

PO Failure

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

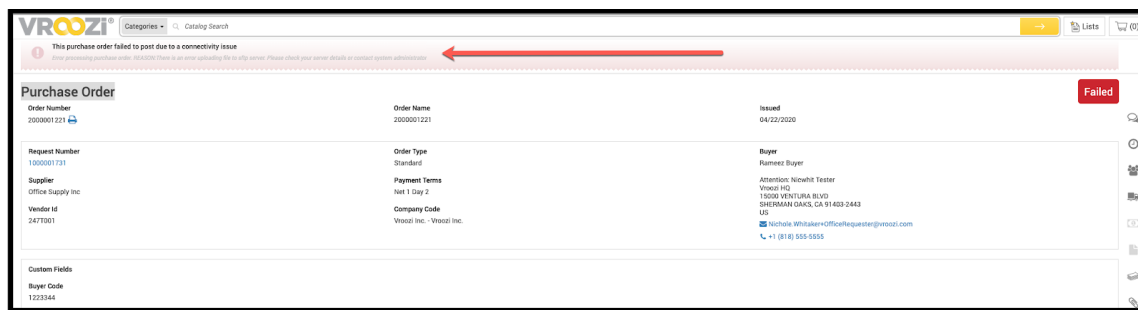
PO #	PO Creation Date	PO Amount	Supplier	Request Name	Status
2000001221	04/22/2020	\$379.99	Office Supply Inc	Requester Training 1000001730	Failed
2000001220	04/22/2020	\$379.99	Office Supply Inc	Requester Training 1000001730	Failed
2000001219	04/22/2020	\$802.00	Office Supply Inc	Requester Training 1000001728	Failed

How will I know a PO has failed?

Each time a PO fails the Vroozii 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.

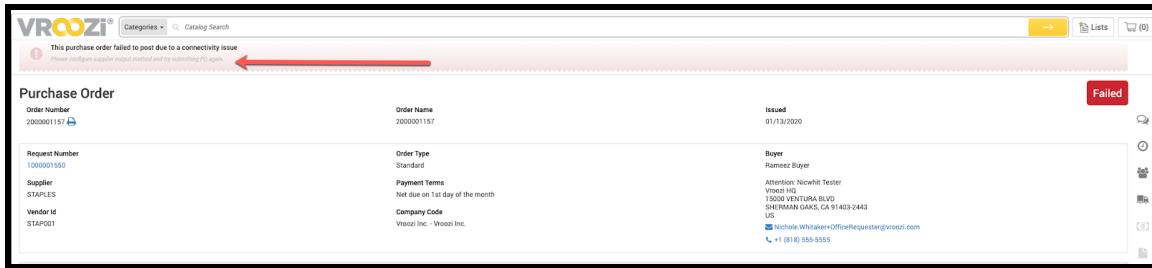
If the PO fails based on a connection error:

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



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

Your Vroozii 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.

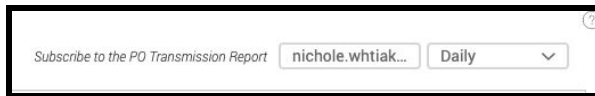


How can I track failed POs?

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.



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.



Can I resend a Failed PO?

No, customers are unable to resend failed POs. In the event of a connection failure, Vroozzi 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.

The screenshot displays the VROOZI Purchase Request interface for request 1000001731. The main content area shows details for the request, including submission date (04/22/2020), shipping address (Office Supply Inc), and a table of items. A 'Copy' button is located at the bottom of the 'Notes from Supplier' section, highlighted by two red arrows. The right sidebar contains a 'RELATED DOCUMENTS' section with tabs for PURCHASE ORDERS, SHIPPING NOTICES, INVOICES, RECEIPTS & RETURNS, and BIDS. The PURCHASE ORDERS tab is active, showing a table with one entry: a failed purchase order for Office Supply Inc with a total of \$179.99.

Submission Date	Shipping Address	Supplier	Approval Group
04/22/2020	Attention: Nicholai Tester Vroom HQ 15000 VENTURA BLVD SHERMAN OAKS, CA 91403-2443 US	Office Supply Inc	OPS1 - Operations

#	Description	Supplier	Part No.	Category	Del. Date	Qty	Unit
1	Impregon 11 3000 Series 2-in-1	Office Supply Inc	2483229	48100000	04/27/2020	1	EA

Number	Status	Supplier	Total	Created
2000001221	Failed	Office ...	\$179.99	4/22/20