

Best Practices for Suppliers



Purchase Orders

- **Request a Purchase Order**: It is mandatory to request a Purchase Order before making any delivery.
- **Confirmation**: Suppliers have up to **10 business days** to confirm the Purchase Order sent by Solvay.
- **Confirm Conditions**: Confirm the Purchase Order conditions (price, quantity and delivery date) by clicking the link provided in the email.
 - **Instructions**: step-by-step videos on how to confirm orders are available [HERE](#).
- **Expired Links**: If the web link has expired and the Purchase order should be amended, contact us using the [Supplier inquiry webform](#) (option: Purchase Order & Deliveries).
- **Delivery Delays**: It's important to inform us about any delivery delays and other discrepancies.

Invoice

Invoice instructions:

Solvay Purchase Order number is mandatory on invoices. Attention, only one Purchase Order per invoice.

Submit your invoice:

Find instructions [HERE](#) on how to submit your invoices. Avoid rework and delays: do not send your invoices twice.

Track your invoice:

Suppliers have to register to our [Invoice Tracking Portal](#) to follow up on the payment status of their invoices.

For general inquiries, check our [FAQ](#).

Keep your information up-to-date

Inform of Changes: Inform us of any changes to keep your information up-to-date in our database.

Bank Details: For bank details or remittance information changes, send an email to: payment.securityprocess@solvay.com.

Other Updates: For other data updates, such as email address and phone number, please reach out to our buyer.

[Our transactional process in details HERE](#)

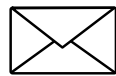
Purchase Order Acknowledgement

1 Receive and Review Email

You will receive an email from Solvay with a link to confirm your Purchase Order.

Make sure you check all relevant information & conditions.

After reviewing all information, click on the link in the email.



[CLICK HERE TO ACCESS ONLINE PURCHASE ORDER CONFIRMATION](#)

Dear supplier,

Please find enclosed our Purchase Order number 45***** and any related attachments.

If you find a link at the top of this email, Full or Partial Confirmation of this purchase order is required through that secure web link. Confirmation is required within 10 days, after this period, if no confirmation is received the purchase order will be considered as accepted.

You can find the step-by-step guide of how to confirm this purchase order in the following links:

<https://www.solvay.com/en/suppliers/tricks-and-tips-suppliers-videos>

If you need additional support, have doubts or want to submit other types of inquiries, please inform us via our contact form below (you can write in your local language). Please ensure you mention the subject of this email and any additional information you find relevant.

Link for the contact form:

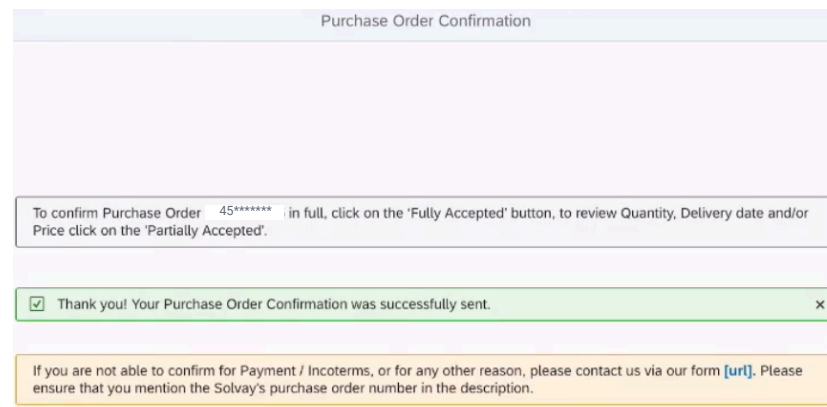
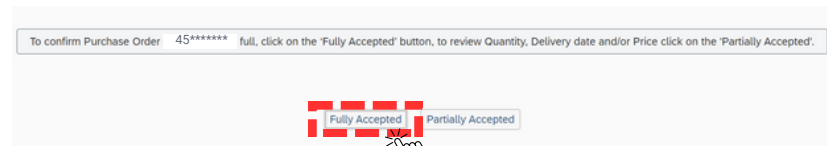
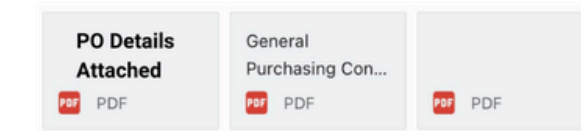
<https://www.solvay.com/en/suppliers/inquiry>

Important! You have 10 business days to confirm the purchase order

If the link expires, contact us using the [Supplier inquiry webform](#) (option: Purchase Order & Deliveries).

2 Full confirmation

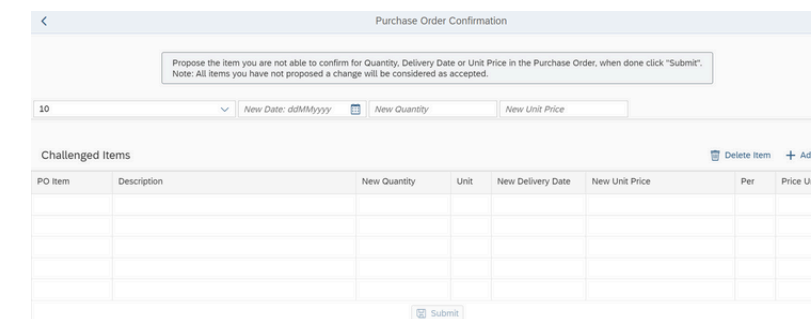
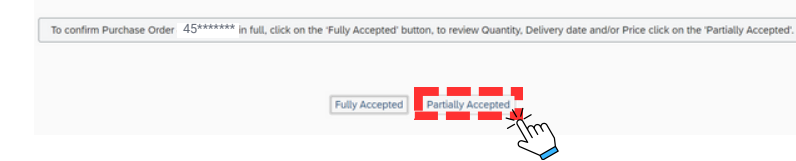
If all information is correct, click on the link in the email and then click on "Fully Accepted".



Your purchase order has been confirmed.

3 Partial confirmation

If you need to change the delivery date, quantity, or unit price, click on the link in the email and then click on "**Partially Accepted**".

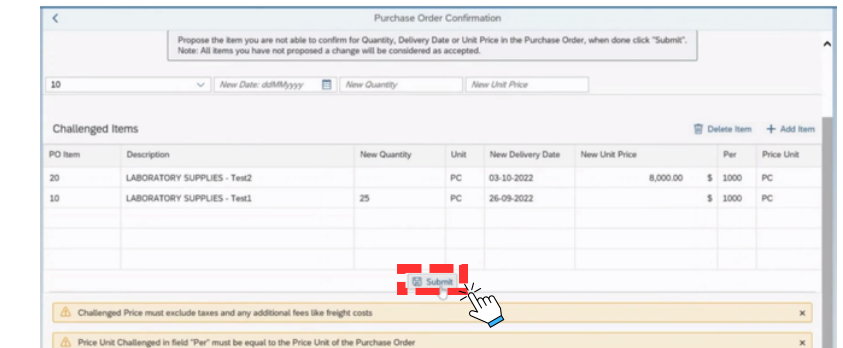


You can change: delivery date, quantity and unit price:

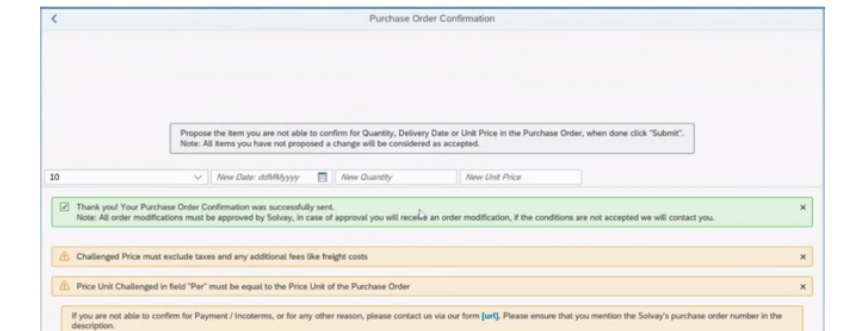
- Select the corresponding line(s) in the drop-down menu where you want to apply changes.
- Edit the required fields.
- Select a new delivery date from the calendar, and type in the new unit price or quantity.
- Click on "+add item".
- Ensure the field "Per" remains the same as in the original purchase order.
- Select another line from the drop-down menu if you want to dispute more items in the purchase order.

4 Submit changes

Double-check all the proposed changes to make sure everything is correct.



Click the "Submit" button at the bottom.



Solvay will now review your changes and keep you updated by an email.

Submit and Track Your Invoice

1 Submit and Track Your Invoice Information

Detailed information is available [HERE](#)

2 Steps to Follow

Select your:

- Region
- Country
- Solvay's site entity

Click **Start**

For invoices submission and tracking, select the company you are invoicing:

Region: Country: Site entity:

3 Invoice Submission

This section indicates where to submit your invoices.

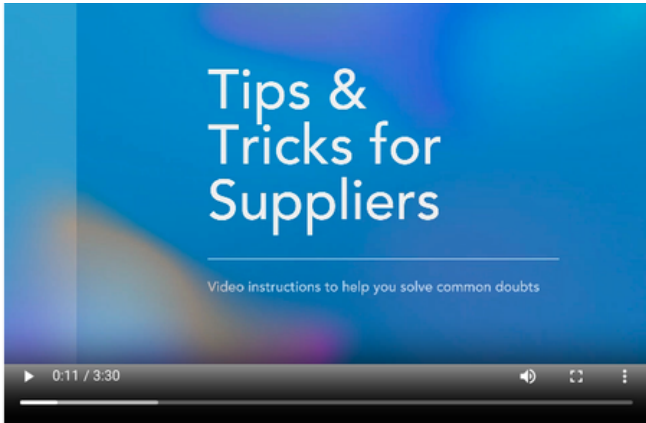
Invoice Submission	Invoice Tracking
@solvay.com	Link to Invoice Tracking Tool

Your company doesn't need to onboard on ARIBA in order for you to use our invoice tracking tool, but you'll need to sign up to our portal in order to use it. See how on the next page.

4 Invoice Tracking Portal

This refers to our portal for checking the status of your invoices. You can confirm that your invoices are submitted correctly and track their status efficiently.

Check how to track your invoice step-by-step in the [following videos!](#)



Sign up to Solvay's Invoice Tracking Portal

Our Invoice Tracking Portal is hosted on SAP Ariba.

It allows you to view the status of your invoices and payments and download any required documents.

1 Create an SAP Ariba Account

If you do not already have one, follow these steps:

- Navigate to the supplier's SAP Ariba Network login page by clicking [HERE](#).
- Select "Register Now" to create a complimentary standard account on the Ariba Network.

Supplier sign-in

[Forgot username](#)

New to SAP Business Network?
[Register Now](#) or [Learn more](#)



2 Activate Your Account

Input all required information and proceed to activate your account.

A confirmation email will be sent; click on the link to finalize the activation process.

Your ANID (Ariba Network ID) is now created.

Note: How to find your ANID:

1. *Click on your initials in the upper-right corner of the application.*
2. *In the "Settings". You can then see your ANID (ANxxxxxxxxxxxx).*

3 Request Access to the Invoice Tracking Portal

Follow these instructions:

- Contact us using the [Supplier inquiry webform](#) (option: "Accounting and Payments" then "Invoice Tracking Portal (access and support)").
- We will get back to you once your access has been granted.

* Type of query

Purchase Order & Deliveries	Vendor Workflow Webform
Accounting and Payments	Bank Account Verification
ARIBA Network	

* Category

Submit your Invoice	Request Supplier Balance
Track your Invoice	Submit Dunning Letter
Rejected Invoices	Other Accounting & Payments Support
Invoice Tracking Portal (Access and Support)	

By completing these steps, you can efficiently track the status of your invoices and payments.

Suppliers on Ariba Commerce Automation

SOLVAY

Solvay has implemented SAP Ariba to manage electronic purchase orders and invoices with its suppliers. Purchase Orders will be sent via the platform, and suppliers will also submit invoices through it.

1 Acknowledge a Purchase Order

Access the Purchase Order:

- Click Process Order in the email and log in.

Create Order Confirmation:

- Select Create Order Confirmation.
- Choose Confirm Entire Order.

Enter Details:

- Enter the order confirmation number.
- Add the estimated delivery date.

Submit:

- Click Next, then Submit.

Note: The Purchase Order status will change to Confirmed. For any other discrepancies, inform Solvay via the [Supplier Inquiry Webform](#).

2 Submit an Invoice

Log in to SAP Ariba:

- Navigate to the supplier's SAP Ariba Network login page and log in.

Create an Invoice:

- Go to the "Create" menu and select "Create Invoice".
- Enter the purchase order number or select the purchase order from your list.

Enter Invoice Details:

- Fill in the required fields such as invoice number, date, and item details.
- Ensure all details match the purchase order to avoid delays.

Submit the Invoice:

- Review the invoice for accuracy.
- Click on "Submit" to send the invoice to Solvay.

3 Track Your Invoice

Access the Invoice Tracking Portal:

- Log in to your SAP Ariba account.
- Navigate to the "Invoices" section.

View Invoice Status:

- Select the invoice you want to track.
- You can view the current status and any updates.

Download Documents:

- If necessary, you can download copies of your invoices and any related documents directly from the portal.

Request Assistance:

- If you have any issues or need further assistance, use the [Supplier Inquiry Webform](#).

By following these steps, you can efficiently manage your purchase orders and invoices on Ariba, ensuring smooth transactions.

Navigating Solvay Supplier web page

You can find all this information and much more on our [Solvay Supplier webpage](#).

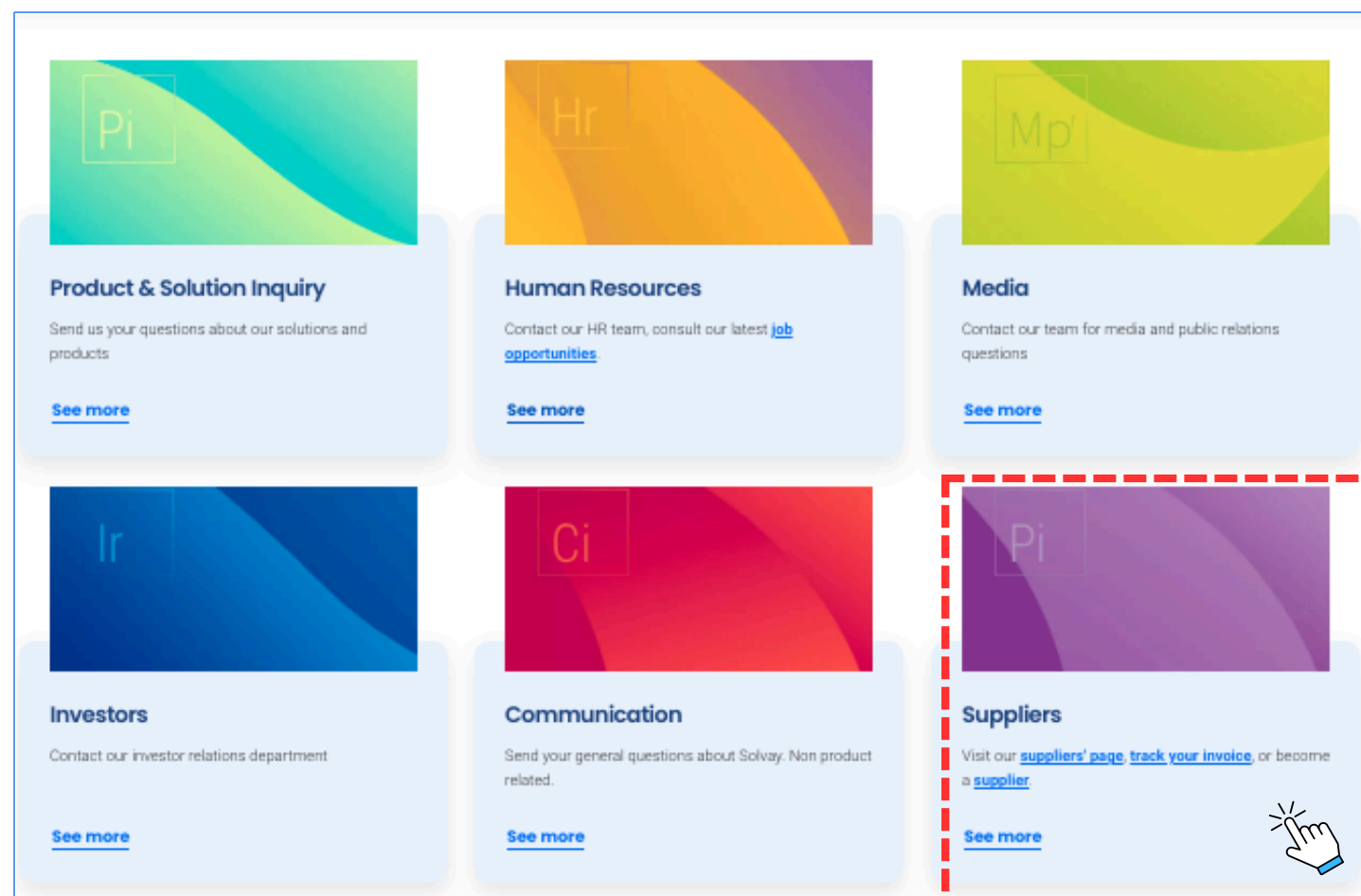
1 Access the supplier web page



Go to Solvay's website.

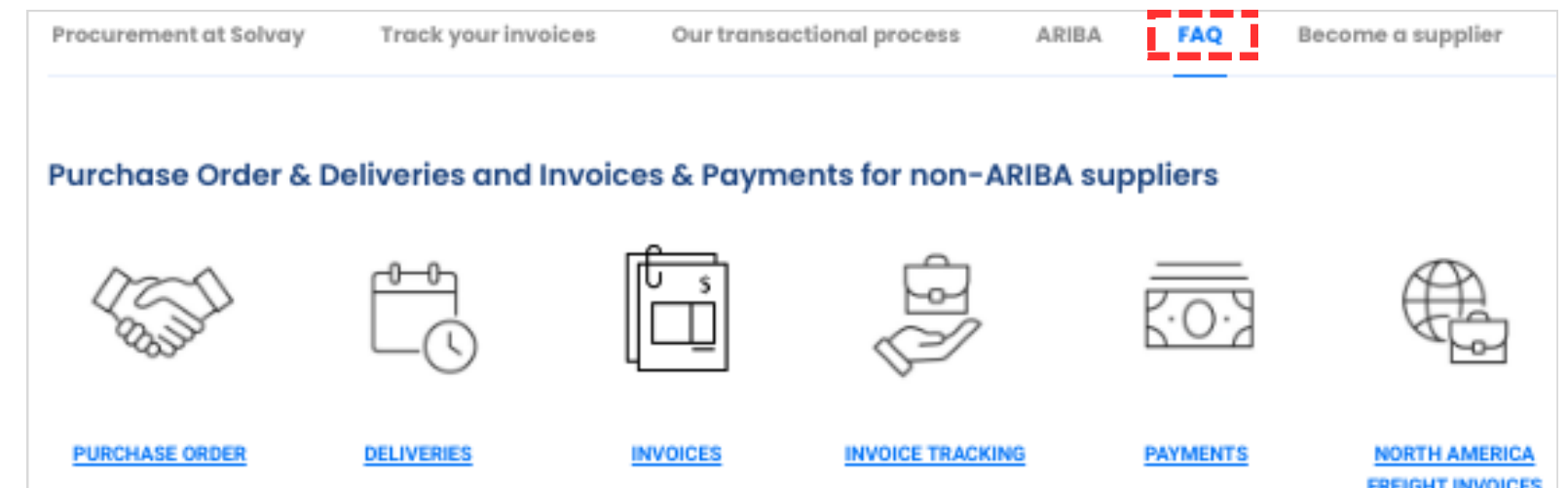
Click on "Contact Us".

Then select "Suppliers" to access the [Solvay Supplier web page](#)



2 For any doubts

Select the "FAQ" option to find answers to common questions.



3 Additional Support

If needed, watch our [tutorial videos](#).

Use the [Supplier inquiry Webform](#) to contact us for further assistance.

* Contact information

Name

Email

Company name

Fiscal Identification Number (VAT, Tax ID, CNPJ, TVA, SIRET, NIF, Fiscal Code, etc.)

* Type of query

Purchase Order & Deliveries	Vendor Workflow Webform
Accounting and Payments	Bank Account Verification
ARIBA Network	

Tips & Tricks for Suppliers

[How to accept a PO via weblink](#)

[How to accept a PO via Ariba](#)

[How to invoice Solvay through Ariba](#)

[How to track an invoice](#)

By navigating the Solvay Supplier web page, you can easily access the resources and support you need.