

Q. How soon will the ASN error report be sent after the 997 is received back to the supplier? When can I assume that the ASN is ok

A. When an ASN is received into the H-D EDI system, a 997 will be immediately created and queued for transmission. H-D connects to our VAN every 15 minutes. The H-D 997 should be received by the supplier's EDI system within the half-hour, provided that the supplier's EDI system connects to their VAN every 15 minutes or less.

The ASN undergoes an edit check immediately after it is received into the H-D EDI system. The edit check takes a few second and when completed, a ASN Edit Report is created and emailed to the supplier. The ASN Edit Report email should be received by the ASN Contacts within the half-hour or less.

Q. Can you copy and paste items from the fields in order management into EDI?

A. H-D can not answer this question as we are not familiar with the supplier's EDI system. Please direct this question to the supplier's EDI department or vendor.

Q. Can we obtain our current rating for our company or is that percentage available on HDSN website?

A. The supplier's ASN and Shipping Compliance Detail Report can be obtained from the Supplier Performance page in H-DSN. The Supplier Performance page can be accessed via Menu→Supplier Performance→Supplier Performance System.

Q. Is there a break down by percentage by error whether it be PO number, container qty, schedule issuer etc... so we can concentrate on major issues which is causing our failures?

A. The ASN and Shipping Compliance Detail Report has a section called ASN Rejects which displays all fatal errors. To access this section, reference the Bookmark on the left side of the screen and scroll down until the ASN Rejects section displays.

Q. Any chance you will implement the 824 in the future for errors?

A. At this time, there are no plans to implement the EDI 824 transaction.

Q. We only receive an edit report if there are errors correct?? We will not receive one if the data is OK??

A. An ASN Edit Report email is only sent to ASN Contacts when the ASN generates errors during the edit check. If no errors are identified, then no ASN Edit Report will be emailed.

Q. Does the Harley helpdesk have visibility to let a supplier know that an ASN was received by the Harley plant that the ASN was sent to?

A. The H-DSN helpdesk does not have the capability of to confirm whether or not an ASN was accepted or rejected.

Q. In order management, in the 862 detail report - we see release over a year old. How can we get them removed ?

A. To have releases removed/cancelled from Order Management, please contact your H-D purchasing representative to request that they be removed/cancelled.

Q. Another problem I am having is with release cancellations. I am not getting them from HD.

A. When a release (Ship Schedule) is cancelled, it is sent with a purpose code of Replacement (05) and the ordered quantity will be zero (0). The supplier's EDI system must be capable of receiving and processing the Replacement release.

Usually, when a release is cancelled, the H-D purchasing representative will inform the supplier that an cancellation will be sent.

Q. Please clarify...one screen said that we could send the ASN on or BEFORE ship date??

A. An ASN must be sent the day that the material has shipped. The material is shipped on the date indicated in the Ship Schedule. To ensure that the ASN accurately reflects what was shipped, it is best to create and send the ASN within two hours or less after the shipment has left the supplier's dock. If this process is followed the ASN will be received on the ship date.

There may be an occasion that the ASN needs to be shipped prior to the material being shipped. In this case the ASN will be received before the ship date.

An ASN will earn ASN compliance if it is received and accepted into the H-D EDI system on or before the ship date.

- Q. Hi, if you send an ASN where the actual quantity does not match the release quantity what will happen?
- A. If ASN's shipped quantity does not equal the release quantity, Shipping non-compliance will be earned on the ASN and Shipping Compliance Detail Report. However, if additional ASNs are received with the missing quantity against the release, then Shipping compliance will be earned.
- Q. When reporting the sub-detail in the ASN is the label information used by Harley? You have a total qty of 100 the load is 5 boxes of 20 and I send you 5 serial numbers. Do you validate the serial numbers for duplicates?
- A. For ASNs going to OE locations, the container serial numbers are optional. H-D does not validate duplicate serial numbers, nor are the serial numbers used in the receiving process. The serial number on the container label should be used by the supplier as a means to identify the contents of the container for that specific shipment.
- Q. Is this the correct help desk phone# to call 414-535-3384? I normally can not reach anyone at this phone#.
- A. To contact the help desk, please call 866-490-4376.
- Q. Does H-D / Can H-D use blanket release numbers instead of individual release numbers on every shipment?
- A. The H-D process require that a unique release number be sent for each order against the blanket purchase order.
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Q. How can you avoid getting an ASN rejection for the incorrect carrier?

A. The ASNs should contain the carrier code that was sent in the ship schedule release. If the supplier is required to use a different freight carrier, then that carrier's code must be entered in the ASN. An invalid carrier code will generate because the code in the ASN does not match to the code sent in the ship schedule release.

If a permanent change in the freight carrier is made and the ship schedule release does not reflect the new carrier, then please contact the H-D purchasing representative and request that the purchase order be updated. Once the purchase order is updated, the ship schedule release will transmit with the updated carrier code.

Q. When will York change their SCAC code to show CNRV instead of HRLY.

A. Please contact the H-D purchasing representative to discuss when the purchase order will be updated with the correct SCAC. Once the purchase order is updated, the ship schedule release will be sent with the updated carrier code.