



SAP Ariba 

SAP SCC Baker Hughes Initiated Quality Notification Supplier Training Guide

January 2021

Public



THE BEST RUN 

Message to our buyer customers

Will be removed before
sharing with suppliers

The purpose of the deck is to provide a detailed guideline on how the SCC Baker Hughes Initiated Quality Notification module functions and how suppliers can use it. Please note the content and screenshots are **standardized** and updated as per latest solution release.

Prior to sharing this deck with your suppliers, selected content and screenshots **should be customized** as per buyer project specifics and scope.

Customers are free to use **whatever template they want** as well as to adjust SAP Ariba terminology to their corporate standards.

SAP logo must be removed from the customized version of a training material.

It is intentional that customers can edit, enhance and add to our standard content. Once customers edit a standard SAP content piece it is on their instance and they own it. SAP continues to own the standard, which resides on our central SEN instance. Any additional content customers create is on the customer instance and owned by the customer.

Please only share as **PDF** with suppliers.

- **See the note sections as indicated on some of the slides.**
- You can hide/ remove slides that are out of scope for your suppliers.
- You can add slides according to your requirements (specific process instruction).
- You can add slides for features that were enabled in limited availability specifically for your account.
- Please add your organization's name instead of Baker Hughes. Review confidentiality level.

Agenda

Quality Notification

- Introduction
- Quality notification workflow
- Parts of a quality notification
- Different modes of integration/ automation

SCC Baker Hughes Initiated Quality Notification Portal User Interaction

- Overall considerations
- Quality Tab
- Quality Notification Portal User Interaction
 - Search and View a Quality Notification
 - Maintain Quality Notification
 - Complete and Publish a Quality Notification
 - Search and Review Published Quality Notification
- Limitations

Support

Appendix

Quality Notification

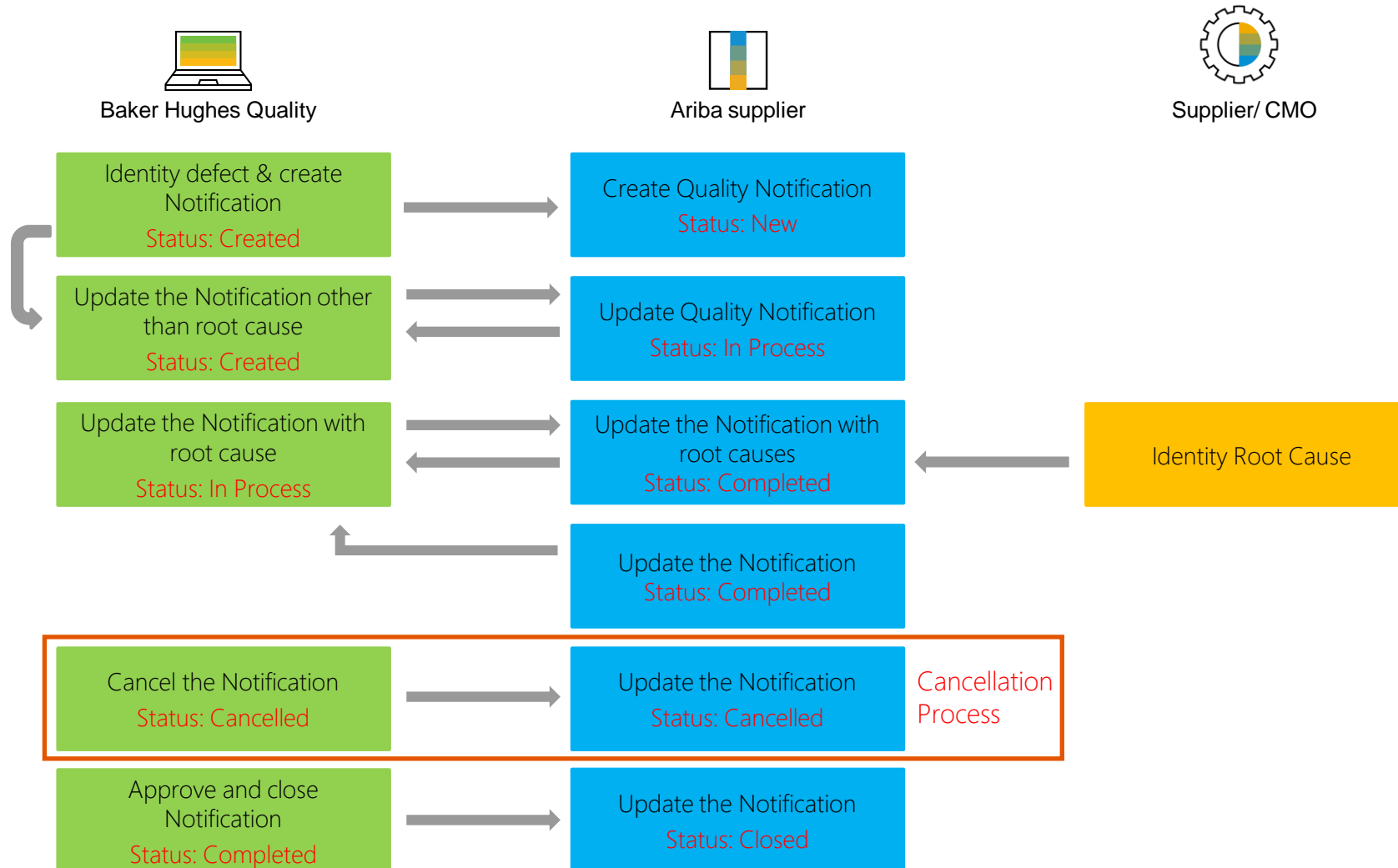
In this Chapter You Will Learn About ...

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

Introduction

- Baker Hughes Quality 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 and quality representative about defects observed in products or sub-contracting components
- A quality notification can be initiated by either the supplier or Baker Hughes Quality:
 - Baker Hughes quality representative notifies the supplier about problems with the finished product
 - Supplier notifies the Baker Hughes quality representative about problems with sub-contracting components that the customer has sent to the supplier
 - Supplier or contract manufacturer notifies the Baker Hughes quality representative about problems during production

Baker Hughes Initiated Quality Notification Process Workflow



Parts of a Quality Notification

Tab	Description
Details	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
Communication	Contains communication sent with the quality notification, including reason codes, comments, and attachments
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.

Baker Hughes Initiated QN Portal User Interaction

In this Chapter You Will Learn About ...

- ... how to configure quality email notifications
- ... how to search and identify quality notification
- ... how to read quality notification screens
- ... how to edit quality notification content
- ... how to publish quality notification

Quality Notification Overall Considerations

Baker Hughes will continue to generate and send Shop Papers (Receipt of Non-Confirming Parts) to suppliers outside of the Ariba Network. The Shop Papers/Print Notifications tied to a receipt of a non-confirming part:

- Z001: Supplier Quality Notification
- Z002: Supplier Corrective Action
- Z003: Supplier Quality Notification
- Q7: Complaint from Vendor

Allowed actions available in QN Portal User Navigation:

- Click **Review** to review a QN.
- Click **Publish** to publish a QN.
- Click **Edit** to edit a published QN.
- Click **Back** to go back to the previous page and make any change.
- Click **Cancel** to cancel the editing and make any change.

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

- Adding tasks, activities
- Adding attachments

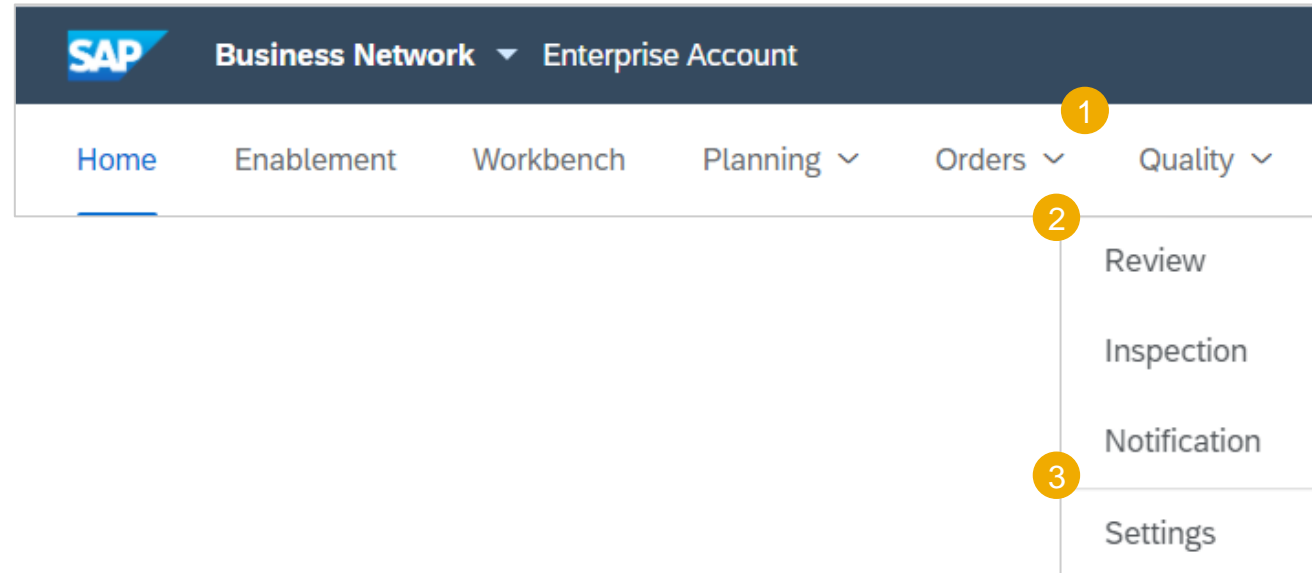
Quality Catalog Codes:

- Baker Hughes 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 Baker Hughes.

Quality Tab

Configure E-mail Notifications

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.

Quality settings

Email notifications
Recipient Recipient@sap.com
You haven't configured any quality settings for email notifications.

Edit quality reviews settings

Email notifications
Recipient Recipient@sap.com
Choose rule

- Same rule for all customers
- Separate rules for each customer
+ Add customer

Quality inspections

Events

- Inspection request has been submitted.
- Usage Decision request has been submitted.
- Inspection request has been canceled.

Quality notifications

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 reviews

Types

- Batch record
- Change request
- Customer complaint
- General

Events

- A review has been created.
- A new comment has been posted.
- A document has been uploaded.
- Status or due has been changed.

Product families

- Add all
- Select

Cancel Submit

Quality Notification Portal User Interaction



Search Filters

Open a QN

Details Screen

Defect Screen

Partner Info and History Tab Screens

Detail

Detail – Required Task

Detail – Activity Log

Defect

Defect – Cause

Defect – Required Task

Defect – Activity Log

Quality notification mass update

Search and View a QN

Search Filters

Quality notifications are listed on the Quality tab. You can also open a quality notification from the Related Documents list on the Purchase Order or Ship Notice pages.

1. Go to **Quality**
2. **Notifications** sub-tab
3. Search filters help you to identify the right notification. You can use the below filters or any others applicable to your business process:
 - Customer
 - Status
 - Supplier action
 - Creation date
3. Choose the required parameters and click **Search**.
4. To reset search parameters click **Reset**.

The screenshot displays the SAP Business Network interface for Quality Notifications. The top navigation bar includes 'Home', 'Enablement', 'Workbench', 'Planning', 'Orders', and 'Quality'. The 'Quality' dropdown menu is open, showing 'Review', 'Inspection', 'Notification' (highlighted with a yellow circle), and 'Settings'. Below the navigation, the 'Search filters' section is visible, containing several input fields and dropdown menus for filtering quality notifications. The filters include: Customer, 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 (set to 'Q6'), and Supplier action (set to 'All'). There are also fields for Status (set to 'All') and Creation date (set to 'Last 7 days'). At the bottom, there is a checkbox for 'View all quality notifications' and two buttons: 'Search' and 'Reset'.

Search and View a QN

Open a QN

1. Search results will appear. Identify the right item and click **Supplier deviation no.** to view it.
2. You can configure your view by clicking the configure icon.
3. You can find and access quality notification as well from the PO screen in PO related documents section.

Note: If you can not find a required notification, contact your customer.

Quality notifications

Supplier deviation no.	Customer	Priority	Status	Supplier action	Outstanding task	Customer part no.	Order no.	Quality notification type	Customer location	Ver	Customer deviation no.
000201200690	Baker Hughes--Test	Low	In-Process	Responded	6	N76895-01	451095	Vendor error	0575	4	0002012006
000201200694	Baker Hughes--Test	Low	New	Responded	7	N790-500-05	45109	Vendor error	0575	3	00020120069
000201200705	Baker Hughes--Test	Low	New	Pending	7	N790-500-0	45109508	Vendor error	0575	1	0002012007

Order Detail | Order History

From:
BP SCC Buyer - TEST
168 Walker Street
North Sydney NSW 2060
Australia
Phone: +61 () (02) 9935 4 500
Fax: +61 () (02) 9935 4 999

To:
BParnau Supplier - TEST
210 Sixth Avenue
Pittsburgh, PA 15222
United States
Phone: +420 (111) 1111111
Fax:
Email: bogdan.parnau@sap.com

Purchase Order
(New)
4500053196
Amount: \$0.00 AUD
Version: 1



Routing Status: Sent
Related Document Type: Standard PO (NR)

Related Documents: C1222
C11905091
SUPP051

Search and View a QN

Detail Screen

1. You can view the details of incoming quality notification, required task(s) and activity(ies) log.
2. You can export notification in cXML or print it.
3. Additional comments are available in the **Problem Description**
4. Click **Edit** to start working with quality notification.
5. Click **Cancel** to exit the screen.



2

Customer	Title	Quality notification type	Supplier deviation no.	Customer deviation no.	Priority	Status
Baker Hughes--Test	Manufacturing Out of Tolerance	F2 - Vendor error	000201200703	000201200703	Low	New

[Details](#)
[Defects \(1\)](#)
[Partner info](#)
[History](#)

Customer and part

Customer location	BHGEQNCoordinatorEmailId	Customer routing identifier
0575 - Baker Hughes Oilfield Operations LL	shashank.joshi@bakerhughes.com	BH1CLNT100
Customer part no.	Customer batch	Supplier part no.
N790-500 - TUR,CRIMP,STD,CRIMP TOOL,		M22520 (TH1A) - TUR,CRIMP,STD, CRIMP TOOL,
Purchase order no.	Purchase order line item no.	Ship notice no.
4510950	10	
Serial no.	Revision level	Subcontracting component?
		No

Notification detail

Category	Subcategory	Complaint quantity
AREA - Defect Location	10 - QC Inspection	20 EA
Malfunction start date	Malfunction end date	
Discovery date	Required start date	Due date
10/7/2020		

Problem description

Reason: 3

10/07/2020 18:31:41 Shashank Joshi (JOSHSHA)
 Stay informed and know your risks:
 Know your risks during personal time activities.
 Refer to the Texas Medical Association's risk assessment, which provides a general guide for risk associated with certain activities ranked on a scale of 1-10.
 Please note, this assessment should be used as a general guide as it is highly dependent on factors in your local area.
 Maintain good personal hygiene:
 Wash your hands often with soap and water for at least 20 seconds. Carry hand sanitizer for use when soap and water are not available.
 Avoid touching your eyes, nose, or mouth with unwashed hands.
 Cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue in the trash and wash your hands.
 Limit risk of exposure:
 Stay at home as much as possible.
 Limit face-to-face contact with those outside your household, whether indoors or outdoors. Maintain a distance of at least 6 feet or 2 meters.
 Do not gather in groups.
 Stay out of crowded places.
 Avoid large or small gatherings in private or public spaces.
 Avoid close contact with people who are sick.

Return information ^

Return quantity	Return authorization no.	Return date

Required tasks (0) v

Activity log (0) v

Cancel Edit

4

Search and View a QN Defect Screen

Review information provided in the defect tab from within the quality notification:

1. The number in the parenthesis indicates the number of defects.
2. The boxes indicate which defect you are currently viewing
3. Edit allows suppliers to update/enter information relating to the quality notification.

The screenshot shows the SAP Quality Notification Defect Screen. At the top, there is a table with the following data:

Customer	Title	Quality notification type	Supplier deviation no.	Customer deviation no.	Priority	Status
Baker Hughes--Test	Manufacturing Out of Tolerance	F2 - Vendor error	000201200703	000201200703	Low	New

Below the table, there are tabs: Details, Defects (1), Partner info, and History. The 'Defects (1)' tab is selected and highlighted with a yellow circle '1'. Below the tabs, there is a pagination bar showing '1'.

Below the pagination bar, there is a section titled 'Defect 1' with a yellow circle '2' next to it. This section contains a table with the following data:

Defect category	Defect subcategory	Number of defects	Title
DC-CODES - DC_Codes	DCDC - Documentation	1	

Below the table, there is a section titled 'Description' with the following data:

DefectLocation	DefectAssembly	DefectAssemblyDescription

Below the description, there are four expandable sections: 'Causes (0)', 'Additional Impacted Batches (0)', 'Required tasks (0)', and 'Activity log (0)'. Each section has a downward arrow on the right side.

At the bottom right of the screen, there are two buttons: 'Cancel' and 'Edit'. The 'Edit' button is highlighted with a yellow circle '3'.

Search and View a QN

Partner Info and History Tab Screens

From within the selected Quality notification.

1. Click **Partner Info**. Review the information:

- The Bill to and Deliver to details

2. Click **History**. Review the information:

- Status in the Ariba Network
- Comments
- Name or system the information was changed by
- Date and time

3. **Edit** allows suppliers to update/enter information relating to the quality notification.

The image shows two screenshots of the SAP Quality Notification interface. The top screenshot displays the 'Partner info' tab, which is highlighted with a yellow circle containing the number '1'. The 'Partner info' tab contains two columns of address information: 'From' and 'To'. The 'From' address is 111 N Main St, Houston, TX, 77002-1037, USA. The 'To' address is 11150 Equity Drive, dsad, Albacete, 77041, ESP. Below this, there is a 'Contact Information' section with the address 0575, 1999 Rankin Road, Building H, HOUSTON, TX, USA, and Address ID: 0575. At the bottom of this section are two input fields: 'Bill to' and 'Deliver to'. The bottom screenshot displays the 'History' tab, which is highlighted with a yellow circle containing the number '2'. The 'History' tab shows a table with four columns: 'Status', 'Comments', 'Changed by', and 'Date and time'. The table contains three rows of data. The first row shows a 'Sent' status with the comment 'Sent document to Inbox.', changed by 'TXNDocSupplierApp-124995069', and dated '2020-10-07T18:33:15.000+0000'. The second and third rows show the document has been successfully processed in the Ariba Network, changed by 'CommunityWeb-125037082', and dated '2020-10-07T18:33:15.000+0000'. At the bottom right of the 'History' tab, there are two buttons: 'Cancel' and 'Edit', with a yellow circle containing the number '3' next to the 'Edit' button.

Details Defects (1) **Partner info** History

From To

111 N Main St 11150 Equity Drive
Houston dsad
TX Albacete
77002-1037 77041
USA ESP

Contact Information

0575
1999 Rankin Road, Building H
HOUSTON
TX
USA
Address ID: 0575

Bill to Deliver to

Details Defects (1) **Partner info** **History**

Status	Comments	Changed by	Date and time
Sent	Sent document to Inbox.	TXNDocSupplierApp-124995069	2020-10-07T18:33:15.000+0000
	The document has been successfully processed in Ariba Network.	CommunityWeb-125037082	2020-10-07T18:33:15.000+0000
	The document has been successfully processed in Ariba Network.	CommunityWeb-125037082	2020-10-07T18:33:15.000+0000

Cancel Edit

Maintain Quality Notification

Detail Screen - Header

1. Detail tab allows to view quality notification detail information sent by Baker Hughes.
2. Priority and Status are listed in the top right hand corner of the notification.
3. Selected detail fields are available for the update. Confirm, update or enter necessary information.

* Indicates required field

Customer *	Title *	Quality notification type *	Supplier deviation no. *	Priority *	Status
Baker Hughes--Test	Manufacturing Out of Tolc	F2 - Vendor error	000201200703	Low	New

1 Details Defects (1)

3 Customer and part

Customer location *	BHGEQNCoordinatorEmailId	Customer routing identifier	
0575 - Baker Hughes Oilfield Operations LL	shashank.joshi@bakerhughes.com	BH1CLNT100	
Customer part no. *	Customer batch	Supplier part no.	Supplier batch
N790-500 TUR,CRIMP,STD,CRIMP TOOL,		M22520/ TH1A) - TUR,CRIMP,STD, CRIMP TOOL,	
Purchase order no.	Purchase order line item no. *	Ship notice no.	Ship notice line item no.
45109508	10		
Serial no.	Revision level	Subcontracting component?	
	Choose	No	

Notification detail

Category	Subcategory	Complaint quantity
AREA - Defect Location	10 - QC Inspection	20 EA
Malfunction start date	Malfunction end date	
mm/dd/yyyy	mm/dd/yyyy	
Discovery date	Required start date	Due date
10/7/2020	mm/dd/yyyy	mm/dd/yyyy

Maintain Quality Notification

Detail Screen - Header

1. You can view the required tasks and activity log communicated by Baker Hughes.

Additional comment (0) 

Return information 

Return quantity

Unit

Return authorization no.

Return date

mm/dd/yyyy

 Required tasks (7) 

Activity log (4) 

Maintain Quality Notification

Detail – Details Section Description 1

Field	Description	Source
Status	Document status	Drop down list
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
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 Quality Notification

Detail – Details Section Description 2

Field	Description	Source
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 Quality Notification

Detail - Communication Section Description

Field	Description	Source
Reason code	General purpose of raising the deviation	Customer definable if needed
Comments	Details about notification content	Free text input
Attachments	Files to be attached to QN	Size limit

Maintain Quality Notification

Detail Screen Header – Required Task

Review tasks to resolve the issue.

1. Click the drop down arrow to expand the **Required task** section. The number in parenthesis indicates the number of tasks created.
2. Review necessary task information.

The screenshot shows the 'Required tasks' section of the SAP Maintain Quality Notification detail screen. The section is expanded, showing a list of tasks. The first task, 'Task 1', is highlighted. The task details are as follows:

Task category *	Task subcategory *	Title	
QM-G1 - General tasks for customer complaints	0005 - Selection	Create QN	
Description			
Start date	Start time	Target date	Target time
	00:00:00		00:00:00
Status *	Processor type	Processor name	Processor ID
New	Customer user		

A 'Publish' button is visible at the bottom right of the screen.

Maintain Quality Notification

Detail – Required Task Data Description

Field	Description	Source
Title	Name of the task	Free text input
Task category	Task grouping	Drop down list managed by customer
Task subcategory	Task subgrouping	Drop down list managed by customer
Description	Optional description of the task	Free text input
Start date	Planned start date for processing this task.	Free date input
Start time	Planned start time (in military time) for processing this task.	Free time input
Target date	Date when the task should be completed.	Free date input
Target time	Time (specified in military time) when the task should be completed.	Free time input
Status	Task status. Possible values are New, In Process, and Complete.	Drop down list
Processor type	The type of processor. Possible values are Supplier, Customer, or Customer user.	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 Ariba Network ID.	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.	Customer or Supplier ANID name

Maintain Quality Notification

Detail Screen Header - Activity Log

Keep track of activities to resolve the issue.

1. Click drop down arrow to expand the **Activity log** section.

Note: The number in parenthesis above indicates the number of activities created.

2. Review the necessary activity information.
3. The activity log will indicate the monetary value to recover from supplier for defect

1 Activity log (4) ▼

2 Activity 1

Activity category *	Activity subcategory *	Title	
RECOVERY - Recovery	NCP - Nonconformance QN	300	
Payment			
Description			
Start date	Start time	End date	End time
	00:00:00		00:00:00

Activity 2

Activity category *	Activity subcategory *	Title	
RECOVERY - Recovery	SCR - Scrap	1500	
Description			
Start date	Start time	End date	End time
	00:00:00		00:00:00

Maintain Quality Notification

Detail – Activity Log Data Description

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

Maintain Quality Notification

Defect – Line Level

1. Defect tab allows you to view and edit notification defect information. The number in parenthesis indicates the number of defects created.
2. The number underlined is the defect you are currently viewing. You can click between the numbers choosing the defect you need to edit.
3. Confirm or update the defect information.
4. You can create a new defect(s) by clicking the **+** symbol
5. You can remove the defect(s) by clicking a bin icon.

Note: For every defect you can add or edit cause(s), additional impacted batches information, required task(s) and activity log(s) if needed.

The screenshot displays the SAP Quality Notification interface. At the top, there are two tabs: 'Details' and 'Defects (1)', with the 'Defects (1)' tab selected and marked with a yellow circle '1'. Below the tabs, there is a navigation bar with a list of defect numbers: '1' (underlined) and '2', with a '+' symbol between them marked with a yellow circle '4'. A bin icon to the right of the numbers is marked with a yellow circle '5'. The main form area is titled 'Defect 1' and contains the following fields:

- Defect category ***: A dropdown menu with 'MATERIAL - Material pro...' selected.
- Defect subcategory ***: A dropdown menu with '16 - Rotational location i...' selected.
- Number of defects**: A text input field containing the value '1'.
- Title**: An empty text input field.

Below these fields is a table with the following columns: 'Defect Location', 'Assembly', and 'Assembly Description'. Underneath the table, there are four expandable sections, each with a downward arrow:

- Causes (0)**
- Additional Impacted Batches (0)**
- Required tasks (0)**
- Activity log (0)**

At the bottom right of the form, there are two buttons: 'Cancel' and 'Publish'.

Maintain Quality Notification

Defect – Data Description

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

Maintain Quality Notification

Defect – Activity Log

To perform the below steps make sure you are in the editing mode.

Keep track of activities to resolve the issue.

1. Click drop down arrow to expand the **Activity log** section. The number in parenthesis indicates the number of lines created.
2. Confirm, update or enter necessary information.
 - If you have any questions on which category to choose, contact your Baker representative.
 - Use description to add free text to add any additional comments/dispute
3. You can create a new activity(ies) by clicking **Add activity** button.
4. You can remove the activity(ies) by clicking a bin icon.
5. Click **Publish** to send updated notification to the Customer.

The screenshot shows the 'Activity log (0)' section in a software interface. It includes a header with a dropdown arrow (1), a sub-header 'Activity log (0)' with an upward arrow, and a text prompt 'Keep track of activities to resolve the issue.' Below this is a '+ Add activity' button (3). The main area shows an 'Activity 1' entry with a bin icon (4). The entry form contains fields for 'Activity category *' and 'Activity subcategory *' (both with 'Choose' dropdowns), a 'Title' text box, a 'Description' text area, and four time/date fields: 'Start date', 'Start time', 'End date', and 'End time'. At the bottom right, there is a 'Publish' button (5) and a 'Cancel' button.

Maintain Quality Notification

Defect – Activity Log Data Description

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

Maintain Quality Notification

Defect – Cause

Describe the cause of the defect.

1. Click the down arrow to expand the **Cause** section. The number in parenthesis indicates the number of causes created.
2. Confirm, update or enter necessary information.
 - Choose the correct cause category and Cause subcategory.
 - If you have any questions on which category to choose, contact your Baker representative.
3. You can create a new cause(s) to defect by clicking **Add cause** button.

Causes (0) 1 ↓

Causes (0) ^

Describe the cause of the defect.

3 + Add cause

Cause

2 Cause category * Cause subcategory * Title

Choose Choose

Description

Maintain Quality Notification

Defect - Cause Data Description

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

Complete and Publish a Quality Notification

Please verify that all Baker Hughes 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 Baker Hughes 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 Baker Hughes.
- Only Baker Hughes can initiate QN cancellation. If supplier considers QN needs to be cancelled, supplier should contact Baker Hughes.
- When Baker Hughes accepts and completes QN, the status on the Portal will be changed to **Closed**.

* Indicates required field

Customer *	Title *	Quality notification type *	Supplier deviation no. *	Priority *	Status 1
Baker Hughes--Test	<input type="text" value="Manufacturing Out of Tolerance"/>	F2 - Vendor error	00020120071	<input type="text" value="Low"/>	<input type="text" value="New"/>

[Details](#) Defects (1)




Search and Review Published Quality Notification 1

1. Go to **Quality/ Notification** from the Portal Home screen.
2. Enter search criteria.
3. Click **Search** button. Matching QN's will appear.

The screenshot displays the SAP Business Network Enterprise Account interface for Quality notifications. The navigation bar at the top includes 'Home', 'Enablement', 'Workbench', 'Planning', 'Orders', and 'Quality'. A yellow circle with the number '1' highlights the 'Quality' menu item. Below the navigation bar, the page title is 'Quality notifications'. A yellow circle with the number '2' highlights the 'Search filters' section. This section contains several input fields and dropdown menus for filtering quality notifications: Customer, 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 (set to 'Q6'), and Supplier action (set to 'All'). There are also dropdowns for Status (set to 'All') and Creation date (set to 'Last 7 days'). A checkbox labeled 'View all quality notifications' is located at the bottom left of the filter section. At the bottom right, a yellow circle with the number '3' highlights the 'Search' button, with a 'Reset' button next to it.

Search and Review Published Quality Notification 2

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

Quality notifications 5 											
Supplier deviation no. 	Customer	Priority 	Status	Supplier action 6	Outstanding task	Customer part no.	Order no.	Quality notification type	Customer location	Ver	Customer deviation no.
000201200690 4	Baker Hughes--Test	Low	In-Process	Responded	6	N76895-01	451095	Vendor error	0575	4	0002012006
000201200694	Baker Hughes--Test	Low	New	Responded	7	N790-500-05	45109	Vendor error	0575	3	00020120069
000201200705	Baker Hughes--Test	Low	New	Pending	7	N790-500-0	45109508	Vendor error	0575	1	0002012007

Limitations

The following limitations may apply to quality notifications:

- Ariba 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.

Support

Types of Support Available

Supplier Information Portal
(Location of Training Guide/s and
Video/s)

On the Home screen:

1. Click on Company Settings
2. Click on Customer Relationships
3. Click on Supplier Information Portal

Supplier Support Post Go-Live

From supplier.ariba.com:

1. Learning Center
 - Training documentation
 - User Community
2. Support Center
 - Get help by email (Choose from the drop down list of problem type – Supply Chain Collaboration), live chat, or request a phone call
 - Attend a live webinar
3. [Ariba Support Team](https://support.ariba.com/AUC_Support_Tab/Contact_Support/) - https://support.ariba.com/AUC_Support_Tab/Contact_Support/

When to Contact

- Technical Questions - Passwords, User Role/Admin Changes, Network Errors, Integration Questions, etc.
- How Do I? - Navigating the site, locating old POs, etc.

Supplier Support During
Deployment/Go-Live

Supplier.Enablement@BakerHughes.com

When to Contact

- Business process related questions
- Supply Chain Collaboration program questions

[Baker Hughes Supplier Enablement Inquiry](https://connectsupport.ariba.com/sites/Company?ANID=AN01015927430NAM&h=DsWeGyK6QU0WEcdOvZ2pWA#Enablement-Inquiry)

<https://connectsupport.ariba.com/sites/Company?ANID=AN01015927430NAM&h=DsWeGyK6QU0WEcdOvZ2pWA#Enablement-Inquiry>

When to Contact

- Ariba Network registration
- Configuration support
- Supplier enablement tasks
- TRR questions
- General enablement questions

Appendix

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 Baker Hughes system.

Status	Description
Sent	Ariba 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	Ariba 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.