



LET'S EMBARK ON
OUR FUTURE TOGETHER.

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 displays the Petrobras Purchasing Portal website. At the top, there is a navigation bar with the Petronect logo and various menu items: The Petronect, Registration at Petrobras, Purchasing and Contracting, My Petronect, Electronic Signature, Latest News, and Help. A search bar and a login link are also present. The main banner features the text "Petrobras Purchasing Portal" and "Search here a bidding to make business with Petrobras". A green button labeled "OPEN FOR PROPOSALS" is visible. A text box in the center states: "To access this feature, enter your user or CPF and password to access the restricted area." To the right, a login form is shown with 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". A green button labeled "ACCESS HERE" is located at the bottom right of the banner. The page also includes social media icons (YouTube, LinkedIn, Instagram) and language flags (Brazilian and Portuguese) in the top right corner.



II. HOW TO ACCESS

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

The screenshot shows the Petrobras Suppliers Registry website. At the top, there is a navigation bar with three main menu items: 'The Petronect', 'Registry at Petrobras' (highlighted with a red box), and 'Electronic Quotes'. Below this is a secondary navigation bar with links: 'About Registry at Petrobras', 'Announcements', 'Company Identification', 'Evaluation Questionnaires', 'Results from Evaluation', 'Events', 'Contact Us', and 'Track Your Situation'. The main content area is titled 'ABOUT REGISTRY AT PETROBRAS' and contains a sub-header 'Inside the "Registry at Petrobras" menu you can access...'. There are two numbered steps: '1 Company Identification' and '2 Evaluation Questionnaires'. A 'Learn More' button is visible under step 1. A 'Tip' icon is present at the bottom left. On the right side, a notification box titled 'CHANGES IN THE REQUESTS FOR EVALUATION OF FAMILIES' dated '07/27/2018' is displayed. The notification text is as follows:

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 screenshot shows the Petrobras Suppliers Registry website. The navigation menu includes 'The Petronect', 'Registry at Petrobras', and 'Electronic Quotes'. The 'Registry at Petrobras' menu is expanded, showing options like 'About Registry at Petrobras', 'Announcements', 'Company Identification', 'Evaluation Questionnaires', 'Results from Evaluation', 'Events', 'Contact Us' (highlighted with a blue box), and 'Track Your Situation'.

The main content area features a section titled 'ABOUT REGISTRY AT PETROBRAS' with a sub-header 'Inside the "Registry at Petrobras" menu you can acc'. It includes a numbered list of steps: '1 Company Identification' and '2 Evaluation'. A 'Learn More' button is visible under the first step.

A notification window titled 'CHANGES IN THE REQUESTS FOR EVALUATION OF FAMILIES' dated '07/27/2018' is open. The message is addressed to 'Dear Supplier' and discusses changes to the Technical Criterion's evaluation processes starting July 30, 2018. It mentions that the process will be opened with up to 5 families of goods and/or 5 families of services for new families and re-evaluation of reprovved families. It also references Brazilian Law 13.303/16 and states that companies using families in tenders will be notified as soon as the opportunity is published.

The notification concludes with 'Best Regards, Petrobras Suppliers Registry'.



II. HOW TO ACCESS

The feature “Contact Us” will be displayed:

The screenshot displays the Petrobras Registry system interface. At the top, there are three main navigation tabs: 'The Petronect', 'Registry at Petrobras', and 'Electronic Quotes'. Below these, 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' (a clipboard with an arrow), 'Create Ticket' (a document with a star), and 'Tickets History' (a calendar with a clock). Underneath this section is a sub-section titled 'Open Tickets' which includes a 'Check Details' button and a message: 'There aren't services overdue.' Below the message is a table with the following structure:

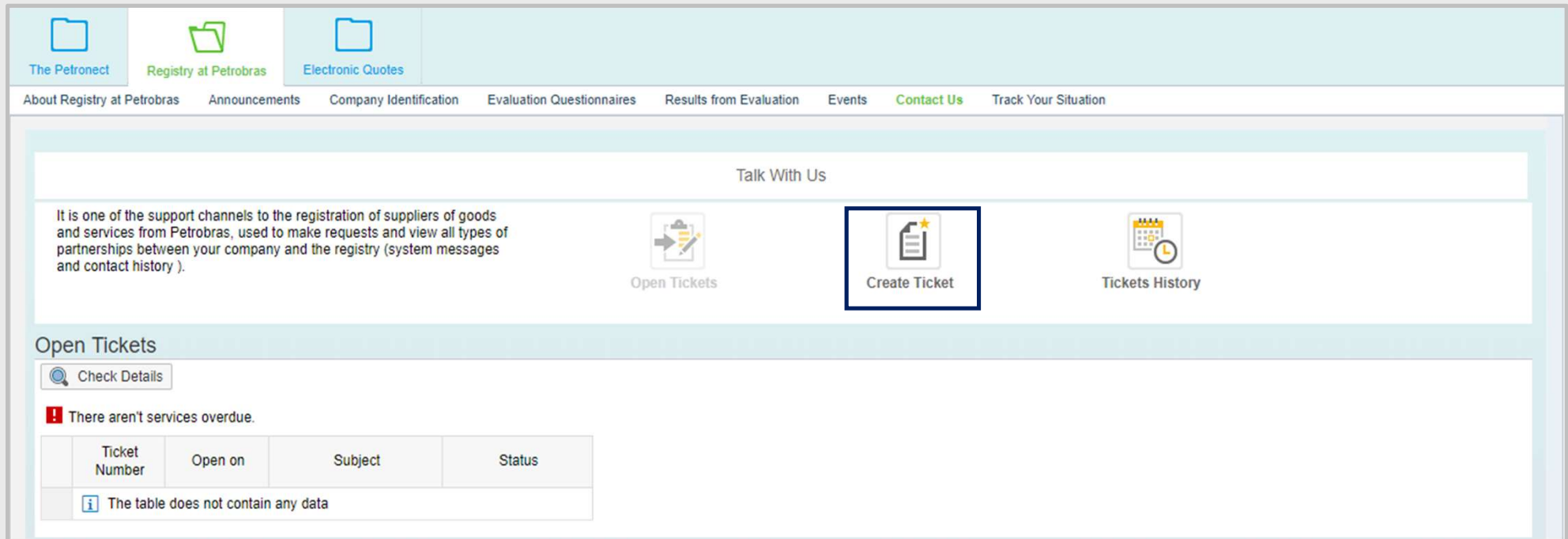
Ticket Number	Open on	Subject	Status
The table does not contain any data			



III. OPEN MESSAGES

To create a Ticket

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



The screenshot shows a web interface with a top navigation bar containing icons for 'The Petronect', 'Registry at Petrobras', and 'Electronic Quotes'. Below this is a menu with items: '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 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: 'Open Tickets', 'Create Ticket' (which is highlighted with a blue box), and 'Tickets History'. Underneath is a section titled 'Open Tickets' with a 'Check Details' button and a message: 'There aren't services overdue.' Below this is a table with 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

The screenshot shows the 'Talk With Us' support interface. At the top, there is a header with the text 'Talk With Us' and a description: '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 header are two buttons: 'Open Tickets' and 'Create Ticket'. The main content area is titled 'New Ticket' and contains a form with the following fields:

- * Request: A dropdown menu.
- * Subject: A text input field.
- * Description: A rich text editor with a toolbar containing bold (B), italic (I), bulleted list, numbered list, link, unlink, and heading options (H1, H2, H3).
- Attachment: A section with a 'Load Attachment' button, a table with columns 'Attachment' and 'File Name', and a message 'No linked attachments'.
- Send: A button at the bottom left.

Five numbered callouts provide instructions for each step:

- 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.





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:

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
8000985625	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.

The screenshot displays a 'Message Description' page. At the top, there are navigation buttons for '< Back' and 'Answer'. Below these, a summary box contains the following information:

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

An arrow points from this summary box to a larger 'Details' section. The 'Details' section is divided into two columns:

Details	Description
Ticket num 8000985625	26.10.2018 15:13:56
Changed Date 26.10.2018 15:13:56	test
Status Open	
Request Basic Data Update	
Impact -	

Below the details is an 'Attachment' section with the text 'No linked attachments'. A callout box on the right side of the 'Description' column contains the text: '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.

The screenshot displays a 'Message Description' interface. At the top, there are navigation buttons for '< Back' and 'Answer'. Below these, the message details are listed: 'Message Number 8000985625', 'Subject test', 'Open on 26.10.2018 15:13:56', and 'Status Open'. The main content area is divided into two sections: 'Details' and 'Description'. The 'Details' section contains the following information: 'Ticket num 8000985625', 'Changed Date 26.10.2018 15:13:56', 'Status Open', 'Request Basic Data Update', and 'Impact -'. The 'Description' section shows the date '26.10.2018 15:13:56' and the text 'test'. At the bottom left, there is an 'Attachment' section with the text 'No linked attachments'. A callout box with a blue border highlights the 'Details' section, and an arrow points from this box to a larger callout box on the right. This larger callout box contains the text: '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.'

Message Description

< Back | Answer

Message Number 8000985625 Subject test
Open on 26.10.2018 15:13:56 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

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 Subject test
Open on 26.10.2018 15:13:56 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
i 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

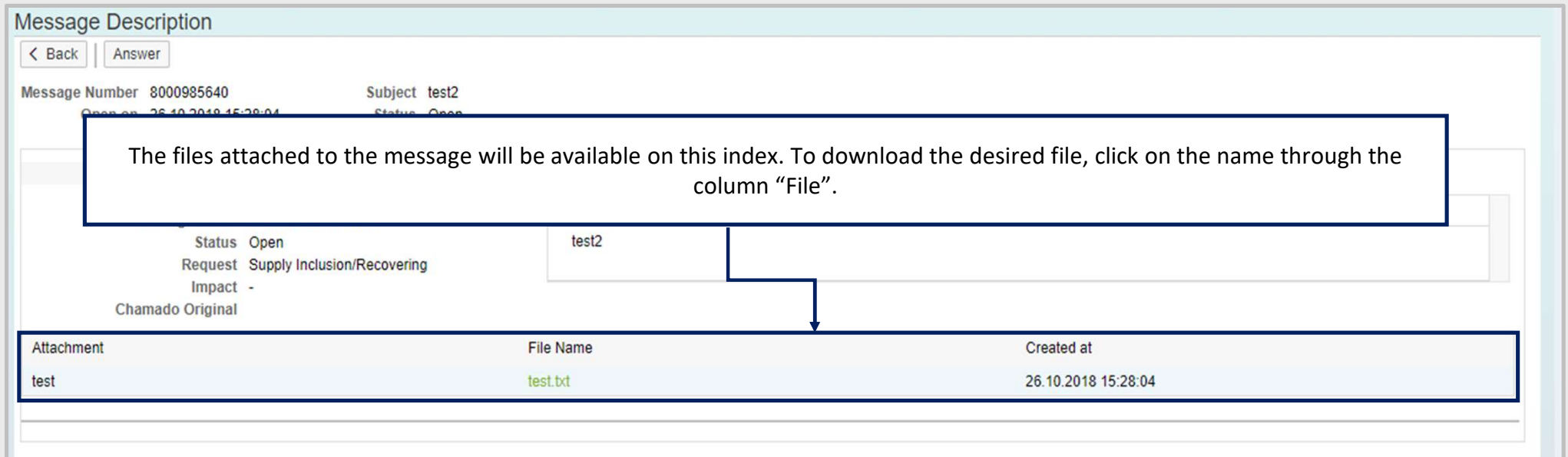
< Back | Answer

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

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



IV. SEARCH MESSAGES

Message Description

[← Back](#) [← Answer](#)

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

Details	Description
Ticket num 8000985625	26.10.2018 15:13:56
Changed Date 26.10.2018 15:13:56	test
Status Open	
Request Basic Data Update	
Impact -	

Attachment File Name Created at

[i](#) No linked attachments

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



IV. SEARCH MESSAGES

Message Description

[< Back](#) [Answer](#)

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

Details Description

Ticket num 8000985625
Changed Date 26.10.2018 15:13:56
Status Open
Request Basic Data Update
Impact -

Attachment File Name Created at

[i](#) No linked attachments

Click on 'Answer' to answer the message.



IV. SEARCH MESSAGES

The fields "Subject" and "Request" appear already filled with information of the previously message.

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 the button "Browse..." to search a file.

3. Click on the button "Load".

After filling the field "Description", click on the button "Send".

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 Name
	No linked attachments

Description	File Name
* Description:	* File 1: Choose File No file chosen
* Description:	* File 2: Choose File No file chosen
* Description:	* File 3: Choose File No file chosen
* Description:	* File 4: Choose File No file chosen
* Description:	* File 5: Choose File No file chosen
* Description:	* File 6: Choose File No file chosen
* Description:	* File 7: Choose File No file chosen
* Description:	* File 8: Choose File No file chosen
* Description:	* File 9: Choose File No file chosen
* Description:	* File 10: Choose File No file chosen

IV. SEARCH MESSAGES

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

The Petronect Registry at Petrobras Electronic Quotes

About Registry at Petrobras Announcements Company Identification Evaluation Questionnaires Results from Evaluation Events Contact Us 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:

B *I*

* Description:

Attachment:

Attachment	File Name
No linked attachments	



V. SEARCH HISTORY

Search the Messages History

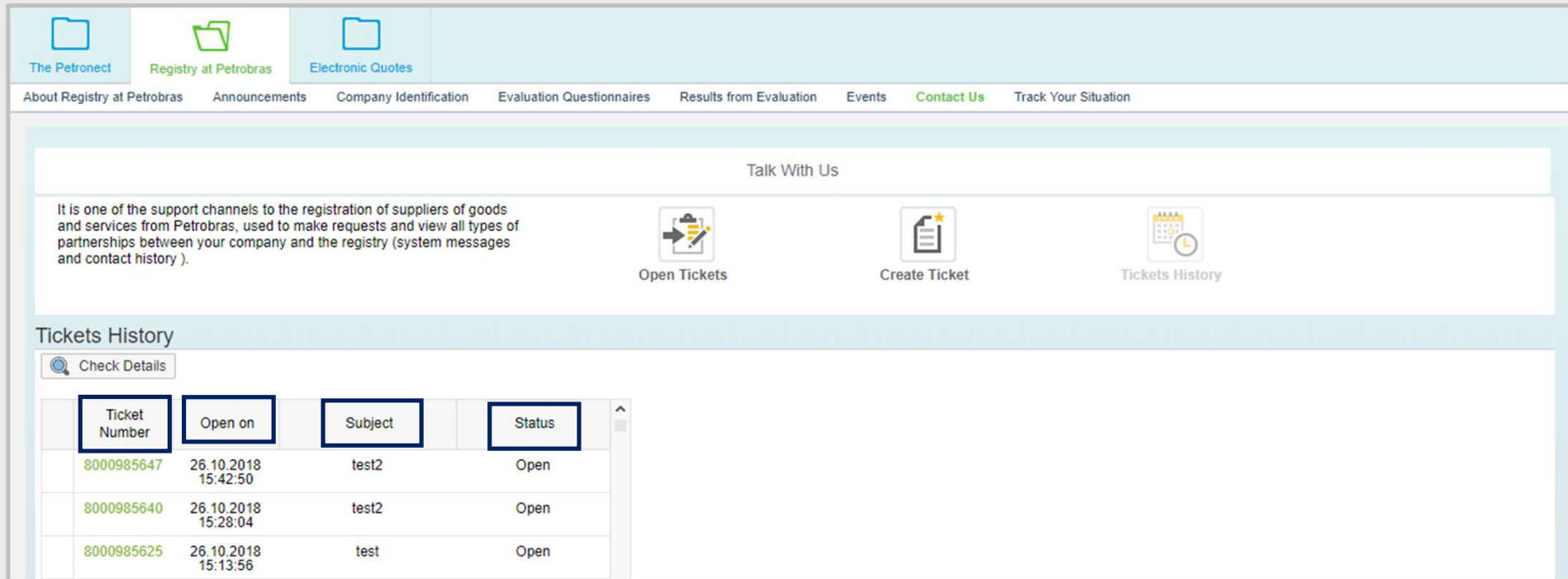
The screenshot displays the Petrobras portal interface. At the top, there are navigation tabs for 'The Petronect', 'Registry at Petrobras', and 'Electronic Quotes'. Below these are various menu items including 'About Registry at Petrobras', 'Announcements', 'Company Identification', 'Evaluation Questionnaires', 'Results from Evaluation', 'Events', 'Contact Us', and 'Track Your Situation'. The main content area is titled 'Talk With Us' and contains a descriptive paragraph about support channels. Three icons are present: 'Open Tickets', 'Create Ticket', and 'Tickets History'. The 'Tickets History' icon is highlighted with a blue box and a callout box containing the text 'Click on "Tickets History" to check all the messages.' Below this, the 'Tickets History' section is visible, featuring a 'Check Details' button and a table of tickets.

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



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.



The screenshot displays the Petrobras Registration system interface. At the top, there are navigation tabs for 'The Petronect', 'Registry at Petrobras', and 'Electronic Quotes'. Below these are various menu items including 'About Registry at Petrobras', 'Announcements', 'Company Identification', 'Evaluation Questionnaires', 'Results from Evaluation', 'Events', 'Contact Us', 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 this text are three icons: 'Open Tickets', 'Create Ticket', and 'Tickets History'. The 'Tickets History' section is expanded, showing a table with the following data:

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

The screenshot shows the Petrobras Registry system interface. At the top, there are navigation tabs: 'The Petronect', 'Registry at Petrobras', and 'Electronic Quotes'. Below these are menu items: 'About Registry at Petrobras', 'Announcements', 'Company Identification', 'Evaluation Questionnaires', 'Results from Evaluation', 'Events', 'Contact Us', and 'Track Your Situation'. The main content area is titled 'Talk With Us' and contains a paragraph explaining its purpose as a support channel for suppliers. Below this is a 'Tickets History' section with a 'Check Details' button and a table of 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).

Tickets History

Check Details

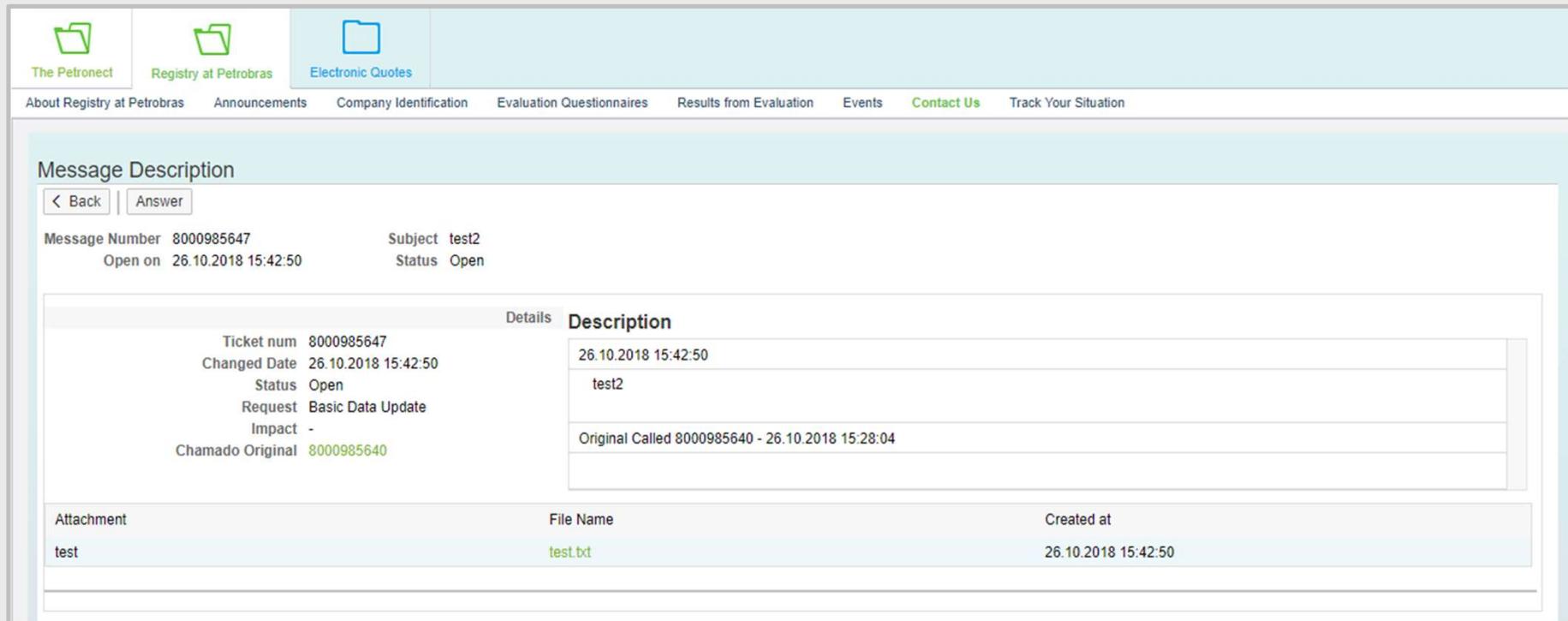
Ticket Number	Open on	Subject	Status
8000985647	26.10.2018 15:42:50	test2	Open
8000985640	26.10.2018 15:28:04	test2	Open
8000985625	26.10.2018 15:13:56	test	Open

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 screenshot displays a web application interface with a light blue header and a white main content area. The header contains three folder icons labeled 'The Petronect', 'Registry at Petrobras', and 'Electronic Quotes'. Below the header is a navigation menu with links: 'About Registry at Petrobras', 'Announcements', 'Company Identification', 'Evaluation Questionnaires', 'Results from Evaluation', 'Events', 'Contact Us', and 'Track Your Situation'. The main content area is titled 'Message Description' and includes a '< Back' button and an 'Answer' button. The message details are as follows:

Message Number	8000985647	Subject	test2
Open on	26.10.2018 15:42:50	Status	Open

Below the message details is a table with two columns: 'Details' and 'Description'.

Details	Description
Ticket num	8000985647
Changed Date	26.10.2018 15:42:50
Status	Open
Request	Basic Data Update
Impact	-
Chamado Original	8000985640

Below the table is an attachment list:

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



V. SEARCH HISTORY

The Petronect Registry at Petrobras Electronic Quotes

About Registry at Petrobras Announcements Company Identification Evaluation Questionnaires Results from Evaluation Events **Contact Us** Track Your Situation

Message Description

[< Back](#) [Answer](#)

Message Number 8000985647 Subject test2
Open on 26.10.2018 15:42:50 Status Open

Details	Description
Ticket num 8000985647	26.10.2018 15:42:50
Changed Date 26.10.2018 15:42:50	test2
Status Open	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 screenshot displays a web application interface with a navigation bar at the top containing icons for 'The Petronect', 'Registry at Petrobras', and 'Electronic Quotes'. Below the navigation bar is a menu with links: 'About Registry at Petrobras', 'Announcements', 'Company Identification', 'Evaluation Questionnaires', 'Results from Evaluation', 'Events', 'Contact Us', and 'Track Your Situation'. The main content area is titled 'Message Description' and features a '< Back' button and an 'Answer' button. The 'Answer' button is highlighted with a blue box and an arrow pointing to it from a text box. The message details are as follows:

Message Number	8000985647	Subject	test2
Open on	26.10.2018 15:42:50	Status	Open

Details	Description
Ticket num	8000985647
Changed Date	26.10.2018 15:42:50
Status	Open
test2	26.10.2018 15:42:50

Below the message details is a table with columns for 'Attachment' and 'Created at'. The first row shows an attachment named 'test' with a file type of 'test.txt' and a creation date of '26.10.2018 15:42:50'. A text box with the instruction 'Select the related line and click on 'Answer' to answer the message.' is overlaid on the interface, with an arrow pointing to the 'Answer' button.



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:

Attachment	File Name
No linked attachments	

1. Click on the button "Load Attachment" to open the load window.

It will be possible to attach files to your answer.

2. Fill the attachment description and click on "Browse..." to search a file.

3. Click on the button "Load".

After filling the field "Description", click on the button "Send".

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.

Load	
* Description:	* File 1: Choose File No file chosen
* Description:	* File 2: Choose File No file chosen
* Description:	* File 3: Choose File No file chosen
* Description:	* File 4: Choose File No file chosen
* Description:	* File 5: Choose File No file chosen
* Description:	* File 6: Choose File No file chosen
* Description:	* File 7: Choose File No file chosen
* Description:	* File 8: Choose File No file chosen
* Description:	* File 9: Choose File No file chosen
* Description:	* File 10: Choose File No file chosen

Close



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OUR FUTURE TOGETHER.

