

WELCOME TO AGCOLLECT

We hope this document will help make the data collection process easier for you.

Who is AgCollect?

AgCollect is a data collection system used for the crop inputs industry in the Canadian market.

We collect, cleanse, aggregate, standardize, and deliver transactional data from retail & distributor locations across Canada to our participating manufacturers.

This transactional data is then used in different ways by the manufacturers to fulfill specific marketing programs and perform data analytics.

Contact Information

You have a personalized AgCollect Customer Support representative assigned to assist you and answer any questions you may have. Their contact information will be available upon logging in to AgCollect.

If at any point your AgCollect CSR is not available, or you need help logging in, please feel free to contact the

AgCollect Customer Service department:

Phone: 1-888-532-5666

Email: AgCollect Support@agdatacanada.net

Who we collect data for

Manufacturer	Collection Period
ADAMA	
GOWAN	January 1 December 21
КОСН	January 1 - December 31
LALLEMAND PLANT CARE	
CIBUS	July 1 - June 30
CANTERRA SEEDS LTD	August 1 - July 31
BRETT YOUNG SEEDS	Sontombor 1 August 21
UPL AGROSOLUTIONS CANADA	September 1 - August 31
BAYER	October 1 - September 30
IPCO	Neverther 1 October 31
SYNGENTA	November 1 - October 31
CORTEVA	December 1 Nevember 20
NUFARM	December 1 - November 30

AgCollect Website

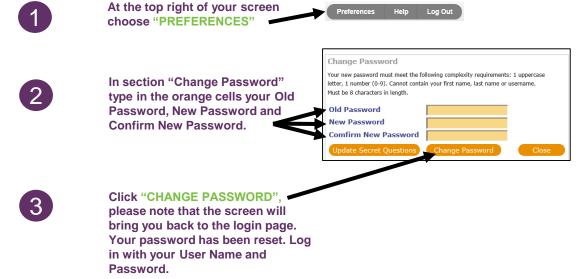
The website you will be using to submit and verify your data is:

https:\\retailer.agcollect.ca



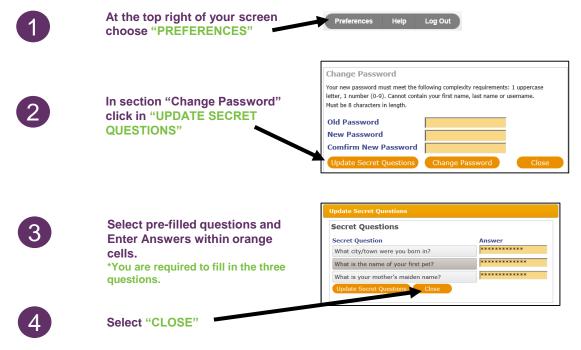
UPDATING YOUR PASSWORD

Once you have logged into the AgCollect website [https:\retailer.agcollect.ca], you are able to update your password if you choose. Please note that your password will reset every 120 days as a security measure.



If you require a password reset you may email your CSR or our general support email at AgCollect_Support@agdatacanada.net and one of our CSRs will be happy to assist you by email within 24 hours.

UPDATING YOUR SECRET QUESTIONS



By following all steps above you will able to reset your password easily & with no delays.



SUBMISSION REQUIREMENTS

In order to process your data in a timely manner, free of any data issues, we require you to submit the following information within your transactional data submission files:

Required Information	Details/Examples	
Retail Name	If there are multiple retail locations with the same name, please provide an ID or CITY name to differentiate the transactions to each location.	
Retail City	name to differentiate the transactions to each recation.	
Invoice Type	Sale, Return, Pre Pay, or Early Book	
Invoice Number	Our system requires an invoice number for ALL transactions. If you do not have invoice numbers for Early Booking transactions, do NOT leave this column blank. Please create a placeholder number, ex. EB2020-1, EB2020-2 etc.	
Invoice Date	MM/DD/YYYY	
Farm Name	Please provide either grower first and last name, the grower farm name or both.	
Grower First & Last Name		
Grower Address		
Grower City	Please provide full address. If your financial system doesn't allow you to send grower	
Grower Province	demographics, please provide a customer list annually.	
Grower Postal Code		
Product ID	This helps with cross referencing within the system. Our system will create one if you do not normally provide an ID number or name.	
Product Name	The more informative you are in your product description, the easier it is for the system to identify the correct product SKU. For seed transactions: We require the crop being treated, as well as the chemical treatment Variety is optional unless it is a participating manufacturer owned seed.	
UOM	Please be specific with your product unit of measure. For chemical: jugs, case, drum, pallet, litre, acre, etc. For seed: unit, bushel, bag, mini bulk, metric tonne, 22.7kg, 454kg etc.	
Quantity	Quantity of that product sold, returned, prepaid, booked etc.	
Unit Price	Total Dollar is required, unit price is optional as we can calculate the unit price using the total dollar & quantity.	
Total Dollar	Total donal a quantity.	
Custom Treat	Please indicate if the transaction was used for Custom/Commercial Treat	

Please call your CSR if you have any questions regarding your submission.



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HOW TO SUBMIT YOUR FILES USING DROP BOX



- File Transfer

 This is pour account for the control of the control
- The next screen that pops up will provide the option to select one file or multiple files to submit from your computer drives. Click "OPEN"
- The files you selected will be populated on your screen. Choose "UPLOAD FILES"

 AgCollectsml_jpg.jpg

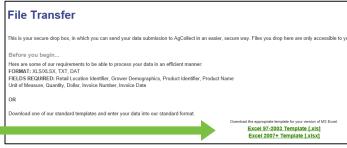
 agcollogosml.jpg

 Upload files
- Once the upload has finished, you will receive a pop-up message stating how many files were successfully uploaded, as well as the names of the files that were uploaded.

Successfully uploaded 2 file(s) Agcollectsml_jpg.jpg Agcollogosml.jpg

We prefer to receive submission files that have been uploaded direct from your financial system, but if you are unable to extract your transactional data from your financial system, you are able to download an AgCollect Standard Template to input your data for submission.

This template can be accessed by clicking "Submissions" in the side menu bar, or "Submit A File" at the bottom of the home page. There are two templates available, which are based on which version of MS Excel you are using.







DATA ISSUES

The AgCollect System performs around 150 checks to ensure data quality and data completeness.

Some of these checks include:

- Pricing [high/low pricing, zero pricing, invalid pricing]
- Quantity [zero quantities, large quantities, invalid quantities]
- Invoice Date [missing invoice date, future invoice date, invalid invoice date]
- Duplication [same invoice submitted across two files]
- Invoice type [pre pay/booking, cash sales, price adjustments, free product]
- Missing Grower Demographics [missing a farm name or first/last name, address/city/province/postal missing or unable to validate]
- Convert Dividers [incorrect conversions]

Any transactions that do not pass one of these issue checks is placed in an "ISSUE FILE".

Any transactions in this issue file that are not able to be resolved by your AgCollect CSR, are sent to you on a biweekly basis for clarification.

Unless you answer the issue file inquiries that are sent to you, the transactions will remain in the issue file & they will not show up on your retailer validation.

Please Note: Only data that is ISSUE FREE and FINISHED PROCESSING through our system will appear on your validation statement. Since all manufacturers request that the data to them is as current as possible, it is important to reply to all issue inquiries from your AgCollect CSR as soon as possible. Manufacturers will only make payments on validated and issue free data.



VALIDATION INSTRUCTIONS - PRODUCTS TAB

This module displays the transactional quantities that have been validated or non-validated at a product level. The sum of the quantities is derived by the manufacturer program date range, which can be found when you click on the Advanced Filters tab. Your data should be visible on the validation statement 5-7 business days after your submission is received.

Please Note that only data that is issue free and finished processing will appear on your validation statement. Since all manufacturers request that the data to them is as current as possible, it is important to reply to all issue inquiries from AgCollect as soon as possible.

Please call your CSR if you have any questions regarding the validation process.

Drop Downs

The Products tab provides you with the following drop downs to choose from:

Locations:	Select Location	Shows a list of all locations linked to you (if applicable), so you can view the data for a specific location, multiple locations, or all.
Months:	Select Months	Shows a list of all months so you can view the data for a specific month, multiple months, or all.
Submissions:	Select Submission	Shows a list of all files you have submitted to AgCollect, so you can view the data from a specific submission, multiple submissions, or all.
Manufacturers:	Select Manufacturer	Shows a list of all participating manufacturers, so you can view the data for a specific participating manufacturer, multiple manufacturers, or all.
Years:	2016	Beginning in 2017, you will be able to view data for the current year, as well as the year prior.

Column Headers

The Products tab provides you the following information:

MFR	AgCollect Product	Total	Validated	Un-Validated	Custom Treat	Validated 🗆

MFR – The participating manufacturer(s) associated with that product.

AgCollect Product - The product AgCollect has associated to your product description.

Total – Total quantity of the product sold.

Validated – Total quantity of the product validated.

Un-Validated – Total quantity of the product that is not validated.

Custom Treat – The ability to indicate if a product was used to for custom treating or not (if applicable)

Validated - Indicates if the product is fully validated or not.

Menu Bar Options

On this tab you have the following menu bar options:

Validated Un-Validated Set Custom Treat ▼ Export ▼ Submit

Validated – Clicking on Validated hides all validated transactions, showing only Un-Validated ones.

Un-Validated - Clicking on Un-Validated hides all un-validated transactions, showing only validated ones.

Set Custom Treat – Quickly flag all transactions as Custom Treat or Not Treated

Fax Export – Provides an Excel Export file that is in a fax friendly format.

Full Season Excel Export - Provides a full season Excel report of all of the transactions available on the validation statement. It does not take filters into consideration.

Submit Validation - Once this is clicked the validation approval has been applied.





VALIDATION INSTRUCTIONS - PRODUCTS TAB

Other Functions & Abilities

On this tab, you also have the following abilities:

Click on the MFR or AgCollect Product header names to sort alphabetically or alpha/numeric & double click on any header name to sort reverse alphabetical or reverse alpha/numeric.



Click on any number in the Total, Validated or Un-Validated columns to take you to a grower level view of those transactions.

Total	Validated	Un-Validated
1,660.0000	1,660.0000	0.0000
<u>420.0000</u>	<u>420.0000</u>	0.0000
2,689.0000	2,689.0000	0.0000
<u>5,896.0000</u>	5,896.0000	0.0000
27,806.0000	25,278.0000	<u>2,528.0000</u>
<u>8,607.0000</u>	8,607.0000	0.0000
4.833.0000	4.833.0000	0.0000

To view the Manufacturer program date ranges, select the Advanced Filters drop down and they display on the right:



To be able to view more of less information on your screen, please use the following:

CTRL + to zoom in/see less information/make the font size larger CTRL - to zoom out/see more information/make the font size smaller

If you are using a smaller screen, the AgCollect Validation page may not show in full. You can drag the columns to make them larger or smaller for easier viewing.





VALIDATION INSTRUCTIONS- PRODUCTS TAB

Completing Validation

Once you are ready to validate your transactions, it is as easy as clicking the approval checkbox, followed by the Submit Validations button.

Please use your original submission/reports generated from your financial system to ensure accuracy.



Helpful Hints

- Ensure you have allowed 5-7 business days for your file to process. If it has been less time than that, your missing transactions may just not have had enough time to process yet.
- > Validate one product at a time. Ensure the Product Description, Quantity, Dollar Value and full name and address are correct for each transaction.
- If you notice an error (Duplicate transaction, incorrect quantity, incorrect product mapping, etc.), please do not validate the transaction. Please contact your AgCollect representative immediately and they will help resolve the error.
- If you notice a transaction is missing do not resubmit. Only resubmit a transaction if specifically requested by your AqCollect Representative. Resubmitting may cause the transaction to fall into the same error as it did when first submitted, therefore not resolving the issue.
- If a seed type is not collected, it will be on your AgCollect validation page as Unidentified Variety crop. This is a correct product code. If you believe the seed type is collected, please contact your AgCollect representative.
- > Another easy way to validate is to filter by Month and validate one month at a time. If you submit monthly, follow up on your validation page 2 weeks after your submission.





TRANSACTIONS TAB

Other Functions & Abilities

On this tab, you also have the ability view each product on an individual transactional level. Click on the MFR, Location, ID*, Grower Details, or AgCollect Product header names to sort alphabetically or alpha/numeric & double click on any header name to sort reverse alphabetical or reverse alpha/numeric.



Completing Validation

Once you are ready to validate your transactions, it is as easy as clicking the approval checkbox, followed by the Submit Validations button.

If you find any errors or note any missing transactions, please contact your AgCollect representative as soon as possible to resolve this issue.

<u>Please Note</u> that only data that is issue free and finished processing will appear on your validation statement. Since all manufacturers request that the data to them is as current as possible, it is important to reply to all issue inquiries from AgCollect as soon as possible.

Transactions



Please note the AgCollect Validation page will log you out after 30 minutes of inactivity. Any checked off transactions that have not been submitted will be lost and will need to be redone.

*The ID is a unique identifier for the transaction. If you have any issues with a transaction please provide your customer service rep with the ID to make the required changes.





CUSTOM TREAT FLAGING (if applicable)

You have the ability to flag transactions as Custom Treated or Not Treated on both the Product and Transactions tabs. Flagging on the Product tab will set <u>all</u> transactions within that product as the same status. Flagging transactions on the Transaction tab allows you to flag the transaction on an individual basis.

Custom Treat Column - Statuses & Their Meanings

If a product qualifies for a Custom Treat product, under the 'Custom Treat' column, on both the Products & Transactions tab there will be the option to flag as Custom Treated or Not Treated. If a product does not have this option the product does not qualify in any program and does not require flagging. If a product does not have the option but you feel this is should have the option, please contact your customer service representative.

There are several status you can see within the 'Custom Treat' column, below are ach of their meanings:



This has not been flagged as Treated or Not Treated, it requires flagging.

This <u>has been</u> flagged as Treated or Not treated, it does not require flagging. This will only appear on the product tab. This means the transactions that make up this product have been individually flagged and are a mix of Treated and Not Treated.

Custom Treat

CustomTreat

re

All transactions within the product, or this transaction has been flagged as Custom treated. No action required.

Custom Treat
NotTreated

All transactions within the product, or this transaction has been flagged as Not Treated. No action required.

How to Flag

Option 1: Flag everything on the page as one type (treated or not treated), this can be used on both the Product or Transactions tab

Hover over the 'Select Custom Treat' option on the menu, select the type you would like to use (Set All – Treated or Set All – Not Treated), then press Submit. All outstanding Products & Transactions will be flagged.

Validated Un-Validated Set Custom Treat Submi
4FR AgCollect Product Total Validated Set All - Treated Set Custom Treat Validated...

Custom Treat Validated...

Validated Custom Treat Validated...

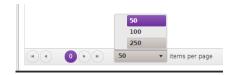
Option 2: Flag product/transactions individually

In the Custom Treat column, click the word 'Unknown' (only if the 'Unknown' is <u>NOT</u> dark grey). From the drop down select Custom Treat or Not Treated, then click 'Submit'. The individual product or transaction will be flagged.



OTHER WEBSITE FEATURE

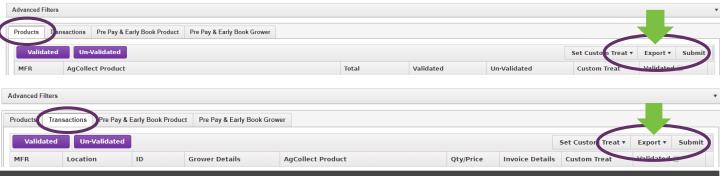
The website defaults to display 50 items per page. You have the ability to change this to up to 250 items per page.



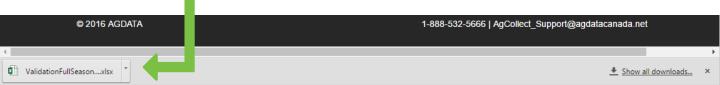


Full Season Excel Export

The validation module now gives the option to export a full season transactional report to Excel. This export can be accessed from either the Products or Transactions tab, by clicking on the Full Season Excel Export button.



Once you click on the Full Season Excel Export button on one of the tabs (Product or Grower), the downloaded file will appear in the bottom left hand corner of the module. Simply click on the file to open it.



The Full Season Excel Export provides you the following information:

COLUMN NAME	DESCRIPTION		
MFR	Manufacturer(s) attached to that transactions		
RETAIL LOCATION CITY	Location the invoice was sold from		
RETAILER LOCATION PROVINCE	Location province the invoice was sold from		
ID	A unique id to that transaction to help with data inquiries		
FARM NAME			
FIRST NAME	Name on the account		
LAST NAME			
ADDITIONAL CONTACT	Additional contact on the account		
ADDRESS			
CITY			
PROVINCE	Complete grower demographics		
POSTAL CODE			
PHONE NUMBER			
AGCOLLECT PRODUCT	The product that AgCollect has linked your transaction to.		
PRODUCT ID	Retailer product id		
PRODUCT NAME	Retailer product name		
UOM	Retailer UOM		
QUANTITY	Quantity sold/returned on the invoice		
DOLLAR	Total dollar amount for the invoice		
INVOICE NUMBER	Retailer invoice number attached to the transaction		
DATE	Date the transaction occurred		
TRANSACTIONS TYPE	The invoice type AgCollect has assigned to the transaction (sale, return, cash sale, free product etc.)		
CUSTOM TREAT	Indicates if the transaction has been flagged as Custom Treat, Not Treated, or Unknown (unflagged)		
APPROVAL	Indicates if the transaction has been validated.		
VALIDATED BY	Indicates who validated the transaction		
VALIDATED DATE	Indicates when the transaction was validated.		



Using the Full Season Excel Export to Validate

Pivot Tables Set-up

Once you have opened up your Full Season Excel Export you are able to use the tools within Excel to look at your data. One of these tools is Pivot Tables. Pivot tables allow you to only look at what you want to look at rather than the large detailed data set that has been provided.

To create a Pivot Table, follow these steps:

- At the top of the excel spreadsheet, delete the AgCollect logo and the first 8 lines where the AgCollect logo, and your retail information is shown.
 - To delete the logo, simply left click on the actual logo with your mouse, and hit delete on your keyboard.
 - To do this, take your mouse & left click on the number 1 at the top left hand corner of the spreadsheet, hold your mouse button down, and drag until you get to the number 8, release your mouse button.
 - Next, right click on your mouse, and a drop down of options will appear.
 - Click the delete option



- Next click on INSERT in your top menu bar.
- Click on PivotTable



XI .

- A box will then pop up. In this box, ensure that the "Select a table or range" option is checked off.
- > The "Table/Range" box will automatically populate with the information needed.
- If you wish to place your PivotTable on a New Worksheet (recommended), ensure the "New Worksheet" option is selected, if not choose the "Existing Worksheet", and you will need to indicate where on your existing worksheet you would like to place your PivotTable.
- > Click "OK"

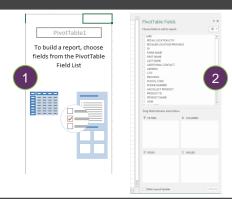




Using the Full Season Excel Export to Validate

Pivot Tables Set-up (cont.)

- Once you click okay, you will see the following on your screen:
 - The first is where your Pivot Table report will be displayed [left side of your screen].
 - The second is where you build your Pivot Table [right side of your screen].

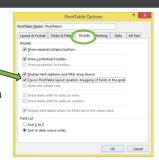


Pivot Table Display

- To make it easier to view your Pivot Table, right click with your mouse on the box where your Pivot Table will be displayed.
- > This option box will appear:
- Click on "PivotTable Options"

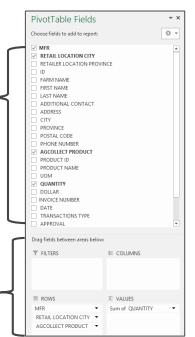


- > The PivotTable Options Box will appear.
- > Click on the "Display" tab.
- Click on the box beside "Classic PivotTable layout (enables dragging of fields in the grid)
- > Click "OK"



Building your Pivot Table

- > To begin building your Pivot Table, you must first decide what information you would like to see.
- ➢ All of the fields available to be used are listed for you in the PivotTable Fields box that appears on the right hand side of your screen (make sure you scroll down to the bottom of the list).
- Once you have decided which fields to use, simply check the boxes next to the name of the field you wish to include in your Pivot Table.
- The selected fields will auto populate below the Field List in the layout area.



If at any time this Field List disappears, right click within your actual Pivot Table & click on Show Field List.



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Using the Full Season Excel Export to Validate

PivotTable Fields

Choose fields to add to report:

✓ RETAIL LOCATION CITY

ADDITIONAL CONTACT

☐ AGCOLLECT PRODUCT

Drag fields between areas below

RETAIL LOCATION CITY

Defer Layout Update

III COLUMNS

Σ VALUES

Sum of OUANTITY

RETAILER LOCATION PROVINCE

✓ MFR

☐ FARM NAME

☐ FIRST NAME

☐ LAST NAME

ADDRESS

☐ PROVINCE
☐ POSTAL CODE
☐ PHONE NUMBER

▼ FILTERS

MER

■ ROWS

PRODUCT ID
PRODUCT NAME

Building your Pivot Table (cont.)

- Once you have selected the fields you wish to use, you need to decide how you want to view the data
 - > You are able to view your data using:
 - 1. Filters
 - 2. Columns
 - 3. Rows
 - 4. Values
- The placement of your fields in the layout will create different views of your data.
- To move the fields between Filters, Columns, Rows and Values, left click on the Field name, hold your mouse button down, and drag it to the area you wish to place it.
- To re-order the Field names within Filters, Columns, Rows or Values, simply click on the Field Name, and drag it up or down in the list
- > Here are some Pivot Table suggestions for viewing your data:





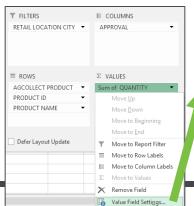




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Tips

If you want to change the Value Field to display your totals as a sum, count, average etc., click on the field name in the value box, click on Value Field Setting, and click on the calculation you wish to use





If you want to remove the sub-totals for each field in your Pivot Table, click on the field name, click on "Field Settings", and then under the Subtotals & Filters Tab, click on "None".









FAX Export

The validation module now gives the option to export a Fax friendly report to Excel. This export can be accessed from either the Products Tab (which gives you a product level export), or Transactions Tab (gives you a transaction level export). To export the report simply hover over the Export Drop down, and select the FAX Export option.



Once you click on the FAX Export button on one of the tabs (Product- for product level view or Transaction- for transaction level view), the downloaded file will appear in the bottom left hand corner of the module. Simply click on the file to open it.



The Product & Grower FAX Exports provides you the following information:

TAB NAME	COLUMN NAME	DESCRIPTION	
	MFR	Manufacturer attached to that product	
	PRODUCT	The product that AgCollect has linked your product to.	
	TOTAL	Total quantity of the product sold.	
PRODUCT	VALIDATED	Total quantity of the product validated.	
TAB	UN-VALIDATED	Total quantity of the product that is not validated.	
	CUSTOM TREAT	Indicates if the transaction has been flagged as Custom Treat, Not Treated, or Unknown (unflagged)	
	APPROVAL	Indicates if the product has been validated.	
	VALIDATED BY	Indicates who validated the transaction	
	MFR	Manufacturer attached to that transactions	
	ID	A unique id to that transaction to help with data inquiries	
	GROWER	Name on the account	
	ADDRESS	Complete grower demographics	
	AGCOLLECT PRODUCT	The product that AgCollect has linked your transaction to.	
	QUANTITY	Quantity sold/returned on the invoice	
GROWER	DOLLAR	Total dollar amount for the invoice	
TAB	INVOICE NUMBER	Retailer invoice number attached to the transaction	
	DATE	Date the transaction occurred	
	TRANSACTION TYPE	The invoice type AgCollect has assigned to the transaction (sale, return, cash sale, free product etc.)	
	CUSTOM TREAT	Indicates if the transaction has been flagged as Custom Treat, Not Treated, or Unknown (unflagged)	
	APPROVAL	Indicates if the transaction has been validated.	
	VALIDATED BY	Indicates who validated the transaction	
	VALIDATED DATE	Indicates when the transaction was validated.	

To complete your validation via fax, simply check off the boxes you wish to validated, date & sign the form, and fax it to the number provided.

Validation Contact:	Please Print VALIDATE ONLY THE PRODUCTS WITH A UN-VALIDATED, Approval Status (Signature also required)	Contact Phone:	
Validation Approval:	(Signature also required)	Date:	
	Signature		
Please note that the products with a quantity of '0' will require to be validated			

PLEASE FAX YOUR STATEMENT BACK TO THE FOLLOWING NUMBER 1-888-623-8561



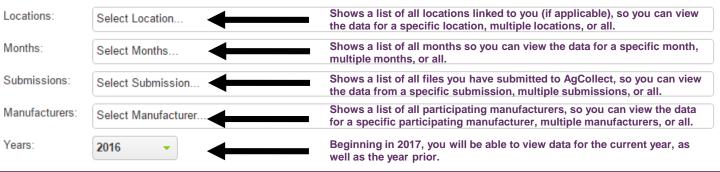
PRE PAY & EARLY BOOK PRODUCT TAB

The Pre Pay & Early Book Products tab shows you a view of your pre pay & early booking statement at a product level.

Please note: You do not need to validate these transactions.

Drop Downs

On this tab you have the following drop downs to choose from:



Column Headers

The Pre Pay & Early Book Products tab provides you the following information:

MFR	Product	Pre Pay Qty	Early Book Qty	Total
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MFR - The participating manufacturer associated with that product.

Product – The product AgCollect has associated to your product description.

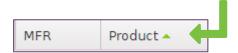
Pre Pay Qty – Total quantity of the product that was pre paid for.

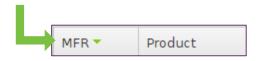
Early Book Qty - Total quantity of the product that was booked

Total – Total quantity of the product that was pre paid for & booked.

Other Functions & Abilities

On this tab, you also have the ability to click on the MFR or Product header names to sort alphabetically or alpha/numeric & double click on any header name to sort reverse alphabetical or reverse alpha/numeric.







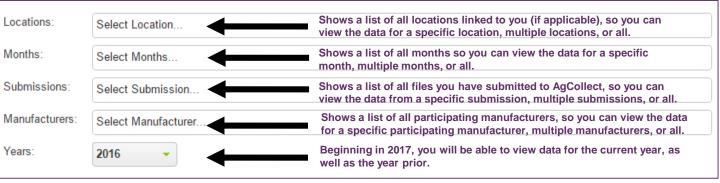
PRE PAY & EARLY BOOK GROWERS TAB

The Pre Pay & Early Book Products tab shows you a view of your pre pay & early booking statement at a product level.

Please note: You do not need to validate these transactions.

Drop Downs

On this tab you have the following drop downs to choose from:



Column Headers

The Pre Pay & Early Book Growers tab provides you the following information:

IFR ID Grower Address AgCollect Product Quantity Dollar Invoice Number Date Transaction Type

MFR – The participating manufacturer associated with that product.

ID – Unique identifier that you can use to reference the transaction.

Grower - The farm name or first & last name of the grower.

Address - Address, city & postal code of the grower.

AgCollect Product – The product AgCollect has associated to your product description

Quantity – The quantity pre paid for or booked.

Dollar – The total dollar amount that was pre paid for or booked.

Invoice Number – Retail invoice number associated with the pre pay/booking.

Date – The date the transaction occurred.

Transaction Type – indicates whether your transaction is a pre pay or early booking.

Other Functions & Abilities

On this tab, you also have the ability to click on the MFR, ID, Grower, Address or AgCollect Product header names to sort alphabetically or alpha/numeric & double click on any header name to sort reverse alphabetical or reverse alpha/numeric.





Pre Pay & Early Book Product Excel Export

The pre pay and early book module also gives the option to export a full season transactional report to Excel. This export can be accessed from either the Prep Pay & Early Book Products or Pre Pay and Early Book Transactions tab, by clicking on the Export Excel Export.



Once you click on the Export Excel button on one of the tabs (Product or Grower), the downloaded file will appear in the bottom left hand corner of the module. Simply click on the file to open it.



The Excel Export provides you the following information:

TAB NAME	COLUMN NAME	DESCRIPTION
	MFR	Manufacturer attached to that product
	PRODUCT	The product that AgCollect has linked your product to.
PRODUCT TAB	PRE PAY QTY	Total quantity of the product prepaid.
IAB	EARLY BOOK QTY	Total quantity of the product booked.
	TOTAL	Total quantity of the product prepaid and booked.
	MFR	Manufacturer attached to that transactions
	ID	A unique id to that transaction to help with data inquiries
GROWER	Name on the account	
	ADDRESS	Complete grower demographics
GROWER	AGCOLLECT PRODUCT	The product that AgCollect has linked your transaction to.
TAB	QUANTITY	Quantity prepaid/booked on the invoice
	DOLLAR	Total dollar amount for the invoice (if applicable)
	INVOICE NUMBER	Retailer invoice number attached to the transaction
	DATE	Date the transaction occurred
	TRANSACTION TYPE	The invoice type AgCollect has assigned to the transaction (pre pay or early book)





FREQUENTLY ASKED QUESTIONS

Q: Some of my submission is showing on the website for validation, where is the rest?

A: A submission takes 5-7 business days to process through AgCollect. As each transaction from the submission clears processing it will display on the website. Missing invoices can take a little longer to show on the website than others. If after 5-7 business days the transaction is not showing online contact your customer service representative. The missing transaction could be in an issue. Resubmitting will <u>not</u> resolve the problem. Also ensure you are looking at the right program year. Towards the end of the year some manufacturers roll into their next program year. You may need to change the program year you are viewing to see the rest of the invoices on your submission.

Q: What is this 'Issue File' email I am receiving?

A: AgCollect does multiple data checks on every transaction submitted. If a transaction fails any of the issue checks it falls into the issue file. Any transactions that are not able to be resolved internally are sent to you on a bi-weekly basis. Transactions in the issue file will not display on the website, it is important to respond to all issue file emails in a timely manner for your submission to complete processes. Manufacturers only use issue free and validated transactions for payments.

Q: I have waiting 7 business days and my invoices are still missing?

A: Please reach out to your customer service representative regarding the missing invoices. <u>DO NOT</u> resubmit the invoices through the AgCollect website. Most likely, the invoices are in an issue within AgCollect and need more information to resolve. When reaching out to your representative please be specific, include invoice numbers, products, manufacturer etc. The more information the better.

Q: I submitted a product and none of the invoices are showing on the website. Where are they?

A: AgCollect does not collect all products for all participating manufacturers. Only collected products will display on the website for validation. Review the current year's product list, if the product you are looking for is not there the product is not collected. If the product is collected and not on the website please reach out to your customer service representative. If you are unsure please contact your customer service representative.

Q: I emailed/called my customer service representative and I haven't heard back?

A: Depending on time of year, we could be experiencing an influx in inquiries. If you have not heard back from your representative in 3 business days OR this is an emergency please try reaching out again. We do try to answer all inquires within 1 business day.

