

Best Practices for Suppliers of Solvay Europe



Purchase Order

A Purchase Order (PO) is mandatory prior to any delivery.

Confirm within 2 business days the PO we sent to you:

- online by clicking on the link in our email containing the PO or
- by emailing us stating the “ACK” code (mentioned in the PO) as the subject, to ptp-provisioning.emea@solvay.com.

Inform us about delivery delays.

Invoice & Payment

State our Purchase Order number on the Invoice (or your transport document number).

Send your Invoice by email directly to our Service Centre^{1/2} :
ptp-invoice.scanning@solvay.com.

Send your invoice only once by email.

Follow up your payment status with our [Invoice Tracking Tool](#).
Request your access [here](#).

Master Data

Keep your bank account updated by sending a bank account proof² to payment.securityprocess@solvay.com.

Your e-mail address is mandatory, so we can send you our PO electronically. Please keep it updated via [Supplier Inquiry Form](#).

Under www.solvay.com > About Solvay > Supplier Information & Tools you will always find the most recent pdf-version of this card with links, and more detailed information in our Procure to Pay Process Sheet (which is an integral part of Solvay General Purchasing Conditions)!

If you need support to get compliant with these Best Practices, please contact us.

¹ only 1 invoice per file. Do not use this email address for other purposes.

Please contact us if you are unable to send electronic invoices.

² in a non-editable electronic file (e.g. PDF, TIF, JPEG, etc.)

Note: These “Best Practices” are not applicable to Cytec suppliers

**Solvay
Business Services
Procure to Pay Team**

Contact us
[Supplier Inquiry Form](#)
Tel +351 218 319 225