Michaels WebEDI System

Frequently Asked Questions

Q: What is an "administrative user" and what do they do?

A: The WebEDI administrative user is the primary user at your site for WebEDI. The administrative user's login ID to WebEDI is the vendor number. Administrative users are responsible for setting up new users at your company and for removing users who are no longer with your company or who no longer need access to the system. All communication to the WebEDI user community is directed to the administrative user.

Q: I forgot my user ID and password. How do I get it?

A: If you are the administrative user, send an email to **edi@michaels.com** to let us know. Be sure to tell us your vendor number and vendor name. We will reply with your ID and password. If you are not the administrative user, contact your WebEDI administrator for assistance.

Q: How do I change my password?

A: If you are the administrative user, you can do this for yourself and for other users in your company. If you are not the administrative user, you will need to ask your administrative user to change the password, or let us know at **edi@michaels.com**. Be sure to tell us the vendor number and the user ID to change.

Q: Can I invoice an order that did not come on the WebEDI system (e.g. orders prior to going on the WebEDI system)?

A: No. You can only create invoices for orders that you receive on the WebEDI system. Orders that were sent to you on fax or by email (PDF) prior to you going onto the WebEDI system will need to be mailed to Accounts Payable.

Q: I received a store allocation order, but I don't see the store allocations. Where are they?

A: The allocations do not display. To get the allocations, you can click on the download icon (🔖) from the PO listing or you can open the order and click on "Download Order."

Q: I want my boss/coworker/etc. to get a copy of the notification email, but they don't need a separate login ID. How do I send the email to them? Also, I get the automated email at work, but I sometimes work from home. How can I send the automated email to both locations?

A: Use the administrative functions (see "Vendor Administrative Functions" in the online *Michaels WebEDI User's Guide*) and edit your profile. Include the additional email addresses after yours. Separate each email address with a comma and do not include spaces in the list (e.g. "jsmith@anywhere.com,bond007@anywhere.com"). All the listed email addresses will receive the email.

Q: There is something wrong with the information on a purchase order (case pack quantity is wrong, price is wrong, etc.). Can you fix it?

A: No. Only the Michaels buyer or merchandise analyst can change the purchase order. Contact him or her to have the order revised or reissued.

Q: When I filled an order, I was out of stock on one of the line items. When I created the invoice, I invoiced Michaels for the amount I actually shipped. Now, I am back in stock and filled the backorder, but I can't create an invoice for the backorder. What do I do?

A: The WebEDI system only allows you to create one invoice per order. We require one invoice per shipment. Invoice one shipment from the web, and send a paper invoice to Accounts Payable for the remaining shipment. Be sure to notify Accounts Payable that you will be sending a paper invoice for the subsequent shipments.

Q: I got an email from you saying that Michaels has not received an acknowledgement for some purchase orders. What is this and what do I need to do?

A: Michaels requires that you pick up your purchase orders by the end of the next business day after they are posted. When you first open a new order (view, print, or download it), the system creates an acknowledgement that is returned to Michaels. If you haven't opened your orders, we do not have the acknowledgement and you get the email notice. If you get a late notice, log into the WebEDI system and open your new orders.

Q: Sometimes I see old data posted on the screen when I open a new order. What is happening?

A: Internet browsers store copies of web pages. If you return to the page, the browser may use the stored data rather than requesting the page from the web site. If you see old data on the web page, you need to flush your browser cache. In Internet Explorer, click on "Tools | Internet Options" and click on the "Delete Files button in the middle of the page. After clearing the cache, reload the page. You should see the order normally.

Q: I sent an invoice that has a mistake. How can I fix it?

A: Once the invoice has been sent, you cannot make changes to it. If the invoice has a mistake, contact the Accounts Payable EDI group for assistance. The EDI Support Group cannot change the invoice.

Q: I have an allocation order to be invoiced. Which option should I choose when creating the invoices?

A: Creating invoices for an allocation order assumes that (1) you shipped the same quantity that was ordered (no short-ships), and (2) no credits or allowances are required. If this is the case, and you are ready to send the invoices, select "Create and Send." If you need to change invoiced quantities, add credits or allowances, change the invoice numbers, or make other changes to the invoice, select "Create." This will create the invoices and save them for you to edit and send later.

Q: What is an allocation order and how do I see the allocations?

A: An allocation order is a purchase order issued by Michaels corporate offices to be shipped directly to a list of stores. These orders are sometimes called "corporate push" orders or "drop-ship" orders. To see the list of stores that will receive the items, you need to download the allocation data (see the section, "Downloading Purchase Order Data" in the online *Michaels WebEDI User's Guide*). Some allocation orders have items to be sent to all stores in the Michaels chain, while others go to specific stores. Customer special orders are sometimes issued as allocation orders with only one allocation.

Q: I downloaded the store allocations for an allocation order. The data says how many to ship to which store number. Where are the store addresses?

A: The allocation list only includes the store number and quantity for that store — store addresses are not sent in the allocation list. The list of store addresses is available on VendorConnect and is updated biweekly.

Q: I have an order for a store in Canada (or Alaska), but the order says to ship it to a DC. What's wrong with the ship-to address?

A: Nothing. Unless you are a vendor located in Canada, or a U.S. vendor with a Canadian distribution center, your orders are cross-docked through the store's servicing distribution center. Refer to chapter 9 ("Serving our Canadian Stores") the *Michaels Vendor Requirements Manual*, located on www.VendorConnect.com, for additional information on shipping items to Canada or Alaska.

Q: I am trying to invoice an order, but I keep getting the error message, "Site Error -- See Administrator". What's wrong?

A: You are trying to use an invoice number that has already been used. The database underlying the WebEDI system requires all invoice numbers to be unique.

Q: I received an allocation order, but it is only for one store. Why?

A: This is probably a customer special order. Michaels store associates cannot create a special order for a customer using the normal ordering process, so an allocation order is created for the ordering store. The customer's name will be in the purchase order notes. If you have additional questions about the order, contact your buyer or merchandise analyst.

Q: The person at my company who handled orders and invoices, and got the automated emails, is no longer doing this (or is no longer with us). How do I get him/her off the email list and put me on it?

A: The WebEDI system lets you handle all the user administrative functions like this. See the first section of the user's guide for a detailed explanation of changing user information like this.

Q: My company was purchased by another company and we no longer do business under our old name. Why do my orders still show the old name?

A: If you submitted a request to have your company name changed, the change may not have taken effect when the orders were issued. Existing orders will continue to carry the old company name because the orders were issued to that company name. If the issue persists, contact your buyer or merchandise analyst for assistance. Company name changes cannot be "retroacted" onto existing orders. For information on changing your company name or other data about your company, contact Accounts Payable.