

GUCCI'S SUPPLIER HANDBOOK

PRODIGY – Procurement Digitalization

Platform Version 23.1

Index

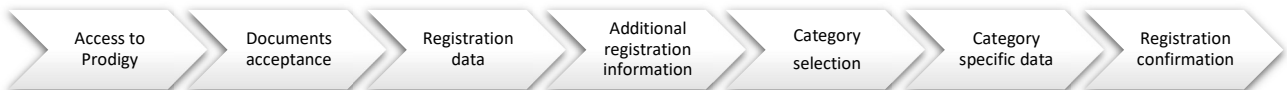
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1. SYSTEM REQUIREMENTS

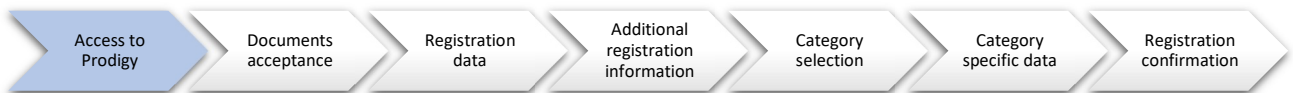
To access PRODIGY, use one of the following browsers.

Technical requirements	Not recommended
Microsoft Edge 97+	Microsoft Internet Explorer 10/11
Google Chrome 98+	
Mozilla Firefox (ESR) 91.6+	
Safari 15.2 for MacOS	

2. ONBOARDING PROCESS STEPS – PHASE 01

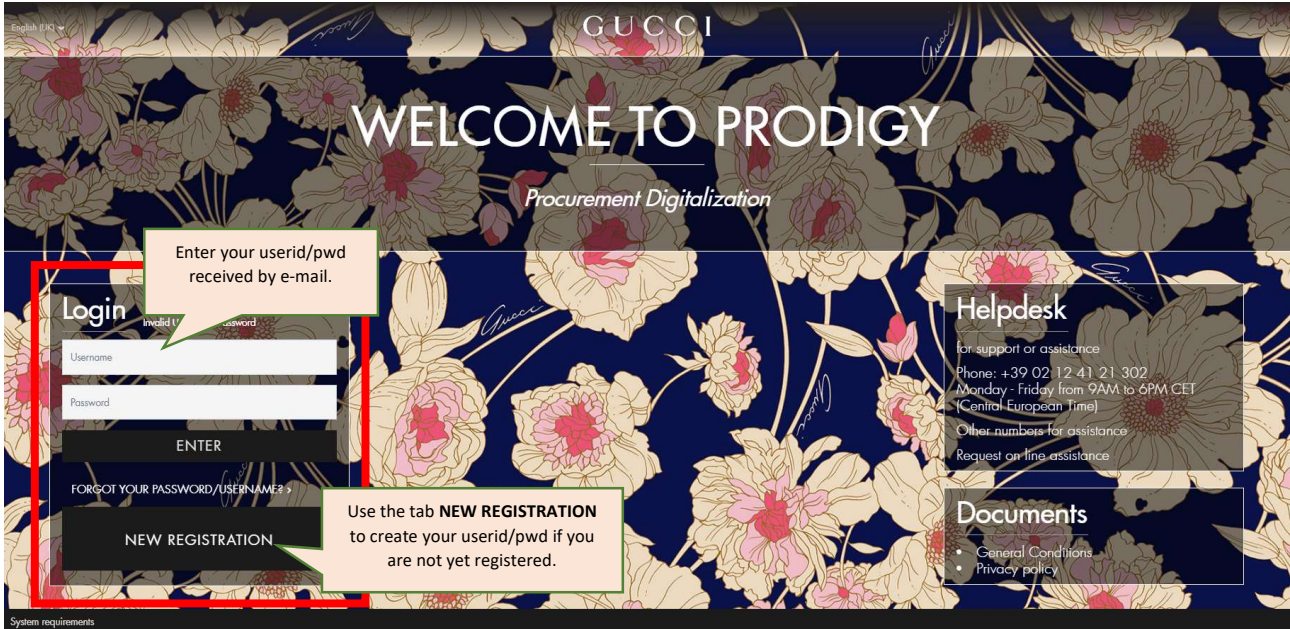


2.1. Access to Prodigy

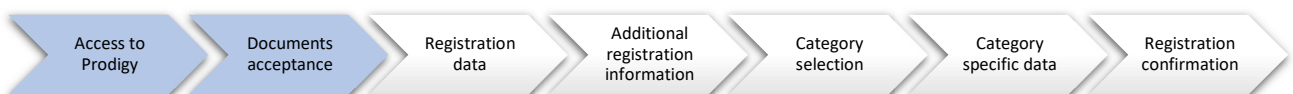


The portal is accessible from the site: <https://vendorportal.gucci.com/>

1. If your Company is **already registered**, use the access credentials (userid/pwd) and **click on ENTER**.
2. If your Company is **not yet registered**, click on **NEW REGISTRATION** to create the user credentials.



2.2. Documents acceptance (at 1st login)



- Download, read and accept the documents (General T&C and Privacy Policy).

GUCCI

The undersigned, as the Legal Representative of the Supplier or his duly authorized Attorney
DECLARES

for all legal purposes, to have read and accept the General Terms and Conditions for the use of Gucci Procurement Digitalization Platform (PRODIGY) ([Download the document here](#))

I have read and accept

The undersigned, as the Legal Representative of the Supplier or his duly authorized Attorney
DECLARES

for all legal purposes, to have read and accept the Gucci's Privacy Policy for the use of Gucci Procurement Digitalization Platform (PRODIGY) ([Download the document here](#))

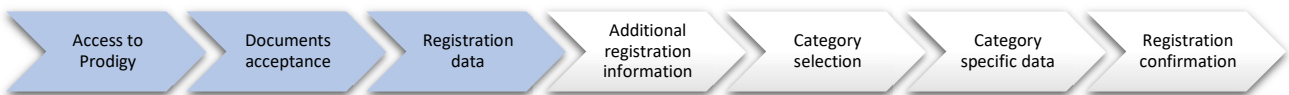
I have read and accept

Next

- Once all documents are accepted, click **Next** to proceed with the registration process.

Please note that the documents are downloadable both from the Portal Homepage in the Documents area and within the respective dedicated areas accessible during the registration phase.

2.3. Registration data



In the **Registration data** section, the supplier must fill in the Company information (country, name, registered office, tax identification number) and information about the main user. Depending on whether the Company is (EU or non-EU), all mandatory information has to be filled in.

Gucci asks each new supplier to search its company within the database of the Info Provider called “Bureau van Dijk” (BvD):

- Fill in the requested information. The more fields you fill in, the easier it will be to find you within the database.
- Click **LOOKUP** button to start the search. The search result will be a list of Companies that have data matching the search made.

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Integration with Bureau van Dijk Orbis: Supplier Search

SEARCH FILTERS

Company Name

Postal Code

Country

Email or Website

Address

City

Phone or Fax

National ID

Please recover your Company information by inserting at least the Company Name and the Country, then clicking "LOOKUP". Once the Company has been selected from the list, click "Download" and "Update registration form" to proceed with the registration onboarding process.

RETURN LIST OF MATCHING SUPPLIERS

Click on LOOKUP to start searching

LOOKUP [Download Information](#)

RETURN LIST OF MATCHING SUPPLIERS

	COMPANY NAME	NATIONAL ID	ADDRESS	CITY	POSTAL CODE	COUNTRY
1	COMPANY 1		VIA DON LORENZO PEROSI 6	SCANDICCI	50018	ITALY
2	COMPANY 2		VIA LEONARDO DA VINCI 8/B	ZEVIO	37059	ITALY
3	COMPANY 3		VIA GIUSEPPE VALENTINI 7 INT 9/1	PRATO	59100	ITALY

- If you find your Company, click on the corresponding line, and confirm the action by clicking on **“Download Information”**.

LOOKUP [Download Information](#)

RETURN LIST OF MATCHING SUPPLIERS

	COMPANY NAME	NATIONAL ID	ADDRESS	CITY	POSTAL CODE	COUNTRY
1	COMPANY 1		VIA DON LORENZO PEROSI 6	SCANDICCI	50018	ITALY
2	COMPANY 2		VIA LEONARDO DA VINCI 8/B	ZEVIO	37059	ITALY
3	COMPANY 3		VIA GIUSEPPE VALENTINI 7 INT 9/1	PRATO	59100	ITALY

- Click on **Update Registration Form** to copy the information within the Registration data Form.

LOOKUP [Update Registration Form](#)

SUPPLIER DOSSIER INFORMATION

Bureau van Dijk ID 1104773230489 Head Office - Address VIA DON LORENZO PEROSI 6 Head Office - ZIP Code 50018 Head Office - Phone Number +39 0557327284 Web Site Address www.gzoni.com Tax Identification Number 04773230489 EU VAT Number IT04773230489	Registered Business Name (please enter full name) SOCIETA PER AZIONI Head Office - City SCANDICCI Country company/ital VAT Number (if applicable) 04773230489 Tax identification number
--	---

Quick Navigation ← Organisation Details

Organisation Details

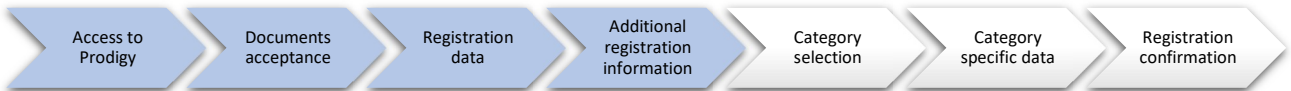
User Details

<p>* Country ---</p> <p>* Organisation Legal Structure ---</p> <p>VAT Number (if applicable) 04773230489</p> <p>* Tax Identification Number 04773230489</p> <p>* Head Office - City SCANDICCI</p> <p>* Head Office - ZIP Code 50018</p>	<p>* Registered Business Name (please enter full name) SOCIETA PER AZIONI</p> <p>Tax identification number <input type="text"/></p> <p>EU VAT Number IT04773230489</p> <p>* Head Office - Province ---</p> <p>* Head Office - Address VIA DON LORENZO PEROSI 6</p> <p>Head Office - Phone Number +39 0557327284</p>
---	---

PLEASE NOTE: All fields marked with the red asterisk (*) are mandatory, therefore the compilation is necessary to proceed.

- Complete all the mandatory fields and click on **Save & Continue** to go to the next process steps.

2.4. Additional Registration data



In the **Additional Registration Information** pages, it is required to fill in additional information about the company, the references, some information concerning Gucci and Kering Group and internal policies concerning sustainability and quality.

	QUESTION	DESCRIPTION	RESPONSE	EDITABLE BY
1	Legal Representative of the Company - Declaration	* Please note that all declarations rendered in this registration form are meant as rendered by the duly empowered Legal Representative.	<input type="text"/>	Supplier
2	Legal Representative of the Company - First and last names	* Please fill in the required information	<input type="text"/> <small>Characters available 2000</small>	Supplier
3	Legal Representative of the Company - Date of birth	Please fill in the required information	<input type="text"/>	Supplier
4	Legal Representative of the Company - Country of birth	Please fill in the required information	Select an Option (Single selection)	Supplier
5	Legal Representative of the Company - Citizenship	Please fill in the required information	<input type="text"/> <small>Characters available 2000</small>	Supplier
6	Legal Representative of the Company - Role in the Company	* Please fill in the required information (e.g. CEO, Prosecutor, Managing Director, ...)	<input type="text"/> <small>Characters available 2000</small>	Supplier

- Fill in all the mandatory fields marked with asterisk (*), then click **Save and Continue**.
- In case of lack of completeness of all the mandatory fields, the system shows a pop-up with a summary of the missing fields.

Note

⚠ This page contains missing mandatory fields. Without answers to these Questions your registration will not be complete and your account may be not activated.
It is recommended that you complete the current form before continuing.

Please review the following:

- Missing Mandatory Field: Legal Representative of the Company - Declaration
- Missing Mandatory Field: Legal Representative of the Company - First and last names
- Missing Mandatory Field: Legal Representative of the Company - Role in the Company
- Missing Mandatory Field: Governing Law
- Missing Mandatory Field: Creation Date
- Missing Mandatory Field: Business Offices
- Missing Mandatory Field: Company core business
- Missing Mandatory Field: CEO
- Missing Mandatory Field: Company Group
- Missing Mandatory Field: Commercial Contact - Email Address

Other errors not listed...

This can be completed at a later date, use your Username and Password to log in and complete the missing inform

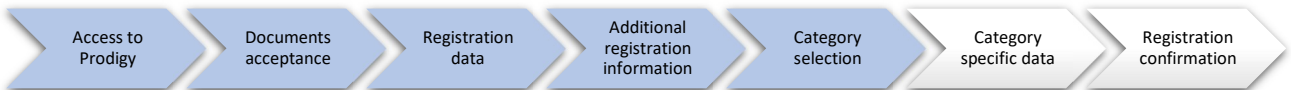
Click **Skip and Go to the Next Form** to integrate the data later. This operation does not involve the loss of data entered so far and gives the supplier the opportunity to complete the answers entered in the form later.

Click **Complete Current Form** to finish compiling the missing data.

Skip And Go To Next Form Complete Current Form

4 Legal Representative of the Company - Country of Please fill in the required information

2.5. Category Selection



The **selection of the product categories** will link your Company to the products and/or services able to be provided. The product tree is structured in 2 macro-areas and consists of more levels of detail.

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START SUPPLIER REGISTRATION

Cancel Confirm

✓ Registration Data ✓ Additional Registration Information ③ Category Selection ✓ Registration Confirmation

Enter filter (type to start search)

Select the product category of your business, you can select more than one.

Collapse All Expand All

Selected Items: 4

Categories

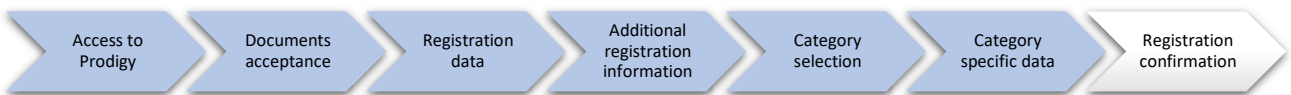
- DIR - PRODUCTION
- INDIR - NON PRODUCTION
 - CON - CONSTRUCTION
 - IT - IT & DIGITAL
 - IT001 - Software
 - IT002 - Development & System Integration
 - IT003 - Consulting & Professional Services
 - IT004 - Application Maintenance
 - IT005 - Hardware
 - IT006 - Infrastructure
 - IT007 - Helpdesk
 - IT008 - Other
 - MKC - MARKETING & COM
 - PSE - PROFESSIONAL SERVICES

Click **Expand All** to view all the categories structure within the respective macro-areas.

- The system will highlight the search result in yellow, returning the desired category. The supplier must put a flag next to the category and click **Confirm**.

Please Note: the supplier must always select the last available level in the Categories tree or where the flag can be affixed. Only some categories foresee additional specific information.

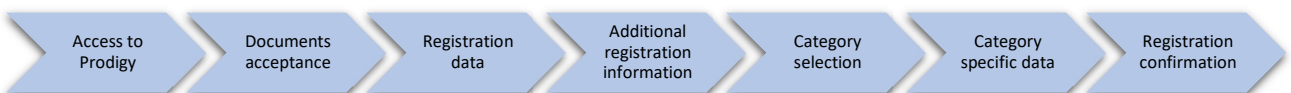
2.6. Category Specific Data Selection



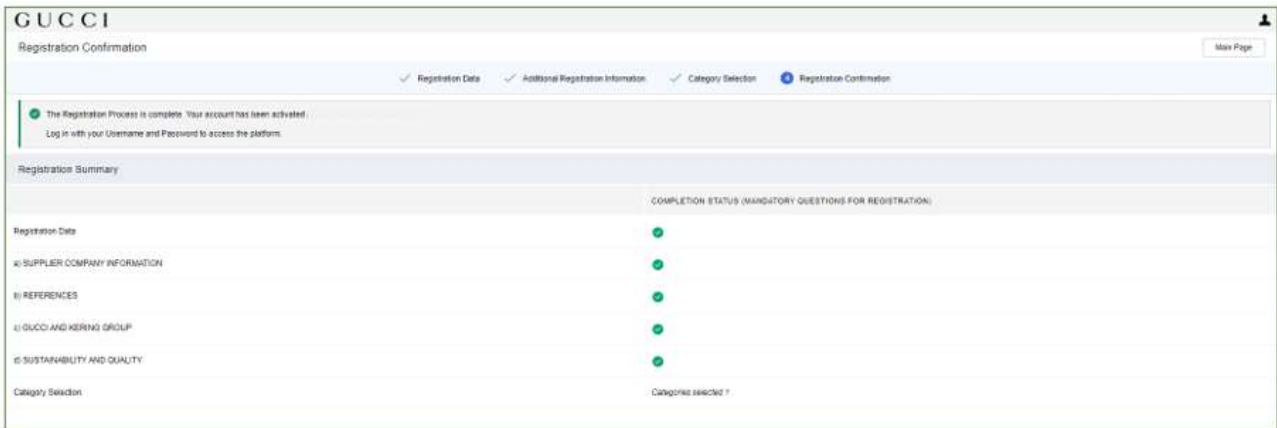
If there are **Category Specific Data** linked to one or more of the categories selected, the Supplier is asked to fill in all mandatory information.

	LABEL	DESCRIPTION	RESPONSE	Supplier
1	Information Security Policies 01	* Does the Service Provider establish, approve, publish, and effectively communicate a set of information security policies to both employees and external stakeholders?	<input type="text"/>	Supplier
2	Information Security Policies 01a	If answered yes in the previous question, please attach the policy:	<input type="text"/> + Attach File	Supplier
3	Comments	The use of Comment field is mandatory in case you answer 'Partial' to any questions.	<input type="text"/> Characters available: 2000	Supplier
4	Information Security Policies 02	* Is the Service Provider committed to maintaining the security and confidentiality of Gucci Information, including Personal Data (or Personal Identifiable Information, aka PII) entrusted to it by Gucci or its clients?	<input type="text"/>	Supplier
5	Comments	The use of Comment field is mandatory in case you answer 'Partial' to any questions.	<input type="text"/> Characters available: 2000	Supplier

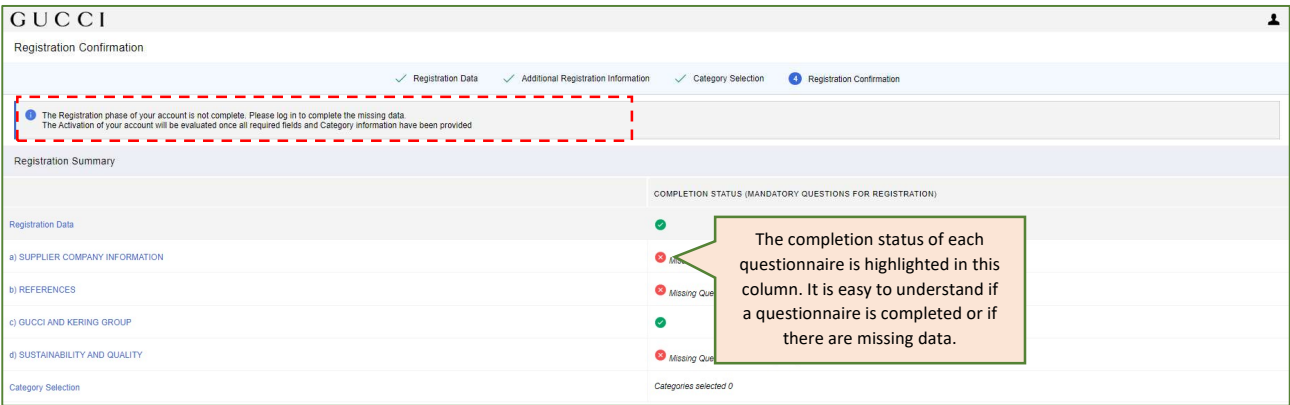
2.7. Registration Confirmation



Once the required data have been entered in the registration phase, or when all the mandatory information has been completed, the following message appears:



If the supplier does not complete all the required fields, the system will display a pop up with indications on the actions to be taken to complete the registration activity.



3. ONBOARDING PROCESS STEPS – PHASE 02

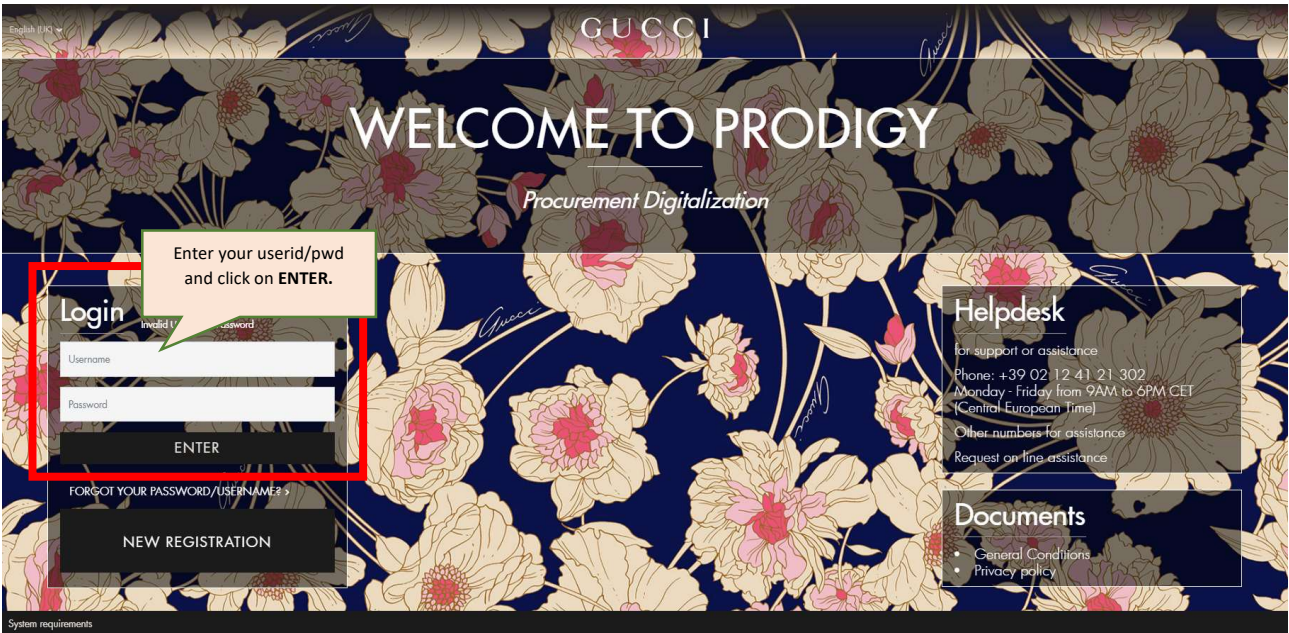


3.1. Access to Prodigy



The portal is accessible from the site: <https://vendorportal.gucci.com/>

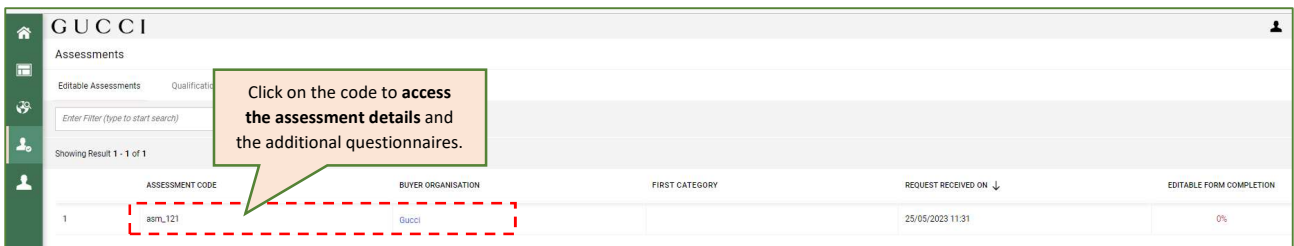
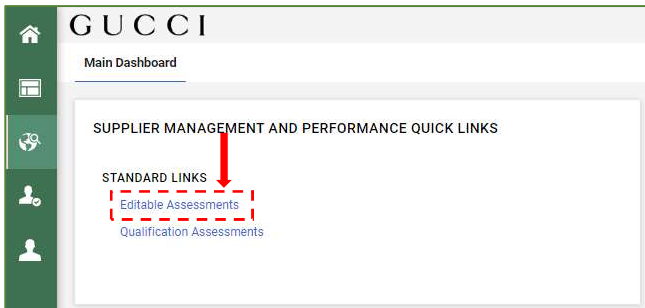
1. Use the access credentials (userid/pwd) and **click on ENTER**.



3.2. Additional Information Completion



If Gucci is asking to complete additional information, the Supplier can modify the information by accessing the **Editable Assessments** area.



2. Access the details to view the list of **Editable Forms** to be filled in.
3. Access Forms one by one. Complete and confirm all questionnaires in this area.

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Details Messages (Unread 0)

Editable Forms

Form List Show Completion

Showing Result 1 - 3 of 3

	TYPE	COMPLETION	DOCUMENT EXPIRY DATE (FIRST TO EXPIRE)	LAST MODIFIED DATE	FORM EDITING ALLOWED ON	FORMS VIEWED
1	Conditional Page	COMPANY SELF DECLARATION				No
2	Conditional Page	DOCUMENTATION				No
3	Conditional Page	SHAREHOLDERS/LEGAL PERSONS HOLDING SHARES/MEMBERS OF BOARD			25/05/2023 11:31	No

4. Click on the icon

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Details Messages (Unread 0)

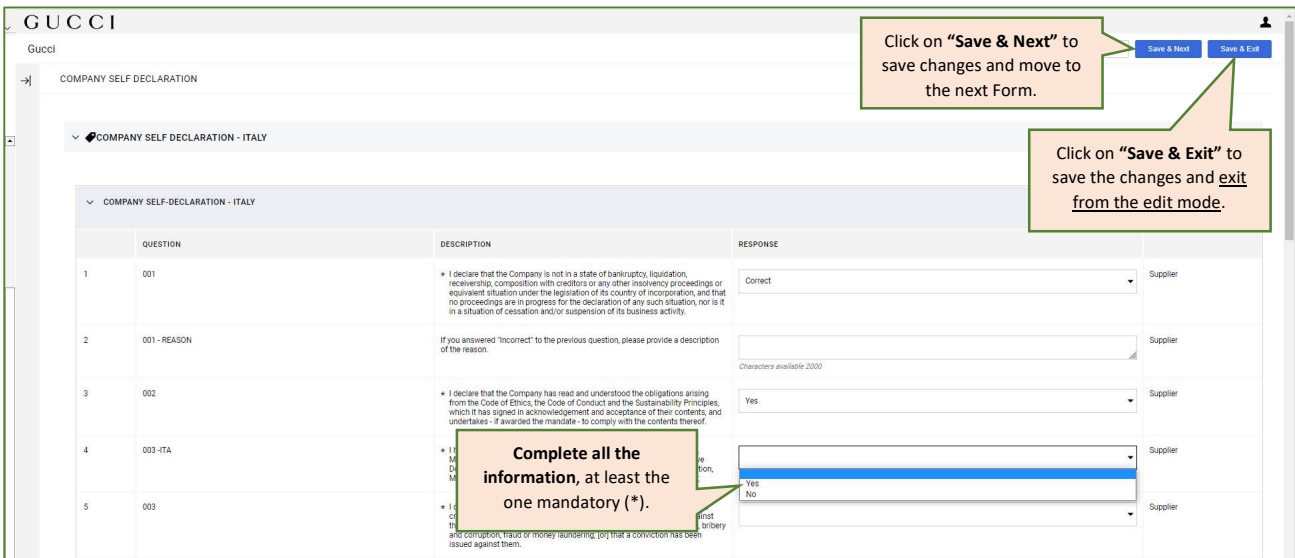
Editable Forms

COMPANY SELF DECLARATION View Assessment

COMPANY SELF DECLARATION - ITALY

QUESTION	DESCRIPTION	RESPONSE
1 001	* I declare that the Company is not in a state of bankruptcy, liquidation, receivership, composition with creditors or any other insolvency proceedings or equivalent situation under the legislation of its country of incorporation, and that no proceedings are in progress for the declaration of any such situation, nor is it in a situation of cessation and/or suspension of its business activity.	Supplier

5. Complete and confirm all Forms in this area.



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COMPANY SELF DECLARATION Save & Next Save & Exit

COMPANY SELF DECLARATION - ITALY

QUESTION	DESCRIPTION	RESPONSE
1 001	* I declare that the Company is not in a state of bankruptcy, liquidation, receivership, composition with creditors or any other insolvency proceedings or equivalent situation under the legislation of its country of incorporation, and that no proceedings are in progress for the declaration of any such situation, nor is it in a situation of cessation and/or suspension of its business activity.	Correct
2 001 - REASON	If you answered "Incorrect" to the previous question, please provide a description of the reason.	Supplier
3 002	* I declare that the Company has read and understood the obligations arising from the Code of Ethics, the Code of Conduct and the Sustainability Principles, which it has signed in acknowledgement and acceptance of their contents, and undertakes - if awarded the mandate - to comply with the contents thereof.	Yes
4 003 - HTA	* I declare that the Company is not in a state of bankruptcy, liquidation, receivership, composition with creditors or any other insolvency proceedings or equivalent situation under the legislation of its country of incorporation, and that no proceedings are in progress for the declaration of any such situation, nor is it in a situation of cessation and/or suspension of its business activity.	Supplier
5 003	* I declare that the Company is not in a state of bankruptcy, liquidation, receivership, composition with creditors or any other insolvency proceedings or equivalent situation under the legislation of its country of incorporation, and that no proceedings are in progress for the declaration of any such situation, nor is it in a situation of cessation and/or suspension of its business activity.	Supplier

Note

⚠ This page contains missing mandatory fields. It is recommended that you complete the current form before continuing.

Please review the following:

- Missing Mandatory Field: 003 -ITA
- Missing Mandatory Field: 003
- Missing Mandatory Field: 003
- Missing Mandatory Field: 003
- Missing Mandatory Field: 003
- Missing Mandatory Field: 003
- Missing Mandatory Field: 003
- Missing Mandatory Field: 010
- Missing Mandatory Field: 011

Other errors not listed...

Missing mandatory fields are listed and highlighted to be completed.

Exit Complete Current Form

Management and Control Model under the law applicable to the supplier, Missing Mandatory Field: 003 -ITA

* I declare that, with regard to the directors, officers and shareholders that no criminal proceedings are pending, nor has any judgment been issued against them for one or more offenses of participation in a criminal organization, bribery and corruption, fraud or money laundering; [or] that a conviction has been issued against them. Missing Mandatory Field: 003

* I declare that there are no criminal or administrative proceedings pending against the Company for bribery and corruption, fraud or money laundering (if applicable); Missing Mandatory Field: 004

Supplier

Supplier

Supplier

Supplier

Supplier

3.3. Send Additional Information to Gucci



When you have finished to complete all the Forms, remember to **send back the Forms to Gucci** by clicking on “Save and Submit to Gucci”.

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Details Messages (Unread 0)

Editable Forms

Form List

Showing Result 1 - 3 of 3

	TYPE	TITLE	COMPLETION	DOCUMENT EXPIRY DATE (FIRST TO EXPIRE)	LAST MODIFIED DATE	FORM EDITING ALLOWED ON	FORMS VIEWED
1	Conditional Page	COMPANY SELF DECLARATION	✓		25/05/2023 17:35	25/05/2023 11:31	Yes
2	Conditional Page	DOCUMENTATION	✓	01/02/2025	25/05/2023 17:38	25/05/2023 11:31	Yes
3	Conditional Page	SHAREHOLDERS/LEGAL PERSONS HOLDING SHARES/MEMBERS OF BOARD	✓		25/05/2023 17:38	25/05/2023 11:31	Yes

Save And Submit To Gucci

gucciprocurement.tle-prep.app.jaggaer.com dice

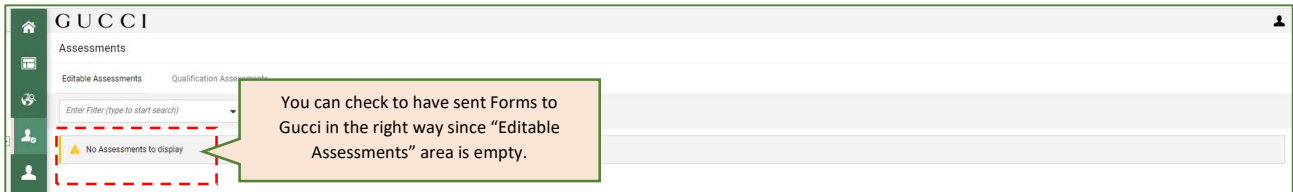
This Action will send all Forms back to Gucci.
The Forms will not be editable anymore, are you sure you want to continue?

OK Annulla

3.4. Forms Completion confirmation



Once you have sent back Forms to Gucci, no Editable Assessments are more visible in the Assessment Area.



4. HOW TO BID FOR A REQUEST FOR QUOTATION (RFQ)

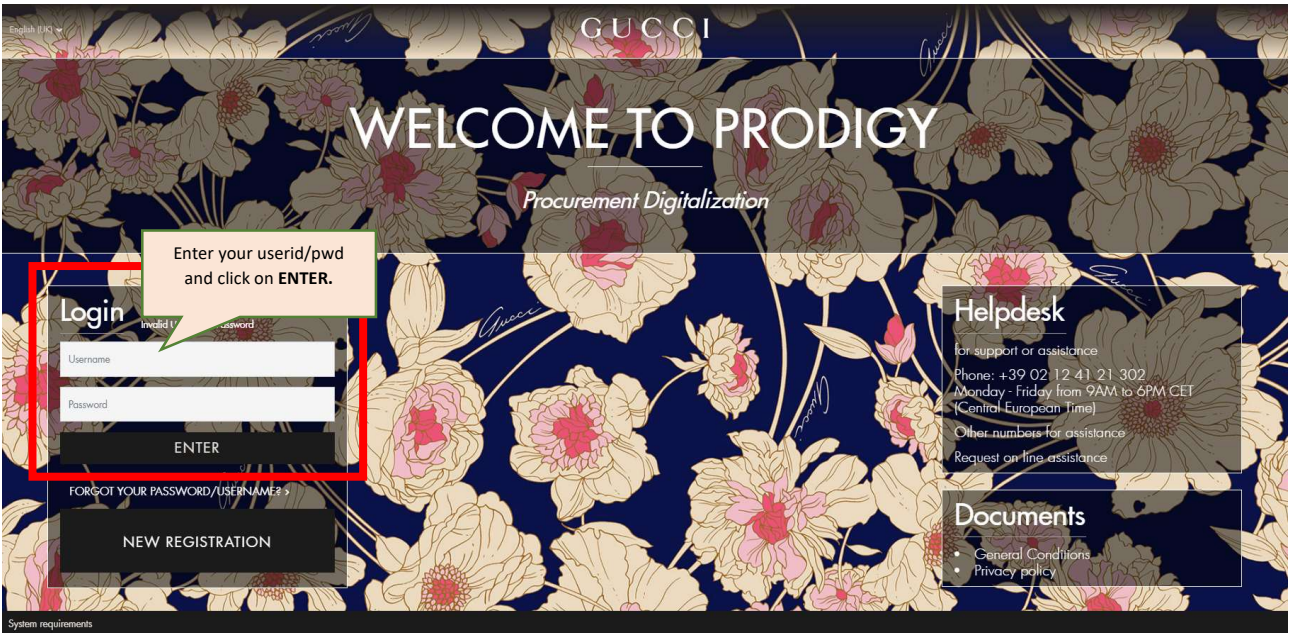


4.1. Access to Prodigy



The portal is accessible from the site: <https://vendorportal.gucci.com/>

1. Use the access credentials (userid/pwd) and **click on ENTER.**




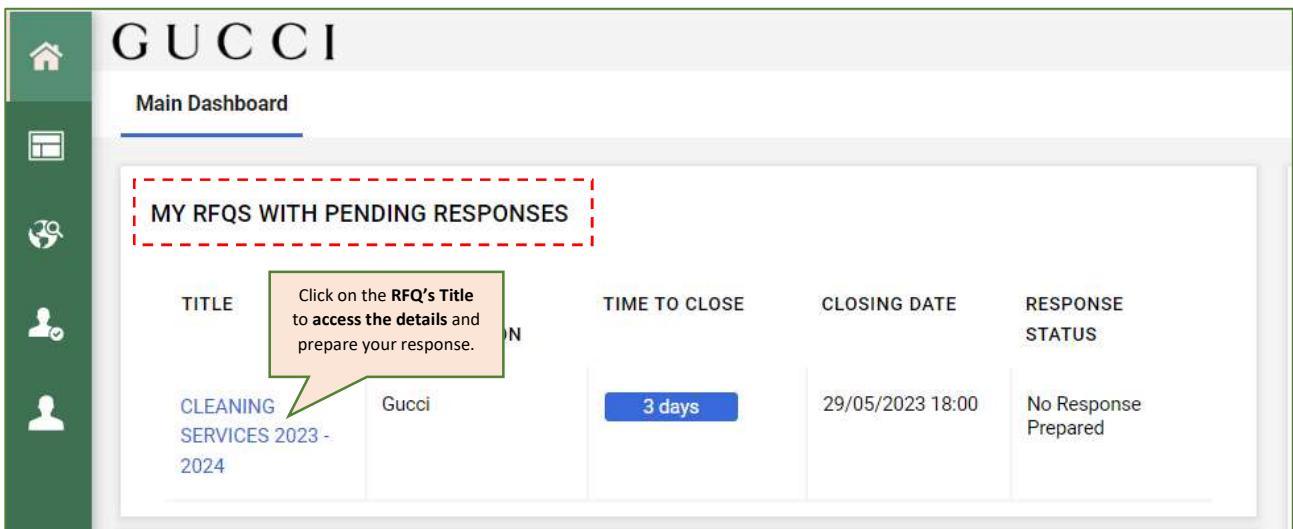
4.2. Create RFQ Response



RFQs (Requests for Quotation) are used to collect detailed technical and commercial information from suppliers in the form of a private offer.

You can **access the RFQs in 2 different ways**:

- Through the dashboard  with the widget **MY RFQs WITH PENDING RESPONSES**



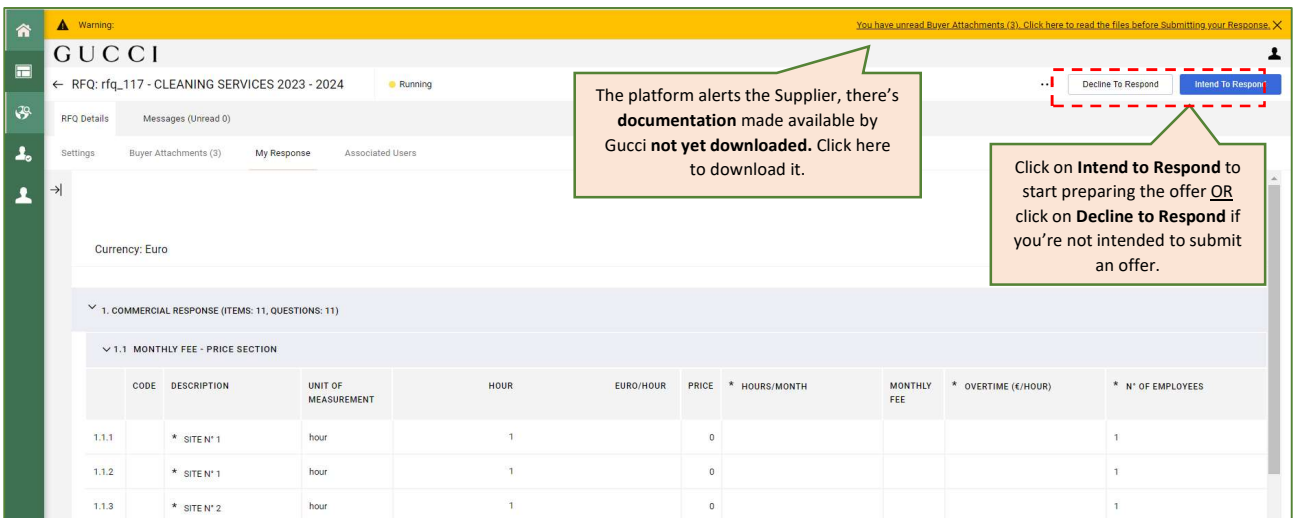
- Navigate to Sourcing  → RFQs → My RFQs




1. Download all documentation made available by Gucci (if any).

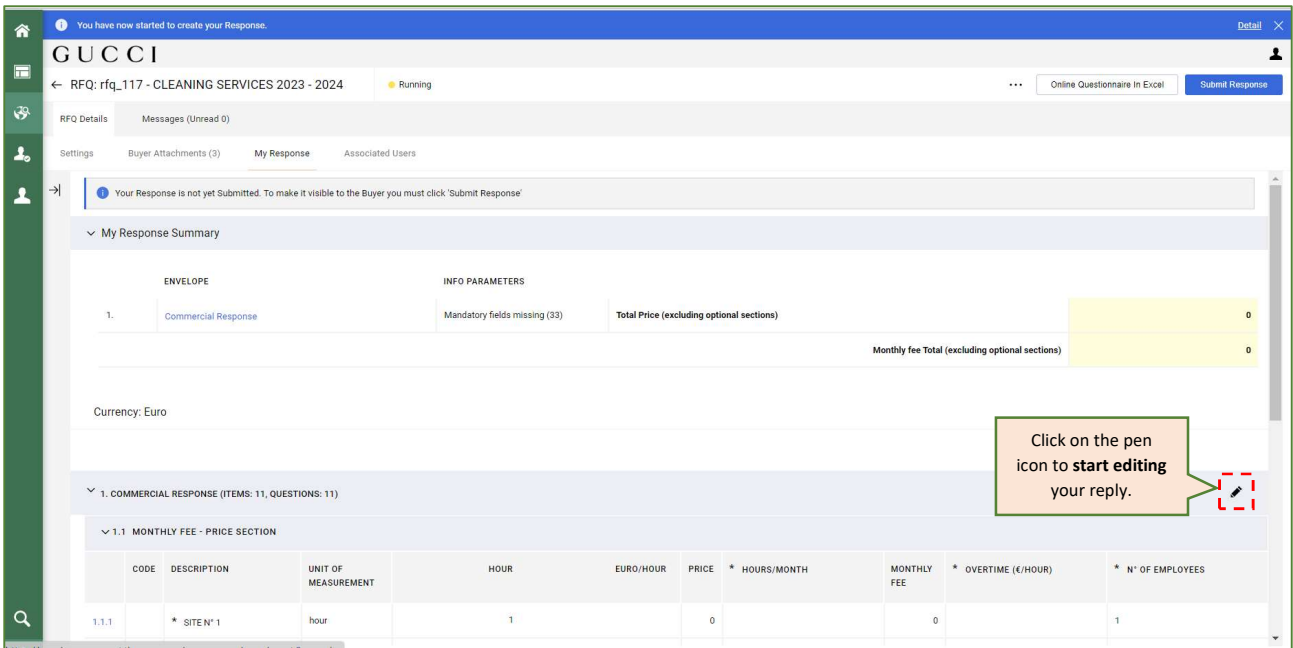


2. Click on Intend to Respond to start preparing your offer.

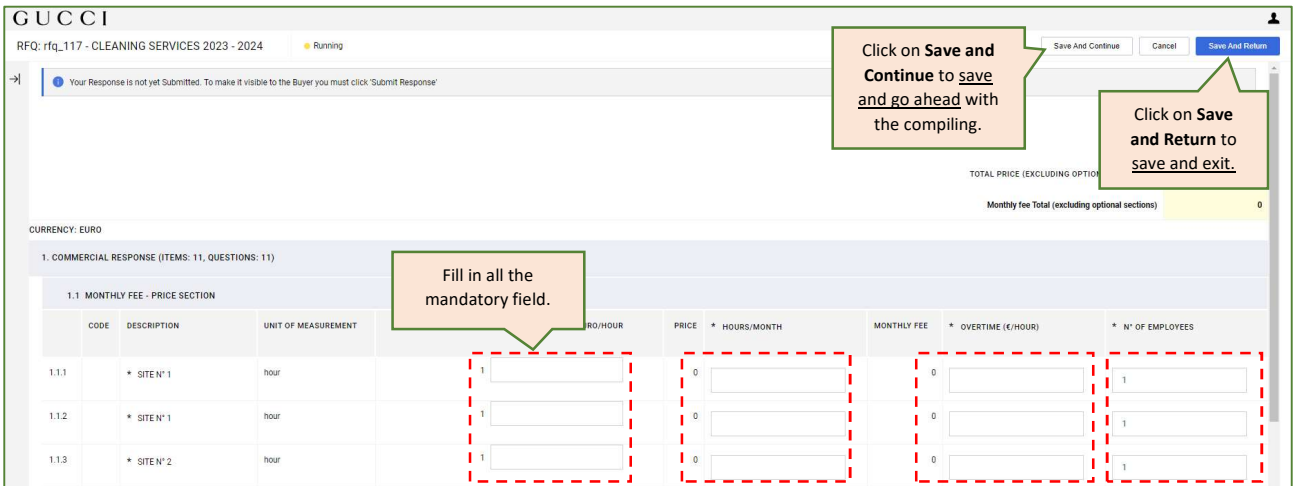


3. Click on the icon  to enter in "edit mode" and start replying online.

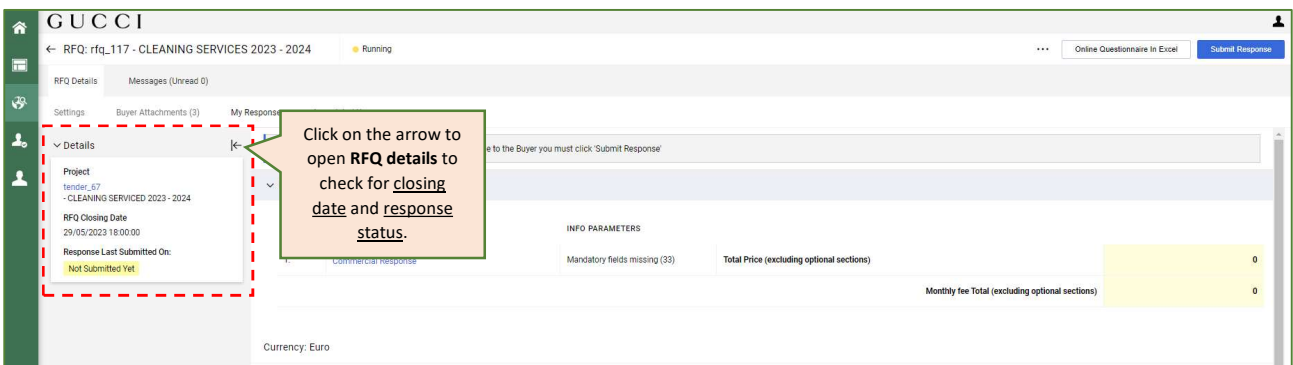
You can **reply** to the RFQ using the **Online Questionnaire** the user interface:



4. Remember to **save your reply on a regular basis**.



5. Access the RFQ summary details to check for closing date and response status.



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RFQ: rfq_117 - CLEANING SERVICES 2023 - 2024

CURRENCY: EURO

1. COMMERCIAL RESPONSE (ITEMS: 11, QUESTIONS: 11)

1.1 MONTHLY FEE - PRICE SECTION

CODE	DESCRIPTION	UNIT OF MEASUREMENT	HOUR	EURO/HOUR	PRICE	* HOURS/MONTH	MONTHLY FEE	* OVERTIME (€/HOUR)	* N° OF EMPLOYEES
1.1.1	* SITE N° 1	hour	1	3	3	12	36	1	1
1.1.2	* SITE N° 1	hour	1	5	5	12	60	1	1
1.1.3	* SITE N° 2	hour	1	4	4	15	60	1	1
1.1.4	* SITE N° 3	hour	1	4	4	17	68	1	1
1.1.5	* SITE N° 4	hour	1	4	4	18	72	1	1
1.1.6	* SITE N° 5	hour	1	7	7	10	70	1	1
1.1.7	* SITE N° 6	hour	1	7	7	11	77	1	1

Fill in all mandatory fields, column by column to be able to confirm and send your quotation to Gucci.

You can **reply** to the RFQ using the **Online Questionnaire in Excel**:

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RFQ: rfq_117 - CLEANING SERVICES 2023 - 2024

RFQ Details Messages (Unread 0)

Settings Buyer Attachments (3) My Response Associated Users

Your Response is not yet Submitted. To make it visible to the Buyer you must click 'Submit Response'

My Response Summary

ENVELOPE	INFO PARAMETERS	Total Price (excluding optional sections)	Monthly fee Total (excluding optional sections)
1. Commercial Response	All quoted items completed	0	0

Click on **Online Questionnaire in Excel** to download the Excel file. The file has to be completed offline and uploaded again to the platform.

Upload

This area allows you to download the entire online questionnaire in Excel. Once you have saved the file and responded to the questions, you should return to this screen and import the same spreadsheet which will populate the response.

*** IMPORTANT ***

THE IMPORT EXCEL FUNCTION CAN ONLY BE USED TO IMPORT THE EXCEL FILE PROVIDED FOR THIS RFQ. IF THE BUYER HAS ASKED YOU TO UPLOAD ATTACHMENTS, YOU MUST USE THE ADDITIONAL ATTACHMENTS AREA (IF ENABLED). ADDITIONAL FILES CANNOT BE EMBEDDED INTO THE EXCEL FILE. IN THE EVENT THAT THE BUYER HAS NOT PERMITTED ATTACHMENTS, THE EXCEL FILE MUST BE USED AS A SUBSTITUTE.

Click on **Download Online Questionnaire in Excel** to download the Excel version.

Click here if you need **clarifications** on how to create and import your response in the Excel file.

Download Online Questionnaire in Excel

Import Items

NOTE: PLEASE DO NOT ADD OR REMOVE ANY WORKSHEETS, CELLS, ROWS OR COLUMNS FROM THE EXCEL RESPONSE SPREADSHEET, OR EDIT ANY FORMULAE WITHIN THE SPREADSHEET AS THIS MAY CAUSE THE IMPORT OF THE SPREADSHEET TO FAIL.

RFQ Response Questionnaire for: RFQ_117

CURRENCY: EURO

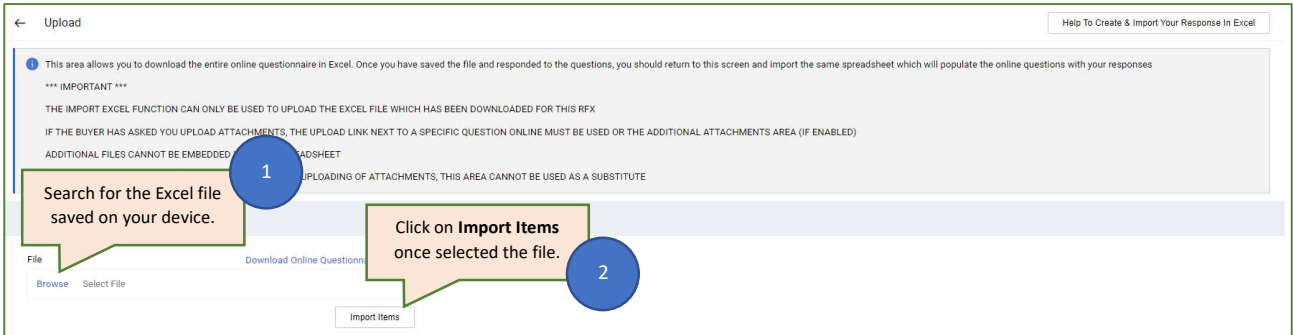
Commercial Envelope

Code	Description	Unit of Measurement	hour	Euro/hour	Price	hours/Month	Monthly fee	Overtime (€/hour)	N° of employees
1.1.1	SITE N° 1	hour	1	3	3	12	36	1	1
1.1.2	SITE N° 1	hour	1	5	5	12	60	1	1
1.1.3	SITE N° 2	hour	1	4	4	15	60	1	1
1.1.4	SITE N° 3	hour	1	4	4	17	68	1	1
1.1.5	SITE N° 4	hour	1	4	4	18	72	1	1
1.1.6	SITE N° 5	hour	1	7	7	10	70	1	1
1.1.7	SITE N° 6	hour	1	7	7	11	77	1	1
1.1.8	SITE N° 7	hour	1	7	7	11	77	1	1
1.1.9	SITE N° 8	hour	1	7	7	11	77	1	1
1.1.10	SITE N° 9	hour	1	7	7	11	77	1	1
1.1.11	SITE N° 10	hour	1	7	7	11	77	1	1
Specimen Sub Total (optional - used included in Total)									

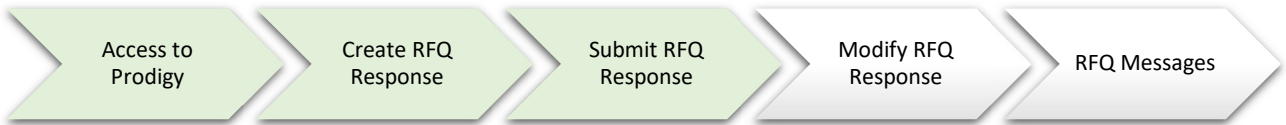
Yellow fields are mandatory to be filled in.

PLEASE NOTE: Do not change and/or remove columns or rows on the Excel file.

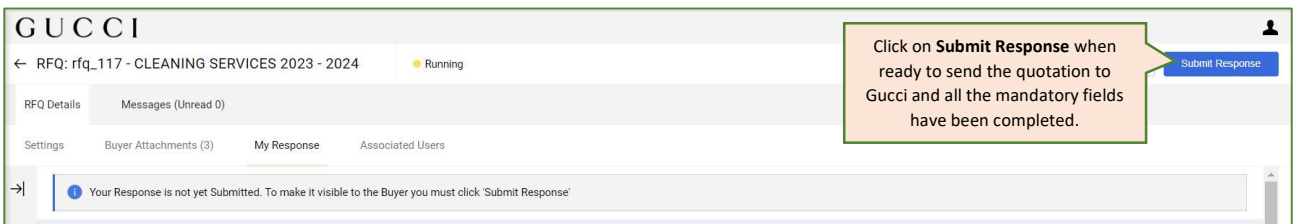
When the Supplier is ready to upload the Excel file online, click on **Browse** and **Import Items**:



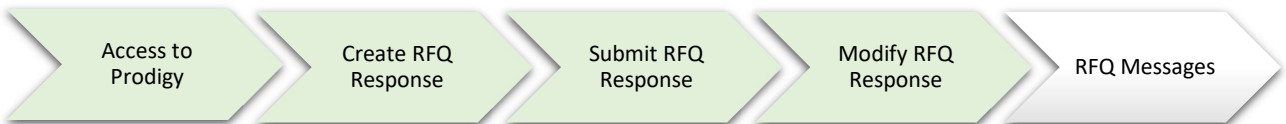
4.3. Submit RFQ Response



1. To send the response to Gucci, it is necessary and mandatory to **click on "Submit Response"** and confirm.

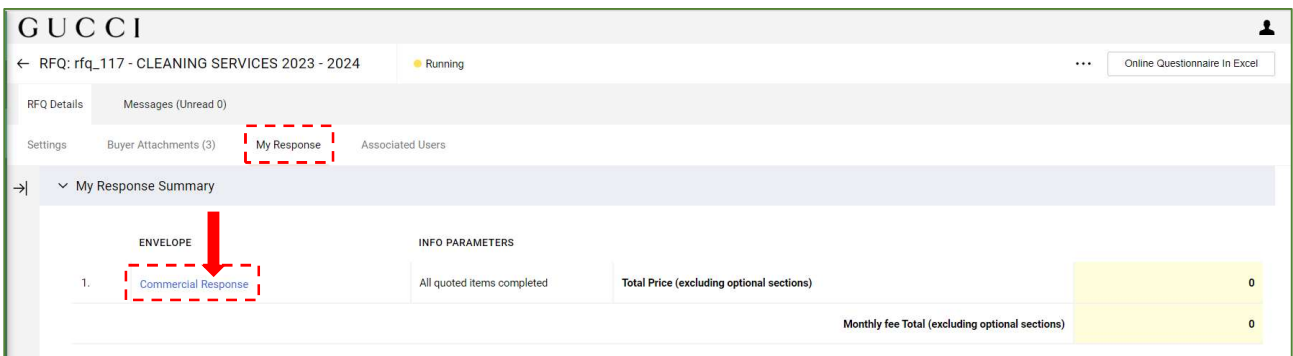


4.4. Modify RFQ Response



If necessary, after submitting the response, the Supplier can modify the response only if the end date has not been reached.

1. Access **My Response** Area and click on Commercial Response to enter in edit mode.



2. Do all the changes/updates needed and click on **Keep Changes** to confirm the action.

GUCCI

RFQ: rfq_117 - CLEANING SERVICES 2023 - 2024 ● Running

Discard Changes Keep Changes

Refresh Validate Response

TOTAL PRICE (EXCLUDING OPTIONAL SECTIONS) 0

Monthly fee Total (excluding optional sections) 0

CURRENCY: EURO

1. COMMERCIAL RESPONSE (ITEMS: 11, QUESTIONS: 11)

1.1 MONTHLY FEE - PRICE SECTION

	CODE	DESCRIPTION	UNIT OF MEASUREMENT	HOUR	EURO/HOUR	PRICE	* HOURS/MONTH	MONTHLY FEE	* OVERTIME (€/HOUR)	* N° OF EM
1.1.1		* SITE N° 1	hour	1	5	3	12	36	1	1
1.1.2		* SITE N° 1	hour	1	5	5	12	60	1	1
1.1.3		* SITE N° 2	hour	1	4	4	15	60	1	1

Note: A red dashed box highlights the input fields for 'EURO/HOUR' and 'PRICE' in the first two rows of the table.

Select **Discard Changes** if you don't want to save your updates; select **Keep Changes** to save your new response.

3. Changes are saved and visible to Gucci only if submitted.

Edit Mode: Changes will be saved only when submitted

RFQ: rfq_117 - CLEANING SERVICES 2023 - 2024 ● Running

Undo All Changes Submit Changes

My Response Summary

ENVELOPE

1. Commercial Response

INFO PARAMETERS

All quoted Items completed

Total Price (excluding optional sections) 0

Monthly fee Total (excluding optional sections) 0

Currency: Euro

1. COMMERCIAL RESPONSE (ITEMS: 11, QUESTIONS: 11)

1.1 MONTHLY FEE - PRICE SECTION

	CODE	DESCRIPTION	UNIT OF MEASUREMENT	HOUR	EURO/HOUR	PRICE	* HOURS/MONTH	MONTHLY FEE	* OVERTIME (€/HOUR)	* N° OF
1.1.1		* SITE N° 1	hour	1	5	5	12	60	1	1

You have successfully submitted your response to the Buyer.

GUCCI

Be sure this message appears to confirm that the reply has been updated.

Settings Buyer Attachments (3) My Response Associated Users

Details

Project: tendin_57 - CLEANING SERVICES 2023 - 2024

RFO Closing Date: 01/06/2023 18:00:00

Response Last Submitted On: 01/06/2023 12:22:17

ENVELOPE

1. Commercial Response

INFO PARAMETERS

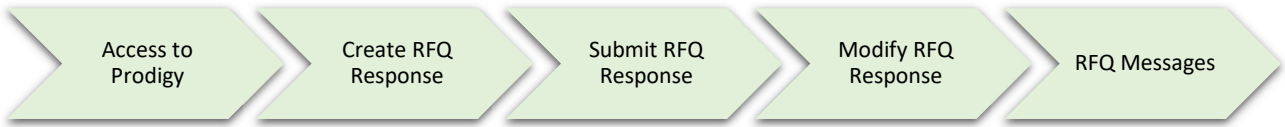
All quoted Items completed

Total Price (excluding optional sections) 0

Monthly fee Total (excluding optional sections) 0

Check the **Last Response Submitted** date.

4.5. RFQ Messages



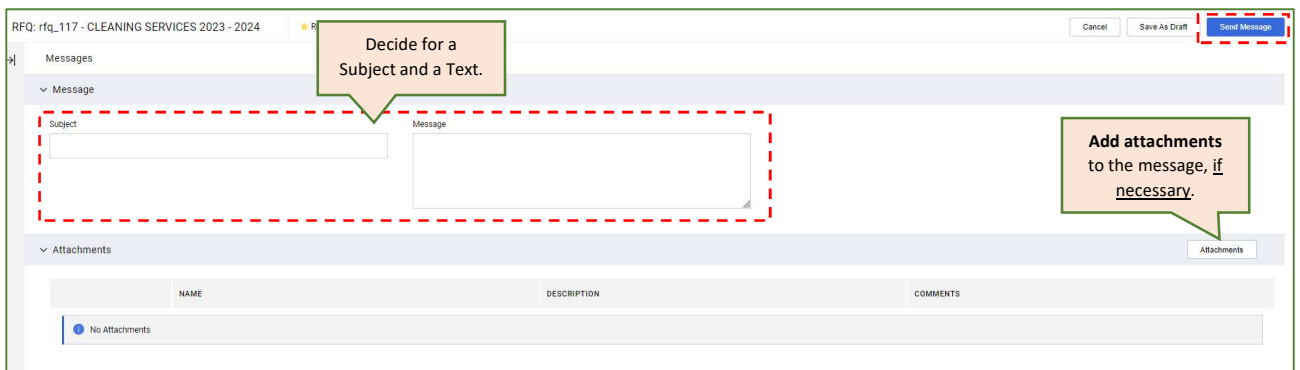
Each RFQ has a dedicated area where Supplier and Gucci can dialogue through online messages. The Messages Area is **always accessible**, whatever the status of the RFQ is (running or closed).

1. Send a Message

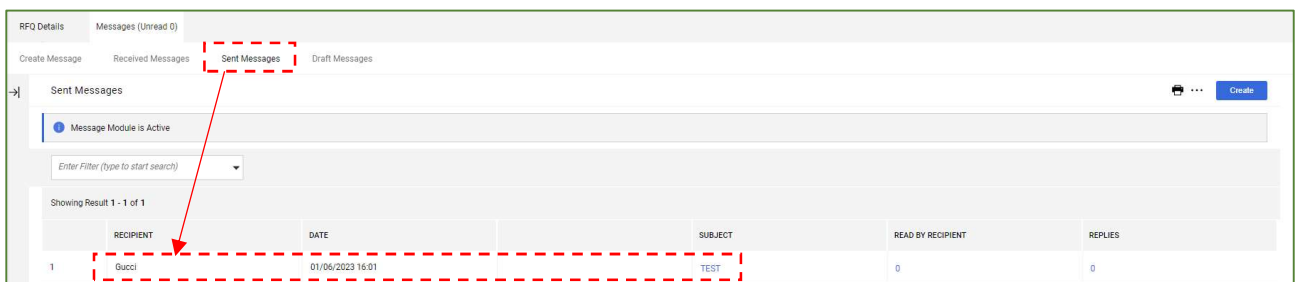
- o Access the **Messages Area** → **Create Message Area**



- o Draft your message and click on **Send Message** to submit it to Gucci.

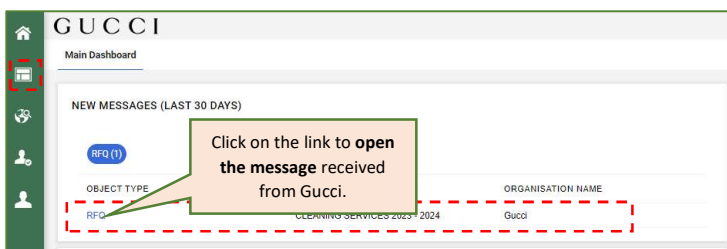


- o Check your Messages sent through the **Sent Messages Area**.

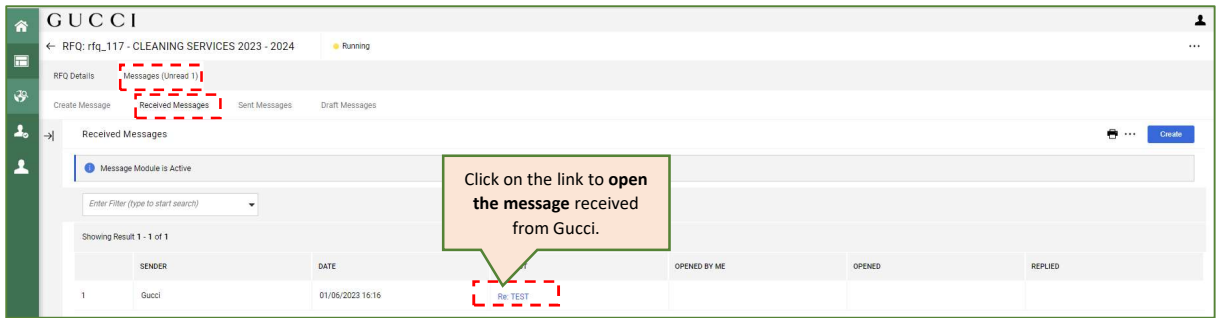


2. Read a Message

- o Access the message through the dedicated widget of the Dashboard.



- Access the message through the RFQ – Message Area



3. Reply to a Message



5. GENERAL FUNCIONALITIES

5.1. User Management

The Super User is the first user that registered on the platform and is responsible for managing other users. The User Management module is where the Super User manages individual user accounts, divisions, user roles, and organizational activity assignments.

The Super User can **create user sub-accounts** and manage user rights and roles, if necessary.

Access the **User Management** Area of the account → Manage Users → User.

The screenshot shows the 'Manage Users' page in the GUCCI system. On the left, a navigation menu is visible with 'User Management' and 'Manage Users' highlighted. The main content area shows a search bar with the text 'Enter at least 3 characters', a dropdown menu set to 'All Users', and another search filter. Below this, it indicates 'Showing Result 1 - 2 of 2' and 'Show: 50'. A table displays the following data:

FIRST NAME	DIVISION
Test Seller 01	Division
Test Seller 01_SUB1	H&S

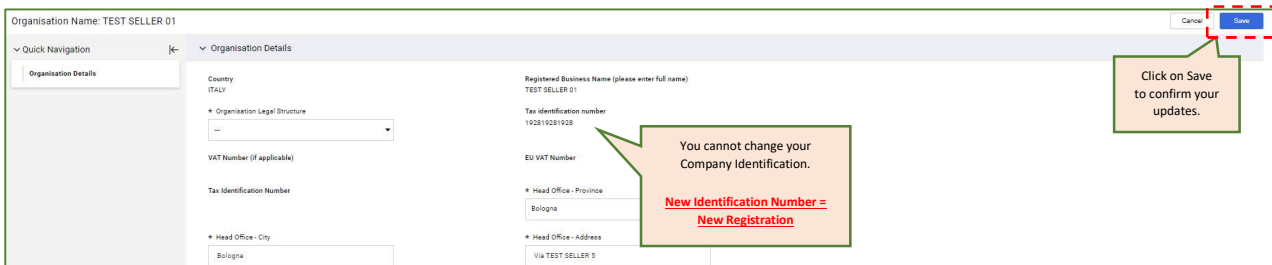
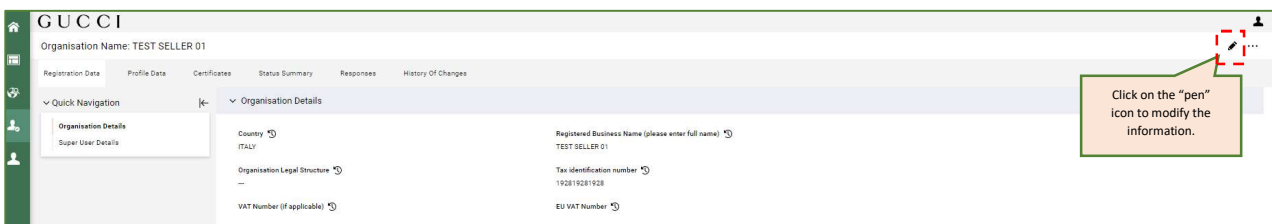
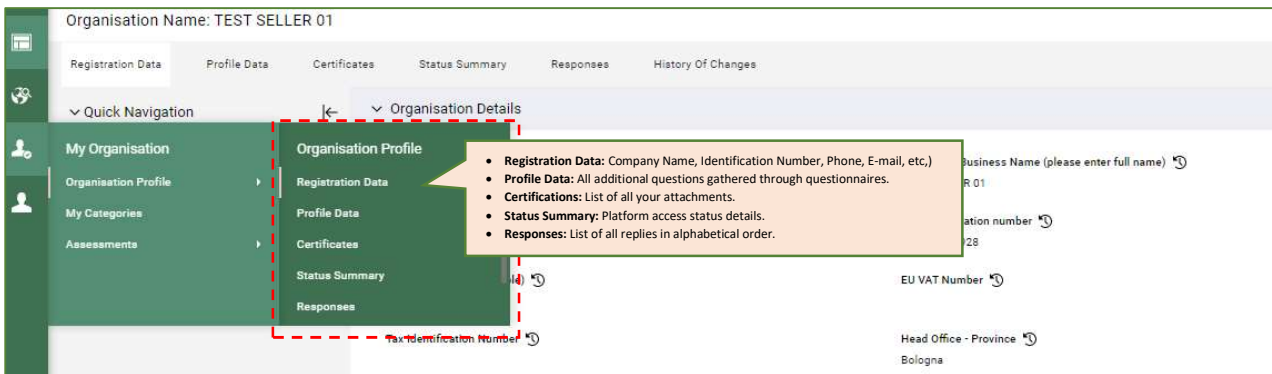
This screenshot shows the 'Manage Users' page with a callout box pointing to a 'Create' button (represented by a person icon) in the top right corner. The callout box contains the text: "Click on 'Create' to create a username/password for a subuser."

This screenshot shows the 'New User' form in the GUCCI system. The form is titled 'New User' and has a 'Cancel' and 'Save' button in the top right. The form fields are grouped under 'User Details' and include: Last Name, First Name, Email, Telephone Number, Division, Department, Role, Username, Preferred Language, and Time Zone. A callout box points to the mandatory fields (Last Name, First Name, Email, Telephone Number) and contains the text: "Fill in all mandatory fields. An e-mail with access credentials will be sent to the new user." Another callout box points to the 'Save' button and contains the text: "Click on Save to confirm the user's creation."

5.2. Organization Profile

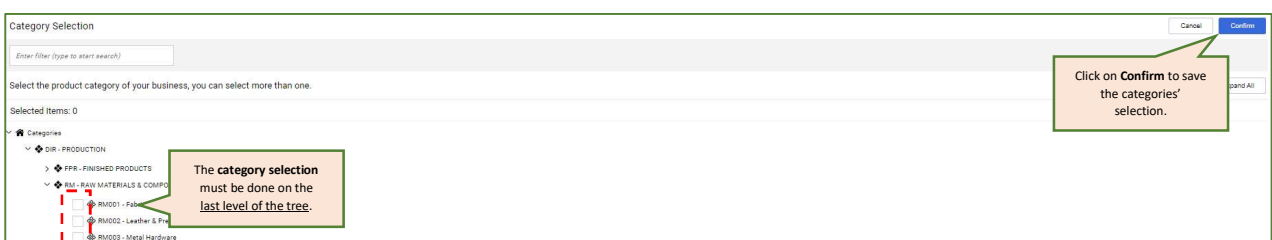
Access the **My Organization Profile** to access details concerning:

1. Registration Data
2. Profile Data
3. Certifications
4. Status Summary
5. Responses



5.3. Category Management

Access the **My Organization Profile** → **My Categories** to manage classification on the Product Tree.

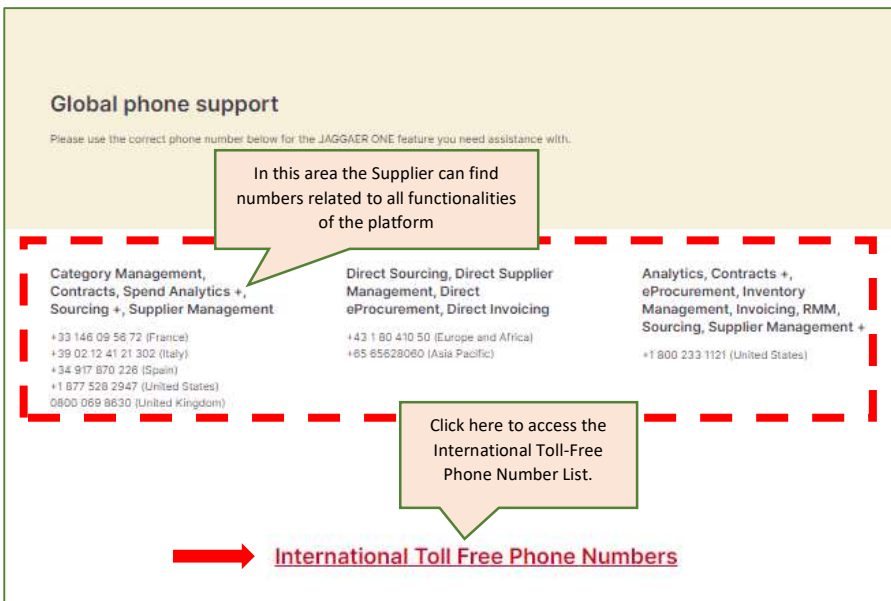
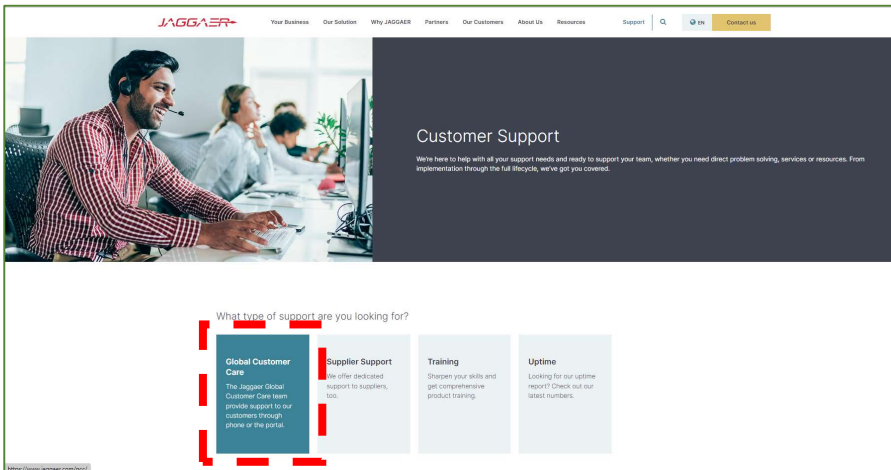


6. HOW TO ASK FOR ASSISTANCE (HELPDESK)

Within the Homepage you can find **Helpdesk details**.



Other Numbers for assistance:



Request for on-line assistance:

GUCCI

On Line Support

Select a question to view the instructions and resolve the issue by yourself. If the instructions provided are not enough, complete the fields with * and send your request for assistance.

Country:

Contact Phone Number:

Question*:

Contact Name & Surname*:

Company Name*:

VAT Number*:

E-Mail Address*:

Home Field (to fill in with request details)*:

You can send your request in any time. We will reply as soon as possible.

Fill in the online Form to request assistance via e-mail.