

Quality Notifications on the Internet (QM-QN-NT)



HELP.QMQN

Release 4.6B



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Quality Notifications on the Internet (QM-QN-NT)

Use

In today's business world, a highly efficient and effective customer service is very important for both customer and vendor. Contact between vendor and customer must take place as quickly as possible. A customer should be able to notify a vendor of a problem as easily as possible, and the vendor must receive the notification as soon as possible.

The Internet Application Component *Quality Notifications* can considerably improve the processing of customer complaints.

In the R/3 System, complaints are recorded and processed via quality notifications. Notifications entered in the system via the Internet are treated in the same way as notifications entered directly in the R/3 application component *Quality Management* (QM).

This chapter contains all necessary information for using **quality notifications on the Internet**. A prerequisite however to understanding this chapter is basic knowledge of the QM R/3 component *quality notifications*. For complete documentation on quality notifications.

Type of Internet Application Component

Consumer-to-Business

If you implement this Internet Application Component, you and your customers will benefit as follows:

Advantages for Your Customers

- Your customers can send quality notifications at any time.
- Your customers can enter the quality notifications directly on their Web server, that is, they do not need to phone or fax you.
- Using a list of predefined defect codes, your customers can select a problem and, if necessary, append a text to it.
- Your customers can check the process status of their notifications whenever they want.

Advantages for You as a Vendor

- You can design your Internet pages to enable your customers to record data quickly and easily.
- You receive the notification online, that is, shortly after it was recorded.
- You can react to a notification very quickly.

Prerequisites

Authorizations/Security

The customer contact person assigned the task of recording quality notifications requires authorization to access the following data:

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Authorization object	Description
Q_QMEL	Notification type
Q_TCODE	Transaction authorization for QMW1
Q_MATERIAL	Material authorization
Q_GP_CODE	Use of group codes

Internet Users

To start this Internet Application Component, the customer contact person must log on using the contact person number and a password that you have assigned:

- Before you create the Internet user, you must specify a customer contact person in the *Sales and Distribution* component using transaction VD01 or VD02. On the detail screen for the contact person, enter a contact person number under the customer number.
- You use this number to create an Internet user with transaction SU05. With this transaction, you can create, change, and delete passwords for Internet users. To create a unique identifier for your contact person, enter the object type *BUS1006001*.

Standard Settings and Default Values

To ensure that the quality notifications that your customers send over the Internet have all the necessary data for the R/3 System, the notification type Q1 must be defined in the system.



This Internet Application Component uses notification type **Q1**. When you create a notification, the system checks if all required partner functions have been entered. Since only the SP (sold-to-party) and CP (contact person) functions can be entered in this Internet Application Component, you cannot mark any other functions as required functions in the partner profile for notification type Q1 in **Customizing**. Otherwise, the notification is not created.

Features

Differences to the R/3 Transaction

The following functions, which are to be found in the R/3 transaction QM01, are not contained in this Internet Application Component:

- Creating several items
- Creating cause, task, and activity
- Navigation possibilities in the SAP environment (for example, you can go to the material display screen)
- Priorities, deadlines, internal processing

Modification Options

You can change the design of this Internet Application Component.



Every change to any of the R/3 development objects used for the Internet Application Component counts as a modification.

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

R/3 Development Objects

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

Development class:	QQM
Transaction:	QMW1
Function group for screens:	SAPQMWWW
Function modules:	BAPI_QNOTIFICAT_CREATE
	BAPI_QNOTIFICAT_GETCATALPROFIL
	BAPI_QNOTIFICAT_GETLISTFORCUST
	BAPI_QNOTIFICAT_GETMATLISTFCUS
Business Application Programming Interface (BAPIs):	QualityNotification.CreateFromData
	QualityNotification.GetCatalogProfile
	QualityNotification.GetListForCustomer
	QualityNotification.GetMaterialListFCust

The R/3 Function Builder contains online documentation about each of these modules.

Data Output via the Internet Transaction Server

Data is output via the Internet Transaction Server (ITS). The layout sets 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 QMW1. You can find all the relevant data under this service name in the SAP@Web Studio.

The layout sets are to be found in subdirectory QMW1 of the TEMPLATES directory. The following layout sets are used:

SAPQMWWW_100.HTML

SAPQMWWW_200.HTML

SAPQMWWW_210.HTML

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SAPQMWWW_220.HTML

SAPQMWWW_300.HTML

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

Practical Application (QM-QN-NT Quality Notifications)

If you implement this Internet Application Component, the process is as follows:



The process outlined below describes the Internet Application Component delivered with R/3. However, customers typically copy the delivered application and then change the copy in order to develop a customer-specific solution.

If a customer discovers a problem with a material that you delivered, he/she will want to inform you of this as soon as possible.

To do so, the customer contact person records a quality notification on the Internet. This requires the necessary authorization. The contact person selects the appropriate material from a list that only contains those materials for which you have created a customer-material information record. The contact person then describes the problem by making selections from a list of object-dependent codes. This person can also write a text describing the problem in more detail, if necessary.

As soon as the notification is sent, the R/3 System assigns a quality notification number to it, and informs the contact person of this number.

The person who processes the notifications receives the customer complaint online. It appears directly in his pool of new notifications, where it can be processed immediately.

See also:

[Example \(QM-QN-NT Quality Notifications\) \[Page 10\]](#)

Example (QM-QN-NT Quality Notifications)**Example (QM-QN-NT Quality Notifications)**

Your company produces car radios that are supplied to the consumer via dealers. The dealers have Internet access as well as all the necessary authorizations for recording quality notifications on your Web site.

If the dealer discovers a radio to be defective, he/she sends you a quality notification informing you of the problem. After he/she records the notification, the system proposes a list of only those radios for which you have maintained a customer-material information record. When the dealer describes the problem, only defect codes that pertain to actual radio defects are proposed. This minimizes the time needed by the dealer to record a notification. It also minimizes the number of incorrect notifications sent. The dealer can send off a notification at any time, that is, he is not bound to the operating hours of your Hotline.

You receive the notification immediately online, and can begin to tackle the problem.