Common ASN pitfalls and how to avoid them

ASNs – why we need to get this right

Now we've migrated to SAP, all orders need to have an Advanced Shipping Notification (ASN) created ahead of the stock arriving into depot.

We need to receive an ASN ahead of goods being delivered to allow us to understand any shortages in the orders.

It's really important that we receive these ASNs to maintain efficiency, accuracy and availability.

If we don't receive an ASN from you, our depots don't know how much stock to expect. Our depot colleagues then have to manually create the ASN, which delays getting stock to our stores on time. The picking for our stores can't be optimised, and this causes availability issues across our estate.

The following is a short guide showing the common pitfalls around ASNs and how to avoid them.

If you need to you can refer to our in depth guide to the entire process here.

Generate supplier ASNs on time and NEVER duplicate an ASN

If an ASN we're expecting from you doesn't arrive by 21:00 the day before delivery to our depots we assume that 100% of the order will be delivered

Any subsequent ASNs submitted via EDI will then automatically be rejected

Suppliers should ensure that ASNs are generated and submitted by 21:00 on the day of delivery

It's also really important not to re-use ASN reference numbers – if this happens it means that we will be unable to process unique POs

Always generate new ASNs for every delivery

You can view the full guidance [here](#)

Make sure all the details match

If the ASN doesn't match up with the details on the original PO it will reject within SNC

Issues can include missing data, incorrect location numbers, transportation lane or duplicate information

EANs must be unique and must match the EAN quoted on the PO

Delivery dates shown must match the expected delivery date – it can never be in the past

The EDI Development team will contact you if there is a problem to investigate the route cause of the error and will be able to advise on ways to avoid future problems

Double check that ASNs match up with PO details

Check the finer details of product bar codes and never change once submitted

If an ASN is submitted with a differing UoM to the PO, our depots are unable to receipt the deliveries

Please follow the correct process if you are unable to fulfil an order – for example you should never include the non-fulfilled line on the ASN (we can then raise any additional POs required)

Also remember that when product bar codes are changed on the PO once the ASN has been submitted, it will automatically reject as it won't 'exist' on the original, and the stock not shown on the original PO will be rejected

If any additional products need to be added to a delivery after ASNs have been generated, you'll need to send a new PO and follow the process again for the additional stock

Don't submit legacy or FRTS orders via SAP
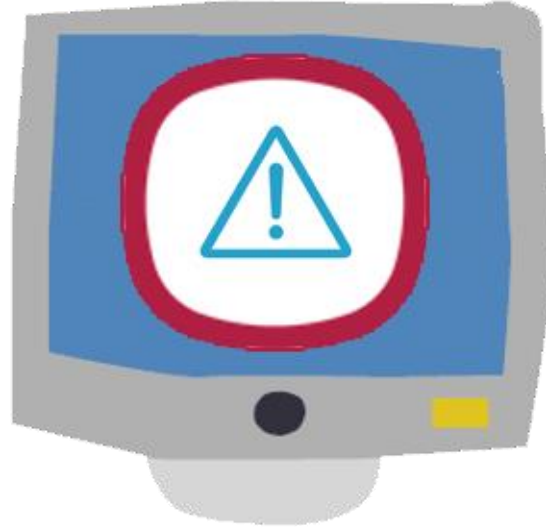
We won't be able to process any orders that don't use the correct ASN codes – legacy or FRTS orders can't be submitted in SAP this way

Make sure that your ASN begins with 43, 44, 45 or 48

Remember that only SAP related orders require an ASN to be submitted

Don't allow goods to arrive at a depot without an ASN

If deliveries arrive without an ASN having been received by us, depots are unable to receipt the goods

To avoid depots having to manually create ASNs for goods arriving without one, ensure you ALWAYS create an ASN before anything is due to be delivered

This also happens if an ASN is submitted after goods have already been received – this should never happen

Don't send more stock than has been ordered

If you send more stock to us than has been ordered it means that we end up holding this in our depots and run the risk of damage or spoiling

Ensure that you only send us the right amounts of stock that have been ordered

If you need to engage with our Demand Planners or Supply Chain representatives you can do so here <need link to email?>

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Look out for system errors

System errors don't occur very often but if you see the SNC system download error QRFC_SYSTEM_DUMP, it means that the ASN does not get processed first time

In this instance, contact the GDL_SAP_Triage team to represent the ASN message through SNC

If you need any further help, you can get in touch with the Supplier Engagement team by contacting **supplierengagement@coop.co.uk**