



# IR@Supplier Training

## Supplier Management



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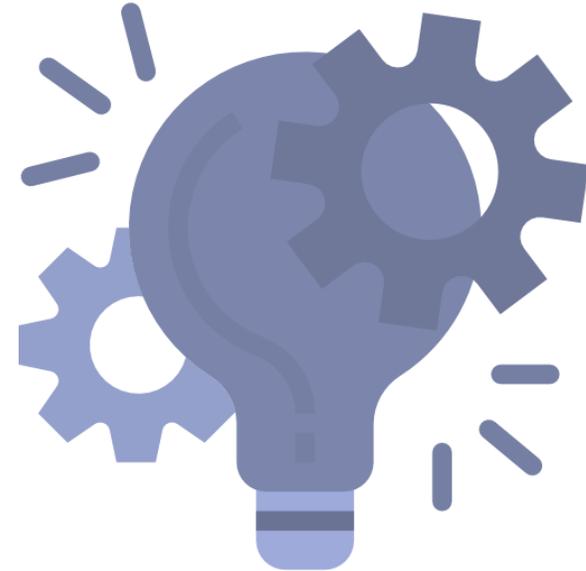
# Introduction





# Introduction

Tetra Pak creates a quality notification to inform suppliers that the good does not meet the quality standards required and can ask a Root Cause Eradication.





# Communication channel Release



The new system will be **Ariba**, and other tools like C2 will not be used

This flow will be applied only on **NEW** issues

On going issues will continue to be handle in the old system

ECRs handled in C2 will continue to be handled in C2  
*(this is out of scope for the moment)*



# What issues will be handled in Ariba

## Customer issue

- Issue realised by a Customer that had a problem with a part

## Production non conformity

- Issue found in Production area

## Spare Part non conformity

- Issue found in the incoming inspection area

# Tetra Pak roles and responsibility





# Tetra Pak Roles & Responsibility I.

## Terminology

### COORDINATOR

- A person that analyse the issue and contact the supplier for the Remedial Action and to identify responsibility. Coordinator creates DN and CN in the system

### DRIVER

- A person that is working with the supplier to identify the root cause of the problem and find a permanent solution, according to Problem Solving Methodology. Driver is working on CN

### DN (*Defect Notification*)

- It is created when there is a deviation
- It starts with 87 (*in case it is a customer issue or SNC*) or with 2 (*in case it is a deviation found in the lab or a processing deviation*)

### CN (*Consolidated Notification*)

- One CN can contain multiple DNs
- It is created when a Root Cause Eradication is needed
- It starts with 97

### Quality Notification

- It refers to both Defect Notification and Consolidated Notification



# Tetra Pak Roles & Responsibility II.

Who does what

		Customer Issue	Production Non Conformity	Deviation from lab
<b>Coordinator</b>	<i>Packaging Processing</i>	<ul style="list-style-type: none"><li>GSIA</li><li>Local SQ/Call-off Purchaser</li></ul>	<ul style="list-style-type: none"><li>Quality Prod. Engineer</li><li>Call-off Purchaser</li></ul>	<ul style="list-style-type: none"><li>Supplier Quality team (SQE)</li><li>Supplier Quality team (SQE)</li></ul>
<b>Driver</b>	<i>Packaging Processing</i>	<ul style="list-style-type: none"><li>Global SQ</li><li>Supplier Quality team (SQE)</li></ul>	<ul style="list-style-type: none"><li>Supplier Quality team (SQE)</li><li>Supplier Quality team (SQE)</li></ul>	<ul style="list-style-type: none"><li>Supplier Quality team (SQE)</li><li>Supplier Quality team (SQE)</li></ul>



# Tetra Pak Roles & Responsibility III.

## Difference between DN and CN

### Defect Notification

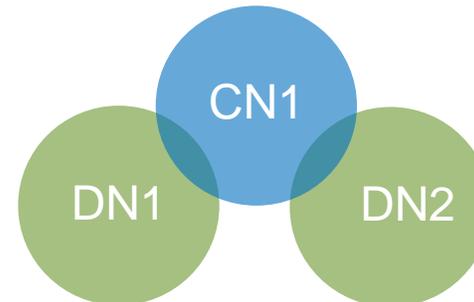
- It is created when there is a deviation
- It is required to the Supplier a part replacement/an analysis/ a containment action
- It is closed once the problem is clear and the Supplier accept/reject his responsibility

### Consolidated Notification

- It groups one or more Defect Notifications
- It is created when the problem should be solved and eradicated
- Tasks follow 8D's (Eight disciplines problem solving)
- It is closed when the Permanent Solution is implemented and available to be ordered



In case DN1 and DN2 have the same problem...



They will be linked to the same CN and the problem will be eradicated with the same solution.

High level flow





# High level flow of issue found

## For all Issues type



Issue found and DN created

The Coordinator send the issue to the Supplier through Ariba.

Supplier provides information required and confirms his responsibility.

The Coordinator sends the case to the Driver, in case further actions are needed.

The Driver works with the Supplier to eradicate the problem

Once the solution is available, the case is closed

- Customer Issue
- Production non conformity
- Defect found by the quality lab

- Asking:
  - Part replacement
  - Stock check at Supplier facility
  - Analyse the case
  - ...

- The Supplier can ask more information and/or the part back for analysis

- In case of Supplier responsibility

- Driver ask RCA to supplier

- Permanent Solution available, the case is closed



Step 1



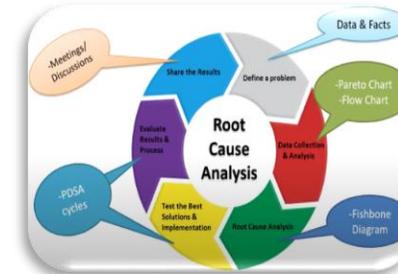
Step 2



Step 3



Step 4



Step 5



Step 6



## Considerations..



**Chrome** is the preferable browser to work, otherwise Edge (*Avoid Internet Explorer if possible*)

# How to navigate in Ariba Network and configurate your account





# Log on to SAP Ariba Network – Navigating from Sourcing



1. Log in with your current SAP Ariba username and password. In case you do not identify the Admin of your Ariba account or need to validate the ANID registered with Tetra Pak, please send a request to [ariba.suppliersupport@tetrapak.com](mailto:ariba.suppliersupport@tetrapak.com).

2. When you're logged in to the Network, please, navigate to the drop-down list in top left corner and select “**SAP Business Network**” in order to see incoming documents from Tetra Pak.

## Existing User

If you already have an Ariba Commerce Cloud or Ariba Discovery account, enter your existing username and password and click **Confirm** to log in to the Ariba Network.

Username:

1

Password:

[Forgot Password?](#)

Confirm

When you confirm your existing username and password, Ariba will send a notification to your requesting customer, informing them that you already have an Ariba Network account and that you have accepted their trading relationship request.

The screenshot shows the SAP Business Network interface. At the top, there is a navigation bar with the SAP logo, 'Business Network', a dropdown menu with a '2' icon, 'prise Account', and 'TEST MODE'. Below this is a secondary navigation bar with tabs: Home, Inbox, Outbox, Quality, Planning, Catalogs, Reports, and Upload/Download. A search bar contains 'Orders and Releases', 'All Customers', and 'Order Number'. The main content area is titled 'Orders, Invoices and Payments' and includes a dashboard with six cards: 'New Purchase Orders' (0), 'Orders that Need Attention' (0), 'Invoices Rejected' (0), 'Payments Received' (0), 'Pinned Documents' (0), and 'More...'. At the bottom, there is a table header with columns: Order Number, Customer, Status, Amount, Date, Amount Invoiced, and Action.

### Important Note

You will find only the Quality tab to manage notifications, under “SAP Business Network” view



# Set Up Your Account – Quality Notification (Role Creation)



1. Click the **user profile icon** in the right top corner of your screen and select **Settings**.

2. From the dropdown menu select **Users**.

3. In the **Manage Roles** tab, press the **plus** sign in order to create a new role.

4. Provide a **name** and a description of the role if necessary and provide relevant accesses for the role. For quality permissions, scroll to page 2 and enable **“Quality Notifications Accesses”** and **“Quality Notification Creation”** accesses to users of the Quality module.

5. **Save** your changes.

**Note:** Only account administrator can create users and roles. If you do not have access to the Quality tab, click the **user profile icon** and press the **Contact Administrator** button to contact your account administrator and request access to the Quality tab.

Customer Relationships Users Notifications Account Hierarchy Application Subscriptions Account Registration API management

Manage Roles **3** Manage Users

Roles ( 3 )

Create and manage roles for your account. You can edit the role and add users to a role. The Administrator role can be viewed, but cannot be modified.

Filters

Permission

Select permission assigned

Apply Reset



Create Role **5** Save Cancel

\* Indicates a required field

New Role Information

Name:\* Quality **4**

Description:

Permissions

Each role must have at least one permission.

<< Page 2 **4**

Permission	Description
<input type="checkbox"/> Proof Of Service Review Access	Allows users to review and assign a PO to a proof of service
<input type="checkbox"/> Quality Inspection Access	Access to view quality inspection documents
<input type="checkbox"/> Quality Inspection Creation	Access to create quality inspection documents
<input checked="" type="checkbox"/> Quality Notification Access	Access to view quality notification documents
<input checked="" type="checkbox"/> Quality Notification Creation	Access to create quality notification documents



# Set Up Your Account – Quality Notification (User Creation)



1. Click the **user profile icon** in the right top corner of your screen and select **Settings**.

2. From the dropdown menu select **Users**.

3. Change tab to **Manage Users** and press the **plus** sign in order to create new user.

4. Fill in details about the user and assign the role created previously. Please be aware that the **username** will be the email address of the user.

5. **Save** your changes.

**Note:** The new user gets an automatic email from Ariba to get access independently from the account's administrator.

The screenshot shows a vertical menu on the left side of the interface. At the top right of the menu is a 'VS' icon with a callout '1'. Below it is a 'Settings' option with a callout '2' and a right-pointing arrow. A dropdown menu is open from 'Settings', with 'Users' selected and highlighted, also marked with a callout '2'. Other options in the dropdown include 'Customer Relationships', 'Notifications', 'Account Hierarchy', 'Application Subscriptions', 'Account Registration', 'NETWORK SETTINGS', 'Electronic Order Routing', and 'Electronic Invoice Routing'.

The screenshot shows the 'Manage Users' page. At the top, there are navigation tabs: 'Customer Relationships', 'Users', 'Notifications', 'Application Subscriptions', 'Account Registration', and 'API management'. Below these is a sub-header with 'Manage Roles' and 'Manage Users' (the latter has a callout '3'). Underneath, it says 'Users (5)'. There are two checkboxes: 'Enable assignment of orders to users with limited access to Ariba Network.' and 'Require two-factor authentication (applies for all users of your organization)'. A 'Filter' section follows, with a dropdown set to 'Username' and an input field containing 'Enter username'. Below the filter are 'Apply' and 'Reset' buttons. At the bottom right, there is a '+', a document icon, and a callout '5'.

The screenshot shows the 'Create User' form. At the top right, there are 'Done' and 'Cancel' buttons, with a callout '5' next to 'Done'. Below the header is a paragraph of instructions. The main section is 'New User Information' and contains several input fields: 'Username:\*' (with callout '4'), 'Email Address:\*', 'First Name:\*', and 'Last Name:\*'. Below these are three checkboxes: 'Do not allow the user to resend invoices to the buyer's account.', 'This user is the Ariba Discovery Contact', and 'Limited access'. At the bottom of this section is an 'Office Phone' field with a dropdown set to 'USA 1' and two empty input boxes for 'Area' and 'Number'. Below the form is a 'Role Assignment' section with a table:

Name	Description
<input checked="" type="checkbox"/> Quality	ALL



# Set Up Your Account – Quality Notification (Alert Setup)



It is possible to configure your email address for receiving alerts when a Quality Notification has been created or modified by Tetra Pak.

1. From the Homepage click the **Quality** tab on the main menu.
2. Select **Settings** and confirm the email address where to receive quality notifications, quality collaboration types and events.
3. Click **Edit** to enter in Edit mode.
4. Select the rule level required.
5. Select the Quality level required.
6. Click on **Submit** to save the changes.

**Note:** Prior to manage quality settings, a quality user must have been created by the account Admin. **Every user is responsible for setting up the notification alerts.**

The screenshot shows the SAP Business Network Enterprise Account interface in TEST MODE. The main menu includes Home, Inbox, Outbox, Quality (selected), Planning, Catalogs, Enablement Tasks, Reports, and Upload/Download. The Quality dropdown menu is open, showing Review, Inspection, Notification, and Settings (selected). The Settings page displays 'Quality settings' with an 'Edit' button. Below this is the 'Edit quality reviews settings' form, which includes 'Email notifications' (Recipient: Recipient@sap.com), 'Choose rule' (Same rule for all customers selected), 'Quality inspections' (unchecked), and 'Quality notifications' (checked). The 'Quality notifications' section includes a list of 'Types' (Complaint from supplier, Complaint from customer) and a list of 'Events' (A notification has been created, updated, completed, closed). A 'Submit' button is visible at the bottom right of the form.

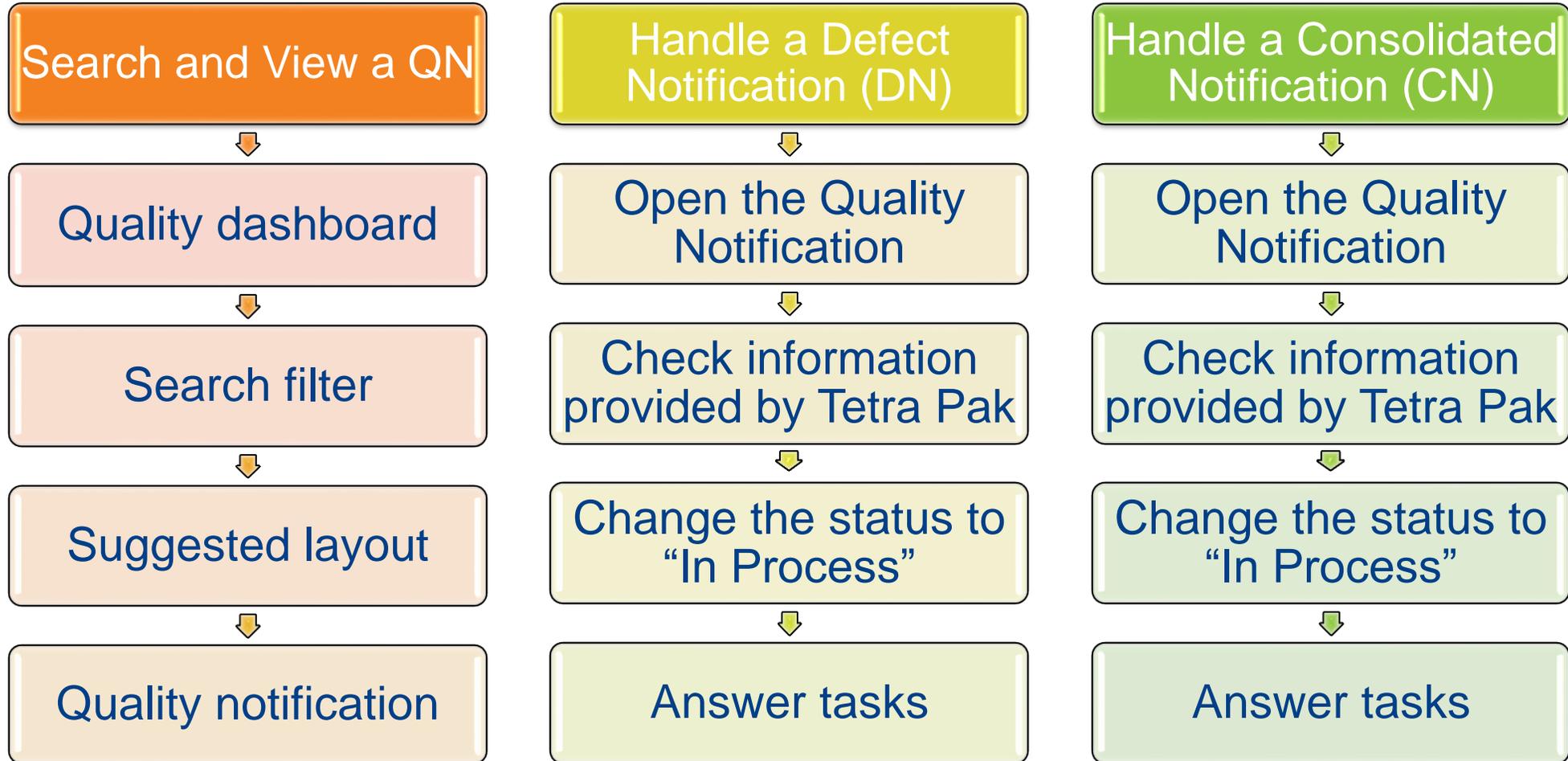
# Quality Notification in Ariba





# Quality Notification Portal User Interaction

## Search and handle a Quality Notification



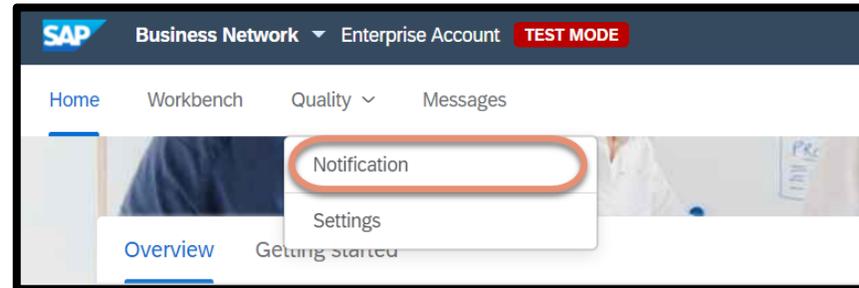


# Search and View a Quality Notification

## Quality Dashboard



- ❑ Navigate to the drop-down menu in top left corner and select “SAP Business Network”, to find the **Quality** tab to manage **Notifications**.



- ❑ Defect Notifications and Consolidated Notification will be listed if Tetra Pak has created a case.

Supplier deviation no.	Customer	Priority	Status	Supplier action	Outstanding task	Customer part no.	Order no.	Quality notification type	Customer location
<a href="#">738434674</a>	Tetra Pak - TEST	Medium	New	Pending	1	1548598-0000		Defect Notification	PDM1
<a href="#">100870100013</a>	Tetra Pak - TEST	Medium	New	Responded	1	1548598-0000		Defect Notification	PDM1
<a href="#">000870001301</a>	Tetra Pak - TEST	Low	New	Pending	2	90459-0782		Defect Notification	TS01



# Search and View a Quality Notification

## Quality Dashboard



Status of the Quality Notification. It could be  
**New** – New case, the supplier receive the case for the first time  
**In-Process** – The case is on going  
**Completed** – The case is closed from Supplier (to avoid)  
**Closed** – The case is closed from Tetra Pak  
**Cancelled** – The case has been cancelled by Tetra Pak

Quality notification identifying number

Number of tasks to be managed

Customer Part Number

Not used

Supplier deviation no.	Customer	Priority	Status	Supplier action	Outstanding task	Customer part no.	Order no.	Quality notification type	Customer location
------------------------	----------	----------	--------	-----------------	------------------	-------------------	-----------	---------------------------	-------------------

Customer account name

Plant code

Quality Notification Priority based on the criticality of the issue:

- 1 **Low** – NOT USED
- 2 **Medium** – “Normal” issues
- 3 **High** - High impact on customer or deliveries (i.e. Tetra Pak cannot send a part to the customer, the customer is stopped and cannot run its production...)
- 4 **Urgent** -NOT USED
- 5 **Critical** - Issue that have a safety impact

It could be:

- Pending** – It requires a Supplier action. Supplier is responsible for the task
- Responded** – last update on the case done by the Supplier. Tetra Pak is responsible for the task and should take action
- None** – it refers to a notification with a status Closed

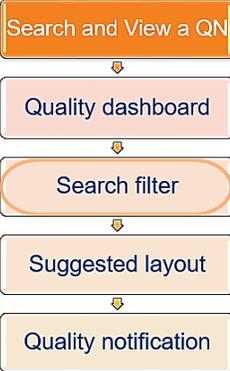
Technical name of Quality Notifications:

- Defect Notification** – Supplier deviation no. starts with 87
- Vendor error** – Defect Notification found during incoming inspections. Supplier deviation no. starts with 2
- Consolidated Notification** – Supplier deviation no. starts with 97



# Search and View a Quality Notification

## Search Filters



- ❑ Click “Search filters” to filter out quality notifications by certain parameters.
- ❑ Filters that may be useful:
  - Customer: filter for Tetra Pak (*in case you want to visualize only Tetra Pak notifications*) (Recommended to visualize the table menu option. See next slide )
  - Supplier action – Pending (*in case you want to visualize only new QN assigned to you*)
- ❑ Creation date – by default set to last 24 hours. Recommend to extend for a longer period e.g. last 9 months (Recommended)
- ❑ Click **Search** or in case you want to reset search parameters click **Reset**.

Search filters

Customer: Tetra Pak - TEST

Customer location: [ ]

Purchase order no.: [ ]

Ship notice no.: [ ]

Customer part no.: [ ]

Customer batch: [ ]

Supplier part no.: [ ]

CN no.: [ ]

Supplier deviation no. [ ]

Customer deviation no. [ ]

Quality notification type: Choose

Supplier action: All

Status: All

Creation date: Last year

View all quality notifications



# Search and View a Quality Notification

## Suggested layout



- Search and View a QN
- Quality dashboard
- Search filter
- Suggested layout
- Quality notification

Create quality notification

341 items ← 1 2 3 ... 23 →

Supplier deviation no.	Customer	Priority	Status	Supplier action	Outstanding task	Customer part no.	Order no.	Quality notification type	Customer location	Due date
<a href="#">000870100261</a>	Tetra Pak - TEST	Medium	In-Process	Pending	1	497989-0000		Defect Notification	BM01	15 Feb 2022 7:54:34 AM
<a href="#">000870001314</a>	Tetra Pak - TEST	Medium	In-Process	Pending	2	90042-0080		Defect Notification	PDM1	26 Apr 2021 5:00:00 PM
<a href="#">000870100243</a>	Tetra Pak - TEST	Medium	New	Pending	1	497989-0000		Defect Notification	BM01	8 Feb 2022 7:58:30 AM

- Ver
- Last changed
- Due date
- Customer batch
- CN no
- Customer deviation no.
- Supplier part no.
- Category
- Ship notice no.
- Routing Status

Tetra Pak's recommendation is to add the following columns from the table Options Menu:

- "Due date" indicates a deadline when a supplier should reply to quality notifications
- "CN no" determines if any defect notification is link to a consolidated notification number (*it displays only if the CN has been created*)



# Search and View a Quality Notification

## Quality notification



Quality notifications open by clicking on the supplier deviation number

Click **Edit** to process a quality notification

Click **Cancel** to exit the screen

**Details:** you can check details of incoming quality notification, problem description, remedial action and required task(s)

Quality notification

Cancel Edit

Print Download

Customer	Title	Quality notification type	Supplier deviation no.	Customer deviation no.	Priority	Status
Tetra Pak - TEST	Defective Upper Forming Ring	Y2 - Defect Notification	000870100275	000870100275	Medium	New

Details Defects (1) Partner info History

**History:** information about when the notification is sent. Not needed for the Supplier

**Defect:** you find the defect type

**Partner info:** it is not needed for the Supplier

You can **print** notification

# Handle a Defect Notification (DN)





# Handle a Defect Notification (DN)

## 1. Open the Quality Notification

- ❑ From the notification's dashboard click over the *Supplier deviation number* to open the quality notification you want to process.
- ❑ Then the case page will open



Supplier deviation no.	Customer	Priority	Status	Supplier action	Outstanding task	Customer part no.	Order no.	Quality notification type	Customer location	Due date	Customer batch	CN no
<a href="#">000870100275</a>	Tetra Pak - TEST	Medium	New	Pending	1	1548598-0000		Defect Notification	BM01	21 Feb 2022 11:39:01 AM		



# Handle Quality Notification

## 2. Check information provided by Tetra Pak



❑ A notification created and assigned has always status **New**

❑ Press the button “**Edit**” to visualize the problem description provided by Tetra Pak

Customer	Title	Quality notification type	Supplier deviation no.	Customer deviation no.	Priority	Status
Tetra Pak - TEST	Defective Upper Forming Ring	Y2 - Defect Notification	000870100275	000870100275	Medium	New

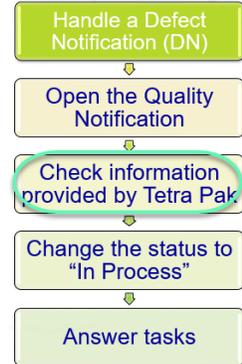
### What is it to be checked?

- a. Information in the header
- b. Details (part number, issue type, machine type...), Problem Description/Suggested Solution and attachments
- c. Defect category
- d. Tasks required



# Handle Quality Notification

## a. Information in the header



Customer	Title	Quality notification type	Supplier deviation no.	Customer deviation no.	Priority	Status
Tetra Pak - TEST	Defective Upper Forming Ring	Y2 - Defect Notification	000870100275	000870100275	Medium	New

Customer name

Title of the notification

Quality notification number

Priority

Status

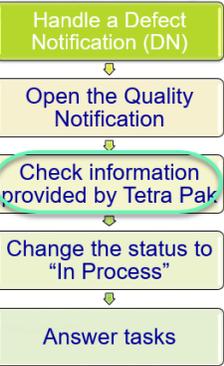
Quality notification number

Technical name of Quality Notifications:  
**Y2 - Defect Notification** = Defect Notification (it starts with 87)  
**F2 - Vendor error** = Defect Notification found during incoming inspections (it starts with 2)  
**Y1- Consolidated Notification** = Consolidated Notification (it starts with 97)



# Handle Quality Notification

b. Details (part number, issue type, machine type...), Problem Description/Suggested Solution and attachments



The **Details tab** provides most of the details regarding the case.

## ☐ Contact Details:

- *TP Contact Person*: Tetra Pak's person that sent the Quality Notification,
- *Supplier Contact name*: box where you should add your name
- *Approval status*: provides information about Supplier's responsibility. It will be populated by Tetra Pak after the Supplier analysis (e.g. Initial, Supplier is responsible or Supplier is not responsible)

TP Contact Person	Supplier Contact Person	Approval Status
Tetra Pak contact person name	Supplier Contact person name	Initial



# Handle Quality Notification

## b. Details (part number, issue type, machine type...), Problem Description/Suggested Solution and attachments



- ❑ In **Customer and part** you find details about part number, B group, C group, machine type and other information related to the case.

<b>Customer and part</b>			
Customer location	Customer part no.	Drawing version	CN no.
BM01 - TPP (SCO) Modena	1548598-0000	AA	
Supplier Serial No/Batch No	Supplier part no.	B-Group	B-Group Description
		648521-0400	Superstructure
Machine Type	C-Group	C-Group Description	Subcontracting component?
TBA/22	1195164-0200	Upper Forming Ring	No
Machine S/N	Loss hours	Reference Designation	Error Code
21203/00253	0	123	456
Purchase order no.	Purchase order line item no.	Ship notice no.	Ship notice line item no.
Customer batch	Customer routing identifier	Supplier internal issue No	Revision level
	ME1CLNT100		Choose

Part number of the claimed part

Plant name

CN number (if existing)

Purchase order number (if existing)

Do not use

Do not use

Number of the internal Supplier case (if existing)  
!Please note that this field will not be transferred back to Tetra Pak



# Handle Quality Notification

## b. Details (part number, issue type, machine type...), Problem Description/Suggested Solution and attachments

- ❑ In **Notification Detail** you can find the Issue type (*Subcategory*), when the issue occurred (*Discovery Date*), the due date to answer Tetra Pak (*Due Date*), and the Complaint quantity
- ❑ In **Problem Description/Suggested Solution** you find the reason and attachments referring to the quality issue
- ❑ In **Additional Comment** you can upload attachments for replying to the quality notification
- ❑ In **Return Information** you can note down reference details that will not be shared with Tetra Pak. In case this information should be shared with Tetra Pak, please write it down in the Required Tasks box.

The screenshot displays a web interface for handling quality notifications. It is divided into several sections:

- Notification detail:** Contains dropdown menus for 'Category' (IRSSDCAT - IRAS DN - Category) and 'Subcategory' (DNC2 - Production Issue), a 'Complaint quantity' field (value: 1), and a 'PC' checkbox. It also includes date pickers for 'Malfunction start date', 'Malfunction end date', 'Discovery date' (2/7/2022), 'Required start date' (2/7/2022), and 'Due date' (2/21/2022).
- Problem Description / Suggested Solution:** Shows a 'Reason' section with text: '07.02.2022 11:39:01 UTC Contact on L. Part changed and problem solved'. Below this is an attachment 'picture.pptx' (1.6 MB) and a section for 'Files on the Web'.
- Additional comment (0):** Features a large text input area and an 'Upload a file' button.
- Return information:** Includes input fields for 'Return quantity', 'Return authorization no.' (with a copyright symbol), and 'Return date' (mm/dd/yyyy).





# Handle Quality Notification

## c. Tasks required

- ❑ Expand the **Required tasks** drop-down menu to find all tasks assigned to you, and the deadline to reply each of the tasks.
- ❑ All new DN have Title, Action Needed, meaning that the Supplier is required to take an action.
- ❑ In case the description field is small, enlarge the box by dragging the bottom right corner out.  
(Note: The enlarge functionality is only available in Google Chrome)



**Required tasks (1)**

**Task 1**

Task category: IRSSD001 - IR@S DN - Tasks | Task subcategory: SD02 - Action Needed | Title: Action Needed

Description: 07:02:2022 11:53:49 UTC Contact  
Dear Supplier, please see this new case, and confirm your responsibility.  
Thanks Chiara

Start date: 2/7/2022 | Start time: 11:53:49 | Target date: 2/21/2022 | Target time: 11:39:01

Status: In Process | Processor type: Supplier | Processor ID: 0005003590 | Processor name: 0005003590

**Callouts:**

- Information of the task, with description of what is required by the Supplier, and box where supplier send back comments
- Date when Tetra Pak created the task
- Status of the task. When it is completed, it means that Tetra Pak have closed the task
- Technical name of the task
- Title of the task
- Deadline to answer the tasks and send back to Tetra Pak
- Supplier ID number



# Handle Quality Notification

## d. Defect category



In the **Defects tab** you find information related to the defect type assigned to the case.

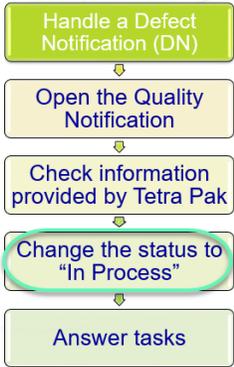
Details			
Defects (1)			
1			
Defect 1			
Defect category	Defect subcategory	Number of defects	Title
QM000012 - Mechanical Assembly	212 - Out of drawing specification	1	Defective Upper Forming Ring 1548598-000



# Handle Quality Notification

## 3. Change the status to “In Process”

- ❑ After having checked the problem description and details, you can start processing the quality notification and reply to the tasks assigned to you.
- ❑ Before adding any comments, the notification status should be changed from “New” to “In-Process”, meaning that you are handling the case.



Edit quality notification

Customer Tetra Pak - TEST	Title * Defective Upper Forming R	Quality notification type Y2 - Defect Notification	Supplier deviation no. 000870100275	Priority Medium	Status New
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Details Defects (1) Partner info History

Contact Details

The status dropdown menu is open, showing options: New, In-Process (highlighted with a red box), and Completed.



# Handle Quality Notification

## 4. Answer tasks



Handle a Defect Notification (DN)

Open the Quality Notification

Check information provided by Tetra Pak

Change the status to "In Process"

Answer tasks

- ❑ The **Required tasks** section is where you can add your comments to reply to the DN

Required tasks (1) ▾

- ❑ In case the description field is small, enlarge the box by dragging the bottom right corner out. (Note: The enlarge functionality is only available in Google Chrome).

- ❑ The requested tasks from Tetra Pak are specified in the description box

Task 1

Task category: IRSSD001 - IR@S DN - Tasks ▾

Task subcategory: SD02 - Action Needed ▾

Title: Action Needed

Description

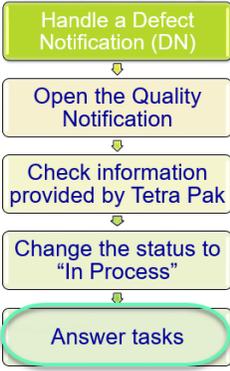
-----  
07.02.2022 11:53:49 UTC (Contact  
Dear Supplier,  
please see this new case, and confirm your  
responsibility.  
  
Thanks  
Chiara  
-----

Red circle and arrow pointing to the bottom right corner of the description field.



# Handle Quality Notification

## 4. Answer tasks



To reply the tasks, you should:

- Enter a new paragraph without deleting previous notes. **Tetra Pak's comments should remain.**
- The person that replies to the task, should sign at the end of the response.
- If more information, or the part is needed for analysis, please request either in the same task, in a new paragraph.
- Click **Publish** to send your response to Tetra Pak for the DN.



- The comment from Tetra Pak should remain under task "Description", and the Supplier should write a new paragraph in response to the task.
- Target date is the deadline to complete the activity and send back to Tetra Pak.

Task 1

Task category: IRSSD001 - IR@S DN - Tasks | Task subcategory: SD02 - Action Needed | Title: Action Needed

Description

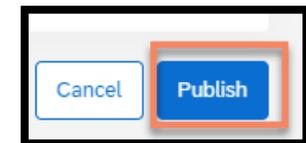
07.02.2022 11:53:49 UTC Contact  
Dear Supplier,  
please see this new case, and confirm your responsibility.

Thanks  
Contact

Dear Tetra Pak, we have analyzed the case, and this was our mistake, we are going to do a root cause analysis.

Regards  
Supplier

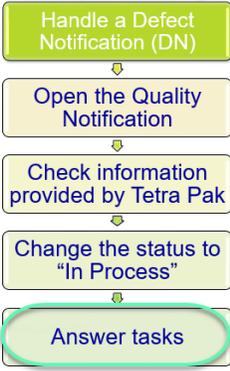
Dashes should remain here





# Handle Quality Notification

## 4. Answer tasks



When you publish your reply:

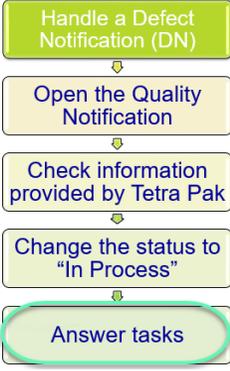
- The notification dashboard opens
- The notification has changed the status to “In process” and the Supplier Action is “Responded”, meaning that the Notification has been sent and no further action is required (until the Supplier action is Pending again)

Supplier deviation no.	Customer	Priority	Status	Supplier action	Outstanding task	Customer part no.	Order no.	Quality notification type	Customer location	Due date
<a href="#">000870100275</a>	Tetra Pak - TEST	Medium	In-Process	Responded	1	1548598-0000		Defect Notification	BM01	21 Feb 2022 12:00:00 PM



# Handle Quality Notification

## 4. Answer tasks



☐ Tetra Pak will keep processing the *responded* notification:

- In case more information is needed, you will find the same notification with Supplier Action *Pending*, meaning that you are required to take action.
- If nothing else is required, Tetra Pak will close the notification, and you will receive it again with Status *Closed*
- When the notification is closed you can check:
  - ✓ If the notification has been assigned as “Supplier fault” in Approval Status.
  - ✓ Details about Supplier responsibility. New tasks could be added but please note that the status of these tasks are closed, thus, no further action is requested from the Supplier. This is in place only for some specific issue type.

Supplier deviation no.	Customer	Priority	Status	Supplier action
<a href="#">000870100008</a>	Tetra Pak - TEST	Medium	In-Process	Pending

Supplier deviation no.	Customer	Priority	Status	Supplier action
<a href="#">000870100008</a>	Tetra Pak - TEST	Medium	Closed	None

Contact Details		Approval Status
TP Contact Person	Supplier Contact Person	Supplier is Responsible
Tetra Pak contact person name	Supplier contact person name	

Task category	Task subcategory	Title	
IRSSD002 - IR@S DN - Supplier Responsibility	SRCM - Supplier Related - Manufacturing	Supplier Related - Manufacturing	
Description	Start time	Target date	Target time
	4/14/2021 12:48:35	4/26/2021	22:00:00
Status	Processor type	Processor ID	Processor name
close	Supplier	0005003590	0005003590



- Please note that these tasks are not always added, but only for some issues type.
- The status of the notification is closed, so this is just informative for the Supplier.

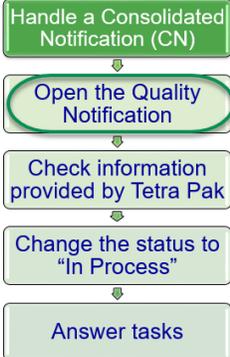
# Handle a Consolidated Notification (CN)





# Handle a Consolidated Notification

## 1. Open the Quality Notification



- ❑ From the notification's dashboard click over the *Supplier deviation number* to open the quality notification you want to process.
- ❑ Then the case page will open

Supplier deviation no.	Customer	Priority	Status	Supplier action	Outstanding task	Customer part no.	Order no.	Quality notification type	Customer location	Due date
<a href="#">000970100186</a>	Tetra Pak - TEST	Medium	New	Pending	6	1548598-0000		Consolidated Notifi.	BM01	15 Feb 2022 11:00:00 AM



# Handle Quality Notification

## 2. Check information provided by Tetra Pak



Handle a Consolidated Notification (CN)

Open the Quality Notification

Check information provided by Tetra Pak

Change the status to "In Process"

Answer tasks

❑ A notification created and assigned has always status **New**

❑ Press the button **"Edit"** to visualize the problem description provided by Tetra Pak

Customer	Title	Quality notification type	Supplier deviation no.	Customer deviation no.	Priority	Status
Tetra Pak - TEST	Defective Upper Forming Ring	Y1 - Consolidated Notifi.	000970100186	000970100186	Medium	New

### What is it to be checked?

- Information in the header
- Details (part number, issue type, machine type...), Problem Description/Suggested Solution and attachments
- Tasks required



# Handle Quality Notification

## a. Information in the header



Customer	Title	Quality notification type	Supplier deviation no.	Customer deviation no.	Priority	Status
Tetra Pak - TEST	Defective Upper Forming Ring	Y1 - Consolidated Notifi.	000970100186	000970100186	Medium	New

Title of the notification

Quality notification number

Priority

Customer name

Status

Technical name of Quality Notifications:  
**Y2 - Defect Notification** = Defect Notification (it starts with 87)  
**F2 - Vendor error** = Defect Notification found during incoming inspections (it starts with 2)  
**Y1- Consolidated Notification** = Consolidated Notification (it starts with 97)

Quality notification number



# Handle Quality Notification

b. Details (part number, issue type, machine type...), Problem Description/Suggested Solution and attachments



Handle a Consolidated Notification (CN)

Open the Quality Notification

Check information provided by Tetra Pak

Change the status to "In Process"

Answer tasks

The **Details tab** provides most of the details regarding the case.

## ☐ Contact Details:

- *TP Contact Person:* Tetra Pak's person that sent the Quality Notification
- *Supplier Contact name:* box where you should add your name
- *Approval status:* empty box (information about Approval Status is available in each Defect Notification)

Details Defects (1) Partner info History

Contact Details

TP Contact Person Tetra Pak contact person name

Supplier Contact Person Supplier Contact person name

Approval Status Initial



# Handle Quality Notification

## b. Details (part number, issue type, machine type...), Problem Description/Suggested Solution and attachments

❑ In **Customer and part** you find details about Customer Location, Customer part number, drawing version and Serial No/Batch No. number.

!! All other information will be empty, since they are related to the specific issue (these details are available in each Defect Notification)



<b>Customer and part</b>			
Customer location BM01 - TPP (SCO) Modena	Customer part no. 1548598-0000	Drawing version <input type="text" value="AA"/>	CN no.
Supplier Serial No/Batch No <input type="text"/>	Supplier part no.	B-Group	B-Group Description
Machine Type	C-Group	C-Group Description	Subcontracting component? No
Machine S/N	Loss hours 0	Reference Designation	Error Code
Purchase order no.	Purchase order line item no.	Ship notice no.	Ship notice line item no.
Customer batch <input type="text"/>	Customer routing Identifier ME1CLNT1	Supplier internal issue No <input type="text"/>	Revision level <input type="text" value="Choose"/>

Plant name

Do not use

Do not use

Number of the internal Supplier case (if existing)  
!Please note that this field will not be transferred back to Tetra Pak



# Handle Quality Notification

## b. Details (part number, issue type, machine type...), Problem Description/Suggested Solution and attachments

- ❑ In **Notification Detail** you can find when the issue occurred (*Discovery Date*) and the due date to answer Tetra Pak (*Due Date*)  
**!!** All other information will be empty, since they are related to the specific issue (these details are available in each Defect Notification)
- ❑ In **Problem Description/Suggested Solution** you find the reason and attachments referring to the quality issue
- ❑ In **Additional Comment** you can upload attachments for replying to Tetra Pak
- ❑ **Return Information** → do not use this box. This is more related to Defect Notifications.

The screenshot shows a web interface for handling quality notifications. It is divided into several sections:

- Notification detail:** A table with the following data:

Category	Subcategory	Complaint quantity
		1 PC
Malfunction start date	Malfunction end date	
Discovery date	Required start date	Due date
2/7/2022	2/7/2022	2/15/2022
- Problem Description / Suggested Solution:** Contains a 'Reason' section with text: "08.02.2022 13:11:34 UTC Contact 07.02.2022 11:39:01 UTC Contact Defective Upper Forming Ring 1548598-0000 in a Tetra Pak A3/ Flex, there are no 2 grooves on it. Part changed and problem solved". Below this is an attachment for "picture.pptx" (1.6 MB). Two callouts point to the text: "Date and name of the person that sent you the case" and "Date and name of the person that sent created the notification".
- Additional comment (0):** A large empty text box for providing additional information.
- Return information:** A section at the bottom with fields for "Return quantity", "Return authorization no.", and "Return date".





# Handle Quality Notification

## c. Tasks required

- ❑ Expand the **Required tasks** drop-down menu to find all tasks assigned to you, and the deadline to reply each of the tasks.
- ❑ The Consolidated Notification has several tasks (6), and follows the Problem-Solving Methodology (PSM) steps:

- Problem statement
- Containment Action
- Root Cause Analysis
- Corrective Action
- Horizontal expansion
- CA Impl. Date/ Batch number



**Task 2**

Task category: IRSCDE01 - IR@S CN - External T...  
Task subcategory: CE01 - Problem Statement  
Title: Problem Statement

Description: 08.02.2022 13:23:53 UTC Contact  
Please write below, in the same task, the problem statement, in a new paragraph.

Start date: 2/8/2022  
Start time: 12:11:34  
Target date: 2/14/2022  
Target time: 23:00:00

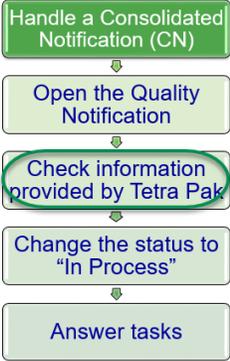
Status: In Process  
Processor type: Supplier  
Processor ID: 0005003590  
Processor name: 0005003590

Callouts:  
- Technical name of the task (points to Task category)  
- Title of the task (points to Title field)  
- Information of the task, with description of what is required by the Supplier, and Supplier comments (points to Description)  
- Date when Tetra Pak created the task (points to Start date)  
- Status of the task. When it is completed, it means that Tetra Pak closed the task (points to Status)  
- Deadline to answer the task and send it back to Tetra Pak (points to Target date)  
- Supplier ID number (points to Processor ID)



# Handle Quality Notification

## c. Tasks required - CN



Task category: IRSCDE01 - IR@S CN - External T...  
Task subcategory: CE01 - Problem Statement  
Title: Problem Statement

Description: 08.02.2022 13:23:53 UTC Contact  
Please write below, in the same task, the problem statement, in a new paragraph.

Start date: 2/8/2022  
Start time: 12:11:34

Status: In Process  
Processor type: Supplier

Task category: IRSCDE02 - IR@S CN - Containm...  
Task subcategory: CO00 - Containment Action - PLEA...  
Title: Containment Action - PLEASE SPECIFY!

Description: 08.02.2022 13:23:53 UTC Contact  
Please state below the containment actions taken: - Check parts in stock, production and transit for defects. - Inform all other parties that might have purchased this part. (Tetra Pak related)

Start date: 2/8/2022  
Start time: 12:11:34

Status: In Process  
Processor type: Supplier

Task category: IRSCDE01 - IR@S CN - External T...  
Task subcategory: CE02 - Root Cause Analysis  
Title: Root Cause Analysis

Description: 08.02.2022 13:23:53 UTC Contact  
Please state below the Root Cause Analysis done.

Start date: 2/8/2022  
Start time: 12:11:34  
Target date: 2/14/2022  
Target time: 23:00:00

Status: In Process  
Processor type: Supplier  
Processor ID: 0005003590  
Processor name: 0005003590



# Handle Quality Notification

## c. Tasks required - CN



Handle a Consolidated Notification (CN)

Open the Quality Notification

Check information provided by Tetra Pak

Change the status to "In Process"

Answer tasks

Task category: IRSCDE01 - IR@S CN - External T...  
Task subcategory: CE03 - Corrective Action  
Title: Corrective Action

Description: 08.02.2022 13:23:53 UTC Contact  
Please state below the Countermeasure that will solve the problem.

Start date: 2/8/2022  
Start time: 12:11:34  
Status: In Process  
Processor type: Supplier

Task category: IRSCDE01 - IR@S CN - External T...  
Task subcategory: CE04 - CA Imp. date / Batch Number  
Title: CA Imp. date / Batch Number

Description: 08.02.2022 13:23:53 UTC Contact  
Please state below the serial number/batch number of the first part after the solution implementation. In case it is not possible, please provide the implementation date.

Start date: 2/8/2022  
Start time: 12:11:34  
Status: In Process  
Processor type: Supplier

Task category: IRSCDE01 - IR@S CN - External T...  
Task subcategory: CE05 - Horizontal Expansion  
Title: Horizontal Expansion

Description: 08.02.2022 13:23:53 UTC Contact  
Please check all parts produced by the same manufacturing process that could have the same problem, and apply the same solution.

Start date: 2/8/2022  
Start time: 12:11:34  
Target date: 2/21/2022  
Target time: 23:00:00  
Status: In Process  
Processor type: Supplier  
Processor ID: 0005003590  
Processor name: 0005003590



# Handle Quality Notification

## 3. Change the status to “In Process”

- ❑ After having checked the problem description and details, you can start processing the quality notification and reply to the tasks assigned to you.
- ❑ Before adding any comments, the notification status should be changed from “New” to “*In-Process*”, meaning that you are handling the case.



Handle a Consolidated Notification (CN)

Open the Quality Notification

Check information provided by Tetra Pak

Change the status to “In Process”

Answer tasks

Customer	Title *	Quality notification type	Supplier deviation no.	Priority	Status
Tetra Pak - TEST	Defective Upper Forming R	Y1 - Consolidated Notifi.	000970100186	Medium	New

[Details](#) [Defects \(1\)](#) [Partner info](#) [History](#)

Contact Details

New

**In-Process**

Completed



# Handle Quality Notification

## 4. Answer tasks - CN



Handle a Consolidated Notification (CN)

Open the Quality Notification

Check information provided by Tetra Pak

Change the status to "In Process"

Answer tasks

- ❑ The **Required tasks** section is where you can add your comments to reply to the CN.



- ❑ In case the description field is small, enlarge the box by dragging the bottom right corner out. (Note: The enlarge functionality is only available in Google Chrome).
- ❑ The requested tasks from Tetra Pak are specified in the description box.



- The comment from Tetra Pak should remain under task "Description", and the Supplier should write a new paragraph in response to the task.
- Target date is the deadline to complete the activity and send back to Tetra Pak.

The screenshot shows a task form with the following fields:

- Task category: IRSCDE01 - IR@S CN - External T...
- Task subcategory: CE01 - Problem Statement
- Title: Problem Statement
- Description: 08.02.2022 13:23:53 UTC Contact. Please write below, in the same task, the problem statement, in a new paragraph. A red box highlights the text: "Dear Contact we confirm the problem: a part has been manufactured without 2 grooves. Supplier". A green callout box points to the end of the text with the text "Dashes should remain here".
- Start date: 2/8/2022
- Start time: 12:11:34
- Target date: 2/14/2022
- Target time: 23:00:00
- Status: In Process
- Processor type: Supplier
- Processor ID: 0005003590
- Processor name: 0005003590

A red circle highlights the bottom right corner of the description field, indicating the drag handle for enlarging the box.



# Handle Quality Notification

## 4. Answer tasks - CN



Handle a Consolidated Notification (CN)

Open the Quality Notification

Check information provided by Tetra Pak

Change the status to "In Process"

Answer tasks

**1. Problem statement:** Supplier should provide information about the problem, and what is required by Tetra Pak under "Description"

**2. Containment Action PLEASE SPECIFY:**

- a. Supplier should specify what Containment Action it is put in place by selecting an option from the drop-down list under "Task subcategory"
- b. Supplier can add more information under "Description"

**!!** Tasks could have different deadlines, check the "Target Date" of each before answering

Task category: IRSCDE01 - IR@S CN - External T... | Task subcategory: CE01 - Problem Statement | Title: Problem Statement

Description: 08.02.2022 13:23:53 UTC Contact. Please write below, in the same task, the problem statement, in a new paragraph.  
Dear Contact we confirm the problem: a part has been manufactured without 2 grooves.  
Supplier

Start date: 2/8/2022 | Start time: 12:11:34 | Target date: 2/14/2022 | Target time: 23:00:00

Status: In Process | Processor type: Supplier | Processor ID: 0005003590 | Processor name: 0005003590

Task category: IRSCDE02 - IR@S CN - Containm... | Task subcategory: CO01 - 100% inspection at supplie... | Title: Containment Action - PLEASE SPECIFY!

Description: 08.02.2022 13:23:53 UTC Contact. Please state below the containment actions taken: - Check parts in stock, production and transit for defects. - Inform all other parties that might have purchased this part. (Tetra Pak related)  
Dear Contact we have checked our stock and we have found 3 parts with the same problem.  
Regards  
Supplier

Start date: 2/8/2022 | Start time: 12:11:34 | Target date: 2/14/2022 | Target time: 23:00:00

Status: In Process | Processor type: Supplier | Processor ID: 0005003590 | Processor name: 0005003590

Task subcategory dropdown menu:

- CO01 - 100% inspection at supplie...
- CO00 - Containment Action - PLEASE SPECIFY!
- CO01 - 100% Inspection At Supplier Facility
- CO02 - Parts Scrapped At Supplier Facility
- CO03 - Recalling Parts In Transit Or In TP
- CO04 - Others



- The comment from Tetra Pak should remain under task "Description", and the Supplier should write in a new paragraph.
- Target date is the deadline to complete the activity and send back to Tetra Pak.



# Handle Quality Notification

## 4. Answer tasks - CN

!! Tasks could have different deadlines, check the "Target Date" of each before answering



**3. Root Cause Analysis:** the Supplier should provide information about the Root Cause Analysis, and what is required by Tetra Pak under "Description".

Task category	Task subcategory	Title
IRSCDE01 - IR@S CN - External T...	CE02 - Root Cause Analysis	Root Cause Analysis
Description		
08.02.2022 13:23:53 UTC Contact Please state below the Root Cause Analysis done.		
Error in a machine program, and not filtered during the quality check by the operator.		
Supplier		
Start date	Start time	Target date
2/8/2022	12:11:34	2/14/2022
Status	Processor type	Processor ID
In Process	Supplier	0005003590

**4. Corrective Action:** The Supplier should provide information about the Corrective Action, and what is required by Tetra Pak under "Description".

Task category	Task subcategory	Title
IRSCDE01 - IR@S CN - External T...	CE03 - Corrective Action	Corrective Action
Description		
08.02.2022 13:23:53 UTC Contact Please state below the Countermeasure that will solve the problem.		
The machine program has been updated.		
Supplier		
Start date	Start time	Target date
2/8/2022	12:11:34	2/21/2022
Status	Processor type	Processor ID
In Process	Supplier	0005003590



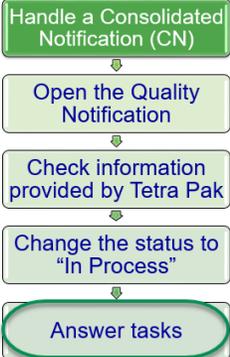
- The comment from Tetra Pak should remain under task "Description", and the Supplier should write in a new paragraph.
- Target date is the deadline to complete the activity and send back to Tetra Pak.



# Handle Quality Notification

## 4. Answer tasks - CN

!!Tasks could have different deadlines, check the "Target Date" of each before answering



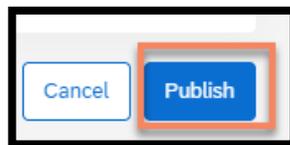
**5. CA Impl. Date/ Batch number:** The Supplier should provide the first batch/serial number/date after the solution implementation. In case you cannot provide this info, please provide the implementation date.

Task category: IRSCDE01 - IR@S CN - External T...  
 Task subcategory: CE04 - CA Imp. date / Batch Number  
 Title: CA Imp. date / Batch Number  
 Description: 08.02.2022 13:23:53 UTC Contact. Please state below the serial number/batch number of the first part after the solution implementation. In case it is not possible, please provide the implementation date.  
 Solution implemented from serial number 123-456.  
 Supplier  
 Start date: 2/8/2022  
 Start time: 12:11:34  
 Target date: 2/21/2022  
 Target time: 23:00:00  
 Status: In Process  
 Processor type: Supplier  
 Processor ID: 0005003590  
 Processor name: 0005003590

**6. Horizontal expansion:** The Supplier should provide information about the Horizontal expansion by checking all parts produced under the same manufacturing process that could have the same problem and apply the same solution.

Task category: IRSCDE01 - IR@S CN - External T...  
 Task subcategory: CE05 - Horizontal Expansion  
 Title: Horizontal Expansion  
 Description: 08.02.2022 13:23:53 UTC Contact. Please check all parts produced by the same manufacturing process that could have the same problem, and apply the same solution.  
 No other parts have been manufactured with the same machine.  
 Supplier  
 Start date: 2/8/2022  
 Start time: 12:11:34  
 Target date: 2/21/2022  
 Target time: 23:00:00  
 Status: In Process  
 Processor type: Supplier  
 Processor ID: 0005003590  
 Processor name: 0005003590

Click Publish, to send them to Tetra Pak

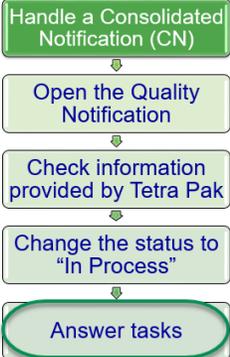


- The comment from Tetra Pak should remain under task "Description", and the Supplier should write in a new paragraph.
- Target date is the deadline to complete the activity and send back to Tetra Pak.



# Handle Quality Notification

## 4. Answer tasks - CN



Once you have clicked publish:

- The dashboard is appearing
- The notification has the status “*In process*” and the Supplier Action “*Responded*”, meaning that the Notification has been sent and no action are required (until the Supplier action is Pending again)

Supplier deviation no.	Customer	Priority	Status	Supplier action	Outstanding task	Customer part no.	Order no.	Quality notification type	Customer location	Due date
<a href="#">000970100016</a>	Tetra Pak - TEST	Medium	In-Process	Responded	6	3089604-0000		Consolidated Notifi.	BM01	19 Apr 2021 12:00:00 AM



# Handle Quality Notification

## 4. Answer tasks - DN



Handle a Consolidated Notification (CN)

Open the Quality Notification

Check information provided by Tetra Pak

Change the status to "In Process"

Answer tasks

□ Tetra Pak will continue to handle the same notification:

- In case more information are needed, you will find the same notification with Supplier Action Pending, meaning that something is required to you

Supplier deviation no.	Customer	Priority	Status	Supplier action	Outstanding task
<a href="#">000970100016</a>	Tetra Pak - TEST	Medium	In-Process	Pending	6

- If nothing is required, Tetra Pak will close the notification, and you will receive it again with Status Closed

Supplier deviation no.	Customer	Priority	Status	Supplier action
<a href="#">000970100016</a>	Tetra Pak - TEST	Medium	Closed	None

# How to visualise all DN linked to a CN





# Visualisation of DNs linked to a specific CN

In case you want to visualise the list of Defect Notifications for each Consolidated Notification, you should do the following:

- ❑ Open search filter
- ❑ Put the CN number under “Supplier batch” (starting with 3 zeros)
- ❑ Change the Creation date: i.e. “9 months”
- ❑ Click Search
- ❑ The system visualise all DN linked to the specific CN

Search filters

Customer: Tetra Pak - TEST

Customer location: [ ]

Purchase order no.: [ ]

Ship notice no.: [ ]

Customer part no.: [ ]

Customer batch: [ ]

Supplier part no.: [ ]

CN no: 000970100016

Supplier deviation no.: [ ]

Customer deviation no.: [ ]

Quality notification type: Choose

Supplier action: All

Status: All

Creation date: Last 9 months

View all quality notifications

Search Reset

Create quality notification

1 Items

Supplier deviation no.	Customer	Priority	Status	Supplier action	Outstanding task	Customer part no.	Order no.	Quality notification type	Customer location	Ver
000870100008	Tetra Pak - TEST	Medium	In-Process	Pending		3089604-0000		Defect Notification	BM01	23

# Support flow- Supplier





# Support



## Supplier Support During Deployment



### Ariba Network Registration or Configuration Support

- Registration, Account configuration: [use this link](#)



### Tetra Pak Enablement Business Process Support

- Business-Related Questions
- Email: [ariba.suppliersupport@tetrapak.com](mailto:ariba.suppliersupport@tetrapak.com)



### Tetra Pak Supplier Information Portal

- [How to Find the Supplier Information Portal](#)

## Supplier Support Post Go-Live



### Global Customer Support

Use the Help Center directly from your Ariba Network Account. Check [here](#) for additional details.

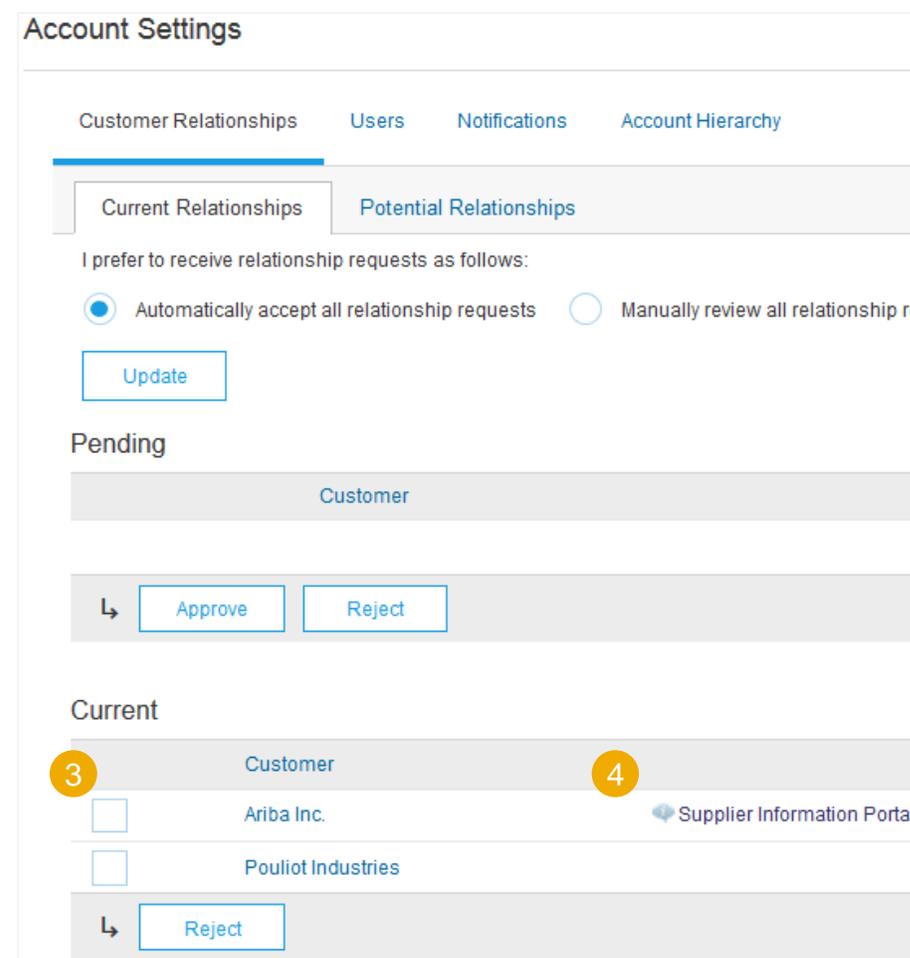
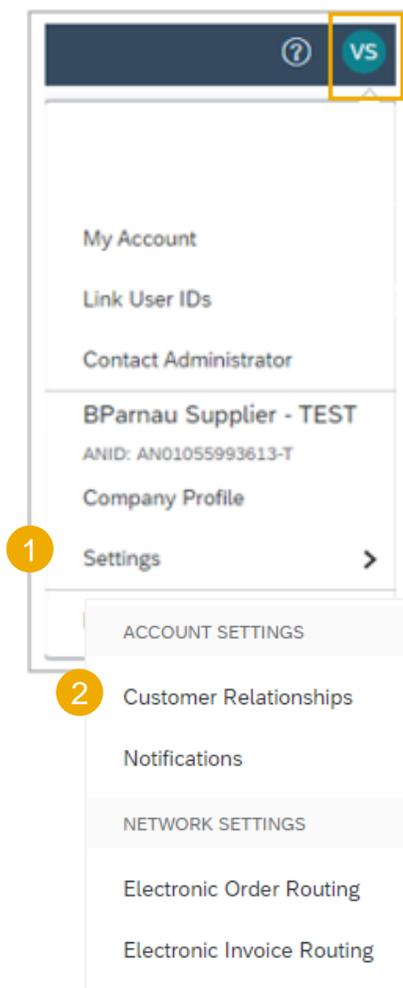


# Supplier Information Portal



You can find project related documentation and training materials in you Customer's Supplier Information Portal.

1. Click the **user profile icon** in the right top corner of your screen and select **Settings**.
2. From the dropdown menu select **Customer Relationships**.
3. Select the **buyer name** to view transactional rules:  
The **Customer Invoice Rules** determine what you can enter when you create invoices.
4. Select **Supplier Information Portal** to view documents provided by your buyer.





# Supplier Information Portal – Further Navigation

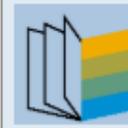
In order to review applicable documentation, following navigation should be used:

1. In the view select **SCC Tetra Pak Supplier information Portal**
2. In new window proceed to tile “Training Guides & Clips” to find detailed training materials on how to operate on Ariba Network with Tetra Pak

**Saving a link to the Supplier Information Portal is highly recommended to have faster and easier access to the training materials**

Click [here](#) to access Indirect Tetra Pak Supplier Information Portal

- 1 Click [here](#) to access SCC Tetra Pak Supplier Information Portal

- 2  **Training Guides & Clips**  
Learn how to transact with Tetra Pak on the Ariba Network.

**Note**  
You can find training guides, videos and FAQs under that link



# Help Center – Support



1. Click the **question mark icon** in the right top corner of your screen. A sidebar will appear.

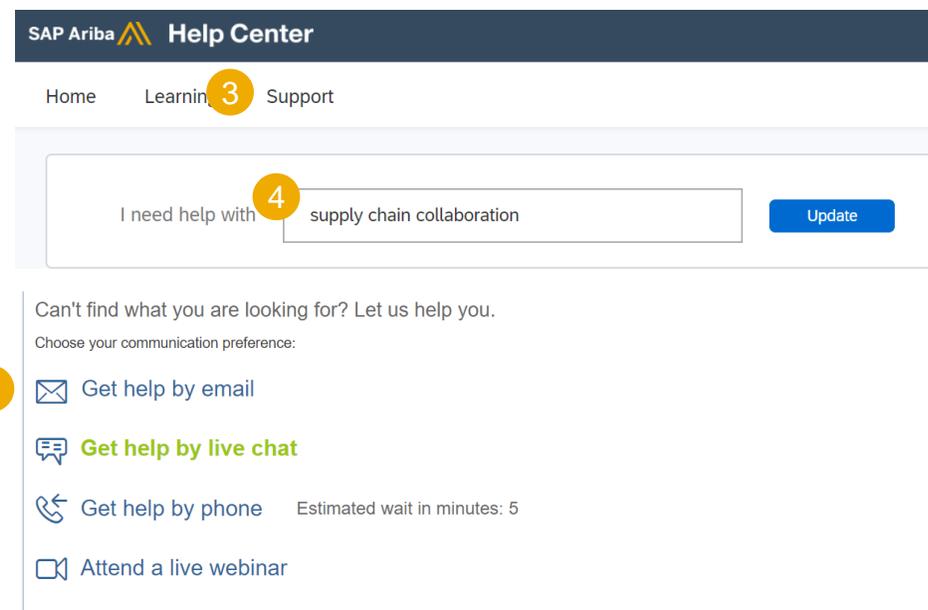
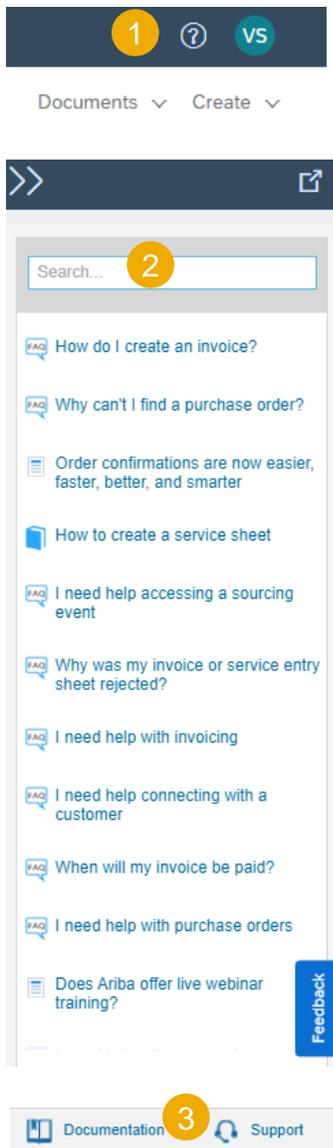
2. In **search field** write down a short description of your issue and related documentation will be available.

3. Alternatively, you can get help via email, phone or chat by clicking **Support** in the sidebar from your home page or the **Support** tab directly on the Help Center window.

4. Enter **Supply Chain Collaboration** in the search field.

5. Choose your communication preference.

6. When choosing **email** option, select **Supply Chain Collaboration** in the **Problem Type** field.



## SAP Ariba Email Support

Please add customer\_support\_sr\_update@sap.com to your Safe Sender List. For a faster response, choose chat support or phone support.

### Problem Description

Short Description: \* supply chain collaboration

6 Problem Type: \* Supply Chain Collaboration

Details: \*



# Help Center - Learning



1. Click the **question mark icon** in the right top corner of your screen. A sidebar will appear.

2. Review **FAQ** or use a **search field** to find information you need.

3. You can use documentation as well available in the Help Center.

4. A new page will pop up. Use the search field to find needed information.

5. In the Help Center you can find standard tutorials and useful product documentation. Locate and download **Supplier guide to SAP Ariba Supply Chain Collaboration**, which is a key generic functional document for SCC suppliers.

1 ? VS

2

Documents Create

Search...

- FAQ How do I create an invoice?
- FAQ Why can't I find a purchase order?
- Order confirmations are now easier, faster, better, and smarter
- How to create a service sheet
- FAQ I need help accessing a sourcing event
- FAQ Why was my invoice or service entry sheet rejected?
- FAQ I need help with invoicing
- FAQ I need help connecting with a customer
- FAQ When will my invoice be paid?
- FAQ I need help with purchase orders
- Does Ariba offer live webinar training?

Feedback

View more

Can't log in? Let us help you!

3

Documentation Support

4

SAP Ariba Help Center Search...

Home Learning Support

5

Product Documentation

- Administration
- Application Help
- Development
- Getting Started
- Integration
- Reference
- User Guides
  - SAP Ariba glossary
  - Participating in sourcing events
  - Tracking temporary labor time
  - SAP Ariba Supplier mobile app user guide
  - Supplier guide to SAP Ariba Supply Chain Collaboration**

Tutorials

- Responding to prerequisite questions (2:20)
- Participating in events (4:53)
- Responding to RFPs (3:46)
- Responding to RFIs (2:51)
- Custom Excel bidding (2:25)
- Participating in auctions (7:13)
- Alternative bidding (5:00)
- Having trouble logging in (2:03)
- Overview of Ariba Network (4:07)
- Register and send an order confirmation (4:10)
- Send an invoice from a light account (4:13)
- Supplier Basics (4:33)
- Introduction to the dashboard (11:47)
- What are electronic catalogs? (4:53)
- Add a new user (3:12)
- What is PunchOut? (6:29)
- Accept a customer relationship (1:42)
- Configure your payment and bank information (2:08)
- What is cXML business integration? (6:30)
- Send a non-PO invoice (3:37)
- View a purchase order (4:00)



# Subscribe for Release Updates



1.1. Click the **user profile icon** in the right top corner of your screen and select **Settings**.

1.2. From the dropdown menu select **Notifications**.

1.3. Check the box **Network Service** in Other Notifications section.

1.4. Enter email(s) to which you would receive notifications about **planned and unplanned network down time** and **feature release updates**. In case of multiple emails entry, use comma.

The screenshot shows the user profile dropdown menu with the 'Settings' option highlighted by a yellow circle '1'. The 'Settings' dropdown menu is open, showing 'Notifications' highlighted by a yellow circle '2'. Below the dropdown menu, the 'Other Notifications' section is visible, with the 'Network Service' checkbox checked and highlighted by a yellow circle '3'. The 'Network Service' checkbox is checked, and the 'Other Notifications' section is highlighted by a yellow circle '4'. The 'Other Notifications' section includes the following items:

Notification Category	Check Status	Description	Email Address
Trading Relationship Requests	<input type="checkbox"/>	Send a notification when a customer responds to my trading relationship request.	<input type="text"/>
Supplier Enablement Activity and Task Reminder	<input type="checkbox"/>	Send a notification when a supplier enablement activity is assigned or a task is overdue.	<input type="text"/>
Other Notifications			
Network Service	<input checked="" type="checkbox"/>	Send a notification in advance of planned network downtime, unplanned downtime, and new releases.	<input type="text"/>
Certification Expiration Notifications	<input type="checkbox"/>	Send a notification when company certification information has expired. Examples of company certifications include, Small and Disadvantaged Business, Minority-Owned Business, and Veteran-Owned Business.	<input type="text"/>
Reminder of Unconfirmed Orders	<input checked="" type="checkbox"/>	Send reminders of unconfirmed orders. This notification depends upon a customer rule.	<input type="text"/>
Other Notifications	<input checked="" type="checkbox"/>	Send other important notifications to this email address when they do not belong to a specific notification category.	<input type="text"/>

# IR@Supplier Training

## Supplier Management

