General Guide for Supplier Qualification

Suppliers

Sap Ariba   V2.1

This document gives the Suppliers the information and guidelines needed to manage in the correct way the qualification process in Repsol group.

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1. Qualification process introduction

What is the qualification process?

The qualification process is a process that every Supplier must perform in SAP Ariba platform and is needed to be able to work with Repsol. Once you have the Qualified status, Repsol Buyers will be able to award you on a negotiation event.

This process is managed completely inside SAP Business Network, but this does not mean that the qualification process is global for your SAP Business Network. This process is specific to Repsol.

So, to proceed first **you must have a SAP Business Network account.** If you do not have one, please, follow the *Repsol SAP Ariba Supplier Onboarding* included in the Repsol webpage, register, and create an account.

I have a SAP Business Network, do I need to know something before being able to complete the Qualification process?

As mentioned before, the process is managed inside SAP Business Network, so it will be required that you know how to answer questionnaires and provide certificates in SAP Business Network, so the Repsol team can evaluate your status with the maximum amount of information.

In order to explain these two topics, we include Chapter 2: Questionnaires and Certificates. In this chapter you will learn how to answer questionnaires.

If you are already familiar with this point, please go directly to Chapter 3: Qualification Process, but we encourage you to review chapter 2 just in case.

Could the qualified status expire?

Yes, once you are qualified you will need to renew this status each year, as the information provided will expire.

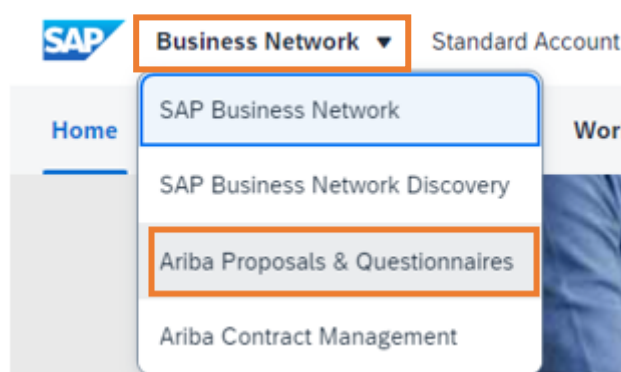**If I am qualified, can I be disqualified?**

In the short term, yes. In this case, Repsol decided for a justified reason that as a Supplier you might not be eligible to work with them.

2. Questionnaires and certificates

What is a questionnaire?

A questionnaire is the way Repsol will request documentation and information through SAP Business Network. This questionnaire could be of a diverse nature. For example, Repsol could request a Certificate or request documents related to Data protection. In each case, it will be specified in the name of the questionnaire clearly so it will be easier for you as a Supplier to manage them.

The questionnaires will be managed in Business Network inside the tab **Ariba Proposals and Questionnaires**. To access this tab, you must click on Business Network next to the SAP logo in the top left corner of the screen. This will open a drop-down tab. Then select this option:

A new screen will be open, and you will be able to access the different events and questionnaires that you are invited to:

You can also check the status of the questionnaires and the answers that you provided to Repsol.

How do I answer a questionnaire?

You will receive an email like the one below when Repsol requests you to complete a questionnaire. If you click on **Submit Questionnaire** you will be redirected to the login page (or questionnaire if you are already logged in):

Repsol - TEST

Hello Guides translations,

Repsol - TEST has invited you to complete a questionnaire. This is required so Industria Propulsores can do business with Repsol - TEST.

Questionnaire Overview
Questionnaire name: Data Security Questionnaire
Respond by: Wed, 07 Apr, 2021

Submit questionnaire

Best,

SAP Ariba team

You can also access the questionnaire from the Ariba Proposals and Questionnaires screen by clicking on the name of the questionnaire:
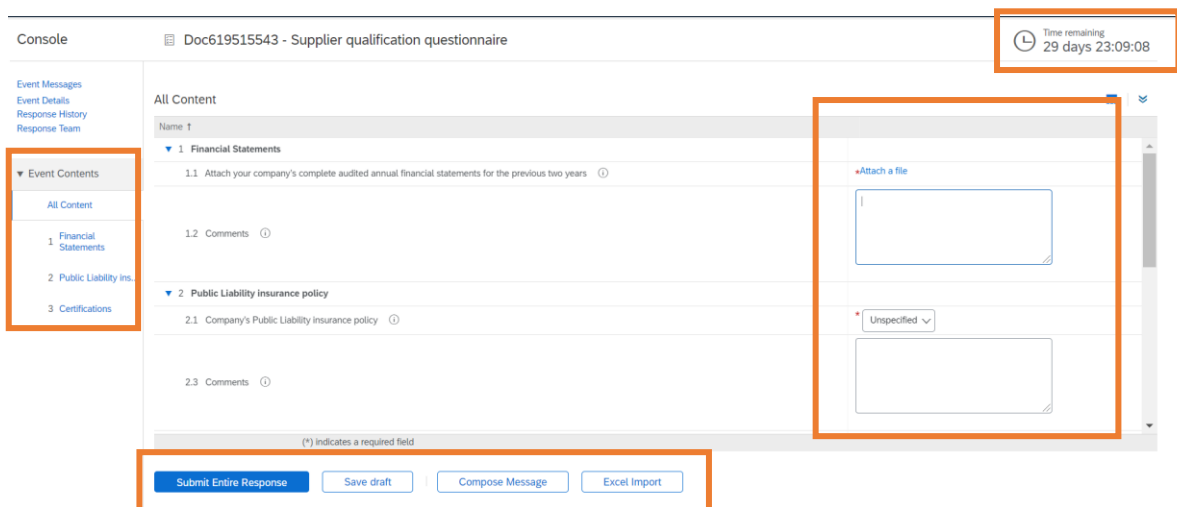
Questionnaires						
Title	ID	End Time ↓	Commodity	Regions		Status
▼ Status: Completed (2)						
Modular Questionnaire Competition	Doc611300278	3/8/2021 12:46 PM	(no value)	(no value)		Pending Approval
Data Security Questionnaire	Doc611300254	3/8/2021 12:40 PM	(no value)	(no value)		Pending Approval
▼ Status: Open (4)						
Certificate Quality ISO 9001	Doc619802504	4/17/2021 1:45 PM	(no value)	(no value)		Approved
Modular Questionnaire Compliance	Doc611300266	4/7/2021 1:35 PM	(no value)	(no value)		Not Responded
Finance Questionnaire	Doc611217852	4/7/2021 12:36 PM	(no value)	(no value)		Approved
Certificate Automation quality IATF 16949	Doc605948221	3/31/2021 5:25 PM	(no value)	(no value)		Not Responded

You will see the information or content that Repsol requests. It is important to know that the mandatory fields are marked with a red asterisk.

There are different types of questions:

- Attach a document (only **one** document or a zipped folder is allowed to be attached).
- Yes or no question.
- Multiple choice question.
- Text answer.
- Certificate question. It is exclusive of a Certificate request, and it will be explained later in this chapter.

When you enter a questionnaire, you will see a screen like the following:

Here you can see the time remaining to answer the questionnaire at the top right part of the screen, the content of the questionnaire at the left, the questions at the central part of the screen, and the options you have at the bottom part.

These options are:

- **Submit entire response**: To send the answer
- **Save draft**: To save and continue in another moment

I have received a Certificate request, how to answer these questions?

If Repsol requests a Certificate (ISO, UNE…), you can identify this questionnaire because in their name will appear Certificate:

These questionnaires work like the questionnaires mentioned before. You can access them in the same way, but the questions inside are different.

In this case, once you access the questionnaire, a screen like the one below will be displayed:

All Content

Name ↑		
1 Certificate Quality: ISO 9001 Scope 1	*	Unspecified ▽
2 Additional documents can be Attach here		Attach a file
3 Do you wish to Attach a second ISO 9001 Certificate with another scope?	*	Unspecified ▽
(*) indicates a required field		

Submit Entire Response   Save draft | Compose Message   Excel Import

If you want to attach a certificate, you must choose **Yes** for the question with the name of the certificate and then click on **Details:**

All Content

Name ↑		
1 Certificate Quality: ISO 9001 Scope 1	*	Yes ▽ Details

This will open a new tab where you must complete the information related to the certificate associate. In this tab **all the fields are mandatory** except the description that appears at the bottom part. Please check that you complete these fields before continuing:

Once completed, click on **OK.**

In the question below you can attach additional documents related to this certificate:

2 Additional documents can be Attach here	Attach a file

Besides, if you want to attach another certificate of the same type but with another scope, you have to mark **Yes** in the third question. This will open the possibility of attaching another certificate with the same process as we just mentioned.

Each certificate has its own expiration date, it does not matter if you include two certificates in the same questionnaire.

Once you complete the questionnaire click on **Submit response** at the bottom part of the screen:

I have answered the questionnaire, what happens now?

In all cases, the Repsol team will review your response and approve it, deny it, or request additional information. You will be notified via email. You can see an example of a notification below:

You can check the status of the questionnaire inside the Ariba Proposals and Questionnaire tab:

The status of the questionnaire can be the following:

- Not responded: You have not responded to the questionnaire.
- Pending approval: You sent the questionnaire and it is pending to be reviewed by Repsol.
- Approved: Repsol approved the content.
- Rejected: Repsol has not accepted it (in case it is not a questionnaire associated with the qualification process this status will appear as Denied)
- Expiring: If the questionnaire has an expiration date, this means that it is close to expiring
- Expired: This means that the questionnaire is expired and the content is not valid.

In case you answer a Certificate request you will be able to see the status of each certificate individually in the section Certificates of the Ariba Proposals and Questionnaire tab:

Certificates						
Certificate Info	Effective	Expiration	Attachment	Questionnaire		Status
Quality: ISO 9001 Scope 1	4/1/2021	4/10/2025	Test cert.pdf	Certificate Quality ISO 9001		Valid
Quality: ISO 9001 Scope 2	4/4/2021	4/7/2021	Test cert.pdf	Certificate Quality ISO 9001		Expired

The Certificates can have the following status:

- Valid: This means the certificate is approved and validated.
- Expiring: Close to the expiration date.
- Expired: The certificate is expired and it is not valid.

Can these questionnaires expire?

Some of the questionnaires can expire. In these cases, you will receive a notification via email where you will be requested to update the information provided. The notification will be like the following:

Repsol - TEST

Hello Enrique Bastante,

Please update the response to Data protection Questionnaire before the current questionnaire expires on Thu, 28 Jan, 2021.

Click Here to update the questionnaire.

Best,

SAP Ariba team

You can access the questionnaire by clicking on **Click Here.** Once you access the questionnaire you can click on **Revise response** and send it again so Repsol can review the new information:

Revise Response

Some questionnaires do not have an expiration date and you will be able to re-upload them whenever you want. These questionnaires will always appear in the section Status as **Open**.

Title	ID	End Time ↓	Commodity	Regions	Status
▼ Status: Completed (2)					
Modular Questionnaire Competition	Doc611300278	3/8/2021 12:46 PM	(no value)	(no value)	Pending Approval
Data Security Questionnaire	Doc611300254	3/8/2021 12:40 PM	(no value)	(no value)	Pending Approval
▼ Status: Open (4)					
Certificate Quality ISO 9001	Doc619802504	4/17/2021 1:45 PM	(no value)	(no value)	Approved
Modular Questionnaire Compliance	Doc611300266	4/7/2021 1:35 PM	(no value)	(no value)	Not Responded
Finance Questionnaire	Doc611217852	4/7/2021 12:36 PM	(no value)	(no value)	Approved
Certificate Automation quality IATF 16949	Doc605948221	3/31/2021 5:25 PM	(no value)	(no value)	Not Responded

What happens if the certificate is going to expire or I need to update it?

The certificate request will be always 'Open' so you can review the answers and resend it to Repsol.

Two months before the certificate expires you will receive an email like the one below:

Repsol - TEST

Hello Enrique Bastante,

Please upload a new Calidad Automoción: IATF 16949 before the current certificate expires on Sun, 31 Jan, 2021.

Click Here to upload the certificate in Certificate Automation quality IATF 16949.

Best,

SAP Ariba team

You can access the questionnaire by clicking on **Click Here.** Review the certificates that you included before and update the specific certificate that is going to expire.

What happens if the questionnaire is rejected/denied?

If the questionnaire you sent to Repsol is rejected/denied, you can review the answer that you provided by clicking on the questionnaire. If you see the **Revise Response** button it means that you can resend the information to be reviewed again.

Revise Response

If this button is not displayed, the questionnaire is closed and Repsol will decide if they can resend it to you.

3. Qualification process

I have received the email notification, what should I do now?

When Repsol starts the qualification process, you will be notified via email. Once you receive the email (like the one below), you must click on **"Click here"** to start the qualification process.

Repsol - TEST
_____

Qualification questionnaire to become a qualified supplier with Repsol - TEST

Hello!

Now that STRATEGIA & KALIDAD GIS,S.L. is registered as a supplier with Repsol - TEST, you're invited to fill out one or more questionnaires to become qualified in the following categories:

- All commodities in All / All

Click Here to create account now to fill out the questionnaire

Once you press **Click Here**, you will be redirected to SAP Business Network, where you can log in with your credentials in case you were not logged in before:

REPSOL
_____

Connect with TEST-Repsol Group on SAP Business Network to collaborate.

Invited by Repsol - TEST

Create new account ⓘ

or

Use existing account ⓘ

From the dashboard, click on **Business Network.** This will open a new drop-down tab where you must click on **Ariba Proposals and Questionnaires**:
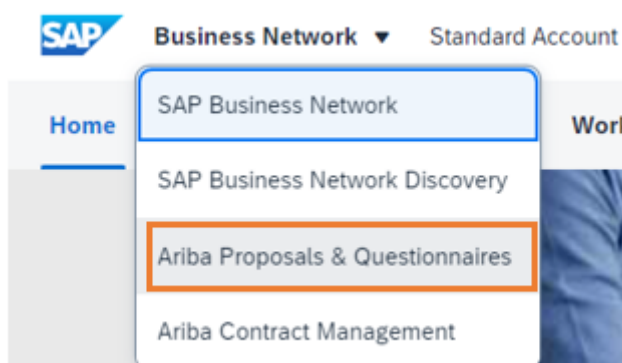
SAP **Business Network** ▼ Standard Account

SAP Business Network

Home | Work

SAP Business Network Discovery

Ariba Proposals & Questionnaires

Ariba Contract Management

A new screen will be open and you will be able to access the different events and questionnaires that you are invited to.

On this page go to the section **Qualification Questionnaires**:

The **Supplier Qualification Questionnaire** will be displayed with the status **Qualification started.** Click on the name:

A new screen will be open and you will see the content and the time limit to provide an answer. This limitation is shown in the top right corner of the screen with a clock:

At the left you can see a resume of the questionnaire sections:

Complete the questionnaire by accessing each section (all the questions marked with a red asterisk are mandatory). In some cases, once you answer a question a new one will be displayed. If this happens, that new question will be mandatory.

Once you finish, go to the bottom part of the screen where you have the following options:
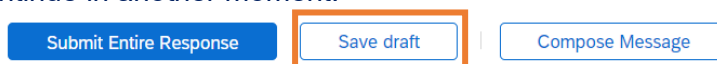
- **Submit entire response**: This will send the information to Repsol for its analysis.
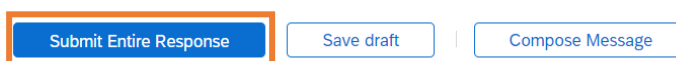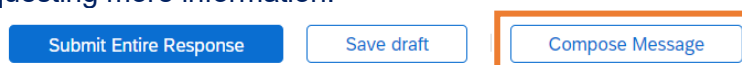

You need to confirm:
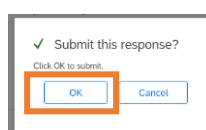
- **Save draft**: In this case, the answer you complete will be saved as a draft so you can continue in another moment.

- **Compose message**: This option will let you write a message to the Repsol team requesting more information.

Once you send the questionnaire, the next message will appear:

✓ Your response has been submitted. Thank you for participating in the event.

Please, consider that once you submit the questionnaire this will be closed and you will not be able to change the answers.

I have already answered the questionnaire, what should I do now?
If you have already answered the questionnaire you will be able to follow its status in the Ariba Proposals and Questionnaires:

Title	ID	End Time ↓	Commodity	Regions	Status
▼ Status: Completed (1)					
Supplier qualification questionnaire	Doc665004269	5/18/2021 7:46 PM	All commodities All	All All / All	Pending Qualification Approval

Once you submit your answer, the questionnaire will be displayed as **Pending Qualification Approval.** The Repsol team could request additional information. In this case, you will receive an email like the one below:

Repsol - TEST

Hello contact contact,

Repsol - TEST has reviewed your questionnaire and needs additional information.

Questionnaire Overview
Questionnaire name: Data Security Questionnaire
Comments: question

For more information or if you have any questions, contact Repsol - TEST.

Click Here to view the questionnaire.

Best,

SAP Ariba team

To correct the information or access the questionnaire to review the response, click on **Click Here.**

In case your qualification process is **approved** you will receive an email like the following:

Repsol - TEST

Qualification request with Repsol - TEST.

Congratulations! STRATEGIA & KALIDAD GIS,S.L. is now qualified to sell in the following categories to Repsol - TEST:

- All commodities in All / All

You will be notified when next steps as part of a procurement or sourcing process require your attention.

The questionnaire status in the Ariba Proposals and Questionnaires section will change to **Qualified**:

Qualification Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Status
▼ Status: Completed (1)					
Supplier qualification questionnaire	Doc665004269	5/18/2021 8:00 PM	All commodities All	All All / All	Qualified

If it is **denied**, you will receive an email like the one below:

Repsol - TEST

Qualification request with Repsol - TEST has been declined.

Repsol - TEST has reviewed the qualification questionnaire responses from STRATEGIA & KALIDAD GIS,S.L. and has decided not to award STRATEGIA & KALIDAD GIS,S.L. a qualified status at this time for the following categories:

- All commodities in All / All

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In that case, the questionnaire status in the Ariba Proposals and Questionnaires section will change to **Qualification Rejected**:

4. After qualification

I am qualified but it is going to expire, what should I do?

The qualification status has an annual expiration date. Repsol will requalify your status once you provide the information again and everything is correct. For that, Repsol will resend the questionnaire to you.

The questionnaire related to the qualification will be re-open as shown below and you will be notified via email:

If you click on the questionnaire name, you will be able to access the questionnaire content by clicking on **Revise Response**. You can check and update the information as it is explained in Chapter 3 (Qualification Process).

Consider that this process follows the same path as the one described in the third chapter, so in case the information is not accepted the questionnaire will be rejected.