



SAP Business Network for SCC

Supplier Initiated Quality Notification
Supplier Training Guide



Agenda

Quality Notification

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- Quality notification workflow
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- Different modes of integration/ automation

Supplier Initiated Quality Notification Portal User Interaction

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- Create quality notification without referencing a purchase order
- Maintain quality notification content
- Complete and publish quality notification
- Search and review published quality notification
- Limitations

Appendix

Quality Notification

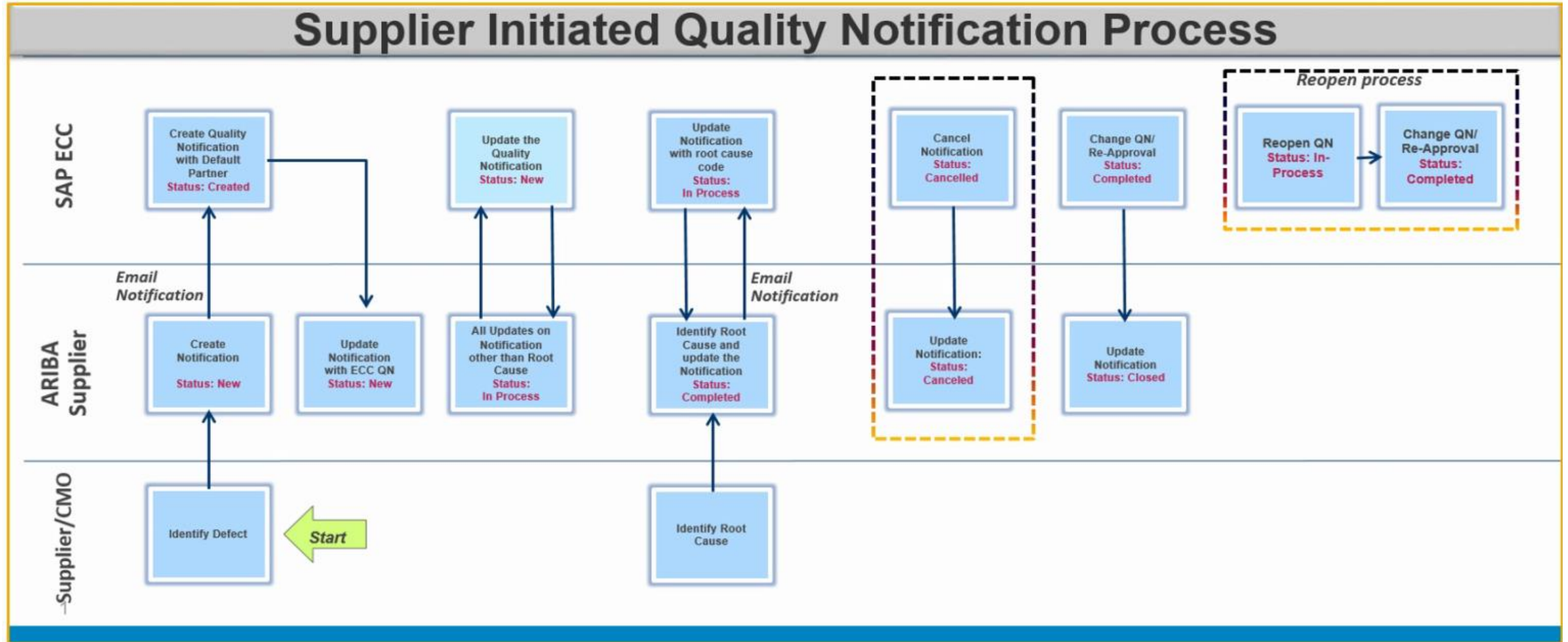
In this Chapter You Will Learn About ...

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

Introduction

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

Quality Notification Workflow



Parts of Quality Notification

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

Different Modes of Integration / Automation

SAP Business Network allows suppliers to work in different modes:

- **Portal:** The Supplier works online through its Web Browser
- **Full System Integration:** SAP Business Network allows to electronically integrate with the network. For technical details please refer to your trainer

Supplier Initiated QN Portal User Interaction

In this Chapter You Will Learn About ...

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

Quality Notification Overall Considerations

Allowed actions available in QN Portal User Navigation:

- Click **Create** to create a new QN.
- Click **Review** to review a QN.
- Click **Publish** to publish a QN.
- Click **Edit** to edit a published QN.
- Click **Cancel** to cancel the editing or to go back.

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

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

Quality Catalog Codes:

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

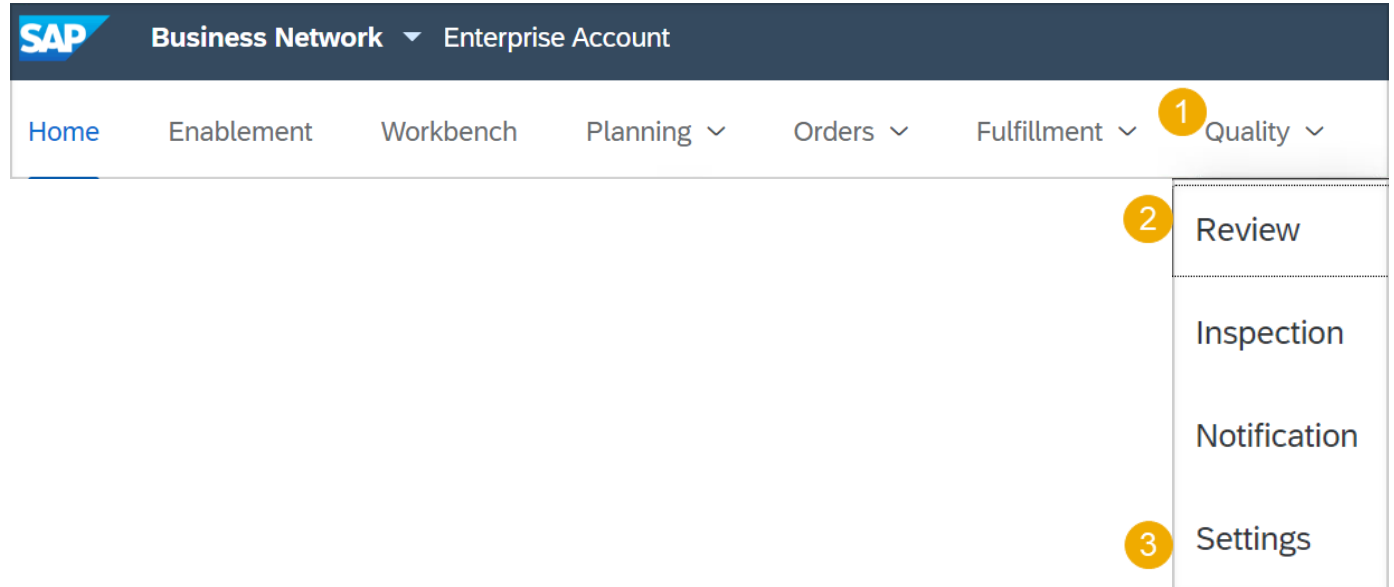
Suppliers can add **Web-page links** to quality notifications in the following sections:

- QN header: Comments, Task/ Activity/ Defect description.
- Defect section: Task/ Activity/ Cause
- Edit QN/ Additional Comments section.

Quality Tab

Options

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



Quality Tab

Edit Quality Email Notifications

From the Quality Settings Screen:

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

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

The screenshot shows the 'Quality settings' edit interface. At the top, there is a header 'Quality settings' and a blue 'Edit' button (callout 1). Below this, there are two radio button options: 'Same rule for all customers' (selected, callout 2) and 'Separate rules for each customer + Add customer'. Under the second option, there is a '+ Add customer' link. Below these options is a section for 'Quality notifications' (callout 3) with a checkbox. To the right of this section are two columns: 'Types' with two checkboxes for 'Complaint from supplier' and 'Complaint from customer', and 'Events' with four checkboxes for 'A notification has been created.', 'A notification has been updated.', 'A notification has been completed.', and 'A notification has been closed.'. At the bottom right, there are 'Cancel' and 'Submit' buttons (callout 4).

Quality Notification Portal Interaction



Create QN from a PO:

- Option 1 – Create a QN from PO screen
- Option 2 – from Items to Confirm/ Items to Ship

Create QN from Quality tab

Header Data

Add Required Task to QN Detail

Add Activity Log to QN Detail

Add Defects to QN

Add Causes to QN Defects

Add Additional Impacted Batches to QN Defects

Add Required Task to QN Defects

Add Activity Log to QN Defects

Quality notification mass update

Create QN from a Purchase Order

Option 1 – Create a QN from PO screen

You can search for PO's from the **Workbench** or from **Orders>Orders and Releases**:

1. Select the **Orders** tile.
2. Use filters to identify the PO.
3. You can configure the columns you see.
4. Open a PO by clicking its' number.
5. Click **Create Quality Notification** button in the header of the PO.

Note:

- A QN can only be created per single PO item.
- For more info on how to manage your workbench and create specific tiles please refer to **SCC General Functionality Guide**.

The screenshot shows the SAP Business Network interface. The top navigation bar includes 'Home', 'Enablement', 'Workbench', 'Planning', and 'Orders'. The 'Orders' dropdown menu is open, showing 'Orders and Releases'. Below the navigation bar, there are three tiles: '3 New orders', '22 Changed orders', and '1 268 Orders'. The 'Orders' tile is selected, and a filter panel is open. The filter panel includes fields for Customers, Order numbers, Creation date, Order status, Company codes, Purchasing organizations, Customer locations, Order type, Routing status, Min amount, Max amount, and Currency. The 'Orders' tile is highlighted with a yellow circle and the number 1. The filter panel is highlighted with a yellow circle and the number 2. The 'Orders and Releases' button is highlighted with a yellow circle and the number 3. The 'Orders' tile is highlighted with a yellow circle and the number 4. The 'Create Quality Notification' button is highlighted with a yellow circle and the number 5.

Order Number	Type	Actions
4500003734	Order	...

Purchase Order: 4500003734


Create Order Confirmation ▼ Create Ship Notice Create Quality Notification

Create QN from a Purchase Order

Option 2 – from Items to Confirm / Items to Ship

The **Items to confirm** tile or **Items to ship** tile can also be used to identify the right PO for quality notification.

From the Homepage:

1. Click on **Workbench** or **Orders>Orders and Releases**
2. Select the **Items to confirm** tile or the **Items to Ship** tile
3. Use filters to identify the PO.
4. You can configure the columns you see.
5. Select the right PO, click  under the **Actions** button on the right hand side.
6. Click **Create quality notification**.

Note:

- A QN can only be created per single PO item.
- For more info on how to manage your workbench and create specific tiles please refer to **SCC General Functionality Guide**.

The screenshot shows the SAP Business Network Workbench interface. At the top, the navigation bar includes 'Home', 'Enablement', 'Workbench', 'Planning', and 'Orders'. The 'Orders' dropdown is highlighted with a yellow box and a '1' in a yellow circle. Below the navigation bar, there are two tiles: 'Items to confirm' (6 items) and 'Items to ship' (13 items), both for the last 31 days. The 'Items to confirm' tile is highlighted with a yellow box and a '2' in a yellow circle. Below the tiles, there is a filter configuration panel with a '3' in a yellow circle next to the 'Edit filter' button. The filter panel includes various filters such as Customers, Order numbers, Customer locations, Need by date, Ship by date, Creation date, Company codes, Purchasing organizations, Purchasing groups, Ordering address IDs, Part numbers, Customer part numbers, Product group, Planner codes, Order type, and Category. Below the filter panel, there are 'Confirm' and 'Reject' buttons. Below the buttons, there is a table with columns: Item No., Supplier Part No., Description, Need By, Est, and Actions. The table shows a row for a purchase order item with a '4' in a yellow circle next to the 'Actions' button. The 'Actions' button is highlighted with a yellow box and a '5' in a yellow circle. Below the 'Actions' button, there is a '6' in a yellow circle next to the 'Create quality notification' button.

Create QN without referencing a Purchase Order

Create QN from Quality Tab

1. Go to **Quality>Notification**.
2. Click **Create quality notification** button.

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

The screenshot displays the 'Quality notifications' page. At the top, a navigation bar includes 'Home', 'Enablement', 'Workbench', 'Planning', 'Orders', 'Fulfillment', and 'Quality'. The 'Quality' menu is open, showing options: 'Review', 'Inspection', 'Notification' (highlighted with a yellow circle and the number 1), and 'Settings'. Below the navigation, the page title 'Quality notifications' is visible. Underneath, there is a 'Search filters' section with a dropdown arrow. A blue button labeled 'Create quality notification' is highlighted with a yellow circle and the number 2.

Maintain QN Content

Header Data 1

1

* Indicates required field

Customer *	Title *	Quality notification type *	Supplier deviation no. *	Priority *
SCC Delivery Team - Global H19 Client 4 00 - TEST	<input type="text"/>	Choose	<input type="text"/>	Choose

2

Customer and part

Customer location *	Customer routing identifier		
1710 - Storage Location 171A - Address Nam	S4HCLNT400		
Customer part no. *	Customer batch	Supplier part no.	Supplier batch
SP001 - Bearing	<input type="text"/>		<input type="text"/>
Purchase order no.	Purchase order line item no. *	Ship notice no.	Ship notice line item no.
4500001385	10		
Serial no.	Revision level	Subcontracting component?	
<input type="text"/>	Choose	No	

Notification detail

Category	Subcategory	Complaint quantity	
Choose	Choose	100	PCE
Malfunction start date	Malfunction end date		
<input type="text"/>	<input type="text"/>		
Discovery date	Required start date	Due date	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

1. Fulfill all mandatory fields to create a QN.
2. Add required customer and part, notification detail information.

Note:

- In case QN is created from PO, some fields will be auto populated.

Maintain QN Content

Header Data 2

1 Problem description

Reason

Choose

Attachment

Add links to existing files on the Web

File name Address

[+ Add another link](#)

1. Fulfill **Problem description** section. You can upload a file and add a web link there if needed.
2. Add **Return** information if needed.
3. Click **Review** to review entered data.
4. Once finished, click **Publish** to create a QN. Otherwise, continue to required tasks and activity log.

2 Return information

Return quantity Unit

Return authorization no.

Return date

Maintain QN Content

Header Data Description 1

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

Maintain QN Content

Header Data Description 2

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

Maintain QN Content

Header Data Description 3

Field	Description	Validation
Problem description/ Additional comment	Short description of notification content	Free text input
Reason code	General purpose of raising the deviation	Customer definable if needed
Attachments	Files to be attached to QN	Size limit
Files on the web	URL to be added to QN	Please check SAP help for allowed domains

Maintain QN Content

Add Required Tasks to QN Detail

From the QN screen:

1. If not in editing mode, click **Edit**.
2. Expand **Required tasks** section and click **+ Add task**.
3. Fulfill all mandatory fields.
4. You can add multiple tasks on the Portal using **+ Add task** button.
5. You can click the **bin** icon to delete the task.
6. Click **Review**, to review entered data.
7. Once completed, click **Publish** or continue editing.

Note:

- You can edit existing tasks in the editing mode.

The screenshot displays the 'Required tasks' section of a QN detail page. At the top, there are 'Cancel' and 'Edit' buttons, with a yellow circle '1' highlighting the 'Edit' button. Below this is a section titled 'Required tasks (0)' with a yellow circle '2' next to it. Underneath is the instruction 'Assign a task to team members to resolve the issue.' followed by a '+ Add task' button highlighted with a yellow circle '4'. The main task entry form is titled 'Task' and includes a 'bin' icon for deletion, highlighted with a yellow circle '5'. The form fields are: 'Task category *' (dropdown with 'Choose'), 'Task subcategory *' (dropdown with 'Choose'), and 'Title' (text input). Below these is a 'Description' text area. Further down are 'Start date' (calendar icon, placeholder 'mm/dd/yyyy'), 'Start time' (clock icon, '0:00:00'), 'Target date' (calendar icon, placeholder 'mm/dd/yyyy'), and 'Target time' (clock icon, '0:00:00'). At the bottom are 'Status *' (dropdown with 'Choose'), 'Processor type' (dropdown with 'Choose'), 'Processor ID' (text input), and 'Processor name' (dropdown). At the bottom of the form, there are three button groups: '+ Add task' (yellow circle '4'), 'Cancel' and 'Review' (yellow circle '6'), and 'Edit' and 'Publish' (yellow circle '7').

Maintain QN Content

Add Required Tasks to QN Detail Data Description

Field	Description	Mandatory	Validation
Title	Name of the task	Optional - TBD	Free text input
Task category	Task grouping	Yes	Drop down list managed by customer
Task subcategory	Task subgrouping	Yes	Drop down list managed by customer
Description	Optional description of the task	Optional - TBD	Free text input
Start date	Planned start date for processing this task.	Optional - TBD	Free date input
Start time	Planned start time (in military time) for processing this task.	Optional - TBD	Free time input
Target date	Date when the task should be completed.	Optional - TBD	Free date input
Target time	Time (specified in military time) when the task should be completed.	Optional - TBD	Free time input
Status	Task status. Possible values are New, In Process, and Complete.	Yes	Drop down list
Processor type	The type of processor. Possible values are Supplier, Customer, or Customer user.	No	Entity of Customer or Supplier
Processor ID	The ID of the person or organization responsible for this task. In the case of a supplier, can be the user ID or the SAP Business Network ID ("ANID").	No	Customer or Supplier ANID
Processor name	The name of the person or organization responsible for this task. In the case of a supplier, can be the user name or company name.	No	Customer or Supplier ANID name

Maintain QN Content

Add Activity Log to QN Detail

From the QN screen:

1. If not in editing mode, click **Edit**.
2. Expand **Activity log** section and click **+ Add activity**.
3. Fulfill all mandatory fields.
4. You can add multiple tasks on the Portal using **+ Add activity** button.
5. You can click the **bin** icon to delete the activity
6. Click **Review**, to review entered data
7. Once completed, click **Publish** or continue editing.

Note:

- You can edit existing activities in the editing mode.

The screenshot shows the 'Activity log (0)' section of a QN detail page. It includes a 'Keep track of activities to resolve the issue.' instruction and a '+ Add activity' button. Below is a form with fields for 'Activity category *', 'Activity subcategory *', 'Title', 'Description', 'Start date', 'Start time', 'End date', and 'End time'. At the bottom, there are two button sets: one with 'Cancel' and 'Review' (callout 6), and another with 'Cancel' and 'Publish' (callout 7). A '+ Add activity' button (callout 4) is also visible at the bottom left. A 'bin' icon (callout 5) is in the top right corner of the activity list area. At the top, 'Cancel' and 'Edit' buttons (callout 1) are shown. The 'Activity log (0)' header (callout 2) is also present.

Maintain QN Content

Add Activity Log to QN Detail Data Description

Field	Description	Mandatory	Validation
Title	Name of the activity.	Optional - TBD	Free text input
Activity category	Activity grouping.	Yes	Drop down list managed by customer
Activity subcategory	Activity subgrouping.	Yes	Drop down list managed by customer
Description	Optional description of the activity.	Optional - TBD	Free text input
Start date	Planned start date for this activity.	Optional - TBD	Free date input
Start time	Planned start time (in military time) for this activity.	Optional - TBD	Free time input
End date	Planned end date for this activity.	Optional - TBD	Free date input
End time	Planned end time (in military time) for this activity.	Optional - TBD	Free time input

Maintain QN Content

Add Descriptions to QN Detail

Suppliers can add multiple descriptions to the description fields in quality notifications. They can also view the description histories, which contain all the published descriptions.

1. Go to **Quality > Notification**
2. Select the quality notification you want to edit
3. Click on **Edit**
4. Navigate to the section you want to edit e.g. Required tasks. Click on **+Add a new description**.
5. A box for the new description displays. Enter the new description in the box.
6. You can click the **bin** icon to delete the new description box.
7. Click **Publish** to publish the new version of the quality notification document.

The screenshot shows the SAP Quality Notification interface. At the top, a navigation bar includes 'Home', 'Enablement', 'Workbench', 'Planning', 'Orders', 'Fulfillment', and 'Quality'. The 'Quality' menu is open, showing 'Notification'. Below this is a table of quality notifications. The first row is selected, with a blue link 'BP200000339' under the 'Supplier deviation no.' column. The table columns are: Supplier deviation no., Customer, Priority, Status, Supplier action, Outstanding task, Customer part no., Order no., Quality notification type, Customer location, and Ver. Below the table are 'Cancel' and 'Edit' buttons. The 'Edit' button is highlighted with a yellow box and a '3' in a circle. The 'Required tasks (1)' section is expanded, showing 'Task 1'. It has fields for 'Task category' (Choose), 'Task subcategory' (Choose), and 'Title' (Task1Desc). Below these is a 'Description' field containing the text: '20.10.2022 14:26:19 CEST (Processor name) Please analyse this case.' Below the description field is a '+ Add a new description' button, highlighted with a yellow box and a '4' in a circle. At the bottom of the 'Required tasks' section is a 'bin' icon, highlighted with a yellow box and a '6' in a circle. Below the 'Required tasks' section is a large empty text area, highlighted with a yellow box and a '5' in a circle. At the bottom of the page are 'Cancel' and 'Publish' buttons, with the 'Publish' button highlighted with a yellow box and a '7' in a circle.

Supplier deviation no.	Customer	Priority	Status	Supplier action	Outstanding task	Customer part no.	Order no.	Quality notification type	Customer location	Ver
BP200000339	BP SCC Buyer - TEST	Low	New	Responded	1	BP001		Comp. f.Cust .Ariiba	1710	2

Maintain QN Content

Add Defects to QN

From the QN screen:

1. If not in editing mode, click **Edit**.
2. Go to **Defects** subtab in the header of the screen.
3. To add a new defect, click the **plus** button.
4. Fulfill all mandatory fields.
5. You can add multiple defects on the Portal using the **plus** icon.
6. Click the **bin** icon to delete defects.
7. Once completed, click **Publish**. Otherwise, continue editing.

Note:

- You can edit existing defects in the editing mode.

The screenshot shows the 'Edit quality notification' interface. At the top, there are 'Cancel' and 'Edit' buttons, with a yellow circle '1' above the 'Edit' button. Below this is a header 'Edit quality notification'. The main form contains three fields: 'Customer *' with the value 'SCC Delivery Team - Global H19 Client 400 - TEST', 'Title *' with the value 'Start-Date time conversion checks', and 'Quality notification type *' with the value 'Q6 - Comp. f.Cust .Ariiba'. Below these fields are tabs for 'Details', 'Defects (0)', 'Partner info', and 'History'. A yellow circle '2' is above the 'Defects (0)' tab. Under the 'Defects (0)' tab, it says 'No defects'. There is a yellow circle '3' above a '+' button. Below that is a yellow circle '5' above a list of items with a '-' sign and a '+' button. At the bottom right, there is a yellow circle '6' above a trash bin icon. At the very bottom, there are 'Cancel' and 'Publish' buttons, with a yellow circle '7' above the 'Publish' button.

Maintain QN Content

Add Defects to QN Data Description

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

Maintain QN Content

Add Causes to QN Defects

From the QN/ Defects screen:

1. If not in editing mode, click **Edit**.
2. If there are multiple defects, select the one you want to edit.
3. Expand Causes section and click **Add cause**.
4. Fulfill all mandatory fields.
5. You can create multiple causes by clicking **Add cause** button.
6. If you wish to remove the draft, click the **bin** icon.
7. If you wish to submit, click **Publish**. Otherwise, continue editing.

The screenshot shows the 'Defects (3)' screen with tabs for 'Details', 'Defects (3)', 'Partner info', and 'History'. The 'Defects (3)' tab is active. Below the tabs, there are three numbered items (1, 2, 3) and a blue square button with a white plus sign. Below this, the text 'Causes (0)' is displayed. Underneath, there is a text input field with the placeholder 'Describe the cause of the defect.' and a blue button labeled '+ Add cause'.

Note:

- You can edit existing causes in the editing mode.

The screenshot shows the 'Cause' form. At the top right, there is a trash bin icon. The form has three fields: 'Cause category *' with a dropdown menu showing 'Choose', 'Cause subcategory *' with a dropdown menu showing 'Choose', and 'Title' with a text input field. Below these is a 'Description' text area. At the bottom left, there is a blue button labeled '+ Add cause'. At the bottom right, there are two buttons: 'Cancel' and 'Publish'.

Maintain QN Content

Add Causes to QN Defects Data Description

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

Maintain QN Content

Add Additional Impacted Batches to QN Defects

From the QN/ Defects screen:

1. If not in editing mode, click **Edit**.
2. If there are multiple defects, select the one you want to edit.
3. Expand Additional Impacted Batches section and click **Add line**.
4. Fulfill all mandatory fields.
5. You can create multiple lines by clicking **Add line** button.
6. If you wish to remove the draft, click the **bin** icon.
7. If you wish to submit, click **Publish**. Otherwise, continue editing.

The screenshot shows the 'Defects (3)' tab selected in a navigation bar. At the top right, there are 'Cancel' and 'Edit' buttons, with a yellow circle '1' above the 'Edit' button. Below the navigation bar, there are three numbered tabs: '1', '2', and '3', with a blue box containing a '+' sign next to them, and a yellow circle '2' above the '+' sign. Below this, the section is titled 'Additional Impacted Batches (0)'. A table header is visible with columns: 'Customer location', 'Customer part no.', 'Customer batch', and 'Supplier part no.'. Below the header, there is a note: 'Report the same issues for multiple batches or parts.' At the bottom of this section, there is a '+ Add line' button highlighted with a yellow box.

Note:

- You can edit existing batches in the editing mode.

The screenshot shows the 'Additional Impacted Batches (1)' section. The table has five columns: 'Customer location', 'Customer part no.', 'Customer batch', 'Supplier part no.', and 'Supplier batch'. The first row contains the following data: '1710 - Bucharova1' (with a dropdown arrow), 'BP001 - BuyerDescriptionBF' (with a dropdown arrow), an empty field, an empty field with a dropdown arrow, and an empty field. A yellow circle '4' is above the first dropdown arrow. A yellow circle '6' is above the 'bin' icon at the end of the row. Below the table, there is a '+ Add line' button highlighted with a yellow box and a yellow circle '5' above it. At the bottom right, there are 'Cancel' and 'Publish' buttons, with a yellow circle '7' above the 'Publish' button.

Maintain QN Content

Add Additional Impacted Batches to QN Defects Data Description

Field	Description	Mandatory	Validation
Supplier part no.	Supplier Part Number	No	Free text input checked against order details
Customer part no.	Customer Part Number	Yes	Automatically filled based on order details
Customer location	Plant number and description	Yes	Free text input checked against order details
Customer batch	Batch number provided by customer	Optional - TBD	Free text input checked against order details
Supplier batch	Batch number provided by supplier	Optional - TBD	Free text input checked against order details

Maintain QN Content

Add Required Tasks to QN Defects

From the QN/ Defects screen:

1. If not in editing mode, click **Edit**.
2. If there are multiple defects, select the one you want to edit.
3. Expand Required tasks section and click **Add task**.
4. Fulfill all mandatory fields.
5. You can create multiple lines by clicking **Add task** button.
6. If you wish to remove the draft, click the **bin** icon.
7. If you wish to submit, click **Publish**. Otherwise, continue editing.

Note:

- You can edit existing tasks in the editing mode.

The screenshot shows the 'Defects (3)' tab in the QN interface. At the top right, there are 'Cancel' and 'Edit' buttons, with a yellow circle '1' above the 'Edit' button. Below the tabs, there are three numbered items (1, 2, 3) and a '+' button in a box, with a yellow circle '2' above the '+' button. Below that is the 'Required tasks (0)' section, with a yellow circle '3' to its left. Underneath is the instruction 'Assign a task to team members to resolve the issue.' and a '+ Add task' button in a yellow box. Below this is a form for adding a task. The form has a 'Task' header and a 'bin' icon on the right, with a yellow circle '6' above the icon. The form fields are: 'Task category *' (dropdown), 'Task subcategory *' (dropdown), and 'Title' (text input). Below these is a 'Description' text area. Further down are 'Start date' (calendar icon), 'Start time' (clock icon), 'Target date' (calendar icon), and 'Target time' (clock icon). At the bottom are 'Status *' (dropdown), 'Processor type' (dropdown), 'Processor ID' (dropdown), and 'Processor name' (dropdown). At the bottom left is a '+ Add task' button with a yellow circle '5' above it. At the bottom right are 'Cancel' and 'Publish' buttons, with a yellow circle '7' above the 'Publish' button.

Maintain QN Content

Add Required Tasks to QN Defects Data Description

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

Maintain QN Content

Add Activity Log to QN Defects

From the QN/ Defects screen:

1. If not in editing mode, click **Edit**.
2. If there are multiple defects, select the one you want to edit.
3. Expand Activity log section and click **Add activity**.
4. Fulfill all mandatory fields.
5. You can create multiple lines by clicking **Add activity** button.
6. If you wish to remove the draft, click **bin** icon.
7. If you wish to submit, click **Publish**. Otherwise, continue editing.

Note:

- You can edit existing activities in the editing mode.

The screenshot shows the 'Defects (3)' screen with tabs for 'Details', 'Defects (3)', 'Partner info', and 'History'. The 'Defects (3)' tab is active. At the top right, there are 'Cancel' and 'Edit' buttons, with a callout '1' pointing to the 'Edit' button. Below the tabs, there are three numbered items (1, 2, 3) and a '+' button, with a callout '2' pointing to the '+' button. Below this is the 'Activity log (0)' section, with a callout '3' pointing to the section title. Underneath is the text 'Keep track of activities to resolve the issue.' and a '+ Add activity' button, with a callout '4' pointing to the button. Below this is the 'Activity' form with a callout '4' pointing to the 'Activity category *' dropdown. The form includes fields for 'Activity category *', 'Activity subcategory *', 'Title', 'Description', 'Start date', 'Start time', 'End date', and 'End time'. At the bottom right, there are 'Cancel' and 'Publish' buttons, with a callout '7' pointing to the 'Publish' button. At the bottom left, there is another '+ Add activity' button, with a callout '5' pointing to it. At the top right of the form area, there is a 'bin' icon, with a callout '6' pointing to it.

Maintain QN Content

Add Activity Log to QN Defects Data Description

Field	Description	Mandatory	Validation
Title	Name of the activity.	Optional - TBD	Free text input
Activity category	Activity grouping.	Yes	Drop down list managed by customer
Activity subcategory	Activity subgrouping.	Yes	Drop down list managed by customer
Description	Optional description of the activity.	Optional - TBD	Free text input
Start date	Planned start date for this activity.	Optional - TBD	Free date input
Start time	Planned start time (in military time) for this activity.	Optional - TBD	Free time input
End date	Planned end date for this activity.	Optional - TBD	Free date input
End time	Planned end time (in military time) for this activity.	Optional - TBD	Free time input


Maintain QN Content

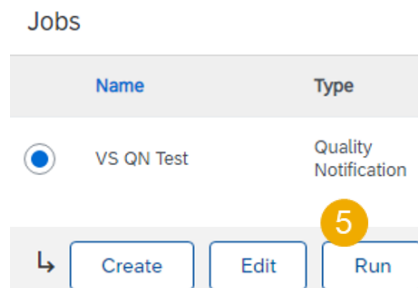
Quality Notification Mass Update 1

SAP Business Network provides mass download upload capability for quality notifications, which allows suppliers:

- To download quality notifications from upload/download tab.
- To update quality notification **header, task, activity, and defects sections.**

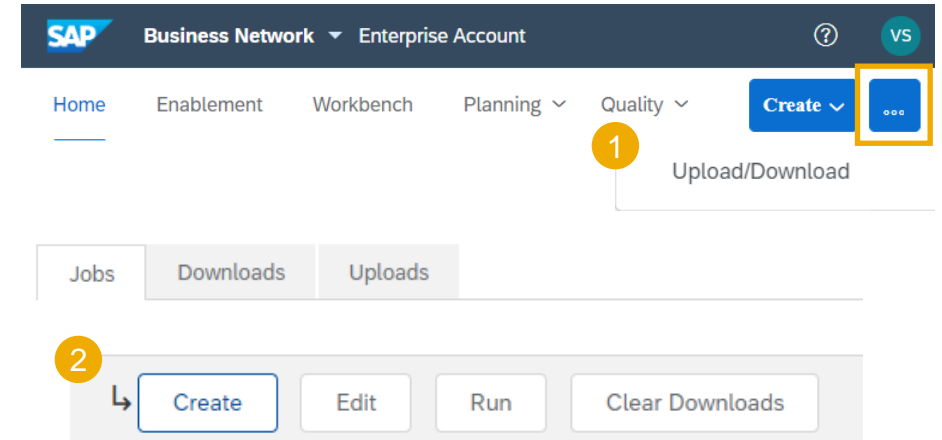
From the Homepage:

1. Click on  button, select **Upload/ Download**.
2. From the **Jobs** sub-tab, click **Create** button.
3. Fulfill all mandatory fields and set a type as **Quality Notification**.
4. To save report template click **Save**.
5. The report will appear in the Jobs list. Select it and click **Run**.



Name	Type
VS QN Test	Quality Notification

Create Edit Run



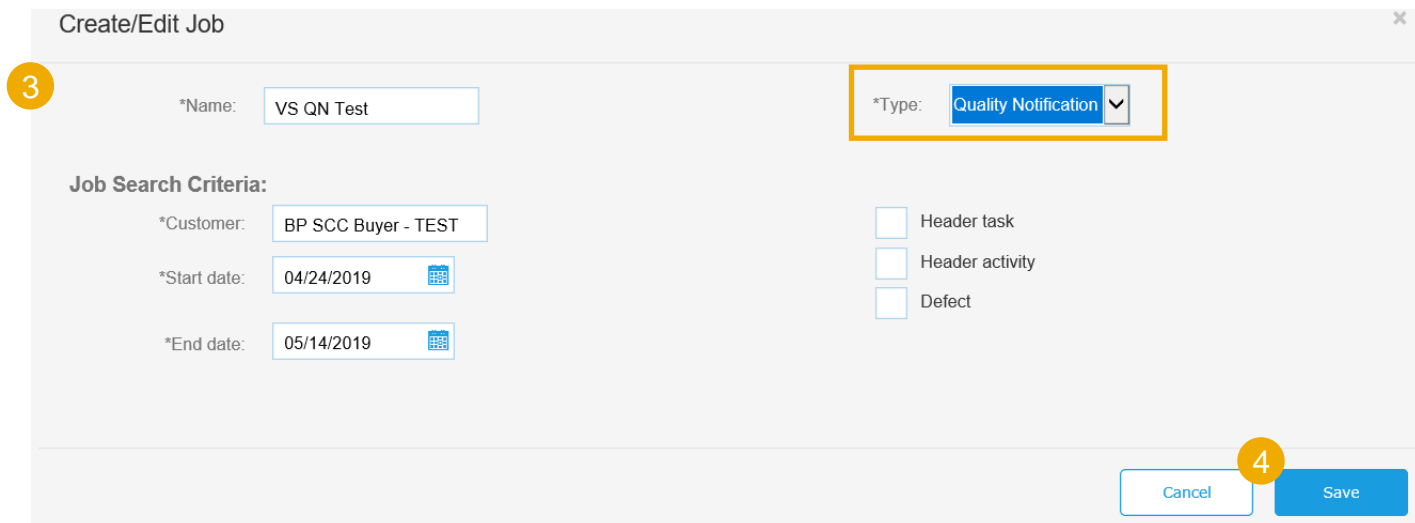
Business Network Enterprise Account

Home Enablement Workbench Planning Quality Create

Upload/Download

Jobs Downloads Uploads

Create Edit Run Clear Downloads



Create/Edit Job

*Name: VS QN Test *Type: Quality Notification

Job Search Criteria:

*Customer: BP SCC Buyer - TEST

*Start date: 04/24/2019

*End date: 05/14/2019

Header task

Header activity

Defect


Cancel Save


Maintain QN Content

Quality Notification Mass Update 2

6. The report will appear in the **Downloads** sub-tab.
7. Use the **Refresh Status** button to update the report status to **Completed**.
8. To download a report, click on the icon on the right hand of the screen.

The screenshot shows a web interface with three tabs: Jobs, Downloads, and Uploads. The Downloads tab is active and highlighted with a yellow circle containing the number 6. Below the tabs is a table with the following columns: Job Name, Type, Status, and File. The table contains one row with the following data: Job Name: Jen test, Type: Quality Notification, Status: Completed, and File: a download icon. A yellow circle containing the number 8 is positioned over the download icon. Below the table is a button labeled 'Refresh Status' with a yellow circle containing the number 7 and a right-pointing arrow next to it.

Job Name	Type	Status	File
Jen test	Quality Notification	Completed	

7  Refresh Status

Maintain QN Content

Quality Notification Mass Update 3

- Open the Excel file containing quality notifications.
- Click any of the following tabs:
 - Header
 - Header Tasks
 - Header Activities
 - Defects
 - Defect Tasks
 - Defect Activities
 - Defect Causes
 - Defect Additional Batches
- For existing rows, edit any columns that are shaded blue. Validation messages will be updated in log file for incorrect entries. Note Don't edit any columns shaded white. Those values can't be updated.
- For Action columns, specify one of the following values:
 - A = Add
 - U = Update
 - D = Delete
- When you are finished editing, save the file.

SAP Ariba Quality Notification Report									
Supplier deviation no.	Status	Supplier part no.	Customer part no.	Customer location	Quality notification type	Revision level	Priority	Category	Sub c
QN-Test8	New	SUP000301 - ITEM 1 WORLD CUP	BUY0000301 - ITEM 1 WORLD CUP	99999377 - PLANT STADIUM	Q6		High		
QN-Test10	New	SUP000301 - ITEM 1 WORLD CUP	BUY0000301 - ITEM 1 WORLD CUP	99999377 - PLANT STADIUM	Q6		High		
QN-Test5	New	SUP000301 - ITEM 1 WORLD CUP	BUY0000301 - ITEM 1 WORLD CUP	99999377 - PLANT STADIUM	Q6		High		
QN-Test9	New	SUP000301 - ITEM 1 WORLD CUP	BUY0000301 - ITEM 1 WORLD CUP	99999377 - PLANT STADIUM	Q6		High		
QN-Test2	New	SUP000301 - ITEM 1 WORLD CUP	BUY0000301 - ITEM 1 WORLD CUP	99999377 - PLANT STADIUM	Q6		High		
QN-Test43	New	SUP000301 - ITEM 1 WORLD CUP	BUY0000301 - ITEM 1 WORLD CUP	99999377 - PLANT STADIUM	Q6		High		
QN-Test32	New	SUP000301 - ITEM 1 WORLD CUP	BUY0000301 - ITEM 1 WORLD CUP	99999377 - PLANT STADIUM	Q6		High		
QN-Test41	New	SUP000301 - ITEM 1 WORLD CUP	BUY0000301 - ITEM 1 WORLD CUP	99999377 - PLANT STADIUM	Q6		High		

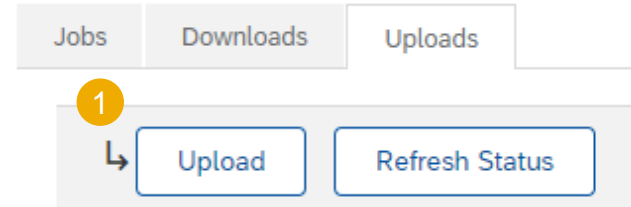
Note: Please make sure to use the latest version of the template available through the Portal.

Maintain Quality Notification

Quality Notification Mass Update 4

From the **Uploads** sub-tab:

1. Click **Upload** button. A new window will pop up.
2. Fulfill all mandatory fields and set type as **Quality Notification**.
3. Click **Choose file** and select the file.
4. Click **Upload**.



A screenshot of the 'Upload File' dialog box. The dialog has a title bar with 'Upload File' and a close button. It contains several fields and buttons:

- A yellow circle with the number '2' is next to the '* Name:' field, which contains the text 'VS QN Test'.
- The '* Type:' dropdown menu is highlighted with a yellow border and contains the text 'Quality Notification'.
- The '* Customer:' field contains the text 'BP SCC Buyer - TEST'.
- A yellow circle with the number '3' is next to the 'File:' label, which is followed by a blue button with a plus sign and the text '+ Choose file'.
- At the bottom right, a yellow circle with the number '4' is above the 'Upload' button, which is next to a 'Cancel' button.

Maintain Quality Notification

Quality Notification Mass Update 5

- The status column displays whether upload was successful or not:
 - If upload is successful, the status will turn into **Completed**. Quality notifications will be updated accordingly.
 - If the status changes to **Failed**, you need to download the audit log to view the errors.
- You can always download uploaded file by clicking the blue arrow in the File column. Correct the errors. Reupload the corrected file by following the previous steps.

Jobs Downloads Uploads

► Search Filters

Uploads

Name	Type	Last Uploaded	Last Uploaded By	5 Status	6 File	Log
VS QN Test	Quality Notification	11 Oct 2022 3:18:26 AM		Completed	↓	↓
ZFOR_UPL_4-220331	Forecast	31 Mar 2022 2:15:37 AM		Failed	↓	↓

Complete and Publish QN

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

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

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

Note:

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

The screenshot shows the 'Edit quality notification' interface. At the top, the title 'Edit quality notification' is displayed. Below it, a form contains several fields: 'Customer *' (SCC Delivery Team - Global H19 Client 400 - TEST), 'Title *' (Start-Date time conversion checks), 'Quality notification type *' (Q6 - Comp. f.Cust .Ariiba), 'Supplier deviation no. *' (200000100), 'Priority *' (Medium), and 'Status' (New). A dropdown menu is open for the 'Status' field, showing options: 'New', 'In-Process', and 'Completed'. A yellow circle with the number '1' is placed over the 'Completed' option. Below the form, there are tabs for 'Details', 'Defects (0)', 'Partner info', and 'History'. At the bottom left, the text 'Customer and part' is visible.

Search and Review Published Quality Notification

Search Filters

From the Homepage:

1. Click on **Quality > Notification**.
2. Expand **Search Filters**.
3. Fill in the search criteria. You can use the **Partial match** or **Exact match** sub filters to search for a partial or an exact match on the Supplier deviation no. and Customer deviation no.
4. When the **Exact match** sub filter is selected for the Supplier deviation no. or the Customer deviation no. filter, only that filter and the Customer filter will display.
5. Click **Search**. Matching results will appear.

The screenshot shows the SAP Business Network interface for Quality notifications. The top navigation bar includes 'SAP Business Network' and 'Enterprise Account'. Below it, a menu bar contains 'Home', 'Enablement', 'Workbench', 'Planning', and 'Quality'. A callout box labeled '1' points to the 'Quality' menu item, which has a sub-menu 'Notification'.

The main content area is titled 'Quality notifications' and contains a 'Search filters' section. This section is divided into two states:

- State 1 (Callout 2):** The 'Search filters' section is expanded, showing a grid of filters: Customer (BP SCC Buyer - TEST), Customer location, Purchase order no., Ship notice no., Customer part no., Customer batch, Supplier part no., Supplier batch, Supplier deviation no., Customer deviation no., Quality notification type (Choose), and Supplier action (All). There are radio buttons for 'Partial match' and 'Exact match' for both Supplier and Customer deviation no. filters. The 'Status' is set to 'All' and 'Creation date' is 'Last 24 hours'. A 'View all quality notifications' link is at the bottom left. 'Search' and 'Reset' buttons are at the bottom right.
- State 2 (Callout 4):** The 'Exact match' radio button for the 'Supplier deviation no.' filter is selected. This causes the 'Customer deviation no.', 'Quality notification type', and 'Supplier action' filters to disappear, leaving only the 'Customer' and 'Supplier deviation no.' filters. The 'Exact match' radio button is now selected. The 'View all quality notifications' link and 'Search'/'Reset' buttons remain.

Callout 3 points to the 'Supplier deviation no.' filter in State 1. Callout 5 points to the 'Search' button in State 2.

Search and Review Published Quality Notification

Review QN

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

Supplier deviation no.	Customer	Priority	Status	Supplier action	Outstanding task	Customer part no.	Order no.	Quality notification type	Customer location	Ver
200000109	SCC Delivery Team - Global H19 Client 400 - TEST	Medium	New	Responded	1	BP001		Comp. f.Cust .Ariiba	1710	2
200000131	SCC Delivery Team - Global H19 Client 400 - TEST	Low	New	Pending	0	BP001		Comp. f.Cust .Ariiba	1710	1
200000108	SCC Delivery Team - Global H19 Client 400 - TEST	Medium	New	Pending	1	BP001		Comp. f.Cust .Ariiba	1710	1

Limitations

The following limitations may apply to quality notifications:

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

Appendix

Block Ship Notice Creation when an open Quality Notification for Material without a Purchase Order Reference exists

Buyers can prevent their suppliers from creating ship notices for purchase orders containing a material (Customer part no.) that the buyers previously complained about in a quality notification which did not reference a specific purchase order. Suppliers then cannot send ship notices that contain this faulty material, except for purchase orders that have accepted quality inspections.

When buyers set **Allow suppliers to send a ship notice for a material in an open quality notification with no purchase order reference, only after the quality notification is closed or the buyer has accepted the quality inspection for the purchase order**, their suppliers cannot create a ship notice for a purchase order with a faulty material that is referenced in a quality notification.

This blocking is done in the following places:

- Purchase order list page
- Purchase order details page
- **Items to Ship** tab
- ... > **Ship Notice** in the **CSV Upload** section
- ... > **Upload/Download** in the **Excel Files** section

Blocked purchase orders become unblocked for shipment if one of the following occurs:

- The buyer accepts a quality inspection for the specific purchase order.
- The buyer closes the quality notification that caused the ship notice blocking. All corresponding purchase orders are unblocked. However, if the buyer also set **Allow suppliers to send ship notices only after receiving acceptance of inspection results**, until the buyer accepts the inspection results, affected suppliers cannot send ship notices for goods that require that inspection.

Status Description

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

Routing Status of QN

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

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

Thank you.

Contact information:

