



SAP SCC Buyer Initiated Quality Notification

Supplier Training Guide

Rev, 21.2.2023

Public



Agenda

Quality Notification

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Appendix

Quality Notification

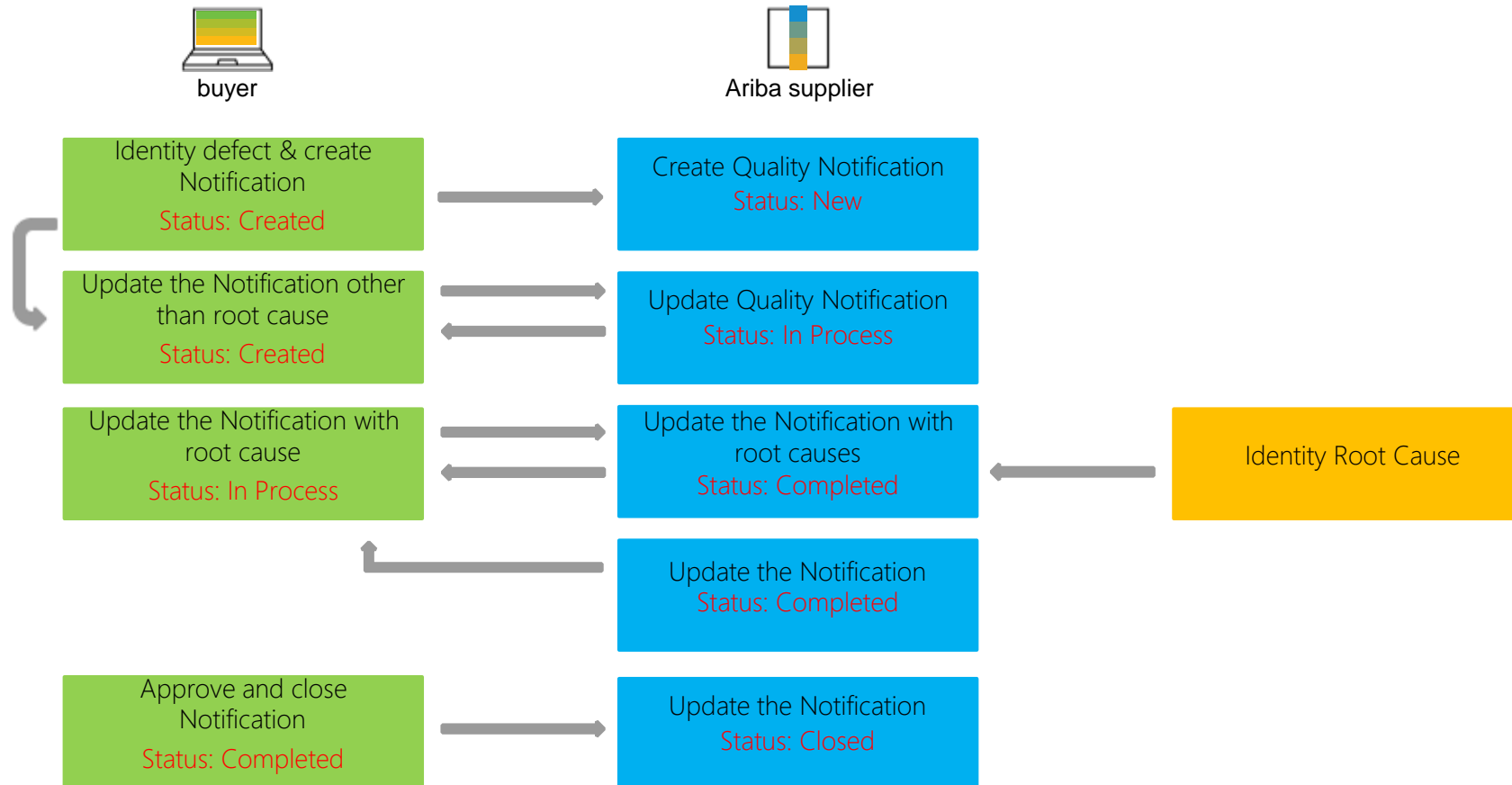
In this Chapter You Will Learn About ...

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

Introduction

- Buyers 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 about defects observed in products or sub-contracting components
- A quality notification can be initiated by either the supplier or buyer:
 - The buyer notifies the supplier about problems with the finished product
 - Supplier notifies the buyer about problems with sub-contracting components that the customer has sent to the supplier
 - Supplier is not supposed to change any task or catalogue entered by ABB.
 - Supplier is not supposed to change priority which is coming by default / entered by ABB in Ariba network

Buyer Initiated Quality Notification Process Workflow



Buyer Initiated Quality Notification Process Workflow

Reopen Process



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
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.

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 trainer

Buyer 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 **Create** to create a new QN.
- ✦ 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 being created QN Supplier is not supposed to change any task or catalogue entered by ABB ,**Editing options** include :

- ✦ Adding tasks, activities, defects, batches etc.
- ✦ Updating existing data
- ✦ Adding attachments – **ABB Ariba SCC supports suppliers adding attachment only at the header level .**

Quality Catalog Codes:

- ✦ ABB 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 ABB.

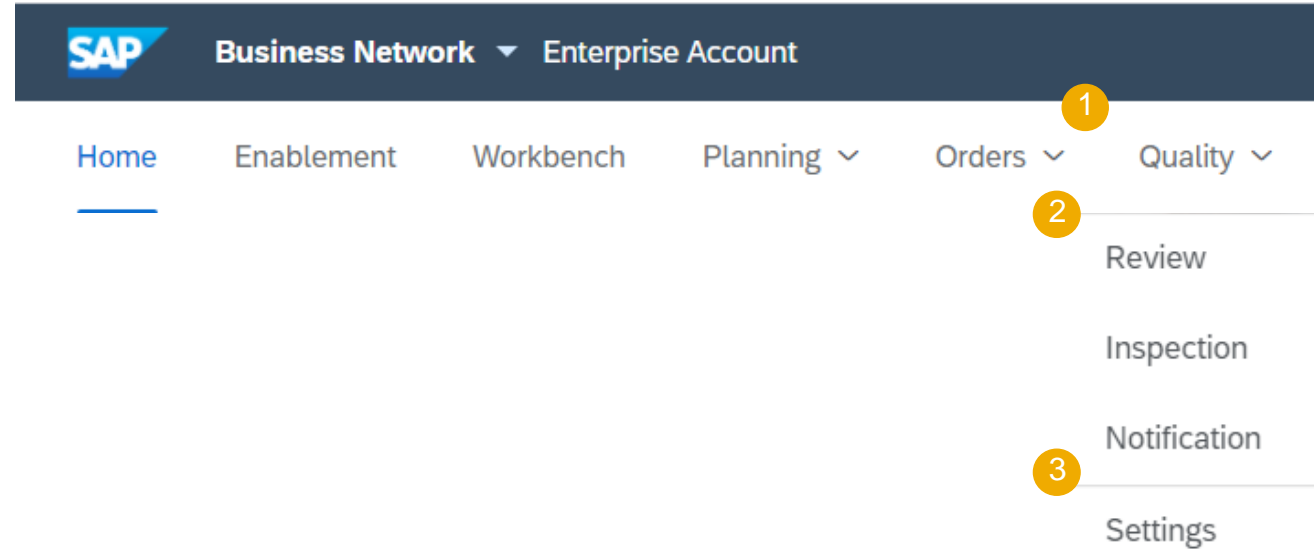
Suppliers can add **Web-page links** to quality notifications in the following sections:

- ✦ QN header: Comments, Task/ Activity/ Defect description.
- ✦ Defect section: Task/ Activity/ Cause
- ✦ Edit QN/ Additional Comments section.

Quality Tab

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 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.

The screenshot shows the 'Quality settings' interface. At the top, there is a header 'Quality settings' and a blue 'Edit' button (callout 1). Below this, there are two radio button options: 'Same rule for all customers' (selected, callout 2) and 'Separate rules for each customer + Add customer'. Underneath is a section for 'Quality notifications' (callout 3) with a checkbox. To the right of this section are two columns: 'Types' with checkboxes for 'Complaint from supplier' and 'Complaint from customer', and 'Events' with 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

Defects Screen

Partner Info and History Tab Screens

Details

Details – Required Tasks

Details – Activity Log

Defects

Defects – Causes

Defects – Additional Impacted Batches

Defects – Required Tasks

Defects – Activity Log

Quality notification mass update

Search and View 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.

From the Homepage:

1. Go to **Quality/ Notifications**.
2. Search filters allow you to identify the right notification.
3. Choose the required parameters and click **Search**.
4. To reset search parameters click **Reset**.
5. If you wish to view all notifications incl. obsoleted, check the box.

The screenshot shows the 'Quality notifications' search interface. At the top, a navigation bar includes 'Home', 'Enablement', 'Workbench', 'Planning', 'Orders', 'Fulfillment', 'Quality', 'Invoices', 'Payments', and 'More'. The 'Quality' menu is open, showing options: 'Review', 'Inspection', 'Notification', and 'Settings'. A callout '1' points to the 'Notification' option. Below the navigation, the 'Quality notifications' section has a 'Search filters' link with a callout '2'. The search filters are organized into a grid:

- Customer (dropdown)
- Customer location (dropdown)
- Purchase order no. (text input)
- Ship notice no. (text input)
- Customer part no. (dropdown)
- Customer batch (text input)
- Supplier part no. (dropdown)
- Supplier batch (text input)
- Supplier deviation no. (text input, with help icon)
- Customer deviation no. (text input, with help icon)
- Quality notification type (dropdown, currently 'Q6 -')
- Supplier action (dropdown, currently 'All')
- Status (dropdown, currently 'All')
- Creation date (dropdown)

At the bottom left, there is a checkbox 'View all quality notifications' with a help icon and a callout '5'. At the bottom right, there are 'Search' and 'Reset' buttons with callouts '3' and '4' respectively.

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. 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.

Supplier deviation no.	Customer	Priority	Status	Supplier action	Outstanding task	Customer part no.	Order no.	Quality notification type
09112020	BP SCC Buyer - TEST	Critical	New	Responded	0			Complaint from vendor
09112020	BP SCC Buyer - TEST	Critical	Obsoleted	Responded	0			Complaint from vendor

Purchase Order: 4500053196 Done

Create Order Confirmation | Create Ship Notice | Create Invoice | Create Quality Notification

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: [Redacted]

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

Contact information
Supplier Address
BP TST V1
Route 66
ATLANTA
GA

Routing Status: Sent
External Document Type: Standard PO (NB)

Related Documents: CI2222, CI1905091, SUPP651

Search and View QN Details Screen

1. You can view the details of incoming QN, problem description, return information, required tasks and activity log.
2. You can export notification in cXML or print it.
3. Click **Edit** to start working with quality notification.
4. Click **Cancel** to exit the screen.

Quality notification

Cancel Edit

2 3 4

Customer *	Title *	Quality notification type *	Supplier deviation no. *	Customer deviation no.	Priority *	Status
SCC Delivery Team - Global H19 Client 400 - TEST	Start-Date time conversion checks	Q6 - Comp. f.Cust .Ariiba	200000109		Medium	New

Details Defects (1) Partner info History

Customer and part

Customer location *	Customer routing identifier		
	S4HCLNT400		
Customer part no. *	Customer batch	Supplier part no.	Supplier batch
BP001 - BuyerDescriptionBP01			
Purchase order no.	Purchase order line item no.	Ship notice no.	Ship notice line item no.
Serial no.	Revision level	Subcontracting component?	
		No	

Notification detail

Category	Subcategory	Complaint quantity
QM - Problem Details	1 - Problem notification	
Malfunction start date	Malfunction end date	
Discovery date	Required start date	Due date
10/19/2020	10/21/2020	10/26/2020

Problem description

Return information

Return quantity	Return authorization no.	Return date

Required tasks (1)

Activity log (0)

Public

Search and View QN Defects Screen

From the QN screen:

1. The number in the brackets indicates the number of defects.
2. Select the number of the defect you wish to review
3. **Edit** allows suppliers to update/add information related to the quality notification.
4. Click **Cancel** to exit the screen.

The screenshot shows a web interface for viewing quality notification (QN) defects. At the top, there are four tabs: 'Details', 'Defects (2)', 'Partner info', and 'History'. The 'Defects (2)' tab is selected and highlighted with a blue underline and a yellow circle containing the number '1'. Below the tabs, there are two numbered links: '1' and '2', with a yellow circle containing the number '2' pointing to the '2' link. The main content area is titled 'Defect 1' and contains a table with the following data:

Defect category *	Defect subcategory *	Number of defects	Title
Q3 - Manufacturing	Q32 - Q3 - Packaging Defective	3	very big issue

Below the table, there is a 'Description' field. At the bottom of the screen, there are four expandable sections: 'Causes (0)', 'Additional Impacted Batches (0)', 'Required tasks (0)', and 'Activity log (0)'. At the bottom right, there are two buttons: 'Cancel' and 'Edit'. A yellow circle containing the number '3' points to the 'Edit' button, and a yellow circle containing the number '4' points to the 'Cancel' button.

Search and View QN

Partner Info and History Tab Screens

From the QN screen:

1. You can review Partner information in the respective 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

Cancel Edit

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

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Maintain Quality Notification

Details Screen 1

1. If not in editing mode, click **Edit**.
2. Selected detail fields are available for the update. Confirm, update or enter necessary information.
3. You can add a web link to the Problem description section.

The screenshot shows the 'Edit quality notification' interface. At the top right, there are 'Cancel' and 'Edit' buttons, with a yellow circle containing the number '1' pointing to the 'Edit' button. The main form area is titled 'Edit quality notification' and contains several sections. A yellow circle with the number '2' points to the top header area of the form. The form includes fields for Customer, Title, Quality notification type, Supplier deviation no., Priority, and Status. Below these are tabs for 'Details', 'Defects (1)', 'Partner info', and 'History'. The 'Customer and part' section contains fields for Customer location, Customer routing identifier, Customer part no., Customer batch, Supplier part no., Supplier batch, Purchase order no., Purchase order line item no., Ship notice no., Ship notice line item no., Serial no., Revision level, and Subcontracting component?. The 'Notification detail' section contains fields for Category, Subcategory, Complaint quantity, Malfunction start date, Malfunction end date, Discovery date, Required start date, and Due date. A yellow circle with the number '3' points to the 'Problem description' section, which includes a 'Files on the Web' area.

1

2

3

Cancel Edit

Edit quality notification

Customer * SCC Delivery Team - Global H19 Client 400 - TEST

Title * Start-Date time conversion checks

Quality notification type * Q6 - Comp. f.Cust .Ariiba

Supplier deviation no. * 200000109

Priority * Medium

Status New

Details Defects (1) Partner info History

Customer and part

Customer location * Customer routing identifier S4HCLNT400

Customer part no. * BP001 - BuyerDescriptionBP01

Customer batch Supplier part no. Supplier batch

Purchase order no. Purchase order line item no. Ship notice no. Ship notice line item no.

Serial no. Revision level Choose

Subcontracting component? No

Notification detail

Category QM - Problem Details

Subcategory 1 - Problem notification

Complaint quantity Unit

Malfunction start date mm/dd/yyyy

Malfunction end date mm/dd/yyyy

Discovery date 10/19/2020

Required start date 10/21/2020

Due date 10/26/2020

Problem description


Files on the Web

Maintain Quality Notification

Details Screen 2


4. You can upload files and add web links to the Additional comment section.
5. You can add or edit Required tasks and Activity Log. More details on this on the following slides.


Additional comment (0)


Choose 

4


Add links to existing files on the Web


File name	Address	
<input type="text"/>	<input type="text"/>	

Return information 

Return quantity	Unit	Return authorization no.	Return date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="mm/dd/yyyy"/> 

5

Required tasks (1) 

Activity log (0) 

Maintain Quality Notification

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

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

Details Section 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	Size limit
Files on the web	URL to be added to QN	Please check SAP help for allowed domains

Maintain Quality Notification

Details – Required Tasks

From the QN screen:

1. If not in editing mode, click **Edit**.
2. Expand **Required tasks** section and click **Add task**.
3. Fulfill all mandatory fields.
4. You can add multiple tasks on the Portal using **Add task** button.
5. Once finished, click **Publish** or continue editing.
6. Click **bin** icon to delete the task.

Note:

- You can edit existing tasks in the editing mode.

1

Cancel Edit

Required tasks (0)

Assign a task to team members to resolve the issue.

2 + Add task

Task

3

Task category * Task subcategory * Title

Choose Choose

Description

Start date Start time Target date Target time

mm/dd/yyyy 0:00:00 mm/dd/yyyy 0:00:00

Status * Processor type Processor ID Processor name

Choose Choose

4 + Add task

5 Cancel Publish

6

Maintain Quality Notification

Details – Required Tasks 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

Details - Activity Log

From the QN screen:

1. If not in editing mode, click **Edit**.
2. Expand **Activity log** section and click **Add activity**.
3. Fulfill all mandatory fields.
4. You can add multiple tasks on the Portal using **Add activity** button.
5. Once finished, click **Publish** or continue by adding activity log .
6. Click **bin** icon to delete the task before it is published.

Note:

- You can edit existing activities in the editing mode.

The screenshot shows the 'Activity log' section of a Quality Notification (QN) screen. At the top, there are 'Cancel' and 'Edit' buttons, with a yellow circle '1' highlighting the 'Edit' button. Below this is the 'Activity log (0)' section, which is expanded to show a description: 'Keep track of activities to resolve the issue.' and a '+ Add activity' button, with a yellow circle '2' highlighting the button. The main 'Activity' form is highlighted with a yellow circle '3'. It contains several fields: 'Activity category *' and 'Activity subcategory *' (both dropdown menus with 'Choose' selected), 'Title' (text input), 'Description' (text area), 'Start date' (calendar icon, 'mm/dd/yyyy'), 'Start time' (clock icon, '0:00:00'), 'End date' (calendar icon, 'mm/dd/yyyy'), and 'End time' (clock icon, '0:00:00'). At the bottom of the form, there is another '+ Add activity' button, with a yellow circle '4' highlighting it. Below the form are 'Cancel' and 'Publish' buttons, with a yellow circle '5' highlighting the 'Publish' button. On the far right of the form, there is a trash bin icon, with a yellow circle '6' highlighting it.

Maintain Quality Notification

Details – 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 Defects

From the QN screen:

1. If not in editing mode, click **Edit**.
2. Go to **Defects** subtab in the header of the screen.
3. To add a new defect click a **plus** button.
4. Fulfill all mandatory fields.
5. You can add multiple defects on the Portal using **plus** icon.
6. Click **bin** icon to delete defects.
7. Once finished, click **Publish**. Otherwise, continue editing.

Note:

- You can edit existing defects in the editing mode.
- For every defect you can add or edit cause(s), additional impacted batches information, required task(s) and activity log(s) if needed.

1

2

3

5

4

6

7

Maintain Quality Notification

Defects 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

Defects – Causes

From the QN/ Defects screen:

1. If not in editing mode, click **Edit**.
2. If there are multiple defects, select the one you want to edit.
3. Expand Causes section and click **Add cause**.
4. Fulfill all mandatory fields.
5. You can create multiple causes by clicking **Add cause** button.
6. If you wish to remove the cause click **bin** icon.
7. If you wish to submit, click **Publish**.

The screenshot shows the 'Defects (3)' screen with tabs for 'Details', 'Defects (3)', 'Partner info', and 'History'. The 'Defects (3)' tab is active. In the top right corner, there are 'Cancel' and 'Edit' buttons, with a yellow circle '1' highlighting the 'Edit' button. Below the tabs, there are three numbered items (1, 2, 3) and a blue '+ Add cause' button, with a yellow circle '2' highlighting the '+' button. Below this, the 'Causes (0)' section is visible, with a prompt 'Describe the cause of the defect.' and a '+ Add cause' button, with a yellow circle '3' highlighting the '+' button.

Note:

- You can edit existing causes in the editing mode.

The screenshot shows the 'Cause' form in editing mode. The form has a title bar 'Cause' with a yellow circle '4' on the left and a trash icon with a yellow circle '6' on the right. Below the title bar, there are three fields: 'Cause category *' with a dropdown menu showing 'Choose', 'Cause subcategory *' with a dropdown menu showing 'Choose', and 'Title' with a text input field. Below these fields is a 'Description' text area. At the bottom left, there is a '+ Add cause' button with a yellow circle '5' above it. At the bottom right, there are 'Cancel' and 'Publish' buttons, with a yellow circle '7' above the 'Publish' button.

Maintain Quality Notification

Defects Causes 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

Maintain Quality Notification

Defects - Additional Impacted Batches Data Description

Field	Description	Validation
Supplier part no.	Supplier Part Number	Free text input checked against order details
Customer part no.	Customer Part Number	Automatically filled based on order details
Customer location	Plant number and description	Free text input checked against order details
Customer batch	Batch number provided by customer	Free text input checked against order details
Supplier batch	Batch number provided by supplier	Free text input checked against order details

Maintain Quality Notification

Defects – Required Tasks

From the QN/ Defects screen:

1. If not in editing mode, click **Edit**.
2. If there are multiple defects, select the one you want to edit.
3. Expand Required tasks section and click **Add task**.
4. Fulfill all mandatory fields.
5. You can create multiple lines by clicking **Add task** button.
6. If you wish to remove the task click **bin** icon.
7. If you wish to submit, click **Publish**.

Note:

- You can edit existing tasks in the editing mode.

Details Defects (3) Partner info History

Cancel Edit

1 2 3 +

Required tasks (0)

Assign a task to team members to resolve the issue.

+ Add task

Task

4 Task category * Task subcategory * Title

Choose Choose

Description

Start date Start time Target date Target time

mm/dd/yyyy 0:00:00 mm/dd/yyyy 0:00:00

Status * Processor type Processor ID Processor name

Choose Choose

5 + Add task

Cancel Publish

6

Maintain Quality Notification

Defects – Required Tasks Data Description

Field	Description	Validation
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

Defects – 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

Complete and Publish Quality Notification

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

Edit quality notification

Customer *	Title *	Quality notification type *	Supplier deviation no. *	Priority *	Status
SCC Delivery Team - Global H19 Client 400 - TEST	<input type="text" value="Start-Date time conversion checks"/>	Q6 - Comp. f.Cust .Ariiba	200000100	Medium	New

[Details](#) [Defects \(0\)](#) [Partner info](#) [History](#)

Customer and part

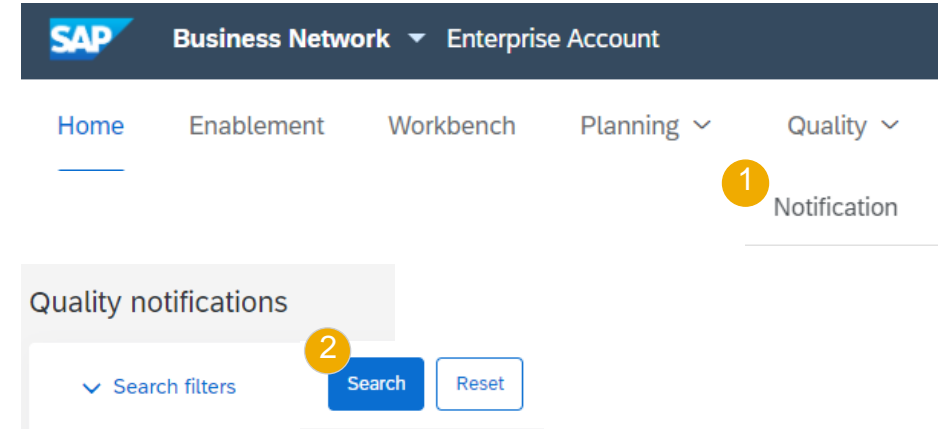
1

- New
- In-Process
- Completed

Search and Review Published Quality Notification

From the Homepage:

1. Click on **Quality/ Notification**.
2. Prepopulate search criteria and click **Search**. Matching results will appear.
3. You can open and view QN by clicking **Supplier deviation number**.
4. You can configure your QN table view by clicking **configure** icon.
5. Supplier action value is automatically determined on the Portal:
 - **Pending** – requires supplier action, since [Customer] updated QN.
 - **Responded** – last update performed by supplier
 - **None** – refers to a notification with a status Closed



Supplier deviation no.	Customer	Priority	Status	Supplier action	Outstanding task	Customer part no.	Order no.	Quality notification type	Customer location	Ver
200000109	SCC Delivery Team - Global H19 Client 400 - TEST	Medium	New	Responded	1	BP001		Comp. f.Cust .Ariiba	1710	2
200000131	SCC Delivery Team - Global H19 Client 400 - TEST	Low	New	Pending	0	BP001		Comp. f.Cust .Ariiba	1710	1
200000108	SCC Delivery Team - Global H19 Client 400 - TEST	Medium	New	Pending	1	BP001		Comp. f.Cust .Ariiba	1710	1

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.

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.

