

## FAQs

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## What are the first steps in Sinergie?

When you receive an invitation for the first time via email, you should access the link provided (by clicking on "Access") and complete your registration on the platform (Miisy).



It is necessary to define a password, accept the terms and conditions, and click on "Register".



When you successfully finish your registration, you will be redirected to Sinergie Dashboard where you can access the opened Quotation.

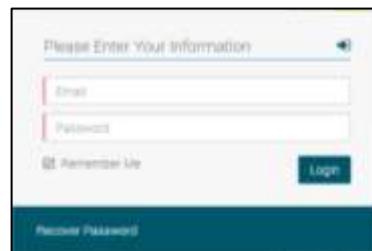
### ⓘ Note

Remember to check your Junk Mail and/or Spam mailboxes.

## How can I recover my password to access Sinergie?

To recover your Sinergie password, please access Sinergie portal (<http://sinergie.edp.pt>) and click on Recover Password. Then, enter your e-mail and click on Send.

Afterwards, you will receive a message (email?) to redefine your password.

A screenshot of a web form titled "Please Enter Your Information". It contains two input fields: "Email" and "Password". Below the "Password" field is a checkbox labeled "Remember Me". To the right of the form is a blue "Login" button. At the bottom of the form, there is a link that says "Recover Password".

## What are the requirements to send a quotation?

You should check all the required fields are filled in (mandatory fields have red bars) and a commercial file is attached in the Commercial Attachments tab in the quotation header.

Make sure you don't have the red alert in the right corner of the screen next to "Commercial Attachments".

## Where should I attach a file?

To attach files, you must use the fields: "Commercial Attachments" and "Technical Attachments" in the header (right clip icon) or at item level.

## How do I know if my quotation has been submitted?

Once your quotation has been submitted, you will receive an email with a summary of your proposal. This document serves as proof of submitted quotation.

On the quotation response page, you can review the date and time the quotations were sent by clicking on the "Status" button in the upper left corner.

## What should I put in the “price” and “delivery time” fields?

The “Unit Price” field refers to the unit price of the item being procured and the “Delivery Days” is the number of days needed to deliver the item.

For other questions regarding quotation information (with the exception of platform’s functionality) you should contact the process negotiator (email available at quotation page below the buttons next to the negotiator identification).

## How can I change the email for quotation request notifications?

It is necessary to change the contact email on EDPartners - Supplier Registration System (<http://portal.mygosupply.com>, powered by GoSupply). The email will be updated in Sinergie via integration within 24 hours after GoSupply validation.

If you are not registered on EDPartners - Supplier Registration System (<http://portal.mygosupply.com>, powered by GoSupply), please register.

## Sinergie Helpdesk

If you have any questions or doubts, please contact Sinergie helpdesk  
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