

SupplyWEB Supplier Manual

(SupplyWEB Version 10)

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

Business Contact:

Ralf Meyer Logistics Process Engineer rmeyer@tenneco.com

I. Content

I. Cont	ent	2
II. Abb	reviations	2
1. DF	PR Response - Suppliers	3
2. DF	PR Process Flow	
3. Ale	erts	
3.1	Alert Definitions	
3.2	Demand Alerts	
3.3	Metrics Alerts	
3.4	Kanban Alerts	
3.5	DPR Alerts	
3.6	SMI Alerts	
4. Ho	ow to setup suggested alerts	14
III. Figu	ures	16

II. Abbreviations

DPR Delivery Performance Report ID Identification
ID Identification
GRGoods Receipt
PO Purchase Order
SMI Supplier Managed Inventory
S-WEB SupplyWEB

1. **DPR Response - Suppliers**

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

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

To proceed, please press Continue.

	(INTOR) 4 🔒 📋	🛓 🔋 🔋 Tenneco Global	*
	+ Demand + Kanban	Delivery Performance View DF	Rs
	Supplier Managed Inventory	Search Criteria	
	Snipments Receipts	Facility	Gliwice V
	CUM Management Delivery	Ship To	
	View DPRs	Part	
\checkmark	Defective Materials	Response Required Before	
	 ● PPAP ● Parts Per Million 	State	
		Conti	«All» Response Required
	Reports Communications		Pending Approval Closed
	⊕ Security		

Figure 1: Supplier sight - View DPRs

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

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

On time:



DPR created by customer but not yet published



DPR created and published by customer now waiting but on time for suppliers response



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

Late:



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

Done on time:

/ /	
Image: A mage: A ma	

DPR created and published by customer

A green check-box with a tick will appear if the supplier responded before end of required *Response Due* date.

Customer accepted (on time) response of supplier

Customer accepted (late) response of supplier

Done Late:



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

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

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

(inter) 🖗 🔒 [1 4 1	8 2	Tenneco Global							
Demand										
Kanban	Delive	ry Perfor	mance DPF	R Manageme	ent					
Supplier Managed Inventory	Della									
Shipments	Deliv	ery Perro	rmance Re	views						
Receipts	Search	Critoria								
CUM Management	Search	Citteria								
Delivery	Facility			Ship To	Part	Responded Atte	r	Responded Betore		State
Performance	Gliwice ul. Boiko	owska 59 B		All	All	All		All		All
View DPRs	44100 POLAN		\wedge							
Befective Materials	FOLMIN									•
РРАР	Open D	PRs Close	d DPRs							/
Parts Per Million	Details	DPR ID	Facility	Ship To	Part		Response Due	e Date	State	
Supplier Performance	2	1093	Gliwice	Gliwice	M06	200017	03-03-2006			
Reports	1	1094	Gliwice	Gliwice	M06	200017	03-03-2006			
Communications	Ø	1095	Gliwice	Gliwice	M06	200017	03-03-2006			
Preferences	Ø	1096	Gliwice	Gliwice	M06	200017	03-03-2006			
Help	1	1097	Gliwice	Gliwice	M06	900215	03-03-2006			
	1	1098	Gliwice	Gliwice	M06	900215	03-03-2006			
	1	1827	Gliwice	Gliwice	062	00017	06-06-2007			
	Legend	ı								
	On Time									
	Late									
	Done On	Time								
	Done La	te		~						

Figure 2: Supplier sight – DPR Management

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

(INTOR) 4 🔒	🖿 📥 🖻 🖻 😤 Tenr	ieco Global	
+ Demand			
🕂 Kanban	Delivery Performa	nce DPR Management	
 Supplier Managed Inventory 	Deliver Perform	anaa Daulau	
🕂 Shipments	Delivery Ferroring	arice Review	
🕂 Receipts	Chinning Information		
+ CUM Management	Shipping mormation		
 Delivery 	Facility	Ship To	Supplier
Performance	Gliwice	Gliwice	GASKET SP.Z.O.O.
View DPRs	44100 Gliwice	KRS 24137	10 Wypoczynkowa street 43382 Bielsko-Biala
Defective Materials	POLAND	Kapital zakladowy 100 000PLN 44110 Gliwice POLAND	POLAND
+ PPAP		1021110	
+ Parts Per Million	Part Information De	tail Information Reasons Notes Supplier Information Activ	on Information DPR History
+ Supplier Performance	Part Information		
+ Reports	Part 🗹	Description	
+ Communications	06200017	REBOUND BUMPER	
+ Preferences			
+ Setup		Update	
🕂 Help			

Figure 3: Supplier sight – DPR Management – Part Information

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

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

(infor) 🎙 🔒	🖿 🚔 🗄 🙁 😤 Tenneco Global					8
+ Demand						
+ Kanban	Delivery Performance DP	R Management				
+ Supplier Managed Inventory	Deliver / Parfermence Pr					
+ Shipments	Delivery Performance Re	sview				
+ Receipts	Chinning Information					
+ CUM Management	Shipping mormation					
 Delivery 	Facility	Ship To		Supp	lier	
Performance	Gliwice	Gliwice	202000	GAS	GASKET SP.Z.O.O.	
View DPRs	44100 Gliwice	NIP 631-22-92-808,PL6312292808 KRS 24137 Kapital zakladowy 100 000PLN 44110 Gliwice POLAND			43382 Bielsko-Biala POLAND	
Defective Materials						
• РРАР		POCHIO				
Parts Per Million	Part Information Detail Information	ation Reasons Notes	Supplier Information	Action Information	DPR History	
Supplier Performance	Detail Information					
+ Reports	Delivery Performance Review Id	1827	PO Number		Test04062007	
Communications	Required Date	06-04-2007	Required Quant	tity	250	
+ Preferences	Issue Date	06-05-2007	Dpr Status		Published 🗳	
🛨 Setup						
+ Help			Update			

Figure 4: Supplier sight – DPR Management – Detail Information

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

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

(infor) 4 🔒		Tenneco Global		*		
+ Demand						
🕂 Kanban	Delivery Perform	mance DPF	R Management			
 Supplier Managed Inventory 	Deliuer Derfer					
+ Shipments	Delivery Perior	marice Re	view			
+ Receipts	Chinning Information					
+ CUM Management	Shipping mornauor	n ////////////////////////////////////				
 Delivery 	Facility		Ship To	Supplier		
Performance	Gliwice		Gliwice	GASKET SP.Z.O.O.		
View DPRs	44100 Gliwice		KRS 24137	43382 Bielsko-Biala		
Defective Materials	POLAND		Kapital zakladowy 100 000PLN 44110 Gliwice POLAND	POLAND		
+ PPAP						
+ Parts Per Million	Part Information	Detail Informat	tion Reasons Notes Supplier Information	Action Information DPR History		
+ Supplier Performance	Reasons					
+ Reports	Code	Descri	ption	Demerits 🗠		
Communications	Over	Over	shipment	1		
Preferences	Late	Later	shipment	1		
+ Setup	Totals	Totals				
🕀 Help				<u> </u>		
			Update			

Figure 5: Supplier sight – DPR Management – Reasons

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

(infor) 🎙 🔒	Tenneco) Global	*
+ Demand			
🕂 Kanban	Delivery Performanc	e DPR Management	
 Supplier Managed Inventory 	Deliver / Performen	as Paulau	
+ Shipments	Delivery Ferrorman	CE REVIEW	
+ Receipts	Shipping Information		
+ CUM Management	Shipping knormation		
 Delivery 	Facility	Ship To	Supplier
Performance	Gliwice	Gliwice	GASKET SP.Z.O.O.
View DPRs	44100 Gliwice	NIP 631-22-92-808,PL6312292808 KRS 24137	10 Wypoczynkowa street 43382 Bielsko-Biala
+ Defective Materials	POLAND	Kapital zakladowy 100 000PLN 44110 Gliwice POLAND	POLAND
+ PPAP			
+ Parts Per Million	Part Information Detail	Information Reasons Notes Supplier Information Actio	on Information DPR History
+ Supplier Performance	Notes		
+ Reports	Here the customer (Tenneco)	could enter some comments.	
+ Communications			
+ Preferences		Update	
🕂 Setup			
🕀 Help			

Figure 6: Supplier sight – DPR Management – Notes

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

Demand						
Kanban	Delivery Performanc	e DPR Management				
Supplier Managed Inventory	Della Defense	Deview				
Shipments	Delivery Performance	se Review				
Receipts	Shinning Information					
CUM Management	Shipping mornation					
Delivery	Facility	Ship To		Supplie	Supplier	
Performance	Gliwice	Gliwice	Gliwice NIP 631-22-92-808,PL6312292808 KRS 24137		GASKET SP.Z.O.O. 10 Wypoczynkowa street 43382 Bielsko-Biala	
View DPRs	ul. Bojkowska 59 B 44100 Gliwice	NIP 631-22-92-808,PL63122 KRS 24137				
Defective Materials	POLAND	Kapital zakladowy 100 000PLN 44110 Gliwice POLAND	Kapital zakladowy 100 000PLN 44110 Gliwice POLAND			
PPAP						
Parts Per Million	Part Information Detail I	Information Reasons Notes	Supplier Information Actio	on Information	DPR History	
Supplier Performance	Supplier Information					
Reports	Contact Name	Name Surename	Phone		123456789	
Communications	Response Required	Ves Ves	Contact Date		06-05-2007	
Preferences	Response Due	06-06-2007				
Setup						

Figure 7: Supplier sight – DPR Management – Supplier Information

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

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

(INTOR) 4 🟦 (🗋 📇 🔋 📍 Tenneco	Global	*
+ Demand			
🕂 Kanban	Delivery Performanc	e DPR Management	
+ Supplier Managed Inventory	Deliver Deferment	a Davisou	
+ Shipments	Delivery Performance	ce Review	
+ Receipts	Chinning Information		
🕂 CUM Management	Shipping mormation		
 Delivery 	Facility	Ship To	Supplier
Performance	Gliwice	Gliwice	GASKET SP.Z.O.O.
View DPRs	ul. Bojkowska 59 B 44100 Gliwice	NIP 631-22-92-808,PL6312292808 KRS 24137 Katel a data too pooplin	10 Wypoczynkowa street 43382 Bielsko-Biala
Defective Materials	POLAND	44110 Gliwice POLAND	POLIND
+ PPAP			
+ Parts Per Million	Part Information Detail 1	Information Reasons Notes Supplier Information	tion Information DPR History
+ Supplier Performance	Action Information		
+ Reports	Corrective Action	Comment / Solution to solve delivery	problems.
Communications			
Preferences			
Ŧ Setup			
🕀 Help			
Attached File		BD General German.doc 06-05-2007	hen Attach File 🖵 Delete File 🖵
	Corrective Date		

Figure 8: Supplier sight – DPR Management – Action Information

SupplyWEB Supplier-Manual

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

(INTOR) 4 🔒 [🗅 占 📄 🙁 🦿 Tenneco G	ilobal				×
Demand						
🕀 Kanban	Delivery Performance	DPR Management				
 Supplier Managed Inventory 	Deliver Derfermene	• Daview				
Shipments	Delivery Performance	erceview				
+ Receipts	Chinning Information					
🛨 CUM Management	Shipping mormation					<u> </u>
Delivery	Facility	Ship To			Supplier	
Performance	Gliwice	Gliwice	0 01 4 31 3 39 30 00		GASKET SP.Z.O.O.	
View DPRs	44100 Gliwice	KRS 24137	KRS 24137 Kapital zakladowy 100 000PLN 44110 Gliwice POLAND		43382 Bielsko-Biala	
Defective Materials	POLAND	Kapital zakladowy 11 44110 Gliwice POLAND				
• РРАР						
Parts Per Million	Part Information Detail In	formation Reasons	Notes Supplier Information	Action Informat	tion DPR History	
Supplier Performance	DPR History					
Reports	Date	Action	,	Responsible		
Communications	06-05-2007	Created	Created		Ralf Meyer	
Preferences	06-05-2007 Published			Ralf Meyer		
🛨 Setup						
🕀 Help			Update			
			~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~			

Figure 9: Supplier sight – DPR Management – DPR History

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

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

(INTOR) 4 🔒	E E R ? Tenneco	Global						
🛨 Demand								
🛨 Kanban	Delivery Performance	e DPR Management						
<ul> <li>Supplier Managed</li> <li>Inventory</li> </ul>	Delivery Performance	a Paulaw						
🕀 Shipments	Delivery Performance Review							
+ Receipts	Shinning Information	Shinning Information						
🛨 CUM Management	Sinpping normation							
<ul> <li>Delivery</li> </ul>	Facility	Ship To	Supplier					
Performance	Gliwice	Gliwice	GASKET SP.Z.O.O.					
View DPRs	ul. Bojkowska 59 B 44100 Gliwice	NIP 631-22-92-808,PL6312292808 KRS 24137	10 Wypoczynkowa street 43382 Bielsko-Biala					
+ Defective Materials	POLAND	Kapital zakladowy 100 000PLN 44110 Gliwice POLAND	POLAND					
+ PPAP								
🕀 Parts Per Million	Part Information Detail I	nformation Reasons Notes Supplier Information Action In	formation DPR History					
Examplier     Supplier     Performance	DPR History	DPR History						
+ Reports	Date	Action	Responsible					
+ Communications	06-05-2007	Created	Ralf Meyer					
+ Preferences	06-05-2007	Published	Ralf Meyer					
🕂 Setup	06-05-2007	Correction Action Submitted	Gasket sp zoo					
🕂 Help								
	/							

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

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

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

(INTOR) 4 🔒		8 2	Tenneco Global							
🗄 Demand	Delive	u i Daufau		Monogoment						
+ Kanban	Delive	ry Perior	manceDPR	wanayemeni						
<ul> <li>Supplier Managed</li> <li>Inventory</li> </ul>	Search	Criteria								
Shipments	Facility		Ship To			Part	Responded After	Responded Before		State
Receipts	Gliwice	Gliwice		iwice		All	All	All		All
CUM Management	ul. Bojk	ul. Bojkowska 59 B		NIP 631-22-92-808,PL6312292808 KRS 24137 Kapita zakładowy 100 000PLN 44110 Gliwice			<u>nu</u>			
Delivery Performance	44100 Gliwice POLAND		KRS 2413 Kapital za 44110 Gli							
View DPRs			POLAND							
Defective Materials	Open D	PRs Close	d DPRs							
] РРАР	Details	DPR ID	Facility	Ship To	Part	F	Response Due Date		State	
Parts Per Million	Ø	1093	Gliwice	Gliwice	M06200017	c	03-03-2006			
Supplier Performance	Ø	1094	Gliwice	Gliwice	M06200017	C	03-03-2006			
Reports	Ø	1095	Gliwice	Gliwice	M06200017	0	03-03-2006			
Communications	0	1096	Gliwice	Gliwice	M06200017	0	3-03-2006			
Preferences		1097	Glinica	Gliwica	M06900215		12-02-2006			
Setup	*	1097	Gilwice	Gliwice	m06900213		13-03-2006			^
Help	Ø	1098	Gliwice	Gliwice	M06900215	C	13-03-2006			
	60	1827	Gliwice	Gliwice	06200017	C	6-06-2007		<b>∽</b>   <b>∽</b>   _	
	Legend	I								
	On Time	On Time								
	Late									
	Done On Time									
	Done Late			<b>V</b>						

Figure 11: Supplier sight – DPR Management – Open DPRs

## 2. DPR Process Flow

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



Figure 12: Flow Chart DPR Process

## 3. Alerts

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

### 3.1 Alert Definitions

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

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

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

#### 3.2 Demand Alerts

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

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

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

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

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

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

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

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

#### 3.3 Metrics Alerts

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

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

#### 3.4 Kanban Alerts

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

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

#### 3.5 DPR Alerts

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

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

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

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

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

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

#### 3.6 SMI Alerts

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

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

## 4. How to setup suggested alerts

#### Why:

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

#### How:

Go to "Preferences"  $\rightarrow$  "Configure alerts". Select the alerts that you want to be notified of by ticking the checkbox. Then click "Save".

🕂 Kanban	Prefe	rences Alert Configuration				
Supplier Managed     Inventory	Ø	DMN Corrective Response Past Due				
Shipments     Receipts	1	DMN Containment Response Rejected				
Delivery     Performance	Ø	DMN Corrective Response Rejected				
Defective     Materials	DPR Alerts					
+ PPAP	Edit	Alert	s	Send		
<ul> <li></li></ul>	Ø	DPR Published				
Performance	1	DPR Response Accepted				
+ Communications	1	DPR Response Rejected				
Preferences	1	DPR Response Past Due				
Edit User Profile Configure Alerts Configure EMC	2	DPR Response Required				
Define Product Groups	SMI Alerts					
🕂 Setup	Edit	Alert	<b>S</b>	Sen		
🕂 Help	1	SMI Part Below Minimum Level	Z	V		
	Ø	SMI Part Above Maximum Level				
	PPAP Alerts					
	Edit	Alert	s	Send		
	1	PPAP Published				
				////		

Figure 13: Preference Alert Configuration

#### Suggested supplier alerts:

#### **Metrics Alerts**

• Metrics Published

#### **Kanban Alerts**

• Emergency Signal Sent

#### **DPR Alerts**

- DPR Published
- DPR Response Rejected
- DPR Response Past

#### **SMI Alerts**

• SMI Part Below Minimum Level

## III. Figures

Figure 1: Supplier sight - View DPRs	3
Figure 2: Supplier sight – DPR Management	4
Figure 3: Supplier sight – DPR Management – Part Information	5
Figure 4: Supplier sight – DPR Management – Detail Information	5
Figure 5: Supplier sight – DPR Management – Reasons	6
Figure 6: Supplier sight – DPR Management – Notes	6
Figure 7: Supplier sight – DPR Management – Supplier Information	7
Figure 8: Supplier sight – DPR Management – Action Information	7
Figure 9: Supplier sight – DPR Management – DPR History	8
Figure 10: Supplier sight - DPR Management - DPR History Update	8
Figure 11: Supplier sight – DPR Management – Open DPRs	9
Figure 12: Flow Chart DPR Process	10
Figure 13: Preference Alert Configuration	14