

QUESTIONS ABOUT JOINING THE SAP BUSINESS NETWORK/SAP ARIBA NETWORK

1) Is it mandatory to join SAP Business Network (SAP Ariba Network)?

Trading electronically via SAP Business Network (SAP Ariba Network) is a standard requirement for doing business with Petrobras and, therefore, membership is highly desirable and recommended and is in line with company's new purchasing strategy. Suppliers that are not on the SAP Business Network (SAP Ariba Network) won't be able to do business with Petrobras once they're not complying with a requirement.

2) Will this change the way we do business with Petrobras?

Yes, the sending of purchase orders for goods and documents of the payment cycle will be carried out exclusively through the SAP Business Network (SAP Ariba Network). By doing so, you will access real-time details of the transacted documents, improving visibility and the degree of efficiency for both sides.

3) What are the benefits of joining SAP Business Network (SAP Ariba Network)?

There are many benefits of joining the SAP Business Network (SAP Ariba Network), including:

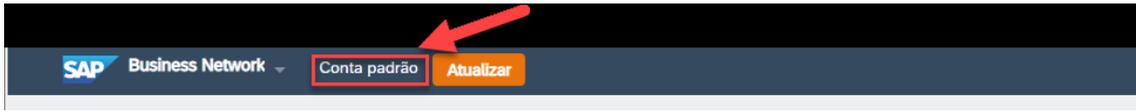
- Real-time communication and visibility of purchasing information;
- Manual data processing and consume of paper reduced;
- Early identification and correction of errors in purchasing information;
- Reduction of errors between the receipt of the quotation and the invoice;
- Increased accuracy and efficiency in data processing.

4) Are there fees for using the SAP Business Network (SAP Ariba Network)?

There are two types of accounts on SAP Business Network (SAP Ariba Network): Standard, which is completely free, and Enterprise, which is charged according to the volume transacted. At this time, due to a commercial agreement with Petrobras, suppliers will not be taxed, even when choosing the Enterprise account, for the relationship and transactions related to Petrobras. If there is any change regarding this benefit, Petrobras will inform the suppliers in advance. Remembering that if you transact with a buyer in this same modality, fees may be charged for this other relationship.

5) How to identify if my account is Standard or Business?

Your account mode is indicated in the upper left corner of the home screen. If Standard Account is described, its use is completely free. If it's an Enterprise account, fees may apply.



6) Will there be training for me to use the SAP Ariba Network?

Yes, online training sessions will take place to let you know how to transact with Petrobras with your SAP Business Network (SAP Ariba Network) account. In due course you will receive an invitation to participate in this session.

7) Will I have to install any system/application on my machine?

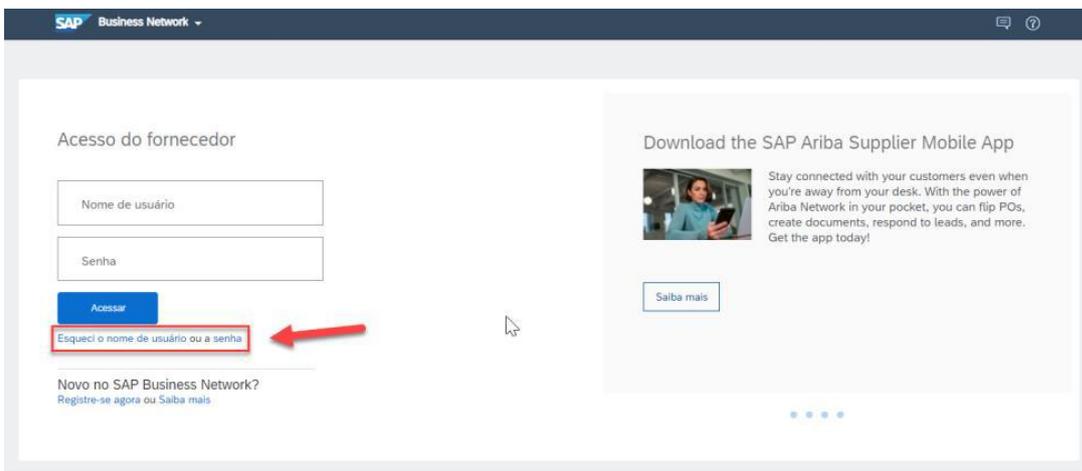
No, all information is in the cloud (online). Documents are sent and received by the SAP Business Network (SAP Ariba Network), which is the supplier portal, accessible from any device (laptop, cell phone, tablet) and any internet browser, without the need for any additional installation.

9) I already have an account on SAP Business Network (SAP Ariba Network) with another buyer. Can I use the same account to sign up with Petrobras?

We recommend that you create an account on the SAP Business Network (SAP Ariba Network) for the transactions related to Petrobras.

10) I forgot my login and password, how to proceed?

To retrieve your password or username, you must access the supplier.ariba.com portal and select the option “Forgot username or password”



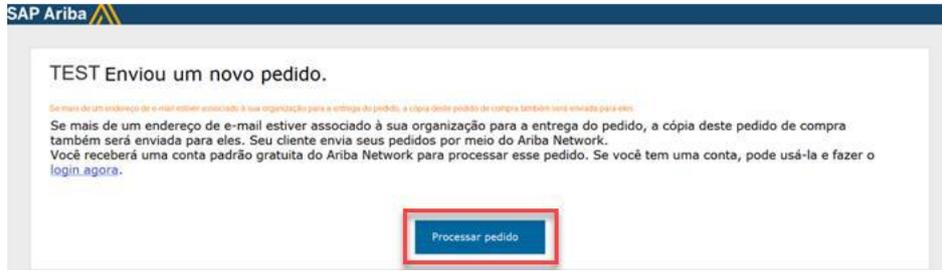
11) Can I create more than one user to access the SAP Ariba Network account?

Yes you can. Ideally, each employee in your company should have their own access (username and password).

12) How to access my SAP Business Network (SAP Ariba Network) account:

Option 1: You must access supplier.ariba.com in your browser and then enter your SAP Business Network (SAP Ariba Network) account username and password.

Option 2: Click on the “process order” button in the notifications you received by email from SAP Ariba Network with the orders from Petrobras.



13) Can you have more than one user to access the portal?

It will be possible to create multiple users to access the platform as there is no limit for creating users within SAP Ariba Network.

14) Who should I turn to if I have questions about the process of joining the SAP Business Network platform?

Questions must be sent using the [form](#).

15) Can the user register in SAP Ariba Network?

The registration must be done by the administrator who later adds the user for the appropriate entries.

16) How to know if the registration was completed successfully?

After completing the registration, you will receive an email from the platform confirming the action.

17) My company already has a record in SAP Ariba Network, how do I get access to Petrobras data?

The relationship letter will be sent so that the company can carry out or you will receive an e-mail with an Interactive Request to register via SAP Business Network (SAP Ariba Network) with Petrobras. But we recommend that you create a new account to carry out commercial transactions with Petrobras.

18) Is it necessary to register a CNPJ for each head office/branch?

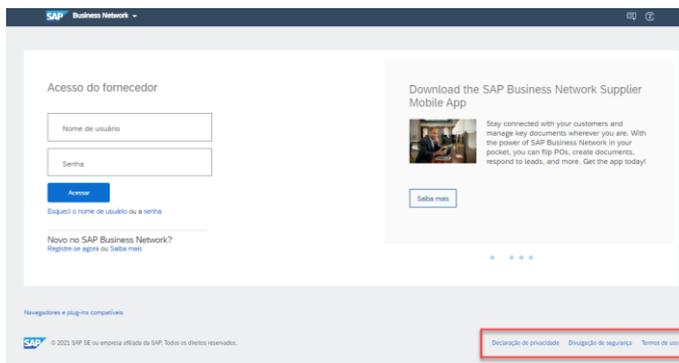
Yes. It is necessary to create an account for each CNPJ. We recommend that, to facilitate access, a hierarchy of accounts is carried out.

19) Must SAP Business Network membership be done for each contract?

No, the adhesion is made for each CNPJ and not for each contract.

20) Is it possible to access the SAP Ariba membership terms and conditions?

The PDF with the terms and privacy statement is available on the platform access page (supplier.ariba.com).



21) I have a company with two CNPJ, but we only use one, do we have to register both?

If both were invited the answer is yes. Both must be registered.

22) Should I use the same account to access Petronect?

Not. You will receive an interactive email or an invitation letter to create your SAP Business Network (SAP Ariba Network) account.

23) Does the user registration in SAP Ariba Network have to be in e-mail format?

Yes, the user registration must be in e-mail format and this does not need to be an existing e-mail.

24) Can we start with the Standard Account and then switch to the Enterprise Account?

Yes, you can.