Contacting Vendor and What To Know

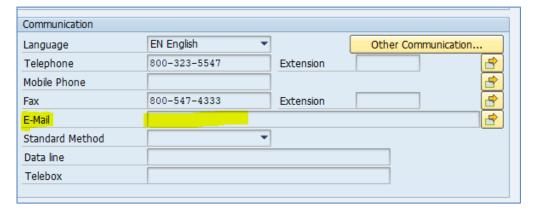
Purchase order details to know when contacting vendor for update(s).

Role: Supply Chain Buyer Staff Frequency: As Needed

- At the top of the PO, click the "Address" tab to show contact information.
- **If calling from UK phone, Dial "9" first



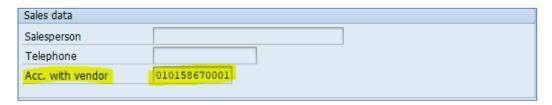
• Clicking "Address Details" will show if an email is listed for the vendor:



- Double-click the vendor name at the top of the PO to see the "Vendor Record".
- **This will give you an account# (if loaded) and more information like freight terms

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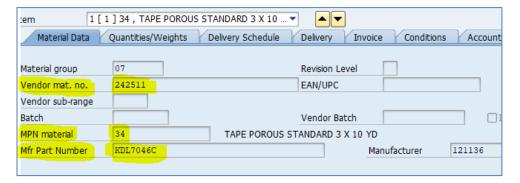




**Every vendor is different, you need to know how to find useful information when contacting them.

Material Data

- MPN Material this is our SAP#, the vendor has no idea what this is
- Mfr Part Number this is the original part# tied to our SAP#, this is the item you provide customer service when discussing an order (as long as there is no sub listed)
- Vendor Mat. No. this is for a sub, if there is a part# here this is what you provide customer service



Quantities/Weights

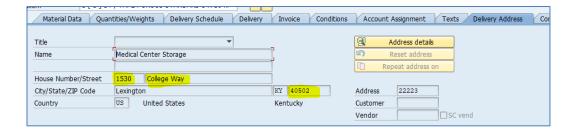
- This is important for UOM (Unit of Measure)
- This item comes 24ROL's in 1CV (CV = case) also, there are 8CV on order for 192ROL's total
- This also plays a role when subbing as the sub may be a different UOM than the original

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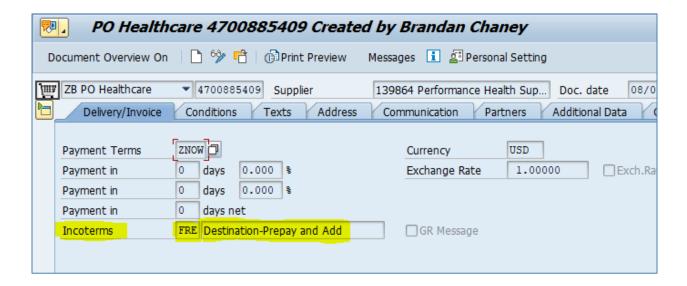
Delivery Address

- This is important as it shows where the order is delivering to
- Also, the vendor can use a delivery address when the account# is not present or invalid



Delivery/Invoice

- At the top, this tab can provide Freight Terms for the order
- It's important to know that this can be different from the Freight Terms tied to the vendor account as we change to FRE when submitting expedited orders
- We need to make sure "incoterms" reads FRE or NFR with appropriate shipping terms (destination prepay and add/allow)



Quick Reference Card

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Org Data

- At the top, this tab will show who's order this actually is for contacting (Org Data owns the PO)
- It's important to know that this can be different from who "Created" the PO as one buyer can submit an order for another buyer

