



SAP Business Network Supplier Guide Add-On

Your companion guide for transacting with Cargill

Welcome!

Welcome to SAP Business Network! You are now part of a global network of 4 million companies. Leading businesses like yours have leveraged their SAP Business Network Accounts to grow their business, improve operational efficiencies, and deliver a better experience to their customers.

Your Supplier account has been designed to make transacting with your customers as easy as possible. To get started and trained on how to use your SAP Business Network Account with Cargill, please follow the steps below:

1



Visit our Cargill Supplier Central Page

Learn how to set up and operate your Supplier account. Please review the available demos that are catered to Cargill's specific transaction rules. The videos will walk you through the different document types that can be sent to Cargill.

2



Review the specifics of transacting with Cargill

Make sure to read through the present document to become familiar with all business specific actions and requirements set up by your customer. This document will help you transact successfully with Cargill. Also, be sure to visit the Cargill Supplier Information Portal for more information. It can be found [HERE](#).

We look forward to helping you transact on Ariba® Network!



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CARGILL'S PROJECT SCOPE

This section specifies which documents will be transacted through SAP Business Network. Some of them will be mandatory, others will simply be available if relevant.

Supported Documents For this SAP Business Network relationship	Not Supported Documents For this SAP Business Network relationship
<ul style="list-style-type: none">• Purchase Orders POs from Cargill will be sent through SAP Business Network• Purchase Order Confirmations Apply against a whole PO or line items• Service Sheets Apply against a PO referencing a service line item• Invoices Apply against a whole PO or line items<ul style="list-style-type: none">○ Partial Invoices○ Service Invoices Invoices that require service line item details• Item Level Credit Invoices/Credit Memos Quantity adjustments	<ul style="list-style-type: none">• Summary or Consolidated Invoices Apply against multiple POs• Invoicing for Purchasing Cards (P-Cards) An invoice for an order placed using a purchasing card• Duplicate Invoices A new and unique invoice number must be provided for each invoice; duplicate invoices will be rejected unless resubmitting a corrected invoice that previously had a failed/rejected status on AN• Paper Invoices Cargill will no longer accept paper invoices and requires invoices to be submitted electronically through SAP Business Network• Non-PO Invoices Against a PO not received through AN• Contract Invoices Against contracts• Header Level Credit Memos Price/quantity adjustments at the header level

ACCOUNT SET UP

This section covers what needs to be set up in the SAP Business Network account as minimum requirements to successfully transact with Cargill.

Please make sure you complete at least the following chapters of the *Account Administration* section on the [Supplier Training Page](#).

- Complete your profile
- Configure your email notifications
- Configure your enablement tasks
- Configure Electronic Order Routing method and notifications
- Configure Electronic Invoice Routing method and Tax Details
- Configure your Remittance Information and payment methods
- Set up a test account (optional)

Notes:

1. If your ANID is updated please contact CSSP_NASUPPLIERENABLEMENT@CARGILL.COM, so that the necessary change can be made.
2. For steps and criteria to downgrade from Enterprise to Standard, please click [HERE](#).
3. If you want to switch the admin account can check [HERE](#).

TRANSACTIONING ON SAP BUSINESS NETWORK

This section mentions the specifics of transacting with Cargill on SAP Business Network once your account has been set up. To locate your transaction rules specific to transacting with Cargill, click [HERE](#). These instructions will direct you to that section of your account.

PURCHASE ORDER Specifics

This section mentions any specificities regarding Purchase Orders sent by Cargill through SAP Business Network.

- If a purchase order has a status of FAILED in your account, please be sure to address the failure reason (invalid email address in Electronic Order Routing section or an OOTO reply) and resend the PO before invoicing. You can always resend a PO which was not sent to your email address by clicking the *Resend* button. You can find more information [HERE](#) on how to address a failed PO and how to resend the order.

Notes:

1. Always keep your email notification update. You can find more details [HERE](#). Only the Account Administrator can perform these changes.
2. Service POs invoices with a failed status will have issues, you need you fix the failed status to avoid any invoice issue.
3. If it's not possible to fix the failed status, please create a Support Case. You can find more details [HERE](#).
4. If you cannot locate a PO on the SAP Business Network, make sure your account is not suspended, otherwise please contact: CSSP_NASUPPLIERENABLEMENT@CARGILL.COM

PO CONFIRMATION Specifics

This section mentions any specific transaction rule that should be observed by Suppliers regarding purchase order confirmations.

- You are required to send order confirmations for material orders.
- You are required to send order confirmations at the header and line-item level.

Notes:

1. Any rejection line in the PO would not be able to be invoiced.
2. If you have confirmed your PO and then there is a price change, please reconfirm the PO with the revised price before submitting the invoice.
3. Please do not submit a rejection because of an incorrect price. You have the option to notify the price change by Ariba, check the below link to know how.

Please check the order confirmation video demo to send: Full, Partial or reject order confirmation to Cargill [HERE](#)

SERVICE SHEET Specifics

This section mentions any specific transaction rule that should be observed by Suppliers regarding service sheets.

- Service entry sheets will be automatically created after submitting an invoice on a service order. The service entry sheet will be in your outbox under service sheets.

- For service entry sheets Cargill allows a price tolerance of 10%. Suppliers cannot exceed the SES value more than 10% of the PO value or more than \$100 USD.

Notes to invoice SERVICE Purchase Order:

1. Please do not edit more fields than: Invoice reference #, quantity (amount you want to invoice) and tax if applicable.
2. For Service POs you can only invoice one line at time.
3. No additional charges can be added when you are creating your invoice such as: freight, new lines, or others, otherwise your document will be rejected by default. You would need to contact your purchasing agent to request the PO update.
4. If there is not enough funds, please contact your purchasing agent to request the PO update.
5. If there is no service ID updated in the PO, your Service Sheet can be rejected by default. Please contact your purchasing agent to update the Service ID in the PO to avoid any invoice issues.
6. Your service PO should have the same quantity and amount (Price should be "1") always. Otherwise, you would need to contact the purchasing agent to fix the PO and avoid invoice issues.
7. If your invoice is rejected because of: "Tax is paid by Cargill – no tax should be on invoice", please request the certification exempt form to the purchasing agent in the PO.
8. Don't attached document name with special character, example: "%".
9. Please don't exceed the reference invoice # with more than 16 characters.
10. If you have a PO with services and material lines, you can invoice the material lines together at one time and then the service line should be invoiced separately on another invoice to avoid issues with your invoice.

Please check the Service Order invoice demo [HERE](#) to send: Full or partial invoices to Cargill

INVOICE Specifics

This section mentions any specific transaction rule that should be observed by Suppliers regarding invoices.

- **Tax data** is accepted at the header level or at the line-item level of the invoice.
- You are permitted to future date invoices by 10 days.
- You are not permitted to backdate invoices.
- You are not permitted to submit discount amount.
- Double taxes are not permitted.
- Do not enter more than 140 characters in the comment section.

Notes to invoice MATERIAL Purchase Order:

1. Please don't exceed 16 characters in the invoice number field.
2. If you receive an error message stating: "You can't create invoices for items where pricing is not final", the PO needs to be updated. Please contact the Purchasing Agent to fix the PO and allow you to invoice.
3. If your PO blocks you from invoicing due to a "ERS" issue, then the PO needs to be fixed, please contact the Purchasing Agent to fix the PO and allow you to invoice.
4. If your invoice is rejected because of: "Tax is paid by Cargill – no tax should be on invoice", please request the certification exempt form to the purchasing agent.

5. If you have a PO with services and material lines, you can invoice the material lines together at one time and then the service line should be invoiced separately on another invoice to avoid issues with your invoice.
6. Don't attached document name with special character, example: "%".
7. A quantity line rejection on the order confirmation will block the invoice submission. Quantity or line needs to be reconfirmed to allow submit the invoice.
8. Once you are transacting on the SAP Business Network, please do not send any pdf invoice by email.

Please check the Material Order invoice demo [HERE](#) to send: Full or partial invoices to Cargill.

CREDIT MEMO Specifics

This section mentions any specific transaction rule that should be observed by Suppliers regarding credit memos.

- You cannot credit more quantity than you invoiced.
- You cannot credit only the tax; you will need to credit the entire invoice and then reinvoice without tax if is required.
- You are not permitted to submit header level credit memos, only line level.
- You are permitted to create quantity adjustment credit memos at the line-item level.

Notes:

1. Please ensure to include the original invoice # for which CM is submitted.
2. Credit memo only allows for quantity adjustment. Please make sure the unit price hasn't been changed from what you have invoiced, otherwise the credit memo will be rejected. In the case that you have a different price, please contact your purchasing agent and an updated price.
3. If you need to credit a service invoice, you can submit your credit memo. If you need to resubmit the revised invoice, please reach out to your purchasing agent to fix the PO (this applies just for paid invoices).

HELP & SUPPORT

Help with:	Scenarios	Contact:
PO master data quality	Frequent incorrect price not updated Incorrect unit of measure Incorrect description Freight missing PO with ERS Missing final price Deviation not processed	Your Cargill buyer or Purchasing Agent in your PO
Certification exempt form	Need to apply the certification exempt form	Your Cargill buyer or Purchasing Agent in your PO
Missing payments	Invoice shows as sent or approved in Ariba Network and its overdue	FSC_SupplierRelations@Cargill.com

Challenges in Ariba Network	<p>Unable to find a PO</p> <ul style="list-style-type: none"> - Have you checked status of your account in Ariba? If suspended: please check this info Help Center Content Item (ariba.com) <p>Unable to perform an Order Confirmation Unable to invoice your PO Unable to submit a credit memo Invoice shows in On Hold status</p>	cssp_nasupplierenablement@cargill.com
Catalog queries	<p>Catalog price update Any change required in Catalog</p>	NA_CatalogEnablement@Cargill.com
Discuss Payment Term Options	<p>Have a payment term request change</p>	Supplier-Info@Cargill.com
Any change in vendor master data	<p>Vendor Master data updates (company name, contact email, address, bank information, etc)</p>	NA_VendorSupport@Cargill.com

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