SAP Business Network for SCC

Supplier Initiated Quality Notification
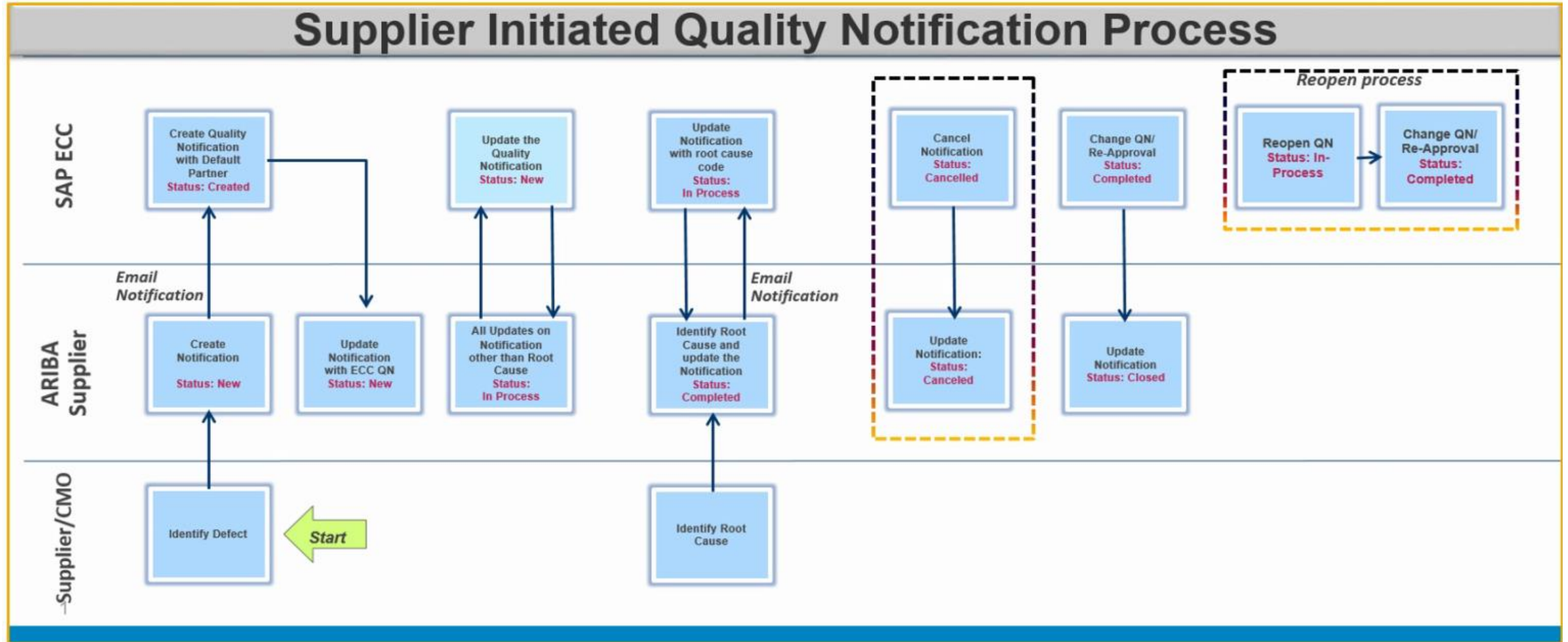Supplier Training Guide

Agenda

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 drown 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.
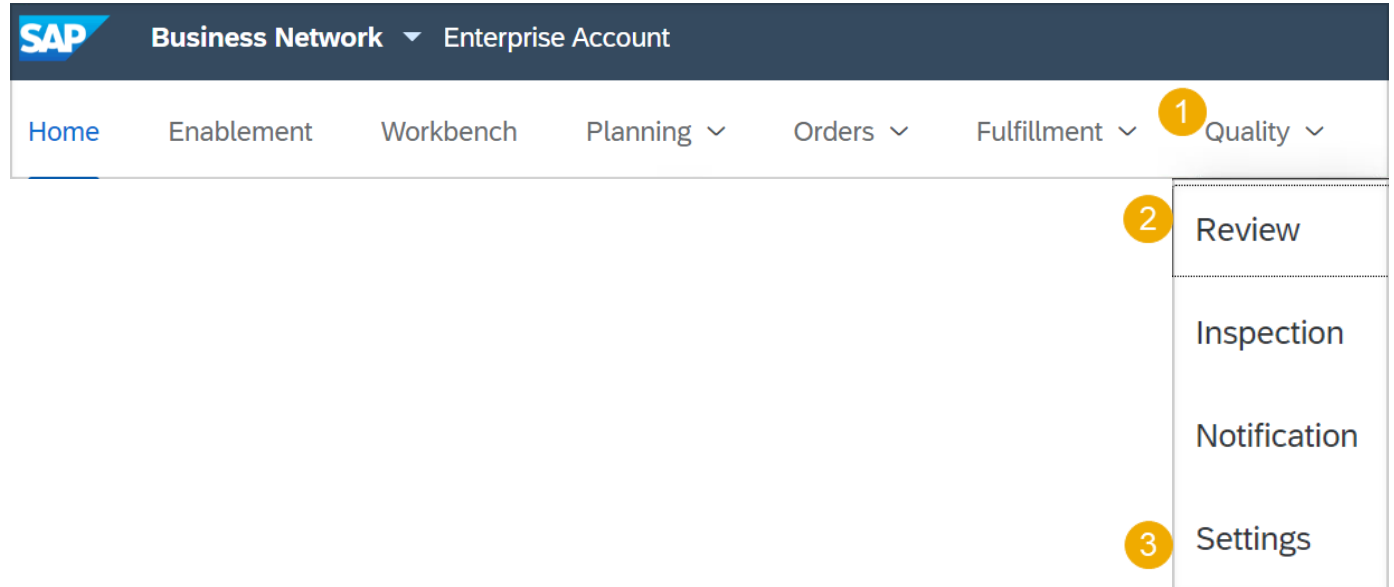
Quality Tab
Edit Quality Email Notifications

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.

1

Quality settings   Edit

2 ⦿ Same rule for all customers

○ Separate rules for each customer
+ Add customer

3 ☐ **Quality notifications**

4   Cancel   Submit

Types
☐ Complaint from supplier
☐ Complaint from customer

Events
☐ A notification has been created.
☐ A notification has been updated.
☐ A notification has been completed.
☐ A notification has been closed.

Quality Notification Portal Interaction

| Create a QN | Maintain QN content | Complete and publish QN | Search and review published QN |

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.**

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**.

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.

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		Choose ⌄		Choose ⌄

2 Customer and part

Customer location *
1710 - Storage Location 171A - Address Nam

Customer routing identifier
S4HCLNT400

Customer part no. *	Customer batch	Supplier part no.	Supplier batch
SP001 - Bearing			

Purchase order no.	Purchase order line item no. *	Ship notice no.	Ship notice line item no.
4500001385	10		

Serial no.	Revision level	Subcontracting component?
	Choose ⌄	No ⌄

Notification detail

Category	Subcategory	Complaint quantity	
Choose ⌄	Choose ⌄	100	PCE

Malfunction start date	Malfunction end date
mm/dd/yyyy 📅	mm/dd/yyyy 📅

Discovery date	Required start date	Due date
mm/dd/yyyy 📅	mm/dd/yyyy 📅	mm/dd/yyyy 📅

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. 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.

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.

(1)

Cancel | Edit

(2) Required tasks (0)

Assign a task to team members to resolve the issue.

+ Add task

(5)

Task **(3)**

Task category *	Task subcategory *	Title
Choose	Choose	

Description

| | |

Start date	Start time	Target date	Target time
mm/dd/yyyy	0:00:00	mm/dd/yyyy	0:00:00

Status *	Processor type	Processor ID	Processor name
Choose	Choose		

(4) + Add task

(6) Cancel | Review

(7) Edit | Publish

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.

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.

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.

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.

Note:

- You can edit existing causes in the editing mode.

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.

Note:

- You can edit existing batches in the editing mode.

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.

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.

Maintain QN Content
Add Activity Log to QN Defects Data Description

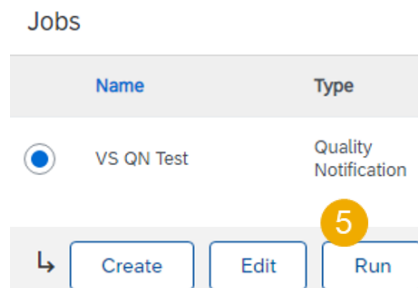| Field	Description	Mandatory	Validation
Title	Name of the activity.	Optional - TBD	Free text input
Activity category	Activity grouping.	Yes	Drop down list managed by customer
Activity subcategory	Activity subgrouping.	Yes	Drop down list managed by customer
Description	Optional description of the activity.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

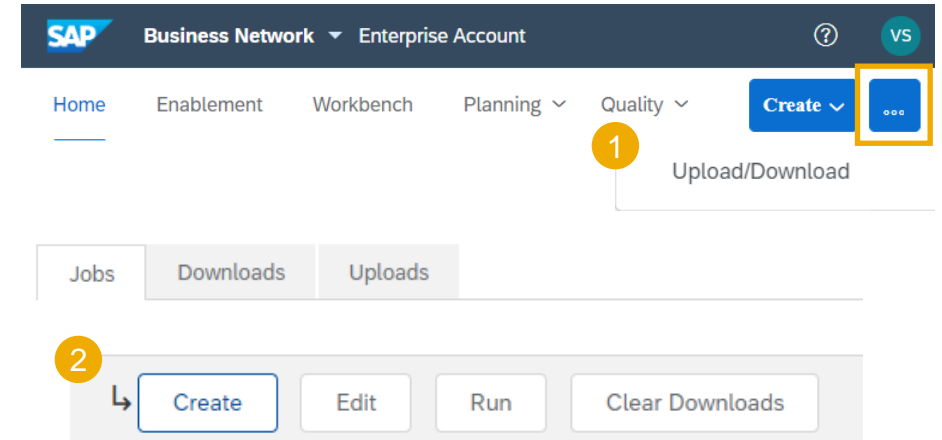- To update quality notification **header, task, activity, and defects sections.**

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**.
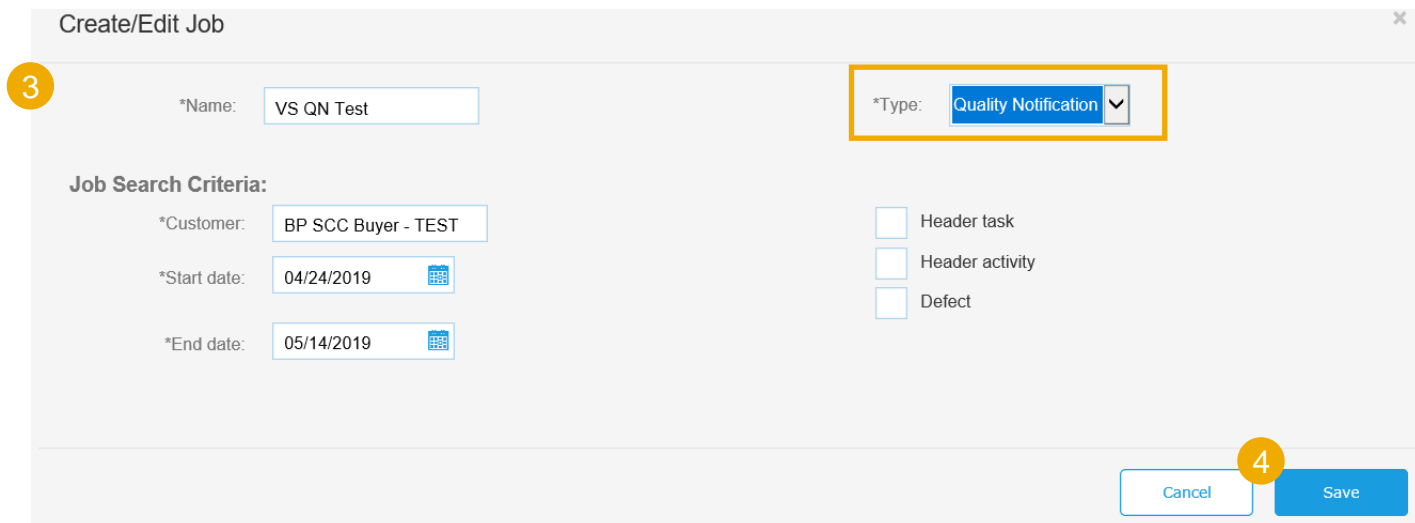
Maintain QN Content
Quality Notification Mass Update 2

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.

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

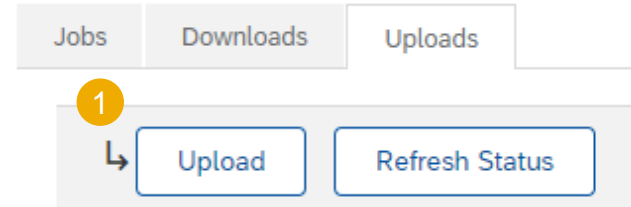| Supplier deviation no.	Status	Supplier part no.	Customer part no.	Customer location	Quality notification type	Revision level	Priority	Category	Sub c
QN-Test8	New	SUP000301 - ITEM 1 WORLD CUP	BUY0000301 - ITEM 1 WORLD CUP	99999377 - PLANT STADIUM	Q6		High		
QN-Test10	New	SUP000301 - ITEM 1 WORLD CUP	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**.

Maintain Quality Notification
Quality Notification Mass Update 5

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.
6. 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.

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**.

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.

Search and Review Published Quality Notification
Review QN

6. You can open and review QN by clicking on the **Supplier deviation number**.

7. You can configure your QN table view by clicking the **configure** icon.

8. 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: