

Purchase Order

Acknowledgment Requirements

What is a purchase order acknowledgment?

A purchase order acknowledgment (POA), also known as an EDI 855 document, is a formal document sent by a seller to a buyer confirming that a purchase order (PO) has been received. The POA typically includes the details of the order, such as the item(s) purchased, quantity ordered, retail price, the purchase discount, and the anticipated ship date. It is automated communication between systems and does not require manual intervention.

The POA helps ensure clear communication between the buyer and seller. It is a crucial piece of the order fulfillment process. At Ingram, the POA serves many purposes, including:

- Acknowledges receipt of a purchase order.
- Communicates the supplier's intent to fulfill the order.
- Reports any errors on the order (including pricing).
- Indicates issues with fulfilling the order, such as insufficient quantities or items on backorder.
- Helps us maintain the accuracy of our pricing and title availability, so we can keep our customers informed.

What if I am not using EDI?

We encourage all suppliers to utilize EDI for communications with Ingram. For those who choose not to, Ingram purchase orders must be retrieved via ipage (WEB), our B2B ecommerce site. Access to ipage requires an active Ingram iQ account. Suppliers should check iQ for new POs on a regular basis.

Ingram requires that all suppliers provide POAs, regardless of PO delivery method (EDI or ipage). All line items on a PO must be acknowledged within (2) business days of the order date. It is especially important that correct POA codes are used, and that due dates are provided. Failure to provide a POA or misuse of acknowledgment codes can result in titles becoming unavailable from Ingram.

What information is provided in a POA?

Ingram requires the following data in a POA, for every line item on a PO:

1. POA Code: A 2-character code that indicates the availability (status) of the title.
2. Quantity: Order fulfillment, or how much of the order quantity will be filled.
3. Purchase Discount: The purchase discount Ingram will receive on the item.
4. Retail Price: The list price or MSRP of the item (not the amount that Ingram will be invoiced)
5. Anticipated Ship Date:
 - Suppliers using ipage to acknowledge POs must provide an anticipated ship date in the POA.
 - For EDI users, Ship Date must be provided in an Advanced Ship Notice (ASN) document (EDI 857).

Acknowledgment Code Types

Ingram provides a complete list of valid POA codes as part of the EDI 855 integration process. The code list can also be found on ipage, iQ, and later in this document (beginning on page 3). Note that any title status change beyond the original POA must be communicated separately through ONIX or by using the Standard Bibliographic Template.

Purchase Order Cancellation Dates

Every Ingram PO has a cancellation date. It's important that we receive our order before the cancellation date, because a canceled PO can trigger us to place a new order. Product received late — after a PO has canceled — could be returned to the supplier as overstock.

General Rules: Acknowledgment (ACK) Codes

1. Only **one** acknowledgment code will be accepted per line item on a PO.
2. If a title is no longer available and won't be shipped, the order line must be acknowledged using the appropriate POA Code as outlined below.
3. If all units of a single title are available and will be shipped immediately, the order line must be acknowledged with code AR (Item Accepted and Released for Shipment).
4. Partial Shipments:
 - a. If a temporary out of stock condition prevents shipping all units of a single title now, but the remainder will be shipped prior to the PO cancellation date, the order line must be acknowledged as BP (Item Accepted, Partial Shipment, Balanced Backordered).
 - b. If a temporary out of stock condition prevents shipping all units of a single title now, and the remainder will not be shipped prior to the PO cancellation date, the order line must be acknowledged with code CE (Canceled, Order Partially Filled and Shipped, Remainder of Order Canceled).

POA Codes: General Categories

For reference, this table groups valid POA codes into 5 general categories (A – E) by order status and item status. A complete list of POA codes and their definitions begins on page 3.

Category A: Item Accepted & Released for Shipment	Code Group A
Shipping now. Ingram is expecting to receive the title. The title remains open on that PO in our system until the PO cancellation date. If stock has not arrived by the PO cancellation date, the title on that PO will be canceled in our system. We will reorder.	AR
Category B: Partial Shipments	Code Group B
Partial shipment. We are expecting to receive a partial shipment now. If POA code of BP is used, Ingram is expecting to receive the remainder of the partial. If stock has not arrived by the PO cancellation date, the balance of the backorder will be canceled. If POA code of CE is used, the unfilled partial amount will be canceled in our system immediately.	BP, CE
Category C: Item(s) Backordered	Code Group C
Not available to ship now. The supplier is temporarily out of stock. Our order for the title remains open in our system, and we continue to allow our customers to place orders with us. If stock has not arrived by the PO cancellation date, the line item on that PO will be canceled in our system.	BA, BB, BD, BH BN, BO, BR, BX, OD
Category D: Item(s) Not Available	Code Group D
Codes in the group should be used to let us know that an item we have ordered is not available now <i>but could become available in the future</i> . If we receive one of these codes and a Ship Quantity of (zero) on a POA, we will cancel the line item(s) on our PO and status the title as Out of Stock or Out of Stock Indefinitely. It is the supplier's responsibility to notify Ingram if the title becomes available at a later date.	CA, CN, CO, CQ, CR
Category D: Item(s) No Longer Available	Code Group E
Codes in this category tell us that an item we have ordered is not available now <i>and will not be available in the foreseeable future</i> . If we receive one of these codes and a Ship Quantity of (zero) on a POA, we will cancel the line item(s) on our PO and status the title unavailable from Ingram. As above, it is the supplier's responsibility to notify Ingram if the title becomes available at a later date.	BC, CB , CD, CG, CJ, CL, CV, CW, CX, KC, KK, KM, KP, KR, KS

POA Codes Accepted by Ingram

This table provides a complete list of the POA codes recognized by Ingram. It is important that suppliers use only codes listed here and apply them correctly. As mentioned previously, failure to provide an acknowledgment and misuse of acknowledgment codes can result in titles becoming unavailable from Ingram.

POA Code	Description	Definition
AR	Item accepted and shipped (Shipping)	Shipping now. Ingram is expecting to receive the title.
BA	Backordered: Not yet available (Not Shipped)	The title has not been received in supplier's warehouse but is expected. Stock is not available to ship now. Ingram is expecting to receive stock prior to publication date.
BB	Backordered: Reprint Under Consideration (Not Shipped)	The title is temporarily out of stock and a reprint decision is pending. IBC will status the title as temporarily out of stock.
BC	Backordered: Current edition not available (Not Shipped)	The title is not available in the edition that was ordered. The PO line is canceled, and the title is statused out of stock indefinitely.
BD	Backordered: Delay in publication (Not Shipped)	The publication date of the title has changed from the date originally announced. Ingram is expecting to receive stock prior to the PO cancellation date. If the publication date is extended by more than 6 months, Ingram will status the title Postponed. The supplier is responsible for notifying Ingram if the title becomes available at a later date.
BH	Backordered: On hold (Not Shipped)	The title is not available to ship now, and no due date is provided. Ingram will status the title temporarily out of stock.
BN	Backordered: Inventory in progress; closed for stocktaking (Not Shipped)	The suppliers' warehouse is closed for inventory. Ingram expects to receive stock before the PO cancellation date.
BO	Backordered: Out of stock (Not Shipped)	The title is temporarily out of stock. Ingram will status the title as temporarily out of stock
BP	Item Accepted: Partial shipment; balance backordered (Shipping)	Partial order shipping now, with the balance backordered. Ingram will status the title as temporarily out of stock. The remainder of the PO quantity is left open until the PO cancellation date.
BR	Backordered: To be reprinted (Not Shipped)	The title is temporarily out of stock. Ingram will status the title as temporarily out of stock

POA Code	Description	Definition
BX	Backordered: Not yet published (Not Shipped)	New title publication, not yet released. Ingram is expecting to receive the stock prior to the publication date and before the PO cancellation date.
CA	Canceled: Not yet available (Not Shipped)	The title has not been received in the supplier's warehouse, and the anticipated ship date is beyond the purchase order cancellation date. If the Ship Quantity is zero, Ingram will cancel the PO line and status the title as out of stock indefinitely.
CB	Canceled: Not our publication (Not Shipped)	The title is not available from this supplier. If the Ship quantity is zero, Ingram will status the title as Not Our Publication.
CD	Canceled: Delay in publication (Not Shipped)	The publication has been postponed indefinitely. Ingram will cancel the PO line and status the title Postponed.
CE	Canceled: Order partially filled and shipped; remainder cancelled (Shipping)	Partial order, shipping now. The balance of order will not be available before the PO cancellation date. Ingram will status the title as temporarily out of stock or no longer available (if the ship quantity acknowledged is zero).
CG	Canceled: No geographic rights, e.g. Canadian (Not Shipped)	The supplier does not have the rights to publish or sell the title in the United States. Ingram will status the title as not available from Ingram.
CJ	Canceled: Out of print in cloth; available in paper (Not Shipped)	The title is no longer available in the cloth/hardcover edition. Ingram will status the title as out of print.
CL	Canceled: Out of print in paper; available in cloth (Not Shipped)	The title is no longer available in the trade paper edition. Ingram will status the title as out of print.
CN	Canceled: Inventory in progress; closed for stocktaking (Not Shipped)	The suppliers' warehouse is closed for inventory, and they won't accept backorders. Ingram will cancel the PO line and status the title as temporarily out of stock.
CO	Canceled: Out of stock (Not Shipped)	The title is temporarily out of stock and will not be available for shipment before the Ingram PO cancellation date. Ingram will status the title as temporarily out of stock.
CQ	Canceled: Did not meet minimum order requirements (Not Shipped)	Ingram's order did not satisfy the supplier's minimum order quantity. If the Ship Quantity is zero, Ingram will cancel the PO line.
CR	Canceled: To be reprinted (Not Shipped)	The title is temporarily out of stock, awaiting reprint. Stock will not be available before the PO cancellation date. Ingram will status the title as temporarily out of stock.

POA Code	Description	Definition
CV	Canceled: Complete set must be purchased (Not Shipped)	The title is only available as part of a complete multi-volume set. Ingram will status the ISBN as no longer available from Ingram.
CW	Canceled: Apply direct; not available through wholesale channels (Not Shipped)	The title can only be purchased directly from the supplier. Ingram will status the title as no longer available from Ingram.
CX	Canceled: Never published (Not Shipped)	The publication was cancelled. Ingram will status the title canceled.
KC	Canceled: Reprint under consideration (Not Shipped)	The title is out of stock and a reprint decision is pending. If the Ship Quantity is zero, Ingram will status the title as out of stock indefinitely.
KK	Canceled: ISBN incorrect/unknown (Not Shipped)	The supplier doesn't recognize the ISBN ordered. Ingram will status the title as not available from Ingram.
KM	Canceled: Market for title is restricted (Not Shipped)	The title is not available to the wholesale channel. Ingram will status the title as not available from Ingram.
KP	Canceled: Out of print (Not Shipped)	Ingram will cancel the PO line and status the title out of print.
KR	Canceled: Out of stock indefinitely (Not Shipped)	The title is no longer available. Ingram will cancel the PO line and status the title as out of stock indefinitely.
KS	Canceled: Title sold by subscription only (Not Shipped)	The title only available by subscription, not for wholesale distribution. Ingram will cancel the PO line and status the title as not available from Ingram.
OD	Backordered: Out of stock; print on demand only (Not Shipped)	The title is currently out of stock and moving to a Print on Demand provider. Ingram's order will be shipped when the title is in production.
ZZ	Mutually defined	The meaning of this code can be mutually defined between Ingram and a supplier, to accommodate special business need not covered by a predefined code.
All Other Codes or Missing Code	Invalid: do not use	Failure to provide an acknowledgement and misuse of acknowledgement codes can result in titles becoming unavailable from Ingram.