



SAP Ariba 

SAP SCC Supplier Initiated Quality Notification Supplier Training Guide

January 2021

Public

Baker Hughes 

THE BEST RUN 

Agenda

Quality Notification

- Introduction
- Quality notification workflow
- Parts of a quality notification

Supplier Initiated Quality Notification Portal User Interaction

- Overall considerations
- Quality Tab
- Create a quality notification from a purchase order
- Maintain quality notification content
- Complete and publish a quality notification
- Search and review published quality notification
- Limitations

Support

Appendix

Quality Notification

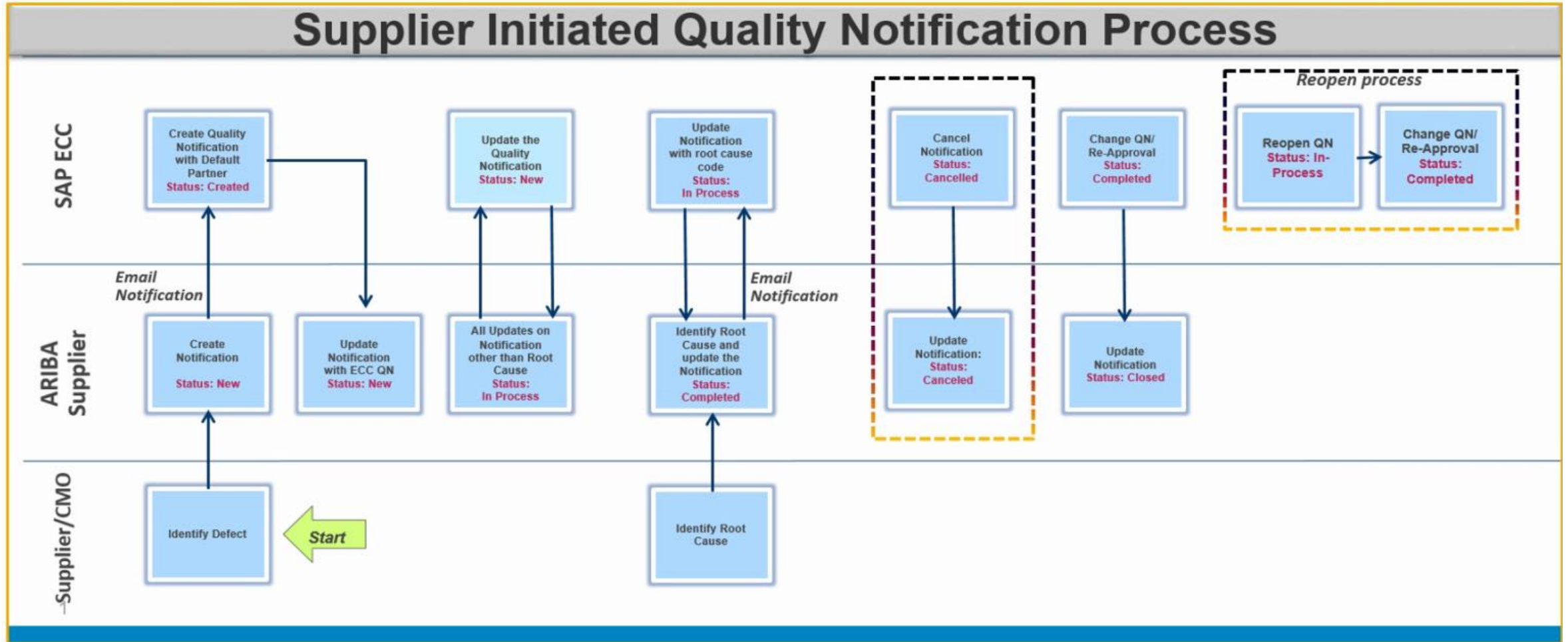
In this Chapter You Will Learn About ...

- ... the benefits of using quality notifications
- ... the components of a quality notification
- ... the available integration modes of quality notification

Introduction

- Buyers use quality notification to advise suppliers that the goods do not meet the quality standards required
- Suppliers and sub-contractors use quality notification as a record to provide details and resolution to their buyer about defects observed in products or sub-contracting components
- A quality notification can be initiated by either the supplier or buyer:
 - The buyer notifies the supplier about problems with the finished product
 - Supplier notifies the buyer about problems with sub-contracting components that the customer has sent to the supplier
 - Supplier or contract manufacturer notifies the buyer about problems during production

Quality Notification Workflow



Parts of a Quality Notification

Tab	Description
Detail	Provides basic details about the quality notification.
Defect	Contains defect item detail for the quality notification. You can have multiple defects per quality notification, and each defect must have a cause, and optionally can have tasks and activities. You can use the Reference Object section to apply a defect to multiple parts or batches.
Partner info	Contains From, To, BillTo, and DeliverTo information
History	Contains the history of changes to the quality notification. The history is empty until the quality notification is published
Communication	Contains communication sent with the quality notification, including reason codes, comments, and attachments
Required task	A task describes the planning and organizational aspect within a notification. Using tasks, you can plan the way in which various people work together to process the notification and perform the activities within a specified period of time. You can enter multiple tasks for the notification header and for individual defects.
Activity log	An activity describes the action performed within the framework of a notification. It documents an activity that someone has performed in the process of solving a notification problem. You can enter multiple activities for the notification header and for individual defects.

Supplier Initiated QN Portal User Interaction

In this Chapter You Will Learn About ...

- ... how to create and maintain a quality notification
- ... how to review and publish a quality notification
- ... how to search for a quality notification
- ... what are the statuses of a quality notification

Quality Notification Overall Considerations

Allowed actions available in QN Portal User Navigation:

- Click **Create** to create a new QN.
- Click **Review** to review a QN.
- Click **Publish** to publish a QN.
- Click **Edit** to edit a published QN.
- Click **Back** to go back to the previous page and make any change.
- Click **Cancel** to cancel the editing and make any change.

Once being created QN can be edited at any time if allowed by Baker Hughes. Editing options include :

- Adding tasks, activities, defects, batches etc.
- Updating existing data
- Adding attachments

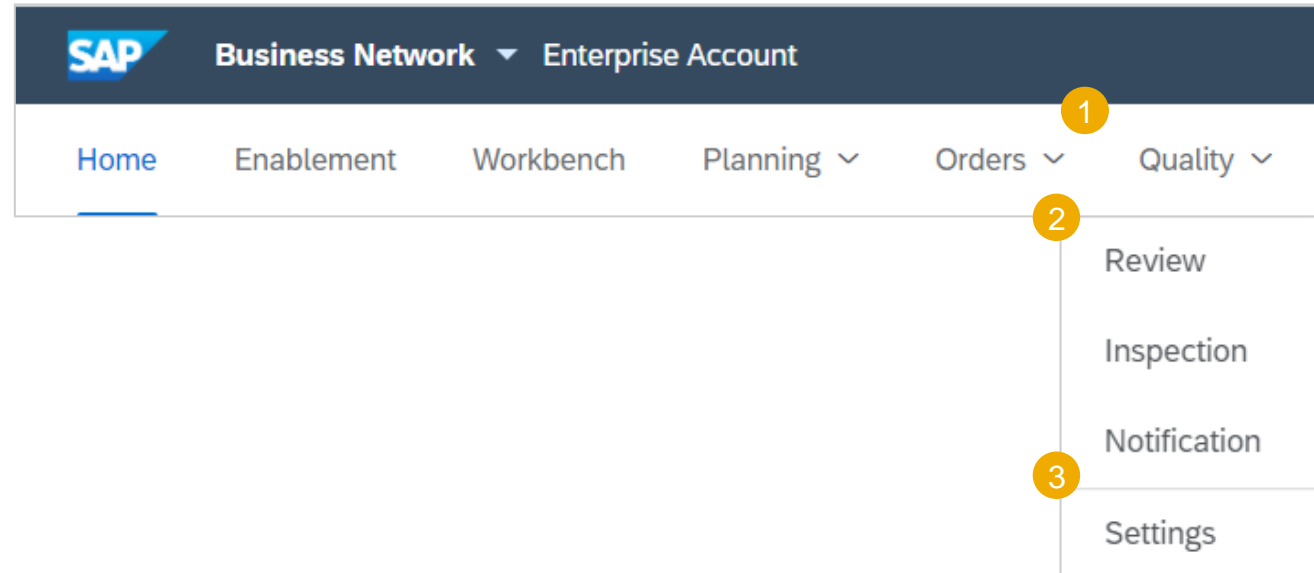
Quality Catalog Codes:

- Baker Hughes maintains available QN catalog codes (QN types, categories and subcategories for tasks, activities, defects etc.).
- Available values will be visible to supplier in the drop down list. In case supplier can not find a relevant value in the drop down list, supplier should contact Baker Hughes.

Quality Tab

Configure E-mail Notifications

1. You can access Quality Collaboration screens by clicking **Quality** on the main menu.
2. Select the relevant process from the drop down.
3. Select **Settings** to confirm email for quality notifications, quality collaboration types and events.



Quality Tab

Edit Quality Email Notifications

From the Quality Settings Screen:

1. Click **Edit** to enter Edit mode.
2. Select the rule level required.
3. Select the Quality level required.
4. Click on **Submit** to save the changes.

Note: Prior to managing quality settings, quality user needs to be created by supplier account Admin.

Quality settings

Email notifications
Recipient Recipient@sap.com
You haven't configured any quality settings for email notifications.

Edit quality reviews settings

Email notifications
Recipient Recipient@sap.com
Choose rule

- Same rule for all customers
- Separate rules for each customer
+ Add customer

Quality inspections

Events

- Inspection request has been submitted.
- Usage Decision request has been submitted.
- Inspection request has been canceled.

Quality notifications

Types

- Complaint from supplier
- Complaint from customer

Events

- A notification has been created.
- A notification has been updated.
- A notification has been completed.
- A notification has been closed.

Quality reviews

Types

- Batch record
- Change request
- Customer complaint
- General

Events

- A review has been created.
- A new comment has been posted.
- A document has been uploaded.
- Status or due has been changed.

Product families

- Add all
- Select

Cancel Submit

Quality Notification Portal Interaction



Create a QN from a PO:

- Search and Identify the PO
- Option 1 – Create a QN from PO screen
- Option 2 – from Items to Confirm
- Option 3 – from Items to Ship

Header Data

Communication Section

- Add a Defect
- Add a Cause
- Required Task for QN Defect
- Quality notification mass update

Search published QN

Review published QN

Create a QN from a PO

Search and Identify the PO

1. Go to **Orders/ Orders and Releases** to manage your purchase orders.
2. Search filters help to identify the correct order.
3. Expand search filter to display the query fields. Use Advanced filters if needed.
4. Enter your criteria and click **Search**. To reset search criteria click **Reset**.
5. You can search for PO as well from the Portal Home page.

Note: If the order can not be found in search, please check PO instructions and contact Baker Hughes.

Type	Order Number	Ver	Customer	Inquiries	Ship To Address	Ordering Address	Amount	Date	Order Status	Settlement
Order	4500004785		SCC ANK - TEST BUYER		Plant 1 JP Tokyo, Tokyo Japan	DEMO BP TST CIG H87-200 Praga Romania	150.00 EUR	15 Jan 2020	New	Invoice
Order	4500004727		SCC ANK - TEST BUYER		Plant 1 JP Tokyo, Tokyo Japan	DEMO BP TST CIG H87-200 Praga Romania	372.00 EUR	10 Jan 2020	Partially Confirmed	Invoice

Search Filters

Customer: All Customers

Order Number: Partial number Exact number

Show orders by: Creation Date Inquiry Date

Date Range: Last 7 days

31 Jul 2019 - 6 Aug 2019

Show Advanced Filters Search Reset

Supply Chain Collaboration Enterprise Account TEST MODE

Home Inbox Outbox Quality Planning Catalogs Enablement Tasks Reports

Orders and Releases All Customers Order Number

Purchase Order by Amount

Create a QN from a PO

Option 1 – Create a QN from the PO Screen

1. Click **Create Quality Notification** from the order overview screen.

Note: A QN can only be created per single PO item.

Purchase Order: 4500052747

Create Order Confirmation ▾ Create Ship Notice Create Invoice ▾ **Create Quality Notification**

Order Detail Order History

From:
BestRun Australia BP
168 Walker Street
North Sydney NSW 2060
Australia
Phone: +61 () (02) 9935 4 500
Fax: +61 () (02) 9935 4 999

To:
BParnau Supplier - TEST
210 Sixth Avenue
Pittsburgh, PA 15222
United States
Phone:
Fax:
Email: bogdan.parnau@sap.com

Purchase C
(Returned)
4500052
Amount: \$1:
Version: 1

Contact information
Supplier Address
BP TST V1
Route 66
ATLANTA

Routing
Related Do

Create a QN from a PO

Option 2 – from Items to Confirm

1. Go to **Orders/ Orders and Releases/ Items to Confirm**.
2. Search filters help to identify the correct order.
3. Select PO by checking the box.
4. Click **Create Quality Notification** button.

Note: A QN can only be created per single PO item.

Orders and Releases

Orders and Releases | Items to Confirm | Items to Ship | Return Items

Search Filters

Items to Confirm (1)

<input type="checkbox"/>	Order Number	Item	Part No.	Customer Part No.	Revision Level	Customer	Customer Location / Description	Ordering Address
<input type="checkbox"/>	4500004785	10	SUP-MAT-1	BP-CIG-1		SCC ANK - TEST BUYER	1510 Plant 1 JP	DEMO BP TST CIG H87-200 Praga Romania

Confirm Requested Quantities | Confirm Entire Order | Create Quality Notification

Create a QN from a PO

Option 3 – from Items to Ship

1. Go to **Orders/ Orders and Releases/ Items to Ship**.
2. Select PO by checking the box.
3. Click **Create Quality Notification** button.

Note: A QN can only be created per single PO item.

The screenshot shows the SAP Ariba Supply Chain Collaboration interface. The top navigation bar includes the SAP logo, 'Ariba Supply Chain Collaboration', 'Enterprise Account', and a 'TEST MODE' button. Below the navigation bar, there are tabs for 'Home', 'Enablement', 'Workbench', 'Planning', 'Orders', and 'Fulfillment'. The 'Orders' tab is selected, and the 'Orders and Releases' section is active. A yellow circle with the number '1' is placed over the 'Orders and Releases' tab. Below this, there are sub-tabs for 'Orders and Releases', 'Items to Confirm', 'Items to Ship', and 'Return Items'. The 'Items to Ship' sub-tab is selected. A 'Search Filters' button is visible. Below the search filters, the text 'Items to Ship (25)' is displayed. A table with the following columns is shown: 'Need By ↑', 'Part No.', 'Customer Part No.', 'Revision Level', 'Order Number', 'Item', 'Schedule Line No.', and 'Commitment Level'. The table contains two rows of data. A yellow circle with the number '2' is placed over the first row's checkbox. At the bottom of the interface, there are two buttons: 'Create Ship Notice' and 'Create Quality Notification'. A yellow circle with the number '3' is placed over the 'Create Quality Notification' button.

Need By ↑	Part No.	Customer Part No.	Revision Level	Order Number	Item	Schedule Line No.	Commitment Level
16 Jan 2020	SUP-MAT-1	BP-CIG-1		4500004783	10	3	
22 Jan 2020	SUP-MAT-1	BP-CIG-1		4500004785	10	1	

Maintain QN Content

Header Data

- Input all Required fields, identified by an * asterisk
 - Title
 - Quality Notification Type
 - Supplier Deviation No.
 - Priority
- Populate BHGE QN Co-Ordinator Email ID
 - Baker Hughes contact details can be found directly from the PO, under Contact Information
- Supplier to input job number/heat number in the supplier batch field
- Populate the notification details
 - Category
 - Subcategory
 - Quantity
 - Malfunction/Discovery/Due Dates

Note: A QN can only be created per single PO item.

If you have any questions on which category to choose, contact your Baker representative.

Create quality notification Cancel Review

* Indicates required field

1 Customer * Baker Hughes--Test Title * [] Quality notification type * Choose Supplier deviation no. * [] Priority * Choose

Details Defects (0)

Customer and part

2 Customer location * 0575 - Baker Hughes Oilfield Operations LL BHGE QN Co-ordinator Email Id [] Customer routing identifier BH1CLNT100

Customer part no. * N913007637 - BONNET,F/FS.A,BOLT/PP,4.75N DS Customer batch [] Supplier part no. 3 [] Supplier batch []

Purchase order no. 4510951615 Purchase order line item no. * 10 Ship notice no. [] Ship notice line item no. []

Serial no. [] Revision level Choose Subcontracting component? No

4 Notification detail

Category Choose Subcategory Choose Complaint quantity 45 EA

Malfunction start date [] Malfunction end date []

Discovery date [] Required start date [] Due date []

Maintain QN Content

Header Data Description 1

Field	Description	Mandatory	Validation
Customer *	Customer account name	Yes	Based on PO details
Supplier part no.	Supplier Part Number	Optional	From customer` ERP material master
Customer part no*	Customer Part Number	Yes	Based on PO details
Customer location *	Plant number and description	Yes	Based on PO details
Quality notification type *	Deviation scenario key	Yes	Drop down list managed by customer
Revision level	Material revision level	Optional	Based on PO details
Priority *	Priority for the quality notification	Yes	Drop down list managed by customer
Category	Code Group Name	Yes	Drop down list managed by customer
Subcategory	Code Group Key from assigned catalog	Yes	Drop down list managed by customer
Malfunction start date	Defines a start date and end date for this malfunction	Optional	Free date input
Malfunction end date	Defines a start date and end date for this malfunction	Optional	Free date input
Discovery date	Date and time when the defect was discovered.	Yes	Free date input
Required start date	Start date of notification processing	Optional	Free date input
Due date	End date of notification processing	Optional	Free date input

Maintain QN Content

Header Data Description 2

Field	Description	Mandatory	Validation
Supplier deviation no. *	Supplier document number for the quality notification.	Yes	Free text input
Customer deviation no.	Customer ERP document number of quality notification.	Optional	Automatically filled from customer ERP
Purchase order no	Referenced procurement document number	Optional	Automatically filled
Purchase order line item no.	Referenced procurement document item	Optional	Automatically filled
Ship notice no.	Ship Notice Reference number from Purchase Order	Optional	Free input checked against PO history
Ship notice line item no	Ship Notice Reference item from Purchase Order	Optional	Free input checked against ASN content
Subcontracting component	Set to subcontract if the defect originated with a subcontracting based scenario	Optional	Drop down list (Yes/No)
Customer batch	Batch number provided by customer	Optional	Based on PO details
Supplier batch	Batch number provided by supplier	Optional	Free text input
Serial no.	Serial number of the defective goods	Optional	Free text input
Complaint quantity	The quantity of the item subject to complaint	Yes	Default order quantity
Return quantity	Quantity to be returned	Optional	Free numeric input
Return date	Date of return	Optional	Free date input
Return authorization no.	Return Authorization Number information for a line item	Optional	Free text input

Maintain QN Content

Problem Description

1. Add a **Problem description** in the free text filed
2. Include an attachment, by clicking upload file, if necessary. Please still send any attachments directly to your Baker Hughes quality contact, outside of the Ariba Network.

Problem description

Choose

1 test example

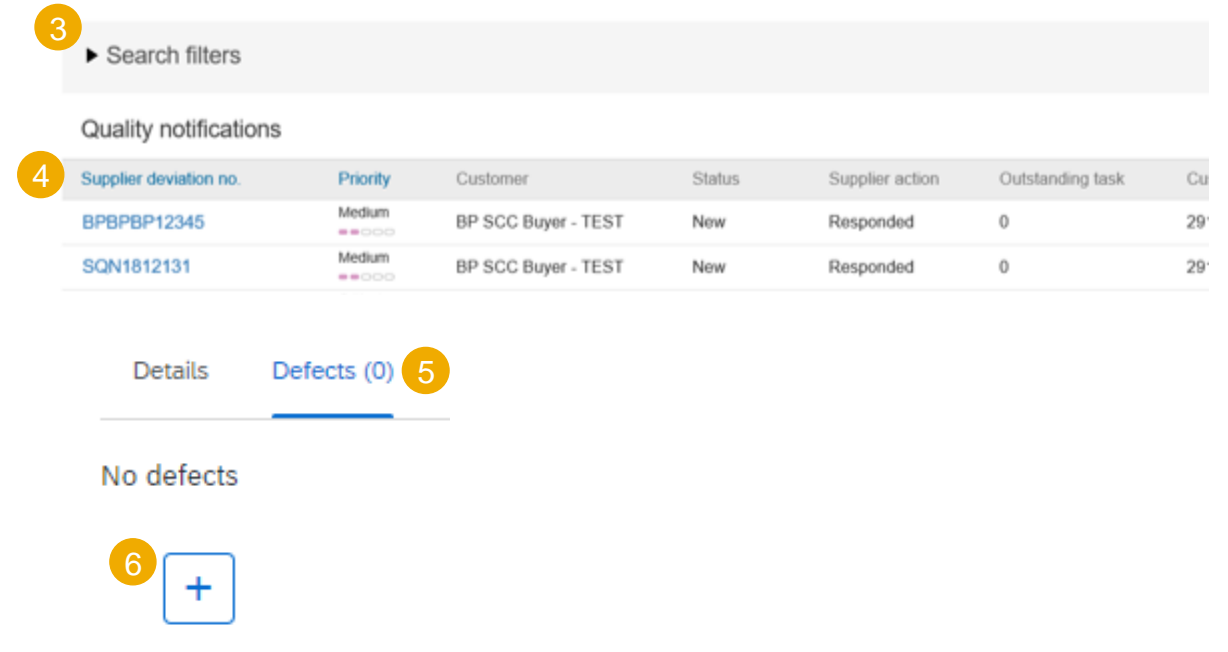
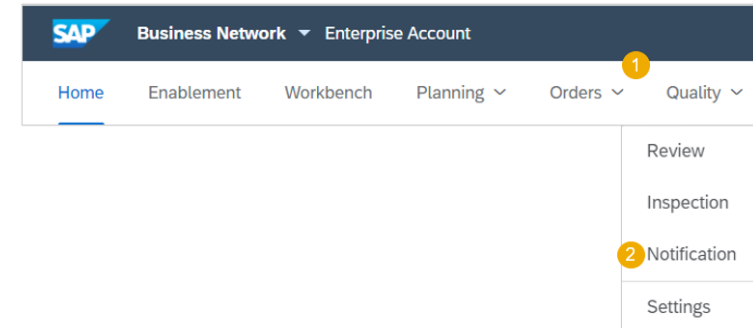
2 Upload a file

Maintain QN Content

Add a Defect 1

For adding a defect to unpublished QN, continue from 6. Otherwise, follow the steps described below.

1. Click **Quality** tab from the Portal Home screen.
2. Click **Notification**.
3. Search for QN number.
4. Open the QN by clicking **Supplier deviation no.** Click the **Edit** button.
5. Click **Defect** subtab in the header of the screen.
6. Click **Add +** button. You can create multiple defects on the Portal using Add defect button. After adding required defect click **Publish** button in the bottom of the screen.



Maintain QN Content

Add a Defect 2

1. Choose Defect Category and Defect Subcategory
 - If you have any questions on which category to choose, contact your Baker representative.
2. Defect Location, Assembly, and Assembly Description will be populated by Baker Hughes. No supplier inputted information is required for these fields.
3. Click **bin** icon to delete the defect, if needed.
4. To navigate between multiple defects use number icons.

The screenshot shows a web form for adding a defect. At the top, there are navigation icons: a blue square with a white plus sign (callout 4), and a grey square with a white minus sign. Below these is a header bar labeled 'Defect 1' with a trash icon (callout 3) on the right. The main form area contains several fields:

- Defect category ***: A dropdown menu with 'Choose' selected (callout 1). Below it is a red error message: 'This field is required'.
- Defect subcategory ***: A dropdown menu with 'Choose' selected (callout 1). Below it is a red error message: 'This field is required'.
- Number of defects**: An empty text input field.
- Title**: An empty text input field.
- Description**: A large empty text area.
- Defect Location**: An empty text input field (callout 2).
- Assembly**: An empty text input field (callout 2).
- Assembly Description**: An empty text input field (callout 2).

Maintain QN Content

Defect Data Description

Field	Description	Mandatory	Validation
Title	Name of the defect.	Optional	Free text input
Number of defects	Quantity of items subject to complaints or defects.	Optional	Free numeric input
Defect category	Defect grouping.	Yes	Drop down list managed by customer
Defect subcategory	Defect subgrouping.	Yes	Drop down list managed by customer
Description	Optional description of the defect.	Optional	Free text input

Maintain QN Content

Add a Cause 1

For adding a cause to unpublished QN, continue from 6. Otherwise, follow the steps described below.

1. Click **Quality** tab from the Portal Home screen.
2. Click **Notification**.
3. Search for QN number.
4. Open the QN by clicking **Supplier deviation no.** Click the **Edit** button.
5. Click **Defect** sub-tab in the header of the screen.
6. Click **+** icon to the right to expand **Cause** section.
7. Click **Add cause** button. You can create multiple causes on the Portal using **Add cause** button. After adding required cause click **Publish** button in the bottom of the screen.

The screenshot displays the SAP Business Network Enterprise Account interface. The top navigation bar includes the SAP logo, 'Business Network', and 'Enterprise Account'. Below this, a secondary navigation bar contains 'Home', 'Enablement', 'Workbench', 'Planning', 'Orders', and 'Quality'. The 'Quality' dropdown menu is open, showing options for 'Review', 'Inspection', 'Notification' (highlighted with a yellow circle '2'), and 'Settings'. A yellow circle '1' is placed above the 'Quality' dropdown.

Below the navigation, a 'Search filters' section is visible. The main content area is titled 'Quality notifications' and contains a table with the following data:

Supplier deviation no.	Priority	Customer	Status	Supplier action	Outstanding task	Cu
BPBPBP12345	Medium ●●○○	BP SCC Buyer - TEST	New	Responded	0	29'
SQN1812131	Medium ●●○○	BP SCC Buyer - TEST	New	Responded	0	29'


Below the table, there are tabs for 'Details' and 'Defects (1)'. The 'Defects (1)' tab is active and highlighted with a yellow circle '5'. Under this tab, there is a '+ Causes (0)' section with a yellow circle '6' next to it. Below this, there is a text input field labeled 'Describe the cause of the defect.' and a '+ Add cause' button with a yellow circle '7' next to it.

Maintain QN Content

Add a Cause 2

1. At the time of defect, the supplier will need to update the Cause Category and Cause Subcategory.
 - If you have any questions on which category to choose, contact your Baker representative.
2. Click drop down arrow to collapse/expand the cause.
3. Click **bin** icon to delete the cause, if needed.

Causes (1) 2 ^

Cause 3 

1 Cause category * Cause subcategory * Title

Choose Choose

! This field is required ! This field is required

Description

+ Add cause

Maintain QN Content

Cause Data Description

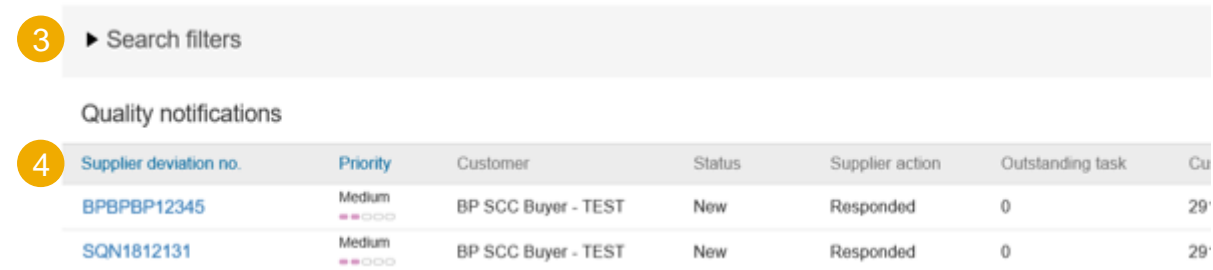
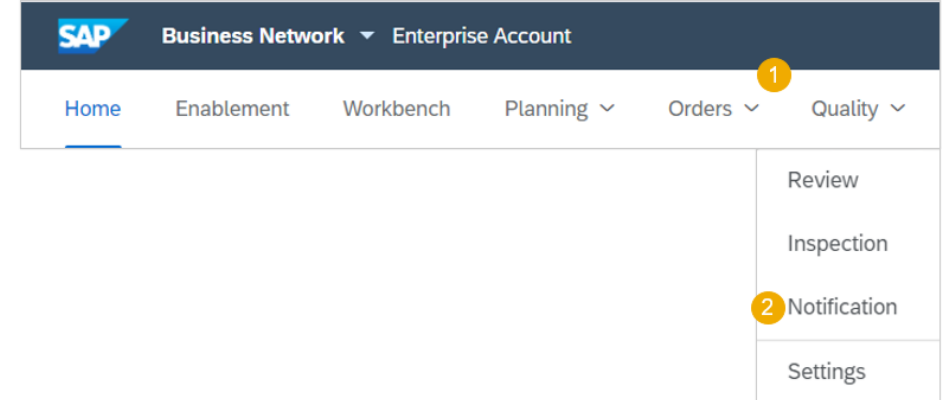
Field	Description	Mandatory	Validation
Title	Name of the cause.	Optional	Free text input
Cause category	Cause grouping.	Yes	Drop down list managed by customer
Cause subcategory	Cause subgrouping.	Yes	Drop down list managed by customer
Description	Optional description of the cause.	Optional	Free text input

Maintain QN Content

Required Task for a QN Defect 1

For adding a task to unpublished QN, continue from 6. Otherwise, follow the steps described below.

1. Click **Quality** tab from the Portal Home screen.
2. Click **Notification**.
3. Search for QN number.
4. Open the QN by clicking **Supplier deviation no.** Click the **Edit** button.
5. Click **Defect** sub-tab in the header of the screen.
6. Click drop down arrow to the right to expand task section.
7. Click **Add task** button. You can create multiple tasks on the Portal using **Add task** button. After adding required task click **Publish** button in the bottom of the screen.



Edit quality notification: SQN1812131



Required tasks (0)



Required tasks (0)



Assign a task to team members to resolve the issue.




Maintain QN Content

Required Task for a QN Defect 2

1. Once a decision has been made on quality notification, Baker will send an item level task to update on next step.
 - This information will be sent/populated by Baker Hughes.
 - If the supplier accepts the decision listed in the required task, the supplier can communicate this information back to Baker Hughes through the Description free text field.
2. Click drop down arrow to collapse/ expand the task.

Required tasks (1)

2 ^

Task 1 

Task category *	Task subcategory *	Title	
<input type="text" value="Choose"/>	<input type="text" value="Choose"/>	<input type="text"/>	
<small>ⓘ This field is required</small>	<small>ⓘ This field is required</small>		
Description 1			
<input type="text"/>			
Start date	Start time	Target date	Target time
<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="0:00:00"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="0:00:00"/>
Status *	Processor type	Processor name	Processor ID
<input type="text" value="Choose"/>	<input type="text" value="Choose"/>	<input type="text"/>	<input type="text"/>
<small>ⓘ This field is required</small>			

[+ Add task](#)

Maintain QN Content

Required Task for a QN Defect Data Description

Field	Description	Mandatory	Validation
Title	Name of the task	Optional	Free text input
Task category	Task grouping	Yes	Drop down list managed by customer
Task subcategory	Task subgrouping	Yes	Drop down list managed by customer
Description	Optional description of the task	Optional	Free text input
Start date	Planned start date for processing this task.	Optional	Free date input
Start time	Planned start time (in military time) for processing this task.	Optional	Free time input
Target date	Date when the task should be completed.	Optional	Free date input
Target time	Time (specified in military time) when the task should be completed.	Optional	Free time input
Status	Task status. Possible values are New, In Process, and Complete.	Yes	Drop down list
Processor type	The type of processor. Possible values are Supplier, Customer, or Customer user.	Optional	Entity of Customer or Supplier
Processor ID	The ID of the person or organization responsible for this task. In the case of a supplier, can be the user ID or the Ariba Network ID.	Optional	Customer or Supplier ANID
Processor name	The name of the person or organization responsible for this task. In the case of a supplier, can be the user name or company name.	Optional	Customer or Supplier ANID name

Complete and Publish the Quality Notification

Please verify that all Baker Hughes required fields are provided before changing the status to Completed

1. Change the Status of QN from In-Process to **Completed**.

Prerequisite: You need to complete all open tasks in order for the overall QN status to be changed to **Completed**. Click Publish button to send QN to Baker Hughes system.

Note:

- After QN status is changed to **Completed**, the edit option is no longer available. If suppliers considers QN needs to be updated, supplier should contact Baker Hughes.
- Only Baker Hughes can initiate QN cancellation. If supplier considers QN needs to be cancelled, supplier should contact Baker Hughes.
- When Baker Hughes accepts and completes QN, the status on the Portal will be changed to **Closed**.

* Indicates required field

Customer *	Title *	Quality notification type *	Supplier deviation no. *	Priority *	1 Status
Baker Hughes--Test	<input type="text" value="QN for ECC Test"/>	Q2 - Vendor fault list	QN951845F	<input type="text" value="Medium"/> ▾	<input type="text" value="Completed"/> ▾

[Details](#) Defects (0)

Search and Review Published Quality Notification 1

1. Go to **Quality/ Notification** from the Portal Home screen.
2. Enter search criteria.
3. Click **Search** button. Matching QN's will appear.

SAP Business Network Enterprise Account

Home Enablement Workbench Planning Orders **1** Quality

Quality notifications

[^ Search filters](#) **2**




Customer	Customer location	Purchase order no.	Ship notice no.
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Customer part no.	Customer batch	Supplier part no.	Supplier batch
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Supplier deviation no. [?]	Customer deviation no. [?]	Quality notification type	Supplier action
<input type="text"/>	<input type="text"/>	Q6 - <input type="text"/>	All <input type="text"/>
Status	Creation date		
All <input type="text"/>	Last 7 days <input type="text"/>		

View all quality notifications [?]

3

Search and Review Published Quality Notification 2

4. You can open and view QN by clicking **Supplier deviation number**.
5. You can configure your QN view by adding more columns to by clicking on configure icon.
6. Supplier action value is automatically determined on the Portal:
 - **Pending** – requires supplier action, since Baker Hughes updated QN.
 - **Responded** – last update performed by supplier
 - **None** – refers to a notification with a status Closed

Quality notifications 5 											
Supplier deviation no. 	Customer	Priority 	Status	Supplier action 6	Outstanding task	Customer part no.	Order no.	Quality notification type	Customer location	Ver	Customer deviation no.
000201200690 4	Baker Hughes--Test	Low	In-Process	Responded	6	N76895-01	451095	Vendor error	0575	4	0002012006
000201200694	Baker Hughes--Test	Low	New	Responded	7	N790-500-05	45109	Vendor error	0575	3	00020120069
000201200705	Baker Hughes--Test	Low	New	Pending	7	N790-500-0	45109508	Vendor error	0575	1	0002012007

Limitations

The following limitations may apply to quality notifications:

- Ariba Network does not support multi-tier quality notifications. So, quality notifications are not copied to tier two suppliers or lower tier suppliers in a multi-tier supply chain.
- A quality notification applies to one PO line item only. It cannot apply to multiple items.

Support

Types of Support Available

Supplier Information Portal
(Location of Training Guide/s and Video/s)

On the Home screen:

1. Click on Company Settings
2. Click on Customer Relationships
3. Click on Supplier Information Portal

Supplier Support Post Go-Live

From supplier.ariba.com:

1. Learning Center
 - Training documentation
 - User Community
2. Support Center
 - Get help by email (Choose from the drop down list of problem type – Supply Chain Collaboration), live chat, or request a phone call
 - Attend a live webinar
3. [Ariba Support Team](https://support.ariba.com/AUC_Support_Tab/Contact_Support/) - https://support.ariba.com/AUC_Support_Tab/Contact_Support/

When to Contact

- Technical Questions - Passwords, User Role/Admin Changes, Network Errors, Integration Questions, etc.
- How Do I? - Navigating the site, locating old POs, etc.

Supplier Support During
Deployment/Go-Live

Supplier.Enablement@BakerHughes.com

When to Contact

- Business process related questions
- Supply Chain Collaboration program questions

[Baker Hughes Supplier Enablement Inquiry](https://connectsupport.ariba.com/sites/Company?ANID=AN01015927430NAM&h=DsWeGyK6QU0WEcdOvZ2pWA#Enablement-Inquiry)

<https://connectsupport.ariba.com/sites/Company?ANID=AN01015927430NAM&h=DsWeGyK6QU0WEcdOvZ2pWA#Enablement-Inquiry>

When to Contact

- Ariba Network registration
- Configuration support
- Supplier enablement tasks
- TRR questions
- General enablement questions

Appendix

Status Description

Status	Description	Owner
New (default)	When QN is created	Supplier
In-Process	After QN is published and sent to Customer system. Deviation number will be fulfilled.	Supplier/ Customer
Completed	After all QN parts are completed and deviation number fulfilled	Supplier/ Customer
Closed	After Customer accepts and completes QN in their system.	Customer
Canceled	After Customer cancels QN in their system.	Customer

Routing Status of QN

- Routing status defines the status of a QN background processing.
- Based on the status the supplier will know if the QN is created successfully in the Portal and updated in Baker Hughes system.

Status	Description
Sent	Ariba Network sent QN to your customer, but your customer hasn't acknowledged that they received the document. If your document stays in this status for a while, contact your customer to see what needs to happen next.
Queued	Ariba Network is in the process of sending the document to your customer. Contact SAP Ariba Customer Support if your document remains in this status for more than 30 minutes.
Acknowledged	The document reached and was created successfully in your customer's system.

Thank you.