

Ariba Functional Training for Cargill

Cargill North America Supplier Enablement Lead
Michelle Dalfonso, SAP Ariba Network Enablement Lead



Ariba Network and Cargill's Initiative

Cargill's Procure to Pay transformation using Ariba helps you with:

Efficiency by leveraging automation to reduce errors with fewer manual and paper-based activities.



Accuracy by enabling up to date access to visibility of information and all transactions.



Best in Class by simplifying processes and decrease the time and money requires to buy and pay for goods and services



Standardization by establishing a common source-to-pay process using fewer systems



What this session is all about

- **Review transacting expectations/requirements**
- **Demo on how to transact documents electronically:**
 - Orders
 - Order confirmations
 - Invoices

NOTE: Questions regarding YOUR specific relationship with Cargill will not be covered
Any business-related questions can be directed to: CSSP_NAsupplierenablement@Cargill.com

Effective changes after go live

Purchase Order Routing:

- POs received through AN needs to be confirmed and invoiced through AN only
- **Legacy Purchase orders** : Any Purchase Orders (POs) processed prior to go live should follow the standard procedure i.e. invoices should be submitted to Accounts payable team @ CargillFSC_AccountsPayable@cargill.com
- **Blanket Purchase orders** : For the BPOs which are pending to be invoiced, Cargill will issue a new PO as replacement through AN. Please refer to the header section on the PO
- **PO Confirmations:** All confirmations must be submitted within 24 hours of PO receipt. Any challenges refer to Ariba Master guide

Invoice Statuses

- Invoices should be submitted after PO confirmation - Invoice back dating is not allowed
- Invoice submission status to be checked after 24 hours after posting
- Status reference for these descriptions are available in the Supplier Information Portal

Checklist of Required items prior to Go Live

Review Your Ariba Account Set up Video

- Streaming recording link:
 - <https://sap-se.webex.com/sap-se/ldr.php?RCID=277ff42379229673cdc5d05c7e11fd73>
- Download recording link:
 - <https://sap-se.webex.com/sap-se/lsr.php?RCID=2d93d11fa76ea3edd0041385cf554848>
- Ensure all account set up details are complete
 - I. Tax ID for US suppliers
 - II. HST and GST registration number for Canadian suppliers
 - III. Set-up PO routing/notifications: Depending on subscription level, you can customize routing preferences on a per customer basis.

Please communicate this information within your organization who are impacted by this. Should you have any questions, please route them to Cargill's Supplier Enablement Team at CSSP_NASUPPLIERENABLEMENT@CARGILL.COM

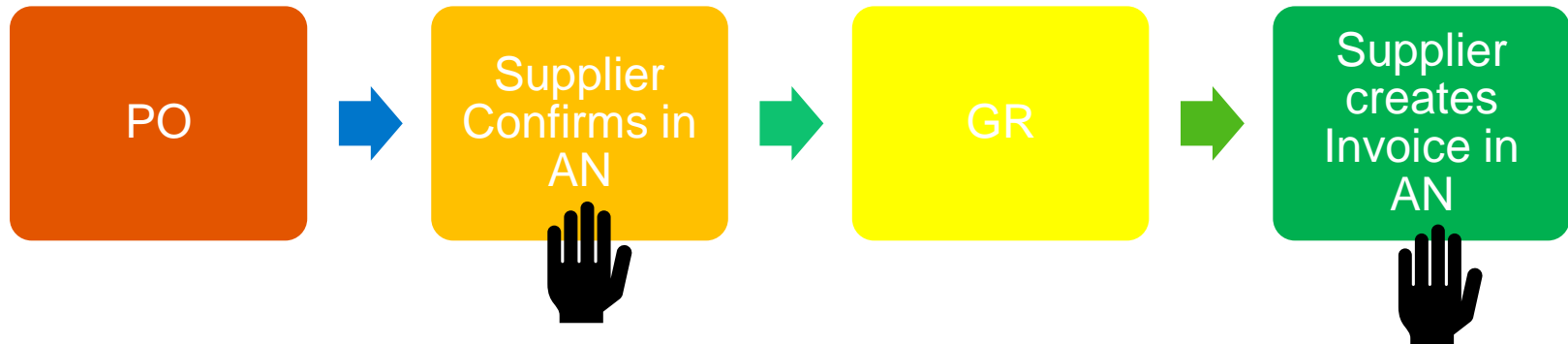
Purchase Order Types



= Supplier touch

Material Purchase Order

When receiving a Material Purchase Order, you MUST create an Order Confirmation before you are able to invoice against the Purchase Order.



Service Purchase Orders

When receiving a Service Purchase Order, you MUST create an invoice in AN which will Auto-Generate an service entry sheet in SAP against the Purchase Order. You can only add 1 Line Item per Service Entry Sheet.



Training & Resources

Cargill Supplier Information Portal

1. Select the **Company Settings** in the top right corner and then click the **Customer Relationships** link.
2. Select the **buyer name** to view transactional rules:
The Customer Invoice Rules determine what you can enter when you create invoices
3. Select **Supplier Information Portal** to view the Cargill Master Guide to learn more about transacting with Cargill.

Account Settings

Customer Relationships Users Notifications Account Hierarchy

Current Relationships Potential Relationships

I prefer to receive relationship requests as follows:

☒ Automatically accept all relationship requests ☐ Manually review all relationship requests

[Update](#)

Pending

Customer

[L](#) [Approve](#) [Reject](#)

Current

Customer

☐ Ariba Inc. [Supplier Information Portal](#)

☐ Pouliot Industries

[L](#) [Reject](#)

Company Settings

jUnitOrg - LV8b8ft...
ANID: AN02003380348
Standard Package

[Company Profile](#)

[Service Subscriptions](#)

[Account Settings](#)

[Customer Relationships](#)

[Users](#)

[Notifications](#)

[Account Hierarchy](#)

[View All](#)

[Network Settings](#)

[Electronic Order Routing](#)

[Electronic Invoice Routing](#)

[Accelerated Payments](#)

[Remittances](#)

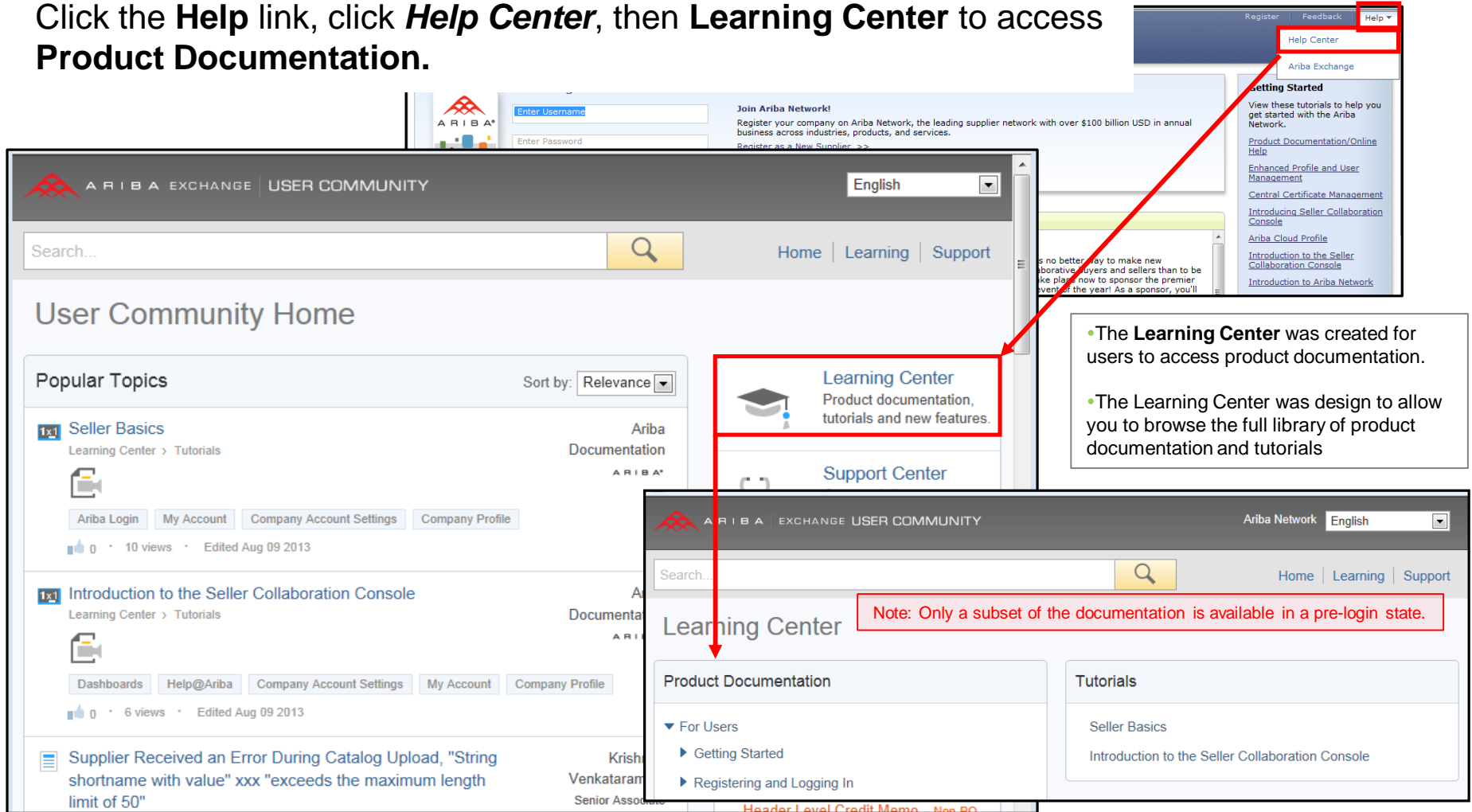
[Network Notifications](#)

Training and Resources

Ariba Network Standard Documentation

Go to: <http://supplier.ariba.com>

Click the **Help** link, click **Help Center**, then **Learning Center** to access **Product Documentation**.

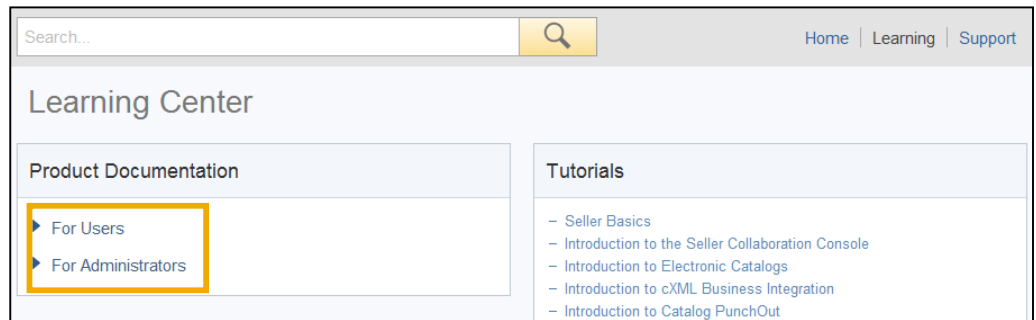
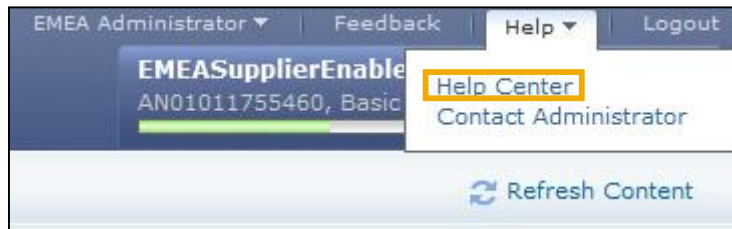


Training and Resources

Ariba Network Standard Documentation and Useful Links

Go to: <http://supplier.ariba.com>

Click on the **Help** link in the upper right hand corner of the page to access **Help Center**. In **Learning** center there is **Product Documentation** available for Users or Administrators.




Useful Links

- **Ariba Network Hot Issues and FAQs** - <https://connect.ariba.com/anfaq.htm>
- **Ariba Cloud Statistics** – <http://trust.ariba.com>
 - Detailed information and latest notifications about product issues and planned downtime—if any—during a given day
- **Ariba Discovery** - <http://www.ariba.com/solutions/discovery-for-suppliers.cfm>
- **Ariba Network Notifications** - <http://netstat.ariba.com>
 - Information about downtime, new releases and new features

Supplier Support Post Go-Live Help Center

How to Find Answer to Your Question

 Jackfruit Jones [Logout](#)

Support Center

I need help with

Start

Examples:
Prerequisites
Bidding in an auction
Importing my responses

My Open Service Requests

Cancel Service Sheet Oct 30 2017

Can't find what you are looking for? Let us help you.

Choose your communication preference:

☒ Email SAP Ariba Customer Support

☒ **Get help by live chat**

☐ Get help by phone

Search the Ariba Exchange Community for self-service help options
Use the search bar to find answers to your functional and navigational questions. Find Product Documentation, videos, tutorials, step-by-step instructions or Q&A from other suppliers, such as yourself.
Gain access to the below support options by researching your question first

Send a written request to SAP Ariba Customer Support via a short webform.
Provide Short Description, Details, and Attachment to ensure fast and accurate response. Make sure your submission is detailed, including steps to replicate. Our Target Response Time is 4 hours.

Start a live chat with SAP Ariba Customer Support
Connect to a live chat service to discuss your questions live, in writing

Let us call you: Avoid waiting on the phone.

Problem Description
Short Description:
Do you require assistance bidding in an event that closes within the next 60 minutes?
☐ Yes ☐ No

Contact Information
First Name:
Last Name:
User ID:
Company:
Email:
Phone:

Ariba Network ID:

* Required Fields

Fill in a Short Description of your issue. Fill in your personal details including a phone number you wish to be contacted at. Specify which supplier account is your question related to by specifying your User ID and/or your ANID. Hit Submit to request a callback from the next available specialist.

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Who should you contact?

- **Suppliers with questions relating to a specific PO** (such as pricing, UOM, status, or order material details) the supplier should contact the *Cargill PO Contact or Buyer*
- **Suppliers with inquiries about past due payments** from Cargill should contact *Cargill's Supplier Relations team* using the email links on Supplier Central
- **AN Suppliers support** : Email, Chat, or phone support available to you by going to the help center on the Ariba Support Portal : <http://supplier.ariba.com>. Suppliers that are struggling to navigate the Ariba Support Portal can use this link for direct connectivity to Ariba support team:
 - https://support.ariba.com/AUC_Support_Tab/Contact_Support/?product=Ariba+Network&locale=en&persona=&visibility=&ANID
- **AN suppliers** should also use the Cargill Supplier Information Portal; the portal contains Cargill specific Ariba information including how to upload a catalog, find new business partners and more
- **Supplier Central** (<https://www.cargill.com/page/supplier-central/supplier-central>) Ariba Network questions use the sections detailed below:
 - “*Announcements*” section has registration links to LIVE Ariba Functional Trainings as well as links to Recorded Ariba Functional Trainings
 - “*Understanding Ariba*” section has the link to Cargill's Ariba Help Guide which lists all the information points supplier can use to answer questions relating to Ariba; including a PDF version of the Cargill Ariba Master Guide, a comprehensive document with step by step guidance on how to transact in Ariba

Recap

Attachment

- Attachment is only required when a service has been completed at a Cargill Canadian facility.
- For suppliers who work with Cargill locations in Canada, Regulation 105 requires that you clearly identify if work was performed in or out of Canadian borders. To ensure sufficient ability to withhold taxes, support should be provided via the attachment feature to properly identify where work was performed.
- Attachment must be one file under 10 MB and added at the Header.
- After choosing your attachment, be sure to click “Add Attachment”.

General

- There is a comment field available and should be used to provide additional context for identifying materials and services.
- You are only able to add one line item per Service Entry Sheet. So if you do receive a multi-line Service PO, you will only be able to invoice one item at a time.
- If you receive a Purchase Order with both a Service and a Material; please reach out to your Buyer in order for them to resolve.
- Please do not edit the Supplier Part ID field or the Customer Part ID field. This will cause your invoice to not be processed properly.

Rejected Invoices

- Invoices will not be able to generate if not aligned with the PO being flipped.
- If the invoice fails the during interface, the supplier is able to see this in the invoice status and a team member from Cargill Accounts Payable would contact the supplier to resolve the error if the invoice needed to be regenerated.

Recap

Refer to Supplier Central (www.cargill.com/suppliercentral) a webpage on Cargill.com, available for anyone that has internet access. For Ariba Network questions use the sections detailed below:

- Announcements section has registration links to LIVE Ariba Functional Trainings as well as links to Recorded Ariba Functional Trainings.
- Understanding Ariba section has the link to Cargill's Ariba Help Guide which lists all the information points supplier can use to answer questions relating to Ariba; including a PDF version of the Cargill Ariba Master Guide, a comprehensive document with step by step guidance on how to transact in Ariba.
- Cargill Ariba Supplier Information Portal includes documentation, including educational materials about managing you're an account and transactions.

Ariba has resources available to your local teams should they have any problems with the network. Please distribute these support resources widely within your organization and keep their contact information accessible should there be a need to reach out.

- If you have any functional or technical issues on Ariba post go-live you can reach out to Ariba Customer Support. The link below will have instructions on how to get support via phone, email, or chat.
- **[How To Contact Support](#)**

If your question is in regards to specifics on a Purchase Order you received (such as pricing, UOM, status, or order material details), please contact the Cargill buyer contact.

If you have not accepted your TRR get that done now, and if you do not have a relationship with Cargill, reach out to Ariba.

If you need a copy of the TRR or have any Ariba Enablement related questions pre go-live:

Ariba Supplier Onboarding: 1-800-974-4899

Email: CargillNAEnablement@ariba.com