

SupplyWEB Frequently Asked Questions (FAQ) for Suppliers

Contents

Contents	1
Navigation.....	2
Logging in.....	2
I can't remember my login and password.	2
How do I answer my Security Questions?	2
I am a new user. How do I obtain login information?	2
I put my login information in appropriate boxes, clicked LOGIN, but nothing happens.	2
Event Management Console (EMC) / Home page.....	3
Why do I want to look at the Event Management Console (EMC)?	3
Proposed PO Tab.....	3
Purchase Order Tab	4
Shipments tab.....	5
Help	6
Purchase Orders	8
Where do I find new PO's?	8
How do I review a new PO?	10
How do I agree to a whole order Snap-on has presented?	11
How do I agree to certain lines of the order but not others?	11
What if I want to take your order, but can't deliver on time?	13
What if one item on the PO will never be shipped?	14
Where are PO's that I have already acknowledged?	16
What if I don't agree to your PO?	18
How do I know if have any Past Due PO's	18
I can't find a PO in SupplyWEB. What do I do?	18
Negotiations	20
What is a 'negotiation'?	20
When can a negotiation be started?	20
When is it too late to negotiate?	20
How do I propose a change to change quantity, date or price on an order that was already accepted?	20
Creating shippers.....	21
I'm trying to ship a specific order and I can't find it to create a shipper against	21
I can't ship the full quantity open on an order. What do I do?	22
Can I ship more than the quantity populated in the ship quantity box?	22
Invoices/Payments	23
I don't recognize the invoice # Snap-on has provided on the ACH remittance.	23

Navigation Logging in

I can't remember my login and password.

Contact the SupplyWEB administrator at your location. If you are the SupplyWEB admin, email SupplyWEB@snapon.com

Make sure to answer the 3 Security Questions found under **Preferences – Security Questions**. If you are having trouble logging in you can use the “Forgot Password” link on the login in page of SupplyWEB.

How do I answer my Security Questions?

After logging into SupplyWEB

1. Go to Preferences – Security Questions.
2. Check the box to the left of the 3 Security Questions that you have chosen to answer.
3. Type your answer to each question in the box to the right.
4. After answering the 3 questions, click on ‘Submit’.

I am a new user. How do I obtain login information?

Contact the SupplyWEB administrator at your location. If you are the SupplyWEB admin, email SupplyWEB@snapon.com

I put my login information in appropriate boxes, clicked LOGIN, but nothing happens.

There is most likely a ‘pop-blocker’ preventing the application from opening.

1. Try it one more time.
2. Watch for an information bar at the top of your screen just under your file menu.
3. Right click on the information bar, choose ‘always allow pop-ups from this site’.
4. Click Yes.
5. Retry logging in.

SupplyWEB Frequently Asked Questions (FAQ) for Suppliers

Event Management Console (EMC) / Home page

The Event Management Console is a dashboard to see summary level information about new orders, negotiations and shipments. The EMC has 'tabs' for each subject. The dashboard is updated periodically throughout the day. Check the 'Last Update:' field to see when the last update was made.

Why do I want to look at the Event Management Console (EMC)?

The EMC is an easy way for you to manage your Snap-on orders by exception. There you will find a summary of how many PPO's are waiting for approval, shipment pending or recently published. The EMC is updated periodically throughout the day but not immediately. It is usually updated every 45-60 minutes but the interval between updates depends on the volume of information flowing through SupplyWEB at the time.

Proposed PO Tab

XX Responses Required

The number of proposed PO's (new PO's or negotiations on existing orders) pending a response from the supplier to Snap-on.

XX Responses Past Due

The number of Proposed PO's which are more than 1 business day old which the supplier needs to respond to.

XX Cancelled by Customer

The number of Proposed PO's that Snap-on has cancelled

The screenshot shows the Infor Supplier Exchange interface. At the top, there is a header with the Infor logo, the text 'Infor Supplier Exchange® 11.3.2.004.', and 'Test Supplier' with a dropdown arrow. Below the header is a navigation menu with items: Demand, Shipments, Receipts, Preferences, Setup, Communications, and Help. A secondary navigation bar includes a home icon, a printer icon, a mail icon, a question mark icon, and a 'Snap-on' link. The main content area displays 'Event Management Console Overview' and 'Welcome, Test Supplier.' It also shows the 'EMC Last Update: 10-24-2013 06:35:30 PM EDT'. A message states: 'If Infor Supplier Exchange is new for you, we recommend using the online Tutorial to familiarize yourself with the application. For the most recent enhancements, read the Release Notes.' At the bottom, there is a tabbed interface with 'Proposed PO' selected, and sub-tabs for 'Purchase Orders', 'Shipments', 'Receipts', and 'Messages'. Under the 'Proposed PO' tab, three links are listed: '47 Response Required', '42 Response Past Due', and '61 Cancelled By Customer'.

SupplyWEB Frequently Asked Questions (FAQ) for Suppliers

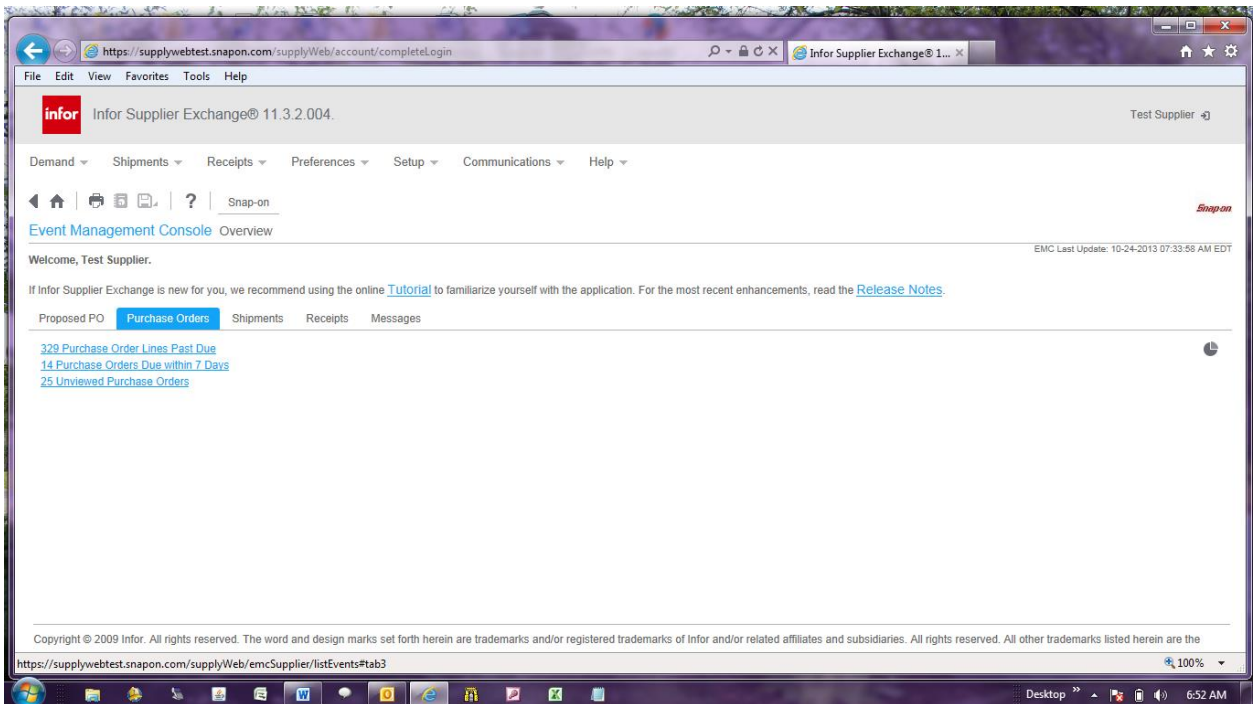
Purchase Order Tab

XX Past Due Purchase Order Lines

The number of purchase order LINES that are past due which you have not issued a shipper for. Please expedite shipping this product.

Please negotiate a new date on the order of when you will deliver the product.

If product has already shipped, complete a shipper using original invoice # and tracking # to close the line in SupplyWEB.



XX Purchase Orders due within 7 days

The number of purchase order lines that have a required date within 7 days.

XX Unviewed Purchase Orders

The number of purchase orders that have not been viewed down to the line level.

SupplyWEB Frequently Asked Questions (FAQ) for Suppliers

Shipments tab

XX Staged Shipments

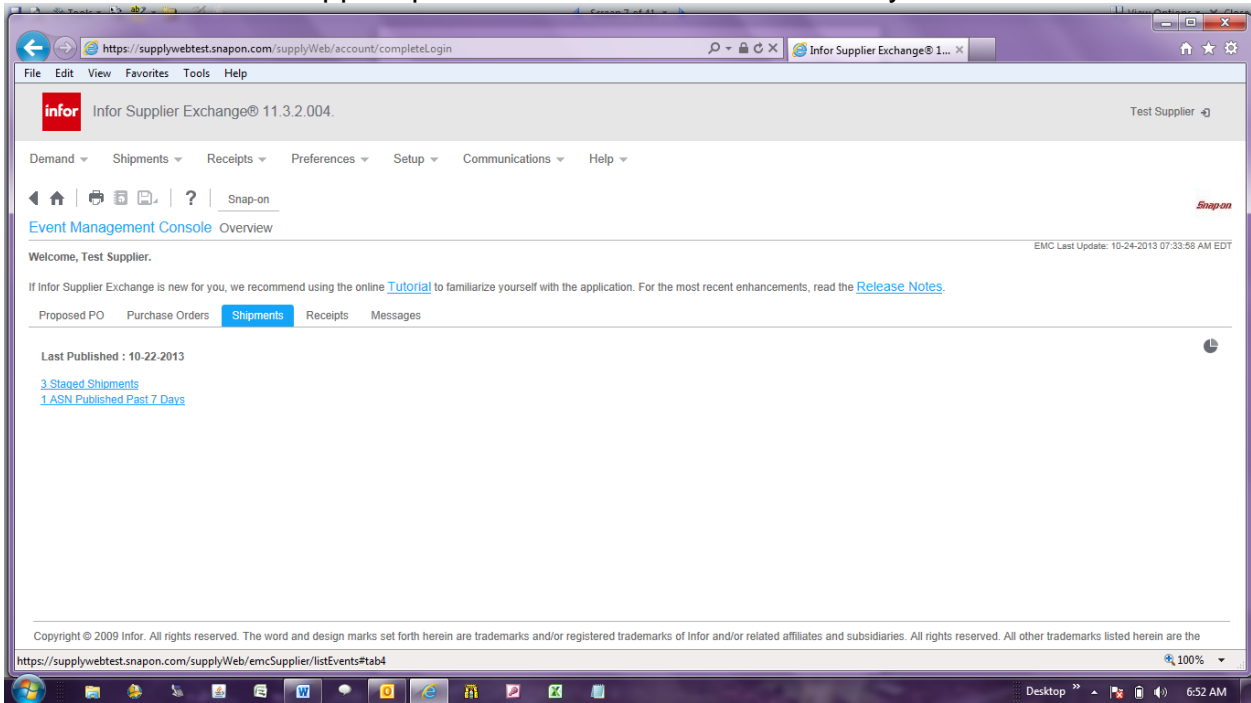
This is a count of the shippers that are pending in 'View Shippers' and have not been published yet. The product may or may not have left the supplier's building at this point.

XX Shipments published today

This is the count of shippers published today.

XX Shipments published in the last 7 days

This is the count of shippers published in the last 7 calendar days.

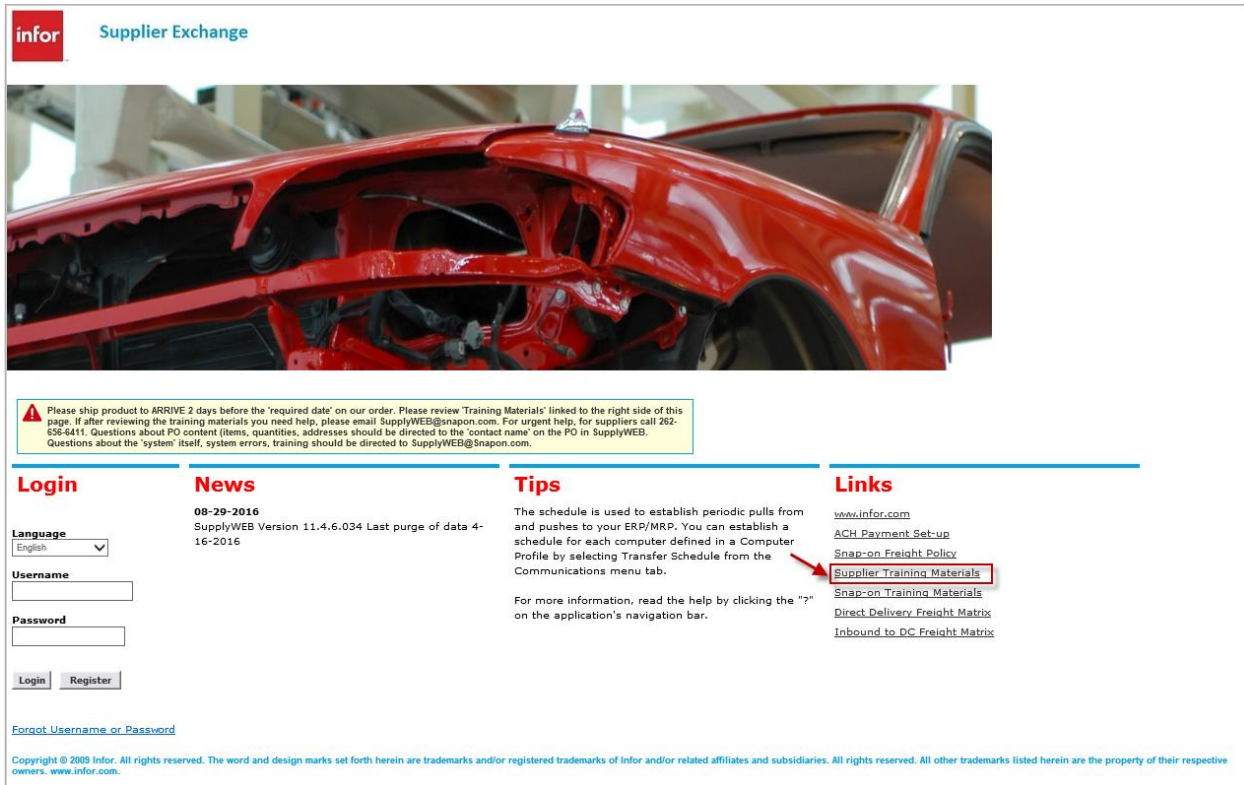


SupplyWEB Frequently Asked Questions (FAQ) for Suppliers


Help

Click on the 'Supplier Training Materials' link on the right side of the SupplyWEB login page. (Supplyweb.snapon.com)

You will also find links to the current Snap-on Freight Policy and Freight Matrix.



infor Supplier Exchange



Warning: Please ship product to ARRIVE 2 days before the 'required date' on our order. Please review 'Training Materials' linked to the right side of this page. If after reviewing the training materials you need help, please email: SupplyWEB@snapon.com. For urgent help, for suppliers call 262-556-6411. Questions about PO content (items, quantities, addresses should be directed to the 'contact name' on the PO in SupplyWEB. Questions about the 'system' itself, system errors, training should be directed to SupplyWEB@snapon.com.

Login

Language: English

Username:

Password:

[Forgot Username or Password](#)

News

08-29-2016
SupplyWEB Version 11.4.6.034 Last purge of data 4-16-2016

Tips

The schedule is used to establish periodic pulls from and pushes to your ERP/MRP. You can establish a schedule for each computer defined in a Computer Profile by selecting Transfer Schedule from the Communications menu tab.

For more information, read the help by clicking the "?" on the application's navigation bar.

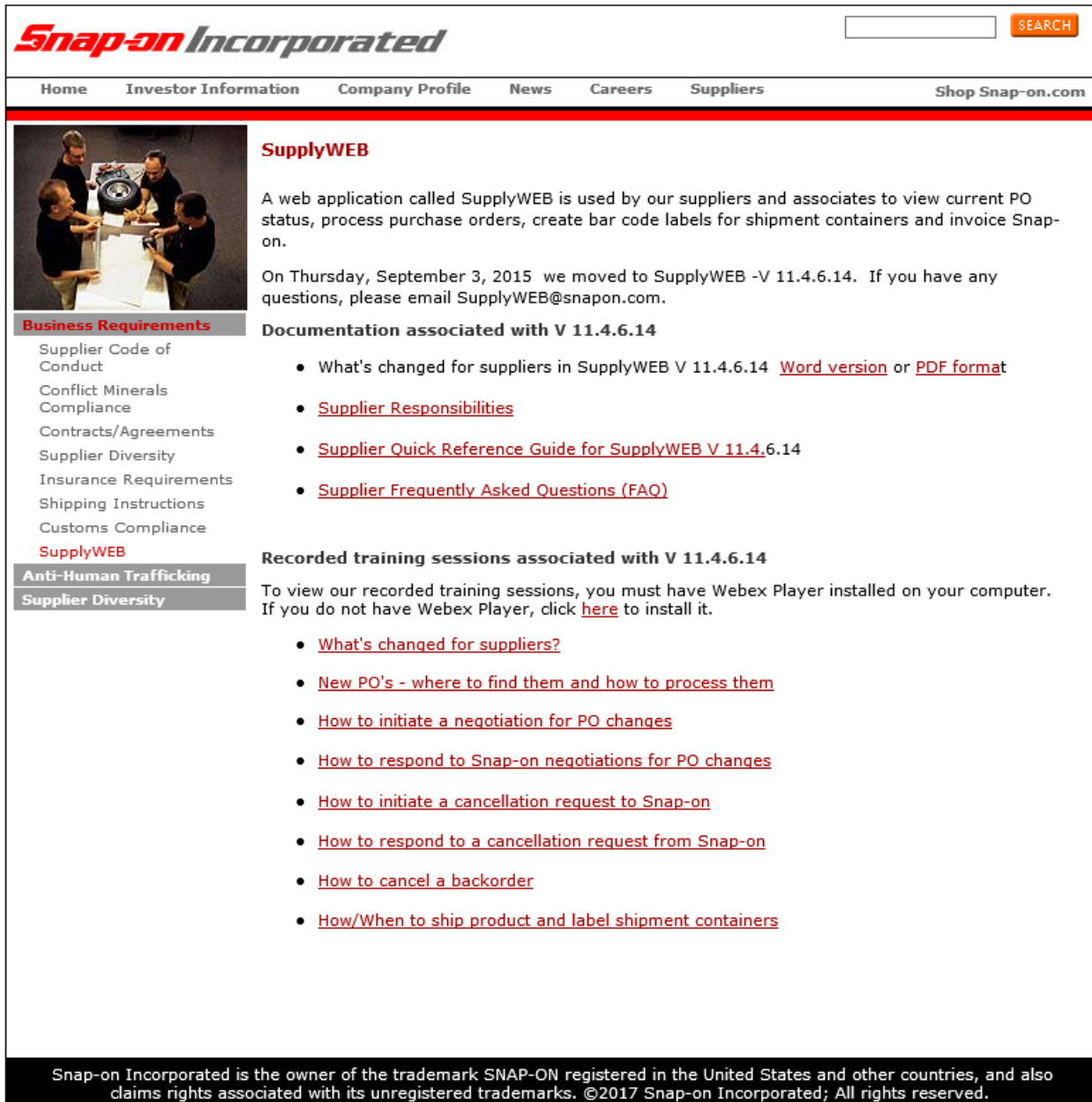
Links

- www.infor.com
- [ACH Payment Set-up](#)
- [Snap-on Freight Policy](#)
- [Supplier Training Materials](#)
- [Snap-on Training Materials](#)
- [Direct Delivery Freight Matrix](#)
- [Inbound to DC Freight Matrix](#)

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SupplyWEB Frequently Asked Questions (FAQ) for Suppliers

Upon pressing the Supplier Training Materials link, Suppliers will be redirected to a page on our website.



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SupplyWEB

A web application called SupplyWEB is used by our suppliers and associates to view current PO status, process purchase orders, create bar code labels for shipment containers and invoice Snap-on.

On Thursday, September 3, 2015 we moved to SupplyWEB -V 11.4.6.14. If you have any questions, please email SupplyWEB@snapon.com.

Documentation associated with V 11.4.6.14

- What's changed for suppliers in SupplyWEB V 11.4.6.14 [Word version](#) or [PDF format](#)
- [Supplier Responsibilities](#)
- [Supplier Quick Reference Guide for SupplyWEB V 11.4.6.14](#)
- [Supplier Frequently Asked Questions \(FAQ\)](#)

Recorded training sessions associated with V 11.4.6.14

To view our recorded training sessions, you must have Webex Player installed on your computer. If you do not have Webex Player, click [here](#) to install it.

- [What's changed for suppliers?](#)
- [New PO's - where to find them and how to process them](#)
- [How to initiate a negotiation for PO changes](#)
- [How to respond to Snap-on negotiations for PO changes](#)
- [How to initiate a cancellation request to Snap-on](#)
- [How to respond to a cancellation request from Snap-on](#)
- [How to cancel a backorder](#)
- [How/When to ship product and label shipment containers](#)

Supplier Code of Conduct
Conflict Minerals Compliance
Contracts/Agreements
Supplier Diversity
Insurance Requirements
Shipping Instructions
Customs Compliance
SupplyWEB
Anti-Human Trafficking
Supplier Diversity

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On the top half of the page is written documentation that you can print out and keep for your use and on the bottom half of the page are recorded training sessions that you can watch at your leisure.

If (after watching the recorded training and reading the reference materials) you still have questions, please email us at SupplyWEB@snapon.com. Our support staff monitors the mailbox throughout the day (central time) and responds as quickly as possible.

Purchase Orders

Where do I find new PO's?

Suppliers (Non-Licensee's) will find New PO's as Proposed PO's in the Demand Proposed PO / Proposed PO Management.

From your home page (EMC). Slide from Demand through to Proposed PO module, then click on Proposed PO Management

Select from the Status 'Acceptance Required' from the drop down list to view orders that require your attention.

Then click the "continue" button.

The screenshot shows the Infor Supplier Exchange interface. At the top, there is a header bar with the Infor logo and the text "Infor Supplier Exchange® 11.3.2.004". Below the header, there is a navigation menu with the following items: Demand, Shipments, Receipts, Preferences, Setup, Communications, and Help. Below the navigation menu, there are several icons: a home icon, a printer icon, a document icon, a save icon, and a question mark icon. To the right of these icons is the text "Snap-on". Below the icons, there is a link for "Proposed PO" and the text "Proposed PO Management". The main content area is a search criteria form with the following fields:

Search Criteria	
Facility	<All>
Ship To	<All>
Delivery Name <small>*Facility and Ship To must be selected first</small>	
Buyer Contact	<All>
Part	<All>
Status	Acceptance Required
PPO Source	< All >
Proposed PO Number	
Creation Date From	
Creation Date To	
Sort By	Date, Facility, ShipTo

At the bottom right of the form, there is a "Continue" button.

SupplyWEB Frequently Asked Questions (FAQ) for Suppliers

Licensee will find NEW PO's in Demand / Discrete PO's.

From your home page (EMC) click on Demand then click on Discrete POs.

Select 'Pending' from the PO Status box and then click the 'search' button.

Demand ▾ Shipments ▾ Receipts ▾ Preferences ▾ Setup ▾ Communications ▾ Help ▾

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Demand Purchase Orders

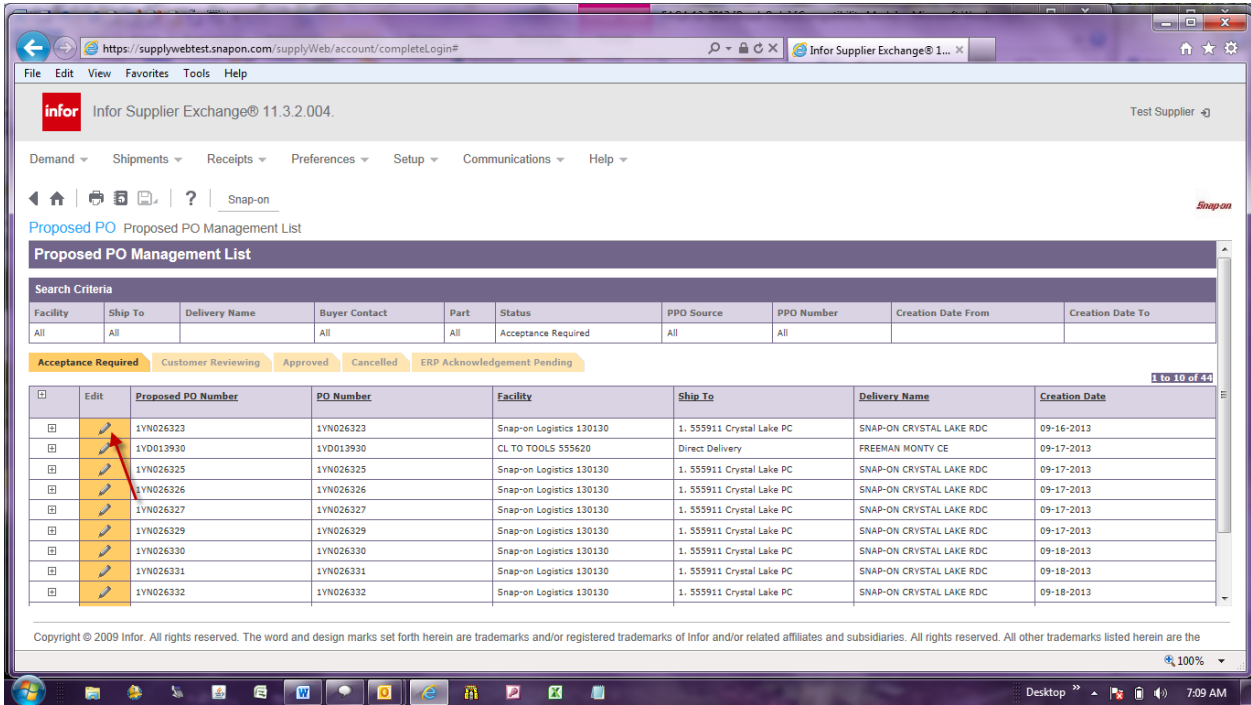
Ship To	<<All Ship To Locations>> ▾
Delivery Name <small>*Facility and Ship To must be selected first</small>	<input type="text"/>
PO Number	<input type="text"/>
Customer Part	Select Part(s)... ▾ <input type="button" value="Refresh List"/>
Part Start	<input type="text"/>
Part End	<input type="text"/>
Part Number	<<All Parts>> ▾
Only include line item details that have the filtered part(s)	<input type="checkbox"/>
PO Status	Pending ▾
PO Date MM-dd-yyyy	<input type="text"/> To <input type="text"/>
Required Date MM-dd-yyyy	<input type="text"/> To <input type="text"/>
Only include line item details that have the filtered required date(s)	<input type="checkbox"/>
Contact	<<All>> ▾

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SupplyWEB Frequently Asked Questions (FAQ) for Suppliers

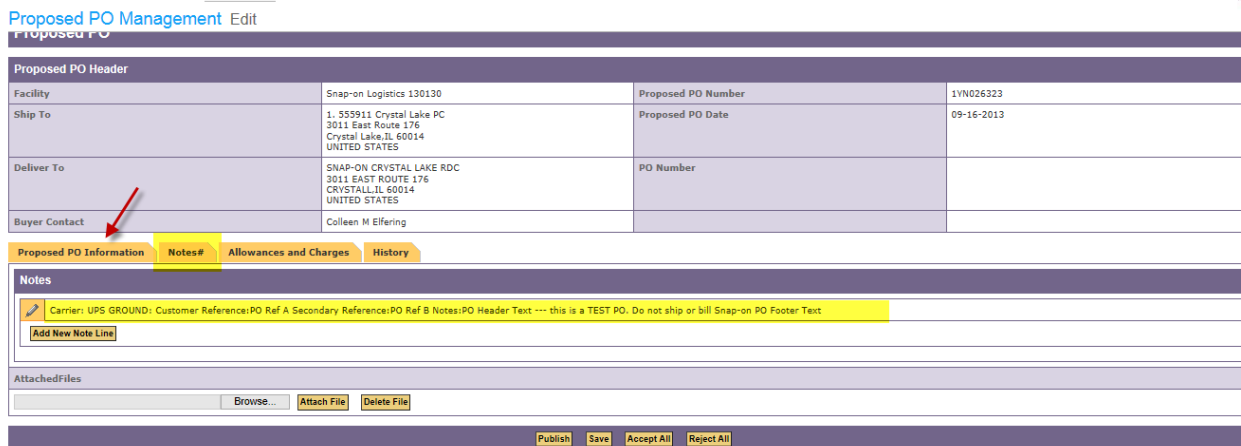
How do I review a new PO?

Click on the pencil in the “EDIT” column to open the PPO.



PPO opens.

Click on Header “NOTES” tab to read any notes about the order.



SupplyWEB Frequently Asked Questions (FAQ) for Suppliers

After reading the notes, click on the Proposed PO Information tab to go back to the main page of the PPO.

Verify quantity, date and price of each item on each line.

If you agree with the quantity date and price of the PO for **all items**, click “accept all” at the bottom of the screen.

How do I agree to a whole order Snap-on has presented?

If after reviewing all details of the PO (quantity, date and price for each line) you agree with **all items**, click “**ACCEPT ALL**” at the bottom of the screen.

How do I agree to certain lines of the order but not others?

If after reviewing all details of the PO (quantity, date and price for each line) you agree with certain items but not all, put a check mark in front of the items you agree to, and click ‘ACCEPT’ button. **Do not click “ACCEPT ALL”** at the bottom of the screen.

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Demand ▾ Shipments ▾ Receipts ▾ Preferences ▾ Setup ▾ Communications ▾ Help ▾

Snap-on

Proposed PO Management Edit

Terms of Sale	0.0% , Net	City Tax (%)	
Currency	USD	Country Tax (%)	
CUST_PHONE		CARRIER	

Line Item Detail	Edit	Number	Status	Customer Part	Supplier Part	Required Date	Quantity	U of M	Unit Price	Ext. Price	
<input checked="" type="checkbox"/>		1	New line item created by customer	CG80A		09-18-2013	10	ea	140.21	1,402.10	
<input checked="" type="checkbox"/>		2	New line item created by customer	CG80A		09-18-2013	10	ea	140.21	1,402.10	
<input type="checkbox"/>		3	New line item created by customer	CG80A		09-18-2013	10	ea	140.21	1,402.10	
										Total Amount	4,206.30

* denotes Attachments
+ denotes Schedules
denotes Notes

Accept Reject

AttachedFiles

Browse... Attach File Delete File

Publish Save Accept All Reject All

For the items you snap do not agree to, open each line by clicking the pencil in front of the item.

SupplyWEB Frequently Asked Questions (FAQ) for Suppliers

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Demand ▾ Shipments ▾ Receipts ▾ Preferences ▾ Setup ▾ Communications ▾ Help ▾

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Proposed PO Management Edit

Method of Payment		State Tax (%)	
Terms of Sale	0.0% , Net	City Tax (%)	
Currency	USD	Country Tax (%)	
CUST_PHONE		CARRIER	

Line Item Detail	Edit	Number	Status	Customer Part	Supplier Part	Required Date	Quantity	U of M	Unit Price	Ext. Price
		1	Customer approved supplier acceptance	CG80A		09-18-2013	10	ea	140.21	1,402.10
		2	Customer approved supplier acceptance	CG80A		09-18-2013	10	ea	140.21	1,402.10
		3	New line item created by customer	CG80A		<input type="text" value="09-18-2013"/>	<input type="text" value="10"/>	ea	<input type="text" value="140.21"/>	1,402.10
Total Amount										4,206.30

* denotes Attachments
+ denotes Schedules
denotes Notes

Accept **Reject**

AttachedFiles

Publish **Save** **Accept All** **Reject All**

Then click on the 'notes tab.

When on the notes tab, make a comment in the comment box as to why you want to propose a change.

Proposed PO Management Detail

Line Item Detail		
Proposed PO Information		
Facility	CL TO INDUSTRIAL 555650	Proposed PO Date
Ship To	650X4G SNAP-ON TOOLS TACOM	PO Number
Proposed PO Number	1YG085324	Delivery Name
Buyer Contact		
Part Information		
Customer Part	Supplier Part	Description
CG80A		WET SLEEVE PULLER
Pricing Information Schedule Notes Allowances And Charges History		
<input type="button" value="Add New Note Line"/>		
Comments		
<div style="border: 1px solid black; padding: 5px; background-color: #ffff00;">Enter Comments Here</div>		
AttachedFiles		
<input type="text"/> <input type="button" value="Browse..."/> <input type="button" value="Attach File"/> <input type="button" value="Delete File"/>		
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>		

SupplyWEB Frequently Asked Questions (FAQ) for Suppliers

After making your comments click on the Pricing Information tab and change the appropriate box either qty, date, price for what needs to be updated.

Demand ▾ Shipments ▾ Receipts ▾ Preferences ▾ Setup ▾ Communications ▾ Help ▾

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[Proposed PO Management](#) Detail

Line Item Detail

Proposed PO Information			
Facility	Snap-on Logistics 130130	Proposed PO Date	09-18-2013
Ship To	1. 55911 Crystal Lake PC	PO Number	1YN026331
Proposed PO Number	1YN026331	Delivery Name	SNAP-ON CRYSTAL LAKE RDC 3011 EAST ROUTE 176 CRYSTALL, IL 60014 UNITED STATES
Buyer Contact			

Part Information				
Customer Part	Supplier Part	Description	Model ID	Eng.Level
CG80A		WET SLEEVE PULLER		
Contract_Number				

Pricing Information | Schedule | Notes | Allowances And Charges | History

Required Date	Quantity	Unit Price	Pricing U of M	Tax Exempt	Ext.Price
09-18-2013	10	140.21 USD	ea	No	1,402.10 USD

Submit Cancel

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After updating the box, click submit. That will bring you back to the main PPO. Notice the line now says 'Supplier Proposed Change'. Click the Publish button to send the negotiation to Snap-on.

Demand ▾ Shipments ▾ Receipts ▾ Preferences ▾ Setup ▾ Communications ▾ Help ▾

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[Proposed PO Management](#) Edit

Method of Payment		State Tax (%)	
Terms of Sale	0.0% , Net	City Tax (%)	
Currency	USD	Country Tax (%)	
CUST_PHONE		CARRIER	

Line Item Detail										
<input type="checkbox"/>	Edit	Number	Status	Customer Part	Supplier Part	Required Date	Quantity	U of M	Unit Price	Ext. Price
<input type="checkbox"/>		1	Customer approved supplier acceptance	CG80A		09-18-2013	10	ea	140.21	1,402.10
<input type="checkbox"/>		2	Customer approved supplier acceptance	CG80A		09-18-2013	10	ea	140.21	1,402.10
<input type="checkbox"/>		3	Supplier propose the change	CG80A		09-18-2013	20	ea	140.21	2,804.20
Total Amount										5,608.40

* denotes Attachments
+ denotes Schedules
denotes Notes

Accept Reject

AttachedFiles

Browse... Attach File Delete File

Publish Save Accept All Reject All

What if I want to take your order, but can't deliver on time?

Follow the steps to the section "What if I agree to certain lines of the order but not others?" and provide a new promised delivery date for the lines you are not able to deliver by the date on the order.

SupplyWEB Frequently Asked Questions (FAQ) for Suppliers

What if one item on the PO will never be shipped?

Put a checkmark in front of the items you are accepting and click 'ACCEPT' button. The PO line status for these will turn to 'Customer Approved Supplier's Acceptance'.

Demand ▾ Shipments ▾ Receipts ▾ Preferences ▾ Setup ▾ Communications ▾ Help ▾

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Proposed PO Management Edit

Method of Payment		State Tax (%)	
Terms of Sale	0.0% , Net	City Tax (%)	
Currency	USD	Country Tax (%)	
CUST_PHONE		CARRIER	UPS GROUND

<input type="checkbox"/>	Edit	Number	Status	Customer Part	Supplier Part	Required Date	Quantity	U of M	Unit Price	Ext. Price	
<input checked="" type="checkbox"/>		1 #	New line item created by customer	CG80A		09-25-2013	4,000	ea	140.21	560,840.00	
<input checked="" type="checkbox"/>		2 #	New line item created by customer	CG515B		09-25-2013	50	ea	95.22	4,761.00	
<input type="checkbox"/>		3 #	New line item created by customer	CG520		10-14-2013	10	ea	5.00	50.00	
										Total Amount	565,651.00

* denotes Attachments
+ denotes Schedules
denotes Notes

AttachedFiles

For the remaining line that will never be shipped (for example not your item, or item is discontinued), open the line by clicking on the pencil in front of the line.

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Demand ▾ Shipments ▾ Receipts ▾ Preferences ▾ Setup ▾ Communications ▾ Help ▾

◀ ⏪ ⏩ ▶ | Snap-on

Proposed PO Management Edit

Method of Payment		State Tax (%)	
Terms of Sale	0.0% , Net	City Tax (%)	
Currency	USD	Country Tax (%)	
CUST_PHONE		CARRIER	

<input type="checkbox"/>	Edit	Number	Status	Customer Part	Supplier Part	Required Date	Quantity	U of M	Unit Price	Ext. Price	
<input type="checkbox"/>		1	Customer approved supplier acceptance	CG80A		09-18-2013	10	ea	140.21	1,402.10	
<input type="checkbox"/>		2	Customer approved supplier acceptance	CG80A		09-18-2013	10	ea	140.21	1,402.10	
<input type="checkbox"/>		3	New line item created by customer	CG80A		09-18-2013	10	ea	140.21	1,402.10	
										Total Amount	4,206.30

* denotes Attachments
+ denotes Schedules
denotes Notes

AttachedFiles

When the line opens, click on the 'NOTES' tab. Then put a comment in the comment box to explain why you are unable to accept this PO line. Then press the SUBMIT button. This will bring you back to the main PPO screen.

SupplyWEB Frequently Asked Questions (FAQ) for Suppliers

Demand ▾ Shipments ▾ Receipts ▾ Preferences ▾ Setup ▾ Communications ▾ Help ▾

◀ | Home | Print | Save | ? | Snap-on

Proposed PO Management Detail

Customer Part	Supplier Part	Description	Model ID	Eng.Level
CG520		RAM		

ITEM_PURCHASE_TEXT: Item purchase Text CG520 Contract_Number: _____

Pricing Information Schedule Notes# Allowances And Charges History

Item purchase Text CG520 : PO Line Text, line #3

Add New Note Line

Add/Edit Note Line: **Cancel**

Comments

This item has been discontinued.

AttachedFiles: Browse... Attach File Delete File

Submit Cancel

If you are **ABSOLUTELY** sure that you will **NEVER** ship this order, select the item and click on the “**REJECT ALL**” button. **There is NO UNDO for this.**

Infor Supplier Exchange® 11.3.2.004. Test Supplier

Demand ▾ Shipments ▾ Receipts ▾ Preferences ▾ Setup ▾ Communications ▾ Help ▾

◀ | Home | Print | Save | ? | Snap-on

Proposed PO Management Edit

Method of Payment	State Tax (%)
Terms of Sale: 0.0% , Net	City Tax (%)
Currency: USD	Country Tax (%)
CUST_PHONE	CARRIER: UPS GROUND

Line Item Detail

<input type="checkbox"/>	Edit	Number	Status	Customer Part	Supplier Part	Required Date	Quantity	U of M	Unit Price	Ext. Price
<input type="checkbox"/>		1 #	Customer approved supplier acceptance	CG80A		09-25-2013	4,000	ea	140.21	560,840.00
<input type="checkbox"/>		2 #	Customer approved supplier acceptance	CG515B		09-25-2013	50	ea	95.22	4,761.00
<input checked="" type="checkbox"/>		3 #	Supplier propose the change	CG520		10-14-2013	10	ea	5.00	50.00
										Total Amount: 565,651.00

* denotes Attachments
+ denotes Schedules
denotes Notes

Accept **Reject**

AttachedFiles: Browse... Attach File Delete File

Publish **Save** **Accept All** **Reject All**

The system will respond by displaying an information bar at the top indicating the item was successfully rejected. Also, the PO line status now indicates the PO line is rejected.

Demand ▾ Shipments ▾ Receipts ▾ Preferences ▾ Setup ▾ Communications ▾ Help ▾

◀ | Home | Print | Save | ? | Snap-on

Proposed PO Proposed PO Management List

Proposed PO rejected and published successfully.

SupplyWEB Frequently Asked Questions (FAQ) for Suppliers

Where are PO's that I have already acknowledged?

If you agreed to our order, the original PPO will move to the PPO Management Approved tab. This is not the actual PO but a record of the Approved PPO.

Demand ▾ Shipments ▾ Receipts ▾ Preferences ▾ Setup ▾ Communications ▾ Help ▾

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Proposed PO Proposed PO Management List

Search Criteria

Facility	Ship To	Delivery Name	Buyer Contact	Part	Status	PPO Source	PPO Number	Creation Date From	Creation Date To
All	All		All	All	All		All		

Acceptance Required Customer Reviewing **Approved** Cancelled ERP Acknowledgement Pending

Approved 1 to 10 of 4069

	Edit	Proposed PO Number	PO Number	Facility	Ship To	Delivery Name	Creation Date
<input type="checkbox"/>		23452	1YW113028	Snap-on Logistics 130130	1. 555911 Crystal Lake PC		01-10-2011
<input type="checkbox"/>		24082	1VD458541	CL TO INDUSTRIAL 555650	Direct Delivery		01-26-2011
<input type="checkbox"/>		24117	1VD458541	CL TO INDUSTRIAL 555650	Direct Delivery		01-26-2011
<input type="checkbox"/>		24391	1YW117413	Snap-on Logistics 130130	1. 555911 Crystal Lake PC		02-02-2011
<input type="checkbox"/>		24392	1YW118919	Snap-on Logistics 130130	1. 555911 Crystal Lake PC		02-02-2011
<input type="checkbox"/>		24415	1VD490691	CL TO TOOLS 555620	Direct Delivery		02-03-2011
<input type="checkbox"/>		25018	1YW113788	Snap-on Logistics 130130	1. 555911 Crystal Lake PC		02-16-2011
<input type="checkbox"/>		25020	1YW113788	Snap-on Logistics 130130	1. 555911 Crystal Lake PC		02-16-2011
<input type="checkbox"/>		25236	1YW113788	Snap-on Logistics 130130	1. 555911 Crystal Lake PC		02-22-2011
<input type="checkbox"/>		25288	1YW120816	Snap-on Logistics 130130	1. 555911 Crystal Lake PC		02-23-2011

* denotes Attachments

Showing Page 1 of 407 Next

SupplyWEB Frequently Asked Questions (FAQ) for Suppliers

The PPO now becomes a Discrete PO which you will find under the Demand module under Discrete PO section.

infor Infor Supplier Exchange® 11.3.2.004.

Demand ▾ Shipments ▾ Receipts ▾ Preferences ▾ Setup ▾ Communications ▾ Help ▾

Discrete POs ? | Snap-on

Load Sheet Report | Orders

Demand Summary

Proposed POs

PO Number: <input type="text"/>

Customer Part: Select Part(s)... ▾ Refresh List

Part Start: <input type="text"/>

Part End: <input type="text"/>

Part Number: <input type="text" value="<<All Parts>>"/>

Only include line item details that have the filtered part(s):

PO Status: Open & Pending ▾

PO Date MM-dd-yyyy: <input type="text"/> To <input type="text"/>

Required Date MM-dd-yyyy: <input type="text"/> To <input type="text"/>

Only include line item details that have the filtered required date(s):

Contact: <input type="text" value="<<All>>"/>

Search

Upon entering your Search criteria and clicking the SEARCH button, the orders appear at the bottom of the screen. These are called discrete PO's (because they have been agreed to) and are sometimes referred to as DPO's (as opposed to PPO's (proposed purchase orders)).

Demand ▾ Shipments ▾ Receipts ▾ Preferences ▾ Setup ▾ Communications ▾ Help ▾

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[Demand](#) Purchase Orders

Purchase Order List

Search Criteria

Customer	Facility	Ship To	Delivery Name	PO Number	Customer Part	PO Status	PO Begin Date	PO End Date	Required Begin Date	Required End Date	Contact
Snap-on	All	All			All		10-01-2013				All

Purchase Orders 1 to 10 of 24

<input type="checkbox"/>	View	PO Number	PO Date	PO Status	Status Date	Delivery Name	Contact	Ship To	Total Price	Viewed	Backorder
<input type="checkbox"/>		1YN026418	10-23-2013 01:00:00 PM EDT	Open	10-23-2013 10:37:19 AM EDT	SNAP-ON CRYSTAL LAKE RDC	Colleen M Palmer	1. 555911 Crystal Lake PC	3,126.06 USD	No	No
<input type="checkbox"/>		1YN026419	10-23-2013 01:00:00 PM EDT	Open	10-23-2013 10:42:02 AM EDT	SNAP-ON CRYSTAL LAKE RDC	Colleen M Palmer	1. 555911 Crystal Lake PC	3,126.06 USD	No	No
<input type="checkbox"/>		1YN026421	10-23-2013 01:00:00 PM EDT	Open	10-23-2013 01:50:58 PM EDT	SNAP-ON CRYSTAL LAKE RDC	Colleen M Palmer	1. 555911 Crystal Lake PC	3,126.06 USD	Yes	No
<input type="checkbox"/>		1YN026422	10-23-2013 01:00:00 PM EDT	Open	10-24-2013 01:58:36 PM EDT	SNAP-ON CRYSTAL LAKE RDC	Colleen M Palmer	1. 555911 Crystal Lake PC	3,126.06 USD	No	No

What if I don't agree to your PO?

If the supplier does not agree with the quantity, price or date on our purchase order, the supplier may choose to 'negotiate' to propose a change to any or all of those aspects.

How do I know if I have any Past Due PO's

Check the 'purchase orders' tab of the EMC. Any PO's listed on the Past Due Purchase orders link are orders that Snap-on shows as past due. If you find that you have actually shipped an order on this listing, it is because there was no shipper created in SupplyWEB. Please email SupplyWEB@snapon.com for help if a PO appears on the past due PO lines link and you have already shipped the product.

I can't find a PO in SupplyWEB. What do I do?

When a PO is placed by Snap-on, it is initially sent in to the 'Proposed PO' section of SupplyWEB. After the PPO is accepted by the supplier, a discrete PO (DPO) is created.

1. Start by searching in Demand/Discrete PO. Change PO status box to ALL, Insert PO # and click the search button.

Demand ▾ Shipments ▾ Receipts ▾ Preferences ▾ Setup ▾ Communications ▾ H

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Demand Purchase Orders

Delivery Name <small>*Facility and Ship To must be selected first</small>	<input type="text"/>
PO Number	<input type="text" value="1YN026418"/> x
Customer Part	Select Part(s)... ▾ <input type="button" value="Refresh List"/>
Part Start	<input type="text"/>
Part End	<input type="text"/>
Part Number	<<All Parts>> ▾
PO Status	<<All>> ▾
PO Date MM-dd-yyyy	<input type="text"/> To <input type="text"/>
Required Date MM-dd-yyyy	<input type="text"/> To <input type="text"/>
Contact	<<All>> ▾
<input type="button" value="Search"/>	

SupplyWEB Frequently Asked Questions (FAQ) for Suppliers

- If the PO is not found, then the PO has not been accepted by the supplier yet. Look for the PO in Proposed PO's/ PO Management.

Insert the Snap-on PO # in the Proposed PO Number box and press "Continue".

Demand ▾ Shipments ▾ Receipts ▾ Preferences ▾ Setup ▾ Communications ▾ Help ▾

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[Proposed PO](#) Proposed PO Management

Search Criteria	
Facility	<All> ▾
Ship To	<All> ▾
Delivery Name <small>*Facility and Ship To must be selected first</small>	<input type="text"/>
Buyer Contact	<All> ▾
Part	<All> ▾
Status	<All> ▾
PPO Source	< All > ▾
Proposed PO Number	1YN026323 x
Creation Date From	<input type="text"/>
Creation Date To	<input type="text"/>
Sort By	Date, Facility, ShipTo ▾

Continue

If redirected to the acceptance required tab, the PO has not been accepted by the supplier yet. So, it will not be found in Discrete PO's (yet).

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Demand ▾ Shipments ▾ Receipts ▾ Preferences ▾ Setup ▾ Communications ▾ Help ▾

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[Proposed PO](#) Proposed PO Management List

Proposed PO Management List

Search Criteria										
Facility	Ship To	Delivery Name	Buyer Contact	Part	Status	PPO Source	PPO Number	Creation Date From	Creation Date To	
All	All		All	All	All	All	1YN026323			

Acceptance Required
Customer Reviewing
Approved
Cancelled
ERP Acknowledgement Pending

1 to 1 of 1

Acceptance Required							
Edit	Proposed PO Number	PO Number	Facility	Ship To	Delivery Name	Creation Date	
	1YN026323	1YN026323	Snap-on Logistics 130130	1. 555911 Crystal Lake PC	SNAP-ON CRYSTAL LAKE RDC	09-16-2013	

* denotes Attachments

If the PO can be found on the "Approved" Tab:

SupplyWEB Frequently Asked Questions (FAQ) for Suppliers

Demand ▾ Shipments ▾ Receipts ▾ Preferences ▾ Setup ▾ Communications ▾ Help ▾

◀ | Home | Print | Refresh | ? | Snap-on

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Proposed PO Proposed PO Management List

Proposed PO Management List									
Search Criteria									
Facility	Ship To	Delivery Name	Buyer Contact	Part	Status	PPO Source	PPO Number	Creation Date From	Creation Date To
All	All		All	All	All	All	1VN026418		
Acceptance Required Customer Reviewing Approved Cancelled ERP Acknowledgement Pending									
Approved 1 to 1 of 1									
Edit	Proposed PO Number	PO Number	Facility	Ship To	Delivery Name	Creation Date			
	1VN026418	1VN026418	Snap-on Logistics 130130	1. 555911 Crystal Lake PC	SNAP-ON CRYSTAL LAKE RDC	10-23-2013			
* denotes Attachments									

Then the PO should be found in the discrete PO area. Try Again. Be sure to change the PO status drop down box on the criteria to be 'ALL'.

Negotiations

What is a 'negotiation'?

A negotiation is a proposed change that can be initiated by the supplier or by Snap-on. By 'proposing' a change, this does not mean that the responding party will necessarily 'agree' to the proposed change. Either Snap-on or supplier can propose to change an order (quantity, date or price) or to cancel an order. If the responding party does not 'agree' to the proposed change, then the order remains as it was.

When can a negotiation be started?

A negotiation can be initiated at any time. This can be 'before' the supplier originally accepts a Snap-on order or after. The only requirements are the PO line must be open and there is no 'other' negotiation already in process. The system will not allow two negotiations to be open at one time on the same PO line.

When is it too late to negotiate?

Once a shipper has been created and published against a PO line, it is too late to negotiate. Until then, you may propose changes if you find issues with quantities, prices or dates.

How do I propose a change to change quantity, date or price on an order that was already accepted?

- Go to Demand / Discrete PO's.
- Enter the PO # in the purchase order box.

SupplyWEB Frequently Asked Questions (FAQ) for Suppliers

- Click 'search'. Note: If the PO does not appear on the list, this means the PO is not open to propose changes against.
- If the PO appears, open the PO by clicking on the eyeglasses in front of the PO #.
- Note if there is a NEGOTIATE button at the bottom of the screen. If the button is there, you may negotiate. If the button is not there, the PO already has a negotiation in progress.
- Find the item(s) you wish to propose a change to. Put a checkmark in the box in front of the item(s), press the negotiate button.
- At the far right in the 'comments' box, explain exactly what and why you want to propose a change. For example
 - change quantity from 1 to 5, due to package quantity
 - change date from 1-5-2018 to 2-1-2018 due to stock-out on this product
 - change date from 1-5-2018 to 2-5-2018. Lead time is 30 days
 - change price from \$1.00 to \$2.00 due to price change which took effect on 1/1/2018
- After updating the comments box, please change the respective actual box. For example:
 - If you propose to change the quantity from 1 to 5, overtype the 1 in the qty box to reflect 5
 - If you propose to change the date from 1-5-2018 to 2-1-2018, overtype 1-5-2018 to be 2-1-2018
 - If you propose to change the price from \$1.00 to \$2.00, overtype 1.00 to be 2.00.
- Then click on the 'SUBMIT' button at the bottom of the screen.
- A message will appear at the top of the screen indicating a 'proposed PO was successfully submitted'.
- It is now in the other party's court to respond to your proposal. A corresponding entry can be found in Proposed PO Management. A PPO # was assigned to the transaction.

Creating shippers

I'm trying to ship a specific order and I can't find it to create a shipper against

There are many reasons why this can happen. It can be for any one of the following reasons:

1. **The purchase order line is due in the future (beyond your shipping window).** We do not want you to ship early. If Snap-on requests that you ship early, have the planner negotiate a date change on the PO line. Then the PO will appear in your shipping window.
2. **There is a negotiation pending on this PO line.** Either Snap-on or the supplier has not responded to the other party's negotiation. Any open negotiations must be

SupplyWEB Frequently Asked Questions (FAQ) for Suppliers

resolved before a shipper can be created. Check PPO Management to see if this PO is pending on the acceptance required or customer reviewing tabs.

3. **When creating a shipper, you must select the Facility and Ship to drop down boxes EXACTLY as the discrete PO shows.** Note: There are several warehouses called ‘Crystal Lake.....’ If you do not choose the correct facility or ship to address, your open PO lines will not appear.
4. **The Required fields are not filled in when trying to create a shipper.** The requirement view, ship coverage and transit time boxes on the create shipper screen must be populated in order to continue to the next screen. Ensure that there are values in all 3 of these boxes. The standard is 15 for the requirement view and ship coverage.
5. **Verify the PO line status of what you are shipping is “open” on the PO.** If the PO line you are trying to ship is not at ‘open’ status, SupplyWEB will not allow you to create a shipper for that line.
6. **PO may have a shipper started already.** The PO line status may be ‘open’ but a quantity may be in the “shipped” column on the discrete PO. Check “View Shippers” to see if a shipper is pending.

If you are still having issues creating a shipper after checking all of the reasons above, email SupplyWEB@snapon.com with details (ie PO#, items you are trying to ship, quantities, etc).

I can't ship the full quantity open on an order. What do I do?

When the shipper is created, the ‘open’ order quantity for the PO line is defaulted into the ‘ship quantity’ box. If unable to ship the full quantity, overtype the quantity to be the lesser actual ship quantity.

Can I ship more than the quantity populated in the ship quantity box?

No, you may not ship more than the open quantity on the PO line.

Invoices/Payments

I don't recognize the invoice # Snap-on has provided on the ACH remittance.

Someone at the supplier's location has provided whatever value displayed on the ACH remittance. The supplier is responsible to resolve this internally with their A/R department. Snap-on does not 'key' this information. It is passed from the SupplyWEB shipper invoice # field to the ACH remittance. If the supplier is having difficulties with the value shown in the invoice # field on the ACH remittance, please discuss this internally.

Check our vendor payment portal for more information about the payment.

<https://vpp.snapon.com> There you can register to view more detail about the payments we have made to you as well as pending payments