

Quality Certificates on the Internet (QM-CA-CG)



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Icons

| Icon | Meaning |
|---|----------------|
|  | Caution |
|  | Example |
|  | Note |
|  | Recommendation |
|  | Syntax |
|  | Tip |

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Quality Certificates on the Internet (QM-CA-CG)

Use

When you ship products to a customer, you frequently need to certify the quality of certain products. You can do this using quality certificates. Quality certificates can be created in the R/3 System. For example, they can be created as papers to accompany a delivery. As a vendor, you can customize the contents and appearance of certificates to suit your customer's needs. Specification data, inspection data, documents, and all sorts of general data can appear on a certificate.

You may also need to create certificates for individual enquiries. You can print or fax a certificate for a batch upon request. With the Internet application component *Quality Certificates*, an authorized customer can access the vendor's R/3 System and dispatch a certificate for a batch.

This chapter contains all the necessary information for using **quality certificates on the Internet**. A prerequisite is a basic knowledge of the QM application component *Quality certificates*.

Type of Internet Application Component

Business-to-Business

Advantages for Your Customers

- Your customers can access real-time information whenever they need it.
- The information is always up-to-date because the data is taken directly from the SAP database.
- Your customers do not have to contact you by telephone to get a certificate (reduced administrative costs).
- Your customers can record data quickly and easily because of the predefined screen layout.
- Information you offer your customers corresponds to any agreements made with vendors.

Advantages for You as Vendor

- Your administrative costs are reduced.
- You can determine access authorization and information content for individual customers.
- You can design the screen layout so that customers can record data quickly and easily.
- When you update data, your customers can access it without any further action on your part.
- Depending on the agreement with your customers, you can include fewer standard certificates for deliveries, because customers can access these independently.

Prerequisites

Authorizations/Security

SAP Users

The R/3 System identifies you by your **customer number**.

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As an SAP user, you require the following authorizations:

| Authorization Object | Description |
|----------------------|--|
| F_KNA1_APP | Customer: Application authorization (Activity: 03, Application authorization: F) |
| Q_TCODE | Transaction authorization for QC42 |

Internet Users

To start the Internet application component, your customer must log on using their SAP customer number and a password that you assign.

You can create, change, and delete passwords for Internet users with transaction SU05. To create a unique identifier for your customer, enter the object type *KNA1* next to your customer's number.

Data Access

Within the R/3 System, you can control access to your data in the following ways:

- **List of batches**

You can influence the list of batches by implementing enhancements or by using a different combination of BAPIs.

- **Assignment of certificate profiles**

You can assign certificate profiles, for example, at customer-material level. A certificate can only be created if a suitable certificate profile is found.

- **Limited view**

You define a limited view by using certificate profiles in which only certain information is displayed.

You can use customer-specific profiles if you want to withhold information from certain customers.

You can use general profiles containing limited information (for example, at material group level with WWW authorization) if only a few of your customers can access detailed information.

Standard Settings and Default Values**Default Values in QM Customizing**

In **Customizing** for *Quality Management*, the following settings are required for **sender texts**:

- View V_T001G_QM must contain entries for program SAPLQC07. All company codes must be maintained from plants where certificates can be created.
- The sender texts must exist in the work client.

You can create sender texts with transaction SO10, or you can copy them from another client. Sender texts, as well the forms used, should be available in all the languages in which certificates are created.

Features

Modification Options

In addition to changing the layout, this Internet application component offers you additional modification options.

The following text describes the modification options available if you:

- Keep the standard transaction
- Create a new transaction

Modification Options for a Standard Transaction

If you keep the standard transaction, you can make the following modifications:

- **Output of program messages**

Program messages are not usually displayed directly in this Internet application component. Instead, they are presented in a log.

If no data is found, the standard program provides two options for displaying log messages in the template:

- You can use field QCWW-PROTLINE (contains the first line of the log, or a "\$" sign if no log exists). You can find this field on screen 0103.
- You can use internal table G_LINES_TAB, which is transported via the mass data channel. This table contains the entire log.

- **Enhancements**

You can use the following enhancements:

- Enhancement QCPA0003:
New component EXIT_SAPLQC07_001 for defining new fields for certificate profile determination
- Enhancement QCPA0002:
New component EXIT_SAPLQC07_002 for defining criteria to limit the inspection lot/partial lot selection
- Enhancement QCWA0001 for influencing the list of materials

Components:

- EXIT_SAPLQC07_003 "Customer authorization for materials"
You can use this component to prevent a list of materials being created for a customer.
- EXIT_SAPLQC07_004 "Own search for customer's materials"
You can use this component to carry out your own selection in addition to or as an alternative to the standard selection.
- EXIT_SAPLQC07_005 "Limit materials for the customer"
You can use this component to change the table of materials.

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The R/3 System contains online documentation describing the functionality of each of these enhancements.

- **Customizing**

The sender texts used in view V_T001G_QM are maintained as program-specific for the corresponding company codes. For this reason, they can be quite different from the usual sender texts.

- **Additional modification options**

You can use all the modification options that the R/3 System provides for creating certificates, such as your own forms, texts, and function modules for data selection at characteristic level.

Modification Options for a New Transaction

If you do not keep the standard transaction, you have the following options:

- You can display additional fields on your screen (e.g. the availability date field for batches).
If you use this option, refer to the function modules and BAPIs listed below.
- You can allow for a time span when selecting batches.
If you use this option, refer to the function modules and BAPIs listed below.
- You can use other BAPIs for the selection of materials (for example, from the Internet application component for the product catalog).

R/3 Development Objects

In the R/3 System, data exchange is carried out on the Internet using transactions and function modules. The following development objects are required to create certificates:

| | |
|-----------------------------|--------------------------------|
| Development class: | QC |
| Transaction: | QC42 |
| Function group for screens: | SAPMQCWA |
| Function modules: | SD_SELECT_MATERIAL_GROUPS_WWW |
| | BAPI_CUST_SAREAS_MATERIALS_GET |
| BAPIs: | Customer.ExistenceCheck |
| | Customer.CheckPassword |
| | Customer.GetSalesAreas |
| | Material.GetBatches |
| | Material.GetBatchCertificate |

There is online documentation on each of these modules in the R/3 function library.



Every change to an R/3 development object used for the Internet application component counts as a modification.

You should not change the development objects of the standard system under any circumstances.

Data Output via the Internet Transaction Server

Data is output via the Internet Transaction Server. The output forms are filled with data and made available in HTML format on the Internet/Intranet.

Service Name

The service name of this Internet application component is QC42. You can find all the relevant data under this service name in the SAP@Web Studio.

The output forms are found in subdirectory QC42 of the TEMPLATES directory. The following forms are used:

SAPMQCWA_100.HTML

SAPMQCWA_101.HTML

SAPMQCWA_102.HTML

SAPMQCWA_103.HTML

SAPMQCWA_1999.HTML

The numbers in the names of the forms correspond to the R/3 screen numbers.

Functions Not Covered in This Internet Application Component

This Internet application component does not cover **any** customer-specific tolerances from automatic batch determination. The corresponding standard function modules do not carry out renewed batch determination.

If the specification data (tolerances) should be read from the batch classification (specification origin 02 in standard Customizing), the data in a certificate for a delivery item is taken from the batch determination.

In the above case of **a certificate for a batch** (without batch determination), the permitted values from the batch classification of the material are included. If no material-specific values exist, the permitted values are printed from the class or characteristic itself.

If the system reads the specification data from customer-specific inspections, the customer-specific tolerances will also be included.

Differences to the R/3 Transaction

This Internet application component is different to the R/3 transaction QC22 in the following ways:

- You have **no** selection options on the initial screen:
 - You log on with a customer number.
 - The language is the one set in the customer master record.
 - The certificate profile is selected automatically; you cannot select an alternative

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- The sender texts at company code level (View V_T001G_QM) do not belong to program RQCAAP02, but to program SAPLQC07.

Process Flow (QM-CA-CG Quality Certificates)

Prerequisites

Your customer requires a certificate for a product in a certain situation. The customer must have authorization to do this. This means, you must assign them a **customer number** and a **password** for your R/3 System. The customer is thereby identified by your system.

Batch Selection

The customer has information to help select the correct product or batch. He can limit the **selection of batches** using the following criteria:

- Assignment of the product to a material group with WWW authorization.
- Specification of a search string.

You can search for a material by entering an * or a +. The + represents a character and the * any character string.



If the customer enters mat*, the system will find all materials beginning with "Mat".

You can limit or re-sort the list of materials that is displayed by implementing customer enhancements.

- Batch number

The result of the selection is a list of products with their batches. In addition to the batch identifier, the expiry date is also given. The customer selects a batch from this list.

Certificate Profile Determination and Certificate Creation

A certificate can be created on the Internet if you have maintained all the necessary data in your R/3 System. Most importantly, the system must determine a suitable certificate profile for this customer. The certificate is created in the language specified for the customer in the customer master record.

If the system can create a certificate, it is transferred in PDF format to the browser, where it can be displayed in a separate window using the Acrobat Reader from ADOBE.

The data printed on the certificate is taken directly from the R/3 System. This means that if, for example, the values of a batch change, the customer still receives the most up-to-date version.

The depth of the information that the customer sees on the certificate is specified by the certificate profile, which is found automatically. The following are predefined:

- Which form is used
- Which data and texts should appear
- Which characteristics are printed
- How much information should be divulged for the individual characteristics

The customer can print the certificate on a local printer. If required, he can create additional certificates or another list of batches.

Process Flow (QM-CA-CG Quality Certificates)

See also:

[Application Examples \(QM-CA-CG Quality Certificates\) \[Page 13\]](#)

Application Examples (QM-CA-CG Quality Certificates)

Example 1: Clarification of a Customer Complaint

The customer is using a product that does not generally have a certificate. A quality problem occurs. To determine the causes of the problem, the customer feels that it would be helpful to call up a certificate from the vendor for the batch concerned.

Example 2: Research and Development, New Areas of Use

The customer is using a product, but would like to use it, for example, in another chemical process. In order to evaluate whether the product is suitable, further physical-chemical values are required. For this reason, the customer calls up certificates for some of the batches currently in use.

Example 3: Comparison of Customer's and Vendor's Data

An unexpected result is produced in an inspection. The customer would like to compare results with the vendor.