



Commerce One Supplier E-Mail Response

Version 1.0

Help

September 2005

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Commerce One Supplier E-Mail Response Version 1.0 Help

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1 The Basics

Welcome to Supplier E-Mail Response Help

To view help, click a help topic title in the list in the left-hand frame, or click:

- About the Supplier E-Mail Response Application
- How to Get Help
- Terms and Conventions

About the Supplier E-Mail Response Application

Commerce One Supplier E-Mail Response, Version 1.0

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Commerce One, Powering the Business Internet, Many Markets. One Source., Commerce One Source, Commerce One Buy, Commerce One Procurement, Commerce One Collaborative Platform, Commerce One Community Manager, Process Manager, Commerce One Web Services Framework, Commerce One Auction, Transaction Manager, Commerce One Business Intelligence Framework,

XML Common Business Library, Global Trading Web, GTW, Commerce One.net, xCBL MailBox, MarketSite, eLink, Net Market Maker, XML Development Kit, xDK, XML Commerce Connector, xCC, BuySite, xCBL, RoundTrip, Commerce Chain, Commerce One Supplier Order Management, and SupplyOrder are registered marks, trademarks or service marks of Commerce One, LLC. All other company, product, and brand names are trademarks of their respective owners.

How to Get Help

This topic explains the basics of how to:

- Access Online Help,
- Navigate Online Help,
- Print Online Help, and
- Other Ways to Get Help

Access Online Help

After opening the Supplier E-Mail Response application, click the Help hyperlink, located near the upper, right-hand corner of your screen, to view the associated online help.

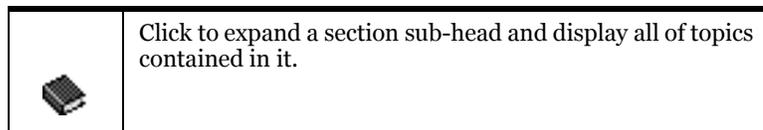
After clicking the link, the Supplier E-Mail Response application opens a new browser window containing:

- The Contents Tab,
- The Index Tab,
- The Search Tab, and
- The Text Frame

Contents Tab

Click the Contents tab to view an expandable and collapsible table of contents of all Help topics.

In the Help table of contents:



	Click to collapse a section sub-head and hide all of topics contained in it.
	Click to view a topic in the Text Frame, to the right of the browser window.

Index Tab

Click the Index tab to view an alphabetical list of subjects and terms mentioned in all Help topics.

Click a term in the Index to:

- View the relevant topic in the Text Frame, or
- If the subject or term occurs in more than one topics title, a list of relevant topic titles is displayed in the Text Frame, to the right of the browser window. Click on one to view it.

Search Tab

Click the Search tab to search for a word or phrase in any Help topic.

1. Click in the text box, below the tab heading.
2. Type all or part of a word or phrase.
3. Click Search.

The browser displays a list of relevant topic titles below the Search text box.

4. Click a topic title to view the topic in the Text Frame, to the right of the browser window.

Text Frame

When Help is started, this frame displays the Help title.

When you have selected a topic to view, in the Contents Tab, Index Tab or Search Tab, the topic is displayed here.

Navigate Online Help

The Table of Contents frame at the left side of the browser window enables you to Access Online Help topics. Click on a topic title to display that topic in the Text Frame (this area of the Help window).

Hyperlinks

Some topics displayed in the Text frame also include hyperlinks that allow you to jump to other useful places and topics. You can click these links for more detailed explanations, or to move to a related topic.

Hyperlinks are normal text but they are displayed in color or are underlined, like this:

This is a [Hyperlink](#). Click on it to demonstrate how it works.

Some other hyperlinks are provided for you to connect, over the internet, to Commerce One. For these hyperlinks to work, you must have an internet connection, via a network or a modem on your computer.

These internet hyperlinks are displayed in blue and underlined, like this link to the www.commerceone.com Home page.

Move Forward and Back

You can move forward and back through the Supplier E-Mail Response Help using:

- The Browser Menus,
- The Browser Tool Bar, or
- The Help Text Frame Icons.

Browser Menus

If your browser Help window displays a menu bar, you can move back and forward through previously viewed Help topics.

- In most versions of Internet Explorer, click View | Go to | Back or Forward.
- In most versions of Netscape Communicator, click Go Back or Forward.

In either case:

- Back steps back through topics in the sequence that you read them.
- Forward returns forward through your sequence of previously read topics.

Browser Tool Bar

If your browser Help window displays a tool bar, you can select to move back and forward through previously viewed Help topics.

- Click the Back button to step back through topics in the sequence that you read them.
- Click the Forward button to return forward through your sequence of previously read topics.

Help Text Frame Icons

At the top of the text frame are icons used to move forward and back through all topics in the Online Help:

	Click to move back, topic-by-topic, through Online Help topics. You can view all topics, in reverse topic order, not just your previously viewed topics.
	Click to move forward, topic-by-topic, through the Online Help topics. You can view all topics, in topic order, not just your previously viewed topics.

If you scroll down to the bottom of a help topic, you can see a shortcut button allowing a quick return to the top of the topic:

	Click to move back to the top of the Online Help topic.
-----------------------------------------------------------------------------------	---------------------------------------------------------

Your browser may also have a menu bar and a toolbar used to control page-to-page navigation.

Different browsers have differences in appearance or performance but in any of them you will have controls to:

- Go Back to the last viewed page,
- Go Forward to the next viewed page, or
- Close [X] the browser window.

Check your browser's Online Help or User Guide for more information.

Netscape Oddities

The Netscape Navigator Version 4.x browser does not fully support the CSS style definition language used in the Supplier E-Mail Response Help.

Rarely, if you are using such a browser and depending on how you have the browser configured, you may see minor display irregularities, such as short sections of text displayed in an incorrect font. Such occurrences are rare and should not prevent you from reading and understanding the text.

If you use a different browser, a different version of Netscape, or if you Print Online Help or view the online Help document in the Acrobat Reader, you will not experience this problem.

Acrobat Reader

If you are viewing this help in an Acrobat Reader, you may have additional controls for moving between both viewed and numeric pages. Check the Reader's Online Help, for more information. See the Print Online Help topic for more information on using the Acrobat reader to view the Online Help.

Print Online Help

You can keep the Help browser window open and refer to it any time you are using the Supplier E-Mail Response application. You can also, if you prefer, make printed copies of single Online Help topics, or the whole document for later reference. To do this:

	Click the Print Topic icon to print the currently displayed topic. The browser displays a Print dialog box. Follow the instructions for your browser.
	Click the View/Print Book icon to print or view the whole document. The browser opens a second window displaying the Acrobat Reader toolbar and a print formatted copy of the whole Help document. Follow the Reader instructions for viewing, selecting pages and printing them.

Other Ways to Get Help

Each Commerce One installation with a support contract has one or more persons designated as your technical support. If you cannot resolve a problem by using the Commerce One manuals or online help, you can log an incident at:

www.commerceone.com/support

Alternatively, you can contact Technical Support via e-mail:
csc@commerceone.com

Updated documentation can also be accessed through the Customer Portal link at www.commerceone.com/support.

Terms and Conventions

Certain terms used throughout this online help have special meanings:

- **Type**
Type letters or numbers on the computer keyboard. If upper or lower case is mandatory, this is stated. If it is not, use either.
- **Press**
Press a special key on the computer keyboard, such as Tab, Ctrl or Alt. If it is necessary to press-and-hold a special key followed by another key, this is stated.
- **Click**
Position the mouse pointer over a screen image and click the left mouse button.
- **Right-click**

Position the mouse pointer over a screen image and click the right mouse button.

- The “**System**” and the “**Browser**”

The Supplier E-Mail Response application communicates with you, the Supplier, and with Buyers through the Commerce One Procurement application. Database look-ups and calculations take place at various places in this network of systems. Where a particular process takes place can vary from system to system, and from time to time.

Supplier E-Mail Response communicates with you, the Supplier, through the Supplier E-Mail Response application browser interface. This is displayed in the window of a normal Internet browser, such as Microsoft Internet Explorer or Netscape Navigator.

For convenience in this document, we shall just refer to the browser. For example, when we write:

“...the browser displays a list of Favorite Items.”

what we mean is:

“...the Supplier E-Mail Response application displays a list of Favorite Items in the display window of your Internet browser.”

We hope that this will simplify your reading of this document.

Hyperlink

That hyperlink brought you here. Now, click another hyperlink to return where you came from, back to the Hyperlinks topic.

2 Respond to a Purchase Order

In the Respond to a Purchase Order Help Module

To view help, click a help topic title in the list in the left-hand frame, or click:

- Approve or Reject a Purchase Order
- Error Messages

Each e-mailed Purchase Order contains a direct and unique link to an associated response form. Thus, every Purchase Order must be individually approved or rejected, and you cannot respond in bulk. If you are responding to multiple Purchase Order e-mails, it is best to open a new browser window for each Purchase Order.

Each time the Supplier E-Mail Response application opens, the screen contains the following fields:

Field	Description
Buyer Name:	The system automatically populates the Buyer Name when you click on the application URL.
PO Number:	Purchase Order number generated by the Commerce One Procurement application.
Respond By:	You must approve or reject the Purchase Order by this date/time. The Purchase Order will become unavailable after this date. e.g. Sat Dec 17 10:10:10 PST 2005
Please select your response:	Use the drop-down menu to select: <ul style="list-style-type: none">• Accept Purchase Order, or• Reject Purchase Order
Comments	Enter a brief explanation for your response. Comments are required for rejected Purchase Orders, and optional when approving an Order. Note: Comments must be 256 characters or less.

Field	Description
Message Console	Automatically displays any error messages, and provides a confirmation message once you have successfully saved your response.
Submit	Use the Submit button to submit your response to a Purchase Order. Once you click Submit and your response is saved, you cannot change your response.
Close	The Close button will quit the application. If you have not clicked Submit, your changes were not saved and you must use the same URL in your e-mail to respond to the Purchase Order at another time.

Approve or Reject a Purchase Order

To respond to a Purchase Order:

1. Click on the URL provided in the body of the e-mail to display the Supplier E-Mail Response application.

Note: If the URL does not work, try copying and pasting the link into a browser.

2. Check the message console at the bottom of the screen. Any error messages will automatically display to prevent you from entering data that the system is unable to accept. The message console should be clear, but if not, see Error Messages to proceed.

3. Select your response from the drop-down menu: Accept Purchase Order or Reject Purchase Order.

4. Enter comments if you are rejecting the Purchase Order. Comments are optional for approved Purchase Orders.

Note: No more than 256 characters can be sent from the Comments field.

5. Click Submit to send your response.

A confirmation message should appear in the message console.

6. Click Close to exit the application.

You will receive a confirmation e-mail from the Buyer once they have received your response. Buyer response time will vary according to the buyer's system configuration. This confirmation e-mail is sent from the Procurement application administrator, however, and you may reply to it if necessary.

Error Messages

You may see the following errors displayed in your message console:

Error Message	What to do:
Error occured while retrieving Purchase Order data from request.	Try copying and pasting the entire URL from the e-mail into a new browser window. If this doesn't work, contact the buyer.
Error: A response was already received for this Purchase Order.	You may respond only once to each e-mailed Purchase Order. Contact the buyer if you need to make changes.
Error: The time allowed for you to respond to this Purchase Order has elapsed. Please contact the buyer.	The Buyer's organization has preconfigured response timeframes that you must approve or reject a Purchase Order within. If you do not respond to a Purchase Order by the response due date specified on the application screen, simply contact the Buyer and ask them to re-send the Purchase Order.
Error occured while saving your response. Please contact the system administrator.	Contact the buyer.
Error: Purchase Order Response URL parameters are not valid. Please retry.	Try copying and pasting the link into a new browser window, or re-clicking the link.
Error: Please select a response value from the drop-down.	You must select either : Accept Purchase Order or Reject Purchase Order from the drop-down menu to proceed.
Error: Comments are required when rejecting a Purchase Order.	Enter comments and try submitting again.
Error: Comments cannot be more than 256 characters in length (including spaces).	Please edit your comments and try submitting again.

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