



SPS COMMERCE

INFINITE RETAIL POWER™




FULFILLMENT

Purchase Order Acknowledgement Reference Guide
SPS Commerce WebForms Customers

AGENDA

1. Loading the Purchase Order Acknowledgement form
2. Completing the Header tab
3. Completing the Detail tab
4. How to process backordered items
5. Additional business rules
6. Additional resources

 *In the event you submit an 855 Purchase Order Acknowledgement to HEB, please continue to update HEB with the reason for the change by using the existing HEB Purchase Order Maintenance Form as seen on the HEB supplier website: <https://suppliernet.heb.com>*

Introduction




This reference guide is intended for suppliers to use when they need to send the 855 Purchase Order Acknowledgement for HEB 850 Purchase Orders and the 855 Grocery Purchase Order Acknowledgements for 875 Grocery Orders. You will only return a Purchase Order Acknowledgement to HEB when changes need to be made to the Purchase Order. The Purchase Order Acknowledgement is used by HEB to provide visibility of the order within your systems and the order fulfillment process.



1 Loading the form

To open the Purchase Order Acknowledgement form follow the steps below:

1. Locate the Purchase Order you need to make changes to in your WebForms account.



PURCHASE ORDER

HEB GROCERY

Order #: 22X123422

Release #:

PO Type: Change to Purchase Order Replace

Contract #:

Purchasing Contact: Contact Name
Phone #: 1234567890

Currency:

PO Date: 02/11/2016	Requested Delivery Date: 02/26/2016
Requested Ship Date: 02/21/2016	Cancel Date:
Delivery Window:	Shipping Window:
Vendor #:	Department #:

Ship To:

Location ID: 0079247564040
H. E. B. GROC CO.
(210)938-8000

Bill To/Ordered By:

Location ID:
QA

Vendor:

Location ID: 123456789
test
222 fake st
Minneapolis , MN 55413 US
Location ID: 1234567890000
test 1

Factory:

Freight Terms: Prepaid (by Seller) On Vessel (Free On Board [FOB] point) FOB Location Description Incoterms Free on Board						Preferred Carrier: Motor (Common Carrier)	
Terms Type	Terms Basis:	Terms Disc %:	Disc. Due Date:	Disc. Days:	Net Due Date:	Net Days:	Description: Wire Transfer

LINE	QTY	VENDOR	UPC/GTIN	DESCRIPTION	UNIT COST/	QTY	ITEM TOTAL
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2. Click the orange triangle to the right of the order in the Inbox, or in the upper right-hand corner of the style sheet.



3. Click **PO Acknowledgement New**.

The HEB Grocery PO Acknowledgement New form has two tabs: **Header** and **Detail**. All mandatory fields are outlined in blue.

2 Header tab

The screenshot shows the 'HEB Grocery PO Acknowledgement New' window with the 'Header' tab selected. The form contains several input fields and dropdown menus. The 'Acknowledgement Type' dropdown is highlighted with a blue border, indicating it is a mandatory field. The 'PO Number' field contains the value '22X123422' and the 'PO Date' field contains '02/11/2016'. Below these are fields for 'Carrier's PRO number', 'Current Schedule Delivery Date', 'Current Schedule Ship Date', 'Requested Pickup Date', and 'Cancel After Date'. The 'Carrier Details' section includes 'Routing Sequence' and 'SCAC Code' fields. The 'Transportation Method/Type' dropdown and 'Carrier Name' field are also present. The 'Carrier Details Equipment' section includes an 'Equipment Number' field. At the bottom of the window, there is a toolbar with buttons for 'Done', 'Close', 'Check', 'Defaults', 'Save', 'Send', and 'Find a Field'.

HEB Grocery PO Acknowledgement New

PO Acknowledgement

Header Detail

Acknowledgement Type PO Number PO Date MM/DD/YYYY

Carrier's PRO number

Current Schedule Delivery Date MM/DD/YYYY Current Schedule Ship Date MM/DD/YYYY

Requested Pickup Date MM/DD/YYYY Cancel After Date MM/DD/YYYY

Carrier Details

Routing Sequence SCAC Code

Transportation Method/Type Carrier Name

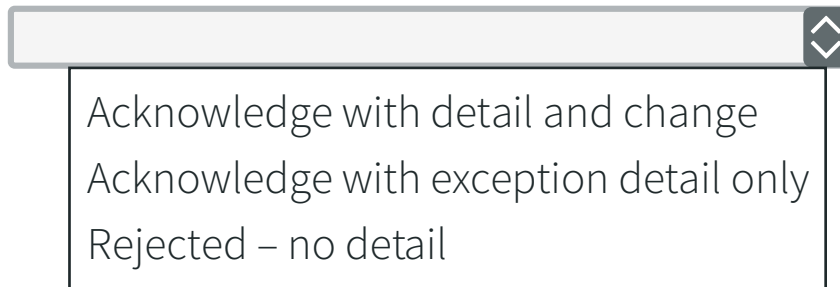
Carrier Details Equipment

Equipment Number

Done Close Check Defaults Save Send Find a Field

Acknowledgement Type

Acknowledgement Type



A dropdown menu with a light gray background and a dark gray border. The menu is open, showing three options: "Acknowledge with detail and change", "Acknowledge with exception detail only", and "Rejected – no detail". The menu has a small dark gray button with a white up/down arrow icon on the right side.

- Acknowledge with detail and change
- Acknowledge with exception detail only
- Rejected – no detail

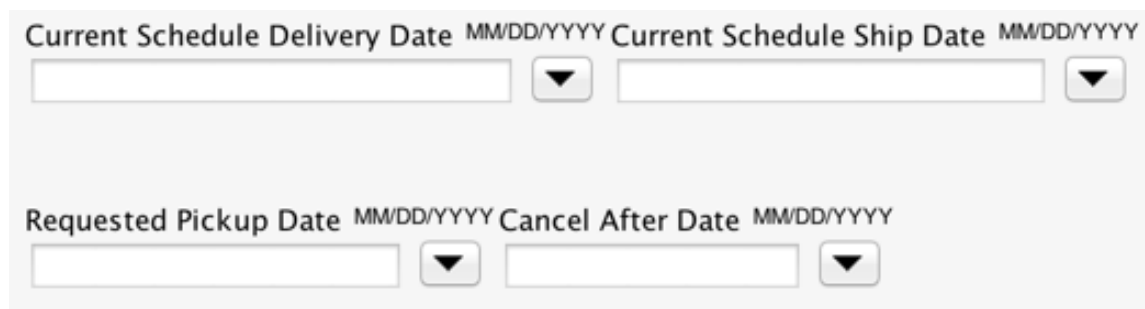
Acknowledge with detail and change: If you choose this option, return all line items from the Purchase Order.

Acknowledge with exception detail only: If you choose this option, return only the line items that have changes.

Rejected – no detail: You will not be fulfilling any part of this Purchase Order. This cancels the Purchase Order at HEB. Do not return the line items.

The **PO number** and **PO date** will source from the Purchase Order. You can send the **Carrier's Pro Number** if you have it.

Date Information



A form with four date input fields, each with a dropdown arrow icon. The fields are arranged in two rows. The first row contains "Current Schedule Delivery Date" and "Current Schedule Ship Date", both with "MM/DD/YYYY" format labels. The second row contains "Requested Pickup Date" and "Cancel After Date", both with "MM/DD/YYYY" format labels.

Current Schedule Delivery Date MM/DD/YYYY Current Schedule Ship Date MM/DD/YYYY

Requested Pickup Date MM/DD/YYYY Cancel After Date MM/DD/YYYY

If you need to update any of the below dates for the entire Purchase Order, designate the updated dates here.

Current Schedule Delivery Date: cannot be in the past – it must be the current date or a date in the future.

Current Schedule Ship Date: cannot be in the past – it must be the current date or a date in the future.

Requested Pickup Date: if this date was sent on the Purchase Order, it will source in here. Do not change from the Purchase Order as this can be for HEB managed freight and is determined by HEB, not vendors.

Cancel After Date: if this date was sent on the Purchase Order, it cannot be changed.

Carrier Details and **Carrier Details Equipment:** If this Purchase Order's freight is vendor managed and you have the carrier details, you may include them on the Purchase Order Acknowledgement. This information is not mandatory.



3 Detail tab

The screenshot shows a software window titled "HEB Grocery PO Acknowledgement New". Inside, there's a "PO Acknowledgement" section with two tabs: "Header" and "Detail". The "Detail" tab is active. Under "Acknowledgement Information", there's a "Defaulting Line Item Acknowledgment" checkbox. Below this are two fields: "Item Status" and "Estimated Delivery Date MM/DD/YYYY". The "Item" section below features a table with columns: "Qty Ordered", "UOM", "Type", "Number", and "Item Ackno...". The table is currently empty. At the bottom of the window are buttons for "Done", "Close", "Check", "Defaults", "Save", "Send", and a "Find a Field" search icon.

Qty Ordered	UOM	Type	Number	Item Ackno...
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At the top of the page under **Acknowledgement Information** you have the option to set a default for the line item information so the item status is the same for all items. You can set a default for the estimated delivery date if you would like. Use this feature, for example, if all items are backordered to the same date.

To set a default for the line item information, complete the steps below:

- 1. Check the **Defaulting Line Item Acknowledgement** box.

Defaulting Line Item Acknowledgement



- 2. Click the **Item Status** menu and select the item status you want to use.


Item Status

Item Accepted
Item Accepted - Quantity Changed
Item Rejected
Item Accepted - Substitution made
Item Accepted - Partial Shipment
Item Accepted - Date rescheduled
Item Backordered







- 2. To include the **Estimated Delivery Date**, click the calendar menu under **Estimated Delivery Date** and choose the date.








Note You are not required to use the *Defaulting Line Item Acknowledgement* function, and individual items' status can be adjusted as needed.

If you are returning line item information, source in line items from the Purchase Order. To source in the line items, click plus  under Item and select the items you want to return on the Purchase Order Acknowledgement. Use the control and shift keys to make multiple selections. If you are including all items, click **Select All**, then **OK**.

Item

1 of 3      

Qty Ordered	UOM	Type	Number	 Item Ackn...
10	Eaches	UPC/EAN Case Code (2-5-5)	111111111111	
10	Eaches	UPC/EAN Case Code (2-5-5)	222222222222	
10	Eaches	UPC/EAN Case Code (2-5-5)	333333333333	

Click the Item Acknowledgement box  . Click plus at the top of the window to generate an acknowledgment line. Include the **Item Status** for each line, and **Quantity**, **UOM**, and **Estimated Delivery Date** as needed.

Item Status	Quantity	UOM	Estimated Delive...
Item Accepted	10	Eaches	05/31/20

Different fields are required depending on the **Item Status**.

Item Accepted

Required fields: No additional fields.

Item Accepted – Quantity Changed

Required fields: Quantity and UOM

❗ If your current quantity on hand is 0, but you will have the item available in the future, change the Quantity to 0.

Item Rejected

Required fields: No additional fields.

Only use if the item is not in stock and is discontinued.

Item Accepted – Substitution Made

❗ Do not use this status. If you would like to substitute an item, contact the HEB planner that released the Purchase Order.

Item Accepted – Partial Shipment – Balance Backordered

Required fields: Quantity that can be fulfilled now, UOM, and Estimated Delivery Date for backordered quantity.

Item Accepted – Date Rescheduled

Required fields: Estimated Delivery Date

Item Backordered

Required fields: Estimated Delivery Date

For the **UOM** field, be sure to return the same UOM that HEB ordered in.

4 Backordered items

Not all suppliers are allowed to send backordered items at a later date. This option depends on your business relationship with HEB. If you are **not** allowed to send backordered items, do **not** use the item statuses Item Accepted – Partial Shipment – Balance Backordered, Item Accepted – Date Rescheduled, or Item Backordered.

Reach out to your buyer if you are not sure if your company is permitted to send backordered items.

If you are not permitted to send backordered items, and cannot fulfill a particular item, use the item status **Item Accepted – Quantity Changed** to inform HEB of this change.

Below is a comprehensive list of possible item statuses for suppliers allowed to send backordered items, and those that are not allowed to send backordered items.

Backordered allowed item statuses:

Item Accepted

Item Accepted – Quantity Changed

Item Rejected

Item Accepted – Partial Shipment – Balance Backordered

Item Accepted – Date Rescheduled

Item Backordered

Backordered not allowed item statuses:

Item Accepted

Item Accepted – Quantity Changed

Item Rejected

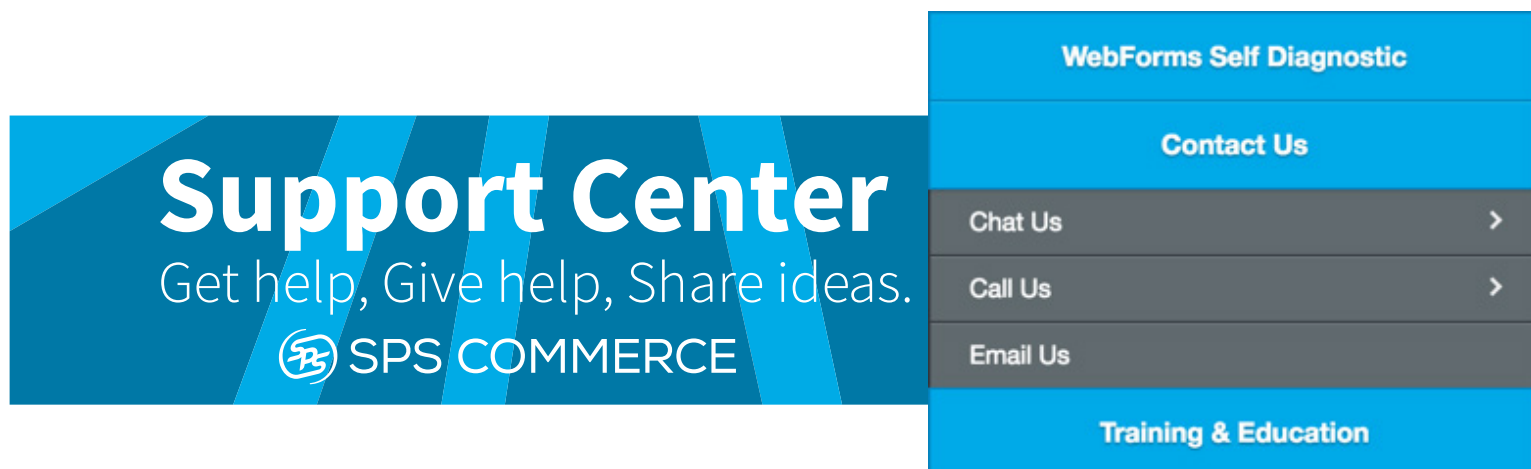
5 Business rules

There are some additional business rules to keep in mind when processing HEB Purchase Order Acknowledgements.

- You **can** change the **Current Schedule Delivery Date**, **Current Schedule Ship Date**, and **Estimated Delivery Date**.
- You **cannot** change the **Requested Pickup Date**.
- You **can** change the **Quantity** of an item that was ordered.
- You **cannot** add an item to the order.
- Once a Purchase Order is fulfilled and you have sent an Advance Ship Notice, you **cannot** make any additional changes to the Purchase Order through the Purchase Order Acknowledgement.

6 Resources

The **SPS Commerce Support Center** is home to a wide variety of training material, including videos and forums for answering common EDI-related questions. Access the Support Center by clicking on the blue banner at the bottom of the WebForms portal home page, or by navigating to **supportcenter.spscommerce.com**.



The image shows a blue banner for the SPS Commerce Support Center. The banner text reads "Support Center" in large white letters, followed by "Get help, Give help, Share ideas." and the SPS Commerce logo. To the right of the banner is a vertical navigation menu with a blue header "WebForms Self Diagnostic" and a blue section "Contact Us". Under "Contact Us" are three grey buttons: "Chat Us", "Call Us", and "Email Us", each with a right-pointing arrow. At the bottom of the menu is a blue button labeled "Training & Education".

WebForms Self Diagnostic	
Contact Us	
Chat Us	>
Call Us	>
Email Us	
Training & Education	