



Feature at a Glance Error notifications for suppliers

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CONFIDENTIAL



Introducing: Error notifications for suppliers

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

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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:

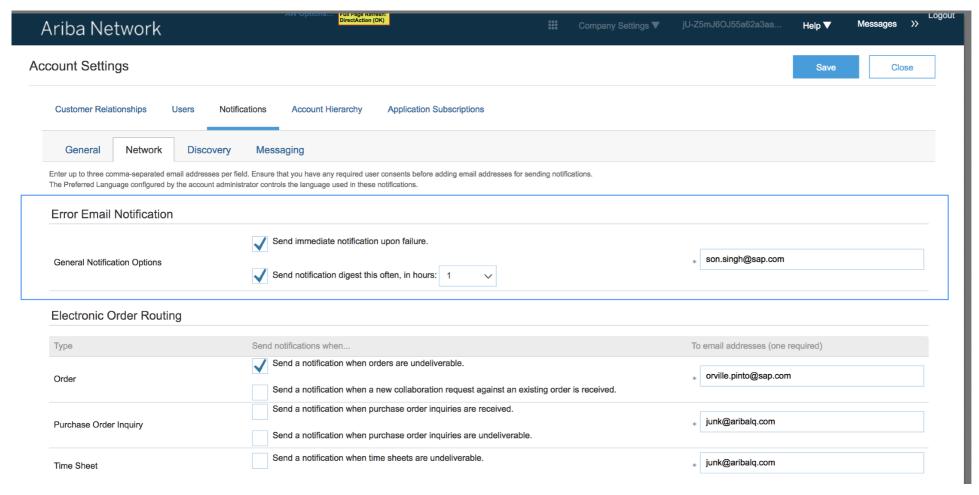
- Advance Ship notice
- ✓ Component Consumption
- ✓ Component Receipt
- Order Confirmation
- Invoice
- ✓ Product Replenishment
- Quality Collaboration Document

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

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The selections are made in the new section

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



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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.



O 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 6000 6000	22 Aug 2018 9:43 PM PDT	Failed on Arrival	The document failed upon arrival to Ariba Network. Error:Supplier not configured for this type of cXML transaction Please contact support with the Error Reference Number: ANERR-3000000000000000004853215 for more details

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

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