

## **PO Failure**

Grab & Go covering why POs fail and what next steps are required when they do.

PO Status Review very purchase order by its current status								
Q Status: Order Failed × Search					۲			
PO # 🗇	PO Creation Date 🧅	PO Amount 💭	Supplier	Request Name	Status			
2000001221	04/22/2020	\$379.99	Office Supply Inc	Requester Training 1000001730	Failed			
2000001220	04/22/2020	\$379.99	Office Supply Inc	Requester Training 1000001730	Failed			
2000001219	04/22/2020	\$802.00	Office Supply Inc	Requester Training 1000001728	Failed			

### How will I know a PO has failed?

Each time a PO fails the Vroozi system automatically creates a support ticket. Our support team will review the error message and escalate. The escalation will vary based on error type. Requisition originators and Administrators can view 'Failed' POs from the 'PO Status' view.

### If the PO fails based on a connection error:

The Vroozi team will fix the connection and resend the PO to the supplier. No action is required by either the PO Originator or the Vroozi Administrator.

VROZI <sup>®</sup> Categories - Q Catalog Search			🖹 Lists 🕅 🕁 (0)
This purchase order failed to post due to a connectivity issue two processing purchase order. REASON: There is an error uploading fire to a	tip servet. Please check year server details ar contact system schnististator		
Purchase Order order Number 2000001221	Order Name 2000/01221	Insued 04/22/2020	Failed 😪
Reguett Namber 1900007/31 Suppler Office Supply Inc Vender Id 247001	Orden Type Standard Pergment Terms Natt Tor 2 Conspany: Code Vroad Inc Vroad Inc.	Boyer Reserve Boyer Materials Monit Tester Viscost H0 1900 VINTURI ALV0 SetERMAN RACK, 55 193 2443 U 25 United Withdam Office/Integrated/protect.com € 10(10) 355 5553	۵ ۱ ۱
Custom Fields Buyer Code 1223344			<i>•</i>

# If the PO fails due to missing information in Master data, the supplier record or the PO line items:

Your Vroozi Administrator may need to make applicable changes to the Master Data setup based on the specific error messages. Once complete, the PO Requester will need to access the original Requisition, create a copy, fix any missing information (if applicable) and then submit the new Requisition. Once the Requisition completes any required approvals, it will now successfully convert to a PO.



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Purchase Order	Order Name 2000001157	teeud 01/13/2020	Failed
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### How can I track failed POs?

Through 'PO Processing Status' in the Buy Route category of the Administrator panel, administrators can elect to receive PO Status reports on either a *Daily, Twice Daily, Weekly* or *Monthly* basis.

Administrator ~				<b>VR</b> <sup>O</sup> Zi <sup>°</sup>					
📜 Shopper View				Purchase Order Processing Monitor POs being Processed					
Dashboard							_		C
📃 Company 🗸 🗸					9	absorbe to the PO Transmission Report notifyvroga	Tw	ice daily	D
API Integration ~					$\rightarrow$			EKLY	
📒 Master Data 🛛 🗸	Date 🤤	PO #	Supplier		Message Log 🗇	51	MC	Actions	-
🗁 Documents 🗸 🗸	04/22/2020 3:09 PM	2000001221	Office Supply Inc		Error processing purchase order: REAS sftp server. Please check your server d	SON: There is an error uploading file to details or contact system administrator	Fail	e / C	
Accounts Payable V	04/22/2020 1:23 PM	2000001220	Office Supply Inc		Error processing purchase order. REAS sftp server. Please check your server d		Fal	e/C	
Reports	04/22/2020 1:20 PM	2000001219	Office Supply Inc		Error processing purchase order. REAS sftp server. Please check your server of	SON:There is an error uploading file to details or contact system administrator	Ral -	₿ / C	
d Document Flow	02/12/2020 12:10 AM	2000001165	Farah Soci				bratted		
Approve Requests	02/11/2020 5:57 AM	2000001164	Farah Soci				bmitted		
Approve Expenses	03/29/2019 3:52 PM	200000383	Vroezi		Please configure supplier output meth	rod and try submitting PO again.	Fail	e / C	
Receipts	03/05/2019 9:04 AM	2000000334	1st Choice			Pi	ocessing		
	03/05/2019 8:41 AM	2000000337	1st Choice			Pr	xessing		
🔄 Quotes 🗸 🗸	03/05/2019 8:29 AM	2000000330	Creative 7 Designs, Inc		Please configure supplier output meth	od and try submitting PD again.	Fail	BIC	
Shipping Notices	09/04/2018 12:01 AM	2000000091	SAMA IT GROUP INC MOHAMMED ALL		Please configure supplier output meth	rod and try submitting PO again.	Fail	e/c	
Buy House Settings Create Order	1-10 of 22						First 1	2 3 La	851
Ready for Sourcing PO Status PO Processing Status									

The email recipient for the 'Subscribe to the PO Transmission Report' will default to the admin logged in unless edited. (shown below) Only one email can be entered to receive this report.

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#### **Can I resend a Failed PO?**

No, customers are unable to resend failed POs. In the event of a connection failure, Vroozi will resend the failed PO. All other failed POs will remain in 'Failed' Status. If



### How do Copy a Requisition?

From the Requisition, select 'Copy' at the bottom of the Approved document.

Categories - Q Catalog Search						PURC	DERS S		DOCUMEN NVOICES RE	ES CEIPTS & ETURNS	BIDS
Purchase Request						P	URCHASE (				
Submission Date 04/22/2020 Request Name Requester Training 1000001730	Shipping Address Attention: Nexwhit Tester Woodi HQ 19000 VENTURA BLVD SKETMAAN DAKS, CA 91403-2443 US Nichole Whitaker office/Requester@wood.com		Supplier Office Supply Inc Purchase Order Number 2000001221		Approval Group OPS1 - Operations	ω.L	Number 2000001221 DVANCE SF	Failed		Total \$379.99	
Requester Requester Training	L +1 (818) 555-5555		Reason for Request				Number Ve decuments	Sans	Supplier	Tasal	Created
Custom Fields Billing Contact Name	Billing Contact Phone Num		Buyer Code			IN	WOICES				
			1223344				Number	Status	Supplier	Tatal	Created
Description Inspiron 11 3000 Series 2-in-1	Supplier Office Supply Inc	Part No. 2485229	Category 48100000	Del. Date 04/27/2020	Qty UoM 1 EA	RI	ECEIPTS &	RETURNS			
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Approval/Rejection Notes				1		Ľ	Ve documents				
Notes to Supplier		<u>.</u>	Notes from Supplier								
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