

**THE 18 MOST
COMMONLY ASKED
QUESTIONS*
BY PROCUREMENT
THAT SUPPLIERS
SHOULD HAVE AN
ANSWER TO.**

***WHEN FACED WITH A PRICE INCREASE DUE TO RISING
ENERGY COSTS.**



1/18

Why did you
not hedge against the
increase in energy cost
proactively?



2/18

Help me understand
how strategically you buy
your energy?

Why should we as your
customer pay for your
procurement mistakes as
a supplier?



3/18

We have a closed-book contract, meaning we don't know how much energy prices affect your product. Do you want to change that?

If yes, then we want to know all cost components including your margins.



4/18

Energy prices
were negative in 2020
(crude oil).

Did you pass on
these benefits to us at
the time?

How much did you
benefit from that?



5/18

Energy prices
(crude oil) were much
higher in February before
the war in Ukraine had
even started.


Now they are much lower
again. Should we not
rather expect a price
decrease?





6/18

Commodity prices always go up and down over time, is this not the reason why we have multi-year contractual agreements to balance this effect? Do you want us to move to a monthly public tendering / Dutch auction approach?



7/18

You claim "force majeure". Last time I checked, "force majeure" was an act of God. Poor energy hedging is not an act of God but rather the result of the inaction of your buying team.





8/18

We have a
contract in place.

Are you aware
of the implications if you
break the terms?



9/18

Leading indicators
for inflation show a
cooling of CPI.

Why should we agree on
a price increase now if
we cannot pass it on to
our customers?



10/18

If energy
prices drop
next year,
will we revert
the price
increase?



11/18

Our customers are B2C businesses and cannot increase or decrease prices based on a commodity movement.

How can you be a value-adding supplier to us if you are not in tune with our customers' needs?



12/18

What product /
supply chain /
operational ideas
do you have to
offset
the increase in
energy costs?



13/18

What is
your plan
to make
your operations
more
energy
efficient?



15/18

What will you do
to make
your product
more cost-effective
in our
processes?



16/18

What commercial ideas
do you have
to offset the proposed
price increase
(payment terms /
contract length /
volumes)?



17/18

How come your
competitors
manage their
energy costs
better than you?



18/18

What if
we stop
buying from
you?



Do you want to learn
more about how to best
answer these questions?

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masterclasses that make
you win with
procurement.





FIVIS

FIVIS TRAINING: WIN WITH PROCUREMENT

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**PROCUREMENT
LEADERS**

Understand procurement and build more profitable relationships with the professional buyer on your customer's side

Understand procurement, their role and responsibilities in managing your customer's buying journey.

Identify their KPIs, tactics, and ways of working.

Form the essential competencies to interact with procurement with confidence.

Learn how to build better business relationships with your buyer consistently and sustainably.





Learn how to build value-based and customer-centric relationships with your B2B customer and their professional procurement team.

Form the essential competencies to interact with procurement with confidence and turn the conversation from price to value.

Deliver better and more sustainable business results by building business partnerships that last.





FI
VIS

FIVIS TRAINING: CUSTOMER CENTRICITY MINDSET

Learn how to create value for you and your business with an uncompromised focus on your customer.

Stop to “fight” or “flight” and form your new habit of customer centricity.

Learn to treat all of your stakeholders as customers including your manager, your organization, and of course your actual customer.

Identify your stakeholders’ expectations and needs with confidence and learn to address them with excellence.



**"WE BUILD
BRIDGES
BETWEEN
PROCUREMENT
AND SALES.
GET IN TOUCH!"**

jens@fivis.io

Jens Hentschel, Founder of FIVIS

