



How to answer for PO Cancellation request?

Introduction

We created this guide to help showing the STEPS and ACTIONS you should take to be able to send Purchase Order (PO) Cancellation reply to Jabil with email text collaboration.

Purchase Order Cancellation request communication

You will receive an email with embedded HTML table in email body text from the **e2open** system email address: mailer@services.e2open.com

Suppliers receive PO Cancellation requests in the Weekly Summary of Discrete Purchase Order Lines Alert:

Cancellation Request Alert types	Description
Summary of Discrete Purchase Order Lines	This is a weekly notification about Jabil Open PO details and required actions

Cancellation confirmation options

#	Confirmation Option	Description
1	Cancel Accepted	If you can accept Jabil Requested PO to Cancel
2	Cancel Rejected	If you cannot accept Jabil Requested PO to Cancel

Cancellation Confirmation Procedure

Step	Action						
1	Open the email you received and click "REPLY" >> with that action you can start editing the table in the email body text.						
2	In the column Cancel Request the PO cancellation request is visible						
2	Update your reply in Email table based on the provided instructions: <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th>If</th> <th>Then</th> </tr> </thead> <tbody> <tr> <td>You can accept Jabil PO Cancellation Request</td> <td>GO to Option 1</td> </tr> <tr> <td>You cannot accept Jabil PO Cancellation Request</td> <td>GO to Option 2</td> </tr> </tbody> </table>	If	Then	You can accept Jabil PO Cancellation Request	GO to Option 1	You cannot accept Jabil PO Cancellation Request	GO to Option 2
If	Then						
You can accept Jabil PO Cancellation Request	GO to Option 1						
You cannot accept Jabil PO Cancellation Request	GO to Option 2						



Option 1

Accept PO Cancellation Request

#Purchase Order No.	Line ID	Line State	Schedule ID	Schedule State	Supplier Code	Supplier Name	Jabil Part Number	Jabil Part Description	Manufacturer Part Number	Manufacturer Name	Request Qty.	Total Received Qty: (Line)	Open Qty.	Promise ID	Promise Qty.	Unit Of Measure	Request Date	Rescheduling Message	Confirmed Arrival Date	Confirmed Ship Date	Transit Time	Tracking Number	No Commit Reason Code	Cancel Request	Cancel Response	Jabil Comment	Supplier Comment
1302477997	1	Open	1	Open	0000260326	Test Connections Inc.	M.E.1159313	Part Description 1	MDF1234	TEST MFR.	200	1650	50	1		EA	2023-01-11				7			Cancel			Comment 1
1302477998	1	Open	1	Open	0000260326	Test Connections Inc.	M.E.1159313	Part Description 1	MDF1234	TEST MFR.	2000	217	1783	1	1783	EA	2023-03-24				7			Cancel	Cancel Accepted		Comment 2
1302477999	1	Open	1	Open	0000260326	Test Connections Inc.	M.E.1159313	Part Description 1	MDF1234	TEST MFR.	3000	1000	2000	1	2000	EA	2023-02-21				7	AWB1234		Cancel	Cancel Rejected		Scenario failed

Step	Action
1	<u>Cancel Request</u> = Cancel
2	<u>Cancel RESPONSE</u> field: populate with ' Cancel Accept ' value.
3	Share further note or Message in <u>Supplier Comment</u> field
4	Ensure that: <ul style="list-style-type: none"> publish Promise qty (Cancel qty) and Promise (Cancel qty) qty is less or equal to Open qty
5	Send a reply to the original mail address. Do not change the Subject!

NOTE: you **cannot** provide Cancel Response against a PO schedule line or promise line where is no Cancel Request!



Option 2

Reject PO Cancellation

#Purchase Order No.	Line ID	Line State	Schedule ID	Schedule State	Supplier Code	Supplier Name	Jabil Part Number	Jabil Part Description	Manufacturer Part Number	Manufacturer Name	Request Qty.	Total Received Qty. (Line)	Open Qty.	Promise ID	Promise Qty.	Unit Of Measure	Request Date	Rescheduling Message	Confirmed Arrival Date	Confirmed Ship Date	Transit Time	Tracking Number	No Commit Reason Code	Cancel Request	Cancel Response	Jabil Comment	Supplier Comment	
130247797	1	Open	1	Open	0000360326	Test Connections Inc.	3.E.11.9913	Part Description 1	3GR01234	TEST.MFR.	200	1650	50	1		EA	2023-01-11							Cancel			Comment 1	
130247798	1	Open	1	Open	0000360326	Test Connections Inc.	3.E.11.9913	Part Description 1	3GR01234	TEST.MFR.	2000	217	1783	1	1783	EA	2023-03-04							Cancel	Cancel Accepted		Comment 2	
130247799	1	Open	1	Open	0000360326	Test Connections Inc.	3.E.11.9913	Part Description 1	3GR01234	TEST.MFR.	2000	1000	2000	1	2000	EA	2023-03-21		2023-02-21			7	ANB1234		Cancel	Cancel Rejected		Scenario added

Step	Action
1	Cancel Request = Cancel
2	Cancel RESPONSE field: populate with 'Cancel Rejected'
3	Ensure that: <ul style="list-style-type: none"> publish Promise qty (Cancel qty) and Promise (Cancel qty) qty is less or equal to Open qty
4	Ensure to publish Confirmed Arrival Date if you Reject PO Cancellation.
5	Share further note or Message in Supplier Comment field.
6	Send reply to the original mail address. Do not change Subject!