AirSupply

Training guide for users
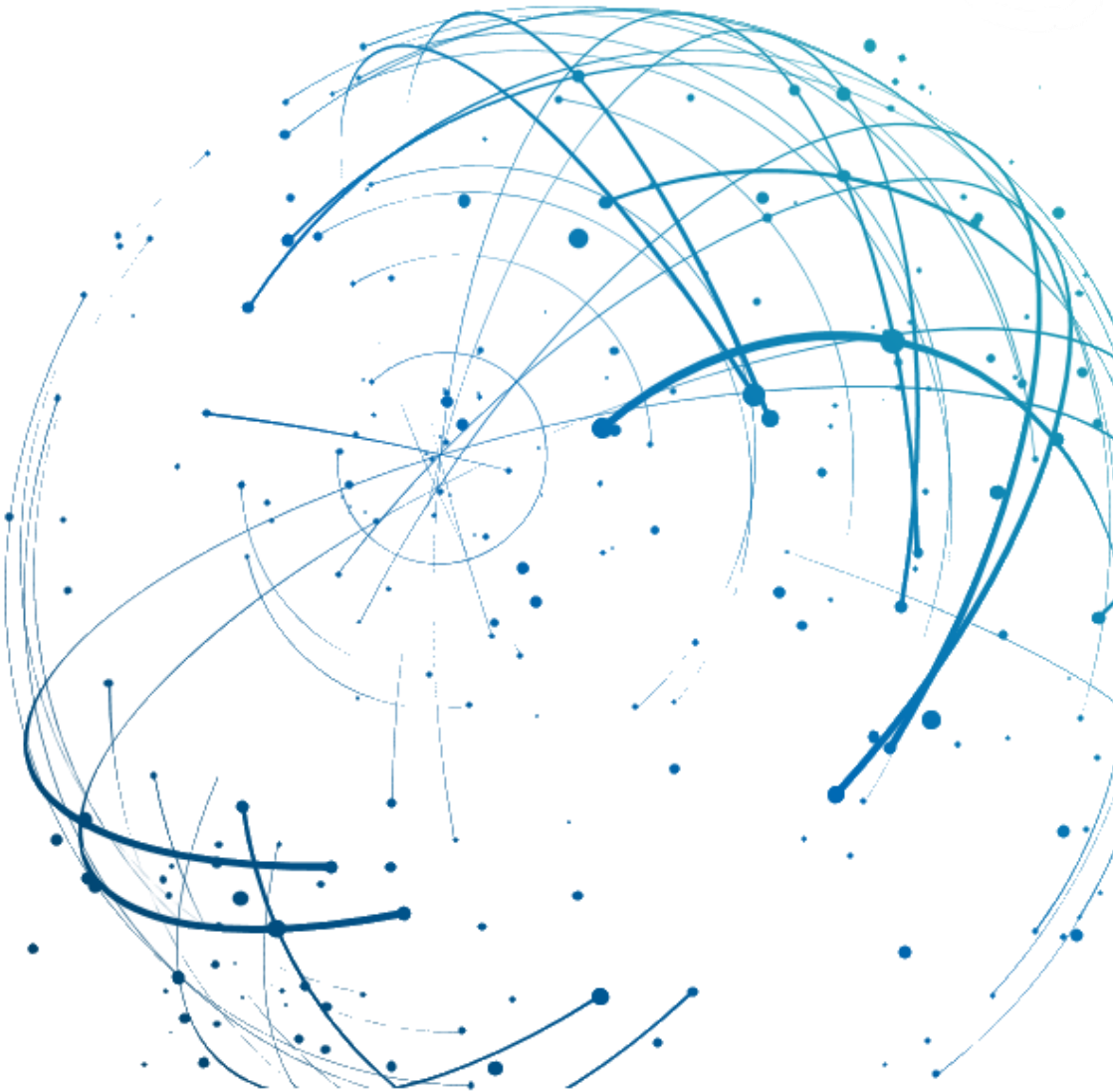
Concession

June 2022

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APCA	Accepted Pending Customer Action
CMN	Customer Material Number
DA	Despatch Advice
GUI	Graphic User Interface
kB	Kilobyte
MB	Megabyte
M2M	Machine to Machine
NCR	New Concession Request
PDF	Printable Document Format
PKI	Public Key Infrastructure
PO	Purchase Order
QMS	Quality Management System
SMN	Supplier Material Number
SPSA	Suspended Pending Supplier Action
UE	Elementary Unit
UAI	Use As Is
WIP	Work In Progress

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 and needs to be considered by the supplier.

Contact:
Mailto: AirSupply-Support@SupplyOn.com
Germany: 0800. 78 77 59 66
International: +800. 78 77 59 66
USA / Canada: 1.866. 787.7596
China: 10800. 7490127 or 10800. 4900114
Mexico: 01.800. 123.3231
Training: www.supplyon.com/en/training

The AirSupply user training guide is composed of 13 modules, one customer matrix and one exercise book. This module is dedicated to Concession.
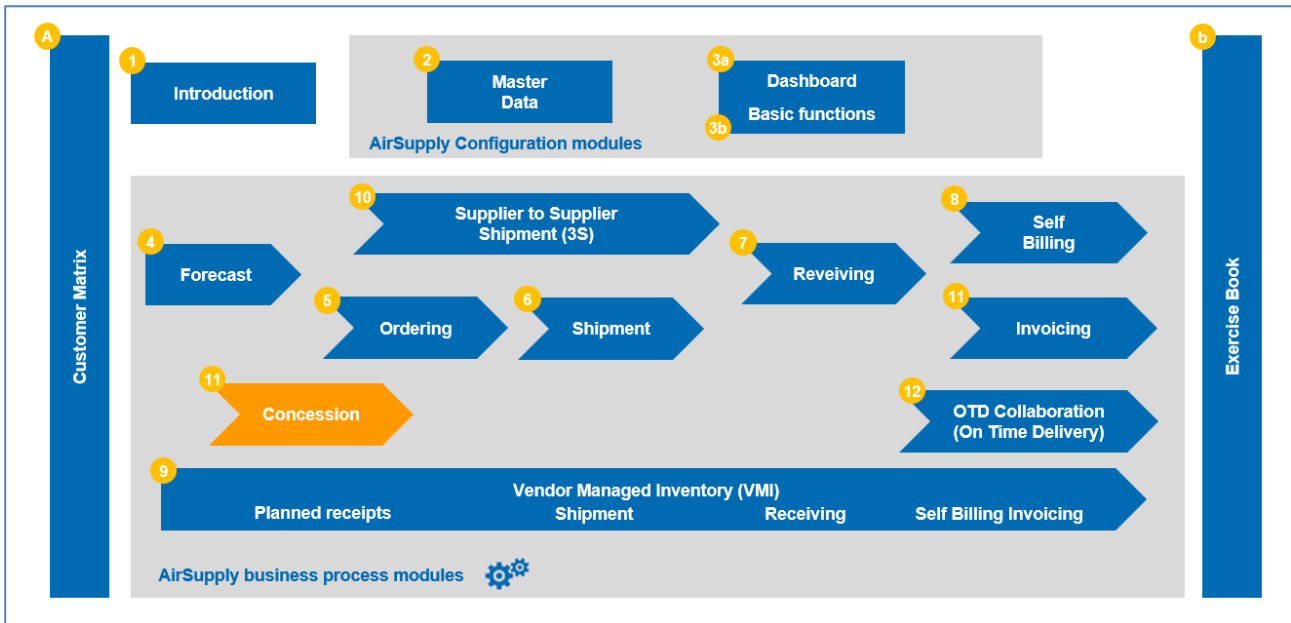
Figure 1: Modules overview

Objectives of the *Concession* module

The Concession (NCR) training module explains in detail how to handle non conformities declared by suppliers in Air Supply.
It describes the way a NCR is raised by the supplier and the different statuses a NCR could have with a description of the actions required, if any, on supplier or customer side.

This module also explains how to:
- Create manually a NCR.
- Search and access a NCR.
- Initiate the pre-sending validation process of a NCR.
- Update a NCR.
- Cancel a NCR.
- Print a NCR.
- Handle Despatch Advice with NCR data.
- Download and upload a NCR.

At the end of this module, the appendix contains:
- Tables corresponding to 'NCR' screens in AirSupply with the name and description of each column.
- The list of the referenced documents (using the naming convention [RD, number of the referenced document, Title] e.g. [RD11, New Concession Request]).

1   General concepts

1.1   Definition

Concession (NCR) is a workflow process in AirSupply which allows a supplier to declare a non-conformity detected after manufacturing a material and before shipping the material to the customer.
It is a mandatory process that should replace the current and existing procedures in place with your customer as far as declaration of non-conformities are concerned.

This process is including exchange of documents and information via the AirSupply platform to describe in details the non-conformity and propose solutions to resolve it.

There are three levels of information within a NCR:
- Header (mandatory)
- Defect (optional)
- Attachment (optional)

The supplier can only use AirSupply to collaborate and communicate with his customer on an opened NCR.

Despite some information is accessible via AirSupply, the customer collaborates mainly from his Quality Management System (QMS) which transmits all information to SupplyOn in real time.

Are out of scope in this module:
- The non-conformity identified by the supplier and caused by an external factor outside the production cycle (for example during shipment process).
- Any non-conformity identified by the customer during the goods receipt process, at the time the material is used on the assembly line or after a damage caused by a mishandling of the material itself (for example in the storage location).

1.2   Business Process Overview

Concession enhances and facilitates communication and resolution of a non-conformity between the customer and the supplier.

The diagram below shows the main steps of the Concession process within AirSupply.
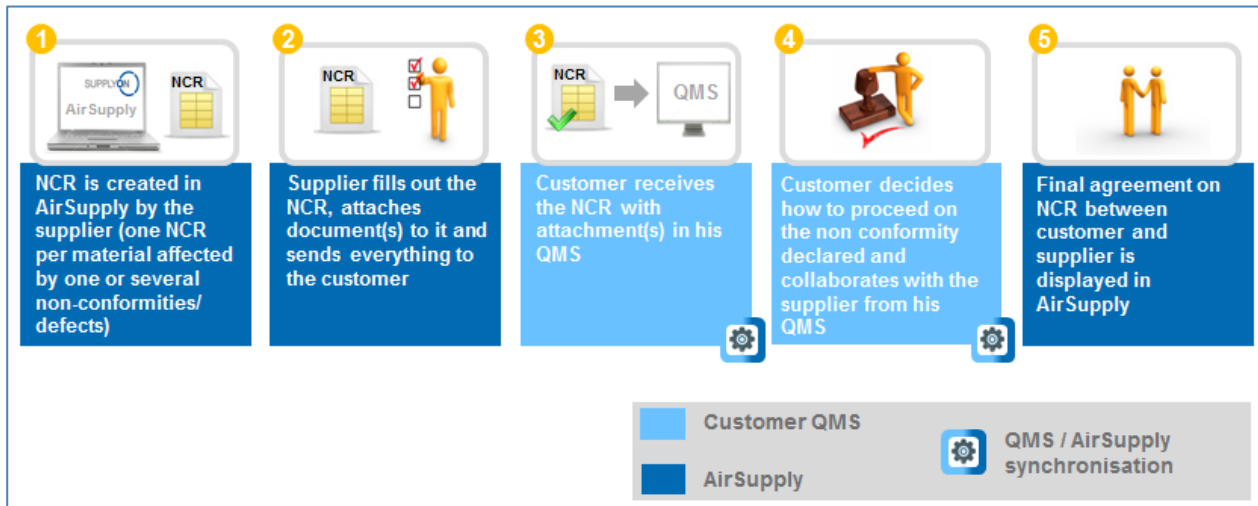
Figure 2: Concession business process overview

The supplier initiates first the communication by creating a NCR from an existing material number in AirSupply. Information is entered mainly to describe the non-conformity detected including attached documents.

The supplier sends then the finalized NCR to his customer.

The supplier information is displayed directly in AirSupply via the Concession module and integrated within the customer Quality Management System (QMS).

The customer and supplier then try to resolve the non-conformity by exchanging documents (e.g. action plan) and information that will be displayed in AirSupply.

1.3   General structure of the NCR

The NCR structure is composed of the following parts:
- One header
- None, one or several defects
- None, one or several attachments

Header

The header contains generic information applying to a NCR and it can relate to multiple defects and attachments. It collects all required information to identify and categorize the NCR. Mandatory part.

Defect

The defect is a collection of information describing the problem that occurred during the production cycle of a material. Several defects can be created and stored in a NCR. Optional part.

Attachment

The attachment is a file document containing useful information and details about the non-conformity (if sent by the supplier) or the proposed solution to resolve the quality issue (if sent by the customer). It cannot be any sort of file as there is a size limit per NCR and certain file type extensions are not allowed and will be blocked by the system. Also, any attachment that is uploaded to AirSupply and not encrypted will be scanned for a malware and virus infections. Several attachments can be uploaded and stored in a NCR. Optional part.

1.4 Collaboration principles

1.4.1 Collaboration definition

The term 'collaboration' for the Concession module is used to illustrate the close relationship between a customer and a supplier and the process by which they can exchange information on the detected non-conformity and on the way of handling it.

AirSupply eases the collaboration between customer and supplier thanks to an efficient information flow accessible in the tool via the Dashboard and the 'Alert Monitor' ('Alert Overview' link).

A supplier works only within AirSupply to create or to modify a NCR while the customer collaborates mainly from his Quality Management System (QMS).

Note: Customer users do not have many possibilities to interact within AirSupply. It will be fully described in chapter [3.7.1_NCR update on customer side].

In all cases, the collaboration is performed based on the status level of the NCR in AirSupply, as follows:
- Supplier statuses with actions allowed: 'DRAFT', 'INCOMPLETE', 'SUSPENDED PENDING SUPPLIER ACTION'.
- Customer statuses with actions allowed: 'OPEN', 'WORK IN PROGRESS'.
- Final statuses with Despatch Advice allowed: 'REPAIR', 'REWORK', 'REJECTED', 'USE AS IS', 'ACCEPTED PENDING CUSTOMER ACTION'.
- Final statuses with Despatch Advice not allowed: 'SCRAP'.

Note: The dependencies between Despatch Advice and NCR are described in chapters [3.4.2.4_Dependencies] and [3.10_Despatch Advice creation and NCR dependencies].

1.4.2 NCR status overview

A NCR goes through various status changes during its lifecycle. Depending on the NCR step and status, various collaboration possibilities and proper actions are available on customer or supplier side.

You can see below the list of statuses linked to the NCR lifecycle:
- 'DRAFT'
- 'OPEN'
- 'INCOMPLETE'
- 'WORK IN PROGRESS' (WIP)
- 'SUSPENDED PENDING SUPPLIER ACTION' (SPSA)
- 'ACCEPTED PENDING CUSTOMER ACTION' (APCA)
- 'USE AS IS' (UAI)
- 'REWORK'
- 'REPAIR'
- 'SCRAP'
- 'REJECTED'

The above statuses can be split in three categories:

- Statuses from which supplier action is requested in AirSupply.
- Statuses from which customer action is requested in his QMS.
- Statuses considered as 'Final' and which require no further collaboration action neither in AirSupply nor in customer QMS.

The table below explains the different <u>supplier status types</u> linked to the NCR lifecycle:

Status	Description
'DRAFT'	It is the first status of a NCR created in AirSupply. *Note: The customer user is not able to see in AirSupply a NCR in status 'DRAFT'.*
'INCOMPLETE'	The customer requests for more information to the supplier because the NCR is not detailed enough (e.g. missing documents and pictures).
'SUSPENDED PENDING SUPPLIER ACTION' (SPSA)	The customer requires the supplier to follow an action plan on the material linked to the NCR.

Table 1: NCR supplier statuses

The table below explains the different <u>customer status types</u> linked to the NCR lifecycle:

Status	Description
'OPEN'	It is the first status of a NCR the customer is informed about. The NCR turns to 'OPEN' automatically after the supplier has initiated a pre-sending validation process of the NCR and sent the 'DRAFT' NCR. The customer has to check for NCR completeness (e.g. are attachments included?) and make sure Engineering is able to proceed to an in-depth NCR analysis.
'WORK IN PROGRESS' (WIP)	The customer has transmitted the NCR internally to Engineering for an in-depth analysis. The customer engineering has to check the NCR content (e.g. are all the expected documents included?).

Table 2: NCR customer statuses

The following table explains the different <u>final status types</u> linked to the NCR lifecycle:

Status	Description
'ACCEPTED PENDING CUSTOMER ACTION' (APCA)	The customer accepts the material as manufactured by the supplier. He takes the decision that the supplier cannot remedy the situation and operates himself an action plan to solve the quality issue(s). 'APCA' status is a 'Final' status meaning that no further collaboration is required in AirSupply. Only actions on Despatch Advice are allowed. *Note: Despite no further collaboration action is required in AirSupply, the supplier has to ship the material to his customer in the timeframe agreed between both parties.*
'USE AS IS' (UAI)	The customer accepts the material as manufactured by the supplier. The non-conformity is not required to be eliminated. 'UAI' status is a 'Final' status meaning that no further collaboration is required in AirSupply. Only actions on Despatch Advice are allowed. *Note: Despite no further collaboration action is required in AirSupply, the supplier has to ship the material to his customer in the timeframe agreed between both parties.*
'REWORK'	The customer asks for the material to be reworked via a rework plan because it is malformed with one or several small defects that might affect the item life cycle. Supplier should make sure the material manufactured and reworked conforms to the requirements. 'REWORK' status is a 'Final' status meaning that no further collaboration is required in AirSupply. Only actions on Despatch Advice are allowed. *Note: Despite no further collaboration action is required in AirSupply, the supplier has to complete the rework plan and ship the material to his customer in the timeframe agreed between both parties.*
'REPAIR'	The customer asks for the material to be repaired via a repair plan because it is malformed with one or several major defects that make(s) it unusable on the assembly line. Supplier should make sure the material manufactured and repaired conforms to the requirements. 'REPAIR' status is a 'Final' status meaning that no further collaboration is required in AirSupply. Only actions on Despatch Advice are allowed. *Notes: Despite no further collaboration action is required in AirSupply, the supplier has to complete the repair plan and ship the material to his customer in the timeframe agreed between both parties.* *This process does not apply to materials already delivered to customers and which require maintenance repair.*
'SCRAP'	The customer asks for the material to be scrapped as the material cannot be repaired. It will be recycled or destroyed by the supplier. 'SCRAP' status is a 'Final' status meaning that no collaboration and further action are possible in AirSupply. *Note: Despite no further collaboration action is required in AirSupply, the supplier might still have to fulfill customer requirements by shipping a conforming material (e.g. by taking the material from the supplier stock or by launching a new manufacturing cycle), the final decision being on the customer side.*

	The customer rejects the NCR created by the supplier as it is not justified.
'REJECTED'	'REJECTED' status is a 'Final' status meaning that no collaboration and further action are possible in AirSupply. Only actions on Despatch Advice are allowed.
	Note: Despite no further collaboration action is required in AirSupply, the supplier has to ship the material to his customer in the timeframe agreed between both parties.

Table 3: NCR final statuses

1.4.3   Tool approach based on alert management

Concession collaboration is based on alert management and collaboration status.

In the Concession business process, the system creates alerts, which inform on some required actions or new events (for example. rejected NCR) for the supplier and/or the customer. There is no criticality applying to NCR alerts and all of them will be referenced 'Medium'.

The flag 'New' indicates that there is a new situation that requires an action. As the 'New' counter is company specific, (that is, you and other users in your company may use AirSupply as well), you should be aware that this flag may have been changed by other users of your company.

All users can remove the 'New' flag by performing one of the following actions:
- Perform actions like 'Send NCR'.
- Set Read or Set Ignore within Alert Monitor.
- Download from the Alert Monitor.

NCR exceptions are raised to alert the user on the following events:

Draft
As soon as a new NCR is created by the supplier, AirSupply raises the exception 'Draft'.
This alert is only viewed and managed by the supplier.

Rejected
This exception is raised when a customer rejects the NCR created by the supplier (from a NCR status 'OPEN'). This alert is dedicated to both supplier and customer users.

Other alerts exist in the 'Alert Overview' monitor screen in order to keep the user informed at each step of the collaboration phase (for example displaying the active status of a NCR). An alert will become inactive when the status of the NCR changes. It is then replaced by a new alert, an active one with the new NCR status.

You can choose to be notified about alerts by email. Information about e-mail notification is detailed in module Basic functions [RD3].

2 Concession collaboration cycle and workflow

2.1 Concession collaboration cycle

The global overview of the different collaboration steps, the different possible scenarios, and the different NCR statuses can be summarized by the following scheme.
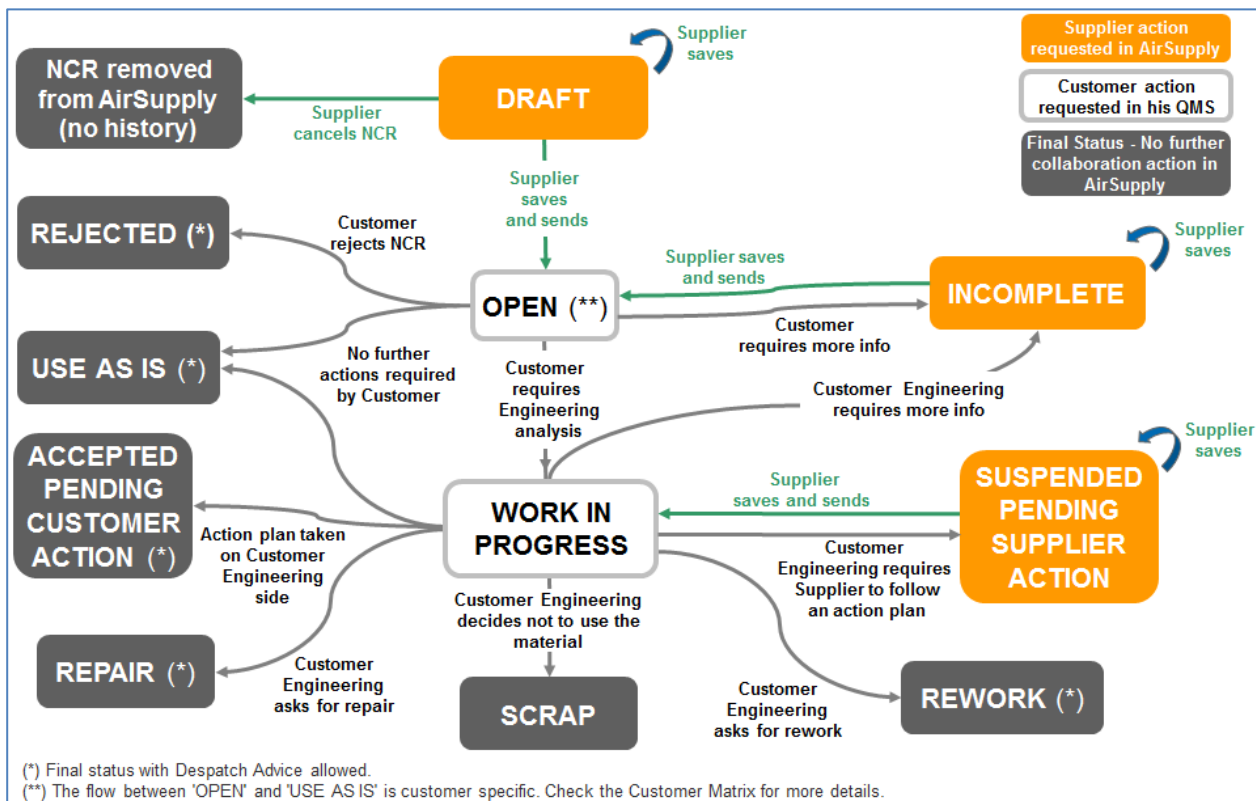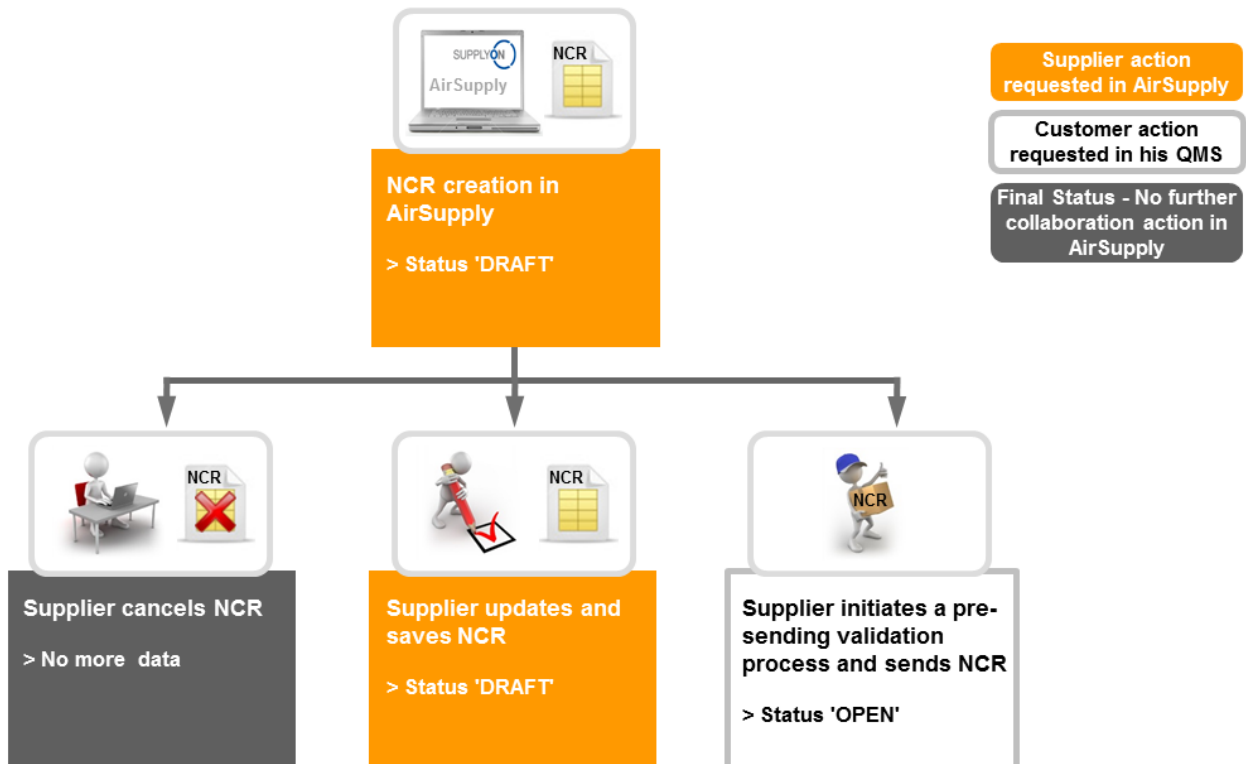

Figure 3: Concession collaboration cycle

2.2 Concession Workflow

2.2.1 Actions on NCR status 'DRAFT'

When the NCR is created in AirSupply by the supplier, it takes the status 'DRAFT'. In status 'DRAFT', no action is possible on customer side as this NCR will be shown in AirSupply only for the supplier user.

When a NCR has the status 'DRAFT', the supplier can react in the following ways:
- Cancel the NCR.
- Update and save the NCR.
- Initiate a pre-sending validation process and send the NCR to the customer.

#### 2.2.1.1 The supplier cancels the NCR
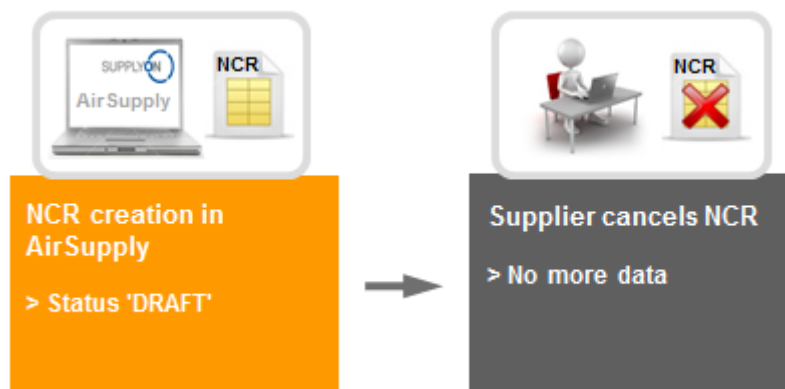
After the NCR has been created, an exception 'Draft' is raised on supplier side. The supplier can then decide to cancel it with the following restriction and system behaviour:

- A NCR can be cancelled only if its status is 'DRAFT'.
- When the NCR is cancelled, no history is kept in AirSupply nor any data on this NCR.
- When the NCR is cancelled, no exception is raised on supplier side.

Note: The supplier does not need the customer agreement to cancel a NCR in status 'DRAFT'.

### 2.2.1.2 The supplier updates and saves the NCR
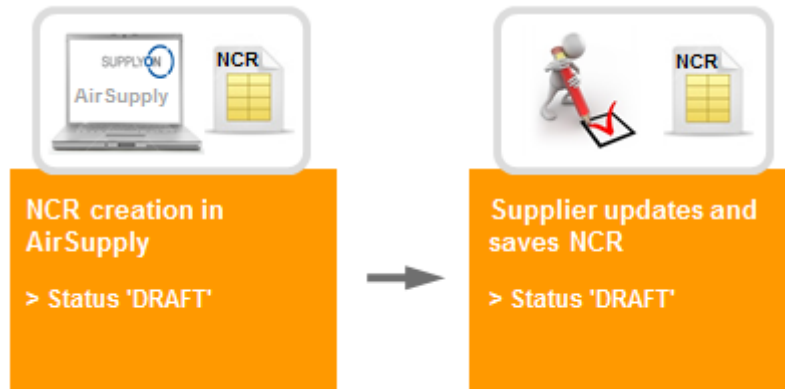
The supplier in AirSupply creates a new NCR. The supplier can then decide to complete it in several times (for example, some documents that will be sent to the customer need to be scanned and changed into PDF). In this respect, he saves his work and will complete it later on.
The NCR status remains *'DRAFT'.*

An exception 'Draft' is still shown on supplier side.

2.2.1.3 The supplier initiates a pre-sending validation process and sends the NCR to the customer
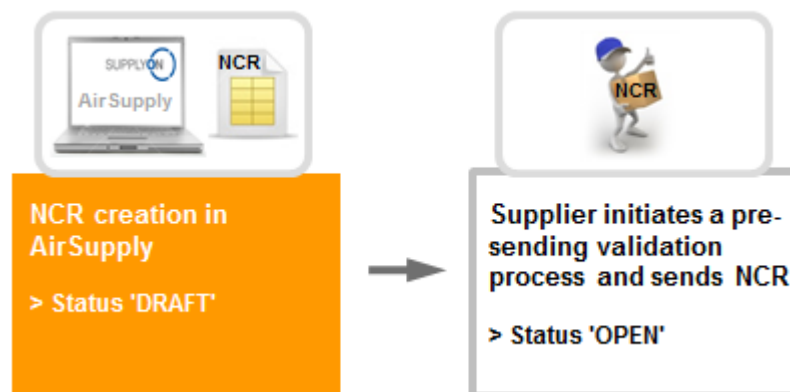
The supplier in AirSupply creates a new NCR. When all required information has been completed at header, defect and attachment levels, the supplier initiates a pre-sending validation process and sends the NCR to the customer.
The NCR status changes then to *'OPEN'.*

Note: The customer and supplier users are able to see in AirSupply the new NCR in status 'OPEN' by looking at the 'Concessions' card in the Dashboard.

2.2.2 Actions on NCR status 'OPEN'

There are two situations for which a NCR is taking the status 'OPEN' as follows:
- When the NCR is created in AirSupply by the supplier, the pre-sending validation process of the NCR is initiated and the NCR is sent to the customer. It is the first status the customer is informed about a newly created NCR.
- When the NCR status was 'INCOMPLETE' because the customer requested for more information and the supplier provided all required data, initiated a pre-sending validation process of the NCR and re-sent the NCR via AirSupply.

In status 'OPEN', no action is possible on supplier side.
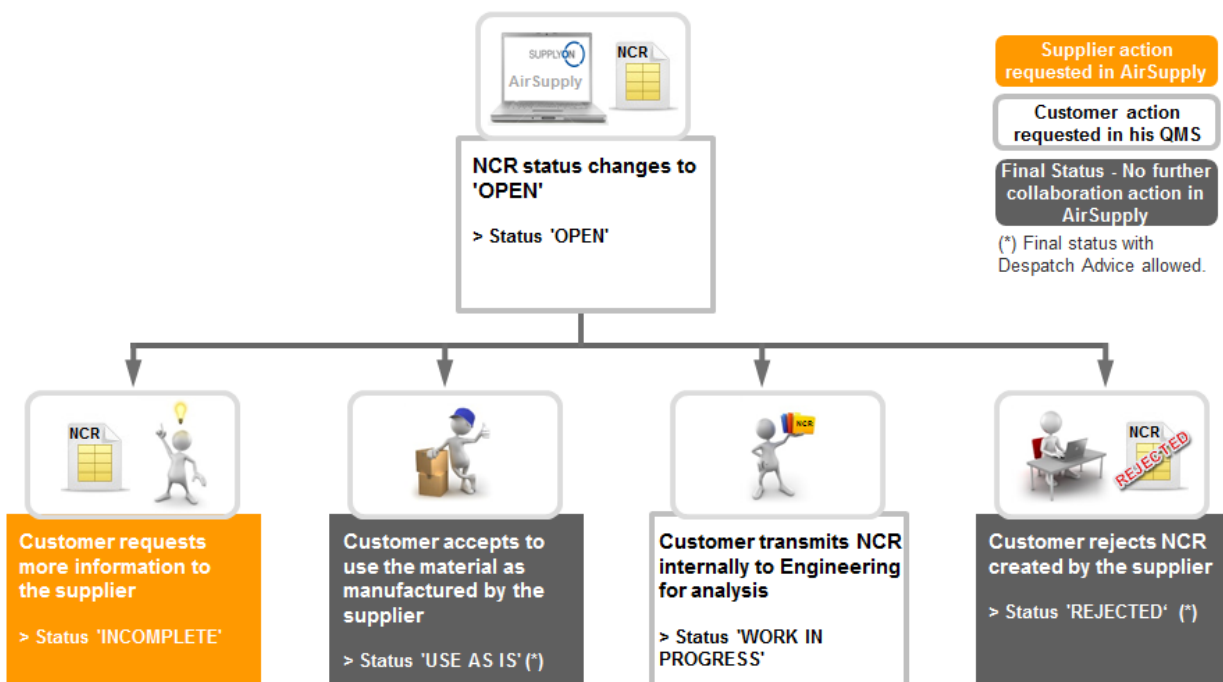
When a NCR has the status 'OPEN', the customer needs to check for the NCR completeness before he can react in the following ways:
- Request more information to the supplier.
- Accept to use the material as manufactured by the supplier.
- Transmit the NCR internally to Engineering for analysis.
- Reject the NCR created by the supplier.

2.2.2.1 The customer requests more information to the supplier
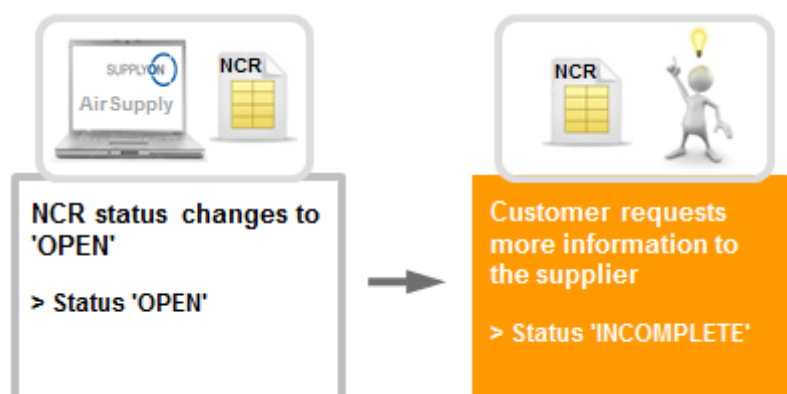
The customer founds the NCR in status 'OPEN' incomplete and he requests the supplier to provide more information about it via the 'Comments' field at NCR header level.
The NCR status changes then to 'INCOMPLETE'.

2.2.2.2   The customer accepts to use the material as manufactured by the supplier
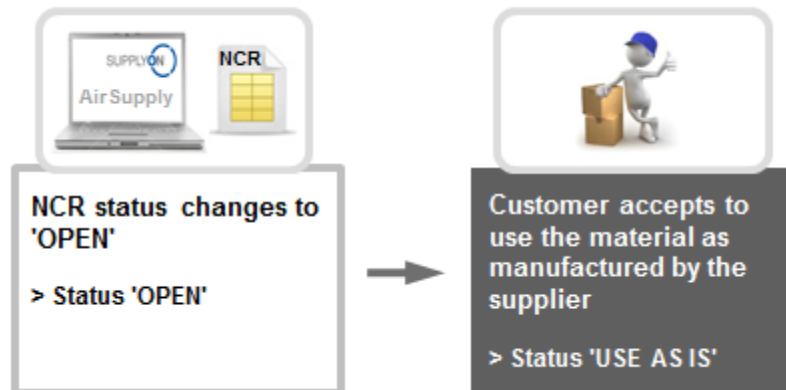
The customer founds the NCR in status 'OPEN' and analyses it without any support required from his Engineering department. The customer finally decides to accept the material as manufactured by the supplier. The material can be shipped without any further action to be done on supplier side.
The NCR status changes then to 'USE AS IS'.

The flow between 'OPEN' and 'USE AS IS' is customer specific. Check the Customer Matrix for more details.

Note: Despite no further collaboration action is required in AirSupply because of the 'Final' status 'UAI', the supplier has to ship the material to his customer in the timeframe agreed between both parties.

2.2.2.3   The customer transmits the NCR internally to Engineering for analysis

The customer founds the NCR in status 'OPEN' and decides to transmit it internally to Engineering for an in-depth analysis.
The NCR status changes then to 'WORK IN PROGRESS'.

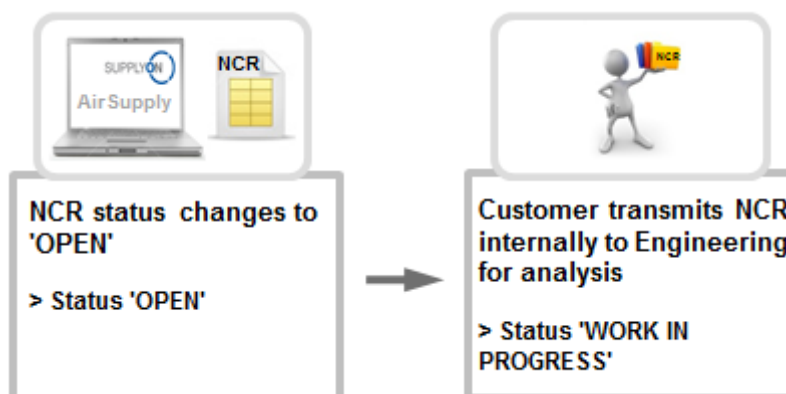## 2.2.2.4 The customer rejects the NCR created by the supplier

The customer founds the NCR in status 'OPEN' and analyses it without any support required from his Engineering department. The customer finally decides to reject the NCR opened by the supplier.
The NCR status changes then to 'REJECTED'. After the NCR has been rejected, an exception 'Rejected' is raised on supplier side and customer side. The material can be shipped without any further action to be done on supplier side.
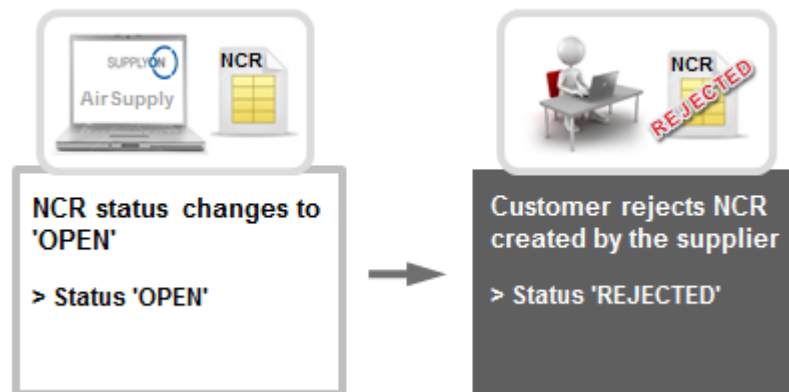
Note: Despite no further collaboration action is required in AirSupply because of the 'Final' status 'REJECTED', the supplier has to ship the material to his customer in the timeframe agreed between both parties.

2.2.3 Actions on NCR status 'WORK IN PROGRESS' (WIP)

There are two situations for which a NCR is taking the status 'WORK IN PROGRESS' as follows:
- When the NCR in status 'OPEN' is transmitted to Engineering for an in-depth analysis.
- When the NCR status was 'SUSPENDED PENDING SUPPLIER ACTION' because the customer requested the supplier to follow an action plan and the supplier completed it, provided all required data, initiated a pre-sending validation process of the NCR and re-sent the NCR via AirSupply.

In status 'WORK IN PROGRESS', no action is possible on supplier side.
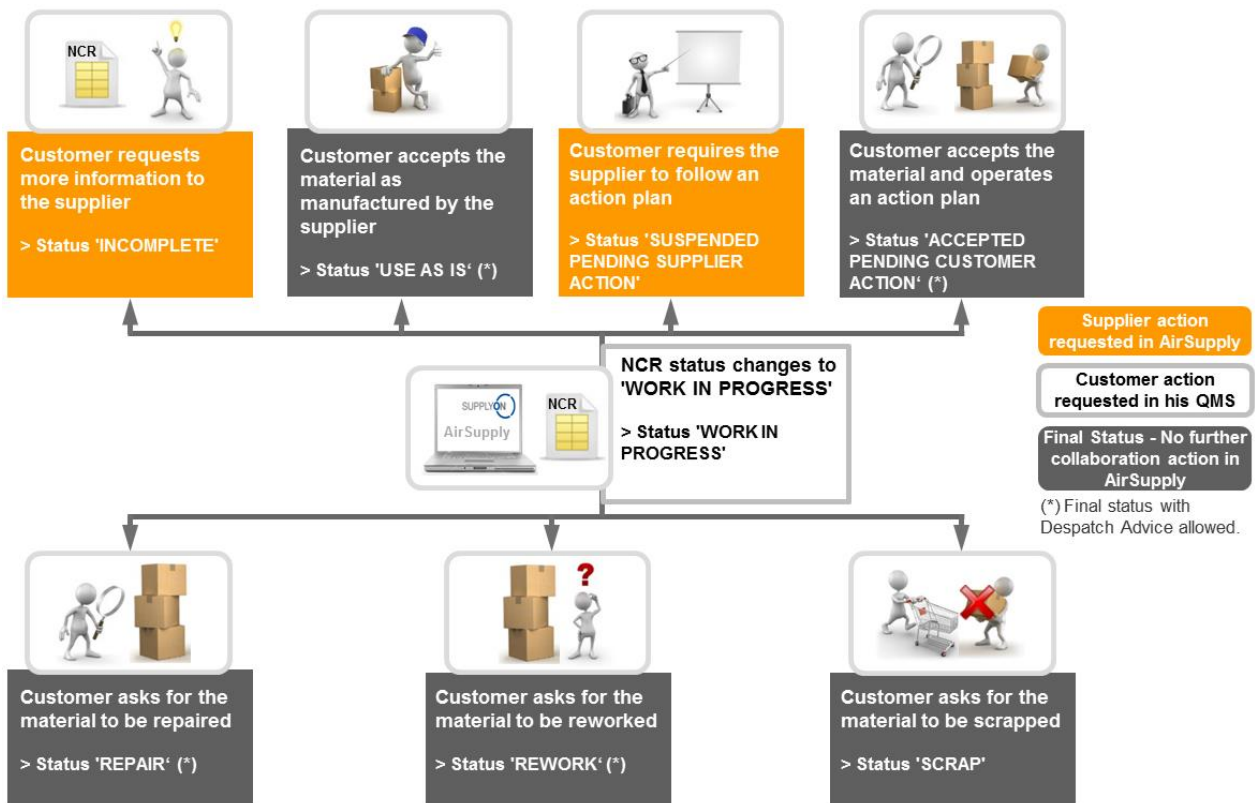
When a NCR has the status 'WORK IN PROGRESS', Customer Engineering needs to check for the NCR completeness and content before he can react in the following ways:

- Request more information to the supplier.
- Accept to use the material as manufactured by the supplier.
- Request the supplier to follow an action plan.
- Accept to use the material and operate an action plan on customer side.
- Ask for the material to be repaired.
- Ask for the material to be reworked.
- Ask for the material to be scraped.

2.2.3.1 Customer Engineering requests more information to the supplier
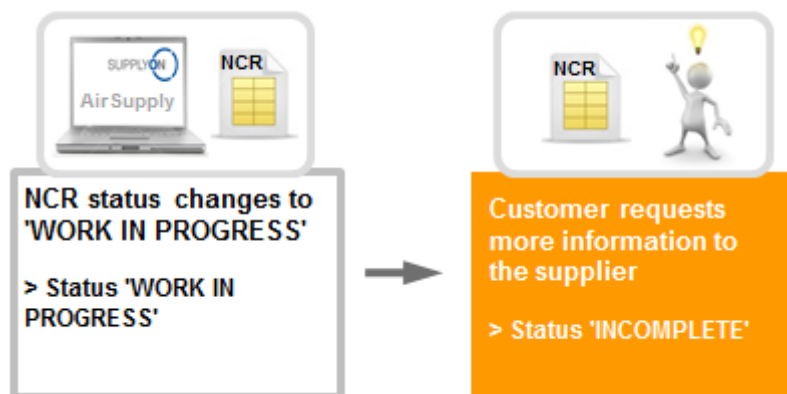
Customer Engineering founds the NCR in status 'WORK IN PROGRESS' incomplete and he requests the supplier to provide more information about it via the 'Comments' field at NCR header level. The NCR status changes then to 'INCOMPLETE'.
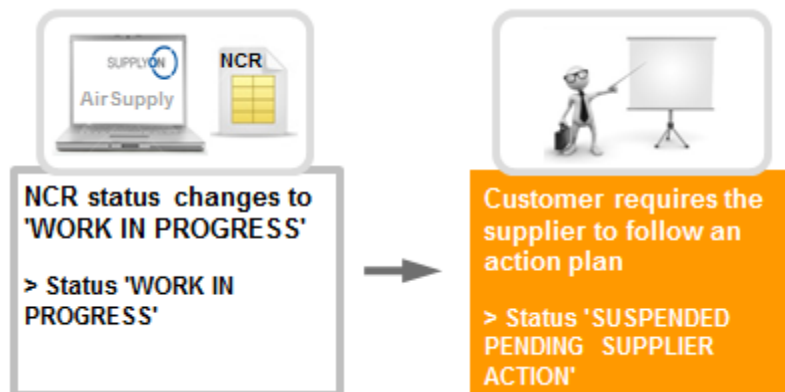
2.2.3.2 Customer Engineering accepts to use the material as manufactured by the supplier
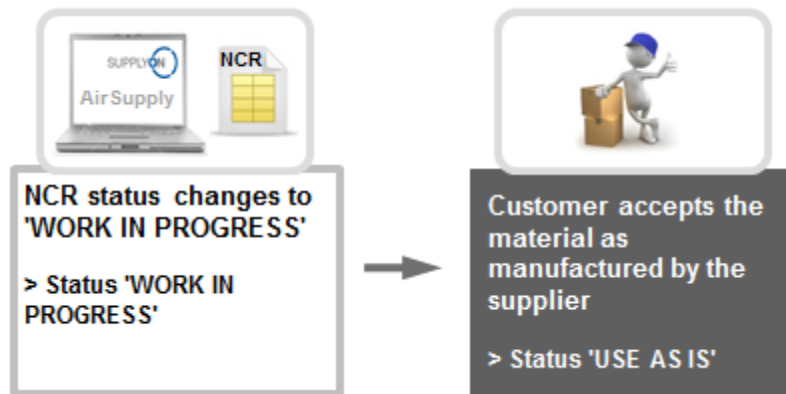
Customer Engineering founds the NCR in status 'WORK IN PROGRESS' and analyses it. Customer Engineering finally decides to accept the material as manufactured by the supplier. The material can be shipped without any further action to be done on supplier side. The NCR status changes then to 'USE AS IS'.

Note: Despite no further collaboration action is required in AirSupply because of the 'Final' status 'UAI', the supplier has to ship the material to his customer in the timeframe agreed between both parties.
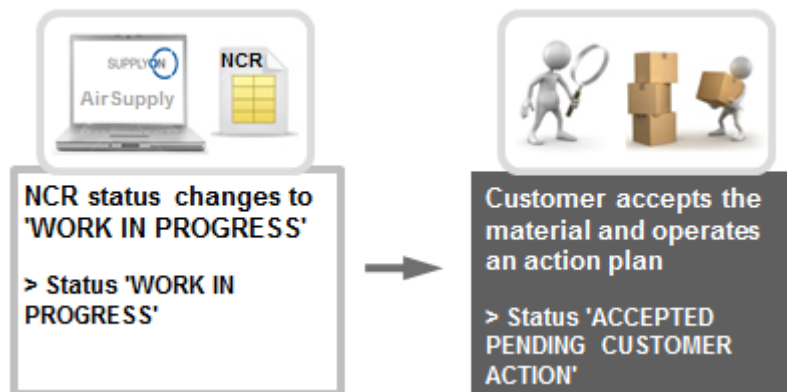
2.2.3.3 Customer Engineering requests the supplier to follow an action plan

Customer Engineering founds the NCR in status 'WORK IN PROGRESS' and analyses it. Customer Engineering finally requires the supplier to follow an action plan on the material linked to the NCR and provide all information about the action plan via the 'Comments' field at NCR header level and via sent documents available at NCR attachment level.
The NCR status changes then to 'SUSPENDED PENDING SUPPLIER ACTION'.

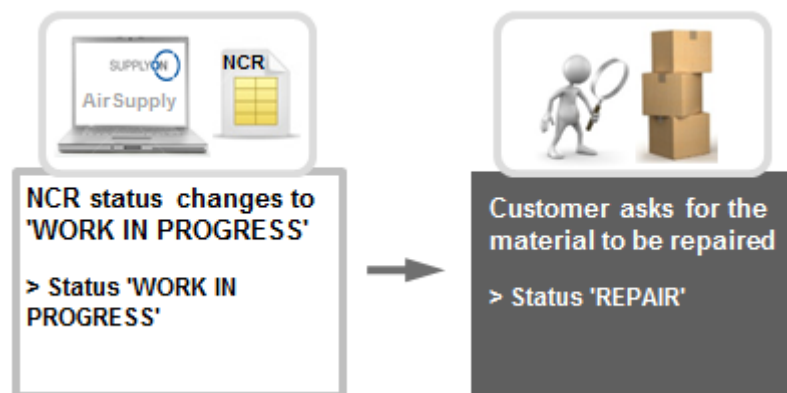## 2.2.3.4 Customer Engineering accepts to use the material and operate an action plan on customer side

Customer Engineering founds the NCR in status 'WORK IN PROGRESS' and analyses it. Customer Engineering finally decides to accept the material as manufactured by the supplier and to operate himself an action plan to solve the quality issue(s). The material can be shipped without any further action to be done on supplier side.
The NCR status changes then to 'ACCEPTED PENDING CUSTOMER ACTION'.

Note: Despite no further action collaboration is required in AirSupply because of the 'Final' status 'APCA', the supplier has to ship the material to his customer in the timeframe agreed between both parties.

2.2.3.5 Customer Engineering asks for the material to be repaired

Customer Engineering founds the NCR in status 'WORK IN PROGRESS' and analyses it. Customer Engineering finally requires the supplier to repair the material linked to the NCR and provide all information about the repair plan via the 'Comments' field at NCR header level and via sent documents available at NCR attachment level.
The NCR status changes then to 'REPAIR'.

Note: Despite no further collaboration action is required in AirSupply because of the 'Final' status 'REPAIR', the supplier has to complete the repair plan and ship the material to his customer in the timeframe agreed between both parties.

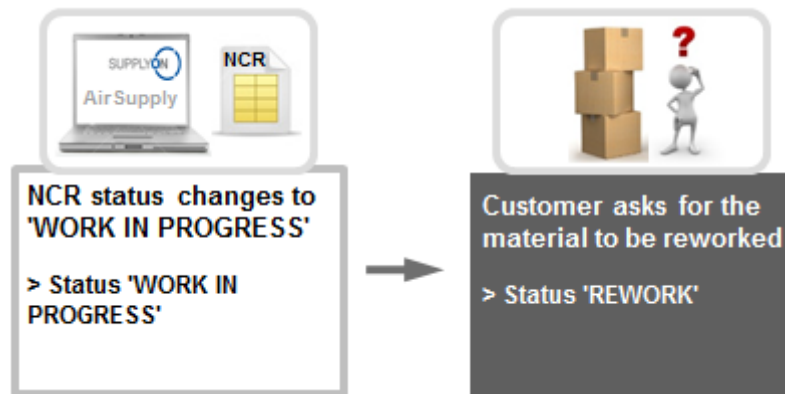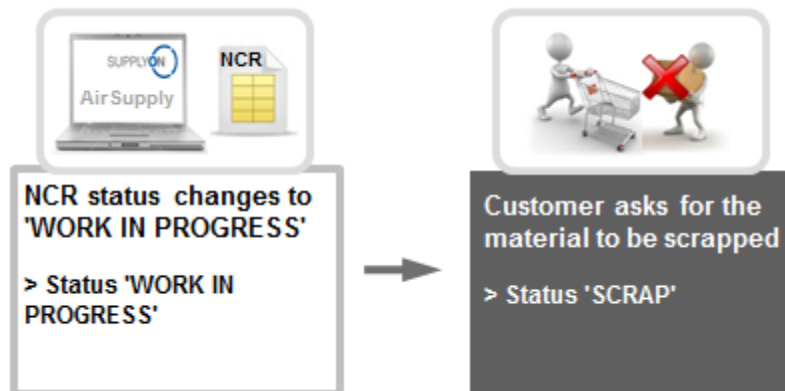### 2.2.3.6 Customer Engineering asks for the material to be reworked

Customer Engineering founds the NCR in status 'WORK IN PROGRESS' and analyses it. Customer Engineering finally requires the supplier to rework the material linked to the NCR and provide all information about the rework plan via the 'Comments' field at NCR header level and via sent documents available at NCR attachment level.
The NCR status changes then to 'REWORK'.

Note: Despite no further collaboration action is required in AirSupply because of the 'Final' status 'REWORK', the supplier has to complete the rework plan and ship the material to his customer in the timeframe agreed between both parties.

2.2.3.7 Customer Engineering asks for the material to be scraped

Customer Engineering founds the NCR in status 'WORK IN PROGRESS' and analyses it. Customer Engineering finally requires the supplier to scrap the material linked to the NCR. The supplier will then recycle it or destroy it.
The NCR status changes then to 'SCRAP'.

Note: Despite no further collaboration action is required in AirSupply because of the 'Final' status 'SCRAP', the supplier might still have to fulfill customer requirements by shipping a conforming material (for example by taking the material from the supplier stock or by launching a new manufacturing cycle), the final decision being on the customer side.

2.2.4 Actions on NCR status 'INCOMPLETE'

There are two situations for which a NCR is taking the status 'INCOMPLETE' as follows:
- When the NCR in status 'OPEN' is sent back to the supplier by the customer to get more information.
- When the NCR in status 'WORK IN PROGRESS' is sent back to the supplier by Customer Engineering to get more information.

In status 'INCOMPLETE', no action is possible on customer side.
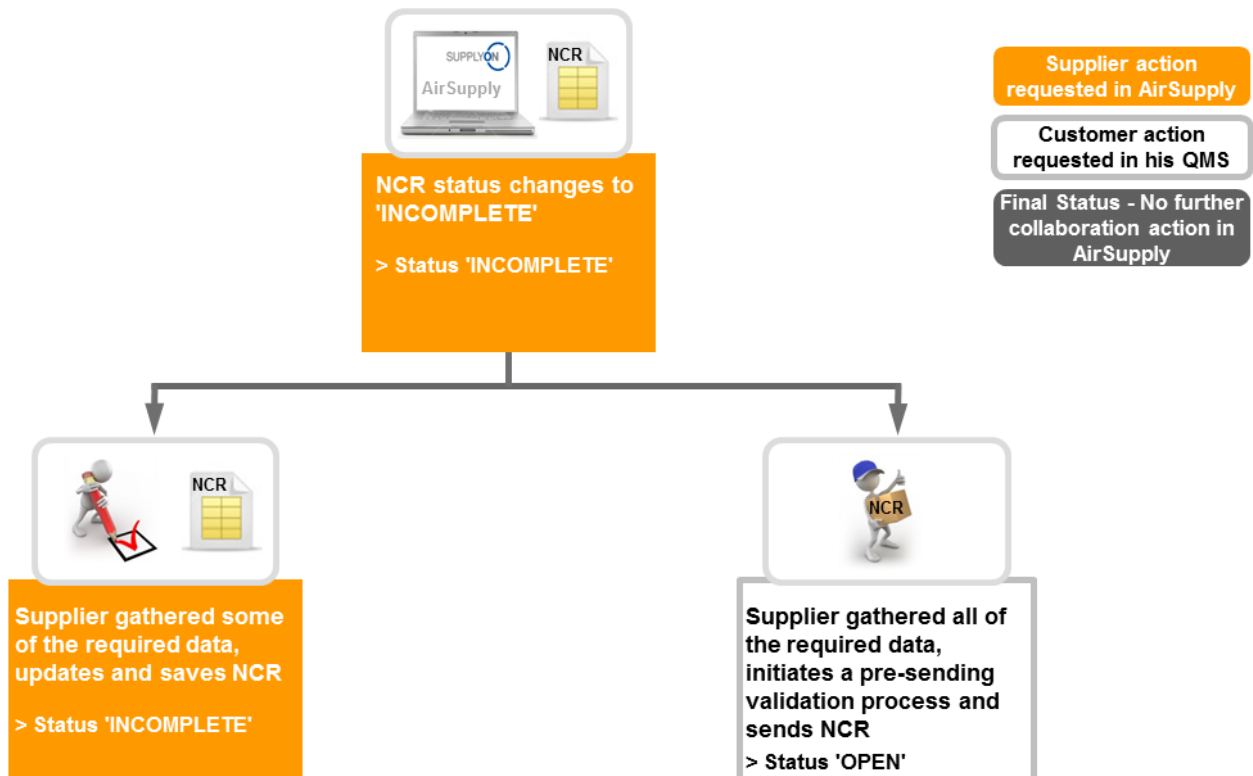
When a NCR has the status "INCOMPLETE", the supplier can react in the following way:
- Gather some of the required information, update and save the NCR.
- Gather all of the required information, initiate a pre-sending validation process and send the NCR to the customer.

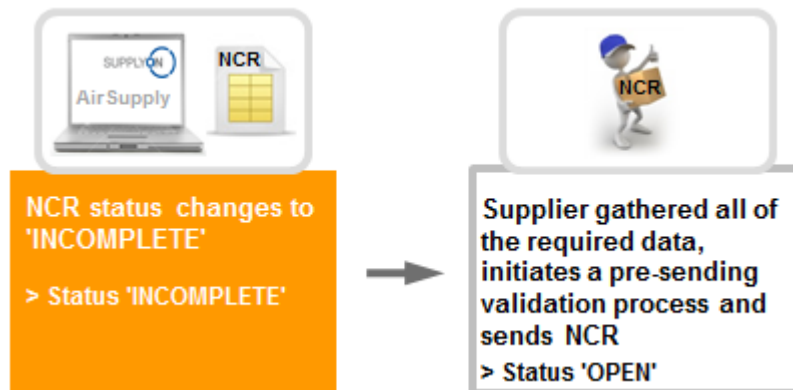### 2.2.4.1 The supplier gathered some of the required information, updates and saves the NCR
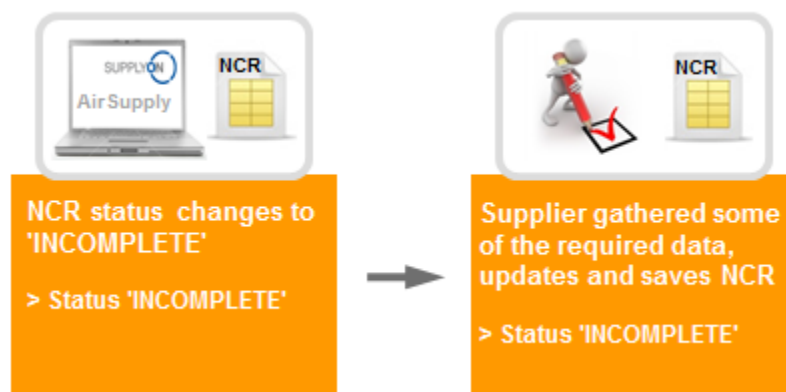
The supplier founds the NCR in status 'INCOMPLETE' because the customer or Customer Engineering has requested for more information about it via the 'Comments' field at NCR header level.

The supplier can then decide to provide information in several times (e.g.: some documents that will be sent to the customer need to be scanned and changed into PDF). In this respect, he saves his work and will complete it later on.

The NCR status remains 'INCOMPLETE'.

2.2.4.2 The supplier gathered all of the required information, initiates a pre-sending validation process and sends the NCR to the customer

The supplier founds the NCR in status 'INCOMPLETE' because the customer or Customer Engineering has requested for more information about it via the 'Comments' field at NCR header level.

When all required information has been entered at header, defect and attachment levels, the supplier initiates a pre-sending validation process and re-sends the NCR.
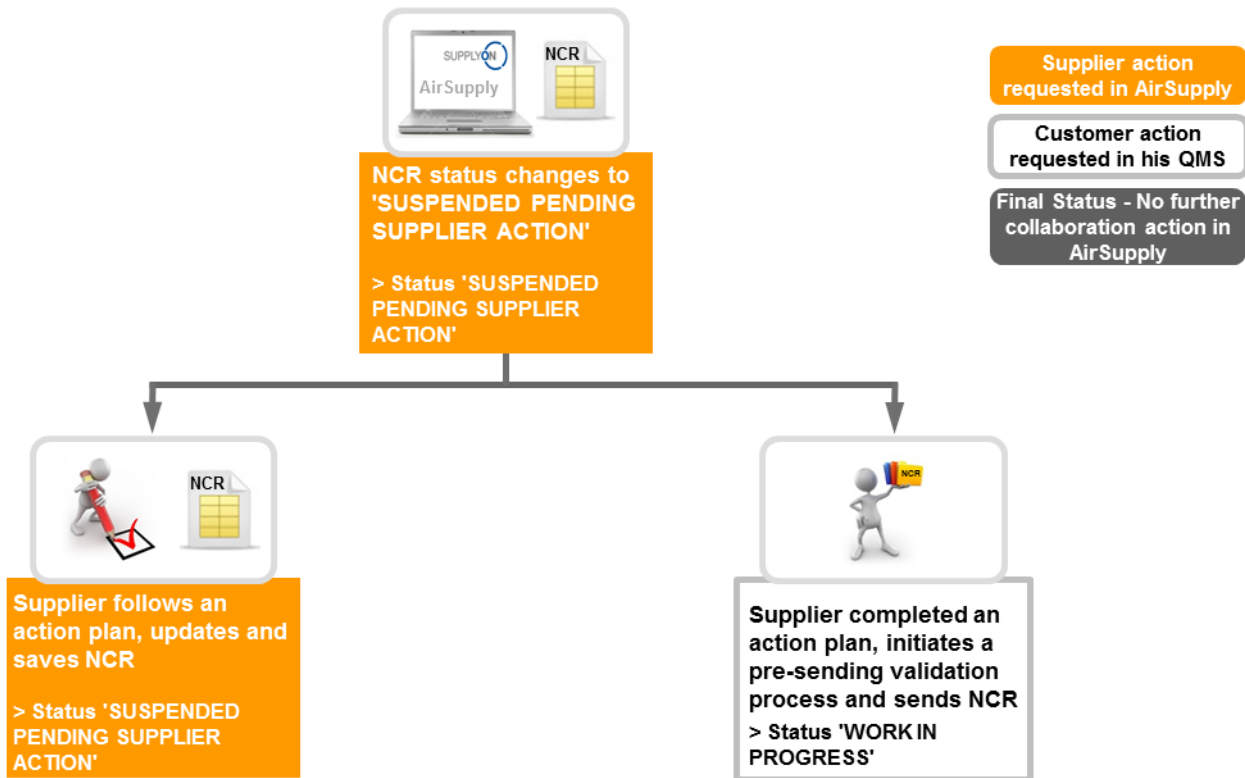
The NCR status changes then to 'OPEN'.

Note: The customer user is now able to see in AirSupply the NCR in status 'OPEN' by looking at the 'Concessions' card in the Dashboard.

2.2.5 Actions on NCR status 'SUSPENDED PENDING SUPPLIER ACTION' (SPSA)

When the NCR 'WORK IN PROGRESS' is sent back to the supplier to follow an action plan, it takes the status 'SUSPENDED PENDING SUPPLIER ACTION'.
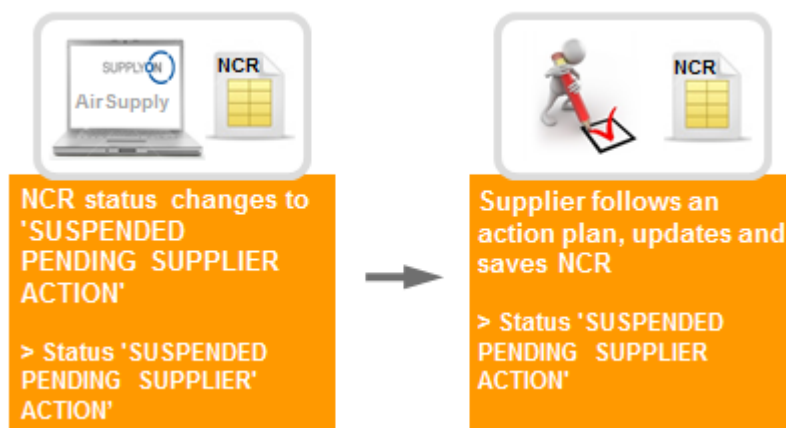
In status 'SUSPENDED PENDING SUPPLIER ACTION', no action is possible on customer side.

Supplier action requested in AirSupply

Customer action requested in his QMS

Final Status - No further collaboration action in AirSupply

NCR status changes to 'SUSPENDED PENDING SUPPLIER ACTION'

> Status 'SUSPENDED PENDING SUPPLIER ACTION'

Supplier follows an action plan, updates and saves NCR

> Status 'SUSPENDED PENDING SUPPLIER ACTION'

Supplier completed an action plan, initiates a pre-sending validation process and sends NCR

> Status 'WORK IN PROGRESS'

When a NCR has the status 'SUSPENDED PENDING SUPPLIER ACTION', the supplier can react in the following way:

- Follow an action plan, update and save the NCR.
- Complete an action plan, initiate a pre-sending validation process and send the NCR to Customer Engineering.

2.2.5.1 The supplier follows an action plan, updates and saves the NCR

NCR status changes to 'SUSPENDED PENDING SUPPLIER ACTION'

> Status 'SUSPENDED PENDING SUPPLIER' ACTION'

Supplier follows an action plan, updates and saves NCR

> Status 'SUSPENDED PENDING SUPPLIER ACTION'

The supplier founds the NCR in status 'SUSPENDED PENDING SUPPLIER ACTION' because the customer has requested for an action plan to be followed via the 'Comments' field at NCR header level and via sent documents available at NCR attachment level. The supplier can then decide to provide a status on the action plan or other information about it in several times (e.g.: some documents that will be sent to the customer need to be scanned and changed into PDF). In this respect, he saves his work and will complete it later on.

The NCR status remains 'SUSPENDED PENDING SUPPLIER ACTION'.

2.2.5.2   The supplier completed an action plan, initiates a pre-sending validation process and sends the NCR to Customer Engineering
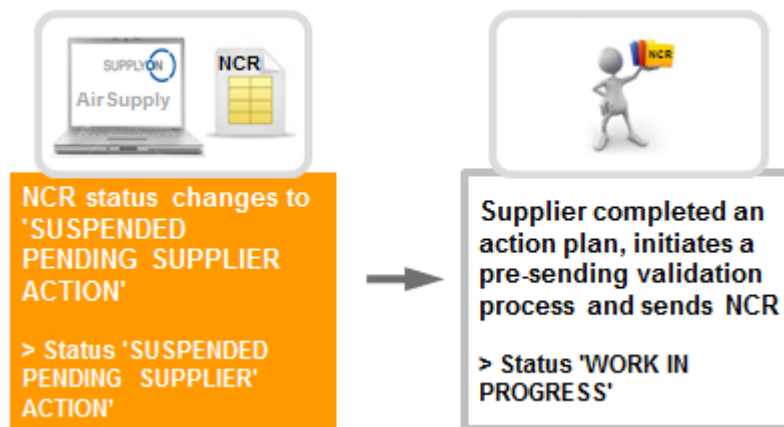

The supplier founds the NCR in status 'SUSPENDED PENDING SUPPLIER ACTION' because the customer has requested for an action plan to be followed via the 'Comments' field at NCR header level and via sent documents available at NCR attachment level.

When the action plan is completed and all required information has been entered at header, defect and attachment levels, the supplier initiates a pre-sending validation process and re-sends the NCR.

The NCR status changes then to 'WORK IN PROGRESS'.

2.2.6 Actions on other NCR statuses

No further collaboration action is required in AirSupply for the final NCR statuses 'ACCEPTED PENDING CUSTOMER ACTION' (APCA), 'USE AS IS', 'REJECTED', 'REPAIR', 'SCRAP', 'REWORK'.
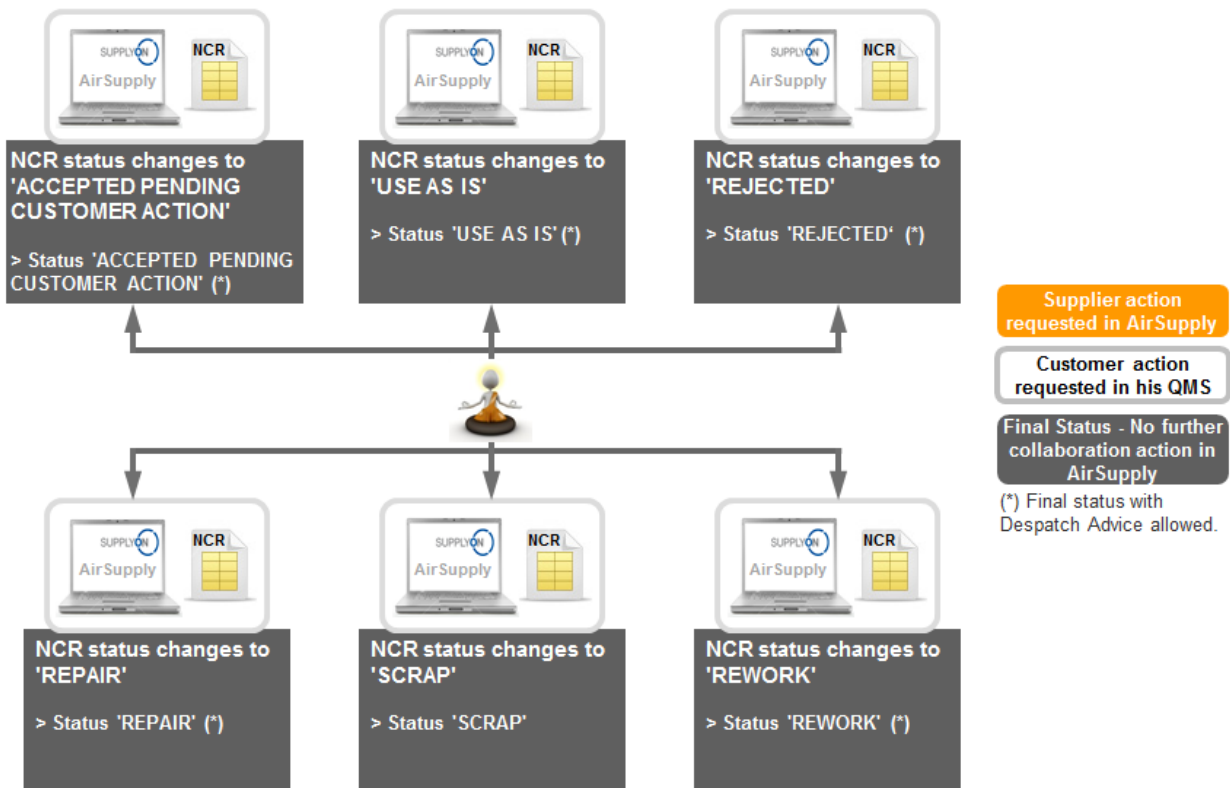
There are final statuses meaning that no collaboration and further action are possible neither in AirSupply nor in customer QMS. The supplier will ship the material to the customer in the timeframe agreed.

Note: Suppliers supporting Despatch Advice (DA) functionality in AirSupply are able to create and send DA for the following statuses: 'REPAIR', 'REWORK', 'REJECTED', 'USE AS IS' or 'ACCEPTED PENDING CUSTOMER ACTION'.

2.3 Concession collaboration model synthesis: User Actions / Impacts on NCR Status

The following table describes the possible actions that can be done by customer and supplier users and their consequence on the NCR status in AirSupply.

NCR status in AirSupply	Users actions on NCR			
	Customer actions in a QMS (*)		Supplier actions in AirSupply	
	Possible Action	Result NCR status	Possible Action	Result NCR status
'DRAFT'	No action possible		Cancel NCR	No more data
			Update & Save NCR	'DRAFT'
			Initiate pre-sending validation process & Send NCR	'OPEN'
'OPEN'	More info requested on NCR	'INCOMPLETE'	No action possible	
	Accept material as is	'USE AS IS'		
	Transmit NCR to Engineering	'WIP'		
	Reject NCR	'REJECTED'		
'INCOMPLETE'	No action possible		Update & Save NCR	'INCOMPLETE'
			Initiate pre-sending validation process & Send NCR	'OPEN'
'WORK IN PROGRESS' (WIP)	More info requested on NCR	'INCOMPLETE'	No action possible	
	Accept material as is	'USE AS IS'		
	Action Plan required to supplier	'SPSA'		
	Accept material with customer action plan	'APCA'		
	Ask for material to be repaired	'REPAIR'		
	Ask for material to be reworked	'REWORK'		
	Ask for material to be scraped	'SCRAP'		
'SUSPENDED PENDING SUPPLIER ACTION' (SPSA)	No action possible		Update & Save NCR	'SPSA'
			Initiate pre-sending validation process & Send NCR	'WIP'
'ACCEPTED PENDING CUSTOMER ACTION' (APCA)	Final Status – No collaboration action possible		Final Status – No collaboration action possible and DA allowed	
'USE AS IS' (UAI)	Final Status – No collaboration action possible		Final Status – No collaboration action possible and DA allowed	

'REWORK'	Final Status - No collaboration action possible	Final Status – No collaboration action possible and DA allowed
'REPAIR'	Final Status – No collaboration action possible	Final Status – No collaboration action possible and DA allowed
'SCRAP'	Final Status – No collaboration action possible	Final Status – No collaboration action possible
'REJECTED'	Final Status – No collaboration action possible	Final Status – No collaboration action possible and DA allowed

Table 4: User actions / impact on NCR status

(*) The Quality Management System is specific to each customer and actions listed in the above table cannot be done within AirSupply.

3   Managing Concession within AirSupply

Note: All AirSupply screenshots shown within this Concession module are supplier oriented. Customer screens may vary slightly depending on the NCR screen and the role used by the customer user.

3.1   Right and permissions

3.1.1   Concession roles and rights

Each user has one or several roles in AirSupply and a supplier or customer needs to have the relevant role to display and/or collaborate on NCR within AirSupply, as follows:

- A customer user needs to have the **'IndBuyerConcessionRead'** role in order to display NCR information only and the **'IndBuyerAdmin-Concession'** role in order to get special privileges for managing NCR statuses within AirSupply.
- A supplier user needs to have the **'IndSellerConcessionRead'** role in order to display NCR information only and the **'IndSellerConcessionCollab'** role in order to create and manage NCRs within AirSupply.

Note: For more information regarding user roles, refer to module Master Data [RD2] or contact your administrator.

3.1.2   NCR usage disclaimer / reminder

After the Concession role assignment, the first time you log in AirSupply, the following disclaimer screen appears:

This disclaimer has to be accepted in order to continue working with AirSupply and be able to use the NCR module. The disclaimer will be presented as long as a NCR role is assigned to that user and the user has not accepted the disclaimer. The disclaimer cannot be bypassed.

Once the user accepts the disclaimer, the decision is stored with the user's information in AirSupply and the action is not required anymore.
Signing the disclaimer requires the user to perform the following steps:

Disclaimer

Dear user, you are going to access the Non Conformance Request AirSupply Service allowing you to upload files to the request items. By doing this, you will become the data owner of those files, meaning that you are responsible to not break confidentiality rules associated to those files and do not upload any file that could be dangerous for the IT system of the recipient of those documents. Therefore, we ask you to apply systematically 2 golden rules before uploading a document: "Classification check & Antivirus check": Check that you do not break classification rules of the company that owns the document: AirSupply service has been designed to provide protection up to BoostAeroSpace confidential industry data to their customers. Therefore, you have to: connect using your personal certificate to AirSupply, and not upload any document that would be classified higher than this "BoostAeroSpace Industry Confidential" level without adding additional data protection mechanism (like data file encryption); Default BoostAeroSpace data handling rules have been defined in the <BoostAeroSpace Security Policy - classification of information>(url), specific ones could apply for the company you work for, please contact them if you are not aware of those rules. Verify that your antivirus is working before uploading a file on AirSupply, most of all antivirus software will scan the file "on the fly", when you click on it. No system are virus bullet proof (even Linux or customized ones can be vulnerable). Think about the IT system of your recipient, you would certainly not be happy to be identified as first infection vector of destructive virus propagation in your recipient entire IT system... You will not granted to access to Non Conformance Request Service without checking the confirmation box and clicking on the "OK" button at the end of this page. Your choice will be recorded by AirSupply.

❶ ☑ I confirm to have read and understood the above disclaimer

❷ OK   Cancel

❶ Tick the checkbox 'I confirm to have read and understood the above disclaimer'.

❷ Select the 'OK' action button.

Note: The 'cancel' action will logout the user and the acceptance won´t succeed.

A reminder of your acceptance is displayed at the top of all NCR screens (except for 'PO Selection' screen) as the example shown below:

3.2 NCR screens description

3.2.1 'Concession Overview' screen

From the Dashboard, you can access the "Concession Overview" page by clicking the arrow in the "Concessions" card.

The "Concession Overview" page is displayed.

Notes: The description of each column in this table is available in chapter [5_Appendix] at the end of the module.
You can also click on the hyperlink text 'Create NCR' to access the 'Concession Overview' screen, without displaying the dropdown menu.

This screen is composed of the 'Create NCR' tab explained in full details in chapter [3.4_Manual NCR creation] and the 'Concession Overview' tab.

The 'Concession Overview' tab shows the list of all existing NCRs depending on the currently set filter.

❶ Create NCR	Tab used to create a new NCR.
❷ Concession Overview	Tab used to display existing NCR(s).
❸ NCR Supplier Reference	'NCR Supplier Reference' corresponds to the NCR number manually assigned by the user at NCR creation time. If the information has been entered in AirSupply, you can click on the 'NCR Supplier Reference' link to go to the 'NCR Details' screen from which you can display all information about the selected NCR at header, defects and attachment levels. If the field is empty (information not yet entered at NCR header level), select the line and click on 'Details' to access the 'NCR Details' screen.
❹ Status	Status of the NCR. All statuses are explained in full details in chapter [1.4.2_NCR status overview].
❺ Supp. Mat. No.	Supplier Material Number (SMN). If you click on the SMN number link you go to the 'Material Details' screen from which you can display all information about the selected SMN and modify some data if you are a supplier user.
❻ Cust. Mat. No.	Customer Material Number (CMN). If you click on the CMN number link you go to the 'Material Details' screen from which you can display all information about the selected CMN.

There are several action buttons:

❶ Details	Access to the 'NCR Details' screen to display 'Header', 'Defects' and 'Attachments' information tabs.	
❷ Download	Download all selected NCR(s) in a ZIP format file. The ZIP file contains all NCR data in a .CSV format and also includes all NCR attachments. See chapter [3.11.1_NCR Download] for more details.	
❸ Upload	AirSupply enables you to import NCR data from your computer to AirSupply platform either to create new NCR(s) or to update existing one(s). Button available for supplier user only. See chapter [3.11.2_NCR Upload] for more details.	
❹ Delete	Remove the selected NCR(s) in 'DRAFT' status only. Button available for supplier user only.	
❺ Print	Print the selected NCR(s) in PDF format. See chapter [3.9.4_Print NCR] for more details.	
❻ Back	Return to the last screen.	
❼ Send E-Mail	Send an e-mail with a link to a NCR screen from your local e-mail client. See chapter [3.9.3_Send message] for more details.	
❽ History	Access to the 'NCR Details History' screen.	

3.2.2 'NCR Details' screen

The 'NCR Details' screen can be reached from the 'Concession Overview' screen by clicking on the NCR number in the 'NCR Supplier Reference' column or by selecting a single row and using the 'Details' button.

The NCR details display shows the details of one specific NCR with three information tabs available, as shown below:
- 'Header'
- 'Defects'
- 'Attachments'

3.2.2.1 'NCR Details' on the header information tab

The 'Header' information tab is the first one displayed after accessing the 'NCR Details' screen.

It shows all relevant header information of the NCR within different sections, as follows:

- "Common header"
- Header Information
- Material
- Order Information
- Analysis
- Reference
- Timestamps
- Flexible Fields

After using the vertical navigation bar, other sections are displayed.

Reference

NCR Customer Reference:	NCR Customer Revision:
NCR Supplier Reference: GH-344	NCR Supplier Revision: Plan 56
Document Reference:	Doc Ref Index:

Timestamps

First Submission:	Last Modified:	17.10.2013 16:17:17
Draft Creation: 17.10.2013 16:17:17	Date of Closure:	

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:

Note: The description of all fields in the above tables is available in chapter [5_Appendix] at the end of the module.

❶	Common Header	All 'NCR Details' pages share a common header with displayed fields not editable neither by the supplier nor the customer user. The common header section includes a summary of the main NCR information, as follows: • NCR customer reference and revision numbers. • Customer information (e.g. Legal Entity name, Control Point name, CMN). • NCR supplier reference and revision numbers. • Supplier information (e.g. Legal Entity name, Control Point name, SMN).
❷	Header Information	The 'Header Information' section includes information on NCR title, NCR status, NCR description, customer and supplier organizations. *Note: Mandatory fields are highlighted in yellow (for supplier user only).*
❸	Material	The 'Material' section includes all information relating to the material selected during NCR creation and for which a non-conformity has been raised. *Note: Mandatory fields are highlighted in yellow (for supplier user only).*
❹	Order Information	The 'Order Information' section includes information on dependencies (e.g. Purchase Order line, Despatch Advice serial / batch numbers) and number of non-conformance parts. *Note: Mandatory fields are highlighted in yellow (for supplier user only).*
❺	Analysis	The 'Analysis' section includes more detailed information about the NCR including contact names on customer and supplier side. *Note: Mandatory fields are highlighted in yellow (for supplier user only).*
❻	Reference	The 'Reference' section includes information about NCR reference and revision numbers on customer and supplier side. *Note: Mandatory fields are highlighted in yellow (for supplier user only).*
❼	Timestamps	The 'Timestamps' section includes dates information (e.g. Last modification date). The displayed fields are not editable neither by the supplier nor the customer user.
❽	Flexible Fields	The 'Flexible Fields' section includes 5 flexible fields for the supplier (editable in AirSupply) and five flexible fields for the customer (not editable in AirSupply but updatable via the customer QMS).

NCR Title: WER

Title:	WER		
NCR Customer Reference:		NCR Supplier Reference:	
NCR Customer Revision:		NCR Supplier Revision:	
Customer Material Number:	CMN-021_FC1	Supplier Material Number:	SMN-021_FC1
Customer Organization:	trg-TRAINING@ CUSTOMER UK	Supplier Organisation:	TRGAIRF021SO
Customer plant:	CUS1	Supplier Controlpoint:	trg-airfoilSO_021

Header | Defects | Attachments

Header Information

Title:	WER		
Status:	DRAFT		
Description:	Training		
Customer Organization:	trg-TRAINING@ CUSTOMER UK	Supplier Organisation:	TRGAIRF021SO
Customer Plant Code:	1110	Supplier Controlpoint:	trg-airfoilSO_021
Supplier Number:	L021		

Material

Customer Material Number:	CMN-021_FC1	Supplier Material Number:	SMN-021_FC1
Customer Material Description:	TUBE TA5070 3X6 B; WASHER TUBE B W/	Supplier Material Description:	TA5070 3X6 TUBE
Program/Project:		Material Model:	Flight Representive Spare

Order Information

Affected PO/PO Line:	PO-021_5 / 010		Search PO Line

Send NCR | Save | Actions ▾ | Delete | Print | Back | Send E-Mail | History

There are several action buttons:

❶	Send NCR	Save all changes and send the NCR to the customer QMS via a status change. Button available for supplier user only.
❷	Save	Save all changes. Button available for supplier user only. *Note: Optional action as there is an automatic 'save' process whenever a user switches screens or tabs without using this button.*
❸	Actions	This button displays different possible actions to be done by the customer or supplier user, as follows: • Download (Download the displayed NCR as explained in the previous chapter). • Upload (Import NCR data to update an existing NCR only. Button available for supplier user only). • Print (Print the displayed NCR as explained in the previous chapter).
❹	Delete	Remove the NCR linked to the 'Header' information tab displayed only if the NCR concerned is in 'DRAFT' status. Button available for supplier user only.
❺	Print	Print the displayed NCR in PDF format. See chapter [3.9.4_Print NCR] for more details.
❻	Back	Return to the last screen.
❼	Send E-Mail	Send an e-mail with a link to a NCR screen from your local e-mail client. See chapter [3.9.3_Send message] for more details.
❽	History	Access to the 'NCR Details History' screen.

3.2.2.2 'NCR Details' on the 'Defects' information tab

The 'Defects' information tab is displayed after clicking on it from the 'NCR Details' screen.
It shows the list of defects that have been created for the displayed NCR.

Note: The description of each column in this table is available in chapter [5_Appendix] at the end of the module.

❶ Common Header	All 'NCR Details' pages share a common header with displayed fields not editable neither by the supplier nor the customer user.
❷ Defect Description	Description of the defect.
❸ Defect Type Code	Customer specific code (*) linked to the defect description displayed on the same line.
❹ Defect Type	Process deviation name of the defect (predefined list specific to each customer). A non-conformance found on a part is typically caused by a process deviation.
❺ Cause Code	Customer specific code (*) linked to the defect cause description displayed on the same line.
❻ Cause Description	Cause name of the defect (predefined list specific to each customer).

(*) These codes are used to precisely define preliminary causes, affected processes and essential corrective actions to remedy problems effectively.

NCR Title: WER

Title:	WER		
NCR Customer Reference:		NCR Supplier Reference:	
NCR Customer Revision:		NCR Supplier Revision:	
Customer Material Number:	CMN-021_FC1	Supplier Material Number:	SMN-021_FC1
Customer Organization:	trg-TRAINING@ CUSTOMER UK	Supplier Organisation:	TRGAIRF021SO
Customer plant:	CUS1	Supplier Controlpoint:	trg-airfoilSO_021

Header **Defects** Attachments

SupplyOn Def. View ▾ | Manage... ▾ | Reset all Filters

	Defect Number	Defect Description	Defect Type Code	Defect Type	Cause Code	Cause Description
☐	1	Issue with tool used to forge	P218	Forging	C13	Tool related
☐	2	Scratches	P210	Cleaning	C34	Material handling error

2 entries: Select all Matches on Page | Select all Matches | Clear Selection   Entries per page 50 ▾   First Previous | Page 1 of 1 | Next Last

Send NCR | Save | Actions ▾ | Download | Upload | Print | Back | Send E-Mail | History

❶ ❷ ❸ ❹ ❺ ❻ ❼ ❽ ❾

Send NCR | Save | Actions ▾ | Download | Upload | Print | Back | Send E-Mail | History

There are several action buttons:

❶	Send NCR	Save all changes and send the NCR to the customer QMS via a status change. Button available for supplier user only.
❷	Save	Save all changes. Button available for supplier user only. *Note: Optional action as there is an automatic 'save' process whenever a user switches screens or tabs without using this button.*
❸	Actions	This button displays the following possible actions to be done by the supplier user only as far as defects are concerned: - Add (Add a new defect via a dialogue box if NCR in status 'DRAFT' or 'INCOMPLETE'). - Modify (Modify an existing defect via a dialogue box if NCR in status 'DRAFT' or 'INCOMPLETE' or 'SPSA'). - Remove (Remove selected defect(s) if NCR in status 'DRAFT' or 'INCOMPLETE').
❹	Download	Download only the selected/displayed NCR in a ZIP format file. The ZIP file contains all NCR data in a .CSV format and also includes all NCR attachments. See chapter [3.11.1_NCR Download] for more details.
❺	Upload	AirSupply enables you to import NCR data from your computer to AirSupply platform either to create new NCR(s) or to update existing one(s). Button available for supplier user only. See chapter [3.11.2_NCR Upload] for more details.

❻ Print	Print the displayed NCR in PDF format. See chapter [3.9.4_Print NCR] for more details.	
❼ Back	Return to the last screen.	
❽ Send E-Mail	Send an e-mail with a link to a NCR screen from your local e-mail client. See chapter [3.9.3_Send message] for more details.	
❾ History	Access to the 'NCR Details History' screen.	

3.2.2.3 'NCR Details' on the 'Attachments' information tab

Attachments are the most important way within a NCR to provide detailed information on a non-conformity to either your supplier or customer. A supplier uploads attachments to AirSupply while a customer handles this part via a Machine to Machine process (M2M transmission from his QMS to AirSupply).

In all cases, an attachment (including ZIP file) is always scanned for malware and virus infections unless it has been uploaded as encrypted file.

The 'Attachments' information tab is displayed after clicking on it from the 'NCR Details' screen.

It shows the list of attachments that have been uploaded for the displayed NCR.

Note: The description of each column in this table is available in chapter [5_Appendix] at the end of the module.

❶ Common Header	All 'NCR Details' pages share a common header with displayed fields not editable neither by the supplier nor the customer user.	
❷ Status	It displays a status of the scan run for malware and virus infections every 5 minutes.	
❸ Encrypted	It displays the information 'yes' or 'no' depending if the uploaded attachment has been encrypted by the sender (supplier or customer user).	
❹ Filename	File name of the attachment. If you click on the file name link it opens the attachment.	

		Note: For reading an encrypted file you must have access to a key or password that enables you to decrypt it.
⑤	Filesize (kB)	Size of the attachment in kilobytes. The size limit per NCR is set to 50 MB or 50000 kB (including both supplier and customer attachments).
⑥	Deleted	A supplier user can remove attachments with the following behaviour: • If the attachment has not been transmitted yet (for example 'DRAFT' NCR not sent yet to the customer), the line will not appear at all in the 'Attachments' information tab. • If the attachment has been already transmitted (for example 'INCOMPLETE' or 'SPSA' NCR), the lines will not be removed from the 'Attachments' information tab but they will be flagged with a 'yes' as shown on the above screen. The attachment is then no more accessible to the supplier or customer user.
⑦	Owner	Person who uploads the attachment. It could be either the supplier or the customer.

There are several action buttons:

❶	Send NCR	Save all changes and send the NCR to the customer QMS via a status change. Button available for supplier user only.
❷	Save	Save all changes. Button available for supplier user only. *Note: Optional action as there is an automatic 'save' process whenever a user switches screens or tabs without using this button.*

❸ Actions	This button displays the following possible actions to be done by the supplier user only as far as attachments are concerned: • Add (Add a new attachment via a dialogue box if NCR in status 'DRAFT' or 'INCOMPLETE' or 'SPSA'). • Remove (Remove selected attachment(s) if NCR in status 'DRAFT' or 'INCOMPLETE' or 'SPSA').	
❹ Download	Download only the selected/displayed NCR in a ZIP format file. The ZIP file contains all NCR data in a .CSV format and also includes all NCR attachments. See chapter [3.11.1_NCR Download] for more details.	
❺ Upload	AirSupply enables you to import NCR data (.CSV file) from your computer to AirSupply platform either to create new NCR(s) or to update existing one(s). Button available for supplier user only. See chapter [3.11.2_NCR Upload] for more details.	
❻ Print	Print the displayed NCR in PDF format. See chapter [3.9.4_Print NCR] for more details.	
❼ Back	Return to the last screen.	
❽ Send E-Mail	Send an e-mail with a link to a NCR screen from your local e-mail client. See chapter [3.9.3_Send message] for more details.	
❾ History	Access to the 'NCR Details History' screen.	

3.3 Manual NCR creation

A NCR can only be created by a supplier user having the appropriate access rights within AirSupply.

The supplier user has two possibilities to create a new NCR, as follows:
- Via a manual process fully explained in this chapter.
- Via and upload process (CSV file) fully explained in chapter [3.11.2_Upload NCR].

3.3.1 Access to NCR creation view

There are two ways to access the NCR creation view, as follows:
- in the Dashboard via the "Concessions" card.
- rom 'Concession Overview' screen as explained in chapter [3.3.1_Concession overview].

Via the Dashboard you can access the NCR creation screen by clicking "Create concession" in the "Concessions" card.
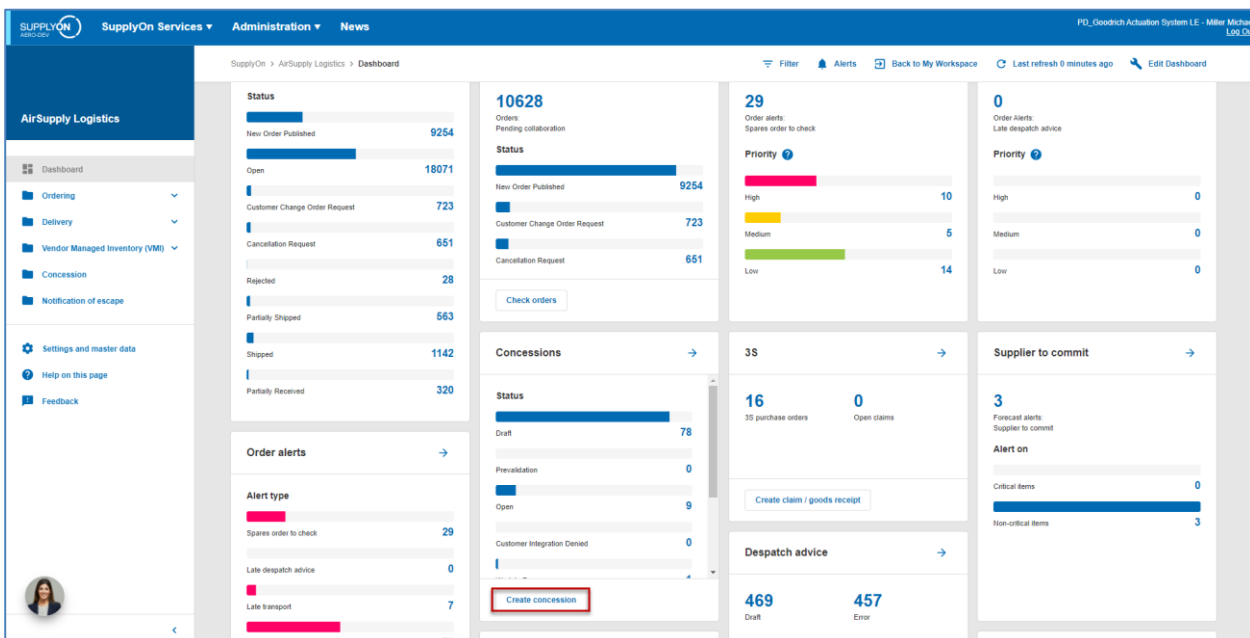
It shows the following screen from which you can start creating the NCR, as follows:

Cust. Group	Customer Organization	Cust. Site	Supplier. Org.	Supplier Site	Supp. Mat. No.	Cust. Mat. No. ▾
☑ trg-TRAINING@ CUSTOMER	trg-TRAINING@ CUSTOMER UK	CUS1	TRGAIRF021	trg-airfoilSO_021	SMN-021_V3	CMN-021_V3
☐ trg-TRAINING@ CUSTOMER	trg-TRAINING@ CUSTOMER UK	CUS1	TRGAIRF021	trg-airfoilSO_021	SMN-021_V2	CMN-021_V2
☐ trg-TRAINING@ CUSTOMER	trg-TRAINING@ CUSTOMER UK	CUS1	TRGAIRF021	trg-airfoilSO_021	SMN-021_V1	CMN-021_V1
☐ trg-TRAINING@ CUSTOMER	trg-TRAINING@ CUSTOMER UK	CUS1	TRGAIRF021	trg-airfoilSO_021	SMN-021_P30	CMN-021_P30
☐ trg-TRAINING@ CUSTOMER	trg-TRAINING@ CUSTOMER UK	CUS1	TRGAIRF021	trg-airfoilSO_021	SMN-021_P29	CMN-021_P29
☐ trg-TRAINING@ CUSTOMER	trg-TRAINING@ CUSTOMER UK	CUS1	TRGAIRF021	trg-airfoilSO_021	SMN-021_P28	CMN-021_P28
☐ trg-TRAINING@ CUSTOMER	trg-TRAINING@ CUSTOMER UK	CUS1	TRGAIRF021	trg-airfoilSO_021	SMN-021_P27	CMN-021_P27
☐ trg-TRAINING@ CUSTOMER	trg-TRAINING@ CUSTOMER UK	CUS1	TRGAIRF021	trg-airfoilSO_021	SMN-021_P22	CMN-021_P22
☐ trg-TRAINING@ CUSTOMER	trg-TRAINING@ CUSTOMER UK	CUS1	TRGAIRF021	trg-airfoilSO_021	SMN-021_P21	CMN-021_P21
☐ trg-TRAINING@ CUSTOMER	trg-TRAINING@ CUSTOMER UK	CUS1	TRGAIRF021	trg-airfoilSO_021	SMN-021_P20	CMN-021_P20
☐ trg-TRAINING@ CUSTOMER	trg-TRAINING@ CUSTOMER UK	CUS1	TRGAIRF021	trg-airfoilSO_021	SMN-021_P19	CMN-021_P19
☐ trg-TRAINING@ CUSTOMER	trg-TRAINING@ CUSTOMER UK	CUS1	TRGAIRF021	trg-airfoilSO_021	SMN-021_P18	CMN-021_P18
☐ trg-TRAINING@ CUSTOMER	trg-TRAINING@ CUSTOMER UK	CUS1	TRGAIRF021	trg-airfoilSO_021	SMN-021_P17	CMN-021_P17
☐ trg-TRAINING@ CUSTOMER	trg-TRAINING@ CUSTOMER UK	CUS1	TRGAIRF021	trg-airfoilSO_021	SMN-021_P15	CMN-021_P15
☐ trg-TRAINING@ CUSTOMER	trg-TRAINING@ CUSTOMER UK	CUS1	TRGAIRF021	trg-airfoilSO_021	SMN-021_P14	CMN-021_P14
☐ trg-TRAINING@ CUSTOMER	trg-TRAINING@ CUSTOMER UK	CUS1	TRGAIRF021	trg-airfoilSO_021	SMN-021_P13	CMN-021_P13
☐ trg-TRAINING@ CUSTOMER	trg-TRAINING@ CUSTOMER UK	CUS1	TRGAIRF021	trg-airfoilSO_021	SMN-021_P12	CMN-021_P12
☐ trg-TRAINING@ CUSTOMER	trg-TRAINING@ CUSTOMER UK	CUS1	TRGAIRF021	trg-airfoilSO_021	SMN-021_P11	CMN-021_P11
☐ trg-TRAINING@ CUSTOMER	trg-TRAINING@ CUSTOMER UK	CUS1	TRGAIRF021	trg-airfoilSO_021	SMN-021_P10	CMN-021_P10
☐ trg-TRAINING@ CUSTOMER	trg-TRAINING@ CUSTOMER UK	CUS1	TRGAIRF021	trg-airfoilSO_021	SMN-021_P09	CMN-021_P09
☐ trg-TRAINING@ CUSTOMER	trg-TRAINING@ CUSTOMER UK	CUS1	TRGAIRF021	trg-airfoilSO_021	SMN-021_P07	CMN-021_P07
☐ trg-TRAINING@ CUSTOMER	trg-TRAINING@ CUSTOMER UK	CUS1	TRGAIRF021	trg-airfoilSO_021	SMN-021_P05	CMN-021_P05
☐ trg-TRAINING@ CUSTOMER	trg-TRAINING@ CUSTOMER UK	CUS1	TRGAIRF021	trg-airfoilSO_021	SMN-021_P04	CMN-021_P04
☐ trg-TRAINING@ CUSTOMER	trg-TRAINING@ CUSTOMER UK	CUS1	TRGAIRF021	trg-airfoilSO_021	SMN-021_P03	CMN-021_P03
☐ trg-TRAINING@ CUSTOMER	trg-TRAINING@ CUSTOMER UK	CUS1	TRGAIRF021	trg-airfoilSO_021	SMN-021_P02	CMN-021_P02
☐ trg-TRAINING@ CUSTOMER	trg-TRAINING@ CUSTOMER UK	CUS1	TRGAIRF021	trg-airfoilSO_021	SMN-021_P01	CMN-021_P01

❶ Select one customer material for which you want to create the NCR.

❷ Click 'Create'. The NCR is then created in status 'DRAFT'.

Note: Only one material can be selected at a time. You will need to create as many NCRs as materials affected by non-conformities.

3.3.2 Complete the three sections of NCR

Once the supplier user has clicked the 'Create' button, the 'DRAFT' NCR has to be completed with missing information grouped into three sections:

1) Header information (generic supplier data applying to the full NCR) (mandatory section).
2) Defects information to describe the cause(s) of a non-conformity (optional section)
3) Attachment information with document(s) (optional section).

3.3.2.1 NCR 'Header' section

In the 'NCR Details' first screen, you see the Header information section containing several editable fields as follows.

Notes: For an explanation of all the displayed fields, please refer to chapter [5_Appendix] at the end of the module.

From the above 'Header' information tab:

❶ Update the 24 editable fields (mandatory and optional ones if required):

Field Name	Usage	Description
'Title'	Mandatory	NCR title.
'Description'	Mandatory	NCR description.
'Program/Project'	Optional	Name / Title of program / Project.
'Material Model'	Mandatory	List of possible values: NA Not Applicable; BB Bread Board; PFM Protoflight Model; EM Engineering Model; EQM Engineering Qualification Model; FM Flight Model; FRS Flight Representative Spare; QM Qualification Model; DM Development Model; EBB Elegant Bread Board; PM Production Model; POD Proof of Design; SD Simulator/Demonstrator; STQ Structural & Thermal Qual Model.
'Affected PO/PO Line' via 'Search PO Line' link	Mandatory	You have to choose if the NCR should be linked to a Purchase Order (PO) or not as explained in chapter [3.4.2.1.1_Link PO to NCR].

'Serial Numbers' via 'Create/Edit' link	Optional	Product serial number. Serial numbers can be entered in the NCR as explained in chapter [3.4.2.1.2_ How to enter serial number into a NCR?].
'Batch Number'	Optional	Product batch number.
'Affected Quantity'	Mandatory	Number of non-conformance parts detected for the created NCR.
'Detected During'	Mandatory	Event during which the non-conformity/defect has been detected (e.g. vacuum test, internal transport, painting...).
'Date of Observation'	Optional	Date during which the non-conformity/defect has been detected.
'Related NCR'	Optional	NCR reference corresponding to other non-conformities (covered by concession) on the same part.
'Root Cause'	Mandatory	Description of the root cause.
'Corrective Action'	Mandatory	Log number that references electronic corrective action form(s).
'Supplier RFD/RFW reference'	Optional	Request for Deviation/Request for Waiver supplier reference number.
'Product category'	Optional	Product category.
'NCR Supplier Reference'	Mandatory	NCR supplier reference identification number. Unique reference number assigned by the supplier in accordance with customer instructions.
'NCR Supplier Revision'	Mandatory	NCR supplier revision number entered by the supplier (00 by default).
'Document Reference'	Optional	Reference to Number/Title of drawing, specification or process sheet.
'Doc Ref Index'	Optional	Applicable revision.
'Flexible Header Field 1 Supplier'	Optional	Flexible field that can be used by the supplier to store text information.
'Flexible Header Field 2 Supplier'	Optional	Flexible field that can be used by the supplier to store text information.
'Flexible Header Field 3 Supplier'	Optional	Flexible field that can be used by the supplier to store text information.
'Flexible Header Field 4 Supplier'	Optional	Flexible field that can be used by the supplier to store text information.
'Flexible Header Field 5 Supplier'	Optional	Flexible field that can be used by the supplier to store date information.

Note: Mandatory fields are highlighted in yellow in the 'Header' information tab (for supplier user only).

❷ Click 'Save' to confirm your action(s).

❸ Click 'Defects' tab to access the second section of NCR data you should complete.

3.3.2.1.1 Link PO to NCR

When you create a NCR, it is mandatory to define if the NCR should be linked or not to a PO line existing in AirSupply. In this respect, you need to click on the 'Search PO Line' link from the Order Information section of the 'NCR Details' header page, as shown below.

After clicking the 'Search PO Line' link, the system displays the following screen.
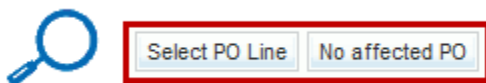
❶ Select the PO line linked to the NCR.

❷ Click 'OK' to confirm your selection.

Or

❸ Click 'No affected PO' if you don't want to link a PO line to the NCR.

Notes: The search results are limited to the selected material / customer.
The system shows only the PO lines that are not in the PO status 'CANCELLED' or 'RECEIVED'.

3.3.2.1.2 How to enter serial number into a NCR?

When you want to add serial numbers to the NCR header, you need to click on the 'Create/Edit' link from the Order Information section of the 'NCR Details' header page, as shown below:

Order Information			
Affected PO/PO Line:			Search PO Line
Serial Numbers:			Create/Edit
Batch Number:		Affected Quantity:	

After clicking the 'Create/Edit' link, the system displays the following screen.

Add/Edit Serial Numbers for NCR

You can either generate serial numbers by entering start value and increment, or you can copy & paste the numbers (separated by ;) to the list. You can declare up to 1000 serial numbers per NCR.

Serial Number Generator (Enter prefix, start value and increment)

Fixed prefix: ❶
Start value:
Number of values:
Increment:

[Add to list]

Insert Serial Numbers (copy & paste)

Insert here S/Ns (separated by ;) ❷ [Add to list]

Serial Numbers (0 already created)

	No.	Serial Number
☐	1	Click here to enter S/N manually

[Delete]

[Apply] [Cancel]

You can see the NCR number in the header of the menu.

Serial numbers can be created by three ways:

❶ The first possibility is to use the serial number generator, which generates serial numbers for every item by defined rules.

> **Fixed prefix**: This is the beginning of each serial number. It is the only part of the serial number that does not have to be numeric. If there is no prefix, just leave this field empty.

> **Start value**: The numeric value from which the count will start.

> **Number of values**: Number of serial numbers to create. When you click on this field the number of values equal to the number of items will appear automatically. This number must not be exceeded because otherwise, an error message will appear and all numbers get deleted.

> **Increment**: The value by which the count will increase to the next serial number.

For example, fill into the fields for 'Serial Number Generator' following values:

- Fixed prefix: 'Count'
- Start value: '000'
- Number of values: '5'
- Increment: '10'

Click then 'Add to list' button.

The generator will generate the following five serial numbers in the lowest section 'Serial Numbers': Count000, Count010, Count020, Count030, and Count040 and add them to the list.

Note: Due to performance reasons, the maximum quantity of serial numbers that you can generate this way is 1000. You will need to split the Elementary Unit (UE) accordingly if the quantity to be shipped is over 1000. For more information regarding UE split, please refer to module Shipment [RD6].

Click 'Apply' at the end of the process to save the numbers. If there is no error, then you get back to the 'NCR Details' header screen without further notification.

❷ The other two possibilities are to insert serial numbers manually or through copy & paste. The numbers have to be separated by a semicolon ';'. A maximum of 1000 serial numbers can be entered into this field. This way of adding serial numbers is recommended if you already have the numbers at hand. In this case, you can copy & paste the numbers.

Example including the serial numbers: Count000, Count010, Count020

Add/Edit Serial Numbers for NCR
You can either generate serial numbers by entering start value and increment, or you can copy & paste the numbers (separated by ;) to the list. You can declare up to 1000 serial numbers per NCR.

Serial Number Generator (Enter prefix, start value and increment)

Field	Value
Fixed prefix:	
Start value:	
Number of values:	
Increment:	

Add to list

Insert Serial Numbers (copy & paste)

Count000;Count010;Count020   Add to list

Serial Numbers (3 already created)

No.	Serial Number
1	Count000
2	Count010
3	Count020

Delete

Apply   Cancel

A preview of entered or generated serial numbers is then displayed.

Note: Due to limited size, the preview may not contain all created serial numbers.

3.3.2.2 NCR 'Defects' section

After clicking the 'Defects' information tab, the following page is displayed.

❶ Click the 'Actions' button and then on 'Add' to create a defect associated to the displayed NCR.
The following dialog window is displayed:

From the above dialog box, complete the displayed fields:

Field Name	Usage	Description
'Defect Description'	Mandatory	Description of the defect in few words (field limited to 36 characters).
'Defect Type'	Mandatory	Process deviation name of the defect to be selected from a predefined list (specific to each customer).
'Cause Description'	Mandatory	Cause name of the defect to be selected from a predefined list (specific to each customer).

Click 'OK' to confirm the creation of the first defect and redisplay the 'Defects' information tab with the created defect, as shown below.

Click 'Add New' to confirm the creation of the first defect and redisplay the dialog box to add new defects to your NCR if required. You don't need to click on 'Save' to confirm your action(s) as it has been done automatically by the system.

❷ Click 'Attachments' tab to access the third section of NCR data you should complete.

Notes: There is no limit in the number of defects you can create in a NCR. The methodology to add further defects to an existing NCR is explained in chapter [3.7.2.2_Modify the NCR 'Defects' information tab].
On a technical point of view, you can create a NCR without any defect but it is not recommended on a business point of view.

3.3.2.3 NCR 'Attachments' section

After clicking on the 'Attachments' information tab, the system displays the following screen:

 Click the 'Actions' button and then on 'Add' to add a new attachment. The system is opening a new dialog box, as follows:

From the above dialog box, search for the file to upload and tick the encryption box if required:

Field Name	Usage	Description
'Browse…'	Mandatory	Search and selection of the attachment to upload within the NCR.
'File is encrypted'	Optional	Box to be ticked if the file to be uploaded is encrypted.

Click 'Upload' to start uploading the selected file within the NCR and to redisplay the 'Attachments' information tab with the first uploaded attachment, as shown below:

You do not need to click 'Save' to confirm your action(s) as it has been done automatically by the system.

Notes: The attachments are stored at NCR level and not at the defect level.
On a technical point of view, you can create a NCR without any attachment but it is not recommended on a business point of view.

You find here some rules applying to the attachment function:
- If the attachment file type you want to import contains extension values such as (but not limited to) exe, com, bat, sh, the attachment will not be imported and an error message will be raised in AirSupply on the top left of your screen.
- PDF is the preferred file format for document exchange.
- On supplier side, there is no limit to the number of attachments per NCR. Nevertheless, there is a size limit per NCR of 50 megabytes (MB) including supplier and customer attachments. After reaching this maximum size limit (50 MB) an error message will be displayed on the top left of the screen. The last attachment which raised the total size will be rejected by the system during the upload process.
- On customer side, there is also no limit in the number of attachments that could be sent but there is a size limit set to 20 MB per incoming NCR message. Once the NCR limit of 50 MB is reached, it won't be possible neither for the customer (nor the supplier) to upload further attachments.

❷ Click 'Send NCR' if you finalized the NCR creation (All details about NCR validation are explained in chapter [3.6_NCR validation]). If not, you can come back later on the NCR to finalize it and send it to your customer.

3.3.3 NCR creation and PO/DA dependencies

We have seen in the previous chapters that a NCR can be created with Purchase Order (PO) and Despatch Advice (DA) information.

The creation of a NCR has no impact on a <u>Purchase Order</u>. It means that no information will be stored into the PO after linking a PO line to a NCR as explained in chapter [3.4.2.1.1_Link PO to NCR].

The creation of a NCR has no impact on a <u>Despatch Advice</u>. There isn't any automatic data import from the NCR to the DA as far as serial numbers and batch numbers are concerned. The system does not cross-check the information entered in the NCR with the information stored in the DA for matching purpose and therefore does not generate any error message in case different values have been entered at NCR header and DA levels for serial number or batch number.

However, in DA update mode, checks are performed against NCR at the time a Serial Number is entered on the Elementary Unit (UE) line.

Note: Dependencies between DA creation and NCR are explained in chapter [3.10_Despatch Advice creation and NCR dependencies].

3.4 Access and search a NCR

This chapter explains how to access and search for NCR data in AirSupply as supplier or customer. Only screen layouts may vary between customer and supplier users.

3.4.1 Access a NCR

You can access NCR information from the Dashboard in different ways:
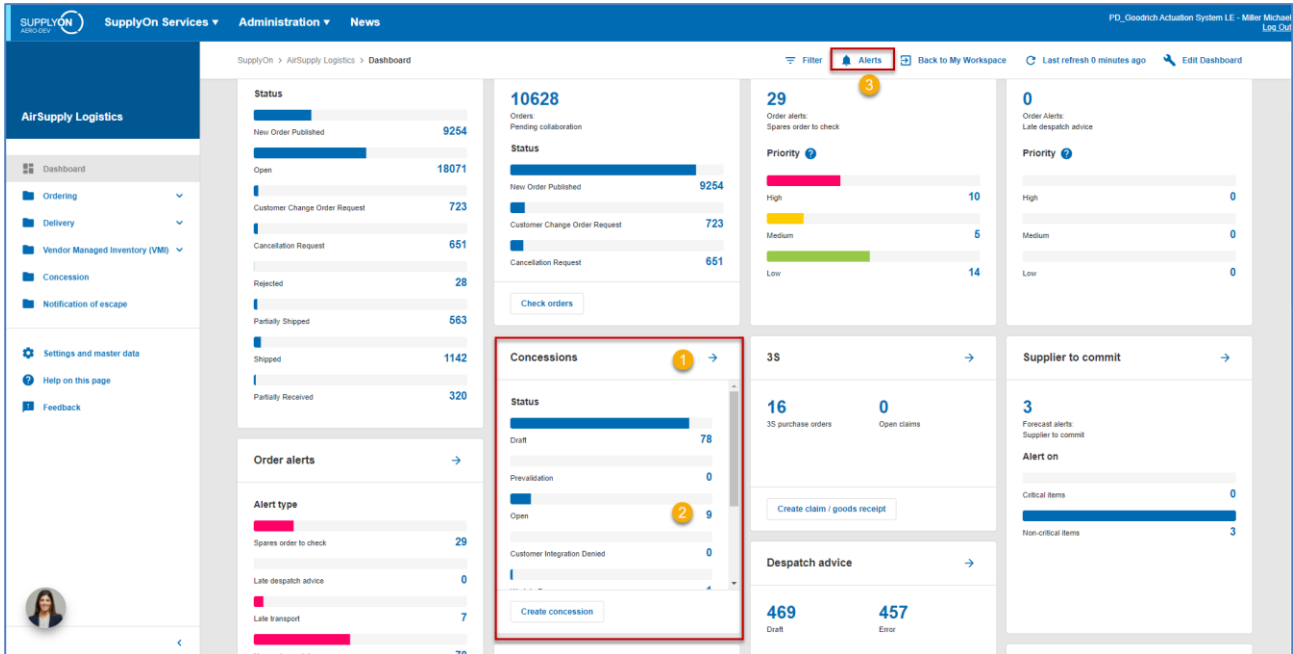
❶ Access the 'Concession Overview' page via the 'Concessions' link.

❷ Access to alerts relating to NCR via the "Concessions" card.

❸ Access to alerts relating to NCR via the 'Alerts' link.

3.4.1.1 Access a NCR via the 'Concession' process link

In the Dashboard, click the arrow in the "Concessions" card.

Note: The supplier and the customer have different screens. The 'NCR Creation' *appears only for the supplier user.*

The " Concession Overview " tab is displayed, showing a list of all created NCRs.

Note: The description of each column in this table is available in chapter [5_Appendix] at the end of the module.

3.4.1.2 Access a NCR via the 'Concessions' card

The screenshot below shows how to access NCR alerts via the "Concessions" card in the Dashboard.
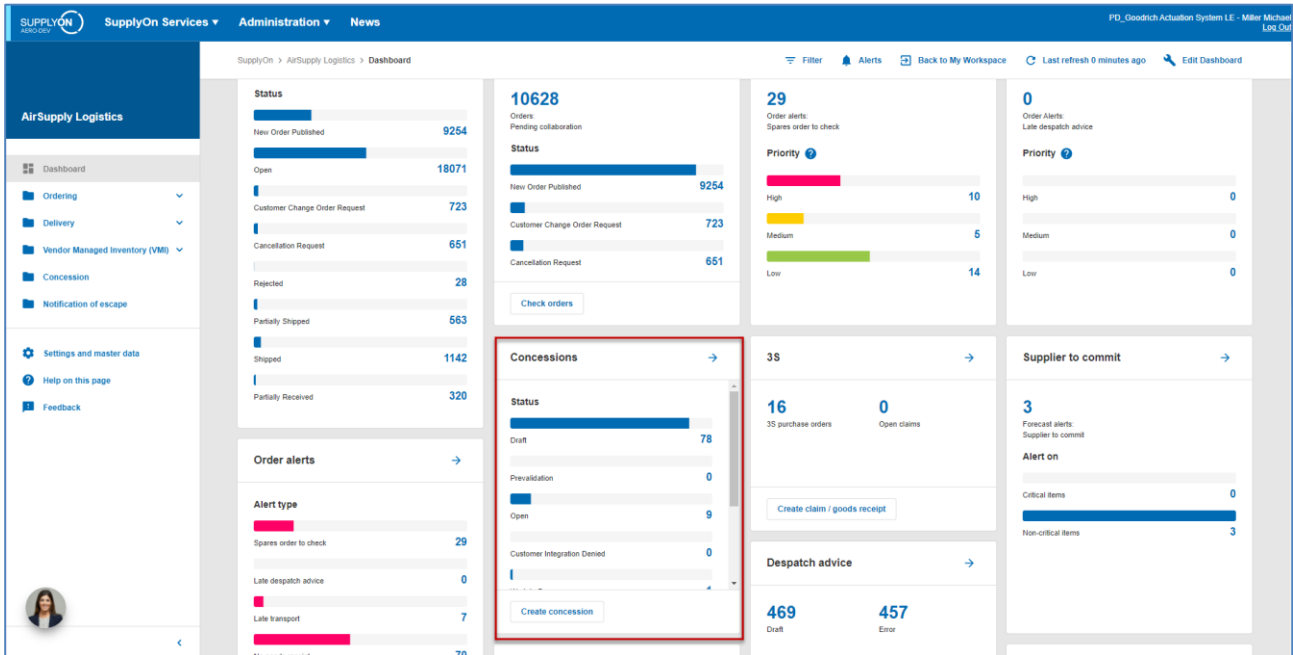
By clicking a count of a NCR status, you go to the 'Concession Overview' page that is automatically prefiltered, as shown below:
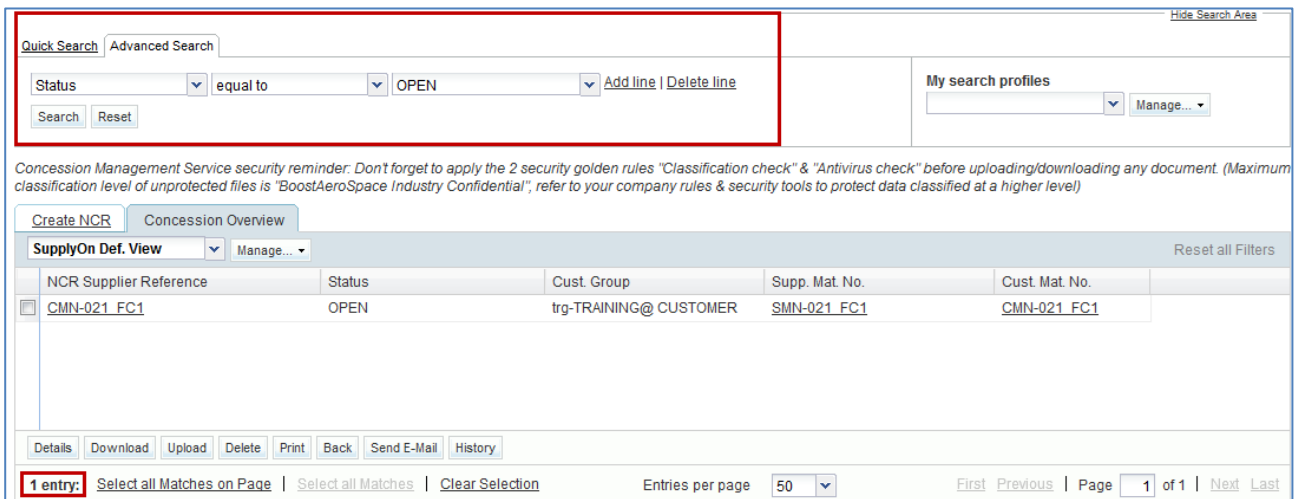
3.4.1.3 Access a NCR via the 'Alert Overview' link

The screenshot below shows how to access a NCR via the 'Alerts' link
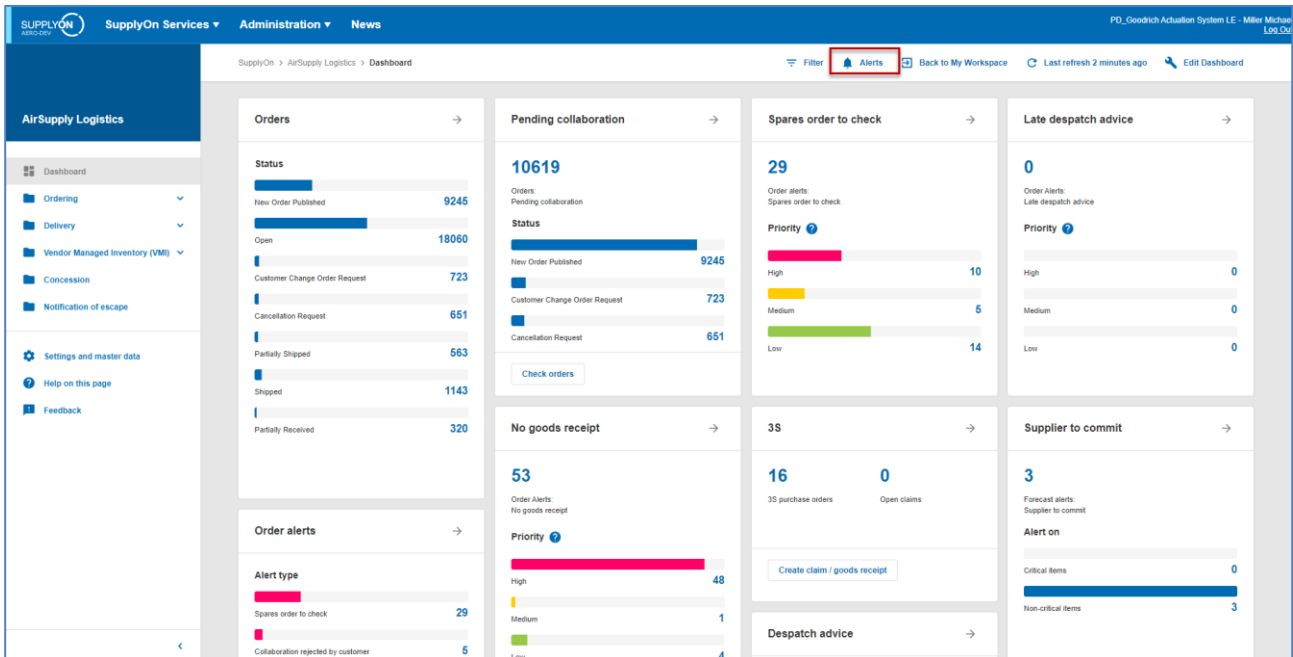
By clicking the 'Alerts' link a new screen appears showing by default all alerts linked to Purchase Order stream. From the 'Alert Overview' screen, select the 'Concession Alerts' tab to display all existing NCR alerts, as shown below.
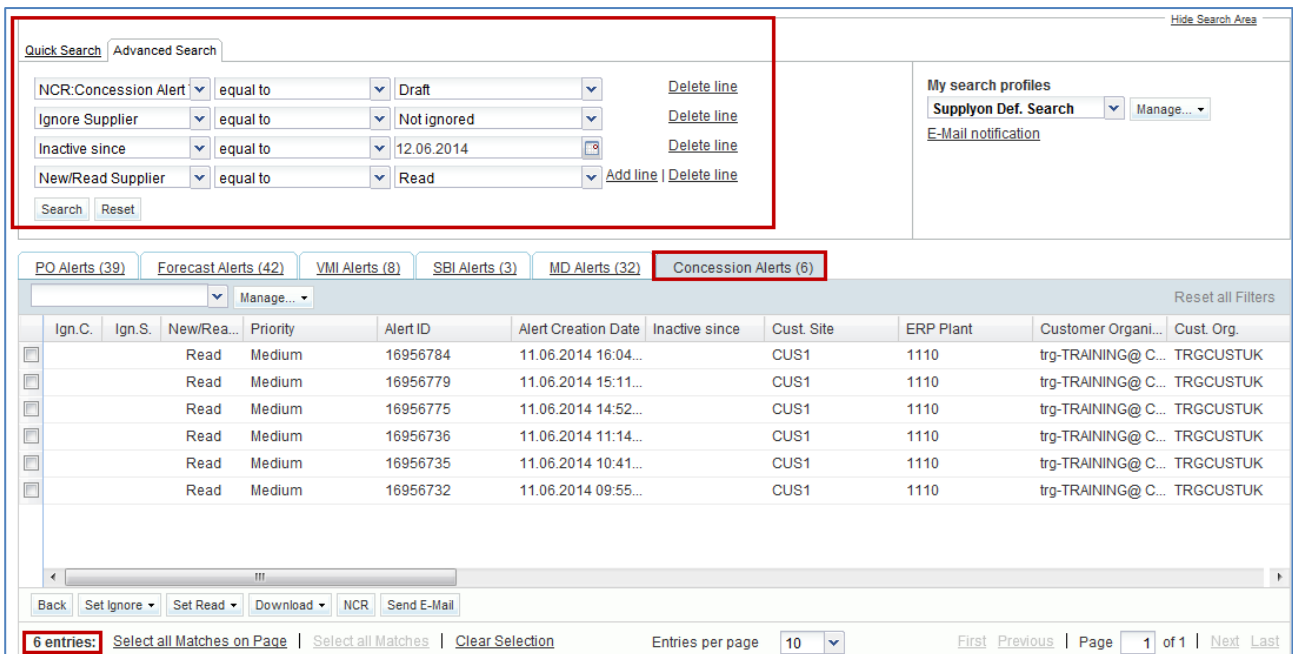
3.4.2 Search NCR data

You can use the 'Alert Overview' and the 'Concession overview' to search for NCR(s) with specific status(es) or other criteria proposed in the AirSupply search functionality.

You can use the search function from two NCR screens:
- The 'Concession Overview' screen via the 'Concession Overview' and 'NCR Creation' tabs.
- The 'Alert overview' screen via the 'Concession Alerts' tab.

The screenshot below shows an example of the 'Search' section in the 'Concession Overview' screen:

Note: The description of each column in this table is available in chapter [5_Appendix] at the end of the module.

Example

You are a supplier and you want to find NCR(s) with the specific material number 'CMN-021_FC1'.

You can go at the top of the screen and use the search functionality by making an 'Advanced Search':

You get a list of all NCR(s) relating to the material number you entered.

You can save your search criteria by using 'My search profiles' function.

The screen below shows you the way to manage and save your search criteria:

This screen is the default view. The columns and the order of columns displayed can be customized as described in the 'Basic functions' module.

3.5 NCR pre-sending validation process

The pre-sending validation process of the NCR is performed in AirSupply when a status change occurs or when the customer updates a NCR without a status update from his QMS.

The pre-sending validation process is established for:
- The supplier via the 'Send NCR' button displayed in 'NCR Details' screens.
- The customer via a M2M import process from his QMS to AirSupply.

3.5.1 NCR pre-sending validation process via the 'Send NCR' button

The pre-sending validation process for a supplier user is done automatically at the time the NCR is sent to the customer from any of the following 'NCR Details' information tabs:
- 'Header'
- 'Defects'
- 'Attachments'

The screenshot below shows how to initiate a pre-sending validation process for a NCR by sending it to the customer from a 'Defects' information tab:

❶ Click 'Send NCR' to initiate a pre-sending validation process and send the NCR to the customer QMS.

By clicking the 'Send NCR' button the system checks if:
- All mandatory fields of the 'Header' section have been filled in with values.
- The Supplier reference number is unique in AirSupply database (only when the NCR status is 'DRAFT').

Note: A NCR can be technically created without a defect and without any attachment but it is not recommended on a business point of view.

If all information has been correctly entered by the supplier user, the following message is displayed:
Successfully sent

The pre-sending validation process is now performed for the NCR which has been sent to the customer QMS for analysis. In addition, the NCR status changes according to the process workflow (e.g. from 'DRAFT' to 'OPEN').

If all information has not been correctly entered by the supplier user, one or several error messages are displayed in the top left of the screen and the NCR cannot be sent to the customer without correcting it/them.

Note: The full description of error handling is available in chapter [3.6.3_Error handling].

3.5.2   NCR pre-sending validation process via M2M import

A customer user updates a NCR via his Quality Management System and not within AirSupply. The pre-sending validation process is done after the customer acts on a NCR in status 'OPEN' or 'WIP'.

The customer action will either initiate a NCR status change or a NCR data update (e.g. Add new attachments to an existing NCR).

3.5.3   Error handling

After clicking the 'Send NCR' button and if an issue is found, an error message appears in red in the top left of the screen, as shown below.

❶ Example of error messages displayed.

❷ The 'Header' tab is redisplayed and all mandatory yellow fields not filled in (if applicable) are highlighted in red.

After receiving the error message and performing corrective actions as suggested in the table below, the supplier user has to use the 'Send NCR' button again to initiate a pre-sending validation process and send the NCR to the customer.

Example of Errors	Necessary steps
'Mandatory fields missing. Check your input'	1) Go to 'Header' tab. 2) Fill out the missing information. 3) Save your data and click again on 'Send NCR'. *Note: Mandatory fields are highlighted in yellow.*
'Supplier reference already in use in your organization'	1) Go to 'Header' tab. 2) Go to the 'Reference' section and modify the field 'NCR Supplier Reference' as it has to be unique within your organization. 3) Save your data and click again on 'Send NCR'.
'Cannot send NCR since at least one of the relevant attachments is still waiting for the virus check'	1) Wait few minutes as the scan run for malware and virus infections is done every 5 minutes. 2) Click again on 'Send NCR'.

Table 5: Example of errors and required actions to resolve them

Note: Refer to chapter [3.6.1_NCR validation via the 'Send NCR' button] to get more details.

3.6 NCR update

NCR updates can be done by customer or supplier users with restrictions.

3.6.1 NCR update on customer side

3.6.1.1 Customer user

The customer user cannot edit a NCR in AirSupply as he has read only access to the data displayed. Only the customer administrator has some rights to modify some NCR data within AirSupply as explained in the next chapter.

The NCR business process requires that the customer user collaborates from his own internal Quality Management System (QMS). The actions taken by the customer user in his QMS are not in the scope of this module.

3.6.1.2 Customer administrator

The customer administrator can modify a NCR from the 'Concession overview' screen to change its status. It will happen in rare cases only (for example realign the customer QMS with AirSupply).

The "Concession overview" is opened via the "Concessions" card as shown below.
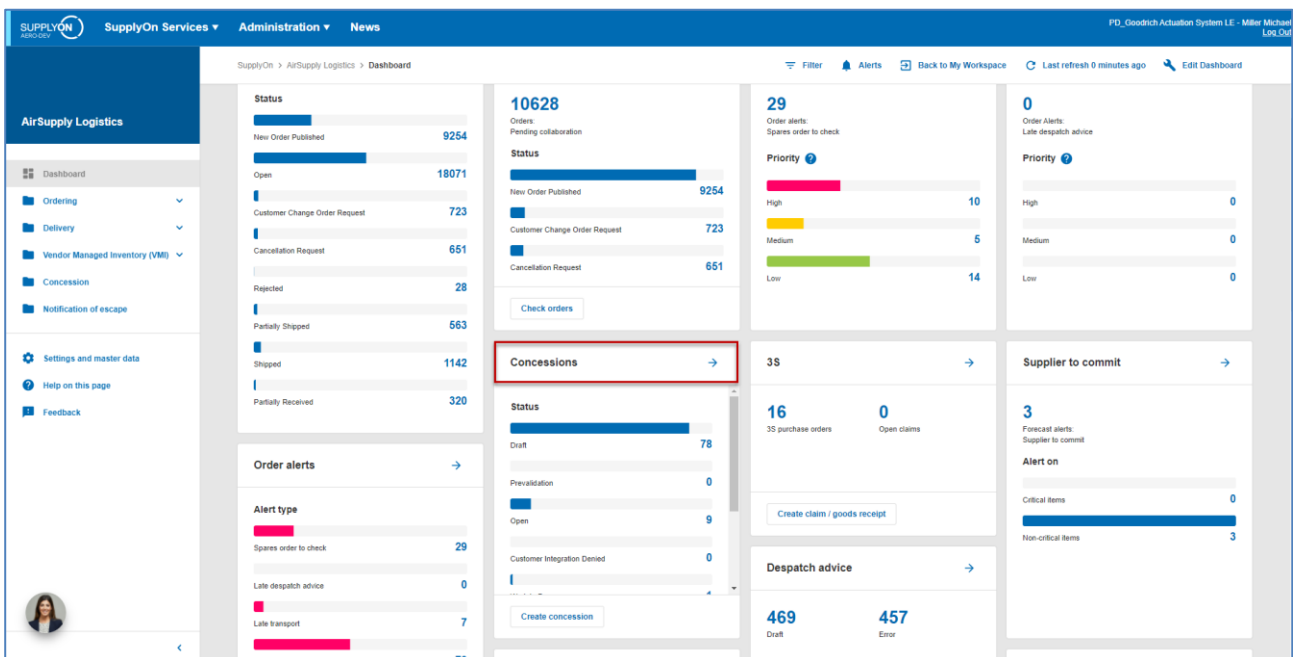
After clicking the arrow of the 'Concessions' link, the following page is displayed.

❶ Select one NCR line at a time.

❷ Click the 'Set status' button. The system opens a new dialog box with a list of NCR statuses.

❸ Select one status among the list to finalize the update action.

The concession overview then displays the new status according the NCR line(s) modified, as follows:

Note: The description of all NCR statuses is covered in chapter [1.4.2_NCR status overview].

The NCR history will track any status change performed by the customer administrator.

3.6.2 NCR update on supplier side

The NCR modification for the supplier user is only allowed from the following NCR statuses:
- 'DRAFT'
- 'INCOMPLETE'
- 'SPSA'

The material and customer selected by the supplier user cannot be changed after the NCR creation. In case a mistake has been done and if the NCR is still on 'DRAFT' status, you have the possibility to cancel the NCR as explained in chapter [3.8_NCR cancellation].

3.6.2.1   Modify the NCR 'Header' information tab

You have the possibility to add or modify existing information available at NCR header level.

❶ In the Dashboard, open the "Concession Overview" page from the "Concessions" card.

❷ Display the 'NCR Details' screen of a NCR by clicking on the NCR number or by selecting a single row and using the 'Details' button.

❸ From the 'Header' information tab, modify or add information to the NCR.

Note: All details about editable fields are explained in chapter [3.4.2.1_NCR 'Header' section].

❹ Click 'Save' to confirm your modification(s).

Note: You can click on 'Send NCR' if all your modifications are done and the NCR is completed, as explained in chapter [3.6_NCR validation].
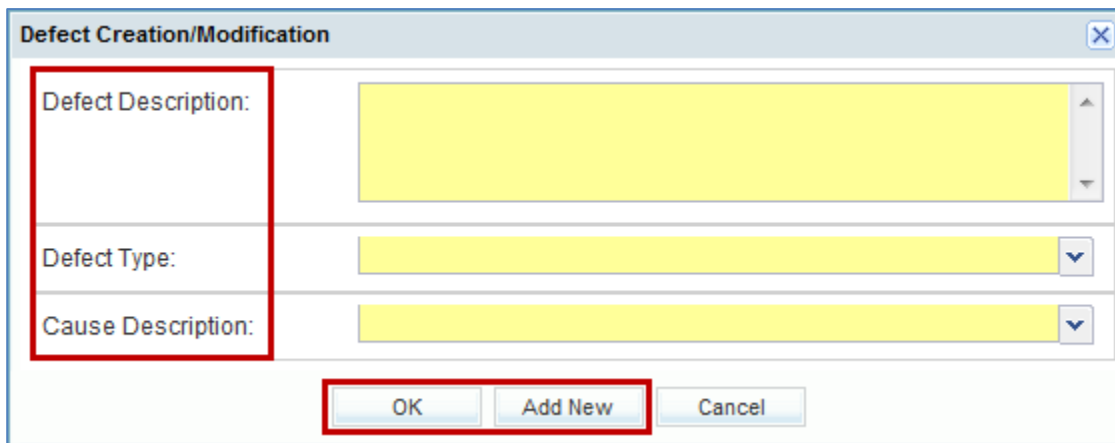
3.6.2.2   Modify the NCR 'Defects' information tab

You have the possibility to add new defect(s), modify or remove existing defect(s).

3.6.2.2.1   Adding new defect(s) to an existing NCR

Adding new defect(s) to an existing NCR is done via the following steps:

❶ In the Dashboard, open the "Concession Overview" page from the "Concessions" card.

❷ Display the 'NCR Details' screen of a NCR by clicking on the NCR number or by selecting a single row and using the 'Details' button.

❸ From the 'Header' information tab displayed, click on the 'Defects' tab.

❹ From the 'Defects' information tab, click the 'Actions' button and then on 'Add' to create new defect(s) associated to the displayed NCR. The following dialog window is displayed.

❺ From the above dialogue window, complete the displayed fields (e.g. 'Defect Description', 'Defect Type' and 'Cause Description' field(s).

❻ Click 'OK' to confirm the creation of the additional defect and redisplay the 'Defects' information tab with the existing defects.

If all information has been entered correctly by the supplier user, the following message is displayed: **Position successfully saved.**

Note: If you click on 'Cancel', your change(s) are not saved, the dialogue box closes and the 'Defects' information tab is still displayed*.*

Or

Click 'Add New' to confirm the creation of the additional defect and redisplay the dialog box to add new defects to your NCR if required.
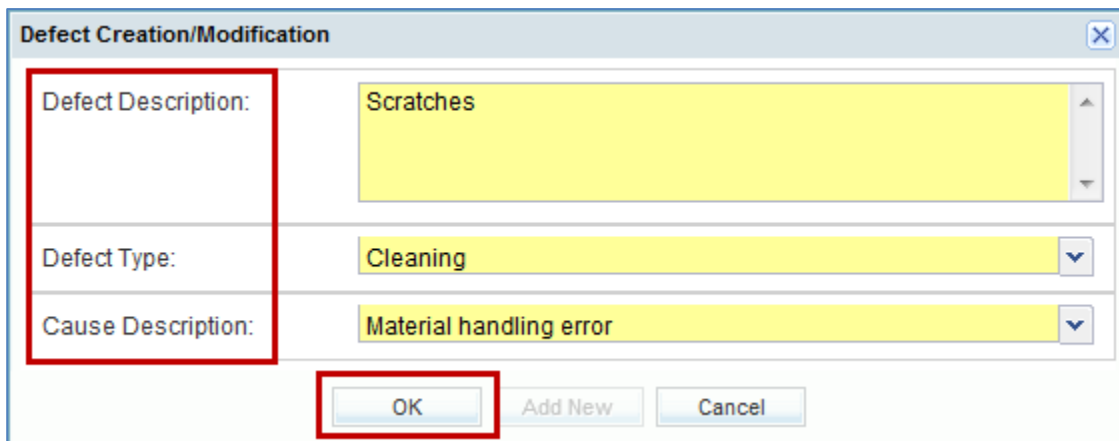
You do not need to click on 'Save' to confirm your action(s) as it has been done automatically by the system.

Note: You can click on 'Send NCR' if all your modifications are done and the NCR is completed, as explained in chapter [3.6_NCR validation].

3.6.2.2.2   Modifying information about existing defect(s)

Modifying information about existing defect(s) is done via the following steps:

❶ In the Dashboard, open the "Concession Overview" page from the "Concessions" card.

❷ Display the 'NCR Details' screen of a NCR by clicking on the NCR number or by selecting a single row and using the 'Details' button.

❸ From the 'Header' information tab displayed, click the 'Defects' tab.

❹ From the 'Defects' information tab, and after selecting one line, click the 'Actions' button and then on 'Modify' to modify the selected defect associated to the displayed NCR. The following dialog window is displayed.

❺ From the above dialogue window, update the 'Defect Description' and/or 'Defect Type' and/or 'Cause Description' field(s).

❻ Click 'OK' to confirm the modification of the defect and redisplay the 'Defects' information tab with the modified NCR.

If all information has been entered correctly by the supplier user, the following message is displayed: **Position successfully saved.**

Note: If you click on 'Cancel', your change(s) are not saved, the dialogue box closes and the 'Defects' information tab is still displayed*.*

You do not need to click 'Save' to confirm your action(s) as it has been done automatically by the system.

Note: You can click on 'Send NCR' if all your modifications are done and the NCR is completed, as explained in chapter [3.6_NCR validation].

3.6.2.2.3   Removing existing defect(s) from a displayed NCR

Removing existing defect(s) from a displayed NCR is done via the following steps:

❶ In the Dashboard, open the "Concession Overview" page from the "Concessions" card.

❷ Display the 'NCR Details' screen of a NCR by clicking the NCR number or by selecting a single row and using the 'Details' button.

❸ From the 'Header' information tab displayed, click the 'Defects' tab.

❺ From the 'Defects' information tab, and after selecting one or several lines, click on the 'Actions' button and then on 'Remove'.

After clicking on the 'Remove' menu, the following message is displayed:
The defect was successfully removed from the NCR.

You do not need to click 'Save' to confirm your action(s) as it has been done automatically by the system.

Note: You can click 'Send NCR' if all your modifications are done and the NCR is completed, as explained in [3.6_NCR validation].

3.6.2.3   Modify the NCR 'Attachments' information tab

You have the possibility to add new attachment(s) to a NCR or remove existing ones.

Adding new attachment(s) to an existing NCR is fully explained in chapter [3.4.2.3_NCR 'Attachments' section].

Hereunder are rules and restrictions linked to the removal of attachments from an existing NCR:
1. Customer administrator cannot remove NCR attachments.
2. Customer users cannot remove NCR attachments.
3. Customer message from a QMS can remove customer NCR attachments from AirSupply.
4. Supplier users can manually remove supplier NCR attachments from AirSupply.

The NCR history will track any change linked to attachment performed by the customer from his QMS or the supplier user in AirSupply.

Removing existing attachment(s) from a displayed NCR is done via the following steps:

❶ In the Dashboard, open the "Concession Overview" page from the "Concessions" card.

❷ Display the 'NCR Details' screen of a NCR by clicking on the NCR number or by selecting a single row and using the 'Details' button.

❸ From the 'Header' information tab displayed, click the 'Attachments' tab.

❹ From the 'Attachments' information tab and after selecting one line, click the 'Actions' button and then on 'Remove' to delete your selection.

Note: Only one line at a time can be selected during this removal process.

If the supplier user selected only supplier NCR attachments to remove, the following message is displayed: **Remove**

You do not need to click 'Save' to confirm your action(s) as it has been done automatically by the system.

Note: You can click 'Send NCR' if all your modifications are done and the NCR is completed, as explained in chapter [3.6_NCR validation].

3.7   NCR cancellation

3.7.1   NCR cancellation on customer side

Once the NCR is opened by the supplier, the customer user has no possibility to cancel it in AirSupply or from his QMS. The NCR cancellation process can only be initiated by the supplier user as explained in the following chapter.

3.7.2   NCR cancellation on supplier side

A supplier user has the possibility to cancel a NCR only if it is in status 'DRAFT'. For more details, please refer to chapters [2.2.1.1_The supplier cancels the NCR].

He can perform this action from two different screens:
- 'Concession Overview'
- 'NCR Details' (Header) information tab

3.7.2.1   Cancellation from 'Concession Overview' screen

Cancelling a NCR from 'Concession Overview' screen is done via the following steps:

❶ In the Dashboard, click the "DRAFT" status on the "Concessions" card.
The system then displays a pre-filtered "Overview Concession" as follows:

❷ Select one or several NCR lines in the 'Concession Overview' tab.

❸ Click 'Delete' to validate your action.

The system shows the following confirmation message:
Selected NCR successfully deleted.

The NCR(s) is/are then removed from the NCR workflow and AirSupply.

Note: When a NCR is cancelled, there is no history maintained as the NCR has disappeared from AirSupply.

3.7.2.2 Cancellation from 'NCR Details' screen

Cancelling a NCR from 'NCR Details' screen is done via the following steps:

❶ Start from the 'Concession Overview' screen as explained in the previous chapter. Display the 'NCR Details' screen of a NCR by clicking the NCR number or by selecting a single row and using the 'Details' button.

❷ Click 'Delete' to validate your action.

The following confirmation message is displayed:
Selected NCR successfully deleted.

The NCR is then removed from the NCR workflow and AirSupply.

3.8 NCR Collaboration within AirSupply

3.8.1 Examples of collaboration (supplier only)

3.8.1.1 Collaboration on NCR in status 'DRAFT'

For an explanation of all the collaboration process in status 'DRAFT', please refer to chapters [3.4_Manual NCR Creation and 3.6_NCR validation].
In case of update process, refer to chapter [3.7_NCR update].
In case of cancellation process, refer to chapter [3.8_NCR cancellation].

3.8.1.2 Collaboration on NCR in status 'INCOMPLETE'

For an explanation of all the collaboration process in status 'INCOMPLETE', refer to chapters [3.6_NCR validation and 3.7_ NCR update].

3.8.1.3 Collaboration on NCR in status 'SPSA'

For an explanation of all the collaboration process in status 'SPSA', refer to chapters [3.6_NCR validation and 3.7_ NCR update].

3.8.2 Examples of collaboration (customer only)

Examples of customer collaboration on a NCR in status 'OPEN' or 'WIP' cannot be described in this module as this process is not done in AirSupply but in the customer Quality Management System.

3.8.3 Send message

The send message functionality allows you to send an e-mail with a link to a NCR screen from your local e-mail client (e.g. MS Outlook™ or Lotus Note).

Note: Please note that Webmail cannot be set as a default email client.

You can use this function during the NCR collaboration phase to ask for clarification or explain / justify the information you sent to your customer.

The 'Send E-Mail' functionality is available from the following NCR screens:
- 'Concession Overview'
- 'NCR Details' for Header
- 'NCR Details' for Defects
- 'NCR Details' for Attachments

In the screenshot below, you can see how to use this function:

❶ Select one NCR line.

❷ Click 'Send E-Mail'.

Notes: Only one NCR at a time can be selected when using this functionality.
There is no need to select any line number from the following NCR screens: 'NCR Header', 'NCR Defect' and
'NCR Attachments'. In this case, just click on the 'Send E-Mail' button.

Your local e-mail account opens with a link to be sent to your contact(s) to access the relating NCR screen, as shown below:

Feel free to send this email to the relevant recipient within your company and/or your customer company.

Note: The recipient(s) of the e-mail should have the appropriate access rights to display Concession data within AirSupply.

3.8.4   Print NCR

Supplier and customer users have the possibility to print a NCR containing most of the important information relating to a created NCR and associated defect(s).

The printing functionality is available from the following NCR screens:
- 'Concession Overview'
- 'NCR Details' for Header
- 'NCR Details' for Defects
- 'NCR Details' for Attachments

In the screenshot below, you can see how to use this function:

❶ Select one or several NCR lines.

❷ Click 'Print'.

After clicking the 'Print' button, a new browser window opens containing a Printable Document Format (PDF) with NCR labels. AirSupply generates one NCR label per created defect. Therefore, if you print 2 NCRs and the first one contains 1 defect while the second NCR contains 3 defects, the PDF document will contain 4 NCR labels in total.

Notes: You need to have PDF reader software (such as Adobe™ Reader) on your computer to display the printed NCR.

There is no need to select any line number from the following NCR screens: 'NCR Defect' and 'NCR Attachments'. In this case, just click on the 'Print' button.

Make sure that your pop-up blocker does not block the new window opened. An error message appears if pop-ups are not allowed.

The screenshot below shows an example NCR label:

trg-TRAINING@ CUSTOMER	1 Originator Ref No GH-344	1a Customer Ref No	2 Originators Company TRGAIRF021SO	3 Customers Company trg-TRAINING@ CUSTOMER UK	4 Revision Issue Plan 56	5 Originator/Contact Marc Stevens	6 Page of pages 1 of 1

7 Program	8 Customer Mat. No CMN-021_FC1		8a Supplier Part No SMN-021_FC1	9 Part Name TA5070 3X6 TUBE		10 S/N or ID No

11 NC Qty 123	12 Order Qty	13 Work/PurchaseOrder No PO-021_5	14 Assembly Dwg. No	15 Assembly S/N	16 LRU or sub-assembly No	17 Final Product Manufacturer	18 Product category

19 Non-conformance Description Training	19a Document reference	19b Index	19c Previous Dispositions/Concessions
	19h Actual Condition		19i Over max/under min

19d Zone	19e KPC	19f Char. Item No	19g Specified requirement	20 Attachment MappingProcess.csv; Picture_Damage.png

21 Process/NC Code P210	22 Supplier Remarks Scratches	23 Cause Code C13	24 Corr. Action Code WSD34

25 Disposition

25a NC category	25b Limitation	25c Limitation Description	25d Parts marking

25e Additional Comments

26 Originator Marc Stevens	28 Additional			29 Notification of regulatory agency(ies)
Name/Function or Depart./Date/Sign.	Name/Function or Depart./Date/Sign.	Name/Function or Depart./Date/Sign.	Name/Function or Depart./Date/Sign.	30 Availability of replacemnet parts
27 Customer				
Name/Function or Depart./Date/Sign.	Name/Function or Depart./Date/Sign.	Name/Function or Depart./Date/Sign.	Name/Function or Depart./Date/Sign.	31 Availability of personal to perform work / 32 In-service unit(s) affected

3.8.5 NCR history

The NCR history tracks all changes that are performed on a NCR object, either by the customer user or the supplier user.

The NCR history function is available from the following NCR screens:
- 'Concession Overview'
- 'NCR Details' for Header
- 'NCR Details' for Defects
- 'NCR Details' for Attachments

The screenshot below shows an example on how to access the NCR history from 'NCR Details' screen:

❶ Click 'History'.

Note: From 'Concession Overview' screen, you need to select one NCR line before clicking on 'History'.

You are directed to the 'NCR Details History' screen, as follows:

Note: The description of each column in this table is available in chapter [5_Appendix] at the end of the module.

❶	Timestamp	Date and time of the change.
❷	Field	NCR field name that has been changed.
❸	Action	Type of action. Possible values are 'Added', 'Modified' or 'Deleted'.
❹	Source	Source of the change. Possible values are: • 'Update' (when NCR is changed manually in the application). • 'Import' (when NCR is changed via manual upload or M2M import).
❺	Old Value	Old value before the change.
❻	New Value	New value after the change.
❼	User ID	Supplier or Customer ID who has made the change.

The 'NCR Details History' screen only shows one action button:

Back	Return to the last screen.

The supplier 'Save' action and the system automatic saving do not produce any history record if the NCR is still in status 'DRAFT'.

The NCR history starts recording changes when the supplier clicks the first time on the 'Send NCR' button action and the NCR status changes from 'DRAFT' to 'OPEN'. After this step, all changes to the NCR, either done by the customer or the supplier, are tracked in the NCR history.

3.8.6 NCR archiving

There is no archiving system set up for NCR.

An automated process is in place to clean up and remove NCRs from AirSupply without keeping any data nor history if the following conditions are met:

- The NCR status is considered as 'Final' and it requires no further collaboration action neither in AirSupply nor in customer QMS (e.g. status 'APCA').
- The NCR has not been changed for a certain period of time defined by your customer (default value = 6 months).

Note: The system clears the complete NCR object including the Header, Defect(s) and Attachment(s).

3.9 Despatch Advice creation and NCR dependencies

The purpose of this chapter is not to explain you how to create a Despatch Advice (DA). Please refer to the module Despatch Advice [RD6] if you need full details about this process.

We have seen in chapter [3.4.3_NCR creation and PO/DA dependencies] that the system does not cross-check the information entered in NCR with the information stored in the DA as far as serial numbers and batch numbers are concerned.

However, there are some checks performed at the time the DA is created and validated in AirSupply. The checks concern the NCR number(s), the NCR status, the material and the serial number(s) as explained in the following two sub chapters.

3.9.1 'Concession number' field to store NCR number

A Despatch Advice can be linked to one or several existing NCRs via the 'Concession number' field used at UE level.

If your customer has enabled the NCR function, there will be some checks performed at the time the DA is created on NCR number, NCR status and material *(Note: These checks are not performed in case of 'DA update' mode when the supplier user modifies entries of the UE)*.

If your customer has not activated the NCR function, none of the following checks in this chapter will be performed at DA creation time for the field 'Concession number' (except mandatory syntax checks such as length of the value limited to 40 characters).

In any case, the field 'Concession number' is not mandatory and you can create a DA without linking it to an existing NCR.

❶ At UE level, one or more NCR numbers (separated by a '|' pipe without blanks) can be entered into the field 'Concession number' as shown below:
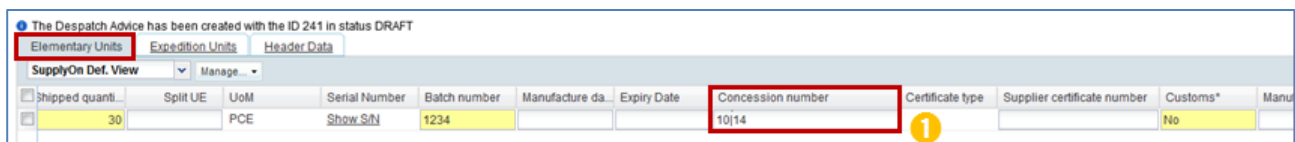
Note: The Concession number to enter corresponds to 'NCR Supplier Reference' field in NCR header.

The following checks are performed within the validation process of a newly created (not yet sent) DA (manual creation in AirSupply or via a manual upload process or via the M2M process):

Scenario 1 – The supplier user assigns one Concession number at UE level:
- If Concession number exists, material does match and NCR status (*) does allow DA, no error message is generated.
- If Concession number does not exist in the system, an error message is generated at the top left of the screen.
- If Concession number exists, but the material on the UE does not match with the material the NCR is based on, an error message is generated at the top left of the screen.
- If Concession number exists, material does match, but the NCR status does not allow DA, an error message is generated at the top left of the screen.

(*) A Despatch Advice can only be sent when the NCR has one of the following 'Final' state: 'REWORK', 'REPAIR', 'USE AS IS', 'REJECTED' or 'ACCEPTED PENDING CUSTOMER ACTION'.

Scenario 2 – The supplier user assigns more than one Concession number at UE level (separated by |):

- If all Concession numbers exist, material does match and status of all NCR numbers allow DA, no error message is generated.
- If one or more Concession numbers are erroneous (not existent, or material does not match, or status does not allow DA), the DA error handling will display an error message at the top left of the screen for each affected Concession number.

3.9.2 Check of serial number(s) against NCR

At DA creation time, checks are performed against the NCR at the time of DA validation.

For each entered serial number on the Elementary Unit (UE) line, the system checks if a NCR number exists in the NCR process (not in the concession field) which refers to the same customer material number (CMN) selected in UE and serial number:

- If no NCR exists with the same combination of CMN and serial number(s), the system follows the standard DA process and no error messages will be displayed.
- If NCR(s) exist(s) with the same combination of CMN and serial number(s) but with NCR status(es) different than 'REPAIR', 'REWORK', 'USE AS IS', 'REJECTED' or 'ACCEPTED PENDING CUSTOMER ACTION', the system will display an error message.
- If NCR(s) exist(s) with the same combination of CMN and serial number(s) and with the status(es) 'REPAIR', 'REWORK', 'USE AS IS', 'REJECTED' or 'ACCEPTED PENDING CUSTOMER ACTION', the system will not display an error message and the DA will be processed accordingly.
- If NCR(s) exist(s) with the same serial number(s) and with the NCR status(es) 'REPAIR', 'REWORK', 'USE AS IS', 'REJECTED' or 'ACCEPTED PENDING CUSTOMER ACTION' but the CMN linked to DA UE is different than the CMN found in the NCR, the system will not display an error message and the DA will be processed accordingly.

The check of serial number(s) is done only if it is mandatory for a PO schedule line (for example yellow field in UE DA).

3.10 Download/Upload NCR within AirSupply

NCRs can be downloaded and uploaded via the Graphic User Interface (GUI) in AirSupply.

The NCR download/upload functions are available from the following NCR screens:
- 'Concession Overview'
- 'NCR Details' for Header
- 'NCR Details' for Defects
- 'NCR Details' for Attachments

3.10.1 NCR Download

AirSupply allows you to download NCR(s) from the AirSupply hub to a ZIP format file. This ZIP file contains all NCR data in .CSV format and, depending on the selection, all attachments.

This function will allow you to make off-line changes and upload them later in AirSupply.

The screenshot below shows an example on how to download an NCR from the 'Concession Overview' screen:
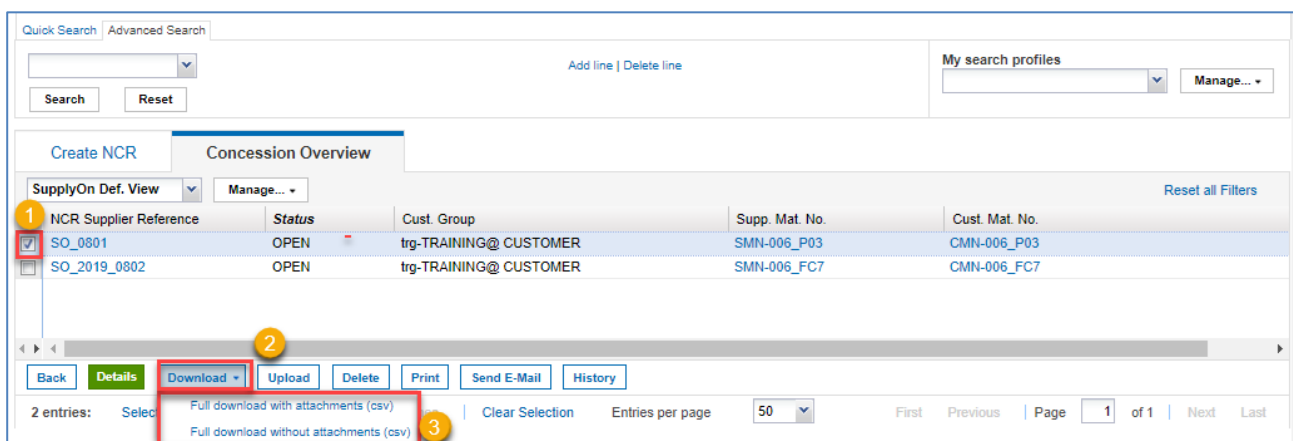
❶ Select one or several NCR lines in the 'Concession Overview' tab. Alternatively, you can select all NCRs displayed by clicking on the "Select all Matches on page" link.

❷ Click "Download" to open a menu where you can decide whether the selected NCRs should be downloaded with or without attachments.

❸ Click "Full download with attachments (csv)" or on "Full download without attachments (csv)" to start the download. This will download all selected NCR data.

Note: If multiple NCRs are selected for download, each NCR is put inside a separate folder within the ZIP format file.

When the download starts, a message is raised in the top left of the screen, as shown below:

Note: You can refer to the help online for furthermore information on Download/Upload functionality.

The screenshot below shows an extract of CSV NCR opened with Microsoft Excel:

	A	B	C	D	E	F
1	NCR Supplier Reference	Supplier Revision	NCR Customer Reference	NCR Customer Revision	Cust. Group	Customer Group Short Name
2	NCR_HEAD_SUPPREFNO	NCR_HEAD_SUPPR	NCR_HEAD_CUSTREFNO	NCR_HEAD_CUSTREV	PARTNER_RELATION_CUSTOMER_GROUPNAME	PARTNER_RELATION_CUSTOMER_GROUPCODE
3	SO_0801	1			trg-TRAINING@ CUSTOMER	TECUS

3.10.2 NCR Upload

AirSupply allows you to upload data .CSV file into the AirSupply hub. The .CSV file will only contain NCR data without the attachments (for example 'Header' and 'Defects' information).

This function will allow you to make off-line changes and upload them later in AirSupply.

Attachments have to be uploaded manually from AirSupply by using the same process as during NCR creation (See chapter [3.4.2.3_NCR Attachments section] for more details).

Several NCRs can be included in the same .CSV file.

In this case, the supplier has to follow some rules:
- The first two lines of the file have to be the header lines for all NCRs.
- The header data should not be changed.
- NCR information and Defect information should be entered on the same line.
- No blank line should be entered between two NCRs.
- Order of the displayed columns should not be changed.
- Not all columns can be updated.
- All individual fields are separated with a ' ; ' (semi colon).

Example

A user wants to upload two NCRs, the first one with only one defect, the second one with two defects.

The .CSV file should contain the following lines:

1st line & 2nd line: Title lines with respectively field names and technical names
3rd line: NCR 1 – Header + 1st Defect
4th line: NCR 2 – Header + 1st Defect
5th line: NCR 2 – Header + 2nd Defect

You can use the upload functions for the following tasks:
- Updating an existing NCR.
- Creating a new NCR.

3.10.2.1 A NCR update via upload

In this case, the upload can be requested from the 'Concession Overview' screen or from an existing NCR (for example 'NCR Details' screens). The system tries to update the existing NCR with the information contained in the .CSV file. It is checked whether the .CSV file matches the key values of the NCR.

Note: The upload updates only the fields that are writable during a NCR update process.

The screenshot below shows an example on how to upload a NCR from the 'Concession Overview' screen:

❶ Click 'Upload' to start the upload process.

The following screen appears:

Please select a document in your data base and click 'Upload'.

Note: You can refer to the help online for furthermore information on Download / Upload functionality.

3.10.2.2 A NCR creation via upload

In this case, the upload has to be requested from the 'Concession Overview' screen.

During the upload process, the system tries to find an existing NCR using the key values contained in the .CSV file:

- If a NCR exists, the NCR is updated as if it was called from 'NCR Details' screens.
- If no NCR is found in the system, a new NCR is created.

This process applies to all NCRs contained in the .CSV file.

4 Conclusion

The Concession (NCR) training module explained in detail how to handle non conformities declared by suppliers in AirSupply.

It described the way a NCR was raised by the supplier and the different statuses a NCR could have with a description of the actions required, if any, on supplier or customer side.

This module has explained:

- The Concession concept.

- The Concession workflow.

- The different statuses and alerts for NCR.

This module has explained how to:

- Access and search a NCR.

- Manage a NCR within AirSupply (creation, pre-sending validation, update, cancellation).

- Print a NCR.

- Consult the NCR history.

- Download and upload NCR data.

5 Appendix

5.1 Description tables

5.1.1 'NCR Creation' table

GUI Name	Description	Displayed by default (customer)	Displayed by default (supplier)
Active filter	Activation of filter for search.	x	x
Add line	Add a line in advanced search.	x	x
Advanced search	Activation of additional filter to optimize the NCR view.	x	x
Averaging Period	Averaging Period.		
Comment	Comment.		
Cust. Group	Customer highest organisational level.	x	x
Cust. Mat. Desc.	Customer Material Description.		
Cust. Mat. No.	Customer Material Number.	x	x
Cust. Org.	Customer Organisation Short Name.		
Cust. Site	Customer lowest organisational level (sub-unit od 'Customer organisation').	x	x
Customer Organization	Organisational sub-unit of 'Customer Group'.	x	x
Delete a line	Delete a line in advanced search.	x	x
ERP Plant	ERP Plant Code.		
Flexible Field1Supplier	Flexible Field that can be used by the supplier at NCR Data level.		
Flexible Field2 Customer			
Flexible Field2 Supplier	Flexible Field that can be used by the supplier at NCR Data level.		
FlexibleField1 Customer			
Maximum Stock	Maximum Stock.		
Minimum Delivery Quantity	Minimum Delivery Quantity.		
Minimum Stock	Minimum Stock.		
Ord. Off. Code	Ordering Officer Code.	x	
Ord. Off. Name	Ordering Officer Name.		
Ord. Off. Phone	Ordering Office Phone.		
Process Key	Process Key.		
Reorder Point Factor	Reorder Point Factor.		
Reorder Quantity Factor	Reorder Quantity Factor.		
Rounding Delivery Quantity	Rounding Delivery Quantity.		
Signal Stock	Signal Stock Quantity.		
Stock Type	Material managed using Days of Supply.		
Supp. Loc. No.	Local ERP supplier number.		
Supp. Mat. No.	Supplier Material Number.	x	x
Supp. No.	Harmonised ERP supplier number.		

Supplier Group Name	Supplier highest organisational level.		
Supplier Material Description	Supplier Material Description.		
Supplier Planned Code	Supplier Planned Code.		
Supplier Site	Supplier lowest organisational level (sub-unit of "Supplier Organisation").	x	x
Supplier Site_City	Concatenation of supplier site and city.		
Supplier. Org.	Organisational sub-unit of "Supplier Group".	x	x
Transportation Time	Transportation Time.		
Unit of Measure	Material unit of measure.		

GUI Name	Description	Displayed by default (customer)	Displayed by default (supplier)
Active filter	Activation of filter for search.	x	x
Add line	Add a line in advanced search.	x	x
Advanced search	Activation of additional filter to optimize the NCR view.	x	x
Affected PO	Affected PO.		
Affected PO Line	Affected PO Line.		
Affected Quantity	Affected Quantity.		
Batch Number	Batch Number.		
Category	Category.		
Comments	Comments.		
Corrective Action	Corrective Action.		
Create NCR	Tab to start the NCR collaboration.		
Creator	Creator responsible.		
Cust. Group	Customer highest organisational level.		x
Cust. Mat. Desc.	Customer Material Description.		
Cust. Mat. No.	Customer Material Number.	x	x
Cust. Org.	Customer Organisation Short Name.		
Cust. Site	Customer lowest organisational level (sub-unit od 'Customer organisation').		
Customer Organization	Organisational sub-unit of 'Customer Group'.		
Customer RFD/RFW reference			
Date of Closure	Date of Closure.		
Date of Observation	Date of Observation.		
Date of Quantity Approval	Date of Quantity Approval.		
Date of Techn. Approval	Date of Technical Approval.		
Delete a line	Delete a line in advanced search.	x	x
Description	Description.		
Detected during	Detected during the NCR process step.		
Disposition	Disposition.		
Doc Ref Index	Document Reference Index.		
Document Reference	Document Reference.		
Draft Creation	Draft Creation.		
ERP Plant	ERP Plant Code.		
First Submission	First Submission date.		
Flexible Header Field 1 Customer			
Flexible Header Field 1 Supplier	Flexible Field that can be used by the supplier at NCR Data level.		
Flexible Header Field 2 Customer			
Flexible Header Field 2 Supplier	Flexible Field that can be used by the supplier at NCR Data level.		
Flexible Header Field 3 Customer			

Flexible Header Field 3 Supplier	Flexible Field that can be used by the supplier at NCR Data level.		
Flexible Header Field 4 Customer			
Flexible Header Field 4 Supplier	Flexible Field that can be used by the supplier at NCR Data level.		
Flexible Header Field 5 Customer			
Flexible Header Field 5 Supplier	Flexible Field that can be used by the supplier at NCR Data level.		
Gravity	Gravity.		
Last Modified	Last Modified.		
Limitation	Limitation.		
NCR Customer Reference	NCR Customer Reference.		
NCR number	NCR number.		
NCR Supplier Reference	NCR Supplier Reference.	x	x
NCR Supplier Revision	NCR Supplier Revision.		
New/Read	New/Read NCR Status.		
Product Category	Product Category.		
Program/Project	Program/Project.		
Quality Approbator	Quality Approbator.		
Quality Approbator Function/Department	Quality Approbator Function/Department.		
Related NCR	Related NCR.		
Root Cause	Root Cause.		
Serial Numbers	Serial Numbers.		
Status	NCR status.	x	x
Supp. Mat. No.	Supplier Material Number.	x	x
Supp. No.	Harmonised ERP supplier number.		
Supplier Group Name	Supplier highest organisational level.		
Supplier Material Description	Supplier Material Description.		
Supplier Planner Code	Supplier Planner Code.		
Supplier RFD/RFW reference	Supplier RFD/RFW reference.		
Supplier Site	Supplier lowest organisational level (sub-unit of "Supplier Organisation").		
Supplier Site_City	Concatenation of supplier site and city.		
Supplier. Org.	Organisational sub-unit of "Supplier Group".		
Techn. Approbator Function/Department	Technical Approbator Function/Department.		
Techn. Approbator Name	Technical Approbator Name.		
Title	NCR Title.		

5.1.3 'NCR Details' tables

5.1.3.1 'Header' information table

GUI Name	Description	Displayed by default (customer)	Displayed by default (supplier)
Affected PO	The referenced PO line associated	x	x
Affected PO/PO line	Affected PO/PO line.	x	x
Affected Quantity	Affected Quantity.	x	x
Analysis	Analysis.	x	x
Batch Number	Batch Number	x	x
Category	Category.	x	x
Comments	Field for a supplier's comment.	x	x
Corrective Action	Corrective Action.	x	x
Create/Edit	Create/Edit affected PO Line.	x	x
Creator	Creator of the Header.	x	x
Cust. Mat. No.	Customer Material Number.	x	x
Customer Corporate Group Code	Customer Corporate Group Code.	x	x
Customer Material Description	Customer Material Description.	x	x
Customer Material Number	Customer Material Number.	x	x
Customer Organization	Customer Organisation.	x	x
Customer Organization Code	Customer Organisation Code.	x	x
Customer Organization	Customer Organization.	x	x
Customer Plant	Customer Plant.	x	x
Customer Plant Code	Customer Plant Code.	x	x
Customer RFD/RFW Reference	Customer RFD/RFW Reference.	x	x
Date of Closure	Date of Closure for the NCR.	x	x
Date of Observation	Date of Observation.	x	x
Date of Quality Approval	Date of Quality Approval.	x	x
Date of Techn. Approval	Date of Technical Approval.	x	x
Detected During	Detected During NCR process step.	x	x
Description	Description.	x	x
Detected During	Detected during the NCR process step.	x	x
Disposition	Disposition.	x	x
Doc Ref Index	Document Reference Index.	x	x
Document Reference	Document Reference.	x	x
Draft Creation	Draft Creation.	x	x
First Submission	First Submission.	x	x
Flexible Field Header Customer 2	Field not used yet by customers to publish data.	x	x
Flexible Field Header Supplier 2	Flexible Field Header Supplier 2.	x	x
Flexible Field Header Customer 1	Field not used yet by customers to publish data.	x	x
Flexible Field Header Customer 3	Field not used yet by customers to publish data.	x	x
Flexible Field Header Customer 4	Field not used yet by customers to publish data.	x	x
Flexible Field Header Customer 5	Field not used yet by customers to publish data.	x	x
Flexible Field Header Supplier 1	Flexible Field Header Supplier 1.	x	x
Flexible Field Header Supplier 3	Flexible Field Header Supplier 3.	x	x
Flexible Field Header Supplier 4	Flexible Field Header Supplier 4.	x	x
Flexible Field Header Supplier 5	Flexible Field Header Supplier 5.	x	x

GUI Name	Description	Displayed by default (customer)	Displayed by default (supplier)
Flexible Header Field 1 Customer	Field not used yet by customers to publish data.	x	x
Flexible Header Field 1 Supplier	Flexible Header Field 1 Supplier.	x	x
Flexible Header Field 2 Customer	Field not used yet by customers to publish data.	x	x
Flexible Header Field 2 Supplier	Flexible Header Field 2 Supplier.	x	x
Flexible Header Field 3 Customer	Field not used yet by customers to publish data.	x	x
Flexible Header Field 3 Supplier	Flexible Header Field 3 Supplier.	x	x
Gravity	Gravity.	x	x
Last Modified	Date and time of the last modification	x	x
Limitation	Limitation.	x	x
Material Model	Material Model.	x	x
NCR Category	NCR Category.		
NCR Customer Reference	NCR Customer Reference.	x	x
NCR Customer Revision	NCR Customer Revision.	x	x
NCR Supplier Reference	NCR Supplier Reference.	x	x
NCR Supplier Revision	NCR Supplier Revision.	x	x
Order Information	Order Information.	x	x
OrderingOfficerCode	Ordering Officer Code.	x	x
PO Line	PO Line.	x	x
Product category	Product category.	x	x
Program/Project	Program/Project.	x	x
Related NCR	Related NCR.	x	x
Root Cause	Root Cause.	x	x
Search PO Line	Search PO Line.	x	x
Serial Numbers	Serial Numbers.	x	x
Status	NCR status.	x	x
Supplier Controlpoint	Supplier Control Point.	x	x
Supplier Corporate Group	Supplier Corporate Group.		
Supplier Material Description	Supplier Material Description.	x	x
Supplier Material Number	Supplier Material Number.	x	x
Supplier Number	Supplier Number.	x	x
Supplier Organisation	Supplier Organisation.	x	x
Supplier RFD/RFW reference	Supplier RFD/RFW reference.	x	x
Timestamps	Timestamps.	x	x
Techn. Approbator Name	Technical Approbator Name.	x	x
Techn. Approbator Function/Department	Technical Approbator Function/Department.	x	x
Quality Approbator	Quality Approbator.	x	x
Quality Approbator Function/Department	Quality Approbator Function/Department.	x	x
Title	NCR title.	x	x
Fixed prefix	Serial number generator.	x	x
Start value	Serial number generator.		
Number of values	Serial number generator.	x	x
Increment	Serial number generator.	x	x

5.1.3.2 'Defects' information table

GUI Name	Description	Displayed by default (customer)	Displayed by default (supplier)
Cause Code	Cause Code.	x	x
Cause Description	Full detail description of the cause.	x	x
Defect Description	Full detail description of the defect.	x	x
Defect Number	Number of the defect.	x	x

GUI Name	Description		
Defect Type	Defect Type.	x	x
Defect Type Code	Defect Type Code.	x	x
Flexible Field 1 (Pos.)	Flexible Field 1 (Position).		
Flexible Field 10 (Pos.)	Flexible Field 10 (Position).		
Flexible Field 2 (Pos.)	Flexible Field 2 (Position).		
Flexible Field 3 (Pos.)	Flexible Field 3 (Position).		
Flexible Field 4 (Pos.)	Flexible Field 4 (Position).		
Flexible Field 5 (Pos.)	Flexible Field 5 (Position).		
Flexible Field 6 (Pos.)	Flexible Field 6 (Position).		
Flexible Field 7 (Pos.)	Flexible Field 7 (Position).		
Flexible Field 8 (Pos.)	Flexible Field 8 (Position).		
Flexible Field 9 (Pos.)	Flexible Field 9 (Position).		

5.1.3.3 'Attachments' information table

GUI Name	Description	Displayed by default (customer)	Displayed by default (supplier)
Deleted	Deleted file.	x	x
Encrypted	Encrypted file.	x	x
Filename	Name of the attachment.	x	x
Owner	The uploader of the attachment.	x	x
Filesize	Size of the attachment.	x	x
Transmission Date	Date of the transmission.	x	x
Upload Timestamp	Date and time of the upload.	x	x
Status	Virus scan status.	x	x

5.1.3.4 'NCR PO Selection' table

GUI Name	Description	Displayed by default (customer)	Displayed by default (supplier)
Agreement End Date	Agreement End Date.		
Agreement Start Date	Agreement Start Date.		
Amendment	Amendment.		
Batch Number Supplier	Batch Number Supplier.		
Business Reference Number	Business Reference Number.		
Certificate Type	Certificate Type.		
Collab. Actor	Collaboration Actor.		
Comment	Comment.		
Commodity Group	Commodity Group.		
Config. Option	Configuration Option.		
Config. Standard	Configuration Standard.		
Config. Version/Rank	Configuration Version/Rank.		
Contract line	Contract line.		
Contract Number	Contract Number.		
Currency	Currency.		
Cust. Group	Customer highest organisational level.		
Cust. Mat. Desc.	Customer Material Description.		

Cust. Mat. No.	Customer Material Number.		x
Cust. Órg	Customer Organisation Short Name.		
Cust. Site	Customer lowest organisational level (sub-unit od 'Customer organisation').		x
Customer Organization	Organisational sub-unit of 'Customer Group'.		
Customer Reference	Customer Reference.		
Deletion Flag	Deletion Flag.		
Downloaded (since last update)	Downloaded (since last update).		
Downloaded Once	Downloaded Once.		
ERP Company Code	ERP Company Code.		
ERP Plant	ERP Plant Code.		
ERP Vendor Material	ERP Vendor Material.		
Elementary Delivery Site	Elementary Delivery Site.		
Final Customer Name	Final Customer Name.		
Final Customer PO Number	Final Customer PO Number.		
Final Delivery Location	Final Delivery Location.		
Fitting Customer Material	Fitting Customer Material.		
Fitting Place	Fitting Place.		
Fitting System	Fitting System.		
Flex. Header Field 10	Field not used yet by customers to publish data.		
Flex. Header Field 4	Field not used yet by customers to publish data.		
Flex. Header Field 5	Field not used yet by customers to publish data.		
Flex. Header Field 6	Field not used yet by customers to publish data.		
Flex. Header Field 7	Field not used yet by customers to publish data.		
Flex. Header Field 8	Field not used yet by customers to publish data.		
Flex. Header Field 9	Field not used yet by customers to publish data.		
Flexible Field 10	Flexible Field 10.		
Flexible Field 3	Flexible Field 3.		
Flexible Field 4	Flexible Field 4.		
Flexible Field 5	Flexible Field 5.		
Flexible Field 6	Flexible Field 6.		
Flexible Field 7	Flexible Field 7.		
Flexible Field 8	Flexible Field 8.		
Flexible Field 9	Flexible Field 9.		
Header Comment Present	Header Comment Present.		
Kit Component	Kit Component.		
Kit Header	Kit Header.		
Kit changed	Kit changed.		
Last Agreed Promised Date	Last Agreed Promised Date.		
Last Agreed Promised Quantity	Last Agreed Promised Quantity.		
Last Agreed Requested Date	Last Agreed Requested Date.		
Last Agreed Requested Quantity	Last Agreed Requested Quantity.		
Last EDI Message Date	Last EDI Message Date.		

Last GR Date	Last Goods Receipt Date.		
Last GR No.	Last Goods Receipt number.		
Line incoterm	Line incoterm.		
Line incoterm Description	Line incoterm Description.		
MRP Area	MRP area.		
Method for Manuf.	ERP MRP Controller.		
NewForCust.	Defines whether record currently contains of changes relevant to be reviewed by customer.		
NewForSup.	Defines whether record currently contains of changes relevant to be reviewed by supplier.		
Ord. Off. Code	Ordering Officer Code.		
Ord. Off. Name	Ordering Officer Name.		
Ord. Off. Phone	Ordering Office Phone.		
Ordering Officer E.Mail	Ordering Officer E-Mail.		
PO	Purchase order.		x
PO document type	PO Document type.		
PO Header Creation User	PO Header Creation User.		
PO Header Last Mod. Date	PO Header Last Modification date.		
PO Header Pub. Date	PO Header publication date.		
PO Header Text Present	PO Header Text Present.		
PO Line	PO Line.		x
PO Line Desc.	Po Line description.		
PO Line Text Present	Indicates that a PO line text exists.		
PO SL	PO Schedule Line.		
PO SL Creation Date	PO Schedule Line creation date.		
PO SL Last Mod. Date	Date of last PO Schedule Line modification.		
PO SL Pub. Date	AirSupply PO Schedule Line publication date and time.		
PO Sub-Type	PO Sub-Type.		
PO Type	PO Type.		
Pgm. / MSN	Project/Program Name and Manufacturer Serial Number.		
Price	Price.		
Price Unit	Number of units for which the price is valid.		
Price Unit of measure	Unit of measure for which the price is defined.		
Production Order Number	Production Order Number.		
Promised date	Promised date.		
Promised quantity	Promised quantity.		
Purchasing Group	Purchasing Group.		
Purchasing Organization	Purchasing Organization.		
Quality Contract Number	Quality Contract Number.		
Quantity Conversion Numerator	Quantity Conversion Numerator.		
Quantity conversion denominator	Quantity conversion denominator.		
Quotation	Quotation.		
Quotation date	Quotation date.		
Received Quantity	Received Quantity.		

Remaining Quantity to be Received	Remaining Quantity to be Received.		
Remaining Quantity to be Shipped	Remaining Quantity to be Shipped.		
Requested date	Requested date.		
Requested quantity	Requested quantity.		
Sales Order	Sales Order.		
Sales Order Line	Sales Order Line.		
Sales Person	Sales Person.		
Shipped Quantity	Shipped Quantity.		
Source of Publication	Source of Publication.		
Spares priority	Spares priority.		
Start of Collab	Start of Collaboration.		
Status	Status.		
Storage Location	Storage Location.		
Supp. Mat. No.	Supplier Material Number.		x
Supp. No.	Harmonised ERP supplier number.		x
Supp. Loc. No.	Local ERP supplier number.		
Supplier Acknowledgment Number	Supplier Acknowledgment Number.		
Supplier Agreement Number	Supplier Agreement Number.		
Supplier Group Name	Supplier Group Name.		
Supplier Material Description	Supplier Material Description.		
Supplier Planner Code	Supplier Planner Code.		
Supplier Reference	Supplier Reference.		
Supplier Site	Supplier lowest organisational level (sub-unit of 'Supplier Organisation').		x
Supplier Site_City	Concatenation of supplier site and city.		
Supplier. Org	Organisational sub-unit of 'Supplier Group'.		
Target Quantity	Target Quantity.		
Total Line Amount	Total line amount based on the requested quantities.		
Tracking Number	Tracking Number.		
Unit of Measure	Material unit of measure.		
Update Version	Update Version.		
VAT Registration Number	VAT Registration Number.		

5.1.4 'NCR Details History' table

GUI Name	Description	Displayed by default (customer)	Displayed by default (supplier)
Action	Type of action. Possible values are 'Added', 'Modified' or 'Deleted'.	x	x
ChangeID	ID of the change.	x	x
Field	NCR field name that has been changed.	x	x
Level	Level of NCR modification. Possible values are 'Header' or 'Defect'.	x	x
New Value	New value after the change.	x	x
Object ID	ID of the Object. If the change has been done by the system, SYSTEM is displayed.	x	x
Old Value	Old value before the change.	x	x
Source	Source of the change.	x	x
Timestamp	Date and time of the change.	x	x
User ID	Supplier or Customer ID who has made the change.	x	x
User´s name	User´s name who has made the change.	x	x

5.2 Referenced documents

[RD2]: 02_Master_Data_training_guide.
[RD3]: 03_Dashboard_training_guide.
[RD5]: 05_Ordering_training_guide.
[RD6]: 06_Despatch_Advice_training_guide.

Congratulations!

This is the end of the AirSupply training guide.

We wish you a successful use of AirSupply.