FREQUENTLY ASKED QUESTIONS – CSP

VERSION MANAGEMENT

VERSION	REVIEW DATE	REVIEW COMMENTS
1.0	25/05/2021	First version.
1.1	09/09/2021	New FAQs included.

INDEX

| Information Systems Document	Page 2 of 12

PURPOSE

This guide tries to help in the most frequent question received in our HelpDesk service about new webEDI tool - CSP (Logistic Solution Professional).

APPLIES TO

How to fix the most common doubts and issues regarding this new platform.

Why does no progress bar appear when I click take-over in order management?

Usually a progress bar is displayed when you click button "Acceptance" on the Order management/Accept screen. If the progress bar is not displayed, you need to check the browser settings. The problem is very common for the Internet Explorer. Here you need to check the Temporary Internet Files setting in the Internet options (see figure below):
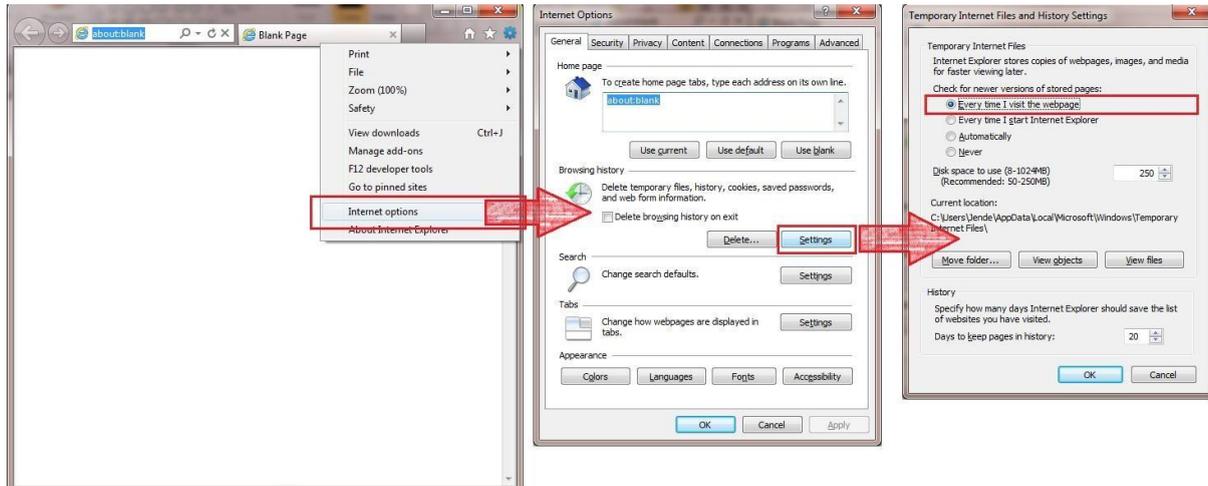
Another possibility can be that JavaScript is disabled. This will affect all browsers. You need to enable Java Script to have progress bars in CSP. Below you can see where you can set the JavaScript Options for the separate browser types.

Why does my call off-takeover never stop?

The problem is because the takeover procedure has already finished, but the browser didn't refresh to show the result. The problem is based on the internet options like in the previous question. You need to apply the "Every time I visit the webpage"-option and/or activate JavaScript to let the result appear (see figures above). For further details see question "Why does no progress bar appear when I click take-over in order management?".

Why is my order data not up-to-date?

When new order data was imported by CSP, you need to take it over manually. Therefore, go to Order management/Accept. The number of last transmissions that is displayed represents the order data that has not been over taken yet. Press the button "Acceptance" to update your order data.

If the number of last transmission will not count to zero, you will probably have some master data missing that you need to maintain first. An error protocol that is created directly after the takeover will show you the missing master data:

Why are all my order positions marked as delivered?
(reset accumulated quantities to 0)

This happens if you let the application calculate the in-transit quantity by using the cumulative quantities. If the client sets his CRQ No. to zero and you have missed to set your internal cumulative quantity to zero as well before the new data arrives, the application will calculate a huge in-transit quantity. This huge in-transit quantity is the reason why your order positions are marked as delivered.

Background: In CSP there is the CRQ (cumulative received quantity) which is represented in the order as "Cust. accrual No." and your shipped cumulative quantity which is represented as "Internal accrual No.". The difference between your shipped quantity and the received quantity is the in-transit quantity and is used to mark positions in the order as delivered (as they are in-transit to the client). The CRQ No. is maintained in CSP using the call-off data the client sends. The internal cumulative quantity is also handled by CSP when shipping out parts to the client. Despite that you still need to make sure your internal cumulative quantity matches with the client's CRQ No. (especially at the start of supplying an order or when the client resets the CRQ usually at the beginning of a new year):
Only the take over of a new call will solve the problem and the positions will be open again.

Why are orders missing on the delivery table or when writing a DN?

When new orders were imported into CSP, the system will create these orders automatically within the takeover process (as long as automatic order creation is activated in the configuration). But these new orders will get the status unconfirmed by default after creation. Unconfirmed orders are displayed in the Order management but not shown in the delivery schedule and are not available for DN writing. You need to confirm these orders first to make these functionalities available.

How can I delete obsolete/deprecated orders?

To delete obsolete orders you need to delete every single order positions. In CSP as Supplier Solution you can use the button "Delete All" to delete all positions at once. This button is not available in CSP-WEBEDI and CSP- HUB. You need to delete all positions one after the other using these applications.

Click "Back"-Button after deleting all positions. The application will ask you if you want to delete the order. Confirm the question to delete the order.

Did supplier receive an email notification for "unconfirmed" orders?

No they don't, because it's the default state after first take over. They have to actively set the orders to confirmed by themselves and by that also check if all data that was sent (like CRQ) are correct:

Orders

	Order No.	Customer No.	Cust.	Dock/Gate	Contract No.	Article	
			▼		▼		Search
Item No.		Sales representative		▼ Status	▼ Type	▼ Last call	▼

	Order No.	Customer No.	Cust.	Dock/Gate	Contract No.	Article	Customer's article No.	Status	Type	Last call
○	10000 GA-SUZ	Suzhou	ASA	20118206	109125430-30	109125430-30	confirmed	V	20.11.2019
○	10001 GA-SUZ	Suzhou	ASA	20118206	146225270	146225270	confirmed	V	20.11.2019
○	10002 GA-SUZ	Suzhou	ASA	20118206	117101570	117101570	confirmed	V	20.11.2019
○	10003 GA-SUZ	Suzhou	ASA	20118206	112019900-01	112019900-01	unconfirmed	V	20.11.2019
○	10004 GA-SUZ	Suzhou	ASA	20118206	191103872	191103872	confirmed	V	20.11.2019

Default ▼ « first page	1	last page »

How can I change status of "unconfirmed" orders?

- In menu "ORDER MANAGEMENT" (1*) click on "Order Management" in order to see the "unconfirmed" releases:

- Select one and click on "Edit":

- Last steps are just select "Confirm" in the menu "Under Status" and then click on "Save":

Classified as Public

- Then the orders will be displayed on menu "ORDER MANEGEMENT / Delivery Schedule":

Why some orders have status "confirmed and others "unconfirmed" without having taken any action?

Confirmation are never done automatically. Only supplier or supplier admin users can set the order status to confirmed .Orders that were only updated with a new call will remain '*confirmed*' and not switch back to '*unconfirmed*'. Only orders that were created completely new based on a DELFOR message will have the status 'unconfirmed':

Why is my DN marked in red?

This happens when the creation of the DN was not totally completed or you have missed to fill required data. The application will show you which data you need to check at the bottom of the list. It's needed to handle this because otherwise the labels or the exported transmission will miss important data.

If the Batch or Lot No. is missing, you need to go to the DN position and/or DN packaging and fill the information there. If you are sure you have filled that data or you don't even need to maintain that data, its' very probable that no packing Nos. are assigned for that DN. Usually this happens when you leave the creation process by clicking in the main menu and not by using the "back" buttons. You can fix this by finishing the creation process: Select the red marked DN, click on "Edit" and click on "Save" on the DN screen:

	Del. Note No.	data logging	Customer No.	Dock/ Gate	Sales-official in charge	DT partner	DT status	INV-Approval	Contract No
○	**10056**	22.01.2013	28448	13216526	████████		-1	✔	6473433
○	2458	07.01.2013	28448	13216526			2	✔	000795745
○	2457	07.01.2013	28448	13216526			2	✔	000793528
○	2456	05.01.2013	28448	13216526			2	✔	000789608
○	2455	05.01.2013	28448	13216526			2	✔	000790979
○	2454	05.01.2013	28448	13216526			2	✔	000789605
○	2453	04.01.2013	30918	W2.70			2	☐	6081918
○	2452	04.01.2013	28448	13216526			2	✔	000788294
○	2451	04.01.2013	28448	13216526			2	✔	000788289
○	2450	22.12.2012	28448	13216526			2	☐	000786993
« first page			1 2 3 4 5 6 7 8 9 10 ...»					last page »	

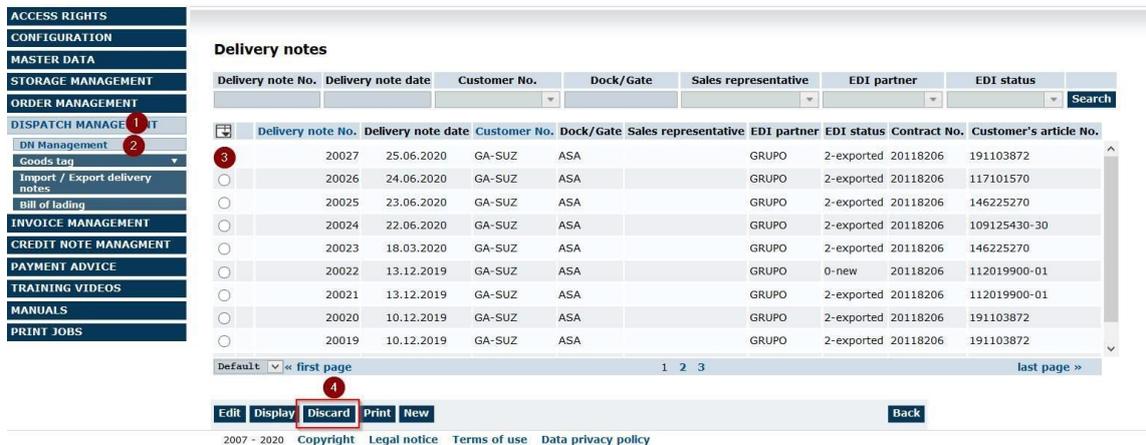* No delivery positions created yet!; No Packing No.

Why DN -No. /PUS-No. only accepts 8 digits?

The 8 digits are actually a limitation from the utilized VDA standard. The VDA4913 only accepts digits, 8 maximum for the delivery note number.

How can I edit/delete DNs?

Follow next 4 steps in order to discard a DN:

"Discard" (menu Dispatch management / DN management / select delivery note from the delivery note list / click button "Discard" / Confirm the deletion):

If your delivery note has the status 2, no change or deletion is possible for the selected delivery note. If you try, you will see an red error message on the screen. You must change the status back to 0 for the delivery note.
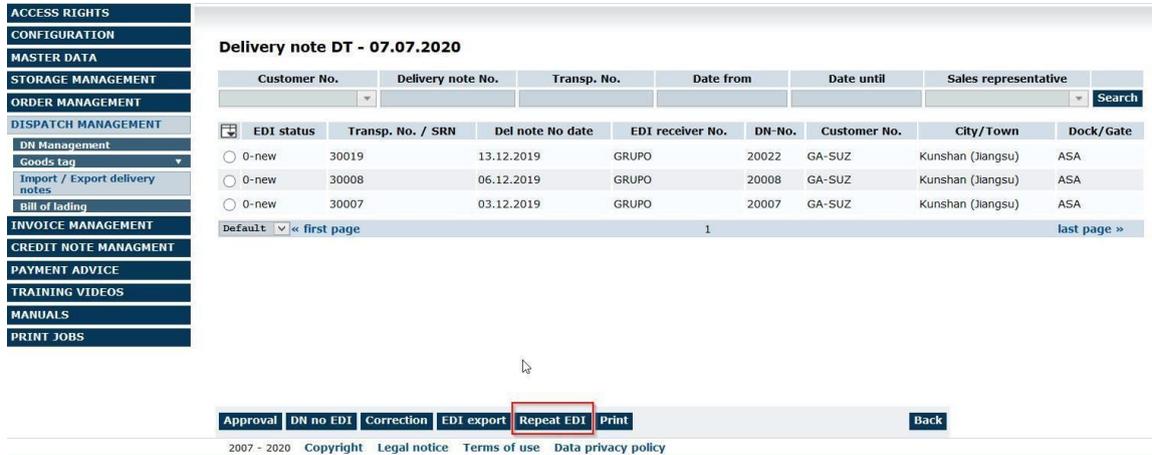
So please follow these steps to reset the EDI status for the delivery note:

1. Go to the menu "Delivery note DT":

2. Click the "repeat EDI" button:

3. Here you can select the transport, you want to repeat. By clicking the "Select" button the EDI status will be reset to 0:

After click on select the status will change to '0' and now you can change or delete the delivery note.

Do we have the possibility to create "Invoices"?

At the moment the option is not contemplated although it appears in the menu.

Is user multisession possible?

A multi-session is possible, but only from different browsers or PCs. Please note: We allow just 5 concurrent users per supplier account.