Supplier Connect User Guide

On-Line Training for Supplier Connect is available on the Supplier Connect page of pb.com. To access go to www.pb.com > Our Company > Supplier Connect > Tutorial for Supplier Connect

- ***Questions regarding the Supplier Connect system should be sent to supplier.connect@pb.com***

- ***The following system requirements are necessary for using Supplier Connect***
  - **Excel 2000 or higher**
  - **Internet Explorer 5.0 and Netscape 4.6 or higher**

- ***Terms and Conditions apply to orders posted on Supplier Connect, to access go to PO/Schedule reports and select Terms & Conditions.***

1. To Log–on to Supplier Connect

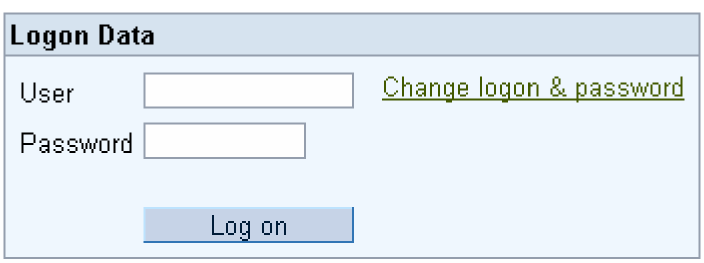
- Logon to **www.pb.com**

- Once at the web page, select “**Our Company**” which is located on the lower left-hand side of the page (the very bottom of the page)

- Then click on the **Supplier Connect** link, which is located on the left hand side, (in the blue box), this will launch to the Supplier Connect page.

- Select “**Login Supplier Connect**” located on the lower right hand side of the page under Useful Tools.

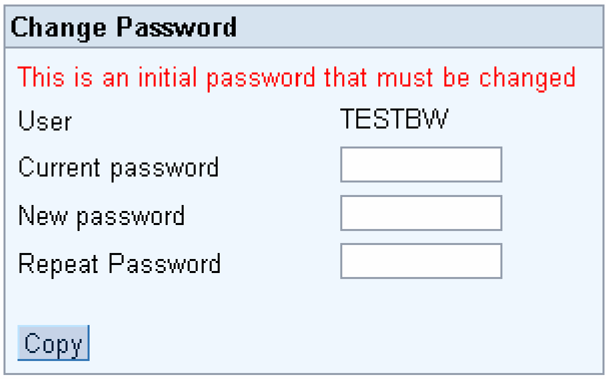
- **Every time you log onto Supplier Connect, you will see the following log on box.**



*If you would like to change your password, you can do so, by clicking on the **change logon & password** box. ****Passwords are required to be changed every **60** days; the system will automatically prompt you to do so.*

Tip: Save link in your favorites for future access. Also, link can be saved on desktop by selecting file=>send=>send to desktop.

- **To change your password, type in your new password and repeat the password.**



- **Your new password has been created.**

- **You will now be logged onto Supplier Connect.**

Please contact Supplier.connect@pb.com **if you have any questions.**

2. Once on the site, you will be brought to a Menu screen.

Note: You may only see Menu:, if so click the arrow so that it is pointing down, then reports will appear.

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3. Available reports are listed on the menu screen.

- **PO/Schedule Communication**
  - Displays firm and planned purchase orders and scheduling agreements.
- **Routing Guide**
  - Supplier routing guide for shipments inbound to PB
- **Expensed Purchase Orders**
  - Displays purchase orders for items that are non-inventory items (i.e., engineering, samples, tooling, rework, etc).
- **Change History Report**
  - Allows user to view changes to PO's and schedules over a select period.

- **Receipt History**
  - Allows user to view goods receipts over a select period.
  - Suppliers will be able to see shipments and check for receipt of items.

- **Financial**
  - Payment details and status.
  - You may need to click on the arrow by the word Financials to open the financial reports.

- **Return Purchase Order Report**
  - Return details and status of returns

- **Firm Status report**
  - Shows only Firmed orders

- **Terms & Conditions**
  - Pitney Bowes' T&C

- **Performance Metrics**
  - Reports show scores for Overall, Quality/PPM Score; On-Time Delivery; and Invoice Accuracy.

THE FOLLOWING SECTIONS WILL DESCRIBE HOW TO RUN REPORTS IN SUPPLIER CONNECT.

4. Running PO/ Schedule Communication Report

- **Select P/O Schedule Communication**

- **Selection criteria box will appear, Select one or more of the following optional fields (Selection criteria narrows report to item selected)**.
  - Status: *(optional) Used to filter on firm, planned or all items.*
    - Firm: *Requirement is firm and delivery authorized on delivery date*.
    - Planned: *Requirement is planned*
    - Blank: *Shows both firm & planned requirements*.
  - PO Number- *(optional) Use if you want to go to a specific PO or scheduling agreement.*
  - Due date*: (required)* scheduled delivery date, S*elect date range of orders to be viewed)*
  - Material: *(optional) Pitney Bowes Material code*
  - Plant Code (optional**)** *Use this filter to select requirements for a specific PB location*.

  - *Tip: Using selection criteria focuses information outputs and decreases report run times.*

- Please note that a new column has been added to the PO Schedule Communication page. They are described as Ship to and Loc.
- This is only an enhancement to the PO Schedule page. The rest of the schedule has remained the same.

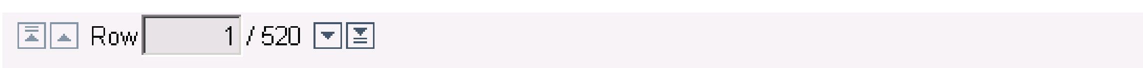
4. Running PO/ Schedule Communication Report, *Continued*

- **Click on Execute**

o **Report will display. The following columns are displayed:**

- **Material Code**: PB Material Number
- **Revision**: Engineering revision level for the material
- **Product Description**: Description for item
- **Status**: If requirement is firm or planned
- **Due Date**: Date item is due at PB location
- **PO number**: PB purchase order number
- **Item**: The item number on a PO
- **Line**: The line number on a PO associated with a specific delivery date and quantity
- **Ship to**: Combination of plant storage location. For further detail, refer to location guide located on Supplier Connect page of PB.com
- **Location**: PB location where item is be shipped
- **Last Receipt**: Date last goods receipt at PB location
- **Buyer**: Assigned buyer for line item
- **Last Changed on**: Last time a change occurred on order (this may include item creation, date change, quantity change, etc)
- **Order quantity**: Order quantity for line item.
- **Quantity Received**: Quantity received at a PB location
- **Balance**: Balance due on line item.
- **PO Price**: Price PB will pay for item (insure correct)
- **Price Unit**: The pricing multiple
- **Days Past due**: Number of days item is late, based upon due date.

o **There may be multiple pages to be displayed, click on the to view next pages. (See below)**



- *Tip: Use option to scroll up, and option to scroll down*

o **Different viewing options**

- **On-line:** Allows you to view the report online.
- **Excel download –** Downloads to excel. Allows report to be saved on your local drive
- **CSV**: Downloads in format friendly to upload programs.
- **Print**: Displays a printer friendly version of the report with less detail

Tip: Downloading report to Excel allows you to customize the report format to your business requirements.

4. Running PO/ Schedule Communication Report, *Continued*

- **Click** Back to Variable Selection **to exit and return to the selection screen.**

- **<u>Click back arrow</u>** **<u>to exit and return to menu screen.</u>**
  - May require multiple clicks to return to menu screen

5. Running Expensed Purchase Order Report

- **<u>Select Expense Purchase Orders</u>**

- **<u>Selection criteria box will appear, Select one or more of the following optional fields</u> (Selection criteria narrows report to item selected)**.
  - Material: *(optional) Pitney Bowes Material code (Usually blank on expense PO)*
  - Due date*: (optional)* scheduled delivery date, S*elect date range of orders to be viewed)*
  - Plant Code (optional**)** *Use this filter to select requirements for a specific PB location*.
  - PO Number- (optional**)** *Use to go to a specific PO or scheduling agreement.*

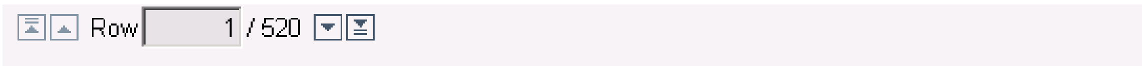
- **<u>Click on Execute</u>**

- **<u>Report will display. The following columns are displayed</u>:**

  - **Material Code**: PB Material Number ("# ") (will display if Material field is blank)
  - **Revision**: Engineering revision level for the material ("**-**") will display if Revision field is blank)
  - **Product Description**: Description for item
  - **Due Date**: Date item is due at PB location
  - **PO number**: PB purchase order number
  - **Item**: The item number on a PO
  - **Ship to**: PB location code where item is to be shipped
  - **Location**: PB location where item is be shipped
  - **Last Receipt**: Date last goods receipt at PB location
  - **Buyer**: Assigned buyer for line item
  - **Last Changed on**: Last time a change occurred on order (this may include item creation, date change, quantity change, etc)
  - **Order quantity**: Order quantity for line item
  - **Quantity Received**: Quantity received at a PB location
  - **Balance**: Balance due on line item.
  - **PO Price:** Price PB will pay for item (insure correct)
  - **Price Unit**: The pricing multiple
  - **Days Past due**: Number of days item is late, based upon due date

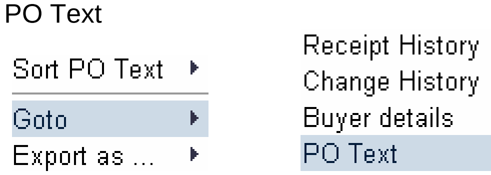
5. Running Expensed Purchase Order Report, *Continued*

- **<u>There may be multiple pages to be displayed, click on the to view next pages. (See below)</u>**



Tip: Use option to scroll up, and option to scroll down

- **<u>Viewing Purchase Order Text</u>**
  - PO's with test are identified in the column labeled PO Text PO Text
  - Pos with text are identified by YES in the column labeled PO Text
  - To view text left-click on the word YES
  - A selection box will appear, choose PO Text



- **<u>Different report viewing options</u>**
  - **On-line:** Allows you to view the report online.
  - **Excel download –** Downloads to excel. Allows report to be saved on your local drive
  - **CSV**: Downloads in format friendly to upload programs.
  - **Print**: Displays a printer friendly version of the report with less detail

- **Click** Back to Variable Selection **to exit and return to the selection screen.**

- **<u>Click back arrow</u>** **<u>to exit and return to menu screen.</u>**
  - May require multiple clicks to return to menu screen

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6. Running Change History Report

- **<u>Select Change History Report</u>**

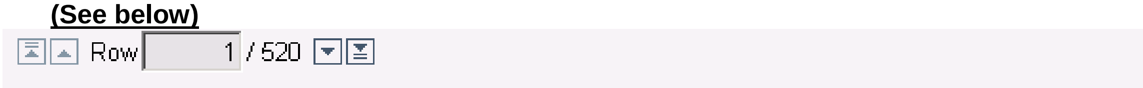
- **<u>Selection criteria box will appear, Select one or more of the following optional fields</u> (Selection criteria narrows report to item selected)**.
  - Material: *(optional) Pitney Bowes Material code*
  - PO Number- (optional) Use if you want to go to a specific PO or scheduling agreement.
  - Last change date: (optional) Enter date or date-range of changes to be displayed

- **<u>Click on Execute</u>**

6. Running Change History Report, *Continued*

- **Report will display. The following columns are displayed:**
  - **Material**: PB Material Number ("# " will display if Material field is blank)
  - **PO Number**: PB purchase order number
  - **Item**: The item number on a PO
  - **Line:** The sub line number from the PO
  - **Update:** Type of Change
  - **New Value:** Current value for field
  - **Old Value:** Previous Value
  - **Changed on:** Date change occurred

- **There may be multiple pages to be displayed, click on the to view next pages. (See below)**



Tip: Use option to scroll up, and option to scroll down

- **Different viewing options**
  - **On-line:** Allows you to view the report online.
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  - **Print**: Displays a printer friendly version of the report with less detail

- **Click** Back to Variable Selection **to exit and return to the selection screen.**

- **Click back arrow to exit and return to menu screen.**
  - May require multiple clicks to return to menu screen

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7. Running Receipt History Report

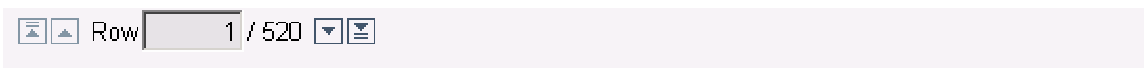
- **Select Receipt History Report**

- **Selection criteria box will appear, Select one or more of the following optional fields (Selection criteria narrows report to item selected).**
  - PO Number- *(optional) Use if you want to go to a specific PO or scheduling agreement.*
  - Material: *(optional) Pitney Bowes Material code*
  - Date received*: (optional) Date of goods receipt*, *input a specific date or date range*
  - Plant: (optional) Location where good receipts were performed

7. Running Receipt History Report, *Continued*

- **Click on Execute**
- **Report will display. The following columns are displayed:**
  - **Material:** Material number and description
  - **PO Number:** PB purchase order number
  - **Item:** Item number on a PO
  - **Posting Date:** Date items received by Pitney Bowes
  - **Quantity:** Quantity Received

- **There may be multiple pages to be displayed, click on the to view next pages. (See below)**



Tip: Use option to scroll up, and option to scroll down

- **Different viewing options**
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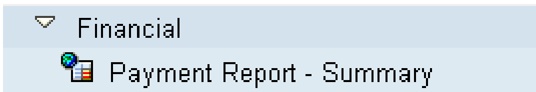
  - **Print**: Displays a printer friendly version of the report with less detail

- **Click** Back to Variable Selection **to exit and return to the selection screen.**

- **Click back arrow to exit and return to menu screen.**
- May require multiple clicks to return to menu screen

8. Running Payment History Report

- <u>**Select Financials > Payment Report - Summary:**</u>



  - <u>**Selection criteria box will appear. Select one or more of the following optional fields**</u> **(Selection criteria narrows report to item selected).**

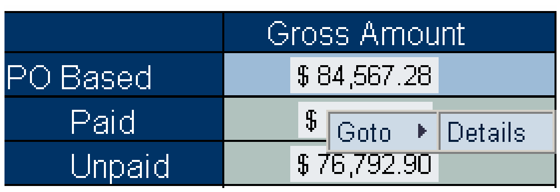
  - **PO Number:** *(Optional) - Pitney Bowes purchase order number*
  - **PO Month/Year** *(Optional) - PO date*
  - **Invoice Number** *(Optional) - your invoice number*
  - **Invoice Date** *(Optional) Date on your invoice*
  - **Material** *(Optional))- Material number on PO*
  - **Check Number**. *(Optional) Check number on payment made by Pitney Bowes*
  - **Payment Date** *(Optional) - Date payment made*
  - **Delivery Number** *(Optional) - Packing slip number*

- <u>**Click on Execute**</u>

- **Payment summary will display, click on the respective figures**

  - **Click on figure you want to see detail on (paid, unpaid)**

  - **Go to box will display, move arrow on the words “Go to > Details”, click on to select.**



8. Running Payment History Report, *Continued*

- **Report Detail will then display, columns listed below:** *(please note that this is a partial listing)

Payment Report - PO Based - UnPaid

Currency	Purchasing document	Item	Material	Invoice No.	Delivery No.	Blocking Reason	Comments	Net Due Date	Quantity	Effective Unit Cost	Net Line I
USD	4500048748	10	SV10980	3100208045	24985	NONE	#	07/01/2004	1,000.00 EA	$ 0.2200 /EA	
USD	4500049255	10	SV50405	3100208044	60349	NONE	#	07/01/2004	200.00 EA	$ 0.0500 /EA	
USD	Result										

  - **Currency**: Currency of PO
  - **Purchasing Document-** PB Order Number
  - **Item:** Line Item Number
  - **Material:** PB Material Number
  - **Delivery Number:** Packing Slip Number
  - **Invoice Number:** Supplier Invoice Number
  - **Payment Method:** How payment was made
  - **Check Number:** Check Number of Payment
  - **Payment Date:** Date Payment Made
  - **Quantity:** PO Quantity
  - **Effective Unit Cost:** Unit Cost for item on PO
  - **Net Line Item Amount:** Net Amount

- **Different viewing options**

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  - **Print**: Displays a printer friendly version of the report with less detail

- **Click** Back to Variable Selection **to exit and return to the selection screen.**

  - **Click back arrow to exit and return to menu screen.**
  - May require multiple clicks to return to menu screen

Note: The Payment History Report works only for invoices sent to Pitney Bowes' Tampa USA and Mississauga, Canada Accounts Payable departments. Invoices sent to other Pitney Bowes facilities are not accessible via this report.

9. Running Performance Metrics Reports

- **Select Global Score**

- **Selection criteria box will appear:**

  - **Calendar Month/ Year** *(Required)* – Enter month/year in the (mm/yyyy) format, single month or a range can be selected.

  - **Click the Execute Button to retrieve the Report** 

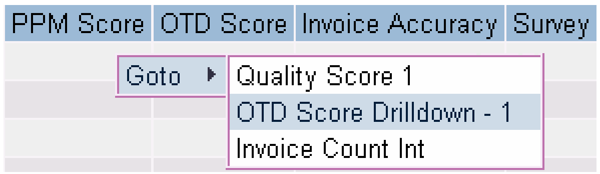
- **Report Detail will display**

  - **Period:** Month and Year data is shown for
  - **Global Ultimate DUNS:** Unique Company Identifier assigned by Dun &Bradstreet
  - **Local Vendor Number:** PB Assigned Vendor Code (Note: P1/PD refers to SAP Instance, P1 is a North America Vendor Code or PD is a EAME Vendor Code)
  - **Country/Vendor:** Country of Management Address
  - **Global Score:** Is the Sum of the Quality / OTD / Invoice Accuracy and Perception Survey Scores
  - **Quality Score:** Number Rejects Divided by Number Received in the specified time period
  - **PPM Score:** Quality Score multiplied by 1,000,000
  - **OTD: (On Time Delivery)** Receipt Date vs. PBI Required Delivery Date during the specified time period
  - **Invoice Accuracy:** Number of rejected invoices vs. Total Number received in the specified time period
  - **Survey:** Supplier Perception Survey completed by Key internal Pitney Bowes employees.

- **From this initial report the following detailed reports may be obtained:**
  - On-Time Delivery Score
  - Quality Score
  - Invoice Count

On-Time Delivery Score

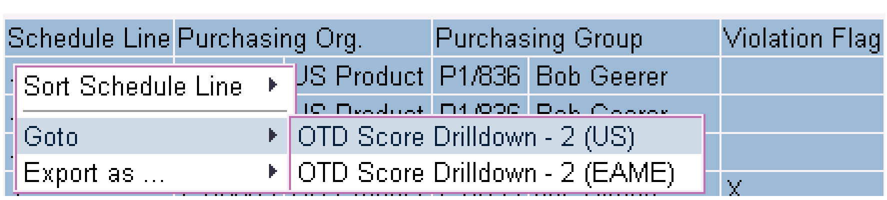
- **To Retrieve your On-Time Delivery drilldown for a specific period:**
  - Click on the line item
  - Follow the ‘Go to’ Menu
  - Click on ‘OTD Drilldown 1’ to generate report.



- **<u>OTD Drilldown 1 Report Detail will display:</u>**

  - **Local Vendor:** PB Assigned Vendor Code
  - **Company Code:**
  - **Plant:** Plant Number and Location product received.
  - **Period:** Month and Year data is shown for
  - **Local Material Code:** PB Material Number and Description
  - **Purchasing Document:** PB purchase order number
  - **Line:** The sub line number from the purchase order
  - **Schedule Line:** Line number from the purchase order
  - **Purchasing Org:** Data Grouping (for Pitney Bowes internal use only)
  - **Purchasing Group:** Buyer Code
  - **Violation Flag:** “X” if order was placed in violation of lead time
  - **Delivery Status Flag:** “E”, “L”, “Q” for deliveries with early, late and quantity violations respectively. Column will be blank for deliveries received within specified delivery window
  - **OTD Score:** Score received (0, 50, 100) based on Receipt Date vs. PBI Required Delivery Date during a specified time period.

- **To Retrieve more detailed information on your On-Time Delivery score:**
  - Click on the line item
  - Follow the ‘Go to’ Menu
  - Click on OTD Score Drilldown – 2 (P1/US) or OTD Score Drilldown – 2 (PD/EAME) depending on desired region to generate report.

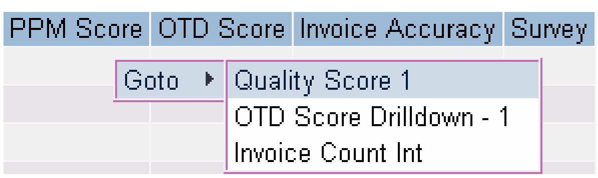


- **OTD Drilldown - 2 Report Detail will display:**

    - **Purchasing Document:** PB purchase order number
    - **Line:** The sub line number from the purchase order
    - **Material:** PB Material Number and Description
    - **Delivery Note:** Vendor packing slip number
    - **Schedule Line:** Line number from the purchase order
    - **Vendor:** PB Assigned Vendor Code
    - **Violation Flag:** "X" if order was placed in violation of lead time, "blank" if order placed to full lead time
    - **Delivery Status Flag:** "E", "L", "Q" for deliveries with early, late and quantity violations respectively. Column will be blank for deliveries received within specified delivery window.
    - **GR No.:** Goods Receipt Number (Pitney Bowes system assigned)
    - **GR Year:** Goods Receipt Year
    - **Order Date:** Date order scheduled
    - **PB Requested Delivery Date:** Order delivery date requested by PB
    - **Goods Receipt Date:** Date goods actually received by PB
    - **PB Requested Delivery Quantity:** Order quantity requested by PB
    - **Actual GR Quantity:** Order quantity actually received by PB
    - **Lead Time:** Number of days needed to produce product.

Quality Score

- **To Retrieve your Quality Score drilldown for a specific period:**
    - Click on the line item
    - Follow the 'Go to' Menu
    - Click on 'Quality Score 1' to generate report.



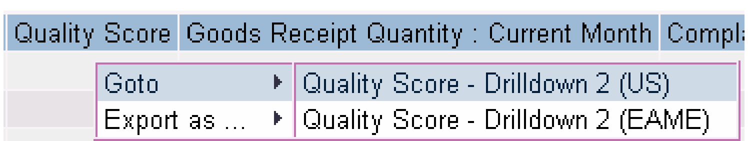
- **Quality Score Report Detail will display:**

    - **Period:** Month and Year data is shown for
    - **Global Material Group: PB Internal Commodity Code**
    - **Plant:** PB Plant Number and Location product received.
    - **Source System ID: P1= US, PD=EAME**
    - **Material Code:** PB Material Number and Description
    - **PPM Score: (Parts per million Score)** Quality Score multiplied by 1,000,000
    - **Quality Score:** Number Rejects Divided by Number Received in the specified time period. Based on a scale of 0-100

- **Goods Receipt Quantity: Current Month:** Total sum of Goods Receipts in Month(s) requested
  Current Month data from the last month requested
  For example-
  If is data requested from months 01/2005- 03/2005,
  "Current Month" is March data
- **Complaint Quantity: Current Month:** Total sum of reject notices that require Corrective Action in Month(s) requested
- **Goods Receipt Quantity: Month – 1:** Total sum of Goods Receipts in Month(s) requested
  Month-1 data from one month previous to current month
  For example-
  If is data requested from months 01/2005- 03/2005,
  "Month-1" is February data
- **Complaint Quantity: Month – 1:** Total sum of reject notices that require Corrective Action in Month(s) requested
- **Goods Receipt Quantity: Month – 2:** Total sum of Goods Receipts in Month(s) requested
  For example-
  If is data requested from months 01/2005- 03/2005,
  "Month-2" is January data

- **Complaint Quantity: Month – 2:** Total sum of reject notices that require Corrective Action in Month(s) requested

- **To Retrieve more detailed information on your Quality Score:**
  - Click on the line item
  - Follow the 'Go to' Menu
  - Click on Quality Score – Drilldown 2 (US)

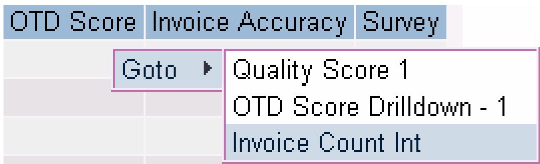


- **<u>Quality Score Drilldown 2 (US) Report Detail will display:</u>**

  - **Vendor:** Vendor Name and PB assigned vendor number
  - **Notification Date:** Date of reject notice
  - **Material Code:** PB Material Number and Description
  - **Plant:** PB Plant Number and Location product received at.
  - **Catalogue Type:** Product Family
  - **Code Group:** Description of Product Family
  - **Coding:** PB Commodity Code
  - **Notification No.:** PB assigned Corrective Action Number
  - **Rejects Quantity:** Number of Rejects

Invoice Count

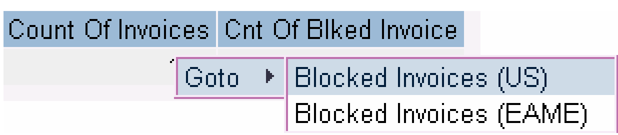
- **To Retrieve your Invoice Count for a specific period:**
  - Click on the line item
  - Follow the ‘Go to’ Menu
  - Click on Invoice Count



- **<u>Invoice Count Report Detail will display:</u>**

  - **Period:** *Month and Year data is shown for*
  - **Local Vendor:** PB Assigned Country and Vendor Code
  - **Country- Vendor:** Vendor Country Location
  - **Count of Invoices:** Total Invoices posted for desired month(s)
  - **Cnt of Blked Invoice:** Count of Invoice errors due to discrepancies

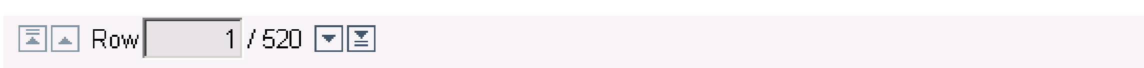
- **To Retrieve more detailed information on your Invoice Count:**
  - Click on the line item
  - Follow the ‘Go to’ Menu
  - Click on Blocked Invoices (P1/US)/ (PD/EAME) depending on desired region



- **<u>Blocked Invoice Report Detail will display:</u>**

  - **Local Vendor:** PB Assigned Country and Vendor Code
  - **Period:** Month and Year data is shown for
  - **Invoice:** PB assigned invoice number
  - **Vend Invoice:** Vendor Invoice number
  - **Plant:** PB plant Purchase Order is associated with
  - **Company Code:** PB Division

- *Different viewing options*
  - **Excel download –** Downloads to excel. Allows report to be saved on your local drive
  - **<u>There may be multiple pages to be displayed, click on the to view next pages.</u>**



Tip: Use option to scroll up, and option to scroll down

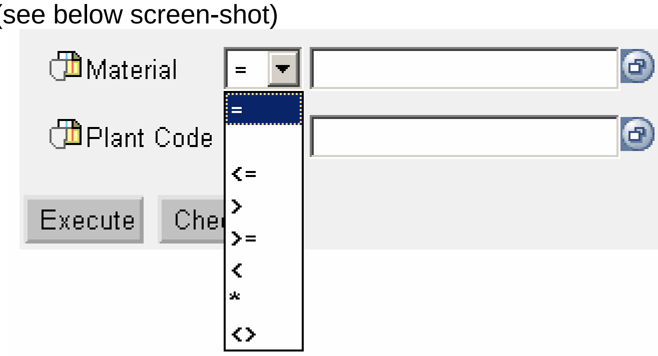
- **Click** Back to Variable Selection **to exit and return to the selection screen.**

- **<u>Click back arrow</u>** **<u>to exit and return to menu screen.</u>**

THE FOLLOWING IS GENERAL SYSTEM INFORMATION TO HELP YOU BETTER UTLIZE SUPPLIER CONNECT.

10. Data Input Boxes:

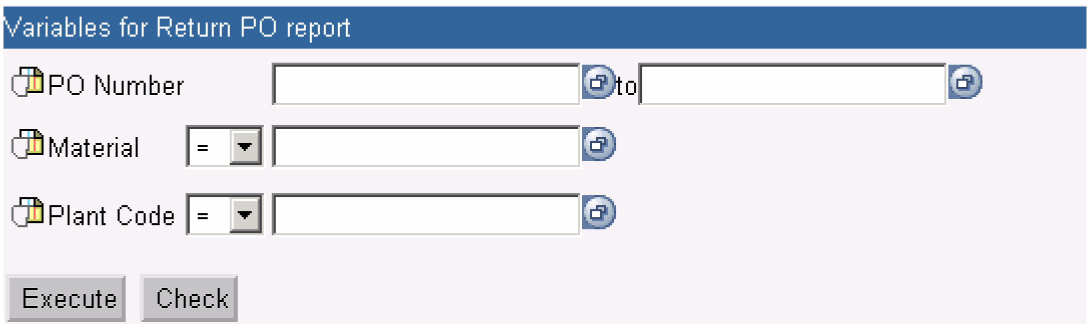
- Multiple input boxes allows for the input of a single value or a value range.
- Clicking on icon opens a window with available selections
- Each selection box allow for the selection of filters that allow for specific value ranges, for example; the default = is asking for data that meets and exact criteria, the [] symbol allows for ranges to be entered, in addition greater and less-than selection criteria are also available, (see below screen-shot)



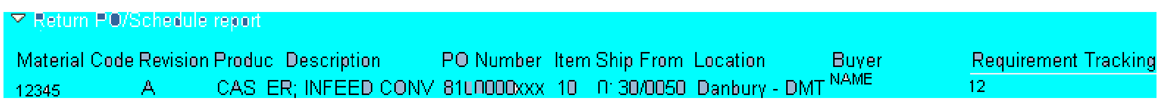
- Below are examples of valid input: *(These options apply for all selection boxes in Supplier Connect, i.e.: Material number, PO number, Due date, Change Date, etc).*

11. Return Purchase Order Report

- **Report Detail will then display, columns listed below.**
  - **PO Number:** *(Optional) - Pitney Bowes purchase order number*
  - **Material** PB Material Number *(Optional)* -
  - ***Plant Code*** *(Optional) – Code for plant to ship to*



Select the criteria hit execute and the report will display (note, not all columns are displayed here)



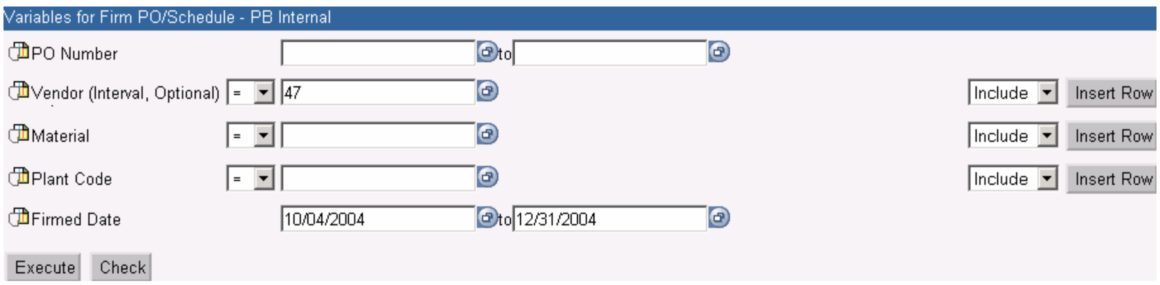
Report Detail will then display, columns listed below:

- **Material Code** PB Material Number ("# ") (will display if Material field is blank)
- **Revision** *(Optional)* Engineering revision level for the material ("**-**") will display if Revision field is blank)
- ***Product Description*** *(Optional) Item description*
- ***PO number*** *(Optional) - Pitney Bowes purchase order number*
- ***Item:*** The item number on a PO
- ***Ship from (Optional)*** *Where item was shipped from*
- ***Location:*** *(item ship to location)*
- ***Buyer:*** *(Buyers name)*
- ***Requirement Tracking*** *(Tracking number)*
- ***Last Changed on:*** *Last time a change occurred on order (this may include item creation, date change, quantity change, etc)*
- ***Order Quantity:*** Order quantity for line item
- ***PO price:*** *(*Price PB will pay for item (insure correct)
- ***Price Unit*** *(*The pricing multiple)

12. Firm PO/Schedule Report

Select Firm PO/Schedule Report. The following options will display:

- **PO number** *(Optional) - Pitney Bowes purchase order number*
- ***Material code:*** PB Material Number ("# ") (will display if Material field is blank)
- ***Plant code:*** *(Optional) – Code for plant to ship to*
- ***Firmed date:*** The scheduled delivery date



The following report will display (Please note, not are columns are displayed).

Firm date report

Material		Product Description	Revision	Status	PO Number	Item	Line	ShipTo	Name
1AEC	PSD,CANADA-POSTAL SECURITY DEVICE	PSD, CANADA-POSTAL S	-	Planned	5500004021	20	76	0010	Stamford
							77	0010	Stamford
							78	0010	Stamford

13. Data Input Boxes

Specific input- Pulls info for date entered only

Range Input   Range input *(Shows info of the selected range of dates)*

Blank- Shows all, may cause report to be too large.

14. Downloading and saving a document

- Each report can be downloaded to Microsoft Excel or in a CSV format by clicking on the appropriate icon at the bottom of the report.

- o Click on the item that you would like to export and select the format that you would like to display it in.
- o In order to save the report to a local computer, use the File Save as menu option.
- o Click on the icon to export to excel: (*Use this option to download to excel and manipulate the file to your requirements. Note: first save the file to your desktop before adding, deleting, changing rows or columns.*
- o Click on the icon to export to CSV (*This format is used to download data out of Supplier Connect, to be uploaded to your system by your IT department).*
- o Print *(Prints a hard copy to 8 ½ x 11 or A4, note that this is a less detailed version)*

Please note: Once you have selected the export button you cannot return to Supplier connect without clicking the refresh button.

15. Excel Download - How to remove letters from Excel numerical cells.

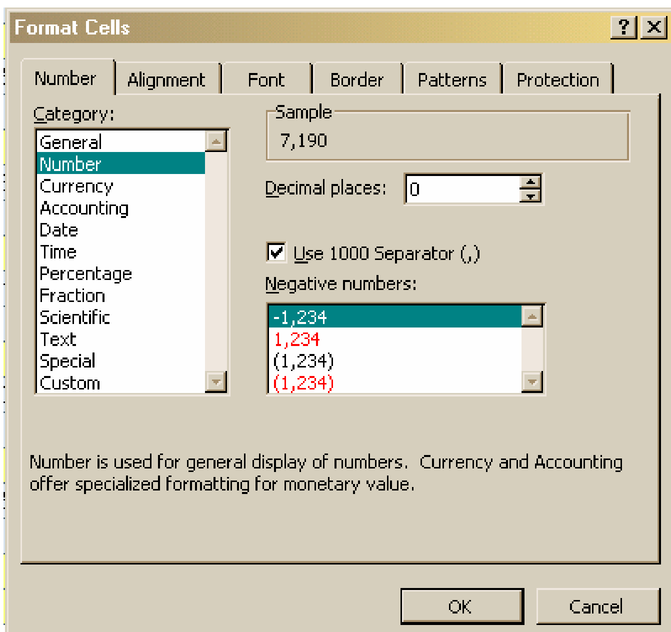
- o **Situation: Cells contain letters with the numbers and formulas do not work as shown below.**

N
Actual GR quantity
7,190 EA
7,190 EA
7,190 EA
2,200 EA
4,420 EA
6,620 EA
6,620 EA

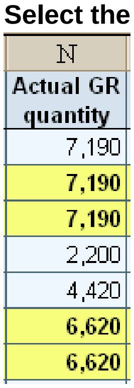
![Pitney Bowes]

15. Excel Download - How to remove letters from Excel numerical cells, *Continued*

- **Highlight the cells to be changed.**
- **Click on the menu path Format => Cells and select the Number tab, you will see the following window:**



- **Select the number tab and choose the number selection:**



N
Actual GR quantity
7,190
7,190
7,190
2,200
4,420
6,620
6,620

- **Click ok and the column will now be displayed in numbers only.**

- **Repeat process as needed for other columns/cells.**

16. Frequently asked questions

1) **Where do I go to get the phone number of a buyer?**
   - *Select buyer from buyer column and then choose the go to option and then buyer details. Phone number and fax numbers will be available there.*

2) **How do I get an account?**
   - *Refer to page 1, for account request information*

3) **How can I change the name and e-mail address associated with my account?**
   - *Send us an e-mail. Refer to page 1, for account related information*

4) **Do I have to do ASN's?**
   - *ASN's are a future functionality that will become part of Supplier Connect. This functionality is under development and is not live in the system. ASN's are not currently required. You will be contacted when ASN become a requirement.*

5) **My Excel has text, how can I change that?**
   - *Refer to instructions in this manual on how to remove text in Excel.*

6) **My order looks incorrect, who do I contact**
   - *Data in Supplier Connect is a direct reflection of what is in Pitney Bowes' SAP system. If information appears incorrect contact the assigned buyer to discuss any discrepancies.*

7) **How often is Supplier Connect updated?**
   - *Supplier Connect is updated nightly, so if a change happens today in SAP you would not see if reflected in Supplier Connect until the following day.*

8) **The link in e-mail does not work?**
   - *Cut and copy the address into the address field in your browser and launch. You will be brought to the Change History Report.*

9) **What types of changes do I receive an e-mail notification for?**
   - *E-mails notifications are sent for purchase orders, adds, changes, and deletions. Changes to scheduling agreements do not generate e-mails.*

10) **How do I get the full ship to address?**
    - *The full ship to address can be found in the Supplier Connect page on www.pb.com.*
    - *Go to "Related Downloads" > "Pitney Bowes Shipping and Billing Addresses"*

18. Helpful Tips

Tip: Save link in your favorites for future access. Also, link can be saved on desktop by selecting file→send→send to desktop. The shortcut will appear on desktop and is entitled BW Web application.

Tip: Check the "save this password in your password list" to have the system default your account information for future logins.

Tip: Downloading report to Excel allows you to customize the report format to your business requirements.

Tip: Use option to scroll up, and option to scroll down

Tip: Cut and copy the address into the address field in your browser and launch. You will be brought to the Change History Report.

Tip: Left clicking on data in many fields brings up report viewing option.

19. E-mail Notifications

- *You will receive an e-mail notifying you of any new or changed purchase orders.*
- *You will be brought to the changed history report, refer to section on how to use the change report.*
- *Clicking on the URL contained in e-mail notification will launch the Change History Report.*

20. Supplier Connect page on pb.com

Useful information and procedures can be found on the Supplier Connect page on pb.com

- Information found on Supplier Connect page includes, shipping instructions, PB Location Guide, Customs requirements, and more.
- To access this area go to: **http://www.pb.com/**

- **Select "Our Company**", located below the PB logo in the upper left hand corner.
- **Click on the Supplier Connect link**, located on the left hand side,(in the green box), this will launch to the Supplier Connect page.
- Go to **Policies & Procedures** area for document, located on the right hand side of the page
- **On-Line Training** is also available on the Supplier Connect page of pb.com. To access go to the Useful Tools area and select Tutorial for Supplier Connect.

21. Contact us

*Please e-mail questions and or comments to **Supplier.connect@pb.com***