



SAP Ariba 

# Feature at a Glance

## Error notifications for suppliers

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# Feature at a Glance

## Introducing: Error notifications for suppliers

Ease of implementation  Low touch / simple  
Geographic relevance  Global

### Customer challenge

Currently, only buyers have the ability to opt-in for document failure notifications. Suppliers are not informed about document failures and have no visibility into this.

However, in case the failure is for a supplier-initiated document the supplier needs to be informed so he/she can take corrective action and resend the document.

### Meet that challenge with SAP Ariba

The feature allows suppliers to be notified of any errors encountered in the Ariba Network when documents are processed.

### Experience key benefits

Suppliers can provide better service to customers by taking corrective actions and resolving the issues after being notified.

### Solution area

SAP Ariba Supply Chain Collaboration

### Implementation information

This feature is automatically on for all customers with the applicable solutions but requires **customer configuration**.

### Prerequisites and Limitations

This Ariba Network feature is applicable to all supplier users with a relationship with one or more SAP Ariba Supply Chain Collaboration buyers.

Alternate Document Routing is enabled and configured. Ask your Designated Support Contact to log a service request

## Feature at a Glance

### Introducing: **Error notifications for suppliers**

Feature allows suppliers to subscribe to email notifications for when their documents routed through the Supply Chain Collaboration solution are delayed or failing.

Suppliers have the option to make following selections:

- ✓ Receive an immediate notification upon failure
- ✓ Receive a digest with the frequency of 1, 3, 6, 12, or 24 hours
- ✓ Receive notifications about transient failures that are retried automatically

for the following document types:

- ✓ Advance Ship notice
- ✓ Component Consumption
- ✓ Component Receipt
- ✓ Order Confirmation
- ✓ Invoice
- ✓ Product Replenishment
- ✓ Quality Collaboration Document

The 'Error notification for suppliers' feature applies to documents sent by the supplier.

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## Introducing: Error notifications for suppliers

The selections are made in the new section

**Error Email Notification** → **General Notification Options** under the **Company Settings** → **Notifications** → **Network settings** page

The screenshot shows the Ariba Network interface. At the top, there's a navigation bar with 'Ariba Network' on the left and 'Company Settings', 'Help', 'Messages', and 'Logout' on the right. Below the navigation bar, the 'Account Settings' section is visible, with tabs for 'Customer Relationships', 'Users', 'Notifications', 'Account Hierarchy', and 'Application Subscriptions'. The 'Notifications' tab is active, and within it, the 'Network' sub-tab is selected. The 'Error Email Notification' section is highlighted with a blue border. It contains a 'General Notification Options' section with two checked checkboxes: 'Send immediate notification upon failure.' and 'Send notification digest this often, in hours: 1'. There is also a text input field for email addresses containing 'son.singh@sap.com'. Below this, the 'Electronic Order Routing' section is visible, showing a table with columns for 'Type', 'Send notifications when...', and 'To email addresses (one required)'. The table has three rows: 'Order', 'Purchase Order Inquiry', and 'Time Sheet'. The 'Order' row has two checked checkboxes and an email address 'orville.pinto@sap.com'. The 'Purchase Order Inquiry' row has two unchecked checkboxes and an email address 'junk@aribalq.com'. The 'Time Sheet' row has one unchecked checkbox and an email address 'junk@aribalq.com'.

**Account Settings** Save Close

Customer Relationships Users **Notifications** Account Hierarchy Application Subscriptions

General **Network** Discovery Messaging

Enter up to three comma-separated email addresses per field. Ensure that you have any required user consents before adding email addresses for sending notifications.  
The Preferred Language configured by the account administrator controls the language used in these notifications.

**Error Email Notification**

Send immediate notification upon failure.

General Notification Options  Send notification digest this often, in hours: 1

**Electronic Order Routing**

Type	Send notifications when...	To email addresses (one required)
Order	<input checked="" type="checkbox"/> Send a notification when orders are undeliverable. <input type="checkbox"/> Send a notification when a new collaboration request against an existing order is received.	<input type="text" value="orville.pinto@sap.com"/>
Purchase Order Inquiry	<input type="checkbox"/> Send a notification when purchase order inquiries are received. <input type="checkbox"/> Send a notification when purchase order inquiries are undeliverable.	<input type="text" value="junk@aribalq.com"/>
Time Sheet	<input type="checkbox"/> Send a notification when time sheets are undeliverable.	<input type="text" value="junk@aribalq.com"/>

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## Introducing: Error notifications for suppliers

In the event that a document fails at any stage during document processing in Ariba Network, an email notification will be sent to the supplier with details about the document type, document ID and the cause of the error.



admin@ariba.com <ordersender-dev26@ansmtp.lab1.ariba.com>

Singh, Sonal

Wednesday, August 22, 2018 at 9:44 PM

[Show Details](#)

Here is a list of errors, relating to recent transactions, that occurred up to this time: 22 Aug 2018 9:44 PM PDT

Buyer: opb

Error Code	Document Type Document Number Payload ID	Timestamp	Status	Reason
ANL-0004000	ShipNoticeDocument <a href="#">6000</a> 6000	22 Aug 2018 9:43 PM PDT	Failed on Arrival	<i>The document failed upon arrival to Ariba Network.</i>  Error:Supplier not configured for this type of cXML transaction Please contact support with the Error Reference Number: ANERR-300000000000000000004853215 for more details

If you have any questions regarding this error notification, please contact Ariba Support.

Please do not reply to this email. Replies to this email will not be read.

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