Purchasing

FREQUENTLY ASKED QUESTIONS

This FAQ provides responses to Frequently Asked Questions associated with Purchasing. Is a ticket needed? Please review these FAQ's before entering a ticket. The questions have been grouped into the following categories:

If you have any additional questions, please reach out to the Service & Quality Deliver Leader: Stacey Crowder, stacey.crowder@dow.com

Ariba:

- **How do I get payment status when my invoice shows approved in Ariba?**
  - Visit to our Supplier Portal, type your invoice number and the Purchase order number to get the status of your invoice.
  - If you can't find the details, please raise a fresh request using 'Contact Us' option on this website.

- **How do I get my organization onboarded onto the Ariba program?**
  - You may reach out to your Sourcing/Account Manager.

- **I have issues accessing the Ariba portal, whom do I reach out to?**
  - This may occur due to many issues in case you entered an incorrect username or password. You might also receive this message in the following scenarios:
  - Your password contains part of your username.
  - Your browser is automatically filling in an invalid character or the incorrect username/password.
  - You entered a username that is not currently valid for your account.
  - You entered an incorrect password.
  - You are not using a certified browser.
  - Your cookies have not been cleared.
  - You can access the Ariba portal

- **Who do I reach out to if I have issues with my login credentials for the Ariba portal?**
  - If you are a supplier in the Ariba Network who is locked out, please contact your company's Ariba administrator. If you are unsure of who your Ariba administrator, please click link.

- **How do I submit a Service Entry Sheet in Ariba?**
  - Please refer to the Ariba supplier information portal Service Entry Sheet Quick Reference Guide .

- **How do I update price on an Ariba PO?**
  - Please see the Ariba supplier information portal Order Confirmations training for how to submit a price update in Ariba.

ERS:

- **There are recent changes in the prices which were submitted earlier, how do I correct the price on Purchase Order which is paid via ERS?**
  - NAA - Send the price confirmation along with the copy of invoice to fussest@dow.com
  - EMEA – Please create PtP Ticket
  - LAA - Not applicable
  - APAC - Not applicable

Invoice Issues:

- **My invoice shows as received and under process, how many days will it take for me get a payment status?**
    - This usually depends on the date you have submitted the invoice to the functional mailbox mentioned on your Purchase Order, in addition to the pay terms. Please allow 3 – 5 days after submission for payment status on the Supplier Portal.
    - To check the current status of your invoice:
        - For regular invoices you can enter the Purchase Order with an invoice number on the main page of this website to know the current status of the invoice.
        - For ERS related Invoices/Purchase Orders please ensure the Proof of Delivery (POD) for materials Service Entry Sheets (SES) for services is submitted to your receiving site. Once the POD/SES is submitted, Goods Receipt (GR) will be generated, and within 24-48 hrs. of which an Invoice Receipt (IR) will be auto generated which will be paid as per the pay terms mentioned on your Purchase Order.
        - For Ariba invoices please visit

- **How long does it take for my inquiry to be resolved?**
    - Procure to Pay helpdesk team endeavors to resolve all your inquiries in the fastest manner possible, however if there are complexities, we may take longer. We will, however, keep you updated frequently on the progress of your ticket. If additional information is required, an email will be sent from ITServicedesk@dow.com. please ensure you reply (not forward) to the email for us to receive your response.

- **My previous inquiry was closed without resolving the issue, do I need to raise a fresh inquiry?**
    - Once an inquiry is resolved you have 7 calendar days to reopen the ticket in cases where the original inquiry was not fully or correctly responded to, please ensure to select the dispute option in the resolution email. Replying to the resolution email, without following the dispute process will not reopen the ticket. If the ticket is not disputed within 7 calendar days, it will be closed permanently, and a new ticket will have to be raised.
    - You can raise the fresh request using 'Contact Us' option on this website, please reference your past ticket for our reference.

- **How do I change the contact information on the remittance advice?**
    - Submit a ticket using the Supplier Portal and follow the below steps.
        - 1. Please click on 'Contact Us' option
        - 2. Select the 'UPDATE VENDOR DATA' option along with below listed supporting documents
            - PDF of a current invoice
            - Original email from your corporate email domain
            - PDF letter on company letterhead signed, dated, and stamped including old and new remittance email address,

- Note: All the documents should be 'non-editable 'format.
- APAC only: Please reach out to your Dow Contact directly.

- **Where do I send the refund if Dow has overpaid?**
  - NAA - The check can be sent to below address
    - (Correct legal entity)
    - PO Box # 1286
    - Midland, MI   48641-1286
    - Attn: Check Return Group

  - EMEA - you can raise the fresh request using 'Contact Us' option on this website, with the relevant details, the team will reach out to the department concerned to get current Dow bank details based on Company code and currency.

  - LAA -   you can raise the fresh request using 'Contact Us' option on this website, with the relevant details, the team will reach out to the department concerned to get current Dow bank details based on Company code and currency.

  - APAC -   you can raise the fresh request using 'Contact Us' option on this website, with the relevant details, the team will reach out to concerned department to get current Dow bank details based on Company code and currency.

- **My invoice has been rejected; how do I find the reason for the rejection?**
  - An e-mail would been received from Donotreply@dow.com to the registered e-mail address which was updated in our records. This e-mail will have the rejection reason.
  - If you have not received the e-mail, you can raise the fresh request using 'Contact Us' option on this website. Please provide complete information to facilitate a quick response. Invoice number, Purchase Order number and clear description of the request in as much detail will help.

- **How do I expedite a payment?**
  - You need to contact the person from Sourcing/Account Manager.

- **The due date shown on the Portal does not align with the due date in our records, what is the reason for the difference?**
  - The invoice will be processed based on the date when it was sent to our functional mailbox mentioned on your purchase order, in addition to which the following will also impact payment date
    - 1. Invoice Submission date.
    - 2. Correct Functional Mailbox where the invoice was submitted
    - 3. Pay terms as per the purchase order (Invoice receipt vs. Invoice date)
    - 4. Invoice complexity.

- If you have further questions, you can contact Sourcing/Account Manager.

- **The site states that my invoice is not in the system despite submitting it multiple times, what do I do?**
  - You can raise the fresh request using 'Contact Us' option on this website and ensure to attach proof of original invoice submission to facilitate a speedier response.

- **Where do I submit my invoices?**
  - You can submit the invoices to the functional mailbox mentioned on the face of your purchase order.
  - Please ensure your invoice comply with the Dow invoice policy, use the link to understand the invoice requirements
  - You can raise the fresh request using 'Contact Us' option on this website.
  - Please provide complete information to facilitate a speedier response. Invoice number, Purchase Order number and clear description of the request in as much detail will help.
  - For Ariba invoice submission you can use this link

- **I want to know the status of my invoices which were billed to DuPont/Corteva/Olin?**
  - Please be advised that, as of March 15, 2019, new Service Desk functional mailboxes and phone numbers were implemented for DuPont (Specialty Products Division) and Corteva Agriscience TM (Agriculture Division). Please refer to your Purchase Order for the correct functional mailbox. After locating the new functional mailbox, please resend this inquiry to that email address.

- **How do I find the payment status on multiple invoices?**
  - You can use the Supplier Portal to look up invoice status. The portal allows you to check payment status up to 50 invoices at a time. Please be sure to confirm that invoice information is correct and was sent to the correct Mailbox. If the supplier portal has been used and the requested details are not available,
  - Please raise the new inquiry for additional analysis using 'CONTACT US' option on the bottom of the page. To facilitate speedier response, include only those invoices for which you need additional information not already available on the portal.

- **Our firm requires confirmation of the open balances which are pending from Dow.**
  - Consistent with other large companies, Dow Procure to Pay does not respond to Vendor Accounts Receivable confirmation requests. Vendor auditors can meet audit requirements via other means, and our department is not staffed to manage this activity and must place priority on the processing of vendor payments.

General Business

- **How long does a check issued take to reach us?**
    - o   This will typically take 7-10 working days from the check printed date. You can view the status on the portal . If you have not received the check after 10 working days, you can raise the fresh request using 'CONTACT US' option on this website

- **I checked my invoice status on this website, and it said 'Invoice not in the system' so I submitted it using the link provided. I checked for the invoice status a day later and got the same response. What do I do?**
    - o   The invoice is scanned in our system, which will be further reviewed & processed, this process usually takes 3 working days. Please check the status post 3 working days.

PO Issues:

- **Do I need to request to update my PO NCM?**
    - o   Brazil Only: There is no need to request the PO NCM to be updated it will be updated automatically to match the DP NCM Code.

Tax:

- **Where can I get a tax exemption certificate?**
    - o   NAA for obtaining the tax exemption certificate.
        - o   US send request to fusstax@dow.com
        - o   Canada send request to DLTAXCanada@dow.com
    - o   EMEA - you can raise the fresh request using 'Contact Us ' option on this website. Our team will work on this request and provide you the information.
    - o   LAA - Not Applicable
    - o   APAC – Not Applicable

- **My invoice was short paid Tax, how do I get that paid?**
    - •   NAA for obtaining the tax exemption certificate.
        - •   US send request to fusstax@dow.com
        - •   Canada send request to DLTAXCanada@dow.com
    - o   EMEAI – Please raise the fresh request using 'Contact Us ' option on this website. Our team will work on this request and provide you the information.
    - o   LAA – Not Applicable
    - o   APAC - Please raise the fresh request using 'Contact Us ' option on this website. Our team will work on this request and provide you the information.

Vendor Data Updates:

General Business

- **How do I update the banking details of my organization; what details do I need to submit?**
  - Raise a fresh request using 'Contact Us' option on this website, then select the option 'UPDATE VENDOR DATA' on the and submit us your inquiry along with below supporting documents.
  - Original email from your corporate email domain
  - PDF of a current invoice
  - PDF letter on company letterhead signed, dated, and stamped including new and old banking details
  - PDF letter from banking institution on letterhead signed, dated, and stamped including new banking details
  - Japan: all files must be in half-byte katakana characters
    - Please note all the above documents should be 'non-editable' format

Help Desk Ticket Issue:

- **How do I escalate a ticket?**
  - You will receive the interim responses every time there is any update on your inquiry, to escalate the inquiry for a past due invoice, which is related to the existing ticket, please leave a voicemail at:
  - - Asia Pacific
  - Australia: +61-3-9956-7562
  - New Zealand: +64-6-757-7782
  - Philippines: +63-2-844-2535
  - Hong Kong: +852-2879-7319
  - Japan: +81-3-5460-2253
  - Korea: +82-2-3490-0777
  - Singapore: +65-6830-4432
  - Taiwan: +886-2-2775-6241
  - China Mainland & other countries: +86-400-820-2201
  - - Latin America
  - Portuguese - 55-11-5184-8858
  - Spanish - 55-11-5184-8857
  - - Europe, Middle East & Africa +31 11567 1700
  - - India - 000 800 040 1317
  - - North America – 989 636 5409

- **How do I know if additional information is needed from me on my ticket?**
  - You will receive e-mails from ITServicedesk@dow.com, please ensure to review and reply to not forward all requests coming from this e-mail ID.

- **How do I provide feedback on my interaction with helpdesk?**
  - Post ticket resolution a survey will be sent to you with the subject of 'Procure to Pay Service Desk Survey - followed by your inquiry number' Please consider providing additional feedback to assist us in improving your experience and serving you better.

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