



Using (SR-C) to Request P/O Acknowledgments

Situation

If any Internet Purchasing vendor acknowledgments are missing after you've placed an order via PSN, it may mean that the Internet connection was experiencing intermittent downtime.

Without an acknowledgment, you can't know whether your wholesalers received your order, and whether they can fulfill all items on the order. The acknowledgment allows you to pre-receive your order, which then allows you to purchase unfilled items from another vendor without waiting for the incomplete order to arrive.

However, re-sending a purchase order that a vendor has already received may result in duplicate orders and charges. To avoid such duplication, you should request an acknowledgment before re-sending the purchase order. Previously, that meant calling your vendor representatives for a verbal confirmation. However, the (SR-C) Acknowledgment Request Screen will allow you to inquire on a purchase order to check the vendor's current status, and to print or pre-receive the acknowledgment.

Solution

Request an Acknowledgment

To request an acknowledgment, follow these steps.

1. Go to the (SR) Purchase Order Reports Screen. (In graphical software, double-click the **Reports Menu**, then double-click **Standard P/O.**)
2. Select [C] Receive P/O Transmission From Vendor.
3. At Are you Using Private Supply Network, type **Y**

The (SR-C) Acknowledgment Request Screen opens, with your cursor in the P/O Number field, as shown below.

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13:02:13          Acknowledgment Request Screen (11/14/02)          05/08/03
=====
P/O Number #[.].....          Vendor #.....
Transmission Date [.....]          Transmission Time [.....]
Transmission Status
[.....]
? - P/O Not Found   N - Not Received   F - Final Received   P - Pre-Received
PO Nbr   Status   PO Nbr   Status   PO Nbr   Status   PO Nbr   Status
[.....] [.] [.....] [.] [.....] [.] [.....] [.]
[.....] [.] [.....] [.] [.....] [.] [.....] [.]
[.....] [.] [.....] [.] [.....] [.] [.....] [.]
[.....] [.] [.....] [.] [.....] [.] [.....] [.]
[.....] [.] [.....] [.] [.....] [.] [.....] [.]
[.....] [.] [.....] [.] [.....] [.] [.....] [.]
P=Print Acknowledgment   R=Pre-Receive and Print Acknowledgment [_]   Printer [__]
=====
    
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- At P/O Number, enter the number of the P/O for which you want an acknowledgment and press ENTER.

Note: P/O Number is the only query field. If a record exists of the P/O transmission, the other fields (Vendor #, Transmission Date, and Transmission Time) will automatically display information from the PSN-INDEXT file on the DDMS server.

- The inquiry results appear in the bottom half of the screen.
Choose the appropriate action based on the status column:

Status	What It Means	What to Do
Blank	No P/O numbers or statuses are filled in, and “ No Record of Selected P/O for Private Supply Network ” appears at the bottom of the screen. You may have mistyped the P/O number, or the P/O may not have been transmitted.	For Blank or ? status, check the P/O number you entered, and try again by repeating step 4. If the system still has no record of your P/O, call your vendor for a verbal acknowledgment. For detailed instructions, see Troubleshooting .
?	P/O Not Found: The system could not find the P/O you requested. You may have mistyped the P/O number, or the P/O may not have been transmitted.	
N	Not Received: Your system has not pre-received the order.	For N, F, or P status, pre-receive and print the acknowledgment. For detailed instructions, see Pre-Receive and Print the Acknowledgment .
F	Final Received: The vendor has shipped your order.	
P	Pre-Received: The vendor has allocated inventory to fulfill your order.	

- At Get Acknowledgment, type **Y**
The system will retrieve the acknowledgment. After receiving it, the transmission status field will indicate that it has been processed successfully.

Pre-Receive and Print the Acknowledgment

If the (SR-C) Acknowledgment Request Screen indicates that the vendor’s system has pre-received and allocated inventory for your order, or final received and shipped your order, you have the following options:

- [P] Print Acknowledgment
- [R] Pre-Receive and Print Acknowledgment

Note: Since a missing acknowledgment means you may not be certain whether the order has been received, it’s best to attempt to pre-receive the order while printing the acknowledgment. The system will not pre-receive more than once, but will print the acknowledgment as many times as you request it.

To pre-receive and print the acknowledgment, follow these steps:



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1. At P=Print Acknowledgment R=Pre-Receive and Print Acknowledgment, type **R**
2. At Printer, enter the desired printer and press ENTER.
3. At Are You Sure, type **Y**

Note: The default for the Are Your Sure prompt is N. If you just press ENTER, the system will not pre-receive or print your acknowledgment. You must type **Y**.

Troubleshooting

For P/Os with a blank or questionable (?) status in the (SR-C) screen, you must call your vendor representative to determine if they received your P/O.

- If the vendor has **not** received your P/O, re-transmit it.
- If the vendor has received your P/O, you have two choices:
 - a) Manually pre-receive your P/O.
 - b) Cancel your order and re-transmit the P/O.

For detailed instructions on these procedures, see your documentation:

- Section 1: Transmitting the Purchase Order (and other sections on transmitting to specific vendors) in “Chapter 23: Batch Communication” of *Book V: Purchasing and Communications*
- Pre-Receiving Purchase Orders (www.ddms.com/lgs/ensiteprohelp/Pre-Receiving_Purchase_Order.htm)
- Voiding a Purchase Order (www.ddms.com/lgs/ensiteprohelp/Voiding_a_Purchase_Order.htm)