





# **Qualification Manual**



# Index

l.	Portal login page	p.
II.	Homepage	p.
III.	Qualification Process	p.
	IV. a) Verification of the Status of Category Qualifications	p.1
	V. b) Verification of expiring qualifications or documents expired/due for replacement	p.1
	VI. c) Response to expression of interest in renewing qualifications	p.1
	VII. d) Updating of category questionnaires	p.2
	VII. e) Update of general questionnaires	p.2
	VII. f) Application for qualification on new categories	p.2
	VII. (g) Near-expired or expired category documents	p.3

To access the different sections, click on the table of contents.

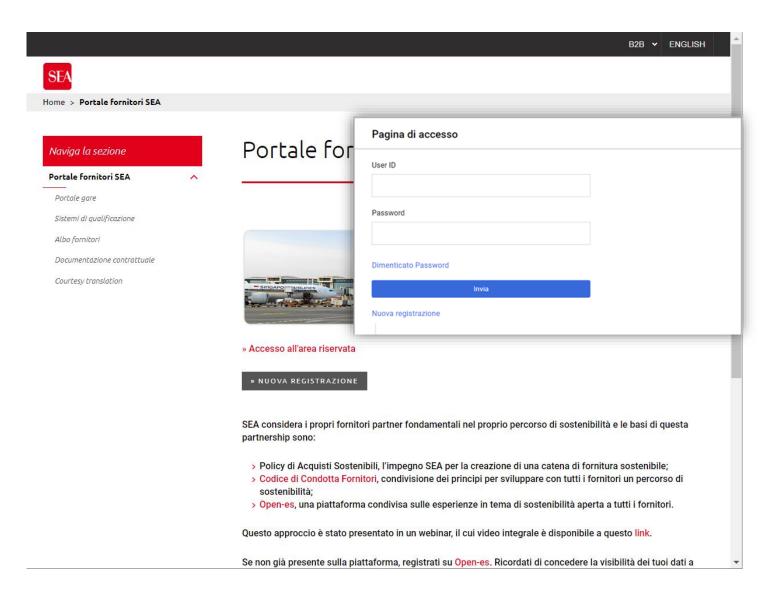


#### Login



You can reach the portal via the following URL: <u>Supplier Portal Platform</u> "https://milanairports.com/it/portale-fornitori»

To log in, enter your credentials and click 'Submit'.

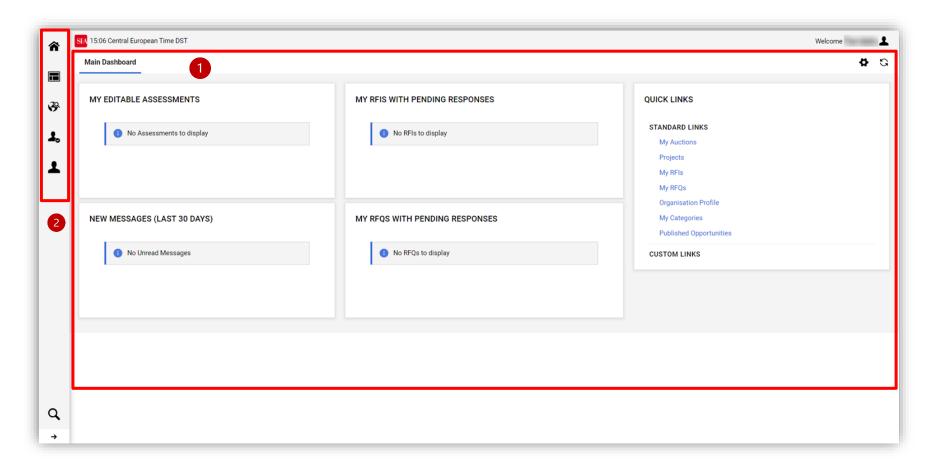






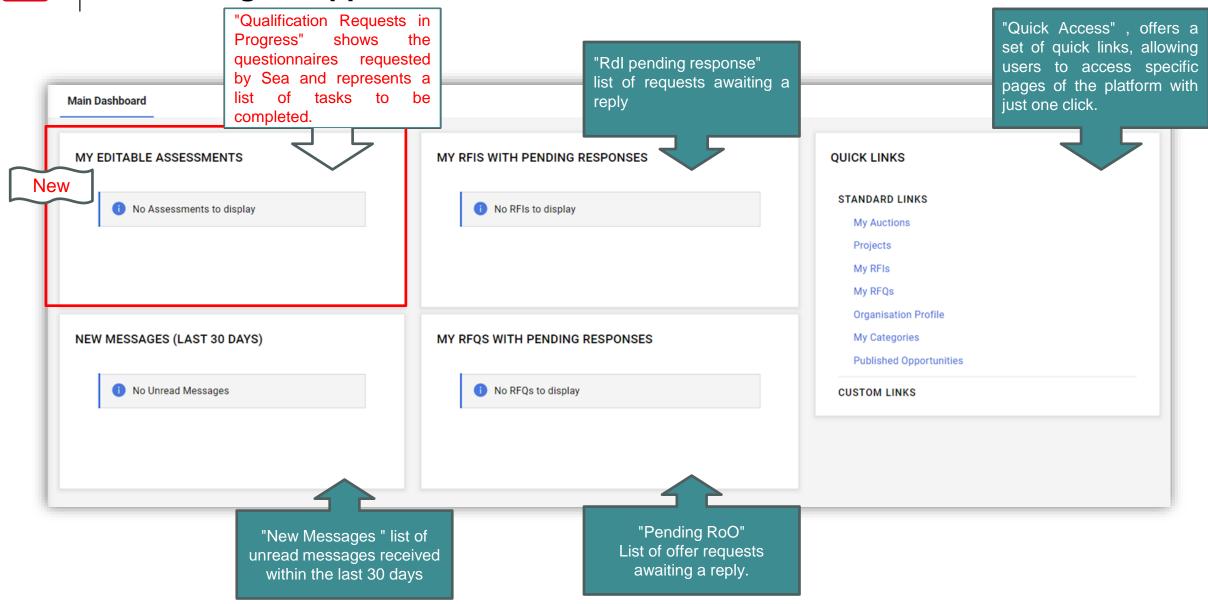
After logging in, the user is directed to the main portal screen, which displays a list of all the activities assigned and visible to the user.

- > The central part of the screen, *Main Dashboard*, consists of thematic sections called 'Widgets' containing quick links to the different parts of the portal (1).
- ➤ In the sidebar, are available various icons, that allow the user to navigate to different areas of the application (2).















1. Clicking the icon on the main screen updates the homepage, while clicking on any other page redirects you back to the homepage.



2. Allows access to the editing section of the main screen.



3. It allows access to the area of Tender Notices, RoO, RoI and Auctions.



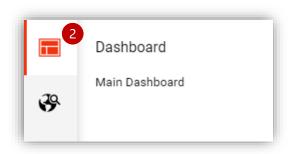
4. It allows access to the company profile, evaluation and category area.



5. Allows access to the user management and setting area.



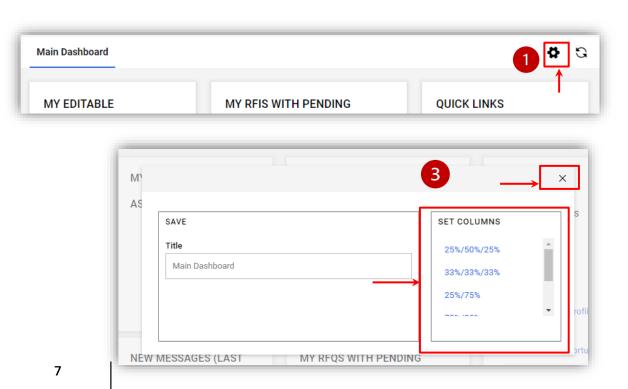


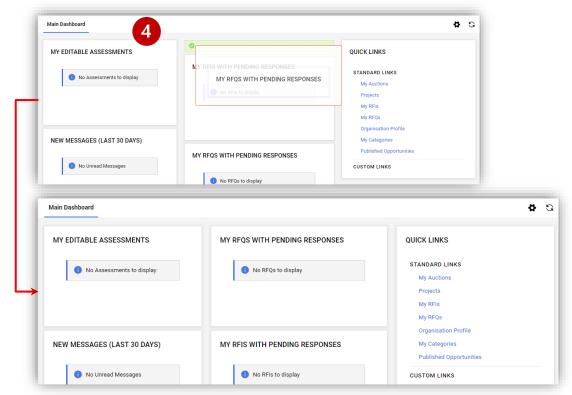


The Dashboard section (2) allows the user to customize the main screen.

Below are the steps for customizing and ordering the 'Main Dashboard':

- a) Navigate to 'Configuration' (2).
- b) Click on the settings icon located at the top right(1);
- c) Continue with the modifications:
  - a) Set the size of the widgets and close the screen by clicking on the 'x' (3);
- d) To reorder the widgets: hover over the widget title and drag the widget rectangle to the desired position.







#### **Qualification Process**



The steps required to qualify in a category:



The steps required to renew qualification in a category:





#### **General Questionnaire**

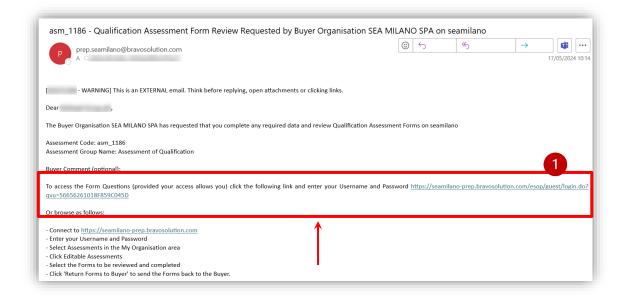


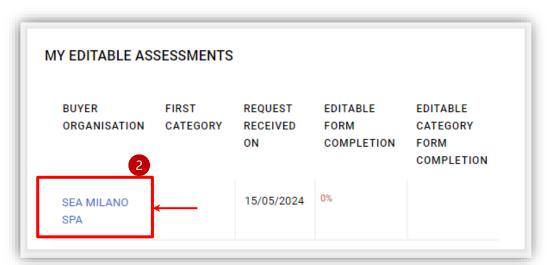
New

Immediately after being enabled to the platform, a request is generated to fill out the General Questionnaire, which is necessary for the completion of the qualification process.

here are two methods to access the questionnaire:

- a) Using the link received in the notification e-mail (1).
- b) Navigating to the 'Ongoing Qualification Requests' section on the homepage, then clicking on the name of the evaluating company (highlighted in blue) (2).





To identify whether the request pertains to the General Questionnaire, it's important to verify that only the following three fields are completed: 'Buyer organization', 'Request received on', and 'Editable form completion'.



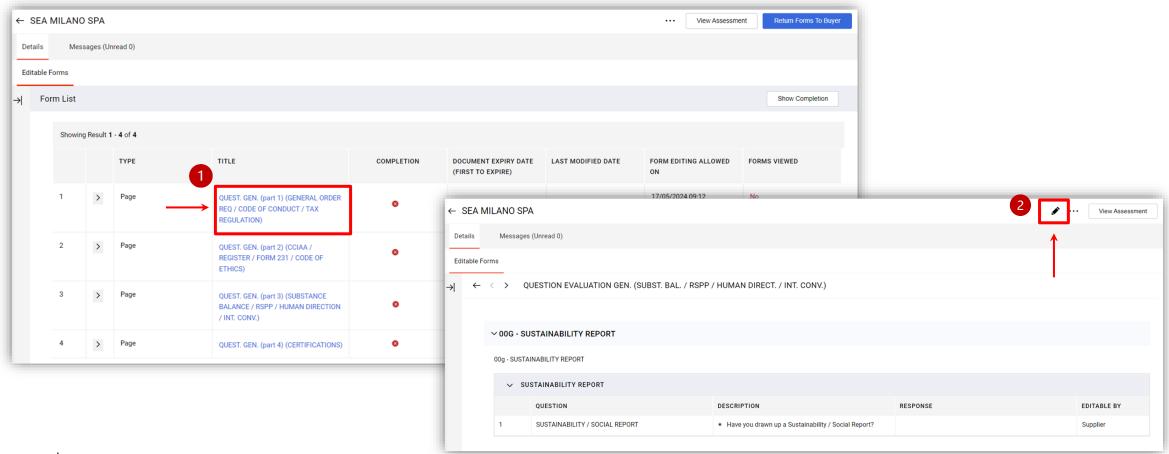
#### **General Questionnaire**



New

The 'General Questionnaire' detail page displays the general questionnaire to be completed. Follow the steps below to answer the questionnaire:

- a) Click on the name of the questionnaire (1)
- b) Then, click on the pencil icon, which will open the editing mask (2).





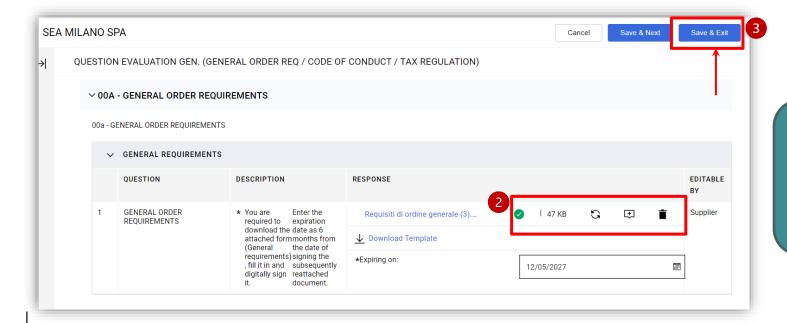
#### **General Questionnaire**



New

- c) Continue with filling out the questionnaire:
  - Some questions require attaching a document and specifying the expiration date in the relevant fields: click on the paperclip icon (1) to add the document.
- c) To save the compilation, select 'Save and Exit (3)'.





The user can continue to update the document via the icons to the right of the attached file (2):

- Replace the attached file
- Add a comment
- Delete the attached file



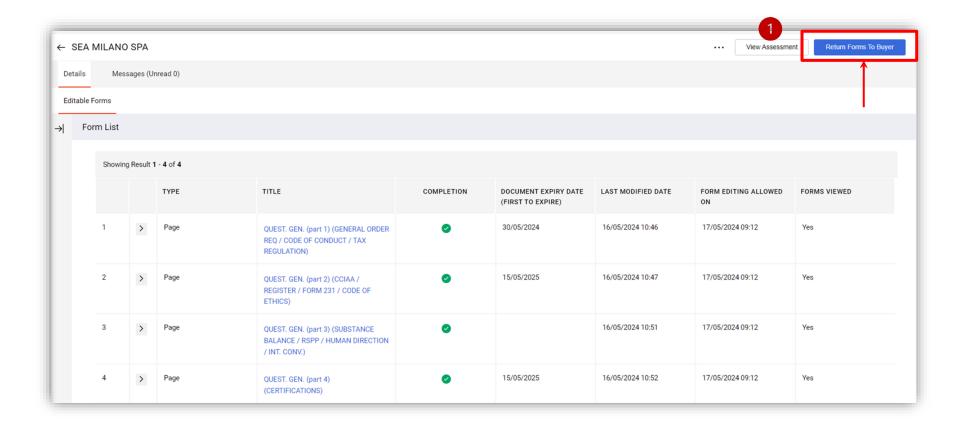
New

#### **General Questionnaire**



e) Once you have completed all questionnaires, select 'Return Forms To Buyer' to send your answers to Sea (1).

Note: Once questionnaires have been submitted, they will no longer be visible. To update the questionnaires, you will need to make a request. (see slide 'e) updating general questionnaires').





#### **Qualification Process**



The supplier involved in a qualification process may proceed as follows:

- a) Checking the Status of Category Qualifications: check the status of their current qualifications via the platform
- b) Verification of expiring or expired qualifications
- c) Response to expression of interest in qualification renewal
- d) Updating of category questionnaires: replacement and/or updating of expiry dates of certificates and answers to questionnaires
- e) Update of general questionnaires: replacement and/or updating of expiry dates of certificates and answers to questionnaires
- f) Application for qualification on new categories: apply for new qualifications
- g) Expiring or expired category documents

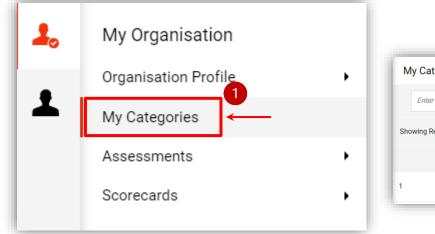


### a) Checking the Status of Category Qualifications



How can I check the status of the category:

- a) Select the a icon in the sidebar '
- b) In the opened menu, select 'My Categories' (1).
- c) In the 'My Categories' screen displayed, you can find the current status of the categories in the 'Assessment Status' field (2).







## a) Checking the Status of Category Qualifications



What are the possible statuses attributed to the category:

- Assessment status not visible: The questionnaires have not yet been filled in or the qualification has not yet been created.
- **In Evaluation**: The qualification has been created, and the application is currently being evaluated, where the answers given in the questionnaires are checked for compliance.
- Qualified: You are qualified for the category for which you are applying.
- Not Qualified: You are not qualified for the category.
- Expired: The qualification has expired.

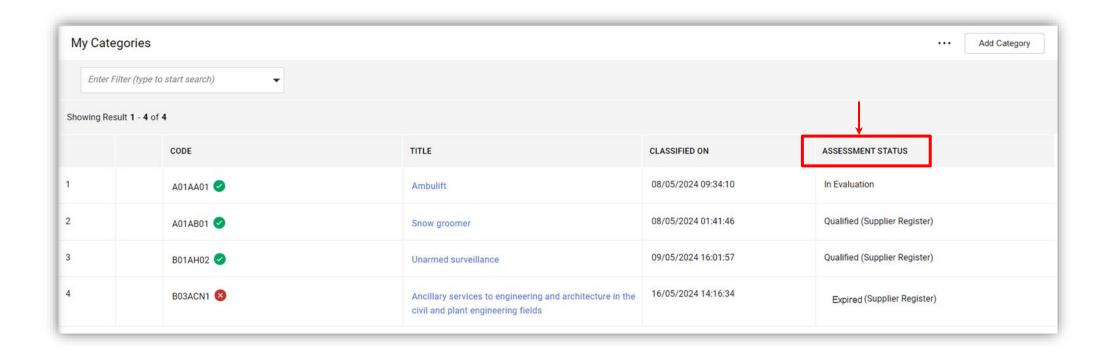


### b) Verification of expiring or expired qualifications



How to identify expiring or expired qualifications:

- a) Access the 'My Categories' section: Select the Icon in the sidebar ' 🛂 ' and click on '**My Categories**' (1).
- b) In the 'Valuation Status' box, the category is indicated as 'Expired(...)'.



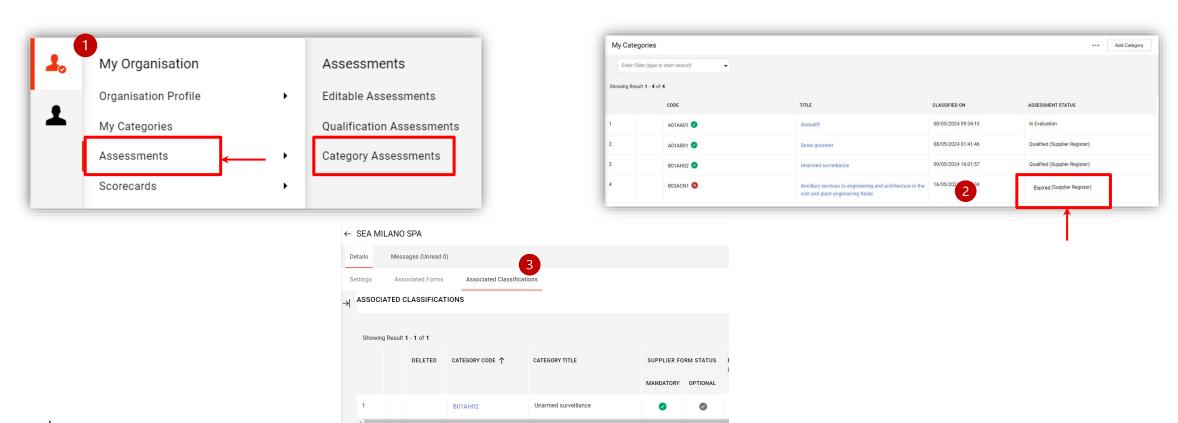


#### b) Verification of expiring or expired qualifications



What to do when the qualification is expiring or expired:

- a) Inform Sea that you wish to renew your qualification:
  - a) Access the "Category Assessments" section: Select the Icon in the sidebar « » and click on «Assessments" and then on "Category Assessments" (1).
  - b) Locate and select the expired or expiring qualification (2) to access its detail section (3).





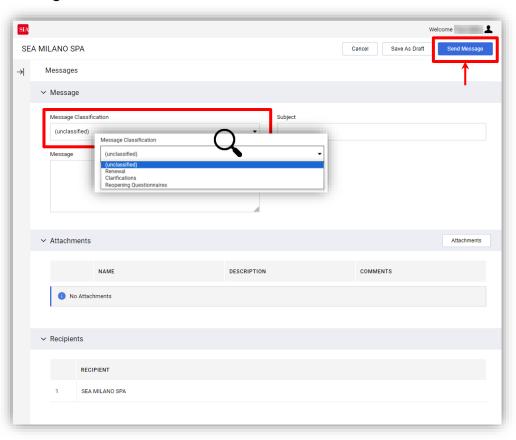
#### b) Verification of expiring or expired qualifications



- c) Select 'Messages (Unread...)' and then 'Create Message' (1);
- d) Proceed with the compilation of the message:
  - c) Indicates "Renewal" or "Reopening Questionnaires" for the "Message Classification" field;
  - d) Indicate the subject and message, if necessary you can attach a document by clicking on the 'Attachments' button;
- e) Select 'Send Message' in the top right-hand corner to proceed with sending.

The sent message will be visible in the 'Sent Messages' section







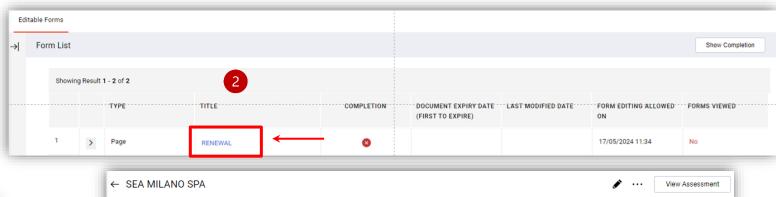
#### c) Response to expression of interest in qualification renewal

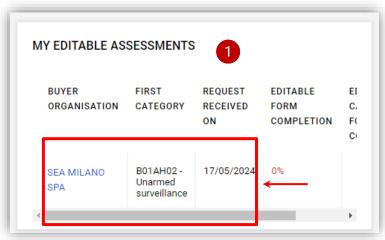


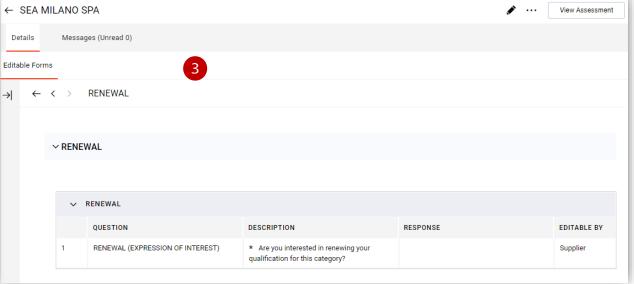
After sending the renewal request, Sea sends a confirmation form.

How to reply to the 'Renewal (*Expression of Interest*)' form:

- a) Access the renewal form: select the required form (1) in the 'My Editable Assessments' box on the homepage.
- b) When the form opens, select the form (2) to access the details (3).







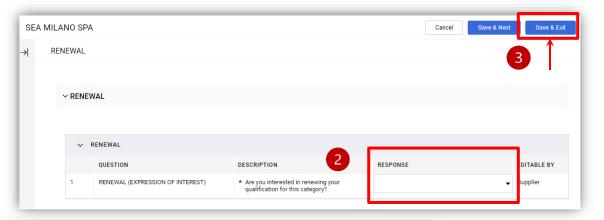


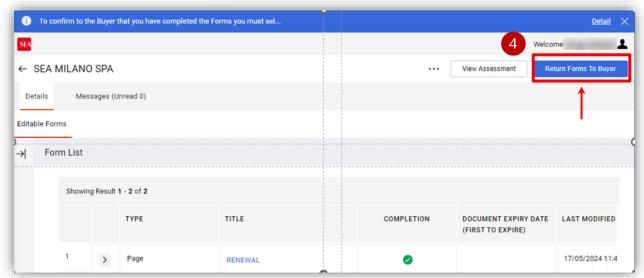
#### c) Response to expression of interest in qualification renewal



- c) Select the pencil in the top right-hand corner (1) and proceed to the answer (2).
- d) Click on the 'Save & Exit' button in the top right-hand corner (3).
- e) Finally, click on the **Return Forms To Buyer** button to confirm to Sea that you have responded(4).









#### d) Updating of category questionnaires

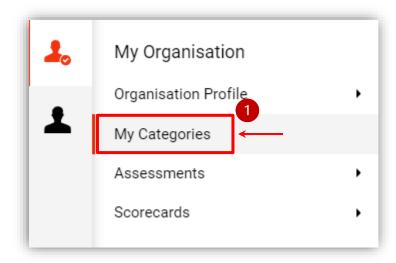


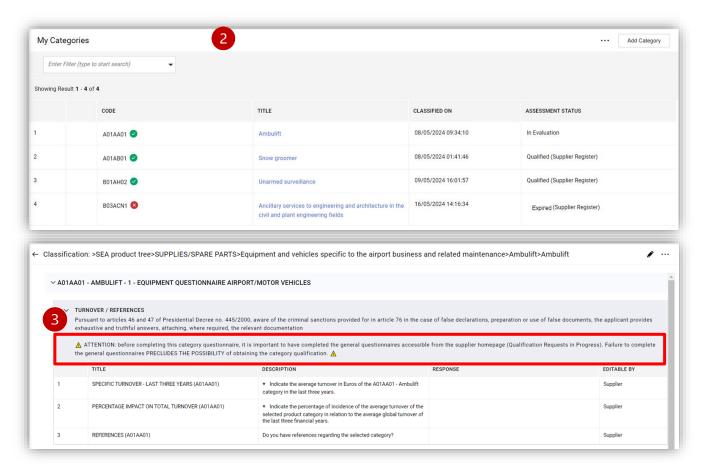
How to proceed to update the category questionnaires:

- a) Access the "My Categories" section Select the Icon in the sidebar and click or 🧘 Categories' (1).
- b) Choose the category for which you wish to complete or modify the questionnaire (2).
- c) Once the category has been selected, access the corresponding detail area (3).

NB. REMEMBER to have first filled in and submitted the General Questionnaire available in the appropriate link in the 'Ongoing

**Qualification Requests' dashboard** 







### d) Updating of category questionnaires



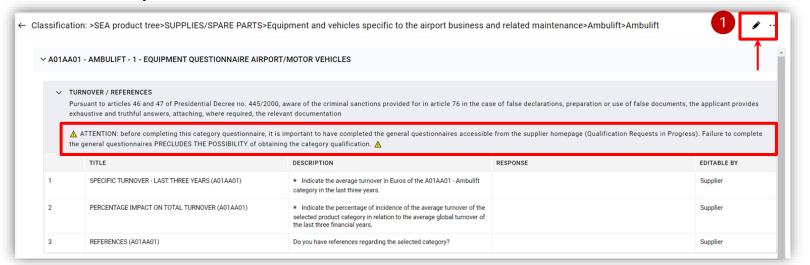
Cancel

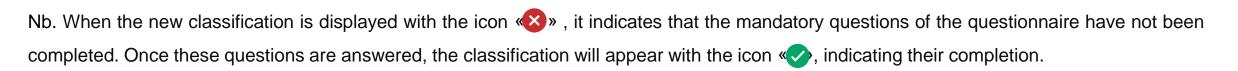
Save

- d) Click on the pencil icon in the top right-hand corner, to access the questionnaire editing mask (1).
- e) After making the desired changes, click on the 'Save' button in the top right-hand corner (2).

NB. REMEMBER to have first filled in and submitted the General Questionnaire, available through the link in the 'Ongoing

**Qualification Requests' dashboard** 





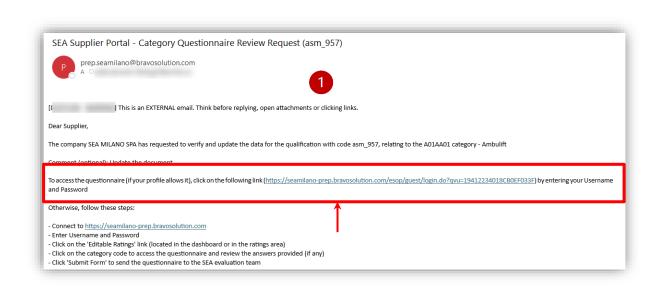


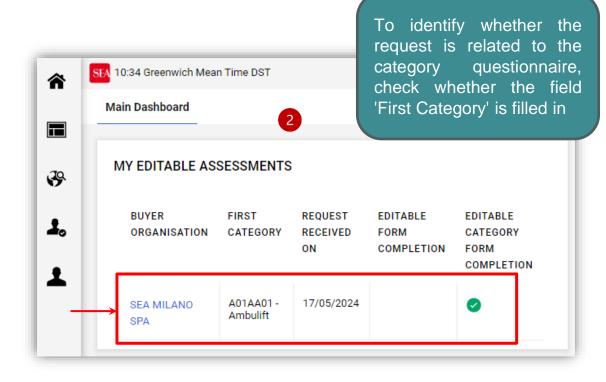
# d) Update of Category Questionnaires: Request for Revision of Category Questionnaires



How to Respond to a Request to Review Category Questionnaires:

- a) Access the questionnaire in question:
  - i. Quick Access from the Mail: Click on the link provided in the mail to be directed directly to the questionnaire (1).
  - ii. Portal Access: On the portal homepage, go to the 'Current Qualification Requests' box and select the category (2).





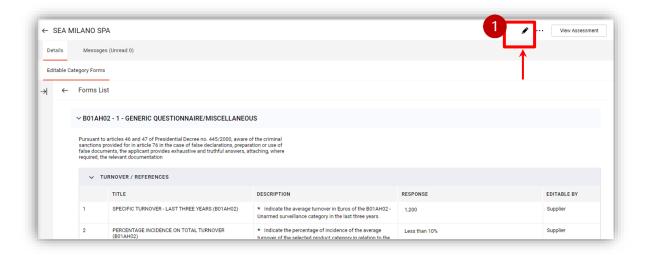


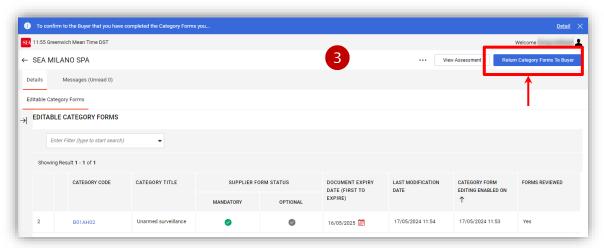
# d) Update of Category Questionnaires: Request for Revision of Category Questionnaires

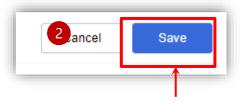


#### Once within the category:

- b) Select the pencil icon to open the editing mask (1).
- c) Make the required changes and press the 'Save' button to save the changes (2).
- d) Finally, click on the 'Return Category Form to Buyer' button to confirm the changes to the category form (3).







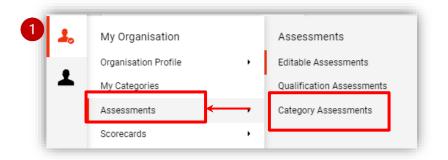


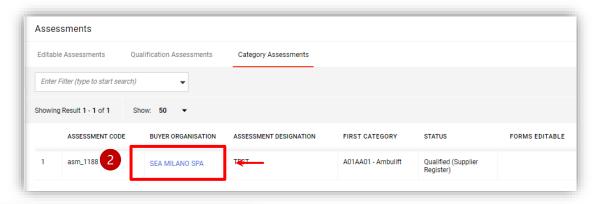
### e) Update of general questionnaires



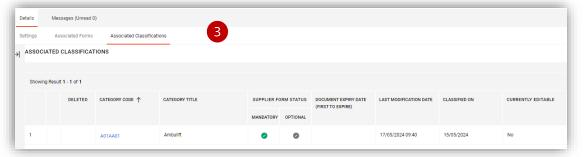
What to do in order to update the documents in the general questionnaire:

- a) As the general questionnaire is linked to the individual category, it is necessary to inform Sea that you want to renew your qualification:
  - a) Access the "Category Assessments" section: Select the Icon in the sidebar « and then on "Category Assessments" (1).
  - b) Locate and select a category qualification (2) to access its detail section (3).





» and click on «Assessments»





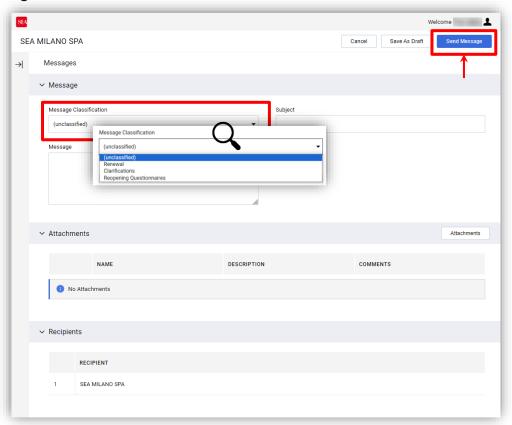
## e) Update of general questionnaires



- c) Select 'Messages (Unread...)' and then 'Create Message' (1).
- d) Proceed with the compilation of the message:
  - c) Indicates "Renewal" or "Reopening Questionnaires" for the "Message Classification" field;
  - d) Indicate the subject and message, if necessary you can attach a document by clicking on the 'Attachments' button;
- e) Select 'Send Message' in the top right-hand corner to proceed with sending.

The sent message will be visible in the 'Sent Messages' section In conclusion, wait for the <u>General Questionnaire Review request</u>.





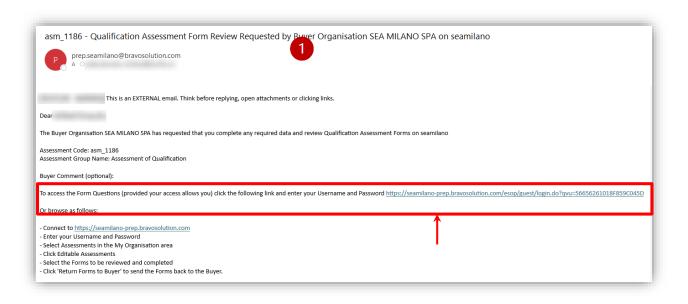


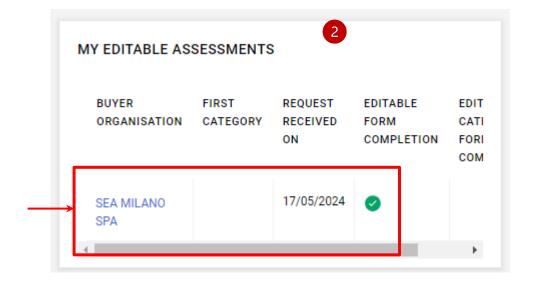
# Update of General Questionnaires: Request for Revision of General Questionnaires



How to respond to a request to review general questionnaires:

- a) Access the questionnaire in question:
  - i. Quick Access from the Mail: Click on the link provided in the mail to be directed directly to the questionnaire (1).
  - ii. Access via Portal: On the portal homepage, go to the 'My editable assessments' box and select the evaluating company (2).





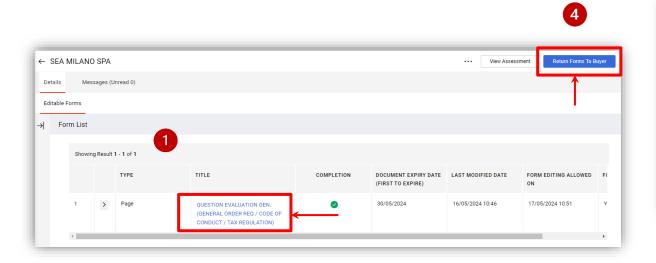


# e) Update of General Questionnaires: Request for Revision of General Questionnaires



#### Once within the category:

- b) Select the questionnaire (1) and then the pencil icon to open the editing mask (1).
- c) Make the required changes and press the 'Save and Exit' button to save the changes (2).
- d) Finally, click on the 'Return Forms To Buyer' button to send the updated questionnaire to Sea (3).





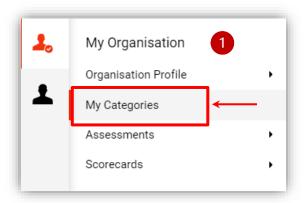


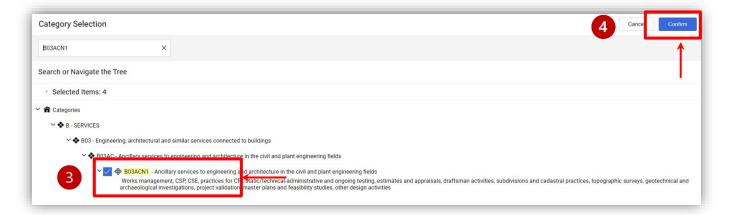




How to apply for a new Category:

- a) Select the Icon \*\*\* in the sidebar. In the opened menu, select "My Categories"(1).
- b) On the right side of the screen, click on the "Add category" button (2).
- c) From the list of available categories, select the desired category (3).
- d) Click on the 'Confirm' button (4) to complete the application process.







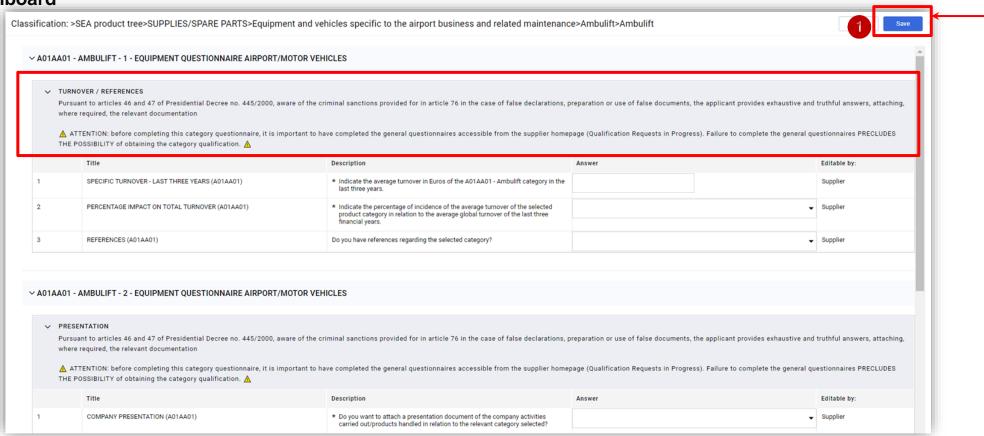




- e) Answer the category questionnaire. (Note: In all sections of the questionnaire there is a cross-reference for filling in the general questionnaire in order to obtain the category qualification).
- f) Click on 'Save' to save your answers (2).

The category will now be visible in the 'My Categories' section, where you can view its details and edit your answers.

NB. REMEMBER to first complete and submit the General Questionnaire available in the appropriate link in the 'Ongoing Qualification Requests' dashboard

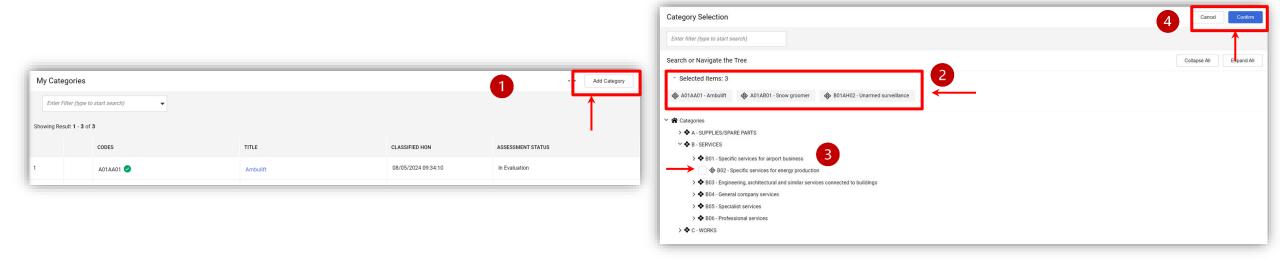






Even if you already have a current category qualification, you can apply for other existing qualifications:

- a) Access the '*My Categories*' section: Select the icon in the sidebar 🚣 nd click on '**My Categories**';
- b) Select 'Add Category', top right (1);
- c) In the selection mask, you will find the 'Selected Items' section, where all the product categories you have applied for in the past are listed (2);
- d) From the list of available categories, select the desired new category (3);
- e) Click on the 'Confirm' button in the top right-hand corner, to complete the application process (4).



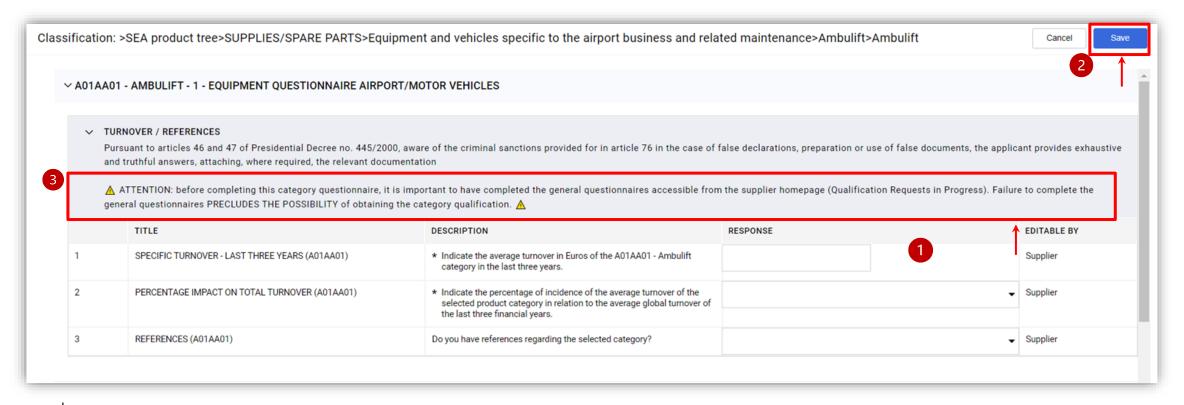




- f) Continue with the completion of the Questionnaire: The questionnaire to be completed will open (1). In the event of a classification after the first one, the general questionnaire will be updated with the new category.
- g) Click the 'Save' button at the top right to save your answers (2).

The category will now be visible in the "My Categories" section, where you can also view its details and edit your answers if necessary.

**REMEMBER** to send (3) the questionnaire concerned to SEA for re-evaluation AFTER you have also sent the general questionnaire



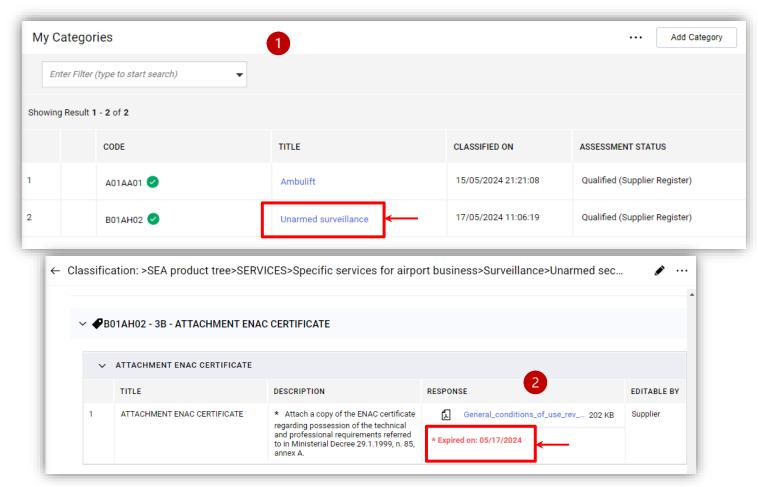


#### g) Expiring or expired category documents



How to proceed when documents are about to expire or have expired:

- a) Check the content of the e-mail to identify the documents concerned and the expiry date indicated.
- b) In the 'My Categories' section, select the category identified with the expired documents, and access the category details (1). Here you will be able to locate expired documents marked '\*Expiired on:[dd/mm/year]' (2).





### g) Expiring or expired category documents

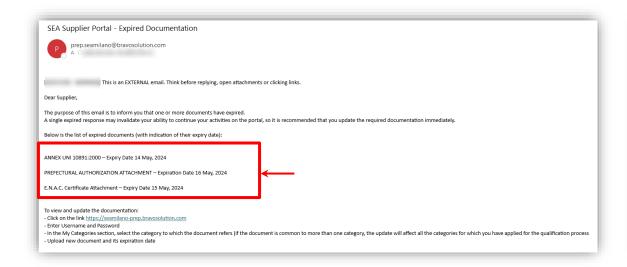


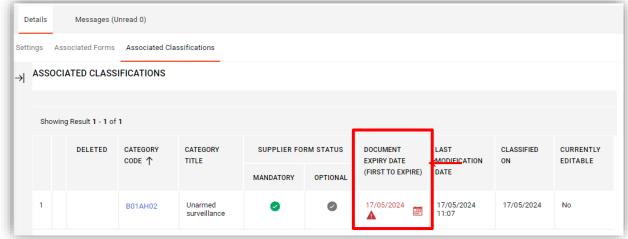
What happens when the documents of a specific category are about to expire or have expired:

When a category document is nearing expiry, you will receive an email notification with detailed instructions on how to proceed.

You can identify documents that are about to expire or have expired thanks to the indications in the e-mail or by looking at the 'Associated Classifications' mask, here in the category detail, the field 'Document Expiry Date (First to Expire)' is indicated with the attention triangle '









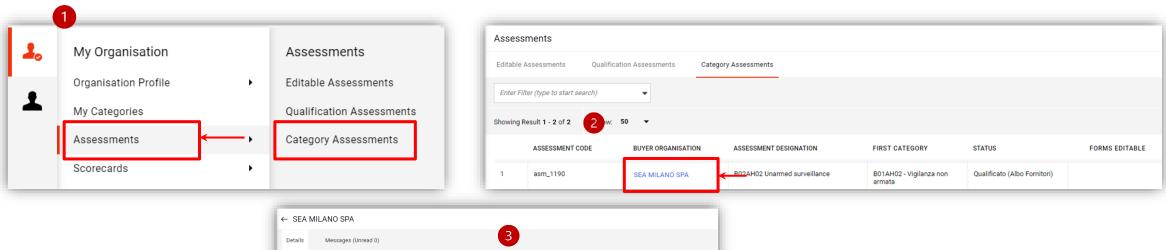
New

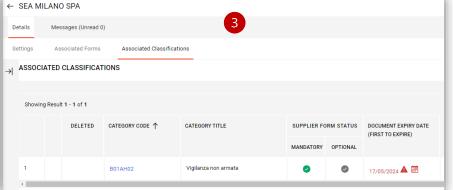
#### g) Expiring or expired category documents



What to do in order to update the documents in the questionnaires:

- a) As the questionnaires are linked to the individual category, it is necessary to inform Sea that you want to update qualification documents:
  - a) Access the "Category Assessments" section: Select the Icon in the sidebar « \* and click on «Assessments» and then on "Category Assessments" (1).
  - b) Locate and select the category assessments (2) to access its detail section (3).







# g) Expiring or expired category documents

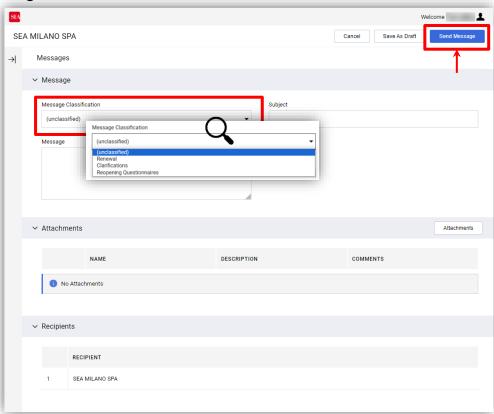


- c) Select 'Messages (Unread...)' and then 'Create Message' (1).
- d) Proceed with the compilation of the message:
  - c) Indicates "Renewal" or "Reopening Questionnaires" for the "Message Classification" field
  - d) Indicate the subject and message, if necessary you can attach a document by clicking on the 'Attachments' button

e) Select 'Send Message' in the top right-hand corner to proceed with sending.

The sent message will be visible in the 'Sent Messages' section In conclusion, wait for the General Questionnaire Review request.







### g) Expiring or expired category documents



- c) Once you have received the questionnaires, click, via the 'My editable assessments' dashboard, on the line of the questionnaire or on the link in the email you will receive and then on the pencil icon to access the edit mask (3). Proceed with document editing (4).
- d) Select the 'Save' button to confirm your changes (5).
- e) Updated documents, in the "Editable category forms" section, within the category detail, the field "Document Expiry Date (First to Expire)" is updated and the warning triangle is no longer visible.

**REMEMBER** to send (6) the relevant questionnaire to SEA for its re-evaluation: click on the button «**Return Category Form to Buyer**".

