

Customer Care Tip, February 2008: Item Exceptions

Overview:

We continue to update the Datalliance® offering to increase the value of the service provided to our customers. With the last two releases, extended functionality was added to assist Suppliers in managing exceptions at the Location/item level. But you may be asking yourself why you should care? The reality is that, in the past, Suppliers were managing Location/Item exceptions with manually maintained 'lists'. These lists said things like:

- Always ask the Buyer before ordering PART 123 as not all demand is being reported and he/she wants to review and okay the order quantity with each order
- Do not suggest transfer of item ABC123 as it is too big and the Buyer will never approve a transfer versus order
- Always order item PART XYZ in pallets as due to usage and weight the Buyer finds it most economical to order in pallets for Location 1.

If you have found yourself maintaining long lists of 'exceptions' for a Distributor, the newly added Item Details Exceptions page is your answer to telling the system to treat an item at the Location level in some special way so that you don't have to manually review your 'list' to make sure you do what your Distributor wants.

The Exceptions page can be reached from the Item Details screen and will look similar to the example shown below:

Update Item Exceptions ⓘ

Distributor Location Hot Water, MS Description PART
Distributor Catalog ID ABC 123 Distributor UPC

Alert Comments

Exclude from Excess Available

Warning: Please ensure pack size override conforms with standard ordering rules.

Pack Size Override (Supplier Units)

Min OQ	Pack Size 1	Pack Size 2	Pack Size 3	Quantity UOM
1	0	64	1728	EA

Update

Details:

From this page, much can be done to assist the Planner in scratching items such as described in the examples above from their 'list'. For example, a customized comment can be added for an item ('A' shown above) that will appear in the Alert text if and when the item is suggested for order. There are 45 characters of free form text available. The use of this field will support the communication of important and/or critical information so that you can scratch items with special ordering requirements from your 'list'. Below is an example of how this item would look on the order.

AC	Description	Dist Cat	OP Ty...	Use...	PG	OQ	OQ U...	NQA	OP	Dst ...
1	PART	ABC 123	Min ...	A	12	1728	EA	0	1	EA

Item Alerts
Location Item Alert - Use Pack Size 1728 Until 07/01/2008

The "Exclude from Excess Available" drop down box ('B' shown above) allows for the inclusion or exclusion of any excess inventory identified for this item from being suggested for transfer to another Location. When 'YES' is selected, any excess inventory calculated for this item will not be included on a suggested transfer report or show as a quantity available for transfer on a PO worksheet. The Planner might choose to tell the system not to suggest transfer of excess inventory if the size, weight, or risk of breakage of the item involved in transferring is too great. A Planner might also set this option to 'Yes' if the Buyer for a given Location finds the item so critical to its success that he/she will never okay a transfer, the additional inventory is being held due to upcoming seasonal demand, or the item was ordered in advance of a promotion. Scratch another item off your 'list'.

Finally, the exceptions page will also allow for a Pack Size Override order quantity to be set ('C' shown above). As we want to ensure that Supplier packaging 'rules' are not broken, the known pack sizes for the item, found in the Supplier Inventory Master (SIM), are displayed. In the example above, the minimum order quantity is 1, and there are two additional pack sizes available: 64 and 1,728. This feature allows the Planner to tell the system the packaging quantity that the Buyer would like to be enforced for an item for a given Location. For example, the minimum order quantity may be 1, a box is 64, and a pallet is 1,728. To increase warehouse productivity, the Buyer may tell you that he/she would prefer a specific Location to order an item in full pallet quantities. For this

example of the sample item shown earlier, the “Pack Size Override” value would be set to 1,728. Since the Pack Size Override is customizable by Location, a value can be selected that best matches the size of the Location and/or speed of movement of the item. Scratch another item off your ‘list’.

As illustrated in the examples above, the Exceptions page has valuable features that will allow a Supplier to manage additional exceptions at the Location/Item level more effectively and hopefully toss those manually maintained lists where they belong, in the trash can (umm, recycling bin).