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SupplyWEB
Supplier Manual
(SupplyWEB Version 10)

Delivery Performance Report (DPR)
(DPR – Response Process)

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I. Content

II. Abbreviations

ASN	Advanced Shipping Notice
DPR	Delivery Performance Report
ID	Identification
GR	Goods Receipt
PO	Purchase Order
SMI	Supplier Managed Inventory
S-WEB	SupplyWEB

1. DPR Response - Suppliers

Please log-in on S-WEB with the supplier ID and password. Select *Delivery Performance* on the menu bar at the left part of the screen. Then click on *View DPRs*.

In field *Facility* please make a selection to see the DPR for a particular facility. Field *State* will allow display only DPRs with *Response Required*, *Pending Approval*, *Closed* DPRs or *All* available DPRs.

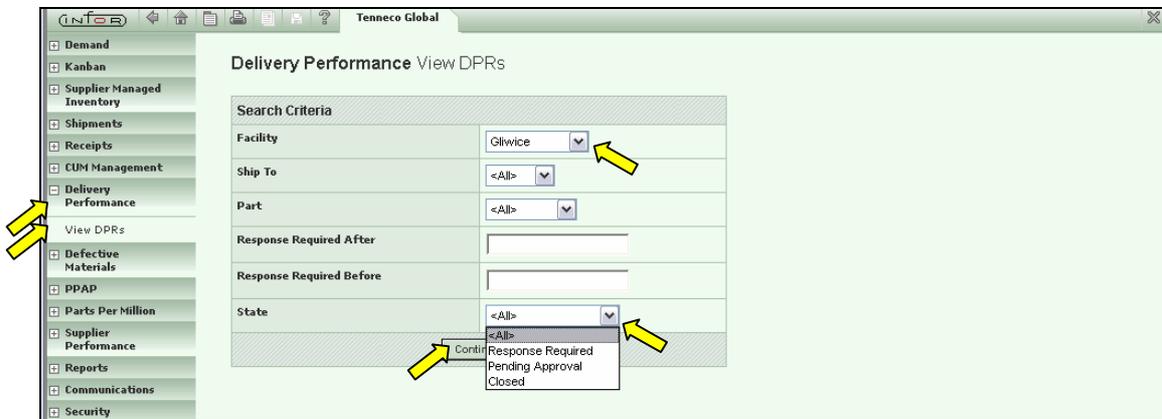To proceed, please press *Continue*.


Figure 1: Supplier sight - View DPRs

A screen with two index cards will appear (figure 2). In the first index *Open DPRs* all open DPRs created and published by the customer are displayed. In the second index all *Closed DPRs* are listed.

Below the DPR lines a legend related to the status boxes in column *State* is available. In general the boxes could have four different status:

On time:
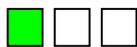
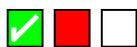DPR created by customer but not yet published
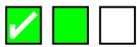
DPR created and published by customer now waiting but on time for suppliers response

DPR created published responded now waiting to be reviewed on customer side again

Late:

The box will turn red if the required *Response Due* date was not kept by the supplier.

Done on time:

☑☐☐	DPR created and published by customer
☑☑☐	A green check-box with a tick will appear if the supplier responded before end of required *Response Due* date.
☑☑☑	Customer accepted (on time) response of supplier
☑☒☑	Customer accepted (late) response of supplier

Done Late:

☑☒☐	The check-box will turn red with a tick if the supplier took corrective action but later than the required response date.

To see more details per issue please click on the *Pencil* icon left of the issue lines. This will enable to see the issue details and to edit the DPR e.g. add some comments or documents.

Please note that this is not possible if a DPR is closed. Closed ones could not be changed any more. To see details of closed DPRs please click on the *Glasses*.
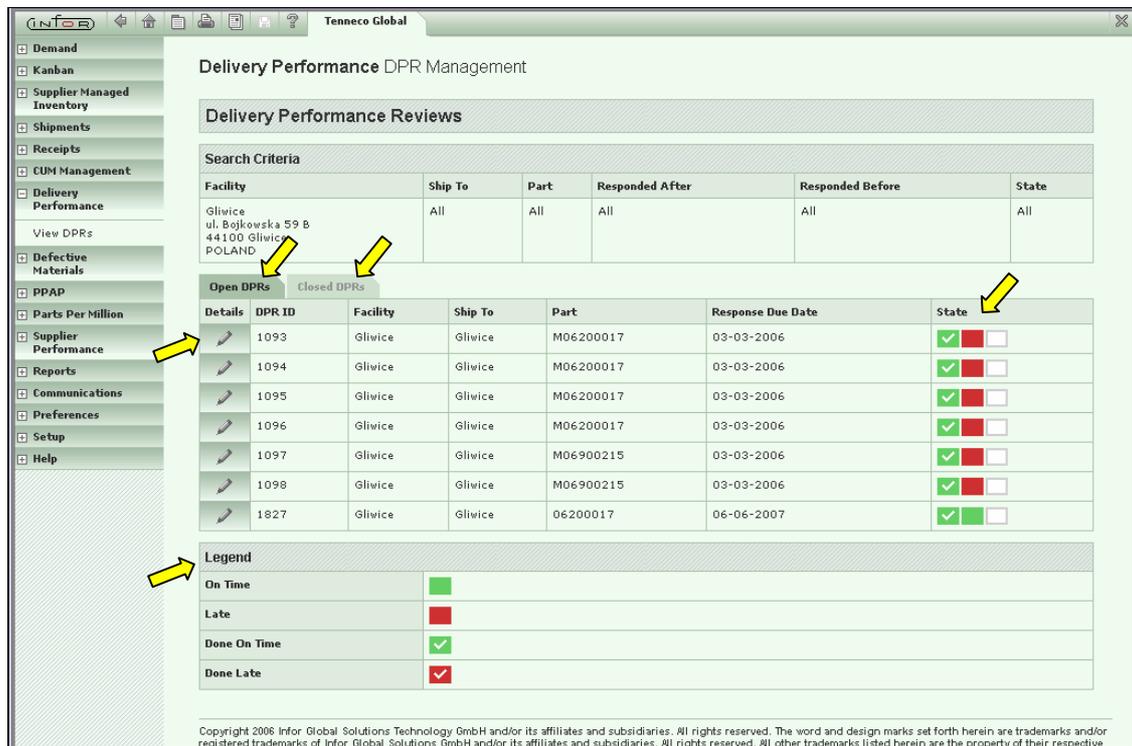

Figure 2: Supplier sight – DPR Management

The DPR detail screen is separated in seven index cards starting with *Part Information* containing *Part* number and *Description*.
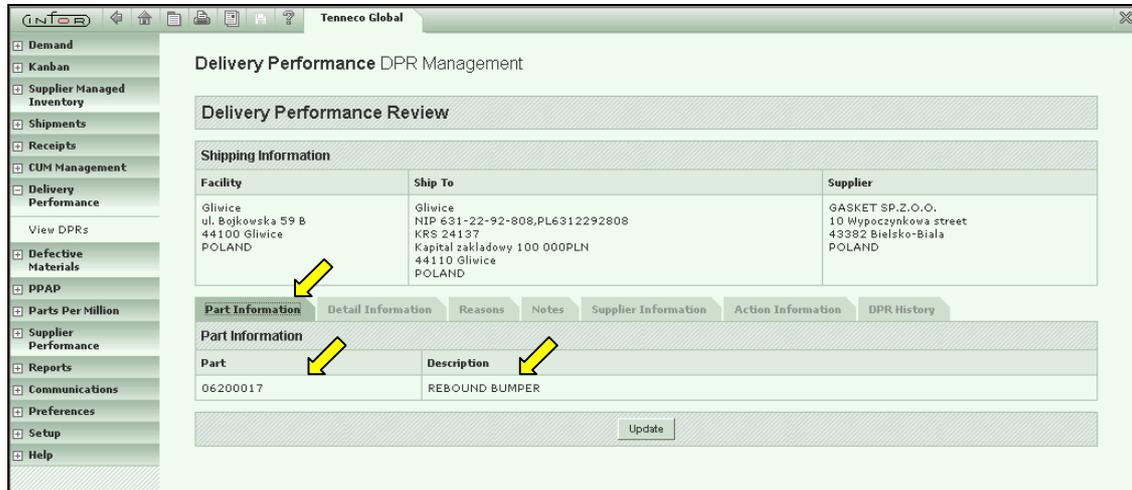

Figure 3: Supplier sight – DPR Management – Part Information

Detail Information contains *DPR ID* created by the customers SupplyWEB system, the according *PO Number*, the *Required* (delivery) *Date* and the *Required* (part) *Quantity*.

The *Issue Date* is the date of the DPR creation and crucial for the evaluation of the *DPR Status*. In the below shown example the *DPR Status* is *Published*.
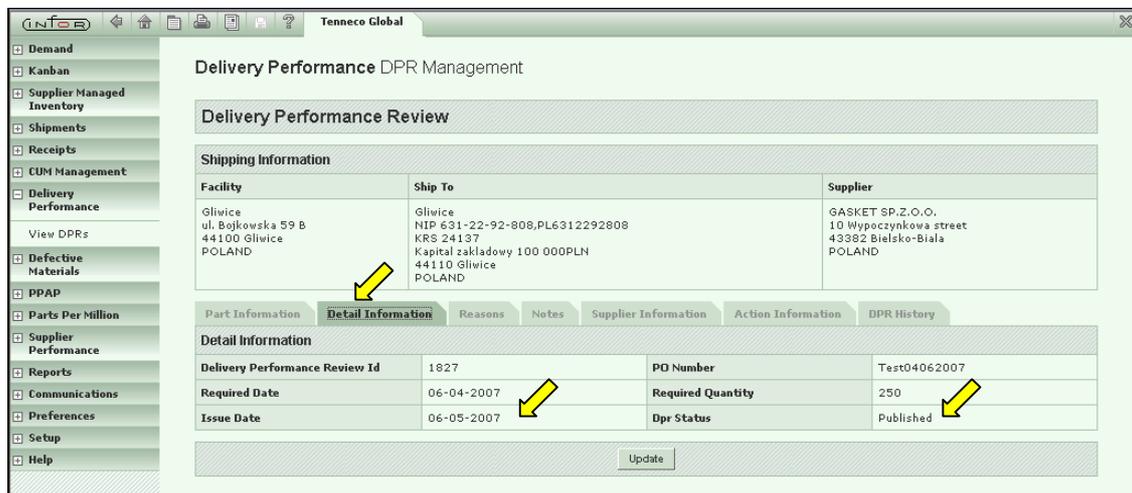

Figure 4: Supplier sight – DPR Management – Detail Information

Index card *Reason* will give information on the issue cause. In the example screen (figure 4) the delivery was later than requested and ineligible over-delivered.

Column *Demerits* displays the assigned demerit points per reason code. In this example the supplier would have received 2 demerit points in total.
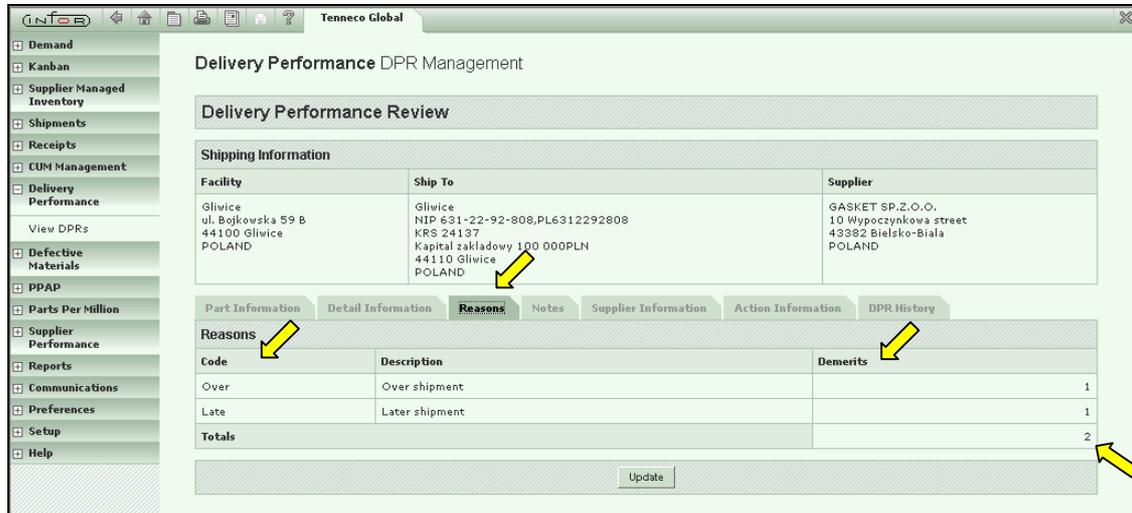

Figure 5: Supplier sight – DPR Management – Reasons

The *Notes* field could contain a short text entered by the customer e.g. to describe the DPR in detail. Based on this information the supplier can take corrective action to avoid further DPRs in future.
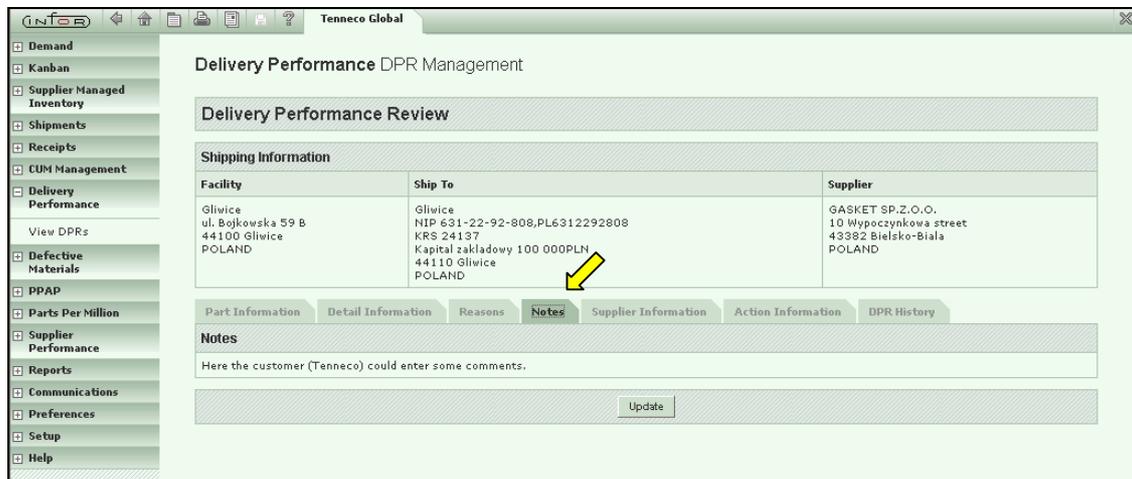

Figure 6: Supplier sight – DPR Management – Notes

Supplier Information (figure 7) is used to display the customer contact on supplier side. These information are entered and submitted by the customer. He could also request response with a defined due date.
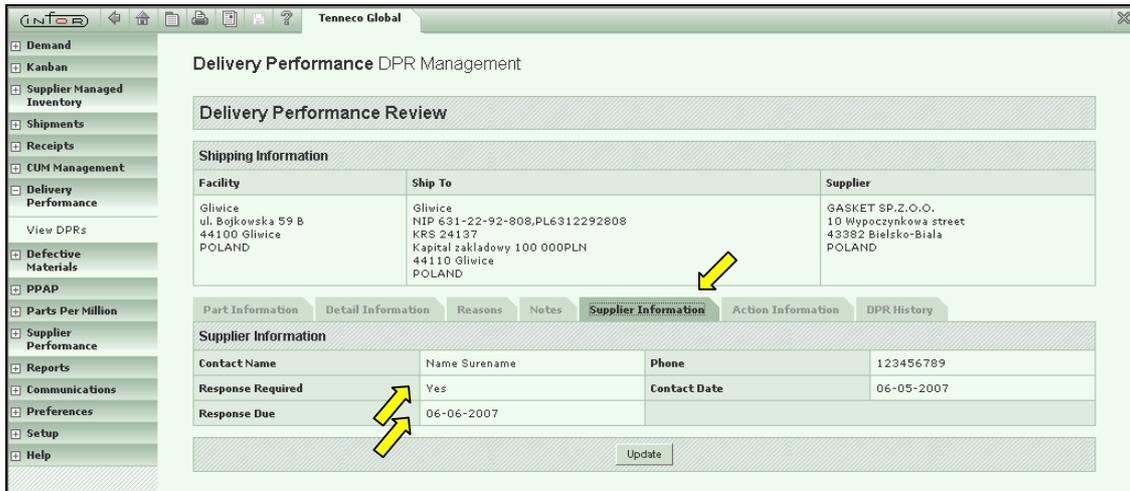
Figure 7: Supplier sight – DPR Management – Supplier Information

In index *Action Information* the supplier is able to respond verbally to the supplier. Please enter a free chosen text in field *Corrective Action*. In addition it is possible to attach files or pictures supporting the corrective action. Therefore browse the document witch should be attached. Click on *Attach File*. To delete attached file click on *Delete File*.

It might be that the customer already attached a special form (e.g. 8D-Report) to support the measures of the supplier. This could be found in line *Attached File* ready to open.
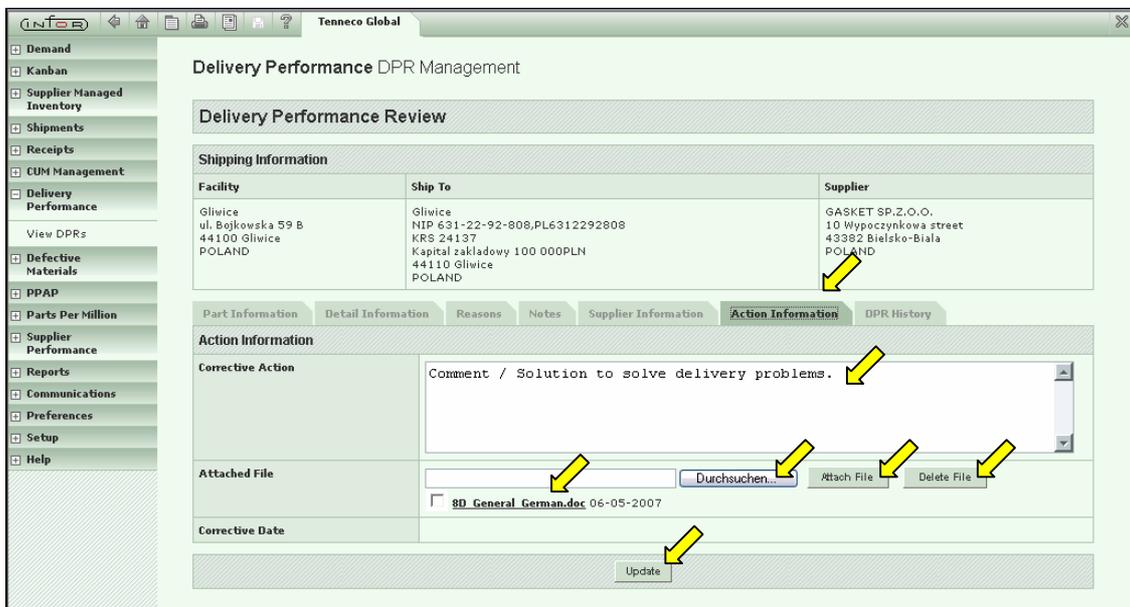

Figure 8: Supplier sight – DPR Management – Action Information

The last index card *DPR History* will show details of the DRP creation on customer side. Date of DPR issued, action status and person responsible on customer side.
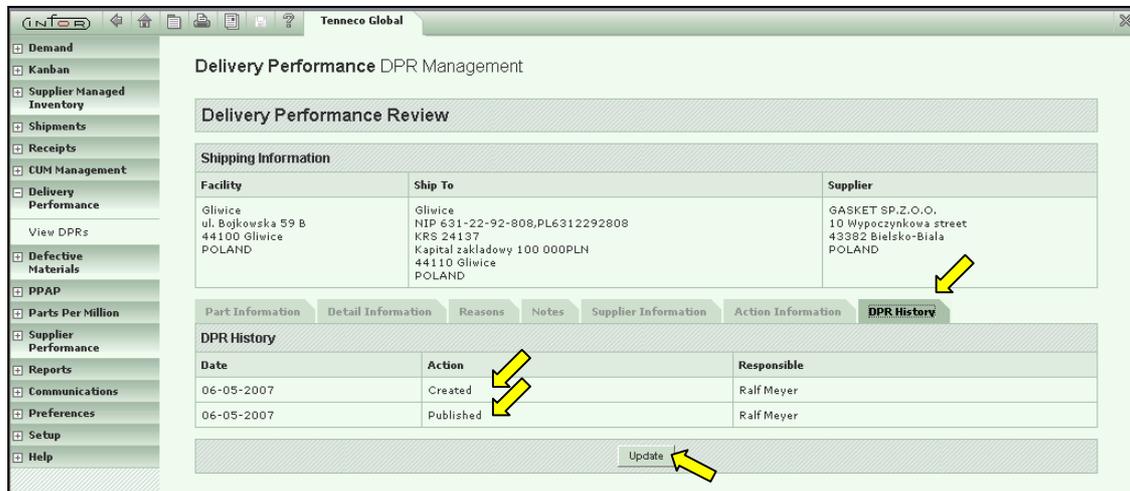

Figure 9: Supplier sight – DPR Management – DPR History

The last step is to update the DPR on supplier side. Please press *Update*

As a result a new entry will appear on the *DRP History* index. As shown in the picture below a line was added with an action status and a responsible on supplier side. The corrective action was submitted to the customers SupplyWEB system.
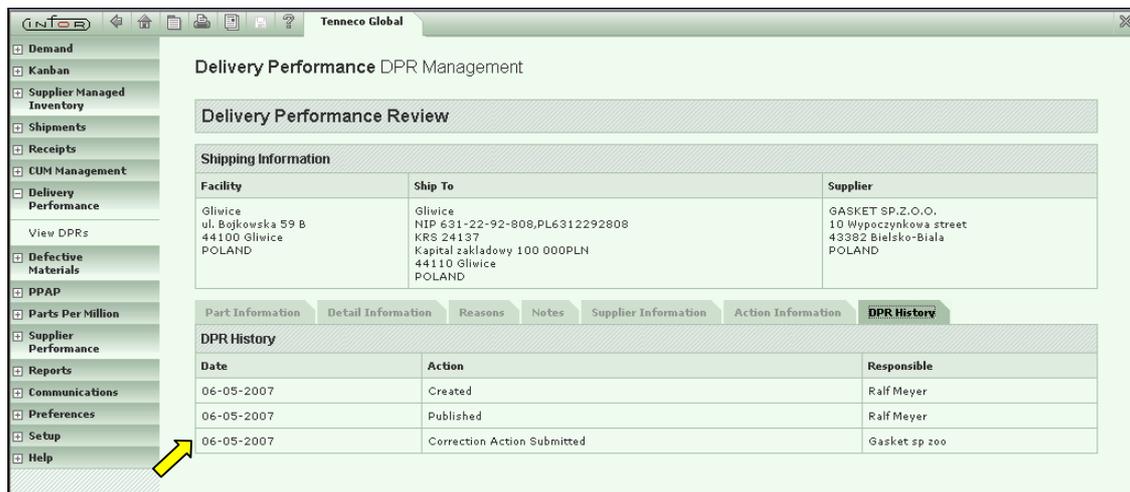

Figure 10: Supplier sight – DPR Management – DPR History Update

In addition the overview list of *Open DRPs* has changed too. The supplier is no longer able to edit the DPR submitted to the customer one step before. Instead of the *Pencil* icon the *Glasses* in column *Details* will be displayed.

At the same time the DPR *State* changed as well. The second box is ticked now which means that the supplier responded to the issue in time. The last box turned to green because the whole process is still in time.

Figure 11: Supplier sight – DPR Management – Open DPRs

2. DPR Process Flow

The manual DPR generation in the S-WEB system is complete at this stage. To close this user manual figure 12 shows a general chart of the DPR process flow.
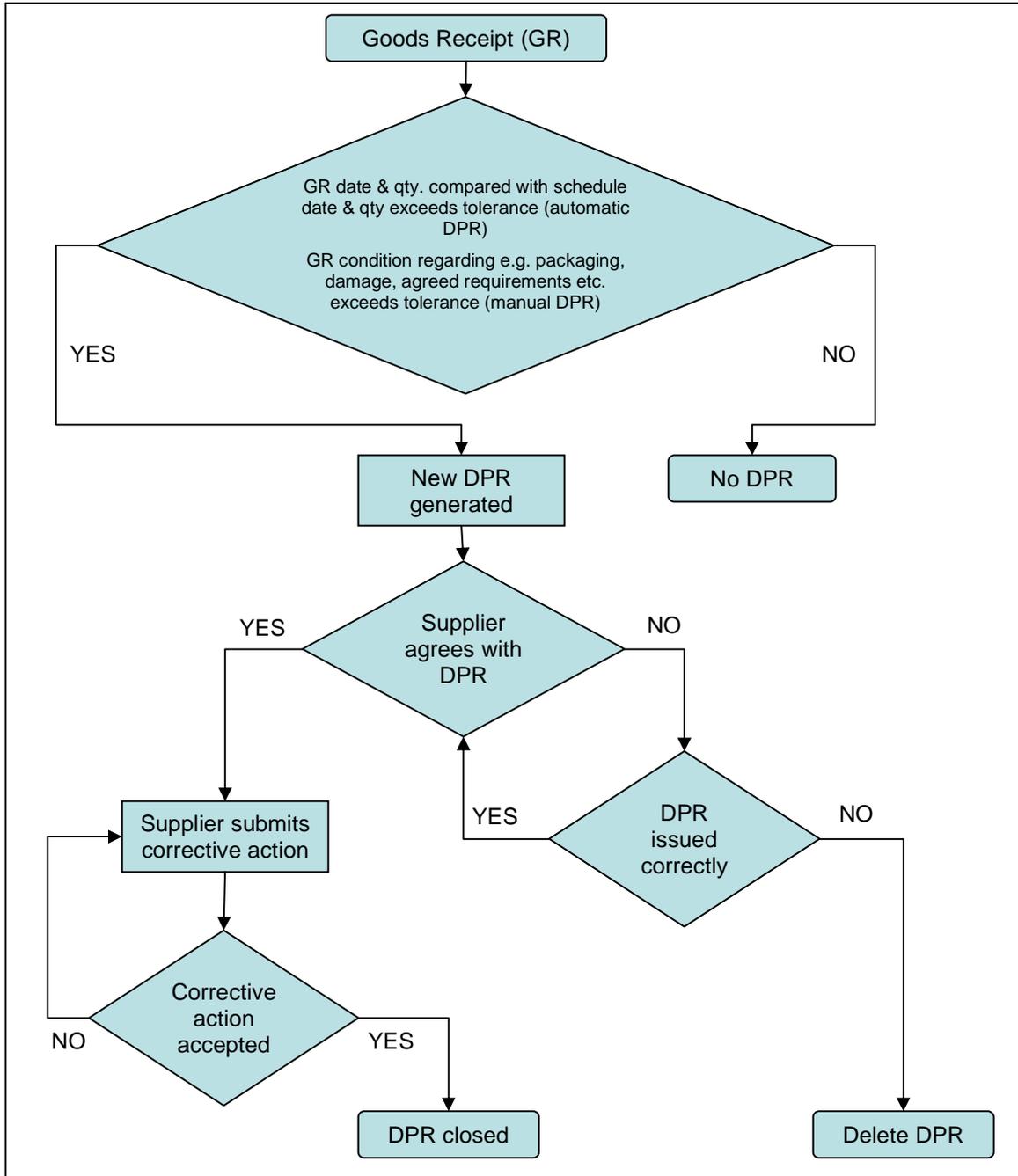
Figure 12: Flow Chart DPR Process

3. Alerts

As an individual user, you can subscribe to and customize alerts of various events using product groups and tolerance levels. When an event occurs, a message is sent to the email address stored in your User Profile.

3.1 Alert Definitions

Supplier users can choose to be alerted of the following events described below. If you choose to be alerted, an email message is sent to the email address (entered in your User Profile) immediately after the event occurred.

You will only be notified of events within your restriction group. That means you could be restricted to receive alerts only for customers, facilities, ship to locations, and ship from locations that you are working with (recommended). The settings of the restriction group will be done by your admin user. If the admin did not assign any restriction group, you will get notifications of events for every customer, facility, ship to, and ship from.

Furthermore you can restrict alerts to notify you only for certain parts by assigning product groups.

3.2 Demand Alerts

Requirement Manually Deleted: If selected, an alert is sent when your customer manually removes a requirement from an existing schedule without publishing a new release.

Requirement Manually Added / Changed: If selected, an alert is sent when your customer manually adds a requirement to an existing demand schedule or changes the quantity due without publishing a new release.

Requirement Rejected: If selected, an alert is sent when a user on supplier side rejects one or more requirements. (This option displays only if your customer allows requirements to be rejected.)

Net Change Threshold Exceeded: If selected, an alert is sent when a current demand schedule varies from the previous demand schedule by more than the established net change threshold. You establish the net change for each product group by editing the alert.

Shipment with Cancelled Schedules: If selected, an alert is sent when staged shippers (open shippers) are affected by your customer canceling the schedule the shipment fulfills. (This option displays only if your customer applies open shippers to the fulfillment of newly published schedules.)

Shippers Adjusted with Fulfillment: If selected, an alert is sent when staged (open) or in-transit shippers are affected by your customer replacing the schedule the shipment fulfills. (This option displays only if your customer applies open or in-transit shipments to the fulfillment of newly published schedules.)

New Demand, Shipper ID Not Found: If selected, an alert is sent when a demand release is published to SupplyWEB that contains a shipper ID (indicating the last shipment received) that does not exist in SupplyWEB. (This option displays only if your customer applies in-transit shipments to the fulfillment of newly published schedules. If you receive the alert, it may be necessary to update in-transits to update the new demand schedules.)

New Part: If selected, an alert is sent when a customer part is added to SupplyWEB. New parts can be set up in the *"Define Parts"* module and are available to be added to product groups.

3.3   Metrics Alerts

Metrics alerts display only if your customer uses the Metrics module.

Metrics Published: If selected, an alert is sent when your customer publishes a metrics report for you to view.

3.4   Kanban Alerts

Kanban alerts display only if your customer uses the Kanban module.

Emergency Signal Sent: If selected, an alert is sent when your customer creates and sends an emergency Kanban signal.

3.5 DPR Alerts

DPR alerts display only if your customer uses the DPR module.

DPR Published: If selected, an alert is sent when your customer publishes (sends) a DPR.

DPR Response Accepted: If selected, an alert is sent when your customer accepts a DPR response.

DPR Response Rejected: If selected, an alert is sent when your customer rejects a DPR response.

DPR Response Past Due: If selected, an alert is sent when a DPR requires a response that is due before the current date.

DPR Response Required: If selected, an alert is sent when your customer publishes (sends) a DPR requiring a response.

3.6 SMI Alerts

SMI Part Above Maximum Level: If selected, an alert is sent when the inventory level is currently above maximum stock level.

SMI Part Below Minimum Level: If selected, an alert is sent when the inventory level is currently below minimum stock level.

4. How to setup suggested alerts

Why:
Email alerts keep you connected to your SupplyWEB account although you are not log in to the application. Any account status could be checked easily.

How:
Go to *"Preferences"* → *"Configure alerts"*. Select the alerts that you want to be notified of by ticking the checkbox. Then click *"Save"*.

Figure 13: Preference Alert Configuration

Suggested supplier alerts:

Metrics Alerts
- Metrics Published

Kanban Alerts
- Emergency Signal Sent

DPR Alerts
- DPR Published
- DPR Response Rejected
- DPR Response Past

SMI Alerts
- SMI Part Below Minimum Level

III. Figures