SAP Ariba ⋀⋀

INPEX Initiated Quality Notification (Noti)
Supplier Training Guide

PUBLIC

THE BEST RUN **SAP**

Agenda

Quality Notification
In this Chapter You Will Learn About …

… existing process to manage logistics or quality discrepancies

… the benefits of using quality notification

… the components of quality notification

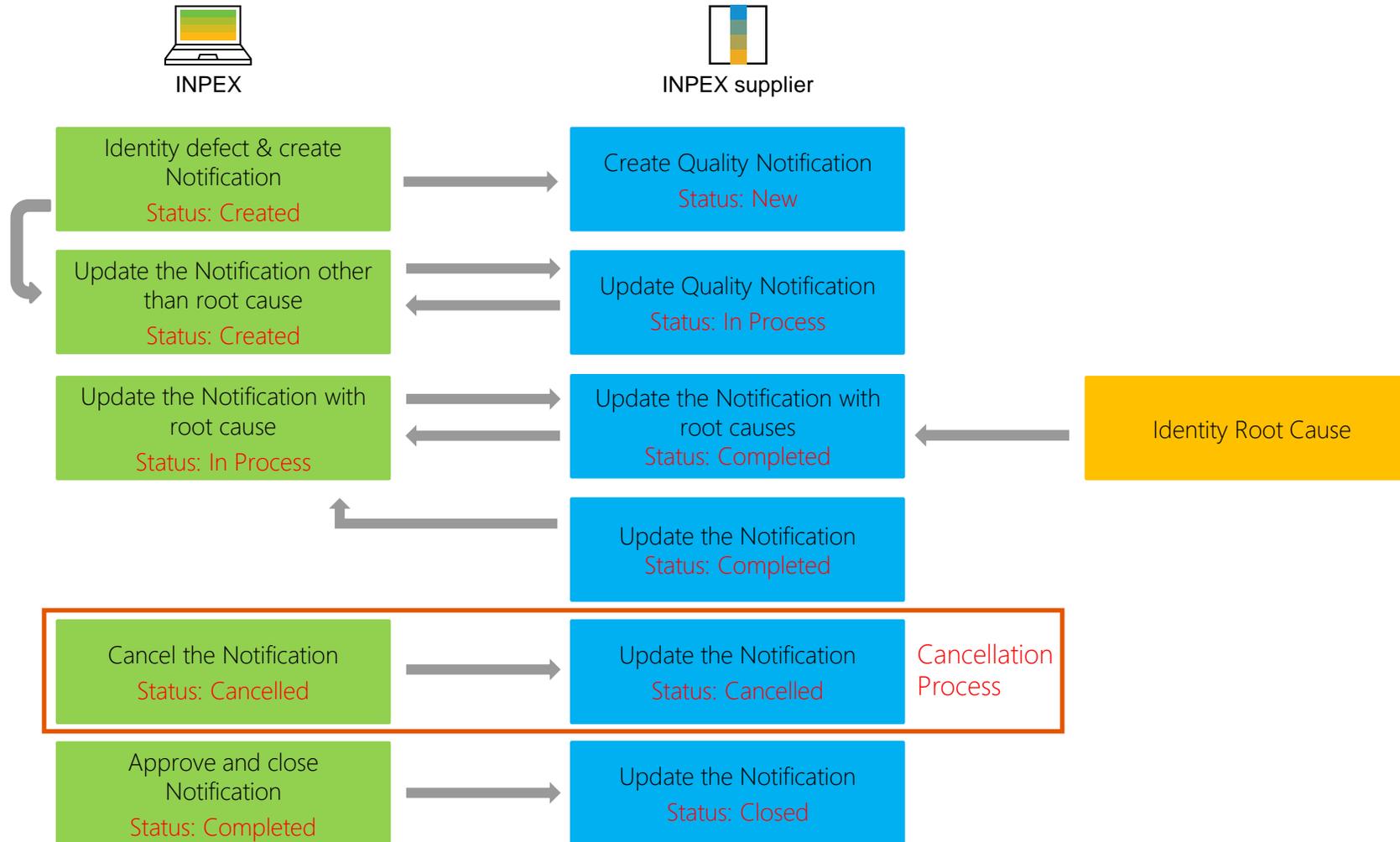… the available integration modes of quality notification

Introduction

- INPEX uses quality notifications (notis) to advise suppliers that the goods do not meet the quality standards required or to advise suppliers of receipting discrepancies encountered during the Purchase order Receipting process.

- Suppliers use quality notifications as a record to provide instructions on how the issue is being resolved such as uploading missing quality certifications or submitting information about additional shipments.

- A quality notification can be initiated by either the supplier or INPEX:

    - INPEX notifies the supplier about problems with the supplied materials such as short-shipped or damaged or incorrect supply, missing or incorrect certification

    - Supplier notifies INPEX about problems with repair orders such as with free issued materials (components)

Existing email-based process for Quality Notification

- Currently, INPEX contacts Suppliers via email to resolve issues such as receipting discrepancies and missing or incorrect certification

- These emails provide details such as the PO and line item number, Issue description and expected resolution

- Suppliers respond via email with instructions on how the issue is being resolved. Any missing certifications are also attached in the response email.

- INPEX internally closes the noti record and informs the Supplier via email that the issue is resolved

INPEX Initiated Quality Notification Process Workflow

INPEX

INPEX supplier

INPEX		INPEX supplier	
Identity defect & create Notification Status: Created	→	Create Quality Notification Status: New	
Update the Notification other than root cause Status: Created	⇄	Update Quality Notification Status: In Process	
Update the Notification with root cause Status: In Process	⇄	Update the Notification with root causes Status: Completed	← Identity Root Cause
	↑	Update the Notification Status: Completed	
Cancel the Notification Status: Cancelled	→	Update the Notification Status: Cancelled	Cancellation Process
Approve and close Notification Status: Completed	→	Update the Notification Status: Closed	

Parts of a Quality Notification

Tab	Description
Details	Provides basic details about the quality notification such as Purchase order and line-item number, Material number and description, issue details
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

Different Modes of Integration/ Automation

Ariba Network allows suppliers to work in different modes:

- **Portal:** The Supplier works online through its Web Browser

- **Full System Integration:** Ariba Network allows to electronically integrate with the network. For technical details please refer to your INPEX Contact

INPEX 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

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 **Cancel** to cancel the editing or to go back.

Once created, the QN can be edited at any time if allowed by INPEX. **Editing options** include :

- Updating existing data
- Adding attachments

Quality Catalog Codes:

- INPEX 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. Where the supplier is unable to find a relevant value in the drop down list, supplier should contact INPEX.

Suppliers can add **Web-page links** to quality notifications in the following sections:

- QN header: Comments.
- Edit QN/ Additional Comments section.

Quality Notification settings (to receive notifications via Ariba)
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.
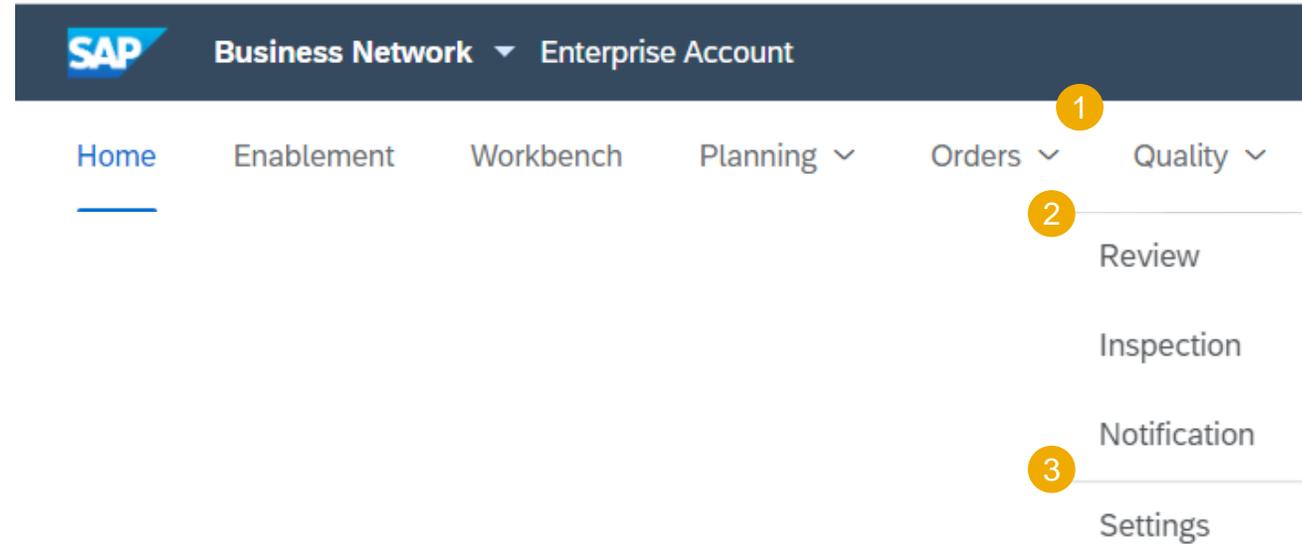
Quality Notification settings
Edit Quality Email Notifications

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, a quality user profile needs to be created and assigned by the supplier account Admin.

Quality settings   **[1]** Edit

[2] ⦿ Same rule for all customers

[4] Cancel   Submit

◯ Separate rules for each customer
+ Add customer

[3] ☐ **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 Notification Portal User Interaction

Search and View QN → **Maintain Quality Notification** → **Complete and Publish QN** → **Search and Review Published QN**

Search Filters

Review QN

Details Screen

Partner Info and History Tab Screens

Details

Quality notification mass update

Search and View QN
Search Filters

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

From the Homepage:

1. Go to **Quality ->Notifications.**

2. Search filters allow you to identify the relevant notification.

3. Enter the required parameters and click **Search**.

4. To reset search parameters click **Reset**.

5. The **View all quality notifications** flag will provide a complete list of all QN's including obsoleted items.

Tip: Choose "INPEX Australia" as the Customer to filter by INPEX QN's only

Search and View QN
Review QN

1. Identify the required QN and open it by clicking on **Supplier deviation no.**

2. You can configure your view by clicking the **configure icon**.

3. Identify the QN that require your action based on the Column "**Supplier action**". A "**Pending**" value means INPEX are awaiting supplier's response.

4. You can find and access quality notification from the PO screen in PO **related documents** section.

Note: If you are unable to find a specific quality notification, contact INPEX directly.

48 items ← 1 2 3 4 → ▦

Supplier deviation no.	Customer	Priority	Status	Supplier action	Outstanding task	Customer part no.	Order no.			
200005060	INPEX Australia - TEST	High ---	New	Responded		10017983	4500085514	Vendor-Rel. Defect	2109	3
200005060	INPEX Australia - TEST	High ---	Obsoleted	Pending		10017983	4500085514	Vendor-Rel. Defect	2109	2

Purchase Order: 4500085525   [Done]

[Create Order Confirmation ▾] [Create Ship Notice] [Create Invoice ▾] [Report Consumption] [Create Quality Notification]   ⬇ 🖨 ...

Order Detail | Order History

From:
INPEX Operations Australia Pty Ltd
St Georges Terrace-100
Perth WA 6000
Australia
Phone: + () 08 6213 6000
Fax: + () 08 6213 6455
   As agent for and on behalf of the PARTIES TO ICHTHYS UJV

To:
INPEX SCC TEST VENDOR
100 St Georges Tce
Perth Western Australia 6000
Australia
Phone: +61 (222) 2332333
Fax:
Email: sushil.kumar@inpex.com.au

Purchase Order
(→ Shipped)
4500085525
Amount: $5,600.00 AUD
Version: 3 (Previous Version)

Payment Terms ⓘ
0.000% 30
Within 30 days due net

Comments

Routing Status: Acknowledged
External Document Type: Standard PO (NB)
Effective Date: 1 Jun 2021
Expiration Date: 17 Jun 2021
Related Documents: 200005066
200005065
200005064

REPAIR ORDER: OVERHAUL PSV, NATA TEST & CERTIFY

Search and View QN
Details Screen

1. You can view the details of a new QN such as: problem description, return information, required tasks and activity log.

2. You can **export** QN data via cXML or print mode.

3. Click **Edit** to update the quality notification.

4. Click **Cancel** to exit the screen.

5. View Issue details and any attachments as sent by INPEX in the **Problem Description** section of the QN.

Search and View QN
Partner Info and History Tab Screens

From the QN screen:

1. Contract information can be reviewed in the **Partner info** tab.

2. You can review History of QN in the respective tab.

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

4. Click **Cancel** to exit the screen.

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

From

To

210 Sixth Avenue,
Pittsburgh
PA
15222
USA

Contact Information

Bucharova1
Address ID: 1710

Cancel   Edit

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

Status	Comments	Changed by	Date and time
	Receipt of the document has not been confirmed by the trading partner. Reason: Not Acceptable - Partner maintenance cancelled	CommunityWeb-125041084	9 Nov 2020 5:23:57 PM
Failed	Partner maintenance cancelled	TXNDocSupplierApp-124767080	9 Nov 2020 5:23:57 PM
	Receipt of the document has not been confirmed by the trading partner. Reason: Not Acceptable - Partner maintenance cancelled	CommunityWeb-125039074	9 Nov 2020 5:23:57 PM
Acknowledged	OK	TXNDocSupplierApp-125000052	9 Nov 2020 5:23:50 PM
	The document has been transferred to the next integration point.	CommunityWeb-125039074	9 Nov 2020 5:23:54 PM
	The document is ready to be picked up by the recipient.	CommunityWeb-125039074	9 Nov 2020 5:23:54 PM

Maintain Quality Notification
Details Screen 1

1. Choose **Edit** to respond on the Noti.

2. Scroll down to the **Additional Comment** section. Input comments or response.

3. Attach any documents for review by INPEX.

Maintain Quality Notification

Details Screen 2

1. Update the **Status** to In-Process or Completed as appropriate.

2. Choose **Publish** to send the response to INPEX.

Maintain Quality Notification
Details Section field 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	INPEX Material Number	Based on PO details
Customer location	INPEX 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
Details Section field 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 Repair 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 This is not used by INPEX	Free text input
Serial no.	Serial number of the defective goods This is not used by INPEX	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
Details Section field Description 3

| Field	Description	Source
Reason code	General purpose of raising the deviation	Customer definable if needed
Problem description/ Additional comment	Details about notification content	Free text input
Attachments	Files to be attached to QN	Supplier or INPEX
Files on the web	URL to be added to QN	Please check SAP help for allowed domains

Maintain Quality Notification
Quality Notification Mass Update 1

Ariba 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**.
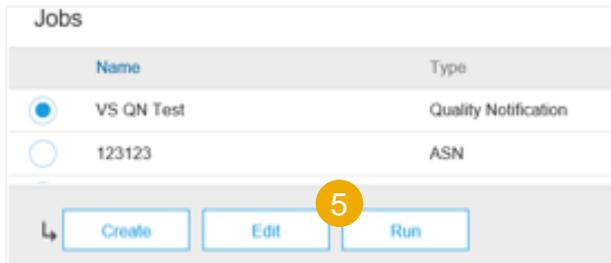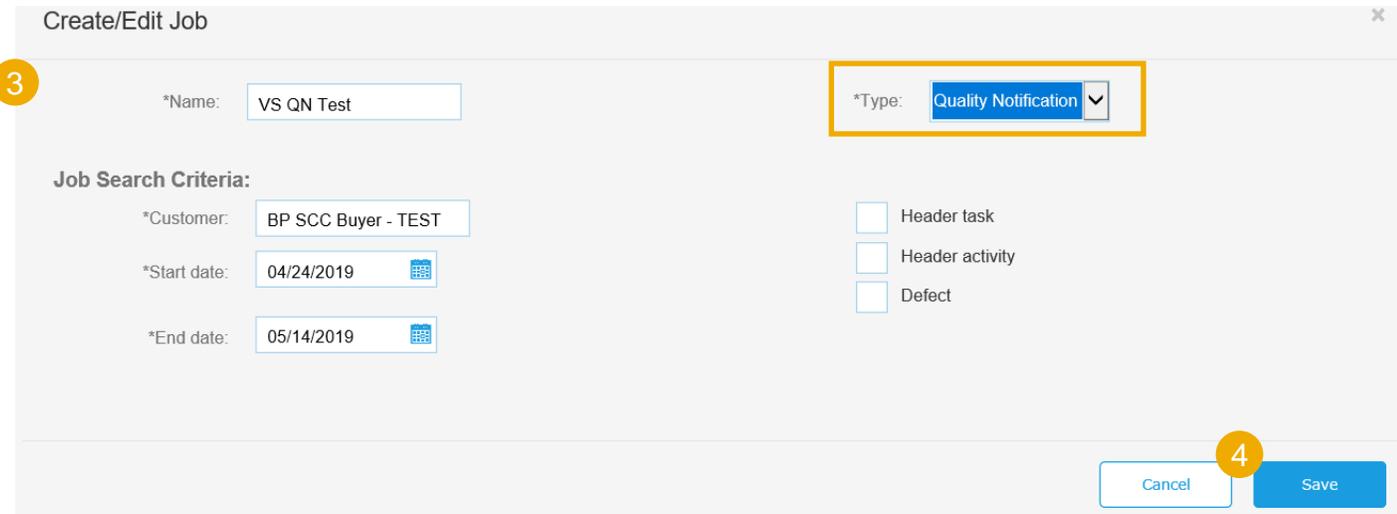
Maintain Quality Notification
Quality Notification Mass Update 2

6. The report will appear in the **Download** sub-tab.

7. To download a report click on the icon on right hand of the screen.

8. Use **Refresh Status** button to update report status to **Completed**.

Maintain Quality Notification
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
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 **Browse** and select the file.

4. Click **Upload**.
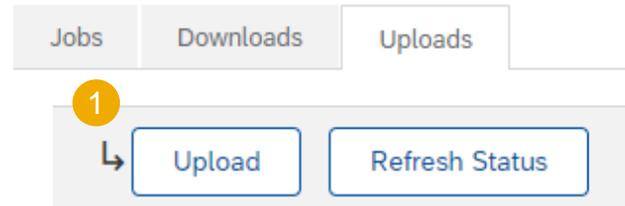
Maintain Quality Notification
Quality Notification Mass Update 5

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.

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

Type of Support(Specify	Description
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

Help Centre	Enter from your Supplier account:
	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)
	    • Get help by live chat
	    • Request a phone call
	    • Attend a live webinar

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 [Customer] 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.

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