



E2open 供应商 LT 用户指南

培训目标：帮助供应商查阅和响应预测及 ASN（LT合作伙伴）

目录：

1. ASN 与预测协同简介
2. 发货（ASN）创建
3. 预测 / 库存协同概述
4. 异常与提醒订阅
5. 问答环节

1. ASN 与预测协同简介

发货对象概述

供应商根据采购订单流程中商定的数量和日期创建发货（ASN）。这不适用于Consumption采购订单。

当 e2open 系统创建处于“Shipped”状态的发货行时，会将关联的采购订单行状态更新为“Shipped”。

发货的状态与状况

e2open 系统使用 State and Status model 来管理发货的生命周期。

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.

预测/库存协同

预测/库存协同概述

Flex 向 e2open 系统发送预测/库存信息，供应商需提供其预测/库存承诺。

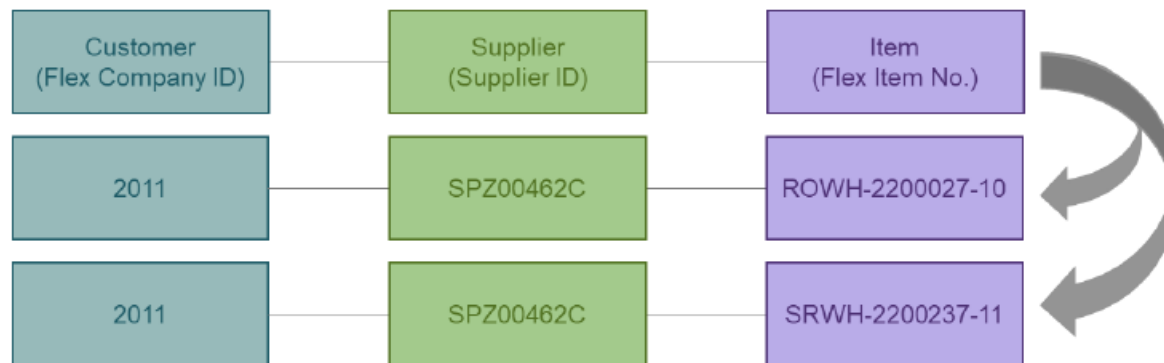
e2open 系统标记缺失承诺的异常，帮助用户缩小需要额外审查的协同范围。

以上内容均在 e2open MCV（多协同视图）中为买方和供应商角色捕捉并展示。

协同（Collab）

系统根据买方、供应商和物料信息进行数据交换。这种关系被称为“协同”（简称“Collab”）——由以下主数据元素的唯一组合构成：

- 发布预测的客户——Flex 公司 ID,
- 预测所针对的供应商——供应商 ID,
- 预测所针对的物料——Flex 物料编号。



2. 发货 (ASN) 创建

ASN缺失提醒

“ASN缺失提醒”邮件将从 mailer@services.e2open.com 发送。

典型邮件布局如下：

1. 提醒内容位于邮件的主题行和标题中。
2. 需要您操作的对象摘要。
3. Excel附件包含需要您操作的对象。
4. 指向 简化用户界面 的链接
5. 指向 标准用户界面 的链接

您可以通过访问简化界面或更新 Excel 文件并回复邮件来执行任务。

The screenshot shows an email from Flex with the following content:

From:
To:
Subject: Flex Site-2011 BP-SPZ00462C Missing ASN Alert - Excel email [Ref:93673460-4748-4cc9-94b3-1014c2563381]

Attachment: ShipmentCreate.xlsx (33 KB)

flex
Missing ASN Alert – Excel email

The attached Excel file contains Purchase Orders due for ASN. The ASN information for the Purchase Order lines can be provided using Excel file or using [Simplified UI](#)

You may also visit [Portal](#) for more details

Other recipients of this email: S [redacted].com, j [redacted].com

Category	Total
Missing ASN Alert	4

Please keep the original file name of the attached Excel file. If anything needs to be added, include it as a suffix to the existing file name.
Do not change the reference ID in the subject line when replying to this message.
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 to respond to this email or use Portal [Click here](#) to access the training material.
Have technical issue? e2openreport@flex.com

通过 Excel 附件创建 ASN

通过 Excel 附件创建发货，请遵循以下三步流程：



第一步：保存

从“缺失 ASN 提醒”邮件中，将附带的Excel文件保存到本地。

第二步：Excel

1. 打开保存的Excel文件。

- a) Excel列代表用户界面字段
- b) 每行包含待创建发货的采购订单信息
- c) 对于每个要创建发货的采购订单行，更新黄色高亮字段中的值：发货数量、发货日期、装箱单号、跟踪参考号（抬头）、原产国、承诺价格、承诺制造商零件号
- d) 在 Actioned 列中，若您确认则选择 Yes

注意：Actioned 列中没有 Yes 的行将不会被系统处理。

- e) 不要重新排列或删除列。您可以隐藏不填写的列，仅显示要编辑的列。

a

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	#0	1	2	3	4	5	6	7	8	9	10	11	12
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)	*Delivery Date(DD/MM/YYYY)
3	2011	Yes	PO-20260109-STG-02	10	30	ROWH-2200027-10	COVER TAPE, AR SERIES	360.000000	360.000000	EA	ETA	20-02-2026	23-02-2026
4	2011	Yes	PO-20260109-STG-02	20	30	ROWH-2200027-10	COVER TAPE, AR SERIES	360.000000	360.000000	EA	ETA	20-02-2026	23-02-2026
5	2011	Yes	PO-20260109-STG-02	30	30	ROWH-2200027-10	COVER TAPE, AR SERIES	360.000000	360.000000	EA	ETA	20-02-2026	23-02-2026

b

d

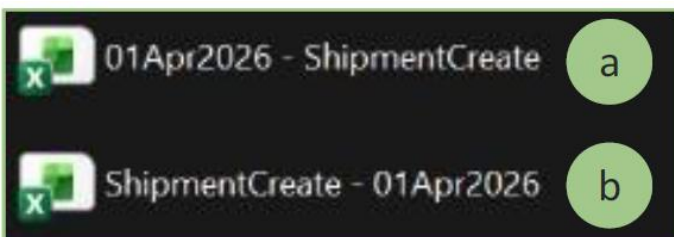
c

	L	M	N	O	P	Q	R
11	12	13	14	15	16	17	
	*Ship Date(DD/MM/YYYY)	*Delivery Date(DD/MM/YYYY)	*Packing Slip Number	*Tracking Reference Number (HDR)	Tracking Reference Identifier	Shipment Transportation Mode	Carrier
	20-02-2026	23-02-2026	12345	6789	AW	Air	CHP
	20-02-2026	23-02-2026	12345	6789			
	20-02-2026	23-02-2026	12345	6789			

c

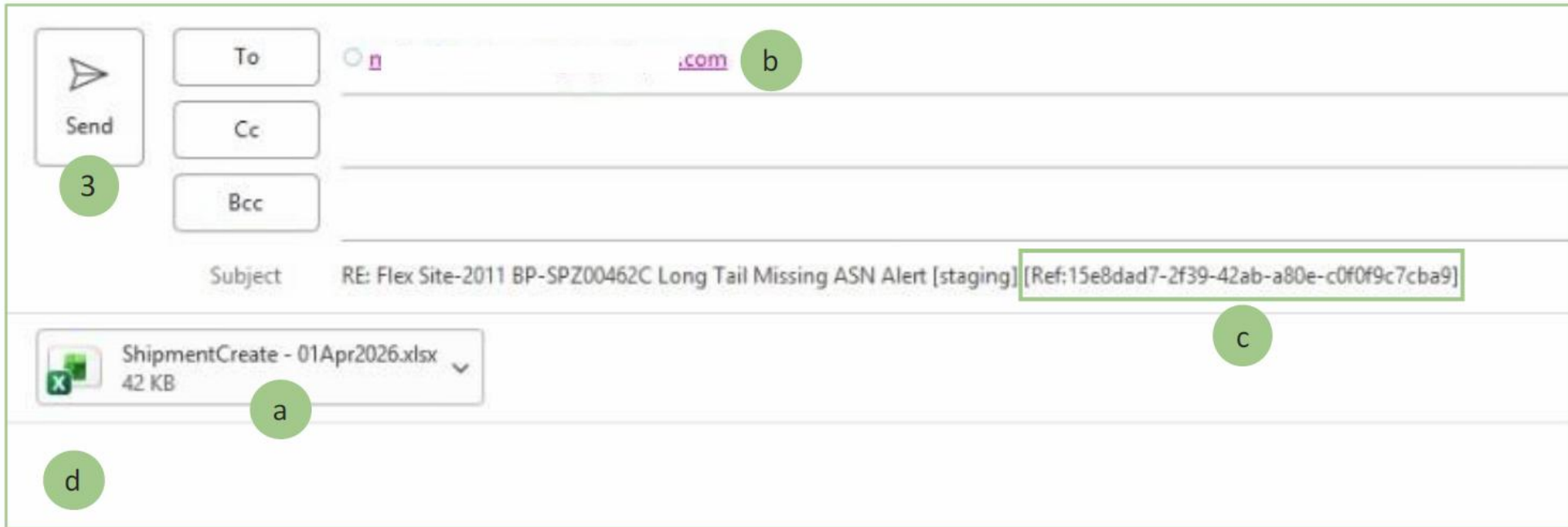
2. 完成所有Excel更新后，保存文件。Excel文件名必须以“ShipmentCreate”开头——仅可在其后添加后缀。

- a) 不可接受的命名示例
- b) 可接受的命名示例



第三步：回复

1. 从“缺失 ASN 提醒”邮件中，点击回复。
2. 在您的回复邮件中：
 - a) 附上更新后的Excel文件
 - b) 不要更改“收件人”字段
 - c) 不要更改或删除主题行中的参考编号。主题行只能在[Ref:...]-之前添加文字
 - d) 邮件正文可留空
3. 点击发送。



The screenshot shows an email reply form with the following elements and annotations:

- Send button:** A green circle with the number '3' is placed over the Send button.
- To field:** A green circle with the letter 'b' is placed over the recipient's email address in the To field.
- Subject field:** A green circle with the letter 'c' is placed over the reference ID [Ref:15e8dad7-2f39-42ab-a80e-c0f0f9c7cba9] in the subject line.
- Attachment:** A green circle with the letter 'a' is placed over the Excel attachment 'ShipmentCreate - 01Apr2026.xlsx'.
- Body:** A green circle with the letter 'd' is placed in the empty body area.

通过简化界面创建发货

通过简化界面创建发货的方法：

1. “缺失 ASN 提醒”邮件中，点击简化界面链接。您将被重定向到问题列表页面，其中包含所有待创建发货单的采购订单。
2. 在问题列表页面中，勾选要创建发货的采购订单
3. 点击创建发货，打开创建发货页面

The screenshot shows a web application interface for 'Purchase Order Schedules'. The breadcrumb trail is 'Exceptions > Long Tail Execution > Purchase Order Problem Summary > Problem List'. A search bar contains 'Search Purchase Orders'. The main title is 'Purchase Order Schedules' with a subtitle 'Page 1 of 3: 46 Records, 1 Selected'. A dropdown menu shows 'Long Tail - Missing ASN Alert'. The table has columns: Purchase Order No., PO Line No., PO Line State, PO Status, Flex Company ID, Flex Company name, Supplier ID, and Supplier Name. The second row is selected, indicated by a blue checkmark and a green circle with the number '2'. At the bottom, there are buttons for 'Accept', 'Edit Promises', 'Create Shipment' (highlighted with a green circle and the number '3'), and 'Reset'. There are also navigation controls for 'Go To Page', 'Jump', and 'Records per page' (set to 20).

	Purchase Order No.	PO Line No.	PO Line State	PO Status	Flex Company ID	Flex Company name	Supplier ID	Supplier Name
<input type="checkbox"/>	PO-20260109-STG-02	10	Accepted	Accept	2011	Flextronics Electronics Technology (Suzhou) Co Ltd	SP200462C	VE
<input checked="" type="checkbox"/>	PO-20260109-STG-02	20	Accepted	Accept	2011	Flextronics Electronics Technology (Suzhou) Co Ltd	SP200462C	VE
<input type="checkbox"/>	PO-20260109-STG-02	30	Accepted	Accept	2011	Flextronics Electronics Technology (Suzhou) Co Ltd	SP200462C	VE
<input type="checkbox"/>	PO-20260109-STG-02	40	Accepted	Accept	2011	Flextronics Electronics Technology (Suzhou) Co Ltd	SP200462C	VE
<input type="checkbox"/>	PO-20260109-STG-02	50	Accepted	Accept	2011	Flextronics Electronics Technology (Suzhou) Co Ltd	SP200462C	VE
<input type="checkbox"/>	PO-20260109-STG-03	10	Partially Shipped	Accept	2011	Flextronics Electronics Technology (Suzhou) Co Ltd	SP200462C	VE
<input type="checkbox"/>	PO-20260109-STG-03	20	Accepted	Accept	2011	Flextronics Electronics Technology (Suzhou) Co Ltd	SP200462C	VE
<input type="checkbox"/>	PO-20260109-STG-04	10	Accepted	Accept	2011	Flextronics Electronics Technology (Suzhou) Co Ltd	SP200462C	VE

4. 在创建发货页面，使用抬头和行项目区域的可编辑字段输入值。

- a. 行项目区域向右滚动查看所有字段
- b. 带星号 (*) 的字段为必填

5. 点击创建发货单。

Shipment Header
* Denotes required field.

Shipment ID: ASN636 (0) @

Supplier ID*: SPZ00462C

Ship Date(DD/MM/YYYY)*: 03/04/2026

Packing Slip Number*: []

Tracking Reference Identifier: []

Ship To: Flextronics Electronics Technology (Suzhou) Co Ltd

Flex Company ID: 2011

Supplier Name: S []

Estimated Arrival Date (DD/MM/YYYY): 23/02/2026

Shipment Transportation Mode: []

Carrier: []

Flex Company Name: Flextronics Electronics Technology (Suzhou) Co Ltd

Shipment Net Weight: 0

Tracking Reference Number (HDR)*: []

Shipment Line Items

Shipment Line ID	Purchase Order No	PO Line No	Base Line No	Flex Item No	Item Description	Order Quantity	Shipped Quantity*	Quantity UOM	Date Commit Type	Delivery Date(DD/MM/Y)	Country Of Or
1 (0) @	PO-20260109-STG-02	20	30	ROWH-2200027-10	COVER TAPE, AR SERIES	300	300	EA	ETA	23/02/2026	CN

Create Shipment [] Undo []

3. 预测/库存协同概述

预测邮件提醒

“预测提醒”邮件会从 mailer@services.e2open.com 发送。

典型邮件布局如下：

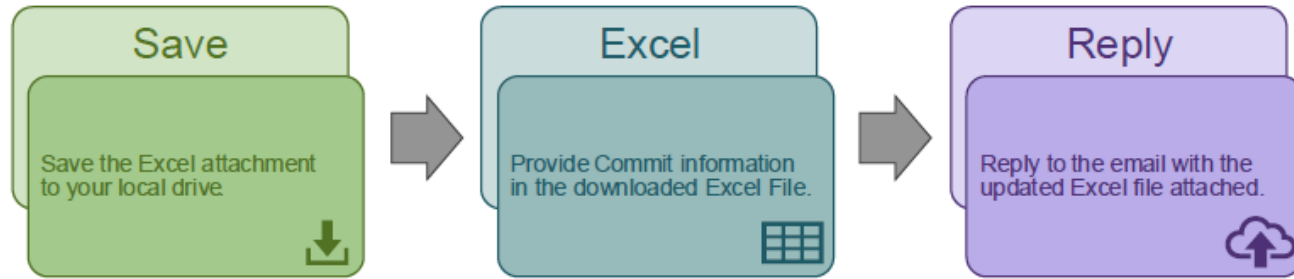
- 1.提醒内容位于邮件的主题行和标题中。
- 2.需要您操作的对象摘要。
- 3.包含需要您操作的对象。
- 4.指向 简化用户界面 的链接
- 5.指向 标准用户界面 的链接

您可以通过访问简化界面或更新 Excel 文件并回复邮件来执行任务。



3. LT供应商承诺 - 通过 Excel 附件提供供应商承诺

通过 Excel 附件创建供应商承诺，请遵循以下三步流程：



第一步：保存

从“预测提醒”邮件中，将附带的Excel文件保存到本地。

第二步：Excel

1. 打开保存的Excel文件。

- a) Excel列代表用户界面字段
- b) 每行包含协同-时间栏信息
- c) 在 Date (Commit)、Supplier Qty (Commit) 和 Inventory Commit 列中输入值。允许拆分数值并提供不同的预测承诺日期。

注意：库存承诺为可选，若提供需填写在每个物料的第一行。

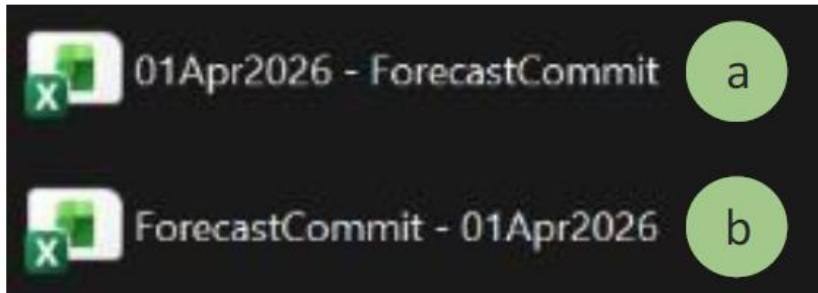
- d) 黄色标记的列请特别注意。
- e) 不要重新排列或删除列。您可以隐藏不填写的列，仅显示要编辑的列。

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
1	#0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
2	#*Flex Company ID	*Flex Item No.	Manufacturer Part No.	Order Method	*Forecast Type	Date commitment	*Date	*Flex Qty	*Supplier Qty	Quantity UOM	Inventory OH	*Inventory Commit	Warehouse	Buyer Name	Buyer Email	Item Revision	Incoterms	Named Place	Document ID	SMIREF	Flex String PIT 1
3	9000	ROWH-22000	IDM-B900-089	FLT	ConsumptionCommit	ETA	09/02/2026	200		EA			J11101	Faiz	faizzudin.nX2		DDP SUZHOU, CN		2011SFZ9000A20251105144221		
4	9000	ROWH-22000	27-10		ConsumptionCommit	ETA	09/02/2026	9													
5	9000	ROWH-22000	27-10		ConsumptionCommit	ETA	16/02/2026	9													
6	9000	ROWH-22000	IDM-B900-089	FLT	ConsumptionCommit	ETA	24/02/2026	150		EA			J11101	Faiz	faizzudin.nX2		DDP SUZHOU, CN		2011SFZ9000A20251105144221		
7	9000	ROWH-22000	IDM-B900-089	FLT	ConsumptionCommit	ETA	02/03/2026	200		EA			J11101	Faiz	faizzudin.nX2		DDP SUZHOU, CN		2011SFZ9000A20251105144221		
8	9000	SRWH-22002	IDM-B900-089	FLT	ConsumptionCommit	ETA	09/02/2026	200		EA			J11101	Faiz	faizzudin.nX2		DDP SUZHOU, CN		2011SFZ9000A20251105144221		
9	9000	SRWH-22002	IDM-B900-089	FLT	ConsumptionCommit	ETA	17/02/2026	122		EA			J11101	Faiz	faizzudin.nX2		DDP SUZHOU, CN		2011SFZ9000A20251105144221		

2. 保存文件。Excel文件名必须以“ForecastCommit”开头——仅可在其后添加后缀。

a) 不可接受的命名示例

b) 可接受的命名示例



第三步：回复

1. 从“预测提醒”邮件中，点击 回复。
2. 在回复邮件中：
 - a) 附上 更新后的Excel文件
 - b) 不要更改“收件人”字段
 - c) 不要更改或删除主题行中的 参考编号。主题行只能在 [Ref:...] 之前添加文字
 - d) 邮件正文可留空
3. 点击 发送。



通过简化界面查看预测/库存

搜索预测/库存

1. 导航至：Menu → Demand Collaboration → Search Forecast/Inventory
2. 在搜索页面输入条件
3. 点击 搜索 开始搜索
4. 点击 重置 清空条件

The screenshot shows the 'Search Forecast/Inventory' page within the 'Demand Collaboration' and 'Forecast/Planning' sections. The page includes a search tip, several input fields, and action buttons. Green callouts are used to highlight specific elements:

- Callout 2:** Points to the 'Supplier ID' field, which contains the value 'SPZ01032C'. It also points to the 'Flex Item No', 'Flex Item Description', and 'Data Existence Filter' fields.
- Callout 3:** Points to the 'Search' button.
- Callout 4:** Points to the 'Reset' button.

Other visible elements include the breadcrumb trail, a 'Job Status' download icon, 'Saved Searches' (None), a 'Save Search' button, and a settings gear icon.

协同选择(Collaboration Selector)

协同选择页面列出了根据搜索预测/库存页面中提供的条件所找到的协同。

在协同选择页面中：

1. 通过点击加号图标重新定义搜索筛选条件。
2. 要在升序 (A>Z, 1>3) 和降序 (Z>A, 3>1) 之间切换列的排序顺序，请点击排序图标。数字表示按列排序的顺序。
3. 点击齿轮图标并选择打开表格编辑器配置显示的列。
4. 对于跨多页的列表，使用上一页和下一页按钮。或者，输入页码并点击跳转。
5. 展开下拉菜单更改每页显示的记录数。
6. 点击箭头按钮并选择：
 - 导出将列表页记录导出为 .tsv 文件。
 - 文件下载将列表页记录下载为 .xlsx 文件。
7. 要查看所有列中的数据，向右滚动。
8. 勾选一个、多个或所有协同，然后点击查看访问多协同视图页面。

Search

Saved Searches: None Save Search

Collaboration Selector Page 1 of 1; 7 Records

<input type="checkbox"/>		Flex Company ID	Flex Company Name	Flex Item No	Flex Item Description	Supplier ID	Supplier Name
<input type="checkbox"/>		2011	Flextronics Electronics Technology	ROWH-2200027-10	Description of ROWH-2200027-10	SPZ01032C	
<input checked="" type="checkbox"/>		2011	Flextronics Electronics Technology	NS-SPZ01032C-15	Description of NS-SPZ01032C-15	SPZ01032C	
<input checked="" type="checkbox"/>		2011	Flextronics Electronics Technology	NS-SPZ01032C-14	Description of NS-SPZ01032C-14	SPZ01032C	
<input checked="" type="checkbox"/>		2011	Flextronics Electronics Technology	NS-SPZ01032C-13	Description of NS-SPZ01032C-13	SPZ01032C	
<input type="checkbox"/>		2011	Flextronics Electronics Technology	NS-SPZ01032C-12	Description of NS-SPZ01032C-12	SPZ01032C	
<input type="checkbox"/>		2011	Flextronics Electronics Technology	NS-SPZ01032C-11	Description of NS-SPZ01032C-11	SPZ01032C	
<input type="checkbox"/>		2011	Flextronics Electronics Technology	ITL5G-A36096-130	CAPC,X5R,0402,1.00UF,25.00V,+/-	SPZ01032C	

Demand Inventory Overview

View

- Export
- File Download

多协同视图 (MCV)

多协同视图 (MCV) 页面展示预测/库存协同的数据指标和 PIT 数据。

多协同视图 (MCV) 筛选

如果您需要更改搜索条件：

1. 点击筛选图标。协同搜索子界面将打开。
2. 更改搜索条件并点击搜索。

The screenshot displays the 'Multi-Collab View' interface. On the left, a search filter sidebar is open, showing fields for Flex Company ID, Flex Company Name, Flex Item No, Flex Item Description, Supplier ID (set to SPZ01032C), and Supplier Name. A 'Search' button is located at the bottom of this sidebar. The main area shows a table with columns for dates (30/03/2026, 06/04/2026, 13/04/2026, 20/04/2026, 27/04/2026, 04/05/2026, 11/05/2026) and a 'Total' column. The table contains two main rows of data, each representing a different supplier and item combination. The first row shows a forecast of 0 and a total of 1. The second row shows a forecast of 200 and a total of 0. A 'Multi-Collab View' dropdown menu is visible at the top of the table area. Red circles and arrows highlight the search filter icon in the sidebar (labeled '1') and the 'Search' button (labeled '2').

通过简化界面提供供应商承诺

通过简化界面提供供应商承诺的方法：

1. “预测警报”邮件中，点击简化界面链接。您将被重定向到多协同视图页面，其中包含所有等待供应商承诺的协同。
2. 在多协同视图页面中，点击供应商承诺数据指标名称以打开 PIT 信息/详情窗口。
3. 点击添加行。
4. 使用可编辑字段输入值：
 - a. PIT 日期,
 - b. 供应商数量 (承诺)
 - c. 库存承诺。

注意：库存承诺的更新为可选项。

1. 点击保存按钮保存条目。或者，点击保存并关闭按钮保存条目并关闭窗口。
2. 点击重置按钮重置条目。
3. 要删除条目，使用复选框从列表中选择行，然后点击删除。
4. 点击关闭关闭窗口。

Multi-Collab View Collabs 1 - 5 of 7

Details : Demand Inventory Overview : Past Due Default - 31/03/2026

2011 // ITL5G-A36096-130 // 2011

Supplier ID	Forecast	0
SPZ01032C	Previous Period Forecast	
Supplier Item	Supplier Commit	250
ITL5G-A36096	Previous Period Supplier Commit	
Supplier Site		

PIT Info

Collaboration Information

Flex Company ID	Supplier ID	Flex Company Name	Supplier Name	Flex Item No	Flex Item Description
2011	SPZ01032C	Flextronics Electronics Technology	S I	ITL5G-A36096-130	CAPC,X5R,0402,1.00UF,25.00V,+/-

PIT Detail Page 1 of 1 : 2 Records

Id	PIT Date*	Supplier Quantity*	Last Modified Date	Date commit type	Quantity UOM	Inventory OH	Inventory Commit	Warehouse	Buyer
<input type="checkbox"/> 1774828800000_	30/03/2026 00:00:00	100	03/31/26:10:40:40				120		
<input checked="" type="checkbox"/> 1774915200000_	31/03/2026 00:00:00	140	03/31/26:10:40:40						
<input type="checkbox"/> Auto ID	DD/MM/YYYY hh:mm:ss								

Save, Save and Close, + Add Row

Close, Reset, Delete, Save

Go To Page, Jump, Records Per Page 50

4. 异常与邮件提醒订阅

异常概述

系统预设了与流程相关的业务规则。如果违反了业务规则，系统将生成异常以提醒用户潜在的问题。

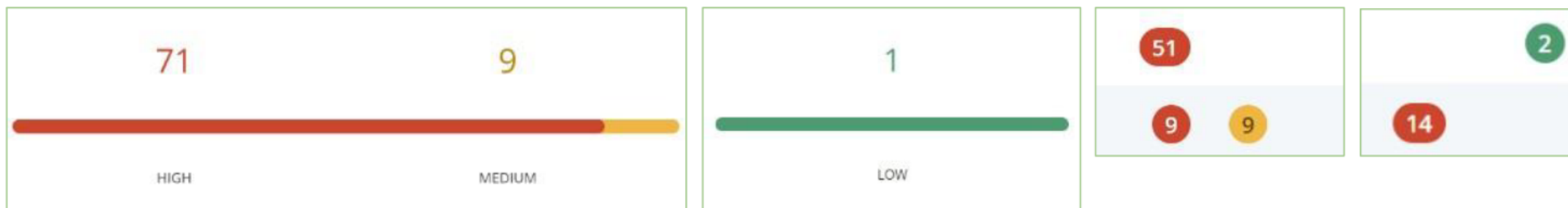
异常计数是实时的，始终可在用户界面中查看评估。异常显示在异常和我的工作区子菜单中。异常还会触发邮件提醒。

严重级别

每个生成的异常都关联一个严重级别，帮助您在事件列表中对警报进行优先排序和管理。严重级别通过颜色编码便于识别。

三个严重级别的颜色编码：

- 绿色 – 低严重性：< 2 天
- 橙色 – 中等严重性：2 天 - 5 天
- 红色 – 高严重性：> 5 天



邮件提醒

邮件提醒示例

带有动态内容的典型邮件提醒具有以下布局：

1. 提醒内容位于邮件的主题行和标题中。
2. 直接链接到问题视图。

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

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](#).

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

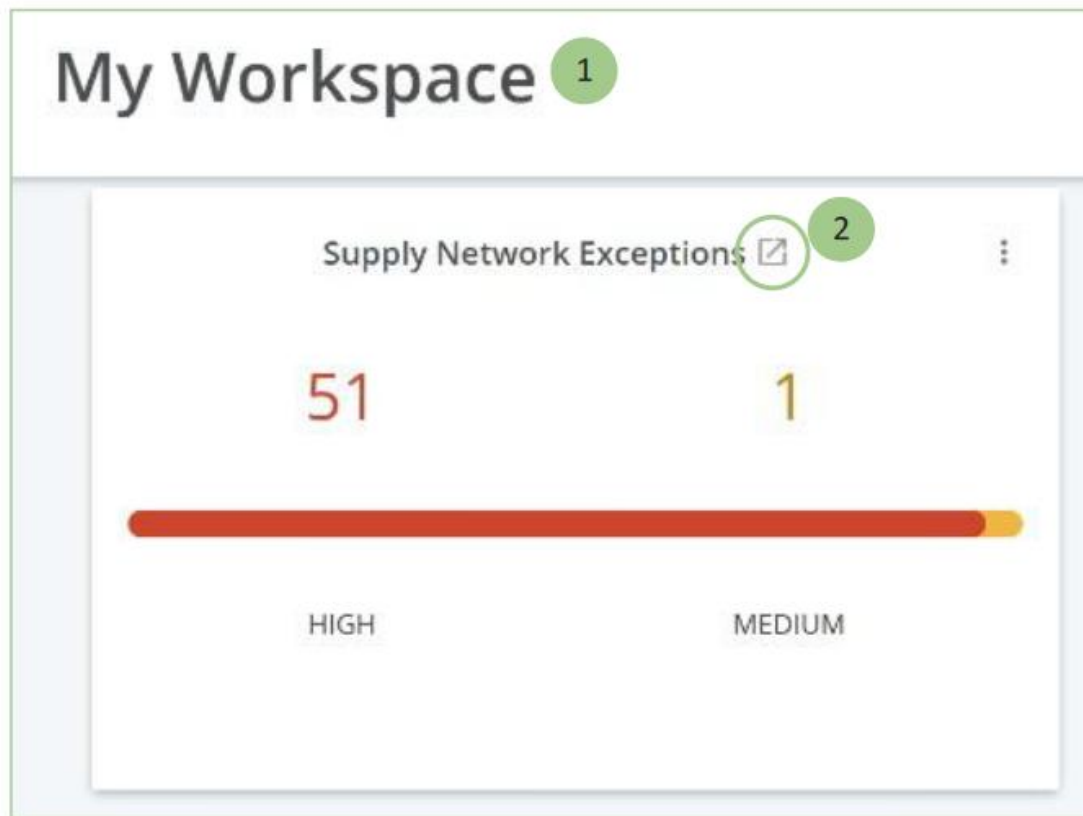
This communication (including any attachments or links) is intended solely for the named recipient and may contain confidential, proprietary, and/or privileged information. Without Flex's prior written consent, you may not advertise, publish, or disclose any terms, pricing, specifications, or revenue 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.

查看异常

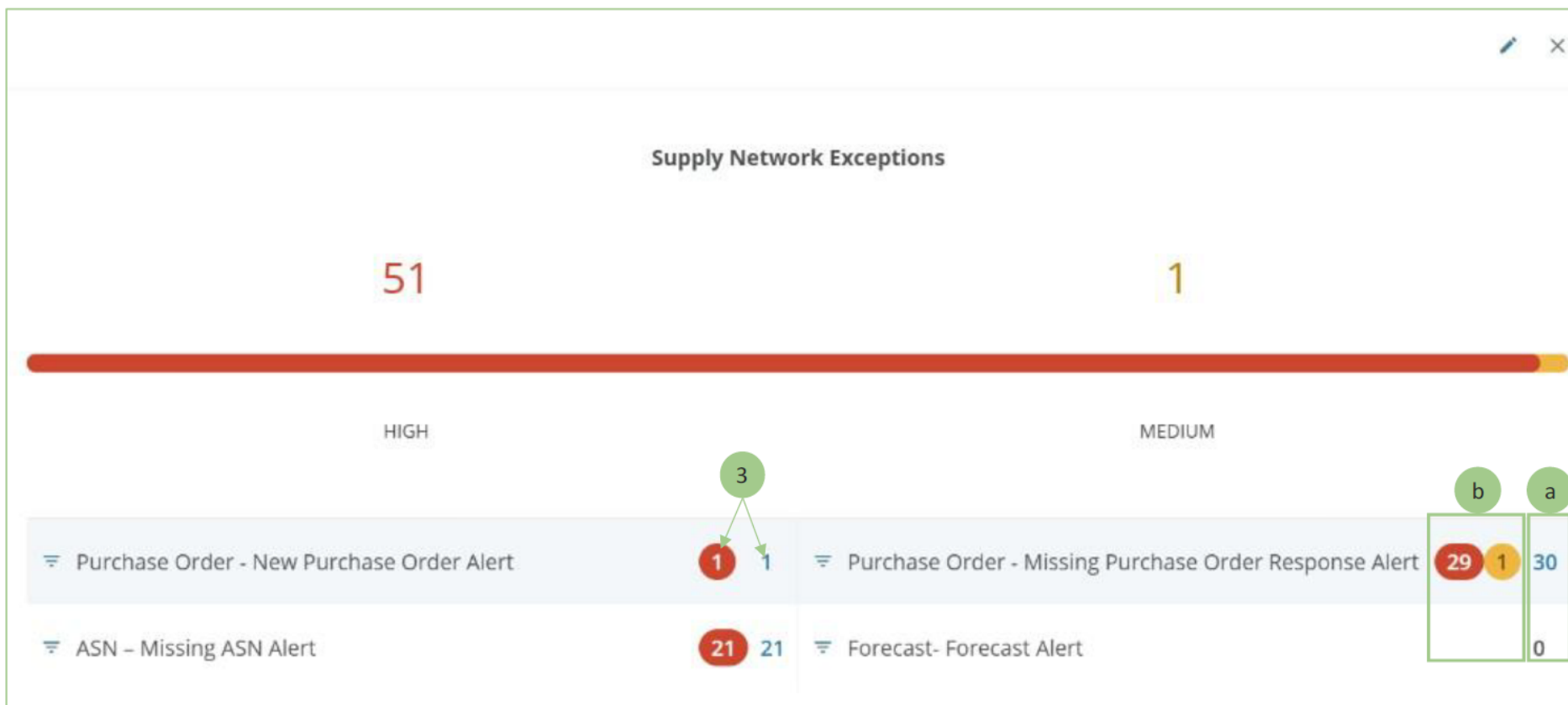
通过我的工作区查看异常

通过我的工作区查看异常的方法：

1. 导航至Menu → My Workspace。
2. 在供应网络异常卡片上，点击展开图标。



- a. 总计表示受异常影响的对象/协同的总数。
 - b. 颜色编码的气泡表示特定严重级别下受异常影响的对象/协同数量。
3. 点击总计或颜色编码的气泡查看问题列表上的受影响项目列表。





问答环节