How Address Order Issues (OSI)

To show how to address order issues from initial contact to re-order.

Role: Supply Chain Buyer Staff	**Frequency:** As Needed

**Typical notification will come from the dock/end users for mis-picks, shortages, lost in transit

**Mis-pick requires a Credit/RGA and a shipping label to return

**Shortages and Lost in transit both require a Credit for amount not received

**If the supplier used our freight account, send information to the Director to file a claim with Triose

- In the purchase order, make note of the issue under the Header Note
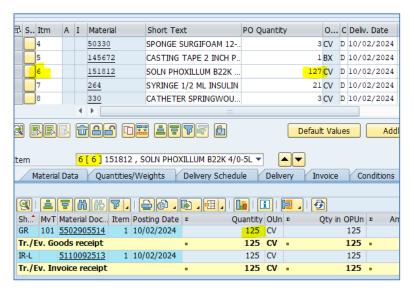

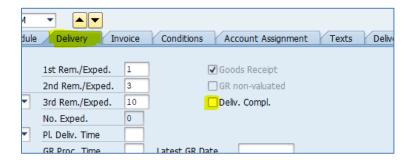- Contact the supplier and make another note of what was done

- On the line with the short, decrease the amount to match the GR (If line is for qty 1, leave at 1)

- Under the Delivery tab at the bottom, mark "Delivery Complete" to close the PO line/Req line
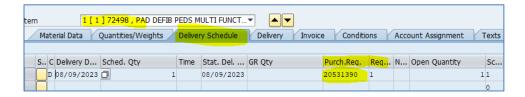

- Save your changes as normal

**As far as a re-ship, we do still need product but we do not re-ship on the same order to avoid additional issues that may cause confusion – reject the supplier re-ship request if needed

**By decreasing the line, the remaining amount will re-populate to the queue to be processed

**If you were unable to decrease due to the qty being 1, you need to manually process a new PO

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**You can find the requisition on the line itself or at the bottom under "Delivery Schedule"

- Copy the requisition
- Go into transaction ME21N – Create Purchase Order

- Paste the requisition info into line1 under "Purch. Req." and "Req. Item", hit **Enter**.

**Make sure you enter the correct line number

- When ready, send the order out by clicking the Save icon at the top.