



Supply Chain Portal

Supplier User Instructions

<https://supplychainportal.action.eu/>

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1 Introduction

In this document we describe the Supply Chain Portal of Action. The goal is to optimize the communication flows between our central orderplanning, our Distribution Centers (DC's) and our suppliers. Due to the growing amount of DC's, the international expanding and therefore growing complexity, there is a need to have a more structured way of communication, in which the Portal will provide.

The Supply Chain Portal is a web based environment which provides an overview of supplier orders and deliveries placed by Action. Via an individual login each supplier can have an overview of their orders, but also the possibility to update, to change and to approve their orders.

The important functionalities of the Supply Chain Portal:

- Overview of all orders placed by Action
- Possibility for suppliers to confirm or change their orders.
- Conformation by Action stock planner of changes made by supplier
- Possibility for suppliers to plan a shipment delivery date & time for confirmed orders in the DC.
- Efficient planning of incoming shipments per DC, taking in account capacities and specific storage requirements.
- Summary of all orders which are not confirmed or planned yet.
- Export functionality to Excel

The functionality of Supply Chain Portal will be rolled out in different phases and it will possibly expand in the near future. The portal will provide more structure in the communication flows between the suppliers and Action. This process will take time but mostly it will bring clarity in managing expectations and speeding up the process.

In this manual you can find all the information how to work with the portal. For more information please contact your Action contact person in the Supply Chain Planning department, or email to orderplanning@action.nl

2 Account Management

Each user of the portal will be provided with their own login accounts for the Supply Chain Portal.

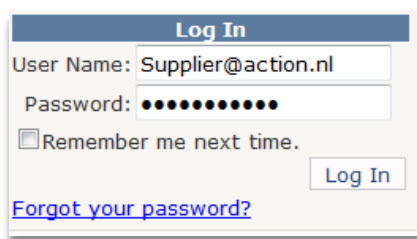
After Action has created your account, you will receive an email with your login details. Confirming this email will activate your account. You can now log into the Action Supply Chain Portal by using your email address as your User Name, please replace the password which was sent by a password you have chosen yourself.

2.1 Log In

You can access the portal by using the link below. We strongly advise you to add the link to your favourites.

Link: <https://supplychainportal.action.eu/>

Clicking the link above will lead you to the login screen first. Enter your User Name and Password to access the portal.



2.2 Account settings

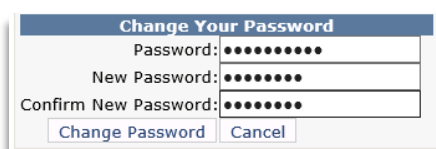
2.2.1 My account

This shows your account information. You can make changes by selecting the “Edit” button. You can also change your email address here – your User Name will remain **unchanged**.

2.2.2 Change password

Here you can change your password.

PLEASE NOTE: your password has to consist of at least 7 characters, of which at least 1 has to be non-alphanumeric (no letter and no number).



2.2.3 Change password question

Clicking “Change password question” allows you to change your secret password question. We advise you to change the default question after you have activated your account.

When you have forgotten your password, this question will be asked before a new password is emailed to you.

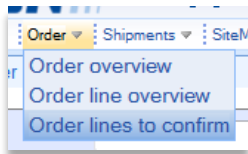
2.3 Accounts for your organisation

If several people within your organisation will be using the Supply Chain Portal, it is recommended to create accounts for each person individually. This will avoid confusion and provides clear information on who has made which changes.

Request multiple accounts from your Action contact.

3 Your Orders

To access purchasing orders, please select the Order header. You will then be presented with 3 options to choose from. The next chapter will describe how orders can be changed and approved.



3.1 Order overview

Shows an overview of all active orders. The data shown here are part of the total order, searching at article level is, therefore, not possible. If you want to use Filters to search, the whole search term has to be entered.

PO number	<input type="text"/>	Container number	<input type="text"/>	Creation date	From <input type="text"/>	To <input type="text"/>
Contract number	<input type="text"/>	Forwarder	<input type="text"/>	Delivery date	From <input type="text"/>	To <input type="text"/>
DC	<input type="text"/>	Agent	<input type="text"/>	ETD	From <input type="text"/>	To <input type="text"/>
<input type="button" value="Quick search"/>		<input type="button" value="Clear filter"/>				

Selecting the “Direct import information” button will show several fields that are all related to container shipments.

Show Columns <input type="checkbox"/> Direct import information
--

If more than 25 search results have been found, you may have to continue on the next page.

3.2 Order line overview

Shows an overview of all active order lines. When an order is yet to be delivered, regardless whether it has a shipment or not, you can find it here.



By clicking on this icon it is possible to create an Excel Export File of this overview.

At the end of the line, the confirmation status is shown.

When an order line is received in the portal, below Action will be shown a green checkmark and the red cross says you still have to confirm the order line.

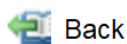
Action	Supplier
✓	✗

When you have confirmed the order line, the green checkmark appears and you can create a shipment for this line (more information about creating shipments in chapter 5).

Action	Supplier
✓	✓

In some cases a proposed change in quantity and/or delivery date will have to be approved by the stockplanner. In that case a red cross will be shown below Action.

Action	Supplier
✗	✓



Note: When visible, use this button to go back to the previous page. Otherwise your webpage might have been expired.

3.1.1 Order line detail page

By clicking on the magnifying glass you will enter the Order line detail page. This page is divided into several information fields.



3.1.1.1 Headers

Shows generic order information. Here you can retrieve the destination for the order, the order creation date and the Incoterms.

3.1.1.2 Line details

Shows detailed order information. We strive for orders at pallet level. Should the indicated pallet pattern be different in reality, please correct this information in the portal. Select "Edit order line" to make changes. Selecting the "Update order line" button will save the change.

3.1.1.3 Deliveries

This item allows you to change the order quantities or to cancel order lines. If you choose to cancel an order line, please state a reason for doing so. The changes chosen by you will have to be approved by Action Supply Chain Planning.

Deliveries				
#	Delivery date	Quantity	Status	Shipment
1	2016-09-23	739	Active	
Edit deliveries				

3.1.1.4 Confirmation status

All changes made to order lines that have been initiated by either you or Action have to be approved by the other party.

Confirmation status	
Action	✓
Supplier	✓

3.1.1.5 Order line history

Logging view in which creation, changes, confirmation and other actions for the order lines are shown.

3.3 Order lines to confirm

Here you have the possibility to efficiently bulk change or approve order lines. If no orders are shown in this screen, all open actions have been processed.

Req Del date	Exp Del date	Req Qty	Exp Qty	DC
2017-11-17	2017-11-17	960	720	Labastide
2017-10-18	2017-11-22	2016	2016	Biblis
2017-11-14		2016	0	Biblis
2017-11-17	2017-11-24	2856	2856	Labastide
2018-01-05	2018-01-05	5700	5720	Zwaagdijk
2017-12-10	2017-11-23	7280	7280	Labastide

Order changes are marked yellow for easy visibility.

This subject will be further explained in the next chapter.

4 Order Confirmation

You can use the portal to make order changes if the order quantities requested do not match what you can actually deliver, or if the delivery date desired cannot be met. The portal offers two options to make changes to orders. This chapter will explain these two options in more detail.

4.1 Order line detail page

This page can be reached through the “Order line overview” screen by clicking on the “Show details” button at the end of the order line. This page can be used to view more detailed information or make changes at line level.

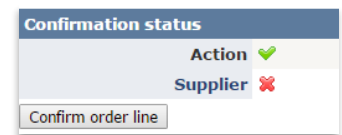
4.1.1 Pallet pattern

We strive for orders at pallet level. Should the indicated pallet pattern be different in reality, please correct this information in the portal. You can change the “Supplier Pallet Pattern” by clicking “Edit order line” below the first table with order information. Selecting the “Update order line” button will save the change.



4.1.2 Confirmation status


The Confirmation status shows order statuses for you and Action. New orders all have a default Action confirmation status and still have to be confirmed by you. Changes on your part will have to be confirmed by Action.



Both symbols have to be green for you to be able to create a Shipment. Use the button to confirm the order line. In addition, the date under the header deliveries has to be correct.

4.1.3 Deliveries

One of the conditions for creating shipments is that the delivery date desired has to match the actual delivery date. This has to be cleared at line level. Select “Edit deliveries” if you want to change the delivery date.

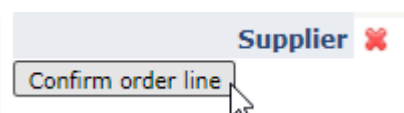
Deliveries									
#	Delivery date	Delivery date	Quantity	Quantity	Status	Comment		Shipment	
1	2019-01-28	<input type="text" value="2019-01-28"/>	 400	<input type="text" value="400"/>	Active	<input type="checkbox"/> Cancel	<input type="text" value="Select reason code"/>	<input type="text" value="Enter a comment.."/>	
<input type="checkbox"/> 2									

You now have the option to split order lines by creating a second delivery. It also allows you to change the quantities and delivery date within the limits set.

Cancel order line

When an item cannot be delivered, we ask you to cancel the order line. This way the quantity will be reduced to 0 and the Action supply planner can see why the article will not be delivered.

☒ Cancel
 Tick the checkbox. After you have entered the reason for cancellation please click “Update deliveries” to change the status to “Cancelled”. Please make sure to confirm your changes by clicking on “Confirm order line”.



Deliveries						
#	Delivery date	Quantity	Status	Reason code	Comment	Shipment
1	2020-10-28	2688	Cancelled	Not in stock	delayed	

4.2 Order lines to confirm

This screen allows you to make bulk changes. You start doing this by using the filter options at the top of the screen to make a selection.

Please note: Separating your search terms with a comma (,) allows you to use several key words at once.

After the search, use “Apply for selection” to tick the number of lines you want to edit.

Apply for selection

You can then choose between:

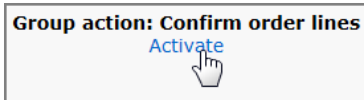
Confirming lines:	Group action: Confirm order lines
Editing delivery date:	Group action: Edit expected delivery date
Changing quantities:	Line action: Edit expected quantity
Change quantity, delivery date, cancel line and confirm lines simultaneously	Line action: Update order lines *

*We recommend to use this option

Confirming lines:

Group action: Confirm order lines

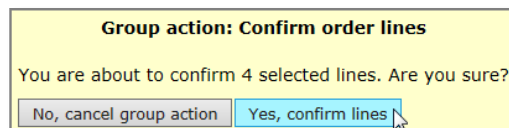
Select “Activate”.



Tick the order lines you wish to confirm (please make any desired changes in date or quantity first) and select “Confirm selected order lines”



The lines you selected previously are now shown on your screen. If you are sure you want to confirm the order lines, select “Yes, confirm lines”.

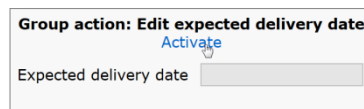


The order lines are now confirmed.

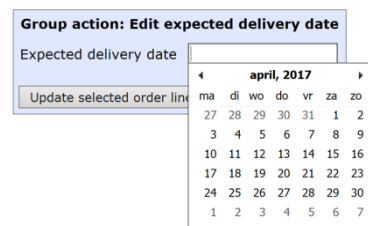
Editing delivery date:

Group action: Edit expected delivery date

Select “Activate”.



You can now choose a new expected delivery date for all order lines in selection.

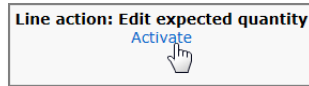


Click “Update selected order lines” to save your changes.

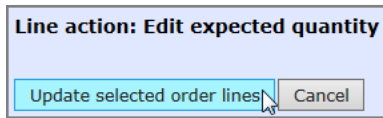
Changing quantities:

Line action: Edit expected quantity

Select "Activate".



You can now adjust the quantities in the order line. Save your changes by clicking "Update selected order lines".



*Change quantity, delivery date and:
confirm lines simultaneously*

Line action: Edit expected quantity



Select the order lines you wish to edit and make your changes (delivery date, quantity or cancel order line and select a cancellation reason).



If you want to confirm the selected order lines as well, make sure this option is selected and click on "Update selected order lines":



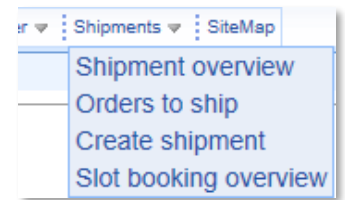
Proceed until you there are no more order lines shown in the "Order lines to confirm" screen.

All open actions have now been processed.

5 Shipment creation & Slot booking

The Shipments menu provides an overview of either confirmed orders for which a shipment is yet to be created, or orders that already have a slot booking.

There are two ways to turn confirmed orders in to a shipment. We recommend using the “Orders to ship” screen.



5.1 Shipment overview

This page displays an overview of all shipments that have yet to be delivered. Some of the fields are container specific and may not always be applicable – please ignore them if this is the case. Clicking on the magnifying glass will take you to the Shipment detail page.

5.2 Orders to ship

This shows an overview of all confirmed orders not containing a shipment yet. We recommend using this screen at all times, because it allows you to work effectively and quickly.

Start the procedure by clicking “Create shipment” at the end of the order line.

PO No	DC	Del date	Line	Shipment
4000520028	Echt	2018-11-21	1	Create shipment

Page 1 of 1 Results per page: 25

The shipment Wizard will now be run and will proceed with step 3 of the Shipment creation. All steps of the creation Wizard will be described in the next paragraph.

5.3 Create shipment (Wizard)

In order to create deliveries for a specific date, orders can be selected per DC from within the “Create shipment” menu. This process involves several steps in which selections have to be made – each step is explained below.

Step 1.

The first selection is for a date and DC. This has to match the order lines that have been confirmed. Clicking “Next” will start the next step.

Create shipment

Step 1: Select delivery date

Step 2: Select order lines to ship

Step 3: Number of pallets/ colli

Step 4: Select delivery time

Step 5: Confirm shipment

Step 6: Done

Select delivery date

Delivery date: 2019-04-23

DC: 9005/Labastide

Next

Step 2.

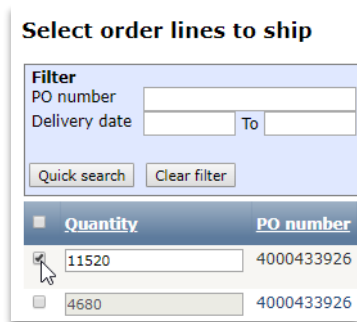
Here you can select the order lines you wish to include in the shipment.

Order lines can be added to the shipment by selecting them – then click “Add selected order lines” to confirm.

☒ 1500 4000458030
☐ 150 4000458030

Add selected line(s)

It is also possible to create multiple shipments, or partial deliveries, per order line. You can do this by selecting the order line and decreasing the quantity. The remaining quantity will stay available for the next shipment.



Select order lines to ship

Filter
 PO number
 Delivery date To

Quantity	PO number
<input checked="" type="checkbox"/> 11520	4000433926
<input type="checkbox"/> 4680	4000433926

Step 3.

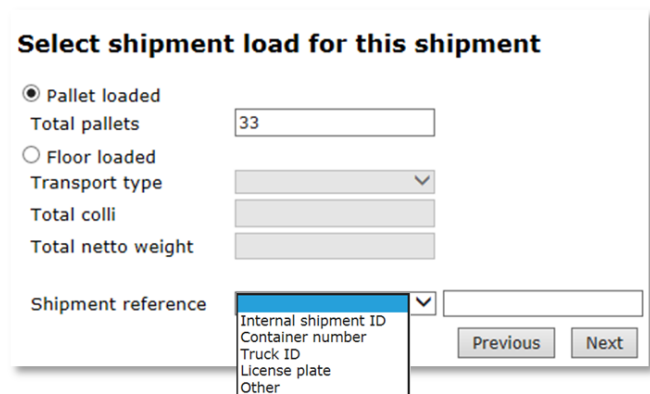
In this step of creating a shipment, details are added. First indicate whether or not the cargo is loaded on pallets, by selecting “Pallet loaded” or “Floor loaded”.

- *Pallet loaded*

For a pallet shipment, please state the number of Euro pallets.

Optional: You can specify a personal or internal reference under Shipment reference.

Internal shipment ID	Your internal reference
Container number	The container number
Truck ID	Truck ID feature
License plate	Registration number
Other	Other reference feature



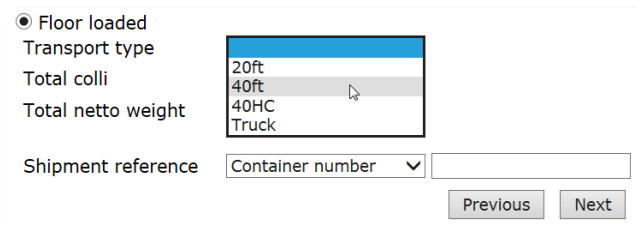
Select shipment load for this shipment

☒ **Pallet loaded**
 Total pallets
☐ **Floor loaded**
 Transport type
 Total colli
 Total netto weight
 Shipment reference

- *Floor loaded*

For container shipments, specify the container type, the number of packages and the net weight of the contents of the container.

Select and enter the container number as a Shipment reference.

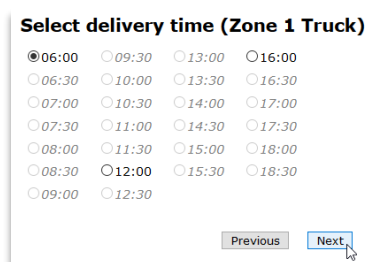


☒ **Floor loaded**
 Transport type
 Total colli
 Total netto weight
 Shipment reference

If a load is not loaded onto pallets and is not shipped in containers, please select Truck under Transport type, and add your own reference (e.g. a registration number).

Step 4.

Here you can select a time slot. Availability is based on an algorithm in order to achieve the best possible delivery planning.



Select delivery time (Zone 1 Truck)

☒ 06:00
 ☐ 09:30
 ☐ 13:00
 ☐ 16:00
☐ 06:30
☐ 10:00
☐ 13:30
☐ 16:30
☐ 07:00
☐ 10:30
☐ 14:00
☐ 17:00
☐ 07:30
☐ 11:00
☐ 14:30
☐ 17:30
☐ 08:00
☐ 11:30
☐ 15:00
☐ 18:00
☐ 08:30
☒ 12:00
☐ 15:30
☐ 18:30
☐ 09:00
☐ 12:30

When there's no more timeslot available on the chosen delivery date, a pager becomes available and gives you the opportunity to look for availability on an earlier or later date.

Step 5.

In step 5 an overview is shown of all information entered and selected in the previous 4 steps.







Step 6.

In this last step for the creation of a shipment, a Shipment ID is provided that can be used to retrieve your shipment in the Portal. You will also receive a confirmation of the date and time selected for delivery of the order. From within this screen you can create new shipments or go to the "Shipment overview" screen.

5.4 Slot booking overview

Here all slot bookings are shown, future shipments and 3 months of history. The inbound status indicates whether a freight is unloaded or not.

Inbound status

	Expected	The transport is expected but has yet to arrive
	Arrived	The driver has arrived but the unloading has not yet begun
	Unloading	The unloading has started
	FinishedUnloading	The freight is unloaded
	No show	This shipment has not shown up
	Refused	This shipment has been refused to unload

Description**Slot booking details**


By clicking on the magnifying glass at the end of the line you will be directed to a detailed page of the slot booking.

Here, amongst other data, the time of arrival and the start and finish of unloading are logged. You can also manage your shipment from this page.




5.4.1 Change slot booking**5.4.1.1 Change date/time of your shipment**

To replan your shipment for a different date/time, you will have to cancel your slot booking and create a new one. To cancel your slot booking, click on 'Cancel slot booking':

Slot booking 223292

Inbound status	 Expected	Shipment type	Regular shipment	Reported late	<input type="checkbox"/>
Owner	Supplier 1	Shipment load	Pallet loaded	No pallet return	<input type="checkbox"/>
Appointment	2022-03-08 05:00	Shipment id	223292	Slot booking comment	
DC	Moissy	Shipment reference		Cancelled by	
Unloading location		Shipment reference id		Cancellation date	
Zone	Zone 1 Truck	Transport type		Refusal reason	
Assigned dock	-	Lines in shipment	1	Reported issue	
Time label		Total pallets	1		
Arrival	-	Total colli			
Start unloading	-	Total gross weight			
Finished unloading	-	Total netto weight			

P.O number	Line	Quantity	Pallets	AN Action	AN Supplier	Article description	New article	Delivery terms	Purch group	Order type	Order lines
4001144528	10	372	1	3010952		Notebook	Yes	-		Regular order	View order line

 Cancel slot booking
  Modify composition
  Back

Depending on the timing of this action, the status of the slot booking will be changed to either *Removed* (until 1 day before delivery), *Cancelled* (from 1 day before delivery till 30 minutes before delivery) or *No show* (after 30 minutes before delivery).

You can now create a new shipment.

5.4.1.2 Change shipment composition

To change the contents of your shipment (while maintaining your timeslot and shipment ID) click on 'Modify composition'. With this action you can:

- Change delivery quantities
- Add ordered articles
- Remove articles

Slot booking 223292

Inbound status	<input checked="" type="checkbox"/> Expected	Shipment type	Regular shipment	Reported late	<input type="checkbox"/>
Owner	Supplier 1	Shipment load	Pallet loaded	No pallet return	<input type="checkbox"/>
Appointment	2022-03-08 05:00	Shipment id	223292	Slot booking comment	
DC	Moissy	Shipment reference		Cancelled by	
Unloading location		Shipment reference id		Cancellation date	
Zone	Zone 1 Truck	Transport type		Refusal reason	
Assigned dock	-	Lines in shipment	1	Reported issue	
Time label		Total pallets	1		
Arrival	-	Total colli			
Start unloading	-	Total gross weight			
Finished unloading	-	Total netto weight			

PO number	Line	Quantity	Pallets	AN Action	AN Supplier	Article description	New article	Delivery terms	Purch group	Order type	Order lines
4001144528	10	372	1	3010952		Notebook	Yes		-	Regular order	View order line

[Cancel slot booking](#)
[Modify composition](#)
[Back](#)

Change delivery quantities

To change the quantity of an item in your shipment, click on 'Edit quantity':

Lines selected for shipment

	Quantity	PO number	Unloading location	Line	Pallets	AN Action
Remove	372	4001144528		10	1	3010952

[Edit quantity](#)

Selected lines: 1

You can now adjust the quantity in your shipment. To save your changes, click on 'Save':

Lines selected for shipment

	Quantity	PO number	Unloading location	Line	Pallets	AN Action
<input type="text" value="372"/>	4001144528		10	1	3010952	

[Save](#)

[Cancel](#)

Selected lines: 1

Please note you cannot change the quantity to more than the confirmed quantity of your order line. A higher quantity has to be agreed upon by your Action supply planner. You can do this prior to editing your shipment. Go to the order line overview and open the order line with the magnifying glass, click 'Edit deliveries' and create a second delivery by ticking the corresponding box. Enter the quantity you wish to add to your shipment and save by selecting 'Update deliveries':

Deliveries

#	Delivery date		Quantity	Status	Comment	Shipment
1	2022-03-08		372	Active		223292: 372
<input checked="" type="checkbox"/> 2	2022-03-08		<input type="text" value="100"/>			

[Update deliveries](#)

[Cancel editing](#)

Add ordered articles

To add an article to your shipment, select the order lines you wish to add. You can add the full quantity or edit the quantity before clicking 'Add selected line(s)':



Quantity	PO number	Unloading location
<input checked="" type="checkbox"/> 1200	4001144528	

Add selected line(s)

Lines selected for shipment

Quantity	PO number	Unloading location	Lin
<input type="button" value="Remove"/> 372	4001144528		10

Selected lines: 1

Remove articles

An article can be removed from the shipment by clicking on 'Remove':



Lines selected for shipment

Quantity	PO number	Unloading location
<input type="button" value="Remove"/> 372	4001144528	
<input type="button" value="Remove"/> 1200	4001144528	

Selected lines: 2

After all changes have been processed click on 'Next' and walk through all the steps. Your current timeslot will be saved, unless this time has become infeasible. For example when pallets have been added and therefore more time is needed to unload the shipment, or your new shipment has to be scheduled on a different unloading zone. After you confirm your shipment, your changes will be saved and your slot booking is adjusted.

Confirm shipment

Po number: 4001144528 **DC:** Moissy
Lines: 2 **Unloading location:**
Pallets: 33 **Delivery terms:** -

Zone Zone 1 Truck
Appointment 2022-03-08 5:00

Changing your shipment composition is possible until 12:00 PM the day before delivery.

6 Order line delivery export

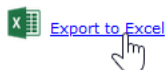
The order line delivery export file can be used to make order changes in bulk and confirm the order lines simultaneously. Go to *Deliveries > Order line delivery export*

You can filter on requested delivery date first, or extract all active order lines without shipment by clicking on 'Export to Excel'

Order line delivery export

Filter
 Requested date to

No order line delivery exports to be presented.



Open the file and makes your changes to the Expected delivery date (column E) or Expected quantity (column G).

	A	B	C	D	E	F	G
1	PO number	Line	#	Order type	Exp. Delivery date	Exp. ETD	Exp. Quantity
2	4000723755	150	1	Regular order	05/09/2022		5040
3	4000793026	10	1	Regular order	05/09/2022		8000
4	4000793027	10	1	Regular order	05/09/2022		2

Upload the file again in *Deliveries > Deliveries Excel upload*, Browse to the right file and click on 'Upload Excel file'.

Deliveries Excel upload

Download an empty template file: [Deliveries template file.xlsx](#)

Upload Excel

Add file
 Excel file No file selected.

Refresh your page to see if the file is processed correctly and make sure there are no errors. If there is an error, this order line remains unchanged.

Recent uploads

File	Upload	Lines	Updates	Warnings	Errors	Status	Report
OrderLineDeliveries202209051505.xlsx	2022-09-05 15:16	365	364	0	5	Done	Deliveries report 202209051517.txt
OrderLineDeliveries202209051505.xlsx	2022-09-05 15:05	364	13	0	351	Done	Deliveries report 202209051505.txt

You can click on the file to view the report.

```

*Deliveries report 202209051505 (1) - Notepad
File Edit Format View Help
Deliveries Upload report
File OrderLineDeliveries202209051505.xlsx, uploaded 2022-09-05 15:16:46

Error: cell E2: The expected delivery date should be today or in the future
Error: cell E3: The expected delivery date should be today or in the future
Error: cell E4: The expected delivery date should be today or in the future
Error: cell E5: The expected delivery date should be today or in the future
  
```

Any errors should be fixed in the Excel file, and uploaded again to make sure the changes are processed.

7 FAQ

This chapter contains background information that can be consulted in order to find answers to FAQs.

7.1 How do I cancel an order line?

Open the order line with the magnifying glass, click on 'Edit deliveries' and tick the checkbox before Cancel. You will also be asked to select a reason for cancelling.

Deliveries							
#	Delivery date	Delivery date	Quantity	Quantity	Status		Comment
1	2019-01-28	2019-01-28	 400	400	Active	<input checked="" type="checkbox"/> Cancel	Select reason code ▾ Enter a comment..
<input type="checkbox"/> 2							

Update deliveries Cancel editing


Click on 'Update deliveries' to make the cancellation final.

You can also cancel multiple order lines at once by using the Line action: Update order lines functionality that is presented on the Order line overview and Order lines to confirm pages.

Line action: Update order lines
[Activate](#)

7.2 How can I split an order line into multiple deliveries?

You can split the quantities on order line level, by opening the line with the magnifying glass, click on "Edit deliveries" and edit the quantity of the first line. Next create a second delivery by clicking on the checkbox, fill in the date and quantity and click on "Update deliveries"

Deliveries				
#	Delivery date	Delivery date	Quantity	Quantity
1	2019-01-28	2019-01-28	 400	200
<input checked="" type="checkbox"/> 2				

Update deliveries Cancel editing

Make sure both dates differ, otherwise they will be combined to one delivery again.

7.3 Where can I find the manual?

The latest version of the Supplier manual will be available under the Help button:

[Help](#)

Supply Chain Portal help

You can find several documents by clicking on one of the below links:
[Quick guide Supply Chain Portal EN](#)
[Manual Supply Chain Portal EN](#)

If you need any help, don't hesitate to contact us:
 E-mail: orderplanning@action.nl
 Phone: +31 (0) 228 – 31 17 07