Supplier Portal Shipping Exceptions

When processing orders on the Supplier Portal, several possible exceptions can occur, with the most typical ones being:
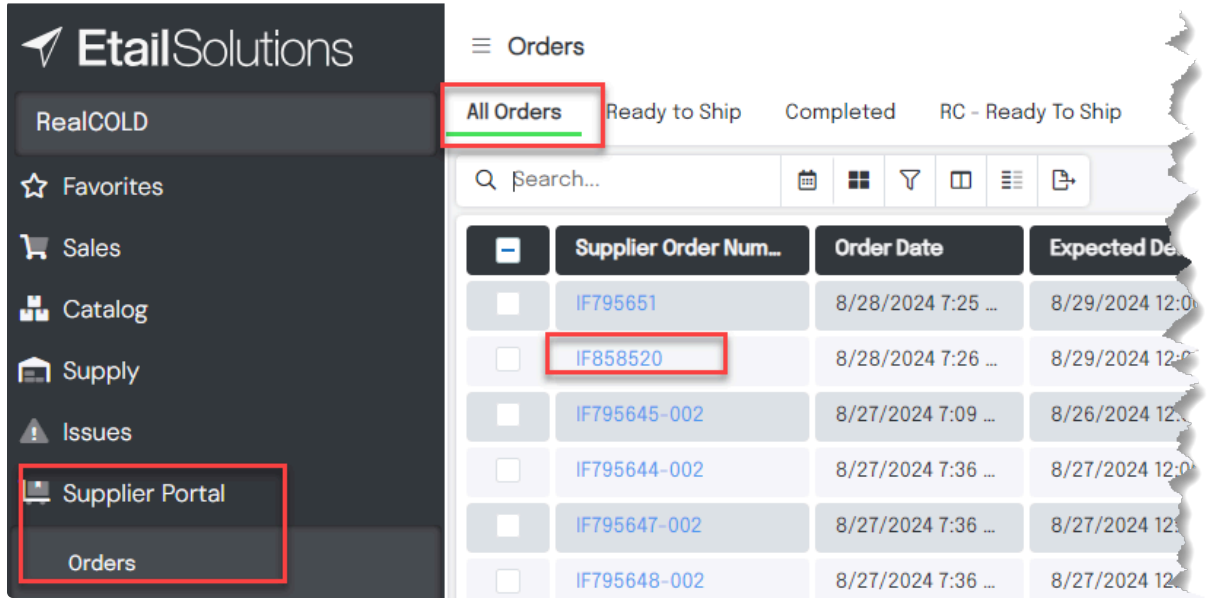
- There is a need to reprint the label and packing slip for some reason
- Order will not rate shop or create a label due to an incorrect ship to address
- Order will not rate shop dues to the service level not being supported to the destination address
- The order will fit into a certain carton size, 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	Upon entering EVP, navigate to the Supplier Portal Screens and select the 'All Orders' tab. • Enter your order number into the search window and press enter • OR find your order number from your list of Sales Orders.

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.
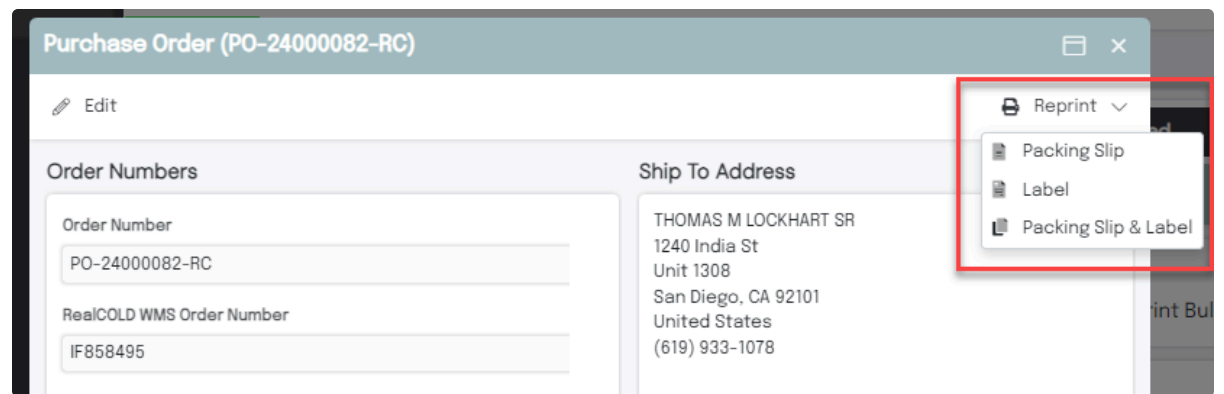
IMPORTANT NOTES:

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	Upon entering EVP, navigate to the Supplier Portal Screens and select the 'All Orders' tab. • Enter your order number into the search window and press enter

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

- Or from the Ready to Ship screen select the order you wish to edit
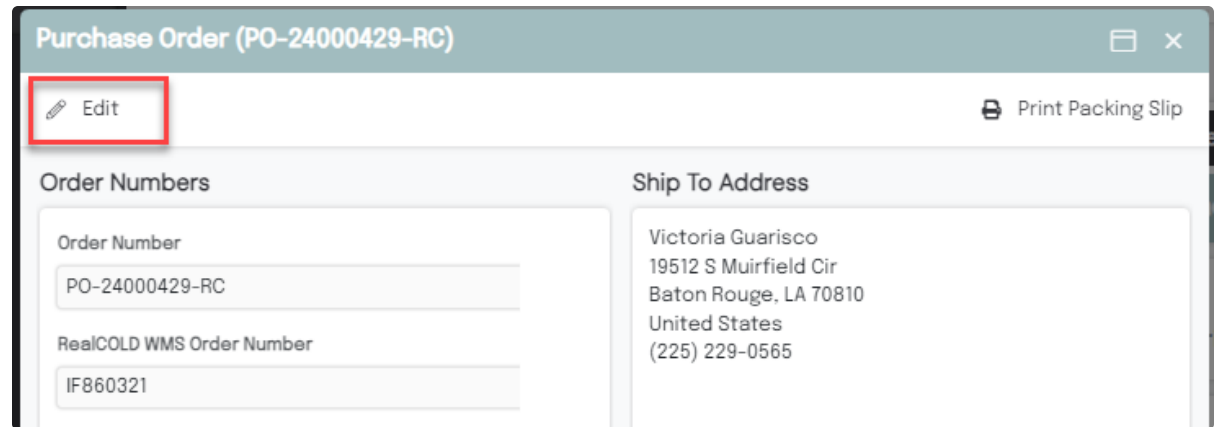
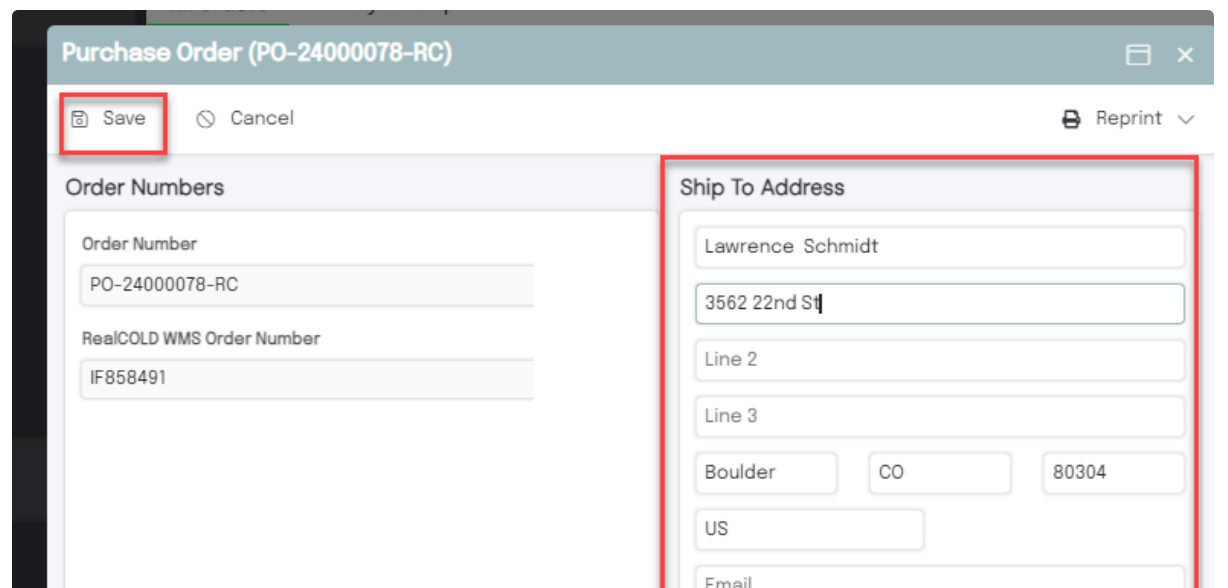| 2	Once an order has been selected, the Purchase Order (aka Fulfillment Order) screen will be displayed. The user can then select the needed Edit option for the order.

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

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.

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

4	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

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

The user will then select the Order Fulfillment → Auto → Best options to trigger a reshop of the order using the new shipping service level
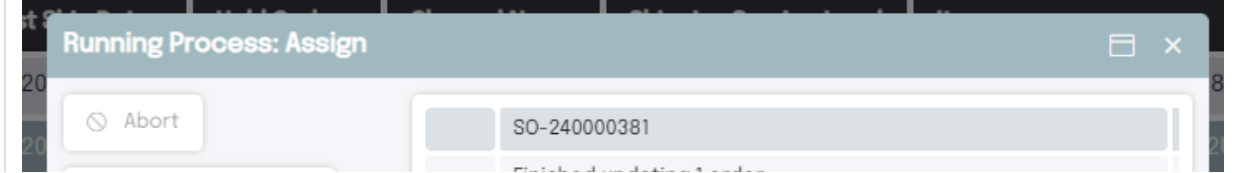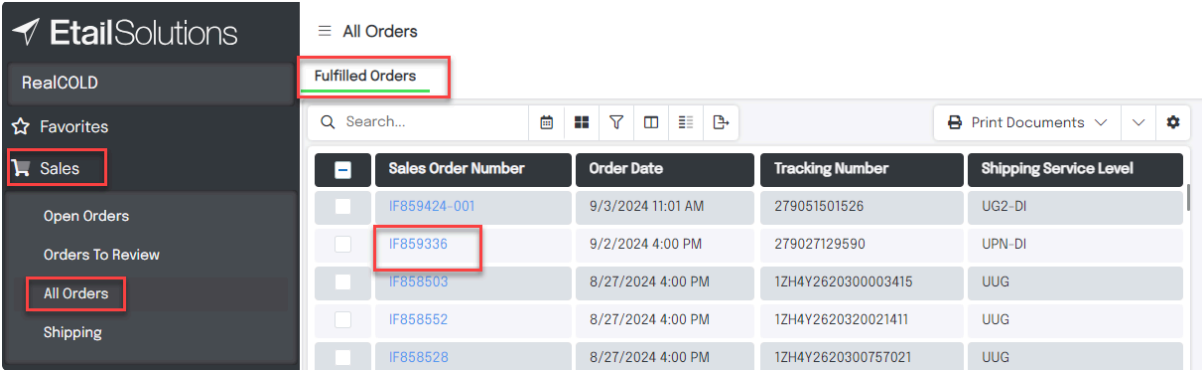
Note: If using Auto-mode and no rate shop can be completed, skip the order. Once the order processing is complete, select the 'Review and Ship' option to review the issue stopping the order from being manifested.

Void and Regenerate Carrier Label

Steps	Step Details
1	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 requried sales order.
2	Once an order details screen is displayed the user should select the Shipments tab and then select the shipment and press Void Shipment.

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

Sales Order (SO-240000120)

✎ Edit

General   NS_IMP   RealCOLD WMS

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

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

Name	Code
CFFG-XB-LF27086	086
CFFG-XB-LF27136	136
CFFG-XB-LF27186	186
CFFG-S-4661	4661

		Title	Needed	Quantity
NO Image Data		Chicken Cordon Bleu 4 x 8oz	2	2
NO Image Data		I- Macaroni & Cheese, 1 X 20 oz tray Upsell	2	2
NO Image Data		Dry Ice Hazardous Material Label	1	1
NO Image Data		LF 27136 17 x 12.5 x 10 COOLER BOXED	1	1
NO Image Data	CFFG-Z-DI-050	5 LBS Dry Ice Brick	2	2

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🖶 Print Label