

Advanced Ship Notice and Common Issues

Presenters: **Shane Kreger, Gabriel Marcolino**



Product Support – Procurement

SAP Business Network. SAP Fieldglass. SAP Ariba.

Agenda

Advance Ship Notice (ASN) and Common issues

- Default Transaction Rule
 - Control Keys
 - Items to Ship
 - Demo
-
- Upload/Download ASN Report
 - Common ASN issues
 - ASN in SAP Integration Suite (CIG)
 - Demo

Default Transaction Rule

Default Transaction Rules can be checked from Settings > Customer Relationships > Click “Customer” name

My Account

- Link User IDs
- Contact Administrator
- AribaTestSupplier1 - TEST
ANID: AN01054606472-T
Premium Package
- Company Profile
- Marketing Profile
- Settings** >
- Logout

Account Settings

- Customer Relationships**
- Users
- Notifications
- Application Subscriptions
- Account Registration
- Network Settings

Filter

Customers

Enter customer name or Network ID +

ariba x

Apply Reset

Filtered Results (1)

| <input type="checkbox"/> | Customer | Network ID | Relationship Type | Approved Date | Supplier Information Portal | Routing Type | Actions |
|--------------------------|-------------------------|-----------------|-------------------|---------------|-----------------------------|--------------|-----------|
| <input type="checkbox"/> | AribaTest - TEST | AN01054606430-T | Trading | 10 Aug 2018 | | Default | Actions ▾ |

Default Transaction Rule

Default Transaction Rules for the selected customer will be displayed

| Order Confirmation and Ship Notice Rules | |
|--|-----|
| Allow suppliers to confirm an order multiple times. ⓘ | Yes |
| Allow suppliers to send order confirmations for material orders. ⓘ | Yes |
| Allow suppliers to send order confirmations for material orders at the line-item level. ⓘ | Yes |
| Allow suppliers to reject quantities for material orders at the line-item level in order confirmations. ⓘ | No |
| Require suppliers to send order confirmations for material orders at the schedule line-item level. ⓘ | No |
| Apply tolerance for quantity at the schedule line-item level. | No |
| Apply tolerance for delivery date at the schedule line-item level. | No |
| Allow suppliers to send order confirmations for service orders. ⓘ | Yes |
| Allow suppliers to send order confirmations for service orders at the line-item level. ⓘ | Yes |
| Allow suppliers to send order confirmations that do not comply with defined tolerances and require buyer approval. ⓘ | Yes |
| Except quantity deviations. | No |
| Except delivery date deviations. | No |
| Except unit price deviations. | No |
| Allow suppliers to edit components in order confirmations. | No |
| Require suppliers to fully confirm line items before fulfillment. ⓘ | No |

Default Transaction Rule – ASN Common Issue

Problem: Create Ship Notice button is greyed out.

Error: “Buyer” requires you to send an order confirmation before creating a ship notice.

Error: “Buyer” does not allow you to send ship notices.

Purchase Order: 4501921066-K1

Create Order Confirmation ▼ Create Ship Notice Create Invoice ▼ Create Quality Notification

AribaTest - TEST requires you to send an order confirmation before creating a ship notice.

Order Detail Order History

Purchase Order: TestPO1

Create Order Confirmation ▼ Create Ship Notice Create Invoice ▼ Create Quality Notification

AribaTest - TEST does not allow you to send ship notices.

Order Detail Order History

Default Transaction Rule – ASN Common Issue

Resolution:

Below transaction rules for ASN needs to be reviewed.

“Require suppliers to create and order confirmation before creating a ship notice” is enabled. Order Confirmation is needed before ASN.

“Allow suppliers to send ship notices to this account”

Require suppliers to create an order confirmation before creating a ship notice. ⓘ

Allow suppliers to send ship notices to this account.

Default Transaction – ASN Tolerance

Problem: Unable to send ASN due to date/qty being outside of tolerance.

Error: Delivery date in line items is not within the tolerance set for the order.

| Line | Ship Qty | Supplier Batch ID |
|------|----------|-------------------|
| 1 | 1 | |

! Delivery date in line item is not within the tolerance set for the order. Provide a delivery date that is within tolerance.

Default Transaction – ASN Tolerance

Resolution:

To allow delivery date changes outside of the set tolerance the rules “Apply delivery-date tolerances to ship-notice line items.” needs to be enabled and a number of days allowed outside of the tolerance needs to be added.

| | | |
|---|----------------------|--|
| Apply delivery-date tolerances to ship-notice line items. ⓘ | <input type="text"/> | Days (Maximum before the requested delivery date.) |
| | <input type="text"/> | Days (Maximum after the requested delivery date.) |

Additional Information: To allow suppliers to over/under deliver the qty on ASN “Allow suppliers to increase item quantities on ship notice” needs to be enabled and a % over or under the allowed needs to be configured

| | | |
|--|--------------------------|------------------------------------|
| Allow suppliers to increase item quantities on ship notices. ⓘ | <input type="checkbox"/> | |
| Apply line item quantity tolerance to ship notices. ⓘ | <input type="text"/> | % (Maximum underdelivery allowed.) |
| | 0 | % (Maximum overdelivery allowed.) |

ASN Control Keys

Control Keys are sent from ERP (PO) that take precedent over Default Transaction Rules. Control Key can be set as “ASN not allowed, ASN allowed”. In addition, upper/lower tolerance for Quantity and Delivery date can also be specified.

Control Keys that are active on a PO can be found under Details on the line levels or in the PO cXML.

| Control Keys |
|--|
| Order Confirmation: required before shipping |
| Ship Notice: allowed |
| Invoice: is not ERS |
| Invoice Verification Type: goods receipt |

ASN Control Keys – Common Issues

If the Default Transaction Rules have been checked and the Create Ship Notice is still greyed out this can be caused by Control Key set on PO.

Control Keys can be checked from the order UI or cXML.

| Control Keys |
|--|
| Order Confirmation: required before shipping |
| Ship Notice: allowed |
| Invoice: is not ERS |

```
<ControlKeys>
  <OCInstruction value="requiredBeforeASN">
    <Lower>
      <Tolerances></Tolerances>
    </Lower>
    <Upper>
      <Tolerances></Tolerances>
    </Upper>
  </OCInstruction>
  <ASNInstruction value="allowed">
    <Lower>
      <Tolerances></Tolerances>
    </Lower>
    <Upper>
      <Tolerances></Tolerances>
    </Upper>
  </ASNInstruction>
  <InvoiceInstruction value="isNotERS"></InvoiceInstruction>
</ControlKeys>
```

Items to Ship

Items to Ship (ITS) is located under Home > Overview > Items to Ship

ITS is a faster way to create ship notice

Default transaction rule and Control Key will also affect ITS

The screenshot displays the SAP S/4HANA Home page. The navigation bar at the top includes 'Home', 'Enablement', 'Workbench', 'Planning', 'Orders', 'Fulfillment', 'Quality', 'Invoices', 'Payments', and 'More'. A search bar is present with filters for 'Orders and Releases', 'All customers', and 'Exact match', and a search input field containing 'Order number'. Below the navigation bar, the 'Overview' section is active, showing a dashboard with several key figures for the 'Last 31 days':

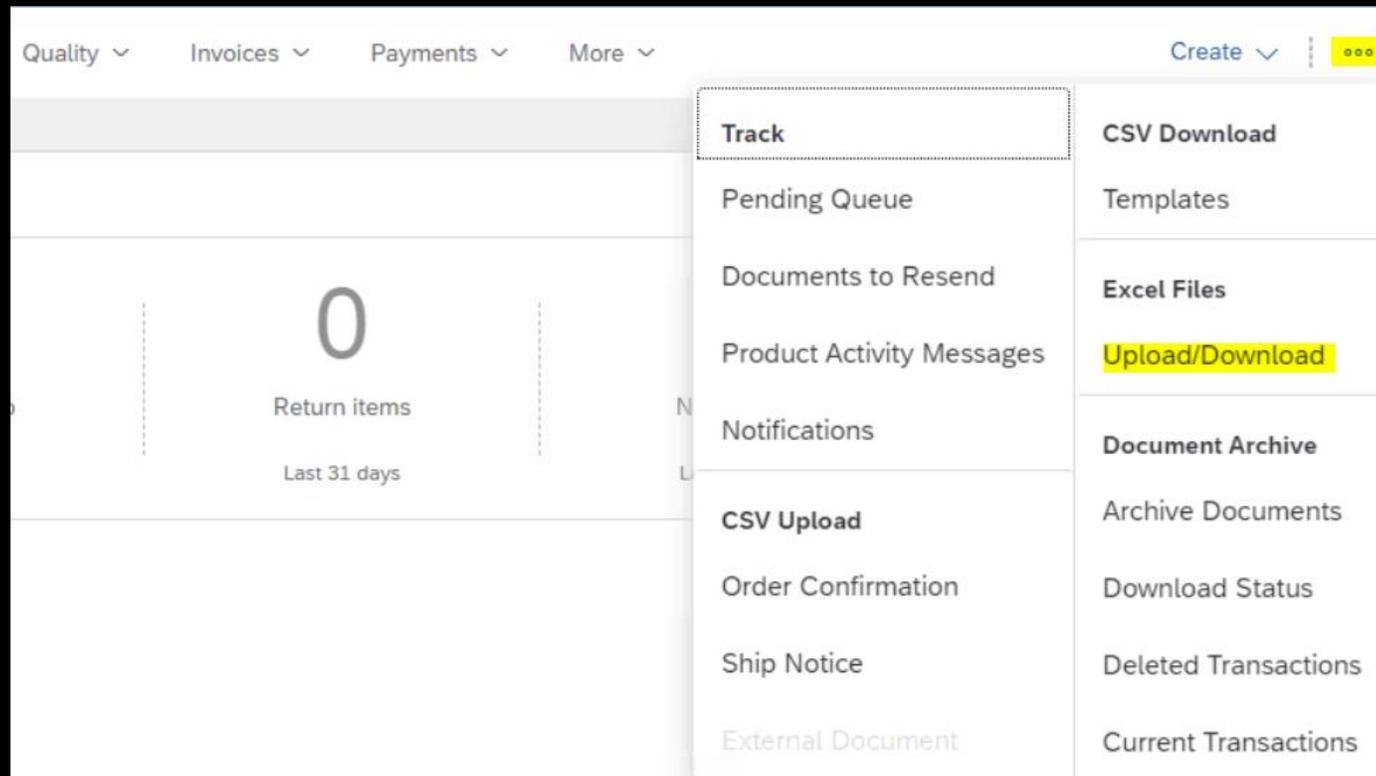
| Metric | Value |
|-------------------|-------|
| New orders | 0 |
| Changed orders | 1 |
| Orders to invoice | 1 |
| Rejected invoices | 0 |
| Orders | 7 |
| Invoices | 0 |
| Items to ship | 0 |
| Items to confirm | 0 |
| Enablement Tasks | 0 |

The 'Items to ship' metric is highlighted with a yellow background. A 'More' button with a notification badge showing '4' is also visible on the right side of the dashboard.

Demo

ASN Report – Upload/Download

In order to create a report for Ship Notices: Select “...” > Upload/Download



ASN Report – Upload/Download

This page will list any existing Reports as well as the option to create a new Report

The screenshot displays the SAP Business Network interface. At the top, the header includes 'SAP Business Network', 'Enterprise Account', and 'TEST MODE'. The navigation bar contains 'Home', 'Enablement', 'Workbench', 'Planning', 'Orders', 'Fulfillment', 'Quality', 'Invoices', 'Payments', and 'More'. A 'Create' button is visible on the right. Below the navigation bar, there are tabs for 'Jobs', 'Downloads', and 'Uploads'. A 'Search Filters' section is present. The main content area shows a table with the following columns: 'Name', 'Type', 'Created', 'Changed', and 'Modified By'. At the bottom, there is a toolbar with buttons for 'Create', 'Edit', 'Run', and 'Clear Downloads', along with a pagination control showing 'Page 1'.

ASN Report – Upload/Download

To create a new ASN Report change “Type” to “Ship Notice” and fill in required fields > Click Save

Create/Edit Job ✕

* Name: * Type: ▼

Job Search Criteria

* Customer: Supplier part number:

Order number: Buyer part number:

Date type: Need By Ship By Location:

Date Range: ▼

Start date:

End date:

ASN Report – Upload/Download

Select the created report and click “Run”

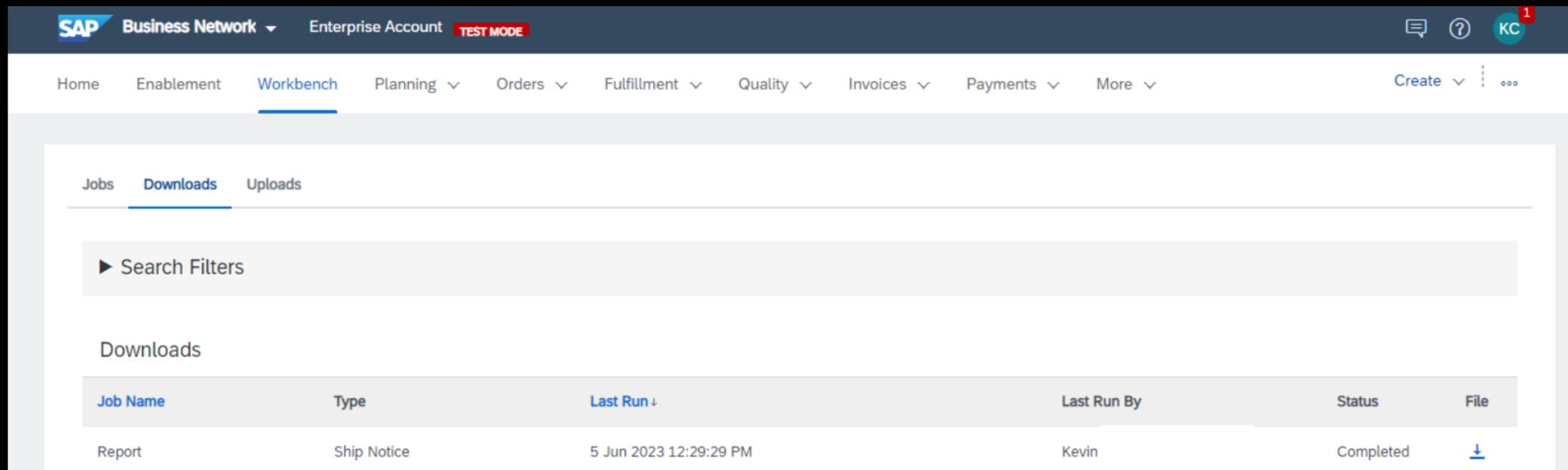
Jobs

| Name | Type | Created | Changed↓ | Modified By |
|---|-------------|------------------------|------------------------|-------------|
| <input checked="" type="radio"/> Report | Ship Notice | 5 Jun 2023 12:21:05 PM | 5 Jun 2023 12:29:21 PM | Kevin |

↳ [Create](#) [Edit](#) [Run](#) [Clear Downloads](#)

ASN Report – Upload/Download

After the job concluded, ASN Report will be available on the download section, similar to the below:



The screenshot displays the SAP Business Network interface. The top navigation bar includes the SAP logo, 'Business Network', 'Enterprise Account', and a 'TEST MODE' indicator. The main navigation menu contains 'Home', 'Enablement', 'Workbench', 'Planning', 'Orders', 'Fulfillment', 'Quality', 'Invoices', 'Payments', and 'More'. The 'Workbench' tab is active, and the 'Downloads' sub-tab is selected. A 'Search Filters' section is visible above a table titled 'Downloads'. The table has columns for Job Name, Type, Last Run, Last Run By, Status, and File. One entry is shown: a 'Report' job of type 'Ship Notice' that was last run on '5 Jun 2023 12:29:29 PM' by 'Kevin', with a status of 'Completed' and a download icon.

| Job Name | Type | Last Run ↓ | Last Run By | Status | File |
|----------|-------------|------------------------|-------------|-----------|-------------------|
| Report | Ship Notice | 5 Jun 2023 12:29:29 PM | Kevin | Completed | ↓ |

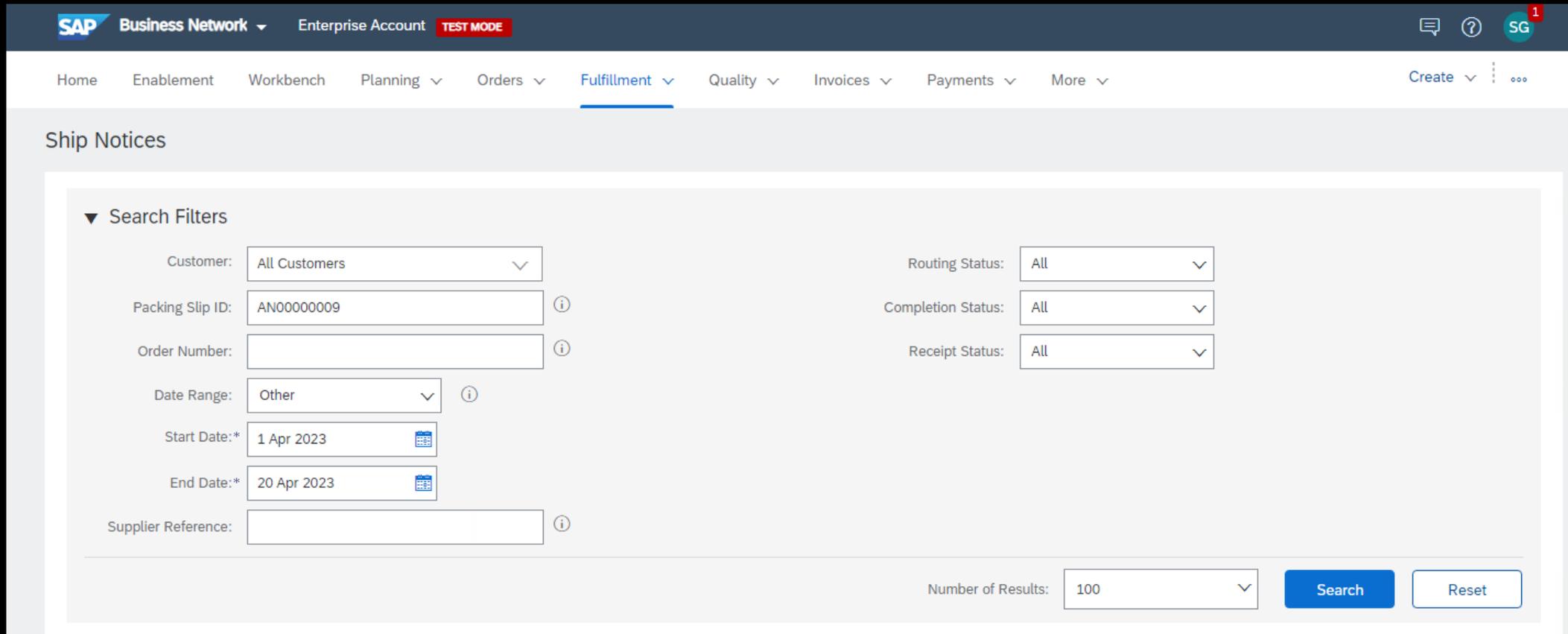
ASN Failure Status

ASN errors can be located in the user interface, supplier can find them via: Fulfillment > Ship Notices

The screenshot displays the SAP Business Network user interface. At the top, the header includes 'SAP Business Network', 'Enterprise Account', and 'TEST MODE'. The navigation bar contains 'Home', 'Enablement', 'Workbench', 'Planning', 'Orders', 'Fulfillment', 'Quality', 'Invoices', 'Payments', and 'More'. A search bar is visible with 'Exact match' and 'Order number' filters. A dropdown menu is open under 'Fulfillment', listing options: Order Confirmations, Service Sheets, Time and Expense Sheets, Ship Notices, Goods Receipts, Extended Collaboration, Product Replenishment, Sales Orders, and Drafts. The dashboard features several key metrics: '85 New orders' (Últimos 31 dias), '203 Orders' (Últimos 31 dias), '107 Orders to invoice' (Últimos 31 dias), and '12 Invoices' (Últimos 31 dias). There is also a 'More' button with a notification badge '7'. The 'My widgets' section includes 'Purchase orders' (Last 14 days), 'Invoice aging', and 'Activity feed' (All). The bottom left corner shows 'Public' and the bottom right corner shows '18'.

ASN Failure status

Fill the filters with the available information such as the Order Number and/or date:



The screenshot shows the SAP Business Network interface for 'Ship Notices'. The top navigation bar includes 'SAP Business Network', 'Enterprise Account', and 'TEST MODE'. The main navigation menu has 'Home', 'Enablement', 'Workbench', 'Planning', 'Orders', 'Fulfillment' (highlighted), 'Quality', 'Invoices', 'Payments', and 'More'. A 'Create' button is also visible. The 'Ship Notices' section contains a 'Search Filters' panel with the following fields:

- Customer: All Customers (dropdown)
- Packing Slip ID: AN00000009 (text input with info icon)
- Order Number: (empty text input with info icon)
- Date Range: Other (dropdown with info icon)
- Start Date*: 1 Apr 2023 (calendar icon)
- End Date*: 20 Apr 2023 (calendar icon)
- Supplier Reference: (empty text input with info icon)
- Routing Status: All (dropdown)
- Completion Status: All (dropdown)
- Receipt Status: All (dropdown)

At the bottom right of the filter panel, there is a 'Number of Results' dropdown set to '100', a blue 'Search' button, and a 'Reset' button.

ASN Failure status

In this example, the ASN error is highlighted in blue, supplier can review the error message and correct accordingly by editing ASN, checking with buyer or contacting Ariba support

The screenshot displays the SAP Business Network interface for a Ship Notice (ASN) with ID AN00000009. The header includes the SAP logo, 'Business Network', 'Enterprise Account', and a 'TEST MODE' indicator. A 'Done' button is located in the top right corner. Below the header, there are navigation options: 'Cancel', 'Edit', 'Print', and 'Export cXML'. A tabbed interface shows 'Detail' as the active tab, with other tabs for 'Transport Details', 'Packed Items', and 'History'. A prominent blue error message states: '9 is not in interval that is provided for this pack.material type Error while generating packaging data'. Below the error, the 'SHIP FROM' and 'DELIVER TO' sections are visible. The 'DELIVER TO' section shows 'New York'. At the bottom left, the word 'SHIPPING' is displayed. A 'Related Documents' link is partially visible at the bottom right.

ASN Failure status

ASN history tab will also provide details about ASN routing and failure reasons (if any)

Detail Transport Details Packed Items **History**

Ship Notice: AN00000009 To: SUPPORT-PLATFORM CIG2
Routing Status: Failed
Received By Ariba Network On: 12 Apr 2023 7:31:28 AM GMT-03:00
Submitted By: Tiwari

History

| Status | Comments | Changed By | Date and Time | Stack Trace |
|--------------|---|-------------------------------------|------------------------|-------------|
| | Processing cXML | SCMSupplierQueueProcessor-109581049 | 12 Apr 2023 7:35:23 AM | |
| | Processing cXML item | SCMSupplierQueueProcessor-109570036 | 12 Apr 2023 7:35:24 AM | |
| | The document is ready to be picked up by the recipient. | CommunityWeb-109523051 | 12 Apr 2023 7:35:28 AM | |
| | The document has been transferred to the next integration point. | CommunityWeb-109523051 | 12 Apr 2023 7:35:28 AM | |
| Acknowledged | Success | CXML StatusUpdateRequest | 12 Apr 2023 7:35:30 AM | |
| Failed | 9 is not in interval that is provided for this pack.material type Error while generating packaging data | CXML StatusUpdateRequest | 12 Apr 2023 7:35:31 AM | |
| | Receipt of the document has not been confirmed by the trading partner. Reason: Not Acceptable - 9 is not in interval that is provided for this pack.material type Error while generating packaging data | CommunityWeb-109523051 | 12 Apr 2023 7:35:31 AM | |

ASN in SAP Integration Suite (CIG)

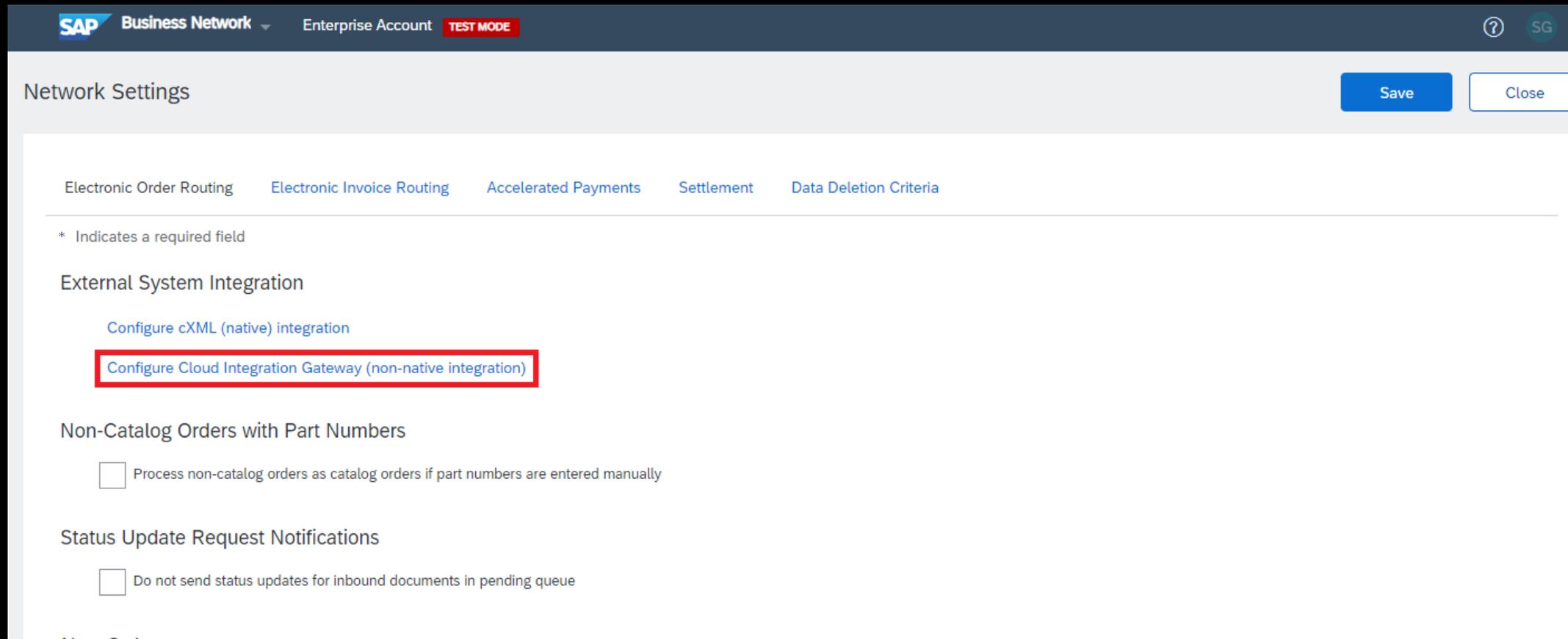
For integrated suppliers, ASN failures can occur in CIG before reaching Business Network. To review, supplier can navigate to their CIG account via their Business Network account.

Go to Settings > Electronic Order Routing

The screenshot displays the SAP Business Network user interface. At the top, the header includes the SAP logo, 'Business Network', 'Enterprise Account', and 'TEST MODE'. A navigation menu contains 'Home', 'Enablement', 'Workbench', 'Planning', 'Orders', 'Fulfillment', 'Quality', 'Invoices', 'Payments', and 'More'. Below this is a search bar with filters for 'Orders and Releases', 'All customers', and 'Exact match', and a search input field containing 'Order number'. The main dashboard features four key metrics: '85 New orders', '203 Orders', '3 Rejected invoices', and '107 Orders to invoice', all for the 'Últimos 31 días'. A 'My widgets' section includes 'Purchase orders' (Last 14 days) and 'Invoice aging'. On the right, a user profile dropdown menu is open, showing the email 'abcc11234@sap.com' and options like 'My Account', 'Link User IDs', 'Contact Administrator', 'CIG SUPPORT TEST SUPPLIER - TEST', 'Company Profile', 'Marketing Profile', 'Settings', and 'Logout'. The 'Settings' option is highlighted, and a secondary menu is visible below it, listing 'Account Settings', 'Customer Relationships', 'Users', 'Notifications', 'Application Subscriptions', 'Account Registration', 'Network Settings', and 'Electronic Order Routing', which is highlighted with a red box.

ASN in SAP Integration Suite (CIG)

Select “Configure Cloud Integration Gateway”



The screenshot shows the SAP Business Network interface. At the top, the header includes the SAP logo, 'Business Network', 'Enterprise Account', and a 'TEST MODE' indicator. The main content area is titled 'Network Settings' and contains several tabs: 'Electronic Order Routing', 'Electronic Invoice Routing', 'Accelerated Payments', 'Settlement', and 'Data Deletion Criteria'. Below the tabs, there is a note: '* Indicates a required field'. The 'External System Integration' section is active and contains two links: 'Configure cXML (native) integration' and 'Configure Cloud Integration Gateway (non-native integration)'. The latter link is highlighted with a red rectangular box. Below this, the 'Non-Catalog Orders with Part Numbers' section has an unchecked checkbox with the text 'Process non-catalog orders as catalog orders if part numbers are entered manually'. The 'Status Update Request Notifications' section has an unchecked checkbox with the text 'Do not send status updates for inbound documents in pending queue'. At the bottom left, the text 'New Orders' is partially visible. On the right side of the 'Network Settings' header, there are 'Save' and 'Close' buttons.

ASN in SAP Integration Suite (CIG)

Select “Log in to SAP Ariba Cloud Integration Gateway”

SAP Business Network Enterprise Account **TEST MODE** ? SG

Configure Cloud Integration Gateway

Save Close

SAP Ariba Cloud Integration Gateway provides an easy way to integrate non-cXML external systems with Ariba Network. Before you can start accessing it, we will need to set up your account to do so. Check Enable Cloud Integration Gateway and then click Save.

With Cloud Integration Gateway, you can:

- **Log in to SAP Ariba Cloud Integration Gateway** with your Ariba Network username and password.
- Configure SAP Ariba Cloud Integration Gateway for supported document types on the Electronic Order Routing page.
- Add additional users with specific permissions to access the SAP Ariba Cloud Integration Gateway.

Settings

Enable SAP Ariba Cloud Integration Gateway
[Terms of Use](#) and [Privacy Statement](#)

Data center: US

Save Close

ASN in SAP Integration Suite (CIG)

On CIG home page, select Transaction Tracker:

SAP Managed Gateway for Spend & Network

Home My Configurations Document Validator Connectivity Tool **Transaction Tracker** Resources Master Characteristics Test Central Audit Logs

Integration Projects

- 0 In Progress
- 0 In Testing
- 0 Scheduled For Production
- 0 In Production

Tools

- Document Validator
- Connectivity Tool

Transaction Tracker

- 0 Completed
- 0 Failed

My Projects [Create a New Integration Project](#)

| Project | Customer | Transport Protocol | Status | Last Modified | Action |
|---------|----------|--------------------|--------|---------------|--------|
| No data | | | | | |

© 2023 SAP SE or an SAP affiliate company. All rights reserved. 23.04.02

ASN in SAP Integration Suite (CIG)

Search against Document Type “ShipNoticeRequest” and other desired filter criteria

The screenshot displays the SAP Transaction Tracker interface. At the top, the SAP logo and 'Managed Gateway for Spend&Network' are visible. The navigation menu includes Home, My Configurations, Document Validator, Connectivity Tool, Transaction Tracker (highlighted), Resources, Master Characteristics, Test Central, and Audit Logs. The main content area is titled 'Transaction Tracker' and contains several search filters:

- Environment: TEST (selected)
- Search From: Apr 15, 2023 (calendar icon) 00:00 (clock icon)
- To: May 15, 2023 (calendar icon) 23:59 (clock icon)
- Transaction Number: Transaction-Number (text input)
- Document Status: FAILED x (dropdown menu)
- Document Type: ShipNoticeRequest (dropdown menu)
- Sender: ANID (dropdown menu)
- Receiver: ANID (dropdown menu)

Below the filters, there are buttons for '10' (dropdown), 'Reprocess', 'Results Export', and 'Download'. A 'Search' button and a 'Clear' button are also present. At the bottom, a table header is visible with columns: Transaction Number, Document Type, Sender, Receiver, Document Status, Destination, and Date Last Modified (A...).

ASN in SAP Integration Suite (CIG)

Individual ASN can be reviewed by selecting ASN > Details

The screenshot shows the SAP Managed Gateway for Spend&Network interface. The top navigation bar includes the SAP logo, the text 'Managed Gateway for Spend&Network', and a user profile icon labeled 'PN'. Below the navigation bar is a menu with items: Home, My Configurations, Document Validator, Connectivity Tool, Transaction Tracker (highlighted), Resources, Master Characteristics, Test Central, and Audit Logs. The main content area is titled 'Transaction Tracker Details' and is divided into two columns of input fields. The left column contains: Document Number, Document Type, Sender, Receiver, and PO Document Reference #. The right column contains: Document Status, Date Last Modified, Payload ID, and Destination. Below these fields is a section titled 'Activity' with a 'Details' sub-tab. This section displays the following information: Name of sender, Name of receiver, Source document type, Source document version, Source document standard: cXML, Target document type: AdvanceShipmentNotice, and Target document version: 0000. At the bottom right of the page, there is a copyright notice: '© 2023 SAP SE or an SAP affiliate company. All rights reserved. 23.04.02'.

ASN CIG data

Under “Activity” inbound and outbound documents can be downloaded for reference

PreProcess file will be what the supplier had sent from their system

Outbound file will be what CIG had transformed (cXML) to send to Business Network

Transaction Tracker Details

Details Activity

| Date Last Modified | Document stage | I-Flow Name | Document Status | Payload | Attachment | Log |
|---------------------------|----------------|---------------------------------|-----------------|--------------------------|------------|-----|
| May 15, 2023, 10:01:34 AM | Outbound | com.sap.an.out.soap.outbound | COMPLETED | Download | | |
| May 15, 2023, 10:01:14 AM | Routing | com.sap.an.routeToQueue | COMPLETED | | | |
| May 15, 2023, 10:01:14 AM | Extension | com.sap.an.util.processExtn | COMPLETED | | | |
| May 15, 2023, 10:01:14 AM | Process | com.sap.an.out.buyer.xml.pro... | COMPLETED | | | |
| May 15, 2023, 10:01:14 AM | PreProcess | com.sap.an.out.preprocess | COMPLETED | Download | | |
| May 15, 2023, 10:01:14 AM | Inbound | com.sap.an.out.inbound | COMPLETED | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

Demo

Q&A

Related Knowledge Links

<https://support.ariba.com/item/view/KB0401542> (Default Transaction Rule)

<https://support.ariba.com/item/view/KB0400104> (Control Keys)

<https://help.sap.com/docs/business-network-for-trading-partners/supplier-business-network-supply-chain/items-to-ship-tab?locale=en-US> (Items to Ship)

<https://support.ariba.com/item/view/KB0405099> (Upload/Download ASN)

<https://support.ariba.com/item/view/189166> (Managed Gateway guides)

<https://support.ariba.com/item/view/KB0394846> (cXML Solution Guide)

<https://cxml.org> (cXML DTD)

Thank You



Product Support – Procurement

SAP Business Network. SAP Fieldglass. SAP Ariba.