



SAP Ariba 

INPEX Initiated Quality Notification (Noti) Supplier Training Guide

PUBLIC

Agenda

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

INPEX Initiated Quality Notification Portal User Interaction

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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

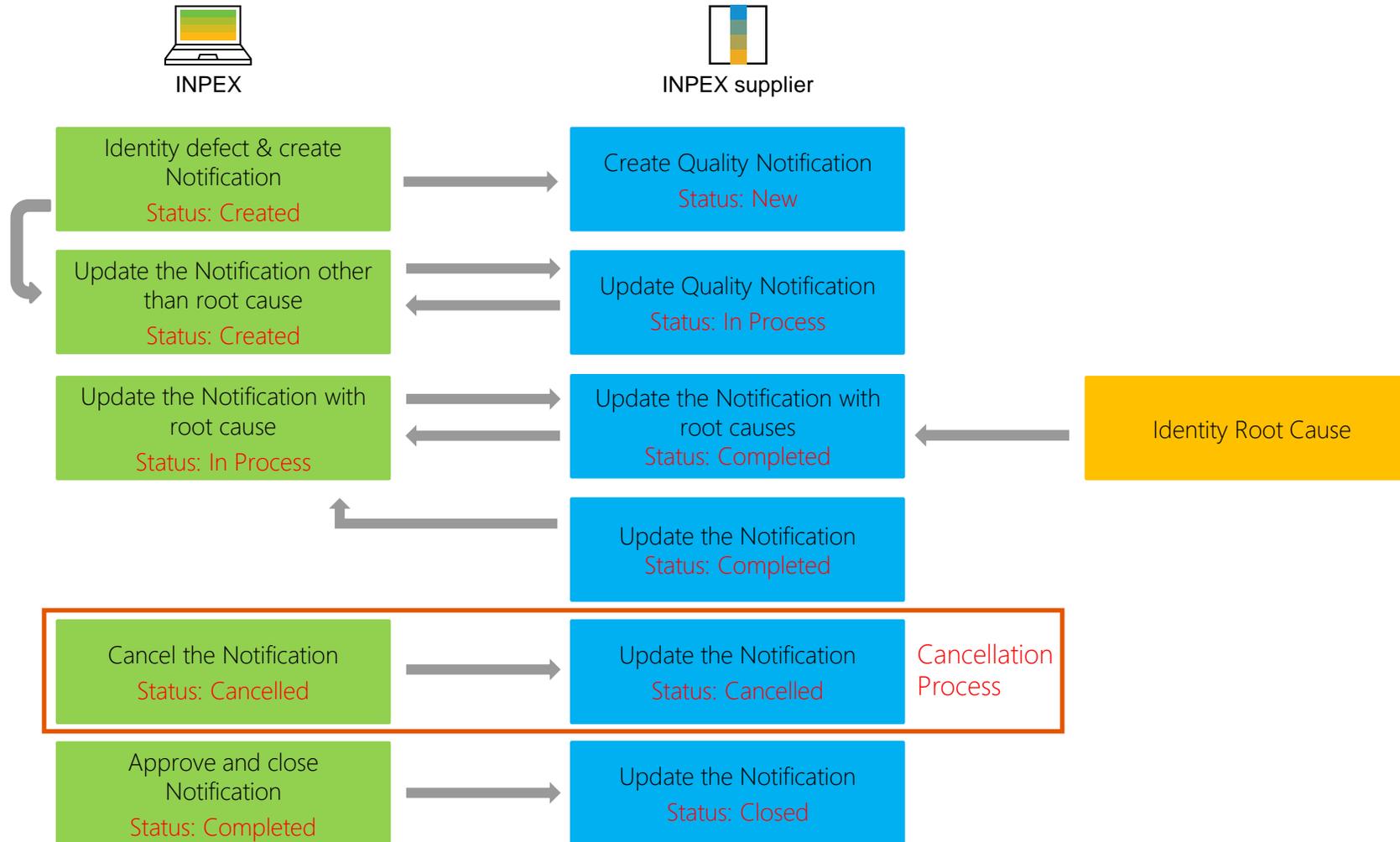
Introduction

- 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



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.

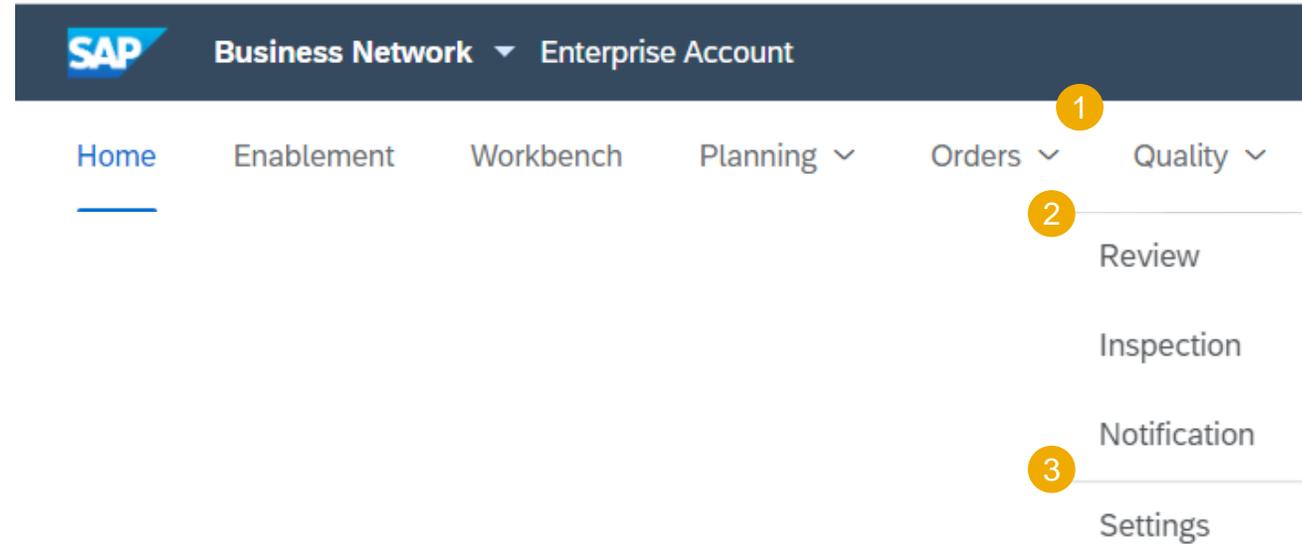
Suppliers can add **Web-page links** to quality notifications in the following sections:

- 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.

The screenshot shows the 'Quality settings' interface. At the top right, there is a blue 'Edit' button (callout 1). Below it, there are two radio button options: 'Same rule for all customers' (selected, callout 2) and 'Separate rules for each customer + Add customer'. Below these is a checkbox for 'Quality notifications' (callout 3). To the right of the 'Quality notifications' checkbox are two sections: 'Types' with two checkboxes for 'Complaint from supplier' and 'Complaint from customer', and 'Events' with four checkboxes for 'A notification has been created.', 'A notification has been updated.', 'A notification has been completed.', and 'A notification has been closed.'. At the bottom right, there are 'Cancel' and 'Submit' buttons (callout 4).

Quality Notification Portal User Interaction



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

The screenshot shows the SAP Quality Notifications search interface. At the top, there is a navigation bar with tabs: Home, Enablement, Workbench, Planning, Orders, Fulfillment, Quality, Invoices, Payments, and More. The 'Quality' tab is selected, and a dropdown menu is open, showing options: Review, Inspection, Notification, and Settings. A yellow circle with the number '1' is placed over the 'Notification' option. Below the navigation bar, the page title is 'Quality notifications'. A blue link with an upward arrow and the text 'Search filters' is visible. A yellow circle with the number '2' is placed over this link. The main area contains several search filters arranged in a grid:

- Customer: [Text input] [Dropdown arrow]
- Customer location: [Text input] [Dropdown arrow]
- Purchase order no.: [Text input]
- Ship notice no.: [Text input]
- Customer part no.: [Text input] [Dropdown arrow]
- Customer batch: [Text input]
- Supplier part no.: [Text input] [Dropdown arrow]
- Supplier batch: [Text input]
- Supplier deviation no. (?): [Text input]
- Customer deviation no. (?): [Text input]
- Quality notification type: [Text input: Q6 -] [Dropdown arrow]
- Supplier action: [Text input: All] [Dropdown arrow]
- Status: [Text input: All] [Dropdown arrow]
- Creation date: [Text input] [Dropdown arrow]

At the bottom left, there is a checkbox labeled 'View all quality notifications (?)' with a yellow circle and the number '5' next to it. At the bottom right, there are two buttons: 'Search' (with a yellow circle and the number '3') and 'Reset' (with a yellow circle and the number '4').

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 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.

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

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@inpe.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

REPAIR ORDER: OVERHAUL PSV, NATA TEST & CERTIFY

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

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.

Quality notification

Customer	Title	Quality notification type	Supplier deviation no.	Customer deviation no.	Priority	Status
INPEX Australia - TEST	Goods supplied are water damaged	F2 - Vendor-Rel. Defect	200005060	200005060	High	New

Details Defects (0) Partner info History

Customer and part

Customer location 2109 - Callidus Process Solutions Pty Ltd	Customer routing identifier ERTCLNT100	Customer part no. 10017983	Customer batch	Supplier part no. VENABC123	Supplier batch
Purchase order no. 4500085514	Purchase order line item no. 10	Serial no.	Revision level	Ship notice no.	Ship notice line item no.
				Subcontracting component? No	

Notification detail

Category A - Discrepancy Types - Logistics	Subcategory 1 - Damaged	Complaint quantity 2	EA
Malfunction start date	Malfunction end date		

Problem description

Reason
28.05.2021 13:02:56 AUSWA (KUMARSUS)
We have found that the supplier goods are water damaged.
Please see the attached photos.
Please supply us a new set of materials.
Thanks

Supplier_Material_photo.p...
4.1 KB

Files on the Web

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.

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.

Arba Network Supplier

service.arba.com/SCMSupplier.aw/125005057/aw?awhrrbawsskrrAsm19acw#/qualitynotificationview

Please supply us a new set of materials.

Thanks

Supplier_Material_photo.p...
4.1 KB

Files on the Web

Additional comment (0)

Reason
Choose

2 Provide comments and response here

Supplier packing slip.pdf
159.9 KB

3 Upload a file

Add links to existing files on the Web

File name

+ Add another link

Cancel Edit

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.

Arriba Network Supplier

service.ariba.com/SCMSupplier.aw/125005057/aw?awh=r&lawssk=Axm19acw#/qualitynotificationview

SAP Ariba Supply Chain Collaboration Enterprise Account TEST MODE Back to classic view

Home Enablement Workbench Orders Fulfillment Quality Invoices Payments Catalogs More Create ...

Edit quality notification Cancel Publish

Customer: INPEX Australia - TEST Title: Goods supplied are water Quality notification type: F2 - Vendor-Rel. Defect Supplier deviation no.: 200005060 Priority: High Status: New

Details Defects (0) Partner info History

Customer and part

Customer location: 2109 - Callidus Process Solutions Pty Ltd Customer routing identifier: ERTCLNT100

Customer part no.: 10017983 Customer batch: Supplier part no.: VENABC123 Supplier batch:

Purchase order no.: 4500085514 Purchase order line item no.: 10 Ship notice no.: Ship notice line item no.:

Serial no.: Revision level: Choose Subcontracting component?: No

Notification detail

Category: Choose Subcategory: Choose Complaint quantity: 2 EA

Malfunction start date: mm/dd/yyyy Malfunction end date: mm/dd/yyyy

Discovery date: 5/28/2021 Required start date: 5/28/2021 Due date: 5/30/2021

Problem description

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

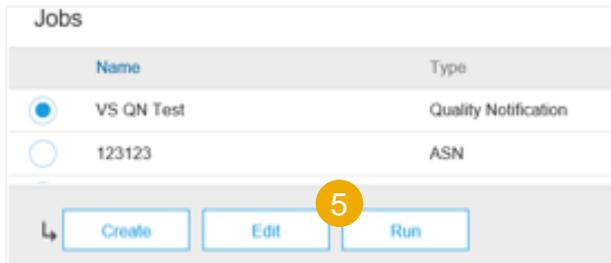
Quality Notification Mass Update 1

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.**

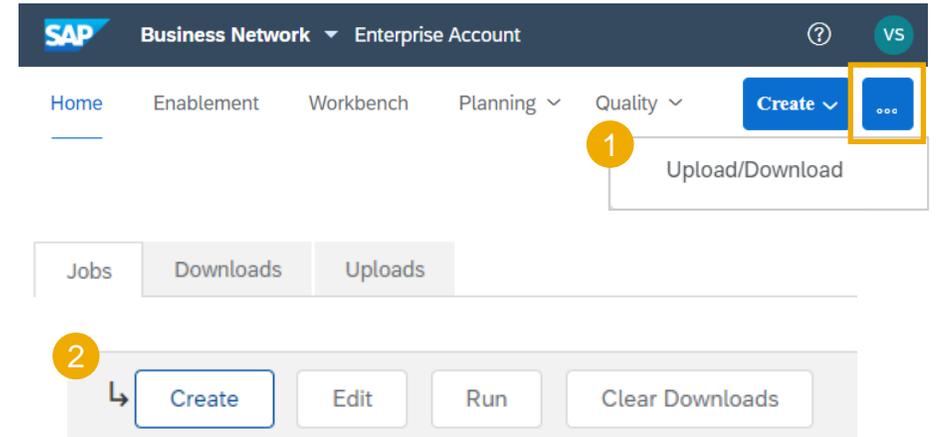
From the Home page:

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**.



Name	Type
VS QN Test	Quality Notification
123123	ASN

Buttons: Create, Edit, Run



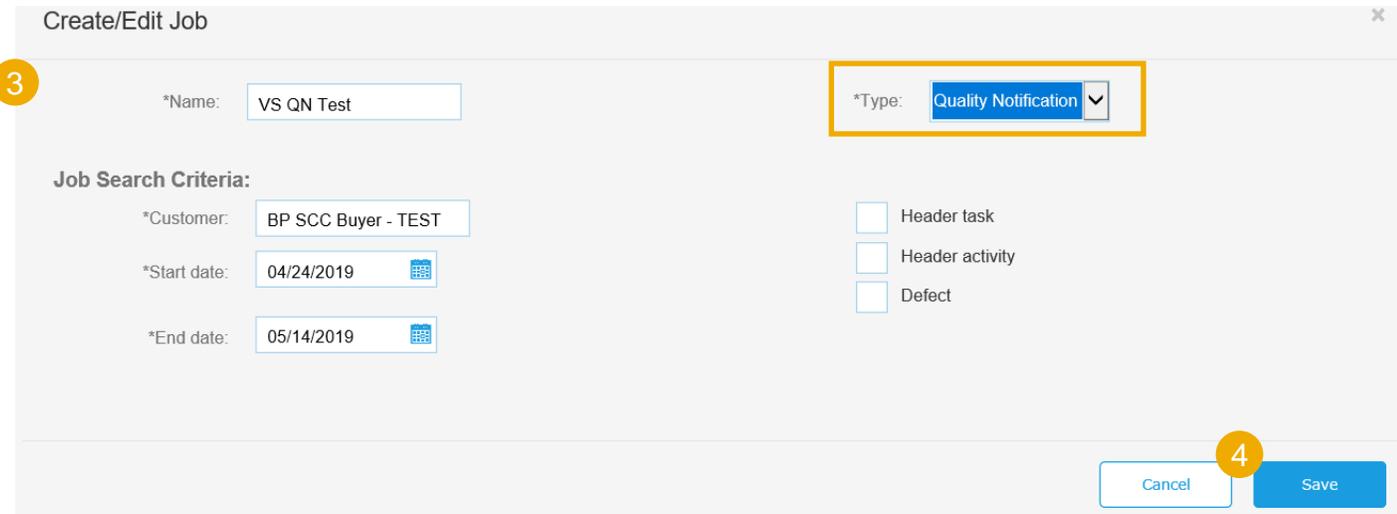
SAP Business Network Enterprise Account

Home Enablement Workbench Planning Quality Create

Upload/Download

Jobs Downloads Uploads

Create Edit Run Clear Downloads



Create/Edit Job

*Name: VS QN Test

*Type: Quality Notification

Job Search Criteria:

*Customer: BP SCC Buyer - TEST

*Start date: 04/24/2019

*End date: 05/14/2019

Header task

Header activity

Defect

Cancel Save

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**.

The screenshot shows the SAP Quality Notification interface. At the top, there are three tabs: 'Jobs', 'Downloads', and 'Uploads'. The 'Downloads' tab is selected and highlighted with a yellow circle containing the number 6. Below the tabs, the title 'Downloads' is displayed. A table with the following columns: 'Job Name', 'Type', 'Status', and 'File' is shown. The table contains one row with the following data: 'Jen test', 'Quality Notification', 'Completed', and a download icon. A yellow circle with the number 7 is placed over the download icon. Below the table, there is a 'Refresh Status' button with a left-pointing arrow icon. A yellow circle with the number 8 is placed over the button.

Job Name	Type	Status	File
Jen test	Quality Notification	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 c
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		

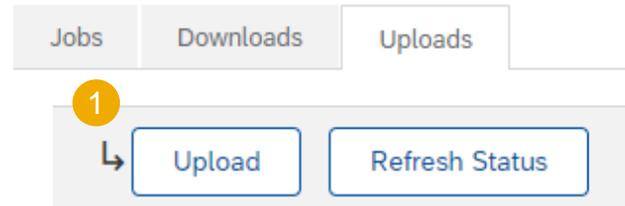
Note: Please make sure to use the latest version of the template available through the Portal.

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**.



This screenshot shows the 'Upload File' dialog box. It contains the following fields and controls:

- *Name: VS QN Test
- *Type: Quality Notification (dropdown menu)
- *Customer: BP SCC Buyer - TEST|
- File: [Empty field] Browse...
- Upload button (blue)
- Cancel button (white)

Yellow circles with numbers 2, 3, and 4 are overlaid on the image to indicate the steps: 2 is above the *Name field, 3 is above the File field, and 4 is above the Upload button.

Maintain Quality Notification

Quality Notification Mass Update 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.
- 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.

Name	Type	Last Uploaded	Last Uploaded By	Status	File	Log
ec_dty_update	Quality Notification	30 Aug 2018 4:11:49 AM		Completed		
ec_curr_retest	OrderConfirmationUpload	30 Aug 2018 3:42:53 AM		Completed		
ec_curr_change	OrderConfirmationUpload	30 Aug 2018 3:35:01 AM		Failed		

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: <ol style="list-style-type: none">1. Click on Company Settings2. Click on Customer Relationships3. Click on Supplier Information Portal
Help Centre	Enter from your Supplier account: <ol style="list-style-type: none">1. Learning Center<ul style="list-style-type: none">• Training documentation• User Community2. Support Center<ul style="list-style-type: none">• 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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