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INTRODUCTION

The **Nutrien** Customer Service Window has been designed to allow you easy access to your account information by linking you directly to the **Nutrien** Sales, Invoicing, Transportation and Shipping internal computer systems. The information you retrieve is 'real-time' - you get to see it at the same time as **Nutrien** personnel. To get access to this information, you need to Login to the **Nutrien** web site. This section will explain how to get started using the web site.

You will be guided through the steps necessary to login. These will include information on changing your password, and the initial profile information that is displayed to you once you have successfully logged in.

NOTE: You cannot enter the **Nutrien** Service Window without an authorized **User ID** and **Password**. If you would like to acquire these, contact your Customer Service Representative.

GETTING STARTED

HOW TO LOGIN

The **Nutrien** Service Window requires a **User ID** and **Password** in order to login. These are supplied to you by your Customer Service representative. To login simply type your supplied **User ID** and **Password** and then click the 'Login' button. The **User ID** and **Password** are **not** case sensitive.

If your **User ID** or **Password** are incorrect, you will see a page describing the problem with your login. You will be asked to try to login again. If you continue to have problems, contact your Customer Service representative.

NOTE: You cannot enter the **Nutrien** Customer Service Window without an authorized **User ID** and **Password**. If you would like to acquire these, contact your Customer Service Representative.

Possible Errors:

1. Your password will expire every 60 days. You will receive an error message if you attempt to login after it expires. Click on the Change Password button to create a new password.
2. Your Password is invalid - ensure that you are keying in the correct password. Contact your Customer Service Representative if you have forgotten your password.
3. Your User ID is invalid - ensure that you are keying in the correct user ID as supplied to you by your Customer Service representative.
4. You have been revoked, this means that you have not used your User ID for 60 days, or have attempted unsuccessfully to login five times in a row. Contact your Customer Service representative to have your account reactivated.
5. You are not a valid user. If your profile information has not been set up, you will be unable to login to the web site. Contact your Customer Service representative to set up your profile.

Actions:

Login:

Click here to login in to the **Nutrien Customer Service Window**.

Clear:

Click here to clear whatever value you have entered as a User ID or Password.

New Password:

If you want to change your current password, or you have been told your password has expired, click on the New Password button to create a new password.

Display:

Demo:

If you want to explore a demo version of the **Nutrien** Customer Service web site, click here.

What's New? :

Click here to see a brief one page description of the new features of the **Nutrien Customer Service Window** release 2.

WELCOME/HOME PAGE

After a successful login you will be presented with a page welcoming you to the **Nutrien** Customer Service web site. This page shows your basic Profile information, plus any additional messages that Customer Service would like you to read.

The left hand side of the page will contain a list or menu of functions you can perform in the **Nutrien** web site. You can place your Cursor over any option and then click to proceed to that function. Each of these functions is described in detail within this help.

Included in your profile information is a list of the **Nutrien** Customer Service representative, Sales Manager and Credit Manager in charge of your account. You can click on any of these names, and you will go to the email page where you can send any of these individuals a message. If the information shown on this page is incorrect please contact your Customer Service representative to have it corrected.

The Welcome Page also shows the current address and phone numbers for the **Nutrien** sales office in Northbrook Illinois.

You can return to the see the information shown on the Welcome Page any time you want by clicking on HOME on the menu on the left hand side. Your Profile information will be shown, but the special welcome messages will not be displayed again.

Customize:

Default Criteria: You can set the default options that show up on your inquiry selection screens by clicking here. For a more detailed description see **Setting Your Criteria Defaults** from Using the Web Site.

AVAILABILITY

As much as is possible, we hope to make the **Nutrien Customer Service Window** available 24 hours a day, seven days a week. If our site is not available please contact your Customer Service representative, and they will try to determine the cause of your problem. As with any web site, we cannot control all of the communications pieces between yourself and our site, however, we will try to indicate to you where we think the problem originates.

The information in our web site comes directly (real time) from the **Nutrien** internal shipping, transportation, invoicing and sales systems. This ensures you will receive the most up to date

information possible. Once a month, typically the third Thursday evening of each month, we stop our computer systems to do a thorough backup. During this two to three hour time period the web site will be unavailable. Notice of all scheduled downtimes will be part of the login messages you receive.

While the scheduled backups are being completed, or if there is an unscheduled stoppage, a special notice in place of the Login page will be posted. These notices will explain the current circumstances preventing the site from being available and when the **Nutrien** web site will become available.

USING THE WEB SITE

USING HELP

You can request Help from any Page on the **Nutrien** Customer Service web site. It is always available from the green banner displayed at the top of each page to the right of the Title. The first time you click on Help a new browser window will open displaying this help pdf.

Subsequently, 'clicking' on Help will simply refresh the contents of that window as long as you have left it open.

Clicking on any of the text in the table of contents will navigate you to that area in the PDF.

HOW TO NAVIGATE THE WEB SITE

Menus

To move around the **Nutrien Customer Service Window** select the function you want to use from the menu list on the left hand side of the Page and click on the item you want to go to.

These options are always available, and can be selected at any time.

Drilldowns

In addition, you can get to different functions within the web site by using the 'links' provided within the information displayed. For example, in most places where your purchase order is displayed you may bring your cursor over the number and click. You will then be taken to the Shipment History page for that purchase order. Similar 'links' are available from rail car numbers, invoice numbers, and **Nutrien** order numbers. These links are always highlighted in dark green to make them obvious. When you 'roll' your cursor over the links it will change to the 'finger' icon and a line will appear under the link to show you can now click with your left mouse button.

Banner

At the top of all Pages is a green banner that displays the title of the page. On the right hand side is a link to this? Help, and on the left is a 'Back' link. Clicking on 'Back' will always return you to the previous page. Because the pages displayed in this web site are constructed dynamically, that is they are created on the fly depending on the information you have requested, the browser's Back button is not as reliable as the Back link available to you from the banner.

Buttons

There often several possible things you can do from any one page on our web site. To allow easy access to each of these operations, we have created categorized buttons at the bottom of each appropriate web page. The categories are: Action, Display, New, Create and Customize. We hope you will become used to using the columns of buttons available under each type.

Integration

The **Nutrien Customer Service Window** is fully integrated with our Corporate site. You can reach the Customer

Service site from within our corporate web site. And, all the relative wealth of information that is available from the Corporate site can be reached from the links at the top of every Service Window page.

IF YOU'RE HAVING PROBLEMS

Your first contact if you should encounter a problem should be either your Customer Service representatives for problems you feel are related to the function or content of the Service Window or your own technical support staff if the problem is local to your PC. If you feel the problem is **Nutrien** you should email your representative from the email option, or phone them directly. They will then try and determine the cause of your problem, and if required, contact the appropriate support personnel at **Nutrien** to resolve it.

If you are unable to reach your Customer Service representative, then you should contact the **Nutrien** help desk. They can be reached by selecting the Helpdesk option from your email function, or by calling 1 (306) 933 8930. **Nutrien** invites any suggestions, comments or concerns of a more general nature. Again, you may use the email function from within the web site to contact the person you wish to direct your comments to. One of the personnel listed is the Service Window 'Web Master'. This person is concerned with the functionality of the web site, and is receptive to any suggestions that might help us improve our service. Please direct concerns about the content of the information you are reviewing to your Customer Service Representative, your Sales Manager, or your Credit Manager.

Is it our problem or yours?

It is not always easy to determine if the problem you are having is being generated from the **Nutrien Customer Service Window**, or is local to your own PC or network environment. A good rule of thumb is that if the error message you get is in a 'pop-up' window on your PC, it is likely a local problem and you should contact your own technical support staff for help. You may want to direct them to the **Using the Web Site** section in this Help. However, do not hesitate to contact us if you have any questions about what you are seeing.

CHANGING YOUR PASSWORD

Your **Password** will expire every 60 days, and you will be required to change it. In order to do this follow these steps:

1. Go to the Login page

2. Click on 'New Password'
3. Enter your User ID
4. Enter your Old Password
5. Enter and Confirm your New Password
6. Click on 'Continue'

You will have your **Password** change confirmed if it was successfully validated. If you try unsuccessfully to Login or to change your **Password** four times, then your **User ID** will be revoked, and you will have to contact your Customer Service representative to have your account reactivated.

You may not reuse your last two Passwords. Passwords may not be less than four or more than eight characters long. You cannot repeat the same character more than once. If your **User ID** is not used for a 30 day period, it will be automatically revoked, and you will have to contact your Customer Service representative to have it reactivated.

EMAIL

You can submit email requests to the **Nutrien** personnel who manage your account. These requests do not require you to have your own email account set up in your browser. The Customer Service Representative, Sales Manager and Credit Manager responsible for your account are the set up to be automatically contacted. Please feel free to contact these people with any questions you have regarding the contents of the web site, or with problems you might be having. If you have more technical questions, you may also contact the **Nutrien** webmaster who will try to help you with any problems not related to the content of the site. Email is available as a menu option on the site, or as a 'link' that you can click on wherever your account support personnel are listed.

LOGGING OUT OF THE WEB SITE

Once you have finished visiting the **Nutrien** Customer Service web site you should click on the logout option on your menu on the left hand side of the page you are in. This 'disconnects' you from the site and prevents anyone with access to your PC from using the site in your absence as they would have to know how to Login to start using the web site again. After logging out, if you use your browser's Back or Forward buttons to get at pages stored in your browsers' cache you will receive a 'Timeout' message and be asked to Login again..

If you do not access the web site for more than ninety (90) minutes, you will be disconnected automatically, and you will get a Timeout message if you try to use any pages without first logging in.

SETTING CRITERIA DEFAULTS

Many of the functions available in the **Nutrien** Customer Service web site require you to select from lists of possible criteria; for example when doing an Order Position selection or choosing a location account. We have tried to make this easier for you by allowing you to set the criteria that you normally use, as defaults. When you go to a page that has these selection criteria available from a pull down, you will see the options you have set as defaults. You may alter these defaults any time you want, and they become effective immediately. As well, you may decide how many items you want listed on your page for those functions such as Order Position Display List that allow you to 'page' or 'scroll' through large sets of results. These functions typically have a 'Next' or 'Previous' buttons available at the bottom of the lists. The number of items displayed on each page depends on the value you set the Page Length to. For example, if you set the Page Length default to 10, a maximum of 10 items will be shown on those pages that allow paging.

The defaults you can set are:

1. Your Customer Account
2. Product
3. Destination City
4. Destination State or Province
5. Source
6. Transport Mode
7. Packaging
8. Page Length
9. No. of Days to Search
10. Use Calendar Month

The number of days to search allows you to set the default for the length of days you wish to query from the Order Position function. If you set this value to 60, for example, the date range used in the Order Position selection page will be automatically set to 30 days before to 30 days after the current day.

Alternately, you can have your searches always use the current calendar month as the default date range. My selecting 'Yes' on this option, your pages will ignore the 'No. of Days to Search' and use the 1st and last days of the current month instead.

For a detailed description of what each of these options are used for see "Entering Criteria for the Order Position" in **Order Position**. After you have set the defaults, click on the 'Save' button. You will see a confirmation page if the defaults were successfully saved.

Column Defaults

Another section of the Criteria Default page allows you to set the number and value of the columns displayed in the Order Position list. There are up to 13 possible columns that can be displayed. For each column, use the pull down list to select the value you want displayed. The value with a star '*' to the left is the default value **Nutrien** initially uses for that column. If you

select a blank line, then nothing will be shown in that column, so it will be ignored. This is useful for reducing the amount of left and right scrolling you have to do from the Order Position list if there are some values you do not need to see.

Actions:

Save New Defaults:

Click here to save the defaults you have just selected. They will be put in place immediately, and are permanently saved for you to use each time you login to our site. You may change them anytime you want.

Current Defaults:

To restore the defaults to what you had previously (before clicking on 'Save New Defaults' click here.

Standard Defaults:

You may want to see the standard order of values displayed in the columns for the Order Position List. If you want these used, then click here. You may change back by clicking on 'Current Defaults'.

SHIPMENT HISTORY

SHIPMENT HISTORY - INTRODUCTION

This section explains how to review your **Nutrien** Shipment History.

This is available for use when you have a specific shipment that you want to review. You can identify the shipment through either your purchase order number or the **Nutrien** order number.

GETTING SHIPMENT INFORMATION

When you first enter the Shipment History Function you will be presented with a page where you can enter either your Purchase Order number or the **Nutrien** order number. When you have done this you should click on 'Display Shipment'.

Display: **Shipment**

Click here to display the shipment you have selected.

Action:

Reset

Clicking on Reset will bring back the default Purchase Order if you have changed or cleared it.

Clear

Clears all values from the Order No and Purchase Order.

Some Possible Errors:

- 1.If you enter both a **Nutrien** order number and your Purchase Order number you will be asked to only enter one.
2. If you do not enter an order number or a Purchase Order number you will be prompted to enter at least one.
3. You will not be permitted to see a shipment for a Purchase Order or **Nutrien** order that does not belong to your account(s).

Special Features:

- 1.Once you select a shipment for viewing your Purchase Order number will be remembered by the Service Window and presented in any of the pages where a Purchase Order number can be used to get information.

SHIPMENT HISTORY AND PURCHASE ORDERS

If you reuse purchase orders, or your purchase orders reference more than one **Nutrien** order, you will need to identify the specific shipment for which you wish to see Shipment History. When multiple orders per Purchase Order are found you will not go directly to the Shipment History

page, instead, you will be presented with a list of shipments that match the entered Purchase Order Number. You can then select the appropriate shipment. The shipments will be presented newest to oldest, with a maximum of thirty orders containing the following information to assist you to identify the specific shipment you want to review:

At the top of the Page:

Total POs:

At the top of the page on the left hand side you will see a count of the total number of shipments that have been found for your Purchase Order.

POs From/To

The current set of tracings displayed on the page are shown by these values.

In the List:

Nutrien Order Number:

This is a unique identifier assigned at order entry by the **Nutrien**. The list of orders presented to you is sequenced by this number starting with the smallest. You can click on this number to go to the Shipment History page for this order.

Requested Ship Date:

This is the date recorded by **Nutrien** that you requested to have the order shipped.

Product:

This the product you have requested or was shipped by **Nutrien** for this order.

Source:

This is the **Nutrien** source (i.e. Mine, Plant or Warehouse) that will ship or has shipped the order.

Destination:

This is the final destination recorded by **Nutrien** of the shipment or order.

Requested Quantity:

This is the quantity and units of measure that **Nutrien** recorded at order entry.

Actual Quantity:

This is the quantity and units of measure as recorded on the Bill of Lading for order when it was shipped. If unshipped this quantity will be zero.

Vehicle ID:

This is the ID assigned by **Nutrien** for the shipment. For a rail car shipment, this will be the Car Number. If the order has been shipped, and it is for a rail car, you may click on this number to go to the Rail Car Tracings page for this order.

New:

Selection

Allows you to return to the previous page where you selected or entered the Purchase Order from.

SHIPMENT INFORMATION DISPLAY

Once you have successfully entered a **Nutrien** order number or your Purchase Order number, you will be presented with a page with basic shipment information. The page will contain at least the following information:

Sold To:

The name and address of the billing account the shipment was ordered for.

Ship To:

The name and address of the location for the account that the shipment will be or was sent to.

In Care Of:

If the shipment has an 'in care of' reference that will appear here.

Third Party Name:

Where the shipment has a third party reference that is indicated here.

Requested Ship Date:

The date that **Nutrien** was asked to ship the order.

Actual Ship Date:

The date **Nutrien** actually shipped the order.

Requested Source:

The warehouse, plant or mine that **Nutrien** was asked to source the shipment from.

Actual Source:

The warehouse, plant or mine that **Nutrien** actually sourced the shipment from.

Requested Delivery Date:

The date that **Nutrien** was asked to deliver the order.

Actual Delivery Date:

The actual date that **Nutrien** delivered the order.

Product:

A short description of the actual product ordered from or delivered by **Nutrien**.

Analysis:

A summary of the chemical analysis done on the product just prior to shipping. The value here will be dependent on the type of product being shipped. Typically it is percent of K₂O equivalence for Potash, percent of Nitrogen for Nitrogen products and percent of P₂O₅ for Phosphate.

Invoice No:

If the shipment has been invoiced, this is a reference to the invoice generated by **Nutrien** for the sale.

Invoice Date:

The date the invoice was generated for the shipment.

Transport Mode:

The mode of transport used to ship the product from the source to the customer. Typically, one of Railcar, Truck, Barge or Vessel.

Vehicle ID:

The identifier for the vehicle that was used to transport the product from source to customer. This can be a formatted Car Number of rail shipments, or other truck and vessel IDs.

Requested Quantity.

The quantity and units of measure that the customer requested from **Nutrien** for this shipment.

Actual Quantity

The quantity and units of measure that **Nutrien** actually shipped to the customer.

Placed By:

The name of the person who placed the order with **Nutrien**.

Customer Release Number:

A number given to **Nutrien** by the customer that the person transporting the product from the **Nutrien** source is supposed to use before **Nutrien** will release the shipment for transport.

Special Links:**Rail Car Tracings:**

If the shipment has a transport mode of 'Rail car', then you can click on the Vehicle ID and invoke the Rail Car Tracings page for the shipment.

Invoice Inquiry:

If the shipment has been invoiced, you can click on the Invoice No and invoke the Invoice Inquiry page.

Display:**Vehicle Detail**

Clicking on this button invokes the Detail Vehicle Display page for the vehicle associated with the shipment. If the shipment was transported by more than one vehicle, then the lead vehicle only is displayed. This value will not appear if the order has not yet been shipped.

Bill of Lading

Clicking on this button invokes the Bill of Lading Display page for the shipment. This value will not appear if the order has not yet been shipped.

Certificate of Analysis

Clicking on this button invokes the Certificate of Analysis Display page for the shipment. If no sample analysis values are available for the shipment then you will receive an error message when you click on this button. This value will not appear if the order has not yet been shipped.

Shipping Advice

Clicking on this button invokes the Shipping Advice page for the shipment. This value will not appear if the order has not yet been shipped.

New:**Selection**

Allows you to return to the previous page where you selected or entered the order from.

The Shipping Documents menu option allows you to go directly to your most common recent shipping documents without having to do an Order Position search, or know your PO or **Nutrien** order number. This function displays a list of the number of documents available for each shipping day in the past 30, starting with the most recent . If there was only one document for that day (i.e. one shipment) you can click on that document and go to it directly. Otherwise, you can click on the link to show you all the orders for the specified day. There are three types of documents available, if appropriate, for each order.

They are Shipping Advice, Certificate Of Analysis and Bill of Lading

VEHICLE DETAIL DISPLAY

This page gives you access to more detailed information about the vehicle (or lead vehicle) that was used to ship your order. The page will contains at least the following information:

Vehicle Name:

The name given by the carrier to the vehicle as recorded by **Nutrien**.

Ship To:

The name and address of the location for the account that the shipment will be or was sent to.

Care of Name:

If the shipment has an 'in care of' reference that will appear here.

Third Party Name:

Where the shipment has a third party reference that is indicated here.

Requested Ship Date:

The date that **Nutrien** was asked to ship the order.

Actual Ship Date:

The date **Nutrien** actually shipped the order.

Requested Source:

The warehouse, plant or mine that **Nutrien** was asked to source the shipment from.

Actual Source:

The warehouse, plant or mine that **Nutrien** actually sourced the shipment from.

Requested Delivery Date:

The date that **Nutrien** was asked to deliver the order.

Actual Delivery Date:

The actual date that **Nutrien** delivered the order.

Product:

A short the description of the actual product ordered from or delivered b **Nutrien**.

Analysis:

A summary of the chemical analysis done on the product just prior to shipping. The value here will be dependent on the type of product being shipped. Typically it is percent of K₂O equivalence for Potash, percent of Nitrogen for Nitrogen products and percent of P₂O₅ for Phosphate.

Invoice No:

If the shipment has been invoiced, this is a reference to the invoice generated by **Nutrien** for the sale.

Invoice Date:

The date the invoice was generated for the shipment.

Transport Mode:

The mode of transport used to ship the product from the source to the customer. Typically, one of Railcar, Truck, Barge or Vessel.

Vehicle ID:

The identifier for the vehicle that was used to transport the product from source to customer.

This can be a formatted Car Number of rail shipments, or other truck and vessel IDs.

Requested Quantity.

The quantity and units of measure that the customer requested from **Nutrien** for this shipment.

Actual Quantity

The quantity and units of measure that **Nutrien** actually shipped to the customer.

Placed By:

The name of the person who placed the order with **Nutrien**.

Customer Release Number:

A number given to **Nutrien** by the customer that the person transporting the product from the **Nutrien** source is supposed to use before **Nutrien** will release the shipment for transport.

Special Links:

Rail Car Tracings:

If the shipment has a transport mode of 'Rail car', then you can click on the Vehicle ID and invoke the Rail Car Tracings page for the shipment.

Invoice Inquiry:

If the shipment has been invoiced, you can click on the Invoice No and invoke the Invoice Inquiry page.

New:

Selection

Allows you to return to the previous page where you selected the vehicle detail display page.

BILL OF LADING DISPLAY

This page gives you access to more detailed Bill of Lading information about the shipment. The page will contain at least the following information:

Vehicle:

The name given by the carrier to the vehicle as recorded by **Nutrien**.

Equipment Type:

The type of equipment (i.e. Hopper, Tank Car) of the transport mode as recorded by **Nutrien**.

Bill of Lading Date:

The date **Nutrien** actually shipped the order.

Shipment Number:

The sequential number used to uniquely identify each shipment assigned by **Nutrien** to the shipment.

Destination:

The city and state (or province) that the shipment was sent to.

Route:

The route used to move the shipment from the **Nutrien** inventory location to the shipment destination.

Origin:

The warehouse, plant or mine that **Nutrien** actually sourced the shipment from.

BOL Ref No:

The Bill of Lading reference no.

Sold TO PO:

The billing customer purchase order number as entered against the order by **Nutrien**.

ShipTO PO:

The shipping customer purchase order number as entered against the order by **Nutrien**.

Release No:

The customer release no provided to **Nutrien** for the shipment by the customer.

Consignee:

The name and address of the consignee of the shipment.

Shipper:

The name and address of the company arranging the shipping for the order.

Telephone:

The telephone number of the consignee.

Weight Agreement:::

The shipments' weight agreement as entered by **Nutrien**.

Notify Party on Arrival:

Who to notify on arrival of the shipment.

Party to Receive Freight Bill:

The name and address of the party that will handle the Freight Bill.

Special Instructions:

Any special handling instructions used by the carrier for the shipment as indicated by **Nutrien**.

Rate Authority:

The contractual authority used by **Nutrien** to determine the cost of shipping the order

STCC:

The Standard Transportation Commodity Code of the product being shipped.

Product:

A short the description of the actual product ordered from or delivered b **Nutrien**.

Packaging:

If the product was packaged - what was the type of packaging used.

Usage:

Was the product used for industrial, fertilizer, or feed purposes.

Strength:

A summary of the chemical analysis done on the product just prior to shipping. The value here will be dependent on the type of product being shipped. Typically it is percent of K₂O equivalence for Potash, percent of Nitrogen for Nitrogen products and percent of P₂O₅ for Phosphate.

Name:

The full length description of the product being shipped.

Commodity Description:

The description of the type of commodity being shipped.

Gross Weight:

The gross weight in pounds of the shipment.

Tare Weight:

The vehicle tare weight in pounds.

Net Weight:

The net (gross - tare) weight in pounds and short tons of the shipment.

Load Time In:

The date and time the vehicle was started to be loaded.

Seals:

The seals placed on the shipment.

ERG Number:

The ERG number of the shipment.

Load Time Out:

The date and time the vehicle was finished being loaded.

Port of Entry:

The customs port of entry for export orders from Canada to the United States.

Broker:

The broker used by **PotashCrop** for export orders from Canada to the United States.

Declared Value:

The declared value of the shipment for export orders from Canada to the United States.

Origin:

The country of Origin for export orders.

Destination:

The destination country for export orders.

Unit Price:

The declared price per unit weight for export orders.

Paging Forwards and Back

At the bottom of the page there will be one or two buttons available to Page to the Next shipment or go back to a previous one if you selected the Bill of Lading display from the Shipping Documents page and there was more than one document available for a particular waybill date. Note: these buttons will not appear if the Bill of Lading display was selected from the Shipment History page.

Next:

If there are more shipments available to display, hitting the Next button will display the next orders.

Previous:

Once you start paging through your shipments, you may return to the previous one by clicking on the previous button.

New:

Selection

Allows you to return to the previous page where you selected the Bill of Lading detail display page.

Create:

Printable Version

Create a web page version of the Bill of Lading suitable for printing.

CERTIFICATE OF ANALYSIS

This page gives you access to more detailed Certificate of Analysis information about the shipment. The page will contain at least the following information:

Shipment Number:

The sequential number used to uniquely identify each shipment assigned by Nutrien to the shipment.

Car Number:

The name given by the carrier to the vehicle as recorded by **Nutrien**.

Train Number:

The name assigned by the carrier to the train as recorded by **Nutrien**.

Date Shipped:

The date **Nutrien** actually shipped the order.

Sold To:

The name of the billing customer the shipment was sent for.

Ship To:

The name of the shipping customer the shipment was sent to.

SoldTO PO:

The billing customer purchase order number as entered against the order by **Nutrien**.

ShipTO PO:

The shipping customer purchase order number as entered against the order by **Nutrien**.

Product:

A short the description of the actual product ordered from or delivered b **Nutrien**.

Quantity:

The total quantity shipped in Short Tons, Metric Tonnes, Pounds or Kilograms.

Product Description:

The full length description of the product being shipped.

Gross Weight:

The gross weight in pounds of the shipment.

Tare Weight:

The vehicle tare weight in pounds.

Analytical:

The type of analysis done on the product.

Value:

The resulting value of the analysis done on the product.

Units:

The unit of measure of the value for the analysis done on the product.

Remarks:

Any remarks associated with the analysis done on the order.

Paging Forwards and Back

At the bottom of the page there will be one or two buttons available to Page to the Next shipment or go back to a previous one if you selected the Certificate of Analysis display from the Shipping Documents page and there was more than one document available for a particular waybill date. Note: these buttons will not appear if the Bill of Lading display was selected from the Shipment History page. **Next:**

If there are more shipments available to display, hitting the Next button will display the next shipment.

Previous:

Once you start paging through your shipments, you may return to the previous one by clicking on the previous button.

New:

Selection

Allows you to return to the previous page where you selected the Certificate of Analysis detail display page. **Create:**

Printable Version

Create a web page version of the Certificate of Analysis suitable for printing.

SHIPPING ADVICE

This page gives you access to more detailed Shipping Advice information about the shipment. The page will contain at least the following information:

Nutrien Order No:

The sequential number used to uniquely identify each shipment assigned by Nutrien to the shipment.

Customer PO:

The billing customer purchase order number as entered against the order by **Nutrien**.

Customer:

The name and address of the billing customer, as well as a brief description of the type of order, when it was shipped, how it was shipped and what product was shipped.

Destination:

The city and state (or province) that the shipment was sent to.

Release No:

The customer release no provided to **Nutrien** for the shipment by the customer.

Advice No:

The shipping advice number assigned to the shipment by **Nutrien** .

ShipTo Name:

The name of the company the shipment is being sent to.

Total Quantity:

The total quantity being shipped in Short Tons, Metric Tonnes, Pounds or Kilograms.

Strength:

A summary of the chemical analysis done on the product just prior to shipping. The value here will be dependent on the type of product being shipped. Typically it is percent of K₂O equivalence for Potash, percent of Nitrogen for Nitrogen products and percent of P₂O₅ for Phosphate.

Gross Weight:

The gross weight in pounds of the shipment.

Tare Weight:

The vehicle tare weight in pounds.

Net Weight:

The net (gross - tare) weight in pounds and short tons of the shipment.

Quantity:

Same as total quantity.

Vehicle ID:

The name given by the carrier to the vehicle as recorded by **Nutrien**.

No of Bags:

If the shipment was packaged with bags, the number of bags used.

Quantity:

If the shipment was packaged with bags, the size of the bags used.

Paging Forwards and Back

At the bottom of the page there will be one or two buttons available to Page to the Next shipment or go back to a previous one if you selected the Shipping Advice display from the Shipping Documents page and there was more than one document available for a particular waybill date. Note: these buttons will not appear if the Shipping Advice display was selected from the Shipment History page.

Next:

If there are more shipments available to display, hitting the Next button will display the next orders.

ORDER POSITION

ORDER POSITION - INTRODUCTION

This section explains how to review your **Nutrien** Order Position information.

The Order Position function of the **Nutrien** Customer Service web site is designed to allow criteria driven access to lists of shipments or orders. You will be able to retrieve information from the web site based on the criteria you have selected. Once the list of information has been displayed you will be able to link to the Shipment History, Invoice Inquiry and Rail Car Tracing functions from each of the listed orders/shipments.

ENTERING CRITERIA FOR ORDER POSITION

When you first enter the Order Position function you will be presented with a page where you can enter a number of different criteria. These criteria are used to select a list of shipments or orders for display. The possible criteria are:

Customer:

You can select the account you want to use for the selection list, or select 'All your locations' to see information for all your accounts together.

Product:

You can select the product you want to use in your request, or select 'Any' to see information for all products. The only products you may select are those that you have used in the past one year.

Date From/Date To:

The date range is important to keeping the selection to a manageable list of results. The date referenced depends on the type of search. If you are looking for shipments only, it will be based on the shipped date, if you want open orders only, it will use the requested ship date, and if you want all your orders, it will also use the requested ship date. Searches on dates prior to 1998 are not allowed.

Dest City/State Prov:

The destination for the shipment can be used to limit the resulting list. Either, or both the state or province, or the city of the destination can be selected. Note that the destination city must be 'exactly' as it is entered on the **Nutrien** order, including the case, in order for the selection to be found correctly.

Use 'Any' to see all states and provinces.

Source:

The originating warehouse, mine or plant source of the **Nutrien** order can be used to refine the selected orders or shipments if you only want to see shipments sourced to a particular location.

Use 'Any' to see all sources.

Mode:

The transportation mode can be used to select orders/shipments. The mode is one of Rail car, Truck, Vessel or Barge. Use 'Any' to see all modes of transport.

Packaging:

If you only want to see Bulk, Bagged or Drum packaged shipments, use this selection criteria. Use 'Any' to see all packaging.

PO Number:

You can enter your PO Number here to see all the orders that have been used by **Nutrien** to fill your purchase request..

Order Type:

As mentioned previously, you can restrict the selected list of orders/shipments to shipments only, open orders only, or all orders.

Ship To:

Orders can also be selected by the Ship To destination. This can make it easier to locate orders going to your particular locations.

Shipment Type:

In addition to seeing your more normal Sales shipments from **Nutrien**, you can also see the inventory transfers into your warehouses if **Nutrien** has leased some space from you. Select 'Inventory Transfers; from this drop down list to see these shipments.

Once you have made your selections you have a number of options that can be engaged by clicking on the appropriate button at the bottom of the page:

List Orders:

This presents a detail list of orders that you can review. You may need to 'page' your way through the list depending on how many orders you have requested.

Summary:

This shows summary information for the selected shipment criteria

Excel File:

The detail you have selected is downloaded into an Excel Spreadsheet.

Special Functions:

Use Defaults:

You can reset your selection criteria to the defaults by clicking on this button.

Set Defaults:

You can go the "Default Criteria" screen from the "Home" page to set the defaults.

Some Possible Errors:

- 1.If you select a date that is not valid (i.e. Feb 30, 2000) you will receive a message indicating that the format of the date used is invalid.
- 2.You will be informed if your criteria do not result in any orders or shipments being retrieved.

ORDER POSITION DETAIL LIST

If you are successful getting a set of orders or shipments after entering the Order Position criteria, you will be presented with the following information:

At the top of the Page:

Total Orders:

At the top of the page on the left hand side you will see a count of the total number of orders that have been retrieved by your criteria. This may help to guide you to further refine the criteria if you have retrieved too many orders to comfortably scroll through.

Orders From/To:

The current set of orders displayed on the page is shown by these values. As you advance through the list by clicking on the Next button at the bottom of the page these values will show you your position in the list.

In the List:

Nutrien Order Number:

This is a unique identifier assigned at order entry by the **Nutrien**. The list of orders presented to you is sequenced by this number starting with the smallest. You can click on this number to go to the Shipment History page for this order.

Your PO:

This is your purchase order number as recorded at order entry by the **Nutrien**. For most customers this will have a one to one relationship with the **Nutrien** order number. You can click on this number to go to the Shipment History page for this Purchase Order.

Invoice No :

This is the unique number assigned by **Nutrien** to the invoice generated for this shipment. If the shipment has not been invoiced the word 'none' will appear. You can click on an invoice number to go to the Invoice Inquiry page for this shipment.

Vehicle ID:

This is the ID assigned by **Nutrien** for the shipment. For a rail car shipment, this will be the Car Number. If the order has been shipped, and it is for a rail car, you may click on this number to go to the Rail Car Tracings page for this order.

Requested Quantity:

This is the quantity and units of measure that **Nutrien** recorded at order entry.

Actual Quantity

This is the quantity and units of measure as recorded on the Bill of Lading for order when it was shipped. If unshipped this quantity will be zero.

Requested Ship Date:

This is the date recorded by **Nutrien** that you requested to have the order shipped.

Actual Ship Date

This is the actual date the order was shipped. It is taken from the bill of lading date.

Product:

The product you have requested or was shipped by **Nutrien** for this order.

Source:

This is the **Nutrien** source (i.e. Mine, Plant or Warehouse) that will ship or has shipped the order.

Destination:

This is the final destination recorded by **Nutrien** of the shipment or order.

Mode:

This describes the type of vehicle that was or will be used to transport the shipment. It can be Rail car, Truck, Vessel or Barge **Status:**

The current status (i.e. Awaiting Shipping, Shipped, Invoiced, Credit Hold, etc.) is listed in this column.

Paging Forwards and Back

At the bottom of the page there will be one or two buttons available to Page to the Next set of orders/shipments or go back to a previous set.

Next Orders:

If there are more orders available to display, hitting the Next ? Orders button will display the next set of orders. The number of orders (?) to retrieve defaults to 10, however you can make the set larger or smaller by going to the HOME function from the menu on the left hand side of the page, then going to the defaults and setting the Page Length value to any number between 1 and 35. This button will not be displayed when you have reached the end of the list of orders.

Previous Orders:

Once you start paging through your list of orders, you may return to the previous set by clicking on the Previous Orders button. The number of orders (?) displayed defaults to 10, however, you can make the set larger or smaller by going to the HOME function from the menu on the left hand side of the page, then going to defaults and setting the Page Length value to any number between 1 and 35. This button will not be displayed from the first page of the list.

New Selection:

You may want to change the criteria you used to get the list of orders/shipments. Rather than going 'Back' until you reach the criteria selection page, you can simply click on this button and you will be returned to the selection criteria page.

Excel File:

You can download all the selected orders to an Excel Spreadsheet by selecting this button to click.

Some Possible Errors:

1. You may get an error generated by the Page you have tried to go to from the list of orders. These included the Shipment History from the **Nutrien** order number and Your PO, the Invoice Inquiry from the Invoice No, or the Rail Car Tracings from the Vehicle ID.

ORDER POSITION DETAIL LIST

If you are successful getting your summary of the orders or shipments after entering the Order Position criteria, you will be presented with the following information:

No of Orders:

This shows the number of Shipped or Open orders for the criteria used.

Quantity:

This is the quantity shipped for Shipped orders or the quantity requested for Open orders for the criteria used.

Invoiced:

This is the quantity invoiced for the Shipped orders for the criteria used.

Special Functions:

List Orders:

Having brought up the summary information, you may click on List Orders at the bottom of the Page to see the detail Order Position list. See Order Position Detail List for more information.

New Selection:

You can return to the Order Position criteria entry page by clicking on this button.

Excel File:

A detail file can be created of your selected values in Excel Spreadsheet format..

ORDER POSITION EXCEL SPREADSHEET

You can choose to load the information you have selected from the Order Position Criteria page into a Microsoft Excel spreadsheet. This can be done right from the Order Position page, or from the Detail List by clicking on the Excel button. A new window will open up, and you may be prompted on whether you wish to save the spreadsheet as a file, or open it up to be viewed in your browser.

Possible Problems:

Slowness:

If you request a large amount of information to be downloaded into Excel, it will take a long period (sometimes as much as two or three minutes) to create the file and download it.

CAR TRACING

CAR TRACING - INTRODUCTION

This section explains how to review your **Nutrien** Rail Car Tracings.

Nutrien collects Car Location Messages (CLMs) from Carriers for all Rail Cars in their Fleet, and all shipments. These CLMS are used to update the Rail Car Tracings every hour. These tracings are available for you to review to see the status and location of any shipment for which you are awaiting delivery, or if you simply want to review historical patterns of delivery.

GETTING CAR TRACING INFORMATION

When you first enter a the Car Tracing function you will be presented with a page where you can enter one of either your Purchase Order number, the **Nutrien** order number, or the Car Number. Selecting car tracings by Car Number can take a long time to generate, because **Nutrien** must check all the shipments that used that car and determine which ones belong to your account; and in addition determine which is the most recent usage, when you are done entering your selection you should click on Display Tracings.

Some Possible Errors:

- 1.If you enter both a **Nutrien** order number and your Purchase Order number you will be asked to only enter one o f those two values.
- 2.If you do not enter either an order number or a Purchase Order you will be prompted to enter one.
- 3.You will not be permitted to see car tracings for a shipment for a Purchase Order or **Nutrien** order that does not belong to your account(s).
- 4.No tracings are available for unshipped orders, or non Rail Car orders.
- 5.No tracings are available for the Car Number entered. 6.Car Number entered was not in a valid (AAAA999999) car number format.

Special Features:

- 1.Once you select car tracings for viewing your Purchase Order number will be remembered by the Service Window and presented in any of the pages where a Purchase Order number can be used to get information.

CAR TRACINGS AND PURCHASE ORDERS

If you reuse purchase orders, or your purchase orders reference more than one **Nutrien** order, you will need to identify the specific shipment for which you wish to see Rail Car Tracings. When multiple orders per Purchase Order are found you will not go directly to the Car Tracing detail list, instead, you will be presented with a list of shipments that match the entered Purchase Order Number. You can then select the appropriate shipment. The shipments will be presented newest to oldest, with a maximum of thirty orders containing the following information to assist you to identify the specific shipment you want to review:

At the top of the Page:

Total POs:

At the top of the page on the left hand side you will see a count of the total number of shipments that have been found for your Purchase Order.

POs From/To:

The current set of tracings displayed on the page is shown by these values.

In the List:

Nutrien Order Number:

This is a unique identifier assigned at order entry by the **Nutrien**. The list of orders presented to you is sequenced by this number starting with the smallest. You can click on this number to go to the Rail Car Tracing detail list page for this order.

Requested Ship Date:

This is the date recorded by **Nutrien** that you requested to have the order shipped.

Product:

The product you have requested or was shipped by **Nutrien** for this order.

Source:

This is the **Nutrien** source (i.e. Mine, Plant or Warehouse) that will ship or has shipped the order.

Destination:

This is the final destination recorded by **Nutrien** of the shipment or order.

Requested Quantity:

This is the quantity and units of measure that **Nutrien** recorded at order entry.

Actual Quantity

This is the quantity and units of measure as recorded on the Bill of Lading for order when it was shipped. If unshipped this quantity will be zero.

Vehicle ID:

This is the ID assigned by **Nutrien** for the shipment. For a rail car shipment, this will be the Car Number. If the order has been shipped, and it is for a rail car, you may click on this number to go to the Rail Car Tracings page for this order.

If you are successful getting a set of car tracings after entering your Purchase Order or the **Nutrien** order no, you will be presented with a list of no more than 50 tracings, newest to oldest, presenting the following information:

At the top of the Page:

Total Tracings:

At the top of the page on the left hand side you will see a count of the total number of tracings that have been found for your shipment.

Tracings From/To:

The current set of tracings displayed on the page is shown by these values. As you advance through the list by clicking on the Next button at the bottom of the page these values will show you your position in the list.

In the List:

Car Number:

This is the standard ten character rail car identifier composed of up to 4 left justified alpha characters followed by up to six right justified numbers. There are set from the Bill of Lading when the order is shipped. **Sighting:**

The date and time (using a 24 clock) that the CLM (Car Location Message) indicated that the rail car was sighted at the indicated location.

Type:

This is the nature of the CLM, such as the type of location (i.e. yard, siding, etc.) or when the car was received by a carrier.

Location:

A description of the place and state or province where the rail car was sighted.

Junction:

The railroad junction where the rail car was sighted.

Carrier:

The rail carrier responsible for the rail car when it was sighted.

Destination:

This is the final destination recorded by **Nutrien** for the rail car.

Special Functions:

New Selection:

You may want to change the criteria you used to get the list of orders/shipments. Rather than going 'Back' until you reach the criteria selection page, you can simply click on this button and you will be returned to the selection criteria screen.

CAR STATUS

CAR STATUS - INTRODUCTION

This section explains how to review your **Nutrien** Rail Car Status.

Nutrien collects Car Location Messages (CLMs) from Carriers for all Rail Cars in identified as part of a Fleet. If you have a set of Rail Cars in a fleet that you want **Nutrien** to track for you, these CLMS can be used to update the Rail Car Tracings for your fleet every hour. These tracings are the used to present you with a list of the current status and location of you rail cars. If you have fleet cars that you want **Nutrien** to track for you, contact your Customer Service representative.

GETTING CAR STATUS INFORMATION

When you first enter the Car Status function you will be presented with a page where you can select the account that you want to use to review your Fleet Car information. Simply select the account you want and click on Display Status.

CAR STATUS DETAIL LIST

If you are successful getting a set of rail cars for your fleet, you will be presented with the following information:

At the top of the Page:

Total Rail Cars:

At the top of the page on the left hand side you will see a count of the total number of rail cars that have been retrieved for your account.

Rail Cars From/To:

The current set of rail cars displayed on the page is shown by these values. As you advance through the list by clicking on the Next button at the bottom of the page these values will show you your position in the list.

In the List:

Car Number:

This is the standard ten character rail car identifier composed of up to 4 left justified alpha characters followed by up to six right justified numbers. There are set from the Bill of Lading when the order is shipped. If you click on this number you can see all the car tracings for the last shipment that **Nutrien** has car tracings for.

Sighting:

The date and time (using a 24 clock) that the CLM (Car Location Message) indicated that the rail car was sighted at the indicated location.

Type:

This is the nature of the CLM, such as the type of location (i.e. yard, siding, etc.) or when the car was received by a carrier.

Location:

A description of the place and state or province where the rail car was sighted.

Loaded or Empty:

Indicates whether the rail car was loaded or empty when it was sighted.

Junction:

The railroad junction where the rail car was sighted.

Carrier;

The rail carrier responsible for the rail car when it was sighted.

Destination:

This is the final destination recorded by **Nutrien** for the rail car.

Nutrien Order Number:

This is a unique identifier assigned at order entry by the **Nutrien**. The list of orders presented to you is sequenced by this number starting with the smallest. You can click on this number to go to the Shipment History page for this order.

Your PO:

This is your purchase order number as recorded at order entry by the **Nutrien**. For most customers this will have a one to one relationship with the **Nutrien** order number. You can click on this number to go to the Shipment History page for this Purchase Order.

Actual Ship Date

This is the actual date the order was shipped. It is taken from the bill of lading date.

Source:

This is the **Nutrien** source (i.e. Mine, Plant or Warehouse) that will ship or has shipped the order.

Product:

The product you have requested or was shipped by **Nutrien** for this order.

Paging Forwards and Back

At the bottom of the page there will be one or two buttons available to Page to the Next set of rail cars or go back to a previous set.

Next Rail Cars:

If there are more orders available to display, hitting the Next ? Rail Cars button will display the next set of rail cars. The number of rail cars (?) to retrieve defaults to 10, however you can make the set larger or smaller by going to the HOME function from the menu on the left hand side of the page, then going to the defaults and setting the Page Length value to any number between 1 and 35. This button will not be displayed when you have reached the end of the list of rail cars.

Previous Rail Cars:

Once you start paging through your list of rail cars, you may return to the previous set by clicking on the Previous ? Rail Cars button. The number of rail cars (?) displayed defaults to 10, however, you can make the set larger or smaller by going to the HOME function from the menu on the left hand side of the page, then going to defaults and setting the Page Length value to any number between 1 and 35. This button will not be displayed from the first page of the list.

New Selection:

You may want to select a new account to use to get the list of fleet rail cars. Rather than going 'Back' until you reach the selection page, you can simply click on this button and you will be returned to the account selection page.

Some Possible Errors:

- 1.You may get an error generated by the Page you have tried to go to from the list of rail cars. These included the Shipment History from the **Nutrien** order number and Your PO, or the Rail Car Tracings from the Car Number ID.
- 2.You will receive a message if you do not have any fleet cars set up in the **Nutrien** fleet management system.

RAIL IN TRANSIT

RAIL IN TRANSIT - INTRODUCTION

This section explains how to review your **Nutrien** in Transit Rail Cars.

This is available for use when you have rail cars that have been shipped by **Nutrien** but not yet delivered. This function allows you to review the status of all rail shipments for which you are awaiting delivery.

GETTING RAIL IN TRANSIT INFORMATION

When you first enter the Rail In Transit function you will be presented with a page where you can select the account that you want to use to review your in transit rail shipment information. Simply select the account you want and click on Display Shipments.

RAIL IN TRANSIT DETAIL LIST

If you are successful getting a set of rail shipments for your set of intransit orders, you will be presented with the following information:

At the top of the Page:

Total Shipments:

At the top of the page on the left hand side you will see a count of the total number of in transit rail shipments that have been retrieved for your account.

Shipments From/To:

The current set of in transit rail shipments displayed on the page is shown by these values. As you advance through the list by clicking on the Next button at the bottom of the page these values will show you your position in the list.

In the List:

Nutrien Order Number:

This is a unique identifier assigned at order entry by the **Nutrien**. The list of orders presented to you is sequenced by this number starting with the smallest. You can click on this number to go to the Shipment History page for this order.

Your PO:

This is your purchase order number as recorded at order entry by the **Nutrien**. For most customers this will have a one to one relationship with the **Nutrien** order number. You can click on this number to go to the Shipment History page for this Purchase Order.

Vehicle ID:

This is the standard ten character rail car identifier composed of up to 4 left justified alpha characters followed by up to six right justified numbers. There are set from the Bill of Lading when the order is shipped. If you click on this number you can see all the car tracings for the last shipment that **Nutrien** has car tracings for.

Ship Date

This is the actual date the order was shipped. It is taken from the bill of lading date.

Source:

This is the **Nutrien** source (i.e. Mine, Plant or Warehouse) that has shipped the order.

Product:

This the product that was shipped by **Nutrien** for this order.

Destination:

This is the final destination recorded by **Nutrien** for the rail car.

Qty Shipped:

The quantity shipped (in short tons or metric tonnes) that was recorded on the Bill of Lading for the shipment.

Paging Forwards and Back

At the bottom of the page there will be one or two buttons available to Page to the Next set of shipments or go back to a Previous set.

Next Shipments

If there are more orders available to display, hitting the Next ? Shipments button will display the next set of shipments. The number of shipments (?) to retrieve defaults to 10, however you can make the set larger or smaller by going to the HOME function from the menu on the left hand side of the page, then going to the defaults and setting the Page Length value to any number between 1 and 35. This button will not be displayed when you have reached the end of the list of shipments.

Previous Shipments:

Once you start paging through your list of shipments, you may return to the previous set by clicking on the Previous ? Shipments button. The number of shipments (?) displayed defaults to 10, however, you can make the set larger or smaller by going to the HOME function from the menu on the left hand side of the page, then going to defaults and setting the Page Length value to any number between 1 and 35. This button will not be displayed from the first page of the list.

New Selection:

You may want to select a new account to use to get the list of rail in transit shipments. Rather than going 'Back' until you reach the selection page, you can simply click on this button and you will be returned to the account selection page.

Some Possible Errors:

1. You may get an error generated by the Page you have tried to go to from the list of shipments. These included the Shipment History from the **Nutrien** order number and Your PO, or the Rail Car Tracings from the Car Number ID.

2. You will receive a message if you do not have any rail in transit shipments in the **Nutrien** computer systems.

ACCOUNT STATUS

ACCOUNT STATUS - INTRODUCTION

This section explains how to review your **Nutrien** Accounts Receivable status.

As invoices are created, payments received and applied, summary credits generated, and other credit or debit notes created, your account balance will change. The Account Status gives you the ability to see an up to the minute summary of all your Receivable activity with **Nutrien**. You can see when

Nutrien has received payments, when and how they were applied, and many other details that should help you keep track of your Payables with **Nutrien**.

GETTING ACCOUNT STATUS INFORMATION

When you first enter the Account Status function you will be presented with a page where you can select the account that you want to use to review your Account information. Simply select the account you want and click on Display Status.

ACCOUNT STATUS SUMMARY

Once you have selected the Account you will be presented with a page with basic Accounts Receivable information. The page will contain at least the following information:

Sold To:

The full name the billing account with **Nutrien**.

Address:

Your account address.

AR Balance:

The total outstanding accounts receivable for your account, including all payments, outstanding invoices, credit and debit notes.

Date Last Sale:

The date you were last invoiced for a **Nutrien** shipment.

Last Payment Amount:

The dollar value of the last payment received against the account.

Last Payment Date:

The date **Nutrien** last received a payment against the account. You can see the details of how this payment has been applied to your invoices by clicking on the value. This will take you to Payment Inquiry.

You can return to the selection page and choose a new account by clicking on the New Selection button at the bottom of the page.

Special Functions:

Excel File:

You can download into Excel Spreadsheet format all the detail of your current Accounts Receivable Balance by clicking on this button.

Payment Inquiry:

For your last payment you can see detail on how this payment has been applied. Clicking on the payment value in the Summary will take you to a new page described in Payment Inquiry.

Detail:

Clicking on this button (located at the bottom of the page) invokes the Account Status Detail page for the account being summarized. For a complete explanation of this page see Account Status Detail in Account Status.

Possible Errors:

1.If you have no unapplied payments or outstanding invoices you will receive an error message when you click on the Detail button.

ACCOUNT STATUS DETAIL LIST

The Account Status Detail page presents the list of invoices, credit notes, debit notes and unapplied payments that comprise the AR Balance indicated on the summary. The list include the following information:

At the top of the Page:

Total Transactions:

At the top of the page on the left hand side you will see a count of the total number of transactions that have been retrieved for your account.

Transactions From/To:

The current set of transactions displayed on the page is shown by these values. As you advance through the list by clicking on the Next button at the bottom of the page these values will show you your position in the list.

In the List:

Transaction Type:

This tells you whether the transaction listed is an invoice, credit note, debit note or unapplied payment.

Transaction Number:

The identifying number for the transaction type. This will be the invoice number for the credit notes, debit notes and invoices, and the payment number for payments. If this number is for an invoice, you can click on it to see the Invoice Inquiry information for the invoice.

Your PO:

This is your purchase order number as recorded at order entry by the **Nutrien**. For most customers this will have a one to one relationship with the **Nutrien** order number. You can click on this number to go to the Shipment History page for this Purchase Order.

Date:

This date the transaction was recorded that is either the invoice or payment date.

Amount:

The dollar value of the invoice or payment referenced by the transaction.

AR Balance:

The dollar value of the AR Balance for the outstanding invoices or unapplied payments referenced by the transaction.

Due Date:

The due date of the invoices.

Paging Forwards and Back

At the bottom of the page there will be one or two buttons available to Page to the Next set of transactions or go back to a Previous set.

Next Transactions:

If there are more transactions available to display, hitting the Next ? Transactions button will display the next set of accounts receivable transactions. The number of transactions (?) to retrieve defaults to 10, however you can make the set larger or smaller by going to the HOME function from the menu on the left hand side of the page, then going to the defaults and setting the Page Length value to any number between 1 and 35. This button will not be displayed when you have reached the end of the list of transactions.

Previous Transactions:

Once you start paging through your list of transactions, you may return to the previous set by clicking on the Previous ? Transactions button. The number of transactions (?) displayed defaults to 10, however, you can make the set larger or smaller by going to the HOME function from the menu on the left hand side of the page, then going to defaults and setting the Page Length value to any number between 1 and 35. This button will not be displayed from the first page of the list.

New Selection:

You may want to select a new account to use to get the list of transactions. Rather than going 'Back' until you reach the selection page, you can simply click on this button and you will be returned to the account selection page.

Special Functions:

AR Balance Detail

For each invoice you can click on the AR Balance to see all the transactions that make up the AR Balance for the invoice. See Invoice AR Balance Detail for more information.

Some Possible Errors:

1. You may get an error generated by the Page you have tried to go to from the list of transactions. These include the Shipment History from the Your PO, or the Invoice Inquiry from the Transaction No.

PAYMENT INQUIRY

Payment Inquiry shows the detail for a payment. It shows at least the following information:

At the top of the Page:

Total Transactions:

At the top of the page on the left hand side you will see a count of the total number of invoices that have been retrieved for your payment.

Transactions From/To:

The current set of invoices displayed on the page is shown by these values. As you advance through the list by clicking on the Next button at the bottom of the page these values will show you your position in the list.

In the List:

Invoice No:

The identifying invoice number. You can click on it to see the Invoice Inquiry information for the invoice.

Your PO:

This is your purchase order number as recorded at order entry by the **Nutrien**. For most customers this will have a one to one relationship with the **Nutrien** order number. You can click on this number to go to the Shipment History page for this Purchase Order.

Invoice Date:

This date on the invoice as recorded by Nutrien.

Funds:

The funds of the invoice (typically Canadian or US).

Invoice Amount:

The dollar value of the invoice..

Invoice AR Balance:

The dollar value of the AR Balance for the invoice.

Applied Amount:

The dollar value applied from the payment to the invoice.

Applied Date:

The date the payment was applied to the invoice..

Paging Forwards and Back

At the bottom of the page there will be one or two buttons available to Page to the Next set of invoices or go back to a Previous set.

Next ? Transactions:

If there are more invoices available to display, hitting the Next ? Transactions button will display the next set of invoices. The number of invoices (?) to retrieve defaults to 10, however you can make the set larger or smaller by going to the HOME function from the menu on the left hand side of the page, then going to the defaults and setting the Page Length value to any number between 1 and 35. This button will not be displayed when you have reached the end of the list of transactions.

Previous ? Transactions:

Once you start paging through your list of invoices you may return to the previous set by clicking on the Previous ? Invoices button. The number of transactions (?) displayed defaults to 10, however, you can make the set larger or smaller by going to the HOME function from the menu on the left hand side of the page, then going to defaults and setting the Page Length value to any number between 1 and 35. This button will not be displayed from the first page of the list.

New Selection:

You may want to select an new account to use to get the last payment. Rather than going 'Back' until you reach the selection page, you can simply click on this button and you will be returned to the account selection page.

INVOICE AR BALANCE DETAIL LIST

The Invoice AR Balance Detail page presents the list of payment applications, credit notes, debit notes and invoice activity that comprise the total AR Balance for the invoice. The list includes the following information:

At the top of the Page:

Total Transactions:

At the top of the page on the left hand side you will see a count of the total number of transactions that have been retrieved for your account.

Transactions From/To:

The current set of transactions displayed on the page is shown by these values.

In the List:

Transaction Type:

This tells you whether the transaction listed is an invoice, credit note, debit note or unapplied payment..

Transaction Number:

The identifying number for the transaction type. This will be the invoice number for the credit notes, debit notes and invoices, and the payment number for payments. If this number is for an invoice, you can click on it to see the Invoice Inquiry information for the invoice.

Date:

This date the transaction was recorded that is either the invoice or payment date.

Amount:

The dollar value of the invoice or payment referenced by the transaction.

You can go back and review another invoice by clicking on the New Selection button at the bottom of the page.

ACCOUNT STATUS DETAIL EXCEL SPREADSHEET

You can choose to load the detail information you from the Account Status page into an Microsoft Excel spreadsheet. This can be done right from the Account Status Summary page, or from the Detail List by clicking on the Excel button. A new window will open up, and you may be prompted on whether you wish to save the spreadsheet as a file, or open it up to be viewed in your browser.

Possible Problems:

Slowness:

If you request a large amount of information to be downloaded into Excel, it will take a long period (sometimes as much as two or three minutes) to create the file and download it. To prevent run-away queries Excel files are limited to a maximum of 1000 rows.

INVOICE INQUIRY

INVOICE INQUIRY - INTRODUCTION

This section explains how to review your **Nutrien** Invoice Inquiry information.

This is available for use when you have a specific invoice that you want to review. You can identify the invoice through either your purchase order number or the **Nutrien** invoice number.

GETTING INVOICE INQUIRY INFORMATION

When you first enter a the Invoice Inquiry Function you will be presented with a page where you can enter either your Purchase Order number or the **Nutrien** invoice number. When you have done this you should click on Display Invoice.

Special Features:

1. Once you select a invoice for viewing your Purchase Order number will be remembered by the Service Window and presented in any of the pages where a Purchase Order number can be used to get information.

INVOICE INQUIRY AND PURCHASE ORDERS

If you reuse purchase orders, or your purchase orders reference more than one **Nutrien** order, you will need to identify the specific invoice for which you wish to do an Invoice Inquiry. When multiple invoices per Purchase Order are found you will not go directly to the Invoice Inquiry page, instead, you will be presented with a list of invoices that match the entered Purchase Order Number. You can then select the appropriate invoice. The invoices will be presented newest to oldest, with a maximum of thirty invoices containing the following information to assist you to identify the specific shipment you want to review:

At the top of the Page:

Total POs:

At the top of the page on the left hand side you will see a count of the total number of shipments that have been found for your Purchase Order.

POs From/To

The current set of tracings displayed on the page is shown by these values.

In the List:

Nutrien Invoicer Number:

This is a unique identifier assigned automatically order entry by the **Nutrien**. The list of invoices presented to you is sequenced by this number starting with the smallest. You can click on this number to go to the Invoice Inquiry page for this invoice.

Invoice Date:

This is the invoice date recorded by **Nutrien**.

Product:

This the product you have requested or was shipped by **Nutrien** for this order.

Source:

This is the **Nutrien** source (i.e. Mine, Plant or Warehouse) that will ship or has shipped the order.

Destination:

This is the final destination recorded by **Nutrien** of the shipment or order.

Requested Quantity:

This is the quantity and units of measure that **Nutrien** recorded at order entry.

Actual Quantity:

This is the quantity and units of measure as recorded on the Bill of Lading for order when it was shipped. If unshipped this quantity will be zero.

Vehicle ID:

This is the ID assigned by **Nutrien** for the invoice. For a rail car shipment, this will be the Car Number. If the order has been shipped, and it is for a rail car, you may click on this number to go to the Rail Car Tracings page for this order.

Selection

Allows you to return to the previous page where you selected or entered the Purchase Order from.

INVOICE INQUIRY DISPLAY

Once you have successfully entered a **Nutrien** invoice number or your Purchase Order number, you will be presented with a page with basic invoice information. The page will contains at least the following information:

Customer No.:

Your account number as used in the internal **Nutrien** computer systems.

Invoice Date:

The date the invoice was generated for the shipment.

Invoice No:

If the shipment has been invoiced, this is a reference to the invoice generated by **Nutrien** for the sale.

Sold To:

The name and address of the billing account the shipment was ordered for.

Ship To:

The name and address of the location for the account that the shipment will be or was sent to.

Remit To:

The name and address you should remit payment for the invoice to.

Nutrien Order Number:

This is a unique identifier for the order being invoiced, assigned at order entry by the **Nutrien**.

Sales District:

If sales manager responsible for the order and invoice.

Product Analysis:

A summary of the chemical analysis done on the product just prior to shipping. The value here will be dependent on the type of product being shipped. Typically it is percent of K₂O equivalence for Potash, percent of Nitrogen for Nitrogen products and percent of P₂O₅ for Phosphate.

Shipping Location:

The plant, mine or warehouse from where the shipment being invoiced originated.

Your PO Number:

Your purchase order number for the shipment that was entered by **Nutrien** at order entry.

Payment Terms:

A description of the terms required by **Nutrien** for payment on the invoice.

Date Shipped:

The date **Nutrien** actually shipped the order.

Vehicle ID:

The identifier for the vehicle that was used to transport the product from source to customer. This can be a formatted Car Number of rail shipments, or other truck and vessel IDs.

Requested Quantity:

The quantity and units of measure that the customer requested from **Nutrien** for this shipment.

Interest Rate:

A description of the rate of interest that will be charged on overdue accounts.

Funds:

The funds (US or Canadian) of the invoice dollar value.

Due Date:

When payment is due on the invoice.

Inquiries:

Where inquiries as to the contents of the invoice should be made.

Remarks:

And additional remarks about the invoice that are added by **Nutrien** sales personnel.

Line Items:

Description:

A description of what the line item values represent on the invoice.

Quantity:

The quantity of the stated product that is being invoiced.

Unit of Measure:

The units of measure of the quantity of product being invoiced.

Price:

The per unit of measure price of line item.

Amount:

The total dollar amount of the line item.

Special Functions:

Printable Version:

Clicking on this button (located at the top, right-hand side of the page) produces an image of the **Nutrien** Invoice being reviewed that is suitable for printing. It is arranged and colored similar to the actual **Nutrien** invoice. It includes all the remittance information required by **Nutrien** in order to process a payment against the invoice. The invoice can be printed with your browser 'Print' button. Use the File-Print Setup from your browser to remove any header and footer information the browser adds to the print that is not necessary.

AR Detail:

Clicking here allows you to see how payments were applied against the invoice.

Summary Detail:

Selecting this allows you to see all the invoices that were adjusted by a Summary Credit or Debit Note.

New Selection:

You may want to change the criteria you used to get to this invoice. Rather than going 'Back' until you reach the criteria selection page, you can simply click on this button and you will be returned to the selection criteria screen.

SUMMARY INVOICE DISPLAY

Some invoices are Summary Credit or Debit notes that apply discounts to more than one invoice. This function allows you to see the detail of the invoices that had the discount applied to them

At the top of the Page:

Total Invoices::

At the top of the page on the left hand side you will see a count of the total number of transactions that have been retrieved for your account.

Invoices From/To:

The current set of transactions displayed on the page is shown by these values. As you advance through the list by clicking on the Next button at the bottom of the page these values will show you your position in the list.

In the List:

Invoice No:

The identifying **Nutrien** assigned invoice number. You can click on this to see more detail on the adjusted invoices.

Invoice Date:

The date on the adjusted invoice.

Your PO:

This is your purchase order number as recorded at order entry by the **Nutrien**. For most customers this will have a one to one relationship with the **Nutrien** order number. You can click on this number to go to the Shipment History page for this Purchase Order.

Nutrien Order Number:

This is a unique identifier assigned at order entry by the **Nutrien**. The list of orders presented to you is sequenced by this number starting with the smallest. You can click on this number to go to the Shipment History page for this order.

Invoice Amount:

The dollar value of the invoice..

Adjusted Amount:

The dollar value of the adjustment to the invoice by the Credit or Debit Note.

Paging Forwards and Back

At the bottom of the page there will be one or two buttons available to Page to the Next set of invoices or go back to a Previous set.

Next Invoices:

If there are more transactions available to display, hitting the Next ? Transactions button will display the next set of accounts receivable transactions. The number of transactions (?) to retrieve defaults to 10, however you can make the set larger or smaller by going to the HOME function from the menu on the left hand side of the page, then going to the defaults and setting the Page Length value to any number between 1 and 35. This button will not be displayed when you have reached the end of the list of transactions.

Previous Invoices:

Once you start paging through your list of transactions, you may return to the previous set by clicking on the Previous Transactions button. The number of transactions (?) displayed defaults to 10, however, you can make the set larger or smaller by going to the HOME function from the menu on the left hand side of the page, then going to defaults and setting the Page Length value to any number between 1 and 35. This button will not be displayed from the first page of the list.

New Selection:

This will return you to the page from which you selected the Summary Debit or Credit Note.

SALES HISTORY

SALES HISTORY - INTRODUCTION

This section explains how to run your **Nutrien** Sales History reports.

Selection criteria are available to retrieve your sales history with Nutrien going back several years. While some of these queries can take a long time to run, the end results can be downloaded into an Excel spreadsheet for you to manipulate as you desire.

ENTERING CRITERIA FOR SALES HISTORY

When you first enter the Sales History you will be presented with a page where you can enter a number of different criteria. These criteria are used to select a list of sales shipments for display or download. The possible criteria are:

Customer:

You can select the account you want to use for the selection list, or select 'All your locations' to see information for all your accounts together.

Product:

You can select the product you want to use in your request, or select 'Any' to see information for all products. The only products you may select are those that you have used in the past one year.

Month From/Month Too:

The month range is important to keeping the selection to a manageable list of results. The month referenced is based on the **Nutrien** accounting period the sale was booked into.

Source:

The originating warehouse, mine or plant source of the **Nutrien** order can be used to refine the selected orders or shipments if you only want to see shipments sourced to a particular location. Use 'Any' to see all sources.

Mode:

The transportation mode can be used to select sales orders. The mode is one of Rail car, Truck, Vessel or Barge. Use 'Any' to see all modes of transport.

Data Sources:

Unlike the rest of the Customer Service Web Site, the Sales History uses a special Sales database that is updated nightly - so your sales for today will not be included in the report. However, we can give you access to querying your sales information without worrying about the impact on the performance of our production operational applications.

Only quantity information is made available from the Sales History reports.

Once you have made your selections you have a number of options that can be engaged by clicking on the appropriate button at the bottom of the page:

Excel File:

The information you have selected is downloaded into an Excel Spreadsheet.

Summary:

Shows the selected information in a table on a new web page.

SALES HISTORY SUMMARY

The sales history information is displayed in a table with the following information:

Source:

The originating mine, plant or warehouse that the product was shipped from.

Product:

The product sold to you as indicated on the sales invoice.

Transport Mode:

The mode of transportation used to deliver the product your destination.

Destination:

The City and State/Province that the sales were delivered to.

Values by Month:

For each month selected a separate column displays the total short tons sold in that time period.

Possible Problems:

Slowness:

You may be requesting a large amount of information with your queries, so you may expect a significant delay (a couple of minutes) in retrieve large amounts of information.

SALES HISTORY EXCEL SPREADSHEET

You can choose to load the information you have selected from the Sales History Criteria page into a Microsoft Excel spreadsheet. This can be done right from the Sales History page by clicking on the Excel button. A new window will open up, and you may be prompted on whether you wish to save the spreadsheet as a file, or open it up to be viewed in your browser.

Possible Problems:

Slowness:

If you request a large amount of information to be downloaded into Excel, it will take a long period (sometimes as much as two or three minutes) to create the file and download it.

MSDS

MSDS, or Material Safety Data Sheets, are available to be reviewed or downloaded from our main website. In the left menu, a link is provided labeled [MSDS/Data Sheets](#).