Supplier guidelines
How to respond to a purchase order

Table of content

umicore

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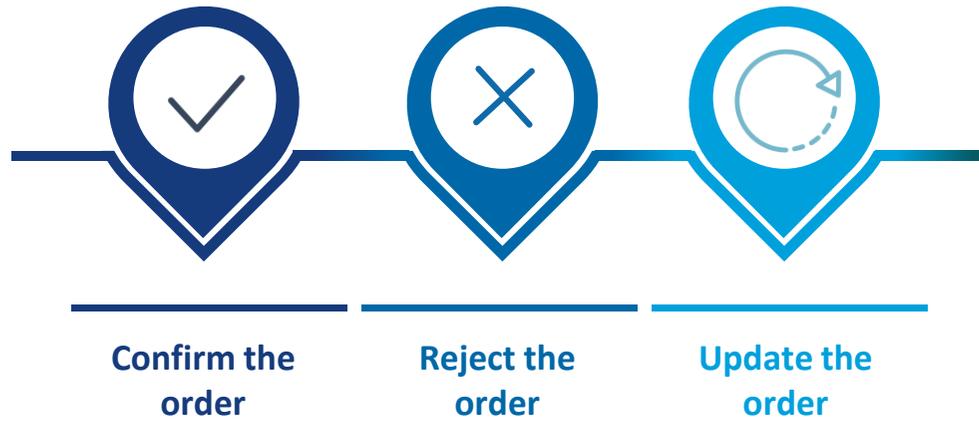
How to respond to a Purchase Order

Order Confirmation

General acknowledgement of the PO

When faced with a PO, you will typically need to acknowledge the PO by means of an **Order Confirmation**. This can consist of different actions:

1. **Confirm** the PO fully or partially

2. **Propose modifications** to the PO. In such cases you'll typically need to wait for Buyer approval and the next version of the PO. This ensures full alignment on the order between you and the Buyer.
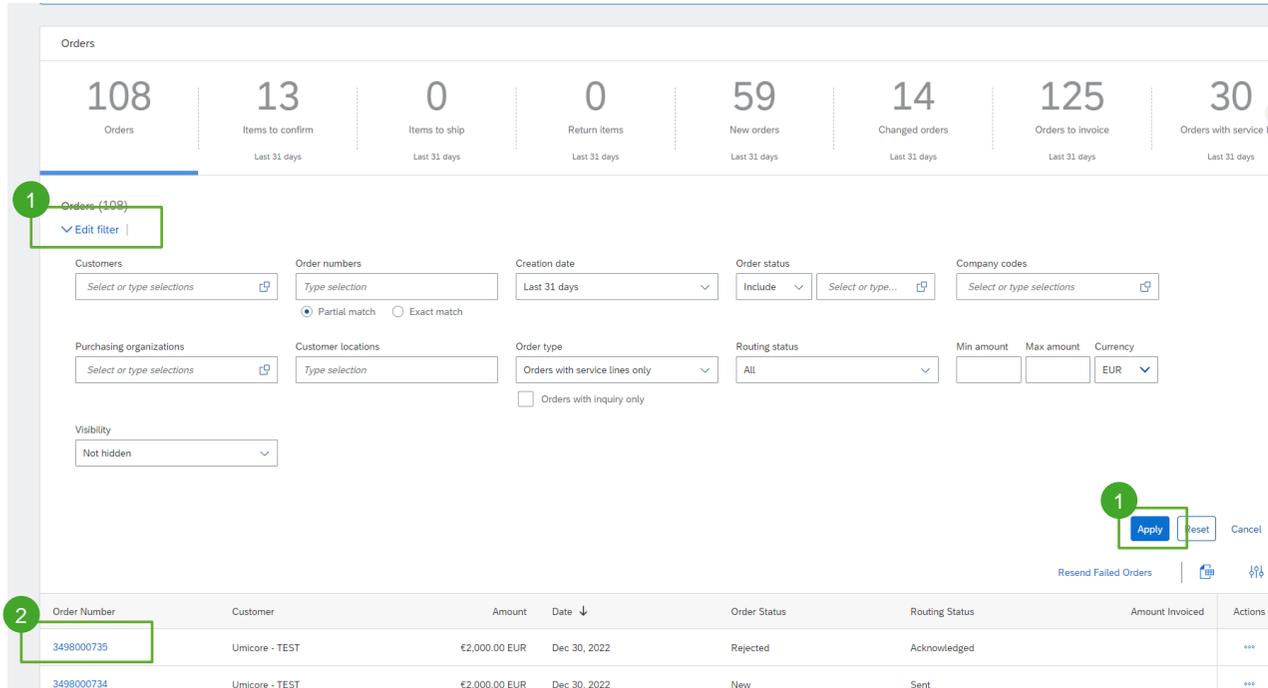
3. **Reject** the PO

ⓘ Additional information:
For a **Service PO**, you could be asked to send a Service Sheet. Please refer to the "Send a Service Entry Sheet" materials on how to act upon a Service PO

Confirm the order

Locate the correct Purchase Order

Log in to your account on supplier.ariba.co and locate the list of all purchase orders via Orders > Purchase Orders

1 Use **"Edit filter"** options to retrieve the correct list of Purchase Order and click on **"Apply"**

2 In the list of Purchase Order, click on the **order number** of the Purchase order you wish to confirm

Confirm entire order

3. On the top left of the purchase order details, click on "Create Order Confirmation" and select "Confirm Entire Order"

Additional information:

i. Please note that this feature should only be used when you agree with the PO price, the quantity and the delivery date.
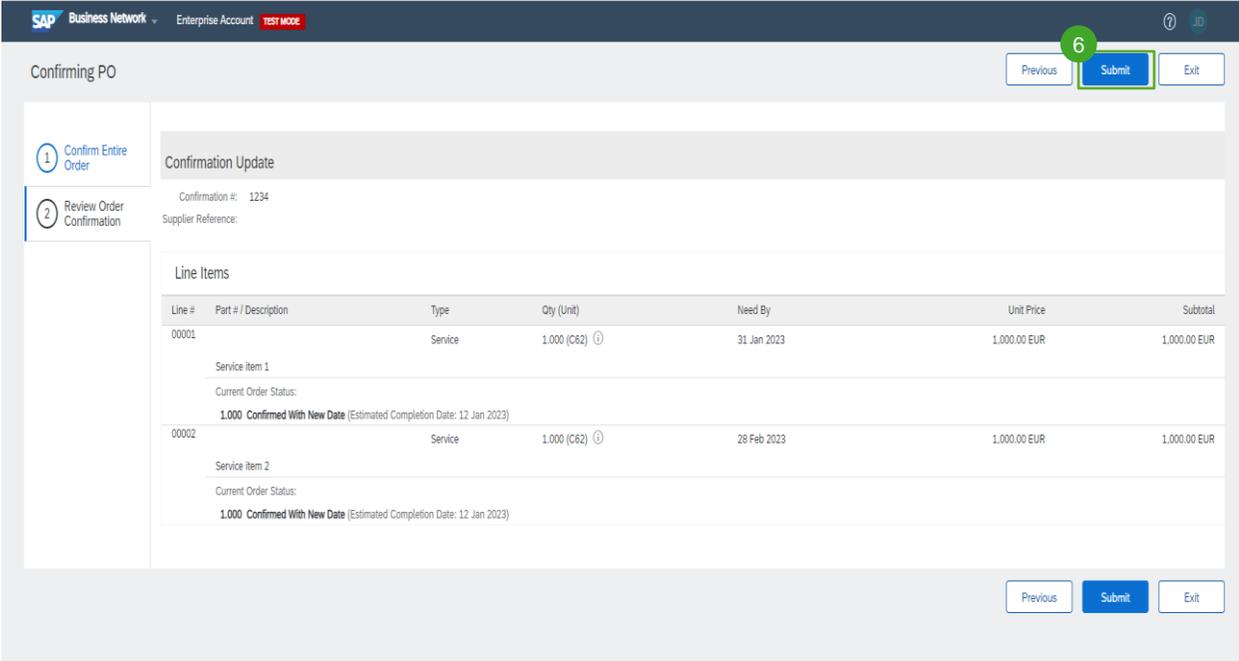
Confirm entire order

4. Enter Confirmation Number (which is any number you use to identify the order confirmation)
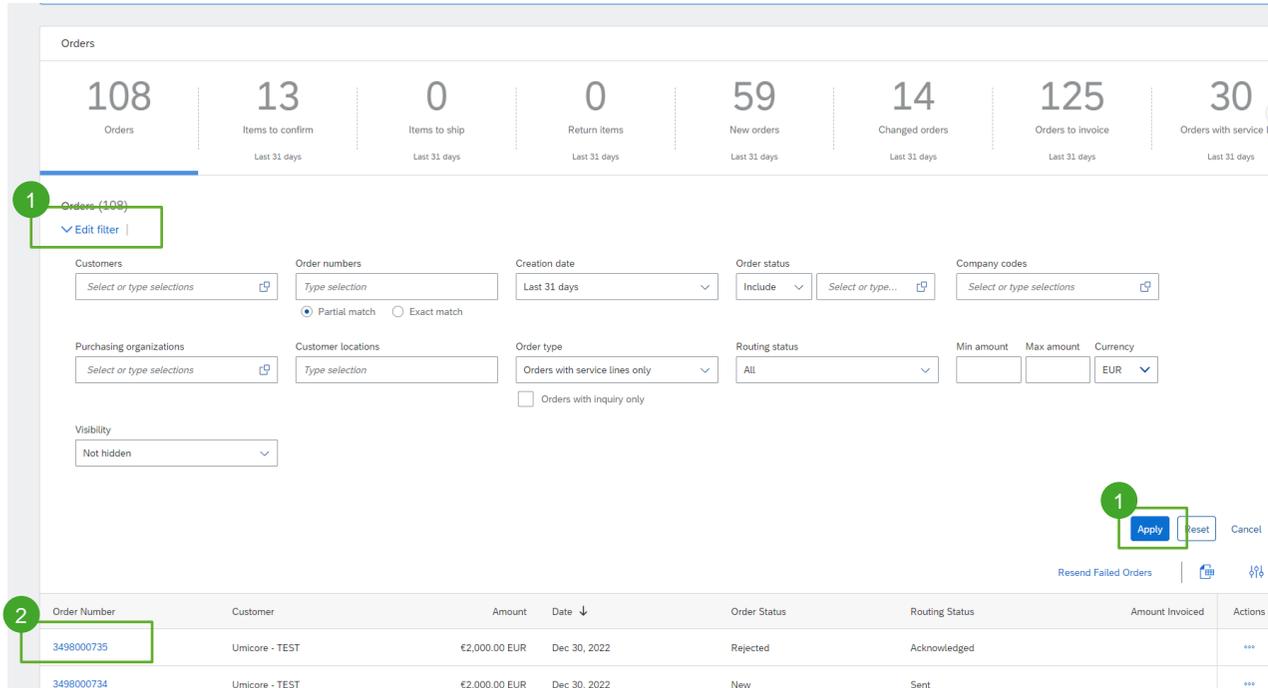
5. Click Next when finished.

Review the order confirmation

6 Review the order confirmation, then click Submit.

Reject the order

Locate the correct Purchase Order

Log in to your account on supplier.ariba.co and locate the list of all purchase orders via Orders > Purchase Orders

1 Use **"Edit filter"** options to retrieve the correct list of Purchase Order and click on **"Apply"**

2 In the list of Purchase Order, click on the **order number** of the Purchase order you wish to reject

Reject the order

3 On the top left of the purchase order details, click on "Create Order Confirmation" and select "Reject Entire Order"

Additional information:

i This feature should be used when you can not deliver the requested goods / services. Umicore will typically cancel the order afterwards.

Reject entire order
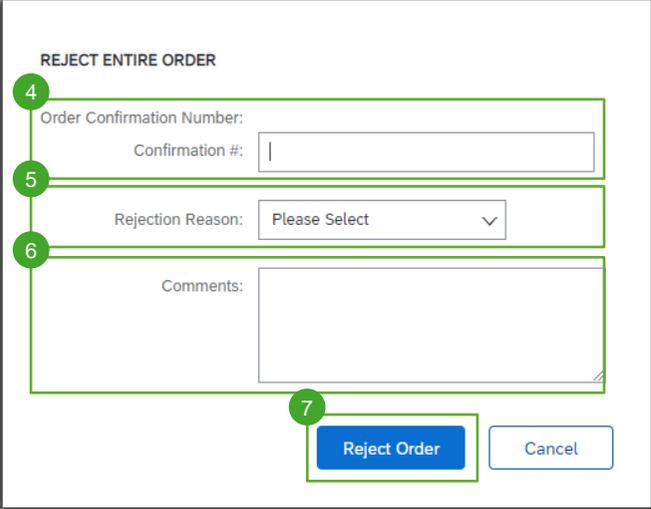
4 Enter Confirmation Number

5 Select the Rejection Reason

6 Add potential comments.

7 Click Reject Order. details, click on "Create Order Confirmation" and select "Reject Entire Order"

Reject entire order

8 Purchase order status will now show as "Rejected"

Update the order

Locate the correct Purchase Order

Log in to your account on supplier.ariba.co and locate the list of all purchase orders via Orders > Purchase Orders

1 Use **"Edit filter"** options to retrieve the correct list of Purchase Order and click on **"Apply"**

2 In the list of Purchase Order, click on the **order number** of the Purchase order you wish to update
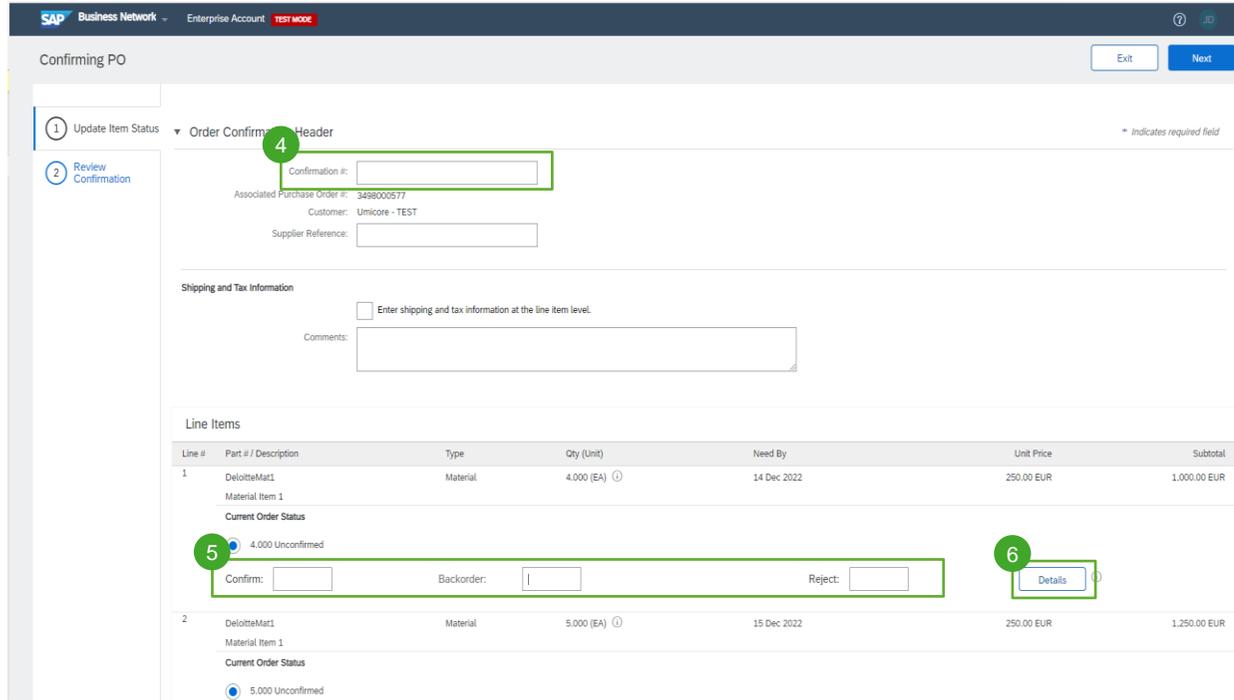
Update the order

On the top left of the purchase order details, click on "Create Order Confirmation" and select "Update line items"

Additional information:

i This feature should be used if you want to request an update to the price or delivery date. This will not automatically create a new version of the PO. The buyer can still reject the proposed changes and cancel the PO.
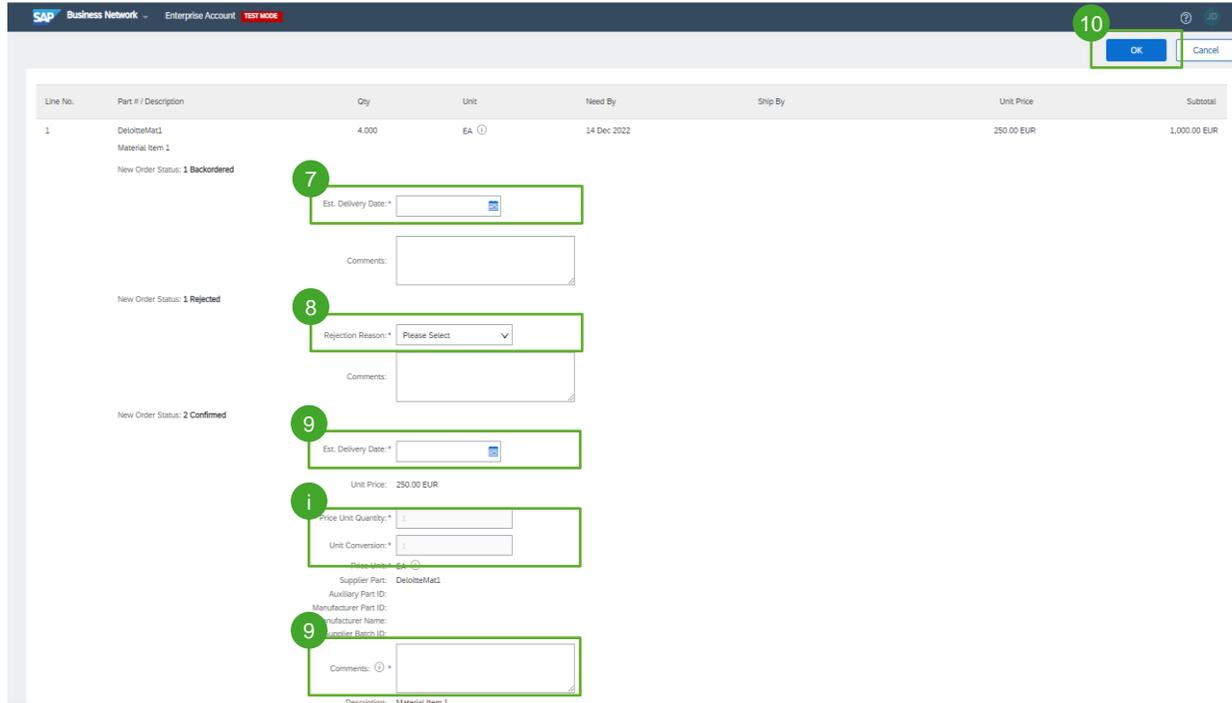
Update the order

4. Complete an order confirmation number of your choosing

5. Complete per line item, the items you can confirm, will need to backorder and will reject

6. Click on "Details" to specify the confirmed, backorder and rejected items

Update the order

7. For backorder items, specifiy the new delivery date
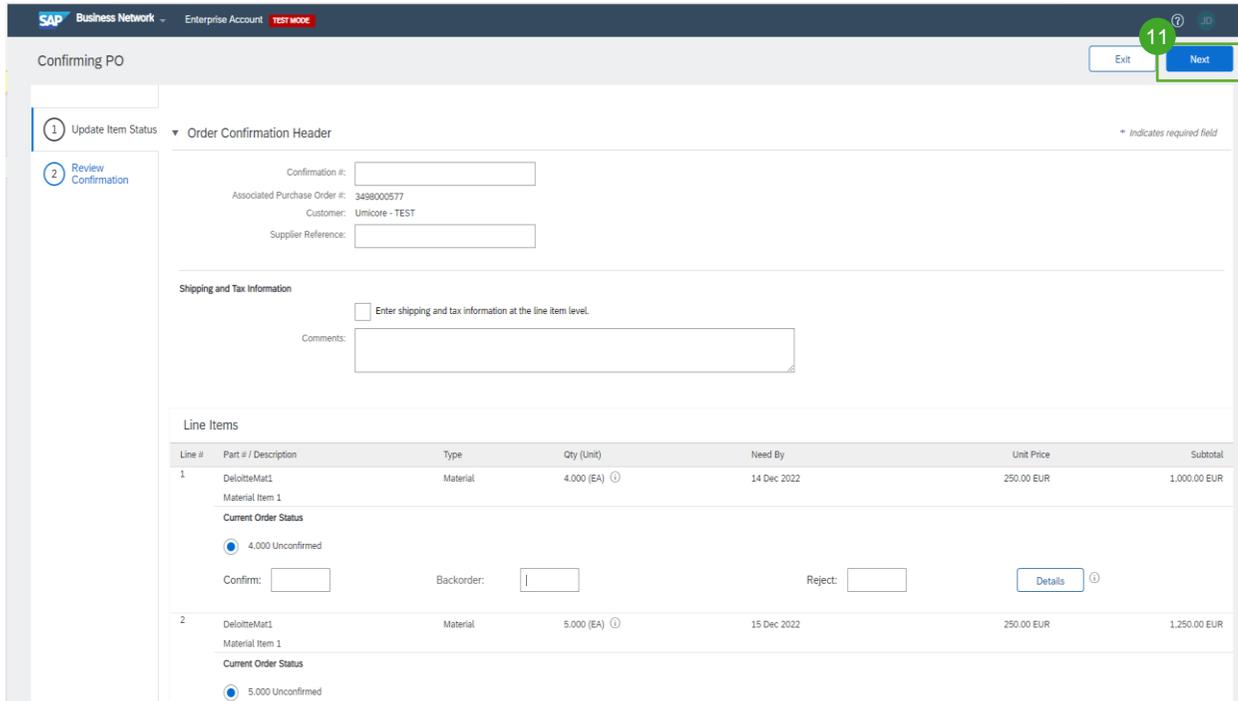
8. For rejected items, select the rejection reason

9. For confirmed items, you can updated the delivery date and add comments.

10. Click "OK" to confirm

i. If a price update is needed, this will need to be done via the comments in the confirmed items

Update the order

11 Click on Next to continue

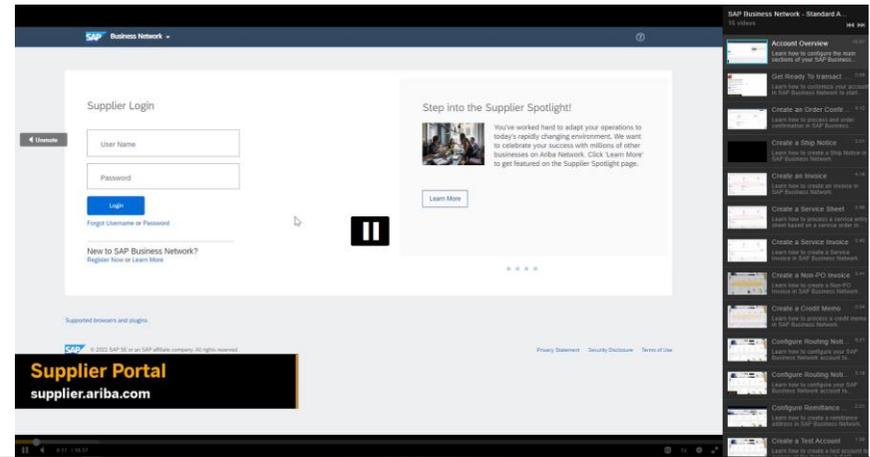# Update the order

Review updated order and click on "submit"

Looking for video material?

Please visit the below link to access the available video material on how to act on the
SAP Business Network:
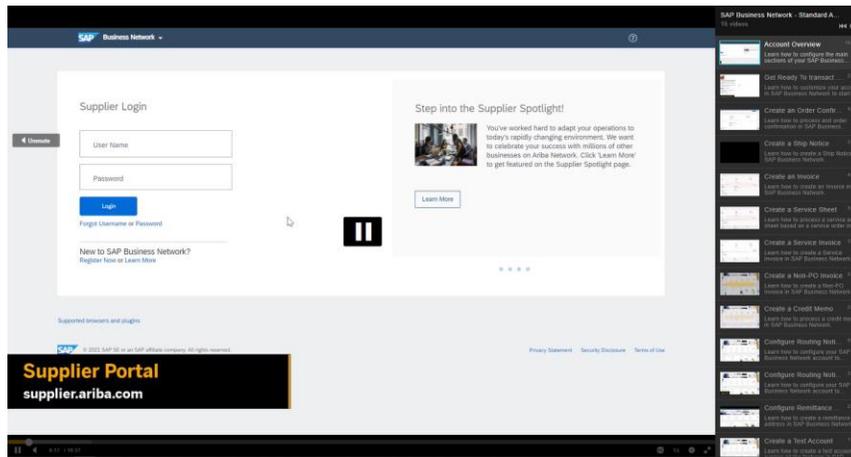
Click here for English

Click here for French

For additional information:
- Please consult our Umicore SAP Ariba supplier zone
- Reach out to your Umicore contact person
- Send an email to our Ariba support team (ariba.supplier.support@umicore.com)