

# General Guide for Supplier Qualification *Suppliers*

Sap Ariba SLP & Risk

V2.0



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 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 Ariba Network, but this does not mean that the qualification process is global for your Ariba Network account, this process is specific of Repsol.

So, to proceed first **you must have an Ariba Network account**, if you do not have one please follow the *General Guide to Supplier Registration* include in the Repsol [webpage](#), to register and create an account.

### I have an Ariba Network account, do I need to know something before been able to complete the Qualification process?

As mention before, the process is manage inside Ariba Network, so it will be required that you know how to answer questionnaires and provide certificates in Ariba Network, so the Repsol team could evaluate your status with the maximum amount of information.

In order to explain these two topics, we include the [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 the [chapter 3: Qualification Process](#), but we recommend you to review the 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 expired.

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

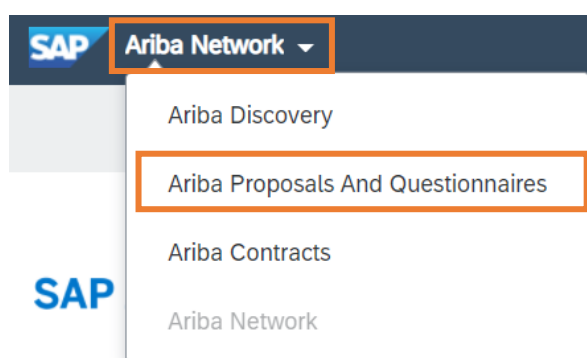
In short terms yes, once you had been qualified the opposite could happen. In this case, Repsol decided for a justified reason that as a Supplier you might not be eligible for working with.

## 2. Questionnaires and certificates

### What is a questionnaire?

A questionnaire is the way Repsol will request documentation and information through Ariba Network, this questionnaire could be of 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 in a clear way so it will be easier for you as a Supplier to manage them.

You will manage using Ariba Network inside the tab **Ariba Proposals and Questionnaires**. To access this tab, you must only click on Ariba Network next to the SAP logo in the top left corner of the screen, this will open a drop-down tab and then select this choice:



A new screen will open, here you will be able to access the different events and questionnaires that you are invited to. In this page, inside the sections that include questionnaires you will be able to access the different types of questionnaires that Repsol send you:

Risk Assessments						
Title	ID	End Time ↓	Commodity	Regions	Status	Event Type
No Items						
Registration Questionnaires						
Title	ID	End Time ↓	Commodity	Regions	Status	
▼ Status: Open (1)						
Supplier registration questionnaire	Doc477242287	7/29/2021 1:11 PM	All commodities All	All All / All	Registered	
Qualification Questionnaires						
Title	ID	End Time ↓	Commodity	Regions	Status	
▼ Status: Completed (1)						
Supplier qualification questionnaire	Doc464337876	7/29/2020 1:17 PM	All commodities All	All All / All	Qualified	
Questionnaires						
Title	ID	End Time ↓	Commodity	Regions	Status	
▼ Status: Completed (1)						
Score Modular Question	Doc624454501	3/24/2021 6:11 PM	(no value)	All All / All	Pending Approval	
Certificates						
Certificate Info	Effective	Expiration	Attachment	Questionnaire	Status	
No Items						

Here you can check the status of the questionnaires and the answers that you provided if you already sent to Repsol.

## How do I answer a questionnaire?

You will receive an email like the one shown below when Repsol request you to complete a questionnaire, if you click on **Submit Questionnaire** you will be send to the login page (or questionnaire if already logged):

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 Questionnaire screen by doing click on the name of the questionnaire:

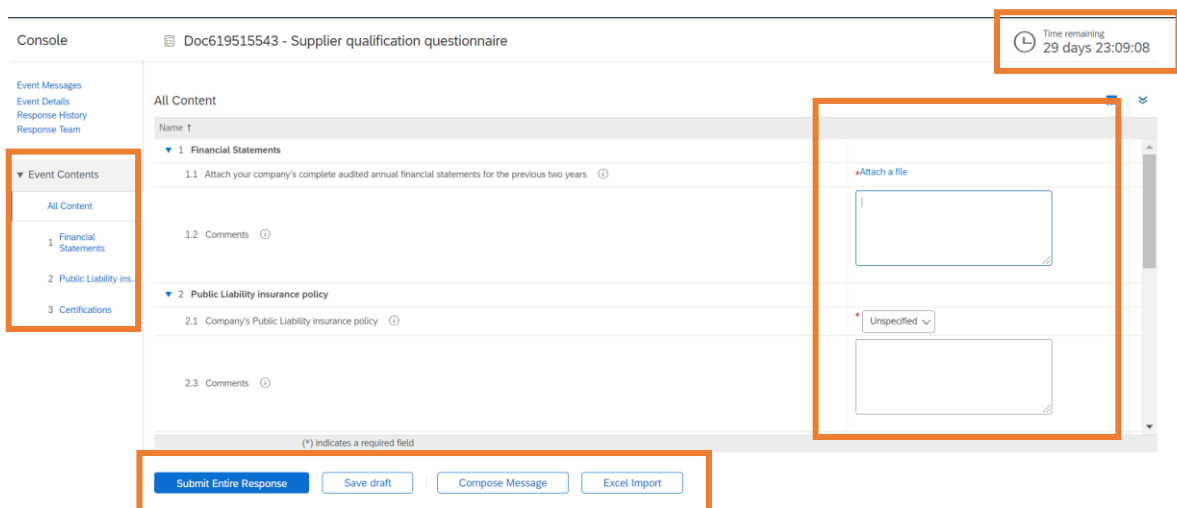
Questionnaires						
Title	ID	End Time ↓	Commodity	Regions	Status	
▼ Status: Completed (2)						
Modular Questionnaire Competition	Doc611300278	3/8/2021 12:46 PM	(no value)	(no value)	Pending Approval	
Data Security Questionnaire	Doc611300254	3/8/2021 12:40 PM	(no value)	(no value)	Pending Approval	
▼ 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	

Once inside you will see the information or content that Repsol request, it is important to know that the mandatory field are mark with a red asterisk.

There are different types of questions:

- Attach a document (only **one** attached document or a zipped folder is available)
- Yes or no question
- Multiple choice question
- Text answer
- Certificate question, this last case 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 shown below:



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 part, the questions at the central part of the screen and the choices you have at the bottom part.

Once you have answered to the content you have the following choices:

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

## I receive 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:

Repsol - TEST

---

Hello Contact Contact,

Repsol - TEST has invited you to complete a questionnaire. This is required so CONSULT S.A. can do business with Repsol - TEST.

**Questionnaire Overview**  
 Questionnaire name: Certificate Automation quality IATF 16949  
 Respond by: Wed, 31 Mar, 2021

[Submit questionnaire](#)

Best,

SAP Ariba team

It will work like the questionnaires mention before, you can access the same way. But the questions inside will be different.

In this case once you access the questionnaire a screen like the shown below will appear:

All Content

Name ↑	
1 Certificate Quality: ISO 9001 Scope 1	* Unspecified ▾
2 Additional documents can be Attach here	<a href="#">Attach a file</a>
3 Do you wish to Attach a second ISO 9001 Certificate with another scope?	* Unspecified ▾

(\*) indicates a required field

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

All Content

Name ↑	
1 Certificate Quality: ISO 9001 Scope 1	* Yes ▾ <a href="#">Details</a>

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

1 Certificate Security OHSAS 18001 and ISO 45001

Enter details for **Certificate**. Enter the location of a file to add as an **Attachment**. To search for a [More](#)

Certificate Type: Seguridad: OHSAS 18001 / ISO 45001

Issuer:

Year of Publication:

Certificate Number:

Certificate Location:

Effective Date:

Expiration Date:

Attachment: [UGC.xls](#) [Delete](#)

No file chosen

Or drop file here

Description:

Once complete click on **Ok**, this will send you to the questionnaire to continue.

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

2 Additional documents can be Attach here	<a href="#">Attach a file</a>
---	-------------------------------

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

Each certificate has their own expiration date, does not matter that you include two certificates in the same questionnaire.

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

All Content ☰

Name ↑		
1 Certificate Quality: ISO 9001 Scope 1	* Yes ↓	Details
2 Additional documents can be Attach here	Attach a file	
3 Do you wish to Attach a second ISO 9001 Certificate with another scope?	* No ↓	

(\*) indicates a required field

## I answer the questionnaire, what happens now?

In all cases independent from the questionnaire type, Repsol team will review your response and approved, denied, or request additional information. You will be notified with the resolution of the process via email. You can see an example of a notification:

Repsol - TEST

---

Hello Enrique Bastante,

Repsol - TEST has approved the questionnaire that you completed.

**Questionnaire Overview**  
Questionnaire name: Data protection Questionnaire

You'll be notified if any other tasks require your attention.

Best,

SAP Ariba team

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

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

The status of the questionnaire can be the following:

- Not responded: You have not responded the questionnaire
- Pending approval: You send the questionnaire, and it is pending to be reviewed by Repsol
- Approved: Repsol approved the content
- Rejected: Repsol denied the content in case the information is not accepted (in case it is not a questionnaire associate to the qualification process this status will appear name as Denied)
- Expiring: If the questionnaire has an expiration date, this means that is close to expire
- Expired: If the questionnaire has an expiration date, this means that the questionnaire has 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					Status
Certificate Info	Effective	Expiration	Attachment	Questionnaire	
Quality: ISO 9001 Scope 1	4/1/2021	4/10/2025	<a href="#">Test cert.pdf</a>	Certificate Quality ISO 9001	Valid
Quality: ISO 9001 Scope 2	4/4/2021	4/7/2021	<a href="#">Test cert.pdf</a>	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 (need update)
- Expired: The certificate has expired, and it is not valid

### Can these questionnaires expire?

Some of the questionnaires can expired, in these cases you will receive a notification via email in which 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 **Revise response** and send again so Repsol review the new information:

Revise Response

But there are some questionnaires that does not have an expiration date and you will be able to reupload whenever you want, these questionnaires will always appear inside the section Status: Open:

## 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

## What happen if the certificate is going to expired or I need to update it?

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

It is important to mention that **two months before the certificate expires** you will receive an email like the one shown 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**, once inside the questionnaire review the certificates that you include before and update the specific certificate that it is going to expired.

## What happen if the questionnaire is rejected/denied?

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

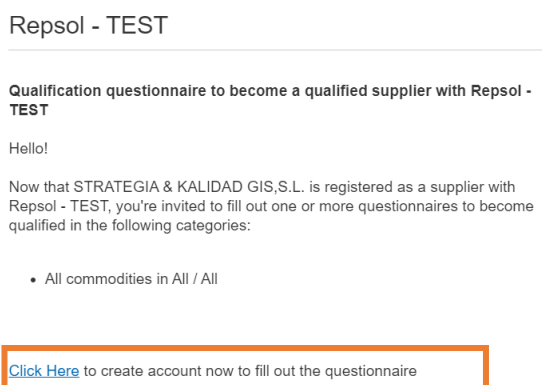
Revise Response

If you this button does not appear that means that the questionnaire is closed and Repsol will decided if they resend you the questionnaire.

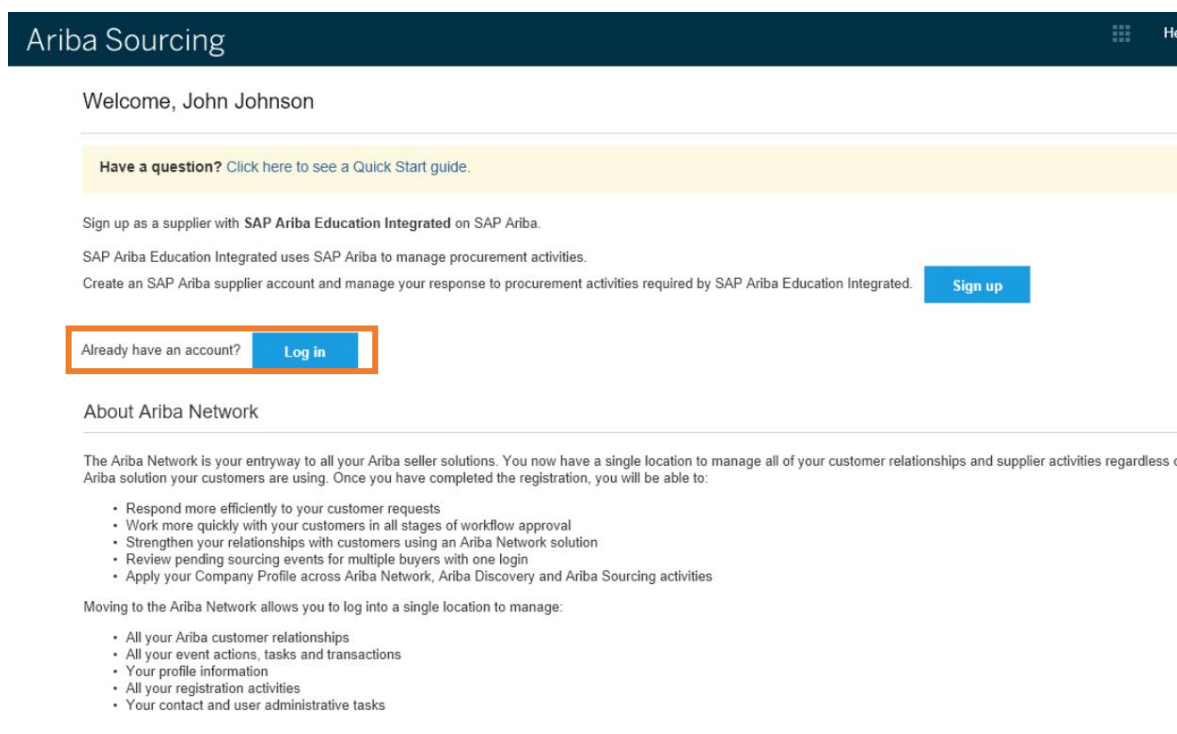
### 3. Qualification process

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

When Repsol starts the qualification process, you will be notified via email with one like the shown below, as it will be needed that you provide certain information about your Company. Once you received the email, you must click on “**Click here**”, to start the qualification process.



Once you clicked, you will be redirected to Ariba Network, where you can login with your credentials in case you were not logged before:



From the dashboard click on **Ariba Network**, this will open a new drop-down tab where you must click on **Ariba Proposals and Questionnaires**:



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

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

Risk Assessments						
Title	ID	End Time	Commodity	Regions	Status	Event Type
No Items						
Registration Questionnaires						
Title	ID	End Time	Commodity	Regions	Status	
▼ Status: Open (1)						
Supplier registration questionnaire	Doc433343387	3/30/2021 1:11 PM	All commodities All	All All / All	Registration	
Qualification Questionnaires						
Title	ID	End Time	Commodity	Regions	Status	
▼ Status: Completed (1)						
Supplier qualification questionnaire	Doc464337876	7/29/2020 1:17 PM	All commodities All	All All / All	Qualification Started	
Questionnaires						
Title	ID	End Time	Commodity	Regions	Status	
▼ Status: Completed (1)						
Score Modular Question	Doc624454501	3/24/2021 6:11 PM	(no value)	All All / All	Pending Approval	
Certificates						
Certificate Info	Effective	Expiration	Attachment	Questionnaire	Status	
No Items						

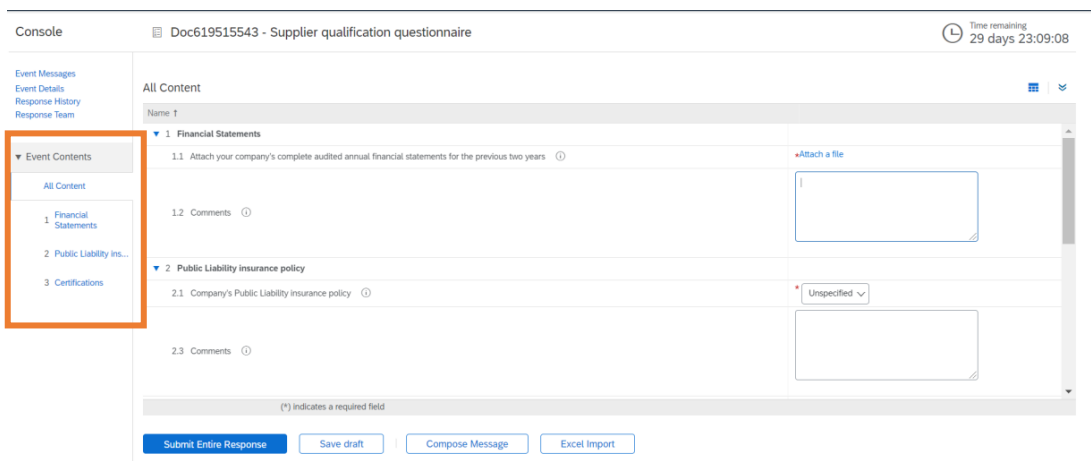
In this section a new questionnaire called **Supplier Qualification Questionnaire** will appear with the status **Qualification started**, click on the name.

Qualification Questionnaires						
Title	ID	End Time	Commodity	Regions	Status	
▼ Status: Open (1)						
Supplier qualification questionnaire	Doc665004269	6/17/2021 7:35 PM	All commodities All	All All / All	Qualification Started	

Once you click, it will open a new screen where you can see the content of the questionnaire, also there is a time limit to provide an answer. This limitation is shown in the top right corner of the screen with a clock:



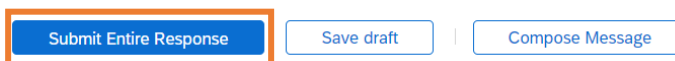
The screen of the questionnaire is like the shown below. At the left part you can see a resume of the questionnaire sections:



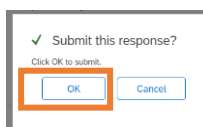
Complete the questionnaire by accessing each of the sections (all the questions mark with a red asterisk are mandatory). In some cases, once you answer a question it will appear a new question, if this happen that new question could be mandatory.

Once you finish, go to the lower part of the screen, here you can do the following:

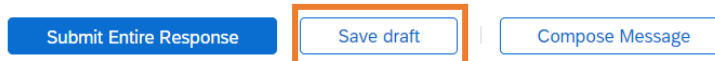
- **Submit the entire response:** This will send the questionnaire answers to Repsol for their analysis.



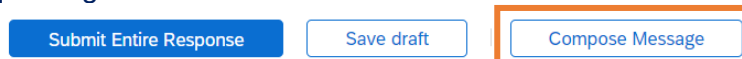
Once you click a confirmation check will appear:



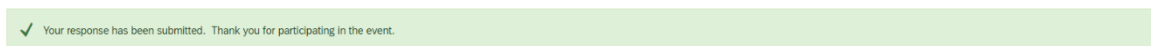
- **Save draft:** In this case the answer you complete will be save as a draft so you can continue in other moment.



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



Once you finish to answer and send the questionnaire the next message will appear in the top part of the screen:



Please, consider that once you submitted the questionnaire this will be close, and you cannot change the answers.

## I already answered the questionnaire, what should I do now?

If you already answered the questionnaire you will be able to follow its status in the Ariba Proposals and Questionnaires:

Qualification Questionnaires ☰

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

Once you submit your answer the questionnaire will appear as **Pending Qualification Approval** until the Repsol team decides, during their internal process you could be requested to provide additional information, in this last case you will receive an email similar to the shown 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 so you 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.

Also, 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)					
<a href="#">Supplier qualification questionnaire</a>	Doc665004269	5/18/2021 8:00 PM	All commodities All	All All / All	Qualified

In cases it is **denied**, you will receive an email like the shown 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

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

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	Qualification Rejected

## 4. After qualification

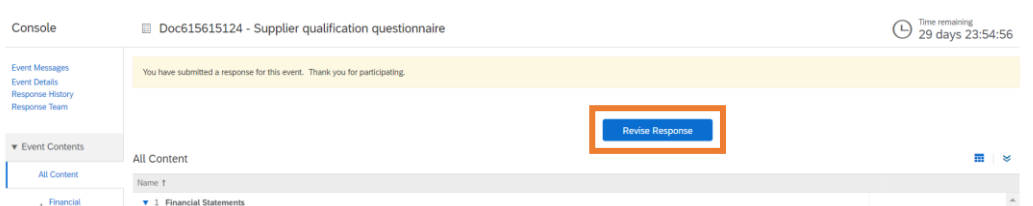
I am qualified but it is going to expire, what should I do?

The qualification status has an annual expiration date. Repsol will requalify your status once you provided the information again and everything is right. To do that Repsol will resend you the questionnaire associate with this qualification status.

If this is the case the questionnaire related to the qualification with Repsol will be re-open as shown below, also you will be notified via email:

▼ Status: Open (1)					
Supplier qualification questionnaire	Doc615615124	4/17/2021 11:40 AM	All commodities All	All All / All	Qualification Started

If you enter by clicking in the questionnaire name you will be sent to the questionnaire content, in here if you click on **Revise Response**. You will be able to review and update the information as it is explained in the [chapter 3 Qualification Process](#):



Consider that this process will follow the same path than the one described in the third chapter so in case the information is not accepted this qualification renewal can be rejected.