



# **SUPPLIER INITIATED QUALITY NOTIFICATION**

## **SUPPLIER TRAINING GUIDE**

# TABLE OF CONTENTS

## **Introduction**

- Introduction
- Workflow
- Parts Of Quality Notification (QN)
- Modes Of Automation

## **Portal User Interaction**

- Overall Considerations
- Quality Tab
- Create QN from a Purchase Order
- Create QN without Referencing a Purchase Order
- Maintain QN Content
- Complete and Publish QN
- Search and Review Published QN
- Limitations

## **Appendix**

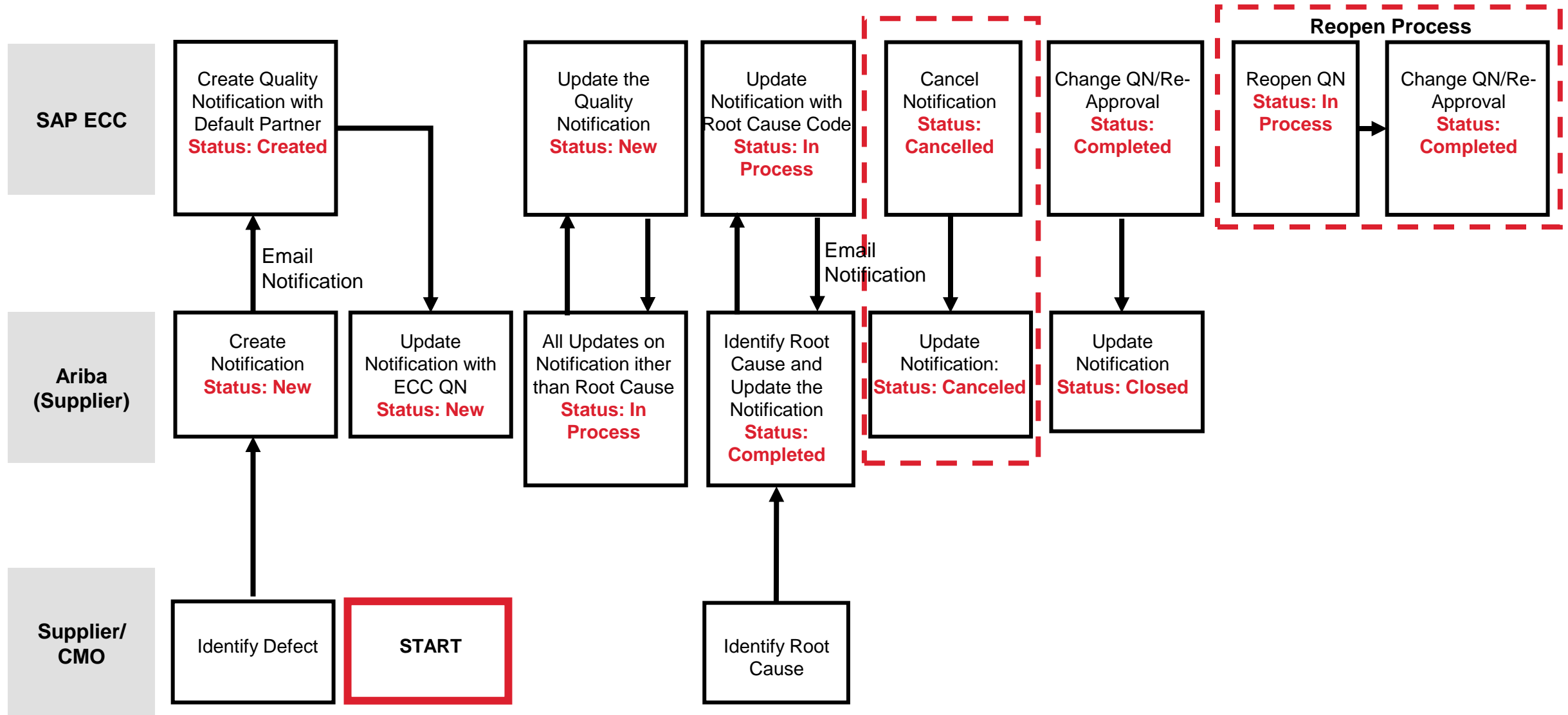
# INTRODUCTION

# 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

# QUALITY NOTIFICATION WORKFLOW

## SUPPLIER INITIATED



# MODES OF AUTOMATION

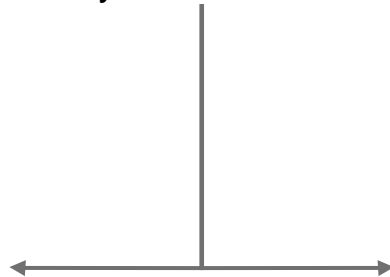
Ariba allows suppliers to work in different modes:



**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.

# PARTS OF QUALITY NOTIFICATION

Tab	Description
Detail	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.

# **PORTAL USER INTERACTION**



# 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 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.

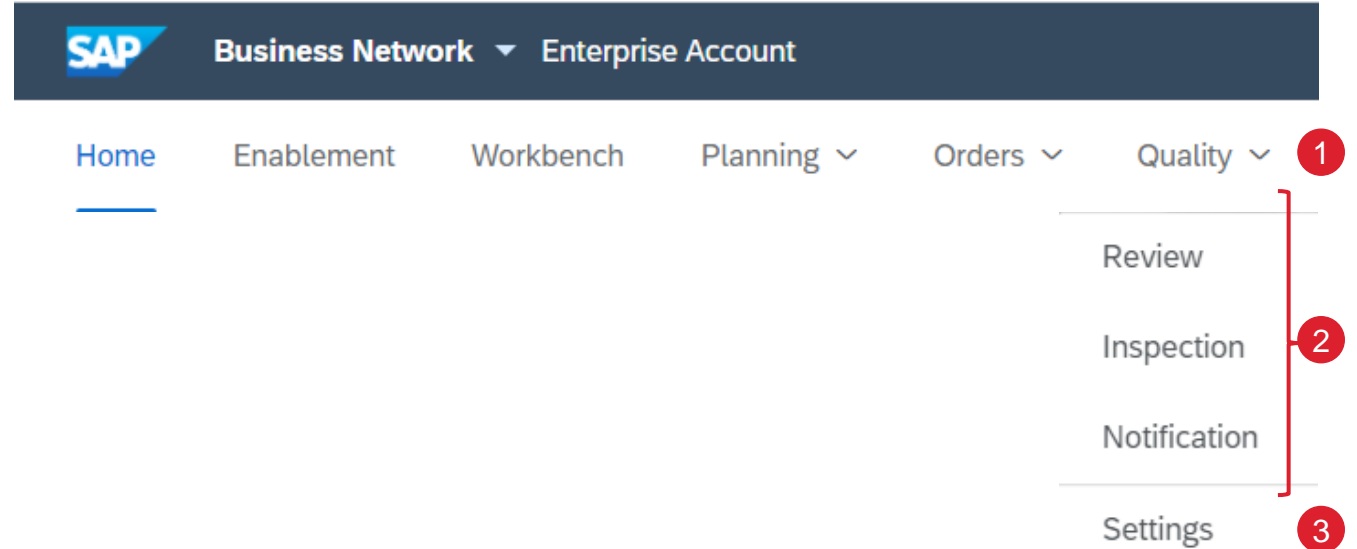
Suppliers can add **Web-page links** to quality notifications in the following sections:

- 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, there is a header bar with the text 'Quality settings' and a blue 'Edit' button, marked 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' (unselected), marked with a red circle containing the number 2. The 'Separate rules for each customer' option has a '+ Add customer' link below it. To the right of these options are 'Cancel' and 'Submit' buttons, with the 'Submit' button marked with a red circle containing the number 4. Below the radio buttons, there is a section for 'Quality notifications' marked with a red circle containing the number 3. This section includes a checkbox for 'Quality notifications' and two columns of options: 'Types' and 'Events'. Under 'Types', there are two checkboxes: 'Complaint from supplier' and 'Complaint from customer'. Under 'Events', there are four checkboxes: 'A notification has been created.', 'A notification has been updated.', 'A notification has been completed.', and 'A notification has been closed.'

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

# PORTAL USER INTERACTION

## Create QN

- [Option 1 – Create a QN from PO screen](#)
- [Option 2 – from Items to Confirm/ Items to Ship](#)
- [Create QN without referencing a PO](#)

## Maintain QN Content

- [Header Data](#)
- [Add Required Task to QN Detail](#)
- [Add Activity Log to QN Detail](#)
- [Add Defects to QN](#)
- [Add Causes to QN Defects](#)
- [Add Additional Impacted Batches to QN Defects](#)
- [Add Required Task to QN Defects](#)
- [Add Activity Log to QN Defects](#)
- [Quality notification mass update](#)

## Complete and Publish QN

## Search and Review Published QN

**CREATE QUALITY NOTIFICATION**

# CREATE QN FROM A PO

## OPTION 1 – CREATE A QN FROM PO SCREEN (WORKBENCH)

You can search for PO's from your Workbench.

From the Homepage:

1. Click on **Workbench**.
2. Select **Orders** tile.
3. Use filters to identify the PO.
4. Configure the columns you see.
5. Open a PO by clicking its' number.
6. Click **Create Quality Notification** button in the header of the PO.

### Note:

- A QN can only be created per single PO item.
- For more info on how to manage your workbench and create specific tiles please refer to **SCC General Functionality Guide**.

The screenshot displays the SAP Business Network Workbench interface. At the top, the navigation bar includes 'Home', 'Enablement', 'Workbench' (marked with a red circle 1), and 'Planning'. A summary tile for 'Orders' shows a count of 268 and a filter for 'Last 90 days' (marked with a red circle 2). Below this is a filter section (marked with a red circle 3) with various criteria: Customers, Order numbers, Creation date, Order status, Company codes, Purchasing organizations, Customer locations, Order type, Routing status, Min amount, Max amount, and Currency. A table (marked with a red circle 4) lists the results, with one entry for Order Number 4500003734, Type Order, and Actions (marked with a red circle 5). Below the table, the header 'Purchase Order: 4500003734' is shown, followed by three buttons: 'Create Order Confirmation', 'Create Ship Notice', and 'Create Quality Notification' (marked with a red circle 6).

Order Number	Type	Actions
4500003734	Order	...

# CREATE QN FROM A PO

## OPTION 2 – FROM ITEMS TO CONFIRM/ ITEMS TO SHIP (WORKBENCH)

Use Items to confirm tile in the Workbench to identify the right PO for quality notification.

From the Homepage:

1. Click on **Workbench**.
2. Select **Items to confirm** tile.
3. Use filters to identify the PO.
4. Configure the columns you see.
5. Select the right PO, click **Actions** button on the right-hand side.
6. Click **Create quality notification**.
7. You can create quality notification following the same steps from **Items to Ship** Workbench tile.

### Note:

- A QN can only be created per single PO item.
- For more info on how to manage your workbench and create specific tiles please refer to **SCC General Functionality Guide**.

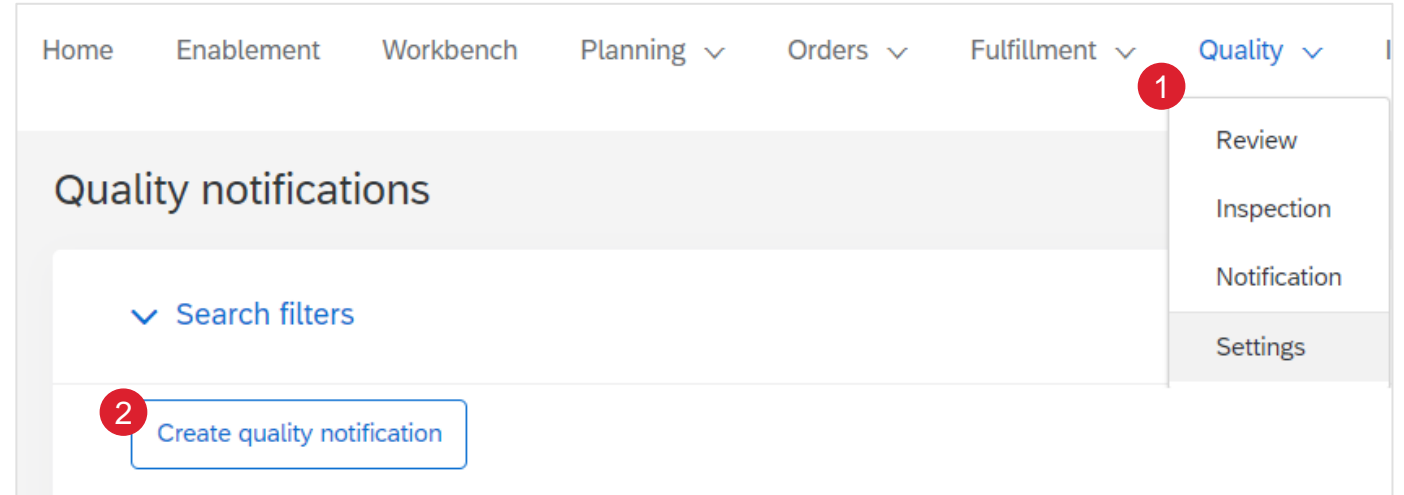
The screenshot displays the SAP Business Network Workbench interface. At the top, the navigation bar includes 'Home', 'Enablement', 'Workbench' (highlighted with a red circle 1), and 'Planning'. On the right, two tiles are visible: 'Items to confirm' (highlighted with a red circle 2) and 'Items to ship' (highlighted with a red circle 7). The 'Items to confirm' tile shows a count of 6 items and a 'Last 31 days' filter. Below the tiles, a filter section (highlighted with a red circle 3) allows users to refine their search using various criteria such as Customers, Order numbers, Customer locations, Need by date, Ship by date, Creation date, Company codes, Purchasing organizations, Purchasing groups, Ordering address IDs, Part numbers, Customer part numbers, Product group, Planner codes, Order type, and Category. At the bottom, a table lists items with columns for Item No., Supplier Part No., Description, Need By, Est, and Actions. The first row shows an item with Item No. 10 and Supplier Part No. S\_BP001. The 'Actions' column for this item contains a button labeled 'Create quality notification' (highlighted with a red circle 6). Other buttons like 'Confirm' and 'Reject' are also visible at the top of the table.

Item No.	Supplier Part No.	Description	Need By	Est	Actions
10	S_BP001	Lager	Jun 9, 2021	m	...

# CREATE QN WITHOUT REFERENCING A PO

## CREATE QN FROM QUALITY TAB

1. Go to **Quality > Notification**.
2. Click Create quality notification button.



**Note:** A QN can only be created per single PO item.



**MAINTAIN QUALITY NOTIFICATION  
CONTENT**

# MAINTAIN QN CONTENT

## HEADER DATA 1

- 1. Fulfill all mandatory fields to create a QN.
- 2. Add required customer and part, notification detail information.

1

\* Indicates required field

Customer *	Title *	Quality notification type *	Supplier de
SCC Delivery Team - Global H19 Client 4 00 - TEST		Choose	

2

Customer and part

Customer location *	Customer routing identifier		
1710 - Storage Location 171A - Address Nam	S4HCLNT400		
Customer part no. *	Customer batch	Supplier part no.	Supp
SP001 - Bearing			
Purchase order no.	Purchase order line item no. *	Ship notice no.	Ship
4500001385	10		
Serial no.	Revision level	Subcontracting component?	
	Choose	No	

Notification detail

Category	Subcategory	Complaint quantity	
Choose	Choose	100	PCE
Malfunction start date	Malfunction end date		
mm/dd/yyyy	mm/dd/yyyy		
Discovery date	Required start date	Due date	
mm/dd/yyyy	mm/dd/yyyy	mm/dd/yyyy	

**Note:** In case QN is created from PO, some fields will be auto populated.

# MAINTAIN QN CONTENT


## HEADER DATA 2


1. Fulfill **Problem description** section. You can upload a file and add a web link there if needed.
2. Add **Return** information if needed.
3. Click **Review** to review entered data.
4. Once finished, click **Publish** to create a QN. Otherwise, continue to required tasks and activity log.


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

1




Problem description

Choose 





Add links to existing files on the Web

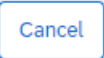

File name	Address	
		

[+ Add another link](#)


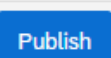
2 Return information

Return quantity		Return authorization no.	
	Unit 		

3

4

# MAINTAIN QN CONTENT

## ADD REQUIRED TASKS TO QN DETAIL

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 completed, 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 – Add Required Tasks to QN Detail Data Description](#) to learn more.

The screenshot displays the 'Required tasks' section of the QN Detail screen. At the top, there are 'Cancel' and 'Edit' buttons. Below them is a section titled 'Required tasks (0)' with a description 'Assign a task to team members to resolve the issue.' and a '+ Add task' button. The 'Task' form below contains several fields: 'Task category \*' (dropdown), 'Task subcategory \*' (dropdown), 'Title' (text input), 'Description' (text area), 'Start date' (calendar icon), 'Start time' (time input), 'Target date' (calendar icon), 'Target time' (time input), 'Status \*' (dropdown), 'Processor type' (dropdown), 'Processor ID' (text input), and 'Processor name' (text input). At the bottom of the form is a '+ Add task' button. Below the form are 'Cancel' and 'Publish' buttons. Red numbered circles (1-6) highlight specific elements: 1. 'Edit' button, 2. '+ Add task' button in the 'Required tasks' section, 3. 'Task' form header, 4. '+ Add task' button at the bottom of the form, 5. 'Publish' button, and 6. Bin icon in the top right corner of the 'Task' form.

# MAINTAIN QN CONTENT

## ADD ACTIVITY LOG TO QN DETAIL

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 completed, click **Publish** or continue editing.
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 – Add Activity Log to QN Detail Data Description](#) to learn more

The screenshot shows the 'Add Activity Log' form with the following components and numbered callouts:

- 1**: Callout pointing to the **Edit** button at the top right of the form.
- 2**: Callout pointing to the **+ Add activity** button located below the 'Activity log (0)' header.
- 3**: Callout pointing to the **Activity** section header.
- 4**: Callout pointing to the **+ Add activity** button at the bottom left of the form.
- 5**: Callout pointing to the **Publish** button at the bottom right of the form.
- 6**: Callout pointing to the bin icon in the top right corner of the form.

The form fields include:

- Activity category \***: A dropdown menu with 'Choose' selected.
- Activity subcategory \***: A dropdown menu with 'Choose' selected.
- Title**: A text input field.
- Description**: A large text area.
- Start date**: A date picker showing 'mm/dd/yyyy'.
- Start time**: A time picker showing '0:00:00'.
- End date**: A date picker showing 'mm/dd/yyyy'.
- End time**: A time picker showing '0:00:00'.

# MAINTAIN QN CONTENT

## ADD DEFECTS TO QN

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. If completed, click Publish. Otherwise, continue editing.

### Note:

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

The screenshot displays the 'Edit quality notification' interface. At the top, there are 'Cancel' and 'Edit' buttons, with a red circle '1' highlighting the 'Edit' button. Below this is a form with three fields: 'Customer \*' (filled with 'SCC Delivery Team - Global H19 Client 400 - TEST'), 'Title \*' (filled with 'Start-Date time conversion checks'), and 'Quality notification type \*' (filled with 'Q6 - Comp. f.Cust .Ariiba'). Below the form is a tabbed interface with 'Details', 'Defects (0)', 'Defect info', and 'History' tabs. The 'Defects (0)' tab is selected, and a red circle '2' highlights it. Below the tabs, it says 'No defects' and a red circle '3' highlights a plus button. Below this is a 'Defect' form with 'Defect category \*' and 'Defect subcategory \*' dropdowns, both with 'Choose' selected. A red circle '4' highlights the 'Defect category' dropdown. Below these is a 'Description' text area. To the right of the 'Defect' form is a sidebar with a bin icon (highlighted with a red circle '6') and two empty input fields. At the bottom, there is a pagination bar with '1', '2', and a plus button, with a red circle '5' highlighting the plus button. Below the pagination bar are 'Cancel' and 'Publish' buttons, with a red circle '7' highlighting the 'Publish' button.

# MAINTAIN QN CONTENT

## ADD CAUSES TO QN DEFECTS

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 draft click bin icon.
7. If you wish to submit, click Publish. Otherwise, continue editing.

### Note:

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

The screenshot displays the 'Add Causes to QN Defects' interface. At the top, a header bar contains 'Cancel' and 'Edit' buttons, with a red circle '1' highlighting the 'Edit' button. Below this is a tabbed interface with 'Details', 'Defects (3)', 'Partner info', and 'History'. The 'Defects (3)' tab is active, showing a list of defects with a red circle '2' highlighting a '+' button to add a new defect. Below the defects list is a section titled 'Causes (0)' with a description field and a '+ Add cause' button, with a red circle '3' highlighting the button. The main section is titled 'Cause' and contains two dropdown menus for 'Cause category \*' and 'Cause subcategory \*', both with 'Choose' selected. Below these is a 'Description' text area. A red circle '4' highlights the 'Cause' section header. A red circle '5' highlights a '+ Add cause' button at the bottom of the 'Cause' section. To the right of the 'Cause' section is a vertical sidebar with a bin icon at the top, with a red circle '6' highlighting it. At the bottom, a footer bar contains 'Cancel' and 'Publish' buttons, with a red circle '7' highlighting the 'Publish' button.

# MAINTAIN QN CONTENT

## ADD ADDITIONAL IMPACTED BATCHES TO QN DEFECTS

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 draft click bin icon.
7. If you wish to submit, click **Publish**. Otherwise, continue editing.

### Note:

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

1. Click **Edit** button.

2. Select the defect 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 draft click bin icon.

7. If you wish to submit, click **Publish**. Otherwise, continue editing.



# MAINTAIN QN CONTENT

## ADD REQUIRED TASKS TO QN DEFECTS

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 draft click bin icon.
7. If you wish to submit, click Publish. Otherwise, continue editing.

### Note:

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

The screenshot displays the 'QN Defects' interface. At the top, there are 'Cancel' and 'Edit' buttons (1). Below is a tabbed view with 'Details', 'Defects (3)', 'Partner info', and 'History'. The 'Defects (3)' tab is active, showing a list of defects with a '+ Add task' button (2). To the right, the 'Required tasks (0)' section is expanded, showing the instruction 'Assign a task to team members to resolve the issue.' and a '+ Add task' button (3). Below this is the 'Task' form (4), which 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'. A '+ Add task' button is at the bottom of the form (5). On the far right, a bin icon for removing drafts is visible (6). At the bottom of the screen, there are 'Cancel' and 'Publish' buttons (7).

# MAINTAIN QN CONTENT

## ADD ACTIVITY LOG TO QN DEFECTS

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 draft, click bin icon.
7. If you wish to submit, click Publish. Otherwise, continue editing.

### Note:

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

The screenshot displays the 'QN Defects' interface. At the top, there are 'Cancel' and 'Edit' buttons (callout 1). Below is a tabbed view with '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 one (callout 2). To the right, the 'Activity log (0)' section is expanded, showing a description and an '+ Add activity' button (callout 3). Below this is the 'Activity' form (callout 4) with fields for 'Activity category \*', 'Activity subcategory \*', 'Title', 'Description', 'Start date', 'Start time', 'End date', and 'End time'. A '+ Add activity' button is at the bottom of the form (callout 5). A bin icon is located at the top right of the form area (callout 6). At the bottom of the screen, there are 'Cancel' and 'Publish' buttons (callout 7).

# MAINTAIN QN CONTENT

## QUALITY NOTIFICATION MASS UPDATE 1

Ariba Network provides mass download upload capability for quality notifications, which allows suppliers:

- To download quality notifications from upload/download tab.
- To update quality notification header, task, activity, and defects sections.

From the Homepage:

1. Click on “...” button, select **Upload/Download**.
2. From the Jobs sub-tab, click **Create** button.
3. Fulfill all mandatory fields and set a type as Quality Notification.
4. To save report template click **Save**.
5. The report will appear in the Jobs list. Select it and click **Run**.
6. The report will appear in the **Download** sub-tab.
7. To download a report, click on the icon under File column.
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 (QN) job. The interface is divided into several sections:

- Header:** SAP Business Network Enterprise Account. Navigation tabs include Home, Enablement, Workbench, Planning, and Quality. A 'Create' button and a menu icon (three dots) are visible. A red circle '1' highlights the menu icon.
- Upload/Download Tab:** A dropdown menu is open, showing 'Upload/Download' as an option. A red circle '2' highlights the 'Create' button in the Jobs sub-tab.
- Create/Edit Job Form:**
  - \*Name: VS QN Test
  - \*Type: Quality Notification (selected from a dropdown menu, highlighted with a red circle '3').
  - Job Search Criteria:
    - \*Customer: BP SCC Buyer - TEST
    - \*Start date: 04/24/2019
    - \*End date: 05/14/2019
    - Header task, Header activity, Defect (checkboxes)
  - Buttons: Cancel, Save (highlighted with a red circle '4').
- Jobs List:** A table showing the created job:

Name	Type
VS QN Test	Quality Notification
123123	ASN

Buttons: Create, Edit, Run (highlighted with a red circle '5').
- Downloads Tab:** A table showing the job's status:

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

Buttons: Refresh Status (highlighted with a red circle '8').

# MAINTAIN QN CONTENT

## 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:

- 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 QN CONTENT

## 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 screenshot shows the 'Upload File' dialog box. At the top, there are tabs for 'Jobs', 'Downloads', and 'Uploads'. Below the tabs, there are two buttons: 'Upload' (labeled 14) and 'Refresh Status'. The dialog box itself has a title bar 'Upload File' and a close button. Inside, there are fields for '\*Name:' (VS QN Test), '\*Customer:' (BP SCC Buyer - TEST), and '\*Type:' (Quality Notification). Below these is a 'File:' field with a 'Browse...' button (labeled 16). At the bottom right, there are 'Upload' (labeled 17) and 'Cancel' buttons.

The screenshot shows the 'Uploads' table. It has columns: Name, Type, I, Status, File, and Log. The first two rows show 'Completed' status, and the third row shows 'Failed' status. Red boxes highlight the 'Status' and 'File' columns for the 'Failed' row, with callouts 18 and 19 respectively. A blue arrow icon is visible in the 'File' column for the 'Failed' row, and a blue arrow icon is visible in the 'Log' column for the 'Failed' row.

Name	Type	I	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		

**COMPLETE AND PUBLISH QN**

# COMPLETE AND PUBLISH QN

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 \*

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. \*

200000100

Priority \*

Medium

Status

New

New

In-Process

Completed

Details

Defects (0)

Partner info

History

Customer and part

**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

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**

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

# CREATE QN FROM A PO

## OPTION 1 – CREATE A QN FROM PO SCREEN (FROM THE ORDERS TAB)

You can search for PO's as well from the Orders tab.

From the Homepage:

1. Click on **Orders > Orders and Releases**.
2. Use search filters in the Orders and releases sub-tab to identify the PO.
3. Open a PO by clicking its' number.
4. Click **Create Quality Notification** button in the header of the PO.

The screenshot shows the SAP Business Network interface. At the top, the navigation bar includes 'SAP Business Network' and 'Enterprise Account'. Below this, the 'Orders' dropdown menu is open, showing 'Orders and Releases' as the selected option. The 'Orders and Releases' sub-tab is active, displaying a table of purchase orders. The first row is highlighted, showing an 'Order' with the number '4500003734'. The 'Create Quality Notification' button is visible in the header of the PO details section.

Orders and Releases (100+)

Type	Order Number	Ver	Customer	Inquiries	Ship To Address	Order Status
Order	4500003734	1	SCC Delivery Team - Global		Palo Alto, CA United States	New

Purchase Order: 4500003734

Create Order Confirmation ▼ Create Ship Notice Create Quality Notification

**Note:** A QN can only be created per single PO item.

# CREATE QN FROM A PO

## OPTION 2 – FROM ITEMS TO CONFIRM/ ITEMS TO SHIP (ORDERS TAB)

Use **Items to confirm** tile in the **Workbench** to identify the right PO for quality notification.

From the Homepage:

1. Click on **Orders > Orders and Releases**.
2. Use search filters in the **Orders to Confirm** sub-tab to identify the PO.
3. Select the right PO.
4. Click **Create Quality Notification** button in the bottom of the screen.
5. You can create quality notification following the same steps in **Items to Ship** sub-tab.

**Note:** A QN can only be created per single PO item.

The screenshot displays the SAP Ariba Supply Chain Collaboration interface. The top navigation bar includes the SAP logo, 'Ariba Supply Chain Collaboration', 'Enterprise Account', and a 'TEST MODE' button. The main navigation menu has tabs for Home, Enablement, Workbench, Planning, Orders, Fulfillment, and Quality. The 'Orders' tab is selected, and a dropdown menu shows 'Orders and Releases' (marked with a red circle 1). Below this, the 'Orders and Releases' section has sub-tabs: 'Orders and Releases' (marked with a red circle 2), 'Items to Confirm', 'Items to Ship' (marked with a red circle 5), and 'Return Items'. The 'Items to Confirm' sub-tab is active, showing a 'Search Filters' section and a table titled 'Items to Confirm (6)'. The table has columns for a selection checkbox (marked with a red circle 3), Order, and other details. The first row shows a checked checkbox, the word 'Order', the PO number '4500003616', and the quantity '10'. To the right of the table, delivery details are listed: 'Delivery Team - Global H19 Client 400', '1710', 'Company Code 1710 - Address Name 1'. At the bottom of the 'Items to Confirm' section, there is a 'Create Quality Notification' button (marked with a red circle 4) preceded by a left arrow icon.

	Order	
<input checked="" type="checkbox"/>	4500003616	10

Delivery Team - Global H19 Client 400 1710 Company Code 1710 - Address Name 1

Create Quality Notification

# 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

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.

- 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.

# MAINTAIN QN CONTENT

## HEADER DATA DESCRIPTION 1

Field	Description	Validation
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 managed by customer
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
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



# MAINTAIN QN CONTENT

## HEADER DATA DESCRIPTION 2

Field	Description	Validation
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
Reason code	General purpose of raising the deviation	Customer definable if needed
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 QN CONTENT

## ADD REQUIRED TASKS TO QN DETAIL DATA DESCRIPTION

Field	Description	Mandatory	Validation
Title	Name of the task	Optional - TBD	Free text input
Task category	Task grouping	Yes	Drop down list managed by customer
Task subcategory	Task subgrouping	Yes	Drop down list managed by customer
Description	Optional description of the task	Optional - TBD	Free text input
Start date	Planned start date for processing this task.	Optional - TBD	Free date input
Start time	Planned start time (in military time) for processing this task.	Optional - TBD	Free time input
Target date	Date when the task should be completed.	Optional - TBD	Free date input
Target time	Time (specified in military time) when the task should be completed.	Optional - TBD	Free time input
Status	Task status. Possible values are New, In Process, and Complete.	Yes	Drop down list
Processor type	The type of processor. Possible values are Supplier, Customer, or Customer user.	No	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.	No	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.	No	Customer or Supplier ANID name

# MAINTAIN QN CONTENT

## ADD ACTIVITY LOG TO QN DETAIL DATA DESCRIPTION

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

# MAINTAIN QN CONTENT

## ADD DEFECTS TO QN DATA DESCRIPTION

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

# MAINTAIN QN CONTENT

## ADD CAUSES TO QN DEFECTS DATA DESCRIPTION

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

# MAINTAIN QN CONTENT

## ADD ADDITIONAL IMPACTED BATCHES TO QN DEFECTS DATA DESCRIPTION

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

# MAINTAIN QN CONTENT

## ADD REQUIRED TASKS TO QN DEFECTS DATA DESCRIPTION

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

# MAINTAIN QN CONTENT

## ADD ACTIVITY LOG TO QN DEFECTS DATA DESCRIPTION

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