
PaL – Procurement at Lantmännen

This information is aimed at new and existing suppliers and describes how Lantmännen works with PaL and what it means for the supplier. More general information about indirect purchasing, Lantmännen's purchasing process, purchasing system and Lantmännen can be found on the [supplier portal](#).

1. Connection to PaL

PaL stands both for Lantmännen's requisition process for indirect material and is also synonymous for the e-procurement-portal that Lantmännen uses. Henceforth, this system is referred to as "PaL". Lantmännen's [purchase support](#) ensures that the supplier is added to our systems and that its products and services are available for our users to order. Depending on the type of purchase, scope and complexity, there may be a dialogue between the supplier, Lantmännen's purchasers (who made the agreement) and purchase support. The goal is to find the best possible way that is both clear to users and works well for Lantmännen's and the supplier's administration. There are different ways, depending on the type of products or services:

1. Punch-out (connection via PaL to the supplier's webshop).
A connection via EDI (Electronic Data Interchange) is possible in that case.
2. Catalogue (Lantmännen uploads new and makes changes)
3. Service order via forms (e.g. for quotes or projects)
4. Special forms that collect specific information from the requester (e.g. for consultants where users can write a name for the desired consultant).
5. Automatic handling of periodic invoices with the same amount (e.g. leasing, rent, licenses)
6. Free text orders where purchase support validates before sending it to the supplier.

2. Contact

1. The supplier shall provide a contact person who is overall responsible for all PaL related questions or problems (contact person for our purchasing support).
2. The supplier shall provide a contact for the customer service (contact for our users, e.g. for product questions, quotation requests, etc.)
3. The supplier shall provide an order email (where all purchase orders are sent).



3. Support

In the event of malfunctions or other problems that are directly related to the IT environment of the Supplier or its possible partners, the Supplier shall be available with personal service during working hours and take ownership of the issue and drive forward a solution.

4. Management and maintenance

In some cases, the goods or services will be provided through a catalog. It is Lantmännen that sets up catalogues in the system. The supplier needs to cooperate so that necessary and accurate information is used and updated regularly. Uploading of catalogues is thus carried out by Lantmännen, based on the supplier's information. In cases where the goods or services are provided via the webshop, the Supplier shall ensure that the webshop is updated and available at all times.

5. Costs for the Supplier

There are no additional costs for providing catalogues or being posted in PaL. If the supplier wants an EDI connection with Lantmännen (for punch-out), any transaction cost from the VAN supplier may be added.

6. Order handling

Unless otherwise agreed:

1. The Supplier is requested to send an order confirmation with the expected delivery date directly to the Orderer's email within 1 working day. NB. The customer must fill in the email address manually. If the email address is not filled in, the order confirmation must be sent to the purchase support.
2. Delivery must be made within the agreed delivery time to the Orderer's delivery address according to order.
3. Any deviation from the order (e.g. if delivery time cannot be met) must be notified to both the Orderer and purchase support as soon as possible.
4. Suppliers undertake to be observant to changes of orders and will contact the orderer as soon as possible if the change cannot be carried out.

7. Order number (PaL number)

Each order from PaL has a specific number, which begins with PAL (so-called PaL number, or order number or PO number (purchase order number)). Thanks to the PaL number, Lantmännen can then match the purchase order with the approval and invoice, and it is therefore important that this number is correct and not used for other deliveries.

1. An invoice may only have one PaL number (it is not possible to match an invoice with two different PaL numbers).

2. If you do not have the PaL number or if the number is not clear, always contact the user or purchase support.
3. Orders over a certain period of time are usually placed per calendar year. A new year brings with it a new PaL number.

8. Invoice handling

8.1 Invoices:

1. In the case where invoice prices exceed the agreed price, the price according to agreement shall apply. If no price has been agreed, the price stated when ordering shall be considered to be the agreed price
2. Payment is made in accordance with Lantmännen's general terms and conditions unless otherwise agreed, provided that delivery in accordance with section 6 and Lantmännen's general terms and conditions have taken place
3. The supplier must always invoice each order separately (co-invoicing is not handled)
4. The invoice must contain the Orderer's reference person and order number. See template on the Vendor portal, [Lantmännen Supplier Portal | Lantmännen \(lantmannen.com\)](#)
5. In case of large volumes of transactions, E-invoicing should be implemented. For more information regarding e-invoices and other solutions, contact our contract partner Scancloud on support@scancloud.se or 08-232 318.

8.2 Incorrect invoices:

If the Supplier has sent an invoice that is incorrect, the Purchaser has the right to request that a credit note be issued for the entire invoiced amount and that a new invoice for the correct amount is issued. For the sake of clarity, it is emphasized that **it is not possible to cancel the first invoice and then send a new invoice, but a credit note must be issued**. The credit note shall state the order number to which the credit note applies.

9. Contact and questions

If you have any questions, do not hesitate to contact Lantmännen's Purchasing Support
purchase.support@lantmannen.com
Telephone: +46 (0) 10 556 60 10
Purchasing Support telephone hours 09:00-15:00 (closed for lunch 12:00-13:00)