e2open Supply Collaboration

User Guide

for Supplier role
– Standard User Interface

May 2026

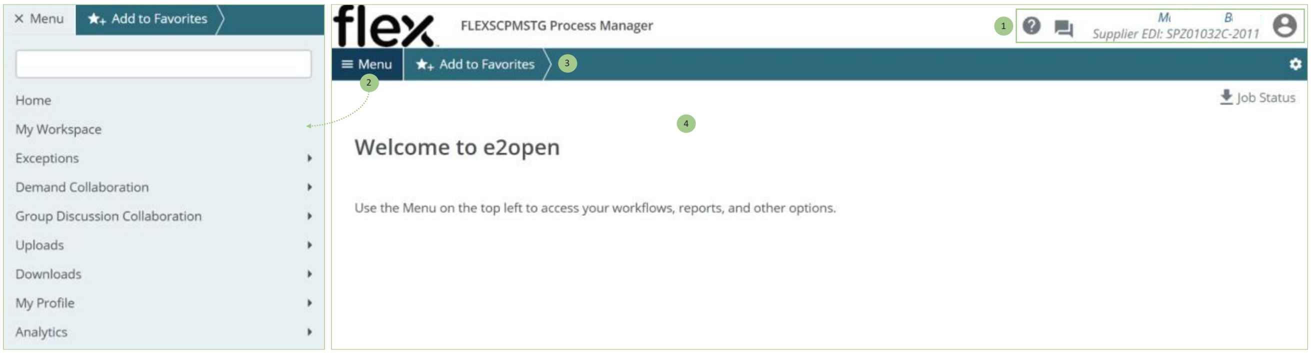
Contents

Getting Started

System Display

The system display is divided into the following sections:

1. **Header**: Help icon, Discussions icon, My Profile.
2. **Menu**: access to submenus and workflows configured in your e2open application.
3. **Favorites Bar**: gives you quick access to the bookmarked pages.
4. **Page Display**: page displayed when a workflow is selected.



Header

In the Header section you can see the following options:

1. Online Help Icon: click the **Help Menu icon** (?) to access the application's online help.
2. Discussions Icon: click the **Discussions icon** ( ) to access the discussions you watch.

Tip: to learn more about *Discussions*, go to: [Discussions].

3. My Profile: click the **My Profile icon** ( ) to access the profile settings:
    a. **Username and currently used role**: roles in the solution are defined against dimensions of BP Code (Supplier code), e.g., SPZ01032C, and Flex Site (Site code), e.g., 2011. Access to data is limited by these BP Code and Flex Site.
    b. **Interface Preferences**: select display density (comfortable/cozy/compact) and color theme (light/dark).
    c. **Privacy Settings**: click to modify the cookies enablement.
    d. **About**: click to verify Product Name, Software Version Build Number, Privacy Policy, Acceptable Use Policy, and Terms of Use.
    e. **Exit**: click to log out of the application. It clears your session and redirects back to the Login page.

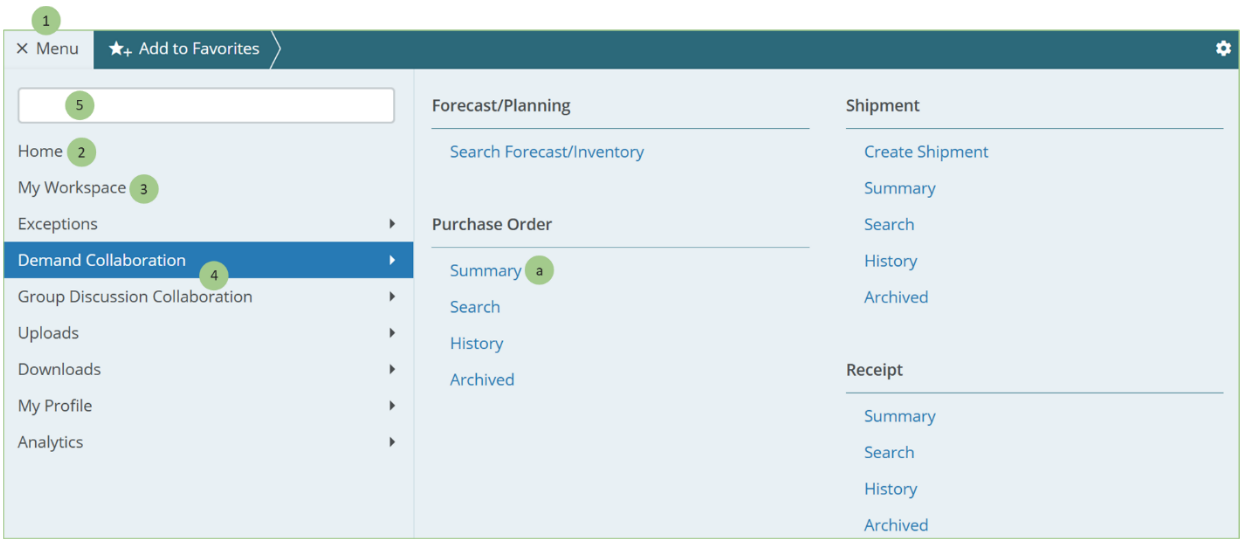
Menu

You conduct most of your movement throughout the application via the Menu (≡ Menu).

- The Menu is an interactive table of contents that offers a view of all available screens in your application in an expandable outline format.
- Use the Menu to access screens, forms, dialogs, commands – all of which are organized in logical submenus and categories.
- The Menu includes a Search field to filter menu items to narrow a given data set and retrieve more simplified results.
- Access to specific submenus and workflows is role dependent.

To access a menu item:

1. Click **Menu** to expand the selection and view all available submenus.
2. Click **Home** to collapse the menu structure and return to the home page.
3. Click a **submenu** to directly access a screen (e.g., *My Workspace*).
4. Click a **submenu with an adjacent arrow** to expand the view with categories along with their associated workflows (e.g., *Demand Collaboration*).
    a. To access the workflow, click on the **workflow's name** (e.g., *Summary* under the *Purchase Order* category).
5. Alternatively, use **Search** to easily look for the screens you desire.



Favorites

You can access and manage your preferred screens with a functionality referred to as Favorites. You can create, rename, and delete the favorites, as well as create folders and arrange your favorites in a tree-view fashion. All Favorites are stored and managed at User level.

The Favorites functionality includes:

- **Favorites Bar** – for easy access to your bookmarks,
- **Manage Favorites** – for bookmarks maintenance.

Favorites Bar

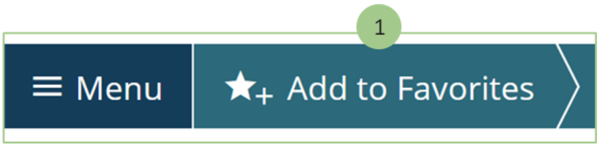
Favorites Bar is a collection of direct links to your favorite web pages which is stored in your e2open application. Favorites can be created and managed by Users themselves.

The Favorites Bar is located at the top of the screen:

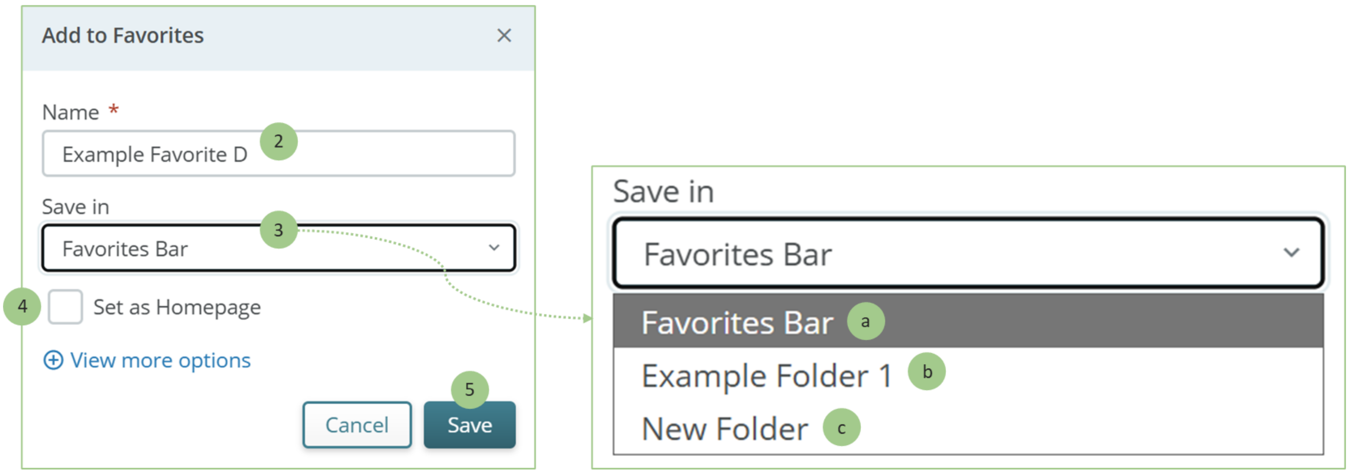
Saving Favorites

To save a screen as your favorite:

1. Navigate to the screen you want to be set as your favorite. In the Favorites Bar, click **Add to Favorites**.



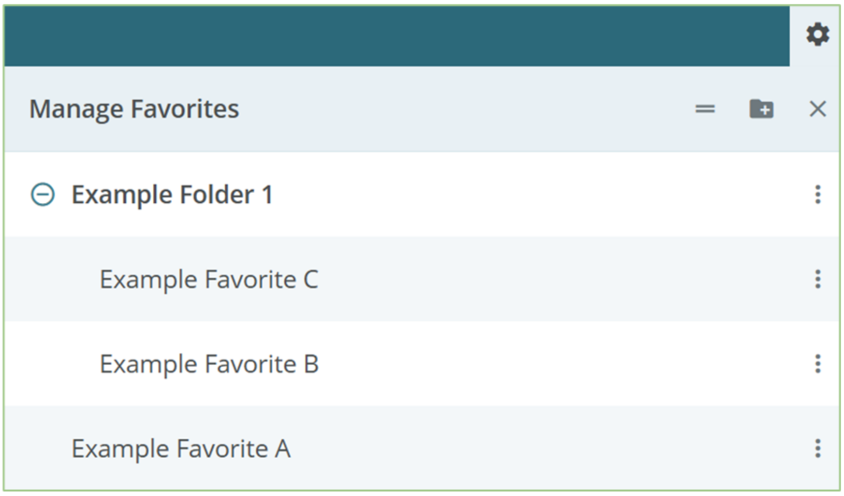
2. The window *Add to Favorites* opens. In **Name**, enter the name of your favorite screen.
3. In **Save in**, choose where to save your new favorite:
    a. **Favorites Bar**: choose this option to save your favorite report directly to the Favorites Bar. The favorite will be displayed on the bar as level one hierarchy.
    b. **<Folder name>**: choose any of the existing folders you have previously created. Your favorite screen will be assigned to this folder and can be accessed when expanding the folder name on the Favorites Bar.
    c. **New Folder**: choose this option to create a folder to which your favorite screen will be assigned. Enter a Folder Name that will be displayed on the bar as level one hierarchy.
4. If you want your favorite screen to become your e2open application homepage, check **Set as Homepage**.
5. Click **Save**.



The favorite is saved and displayed in the defined location.

Manage Favorites

The purpose of the Manage Favorites is to maintain bookmarks. Click the **gear icon** () on the right end of the Favorites Bar to open the Manage Favorites:

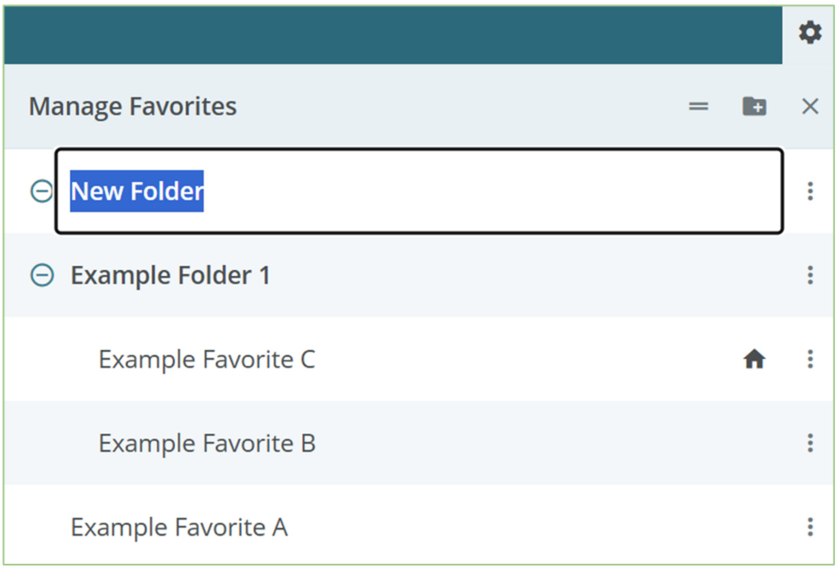


Creating Folders

You can create a folder and assign respective favorites to this folder. This way you are grouping similar favorites under an umbrella term. You can create only a single level hierarchy for your Favorites.

To create a folder for your favorites:

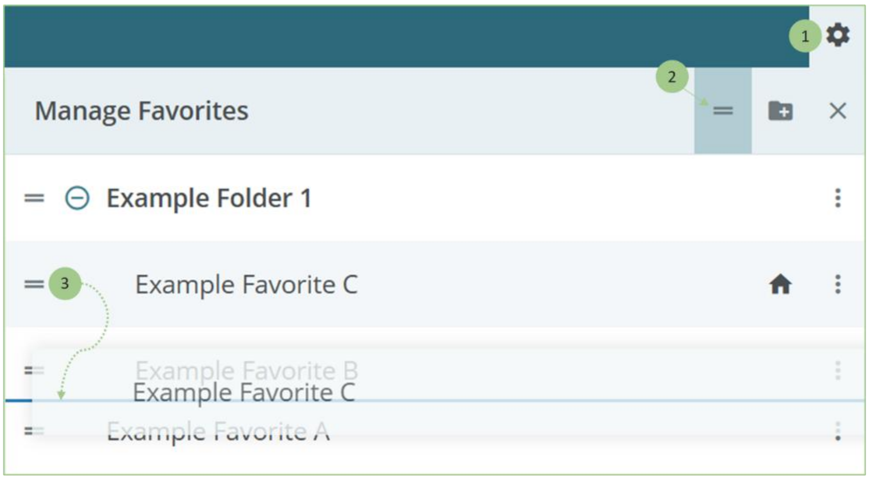
1. Click the **gear icon** on the right end of the Favorites Bar to open Manage Favorites.
2. Click on the **Folders icon** to create a new folder. A new folder is created and highlighted in blue.
3. Type in a folder **name**.



Rearranging Favorites

To rearrange Favorites:

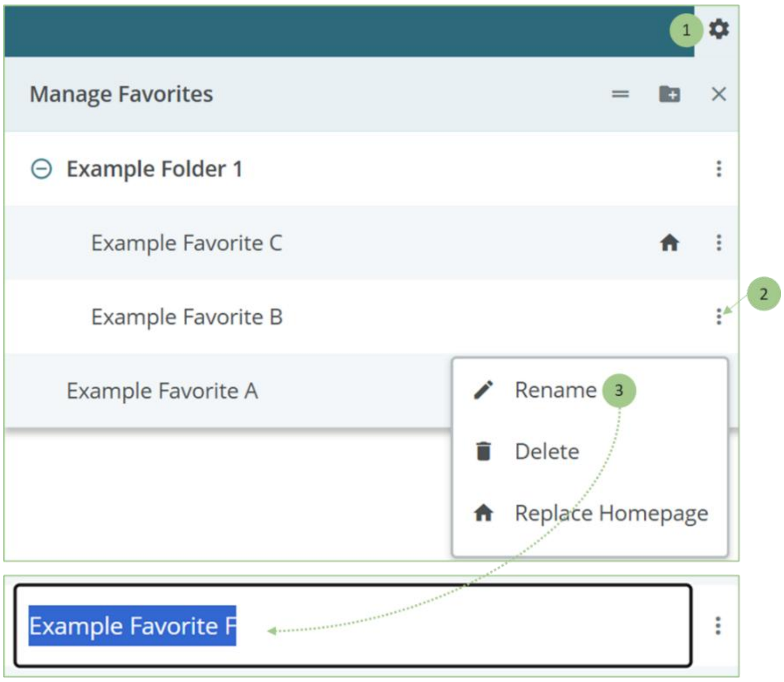
1. Click the **gear icon** on the right end of the Favorites Bar to open Manage Favorites.
2. Click on the **two horizontal lines icon** to activate the rearranging mode.
3. Using the **two horizontal lines** adjacent to your favorite you want to move, drag a favorite and drop it in desired place.



Renaming Favorites

To rename the Favorite:

1. Click the **gear icon** on the right end of the Favorites Bar to open Manage Favorites.
2. Click on the **three vertical dots** adjacent to your favorite you want to rename.
3. Click **Rename**. The favorite title is now editable.
4. Change the name and press the Enter key on your keyboard to save the renamed favorite.

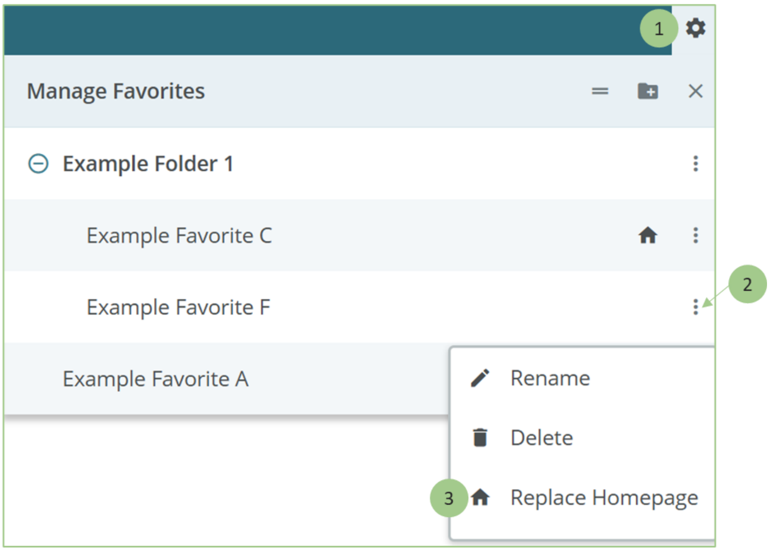


Replacing Homepage

After you have defined your favorite screen as your homepage, you can replace it with another favorite.

To replace the homepage:

1. Click the **gear icon** on the right end of the Favorites Bar to open Manage Favorites.
2. Click on the **three vertical dots** adjacent to your favorite screen you want to set as homepage.
3. Click **Replace Homepage**. This favorite is now your homepage.

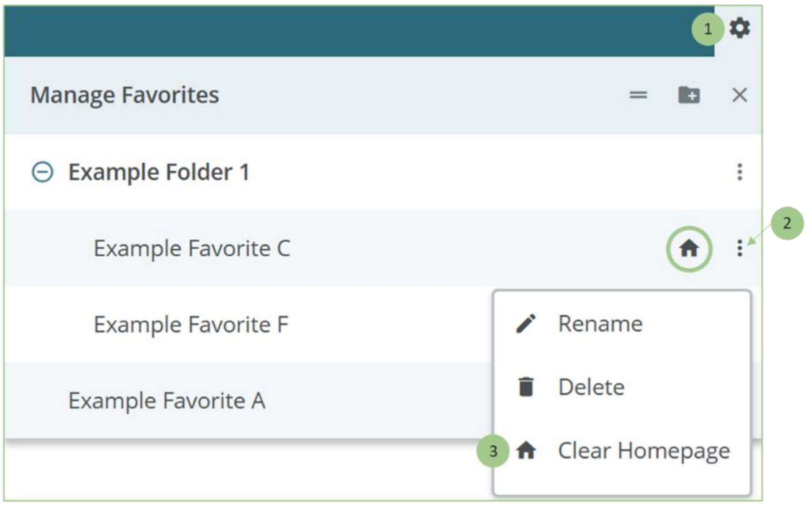


Clearing Homepage

After you have defined your favorite screen as your homepage, you can clear it and reset the homepage to default.

To clear the homepage:

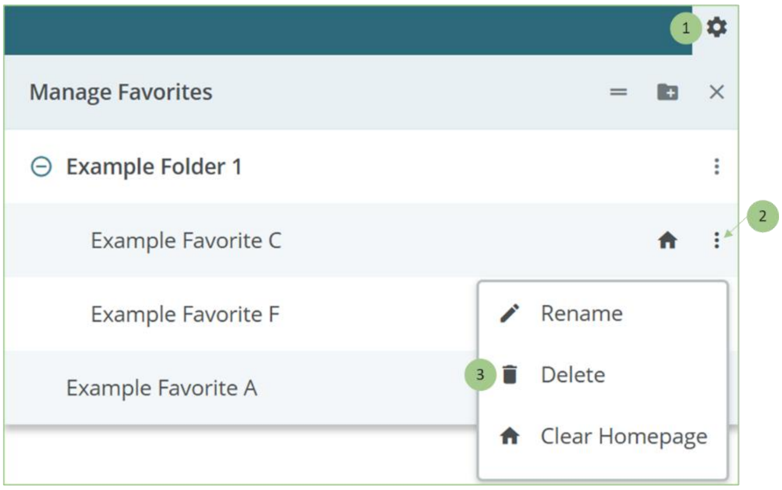
1. Click the **gear icon** on the right end of the Favorites Bar to open Manage Favorites.
2. Click on the **three vertical dots** adjacent to your favorite screen that is set as your current homepage (marked with 🏠 icon).
3. Click **Clear Homepage**. This resets the homepage to default.



Deleting Favorites

To delete the Favorite:

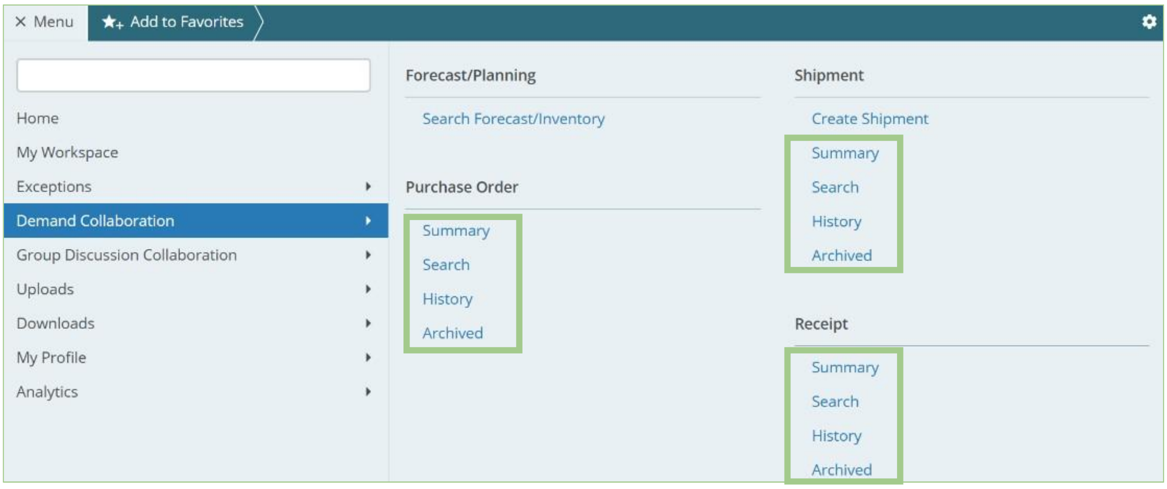
1. Click the **gear icon** on the right end of the Favorites Bar to open Manage Favorites.
2. Click on the **three vertical dots** adjacent to your favorite you want to delete.
3. Click **Delete**.



Navigation

Search and Filter in the Application

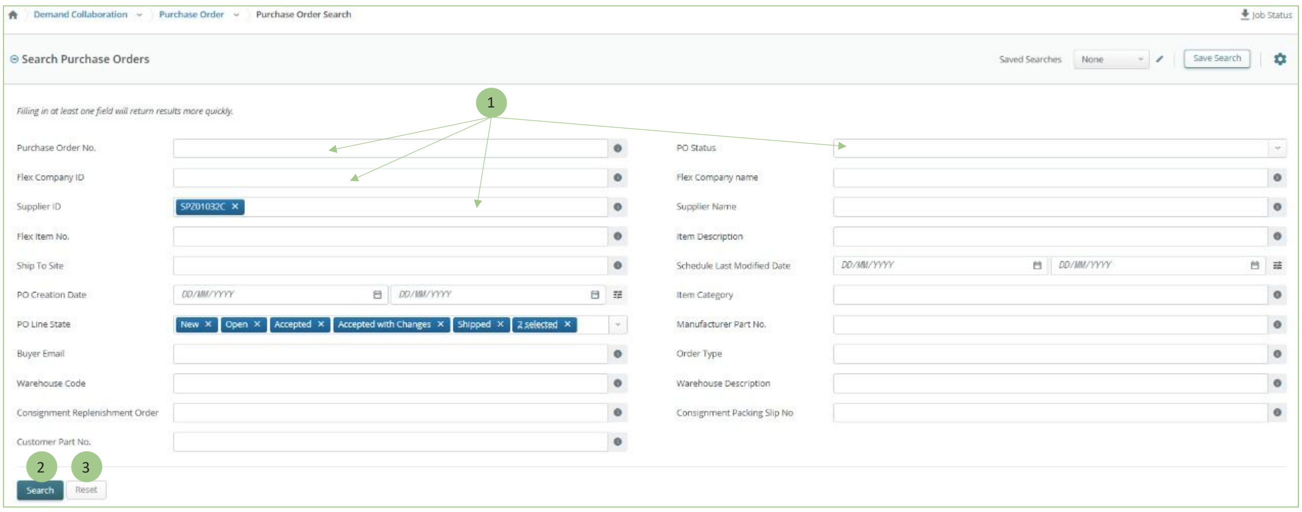
When you need to search for an Object (Purchase Order, Shipment, Receipt) you can use the following pages: Search, Summary, History, Archived.



Search

Search is best used when you know something particular about the Object, such as number, name, or description, that can be typed into the search fields.

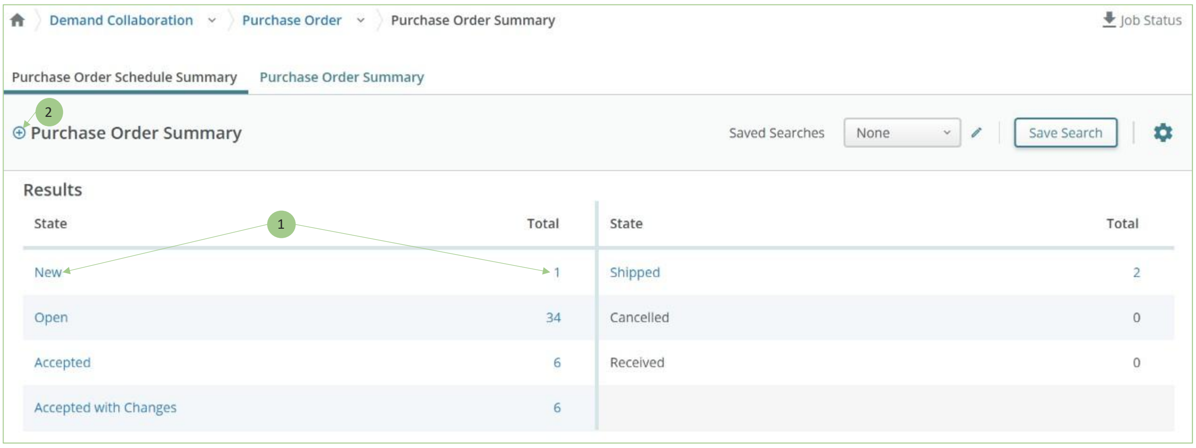
1. Use search boxes to enter your criteria.
2. Click **Search** to initiate the search.
3. Click **Reset** to clear the search boxes.



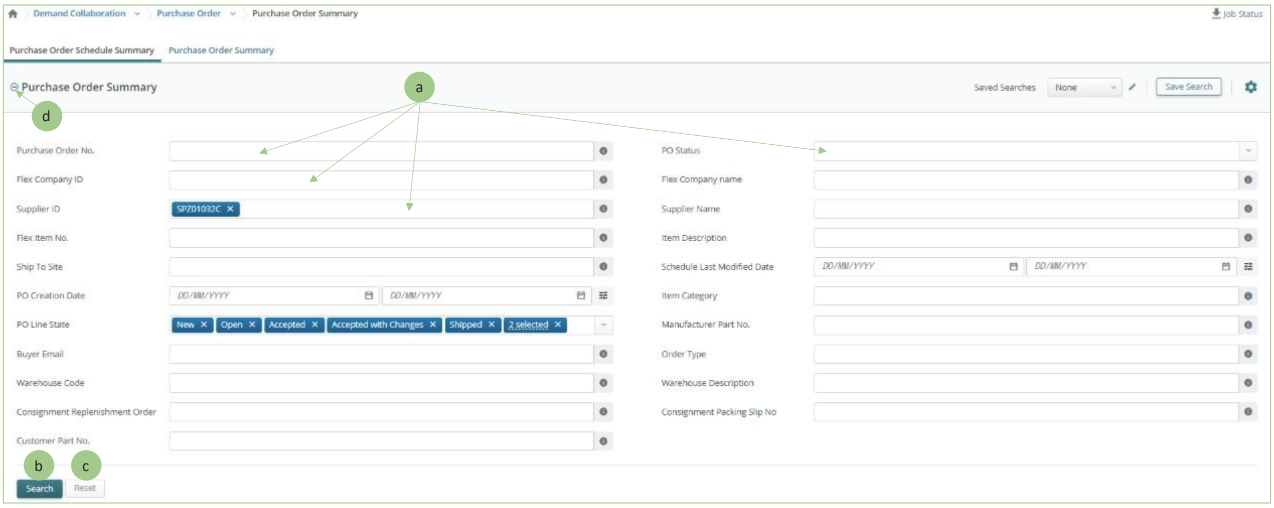
Summary

The Summary screen is best used when you want to access Objects grouped by State and further refine the results based on particular parameters.

1. Click on the **State Name** or **Total** to access the Objects.
2. Optionally, click on the (⊕) **icon** to expand the filters section.



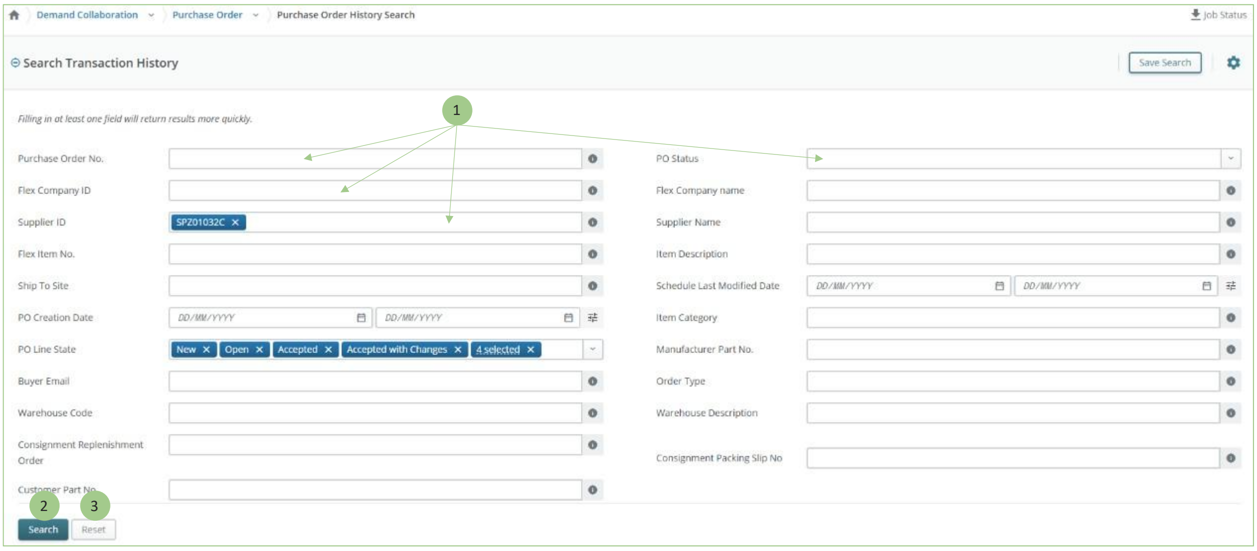
a. Use search boxes to enter your criteria.
b. Click **Search** to filter the results.
c. Click **Reset** to clear the search boxes.
d. Click the (⊖) icon to collapse the filters section.



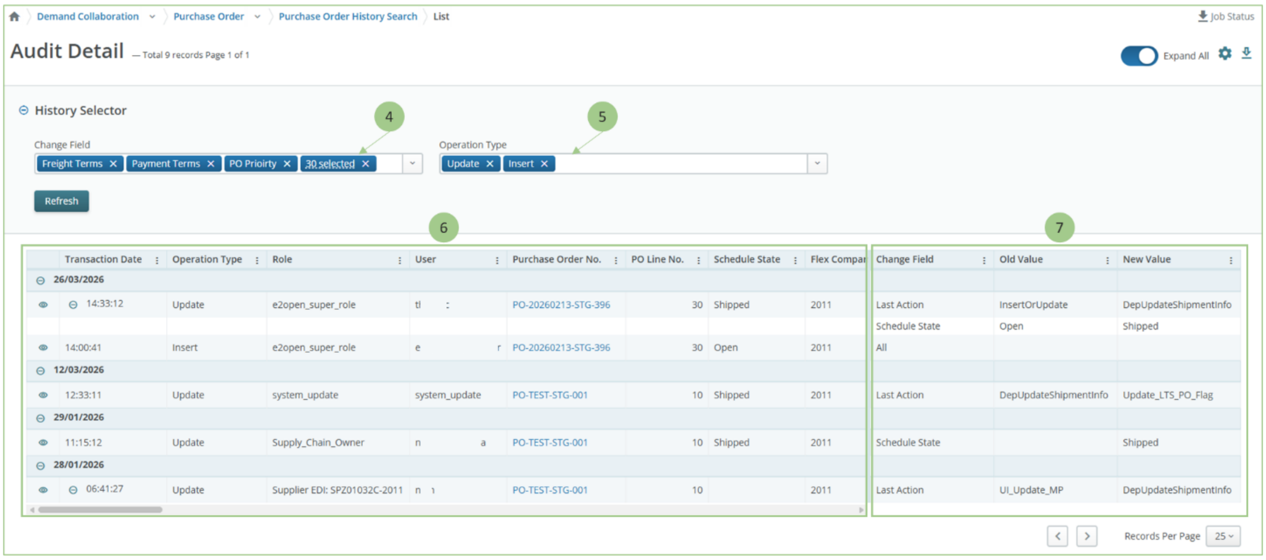
History

History is a record of changes that have been made to an Object, that provides documentary evidence of the sequence of activities that have affected at any time a specific operation or event, such as PO Response and Shipment Changes.

1. Use search boxes to enter your criteria.
2. Click **Search** to initiate the search.
3. Click **Reset** to clear the search boxes.



4. Filter by **Change Field**.
5. Filter by **Operation Type**.
6. Review the **Object's details** (scroll right to view all columns).
7. Review the **Change details**.

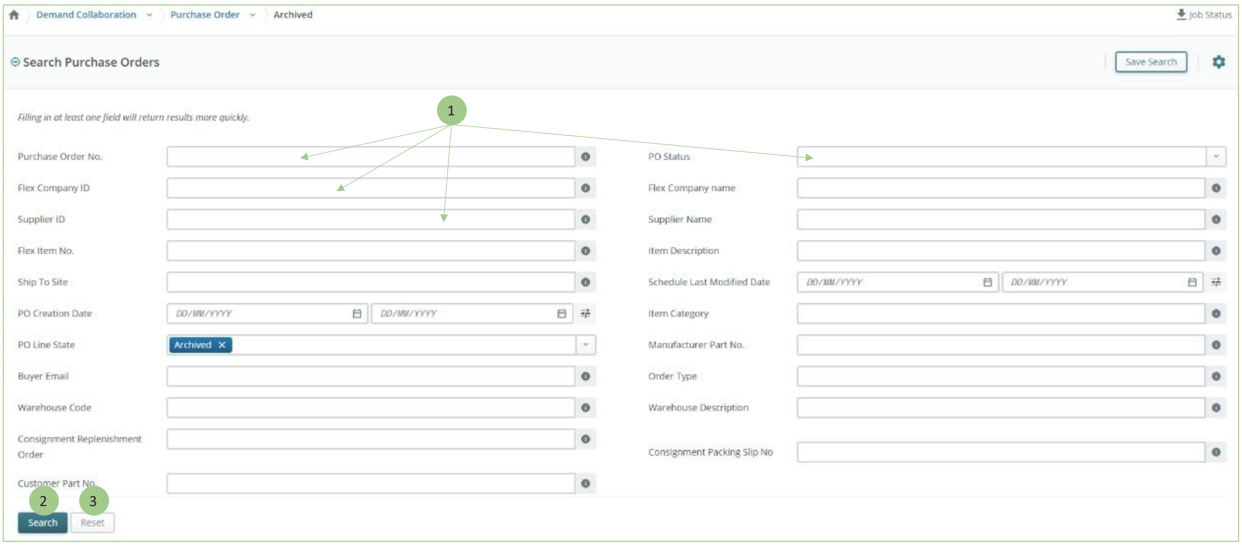


Archived

All Purchase Orders, Shipments, and Receipts will be updated to the “Archived” State when their Header State is “Received” or “Cancelled”, and the Last Modified Date is older than 180 Days.

After that time, all Archived Objects will be available in their corresponding *Archived* workflow for the next 360 days, after which they are going to be purged from the system.

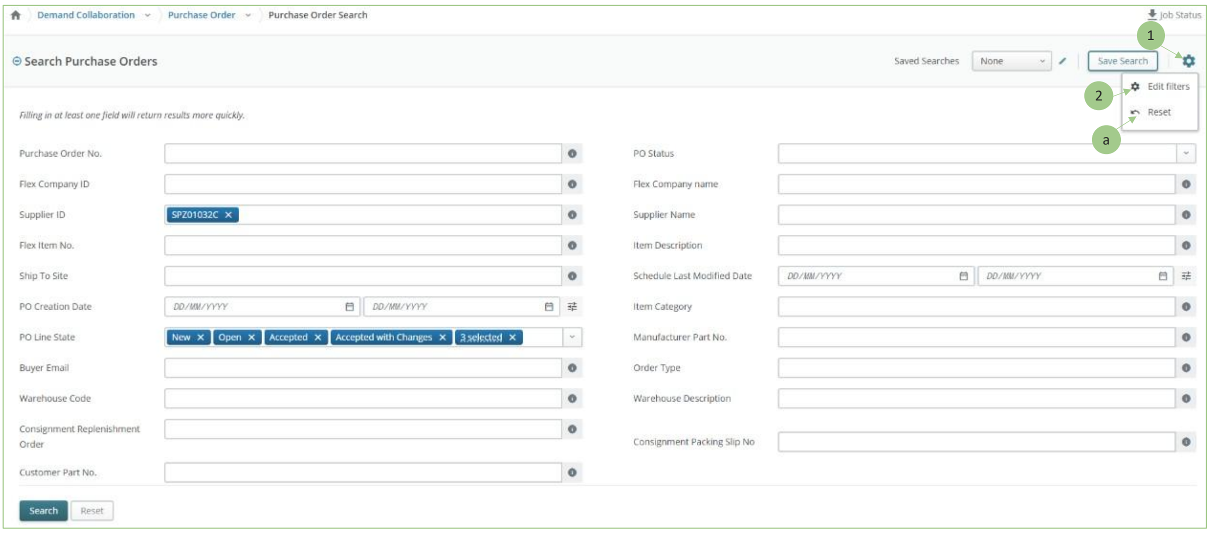
1. Use search boxes to enter your criteria.
2. Click **Search** to initiate the search.
3. Click **Reset** to clear the search boxes.



Edit Filters

Use the Edit Filters option to configure your search fields display. You can show, hide, or rearrange search fields, as required.

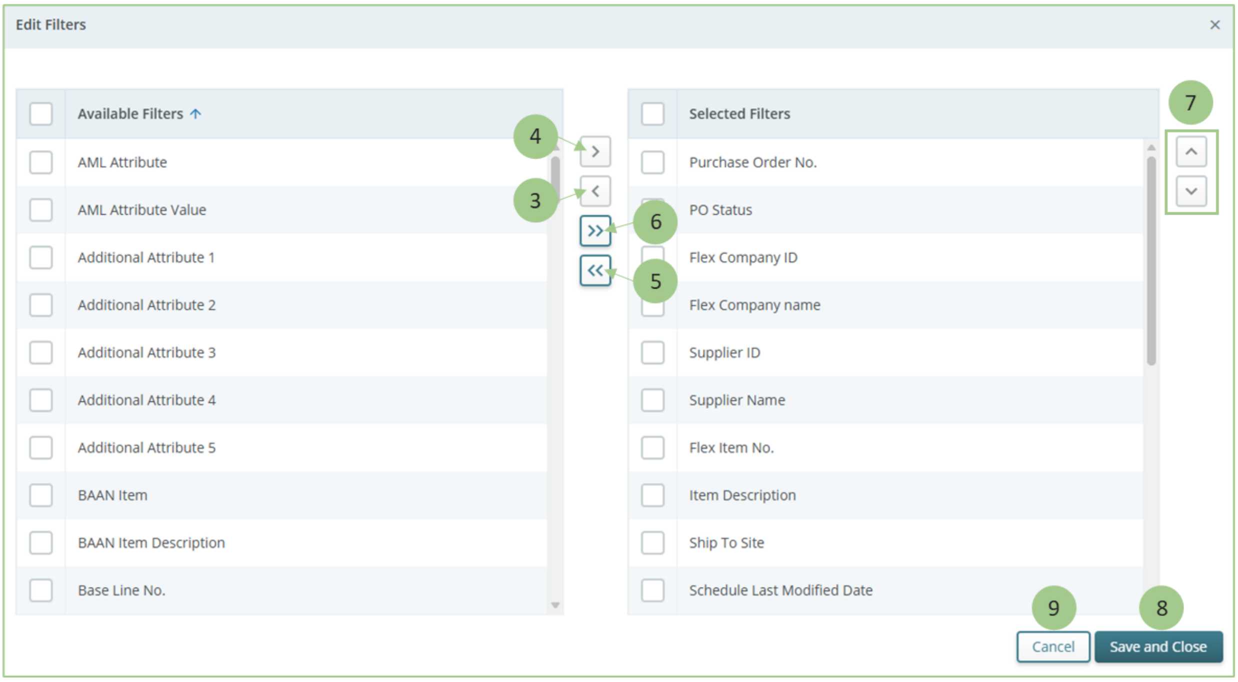
1. Click the **gear icon** on the right corner of any of the filters view page.
2. Click **Edit filters**. The *Edit Filters* window appears.
    a. To reset the search fields display to default select **Reset**.



3. To hide search fields from your current page view, click the search field's checkbox to select from the *Selected Filters* and click the **move to the left button** to move it to the *Available Filters*.
4. To show search fields on your current page view, click the search field's checkbox to select from the *Available Filters* and click the **move to the right button** to move it to the *Selected Filters*.
5. The **move all to the left button** moves all search fields from the *Selected Filters* to the *Available Filters*.
6. The **move all to the right button** moves all search fields from the *Available Filters* to the *Selected Filters.*
7. To reorder the search fields display on the page, click the search field's checkbox to select from the *Selected Filters*, and click the **up** or **down button** to rearrange the search fields.

Note: Alternatively, use your mouse cursor, select a search field you want to move and drag and drop it at the desired location.

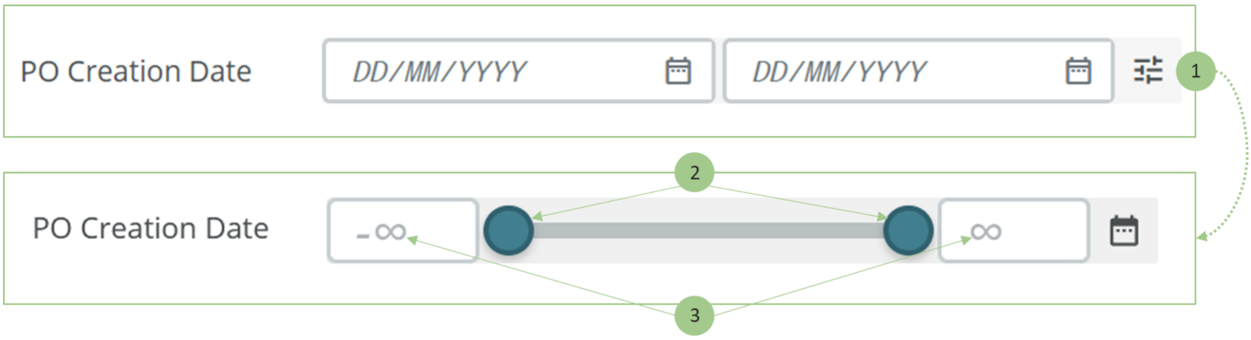
8. Click **Save and Close** to save the changes and close the *Edit Filters* window.
9. Click **Cancel** to clear the changes and close the *Edit Filters* window.



Relative Date Filter

On any date fields, if you prefer to set a duration range instead of the specific date range, use the Relative Date Filter.

1. Click the **Relative Date Filter icon** beside the date fields.
2. Drag the **Date Range Slider** to set number of days in past and/or days in future, as appropriate
3. Alternatively, type the **numbers** to set number of days in past and/or days in future.



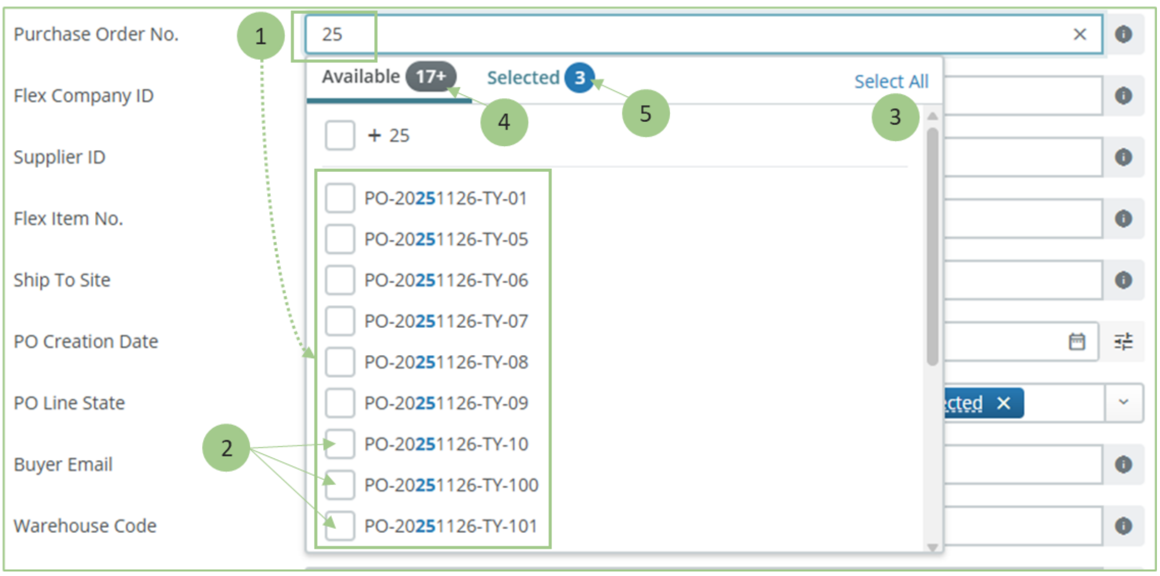
Auto-complete Search

Auto-complete search provides a pre-populated list of suggestions as you type, leveraging searching and filtering.

1. Start typing part of your search criteria. A *pop-up menu* will appear with options containing your search string.
2. Select one or multiple values using **checkboxes**.

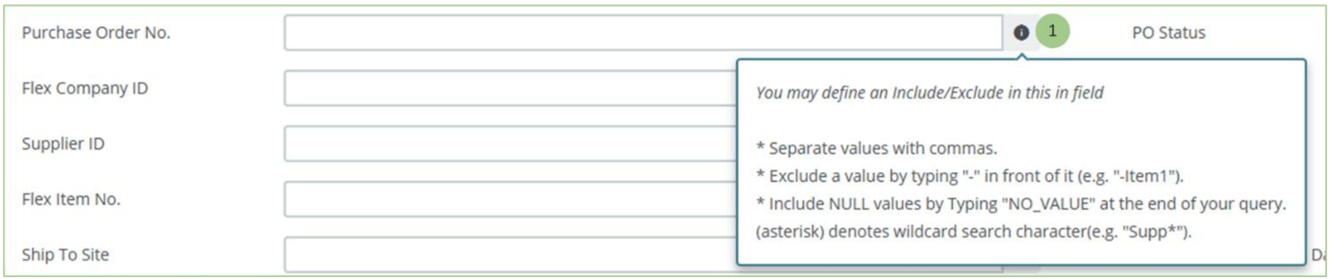
Note: the maximum value selection limit is 5000 records.

3. You may also select all values by clicking on Select All.
4. All search results are displayed under the **Available** tab.
5. Selected results are displayed under the **Selected** tab.



Information Icon

1. On each search field, mouse-over on the **information icon** ( ) to view the explanations on how to:
    - Separate values,
    - Exclude search criteria,
    - Include null values,
    - Perform a wildcard search.

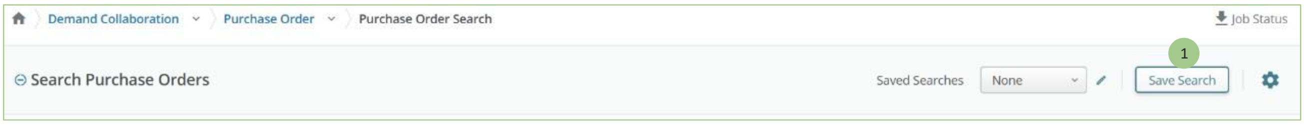


Save Search Criteria

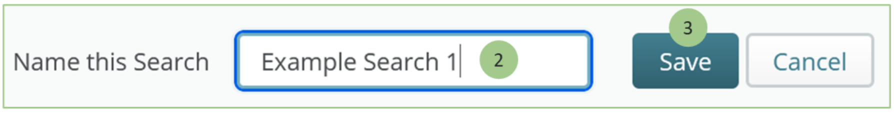
You can save the most frequently used search criteria for easier search.

To save your search criteria:

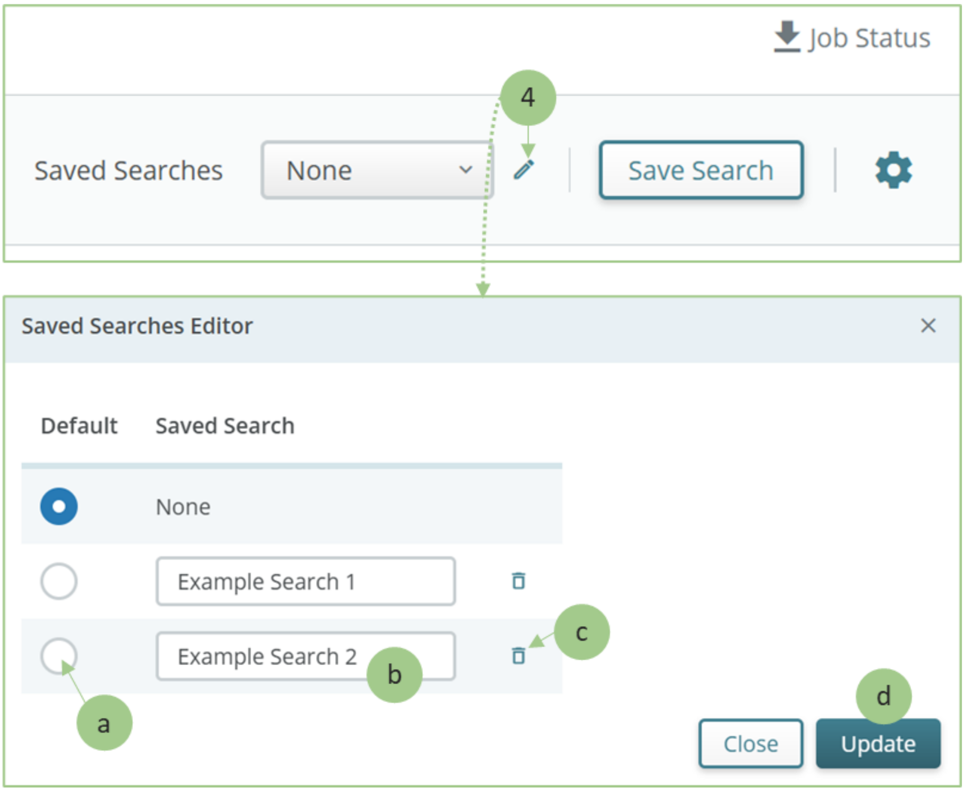
1. Click the **Save Search** button.



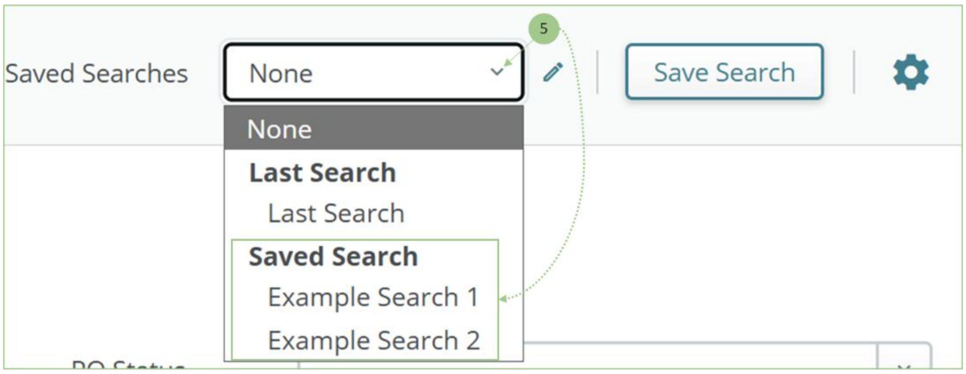
2. Provide the search **name**.
3. Click on **Save** button to save your search filter.



4. Click the **pen icon** to launch Saved Search Editor which allows you to edit/delete the saved search.
    a. To set your search filter as the default search, click the **radio button** next to the saved search name. If a filter is set to be the default by clicking the radio button, the search fields will be pre-filled when you enter the page.
    b. To rename the saved search, **type a new name**.
    c. To remove the saved search, click the **bin icon**.
    d. Click the **Update** button to save your changes.



5. Click the **Saved Searches drop-down menu** to switch to other search filters you defined.

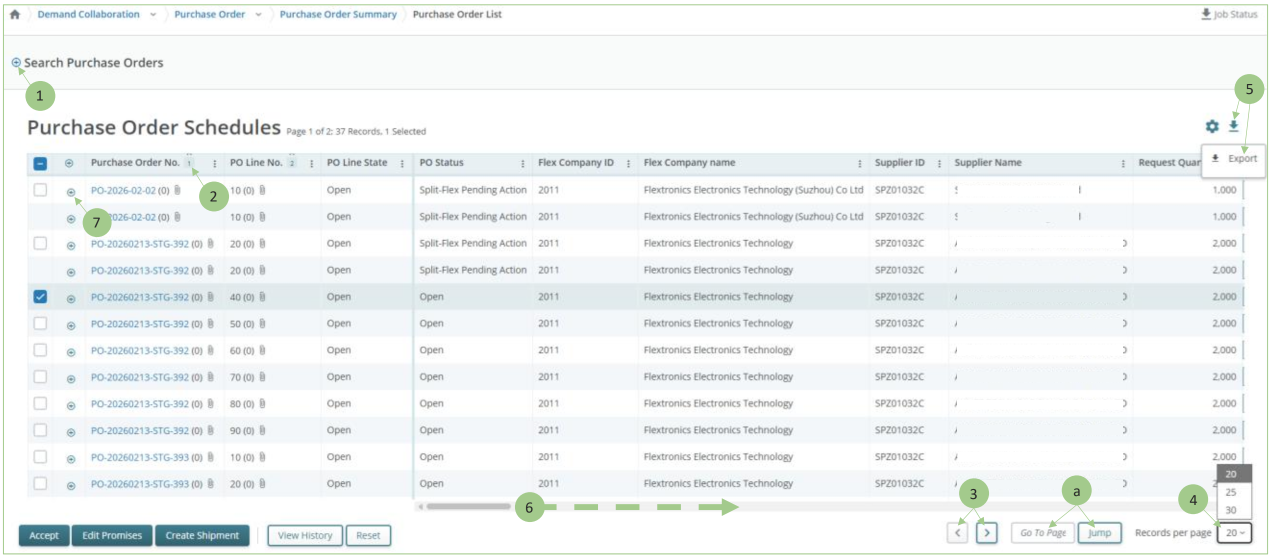


Order Management List Page

You will find all relevant Purchase Order, Shipment, and Receipt data available on the List Pages. Users provisioned with appropriate write-access permissions can collaborate on Objects by exchanging data on the List Page. For example, the User with a Supplier role can provide response data against requests.

Work with List Pages

1. Re-define the search filters by clicking on **plus icon**.
2. To switch between ascending (A>Z,1>3) and descending (Z>A, 3>1) sort order for a column, click the **Sort Order icon**. The number indicates the order of sort by column.
3. For a list spread over multiple pages, use the **Previous Page** and **Next Page** buttons.
    a. Alternatively, type the **number** of the page you want to navigate to, and click on **Jump**.
4. Expand the **drop-down menu** to change the number of records per page.
5. Click on the **arrow button** and select **Export** to export list page records to a .tsv file.
6. To view data in all columns, **scroll right**.
7. Click on the **plus icon** next to the Object's number to display data in vertical detail view.



8. To directly freeze, collapse, resize or remove a selected column, click the **three vertical dots icon** next to the column name and select the option to execute.

Note: This change is only applicable to the current login session.

9. To make a permanent change, select the **Open Table Editor** to customize your entire table settings preference.

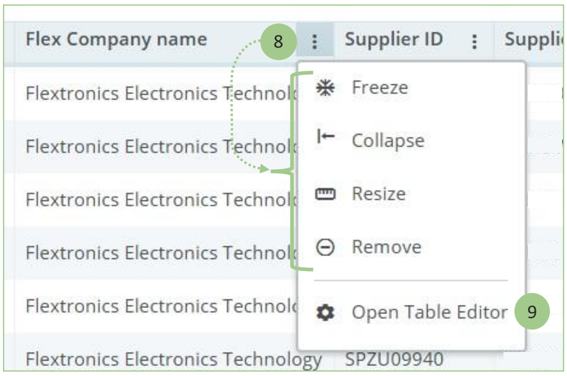


Table Editor

You can configure data fields displayed on the List Page by using the Table Editor.

1. Click the **gear icon** and select **Open Table Editor**.
   a. Alternatively, click the **three vertical dots icon** next to the column name and select **Open Table Editor**.

2. Under **Define Grid Columns** tab:

    a. To remove columns from your current page view, click the column checkbox to select from the *Table Columns* and click the **move to the left button** to move it to the *Available Columns*.

    b. To add columns to your current page view, click the column checkbox to select from the *Available Columns* and click the move **to the right button** to move it to the *Table Columns*.

    c. The **move all to the left button** moves all columns from the *Table Columns* to the *Available Columns*.

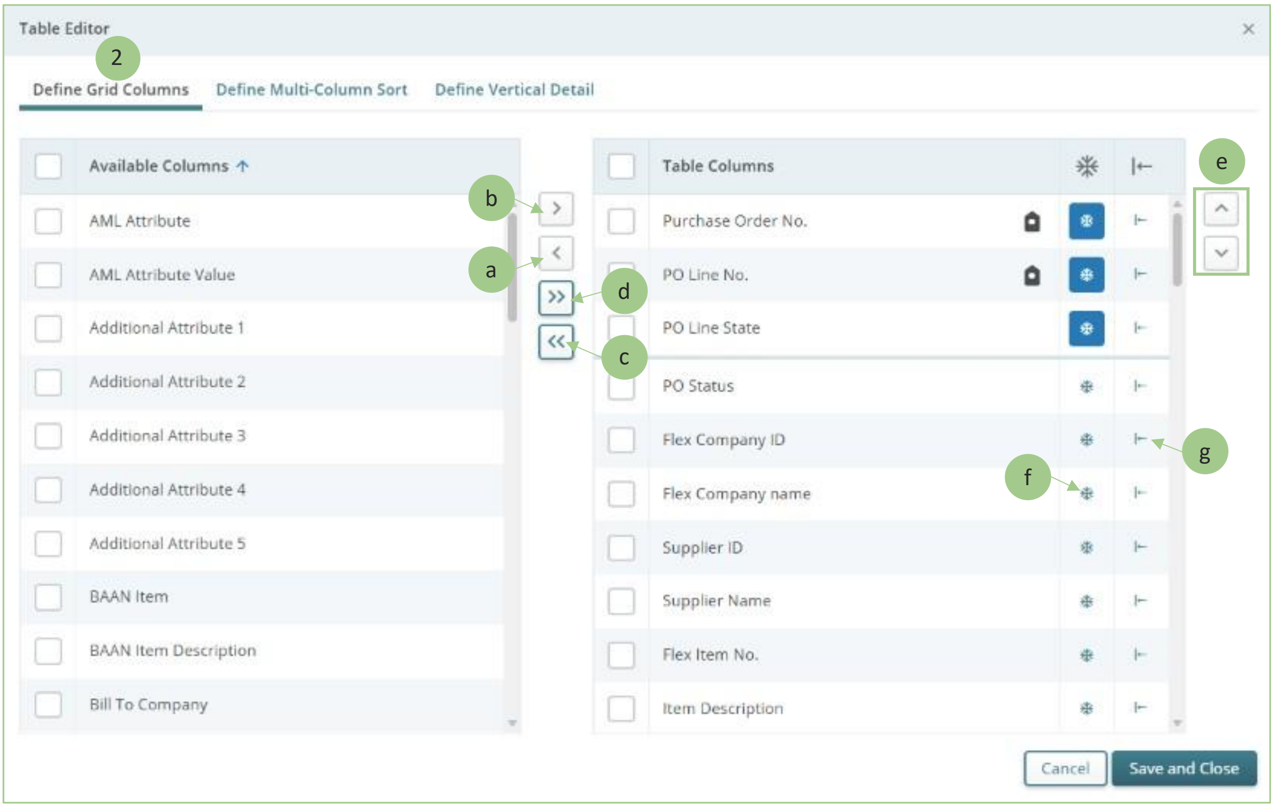
    d. The **move all to the right button** moves all columns from the *Available Columns* to the *Table Columns*.

    e. To reorder the column display on the page, click the column checkbox to select the column, and click the **up** or **down button** to rearrange the columns.

    Note: Alternatively, use your mouse cursor, select a column you want to move and drag and drop it at the desired location

    f. Click the **Freeze/UnFreeze icon** if you need to include a column to the Freeze column side.

    g. Click the **Collapsed/UnCollapsed icon** if you need to collapse or un-collapse a column.



3. Under **Define Multi-Column** Sort tab:

    a. To remove columns from your sorting order, click the column checkbox to select from the *Table Columns* and click the **move to the left button** to move it to the *Available Columns*.

    b. To apply the sorting order to a column, click the column checkbox to select from the *Available Columns* and click the move **to the right button** to move it to the *Table Columns*.

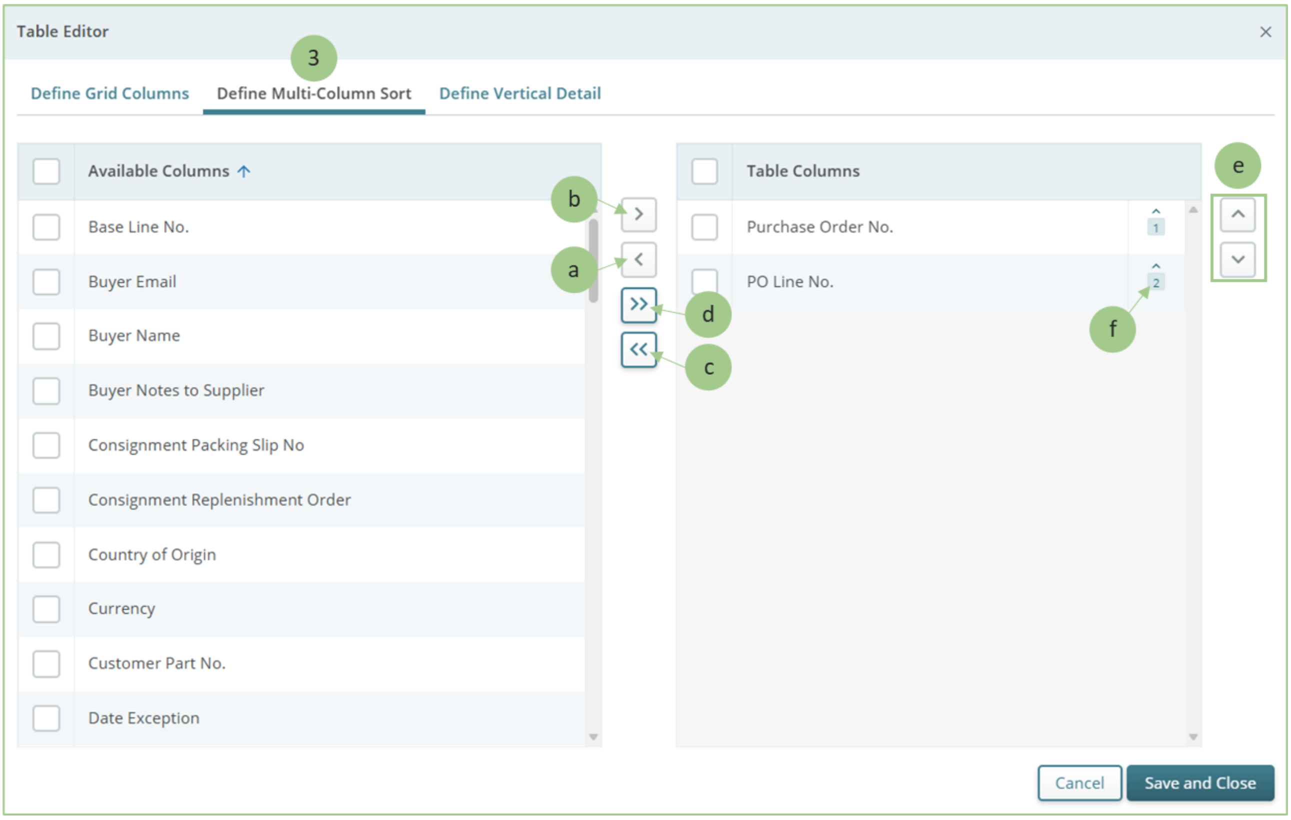
    c. The **move all to the left button** moves all columns from the *Table Columns* to the *Available Columns*.

    d. The **move all to the right button** moves all columns from the *Available Columns* to the *Table Columns*.

    e. To reorder the column sorting, click the column checkbox to select the column, and click the **up** or **down button**.

    Note: Alternatively, use your mouse cursor, select a column you want to move and drag and drop it at the desired location

    f. To switch between ascending (A>Z,1>3) and descending (Z>A, 3>1) sort order for a column, click the **Sort Order icon**.



4. Under **Define Vertical Details** tab:

    a. To remove fields from your current vertical details view, click the field checkbox to select from the *Table Columns* and click the **move to the left button** to move it to the *Available Columns*.

    b. To add fields to your current vertical details view, click the field checkbox to select from the *Available Columns* and click the move **to the right button** to move it to the *Table Columns*.

    c. The **move all to the left button** moves all fields from the *Table Columns* to the *Available Columns*.

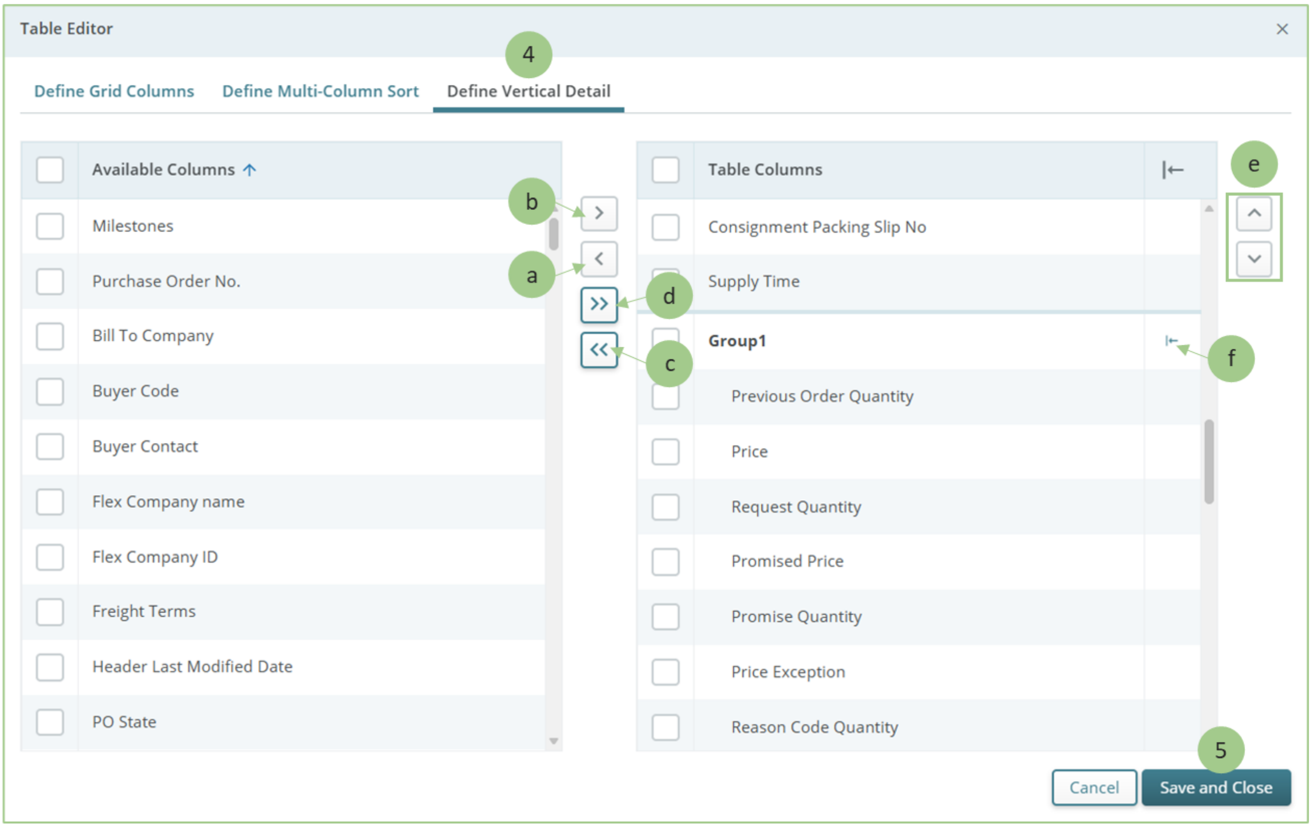
    d. The **move all to the right button** moves all fields from the *Available Columns* to the *Table Columns*.

    e. To reorder the fields display on the page, click the field checkbox to select the field, and click the **up** or **down button** to rearrange the fields.

    Note: Alternatively, use your mouse cursor, select a field you want to move and drag and drop it at the desired location

    f. Click the **Collapsed/UnCollapsed icon** if you need to collapse or un-collapse a group of fields.

5. Click the **Save and Close** button upon completing your setting and view the new display settings.



Breadcrumbs

Breadcrumbs are control elements used as a navigational aid in the application. They allow Users to keep track and maintain awareness of their locations.

Breadcrumbs track the entire trail end-to-end and provide links back to each previous page the User navigated through.

Example:

Back to Previous breadcrumb is accompanied by a tool tip with information about direction.

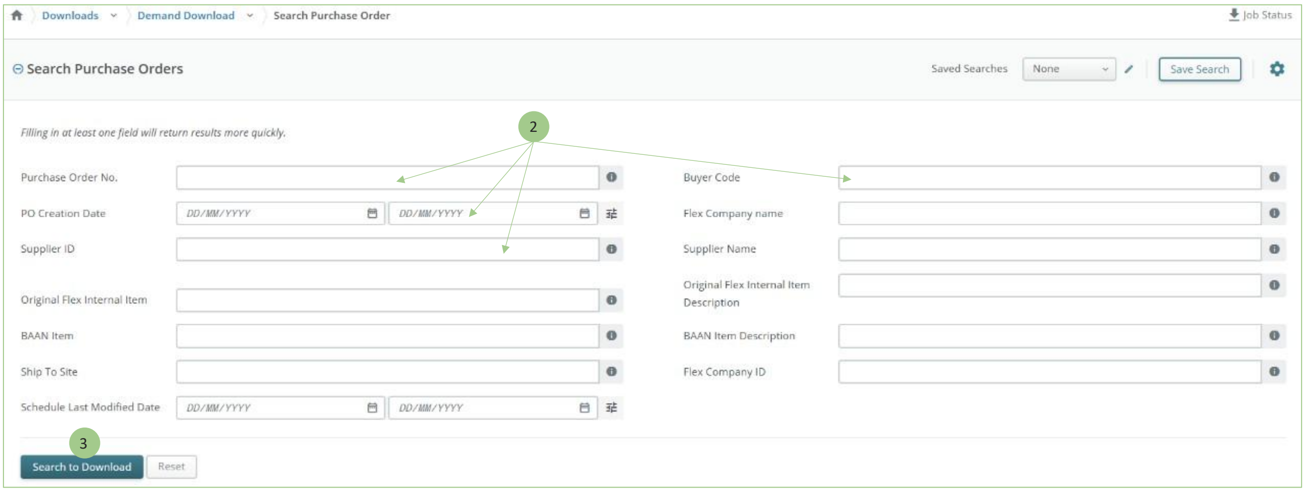
Example:

Downloads and Uploads

Download Purchase Order/Shipment Data

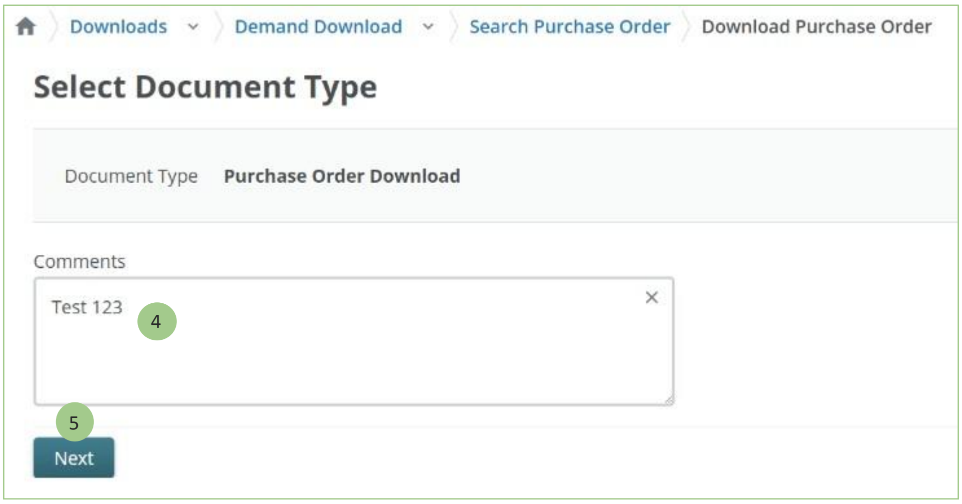
To download Purchase Order or Shipment data from the system:

1. Navigate to **Menu** → **Downloads** → **Purchase Order** or **Shipment**.
2. Use search boxes to enter your criteria.
3. Click **Search to Download**.



Tip: other navigation features on this *Search* page are the same as for any other *Search* page. To learn more, go to: Search and Filter in the Application.

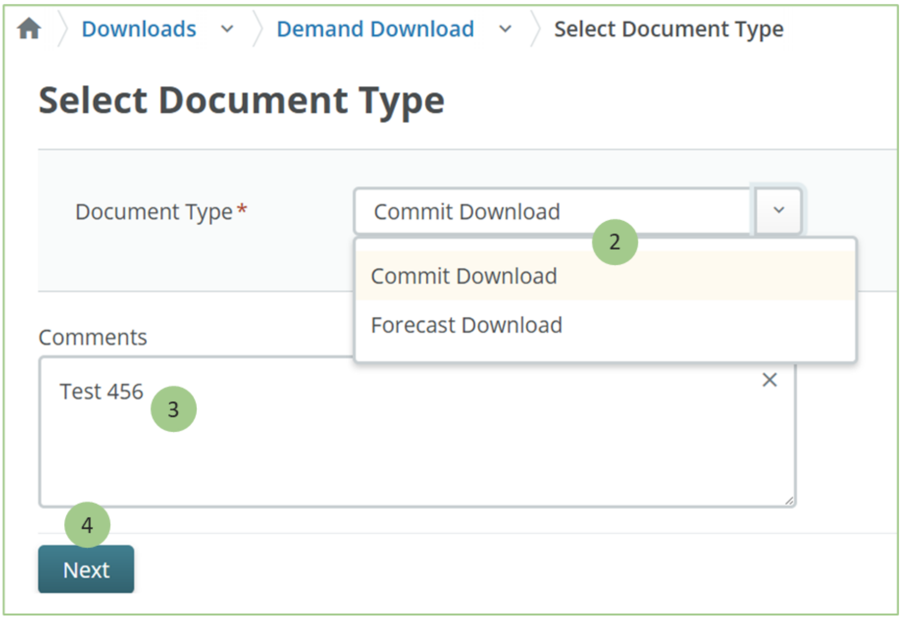
4. Optionally, enter a **comment** to identify your download jobs.
5. Click **Next** to initiate the download.



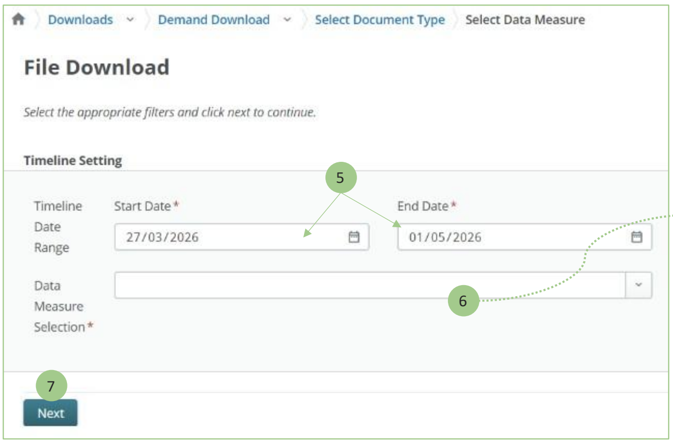
Download Forecast/Inventory Data

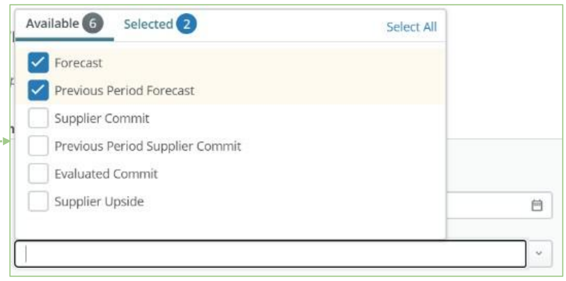
To download Forecast/Inventory data from the system:

1. Navigate to **Menu → Downloads → Forecast/Commit**.
2. Select a **Document Type** from the drop-down menu.
3. Optionally, enter a **comment** to identify your download jobs.
4. Click **Next**.

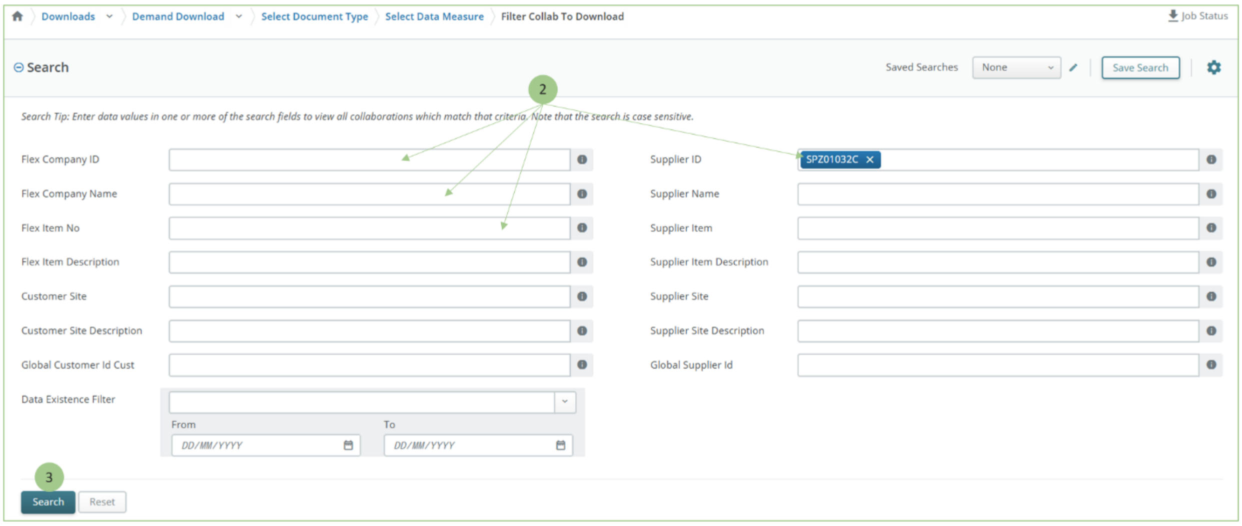


5. Enter the **Start Date** and **End Date**.
6. From the Data **Measure Selection drop-down menu**, select the Data Measures using **checkboxes**.
7. Click **Next**.





8. Use search boxes to enter your criteria.
9. Click **Search** to initiate the download.



Tip: other navigation features on this *Search* page are the same as for any other *Search* page. To learn more, go to: Search and Filter in the Application.

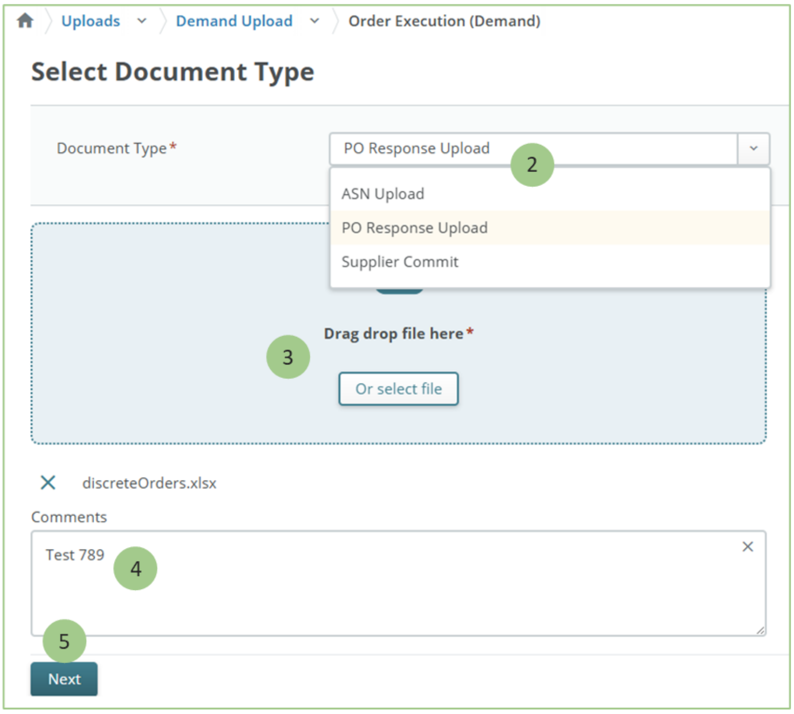
Upload Data

To upload Purchase Order, Shipment, or Forecast/Inventory data:

1. Navigate to **Menu → Uploads → Order Execution (Demand)**.
2. Select a **Document Type** from the drop-down menu.

Tip: the *Document Type* selection depends on the process. To learn more, go to: Respond to Purchase Orders via Excel / Create Shipments via Excel / Update or Cancel Shipments via Excel / Provide Supplier Commit via Excel.

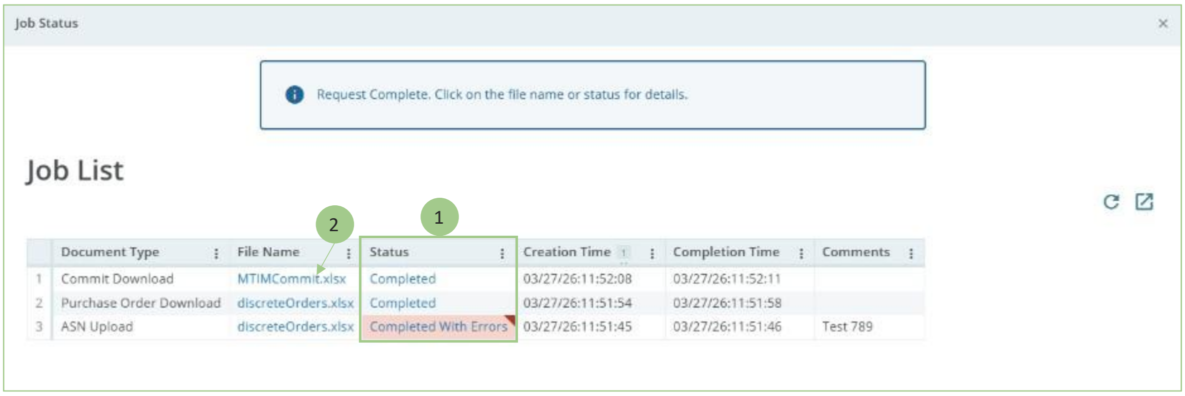
3. Drag and drop a file to a **blue box** or click on **Or select file** and select a file from your local drive.
4. Optionally, enter a **comment** to identify your download jobs.
5. Click **Next** to initiate the Upload.



Download/Upload Status

When the Download/Upload Job is initiated:

1. The **Status** column indicates the progress of the file to be downloaded/uploaded:
    - **Queued**: system is working on other files and will get to your file momentarily.
    - **In Process**: system is writing data.
    - **Completed**: system is done writing the data. File download is ready.
    - **Completed With Errors**: error occurred in processing the file. Click the Status name to review the error.
2. When Status displays as "Completed", click the **File Name** to download it to your local drive.



To verify the Status of your Download/Upload Jobs:

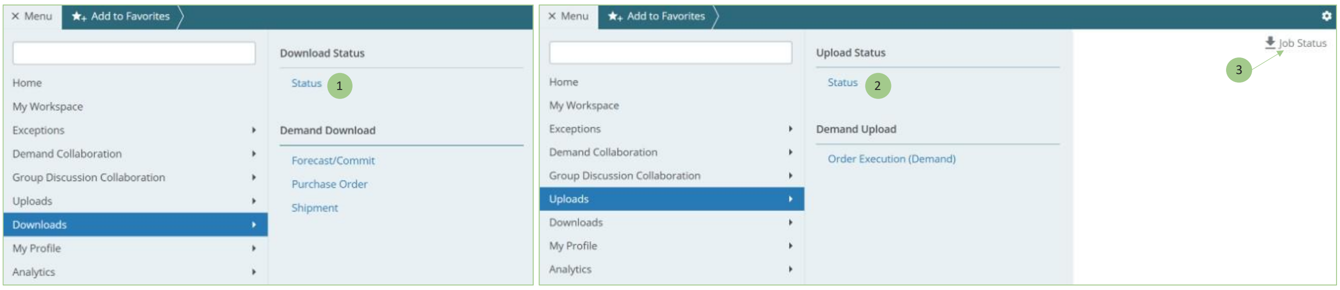
1. Navigate to **Menu → Downloads → Status**.

or

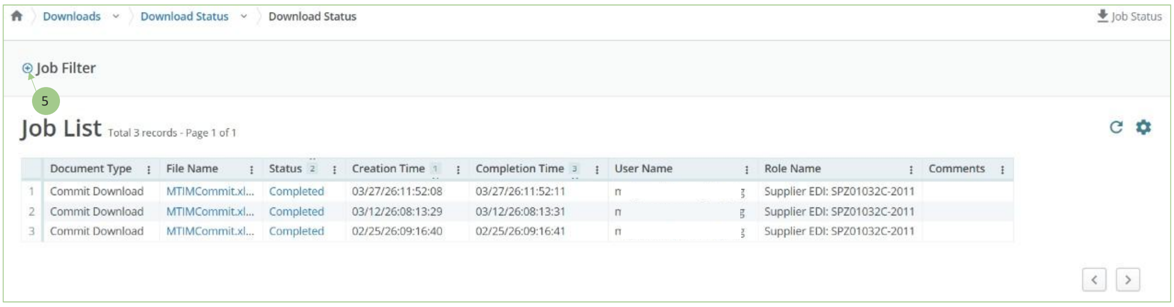
2. Navigate to **Menu → Uploads → Status**.

or

3. Click on the **Job Status icon** at the top right corner of the page.



4. From here you can review the Job List. Optionally, click on the (⊕) **icon** to expand the filters section.



Tip: the filters section features on this page are the same as for any other *Search* page. To learn more, go to: Search and Filter in the Application.

Exceptions and Email Alert Subscriptions

Exceptions Overview

The system has predefined business rules associated with processes. If the business rules are violated, the system generates an exception to alert Users of a potential problem.

Exception counts are real-time and always available in the User Interface for evaluation. Exceptions are indicated in the *Exceptions* and *My Workspace* submenus. Exceptions also trigger email alerts.

Severity levels

A severity level is associated with each generated exception to help you to prioritize and manage alerts in the event list. Severity levels are color-coded for easy identification.

Color coding for three severity levels:

- Green – low severity: < 2 days
- Amber – medium severity: 2 days -5 days
- Red – high severity: > 5 days

Email Alerts

Sample Email Alert

A typical email alert with dynamic content has the following layout:

1. Alert Name in the email's **subject line** and **header**.
2. Direct **link** to the Problem View.

From:
To: donotreply@e2open.com
Subject: Flex Site-2011 BP-SPZ00462C New Purchase Order Alert

1

flex

New Purchase Order Alert

This email is to inform you that a new Purchase Order has been submitted and requires your attention.

You may respond for the PO lines through EDI or using our Portal.

2

Category	Total
New Purchase Order Alert	6

This email was sent from an automated source. Please do not reply to this message as all replies are automatically deleted.

All transactions for the purchase of goods are subject to the Standard Terms and Conditions of Purchase of Flex (available at https://flex.com/downloads/standard-terms-and-conditions-of-purchase), unless provisions of any written agreements apply to the respective transactions

For inquiries, please contact Flex Buyer on the Purchase Order.

Need Help on how use Portal Click here to access the training material

Have technical issue? e2opensupport@flex.com

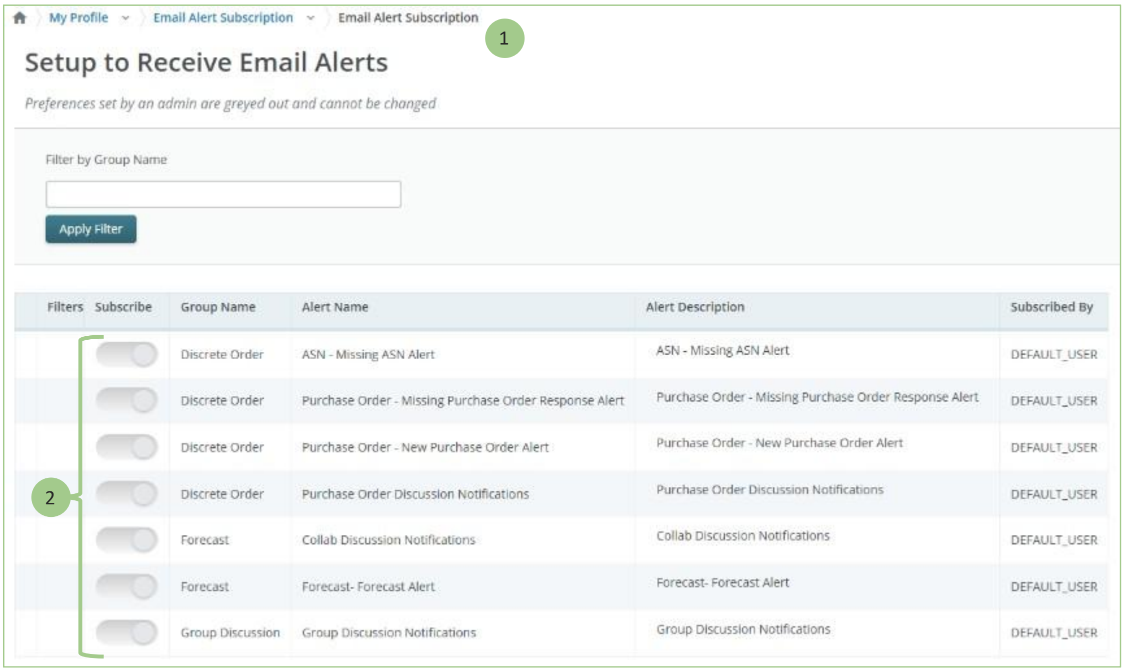
Confidential

This communication (including any attachments or links) is intended solely for the named recipient and may contain confidential, proprietary, and/or privileged information. Without Flex's prior written consent, you may not advertise, publish, or disclose any terms, pricing, specifications, or revenue amounts referenced in this communication (including any attachments or links), nor may you state or imply that you have provided or agreed to provide products or services to Flex. If you are not the intended recipient, any review, use, disclosure, distribution, or reproduction of this communication is unauthorized. If you received this communication in error, please delete it and all copies from your systems.

Email Alerts Subscription

To verify what Email Alerts you are subscribed to:

1. Navigate to **Menu → My Profile → Email Alert Subscription**.
2. On this page, you can see the list of all Alerts you are subscribed to.



My Profile › Email Alert Subscription › Email Alert Subscription

1

Setup to Receive Email Alerts

Preferences set by an admin are greyed out and cannot be changed

Filter by Group Name

Apply Filter

2

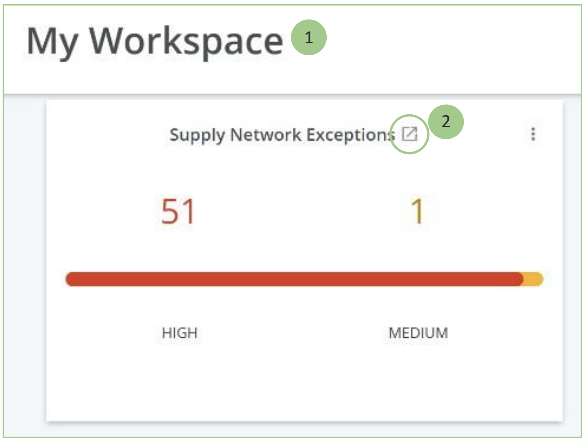
Filters	Subscribe	Group Name	Alert Name	Alert Description	Subscribed By
		Discrete Order	ASN - Missing ASN Alert	ASN - Missing ASN Alert	DEFAULT_USER
		Discrete Order	Purchase Order - Missing Purchase Order Response Alert	Purchase Order - Missing Purchase Order Response Alert	DEFAULT_USER
		Discrete Order	Purchase Order - New Purchase Order Alert	Purchase Order - New Purchase Order Alert	DEFAULT_USER
		Discrete Order	Purchase Order Discussion Notifications	Purchase Order Discussion Notifications	DEFAULT_USER
		Forecast	Collab Discussion Notifications	Collab Discussion Notifications	DEFAULT_USER
		Forecast	Forecast- Forecast Alert	Forecast- Forecast Alert	DEFAULT_USER
		Group Discussion	Group Discussion Notifications	Group Discussion Notifications	DEFAULT_USER

View Exceptions

View Exceptions via My Workspace

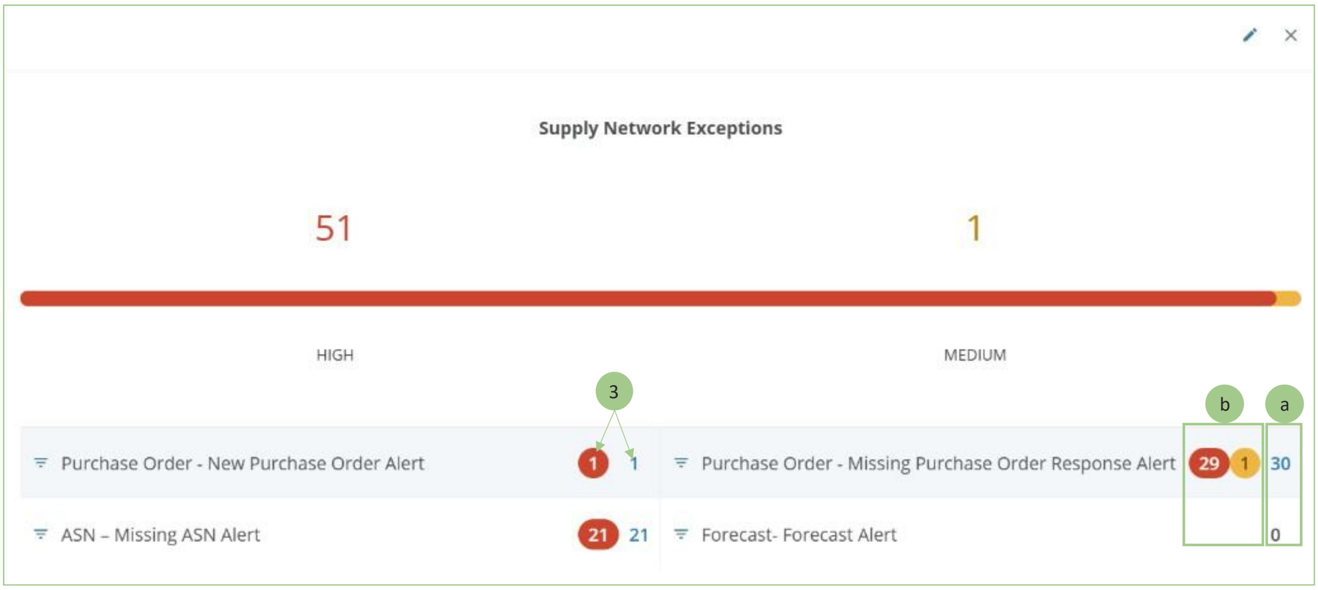
To view the Exceptions via My Workspace:

1. Navigate to **Menu → My Workspace**.
2. On the *Supply Network Exceptions card*, click on the **expand icon**.



   a. The **total** represents the total number of Objects/Collaborations affected by an exception.
   b. The **color-coded bubbles** represent the number of Objects/Collaborations affected by an exception in a specific severity.

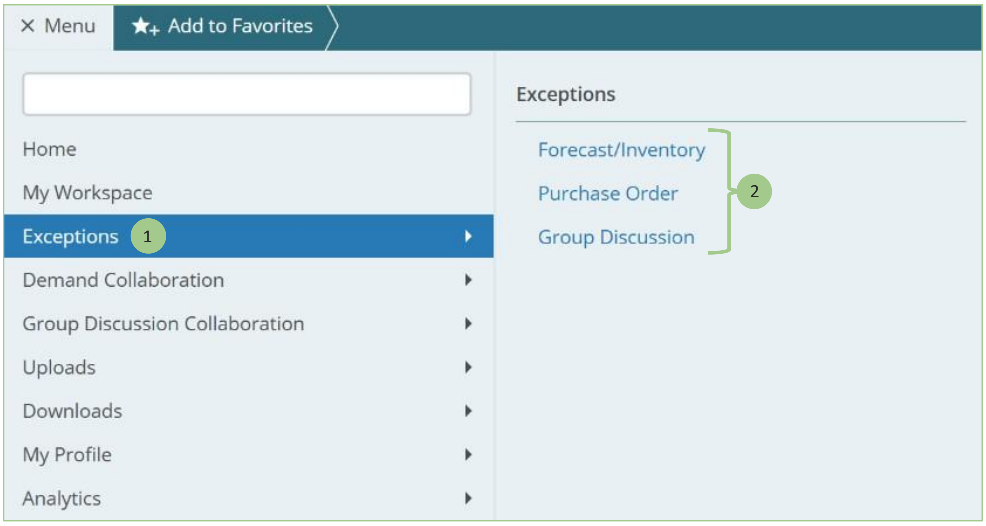
3. Click on **total** or **color-coded bubble** to view a list of affected items on the *Problem List*.



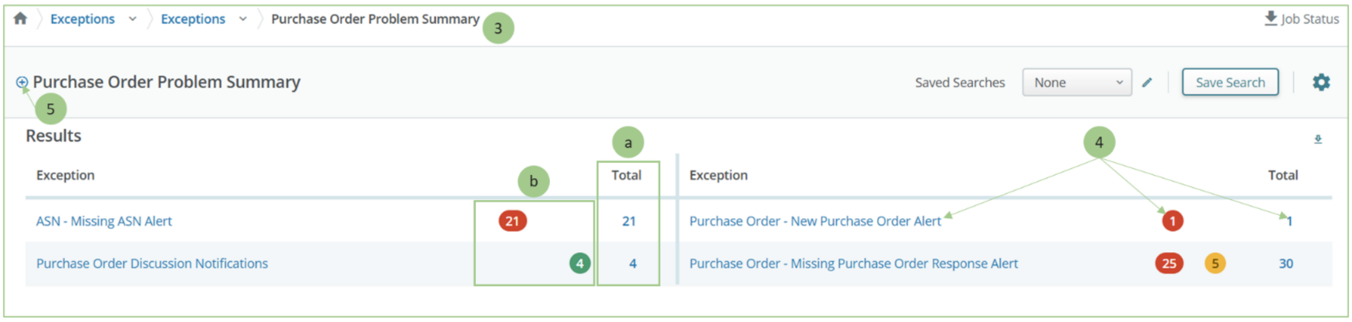
View Exceptions via the Menu

To view the Exceptions via the Menu:

1. Navigate to **Menu** → **Exceptions**.
2. Click the desired type of exception: **Forecast/Inventory**, **Purchase Order**, or **Group Discussion**.



3. System displays the **Problem Summary** page.
   a. The **total** represents the total number of Objects/Collaborations affected by an exception.
   b. The **color-coded bubbles** represent the number of Objects/Collaborations affected by an exception in a specific severity.
4. Click on **total**, **color-coded bubble**, or the **Exception Name** to view a list of affected items on the *Problem List*.
5. Optionally, click on the (⊕) **icon** to expand the filters section.

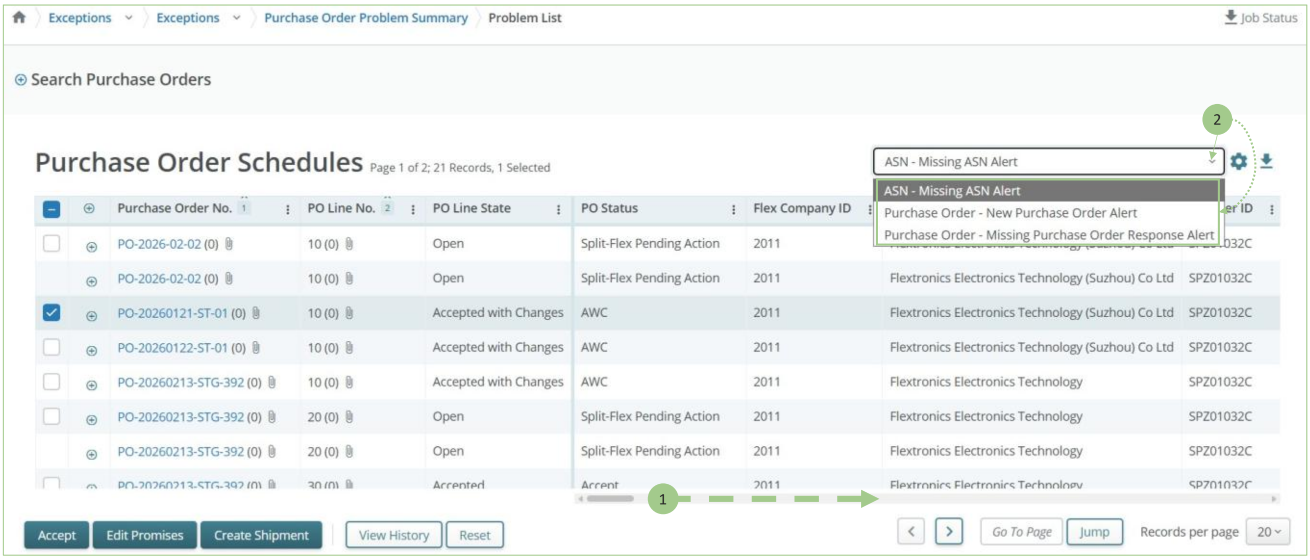


Tip: the filters section features on this page are the same as for any other *Search* page. To learn more, go to: Search and Filter in the Application.

Problem List

The Problem List shows all Objects/Collaborations affected by a specific Exception.

1. To view the exception details pertinent to an Object/Collaboration, **scroll right**.
2. Expand the **drop-down menu** on the right corner and click on any other **Exception Name** to navigate to the *Problem List* of this Exception.



Tip: the navigation features on this page are the same as for any other *Order Management List* page. To learn more, go to: Order Management List page.

Purchase Order Collaboration

Purchase Order Collaboration Overview

The following processes are part of Purchase Order Collaboration:

- The Purchase Order Process
    - Uses Flex-created new and changed Orders to communicate firm material requirements to the Supplier,
    - Suppliers use promises to respond to Orders.
- The Shipment (ASN) Process
    - Uses Supplier-created Shipments (ASNs) to communicate shipped goods information to Flex.
- The Receipt Process
    - Uses Flex-created Receipts to communicate material goods receipt information to the Supplier.

Purchase Order

Purchase Order Object Overview

Purchase Orders are created in "New" State. The Purchase Order provides the Flex's requirements to the Supplier, such as item, ship-to site, request quantity, and request date.

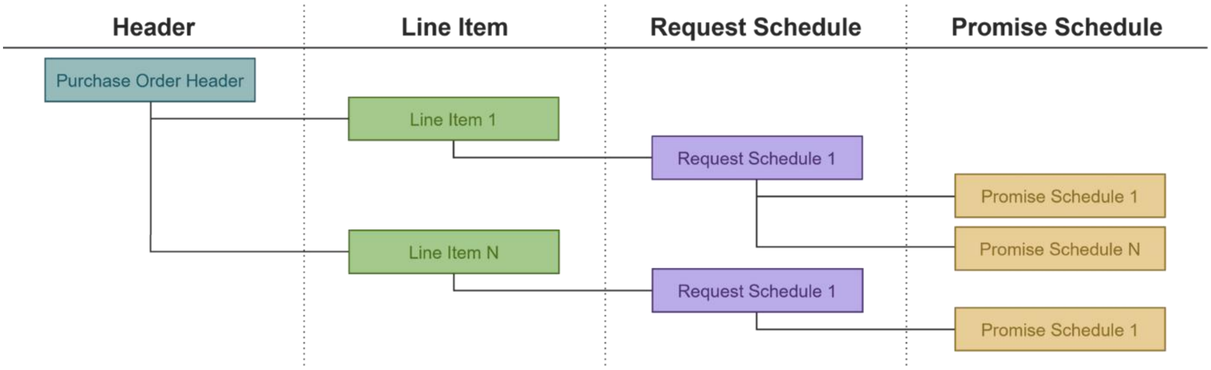
Suppliers are expected to provide the response to Purchase Orders. Suppliers have the following options when responding:

- Accept the Order as-is,
- Accept with Changes to Promise Date, Quantity, Price, and/or MPN in response to the Flex's Request Date, Quantity, Price, and/or MPN,
- Split the lines into multiple promises,
- Request for cancellation by changing the Promise Quantity to 0.

Consumption Purchase Orders are created in "Open" State, "Delivery Completed" Status. The Consumption PO only needs Supplier's acceptance, after which it will directly transition to "Received" State.

Purchase Order Structure

The information in the Purchase Order Object is organized into 4 levels:



- The Purchase Order Header can have multiple Line Items.
- Each Line Item can have only one Request Schedule.
- Each Request Schedule can have multiple Promise Schedules.

Level	Description
Header	The highest level of the Purchase Order. It includes, but is not limited to, the following fields: PO Number, Creation Date, Buyer Name, Supplier Name, Payment Terms, Freight Terms, Header State, Purchasing Agreement.
Line Item	The second level of the Purchase Order. It includes, but is not limited to, the following fields: Line Number, Flex Internal Item, PO Revision.
Request Schedule	The third level of the Purchase Order. It includes, but is not limited to, the following fields: Request ID, MPN, Unit Price, Total Line Qty, Requested Ship Date, Requested Delivery Date, Request State, Ship-To Address.
Promise Schedule	The fourth level of the Purchase Order. It includes, but is not limited to, the following fields: Promise ID, Promise MPN, Promise Price, Promise Quantity, Promised Estimate Ship Date, Promised Estimated Arrival Date

Purchase Order States and Statuses

The e2open system uses a State and Status model to manage the Purchase Order life cycle.

PO State	PO Status	Description
New	New	Assigned when it is loaded into the e2open system. Does not apply to Consumption POs – check “Delivery Completed”.
Open	Open	Assigned when PO is changed or updated via the Flex ERP.
	Pending Approval	Assigned when Order is under one or more “approval required” by Flex Users (MPN, Date, Quantity or Price mismatch).
	Rejected	Assigned when one or multiple Approvers have rejected Supplier Promises made (MPN, Date, Quantity or Price) mismatch.
	Cancel Requested - Buyer	Assigned when the Buyer has requested cancellation by updating the Request Quantity to zero and sent cancellation request to the Supplier.
	Split-Flex Pending Action	Assigned when the Supplier has requested split. Pending Flex action.
	Delivery Completed	Assigned to Consumption PO only when it is loaded into the e2open system.
Accepted	Accept	Assigned when the Supplier accepted the Request Schedule as-is. The Promise Date, Quantity, Price, and MPN match the Request Date, Quantity, Line Price, and MPN.
	Cancel Requested - Buyer	Assigned when the Supplier accepted the cancellation requested by Buyer by updating the Promise Quantity to zero. Pending Flex action.
Accepted with Changes	AWC	Assigned when the Supplier accepted the Request Schedule with changes to the Promise Date, Quantity, Price, and/or MPN.
	Approved	Assigned when Flex Users approved all Supplier Promises (MPN, Date, Quantity or Price) mismatch.
	Cancel Requested - Buyer	Assigned when the Supplier has not accepted the cancellation requested by Buyer and updated the Promise Quantity to a non-zero integer. Pending Flex action.
	Cancel Requested - Supplier	Assigned when the Supplier updated the Promise Quantity to zero, against a non-zero Request Quantity. Pending Flex action.
Shipped		Assigned when the Supplier shipped the Order, and the Shipped Quantity is equal to or greater than Order’s Request Quantity.
Received		Assigned when Flex created a full Receipt for the PO Line Quantity. OR Assigned to a Consumption PO after Supplier has accepted the Order.
Cancelled		Assigned when the customer cancelled the PO Line.

Purchase Order Exceptions

The table below illustrates the Exceptions' names with their descriptions:

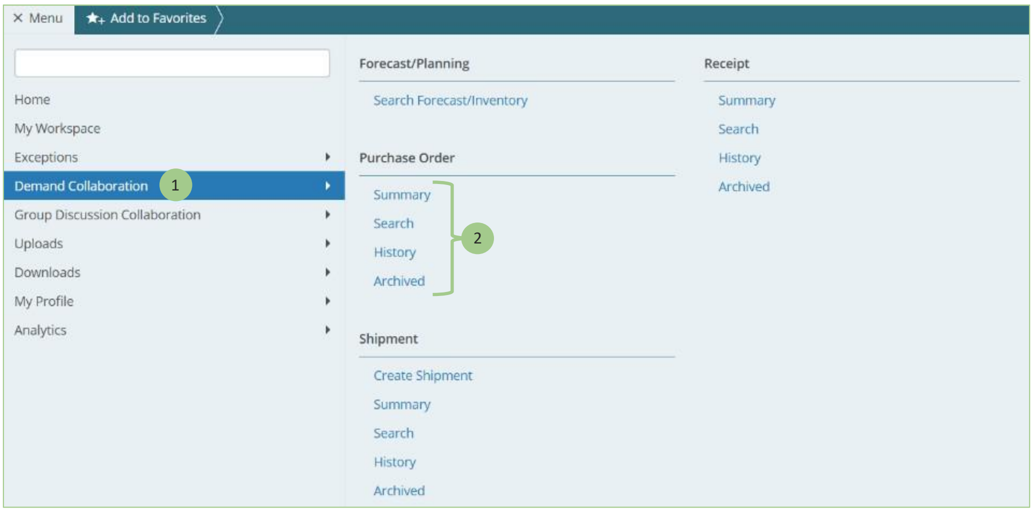
Exception	Description
Purchase Order - New Purchase Order Alert	Triggered when a Purchase Order is loaded to the e2open system in the “New” State and there are no promises from the Supplier recorded for at least 48 hours. The alert resets when the Supplier records their promise.
Purchase Order - Missing Purchase Order Response Alert	Triggered when a Purchase Order transitions to the “Open” State and “Open”, “Delivery Completed”, or “Cancel Requested – Buyer” Status, and there are no promises from the Supplier recorded for at least 48 hours. The alert resets when the Supplier records their promise.
Missing ASN Alert	Triggered when no ASN has been recorded on the Order Line where Promise Date: Promise Date logic: - If both Promised Estimated Ship Date and Promised Estimated Arrival Date, then Promised Estimate Ship Date - If only Promised Estimated Arrival Date, then Promised Estimated Arrival Date - If Only Promised Estimate Ship Date, then Promised Estimate Ship Date is less than Sysdate=< Promise date-45 days.

Tip: to learn more about Exceptions accessing and navigation, go to: Exceptions and Email Alert Subscriptions.

View Purchase Orders

To view Purchase Orders:

1. Navigate to **Menu** → **Demand Collaboration**.
2. You can review Purchase Order information by accessing **Summary**, **Search**, **History**, or **Archived**.



Tip: to learn more about *Summary*, *Search*, *History*, and *Archived* workflows, go to: Search and Filter in the Application.

Purchase Order Details Page

To view the Purchase Order Details page:

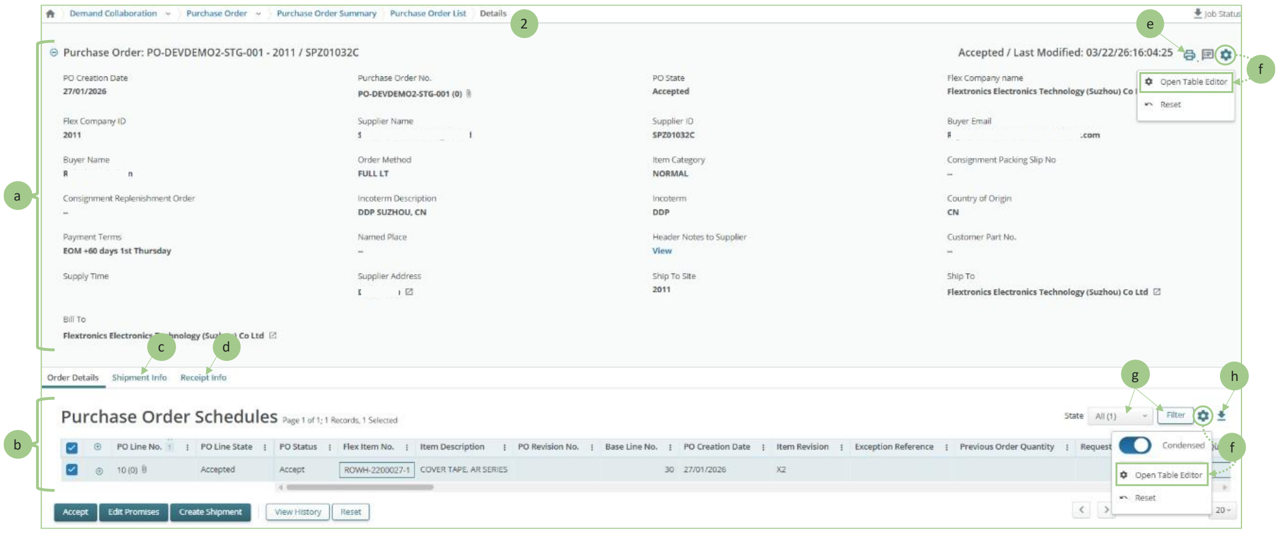
1. From the *Purchase Order List* page, click on the hyperlinked **Purchase Order number**.

Tip: to learn more about *List* page navigation, go to: Order Management List Page.

2. On the *Purchase Order Details* page:
    a. Review the **Purchase Order's Header** details,
    b. Review the **Purchase Order's Schedule** details,
    c. Click on **Shipment Info tab** to review the details of the Shipment referencing to this Purchase Order,
    d. Click on **Receipt Info tab** to review the details of the Receipt referencing to this Purchase Order.
    e. Click on the **printer icon** to download a pdf file with Purchase Order details.
    f. Click on the **gear icon** in the *Header* or *Schedules* section and select **Open Table Editor** to configure the fields/columns displayed.

Tip: to learn more about *Table Editor* features, go to: Table Editor.

   g. Click on the **State drop-down menu**, select a **State**, and click **Filter** to filter the schedules in specific State.
   h. Click the **arrow icon** and select **Export** to export the Schedule information to a .tsv file.



Purchase Order Response

Respond to Purchase Orders via User Interface

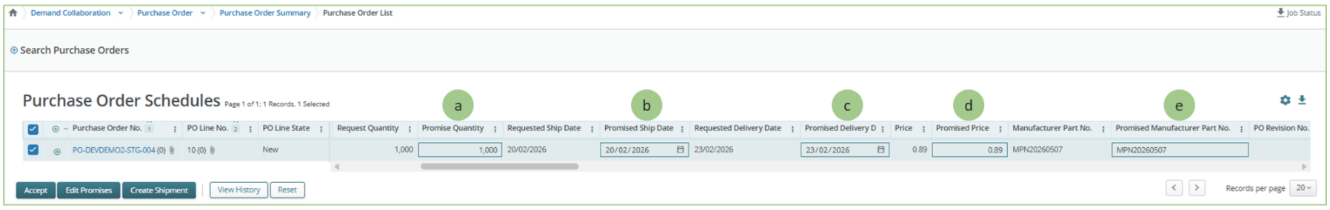
Accept a Purchase Order

To accept a Purchase Order:

1. Navigate to a *Purchase Order List Page*.

Tip: to learn more about *List Page* accessing and navigation, go to: Order Management List Page.

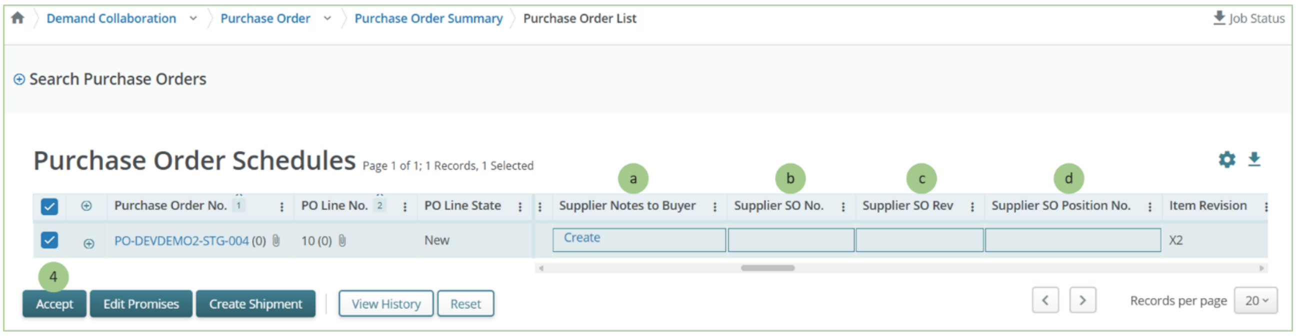
2. On the *Purchase Order List Page*, enter the *Promise values* using **editable fields**. The editable Promises are:
    a. **Promise Quantity**,
    b. **Promised Ship Date**,
    c. **Promised Delivery Date**,
    d. **Promised Price**,
    e. **Promised Manufacturer Part No.**



Note: the values you enter into the Promise fields affect the Purchase Order State transition as following:

- If the entered Promise values are equal to the Request values, the Purchase Order will be accepted as-is. This Purchase Order will transition to “Accepted” State and “Accept” Status. For Consumption Purchase Orders, the State transitions to “Received”.
- If the entered Promise values are not equal to the Request values, the Purchase Order will be accepted with changes. This Purchase Order will transition to “Accepted with Changes” State and “AWC” Status.

3. Optionally, you can also provide:
    a. **Supplier Notes to Buyer**,
    b. **Supplier SO No.**,
    c. **Supplier SO Rev**,
    d. **Supplier SO Position No.**
4. Click **Accept**.



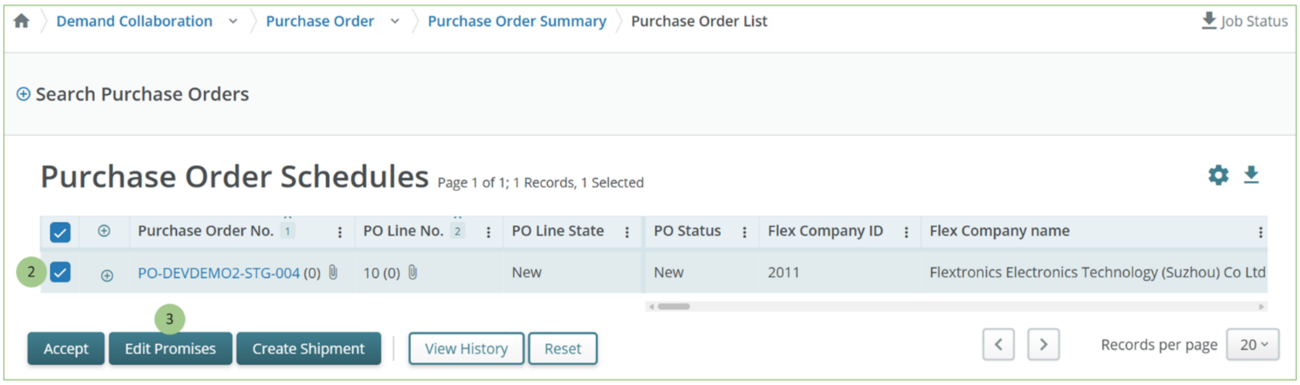
Split into Multiple Promises

To split a Purchase Order Schedule into multiple promises:

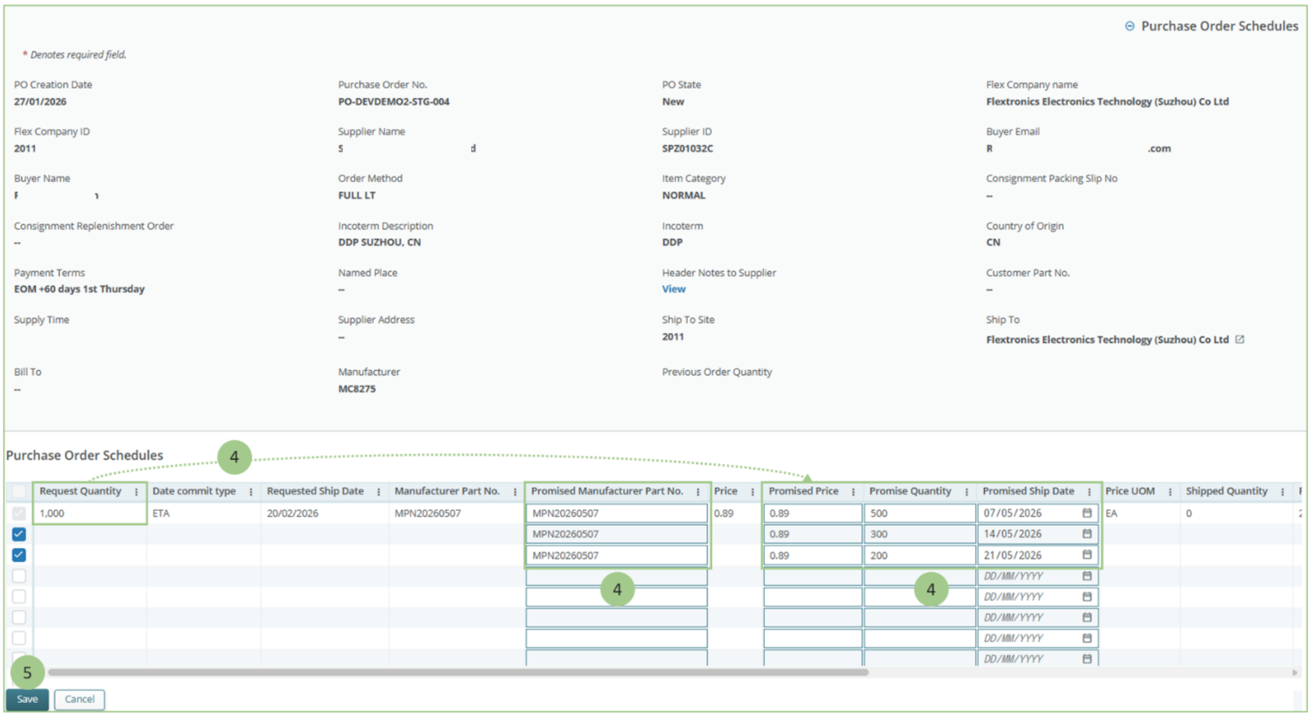
1. Navigate to a *Purchase Order List Page*.

Tip: to learn more about *List Page* accessing and navigation, go to: [Order Management List Page](#).

2. On the *Purchase Order List Page*, select a Purchase Order Schedule you want to respond to using a **checkbox**.
3. Click **Edit Promises**.



4. A new window appears. Split the Request Quantity into multiple promises by providing the promise values using **editable fields**.
5. Click **Save**.



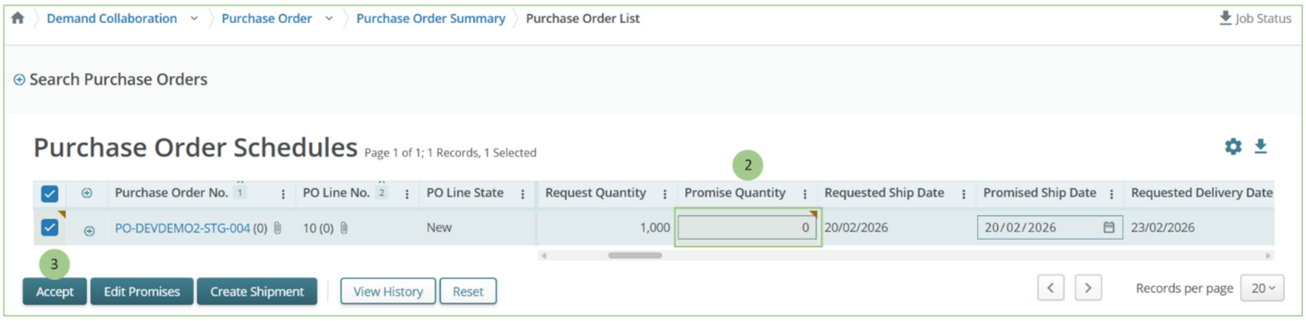
Request for Cancellation

To request for a cancellation of Purchase Order Schedule:

1. Navigate to a *Purchase Order List Page*.

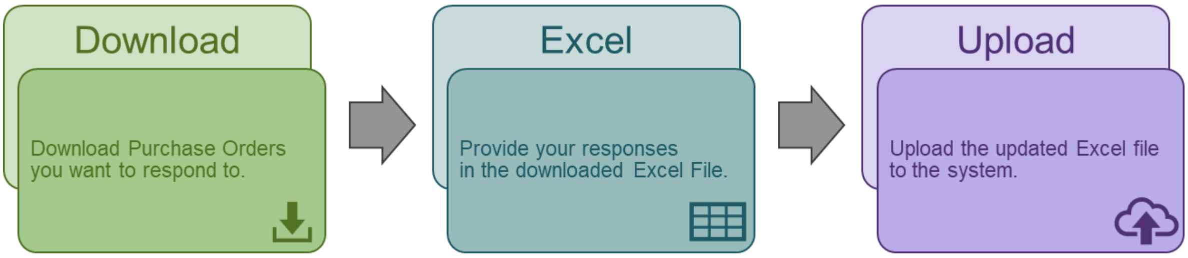
Tip: to learn more about *List Page* accessing and navigation, go to: Order Management List Page.

2. On the *Purchase Order List Page*, modify the *Promise Quantity* to 0 using **editable fields**.
3. Click **Accept**.



Respond to Purchase Orders via Excel

To respond to Purchase Order Schedules via Excel, always follow the 3-step flow presented below:



Step 1: Download

1. Download all Purchase Order you want to provide your response to.

Tip: to learn more about Downloads, go to: [Download Purchase Order/Shipment Data].

Step 2: Excel

1. Open the downloaded Excel file from your local drive.
   a. The Excel **columns** represent the User Interface fields.
   b. Each **row** contains information about Purchase Order Schedules.
   c. Do not rearrange or delete the columns. You can hide columns that you are not going to fill in and display only the required columns that you want to edit.

a

b

	A	B	C	D	E	F	G	H	I	J	K	L
1	#0	1	2	3	4	5	6	7	8	9	10	11
2	#*Flex Company ID	Actioned	Promise ID	*Purchase Order No.	*PO Line No.	PO Revision No.(line)	Base Line No.	PO Creation Date	PO Status	*Flex Item No.	Item Description	Item Revision
3	2011	InsertOrUpdate	1	111948671	10	0		01-04-2026	New	AGIH-G3280-20030	TORCH BLOCK 2	D
4	2011	InsertOrUpdate	1	111948672	10	0		01-04-2026	New	GEC1H-5483043-2R4	ICE Front Panel - PSC, 3 REPs	X4-1
5	2011	InsertOrUpdate	1	111948673	10	0		01-04-2026	New	GEC1H-5483043-4R2	DV26 ICE Front Panel - PSC, XGP	X2-1
6	2011	InsertOrUpdate	1	111948674	10	0		01-04-2026	New	GEC1H-5483043-5	98CH ICE FRONT PANEL- PSC, 66CH REP	3-1
7	2011	InsertOrUpdate	1	111948769	10	0		06-04-2026	New	AGIH-G3280-20030	TORCH BLOCK 2	D
8	2011	InsertOrUpdate	1	111948770	10	0		07-04-2026	New	AGIH-G3280-20030	TORCH BLOCK 2	D
9	2011	InsertOrUpdate	1	111948771	10	0		06-04-2026	New	GEC1H-5483043-2R4	ICE Front Panel - PSC, 3 REPs	X4-1
10	2011	InsertOrUpdate	1	111948772	10	0		06-04-2026	New	GEC1H-5483043-4R2	DV26 ICE Front Panel - PSC, XGP	X2-1
11	2011	InsertOrUpdate	1	111948773	10	0		06-04-2026	New	GEC1H-5483043-5	98CH ICE FRONT PANEL- PSC, 66CH REP	3-1
12	2011	InsertOrUpdate	1	111948774	10	0		06-04-2026	New	GEC1H-5483043R4	ICE Front Panel - PSC, XGP, 4 REPs	X4-1

2. To accept a Purchase Order:

   a. In the **Actioned column**, type **‘Yes’**.

	A	B	C	D	E	F	G	H	I	J	K	L	
1	#0	1	2	3	4	5	6	7	8	9	10	11	12
2	#*Flex Company ID	Actioned	Promise ID	*Purchase Order No.	*PO Line No.	PO Revision No.(line)	Base Line No.	PO Creation Date	PO Status	*Flex Item No.	Item Description	Item Revision	Previous
3	2011	Yes	1	PO-DEVDEMO2-STG-004	10	0	30	27-01-2026	New	ROWH-2200027-10	COVER TAPE, AR SERIES	X2	

   b. Enter values in the Promise fields: **Promise Quantity**, **Promised Ship Date**, **Promised Delivery Date**, **Promised Price**, and **Promised Manufacturer Part No**.

	N	O	U	V	W	X	Y	Z	AA	AE	AF
1	13	14	20	21	22	23	24	25	26	30	31
2	Request Quantity	Promise Quantity	Requested Ship Date	Promised Ship Date	Requested Delivery Date	Promised Delivery Date	Price	Promised Price	Price UOM	Manufacturer Part No.	Promised Manufacturer Part No.
3	500	500			01-04-2026	01-04-2026	72.4	82.39	EA	G3280-20030	G3280-20030
4	96	90			01-04-2026	01-04-2026	55	55	EA	5483043-2	5483043-2
5	96	96			01-04-2026	06-04-2026	88.9	89.94	EA	5483043-4	5483043-4
6	96	50			01-04-2026	06-04-2026	88.9	88.93	EA	5483043-5	5483043-57
7	500	400			06-04-2026	06-04-2026	72.4	72.39	EA	G3280-20030	G3280-20020
8	500	500			07-04-2026	07-04-2026	72.4	72.39	EA	G3280-20030	G3280-20030
9	96	96			06-04-2026	12-04-2026	55	55	EA	5483043-2	5483043-2
10	96	96			06-04-2026	06-04-2026	88.9	88.94	EA	5483043-4	5483043-8
11	96	96			06-04-2026	06-04-2026	88.9	88.93	EA	5483043-5	5483043-5
12	96	96			06-04-2026	06-04-2026	55.3	55.28	EA	5483043-5	5483043-5

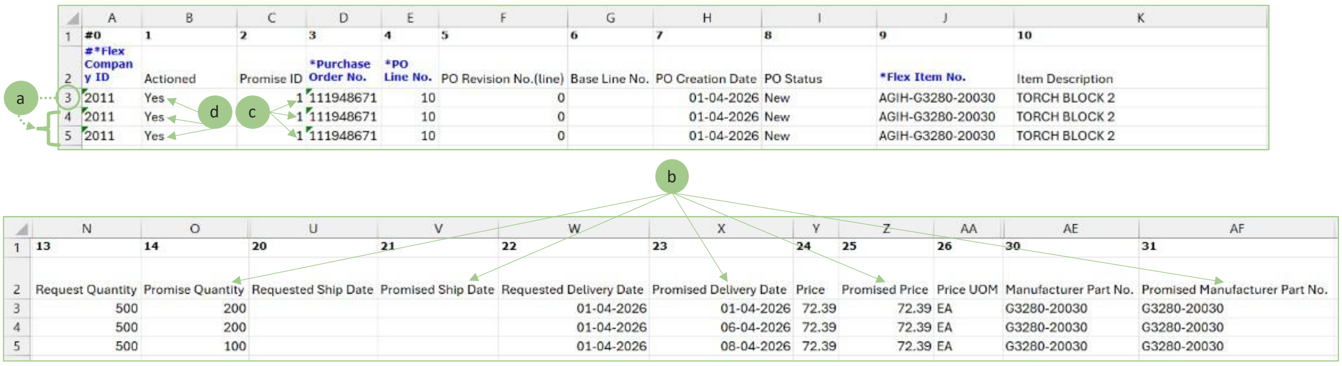
Note: the values you enter into the Promise fields affect the Purchase Order State transition as following:

- If the entered Promise values are equal to the Request values, the Purchase Order will be accepted as-is. This Purchase Order will transition to “Accepted” State and “Accept” Status. For Consumption Purchase Orders, the State transitions to “Received”.
- If the entered Promise values are not equal to the Request values, the Purchase Order will be accepted with changes. This Purchase Order will transition to “Accepted with Changes” State and “AWC” Status.

   c. Optionally, you can also provide values in **Supplier Notes to Buyer**, **Supplier SO No.**, **Supplier SO Rev**, and/or **Supplier SO Position No.** columns.

AI	AJ	AK	AL	AM
34	35	36	37	38
Buyer Notes to Supplier	Supplier Notes to Buyer	Supplier SO No.	Supplier SO Rev	Supplier SO Position No.
	Test 123	1234	5678	6
	Test 345	4321	8765	7

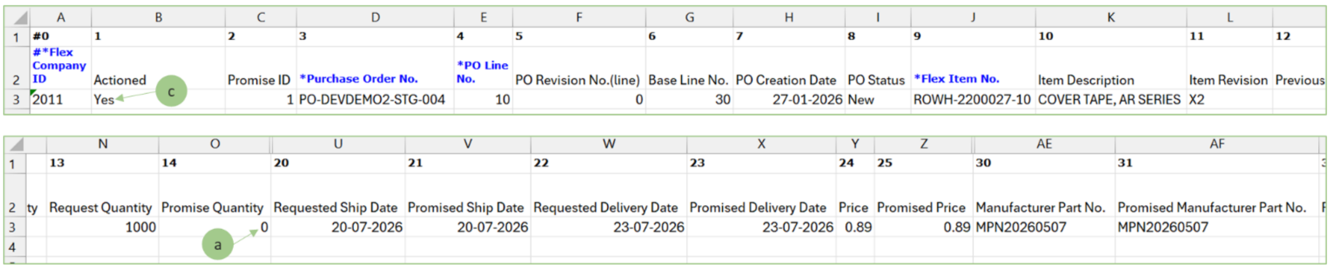
3. To split a Purchase Order Schedule into multiple promises:
    a. Copy the Purchase Order Schedule row and paste it under the original one.
    b. Enter values in the Promise fields: **Promise Quantity**, **Promised Ship Date**, **Promised Delivery Date**, **Promised Price**, and **Promised Manufacturer Part No**.
    c. The **Promise ID** values should remain unchanged.
    d. In the **Actioned column**, type **'Yes'**.



	A	B	C	D	E	F	G	H	I	J	K
1	#0	1	2	3	4	5	6	7	8	9	10
2	#*Flex Company ID	Actioned	Promise ID	*Purchase Order No.	*PO Line No.	PO Revision No.(line)	Base Line No.	PO Creation Date	PO Status	*Flex Item No.	Item Description
3	2011	Yes	1	111948671	10	0		01-04-2026	New	AGIH-G3280-20030	TORCH BLOCK 2
4	2011	Yes	1	111948671	10	0		01-04-2026	New	AGIH-G3280-20030	TORCH BLOCK 2
5	2011	Yes	1	111948671	10	0		01-04-2026	New	AGIH-G3280-20030	TORCH BLOCK 2

	N	O	U	V	W	X	Y	Z	AA	AE	AF
1	13	14	20	21	22	23	24	25	26	30	31
2	Request Quantity	Promise Quantity	Requested Ship Date	Promised Ship Date	Requested Delivery Date	Promised Delivery Date	Price	Promised Price	Price UOM	Manufacturer Part No.	Promised Manufacturer Part No.
3	500	200			01-04-2026	01-04-2026	72.39	72.39	EA	G3280-20030	G3280-20030
4	500	200			01-04-2026	06-04-2026	72.39	72.39	EA	G3280-20030	G3280-20030
5	500	100			01-04-2026	08-04-2026	72.39	72.39	EA	G3280-20030	G3280-20030

4. To request for cancellation:
    a. Modify the **Promise Quantity** to 0.
    b. Do not modify any other Purchase Order values.
    c. In the **Actioned column**, type **'Yes'**.



	A	B	C	D	E	F	G	H	I	J	K	L	
1	#0	1	2	3	4	5	6	7	8	9	10	11	12
2	#*Flex Company ID	Actioned	Promise ID	*Purchase Order No.	*PO Line No.	PO Revision No.(line)	Base Line No.	PO Creation Date	PO Status	*Flex Item No.	Item Description	Item Revision	Previous
3	2011	Yes	1	PO-DEVDEMO2-STG-004	10	0	30	27-01-2026	New	ROWH-2200027-10	COVER TAPE, AR SERIES	X2	

		N	O	U	V	W	X	Y	Z	AE	AF
1		13	14	20	21	22	23	24	25	30	31
2	ty	Request Quantity	Promise Quantity	Requested Ship Date	Promised Ship Date	Requested Delivery Date	Promised Delivery Date	Price	Promised Price	Manufacturer Part No.	Promised Manufacturer Part No.
3		1000	0	20-07-2026	20-07-2026	23-07-2026	23-07-2026	0.89	0.89	MPN20260507	MPN20260507
4											

Step 3: Upload

1. Upload the updated Excel file to the system. Use the Document Type **'PO Response Upload'**.

Tip: to learn more about Uploads, go to: Upload Data.

Shipment (ASN)

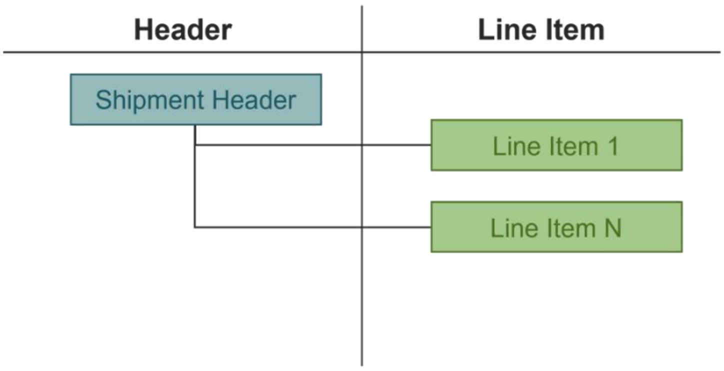
Shipment Object Overview

The Supplier creates a Shipment (ASN) based on the quantities and dates agreed upon in the Purchase Order process. This does not apply to Consumption Purchase Orders.

When the e2open system creates a Shipment line in “Shipped” State, it updates the associated Purchase Order line State to “Shipped”.

Shipment Structure

The information in the Shipment Object is organized into 2 levels:



- The Shipment Header can have multiple Line Items.

Level	Description
Header	The highest level of the Shipment. It includes, but is not limited to, the following fields: Shipment ID, Supplier ID, Shipment Date, Estimated Arrival Date.
Line Item	The second level of the Shipment. It includes, but is not limited to, the following fields: Flex Company ID, Shipment Line ID, Date Commit Type, Flex Item No., Shipped Quantity, Boxes, Weight, Weight Basis (UOM).

Shipment States and Statuses

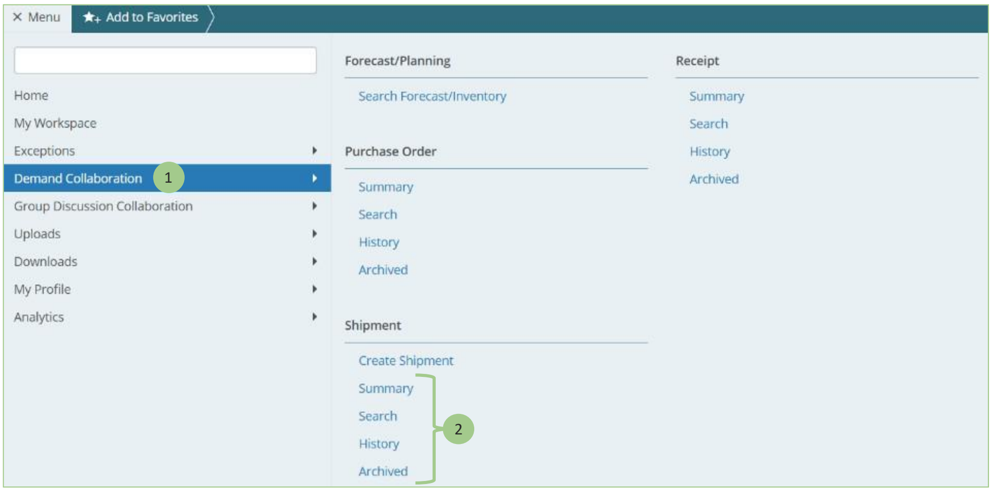
The e2open system uses a State and Status model to manage the Shipment life cycle.

Shipment State	ASN Flex Status	Description
Shipped	null	Assigned when the Supplier created a Shipment against PO Line(s).
	Pending Approval	Assigned when the Shipment is under one or more “approval required” by Flex users (MPN, Quantity or Price) mismatch.
	Approved	Assigned when the Flex User approved all Shipment (MPN, Quantity or Price) mismatch.
	Rejected	Assigned when the Flex User rejected any of the Shipment (MPN, Quantity or Price) mismatch.
Received		Assigned when the Shipment is received in Flex ERP and a Receipt is transmitted to e2open.
Cancelled		Assigned when the Shipment is cancelled by a Supplier.

View Shipments

To view Shipments:

1. Navigate to **Menu → Demand Collaboration**.
2. You can review Shipment information by accessing **Summary**, **Search**, **History**, or **Archived**.



Tip: to learn more about *Summary*, *Search*, *History*, and *Archived* workflows, go to: Search and Filter in the Application.

Shipment Details Page

To view the Shipment Details page:

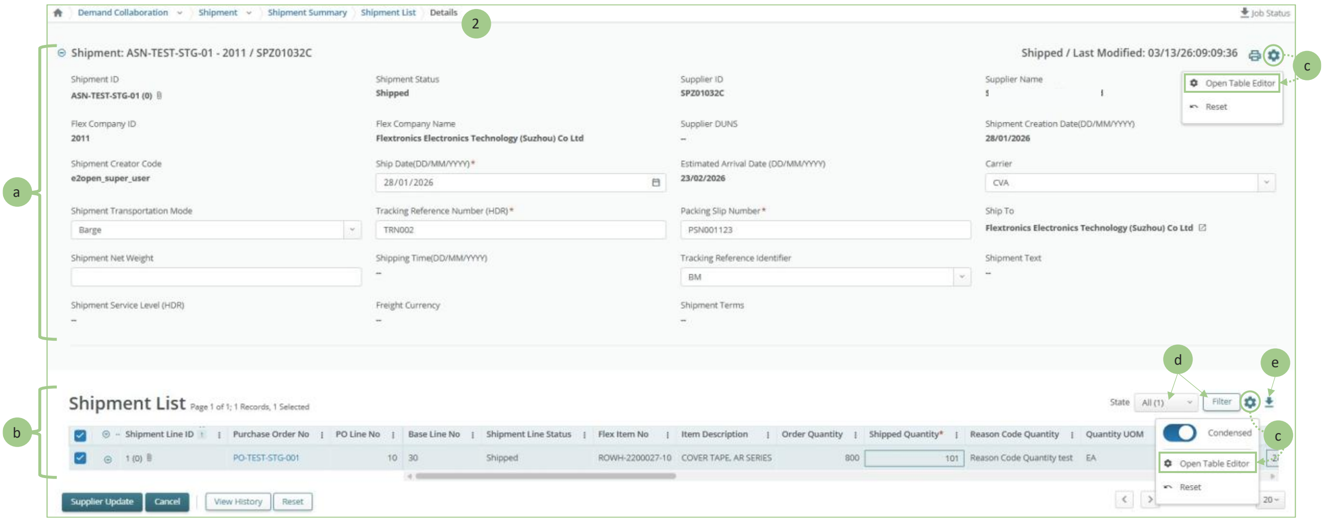
1. From the *Shipment List* page, click on the hyperlinked **Shipment number**.

Tip: to learn more about *List Page* navigation, go to: Order Management List Page.

2. On the *Shipment Details* page:
   a. Review the **Shipment's Header** details,
   b. Review the **Shipment's Line** details,
   c. Click on the **gear icon** in the *Header* or *Lines* section and select **Open Table Editor** to configure the fields/columns displayed.

Tip: to learn more about *Table Editor* features, go to: Table Editor.

   d. Click on the **State drop-down menu**, select a **State**, and click **Filter** to filter the lines in specific State.
   e. Click the **arrow icon** and select **Export** to export the Lines information to a .tsv file.



Create Shipment

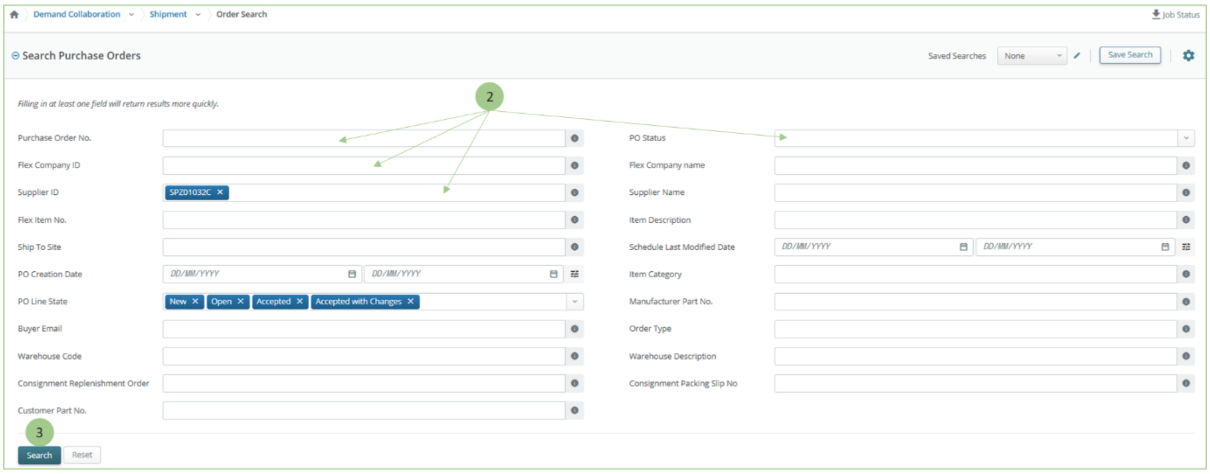
Create Shipments via User Interface

Initiate the Shipment Creation from Menu

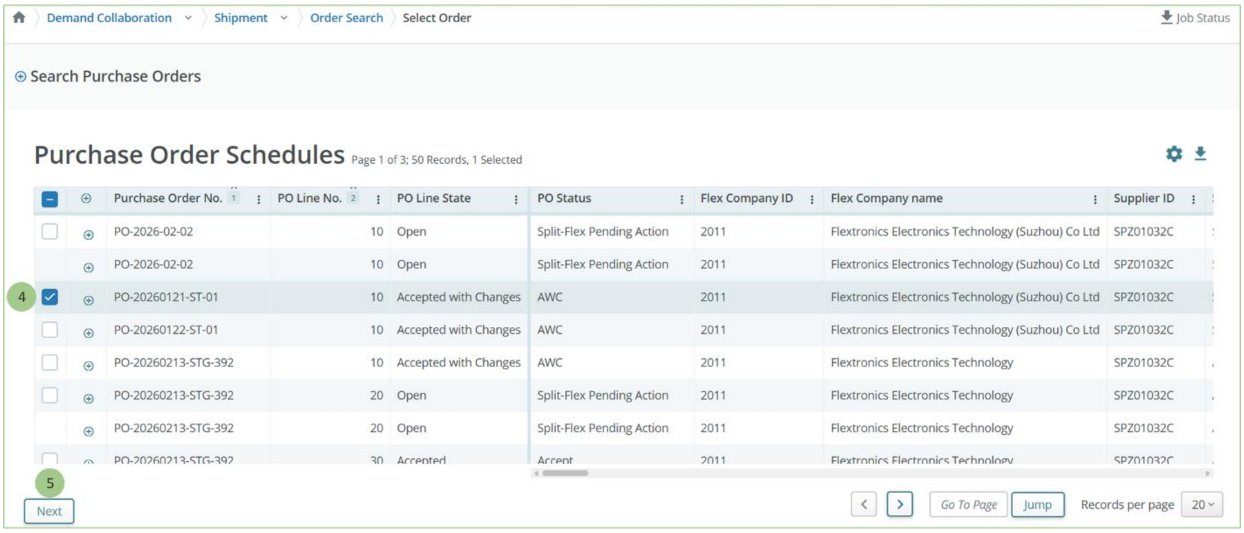
To initiate the Shipment creation from Menu:

1. Navigate to **Menu → Demand Collaboration → Create Shipment**.
2. Use search boxes to enter your criteria.
3. Click **Search**.

Tip: the navigation features on this *Search* page are the same as for any other *Search* page. To learn more, go to: Search and Filter in the Application.



4. Using **checkboxes**, select Purchase Order(s) you want to create the Shipment for.
5. Click **Next**. This will open the *Create Site Shipment* page.



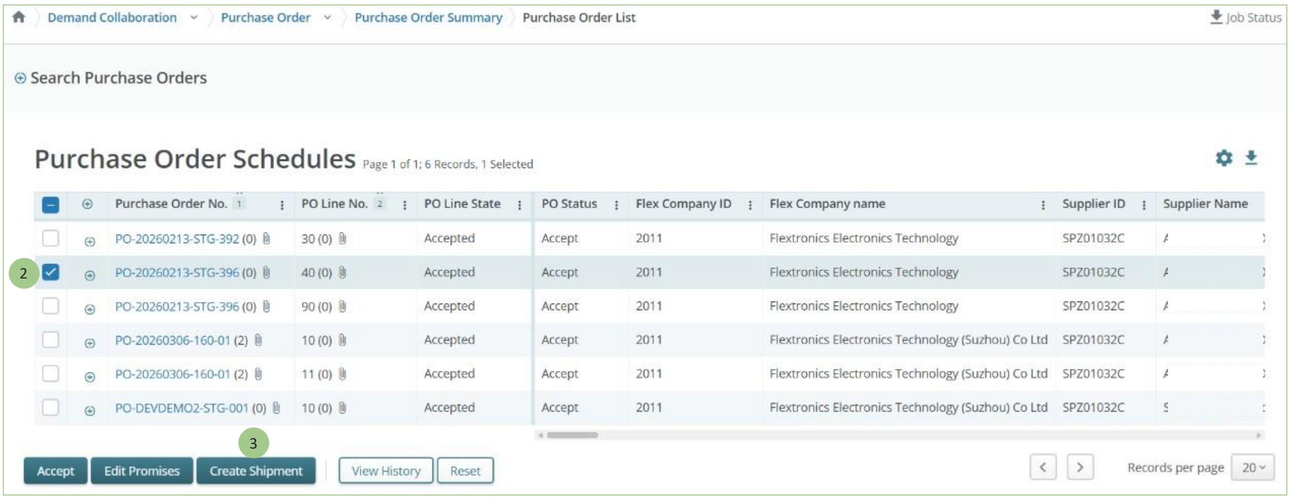
Initiate the Shipment Creation from Purchase Order List Page

To initiate the Shipment creation from the *Purchase Order List Page*:

1. Navigate to a *Purchase Order List Page*.

Tip: to learn more about *List Page* accessing and navigation, go to: Order Management List Page.

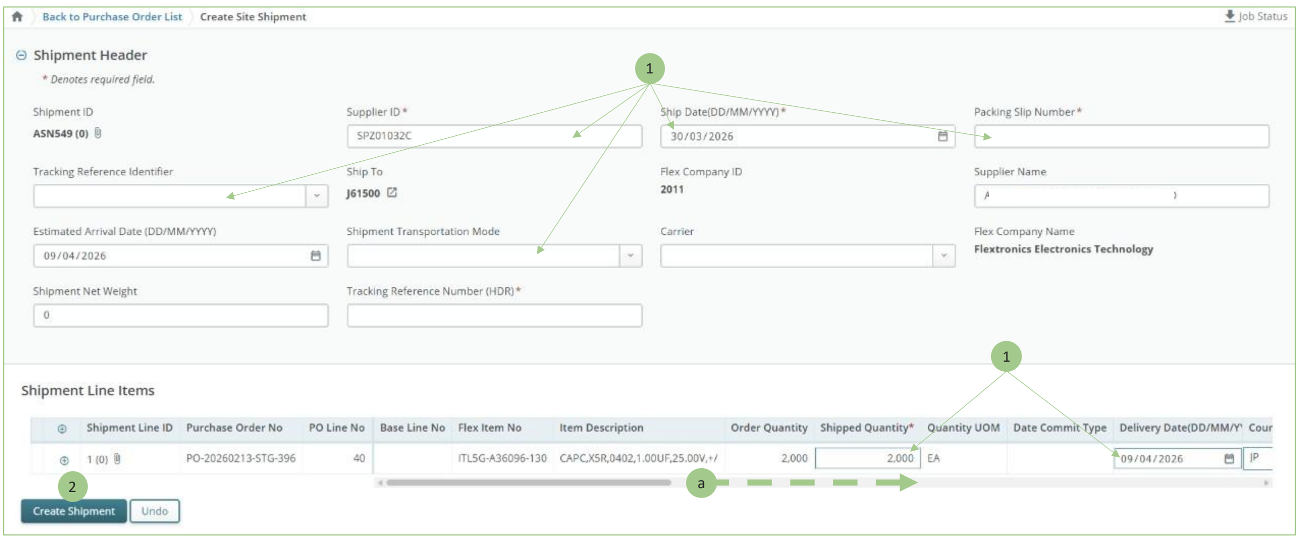
2. Using **checkboxes**, select Purchase Order(s) you want to create the Shipment for.
3. Click **Create Shipment**. This will open the *Create Site Shipment* page.



Create Site Shipment Page

On the *Create Site Shipment* page:

1. Use **editable fields** in the *Header* and *Line Items* sections to enter the values.
    a. In the *Line Items* section, **scroll right** so see all available fields.
    b. Fields **with asterisk (*)** are mandatory.
2. Click **Create Shipment**.

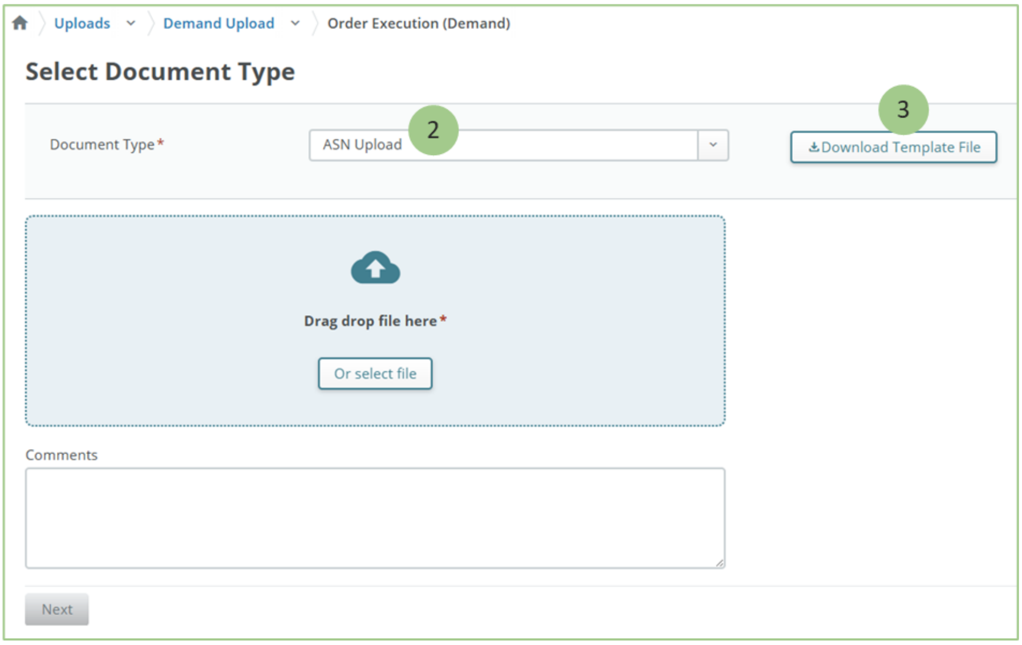


Create Shipments via Excel

To create Shipments via Excel, always follow the 3-step flow presented below:

Step 1: Download

1. Navigate to **Menu → Uploads → Order Execution (Demand)**.
2. Select Document Type **'ASN Upload'**.
3. Click **Download Template File**. The Shipment Template is downloaded to your local drive.



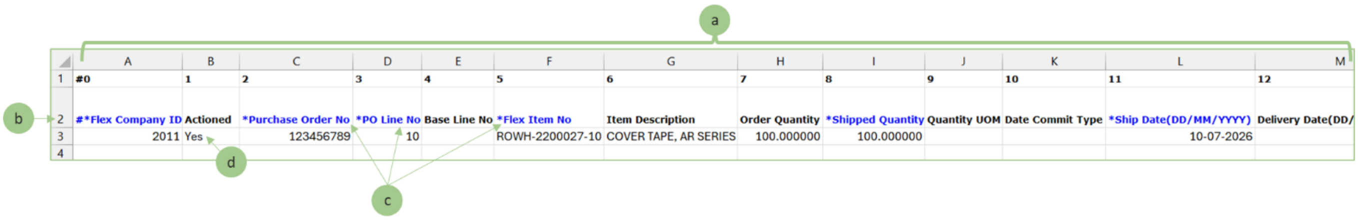
Step 2: Excel

1. Open the downloaded Excel file from your local drive.
    a. The Excel **columns** represent the User Interface fields.
    b. Provide Shipment information. Each row should represent a separate Shipment Line Item.

Tip: the information about Purchase Orders that require a Shipment creation can also be downloaded from the system, so you can copy and paste them into the blank template and make you work faster.
To learn more about Purchase Order Download, go to: [Download Purchase Order/Shipment Data](#).

You can also navigate to the *Purchase Order List page* or to the *“Missing ASN Alert” Problem List page* and then export the Purchase Order data from the displayed list.
To learn more about exporting data from List Pages, go to: [Work with List Pages](#).

    c. Columns **in blue and with asterisk (*)** are mandatory.
    d. In the **Actioned column**, select **‘Yes’**.
    e. Do not rearrange or delete the columns. You can hide columns that you are not going to fill in and display only the required columns that you want to fill in.



Step 3: Upload

1. Upload the updated Excel file to the system. Use the Document Type **‘ASN Upload’**.

Tip: to learn more about Uploads, go to: [Upload Data](#).

Update or Cancel Shipments

Update or Cancel Shipments via User Interface

To update or cancel a Shipment via User Interface:

1. Navigate to a *Shipment List Page*.

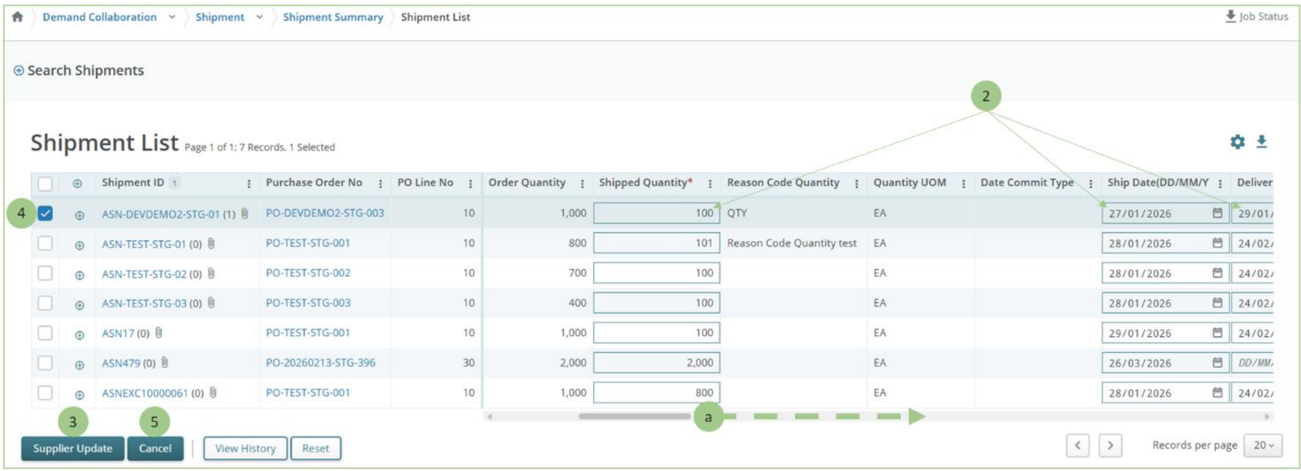
Tip: to learn more about *List Page* accessing and navigation, go to: Order Management List Page.

To update Shipment(s):

2. Modify the values using **editable fields**.
    a. **Scroll right** to see all editable fields.
3. Click **Supplier Update**.

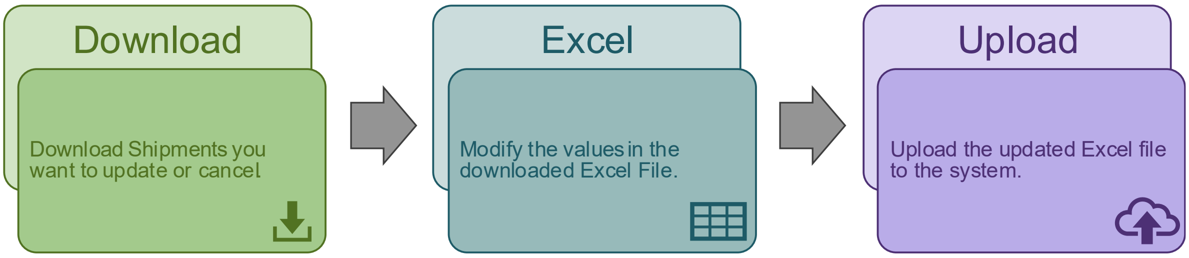
To cancel Shipment(s):

4. Select Shipment(s) you want to cancel using **checkboxes**.
5. Click **Cancel**.



Update or Cancel Shipments via Excel

To update or cancel Shipments via Excel, always follow the 3-step flow presented below:



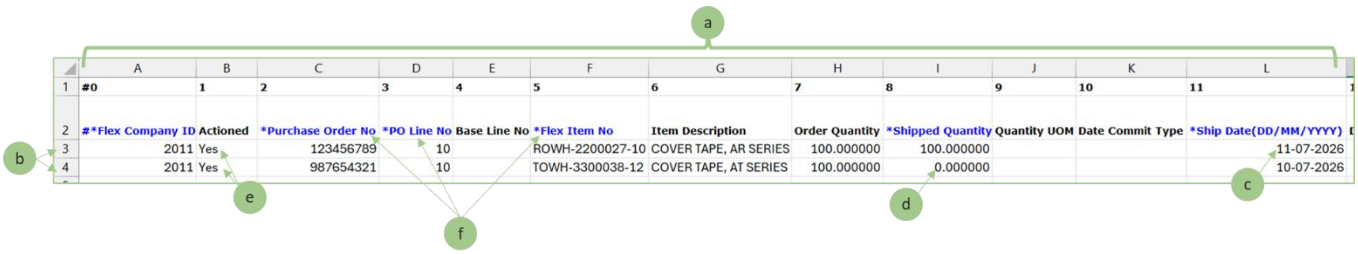
Step 1: Download

1. Download all Shipments you want to update or cancel.

Tip: to learn more about Downloads, go to: Download Purchase Order/Shipment Data.

Step 2: Excel

1. Open the downloaded Excel file from your local drive.
    a. The Excel **columns** represent the User Interface fields.
    b. Each **row** contains information about Shipment Line Items.
    c. To update a Shipment, modify the values you want to update.
    d. To cancel a Shipment, modify the **Shipped Quantity** value to 0.
    e. In the **Actioned column**, select **'Yes'**.
    f. Columns **in blue and with asterisk (*)** are mandatory.
    g. Do not rearrange or delete the columns. You can hide columns that you are not going to fill in and display only the required columns that you want to edit.



	A	B	C	D	E	F	G	H	I	J	K	L
1	#0	1	2	3	4	5	6	7	8	9	10	11
2	#*Flex Company ID	Actioned	*Purchase Order No	*PO Line No	Base Line No	*Flex Item No	Item Description	Order Quantity	*Shipped Quantity	Quantity UOM	Date Commit Type	*Ship Date(DD/MM/YYYY)
3	2011	Yes	123456789	10		ROWH-2200027-10	COVER TAPE, AR SERIES	100.000000	100.000000			11-07-2026
4	2011	Yes	987654321	10		TOWH-3300038-12	COVER TAPE, AT SERIES	100.000000	0.000000			10-07-2026

Step 3: Upload

1. Upload the updated Excel file to the system. Use the Document Type **'ASN Upload'**.

Tip: to learn more about Uploads, go to: Upload Data.

Receipt

Receipt Object Overview

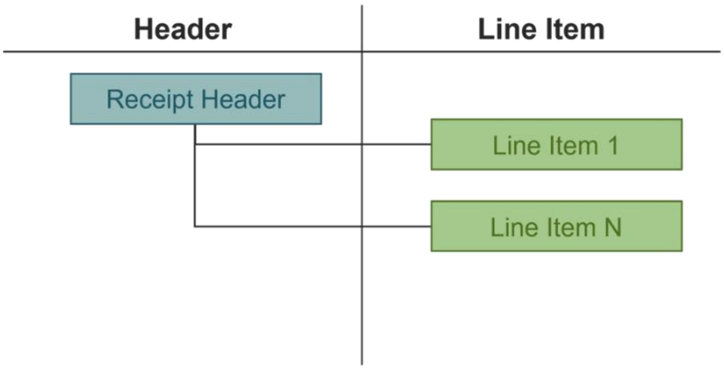
Receipts are created in “Received” State to communicate material goods receipt information to the Supplier.

When the e2open system receives a Receipt, it updates:

- The associated Purchase Order line State to “Received”.
- The associated Shipment line State to “Received”.

Receipt Structure

The information in the Receipt Object is organized into 2 levels:



- The Receipt Header can have multiple Line Items.

Level	Description
Header	The highest level of the Receipt. It includes, but is not limited to, the following fields: Receipt ID, Supplier ID, Transaction Date, Flex Receiving Site.
Line Item	The second level of the Receipt. It includes, but is not limited to, the following fields: Receipt Line ID, Item number, Associated PO number, Delivered Quantity.

Receipt States

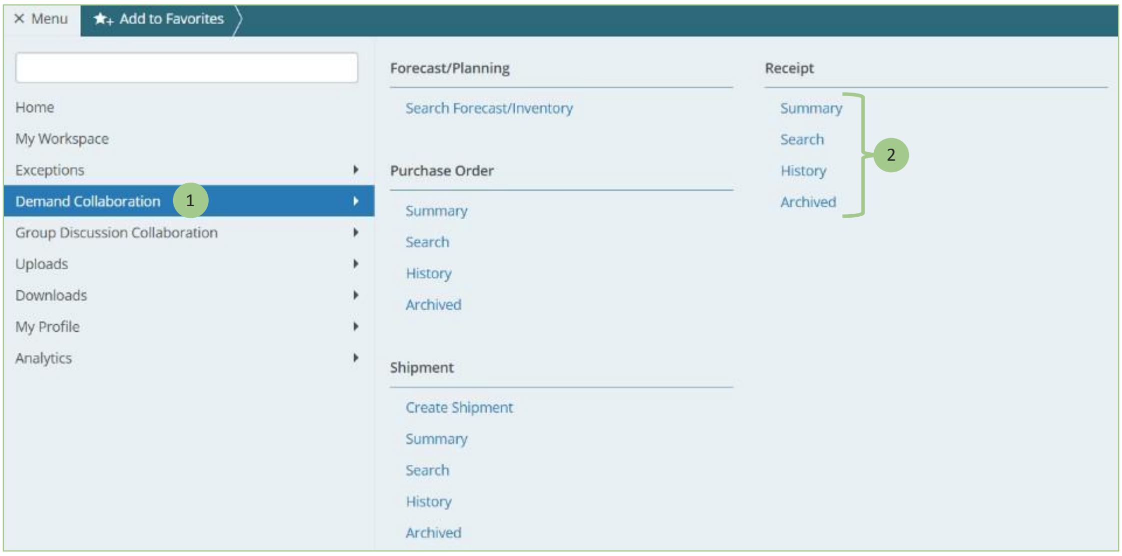
The e2open system uses a State model to manage the Receipt life cycle.

Receipt State	Description
Received	Assigned when the Receipt is received from Flex ERP in e2open.
Cancelled	Assigned when the Receipt is cancelled from Flex ERP.

View Receipts

To view Receipts:

1. Navigate to **Menu → Demand Collaboration**.
2. You can review Receipt information by accessing **Summary**, **Search**, **History**, or **Archived**.



Tip: to learn more about *Summary*, *Search*, *History*, and *Archived* workflows, go to: Search and Filter in the Application.

Receipt Details Page

To view the Receipt Details page:

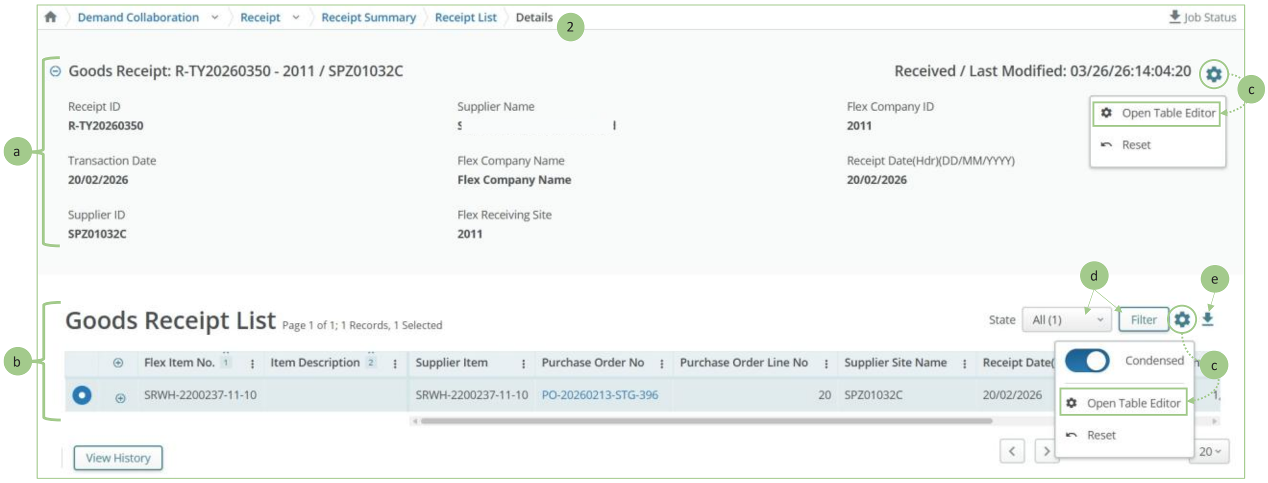
1. From the *Receipt List* page, click on the hyperlinked **Receipt number**.

Tip: to learn more about *List Page* navigation, go to: Order Management List Page.

2. On the *Receipt Details* page:
    a. Review the **Receipt's Header** details,
    b. Review the **Receipt's Line** details,
    c. Click on the **gear icon** in the *Header* or *Lines* section and select **Open Table Editor** to configure the fields/columns displayed.

Tip: to learn more about *Table Editor* features, go to: Table Editor.

    d. Click on the **State drop-down menu**, select a **State**, and click **Filter** to filter the lines in specific State.
    e. Click the **arrow icon** and select **Export** to export the Lines information to a .tsv file.



Attachments

File attachments are supported within Purchase Orders and Shipments.

Users can view and save attachments:

- From Purchase Order/Shipment List page,
- From Purchase Order/Shipment Details page.

Multiple attachments are allowed for single Object. Each attachment is accessed individually.

To prevent any loss of performance, the recommended maximum attachment size is 10MB.

Manage Attachments

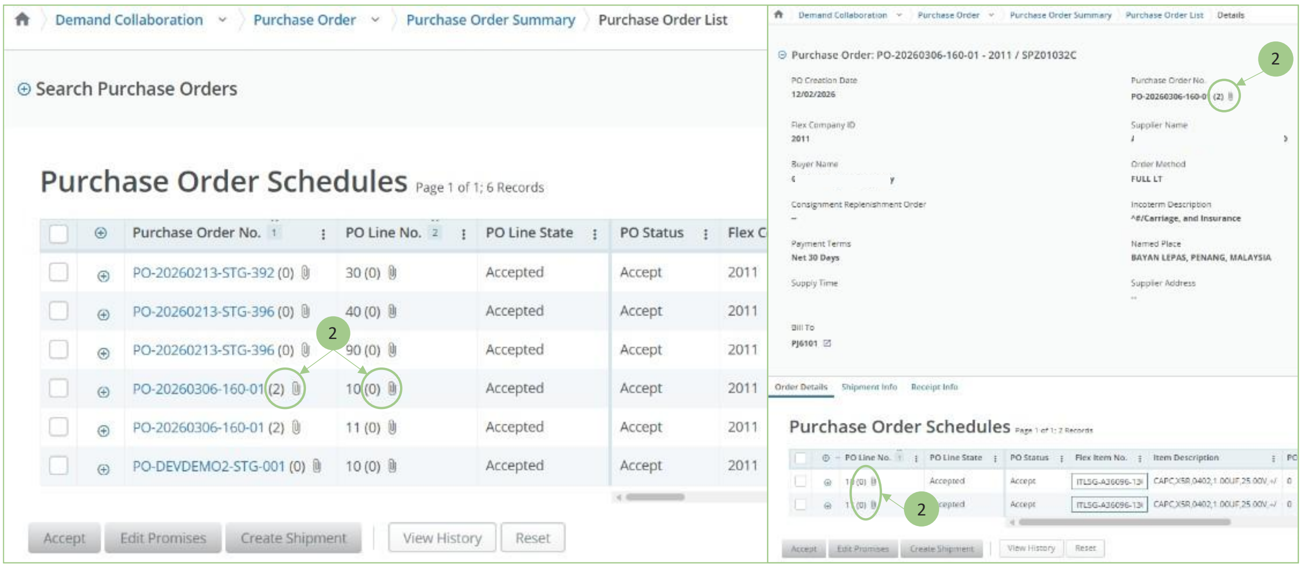
To manage attachments:

1. Navigate to the *Purchase Order* or *Shipment List* or *Details* page.

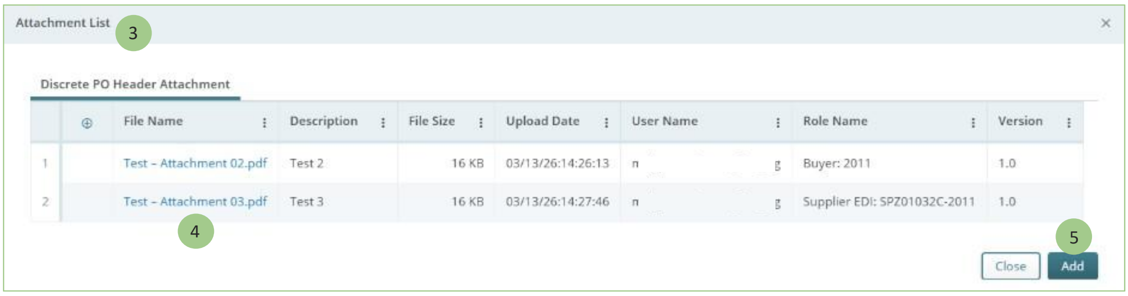
Tip: to learn more about these pages, go to: Order Management List Page / Purchase Order Details Page / Shipment Details Page.

2. Click the **clip icon**:
   - Clip icon next to the Purchase Order/Shipment number is an attachment added on the Header level.
   - Clip icon next to the Purchase Order/Shipment line number is an attachment added on the Line Item level.

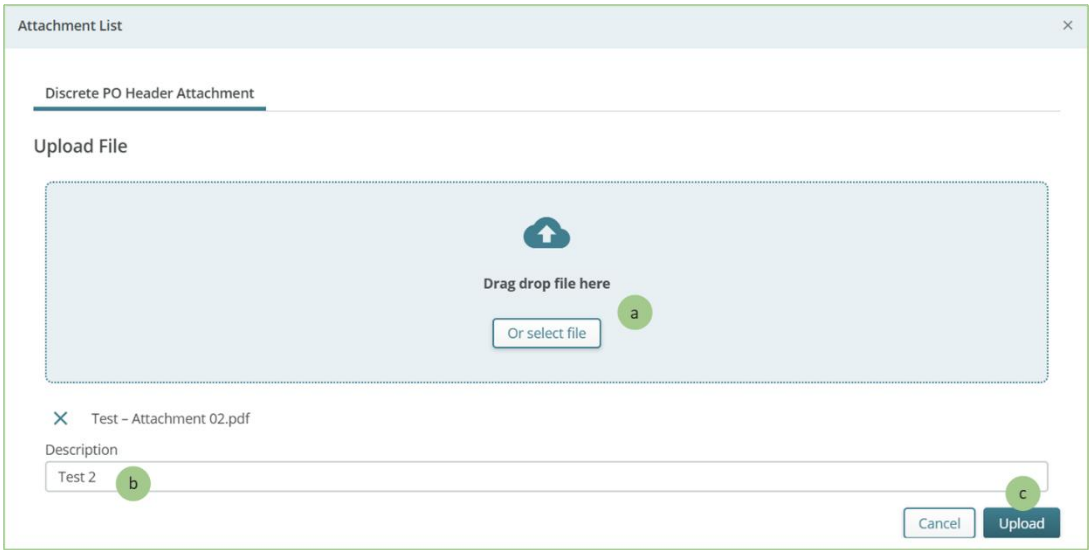
   Note: the number in parentheses represents the number of attachments.



3. On *Attachment List* you can verify the attachment's details.
4. Download the attachment by clicking on **File Name**.
5. Add a new attachment by clicking on **Add**.



a. Drag and drop a file to a **blue box** or click on **Or select file** and select a file from your local drive.
b. Optionally, add a **Description**.
c. Click **Upload**.



Forecast/Inventory Collaboration

Forecast/Inventory Collaboration Overview

Flex sends Forecast/Inventory information to the e2open system. Suppliers are expected to provide their Forecast/Inventory Commits.

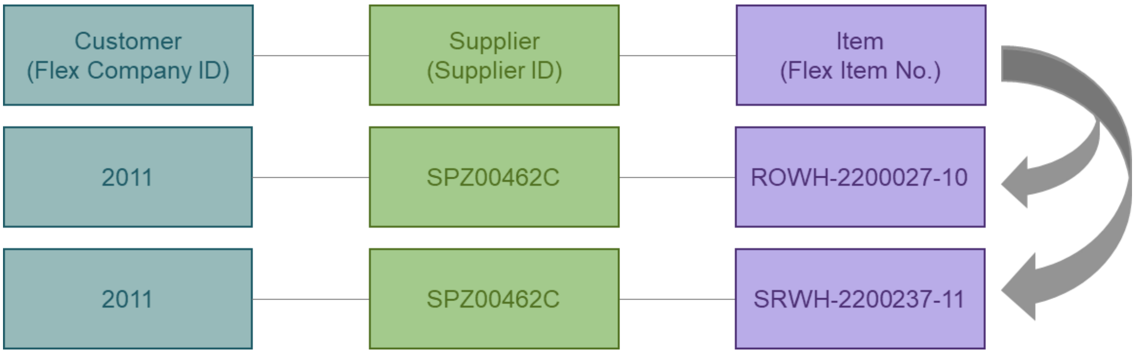
The e2open system flags the missing commit exception, which allows the Users to narrow down the Collaborations that need additional review.

All the above is captured and shown in the e2open MCV for both Buyer and Supplier roles.

Collaboration (Collab)

The system exchanges data based on who is buying, who is supplying, and what the item is. This relationship is called “Collaboration” (or “Collab” in short) – a unique combination of Master Data elements:

- Customer that published the forecast – Flex Company ID,
- Supplier for whom the forecast is published – Supplier ID,
- Item for which the forecast is published – Flex Item No.

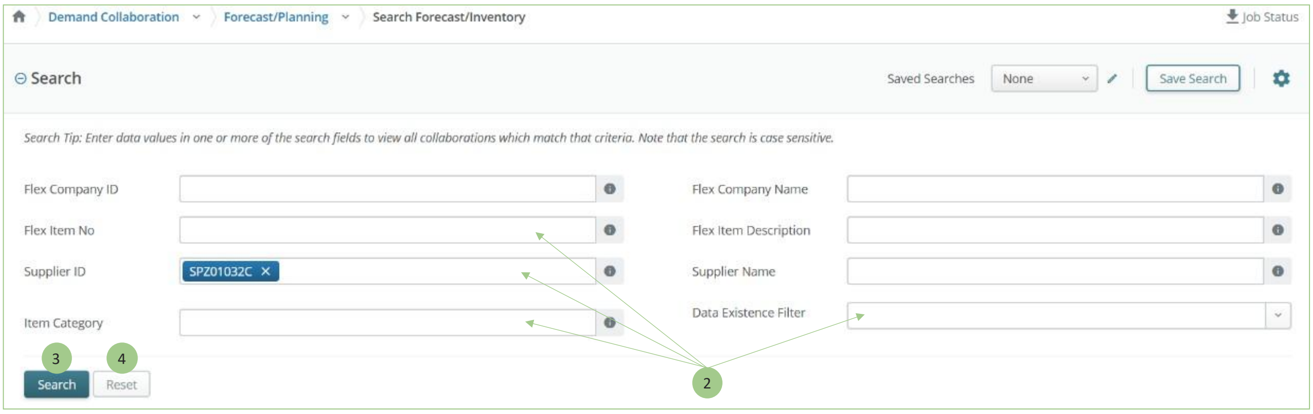


View Forecast/Inventory

Search Forecast/Inventory

To search for Forecast/Inventory information:

1. Navigate to **Menu → Demand Collaboration → Search Forecast/Inventory**.
2. On the *Search Forecast/Inventory* page, use search boxes to enter your criteria.
3. Click **Search** to initiate the search.
4. Click **Reset** to clear the search boxes.



Tip: other navigation features on this *Search* page are the same as for any other *Search* page. To learn more, go to: Search and Filter in the Application.

Collaboration Selector

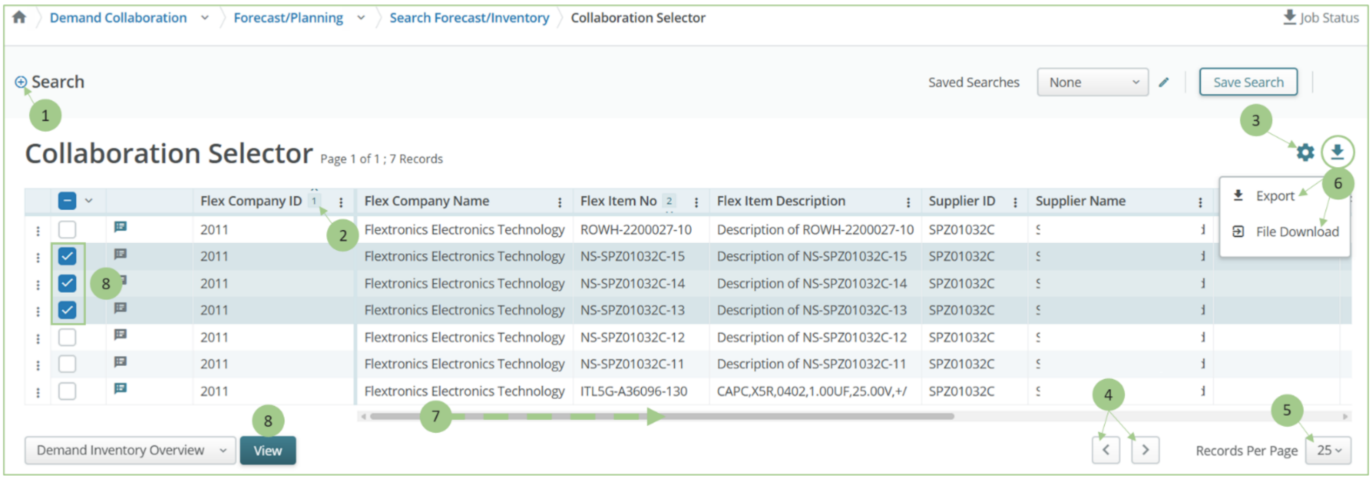
Collaboration Selector page lists Collaborations found based on criteria provided on *Search Forecast/Inventory* page.

On the *Collaboration Selector* page:

1. Re-define the search filters by clicking on **plus icon**.
2. To switch between ascending (A>Z,1>3) and descending (Z>A, 3>1) sort order for a column, click the **Sort Order icon**. The number indicates the order of sort by column.
3. Click on the **gear icon** and select **Open Table Editor** to configure the columns displayed.

Tip: to learn more about *Table Editor* features, go to: Table Editor.

4. For a list spread over multiple pages, use the **Previous Page** and **Next Page** buttons. Alternatively, type the **number** of the page you want to navigate to, and click on **Jump**.
5. Expand the **drop-down menu** to change the number of records per page.
6. Click on the **arrow button** and select:
   a. **Export** to export list page records to a .tsv file,
   b. **File Download** to download list page records to an .xlsx file.
7. To view data in all columns, **scroll right**.
8. Select one, multiple, or all Collaborations using **checkboxes** and click **View** to access the *Multi-Collab View* page.



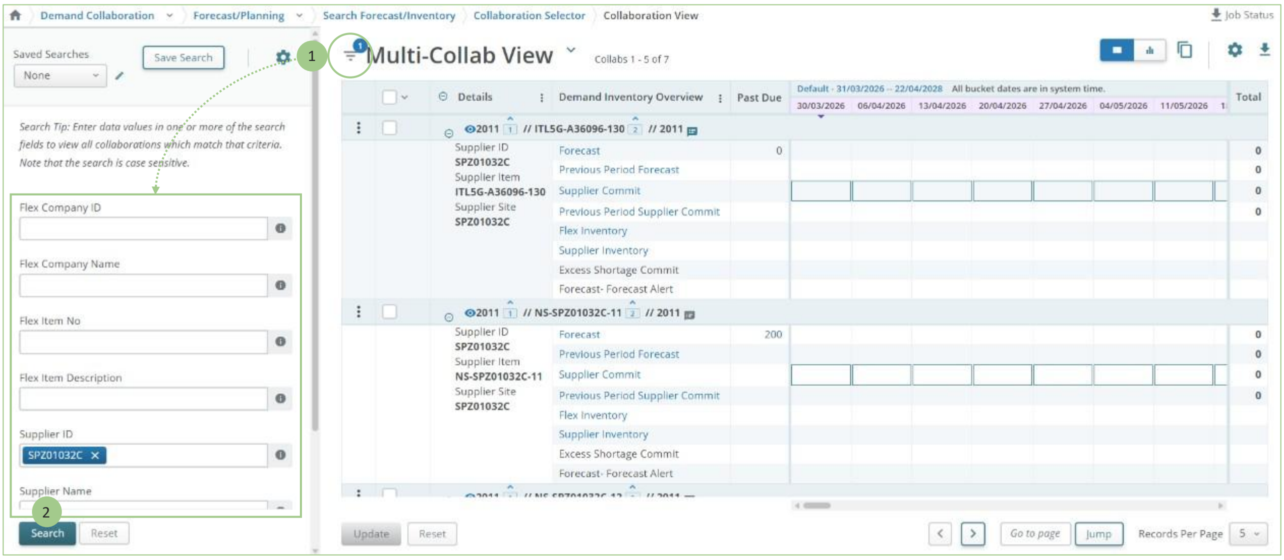
Multi-Collab View (MCV)

Multi-Collab View (MCV) page shows Data Measures and PIT data for the Forecast/Inventory Collaboration.

Multi-Collab View (MCV) Filtering

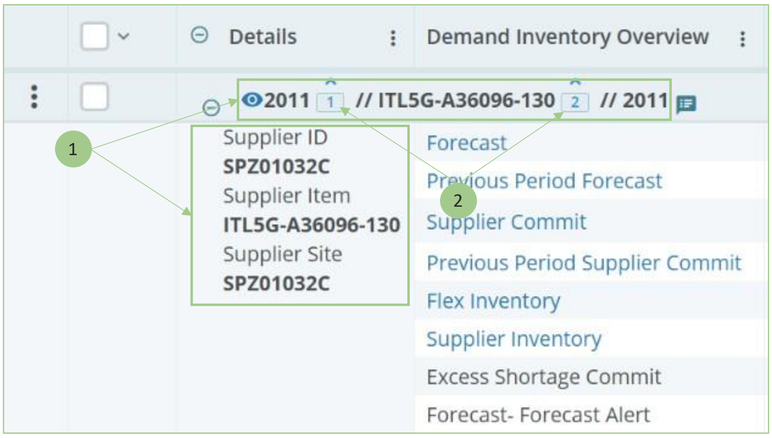
If you need to change your search criteria:

1. Click the **Filter icon**. The Collaboration Search sub-screen opens.
2. Change your search criteria and click **Search**.



Collaboration Dimensions

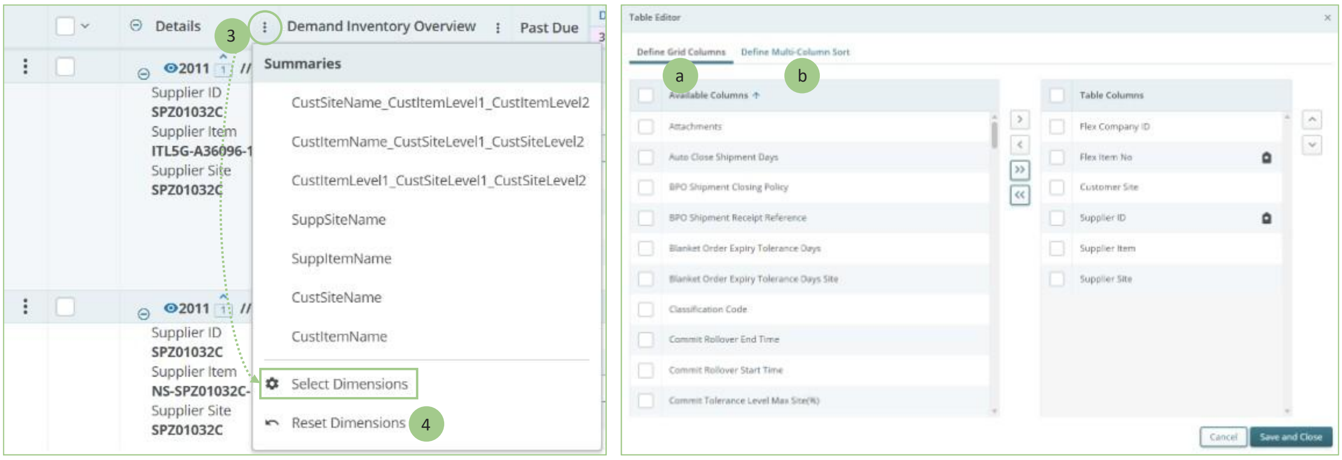
1. This section shows the Collaboration Dimensions: **Flex Company ID**, **Flex Item No**, **Customer Site**, **Supplier ID**, **Supplier Item**, **Supplier Site**.
2. Numbers indicate that Collaborations are being sorted by these dimensions. Up/down arrow indicates whether rows are sorted in ascending or descending order.



3. To configure the Dimensions displayed on MCV page, click on **three dots menu** and **Select Dimensions** option.
    a. Under **Define Grid Columns tab**, you can show, hide, or rearrange the Dimensions.
    b. Under **Define Multi-Column Sort tab**, you can define the sorting logic.

Tip: to learn more about configuration features, go to: Edit Filters.

4. To reset Dimensions to default view, select **Reset Dimensions**.

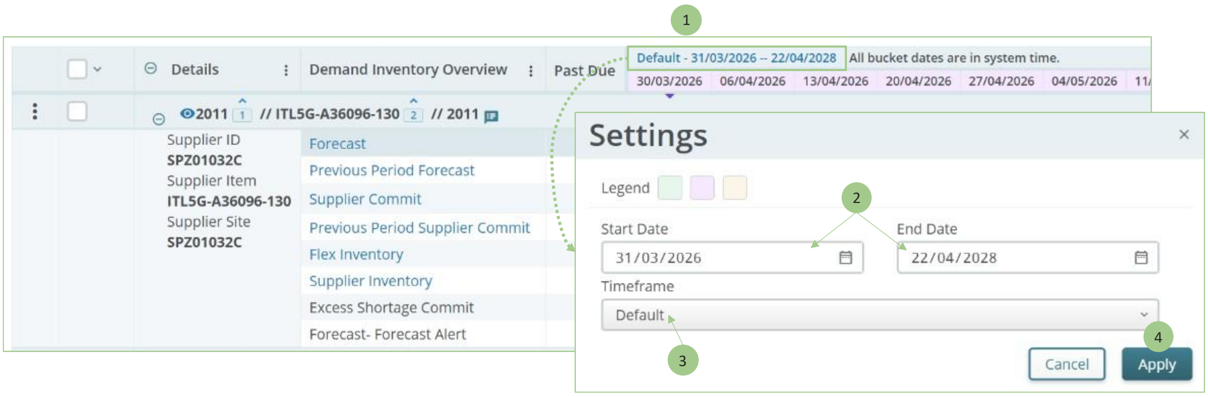


Calendar

Default view is 107 weekly Buckets, extendable up to 208 Buckets.

If you need to display data in a different calendar view:

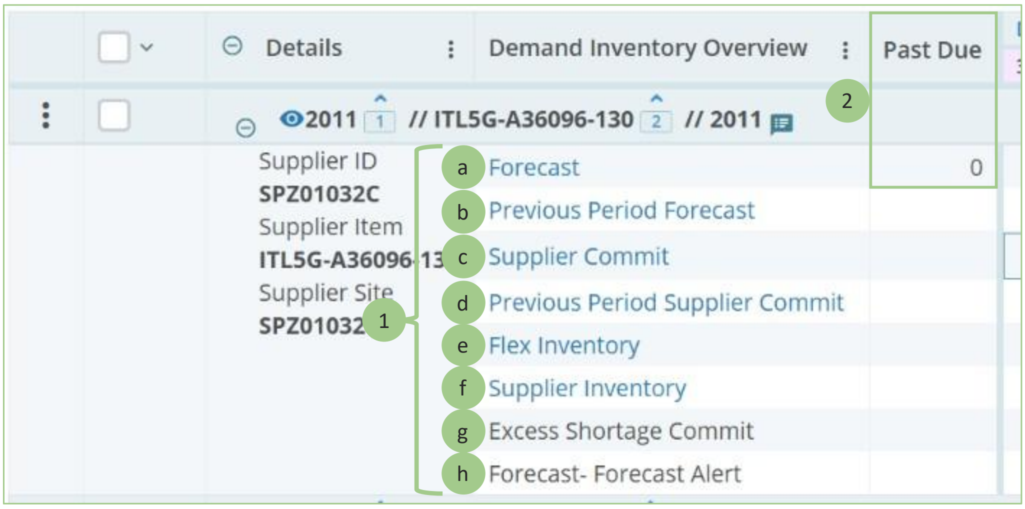
1. Click on **Calendar**.
2. Select the **Start Date** and **End Date**.
3. Choose **Default**, **Weekly**, **Monthly**, or **Quarterly Timeframe**.
4. Click **Apply**.



Data Measures

Data Measures are a series of data points that are arranged in chronological order. E2open application uses Data Measures to track and present the data required to execute the planning process. The data is segregated into weekly time buckets.

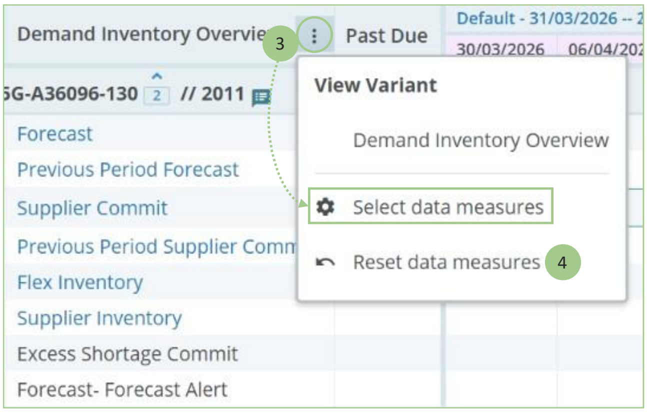
1. This section shows the Data Measures:
    a. **Forecast** – Flex's current Forecast,
    b. **Previous Period Forecast** – a copy of the old Forecast when a new Forecast is sent to e2open,
    c. **Supplier Commit** – Supplier's response (commit) to the current Forecast,
    d. **Previous Period Supplier Commit** – a copy of the old Commits when a new Forecast is sent to e2open,
    e. **Flex Inventory** – Flex's On Hand Inventory shown in current period time bucket, derived from Flex Forecast,
    f. **Supplier Inventory** – Supplier's On Hand Inventory shown in current period time bucket, derived from Supplier Commit,
    g. **Excess Shortage Commit** – Forecast-Supplier Commit computed per weekly bucket,
    h. **Forecast-Forecast Alert** – Exception Data Measure triggered when no Commit has been recorded against Flex Forecast.
2. This section shows **Past Due Forecast** – computed as summation of all Forecast values before the first day of current period.

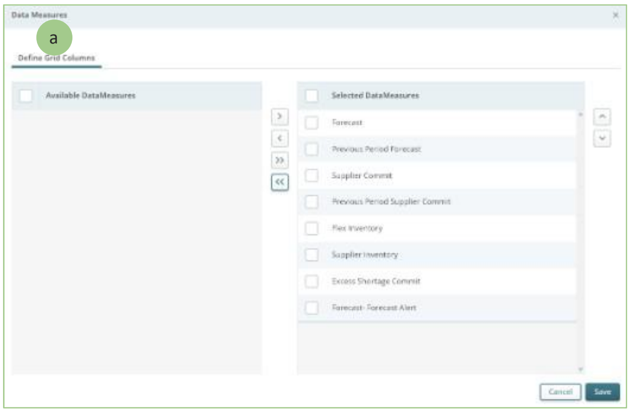


3. To configure the Data Measures displayed on MCV page, click on **three dots menu** and **Select data measures** option.
    a. Under **Define Grid Columns tab**, you can show, hide, or rearrange the Dimensions

Tip: to learn more about configuration features, go to: Edit Filters.

4. To reset Data Measures to default view, select **Reset data measures**.

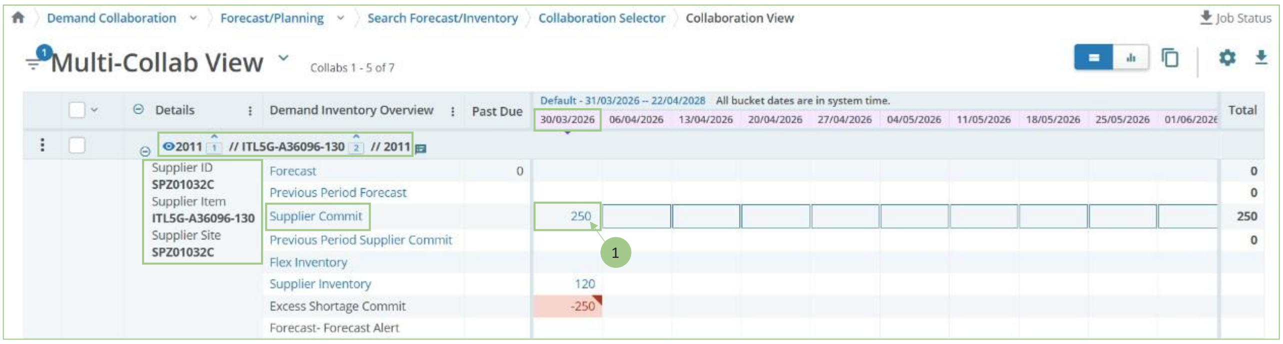




Point-in-Time (PIT)

Point-in-Time ("PIT"), is a value that represents a Data Measure at a specific point in time, for a specific Collaboration.

1. The committed value of **250**, for the week of **30/03/2026**, for the Collab **2011 – ITL5G-A36096-130 – SPZ01032C**, is considered a PIT value for the **Supplier Commit** Data Measure.



Forecast/Inventory Exceptions

The table below illustrates the Exceptions' names with their descriptions:

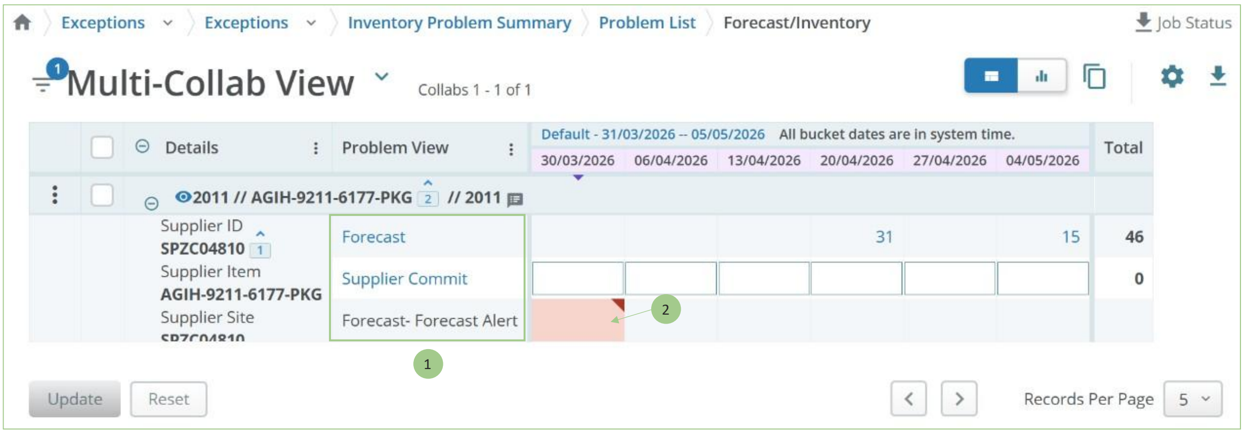
Exception	Description
Forecast- Forecast Alert	Triggered when no Forecast Commit has been recorded against Flex Forecast at Collab. The alert resets when the Supplier records their commits, or when the new Forecast is loaded.

Tip: to learn more about *Exceptions* accessing and navigation, go to: Exceptions and Email Alert Subscriptions.

Problem View

Multi-Collab View page with *Problem View* shows the Collaborations affected by the Exception.

1. **Data Measures** used to compute and trigger the Exception.
2. **Color-coded PIT**.



Provide Supplier Commit

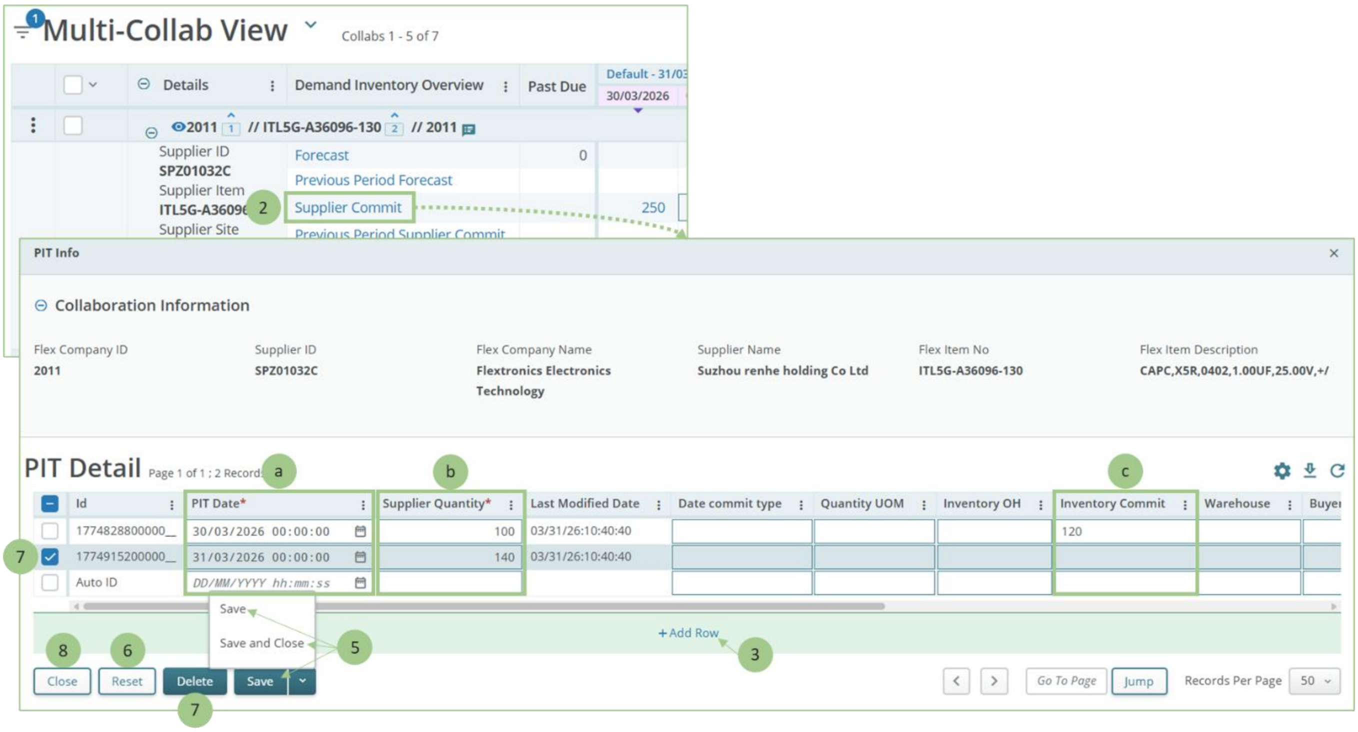
Provide Supplier Commit via User Interface

To provide the Supplier Commit via User Interface:

1. Navigate to the *Multi-Collab View* page.

Tip: to learn more about *Multi-Collab View* accessing and navigation, go to: View Forecast/Inventory.

2. Click the **Supplier Commit** Data Measure name to open the *PIT Info/Detail* window.
3. Click **Add Row**.
4. Use **editable fields** to insert values:
   a. **PIT Date**,
   b. **Supplier Quantity** (Commit)
   c. **Inventory Commit**.
5. Click **Save** to save the entries. Alternatively, click **Save and Close** to save the entries and close the window.
6. Click **Reset** to reset the entries.
7. To delete the entries, select the row(s) from the list using **checkboxes** and click **Delete**.
8. Click **Close** to close the window.



Copy PITs

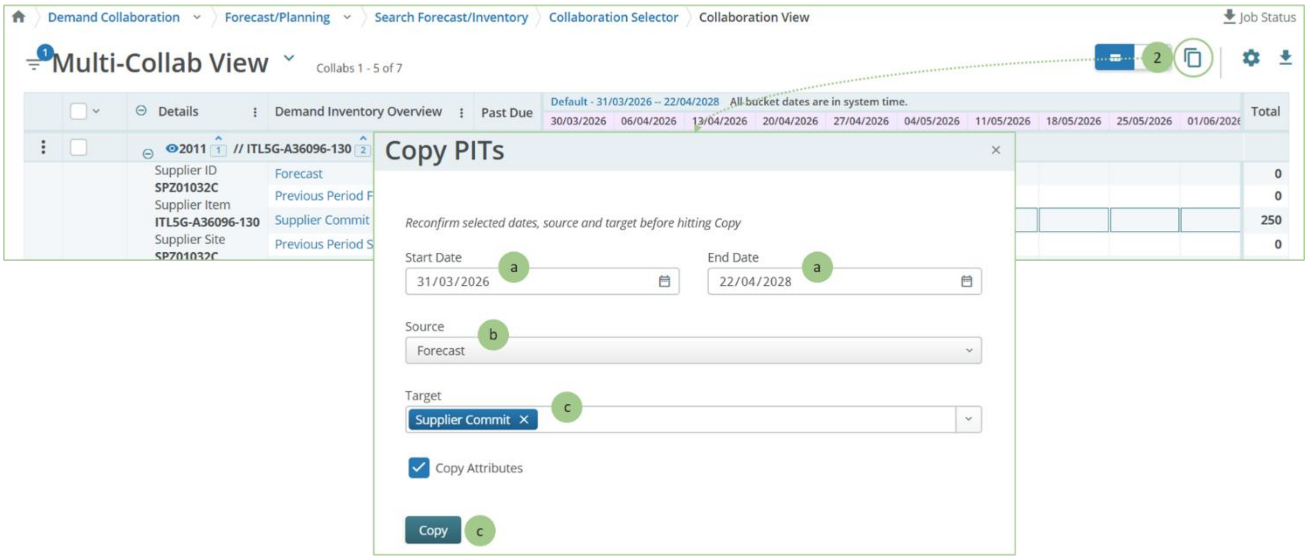
You can also provide your Commits using *Copy PITs* functionality. With this, all your entries will match Flex requirements.

To provide the Supplier Commit using *Copy PITs*:

1. Navigate to the *Multi-Collab View* page.

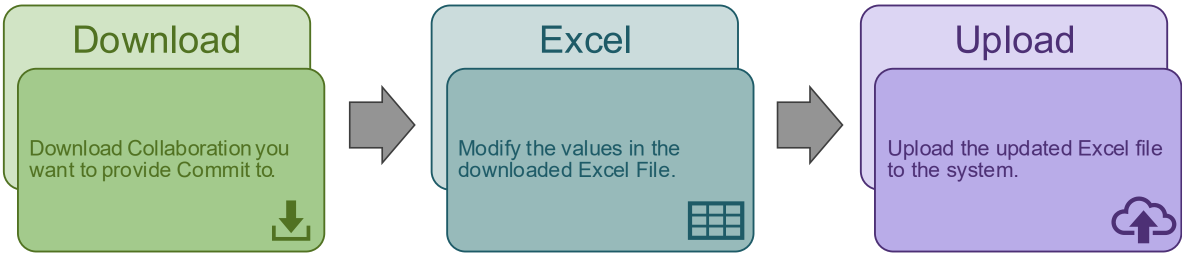
Tip: to learn more about *Multi-Collab View* accessing and navigation, go to: View Forecast/Inventory.

2. Click **Copy PITs icon**.
3. In the *Copy PITs* window:
    a. Select the **Start Date** and **End Date**.
    b. Under **Source**, select **Forecast**.
    c. Under **Target**, select Supplier **Commit**.
    d. Click **Copy**.



Provide Supplier Commit via Excel

To provide Supplier Commit via Excel, always follow the 3-step flow presented below:



Step 1: Download

1. Download all Collaborations you want to provide your commit to. Use the Document Type **'Commit Download'**. In the Data Measure Selection, choose **'Forecast'**.

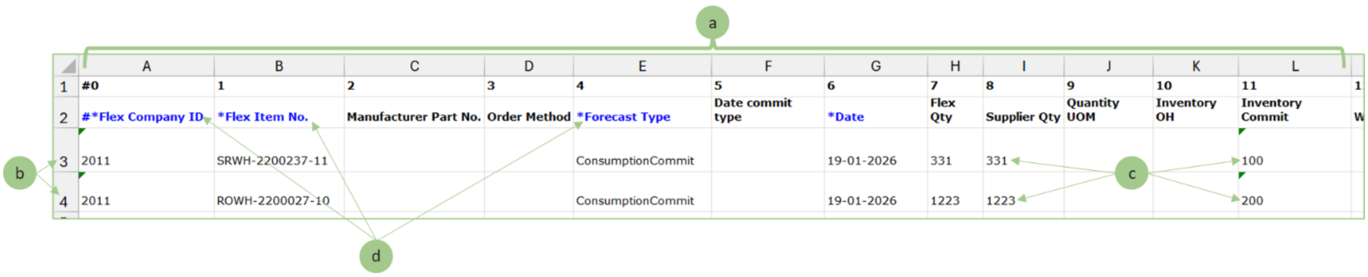
Tip: to learn more about Downloads, go to: Download Forecast/Inventory Data.

Step 2: Excel

1. Open the downloaded Excel file from your local drive.
    a. The Excel **columns** represent the User Interface fields.
    b. Each **row** contains information about Collaboration-Time Bucket.
    c. Insert values in **Supplier Qty** (Commit) and **Inventory Commit** columns. It is allowed to split the quantity and provide different Forecast Commit date.

Note: the Inventory Commit update is optional. If Inventory Commit is provided, it should be entered in the first row for each item.

    d. Columns **in blue and with asterisk (*)** are mandatory.
    e. Do not rearrange or delete the columns. You can hide columns that you are not going to fill in and display only the required columns that you want to edit.



Step 3: Upload

1. Upload the updated Excel file to the system. Use the Document Type **'Supplier Commit'**.

Tip: to learn more about Uploads, go to: Upload Data.

Discussions

Discussions Overview

Discussions is a communication feature designed to send and receive messages. It reduces emails and phone calls when there is a need for ad-hoc conversation between partners.

Discussion types:

- **Group Discussion** – not related to any Object/Collab
  - Can be initiated by Supply Chain Owner role only.
  - Can be accessed by all roles.
- **Purchase Order Discussion** – related to a Purchase Order Object
  - Can be initiated and accessed by all roles.
- **Collab Discussion** – related to a Collaboration
  - Can be initiated and accessed by all, except for Approver roles.

Group Discussions

Access Group Discussions

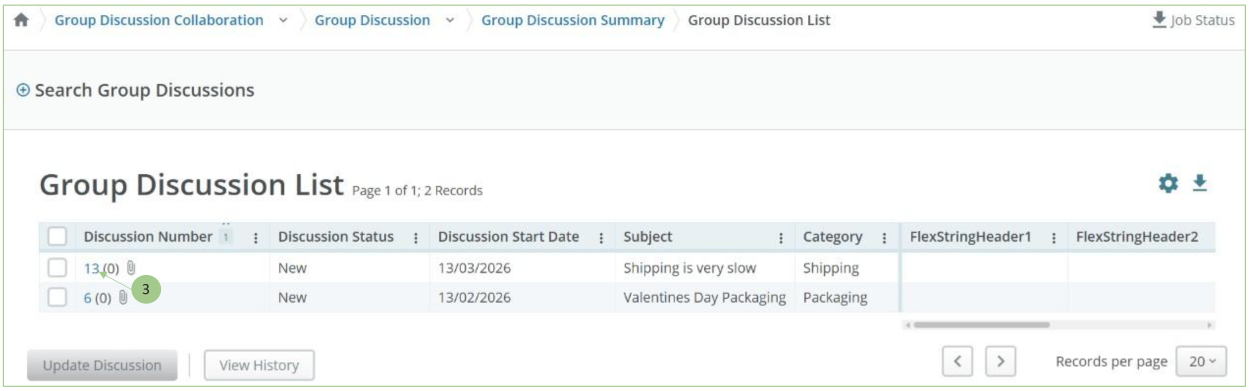
To access Group Discussions:

1. Navigate to **Menu → Group Discussion Collaboration**.
2. You can access the Group Discussions via **Summary**, **Search**, or **History**.

Tip: the *Summary*, *Search*, and *History* capabilities are the same as for any other workflow of that type. To learn more, go to: Search and Filter in the Application.

3. From the *Group Discussions List,* click on the **Discussion Number** to access the *Discussion Details* page.

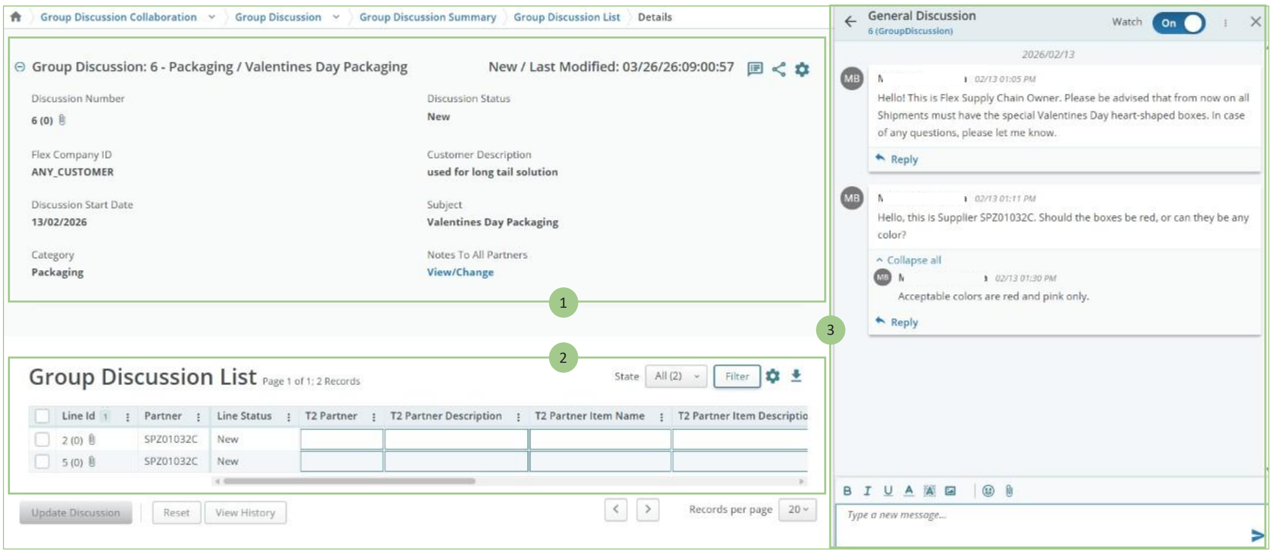
Tip: other navigation features on the *Group Discussions List* page are the same as on the other *Order Management List Pages*. To learn more, go to: Order Management List Page.



Group Discussion Details Page

On the *Discussion Details* page, you can review the Group Discussion's Details divided into 3 sections:

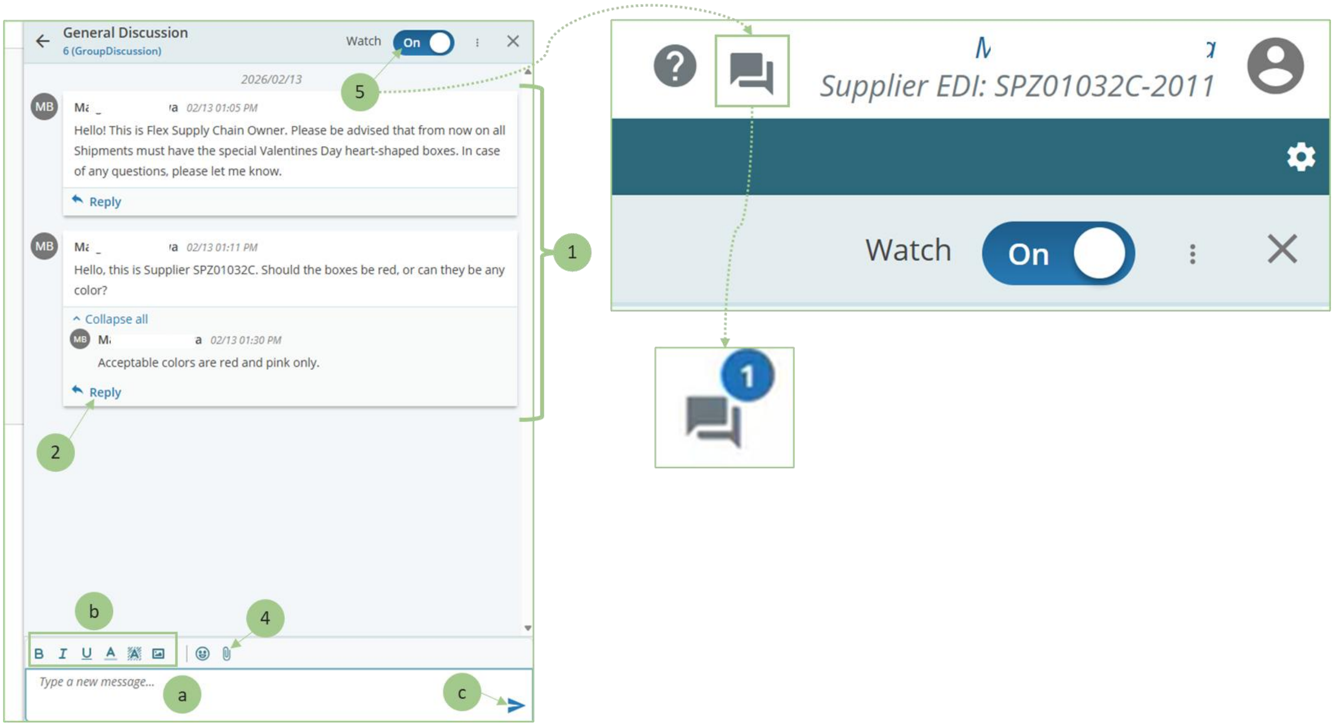
1. **Group Discussion Header**,
2. **Group Discussion List**,
3. **Discussion Panel**.



Discussion Panel

In the *Discussion Panel* section, you can:

1. Review the existing messages.
2. Respond to a message by clicking on **Reply**.
3. To write a new message:
    a. Provide the text in **Type a new message… box**.
    b. Format your message using **formatting tools**.
    c. Click on the **Send** icon.
4. To attach a file, click on the **clip icon** and select a file from your local drive.
5. Click the **Watch toggle** to turn on notifications for this Discussion. A notification badge appears on the Discussions icon in the application header whenever a new message is received.



Purchase Order Discussions

Access a Purchase Order Discussion

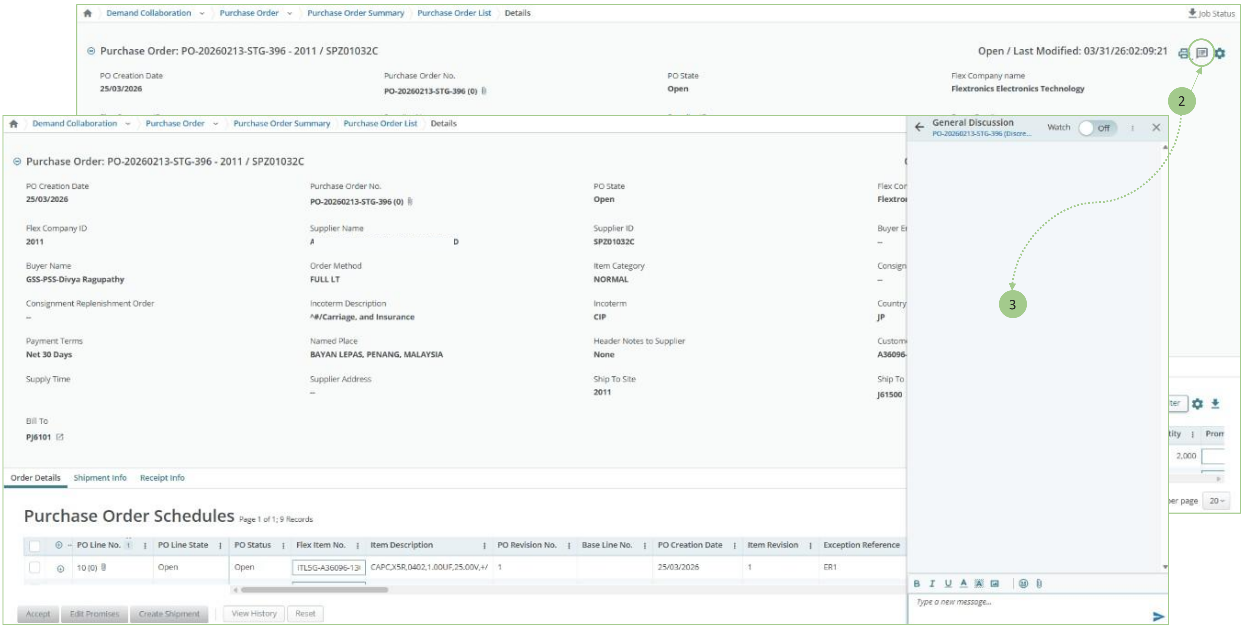
To access a Purchase Order Discussion:

1. Navigate to the *Purchase Order Details* page.
2. Click the **Discussions icon** on the top right corner.

Tip: to learn more about *Purchase Order Details* page navigation, go to: Purchase Order Details Page.

3. The *Discussions Panel* opens. Use the *Discussions Panel* to initiate a new or continue the existing discussion.

Tip: to learn more about *Discussions Panel* features, go to: Discussions Panel.



Collab Discussions

Access a Collab Discussion

To access a Collab Discussion:

1. Navigate to the *Collaboration Selector* page.

Tip: to learn more about *Collaboration Selector* page navigation, go to: Collaboration Selector.

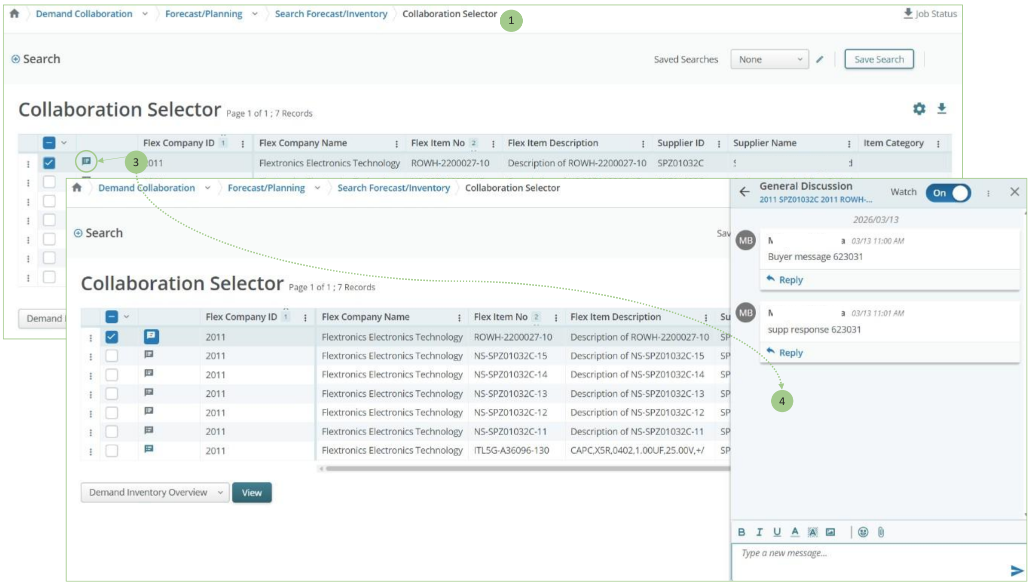
or

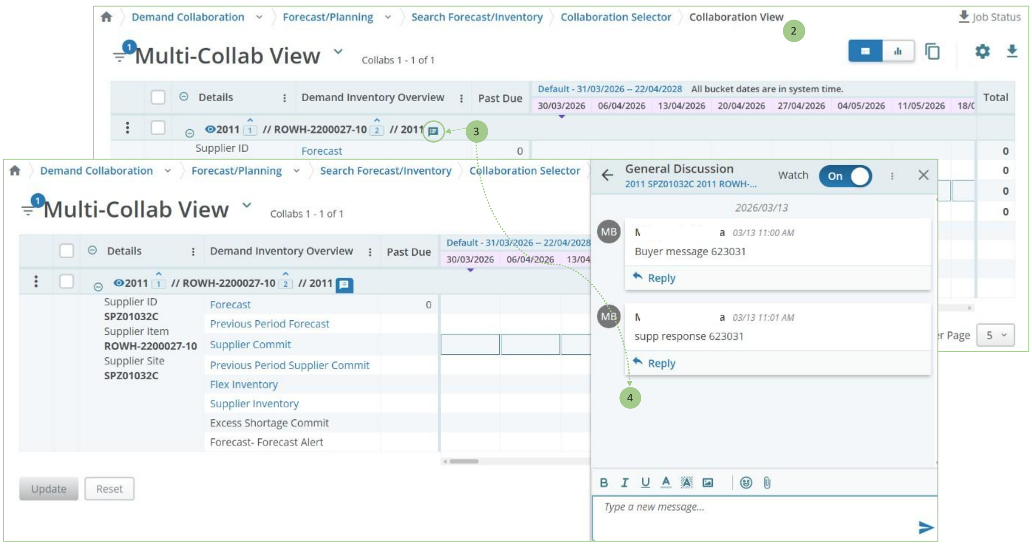
2. Navigate to the *Multi-Collab View* page.

Tip: to learn more about *Multi-Collab View* page navigation, go to: Multi-Collab View (MCV).

3. Click the **Discussions icon** next to the Collaboration.
4. The *Discussions Panel* opens. Use the *Discussions Panel* to initiate a new or continue the existing discussion.

Tip: to learn more about Discussions Panel features, go to: Discussions Panel.





Discussions Exceptions

Users are notified about all ongoing Discussions via Exceptions feature.

The table below illustrates the Exceptions' names with their descriptions:

Exception	Description
Group Discussion Notification	Triggered when a new Group Discussion is initiated.
Purchase Order Discussion Notifications	Triggered when a new Purchase Order Discussion is initiated.
Collab Discussion Notification	Triggered when a new Collab Discussion is initiated.

Tip: to learn more about Exceptions accessing and navigation, go to Exceptions and Email Alert Subscriptions.

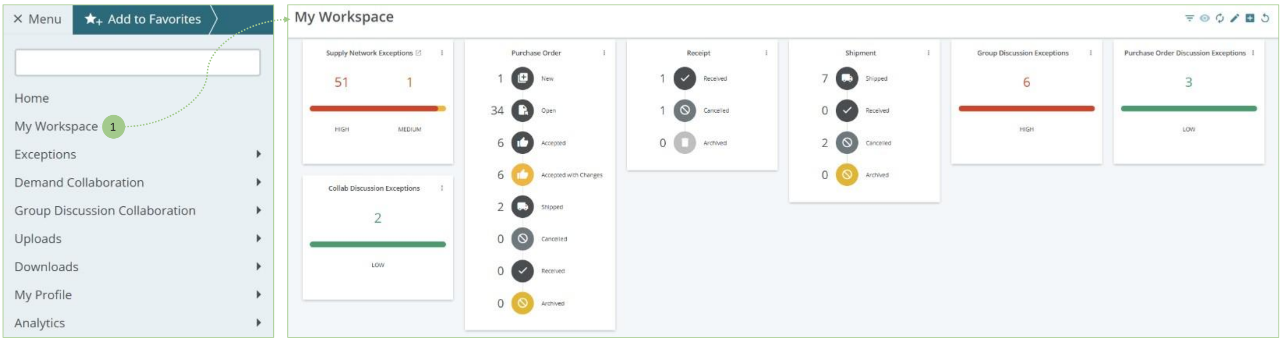
My Workspace

My Workspace Overview

My Workspace is a dashboard of all the information that is available to you and is role-based. The totals displayed are based on the data that your role can access. My Workspace is your one-stop-shop for all the information that you have access to. Your personalized default filters affect the totals shown on My Workspace, so some records that you have access to may not be shown. You can change the default filters for a dashboard card by clicking three dots menu on the card.

Access My Workspace

1. From Menu, click **My Workspace** to access a summary of your data.

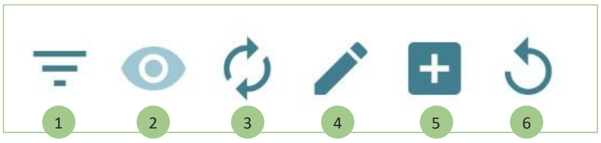


Personalize My Workspace

Actions performed in My Workspace

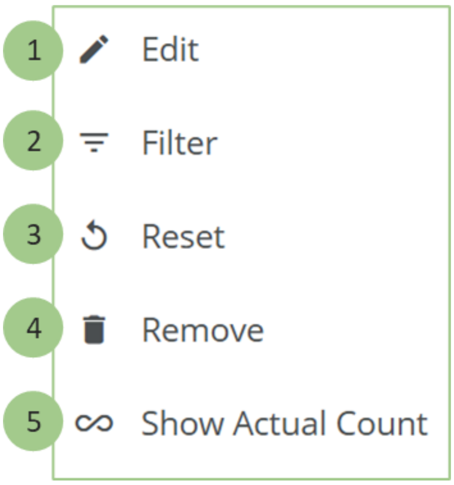
<u>This section refers to the main page:</u>

1. Set filters.
2. Hide the values with zero count.
3. Refresh the My Workspace page to view the most updated results.
4. Show/Hide/Rearrange cards on My Workspace page.
5. Add back a hidden card.
6. Reset the modified My Workspace page to the system default.



<u>This section refers to available cards:</u>

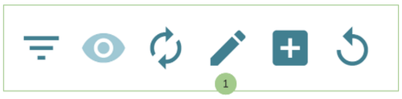
1. Select items to be displayed on the card.
2. Set filters on the card.
3. Reset the card to the default.
4. Remove (hide) the card.
5. Show the actual count.



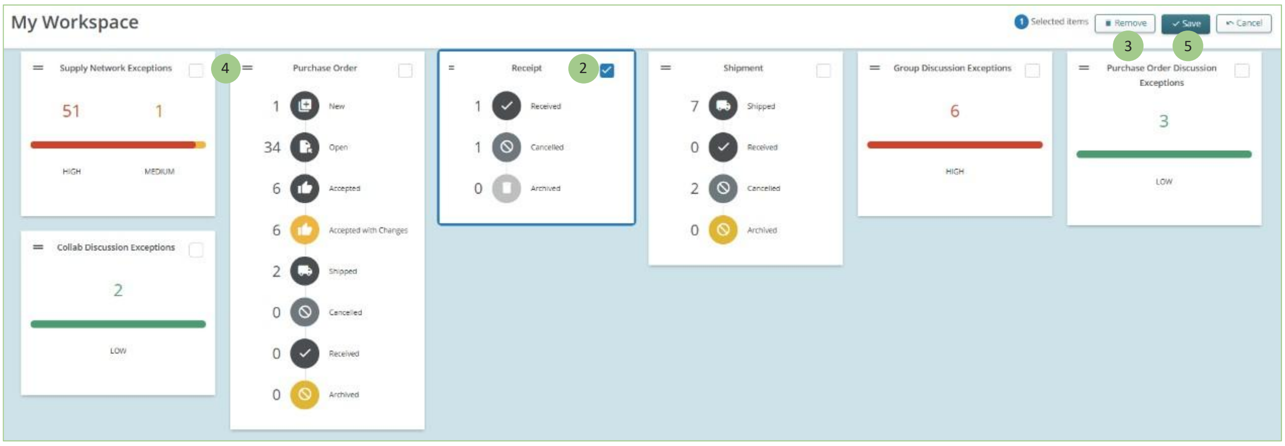
Hide Cards from My Workspace

To hide cards from My Workspace:

1. At the top right corner of the page, click the **Edit icon**. My Workspace appears with a checkbox at the upper right of each card.



2. Select the **checkbox** of a card that you want to remove. You can select multiple checkboxes.
3. Click **Remove**.
4. From this view you can also rearrange the cards. Simply click on **two horizontal lines icon** in the card's left corner, drag and drop the card in the desired location.
5. Click **Save**.

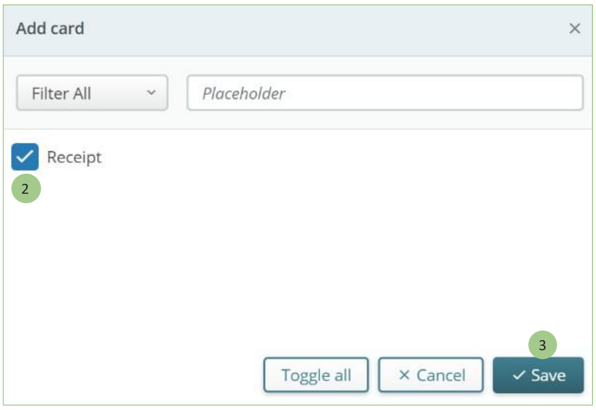


Add Hidden Cards to My Workspace

To add a hidden card to My Workspace:

1. At the top right corner of the page, click the **Add card icon**. The Add card dialog box opens.

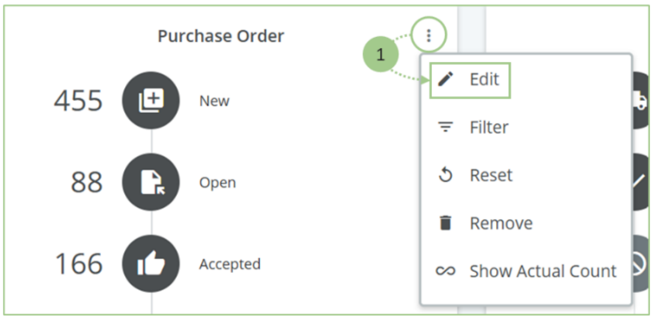
2. Select the card using **checkbox**.
3. Click **Save**.



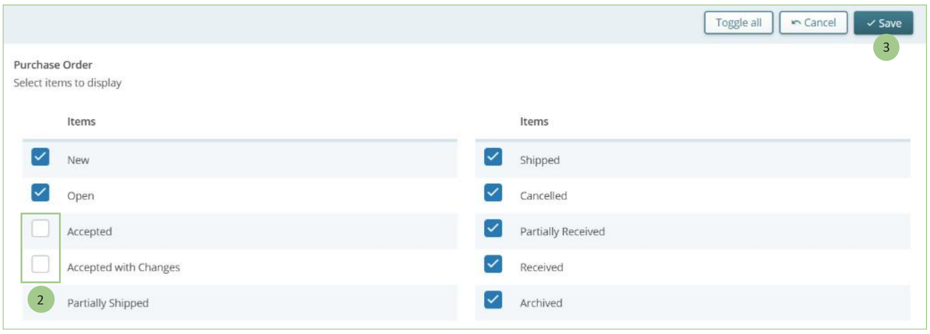
Remove Exceptions/States from Cards

To remove (hide) Exceptions or States from a card:

1. On a card, click the **three vertical dots icon**, and select **Edit**.



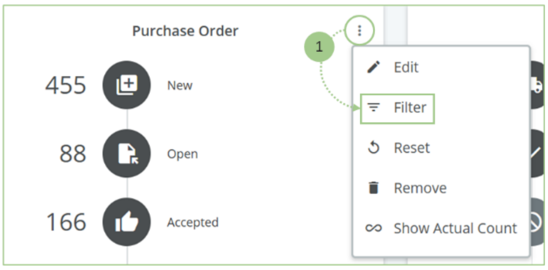
2. Un-check the **box** of Exception or Business Object State that you want to remove. You can select multiple checkboxes.
3. Click **Save**.



4. To add a removed Exception/Business Object State back to the card, follow the above steps, and check the box that you need to add back.

Filter for Exceptions and Objects Summary Counts

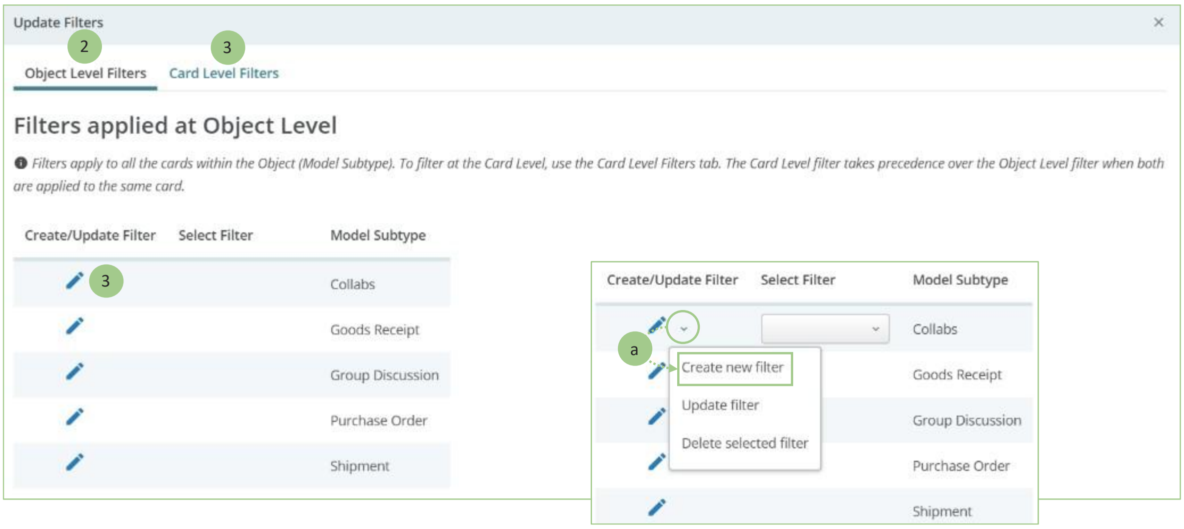
1. Click on the **Click to set filters icon** at the top right corner of the page or click the **three vertical dots icon** on the card you want to filter for the business object counts and select **Filter** to open the filter settings modal.



2. Under **Object Level Filters** you can apply filters at the Object level.
3. Under **Card Level Filters** you can apply filters at the card level.

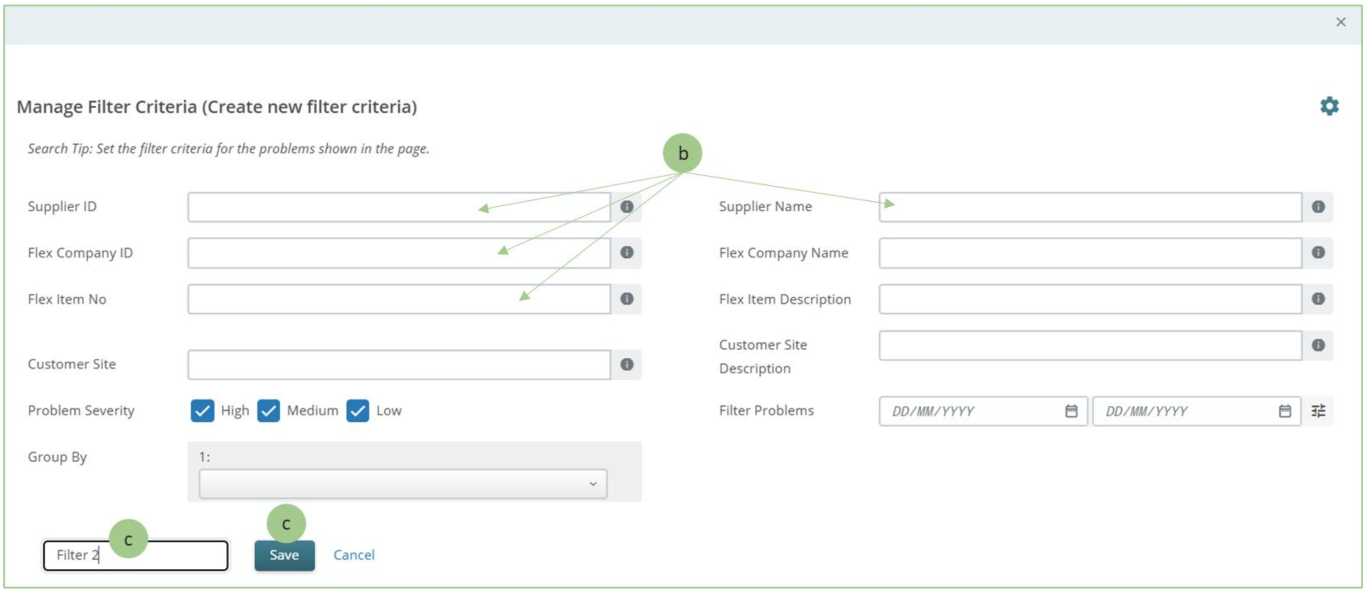
3. To create a filter, click the **pen icon**.

    a. If you already have existing filters, click the **drop-down menu** next to the pen icon and select **Create new filter**.



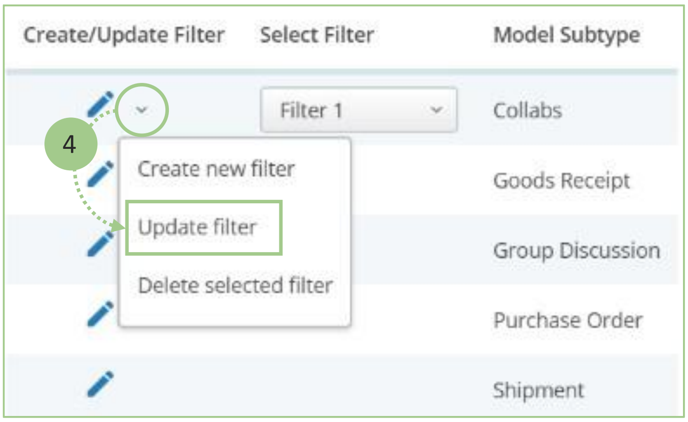
    b. On the search page, enter your **filter criteria**.

    c. Enter a **name** for the filter and click **Save**.

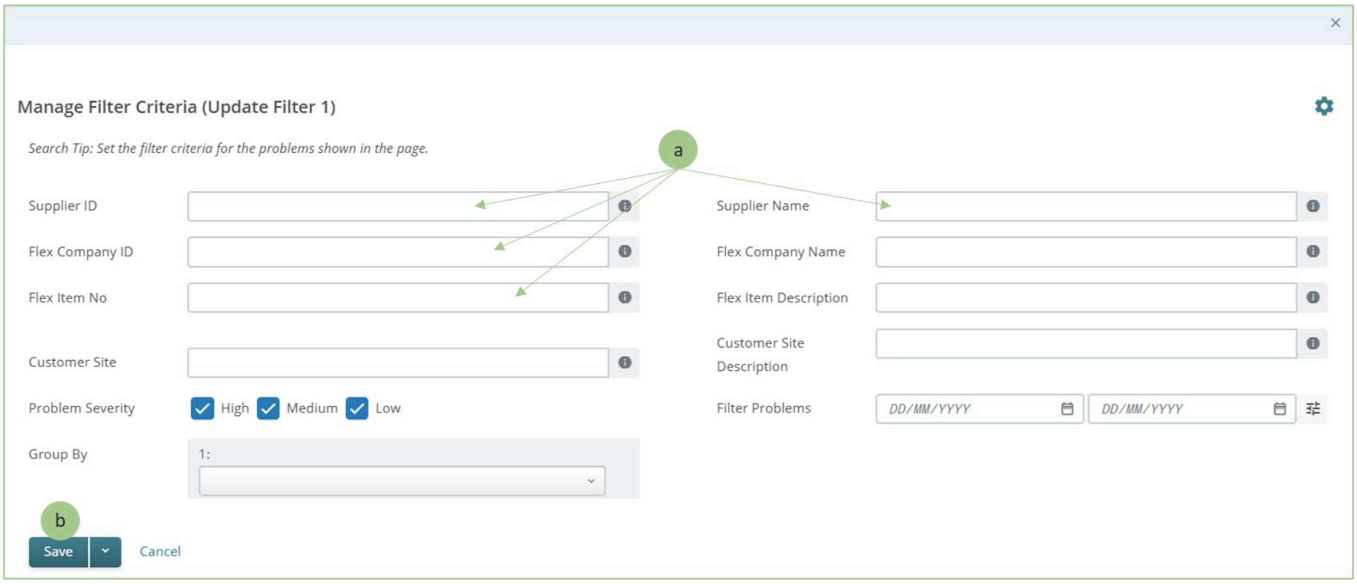


Tip: other navigation features on this page are the same as for any other *Search* page. To learn more, go to: Search and Filter in the Application.

4. To update an existing filter, click on the **drop-down menu** next to the pen icon and select **Update filter**.

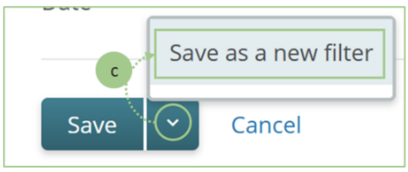


   a. On the search page, modify your **filter criteria**.
   b. Click **Save**.

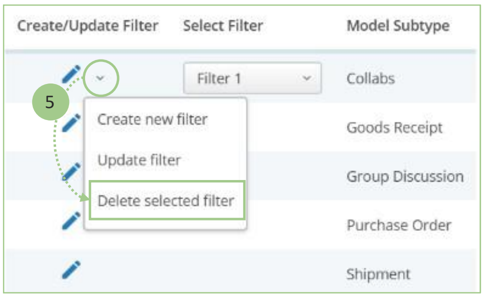


Tip: other navigation features on this page are the same as for any other *Search* page. To learn more, go to: [Search and Filter in the Application].

   c. To save the filter with a different name, click the **split button** and select Save as a new filter.
   d. Enter the **name** for the filter and click **Save**.



5. To delete an existing filter, click on the **drop-down menu** next to the pen icon and select **Delete selected filter**.
    a. A modal about filter removal is displayed. Click **OK** to delete. The delete action will remove the filter from all workflows, alerts, and My Workspace cards.

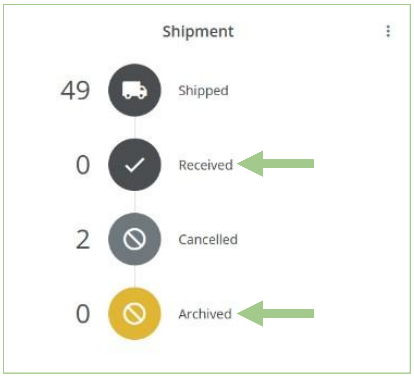


Show/Hide zero values in My Workspace

To show or hide zero values in My Workspace:

1. At the top right corner of the page, click the **Hide/Show zero values icon** (Eye icon).

Example: zero values shown vs. hidden:

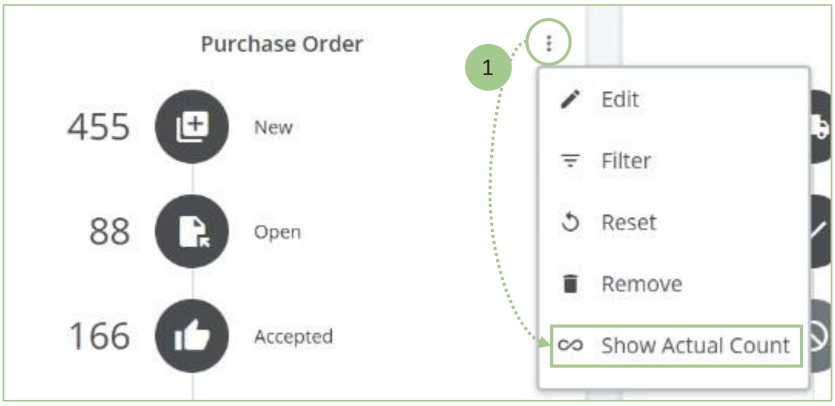


View the Actual Count

When the count limit is exceeded, the state count in Summary cards is capped to the count limit and Users are not aware of the actual count of the Objects in that State. The count limit is denoted by a "+" sign, e.g., 5000+. Users can disable the count limit using the menu option in the card drop-down menu and view the actual count of the Objects in each State.

To show the actual count of Objects on a card:

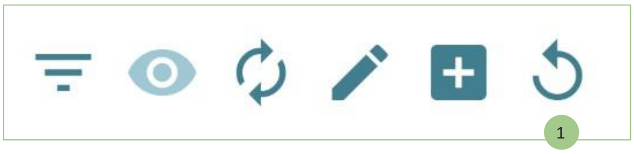
1. On a card, click the **three vertical dots icon**, and select **Show Actual Count**.
   Note: The actual count is not clickable.



Reset to Default Settings

To reset to the default settings in My Workspace:

1. At the top right corner of the page, click the **Reset** icon. A confirmation message appears.
2. Click **OK**.



To reset to the default settings on a single card:

1. On a card, click the **three vertical dots icon**, and select **Reset**.