

An alert system has been created in AirSupply in order to ensure Supplier and Customer are aware of pending actions on their side.

In the ordering process, the system creates alerts which inform on some required commitment actions or new events (for example non collaborative change) for the supplier or the customer.

AirSupply provides various types of alerts to keep the user informed at each step of the collaboration.

These alerts are referenced 'High/Medium/Low', according to the different levels of criticality and are displayed both in the Dashboard and in the 'PO Alerts' tab of the 'Alert Overview' screen.

Alerts	Description
Collab. Rejected by customer	The supplier change request is rejected by the customer.
Collab. Rejected by supplier	The customer change request is rejected by the supplier.
Accepted by customer but penalized	The customer accepts a Purchase Order with status 'SUPPLIER CHANGE ORDER REQUEST' or 'SUPPLIER ACCEPTED WITH CHANGES' but with penalties.
Non-Collaborative change	Data fields changed are not subject to collaboration.
No Goods Receipt	When the requested quantity is not fully delivered, and the requested date is past
Customer comment updated	Customer has created or updated the "customer comment" on schedule line level
Supplier comment updated	Supplier has created or updated the "supplier comment" on schedule line level
Comment on non-collaborative data updated	Alert for customer use only: 'Comment on non-collaborative data' field on PO header level has been edited by the supplier and is not subject to collaboration.