

How to Get Paid

What's New

Payment Processes Change December 3, 2019

Nutrien Ag Solutions and its subsidiary companies Loveland Products, Inc. (LPI) and Loveland Products Canada Inc. (LPCI) are implementing a new enterprise resource planning (ERP) system. New systems and processes will affect invoices, payments and statements sent after Dec. 3, 2019.

For payment to be promptly processed, adhere to the invoice/ statement guidelines below.

If You Do Business With Retail Locations of Nutrien Ag Solutions in the U.S.

- Nutrien Ag Solutions' U.S. retail business will experience similar changes in fall 2020
- Until fall 2020, you will have two account numbers and will follow separate P.O. processes
- See the FAQs for guidance if this applies to you

What You Need to Know at a Glance

- You will be assigned a new vendor account number
- P.O. number sequencing will be random (to reduce the risk of fraud)
- P.O.s from the new system will look different
- Open P.O.s will be in the new system on Dec. 3
- P.O.s in process on Dec. 3 will retain their numbers and will not be renumbered in SAP
- Prepayments will be initiated with a contract and P.O. Applicable invoices must reference the P.O. number and/or contract number
- Invoices must follow the guidelines below in the "What to Include on the Invoice" section

What to Include on the Invoice

All of the following must appear on your invoice.

If information is missing, we may return the invoice for correction.

- 1. Your contact information**
- 2. Correct entity bill-to name** – See page one of the P.O. or contact the employee who placed the order
- 3. Complete P.O. number** (for direct procurement products / materials for resale; orders provided by Nutrien retail business entity)
 - All lines on the invoice clearly indicate which lines they apply to on the P.O.
 - Separately bill additional charges not indicated on the P.O. (customs fees, etc.)
 - Quantity, price and description must match the P.O.
- 4. Retail business entity contract number**, if applicable to prepay
- 5. Department / delivery or sell-to service location / "Attention To" the requestor and email address** (non-P.O. expense invoices)
- 6. Currency desired for payment** must align with currency agreed to in the submitted vendor packet
- 7. Full remit-to address** – One address for where to send payments

Submitting Invoices

The following instructions apply to all purchase orders *not* created through Ariba. If you used Ariba to create a P.O., do not submit the invoice to the addresses listed below.

EMAIL (PREFERRED METHOD)

Emailing Invoices (PREFERRED)

Email is the preferred method for you to submit invoices and statements. Email to:

- **Loveland Products, Inc. (LPI) and Loveland Products Canada Inc. (LPCI)** – LPIAP@nutrien.com
- **Nutrien Ag Solutions (Canada) Inc.** – retailAPPOinvoices@nutrien.com or RetailAPInvoices@nutrien.com
- **Vendor statements (non-utility)** – RetailAPReconciliations@nutrien.com

If you email an invoice to us, do not duplicate it by sending it through the postal service. Choose one method or the other.

Attachments

- Only include one invoice / statement per attachment
 - Multiple invoices submitted in a single attachment will be returned for correction
- Do not include more than five attachments to an email
- Submit attachments in PDF format only
 - No MS Word, RTF, TIFF or Excel attachments will be accepted
- 20 MB is the maximum size for attachments

MAIL (ALTERNATE METHOD)

Sending Invoices Via Postal Service

If mailing invoices through the postal service, do not also email them – this duplicates your billing. Mail invoices to:

Nutrien Ag Solutions Inc.
(for Retail in Canada and U.S.)
P.O. Box 660127
Dallas, TX 75266

Loveland Products, Inc.
(for LPI, LPCI, Platte Chemical)
P.O. Box 660145
Dallas, TX 75266

We Are Here to Help You!

- Call 877-343-3132, ext. 2
- Email RetailAPCustomerService@nutrien.com
 - For faster service, include the entity name (e.g. *LPI*) in the email subject line

NEW PROCESSES / DOCUMENTATION STARTING DECEMBER 3, 2019

Frequently Asked Questions (FAQs)

1. What is changing?

Nutrien Ag Solutions and subsidiary companies Loveland Products Inc (LPI) and Loveland Products Canada Inc (LPCI) are going live with new processes in an enterprise resource planning system (ERP). The resulting process and system integration will generate new documentation and change how we work with you.

2. What is the timing of changes?

We are adopting new processes and migrating our North American operations and subsidiary companies to a new ERP in two phases.

- **December 3, 2019** – Nutrien Ag Solutions (Canada), LPI and LPCI.
- Fall 2020 – Nutrien Ag Solutions (U.S. retail)

3. What happens if I also do business with Nutrien Ag Solutions in the U.S.?

This information only pertains to business you do with Nutrien's retail Branches or Plants in Canada, LPI and LPCI. Nutrien Ag Solutions' U.S. retail locations will experience similar changes in fall 2020.

- We will process P.O.s, invoices and payments from two systems until the U.S. goes live in 2020. You will have two account numbers and will follow separate P.O. processes
 - Nutrien Ag Solutions (Canada), LPI and LPCI – P.O.s, invoices and payments will be processed in the new system after Dec. 3
 - Nutrien Ag Solutions (U.S.) – P.O.s, invoices and payments will be processed in the current system according to current procedures until fall 2020 (TBD)
- For quicker payment, do not invoice Nutrien Ag Solutions Canada and U.S. – or multiple business units – together. Separate these invoices
- Guidance on page 2 of “How to Get Paid” applies to all vendors regardless of system
- Before the go-live for Nutrien Ag Solutions' U.S. retail locations next year, you will receive similar guidance on how to invoice

4. How can I get paid faster using the Ariba Network?

Join the Ariba Network! On Ariba, you can conduct business with us electronically and:

- Get faster, more accurate payments
- Track the status of your invoices
- Get electronic P.O.s and invoices
- Easily convert P.O.s into invoices
- Search the archive to access your documents
- Sell through the Ariba Network marketplace

For more information:

- **Canada**
<https://www.nutrienagsolutions.ca/suppliers/indirect-procurement-suppliers>
- **United States**
<https://www.nutrienagsolutions.com/suppliers/indirect-procurement-suppliers>

5. How do I get answers to questions?

- Call 877-343-3132, ext. 2
- Send an email to:
RetailAPCustomerService@nutrien.com
 - For faster service, include the entity name (e.g., *LPI*) in the email subject line

Example: New Purchase Order

Purchase orders generated by the new system will look like the sample below.

- | | | |
|-------------------------|-------------------------------|-------------------------|
| 1 Sold-to address | 6 Bill-to address | 11 Shipment details |
| 2 Purchase order number | 7 Vendor's address | 12 Ship from location |
| 3 Order date | 8 Buyer's contact information | 13 Order details |
| 4 Contract number | 9 Payment terms | 14 Notes for the vendor |
| 5 Revision date | 10 Freight details | 15 Subtotal and total |


1 Sold-To
Nutrien Ag Solutions (Canada) Inc.
13131, Lake Fraser Drive SE
Calgary, AB, T2J 7E8, CA

6 Bill-To
Nutrien Ag Solutions (CAN)
3005 Rocky Mountain Ave,
Loveland, CO 80538, USA

7 Vendor
Company ABC
1 Starburst Street
Los Angeles, CA, 90007, US

8 Buyer : John Smith
Phone : 123-456-7890
Email : John.Smith@CompanyABC.com

9 Pay Terms : 0001



Purchase Order

(Use this PO on Invoices, Bill of lading and Shipping notices)

2 PO Number	4500005889
3 Order Date	Aug 30, 2019
4 Contract Number	
5 Revision Date	

10 Freight Information

Carrier :	Release # :	RELEASE # Test
Cost : CAD \$ 0.00	Rail Car :	RAIL CAR # TEST
Mode :	Incoterms :	CFR

11 Direct Ship : No

11 Cust Order # :
Customer :
Vendor Source Point :

12 Location : 1000 - Regina SK Warehouse

Line #	Order Qty	UoM	Material #	Material Description	Unit Size	Unit Price	Amount	Need by	Request #	Revision Date
13 Ship-To: Company , Regina Access Warehouse SK , Regina Access Warehouse SK , 360 Henderson Dr , Regina SK S4N 5W7, Canada Contact:										
10	123	EA	10000084	test Manufacturer PN & O2C Ext Matl Grp3	1	CAD \$ 108.00	CAD \$ 13,284.00	Feb 20, 2020		
			Batch #	12345BATCH		EPA #				

14 Notes to Vendor:
EXTERNAL VENDOR COMMENTS TEST
EXTERNAL VENDOR COMMENTS TEST
EXTERNAL VENDOR COMMENTS TEST

15 Sub Total	CAD \$ 13,284.00
Total Tax	CAD \$ 0.00
Total	CAD \$ 13,284.00

Example: Information Your Invoice Should Include

Be sure your invoices include all of the information below. Invoices missing information may be returned for correction. **Your company logo should appear like “ABC Company” below – dark letters on a light background – or our new system might not be able to read it.**

- 1 Contact address / phone number
- 2 Correct entity name
- 3 Complete P.O. number (for product / material orders)*
 - * Non-P.O. / expense invoices must include department / delivery or service location / “Attention To” the requestor name and email address
- 4 Lines on P.O. each charge applies to, taxes on separate GL line
- 5 Quantity and description match P.O.
- 6 Currency desired for payment
- 7 Full remit-to address for where to send payment

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John Smith
 ABC Company Inc.
 123 Main Street
 Calgary AB T2J 7E8
 Phone: 403-123-4568

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Bill To: Nutrien Ag Solutions (CAN)
 3005 Rocky Mountain Ave,
 Loveland, CO 80538, USA

Payer: ABC Company Inc.
 123 Main Street
 Calgary AB T2J 7E8

ABC Company

Customer: ABC Company Inc.
 123 Main Street
 Calgary AB T2J 7E8

Ship To: ABC Company Inc.
 123 Main Street
 Calgary AB T2J 7E8

INVOICE

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Invoice #	: 900000282
Invoice Date	: 08/27/2019
Order #	: 4701010101
Delivery #	: 800000497
Delivery Date	: 08/27/2019
Due Date	: 09/15/2019
Sales Rep	: House Account
Customer Ref	: Test invoice

WareHouse	Ship via
Calgary, AB	Customer Pick-up

Line #	Product	Product Description	Quantity UOM	Gross Unit Price	Discounts/ Surcharges	Net Unit Price	Total
4	0008783	5 Indirect material	1 unit	10.00	-10.00	9.00	90.00

SDS(Safety Data Sheet) are available upon request for applicable products. Contact your local branch for details. For medical emergency involving this product, call 1-866-944-8565. For help with any spill, leak, fire or exposure, call Chemtrec at 1-800-424-9300.

FRAUD ALERT – Our bank information has NOT changed. Please immediately call (866) 712-1090 and speak to a member of our Credit Department if you are asked to change bank information. Again, DO NOT CHANGE OUR BANK REMITTANCE INFORMATION.

Invoice Notes

Additional Information	Payment Terms Description 15TH DAY OF NEXT MONTH	6	
		Invoice Subtotal	90.00 CAD
		GST	0.00 CAD
		Invoice Total	90.00 CAD
		Less prepay used	0.00 CAD
		Gross Invoice total	90.00 CAD
		Amount Due	90.00 CAD

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Remit to: ABC Company Inc.
 123 Main Street
 Calgary AB T2J 7E8

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Nutrien Ag Solutions Inc. | 3005 Rocky Mountain Ave | Loveland, CO 80538 | (970) 685-3300 | NutrienAgSolutions.com

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