have to finish the register?

R: There isn't a deadline. It's your responsibility to complete all the information about the company as soon as possible. Not completing the questionnaire can be detrimental to your company, keep in mind that the information that the client will have regarding your company is what you include in the questionnaire. Failure to complete the GoSupply registration process may impact the company's participation in contests and tenders.

j. It's mandatory to register?

R: GoSupply it is the only supplier classification system of your client. All the clients only work with the companies that are registered in the platform.

k. What happens if I do not make my registration on GOSUPPLY?

R: If you have received the invitation email from any of our clients, it is because you are considered a critical supplier for them.

l. How often do I need to update the information?

R: You must keep your information permanently updated. We will help you in this process by informing you systematically when your information it is expired and at least once a year we will invite you to review and update the information.

m. What happens when the information is expired?

R: GoSupply informs you by email when relevant information will expire on this way you can keep all the information updated. You can update it by accessing with your username and password on our platform. Remember that the updates

are not visible to the customer if you do not send the questionnaire and we validate that everything is correct.

n. Who validates my information? And how?

R: GoSupply validates the information through third parties' sources (entities that are dedicated to the compilation of information of existing companies in the market), and with the documents contributed to the platform.

o. I want to change information in the questionnaire, but I cannot.

R: This situation only occurs when your questionnaire is in error correction or validation process. For security reasons, GoSupply's procedure when a company is in error correction is to disable all questionnaires except those marked as errors. You will only be able to review and/or change the fields indicated by GoSupply. Once validated, the contact person(s) will receive an email and will then be able to access the complete questionnaire again, unless the questionnaire is in error again. If the questionnaire is in validation, it will be disabled for you until we complete its review.

p. I cannot update the documents on the questionnaire.

R: This situation may occur if you try to upload a document in a format that is not allowed in the system. You can only upload documents in PDF format. Another situation is because you are trying to upload a document larger than 4MB, the platform only allows you to upload documents of this size. Finally, it can also happen because the questionnaire is on GoSupply's side and not on yours to edit.

q. I cannot access to GOSUPPLY platform. What can I do?

R: Why can't you access to the platform?

- Outdated browser
 - For you to enjoy the platform in the best possible way, you must update the browser you use. However, we suggest the use of Google Chrome
- Incorrect or blocked username / password - This situation can occur due to a mistake when entering the password or not entering the platform for more than 3 months
- Procedure to recover the password
 1. On the GoSupply home page, click on "Forgot your password?"
 2. It will ask you to indicate the user's email
 3. You will receive an email with a validation code
 4. You must put the validation code in the field indicated for it and then write the new password and repeat it

IMPORTANT: the system only sends the email with the validation code to the emails with which the user you are trying to recover has been generated.

r. I don't have a password to access the platform. What I do?

R: Is the user already registered?

- **If so**, you must recover the password with the user email associated with the subscription and access the platform.
- **If not**, you must access the platform from the invitation email that GoSupply has sent you. If you have not received the email or cannot find it, we request that you contact GoSupply via email: mygosupply@gosupplyservices.com

s. I try to access the platform with the Validation Code in the password field and it does not work. What I do?

R: The validation code is only used to recover the password, or to confirm the authenticity of an email when you start the registration on the platform, it is not the password of your user.

t. I am trying to create the user, but I can't.

R: If you are trying to enter an email other than the invitation to register on the platform, you will not succeed, you must enter the email you received in the invitation. If this email is not valid you should contact GoSupply through the email: mygosupply@gosupplyservices.com

u. I am putting the user's password on the platform and it gives me an error.

R: Usually the error occurs because you must recover the password. If you do not remember your password, you can request a new one through the platform.

- Procedure to recover the password.
 1. On the GoSupply home page, click on "Forgot your password?"
 2. It will ask you to indicate the user's email
 3. You will receive an email with a validation code
 4. You must put the validation code in the field indicated for it and then write the new password and repeat it

v. I blocked my user. Now what I can do?

R: After the third access attempt, if you make a mistake in typing the password, the user will be locked out. To unblock the user from the GoSupply platform, you will have to retrieve the password again.

- Procedure to recover the password
 1. On the GoSupply home page, click on "Forgot your password?"
 2. It will ask you to indicate the user's email
 3. You will receive an email with a validation code
 4. You must put the validation code in the field indicated for it and then write the new password and repeat it

w. How Can I register my company on the platform?

R: There are 2 ways to register on the GoSupply platform for a specific client:

- By invitation of the Client: Only if the client indicates it to us, we will send an invitation email with a link to proceed with the registration.
- Through the website of any of the clients - If the Client has a provider area on their website that allows them to register, they can do so right there. The option to register directly with Gosupply does not exist.

x. How I know the registration of my company is completed and the information has been published?

R: To complete the registration, it is necessary to complete all the information of the questionnaire to 100% and send it for validation.

Subsequently, the questionnaire will be validated by GoSupply, where there may be two options:

- If the information is correct when we validated the questionnaire, we will publish it and it will be visible to the client. You will receive an email indicating that your questionnaire is published.
- If, when we validated the questionnaire, GoSupply verifies that there is any information and / or documentation that is not requested, we will send an email indicating that you access your questionnaire again and review the errors. The fields to be modified will be specified within the questionnaire. If you have any questions about the process, you can contact GoSupply via email: mygosupply@gosupplyservices.com

4. SPECIFIC INFORMATION ABOUT THE DATAPACKAGE

a. What kind of information it's requested in the datapackage?

R: The requested information it is about the general and transversal information of a company, for example, employees, management systems, financial information, registration, etc.

b. If I have doubts or a request of information about the process, Which whom I can talk about it?

R: For any doubts about the registration on GOSUPPLY or any issue with the information or documents requested, you can contact directly with the GOSUPPLY team in the email mygosupply@gosupplyservices.com or by phone and chat, you will find inside the platform.

c. I do not have all the information required. Can I send the questionnaire?

R: No, the questionnaire must be filled at 100% to be able to submit it.

d. What it is CPV code?

R: CPV code has been created by European Commission to be the single classification system for public procurement. This code helps in the normalization and reduction of the risk of translated endings. It's the code that the Official Journal of the European Union uses.

e. What is NACE?

R: It is the general nomenclature of the Economic Activities of the European Community. The first 4 digits are equal in all European Community. The last digit it is from the responsibility from every country, for example, something that it is specific from each country, as in wines, there are the 5th level for the Porto Wine and Jerez Wine, that is unique in each country.

For Portugal there is the classification of the Portuguese Economic Activities by branches of activity (CAE) - <http://www.sicae.pt/Consulta.aspx>

For Spain: National Classification of economic activities - <https://www.cnae.com.es/buscar-cnae.php>

f. What is the main activity?

R: The main activity it is the most relevant activity within your company. The activity that constitutes the center of the actions from your company.

g. I'm filling the questionnaire, but I don't have the financial information. What do I do?

(The datapackage it will be prepared for this situation)

R1: (The supplier doesn't have because he is filling with the data from a year that isn't over yet) We remind you that the financial data that you reflect should be closed and the company has documentation to contribute.

R2: (It is a recent company) If yes, you must fill all the values with '0' and internally we will be able to put a note and be aware of the situation.

h. What's committed billing?

R: The committed billing is the billing dedicated to a contract that isn't over yet.
Example: A 3-year contract where one year has already been received and there are still 2 missing.

i. What should I add in Current Competitions?

R: If you are currently running a contest, you must identify it in the best way, with your code and name or just by the name.

j. I'm trying to complete de DP, but I can't because the webpage is always buffering and doesn't leave the same webpage.

R: We are sorry for the trouble that this may cause you

- (If is a doubt from the user) We need to resolve it while we talk with him.
- (If is a technical issue, say that we pass the same to the IT department) Thank you for the information. We have already told this technical issue to our IT department, as soon as the situation it's resolved we will contact you. We are trying to solve this issue as soon as possible and we will inform you.

FOR ANY SPECIFIC QUESTIONS ABOUT A DOCUMENT OR INFORMATION REQUIRED BY YOUR CUSTOMER, CONTACT DORECTAMETNE WITH GOSUPPLY AT:

mygosupply@gosupplyservices.com