AirSupply

Training guide for users

Introduction

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Index of Abbreviations

CMN	Customer Material Number
COTS	Commercial Off-The-Shelf
CSV	Comma Separated Values
DA	Despatch Advice
ERP	Enterprise Resource Planning
H2M	Human to Machine
M2M	Machine to Machine
PDF	Portable Document Format
PO	Purchase Order
RD	Referenced Document
SBI	Self Billing Invoice
SCM	Supply Chain Management
SMN	Supplier Material Number
VMI	Vendor Managed Inventory
XML	eXtensible Markup Language
3S	Supplier to Supplier Shipment

Preamble

The AirSupply training guide is kept generic and the supplier must comply with his customer scope and specificities. A document "Customer matrix" is available with the needs to be considered by the supplier.

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The AirSupply user training guide is composed of 13 modules, one customer matrix and one exercise book. This module is dedicated to the Introduction.
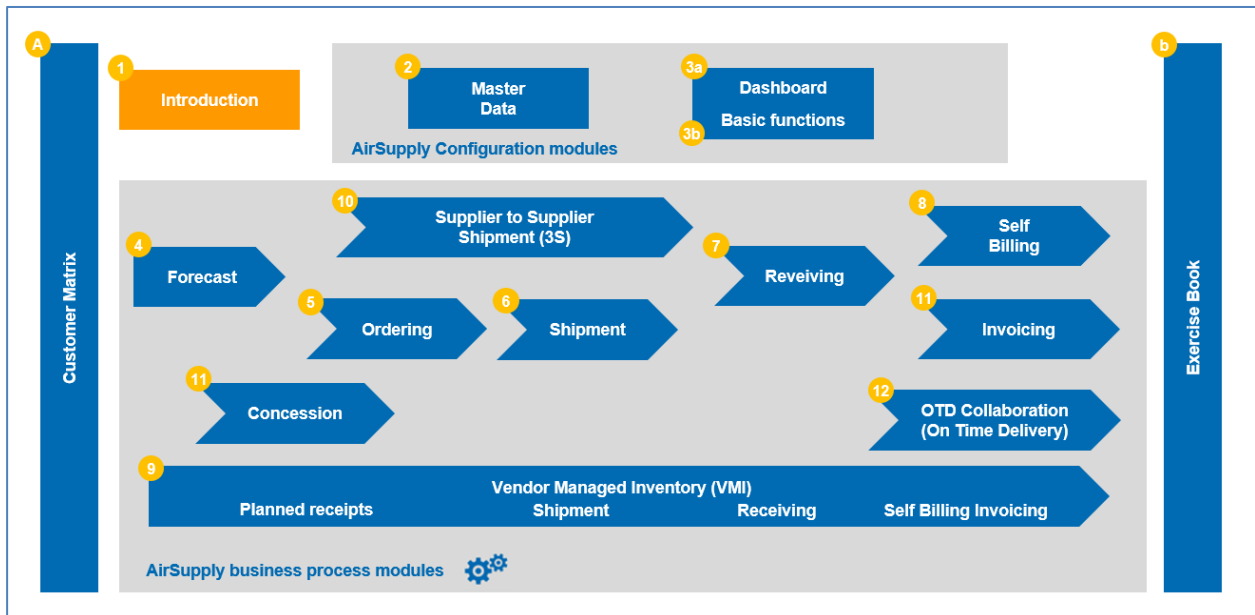

Figure 1: Modules overview

AirSupply training modules are designed for customer and supplier users.

Objectives of the *Introduction* module

This module presents:
- The new supply chain solution AirSupply.
- The advantages of AirSupply.
- The main functionalities available in AirSupply.
- The collaboration solutions.
- The structure of the training guide.

1 Context and objectives

For the first time a single supply chain solution will be shared by the main European aerospace companies.
The solution called 'AirSupply' forms a main component of Boost AeroSpace Hub and is a new solution for Supply Chain Management (SCM).

AirSupply is a collaborative HUB helping manufacturers and suppliers to gain visibility, control, and integration on critical business processes.

AirSupply covers three main areas of enhancement:

- Business Efficiency
    - Collaboration with main Aerospace and Defence customers on all published supply chain information (Forecast, Purchase Order...).
    - Harmonization and standardization of core processes (Despatch Advice, Purchase Order, Goods Receipt, Vendor Managed Inventory...).
    - Enhanced capabilities (Despatch Advice, Forecast collaboration...).

- Technical Improvement
    - Advanced ergonomics and use of state-of-the-art web technology.
    - Full Commercial Off-The-Shelf (COTS) approach delivered by SupplyOn for Aeronautics activities, preventing product obsolescence and reducing long-term maintenance costs.
    - Rationalization of Machine to Machine exchanges (Boost Aerospace XML) / downloading process.

- Service Oriented
    - World Wide Web service available 24x7 with 99% availability rate.
    - Available in 4 languages (German, French, English, Spanish).
    - More robust and faster platform, better performance and availability.
    - Centralized support ensured by the service provider, SupplyOn.

2 Functional coverage and scope overview

2.1 Functional coverage

The graph below shows the AirSupply functions. Exchange between customers and suppliers covers several core processes:
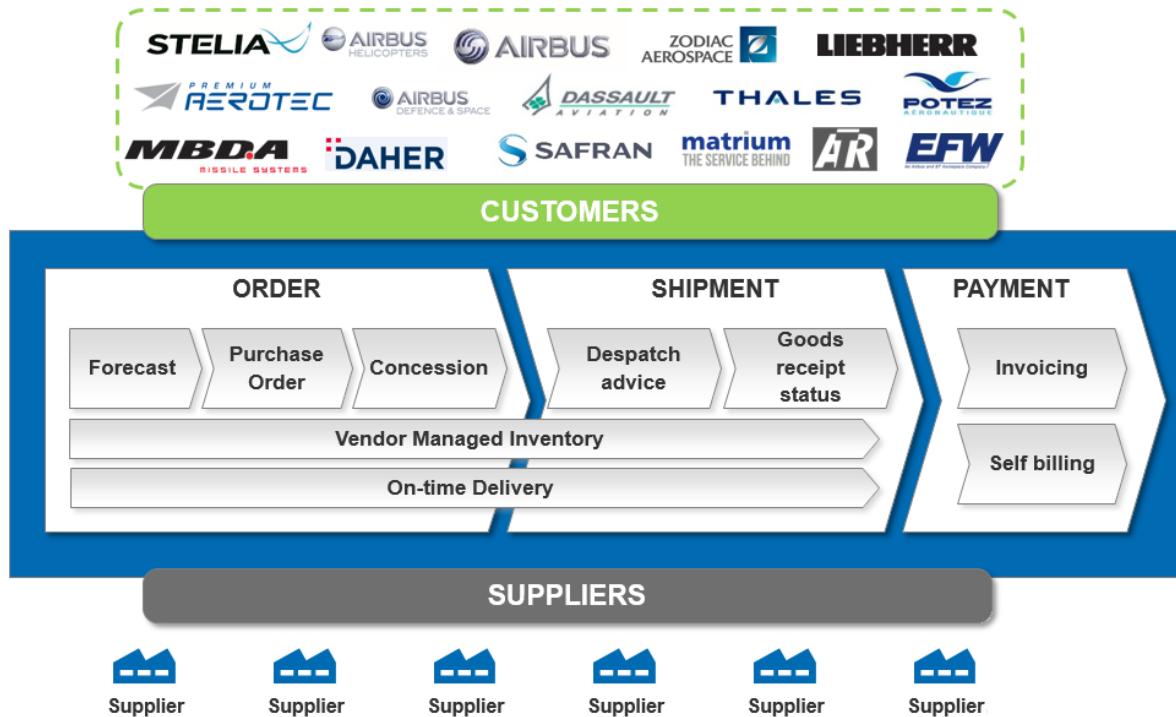
Figure 2: Functional coverage

The main functional coverage per process is:

- For Forecast:
  - Access Forecasts.
  - Collaboration on a non-critical material.
  - Collaboration on critical material.
  - Do multi collaboration.
  - Download and upload Forecast data.

- For Ordering
  - Collaboration on Purchase Orders between customers and supplierr.
  - Management of their statuses.

- For Shipment
  - Configuration of the Despatch Advice Master Data.
  - Creation, Update, and Validation of a Despatch Advice.
  - Print labels.
  - Send or cancel a Despatch Advice.

- For Receiving
    - Management of the Goods Receipt process
    - Impact of Goods Receipt on the Purchase Order, Despatch Advice and VMI processes.

- For Self Billing
    - Search and access a Self Billing Invoice.
    - Download and print a Self Billing Invoice.

- For VMI
    - Configuration and management of a VMI material.
    - Management of the goods replenishment as a supplier by using the relevant VMI data.

2.2   Scope overview

The graph below shows the business scope of AirSupply and the main links between customer ERP and AirSupply:
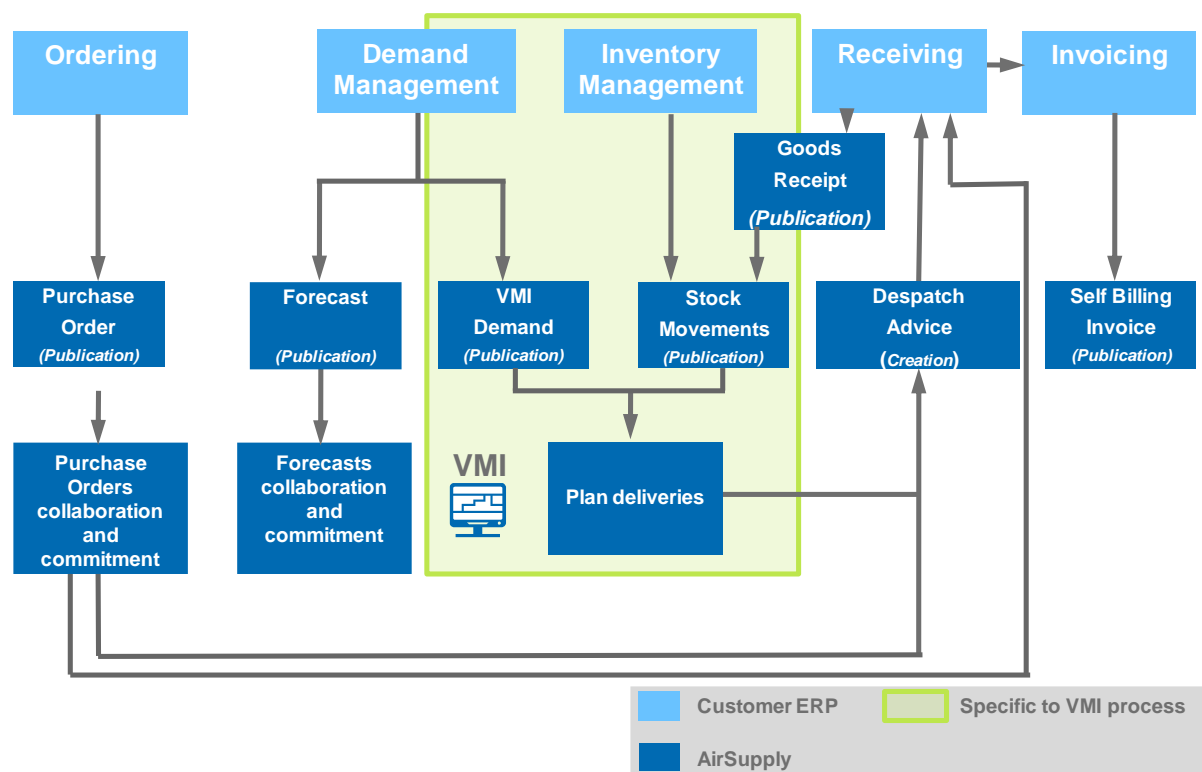

Figure 3: Scope overview

The Vendor Managed Inventory (VMI) is a process in which the supplier has access to the customer's inventory data and is responsible for maintaining the inventory level between an agreed minimum and maximum.

The Ordering process (non-VMI) is the supply chain process in which the customer manages the material stock and asks the supplier to make deliveries based on his needs (demand).

In Ordering process and VMI, the supplier can create a Despatch Advice (DA) in order to make the delivery easier. The Goods Receipt process provides delivery acceptance of items.
Some tasks (for example Despatch Advice creation) are performed exclusively by the supplier, others exclusively by the customer (for example Purchase Order cancellation).
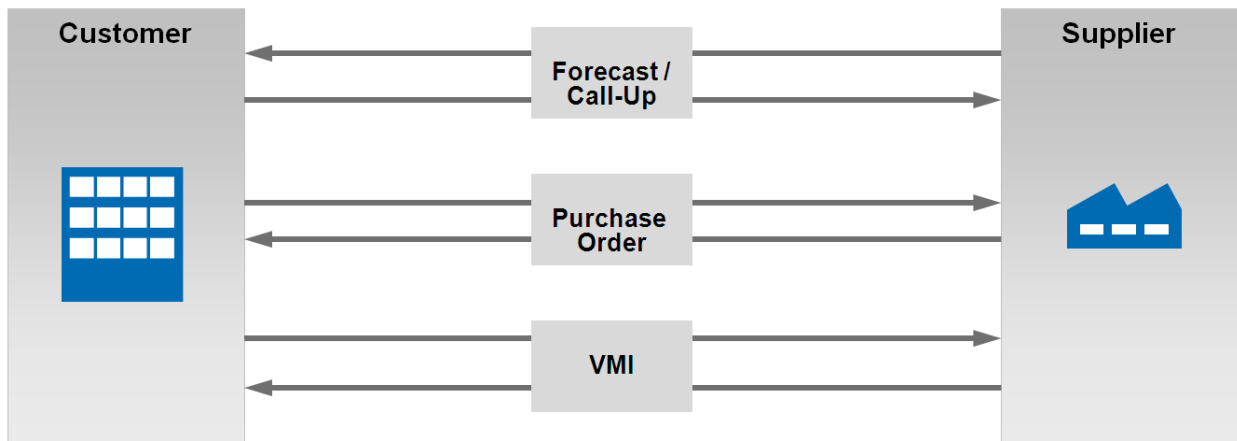
2.3 Different collaboration types

Figure 4: Collaboration types

There are three types of collaboration in AirSupply:

❶ Collaboration on Forecast / Call Up

The objective of forecast collaboration is to have a first commitment between a supplier and a customer on future material deliveries for medium and long-term planning. This commitment is a contractual agreement.
The customer has to be transparent with his future needs in order to make the supplier's delivery planning easier. On the other hand, the supplier has to make sure that he can meet his commitment.
In the firm horizon, forecast is converted in Call-Up Purchase Orders.

❷ Collaboration on Purchase Orders

The objective of Purchase Order collaboration is to have a contractual commitment on a future delivery quantity and date for a material. There is also the possibility to collaborate on price, if activated by the customer.

❸ Collaboration on VMI

Vendor Managed Inventory means that the supplier manages his stock located on one or several customer sites. In this process, the supplier has access to the customer's inventory information. The supplier is responsible for maintaining the inventory level between an agreed minimum and maximum, required by the customer.
AirSupply helps the supplier by providing information on planned demands, stock inventory and stock movements.

Each of these collaboration processes is explained in a dedicated module.

3   AirSupply tool

3.1   Main advantages of AirSupply

Main features of AirSupply are:

- Integration of supply chain business processes (e.g. Forecast, Ordering, Shipment, and Receiving) in one platform.

- Collaboration is enabled through the use of real time communication of demand and changes in demand. This prevents potential delivery issues. The interface is common for customers and suppliers.

- The navigation menu is process oriented. This provides quick and easy access to the desired process.

- AirSupply is based on exceptions management (alerts).

- AirSupply is a platform that uses advanced ergonomics. It is very intuitive, easy to navigate and to configure. The display can be customized to focus on data you are interested in (hiding the others) allowing to access them quickly and easily.

- Data exchange between ERP systems and AirSupply is highly automated and easy to configure.

- AirSupply is available in four languages: English, French, German and Spanish.

- Advanced archiving system to maintain a good application performance (that is, on supplier request, a dedicated tool is used at customer level to retrieve any of the AirSupply archived data).

3.2   Easier collaboration thanks to a single user interface

Both, customer and supplier work on the same interface to improve collaboration.

Figure 5: Dashboard interface

3.3   A tool based on managing by exception

The user is informed about any changes / exceptions to the process:
- Changes in process that need an action (customer action or a supplier action, for example a supplier commitment on a Forecast).
- New events (for example a new material created).

All exceptions are reported in an alert monitor named 'Alert Overview'. This alert monitor consists of several screens, one for a given process.
In each screen, all alerts related to the selected process are listed.

All exceptions are sorted by type, date and criticality (e.g. 'High', 'Med', 'Low').

The 'Alert Matrix' display can be customized according to the user needs (for example focusing on a specific process)
Furthermore, it is possible to be notified of new exceptions by e-mail.

3.4   Main transverse functionalities

3.4.1   Upload / Download

Importing and exporting data can be made very easily with AirSupply.
Data can be downloaded in Comma Separated Values (.CSV) or in MS Excel™ (.XLS or .XLSX) format.
AirSupply allows you to work on commitments offline and to upload the saved content into the application.

3.4.2   Print

Screens and tabs are easily printable.
The data of the table displayed on the screen can be printed.
For all the data in a table, a file (usually in CSV data format) can be downloaded and printed.

Note: Specific print functions for Purchase Order and Despatch Advice are explained in their respective modules (Ordering and Shipment training guides).

3.4.3   Help system

AirSupply has a help system that is available for every screen.

In the help screen, there is also SupplyOn contact information in case that you need further assistance.
You also find the contact information at the beginning of each training guide module.

3.4.4   Archiving data

Due to technical reason, it's not possible to maintain the application performance with the raising data volume in AirSupply. Data archiving is the process of moving old data that are no longer actively used to a separate data storage device for long-term retention.

These data archived are still important and necessary for future reference and must be retained for regulatory compliance.

Note: AirSupply PO data and relating objects are archived 1 year after the last item of the last PO line is received by your customer.

All customers using AirSupply have access to a dedicated tool enabling them to retrieve and use any of the archived data for the different objects in AirSupply.

As a supplier, contact your customer ordering officer whenever there is a need to retrieve archived data from AirSupply.
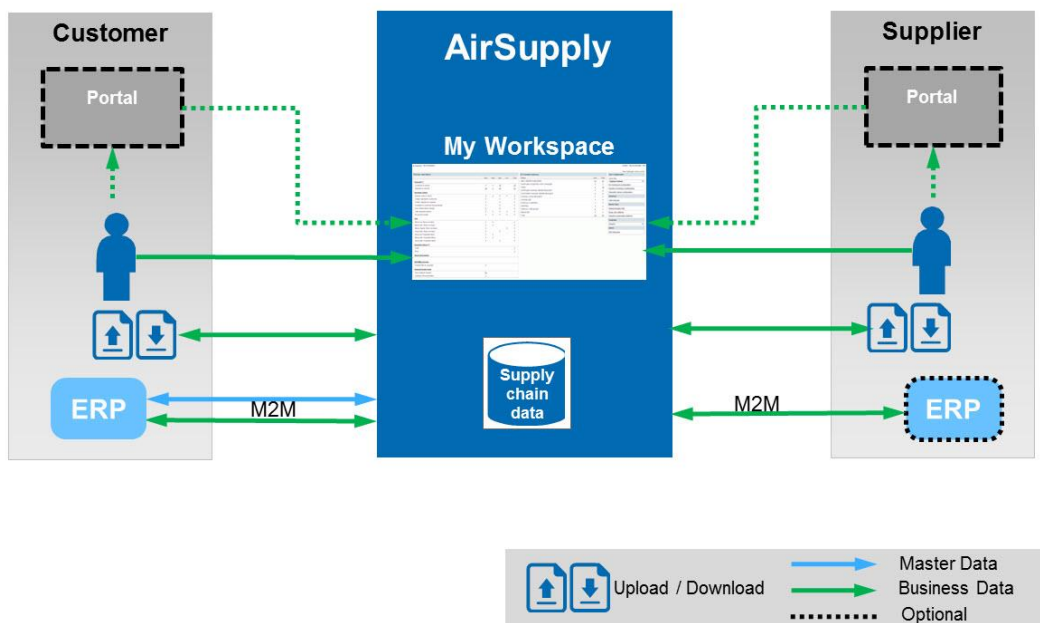
3.5   Technical architecture overview

Figure 6: Technical / architecture overview

Both, customer and supplier share the same information (supply chain data).

Flexibility is possible according to the IT implementation choice. A customer or a supplier can access AirSupply through the SupplyOn portal, or (optionally) through his own portal.

Master Data for AirSupply are mainly organization structures for customer and supplier, material data (for example CMN, SMN, cross-references), user roles and settings.

Note: For more information about Master Data, refer to the Master Data module [RD2].

3.6   Collaboration solutions

There are different ways to work within AirSupply, as described below:
- Through H2M (Human to Machine) which relates to the use of web user interface:
    - With direct actions into AirSupply
    - With manual upload / download
- Through M2M (Machine to Machine) with automated process to upload / download data
    - From AirSupply to the supplier ERP
    - And from the supplier ERP to AirSupply.

4 The way the training guide is structured

The graphic below shows the structure of the training guide:
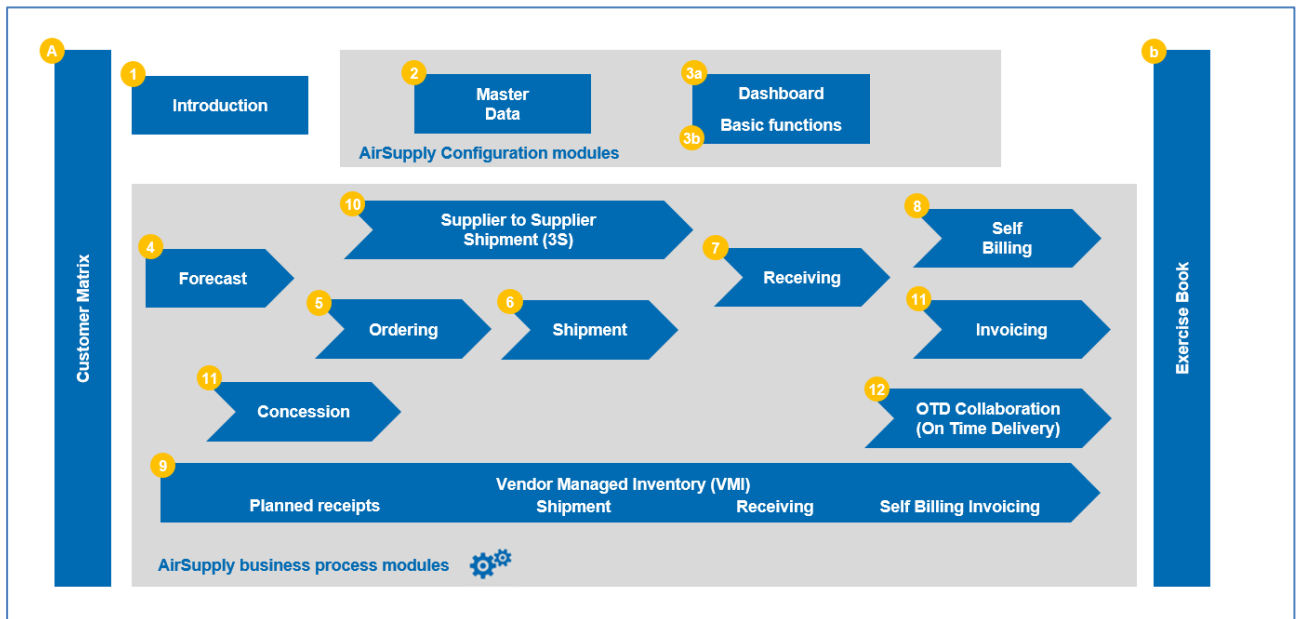

Figure 7: General training guide structure

Modules relating to business processes are:
- Forecast
- Ordering
- Shipment
- Receiving
- Self-Billing
- VMI
- Supplier to Supplier Shipment (3S)
- Concession
- OTD Collaboration (On Time Delivery)
- (electronic) Invoicing

Modules relating to configuration and customization are:
- Master Data
- Dashboard, Basic functions

This training guide is independently structured. This means that every training guide module can stand alone. If there is further information available on a topic another module is referenced.

Cross referencing is done by "[RDx]", where x stands for the module number. A description of the referenced document can be found in each module in the appendix of each module in a chapter named "Referenced documents".

Every training guide module relating to a business process consists of three parts:

- General concepts: presents concepts that are needed to understand the process.
- Process workflow: explains the workflow of the process and the steps.
- How to manage the process in AirSupply: explains how to work with this process in AirSupply.

In general, every screenshot covers the whole AirSupply screen. In order to see described elements of

the screen in a larger scale, a magnifying glass zooms on the element.

5   Conclusion

This module has explained:

- The context and objectives of AirSupply.
- The main advantages of AirSupply.
- The functional scope of AirSupply.
- The collaboration solutions.
- The Dashboard.
- The way the training guide is structured.

The following module is 'Master Data' [RD2].