



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.

Purchase Order Cancellation request communication

You will receive an email with an Excel attachment 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	Download the Excel file and Open						
2	In the column Cancel Request the PO cancellation request is visible						
2	Update your confirmation in Excel 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

#	1	2	5	6	7	11	12	13	14	15	16	17	19	21	24	25	26	27		
#	Purchase Order No.	Line	Line Sta	Supplier Code	Supplier Name	Jabil Part Number	Request Qty.	Received Qty	Open Qty.	Promise ID	Promise Qty.	Unit Of Measu.	Requested Delivery Date	Confirmed Arrival Date	Transit time	Cancel Request	Cancel Response	Jabil Comment	Supplier Comment	
1302477803		1	Open	0000260326	Test Connection	ML1159314	4000,0000	0,0000	4000,0000	1	4000,0000	EA	2023-02-21 00:00:00	2023-02-21 00:00:00		7	Cancel	Cancel Accepted		Allocation
1302477805		1	Open	0000260326	Test Connection	ML1159314	6000,0000	0,0000	6000,0000	1	6000,0000	EA	2023-04-25 00:00:00	2023-04-25 00:00:00		7	Cancel			
1302477895		1	Open	0000260326	Test Connection	ML1159313	9000,0000	0,0000	9000,0000	1	9000,0000	EA	2023-08-22 00:00:00	2023-08-22 00:00:00		7	Cancel	Cancel Rejected	EOL	
1302477903		1	Open	0000260326	Test Connection	ML1159314	4000,0000	0,0000	4000,0000	1	8000,0000	EA	2023-05-23 00:00:00	2023-07-25 00:00:00		7	Cancel			
1302479671		1	Open	0000260326	Test Connection	ML1159315	28500,0000	0,0000	28500,0000	1	400,0000	EA	2023-09-18 00:00:00	2023-11-14 00:00:00		7	Cancel			

Step	Action
1	Cancel Request = Cancel
2	Cancel RESPONSE field: populate with 'Cancel Accept' value from the drop-down list
3	Share further note or Message in Supplier Comment 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	Save attachment. Do not rename the attachment!
6	Send a reply to the original mail address and attach the updated Excel file. Do not change the Subject!

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



SUPPLIER COLLABORATION

Option 2

Reject PO Cancellation

#0	1	2	5	6	7	11	12	13	14	15	16	17	19	21	24	25	26	27
# Purchase Order No.	*Line	Line Sta	*Supplier Code	Supplier Name	*Jabil Part Number	*Request Qty.	Received Qty	Open Qty.	Promise ID	Promise Qty.	Unit Of Measu.	*Requested Delivery Date	*Confirmed Arrival Date	Transit time	Cancel Reque.	Cancel Response	Jabil Comment	Supplier Comment
1302477803	1	Open	0000260326	Test Connection	ML1159314	4000,0000	0,0000	4000,0000	1	4000,0000	EA	2023-02-21 00:00:00	2023-02-21 00:00:00		7 Cancel	Cancel Accepted		
1302477805	1	Open	0000260326	Test Connection	ML1159314	6000,0000	0,0000	6000,0000	1	6000,0000	EA	2023-04-25 00:00:00	2023-04-25 00:00:00		7 Cancel	Cancel Rejected	EOL	Allocation
1302477895	1	Open	0000260326	Test Connection	ML1159313	9000,0000	0,0000	9000,0000	1	9000,0000	EA	2023-08-22 00:00:00	2023-08-22 00:00:00		7 Cancel			
1302477903	1	Open	0000260326	Test Connection	ML1159314	4000,0000	0,0000	4000,0000	1	8000,0000	EA	2023-05-23 00:00:00	2023-07-25 00:00:00		7 Cancel			
1302479671	1	Open	0000260326	Test Connection	ML1159315	28500,0000	0,0000	28500,0000	1	400,0000	EA	2023-09-18 00:00:00	2023-11-14 00:00:00		7 Cancel			

Step	Action
1	Cancel Request = Cancel
2	Cancel RESPONSE field: populate with 'Cancel Rejected' value from drop-down list
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	Save attachment. Do not rename the attachment!
7	Send reply to the original mail address and attach updated Excel file. Do not change Subject!