

Create an Acknowledgement

This guide will walk you through the steps needed to create an acknowledgement in the portal.

Acknowledgments are created by the supplier and are sent to the retailer. They include **full** or **partial acceptance**, **backorder** and/or **cancellation** information. In the portal, acknowledgments can be created for multiple orders or individual orders. See the link below for an overview of acknowledgments, settings, document fields and more.

[Acknowledgments](#)

Acknowledge multiple orders

You can create an **acknowledgement** for multiple orders at a time using **Bulk Actions** or our **Advanced Import** tool. See the links below for more information on how to acknowledge multiple orders:

[Bulk Actions](#)

[Advanced Import](#)

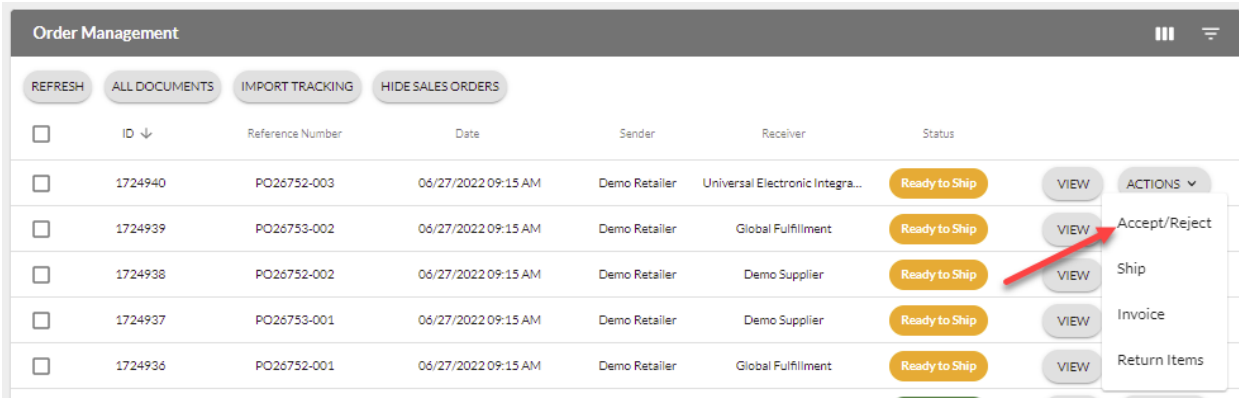
Acknowledge individual orders

You can create partial or full **acknowledgements** for individual orders to reflect **acceptances**, **backorders** and/or **cancellations** in the portal. See the instructions below on how to create an acknowledgement document depending on how you plan on processing the order.

1. Create an Acknowledgement draft document

Option 1

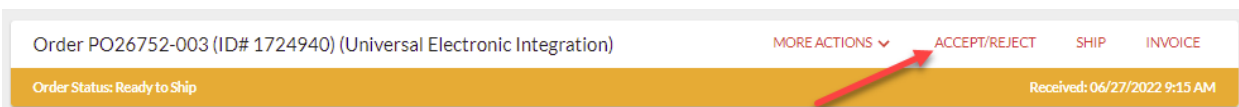
1. Locate the **order** you want to acknowledge > click on **More Actions** > **Accept/Reject**



	ID ↓	Reference Number	Date	Sender	Receiver	Status		
<input type="checkbox"/>	1724940	PO26752-003	06/27/2022 09:15 AM	Demo Retailer	Universal Electronic Integra...	Ready to Ship	VIEW	ACTIONS ▾
<input type="checkbox"/>	1724939	PO26753-002	06/27/2022 09:15 AM	Demo Retailer	Global Fulfillment	Ready to Ship	VIEW	Accept/Reject
<input type="checkbox"/>	1724938	PO26752-002	06/27/2022 09:15 AM	Demo Retailer	Demo Supplier	Ready to Ship	VIEW	Ship
<input type="checkbox"/>	1724937	PO26753-001	06/27/2022 09:15 AM	Demo Retailer	Demo Supplier	Ready to Ship	VIEW	Invoice
<input type="checkbox"/>	1724936	PO26752-001	06/27/2022 09:15 AM	Demo Retailer	Global Fulfillment	Ready to Ship	VIEW	Return Items

Option 2

1. Locate the **order** you want to acknowledge > click on **View** > **Accept/Reject**



Order PO26752-003 (ID# 1724940) (Universal Electronic Integration)	MORE ACTIONS ▾	ACCEPT/REJECT	SHIP	INVOICE
Order Status: Ready to Ship				Received: 06/27/2022 9:15 AM

2. Fill out the document

See instructions below on how to fill out the different types of acknowledgements. **Required** steps are marked with an **asterisk**. See **retailer-specific documentation** or **Document Standards** for additional required fields.

[Document Standards](#)

Acceptance

Acceptances indicate you have all order items in stock and you will ship the items out.

1. Under **Acknowledgement Items**, make sure that the **Quantity Accepted** equals the number of items you want to accept from the **Quantity Ordered** field
2. Under **General Information**, enter in an **Estimated Delivery Date** or a **Pickup Date**
3. Logicbroker will populate the **Acknowledgement Number** field but you can change it if you wish **make sure it is a unique value*
4. ***Submit**

Create Acknowledgement For Order PO27160-001 CANCEL ALL ITEMS SUBMIT

Acknowledgement Status: Draft Received: 07/13/2022 4:44 PM

Billing Address	Shipping Address	General Information
Test User 1 Enterprise Drive Bridgeport, CT 06484 US T: 555-555-5555	Test User 1 Enterprise Drive Bridgeport, CT 06484 US T: 555-555-5555	Order ID: 27160 Reference Number: PO27160-001 Acknowledgement Number: ACK_27160 Update Request Number: Change Reason: Requested Ship Date: 07/14/2022 Estimated Ship Date: 07/15/2022 <input type="text"/> Expected Delivery Date: 07/16/2022 <input type="text"/> Pickup Date: mm/dd/yyyy <input type="text"/>

Acknowledgement Items										
Line	SKU	Partner SKU	UPC	Description	Quantity Ordered	Quantity Remaining	Quantity Accepted	Quantity Cancelled	Quantity Backordered	Change Reason
1	24-MB01	24-MB01		Joust Duffle Bag	1	1	1	<input type="text"/>		



Default Days to Ship

Configure **Default Days to Ship** so you don't have to specify an **Estimated Ship Date** on every acceptance acknowledgement you create. See [Document Settings](#) > **Acknowledgment Settings**.

Backorder

Backorders indicate you do not have order items in stock but intend on shipping them out later when they are back in stock.

1. *Under **Acknowledgement Items**, change **Quantity Backorder** to match the number of items you want to backorder per line
2. Under **General Information**, enter in an **Estimated Delivery Date** or **Pickup Date** of the furthest out in-stock date
3. Logicbroker will populate the **Acknowledgement Number** field but you can change it if you wish **make sure it is a unique value*
4. *Submit

Create Acknowledgement For Order PO27160-001 CANCEL ALL ITEMS 3 SUBMIT

Acknowledgement Status: Draft Received: 07/13/2022 5:48 PM

Billing Address	Shipping Address	General Information
Test User 1 Enterprise Drive Bridgeport, CT 06484 US T: 555-555-5555	Test User 1 Enterprise Drive Bridgeport, CT 06484 US T: 555-555-5555	Order ID: 27160 Acknowledgement Number: ACK_27160 Change Reason: 2 Estimated Ship Date: 07/15/2022 Pickup Date: mm/dd/yyyy Reference Number: PO27160-001 Update Request Number: Requested Ship Date: 07/14/2022 Expected Delivery Date: 07/16/2022

Acknowledgement Items										
Line	SKU	Partner SKU	UPC	Description	Quantity Ordered	Quantity Remaining	Quantity Accepted	Quantity Cancelled	Quantity Backordered	Change Reason
1	24-MB01	24-MB01		Joust Duffle Bag	1	1	0	1	1	

Cancellation

Cancellations indicate you do not have order items in stock and you do not intend on shipping them out.

Option 1

1. *Under **Acknowledgement Items**, change **Quantity Cancelled** to match the number of items you want to cancel per line
2. *Under **Acknowledgement Items**, enter in a **Change Reason** that the retailer accepts – reach out to the retailer if you are unsure of their accepted cancel codes
3. *Under **General Information**, enter in the same **Change Reason** you entered in the **Acknowledgment Items** section
4. Logicbroker will populate the **Acknowledgement Number** field but you can change it if you wish **make sure it is a unique value*

5. *Submit

Create Acknowledgement For Order PO27160-001 CANCEL ALL ITEMS **4** SUBMIT

Acknowledgement Status: Draft Received: 07/14/2022 10:41 AM

Billing Address		Shipping Address		General Information	
Test User 1 Enterprise Drive Bridgeport, CT 06484 US T: 555-555-5555		Test User 1 Enterprise Drive Bridgeport, CT 06484 US T: 555-555-5555		Order ID 27160	Reference Number PO27160-001
				Acknowledgement Number ACK_27160	Update Request Number
				Change Reason Out of stock	Requested Ship Date 07/14/2022
				Estimated Ship Date mm/dd/yyyy	Expected Delivery Date 07/16/2022
				Pickup Date mm/dd/yyyy	

Acknowledgement Items											
Line	SKU	Partner SKU	UPC	Description	Quantity Ordered	Quantity Remaining	Quantity Accepted	1 Quantity Cancelled	Quantity Backordered	2 Change Reason	
1	24-MB01	24-MB01		Joust Duffle Bag	1	1	0	1	0	Out of stock	

Option 2

**Set up a Default Cancellation Reason if you want to use this option*

1. Click on the **Cancel All Items** button

Create Acknowledgement For Order WE220714150701 CANCEL ALL ITEMS SUBMIT

Acknowledgement Status: Draft Received: 07/14/2022 11:07 AM



Default Cancellation Reason

Configure a **Default Cancellation Reason** so you don't have to specify an **Change/Cancellation Reason** on every cancellation acknowledgement you create. See [Document Settings](#) > **Acknowledgment Settings**.

Partially Accept/Backorder/Cancel

Partial acceptances/backorders/cancellations indicate you are acknowledging order items using more than one method.

1. *Under **Acknowledgement Items**, change **Quantity Accepted**, **Quantity Cancelled** and **Quantity Backordered** fields to match the number of items you want to accept, cancel and backorder per line
2. Under **Acknowledgement Items**, enter in a **Change Reason** for the **cancelled** item(s) only – reach out to the retailer if you are unsure of their accepted cancel codes
3. Under **General Information**, enter in the same **Change Reason** you entered in the **Acknowledgment Items** section for the cancelled item(s)
4. Under **General Information**, enter in an **Estimated Delivery Date** or a **Pickup Date** for the items you **accepted** or **backordered** – if you backordered any part of the order, select the furthest out in-stock date
5. Logicbroker will populate the **Acknowledgement Number** field but you can change it if you wish **make sure it is a unique value*
6. *Submit

Create Acknowledgement For Order T220714140701 CANCEL ALL ITEMS

Acknowledgement Status: Draft Received: 07/14/2022 10:51 AM

Billing Address	Shipping Address	General Information
	Michael Jones 1 Enterprise Drive Bridgeport, Connecticut 06484 US	Order ID: T220714140701 Reference Number: T220714140701 Acknowledgement Number: ACK_T220714140701 Update Request Number: Change Reason: Out of stock Requested Ship Date: Estimated Ship Date: 08/05/2022 Expected Delivery Date:

Acknowledgement Items										
Line	SKU	Partner SKU	UPC	Description	Quantity Ordered	Quantity Remaining	Quantity Accepted	Quantity Cancelled	Quantity Backordered	Change Reason
0	T0536529			Very great item	2	2	2			
1	T0534086			Sample Description 4	4	4	0		4	
2	T0564725			Standard deck of cards	4	4	2	2		Out of stock

Need more information?

Visit our [Knowledge Base](#) or log into [Learn Logicbroker](#) for more details on how to optimize your Logicbroker experience.

Helpful Links

[Acknowledgments](#)

[Bulk Actions](#)

[Advanced Import](#)

[Document Standards](#)

[Order Management FAQs](#)



Support

Reach out to support@logicbroker.com