Nutrien

Supplier Enablement

SAP Business Network Supplier Guide

Quick Reference Guides

This set of instructions provides guidance for Suppliers transacting with Nutrien via the SAP Business (Ariba) Network®. Suppliers will find step-by-step instructions and procedures to manage purchase orders and submit invoices to Nutrien.

BEFORE YOU START: Suppliers must be enabled to transact through the SAP Business Network®. Nutrien is currently contacting impacted Suppliers in a phased approach.

1. Overview: Nutrien Process and Invoice Requirements

2. Get started: Log in and set up account

3. Manage purchase order and submit order confirmation

4. Submit an invoice or credit memo

5. Monitor rejections

6. Access help resources

Project Enablement Overview

Nutrien is on a journey to transactional excellence. Nutrien’s Supplier Enablement Team will enable Suppliers to transact on the SAP Business Network, provide hands-on hyper care activities, and coordinate the handoff of sustainment to the business.

What should Suppliers expect?

Once Suppliers have received a Project Notification Letter (PNL) from Nutrien, a Nutrien Supplier Enablement Coordinator (SEC) will reach out to verify Supplier data, register the Supplier on the SAP Business Network (if required), and send the Transacting Relationship Request (TRR). This SEC is dedicated to their Supplier's enablement, hyper care support, and training where necessary.

Hyper Care

Nutrien’s SECs provide four weeks of hyper care support for Suppliers and the business. This support includes monitoring transactions, coordinating calls between the business and Suppliers, and providing additional training when necessary.

Sustainment Model

When the hyper care period of enablement is over, Suppliers are responsible for working with their business contacts to resolve issues. Nutrien has a sustainment model in place that empowers its sites to resolve issues based on process and technical concerns. Any concerns/issues with a purchase order must go to the Buyer responsible for the order.

Purchase order issues

- Incorrect data (price or part)
- Delivery / Expedites

1. Site Buyer (listed on purchase order)

Important Note: If a purchase order is issued with an incorrect price or part, Nutrien requires the Supplier to reject the line item on the SAP Business Network Order Confirmation and contact the Buyer to submit a new purchase order with the correct information.

Invoice issues

- Non-payment
- Payment dates

1. Before contacting Nutrien, please check the status of the invoice in the SAP Business Network
2. Nutrien AP Support
3. Site Buyer (listed on purchase order)

Suppliers and Support	
For all AP Support-related queries, please contact:	
Oracle Support	Oracle.APSupport@nutrien.com
SAP Support	AccountsPayable.SharedService @nutrien.com
NPKC Payables Support	accounts.payable@nutrien.com

Technical issues

- Technical failures
- Mapping issues

1. Site Buyer (listed on purchase order)
2. The Site Buyer will initiate the necessary conversation with the Nutrien technical team to resolve

Nutrien Locations and ERP

NPKC Oracle locations

Nutrien
Feeding the Future™

- Allan Potash
- Augusta Nitrogen
- Aurora Phosphate
- Cory Potash
- Geismar Nitrogen
- Joplin Phosphate
- Lanigan Potash
- Lima Nitrogen
- Marseilles Phosphate
- New Madrid Nitrogen
- Patience Lake Potash
- Rocanville Potash
- Trinidad Nitrogen
- Weeping Water Phosphate
- White Springs Phosphate
- Corporate (SK, IL, CO)

NKC SAP ECC locations

Nutrien
Feeding the Future™

- Borger Nitrogen
- Carseland Nitrogen
- Fort Saskatchewan Nitrogen
- Joffre Nitrogen
- Kennewick Nitrogen
- Redwater Nitrogen
- Vanscoy Potash

For more information view our office locations on the Nutrien Website

Nutrien Ag S4 locations

Nutrien
Ag Solutions®

- Interactive Map found here

Note:

N = Nitrogen
P = Phosphate
K = Potash
C = Corporate

Transactional Documents in Scope for this Transition

Supported Documents

- **Purchase Order Confirmations (OCs)**
  - Applied entire purchase order or line items
- **Advanced Shipment Notices (ASNs) – Optional**
  - Applied when line items ship
- **Invoices – Nutrien accepts:**
  - PO invoices
  - Contract invoices
  - Header level and line item level additional charges. They must be submitted as shipping or special handling charges applied against the entire purchase order or the line items.
- **Line Level Credit Memos (CMs)**
  Nutrien does not accept header level, all credits must be applied at the line item level.

Documents that are NOT Supported

- **Header Level Credit Memos (CMs)**
- **Service Entry Sheets (SESs)**
- **Invoices**
  - Non-PO Invoices
  - Time & Expense Sheets
  - Summary or Consolidated Invoices
  - P-Card (Purchasing Card) Invoices
  - Duplicate Invoices
  - Paper Invoices
  - BPO (Blanket Purchase Order) Invoices

Nutrien Invoice Rules and Requirements

Invoice Transaction Rules:

- Suppliers must create an **order confirmation** prior to submitting an invoice.
- The line item **quantity** must be greater than zero on your invoices.
- Suppliers are *not allowed* to increase **item quantities** or **adjust the price** of items.
- **Supplier Tax IDs** are mandatory for all Canadian Suppliers.
- The following information *must be* included on invoices:
  - **Bill To** and **Sold To** addresses
  - **Remit To** address
  - **Ship From** and **Ship To** addresses

Important Note:

Invoices for Non-SAP Business Network (Ariba) orders (Prior to GoLive)

- Submit **SAP ECC** invoices to gaccount@nutrien.com
- Submit **Oracle** invoices to:

CAD	accounts.payable@nutrien.com
NIT	AccountsPayable.Nitrogen@nutrien.com
NTR	accounts.payable@nutrien.com
PHO	AccountsPayable.Phosphate@nutrien.com
POT	AccountsPayable.Potash@nutrien.com
TTD	TrinidadAPTTD@nutrien.com TrinidadAPCAD@nutrien.com TrinidadAPUSD@nutrien.com
USD	accounts.payable@nutrien.com

Invoices for SAP Business Network (Ariba) orders (Post GoLive)

- Must be invoiced in the SAP Business Network (Ariba) only.
- **Do not forward paper invoices to Accounts Payable.**

Log In to the SAP Business Network

1. Click the link to access the SAP Business Network.
2. Enter your **User Name** and **Password.**
3. The SAP Business Network workbench is your main dashboard allowing you to focus on what requires action. It is fully customizable.
4. Suppliers can search specific documents from the page header.

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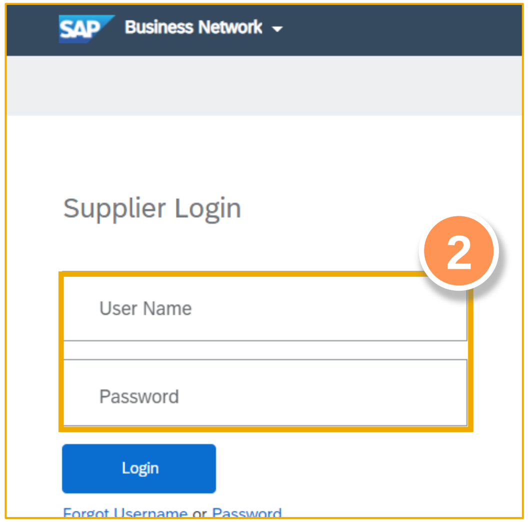
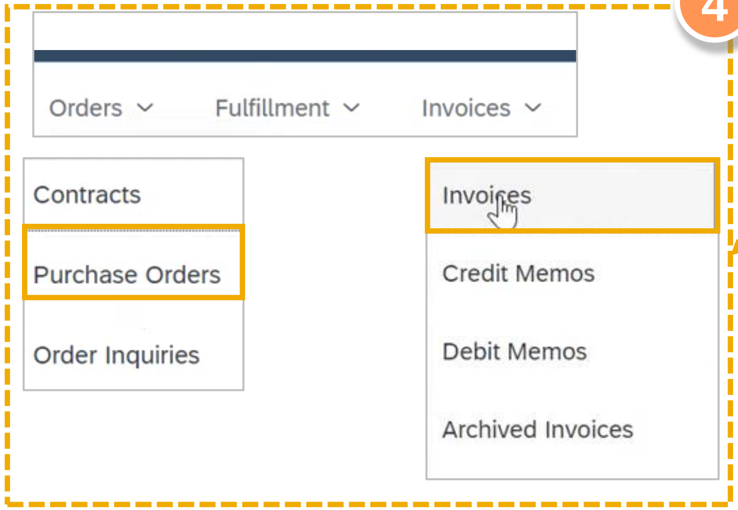
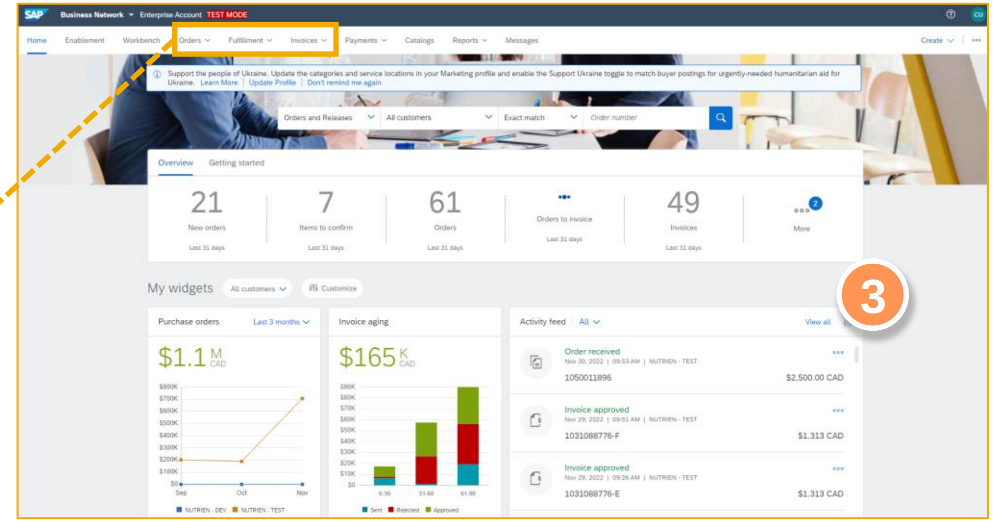
Click the SAP Business Network link

https://service.ariba.com/Supplier.aw/124994056/aw?awh=r&awssk=NfEWA_py&dard=1



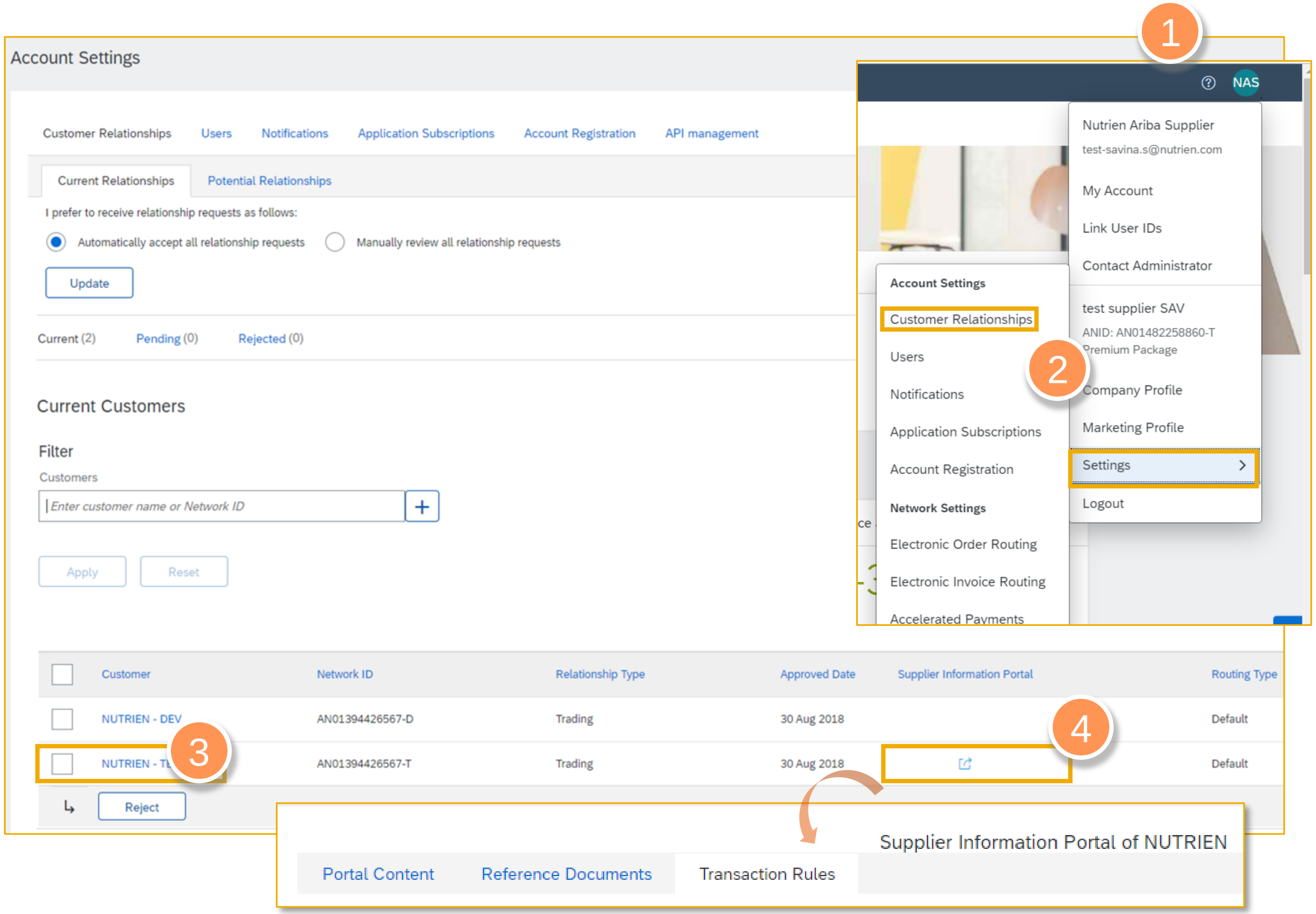




Nutrien Supplier Information Portal

The Nutrien Supplier Information Portal supplies relevant documentation including a list of Nutrien Invoice Rules.

1. From the *Home Page*, click the **Company Settings** menu**.**
2. Navigate to *Settings* and click **Customer Relationships** under the *Account Settings* heading.
3. In the *Current Relationships* tab navigate to the *Current Customers* section and select the **Nutrien** option.
4. Select the icon under the *Supplier Information Portal* column to view documents provided by Nutrien.



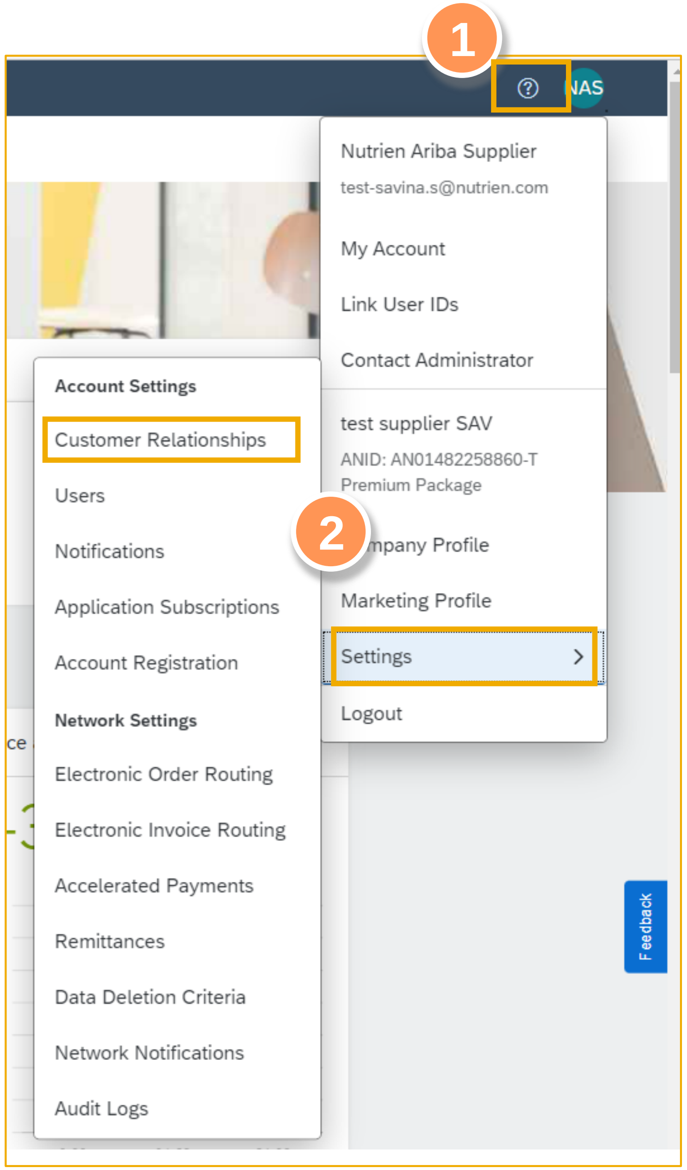
Log in to the SAP Business Network
Access the Nutrien Supplier Information Portal
Review Nutrien Invoice Rules in SAP Business Network
Set Up Invoice Archival
Set Up Electronic Invoice Routing
Set Up Electronic Order Routing

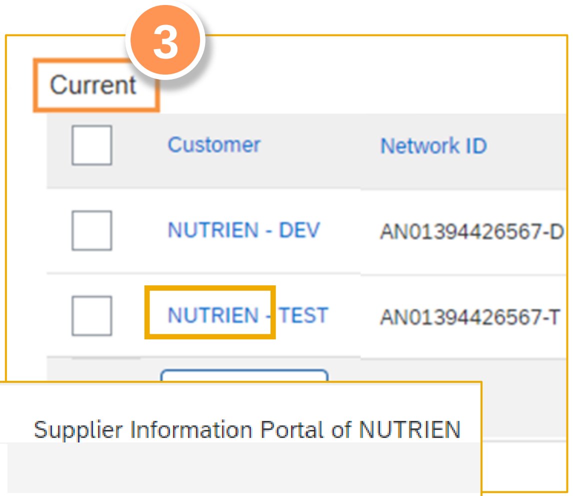
Review Nutrien Invoice Rules

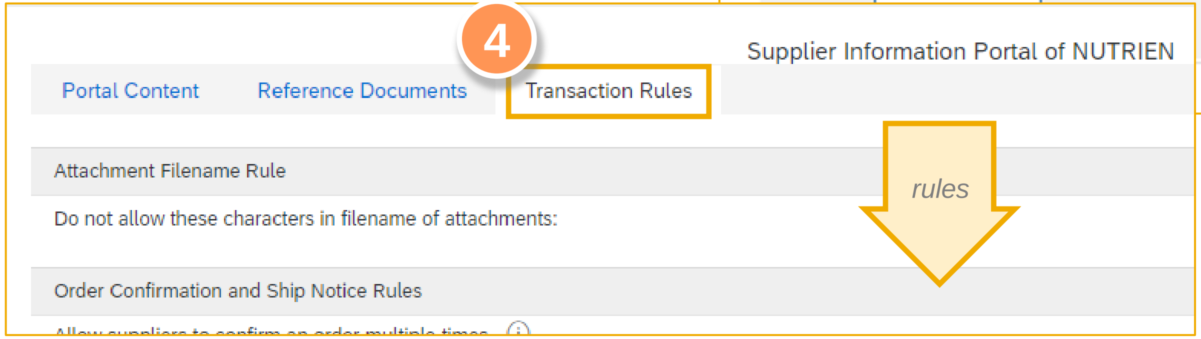
You can access the invoice rules outlined in this reference material from within the SAP Business Network interface.

1. From the *Home Page*, click the **Company Settings** menu**.**
2. Navigate to *Settings* and click **Customer Relationships** under the *Account Settings* heading.
3. In the *Current* section, click the name of your customer (**Nutrien**) from the *Customer* column.
4. In the Supplier Information Portal of NUTRIEN screen, click on the **Transaction Rules** tab.

Close the screen when you are done.







Log in to the SAP Business Network

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Review Nutrien Invoice Rules in SAP Business Network

Set Up Invoice Archival

Set Up Electronic Invoice Routing

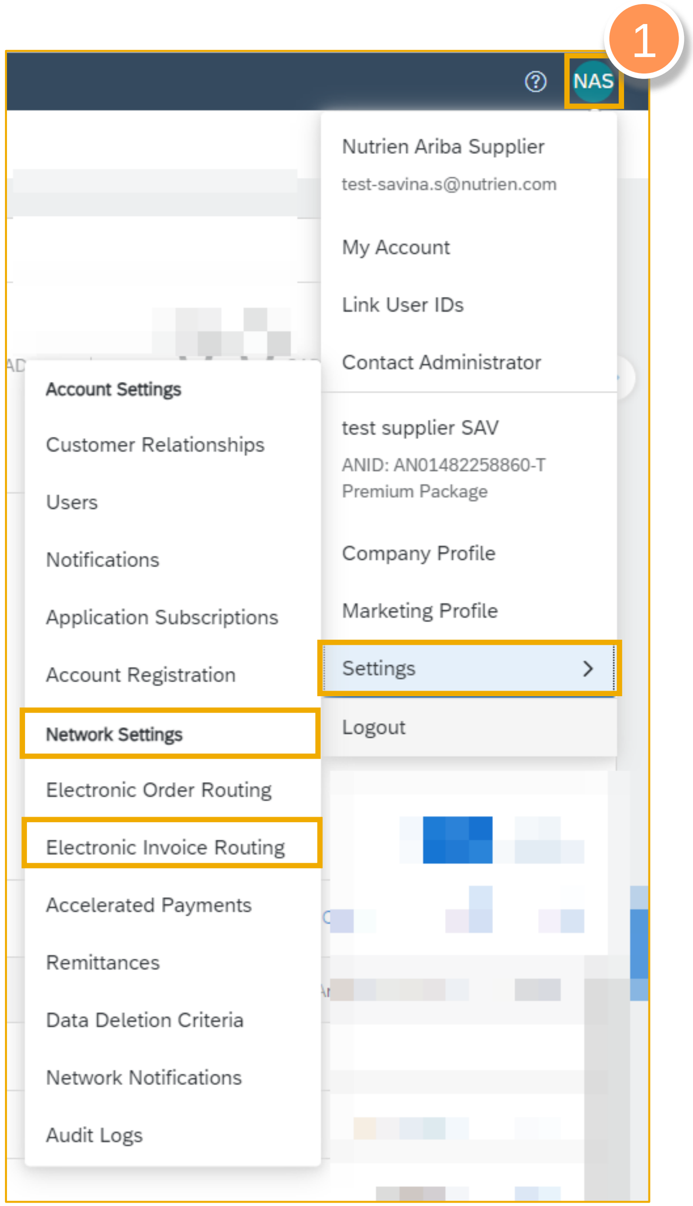
Set Up Electronic Order Routing

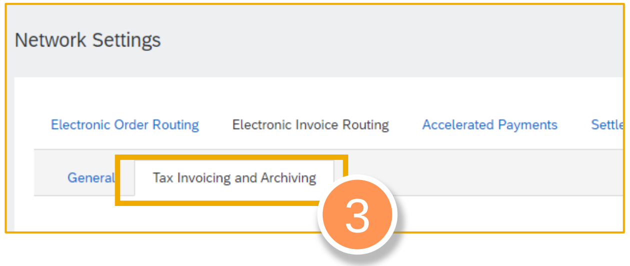
Invoice Archival (1 of 2)

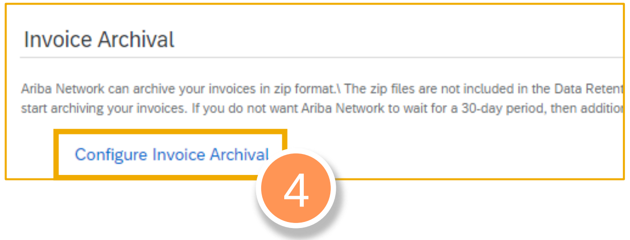
Configuring invoice archiving allows you to specify the frequency, immediacy, and delivery of zipped invoice archives.

1. From the *Home Page*, click *the* **Company Settings** menu**.**
2. Navigate to *Settings* → *Network Settings* heading and click **Electronic Invoice Routing** to advance to the *Network Settings* screen.
3. In the *Network Settings* screen, navigate to the *Invoice Archival* tab.
4. Scroll down to *Invoice Archival* section and select the link for **Configure Invoice Archival**.

continued
Set up preferences







Log in to the SAP Business Network

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Review Nutrien Invoice Rules in SAP Business Network

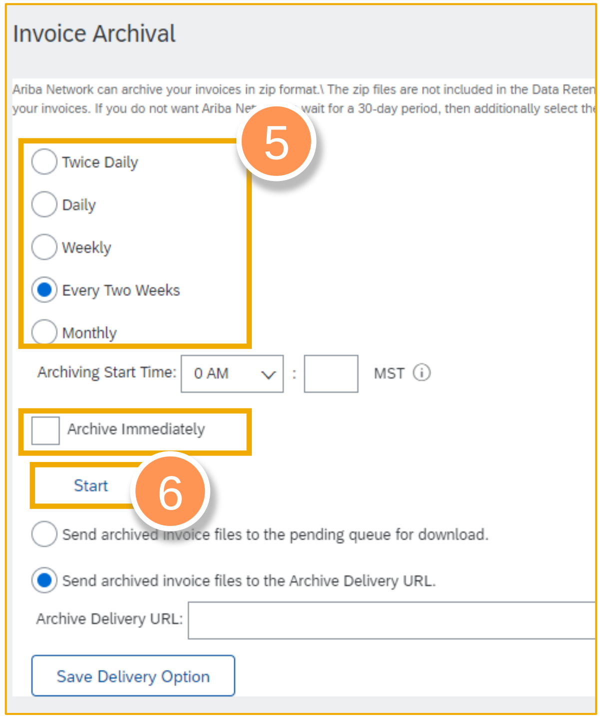
Set Up Invoice Archival

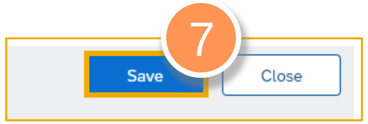
Set Up Electronic Invoice Routing

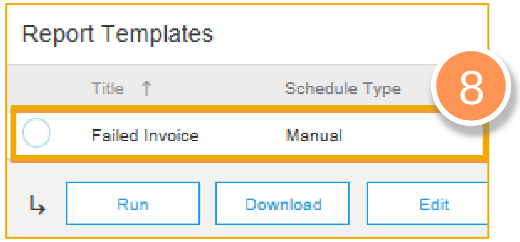
Set Up Electronic Order Routing

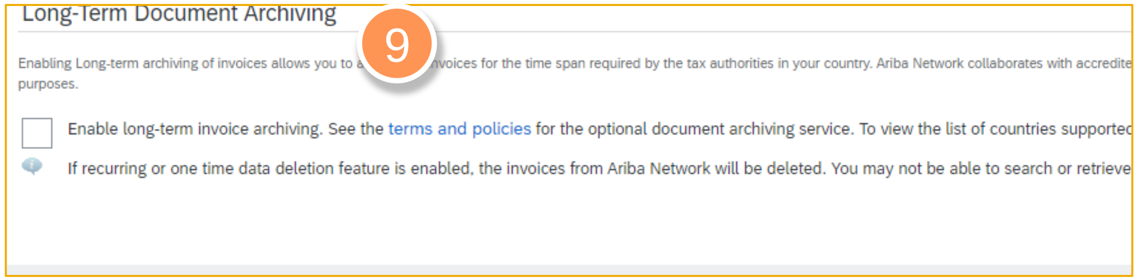
Invoice Archival (2 of 2)

5. Select frequency (example: **Twice Daily, Daily, Weekly, Biweekly** or **Monthly**).
6. Select the **Archive Immediately** box to archive without waiting 30 days and select **Start.**
7. Click the **Save** button to complete the task.
8. You can now see the report on the **Report Templates.**
9. You may navigate back to the **Tax Invoicing and Archiving** screen to subscribe to **Long-Term Document Archiving** for an integrated archiving solution. (More details within the Terms and Policies link.)









Log in to the SAP Business Network

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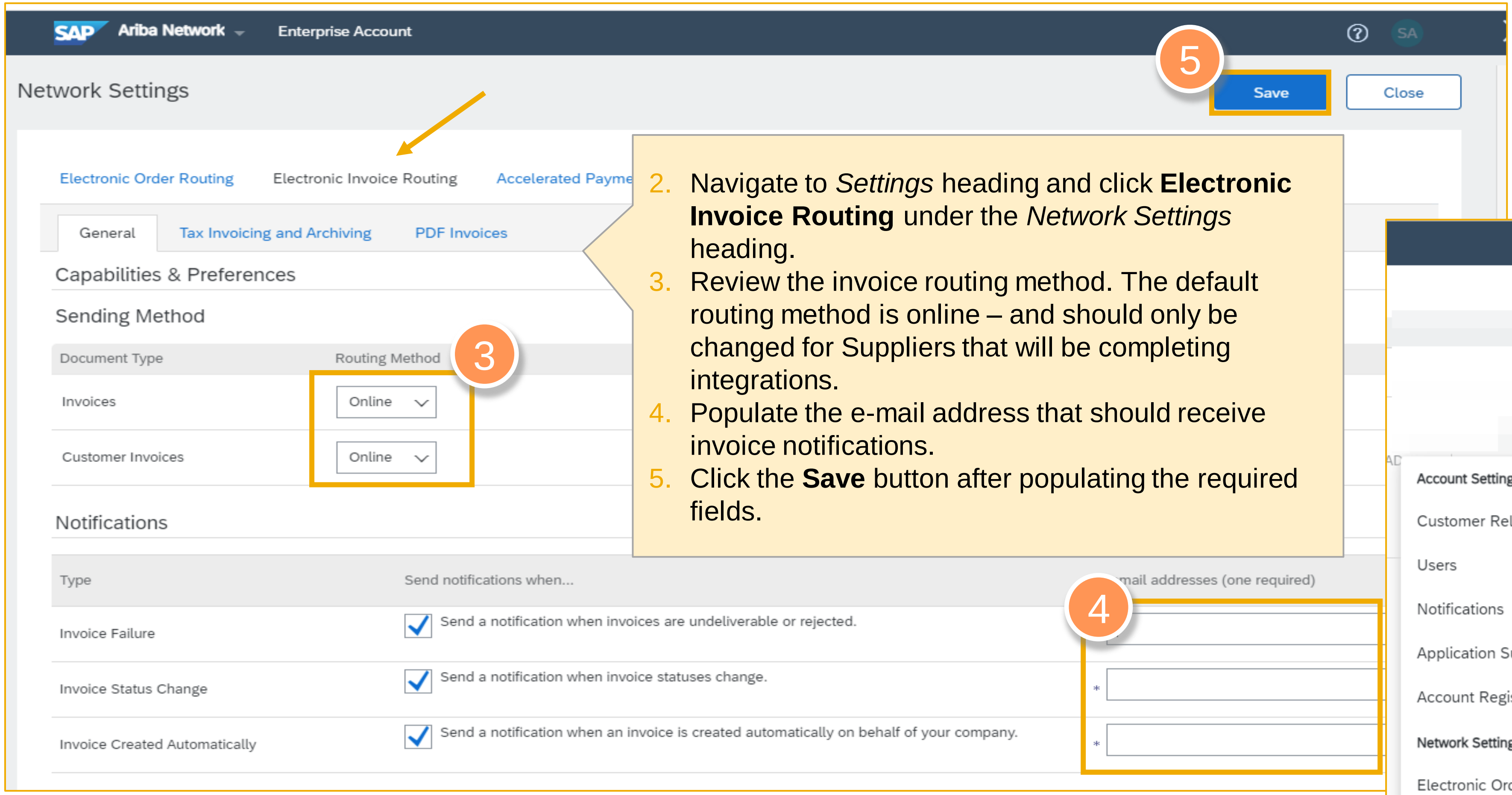
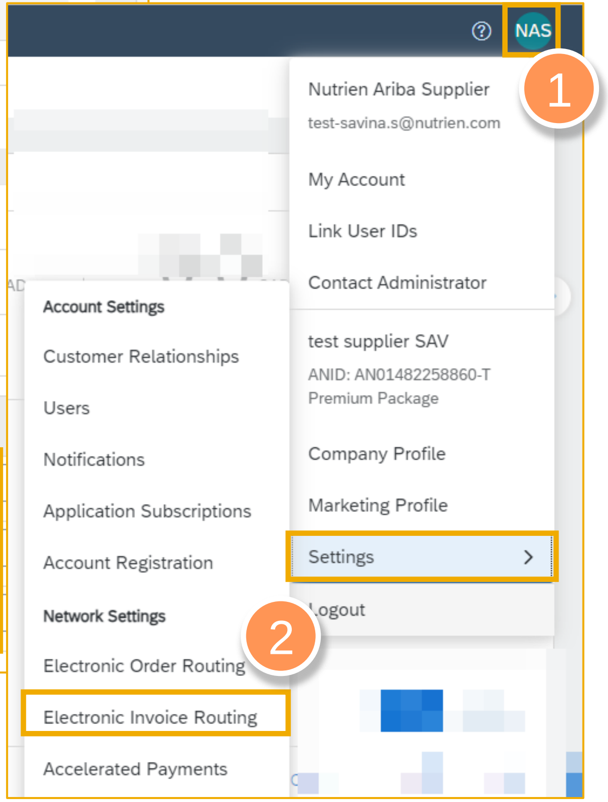
Electronic Invoice Routing

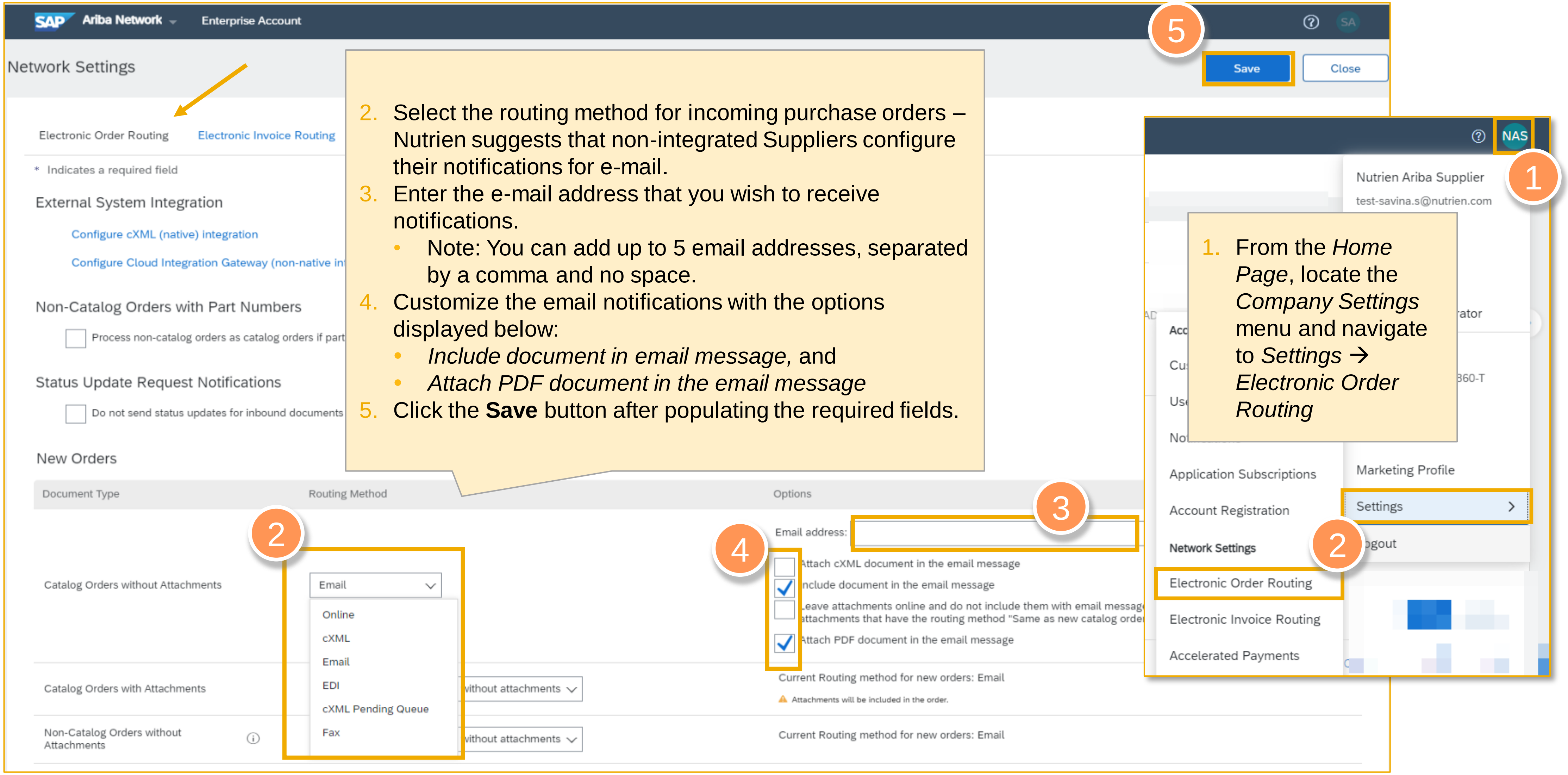


2. Navigate to *Settings* heading and click **Electronic Invoice Routing** under the *Network Settings* heading.
3. Review the invoice routing method. The default routing method is online – and should only be changed for Suppliers that will be completing integrations.
4. Populate the e-mail address that should receive invoice notifications.
5. Click the **Save** button after populating the required fields.

1. From the *Home Page*, click *the* **Company Settings** menu.



Electronic Order Routing

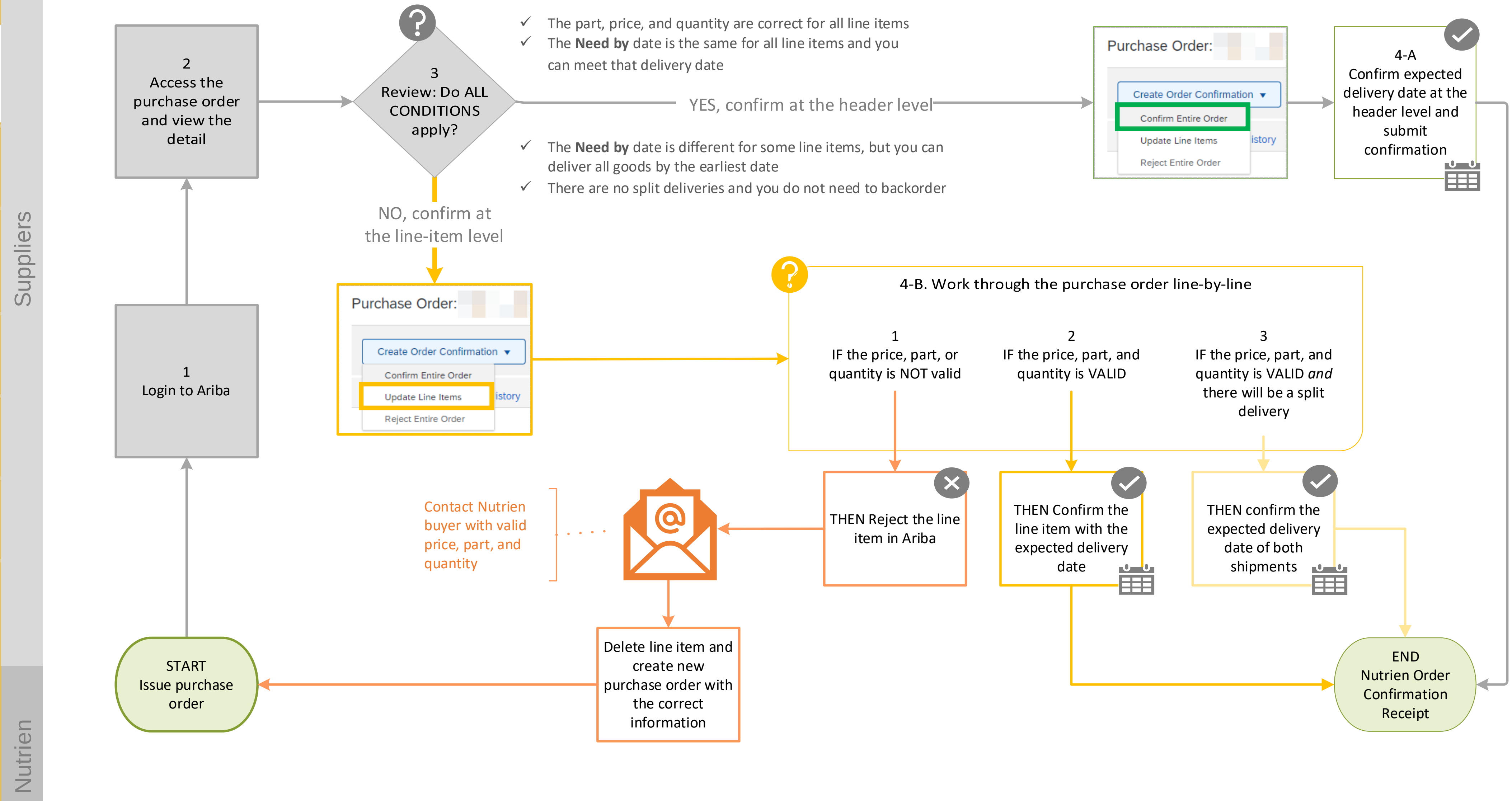


1. From the *Home Page*, locate the *Company Settings* menu and navigate to *Settings → Electronic Order Routing*

2. Select the routing method for incoming purchase orders – Nutrien suggests that non-integrated Suppliers configure their notifications for e-mail.
3. Enter the e-mail address that you wish to receive notifications.
   - Note: You can add up to 5 email addresses, separated by a comma and no space.
4. Customize the email notifications with the options displayed below:
   - *Include document in email message*, and
   - *Attach PDF document in the email message*
5. Click the **Save** button after populating the required fields.

- Review Order Confirmation Process
- Find and Open Purchase Order
- Review Purchase Order Details
- Confirm Entire Order
- Update Line Items
- Reject Line Items
- Reference: Order and Routing Statuses

Review Order Confirmation Process



Review Order Confirmation Process

Find and Open Purchase Order

Review Purchase Order Details

Confirm Entire Order

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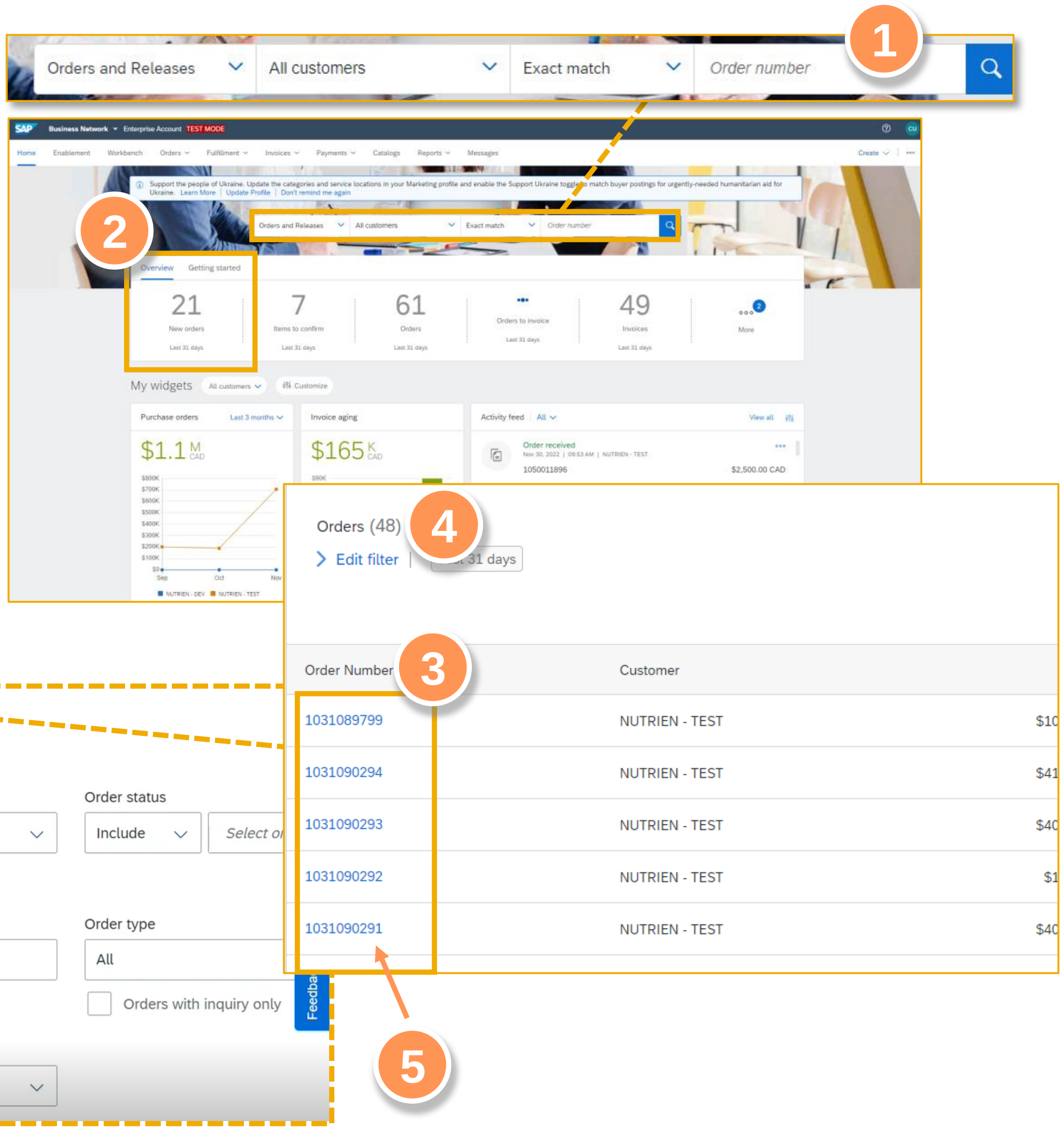
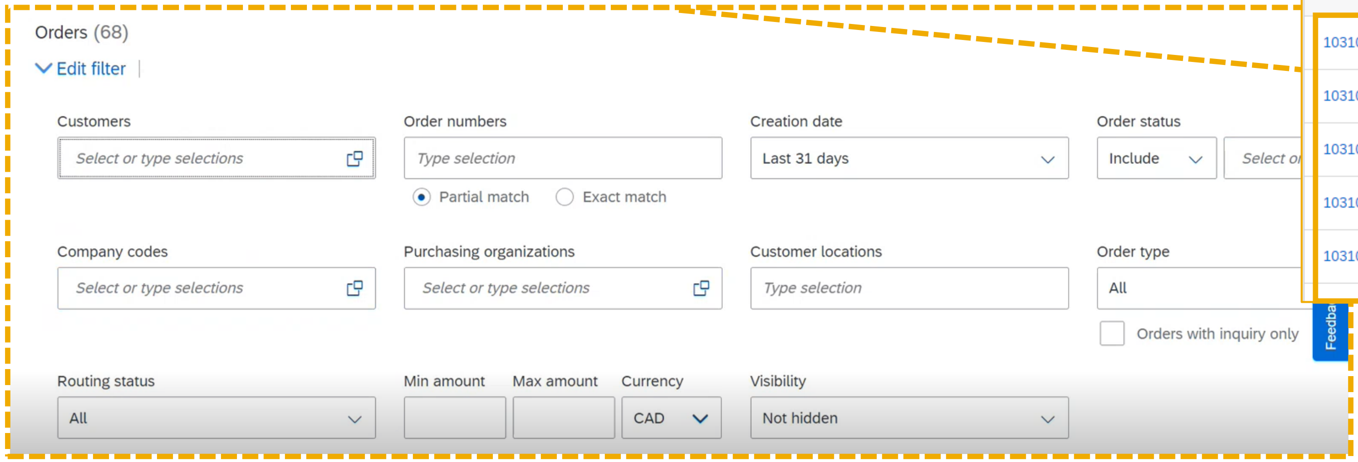
Reference: Order and Routing Statuses

Find and Open a Purchase Order

If you are not opening your purchase order directly from your email, go to the SAP Business Network and choose your desired method to find the purchase order:

1. Use the Quick Search bar to set criteria and search by Purchase Order#, or
2. Click the **New Orders** tile to display the *Orders screen.*
3. Enterprise accounts will see the most recent purchase orders in their workbench. If you have a new standard account, please review this link to configure your workbench before proceeding.
4. If you need help locating the purchase order, click **Edit filter** and search by the appropriate criteria.
5. To open the purchase order, click the blue link in the *Order Number* column.





Review Order Confirmation Process
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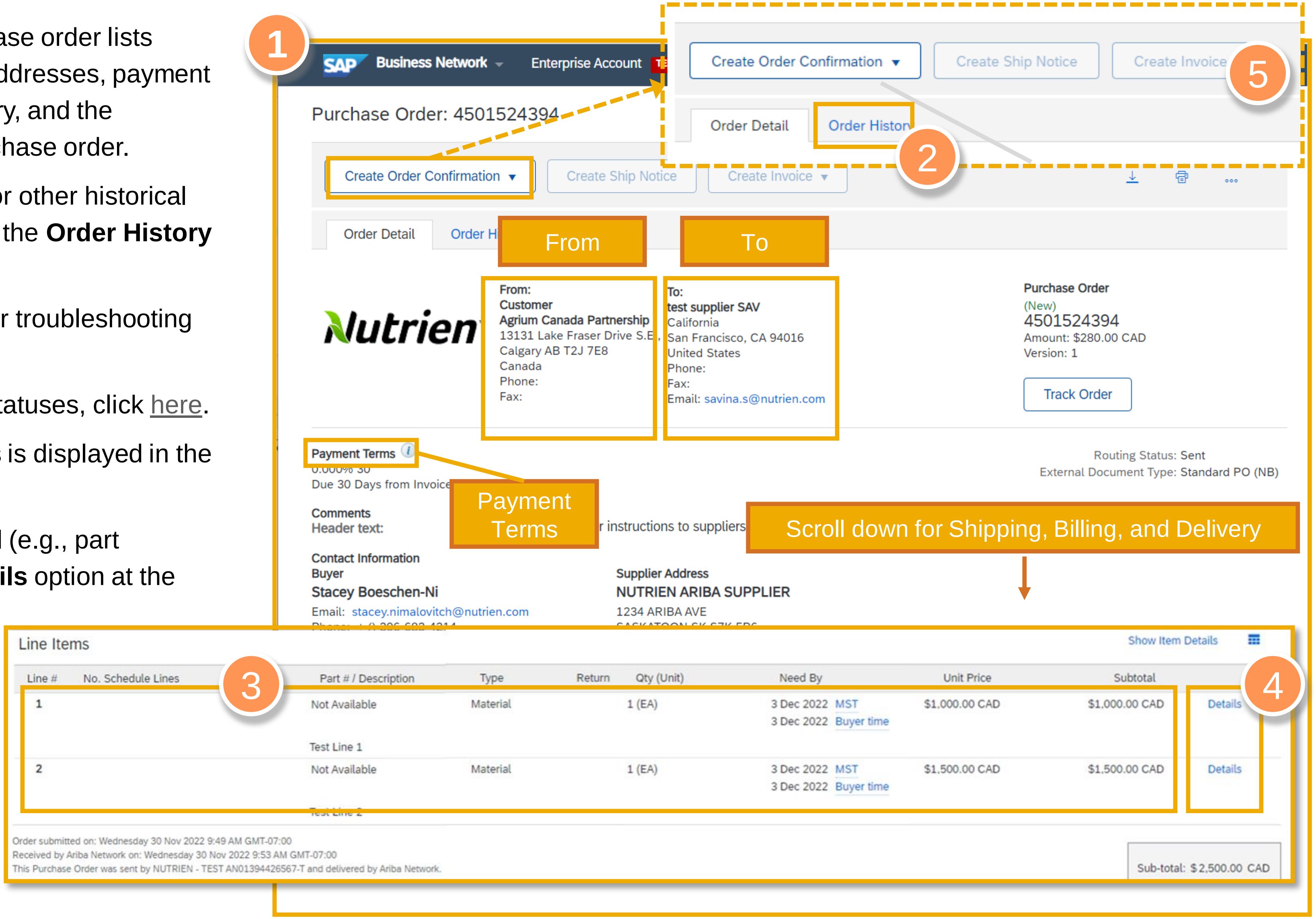
View Purchase Order Details

1. The main screen of the purchase order lists details such as the From/To addresses, payment terms, shipping, billing, delivery, and the responsible Buyer for the purchase order.
2. If you need to see the status or other historical information for the order, click the **Order History** tab. Note:
   - Order history is integral for troubleshooting problems.
   - To see definitions of the statuses, click here.
3. A summary of line item details is displayed in the *Line Items* section
4. View additional line item detail (e.g., part numbers) by clicking the **Details** option at the end of each line.
5. Note that the Invoice option is unavailable because Nutrien invoice rules require an Order Confirmation first.



Confirm Entire Order

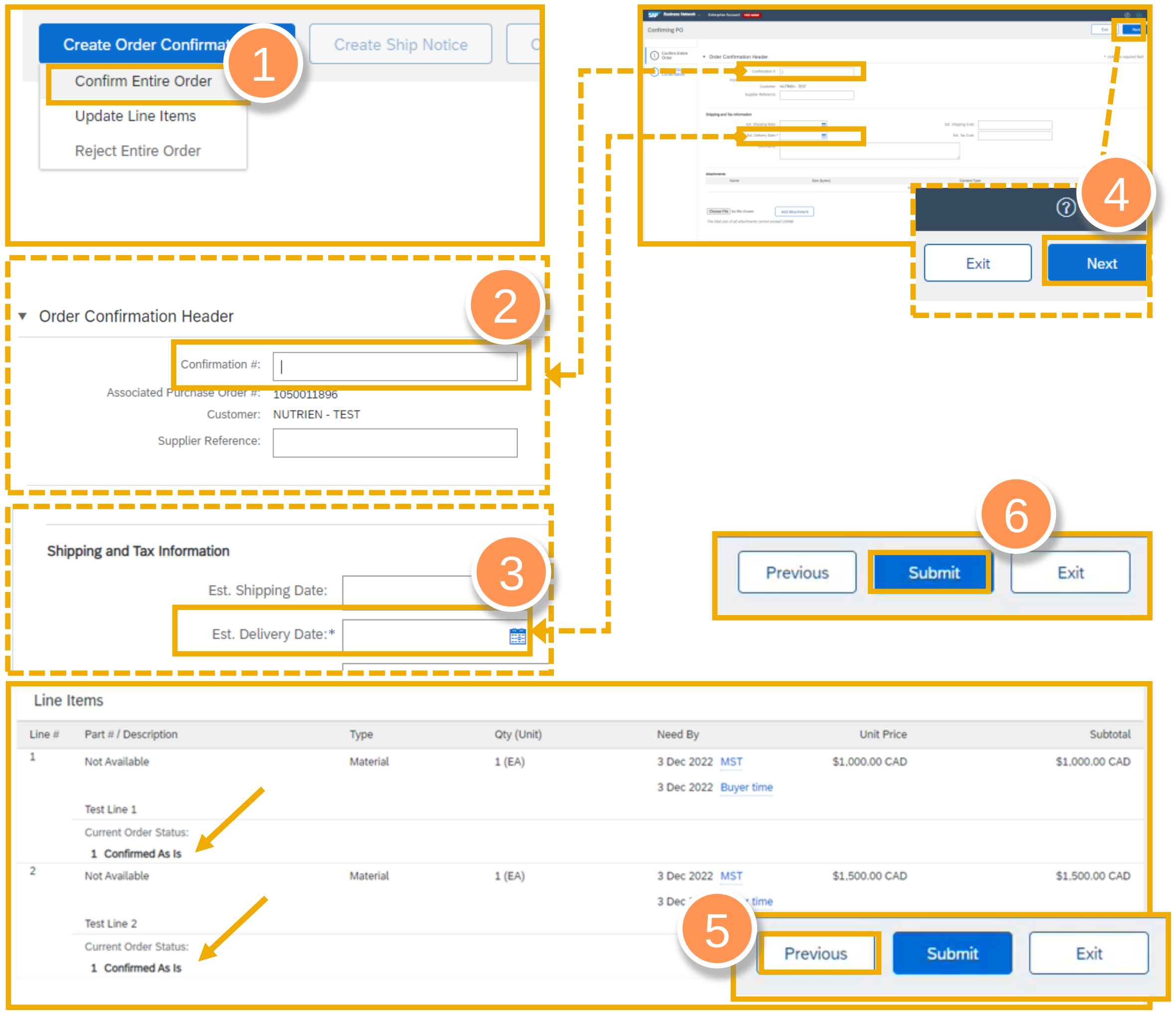
This option requires you to confirm the entire order at the header level and should only be used if the delivery date of all items is the same.

Locate and open the purchase order you wish to confirm.

1. On the **Create Order Confirmation** menu select **Confirm Entire Order** from the menu.

Order confirmations have only two required pieces of information:

2. **Confirmation Number**, and
3. **Est. Delivery Date.**
4. Click the **Next** button to advance to the *Order Confirmation* tab.
5. Review the order confirmation. To make changes, click **Previous.**
6. To submit the final confirmation, click the **Submit** button.



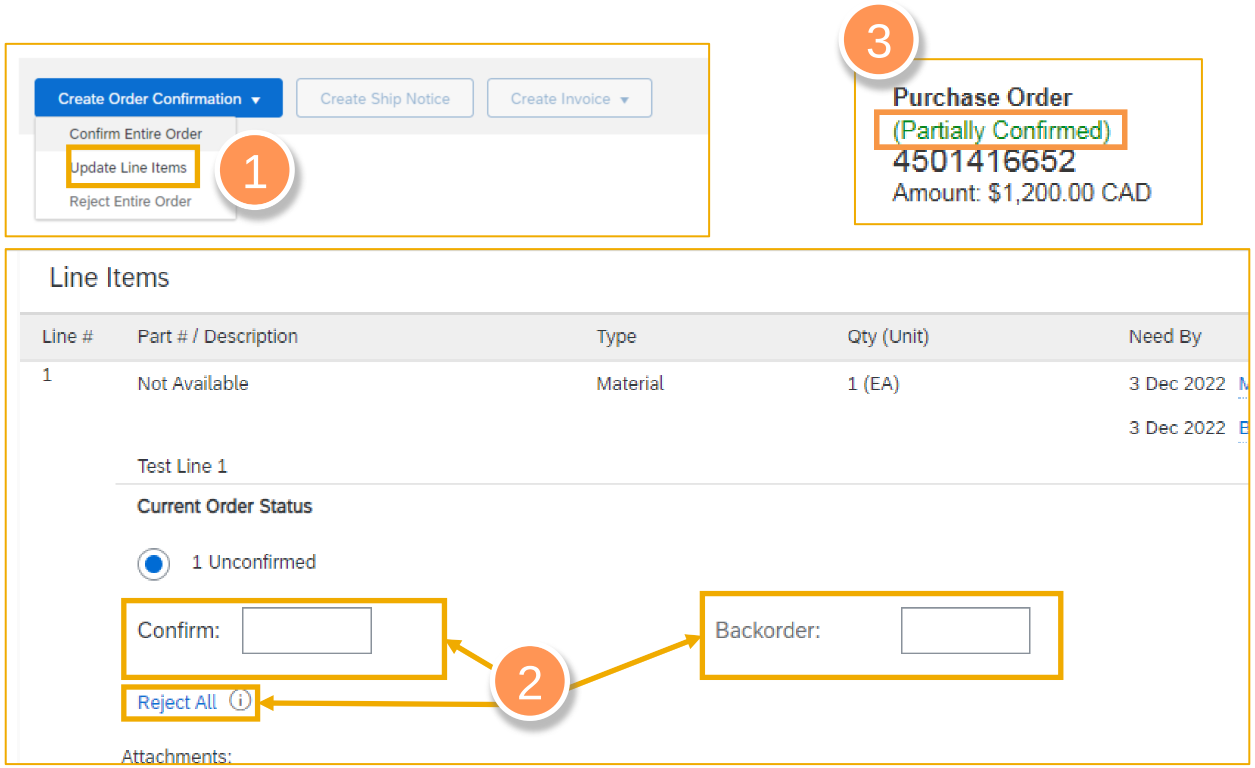
NEXT STEPS: Create Invoice

- Remember that order confirmations are *required* prior to creating a Ship Notice and Invoice.
- Ship Notices are optional.
- When an entire order is confirmed, the SAP Business Network updates *all* items with an estimated delivery date.
- If a delivery requires adjustment after the original confirmation, you can create an additional confirmation using the steps above.

Update Line Items (1 of 2)

Find and open the Purchase Order.

1. Select the **Create Order Confirmation** menu and select **Update Line Items**.
2. The Order Confirmation Number is mandatory at the header level. Scroll down to the Line Items section and choose among possible values:
   - **Confirm** – You received the Purchase Order and will send the ordered items.
   - **Reject All** (all of that line item) **–** Enter a reason why these items are rejected in the Comments field by selecting the **Details**.
   - **Back order** – Items are backordered. Once they are available in stock, generate another order confirmation to set them to confirm.
3. Order status will display as **Partially Confirmed** if items were not fully confirmed.



NOTE:

- When you update an item, you must provide a delivery date.
- Nutrien prefers that Suppliers use the confirmation rather than back orders to provide their best delivery date.

NOTE:

If using several order statuses for a line item, the sum of the quantities must equal total quantity. Do not leave items partially confirmed

continued
Enter details

Review Order Confirmation Process

Find and Open Purchase Order

Review Purchase Order Details

Confirm Entire Order

Update Line Items

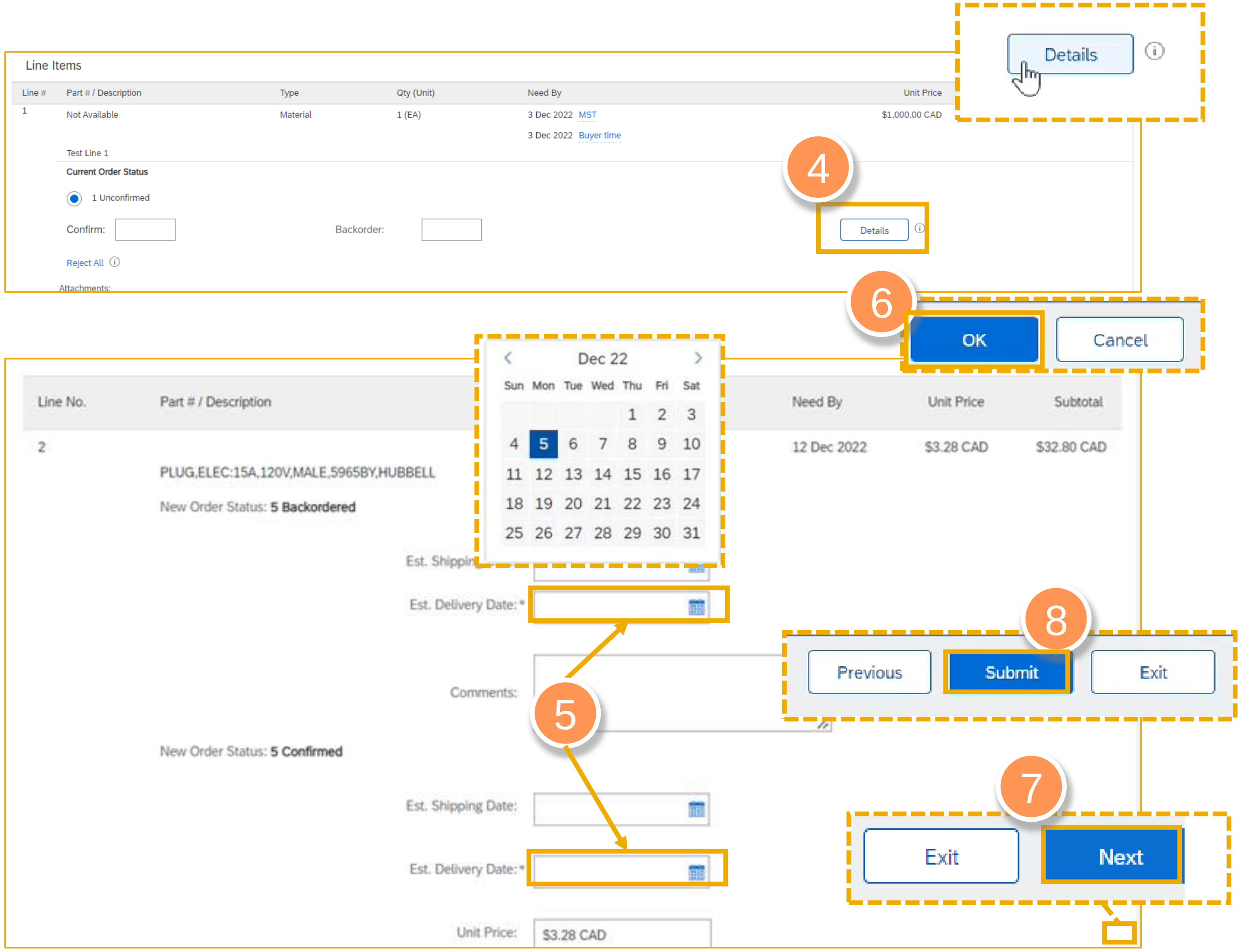
Reject Line Items

Reference: Order and Routing Statuses

Update Line Items (2 of 2)

4. Click **Details** to access additional fields to complete.
5. Enter the **Est. Delivery Date** for each line item you have adjusted.
6. Click **OK** to save your entry.
   - **Repeat steps 4 to 6 for each line item you wish to update.**
7. Once you have updated all line items, click **Next** to view the summary
8. Click **Submit** to complete the task.

RESULT: The **Create Ship Notice** and **Create Invoice** buttons are now available.



NEXT STEPS: Create a Standard Invoice

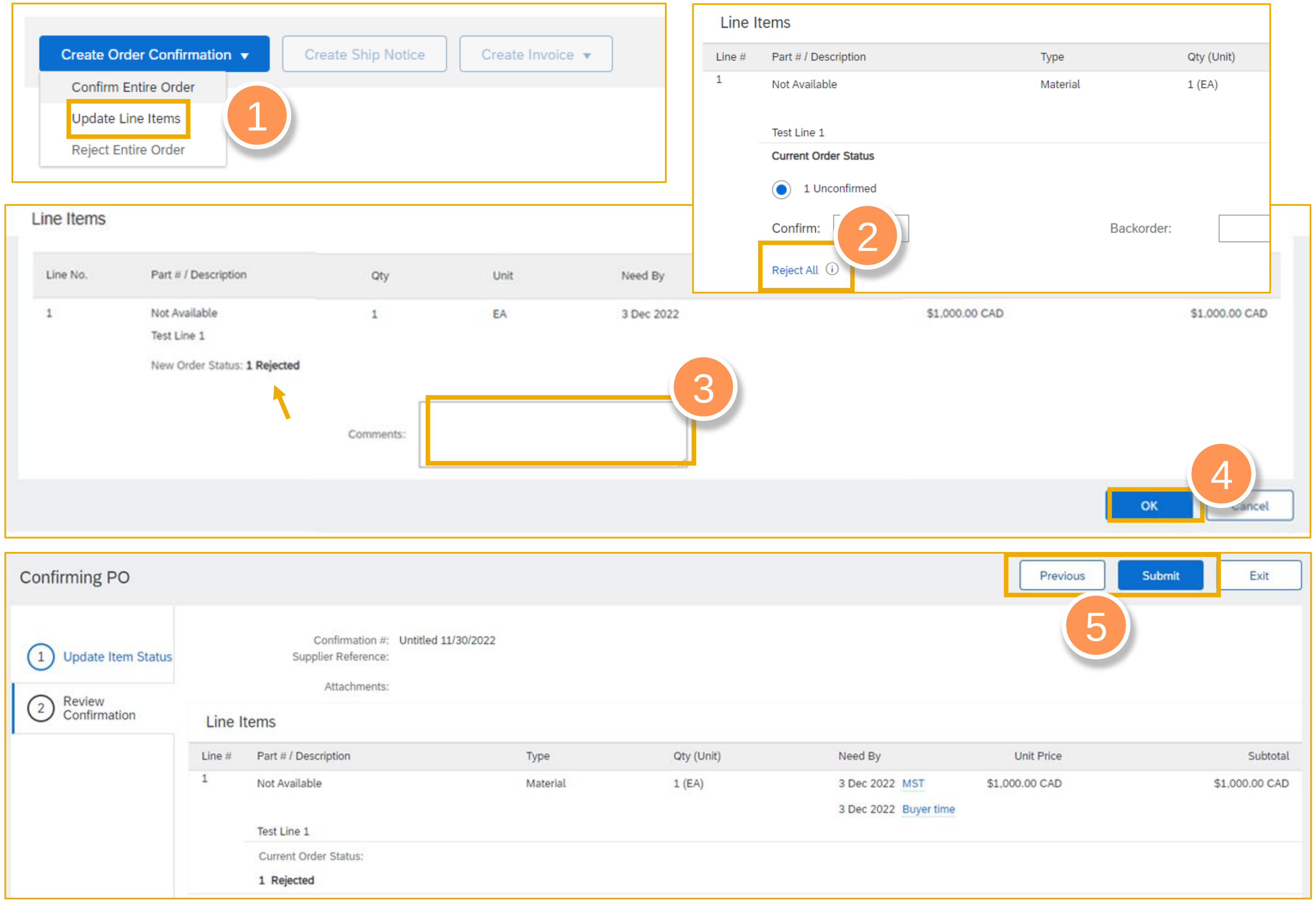
Reject Line Items

Note: Rejections can only be performed at the line item level.

Locate and open the Purchase Order

1. Click the **Create Order Confirmation** menu and select **Update Line Items** from the list.
2. Locate the *Line Items* section, select the **Reject All** option specific to that line.
3. The screen now displays a New Order Status of “Rejected.” Provide reasons for the rejection in the **Comments** box.
4. Click the **OK** button to advance to the *Review Confirmation* screen. This now shows any rejected lines and rejection reason. Repeat steps 2-4 for each line item being rejected. Once complete, select **Next.**
5. Review the order confirmation. To make changes, click **Previous**. To submit the final rejection, click **Submit.**

Note: If you cannot supply the full quantity requested, please reject the line item and reach out to the Nutrien Buyer listed for a new purchase order. Line items cannot be partially confirmed/backordered and rejected.



Review Order Confirmation Process
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Understand Purchase Order Statuses

Status Level	Description
Unconfirmed	The Supplier has not confirmed the order. Initial state
Obsoleted	The purchase order has not been changed and the previous version of the order has been cancelled
Confirmed	The Supplier confirmed the order
Backordered	The Supplier backordered the line item and will ship when goods are available
Shipped	The Supplier has shipped the order
New	A new purchase order has been received
Changed	The purchase order was changed
Partially confirmed or shipped	Only part of the order has been confirmed or shipped

NOTE: Suppliers cannot submit an invoice unless they have submitted the order confirmation

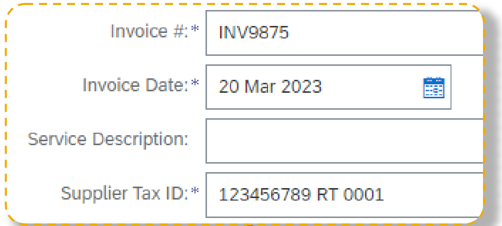
Routing Status

The routing status is the route between Nutrien and supplier via the SAP Business Network that the invoices, order confirmation, shipping notices are transmitted.

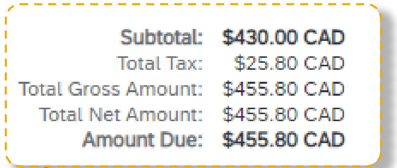
Payment Status	Description
Queued	The SAP Business Network received the invoice but has not processed it
Acknowledged	Nutrien invoicing application has acknowledged the receipt of the invoice
Sent	The SAP Business Network sent the invoice to the queue. The invoice is awaiting pickup by the customer
Failed	Invoice failed Nutrien invoicing rules. Nutrien will not receive this invoice
Received	The order sent by the SAP Business Network has been rejected

Reference: parts of the invoice

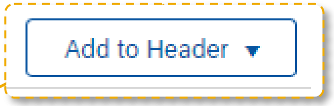
1. The **Summary** section in the Header contains the three mandatory (*) fields you need to complete.



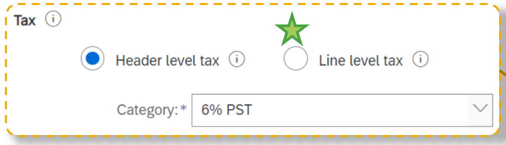
4. As you click the **Update** button, the summary or charges updates invoice amounts.

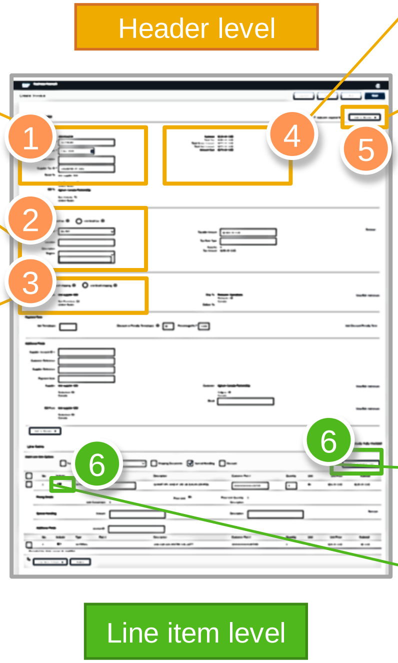


5. The **Add to Header** feature allows you to add special charges, tax, and shipping cost to the **Header level.**



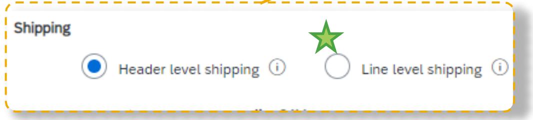
2. Radio button to enable tax at either the **Header** or **Line item** level.

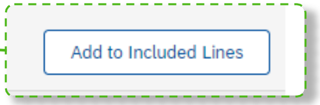


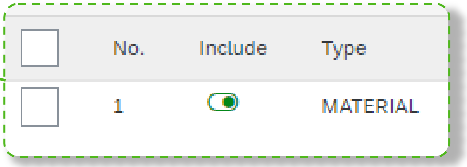


6. Two features—the green toggle button and the **Add to Included Lines** button—combine to allow you to add special charges, tax, shipping cost, and shipping description should you choose to add those at the **Line item** level.

3. Radio button to enable shipping at either the **Header** or **Line item** level.

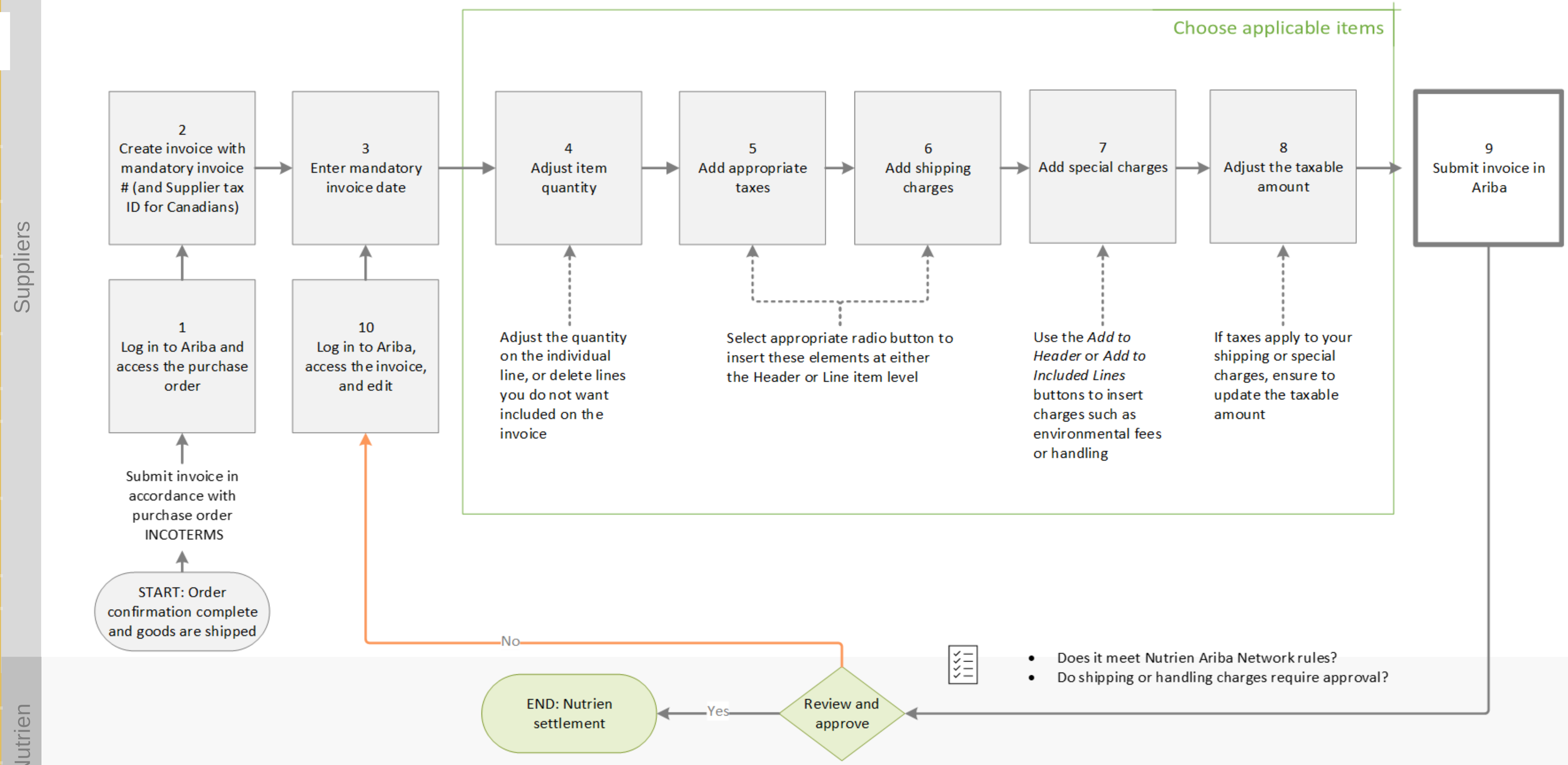






NOTE: Line items can be included or excluded regardless of where taxes/additional charges are applied.

Nutrien invoice process



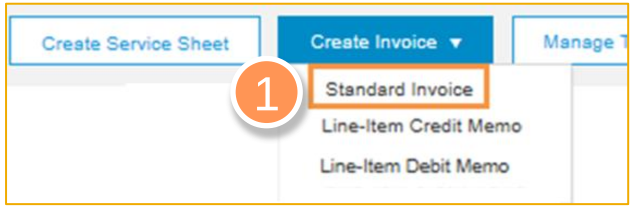
Create standard purchase order invoice

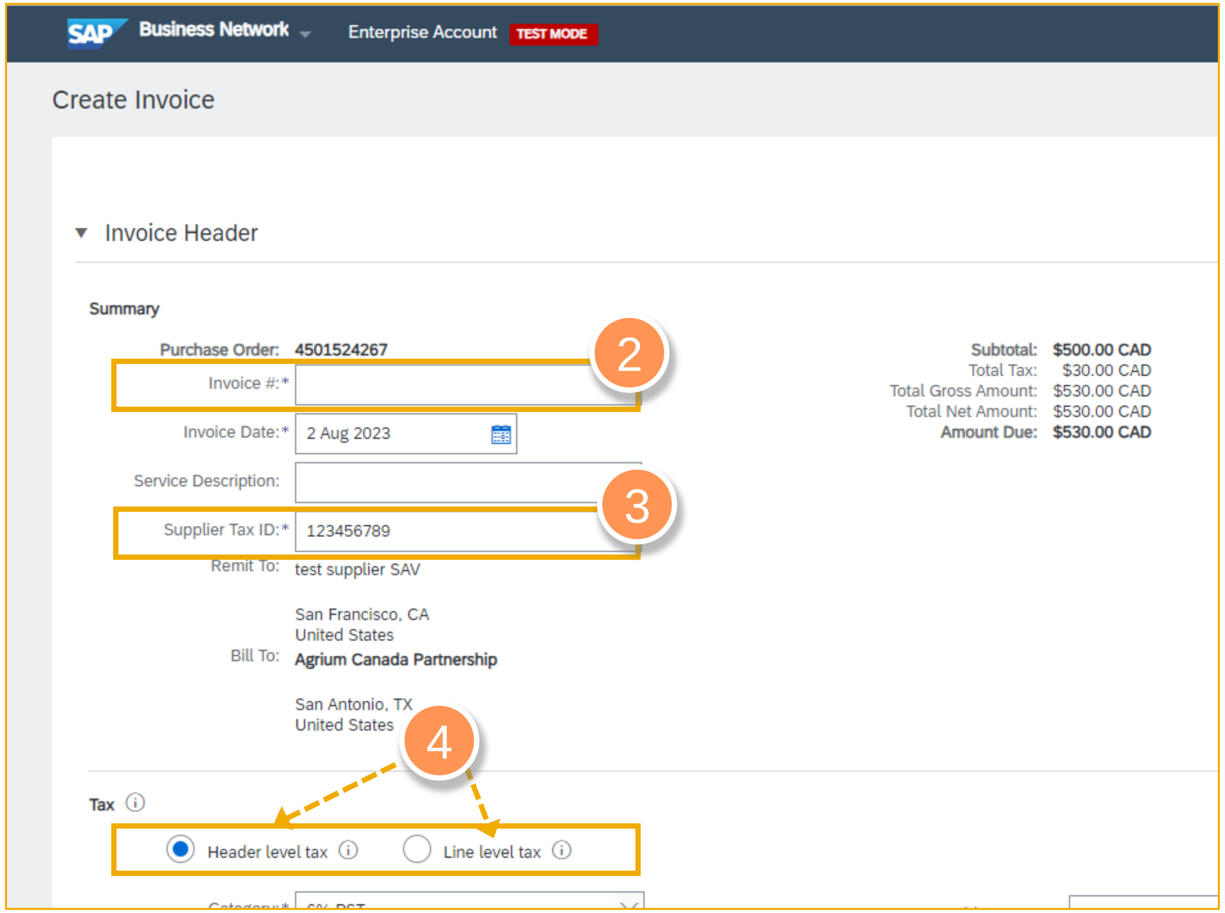
Find and open the confirmed Purchase Order.

IMPORTANT: Submit invoice in accordance with Purchase Order Incoterms

1. Click the **Create Invoice** menu and select **Standard Invoice.**
2. Enter your invoice number into the **Invoice #** field. Note: The **Invoice Date** auto-populates.
3. For Canadian Suppliers, enter the required **Supplier Tax ID***.
4. Click the radio button to select the appropriate level for tax. (either at the Header or Line item level).

- NOTE: You will NOT be able to add taxes at both the line and header level.
- About Taxes:
  - Canadian Tax Categories automatically populate the Rate (%).
  - US Tax Categories do not auto populate based on the Category selected. You must enter the appropriate Rate (%).





Review parts of the invoice
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Add taxes to the header
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Add additional charges to the header
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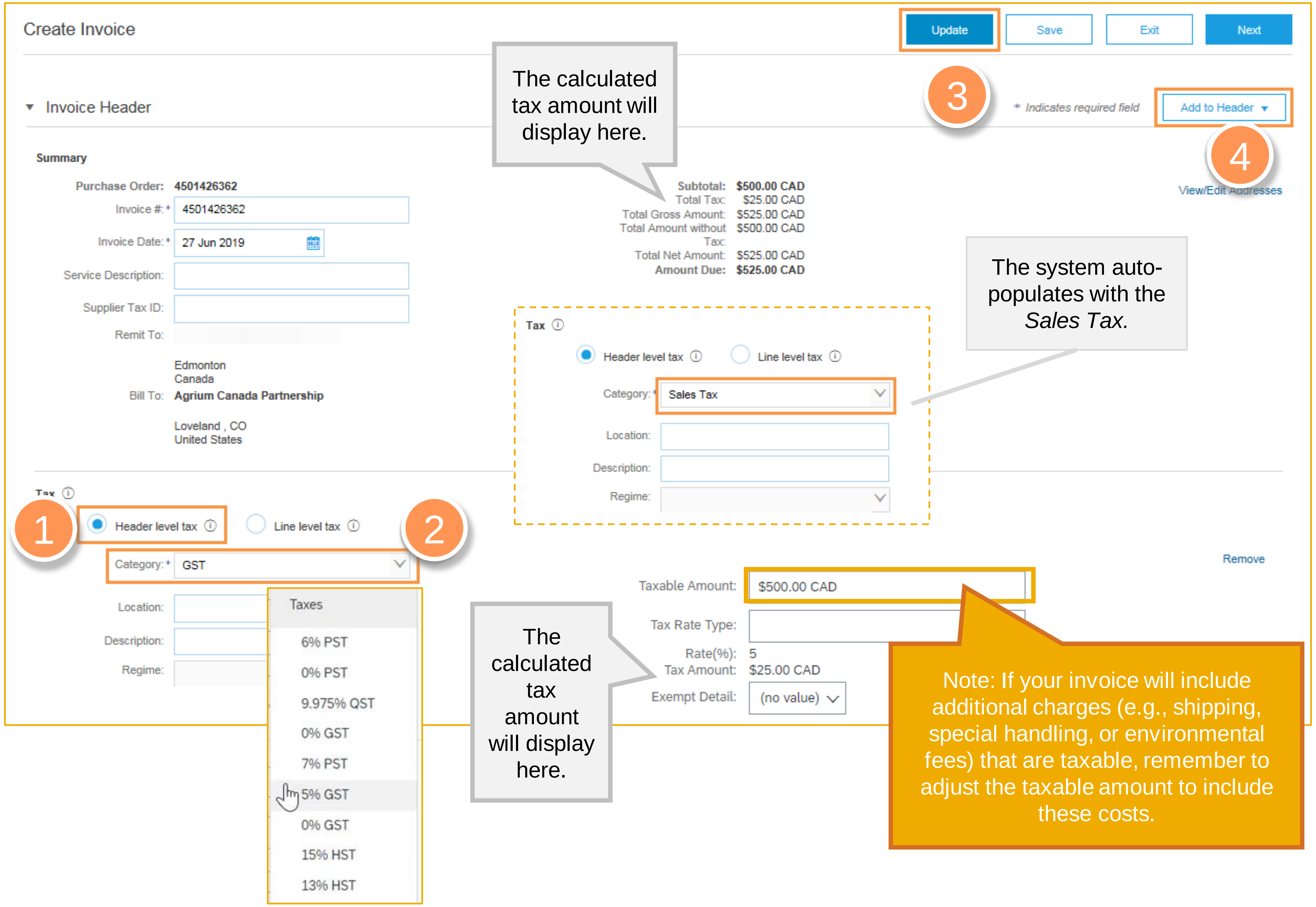
Create a credit memo

Add taxes at the header level

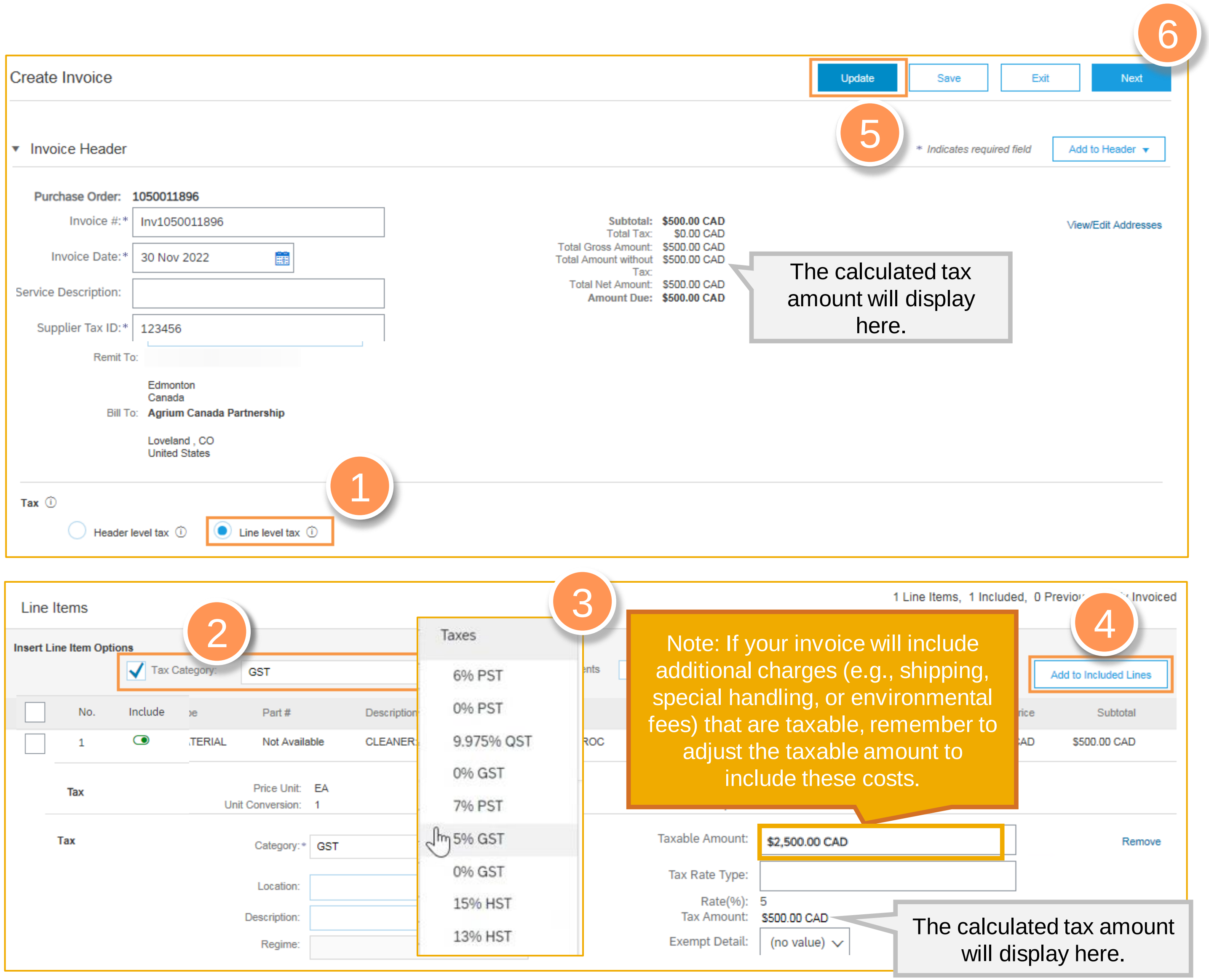
1. Select **Header Level Tax** radio button.
2. Click the **Category** menu and select the correct rate and category from the list.
   - Canadian tax categories automatically populate the Rate (%).
   - US tax categories do not auto populate based on the category selected. You must enter the appropriate Rate (%).
3. Click **Update**. The Total Tax is then applied in the Invoice Header Summary. The calculation is also seen in the Tax section as well.
4. To add additional taxes, select the **Add to Header** menu, select *Add tax, and* repeat steps 1-3 again.



Add taxes at the line item level

1. Select the **Line level tax** radio button in the *Tax* section of the *Invoice Header.*
2. Scroll down to the *Line items* section and check the **Tax Category** box.
3. Click the menu beside the **Tax Category** box and select the correct rate and category from the *Taxes* list..
    - Canadian tax categories automatically populate the Rate (%).
    - US tax categories do not auto populate based on the category selected. You must enter the appropriate Rate (%).
4. Click **Add to Included Lines.** Tax category fields will now be populated under each line item.
5. Click **Update** if you wish to preview the calculated tax amount.
6. Click **Next** to proceed to submission.

To add additional taxes, repeat steps 1 to 4 above.

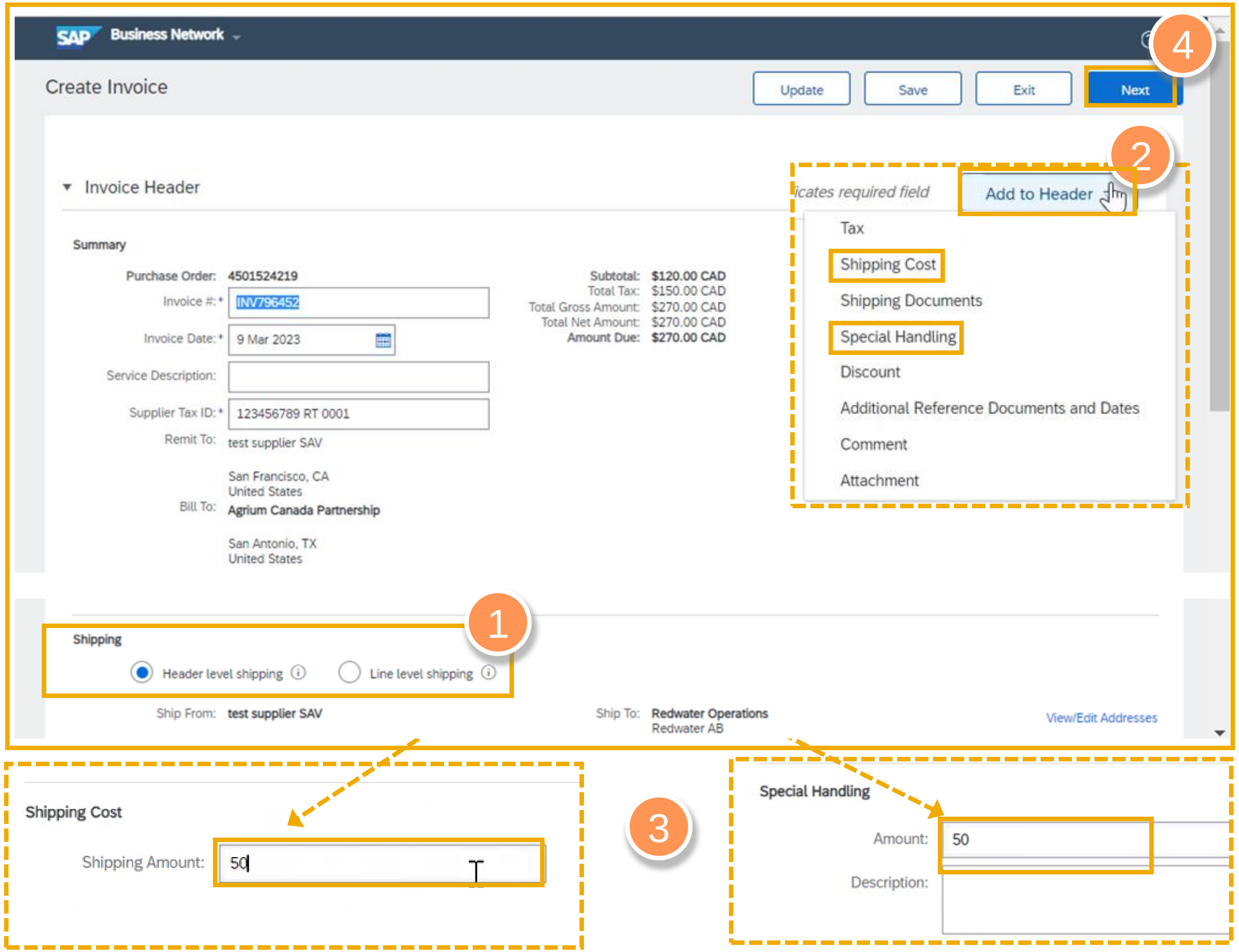


Add additional charges at the header level

1. Additional charges can be added at the header or line item level. In the case of shipping, click the appropriate radio button to apply.
2. Click **Add to Header** and select your desired charge (either **Shipping Cost** or **Special Handling**).
3. Locate the added section(s) and complete the fields.
   - In the *Shipping Cost* section enter the desired value into the **Shipping Amount** field.
   - In the *Special Handling* section enter the desired value into the **Amount** field.
4. If you are done, click **Next** to advance to the Summary page.

Note: If the additional charges are taxable, remember to adjust the taxable amount.

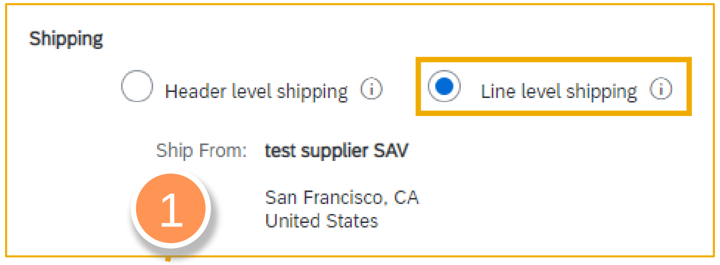
Where you make this adjudgment depends on if you added tax at the Header or Line item level.

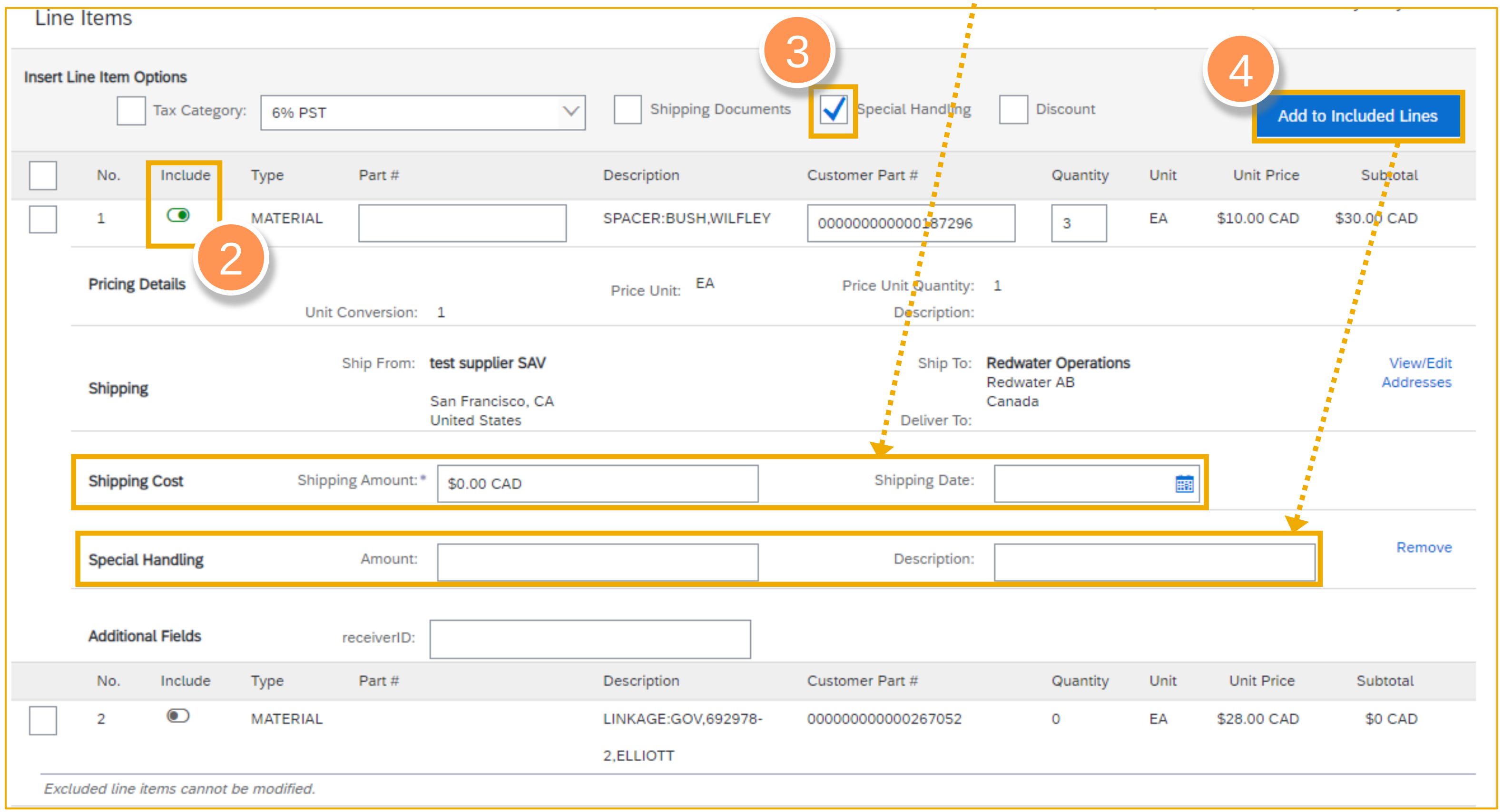


Add additional charges at the line item level (1 of 2)

You may add shipping or special handling charges to individual line items. Begin by enabling fields needed for entering additional charges.

1. To enable SHIPPING for all lines: Click the **Line level shipping** radio button in the *Shipping* section of the header. All line items will have now have a *Shipping Cost* section.
2. To enable SPECIAL HANDLING, use the green toggle under the **Include** column to include or exclude the line item when adding the *Special Handling* section.
3. Click in the **Special Handling** selection box.
4. Click the **Add to Included Lines** button. The SAP Business Network inserts the *Special Handling* section under the line items to which you wish to add special handling charges (e.g., environmental fees or special packaging).





continued

Enter values

Review parts of the invoice
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Edit and resubmit invoice
Create a credit memo

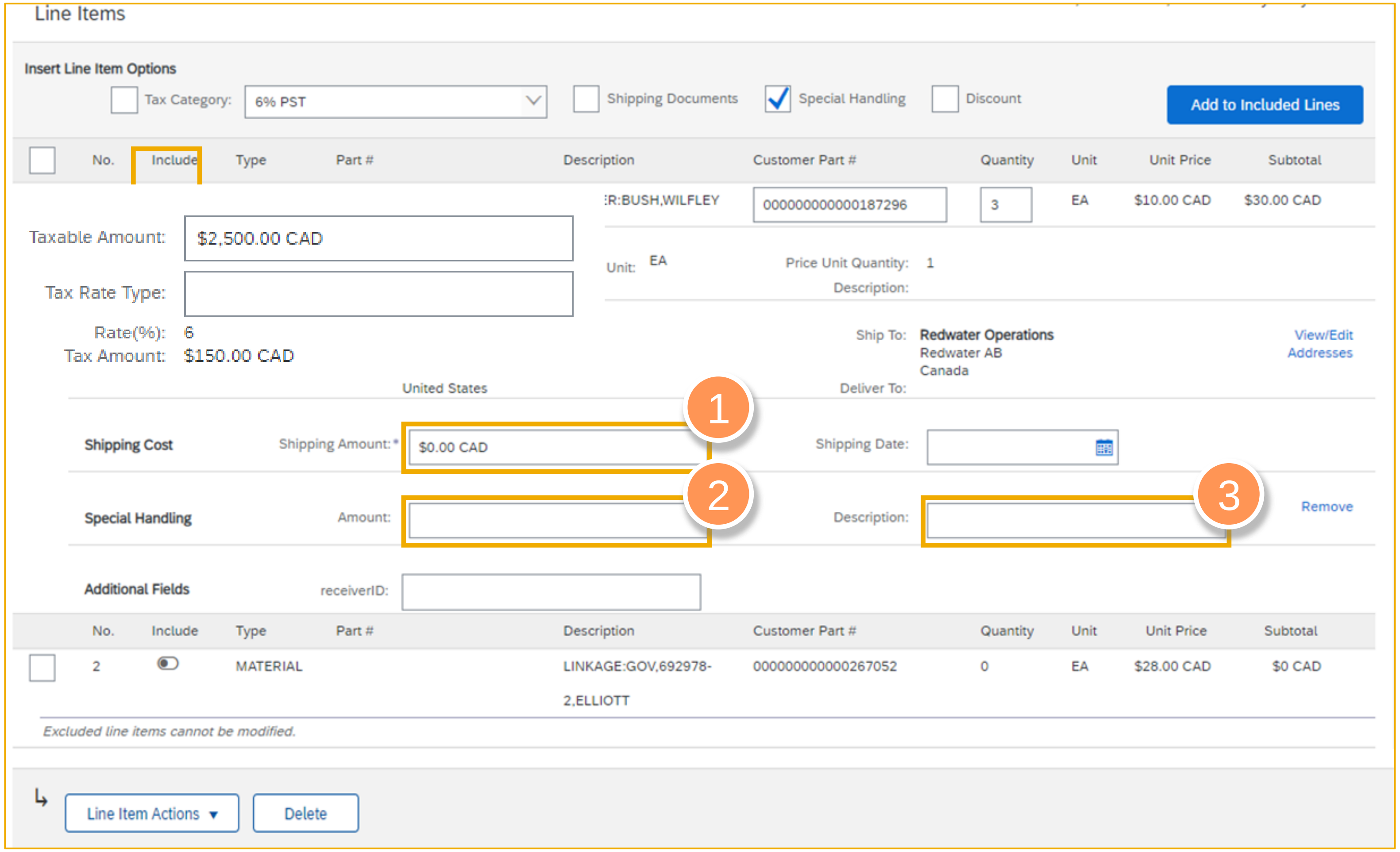
Add additional charges at the line item level (2 of 2)

Once the appropriate sections are added to the desired line items, enter your amounts, description, and details.

5. Enter an amount into the required **Shipping Amount** field.
6. In the *Special Handling* section, enter the desired amount in the **Amount** field.
7. Supply a description of the charge in the **Description** field.

Note: If the additional charges are taxable, remember to adjust the taxable amount.

Where you make this adjudgment depends on if you added tax at the Header or Line item level.



Return to previous page

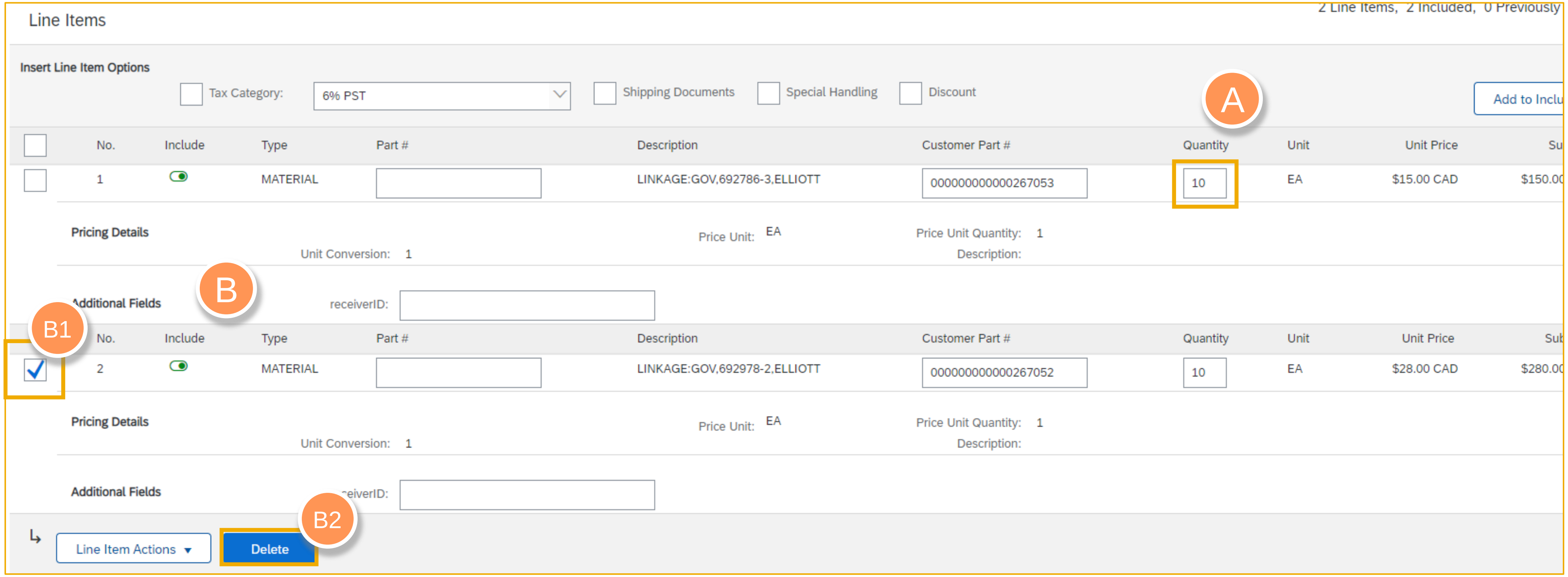
Adjust quantity

If you do not wish to invoice for all items on a purchase order, you may adjust the quantity in two ways:

A. Adjust the line item’s amount in the **Quantity** field, or

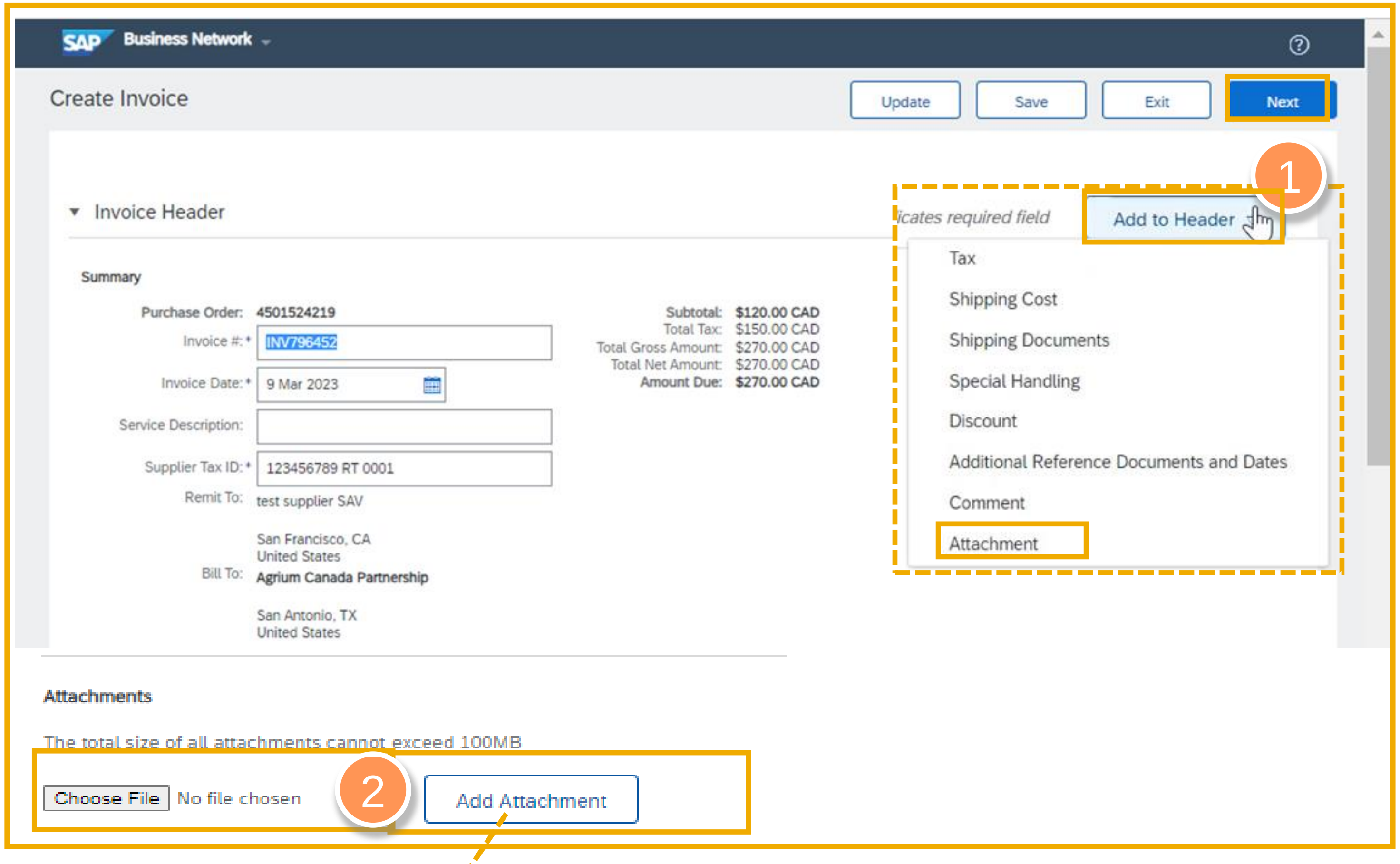
B. Delete the entire line:

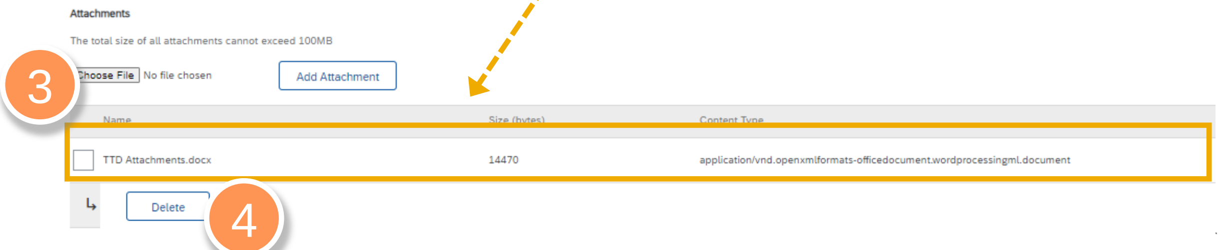
   1. Click the selection box to indicate which line you wish to delete.
   2. Click the **Delete** button.



Add attachments at the header level

1. Click **Add to Header** and select Attachment
2. Locate the added section and complete the fields.
   - Choose the applicable tax invoice.
   - Select Add Attachment.
3. You will now see the document name, size, and file type added to the invoice.
4. If you need to delete it, select the document and click delete.





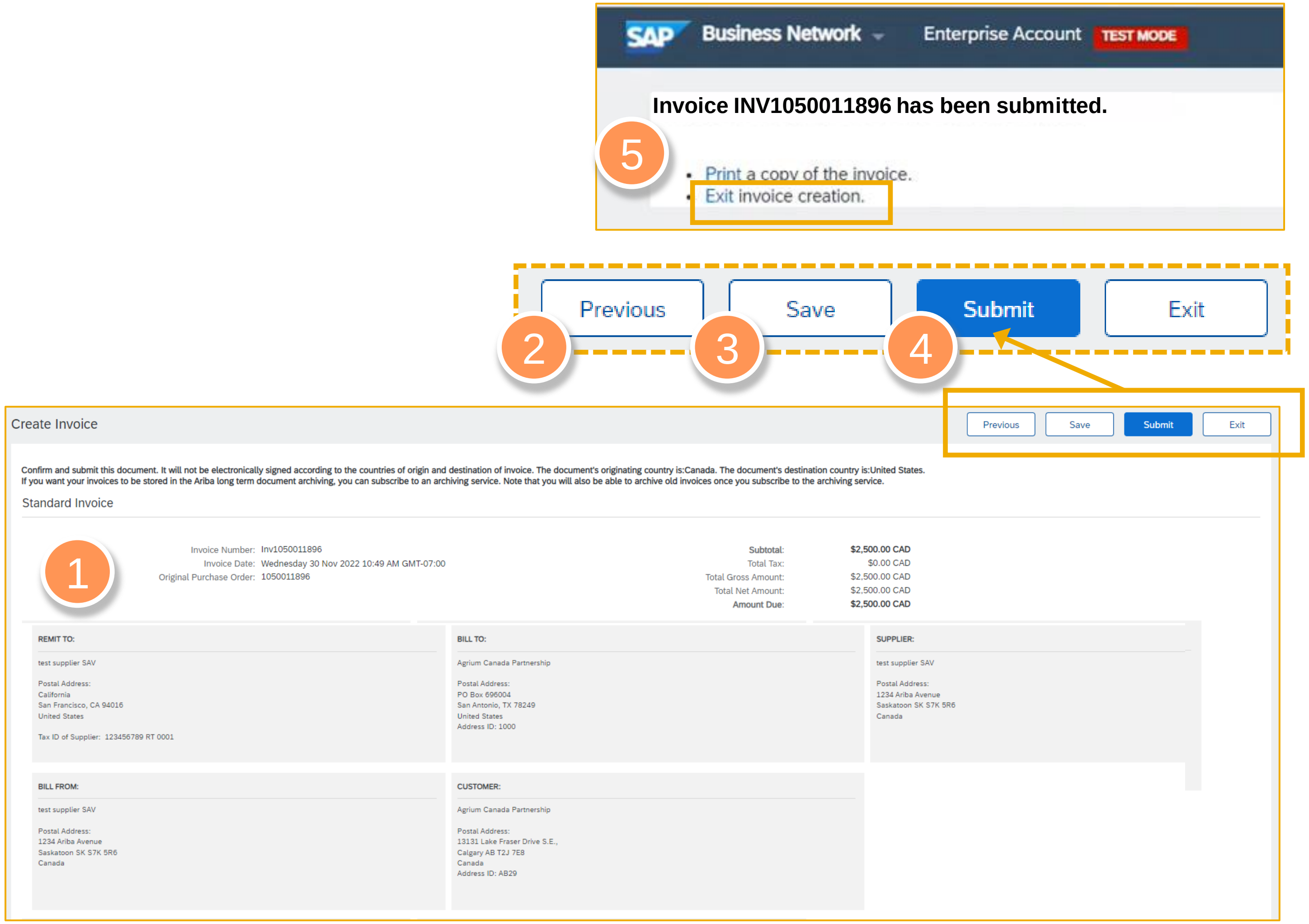
Review, save, or submit to customer

After you have performed your edits and clicked the **Next** button to advance to the *Review* page, you have options to complete the task, make changes, or save and return to the draft.

1. Review the summary page.

Choose one of the following options:

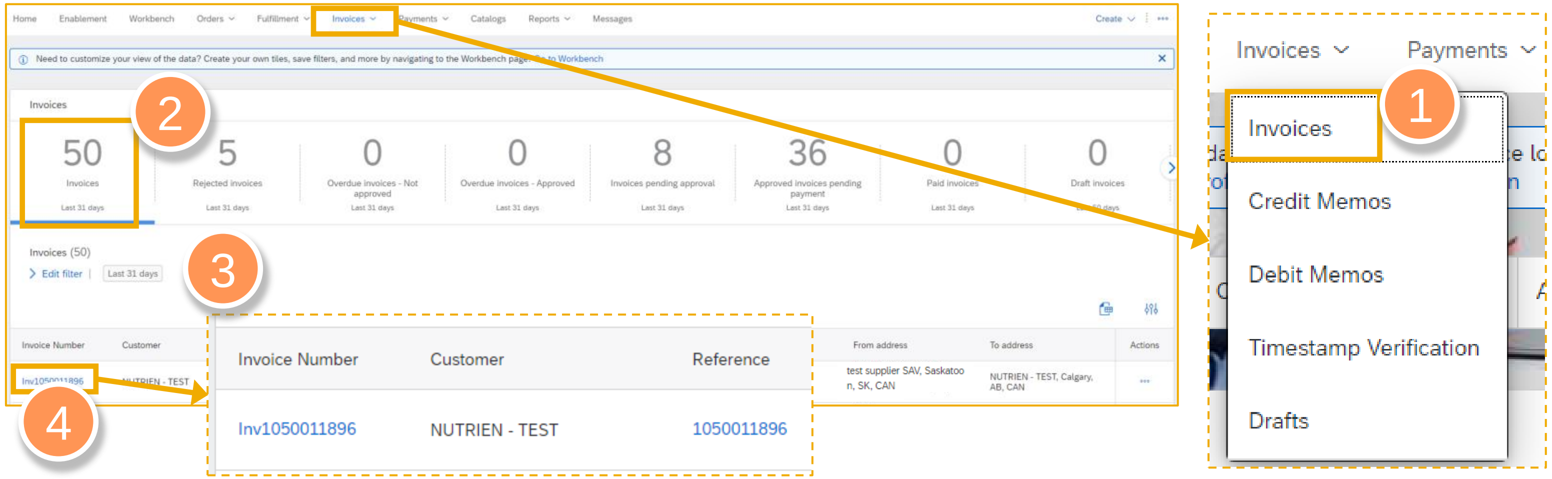
2. To make changes, select **Previous**.
3. **Save** your invoice at anytime during invoice creation to work on it later.
4. If no changes are needed, click **Submit**.
5. Click **Exit Invoice Creation** to return to the *Order Detail* screen.

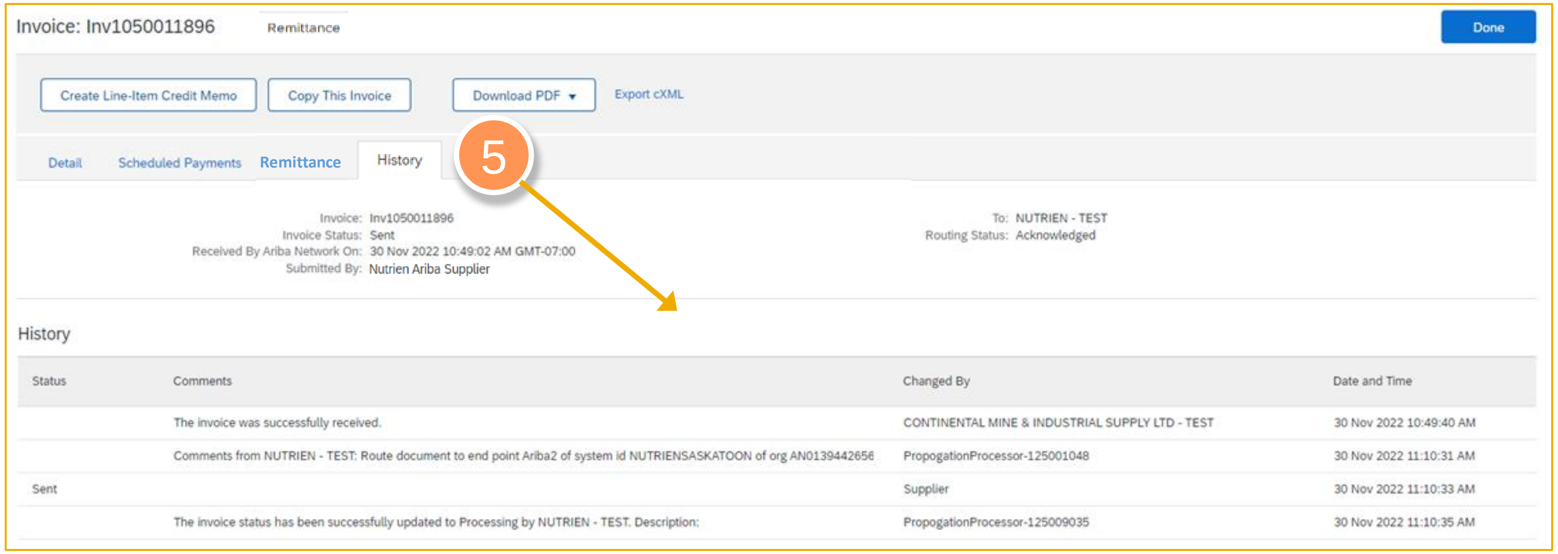


Search for invoices

Follow the steps below to access invoices:

1. Navigate to the Invoices menu and select **Invoices** from the menu.
2. Click the **Invoice** tile to display a list of invoices on the screen.
3. If you need help locating the Invoice, click **Edit filter** and search by the appropriate criteria.
4. To open the Invoice, click the blue link in the Invoices column.
5. Click the *History* tab to view status details and invoice history. (e.g., Status, Comment, Changed by, and Date and Time history).





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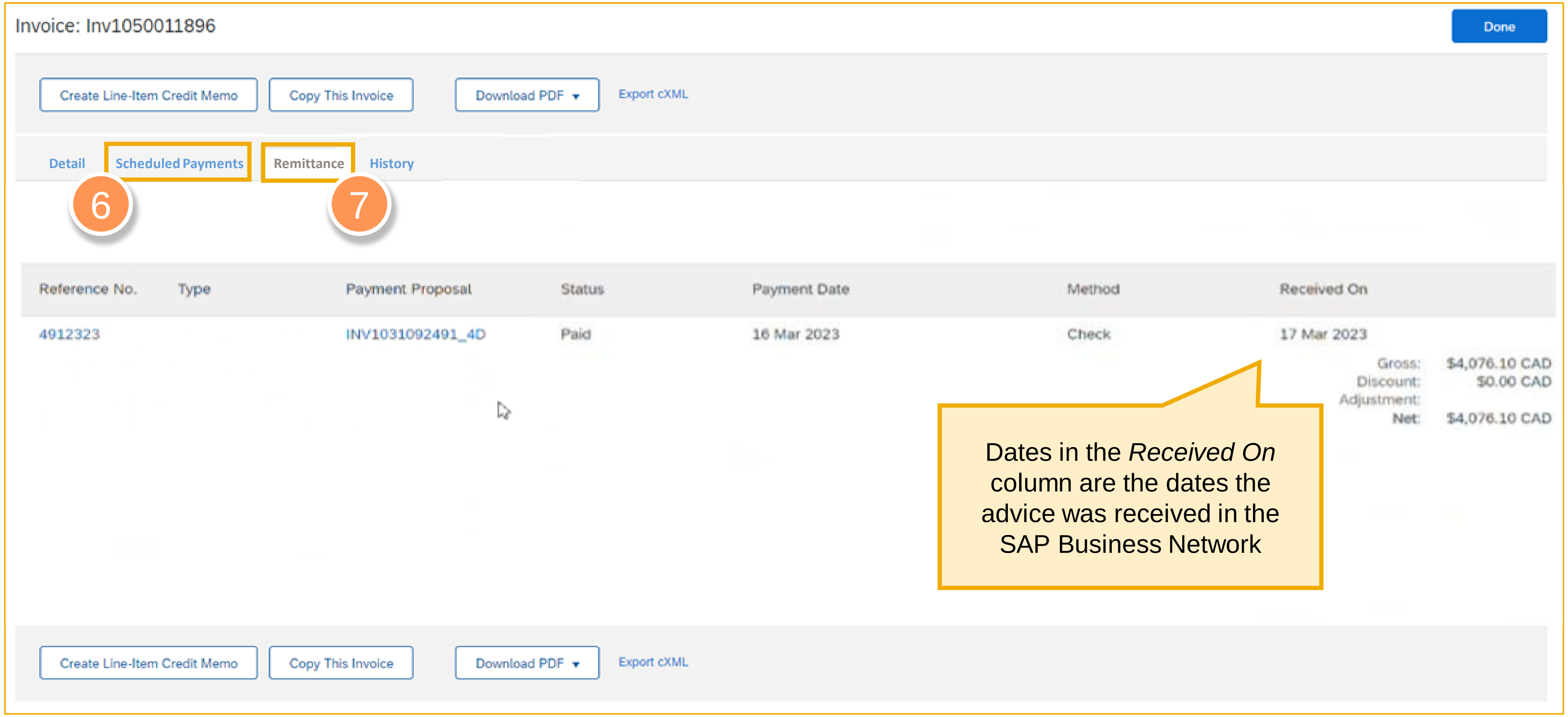
Edit and resubmit invoice
Create a credit memo

Review detail, scheduled payments, and remittances

If you need instructions on how to find the invoice, see Search invoices.

1. Click on the **Scheduled Payments** tab to see detailed scheduled payment notifications for invoices in Oracle and SAP ECC.
2. Click on the **Remittance** tab to check payment information once payments have been processed.

Note: This functionality is not available for S4/HANA Purchase Orders (PO series that begin with 55).



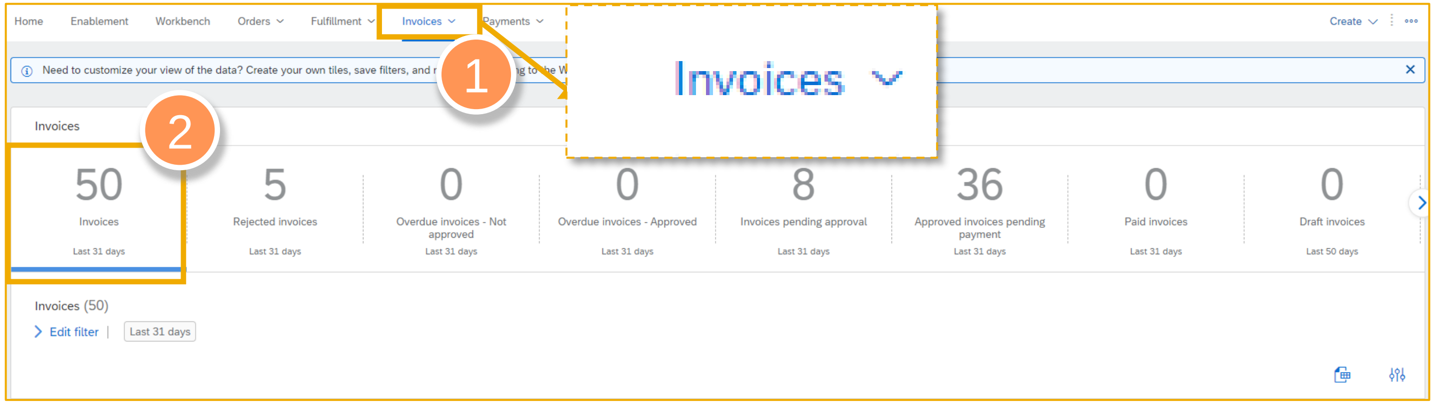
Edit and resubmit an invoice (1 of 2)

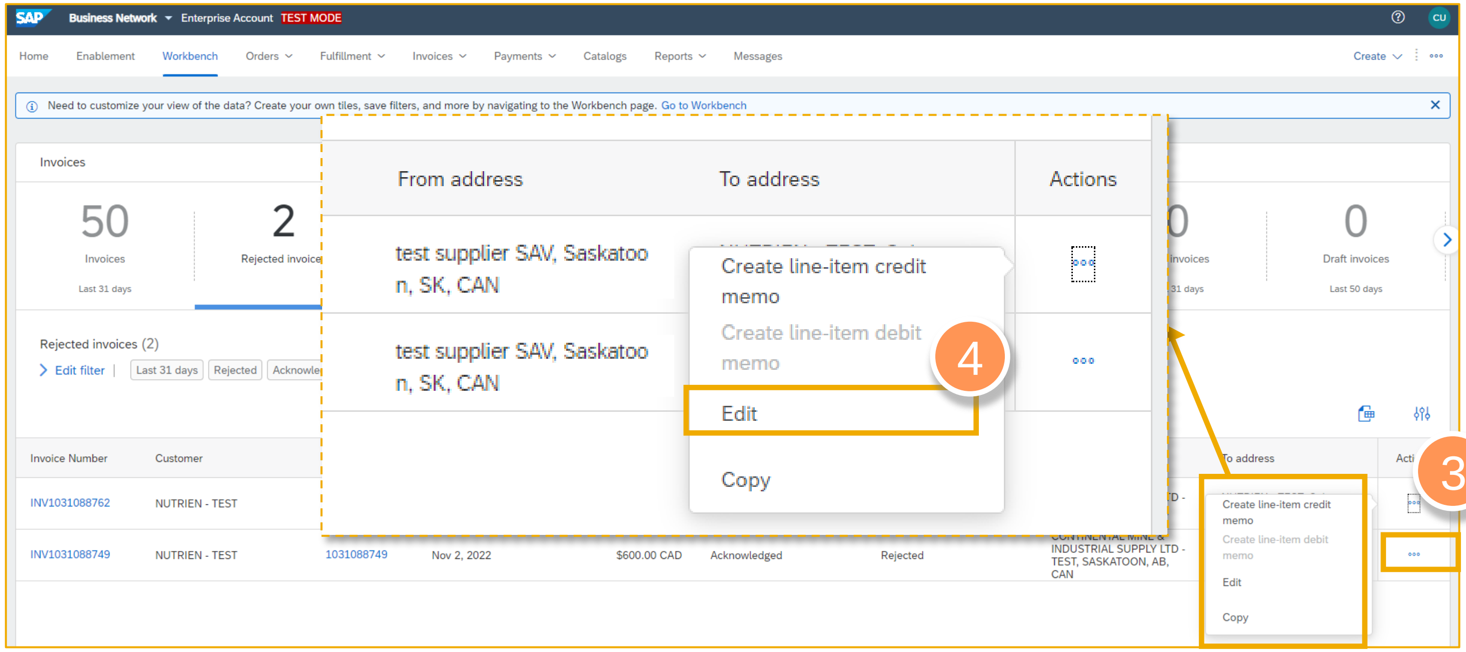
1. Navigate to the Invoices menu and select **Invoices** from the menu.
2. Click the **Invoice** tile to display a list of invoices on the screen. .
3. To edit the rejected invoice you want to resubmit, locate it in the list and click the ellipses menu (. . .)
4. Select **Edit** from the list of options..

NOTE: Only Rejected invoices can be edited.

Continue to Steps 5-8

Adjust invoice details





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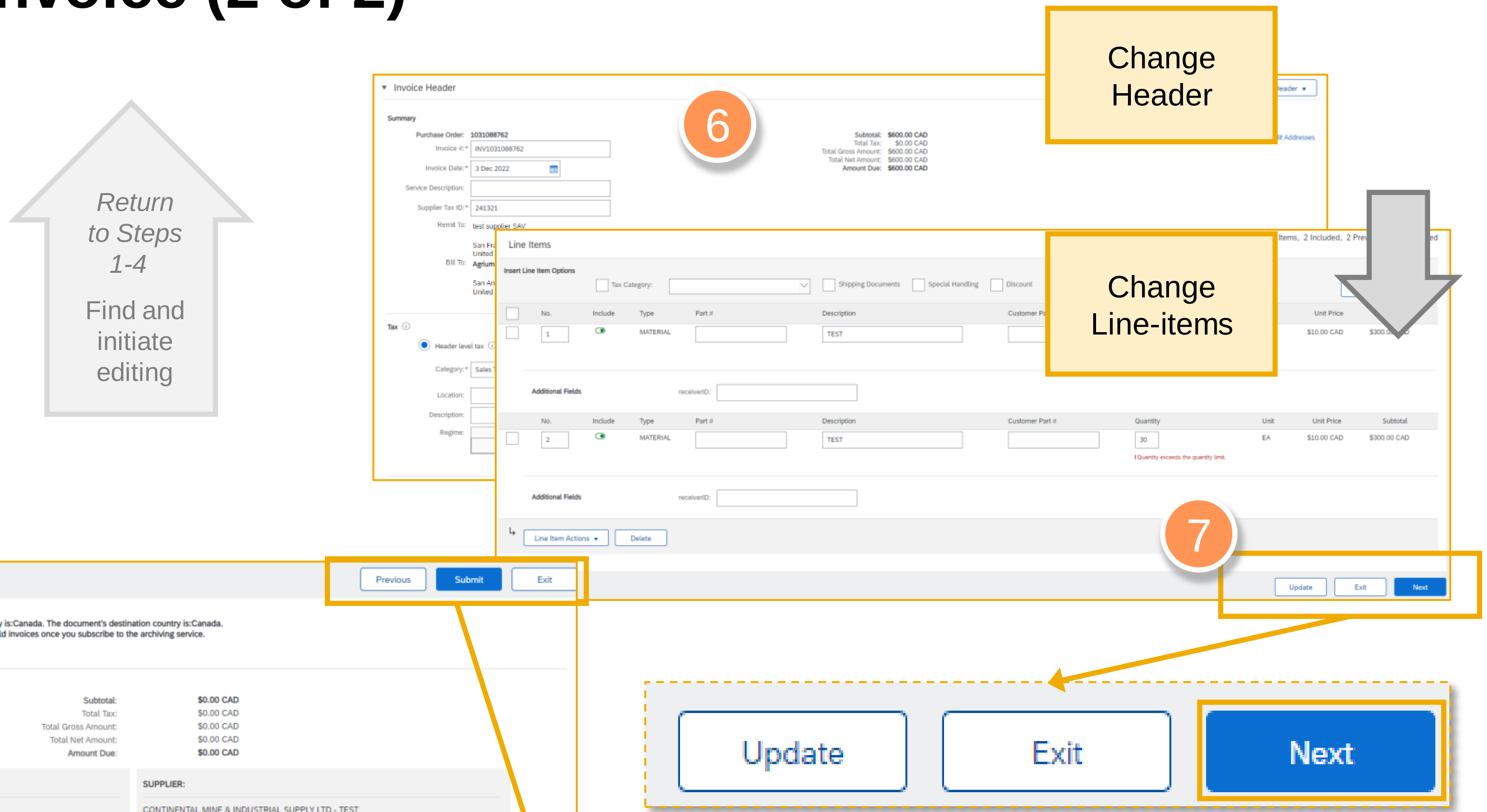
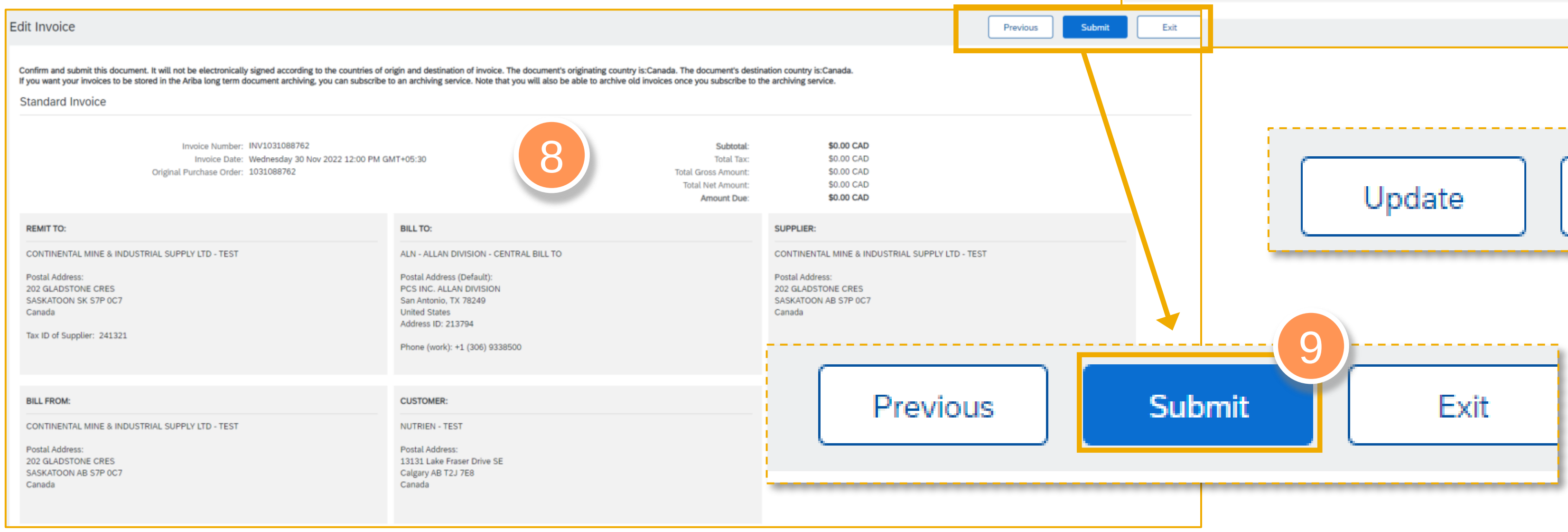
Edit and resubmit an invoice (2 of 2)

5. Enter the appropriate reference into the *Header* and *Line-Items* areas.
6. When completed, click **Next.**
7. Review your changes on the summary page.
8. Click **Submit**.





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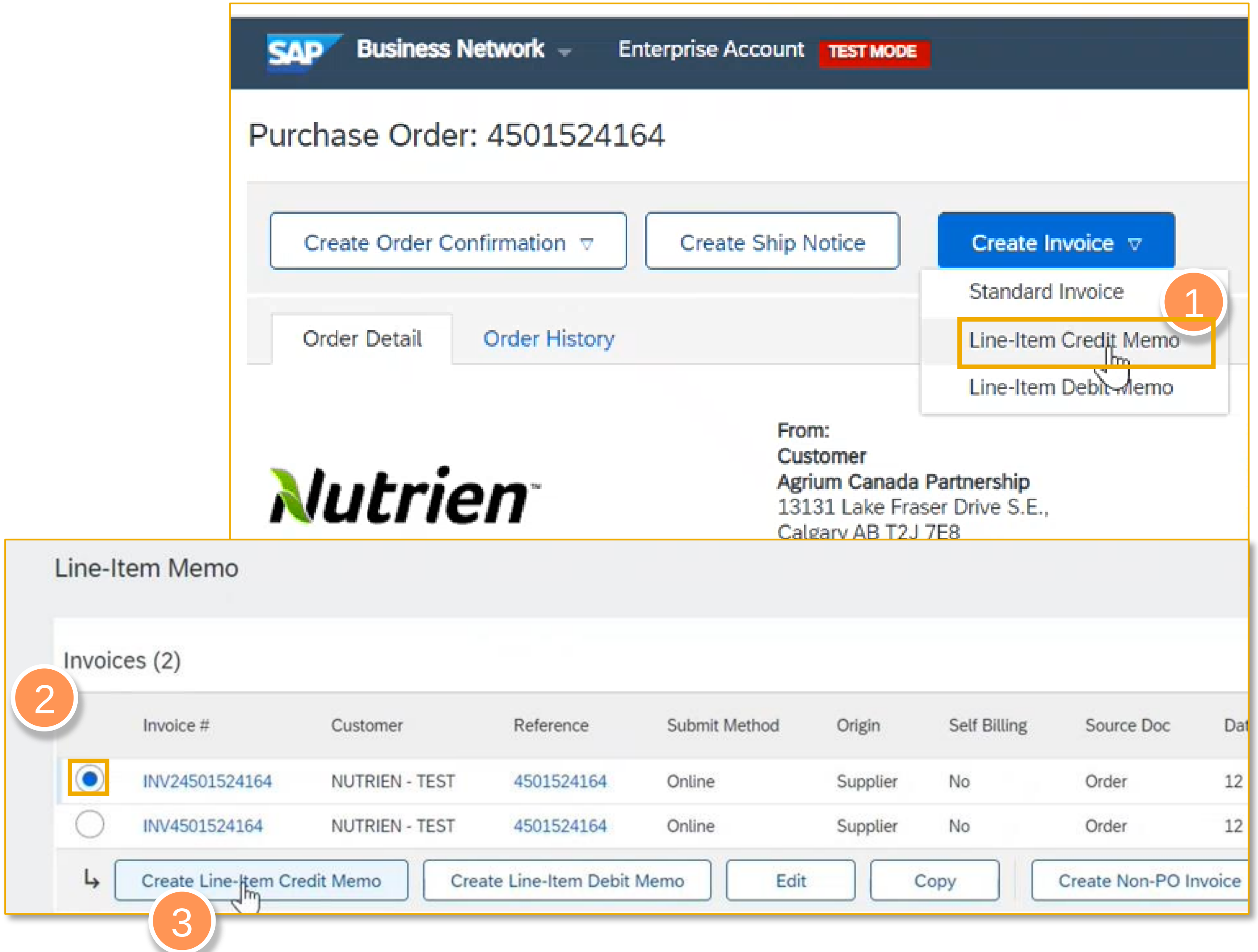
Create a credit memo (1 of 2)

1. From the *Order Detail* screen, select **Line-Item Credit Memo** from the *Create Invoice* menu.
2. Select the desired invoice
3. Click the **Create Line-Item Credit Memo** button to advance to the *Create Line-Item Credit Memo* screen.

Continue to steps 4-8

Enter Credit Memo details



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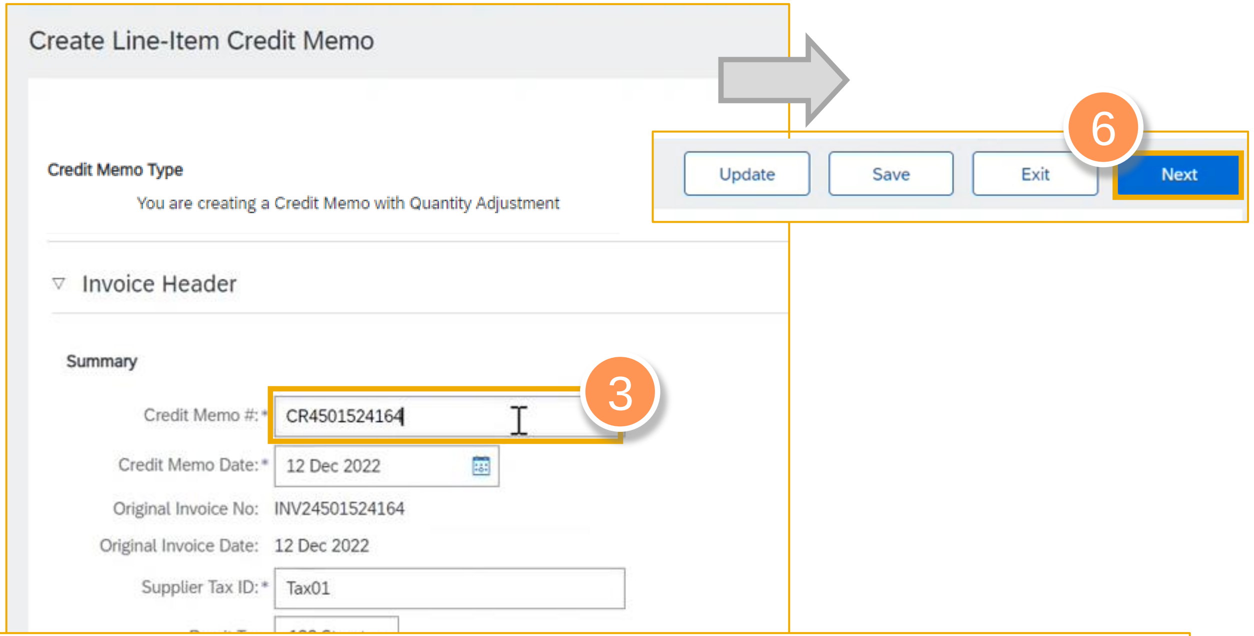
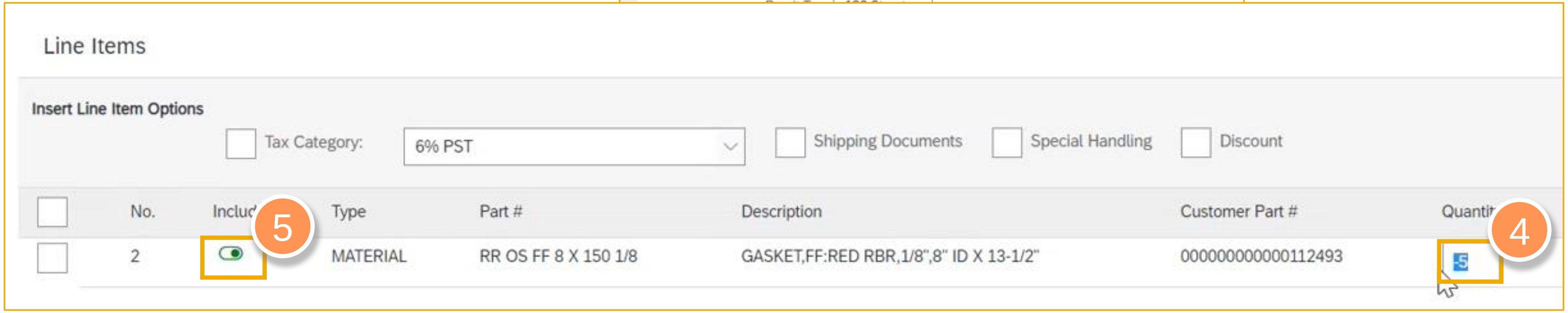
Create a credit memo (2 of 2)

4. Enter the appropriate reference into the **Credit Memo #** field.
5. Scroll down to the *Line Items* section and adjust the **Quantity** if needed.
6. Locate lines you do not wish to issue a credit against. Deselect the **Include** toggle to ensure they are not included.
7. Click the **Next** button and review your results.
8. Click the **Submit** button to complete the task

Return to Steps 1-3

How to access the *Create Line-Item Credit Memo* screen





Downloading Invoice Reports (1 of 2)

The SAP Business Network Reports provide additional information and details on transactions from the Network in a comprehensive format.

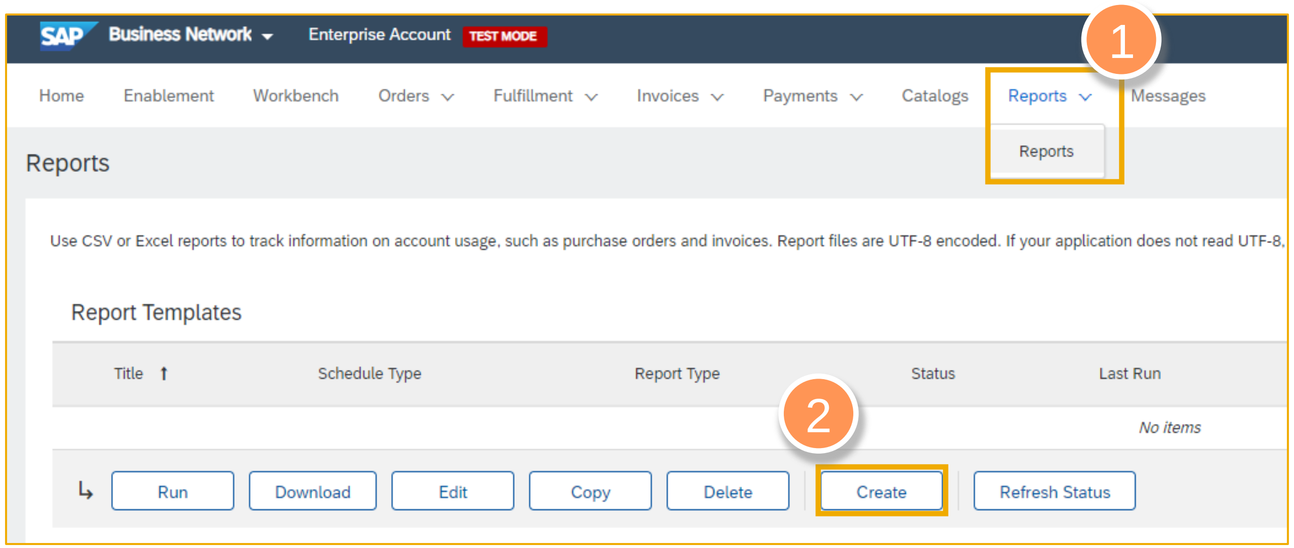
- **Reports** provide detailed information on invoices sent on the SAP Business Network. This report is useful when tracking:
  - Individual invoices over time or
  - Overall invoice volume for a period of time.
- **Failed Invoice reports** provide details on failed and rejected invoices. These reports are useful for troubleshooting invoices that fail to route correctly.
- Reports can be created by Administrator or User with appropriate permissions.
- **Bronze** (and higher) members may choose **Manual** or **Scheduled** reports. Set scheduling information if **Scheduled** report is selected.

1. On the **Home Page**, click the **Reports** menu and select **Reports.**
2. Click **Create**.

Note: For more detailed instructions on generating reports, refer to the SAP Business Network Transactions Guide found on the HELP page of your account.

continued

Enter report setup information

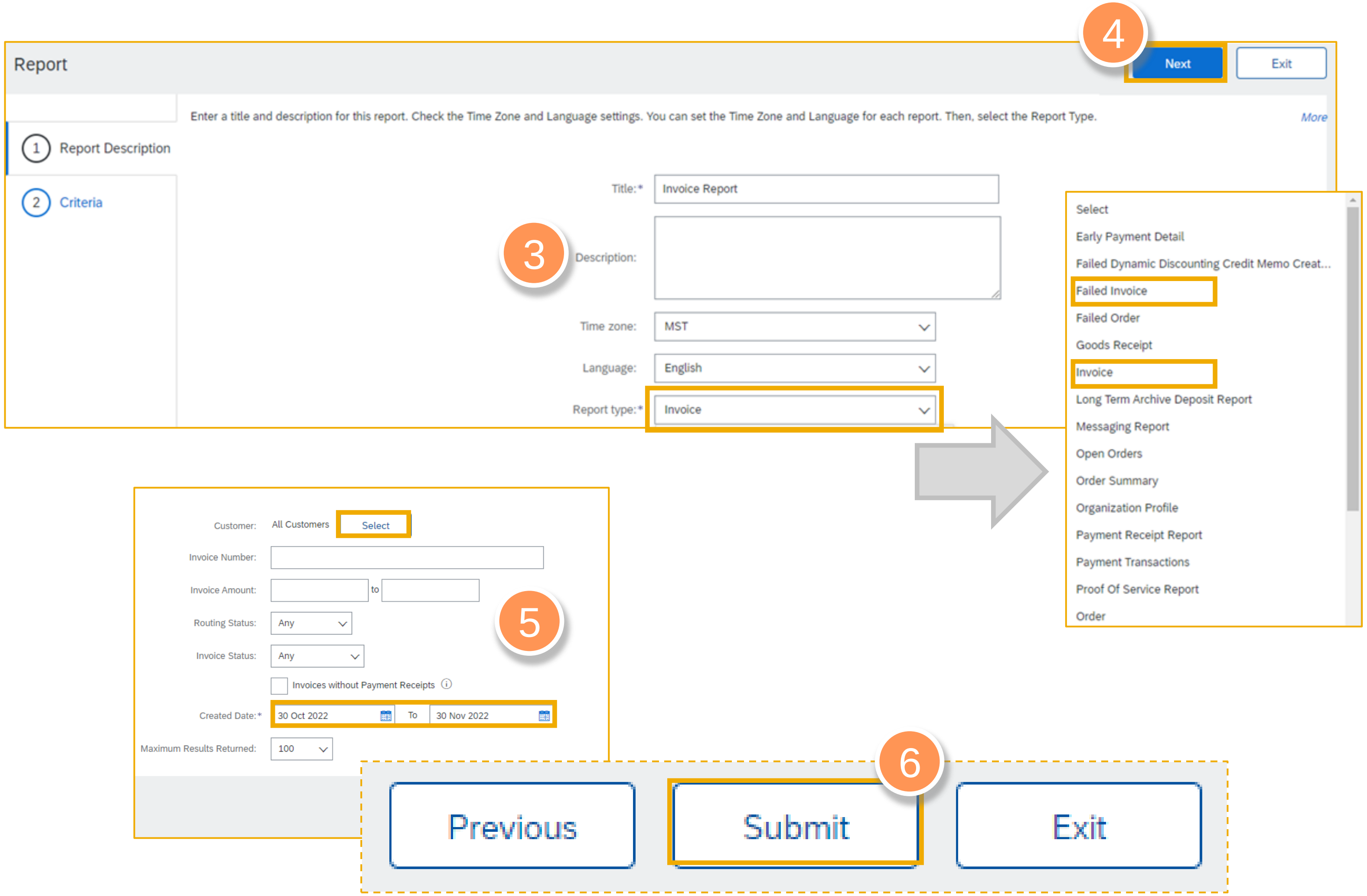


Downloading Invoice Reports (2 of 2)

3. Enter required information. Select **Report Type** drop down menu — **Failed Invoice** or **Invoice**.
4. Click **Next**.
5. Specify **Customer** and **Created Date** in Criteria.
6. Select **Submit**.

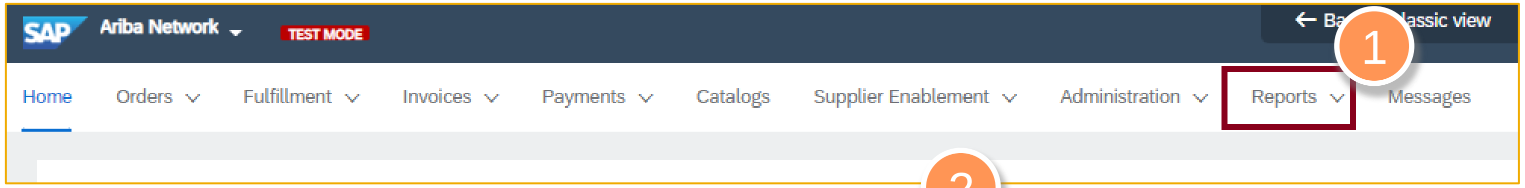
Note: You can view and download the report in CSV format when its status is processed.

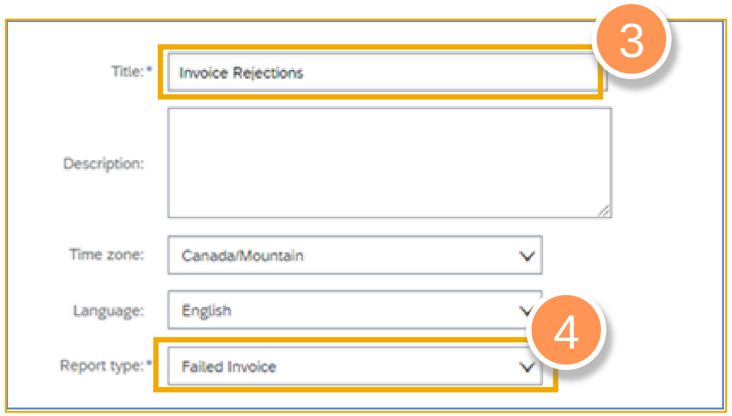
> It is essential for Suppliers to monitor rejected invoices. You can use the Failed Invoice report for this task. Please note that the failed invoice report has a date restriction of a one-week time range.

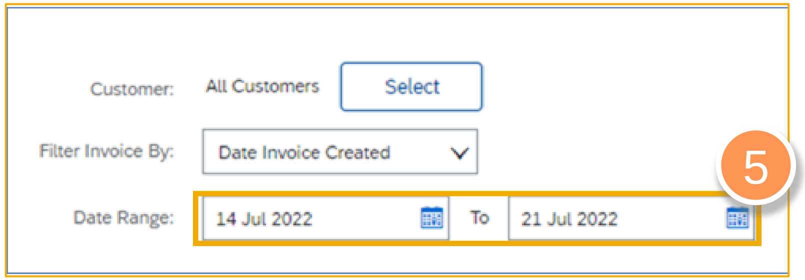


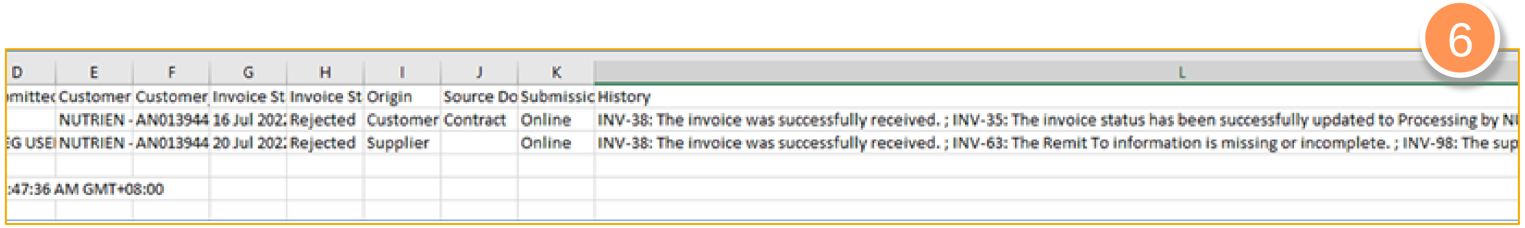
Monitor Rejections

1. Click the **Reports** tab to access the reporting function.
2. Click **Create.**
3. Enter the desired **Title** for your report.
4. Select “Failed Invoice” from the **Report Type** menu.
5. Select a date range. The Ariba software will only produce a failed invoice report for a 1-week time range.
6. Review the report that generates to see the error message for each invoice.









Pre GoLive Customer Support

Supplier Support During Deployment

SAP Business Network Registration or Configuration Support

- Send a request for help to the SAP Business Network Enablement Team
  - Registration / Account Configuration
  - Supplier Fees
  - General SAP Business Network Questions

Nutrien Enablement Business Process Support

- Please reach out to your Nutrien Supplier Enablement Coordinator for business-related questions.

Nutrien Supplier Information Portal

- Find your supplier information portal HERE.

Post GoLive Customer Support

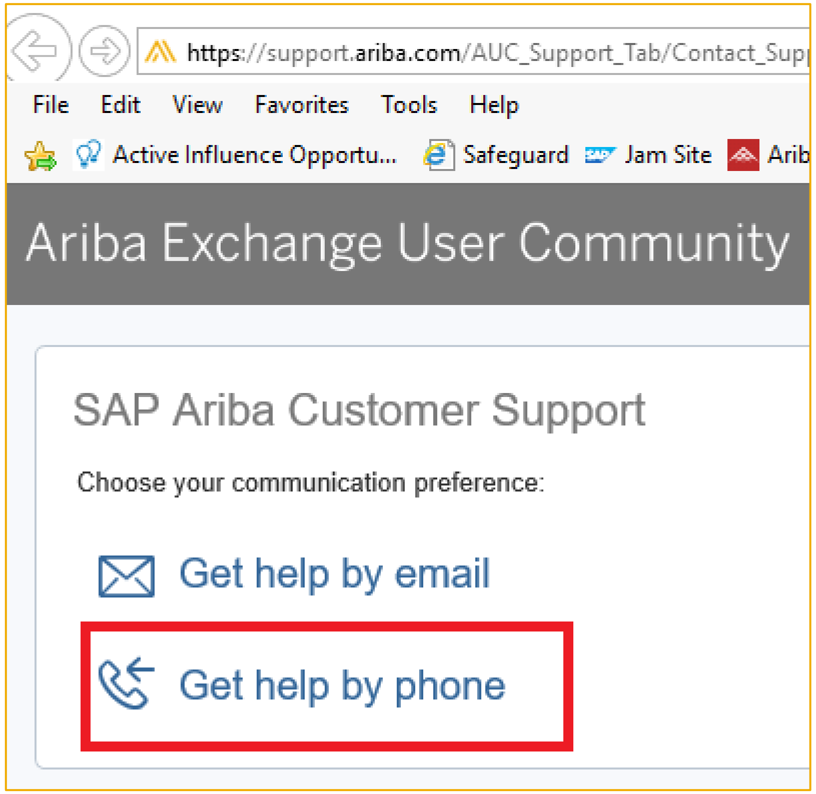
Supplier Support Post GoLive

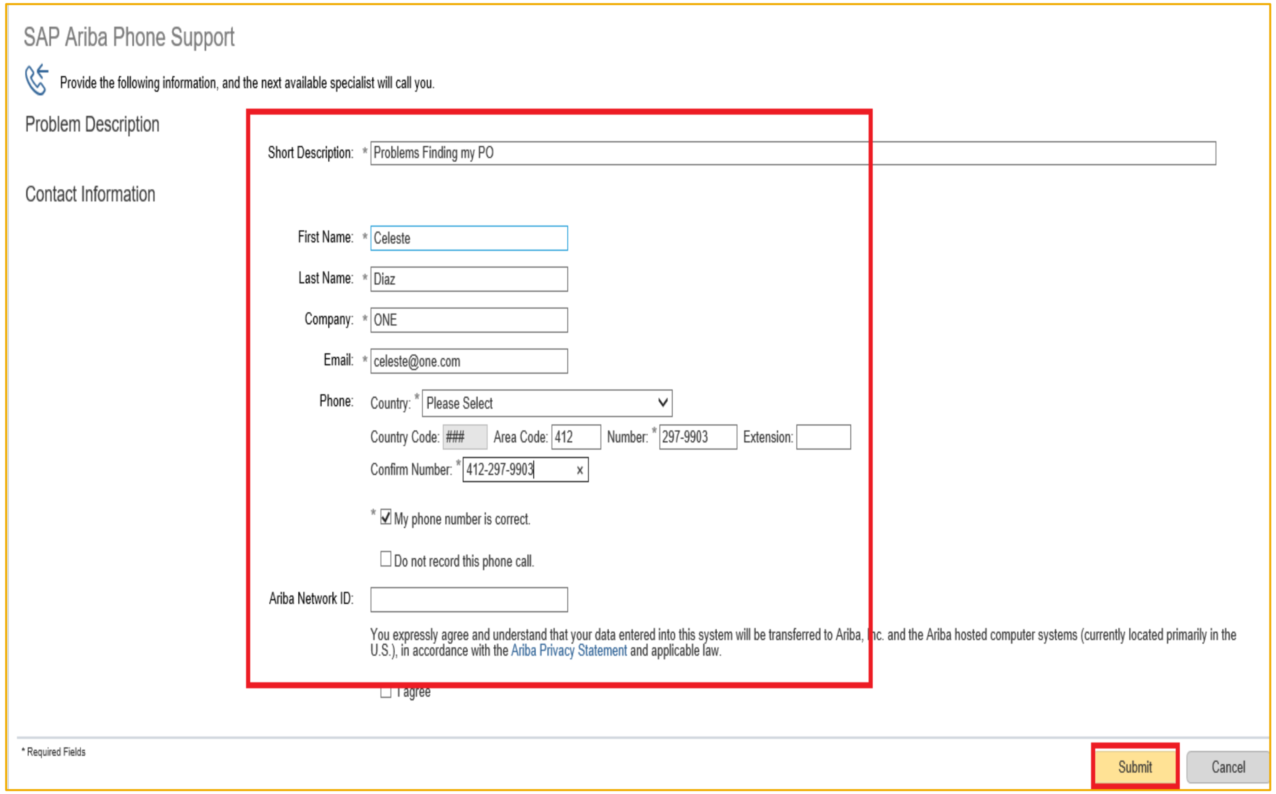
SAP Ariba Global Customer Support

- Click here to receive customer support by phone or email.

Nutrien Sustainment Support

Remember you can also go to your Buyer for help. Please review Sustainment options here.

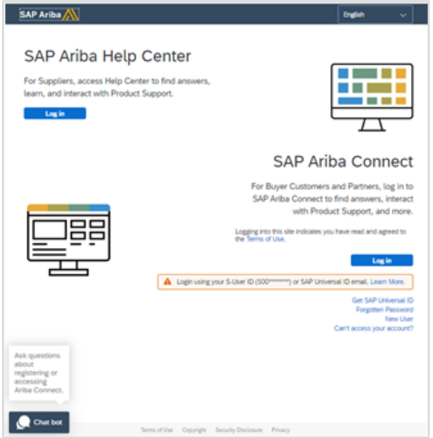




Pre GoLive Customer Support
Post GoLive Customer Support
Useful Links
SAP Business Network Help Center

Useful Links

SAP Ariba Help Centre and SAP Ariba Connect

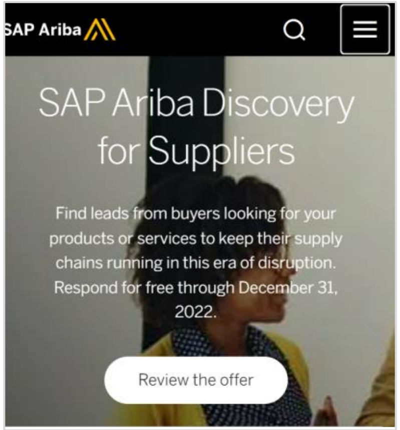


- If you need assistance, please contact the SAP Ariba Support Team to speak directly to the representative for your SAP Business Network
- https://connect.ariba.com/anfaq.htm

SAP Cloud Statistics and Network Notifications

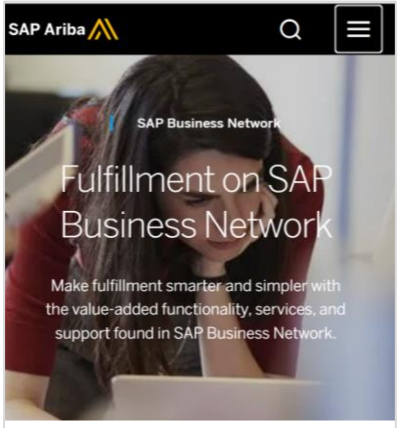
- Detailed information and latest notifications about product issues and planned downtime - if any - during a given day
- http://trust.ariba.com

SAP Discovery



- https://www.ariba.com/ariba-network/ariba-network-for-suppliers/selling-on-ariba-network/sap-ariba-discovery

SAP Business Network Overview



- https://www.ariba.com/ariba-network/ariba-network-for-suppliers/fulfillment-on-ariba-network

SAP Business Network Help Center