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SAP Training
Source To Pay

STP357: Setting Alert Profile (Supplier)

External User Training
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Course Introduction

This course describes setting up Alert Notification Profiles and using them for alert and exception management in Supply Network Collaboration (SNC).

After completing this course, you will be able to:

- Set Alert Notification Profiles in SNC.
- Manage exceptions with the help of SNC alerts.

Alert Notification and Profile Setup

Module Objectives

After completing this module, you will be able to:

- Explain the different types of alert notifications.
- Create selection criteria.
- Set an Alert Notification Profile.

Alerts Notification

SNC communicates to users regarding performed activities, required actions, or triggered exceptions using alerts.

There are three alert types, based on activity type:

1. Real time events in SNC such as the creation of a new Purchase Order (PO) or Advance Shipping Notice (ASN).
2. Exceptions, such as stock level below re-order point.
3. Validations, such as when the invoice quantity is different from the Goods Receipt (GR) quantity.

Alerts Notification (continued)

Each SNC strategy triggers alerts specific to the strategy:

Alerts	Example
PO Strategy Alerts	PO Manual Approval: PO requires manual approval
Release Strategy Alerts	Unconfirmed Scheduling Agreement Release: The Supplier has not acknowledged or confirmed the release
Advance Shipping Notification Alerts	Goods Receipt quantity is different from ASN quantity
Order Forecast Monitor (OFM) Alerts	Difference between Order Forecast Monitor and Firm Data is outside tolerance

Viewing Alerts

Users receive alert notifications based on their Alert Notification Profile in SAP SNC.

- Users create an Alert Notification Profile by linking alert selection criteria to their profile.
- A single selection criteria can link to multiple notification profiles and be viewed by multiple users.

Defining an Alert Notification Profile

Defining an Alert Notification requires three steps:

1. Creating the selection criteria
2. Running the selection criteria
3. Creating the Alert Notification Profile

Selection criteria are rules that trigger an alert. You define selection criteria (or queries) as either user-specific or partner-specific.

- User-specific queries only appear to the user.
- Partner-specific queries can be used by all users at that Supplier or at 3M.

Defining an Alert Notification Profile (continued)

Run the selection criteria to validate your selection criteria. You can view the results using either a *Statistical View* or an *Alert Detail view*.

- The *Statistical View* allows you to view the number of alerts by priority.
- The *Alert Detail* view allows you to view alerts details by alert type.

You create an Alert Notification Profile after defining the selection criteria. The Alert Notification Profile is associated with your User ID, and receives the alerts generated by the selection criteria.

Defining an Alert Notification Profile (continued)

When defining the Alert Notification Profile, enter:

- Your e-mail address for receiving alert messages.
- Whether or not the profile is active.
- The minimum priority to trigger a message.
- The start date for the profile.
- When to receive alerts.
- Whether or not to have all alerts sent or just unacknowledged alerts.

The system then uses the information in your Alert Notification Profile to send you the appropriate alerts and statuses. You can always review your alerts and status within SAP SNC.

Step-by-Step Instructions

Detailed instructions on how to create an **Alert Profile Settings in SAP SNC** can be found on the Supply Network Collaboration Training site.

Module Summary

The key points covered in this module are:

- Alerts are generated from different actions in SNC.
- To view the alerts, the user must have an Alert Notification Profile created in SNC.
- The user also creates selection criteria to refine the type of alerts and links it to the Alert Notification Profile.

Managing Exceptions Using SNC Alert Monitor

Module Objectives

After completing this module, you will be able to

- Name the differences between the two ways to view alert statuses.
- Manage exceptions using SNC alerts.

Alert Views in SAP SNC

Once the Alert Notification Profile is set up, SNC sends an alert to the Supplier on any activity performed related to an ASN, PO, release, or OFM.

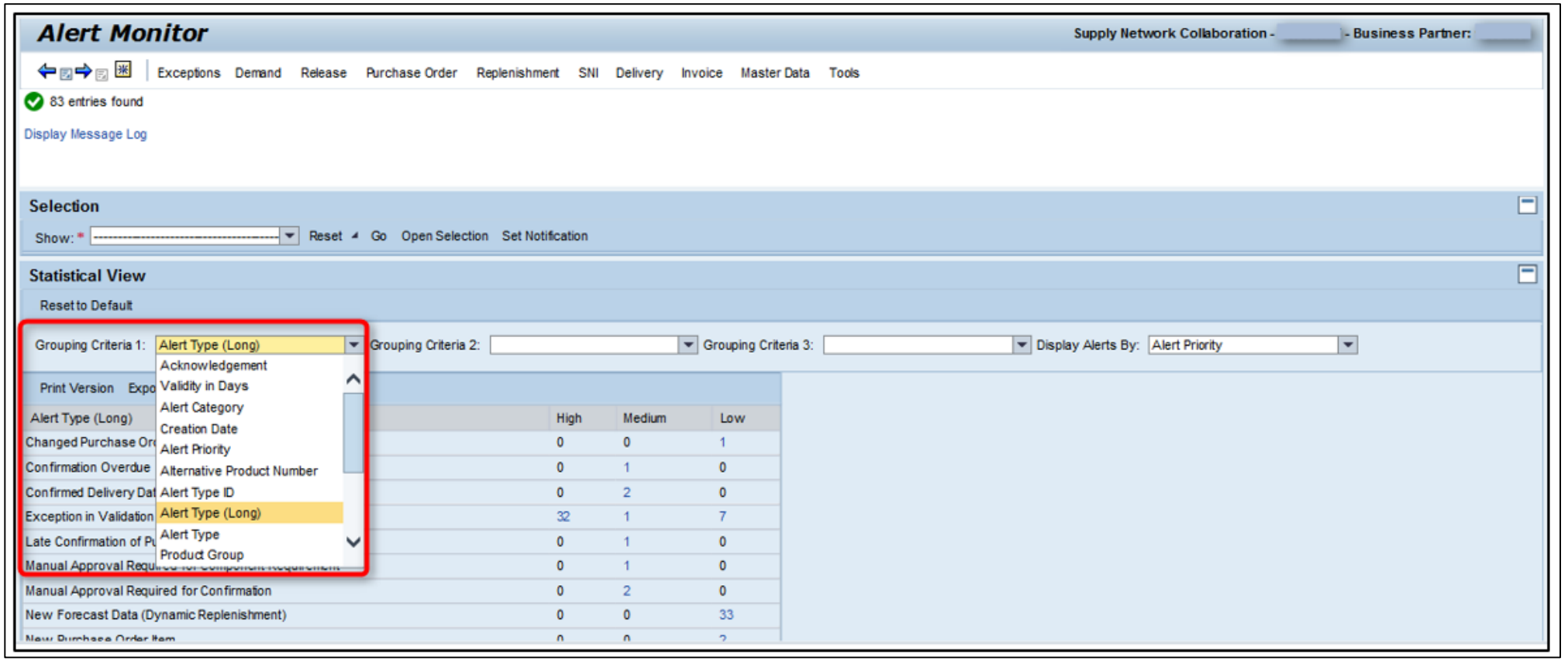
The Supplier receives the alert, views the alert details, and acknowledges the alert on the *Alert Monitor*.

There are two types of alert views available in SNC:

1. *Statistical View*
2. *Alert Detail* view

Using the Statistical View in SAP SNC

In the *Statistical View* window, the **Grouping Criteria 1** drop-down list determines the grouping of alerts.



Using the Statistical View in SAP SNC (continued)

This chart details the various grouping criteria available in the *Statistical View*.

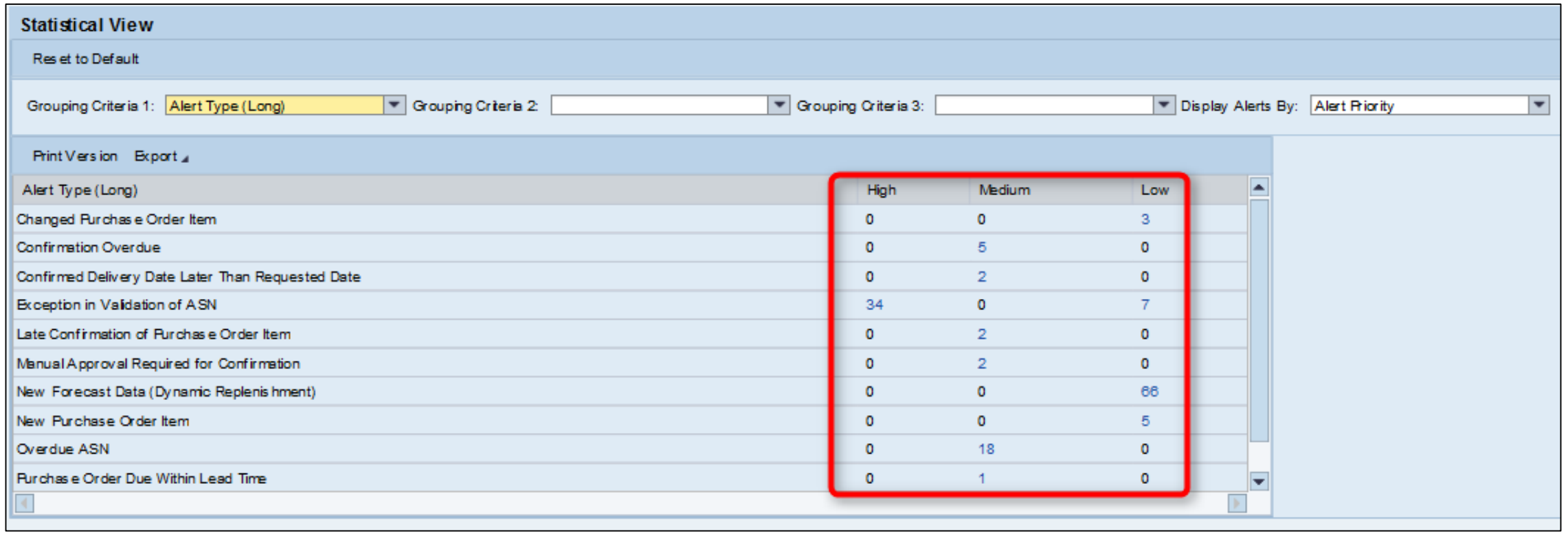
Grouping Criteria	Description
Acknowledgement	Groups all the alerts received as an acknowledgement
Validity in Days	Groups all alerts by aging days (**Example:** current date minus document creation or change date)
Alert Category	Groups all alerts by category (**Example:** delivery, inventory, Purchase Order, and release)
Creation Date	Groups all alerts generated on a specific date or a range of dates
Alert Priority	Groups all alerts by alert priority (**Example:** High, Medium, Low)
Alert Type (Long)	Groups all alerts using the long-text description of the alert type
Alert Type	Groups all alerts using the short-text description of the alert type

Using the Statistical View in SAP SNC (continued)

Grouping Criteria	Description
Product Group	Groups all alerts by a product group
Location Description	Groups all alerts by a particular location long description
Location	Groups all alerts by a particular location number
Product Description	Groups all alerts by a particular product long description
Product	Groups all alerts by a particular product number
Partner Description	Groups all alerts by a particular Partner long description
Partner	Groups all alerts by a particular Partner number
Planner	Groups all alerts by a Planner

Using the Statistical View in SAP SNC (continued)

Alerts are listed based on selection criteria. They can be refined further by priority– **High**, **Medium**, and **Low**.



Alert Type (Long)	High	Medium	Low
Changed Purchase Order Item	0	0	3
Confirmation Overdue	0	5	0
Confirmed Delivery Date Later Than Requested Date	0	2	0
Exception in Validation of ASN	34	0	7
Late Confirmation of Purchase Order Item	0	2	0
Manual Approval Required for Confirmation	0	2	0
New Forecast Data (Dynamic Replenishment)	0	0	66
New Purchase Order Item	0	0	5
Overdue ASN	0	18	0
Purchase Order Due Within Lead Time	0	1	0

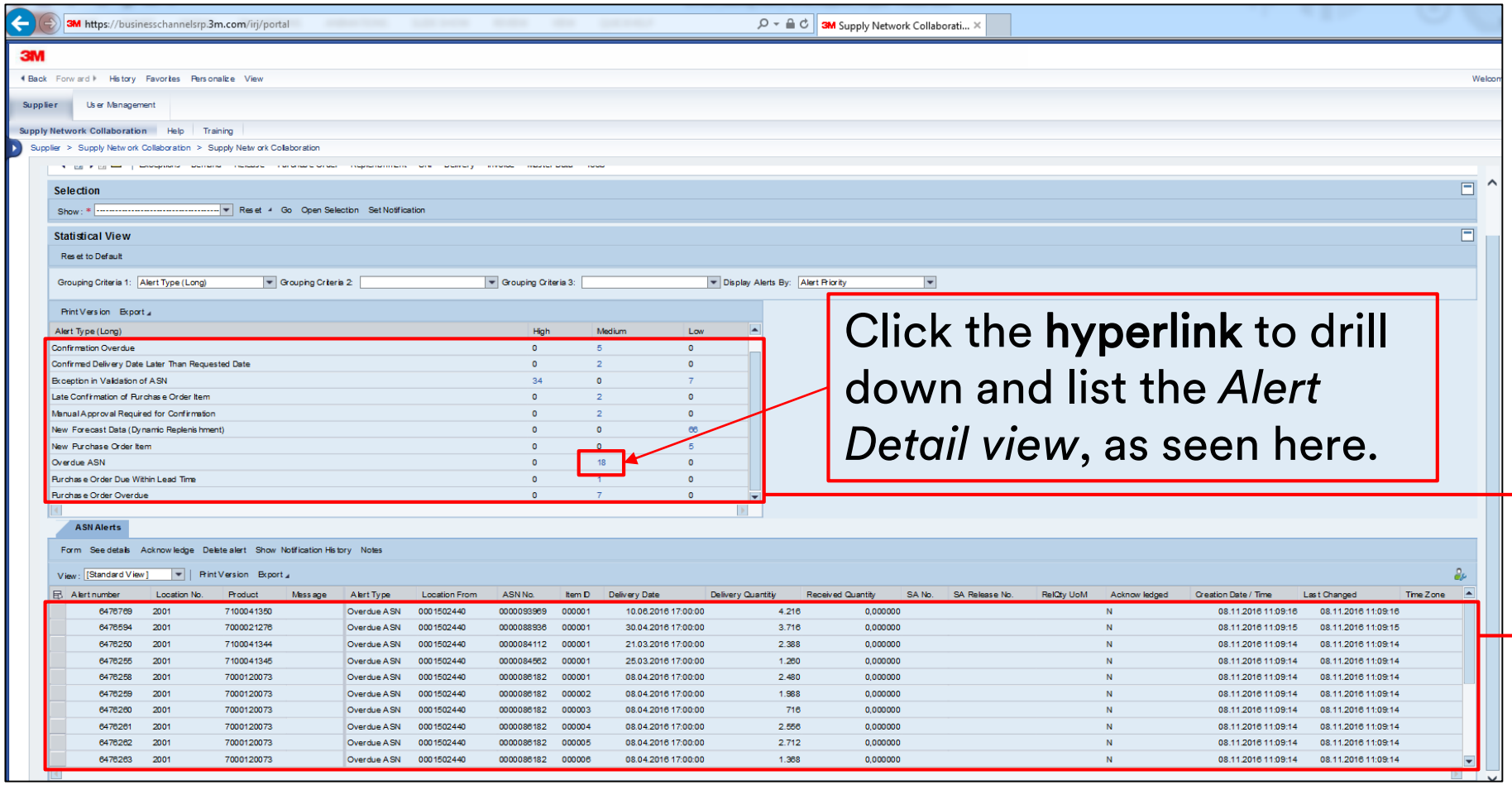
Using the Alert Detail view

Once you select a category of alerts and the desired priority, view the details of the alerts using the *Alert Detail* view.

Within the *Alert Detail* view, the columns that display depend upon the alert type selected. For example, the columns in a detailed view for an OFM Alert are different from those for a Overdue ASN Alert.

Using the Alert Detail view (continued)

From the *Alert Detail* view, view details of specific alerts by drilling into the alert. Viewing details of a specific alert only works for alerts associated with other transactions. **Example:**



Click the **hyperlink** to drill down and list the *Alert Detail view*, as seen here.

Statistical View

Alert Detail view

Module Summary

The key points covered in this module are:

- The different ways to view alert statuses
- How to manage exceptions using SNC Alerts.

Conclusion

The key points covered in this course are:

- Alerts are generated from SNC as notifications such as completion of an action, activity reporting, or any validation results.
- To view alerts, users create an Alert Notification Profile and link it to selection criteria.
- Users view the alert overviews in the *Statistical View* or *Alert Detail* view windows.
- The user can further drill down to the Alert Details.