

## SNC POA/ASN Issues Basic Troubleshooting Procedures

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### Introduction

As soon as PO is transmitted to the vendor, the vendor is expected to execute following processes:

1. Publish Purchase Order Acknowledgement (POA)
2. Manufacture the Goods
3. Publish Advanced Shipping Notification (ASN)

Item 10

Schedule LinesGeneralProductQuantities / PriceLocationsPartnersReference DocumentsInvoiceDeliveryCharacteristicsItem Details Tray

AcceptRejectView: [Standard View]Print VersionExport

SL No.	SL Type	Deliv. Date	Deliv. Time	Ship. Date	Ship. Time	Qty	UoM	Rec. Qty	Open Qty	Due Qty	Due Qty (Conf.)
1	Request	28.12.2023	00:00:00	27.12.2023	22:00:00	500	EA	500	0	0	0
2	Confirmed	28.12.2023	00:00:00	27.12.2023	22:00:00	500	EA	0	0	0	0
3	Confirmed	29.12.2023	00:00:00	28.12.2023	22:00:00	500	EA	0	500	0	0
4	Request	29.12.2023	00:00:00	28.12.2023	22:00:00	500	EA	0	500	0	0
5	ASN-Confirmed	28.12.2023	00:00:00	27.12.2023	22:00:00	500	EA	500	0	0	0

There are different issues around POA and ASN posting in SNC.

This document aims to provide guidance to Vendors in case they encounter errors in doing transactions.

## Section 1. SNC Known Issues and Resolution

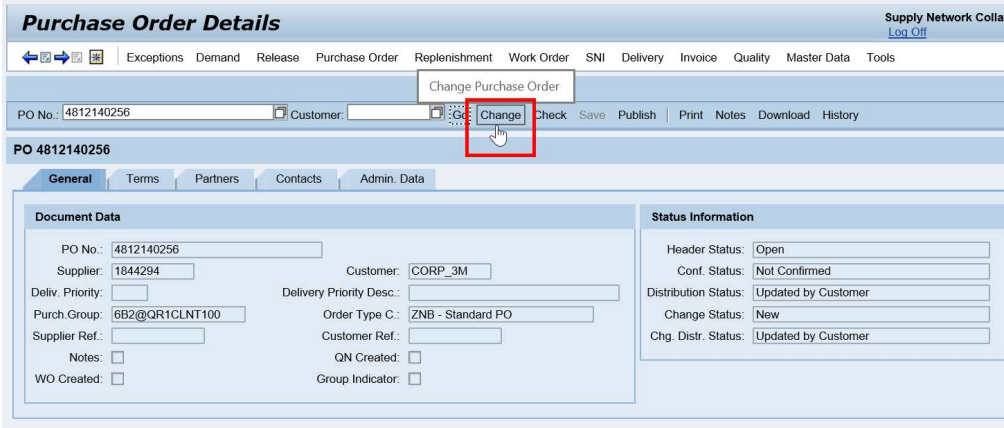
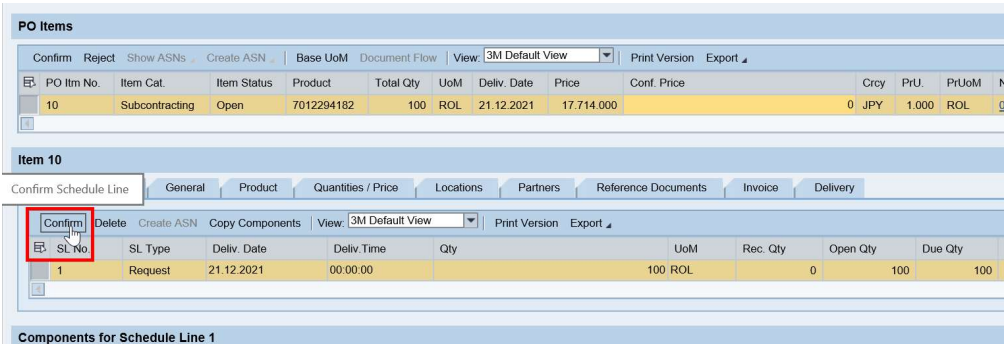
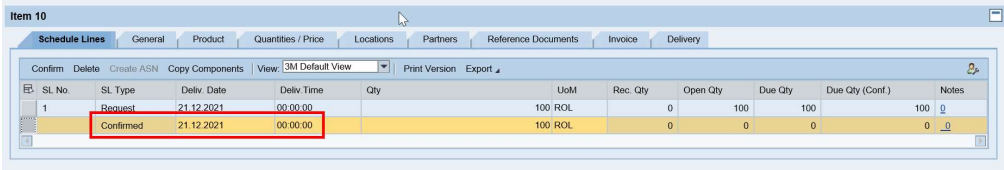

### Purchase Order Acknowledgement (POA)

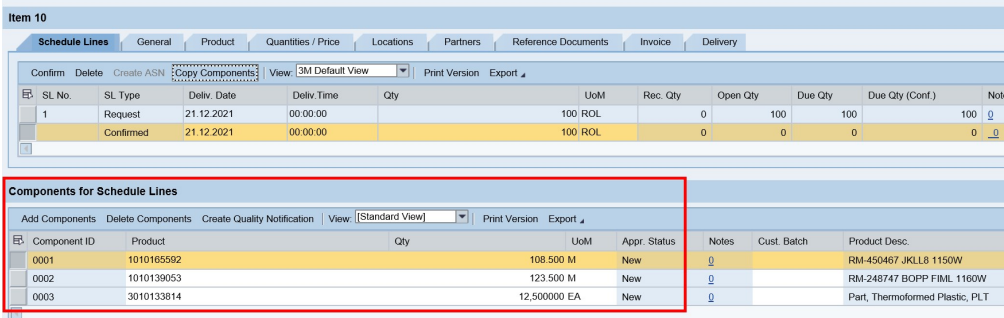
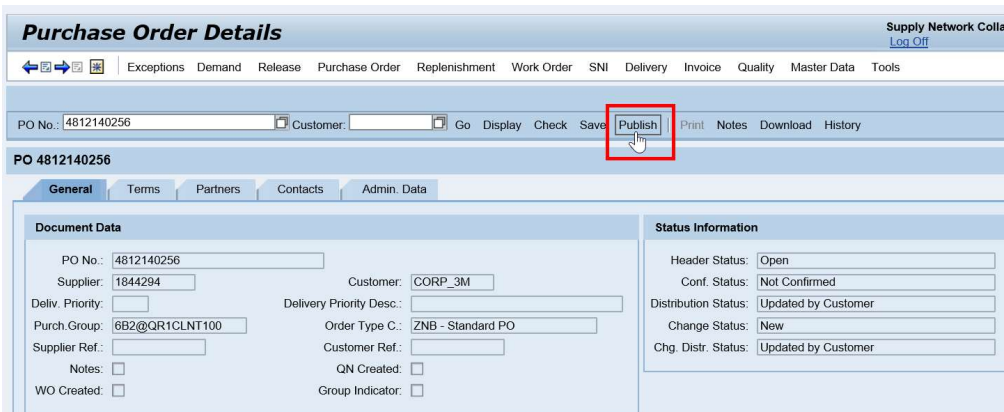
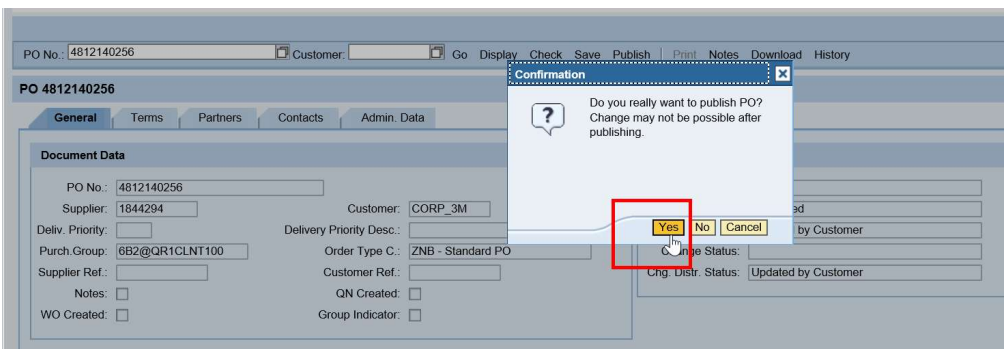
Issue	Root-Cause	Solution/Workaround
PO Confirmation was removed	<p>This happens if:</p> <p>3M made changes on the IBD</p> <p>3M made changes on the PO</p> <p>There are component discrepancies between SNC and ECC</p>	<p>Re-confirm the PO.</p> <p>See <b>Section 3</b> below on how to reconfirm</p> <p><b>Important Note:</b></p> <p>Please make sure that POA was published correctly. We SHOULD NOT be publishing POA with 0 quantity.</p> <p>Please see Section 3 on how to post POA.</p>
No Component available	PO was transmitted to SNC while there's an on going system maintenance.	Contact the buyer to repeat output the PO.
No Component available	Vendor does split delivery. Full component quantity was consumed in the system on first delivery.	<p>Adjust the quantity of the components on the first Confirmed Line.</p> <p>Click the 2<sup>nd</sup> Confirmed Line</p> <p>Click Copy Components.</p> <p>If above steps will not work, manually add the components on the 2<sup>nd</sup> confirmed line.</p>
Component Consumption on 3M system is different from what is showing on SNC	<p>There was an on going system maintenance when the POA was published.</p> <p>Vendor clicked the Save button instead of Publish.</p> <p>POA was not correctly approved when it was routed for manual approval.</p>	Vendor to republish the POA: Click Change > Click Publish
Unable to click the Confirm Button	Confirmation Control Key (CCK) of the PO was incorrect	Contact the Buyer to update the CCK on the PO
Error Message: Batch Number is invalid	Batch was manually entered	Please select the Batch ID's available on the look up screen

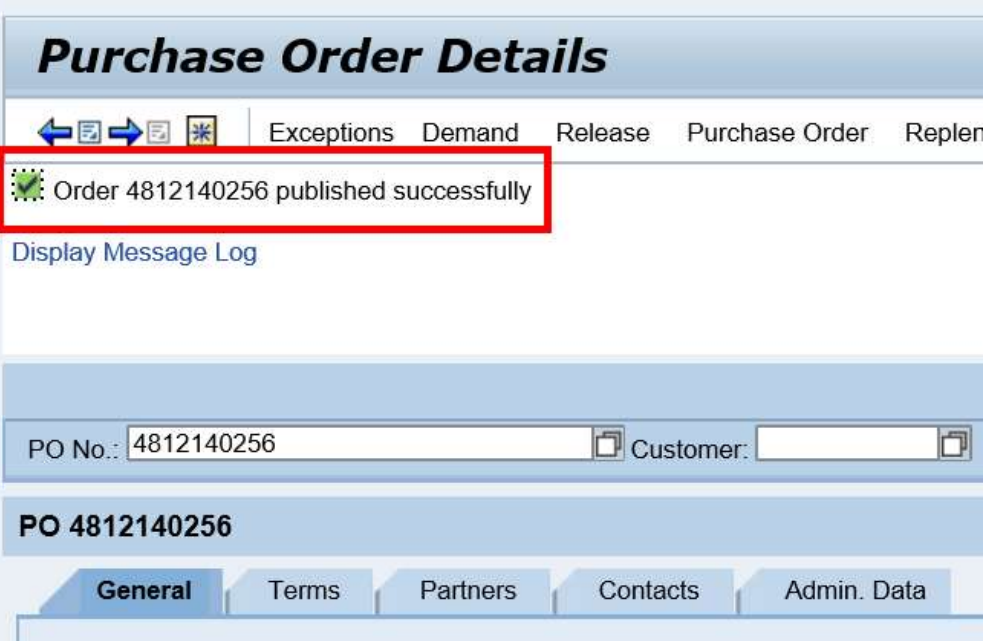

**Advanced Shipping Notification (ASN)/Inbound Delivery (IBD)**

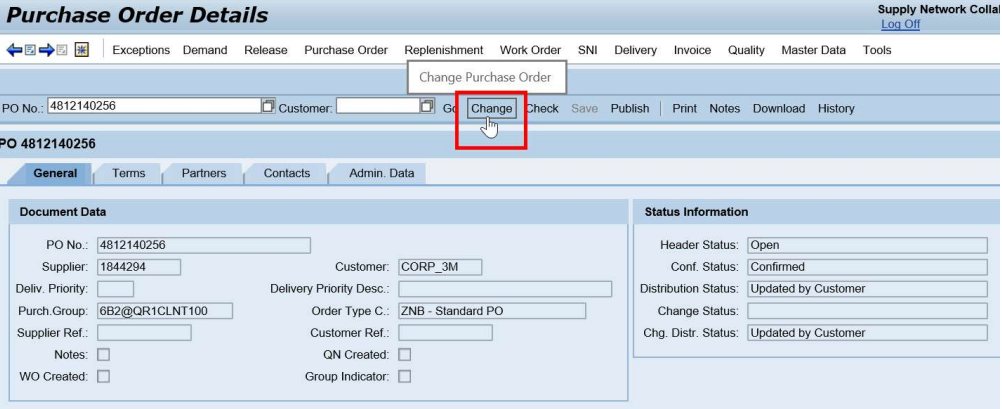

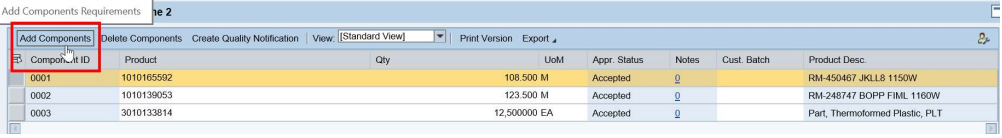
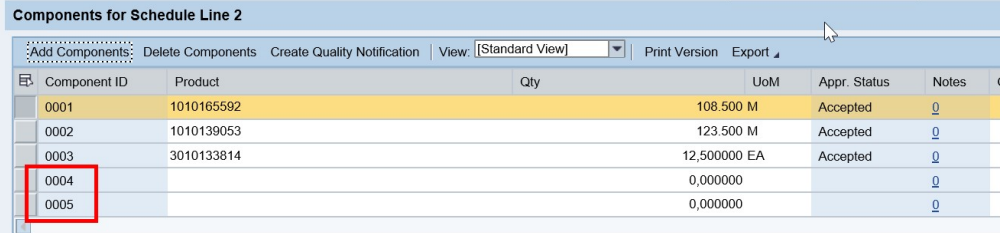
Issue	Root-Cause	Solution/Workaround
Unable to create ASN against the remaining quantity	PO status is already Delivery Completed.  Once the vendor has delivered the quantity at least within under-delivery tolerance, the program flags the PO as delivery completed.	Email Buyer and eCommerce Team to re-open the PO.
IBD picked up incorrect Batch ID	Vendor confirmed the POA for split delivery. Delivery Date of first delivery and 2 <sup>nd</sup> delivery was the same.	Update the Delivery Date of the Confirmed Line. For Split Delivery scenario. Steps: Create 2 confirmed lines Update the quantity to be delivered per schedule Update the delivery date based on actual delivery date Click Copy Components Publish
Error: No sufficient stock for component	The affected component doesn't have enough inventory in the system.	Check quantity consumption on POA. If incorrect, kindly update.  If consumption is correct, contact SubCon Super User to verify the inventory on 3M system.
GR Quantity is different from ASN Quantity	The vendor created ASN > Canceled the ASN > Created new ASN with different quantity	If there's a succeeding IBD, it has to be manually entered in ECC.  Moving forward, kindly reject the IBD on SimPLEX or ask the buyer to cancel the IBD before creating new ASN.
Error: status of ASN header would be "Invalid"	POA status is either Delivery Completed or Manual Approval Required	Contact eCommerce to reopen the PO or Buyer to approve the PO.
IBD is not created after ASN	ASN Status is not Publish	Open ASN > Click Publish
IBD is not created after ASN	ASN IDOC was in error	If ASN Status is Published > contact buyer > Ask them to check the IDOC status

## Section 2. Steps to follow in creating POA

Steps	Details
Initial POA (First POA)	<i>This is when the vendor publishes POA initially to notify 3M that they've received the PO and the details are correct.</i>
Click the Change Button	
Click the Confirm Button	
<p><b>Note:</b> If you're processing <b>Normal PO</b>, <b>SKIP</b> this step. Proceed to the next step.</p> <p>If you're processing a <b>SubCon PO</b>, <b>FOLLOW</b> this step.</p>	<p>Highlight the Confirmed Line</p>  <p>Click Copy Components</p> 

Steps	Details
	<p>Components should appear:</p> 
Click Publish	
Click Yes	

Steps	Details
<p>Published Successfully message should appear</p> <p><i>Note: Please be mindful that you click the Publish button instead of Save.</i></p>	 <p><b>Purchase Order Details</b></p> <p>← [icon] → [icon] [icon] Exceptions Demand Release Purchase Order Replenish</p> <p> Order 4812140256 published successfully</p> <p><a href="#">Display Message Log</a></p> <p>PO No.: 4812140256 [icon] Customer: [icon]</p> <p><b>PO 4812140256</b></p> <p>General Terms Partners Contacts Admin. Data</p>
<b>Important Notes:</b>	<p>Double Check first the following before sending initial POA:</p> <ul style="list-style-type: none"><li>Quantity</li><li>Delivery Date</li><li>Price</li></ul> <p>If there are changes on Item quantity, ALWAYS click the Copy Components Button next to update the Component quantity.</p>

<p><b>POA Update (Second POA)</b></p>	<p><i>After manufacturing the Finished Products, vendor has to update the POA if there are changes on the quantity, delivery schedule – full delivery or partial delivery, etc.</i></p> <p><i>In the case of SubCon PO, the Subcon vendor needs to also update the components based on actual component consumption.</i></p>
<p>Click the change button</p>	
<p>Highlight the Confirmed Line</p>	
<p><b>Note:</b> If you're processing Normal PO, SKIP this step. Proceed to the next step.</p> <p>If you're processing a SubCon PO, FOLLOW this step.</p>	<p>Go to Component Lines</p> <p><b>Important: DO NOT DELETE the original components right away. If you need to add lines, click ADD first</b></p>  <p>The New Line should be added at the bottom of the screen with new Component ID:</p>  <p>You may add the component on the new Component ID Update the quantity and Batch ID:</p>



**Components for Schedule Line 2**

Component ID	Product	Qty	UoM	Appr. Status	Notes	Cust. Batch	Product Desc.
0001	1010165592	50.500	M	Accepted	0	1025102825	RM-450467 JKL8 1150W
0002	1010139053	123.500	M	Accepted	0		RM-248747 BOPP FIML 1160W
0003	3010133814	12.500000	EA	Accepted	0		Part, Thermoformed Plastic, PLT
0004	1010165592	50.300,000000			0		

If there are items you need to delete  
Highlight the line:

**Components for Schedule Line 2**

Component ID	Product	Qty	UoM	Appr. Status	Notes	Cust. Batch	Product Desc.
0001	1010165592	50.500	M	Accepted	0	1025102825	RM-450467 JKL8 1150W
0002	1010139053	123.500	M	Accepted	0		RM-248747 BOPP FIML 1160W
0003	3010133814	12.500000	EA	Accepted	0		Part, Thermoformed Plastic, PLT
0004	1010165592	50.300,000000			0	1025102824	
0005		0,000000			0		

Click Delete Components Button

**Component** Delete Components Requirements

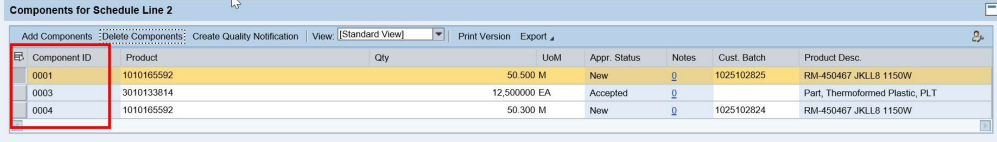
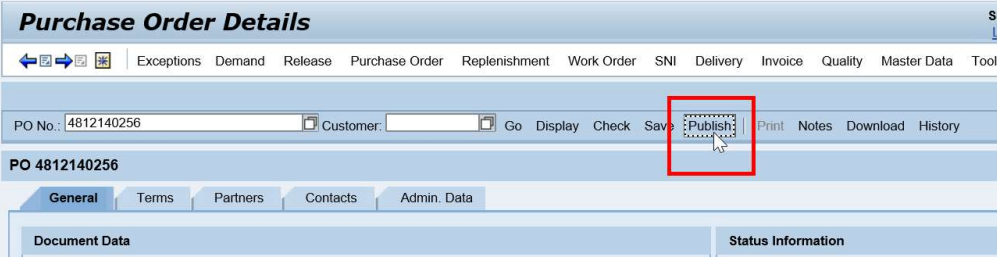
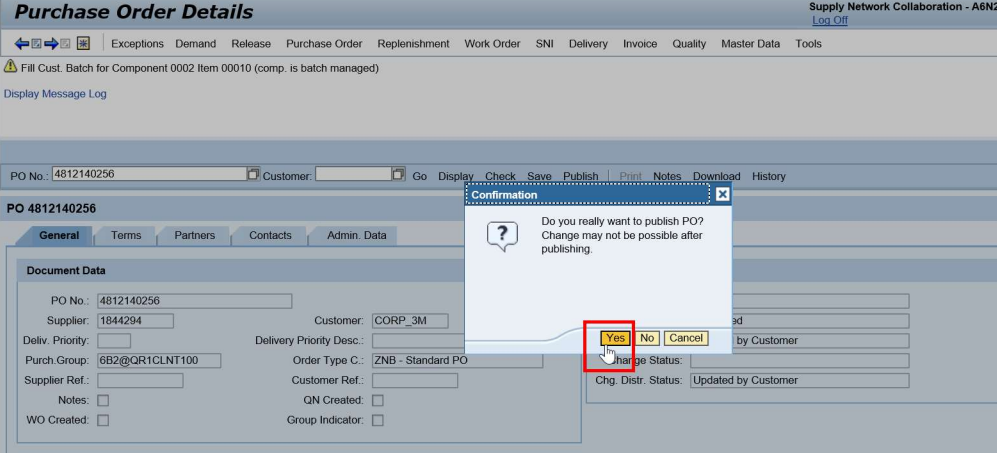
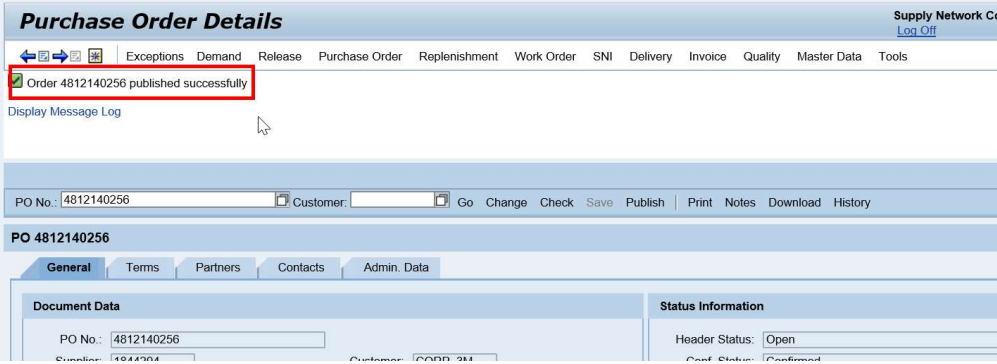
Component ID	Product	Qty	UoM	Appr. Status	Notes	Cust. Batch
0001	1010165592	50.500	M	Accepted	0	1025102825
0002	1010139053	123.500	M	Accepted	0	
0003	3010133814	12.500000	EA	Accepted	0	
0004	1010165592	50.300,000000			0	1025102824
0005		0,000000			0	

Click on Yes



The unnecessary line should be removed  
New line should be assigned to new Component ID:



	
Click Publish	
Click Yes	
Published Successfully	
Important Notes:	<p><b>For Partial Deliveries:</b></p> <ol style="list-style-type: none"> <li>1. The vendor should be creating two Confirmed Lines (click Confirm Button twice)</li> </ol>

Item 10

Schedule Lines

General

Product

Quantities / Price

Locations

Partners

Reference Documents

Invoice

Delivery

Characteristics

Item Details Tray

Accept

Reject

View: [Standard View]

Print Version

Export

SL No.	SL Type	Deliv. Date	Deliv. Time	Ship. Date	Ship. Time	Qty	UoM	Rec. Qty	Open Qty	Due Qty	Due Qty (Conf.)
1	Request	28.12.2023	00.00.00	27.12.2023	22.00.00	500	EA	500	0	0	0
2	Confirmed	28.12.2023	00.00.00	27.12.2023	22.00.00	500	EA	0	0	0	0
3	Confirmed	29.12.2023	00.00.00	28.12.2023	22.00.00	500	EA	0	500	0	0
4	Request	29.12.2023	00.00.00	28.12.2023	22.00.00	500	EA	0	500	0	0
5	ASN-Confirmed	28.12.2023	00.00.00	27.12.2023	22.00.00	500	EA	500	0	0	0

- The Delivery Date should be updated based on actual delivery date (they should not be on the same day and time. If it will be delivered on the same time, the time should be updated)
- The ASN should be created against the earliest Confirmed Line. There will be an error on Consumption Reporting if the ASN is not posted in chronological order

- The Delivery Date should be updated based on actual delivery date (they should not be on the same day and time. If it will be delivered on the same time, the time should be updated)
- The ASN should be created against the earliest Confirmed Line. There will be an error on Consumption Reporting if the ASN is not posted in chronological order

## Section 3. Steps to Reconfirm PO

Steps

Click Change

3M

Back Forward History Favorites Personalize View

Welcome: SupplierAPAC sncAPAC0138

Log off

Supplier

User Management

Supply Network Collaboration

Help

Training

Supplier > Supply Network Collaboration > Supply Network Collaboration

Full Screen | Options

Purchase Order Details

Supplier Network Collaboration - UXIEPCW - Business Partner: 1500019

Log off

PO No. 4811886167

Customer

Change

Check

Save

Publish

Print

Notes

Download

History

PO 4811886167

General

Terms

Partners

Contacts

Admin. Data

Document Data

PO No. 4811886167

Supplier: 1500019

Customer: CORP\_3M

Deliv. Priority:

Delivery Priority Desc:

Purch. Group: 462@PRICLNT100

Order Type C: ZNB - Standard PO

Supplier Ref:

Customer Ref:

Notes

Qty Created

Group Indicator

Status Information

Header Status: Open

Conf. Status: Not Confirmed

Distribution Status: Updated by Customer

Change Status: New

Chg. Distr. Status: Updated by Customer

PO Items

Confirm

Show ASNs

Create ASN

Base UoM

Document Flow

View: 3M Default View

Print Version

Export

PO Item No.	Item Cat.	Item Status	Product	Total Qty	UoM	Deliv. Date	Price	Conf. Price	Crcy	PUU	PUoM	Notes	Conf. Status	Appr. Status
10	Normal	Open	7000042683	100	CV	06.07.2021	10.58	0.00	GBP	1	CV	0	Not Confirmed	New

Item 10

Under PO Items > Click Confirm > Confirmed Line Should Appear

3M

Back Forward History Favorites Personalize View

Welcome: SupplierAPAC sncAPAC0138

Log off

Supplier

User Management

Supply Network Collaboration

Help

Training

Supplier > Supply Network Collaboration > Supply Network Collaboration

Full Screen | Options

PO 4811886167

General

Terms

Partners

Contacts

Admin. Data

Document Data

PO No. 4811886167

Supplier: 1500019

Customer: CORP\_3M

Deliv. Priority:

Delivery Priority Desc:

Purch. Group: 462@PRICLNT100

Order Type C: ZNB - Standard PO

Supplier Ref:

Customer Ref:

Notes

Qty Created

Group Indicator

Status Information

Header Status: Open

Conf. Status: Not Confirmed

Distribution Status: Updated by Customer

Change Status: New

Chg. Distr. Status: Updated by Customer

PO Items

Confirm

Show ASNs

Create ASN

Base UoM

Document Flow

View: 3M Default View

Print Version

Export

PO Item No.	Item Cat.	Item Status	Product	Total Qty	UoM	Deliv. Date	Price	Conf. Price	Crcy	PUU	PUoM	Notes	Conf. Status	Appr. Status		
10	Normal	Open	7000042683	100	CV	06.07.2021	10.58			10.58	GBP	1	CV	0	Not Confirmed	New

Item 10

Schedule Lines

General

Product

Quantities / Price

Locations

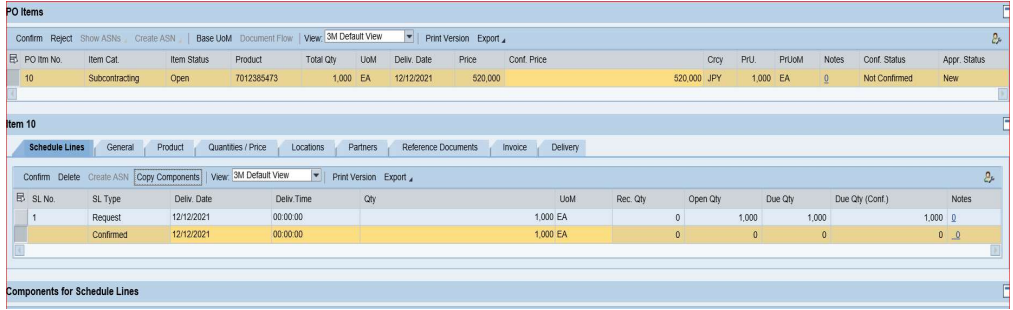
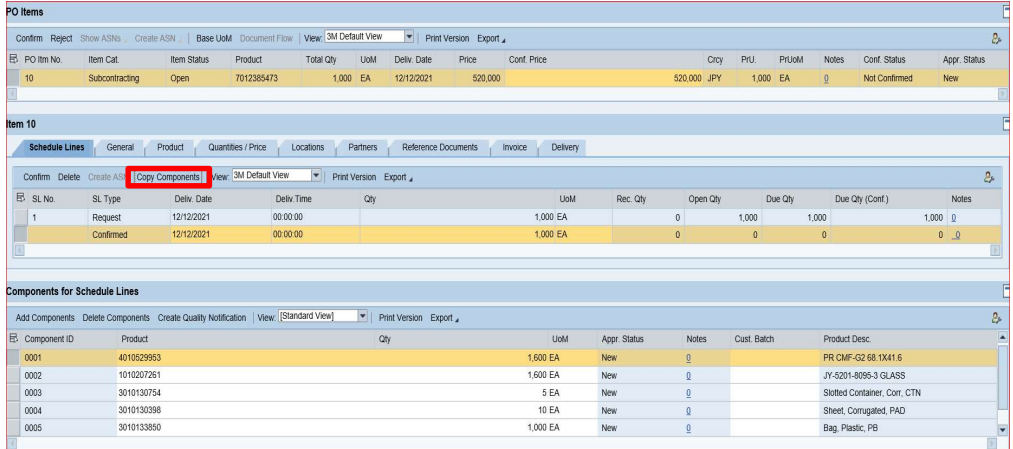
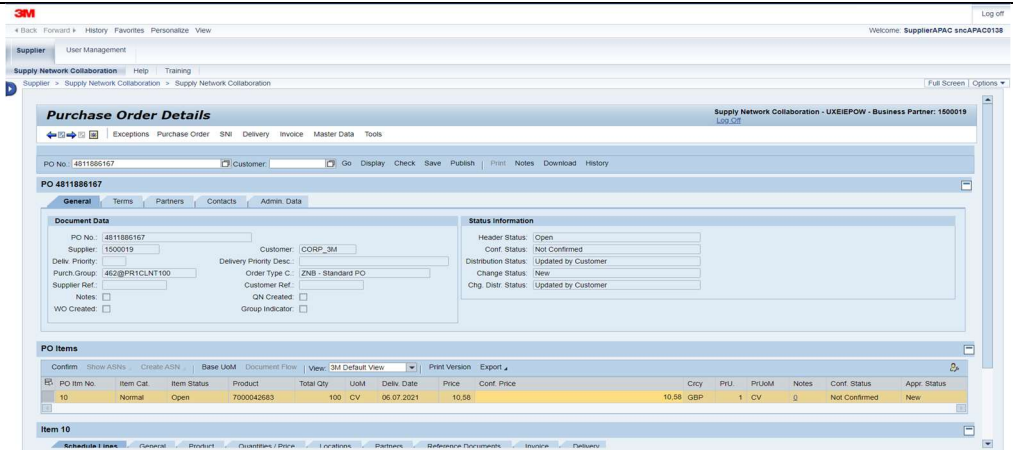
Partners

Reference Documents

Invoice

Delivery

SL No.	SL Type	Deliv. Date	Deliv. Time	Qty	UoM	Rec. Qty	Open Qty	Due Qty	Due Qty (Conf.)	Notes
1	Product	06.07.2021	12:00:00	100	CV		0	100	100	
1	Confirmed	06.07.2021	12:00:00	100	CV		0	0	0	

Steps	Details
<p><b>Note:</b> If you're processing Normal PO, SKIP this step. Proceed to the next step.</p> <p>If you're processing a SubCon PO, FOLLOW this step.</p>	<p><b>Highlight the Confirmed Line</b></p>  <p><b>Click Copy Components</b> Update the components accordingly</p>  <p><b>Note:</b> If there are multiple confirmed lines, do this step to the other Confirmed Lines</p>
<p><b>Click Publish</b></p>	

## Revision History

Date	Version	Description	Author
12.12.2023	1.0	Initial version	Lemuel Kit Loma