

## **3M eCommerce Frequently Asked Questions and Answers**

**Q: I was contacted by Corcentric/Ariba to move to some new system for receiving POs from 3M. Is this a legitimate request?**

A: Yes, Corcentric and Ariba are 3M's third-party eCommerce partners and providers. The communication you received has been initiated on behalf of 3M.

**Q: Do we have to use eCommerce if we do business with 3M?**

A: 3M has chosen to conduct business electronically to improve visibility, efficiency, and quality within transactional processes, aligning to current industry practice. With proven mutual benefit, 3M appreciates your agreement and utilization of eCommerce for continued success in our partnership.

**Q: I was previously told 3M uses Ariba but have been contacted by Corcentric (or vice versa). Is 3M changing eCommerce tools?**

A: Corcentric and Ariba continue to be preferred partners and available 3M eCommerce options. 3M eCommerce strives to ensure that the eCommerce tool we recommend to each supplier is the most appropriate for our relationship. As that relationship and the tools we use evolve, we may see a benefit to both of our companies to make a change in the tool.

**Q: What's the difference between Ariba and Corcentric?**

A: Primarily, Corcentric offers the ability to transact both Legacy (USMMM) and ERP (numeric, 10 digit) purchase orders while Ariba is specific to ERP PO's.

**Q: Do I have a choice in which eCommerce tool I use?**

A: Yes, you may choose which eCommerce tool to use. However, we consider several factors related to our relationship and transactions before we recommend one solution over another. If you are interested in exploring those details, or would like further information, please contact [STPeCommerceAmericas@mmm.com](mailto:STPeCommerceAmericas@mmm.com).

**Q: We currently receive PO's through the Oracle/3M system. Can I continue to use this method after the plant I supply has deployed?**

A: The eSupplier portal is not an option for transacting on ERP purchase orders. However, if you continue to receive USMMM PO's from other 3M locations, you may continue to use this tool until all 3M locations you supply have moved to the ERP. Corcentric and Direct EDI integration offer the ability to transact both ERP and Legacy Purchase Orders. 3M recommends transitioning to one of these methods to consolidate all 3M issued PO's into a single eCommerce platform.

**Q: What if I supply additional 3M locations that have not transitioned to the Global ERP?**

Corcentric and Direct EDI integration offer the ability to transact both ERP and Legacy Purchase Orders. 3M recommends transitioning to one of these methods to consolidate all 3M issued PO's into a single eCommerce platform.

**Q: I am using Ariba to receive purchase orders issued outside of the US. Can I receive all 3M purchase orders in the same eCommerce tool regardless of location?**

A: In most situations, yes. If you have received communication from Corcentric but are currently using Ariba, or vice versa, please contact [STPeCommerceAmericas@mmm.com](mailto:STPeCommerceAmericas@mmm.com) for further discussion.

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**Q: My 3M contact told me I do not have to utilize eCommerce, why are you contacting me?**

A: Exemption from eCommerce requirements may only be approved by 3M Sourcing management and is highly restricted. Discuss this with your 3M Sourcing resource in St Paul, MN or Austin, TX, the Buyer listed on your PO, or send an email to [STPeCommerceAmericas@mmm.com](mailto:STPeCommerceAmericas@mmm.com).

**Q: What if my company policy states we do not utilize third party websites or pay fees to conduct business?**

A: It is likely that the supply agreement between our companies stipulates that eCommerce will be used. However, if you have questions about this, reach out to your 3M Sourcing resource in St Paul, MN or Austin, TX, the Buyer listed on your PO, or send an email to [STPeCommerceAmericas@mmm.com](mailto:STPeCommerceAmericas@mmm.com).

**Q: We are a small company and do not have the resources to use different eCommerce tools for all customers. Is there another option?**

A: 3M eCommerce considers transaction type, volume, and the relationship between our companies before initiating enablement. If you have been contacted by our eCommerce providers, we have determined that there is mutual benefit to using the tools. To explore those benefits, send an email to [STPeCommerceAmericas@mmm.com](mailto:STPeCommerceAmericas@mmm.com).

**Q: I've always received my PO's via email, contacted the 3M buyer with any issues, and sent my invoice back to the buyer. Why can't it stay that way?**

A: As 3M focuses to improving service to our customers, we need to improve the quality and speed of transactions with our suppliers. eCommerce provides more timely and accurate interactions, enabling 3M to provide feedback to inquiries and ensuring on-time payment.

3M eCommerce is committed to assisting our supplying partners to realize the benefit of utilizing eCommerce and ensuring that our partnership enhances business success. Please contact us for any questions or concerns as we advance our electronic business relationship.