Frequently Asked Questions: Invoice Corteva Through SAP Business Network

1. Document content

2. Frequently Asked Questions

2.1. Overview and scope

What is E-invoicing in SAP Business Network?
E-invoicing in SAP Business Network allows suppliers to create, send and track invoices digitally.

Can I submit all my invoices to Corteva through the SAP Business Network?
That will depend on which Corteva Legal Entity you are invoicing to:

- The E-Invoicing capability within the SAP Business Network can only be used to invoice those Corteva Crop Protection Legal Entities residing in United States, Canada, United Kingdom, France, Germany, Switzerland, and Spain.
- When invoicing any other Legal Entity (what includes the Legal Entities in our Seeds Business), you will need to use other invoicing channels.

What account type do I need to submit my invoices?
Will that service be free or has charges associated?
It is up to your discretion, as the supplier, to choose your preferred account type:

- If you choose to transact with Corteva under an **Enterprise Account**, you will incur charges for the transactions you make with Corteva. Corteva is not responsible for charges associated with the use of the SAP Business Network. To learn more about account types and related fees, please visit SAP Business Network accounts and pricing page.
- There is another option to transact with Corteva, that is the **Standard account, which is free of cost** regardless of the number of transactions.

Are the fees calculated per customer or per account?
For questions on fees associated to the use of the Enterprise account, please contact SAP directly or visit:
https://support.sap.com/en/mysupport/acquired-support/business-network-suppliers.html

Is there a limit of documents I can transact on this platform?
There is no limit of documents you can transact via SAP Business Network.
If you have Enterprise account, fees may apply according to the volume of documents and transactions.

What is the impact for me as a supplier if doing business with multiple Corteva entities?
Suppliers transacting with multiple entities will have to submit invoices separately for each entity as you do today. The only change is that you will have to submit invoices through SAPBN if they being paid by Corteva Crop Protection entities residing in United States, Canada, United Kingdom, France, Germany, Switzerland Spain - also the entity you are billing from belongs to one of those mentioned countries.

2.2. Submit invoice (send invoice to Corteva)

How do I create an invoice in SAP Business?

You can create an invoice from the Purchase order (called the "PO-flip").
To learn how to create a PO-invoice please consult:

- This knowledge article in the SAP Help Center.
- You can also refer to this video, available in the following languages: English, German, French, Italian, Spanish, Brazilian Portuguese, Chinese and Japanese.

How long does it take until the customer (Corteva) receives my invoice?

The submission of invoices is immediate, and you will see the status in real time.

How do I know if my customer (Corteva) has received my invoice?

From your account, navigate to the tab 'Invoices'. There you will see all the invoices you have submitted to your clients (e.g. Corteva) along with their status.
For an overview of what each of those routing / invoice status stands for, please consult this knowledge article.

Can we submit our own invoice?

Yes, on the Corteva Legal Entities configured to allow e-invoicing through the SAP Business Network (US, Canada, United Kingdom, Germany, France, Switzerland and Spain), attachments are allowed, so you can add your internal invoice as a cXML file to the SAP Business Network invoice.
See our video demo on NON-PO Invoice in the following languages: English, German, French, Italian, Spanish, Brazilian Portuguese, Chinese and Japanese.

How can I add tax information to my invoice (e.g., 0% tax or VAT)?

Yes, you can add Tax details to the Header or to the Line level of the invoice on the countries where the Corteva invoicing rules* allow for it. For more information, please refer to this article within the SAP Help Center.
*Here you can find an article on how to review the different transaction rules of your customer (Corteva).

How can I create a Credit Memo?

A credit memo is created based on the respective invoice.
To learn how to create a credit note please refer to this video, available in the following languages:
English, German, French, Italian, Spanish, Brazilian Portuguese, Chinese and Japanese.

2.3. Invoice status

Why was my invoice rejected?

The rejection happens when the invoice violates invoicing requirements established by your customer (Corteva). Invoices are rejected either:

- Automatically by the system if these are not aligned with the Corteva's invoicing rules.
  Here you can find an article on how to [review the different transaction rules of your customer](#) (Corteva).
- Manually by Corteva (e.g. if invoicing material not received or a service nor rendered).
  In this case you should be receiving a rejection letter informing you about the reason why the invoice has been manually rejected by Corteva. Edit

How do I edit and resubmit a failed or rejected invoice?

Please refer to [this knowledge article](#) for details.

2.4. Invoice Payment

How do I change my remittance address and banking information?

You will need to update your information in two separate locations:

- You will need to edit your bank information on your SAP Business Network profile when defining your remittance address (*). By doing this, invoices will be submitted with your updated details.
  For video instructions check our demo videos in the following languages: [English](#), [German](#), [French](#), [Italian](#), [Spanish](#), [Brazilian Portuguese](#) and [Japanese.](#)
- Additionally, you will need to have your bank account information updated within the Corteva system to ensure that the Corteva payment process uses the correct update bank details. To do that, please send a revised response to your Corteva registration questionnaire or the Corteva Legacy registration questionnaire as outlined [in this document](#). In case you don't find this option to update bank details, Please reach out to supplier.management.slp@corteva.com to update your bank account details.

(*) Additional information:
   You must be the administrator or have Payment **Profile** permission to create/update your remittance details.
   Please note that you may receive an error message when trying to submit invoices if you have not added bank information to your remittance address. If that happens, you can click **Add bank accounts details** to configure your remittance address with bank information. After you add bank information, you will be returned to the invoice entry page and can submit the invoice.

3. Document Control

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