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 one of two types of PO Cancellation Alerts based on status of the request:

Cancellation Request Alert types	Description
Long Tail Cancel Request Alert	Order schedules require suppliers' attention the Cancel requests by buyers
Long Tail Cancel Pending Response Alert	Order schedules require suppliers' attention the Cancel change requests by buyers and No Response from Supplier

Cancellation confirmation options

#	Confirmation Option	Description
1	Accept	If you can accept Jabil Requested PO to Cancel
2	No Commit	If you **cannot** accept Jabil Requested PO to Cancel

Cancellation Confirmation Procedure

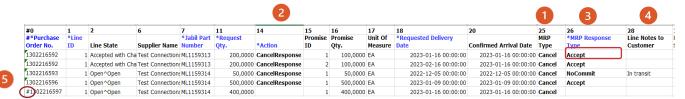| Step	Action
1	Download the Excel file and Open
2	In column MRP Type the PO cancellation request is visible
2	Update your confirmation in the Excel based on the provided instructions: **If** / **Then** You can accept Jabil PO Cancellation Request → GO to Option 1 You **cannot** accept Jabil PO Cancellation Request → GO to Option 2

Option 1

Accept PO Cancellation Request

#0 #*Purchase Order No.	1 *Line ID	2 Line State	6 Supplier Name	7 *Jabil Part Number	11 *Request Qty.	14 *Action	15 Promise ID	16 Promise Qty.	17 Unit Of Measure	18 *Requested Delivery Date	20 Confirmed Arrival Date	25 MRP Type	26 *MRP Response Type	28 Line Notes to Customer
1302216592	1	Accepted with Cha	Test Connection:	ML1159313	200,0000	CancelResponse	1	100,0000	EA	2023-01-16 00:00:00	2023-01-16 00:00:00	Cancel	Accept	
1302216592	1	Accepted with Cha	Test Connection:	ML1159313	200,0000	CancelResponse	2	100,0000	EA	2023-02-16 00:00:00	2023-01-16 00:00:00	Cancel	Accept	
1302216593	1	Open^Open	Test Connection:	ML1159314	50,0000	CancelResponse	1	50,0000	EA	2022-12-05 00:00:00	2022-12-05 00:00:00	Cancel	NoCommit	In transit
1302216596	1	Open^Open	Test Connection:	ML1159314	500,0000	CancelResponse	1	500,0000	EA	2023-01-09 00:00:00	2023-01-09 00:00:00	Cancel	Accept	
#1302216597	1	Open^Open	Test Connection:	ML1159314	400,0000		1	400,0000	EA	2023-01-16 00:00:00	2023-01-16 00:00:00	Cancel		

Step	Action
1	<u>MRP Type</u> = Cancel
2	<u>ACTION field</u>: populate with '**CancelResponse**' value from drop down list
3	<u>MRP RESPONSE TYPE</u> field: populate with '**Accept**' value from drop down list
4	Share further note or Message in <u>Line Notes to Customer</u> field
5	You can exclude a line from your response to use **#** character prefix in first (PO nr.) field or delete
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!**

NOTE: you **<u>cannot</u>** provide Cancel Response against a PO schedule line or promise line where is no Cancel Request in MRP type column!

Option 2

Reject PO Cancellation

#0 #*Purchase Order No.	1 *Line ID	2 Line State	6 Supplier Name	7 *Jabil Part Number	11 *Request Qty.	14 *Action	15 Promise ID	16 Promise Qty.	17 Unit Of Measure	18 *Requested Delivery Date	20 Confirmed Arrival Date	25 MRP Type	26 *MRP Response Type	28 Line Notes to Customer
1302216592	1	Accepted with Cha	Test Connection	ML1159313	200,0000	CancelResponse	1	100,0000	EA	2023-01-16 00:00:00	2023-01-16 00:00:00	Cancel	Accept	
1302216592	1	Accepted with Cha	Test Connection	ML1159313	200,0000	CancelResponse	2	100,0000	EA	2023-02-16 00:00:00	2023-01-16 00:00:00	Cancel	Accept	
1302216593	1	Open^Open	Test Connection	ML1159314	50,0000	CancelResponse	1	50,0000	EA	2022-12-05 00:00:00	2022-12-05 00:00:00	Cancel	NoCommit	In transit
1302216596	1	Open^Open	Test Connection	ML1159314	500,0000	CancelResponse	1	500,0000	EA	2023-01-09 00:00:00	2023-01-09 00:00:00	Cancel	Accept	
#1302216597	1	Open^Open	Test Connection	ML1159314	400,0000		1	400,0000	EA	2023-01-16 00:00:00	2023-01-16 00:00:00	Cancel		

Step	Action
1	<u>MRP Type</u> = Cancel
2	<u>ACTION field</u>: populate with '**CancelResponse'** value from drop down list
3	<u>MRP RESPONSE TYPE</u> field: populate with '**NoCommit'** value from drop down list
4	Share further note or Message in <u>Line Notes to Customer</u> field
5	You can exclude a line from your response to use **#** character prefix in first (PO nr.) field or delete
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!**