

*Setting Up & Using the
Herman Miller
PSN*



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Setting Up the Herman Miller PSN

If you've completed the steps in the handout *Phase 1: Setting Up PSN* for any vendor, you're ready to set up the Herman Miller (HMI)-specific parameters.

Setting parameters to communicate with Herman Miller involves:

- 1 Setting up the Salesperson Contacts database
- 2 Setting up the Vendor database
- 3 Setting up vendor aliases
- 4 Creating furniture contracts for a vendor
- 5 Setting default vendor options
- 6 Setting up Call Before Delivery

Note: *Do not* perform the steps listed here until you have executed the steps listed in the handout *Phase I: Setting Up PSN*. It is available at www.ddms.com/support/doc/psn.htm.

Setting Up the Salesperson Contacts Database

Any person transmitting and receiving acknowledgments must set up a log on and password in the Salesperson Contacts database. PSN will not connect to Kiosk without a log on and password.

Note: Your password and log on are acquired from Herman Miller.

To set up a log on and password for a salesperson:





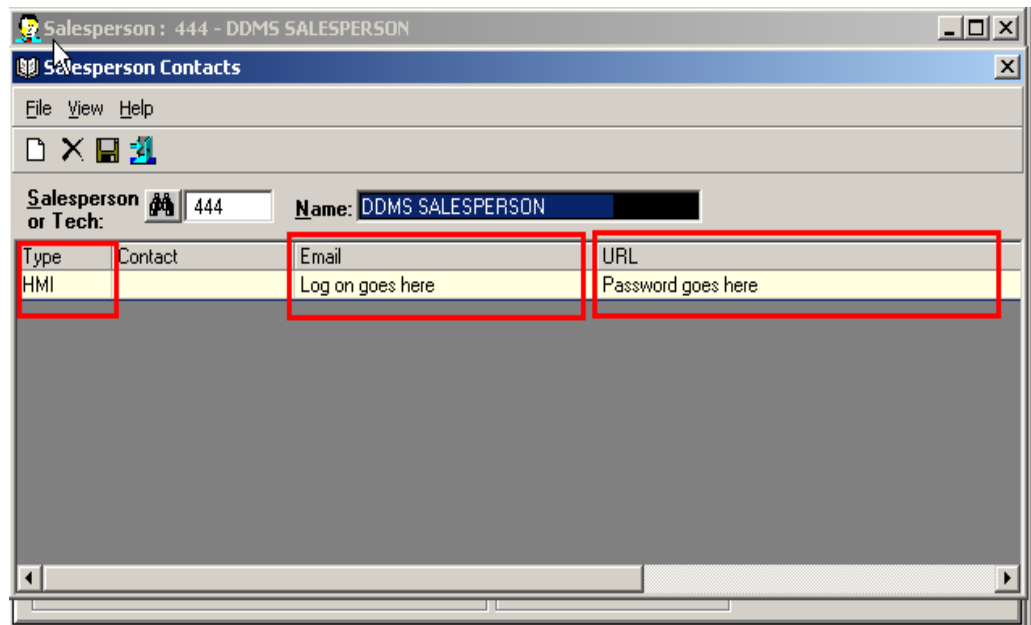
- 1 From the DDMS Master Menu, double-click . The Salesperson window opens.
- 2 In the Master tab, click  to open the Salesperson Contacts window. See Figure 1.
- 3 Click  to add a new contact.
- 4 In the Type box, type **HMI**
- 5 In the Email box, enter your log on.
- 6 In the URL box, enter your password.
- 7 Click .

Figure 1: The Salesperson Contacts Dialog Box



Setting Up the Vendor Database

You must add a new vendor for each alliance of Herman Miller for whom you create purchase orders. If the vendor is already set up, retrieve it and go to **Step 1.5**.

1 Set up Herman Miller as a vendor.

- 1.1 From the DDMS Master Menu, double-click . The

Vendor window opens, displaying the information for the last vendor selected.



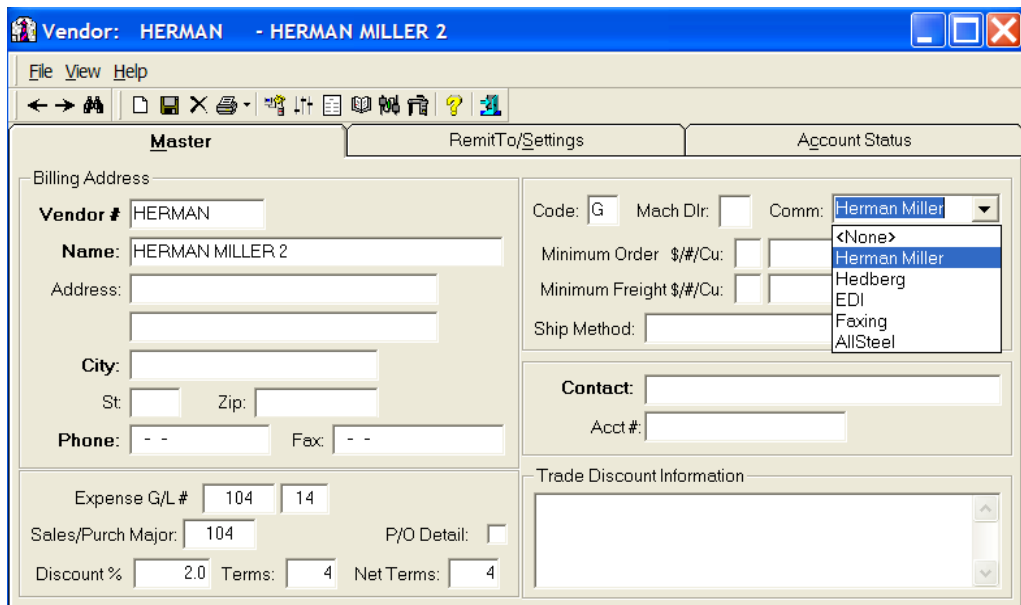
- 1.2 In the Master tab, click  to add a new vendor.
 1.3 In the Vendor # box, enter an account number for this vendor.
 1.4 In the Name box, enter a name for this vendor.
 1.5 Click the down arrow in the Comm box and select Herman Miller. See Figure 2.
 1.6 Click .

Figure 2:
Setting Up the
Comm Box in
the Vendor
Master Tab



Vendor: HERMAN - HERMAN MILLER 2

File View Help

Master RemitTo/Settings Account Status

Billing Address

Vendor # HERMAN

Name: HERMAN MILLER 2

Address:

City:

St: Zip:

Phone: -- Fax: --

Code: G Mach Dir: Comm: Herman Miller

Minimum Order \$/#/Cu:

Minimum Freight \$/#/Cu:

Ship Method:

Contact:

Acct #:

Expense G/L# 104 14

Sales/Purch Major: 104 P/O Detail:

Discount % 2.0 Terms: 4 Net Terms: 4

Trade Discount Information

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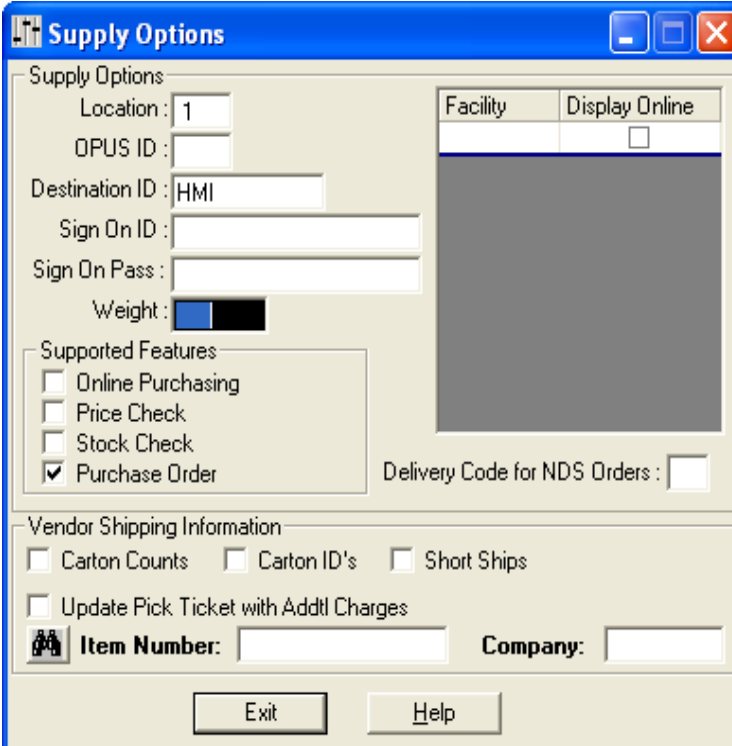
- 2 Set PSN parameters.
 - 2.1 Click .
 - 2.2 The Supply Options dialog box opens, as shown in Figure 3. In the Location box, enter a G/L location or accept the default of 1.
 - 2.3 In the Destination ID box, enter your Herman Miller ID exactly as follows: **HMI**
 - 2.4 From the Supported Features list, click Purchase Order.
 - 2.5 Click Exit.
- 3 In the Master tab, click .
- 4 When the Changes Detected message displays, click Yes.
- 5 Optionally, you can assign a mac code to the vendor. This code is used to create the P/O number. To do this, click the Remit To/Settings tab, enter the code in the MAC box, and click .

Figure 3: The Supply Options Dialog Box



Facility	Display Online
	<input type="checkbox"/>




Setting Up Vendor Aliases

Setting up vendor aliases is one of the most crucial steps in successfully communicating with Herman Miller electronically. Using vendor aliases, you can record the additional, vendor-specific codes that vendors use to identify their own items. Setting up vendor aliases links the original vendor to all its aliases. This greatly simplifies order entry and streamlines your purchasing process, so you can easily handle larger purchase orders without investing more time or people.

When you create the order using vendor aliases and specify to create the P/O, the system automatically identifies the vendor and links its alias information to the purchase order.

When you complete the order, you can also create the purchase orders. At that time, the system searches for any matches on the vendor and automatically places all the vendor alias items on the P/O that need to be ordered. This eliminates the need to enter all the vendor alias items individually.

To set up vendor aliases:

- 1 From the DDMS Master Menu, double-click . The Vendor window opens.
- 2 Click  to select the vendor for which to add an alias.
- 3 Click . The Vendor Alias dialog box opens displaying basic information about each alias for the vendor.

Note: You can view the alias information by scrolling through the Vendor Alias dialog box.

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- 4 To add a vendor alias, click Add. The Add Alias Vendor dialog box opens, and the cursor moves to the Alias ID box. See Figure 4.
- 5 Click each box and enter the appropriate information:
 - 5.1 In the Alias ID box, enter the vendor alias assigned to this item. In most cases, you can use the three-character library code from your specification system. However, you can also create your own code. This box is required.
 - 5.2 In the Description box, enter a description for this vendor alias. This helps to identify the alias if running reports.
 - 5.3 In the Name box, enter a name for the vendor alias you are adding. You can enter up to 30 alphanumeric characters.
 - 5.4 Use the Address, City, St, Zip, Phone Number and Fax Number boxes to enter the address and phone and fax numbers for this vendor alias.
 - 5.5 In the Contact box, enter the name of your contact with this vendor alias. For example, enter the sales representative.
 - 5.6 You can use the Mfg Discounts boxes to enter the manufacturer's discount for this vendor alias. You can specify up to five different discounts for each vendor alias. To use manufacturer's discounts, you must enter a percentage in the first Mfg Discounts box.


Figure 4: The Add Alias Vendor Dialog Box

The screenshot shows a dialog box titled "Add Alias Vendor". The dialog box contains the following fields and controls:

- Vendor Alias Information**
 - Alias ID: [Redacted]
 - Description: [Text box]
 - Name: [Text box]
 - Address: [Text box]
 - City: [Text box] St: [Text box] Zip: [Text box]
 - Phone Number: [Text box] Fax Number: [Text box]
 - Contact: [Text box]
 - Mfg. Discounts: [Text box] [Text box] [Text box] [Text box] [Text box]
 - Department: [Text box]
 - Load Factor Pct: [Text box] Exclude from Load Factor
 - Product Group: [Dropdown menu]
 - Item Code: [Dropdown menu]
- Buttons: Accept, Exit

Suppose the manufacturer offers you a discount of 50 percent first, then five percent, and then two percent on a particular item. First, the list price is discounted by 50 percent (the percentage in the first box). If the item's list price is \$90, the discount price is \$45. Second, the discount price from the first calculation (\$45) is discounted by five percent (the percentage in the second box). Using the same example, the discount price from the second calculation is \$42.75. Finally, the discount price from the second calculation (\$42.75) is discounted by two percent (the percentage in the third box). Your cost for this item is \$41.90.

Note: Steps 5.2 through 5.6 are optional.

- 5.7 Use the Department box to enter a default department for items you receive using this vendor's alias. When you build the purchase order, this is the default department for items on the P/O. You can specify a different department for each vendor alias. This feature lets you assign the G/L department code to items that you import using a SIF file. If necessary, you can also change an item department for a single item or for all items on the order when changing orders by using the Furniture Mass Change dialog box. This box is required.
- 6 When you finish, click Accept.
- 7 The vendor alias information you specified displays in the Vendor Alias dialog box. Repeat steps 4-6 to add additional aliases for this vendor.
- 8 When you finish adding aliases for this vendor, click Exit to close the Vendor Alias dialog box and return to the Vendor window.
- 9 Click  to save your information.

Creating Furniture Contracts for a Vendor

ECi recommends that you set up your Herman Miller contract numbers before communications.



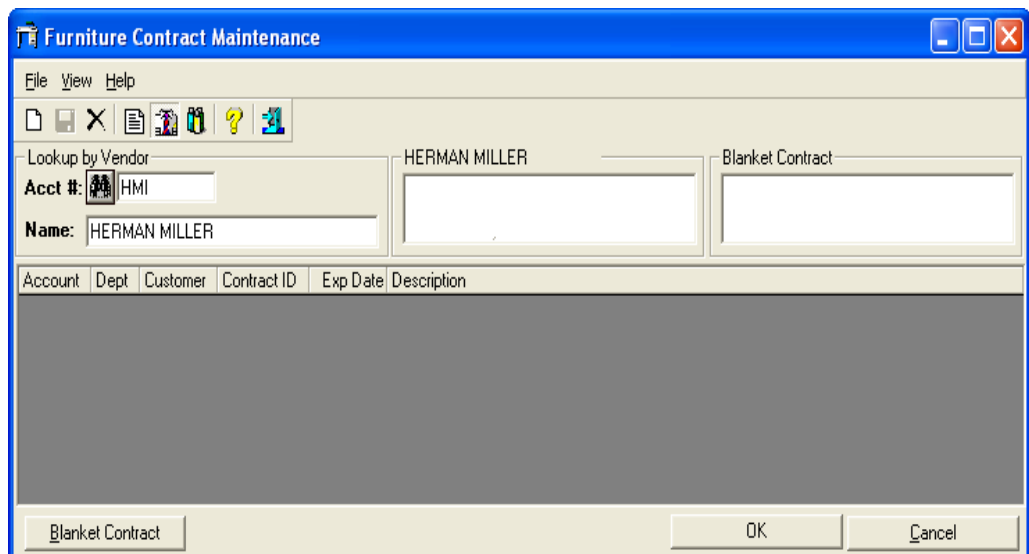
- 1 In the Vendor window, retrieve your Herman Miller vendor.
- 2 Click . The Furniture Contract Maintenance dialog box opens. See Figure 5.
- 3 Click  to add a new contract.
- 4 In the Contract ID box, enter the new contract number. Most Herman Miller dealers have a standard dealer contract of A00000. This value is set in the Communication Options dialog box. For more information, see the heading **Setting Default Vendor Option**.
- 5 If the contract has an expiration date, enter it in the Exp Date box and press Enter. Enter the date all in one string, 12302011 for example.
- 6 To add a description for this contract, enter it in the Description box.
- 7 Continue adding all eligible contracts for Herman Miller. (If a customer is specific to a particular customer, you can put in their customer account number and/or department.)
- 8 When you finish, click OK.
- 9 At the Save Changes prompt, click Yes. The cursor returns to the Vendor window and the contract information you specified is saved.

Figure 5: The Furniture Contract Maintenance Dialog Box



Setting Default Vendor Options

You must set up default vendor options for each vendor whose Comm box in the Vendor Master tab is set to type Herman Miller.

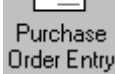
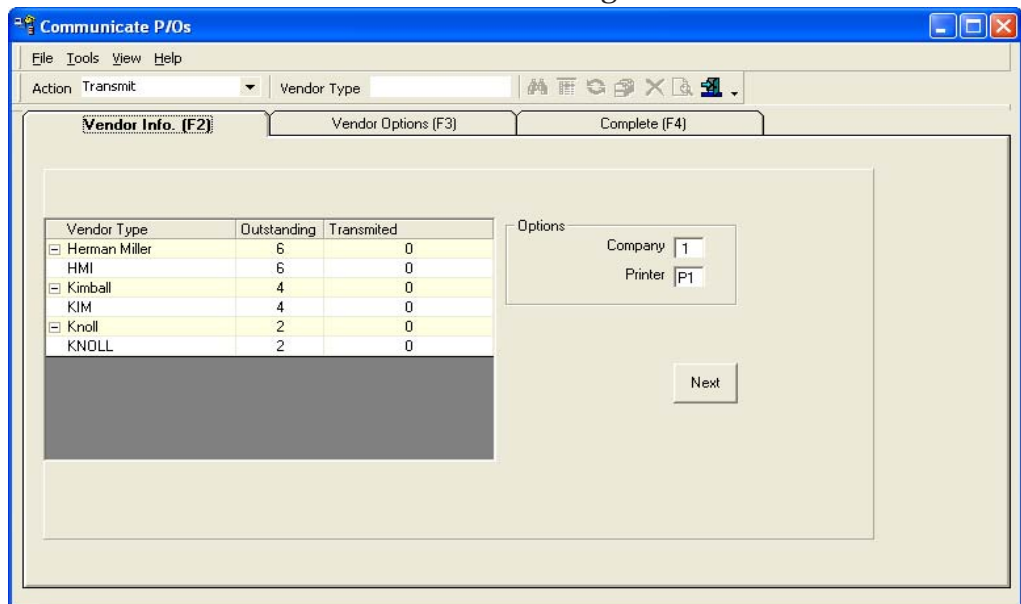
- 1 From the DDMS Master Menu, double-click . The Purchase Order Entry window opens.
 - 2 Click the down arrow in the Action Code box and select Communicate. The Communication P/Os dialog box opens. See Figure 6.
 - 3 In the grid in the Vendor Info tab, highlight Herman Miller.
 - 4 Click the View menu and select Default Vendor Options. The Communication Options dialog box opens. See Figure 7.
 - 5 In the Header Information section, the required default options are listed in bold on the left side of the window. You must enter a value in all of these boxes before any information can be transmitted to HMI.
- ECi recommends you set up the following defaults:
- 5.1 In the Bill Type box, select either Dealer or Direct.
 - 5.2 In the M Code box, enter the manufacturer's code. For example, type **HMI**
 - 5.3 In the Lead Time box, click the down arrow and select the order lead time. Choose 10, 20, or Assigned.

Figure 6: The Communicate P/Os Dialog Box



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- 5.4 In the Req Del Date box, enter the requested delivery date.
- 5.5 In the Healthcare box, click the down arrow and select Yes or No.
- 5.6 In the Contract box, click to select a contract to use, or enter a default contract number of A00000.
- 5.7 In the Currency box, enter a currency, for example, USD.
- 5.8 In the Tier Volume box, type **1000**
- 5.9 In the SoldTo Dealer box, enter the name of the dealer to which the items are sold.
- 5.10 In the Dealer Cont Name and Dealer Cont Phone boxes, enter the default name and phone number of the person to whom the items are sold.
- 5.11 In the ST Name and ST Address boxes, enter the name and address of the person to whom the items are being shipped.
- 5.12 In the File Output Path and File Input Path boxes, enter the paths set in the (L6X) screen. Your path is: \\ddms-server name\L6X in or out folder name.


Note: This folder stated in the (L6X) must have read/write sharing on the folder.

Figure 7: The Default Vendor Options Dialog Box

The screenshot shows the 'Communication Options' dialog box for Vendor 'HERMAN'. The 'Header Information' section contains a table of options and values:

Options	Value
Bill Type	Dealer
M. Code	HMI
Lead Time	
Req. Del. Date	
Healthcare	
Contract	
Cont. Name	
Currency	USD
Tier Volume	1000
HC End User ID	
Bill To Dealer	
SoldTo Dealer ID	
DealerCont. Name	
DealerCont. Phone	
ST Name	
ST Address	
ST Suite	
ST City	
ST State	
ST Zip	
E.Cust D&B#	
File Output Path	
File Input Path	

The 'Note/Specials' section includes a 'Note Type' dropdown menu set to 'Shipping Instruction', and two input fields for 'S. Phone' and 'S. Contact'.

- 6 In the Notes/Specials section, you can enter order notes, shipping tags, a shipping attention, or shipping instructions.
- 7 When you finish, click .

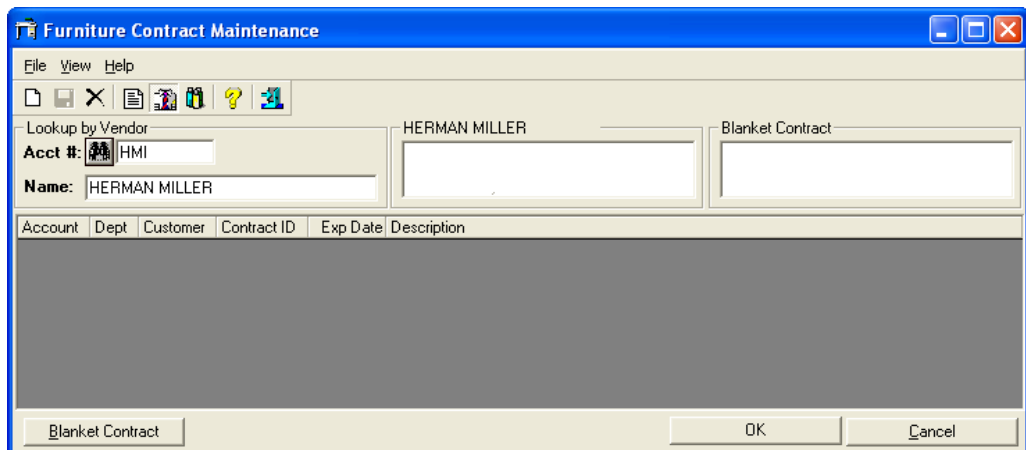
Setting Up Call Before Delivery

Use the Note Type box to set up a Call Before Delivery. It displays on every order unless changed.

Note: Herman Miller may charge for this service; therefore, the Call Before Delivery is an optional step. Check with your HMI contact.

- 1 Click the down arrow in the Note Type box and select Shipping Instruction.
- 2 In the text box provided beneath the Note Type box, enter the specific format for the call before delivery instructions. The accepted format is as follows: CBD (space) # of hours (space) HRS, for example: CBD 48 HRS. The character limit is 30.
- 3 Fill in the phone number and contact name in their respective boxes.

Figure 8: The Furniture Contract Selection Dialog Box







Using PSN

To place a purchase order with Herman Miller using PSN, there are four steps:

- 1 Import the SIF to Order Entry
- 2 Build the P/O
- 3 Upload the P/O to Herman Miller
- 4 Receive functional acknowledgments.

You can assign a vendor contract, if necessary, by following these steps:


- 1 When building the P/O, click Global Info.
- 2 Click  next to the Contract # field to open the Furniture Contract Selection dialog box. See Figure 8.
- 3 Click  to look up the contract by contract ID,  to look up the contract by vendor name or number, or  to look up the contract by customer name, number, or department. The Query dialog box opens.
- 4 Highlight the desired contract and click OK.
- 5 Click OK in the P/O Global Settings window.

You can also exclude a purchase order from being transmitted to HMI using the following steps:

- 1 When building the P/O, click Global Info.
- 2 Click the Exclude From Transmit P/O box.
- 3 Complete the P/O as usual.

Importing the SIF

Third-party packages known as specification or specifier software simplify the process of developing specifications for furniture orders. It is recommended that all items transmitted to HMI are put on the order through a SIF file. This puts the options in the correct place. You can easily import the resulting quotes or orders directly into the DDMS through a SIF file. This application imports standard SIF format specification files and releases them to orders. You can use any specifier program that supports the SIF format and still send your furniture sales through the same order and accounting flow as other transactions.

- 1 From the DDMS Master Menu, double-click . The Order Entry window opens.

- 2 Click the down arrow in the Order Style list box and select Furniture.
- 3 In the Action Code list box, click the down arrow and select Order.
- 4 Select the customer for this furniture order. For instructions, see your DDMS online help.
- 5 Assign the order a project number. For instructions, see your online help. Each order or quote that you place must be assigned a project number. This number ties together all the customer's invoices for the project and helps you easily track the project.
- 6 In the Furniture portion of the window, click Furniture Profile Settings. The Furniture Profile Settings dialog box opens, as shown in Figure 9. This dialog box lets you specify settings and set defaults.
 - 6.1 Enter the due date in the Customer Due box.
 - 6.2 Enter the estimated delivery date in the Est Delivery box.
 - 6.3 Enter the estimated installation date in the Est Install box.

Note: Enter dates in the YYYYMMDD format.

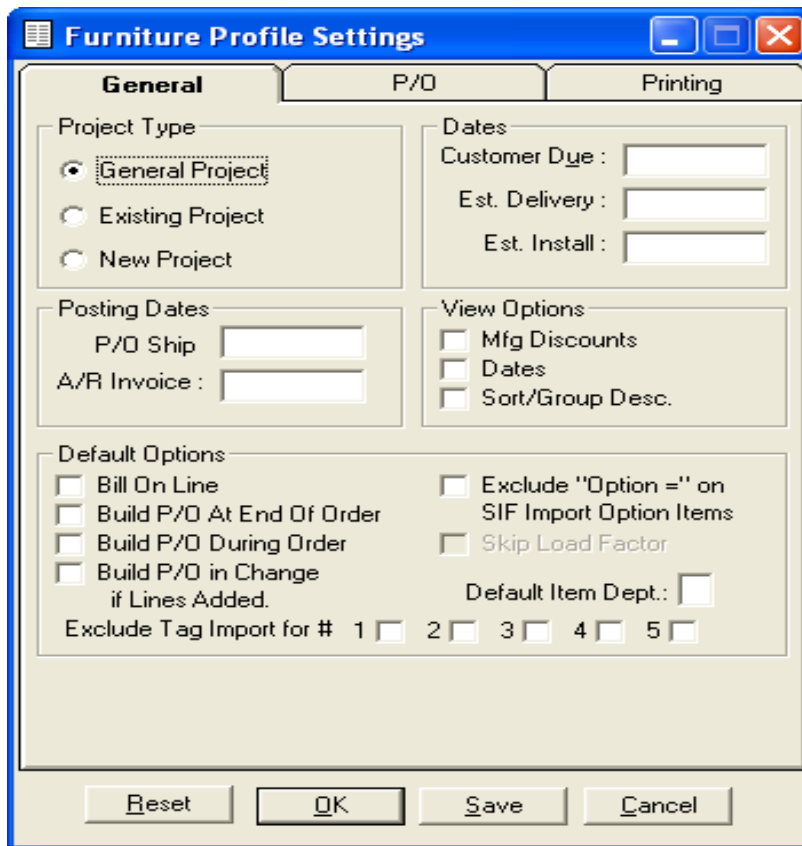


Figure 9: The Furniture Profile Settings Dialog Box

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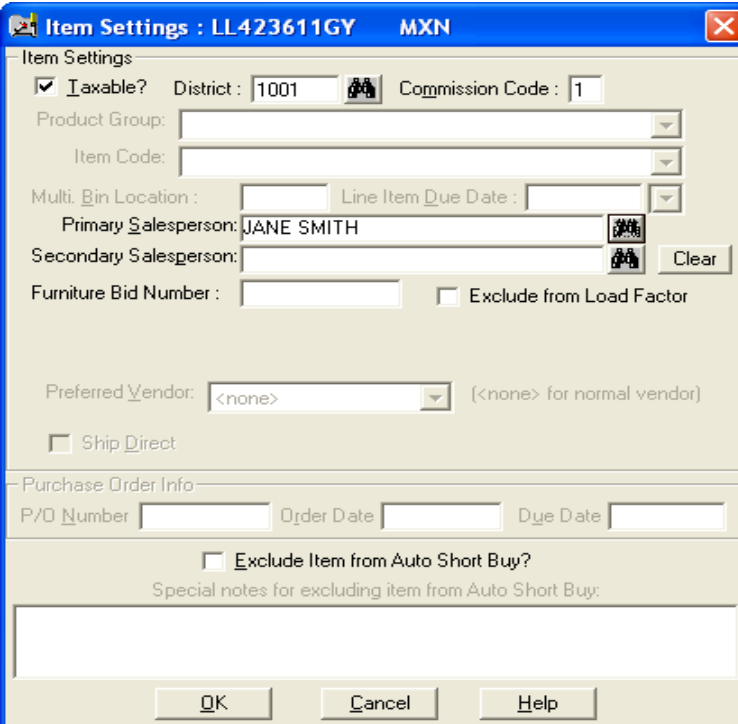
- 6.4 Check the Mfg Discounts, Dates, and Sort/Group Desc boxes to allow users to view dates, sort and group descriptions, and manufacturer discounts while placing orders. This also allows you to enter information in these sections in the Item Detail tab.
- 6.5 Change posting dates, default options, dealer shipto information, and printing instructions as needed. For details, see your online help.
- 6.6 Click Save.
- 7 Click the Item Detail tab.
- 8 Click  to open the folder where SIF files are stored, and perform the standard operations to create the item.
- 9 Navigate to the location on your network hard drive where the SIF file is stored, C:\SIF Files, for example and import the file.
- 10 At the Process prompt, click Yes.
- 11 The items move from the file to a Furniture order.
- 12 To enter information about a specific item, click on the item and press F8. The Item Settings dialog box opens. See Figure 10.

Figure 10: The Item Settings Dialog Box



Item Settings : LL423611GY MXN

Item Settings

Taxable? District : 1001 Commission Code : 1

Product Group:

Item Code:

Multi. Bin Location : Line Item Due Date :

Primary Salesperson: JANE SMITH

Secondary Salesperson: Clear

Furniture Bid Number : Exclude from Load Factor

Preferred Vendor: [<none> for normal vendor]

Ship Direct

Purchase Order Info

P/O Number Order Date Due Date

Exclude Item from Auto Short Buy?

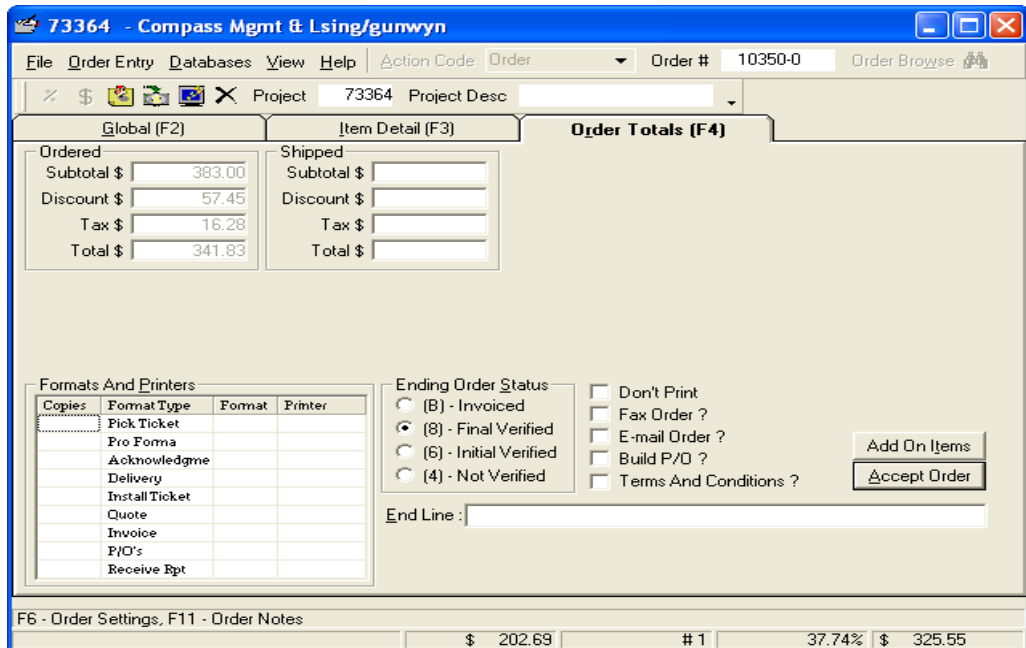
Special notes for excluding item from Auto Short Buy:

OK Cancel Help

- 13 Click the Order Totals tab.
- 14 If you have add-on items set up in the (LGC1) Furniture Add On Item Parameters screen, the items are automatically added to the order (if the items are required) or the Furniture Addon Items dialog box opens so you can select the items to add to this order.

To add items to the order, enter the quantity of each item in the Qty box. For example, to add one freight charge, type 1 in the Qty box corresponding to the freight item. When you finish adding items, click OK. If you are not adding items to the order, click Cancel.
- 15 Click the Order Totals tab. See Figure 11. At this point, you can end the order or make changes to the ending order status or printer information, and enter an end line special. For details on changing this information, see your online help.
- 16 To automatically build the purchase order when the order is ended, click Build P/O.
- 17 Click Accept Order.

Figure 11: The Order Totals Tab



Building the Purchase Order

- 1 After following the previous steps to import the SIF, the Purchase Order Info dialog box opens. See Figure 12.

In this dialog box, enter the following information about the purchase order:


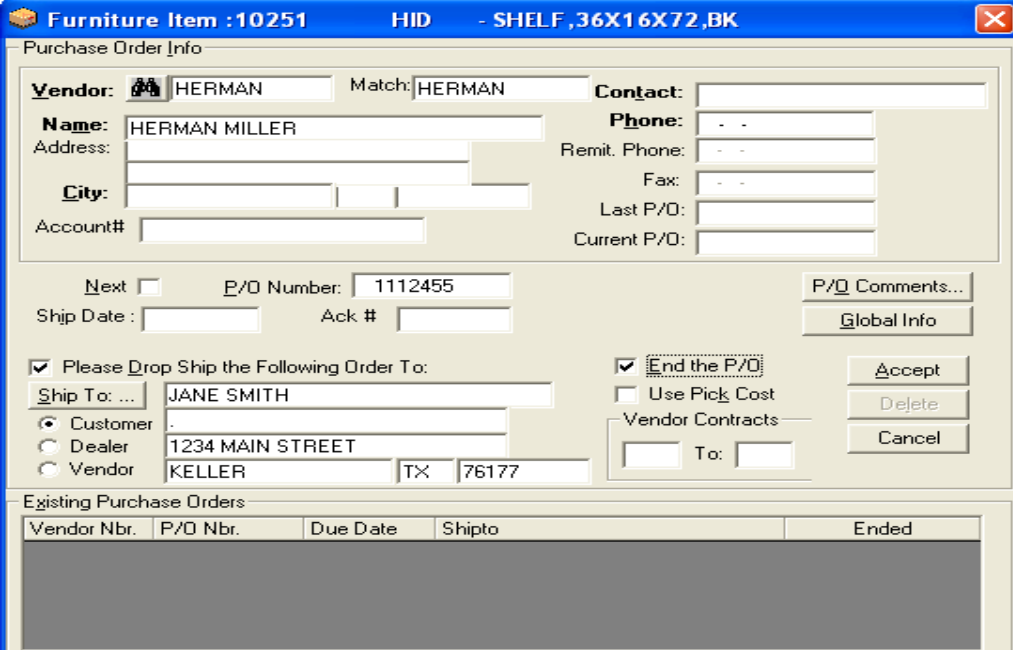

- 1.1 The vendor for the last item on the order populates the Vendor box. You can change the vendor by entering the new vendor over the existing one or clicking  to query for one.
- 1.2 In the P/O Number box, enter the number for this purchase order.
- 1.3 In the Ship Date box, enter the date this order is due to ship. This value is sent to Kimball as the Requested Delivery Date.
- 1.4 In the Ship To boxes, enter the address to which to ship the order.
- 1.5 Check the End the P/O box to end this purchase order. You must check this box before you can transmit it to HMI. This box defaults to checked and is always required.

Figure 12: The Purchase Order Info Dialog Box



Purchase Order Info

Vendor:  HERMAN Match: HERMAN Contact: _____

Name: HERMAN MILLER Phone: - -

Address: _____ Remit. Phone: - -

City: _____ Fax: - -

Account# _____ Last P/O: _____

Current P/O: _____

Next P/O Number: 1112455 P/O Comments...
 Ship Date: _____ Ack # _____ Global Info

Please Drop Ship the Following Order To: End the P/O:
 Use Pick Cost

Ship To: ... JANE SMITH Vendor Contracts
 Customer _____ To: _____
 Dealer 1234 MAIN STREET
 Vendor KELLER TX 76177

Existing Purchase Orders

Vendor Nbr.	P/O Nbr.	Due Date	Shipto	Ended

- 2 To enter notes about the purchase order, click on P/O Comments. The Order Notes dialog box opens. See Figure 13.

Note: You can also access the Order Notes dialog box in Order Entry or when changing a purchase order.

You can:

- 2.1 Click the down arrow and select Shipping Attention, then enter the name and phone number of the person to whose attention the shipment should be addressed.
- 2.2 Click the down arrow and select Shipping Instructions, then enter the shipping instructions in the box.
- 2.3 Click the down arrow and select Shipping Tag, then enter the P/O header tag.
- 2.4 Click the down arrow and select Validation Override for purposes of overriding an invalid P/O. For instance, you might need the order to be directed to customer service instead being rejected.

Note: These comments display in PO Communicate when you transmit the P/O. These can be overridden at that time. These comments also flow to Kiosk when the order is transmitted.

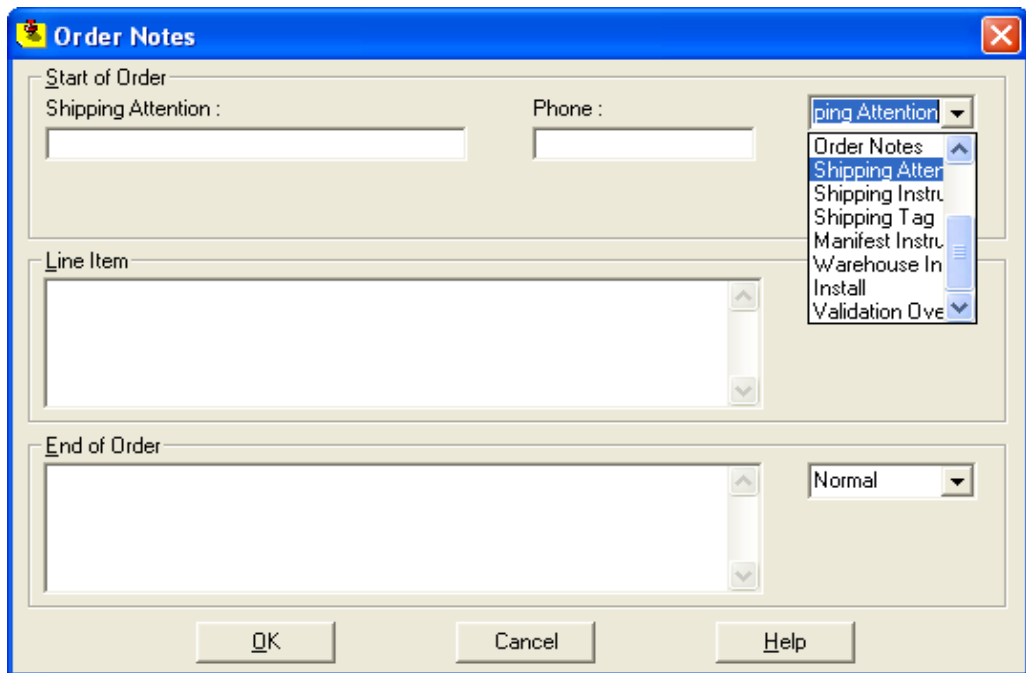



Figure 13: The Order Notes Dialog Box

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- 3 To view global information, click Global Info. The system displays information for the vendor (manufacturer). You can use this dialog box to specify a vendor contract. If you don't know the vendor contract, click  to open the Furniture Contract dialog box. You can also use this dialog box to enter a P/O description, a category code, and any comments. When you finish, click OK.
- 4 The cursor returns to the Purchase Order Information dialog box. When you finish specifying information, click Accept.
- 5 The Items to Be Purchased dialog box opens. See Figure 14. To select an item, click it. To deselect an item, click it again.
- 6 You can use this dialog box to limit to a specific SIF file. To do so, click the down arrow in the SIF Limit box and click the SIF file by which to limit this P/O.
- 7 Click Put On P/O.
- 8 At the Finished Adding Items to P/O message, click OK.

X	Item Number	Company	Description	Qty
	24243	ALE	SHELVES,BKCSE 24"2/ST,MOK	1

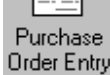
Buttons: Put On P/O, Cancel

Figure 14: The Items To Be Purchased Dialog Box

- 9 The Purchase Order Information dialog box reopens for every vendor alias match on the order. After you select the vendor to which to send this purchase order, enter the appropriate information. When the Items to Be Purchased dialog box reopens, select the items to purchase and click Put On P/O.
- 10 When all the items on the order are on a P/O, the Finished Adding Items to P/O # message appears, click OK. The cursor returns to the Global tab.

Transmitting P/Os to Herman Miller

To place an order with Herman Miller, you must set up default parameters in the Communicate P/Os window. These parameters include information such as account number, contract number, and bill-to address. These parameters are defaults only and may be overridden when you send the P/O to Herman Miller. Purchase orders are exported from DDMS to an XML file using the Transmit action in the Purchase Order Entry Communicate dialog box.

- 1 From the DDMS Master Menu, double-click . The Purchase Order Entry window opens.
- 2 Click the drop down arrow in the Action Code box and click Communicate.
- 3 The Communicate P/Os dialog box opens. Click the down arrow in the Action box and click Transmit.
- 4 In the Vendor Info (F2) tab, select the vendor for whom to transmit a purchase order.

Note: You can set or change communication defaults for this vendor. Refer back to the heading **Setting Default Vendor Options**.

- 5 The purchase orders for this vendor display in the Purchase Order Browse dialog box. Click the check box next to the purchase order to send. You can select multiple purchase orders.
- 6 When you finish, click OK.

Note: To re-transmit a P/O that has already been sent, right-click on the vendor in the Vendor Info tab and click Select a PO to Re-Transmit. The Purchase Orders for this vendor display in the Purchase Order Browse dialog box. Click the P/O to mark it and click OK.

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- 7 Click Next. The Vendor Options (F3) tab opens, displaying the vendor default options. See Figure 15. There are fields that are automatically filled in (pulled from the order when transmitting). The required default options are listed in bold and appear in yellow on the left side of the window. You must enter a value in all of these boxes before any information can be transmitted to Herman Miller. To add to the vendor options, click the cursor in the line to add or change and enter the new text. You can also add or change the vendor default information.
- 8 In the Country box, enter the country code exactly as follows: **US**. This box is required.
- 9 When you finish, click Next. If the Next button is dimmed, make sure all the required boxes are complete. You cannot build the purchase order until these boxes are complete.
- 10 The Complete (F4) tab opens. Verify that the information shown in the Out Folder box displays the folder where the transmission is sent and saved. This folder is set up in the Communications Options dialog box. When you are ready to build, click Build.
- 11 When the purchase order is built, a Complete message appears in the box on the left side of the tab.

Figure 15: The Vendor Options Tab

Options	Value	Req
DealerCont.Name		Y
DealerCont.Phone		Y
Dealer Attention		N
ST Name	KLUWER ACADEMIC PUBLISHERS	Y
ST Address	101 PHILIP DRIVE	Y
ST Suite	.	N
ST City	NORWELL	Y
ST State	TX	Y
ST Zip	02061	Y
ST Country	US	N
E.Cust.P/O		N
E.Cust.Name	KLUWER ACADEMIC PUBLISHERS	Y
E.Cust.Address	101 PHILIP DRIVE	Y
E.Cust.Suite	.	N
E.Cust.City	NORWELL	Y
E.Cust.State	TX	Y
E.Cust.Zip	02061	Y

Receiving Acknowledgments from Herman Miller

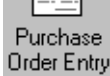
Upon completion of the order, P/Os are sent to the Herman Miller Kiosks Order Manager 2 Web Service for pre-validation. Kiosk accepts valid P/Os and rejects invalid P/Os, then sends PSN a functional acknowledgment containing details of the accepted and rejected P/Os. This acknowledgment is placed in the shared folder on the dealer's network server: \\ddms-server name\L6X in or out folder name .

Valid purchase orders are then submitted for order fulfillment, but invalid purchase orders are not. You must make the necessary changes to the purchase order and re-transmit it to HMI.

Furthermore, no record of the rejected P/Os are stored in Kiosk. You must print the acknowledgment to keep a record of the failed purchase orders and the error codes associated with each.

Note: Invalid purchase orders that contain an Order Validation Override Reason stay in Kiosk as a draft. You must access Kiosk and perform special functions to change it to a valid P/O.

You can use Receive action in the Purchase Order Entry Communicat dialog box to import the acknowledgment.

- 1 From the DDMS Master Menu, double click  . The Purchase Order Entry window opens.
- 2 Click the down arrow in the Action Code box and click communicate.
- 3 The Communicate P/Os dialog box opens. Click the down arrow in the Action box and click Receive.
- 4 In the Vendor Info (F2) tab, select the vendor for whom to receive an acknowledgment.
- 5 Click Next.
- 6 Verify that the input path in the Ack Path box is correct.
- 7 At this point, you can view the acknowledgment before receiving it, or you can receive the acknowledgment. To view the acknowledgment before receiving it, click View; to receive the acknowledgment without viewing it first, click Download.
- 8 When the acknowledgment (F6) tab opens, you can receive the acknowledgment. If you viewed the acknowledgment first, click Download. Click Print Acknowledgment to print the acknowledgment.