TRACELINK UNIVERSITY

Product transfer account adjustment responses

A Product Transfer Account Adjustment Response is a notification from a manufacturer or supplier that lets you know the outcome of an adjustment request—usually related to a chargeback from a wholesaler or distributor. It confirms whether your request has been approved, partially approved, or rejected, and provides clear explanations for any changes made. This response helps ensure transparency and clarity around financial adjustments linked to product transfers.

For more information about Product transfer account adjustment responses guidelines, see Product transfer account adjustment response transactions.

Create and submit product transfer account adjustment responses

Perform this task to create and submit new product transfer account adjustment response. Additionally, buyers can begin work on a product transfer account adjustment response and save it for completion at a later time.

Create and submit a new product transfer account adjustment response

Perform this task to create new process order and submit them to suppliers.

1. Select the Main Menu icon.

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2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select Commerce - Supplier from the left menu.

   Partners must have the correct **roles** assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Product Transfer Account Adjustment Responses.
8. Select the New button.
9. On the New Product Transfer Account Adjustment Response screen, fill in the following fields:
   a. Response Number field – A unique identifier assigned to a product transfer account adjustment response.
   b. Response Date drop-down – The date on which the response process is initiated.
10. Select the Save button.

    The screen refreshes with the saved product transfer account adjustment response in the draft state and with the required sections populated.

11. Select the Edit button.
12. In the Transaction Information section, select Submitted from the Process Status drop drown.
13. In the Product Transfer Account Adjustment Response Information section fill in the following fields:
    i. Response Number field – A unique identifier assigned to a product transfer account adjustment response.

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This field auto populates the value entered on the New Product Transfer Account Adjustment Response screen.

ii. Response Date field – The date on which the response process is initiated.

This field auto populates the value entered on the New Product Transfer Account Adjustment Response screen.

iii. Date Reported drop-down – The date the response to the Product Transfer Account Adjustment is processed in format YYYY-MM-DD, or YYYY-MM-DDTHH:MM:SS.nnnZ if time is available.

iv. Currency Code field – The code representing the currency.

v. Currency Entity Code field– The code representing the currency type or entity.

vi. Action drop-down – A brief description stating the purpose of the transaction.

14. In the Reference Transactions section:
    a. Select the Add + icon
    b. In the New Reference Transaction panel fill in the following fields under Reference Transaction Information section:
        i. Transaction Type drop-down - The type of transaction to reference.
        iii. Transaction Number type-ahead field – The unique identifier of the transaction.

        If the value does not match the available options, the value must be entered manually.
    c. Transaction Date field - The date of the transaction being referenced.
15. Select Apply.

    A new reference transaction line is added.

1. In the Chargeback Claim Responses section:
    a. Select the Add + icon.
    b. In the New Chargeback Claim Response panel fill in the following fields under Chargeback Claim Response Information section:

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i. Response Code drop-down - The code indicating response.
ii. Agency Code drop-down– Code identifying the agency assigning the code values, X12 pass through. If the value does not match the available options, the value must be entered manually.
iii. Reject Reason Code drop-down - The reason a transaction or item is rejected.
iv. Followup Action Code drop-down - The unit in which the quantity is measured.

c. Select Apply.
A new processing quantity line is added.

2. In the Customer and Supplier section, fill in the following fields under Customer group:

i. Company type-ahead field – The name of the company receiving product transfer account adjustment response. This company is customer of goods. This field pulls from the Owner's company and location master data.

The remaining Customer fields are auto populated with the values from the company or location's master data entry. If the name of the company is not present in the Owners master data, the company name must be entered manually.

ii. Address 1 field – The address of the particular location.
iii. Address 2 field – Any additional address information.
iv. Country drop-down – The two-letter country code with country name for this location.
v. State field – The state or region for this location.
vi. City field – The city for this location.
vii. Postal Code field – The postal code for this location's main address.
viii. Contact Telephone Number field – The company or location's phone number.
ix. Contact Fax Number field – The company or location's fax number
x. Party ID Type drop-down – The identifier type used for this company or

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location. For more information, see Identifier and Item Code Types.

xi. Party ID Value field – The value associated with the identifier type.

3. In the Customer and Supplier section, fill in the following fields under Supplier group::

   i. Company type-ahead field – The name of the company sending the product transfer account adjustment response. This company is supplier of goods. This field pulls from the Owner's company and location master data.

      The remaining Supplier fields are auto populated with the values from the company or location's master data entry. If the name of the company is not present in the Owners master data, the company name must be entered manually.

   ii. Address 1 field – The address of the particular location.
   iii. Address 2 field – Any additional address information.
   iv. Country drop-down – The two-letter country code with country name for this location.
   v. State field – The state or region for this location.
   vi. City field – The city for this location.
   vii. Postal Code field – The postal code for this location's main address.
   viii. Contact Telephone Number field – The company or location's phone number.
   ix. Contact Fax Number field – The company or location's fax number
   x. Party ID Type drop-down – The identifier type used for this company or location. For more information, see Identifier and Item Code Types.
   xi. Party ID Value field – The value associated with the identifier type.

4. In the Distributor and Ship to Location section, fill in the following fields under Distributor group:

   i. Company type-ahead field – The name of the distributor party company

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receiving product transfer account adjustment response. This company is distributor of goods. This field pulls from the Owner's company and location master data.

The remaining Distributor fields are auto populated with the values from the company or location's master data entry. If the name of the company is not present in the Owners master data, the company name must be entered manually.

ii. Address 1 field – The address of the particular location.
iii. Address 2 field – Any additional address information.
iv. Country drop-down – The two-letter country code with country name for this location.
v. State field – The state or region for this location.
vi. City field – The city for this location.
vii. Postal Code field – The postal code for this location's main address.
viii. Contact Telephone Number field – The company or location's phone number.
ix. Contact Fax Number field – The company or location's fax number
x. Party ID Type drop-down – The identifier type used for this company or location. For more information, see Identifier and Item Code Types.
xi. Party ID Value field – The value associated with the identifier type.

5. In the Distributor and Ship to Location section, fill in the following fields under Ship To Location group:

i. Company type-ahead field – The name of the ship to party company receiving product transfer account adjustment response. This company is distributor of goods. This field pulls from the Owner's company and location master data.

The remaining Ship to Location fields are auto populated with the values from the company or location's master data entry. If the name of the company is not present in the Owners master data, the company name must be entered manually.

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ii. Address 1 field – The address of the particular location.
iii. Address 2 field – Any additional address information.
iv. Country drop-down – The two-letter country code with country name for this location.
v. State field – The state or region for this location.
vi. City field – The city for this location.
vii. Postal Code field – The postal code for this location's main address.
viii. Contact Telephone Number field – The company or location's phone number.
ix. Contact Fax Number field – The company or location's fax number
x. Party ID Type drop-down – The identifier type used for this company or location. For more information, see Identifier and Item Code Types.
xi. Party ID Value field – The value associated with the identifier type.

6. In the Line Items section:

a. Select the Add + icon.
b. In the New Line Item panel fill in the following fields under Line Item Information section:
    i. Supplier Contract Number field - A unique identifier assigned to a formal agreement between a supplier (or manufacturer) and a customer, distributor, or group purchasing organization.
    ii. Contract Status Code field – The code to indicate the current status or state of a contract.
    iii. Corrected Contract Number field – The corrected supplier contract number used to replace an invalid, missing, or incorrect value from the original submission.
    iv. Corrected Contract Number Date field – The date the corrected supplier contract became effective.
    v. Corrected Contract Number Description field – The reason for the corrected contract number, such as pricing or eligibility changes.
    vi. Address Type drop-down – Indicates how the address is used in the transaction, for example, as a billing, shipping, or administrative address.

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vii. Company field – The business name associated with the partner company or specific location.
viii. Address 1 field – The address of the particular location.
ix. Address 2 field – Any additional address information.
x. City field – The city for this location.
xi. State field – The state or region for this location.
xii. Postal Code field – The postal code for this location's main address.
xiii. Country drop-down – The two-letter country code with country name for this location.
xiv. Company Identifier Type drop-down – The type of identifier used to uniquely identify a company.
xv. Company Identifier Value field – The unique identifier assigned to the business partner, based on the specified identifier type
xvi. Line Notes field – Additional information about the line item being added.

c. Select Apply.

A new line item information is added.

d. Select a line item information line row and then select the branch  icon and fill in the following fields under Chargeback Claim Response and Reference Information section:

i. Response Code drop-down – The code that specifies the type of response.
ii. Agency Code drop-down– Code identifying the agency assigning the code values, X12 pass through. If the value does not match the available options, the value must be entered manually. Valid value is DR = National Wholesale Druggists Association.
iii. Reject Reason Code drop-down - The reason a transaction or item is rejected.
iv. Followup Action Code drop-down - The unit in which the quantity is measured.
v. Transaction Reference Type drop-down – Transaction reference type for

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general reference data that is not a transaction document identifier.

vi. Transaction Reference Identifier field – Transaction reference identifier value as defined by enumerations in transaction Reference Type.

vii. Description field – Identifier or description defined by qualifier code in transactionReferenceIdentifier. HDA usage description: This element can contain any optional notes or comments pertaining to an original or resubmitted line on a charge back.

viii. Product Code Type drop-down – Code to qualify product identifier type.

ix. Product Code Value field – The unique value that identifies the product based on the specified product code type.

x. Sales Quantity Value field – The quantity of product required for planning.

xi. Sales Quantity Unit Of Measure drop-down –Code indicating the unit of measure or basis for product quantity.

xii. Purchase Order Number field - Purchase order number associated with this transaction.

xiii. Purchase Order Date field – Date of the purchase order associated with this transaction.

e. Select Apply.

A new chargeback claim response and reference information line is added.

f. Select the line item information line row drop down to view the chargeback claim response and reference in a table.

g. Select a chargeback claim response and reference information line row and then select the branch  icon and fill in the following fields under Extended Reference Transaction Information section:

i. Transaction Reference Type drop-down – The reference information for identifiers that are related to transaction documents.

ii. Transaction Reference Identifier field – The transaction reference identifier value as defined by enumerations in Transaction Reference Type.

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iii. Adjustment Amount field – Total rebate amount included in the chargeback claim.
iv. Adjustment Unit Of Measure drop-down – The unit of measure used for the product in the adjustment record.
v. Item Unit Price field – The unit price of the product.
vi. Unit Price Type Code drop-down – The code indicating the type or category of unit price.

h. Select Apply.
A new extended reference transaction information line is added.
i. Select the chargeback claim response and reference row drop down to view the extended reference transaction information in a table.

7. In the Product Adjustment Details section:

a. Select the Add + icon and fill in the following fields in Product Adjustment Detail Information section:
i. Line Item Number field – The number to identify the line item by.
ii. Supplier Contract Number field – A unique identifier assigned to a formal agreement between a supplier (or manufacturer) and a customer, distributor, or group purchasing organization.
iii. Contract Status Code field – The code to indicate the current status or state of a contract.
iv. Corrected Contract Number field – The corrected supplier contract number used to replace an invalid, missing, or incorrect value from the original submission.
v. Corrected Contract Number Date field – The date the corrected supplier contract became effective.
vi. Corrected Contract Number Description field – The reason for the corrected contract number, such as pricing or eligibility changes.
vii. Product Transfer Type Code field – The code used to specify the reason for the transfer of goods.
viii. Adjustment Type Code field – A code indicating the type of change or

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response recorded in the product adjustment detail.

b. Select Apply.

   A new product adjustment detail Information line is added.

c. Select a product adjustment detail Information line row and then select the branch  icon and fill in the following fields under Product Adjustment Sub Line Detail Information section:

   i. Product Code Type drop-down – Code to qualify product identifier type.
   ii. Product Code Value field – The unique value that identifies the product based on the specified product code type.
   iii. Response Code drop-down – The Code that specifies the type of response.
   iv. Agency Code drop-down– Code identifying the agency assigning the code values, X12 pass throughIf the value does not match the available options, the value must be entered manually.
   v. Reject Reason Code drop-down - The reason a transaction or item is rejected.
   vi. Followup Action Code drop-down - The unit in which the quantity is measured.
   vii. Recorded Quantity Type drop-down – The category of the recorded quantity.
   viii. Recorded Quantity Value field - The quantity of product required for planning.
   ix. Recorded Quantity Unit Of Measure drop-down - The unit in which a quantity of material is recorded.
   x. Unit Price field – The price that each unit of the product sells for.
   xi. Unit Price Type Code drop-down - The code identifying the type of unit price.
   xii. Pricing Type drop-down - The method or structure used to determine the price of a product or service.
   xiii. Pricing Amount field– The monetary value assigned to a specific pricing

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condition for a product or service.

xiv. Price Unit Of Measure drop-down - The unit of measure used for the product in the adjustment record.

xv. Is Credit Or Debit? field - Indicates whether the transaction reflects a credit or a debit adjustment. The valid values are Credit and Debit.

xvi. Referenced Date Type drop-down - The type of date recorded at the item level in the chargeback response, using format YYYYMMDD for the date and HHMMSS for the time. The valid values are Invoice date and Purchase order received date.

xvii. Referenced Date field - The date value corresponding to the referenced date type, formatted as YYYY-MM-DD.

Because a product transfer account adjustment request may be resent to the manufacturer when a distributor re-bills a customer due to a contract price discrepancy, it is strongly recommended to use the original sale date—not the invoice date—for this field.

xviii. Transaction Reference Type drop-down - the reference type used in X12 REF and N9 segments and EDIFACT RFF segments for general reference data that is not a transaction document identifier.

xix. Transaction Reference Identifier field - The value for the transaction reference, based on the enumeration selected in Transaction Reference Type.

xx. Description field - The description based on the qualifier code in the transaction reference identifier.

d. Select Apply.

A new product adjustment sub line detail information line is added.

e. Select the product adjustment detail Information row drop down to view the product adjustment sub line detail information in a table.

8. In the Chargeback Response Claim Amount section, fill in the following fields:

a. Select the Add + icon

b. In the New Chargeback Claim Amount panel fill in the following fields under

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Chargeback Claim Amount Information section:

i. Pricing Type drop-down - The method or structure used to determine the price of a product or service.

ii. Pricing Amount field – The monetary value assigned to a specific pricing condition for a product or service.

iii. Is Credit Or Debit? field - Indicates whether the transaction reflects a credit or a debit adjustment.

c. Select Apply.

A new chargeback claim amount information line is added.

9. In the Notes section, select the Add + icon to enter any additional comments or instructions.
10. To submit the product transfer account adjustment response:

To save the product transfer account adjustment response in a Draft state and finish it later, ensure the Move To button is not selected and then select the Save button in the draft state.

a. Select the Move To button at the top of the screen.

The submit status indicator circle is filled in with green to indicate the desired action upon selecting save.

b. Select the Save button.

The product transfer account adjustment response is submitted.

Tips

- Select the Add + icon, to add a new line item, where available.
- Select the Delete − icon, to remove an individual line item, where available.
- Select the branch icon, to add a new line item in the inserted table, where

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available.

- New product transfer account adjustment responses can also be created by selecting the New button on the Product Transfer Account Adjustment Responses Details screen for an existing product transfer account adjustment response.

Submit a draft product transfer account adjustment response

Complete and submit a saved product transfer account adjustment response in the draft state.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select Commerce - Supplier from the left menu.
   Partners must have the correct **roles** assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Product Transfer Account Adjustment Responses.
8. Select the Filter button to find product transfer account adjustment responses in Draft state.
9. Select the Response Number link in the results table.
10. Select the Edit button.
11. In the Transaction Information section, select Submitted from the Process Status drop drown.
12. Confirm the product transfer account adjustment response details and select

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the Edit icon associated with that line item to modify the fields if required.

13. Select the Move To button at the top of the screen.

    The submit status indicator circle is filled in with green to indicate the desired action upon selecting save.

14. Select the Save button.

    The product transfer account adjustment response is submitted.

Tips

- Select the planned order number row and then select the Delete icon on the top of the Search Planned Orders screen, to delete a planned order in a draft state.

A deleted transaction cannot be retrieved.

Create new discussions and add comments to existing discussions

Owner and Partner can start discussions or add comments directly from a subtype view page. This allows authorized users from owner and partner companies to collaborate in the context of the transaction they are viewing.

Start a Discussion from a Subtype View Page

Perform this task to add new discussion directly from the subtype record being viewed.

1. Select the Main Menu icon.
2. Select My Networks in the header.

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3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Navigate to the subtype record you want to discuss.
7. Open the subtype record to display its view page.
8. Select the Add Discussion button.
   The new discussion page opens in a new tab.
9. Start the discussion using one of the following options:

    i. In the Transaction section, select the transaction ID link to review and update the related transaction automatically referenced from the subtype record.

    ii. Select the New button to initiate a new discussion for the transaction, if required.
    This creates a new, independent discussion thread for the transaction. The new discussion will not be a continuation of any existing discussion associated with the subtype record, and prior discussion details from the subtype record will not automatically carry forward into the new thread.

10. Enter the discussion details. For detailed field descriptions, see Create and Submit a Discussion.
11. Select the Save button.

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The new discussion is now associated with the transaction from the originating subtype view page.

Add a Comment from a Subtype View Page

Perform this task to add a comment to an existing discussion associated with transaction being viewed.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Navigate to the subtype record related to the discussion you want to comment on.
7. Open the subtype record to display its view page.
8. Select the Add Comment button.
   The Discussion Search page opens in a new tab within the context of the selected transaction.
9. Find the discussion to update using one of the following options.

    i. Review and update the discussions already associated with the transaction.

    ii. Select the Filter button, enter the search criteria, and apply the filter. From the filtered results, select the discussion to review and update. For detailed field descriptions, see Search and View All Discussions.

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iii. If the existing discussion is not appropriate, select the New button to start a new discussion for the associated transaction. For detailed field descriptions, see Create and Submit a Discussion.

10. Select the discussion to update.
11. Enter comment.
12. Select the Save button.
    The comment is added to the selected discussion and remains associated with the related transaction.

Search and view product transfer account adjustment responses

Search for and view product transfer account adjustment responses

Perform this task to search for and view the details of the product transfer account adjustment responses sent by suppliers and received by customers. Viewing the details of a product transfer account adjustment response enables suppliers or customers to quickly access product transfer account adjustment response information (e.g. the quantity for each line item in an order) in TraceLink without having to search through the actual B2B message.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select Commerce - Customer or Commerce - Supplier from the left menu.
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instance of Multienterprise Information Network Tower.

7. Select Product Transfer Account Adjustment Responses.
8. Select the Filter button.
9. In the Filters panel, fill in one or more of the following fields to filter the results:
    i. Multi Field Search field - Searches across multiple indexed fields using a single keyword, including Text, Text Area, Email, URL, and Lookup fields.
    ii. Response Number field – A unique identifier assigned to a product transfer account adjustment response.
    iii. Response Date field – The date on which the response process is initiated.

    iv. State drop-down – The state of the product transfer account adjustment response:

        - Draft – The transaction is in the draft state.
        - Submit – The transaction has been created.
        - Processing – The application is getting ready to handle incoming transactions by doing some initial tasks, such as copying the files it receives.
        - Processed – The application changes the standard information into a format that is easy to use and specific to your transaction.
        - Preparing to Send – The application is getting ready to send out a transaction and is doing some initial tasks, like copying the necessary information for the process.
        - Sending –The application sends out business transactions to the buyer or supplier.
        - Sent – The transaction is successfully completed and shared with the receiving party.

    v. Customer type-ahead – Displays only if the menu item is Sent Product Transfer Account Adjustment Responses in Commerce- Supplier. The

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name of the company the product transfer account adjustment response was sent to.

If the name of the company is not present in the Owners master data then the company's name must be entered manually.

vi. Supplier type-ahead – Displays only if the menu item is Received Product Transfer Account Adjustment Responses in Commerce- Customer. The name of the company the product transfer account adjustment response was received from.

If the name of the company is not present in the Owner's master data then the company's name must be entered manually.

vii. Date Reported drop-down – The date the response to the product transfer account adjustment is processed in format YYYY-MM-DD, or YYYY-MM-DDTHH:MM:SS.nnnZ if time is available.

viii. Last Modified drop-down – The period of time in which the product transfer account adjustment response was last updated:

- Today – The transaction was modified within the last few hours.
- Yesterday – The transaction was updated within the past 24 hours.
- Last Week – The transaction was modified in the last 7 days.
- Last Month – The transaction was modified in the last 30 days.
- Last 3 Months – The transaction was modified in the last 90 days.
- Last 6 Months – The transaction was modified in the last 180 days.
- Custom Range – Select a specific period of time that the transaction was modified in from the calendar.

10. Select Apply.

    A list of product transfer account adjustment responses displays based on the filter results.

11. Select the link for the process order from the results table.

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The View Product Transfer Account Adjustment Responses screen displays.

12. To view all fields for each line item, select the View icon on the Product Transfer Account Adjustment Responses Details screen.

Reprocess and resubmit product transfer account adjustment responses

Reprocess product transfer account adjustment responses

After the product transfer account adjustment response is submitted, the user might encounter an error and the processed status will be set to Paused With Error. Use the following procedure to resolve any error messages encountered while submitting a product transfer account adjustment response.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select Commerce - Supplier from the left menu.

   Partners must have the correct **roles** assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Product Transfer Account Adjustment Responses.
8. Select the Filter button to find product transfer account adjustment response in Processing, Processed, Preparing to Send, or Sending state.
9. Select the Response Number link in the results table.
10. View the following fields for error in the Transaction Information section:
    - Process Status - Displays the status of the submitted transaction.

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- Last Transaction Error - Displays the error message.

11. Select the Edit button..
12. In the Transaction Information section, select Submitted from the Process Status drop drown.
13. Select the Save button.

    The product transfer account adjustment response request is moved from Processing state to Sending state indicating that the product transfer account adjustment response is submitted successfully.

⚠ Do not select the Move To button, as it will cause the transaction to skip a workflow state, preventing successful delivery.

Resubmit product transfer account adjustment responses

If a transaction is successfully sent to a partner but an issue occurs on the partner's side (e.g. in their ERP system), the sender can avoid re-entering all the details by rolling back to a previous workflow state and resending the transaction, thus saving time and effort for both parties.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select Commerce - Supplier from the left menu.

   Partners must have the correct **roles** assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Product Transfer Account Adjustment Responses.
8. Select a Response Number in the Sent state.

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9. Select the Edit button.

   The state of the product transfer account adjustment response is automatically moved to Sending state.

10. Select the Move To button at the top of the screen.

    The submit status indicator circle is filled in with green to indicate the desired action upon selecting save.

11. Select the Save button.

    The product transfer account adjustment response is submitted.

The statues of the product transfer account adjustment response moves to Sent state.

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Navigate to help documentation and support

Select the Help Center icon in the header to access the one-stop-shop help center for everything related to the network you are currently within (e.g.

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