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# JAC SupplyWEB Supplier Training

# What is SupplyWEB?

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- SupplyWEB is a program that allows the Customer and Supplier to communicate efficiently.
- It is currently used by Materials to track/record shipments and orders with JAC's supply chain.
- JAC has added the Supplier Performance module to more effectively monitor our supply chain.



# SupplyWEB Agenda

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- Configuration of Alerts
- Supplier Management of Defective Material Notice (DMN)



# How to Access SupplyWEB?

<http://suppliers.jacproducts.net/supplyWeb/account/login>

**infor Supplier Exchange**

# JAC PRODUCTS®

**⚠** Your packing list must match your ASN shipper number. Please enter your system-generated shipper number when creating a shipper in SupplyWEB. It should be a MAX of 10 characters.

**⚠** Our SupplyWEB site will be going down for upgrade to Release 11.4.5 on February 25th at 6:00 PM for around an hour. Release notes are posted in the News section.

## Login

Language: English

Username:

Password:

[Forgot Username or Password](#)

## News

09-11-2012  
SupplyWEB EDI Specification updated July 2012(ANSI X12 010)

03-06-2014  
Release 11.4 Release Notes

03-06-2014  
Release 11.4.1 Release Notes

03-28-2014  
Release 11.4.2 Release Notes

08-12-2014  
Release 11.4.3 Release Notes

12-29-2014  
Release 11.4.4 Release Notes

02-19-2015  
Release 11.4.5 Release Notes

## Tips

When setting up part information, suppliers can select default containers and packaging for each part. When creating shippers, the packaging is automatically pulled from these defaults, streamlining shipper creation.

For more information, read the help by clicking the "?" on the application's navigation bar.

## Links

[www.infor.com](http://www.infor.com)  
[JAC\\_Products](#)  
[Supplier Training](#)

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If you cannot log in, contact your SupplyWeb Admin.

First Time login – define language (English)

Username – typically first initial/last name

Password – first time login (TBD by Supplier Admin)

# Configuration of Alerts (Email)

Select Preferences > Configure Alerts



Preferences ▾	Setup
Edit User Profile	
Configure Alerts	
Configure EMC	
Define Product Groups	
Define Supplier Groups	
Security Questions	



DMN Alerts		
Edit	Alert	Send
	DMN Containment Response Past Due	<input type="checkbox"/>
	DMN Corrective Response Past Due	<input type="checkbox"/>
	DMN with Containment Response to be Reviewed	<input type="checkbox"/>
	DMN with Corrective Response to be Reviewed	<input type="checkbox"/>
	DMN Canceled	<input type="checkbox"/>
	DMN Modified After Publish	<input type="checkbox"/>
	DMN Corrective Response Accepted	<input type="checkbox"/>
	DMN Containment Response Accepted	<input type="checkbox"/>
	DMN Published	<input type="checkbox"/>
	DMN Corrective Response Rejected	<input type="checkbox"/>
	DMN Containment Response Rejected	<input type="checkbox"/>

# Configuration of Alerts (Email)

- If the box under “Send” is checked, then SupplyWEB will email you whenever one of the actions to the right happen.
- Make sure all the boxes are checked to ensure you will be notified when an action has occurred.
- **Select SAVE at bottom of screen**

DMN Alerts		
Edit	Alert	Send
	DMN Containment Response Past Due	<input type="checkbox"/>
	DMN Corrective Response Past Due	<input type="checkbox"/>
	DMN with Containment Response to be Reviewed	<input type="checkbox"/>
	DMN with Corrective Response to be Reviewed	<input type="checkbox"/>
	DMN Canceled	<input type="checkbox"/>
	DMN Modified After Publish	<input type="checkbox"/>
	DMN Corrective Response Accepted	<input type="checkbox"/>
	DMN Containment Response Accepted	<input type="checkbox"/>
	DMN Published	<input type="checkbox"/>
	DMN Corrective Response Rejected	<input type="checkbox"/>
	DMN Containment Response Rejected	<input type="checkbox"/>

# SupplyWEB Agenda

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- Configuration of Alerts
- Supplier Management of Defective Material Notice (DMN)



# What is a Defective Material Notice (DMN)?

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- Defective Material Notices (DMNs) are a method for JAC to Issue a Corrective Action to a supplier
- Supplier updates Containment Plan, Root Cause, and Corrective Action
- JAC approves/rejects these submissions





# Types of DMNs

Search Criteria						
Facility	Ship To	Part	Containment Response Start Date			
All	All	All	All			
<b>PendingDMNs</b> <b>Open DMNs</b> <b>Closed DMNs</b> <b>Canceled DMNs</b>						
Details	DMN ID	Facility	Ship To	Part	Status	PU
	12- test	Franklin	JAC Products - Franklin	19825		20
	SH-28	Franklin	JAC Products - Franklin	11390		20
Showing Page 1						
Legend						
On Time						
Late						
Done On Time						
Done Late						

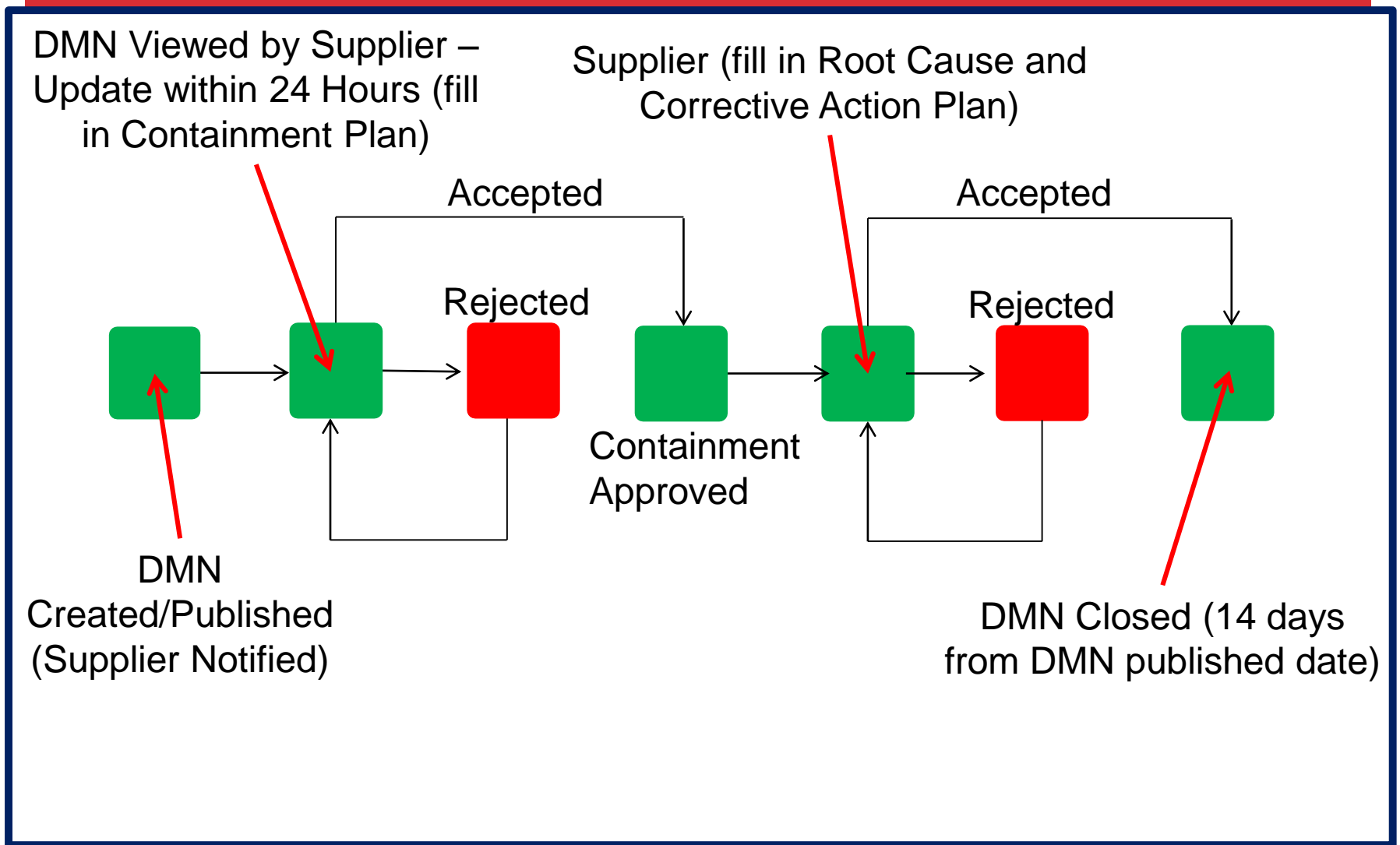
- Pending DMNs have not been published (submitted) to the supplier. They are in draft status.
- Open DMNs have been submitted to supplier, but are not yet closed.
- Closed DMNs have gone through the entire process of communication.
- Cancelled DMNs were cancelled by JAC.

# DMN Process

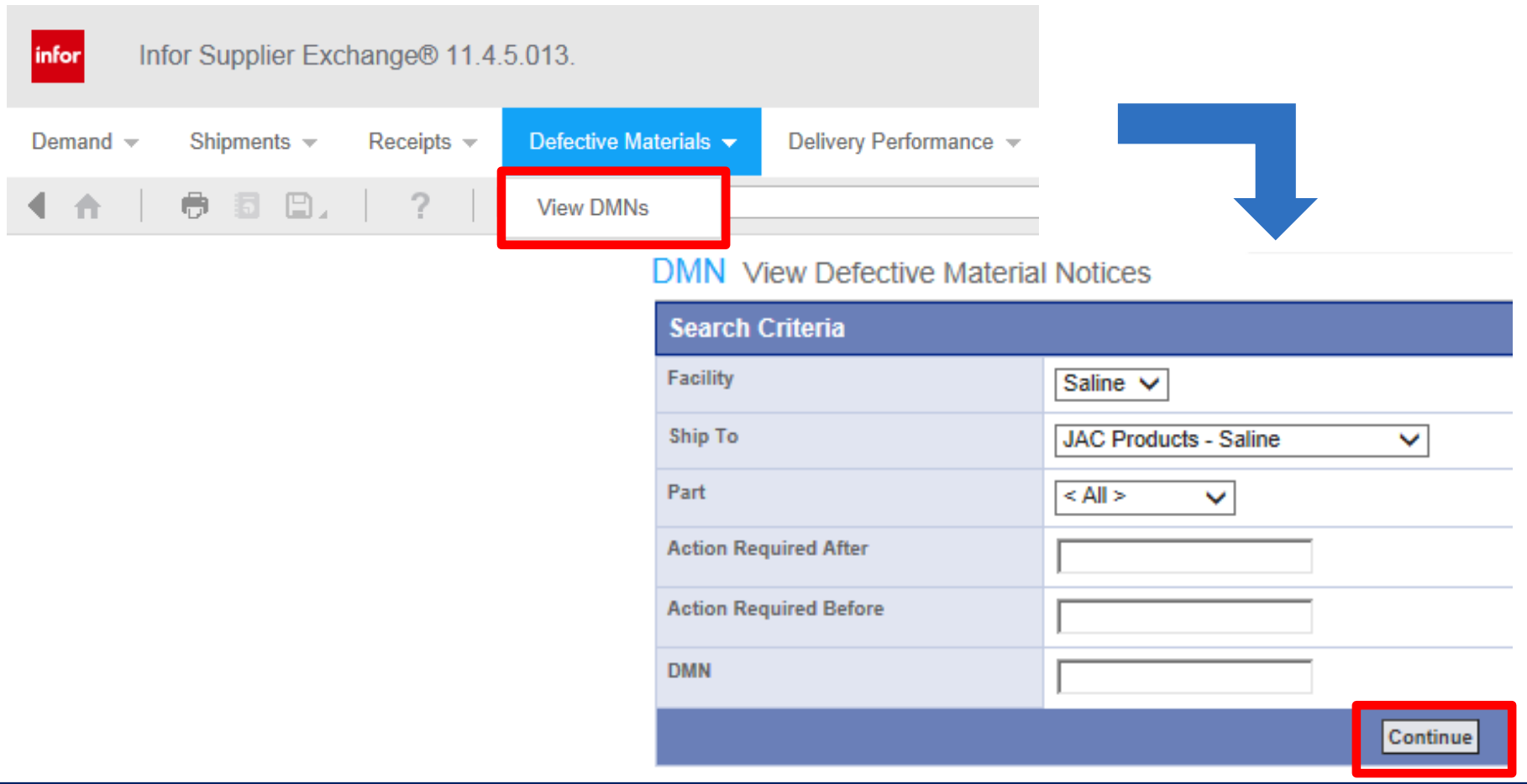
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1. Receive Notification of DMN (alert email) or login to view DMNs
2. Enter Containment Plan and Date
3. JAC Accepts or Rejects Response
4. Enter Root Cause, Corrective Action Plan and Date
5. JAC Accepts or Rejects Response
6. When Accepted, DMN is closed

# JAC Products/Supplier DMN Flowchart



# Step 1: View DMN(s)



The screenshot displays the Infor Supplier Exchange interface. At the top left, the Infor logo and version number 'Infor Supplier Exchange® 11.4.5.013.' are visible. A navigation bar contains several menu items: 'Demand', 'Shipments', 'Receipts', 'Defective Materials', and 'Delivery Performance'. The 'Defective Materials' menu is highlighted in blue, and a red box highlights the 'View DMNs' button located below it. A large blue arrow points from the 'Defective Materials' menu down to the 'View DMNs' button. Below the navigation bar, the page title 'DMN View Defective Material Notices' is displayed. A search criteria form is shown with the following fields:

Search Criteria	
Facility	Saline ▾
Ship To	JAC Products - Saline ▾
Part	< All > ▾
Action Required After	<input type="text"/>
Action Required Before	<input type="text"/>
DMN	<input type="text"/>

A red box highlights the 'Continue' button at the bottom right of the search criteria form.





- In dropdowns select <All> or specific items then Click “Continue” to view DMNs

# Step 1: View DMN

**Search Criteria**





Facility	Ship To	Part	Containment Response Start Date	Containment Response End Date	Status
All	All	All	All	All	All

Pending DMNs **Open DMNs** Closed DMNs Canceled DMNs

Details	DMN ID	Facility	Ship To	Part	Status	Published	Last Updated	Last Response
	12- test	Franklin	JAC Products - Franklin	19825		2013-06-17 16:10:19 GMT	2013-06-17 16:10:19 GMT	
	SH-28	Franklin	JAC Products - Franklin	11390		2013-07-19 13:49:46 GMT	2013-07-19 13:49:46 GMT	

Showing Page 1 of 1 Go

**Legend**

On Time	
Late	
Done On Time	
Done Late	

- Click on the pencil to select a DMN and fill in the details required

# OPTIONAL: Update Supplier Information

Defective Material Notice						
<b>Shipping Information</b>						
<b>Facility</b>	<b>Ship To</b>	<b>Supplier</b>				
Franklin 266 Mary Johnson Dr Franklin, GA 30217 UNITED STATES	JAC Products - Franklin 266 Mary Johnson Drive Franklin, GA 30217 UNITED STATES	P81969 - JAC SHELBY 12000 Shelby Tech Drive Shelby Township, MI 48315 UNITED STATES				
Part Information	Header Information	Problem Description	Disposition	<b>Supplier Information</b>	Action Information	DMN History
<b>Supplier Information</b>						
Supplier Authorization	<input type="text" value="Person's Name"/>		Phone	<input type="text" value="Person's Phone #"/>		
Return Authorization Number	<input type="text" value="RMA Number"/>		Authorization Date	<input type="text" value="(Today's Date)"/>		
<input type="button" value="Update"/>						

- Fill out the Contact Information
- Provide an RGA/RMA Number in the “Return Authorization Number” field (if applicable)

# Step 2: Update Action Information – Containment Plan

**Defective Material Notice**

**Shipping Information**

Facility	Ship To	Supplier
Franklin 266 Mary Johnson Dr Franklin, GA 30217 UNITED STATES	JAC Products - Franklin 266 Mary Johnson Drive Franklin, GA 30217 UNITED STATES	P81969 - JAC SHELBY 12000 Shelby Tech Drive Shelby Township, MI 48315 UNITED STATES

Part Information   Header Information   Problem Description   Disposition   Supplier Information   **Action Information**   DMN History

Containment

Response Required

Response Due Date: 04-02-2015

Containment Plan:

Containment Date:

Containment Status: None

**Update**   Cancel

- The supplier will have **24 Hours** to fill out a Containment Plan.
- When the Containment Plan is sent, JAC can choose to accept or decline the suppliers response.
  - If declined, the DMN will be sent back to the supplier to make a new Containment Plan

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## Step 4: Update Action Information – Root Cause

Defective Material Notice						
Shipping Information						
Facility	Ship To	Supplier				
Franklin 266 Mary Johnson Dr Franklin, GA 30217 UNITED STATES	JAC Products - Franklin 266 Mary Johnson Drive Franklin, GA 30217 UNITED STATES	P81969 - JAC SHELBY 12000 Shelby Tech Drive Shelby Township, MI 48315 UNITED STATES				
Part Information	Header Information	Problem Description	Disposition	Supplier Information	Action Information	DMN History
Action Information						
Root Cause	<input type="text"/>					

- The supplier will have **14 days** to fill out a Root Cause, Corrective Plan and Date.
- When the Corrective Plan is sent, the JAC Products can choose to accept or decline.
  - If declined the DMN will be sent back to the supplier to make a new Corrective Plan
- All three fields have to be filled out before sending a Corrective Plan to the customer.



# Step 5: Update Action Information – Corrective Plan

## Defective Material Notice

### Shipping Information

Facility	Ship To	Supplier
Franklin 266 Mary Johnson Dr Franklin, GA 30217 UNITED STATES	JAC Products - Franklin 266 Mary Johnson Drive Franklin, GA 30217 UNITED STATES	P81969 - JAC SHELBY 12000 Shelby Tech Drive Shelby Township, MI 48315 UNITED STATES

Part Information | Header Information | Problem Description | Disposition | Supplier Information | **Action Information** | DMN History

### Action Information

Corrective Action

Response Required

Response Due Date: 04-11-2015

Corrective Plan:

Corrective Date:

Corrective Status: None

**Update** Cancel

- Press “**Update**” to send information to the Customer.
- Verify there are no error messages after “**Update**” is clicked.

Supplier Attached Files: Choose File No file chosen AttachFile DeleteFile

# Tracking Status

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- You can track the status of a DMN

Green = on time

Red = late

Check = completed



1. Released
2. Containment Response From Supplier
3. Containment Response Approved by JAC
4. Corrective Action Response from Supplier
5. Corrective Action Response Approved by JAC

# Supplier Performance Reports

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- Due to issues with Delivery Reporting, JAC is no longer utilizing SupplyWeb for Supplier Performance Reports.
- An internal report is sent monthly by JAC Corporate Quality
- Report is analyzed for:
  - Past Due Corrective Actions/DMNs
  - Performance Trends
- When poor trends are found, more data is collected and supplier is contacted to create improvement plan