Notification of Escape (NoE)





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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 .
Reference	Reference material is in <i>italics</i> .

The graphical convention is used throughout the manual:

Project Schedule	Action List	Changel	.og	Status R	eport	All At	tachments
	Re	sponsible	Star	t date	Request	ed Date	Confirmed Date
355 - Airbus APQP sup	plier 01						
	Sup	oplier W.,					
bus Program requiremen	nts Sup	oplier W.,			22.06.20	19	22.04.2019
V)	Sup	oplier W.,			22.06.20	19	22 07 2019
cess	Sup	piler W.,			22.06.20	19	22.06.2019
elopment	Sup	plier W.					
cess	Sup	plier W.	Ĩ.		22.06.20	19	

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. \rightarrow 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.

Process / Alert Matrix						PO Summary		Constraint rec	User Configuration	
	New	High	Med	Low	Total	Status	New	Total	Active filter	
		10000				NEW ORDER PUBLISHED	>5000	>5000	Supplyon Default	
Purchase Orders				-		SUPPLIER ACCEPTED WITH CHANGES	0	173	My Workspace Configurati	on
Spares order to check	3	U	0	3		OPEN	36	1274	Summary	
Collab. rejected by customer	0					SUPPLIER CHANGE ORDER REQUEST	0	11	Summing .	
Collab. rejected by supplier	0		0		0	CUSTOMER CHANGE ORDER REQUEST	24	24	Alert Overview	
Accepted by customer but penalised	10		10		10	REJECTED	0	0	Moster Data	
Non collaborative change	30	61	30	720	30	CANCELLATION REQUEST	0	0	Material Master Data	
Late despatch advice	0	0	0	0	0	CANCELLED	104	105	Language	
No goods receipt	>5000	>5000	а	0	>5000	PARTIALLY SHIPPED	23	73	En de la companya de	-
Naterial Moster Data						SHIPPED	101	491	cngisn	
New material created	873					DARTIALLY RECEIVED	80	82	.v	17.0.0
Updated VMI parameters	-45					RECEIVED	83	71		
Notification of Escape						Total	>5000	>5000		
Draft NoE Creation	46		47		47	- Comment				
NoE Overview						NoE Management Summary				
						Status	New	Total		
						INCOMPLETE	1	3		
						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	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

	*		Add Ine Delete Inc			My search profiles		
Search Reset]						*	Manage.
Create NoE	NoE Overview							
upplyOn Def. View	Manage						Re	set all Filte
Cust. Group	Customer C	Organization Cust. Site	Supplier Org	Supplier Site	Supp. Mat. No.	Cust. Mat. No.		
PD_Airsupply Industri	al PD_Airsupp	ly Industrial IND1_BX	HONEY	PD_Honeywell R				
PD_Airsupply Industri	al PD_Airsupp	ly Industrial IND2_BX	HONEY	PD_Honeywell R				
PD_Airsupply Industri	al PD_Airsupp	aly Industrial IND1_BX	HONEY	PD_Honeywell R	2157-5S12E0EQ	A-LIE-AA-30948		
PD_Airsupply Industria	al PD_Airsupp	ly Industrial IND1_BX	HONEY	PD_Honeywell R	apCR086_0001	ap_CR056_0001		
PD_Airsupply Industri	al PD_Airsupp	ly Industrial IND1_BX	HONEY	PD_Honeywell R	apeFC_0001	apeFC_0001		
PD_Airsupply Industria	al PD_Airsupp	ly Industrial IND2_BX	HONEY	PD_Honeywell R	ap10_FC_HONEYR_0025	ap10_FC_IND1_0025		
PD_Airsupply Industria	al PD_Airsupp	aly Industrial IND1_BX	HONEY	PD_Honeywell R	ap10_FC_HONEYR_0025	ap10_FC_IND1_0025		
PD_Airsupply Industria	al PD_Airsupp	ly Industrial IND1_BX	HONEY	PD_Honeywell R	ap11_FC_HONEYR_0025	ap11_FC_IND1_0025		
PD_Airsupply Industria	ai PD_Airsupp	oly Industrial IND2_BX	HONEY	PD_Honeywell R	ap11_FC_HONEYR_0025	ap11_FC_IND1_0025		
PD_AIRBUS	PD_Airbus	France LE AFR_FAL	HONEY	PD_Honeywell R	ap3_FC_HOKEYR_0001	ap3_FC_AFR_0005		
PD_Airsupply Industrie PD_Airsupply Industrie PD_Airsupply Industrie PD_AIRBUS	al PD_Airsup; al PD_Airsup; PD_Airsup; PD_Airbus	IND LOSA IND LOSA INTEL IND LOSA INTEL IND LOSA INTEL IND LOSA INTEL IND LOSA INTEL IND LOSA INTEL IND LOSA INTEL INTEL IND LOSA INTEL INT	HONEY HONEY HONEY	PD_Honeywell R PD_Honeywell R PD_Honeywell R	ap11_FC_HONEYR_0025 ap11_FC_HONEYR_0025 ap3_FC_HOKEYR_0001	ap10_FC_IND1_0025 ap11_FC_IND1_0025 ap11_FC_IND1_0025 ap3_FC_AFR_0005		

Figure: Create NoE

An NoE consists of the following components:

- ✓ Header
- ✓ Defects
- ✓ Attachments



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

				I destruction in the second second
NoE Title:				
Customer NoE Number.		Supplier NoE Number.		
Header Defects Attach	iments			
Header Information				
itle:	Limited service lifetime of delivered brakes			
itatus	DRAFT			
eason status change:				
rocess code:				
Detected At:	*			
ionconformance Description;	Due to a manufacturing error, the delivered	Customer focal point:	Hidalgo, Joseph	*
	expected.	Manufacturer Site:	IBX1-RED -Redmond - US	~
ustomer Organization:	trg-Airsupply Industrial	Supplier Organization	TRG-HONEY1	
Supplier Number:	IBX1-RED	Supplier Controlpoint:	trg-Honeywell R	
Material				
ustomer Material Number:	BIS_MIG_CUST_0003	Supplier Material Number	BIS_MIG_SELL_0003	-
	Cabin Seat	Supplier Material Description	Cabin Seat	
ustomer Material Description				

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.

my supply on > my workspace > noe o	verview > NoE Details		Service Cente	r Help for this page Print
NoE Title:				
Customer NoE Number.		Supplier NoE Number:		
Header Defects Attac	nments			
Header Information				
Title	Limited service lifetime of delivered brakes			
Status:	DRAFT			
Reason status change:				
Process code:				
Detected At:		*		
Nonconformance Description	Due to a manufacturing error, the delivered	Customer focal point:	Hidalgo, Joseph	*
	expected.	Manufacturer Site:	IBX1-RED Redmond - US	~
Customer Organization	trg-Airsupply Industrial	Supplier Organization:	TRG-HONEY1	
Supplier Number:	IBX1-RED	Supplier Controlpoint	tig-Honeywell R	
Material				
Customer Material Number:	BIS_MIG_CUST_0003	Supplier Material Number	BIS_MIG_SELL_0003	
Customer Material Description:	Cabin Seat	Supplier Material Description:	Cabin Seat	
Other part number:	Please use the multi material template (attac	Zone		
Buying Commodity:		KPC:		
Buying Sub-Commodity:		Char. item No.		
Program/Project:	A350	 Specified requirement. 		A.
ATA		Actual condition:		<u></u>

Figure: NoE Details in status Draft



The Manufacturer Site has to be selected from a dropdown menu

My SupplyOn > My Workspace > NoE 0	Overview > NoE Details		Contact Help for this page I
NoE Title:			
Customer NoE Number.		Supplier NoE Number:	
Header Defects Attac	hments		
Header Information			
Title:			
Status	DRAFT		
Reason status change:			
Process code:		*	
Detected At		*	
Nonconformance Description:		Customer focal point	
		Manufacturer Site.	
Customer Ormanization	FIT Airbus Operations S.A.S.	Supplier Organization:	0000999999 - SupplyOn - Hallbergmoos - DE
Supplier Number:	0000148252	Supplier Controlpoint:	0000999998 - SupplyOn - Dresden - DE 0000999997 - SupplyOn - Atlanta - US
Material			
Customer Material Number:	ABS1105BP140	Supplier Material Number	ABS11058P140
Customer Material Description	PAN	Pumpler Material Department	(184)

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.

No Tribe: Support No E Norther: Support No E Norther: Support No E Norther: No And Support No E Nor	My SupplyOn = My Workspace > NoE Ove	Inview > NoE Details			Guided Tours + Contact Help for this page Prin
Castern Holl Number Septem Holl Number Teom. Approprie Tronscon Approprie Onlain Munchino in departmente Normanna Landow Management Septem Holl Number in departmente Onlain Munchino in departmente Around Trois Onlain Munchino Indepartmente Around Trois Onlain Munchino Approprie Trunscon Approprie Around Trois Onlain Munchino Indepartmente Around Trois Onlain Munchino Indepartmente Around Trois Onlain Munchino Indepartmente Around Trois Data d'Austanne Approlate Around Trois Data d'Austanne Approlate Around Trois Onlain Marpointe Around Trois Onlain Marpointe Ordiser Holl Number Onlain Marpointe Statistic of Statistic Onlain Munchino Data d'Austanne Approlate Around Trois Ordiser Holl Number Controer Holl Number Statistic Onlain Marpointe Statistic Onlain Papera Mennice Statistic Onlain Statistic Onlain Around Trois Statistic Onlain Statistic Onlain Statistic Onlain Statistic	NoE Title:				
Ronc, Approbator Name Oration's Andrea Out Image: Control on Control on Segurition Approval Ronc, Approbator Name Data on Sequenter Data on Sequenter Data on Sequenter Reparator Approval Control Approval Control Approval Control Approval Reparator Approval Control Approval Control Approval Control Approval Reparator Approval Control Approval Control Approval Control Approval Statistic Approval Control Approval Control Approval Control Approval Statistic Approval Control Approval Control Approval Control Approval Statistic Approval Control Approval Control Approval Control Approval Control Reprint Control Reprint Control Reprint Control Reprint Control Reprint Control Reprint Control Reprint Control Reprint Control Reprint Statistic Approval Statistic Approval Control Reprint Control Reprint Statistic Approval Statistic Approval Control Reparator Control Reparator Reprint Control Reparator Control Reparator Control Reparator Control Reparator Reprint Control Reparator Control Reparator Control Reparator Control Reparator Control Reparator Control Rep	Customer NoE Number Header Defects Attachin	nents	Supplier NoE Number		
Adversed Cuttorer Resider Control Relation Stapper Resider Stapper No. Number: Stapper Resider Stapper Resider Stapper Resider Control Relation: Stapper Relation Control Relation: Stapper Relation Control Relation: Stapper Relation Control Relation: Stapper Relation Pander Header Field Stapper: Pander Header Field Stapper: Pender Header Field Stapper: Pender Header Field Stapper:	Techn, Approbatio Name: Techn, Approbatior Function/Department Arcsaft Type Regulatory, Againstylest; Notfleet Analaishity of replacement parts: 50/95 Reference:	<u>n</u>	 Creator's function or department Date of Technical Approval. Castismer Approximation Name Continener Approximation Department Date of Customer Approval. Limitation Limitation	ow E	
Contorner Net/Sinner Contorner Revision Stapker Not Number: 2018/07_Advance Budger Revision Budger Revision Stapker Not Number: 2018/07_Advance Budger Revision Budger Revision Statustion Int Entertainer Entertainer Entertainer Treverson Entertainer Ontorner Entertainer Freids Freids Treverson Ontorner Entertainer Freids Freids Treverson Ontorner Entertainer Freids Freids 15 Stapker Entertainer Freids Header Freid 12 Cutomar: Freids Header Freid 12 Stapker: Freids Header Freid 13 Stapker: Freids Header Freid 12 Cutomar: Freids Header Freid 12 Cutomar: Freids Header Freid 12 Cutomar: Freids Header Freid 13 Stapker: Freids Header Freid 12 Cutomar: Freids Header Freid 12 Cutomar: Freids Header Freid 12 Cutomar: Freids Header Freid 13 Stapker: Freids Header Freid 12 Cutomar: Freids Header Freid 12 Cutomar: Freids Header Freid 12 Cutomar:	Reference				
Prit Scientsson: Last Modifeit 07100019 04 18 S2 PM Dell visuo: 07100219 54 11 S52 PM Dell visuo movel Is ACCEPTED Faceble Fraids Faceble Fraids Faceble Fraids Priotibe Handor Fraid 1 Sciptar: Faceble Fraids Fraid 1 Sciptar: Faceble Handor Fraid 2 Customar: Priotibe Handor Fraid 1 Sciptar: Faceble Handor Fraid 2 Customar: Faceble Handor Fraid 2 Customar: Priotibe Handor Fraid 3 Sciptar: Faceble Handor Fraid 3 Customar: Faceble Handor Fraid 3 Customar: Priotibe Handor Fraid 3 Sciptar: Faceble Hander Fraid 3 Customar: Faceble Hander Fraid 3 Customar: Priotibe Handor Fraid 3 Sciptar: Faceble Hander Fraid 3 Customar: Faceble Hander Fraid 3 Customar:	Customer NoE Number Suppler NoE Number Document Reference Distribution list Timestamps	201907 _ Autorities	Customer Revision: Supplier Revision: Index:		
Parotis Hador Faist 1 Suppler: Parotis Hador Faist 1 Suppler: Protisk Hador Faist 3 Suppler: Parotis Hador Faist 3 Suppler: Protisk Hador Faist 3 Suppler: Parotis Hador Faist 3 Suppler: Protisk Hador Faist 3 Suppler: Parotis Hador Faist 3 Suppler: Protisk Hador Faist 3 Suppler: Parotis Hador Faist 3 Suppler: Protisk Hador Faist 5 Suppler: Parotis Hador Faist 3 Suppler:	First Submission: Draft Creation: Flexible Fields	67/18/2019 54 19:52 PM	Last Modified Date when stoved to ACCEPTED	07/10/2019 04:18:52 PM	
	Pieutole Header Field 1 Supplier Pieutole Header Field 2 Supplier Pieutole Header Field 3 Supplier Pieutole Header Field 4 Supplier Pieutole Header Field 5 Supplier	a	Fiexible Header Field 1 Customer: Fiexible Header Field 2 Customer: Fiexible Header Field 3 Customer: Fiexible Header Field 4 Customer Fiexible Header Field 5 Customer:		

Figure: NoE Details



2. Click Send NoE

My SupplyOn > My Workspace > NoE	Overview > NoE Details		Contact Help for this page Print
NoE Title: Limited period of us	se		
Customer NoE Number: 14		Supplier NoE Number: 2020-05-25	
Header Defects Atta	chments		
Reference			
Customer NoE Number:	14	Customer Revision:	
Supplier NoE Number:	2020-05-25	Supplier Revision:	
Document Reference:		Index:	
Distribution list:	Andrew Jones		
Timestamps			
First Submission:	25.05.2020 09:10:03	Last Modified: 25.05.2020	09:10:03
Draft Creation:	25.05.2020 09:07:30	Date when moved to ACCEPTED:	
Flexible Fields			
Flexible Header Field 1 Supplier:		Flexible Header Field 1 Customer.	
Flexible Header Field 2 Supplier:		Flexible Header Field 2 Customer.	
Flexible Header Field 3 Supplier:		Flexible Header Field 3 Customer.	
Flexible Header Field 4 Supplier:		Flexible Header Field 4 Customer:	
Flexible Header Field 5 Supplier:		Flexible Header Field 5 Customer:	
Customer Feedback			
Quality decision:		Safety Impact: Not selecte	d
		Supplier Intervention Required: Not selected	d
In-service unit(s) affected:		Customer objects associated:	
Back Send NoE Save	Cancel NoE Download + Print Se	nd E-Mail History	

Figure: Send NoE in Status Draft

Info	X
Ų	You have sent a preliminary alert to your customer (status "OPEN"), please don't forget to complete the missing information in order to send the final NoE (and switch to status "Work in Progress") OK

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.

ton mue.	Airbrakes				
Sustomer Not	E Number: 150				
Header	Defects	Attachments			
Header Infor	mation				
itle:			irbrakes		
tatus:			PEN		
Status: Neason status	change:		PPEN		
Status: Reason status Process code:	s change:		PEN	~	
Status: Reason status Process code: Retected At:	s change:		PPEN	~	
Status: Reason status Process code: Retected At: Ionconformar	s change: :] hce Description:		OPEN	~	
Status: Reason status Process code: Detected At: Ionconformar	s change: :] nce Description:		OPEN Airbus Company line	~	
Status: Reason status Process code: Detected At: Ionconformar	s change: :] nce Description:		Airbus Company line Not specified	~	
Status: Reason status Process code: Detected At: Ionconformar	s change: : nce Description: anization:		OPEN Airbus Company line Not specified Supplier	~	



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.

NoE Title: Airbrakes	
Customer NoE Number: 150	
Header Defects Attachn	nents
Header Information	
Title	Airbrakes
Status	OPEN
Reason status change	
Process code:	
Detected At:	
Nonconformance Description:	2015 Circuit Proglams
toncomonnance pescription.	2453 - Circuit Breaker Monitoring
	224 - Wheels and Brakes
Customer Organization:	3240 - Wheels and Brakes
Supplier Number	3242 - Normal Braking
5-57-51-275-629-57-57-56-56-5	3243 - Alternate Braking with Anti Skid
Material	3245 - Parking/Ultimate Emergency Braking
	3246 - Brakes and Steering - Built-In Test Eqt.
Customer Material Number:	3247 - Brake System Temperature
Customer Material Description:	3248 - Brake Cooling
Other part number:	4433 - TV/Data Broadband Transceiver System
Commodity:	4653 - Electronic Library Computer
Sub-Commodity:	5034 - Tire Debris Retention 7722 - English Vibration Indication Sustam
Program/Project	7921 - Lubrication System
ATA	br x
Drawing Number/Specification Number	
LRU or sub-assembly Name/Reference	L
LRU or sub-assembly S/N:	
Final product manufacturer S/N:	5
Supplier remotive	1

Figure: ATA drop down menu entries

5. Search for a PO related to the defect material.

6. Click Search PO Line

SUPPLY

Header	Defects	Attachments				
Order Inform	ation					
Affected PO/Po	O Line:					Search PO Line
Affected Quant	dity:				Order quantity:	0
Serial number/	/ID number:				2.00170 (MERCINE)	Create/Edit
Batch Number	¢)					
Analysis						
Root Cause					Parts marking	
Disposition pro	oposal				Additional comments	
Category:					Creator Name:	Industrial Noe Write
Techn. Approb	ator Name:				Creator's function or department.	QM
Techn. Approb	ator Function/D	Department.			Date of Technical Approval.	
Aircraft Type:				*	Customer Approbator Name:	
Regulatory Age	ency(ies) Notifi	led:			Customer Approbator Function/Department	E?
Back Se	end NoE	ave Cancel NoE	Download + Print Se	nd E-Mail History	Pasts of Prostance American	

Figure: Search PO Line link in the Header tab

You receive a list of related POs.





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

	d Search			Addition Proto				My search profiles		
Search Re	set			And the Delet	e ine				*	Manage •
	✓ Manaç	ge							Rase	t all Filters
Ord, Off. Code	Ord. Off. Nam	e Ord Off. Phone	Ord, Off, E-mail	Cust. Site	ERP Plant	Customer Organ	Cust. Org	Cust. Group	Supplier Site	Supplier

Figure: NoE PO Selection

- 8. 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.

Header Defects /	Attachments		1	
Order Information				-
Affected PO/PO Line:	Search PO Line			
Affected Quantity:	5	Order quantity:	0	
Serial Number/ID Number:	Create/Edit			
Batch Number:	Create/Edit			
Analysis				
Root Cause:		Parts marking:		
Disposition proposal:	Shortened inspection intervals	Additional Comments:		
•			<u>le</u>	•
Back Send NoE Save	Cancel NoE Download + Print	Send E-Mail History		

Figure: Selection of Serial Number or Batch Number

- 10. Fill the relevant data
- 11. Click Add to list
- 12. and Apply.



Add/Edit Serial Num	pers for NoE A400M T3 S	crew Door
You can either gener increment, or you ca list. You can declare	ate serial numbers by e n copy & paste the num up to 1000 serial numbe	ntering start value and bers (separated by ;) to the ers per NoE.
Serial Number Ge	nerator (Enter prefix, s	start value and increme
Fixed prefix:	rsh201904	17
Start value:	316	
Number of values:	5	\$
Increment:	1	~
Insert here S/Ns (s Serial Numbers (0	eparated by ;) already created)	Add to list
No.	Serial Number	
1	Click here to enter S	S/N manually
Delete Apply C	ancel	

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 Inform	ation					-
Affected PO/P	O Line:	Sea	rch PO Line			
Affected Quar	itity:	5		Order quantity:	0	
Serial Number	/ID Number:	Cre	ate/Edit	rsh201904316;rsh201904317;rsh	201904318;rsh201904319;rsh201904320	
Batch Number	r.	Cre	ate/Edit			
Analysis						
Root Cause:				Parts marking:		
Disposition pro	oposal:	Sh	ortened inspection ervals	Additional Comments:		
Category:				Creator Name:	Andrew Jones	•
4 Back S	and NoE	Cancel NoE	Download - Print	Send E Mail History		•
Dack	Sid NOL SC	Calicer NOE	Plint Plint	Send L-Man Instory		

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.

nprotected files	is "Boost	tAeroS	pace Industry Confide	ntial", refer to your comp	pany rules & security to	tools to protect data classified at a r	igher level	0					
NoE Title: A	400M T	3 Scr	rew Door										
litle:		AA	00M T3 Screw Door			Supplier NoE I	lumber	A400M Screws					
Customer NoE	Number:					Supplier Revis	ion						
Customer Mater	rial Numb	er ap	e_FC_0001			Supplier Mater	al Number	r ape_FC_0001					
Customer Orga	nication:	P	_Airsupply Industrial			Supplier Organ	isation:	HONEY					
						Supplier Contr	alpoint:	PD_Honeywell R					
	Deter							11 11 15 15 19 19 19 19 19 19 19 19 19 19 19 19 19					
Header	Detec	ts	Attachments										
SupplyOn De	f. View	*	Manage									Reset all	Fillens
			ter a Dec 1	Add Defect Modily Defect	Clear Selection	Entries ner name	26			Page	D' of	0 Next	

Figure: Add Defect action on the Defects tab

A dialog window is displayed.

IoE Title: A400M 1 Ifia ustomer NoE Number ustomer Material Numi	3 Screw Door A400M T3 Screw Door Per: apeFC_0001		Supplier NoE Number A400M Scree Supplier Revision Supplier Material Number apeFC_00	w 01	
Header Defec SupplyOn Def. View Defect Number	PD_Ansupply industrial ts Attachments Manaps Preliminary Corrective	Defect Creation Modification Defect Cause Group: Cause Description: Preliminary Corrective Action Group: Preliminary Corrective Action Code: Defect description:	Please select a Cause Group linit. Please select a Corrective action Group linit.	X OK Add New Cancei	Raset al Filten

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.

Defect			
Cause Group:	C2 - Management (Quality Management System, Planning, Ec	*	ок
Cause Description:	C25 - Planning and controls were insufficient	*	Add Nev
Preliminary Corrective Action Group:	A2 - Management	*	Cancel
Preliminary Corrective Action Code:	A25 - Planning and controls improved	~	
Defect description:			

Figure: Defect Creation/Modification

The created defect is displayed.

E Title: A35	io Airbrai	kes				
				Supplier NoE Number: Aird	brakes	
eader D	Defects	Attachments				
applyOn Def. V	View 💌	Manage				Report all Filter
Defect Number	er Pr	eaminary Corrective	Preliminary Corrective Action Code	Cause Group	Cause Description	Defect Description
1	A2	2 - Management	A25 - Planning and controls improved	C2 - Management (Quality Management System, Planning	C25 - Planning and controls were insufficient]
	A2	2 - Management	A25 - Planning and controls improved	C2 - Management (Dualty Management System, Planning	C25 - Planning and controls were insufficient]
	A2	2 - Management	A25 - Planning and controls improved	C2 - Management (Duality Management System: Planning	C25 - Flamming 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.

DE Title: A350	Airbrakes									
stomer NoE Numb	ber: 140					Supplier NoE Number: A	Airbrakes			
feader De	fects A	Attachments								
upplyOn Def. Vie	w ~	Manage								Reset al Filers
Antivirus scan si	tatus E	incrypted	Filesize (kb)	Document Type	Filename	Deleted	Owner	Creation Date	Transmission Date	
Antivirus scan s	tatus E	ncrypted	Filesize (kb)	Document Type	Filename	Deleted	Owner	Creation Date	Transmission Date	

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 I Supplier Num Supplier Mate Supplier Ma	ate Customer Mat Customer Mat Serial N	umbei Batch Number Affected PO/F Order Q	uantit Delivery Date Affected Quar Drawing Numi Zone	LRU or sub-ass LRU or sub-ass KPC
2				

9. Upload the Multi Material Template.

E Title: A	A350 Airbrake	5								
stomer NoE	E Number: 140					Supplier NoE Number, A	Airbrakes			
leader	Defects	Attachments								
applyOn D	Def. View 👻	Manage *							Resil	nt all Filters
Antivirus	scan status	Encrypted	Filesize (Nb)	Document Type	Filename	Deleted	Owner	Creation Date	Transmission Date	
			Add Atlactor	and <u>set</u>						
atries:	Select al Matt	hes on Pace	Add Altacter Add Mast M	ant famplak autoo	Entrie	1 DHY DADA 23 18			Page 0 df 0	

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.

ustomer NoE Numbe	r. 14	Add Attachment		×		
Header Defe	cts Atta	Notification of Esc security golden ru any document. (M	ape Management Service security reminder: Don't f les "Classification check" & "Antivirus check" before laximum classification level of unprotected files is "B	orget to apply the 2 uploading/downloading oostAeroSpace		
SupplyOn Def. View	Ma	Industry Confiden at a higher level).	tial", refer to your company rules & security tools to	protect data classified)	Reset all Filters
Status	Encrypted	2222 00 00			Upload Timest	Transmission
		document title ar As a reminder, it attached.	nd its content. is forbidden to provide any export control data i	n documents		
		document title an As a reminder, it attached. Select file for upload:	nd its content. Is forbidden to provide any export control data i	n documents Browse		
		document title an As a reminder, it attached. Select file for upload:	nd its content. is forbidden to provide any export control data i File is encrypted	n documents Browse		
		document title an As a reminder, it attached. Select file for upload:	nd its content. is forbidden to provide any export control data i File is encrypted Upload Close	n documents Browse		
		document title an As a reminder, it attached. Select file for upload:	nd its content. is forbidden to provide any export control data i File is encrypted Upload Close	n documents Browse		

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

The uploaded multi material template is displayed.



My SupplyOn - My Workspace - O Upload process successfully	 NoE Overview > NoE De finished. 	nails					Guided Tours +	Contact Help for this page Print
NoE Title: A350 Airbrake	rs.							
Customer NoE Number: 140				Supplier NoE	Number: Airbrakes			
Header Defects	Attachments							
SupplyOn Def. View	Manage *							Rosof all Filters
Antivirus scan status	Encrypted	Filesce (kb)	Document Type	Filename	Deleted	Owner	Creation Date	Transmission Date
Malware scan in progre	No	9	Multi material template	NoE_MutiMaterialTemp.	No	SUPPLIER	08/08/2019 10:13 34	AM
e a ce	an de Parez - L. Sini-si	distance in the second		Fairing our name	14 I.J.		Den la Dana I	•
Back Send Not Sav	e Cancel NoE Ac	Download Multi	i Materiai Tempiato Print	Send E-Mail History	2 Mi		Contraction (1194)	

Figure: Attachments tab

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

My SupplyOn > My Workspace > NoE Ov	verview > NoE Details		Contact Help for this page	Prin
NoE Title: Limited period of use	E.			
Customer NoE Number: 14		Supplier NoE Number: 2020-05-25		
Header Defects Attach	ments			
Header Information				
Title:	Limited period of use			
Status:	OPEN			
Reason status change:				
Process code:	~			
Detected At	Company line Y			
Nonconformance Description:	Parts have a limited period of use	Customer focal point:	Jones, Andrew 👻	
		Manufacturer Site:	IBX1-RED - Honeywell Redmond - Redmond - US	
Customer Organization:	PD Airsupply Industrial	Supplier Organization:	HONEY	
Supplier Number:	IBX1-RED	Supplier Controlpoint:	PD_Honeywell R	
Material				
Customer Material Number:	Ball_3	Supplier Material Number:	K-N08-PG-L57281571-00-000	
Customer Material Description:	VERT. COST 15 DEL	Supplier Material Description:	KIT DE COMPOSYSTEM RIG.	
Other part number.	Please use the multi material template (attachments tab)	Zone:		
Buying Commodity:		KPC:		-
4				۶. I
Back Send NoE Save Ca	ncel NoE Download * Print Send E-Mail History			

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

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

My SupplyOn > My Workspace : O Upload process successfully	NoE Overview > NoE D finished.	etails					Guided Tours - Conta	ct Help for this page Print
NoE Title: A350 Airbrake	5							
Customer NoE Number: 140				Suppler NoE	Number: Airtirakes			
Header Defects	Attachments							
SupplyOn Def. View 👻	Manage •							Reset all Filters
Antivirus scan status	Encrypted	Filesize (kb)	Document Type	Filename	Deleted	Owner	Creation Date	Transmission Date
Malware scan in progre	No	0	Multi material template	NoE_MultiMaterialTemp.	No	SUPPLIER	08/08/2019 10:13:34 AM	
a.v. e		Add Affachneett Add Muts Material Templole						
t entry: Select al Match	es on Page the	Remove Attachment	son	Entries per page	25 💌	Test	Playlout Page 1	of 1 Neet Last
Back Send NoE Sav	e Cancel NoE A	Download Mutti Ma	iterial Temptate Print	Send E-Mail History				

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.**

istomer NoE Numbe	r. 14	Add Attachment	
Header Defe	icts Atta	Notification of Escape Management Service security reminder: Don't forget to apply the 2 security golden rules "Classification check" & "Antivirus check" before uploading/downloading any document. (Maximum classification level of unprotected files is "BoostAeroSpace Industry Confidentia", refer to your company rules & security tools to protect data classified	Depart of Filtree
Suppryon Der. view	imai	at a higher level).	veser an i mers
		As a reminder, it is forbidden to provide any export control data in documents attached. Select file for upload: File is encrypted Upload Close	

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.

OE Title	: A350 Airbrake	\$							
ustomer h	IoE Number: 140				Supplier NoE I	Number: Airbrakes			
Header	Defects	Attachments							
SupplyOr	Def. View 💌	Manage •							Roset all Filter
Antivin	us scan status	Encrypted	Filesize (kb)	Document Type	Filename	Deleted	Owner	Creation Date	Transmission Date
Mahva	re scan in progre	No	86		brakes png	No	SUPPLIER	08/08/2019 10:29 04 AM	
Not inf	ected	No	9	Multi material template	NoE_MuttMaterialTemp.	No	SUPPLIER	08/08/2019 10 13 34 AM	

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

NoE Title: Limited period of use				
Customer NoE Number: 5		Supplier NoE Number: 2020-08-1		
Header Defects Attachme	nts			
Header Information				
Title:	Limited period of use			
Status:	OPEN			
leason status change:				
Process code:	×			
)etected At:	Supplier 💌			
Ionconformance Description:	Brakes with limited period of use. Need to be	Customer focal point:	Hidalgo, Joseph	*
		Manufacturer Site:	IBX1-RED - Redmond - US	~
Customer Organization:	trg-Airsupply Industrial	Supplier Organization:	TRG-HONEY1	
Supplier Number:	IBX1-RED	Supplier Controlpoint:	trg-Honeywell R	
Material				
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:		
ITA:	3246 - Brakes and Steering - Built-In Test 💌	Actual condition:		
Prawing Number/Specification Number:		Over max./under min.:		6
RU or sub-assembly Name/Reference:		MSN:		

Figure: NoE Details

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

Successfully sent	iew > NoE Details		Service Center Help for	this page Print
NoE Title: Limited period of use				
Customer NoE Number: 5		Supplier NoE Number: 2020-08-1		
Header Defects Attachme	ents			
Header Information				<u>^</u>
Title:	Limited period of use			
Status:	WIP			
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 -	
Customer Organization:	trg-Airsupply Industrial	Supplier Organization:	TRG-HONEY1	
Supplier Number:	IBX1-RED	Supplier Controlpoint:	trg-Honeywell R	
Material				
	BIS_MIG_CUST_0002	Supplier Material Number:	BIS_MIG_SELL_0002	
Customer Material Number:	Cabin Seat	Supplier Material Description:	Cabin Seat	
Customer Material Number: Customer Material Description:				
Customer Material Number: Customer Material Description: Other part number:	see attachment	Zone:		
Customer Material Number: Customer Material Description: Other part number: Buying Commodity:	see attachment	Zone: KPC:		
Customer Material Number: Customer Material Description: Other part number: Buying Commodity: Buying Sub-Commodity:	see attachment	Zone:: KPC:: Char. item No.:		
Customer Material Number: Customer Material Description: Other part number: Buying Commodity: Buying Sub-Commodity: Program/Project:	see altachment A350	Zone: KPC: Char. item No.: Specified requirement:		
Customer Material Number: Customer Material Description: Other part number: Buying Commodity: Buying Sub-Commodity: Program/Project: ATA:	see attachment A350 3246 - Brakes and Steering - Built-In Test Eqt.	Zone: KPC: Char, item No.: Specified requirement: Actual condition:		
Customer Material Number: Customer Material Description: Other part number: Buying Cummodity: Buying Sub-Commodity: Program/Project: ATA: Drawing Number/Specification Number:	see attachment A350 3246 - Brakes and Steering - Built-In Test Eqt.	Zone: KPC: Char, item No.: Specified requirement: Actual condition: Over max Junder min.;		69

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.

NoE Title: Airbrakar				
NOE THE ANDIANES				
Customer NoE Number: 150		Supplier NoE Number: 20190909_Airbrak	es	
Header Defects Attachme	ats			
Header Information				
lite.	Airbrakes			
itatus	WIP			
Reason status change				
Process code:				
Detected At.	Not specified			
Nonconformance Description:	Brakes show small scratches on surface. It may derive from acreed standard			
	agreed station of			
ustomer Organization	PD_Arsupply Industrial	Customer focal point	Franklin, Pete	
Sopplier Number.	IBX1-RED	Supplier Organization	HONEY	
		Supplier Controlpoint	PD_Honeywell R	
Material				
Justomer Material Number.	epe_FC_0001	Supplier Material Number	apeFC_0001	
Customer Material Description.	Desc ape FC 0001	Supplier Material Description	Desc ape FC 0001	
Xher part number:	Please use the multi material template (attachments tab)	Zone		
lommodity:		KPC:		
lub-Commodity:		Char. Item No.:		
Program/Project:	A350,A380	Specified requirement:		
πa:	2	Actual condition:		
Irawing Number/Specification Number.		Over max./under min.:		
RU or sub-assembly Name/Reference.		MON.		
RU or sub-assembly S/N;				
inal product manufacturer S/N:		Constituent Assembly		

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 $\ensuremath{\mathsf{NoE}}$

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

Customer Feedback				
Quality decision:	Affected part can be used as is	Safety Impact:	Not selected	~
		Supplier Intervention Required:	Not selected	*
In-service unit(s) affected		Customer objects associated:		
In-service unit(s):				
Provide Feedba		Court P. Marthall Michael		
Back Save Frovide Feedba	Download • Print	Send E-Iwali History		

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.

Provide Feedback		
Quality decision:	Parts could be used as-is.	
In-service unit(s) affected:		
In-service unit(s):	2010-10-1,2010-10-2,	
Customer objects associated:		
Customer objects associated: Safety Impact:	No	~

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.

/ly SupplyOn > My Workspace > NoE Ov	verview > NoE Details		Service Center Help for this page	Pri
NoE Title: Limited time of usage				
Customer NoE Number: 16		Supplier NoE Number: 2020-07-21		
Header Defects Attach	ments			
Header Information				
Title: Status:	Limited time of usage			
Reason status change: Process code:				
Detected At	Company line			
Nonconformance Description:	Manufacturing error leads to an limited time of usage	Customer focal point: Manufacturer Site	Schoepfel, Maximilian	
Customer Organization:	PD_Airsupply Industrial	Supplier Organization:	HONEY	
Supplier Number:	IBX1-RED	Supplier Controlpoint.	PD_Honeywell R	
Material				
Customer Material Number:	Ball_10	Supplier Material Number:	K-N08-PG-L57281571	
Customer Material Description:	VERT. COST.15 DEL.	Supplier Material Description:	KIT DE COMPOSYST	
Other part number:	Please use the multi m	Zone:		
Buying Commodity:		KPC:		
Buying Sub-Commodity		Char item No :		

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.

								Industrial No	e Write / TST SE HY-IN NO	DE WRIT
Process / Alert Matrix						PO Summary			User Configuration	
	New	High	Med	Low	Total	Status	New	Total	Active filter	
Purchase Orders						NEW ORDER PUBLISHED	>5000	>5000	Supplyon Default	~
Spares order to check	3	0	0	3	3	SUPPLIER ACCEPTED WITH CHANGES	0	173	My Workspace Configura	ation
Collab, rejected by customer	0		0		0	OPEN	36	1274	Summary	
Collab, rejected by supplier	0		0		0	SUPPLIER CHANGE ORDER REQUEST	0	11	Alart Overvlew	
Accepted by customer but penalised	10		10		10	CUSTOMER CHANGE ORDER REQUEST	24	24		
Non collaborative change	30		30		30	REJECTED	0	0	Master Data	
Late desnatch advice	0	0	0	0	0	CANCELLATION REQUEST	0	0	Material Master Data	
No poods receipt	55008	>5000		0	55000	CANCELLED	104	106	Language	
		20000		*	~~~~	PARTIALLY SHIPPED	23	23	English	L.
Material Master Data						SHIPPED	490	491	a series and a series of the s	- Pi
New material created	873					PARTIALLY RECEIVED	80	82		v17.0.0
Updated VMI parameters	45					RECEIVED	68	71		
Notification of Escape *						Total	>5000	>5000		
Draft	46		47		47					
						NoE Management Summary				
						Status	New	Total		
						INCOMPLETE	2	4		
						OPEN	0	6		
						WORK IN PROGRESS (WIP)	0	1		
						ACCEPTED PENDING CUSTOMER ACTION (APCA)	1	1		
						ACCEPTED	7	18		
						CANCELLATION REQUEST	0	1		
						CANCELLED	1	2		
								-		

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 readonly 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

Process / Alert Matrix						PO Summary			User Configuration	-
	New	High	Med	Law	Total	Status	New	Total	Active filter	
						NEW ORDER PUBLISHED	>5000	>5000	Supplyon Default	~
Formase order to shack		0	0		1	SUPPLIER ACCEPTED WITH CHANGES	0	173	My Workspace Configure	tion
Splares order to crieck	3	0	0	3	3	OPEN	36	1274	Summary	
Collab. rejected by customer	0		0		0	SUPPLIER CHANGE ORDER REQUEST	0	11		
Lollab. rejected by supplier	0		0		0	CUSTOMER CHANGE ORDER REQUEST	24	24	Alert Overview	
Accepted by customer but penalised	10		10		- 10	REJECTED	0	0	Master Data	
von conaborative change	30		30		30	CANCELLATION REQUEST	0	0	Material Master Data	
Late despatch advice	0	0	0	0	0	CANCELLED	10.4	106	Language	
No goods receipt	>5000	>5000	3	0	>5000	PARTIALLY SHIPPED	21	23	En allah	
Anterial Master Data						SHIPPED	450	491	содиел	
Vew material created	873					PARTIALLY RECEIVED	80	82		v17.0.8
Jpdated VMI parameters	45					RECEIVED	68	71		
Intification of Escape -						Total	55000	>5000		
Draft	án.		47		47	FOLDER	> DOOR	00000		
						NoF Management Summary				
						Status	New	Total		
						NCOMDI ETE	1980			
						ODDU	6			
						UPON IN PROCEEDS AND	0	0		
						WORK IN PROGRESS (WIP)	0	1		
						ACCEPTED PENDING COSTOMER ACTION (APCA)	1	1		
						ACCEPTED	1	18		
						CANCELLATION REQUEST	0	1		
						CANCELLED	1	Z		

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

nactive since	-	equal to (selection	n of date)	×	Delete Ine				My search profiles		
NoE NoE Status	~	equal to		NCOMPLETE	Delete Ine				Supplyon Def. Sea	rch 🛩	Manage +
Alert Category	~	equal to		NoE Alerts	Add line Delete line				E-Mail notification		
Search Rese	t			10 III	1						
PO Alerts (5000)		MD Alerts	(918)	NoE Alerts (81)	1						
upplyOn Def. View	*	Manage								Rei	et all Filters
NoE status +		Supplier NoE N	Customer N	oE Cust Group	Cust. Org.	ERP Plant	Cust. Mat. No.	Cust Mat Desc.	Supp Mat No.	Supplier Materia	Ord Off
ACCEPTED		andover presi		PD Airsupply In	BOOST IND	IBX1	ap CR065 0001	Desc ap CR066	ap CR066 0001	Desc. ap CR066	Vince Jac
ACCEPTED		m#30009 test		PD Airsupply In	BOOST IND	IBX1					Charlie D
ACCEPTED		2345	9	PD Airsupply In	BOOST IND	IBX1	A-LIE-AA-30948	Landing Airbrakes	2157-5S12E0EQ	Airbrakes Heavy.	Charlie D
ACCEPTED		1111	1	PD_Airsupply In	BOOST_IND	IBX2	ap10_FC_IND1	Desc. ap10 FC I_	ap10_FC_HON_	Desc. ap10 FC	Pete Fran
ACCEPTED	-	0190325_04		PD_Airsupply In	BOOST_IND	IBX2	1				Charlie D
ACCEPTED		bei		PD_Airsupply In	BOOST_IND	IBX1	12				Charlie D
ACCEPTED	;	0190401		PD_Airsupply In	BOOST_IND	IBX1	ap_CR066_0001	Desc ap CR066	apCR066_0001	Desc. ap CR066	Vince Jac
ACCEPTED		IA demo		PD_Aksupply In	BOOST_IND	IBX1	ape_FC_0001	Desc. ape FC 0	ape_FC_0001	Desc: ape FC 0	Rob Kelly
ACCEPTED		i3_1	apca	PD_Airsupply In	BOOST_IND	IBX2	-				Charlie D
ACCEPTED		F		PD_Airsupply In	BOOST_IND	IBX1	ap_CR066_0001	Desc: ap CR066	ap_CR066_0001	Desc. ap CR066	Vince Jac
ACCEPTED ACCEPTED ACCEPTED		A demo i3_1	apca	PD_Aksupply In. PD_Aksupply In. PD_Aksupply In.	BOOST_IND BOOST_IND BOOST_IND	IBX1 IBX2 IBX1	apeFC_0001 apCR066_0001	Desc ap CR066	ape_FC_0001 ap_CR066_0001	Desc ap CR056	Rob Charl

Figure: Advanced Search criteria on the Alert Overview page

7. Click Search

SUPPLY

The search result is displayed.

							1					Maxana harafilar		
inactive since		*	equal to (selection	of date)				Delete line				Supplyon Def. Sea	irch 💌	Manage
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Alert Categor	y .	۲	equal to	100	< N	oE Alerts	* /	vdd line) Delete line						
Search	Reset													
PO Alerts	s (0)		MD Alerts (0)	No	E AI	erts (4)								
supplyOn De	f. View	*	Manage										Re	set all Filters
NoE status		1	Supplier NoE N	Customer Ne	E.	Cust Group		Cust Org	ERP Plant	Cust Mat No.	Cust Mat Desc.	Supp. Mat. No.	Supplier Materia	Ord Off
INCOMPLI	ETE		4400M Screw			PD_Airsupply b	n	BOOST_IND	IBX1	ape_FC_0001	Desc: ape FC 0	ape_FC_0001	Desc. ape FC 0	Rob Kelly
INCOMPLI	ETE	1	feld check 4			PD_Airsupply In	n	BOOST_IND	IBX2	ap10_FC_IND1	Desc. ap10 FC I	ap10_FC_HON_	Desc: ap10 FC	Pete Fran
	ETE)	DRAFT status			PD_Airsupply In	n	BOOST_IND	IBX1	apCR066_0001	Desc. ap CR066	ap_CR066_0001	Desc. ap CR066.	Vince Jac
INCOMPLI														
INCOMPLI	ETE		feld check			PD_Airsupply In	n	BOOST_IND	IBX1	ape_FC_0001	Desc ape FC 0	ape_FC_0001	Desc ape FC 8	Rob Kell
INCOMPLI	ETE		feld check			PD_Airsupply I	n	BOOST_IND	IBX1	ape_FC_0001	Desc ape FC 0	ape_FC_0001	Desc ape FC 0	Rob Ke
INCOMPLI	ETE	1	feld check			PD_Airsupply I	n	BOOST_IND	IBX1	ape_FC_0001	Desc ape FC 0	ape_FC_0001	Desc ape FC 0	Rob Ke

Figure: Search result on the Alert Overview page



My SupplyOn > My Workspace > Alert Overview Contact.] Help for this page [Print Hide Search Area Active filter: Supplyon Default Quick Search Advanced Search NoE NoE Status equal to INCOMPLETE * Delete Ine Wy search pro Manage...... ۲ complete Mail notificat Inactive since Delete line NoE Alerts Create new Alert Category · equal to Add line | Delete line Search Reset Delete PO Alerts (0) MD Alerts (0) NoE Alerts (4) SupplyOn Def. View 👻 Manage... • Reset all Filters 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
 Desc. ape FC 0...
 ape__FC_0001

 Desc ap10 FC 1.
 ap10_FC_HON...

 Desc ap CR066
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 ape_FC_0001 INCOMPLETE A400M Screw PD_Airsupply In BOOST_IND IBX1 Desc ape FC 0 Rob Kelly ape__FC_0001 ap10_FC_IND1 ap__CR066_0001 INCOMPLETE PD_Airsupply In... PD_Airsupply In... PD_Airsupply In... BOOST_IND BOOST_IND IBX2 IBX1 field check 4 Desc ap10 FC Pete Franklin DRAFT status Desc ap CR066 Vince Jackso INCOMPLETE Desc: ape FC 0. Rob Kelly field check BOOST_IND IBX1 ape_FC_0001 Desc. ape FC 0 ape_FC_0001
 Back
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 Send E-Mail

 4 entries:
 Select all Matches on Page
 Saturd all Matches
 Clear Selection
 10 🛩 Fitst Previous | Page 1 of 1 Nont Lost Entries per 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.

tive inter: suppryon be	fault									Hide 3	rearch Area
nck Search Advanced	Searc	h									
NoE NoE Status	*	equal to	~	INCOMPLETE	Delete ine				My search profiles	The Lot	there are a second s
inactive since	*	equal to (selection of d	date) 💌		Delete ine				E-Mail polification	1 I I I I I I I I I I I I I I I I I I I	manage +
Alert Category	~	equal to	~	NoE Alerts	🗙 Add line Delete line						
Search Rese											
			-								
PO Alerts (0)		MD Alerts (0)	NoE A	lierts (4)							
SupplyOn Def. View	*	Manage								Res	et all Filters
NoE status +	1	Supplier NoE N. C	ustomer NoE	Cust. Group	Cust. Org.	ERP Plant	Cust. Mat. No.	Cust Mat Desc.	Supp Mat No.	Supplier Materia	Ord Off N
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 Frankli
INCOMPLETE		DRAFT status		PD_Airsupply In	BOOST_IND	IBX1	ap_CR066_0001	Desc ap CR066	ap_CR066_0001	Desc ap CR066	Vince Jacks
INCOMPLETE		field check		PD_Airsupply In	BOOST_IND	IBX1	apeFC_0001	Desc ape FC 0	ape_FC_0001	Desc: ape FC 0	Rob Kelly

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



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



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.

1.1	Von +	
Senden	An	
Service .	Cc	
	Bcc	
	Betreff	AirSupply NoE remark:
 Commer	nts on NoE: airiam-dev.a	pplication.gas.supplyon.com/logon/logonServlet?redirectURL=https://airscm-dev.application.gas.supplyon.com/security/login?fih=

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.

ly SupplyOn > My Workspace > NoE Oven Active filter: Supplyon Default Quick Search Advanced Search	view			Guided Tours + Contact He H	p for this page) Pri ide Search Area
Status equal to	APCA	M. Add line Delete line		My search profiles	
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my view rsh Manage.					Reset all Filters
Supplier NoE Number	Title Status	Cust. Group	Supp Mat No.	Cust. Mat. No.	Ord. Off. Code
9 4711	BKR-Test-01-04- APCA	PD_Airsupply Industrial	ap11_FC_HONEYR_0025	ap11_FC_IND1_0025	IN_PC_A
Back Details Download - De	elete Print Send E-Mail	History			

Figure: NoE Overview

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

id .	Action	Source	A NORD LARGE					
		JUNICE	Old value	New value	Change-ID	User ID	Level	Object ID
scription	Modified	Update		fesc	CL-16001569	TST SE HY-IN NOE	Header	
gram/Project	Modified	Update		WB	CL-16001569	TST_SE_HY-IN_NOE_	Header	
actedPOLineNum	Modified	Update		No PO affected	CL-16001569	TST_SE_HY-IN_NOE_	Header	
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ch Number	Modified	Update		1	CL-16001569	TST_SE_HY-IN_NOE_	Header	
egory	Modified	Update		ddd	CL-16001589	TST_SE_HY-IN_NOE_	Header	
nments	Modified	Update		ddd	CL-16001569	TST_SE_HY-IN_NOE_	Header	
position	Modified	Update		ddd	CL-16001569	TST_SE_HY-IN_NOE_	Header	
tribution	Modified	Update		1	CL-16001569	TST_SE_HY-IN_NOE_	Header	
Ref Index	Modified	Update		12	CL-16001569	TST_SE_HY-IN_NOE_	Header	
sument Reference	Modified	Update		12	CL-16001559	TST_SE_HY-IN_NOE_	Header	
sction, or depart.	Modified	Update		yes	CL-16001589	TST_SE_HY-IN_NOE_	Header	
R Supplier Reference	Modified	Update		1	CL-16001569	TST_SE_HY-IN_NOE_	Header	
R Supplier Revision	Modified	Update		1	CL-16001559	TST_SE_HY-IN_NOE_	Header	
ts marking	Modified	Update			CL-16001569	TST_SE_HYHN_NOE_	Header	
tus	Modified	Update	DRAFT	OPEN	CL-16001569	TST_SE_HY-IN_NOE_	Header	
k	Modified	Update		0400	CL-16001575	TST_SE_HY-IN_NOE_	Header	
ected At	Modified	Update		AIRBUS	CL-16001575	TST_SE_HY-IN_NOE_	Header	
9S Reference	Modified	Update		1	CL-16001575	TST_SE_HY-IN_NOE_	Header	
tus	Modified	Update	OPEN	WIP	CL-16001575	TST_SE_HY-IN_NOE_	Header	
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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 \rightarrow **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.

ly SupplyOn > My user: My roles				Help for this page Print Message to support
My master data My roles My se	rvice settings My substitutes	Privacy settings		
pand the groups for a more precise roles assign	ment			Expand all Collapse all
AirSupply related roles (partially assigned)				Colucte 🗄
Air Supply related roles (partially assigned) Role	Status	Description		Colleges
AirSupply related roles (partially assigned) Role	Status not assigned	Description Show Notifications of E	cape (NoE).	Cotess
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AirSupply related roles (partially assigned) Role IndSellerNOE-Read IndSellerNOE-Write	Status not assigned	Description Show Notifications of E Create and collaborate	cape (NoE).	Cotese
AirSupply related roles (partially assigned) Role IndSellerNOE-Read IndSellerNOE-Write	Status not assigned assigned	Description Show Notifications of E Create and collaborate	cape (NoE).	Cotese 1

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