

Hexion's Decommissioning of the Tradeshift Platform

Frequently Asked Questions for Hexion Suppliers

General Information

Why did Hexion make the decision to move away from Tradeshift?

As a way to improve our procure-to-pay function, Hexion began utilizing the Tradeshift platform back in October 2020. Throughout the process, we continued to monitor the situation to ensure both Hexion and our suppliers were realizing the expected benefits from making the change. After a thorough review, we have made the difficult decision to discontinue our use of the Tradeshift platform effective August 2, 2021. We appreciate the time and effort you have expended over the last few months, but feel returning to our former way of operating will allow us to transact together with greater efficiency and effectiveness as we continue to explore future improvement opportunities in the area of procure-to-pay.

When is the decommissioning effective?

The cutover back to prior processes will begin on Monday, August 2, 2021. Please see the sections below on discontinuing use of the Tradeshift platform and returning to prior ways of working.

Discontinuing Use of the Tradeshift Platform

What do I do if I am currently submitting invoices in Tradeshift?

We kindly request you to stop sending invoices in Tradeshift on or before the decommission date and return to sending the invoices by email. Please see the section on returning to prior ways of working for more details on invoicing Hexion.

I signed up for an account with Tradeshift, but I have been sending in invoices by email. What do I need to do?

Please continue to send your invoices by email. Tradeshift will remove your network connection to Hexion within Tradeshift, no further action is needed from you.

What do I do if I have other customers besides Hexion that use Tradeshift?

You are no longer required to have a network connection in Tradeshift with Hexion, although you can keep your Tradeshift account to transact with your other customers. Tradeshift will remove your network connection to Hexion within Tradeshift, no further action is needed from you.

I am a Hexion supplier that started transacting with Hexion after the Tradeshift launch on October 5, 2020. What do I need to do?

Please ensure that you are submitting invoices via PDF to the following email:

- Hexion Inc (US) - Hexion.InvoicesUS@hexion.com
- Hexion Canada Inc (CA) - Hexion.InvoicesCA@hexion.com

If you have additional questions, you can find Hexion's [Supplier Invoice Standards](#) here.

I am a supplier who was in the process of integrating with Tradeshift through electronic invoicing, or involved in implementing a catalog. What do I do now?

You are no longer required to work directly with Tradeshift for any activities related to your Hexion connection.

I have an invoice in Tradeshift that was submitted before Monday, August 2, 2021. What do I need to do?

All invoices in Tradeshift prior to August 2 will be processed for payment directly in Hexion's SAP system. There is no need to resend the invoice. When your invoice is moved from Tradeshift to Hexion's SAP system by our team, you will receive an automated Tradeshift rejection notification;

you can ignore this rejection notification. Should you need further assistance, invoicing inquiries can be directed to accountspayable@hexion.com.

Returning to Prior Ways of Working

Where should I submit invoices after Monday, August 2, 2021?

Invoices will need to be submitted to Hexion to the below email addresses:

- Hexion Inc (US) - Hexion.InvoicesUS@hexion.com
- Hexion Canada Inc (CA) - Hexion.InvoicesCA@hexion.com

Please visit the [Supplier Invoice Standards](#) web page to learn more about the Hexion invoicing guidelines.

How will I now receive Hexion's purchase orders?

After Monday, August 2, 2021 you will receive purchase orders from Hexion's SAP system via fax or email from HexionPurchasing@hexion.com.

What happens with purchase orders, invoices, and goods receipts that are still in process at the cutover date of Monday, Monday, August 2, 2021?

All documents will be migrated from Tradeshift back to Hexion's SAP system and processed as they were prior to Tradeshift. No further action is needed from you.

Can I continue to invoice against a Tradeshift Purchase Order after Monday, August 2, 2021?

Yes, invoices can continue to be processed against existing purchase orders after the cutover date, regardless of whether those purchase orders were sent from Tradeshift or Hexion's SAP system.

If I changed my contact information in Tradeshift, what do I need to do?

If you have updated any of your supplier contact information in Tradeshift since you began using your Tradeshift connection to Hexion, please reach out to your local site contact so that we can verify that we have your most up-to-date contact information.

I am a Hexion supplier that started transacting with Hexion after the Tradeshift launch on October 5, 2020. What do I need to do?

Please ensure that you are submitting invoices via PDF to the following email:

- Hexion Inc (US) - Hexion.InvoicesUS@hexion.com
- Hexion Canada Inc (CA) - Hexion.InvoicesCA@hexion.com

If you have additional questions, you can find Hexion's [Supplier Invoice Standards](#) here.

How to Get Support

What should I be communicating within my company?

Please forward this communication to all other associates at your company who are on Hexion's Tradeshift account. You can see a list of those individuals by going to your Users app within Tradeshift.

I am having technical difficulty with Tradeshift, or have a question related to my Tradeshift account.

If you are having any trouble and would like to request assistance from Tradeshift support, please follow the instructions listed [here](#).

I have a question regarding transacting with Hexion for procure-to-pay.

Should you have questions or need assistance from the Hexion procure-to-pay team, please email us at accountspayable@hexion.com. We're happy to help.