



## **Partner Automation Programs**

In this demanding business world, it is becoming increasingly important to share information with our key partners. By sharing information electronically, you can increase process automation and therefore decrease errors and processing costs. At Air Products, we have been exchanging data with our customers, suppliers and joint ventures through a number of technical solutions. We've made important improvements to the business processes with these partners, leading to benefits for everyone.

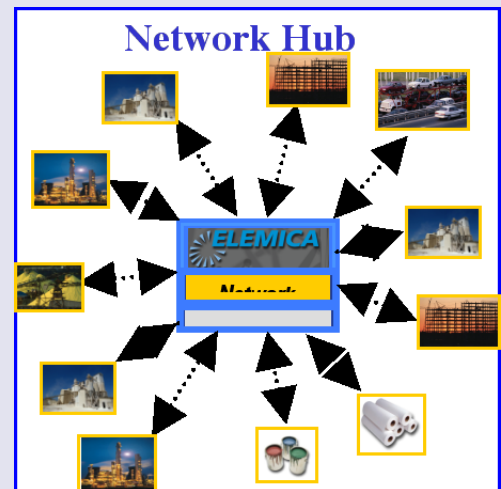
### **Partnership benefits**

- *Single, cost-effective connection*
- *Reduction in errors*
- *Increase process automation*
- *Lower fulfillment costs*
- *Access to more information*

We understand that companies have different resources and requirements. To help facilitate this data exchange, Air Products has a number of solutions tailored for the needs of our different partners. We have enabled the APDirect® Customer Portal, which allows users to visit our website and retrieve information or place orders. For our customers and suppliers that want to trade data directly to and from IT systems, we have a variety of full connectivity solutions. These solutions range from traditional EDI (electronic data interchange) and direct debit capabilities through to integration with hubs like Elemica in place to drive Air Products' partner automation programs.

### **More connections than you can ever imagine**

The Elemica network hub is a growing group of chemical companies that provides a single connection point to conduct transactions with multiple trading partners. It is intended to facilitate global customer-to-supplier relationships and lower fulfillment costs by moving existing business processes onto the Web. This has allowed Air Products to create a number of connections with our key partners.



### **Cost-effective**

Traditionally, connecting to your business partner has been expensive. This expense has been borne by both partners and manifests itself predominantly in technology costs. Companies have needed hardware to make the bridge to the partners and data experts to map the requirements from company to company. Since Elemica provides one connection to the hub, you only pay your data experts once. Even though all the companies on the network are using the CIDX (Chemical Industry Data eXchange) XML code, they can be on different versions. Elemica does the translation from one version to another in order to reduce costs to the network member.

### **Reduces process costs**

Through our partnership with Elemica, we have seen a reduction in hardware costs, data costs and the costs to manage multiple standards. This provides a cost-effective way of making a connection. The below list of available documents helps to show the information that is made available to you:

- **Order Create/Order Change**

As a seller of a product, the order create and order change is the electronic equivalent of the fax or the telephone call. What it gives you is exactly what the buyer wants as it has come from their system. There is no room for errors; you receive the same data that the buyer sees. Not only do you see exactly what the buyer wants, you also take away the possibility of your Customer Services Representatives accidentally interpreting the data incorrectly. The electronic order change saves confusion over what has been changed. Your back end system can be set up to say exactly what has changed.

- **Order Response**

This lets the buyer know exactly what the supplier can provide. This includes product quantities, delivery dates, pricing and much more. At Air Products, we have integrated this functionality into our SAP system. We check to see if incoming order responses match the original purchase orders. If this is not the case, notification is made to the appropriate parties. This provides up-to-date inventory information and realistic delivery dates.

- **Advanced Ship Notice**

An advanced ship notice can be used to help manage your inventory by notifying you of how much product has been shipped. In addition, you will be able to obtain inventory, shipping and delivery information so that subsequent orders can be planned. This allows buyers to manage the stock of raw materials they hold.

- **Invoice**

With the automation of the ordering process and the transfer of data between the two partners, an invoice can be automatically processed into a buyer's system, matched against order and delivery details and paid accordingly. This reduces errors and ensures that the customer receives the invoice in the requested format.

- **Invoice Reject**

The automation of the invoice allows back end systems to manage the data. An invoice reject document can be used to highlight discrepancies to a supplier on receipt of the invoice, not thirty days later when the supplier has not received payment.

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