Mercedes-Benz

DQM Manual Subdocument:

Quality Control – Manual Delivery Notes (D500)

Contact

IBL Support
Mail: ibl-support@mercedes-benz.com
Phone: +49 (0)30 / 887 215 588

As of: March 2023

Table of contents

1 Quality control

1.1 Manual delivery notes (D500)

The **Manual delivery notes** function is used to support the information and complaints process in the context of the workload of manually entered delivery notes and delivery note items. The delivery notes that are entered by Mercedes-Benz AG including the delivery note items, packaging items, remark texts etc. are represented clearly. The supplier thus has a means of recognizing process-based deficiencies with a view to guaranteeing correct and rapid electronic data interchange for consignments in the future.

The displayed delivery notes have all been entered manually by Mercedes-Benz AG because there was no delivery note EDI (EDI = electronic data interchange) at the time the goods were received.

The reasons for manual entry could be as follows:

- No EDI sent
- EDI sent too late (truck already at plant)
- Data sent to wrong recipient
- Faulty data sent which cannot be processed

1.1.1 Information cycle

Manually entered delivery notes are displayed in DQM on the following day via the **Manual delivery notes** function.
The supplier can view manually entered delivery notes and, if necessary, make a statement on the issue and view the commentary made by Mercedes-Benz AG.

Under the "**Master data** – **Personal settings (I002)**" navigation item, the DQM user has the option of creating a notification email.

1.1.2 Viewing the delivery notes

The **Manual delivery notes** function contains an overview of all manually entered delivery notes. The current debiting month is always displayed first.

1.1.3 Selecting the delivery notes

1. Search criteria can be entered in this line. The user can restrict a search to the **plant** or **consignment data** (supplier number, delivery note number or order number).

    Note: Wildcards/placeholder characters "*" and "?" can be included in the search criteria.

    The width of the columns can be increased or decreased. In addition, the display can be sorted by clicking on one of the fields within the selection line/menu line. A small triangle appears.
    Ascending = the triangle points upwards or
    Descending = the triangle points downwards

2. The **Time** for the search can be defined here. The **Date** is entered in numerical form dd.mm.yy or selected by means of the calendar function. To do so, simply click the **calendar symbol** and select the desired date in the calendar.

3. In addition, a certain supplier number, delivery note number or order number can be selected.

4. Checking the checkboxes allows for a search according to delivery note status. The quantity appears beside this (delivery notes/positions). The tool tip is displayed when the mouse pointer is moved over the quantity.

5. A selection based on recording date and recording time is displayed after clicking on **"Search"**.

6. Clicking the **Symbol** provides the user with the detailed view of the corresponding delivery note.

7. By clicking the **K** symbol once, the comment from Mercedes-Benz AG is displayed.

8. The current amount to be debited for the selected search criteria appears here.

Brief explanations of the delivery note status: 📄

Symbol	Designation	Description
⚠📄	Manual entry	Delivery note needed to be entered manually. No statement has been issued
❌📄	Statement rejected	1. The supplier's statement was rejected by Mercedes-Benz AG 2. On the 5th of each month, all manually entered delivery notes from the past month are automatically set to the status "Statement rejected" and thus marked as rejected (no separate email is sent).
✅📄	Statement accepted	Supplier's statement accepted by Mercedes-Benz AG
✉📄	Statement issued	Statement issued by supplier, but not yet processed by Mercedes-Benz AG
K	Comment	Mercedes-Benz AG has provided a comment
❌📄	Billed	Delivery note has been billed, changes no longer possible
✅📄	Not debited, final	Delivery note has not been billed, changes no longer possible
🅰📄	Exception period	Delivery notes are omitted from billing, changes no longer possible

Note:

The detailed view is possible for all delivery note statuses; a statement can only be issued once for **Manual entry**.

1.1.4 Expiration of the objection period

On the 5th of each month, all delivery notes with the status "**Manual entry**" from the previous month are automatically set to "**Statement rejected**" (no separate email is sent!).

1.1.5 Using the delivery note details screen

This function allows the user to display the delivery note details (delivery note item, packaging item, unloading point, remark text etc.). The information shown corresponds to the original delivery note. Manual entry of a delivery note can be accompanied by a statement and a transfer protocol if the status is **manual entry**.

1. The WES recording date and WES recording time correspond to the time of the goods inward entry in the respective WES entry plant. (WES = inward goods processing system)

2. The details of the original delivery note are shown here.

    Two functions are available:

    - **To statement**
      A statement can be entered for the delivery note displayed.

    - **Back to the list**
      The **Back to the list** function takes you back to the delivery notes list.

1.1.6 Making a statement

The content of the free text field and, if necessary, the attachment, are sent to an email address after the performance of the **Send statement** function. You then return to the delivery note list.

1. Here, the contact data from the global Mercedes-Benz AG Supplier Portal (http://supplier.mercedes-benz.com) are carried over.
   Note: If the contact data are not correct, please change them via the Supplier Portal.

2. Free text can be entered in the **Statement** field. Users of delivery note entry via DQM can state the delivery time and delivery data here.

3. After selecting the **Attach shipment log** function, the attachment file can be selected via a file browser. If you wish to attach several files, these must first be collected in an archive.

   A shipment log must always contain the following information:

   - Delivery note number
   - Delivery date
   - Delivery time
   - Recipient plant (plant number and/or plant name)
   - For an EDI delivery note via DQM, an EDI delivery note is sufficient

4. Deliver by clicking on the **Send statement** link.

5. Using the **To delivery note** function, it is possible to return to the delivery note details.

6. Using the **Back to the list** function, it is possible to return to the delivery note list. There is no confirmation prompt here (in the event that the user has entered text or selected an attachment).

7. After the processing of the statement, the comment is displayed here.

1.1.7 Viewing the comment

- After Mercedes-Benz AG has checked the statement, an informational email is sent to the supplier using the saved email address.
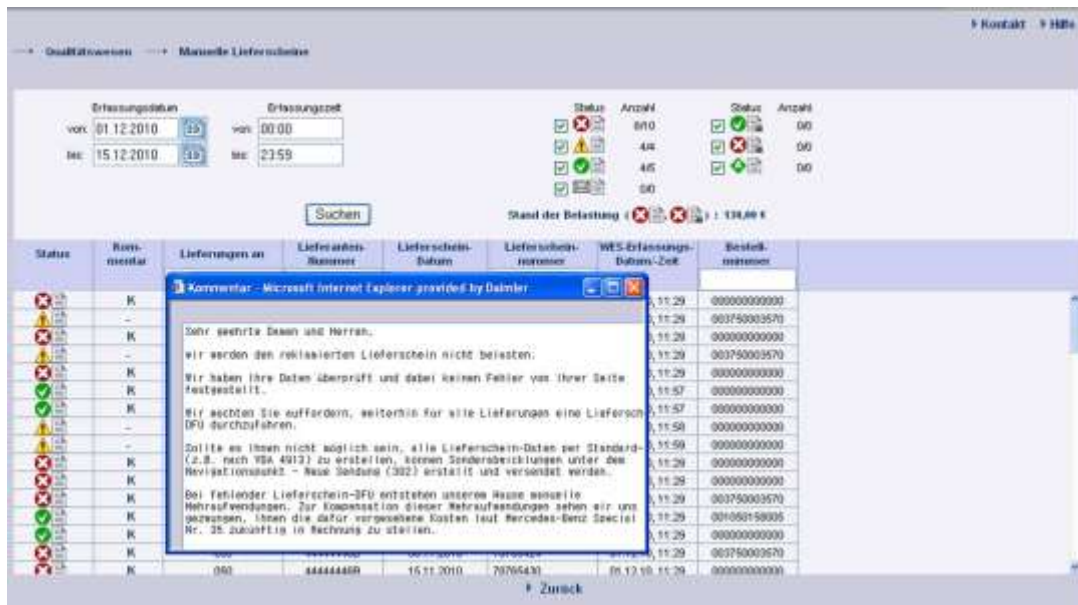
> The email notifications sent after the first comments are made also include the statement from the supplier.
>
> **For example:**
> The statement is inserted after the comment text as follows:
> <Space>
> <Space>
> Your statement:
> <Space>
> <Statement text>

- The status of the delivery note is changed to "**Statement rejected**" or "**Statement accepted**".

- As soon as a comment is available, a **K** appears in the **Comment** column. Clicking on the symbol opens a pop-up window showing the comment.

2 Contacts for questions

2.1 Contacts for all Mercedes-Benz AG plants

IBL Support
Mail: ibl-support@mercedes-benz.com
Phone: +49 (0)30 / 887 215 588