Supplier – Communication channels

Guide lines

• This communication channel showed will be the only ones available for the suppliers in order to request clarifications with respect to an specific qualification process as for example: renewal, unlock ex scouting, progress status.

• The qualified must not accept requests outside his perimeter of competence that the supplier could wrongly request through this channel, for example: To obtain functional support from the Help Desk.

• The Help Desk must not accept requests for supporting suppliers from the qualifieds

• To get in touch with the Help Desk the supplier have to use the contacts available in the section “Contacts” of the Global Procurement portal: https://globalprocurement.enel.com
Supplier – Communication channels

Qualification process research

In WeBUY there is available a functionality of messaging related to an specific qualification process, between the supplier and the qualificator which is the owner of the process.

In order to use this functionality it is necessary to access the qualification process in which you want to start a conversation with the qualificator.

1. From the navigation menu, select the section *My Organisation*
2. *Qualification Process*
3. *Qualifications*
## Supplier – Communication channels

### Selection of the qualification process

<table>
<thead>
<tr>
<th>Qualification Process</th>
<th>Qualification Process Steps</th>
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In this screen it is possible to select the desired qualification process.
Supplier – Communication channels

Message creation

Within the selected qualification process it is possible to start a discussion and send a message to the qualifyor owner of the qualification through the tab:

1. Messages
2. Create Message

The system will show the following advice. In order to continue with the creation of the message click on:

3. Generate message boxes
Supplier – Communication channels

Creation and sending of the message

Now it will be possible to insert:
1. The subject of the message
2. The text of the message
3. Attached documents

Finally, it can be sent to the qualificator or it can be saved as a draft.