

PURCHASE ORDER INQUIRIES

Purchase Order Questions:

➤ PO ITEM, PRICING OR PAYMENT TERM ISSUE

- *Please note, terms of payment must be discussed with the assigned Sourcing representative. Contact name can be found on the purchase order under the “Buyer” field. Please reach out to the Sourcing Manager directly if possible. “Goods Recipient” will be the associate who placed the order or will be receiving the order at the shipping location.*
- If still unsure who the Sourcing manager is, please contact:
 - Supply / Indirect Orders: Global.Sourcing@Milliken.com
 - Raw Material / Direct Orders: rawmaterinquiries@Milliken.com

➤ PAYMENT TERM INFORMATION

- Terms of payment begin when the invoice is posted in AP (excludes EDU and non-PO)
- Only Milliken Sourcing is authorized to discuss and change payment terms

➤ ARIBA ORDER ISSUE

- If you are unable to access your ARIBA account, note that this is managed by the Vendor’s assigned administrator and not Milliken. Milliken has no ability to change a vendor’s ARIBA account.
- If you need to receive copies of the POs or access to your company’s ARIBA account, please contact your internal ARIBA administrator.
- If the admin on the account is no longer with the company, reach out to AribaHelp@Milliken.com to get in contact with Ariba Master Data to update your account.
- Contact for all other inquiries: AribaHelp@Milliken.com

➤ SHIPPING INQUIRIES

- For shipping instructions and carrier selection, please refer to the Milliken Routing Guide at <http://supplier.milliken.com>