Diebold Nixdorf

DieboldNixdorf.com

Supplier Portal User Manual



STANDARD OPERATING PROCEDURE

Topic: Supplier Portal User Guide

*Note: There is NO change in the Supplier **Invoicing** Process, please keep processing your Invoices as you normally do.*

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1. **Purpose:**
   This document provides guidance to use Supplier Portal to Acknowledge the Purchase Orders, Initiate Change orders for the Purchase Orders, Create ASN and Manage ASNs.

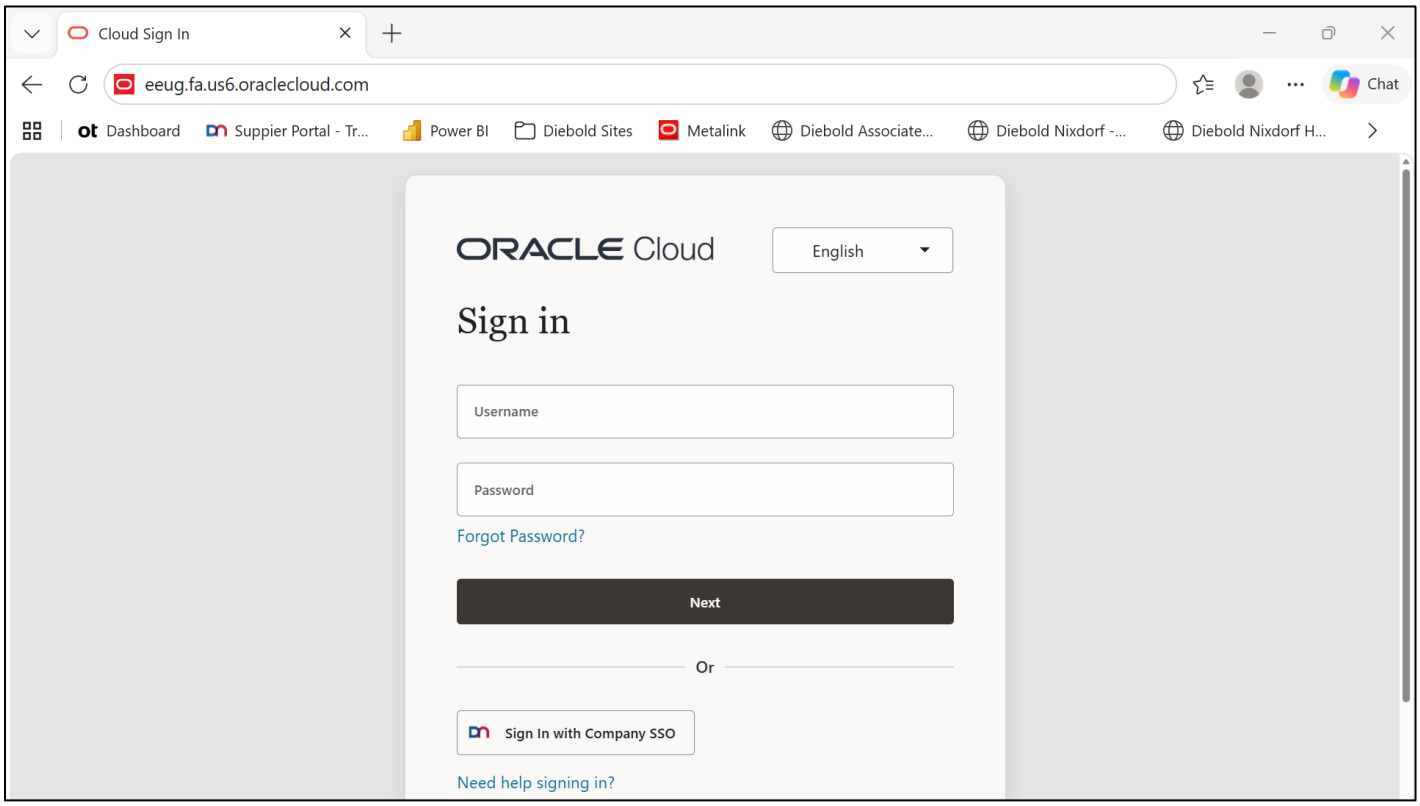
2. **Scope:**
   Supplier Portal

3. **Responsibility:**
   Suppliers

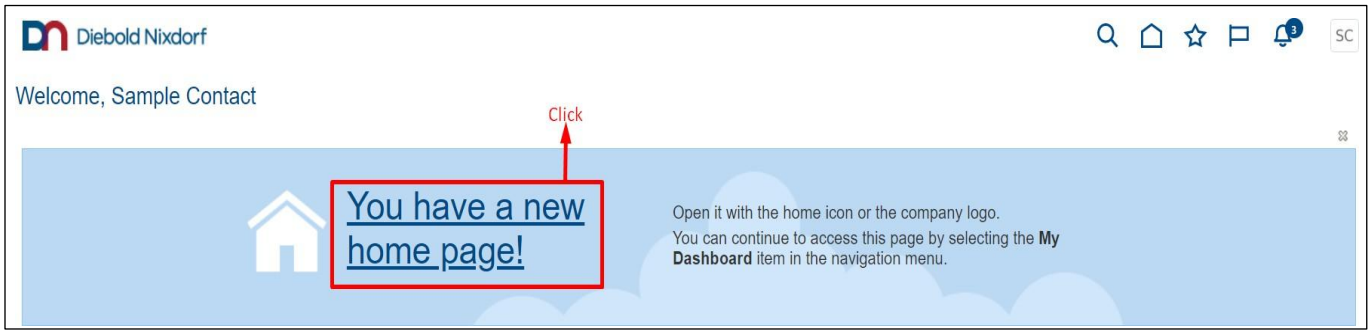
4. **Procedure:**
   Please follow the steps outlined below to Acknowledge the Purchase Orders, Initiate Change Orders for the Purchase Orders, Create ASN and Manage ASNs using Supplier Portal.

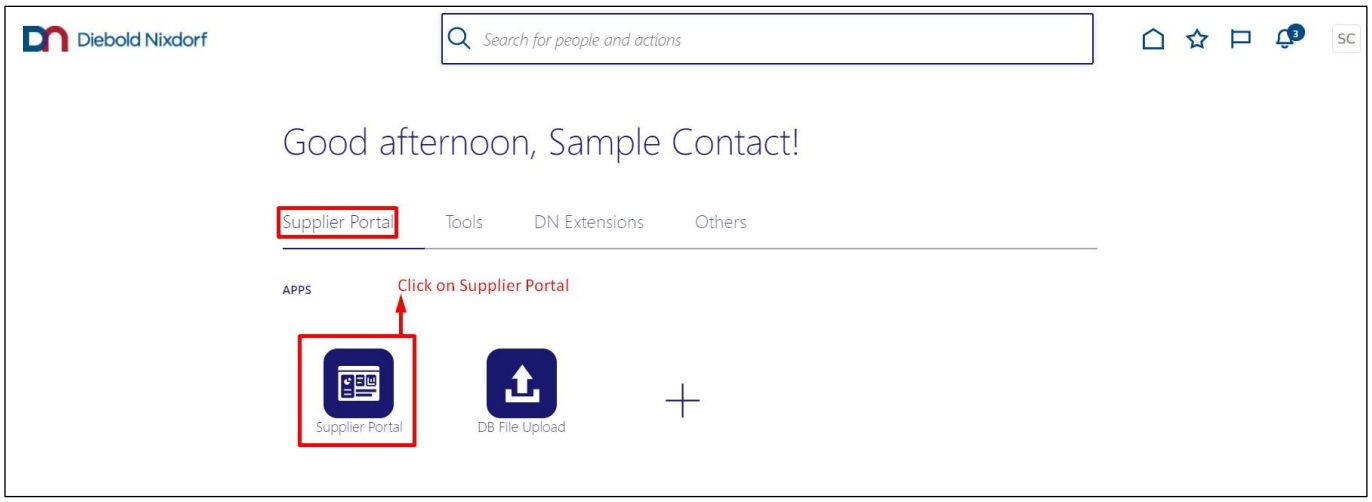
5. Supplier Login:

Step 1: Sign into Supplier Portal using URL: https://eeug.fa.us6.oraclecloud.com/

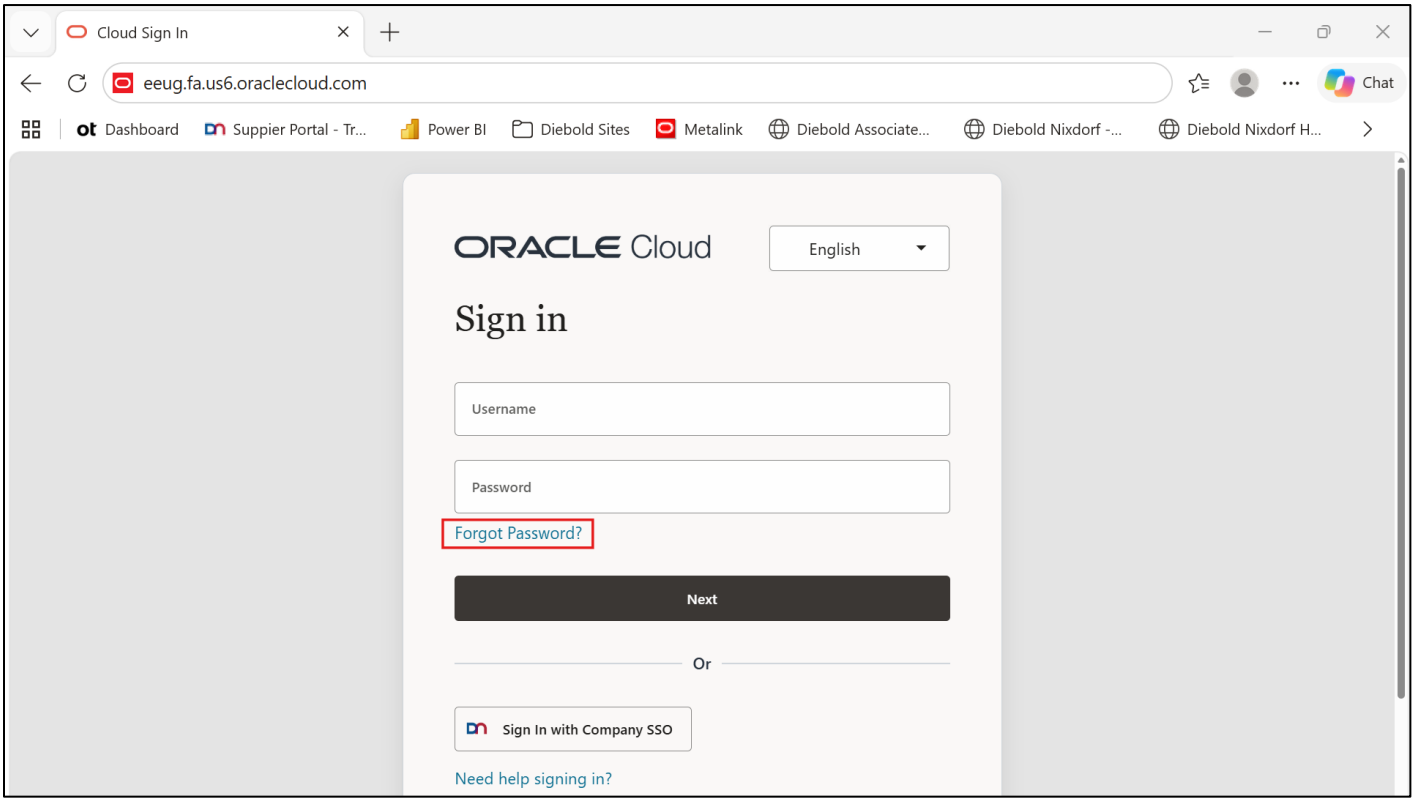


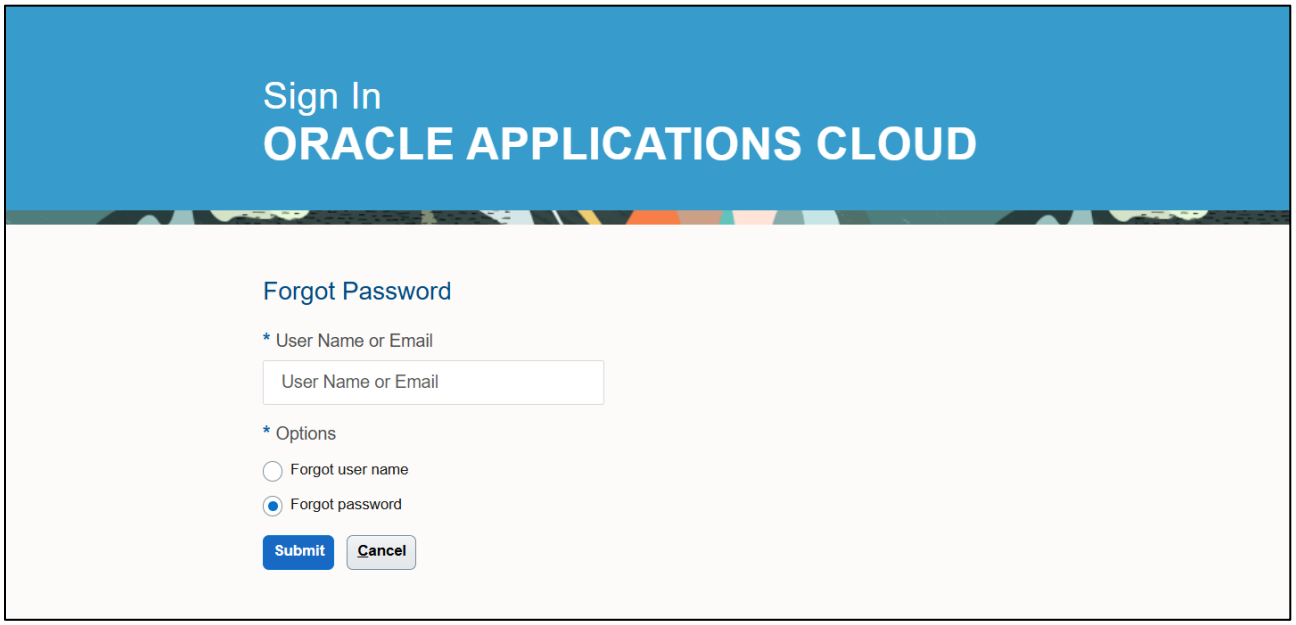
Step 2: Click on home page hyperlink and then Click on Supplier Portal icon.





✓ **What if I forgot my username or password?**
Answer: On the login screen, please click on the **Forgot password** hyperlink and enter the Username or email address associated with the user account. An email will be sent to your email address with your username in case you chose the “forgot username” hyperlink; or you will receive an email containing a password reset link in case you chose the “forgot password” hyperlink.





If you are not able to reset the password, please contact helpdesk through Chat or Phone

Chat Link for Support to users (internet facing)➔ Please identify yourself as a DN Supplier
https://home-e31.niceincontact.com/inContact/ChatClient/ChatClient.aspx?poc=cb16a80c-cc45-4891-82c9-ba8dab2eefb0&bu=4597487

Country-wise phone number for IT Service Desk below.
Note: - To contact the IT Support Desk, choose Option 1; then, choose Option 5. (Outside Supplier)

Contacting IT Service Desk by Phone

+1-800-216-4783

COUNTRY NAME	
Algeria	Morocco
Brazil	Myanmar
Canada	Nicaragua
Colombia	Nigeria
Costa Rica	Norway
Czech Republic	Panama
Denmark	Peru
Dominican Republic	Romania
El Salvador	Russian Federation
Finland	Slovakia
Greece	Sweden
Guatemala	Taiwan
Honduras	Turkey
Ireland	Ukraine
Italy	United Arab Emirates
Luxembourg	United States
Mexico	Vietnam

Countries without an international toll-free number

Argentina Chile Paraguay Uruguay	*Submit a service request via SMAX or chat with an agent using the Support icon on your desktop.*



Please use one of the following options to contact the IT Service Desk by telephone:

- ***US**: 1-800-216-4783*
- ***DE**: +49 5251 693 5555*
- *Use your country-specific number on the right.*

Select Option 1 to reach IT Service Desk.

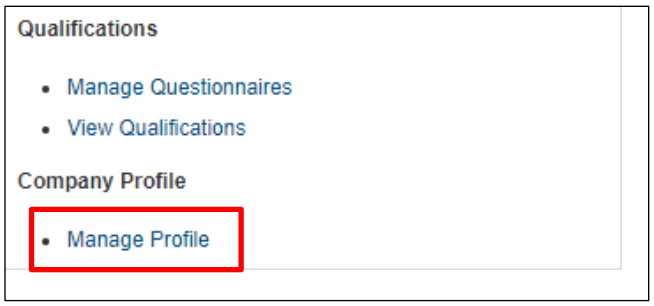
For all other countries

COUNTRY NAME	PHONE NUMBER
Australia	61297673528
Austria	0800-298089
Belgium	0800-79067
China	800-819-8620
Ecuador	Ext. 1999119 then 18002164783
France	0800-905315
Germany	+4952516935555
Hong Kong	+852 28040022
Hungary	06-800-21043
India	0008000016911
Indonesia	+62 21 25527933
Malaysia	+60 3 6209 6209
Netherlands	0800-0229560
Philippines	+63 02 86480968
Poland	0-0-800-1215314
Portugal	8008-12162
Singapore	6567402999
South Africa	080-09-99457
Spain	900-931650
Thailand	+66 2 8384797
Switzerland	+4952516935555
United Kingdom	0808-2342077

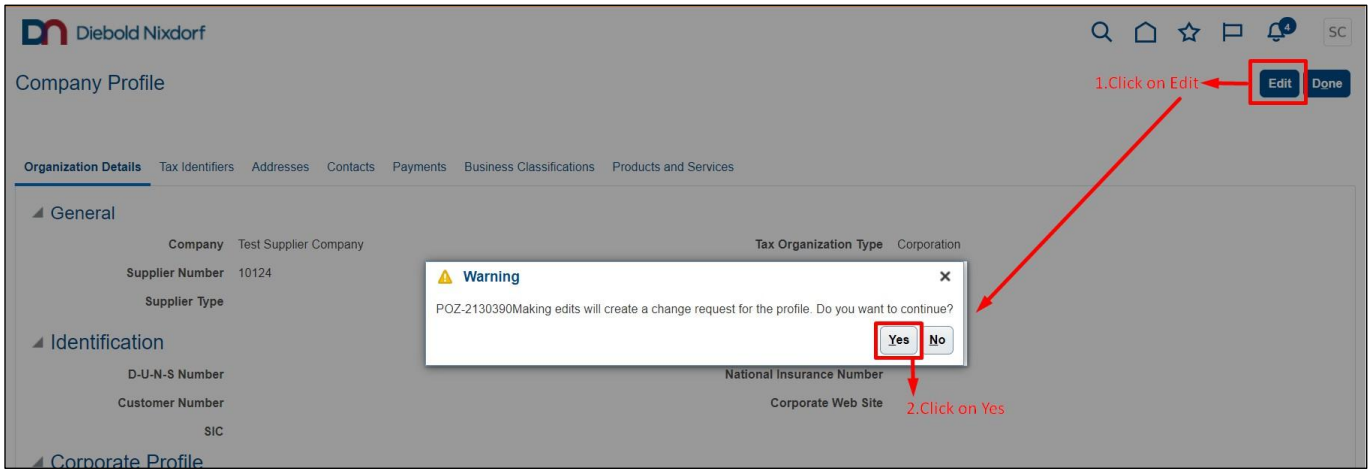
6. CLOUD – Supplier Administrator Instructions

A. To Add Additional Portal Users (Supplier Contacts):

Step 1: Navigate to Manage Profile at the bottom of task menu.



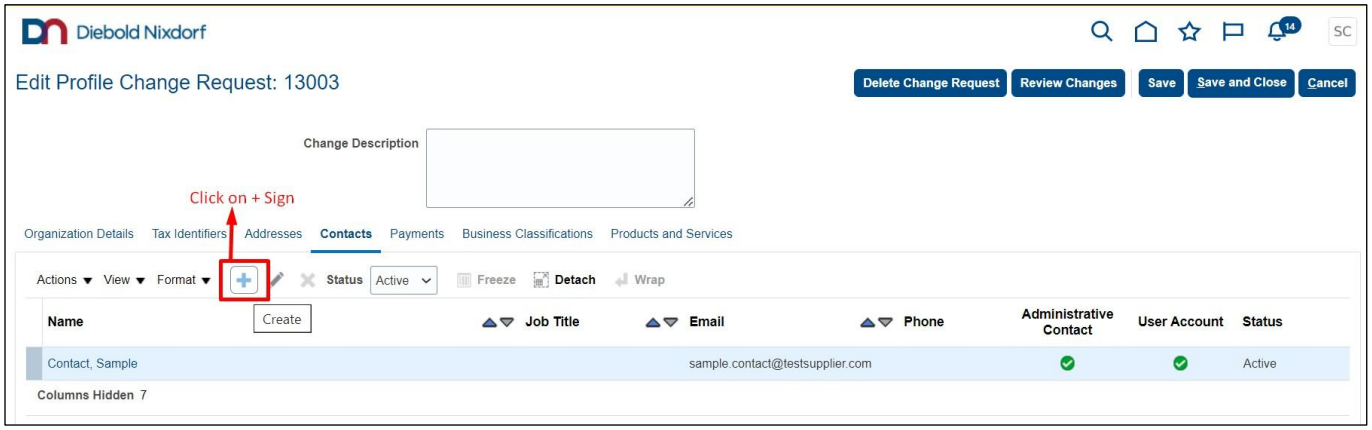
Step 2: In the Company Profile section select Edit, Warning message pops-up about the change. Click on Yes to proceed.



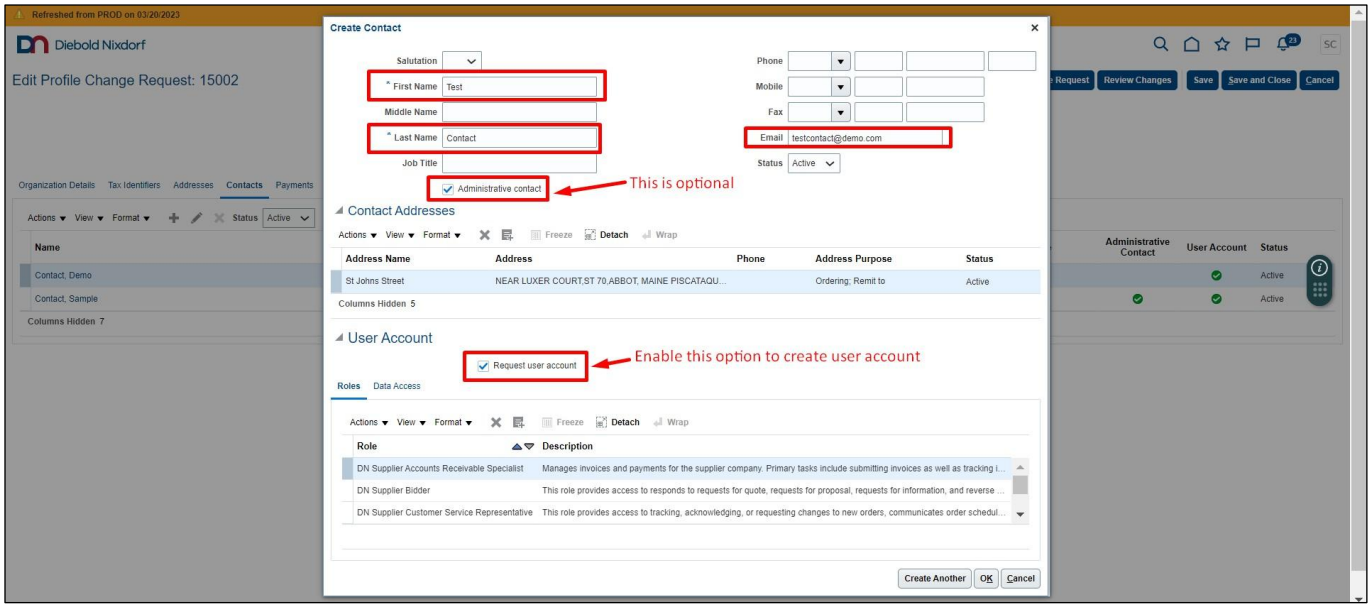
Step 3: In the Edit Profile Change Request section, select Contacts.



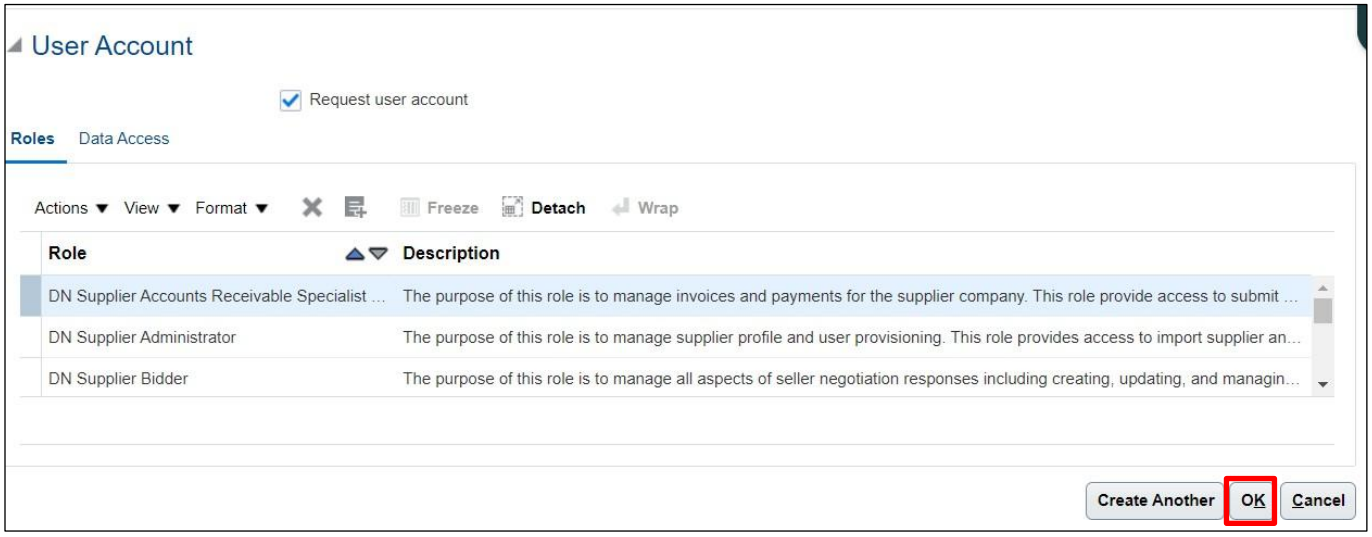
Step 4: Click the plus sign.



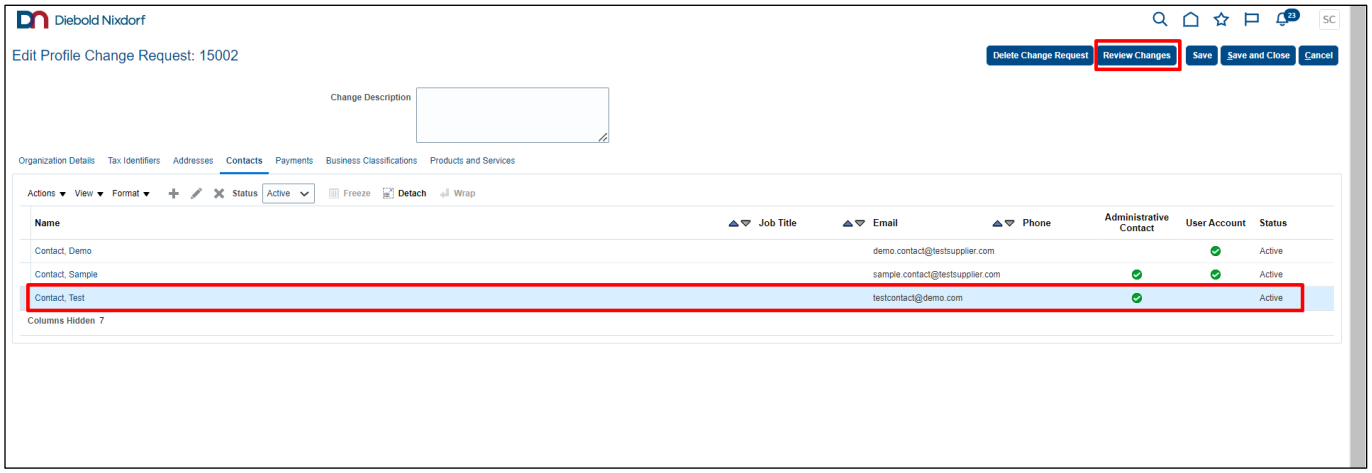
Step 5: In the Create Contact section enter the First Name, Last Name, the Email address, and click Request user account. If you would like the Supplier, contact to have administrative ability, select administrative contact checkbox.



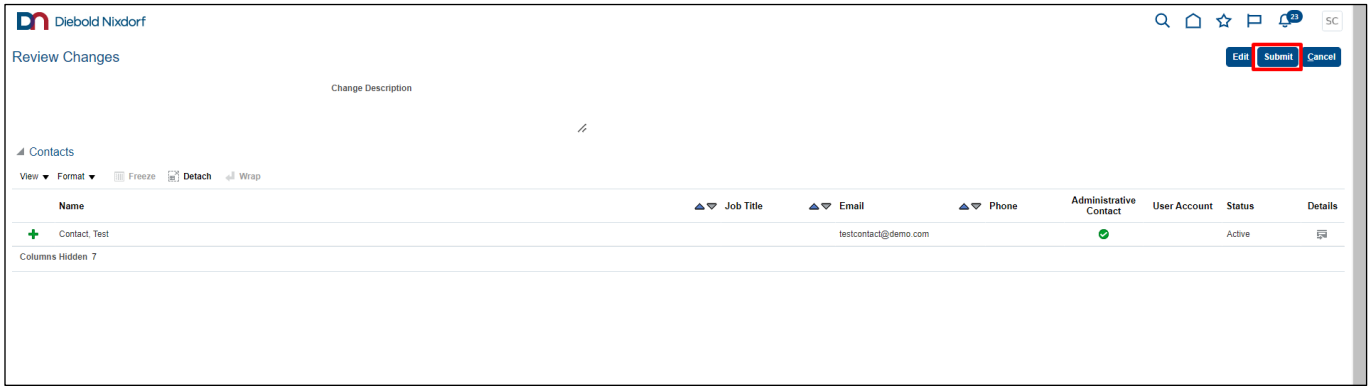
Step 6: After Request user account checkbox is selected, roles will appear as below. The roles needed are already added for you (Supplier User). Once all details are entered, click OK.



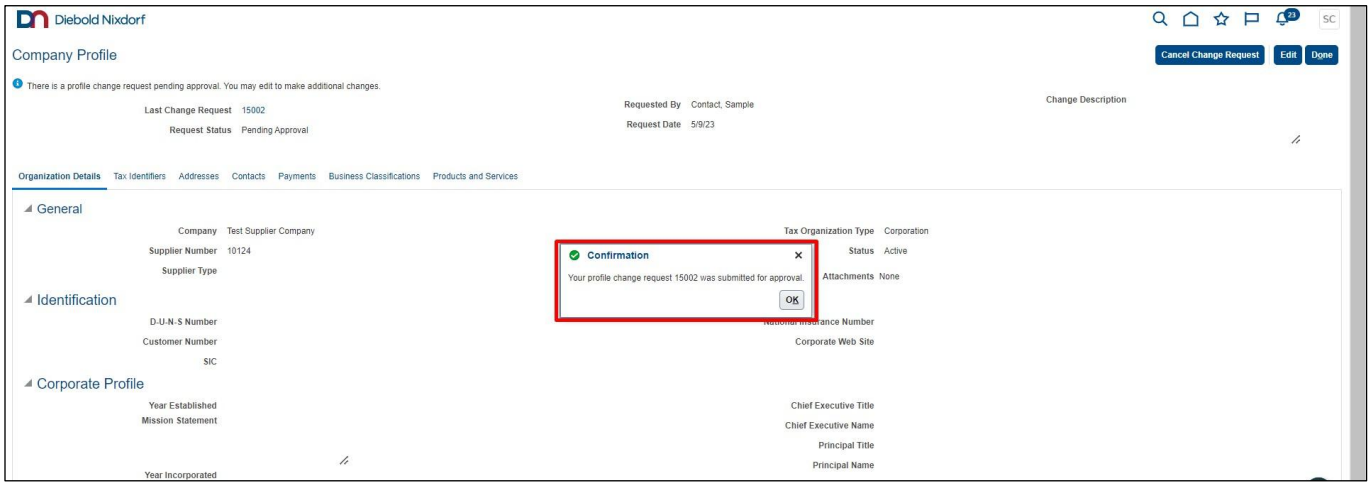
Step 7: Click on Review Changes. Review all the changes made and you can document the changes in “Change Description” text box.



Step 8: Once all the changes are reviewed, click Submit.



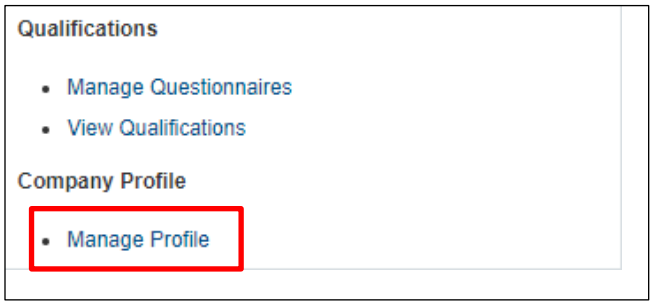
Step 9: Confirmation message appears on the screen.



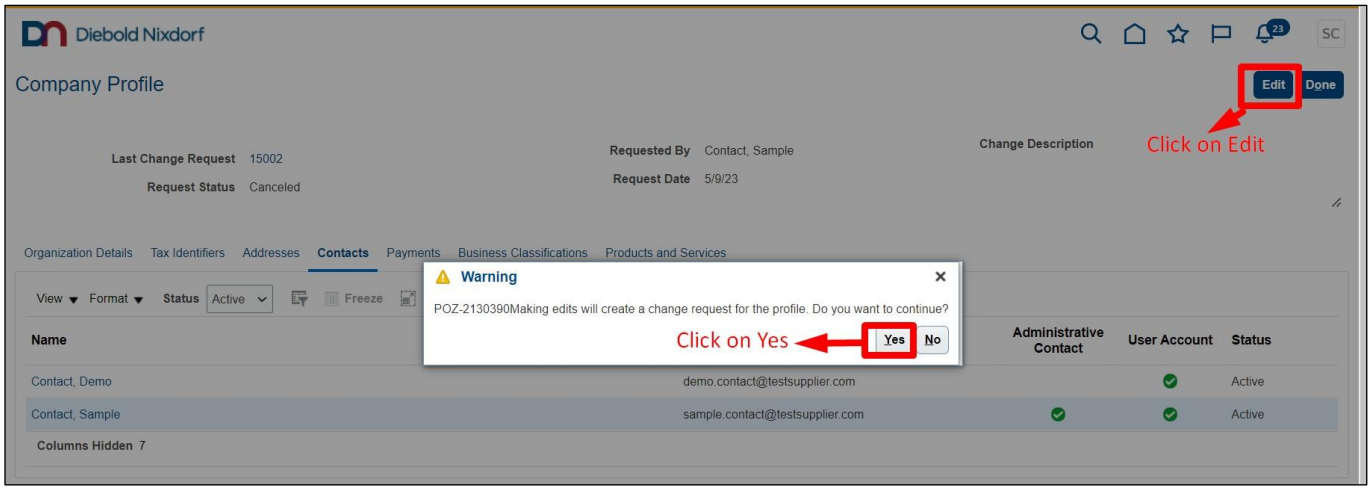
**Note: When trying to set up a new account for Supplier Contact, if the Supplier Administrator is not available, please send an email to cloudsupplierportalsupport@dieboldnixdorf.com for more inquiries.*

B. To inactivate the Portal Users:

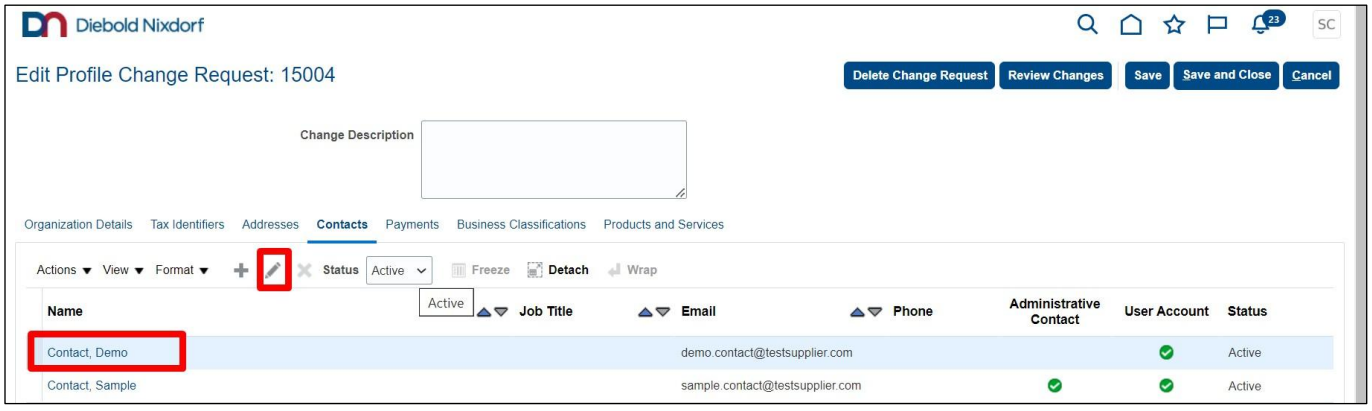
Step 1: Navigate to Manage Profile at the bottom of task menu.



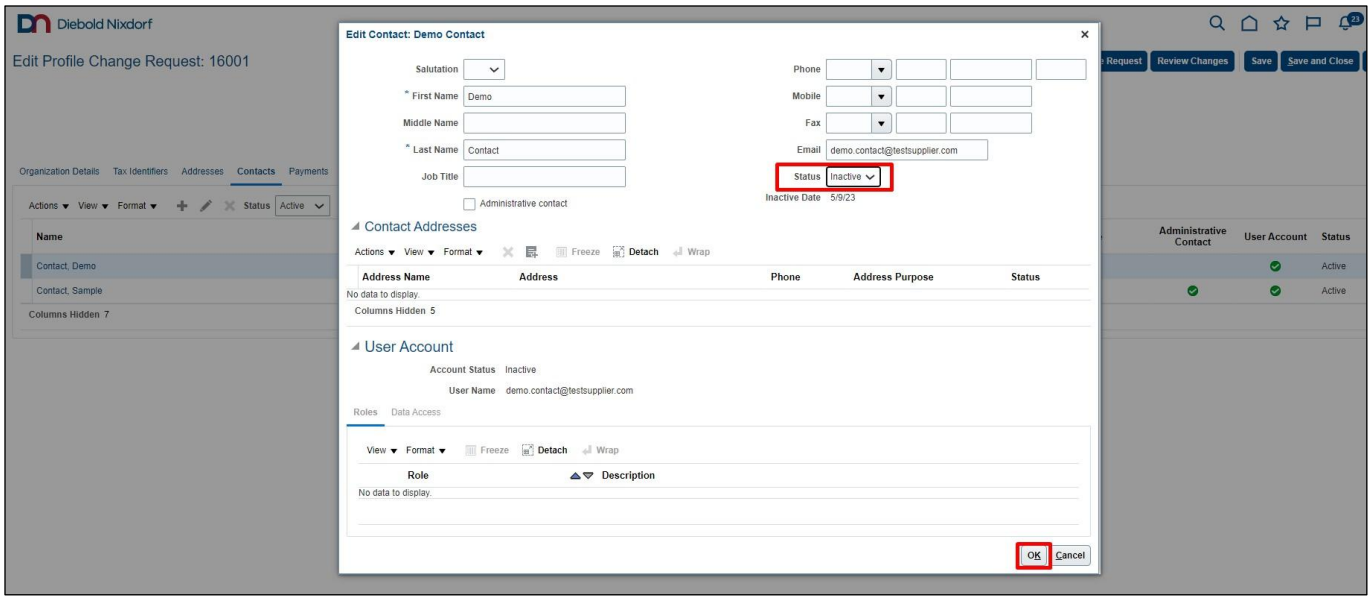
Step 2: In the Company Profile section select Edit, Warning message pops-up about the change. Click on Yes to proceed.



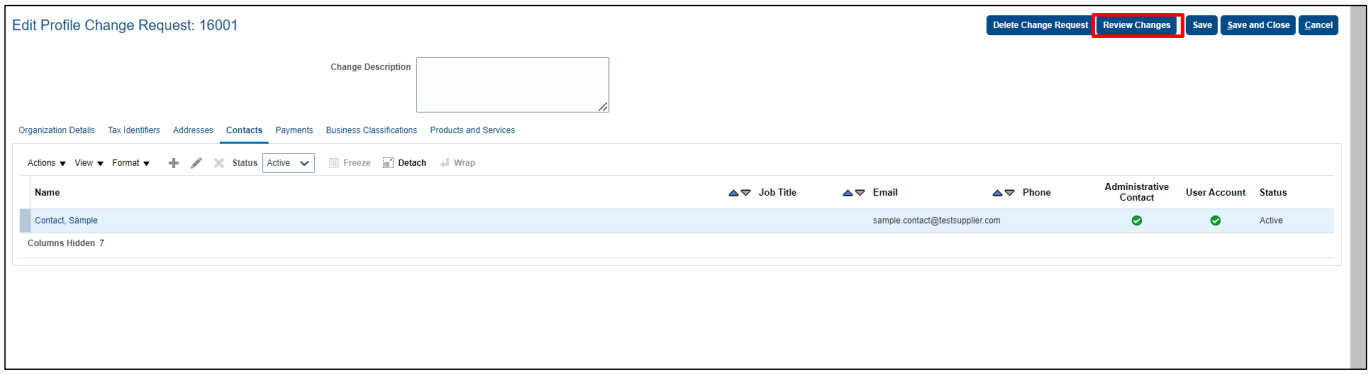
Step 3: Under Contacts, select the contact to Inactive and click on Edit (pencil icon).



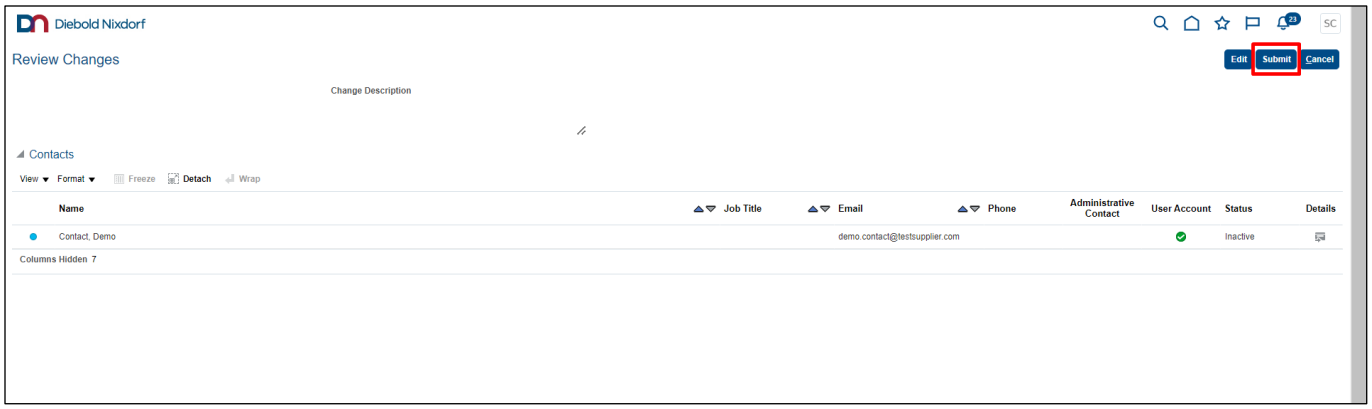
Step 4: Select the status as “Inactive “and click on OK.



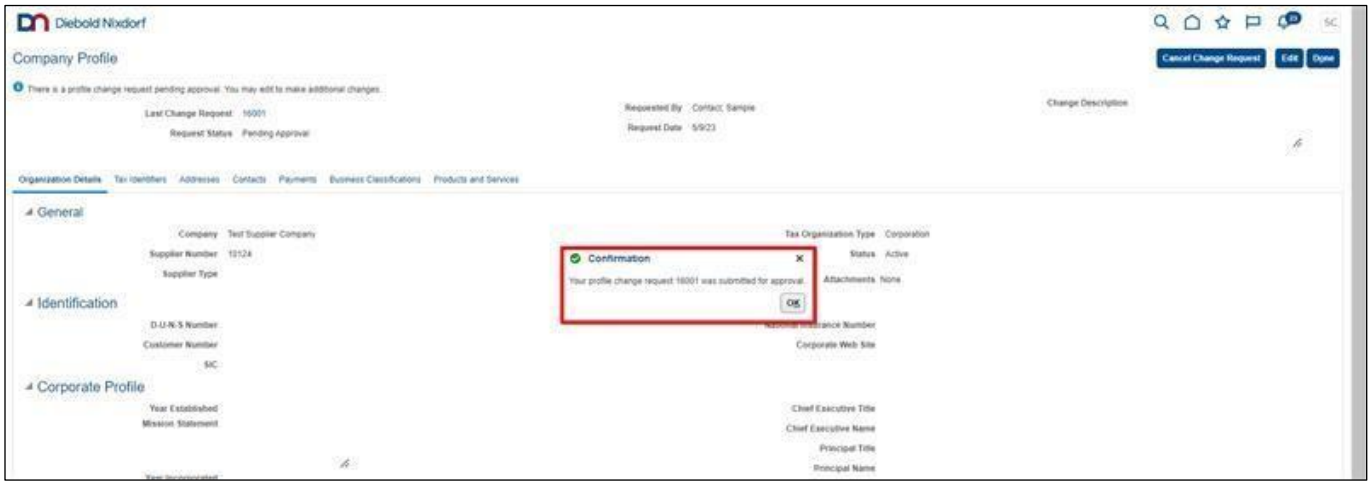
Step 5: Review the changes.



Step 6: Once the changes are reviewed, click on Submit.

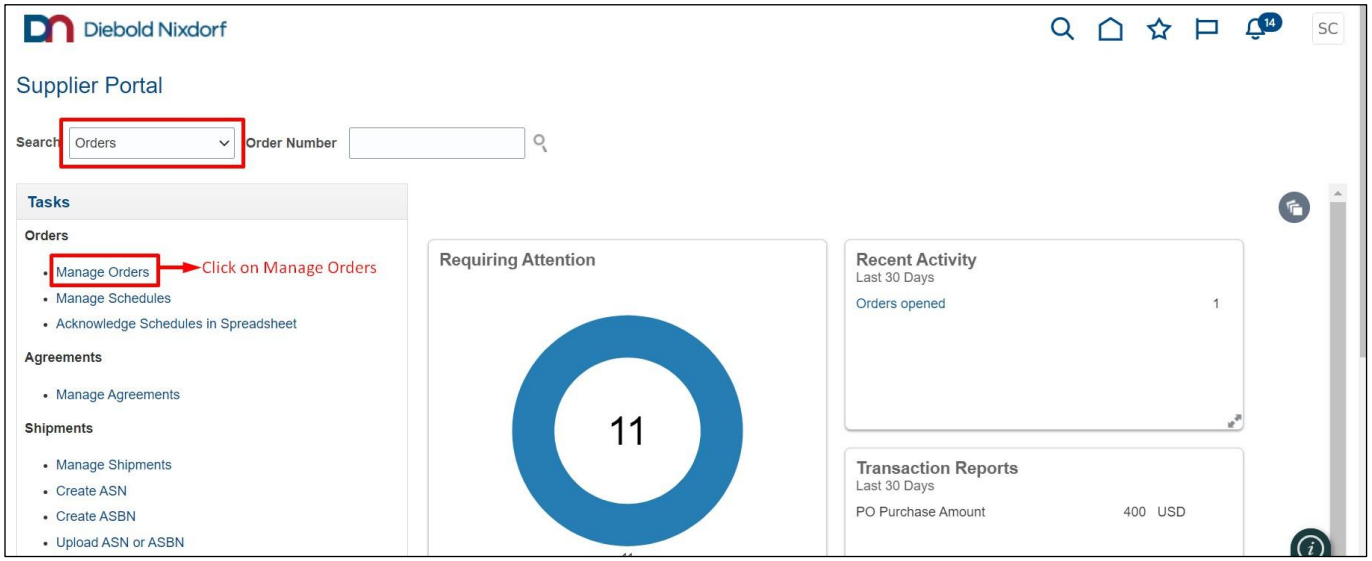


Step 7: Change request is gone for approval, once it is approved then it will reflect in system.

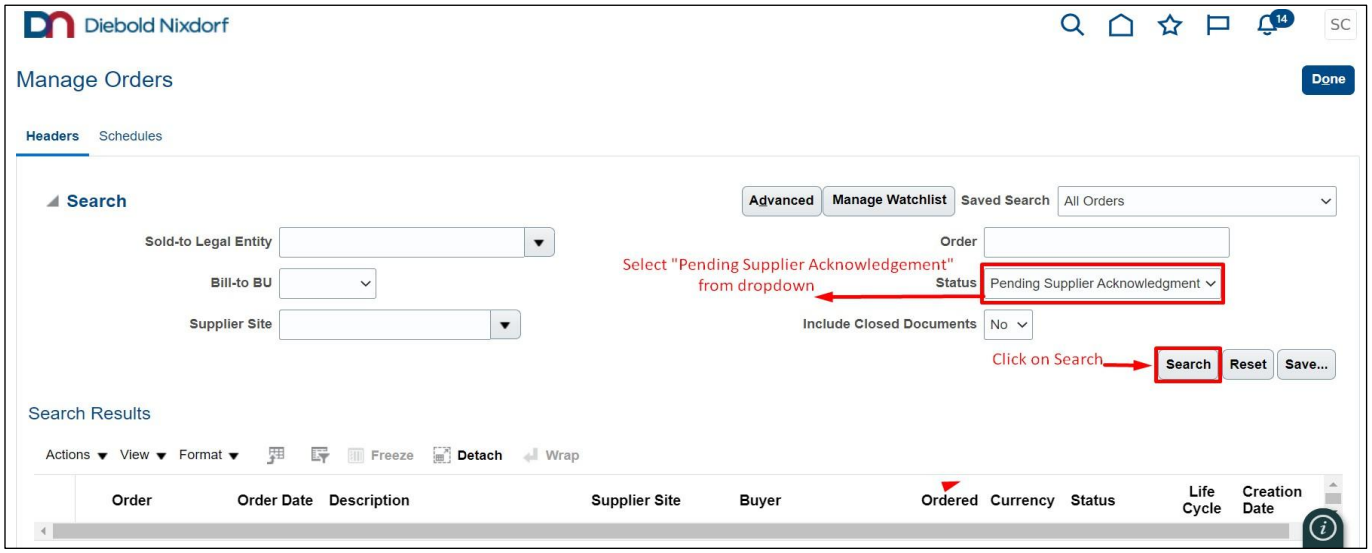


7. Manual Acknowledgement:

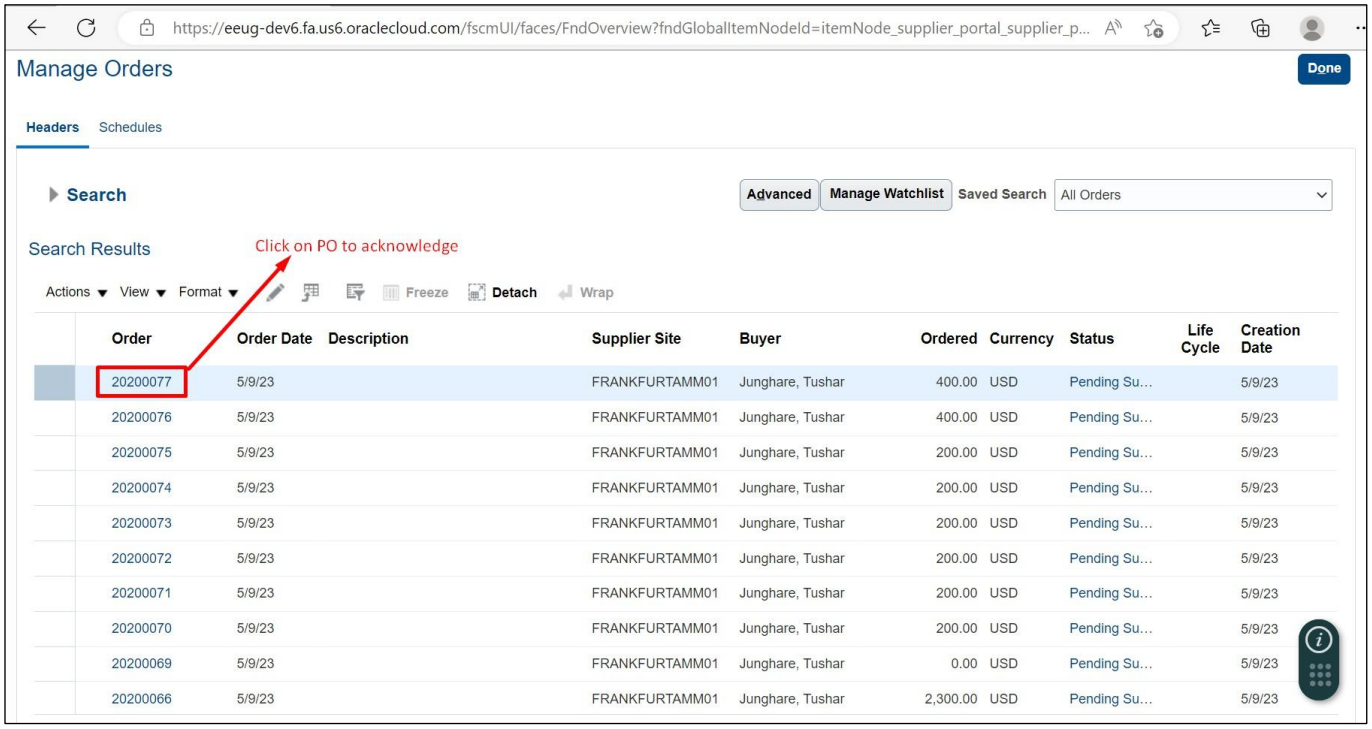
Step 1: Navigate to the Orders section then click on Manage Orders. Or Go to Requiring Attention infolet and click on Blue Color part of the Circle which will direct to Purchase Orders pending acknowledgment page.



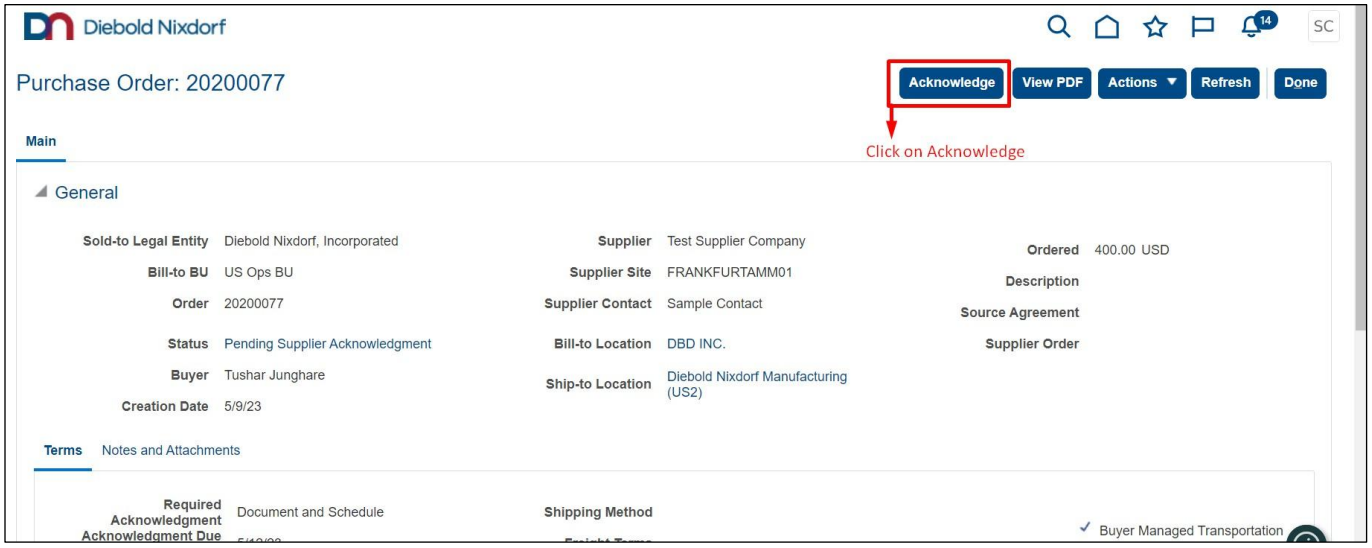
Step 2: In the Manage orders section select the status Pending Supplier Acknowledgement then click on Search.



Step 3: It will list out all the Orders which are in pending acknowledgment status. Then click on the Order number to open and acknowledge it.

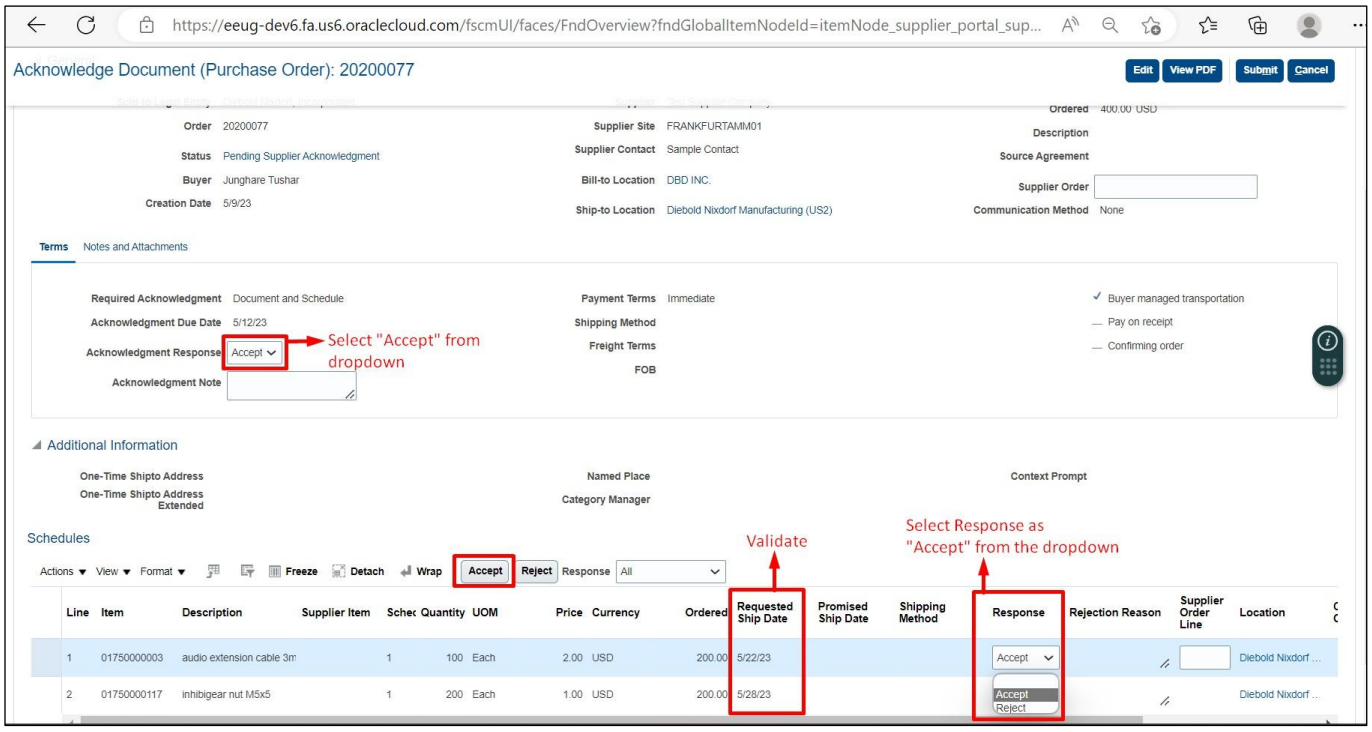


Step 4: Click on the Acknowledge button to acknowledge the Purchase Order.

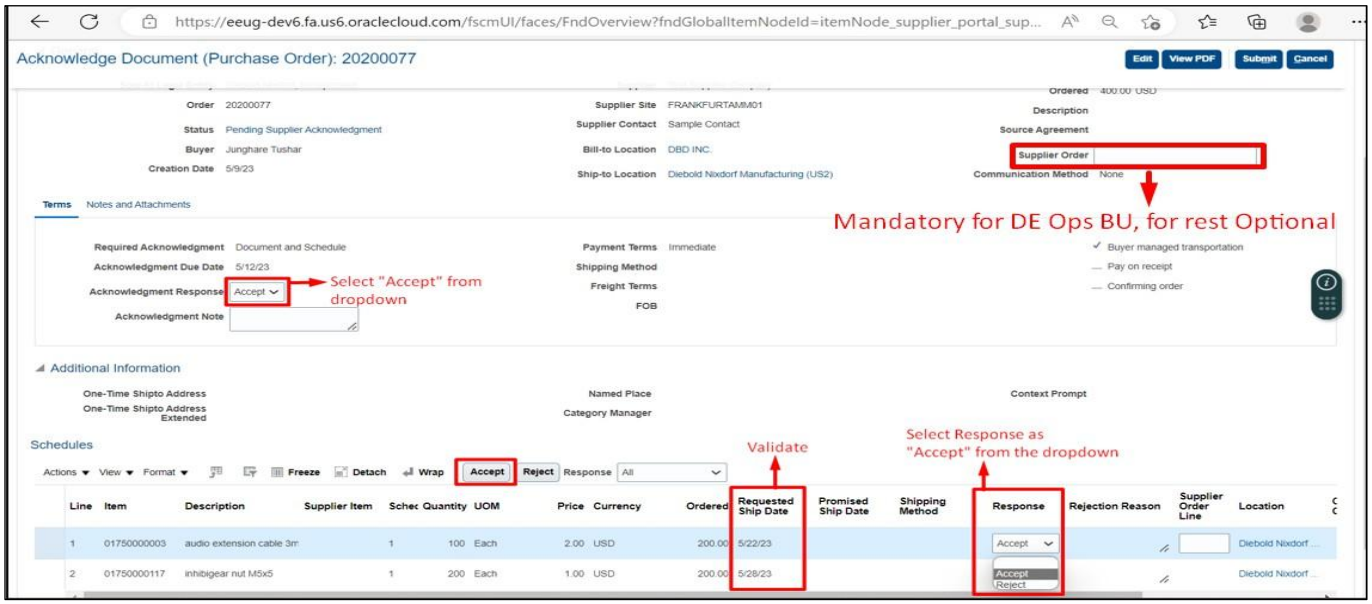


Step 5: Validate the Requested ship date. **Please note that the date shown on the PO schedule will be requested/need by ship date and promised ship date (Estimated Time of Departure ETD) only, not the arrival dates. This ETD is calculated by using the ETA on the submitted PO.**

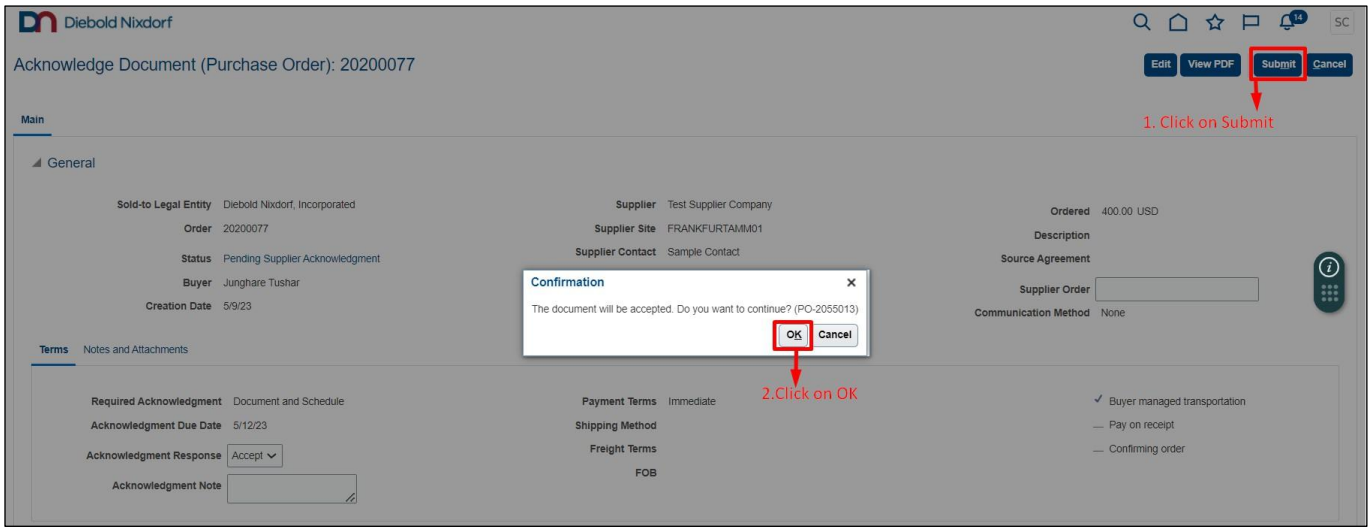
On the PO acknowledge page go to terms section and select Acknowledge response as Accept. Then go to Schedules and select Response as “Accept” for all the schedules.



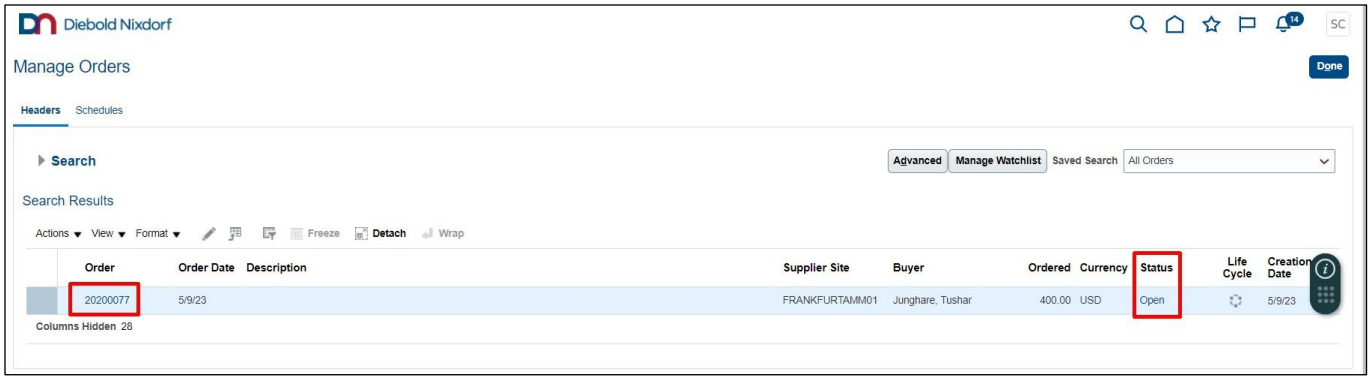
**Note – in case of confirming orders for GERMANY (DE Ops BU) Supplier Order number is mandatory*



Step 6: Click on the Submit button in the top right corner. A Warning message will be displayed mentioning "**The document will be accepted. Do you want to Continue?".** Click on OK.



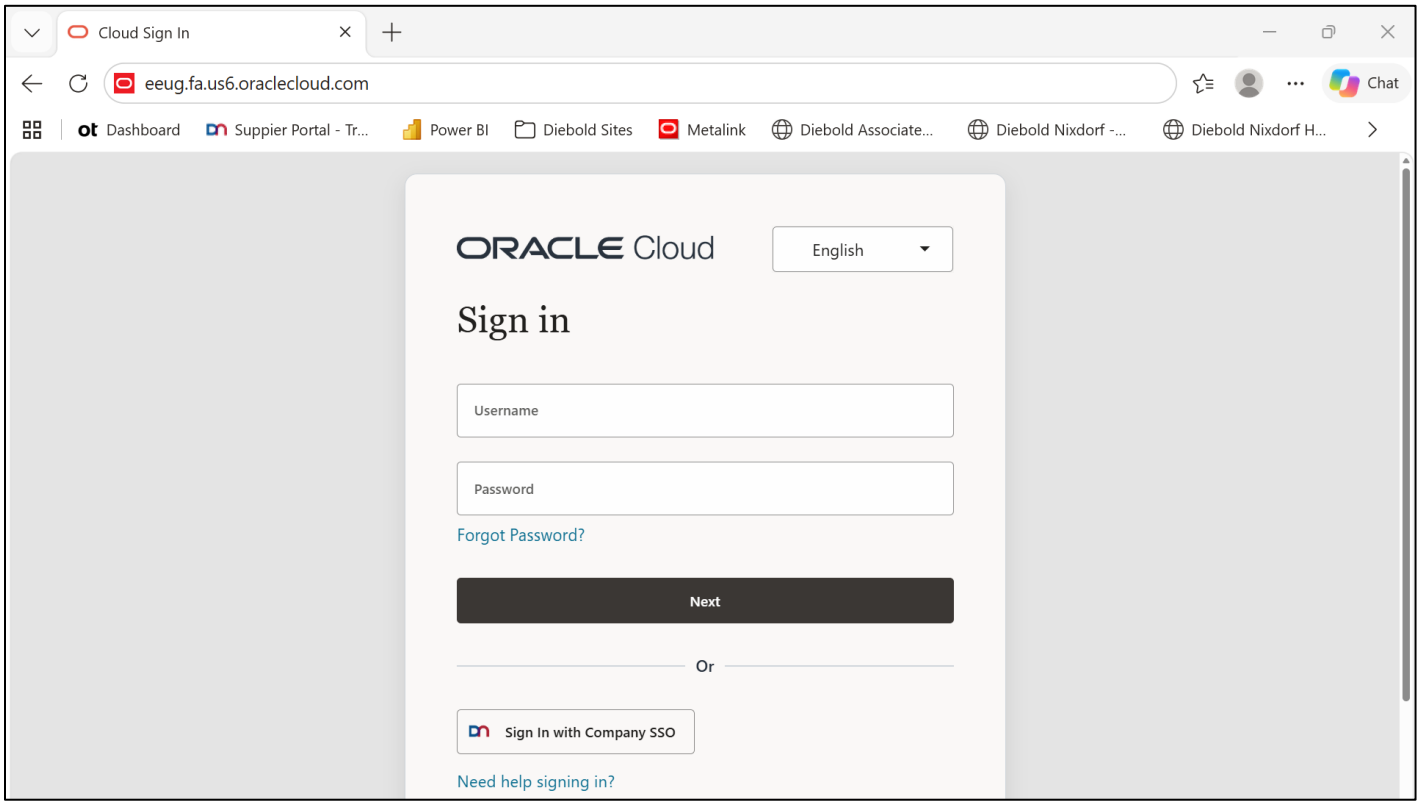
Step 7: Go to Manage Orders then search for the order which is acknowledged. The status of the PO should be changed to Open and promised ship date will be updated as requested ship date.



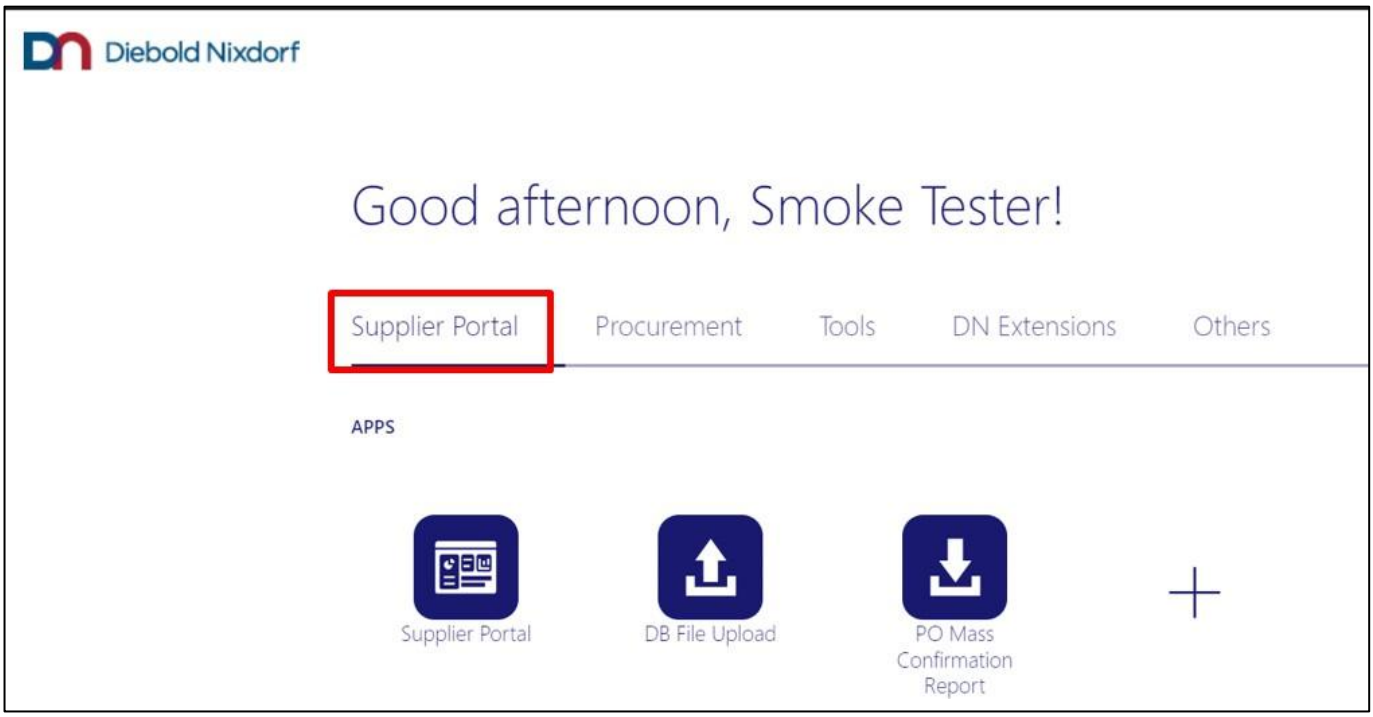
8. Mass Confirmation (Acknowledgement) of PO from Supplier Portal:

A. Mass confirmation Activity for Initial login

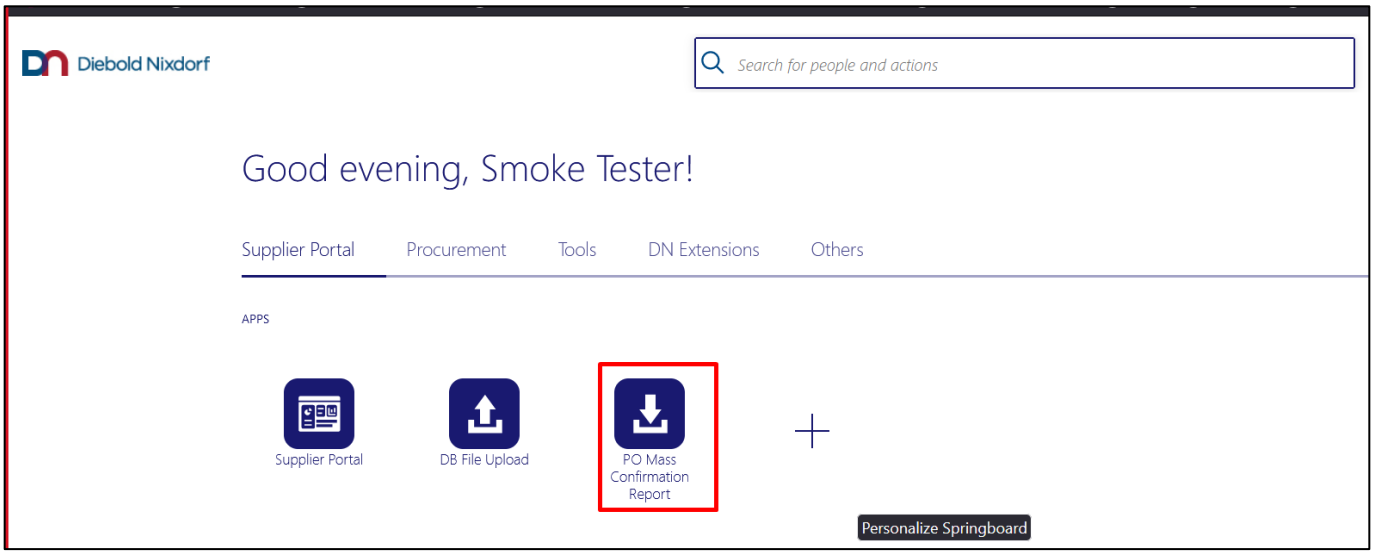
Step 1: Sign in-to Supplier Portal using supplier credentials (user id/ password).
URL: https://eeug.fa.us6.oraclecloud.com/



Step 2: Supplier Home page will open. Click on Supplier Portal offering.

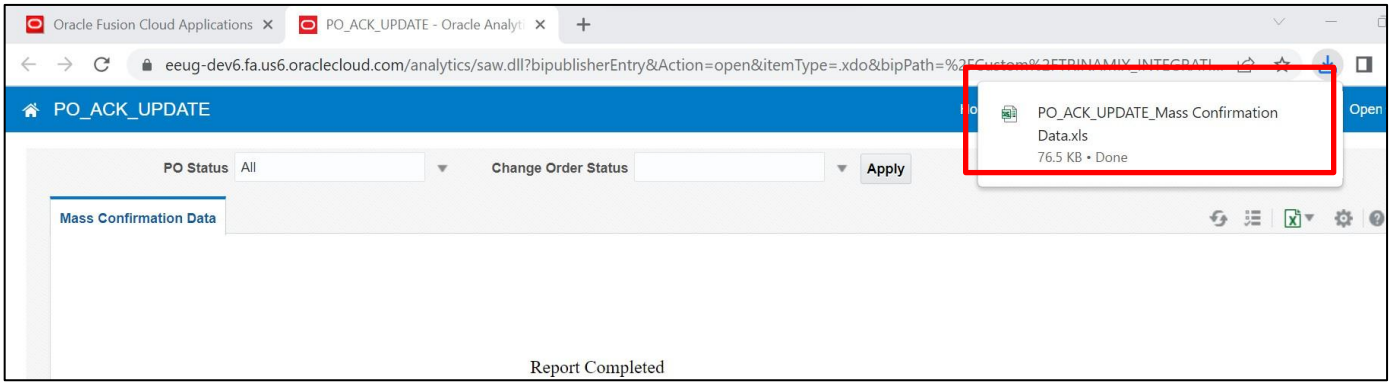


Step 3: Click on “PO Mass Confirmation Report” to download the report.



Step 4: New window will be open, and report will get downloaded automatically for all PO.

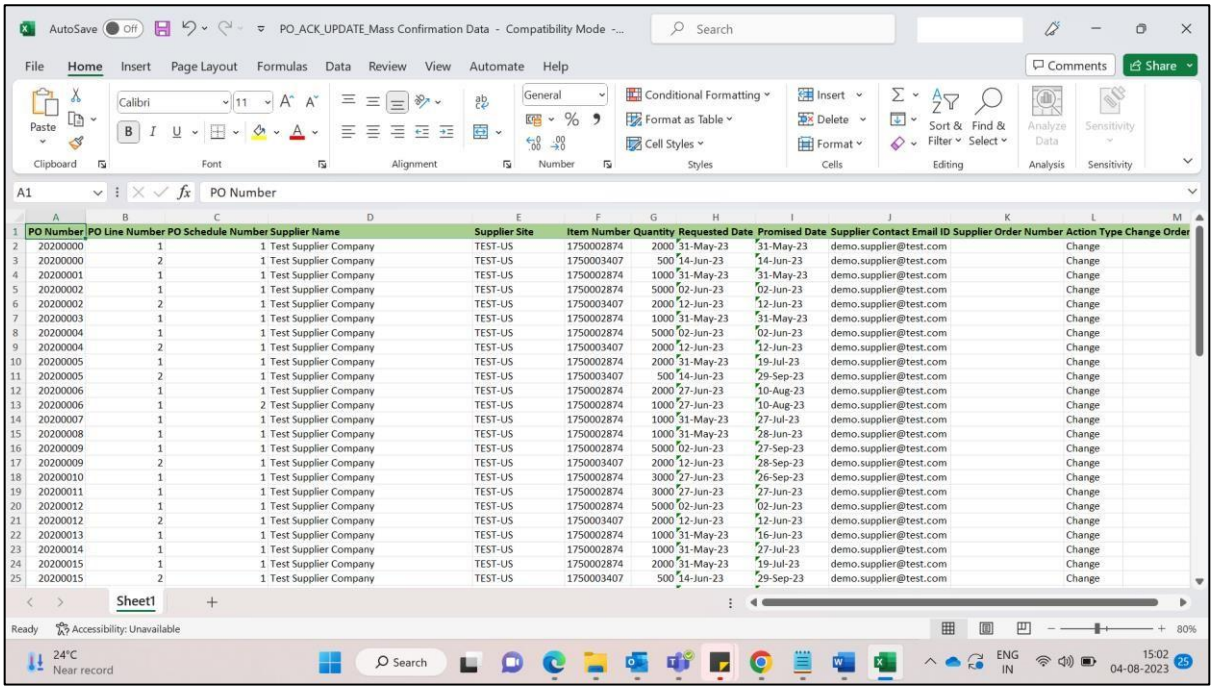
Note: Please note that by default it will download all the PO data.



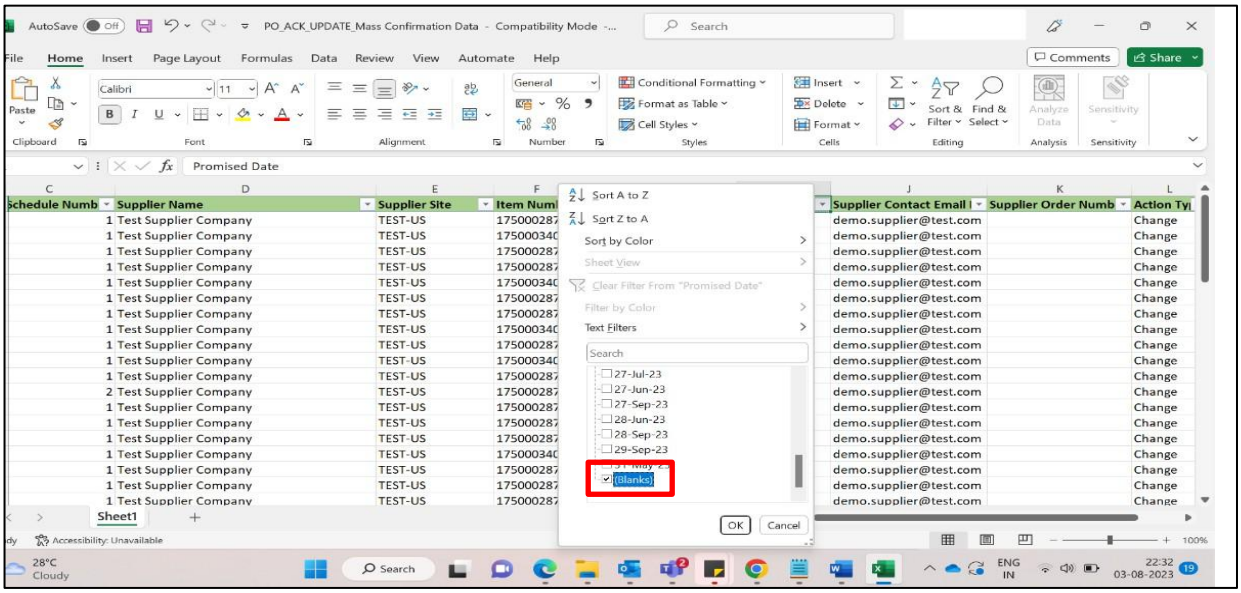
When you are using it for the first time, please make sure that the promise_date for all the orders is up to date.

Please follow the below steps to do this one-time activity.

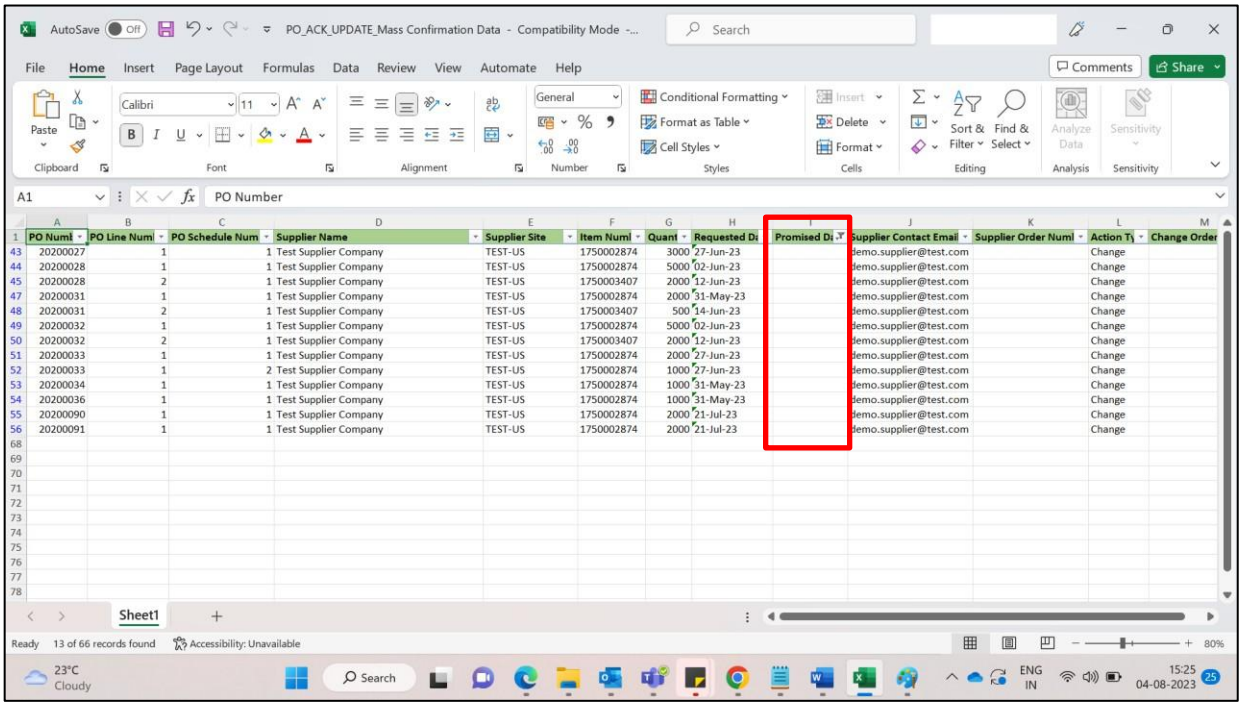
1. Open the report and you will be able to see the data for all PO.



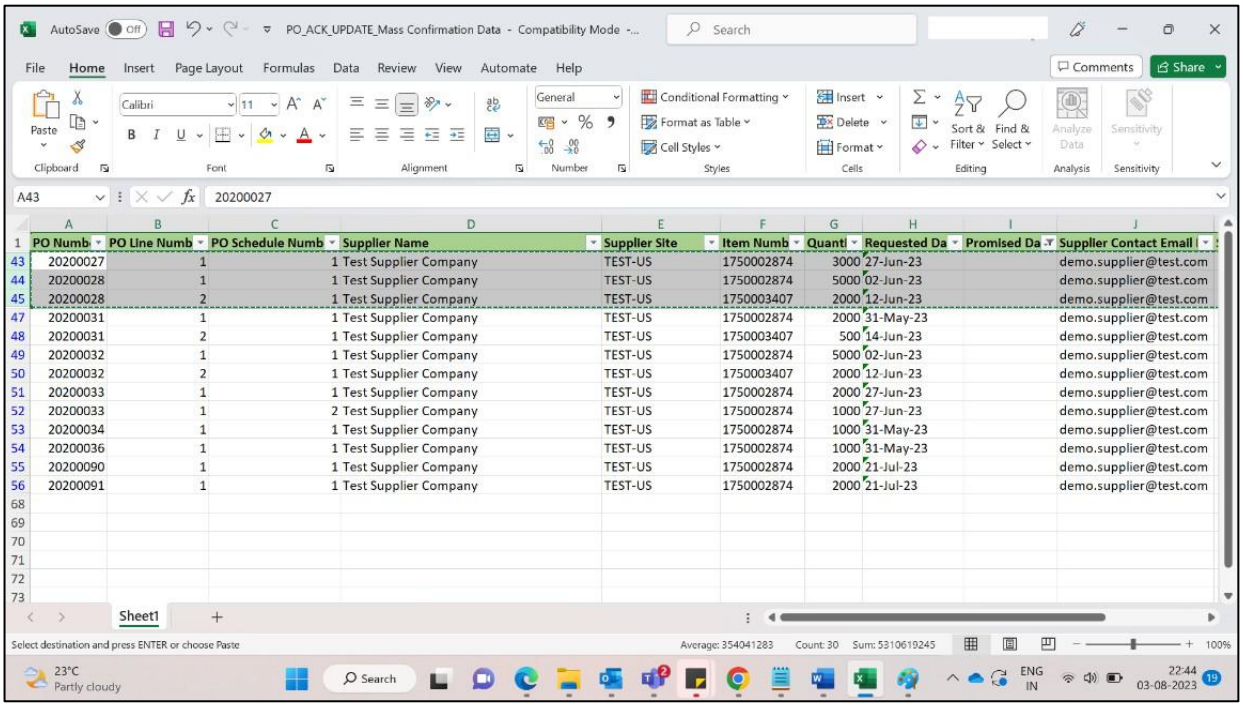
2. Apply the filter to the promise date column, select the value with “Blank” and click on OK.



3. You will be able to see the data for promise_date as blank.

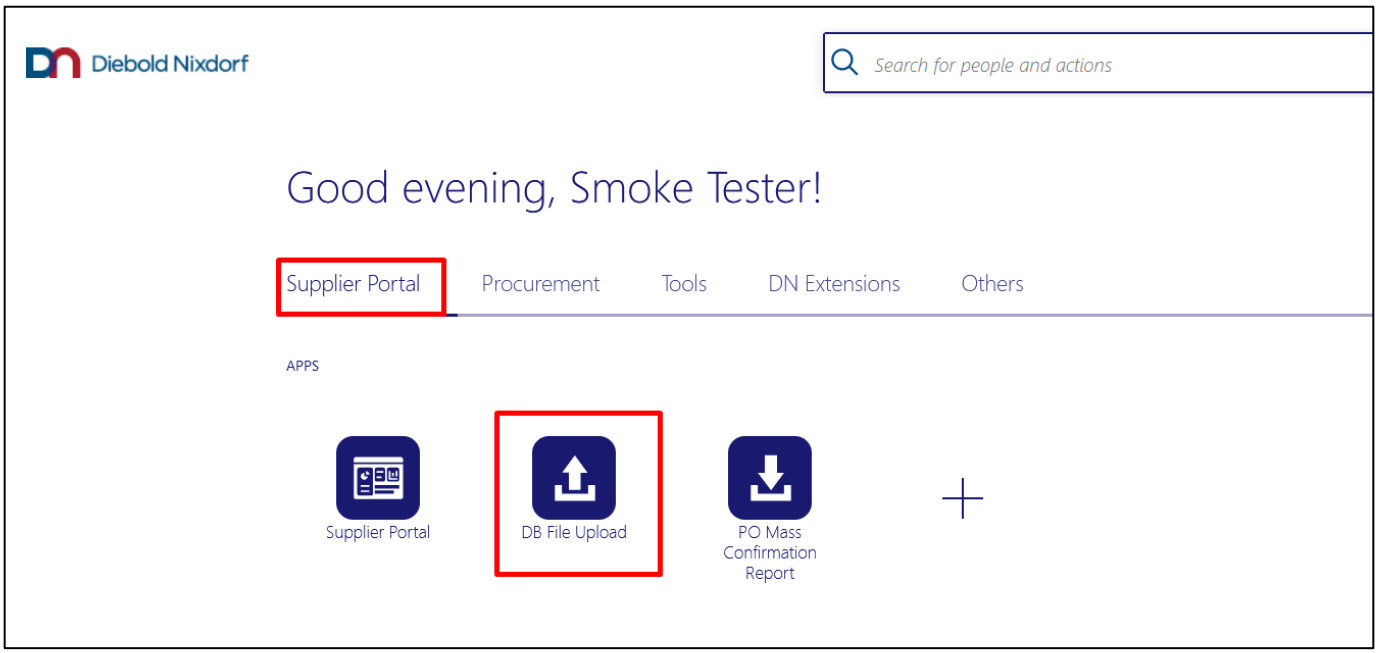


4. Select and copy the required data from report for which need to update the promise_date.

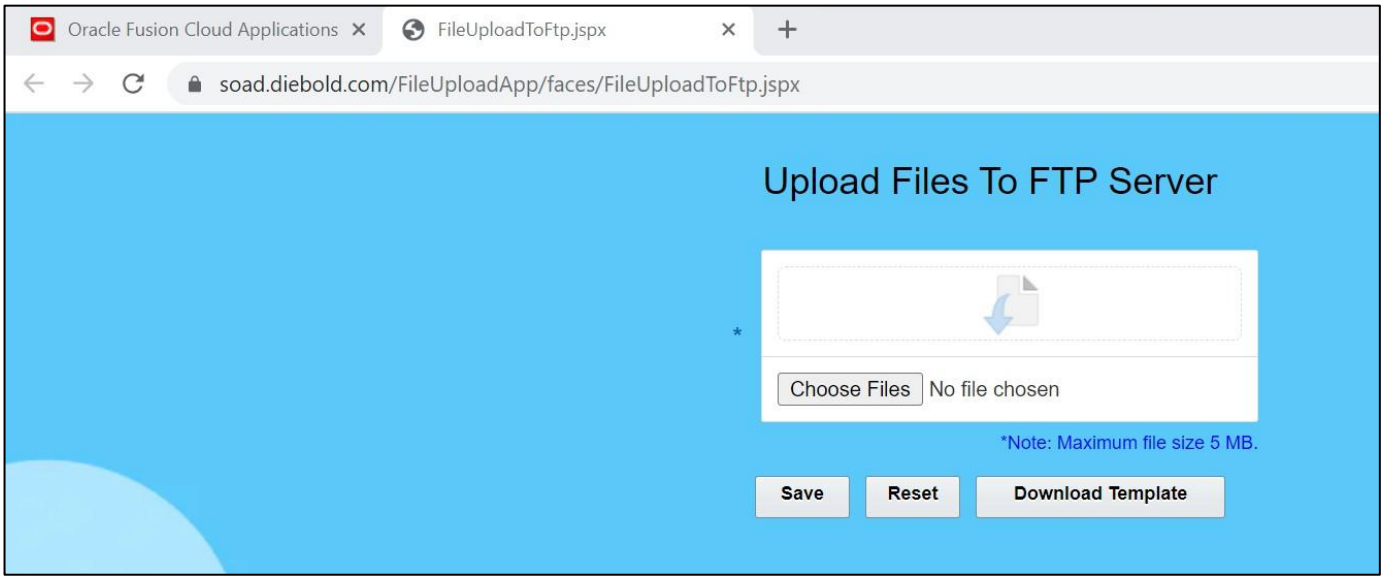


PO Numb	PO Line Numb	PO Schedule Numb	Supplier Name	Supplier Site	Item Numb	Quanti	Requested Da	Promised Da	Supplier Contact Email
20200027	1	1	Test Supplier Company	TEST-US	1750002874	3000	27-Jun-23		demo.supplier@test.com
20200028	1	1	Test Supplier Company	TEST-US	1750002874	5000	02-Jun-23		demo.supplier@test.com
20200028	2	1	Test Supplier Company	TEST-US	1750003407	2000	12-Jun-23		demo.supplier@test.com
20200031	1	1	Test Supplier Company	TEST-US	1750002874	2000	31-May-23		demo.supplier@test.com
20200031	2	1	Test Supplier Company	TEST-US	1750003407	500	14-Jun-23		demo.supplier@test.com
20200032	1	1	Test Supplier Company	TEST-US	1750002874	5000	02-Jun-23		demo.supplier@test.com
20200032	2	1	Test Supplier Company	TEST-US	1750003407	2000	12-Jun-23		demo.supplier@test.com
20200033	1	1	Test Supplier Company	TEST-US	1750002874	2000	27-Jun-23		demo.supplier@test.com
20200033	1	2	Test Supplier Company	TEST-US	1750002874	1000	27-Jun-23		demo.supplier@test.com
20200034	1	1	Test Supplier Company	TEST-US	1750002874	1000	31-May-23		demo.supplier@test.com
20200036	1	1	Test Supplier Company	TEST-US	1750002874	1000	31-May-23		demo.supplier@test.com
20200090	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23		demo.supplier@test.com
20200091	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23		demo.supplier@test.com

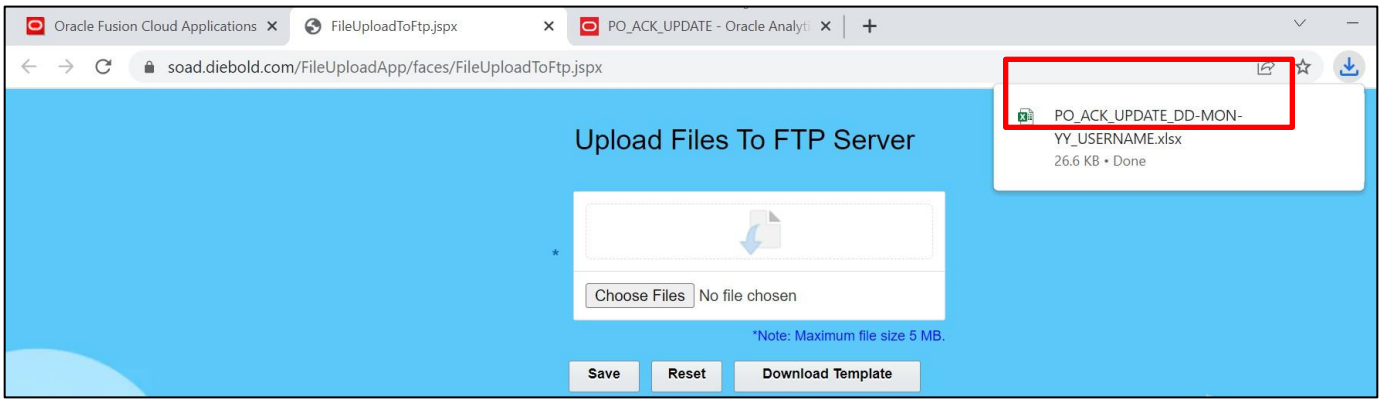
Step 5: Now again go back to the Supplier Portal and click on “DB File Upload” icon.



Step 6: New Window will open. Click on **“Download Template”**



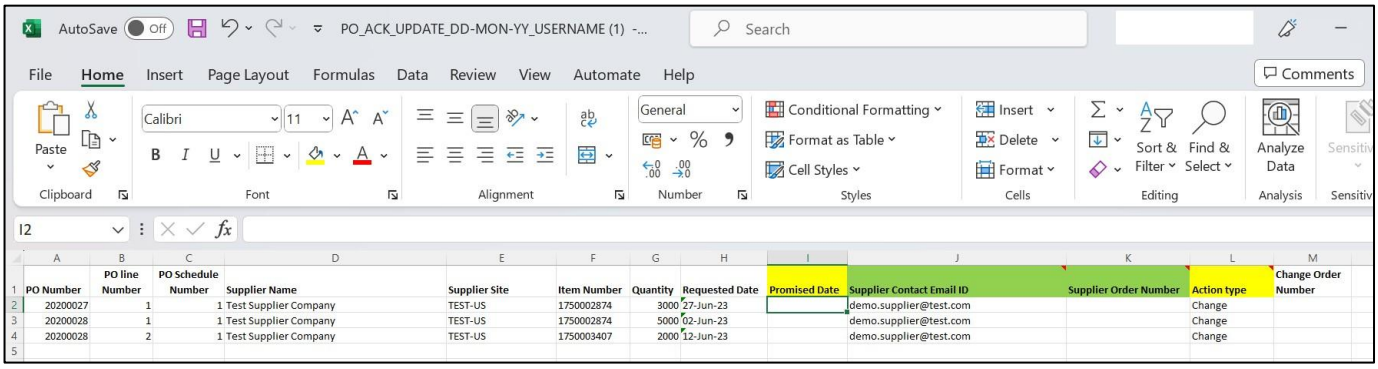
Step 7: The Template will be downloaded onto the system.



Step 8: Open that Template, you will be able to see the sample data and the format of the template.

A	B	C	D	E	F	G	H	I	J	K	L	M
PO Number	PO line Number	PO Schedule Number	Supplier Name	Supplier Site	Item Number	Quantity	Requested Date	Promised Date	Supplier Contact Email ID	Supplier Order Number	Action type	Change Orde Number
201617947	1	1	Demo Supplier	TAIPEI01	01750299984	668	03-Mar-23	24-Mar-23	suppliercontact@demo.com	DEM001	Change	
201617947	1	2	Demo Supplier	TAIPEI01	01750299984	132	17-Mar-23	24-Mar-23	suppliercontact@demo.com	DEM001	Change	

Step 9: Now paste the copied data from report (Step-4) into this Template.



	A	B	C	D	E	F	G	H	I	J	K	L	M
1	PO Number	PO line Number	PO Schedule Number	Supplier Name	Supplier Site	Item Number	Quantity	Requested Date	Promised Date	Supplier Contact Email ID	Supplier Order Number	Action type	Change Order Number
2	20200027	1	1	Test Supplier Company	TEST-US	1750002874	3000	27-Jun-23		demo.supplier@test.com		Change	
3	20200028	1	1	Test Supplier Company	TEST-US	1750002874	5000	02-Jun-23		demo.supplier@test.com		Change	
4	20200028	2	1	Test Supplier Company	TEST-US	1750003407	2000	12-Jun-23		demo.supplier@test.com		Change	
5													

Step 10: Update the promise date. Here you need to provide promise_date, email_id and select Action_Type as Change from the drop-down list.

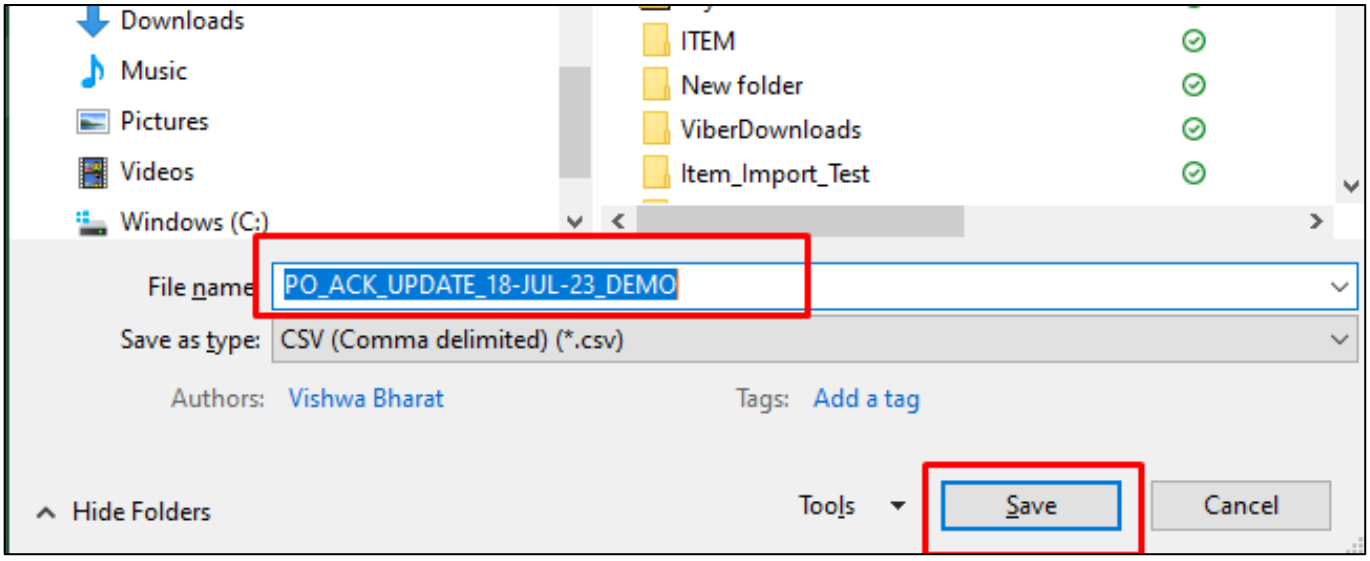
Note: This Template supports only date format as "DD-Mon-YY".

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	PO Number	PO line Number	PO Schedule Number	Supplier Name	Supplier Site	Item Number	Quantity	Requested Date	Promised Date	Supplier Contact Email ID	Supplier Order Number	Action type	Change Order Number
2	20200027	1	1	Test Supplier Company	TEST-US	1750002874	3000	27-Jun-23	25-Jun-23	demo.supplier@test.com		Change	
3	20200028	1	1	Test Supplier Company	TEST-US	1750002874	5000	02-Jun-23	01-Jun-23	demo.supplier@test.com		Change	
4	20200028	2	1	Test Supplier Company	TEST-US	1750003407	2000	12-Jun-23	10-Jun-23	demo.supplier@test.com		Change	

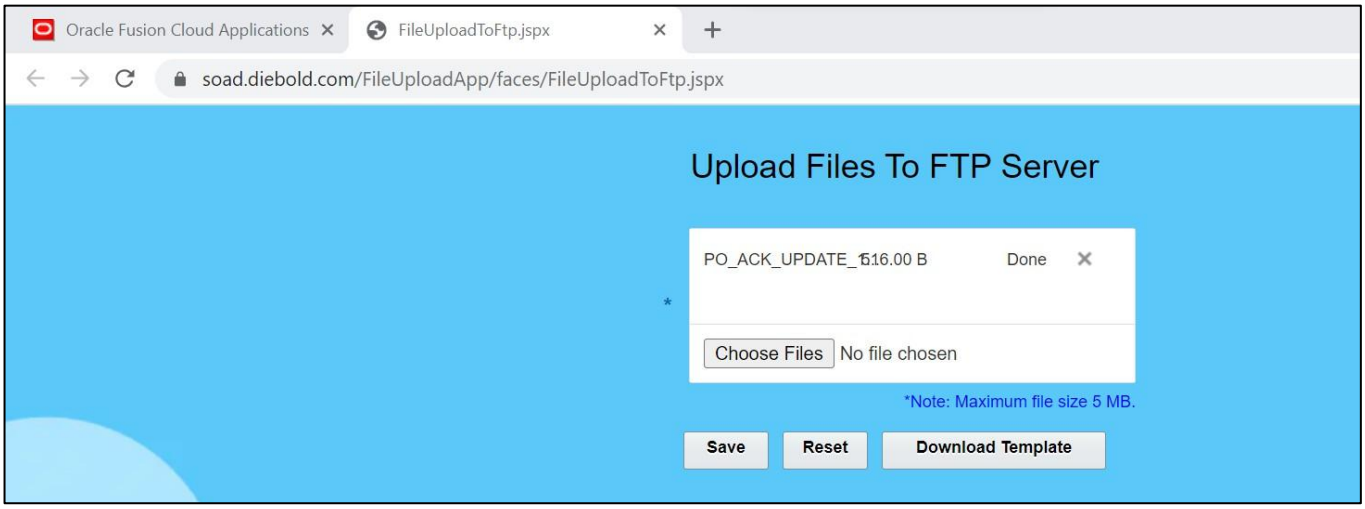
Step 11: Now to save the file, remove the Template from the name and add today's date for unique name convention. **File naming convention PO_ACK_UPDATE_DD-MON-YY_USERNAME (Today's Date and Username).**

Please note that, if you are loading the file for multiple times in same day make sure to add distinct number for the file name to differentiate it.

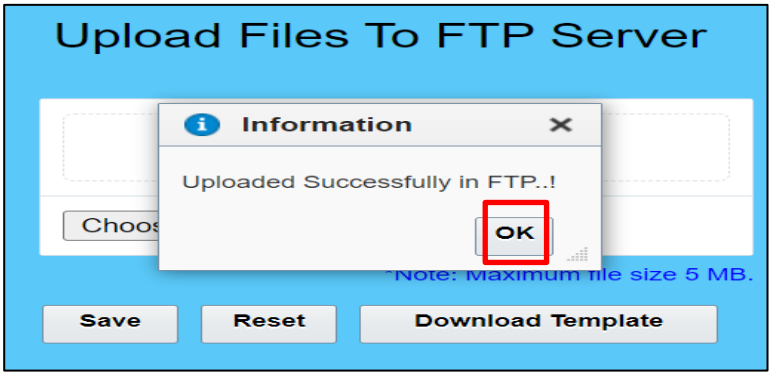
Save the file as CSV (Comma delimited) (*.csv)**.**



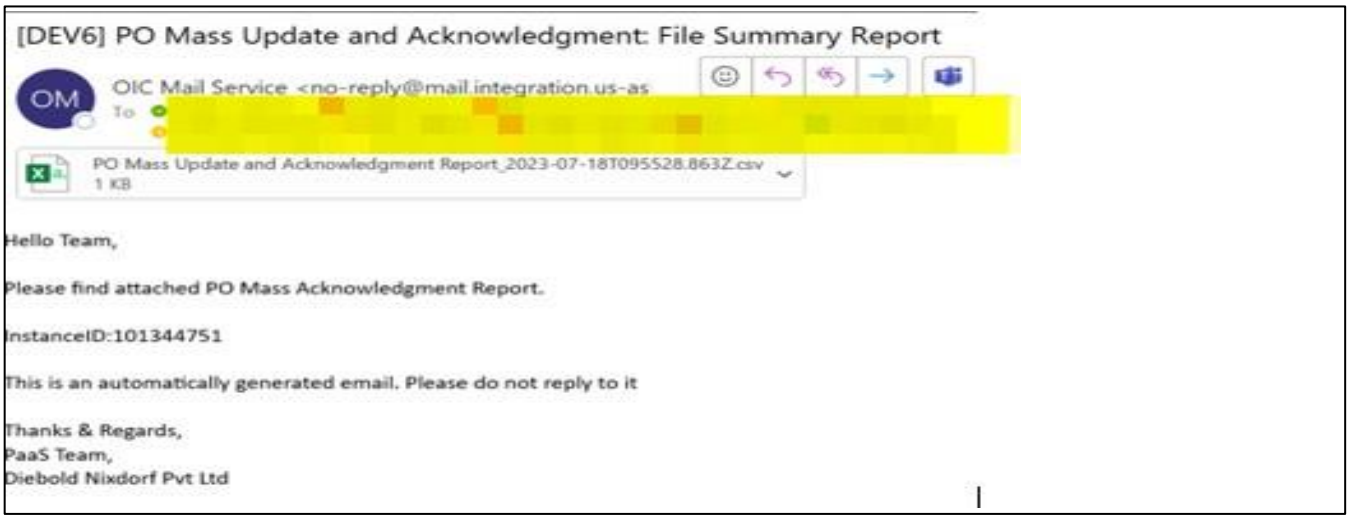
Step 12: Now go back to the Supplier Portal> click on "DB File Upload" window from where the template has been download, click on "Choose Files" and select the .CSV file from the system. Click on the Save button.



Step 13: Message will be populated regarding the successfully uploaded file. Click on OK.



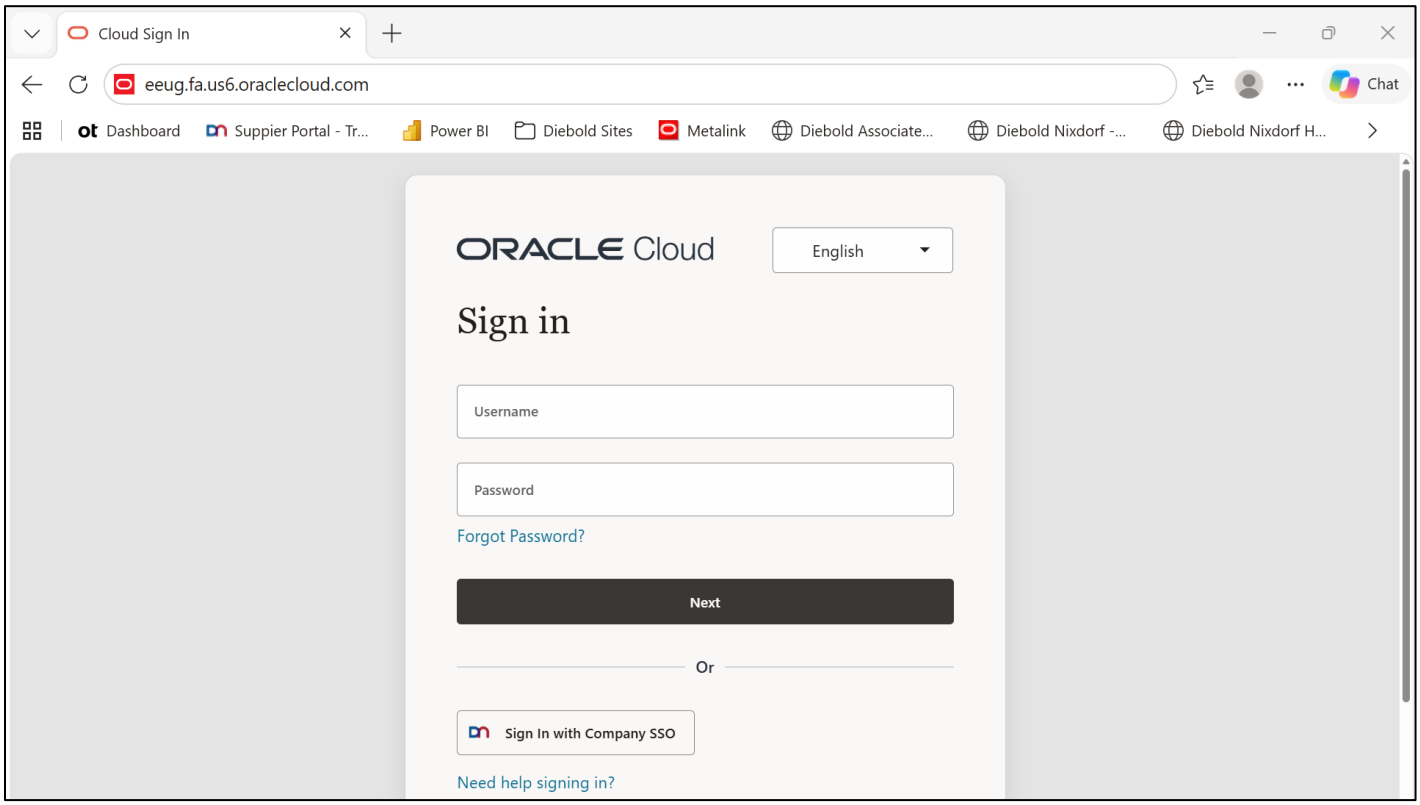
Step 14: After few minutes, Supplier will receive the notification mail with Subject “PO Mass Update and Acknowledge: File Summary Report”.



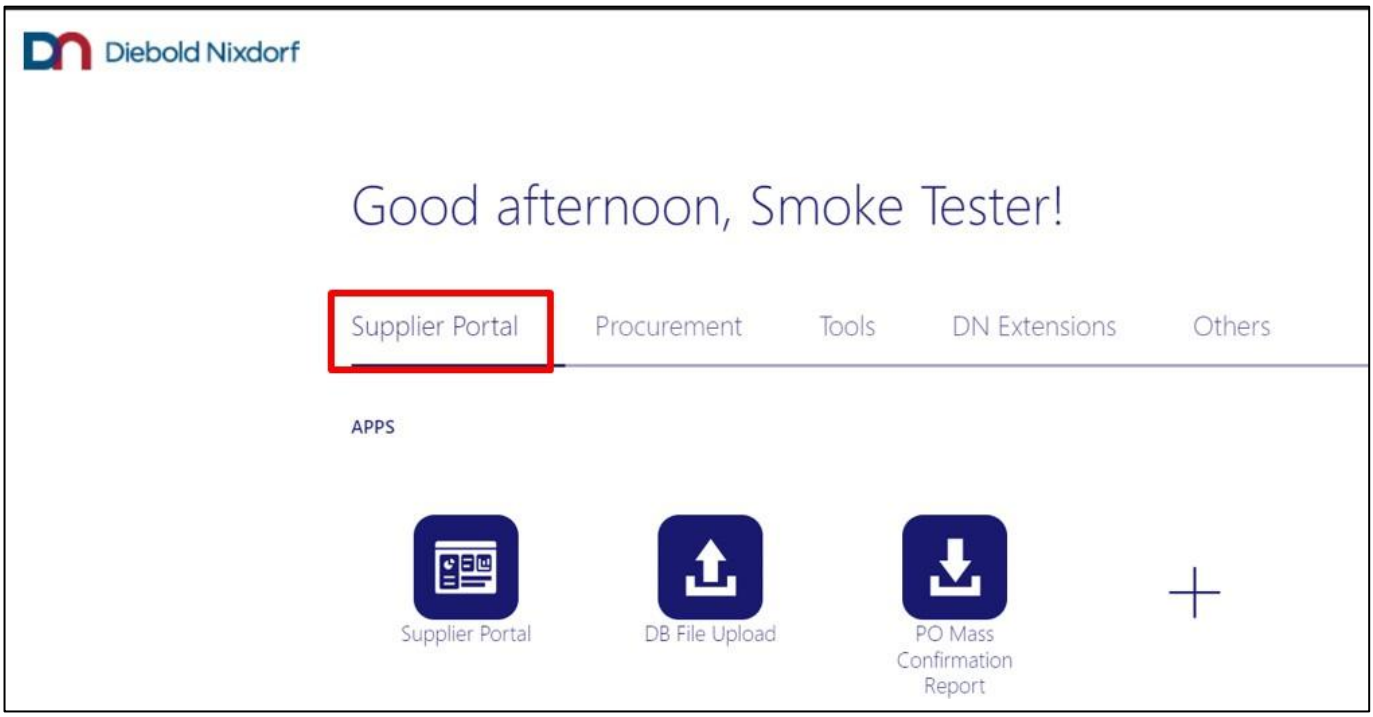
Note: Validate the report for any errors. If any record is not processed, correct the data as per the error message received in the file and prepare another file and upload it again.

B. File Preparation for Mass update promise date (Confirmation)

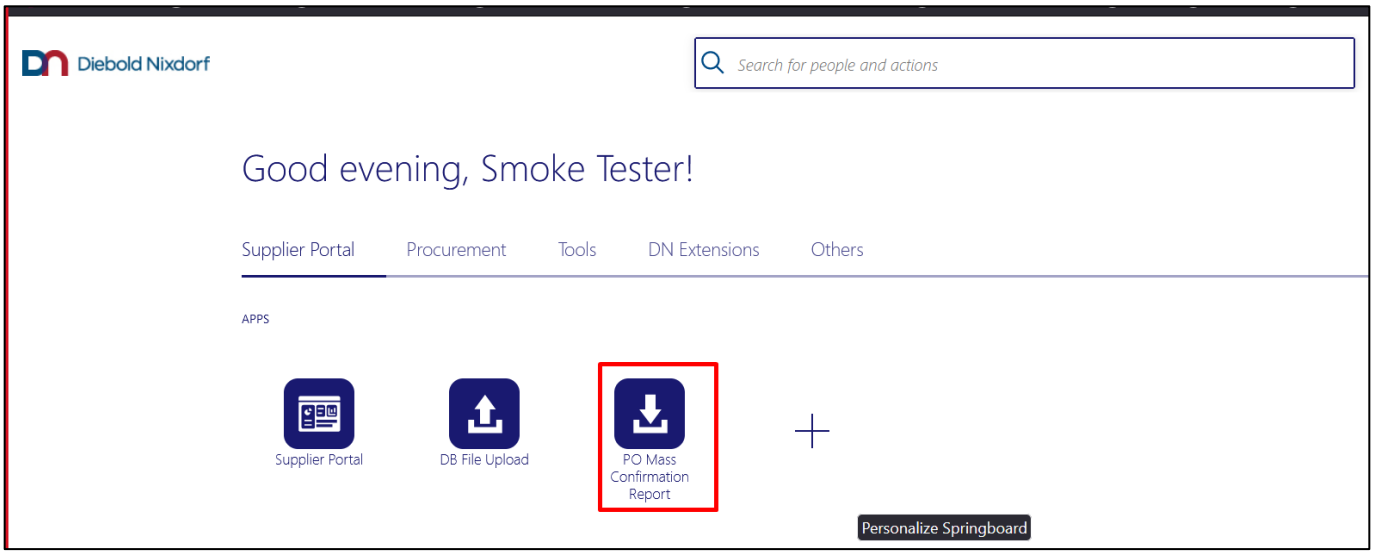
Step 1: Sign in-to Supplier Portal using supplier credentials (user id/ password).
URL: https://eeug.fa.us6.oraclecloud.com/



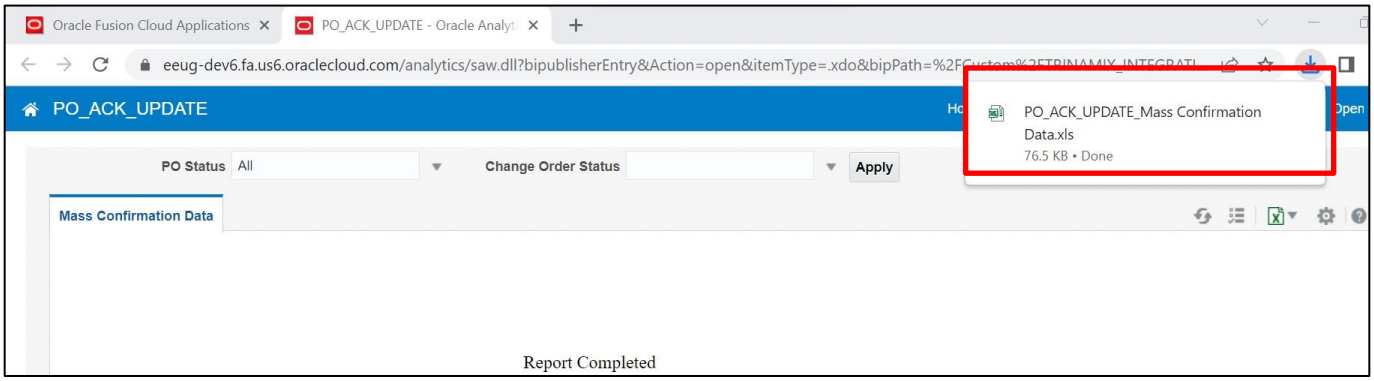
Step 2: Supplier Home page will open. Click on Supplier Portal offering.



Step 3: Click on “PO Mass Confirmation Report” to download the report.



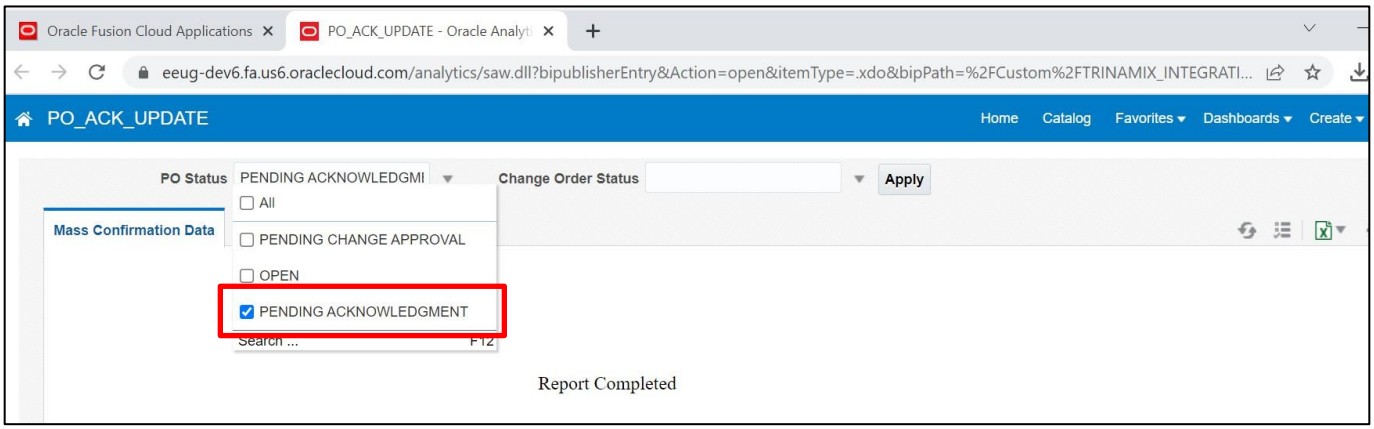
Step 4: New window will be open, and report will get downloaded automatically for all the POs.



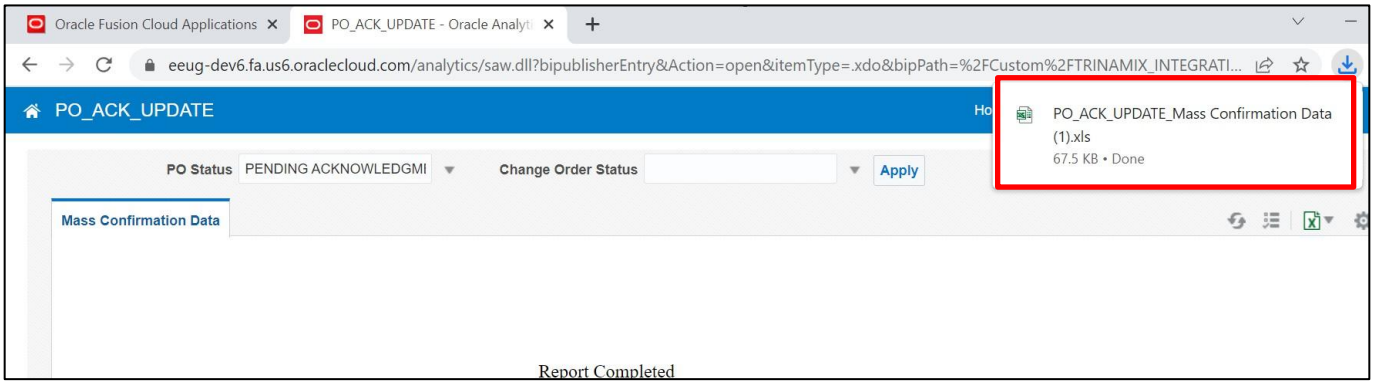
Note: Please note by default it will download all the PO data. If we are looking for specific PO status like Pending Acknowledgement or Change order status pending acknowledgment, then select the PO status or Change order status values and click on apply then it will download the new file.

If you are selecting Change order status select only change order status. Do not use combination of both.

Step 5: As we are performing PO Mass Confirmation, select the PO Status as “Pending Acknowledgement” and click on Apply button.



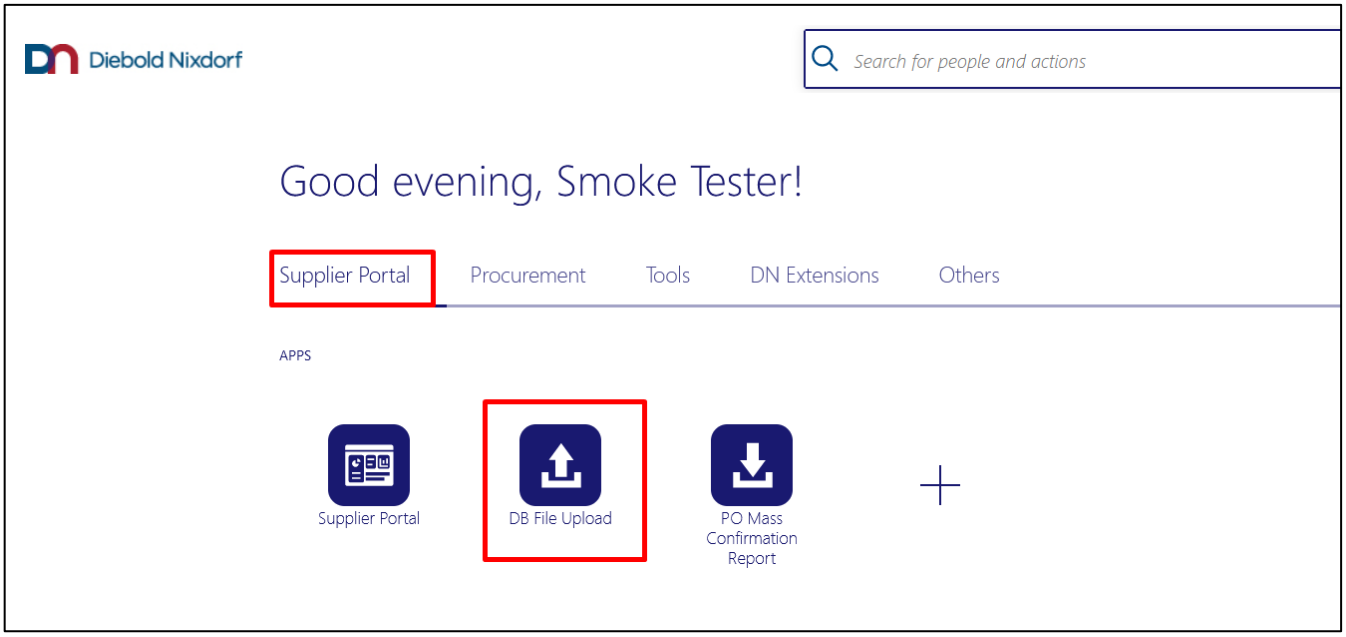
The report will be downloaded for all the PO with status as “Pending Acknowledgement”.



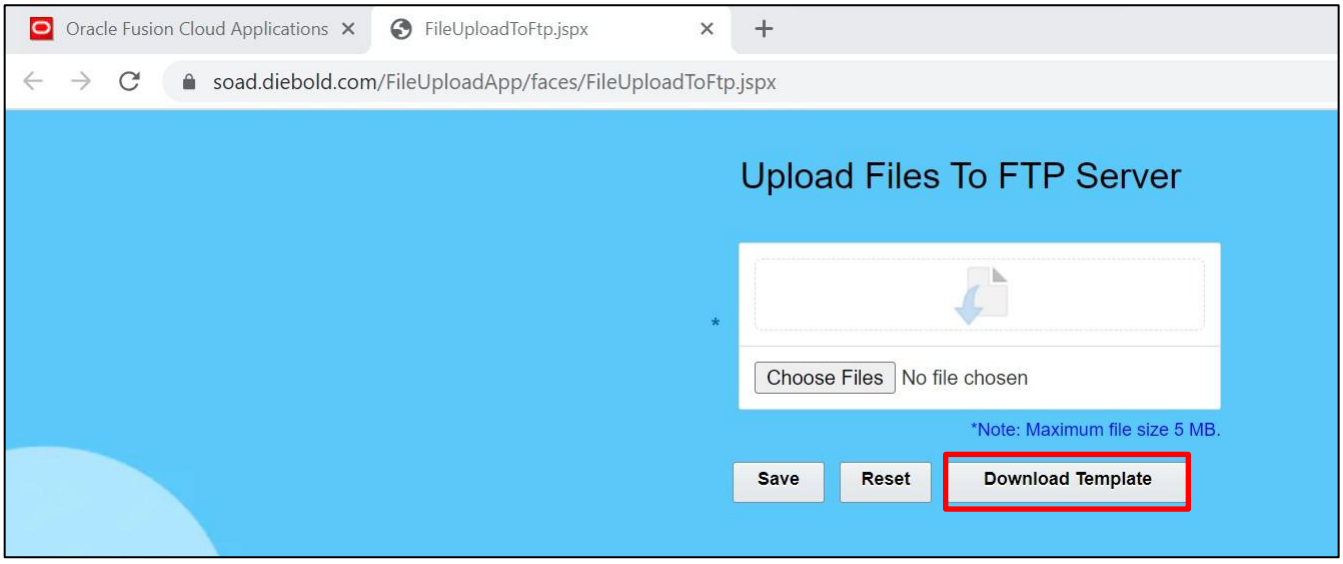
Step 5.1: Open the downloaded report. PO details will be listed as per the selection criteria.

PO Number	PO Line Number	PO Schedule Number	Supplier Name	Supplier Site	Item Number	Quantity	Requested Date	Promised Date	Supplier Contact Email ID	Supplier Order Number	Action Type
20200031	1	1	Test Supplier Company	TEST-US	1750002874	2000	31-May-23		demo.supplier@test.com		Change
20200031	2	1	Test Supplier Company	TEST-US	1750003407	500	14-Jun-23		demo.supplier@test.com		Change
20200032	1	1	Test Supplier Company	TEST-US	1750002874	5000	02-Jun-23		demo.supplier@test.com		Change
20200032	2	1	Test Supplier Company	TEST-US	1750003407	2000	12-Jun-23		demo.supplier@test.com		Change
20200033	1	1	Test Supplier Company	TEST-US	1750002874	2000	27-Jun-23		demo.supplier@test.com		Change
20200033	1	2	Test Supplier Company	TEST-US	1750002874	1000	27-Jun-23		demo.supplier@test.com		Change
20200034	1	1	Test Supplier Company	TEST-US	1750002874	1000	31-May-23		demo.supplier@test.com		Change
20200036	1	1	Test Supplier Company	TEST-US	1750002874	1000	31-May-23		demo.supplier@test.com		Change
20200090	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23		demo.supplier@test.com		Change
20200091	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23		demo.supplier@test.com		Change
20200092	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23		demo.supplier@test.com		Change
20200093	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23		demo.supplier@test.com		Change

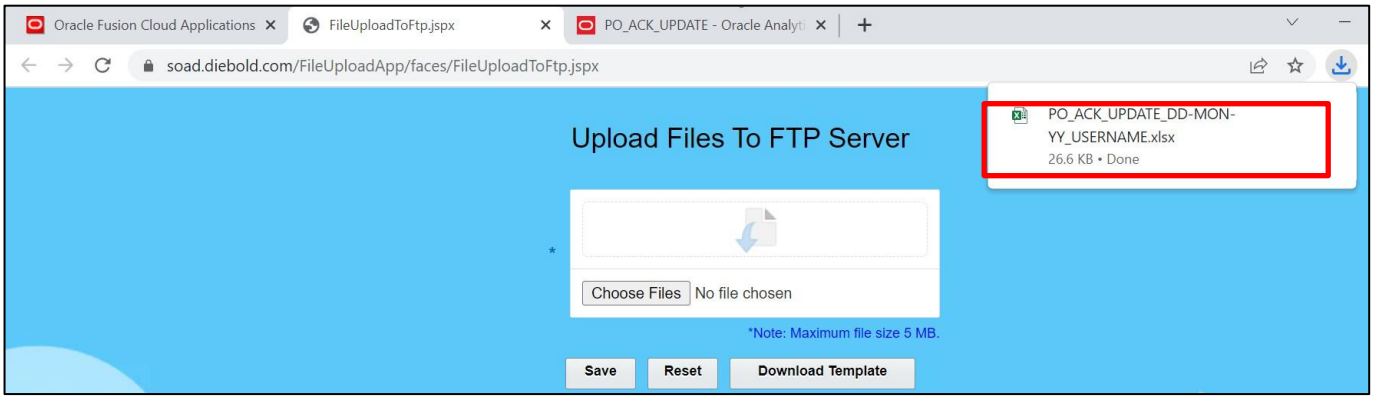
Step 6: Now again go back to the Supplier Portal and click on “DB File Upload” icon.



Step 7: New Window will open. Click on **“Download Template”**



Step 8: The Template will be downloaded into the system.



Step 9: Open that Template, you will be able to see the sample data and the format of the template.

PO Number	PO line Number	PO Schedule Number	Supplier Name	Supplier Site	Item Number	Quantity	Requested Date	Promised Date	Supplier Contact Email ID	Supplier Order Number	Action type	Change Orde Number
201617947	1	1	Demo Supplier	TAIPEI01	01750299984	668	03-Mar-23	24-Mar-23	suppliercontact@demo.com	DEM001	Change	
201617947	1	2	Demo Supplier	TAIPEI01	01750299984	132	17-Mar-23	24-Mar-23	suppliercontact@demo.com	DEM001	Change	

Step 10: Now go to that downloaded PO report and copy the PO data which needs to be Acknowledged(confirmed).

For example: Here the last rows are copied from the report.

PO Number	PO Line Number	PO Schedule Number	Supplier Name	Supplier Site	Item Number	Quantity	Requested Date	Promised Date	Supplier Contact Email ID	Supplier Order Number	Action Type	Change C
20200031	1	1	Test Supplier Company	TEST-US	1750002874	2000	31-May-23		demo.supplier@test.com		Change	
20200031	2	1	Test Supplier Company	TEST-US	1750003407	500	14-Jun-23		demo.supplier@test.com		Change	
20200032	1	1	Test Supplier Company	TEST-US	1750002874	5000	02-Jun-23		demo.supplier@test.com		Change	
20200032	2	1	Test Supplier Company	TEST-US	1750003407	2000	12-Jun-23		demo.supplier@test.com		Change	
20200033	1	1	Test Supplier Company	TEST-US	1750002874	2000	27-Jun-23		demo.supplier@test.com		Change	
20200033	1	2	Test Supplier Company	TEST-US	1750002874	1000	27-Jun-23		demo.supplier@test.com		Change	
20200034	1	1	Test Supplier Company	TEST-US	1750002874	1000	31-May-23		demo.supplier@test.com		Change	
20200036	1	1	Test Supplier Company	TEST-US	1750002874	1000	31-May-23		demo.supplier@test.com		Change	
20200090	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23		demo.supplier@test.com		Change	
20200091	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23		demo.supplier@test.com		Change	
20200092	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23		demo.supplier@test.com		Change	
20200093	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23		demo.supplier@test.com		Change	

Step 11: Paste the data in the Template as it is.

Here you need to provide promise_date, email_id and select Action_type as Change from drop down list.

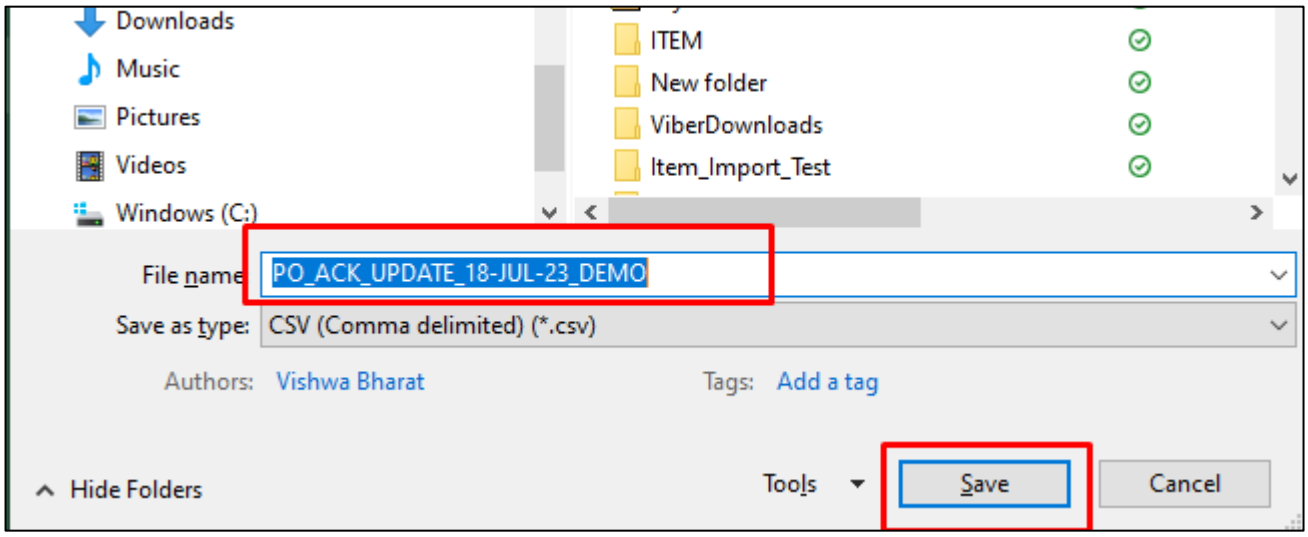
Note: This template supports the date format as "DD-Mon-YY".

PO Number	PO line Number	PO Schedule Number	Supplier Name	Supplier Site	Item Number	Quantity	Requested Date	Promised Date	Supplier Contact Email ID	Supplier Order Number	Action type	Change Orde Number
20200092	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23	22-Jul-23	komal.wanjari@trinamix.com		Change	
20200093	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23	22-Jul-23	komal.wanjari@trinamix.com		Change	

Step 12: Now to save the file, remove the Template from the name and add today's date for unique name convention. **File naming convention PO_ACK_UPDATE_DD-MON-YY_USERNAME (Today's Date and Username).**

Please note that, if you are loading the file for multiple times in same day make sure to add distinct number for the file name to differentiate it.

Save the file as CSV (Comma delimited) (*.csv)**.**



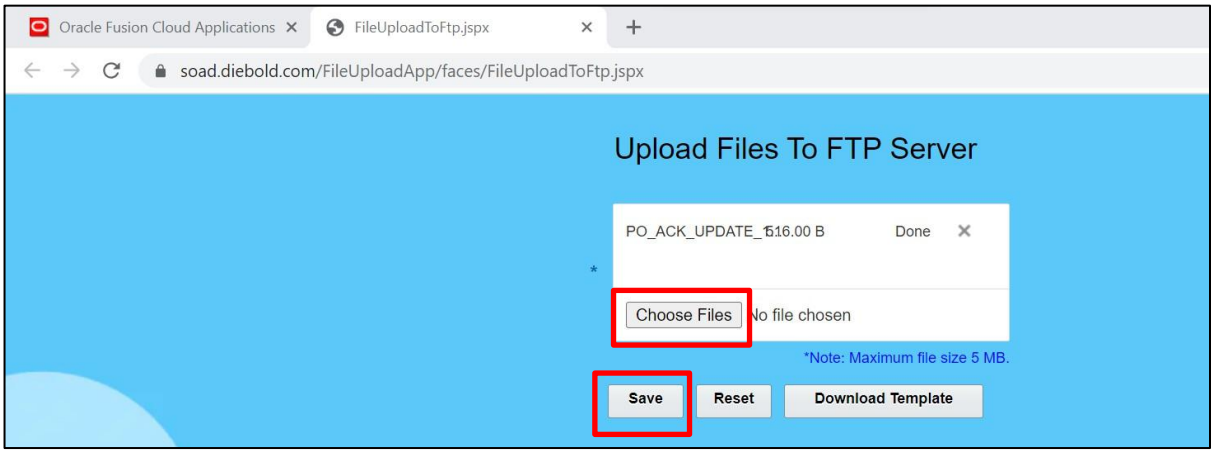
The file will be saved in your system.

Below are considerations while preparing the file.

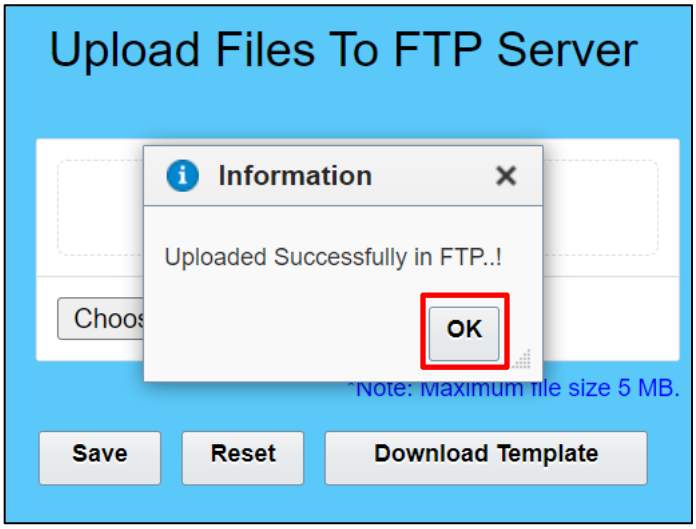
- **Action type:** by default, action, type is Change, for schedule split scenario please select change for original schedule, split action for new schedule, and keep original schedule number as schedule number for split schedules. (For Ex: if the split is for schedule 1 of having 100 then enter two lines for the same with split of 60 and 40 and keep schedule number same for both lines and put action type as Split for 40 quantity line.)
- Also make sure the quantity is matched for original schedule after split. Enter the requested date as original schedule and enter the confirmation date for split schedule.
- **Promised date:** Make sure to populate promised date for all schedules and Date format should be **DD-Mon-YY. (Ex: 04-Mar-23 or 14-Mar-23)**
- **Supplier Contact Email ID (optional):** Enter the email ID to receive the file upload status report.
- **Supplier Order Number (Mandatory for Germany Orders (SAP)):** Please enter the Supplier reference order number.
- **File format:** Save the file as **CSV** with file name **PO_ACK_UPDATE_DD-MON-YY_USERNAME (Today's Date and Username).** Please note that file names must be unique.

C. File upload and validation process.

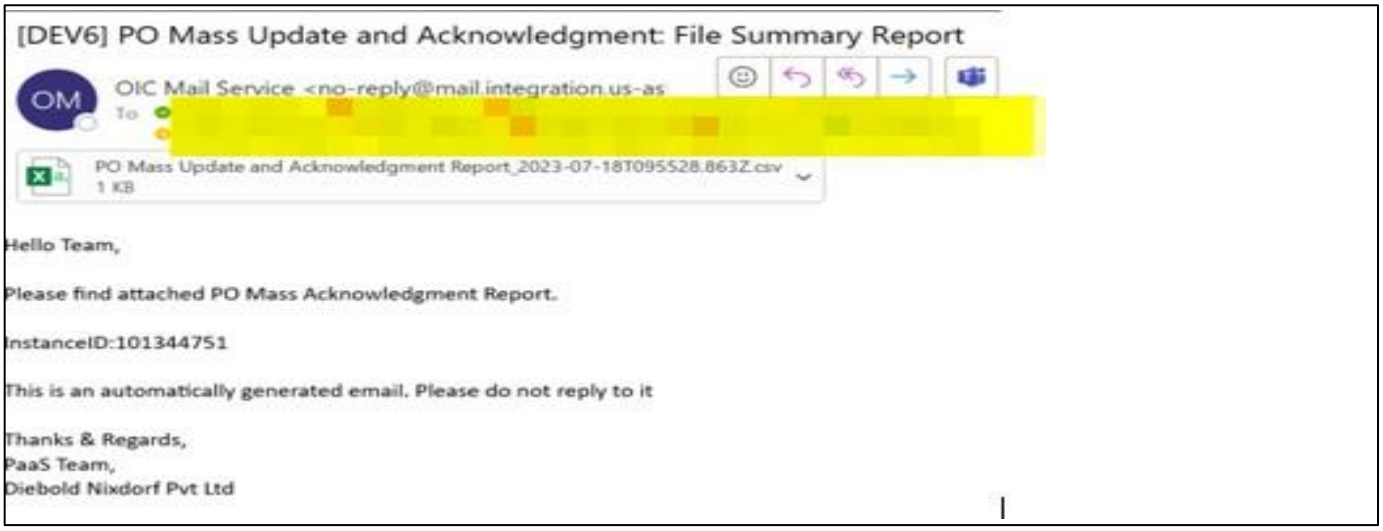
Step 1: Now go back to the Supplier Portal> click on "DB File Upload" window from where the template has been download, click on "Choose Files" and select the .CSV file from the system. Click on the Save button.



Step 2: Message will be populated regarding the successfully uploaded file. Click on OK.



Step 3: After few minutes, Supplier will receive the notification mail with Subject “PO Mass Update and Acknowledge: File Summary Report”.

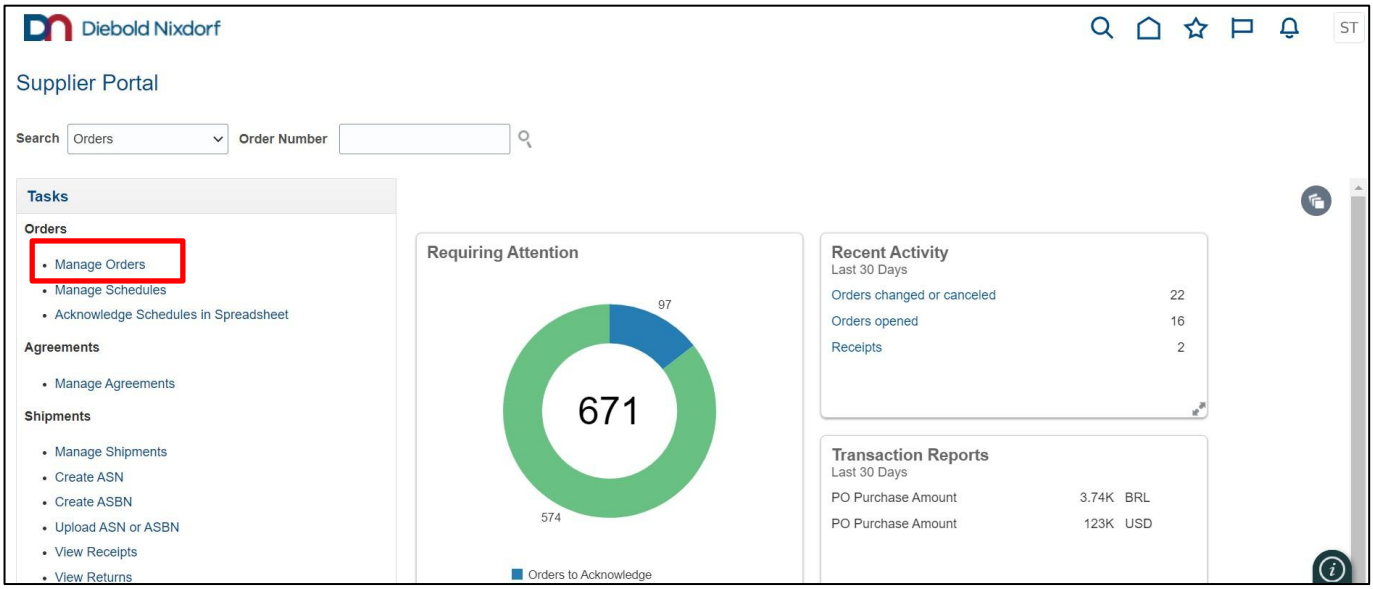


Note: Validate the report for any errors. If any record is not processed, correct the data as per the error message received in the file and prepare another file and upload it again.

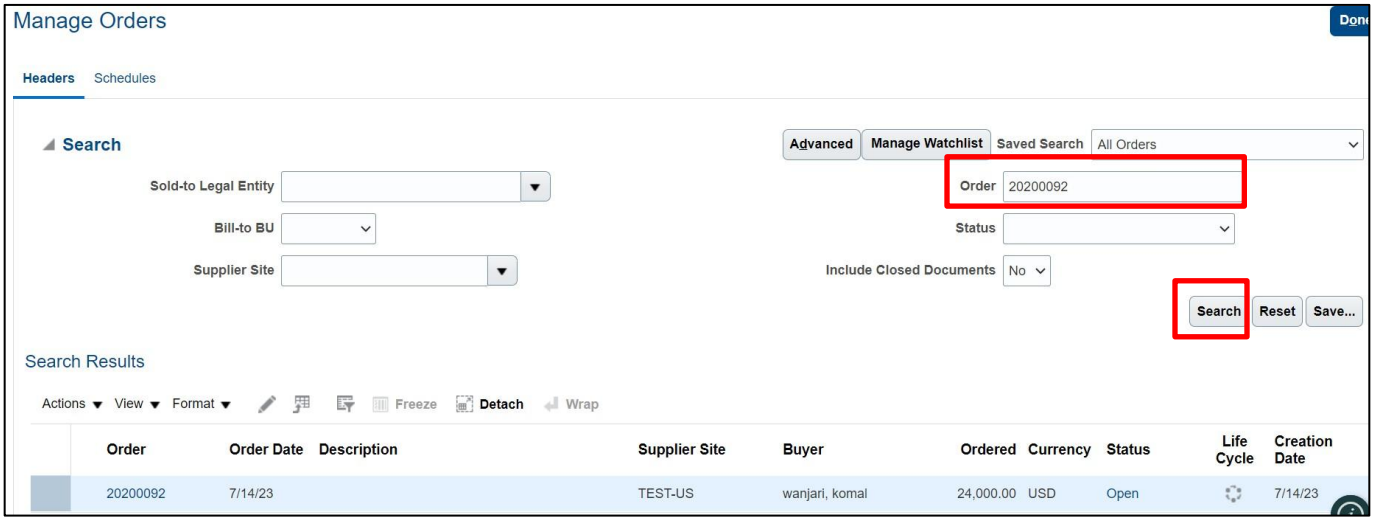
Possible Errors:

Error Code	Action Required
Date format in the file is not correct. Please make sure all the dates are in DD-Mon-YY format for all lines.	Correct the Date format in file. Rename the file name and upload it back.
You can't perform this action because a pending change order exists	If you have already created change order for the PO, then validate the changes if duplicate then do not process it. Else cancel the change order created and upload the file back with new file name.
PO not found	Check the PO number, correct the data, and load it back again
No Mail received for upload status in 10-15mins.	There might be issue with file read. Please send mail to **cloudsupplierportalsupport@dieboldnixdorf.com**

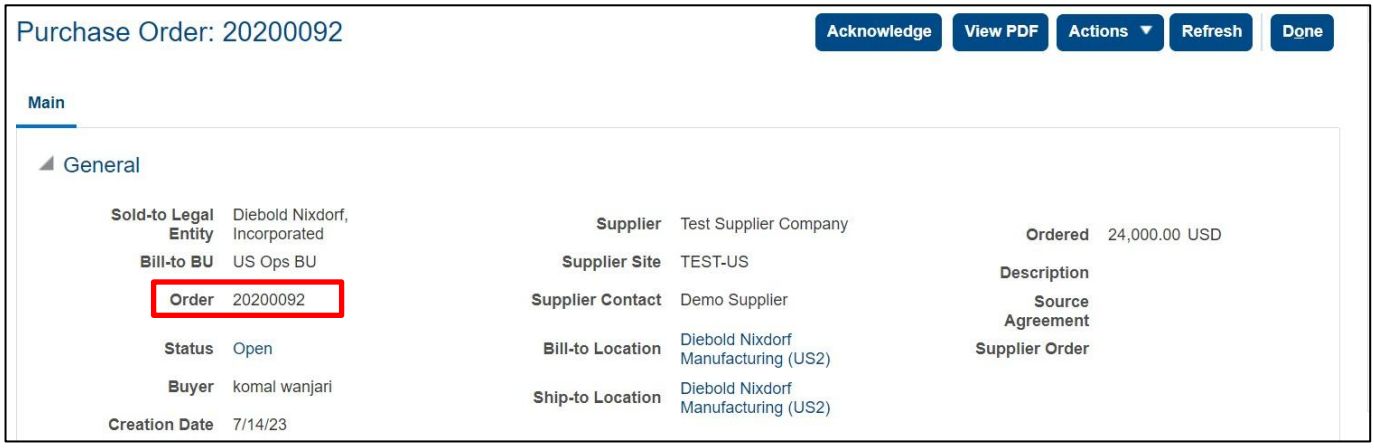
Step 4: Now Supplier can check from the supplier portal for Mass PO acknowledgement.
Click on Supplier Portal> Manage Orders.

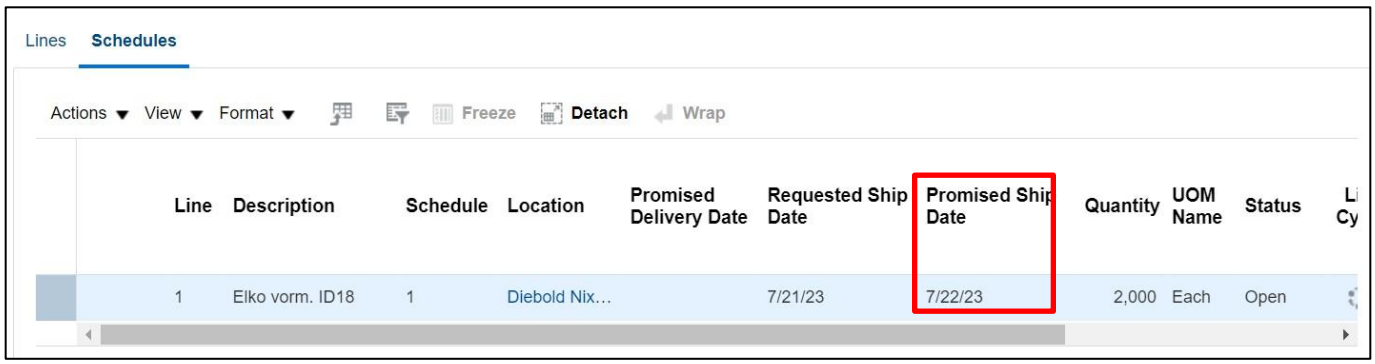


Step 5: Provide order number from the template and click on search button.



Step 6: Here you will be able to see the PO status changes from “Pending Supplier Acknowledgement” to “Open”, also you can check the Promise date has been update as per the Template.



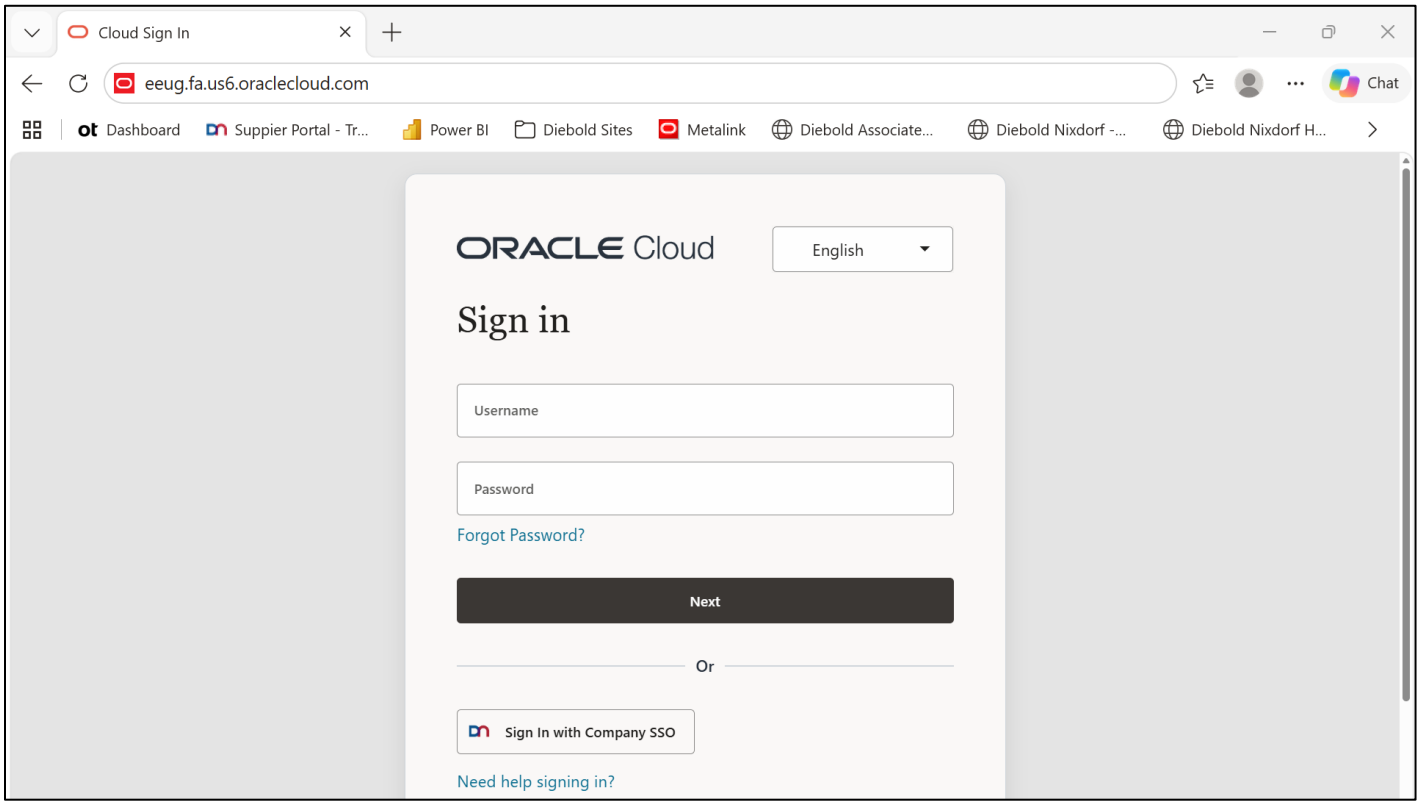


For any concerns on the Supplier Portal, further assistance or IT issues please reach out to cloudsupplierportalsupport@dieboldnixdorf.com .

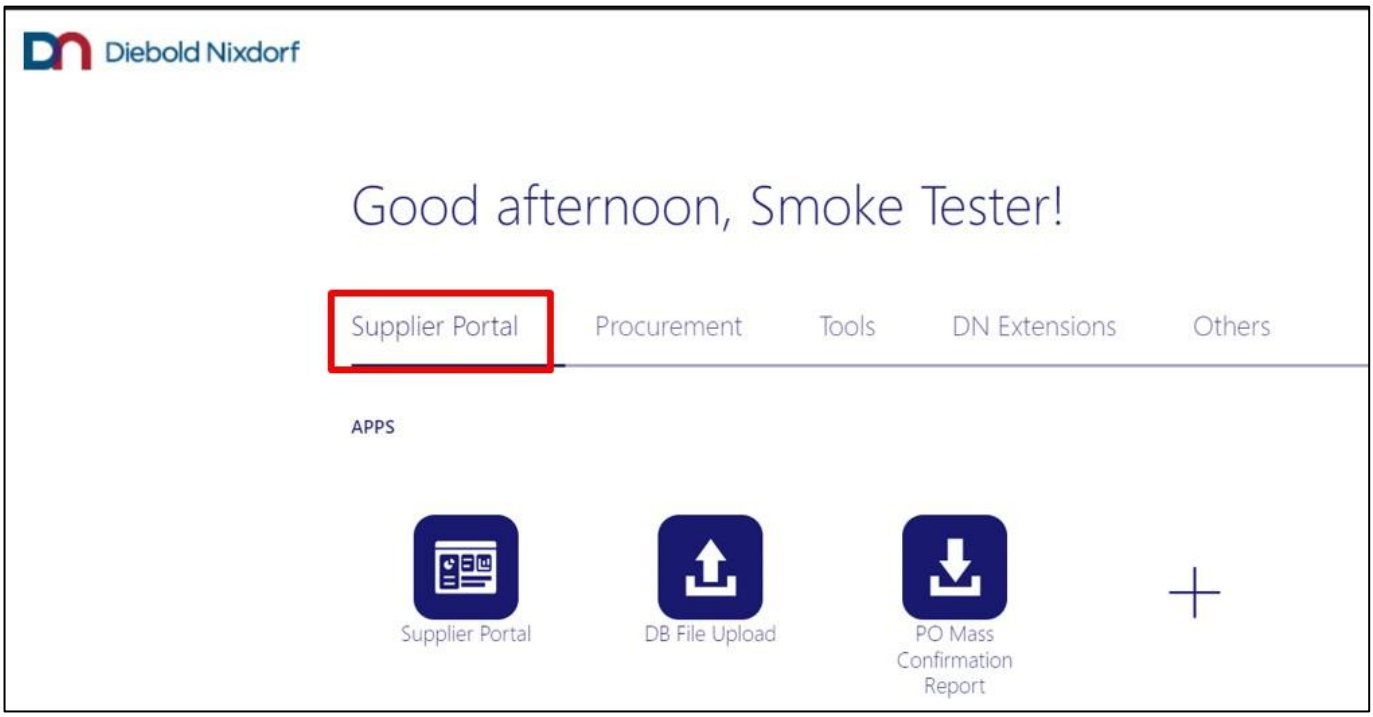
9. Mass Reconfirmation of PO from Supplier Portal:

A. File Preparation for Mass update promise date (Reconfirmation)

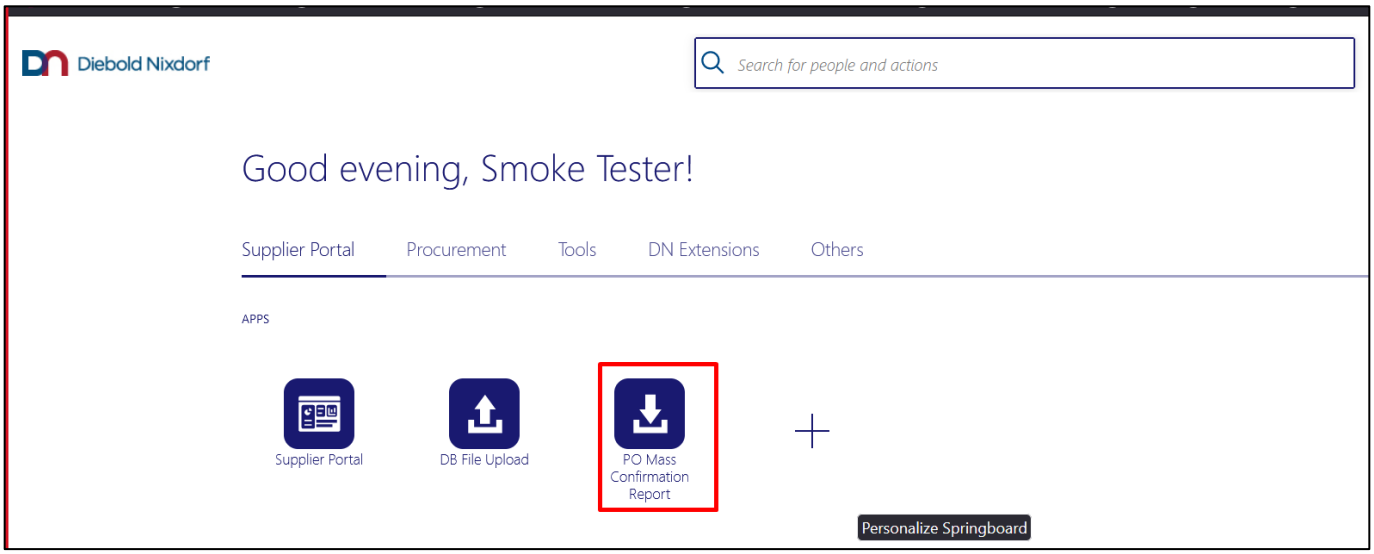
Step 1: Sign in-to Supplier Portal using supplier credentials (user id/ password).
URL:https://eeug.fa.us6.oraclecloud.com/



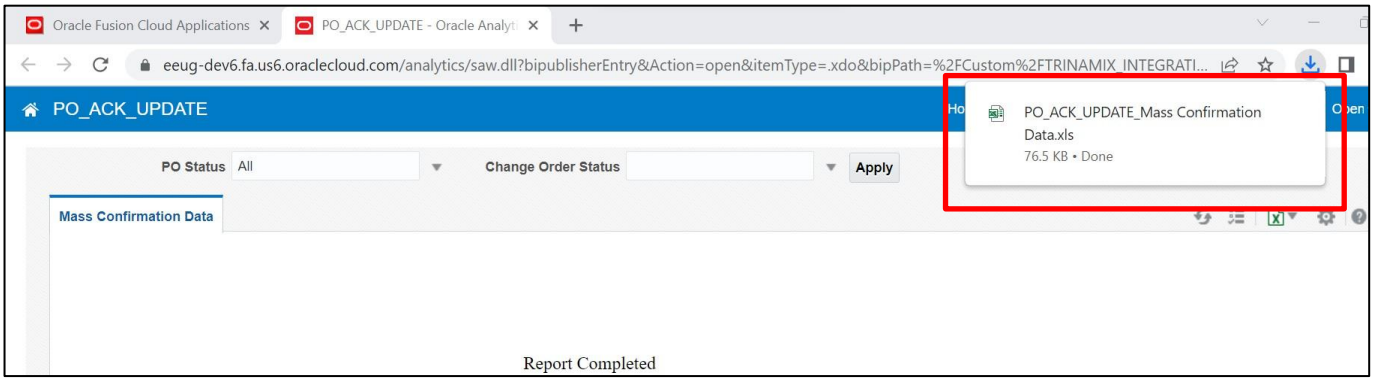
Step 2: Supplier Home page will open. Click on Supplier Portal offering.



Step 3: Click on “PO Mass Confirmation Report” to download the report.



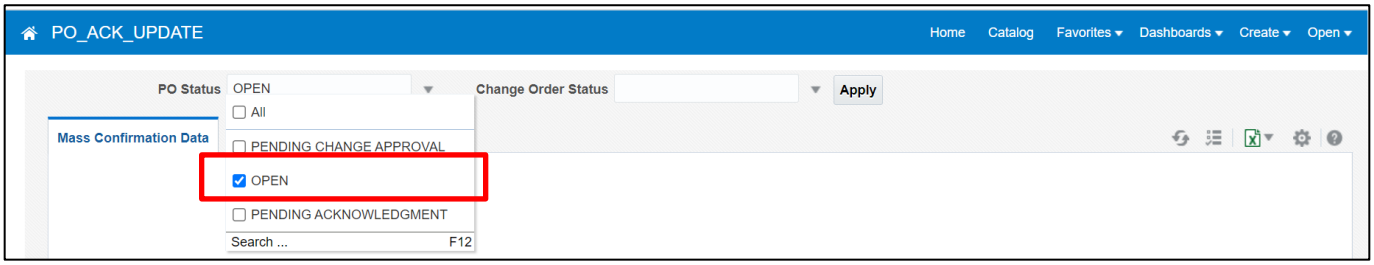
Step 4: New window will be open, and report will get downloaded automatically for all the POs.



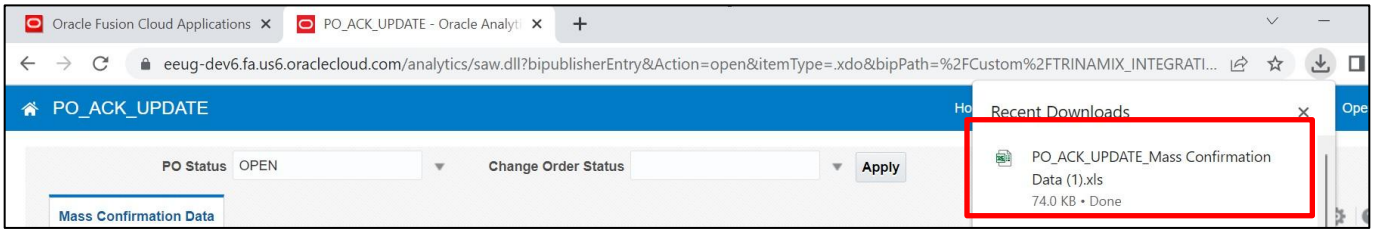
Note: Please note by default it will download all the PO data. If we are looking for specific PO status like Pending Acknowledgement or Change order status pending acknowledgment, then select the PO status or Change order status values and click on apply. New file will be downloaded.

If you are selecting Change order status select only change order status. Do not use combination of both.

Step 5: As we are performing PO Mass Reconfirmation, select the PO Status as “Open” and click on the Apply button.



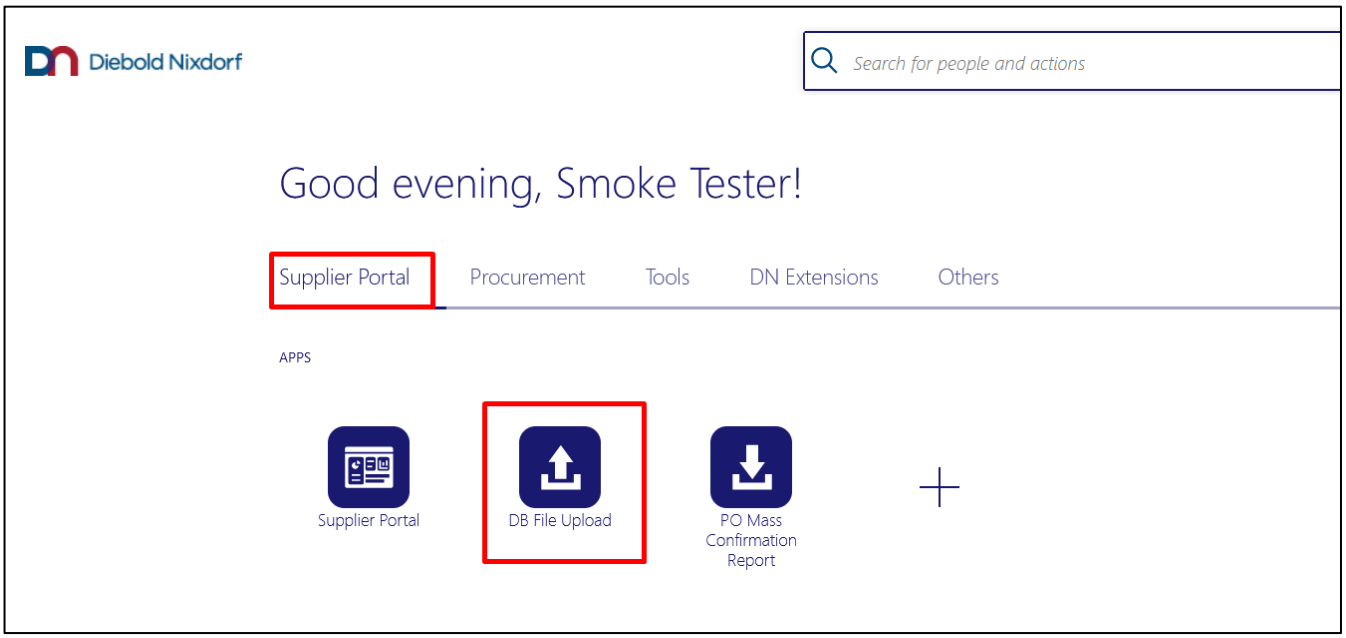
The report will be downloaded for all the POs with status as “Open”.



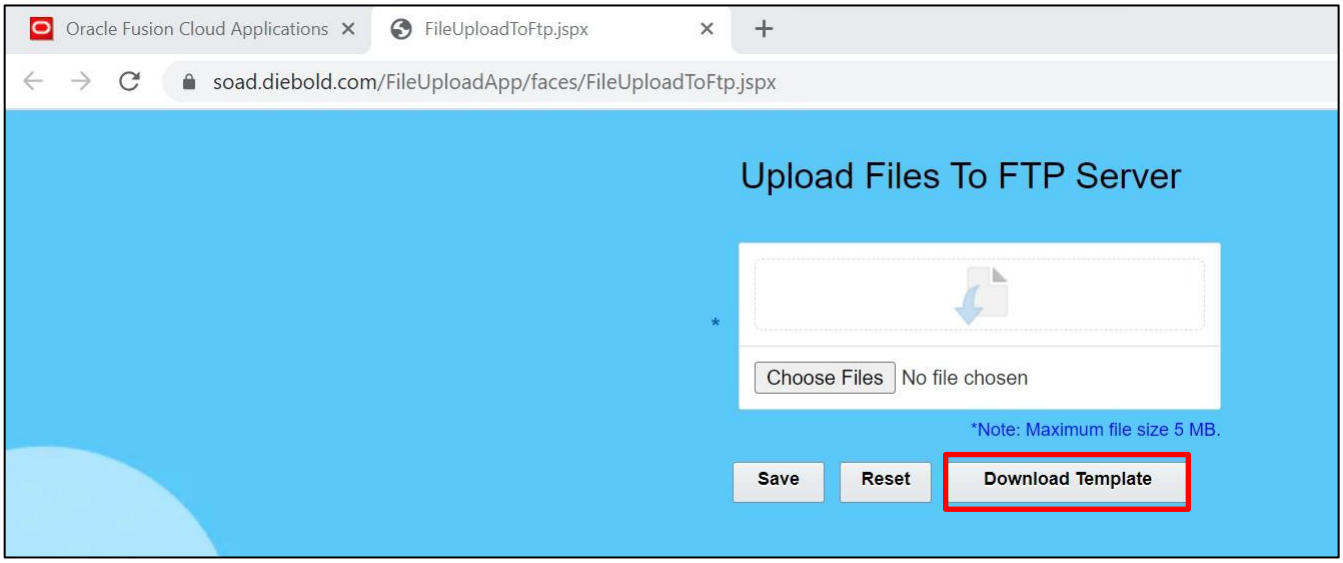
Step 6: Open the downloaded report. PO details will be listed as per the selection criteria.

PO Number	PO Line Number	PO Schedule Number	Supplier Name	Supplier Site	Item Number	Quantity	Requested Date	Promised Date	Supplier Contact Email ID	Supplier Order Number	Action Type	Change Order
20200030	1	1	Test Supplier Company	TEST-US	1750002874	1500	31-May-23	31-May-23	demo.supplier@test.com		Change	
20200092	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23	22-Jul-23	demo.supplier@test.com		Change	
20200093	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23	22-Jul-23	demo.supplier@test.com		Change	
20200094	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23	21-Jul-23	demo.supplier@test.com		Change	
20200095	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23	25-Jul-23	demo.supplier@test.com		Change	
20200096	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23	26-Jul-23	demo.supplier@test.com		Change	
20200097	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23	27-Jul-23	demo.supplier@test.com		Change	
20200101	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23	22-Jul-23	demo.supplier@test.com		Change	
20200102	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23	22-Jul-23	demo.supplier@test.com		Change	

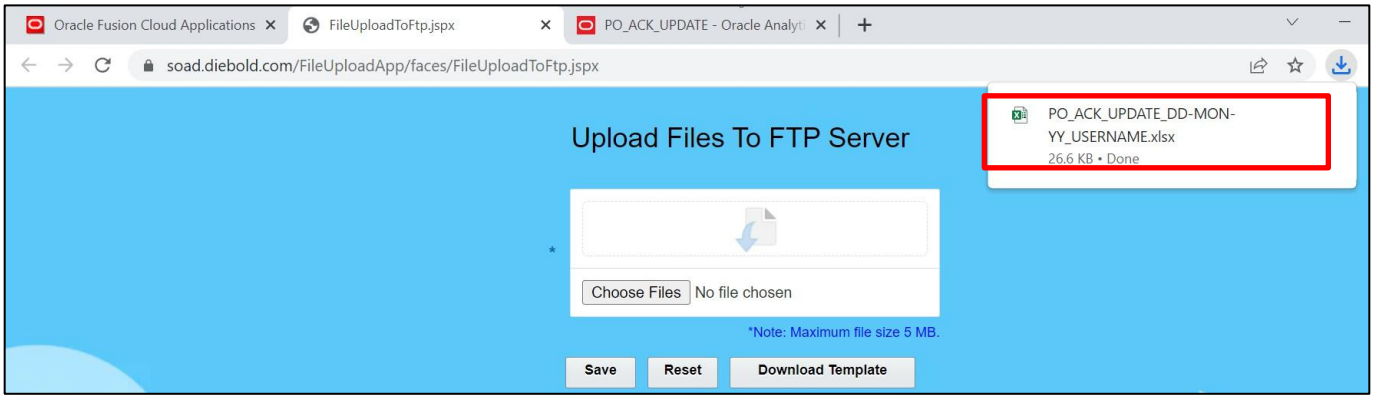
Step 7: Now again go back to the Supplier Portal and click on “DB File Upload” icon.



Step 8: New Window will open. Click on **"Download Template"**



Step 9: The Template will be downloaded into the system.



Step 10: Open that Template, you will be able to see the sample data and the format of the template.

PO Number	PO line Number	PO Schedule Number	Supplier Name	Supplier Site	Item Number	Quantity	Requested Date	Promised Date	Supplier Contact Email ID	Supplier Order Number	Action type	Change Orde Number
201617947	1	1	Demo Supplier	TAIPEI01	01750299984	668	03-Mar-23	24-Mar-23	suppliercontact@demo.com	DEM001	Change	
201617947	1	2	Demo Supplier	TAIPEI01	01750299984	132	17-Mar-23	24-Mar-23	suppliercontact@demo.com	DEM001	Change	

Step 11: Now go to that downloaded PO report and copy the PO data which need to be Reconfirmed.

PO Number	PO Line Number	PO Schedule Number	Supplier Name	Supplier Site	Item Number	Quantity	Requested Date	Promised Date	Supplier Contact Email ID	Supplier Order Number	Action Type	Change C
20200030	1	1	Test Supplier Company	TEST-US	1750002874	1500	31-May-23	31-May-23	demo.supplier@test.com		Change	
20200092	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23	22-Jul-23	demo.supplier@test.com		Change	
20200093	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23	22-Jul-23	demo.supplier@test.com		Change	
20200094	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23	21-Jul-23	demo.supplier@test.com		Change	
20200095	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23	25-Jul-23	demo.supplier@test.com		Change	
20200096	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23	26-Jul-23	demo.supplier@test.com		Change	
20200097	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23	27-Jul-23	demo.supplier@test.com		Change	

Step 12: Paste the data in the Template as it is.

Here you need to provide updated promise_date, email_id and select Action_type as Change from drop down list.

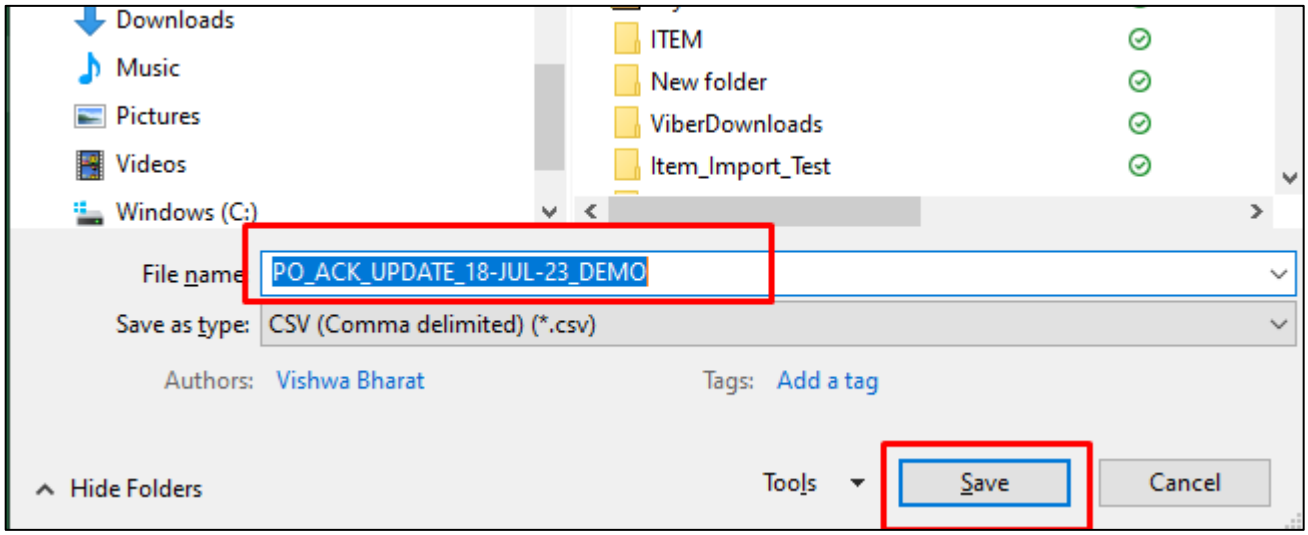
Note: This template supports the date format as "DD-Mon-YY".

PO Number	PO line Number	PO Schedule Number	Supplier Name	Supplier Site	Item Number	Quantity	Requested Date	Promised Date	Supplier Contact Email ID	Supplier Order Number	Action type	Change Orde Number
20200092	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23	24-Jul-23	komal.wanjari@trinamix.com		Change	
20200093	1	1	Test Supplier Company	TEST-US	1750002874	2000	21-Jul-23	24-Jul-23	komal.wanjari@trinamix.com		Change	

Step 13: Now to save the file, remove the Template from the name and add today's date for unique name convention. **File naming convention PO_ACK_UPDATE_DD-MON-YY_USERNAME (Today's Date and Username).**

Please note that, if you are loading the file for multiple times in same day make sure to add distinct number for the file name to differentiate it.

Save the file as CSV (Comma delimited) (*.csv)**.**



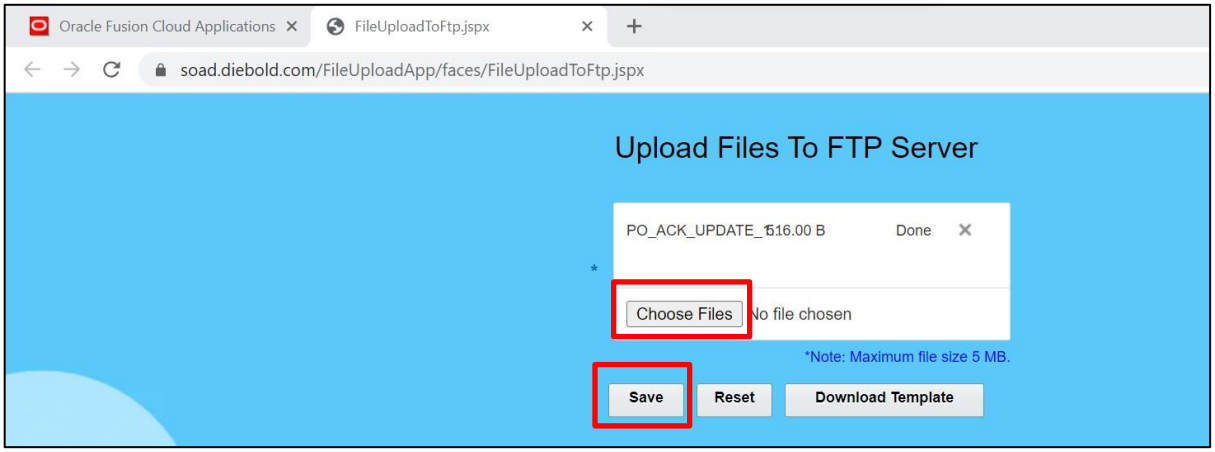
The file will be saved in your system.

Below are considerations while preparing the file.

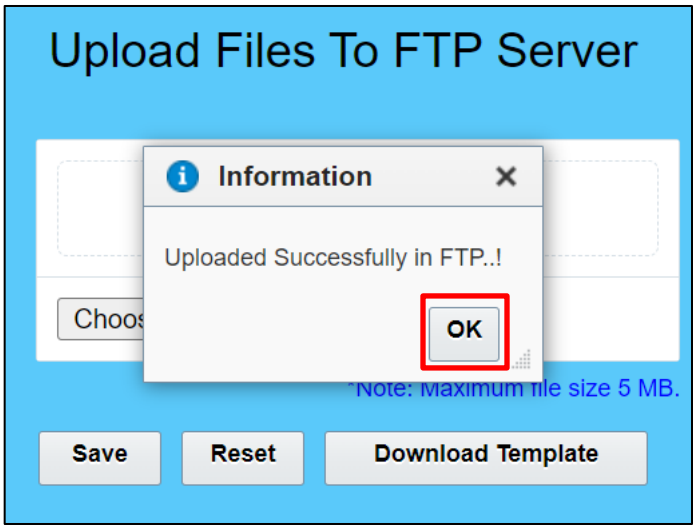
- **Action type:** by default, action type will be change for schedule split scenario please select change for original schedule, split action for new schedule, and keep original schedule number as schedule number for split schedules. (For Ex: if the split is for schedule 1 of having 100 then enter two lines for the same with split of 60 and 40 and keep schedule number same for both lines and put action type as Split for 40 quantity line.)
- Also, make sure the quantity is matched for original schedule after split. Enter the requested date as original schedule and enter the confirmation date for split schedule.
- **Promised date:** Make sure, to populate promised date for all schedules and Date format should be **DD-Mon-YY. (Ex: 04-Mar-23 or 14-Mar-23)**
- **Supplier Contact Email ID (optional):** Enter the email ID to receive the file upload status report.
- **Supplier Order Number (Mandatory for Germany Orders (SAP)):** Please enter the Supplier reference order number.
- **File format:** Save the file as **CSV** with file name **PO_ACK_UPDATE_DD-MON-YY_USERNAME (Today's Date and Username).** Please note that file names must be unique.

A. File upload and validation process.

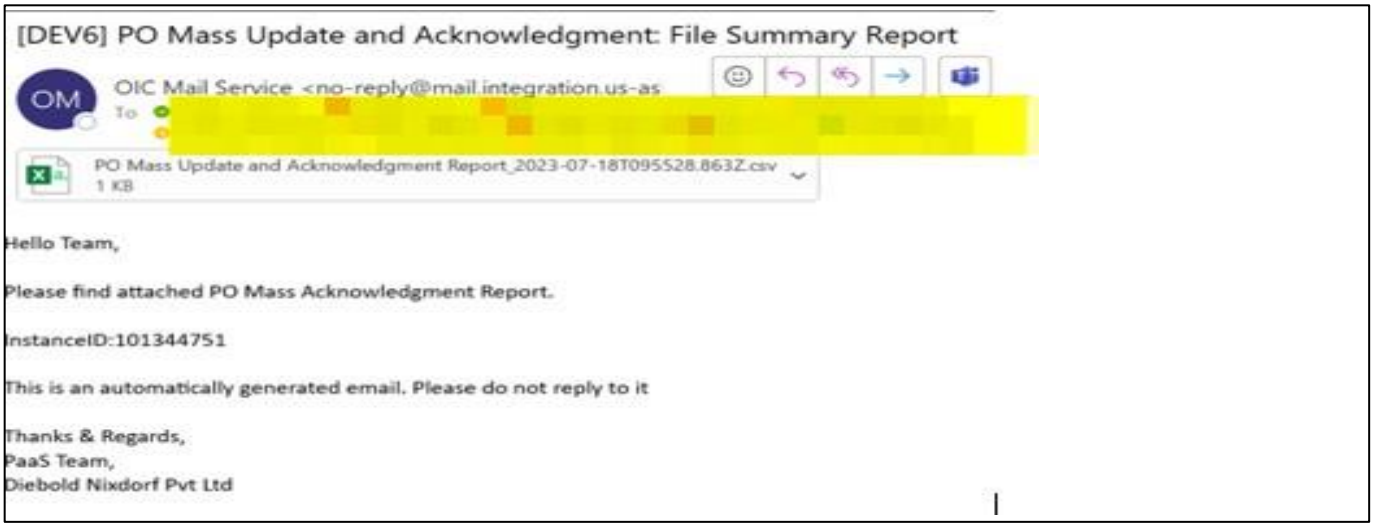
Step 1: Now go back to the supplier portal> click on “DB File Upload” window from where the template has been download, click on “Choose Files” and select the .CSV file from the system. Click on the Save button.



Step 2: Message will be populated regarding the successfully uploaded file. Click on OK.



Step 3: After few minutes, Supplier will receive the notification mail with Subject “PO Mass Update and Acknowledge: File Summary Report”.

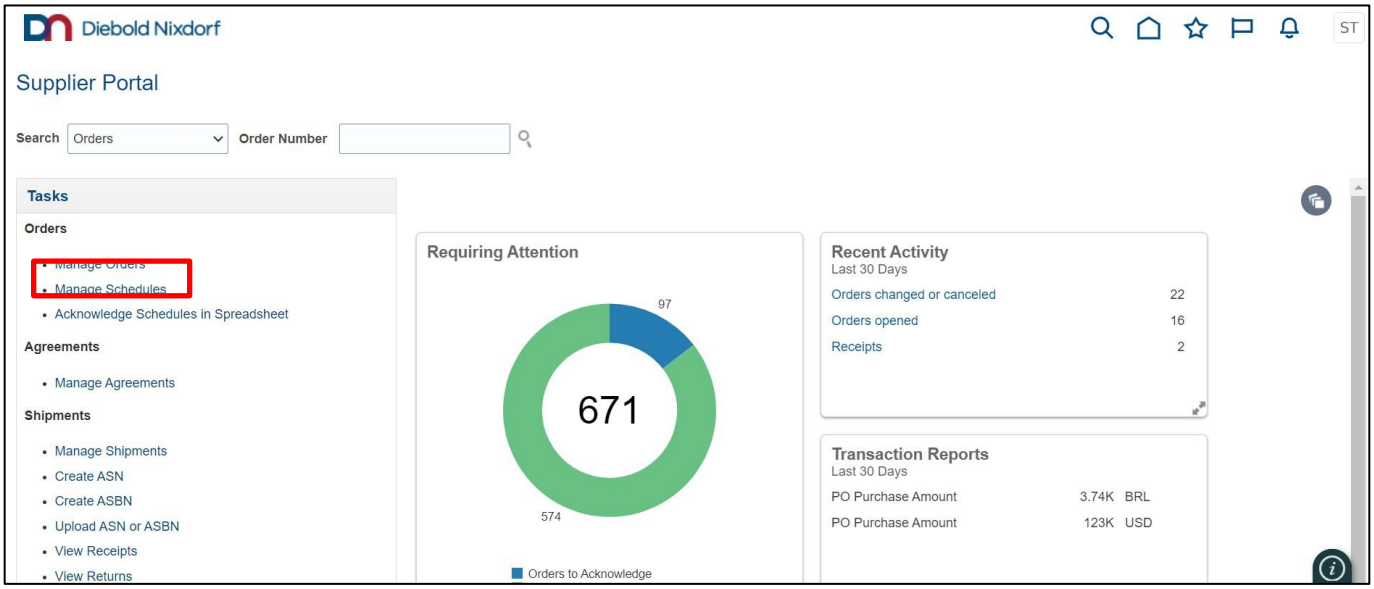


Note: Validate the report for any errors. If any record is not processed, correct the data as per the error message received in the file and prepare another file and upload it again.

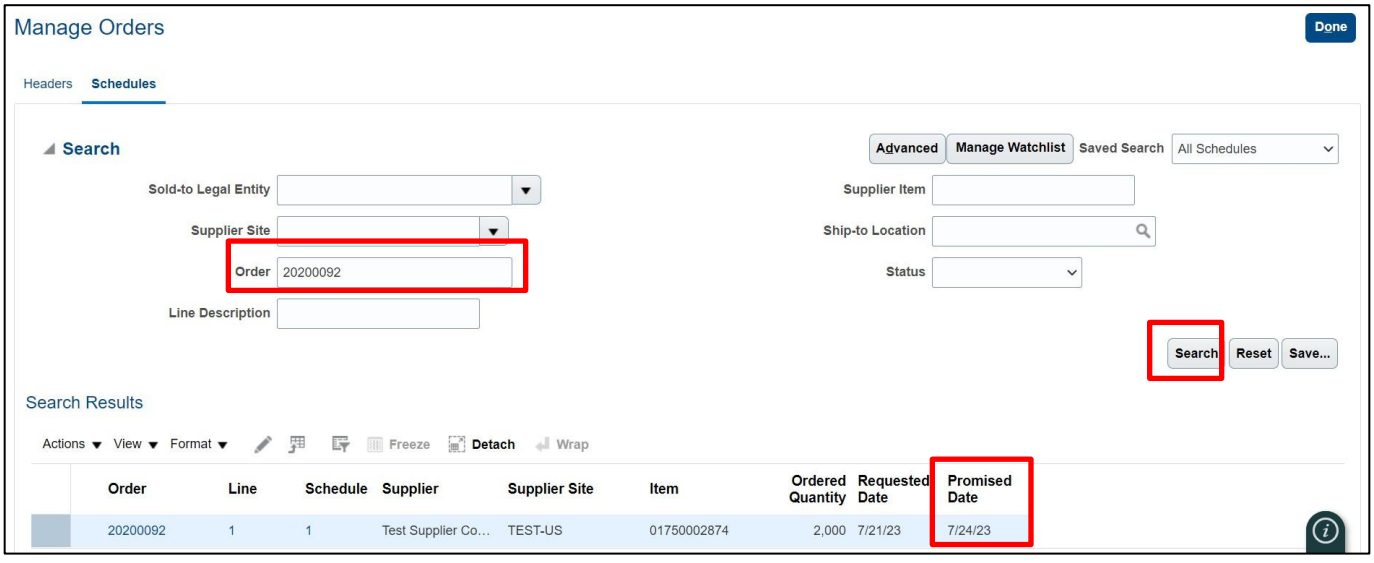
Possible Errors:

Error Code	Action Required
Date format in the file is not correct. Please make sure all the dates are in DD-Mon-YY format for all lines.	Correct the Date format in file. Rename the file name and upload it back.
You can't perform this action because a pending change order exists	If you have already created change order for the PO, then validate the changes if duplicate then do not process it. Else cancel the change order created and upload the file back with new file name.
PO not found	Check the PO number, correct the data, and load it back again
Duplicate supplier order number issue	Make sure the supplier order confirmation number should not same.
No Mail received for upload status in 10-15mins.	There might be issue with file read. Please send mail to cloudsupplierportalsupport@dieboldnixdorf.com

Step 4: Now Supplier can check from the supplier portal for the Mass PO acknowledgement.
Click on Supplier Portal> Manage Schedules.

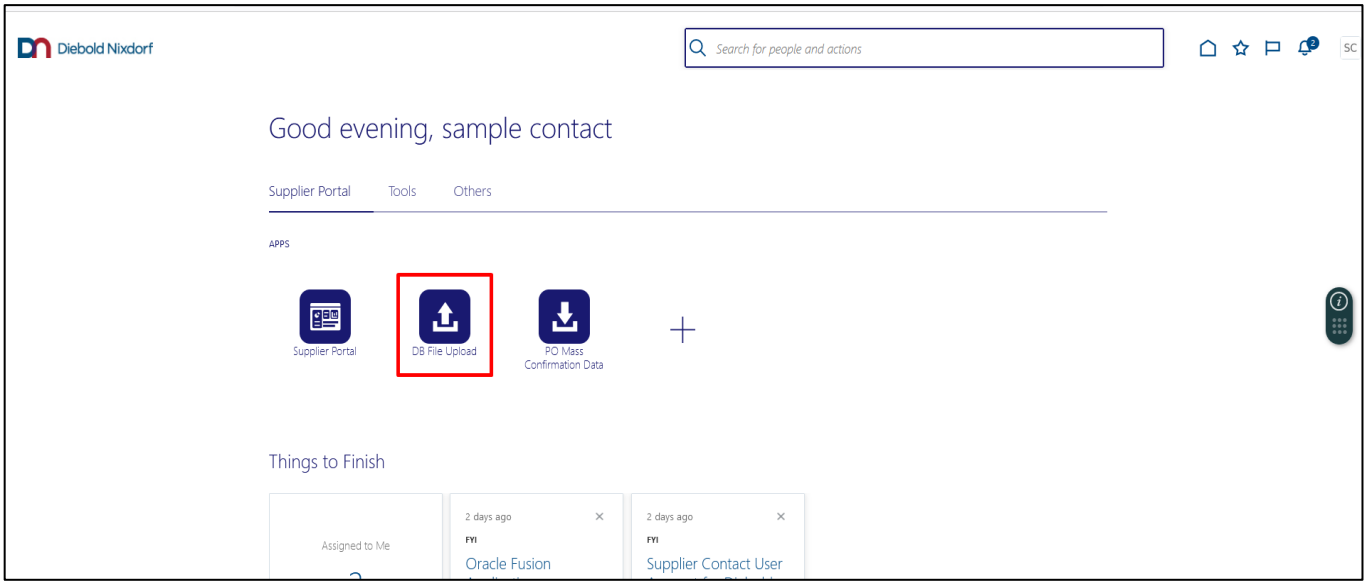


Step 5: Add order number from the template and click on search button.
Here you will be able to see the promise_date has been updated for the PO as per the template.

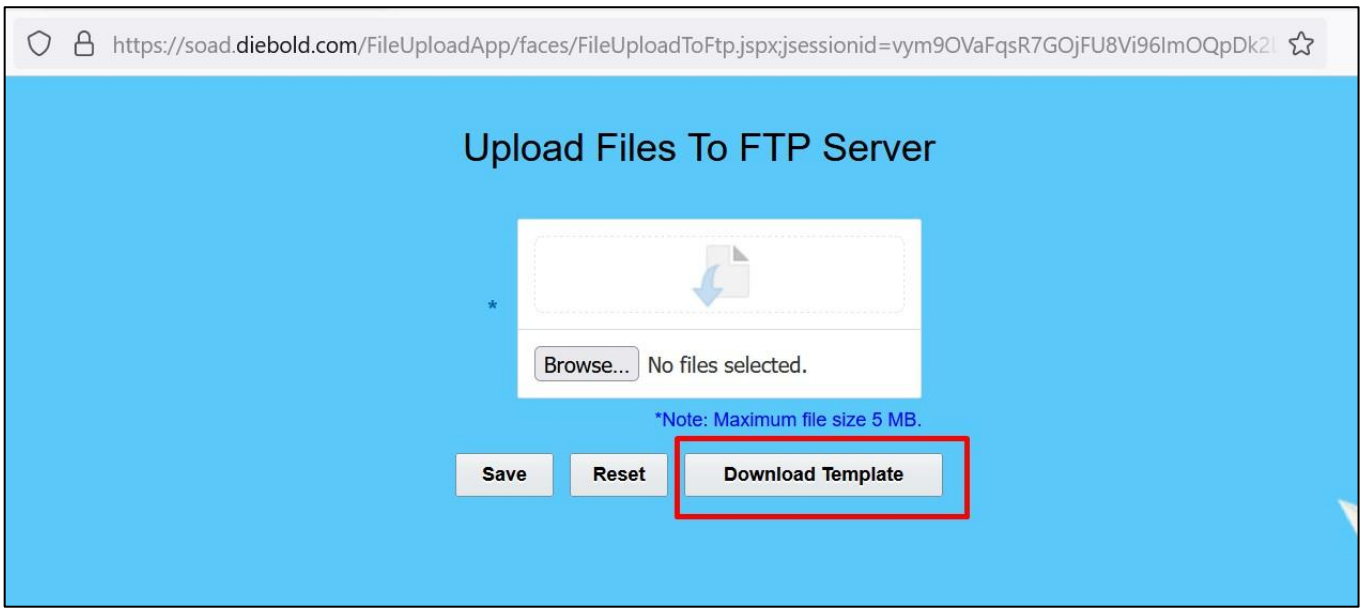


B. Split Schedule using PO Mass Confirmation Process

Step 1: Login to Supplier Portal and select 'DB file Upload' icon.



Step 2: Download the template from Supplier Portal:



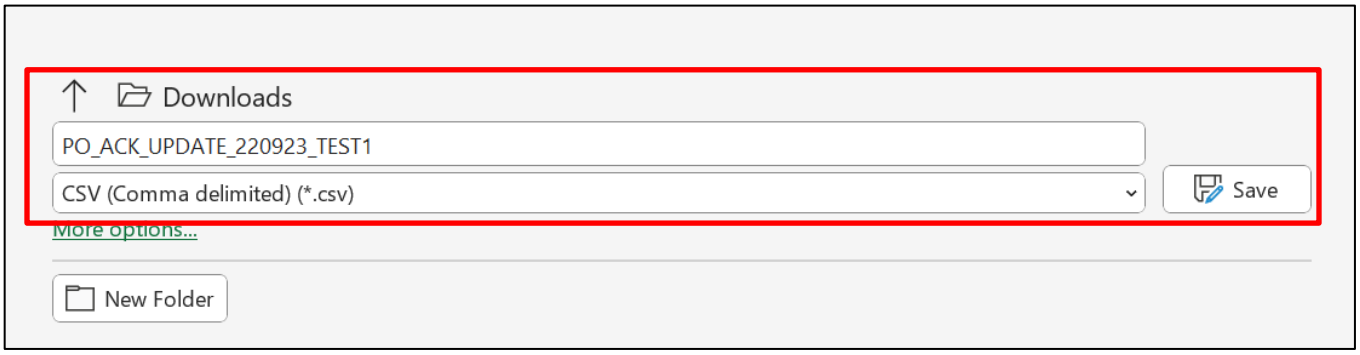
Step 3: Remove the sample data from the template and add data for PO which need to be split:

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	PO Number	PO line Number	PO Schedule Number	Supplier Name	Supplier Site	Item Number	Quantity	Requested Date	Promised Date	Supplier Contact Email ID	Supplier Order Number	Action type	Change Order Number
2	4701703403	10	1	CARADONNA ASSEMBLAGEM [	MARCO01-EUR	175030806	30	08-Dec-23	22-Dec-23	suppliercontact@demo.com		Change	
3	4701703403	10	1	CARADONNA ASSEMBLAGEM [	MARCO01-EUR	175030806	12	08-Dec-23	09-Nov-23	suppliercontact@demo.com		Split	
4													
5													
6													
7													

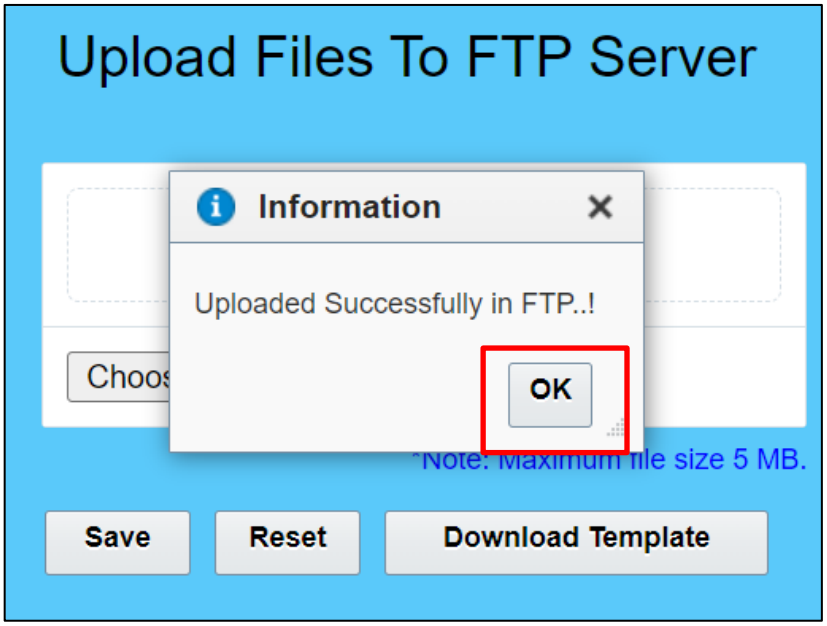
Note: While adding data to Split Schedule:

- Keep the **schedule number same** for split lines [column = PO Schedule Number]
- Split the quantity under **Quantity column**.
- **Action type** for original line should be “Change” and for split lines should be “Split” [column = Action Type]
- Update the promise date for both lines with date format as “DD-Mon-YY” [column = Promised Date]

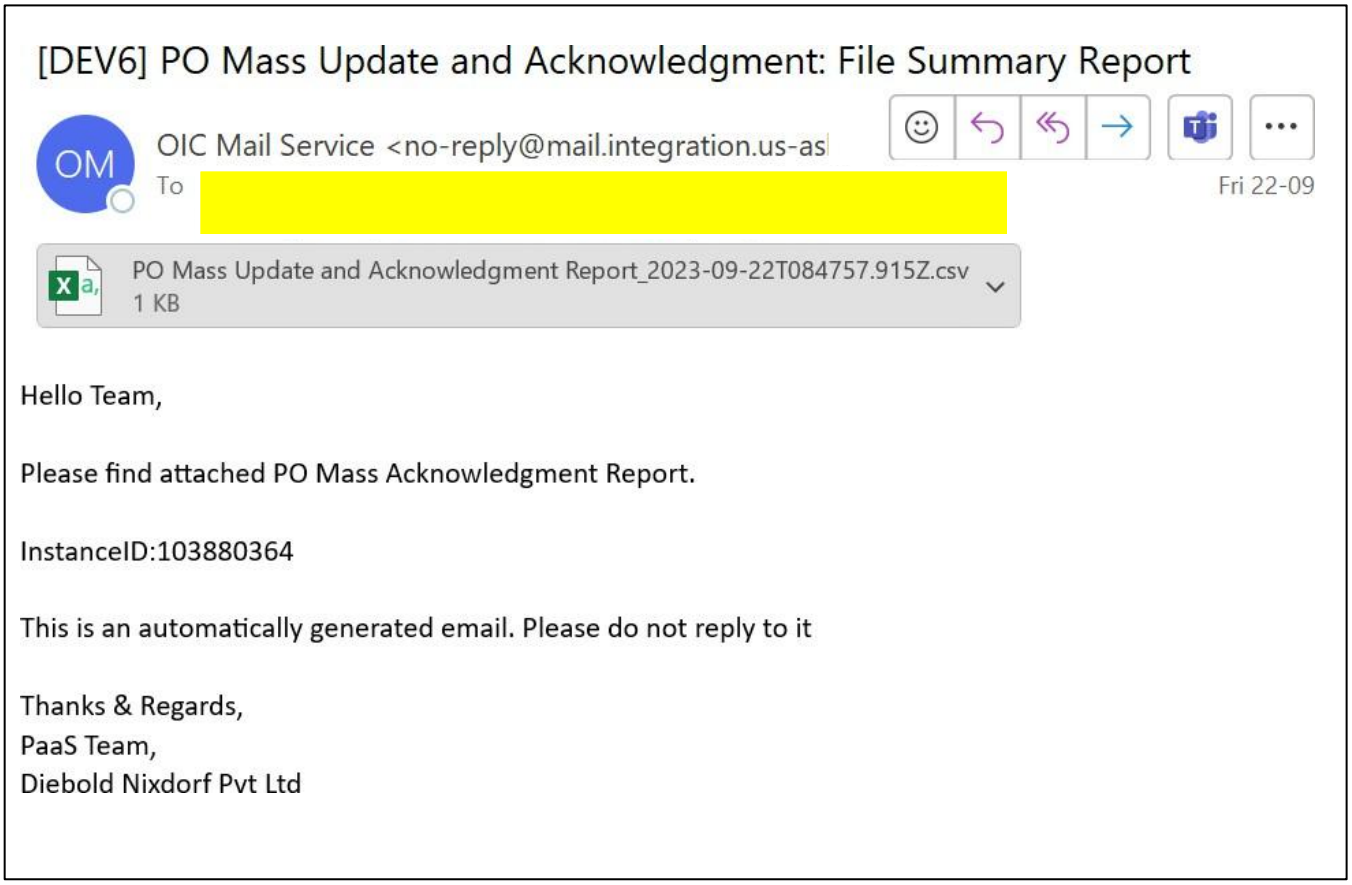
Step 4: Save the file as CSV with file name PO_ACK_UPDATE_DD-MON-YY_USERNAME (Today’s Date and Username). Please note that file names must be unique.



Step 5: Upload the file from DB Upload:



Step 6: Email notification will be received with status of uploaded file:



[DEV6] PO Mass Update and Acknowledgment: File Summary Report

OM

OIC Mail Service <no-reply@mail.integration.us-as

To

Fri 22-09

PO Mass Update and Acknowledgment Report_2023-09-22T084757.915Z.csv
1 KB

Hello Team,

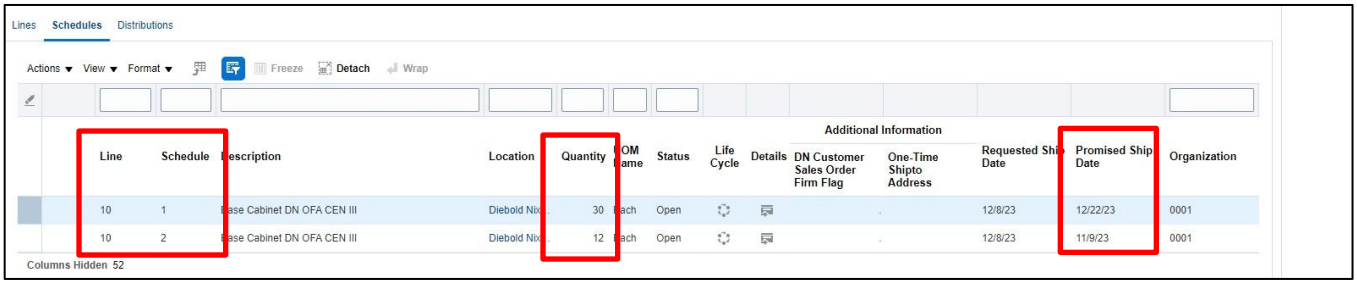
Please find attached PO Mass Acknowledgment Report.

InstanceID:103880364

This is an automatically generated email. Please do not reply to it

Thanks & Regards,
PaaS Team,
Diebold Nixdorf Pvt Ltd

Step 7: Check the PO after some time, the schedule will be split with promise date updated:



Lines | Schedules | Distributions

Actions | View | Format | Freeze | Detach | Wrap

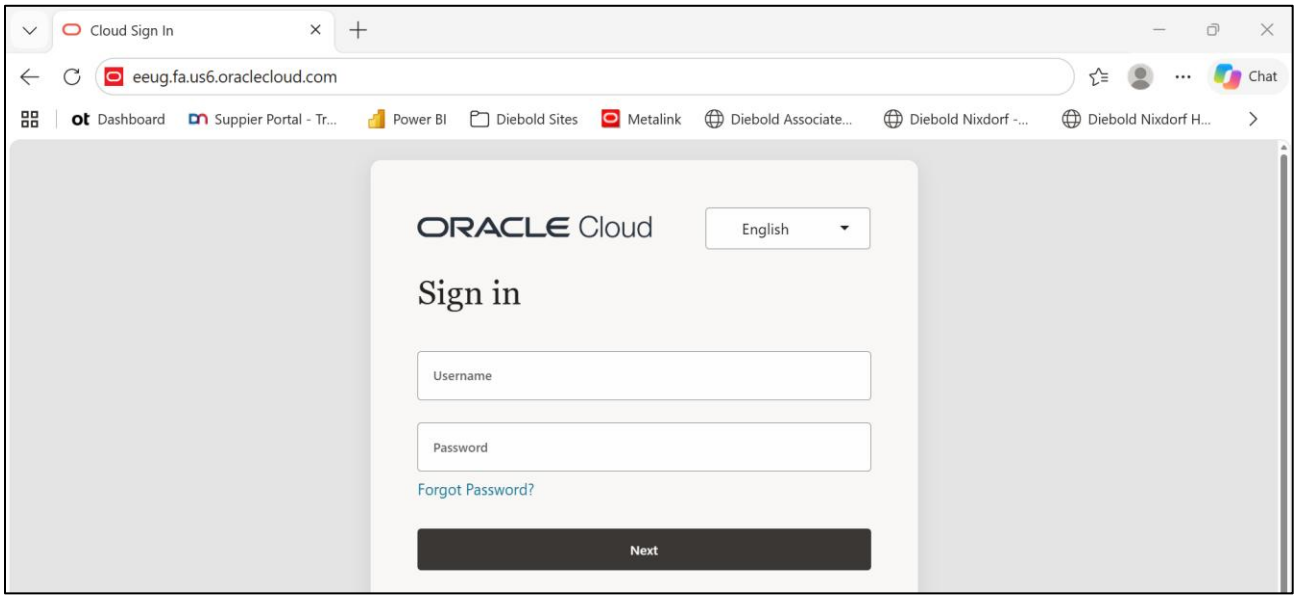
Line	Schedule	Description	Location	Quantity	UOM Name	Status	Life Cycle	Details	Additional Information: DN Customer Sales Order Firm Flag	Additional Information: One-Time Shipto Address	Requested Ship Date	Promised Ship Date	Organization
10	1	Base Cabinet DN OFA CEN III	Diebold Nix...	30	Each	Open					12/8/23	12/22/23	0001
10	2	Base Cabinet DN OFA CEN III	Diebold Nix...	12	Each	Open					12/8/23	11/9/23	0001

Columns Hidden 52

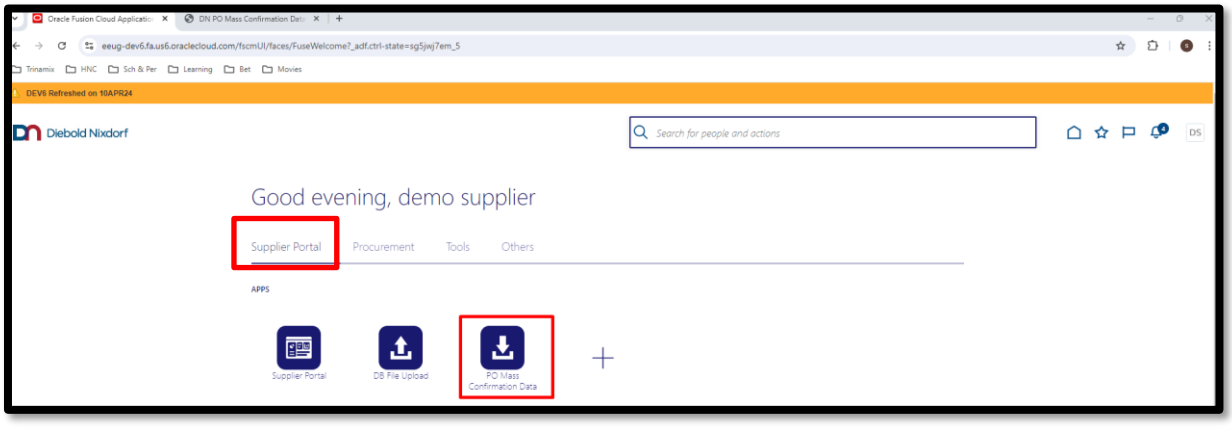
For any concerns on the Supplier Portal, further assistance or IT issues please reach out to cloudsupplierportalsupport@dieboldnixdorf.com .

10. PO Mass Confirmation Process for Change Orders

Step 1: Sign in-to Supplier Portal using supplier credentials (user id/ password).
URL: https://eeug.fa.us6.oraclecloud.com/



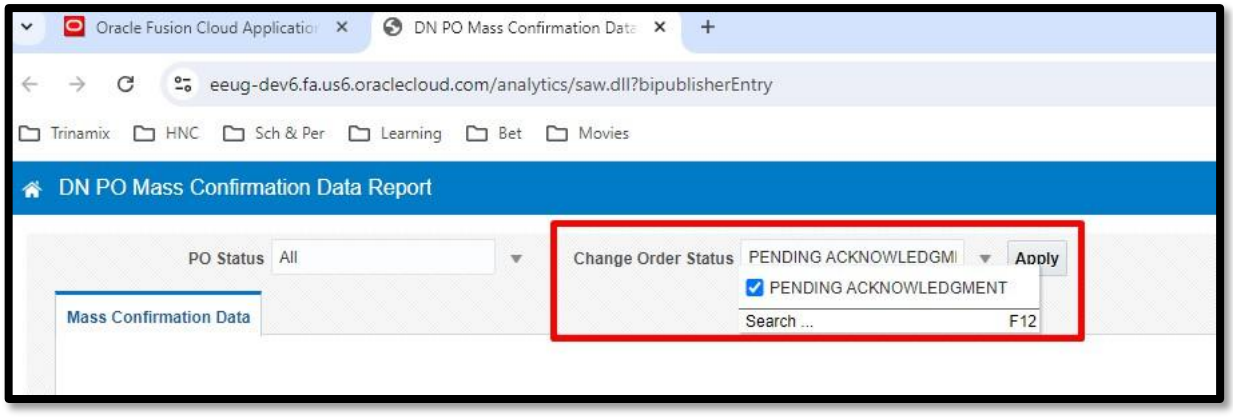
Step 2: Supplier Home page will open. Click on Supplier Portal offering.

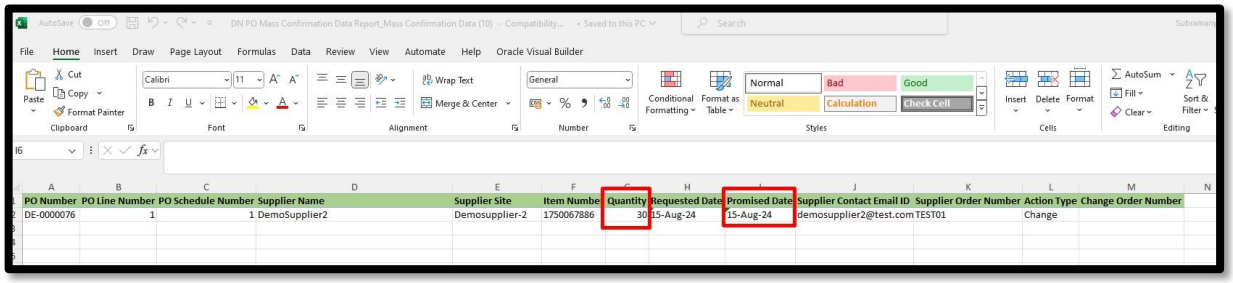


Step 3: Click on "PO Mass Confirmation Report" to download the report as marked in above screen shot.

Step 4: New window will be open, select change order status as "Pending acknowledgement" and click on apply.

PO dump with change order will be downloaded.

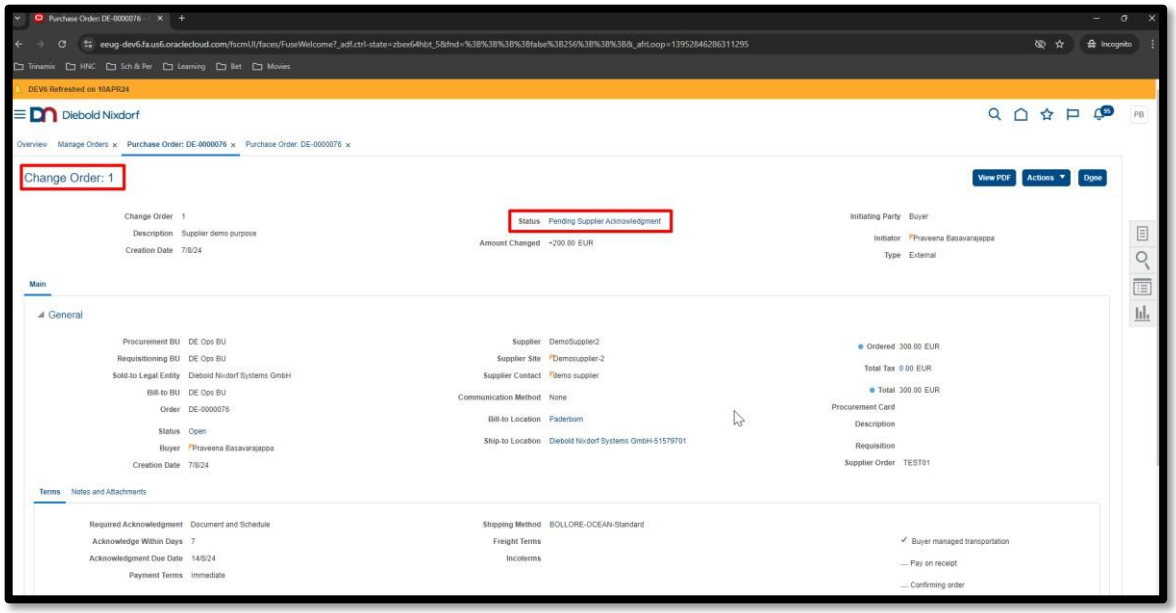




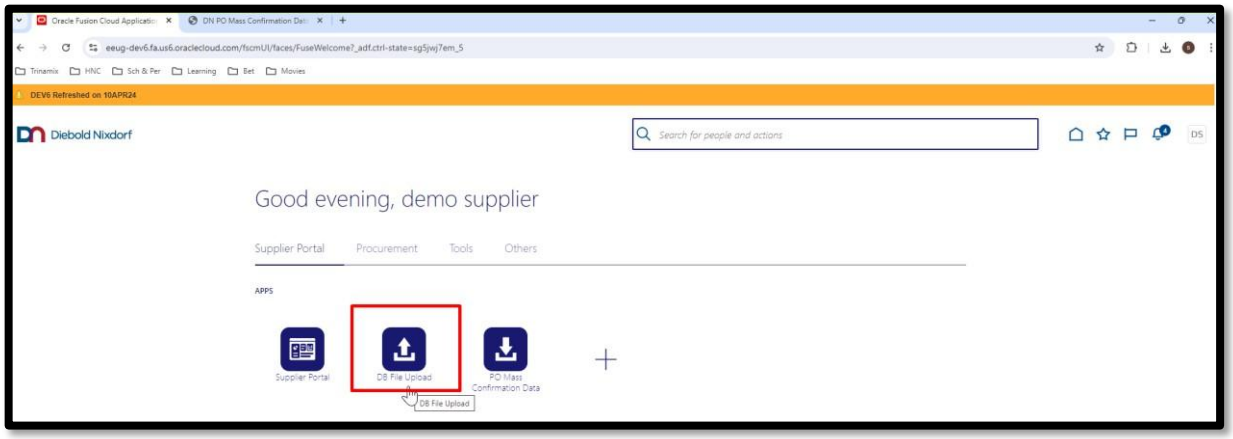
PO Number	PO Line Number	PO Schedule Number	Supplier Name	Supplier Site	Item Numbe	Quantity	Requested Date	Promised Date	Supplier Contact Email ID	Supplier Order Number	Action Type	Change Order Number
DE-0000076	1	1	DemoSupplier2	Demosupplier-2	1750067886	30	15-Aug-24	15-Aug-24	demosupplier2@test.com	TEST01	Change	

Observe the above that the promised date already updated and there is new change got for this example is quantity change and there are multiple PO's when we search with change order status with pending acknowledgement then only the orders which have PO status open and change order status is pending acknowledgement dump downloaded.

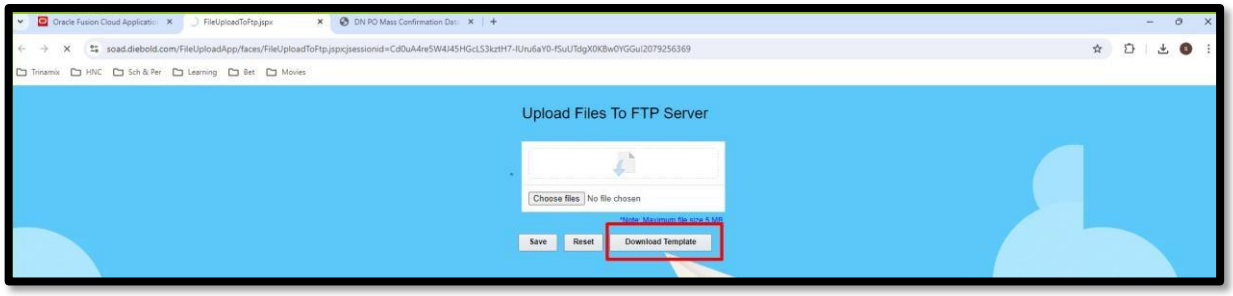
Below screen shot is for cross-reference of the above data. No action required for checking the screens as such for users.



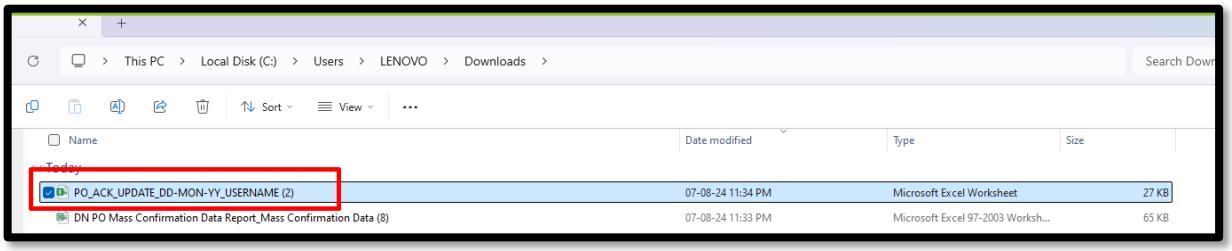
Step 5: Now again go back to the Supplier Portal and click on “DB File Upload” icon.



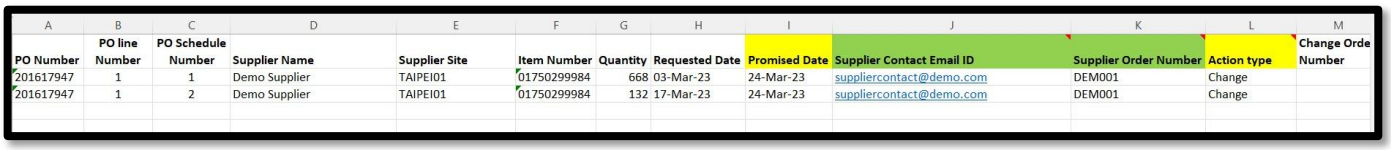
Step 6: New Window will open. Click on **“Download Template”**



Step 7: The Template will be downloaded onto the system.

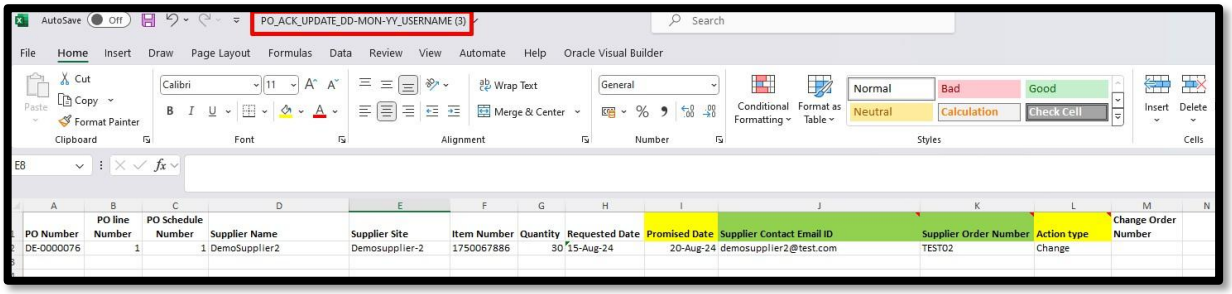


Step 8: Open that Template, you will be able to see the sample data and the format of the template.



PO Number	PO line Number	PO Schedule Number	Supplier Name	Supplier Site	Item Number	Quantity	Requested Date	Promised Date	Supplier Contact Email ID	Supplier Order Number	Action type	Change Orde Number
201617947	1	1	Demo Supplier	TAIPEI01	01750299984	668	03-Mar-23	24-Mar-23	suppliercontact@demo.com	DEM001	Change	
201617947	1	2	Demo Supplier	TAIPEI01	01750299984	132	17-Mar-23	24-Mar-23	suppliercontact@demo.com	DEM001	Change	

Step 9: Now paste the copied data from report (Step-4) into this Template.



Step 10: Update the promise date. Here you need to provide promise_date, email_id and select Action_Type as Change from the drop-down list.

Note: This Template supports only date format as "DD-Mon-YY".



Step 11: Now to save the file, remove the Template from the name and add today's date for unique name convention. **File naming convention PO_ACK_UPDATE_DD-MON-YY_USERNAME (Today's Date and Username).**

Below are considerations while preparing the file.

- **Action type:** by default, action, type is Change, for schedule split scenario please select change for original schedule, split action for new schedule, and keep original schedule number as schedule number for split schedules. (For Ex: if the split is for schedule 1 of having 100 then enter two lines for the same with split of 60 and 40 and keep schedule number same for both lines and put action

type as Split for 40 quantity line.)

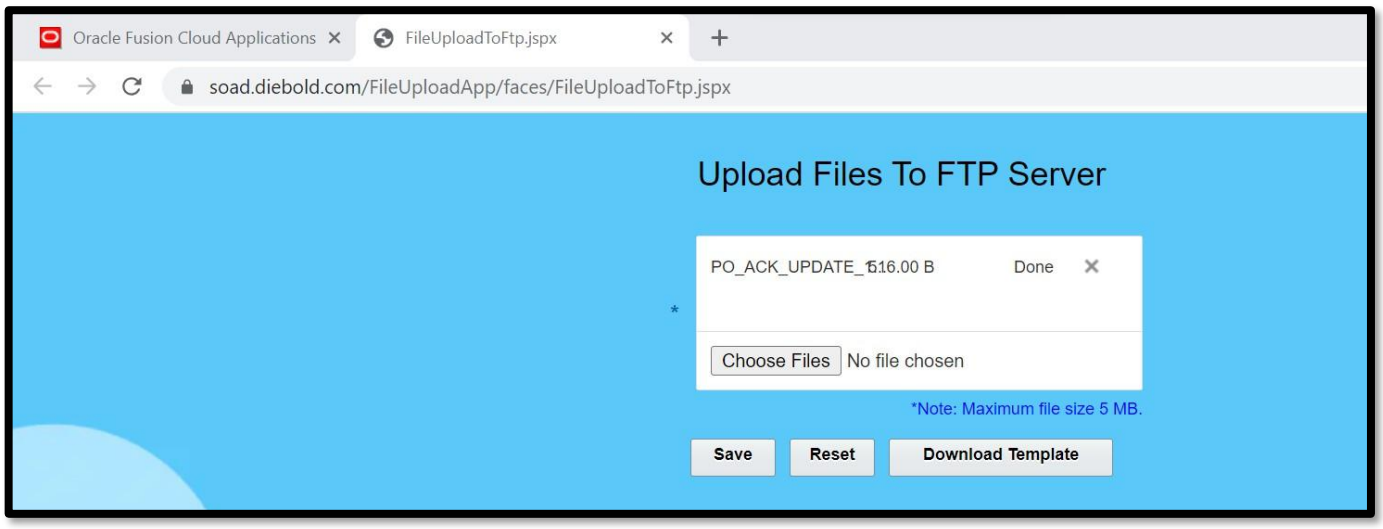
- Also make sure the quantity is matched for original schedule after split. Enter the requested date as original schedule and enter the confirmation date for split schedule.
- **Promised date:** Make sure to populate promised date for all schedules and Date format should be **DD-Mon-YY. (Ex: 04-Mar-23 or 14-Mar-23)**
- **Supplier Contact Email ID (optional):** Enter the email ID to receive the file upload status report.
- **Supplier Order Number (Mandatory for Germany Orders (SAP)):** Please enter the Supplier reference order number.
- **File format:** Save the file as **CSV** with file name **PO_ACK_UPDATE_DD-MON-YY_USERNAME (Today's Date and Username).** Please note that file names must be unique.

Please note that, if you are loading the file for multiple times in same day make sure to add distinct number for the file name to differentiate it.

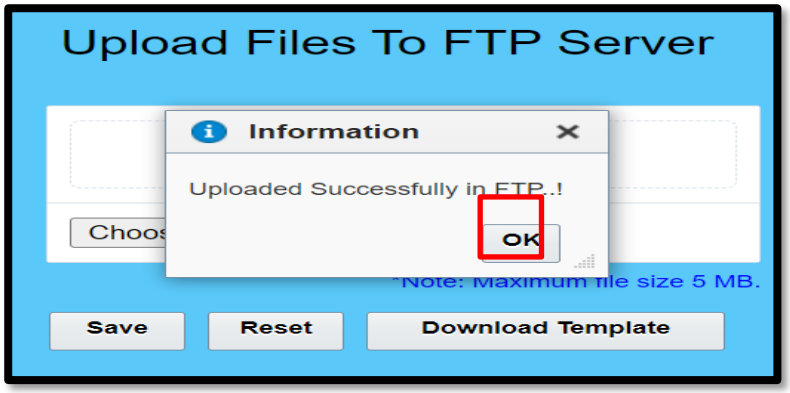
Save the file as CSV (Comma delimited) (*.csv)**.**



Step 12: Now go back to the Supplier Portal> click on “DB File Upload” window from where the template has been download, click on “Choose Files” and select the .CSV file from the system. Click on the Save button.



Step 13: Message will be populated regarding the successfully uploaded file. Click on OK.



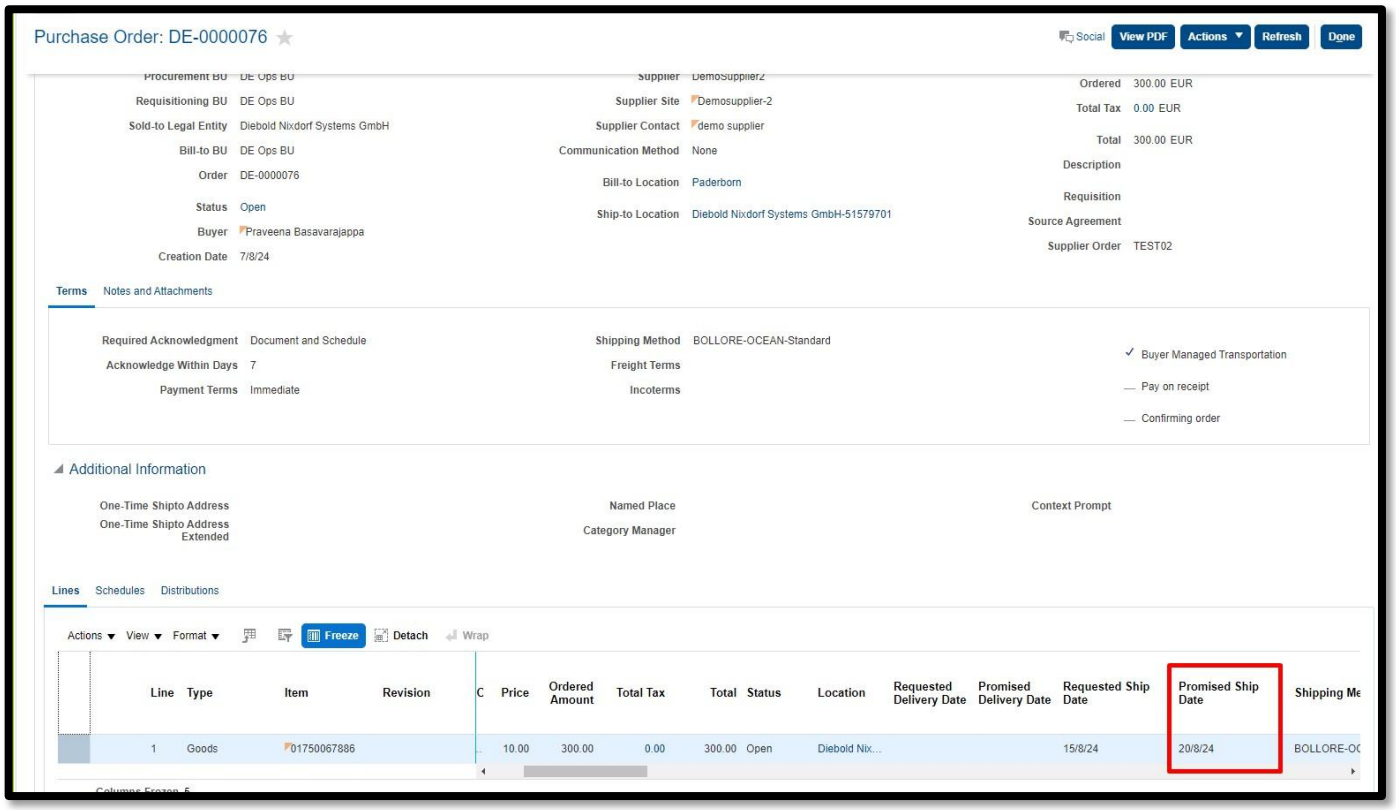
Step 14: After few minutes, Supplier will receive the notification mail with Subject “PO Mass Update and Acknowledge: File Summary Report”.

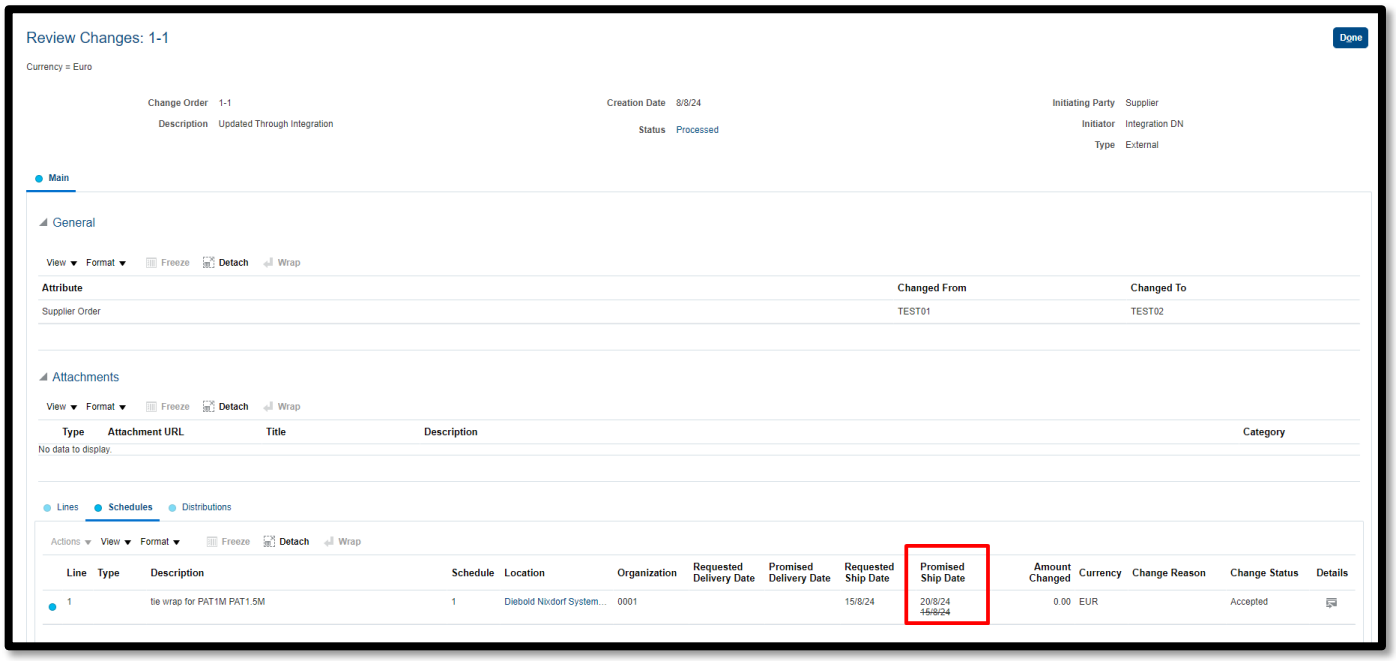
Step 15: Now Supplier can check from the supplier portal for Mass PO acknowledgement.
Click on Supplier Portal> Manage Orders.

Step 16: Provide order number from the template and click on search button.

Step 17: Here you will be able to see the PO status changes from “Pending Supplier Acknowledgement” to “Open”, also you can check the Promise date has been updated as per the Template.

Below screen shots are for reference purpose.



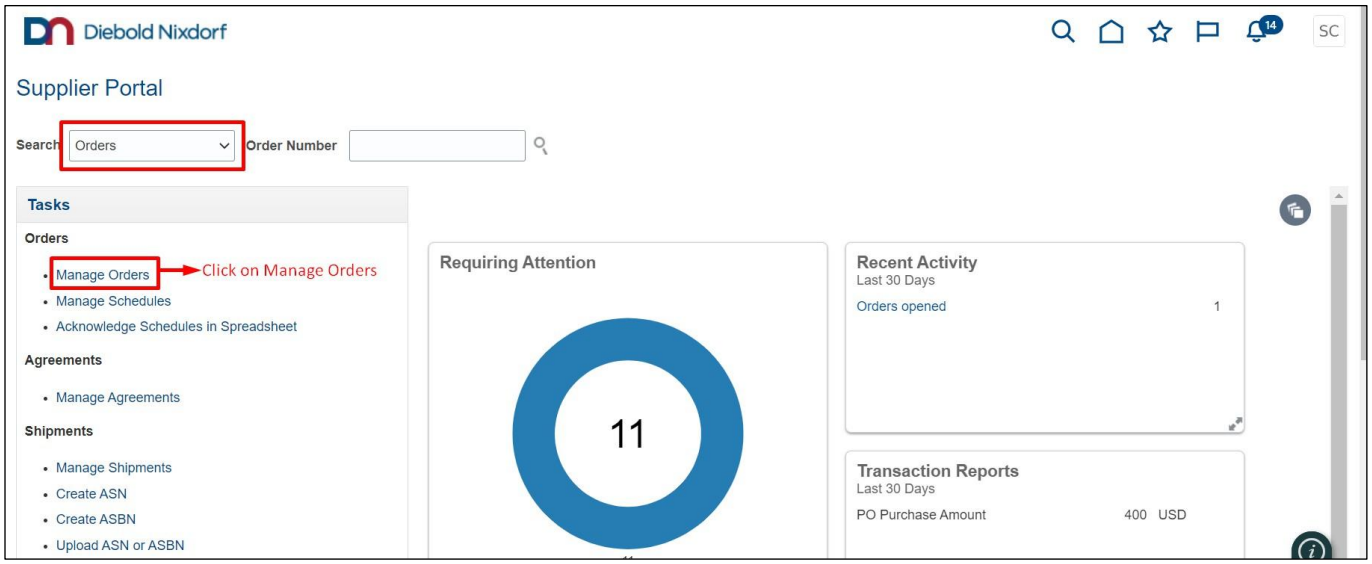


For any concerns on the Supplier Portal, further assistance or IT issues please reach out to cloudsupplierportalsupport@dieboldnixdorf.com .

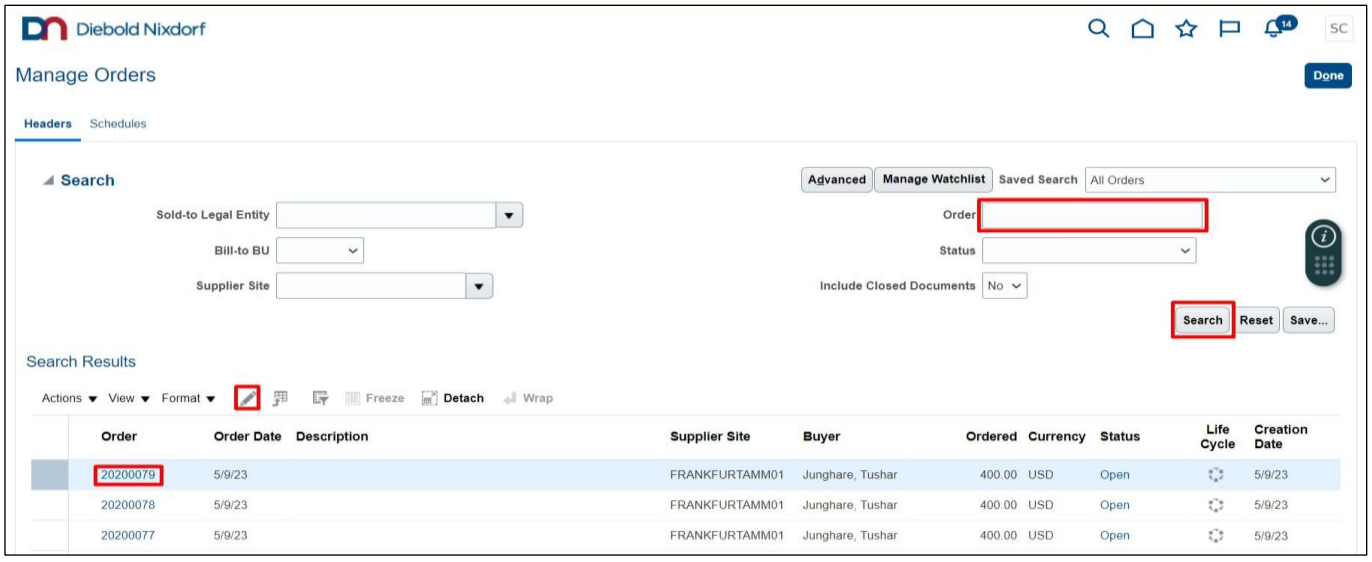
11. Supplier Initiated Change Order:

A. Change in Promised Date

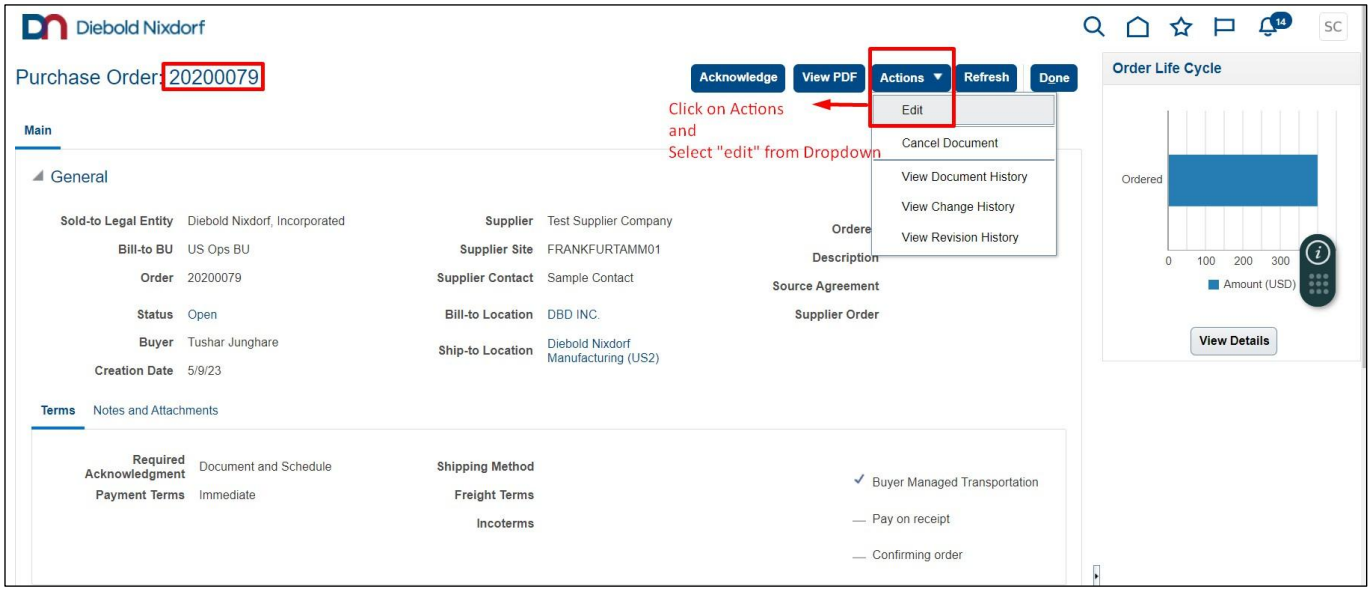
Step 1: Navigate to Orders then click on **Manage Orders.**



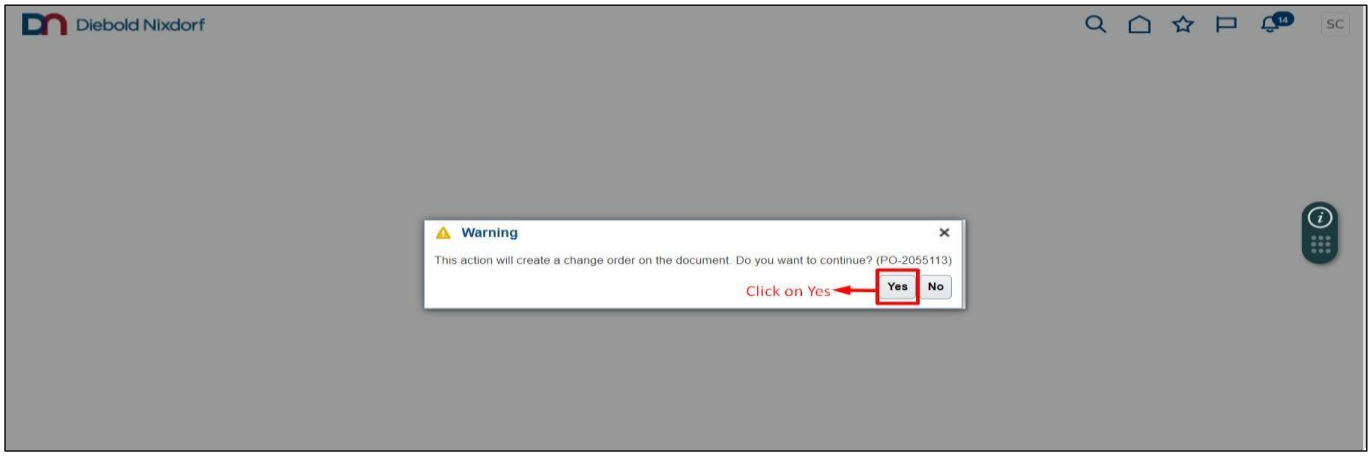
Step 2: In the Manage Orders page, either do a blank search to list out all the POs **OR** enter the order number to find the exact PO for which change order need to be created. Then select the PO line then click on **Edit** (Pencil Icon) to create Change order for the PO.



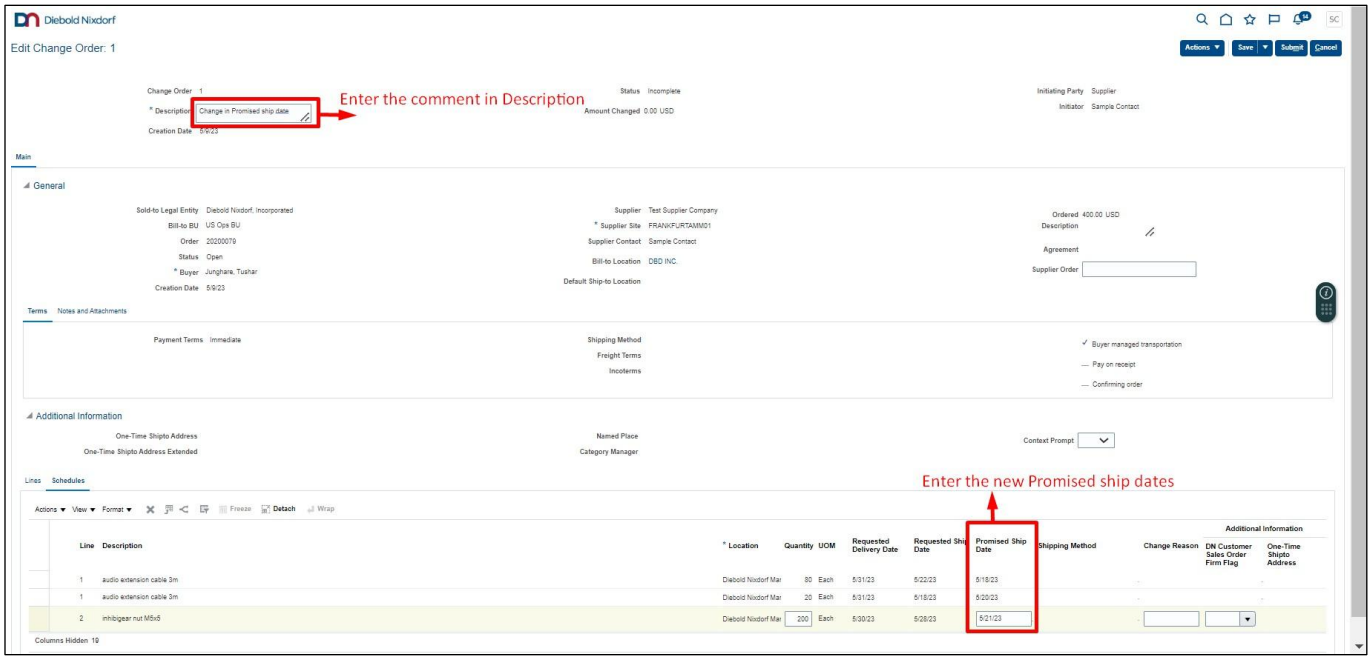
Step 3: You can also click on Purchase order number to Open the PO then go to **Actions** and click on **Edit** to create Change order for the PO.



Step 4: A Warning message is displayed asking for confirmation to create Change order. Click on **Yes** to Proceed.

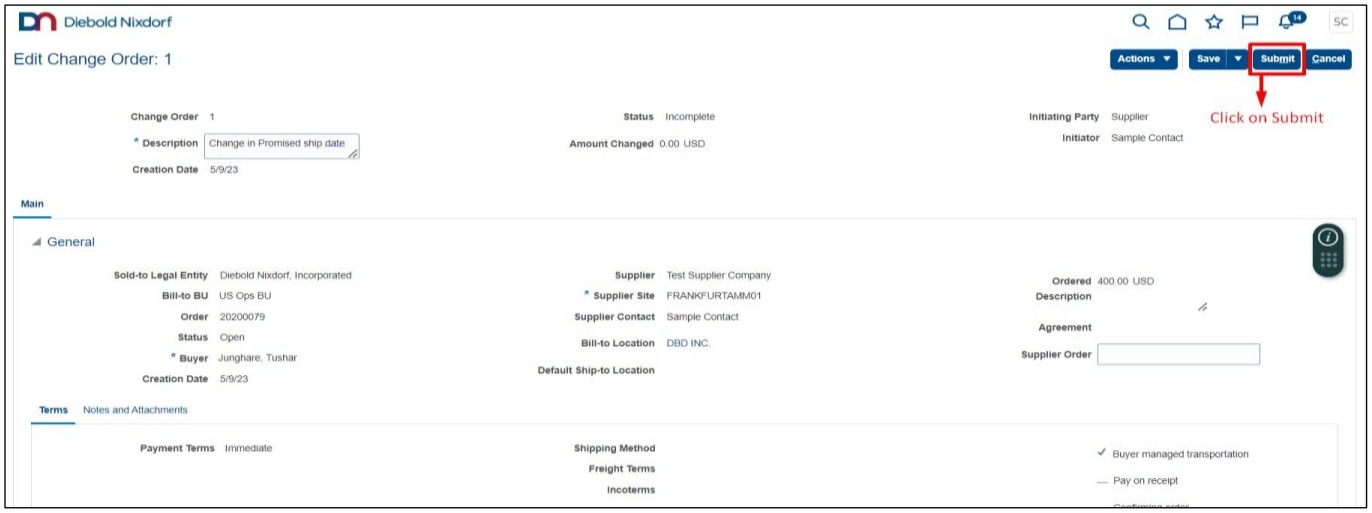


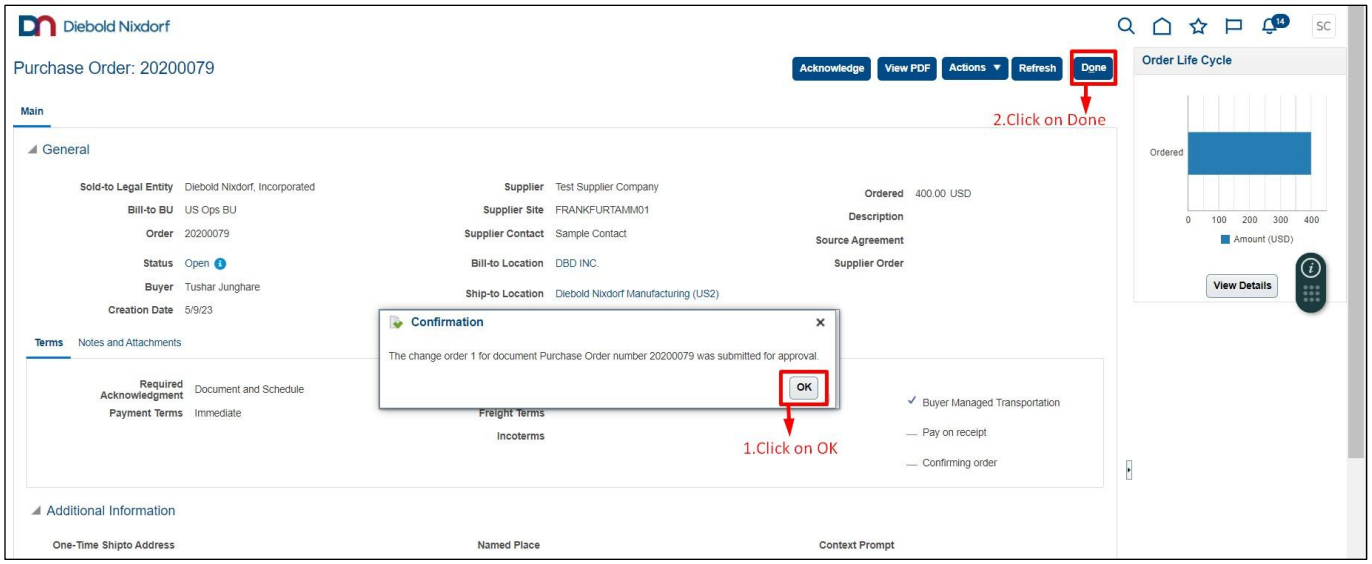
Step 5: Add the **Change Description** then Navigate to Schedules tab and update the Promised date as the supplier is BMT (Buyer Managed Transportation) enabled.



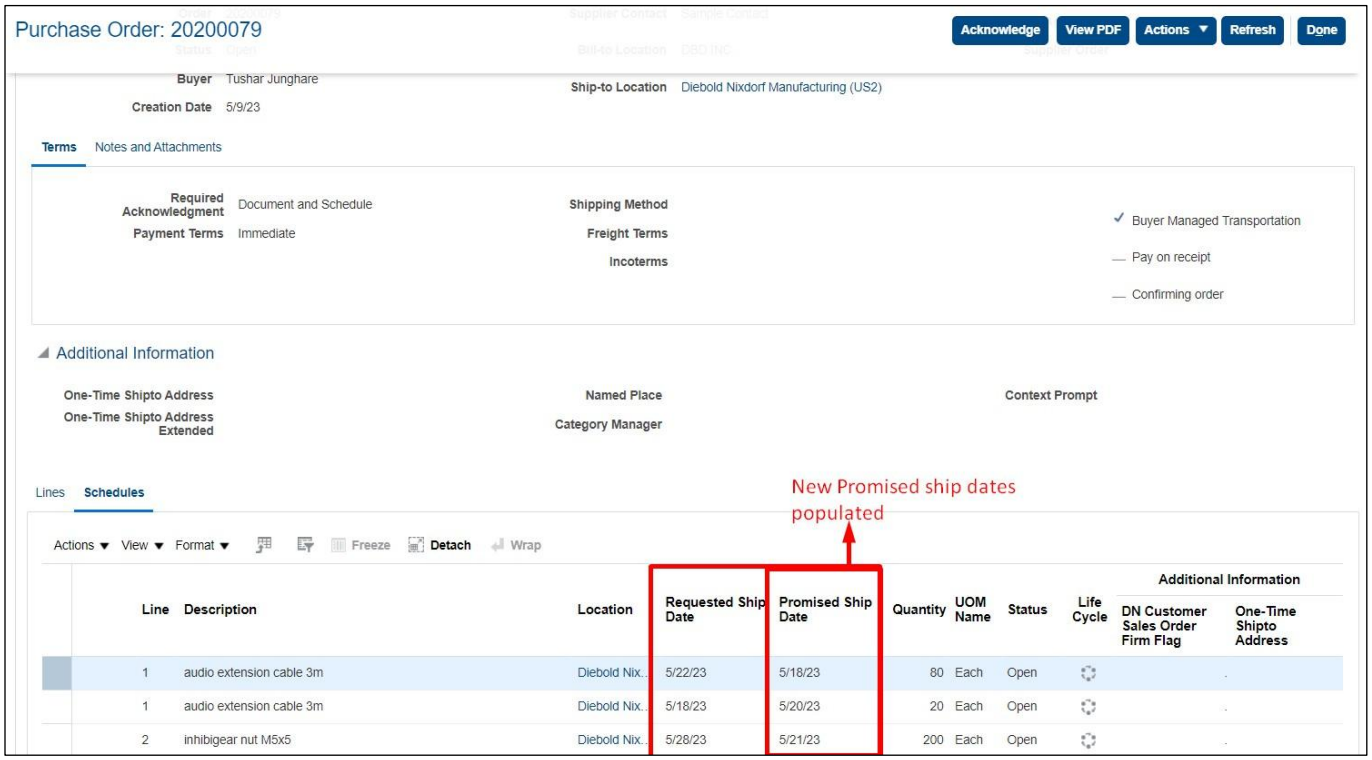
Note: - Promised Ship date should be ETD (Estimated Time of Departure) irrespective of the incoterm.

Step 6**:** Click on **Submit** to **Submit** the changes.





Step 7: Upon Buyer approval the changes to the promised delivery date will be updated.

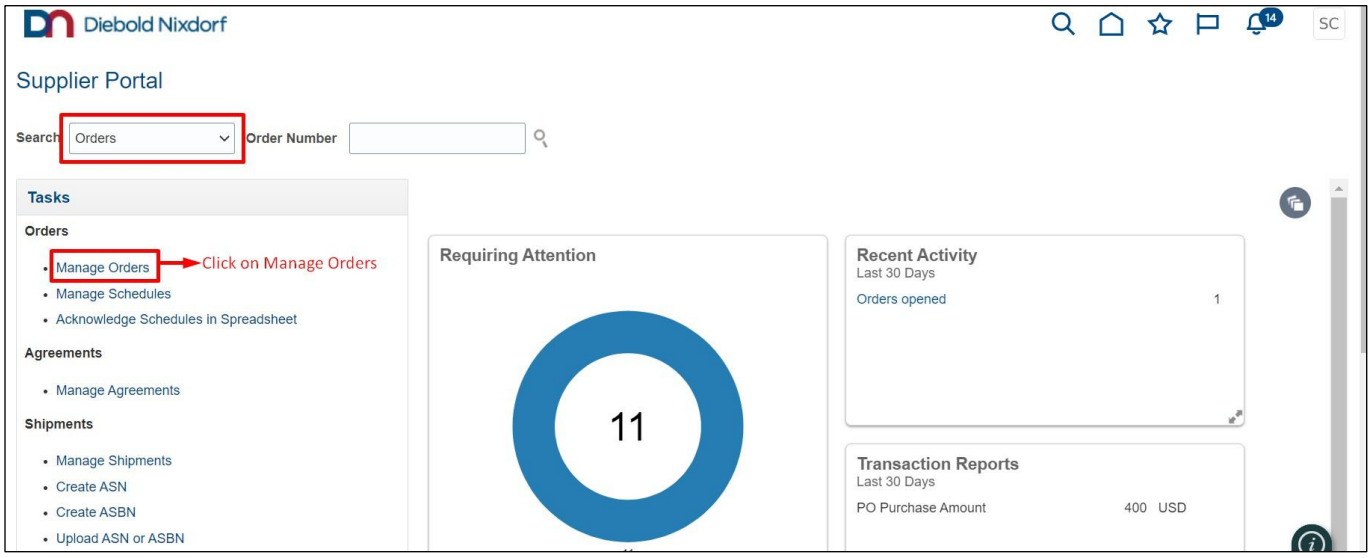


B. Change in Need by Date from Buyer (for Open PO)

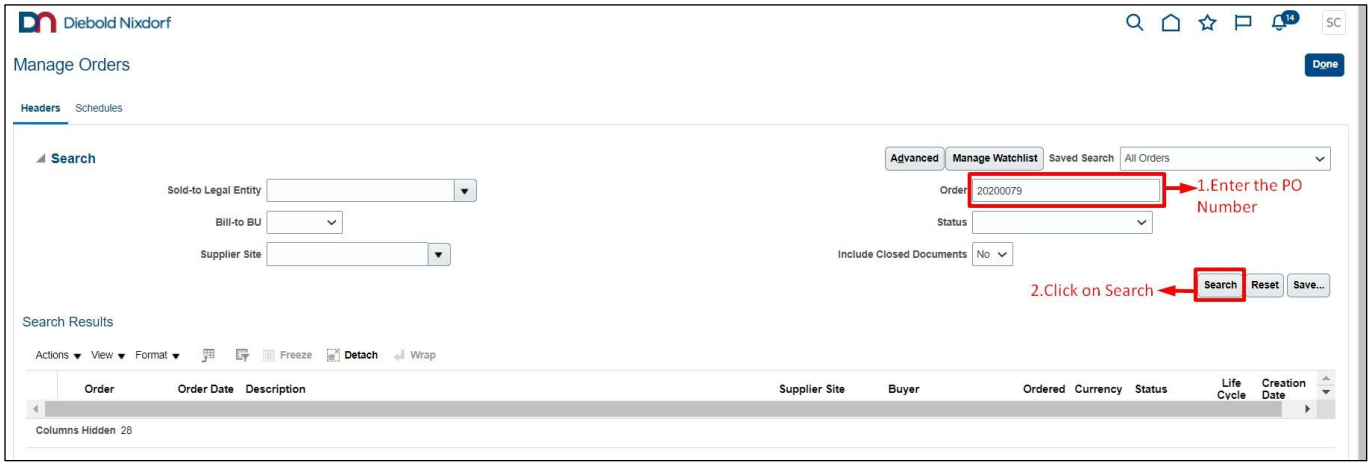
Context:
A) Supplier has acknowledged the PO with accept, then promised ship date will be populated as requested ship date.
B) Now, the buyer has created a new change order to accept the new requested ship date. And this change order will go to the supplier queue for acknowledgement. Supplier will receive email communication on the PO change Order.
C) Now supplier acknowledges the changed ship date, on the confirmation Promised ship date will be populated as requested ship date.

Please follow below Navigation for this process with screen shots for reference-

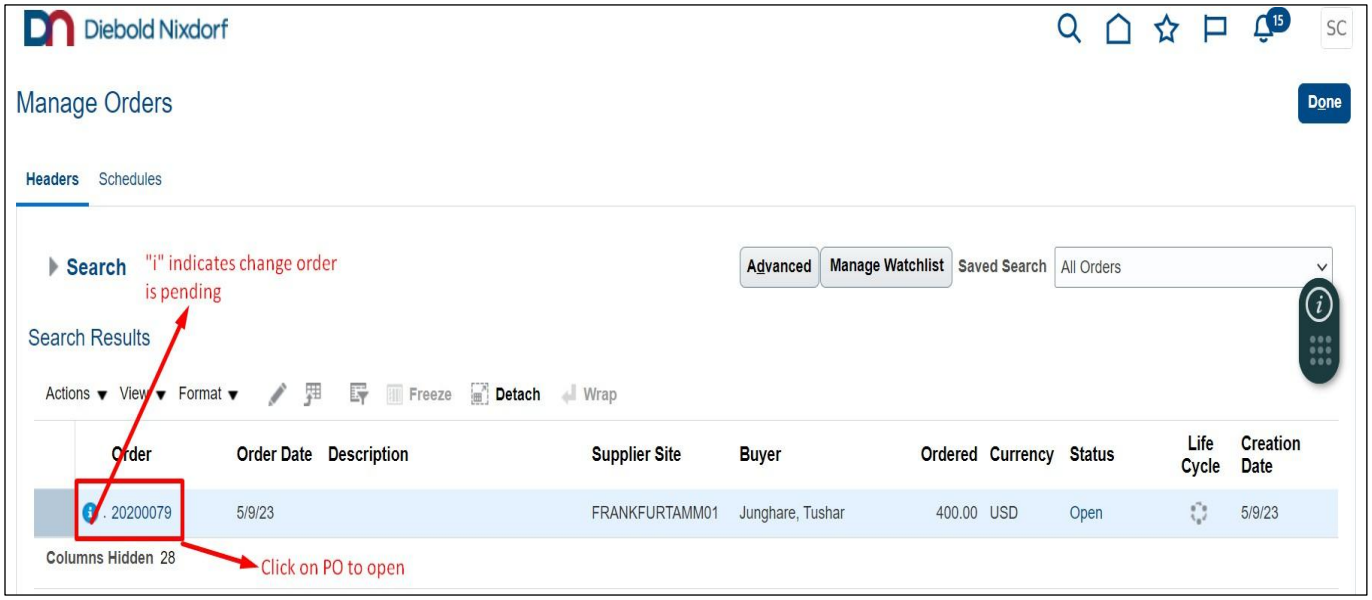
Step 1: from Supplier Portal, login with credentials and go to Manage orders.



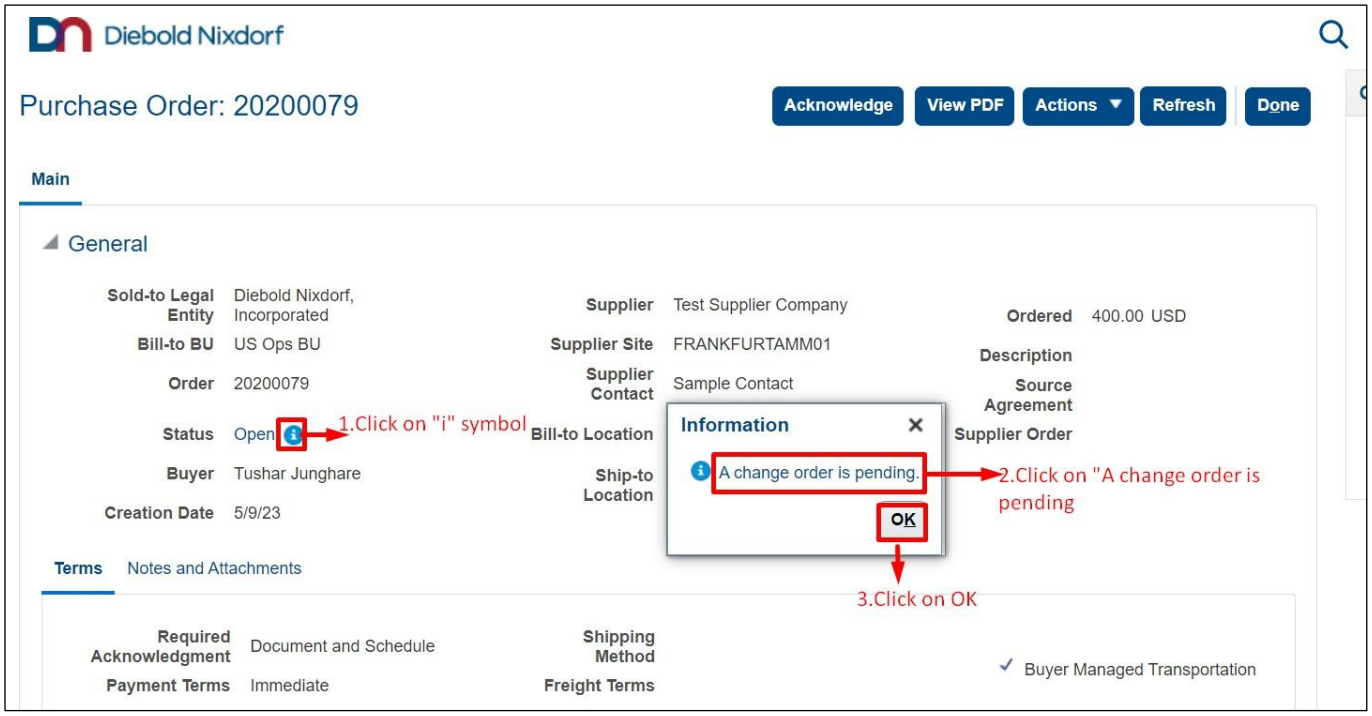
Step 2: Enter the PO number and click on search.



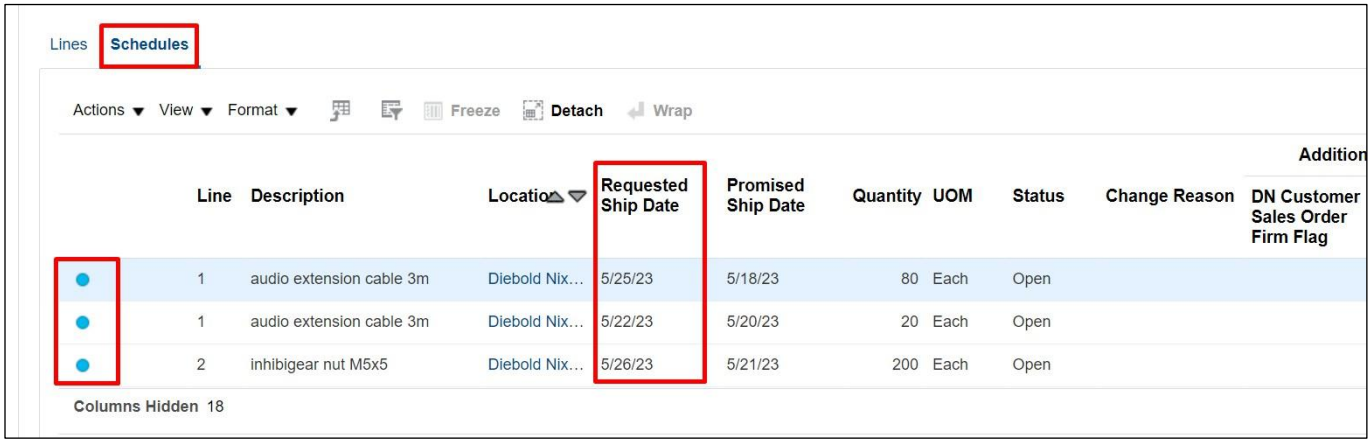
Step 3: Click on PO hyperlink to open the order.



Step 4: Click on Symbol “i”, then click on “A change order is pending” and click OK.



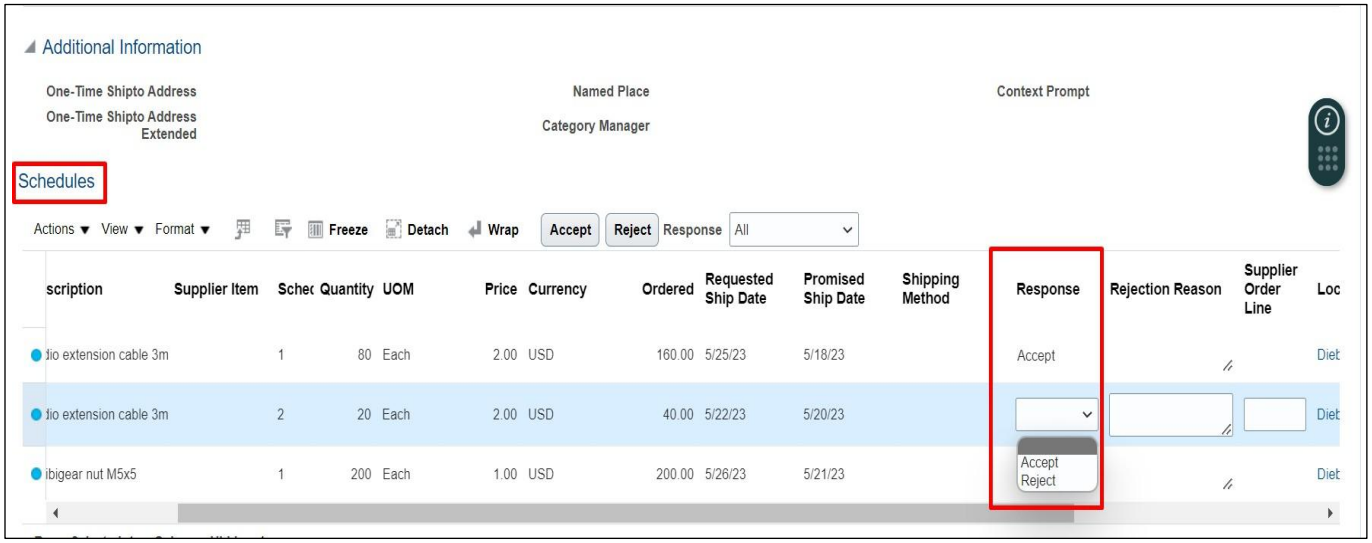
Step 5: Scroll to the bottom, Go to Schedules, and check the requested ship date, changes will be highlighted in blue color bubble.



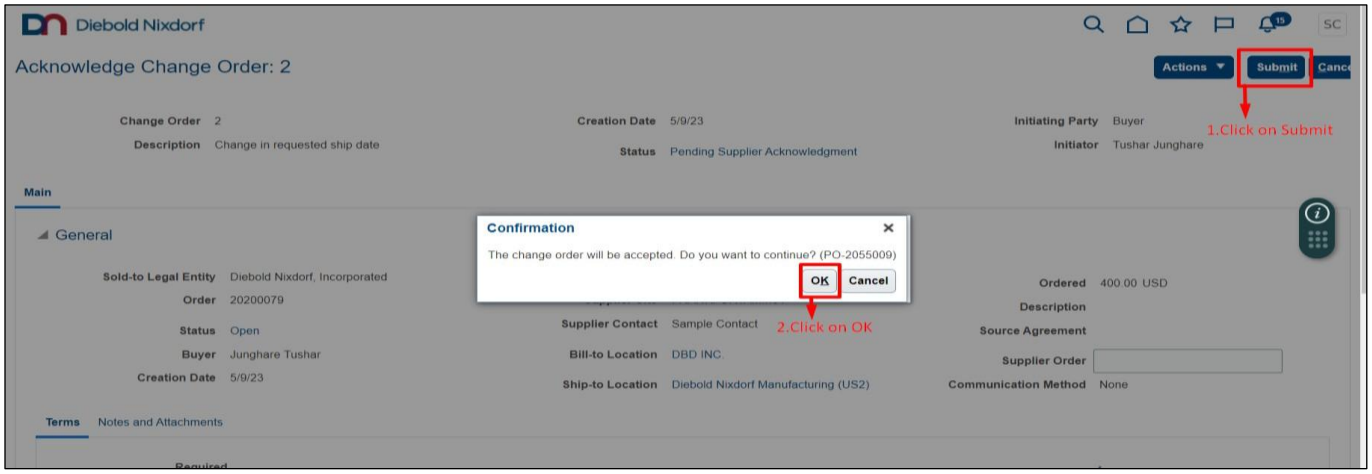
Step 6: After reviewing the date from requested ship date, Click on Acknowledge.



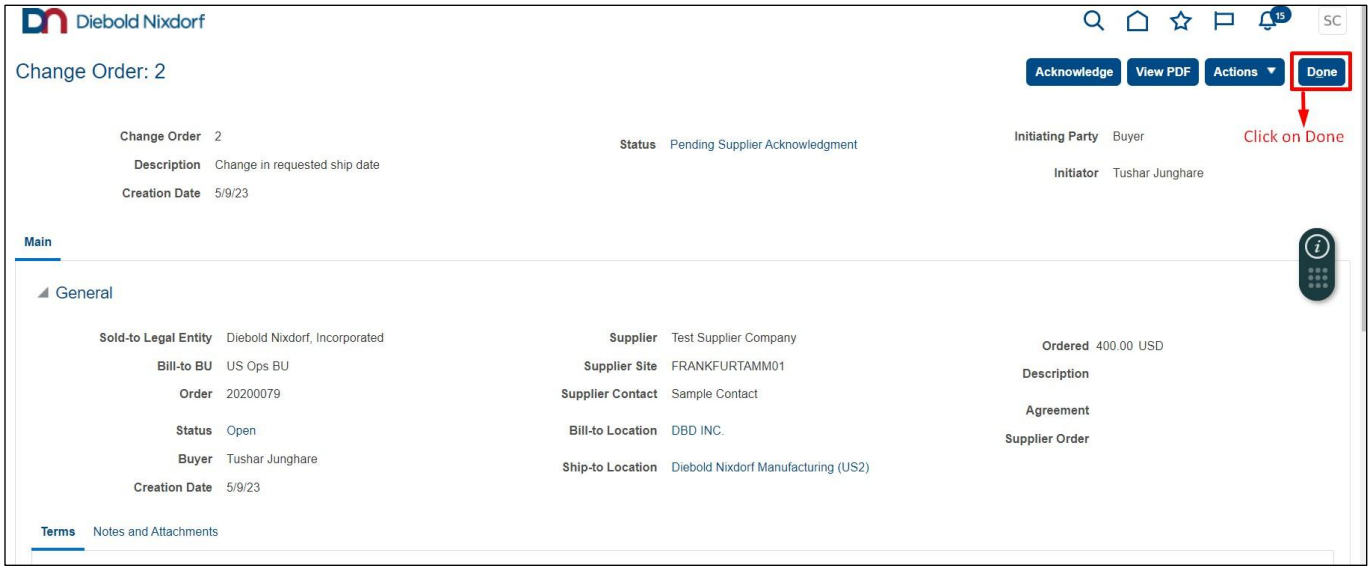
Step 7: Again, scroll to the bottom and Click on Accept at schedules.



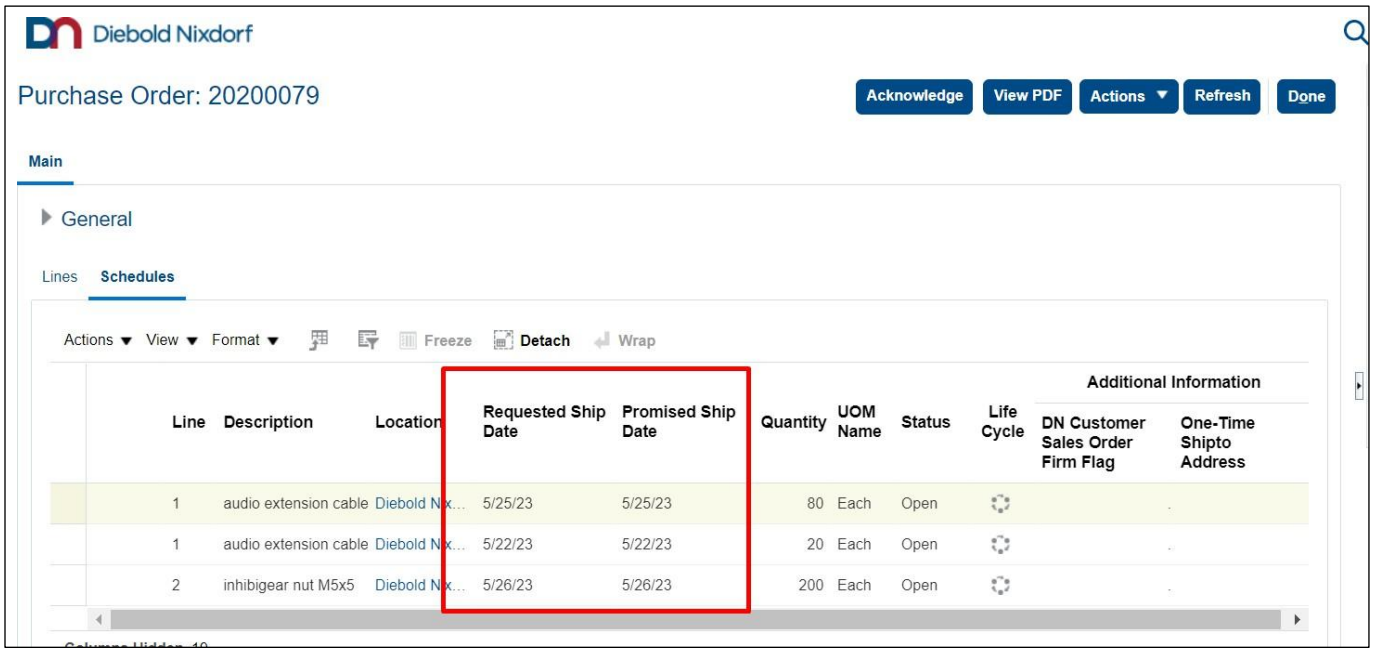
Step 8: Click on Submit and then a pop up with the warning message will be displayed, click on OK.



Step 9: Click on **Done** button to complete the submission of Change Order. **This is mandatory to complete the change order.**

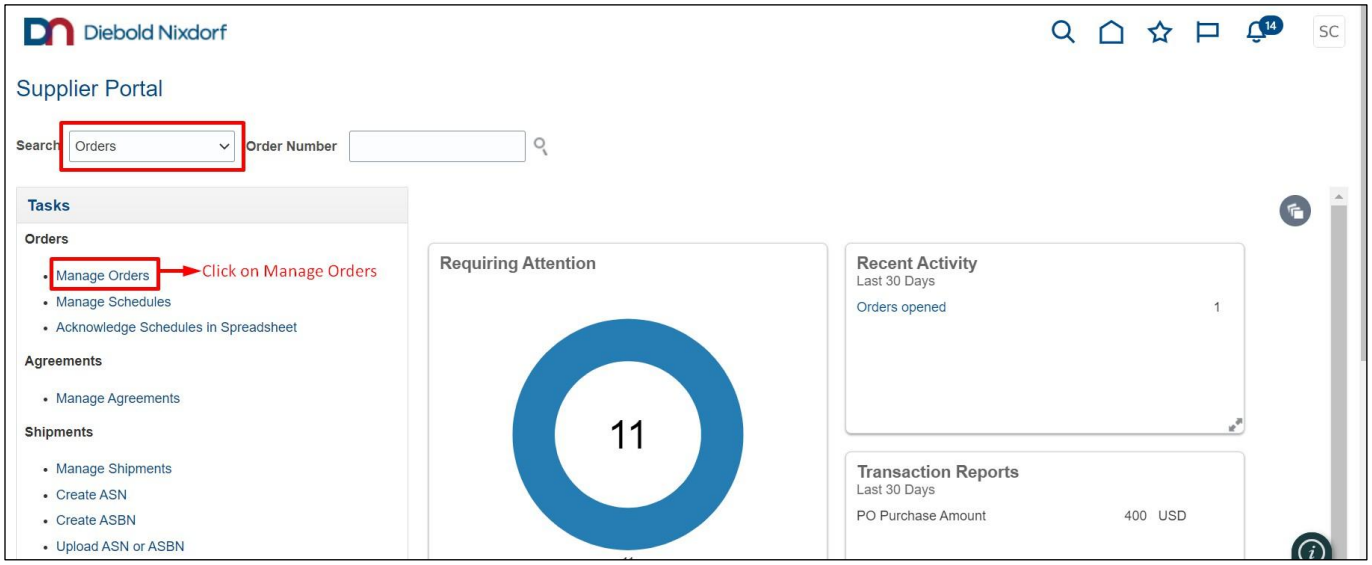


Step 10: Change order symbol “i” is gone and status is open. Now again go to Actions – Edit and enter the promised ship date as requested ship date and submit. Promised ship date matches new requested ship dates.

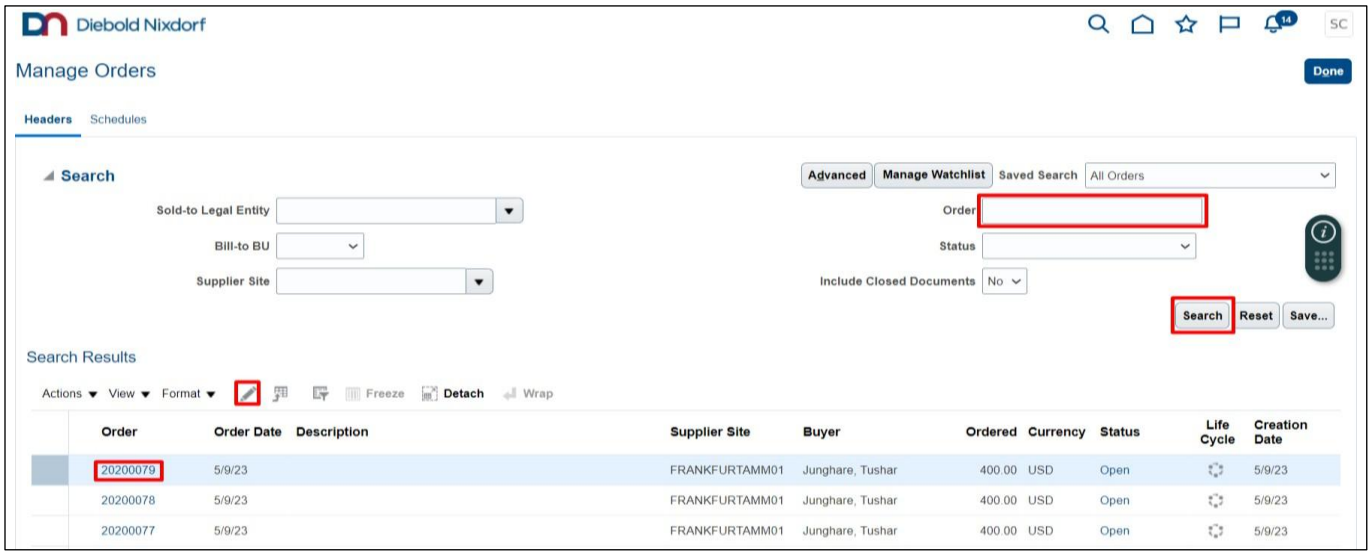


Purchase Order Schedule Split

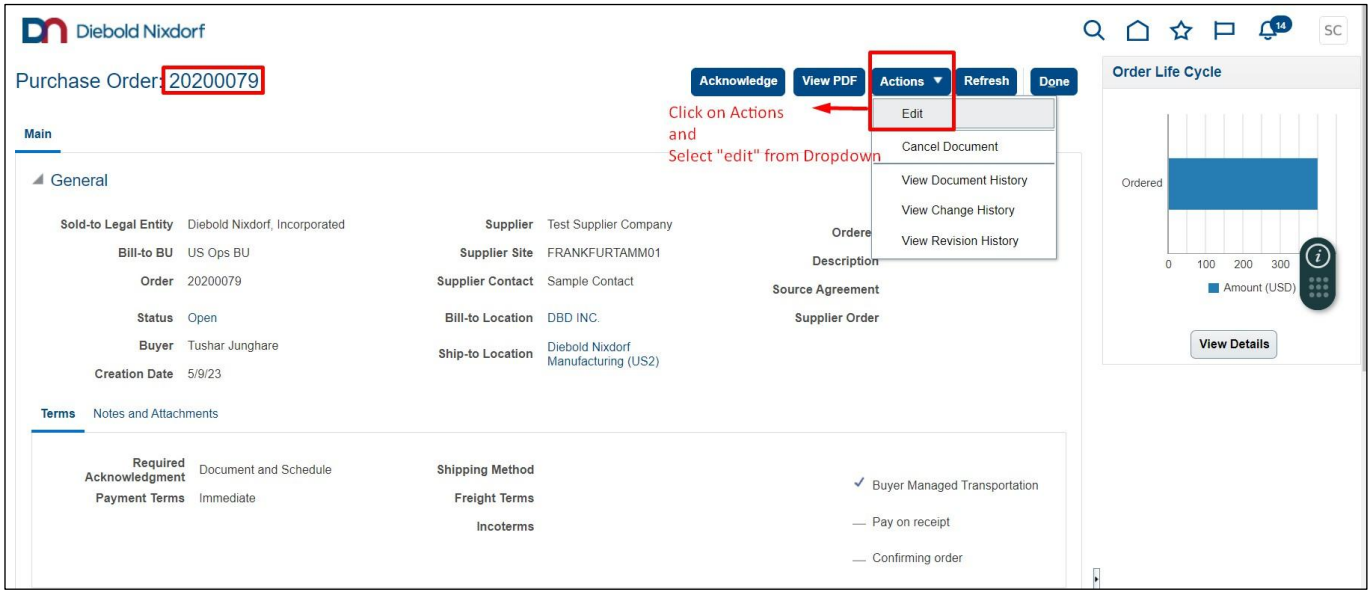
Step 1: Navigate to Orders then click on Manage Orders.



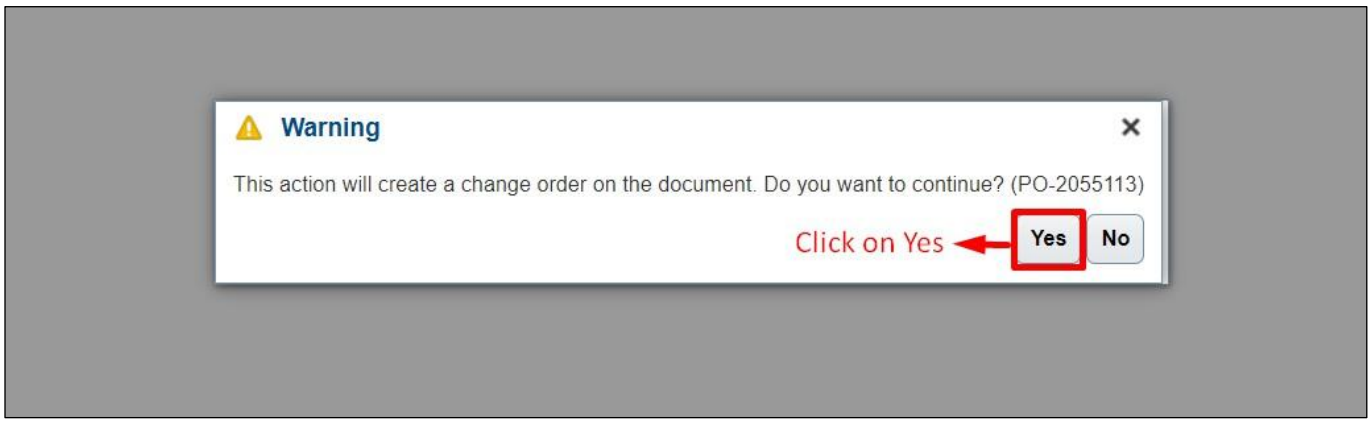
Step 2: In the Manage Orders page, either do blank search to list out all POs or enter order number to find the exact PO for which change order need to be created. Then select the PO line then click on Edit (Pencil Icon) to create Change order for the PO.



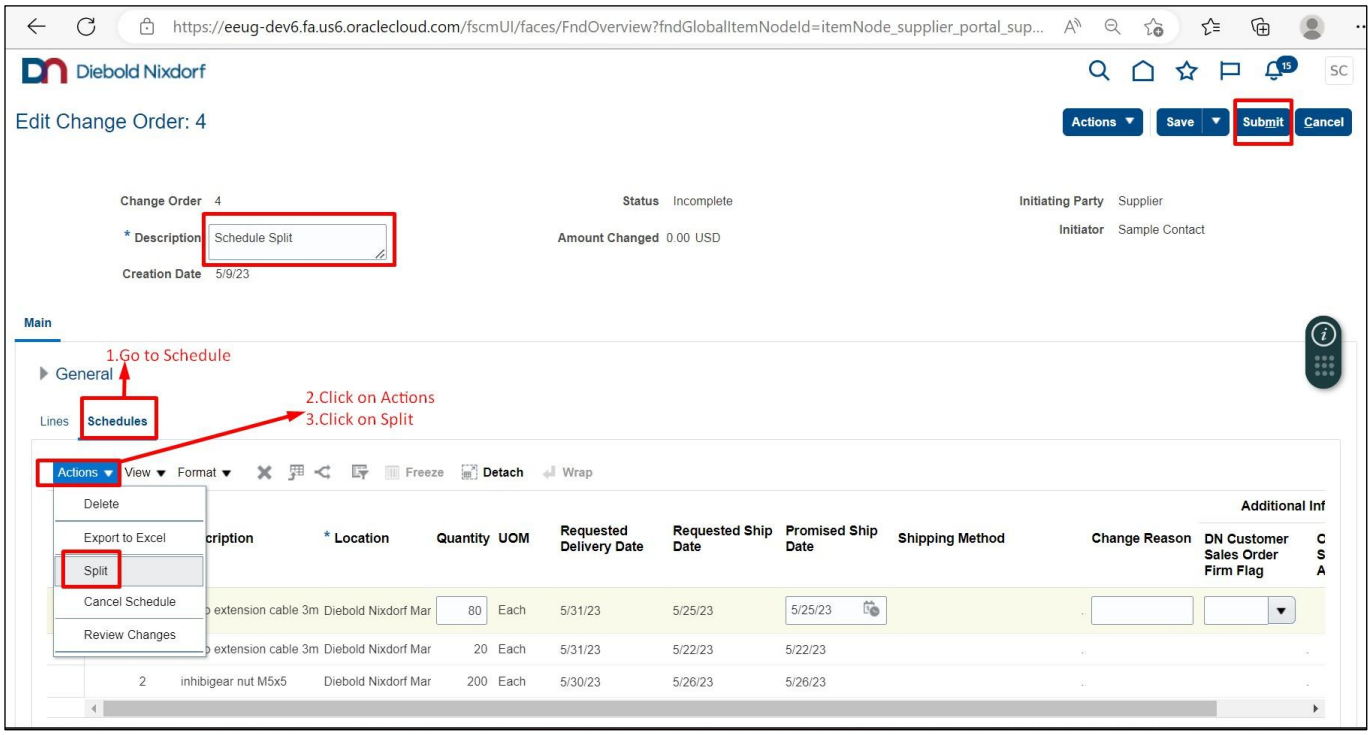
Step 3: You can also click on Purchase order number to Open the PO then go to Actions and click on Edit to create Change order for the PO.

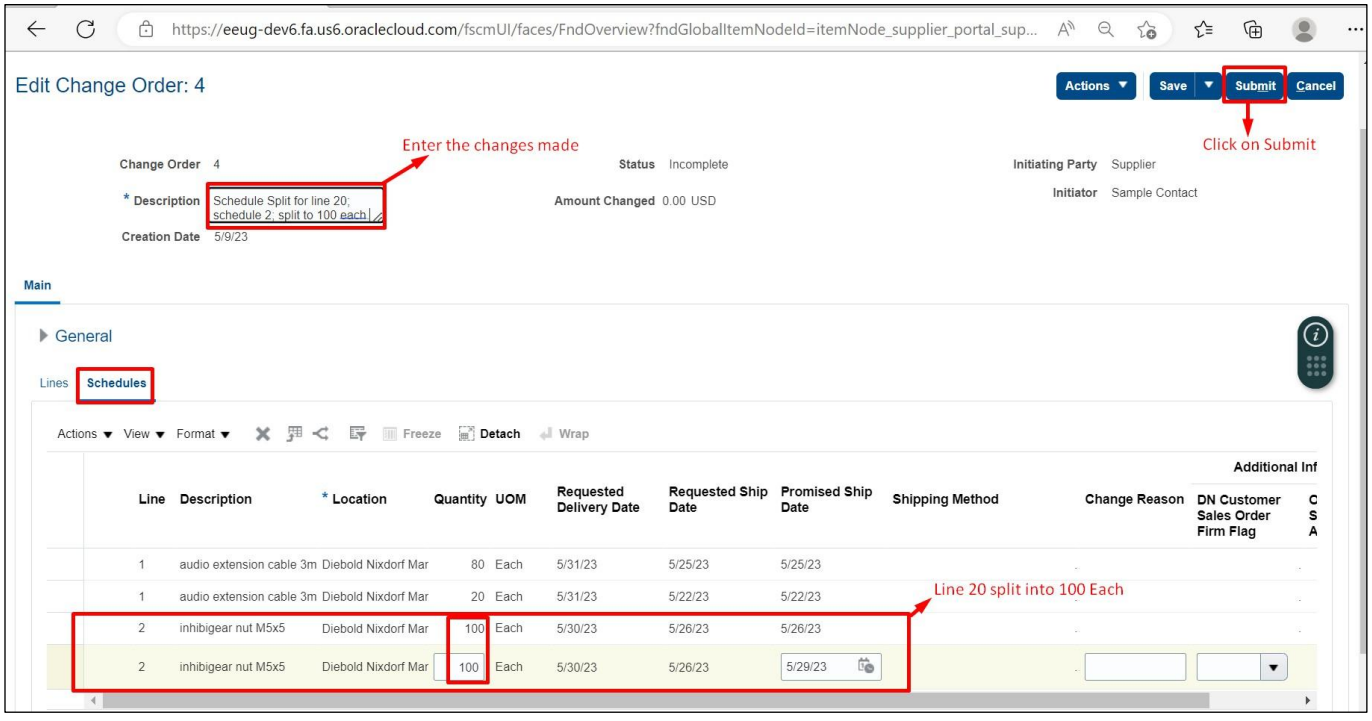


Step 4: A Warning message is displayed asking for confirmation to create Change order. Click on Yes to Proceed.



Step 5: Go to Schedules, select the schedule then go to Actions then click on split option. Schedule line will be duplicated. Enter the split quantity and promised date. Then click on Submit to submit the changes.

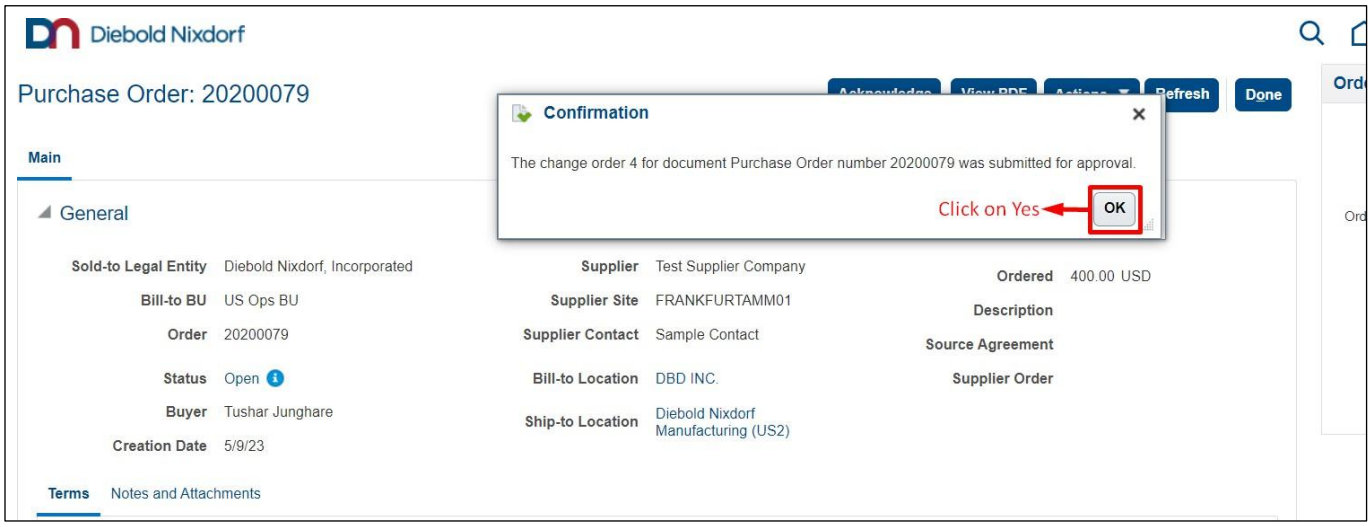




Please note that when we click on Split it will duplicate the schedule, make sure to adjust the quantity of first line in line with new quantity entered for schedule two.

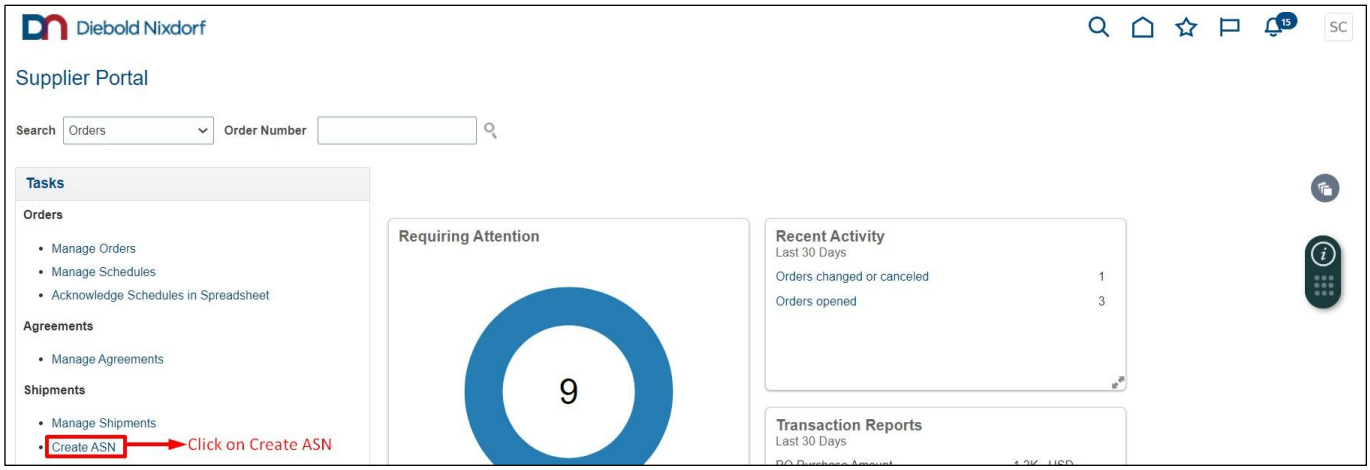
Note: - Promised ship date should be ETD (Estimated Time of Departure) irrespective of the incoterm.

Step 6: A Confirmation message will be displayed mentioning that **the change order 4 for document Purchase Order number 20200079 was submitted for approval**. Click on Ok to proceed further. Once Buyer approves then new split will reflect on dashboard.



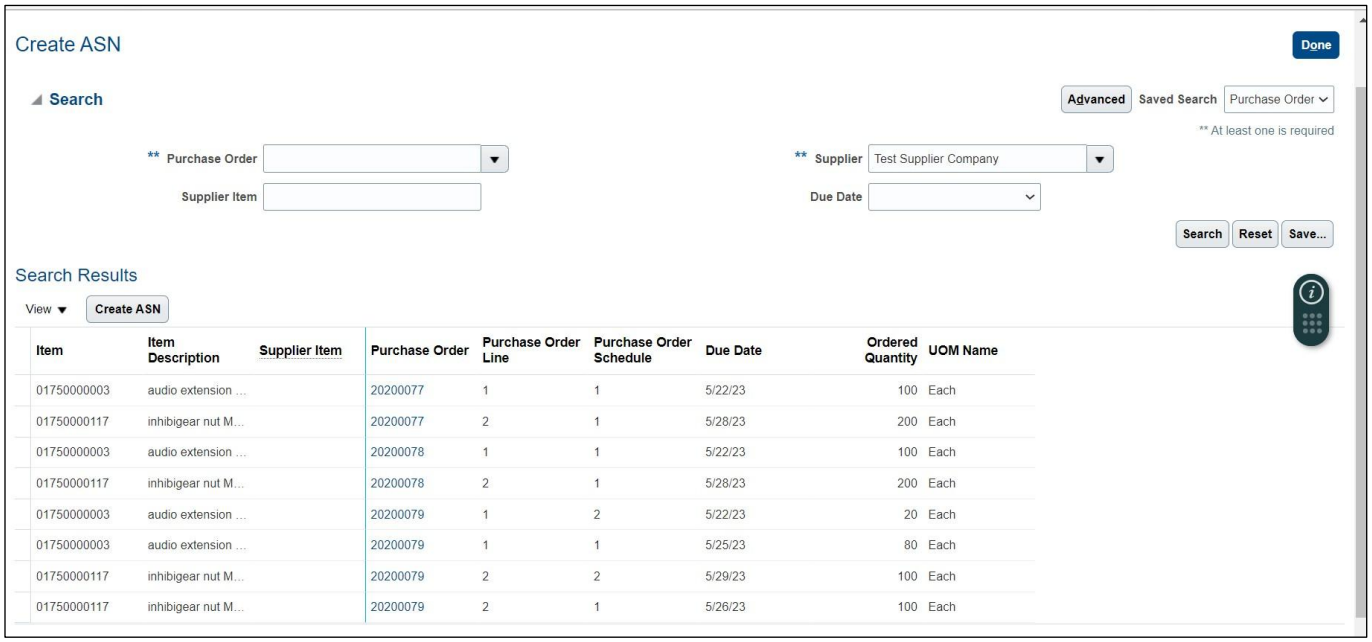
12. Create ASN:

Step: 1: Navigate to Shipments section and click on “Create ASN”.

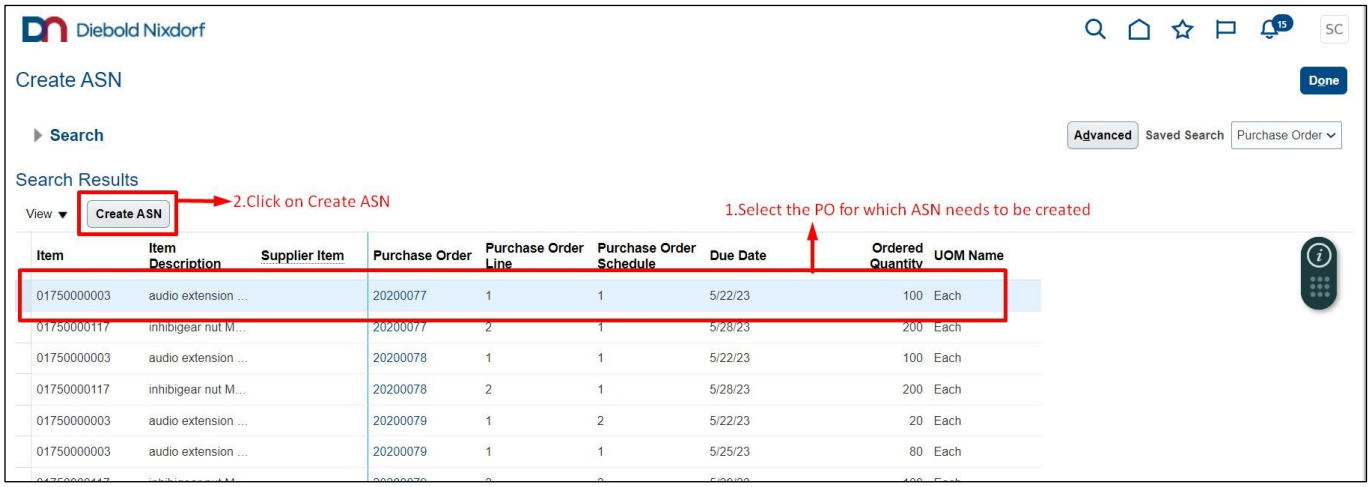


Step 2**:** Enter Purchase Order number for which ASN needs to be created or click on “Search” to select multiple POs to create ASN. Or select Supplier and click on Search.

**Note – ASN can be created only for OPEN POs.*

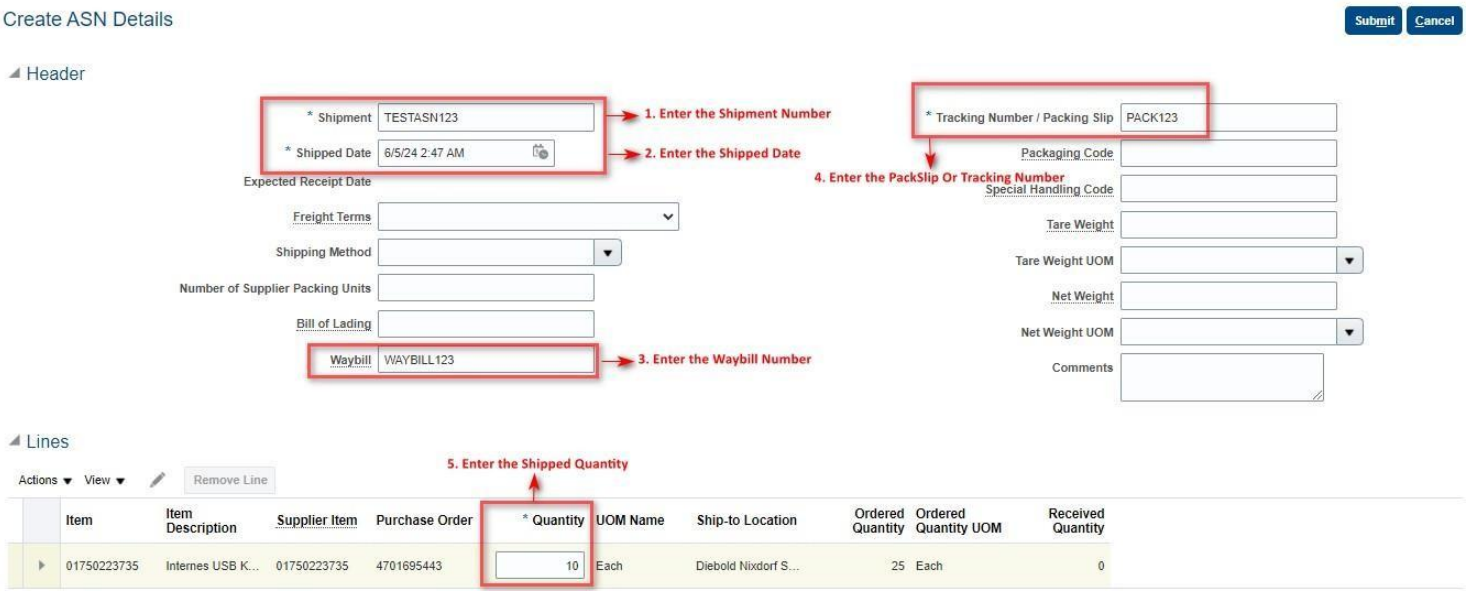


Step 3: Select the purchase order then click on Create ASN. If Multiple POs or Schedules to be selected use Control button to select the multiple schedules. Once lines are selected then click on Create ASN.

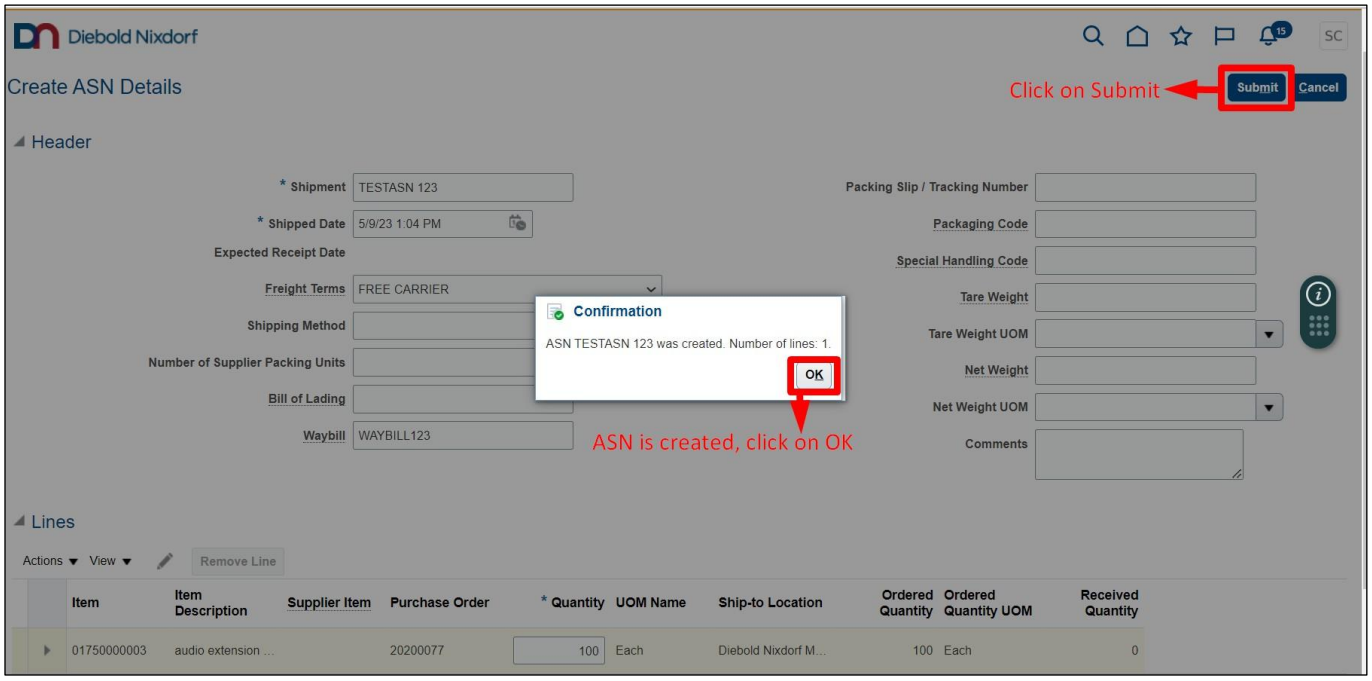


Step 4: Enter the required details for creating ASN like Shipment number, date, line quantity, Tracking or Packing Slip Number and other required information.

Tracking Number / Packing Slip must not be duplicated across ASN. Each ASN must have a unique Tracking / Packing Slip Number.



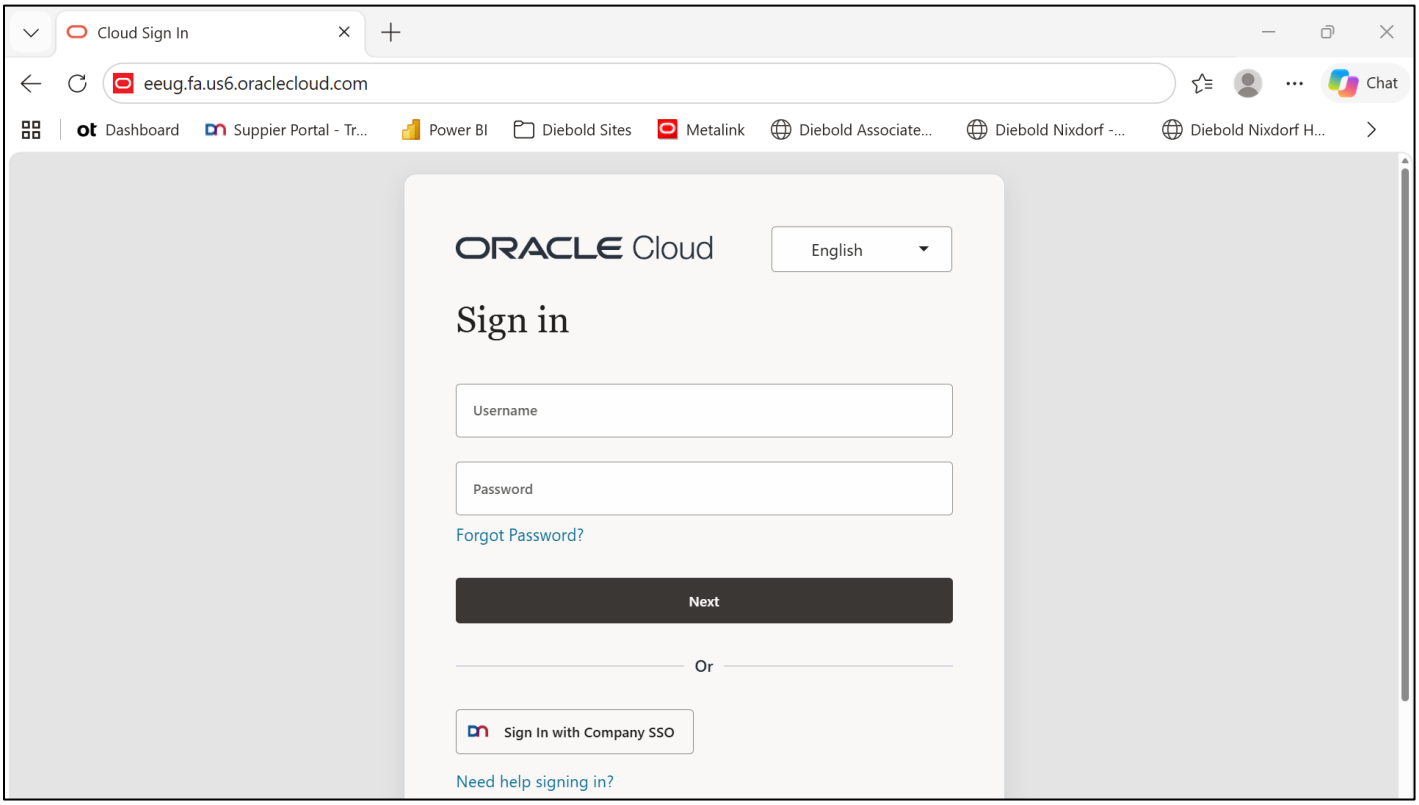
Step 5: Click “**Submit**” after filling all the details. ASN created confirmation will be displayed. Click on OK to close the page.



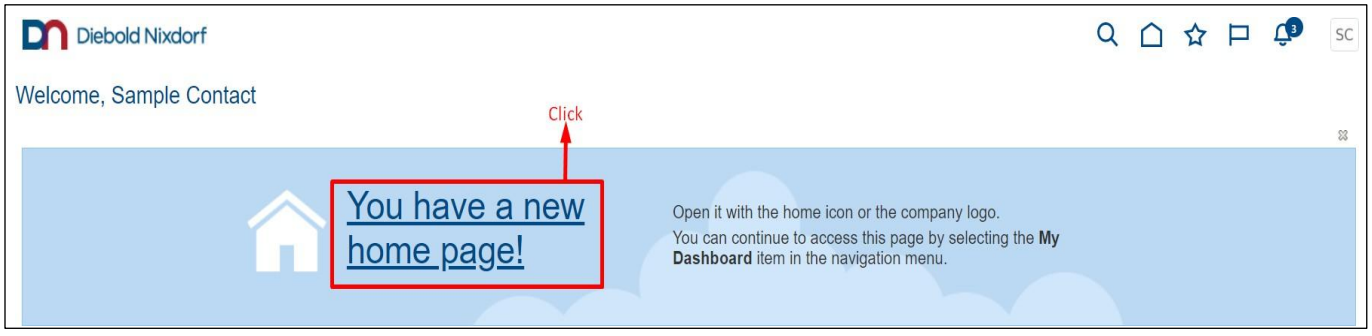
13. Mass Upload of ASN:

Step 1: Login to the Application
Link - https://eeug.fa.us6.oraclecloud.com/

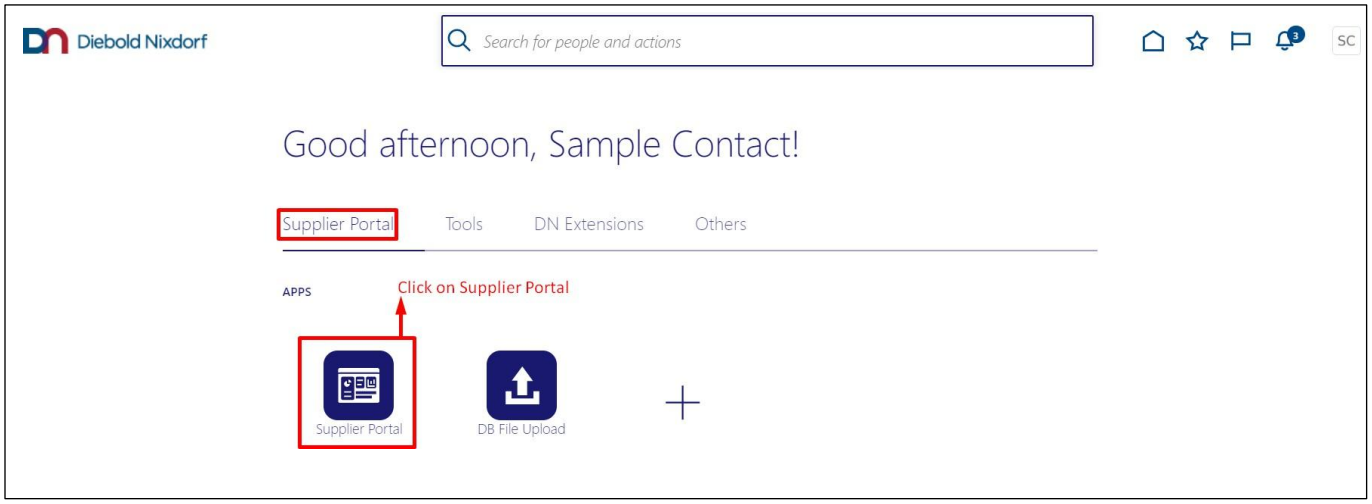
Step 2: Please enter the username and password, then click on Sign In



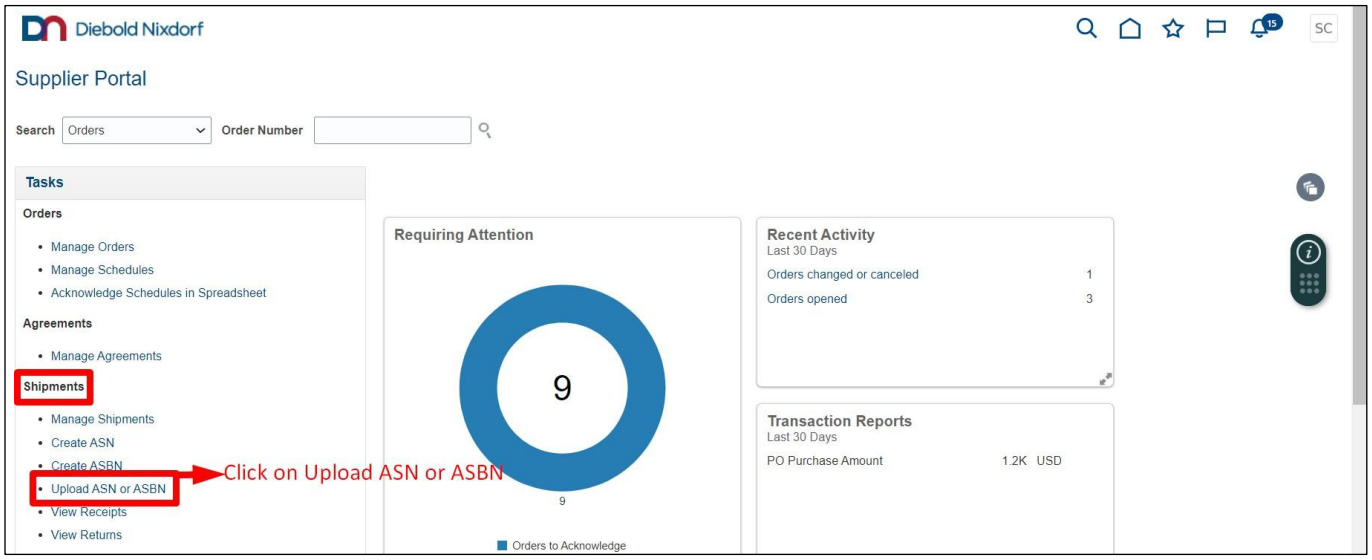
Step 3: After clicking on Sign in, user will be landed on Supplier homepage. On this page, Click on homepage Hyper Link.



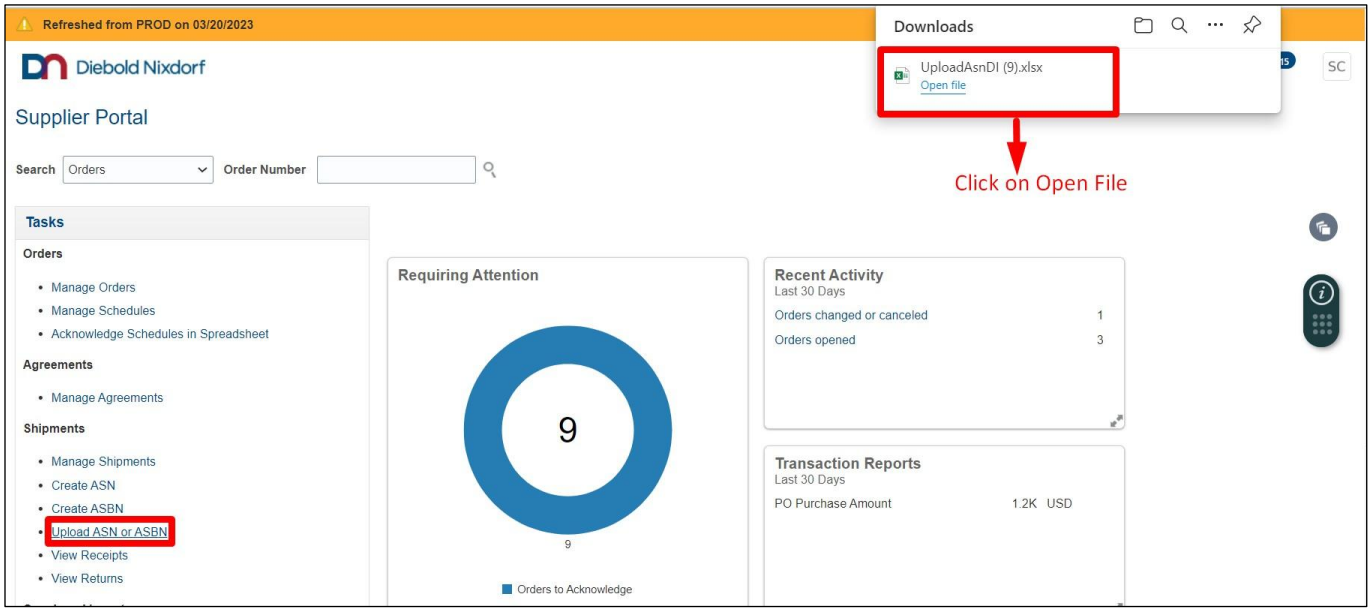
Step 4: Move to the Supplier Portal icon. Then Click on “**Supplier portal”** icon.



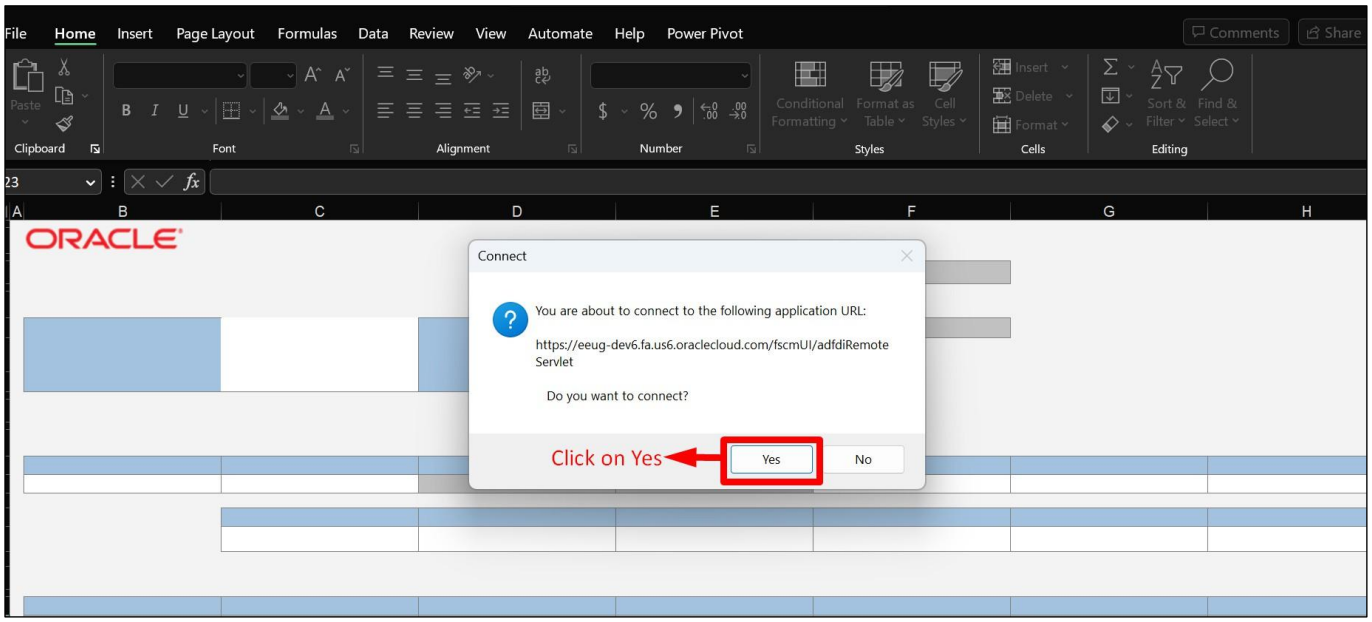
Step 5: That click will navigate to Supplier Portal Dashboard. Then click on “Upload ASN or ASBN” under “Shipments” in task bar.



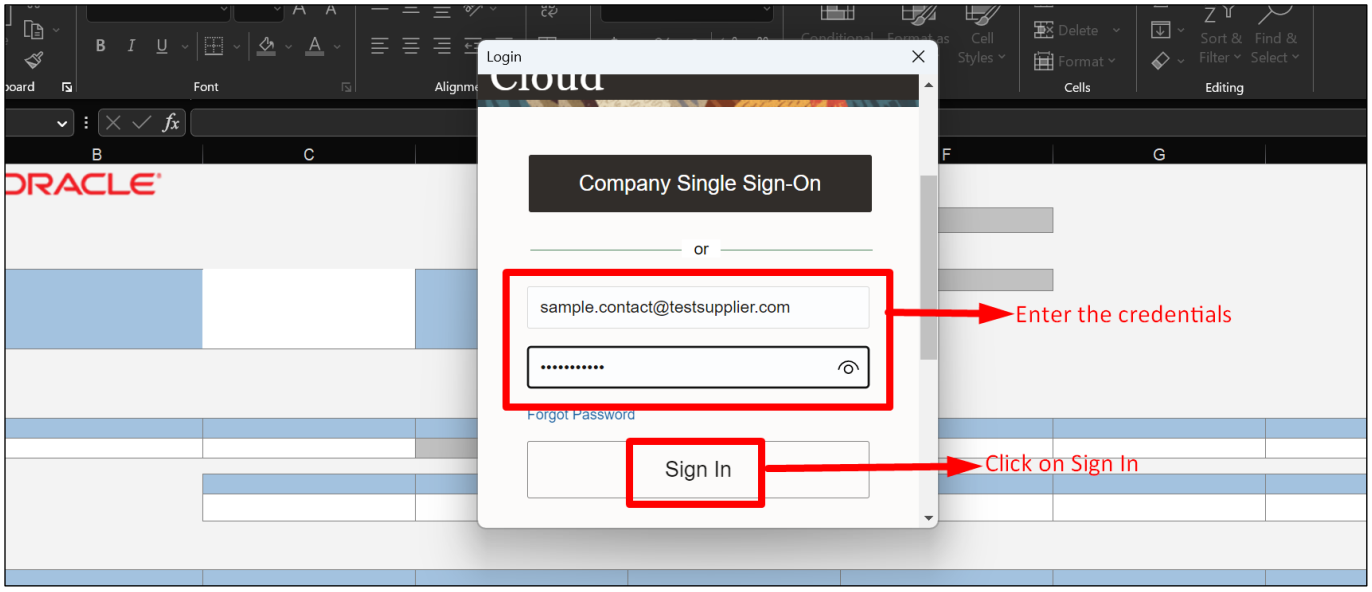
Step 6: Once you click on “**Upload ASN or ASBN**”, **ADFDI** Excel file will be downloaded automatically.



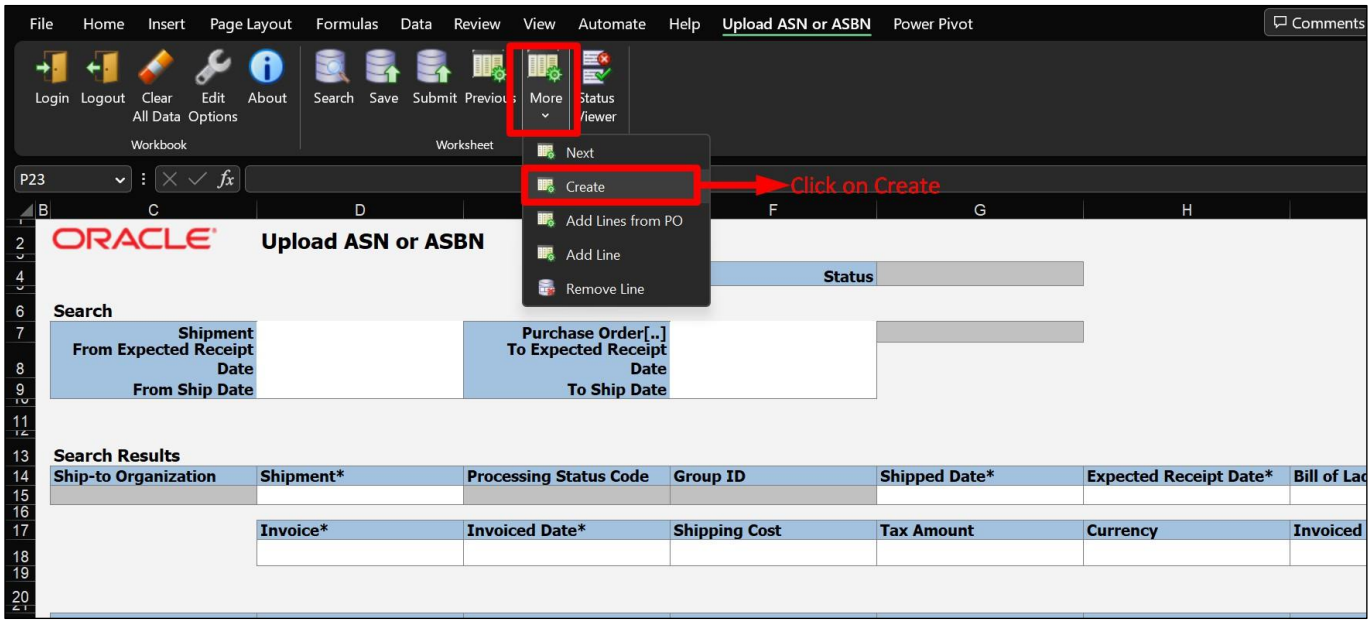
Step 7: Open the downloaded Excel file and it will ask you to connect to the application. Click on “**Yes**”.



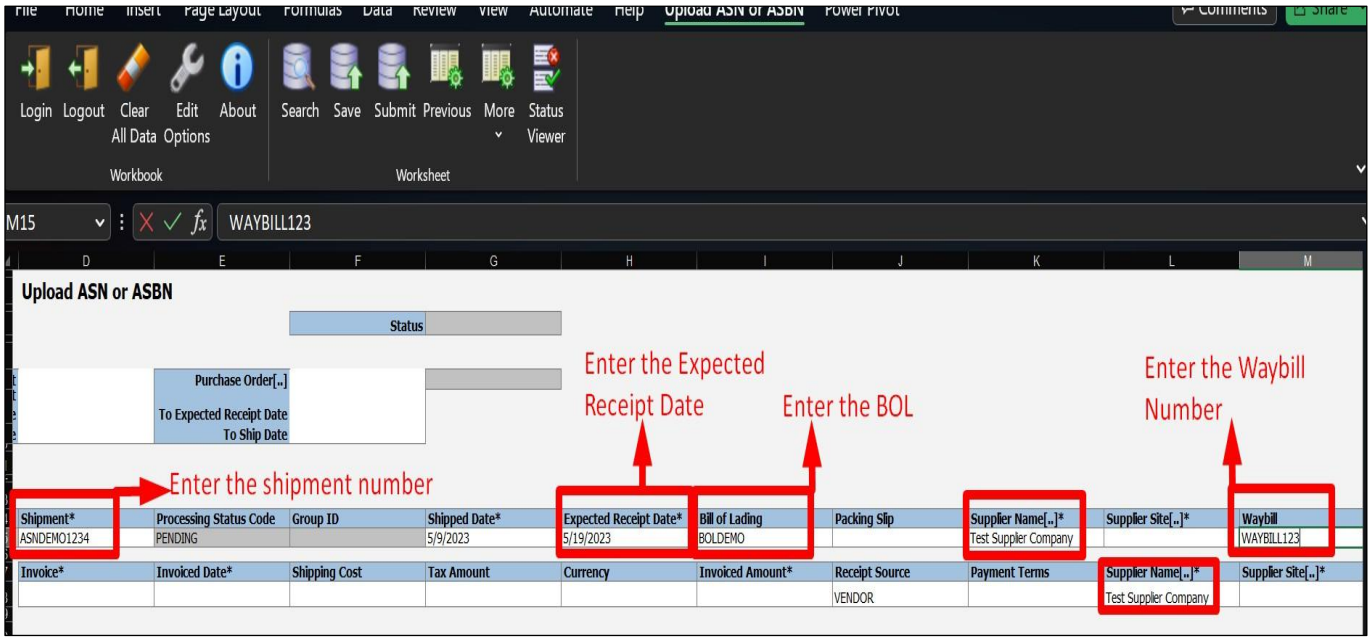
Step 8: Please enter the supplier user credential to login into the application.



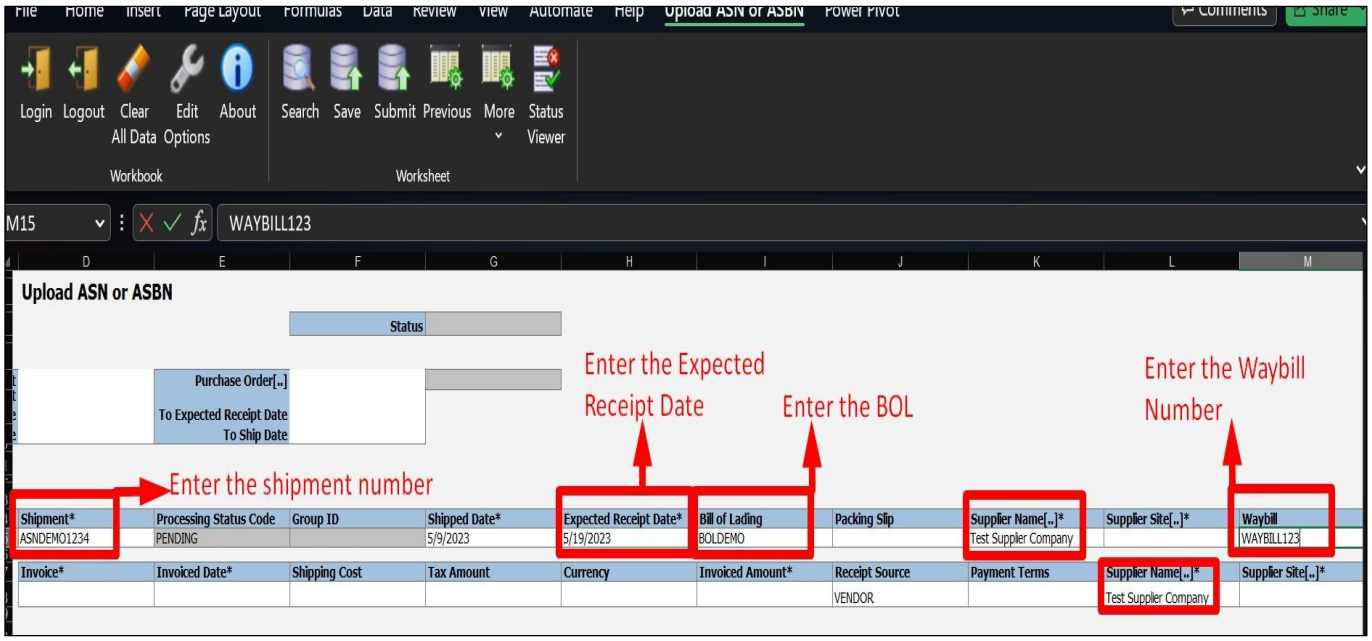
Step 9: After successfully logging in, go to Excel sheet headers, select “more” and then click on “Create” from the dropdown.



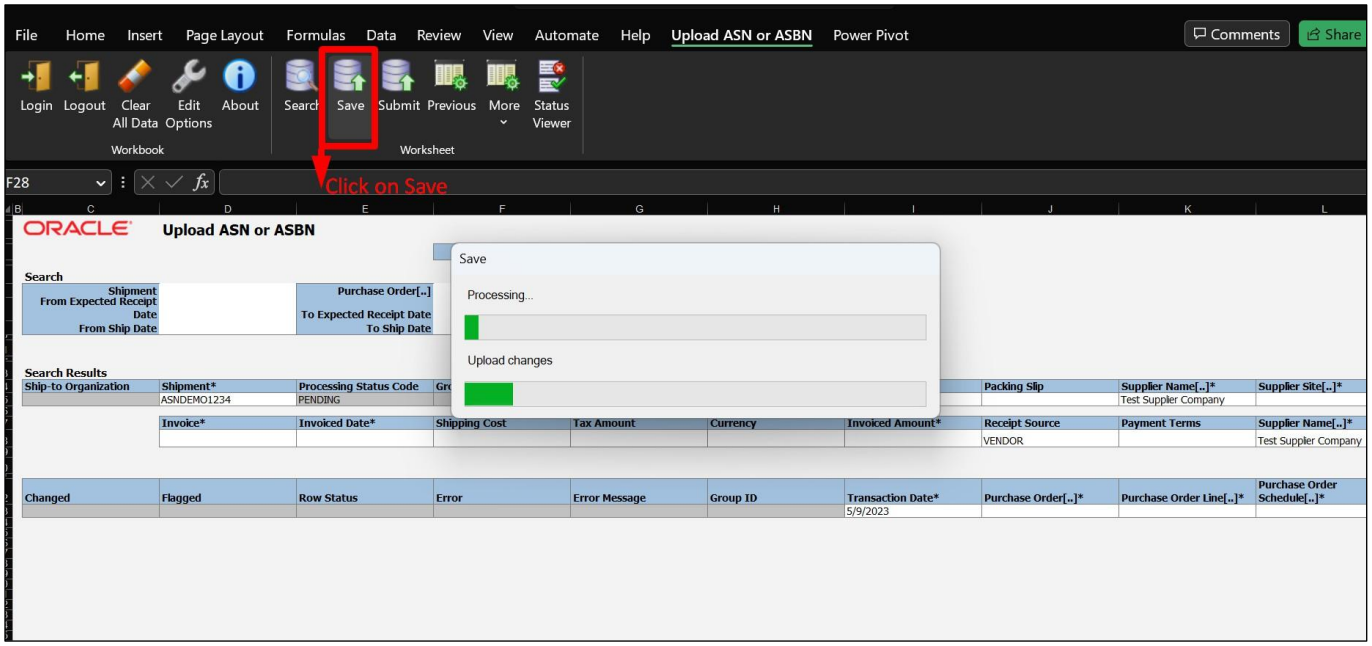
Step 10: Once you click create, it will pop up the columns in which data needs to be filled in, likewise Processing status code, shipped date, Expected receipt date, Transaction date and Supplier details, Bill of Lading (BOL), Waybill.



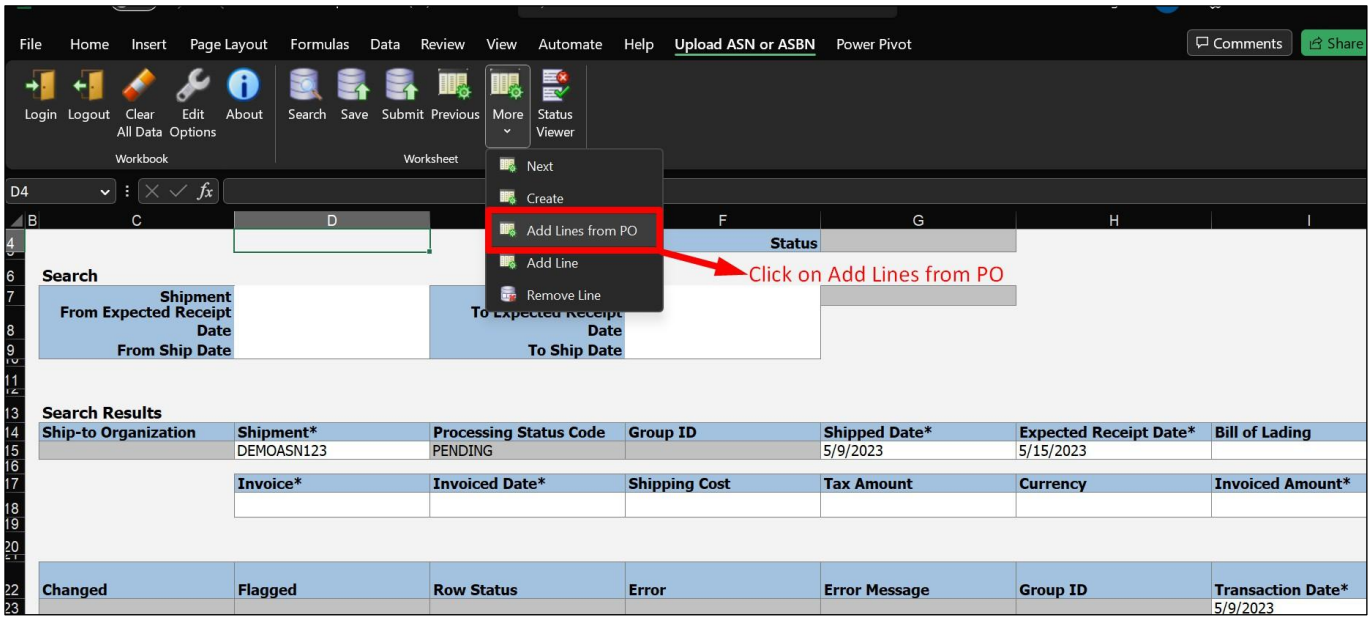
Step 11: Validate all the information entered specially – Shipment Number, BOL, and Waybill.



Step 12: Click on Save to save the entered data.

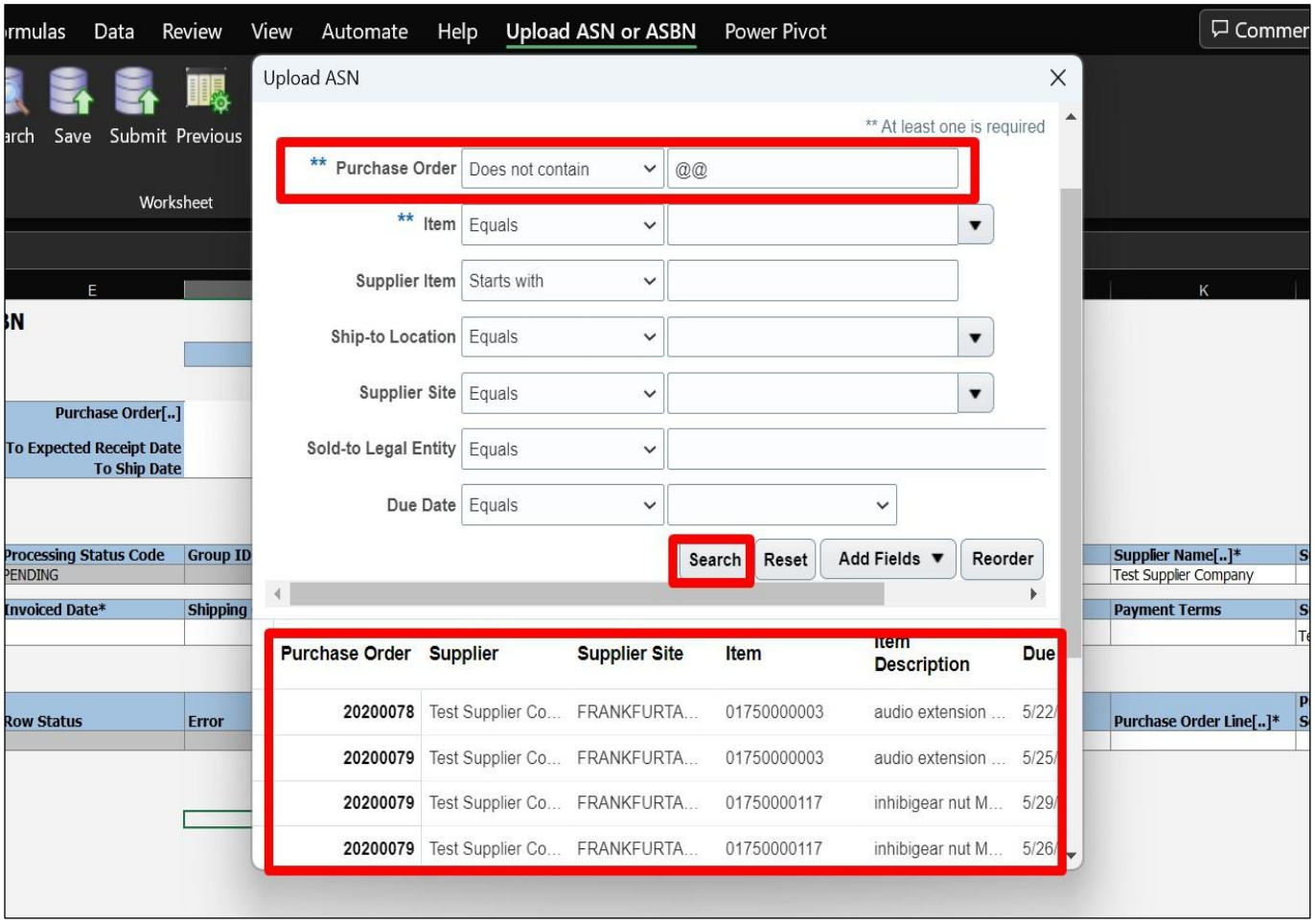


Step 13: To Create ASN for Multiple POs, please click on More and Click on “Add lines from PO.”

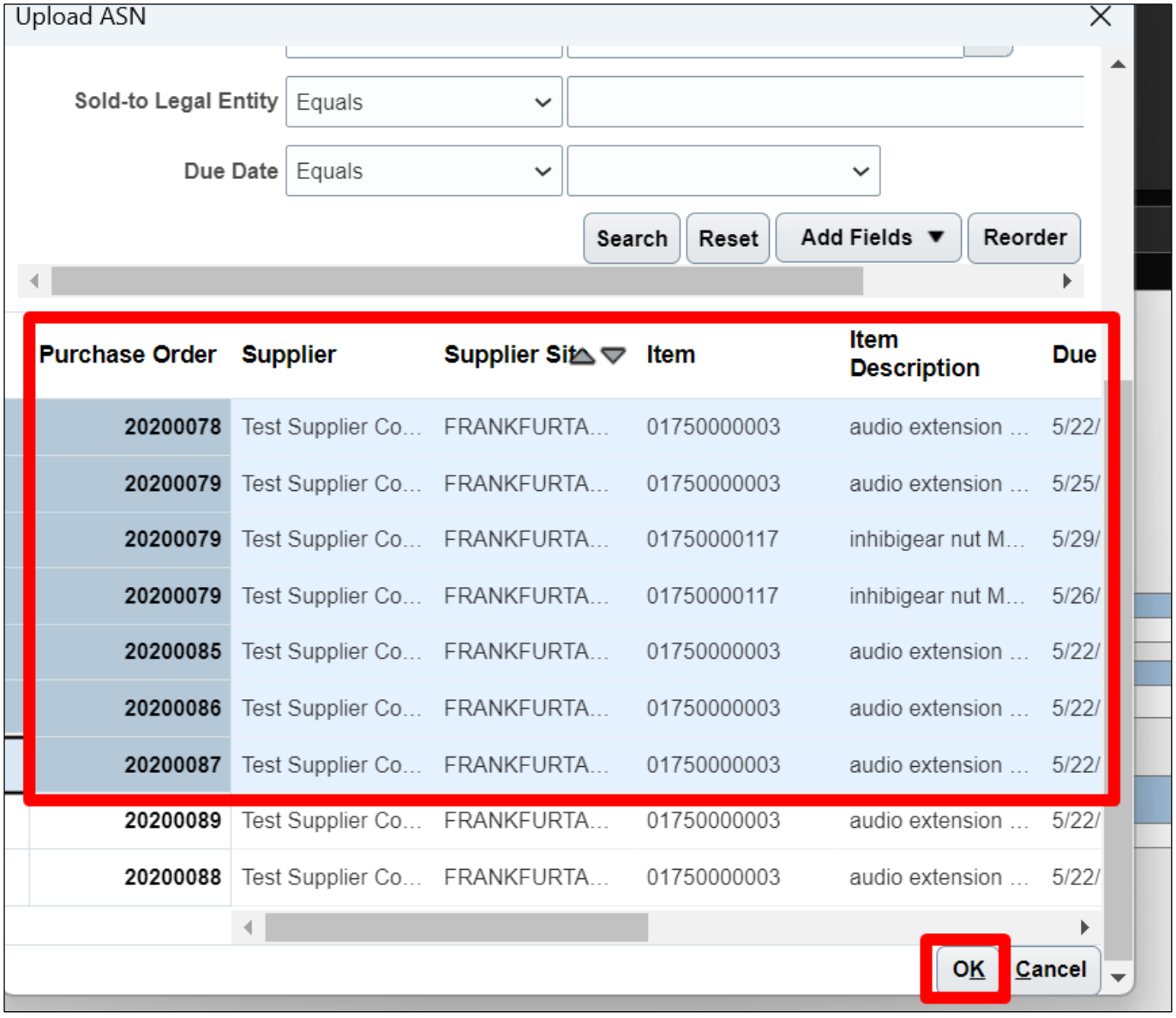


Step 14: Once you click “add from lines from PO’’, It will populate the Upload ASN screen. By using Advanced search criteria, you can select the POs which you wanted to create ASN.

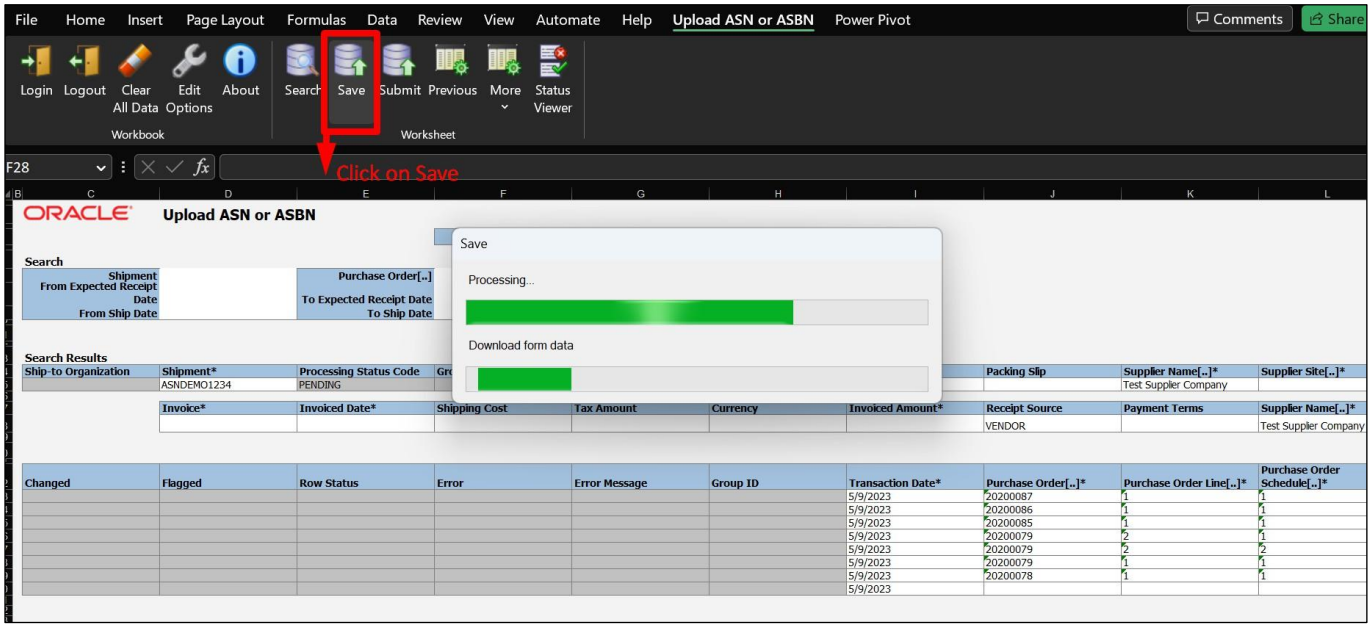
Ex: You can search with item, Supplier or Purchase Orders……



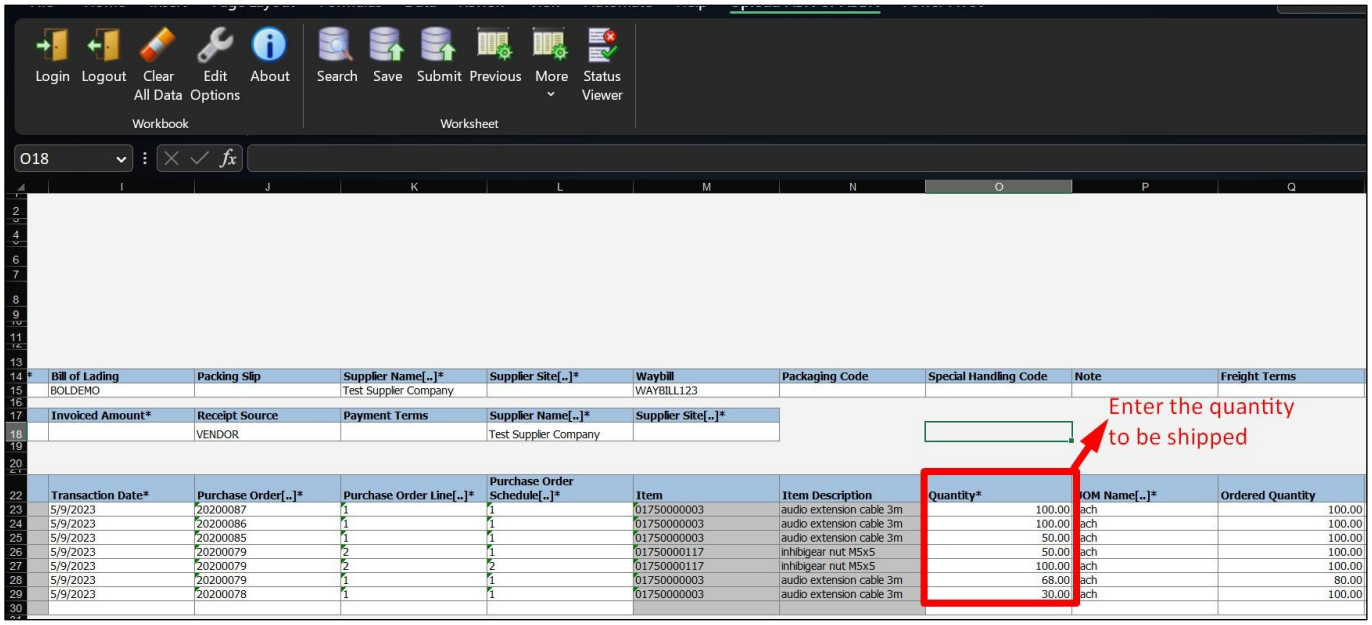
Step 15: Select the multiple line the click on “**OK.**”



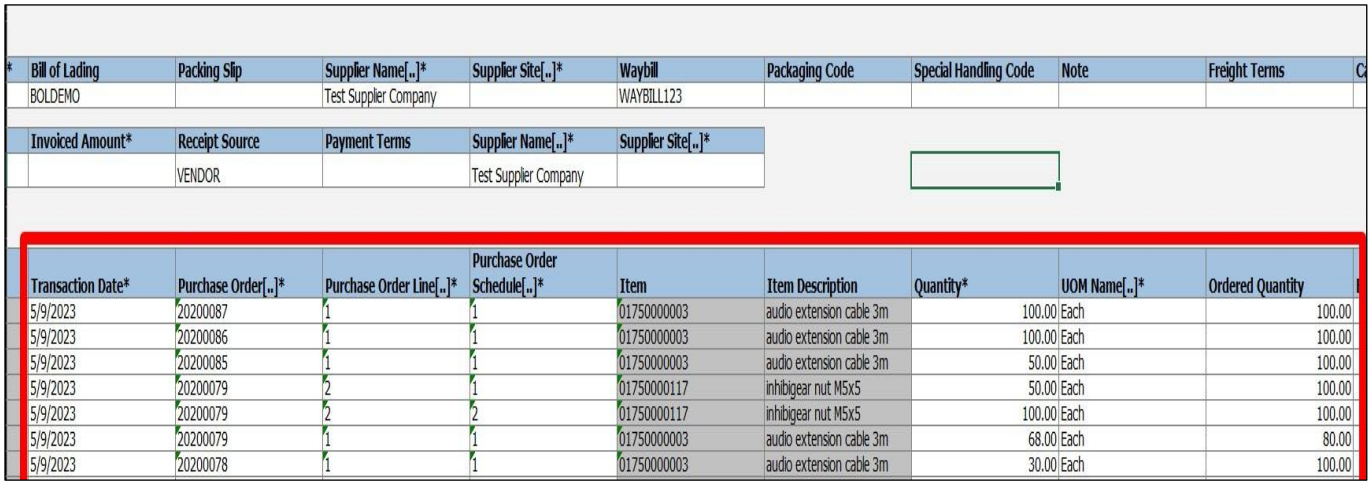
Step 16: Click “**Save**” to Upload ASN or ASBN tab to save the details.



Step 17: Please enter the quantity column, which you would like to ship. It can be partial (less than ordered quantity) or equal to ordered quantity.



Step 18: Validate the details in the respective columns such as POs, PO lines, transaction date etc.

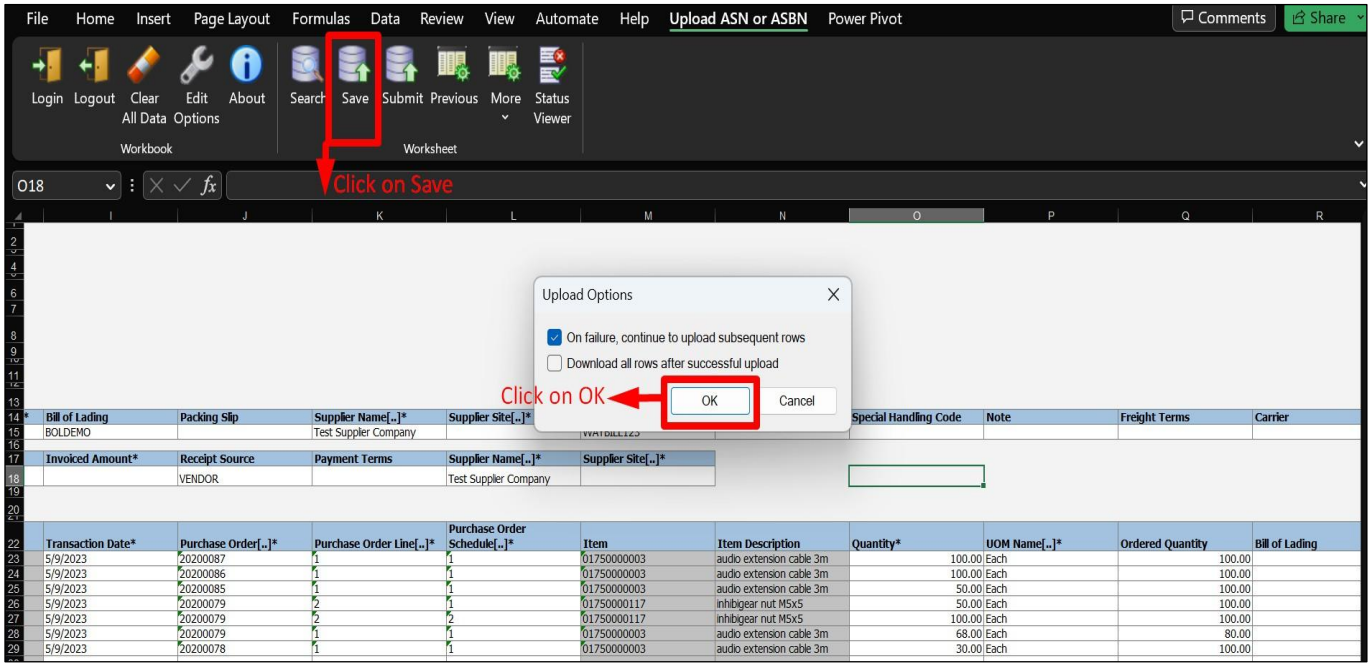


Bill of Lading	Packing Slip	Supplier Name[..]*	Supplier Site[..]*	Waybill	Packaging Code	Special Handling Code	Note	Freight Terms	C
BOLDEMO		Test Supplier Company		WAYBILL123					

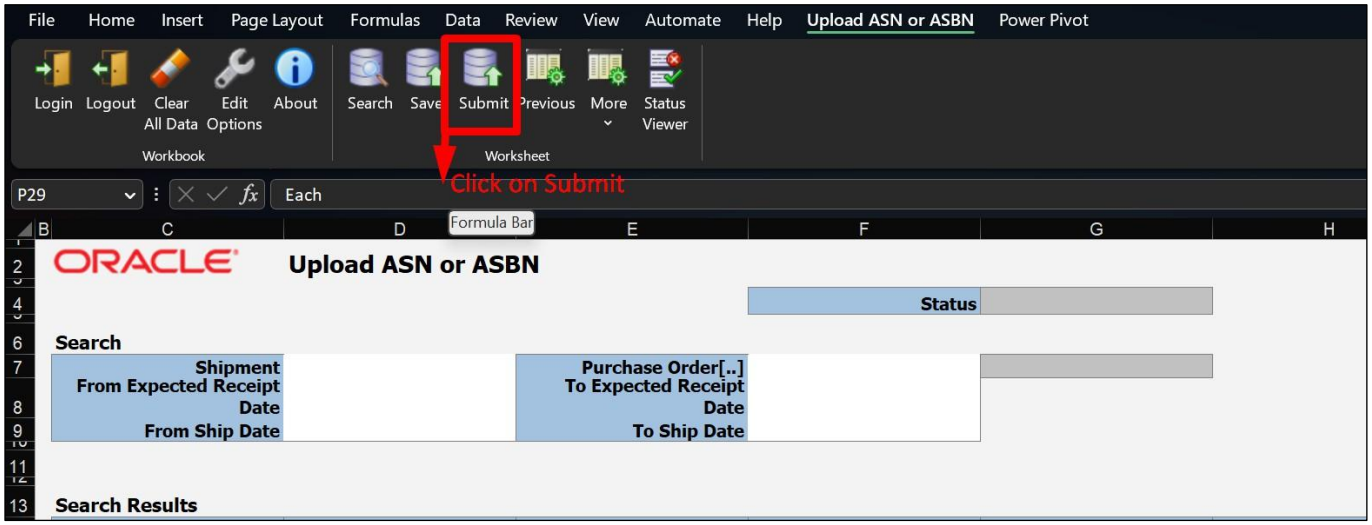
Invoiced Amount*	Receipt Source	Payment Terms	Supplier Name[..]*	Supplier Site[..]*
	VENDOR		Test Supplier Company	

Transaction Date*	Purchase Order[..]*	Purchase Order Line[..]*	Purchase Order Schedule[..]*	Item	Item Description	Quantity*	UOM Name[..]*	Ordered Quantity	I
5/9/2023	20200087	1	1	01750000003	audio extension cable 3m	100.00	Each	100.00	
5/9/2023	20200086	1	1	01750000003	audio extension cable 3m	100.00	Each	100.00	
5/9/2023	20200085	1	1	01750000003	audio extension cable 3m	50.00	Each	100.00	
5/9/2023	20200079	2	1	01750000117	inhibigear nut M5x5	50.00	Each	100.00	
5/9/2023	20200079	2	2	01750000117	inhibigear nut M5x5	100.00	Each	100.00	
5/9/2023	20200079	1	1	01750000003	audio extension cable 3m	68.00	Each	80.00	
5/9/2023	20200078	1	1	01750000003	audio extension cable 3m	30.00	Each	100.00	

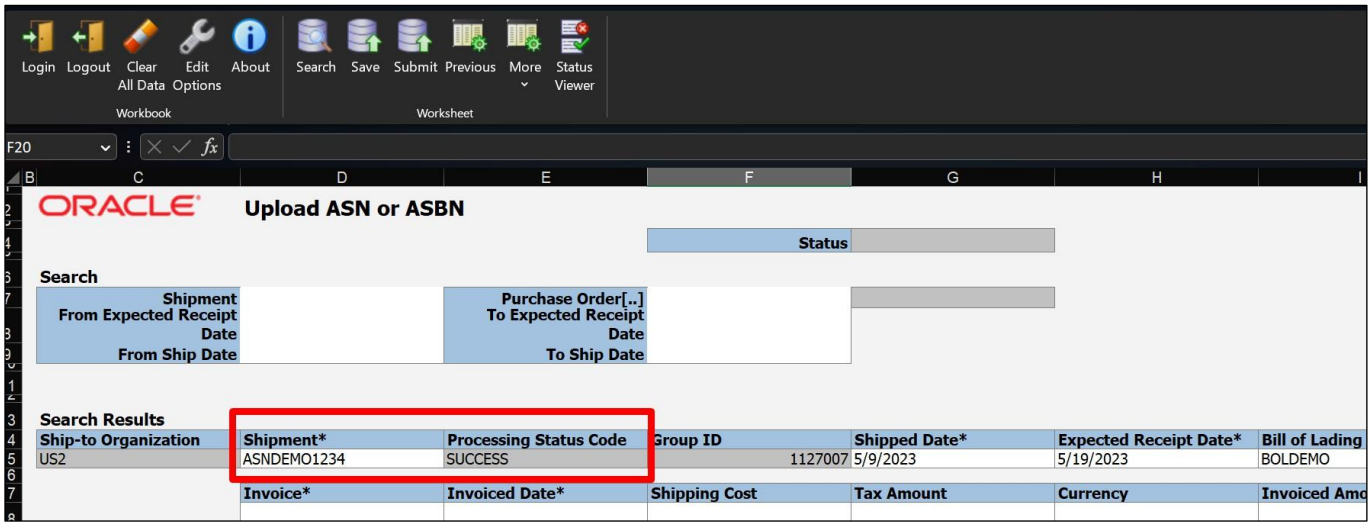
Step 19: After validating the details, click on "**Save**". Once you click on save, the "Upload Options" box will pop up, select 'On failure, continue to upload subsequent rows" and click on "**Ok**."



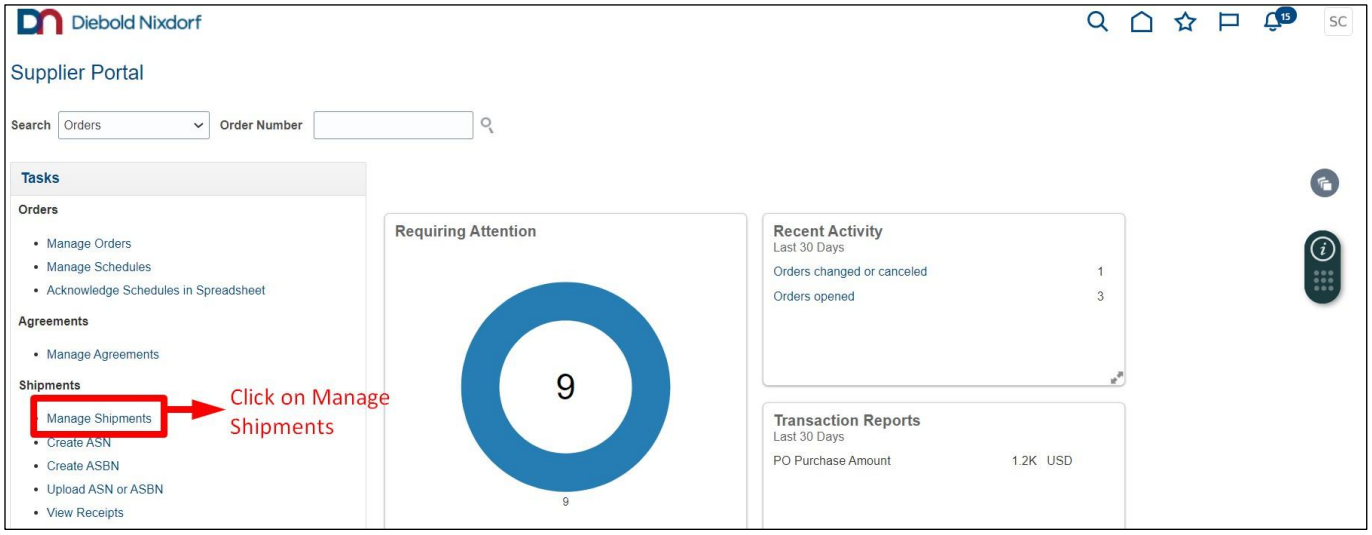
Step 20: Once details are updated, click on “**Submit**” button in the header to create **ASN**.



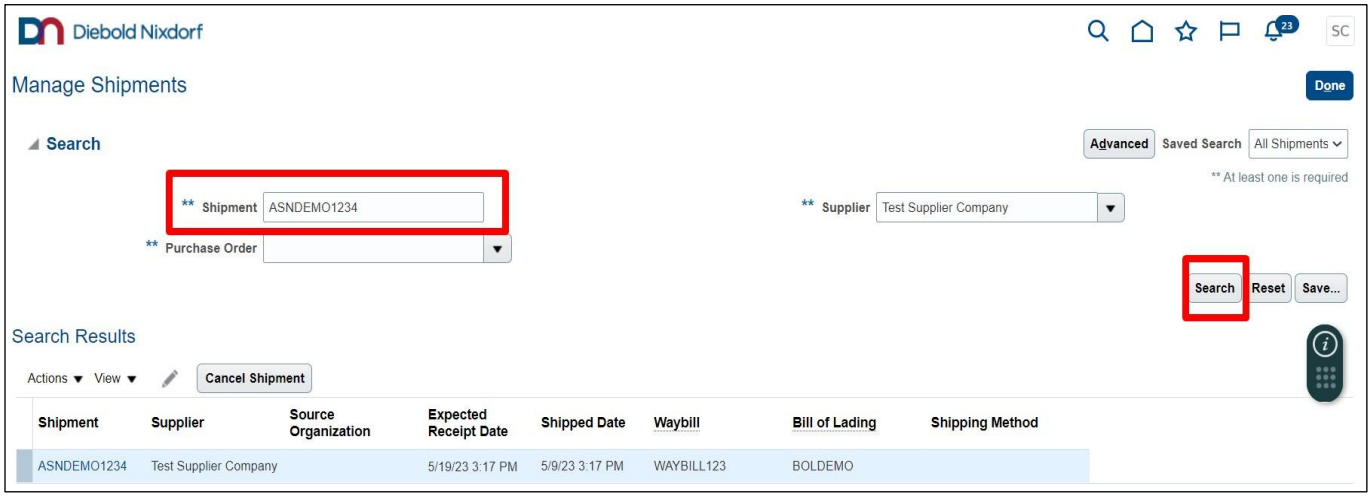
Step 21: Once data is processed successfully, it changes the status to “**Success**” from “**Pending**” in Processing Status Code.

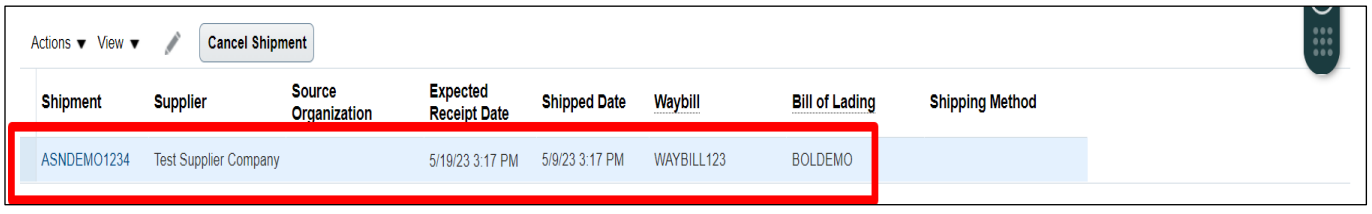


Step 22: To validate the ASN's, please login to the portal and go to "Manage Shipments".

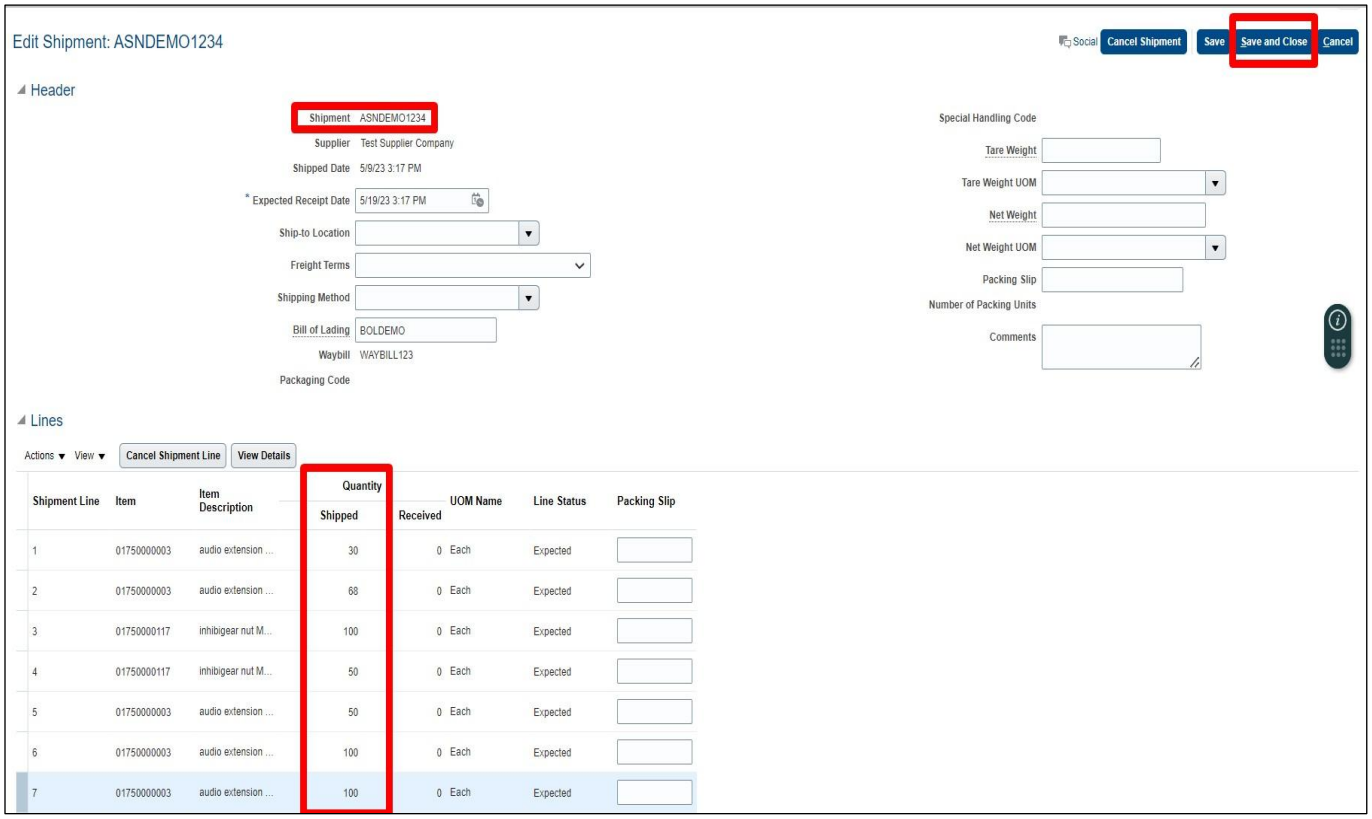


Step 23: Enter the "**Shipment Number**" and click on Search. It will result the ASN Details.





Step 24: Please validate the ASN details by clicking the ASN number (hyperlink) and it will pop-up the details of this ASN. Once information is validated click on save and close.



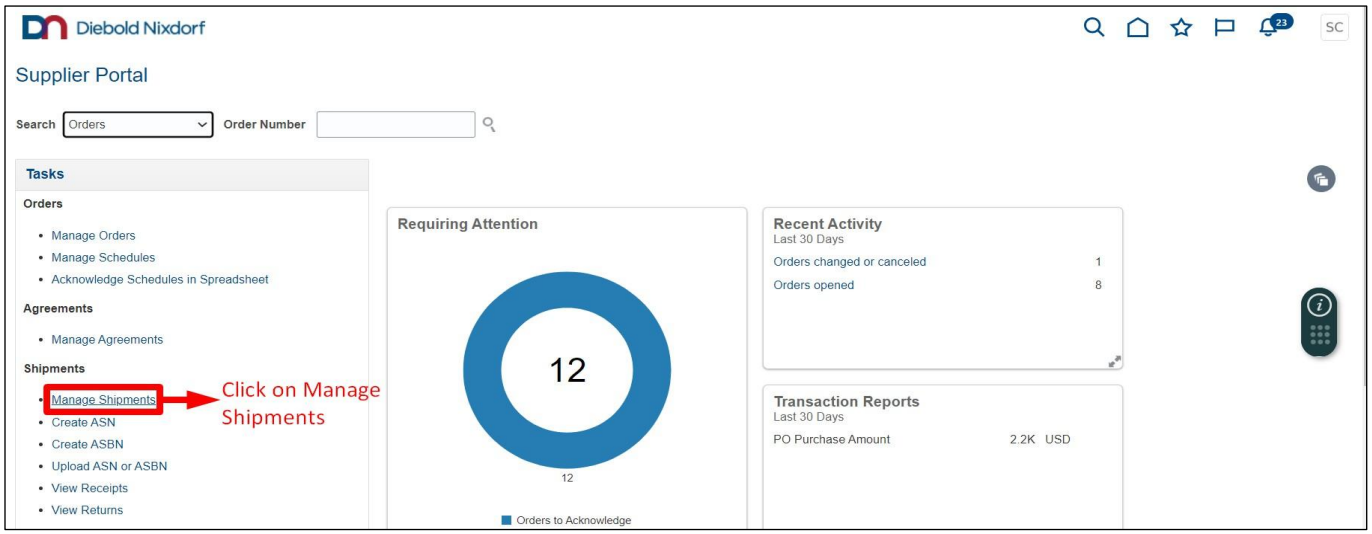
14. Manage Shipments:

Process to view Shipment details.

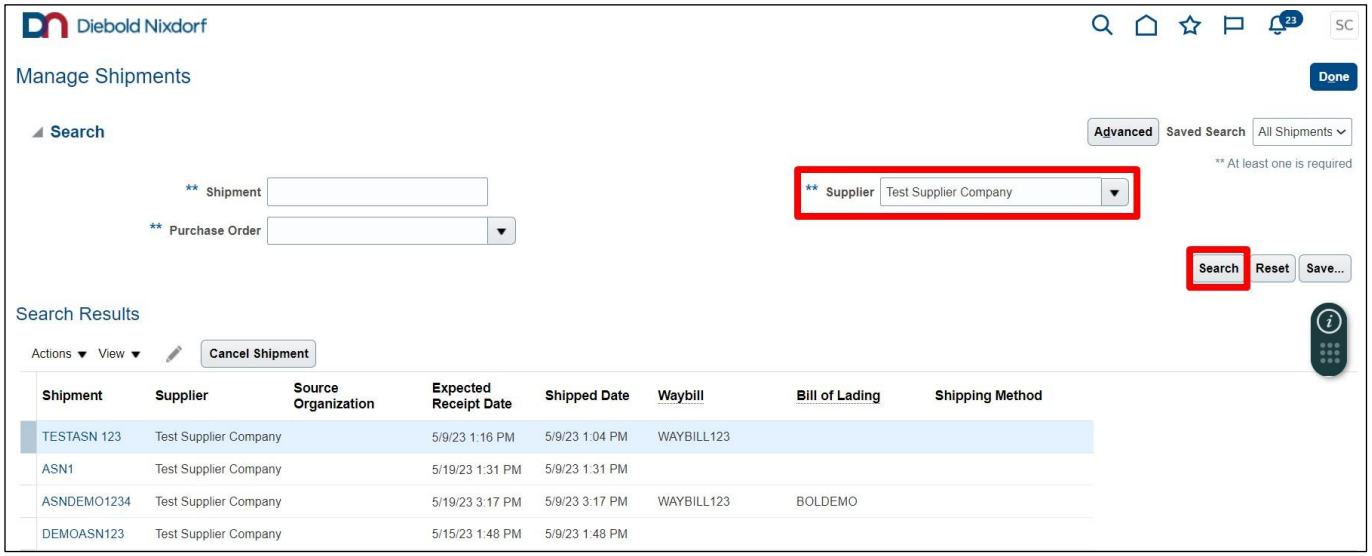
Step1: Login into Supplier portal then click on Supplier portal icon to Open Supplier portal dashboard.



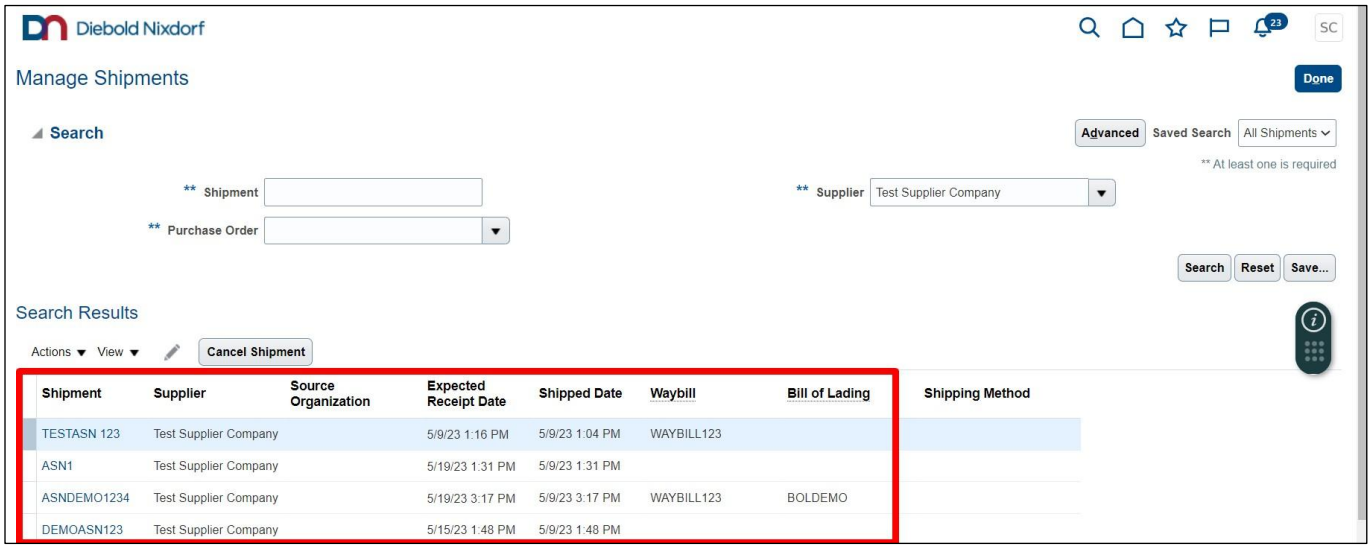
Step2: Navigate to Shipments then click on Manage Shipments.



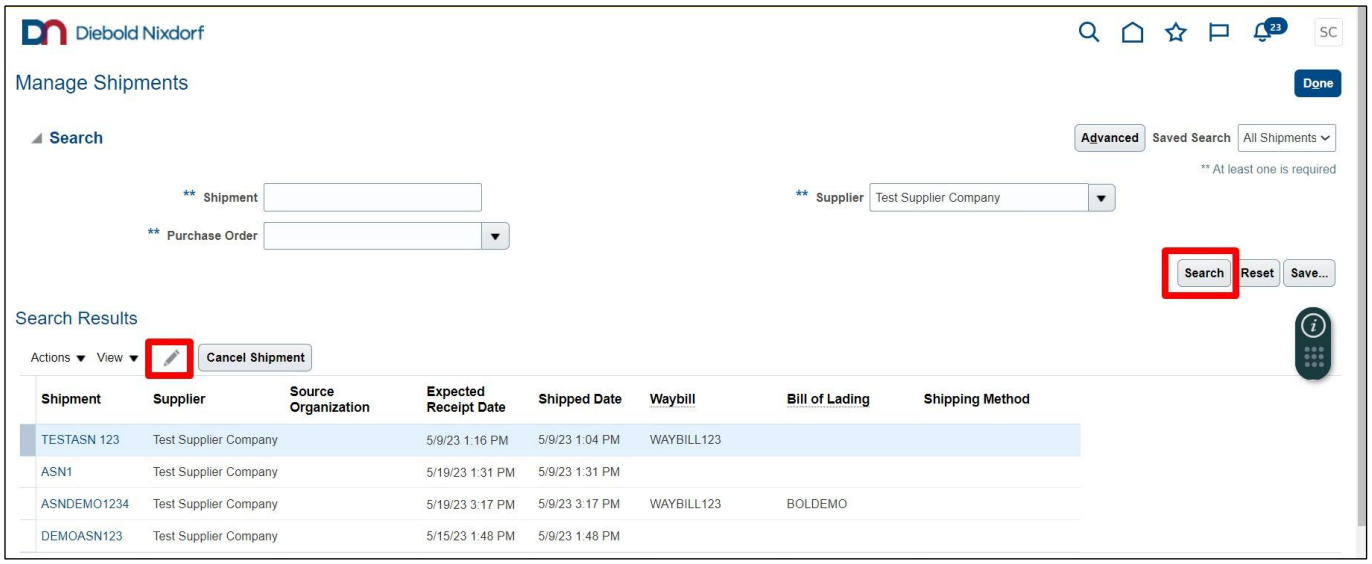
Step 3: Enter either shipment number or click on Search or to fetch all shipments click on Search without giving the Shipment number.

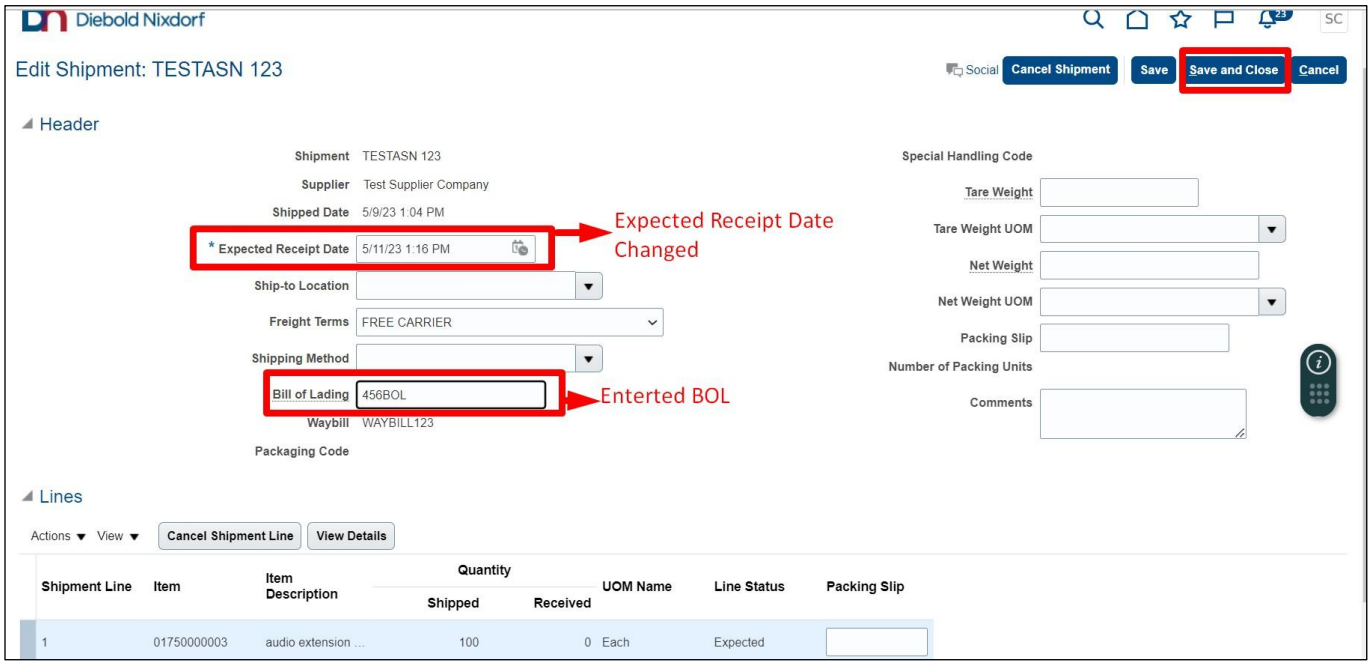


Step 4: Shipment details will be displayed based on the search criteria.

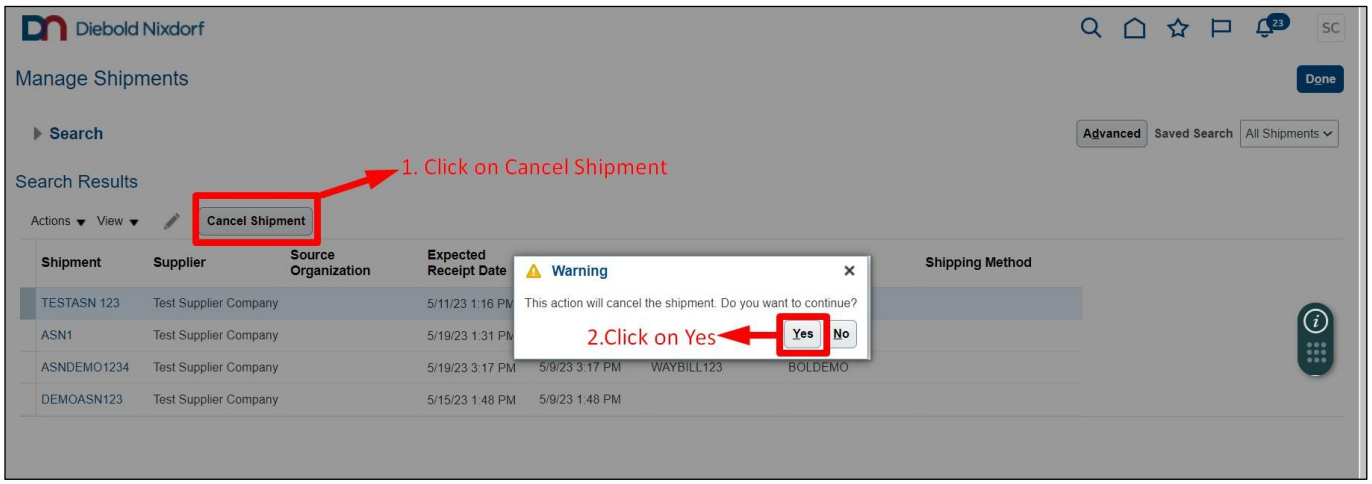


Step 5: Click on Edit (Pencil Icon) to Edit the shipment. Update the ASN Promised date or freight terms or other information of the shipment as per the requirement. Enter the information which needs to be changed and then click on save and close.





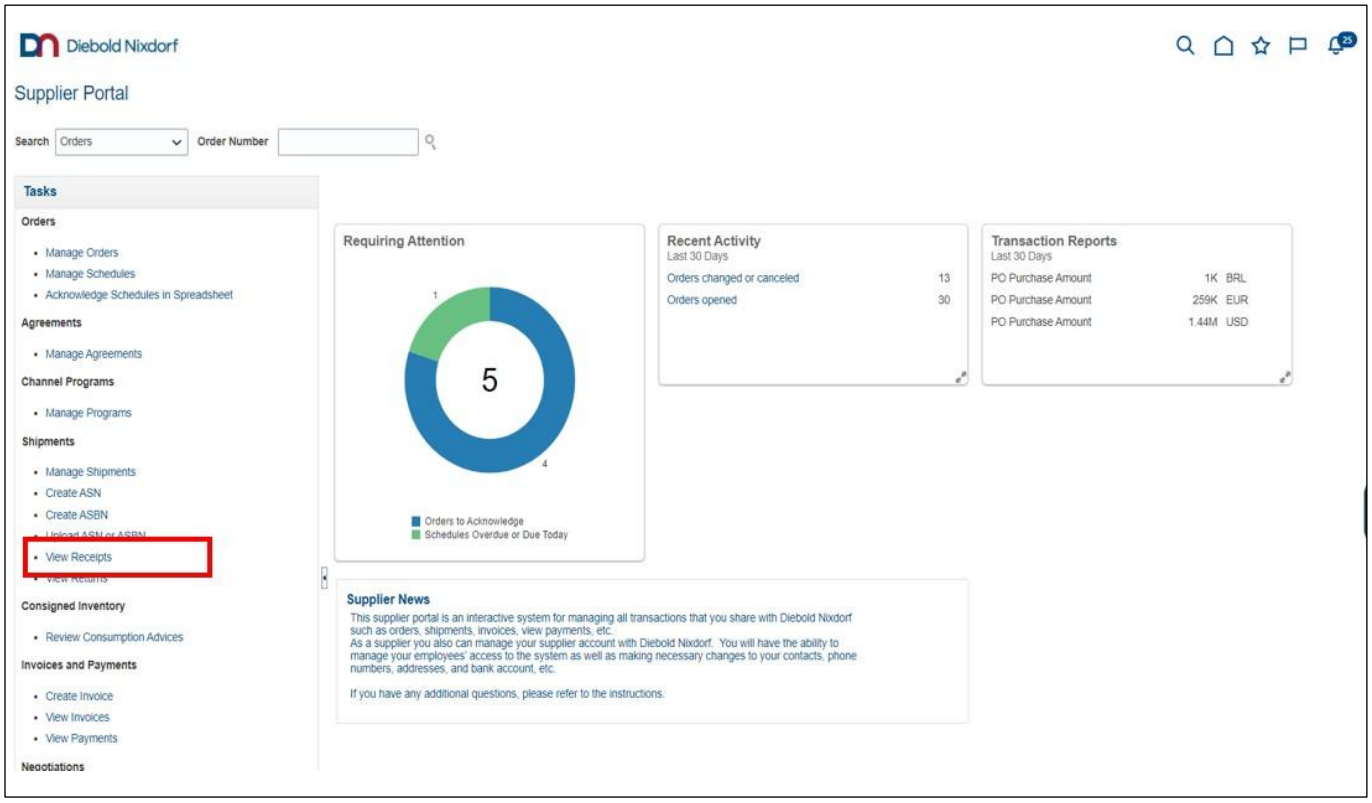
You also have the option to cancel shipment if it was created by mistake.



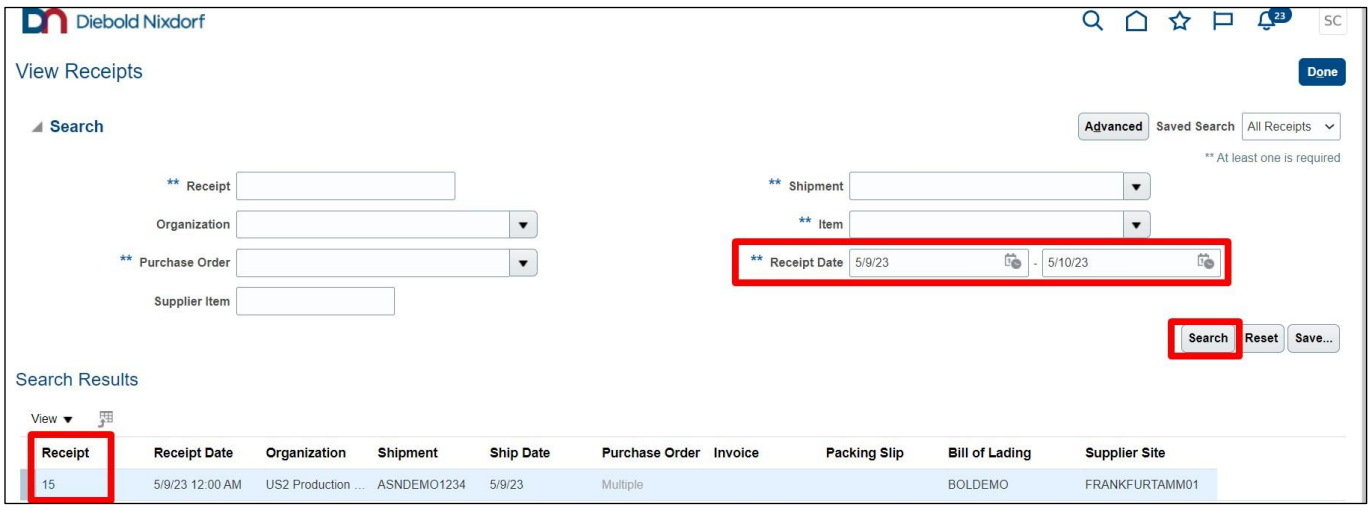
Click on Yes then shipment will be cancelled.

15. View Receipts:

Step 1: Login into Supplier Portal then Click on Supplier Portal Icon to open the Supplier portal dashboard. Navigate to Shipments section then Click on “View Receipts.”

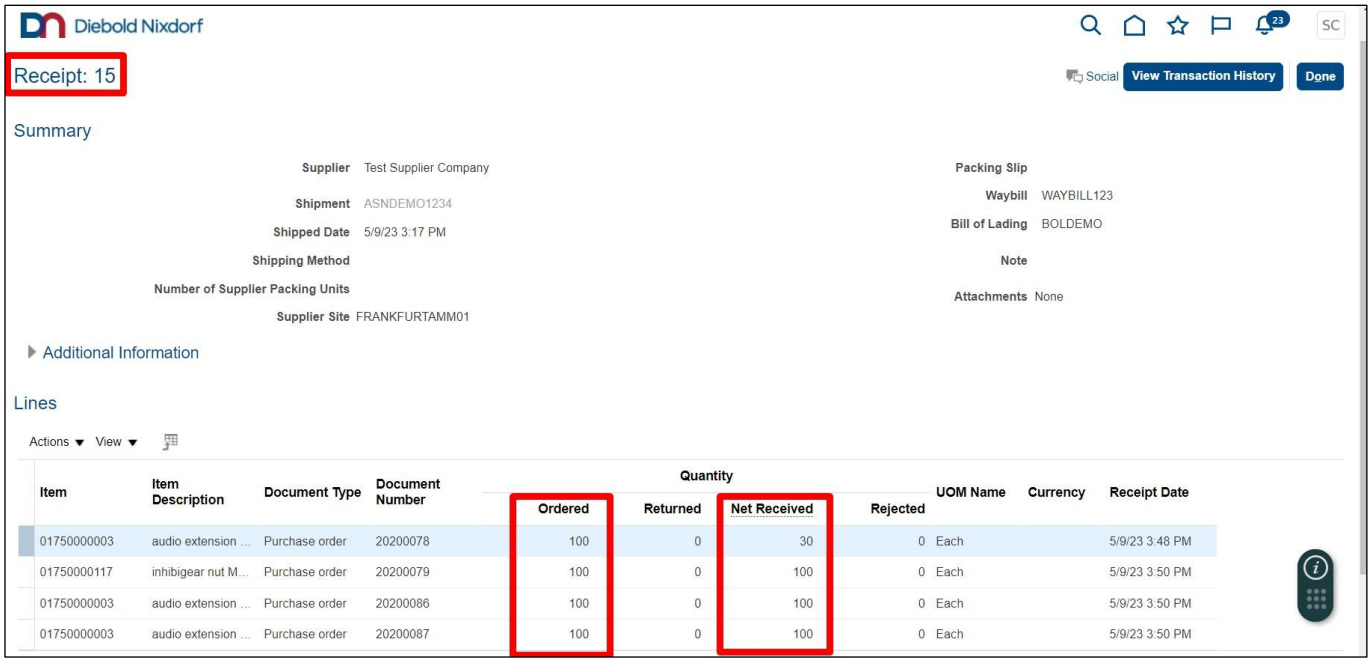


Step 2: Enter the Search criteria like Receipt number or Receipt Date then click on Search.





Step 3: Click on the Receipt number to view the Receipt details.



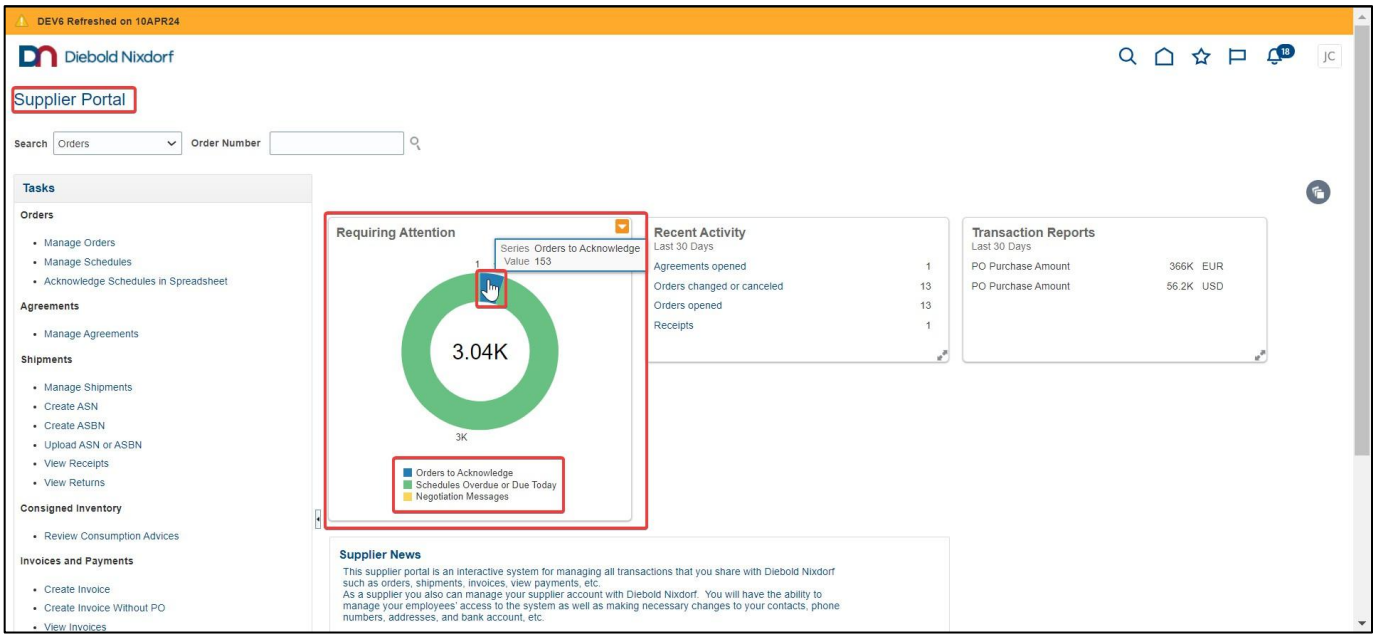
16. Acknowledge Purchase Orders from the Infolet

To acknowledge a Purchase Order in the Supplier Portal, the supplier can utilize the Requiring Attention infolet in the Supplier Portal work area.

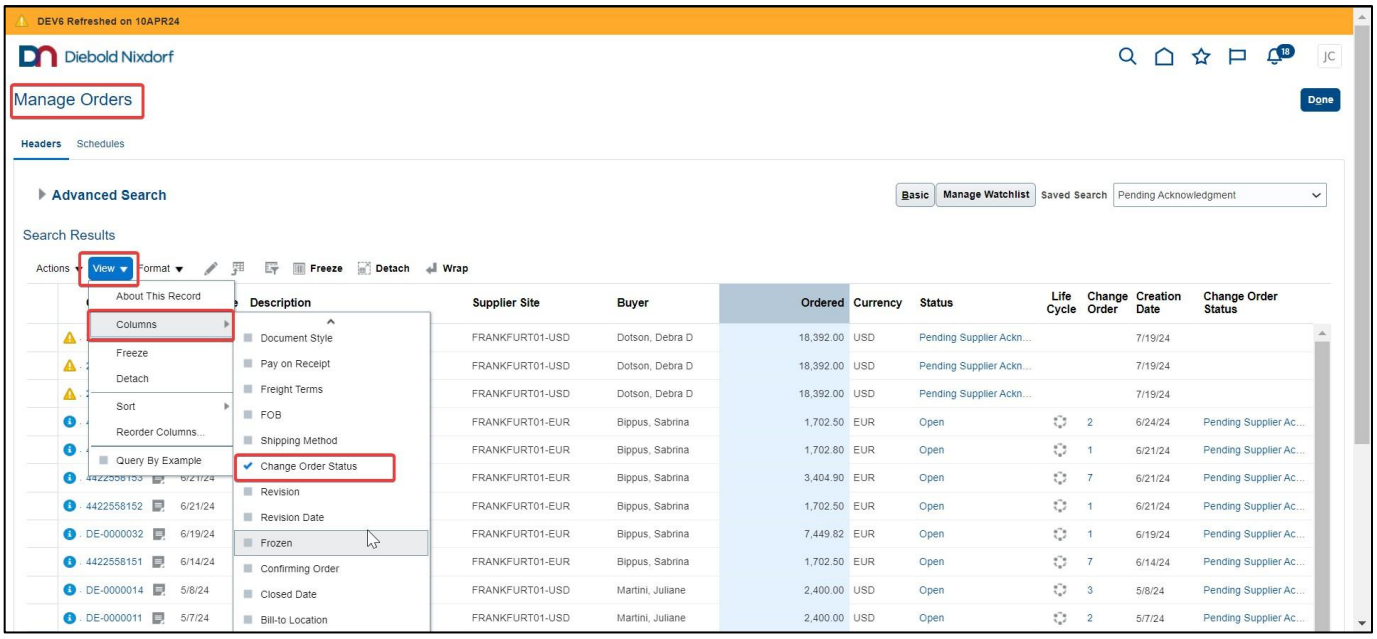
The Requiring Attention infolet can be used for the acknowledgment of the Purchase Orders and the Change Orders.

In this section, we are going to see the steps of Acknowledgement of a Purchase Order.

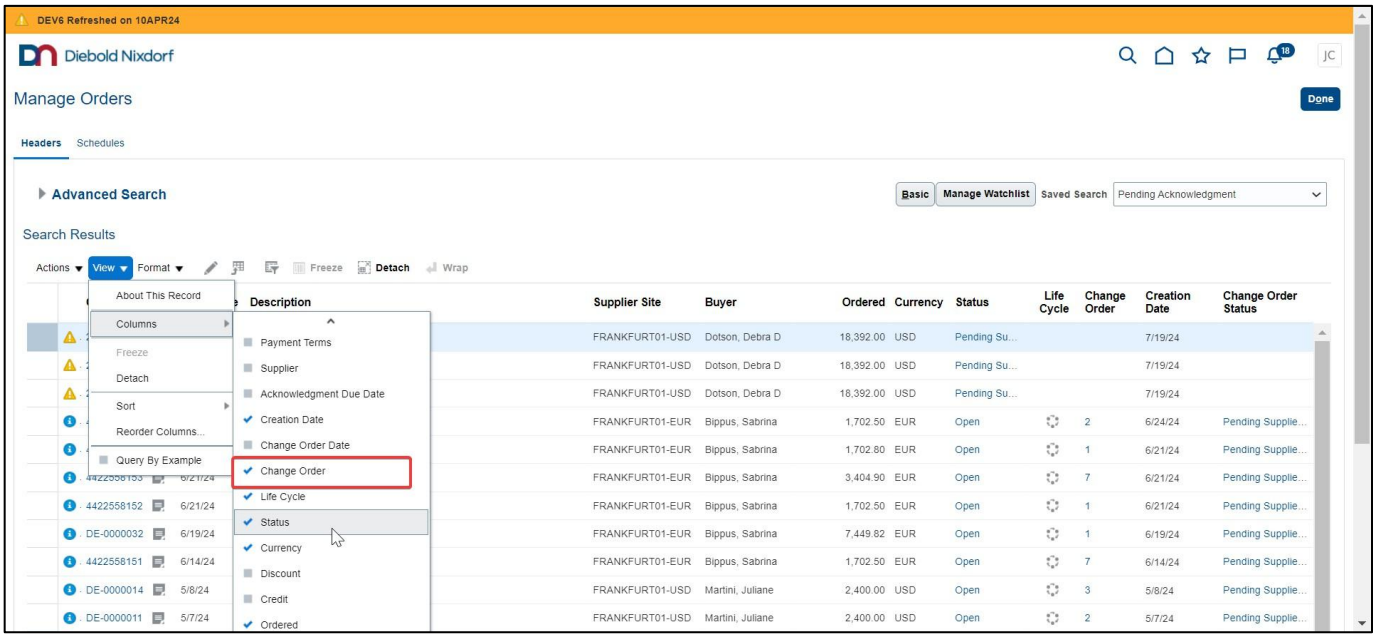
Step 1: Login into Supplier Portal > Supplier Portal Dashboard > Requiring Attention Infolet > Click on the Blue Area of the Pie Chart, it signifies the orders that require supplier acknowledgment.



Step 2: Manage Order > click on View > click on Columns > enable Change Order Status Column.



Step 3: Enable the Change Order Column as well.

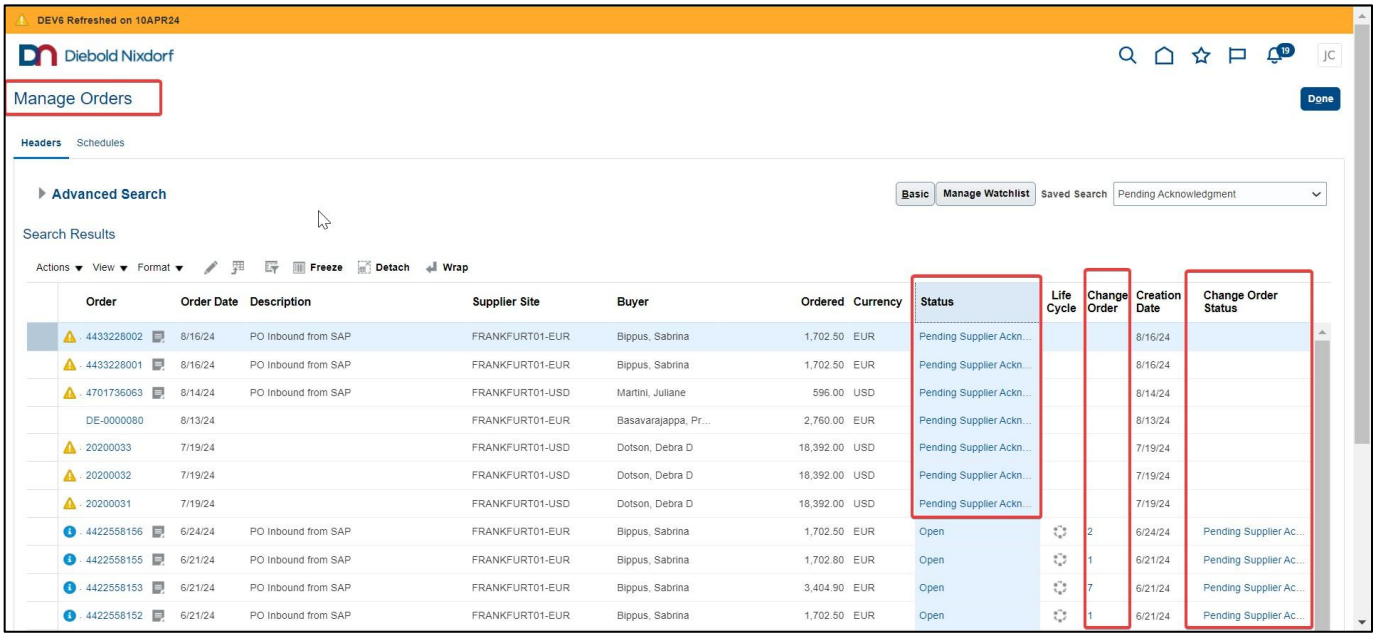


Step 4: The columns will be added in the Manage Orders Search Results.

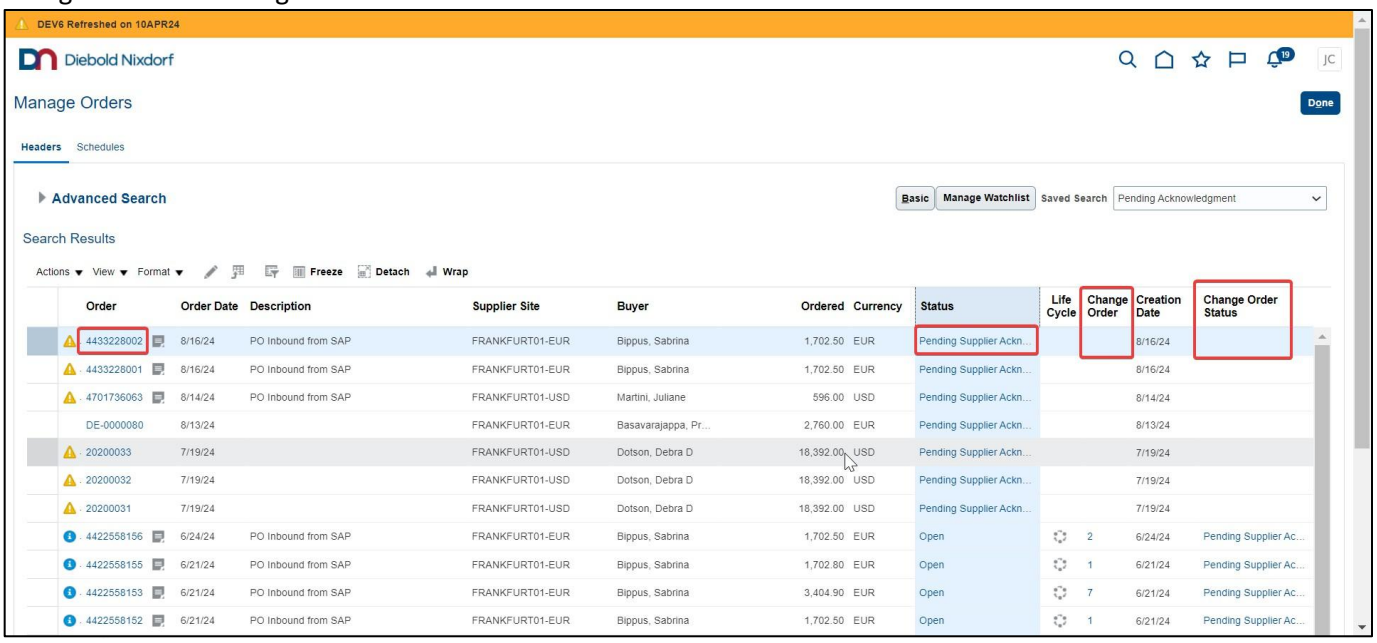
Status: This column signifies the status of the Purchase Order. For the order acknowledgment, the status should be Pending Supplier Acknowledgement.

Change Order Status: This column signifies the status of the Change Order which is created on the Purchase Order. For the Change Order Acknowledgment, the status should be Pending Supplier Acknowledgment.

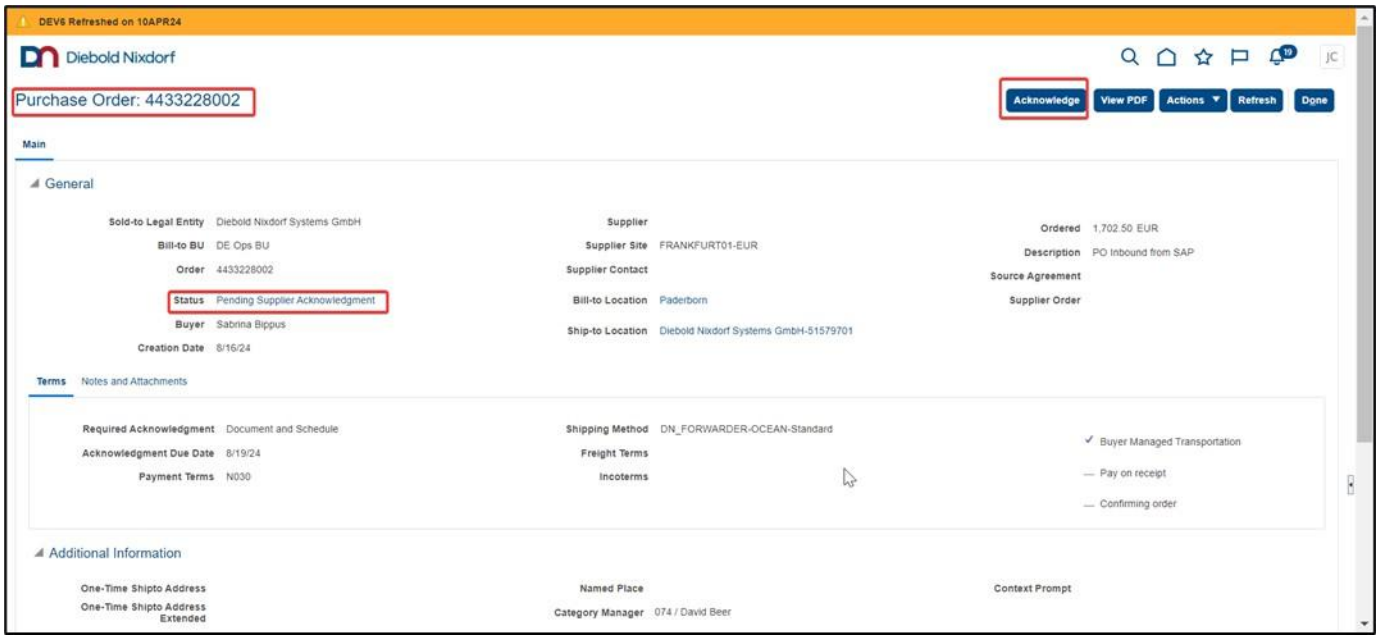
Change Order: This column signifies the current change order number that is created against the Purchase Order.



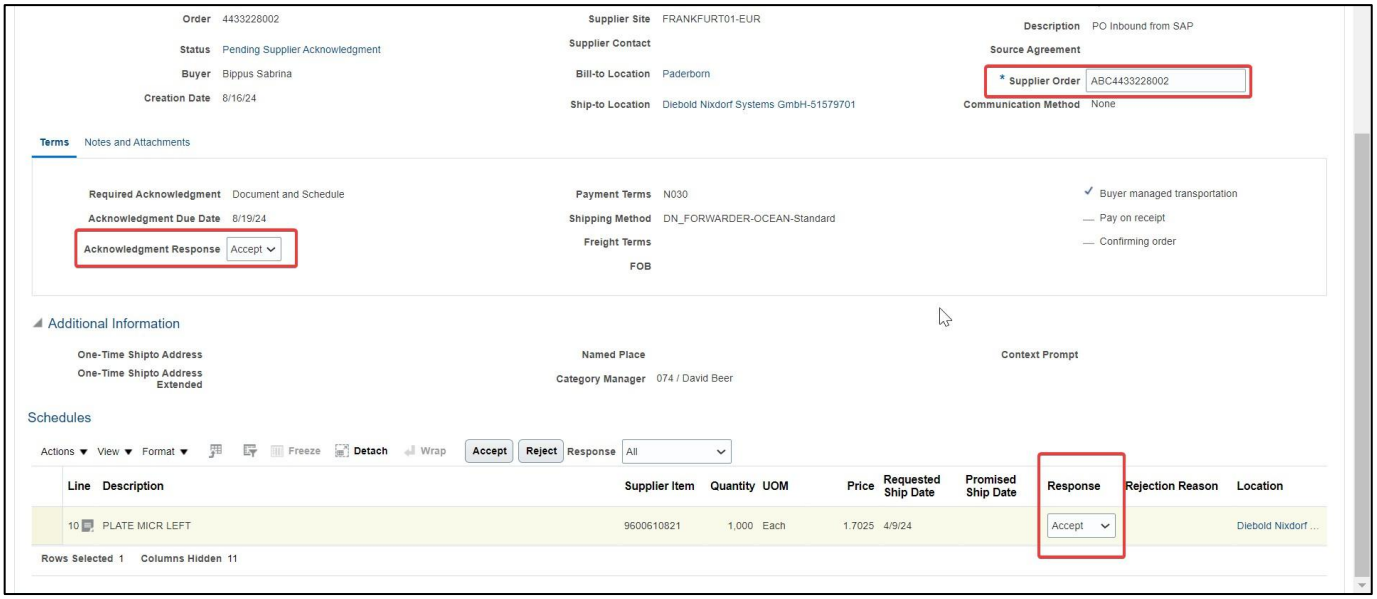
Step 5: For PO Acknowledgment, The PO should have Status in Pending Supplier Acknowledgment and blank in change order and change order status > Click on the Purchase Order Number.



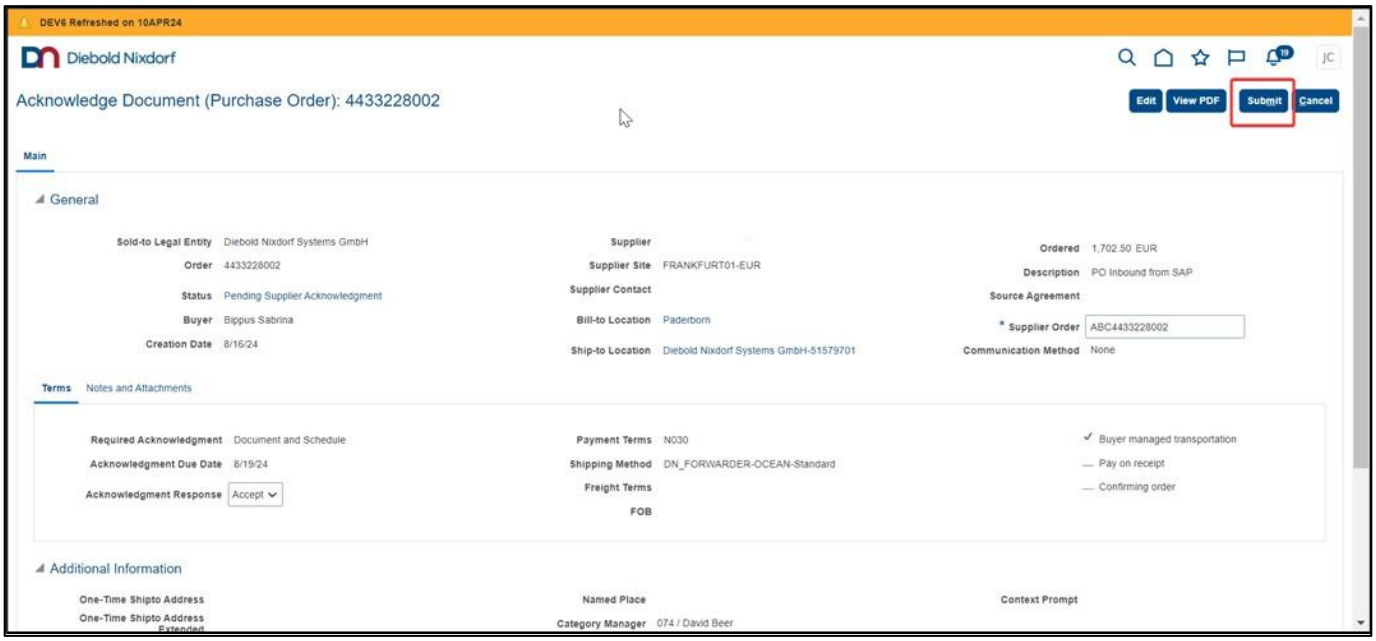
Step 6: In the Purchase Order, click on the Acknowledge button.



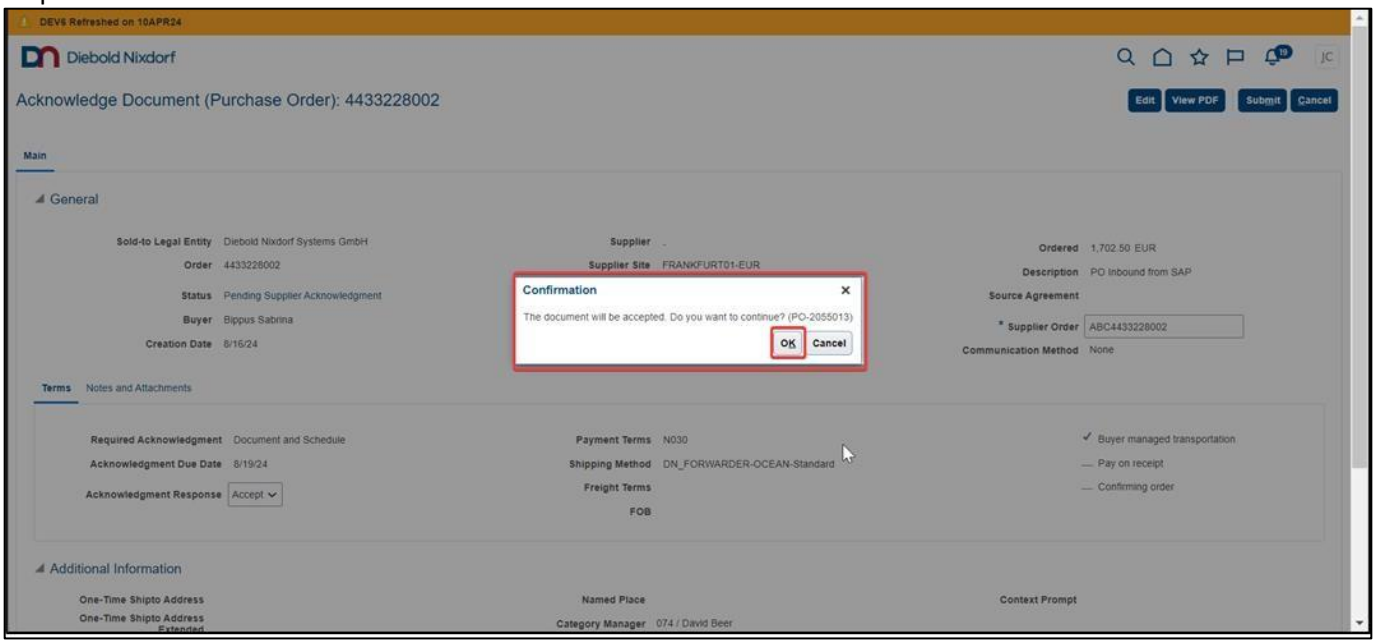
Step 7: In the Acknowledge Document, provide the Supplier Order Number, select Acknowledgment Response as Accept and Line Response as Accept.



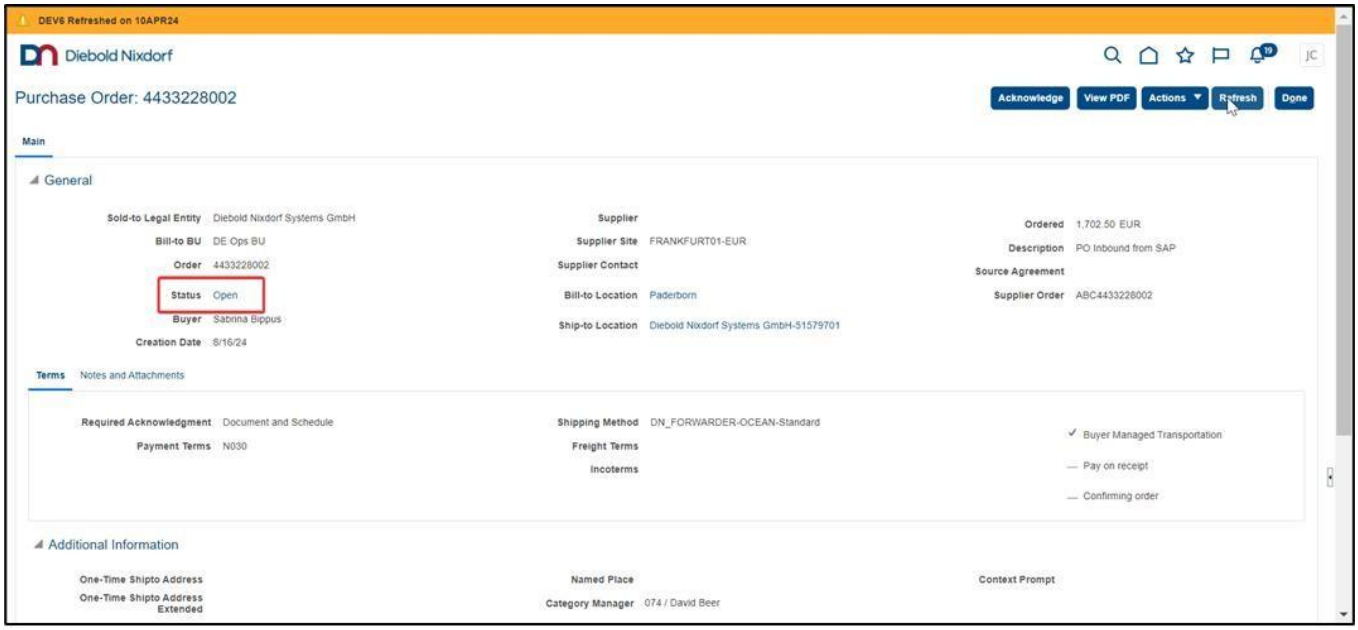
Step 8: Click on the Submit button.



Step 9: Click OK in the Confirmation.

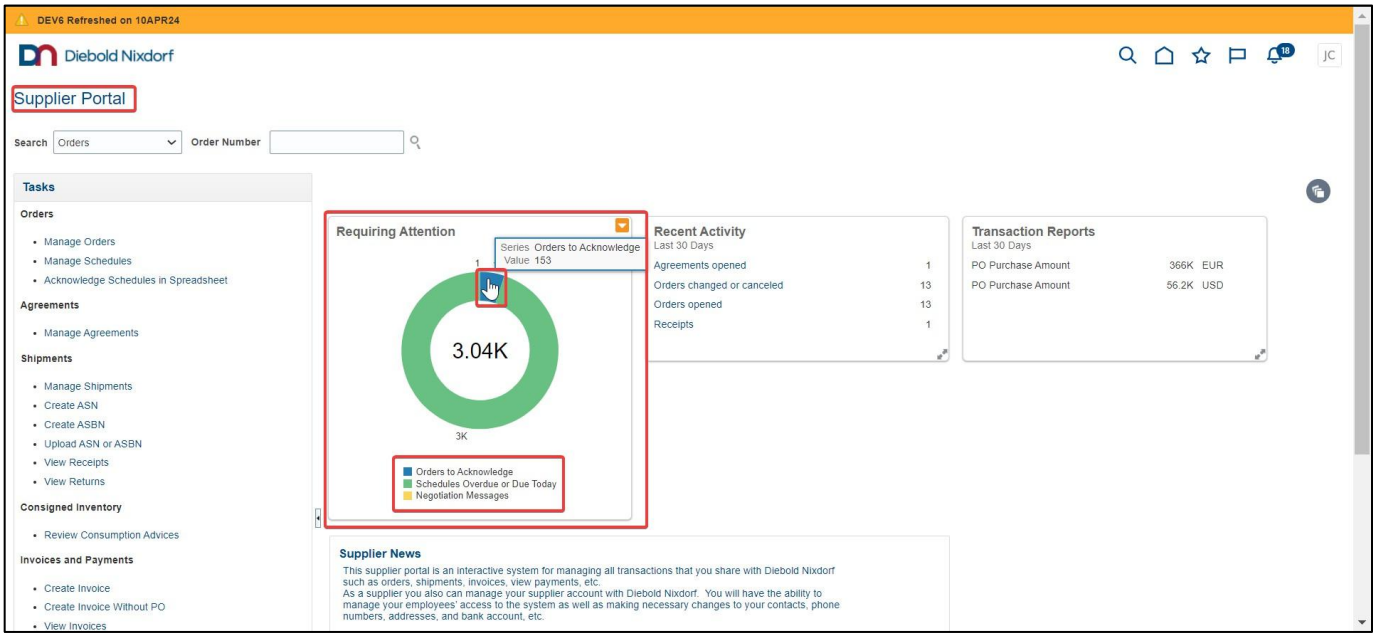


Step 10: Once you Acknowledge the Order, click on the Refresh button and the PO status will change from Pending Supplier Acknowledgment to Open.

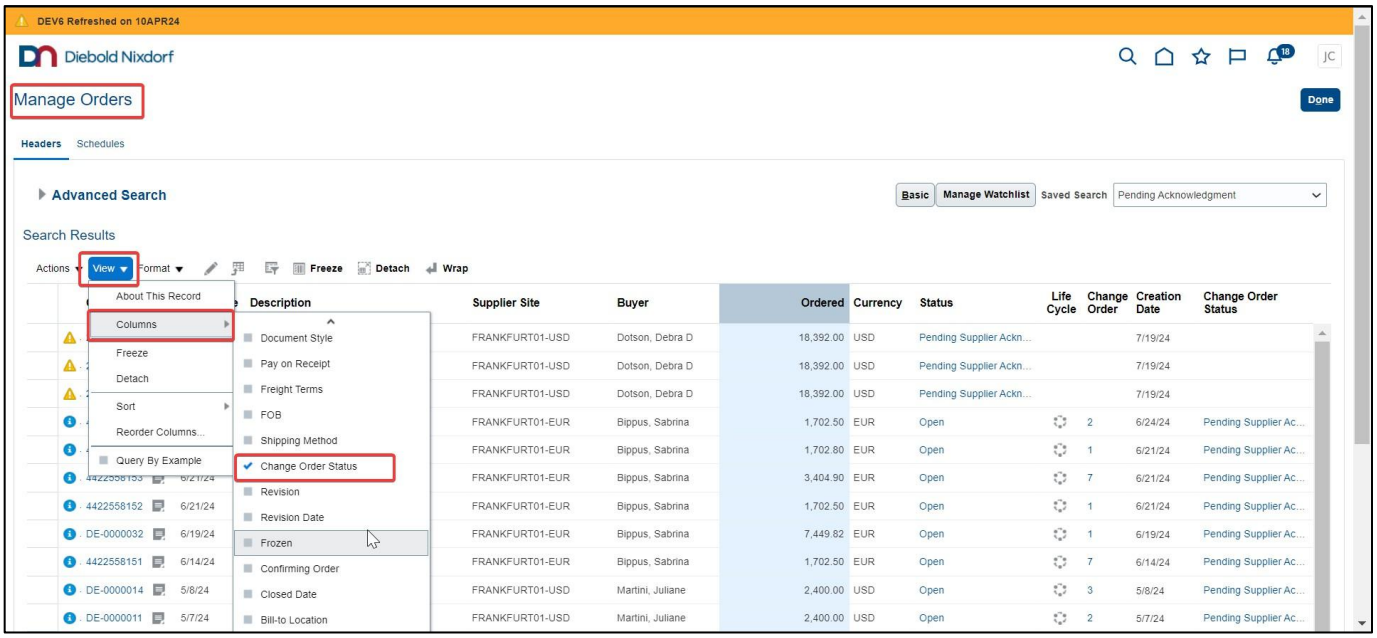


17. Acknowledge Change Orders from Infolet

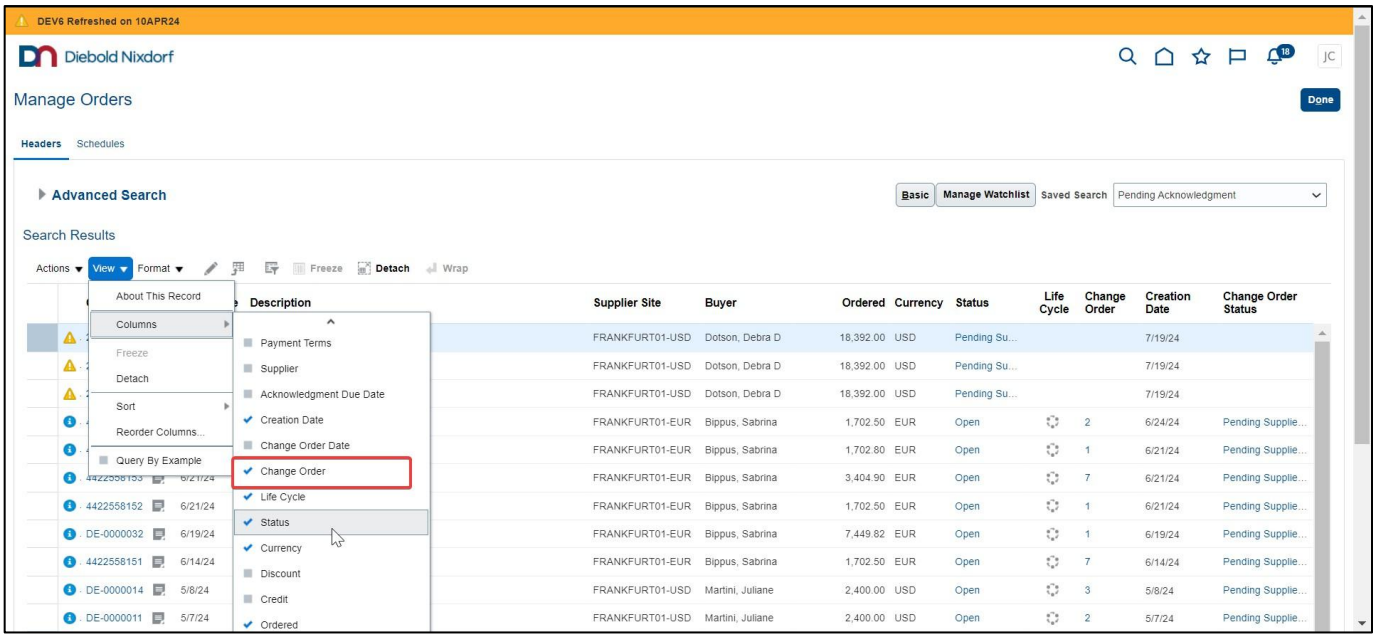
Step 1: Login into Supplier Portal > Supplier Portal Dashboard > Requiring Attention Infolet > Click on the Blue Area of the Pie Chart, it signifies the orders that require supplier acknowledgment.



Step 2: Manage Order > click on View > click on Columns > enable Change Order Status Column.



Step 3: Enable Change Order Column.

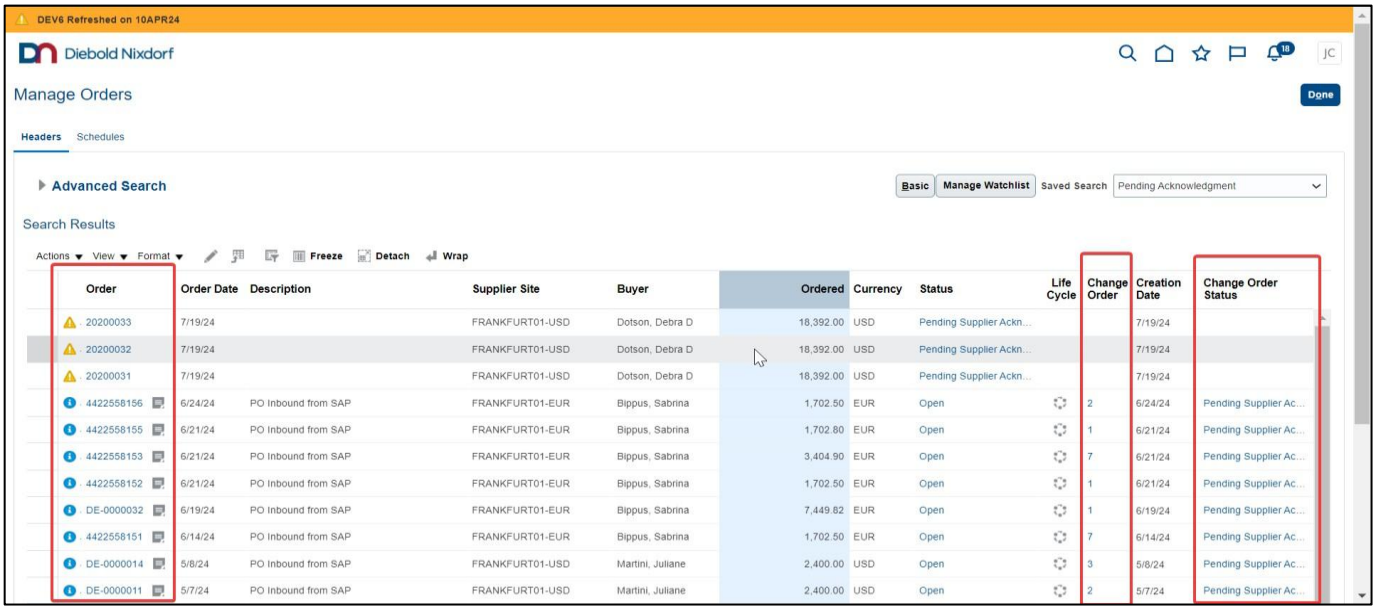


Step 4: The columns will be visible in the Manage Orders.

Status: This column signifies the status of the Purchase Order. For the order acknowledgment, the status should be Pending Supplier Acknowledgement.

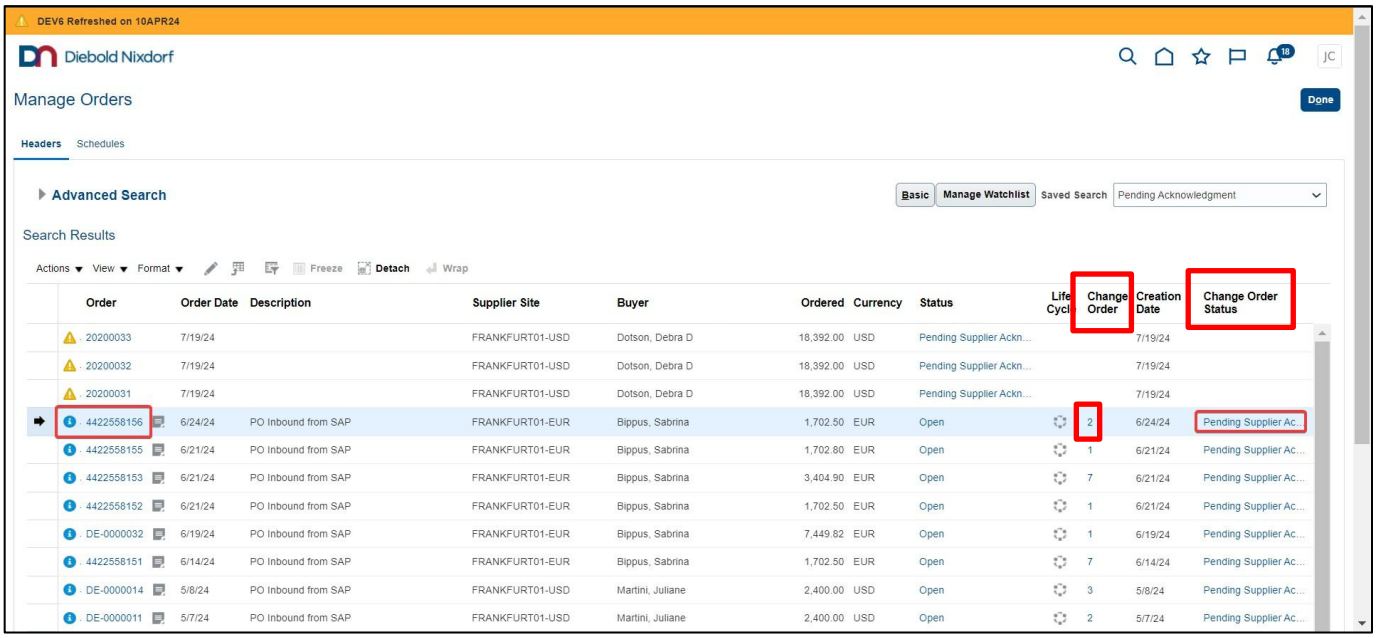
Change Order Status: This column signifies the status of the Change Order which is created on the Purchase Order. For the Change Order Acknowledgment, the status should be Pending Supplier Acknowledgment.

Change Order: This column signifies the current change order number that is created against the Purchase Order.

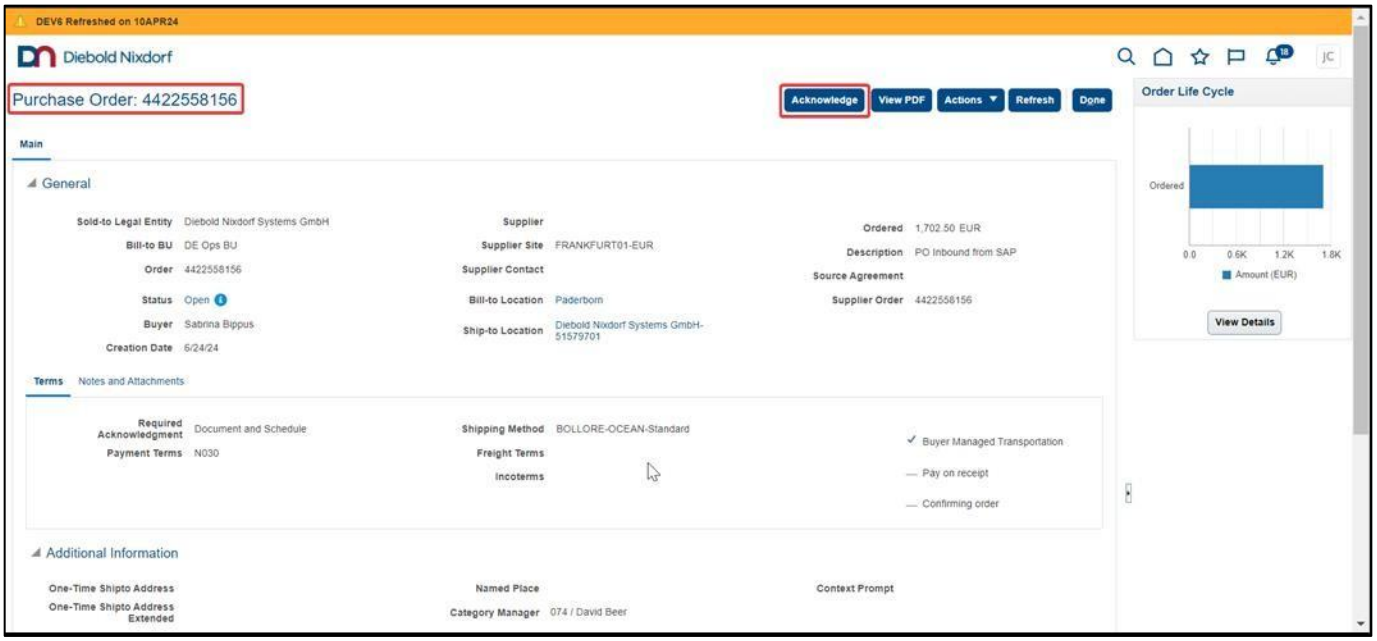


Step 5: Click on the Purchase Order Number with Change Order Status as Pending Supplier Acknowledgment to Acknowledge.

Note: The change Order column signifies the Revision Number for the PO. Ex: Change Order is 2 which means the current revision is 2, PO was revised before once.

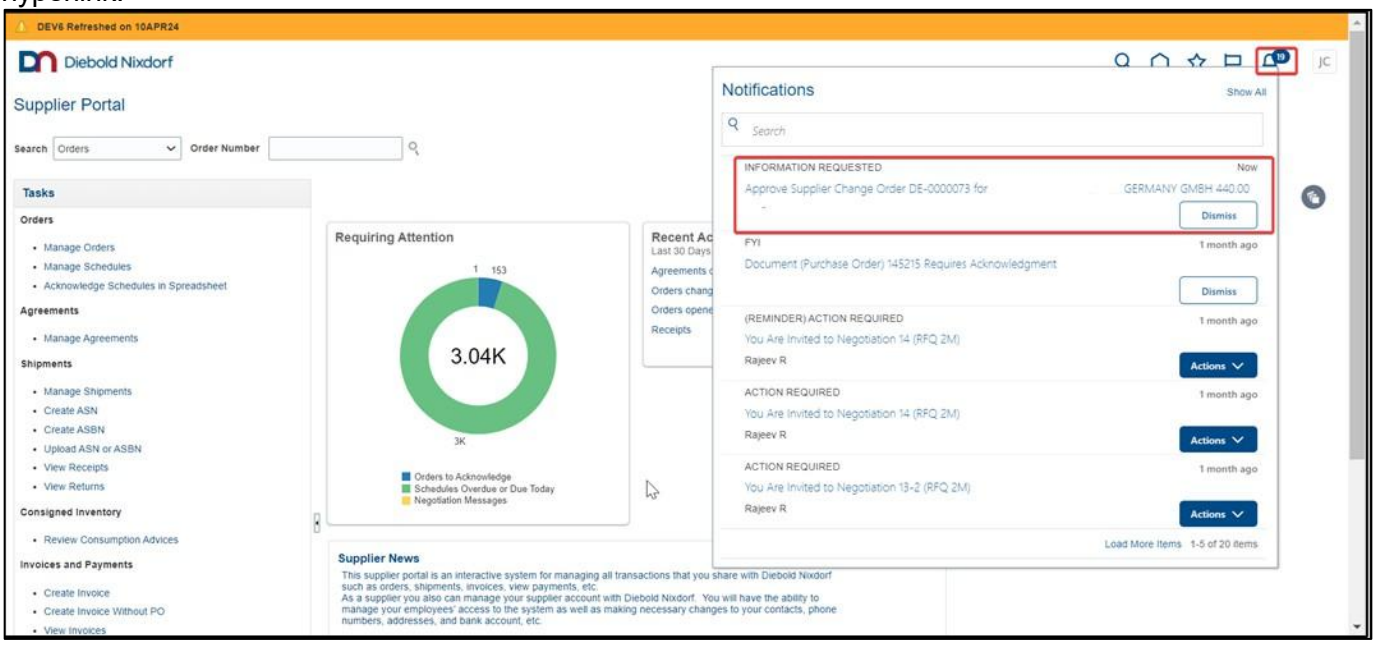


Step 6: Acknowledge the PO.



18. Respond to Information Requested from Buyer for Purchase Order

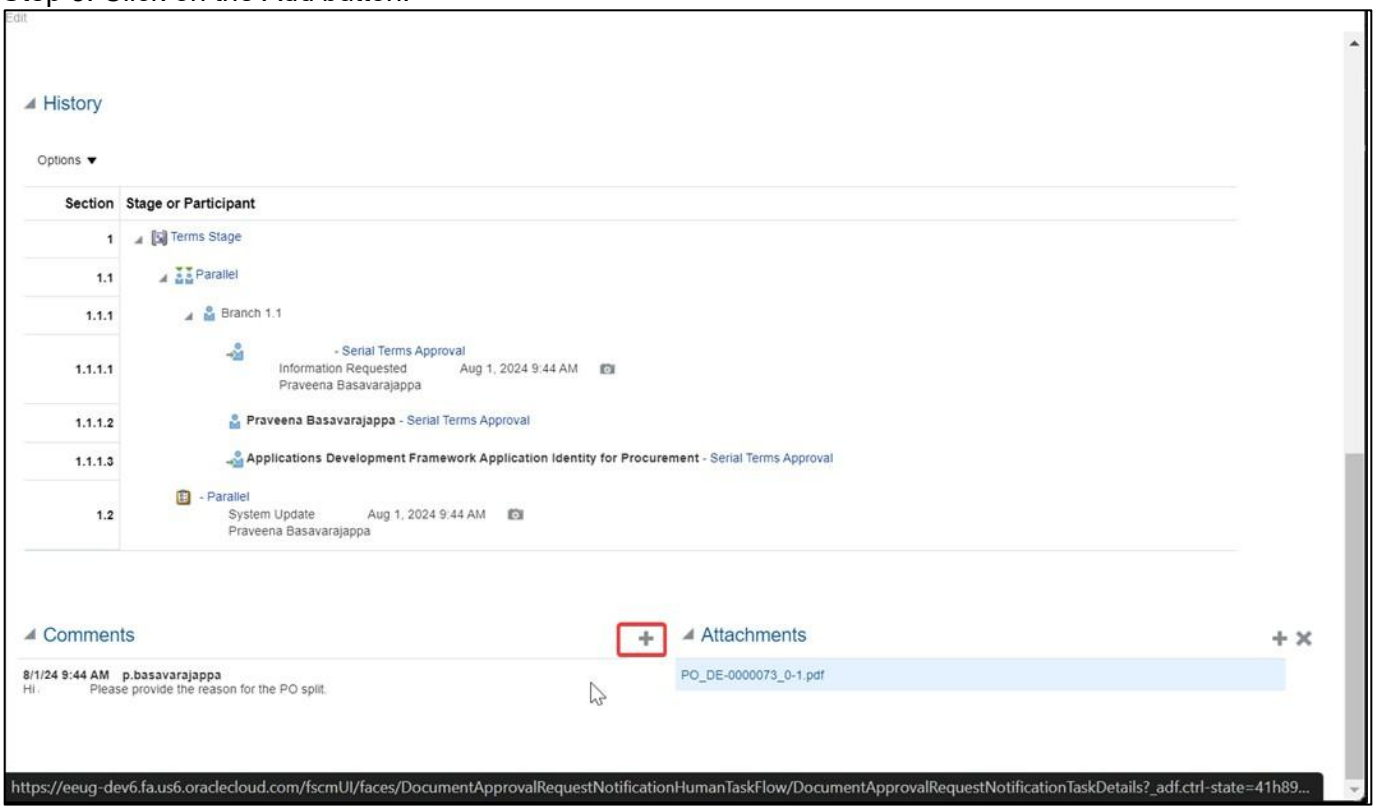
STEP 1: Supplier Portal > Notification Bell Icon > Click on the Information Requested notification hyperlink.



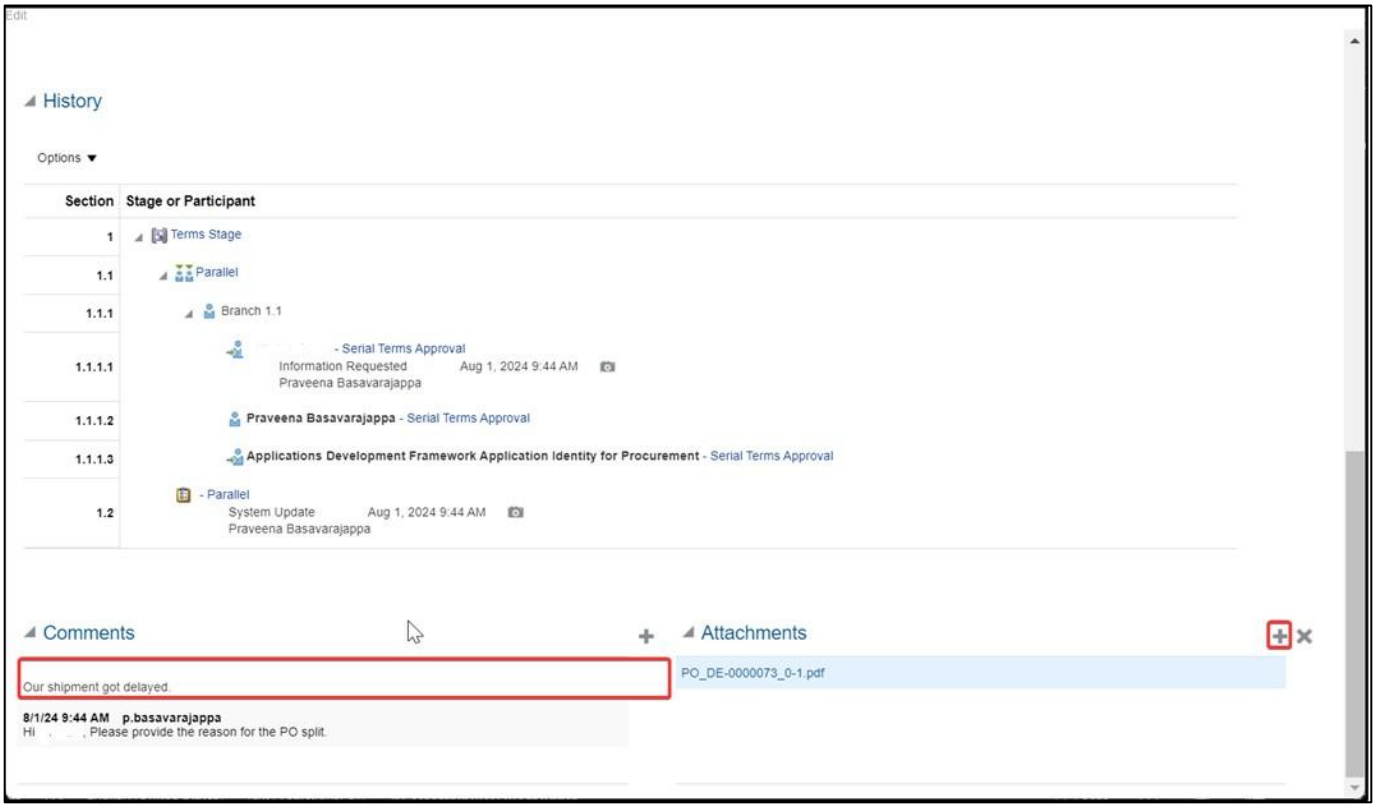
Step 2: In the notification scroll down to the comments section.



Step 3: Click on the Add button.



Step 4: Add your comment, also you can add attachments with your response. Click on the Plus icon in the Attachments and add the documents.

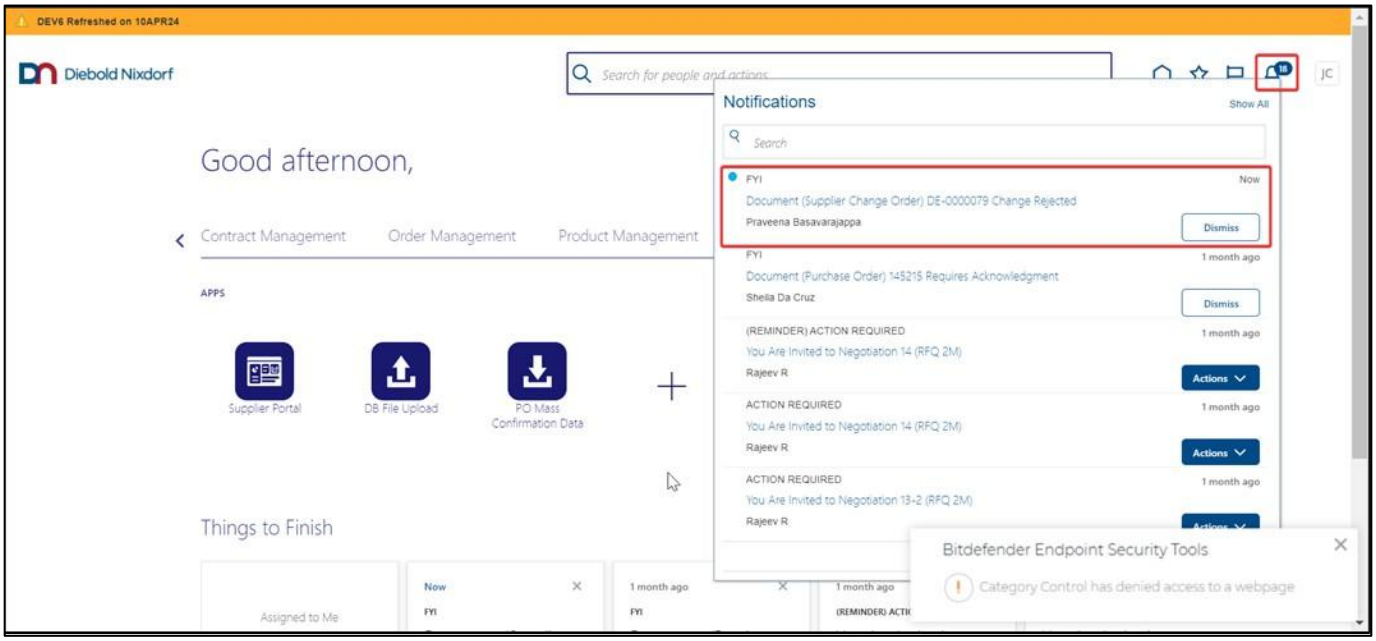


Step 5: Once the information is provided, click on the Actions dropdown and click on the Submit Information.



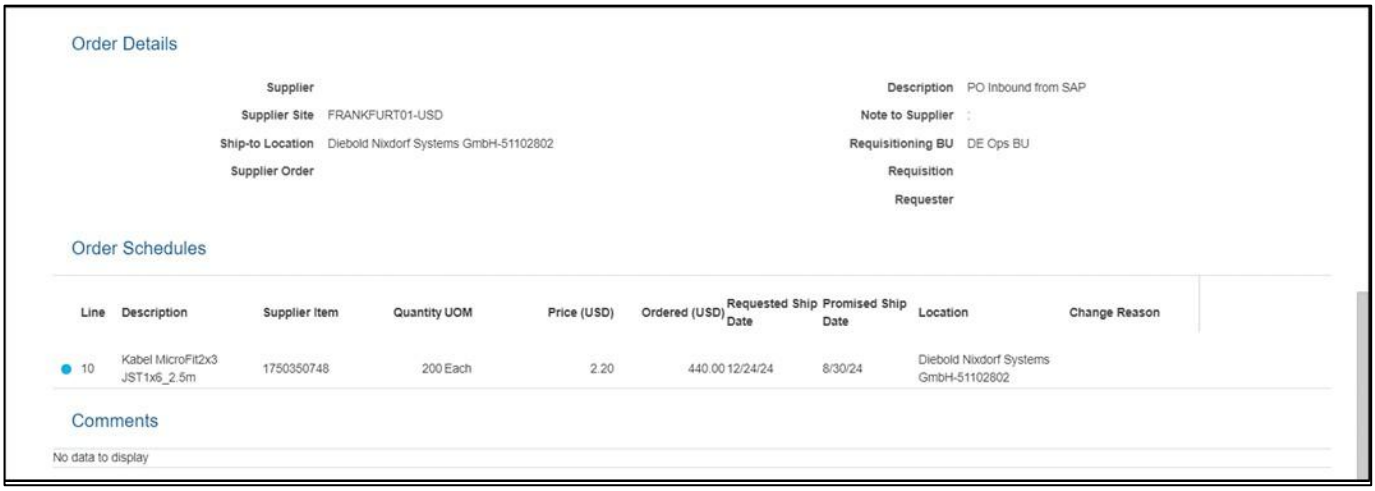
19. Buyer Rejects the Change Order Request

STEP 1: Supplier Portal > Notification Bell Icon > Rejection FYI notification will be available from Buyer in Supplier Portal > Also you will receive the same notification of Rejection on the Supplier's email.

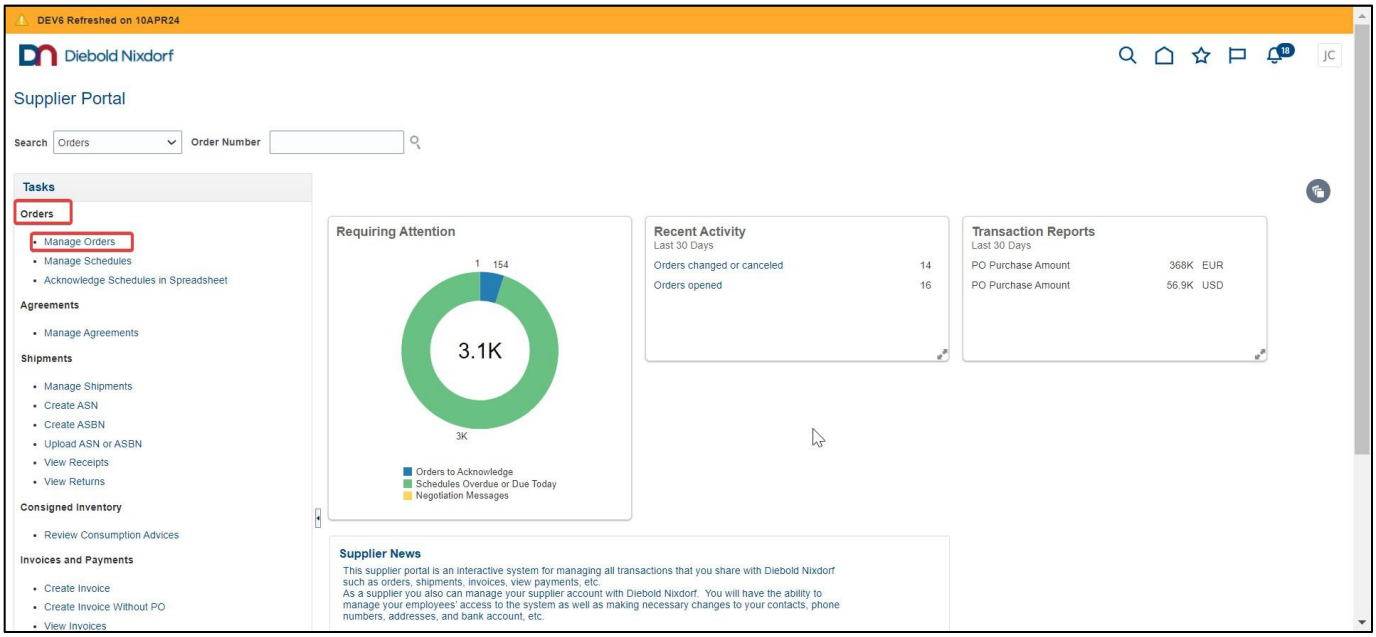


FYI notification of Rejection from the Buyer will also be received on the Supplier's email.

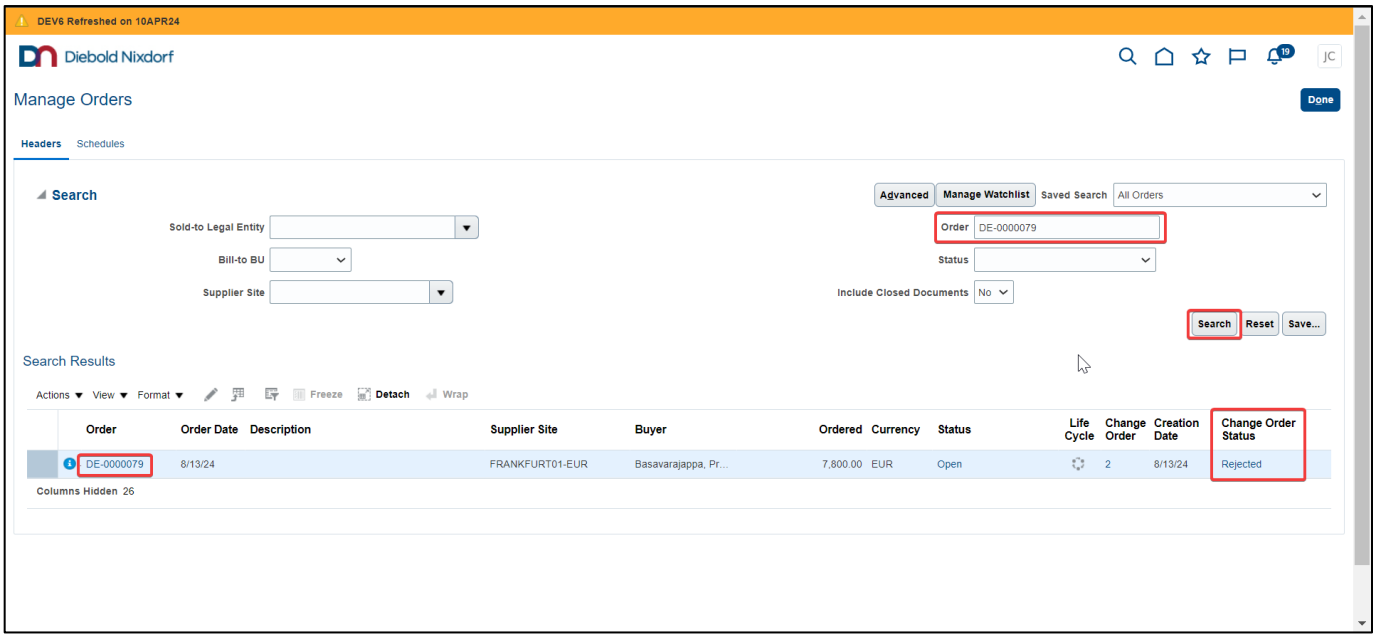




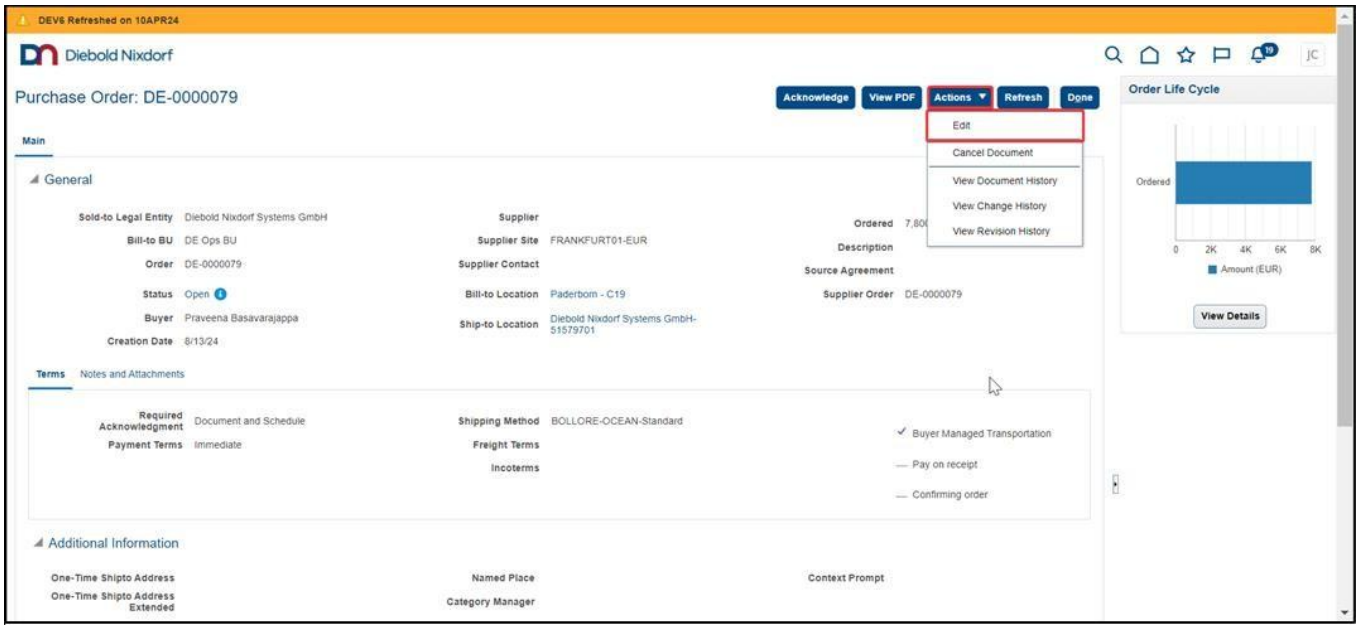
Step 2: Connect with the Buyer for PO change rejection. Once connected with the Buyer and received information > the supplier can manage the rejected order from Orders > Manage Orders.



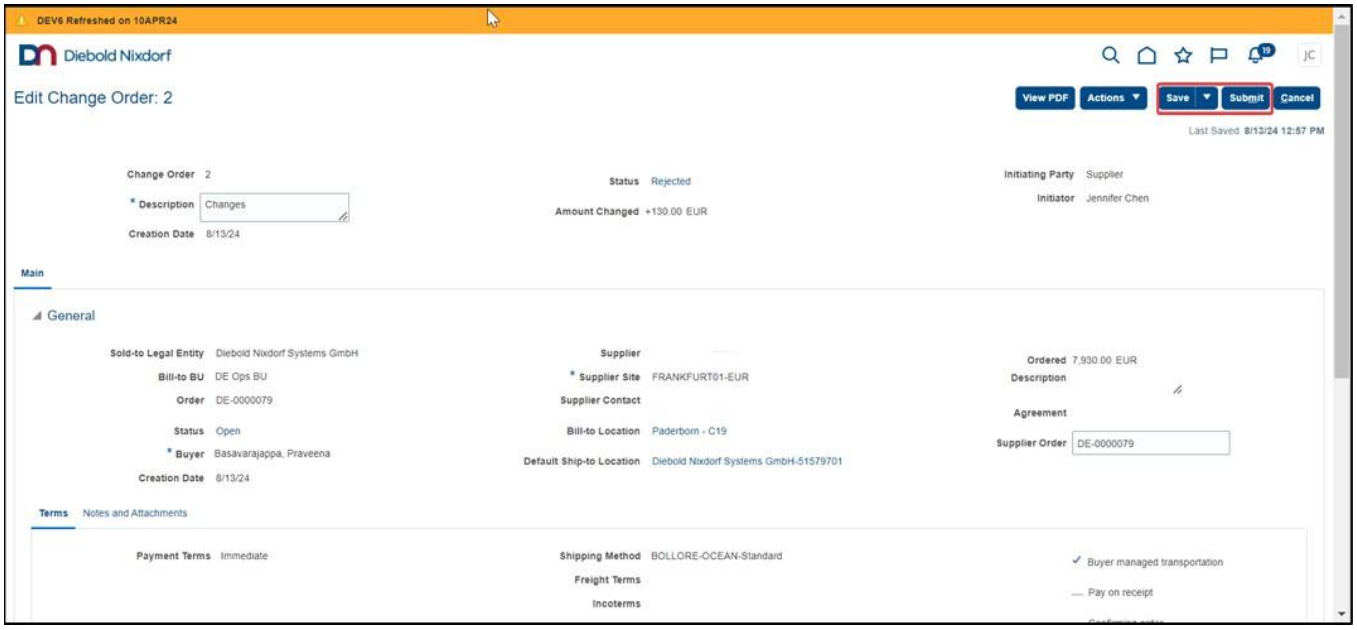
Step 3: Search for the PO > Click on the Order Number



Step 4: Click on the Actions dropdown > Click on the Edit.



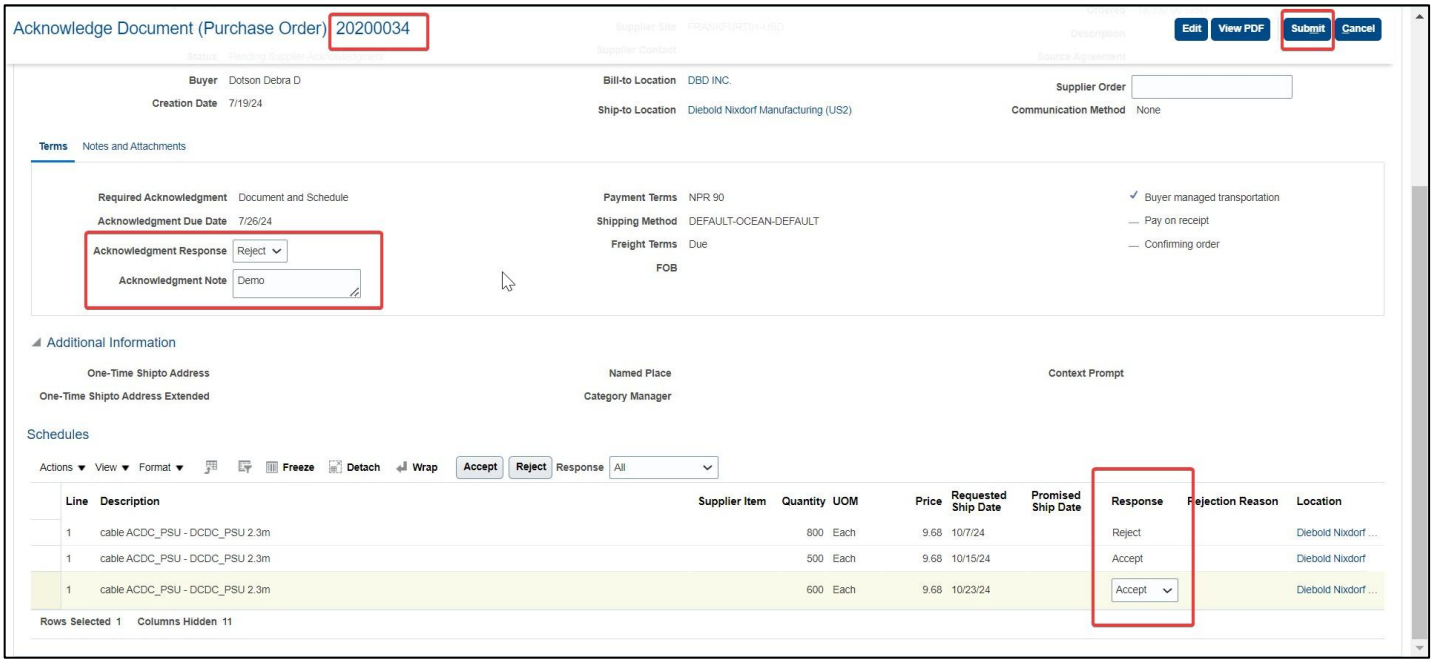
Step 5: Make changes as per the discussion with Buyer > Save and Submit the PO Change Order for Approval.



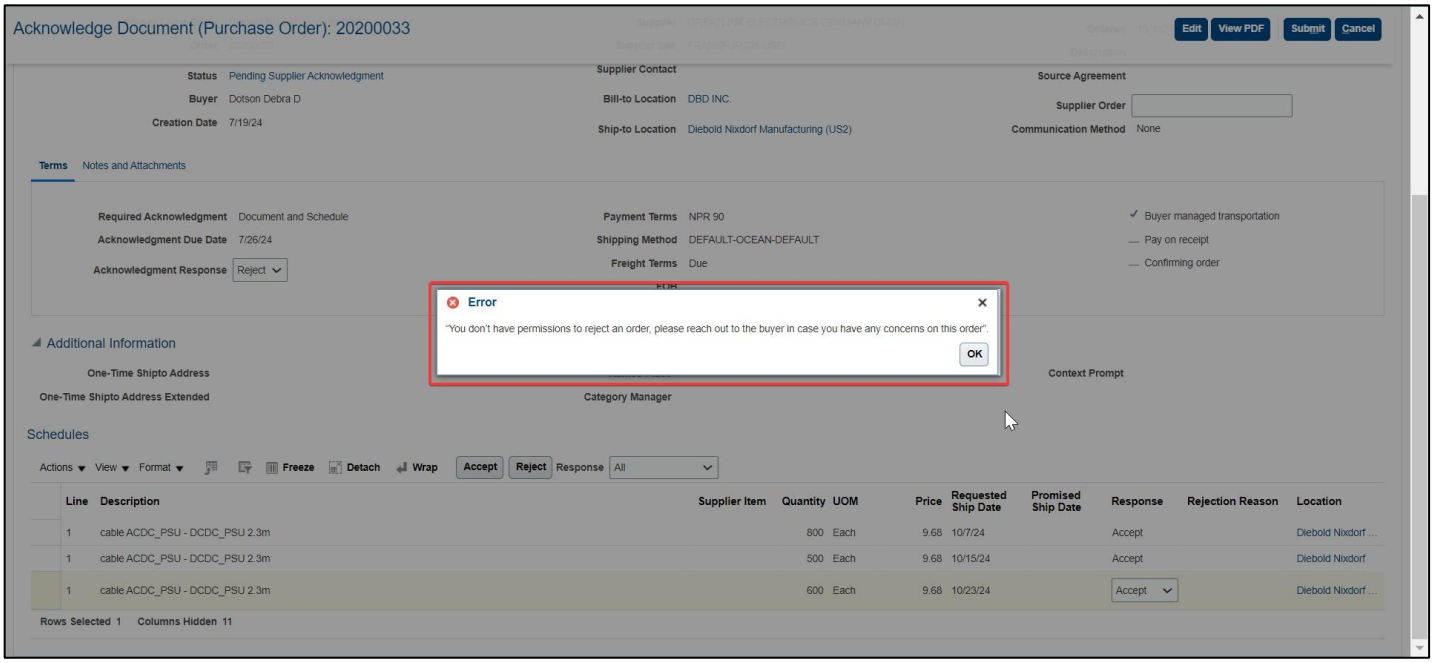
20. PO Acknowledgment Rejection Behavior

Step 1: Rejecting PO Acknowledgment is not available. Hence, the system will show an error.

Reach out to the Buyer in case of further clarification on such POs.



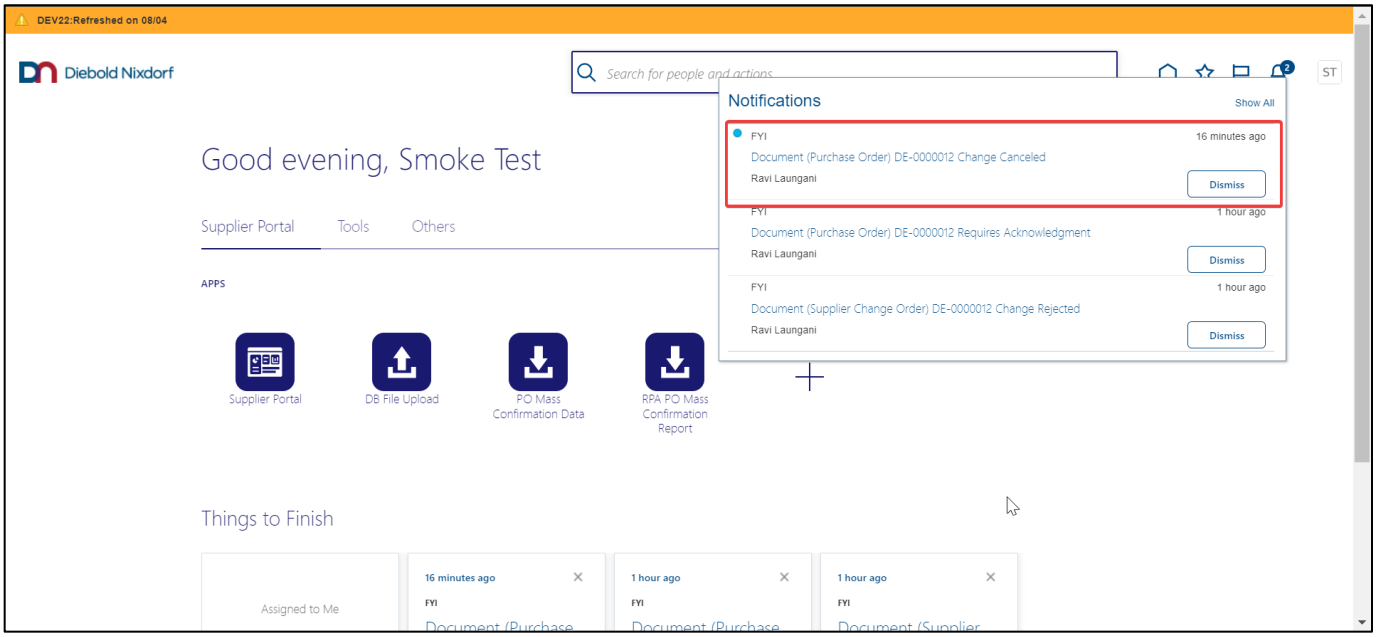
Step 2: Error Message

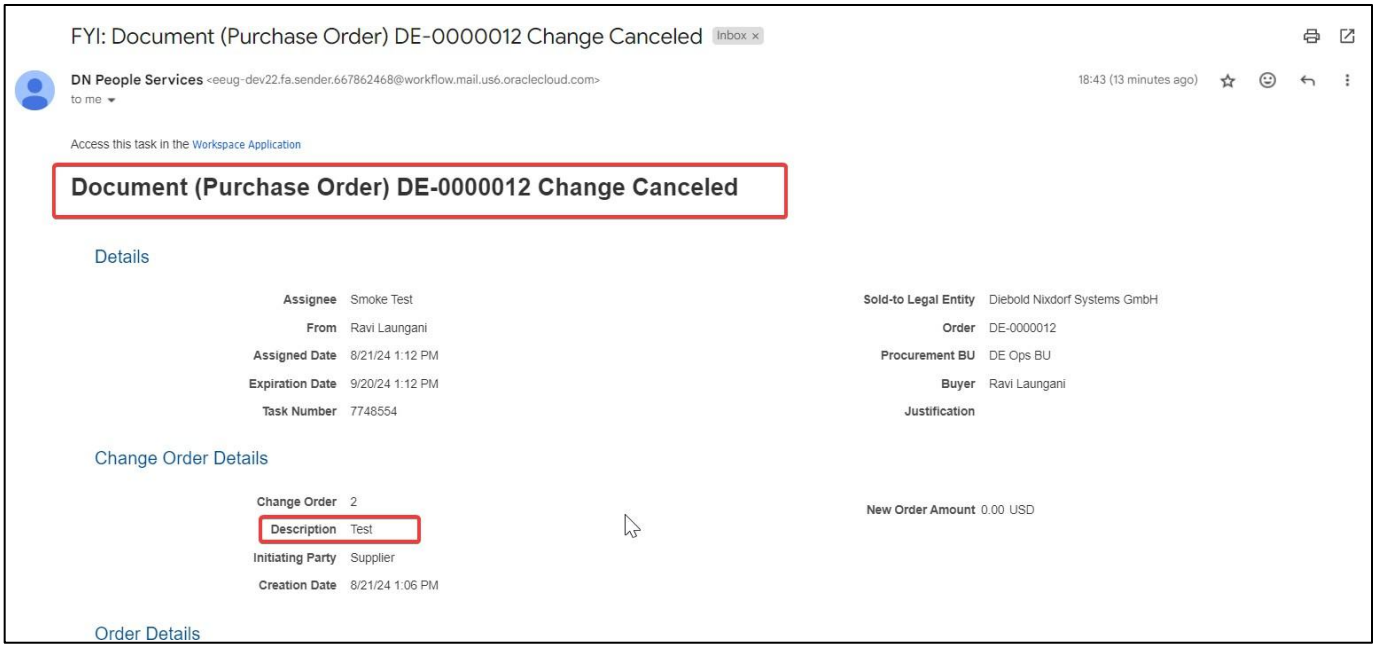


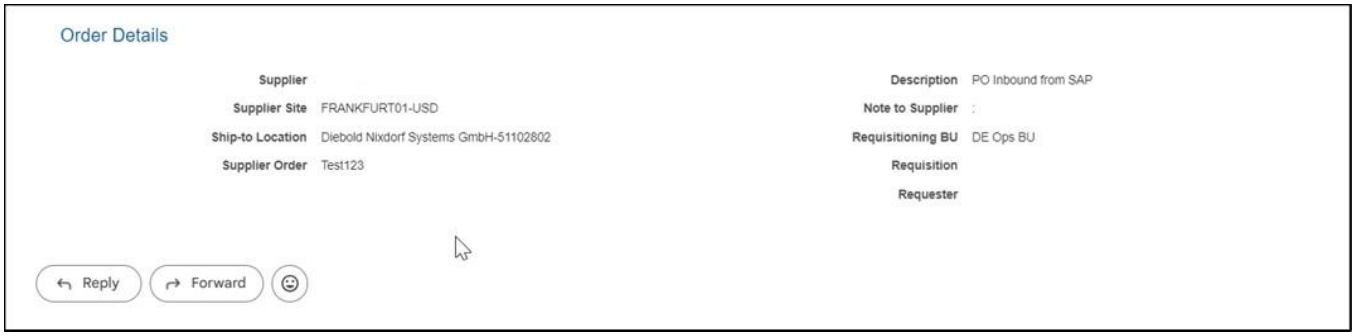
21. Notification of Cancelled Change Order

If the supplier receives the Change Cancelled notification and the Description contains wordings as “Test” or “PO Sync Activity” then Supplier do not have to take any Action in such instances.

Below are some example snapshots of PO Change Cancelled Notification.



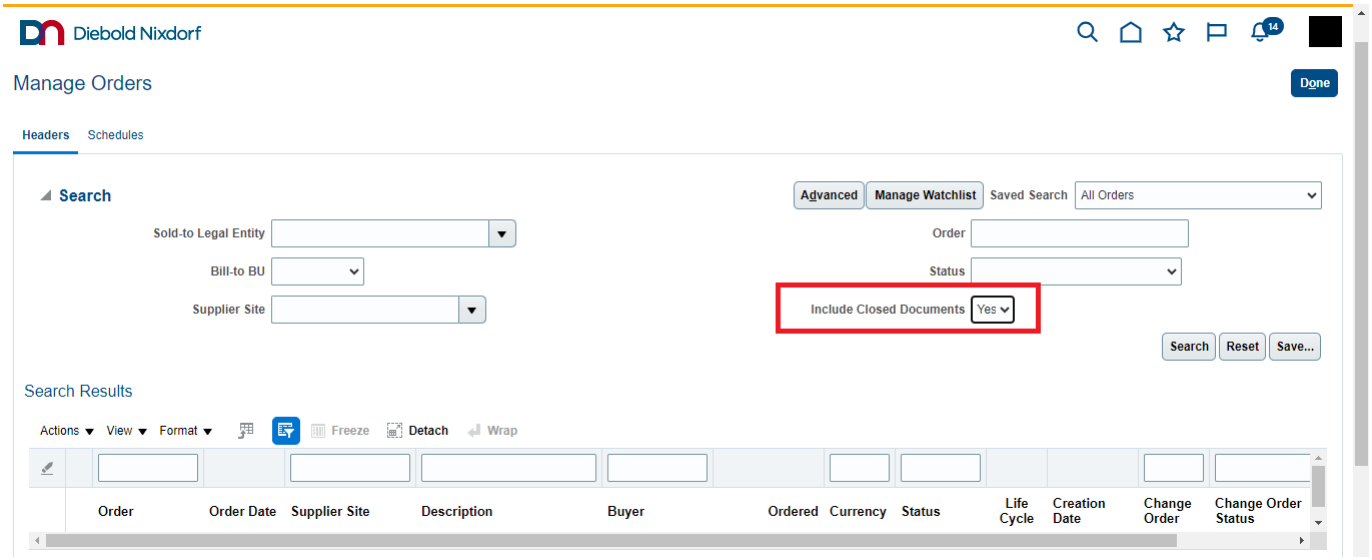


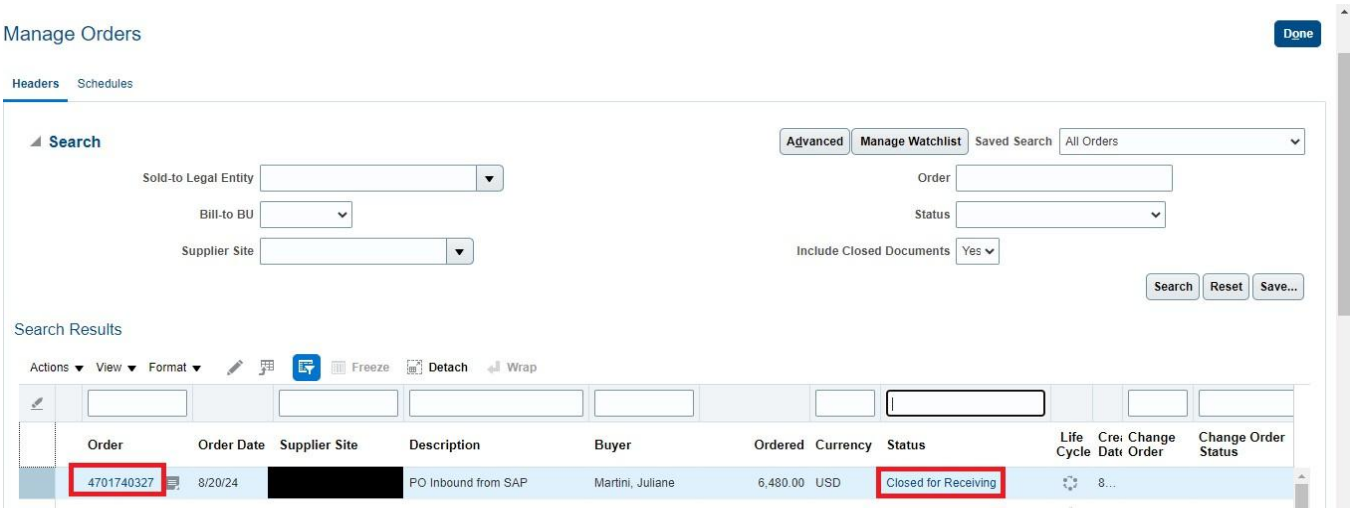

Order Details
Supplier
Supplier Site FRANKFURT01-USD
Ship-to Location Diebold Nixdorf Systems GmbH-51102802
Supplier Order Test123
Description PO Inbound from SAP
Note to Supplier :
Requisitioning BU DE Ops BU
Requisition
Requester
Reply
Forward

22. How to search closed Purchase Order Documents:

STEP1: Supplier Portal → Manage Orders

To Search for Closed Purchase Order Documents, change the field for **Include Closed Documents** to Yes. Click Search button.
By Default, for every search this option has value as No





23. FAQ:

1) **Is my user account created to access the supplier portal?**
   Answer: Please check your email inbox and validate if you have received password reset link. If you do not find this email, please send an email to *cloudsupplierportalsupport@dieboldnixdorf.com*
   Note: The user id of the supplier, would be the Email id of the supplier contact

2) **Where is the link to the supplier portal?**
   Answer: Please click on the link below for access to Supplier Portal
   https://eeug.login.us6.oraclecloud.com/

3) **When a supplier is acknowledging an order, can they change the promise date at the same time?**
   Answer: Yes, the supplier can create a change order to change the promise date instead of acknowledging the schedule.
   Note: Change Order will be routed to buyer for approval.

4) **How to check and remove if there is any blank or any special characters from PO Mass Confirm Report?**
   Answer: Please right click on .csv file. Select "Edit with Notepad++" or open with "Notepad" application. Check if there is any special character or blank line/space at the end of the data, remove the last blank line with backspace. Click on Save and close the Notepad/Notepad++. Try to upload the .csv file now from the portal.
   If the issue persists, please send an email to *cloudsupplierportalsupport@dieboldnixdorf.com*
   Note: Install Notepad++ software in your system to edit the file using "Edit with Notepad++".

5) **Unable to view the details in dashboard?**
   Answer: If users encounter this issue, please clear the browser cache and re-login the application.

6) **Has the procedure for Supplier Invoicing changed?**
   Answer: There is NO change in the Supplier Invoicing process. Please follow the current procedure for invoicing.

7) **How to contact IT Support for new account enquiries?**

   Answer: When trying to setup a new account for Supplier Contact, if the Supplier Administrator is not available, please send an email to *cloudsupplierportalsupport@dieboldnixdorf.com* .

Any other issues or concerns please send an email to *cloudsupplierportalsupport@dieboldnixdorf.com.*