

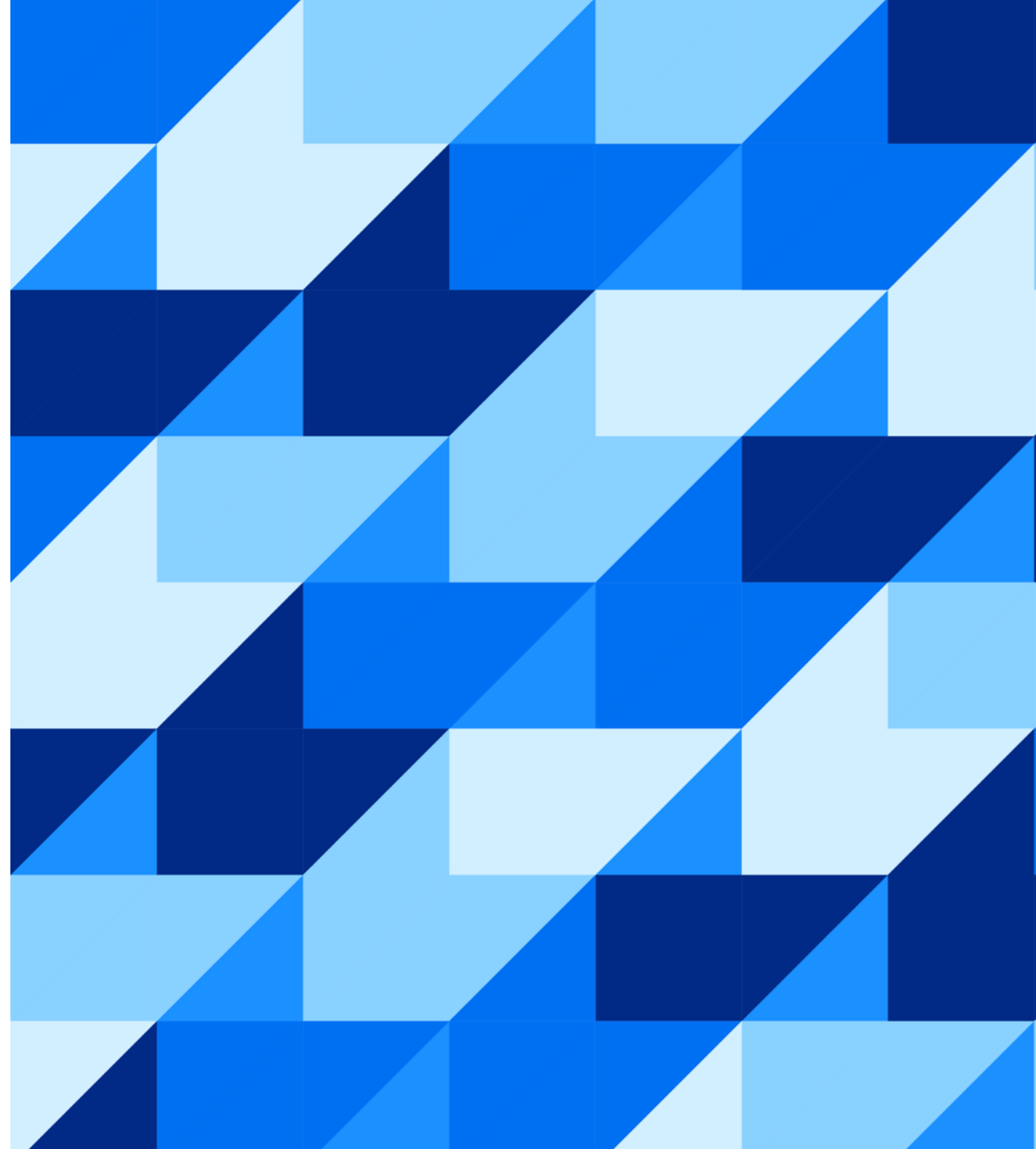
Change and Cancel Orders

General Troubleshooting

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April, 2024

PUBLIC



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What is Change Order?

- A change order refers to a modification or adjustment made to an existing purchase order within the Ariba procurement platform.
- Technically, you do not change an Order. You change the Requisition which generates new version of the Requisition. Once the New Requisition version is fully Approved, we follow the same logic as for the Create Order scenario.

What is Cancel Order?

- A cancel order refers to a cancelation requested to an ordered purchase order within the Ariba procurement platform.

Note: The **requester/preparer** can Change or Cancel the order from the Requisition.

Users in **Procurement Agent, Procurement Manager, and Purchasing Manager** groups can change or cancel requisitions by choosing the Change or Cancel button on the PO.

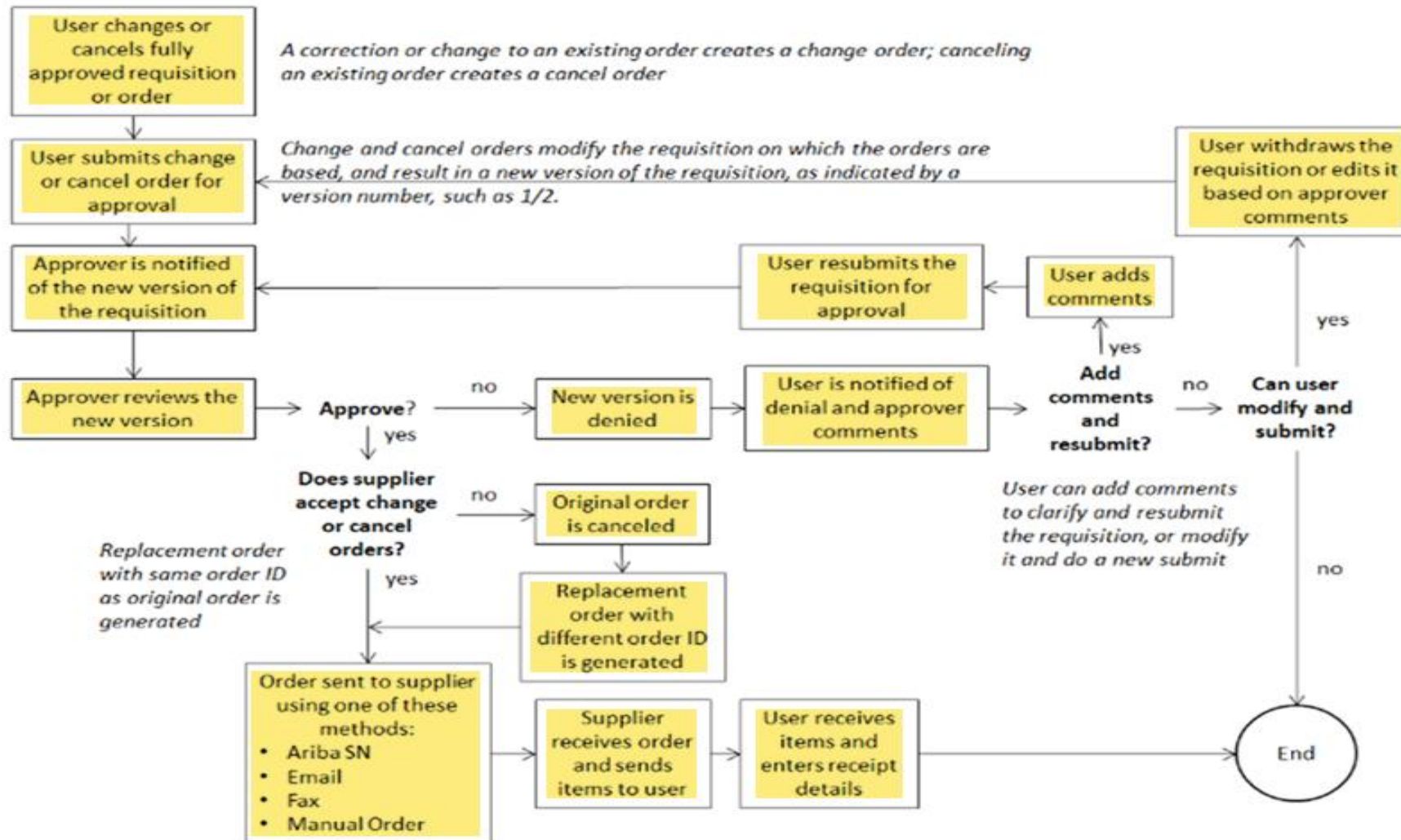
Prerequisites

- Customer administrator must enable the parameter (**Application.Procure.AllowChangeRequisition**) to be able to change the PO.
- If PO is an ERP order, the parameter(**Application.Procure.UseCancelOrderIntegration**) should be enabled to be able to cancel a PO.

Integration Configuration

- To export change orders to external system, the task “Export Change Purchase Orders” should be configured with the required format.
- To export cancel orders to external system, the task “Export Cancel Purchase Order” should be configured with the required format.

Change and Cancel Order Workflow



Scenarios that doesn't allow Order Change

- The PO is in **Receiving** status, and the customer-editable parameter (`Application.Procure.AllowOrderChangeInReceiving`) is set to **No**
- The current or previous version of the PO is in **Received** status, and the customer-editable parameter (`Application.Procure.AllowOrderChangeInReceived`) is set to **No**
- The current or previous version of the PO has been fully invoiced, and the customer-editable parameter (`Application.Procure.AllowOrderChangeInInvoiced`) is set to **No**
- If the order is closed for all actions or change, the system doesn't allow PR/PO to be changed.
- The supplier location associated with the PO has change order restrictions.
- The PO has not been ordered yet.
- The PO is in **Canceling** or **Canceled** status.
- Asset management is enabled (feature toggle CP-848 and site parameter `Application.Procure.EnableAssetManagement`) are enabled, and the associated line on the requisition has asset data.

Scenarios that doesn't allow Order Change

- If user changed at least one line-item quantity value on the PO to zero (0) during the change order process, a parameter(`Application.Purchasing.RemoveZeroQuantityItemsFromRequisitionBeforeSubmit`) is not enabled
- The PO is in **Shipping** status, and the customer-editable parameter (`Application.Procure.AllowShippingOrderChange`) is set to **No**
- The PO is in **Shipped** status, and the customer-editable parameter (`Application.Procure.AllowShippedOrderChange`) is set to **No**
- New version of the PR is in composing/submitted/denied status
- The PO is a release order against a contract in **Closed** status, and one of the following are true:
 - The site parameter `Application.Procure.AllowChangeOrderAgainstDeletedCatalogsOrClosedContracts` is set to **No**
 - The field **Allow change orders against closed contract?** on the contract is set to **No**
- The current user is not in the **Purchasing Manager** group, and the following is true:
 - The user is not the **Requester** or **Preparer** of the PO

Scenarios that doesn't allow Order Cancel

- User without Cancel PO permission
- The PO is closed for changes or for all actions
- The PO has not been ordered yet
- The PO is in **Canceling** or **Canceled** status
- The PO is in **Receiving/Received** status
- The PO is in **Shipping** status, and the customer-editable parameter (`Application.Procure.AllowShippingOrderCancel`) is set to **No**
- The PO is in **Shipped** status, and the customer-editable parameter (`Application.Procure.AllowShippedOrderCancel`) is set to **No**
- The PO has an active Invoice Reconciliation(not rejected or canceled) against it
- The previous version of the PO has been invoiced against

Scenarios that doesn't allow Order Cancel

- The current user is not in the **Purchasing Manager** group, and the following is true:
 - The user is not the **Requester** or **Preparer** of the PO
- There is an Advanced Payment Terms(APMT) associated with the PO, the APMT is in **Paying** or **Paid** status, and the self-service –
`parameter (Application.Purchasing.HideCancelButtonForAdvancedPaymentInPayingOrPaidStatus)` is set to **Yes**
- If you are trying to cancel a PR, check the settings above against all associated PO's. If any of the PO's associated with the PR cannot be canceled, then you cannot cancel the PR either.

How to check who cancelled the Order?

To determine why the order was **Changed/Canceled**, you will need to check the history of the Requisition as it is always initiated from the Requisition. The system simply propagates the change to the order automatically, which is why you see user **aribasystem** in the order history.

PR2933-V2 - Copy of Copy of test abc

Copy

Print

Excel Imp

Summary

Orders

Receipts

History

History

Date ↓	User	Real User	Action	Summary
Tue, 17 Oct, 2023 3:43 PM	aribasystem		Canceled	Order EP1333 has been canceled. The cancellation of order was successfully sent to ERP.
Thu, 3 Aug, 2023 3:19 PM	aribasystem		Ordered	Order EP1333 was successfully sent to ERP.
Thu, 3 Aug, 2023 3:19 PM	Chad Noll		Approval not required	PR2933 required no approval.
Thu, 3 Aug, 2023 3:18 PM	Sambhavi	Sambhavi	Submitted	PR2933 submitted for approval.
Tue, 1 Aug, 2023 11:57 AM	Chad Noll	PRSupport	Copied	Requisition copied.

EP1333 - Copy of Copy of test abc

Status: Canceled

These are the details of the request you selected. Depending on its status, you can edit, change, copy, cancel, or submit the request for approval. You may also print the details of the request. Review your request and take the desired action(s).

Print

Summary

Approval Flow

Receipts

Invoices

Payments

Messages

History

PO History

History

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Demo

Thank you.

