A Guide to Acknowledge Purchase Order via Email

All Vendors will receive Purchase Order via Email

To acknowledge a 'New' or 'Change' Purchase Order

Overview

1. Every vendor is required to acknowledge any 'New' or 'Change' Material POs received by email to SCM-Expeditors@ shell.com.

2. Every vendor is required to acknowledge any 'New' or 'Change' Service POs received by email to **SAPAutoPOSupport@shell.com**.

3. Acknowledgement of receipt must be within 3 working days of receipt of PO.

4. Vendor is required to acknowledge receipt of Material POs to BSP Expediting Team with one of the standard format of PO acknowledgements below by email to SCM-Expeditors@ shell.com:

    i.   If vendor accepts a PO, the subject of the email should read:
         ACK receipt & accept PO

    ii. If vendor rejects a PO, the subject of the email should read:
         ACK receipt & REJ due to
         *delivery date/quantity/value/currency/incoterm differs
         (*delete the irrelevant).
         Email to respective buyer and copy to SCM-Expeditors@ shell.com