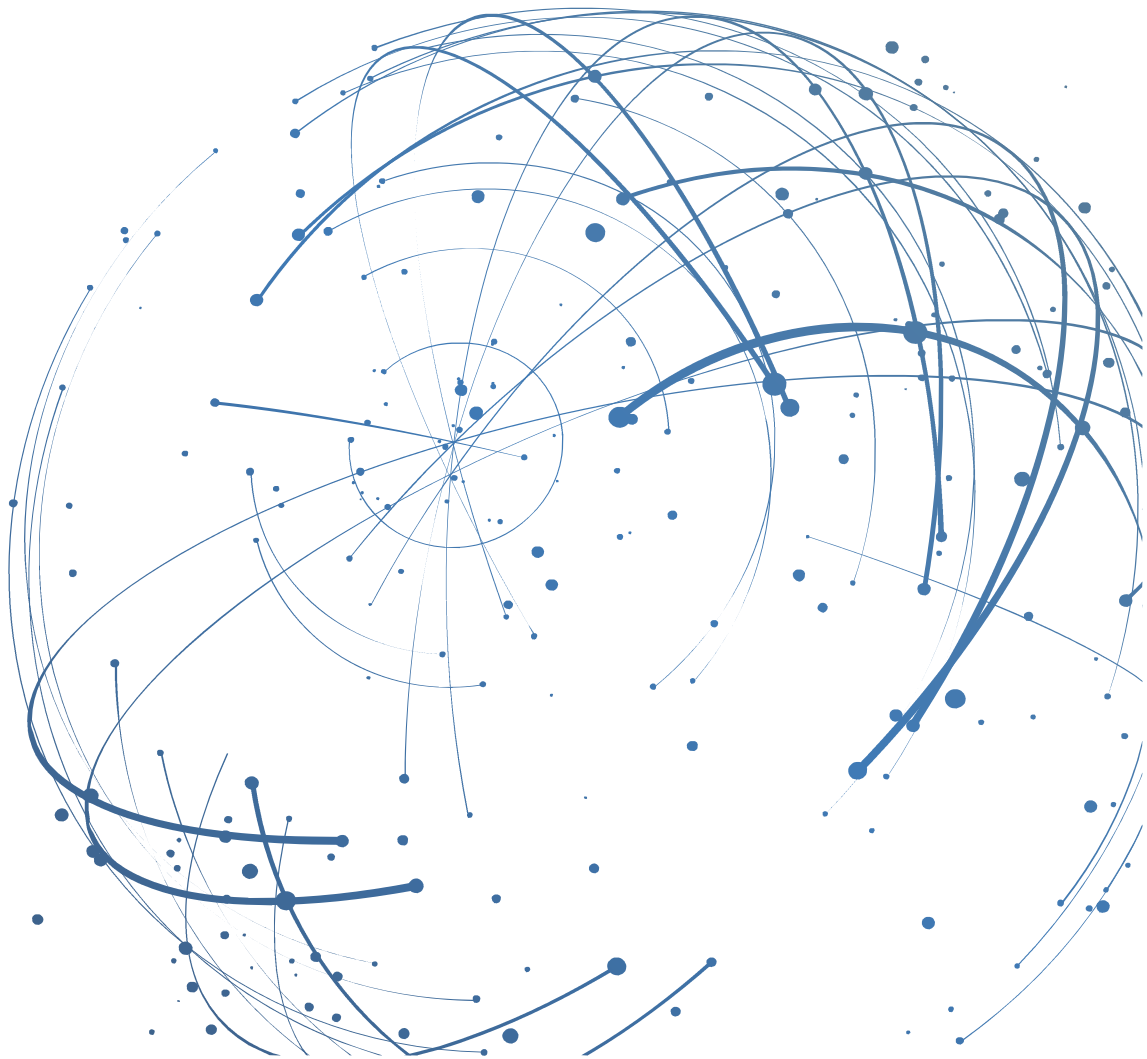


Notification of Escape (NoE)



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Table of Contents

1	About this Manual	4
1.1	Intended Audience	4
1.2	Typographical and Graphical Conventions	4
1.3	Abbreviations	5
2	Overview	6
3	Working on NoE - Supplier	8
3.1	Creating an NoE.....	9
3.2	NoE in status OPEN.....	14
3.2.1	Further work in Header tab	14
3.2.2	Filling the Defects.....	18
3.2.3	Adding Attachments.....	19
4	Working on NoE - Customer	24
4.1	NoE in status WIP.....	24
4.2	NoE in status ACPA.....	25
4.3	Reopen NoE in status Accepted	25
5	NoE is returned to Supplier in status INCOMPLETE.....	26
6	NoE Management Summary	27
7	Setting up an Alert	28
8	Further buttons in an NoE.....	32
8.1.1	Delete NoE.....	32
8.1.2	Cancel NoE	32
8.1.3	Download	32
8.1.4	Print.....	32
8.1.5	Send E-Mail.....	32
8.1.6	History	33
9	Roles and Rights.....	34

1 About this Manual

NoE (Notification of Escape) is a standard process for suppliers to inform their customers at an early stage about the non-conformity of products already delivered. It is a contractual obligation for suppliers to inform the affected customer in the event of delivery of non-conforming products.

The basis of the non-conformity process is the Aerospace series – Quality Management Systems – Nonconformance Data Definition and Documentation **9131**.

In this manual it is described, how supplier and customer can collaborate on the NoE process with AirSupply.

1.1 Intended Audience

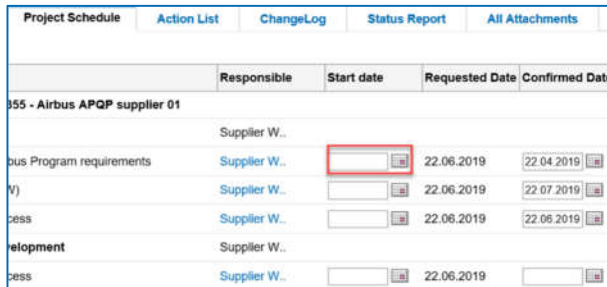
This manual is intended for supplier who have a working knowledge of AirSupply.

1.2 Typographical and Graphical Conventions

The following typographical conventions are used throughout the manual:

Example	Meaning
Screen text	Text, which is visible in the user interface, is bold .
<i>Reference</i>	Reference material is in <i>italics</i> .

The graphical convention is used throughout the manual:



	Responsible	Start date	Requested Date	Confirmed Date
355 - Airbus APQP supplier 01				
	Supplier W..			
bus Program requirements	Supplier W..	 	22.06.2019	22.04.2019
V)	Supplier W..		22.06.2019	22.07.2019
cess	Supplier W..		22.06.2019	22.06.2019
elopment	Supplier W..			
cess	Supplier W..		22.06.2019	

Figure: Red borders are used to indicate special areas.

Red borders indicate areas of interest on the screenshot. They are *not* part of the user interface.

1.3 Abbreviations

Abbreviation	Meaning
APCA	Accepted pending customer action
APQP	Advanced Product Quality Planning
CSV	Comma-separated values
NoE	Notification of Escape
PDF	Portable Document Format
PO	Purchase Order
PPS	Practical Problem Solving
WIP	Work in progress
9S	Problem Solving Methodology in 9 steps

2 Overview

NoE (Notification of Escape) is a standardized way used to quickly inform the customer about a possible problem with the already delivered products. It is a defined process for a product quality insurance for customers and their suppliers.

Process and status description



Creating a Notification of Escape

1. The supplier, for example a quality manager, creates an NoE on the basis of the standardized process in AirSupply.
2. The supplier fills in the NoE with all information to describe the delivered product including the non-conformance description and sends the NoE to the customer.
3. The status changes from **DRAFT** to **OPEN**.
4. The customer can read the information but can't work with the NoE.
5. The supplier fills in the missing information and sends the final NoE to the customer.
6. The status changes to **WIP** (Work In Progress).

Note

You can complete step 3, 4 and 5 in one go if you want.

7. The customer can work on the NoE, the supplier can't.
8. If the customer needs additional information he returns the NoE to the supplier.
9. The status changes to **INCOMPLETE**.
10. The supplier fills the missing information and performs the missing steps and sends the NoE to the customer.
11. The status changes to **WIP** (Work In Progress).

Note

Steps 8 until 11 are not mandatory. Only if additional information is needed these steps need to be performed. These steps can be repeated several times until the customer has received all the necessary information.

12. The customer validates if necessary and sufficient information are provided in the NoE.
13. The status changes to **APCA** (Accepted pending customer action).
14. The customer fills the feedback area in the Header information and sends **Feedback**.

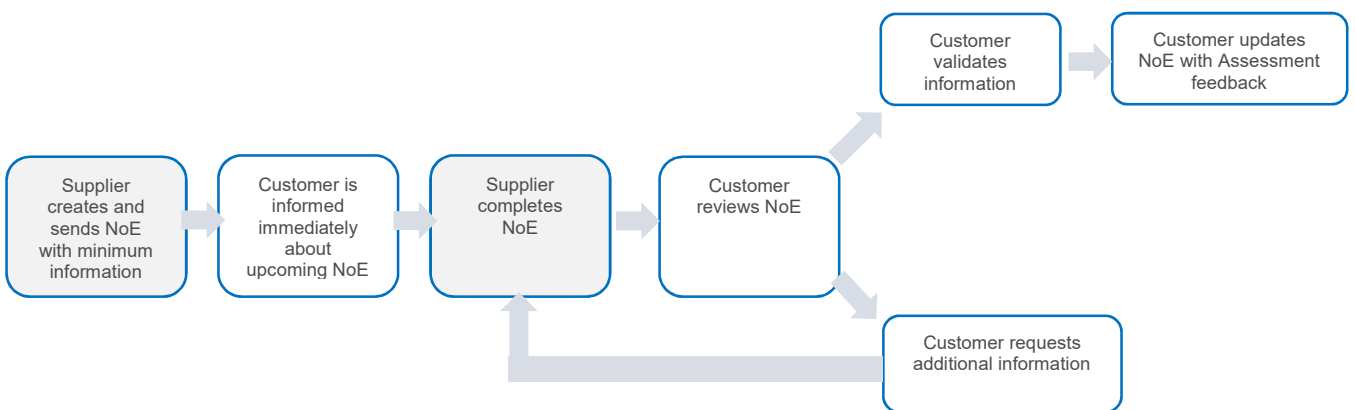
15. The status changes to **ACCEPTED**.

The supplier can request a cancellation if an NoE is in status **OPEN** and **INCOMPLETE**.

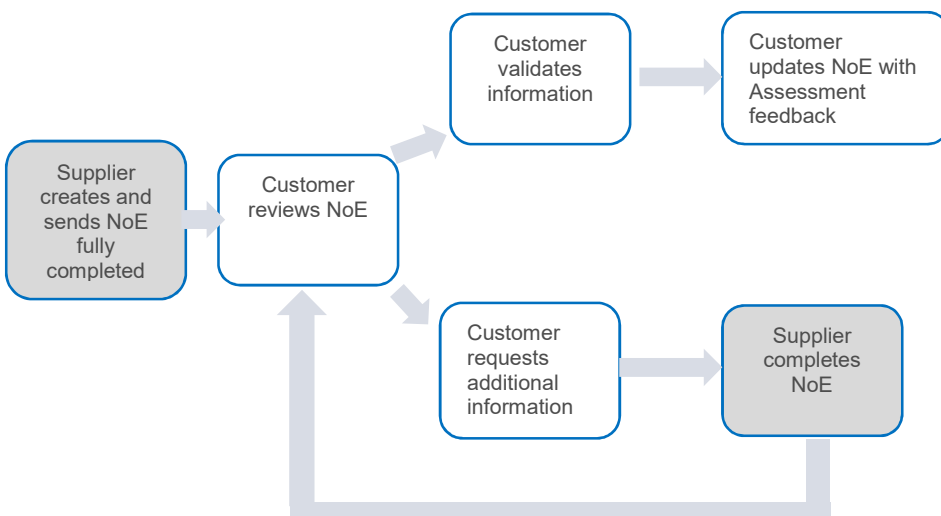
If the customer accepts the **CANCELLATION REQUEST** the NoE is in status **CANCELLED**.

If the customer rejects the **CANCELLATION REQUEST**, the status changes to **INCOMPLETE**.

This diagram describes the steps if you send an NoE with preliminary alert to your customer.



This diagram describes the steps in case you send the complete NoE. The supplier creates and sends complete NoE



3 Working on NoE - Supplier

For using AirSupply NoE, you need an NoE role and the appropriate rights. → See Roles and Rights on page 34

The purpose of an NoE is to inform the customer that products have been delivered that do not 100% meet the requirements of the customer contract and/or product specification requirements.

The underlying rule work is the 9131 norm. Observe the norm for the corresponding process steps.

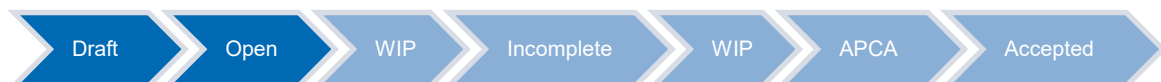
The following rules ('Airbus Golden Rules') apply during creation of an NoE:

Language	A Notification of Escape (NCR) and all documents attached must be in English.
Title field	This field is the "supplier owned title". It is free text to sum up the issue.
ATA field	It is recommended to fill in the field with 3 or 4 digits (for example ATA 2310). For drawings parts (non-standard parts), use the first 3 digits of the Drawing Number for the ATA field.
Distribution list	Please fill in the first name and last name of people who receives the NoE
Multi material selection	If several materials are affected, please select a material as a reference. Then insert the complete material list (with corresponding batch number, serial number, purchase order, quantity affected). In the tab Attachments , by using the Multi Material Template and insert the comment "see attachment" in the Other part number field in the NoE header tab.
Status ' OPEN '	The status OPEN corresponds to a preliminary alert, please fill in the NoE quickly to send the final version to your customer.

These products are either in transit, on stock at the customer site or are already installed. Therefore it is important that the customer receives a notification immediately in order to be able to react in time.

AirSupply ensures that all data is available in one place. Customers and suppliers can collaborate on a notification.

The next steps describe the first two status marked in dark blue.



3.1 Creating an NoE

You start the work in AirSupply by creating an NoE.

1. Open AirSupply
The **My Workspace** page is displayed.
2. Click the drop down menu next to **Notification of Escape** and select **NoE Creation**.

The screenshot shows the 'My Workspace' page with several summary tables and a navigation menu on the right. The 'Notification of Escape' dropdown menu is open, showing 'NoE Creation' as the selected option.

Process / Alert Matrix	New	High	Med	Low	Total
Purchase Orders					
Spares order to check	3	0	0	3	3
Collab. rejected by customer	0	0	0	0	0
Collab. rejected by supplier	0	0	0	0	0
Accepted by customer but penalised	10		10		10
Non collaborative change	30		30		30
Late despatch advice	0	0	0	0	0
No goods receipt	>5000	>5000	3	0	>5000
Material Master Data					
New material created	873				
Updated VMI parameters	45				
Notification of Escape					
Draft	45		47		47

PO Summary	New	Total
NEW ORDER PUBLISHED	>5000	>5000
SUPPLIER ACCEPTED WITH CHANGES	0	173
OPEN	36	1274
SUPPLIER CHANGE ORDER REQUEST	0	11
CUSTOMER CHANGE ORDER REQUEST	24	24
REJECTED	0	0
CANCELLATION REQUEST	0	0
CANCELLED	104	106
PARTIALLY SHIPPED	23	23
SHIPPED	490	491
PARTIALLY RECEIVED	80	82
RECEIVED	68	71
Total	>5000	>5000

NoE Management Summary	New	Total
INCOMPLETE	1	3
OPEN	0	6
WORK IN PROGRESS (WIP)	0	3
ACCEPTED PENDING CUSTOMER ACTION (APCA)	1	1
ACCEPTED	7	10
CANCELLATION REQUEST	0	1
CANCELLED	1	2
Total	10	34

Figure: **My Workspace**

The **Create NoE** page is displayed.

3. Select the relevant material.

NOTE

How to select the relevant material:

Select the material number which the supplier contracted site (Ordering Site) received within a purchase order or VMI flow. The manufacturer site (this may differ) of the affected material has to be specified afterwards in the NoE Header Tab.

Several materials affected:

- Select one of the affected materials as a reference
- Insert the complete material list (with corresponding batch number, serial number, purchase order and quantity affected) in the tab **Attachments**, by using the **Multi Material Template**. This can also be downloaded there.
- Insert the comment "see attachment" in the **Other part number** field in the NoE header tab.

The affected material is not available:

For the case the affected material, you want to create the NoE for, is not available in the screen *Create NoE* please use the following workaround:

- Select the dedicated **dummy material number** (customer material number “-“)
- Insert the complete material list (with corresponding batch number, serial number, purchase order and quantity affected) in the tab **Attachments**, by using the **Multi Material Template** (this can also be downloaded there).
- Insert the comment "see attachment" in the **Other part number** field in the NoE header tab.

Click Create

My SupplyOn > My Workspace > Create NoE

Active filter: Supplyon Default

Quick Search | Advanced Search

Search Reset Add line | Delete line My search profiles Manage...

Create NoE NoE Overview

SupplyOn Def. View Manage... Reset all Filters

Cust. Group	Customer Organization	Cust. Site	Supplier Org.	Supplier Site	Supp. Mat. No.	Cust. Mat. No.
<input type="checkbox"/>	PD_Airsupply Industrial	IND1_BX	HONEY	PD_Honeywell R	-	-
<input type="checkbox"/>	PD_Airsupply Industrial	IND2_BX	HONEY	PD_Honeywell R	-	-
<input type="checkbox"/>	PD_Airsupply Industrial	IND1_BX	HONEY	PD_Honeywell R	2157-5S12E0EQ	A-LIE-AA-30948
<input type="checkbox"/>	PD_Airsupply Industrial	IND1_BX	HONEY	PD_Honeywell R	ap_CR066_0001	ap_CR066_0001
<input checked="" type="checkbox"/>	PD_Airsupply Industrial	IND1_BX	HONEY	PD_Honeywell R	ape_FC_0001	ape_FC_0001
<input type="checkbox"/>	PD_Airsupply Industrial	IND2_BX	HONEY	PD_Honeywell R	ap10_FC_HONEYR_0025	ap10_FC_IND1_0025
<input type="checkbox"/>	PD_Airsupply Industrial	IND1_BX	HONEY	PD_Honeywell R	ap10_FC_HONEYR_0025	ap10_FC_IND1_0025
<input type="checkbox"/>	PD_Airsupply Industrial	IND1_BX	HONEY	PD_Honeywell R	ap11_FC_HONEYR_0025	ap11_FC_IND1_0025
<input type="checkbox"/>	PD_Airsupply Industrial	IND2_BX	HONEY	PD_Honeywell R	ap11_FC_HONEYR_0025	ap11_FC_IND1_0025
<input type="checkbox"/>	PD_AIRBUS	AFR_FAL	HONEY	PD_Honeywell R	ap3_FC_HONEYR_0001	ap3_FC_AFR_0005

Back Create

1175 entries: Select all Matches on Page | Select all Matches | Clear Selection Entries per page 10 First Previous Page 1 of 118 Next Last

Figure: **Create NoE**

An **NoE** consists of the following components:

- ✓ Header
- ✓ Defects
- ✓ Attachments

After the initial creation an NoE is in status **DRAFT**.

Figure: NoE Details in status Draft

In order to guarantee a fast first notification to the customer, only a few fields have to be filled in in the Header tab. These are marked in yellow.

1. Fill in all the mandatory fields with the first results of your investigation.

The field 'Title' is available to you as a supplier to summarize the problem. It is a free text field.

The Customer focal point has to be selected from a dropdown menu.

If your material is used in more than one project, you can select multiple entries at once.

Figure: NoE Details in status Draft

The Manufacturer Site has to be selected from a dropdown menu

The screenshot shows the 'NoE Details' page in the SupplyOn system. The 'Manufacturer Site' dropdown menu is open, showing three options: '0000999999 - SupplyOn - Halberghoos - DE', '0000999998 - SupplyOn - Dresden - DE', and '0000999997 - SupplyOn - Atlanta - US'. The 'Manufacturer Site' field is highlighted with a red box.

Figure: Selection of Manufacturer Site

NOTE

In the **manufacturer site** field, the location at which the affected material was manufactured must be specified. The dropdown menu can only contain your ordering site or additionally also further pure manufacturer sites of your company.

For the case, the **manufacturer** of the affected material is **another company (third party)**, please select in the dropdown menu the site of your company that received the corresponding purchase order of your customer.

In the distribution list, enter all stakeholders, with their first and last names, who are responsible for the processing in your company, and the persons to whom this NoE is addressed at your customer.

The screenshot shows the 'NoE Details' page with various fields. The 'Distribution list' field is highlighted with a red box. Other fields include 'Techn. Approbator Name', 'Customer Revision', and 'Supplier Revision'.

Figure: NoE Details

2. Click **Send NoE**

Figure: **Send NoE in Status Draft**

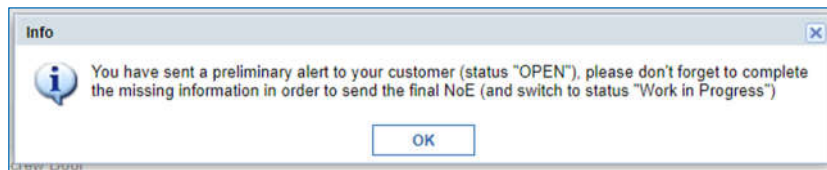


Figure: **Info Box**

The customer received a preliminary alert to be informed about the issue. The status of the NoE changes to **OPEN**. In this status the customer has only read access to the NoE.

Either re-open the NoE or continue to work in the notification. In this example the work is continued.

NOTE

The expected **lead time** between the preliminary alert and the completion of the NoE in **OPEN** status is **two days**.

In the **OPEN** status, further fields are displayed as mandatory fields.

3.2 NoE in status OPEN

3.2.1 Further work in Header tab

In status OPEN additional fields are mandatory in the **Header** tab and need to be filled before sending.

3. Define where you detected the non-conformity.

Figure: **NoE Details** in status **OPEN**

4. Inform the customer of the reason for the incorrect delivery.

The following page shows the **ATA chapter** drop down menu entries.

NOTE

It is recommended to fill in the field with 3 or 4 digits (in this example 3246).

For drawing parts (non-standard parts), use the first 3 digits of the Drawing Number for the ATA field.

My SupplyOn > My Workspace > NoE Overview > NoE Details
 Successfully sent

NoE Title: Airbrakes
 Customer NoE Number: 150

Header Defects Attachments

Header Information

Title: Airbrakes
 Status: OPEN
 Reason status change:
 Process code:
 Detected At:
 Nonconformance Description:
 Customer Organization:
 Supplier Number:

Material

Customer Material Number:
 Customer Material Description:
 Other part number:
 Commodity:
 Sub-Commodity:
 Program/Project:
 ATA: **Br**

Drawing Number/Specification Number:
 LRU or sub-assembly Name/Reference:
 LRU or sub-assembly S/N:
 Final product manufacturer S/N:
 Supplier remarks:

1222 - Lubrication
 2016 - Circuit Breakers
 2453 - Circuit Breaker Monitoring
 324 - Wheels and Brakes
 3240 - Wheels and Brakes
 3242 - Normal Braking
 3243 - Alternate Braking with Anti Skid
 3245 - Parking/Ultimate Emergency Braking
 3246 - Brakes and Steering - Built-In Test Eq.
 3247 - Brake System Temperature
 3248 - Brake Cooling
 4433 - TV/Data Broadband Transceiver System
 4653 - Electronic Library Computer
 5054 - Tire Debris Retention
 7732 - Engine Vibration Indicating System
 7921 - Lubrication System

Buttons: Back, Send NoE, Save, Cancel NoE, Download, Print, Send E-Mail, History

Figure: ATA drop down menu entries

5. Search for a PO related to the defect material.
6. Click **Search PO Line**

Header Defects Attachments

Order Information

Affected PO/PO Line: **Search PO Line**
 Affected Quantity:
 Order quantity: 0
 Serial number/ID number:
 Batch Number:
 Create/Edit

Analysis

Root Cause:
 Disposition proposal:
 Parts marking:
 Additional comments:
 Category:
 Creator Name: Industrial Noe Write
 Techn. Approbator Name:
 Creator's function or department: QM
 Techn. Approbator Function/Department:
 Date of Technical Approval:
 Aircraft Type:
 Customer Approbator Name:
 Regulatory Agency(ies) Notified:
 Customer Approbator Function/Department:
 Date of Customer Approval:

Buttons: Back, Send NoE, Save, Cancel NoE, Download, Print, Send E-Mail, History

Figure: Search PO Line link in the Header tab

You receive a list of related POs.

- If there is no related PO or no PO found in AirSupply as in the following example, click **No affected PO**.

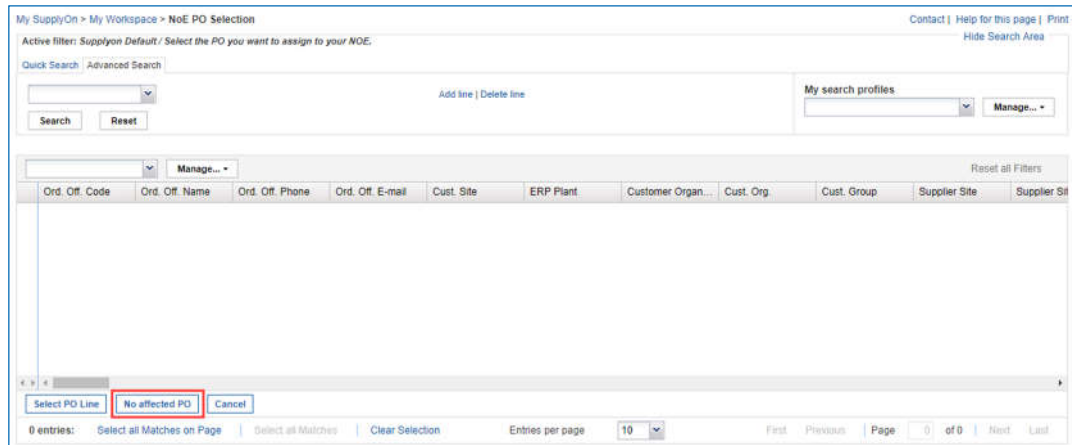


Figure: NoE PO Selection

- Continue filling in all mandatory fields.
- It is mandatory to enter either a serial number or a batch number. To enter this information click **Create/Edit** in the corresponding line. This opens either the **Serial Number Generator** or the **Batch Number Generator**.

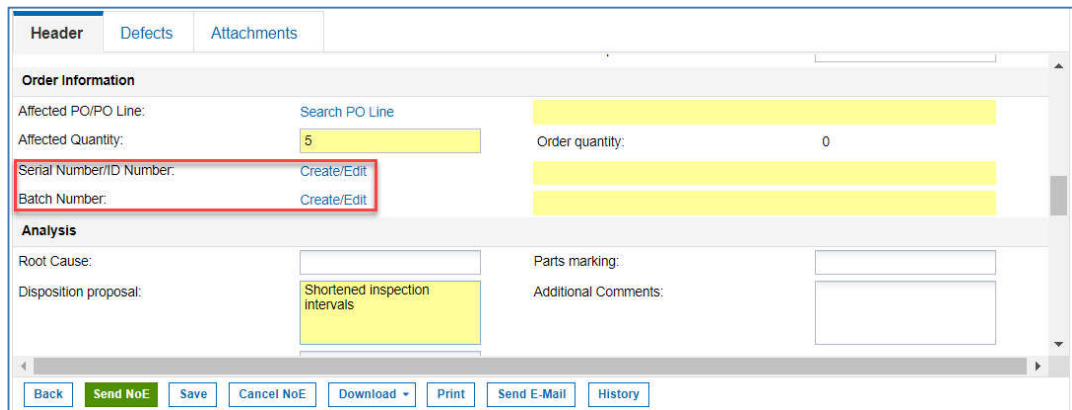


Figure: Selection of Serial Number or Batch Number

- Fill the relevant data
- Click **Add to list**
- and **Apply**.

Add/Edit Serial Numbers for NoE A400M T3 Screw Door

You can either generate serial numbers by entering start value and increment, or you can copy & paste the numbers (separated by ;) to the list. You can declare up to 1000 serial numbers per NoE.

Serial Number Generator (Enter prefix, start value and incre...

Fixed prefix:

Start value:

Number of values:

Increment:

Insert Serial Numbers (copy & paste)

Insert here S/Ns (separated by ;)

Serial Numbers (0 already created)

No.	Serial Number
<input type="checkbox"/> 1	Click here to enter S/N manually

Figure: **Add/Edit Serial Numbers** dialog window

In the **Add/Edit Serial Numbers for NoE...** dialog window you can generate serial numbers with the **Serial Number Generator** or you can copy and paste serial numbers from a CSV list (or an excel list that is converted into CSV) into the **Insert Serial Numbers** field.

The first serial numbers are displayed.

Header Defects Attachments

Order Information

Affected PO/PO Line:

Affected Quantity: Order quantity:

Serial Number/ID Number:

Batch Number:

Analysis

Root Cause:

Disposition proposal:

Parts marking:

Additional Comments:

Category:

Creator Name:

Figure: **NoE Details**

The function is shown as an example for the serial numbers. For batch numbers it works the same way

3.2.2 Filling the Defects

If you can describe the defect(s) proceed to the next steps. But this is not mandatory.

1. Click the **Defects** tab.
2. Open the drop down next to **Action**.
3. Select **Add a Defect**.

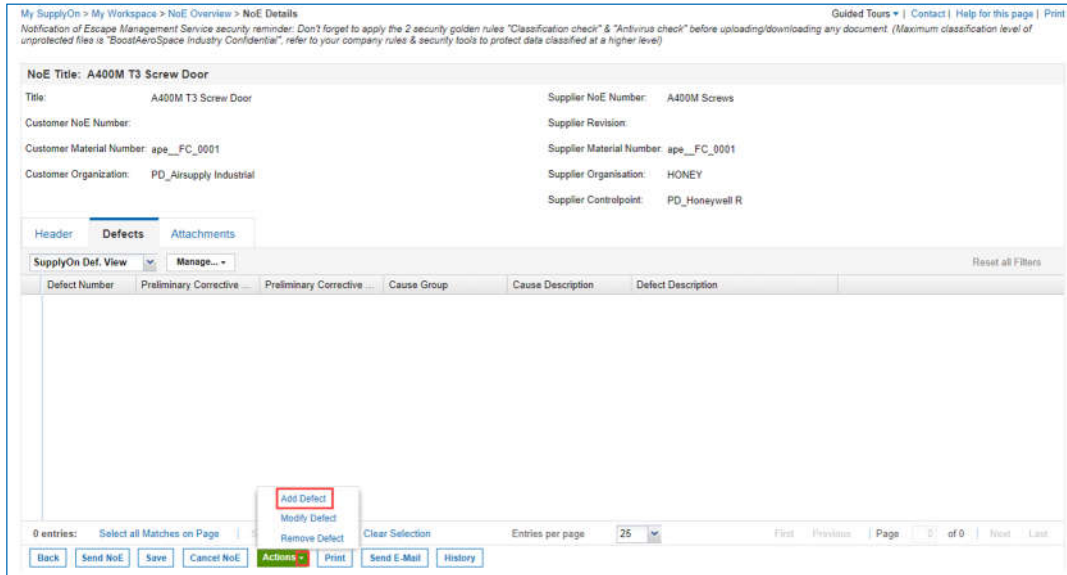


Figure: Add Defect action on the Defects tab

A dialog window is displayed.

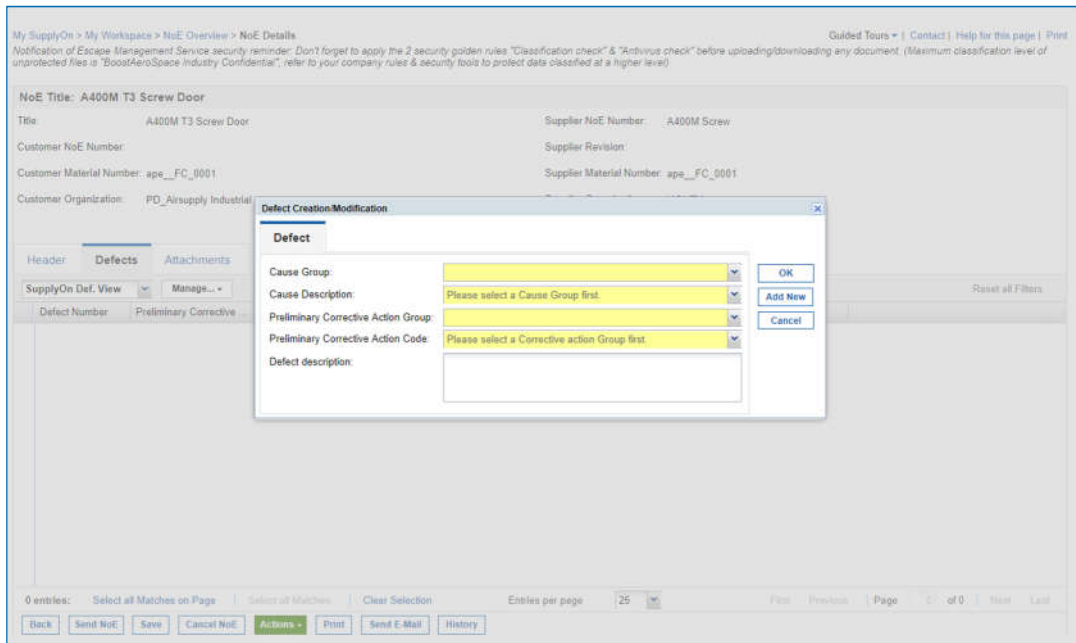


Figure: Defect Creation/Modification dialog window

4. Fill in all mandatory drop downs. This screenshot shows an example for the drop downs.
5. Confirm with **OK**.

Figure: Defect Creation/Modification

The created defect is displayed.

Defect Number	Preliminary Corrective Action Code	Cause Group	Cause Description	Defect Description
1	A25 - Planning and controls improved	C2 - Management (Quality Management System, Planning...	C25 - Planning and controls were insufficient	

Figure: Defects tab

3.2.3 Adding Attachments

If you have documents that support the process you can upload them here. This is not mandatory. If several materials are affected insert the complete material list here.

6. Click the **Attachments** tab.
7. Open the drop down next to **Actions**.
8. Download the 'Multi Material Template' in case the NoE refers to more than one material.

Antivirus scan status	Encrypted	Filesize (kb)	Document Type	Filename	Deleted	Owner	Creation Date	Transmission Date
0 entries:								

Figure: Attachments tab

An Excel Sheet will be provided. Fill it with the relevant material data, like corresponding batch number, serial number, purchase order, quantity affected.

1	Supplier NoE	Supplier Num	Supplier Mate	Supplier Mate	Customer Mat	Customer Mat	Serial Number	Batch Number	Affected PO/Order	Quantity	Delivery Date	Affected Qty	Drawing Num	Zone	LRU or sub-ass	LRU or sub-ass	KPC
2																	
3																	

9. Upload the **Multi Material Template**.

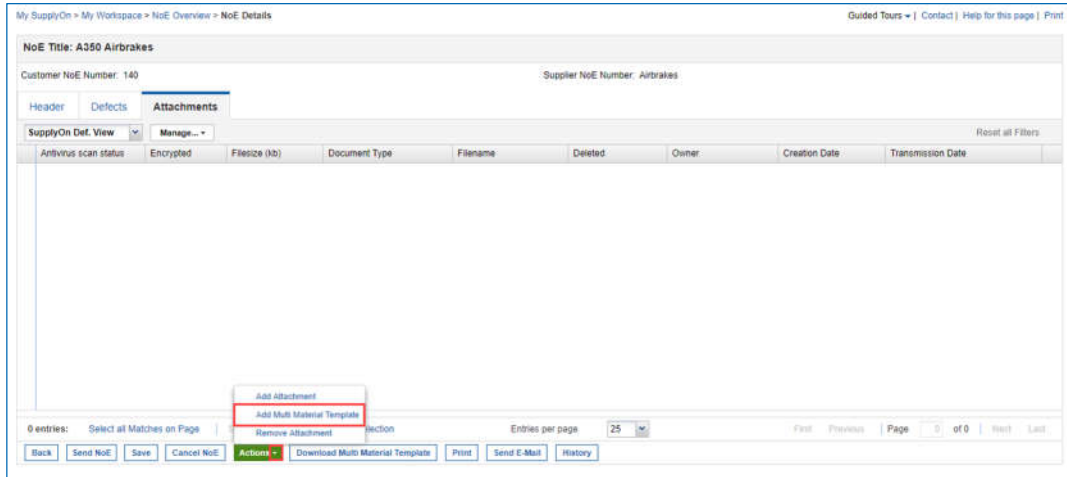


Figure: Add **Multi Material Template** action on **Attachments** tab

Follow the security golden rules when uploading the attachment. If you want your attachment to be scanned for viruses, leave the settings as shown.

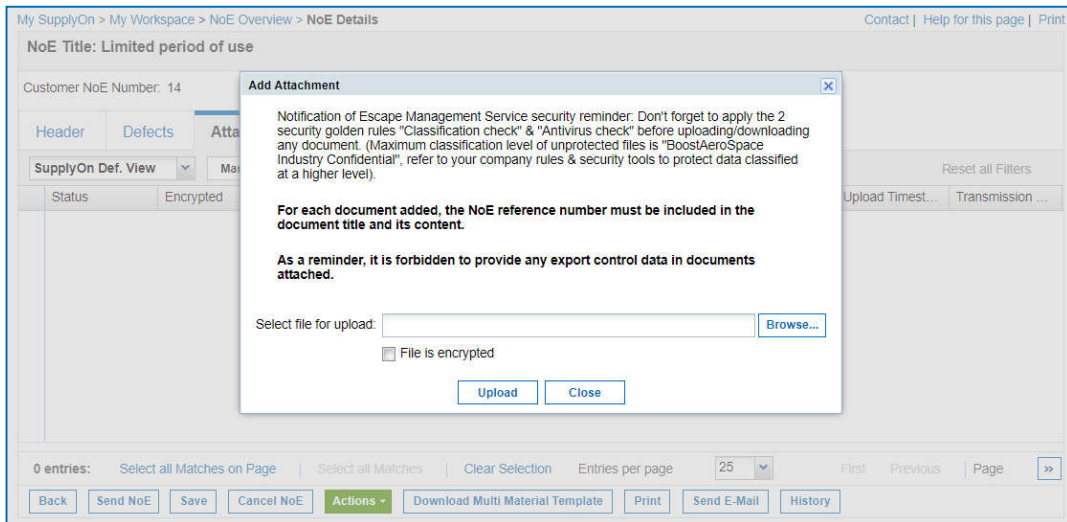


Figure: **Add Attachment** security golden rule pop-up window on **Attachments** tab

The uploaded multi material template is displayed.

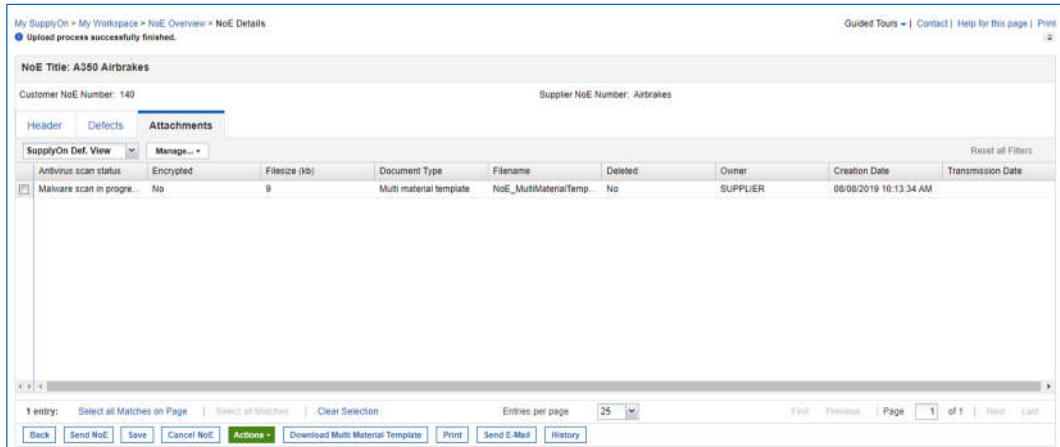


Figure: Attachments tab

- Go back to the Header tab and insert the comment "see attachment" in the field **Other part number**

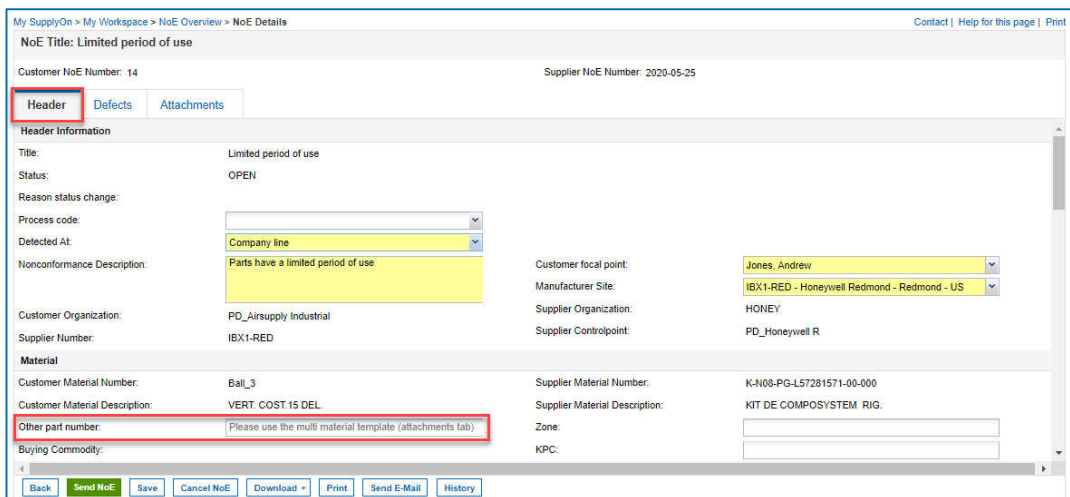


Figure: Other part number filed on Header tab in NoE Details

- If you want to add further attachments, select **Add Attachment**.

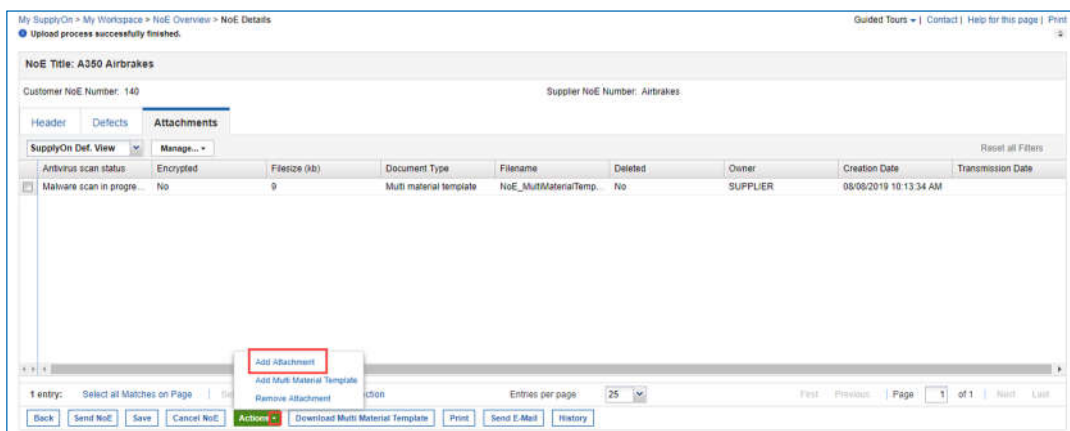


Figure: Add Attachment action on the Attachments tab

Click **Browse...** and select the attachment from your PC

12. In case your file attachment is classified and encrypted already set the ✓ next to **File is encrypted**.
13. If you want your file attachment to be scanned for viruses untick **File is encrypted**. Click **Upload**.

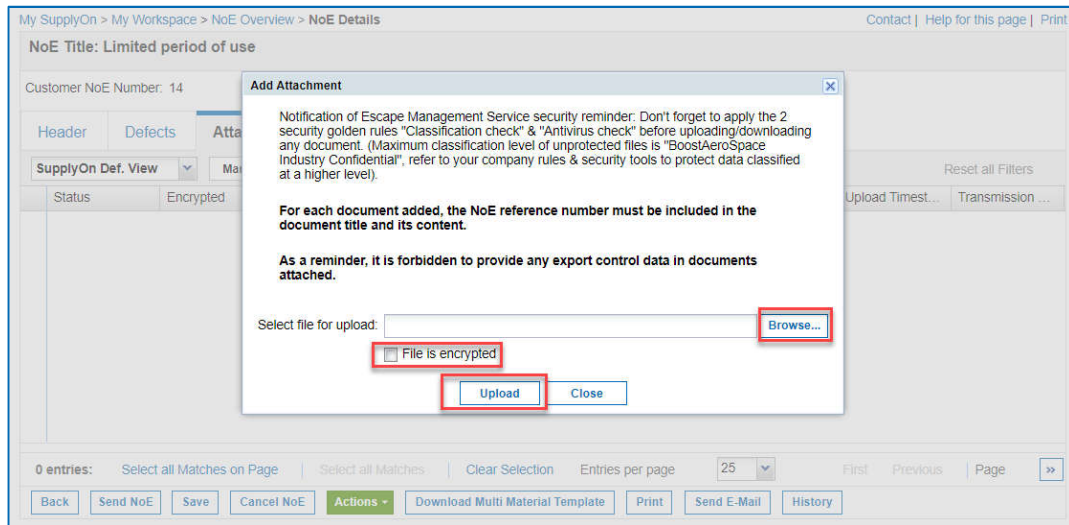


Figure: Add Attachment dialog window

Note

Letters, numbers, spaces, dashes and underscores are allowed in the file name of the attachment.

The filename should contain the NoE reference, previously specified in the NoE Header

The NoE reference should be also specified in the content of the attached document.

The size of an attachment may not exceed 20 MB, the size of all attachments may not exceed 200 MB.

The attachment is listed on the **Attachments** tab.

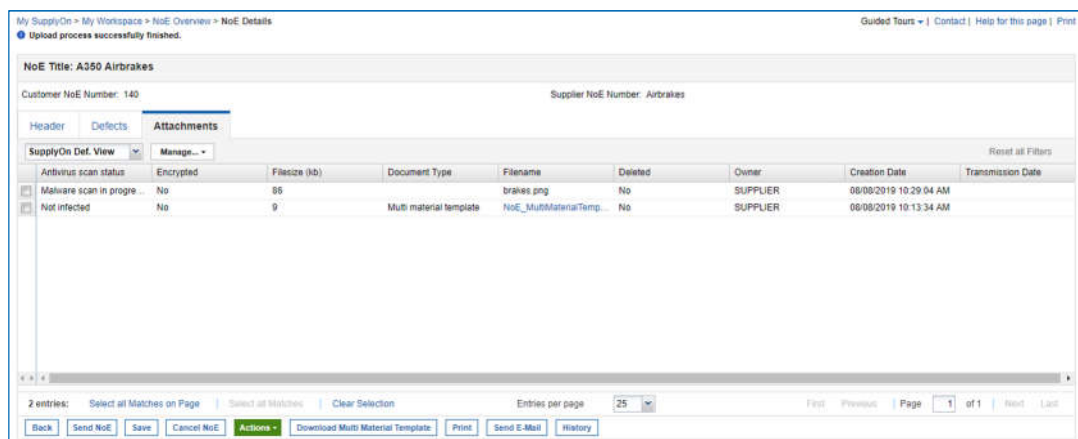


Figure: Attachments tab with listed attachments

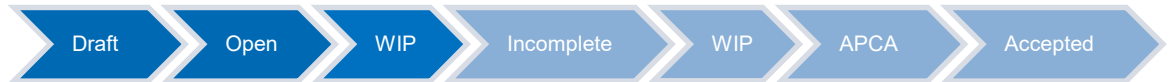
After filling in all relevant fields, describing the defect(s) and adding attachment(s), send the NoE again to the customer.

14. Click **Send NoE**

The screenshot shows the 'NoE Details' page for a 'Limited period of use' NoE. The status is 'OPEN'. The 'Send NoE' button at the bottom is highlighted with a red box. The page includes fields for Customer NoE Number (5), Supplier NoE Number (2020-08-1), Title, Status, Reason status change, Process code, Detected At (Supplier), Nonconformance Description (Brakes with limited period of use. Need to be replaced earlier as expected.), Customer focal point (Hidalgo, Joseph), Manufacturer Site (IBX1-RED - Redmond - US), Supplier Organization (TRG-HONEY1), Supplier Controlpoint (trg-Honeywell R), Customer Material Number (BIS_MIG_CUST_0002), Supplier Material Number (BIS_MIG_SELL_0002), Customer Material Description (Cabin Seat), Supplier Material Description (Cabin Seat), Other part number (see attachment), Zone, Buying Commodity, KPC, Buying Sub-Commodity, Char. item No., Program/Project (A350), Specified requirement, ATA (3246 - Brakes and Steering - Built-In Test ...), Actual condition, Drawing Number/Specification Number, Over max./under min., and LRU or sub-assembly Name/Reference. A 'Send NoE' button is highlighted in red at the bottom.

Figure: **NoE Details**

The NoE is now in Status **WIP**. The next steps need to be performed by the customer.



The screenshot shows the 'NoE Details' page after the status has been updated to 'WIP'. The 'Status' field is now 'WIP' and is highlighted with a red box. The 'Send NoE' button is no longer visible. The rest of the page content remains the same as in the previous screenshot.

Figure: Status **WIP** on the **NoE Details** page

4 Working on NoE - Customer

During the workflow of an NoE a customer user needs to

- ✓ Validate or return an NoE in Status WIP
- ✓ Provide feedback to the supplier in status APCA
- ✓ Accept or reject a Cancellation request of the supplier, if necessary

Additionally, it is possible to reopen an already processed NoE in Status Accepted.

4.1 NoE in status WIP

In Status WIP a customer user is able to either **Validate** or **Return** an NoE.

The screenshot shows the 'NoE Details' page for 'Airbrakes'. The status is 'WIP'. The 'Validate NoE' and 'Return NoE' buttons in the bottom navigation bar are highlighted with red boxes.

Figure: NoE in status WIP – Customer view

If **Validate NoE** is clicked, the status changes to **APCA**.



In status APCA the customer can provide feedback to the supplier to finally close the NoE.

If **Return NoE** is clicked, the status changes to **INCOMPLETE**.



In this case the supplier must provide additional information and resend the NoE to the customer.

4.2 NoE in status ACPA

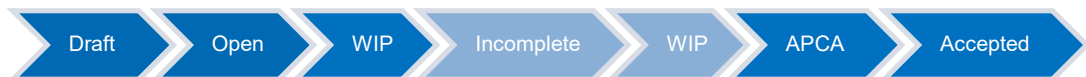
In ACPA status, the customer user has to inform the supplier about the quality decision to close the NoE

In the section Customer Feedback, it is mandatory to enter the Quality decision, before the feedback could be provided to the supplier.

Figure: NoE in status APCA – Customer view

After clicking Provide Feedback, a pop-up opens, in which the entered feedback data can be reviewed again and adjusted if necessary.

By clicking confirm, the Feedback is submitted to the supplier. The status of the NoE changes to Accepted.



The NoE is now completely processed.

4.3 Reopen NoE in status Accepted

Once a NoE has reached the status Accepted, it is actually completely processed.

But if the situation requires it, the NoE can be reopened by the customer.

By clicking Reopen NoE, the status changes to WIP again.

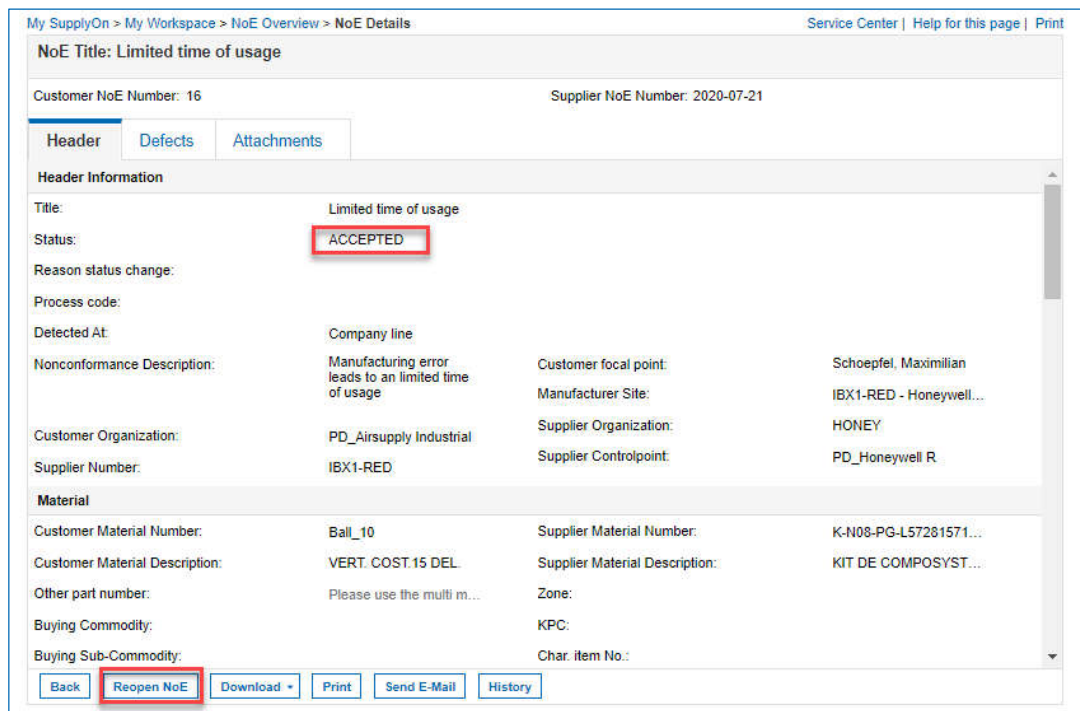


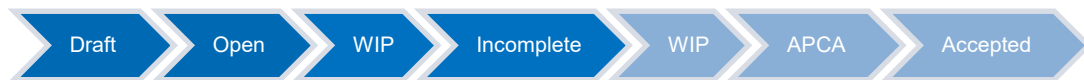
Figure: Reopen NoE in status Accepted – Customer view

This allows it to process the NoE again, as described in the previous chapters.

For example, the quality decision can be changed or additional information can be requested from the supplier with the status incomplete.

5 NoE is returned to Supplier in status INCOMPLETE

If the customer returned an NoE, the status changes to **INCOMPLETE**. (The reason for refusal has to be checked in the field **Reason status change**.)



Now you have to re-work the NoE. Perform further work on the NoE as explained in *Working on NoE – supplier*.

With a click on **Send NoE** the status changes to **WIP** again. The last two steps are with the customer as explained in *Working on NoE – customer*.



6 NoE Management Summary

The **My Workspace** page with the **NoE Management Summary** is displayed. The entry **New** means that this NoE has not yet been read. As soon as it has been read, the number decreases by one.

In the **NoE Management Summary** you can see all NoEs and their respective status at a glance.

The status **New** indicates that you have not yet read this NoE.

The screenshot shows the 'My Workspace' interface with a 'NoE Management Summary' table. The table lists various NoE statuses and their counts. The 'New' column indicates unread NoEs, and the 'Total' column shows the overall count for each status.

Status	New	Total
INCOMPLETE	2	4
OPEN	0	6
WORK IN PROGRESS (WIP)	0	3
ACCEPTED PENDING CUSTOMER ACTION (APCA)	1	1
ACCEPTED	7	10
CANCELLATION REQUEST	0	1
CANCELLED	1	2
Total	11	35

Figure: **My Workspace**

INCOMPLETE

You have sent the NoE in status **WIP** to your customer. The customer wants you to work further on the NoE and changes the status to **INCOMPLETE**. The next steps are performed by you.

OPEN

You have created an NoE and informed the customer about the issue. The customer has read-only access to the NoE and can react to this issue and start internal actions. The next steps are performed by you.

WORK IN PROGRESS (WIP)

You have completed your work on the NoE. You have now read-only access.

ACCEPTED PENDING CUSTOMER ACTION (APCA)

The customer accepted the NoE but has not yet provided the feedback.

ACCEPTED

The customer has added feedback on NoE quality decision

CANCELLATION REQUEST

You started an NoE or the customer set the NoE to INCOMPLETE. In the meantime you found out that the NoE is not relevant and request a cancellation.

CANCELLED

The customer has accepted the **CANCELLATION REQUEST**.

7 Setting up an Alert

As AirSupply standard functionality, it is possible to set filter on **My Workspace Configuration** and to configure email alert notification depending on the NoE status in the **Alert Overview**.

As explained in the *Overview* the customer can return an NoE. The status changes to **INCOMPLETE** and the supplier needs to work again on the NoE.

In order not to overlook a status change, the supplier can set up an alert and corresponding e-mail notification.

1. Go to **My Workspace**
2. Click **Alert Overview**

The screenshot shows the 'My Workspace' interface with several summary tables and navigation options.

Process / Alert Matrix	New	High	Med	Low	Total
Purchase Orders					
Spares order to check	3	0	0	3	3
Collab. rejected by customer	0	0	0	0	0
Collab. rejected by supplier	0	0	0	0	0
Accepted by customer but penalised	10	0	10	0	10
Non collaborative change	30	0	30	0	30
Late despatch advice	0	0	0	0	0
No goods receipt	>5000	>5000	3	0	>5000
Material Master Data					
New material created	873				
Updated VMI parameters	45				
Notification of Escape					
Draft	46		47		47

PO Summary	New	Total
NEW ORDER PUBLISHED	>5000	>5000
SUPPLIER ACCEPTED WITH CHANGES	0	173
OPEN	36	1274
SUPPLIER CHANGE ORDER REQUEST	0	11
CUSTOMER CHANGE ORDER REQUEST	24	24
REJECTED	0	0
CANCELLATION REQUEST	0	0
CANCELLED	184	106
PARTIALLY SHIPPED	23	23
SHIPPED	450	491
PARTIALLY RECEIVED	80	82
RECEIVED	68	71
Total	>5000	>5000

NoE Management Summary	New	Total
INCOMPLETE	2	4
OPEN	0	6
WORK IN PROGRESS (WIP)	0	3
ACCEPTED PENDING CUSTOMER ACTION (APCA)	1	1
ACCEPTED	7	18
CANCELLATION REQUEST	0	1
CANCELLED	1	2
Total	11	35

Navigation and Configuration options on the right:

- Guided Tours | Contact | Help for this page | Print
- Industrial NoE Write / TST_SE_HY-IN_NOE_WRITE
- User Configuration
- Active filter: **Supplyon Default**
- My Workspace Configuration
- Summary
- Alert Overview** (highlighted)
- Master Data
- Material Master Data
- Language: English
- v17.0.0.5

Figure: **My Workspace**

3. Click the **NoE Alerts** tab.
4. Select in the **Advanced Search** the search criteria:
5. **NoE:NoE Status equal to Incomplete**
and to ensure to receive only NoE alerts
6. **Alert Category equal to NoE Alerts**

My SupplyOn > My Workspace > Alert Overview

Active filter: Supplyon Default

Quick Search / Advanced Search

Inactive since equal to (selection of date) Delete line

NoE NoE Status equal to INCOMPLETE Delete line

Alert Category equal to NoE Alerts Add line | Delete line

My search profiles
Supplyon Def. Search Manage...
E-Mail notification

PO Alerts (5000) MD Alerts (918) **NoE Alerts (81)**

NoE status	Supplier NoE N.	Customer NoE	Cust. Group	Cust. Org	ERP Plant	Cust. Mat. No.	Cust. Mat. Desc.	Supp. Mat. No.	Supplier Materia...	Ord. Off. Nam
ACCEPTED	handover_presi		PD_Airsupply In...	BOOST_IND	IBX1	ap_CR066_0001	Desc: ap CR066...	ap_CR066_0001	Desc: ap CR066...	Vince Jackson
ACCEPTED	mm#30009_test		PD_Airsupply In...	BOOST_IND	IBX1	-				Charlie Dean
ACCEPTED	12345	9	PD_Airsupply In...	BOOST_IND	IBX1	A-LIE-AA-30948	Landing Airbrakes	2157-5S12E0EQ	Airbrakes Heavy...	Charlie Dean
ACCEPTED	1111	1	PD_Airsupply In...	BOOST_IND	IBX2	ap10_FC_IND1...	Desc: ap10 FC I...	ap10_FC_HON...	Desc: ap10 FC...	Pete Franklin
ACCEPTED	20190325_04		PD_Airsupply In...	BOOST_IND	IBX2	-				Charlie Dean
ACCEPTED	asd		PD_Airsupply In...	BOOST_IND	IBX1	-				Charlie Dean
ACCEPTED	20190401		PD_Airsupply In...	BOOST_IND	IBX1	ap_CR066_0001	Desc: ap CR066...	ap_CR066_0001	Desc: ap CR066...	Vince Jackson
ACCEPTED	Ta demo		PD_Airsupply In...	BOOST_IND	IBX1	ape_FC_0001	Desc: ape FC 0...	ape_FC_0001	Desc: ape FC 0...	Rob Kelly
ACCEPTED	53_1	apca	PD_Airsupply In...	BOOST_IND	IBX2	-				Charlie Dean
ACCEPTED	1		PD_Airsupply In...	BOOST_IND	IBX1	ap_CR066_0001	Desc: ap CR066...	ap_CR066_0001	Desc: ap CR066...	Vince Jackson

81 entries: Select all Matches on Page | Select all Matches | Clear Selection | Entries per page 10 | Page 1 of 9 | Next | Last

Figure: Advanced Search criteria on the Alert Overview page

7. Click Search

The search result is displayed.

My SupplyOn > My Workspace > Alert Overview

Active filter: Supplyon Default

Quick Search / Advanced Search

Inactive since equal to (selection of date) Delete line

NoE NoE Status equal to INCOMPLETE Delete line

Alert Category equal to NoE Alerts Add line | Delete line

My search profiles
Supplyon Def. Search Manage...
E-Mail notification

PO Alerts (0) MD Alerts (0) **NoE Alerts (4)**

NoE status	Supplier NoE N.	Customer NoE	Cust. Group	Cust. Org	ERP Plant	Cust. Mat. No.	Cust. Mat. Desc.	Supp. Mat. No.	Supplier Materia...	Ord. Off. Nam
INCOMPLETE	A400M Screw		PD_Airsupply In...	BOOST_IND	IBX1	ape_FC_0001	Desc: ape FC 0...	ape_FC_0001	Desc: ape FC 0...	Rob Kelly
INCOMPLETE	field check 4		PD_Airsupply In...	BOOST_IND	IBX2	ap10_FC_IND1...	Desc: ap10 FC I...	ap10_FC_HON...	Desc: ap10 FC...	Pete Franklin
INCOMPLETE	DRAFT status		PD_Airsupply In...	BOOST_IND	IBX1	ap_CR066_0001	Desc: ap CR066...	ap_CR066_0001	Desc: ap CR066...	Vince Jackson
INCOMPLETE	field check		PD_Airsupply In...	BOOST_IND	IBX1	ape_FC_0001	Desc: ape FC 0...	ape_FC_0001	Desc: ape FC 0...	Rob Kelly

4 entries: Select all Matches on Page | Select all Matches | Clear Selection | Entries per page 10 | Page 1 of 1 | Next | Last

Figure: Search result on the Alert Overview page

8. Define a name for the **search profile** and create a new profile

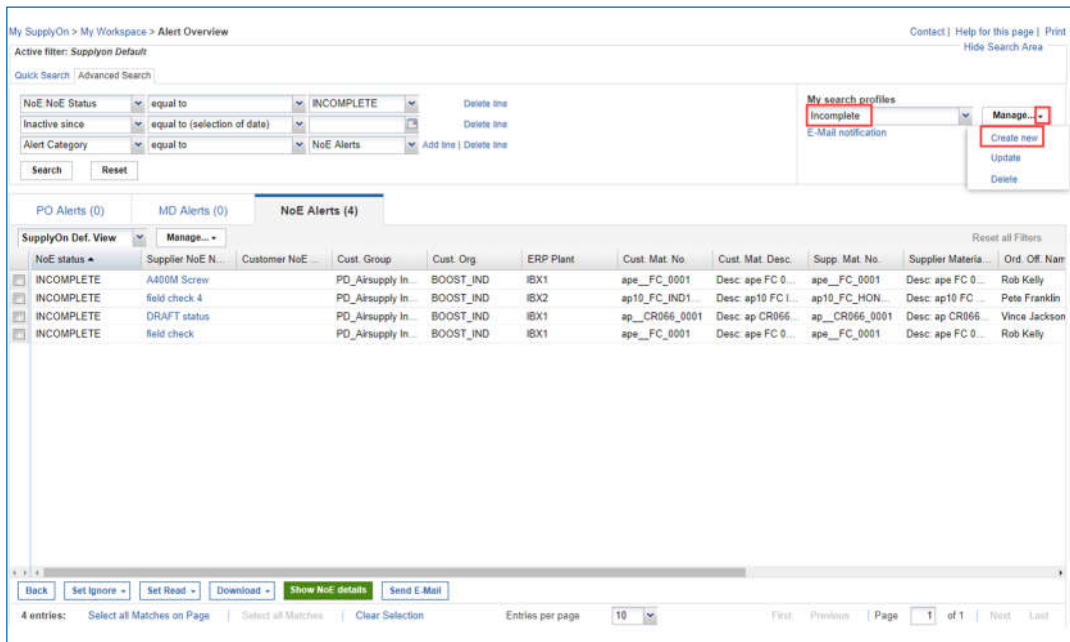


Figure: My search profile on the Alert Overview page

9. Click **E-Mail notification**.

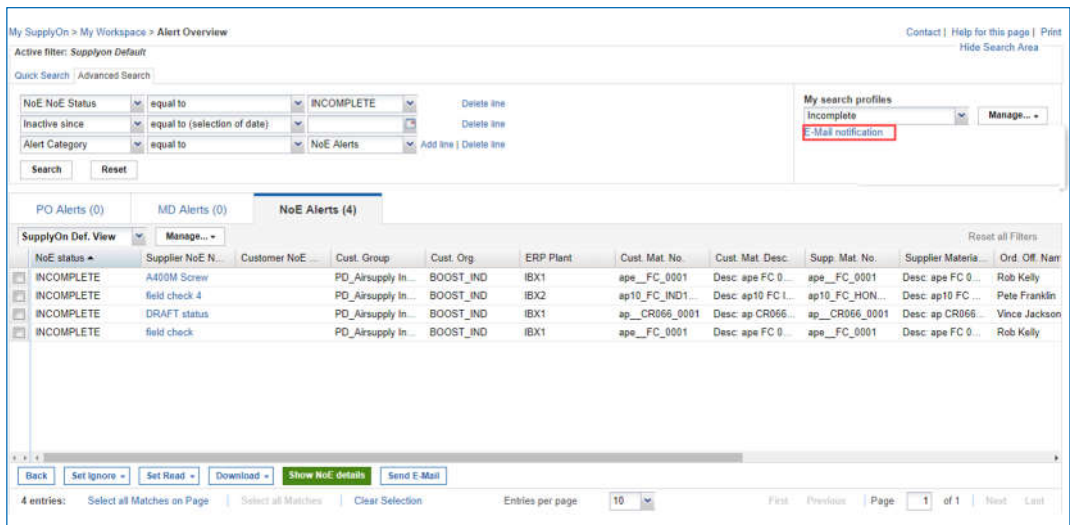


Figure: E-Mail notification link on the Alert Overview page

10. Define when you want to receive the e-mail notification.

My SupplyOn > My Workspace > Alert Overview > E-mail Notification Contact | Help for this page | Print

E-Mail notification

Based on search profile: Incomplete [Configure filter settings](#)

Active

Send 'no alerts issued' E-Mail

Send result as CSV attachment

Here you can select on which days and in which frequency you want to receive the e-mail notification (according to the selected timezone: (GMT-01:00) Europe/Berlin).

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Selected day(s) at 08:15

Hourly from 8:00 to 17:00 every 4 hour(s)

Figure: E-Mail Notification

8 Further buttons in an NoE

8.1.1 Delete NoE

You are able to delete a Notification of Escape if the NoE is in status **Draft**.

8.1.2 Cancel NoE

If required, you can cancel an NoE with status **OPEN** or **INCOMPLETE**. The status changes to **CANCELLATION REQUEST**. The customer can **ACCEPT** or **REJECT** the Cancellation request.

- ✓ **REJECT**– results in the status **INCOMPLETE**. The supplier has to work on the NoE again.
- ✓ **ACCEPT**– results in the status **CANCELLED**. No further work is needed.

8.1.3 Download

There are two ways for downloading an NoE:

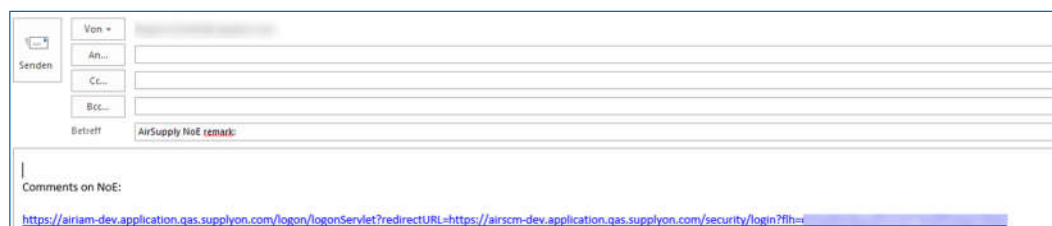
- ✓ Full download with attachments (csv)
- ✓ Full download without attachments (csv)

8.1.4 Print

Print opens a pdf you can print out fast and easy.

8.1.5 Send E-Mail

In case one party has a question click **Send E-Mail**. A message system like MS Outlook opens with a deep link to the NoE. The sender needs to define the recipient and the related question(s). The recipient needs to have an AirSupply Account with a role for NoE to access the NoE in AirSupply.



Senden

Von *

An...

Cc...

Bcc...

Betreff AirSupply NoE remark:

Comments on NoE:

<https://airiam-dev.application.qas.supplyon.com/login/logonServlet?redirectURL=https://airscm-dev.application.qas.supplyon.com/security/login?th=>

Figure: **MS Outlook** with a link to an NoE

8.1.6 History

The History provides an overview of an NoE.

1. Select the NoE you want to know more about.
2. Click **History**.

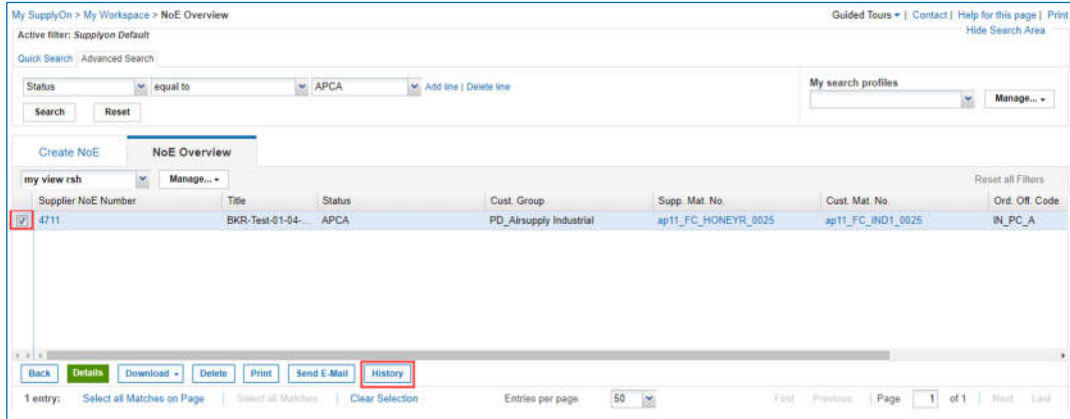


Figure: NoE Overview

The NoE History Details page is displayed. This page shows an example of already performed activities.

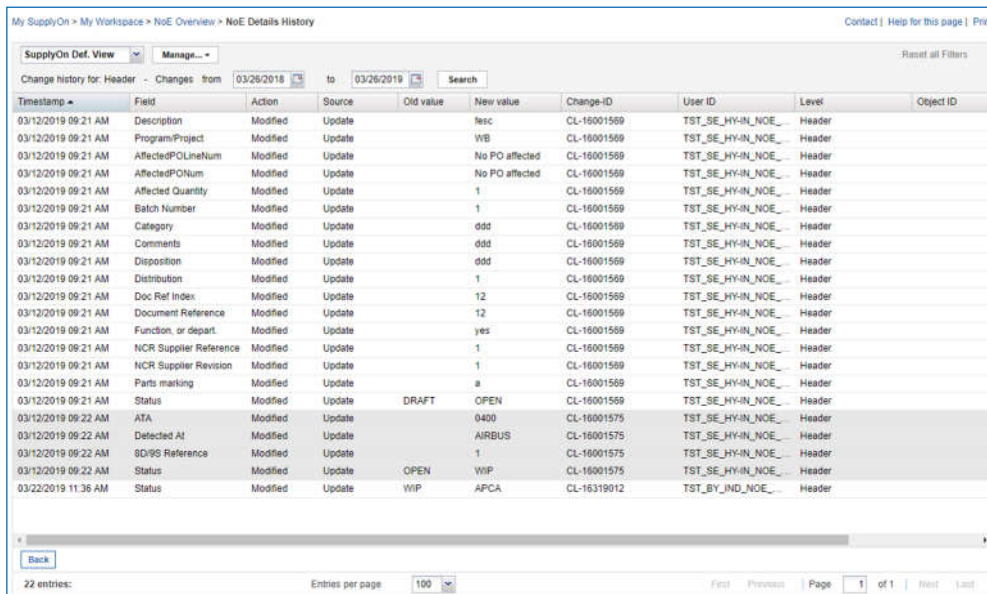


Figure: NoE Details History page

9 Roles and Rights

The SupplyOn Company Admin is authorized to create new users or to assign roles to already existing users.

For using AirSupply NoE a supplier user needs to have at least one of the two following user roles:

IndSellerNOE-Read:

- ✓ Can see Notifications of Escape.
- ✓ Can receive Notification of Escape alerts

IndSellerNOE-Write:

- ✓ Can create and collaborate on Notifications of Escape
- ✓ Can receive Notification of Escape alerts

Roles in SupplyOn

1. Log on to → **SupplyOn**.
2. On the main menu, point to **Administration**, and then click **User Management**.
3. Click the **User Accounts** tab.
4. Select an user.
5. Click the **Roles** tab.

The roles are defined in the **AirSupply related roles** Section.

Role	Status	Description
<input type="checkbox"/> IndSellerNOE-Read	not assigned	Show Notifications of Escape (NoE).
<input checked="" type="checkbox"/> IndSellerNOE-Write	assigned	Create and collaborate on Notifications of Escape (NoE).

Figure: The NoE roles for the **Notification of Escape** in the **User Management**.