

Vendor Interaction Portal (VIP) for Suppliers

Frequently Asked Questions

1. What about the costs?

The Elemica Portal is free of charge for the suppliers.

2. Why are we switching to this project, what are the benefits?

Switching to this project will provide many benefits: It will improve process efficiency, increase invoice accuracy and payment delays provide online visibility of the status of the invoice and better communication with BASF. We are moving to a 100% electronic transmission and moving away from old technology using e.g. fax.

3. What about the time effort to start working with VIP?

After BASF is contacting the supplier the first time he has to nominate a colleague who will be the contact person for BASF and the Provider. He has to confirm or provide the new contact person to BASF. 4 weeks later after being contacted by the Provider he has to register on Provider side and to go through some Portal training material. After this the supplier is able to set up some users for the portal and do other administration of his account.

4. What happens if I say no?

BASF wants to move to a high level of electronic PO transmission and invoicing, we need your cooperation once this a new global tool.

5. What is this process good for?

This project will provide many benefits: It will improve process efficiency, increase invoice accuracy and payment delays, provide online visibility of the status of the invoice and better communication with BASF. We are moving to a high level of electronic transmission and moving away from old technology using e.g. fax. Vendors have the capability to see all POs in one Portal location. Lost faxed POs will be eliminated. Planners will have confirmations for all Pos. You can request a change directly in portal.

6. In what languages are the training sessions going to be held?

There are no training sessions. Training Documentation is only available in English at the moment. Once Elemica gets the agreement from BASF training documentation will be translated into 13 languages: English, German, Spanish, Portuguese, France, Dutch, Chinese, Italian, Japanese, Turkish, Russian, Chinese traditional and Korean

- 7. In which languages is the post go-live support going to be performed? Spanish and Portuguese are essential in South America**
Still under discussion between Elemica and BASF
- 8. How many contacts from the same vendor can be registered to send a PO?**
BASF will send the POs via the Portal to the supplier. The PO data set also includes information about the ordering address. Then the supplier can select the orders by ordering address. The vendor itself can set up as many Portal user on the Portal as they like. The access can be create e.g. only for special ordering addresses.
- 9. How do I communicate to a buyer any special instructions or comments such as when a carrier is late picking up an order which would normally have been shipped on time?**
Use the comment section of the shipments screen to indicate any abnormalities regarding the shipment.
- 10. Why can I no longer edit the commit date and commit quantity fields for an order?**
Once a shipment has been created and associated to that order, the fields are no longer editable as the shipment is sent.
- 11. Does the Expected Ship Date field in the shipments screen have to match the Shipped Date field?**
No, the Expected Ship Date field is calculated using the 'transit time' entered in the Planning Item associated to the order. In many cases Buyer's don't setup this data so the planning item doesn't have a transit time and the expected ship date will equal the Buyer requested delivery date. In any case, when creating a shipment, always enter the correct ship date in the field
- 12. Why are some order lines highlighted in light blue?**
Order lines highlighted in light blue indicate that the buyer has altered the date and/or quantity information of that order.
- 13. Will it be possible to extract reports?**
Yes, it is possible to have delivery performance report, shipment alert report and order shipment report
- 14. Is there a routine for transmitting POs for suppliers? Example: time/hourly/number of times a day?**
The PO will be transmitted to you immediately after it is saved from SAP

15. How long is the training for the vendors? Is that on line training?

The training user guide will be made available during the registration as well as in the portal. Users can download the documents as needed and review at their own pace.

16. Can I get the training materials, can I see them somewhere?

In the portal in menu „Help/Download Center/Download Documents“ you will find the VIP User Guide which can be downloaded as PDF.

17. When can I participate a supplier training?

A User Guide is available after agreeing to Elemica's terms and conditions during the registration process. There will be no classroom training.

18. Will we (supplier) receive some standard letter from BASF to be nominated?

Yes, there is a Project notification letter from BASF and 4 weeks later a Trading relationship request from Elemica.

19. What about the WorldAccount portal I am currently using?

The WorldAccount portal will be replaced by the Vendor Interaction Portal. If you deliver goods to several BASF companies, you will have both portals for a transition period. The cut-over to VIP will be per BASF Company. Until we have the last cut-over of a BASF Company you work with you will have both Portals. But from the first cut-over on you will be already able to see the invoice status for all BASF Companies in both Portals.

20. Will I get all purchase orders via VIP from all BASF companies?

Yes, in the end you will get the purchase orders for all BASF companies. As the VIP launch will be by BASF Company it can take some time until all BASF companies work with VIP. For example if you get purchase orders from BASF SE in Ludwigshafen (start first waves in June 2015) and from BASF Corporation in North America (assume first waves start in June 2016), it will need up to one year until you will get all purchase order via VIP.

21. How can I see that a new purchase order available?

The suppliers can administrate on the Portal how often they would like to get an email to be informed about new purchase orders.

22. How about the archiving of POs?

The Elemica Portal is not an archiving tool. Purchase orders will be presented on the portal for approx. 1 year. It is possible to create pdf out of the POs and store them.

23. Who will administrate supplier users on the Portal?

One employee of the supplier will be an administrator. He can give access to the Portal for other colleagues. No support from Elemica is necessary.



We create chemistry

24. Have I already agree to the VIP initiative when registering on the Elemica page?

Making the registration does not imply that you already agree on the VIP initiative.