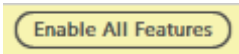



ePO Confirmation – Supplier Common Errors and Resolutions

ePO Confirmation is an automated purchase order delivery system. When the PO is released, the system will email the supplier a PDF copy of the purchase order and an adobe interactive confirmation form. The email instructs the supplier to complete the form and return it to NG.

All sectors utilizing SAP ERP1 will participate in this feature.

Troubleshooting & Support

- **Error** – User unable to view the adobe interactive confirmation form
Resolution – User may need a later version of the PDF viewer. They can upgrade to the latest version of Adobe Reader from www.adobe.com/products/acrobat/readstep2.html
- **Error** - User unable to view the adobe interactive confirmation form
Resolution - User must click the “Enable All Features” button [top right of form]

- **Error** – Message “You must select Accept or Reject to Submit”
Resolution - User must complete all fields on the form prior to clicking the green “Submit to Northrop Grumman” button embedded in the form. The required fields are:
 - Check either Accept or Reject
 - If Reject checked, user must enter comments
 - Name
 - Phone Number (digits only)
 - Email
- **Error** – Message “*Comments are required for Rejection*” when completing the adobe interactive confirmation form
Resolution – User must enter comments in the text field box located after the following text “...with the following comments:”
- **Error** – Message “*Invalid Phone Number*” when completing the adobe interactive confirmation form, Phone Number field
Resolution - User must enter digits only, no dashes or parentheses, in the phone number field
- **Error** – User clicks the green “*Submit to Northrop Grumman*” button embedded within the adobe interactive confirmation form and nothing happens.
Additionally, the fields on the form turn red.


The form is working correctly when the green “*Submit to Northrop Grumman*” button is selected, an email opens and a copy of the completed confirmation form attaches to the email

ePO Confirmation – Supplier Common Errors and Resolutions

Resolution – User must complete all fields on the form prior to submitting form. Required fields are:

- Check either Accept or Reject
- If Reject checked, user must enter comments
- Name
- Phone Number (digits only)
- Email

- **Error** – User clicks the green submit button embedded within the adobe interactive confirmation form and nothing happens.



The form is working correctly when the green “*Submit to Northrop Grumman*” button is selected, an email opens and a copy of the completed confirmation form attaches to the email

Resolution – User needs to have an active email program open. If they do not have an active email program, they should execute the following instructions:

- Save the file
- Change the filename extension from **.pdf** to **.ngpdf**
- Add the attachment with the **.ngpdf** extension to an email and send to ngsubmittalerp@ngc.com

- **Error** – User returns the form via email to Northrop Grumman, but continues to receive unconfirmed order reminders

Resolution – User should confirm that the PO/CO version that was emailed matches the PO/CO version that is listed in the unconfirmed order reminder. Action is required for each PO/CO submitted. This is tracked via the PO/CO version number.

- **Error** – User returns the form via email to Northrop Grumman, but continues to receive unconfirmed order reminders

Resolution – User should confirm that Foxit was not used to execute the order confirmation. Confirmations created by Foxit are not supported by Northrop Grumman’s order confirmation processing system.

If you require additional assistance, please contact the Buyer/SCA listed on the PO/CO:
Buyer’s Name, Buyer’s Phone Number, and Buyer’s Email
