Frequently Ask Questions (FAQ)

Part II: Purchase Order Module Related Questions

Q1: What do I need to do in the PO module?

A1: *You may go to Toolbars – FAQ & Manual Guide – Manual Guide Info search for title: Purchase Order Acceptance or Rejection Guide to download and read through. This guide will show you step by step on how to process a PO.*

Q2: Can I just view PO without Accept or Reject?

A2: *After viewing you should also click either accept or reject the PO. Rejected PO with reason codes will be notified to ordering outlet.*

It is important that before you take any action on the PO, you need to verify the PO date, PO Expiry date, Quantity, and total amount are correct.

Q3: Can I print or download PO?

A3: *You may print PO in pdf format and also may download softcopies in pdf or csv format.*

Q4: After I accepted the PO is it possible to reject later?

A4: *Accepted PO can't be rejected. If you not able to deliver the accepted PO you may need to notify ordering outlet.*

Q5: After I rejected the PO is it possible to accept later?

A5: *Rejected PO can't be accepted. If this PO is needed ordering outlet may create a new PO.*

Q6: Is it possible to Accept or Reject Expired PO?

A6: *Expired PO can't be accepted or rejected.*

Q7: What should I do if one or more item in the PO line is not correct (wrong cost, uom, etc.) while the rest of PO lines is valid?

A7: It is Ok *to accept the PO and deliver those valid PO lines as long as it is not against your company policy*

Q8: Can I accept or reject partial PO due to some invalid PO lines?

A8: *No partial accept or reject PO in this portal, it is either full accept or full reject.*

However it is Ok *to accept the PO and deliver those valid PO lines as long as it is not against your company policy.*

Q9: Who should I contact when the PO on the portal did not show proper alignment or missing important information like company name, item number, quantity, po date, etc.?

A9: *Please contact xBridge support team and provide details and our xBridge support team will trouble shoot and revert*

Email: support@xbridge.my

Mobile: **+6017-745-1185/+6017-715-9340**

Q10: Who should I contact when the PO on the portal did not show proper alignment or missing important information like company name, item number, quantity, po date, etc.?

A10: *Please contact xBridge support team and provide details and our xBridge support team will trouble shoot and revert*