



WHEN WE CREATE A GOOD BRAND,
WE OPEN A PORTAL TO THE FUTURE.

Contact us

I. Objectives

After reading this training module you will be able to:

1. Ask for support through “Contact Us”;
2. View the relationship story between your company and Supplier Registration.



II. How to Access

How to access the feature “Contact Us”

The “Contact Us” is a service channel available to answer questions and keep record of all contacts between the company and Petrobras Registration.

The screenshot shows the Petrobras Purchasing Portal website. At the top, there is a blue header with the text "We have been the Petrobras Purchasing Portal since 2003" and social media icons for YouTube, LinkedIn, and Instagram. Below this is a navigation bar with the Petronect logo and links: "The Petronect", "Registration at Petrobras", "Purchasing and Contracting", "My Petronect", "Electronic Signature", "Latest News", and "Help". There are also "SEARCH" and "LOGIN" buttons. The main banner features the "Petrobras Purchasing Portal" title, a search prompt "Search here a bidding to make business with Petrobras", and a green "OPEN FOR PROPOSALS" button. A text box in the center reads: "To access this feature, enter your user or CPF and password to access the restricted area." An arrow points from this box to a login overlay on the right. The overlay has a "Login" title, input fields for "Key (Petrobras Group) or User (Supplier)" and "Password", a "CONTINUE" button, and links for "I forgot my password >" and "I still don't have a record >". At the bottom of the banner, there is an illustration of a woman with curly hair and glasses holding a smartphone, and text that says "Access bid no. 7004344317 for the of eight gas carriers from Transpetro." with a green "ACCESS HERE" button and a WhatsApp icon.



II. How to Access

After logging in, click on 'Registry at Petrobras'.

The Petronect

Registry at Petrobras

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Company Identification

Evaluation Questionnaires

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Contact Us

Track Your Situation

ABOUT REGISTRY AT PETROBRAS

Inside the "Registry at Petrobras" menu you can access:

1

Company Identification

During this step, basic data, bank data, supply items and places you wish to supply for Petrobras Brazil are requested.

Learn More

2

Evaluation

It is through questionnaires that Petrobras evaluates the companies.

Learn More

Tip:

Access the Frequent Asked Questions of Registry at Petrobras.

CHANGES IN THE REQUESTS FOR EVALUATION OF FAMILIES

07/27/2018

Dear Supplier,

After a research carried out by Petrobras Suppliers Registry, we have checked that the **Technical Criterion's** processes with a large number of families to be evaluated have a high risk of failure. It occurs, for example, due to the large amount of documents and information to be provided by the companies.

Therefore, in order to optimize the registry evaluation and increase the chances of approval on the Technical Criterion, from July 30th 2018, the Technical Criterion's evaluation processes will change:

- For inclusion of new families, the process will be opened with up to 5 families of goods and/or 5 families of services;
- For re-evaluation of reprovved families, the process will be opened with up to 5 families of goods and/or 5 families of services;

Have in mind that, with the Brazilian **Law 13.303/16**:


- Any company that is interested can participate the Public Tenders, even if it does not have the family in its registry;
- Companies that have the families that are used in the tenders will be notified as soon as the opportunity is published and the registry data will be able to be used during the qualification phase of this opportunity.

Best Regards,


Petrobras Suppliers Registry

II. How to Access


Access 'Contact Us' on the menu "Registry at Petrobras".



The Petronect



Registry at Petrobras



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Learn More

2

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It is through this questionnaire that the registry evaluates the companies.

Learn More



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Access the Frequent Asked Questions of Registry at Petrobras.

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Best Regards,

Petrobras Suppliers Registry





II. How to Access

The feature “Contact Us” will be displayed:

The screenshot displays the Petronect web application interface. At the top, there is a navigation bar with three main sections: 'The Petronect' (blue folder icon), 'Registry at Petrobras' (green folder icon), and 'Electronic Quotes' (blue folder icon). Below this, a horizontal menu lists various options: 'About Registry at Petrobras', 'Announcements', 'Company Identification', 'Evaluation Questionnaires', 'Results from Evaluation', 'Events', 'Contact Us' (highlighted in green), and 'Track Your Situation'.

The main content area is titled 'Talk With Us' and contains a descriptive paragraph: 'It is one of the support channels to the registration of suppliers of goods and services from Petrobras, used to make requests and view all types of partnerships between your company and the registry (system messages and contact history).' Below the text are three icons with labels: 'Open Tickets' (arrow and clipboard icon), 'Create Ticket' (document with star icon), and 'Tickets History' (calendar with clock icon).

Below the 'Talk With Us' section is the 'Open Tickets' section. It features a 'Check Details' button with a magnifying glass icon. A red warning icon and text state: 'There aren't services overdue.' Below this is a table with the following columns: 'Ticket Number', 'Open on', 'Subject', and 'Status'. A message at the bottom of the table states: 'The table does not contain any data'.



III. Open Messages

To create a Ticket

On “Contact Us” Home Page, click on “Create Ticket”.

The Petronect

Registry at Petrobras

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Talk With Us

It is one of the support channels to the registration of suppliers of goods and services from Petrobras, used to make requests and view all types of partnerships between your company and the registry (system messages and contact history).

Open Tickets

Create Ticket

Tickets History

Open Tickets

Check Details

There aren't services overdue.

Ticket Number	Open on	Subject	Status
<div>The table does not contain any data</div>			

Petronect

III. Open Messages

Talk With Us

It is one of the support channels to the registration of suppliers of goods and services from Petrobras, used to make requests and view all types of partnerships between your company and the registry (system messages and contact history).

Open Tickets

Create Ticket

New Ticket

* Request:

* Subject:

B **I** H1 H2 H3

* Description:

Attachment: Load Attachment

Attachment	File Name
No linked attachments	

Send

1 Choose the Request associated to the subject among the options.

2 Insert the Subject.

3 The description must be clear and detailed.

4 Files might be attached to the message if necessary.

5 Click on 'Send' to submit it.

▶ ▶ ▶ ▶ ▶ ▶ ▶

Petronect

III. Open Messages

A control number will be created for your message.

Talk With Us

It is one of the support channels to the registration of suppliers of goods and services from Petrobras, used to make requests and view all types of partnerships between your company and the registry (system messages and contact history).

Open Tickets

Create Ticket

Tickets History

The Service number 8000985625 has been created.

New Ticket

* Request:

* Subject:

B

I

H1

H2

H3

* Description:

Attachment:

Load Attachment


Attachment	File Name
No linked attachments	

IV. Search Messages


Search for “Open Tickets”

Talk With Us


It is one of the support channels to the registration of suppliers of goods and services from Petrobras, used to make requests and view all types of partnerships between your company and the registry (system messages and contact history).



Open Tickets



Create Ticket



Tickets History

Open Tickets

Check Details

	Ticket Number	Open on	Subject	Status
	8000985625	26.10.2018 15:13:56	test	Open

To check unanswered messages, click on ‘Open Tickets’.





IV. Search Messages


In this page, it will be available all the unanswered messages with their information, such as: message number, date and time it has been created, the subject and the status.

Talk With Us


It is one of the support channels to the registration of suppliers of goods and services from Petrobras, used to make requests and view all types of partnerships between your company and the registry (system messages and contact history).

Open Tickets

Create Ticket

Tickets History

Open Tickets

 Check Details


Ticket Number	Open on	Subject	Status
8000985625	26.10.2018 15:13:56	test	Open




IV. Search Messages

Talk With Us


It is one of the support channels to the registration of suppliers of goods and services from Petrobras, used to make requests and view all types of partnerships between your company and the registry (system messages and contact history).



Open Tickets




Create Ticket



Tickets History

Open Tickets

 Check Details

	Ticket Number	Open on	Subject	Status
	8000485625	26.10.2018 15:13:56	test	Open

Double click on the message or click on “Check Details” to view the full message.

IV. Search Messages

The message will be displayed, such as all the updates done and their descriptions.

Message Description

< Back

Answer

Message Number 8000985625

Open on 26.10.2018 15:13:56

Subject test

Status Open

Details

Description

Ticket num 8000985625

Changed Date 26.10.2018 15:13:56

Status Open

Request Basic Data Update

Impact -

26.10.2018 15:13:56

test

Attachment

File Name

i

No linked attachments

In this area, it will be shown the message number, opening date, subject and the status.

IV. Search Messages

The message will be displayed, such as all the updates done and their descriptions.

Message Description

< Back

Answer

Message Number 8000985625

Open on 26.10.2018 15:13:56

Subject test

Status Open

Details

Ticket num 8000985625

Changed Date 26.10.2018 15:13:56

Status Open

Request Basic Data Update

Impact -

Description

26.10.2018 15:13:56

test

Attachment

No linked attachments

File Name

It can be viewed with more details, such as the changed date and the kind of message request, besides the message number and the status.

IV. Search Messages

The message will be displayed, such as all the updates done and their descriptions.

Message Description

< Back

Answer

Message Number 8000985625

Open on 26.10.2018 15:13:56

Subject test

Status Open

Ticket num 8000985625

Changed Date 26.10.2018 15:13:56

Status Open

Request Basic Data Update

Impact -

Details

Description

26.10.2018 15:13:56

test

Attachment

File Name

Created at

No linked attachments

“Description” – it is possible to view the information written in each step.



IV. Search Messages

The message will be displayed, such as all the updates done and their descriptions.

Message Description

< Back

Answer

Message Number 8000985640

Subject test2

Open on 26.10.2018 15:28:04

Status Open

The files attached to the message will be available on this index. To download the desired file, click on the name through the column "File".

Status Open

Request Supply Inclusion/Recovering

Impact -

Chamado Original

test2

Attachment	File Name	Created at
test	test.txt	26.10.2018 15:28:04

IV. Search Messages

Message Description

< Back

← Previous

Message Number 8000985625

Open on 26.10.2018 15:13:56

Subject test

Status Open

Details

Ticket num 8000985625

Changed Date 26.10.2018 15:13:56

Status Open

Request Basic Data Update

Impact -

Description

26.10.2018 15:13:56

test

Attachment

i

No linked attachments

File Name

Created at

After accessing the message, click on “Back” to go to the home page.

IV. Search Messages

Message Description

< Back

Answer

Message Number8000985625

Subjecttest

Open on26.10.2018 15:13:56

StatusOpen

Details

Des

Ticket num8000985625

Changed Date26.10.2018 15:13:56

StatusOpen

RequestBasic Data Update

Impact-

Attachment

File Name

Created at

i

No linked attachments

Click on 'Answer' to answer the message.

IV. Search Messages

A new control number related to the answered message will be created.

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Track Your Situation

It is one of the support channels to the registration of suppliers of goods and services from Petrobras, used to make requests and view all types of partnerships between your company and the registry (system messages and contact history).

Open Tickets

Create Ticket

Tickets History

The Service number 8000985647 has been created.

New Ticket

* Request:

* Subject:

* Description:

Attachment:

Load Attachment

Attachment	File Name
	No linked attachments

Send



V. Search History

Search the Messages History

About Registry at Petrobras

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Contact Us

Track Your Situation

Talk With Us

It is one of the support channels to the registration of suppliers of goods and services from Petrobras, used to make requests and view all types of partnerships between your company and the registry (system messages and contact history).

Open Tickets

Create Ticket

Tickets History

Tickets History

Check Details

Ticket Number	Open on		
8000985647	26.10.2018 15:42:50	test2	Open
8000985640	26.10.2018 15:28:04	test2	Open
8000985625	26.10.2018 15:13:56	test	Open

Click on "Tickets History" to check all the messages.

V. Search History

All the messages between Petrobras Registration and the company will be displayed with their information, such as: message number, date and time it has been created, subject and t status.

About Registry at Petrobras

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Track Your Situation

Talk With Us

It is one of the support channels to the registration of suppliers of goods and services from Petrobras, used to make requests and view all types of partnerships between your company and the registry (system messages and contact history).

Open Tickets

Create Ticket

Tickets History

Tickets History

Check Details

Ticket Number	Open on	Subject	Status
8000985647	26.10.2018 15:42:50	test2	Open
8000985640	26.10.2018 15:28:04	test2	Open
8000985625	26.10.2018 15:13:56	test	Open



V. Search History

About Registry at Petrobras

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Talk With Us

It is one of the support channels to the registration of suppliers of goods and services from Petrobras, used to make requests and view all types of partnerships between your company and the registry (system messages and contact history).

Tickets History


Check Details


	Ticket Number	Open on	Subject	
	8000985647	26.10.2018 15:42:50	test2	Open
	8000985640	26.10.2018 15:28:04	test2	Open
	8000985625	26.10.2018 15:13:56	test	Open


Select the related line and click on 'Check Details' to display the description.

V. Search History

The message and all the updates will be displayed.


The Petronect


Registry at Petrobras


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Message Description

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Message Number 8000985647

Open on 26.10.2018 15:42:50

Subject test2

Status Open

Details

Description

Ticket num 8000985647

Changed Date 26.10.2018 15:42:50

Status Open

Request Basic Data Update

Impact -

Chamado Original 8000985640

26.10.2018 15:42:50

test2

Original Called 8000985640 - 26.10.2018 15:28:04

Attachment	File Name	Created at
test	test.txt	26.10.2018 15:42:50



V. Search History

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Message Description

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Answer

Message Number 8000985647

Open on 26.10.2018 15:42:50

Subject test2

Status Open

Details

Ticket num 8000985647

Changed Date 26.10.2018 15:42:50

Status Open

Description

26.10.2018 15:42:50

test2

Original Called 8000985640 - 26.10.2018 15:28:04

Attachment

File Name

Created at

test

test.txt

26.10.2018 15:42:50

To return to the home page, click on 'Back'.



V. Search History

The Petronect

Registry at Petrobras

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Message Description

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Answer

Message Number8000985647

Open on26.10.2018 15:42:50

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StatusOpen

Details

Description

Ticket num8000985647

Changed Date26.10.2018 15:42:50

StatusOpen

26.10.2018 15:42:50

test2

Attachment

test

test.txt

Created at

26.10.2018 15:42:50

Select the related line and click on 'Answer' to answer the message.



V. Search History


The fields “Subject” and “Request” will be displayed with the ticket information which has been selected before.

Answer


* Request:

* Subject:

* Description:

Attachment:  Load Attachment

Attachment	File Name
No linked attachments	

 Send

It will be possible to attach files to your answer.
1. Click on the button “Load Attachment” to open the load window.

2. Fill the attachment description and click on “Browse...” to search a file.
3. Click on the button “Load”.

Load

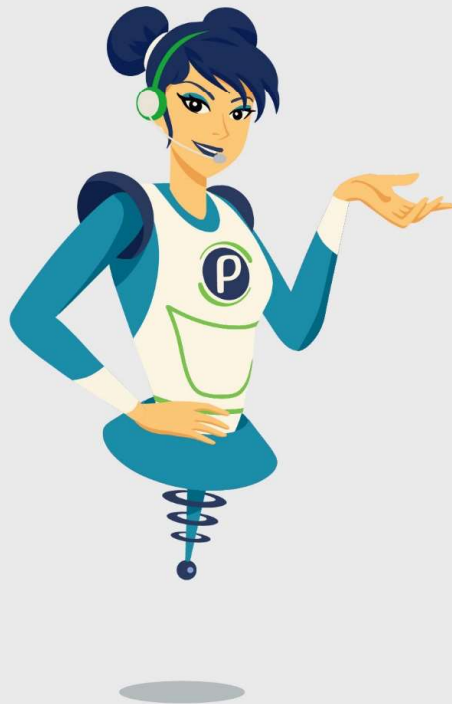
1) Will be allowed the inclusion of up to 10 files at a time.
2) The maximum size allowed per file will be of 5MBs.
3) Allowed extensions:
PDF, JPG, JPEG, BMP, PNG, TIF, GIF, DOC, DOCX, XLS, XLSX, PPT, PPTX, ODT, ODS, ODP, ODB, ODD, TXT, MPG, MPEG, P7S, P7B, DCA and SIG.
The documents attached to the request will not be used as evidences for current or future evaluations.

* Description:	* File 1:	* File 2:	* File 3:	* File 4:	* File 5:	* File 6:	* File 7:	* File 8:	* File 9:	* File 10:
<input type="text"/>	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen
<input type="text"/>	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen
<input type="text"/>	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen
<input type="text"/>	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen
<input type="text"/>	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen
<input type="text"/>	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen
<input type="text"/>	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen
<input type="text"/>	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen
<input type="text"/>	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen
<input type="text"/>	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen	Choose File	No file chosen

Close

After filling the field “Description”,
click on the button “Send”.





WHEN WE CREATE A GOOD BRAND,
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