Email notification PO Outstanding

Case: Scheduled Delivery date has been exceeded

Start : January 2020



Issue from PO Outstanding

Which Suppliers should be concerned



Buyer set Delivery date in PO <u>does not</u> match with actual Delivery.



Suppliers accepted PO without checking delivery Date and failed to delivery within the given timeline.

Suppliers do not reject PO in case of fail to delivery Goods/Service.



Buyers/BU do not record GR on the system.



Suppliers failed to delivery within the given timeline and did <u>not inform</u> Buyer to edit Delivery Date.



Supplier <u>changed responder</u> resulting in missed the Mail notification.



Suppliers do not accept PO on the system.



Supplier does not place invoice.



Resulting in System Improvement for Edit PO Delivery Date Notification & PO Outstanding Notification Let's see which case system will notify us.

Objective

- System validate PO which Requester and Purchaser do not take action once received Mail notification about PO outstanding then system will Auto Close PO outstanding.
- Requester/ Purchaser can change Delivery date in PO to Actual Delivery Date (Suppliers must click "Agree").
- Mail notify Purchaser or Supplier once Delivery date has been changed.
- To be able to gather Delivery data and timing of each suppliers to do Delivery Evaluation.



Mail notification for Auto Close PO outstanding

once Delivery exceed scheduled Delivery date.

• System validate PO which exceed delivery schedule, will notify buyer to take action. (According to case Edit Delivery

date and Close PO outstanding)

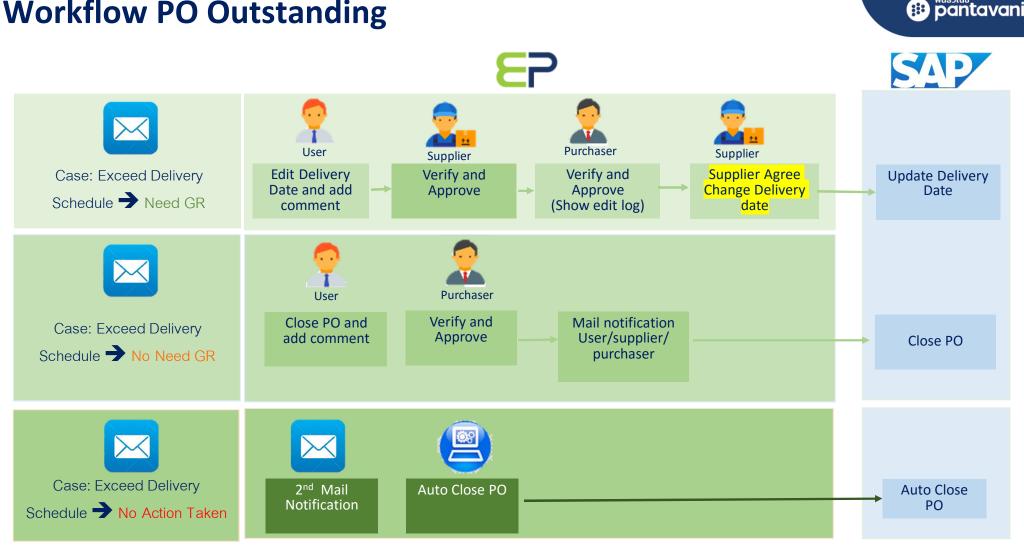
- Buyer can request to close PO outstanding in case "no GR needed". (Suppliers must click "Agree")
- Buyer can change PO Delivery Date. (Suppliers must click "Agree")
- System will send Mail notify to whom concerns (In case of "No Action", system will auto close PO to return Budget to Pool Fund Centre)
- In case of "OPEX" (PO with Budget within Fiscal year) Before fiscal year end, System will send Mail notify to Buyer with

PO which has no record of Goods Received, Alert Buyer to take action before system Auto Close PO outstanding.



No Action taken Impact case

No	Mail Condition	System operate according to Mail Notify	No Action taken after Mail Notify
1	System will send Mail notify to Requester and Purchaser for "Auto Close PO Outstanding"	User Edit Delivery Date to Actual Delivery Or record GR in case "Goods/Service" has been Delivered.	System will Auto close PO and return Budget to Pool Fund Centre
2	System will send Mail Re-notify Requester and Purchaser (Remind once every day for 3 days)	User Edit Delivery Date to Actual Delivery Or record GR in case "Goods/Service" has been Delivered.	System will Auto close PO and return Budget to Pool Fund Centre
3	System will send Mail (AM) notify Requester, Supplier and Purchaser about PO will be "Auto Close PO Outstanding" within Today.	User Edit Delivery Date to Actual Delivery Or record GR in case "Goods/Service" has been Delivered.	System will Auto close PO and return Budget to Pool Fund Centre



Workflow PO Outstanding

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To Improve Efficiency & "HOW" we can contribute to improve.

1. Suppliers checking delivery Date before "Accept PO"	 4. Supplier must inform Buyers/BU to record Goods <u>Receipts</u> on the system once Goods/Service has been delivered.
2. Suppliers must delivery Goods/Service according to Delivery timeline in PO.	5. In case, "Failed to delivery" PO within Fiscal Year End,Supplier must inform Buyer to carry PO in order to usefollowing year.
3. Suppliers "Failed to delivery" within the given timeline must inform Buyer to edit Delivery Date.	6. Supplier must pay attention to "Email Notification".

PO Outstanding

How to

Supplier "Agree" to Change Delivery date.



Supplier Agree Change Delivery date

Login to "**Supplier Web Work**" → Home → Select "Purchase Order"

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SOURCING PROCESS	PROCUREMENT PROCESS	SUPPLY MANAGEMENT TOOLS
eRFX RFQ Auction Approve Vendor List	Purchase Order Bond & Insurance Delivery Tracking Delivery Amendment Alert Goods Receipt Notification	Buyer Management Contract Management Catalog Management Invoice Management Invoice Management (UAT) Report Sample Request Management



Supplier Agree Change Delivery date

At "Search Order" tab, Supplier search "PO Number" from Email Notification.

At Icon: 듶 "Agree Delivery Date" 🗲 Case : Awaiting Change Delivery date Request 🗲 System will show only PO status "Accepted"

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Supplier Agree Change Delivery date

Tab "Agree Delivery Date" → System Show "Change Delivery Date Request" details. → Show Delivery Date change in each item.

- After Supplier review Request - Click " Agree " - System will send Mail notify Requester and next Approver.

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Template PO Outstanding - Email Notification to Supplier



Mail Condition

Case	Action	Requester	Purchaser	Supplier	Period of notice
Close PO	System will send Mail Notify "Close PO (Success/Fail)"	Y	Ν	Y (success)	
Auto close PO	System will send Mail Notify "Auto Close PO outstanding" within Today	Y	Y	Y	Send 1 time (AM) Within Close PO day
	System will send Mail Notify "Auto Close PO outstanding (Success/Fail)"	Y	Y	Y (success)	
Change Delivery	System will send Mail Notify "Awaiting Change Delivery Date Request"	Ν	Ν	Y	
Date	System will send Mail Re-Notify "Awaiting Change Delivery Date Request"	Ν	Ν	Y	Continuous once a days for 7 Days.
	System will send Mail Notify "Change Delivery Date (Success/Fail)"	Y	Ν	Y	

PO Outstanding – Close PO

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Bintavanij

Mail: PO Outstanding – Close PO (Completed)

• System will send Mail Notify "Supplier" When Close PO on ERP (Completed)

PO Outstanding – Auto Close PO

PO will be auto closed by the system later today / ระบบจะปัดใบสั่งนี้ออัตโบมัติ ภายในวันนี้

🚛 Sup

"และสารแก้เริ่มของสารเป็นสารเสียงได้กับเสียงการสารที่สารเสียงได้ได้ เรื่อน หากสารที่มีสุขาน และแสโทรซิส์แต้งส์สอมใจแร้น (สำนักงานโหญ) ขณะที่ไม่ตั้งขึ้นสีมาณาสารสารแก้ประเทศ สุดการทำทั่งสินค้า กรุณาลำเน็นการไฟเร็วที่สุด เป็ดเรากรมเบละฟาการโด ในตั้งขึ้นสีการมีสี สายเป็นเวลา 22.00 น.

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1st Floor Lumpini Tower, 1158/94 Rama IV Road, ungmahamek, Sathorn, Sangkok 10120 CUSTOMER CARE: Tel: 0-2034-4333 Fax: 0-2679-7474 Email: rustomarcare@pantavanij.com Opening of officials Monday - Friday 8:30 am. - 18:00 pm.

Bintavanij

Mail: PO will be "Auto close" by the system later today

- System will send Mail Notify (AM) "Supplier" This PO will be "Auto Closed"
 - \rightarrow Please respond "Agree" to the request.

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Auto Closed PO (Completed) / ระบบปิดใบสั่งชื่ออัตโนมัติสำเร็จ "ระหมายสมัยมีใช้แรงหมายสีเส้าหระจักล์ส่งในมักกายภิษัท เพิ่มรายัง รำกัด" เรื่อม พายสมายู่ใหญ่ชาย มห.เอเช่มจำ คอมพิวเตลว่ (สำนักงานใหญ) ระบบปิดใบสั่งซ้ออัดโบมัติ เนื่องจากมีระยะเวลาจัดสังเกินกำหนด และปิดใบสั่งซื้อในระบบ ERP สำเร็จ เลขที่ใบสังข้อ : 4901006438 าเริ่มัทษฐ์ชาย : HUAWEI TECHNOLOGIES (THAILAND) CD., LTD. บริษัทษฐ์ชื่อ : True Corporation PLC มุลศาจาน : 5,850 THB รายละเอียนการสังชื่อ ที่เกิมระยะเวลาจัดส่งที่กำหนด รามสาวสีเรล 100 turitenailuri: 411/11 with 1997 nerro: (ERP) 45.52 1. Instance of test 1 ÉX. 10.007HE 10/09/201 2. Test po autatanding 2 20 **R**(C) 10.00THE d1.82 1. ted po sussandre il an. RX. In TITLE Partraizon dula 4. tast po outstanding il 10 800 10.00THE 25/28/2019 d1(32 test po autotanding 5 10 80 10.00748 76/09/2019 driða. 10 81 10.00798 สาเร็จ anda 7. 1ett po subtenting 7 10 EX. 10.00mm 28/24/2019 8. Init po existending 8 10 BX: 10.007HB 26/09/2019 26/09/2019 สาสัง mila 80. 10.00THE 10 10. test po solstanding 10 68 10.00704 11.64 10 ท่านสามารถเข้าสุระบบขั้พหลายเออร์เว็บเวิร์คได้ที่ : https://supplierwebwork.com/AccountPortal/Li កាលកា ជាតលេ ដូចន័យចល់លោកដែលអាវីជានេអាវីលាក ដែល។ ក្លាំងទុកខ្លួនស្នែកទៅទៅទៅសេស Complexity ដែល Complexity ដែល ប្រ ការសំនេះ និងស្នែង នេះ នេះ និងស្នេង នេះ និងស្នេង និងស្នែង នេះ និងស្នែង និងស្នែង និងស្នែង និងស្នែង និងស្នែង និងស្នែង និងស្នែង និងស្នែង ន លោក និងស្នេង និងស្នែង รับมาที่ 1 มีนาร์ 2001 (2000) เวลาที่การ รับมาร์ - มุเวรี 8 20 - 1600 น. เวลาที่การ รับมาร์ - มาร์ส. 2001 (2000) ขอมและความสับเดีย เป็นมาร์ - มาร์ส. 2001 (2001) บริษัท พันธรณิช จำกัด "The message was automatically generated by Pantavarij Co.,Ud." Dear Sirs, ACER COMPUTER Co., Ltd. (Head Office) Automatic closed purchase orders in the condition of overdue delivery date which is counted from system date, and closed po all items successfully. Order No : 4901006430 Supplier : HUAWEI TECHNOLOGIES (THAILAND) CO., LTD. Buyer : True Corporation PLC Request Amount : 5,830 TH8 PO Outstanding Detail Description Trice Delivery Date Quantity 1068 Status (ERP) 10.00748 20/09/2619 Success 2. Let up outitending 2 38 87 20/06/2019 Success ter as existanding i RE Batterss 4. kept po outstanding 4 30 31 10.001HB 20/06/2019 Suppetit 5 bet an outstanding 5 10 61 10.01THB 20/19/2819 Success 8. test på tetttanling 8 38 80 10.027-6 20/09/2019 Success test po octobriding 7 20/06/2018 - 20 000 Success 8. test pe sotstanding 8 -12 82 10.00THB 20/09/2819 Guocess me. 10.00716 Successi 9. Net po cutitanding 9 10 10 pedretation outstanding 10 10.037480 20/09/2819 28 HX. Success. Please login to "Supplier Web Work" at: <u>https://supplierwebwork.com/AccountPortail.ogin</u> if you have any guestion about technical issue, please contact Clustomer Care at 02689 4333 or amail customercare/Regularizanj.com : Mon - Fri 8.30 am - 6.00 pm (GMT+7) Customer Care Office Hour : Man - En 8.30 am - 5.30 pm (GMT+7 Supplier Web Work : Mon - Sun 7.00 am - 12.00 pm (GMT+7) cerely Yours, Pantavanij Co., Ltd. Pantavanij Co., Ltd. 31st Fishr Lumpin Tower, 1168/94 Rama IV Road, Tungmahamek, Sathorn, Bangkok 10120 CUSTOMER CARE: Tel: 0-2034-4333 Fax: 0-2079-7474 Email: Customercare@partavamj.com Opening of officials Monday - Friday 8:30 am. - 18:00 pm.

Mail: Auto Closed PO (Completed)

- System will send Mail Notify "Supplier" When "Auto Closed PO" (Completed)
- Case: All items are Closed on ERP

PO Outstanding - Change Delivery date

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😬 pantavanij

Mail: PO Outstanding - Request for "Edit Delivery date" awaiting for your response

- PO Outstanding : Scheduled Delivery date has been "exceeded"
- System send Mail Notify to "Requester" → "Need GR" → Request to "Edit Delivery Date" → Submit
- System will send Mail Notify to "Supplier" → to "Agree" to Awaiting response on "Edited PO Delivery Date"
- System will send Mail Notify to "Supplier" Once a days for 7 Days continuously until Supplier respond to the Request.

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Mail: PO Outstanding - Change delivery date (Completed)

System send Mail Notify to "Supplier" When "Change Delivery Date" in ٠ ERP (Completed)

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Email: customercare@pantavanij.com Opening of officials Monday - Friday 6:30 am. - 18:00 pm **B** pantavanij

Mail: PO Outstanding - Change delivery date (Incomplete)

• System send Mail Notify to "Supplier" When "Change Delivery Date" in ERP (Incomplete)



Thank you