Graphite Connect

Supplier Frequently Asked Questions

Quick Overview Graphite Connect is Solventum's platform for supplier onboarding, due diligence, and ongoing supplier information management.

1. What is Graphite Connect?

Graphite Connect is Solventum's supplier onboarding and supplier information management platform. It supports supplier onboarding, due diligence, required reviews, approvals, and ongoing supplier profile maintenance.

2. Why am I receiving an invitation to Graphite Connect?

You are receiving an invitation because your organization does business with Solventum and has been identified to participate in Graphite Connect. You will be asked to create a company profile and maintain your information within the platform.

3. Does it cost anything to participate?

There is no cost to suppliers to complete Solventum-requested onboarding and supplier information management activities in Graphite Connect

4. What are the benefits for me?

- Manage Your Company Information: Maintain and update your company profile and manage customer access through the platform, subject to applicable platform terms.
- Improved Visibility: Maintain a current supplier profile that may support more efficient engagement with Solventum and other customers using the platform.
- Faster Communication: Benefit from centralized communication channels that enable quicker responses and greater clarity.
- No Cost to Complete Solventum-Requested Activities: There is no cost to suppliers to complete Solventum-requested onboarding and supplier information management activities in Graphite Connect.
- Reduced Administrative Effort: Minimize emails and spreadsheets through a centralized profile—enter information once and share it across multiple connections.

5. What information will I be asked to provide?

The information requested may vary based on your company and your business relationship with Solventum. You may be asked to provide:

- Company and business details
- Primary business contacts
- Banking and payment information
- Tax information

- Required certifications, documents, or compliance information

Additional details will be provided during the onboarding process.

6. Who should create and maintain our company profile?

Select someone who has access to your organization's company, banking, tax, certification, and compliance information, or who can coordinate with the appropriate internal contacts. This person should also be able to maintain the profile and respond to future information requests.

7. What level of effort is required to manage our Graphite Connect profile?

After the initial setup, maintaining your profile is expected to require minimal effort. You will generally only need to access Graphite Connect when information or documentation changes, or when Solventum requests an update. Anticipated activities may include:

- Updating company or contact information
- Maintaining banking and tax information
- Replacing expired certifications or documents
- Responding to information requests

8. How do I know the invitation is legitimate?

The invitation will be sent through Graphite Connect on behalf of Solventum. If you are unsure whether an invitation is legitimate, contact your Solventum business representative before responding.

9. Is my information secure?

You will provide requested information directly through Graphite Connect rather than by email whenever possible. Graphite Connect also uses an identity-verification process for supplier-managed banking and tax updates. Graphite Connect is built on a finance-grade foundation:

- SOC 1 Type I and SOC 2 Type II — built specifically for finance controls
- PCI compliant
- ISO 27001 certified
- 99.9% uptime with US, EU, and APAC data residency options
- AES-256 / TLS 1.3, CMEK encryption end to end

10. Can I update my information after registration?

Yes. You can maintain and update your company information as business needs change.

11. Will Graphite Connect change how I submit invoices?

No. Graphite Connect is used for supplier onboarding and supplier information management. It does not change Solventum's invoicing process.

12. I recently registered for BTP. Why do I need Graphite Connect too?

BTP and Graphite Connect are used for different purposes:

Platform	Purpose
BTP	Purchase order communication, supplier inquiries, purchase order acknowledgements (POAs), advance shipping notices (ASNs), and operational collaboration with Solventum.
Graphite Connect	Supplier onboarding, due diligence, supplier information management, and ongoing supplier profile maintenance.

If you are invited to Graphite Connect, you will still need to register even if you have already registered for BTP.

13. What will I use Graphite Connect for?

You will use Graphite Connect to:

- Provide and maintain company information
- Complete supplier onboarding activities
- Respond to information requests from Solventum
- Submit supplier profile updates as needed

14. Where can I learn more?

For information about accepting an invitation and creating your account, visit the Graphite Connect supplier Zendesk.

Questions? Contact Solventum Graphite Connect Support Team at Graphiteconnect@solventum.com.