

## 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

The screenshot shows a software interface for a Purchase Order (PO) titled "PO Healthcare 4700924544 Created by Brandon Chaney". The interface includes a top bar with "Print Preview", "Messages", and "Personal Setting" options. Below this, there are fields for "PO Healthcare" (4700924544), "Supplier" (419888 TaeWoong Medical USA), and "Doc. date" (02/29/2024). A tabbed menu at the bottom includes "Delivery/Invoice", "Conditions", "Texts", "Address", "Communication", "Partners", "Additional Data", and "Org. Data". The "Texts" tab is active, showing a list of "Header Texts" and "Header Note". The "Header Note" field contains the text: "2/29 per dock, mis-pick, received item#1235, need Credit/RGA - BLC".

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

This screenshot shows the same software interface as the previous one, but with an additional "Header Note" added. The "Header Note" field now contains two lines of text: "2/29 per dock, mis-pick, received item#1235, need Credit/RGA - BLC" and "2/29 CSR Kelly, issued Credit/RGA#123456, line closed - BLC". The "Header Note" field is highlighted with a green checkmark, indicating it has been updated.

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

S...	Item	A	I	Material	Short Text	PO Quantity	O...	C	Deliv. Date
4				50330	SPONGE SURGIFOAM 12..		3 CV	D	10/02/2024
5				145672	CASTING TAPE 2 INCH P..		1 BX	D	10/02/2024
6				151812	SOLN PHOXILLUM B22K ...	127	CV	D	10/02/2024
7				264	SYRINGE 1/2 ML INSULIN		21 CV	D	10/02/2024
8				330	CATHETER SPRINGWOU...		3 CV	D	10/02/2024

  

Item	6 [ 6 ]	151812 , SOLN PHOXILLUM B22K 4/0-SL
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Material Data	Quantities/Weights	Delivery Schedule	Delivery	Invoice	Conditions
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Sh...	MvT	Material Doc...	Item	Posting Date	Quantity	OU	Qty in OPUn	An
GR	101	5502905514	1	10/02/2024	125	CV	125	
Tr./Ev. Goods receipt					125	CV	125	
IR-L		5110092513	1	10/02/2024	125	CV	125	
Tr./Ev. Invoice receipt					125	CV	125	

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

Module	Delivery	Invoice	Conditions	Account Assignment	Texts	Delivery
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1st Rem./Exped.	1	<input checked="" type="checkbox"/> Goods Receipt
2nd Rem./Exped.	3	<input type="checkbox"/> GR non-valuated
3rd Rem./Exped.	10	<input checked="" type="checkbox"/> Deliv. Compl.
No. Exped.	0	
Pl. Deliv. Time		
GR Proc. Time		Latest GR Date

- 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"

Item 1 [ 1 ] 72498, PAD DEFIB PEDS MULTI FUNCT...											
Material Data		Quantities/Weights		Delivery Schedule		Delivery		Invoice		Conditions	
Account Assignment		Texts									
S..	C	Delivery D...	Sched. Qty	Time	Stat. Del. ...	GR Qty	Purch.Req.	Req...	N...	Open Quantity	Sc...
	D	08/09/2023		1	08/09/2023		20531390	1			11
											0

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

\* ★ 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

Info rec.	R...	F...	T..	Purch.Req.	Req...	Outline ag...	Con...	C
	<input type="checkbox"/>	<input type="checkbox"/>		20531390	1			
	<input type="checkbox"/>	<input type="checkbox"/>						
	<input type="checkbox"/>	<input type="checkbox"/>						

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

✓ [ ] << [ Save ] [ Back ] [ Forward ] [ Cancel ]

**Create Purchase Order**

Document Overview On [ ] [ Hold ] [ ]

ZB PO Healthcare [ ] Supp

Delivery/Invoice Conditions Texts