

Questions and Answers – Scheduling of delivery of new materials at Petrobras

1. What is the Scheduling system?

It is a solution to meet the processes of scheduling the delivery of new materials, in the warehouses of Rio de Janeiro – Cordovil (ARM-Rio) and Macaé (ARM-Macaé).

For the other Petrobras units, deliveries must be made without scheduling.

2. How to access the tool?

Access can be made through the address <https://agendamento.petrobras.com.br> in your browser. The person responsible for the registered delivery must select the option → "B2C Azure Ariba".

On this page, there will be 3 options to connect to the system, check out the one that best suits your profile.

SAP Business Network – Supplier: It should only be used by suppliers, as long as they have adhered to Ariba.

Gov.br: It must be used by suppliers or carriers who have a governofederal.gov.br account.

Local: Used only for carriers, if they are registered. Access will be through the option "REGISTER NOW".

IMPORTANT: If the delivery is carried out by carriers, **Suppliers must first register the carriers**, following the guidelines of the [Guide – Carrier Registration](#), available at [Supplier Channel](#).

IMPORTANT 2: It must be done **ONE APPOINTMENT PER VEHICLE**, although this concentrates the delivery of materials from multiple orders or suppliers.

3. What is the scheduling request flow regarding the shipments of certificates for deliveries in the ARM-Rio and ARM-Macaé warehouses?

If the material requires the sending of a certificate (specified in the purchasing step), it will be necessary to attach the documents saved in PDFs (limit 10Mb per file) in "Attach Technical Documents". Only after this step is validated and released by Petrobras, the scheduling request can be made.

If the material does not require the sending of a certificate (specified in the purchasing step), in the "Attach Technical Documents" box "Does not require a certificate" should be selected. After the validation and release of Petrobras, the scheduling request can be made.

It is worth mentioning that this option of not requiring certificates will only be enabled after clicking "Process".

4. Will the fiscal document be validated in the new scheduling request?

Yes. The platform will make the fiscal validation through the protocol number of the electronic invoice and will allow the continuation of the requests **only** of the notes approved by Petrobras, with RECE or RECW status.

5. Who should be triggered in case of tax divergence when there is a problem related to the purchase order?

Any divergence presented in the protocol, the expeller and the contract manager must be triggered.

6. Will it be possible to request an appointment when the purchase order requires a certificate and I don't attach it?

No. The system verifies whether, associated with the application, there is any associated certificate, including in cases where there is no certificate requirement, since a model file is included in the attachment and approval process that indicates non-relevance. Thus, to proceed with the scheduling request, it is necessary to go through the document approval process.

7. Can I attach more than one certificate to the same request?

Yes, as many as are necessary to meet the material to be delivered, paying attention to the size limit of 10 MB.

8. Can I attach any file format to the request?

No. The system will accept only PDF and Doc/Docx (Microsoft Word) formats and limited to the size of 10 MB.

9. How will I track my certificate submission requests?

The tracking of requests to send certificates is available in the new system under "Attach Technical Documents". This service has filters to facilitate the search. In addition, at each step that requires Petrobras' approval, the supplier will be notified by e-mail about the approvals/disapprovals.

10. How will I track my scheduling requests?

Tracking of scheduling requests is available in "My Appointments." This service has filters to facilitate the search. In addition, at each stage that requires Petrobras' approval, the supplier will be notified by e-mail of the approvals/disapprovals.

The status of the request in "My Schedules" is defined as follows:

1. Scheduled: Request already scheduled (supplier can also reschedule or cancel through the My Schedules App);

2. Cancelled Scheduling: Status displayed after scheduling has been canceled.

Action: Required new request creation through the Create Scheduling App;

3 - Cancelled request: Appointment request has been canceled.

Action: Required new request creation through the Create Scheduling App

4 - Dimensioned: Request has already been dimensioned (selected dock and discharge duration) by Petrobras and can already be scheduled by the supplier

Action: Schedule through the My Schedules App, selecting date and shift for delivery.

5- Rejected: Scheduling request rejected.

Action: Start new request through the Create Schedule App.

6 - Requested: Scheduling requested by the supplier, but not yet sized by Petrobras.

Action: Wait for scaling.

11. During the certificate submission request in the new delivery scheduling request from the ARM-Rio and ARM-Macaé warehouses, will I need to identify what type of document I am sending?

Yes. The field "type of certificates" must be filled in according to available options.

12. How will I know if my certificate submission request has been approved in the new delivery scheduling portal that will serve the ARM-Rio and ARM-Macaé warehouses?

Querying the new system in "Attach Technical Documents" and filtering by the "Released" status. An email will be sent containing the update of the status of the request.

13. What are certificates and what types?

They are technical documents required in the purchase order issued to the supplier, linked to the bidding process.

- Certificates that can be sent by the supplier: Certificate of Conformity; CLM Certificate; Data Book Certificate; CA Certificate; Emergency Form; MSDS Certificate; Guarantee Certificate; Certificate of Approval.
- If the bidding does not require the sending of a certificate, the document "Declaration of No Certificate Requirement" will be generated by selecting the option "Does not require certificate".

14. To which e-mail address will the notifications of approvals/disapprovals made by Petrobras in the new delivery scheduling solution of the ARM-Rio and ARM-Macaé warehouses be sent?

The system will consider the e-mail informed by the supplier in its Petrobras register as the main address for sending notifications of the progress of the request. In addition, it will also be possible at the time of the request to add a new email, this feature being limited to 5 addresses.

15. Will the carrier be able to make a certificate submission request in the new delivery scheduling solution of the ARM-Rio and ARM-Macaé warehouses?

No. Only suppliers will be able to submit certificates for analysis by Petrobras.

16. Will the carrier be able to make a scheduling request in the new delivery scheduling solution of the ARM-Rio and ARM-Macaé warehouses?

Yes. The conveyor **provided that enabled by the vendor**, through the option "Carrier Registration", you will be able to request an appointment. **The important thing is that ONE APPOINTMENT PER VEHICLE IS MADE**, although this concentrates the delivery of materials from multiple suppliers.

17. How can I designate carriers to make deliveries to any Petrobras unit contemplated by the new delivery scheduling solution of the ARM-Rio and ARM-Macaé warehouses?

The supplier registers the carrier through the "Carrier Registration" option in the new scheduling portal. After this process, the supplier must inform the carriers of the e-mail that has been registered so that the carrier can access the scheduling solution.

18. How to schedule a delivery?

To request the scheduling of a new delivery at ARM-Rio and ARM-Macaé, the person responsible for the registered delivery must access the link <https://agendamento.petrobras.com.br/>, select the option → "B2C Azure Ariba" and follow the steps below:

Deliveries by the supplier itself	Deliveries by the Carrier
<ul style="list-style-type: none"> • The supplier must click on "SAP Business Network – Supplier"; • After opening the Ariba login tab, the vendor must enter their credentials; • After completion of the phase of submission and approval of technical documents will be able to start the scheduling request through the "Create Schedule"; • After sizing the request, you can select date and shift through "My Schedules". 	<ul style="list-style-type: none"> • The supplier must register the carrier through the application "Carrier Registration" informing the e-mail of the carrier; • The carrier should click on "Sign up", fill in the e-mail field with the same e-mail address provided by the supplier and create password for access; • Once the documentation submitted by the supplier has been approved, the carrier will create the scheduling request through the "Create Schedule"; • After sizing the request, you can select date and shift through "My Schedules".

ATTENTION: ONE APPOINTMENT PER VEHICLE MUST BE MADE, even if this concentrates the delivery of materials from multiple suppliers.

19. How will the schedule be allocated in the schedule grid?

The scheduling will be allocated in the schedule grid automatically, according to the volume of cargo informed by the supplier / carrier, availability of shifts and docks intended for receipt. Petrobras will size the time needed to carry out the conference and the system will calculate the total time of the operation and the allocation of the request within the grid of available times.

20. Will there be any training to use the scheduling system?

Yes. Petrobras will provide training materials in the new scheduling processes in the Supplier Channel.

21. Will the current system used for scheduling at ARM-Rio and ARM-Macaé, Petronect, continue to be available for new requests?

No. New requests must migrate to the new scheduling portal. The deadlines for scheduling via Petronect will be available at Petronect itself.

22. With the arrival of the new system, will there be changes in the current procedure for registering the driver's arrival?

Yes. The new system will provide a new screen on the same equipment that currently exists, but the form of registration must be made by the scheduling number. In addition, the driver will register in the system, using his CPF, to facilitate future access to Petrobras facilities for deliveries.

23. Will there be changes to join Petrobras' facilities?

Yes. After performing the accreditation procedure, the driver must return to the waiting room and wait for the call to be able to go to the unloading site. This call will be made through the existing panel in the rooms, where it will be signaled the turn of each driver

24. Why was my delivery schedule cancelled?

In the New Scheduling Portal with each change in the status of the requests, an email will be sent to the electronic addresses, informing the reason for the cancellation. It is also possible to follow up on requests through "My Schedules", apply the desired filters and check the information.

25. What to do if it is not possible to make the appointment in "Create Schedule"?

The scheduling request will not take effect in three cases:

- a) Invoice with delivery location divergent from the selected yard.
Solution: Select the correct yard to create the schedule;
- b) Incorrect or unapproved key
Solution 1: Verify that the invoice has been approved by Petrobras
Solution 2: Verify that the fiscal document is correct

26. At what point will I inform the delivery date in the new Scheduling Portal?

The delivery date will be informed following the steps: When making the scheduling request in "Create Scheduling", it is necessary to inform the 44-digit key of the Invoice (which is valid for scheduling) so that Petrobras can size the time and place for unloading the material. This will be evaluated by Petrobras and then the person responsible for the delivery will receive an automatic email to complete the scheduling.

After receiving the e-mail, the person responsible for the delivery must make the appointment informing the date and shift in "My Schedules". After confirmation, the confirmation of the date and time to make the delivery will be displayed.

27. My delivery scheduling request was rejected due to early date. How to solve?

The early delivery can only occur with prior authorization from Petrobras, having to be mandatorily included in the purchase order. The delivery of the material may take place up to 15 days before the date of shipment without characterizing early delivery, according to clause 9.1.1 of the CFM (Conditions of Supply of Material): 9.1.1 - Early delivery is understood as delivery made more than 15 (fifteen) calendar days in advance of the contractual date of delivery

28. What are the accepted protocol statuses to make a request in the new delivery scheduling solution of the ARM-Rio and ARM-Macaé warehouses?

The statuses supported by the new scheduling solution are RECE and RECW.

29. Is it possible to change a request in the new delivery scheduling solution of the ARM-Rio and ARM-Macaé warehouses?

Yes, it is possible to reschedule or cancel an appointment after it has been sized by Petrobras.

30. We have prepared the delivery schedule and the material/equipment is ready for shipment to Petrobras. Which email address should we send the schedule to?

In this case it is necessary to trigger the diligentiator responsible for your company so that he validates with the final customer the delivery schedule.

31. I am not getting available date for delivery scheduling and the shipping date is expiring. What should I do?

Make the appointment for the nearest available date and inform the expeller of the request for analysis, sending evidence of unavailability by opening the call by the link https://petrobras.servicenow.com/cse?id=sc_cat_item_cs&sys_id=b77cb63edbe3d9d4cd20ad241496198e>Change of Date Shipment - Delivery Date

32. How to make the notice of availability for collection when the transportation is the responsibility of Petrobras?

For orders whose Incoterms indicate that the transportation is the responsibility of Petrobras it is necessary to send the notice of availability of the good (ADB) through the link https://petrobras.servicenow.com/cse?id=sc_cat_item_cs&sys_id=eb4407f2db2bd9d4cd20ad24149619ab>Notice of availability of the good - ADB. If the delivery conditions of groups "E" or "F" of INCOTERMS 2010 are adopted, the Good shall be made available for transportation by Petrobras through the use of the Notice of

Availability of the Good # ADB, according to the model made available by PETROBRAS on the internet, at the address <https://canalfornecedor.petrobras.com.br/>, and may be replaced by any other document issued by the Supplier that characterizes the availability of the Good and informs all the necessary data for the transport.

Answers – Live with Suppliers held on 18/05

1. What is the deadline for Petrobras to approve the documentation?

The analysis, approval or rejection of the technical documentation is carried out daily, following the order of the supplier's request date in the system. There is no set deadline for the response. The Schedule must be carried out in advance. For delivery planning, the supplier should consider:

1. The entire scheduling flow;
2. Possible rejections (incorrect documentation). In this case, you will need to submit the correct documentation for a new analysis;
3. Availability of delivery dates;
4. Date of shipment of the order.

2. How soon does Petrobras release orders that do not require a certificate?

Requesting appointments for orders that do not require a certificate follows the same process as those that require them. It will be analyzed whether what was declared by the vendor in the request matches what is in the purchase order.

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1. The entire scheduling flow;
2. Possible rejections (incorrect documentation). In this case, you will need to submit the correct documentation for a new analysis;
3. Availability of delivery dates;
4. Date of shipment of the order.

3. If my carrier is unable to deliver on the scheduled date, can we deliver on the next date without appointment?

No. You will need to reschedule.

4. Posting the certificates on the portal, is it still necessary to send a hard copy?

For the warehouses of Rio de Janeiro (Cordovil) and Macaé it is not necessary the printed copy.

5. How can we know what the courtyard is? Internal or external? The request does not inform.

The identification of the ARM-MACAÉ Yard (Imboassica) will be made by the zip code that appears in the shipping address of the purchase order.

Inner Courtyard: CEP 27913-000, 27925-290 and 27973-030

External Yard: CEP 27932-370 (Large materials requiring a crane).

6. I am supplier and for some cases we are also the ones who deliver. If I schedule for 11am and our driver arrives at 11:30am, the appointment is cancelled and we will have to do the whole procedure again or do they automatically provide a new date/time?

For deliveries to Petrobras facilities, it is recommended that the supplier/carrier presents himself at least 30 (thirty) minutes in advance of the scheduled time.

After 30 minutes of scheduling time, if the carrier does not identify itself to the scheduling professional, the appointment will be canceled in the system. Delivery can only be made after a new appointment by the supplier/carrier.

7. As for the scheduling for return of recovered equipment, some requests are generated for various items purchased to be used in the repair. So, with our scheduling process, can we only return the equipment with all orders cleared and scheduled for delivery?

No scheduling is required for delivery of recovered materials. Scheduling is required for new materials only.

8. Neither in the quotation nor in the order is requested the certificate and even so, at the time of scheduling, the system warns that there is no certificate released for the order, preventing scheduling. How to solve?

In the Attach Technical Documents App, a box with "No certificate required" must be selected if the request does not have any certificate attached.

9. I made an appointment and the status is "scaled", what is the next step for it to be changed to "scheduled"?

Once you're in Scaled status, go to the My Schedules App to select a date and shift for delivery.

10. Who requests the appointment is the carrier or the supplier?

Who should perform the scheduling via portal is responsible for delivery at Petrobras. That is, the carrier that will deliver the material. ONE APPOINTMENT PER VEHICLE MUST BE MADE, even if this concentrates the delivery of materials from multiple suppliers.

11. How will the carrier know if it has the access to make the appointment?

The supplier must initiate the registration of the carrier through the application "Carrier Registration". After this, you must notify the carrier that you are authorized to register through the portal. In [Supplier Channel](#) you can access the Guide that teaches you how to perform the Carrier Registration, or access [by clicking here](#).

12. Regarding the "scaled" Status, I entered "my schedules", but still, I did not find any field to select the desired shift. How to proceed?

In My Schedules, search for the request you want to schedule > click on the request details > click "Process" (top right button in blue) > click "Schedule" (bottom right blue button) > Select date and shift and confirm.

13. After I attach the technical documents, then I go to "create schedule" put the patio option, and then the ACCESS KEY, however, when I put the key, appears to me not approved, and the request was released, how do I resolve?

It is necessary to check the status of the NFe, if it is validated by Petrobras, it will be possible to create the schedule.

14. We are not able to attach certificates in pdf, is giving error. Is it a general platform problem? Any guidance on what to do?

The platform accepts .pdf and .docx files up to 10mb. If it is in another format, please adjust.

15. We made the registration, but does not appear the option to schedule in any way, we have 2 order to deliver pending.

The order flow is to attach the technical documentation (if necessary), Petrobras approves this documentation, the person responsible for the transport performs the scheduling request, Petrobras sizes the time and place available, then the person responsible for the transport performs the scheduling through the "My Schedules".

16. I am a supplier and carrier. Do I need to observe the carrier's registration steps?

There is no need, it is possible to make the appointments by the same vendor login.

17. Often in the scheduling request, at the time of answering the questions about volumetry, the questions appear to answer as Yes or No, but the answer can only be numerical, not allowing continuity in scheduling. What must be done for the questions to appear correctly?

This issue is already under consideration for correction.

18. How to find an appointment by order number?

In the My Schedules application it is not possible, at this time, to filter by order. This issue is under consideration for correction.

19. We currently ship the *Databook* of the material to the Diligenciador, because the file is very large. Thus, we put the proof of sending this document in the scheduling portal. Can we go the same way?

Sending files through the Scheduling system is limited to 10 MB. If the file has a larger size, it is suggested that it be compressed.

20. Will the period of analysis of the documents by Petrobras be deducted from the deadline I have for delivery?

No. The delay in the analysis of the documents by Petrobras will be added to the date of shipment of the orders, provided that the supplier pleads in a timely manner.

21. If the scheduled date is later than the one fixed in the contractual period, who will assume the fine? And the vendor's IDF, what will it look like?

Petrobras proactively readjusts the shipment whose scheduled date is later than the expiration date of the order, provided that the scheduling request happens before the expiration of the shipping date. In this case the IDF is not impacted.