



## How to answer for PO Cancellation request?

### Introduction

We created this guide to help showing the STEPS and ACTIONS you should take to be able to send Purchase Order (PO) Cancellation reply to Jabil with email text collaboration.

### Purchase Order Cancellation request communication

You will receive an email with embedded HTML table in email body text from the **e2open** system email address: [mailer@services.e2open.com](mailto:mailer@services.e2open.com)

Suppliers receive PO Cancellation requests in the Weekly Summary of Discrete Purchase Order Lines Alert:

Cancellation Request Alert types	Description
Summary of Discrete Purchase Order Lines	This is a weekly notification about Jabil Open PO details and required actions

### Cancellation confirmation options

#	Confirmation Option	Description
1	<a href="#">Cancel Accepted</a>	If you <b>can</b> accept Jabil Requested PO to Cancel
2	<a href="#">Cancel Rejected</a>	If you <b>cannot</b> accept Jabil Requested PO to Cancel

### Cancellation Confirmation Procedure

Step	Action						
1	Open the email you received and click "REPLY" >> with that action you can start editing the table in the email body text.						
2	In the column Cancel Request two types of cancel requests are visible "Cancel" and "Partial Cancel." <b>Partial Cancel</b> represents a PO quantity reduction request from Jabil. The ' <b>Qty to Cancel</b> ' field indicates the quantity that Jabil requested to cancel						
3	Update your reply in Email table based on the provided instructions: <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th>If</th> <th>Then</th> </tr> </thead> <tbody> <tr> <td>You <b>can</b> accept Jabil PO Cancellation Request</td> <td>GO to <a href="#">Option 1</a></td> </tr> <tr> <td>You <b>cannot</b> accept Jabil PO Cancellation Request</td> <td>GO to <a href="#">Option 2</a></td> </tr> </tbody> </table>	If	Then	You <b>can</b> accept Jabil PO Cancellation Request	GO to <a href="#">Option 1</a>	You <b>cannot</b> accept Jabil PO Cancellation Request	GO to <a href="#">Option 2</a>
If	Then						
You <b>can</b> accept Jabil PO Cancellation Request	GO to <a href="#">Option 1</a>						
You <b>cannot</b> accept Jabil PO Cancellation Request	GO to <a href="#">Option 2</a>						



# SUPPLIER COLLABORATION

## Option 1

### Accept PO Cancellation Request

															4	4	5	1 2 3 6												
#Purchase Order No.	Line ID	Line State	Schedule ID	Schedule State	Supplier Code	Supplier Name	Jabil Part Number	Jabil Part Description	Manufacturer Part Number	Manufacturer Name	Media Code	Request Qty	Total Reserve Qty: (Line)	Open Qty	Promise ID	Promise State	Promise Qty	Unit Of Measure	Request Date	Rescheduling Message	Confirmed Arrival Date	Confirmed Ship Date	Transit Time	Tracking Number	No. Cancel Reason Code	Cancel Request	Qty to Cancel	Cancel Response	Jabil Comment	Supplier Comment
订单编号	行号	行状态	计划ID	计划状态	供应商代码	供应商名字	捷普产品编号	捷普产品描述	制造商产品号	制造商名称	需求数量	已收货数量	未清数量	承诺ID	承诺状态	承诺数量	单位	需求日期	再计划消息	承诺到达日期	承诺发货日期	运输时间	运单号	不承诺理由	捷普单号	捷普单号	捷普单号	捷普单号	交货地点	采购员名字
1302595757	1	Open	1	Open	0000260326	Test Inc.	HB115913	PartDescriptionTest1234	TEST CODE	JABIL	REEL	110	0	110	1	Confirmed		EA			2025-10-21		7			Cancel	110	Cancel accepted		
1302595757	2	Open	1	Open	0000260326	Test Inc.	HB115916	PartDescriptionTest5123124	TEST CODE	JABIL	REEL	60	0	60	1	Unconfirmed	40	EA	2025-10-21		2025-10-21		7			Partial Cancel	20	Cancel accepted		Partial cancel accepted
1302596089	1	Open	1	Open	0000260326	Test Inc.	HB115913	PartDescriptionTest1234	TEST CODE	JABIL	REEL	500	0	500	1	Unconfirmed	500	EA	2025-09-30				7			Partial Cancel	350	Cancel Rejected		EOI

Step	Action
1	<u>Cancel Request</u> = Cancel or Partial Cancel
2	<u>QTY to Cancel</u> field indicates the quantity that Jabil requested and Supplier accepted to cancel. You can edit this field, but the qty cannot be higher than the requested quantity to cancel
3	<u>Cancel RESPONSE</u> field: populate with ' <b>Cancel Accepted</b> ' value.
4	<ul style="list-style-type: none"> <li>• Publish recalculated <b>Promise qty = (Open Qty - qty to Cancel)</b></li> <li>• <b>Ensure that Promise qty + Approved Cancel qty is less or equal to Open qty</b></li> <li>• Leave the promise qty field blank in case of full PO cancellation</li> </ul>
5	<ul style="list-style-type: none"> <li>• Ensure to publish <b>Confirmed Arrival date</b> of remaining qty,</li> <li>• Leave Confirmation Date fields blank in case of full PO cancellation.</li> </ul>
6	Share further note or Message in <u>Supplier Comment</u> field
7	Send a reply to the original mail address. <b>Do not change the Subject!</b>

NOTE: you **cannot** provide Cancel Response against a PO schedule line or promise line where is no Cancel or Partial Cancel Request!



## Option 2

### Reject PO Cancellation

#Purchase Order No.	Line ID	Line State	Schedule ID	Schedule State	Supplier Code	Supplier Name	Jabil Part Number	Jabil Part Description	Manufacturer Part Number	Manufacturer Name	Media Code	Request Qty	Total Received Qty. (Line)	Open Qty.	Promise ID	Promise State	Promise Qty.	Unit Of Measure	Request Date	Reschedule Message	Confirmed Arrival Date	Confirmed Date	Transit Time	Tracking Number	No. Commit Reason Code	Cancel Request	Qty to Cancel	Cancel Response	Jabil Comment	Supplier Comment
行单编号	行状态	计划ID	计划状态	供应商代码	供应商名字	捷特产品编号	捷特产品描述	制造商产品号	制造商名称	需求数量	已收货数量	未清数量	承诺ID	承诺状态	承诺数量	单位	需求日期	再计划消息	承诺到达日期	承诺发货日期	承诺时间	运单号	不承诺理由	捷特单号	捷特单意见	供应商的意见	交货地点	采购员名字		
1302595757	1	Open	1	Open	0000260326	Test Inc.	HB115913	PartDescriptionTest1234	TEST CODE	JABIL	REEL	110	0	110	1	Confirmed		EA			2025-10-21		7			Cancel	110	Cancel accepted		
1302595757	2	Open	1	Open	0000260326	Test Inc.	HB115916	PartDescriptionTest5123124	TEST CODE	JABIL	REEL	60	0	60	1	Unconfirmed	40	EA	2025-10-21		2025-10-21		7			Partial Cancel	20	Cancel accepted		Partial cancel accepted
1302596089	1	Open	1	Open	0000260326	Test Inc.	HB115913	PartDescriptionTest1234	TEST CODE	JABIL	REEL	500	0	500	1	Unconfirmed	500	EA	2025-09-30				7			Partial Cancel	350	Cancel Rejected		EOL

Step	Action
1	<u>Cancel Request</u> = Cancel or Partial Cancel
2	<u>QTY to Cancel</u> field indicates the quantity that Jabil requested and Supplier accepted to cancel. You can edit this field, but the qty cannot be higher than the requested quantity to cancel
3	<u>Cancel RESPONSE</u> field: populate with ' <b>Cancel Rejected</b> '
4	<ul style="list-style-type: none"> <li>• Publish <b>Promise qty</b></li> <li>• Ensure Promise qty is less or equal to Open qty</li> </ul>
5	Ensure to publish <b>Confirmed Arrival Date</b> if you Reject PO Cancellation.
6	Share further note or Message in <u>Supplier Comment</u> field.
7	Send reply to the original mail address. <b>Do not change Subject!</b>

NOTE: you **cannot** provide Cancel Response against a PO schedule line or promise line where is no Cancel or Partial Cancel Request!