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Contact us

For any further questions, please contact quadremsolve@quadrem.com

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- Workbench filters

Order Management Role

Documents managed under this role:

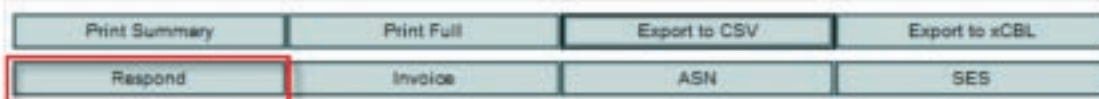
- Purchase Order (PO) and Change Order (CO)
- Order Response (OR)
- Order Status Request (OSR) and Order Status Response (OSResp)

Benefits of responding to your orders

Order Response. By responding to orders and change orders, you are advising your buyer you will accept the order and provide the goods and/or services. You also have the ability to ask for corrections to be made to the order by proposing changes. Getting the order correct up front ensures that the invoice you submit will match, be processed and approved automatically for payment. This reduces the payment cycle time and eliminates invoice mismatches. ALL buyers require orders to be responded to in this way.

How to Respond to an Order

Open up the order by clicking on the document number. Click on Respond at the top of the page.



The **Order Response Summary** screen appears. Click Submit if the order is correct. If not, then click on Edit at line level. Select Changes Proposed to open up the fields for editing.

Line #	Supplier Part Number	Buyer Part Number	Description	Delivery Date	Quantity	Unit Price	Price BOM	PO#	PO# BOM	Monetary Total Amount	Total Tax Amount	Supplier Status
1			Big Consumables	15/08/2011	1	10	EA		EA			ChangeProposed

The delivery date and price were updated on this order. Click on Update on the right of the page. You can do this for every line on a multi-line order. Click Submit at the top of the page. Within seconds the buyer is notified of the proposed changes. The buyer will then send back a Change Order (CO) accepting your changes. Once the CO is received and correct, respond again and accept it. If a change has been proposed to an order line, the system will only allow you to create subsequent documents on those lines that were accepted. If you do not receive the CO within a reasonable timeframe, contact your buyer.

Order Status Request (OSR)

The OSR is an expediting document that some buyers use. The purpose of this document is to request an updated delivery date on an order that is overdue. This saves time in phoning and/or emailing to obtain the same information. Respond to the OSR and provide a new delivery date for the items on the order. The buyer's system will be updated automatically with the new date.

How to Find Out More

For full details on how to respond to these documents, refer to the SupplyCentre Administration & Standard Functionality Guide or, alternatively, watch the Order Response and Order Status Request training videos. This material is available from our online resource library. If unaware of this online resource, email training.aust@quadrem.com for further information.