

# Notification Setup and Alert Configuration possibilities

## Transforming Supply Chains into Collaboration Networks

2019



# Two levels of Notification and Alert Setup options and Order Overview Filters allow users to focus on relevant customer demands

## E-Mail Notification Settings

- Admin access to the Control Point necessary
- Setting (on/off) for E-Mail Notifications on Control Point Level
- Changing Notifications for individual Users with no further specification options

## WebEDI Alert Notification Setup

- Configuration of user-specific 'Alert Search Profiles'
- Setting E-Mail Notifications for these alerts
- Adjustment of Notification Types and Alert Notification Frequencies for the E-Mail Notification

## Notifications & Alerts

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## Filters in Order Overview Screen (no notification)

### Filter Orders Overview

- Configuration of user-specific 'Order Search Profiles' in the SupplyOn Application
- Showing only the Orders corresponding to the Search Profile in the SupplyOn Application
- No influence on E-Mail Notifications

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# E-Mail Notification Settings

- › Admin user configures E-Mail Notifications for each individual user
- › Admin access to Control Point required
- › Admin user can set up the notification functionality differently for each user – available settings:
  - No notification: Supplier user logs on to SupplyOn regularly and does not need/want to receive notifications
  - Once: Once Supplier user logs on to SupplyOn the notification will be sent (only once during login time)
  - On Message level: For each new message the Supplier user receives a notification

The screenshot shows the SupplyOn administration interface. The top navigation bar includes 'SUPPLYON', 'My SupplyOn', 'SupplyOn Services', 'Administration', and 'News'. The main content area is titled 'Maintain User Mappings of Control Point Knorr-Bremse Schiene (KNORR-BREMSE)'. It features a sidebar with navigation options like 'Data Administration', 'Invoiced Unit', 'D-U-N-S', 'Monitoring', 'System Administration', 'Business Services', 'Business Systems', and 'Logical Filenames'. The main area has tabs for 'CP Details', 'Seller Articles', 'Default Settings Logistics & Finance', 'Communication Types', 'User Activation', and 'Network Links'. The 'User Activation' tab is active, displaying a table of users with their notification settings. The 'E-mail Notification Settings' column is highlighted with a red box, showing options like 'Message level', 'No notification', and 'Once'. The 'Once' option is also highlighted with a red box.

User ID	Last Name	First Name	Organization	E-mail Notification Settings
BT_KNORR-ABE	Benjohra	Amine	KNORR-BREMSE	Message level
BT_Knorr-002	Mowwe	Uwe	KNORR-BREMSE	Message level
KB-EDI-QAS	Knorr-Bremse	EDI-Team	KNORR-BREMSE	No notification
KB-SO-EDI-QAS	SupplyOn	EDI-Team	KNORR-BREMSE	No notification Once Message level
Test_EDL_invoic	Moudilou	Sabine	KNORR-BREMSE	

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# WebEDI Alert Notification Setup

- › Log in to the SupplyOn Application with your user
- › Select SupplyOn Services and click on WebEDI/VMI
- › Go to the Link 'Alert Overview'

The screenshot shows the SupplyOn application interface. The top navigation bar is blue and contains the SupplyOn logo, 'My SupplyOn', 'SupplyOn Services', 'Administration', and 'News'. The user 'Reimann Kathrin' is logged in, with a 'Log Out' link. A red box highlights the 'WebEDI / VMI' link in the 'SupplyOn Services' dropdown menu. Below the navigation bar, the breadcrumb 'My SupplyOn > Logistics & Finance' is visible, along with links for 'Contact', 'Help for this page', and 'Print'. The main content area shows the user 'wsreimann' and a table of alert notifications. The table has columns for 'Processes', 'Alerts', and 'Summary'. The 'Alerts' column is further divided into 'Exceptions', '(High)', 'Medium', and 'Low'. The 'Summary' column contains links for 'Alert Overview', 'Performance Data', 'Logistics & Finance Master Data', 'Plant Master Data', 'Org. Master Data', 'Packing Process', 'Custom user settings', 'Admin', 'Create View', and 'Reporting'. A red box highlights the 'Alert Overview' link in the 'Summary' column.

Processes	Alerts				Summary
	Exceptions	(High)	Medium	Low)	
Logistics					<a href="#">Alert Overview</a> <a href="#">Performance Data</a>
Monitoring					<a href="#">Logistics &amp; Finance Master Data</a> <a href="#">Plant Master Data</a> <a href="#">Org. Master Data</a> <a href="#">Packing Process</a> <a href="#">Custom user settings</a> <a href="#">Admin</a> <a href="#">Create View</a> <a href="#">Reporting</a>
Supply Chain Monitor	>0	0	0	0	
Shipping Processes					
FPA (Transport Management)	>0	0	0	0	
ASN (Transport Management)	>0	0	0	0	
ASN (New)	>0	0	0	0	
ASN	>0	0	0	0	
Financial processes					
eInvoicing (new)					

# WebEDI Alert Notification Setup

## › Configure an individual Alert Search Profile (Advanced Search)

- Select the Alert Object, e.g. Plant Code Buyer, Days not Confirmed or Supplier No. , ...
- Select Alert Trigger, e.g. days not confirmed greater or equal to 5 days
- Name your Search Profile and click on ‘Manage’ – ‘Create new’ to save your personal Search Profile
- Click on ‘E-mail Notification’ to configure your personal notifications for this Search Profile

My SupplyOn > Logistics & Finance > Alert Overview

Profile created.

Quick Search | Advanced Search

Plant Code Buyer contains 02  
Days not Confirmed greater than or equal to 5  
Supplier No. contains 0000001170

Search Reset

Delete line  
Delete line  
Add line | Delete line

My Search Profiles  
KRE individual Alerts X Manage...  
E-mail Notification  
Create new  
Update  
Delete  
Set as/unset default  
Set as/unset public

FPA/ASN Alerts (141) Demand Alerts (3)

Default View Manage... Reset all Filters

Supplier	Supplier No.	Plant Code ...	Planner	Order Number	Order P...	Document Type	Material	Material Desc.	Status	Flag Dev. Q.
KNORR-BREMSE	0000001170	02		5560002305	00010	ASN	000000000500502298	Federspeichermodul II...	Due Delivery overdue: ASN Creation overdue	
KNORR-BREMSE	0000001170	02		5560002305	00020	ASN	000000000500502297	Gleitschutzgerät MGS2	Due Delivery overdue: ASN Creation overdue	
KNORR-BREMSE	0000001170	02		5560002305	00030	ASN	000000000500502296	Steckersatz MGS2	Due Delivery overdue: ASN Creation overdue	

# WebEDI Alert Notification Setup

- › Select the created Search Profile (e.g. 'KRE individual Alerts')
- › Flag the 'Active' checkbox
- › Select one of the two options for Alert Notification Type
  - As Attachment: in the e-mail notification a csv.file with the alerts is attached
  - As Pure Text: in the e-mail a text displays the alerts
- › Select the weekday(s) the alert(s) should be sent
  - Select a fixed time or a time period in between the alerts should be sent
- › Save the notification configuration and continue with setting up additional E-mail notifications for alerts, you would like to receive

**SUPPLYON** My SupplyOn SupplyOn Services Administration News

My SupplyOn > Logistics & Finance > Alert Overview > Email Notification

### E-mail Notification

Based on Search Profile **KRE individual Alerts**

Active

Alert Notification Type

as Attachment  as Pure Text

Frequency

Periodic (according to your timezone: (GMT+01:00) Europe/Berlin)

Monday  Tuesday  Wednesday  Thursday  Friday  Saturday  Sunday

Daily at 09 : 51

Hourly from 8:00 to 17:00 every 2 hour(s)

**Save** **Back**



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# Filter Orders through an Order Search Profile

**note: this configuration influences which orders are displayed – no notifications will be created**

- › Log in to the SupplyOn Application, select WebEDI/VMI and click on ‘Orders’
- › Configure an individual Order Search Profile (Advanced Search)
  - Select the Search Object, e.g. Plant Code, Supplier Name or Supplier No.
  - Select the Search Trigger, e.g. Plant Code contains 02
  - Name your Search Profile and click on ‘Manage’ – ‘Create new’ to save your personal Search Profile
  - Only with the Search Profile corresponding Orders are listed

The screenshot displays the SupplyOn application interface. At the top, the navigation bar includes the SupplyOn logo, 'My SupplyOn', 'SupplyOn Services', 'Administration', and 'News'. The user is logged in as 'Bombardier Transportation Bautzen - BT Buyside Test User'.

The breadcrumb trail shows 'My SupplyOn > Logistics & Finance > Orders'. The 'Advanced Search' tab is active, showing a search configuration table:

Plant Code	contains	02	Delete line
Supplier Name	contains	Knorr	Delete line
Supplier No.	equal to	0000001170	Add line   Delete line

Buttons for 'Search' and 'Reset' are visible. To the right, the 'My Search Profiles' section shows a dropdown for 'My Orders' and a 'Manage...' button. A dropdown menu is open, highlighting the 'Create new' option.

Below the search configuration, the 'Orders' tab is selected. The 'Default View' is set to 'Default View'. The table below shows the results of the search:

Plant Code	Planner	Supplier Name	Supplier No.	Consignee, Name	Unloading Point	Order Number	Positions	Order Date	Last Change D...	Status	History	Respond-by date	Confirmed...	Response St...	Response Date	Order Type
02		KNORR-BREMSE	0000001170	various	various	5560002305	4	10.02.17	10.02.17 12:27	read			Yes	Done	10.02.17	Scheduling Agr

## General notes

Orders may **remain undetected** when

- Users' E-Mail Notification (in Control Point) are set to 'No Notification' by the admin user and the respective order is not covered by any user's individual Alert and Notification settings
- The order is covered by an individual user's Alert and Notification settings but the respective users are absent (vacation, illness) and no further users are notified
- An order is not covered by any user's order display filter



## Any Questions

### SupplyOn Customer Support

Support website:

<https://contact.supplyon.com>

Global Phone numbers:

<https://contact.supplyon.com/en/contactphones/>

E-Mail:

[Customer-Support@SupplyOn.com](mailto:Customer-Support@SupplyOn.com)

Find out more about  
Supply Chain  
Collaboration at:  
[www.SupplyOn.com](http://www.SupplyOn.com)