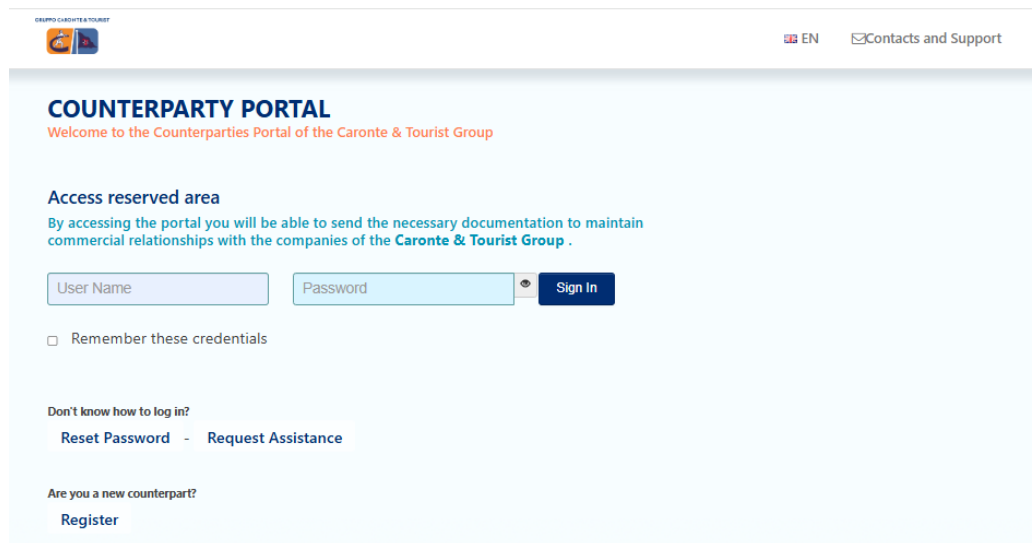


Welcome to the Caronte & Tourist Group Procurement Portal

This guide is designed to accompany you at every stage of the registration process and in the management or updating of your documents within our Procurement Portal. Inside you will find all the information you need to use the system correctly, with clear and detailed instructions to simplify each step.

How to start the registration process

To register, you must access the website <https://procurement.carontetourist.it>. Once the page is open, you can change the language via the flag icon in the top right corner. Then scroll to the bottom and click on the "**Register**" button.



The screenshot shows the 'COUNTERPARTY PORTAL' login page. At the top, there is a header with the logo on the left and 'EN' and 'Contacts and Support' on the right. The main heading is 'COUNTERPARTY PORTAL' with a subheading 'Welcome to the Counterparties Portal of the Caronte & Tourist Group'. Below this, a message states: 'Access reserved area. By accessing the portal you will be able to send the necessary documentation to maintain commercial relationships with the companies of the Caronte & Tourist Group.' The login section includes a 'User Name' input field, a 'Password' input field with an eye icon, and a 'Sign In' button. There is a checkbox for 'Remember these credentials'. Below the login fields, there is a link for 'Don't know how to log in?' which leads to 'Reset Password' and 'Request Assistance'. At the bottom, there is a link for 'Are you a new counterpart?' which leads to 'Register'.

You will be asked to fill in a pre-registration form, entering the main identification data of your organisation and to choose the Cluster, i.e. the category that best describes your company.

Options include (when selecting clusters, remember that English language documentation is reserved for cluster 1.8 Foreign companies):

- 1.2 Listed Companies
- 1.1 Naval or port service providers
- 1.5 White List Companies
- 1.3 Large Companies
- **1.8 Foreign companies**
- 1.6 Publicly controlled private companies
- 1.7 Trade associations
- 1.9 Controlled related parties
- 1.11 Uncontrolled related parties
- 2.10 Freelancers
- 3.12 Other entities
- 5.1 White List Commercial Customers
- 6.1 Foreign commercial customers

- 7.1 Listed Company Customers
- 7.2 Large Group Customers
- 4.1 Commercial Customers

The choice of cluster is important, because it determines which documents you will need to upload and which level of risk (low, medium or high) will be associated with your position.

It is important to pay attention to what you enter:

The email address you provide will be used to send you your login credentials and all official communications (Make sure your in-box does not block our communications).

Some information, such as the VAT number (**which in the case of foreign companies must always be accompanied by the country code**), can no longer be changed after registration.

Once you have completed the form, click on "**Register and receive credentials**".

REGISTRATION ON THE PORTAL

Activate an account to access the portal

PERSONAL DATA

Fields marked with (*) are mandatory.

Company name *

VAT number *

Category *
Choose an option

Address *

Postal Code *

City *

Province *

CONTACT DETAILS


Please remember to enter the required information correctly, as the Counterparty's email address is used to send notifications regarding the registration process and for Counterparty accreditation. Not all entered data can be subsequently modified, and this is to facilitate the correct completion of the process (e.g., VAT number).

Name and surname

Email for portal communications *

Telephone *

CONFIRM REGISTRATION



Enter the Captcha code shown on the left *

Register and receive your credentials

Cancel

Shortly afterwards you will receive an email with your login password

User registration on the Counterparty Portal

Caronte & Tourist S.p.A.

Dear XXXXXXXXX,
below are the portal access credentials.

After obtaining the password, which is sent to the email address indicated during pre-registration, Access is carried out by entering the VAT number or tax code in the "user code" field and the password received in the appropriate field. From this moment it is possible to start the registration process. The login ID is:

XXXXXXXXXX

Password:

XvWjMXy (please do not copy and paste the password text)

To connect to the portal, use the link below:

[Log in to the Portal](#)

Accessing the Portal

After receiving your credentials, you can log in by entering:

User code: your VAT number or Tax Code

Password: Use the password received by email, which must be changed the first time you access the system

CHANGE USER PASSWORD

Old Password

New Password

Retype password

Save

Your password must contain at least 8 characters, one uppercase letter, one lowercase letter, one number, and one special character (e.g., !@#\$%^&*).

Changing personal or company data

EDIT USER PROFILE

Username

Email address

Category

[Change Password](#)

[Save](#) [Cancel](#)

Once logged in, you can update some information by clicking on the icon in the top right corner.

You can change:

- the name of the contact person
- the email address:
- the cluster to which the company belongs (i.e. the supplier category to which it belongs)

Always remember to save your changes by clicking on the "**Save**" button.

Uploading documents

The system will show you the list of required documents. For each document, you will see the progress of the file. The definitions are as follows:

Not uploaded: the document has not yet been entered

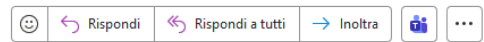
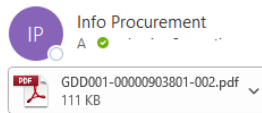
In progress: the document is being verified by the Compliance Department

Approved: the document has been accepted

Rejected: the document has not been approved (in this case you will receive an email with the reasons for the refusal).

All official communications, including any refusals or requests for integration, will be delivered by e-mail

Rifiuto Scheda Fornitore Estero



Gentile , il documento che hai inviato non è stato accettato dal nostro personale per il seguente motivo: [Commento]. Ti preghiamo di verificarlo e correggere il problema riscontrato.

Dear , the document you sent was not accepted by our staff for the following reason:

TEST TEST TEST

Please check it and correct the issue found.

Where to find documents and how to update them

In the "**Documents**" section you can upload the required documents, while in the "**Archive**" you will find those already sent.

If you need to update a document (for example, a new Chamber of Commerce certificate), click on "**Update**" next to the corresponding file and upload the updated version.

We remind you that the identity document of the Beneficial Owner is mandatory and must be entered only after completing the supplier form.

In the "**Forms**" section, you will also find:

- the Ethical Pact, which must be downloaded, filled in on page 2, point a), signed and then uploaded to the appropriate section.
- The Facsimile of the Current Account Holder
- Other documents to be consulted for acknowledgement.

Registration completed

Once you have completed the entry of all the documents required by your cluster, you will receive an email with the outcome of the checks after the evaluation.

We invite you to monitor the status of your registration by also checking the emails received from the address: info.procurement@carontetourist.it in order to respond quickly to any requests for modification or integration.

Do you need help?

If you have any doubts, technical difficulties or specific requests, you can always consult the Group contact person or contact the Portal's technical assistance through one of the channels in the "Contacts" section.

Forgotten your password? Don't worry! Go to the login page and click on "Reset Password". Your password will be sent to you by email (make sure your in-box does not block our communications).

Final advice

To speed up the entire process, we recommend that you complete the registration and upload all the required documents in a single session, having everything already available. This way, you will avoid delays and get approval faster.