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February 12, 2026

**Subject: Action Needed: Important Diamond Ariba Purchase Order Update**

Dear Diamond Ariba Supplier,

This email is a follow-up regarding the new Diamond Ariba account that was created to keep Dow and Diamond transactions separate.

After implementation, a configuration defect was identified that caused Diamond Purchase Orders (POs) to be sent to an incorrect, duplicate supplier account rather than your current Diamond Ariba supplier account. We have deleted the duplicate accounts and reprocessed (sent) the POs to your current Diamond Ariba supplier account.

You may have received an email stating that the duplicate account was deleted with the title "Customer Relationship Deactivated". Please disregard this email and confirm POs are visible within your Diamond Ariba account.

In some cases, a new PO number was issued. This does not represent a new or additional order. It is a reissued version of the original PO, and the order should not be fulfilled twice. The PO to be fulfilled is the PO currently visible in your Diamond Ariba supplier account. If you previously received a PO, please refer to the Ariba new cross-reference file attached when processing the updated PO.

**IMPORTANT: If you have not yet accepted the Direct Connect invite to establish the trading relationship with Diamond Ariba, we are unable to resend the POs. Please log into your Diamond Ariba supplier account to accept the Direct Connect Invite as soon as possible to receive any outstanding POs. Please reference the [Diamond Ariba Transactional Changes FAQ](#) to find the instructions on how to accept the Direct Connect Invite.**

If you have any questions, please reach out to us at [DiamondAriba@dow.com](mailto:DiamondAriba@dow.com). We apologize for any inconvenience this may have caused and appreciate your understanding and support.

Best regards,

Diamond Ariba Implementation Team

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