



SAP Ariba 

Feature at a Glance

Quality review update using email response

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Target GA: May, 2019

EXTERNAL

Feature at a Glance

Ease of implementation  Low touch / simple
Geographic relevance  Global

Introducing: Quality review update using email response

Customer challenge

As of today, buyer and supplier users need to update the quality review comments by logging into the account. There is no capability to quickly respond via email and update the comments.

Meet that challenge with **SAP Ariba**

This feature provides a simple way for buyers and suppliers to respond to a quality review through email.

Experience key benefits

The feature will help drive efficiency in processing the quality review responses for the buyers and suppliers.

Solution area

SAP Ariba Supply Chain Collaboration with Quality Collaboration Add On

Implementation information

This feature is automatically on for all customers with the applicable solutions and is ready for immediate use.

Prerequisites and Limitations

- Buyers and suppliers must enable quality collaboration notifications to receive the email notifications
- The Quality review History tab does not indicate if a user comment was posted through email or the user interface

Feature at a Glance

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Feature highlights:

- This feature provides a simple way for buyers and suppliers to respond to a quality review through email.
- Buyers and suppliers can open a quality review notification in their email application and then respond to the email within 30 days of receiving it.
- Their responses automatically update the quality review History tab.
- Users can also attach files to the email response, and Ariba Network automatically attaches the files to the quality review.
- The History tab of a quality review maintains an audit log of all comments posted, including comments posted through email responses.

Feature at a Glance

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User Settings:

- To receive quality collaboration email notifications, buyers and suppliers must enable quality collaboration notifications on the Quality tab
If you are a Buyer or supplier, choose one of the following options:
- Same rule for all customers / Suppliers —Applies these quality settings to all of your customers for suppliers or Suppliers for buyers.
- Separate rules for each customer / Supplier—Applies separate quality settings to each customer or supplier. If you choose this option, click Add customer to specify a customer to define settings for.

Email notifications

Recipient: sourabh.kothari@sap.com

Choose rule

Same rule for all customers

Separate rules for each customer
+ Add customer

Quality inspections

Quality notifications

Types

Complaint from supplier

Complaint from customer

Quality reviews

Types

Batch record

Change request

Customer complaint

General

Events

Inspection request has been submitted.

Usage Decision request has been submitted.

Inspection request has been cancelled.

Events

A notification has been created.

A notification has been updated.

A notification has been completed.

A notification has been closed.

Events

A review has been created.

A new comment has been posted.

A document has been uploaded.

Status or due has been changed.