Grower Planning FAQ

Q: Why is Grower Planning taking extra time to submit?

A: Typical Grower Order processing to Bayer typically takes 30 seconds or less. Please allow up to 2 minutes for Grower Order submissions to process during times of peak demand.

Q: How can I find seed items that Bayer has available?

A: Use the "Seed Availability" function. Seed Availability is displayed by vendor, location, crop code, and zone.

Q: How do I update a Dealer Allocation with Bayer?

A: Dealer Order allocations are still handled by your Bayer Seed Rep if they need reduced. To increase a Dealer Order, use the Order Summary tool.

- To reduce product qty on a dealer order, call your Bayer rep to reduce the order volume.

- To increase product qty on a dealer order, use the "Order Summary" function in this document to fill the product's short position. Specify the number of units to increase the position by and submit to Bayer.

Q: How can I see more information from the Bayer perspective?

A: You can log into MyCrop, which has replaced the MyMonsanto portal, for more info from Bayer.

Q: How do I add / change / remove items on a Grower Plan?

A: You can open existing Grower Planning plans and edit them for a customer. Navigate to the Grower Planning screen, and then search for the plan ID or customer name.

Q: How do I remove an item from a Grower Plan?

A: Items cannot be deleted from a Grower Plan once it has been submitted. Instead, either (1) use the Substitute button to swap the item out for a different item, or (2) set the Qty Booked of the item to 0, and then Post the update.

Q: Do I have to enter a Vendor on each item line of the Grower Plan?

A: The Vendor box on Grower Planning only needs added to the lines containing items which will be submitted to Bayer. If the plan is being used for non-seed items, the vendor does not have to be included.

Q: Why can't I make another Grower Plan for my customer?

A: Each customer can only have each Planning ID once. Be sure not to replicate the same Planning ID.

Q: How does pricing work for items on a Grower Plan?

A: Zone price is at the top of hierarchy for pricing on seed bookings. If you use Price at Sale, then the Zone Price wins over everything else

Q: What should I do about the error I received when I tried to Post a Grower Plan?

A: If you receive an error when submitting a Grower Booking, navigate to Grower Booking Communication Errors and read the message. Fix the error, and then Resubmit the error from the error grid.

COMMON ERRORS:

- Product Incorrect – reach out to Bayer for the correct GTIN of the item; make sure that GTIN is added to the item record.
- Connection Issues – systems may be temporarily down; try again later.
- Invalid UOM – The Unit of Measure set on the item record does not match the Unit of Measure from Bayer. Update the Merchant UOM to match the Bayer UOM.