

Order Acknowledgement Guidelines

Ballard Designs Vendor Compliance:

It is imperative that you send timely and accurate Purchase Order Acknowledgements. The following information will help you determine the appropriate acknowledgement to send.

For additional information please see [Supplier Resource Site](#)

Purchase Order Acknowledgement (855):

When to send the Purchase Order Acknowledgement:

- Within **48 hours** of receiving a Purchase Order (850) and/or a Purchase Order Change (860).
- Anytime you need to communicate subsequent changes to your ability to fulfill an order.
 - Example: You initially intended to fulfill the entire order, as received, however, you can no longer fulfill the entire ordered quantity of one or more of the items. It is of utmost importance that you communicate this change to Ballard Designs, so they can make any necessary adjustments.

How to correctly leverage the Acknowledgement Types (BAK02):

- **Acknowledge - With Detail and Change (AC)**
 - You intend to fulfill the order in its entirety or partially, but need to communicate changes, such as adjustments to quantity, price, expected ship dates, etc.
 - At least one line item is expected to have an Item Status (ACK01) other than Item Accepted (IA).
 - **DR** Item Accepted - Date Rescheduled
 - **IB** Item Backordered
 - **IP** Item Accepted - Price Changed
 - **IQ** Item Accepted - Quantity Changed
 - **IR** Item Rejected
- **Acknowledge - With Detail, No Change (AD)**
 - You intend to fulfill the order in its entirety, EXACTLY as it was ordered.

- All line items are expected to have an Item Status (ACK01) of Item Accepted (IA).
 - You must not communicate Item Accepted (IA) yet send updated quantities or ship dates. If you need to communicate changes such as these, you must leverage the previously mentioned Acknowledge - With Detail and Change (AC) acknowledgement type and provide the correct corresponding change details at the line-item level.
- **Reject with Detail (RD)**
 - You do not intend to fulfill any part of the order.
 - All line items are expected to have an Item Status (ACK01) of Item Rejected (IR).
 - When rejecting an item, you are expected to provide a note advising why.

Purchase Order Change Acknowledgement (865):

Only to be used when responding to a Direct Delivery (Dropship) Purchase Order Change Cancellation of an entire order.

When to send the Purchase Order Change Acknowledgement:

- Not utilized for **stock orders**.
- Used ONLY for **direct delivery (dropship to customer)**.
- In response to a **cancellation** for a direct delivery (dropship to customer) order communicated via a Purchase Order Change (860) where BCH01 = 01, to communicate your ability to cancel the entire order.
 - Scenario: Ballard sends you a PO Change to cancel a direct delivery order in full. You must send back the Purchase Order Change Acknowledgement to confirm whether you can cancel the order, as requested.
 - This is the only intended use case for the Purchase Order Change Acknowledgement. You should not send a Purchase Order Change Acknowledgement unless it is in response to a **cancellation**.

How to correctly leverage the Acknowledgement Types (BCA02):

- **Acknowledge - No Detail or Change (AK)**
 - You are able to process the cancellation.
- **Rejected - No Detail (RJ)**
 - You are unable to process the cancellation.

- Example: You have already shipped the product prior to receiving the cancellation.

The Ballard Design's EDI specifications can be found [here](#), on the supplier site.

If you are leveraging the SPS Commerce Fulfillment solution, the Purchase Order Acknowledgement will appear as an 'Acknowledgement' in your workflow, whereas a Purchase Order Change Acknowledgement will appear as a 'Change Acknowledgement'. Note that the 'Change Acknowledgement' will only appear in your workflow after you have received a Purchase Order Change.

Below are available training resources specific to your Fulfillment solution:

- [Ballard Designs Fulfillment Course](#)
- [Fulfillment Learning Path](#)

For questions on Ballard Design's EDI specifications, assistance with managing errors, or training on the SPS Commerce Fulfillment solution, please contact the SPS Commerce Support Team.

Phone: 888-739-3232

In-product chat feature

Email: support@spscommerce.com