

# Program Maestro Frequently Asked Questions

This Ariba Network FAQ document is intended to answer common supplier questions, address uncertainties and communicate about Ariba Network enablement and the changes it brings for Cargill suppliers.

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## 1. Program Maestro

### 1.1. What is Program Maestro?

At Cargill we are transforming the way we buy and pay for our goods and services by deploying new Ariba technologies. This global initiative is called Program Maestro and aims to automate and optimize the source-to-pay process driving efficiency and compliance benefits for both our company and our suppliers. Please watch the following video from Todd Stohlmeyer – Cargill's Vice President Global Strategic Sourcing & Procurement – to learn more on Program Maestro and how it will impact you as a Cargill supplier: <https://bcove.video/2xeRG89>.

### 1.2. Which Ariba technologies will be implemented?

Within Program Maestro we are implementing two Ariba technologies: the Ariba Network (AN) and Ariba Procurement Content (APC). The Ariba Network is a cloud-based B2B (Business to Business) marketplace that will facilitate the exchange of electronic business documents and processes, i.e., purchase orders, order confirmations, invoices, etc., with our suppliers. The Ariba Procurement Content is a platform that will be used to create and maintain electronic catalogs with our suppliers.

### 1.3. Will Program Maestro impact all Cargill suppliers?

Cargill is identifying suppliers in scope for Program Maestro based on spend category, transaction volume and other selection criteria. Only suppliers that are matching these criteria will be contacted by Cargill to receive more information on Program Maestro.

### 1.4. How will Program Maestro impact me as a Cargill supplier?

Suppliers that are requested by Cargill to transact over the Ariba Network, will no longer receive purchase orders via email or send pdf invoices to Cargill by email. Instead, Cargill will use the Ariba Network to electronically handle purchasing transactions including purchase orders, order confirmations and invoices.

### 1.5. When will Program Maestro be implemented?

Starting in 2017, Cargill is deploying the Program Maestro globally by region. Within the EMEA (Europe, Middle East and Africa) region the deployment of the Ariba Network occurs in waves based on the ERP system that is being used at the Cargill locations.

### 1.6. Is participation to Program Maestro mandatory for suppliers?

Yes, within Program Maestro, Cargill is deploying the Ariba Network as an online platform to transact electronically with its suppliers, by exchanging business documents like purchase orders, order confirmations, invoices and credit notes. The objective of this program is to automate and optimize the way we buy and pay for our goods and services, and drive efficiency and compliance benefits for both our company and our suppliers. The Ariba Network is the chosen method that Cargill will be utilizing for all of its indirect spend globally. Consequently, it will become an inherent part of doing business with Cargill and we require our suppliers to participate in this program. We will actively engage with suppliers that are not willing to comply with these e-Commerce requirements. Suppliers transacting with Cargill on the Ariba Network will benefit in multiple ways. By replacing our current, manual paperwork heavy process with the Ariba Network, we are able to process orders faster and more efficiently. This allows suppliers to save time and money, by avoiding the need to confirm orders via email/phone and reducing the need to rework invoices in case of discrepancies. In addition, no more time will be lost on following up payment status of invoices, as the Ariba Network provides suppliers with real-time visibility on the status of all the exchanged documents. The Ariba Network also enables better communication between Cargill and its suppliers that

leads to faster deal closure, less late payments and higher customer satisfaction. In addition, the Ariba Network will allow suppliers to increase their revenue, by marketing their company in front of thousands of new potential buyers through the Ariba Discovery. Given all these mutual benefits, we urge suppliers to absorb any transaction or subscription fees involved in conducting business over the Ariba Network and should be considered as part of the cost of doing business with Cargill. Supplier should not charge Cargill, implicitly or explicitly, for any such fees, with acknowledgment of the benefits driven by transacting electronically.

**1.7. How will Cargill support its suppliers throughout this Program?**

We strongly value the relationship with your company and have therefore set up a dedicated project team to help you throughout this transition. This team will coordinate all communication & education materials and sessions to ensure that all the impacted suppliers receive adequate information to successfully adopt the new ways of working with Cargill.

**1.8. What actions are expected from me as a Cargill supplier?**

Suppliers that are targeted to participate in Program Maestro will first receive a **Program Notification Letter** from Cargill by email. This letter will clearly detail the required next steps:

- **Confirm your appropriate contact information:** Confirm the appropriate contact(s) (name, email, phone, and address) within your company to receive Ariba-related communications from Cargill
- **Provide your Ariba Network ID:** If your company already does business through the Ariba Network, you are required to email Cargill the appropriate Ariba Network account ID (ANID)
- **Register for Supplier Summit:** Register for one of our Supplier Summit sessions where we will provide more information on the Ariba technologies
- **Accept the Trading Relationship Request (TRR):** Promptly accept the Trading Relationship Request when sent by Ariba
- **Review educational materials and attend trainings:** Review the training documents on Ariba and attend online trainings to help you to get acquainted with the new processes
- **Educate your internal stakeholders:** The designated contact within your company will be responsible for internally conveying key messages related to Program Maestro and educating impacted stakeholders on Ariba within your organization
- **Attend functional training before go-live:** Two weeks prior to go-live you will receive the go-live letter including a link to the mandatory functional training

Suppliers that are identified by Cargill to also set up an electronic catalog, will receive a **Catalog Invitation Letter**. This communication will explain the timelines and activities related to catalog building, testing and publishing.

**1.9. Who do I need to contact in case of questions or concerns?**

If you have any questions or concerns on Program Maestro you can contact us at [SUPPLIER\\_ENABLEMENT\\_EMEA@CARGILL.COM](mailto:SUPPLIER_ENABLEMENT_EMEA@CARGILL.COM) for business-related questions or at [CARGILL\\_ENABLEMENT\\_EMEA@ARIBA.COM](mailto:CARGILL_ENABLEMENT_EMEA@ARIBA.COM) for system-related questions.

**2. SAP Ariba and the Ariba Network**

**2.1. Who is SAP Ariba?**

SAP Ariba is a software services company that is the developer and service provider of the Ariba Network, a cloud-based B2B sourcing and procurement marketplace where buyers and suppliers can do business within a single network platform. The platform provides a user-friendly interface, intuitive for anyone who is

used to shop online. SAP Ariba provides fast transmission, tracking and processing of purchase orders, order confirmation, invoices, etc.

**2.2. What is the Ariba Network?**

The Ariba Network (AN) is a full cloud-based B2B (Business to Business) marketplace where Cargill's suppliers can transact within a single, networked e-commerce platform. The Ariba network will handle purchasing transactions including, purchase orders, order confirmations and invoices. Today, the Ariba Network includes > 2 million companies in 190 countries around the world. There are 16.4 million users which transact nearly \$1.92 billion in business commerce, exchange >71.000 purchase orders and >224.000 invoices. On average, every 1 minute a company joins the Ariba Network.

**2.3. How will Ariba Network impact the way I do business with Cargill?**

Suppliers that are requested by Cargill to transact over the Ariba Network, will no longer receive purchase orders via email or send pdf invoices to Cargill by email. Instead, Cargill will use the Ariba Network to electronically handle purchasing transactions including purchase orders, order confirmations and invoices.

**2.4. How do I need to register on the Ariba Network?**

Suppliers that are targeted to be enabled on the Ariba Network will receive a Project Notification Letter (PNL) from Cargill and will be invited to attend a Supplier Summit. After this webinar, Ariba will send you the Trading Relationship Request (TRR). In this TRR you will find all the information that is required to create an account on the Ariba Network and accept the trading relationship with Cargill. Please note that Ariba will assist suppliers individually throughout this process to ensure a smooth transition.

**2.5. What if I already have an Ariba Network account?**

When Ariba sends you the Trading Relationship Request (TRR), you can choose the "Existing User" option and accept the trading relationship with Cargill using your existing Ariba Network ID (ANID).

**2.6. Is joining the Ariba Network required to do business with Cargill?**

Yes, the Ariba Network is the chosen method Cargill will be utilizing for all indirect spend. Joining the Ariba Network has also countless benefits for you as a Cargill supplier. By replacing our current, manual paperwork heavy process with Ariba we are able to process orders faster and more efficiently. The Ariba Network also enables better communication between Cargill and our suppliers which leads to faster deal closure, less manual work, less late payments and an increase in customer retention. Therefore, we count on your cooperation to help us in driving these mutual benefits. We would like to stress that Program Maestro is a global strategic program within Cargill and that we will actively engage in discussions with suppliers that are not willing to comply with the Ariba requirements.

**2.7. How will I know when to start transacting with Cargill on the Ariba Network?**

We are currently developing the Ariba Network solution and all the interfaces that go with it. Based on the latest planning the targeted go-live date is Q2 2018. Prior to this go-live we will be providing Functional Trainings for our suppliers approximately 3 weeks prior to go live. Then we will be sending a go-live Letter, 1 - 2 week prior to your go-live date. In the meantime, suppliers are requested to follow the existing processes, such as the Cargill email invoicing requirements and the no PO no payment policy.

**2.8. What are the benefits of using Ariba Network?**

Cargill deploys the Ariba Network to facilitate collaboration with suppliers and create mutual benefits by eliminating redundancies and increase efficiencies:

- Reduce processing time and save money from improved process accuracy and efficiency
- Reduce the need for manual intervention and paper-based transactions
- Ensure on-time payments and track invoice & payment status online in real time & 24/7
- Speed up the sales cycle and deal closure through electronic ordering and invoicing capabilities
- Extend network and capture additional sales opportunities by trading globally

### 2.9. **Do I need to install additional hardware or software?**

Ariba Network is web-based, therefore all you require to access the platform is a web browser and an internet connection. Once you have created a user account you can login to the Ariba Network on <https://supplier.ariba.com>.

### 2.10. **Which languages are supported on the Ariba Network?**

The Ariba Network is available in more than 20 different languages.

### 2.11. **How secure is the Ariba Network?**

The Ariba Network uses Secure Hypertext Transfer Protocol (HTTPS) for all communication between procurement applications, suppliers and the Ariba Network. HTTPS is the standard for secure Internet communication and uses Secure Socket Layer (SSL), with RSA Labs encryption system. Accounts on the Ariba Network are password protected.

## 3. Ariba Network Fees

### 3.1 **Do I need to pay a fee to start using the Ariba Network?**

Suppliers will have the possibility to opt for a full-use account (paid) or a light account (free) on the Ariba Network. In general, the way-of-working for suppliers on the Ariba Network is highly similar between both account types. However, full-use account suppliers will benefit from a more user-friendly interface and additional functionalities like integration and catalogs. Therefore, Cargill advises suppliers with more than 200 transactions on an annual basis to opt for a full-use account. However, it is at the supplier's discretion to choose the best suitable account type on the Ariba Network based on their requirements.

- **Light Account:** The Light Account option is free to use by the suppliers, regardless of the number of transactions or spend that is transacted over the Ariba Network. This account option has limited functionality (i.e., catalogs and ERP integration is not supported) and is typically recommended for suppliers with limited spend and transactions and/or limited technology capabilities.
- **Full Enablement:** The Full Enablement option is free to use by the suppliers, in case they are transacting less than 44 600 EUR or less than 5 documents in a 12 month period. Once a supplier crosses both criteria (i.e., more than 44 600 EUR and 5 documents) a fee will be billed by and payable to Ariba. This account option offers the complete Ariba Network functionality and enables suppliers with an end-to-end view on the procurement process. In addition, suppliers are able to set up electronic catalogs with their customers and integrate the Ariba Network with their back-end ERP systems. Typically, Full Enablement is recommended for suppliers with high transaction volumes and spend and that have the technology capabilities to support the integration.

### 3.2 **How are the Ariba Network fees calculated?**

Full Enablement suppliers that are transacting more than 44 600 EUR and more than 5 documents over the Ariba Network, will need to pay a Transaction Fee and a Subscription Fee to Ariba.

- **Transaction Fee:** The Transaction Fee amounts to 0.155% of the transaction volume and is billed every quarter. The transaction volume is calculated as

the total financial value (in the applicable currency), excluding any taxes such as value-added taxes (VAT), of all invoices generated from a PO sent over the Ariba Network for the preceding 12 months.

- **Subscription Fee:** The Subscription Fee is based on the amount of documents that are transacted over the Ariba Network across all your customer relationships and is billed once a year.

The total fee is capped to 20 400 EUR per supplier account on the Ariba Network. For more information on the Ariba Network fees please visit the [subscription and pricing page](#).

### Supplier Fee Schedule:

Supplier Fee Schedule			
5 and more documents?	More than €44 600?	Usage	
NO	NO	FREE	
YES	NO	FREE	
NO	YES	FREE	
YES	YES	CHARGEABLE	
<ul style="list-style-type: none"> <li>FREE for all suppliers to join and begin transacting</li> <li>No surcharges for suppliers with multiple divisions or business units</li> <li>Documents are considered Purchase Orders, Invoices, Service Entry Sheets, and Service Entry Sheet Responses</li> </ul>			
Examples			
Volume	Subscription	Transaction	Total Annual
60 documents   €35K	Standard - €0	€0	€0
4 documents   €500K	Standard - €0	€0	€0
60 documents   €500K	Silver - €670	€775	€1445
60 documents   €150K	Bronze - €45	€232.5	€277.5

  

Transaction Fees		
Billed every quarter		
0.155% of transaction value		
Capped at €15 500/year (per Relationship)		
+		
Subscription Fees		
Billed once a year		
Capped at €45 if transaction value < 185K€		
Annual Document Volume Across All Customer Relationships	Subscription	Annual Fees
5 to 24 documents or <185K€	Bronze	€45
25 to 99 documents and >185K€	Silver	€670
100 to 499 documents and >185K€	Gold	€2 000
500 and more documents and >185K€	Platinum	€4 900

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### 3.3 Which documents are included in these annual document counts?

Only purchase order, service entry sheet, service entry sheet response and invoice documents are included in the annual document counts.

### 3.4 Why do I need to pay fees to use the Ariba Network?

SAP Ariba invests significantly in the Ariba Network to ensure it supports more processes and trading partners and offers suppliers more value than any other collaboration product in the industry. This includes providing suppliers with onboarding services and support in multiple languages and locations worldwide, which requires investment from our customers as well. In addition, SAP Ariba bundles value-added functionality, services, and support into subscriptions tailored to suppliers' level of participation.

### 3.5 If I have multiple customers on Ariba Network, do I need to pay for multiple subscriptions?

No, suppliers are placed into a single subscription that is based on, and applies to, all of their customer relationships on the Ariba Network.

## 4. Order confirmations

### 4.1 Should I confirm orders on Ariba Network?

Yes, Cargill suppliers are requested to confirm material purchase orders on the Ariba Network. The order confirmations will be electronically sent to the Cargill PO processor to provide the correct level of visibility.



**4.2 Do I need to send order confirmations by email to Cargill?**

No, suppliers that receive purchase orders from Cargill on the Ariba Network need to confirm these order directly on Ariba Network. For purchase orders received via email the existing order confirmation processes need to be followed.

**5. Invoices****5.1 How should I submit invoice for purchase orders on the Ariba Network?**

Suppliers that receive purchase orders from Cargill on the Ariba Network need to use the 'PO-flip' method on the Ariba Network to create the corresponding invoices. Cargill will not accept pdf invoices by email nor paper-based invoices by mail for purchase orders send to the Ariba Network. For purchase orders received via email suppliers are requested to follow the existing processes, such as the Cargill email invoicing requirements.

**5.2 How do I need to submit old invoices for legacy POs after the go-live date?**

However you are currently transacting with Cargill, whether that is via fax, e-mail or EDI, you will continue to use that same process for any legacy purchase orders or invoices up until the go-live date. Once you hit the go-live date all purchase orders and invoices will need to be submitted and confirmed through the Ariba Network. Prior to the go-live date everything will remain Business As Usual. All the purchase orders that were placed before the go-live are going to be invoiced outside the Ariba Network following the existing processes.

**5.3 Will partial invoices be possible over the Ariba Network?**

Yes, on the Ariba Network it will still be possible to invoice partially or invoice multiple times against a blanket purchase order.

**5.4 Will I be able to send non-PO invoices over the Ariba Network to Cargill?**

No, Cargill applies a "no PO, no pay" policy. Consequently, non-PO invoices will not be accepted over the Ariba Network. In case you agreed with Cargill to send an invoice without reference to a purchase order, this invoice should be send using the as-is process. In case of questions please contact your PO processor.

**5.5 Will I need to keep submitting invoices through Tungsten/OB10 once I am enabled on the Ariba Network?**

No, for purchase orders that you receive on the Ariba Network you will need to use the "PO-flip" method to submit the invoice on the Ariba Network. Hence, for these purchase orders you no longer need to send invoices via Tungsten/OB10. For purchase orders received via email, suppliers are requested to follow the existing processes, such as the Cargill email invoicing requirements via Tungsten/OB10.

**5.6 Will I be able to keep using credit billing once I am enabled on Ariba Network?**

No, for Cargill purchase orders that you receive on the Ariba Network you will no longer have the possibility to submit a single invoice (covering multiple purchase orders) at the end of the month. Instead, suppliers need to use the "PO-flip" method to submit an invoice for each purchase order on the Ariba Network.

**5.7 Is there a way to handle a pricing issue or availability issue through the Ariba Network?**

If the pricing on the purchase order is incorrect, you should contact your PO processor at Cargill and discuss the price discrepancy. For availability issues you can partially confirm the purchase order on the Ariba Network, by only accepting the articles which you are able to deliver and adjusting the quantity.

## 6. Advance Shipping Notification

### 6.1 Will Advance Shipping Notifications be used?

Advance Shipping Notifications (ASN) are not in scope for the first deployment phase. Once implemented, suppliers will receive adequate communication and training on how to use the ASN functionality.

## 7. Service Entry Sheet

### 7.1 Will Service Entry Sheets be used?

Service Entry Sheets (SES) are in scope. When an invoice is created by a supplier on the Ariba Network for a Service Purchase Order, this will trigger a SES within the Cargill ERP system. As soon as the SES is approved by Cargill, the invoice will be processed for payment.

## 8. Catalogs

### 8.1 What are Catalogs?

An electronic Catalog is a detailed listing of your goods and/or services, that are pre-negotiated with and approved by Cargill, containing information like part numbers, descriptions, prices, delivery times, units of measure, etc. Catalogs are created by suppliers and are hosted on the Ariba platform. Items purchased out of a Catalog are selected in a similar way as an online shop, providing Cargill requesters with a consumer-like shopping experience when they create a shopping cart. The checkout process then creates the purchase order for issue to the supplier.

### 8.2 How will I know if I need to set up a catalog with Cargill?

Suppliers that are identified by Cargill to set up an electronic Catalog, will receive a **Catalog Invitation Letter**. This communication will explain the timelines and activities related to Catalog building, testing and publishing.

### 8.3 What types of Catalogs can I publish?

There are two main types of Catalogs: Static (CIF) and Punch-Out Catalogs

- **Static (CIF) Catalog:** A Static (CIF – Catalog Interchange Format) Catalog requires you to enter your product and price information in a Microsoft Excel template, that will be uploaded to the Ariba platform. Cargill requesters can directly search for Static Catalog items on the SAP Ariba catalog portal. Items are added directly to the cart and are converted into a purchase order following the existing approval workflows.
- **Punch-Out Catalog:** A Punch-Out Catalog provides your customer with a consumer-like shopping experience that lets them select purchases from your customized, shopping-cart enabled webshop. Cargill requesters can punch-out to your webshop from the SAP Ariba Catalog portal to make purchases (Punch-Out level 1) or directly search for Punch-Out Catalog items on the SAP Ariba catalog portal and punch-out to the your webshop to purchase a specific item (Punch-Out level 2).

For more information on Ariba Catalogs, please visit the [SAP Ariba Catalog page](#).

## 9. Integration

### 9.1 Can I integrate my back-end ERP system with Ariba Network?

Yes, Ariba Network can be integrated with all ERP systems, allowing you to seamlessly share electronic documents with Cargill over the Ariba Network.



**9.2 What is the main advantage of an integration with Ariba Network?**

Integration allows you to automatically receive and send e-documents directly to and from your ERP system across the Ariba Network – you receive Cargill purchase orders directly in your ERP system without logging into the Ariba Network. Integration improves customer relationship, reduces procure-to-pay (P2P) cycle time, increases accuracy and reduces processing costs.

**9.3 Am I required to integrate my ERP system with Ariba Network?**

No, depending on your transaction volume with Cargill and your available IT resources you can decide if integrating your ERP system with Ariba Network will provide added value over the “PO flip” method.

**9.4 Which suppliers usually wish to integrate?**

Suppliers that have high transaction volumes of more than 300 documents per year often choose to integrate their backend ERP system with the Ariba Network.

**9.5 Do I have the possibility to choose which documents will be integrated?**

Yes, you can choose if all documents should be integrated or only one (few) of them, depending on your technical capabilities and business interest.

**9.6 How long does it take to finish Integration process?**

Average integration time is 8 weeks for a new supplier, for experienced integration suppliers this timeframe can be reduced with 1 - 2 weeks.

**9.7 What is Electronic Data Integration (EDI)?**

EDI is the process of connecting supplier's ERP system (Oracle, SAP etc.) to the Ariba Network via an electronic method (cXML, EDI, CSV...) to transact PO (Purchase Orders), OC (Order Confirmations) and ASN (Advanced Shipping Notices).

**10. Additional Questions or Support**

**10.1 Where can I find Ariba Network Cargill-specific supplier education materials?**

For more Cargill-specific education materials on Ariba Network please visit the Supplier Information Portal for Cargill suppliers by following these steps:

1. Log into your Production Account on the Ariba Network
2. Click Administration, Customer Relationship
3. Under Current Relationship, locate Cargill
4. Click the Supplier Information Portal link

On the Supplier Information Portal you will find additional education materials, manuals containing compulsory instructions, as well as tips regarding the management of your Ariba Network account when transacting with Cargill.

**10.2 Who do I need to contact in case of questions or support?**

Please use the below support channels in case of additional questions:

- **Cargill Supplier Enablement Team:**

For business process questions, failed purchase orders, catalog content or general enquiries on the new process, please use the designated Cargill Supplier Enablement email address:

[SUPPLIER\\_ENABLEMENT\\_EMEA@CARGILL.COM](mailto:SUPPLIER_ENABLEMENT_EMEA@CARGILL.COM)

- **Ariba Help Desk:**

For assistance accessing your account, password resets, fees from Ariba or general issues with your Ariba Network supplier account, please use the designated Ariba Supplier Enablement email address:

[CARGILL\\_ENABLEMENT\\_EMEA@ARIBA.COM](mailto:CARGILL_ENABLEMENT_EMEA@ARIBA.COM)

Alternatively you can log a web request via your supplier account “Help” section on the Ariba Network.

1. Go to <http://supplier.ariba.com>. Click the Help link in top right corner. Click Help Center and go to Support section.
2. Search for any topic you would like to know more about. If none of the articles answer your query, click on Create Online Service Request button to contact our Customer Support team.
3. Fill out the web form. Select Problem Type. Note Cargill in the Issue Description.