

# MANHATTAN ASN, LPN AND APPOINTMENT SCHEDULING FAQs

## QUESTIONS & ANSWERS



### **Q: How can additional user accounts be created?**

A: Additional users can have accounts created by company Key Users via EmpowerID. If you are unsure who your company Key User is, please email the Business Partner Enablement Team via; [BPET.GBIE@aldi.co.uk](mailto:BPET.GBIE@aldi.co.uk).



### **Q: Can the EmpowerID Key User be changed?**

A: Yes, the Key User can change at any point. To change the Key User, please email the Business Partner Enablement Team via; [BPET.GBIE@aldi.co.uk](mailto:BPET.GBIE@aldi.co.uk).



### **Q: What do I do if I am having trouble logging into Manhattan SE/AS Portal?**

A: Please try clearing your cache and deleting any cookies. If this is unsuccessful, please ensure you are using the recommended web browsers (either Google Chrome or Microsoft Edge). If this is still unsuccessful, please contact our Global Service Desk on 00 800 2534 4733.



### **Q: What do I do if the my access to the portal is denied?**

A: The Google Chrome browser is best suited for using the Manhattan Portal. If access is denied, change the second digit of 10001 in the URL from "0" to "2". If this is unsuccessful, please contact the Global Service Desk on 00 800 2534 4733.



### **Q: Will Purchase Orders be submitted through the Manhattan SE/AS Portal?**

A: No. Purchase Orders are sent either via email or via EDI. As soon as the Purchase Order has been received you will be able to find it in the Manhattan SE/AS Portal.



### **Q: How do I search for an Purchase Order?**

A: To find a Purchase Order, in the primary fields section set the dropdown to "Status", then the second drop down to "is not null". Add the optional field "Purchase Order" with the function "=" in the middle dropdown then input the Purchase Order number in the third field. Now click "Apply".



### **Q: Do you have to create LPNs and ASNs separately?**

A: No. In the course of the ASN creation, the LPN is automatically generated with the information inputted on the ASN.



**Q: The Purchase Order is split into several partial deliveries. How is this information to be transmitted in the ASN?**

A: A separate ASN must be created for each partial delivery. The status of the PO changes to "Partially Sent". The remaining amount can then be transmitted with a new ASN.



**Q: How can I verify that the ASN was successfully submitted?**

A: When the Purchase Order is called up in the "PO - Create LPN" window, the status of the Purchase Order changes from "Created" to "Sent". If the entire quantity of the PO has not been transmitted because it is a partial delivery, the status "Partially" sent is given.



**Q: How should the "net weight" be reported?**

A: The weight is to be stated per pallet and without the weight of the pallet itself.



**Q: What should I do if the error message "Packaged quantity exceeds the number of boxes" appears?**

A: In this case, the entire ordered amount of boxes has already been packed on the pallets. Over delivery is not possible. Should it be necessary to change the data, the ASN must be cancelled and recreated.



**Q: What if I have different temperature zones on one delivery?**

A: At least 2 separate ASNs should be created for each temperature zone if a delivery has mixed goods from 2 temperature ranges. Make all necessary changes/adjustments prior to sending the ASN in the SE/AS portal.



**Q: Can a printer be added in Manhattan?**

A: The Manhattan Portal supports the direct printing of the labels only on printers of the Zebra brand. For other printers, a PDF file must be created and printed out using any printer (document printer).



**Q: Do you always have to specify a best-before date and a batch?**

A: If applicable, a best-before date must always be given for food items. The specification of batches is based on the legal provisions at the recipient's location. If there is no best-before date or no batch, the field must be left blank.



**Q: What options are there for ASN transmission?**

A: The ASN can either be transmitted via EDI as DESADV or, as a back up in case of EDI technical malfunction, via the Manhattan SE/AS portal. The ASN can only be transmitted via EDI if EDI onboarding has been carried out beforehand.



**Q: How are pallet labels created for all pallets in a shipment?**

A: The instructions can be found in the “How to create an LPN level ASN” video. It is important to specify the exact number of boxes per pallet and the number pallets per truck. This information is used to create the pallet labels in Manhattan. The system generates a single copy of the LPN. Since LPNs have to be attached to the pallets twice, the LPNs have to be printed twice.



**Q: Can I change my ASN?**

A: Once an ASN has been sent in the SE/AS portal, it is no longer possible to change, resend or cancel that ASN. This must be observed at all times in order to avoid errors in the system.



**Q: When is the best time to submit the ASN?**

A: Based on best practice approaches, the ASN is sent at the latest when the truck leaves the warehouse. The ASN can, however, be created in advance and saved for later dispatch. It is important that as soon as the ASN has been sent, no further changes can be made.



**Q: The ASN was created in the Manhattan Portal. Can your own SSCC LPNs still be attached to the pallets?**

A: No. When transmitting LPN Level ASNs via the Manhattan Portal, the pallet label from the Manhattan Portal must be attached to the goods. When creating the ASN in the Manhattan Portal, an SSCC is assigned from the ALDI number pool. This must be attached to the goods and must not be replaced by a different SSCC.



**Q: Does the Business Partner have to communicate if the quantity has changed but can no longer be changed in the ASN?**

A: No, in this case no communication is necessary. The quantity change must be made on the physical delivery note so that the quantity on the delivery note matches the physical delivery.



**Q: Does every delivery have to be announced with an ASN?**

A: Yes. Every delivery to a warehouse that has gone through the system change over must be announced with an ASN.



**Q: Can multiple batches be specified on one pallet and must the best before date be specified?**

A: One batch field is available for each pallet. However, a total of 20 characters can be entered in the Batch field. This means that several short batch numbers can be inserted here, separated by commas (.). Alternatively, a “master batch” can be created and specified. Multiple batches per iLPN are only allowed after approval by ALDI. Best before dates can be given for food items if applicable. Alternatively, this field should be left blank.



**Q: What do I do if the specified delivery day cannot be met?**

A: If the delivery date specified in the PO cannot be adhered to, the Supply Chain Management department must be contacted directly. The correct delivery date of the PO must be reflected in the ASN when created.



**Q: How should the delivery note be sent?**

A: The delivery note must be enclosed with the physical goods and will not be replaced by the ASN.



**Q: What information should be given on the delivery note?**

A: PO number, Order GTIN, article description and ASN number.



**Q: What exceptions apply to fruit and vegetables, fresh bread and pastries and cut flowers?**

A: The above mentioned items must be announced by an Item Level ASN. This means that the total number of boxes/ crates delivered is given, but no information about the pallets and their structure. There is also no need to attach a pallet label.



**Q: I deliver to an ALDI approved Platform / Hub; do I need to schedule an appointment?**

A: No, appointments will be maintained by the Hub/Platform.



**Q: I deliver using an ALDI approved Logistics Service Provider; do I schedule the appointment?**

A: They will complete this task on your behalf. To check, please contact the Business Partner Enablement Team via; [BPET.GBIE@aldi.co.uk](mailto:BPET.GBIE@aldi.co.uk).



**Q: Is an appointment required for Direct to Stores delivery?**

A: No, appointments for deliveries to stores are not required.



**Q: What if the RDC makes a change to the appointment?**

A: You will receive a manual notification from the RDC advising if there has been a change to the appointment.



**Q: Can a confirmed appointment be amended?**

A: Yes, this is done in the Manhattan SE/AS portal. See the appointment scheduling overview and guide on how to make changes or cancel appointments.



**Q: Who creates the timeframe and windows capacity?**

A: ALDI Distribution Centres will be responsible for creating the timeframe and window capacity for all deliveries.



**Q: What is the latest an appointment can be amended?**

A: The cut off time is at 23:59 on the day before the scheduled appointment.



If you require any further support,  
please contact Business Partner  
Enablement via;  
[BPET.GBIE@aldi.co.uk](mailto:BPET.GBIE@aldi.co.uk)