



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.

Purchase Order Cancellation request communication

You will receive an email with an Excel attachment from the **e2open** system email address: 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	Cancel Accepted	If you can accept Jabil Requested PO to Cancel
2	Cancel Rejected	If you cannot accept Jabil Requested PO to Cancel

Cancellation Confirmation Procedure

Step	Action						
1	Download the Excel file and Open						
2	In the column Cancel Request two types of cancel requests are visible "Cancel" and "Partial Cancel." Partial Cancel represents a PO quantity reduction request from Jabil. The ' Qty to Cancel ' field indicates the quantity that Jabil requested to cancel						
2	Update your confirmation in Excel 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 can accept Jabil PO Cancellation Request</td> <td>GO to Option 1</td> </tr> <tr> <td>You cannot accept Jabil PO Cancellation Request</td> <td>GO to Option 2</td> </tr> </tbody> </table>	If	Then	You can accept Jabil PO Cancellation Request	GO to Option 1	You cannot accept Jabil PO Cancellation Request	GO to Option 2
If	Then						
You can accept Jabil PO Cancellation Request	GO to Option 1						
You cannot accept Jabil PO Cancellation Request	GO to Option 2						



SUPPLIER COLLABORATION

Option 1

Accept PO Cancellation Request

#	Purchase Order No.	Line ID	Line State	Sched	Schedule	Supplier	Supplier	Jabil Part	Request	Open Qty.	Promise	Promise	Promise	Unit Of	Requested	Rescheduling	Confirmed	Confirmed	Transit	Tracking	No Commit	Cancel	Qty to	Cancel	Supplier	
				ule ID	State	Code	Name	Number	Qty.		ID	State	Qty.	Measure	Delivery Date	Message	Arrival Date	Ship Date	Time	Number	Reason Code	Request	Cancel	Response	Comment	
1	302595755	1	Open	1	Open	000026032	Test Conn HB1159313		1000,0000	1000,0000	1	Unconfirme	EA	2025-09-26					7							
2	302595756	1	New	1	New	000026032	Test Conn HB1159313		70,0000	70,0000	1	Unconfirme	EA	2025-09-23					7							
3	302595758	1	New	1	New	000026032	Test Conn HB1159316		130,0000	130,0000	1	Unconfirme	EA	2025-09-23					7							
4	302596087	1	Open	1	Open	000026032	Test Conn HB1159313		500,0000	500,0000	1	Unconfirme	EA	2025-11-25					7			Cancel	500			
5	302596088	1	Open	1	Open	000026032	Test Conn HB1159313		500,0000	500,0000	1	Unconfirme	EA	2025-12-23					7			Cancel	500			
6	302596089	1	Open	1	Open	000026032	Test Conn HB1159313		500,0000	500,0000	1	Unconfirme	EA	2025-09-30					7			Partial Cancel	350			
7	302596100	1	New	1	New	000026032	Test Conn HB1159313		500,0000	500,0000	1	Unconfirme	EA	2025-12-30					7							

Step	Action
1	Cancel Request = Cancel or Partial Cancel
2	QTY to Cancel 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	Cancel RESPONSE field: populate with 'Cancel Accepted' value from the drop-down list
4	<ul style="list-style-type: none"> Publish recalculated Promise qty = (Open Qty - qty to Cancel) Ensure that Promise qty + Approved Cancel qty is less or equal to Open qty Leave the promise qty blank in case of full PO cancellation
5	Ensure to publish Confirmed Arrival date of remaining qty, leave blank in case of full PO cancellation.
6	Share further note or Message in <u>Supplier Comment</u> field
7	Save attachment. Do not rename the attachment!
8	Send a reply to the original mail address and attach the updated Excel file. Do not change the Subject!

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



SUPPLIER COLLABORATION

Option 2

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5

1

2

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Reject PO Cancellation

#	1	2	5	6	7	12	13	14	15	16	17	18	19	21	22	23	26	27	28	30
*Purchase Order No.	*Line ID	*Line State	*Supplier Code	Supplier Name	*Jabil Part Number	*Request Qty.	Received Qty	Open Qty.	Promise ID	Promise State	*Promise Qty	Unit Of Measure	*Requested Delivery Date	*Confirmed Arrival Date	Confirmed Ship Date	Transit time	Cancel Request	Qty to Cancel	Cancel Response	Supplier Comment
1302596087	1	Open	0000260326	Test Connectic	HB1159313	500.0000	0.0000	500.0000		Unconfirmed	500.0000	EA	2025-11-25	2025-12-23		7	Cancel	500	Cancel Rejected	
1302596088	1	Open	0000260326	Test Connectic	HB1159313	500.0000	0.0000	500.0000		Unconfirmed	500.0000	EA	2025-12-23	2025-09-30		7	Partial Cancel	350	Cancel Rejected	
1302596089	1	Open	0000260326	Test Connectic	HB1159313	500.0000	0.0000	500.0000		Unconfirmed	500.0000	EA	2025-09-30			7	Cancel	500	Cancel Rejected	
1302596100	1	New	0000260326	Test Connectic	HB1159313	500.0000	0.0000	500.0000		Unconfirmed						7				

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. In case Cancel is rejected > No need update in this field!
3	<u>Cancel RESPONSE</u> field: populate with ' Cancel Rejected ' value from drop-down list
4	<ul style="list-style-type: none"> • Publish Promise qty • Ensure Promise qty is less or equal to Open qty
5	Ensure to publish <u>Confirmed Arrival Date</u> if you Reject PO Cancellation
6	Share further note or Message in <u>Supplier Comment</u> field
7	Save attachment. Do not rename the attachment!
8	Send reply to the original mail address and attach updated Excel file. Do not change Subject!

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