



# **BUYER INITIATED QUALITY NOTIFICATION** **SUPPLIER TRAINING GUIDE**

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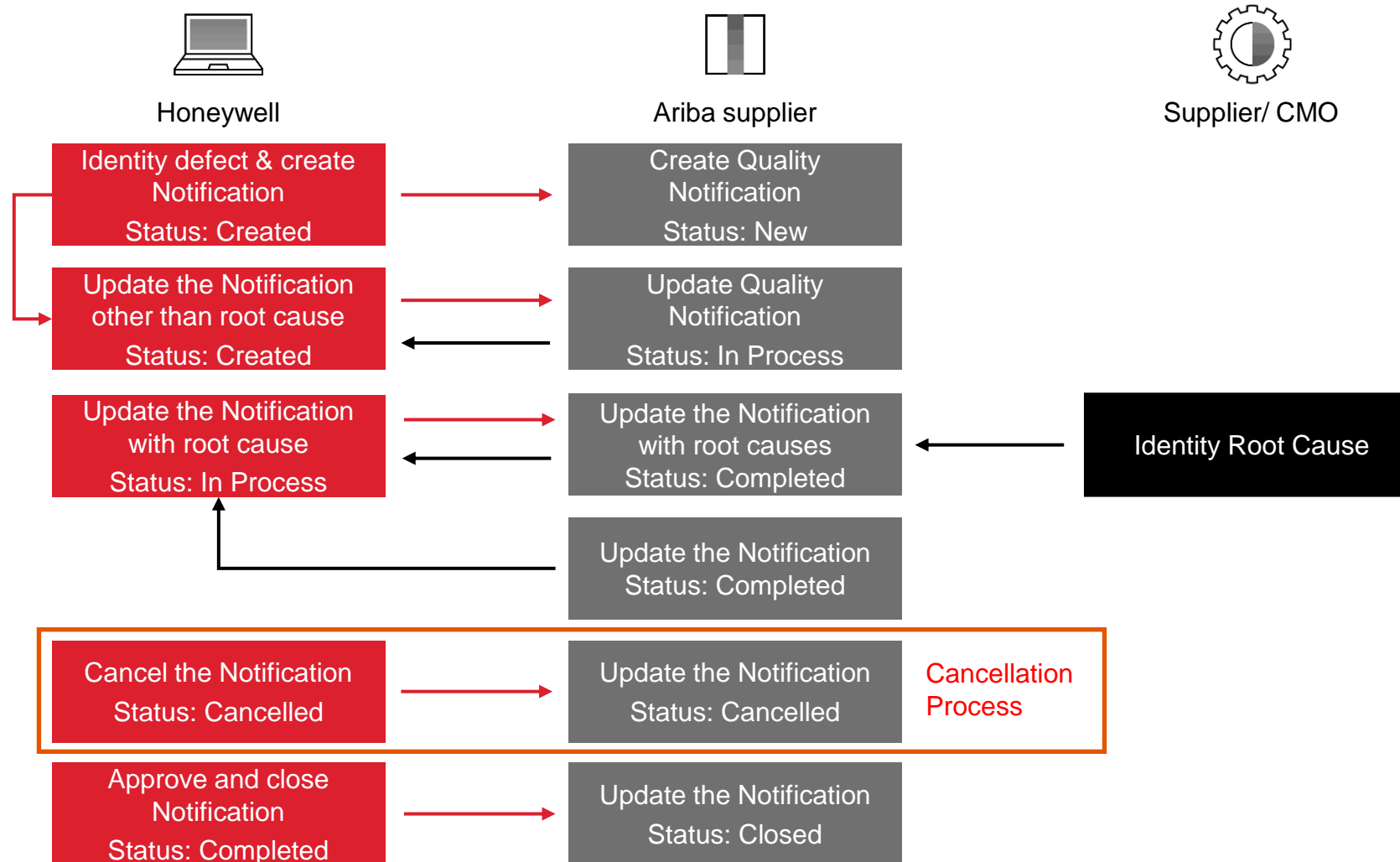
## **Appendix**

# **INTRODUCTION**

# 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 or contract manufacturer notifies the buyer about problems during production

# BUYER INITIATED QUALITY NOTIFICATION PROCESS WORKFLOW



# BUYER INITIATED QUALITY NOTIFICATION

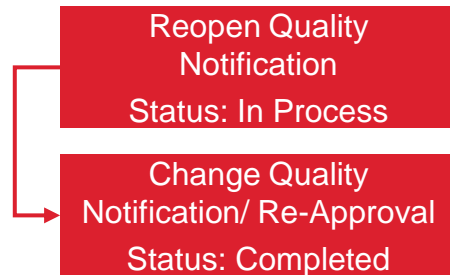
## PROCESS WORKFLOW – REOPEN PROCESS



Honeywell



Ariba supplier



# 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, Bill To, and Deliver To 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.

# MODES OF AUTOMATION

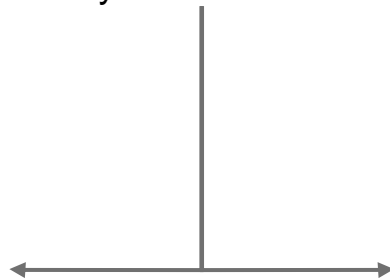
Ariba allows suppliers to work in different modes:



**Ariba Portal:** The Supplier works online through a Web Browser. Data entry can be on screen or using download and upload functionality.



**Manual:** The Supplier can manually enter the data in Portal and upload



**Excel:** The Supplier can utilize Excel options to upload data.

# **PORTAL USER INTERACTION**

# 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 being created QN can be edited at any time if allowed by Honeywell. Editing options include :**

- Adding tasks, activities, defects, batches etc.
- Updating existing data
- Adding attachments

**Quality Catalog Codes:**

- Honeywell 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 Honeywell.

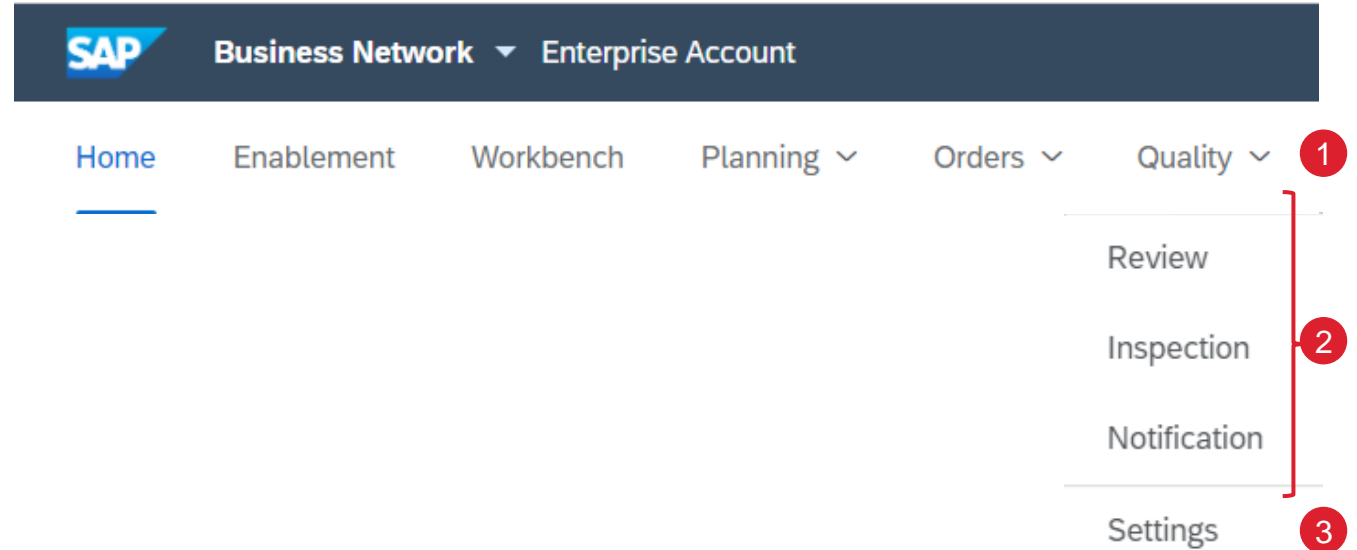
Suppliers can add **Web-page links** to quality notifications in the following sections:

- 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.

The screenshot shows the 'Quality settings' interface. At the top right, there is a blue 'Edit' button with a red circle containing the number '1'. Below this, there are two radio button options: 'Same rule for all customers' (selected) and 'Separate rules for each customer' with a '+ Add customer' link below it. A red circle with the number '2' is next to the 'Same rule for all customers' option. Below these options is a checkbox labeled 'Quality notifications' with a red circle containing the number '3' next to it. To the right of this checkbox are two columns of checkboxes: 'Types' with 'Complaint from supplier' and 'Complaint from customer', and 'Events' with '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, with a red circle containing the number '4' next to the 'Submit' button.

**Note:** Prior to managing quality settings, quality user needs to be created by supplier account Admin.

# 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 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'. A dropdown menu for 'Quality' is open, showing 'Review', 'Inspection', 'Notification', and 'Settings'. A red circle '1' highlights the 'Notification' option. Below the navigation, a 'Search filters' section is expanded, indicated by a red circle '2'. This section contains several input fields and dropdown menus: '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'). A 'Status' dropdown is set to 'All', and a 'Creation date' dropdown is also present. A checkbox labeled 'View all quality notifications' is checked, with a red circle '5' next to it. At the bottom, there are 'Search' and 'Reset' buttons, with red circles '3' and '4' respectively highlighting them.

# 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.

Supplier deviation no.	Customer	Priority	Status	Supplier action	Outstanding task	Quality notification type
<a href="#">09112020</a>	BP SCC Buyer - TEST	Critical	New	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  
 Phone: +61 ( ) (02) 9935 4 500  
 Fax: +61 ( ) (02) 9935 4 999

**To:** BParnau Supplier - TEST  
 Phone: +420 (111) 11111111  
 Fax:  
 Email

**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  
**Related Documents:** C12222, C11905091, SUPP651

**Note:** If you cannot find a required notification, contact Honeywell.

# 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

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

Details
Defects (1)
Partner info
History

**Customer and part**

Customer location *	Customer routing identifier		
1710 - Bucharova1	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) v

Activity log (0) v

# 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 with a top navigation bar containing 'Details', 'Defects (2)', 'Partner info', and 'History'. The 'Defects (2)' tab is selected. Below the navigation bar is a list of defects. The first defect is 'Defect 1'. A table below the defect list shows the following data:

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

Below the table are four expandable sections: 'Causes (0)', 'Additional Impacted Batches (0)', 'Required tasks (0)', and 'Activity log (0)'. At the bottom of the screen, there are two buttons: 'Cancel' and 'Edit'.

# SEARCH AND VIEW QN

## PARTNER INFO AND HISTORY TAB SCREENS

From the QN screen:

1. You can review Partner information in the **Partner info** tab.
2. You can review History of QN in the **History** 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

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

**History**

Status	Comments	Changed by	Date and time
Ok		TxnDocApp-124995074	Aug 8, 10:17 AM
Acknowledged	OK	TXNDocBuyerApp-125006067	Aug 8, 10:17 AM
Sent	Sent document to Inbox.	TXNDocBuyerApp-124998061	Aug 8, 10:17 AM

**4** Cancel **3** Edit

# **MAINTAIN QUALITY NOTIFICATION**

# 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, there are 'Cancel' and 'Edit' buttons. The main form is divided into several sections:

- Edit quality notification header:** Contains fields for Customer (\*), Title (\*), Quality notification type (\*), Supplier deviation no. (\*), Priority (\*), and Status. The values shown are: SCC Delivery Team - Global H19 Client 400 - TEST, Start-Date time conversion checks, Q6 - Comp. f.Cust. Ariiba, 200000109, Medium, and New.
- Customer and part:** 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?.
- Notification detail:** Contains fields for Category, Subcategory, Complaint quantity, Malfunction start date, Malfunction end date, Discovery date, Required start date, and Due date.
- Problem description:** A section with a 'Files on the Web' link.


Red callout boxes are placed over the interface: '1' is over the 'Edit' button; '2' is over the top header area; '3' is over the 'Problem description' section.

# 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"/>	

[+ Add another link](#)

**Note:** Go to [Appendix – Details Section Description](#) to learn more.

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 – 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.
- Go to [Appendix – Details – Required Tasks Data Description](#) to learn more.

The screenshot shows the 'Required tasks' interface. At the top, there are 'Cancel' and 'Edit' buttons (callout 1). Below is a section titled 'Required tasks (0)' with a description: 'Assign a task to team members to resolve the issue.' A '+ Add task' button is present (callout 2). The main form area is titled 'Task' and contains several fields: 'Task category \*' and 'Task subcategory \*' (both dropdown menus with 'Choose' selected), 'Title' (text input), 'Description' (text area), 'Start date' (calendar icon, format mm/dd/yyyy), 'Start time' (clock icon, format 0:00:00), 'Target date' (calendar icon, format mm/dd/yyyy), 'Target time' (clock icon, format 0:00:00), 'Status \*' (dropdown menu with 'Choose' selected), 'Processor type' (dropdown menu with 'Choose' selected), 'Processor ID' (text input), and 'Processor name' (text input). A bin icon for deleting the task is located at the top right of the form area (callout 6). At the bottom, there are '+ Add task', 'Cancel', and 'Publish' buttons (callout 4 and 5).

# 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.
- Go to [Appendix – Details – Activity Log Data Description](#) to learn more.

The screenshot shows the 'Activity log (0)' section of the interface. At the top, there are 'Cancel' and 'Edit' buttons, with a red circle '1' next to the 'Edit' button. Below this is the heading 'Activity log (0)' and a sub-heading 'Keep track of activities to resolve the issue.' A red circle '2' is next to a '+ Add activity' button. The main form area is titled 'Activity' and contains several fields: 'Activity category \*' (dropdown menu with 'Choose' selected), 'Activity subcategory \*' (dropdown menu with 'Choose' selected), and 'Title' (text input field). A red circle '3' is next to the 'Activity category' dropdown. Below these is a 'Description' text area. At the bottom, there are four date/time fields: 'Start date' (mm/dd/yyyy), 'Start time' (0:00:00), 'End date' (mm/dd/yyyy), and 'End time' (0:00:00). A red circle '6' is next to a bin icon in the top right corner of the form area. Below the form, there is a '+ Add task' button with a red circle '4' next to it. At the bottom, there are 'Cancel' and 'Publish' buttons, with a red circle '5' next to the 'Publish' button.

# 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.
- Go to [Appendix – Defects Causes Data Description](#) to learn more.

The screenshot shows the 'Edit quality notification' interface. At the top, there are 'Cancel' and 'Edit' buttons, with a red circle '1' next to the 'Edit' button. Below this is a form with fields for 'Customer \*' (SCC Delivery Team - Global H19 Client 400 - TEST), 'Title \*' (Start-Date time conversion checks), and 'Quality notification type \*' (Q6 - Comp. f.Cust .Ariiba). A red circle '2' is next to the 'Title' field. Below the form is a tabbed interface with 'Details', 'Defects (0)', 'Partner info', and 'History' tabs. A red circle '3' is next to the 'Defects (0)' tab. Below the tabs is a 'No defects' section with a plus icon and a red circle '4' next to it. Below this is a 'Defect' section with a red circle '5' next to it. The 'Defect' section has a red circle '4' next to the 'Defect' label. It contains two dropdown menus for 'Defect category \*' and 'Defect subcategory \*', both with 'Choose' selected. Below these is a 'Description' text area. To the right of the 'Defect' section is a bin icon with a red circle '6' next to it. At the bottom, there are 'Cancel' and 'Publish' buttons, with a red circle '7' next to the 'Publish' button.

# 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**.

### Note:

- You can edit existing causes in the editing mode.
- Go to [Appendix – Defects Data Description](#) to learn more.

The screenshot shows the 'Defects (3)' tab in an application. At the top right, there are 'Cancel' and 'Edit' buttons, with a red circle '1' next to the 'Edit' button. Below this, a list of defects is shown with a red circle '2' next to the first item. A '+ Add cause' button is highlighted with a red circle '3'. The 'Causes (0)' section is expanded, showing a text area for 'Describe the cause of the defect.' and a '+ Add cause' button. A red circle '4' is next to the '+ Add cause' button. Below this, the 'Cause' form is shown with fields for 'Cause category \*', 'Cause subcategory \*', and 'Title'. A red circle '6' is next to a bin icon in the top right of this section. Below the form, there is another '+ Add cause' button with a red circle '5' next to it. At the bottom, there are 'Cancel' and 'Publish' buttons, with a red circle '7' next to the 'Publish' button.

# MAINTAIN QUALITY NOTIFICATION

## DEFECTS – ADDITIONAL IMPACTED BATCHES

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 Additional Impacted Batches section and click **Add line**.
4. Fulfill all mandatory fields.
5. You can create multiple lines by clicking Add line button.
6. If you wish to remove the line click bin icon.
7. If you wish to submit, click **Publish**.

**Note:**

- You can edit existing lines in the editing mode.
- Go to [Appendix – Defects – Additional Impacted Batches Data Description](#) to learn more.

The screenshot illustrates the 'Defects (3)' screen with the following components and annotations:

- 1:** 'Cancel' and 'Edit' buttons at the top right.
- 2:** A table with columns 1, 2, 3 and an '+ Add line' button.
- 3:** 'Additional Impacted Batches (0)' section with a '+ Add line' button.
- 4:** 'Additional Impacted Batches (1)' section with a table containing 'Customer location' (1710 - Bucharova1) and 'Customer part no.' (BP001 - BuyerDescriptionBF), and a bin icon.
- 5:** '+ Add cause' button below the table.
- 6:** Bin icon for removing a line.
- 7:** 'Cancel' and 'Publish' buttons at the bottom.

# 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.
- Go to [Appendix – Defects – Required Tasks Data Description](#) to learn more.

The screenshot shows the 'Defects (3)' screen with tabs for 'Details', 'Defects (3)', 'Partner info', and 'History'. The 'Defects (3)' tab is active, showing a list of defects with a '+ Add task' button. A 'Required tasks (0)' section is expanded, showing a '+ Add task' button and a 'Task' form. The form includes fields for 'Task category \*', 'Task subcategory \*', 'Title', 'Description', 'Start date', 'Start time', 'Target date', 'Target time', 'Status \*', 'Processor type', 'Processor ID', and 'Processor name'. The 'Cancel' and 'Publish' buttons are at the bottom. Red callouts 1 through 7 highlight the 'Edit' button, the '+ Add task' button, the '+ Add task' button, the form fields, the '+ Add task' button, the 'bin' icon, and the 'Publish' button respectively.

# MAINTAIN QUALITY NOTIFICATION

## DEFECTS – ACTIVITY LOG

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 Activity log section and click **Add activity**.
4. Fulfill all mandatory fields.
5. You can create multiple lines by clicking **Add activity** button.
6. If you wish to remove the activity, click **bin** icon.
7. If you wish to submit, click **Publish**.

### Note:

- You can edit existing tasks in the editing mode.
- Go to [Appendix – Defects – Activity Log Data Description](#) to learn more.

The screenshot shows the 'Defects (3)' screen with tabs for 'Details', 'Defects (3)', 'Partner info', and 'History'. The 'Defects (3)' tab is active, showing a list of defects with a '+' button to add a new activity. Below the list is an 'Activity log (0)' section with a '+ Add activity' button. The 'Activity log (0)' section is expanded, showing a form for adding a new activity. The form has fields for 'Activity category \*', 'Activity subcategory \*', and 'Title'. Below these is a 'Description' text area. At the bottom of the form are fields for 'Start date', 'Start time', 'End date', and 'End time'. The 'Start date' and 'End date' fields have a calendar icon, and the 'Start time' and 'End time' fields have a clock icon. Below the form is a '+ Add activity' button. At the bottom of the screen are 'Cancel' and 'Publish' buttons. Red numbered callouts 1 through 7 point to the 'Edit' button, the '+' button, the '+ Add activity' button, the form fields, the '+ Add activity' button, the 'bin' icon, and the 'Publish' button respectively.

# 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 then 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**.
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 illustrates the SAP Business Network interface for creating and running a quality notification job. The interface is divided into several sections:

- Top Navigation:** SAP Business Network Enterprise Account. The 'Quality' menu is open, and the 'Create' button is highlighted with a red circle 1.
- Jobs Sub-tab:** The 'Jobs' sub-tab is selected, and the 'Create' button is highlighted with a red circle 2.
- Create/Edit Job Form:** The form is used to create a new job. The 'Name' field is 'VS QN Test', and the 'Type' dropdown is set to 'Quality Notification' (highlighted with a red circle 3). The 'Job Search Criteria' section includes fields for Customer (BP SCC Buyer - TEST), Start date (04/24/2019), and End date (05/14/2019). There are checkboxes for 'Header task', 'Header activity', and 'Defect'. The 'Save' button is highlighted with a red circle 4.
- Jobs List:** A table showing the created job:
 

Name	Type
VS QN Test	Quality Notification
123123	ASN

 The 'Run' button is highlighted with a red circle 5.
- Downloads Section:** The 'Downloads' sub-tab is selected, and the 'Refresh Status' button is highlighted with a red circle 6.
- Downloads Table:** A table showing the downloaded job:
 

Job Name	Type	Status	File
VS QN Test	Quality Notification	Completed	Download icon

 The 'Refresh Status' button is highlighted with a red circle 8.

# MAINTAIN QUALITY NOTIFICATION

## QUALITY NOTIFICATION MASS UPDATE 2

9. Open the Excel file containing quality notifications.

10. Click any of the following tabs:

- Header
- Header Tasks
- Header Activities
- Defects
- Defect Tasks
- Defect Activities
- Defect Causes
- Defect Additional Batches

11. For existing rows, edit any columns that are shaded blue. Validation messages will be updated in log file for incorrect entries.

12. For Action columns, specify one of the following values:

- A = Add
- U = Update
- D = Delete

13. When you are finished editing, save the file.

**Note:**

- Don't edit any columns shaded white. Those values can't be updated.
- Please make sure to use the latest version of the template available through the Portal.

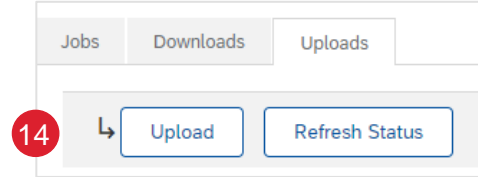
SAP Ariba 							
Quality Notification Report							
Supplier deviation no.	Status	Supplier part no.	Customer part no.	Customer location	Quality notification type	Revision level	Priority
QN-Test8	New	SUP000301 - ITEM 1 WORLD CUP	BUY0000301 - ITEM 1 WORLD CUP	99999377 - PLANT STADIUM	Q6		High
QN-Test10	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-Test12	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

# MAINTAIN QUALITY NOTIFICATION

## QUALITY NOTIFICATION MASS UPDATE 3

From the **Uploads** sub-tab:

14. Click **Upload** button. A new window will pop up.
15. Fulfill all mandatory fields and set type as **Quality Notification**.
16. Click **Browse** and select the file.
17. Click **Upload**.
18. 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.
19. 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.



The 'Upload File' dialog box contains the following fields and buttons:

- \*Name: VS QN Test
- \*Customer: BP SCC Buyer - TEST
- \*Type: Quality Notification (dropdown menu)
- File: [Empty field] Browse... (red circle 16)
- Upload (blue button, red circle 17)
- Cancel (white button)

A red circle with the number 15 is positioned to the left of the Name field.

Name	Type	L	Status	File	Log
oc_qfy_update	Quality Notification	30 Aug	Completed		
oc_curr_retest	OrderConfirmationUpload	30 Aug	Completed		
oc_curr_change	OrderConfirmationUpload	30 Aug	Failed		

The table shows three rows of upload records. The 'Status' column for the first two rows is 'Completed', and for the third row, it is 'Failed'. The 'File' column contains download icons for all three rows. The 'Log' column contains a download icon for the 'Failed' row. Red boxes highlight the 'Status' and 'File' columns, with red circles 18 and 19 pointing to them respectively.

**COMPLETE AND PUBLISH QN**

# COMPLETE AND PUBLISH QUALITY NOTIFICATION

1. Change the Status of QN from In-Process to **Completed**.

**Prerequisite:** You need to complete all open tasks for the overall QN status to be changed to **Completed**. Click Publish button to send QN to Honeywell 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 Honeywell.
- Only Honeywell can initiate QN cancellation. If supplier considers QN needs to be cancelled, supplier should contact Honeywell.
- When Honeywell 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	Start-Date time conversion checks	Q6 - Comp. f.Cust .Ariiba	200000100	Medium	New

Details Defects (0) Partner info History

Customer and part

1

**SEARCH AND REVIEW PUBLISHED QN**

# PUBLISHED QN

## SEARCH AND REVIEW

From the Homepage:

1. Click on **Quality > Notification**.
2. Prepopulate search criteria and click **Search**. Matching results will appear.
3. You can open and review 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 Honeywell updated QN.
  - **Responded** – last update performed by supplier
  - **None** – refers to a notification with a status Closed

The screenshot shows the SAP Business Network Enterprise Account interface. The navigation bar includes 'Home', 'Enablement', 'Workbench', 'Planning', and 'Quality'. Under 'Quality', the 'Notification' option is selected and highlighted with a red circle '1'. Below this, the 'Quality notifications' section has a search filter dropdown and a 'Search' button (highlighted with a red circle '2') and a 'Reset' button. The search results are displayed in a table with the following columns: Supplier deviation no., Customer, Supplier action, Outstanding task, Customer part no., Customer location, and Ver. The 'Supplier deviation no.' column is highlighted with a red box and a red circle '3'. The 'Supplier action' column is highlighted with a red box and a red circle '5'. The 'Ver' column has a configure icon (highlighted with a red circle '4') next to it. The table contains three rows of data:

Supplier deviation no.	Customer	Supplier action	Outstanding task	Customer part no.	Customer location	Ver
<a href="#">200000109</a>	SCC Delivery Team - Glob	Responded	1	BP001	1710	2
<a href="#">200000131</a>	SCC Delivery Team - Glob	Pending	0	BP001	1710	1
<a href="#">200000108</a>	SCC Delivery Team - Glob	Pending	1	BP001	1710	1

# LIMITATIONS

# 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 Honeywell 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.

# 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
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

# MAINTAIN QUALITY NOTIFICATION

## DETAILS SECTION DESCRIPTION 2

Field	Description	Source
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
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 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 username or company name.	Customer or Supplier ANID name

# 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 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 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 – 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 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 username 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