Diamond Ariba Frequently Asked Questions

Is the Dow Ariba Business Account changing?

No, The Dow Chemical Company (Dow) Ariba Account will remain in place. A new Diamond Ariba Account (ANID: AN11228881779) has been established to keep Dow and Diamond transactions separate.

I am already registered for Ariba with a relationship with Dow, do I need to register again for Diamond Infrastructure Solutions?

Yes, SAP sent Direct Connect invites to your Business Network to establish the trading relationship with you and Diamond Ariba. Depending on your Ariba settings, the Direct Connect invite may auto-accept or you may need to manually accept it; this will allow us to transact with one another via the network.

Will I be able to view both Dow and Diamond Ariba Accounts?

Yes, after accepting the Direct Connect invite, both the Dow Network and the Diamond Network will appear as separate customer relationships in your SAP Business Network.

How do I accept/approve the pending Direct Connect invite request?

1. Sign in to your account (supplier.ariba.com)
2. Click the Initials Icon (top/right corner of your screen)
3. Click Settings
4. Select Customer Relationships
5. From the Pending Requests sub-tab, Check the box associated with your customer's name.
6. Click the Accept
7. Click Save

Why don't I see the new Diamond Ariba Account in my Supplier Business Account?

You must not have accepted the Direct Connect invite sent to your supplier Business Account. Reference the Question and Answer directly above for instructions on how to accept/approve the pending Direct Connect invite request.

What happens if I don't accept the Direct Connect Invite?

You will not be able to conduct business with Diamond via Ariba. It is critical to accept the relationship.

How does my electronic punch-out catalog get uploaded to the Diamond Ariba Network?

Upon accepting the Direct Connect invitation, please proceed to upload your electronic punch-out catalog to the SAP Business Network for Diamond (ANID: AN11228881779). The target date for upload is by the end of the week of February 2, 2026, or earlier if possible.

- Please use the following naming convention: CountryCode_SupplierName_PUNCHOUT.

- For this project, US is the designated Country Code.

Will I have two electronic punch-out catalogs?

Yes, you will have two separate catalogs. One for Dow, and one for Diamond. They will need to be maintained separately.

Will my CIF catalog be available on the new Diamond Ariba Network.

Yes, SAP has copied your CIF catalog over to Diamond Ariba. It is available now for you to view.

Will I have two CIF catalogs?

Yes, you will have two separate CIF catalogs. One for Dow, and one for Diamond. They will need to be maintained separately.

We have current Purchase Orders open right now. Are they going to be moved over to the new Diamond Ariba?

Yes, any PO with open quantity that has not been received against the Dow Ariba PO will have a replacement PO created within the new Diamond Ariba Account.

I have received a replacement Diamond Ariba Purchase Order, what documents do I need to send through Diamond Ariba?

For any new/revised Purchase Orders (POs) you receive, you will need to resend Order Confirmations and Advance Shipment Notifications (ASN). Any Service Entry Sheets (SES) or Invoices created after the cutover date will need to be sent through Diamond Ariba against the new PO. If you are enabled on ERS, Invoices will remain on ERS and not go through Ariba.

I created a goods receipt on the old Dow purchase order but had not invoiced through Ariba yet and the purchase order is currently closed. How do I send in my invoice?

These invoices should be submitted outside of Ariba following the below invoice submission guidelines. https://corporate.dow.com/content/dam/corp/documents/supplier/913-00009-01-dow-invoicing-requirements.pdf

I am an integrated supplier with Dow. When will integration set up start for the Diamond Ariba Network and until completed what process do we follow to submit our purchasing documents?

Integration setup will occur post go-live. In the interim, beginning February 2, 2026, please utilize the SAP Business Network Portal to submit transactions for Diamond until your integration is finalized.

The Diamond Ariba Implementation Project team will reach out to you in February to set up meetings to start the integration set up coordination.

Who do I contact with any questions about this project?

Please contact the Diamond Ariba Implementation Project team with any questions (DiamondAriba@dow.com). They are available to assist you through this process.