SupplyWEB® Supplier
Quick Reference Guide Version 11.5.03

Sign on to SupplyWEB®

The URL to the PRODUCTION environment is https://supplyweb.snapon.com. **Be sure to allow pop-ups from this site.**

New PO's / Negotiations – please respond within one business day

New PO's appear as 'Proposed PO's'. You may also receive new orders via email as a PDF attachment in addition to seeing them in SupplyWEB. Contact SupplyWEB@Snapon.com to set this up. New PO's have a proposed PO # of the Snap-on PO #. Negotiations are changes after the PO was originally accepted by the supplier. Negotiations have a proposed PO # that is all numeric.

- Slide to Demand, Proposed PO and then click on "Proposed PO Management "
- At PO Status, choose 'Acceptance Required' from the drop down box.
- New PO's appear on the "Acceptance Required" tab. Proposed PO number and PO Number are the same.
- Click on the pencil in the "Edit" Column to see the PO details
- New PO lines have a status of "New line item created by customer".
- After reviewing quantity, date and price and reading all 'notes' on the PO header and line, ,
  - If you agree to all the PO lines, you may print the PPO (from the screen or in PDF format) so that you may enter the order in your system. The complete delivery address now appears on the Proposed PO screen and the corresponding PDF copy. Then click 'Accept All" button at bottom of screen.
  - If you agree to 'some' lines, put a checkmark in front of those lines, then click on the 'ACCEPT" (NOT ACCEPT ALL) button.
  - If you wish to propose changes:
    - Click on the pencil in front of the item you wish to make changes to. Then click on the "Notes" tab.
    - Insert detailed comments in the lower 'Comments' box. Examples of comments are:
      - Change qty from 1 to 5. package qty =5
      - Change date from 5/1/2012 to 5/10/2012 – lead time = 10 days
      - Change date from 5/1/2012 to 5/15/12 – temporary stock out
      - Change price from $1.00 to $1.25 – price change took effect 5/1/12.
    - After making comments in the lower comments box, tab back to the PRICING INFORMATION tab, **insert the correct value/values in the respective boxes for qty, date and price**.
    - Click on SUBMIT button to save your comments. You will be returned to the main PO screen.
    - Click on the "PUBLISH" button to send your changes to Snap-on.
    - The PPO has now moved to the 'Customer Reviewing' Tab of Proposed PO Management
    - The process starts again. When Snap-on responds, you will see the PPO on the 'acceptance required' tab of PPO Management.
      - When Snap-on responds, if they agree to your changes, the PPO will appear on the "Approved' tab of PPO Management. A discrete PO will be automatically generated. Be sure you have your alert turned on so that you know the discrete PO has been created.
      - If they do not agree, it will appear on 'Acceptance Required' tab again. The PPO line status will indicate "Customer Published Decision". You will also get an email alert.

Suppliers Must Provide Accurate Delivery Information

If an order becomes past due, please negotiate a new arrival date. Past Due PO's can be found as a link on the PO tab. If order appears on the 'past due' list but was already shipped, please create and publish a shipper using the original invoice #.

New Parts **Set-up - Parts**

When an item is ordered for the first time, an email alert is sent indicating a 'new part' has been ordered. "New Part" will appear on the subject line of the email. The part number to be maintained will appear in the message body.

- Click on "Set-up" from the top menu (module list). Then choose "Parts"
- Insert part number in the customer part number box at the top of the page. SEARCH
- Click on the pencil in front of the part number
- Click EDIT – insert your part number in to the "Supplier Part Number" box (If desired). SAVE
- Enter "1" into the weight box.
- If you do not wish to enter YOUR part number in the system, you may remove the email alert for new part and disregard the above steps.

Download PO

- If you wish to download PO's into a CSV or XLS format,
- Go to Demand, then discrete PO.
- Enter the search criteria for the PO's you wish to download
- Select the PO's you wish to download by putting a checkmark in front of them. Checkmark on the column heading will select all the PO's on the page. Use Next button if you would like to select PO's from various pages.
- Click on the arrow next to the white box near the bottom of the screen to select the format. Choose desired format.
- Click, the 'DOWNLOAD" button to make an excel file of the PO's selected.
- All PO information, including shipping address and text fields are available in the download.

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<u>Demand Summary</u> **Demand – Demand Summary**
Demand Summary is an alphabetical list of items due to Snap-on in the next 7 calendar days for the facility and ship to you have selected. The number in the box is the quantity of the item that is due (from all PO's) to Snap-on. This report may help you with planning shipments to Snap-on.

<u>Supplier Initiated PO Changes</u> **Discrete PO – Open Purchase Order - Negotiate**
If changes to quantity, date, or price are desired by supplier, **supplier must "propose changes" or 'negotiate' on the order**.

- Find the desired PO. Demand – Discrete PO's. Insert PO # in the PO # box. Change PO status to "All". SEARCH
- Click on eyeglasses to view the detail of the purchase order.
- Put a checkmark in front of the part numbers that have incorrect information
- Click on the "Negotiate" button at the bottom of the screen
- A new screen appears. Insert detailed comments to explain the reason for the proposed change. Examples of appropriate comments are:
    - Change qty from 1 to 5. package qty =5,
    - Change date from 1/1/2010 to 1/10/2010 – lead time = 10 days
    - Change date from 1/1/2010 to 2/1/10 – temporary stock out
    - Change price from $1.00 to $1.25 – price change took effect 1/1/10.
- After making comments in the comments box, insert the correct value/values in the respective boxes for qty, date and price.
- Finally, click on the "Submit" button to send the 'proposed PO' to Snap-on for review/approval.

<u>Supplier Initiated Cancellation</u> **Discrete PO – Open Purchase Order - Negotiate**

- Find the desired PO. Demand – Discrete PO's. Insert PO # in the PO # box. Change PO status to "All". SEARCH
- Click on eyeglasses to view the detail of the purchase order.
- Put a checkmark in front of the part numbers you wish to cancel
- Click on the "Negotiate" button at the bottom of the screen
- In the comment box at the far right, indicate you wish to cancel and why.
- Finally, click on the "Submit" button to send the 'proposed PO' to Snap-on for review/approval.

<u>Supplier wants to cancel the balance of PO after making partial shipment</u>

- Find the desired PO. Demand – Discrete PO's. Insert PO # in the PO # box. Change PO status to "All". SEARCH
- Click on eyeglasses to view the detail of the purchase order.
- Put a checkmark in front of the part number you wish to cancel the balance for
- Click on the "Negotiate" button at the bottom of the screen
- A new screen appears. Insert detailed comments to explain the reason for cancelling the balance.
- Change the quantity box to the quantity previously shipped.
- Finally, click on the "Submit" button to send the 'proposed PO' to Snap-on for review/approval.

<u>Responding to Snap-on initiated PO Changes:</u>

After the PO is agreed to by both Snap-on and supplier, Snap-on may initiate a PO change (quantity, date, price or cancellation requests). If Snap-on does, it will appear as a "Proposed PO". The Proposed PO number on a change request is all numeric and Snap-on PO Number will also be listed

To see Proposed PO's in SupplyWEB:

- Slide from Demand – Proposed PO's and then click on "PPO Management"
- Status – Choose 'Acceptance Required" from the drop down box.
- Press Continue
- You will be redirected to 'Acceptance Required' tab.
- Proposed PO #'s that are all numeric are Negotiations for change or cancellation
- Click the edit button in front of the Proposed PO # to open it up.
- For each entry, open the PO line by clicking on the pencil in front of the line.
- Click on the 'history" tab at the line level, **<u>review quantity, price, date and comments</u>**
    - On PO changes for quantity, date or price, if you agree to the proposed changes
        - Press CANCEL to return to the main page of the PPO.
        - Then click 'Accept All" button at bottom of screen.
        - The PPO automatically moves to the 'approved' tab of PPO Management
    - On PO changes for quantity, date or price, if you agree to 'some' lines:
        - Press CANCEL to return to the main page of the PPO.
        - Put a checkmark in front of those lines you agree to
        - Click on the 'ACCEPT" (NOT ACCEPT ALL) button.
        - The status on those lines will be updated to 'customer approved supplier's acceptance'
        - The remaining lines will still have a box in front of them waiting your decision.
        - When all lines are addressed, press PUBLISH to send responses to Snap-on

Responding to Snap-on initiated Negotiations for PO cancellation:

- Slide from Demand – Proposed PO's and then click on "Proposed PO Management"
- At PO Status – Choose 'Acceptance Required' from the drop down box. Press Continue.
- You will be redirected to 'Acceptance Required' tab. Proposed PO number is all numeric.
- Click on the pencil in the "Edit" Column to see the PO details
- Click on the pencil to open the line
- Click on the 'history" tab at the line level, **review comments**
    - If you are willing to cancel,
        - Press CANCEL to return to the main page of the PPO.
        - Click "REJECT ALL' at the bottom of the page.
        - Be sure to cancel the order in your system.
    - If you are not able/willing to cancel,
        - Click on the pencil in front of the item. Then click on the "Notes" tab.
        - In the 'lower' comments box, insert detailed comments as to why you are unable to comply and click SUBMIT.
        - This will bring you back to the main PPO screen. Click PUIBLISH to send your notes back to Snap-on as to why you cannot comply.

Check status of PO Changes Initiated **Demand - Proposed PO – Proposed PO Management**

Tabs through the middle of the screen indicate PPO status. PPO's appearing on "Acceptance Required" tab are ones the supplier must address; "Customer Reviewing" are PPO's Snap-on must respond to; "Approved" PPO's had negotiations on them but have been accepted by both supplier & Snap-on. "Cancelled" PPO's had negotiations that either Snap-on or supplier did not come to agreement on.

Proposed changes made by the supplier must be agreed to or 'approved' by Snap-on. No shipments can be made against the order until agreement occurs. Once the PPO is completely approved and agreed to by both supplier and Snap-on, shippers can be created and shipments can be processed. Supplier should receive an email when negotiations are 'finalized' if alerts are set properly.

Make Shipments **Shipments – Create Shipper**

If supplier agrees to the PO as issued (price, quantity and delivery date are acceptable), shipments should be made so that the product will ARRIVE a few days before the 'required' date on the PO.

Required date is NOT the SHIP date but the ARRIVAL date of the order. **Follow Snap-on's freight policy/matrix available on the login screen of SupplyWEB.** Please ship product to arrive 2 days prior to the required date on our PO

A supplier will 'create a shipper' when they are ready to make shipment against our purchase order. Shipments can only be made against **discrete** (fully agreed to) orders. If there is a PPO pending, system will not allow a shipper to be created.

- To create a shipper, select Shipments and then click on 'Create Shipper"
- Select Facility ship to and from locations in the drop down boxes based on values shown on our purchase order. DO NOT CHANGE the shipper #.
- Open Advance Criteria to insert your PO #. Press "Continue"
- **If your system is capable of invoicing multiple Snap-on shipments on one invoice, you may ship multiple PO's destined for the same address together on one shipper.** In this case, you would not insert a PO # in the PO # box. **Press Continue**
- Put a check mark in the box in front of each line that will be shipped. Confirm the qty being shipped in the white box. If shipping less than the full qty, overtype the qty to be the actual qty shipping. NEVER overtype/ship more than what is on the PO.
- Click on "CREATE SHIPPER" If no items are selected, the shipper will be created without any items on it.
- Click on "EDIT" in the middle of the page to enter shipping information.
    - Choose the carrier from the SCAC drop down list.
    - Put the tracking # in the "BILL OF LADING" field.
    - **Invoice # is a required field**. The invoice # will be the reference # you will see on our remittance advice when payment is made. Any A/R relevant number can be used.
- **VERY IMPORTANT Open the Shipper detail line. Review how the quantities will be applied. If multiple instances of the same part number are on the shipper, allocate the quantity being shipped to the oldest lines first.**
- Scroll down on the right. Click "VALIDATE". A message "Validated Successfully" appears at the top of the screen.
- If there are no errors, the shipper is saved as a 'staged' shipper
- For orders shipping to Snap-on facilities, click on "PRINT SHIPPING DOCUMENTS" then click "GENERATE DOCUMENT". For orders shipping to customers (where the facility is "Direct Delivery"), it is not necessary to print the Packing Slip.
- Place the packing slip in a sleeve on the outside of box #1. Mark multiple boxes 1 of 3, 2 of 3, and 3 of 3, etc.
- If invoice # and tracking info was known and placed in the respective boxes, click "PUBLISH" to send the ASN and invoice Snap-on.

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Important Reminders related to Shipper creation:

- The value placed in the 'INVOICE" field will be the value which appears on our remittance advice with our payment.
- **Timing is critical on shipments to Snap-on facilities**. You must **PUBLISH the shipper prior to the product arriving at our DC door** (or the bar code label will not work) and you will NOT see your invoice on our remittance.
- Any applicable freight charges should be billed to CASS Information Systems. Applicable UPS charges should be billed to the appropriate account based on location. See the Snap-on Freight Policy link on the login screen to SupplyWEB.

To fix Net Weight must be entered for Line Item with part No XXX and PO #.

- Open the Shipper
- Click on the pencil next to the line item
- Make sure the Ship Qty, Net weight (on the Line Item Info) and Ship Qty (on the Purchase Orders Area) all say the amount you are shipping.
- Normally you have to fill in the Net Weight box. The quantity you enter in there is the quantity you are shipping NOT the actual weight.
- Click Save.

View Shipper History **Shipments – View Shipper History**

This session allows you to search by shipper type including staged, intransit, published or deleted.

Payment Related

- Please do NOT send paper / emailed invoices for shipments made in SupplyWEB. Your invoice # is provided to us in a file when the shipper is PUBLISHED.
- The value placed in the 'INVOICE" number field will be the value which appears on the remittance advice with payment. If you are not seeing your correct invoice #, it is because either your shipper or A/R person doing this step at your location is not putting the correct information in the box.
- Snap-on makes payments to you based on receipt. The clock starts counting on payment terms when the receipt is posted in our system.
- When supplier publishes the shipper (with invoice # to bill Snap-on), an ASN (Advance Ship Notice) is created and stored in the Shipments – View ASN's section of SupplyWEB.
- If Snap-on receives 'short' (less than qty on SW packing slip), Snap-on pays for the actual quantity received. The PO may already be closed in SupplyWEB (as you created the shipper for the full quantity).
- If Snap-on received 'over' (more than qty on SW packing slip) or a mis-ship (wrong item), we will contact you to advise if we are going to keep the product or return it.
- Please do not randomly 'apply' payments from us to other PO's in your system. This will cause confusion. Please email Accounts Payable at accountingservices@snapon.com if there are questions before applying payments elsewhere or **Check our vendor payment portal at https://vpp.snapon.com**
- The Snap-on Freight Policy is linked to the home page of SupplyWEB (right side). Supplier is instructed to PUBLISH shipper immediately, or within one business day. **If your shipping location is less than 1 business day from the destination of the order, you must PUBLISH the shipper sooner (BEFORE the product arrives at our door).** If supplier does not 'PUBLISH' shipper timely, there is a good chance that we will receive the order in 'manually' on our end. In that case, we did not have your invoice # when payment was processed and the remittance advice will show our PO # dash PO line # (ex: 1YN123083-1) instead of your invoice #. You will need to reconcile this payment internally.
- If supplier is seeing payments coming through with a name or PO # instead of your invoice #, this means whoever is responsible to PUBLISH shippers at supplier location is not following directions.

Set up your home page **Preferences – Configure EMC**
Event Management Console (EMC) is also your home page in SupplyWEB® and can be configured by each individual user. Put a checkmark on event to "Show" it on its category tab. In the center of the screen, enter the position for each tab – purchase orders, proposed purchase orders, shipping and receiving.

Set up (Email Notifications) **Preferences – Configure Alerts**
Each user can configure 'alerts' (email notifications) in SupplyWEB®.

User Profile **Preferences – Edit User Profile**
Change your desktop theme (colors), street address or email address. Be sure to change the supplier password. Always keep you User information current.

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Security Questions **Preferences – Security Questions**

After the Security Questions are completed, if you don't remember your password, you may select the 'Forgot Username or Password' Link on the Login Page of SupplyWEB to recover it.

- Go to Preferences- Security Questions in SupplyWEB.
- Check the box to the left of 3 Security Questions that you have chosen to answer.
- Type the answer to each question in the box to the right.
- After answering 3 Questions, click on 'Submit'.

For any questions about SupplyWEB, please contact us at SupplyWEB@Snapon.com or 262-656-6411
For any questions about the PO content, contact the planner of the PO. Email address can be found on the PPO and Discrete PO.