

Title	Document ID	SP-OV-FAQ
Supplier Portal: Frequently Asked Questions	Version	4
	Last Revised Date	5/8/2018
	Last Revised By:	Nicholas Wynne
	Last Rev Description:	Added Key Terms and Abbreviations

Table of Contents

- 1. PURPOSE 2
- 2. ABBREVIATIONS AND DEFINITIONS..... 2
- 3. OVERVIEW 2
- 4. HOW TO GET HELP 3
- 5. REGISTRATION..... 3
- 6. LANDING PAGE 4
- 7. FORECAST DEMAND 4
- 8. PURCHASE ORDER / SCHEDULING AGREEMENT 5
- 9. CONFIRMATIONS 6
- 10. SOURCE INSPECTION 7
- 11. QUALITY NOTIFICATIONS (QN'S)..... 9
- 12. DELIVERY DUE LIST 9
- 13. ADVANCED SHIPPING NOTIFICATIONS 10
- 14. SERIAL NUMBERS 12
- 15. PACKAGING IN ASNS 12
- 16. PRINTING LABELS 14
- 17. CUSTOMER DIRECT SHIP (CDS)..... 14
- 18. INVOICING..... 15
- 19. NON-PRODUCT..... 16

1. PURPOSE

Provide answers to frequently asked questions about the Supplier Portal and SNC. SNC stands for Supplier Network Collaboration. It powers the transactional area of the Supplier Portal and can be reached via the SNC Quick Links. This supply chain collaboration software synchronizes and automates information flow to better align supply and demand, optimize inventory management, and improve customer service.

2. ABBREVIATIONS AND DEFINITIONS

SAP = Systems, Applications, and Products

SNC = Supplier Network Collaboration. SAP Product for Supplier Portal

ECC = Enterprise Central Component. SAP Product. Common term for UTAS = SAP

.NET = Landing (Home) Page. Features Quick Links to SNC (ex: PO collab/Due List)/Outside Apps (ex: Eng Dwgs)/News/Help & Training

SA = Scheduling Agreement. Suppliers see scheduled release lines from Long-Term/Blanket Agreements*

PO = Standard/Spot Buy Purchase Orders*

CCK = Confirmation Control Key. Used to request how/if our suppliers process Confirmations/ASN's in the portal*

ASN = Advanced Shipping Notification. Supplier process to create shipment notification/label in the Portal

COO = Country of Origin. Country where parts are manufactured. Mandatory field on ASN's

UID/IUID/UII = Unique Identifier/Item Unique Identifier. Used for part marking. If required supplier will need to populate on the ASN

BBD = Best Before Date. Used for time-sensitive materials that have an expiration. If required supplier will need to populate on ASN

HU = Handling Unit. The package that the supplier ships the order in. This could be a box/envelope/skid

IBD = Inbound Delivery. Created in ECC after ASN is created. Shows qty's/delivery dates. Shows as "LA" under confirmations views in PO's/SA's

LA = Confirmation type. Shows the ASN qty/delivery information. Found in the confirmations views on the PO's/SA's

AB = Confirmation type. Shows the qty/delivery dates the supplier has confirmed in the portal. Found in the confirmation views on the PO's/SA's

GR = Goods Receipt. Processed upon receipt of material on dock in ECC

DC/DCI = Delivery Complete/Delivery Complete Indicator. Indicates item is completely closed

ERS = Evaluated Receipt Settlement. Method to auto-invoice upon receipt of product in ECC

3. OVERVIEW

What is the UTAS Supplier Portal?

Merriam-Webster definition of a Portal: "Door, Entrance". It's a way for UTAS to collaborate with suppliers; a two way communication tied directly to SAP; and has Single Sign On technology to link to other applications.

What does a Supplier Portal do?

From an MRP / Transactional perspective:

- PO / SA Collaboration – Suppliers receive their purchase orders and scheduling agreements along with changes and can access them at any time.
- Alerts – Suppliers can setup alerts new PO's, changes, etc.
- Forecast Collaboration – Suppliers see long term forecast information for their materials for capacity planning
- Supplier Commits – Suppliers commit to orders to let UTAS know when to expect shipments

- Advance Shipping Notifications– Required in order to ship product to UTAS. Can only be printed and attached to the shipment when in the approved ship window.
- Repair Tracking – Suppliers can provide status updates of repair orders and quote costs of repairs in the repair cockpit.
- Invoicing – When allowed by law, suppliers can electronically invoice on the portal and see their payment status.
- Appeals – Suppliers can appeal any late deliveries that affected their supplier performance

From an informational / Survey perspective:

- News Articles
- Tie in to Engineering Data – EPEC PLM
- Links to other Business Unit specific applications
- Supplier Contact Information
- Supplier Health Assessment
- Supplier Capabilities Survey
- Certs & Reps

4. HOW TO GET HELP

Contact the Helpdesk at 1-833-665-6601 or at supplierportal@utas.utc.com

5. REGISTRATION

What is the difference between a Supplier Admin and a Supplier User?

The supplier admin is a person at the supplier's organization who has been set up to add/remove supplier users at their organization. They have permissions for all functionality of the portal. They control who uses the portal at their supplier location. A supplier user is someone that uses specific functionality of the portal (ASN's, commits, etc), but does not have rights to add other users.

How does a Supplier Admin register for the portal?

A Supplier Admin has to be invited by our support team. If you would like to be added as a supplier admin, follow [How to Get Help](#).

How does a Supplier User register for the portal?

Users are invited to use the portal by their supplier admin. If you do not know who your supplier admin is, check <https://suppliers.utc.com/reg/HowDoIGainAccess>, or follow [How to Get Help](#).

What type of internet browser (version & system) do users need to have, at a minimum, to access the Supplier Portal?

The site is best viewed by Internet Explorer 11 or higher, Chrome 47 or higher, Mozilla Firefox 38 or higher. If the user's browser is older, they will have trouble with viewing many of our website features properly

Is the site usable on mobile devices?

The Supplier Portal is currently not supported on mobile devices or browsers.

Do I need to disable my pop up blocker for the Supplier Portal?

Users must disable their pop up blocker for this site or it will not perform correctly.

What types of positions at the supplier would typically be added as users?

- Customer Service Representatives or Account Managers typically responsible for:
 - o Reviewing new/changed purchase orders and scheduling agreements
 - o Reviewing forecasts of demand

- Providing commit dates to UTAS
- Shipping Managers and clerks typically responsible for:
 - Creating Advanced Shipping Notifications (labels) prior to shipment
- Any personnel that wish to receive communications and news on doing business with UTAS
- Accounts Receivable analysts typically responsible for:
 - Submitting and reviewing payment status of invoices. *Not applicable for some suppliers depending on national and local laws/regulations on invoicing.

How many supplier admins can a supplier set up?

We strongly recommend a minimum of two supplier admins for each supplier. There is no limit to the number of Supplier Admins or users.

How long does it take to get a new logon ID?

A new logon ID request is approved by your supplier administrator within the supplier's company. Once the administrator approves the request, the ID is created immediately.

What happens if I forget my password?

Click the 'Forgot Password' link on the logon page to begin resetting your password, or follow [How to Get Help](#).

Do passwords expire?

Yes, after 90 days of not logging into the portal, you will need to follow [How to Get Help](#).

If I want additional permissions, what do I do?

Contact your supplier admin.

How can I change my user profile; date format, time zone, etc.?

On the landing page, click "Profile" at the top right of your screen, adjacent to where their logon ID is displayed.

6. LANDING PAGE

I do not have access to all of the 'quick links' on the landing page. How do I get access to additional links?

Contact your supplier admin to get permissions to the applications associated with the quick links to the landing page. If you do not know who your supplier admin is, check <https://suppliers.utc.com/reg/HowDoIGainAccess>, or follow [How to Get Help](#).

7. FORECAST DEMAND

Do I have to set up a time bucket profile part by part?

Yes, however using the copy function will make the process more efficient.

What is the 'Order Forecast Collaboration' download file?

This download gives you a file that is the same as running from Demand / Order Forecast Monitor / Order Forecast Detail, however you can run the download for all or selected parts.

8. PURCHASE ORDER / SCHEDULING AGREEMENT

What is a scheduling agreement?

Purchase agreement that specifies the quantity and price of a material to be ordered from a supplier over a predetermined period of time.

Where can I access my schedule agreements?

You can view the scheduling agreements in the SA Collab area of SNC.

How does the supplier know when we need material?

The commit application will provide a UTAS request date to the supplier. This is the date we expect material on the dock at UTAS.

Can I download the PO to Excel?

Yes, as with many of the screen in SNC, you can select the export button on the PO to export it to Excel.

How do I print a PO?

In the PO details screen, click the Download Attachment button, then click Display. This will display a PDF of the PO which you can print.

Can I print more than one PO at a time?

No

Does the PDF copy of a revised PO (PO Change) include all lines on the order or does it only lines that are included in the change?

The PDF copy includes all of the lines.

- A rev change will display this note in the detail are `Item Last Changed On: 12/29/2015`
 - As a result of the rev change a new message also displays in the detail are `Inspection: FAI Required - Revision # Change`
 - In addition, a rev change will display at the end of the section of the line, after all text: `*** ECI Changed ***`
- A cancelled line will display at the end of the section `*** Item cancelled ***`.
- An added line will display at the end of the section: `*** New item ***`.
- A price change will display at the end of the section: `*** Net Price Changed ***`

Does the PDF copy of a revised SA (SA Change) include all product numbers on the SA or does it only display product numbers that were included in the change?

The PDF copy includes all of the part numbers.

- A rev change will display this note in the detail are `Item Last Changed On: 12/29/2015`
 - As a result of the rev change a new message also displays in the detail are `Inspection: FAI Required - Revision # Change`
- In addition, a rev change will display at the end of the section of the line, after all text: `*** ECI Changed ***`
- A cancelled line will display at the end of the section `*** Item cancelled ***`.
- An added line will display at the end of the section: `*** New item ***`.
- A price change will display at the end of the section: `*** Net Price Changed ***`

Will the PO that the supplier prints from SNC look exactly the same as the PO that prints as a PDF from ECC?

Yes the PDF copy from the supplier portal is the exact same PDF copy that is generated from SAP.

Where is the Government Contract Number and DPAS rating displayed?

This information prints on the PDF copy of the PO.

Is there a field that a supplier can use to input their job number as it relates to the UTAS part number?

The supplier can input notes in a PO. The notes stay in ECC.

Can a PO be placed under a supplier's lead time?

SAP allows the placement of an order to meet the customer demand, as long as the due date is equal to or greater than the current date.

How long does it take for a new PO/SA release to be visible on the Portal?

PO/SA PDF is available on the portal within five minutes of release in SAP. SA delivery schedules are updated nightly.

How long does it take for date changes to be visible on the Portal?

Changes to PO due dates are available to view on the portal within five minutes of release in SAP. SA delivery schedules on the portal are updated nightly. The commit application will show live data however.

How do I process a PO cancellation from the buyer?

The supplier will get an alert that the order is cancelled.

Where can I find the 'ship to address' on a PO?

The ship to address will show on the PDF file of the PO. Also in the PO detail, select the item, click the 'Locations' tab.

How does a supplier determine if an order is a Return to Vendor (RTV) order?

On the PDF copy of the PO;

- 1) The quantity will be negative,
- 2) If the supplier will be debited the 'Net Value' will be negative,
- 3) The 'Please Delivery To' address will display the supplier's address, and
- 4) The bottom of the PDF will display 'Note: this is a Return Item'.

Where is the ECCN/ITAR classification information listed if it is not available on the PO?

Prior to sending a PO or SA (LTA) to the portal, a system check is made to ensure the part is classified. The ECCN/ITAR classification will show on the PDF copy.

9. CONFIRMATIONS

What is a confirmation?

A date provided by the supplier to help plan internal production schedules and communicate customer delivery commitments.

Which PO Types require Confirmations?

See table.

Purchase Document Type	Description	Confirmation Requested	Qualifier
ZAEC	Release to a ZWK Value Contract (Marston Green only)	Yes	
ZCON	Release to a ZWK Value Contract	Yes	
ZOP	Sub-contracting order; used when providing components to the vendor to include in making ordered material numbers	Yes	
ZPO	Standard Purchase Order; For regular parts and "Spot Buys"	Yes	
ZRWG	Rework Purchase Order; used with a UTAS Liabile return to vendor	Yes	
ZRWK	Rework Purchase Order; used with a Vendor Liabile return to vendor	Yes	
Z3DS	Customer Direct Ship (Specific to certain BUs - use requires special set up in SAP)	Yes	
ZKNB	Long Term Agreement KANBAN process for Product materials. Contract line items use a designated cost object (Specific to certain BUs - requires special set up in SAP)	Yes	
ZLTA	Long term agreements - drives delivery schedules	Yes	
ZTOP	Temporary outside processing - generated based on production work orders allowing parts to return to UTAS processing when complete	Yes	This PO doc type will only be sent to the portal for the Italy Actuation CC 7525, and EECS CC's 7200, 7220, and 7250
ZPSO	3rd Party drop ship PO - can be manually created or auto generated by SAP entered drop ship sales orders (auto process is BU specific - requires SAP setup for use)	Yes	

Will buyers be able to see my commit?

Yes, the data that you provide in the commit application will be transferred automatically to SAP where the buyer will be able to see the commit date you provided. They will see your commits in various reports to support prioritization and communication with you.

10. SOURCE INSPECTION

What is Source Inspection?

The activity of completing an "inspection lot" for product prior to shipment to UTAS or a UTAS Customer. This activity is completed using the "Supplier Source Inspection (SSI)" application on the UTAS supplier portal. The "inspection lot" is a defined inspection plan that has been established by UTAS quality to ensure compliance to the engineering definition of the part being shipped as well as the general quality flowdown. This activity can only be completed by a UTAS approved inspector (i.e. DQR, CQAR, or SQAR) who has met the requirements of that role and has been granted permission to the SSI application.

Where can I access Source Inspection?

Source Inspection can be found under Quick Links in the UTAS Supplier Portal.

How does a supplier know if source inspection is required?

The Supplier Portal includes a feature to record the results of source inspection activities. If this feature is turned on for your order, you will see an "N" in the Due List in the column entitled "SSI Exempt", which means source inspection is required to be documented in the portal. Also, when entering the Create ASN screen from the due list, the user will receive a message saying that an inspection lot is required. Even if this column says "Y", meaning the source inspection is not required to be documented in the portal, the activity of source inspection may still be required by the order. Check your Purchase Order or

Scheduling Agreement quality notes and requirements to ensure all quality source inspection activities take place and are documented appropriately.

What are the requirements for creating an inspection lot (iLot)?

In order to create an iLot;

- 1) The user must be an approved Designated Quality Representative (DQR)
- 2) An inspection lot number must be created
- 3) The inspection results must be recorded
- 4) The usage decision must be recorded.

Reference training document: SP-SSI-CRT Quality SSI Create Inspection Lot.

Can a DQR create a supplier to supplier iLot?

A supplier to supplier iLot (created without a PO) is not possible. You should receive a package from your supplier that includes their certificate of compliance, raw material and special process certifications and First Articles Inspection forms if applicable.

What Engineering Change (EC) revision prints on the label, the revision on the PO or the revision on the iLot?

The Engineering Change revision on the label comes from the Purchasing Document.

Do I have the ability to reduce the quantity on the iLot, if I lose or scrap a part after it is inspected?

Yes.

Will an inspection lot be tied to a specific Purchase Order or SA Release?

The inspection lot is created with reference to a specific Purchase Order or SA Release.

If a Quality Notification applies to an inspection lot, where do I input the QN number?

The QN Number should be input into the Remarks field during the Results Recording process for the Quality Notification Operation/MIC (Master Inspection Characteristic).

Can a Master Inspection Lot be created for all line items on the purchase order?

Yes. The DQR should create an Inspection Lot (iLot) for the entire quantity of parts in the manufacturing lot that is presented to the DQR for inspection. When ASN is created, the iLot can be selected and the system will count down the quantity shipped from the iLot.

As a DQR, what do I need to inspect?

The DQR will need to physically inspect the parts 100% for workmanship and part marking. The DQR will also need to inspect 3 pieces and 5 characteristics from the lot presented to them. This dimensional inspection must be recorded and documented and kept on file for review by UTAS.

My sub-tier supplier for a special process is not listed, what should I do?

Suppliers should submit an SRI if parts are not made yet or a CAD if parts have been processed.

The current system shows the revision of the part is at Revision B. I made the parts to Revision A and it is a Use-As-Is disposition on the EC.

You will need to work with your buyer and have the purchase order updated. The SSI system will not allow you to ship unless the purchase order and the iLOT revision letters match.

My purchase order requires me to attach test data for each lot to the ESIR. I understand that the SSI system will not allow attachments at this time. What should I do? I used to send with the parts but it would always get lost.

DQR's will not be able to attach documents at this time to iLots. It is one of the top priorities after go-live to add this feature. In the meantime, contact your buyer and ask how they would like to proceed or you can send a copy with the parts.

11. QUALITY NOTIFICATIONS (QN'S)

What is a quality notification?

Process used when nonconforming material is detected during the manufacturing process that requires 'accept as is' or 'repair' disposition from UTAS.

How do I gain access to Quality Notifications:

Quality Notifications is considered a restricted process and the Supplier's portal administrator is responsible to request user permission. UTAS will have to grant permission before the user can have access to this system. In order for UTAS to grant access user must complete online interactive training of QN process and submit a screen shot showing completion of training to hscad@hs.utc.com. Permissions will shortly be granted by UTAS. The interactive training can be found in the Help section under "How do I submit a Quality Notification", then interactive training for Quality Notifications.

Where can I access Quality Notifications?

Quality Notifications can be found under Quick Links in the UTAS Supplier Portal.

How do I view quality notifications details?

Using the navigation bar at the top of the SNC screen, click on Quality, and then choose Quality Notification Details in the drop down menu. Once on this screen, a user can input the Quality Notification number to pull up the details of that QN.

What is the source of the data on the QN's?

The data on a Quality Notification provides details of the actual non-conformance of the physical material.

Where can I find the UTAS engineering disposition of the nonconformance?

Once UTAS engineering has completed the disposition a PDF copy of the completed QN will be uploaded to the QN and access in the "Download Attachment" section of the QN.

12. DELIVERY DUE LIST

If I ship a partial, does the remaining quantity remain on the due list for a certain period of time?

Yes, the remaining quantity is always available on the due list until the order is 100% completed either by being shipped completely or by the buyer agrees to close the remaining quantity on the PO in ECC.

If an order is past due, will it remain on the Due List?

Yes, the order remains on the Due List, when creating the ASN you will need to adjust the Delivery date and Ship date to a current or future date.

Can I get a file of the Due List of only orders with 'Ship Hor. Val. = Y'?

Open the due list and Export it to Excel. Filter the Ship Val. Hor. field, then delete all lines with an N in this field.

My order is found, but it is not in the ship window; the Ship Hor. Val. field = 'N'. How can I ship the order?

An ASN cannot be created until the order due date is inside of the ship window. If UTAS is requesting that the order be shipped, contact the UTAS associate that is requesting that the order should be shipped.

Can I get a list of only order inside (Ship Hor. Val. = Y) or outside (Ship Hor. Val. = N) the ship horizon / window?

Yes, go to the Due List and export the file. Filter by the Ship Hor. Val. field and delete either Y or N.

13. ADVANCED SHIPPING NOTIFICATIONS

What is an Advanced Shipping Notification (ASN)?

An ASN is created by the supplier in the supplier portal and it creates an inbound delivery number in SAP. This number is used to receive the material into SAP once it reaches the UTAS dock. A shipping label with the ASN number can only be printed at the supplier's location when it falls in the shippable window.

Which PO types require ASN's?

See Table

Purchase Document Type	Description	ASN Required?	Qualifier
ZAEC	Release to a ZWK Value Contract (Marston Green only)	Yes	
ZCON	Release to a ZWK Value Contract	Yes	
ZOP	Sub-contracting order; used when providing components to the vendor to include in making ordered material numbers	Yes	
ZPO	Standard Purchase Order; For regular parts and "Spot Buys"	Yes	
ZRWG	Rework Purchase Order; used with a UTAS Liabile return to vendor	Yes	
ZRWK	Rework Purchase Order; used with a Vendor Liabile return to vendor	Yes	
Z3DS	Customer Direct Ship (Specific to certain BUs - use requires special set up in SAP)	Yes	
ZKNB	Long Term Agreement KANBAN process for Product materials. Contract line items use a designated cost object (Specific to certain BUs - requires special set up in SAP)	Yes	
ZLTA	Long term agreements - drives delivery schedules	Yes	
ZMRO	Purchase orders specific to Customer Service/Aftermarket - used for repairs to items	Yes/No	ASN's is only applicable for US Plants (Receiving Plant) importing from foreign (Non-US) suppliers location. So, the ZPM2 (ASN Required from portal) only applies to US plants, everyone else mapped to ZPM1.
ZCOM	Customer owned material; used when a customer furnishes a product to UTAS.	Yes	

Can I ship without an ASN?

If you do not create an ASN when it is required, UTAS will not have visibility of the shipment, there are no controls over the proper window to ship the product, and SAP and the portal demand requirements will become misaligned.

Can I have multiple users creating ASNs?

Yes, each user will sign on with their own, unique, logon ID. In order to avoid conflicts between selecting the same order to ship, we recommend filtering the Due list by Company Location (plant), or some other unique filter.

What does the 'Save ASN / Draft' button on the ASN Packing screen do?

Clicking the Save ASN / Draft button will save the ASN as a draft to come back to later and continue working on. The draft will be available on the ASN overview screen. The Save ASN / Draft does not create an inbound delivery in SAP.

Explain SLED and Best before date – Shelf Life Expiration Date and Manufacturing date

SLED stands for Shelf Life Expiration Date. If a shelf life is required to be input in SAP, the 'Best Before Date' (scroll to the right on the 'Create ASN' grid) field must be input in SNC at the creation of the ASN. If the best before date is less than the current date, an error "Invalid best before Date" will be displayed. If SAP requires a manufacturing date, the 'Manufacturing Date' (scroll to the right on the 'Create ASN' grid) field must be input in SNC at the creation of the ASN. If the Manufacturing date is greater than the current date, an error "Invalid MFG Date" will be displayed.

Can I ship a partial quantity on an ASN?

Non-CDS orders allow a partial shipment. To ship a partial; when creating the ASN, input the partial quantity to be shipped. The packed quantity must match the quantity shipping.

How do I estimate the delivery date of an order when creating an ASN?

The delivery date can be estimated through the use of the supplier's experience of how long it will take a carrier to deliver an order to the receiving plant. The supplier or carrier may be able to provide a date based on historically how long it takes an order to ship to the receiving plant.

How do I cancel an ASN?

Navigate to Delivery -> Advance Shipping Authorization -> ASN -> ASN Details. Input the ASN number, click Go. Click 'Cancel ASN'. Click 'Yes' on the confirming pop-up.

What does the 'Shipping Date is not within the Shipping Horizon' error message mean?

The error message means that the due date of the order is outside of the ship horizon / window that is assigned to the supplier. The Ship Hor. Val. field will display 'N'. An ASN cannot be created until the order due date is inside of the ship window.

Where do I input a tracking number?

The tracking number is input on the initial ASN creation screen (the screen that is used to input the Delivery and Ship date, Quantity, Country of Origin, etc. To navigate to the tracking number input screen, click the 'Shipping Details' tab at the top of the screen. Input the tracking number in the Bill/Lading field. Do not input the tracking number in the tracking no. field, since this field does not map back to SAP. Note: the tracking number is not required on orders shipping to UTAS, it is a required field for orders shipping directly to a UTAS customer (customer direct ship – CDS).

Can I add a tracking number after the ASN is created?

Yes, the tracking number can be added to the ASN at any time, up to the time it has been received.

How do I determine the Country of Origin for material shipped?

The US definition of Country of Origin is found in the US Government Publishing document 19 CFR 134.1.

How do I ship multiple Country of Origins?

On the ASN creation screen, click Copy line item. Change the quantities of each line to the specific quantities to be shipped for each country of origin. Then input the country of origin for each line.

How can I use multiple iLot numbers to create one ASN?

On the ASN creation screen, click Copy line item. Change the quantities of each line to the specific quantities to be shipped in each inspection lot. Then select the inspection lot for each line using the drop down.

What does a supplier do if they received an 'Inspection lot required' error message when creating an ASL?

An inspection lot (iLot) is required if the supplier is set up as required to provide inspection lots and an iLot is not available. The supplier should contact their Delegated Quality Representative (DQR) to have an iLot created.

Can I create an ASN if the engineering change revision letter on the iLot does not match the revision letter on the PO or Release?

The ASN creation process requires the revision letter on the PO matches the rev letter on the iLot.

Can I get a list of ASNs created that have not been received? In the HS Portal this was referred to as SNR (Shipped Not Received)?

There are two ways to navigate to ASNs that have not been received.

- 1) Navigate to Exceptions -> Quick View. Click the Shipping tab. On the right graph is a link to 'No Goods Receipt'. This link will navigate to a screen that shows ASNs that have a published ASN, but no receipts against them.
- 2) Navigate to Delivery->ASN Overview (Filter the ASN Status = Published (These ASNs are still open, they have not been; received, closed or cancelled)

What if I accidentally input incorrect information in the ASN (e.g. iLot, Country of Origin, etc.)?

Prior to clicking the Save ASN/Publish you can correct the field. After Saving/Publishing the ASN you need to cancel the ASN and create a new one.

14. SERIAL NUMBERS

How does the portal determine if a serial number is required?

The serial number required functionality is based on the setup of the part in SNC. If the supplier has a question regarding the requirement for the input of a serial number in SNC, contact the buyer for assistance.

Does the serial number print on the shipping label?

The serial number does not print on the shipping label. The supplier will ensure that serial numbers that were assigned to the ASN are included in the shipping container.

Where is the serial number input?

On the initial ASN creation screen, click 'Show Details'. The serial number is input in the 'Serial Number' tab. The supplier can use Excel to cut and paste a range of serial numbers. NOTE: A current defect only allows the pasting of 5 serial numbers at a time using the excel cut and paste functionality.

If serial numbers are duplicated from previous shipments, will the error be displayed at ASN creation or at the receipt in SAP?

An error will display in SNC prior to allowing the ASN to be saved.

15. PACKAGING IN ASNS

What does 'HU' stand for in SNC?

HU stands for Handling Unit and it includes the information regarding how a supplier packages a shipment.

Does the number of boxes affect the number of labels created?

Yes, a label must be assigned to all of the Handling Units that have been created in the pack process.

Where is the box size; height, weight, etc. entered?

The box size can only be input for Customer Direct Ship (CDS) orders, orders that are set up to ship directly to UTAS customers, not shipping to a UTAS facility. Reference the CDS section of this FAQ document.

What does a Handling Unit of ‘SNC_Custom’ and ‘SNC_Custom-EUR’ mean?

SNC_Custom is to be used when the unit of measurement of packaging requirements is based on US measurements (inches, pounds, etc.). SNC_Custom-EUR is to be used when the unit of measurement of the packing requirements is based on the metric system (meter, kilograms, etc.). The only time that the supplier needs to be concerned with picking the exact handling unit is when shipping directly to a UTAS customer using the Customer Drop Ship process and package dimensions (height, weight, etc.) is required to be input.

What quantity do I input in the ‘Packed Products’ field?

The quantity that is included in the package being packed is input in the ‘Packed Products’ field.

Is the Handling Unit (HU) field mandatory?

Yes, the UTAS version of SAP requires that a handling unit value is input during the receipt process of the Inbound Delivery. The handling unit can be thought of as box, envelope, or skid.

Can the HU be changed after the ASN is saved/published?

Yes, as long as the ASN allows changes. The ASN is not editable after the status is changed to “good receipt”, meaning the order has been received in SAP.

Can I ship multiple part numbers and POs in the same box?

Yes, however multiple part numbers and orders will require separate labels, however the shipment can be consolidated into one box for shipping.

Can a supplier ship multiple ASN packages in a larger package / box?

Yes, multiple packages can be shipped in a larger package / box. The larger package does not need to be packaged in the ASN process.

Is there a limit to the number of parts in a package / box?

No, the quantity of parts that can be shipped in a package is determined by the supplier, based on the size of the parts and the size of the package.

How do I set up auto packaging?

Before using auto pack, the part must be set up with a packaging specification assigned to the product number. Reference standard work document SP-ASN-AP Auto Pack.

How do I use auto packaging?

After the part has been set up to allow auto packaging (reference standard work document SP-ASN-AP Auto Pack), complete mandatory fields on the first screen, then click ‘Packing’. If you have multiple packages set up for a part, select the package specification to use. On the ASN PACK screen, click ‘Automatic Packing’.

Can I set up multiple profiles for ‘auto-pack’ if I have different box sizes that I can use for the same part?

Yes, you can setup different profiles for the same part if you would like to change the packing configuration.

How do I manually create multiple Handling Units / boxes?

In the packing section of the ASN Creation, click Create HU. Then add the packaging material and click OK. This will create the first handling unit. Without selecting anything on the screen, click create HU again and follow the same process. This will create another handling unit to use in packing. If done correctly, there will be two lines listed under Pack Level 01.

What menu do I use to set up auto pack?

The setup of auto pack is performed in the 'Master Data' menu.

How do I determine if auto pack is set up for a part number?

To determine if auto packaging is set up for a product number, navigate to Master Data -> Packing -> Assign Packaging Specification. Click 'Go' to view the packaging specifications that have been set up for a product number.

What field identifies the maximum quantity that can be packed in a package?

The 'Target Quantity' field in the 'Level' tab contains the maximum quantity that can be packed in a package.

16. PRINTING LABELS

How do I print or re-print a label?

Navigate to Delivery -> Advanced Shipping Notifications -> ASN Details. Inquire on the ASN, click Go. When the screen populates the ASN information, click 'Packing'. From the ASN packing screen, select 'Print all Labels' to print all of the labels.

What do I do when I see a blocked message when trying to print an ASN label?

Initially there is a compliance batch program that runs to determine if the part is setup correctly in SNC to allow the shipment. If you receive an error message when you attempt to print a label, wait at least 5 minutes. If after 5 minutes try to print the label again. If you receive the message again, the order may be held for review by the International Trade Compliance (ITC) group. You should receive an email notifying you of any orders held for review by ITC. If you have not received an email, contact the help desk.

What is the difference between 'Print Label' and 'Print All Labels'?

From the ASN packing screen, select 'Print all Labels' to print all of the labels. If you need to print (or reprint) one specific label, if applicable, select a single handling unit (if multiple handling units exists) and select 'Print Label'.

Is there a specific label paper or printer that needs to be used to print an ASN label?

No, any 8 ½ or A4 paper can be used to print a label.

Can the format / layout of the label be changed with different UTAS companies?

No, the label format is consistent for shipments to all UTAS facilities using the supplier shipping label to receive orders in SAP.

Can I print more than one ASN label at a time?

No, Currently SNC functionality allows printing of labels from the ASN pack screen only. We are researching an enhancement that would allow suppliers to print all unprinted labels in one click.

17. CUSTOMER DIRECT SHIP (CDS)

How can I determine if an order is a CDS order?

Customer Direct Ship orders will show a ship to address to a UTAS customer, not a UTAS facility. When creating the ASN, the handling unit dimensions and tracking number will be required to be input.

For a Customer Drop Ship (CDS) order, am I required to create an ASN for the earliest delivery on the Due List, or can I choose any order that is within the customer's ship window?

Since the orders on the due list are tied directly to a sales order, the supplier is required to ship order in due list sequence, shipping the earliest delivery first.

What is the difference between CDS orders shipping directly to UTAS' customer and non-CDS orders shipping to UTAS?

- 1) A supplier cannot confirm or ship a partial quantity (or split confirmations),
- 2) The package details; height, weight, etc. must be input.
- 3) The label and packing slip will be generated by UTAS and printed using the download button.
- 4) The tracking number is required (Shipping details tab, Bill/Lading field).
- 5) Supplier may select alternative "route" (ex: Fed-X or UPS).
- 6) Supplier is able to see "freight forwarder "Release Details".
- 7) CDS always requires full shipment, no partial shipments allowed.
- 8) CDS shipment can't be combined. (Ex: Can't mix two LTA or LTA Items in one ASN).
- 9) CDS does not allow for a split of the confirmation date.

Where is the box size; height, weight, etc. input?

The box size information is input in the Packing process of the ASN creation, in the ASN Packing screen, after the Handling Unit has been created. Click 'Edit HU' to allow the input of the dimensions.

What does a Handling Unit of 'SNC_Custom' and 'SNC_Custom-EUR' mean?

SNC_Custom is to be used when the unit of measurement of packaging requirements is based on US measurements (inches, pounds, etc.). SNC_Custom-EUR is to be used when the unit of measurement of the packing requirements is based on the metric system (meter, kilograms, etc.). The only time that the supplier needs to be concerned with picking the exact handling unit is when shipping directly to a UTAS customer using the Customer Drop Ship process and package dimensions (height, weight, etc.) is required to be input.

18. INVOICING

What Non Product PO types are suppliers required to invoice through the portal?

The following NP document types are published in the portal and require electronic invoicing (not all PO types below are used by all UTAS BU's)

ZNPO - Non Product standard PO

ZCAP - Non Product PO using Capital WBS

ZPRJ - NP PO with WBS element and may have project approval hierarchies

ZPTO - NP Tooling order

ZREL - NP Value Contract release

EC - NP IT Procurement order (Wave 3 and beyond 10/2018)

NOTE: Electronic invoicing is prohibited to UTAS locations located in the European Union. Suppliers to these locations will use their existing processes for invoicing.

Can I see remittance/payment status on the portal?

Yes, the Invoice Overview screen will display the invoice / payment status of published, paid or cancelled, the date it is due to pay, and if paid will display the clearing document or check number.

Can I cancel an invoice in the portal if it posted with an error?

Yes, for invoices that have not been paid or cleared in SAP the supplier has the ability to cancel the invoice and resubmit with an amended invoice number (SAP maintains the history and the duplicate invoice check requires a unique value.)

What fields can I edit when posting an invoice in the Supplier Portal?

Suppliers must enter an Invoice number, and may update the invoice date (defaults to current date), the quantity to be invoiced (if partial), and the tax amount if PO is taxable.

What if I can't invoice due to a PO item price discrepancy?

The Supplier Portal pricing is not editable by the supplier. If a price change is needed, contact the buyer to resolve any pricing issues. If needed, a change order must be initiated by the Buyer and sent to the portal. The Supplier will be able to see the updates and invoice at the revised value.

Can I back date an invoice?

Yes

How can I get help if my invoice wasn't paid?

Reference the Invoice Overview before contacting your UTAS Buyer and/or Requestor to ensure that the goods/services are received. Use contact info below for payment status issues/inquiries. Have order number and invoice number ready.

- USA: [RightNow Portal](#)
- Poland: Wroclaw invoiceHSW@utas.utc.com
- Poland: Kalisz GPUTASInvoiceHSK@utc.com
- Other Locations: Contact local UTAS Buyer or liason for payment inquiries

19. NON-PRODUCT

How can I determine if an order is a non-product order?

No product number will be displayed in the product field and the document type / description will read: 'Non Product' as the order type.

Is an ASN required for non-product orders?

No

Is an inspection lot (iLot) required for non-product orders?

No