

Supplier Portal Shipping Exceptions

When processing orders on the Supplier Portal, several possible exceptions can occur, with the most typical ones being:

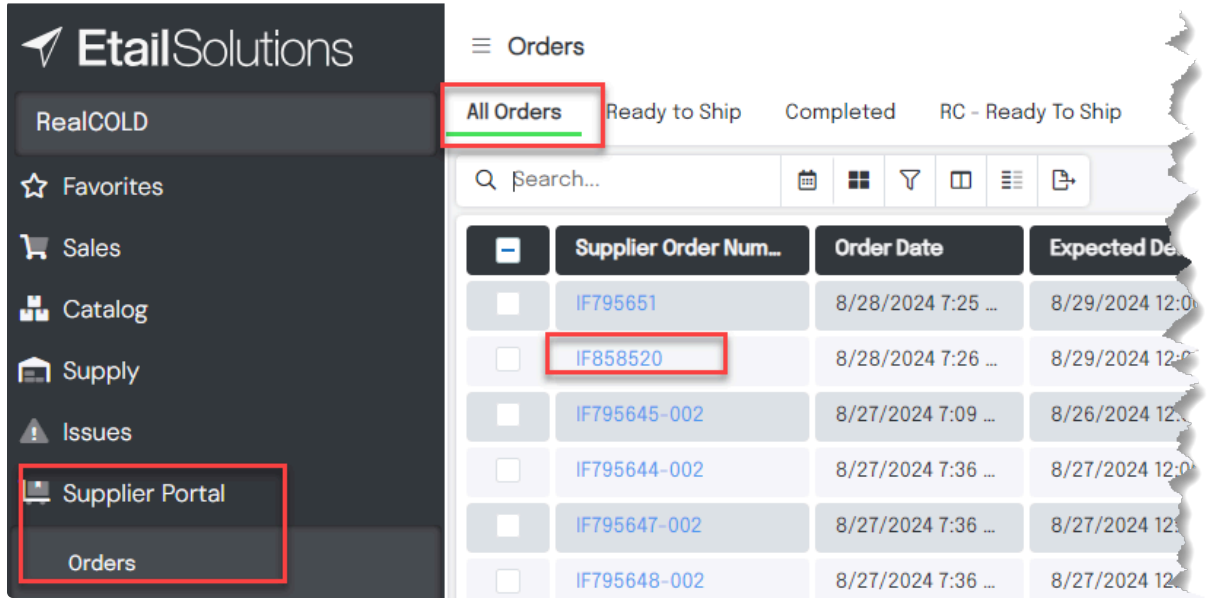
- There is a need to reprint the label and packing slip for some reason
- Order will not rate shop or create a label due to an incorrect ship to address
- Order will not rate shop dues to the service level not being supported to the destination address
- The order will fit into a certain carton size, but when packaging is being performed, it will not fit; therefore, we need to void the label and re-manifest the sales order using a larger box.

The resolution to each of these issues is documented in the following procedures.

Reprint Label and Packing Slip

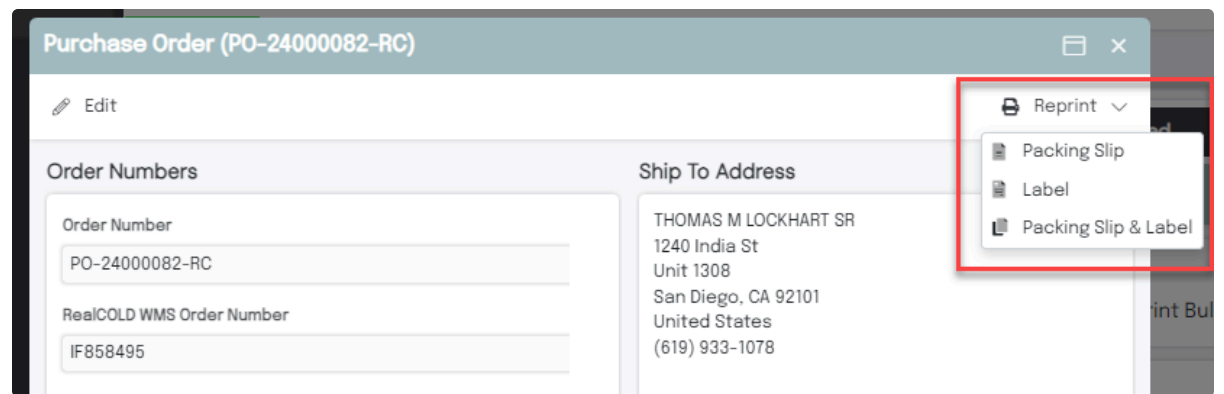
To reprint a label and packing slip for an order, follow the steps indicated in the instructions, which are illustrated in the following screen prints.

Steps	Step Details
1	<div>Upon entering EVP, navigate to the Supplier Portal Screens and select the ‘All Orders’ tab.</div> <div><ul style="list-style-type: none">• Enter your order number into the search window and press enter</div> <div><div><div><div>EtailSolutions</div><div>RealCOLD</div><div><div><div>Favorites</div><div>Sales</div><div>Catalog</div><div>Supply</div><div>Issues</div><div>Supplier Portal</div><div>Orders</div></div></div></div><div><div>Orders</div><div>All OrdersReady to ShipCompletedRC - Ready To Ship</div><div><div>Q IF858491</div><div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div></div><div><div></div><div>Supplier Order Num...</div><div>Order Date</div><div>Expected D</div></div><div><div></div><div>IF858491</div><div>8/28/2024 7:25 ...</div><div>8/30/2024 12</div></div></div></div><div><ul style="list-style-type: none">• OR find your order number from your list of Sales Orders.</div></div>



2

Once an order has been selected the Purchase Order (aka Fulfillment Order) screen will be displayed. The user can then select the needed reprint option for the order.



IMPORTANT NOTES:

1. Currently, there is no option to select multiple (PO/FO) and reprint as needed

Edit the Ship-To Address associated with the order

Steps	Step Details
1	<p>Upon entering EVP, navigate to the Supplier Portal Screens and select the 'All Orders' tab.</p> <ul style="list-style-type: none"> • Enter your order number into the search window and press enter

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≡ Orders

All Orders Ready to Ship Completed RC - Ready To Ship

🔍 IF858491

	Supplier Order Num...	Order Date	Expected D
<input type="checkbox"/>	IF858491	8/28/2024 7:25 ...	8/30/2024 12...

- OR find your order number from your list of Sales Orders.

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Orders

≡ Orders

All Orders Ready to Ship Completed RC - Ready To Ship

🔍 Search...

	Supplier Order Num...	Order Date	Expected Del
<input type="checkbox"/>	IF795651	8/28/2024 7:25 ...	8/29/2024 12:0...
<input type="checkbox"/>	IF858520	8/28/2024 7:26 ...	8/29/2024 12:0...
<input type="checkbox"/>	IF795645-002	8/27/2024 7:09 ...	8/26/2024 12:...
<input type="checkbox"/>	IF795644-002	8/27/2024 7:36 ...	8/27/2024 12:0...
<input type="checkbox"/>	IF795647-002	8/27/2024 7:36 ...	8/27/2024 12:...
<input type="checkbox"/>	IF795648-002	8/27/2024 7:36 ...	8/27/2024 12:...

- Or from the Ready to Ship screen select the order you wish to edit

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🖨️ **Supplier Portal**

Orders

≡ Orders

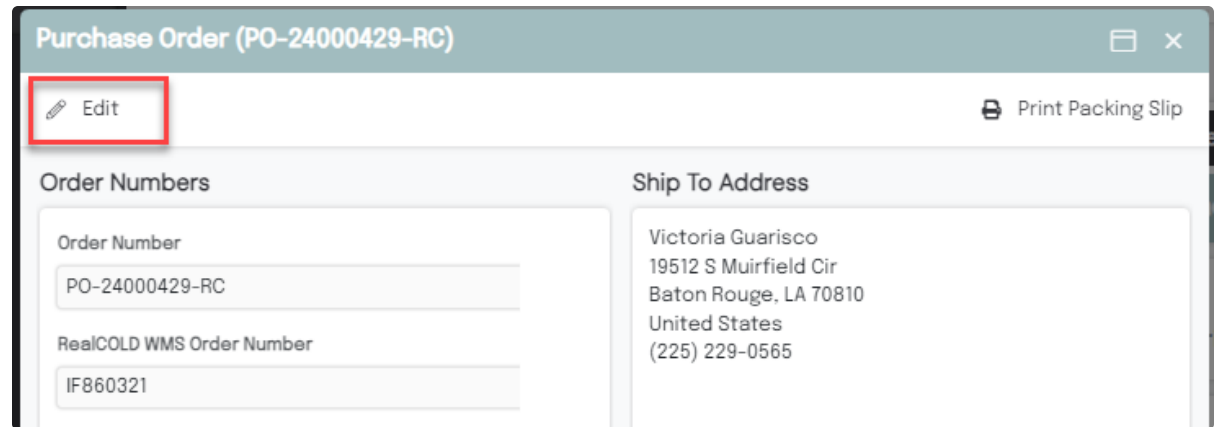
All Orders Ready to Ship Completed **RC - Ready To Ship**

🔍 Search...

	Supplier Order Number	Order Date	Shipping Service
<input type="checkbox"/>	IF860321	9/9/2024 10:55 AM	UPN-DI (FEDXS...

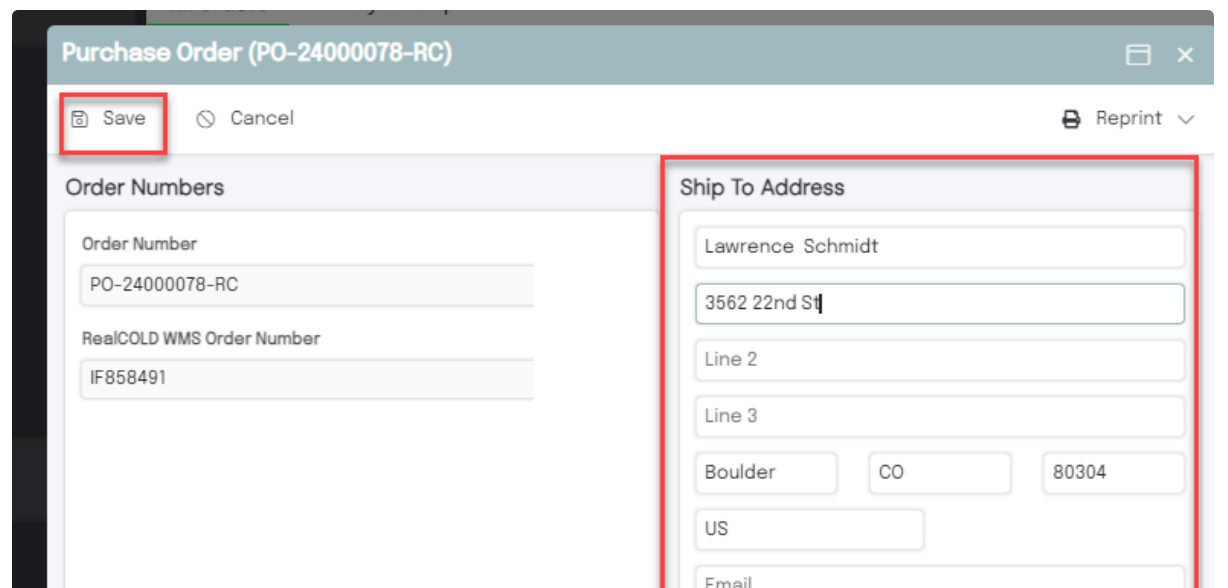
2

Once an order has been selected, the Purchase Order (aka Fulfillment Order) screen will be displayed. The user can then select the needed Edit option for the order.



The screenshot shows the 'Purchase Order (PO-24000429-RC)' window. In the top left corner, there is a red box around the 'Edit' button, which is represented by a pencil icon. To the right of the 'Edit' button is a 'Print Packing Slip' button with a printer icon. Below these buttons, the screen is divided into two main sections: 'Order Numbers' and 'Ship To Address'. The 'Order Numbers' section contains two input fields: 'Order Number' with the value 'PO-24000429-RC' and 'RealCOLD WMS Order Number' with the value 'IF860321'. The 'Ship To Address' section contains a text area with the address: 'Victoria Guarisco', '19512 S Muirfield Cir', 'Baton Rouge, LA 70810', 'United States', and '(225) 229-0565'.

Once Edit option is selected the user will be able to edit the address and then press the Save option.



The screenshot shows the 'Purchase Order (PO-24000078-RC)' window. In the top left corner, there is a red box around the 'Save' button, which is represented by a floppy disk icon. To the right of the 'Save' button is a 'Cancel' button with a circular arrow icon. In the top right corner, there is a 'Reprint' button with a printer icon and a dropdown arrow. Below these buttons, the screen is divided into two main sections: 'Order Numbers' and 'Ship To Address'. The 'Order Numbers' section contains two input fields: 'Order Number' with the value 'PO-24000078-RC' and 'RealCOLD WMS Order Number' with the value 'IF858491'. The 'Ship To Address' section is highlighted with a red border and contains several input fields: 'Lawrence Schmidt' (Name), '3562 22nd St' (Address Line 1), 'Line 2' (Address Line 2), 'Line 3' (Address Line 3), 'Boulder' (City), 'CO' (State), '80304' (Zip), 'US' (Country), and 'Email' (Email Address).

Adjust the Shipping Service Level on the Sales Order

Steps	Step Details
1	When manifesting an order in "Review and Ship" mode if no rates are returned, select the 'Unavailable Rates' tab to see the reason why it was not possible to select a rate.

Processing Order IF860321 (1 of 1)

Send To Address Order Numbers

Victoria Guarisco
19512 S Muirfield Cir
Baton Rouge, LA 70810
United States
(225) 229-0565

Etail Order Number PO-24000429-RC
RealCOLD WMS Order Number IF860321

Rates **Unavailable Rates**

C- Service Level Message

FEDEX UPN-DI: FedEx Std OvNI DI: FEDEX - UPN-DI: FedEx Std OvNI DI STANDARD_OVERNIGHT is not supported for the destination

# ↑	Package Type	Weight (Pound)	Length (Inch)	Width (Inch)	Height (Inch)
1	CFFG-XB-LF27186	20.11	20.69	16.13	18.13

Another common exception is the requested service level cannot achieve the required transit time, requested is 2 days and Home Delivery can only achieve 3 days.

Suppose the error is due to a service level constraint. In that case, the only options are to change the shipping service level associated with the sales order or cancel it and fulfill it from a different warehouse location.

2 Currently, using the Supplier Portal screens, it is not possible to change the requested service level; therefore, the fulfillment order needs to be canceled on the WMS.

You then need to select the sales order from the Sales: All Open Orders option

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Open Orders

All Open Orders Ready to Ship RC - Open Sales Order Screen

Search...

Sales Order Number	Order Date	Release Date	Latest Ship Date	Hold Codes	Channel Name	Shipping Service Level	Items
IF860249	9/8/2024 4:00 PM		9/10/2024 7:59 PM	3PL: Send	NS_MACK	UPN-DI	CFFG-MCF99 CFFG-LC
IF860321	9/8/2024 4:00 PM		9/10/2024 7:59 PM	3PL: Confirm	NS_MACK	UPN-DI	CFFG-CBL44 (2) CFFG-
IF860238	9/8/2024 4:00 PM		9/10/2024 7:59 PM	3PL: Send	NS_MACK	UPN-DI	CFFG-FRS22 CFFG-BS
IF860257	9/8/2024 4:00 PM		9/10/2024 7:59 PM	3PL: Send	NS_MACK	UPG	CFFG-56198 CFFG-SM

3 Once selected, the Sales Order Details screen will be displayed, and the user should select the edit option.

Sales Order (SO-240000418)

Edit

General NS_MACK

Order Number SO-240000418

EVP Order Status Open

EVP Shipping Service Level UPN-DI

Hold Codes 3PL: Confirm

Order Number IF860321

Order Status Open

Requested Shipping Method UPN

Line Items Shipments Event History Notes Dates Additional Detail

The user would then use the Service Level drop down to select another possible option.

5

Once the sale order has been edited you need to cancel its associated fulfillment order and resend to the WMS.

Once the Purchase Order is displayed need to select the 'Cancel Order' option

Answer YES to confirm the cancelation request for the PO

Cancelling Purchase Order (PO-24000429-RC)

Are you sure?

No Yes

Answer NO to canceling the sales order

Cancelling Purchase Order

Include Sales Order?

No

Yes

Finally, answer CONTINUE to return the sales order list screen.

Cancelled Orders

Purchase Orders

PO-24000429-RC

Continue

6

The sales listing screen will refresh and the hold code for the sales order will have changed from 3PL_Confirm to 3PL_Send

Open Orders

All Open Orders

Ready to Ship

RC - Open Sales Order Screen

Search...

Add Tracking

Order Fulfillment

Cancel Orders

Manual

	Sales Order Number	Order Date	Release Date	Latest Ship Date	Hold Codes	Channel Name	Shipping Service Level	Items
<input type="checkbox"/>	IF860249	9/8/2024 4:00 PM		9/10/2024 7:59 PM	3PL: Send	NS_MACK	UPN-DI	CFFG-MCF99 CFFG-LCR88 CFFG-Z-DI-050 (2) CFFG-XB-LF271
<input checked="" type="checkbox"/>	IF860238	9/8/2024 4:00 PM		9/10/2024 7:59 PM	3PL: Send	NS_MACK	UPN-DI	CFFG-FRS22 CFFG-BSC22U CFFG-61334U CFFG-A-143U (2)
<input type="checkbox"/>	IF860257	9/8/2024 4:00 PM		9/10/2024 7:59 PM	3PL: Send	NS_MACK	UPG	CFFG-56198 CFFG-SMB12 CFFG-CFM22 CFFG-XB-LF27136 C
<input type="checkbox"/>	IF860321	9/8/2024 4:00 PM		9/10/2024 7:59 PM		NS_MACK	UPN-DI	CFFG-CBL44 (2) CFFG-A-143U (2)

The user will then select the Order Fulfillment → Auto → Best options to trigger a reshop of the order using the new shipping service level

Add Tracking

Order Fulfillment

Cancel Orders

Shipping Service

Auto

Manual

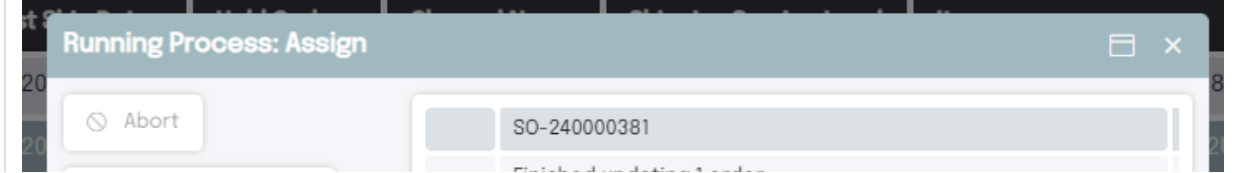
From Stock

Cross-Dock

Dropship

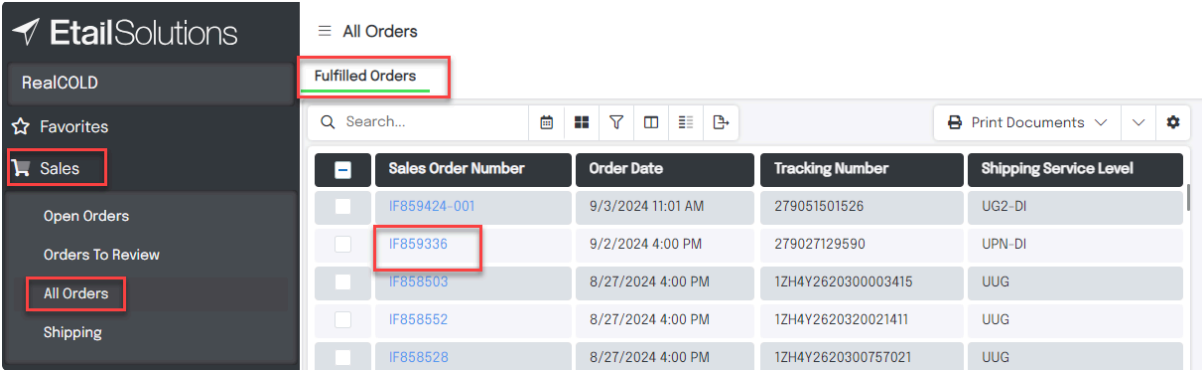
Best

UPN-DI	CFFG-MCF9	_threePL	G-Z-DI-0
UPN-DI	CFFG-FRS2		G-61334
UPG	CFFG-56198	CFFG-SMB12	CFFG-CFM22



Note: If using Auto-mode and no rate shop can be completed, skip the order. Once the order processing is complete, select the ‘Review and Ship’ option to review the issue stopping the order from being manifested.

Void and Regenerate Carrier Label

Steps	Step Details
1	<p>If there is a need to void a carrier label due to a packaging exception or need to adjust service level due to some requested change, you will need to select the Sales → All Orders → Fulfillment Orders menu option and select the required sales order.</p> 
2	<p>Once an order details screen is displayed the user should select the Shipments tab and then select the shipment and press Void Shipment.</p>

3

Once the label has been voided it is possible to return the Supplier Portal and

Sales Order (SO-240000120)

Edit

GeneralNS_IMPRealCOLD WMS

Processing Order IF860321 (1 of 1)

Send To Address

Victoria Guarisco
19512 S Muirfield Cir
Baton Rouge, LA 70810
United States
(225) 229-0565

Order Numbers

Etail Order NumberPO-24000429-RC

RealCOLD WMS Order NumberIF860321

# ↑	Package Type	Weight (Pound)	Length (Inch)	Width (Inch)	Height (Inch)
1	CFFG-XB-LF271	20.11000	20.69	16.13	18.13

Name	Code	Title	Needed	Quantity
CFFG-XB-LF27086	086	Chicken Cordon Bleu 4 x 8oz	2	2
CFFG-XB-LF27136	136	I- Macaroni & Cheese, 1 X 20 oz tray Upsell	2	2
CFFG-XB-LF27186	186	Dry Ice Hazardous Material Label	1	1
CFFG-S-4661	4661	LF 27136 17 x 12.5 x 10 COOLER BOXED	1	1
CFFG-Z-DI-050		5 LBS Dry Ice Brick	2	2

Get Rates

Print Label