



IR@Supplier Training – Flow 2

Supplier Management



Updates in the Training Guide



- Customer routing identifier : When creating a quality notification, you must select “GS1LCL100A” (Slide 26)
- If we need to add additional affected items, Like what you do for the customer part no. in details tab, if the part no. is not available in drop down use the Dummy part no. and type the actual part no. in Customer Batch info section. (Slide 29)
- We have added an additional slide pointing out “**Possible reasons of QN Failure**” (Slide 33)





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Introduction and Terminologies





Introduction



- ▶ Earlier, in Flow1&3, suppliers were handling quality notification created by Tetra Pak to inform that the good does not meet the quality standards required and can ask for a Root Cause Eradication. (Defect Notifications, Consolidated Notifications)
- ▶ Now, In Flow2, suppliers will be able to create alert for material produced outside specification (Material Alert and Concession) and request for a deviation in a product specification (Deviation Permits and Improvement).





Definition

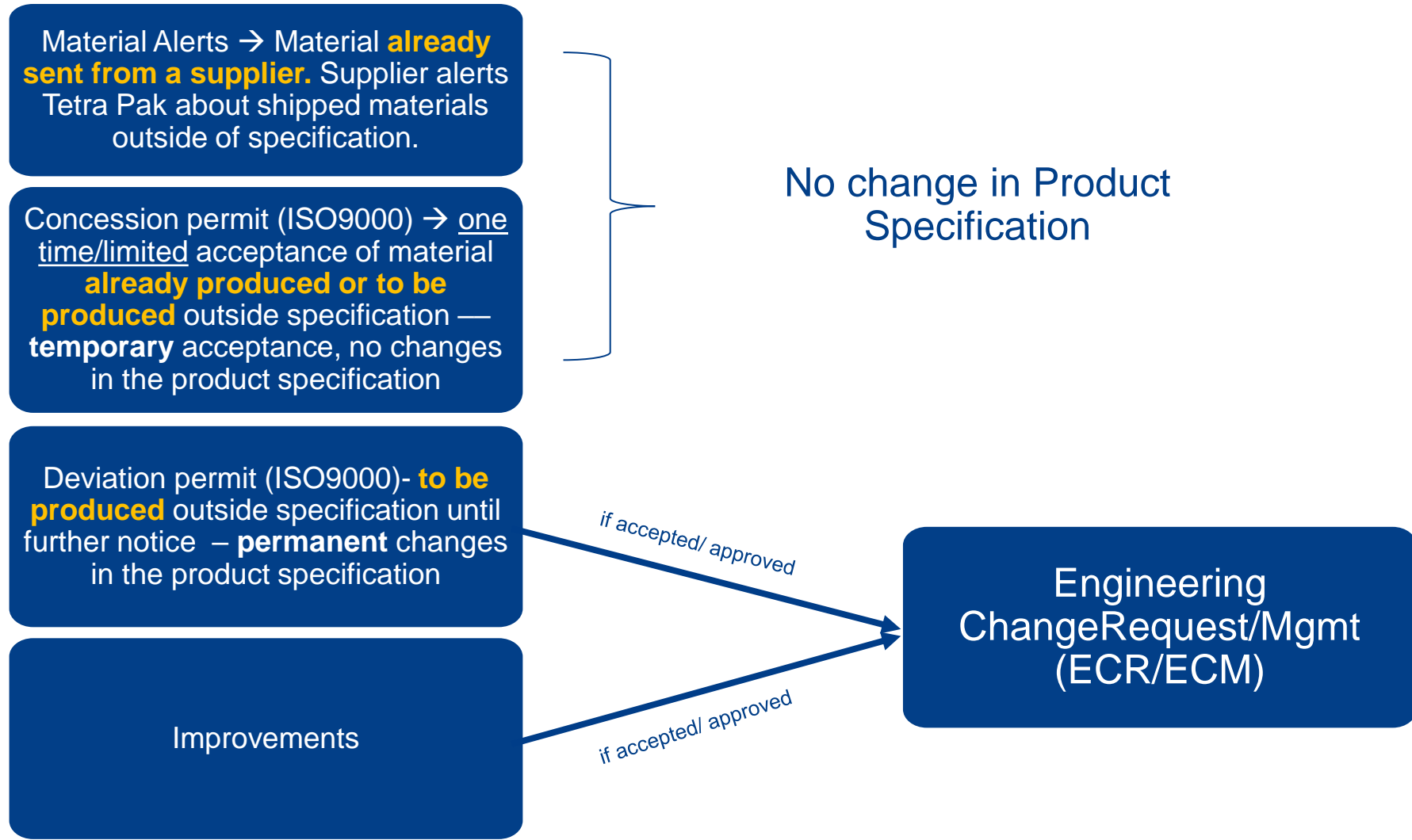
- ▶ Flow 2 refers to **Requests for a temporary or permanent change out of a product specification**. These requests will be initiated externally (Suppliers) and would lead to an approval or rejection of an Order Delivery, Order Production or Engineering Change Request (ECR).

- ▶ Type of Requests:
 - Material alert
 - Concession
 - Deviation Permits
 - Improvements



Flow 2- Terminology and Scope

Aligned terminology across



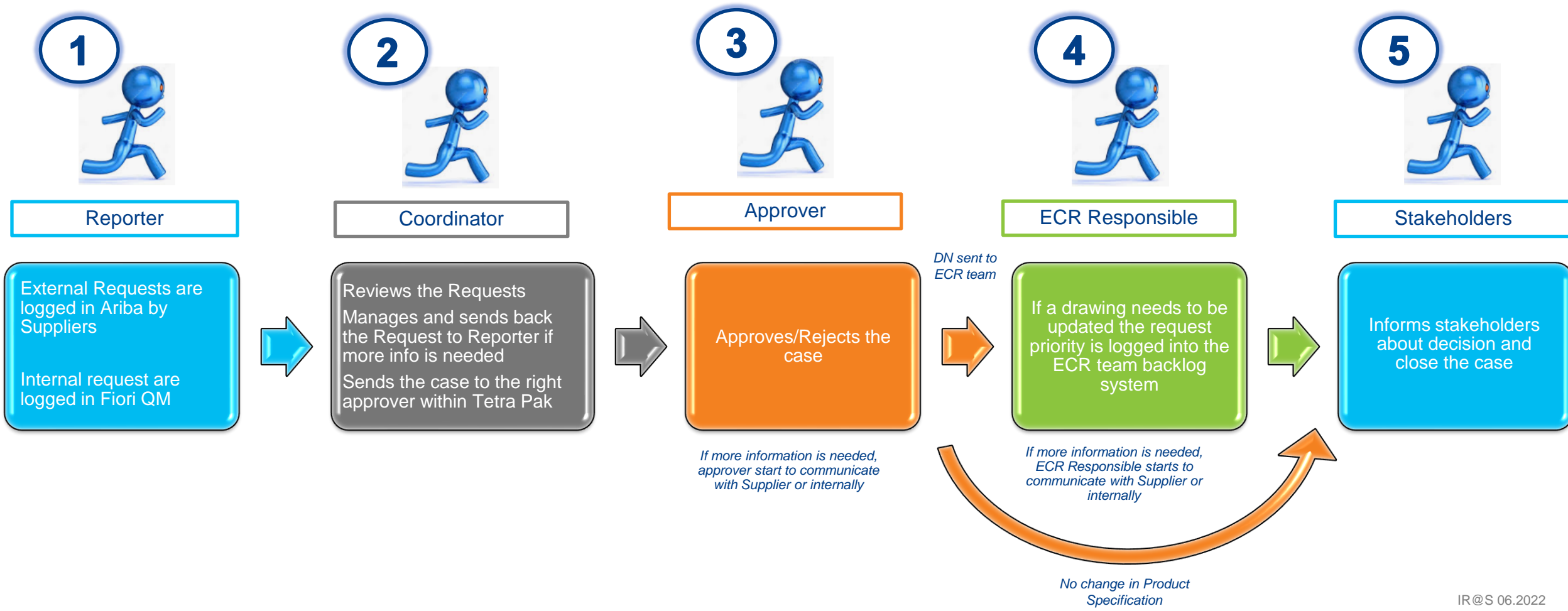
High level flow





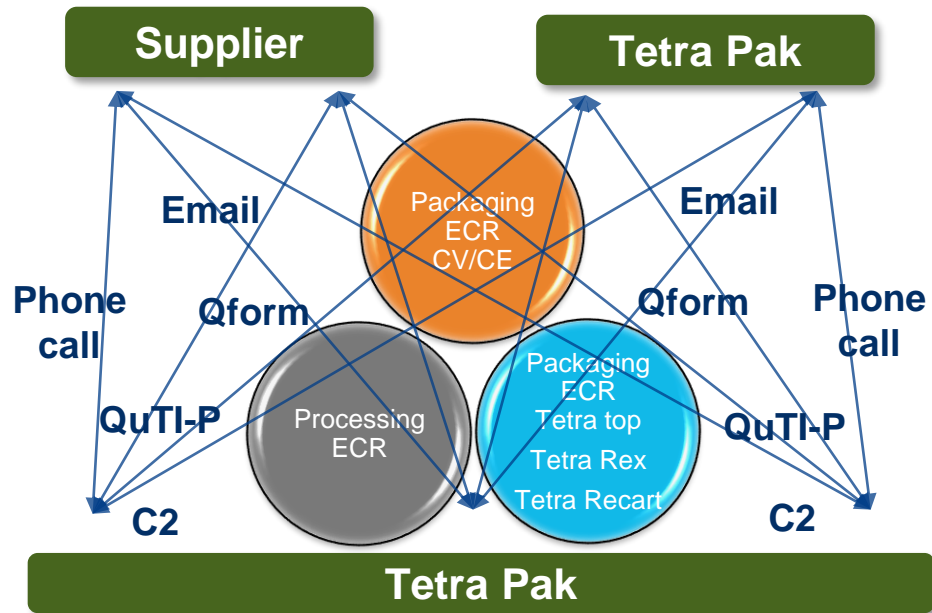
5 steps in the tool to manage requests:

Some steps could be skipped for some organisations

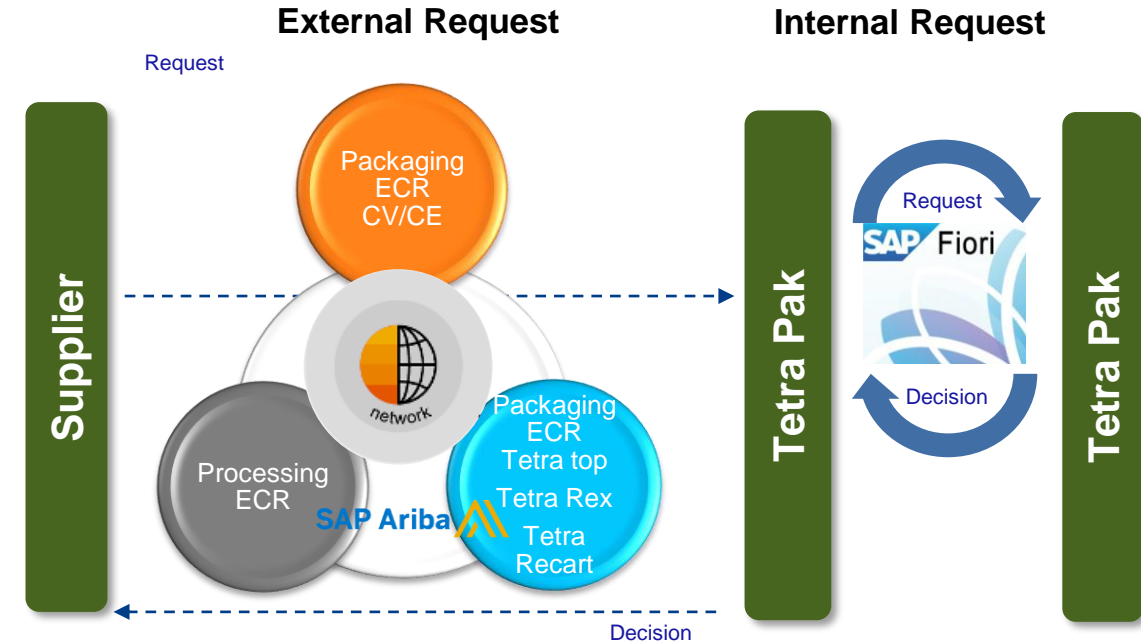


Requests communication before and after

As is



To be



- Several communication channels for internal/external requests
- Requests are managed with different processes and tools
- Administrative and time-consuming process to resolve issues
- Store information in files and folders

- All Requests are managed in common tools, following the same process
- Common communication channels
- Ability to monitor and control the exchange of information and documents for both Tetra Pak and Supplier
- Cloud based storage with all information available on single click.



Considerations..



Chrome is the preferable browser
to work, otherwise Edge or Firefox

*(Note – If you are struggling with Ariba while
working on any browser, Please try to
clean the cache)*

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.

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.

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

3 +

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.

1. VS icon in the top right corner of the user profile menu.

2. Users option selected in the dropdown menu.

3. Settings option in the main menu.

4. Logout option in the main menu.

5. Account Settings section in the dropdown menu.

6. Users option in the Account Settings section.

3. Manage Users tab selected in the top navigation bar.

4. Filter section with a search input field labeled 'Enter username' and 'Apply' and 'Reset' buttons.

5. Plus sign icon in the bottom right corner of the Manage Users page.

4. Username field in the New User Information section.

5. Done button in the top right corner of the Create User form.

6. Role Assignment table with 'Quality' role selected.

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.**

SAP Business Network Enterprise Account TEST MODE

Home Inbox Outbox **1** Quality Planning Catalogs Enablement Tasks Reports Upload/Download

Messages

Orders and Releases All Customers Order Number

Orders, Invoices and Payments **2** Settings All Customers Last 14 days

Quality settings **3** Edit

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

Edit quality reviews settings Cancel **6** Submit

Email notifications
Recipient Recipient@sap.com
Choose rule

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

Quality inspections

5 Quality notifications

Types

- Complaint from supplier
- Complaint from customer

Events

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

Events

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

Creation of Quality Notification in Ariba

Initiation Process by Reporter (Supplier)

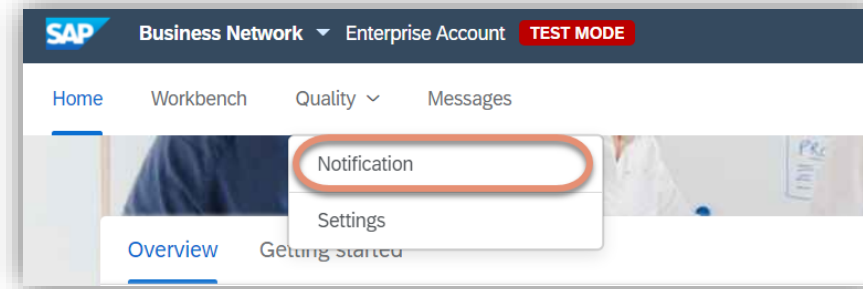




Search and View a Quality Notification

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, Consolidated Notification, Vendor Error and deviation Notification will be listed in dashboard.

Search filters

Create quality notification

25 items

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



Search and View a Quality Notification



Search Filters

- ❑ Click “Search filters” to filter out quality notifications by certain parameters.
- ❑ Filters that may be useful:
 - Quality Notification Type: Select Y3- Deviation notification for filtering out notification created by suppliers.
Select Y2- Defect notification, Y1- Consolidated Notification or F2- Vendor error for filtering out notification created from Tetra Pak.
- ❑ Click **Search** or in case you want to reset search parameters click **Reset**.

The screenshot displays the 'Search filters' interface with the following elements:

- Customer:** Dropdown menu with 'Tetra Pak - TEST' selected.
- Customer location:** Dropdown menu.
- Purchase order no.:** Text input field.
- Ship notice no.:** Text input field.
- Customer part no.:** Dropdown menu.
- Customer batch:** Text input field.
- Supplier part no.:** Dropdown menu.
- CN no.:** Text input field.
- Supplier deviation no.:** Text input field.
- Customer deviation no.:** Text input field.
- Quality notification type:** Dropdown menu with 'Y3 - Deviation Notification' selected. The dropdown list includes: Y1 - Consolidated Notification, Y2 - Defect Notification, Y3 - Deviation Notification, and F2 - Vendor Error.
- Supplier action:** Dropdown menu with 'All' selected. The dropdown list includes: All, Pending, Responded, and None.
- Status:** Dropdown menu with 'All' selected. The dropdown list includes: All, New, In-Process, Canceled, Completed, and Closed.
- Creation date:** Dropdown menu with 'Last 9 months' selected. The dropdown list includes: Last 24 hours, Last 7 days, Last 14 days, Last 31 days, Last 60 days, and Last 3 months.
- Buttons:** A blue 'Search' button and a white 'Reset' button.
- Footer:** '335 items' and pagination controls (1, 2, 3, ..., 23).



Initiate by Onboarded Supplier

- ▶ Supplier to create Y3 notification in AN (Ariba Network)

SAP Business Network Enterprise Account TEST MODE

Home Workbench **Quality** Messages

Quality notifications

Search filters

Create quality notification

Supplier deviation no.	Customer	Priority	Status	Supplier action	Outstanding task	Customer part no.	Order no.	Quality
000870001386	Tetra Pak - TEST	Low	New	Pending	1	90042-0080		Defect

Create quality notification



Initiate by Onboarded Supplier



- ▶ Mandatory Fields are flagged with *
- Customer
- Title
- QN Type
- Supplier Deviation No
- Priority
- Customer Part No.
- Customer Location
- Customer Routing Identifier
- Drawing Version
- Valid For & Valid For Detail
- Category & Subcategory (= Issue Type)
- PO Number

The screenshot shows a web form for initiating a deviation notification. Red boxes highlight the following mandatory fields (marked with an asterisk *):

- Customer * (Tetra Pak - TEST)
- Title * (Initiated by (Supplier name))
- Quality notification type * (Y3 - Deviation Notification)
- Supplier deviation no. * (AS2304240455)
- Priority * (Medium)
- Supplier Contact Person * (Mr.ABC)
- Supplier Email Address * (abc@abc.com)
- Customer part no. * (90042-0080 - SOLENOID VALVE MEC)
- Customer location * (PDM1 - Product Data Management)
- Drawing version * (AA)
- Valid For * (Drawing/BOM Change)
- Valid For Detail * (Until drawing/BOM released)
- Customer routing identifier (DG1CLNT100)
- Category * (IRSENIST - IRAS EN - Category)
- Subcategory * (ENL1 - Deviation Permit)
- PO number * (NIA)

The form also includes sections for Contact Details, Customer and part, Notification detail, and Problem Description / Suggested Solution.



Initiate by Onboarded Supplier

➤ Mandatory Fields:

Suppliers can create their own titles, which describes the notification in better way.

Supplier Deviation No: XXYYMMDDHHMM
(Or supplier can use their own number range, restricted to 12 characters):

- XX: Supplier short abbreviation
- YYMMDDHHMM: Year Month Date Hour Min
- (Note – Supplier deviation no. should be unique for each notification)

❓ If you see this mark, keep cursor on it to get additional information about the Field.

Customer *	Title *	Quality notification type *	Supplier deviation no. *	Priority * [?]
Tetra Pak - TEST	Initiated by (Supplier Name)	Y3 - Deviation Notification	EC2210231618	Medium

Customer account name
(Tetra Pak)

Technical name of Quality Notifications:
Y3 Deviation Notification – (Select from drop down)

Quality Notification Priority based on the criticality of the issue:

- 1 **Low** – low impact
- 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** - More impact
- 5 **Critical** - Issue that have a safety impact



Initiate by Onboarded Supplier – Mandatory Fields

► Mandatory Fields:

- Supplier Contact Person: [Name of contact person] Will be visible to Tetra Pak
- Supplier Email address: [Email address of contact person] Supplier will get email in cc that the notification is sent to Tetra Pak

Deviation Permit 770000491:Waiting for Coordinatio

do.not.reply@tetrapak.com
To: Jamwal Rupali; Tan Juwita
Cc: abc@abc.com

Dear Carton Value,

You have received a new Notification to take action on.

- Reporter: Ecor International SPA
- Part Number: 90042-0080 (SOLENOID VALVE MECMAN 581-222-100)
- Lab./Office: A25 (TBA/8)
- B-Group: 642011-2700 (SUPERSTRUCTURE)
- Issue Type: Deviation Permit
- Problem Description: 12.07.2022 02:42:02 UTC (SOAP_PROX_PI)
Problem Description / Suggested Solution 1
Problem Description / Suggested Solution 2
Problem Description / Suggested Solution 3
- Priority: Medium

[https://fiori-dev.tetrapak.com/sap/bc/ui5_ui5/ui2/ushell/shells/abap/FioriLaunchpad.html?sap-client=100#YOCoordinatorDashboard-change&/DetailsView/QnDetails\('000770000491'\)](https://fiori-dev.tetrapak.com/sap/bc/ui5_ui5/ui2/ushell/shells/abap/FioriLaunchpad.html?sap-client=100#YOCoordinatorDashboard-change&/DetailsView/QnDetails('000770000491'))

Regards,
Ecor International SPA

Customer * Title * Quality notification type * Supplier deviation no. *

Tetra Pak - TEST test initiate by supplier Y3 - Deviation Notification EC22071201

Supplier Contact Person Supplier Email Address

Mr. abc abc@abc.com

Customer part no. * Customer location * Drawing version

TS01 - Parts Main Store AA

Supplier part no. B-Group (**)

642011-2700

Group C-Group Description

272021-0700

Coordinator Team Dashboard

Notification Number: 770000491 Created By: SOAP_PROX_PI

Description: test initiate by supplier Creation Date: 12.07.2022

CN Number: Occurrence Date: 12.07.2022

T/I/CI Number: Completion Date:

No of defect w supplier resp No of Defect linked:

Supplier Contact Person: Mr. abc



Initiate by Onboarded Supplier

► Mandatory Fields:

- Customer part no.: Start typing the part number and then select part number from the drop-down list. (Part no. must be selected from the drop-down otherwise notification will fail)
- Customer Location: It will automatically appear depending upon the selection of part no.
- Drawing version: Type the drawing version name and for BOM type NA.

Customer and part

Type 70000179192, if part no. is not in the drop-down list. Type the correct part no. in the box Additional Customer part no. info

Customer part no. * (?)

90042-0080 - SOLENOID VALVE MECI

Customer location *

PDM1 - Product Data Management

Drawing version * (?)

AA

Please enter NA for BOM!

(Note – Do not try to edit the customer part number or customer location after selection. If you do so, the notification will fail. If you wish to make any modifications, just start by creating a new notification.)



Initiate by Onboarded Supplier

► Mandatory Fields:

What if Customer Part no. is not available in the drop-down list?

- Start typing dummy customer part no. **(70000179192)** and select it from the drop-down list. (You will see customer location will automatically get updated)

- In next step, type actual part no. in Additional customer part no. info.

(Note – After you send the request to Tetra Pak, as soon as the receiver makes any changes in the Tetra Pak system, the dummy part number will be automatically removed and replaced by the correct part number.)

- Actual part no. should be written in these formats **751394-0000** and **6-4723191101** (for some of the processing parts) to avoid failure of notification.

Customer and part

Type 70000179192, if part no. is not in the drop-down list. Type the correct part no. in the box Additional Customer part no. info

Customer part no. * [?]	Customer location *	Drawing version * [?]	CN no
70000179192 - ARIBA QC DUMMY	PDM1		
Additional Customer part no. info [?]	Supplier part no.	B-Group (**) [?]	B-Group Description
751394-0000			

Type the correct part no if 70000179192 (ARIBA QC DUMMY) is used under Customer part no.



Initiate by Onboarded Supplier – Optional Fields

► Optional Fields:

(** Means: Mandatory only for module suppliers)

Additional Customer part no. info(?) <input type="text"/>	Supplier part no. <input type="text"/>	B-Group (**)(?) <input type="text" value="642011-2700"/>
Machine Type <input type="text"/>	C-Group <input type="text" value="90045-0019"/>	C-Group Description <input type="text"/>
Machine S/N <input type="text" value="12985/33333"/>		

- Supplier serial No./Batch No.:
- Machine Type:
- C-Group:
- B-Group: (Mandatory to feel for only module suppliers.)

Additional information for Part (Optional)



Initiate by Onboarded Supplier

► Mandatory Fields:

- Valid For: [Choose from dropdown list]

Drawing/BOM Change -

Period of time -

Serial number -

Batch number -

PO number -

Quantity -

Not applicable - (If any other option from the drop-down list is not valid then select Not applicable option)

➤ Valid For Details: [Description for choice of option selected from dropdown list] (for Drawing/BOM change write "Until drawing/BOM released")

➤ Customer routing identifier : When creating a quality notification you must select **"GS1LCL100A"**

Valid For *

Choose

- Drawing/BOM Change
- Period of time
- Serial numbers
- Batch numbers
- PO number
- Quantity

Valid For Detail *?

For Drawing/BOM change, please enter: Until drawing/BOM released

Ship notice line item no.

Revision level

Complaint quantity

Additional Customer part no. info

Customer routing identifier

GS1LCL00A



Initiate by Onboarded Supplier

► Mandatory Fields:

The screenshot shows a form titled "Notification detail" with the following fields and values:

- Category *: IRSENIST - IRAS EN - Category (dropdown)
- Subcategory *: ENL1 - Deviation Permit (dropdown menu is open showing options: ENL1 - Deviation Permit, ENL2 - Improvement, ENP1 - Material Alert, ENP2 - Concession)
- PO number * (?): NA (text input)
- Complaint quantity: (empty text input)
- Malfunction start date: (empty text input)
- Discovery date: (empty text input)
- Problem Description / Suggested Solution: (empty text input)
- Due date: (empty text input)

A tooltip is visible over the PO number field with the text: "PO number must be provided for material alerts & concession. Please enter N/A for deviation permit and improvement".

- Category: Automatically appear
- Subcategory:
 - ❑ Deviation Permit - **Permanent** changes in the product specification (ECR to modify/update the drawing)
 - ❑ Improvement - Suggestion for any type of improvement
 - ❑ Material alert - Material already sent from a supplier. Supplier alerts Tetra Pak about shipped materials outside of specification.
 - ❑ Concession - one time/limited acceptance of material already produced or to be produced outside specification — **temporary** acceptance, no changes in the product specification
- PO number: PO number must be provided for material alert and concessions and type N/A for deviation permit and improvement. (In PO number section only use numbers as its character sensitive)



Initiate by Onboarded Supplier – Optional Fields

Optional Fields – Problem Desc./Attachment



Problem Description / Suggested Solution

Reason

Choose


Problem Description / Suggested Solution 1
Problem Description / Suggested Solution 2
Problem Description / Suggested Solution 3

Attachment

 plate 1.jpg
48.3 KB 

- Problem Desc.: Should be used to describe the issue and for communication
- Attachment: It is good practice to attach ECR (Engineering change request) with each notification for better understanding.
- You can also attach additional documents like drawings and PD which can help in resolving the issue.

Engineering Change Request



Title **Date**

Supplier Contact Details **Supplier**

Name:

Mail:

Phone:

Part Number **Bill of Material/Assembly**

Machine System **Module**

Additional Affected Items

Reason for Request **Reason of Correction**

Problem Description

Comments (Filled in by Tetra Pak) **Change Request**



Initiate by Onboarded Supplier – Optional Fields

► Optional Fields – Defects

- Continuation of previous step, only if required, **If need to add additional affected items**, perform the following:

Tab: Defects

- Add Defect Category & Subcategory: [Choose from dropdown list]
- In 'Additional Impacted Batches' add:
 - Customer location: Automatically get updated after selection of Part No.
 - Customer part no: Start typing the additionally impacted part no. and select from the drop down
 - **Similar to what you did for the customer part no. in details tab, if the part no. is not available in drop down use the Dummy part no. and type the actual part no. in **Customer Batch** info section.**

(Note: **Only one part no. is allowed for one defect.** To add more additional effected items, press '+' to add new 'Defect' item then press 'Review' to check if there is any inconsistent data or errors If no error, press 'Publish'.

The screenshot shows a 'Defect' form with the following fields:

- Defect category: QM000012 - Mechanical Assembly
- Defect subcategory: 210 - Leakage
- Number of defects: 2
- Title: (empty)
- Description: (empty)

The screenshot shows the 'Additional Impacted Batches (1)' form with the following fields:

Customer location	Customer part no.	Customer batch	Supplier part no.	CN no
TS01 - Parts Main Store	90042-0080 - SOLENOID V/	(empty)	- SOLENOID VALVE MECM/	(empty)



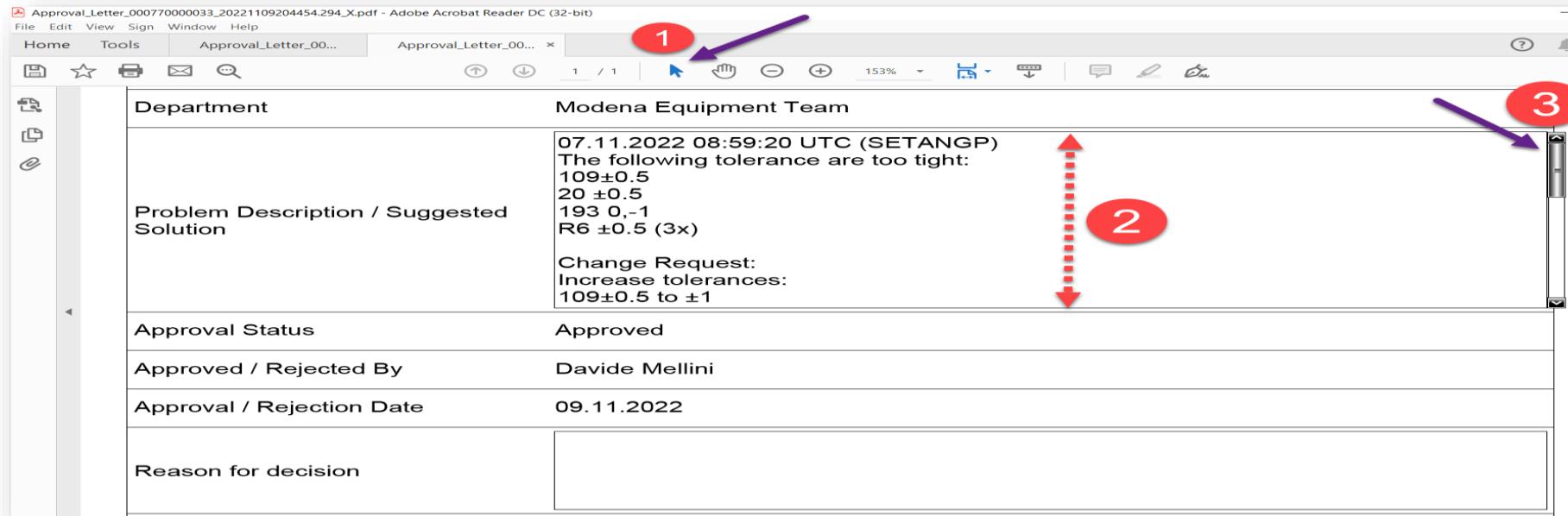
Initiate by Onboarded Supplier – Approval/Rejection letter

► How To visualize all information in the Approval Letter

The Approval letter can contain many information in both boxes “Problem Description / Suggested Solution” and “Reason for decision”.

Due to the limited text space in the Boxes, some information can be hidden and to visualize all the text you need to follow the below instruction:

1. Click on the Arrow
2. Click inside the Box, where you see a long text
3. A vertical scroll bar will appear, and you can scroll down to read all information





Initiate by Onboarded Supplier – Point to remember

- Any changes in our system (Fiori) will be considered by Ariba as a request to you and the supplier action status will change to "Pending". These changes could be internal, for example by changing the status of the request from New to In-Process, by assigning the case to the right person or when your request gets approved, and you receive the Approval letter.
- **How you know that you need to act:** If any action is needed from you (for example, some information is not clear), you will just need to look at the problem description box and/or the attachment documents (to check if you receive an approval letter). If there is nothing there, it means that the case is being pursued. To get rid of the status "Pending," just click on "Edit" and "Publish."
- If you already know that the part is obsolete, then no need to create notification, you can directly contact to obsolescence team – obsolescence@tetrapak.com

Create quality notification

388 items < 1 2 3 ... 26 >


Supplier deviation no.	Customer	Priority	Status	Supplier action	Outstanding task	Customer part no.	Order no.	Quality notification type	Customer location	Due date	CN no
TES11	Tetra Pak - TEST	Medium --	New	Pending	1	3566025-0000		Deviation Notificat.	TS01	6 Dec 2022 3:50:07 PM	
TEST19	Tetra Pak - TEST	Medium --	New	Responded		90042-0080		Deviation Notification	TS01		
TEST11	Tetra Pak - TEST	Low -	Closed	None		1124080-0600		Deviation Notificat.	PDM1	21 Dec 2022 3:30:00 PM	




Automated Email to the assigned team

- ▶ Team will be determined based on the issue type within Tetra Pak and an automatic email will be populated to all the team members assigned:

Deviation Permit 770000492:Waiting for Coordinatio

 do.not.reply@tetrapak.com
To Jamwal Rupali; Tan Juwita
Cc abc@abc.com

[↩ Reply](#) [↩ Reply All](#) [→ Forward](#) 

Tue 7/12/2022 10

Dear Carton Value,

You have received a new Notification to take action on.

- Reporter: Ecor International SPA
- Part Number: 90042-0080 (SOLENOID VALVE MECMAN 581-222-100)
- Lab./Office: A25 (TBA/8)
- B-Group: 642011-2700 (SUPERSTRUCTURE)
- Issue Type: Deviation Permit
- Problem Description:
12.07.2022 02:59:08 UTC (SOAP_PROX_PI)
Problem Description / Suggested Solution 1
Problem Description / Suggested Solution 2
Problem Description / Suggested Solution 3
- Priority: Medium

[https://fiore-dev.tetrapak.com/sap/bc/ui5_ui5/ui2/ushell/shells/abap/FioriLaunchpad.html?sap-client=100#YQCoordinatorDashboard-change&/DetailsView/QnDetails\('000770000492'\)](https://fiore-dev.tetrapak.com/sap/bc/ui5_ui5/ui2/ushell/shells/abap/FioriLaunchpad.html?sap-client=100#YQCoordinatorDashboard-change&/DetailsView/QnDetails('000770000492'))

Regards,
Ecor International SPA

I



Possible reasons of QN Failure

Do NOT make any of the following actions:

- ▶ Trying to make changes in customer location in any sense after it gets selected automatically
- ▶ Add any other information apart from part number in “Additional Customer Part no. info” box.
- ▶ Using the wrong format to add the actual part number in additional customer part number information (while using a dummy part number)

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



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.

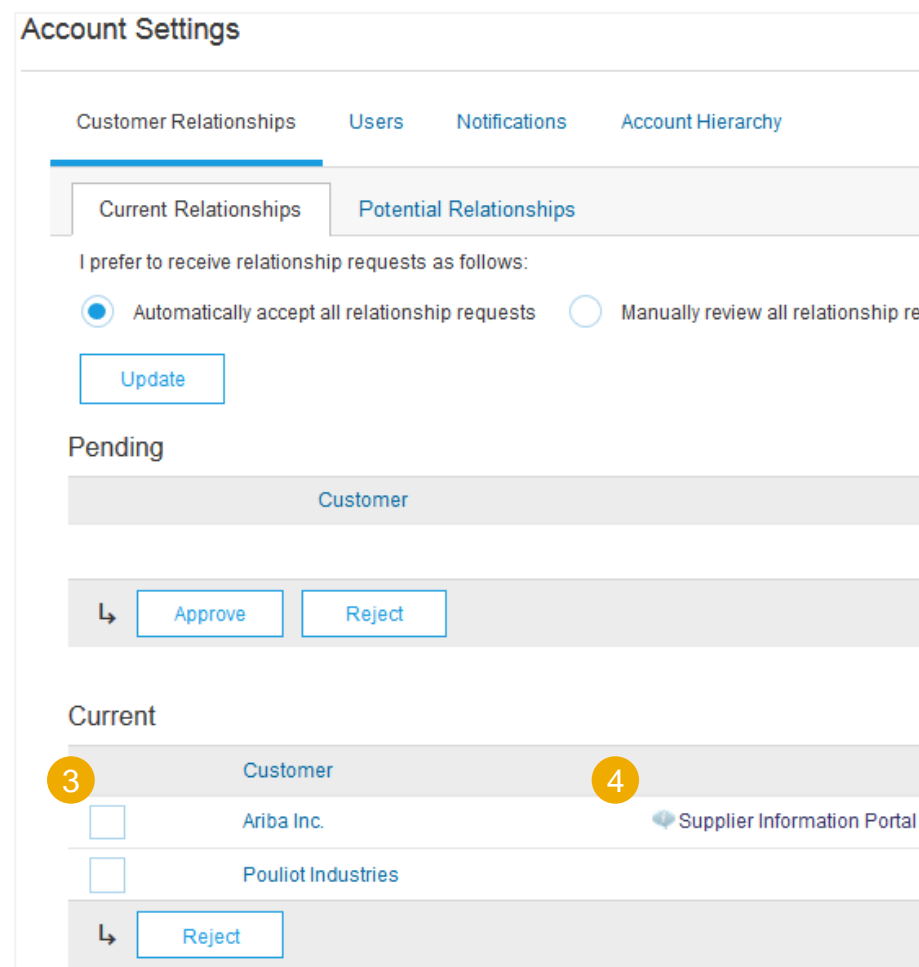
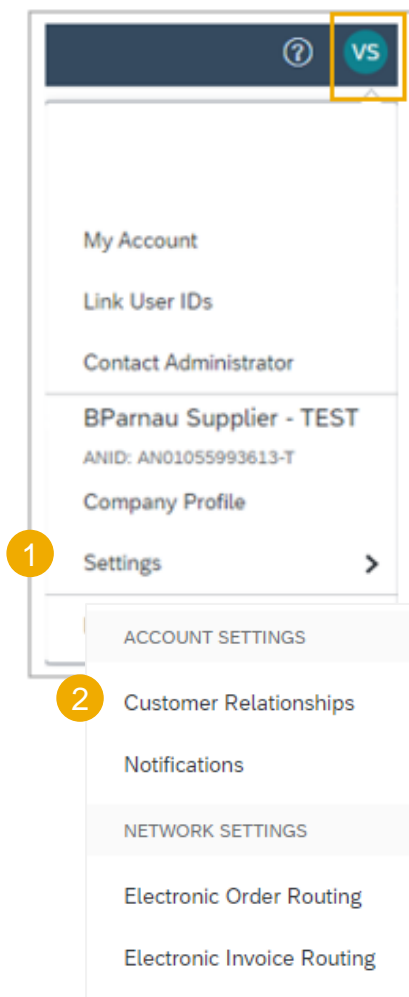


Supplier Information Portal



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.
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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.

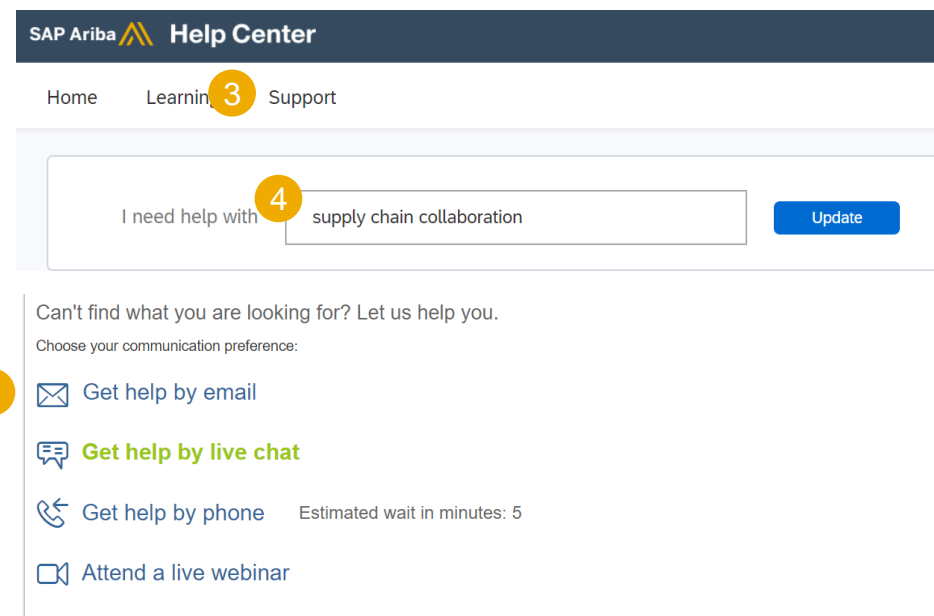
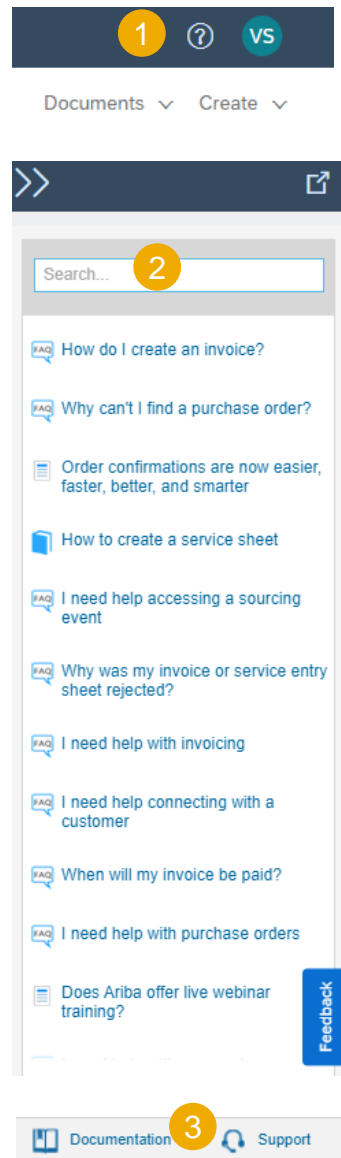
2. In **search field** write down a short description of your issue and related documentation will be available.

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: *

6 Problem Type: *

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.

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?

View more ↗

Can't log in? Let us help you!

Documentation Support

SAP Ariba Help Center Search...

Home Learning Support

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**.

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

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

4.4. 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 image shows a user profile dropdown menu and the 'Other Notifications' section of a settings page. The dropdown menu is open, showing options like 'My Account', 'Link User IDs', 'Contact Administrator', 'BParnau Supplier - TEST', 'Company Profile', 'Settings', and 'Logout'. The 'Settings' option is highlighted with a yellow circle '1'. The 'Other Notifications' section is also highlighted with a yellow circle '4'. It contains several notification categories with checkboxes and email input fields:

Notification Category	Check Status	Description	Email Input
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

