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DQM Manual
Subdocument:

Quality Control – Manual Delivery Notes (D500)

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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 Daimler 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 Daimler 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 Daimler 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

Qualitätswesen → Manuelle Lieferscheine

Erfassungsdatum: von: 01.09.2009 bis: 28.10.2009
 Erfassungszeit: von: 00:00 bis: 23:59

Status: Anzahl: 2/2, 8/16, 740/1096, 0.0
 Status: Anzahl: 0.0, 0.0, 2/3

Suchen

Stand der Belastung (): 30,00 €

Status	Kommentar	Lieferungen an	Lieferantennummer	Lieferschein-Datum	Lieferscheinnummer	WES-Erfassungs-Datum/-Zeit	Bestellnummer
alle Werke		050	00000000				
K		050	00000000	02.10.2009	00015527	05.10.09, 15:48	000000000009
K		050	00000000	02.10.2009	01324787	05.10.09, 15:49	006059207930
K		050	00000000	02.10.2009	01324790	05.10.09, 15:50	006059201692
K		050	00000000	02.10.2009	06902018	05.10.09, 15:51	000000000009
-		069	00000000	06.10.2009	06102009	06.10.09, 09:00	000000000000
-		010	00000000	29.09.2009	9008	06.10.09, 09:08	
-		010	00000000	24.09.2009	9192	06.10.09, 09:11	
-		010	00000000	10.09.2009	9075	06.10.09, 09:17	
K		050	00000000	06.10.2009	00022229	06.10.09, 09:18	000000000009
-		010	00000000	11.10.2007	984440	06.10.09, 09:40	
-		010	00000000	11.10.2007	984442	06.10.09, 09:40	
-		010	00000000	01.10.2009	9025	06.10.09, 10:27	
-		010	00000000	01.10.2009	30147	06.10.09, 11:04	
-		010	00000000	02.10.2009	30151	06.10.09, 11:06	

zurück

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
 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 Daimler 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 Daimler 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 Daimler AG
	Statement issued	Statement issued by supplier, but not yet processed by Daimler AG
K	Comment	Daimler 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**.

→ Qualitätswesen → Lieferscheindetails ▶ Hilfe

Lieferschein 00020869

Lieferantennummer: 44444446 Ein abschlägiger Bescheid wird nur unter Vorlage des Originalsendeprotokolls akzeptiert!

Lieferscheinnummer:	00020869	Lieferscheindatum:	30.01.2008
Bestellnummer:	001090302969	WES-Erfassungsdatum:	11.01.2008
Abladestelle:	520	WES-Erfassungszeit:	14:17:00
Besteller:		WES-Erfassungswerk:	Werk Sindelfingen (Werk 050)

Lieferscheinpositionen

Position	Sachnummer	Menge	Mengeneinheit	Bemerkung
001	A 171 827 18 59	1,000	Stück	
	Position	Packmittelnummer	Anzahl	
	001	4328	1	
	001	4328	1	

Position	Sachnummer	Menge	Mengeneinheit	Bemerkung
002	A 171 827 17 59	1,000	Stück	

▶ Zur Stellungnahme ▶ Zurück zur Liste

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.

→ Qualitätswesen → Lieferscheindetails ▶ Hilfe

Lieferschein 43600

Lieferantennummer : 44444446 Ein abschlägiger Bescheid wird nur unter Vorlage des Originalsendeprotokolls akzeptiert!

Lieferscheinnummer:	43600	Lieferscheindatum:	23.12.2007
Bestellnummer:	000000000000	WES-Erfassungsdatum:	04.01.2008
Abladestelle:	531	WES-Erfassungszeit:	09:37:00
Besteller:		WES-Erfassungswerk:	Werk Sindelfingen (Werk 050)

Ihre Daten aus Covisint

Name	<input type="text"/>	Vorname	<input type="text"/>
Telefon-Nr	<input type="text"/>	Email-Adresse	<input type="text"/>

Stellungnahme zum Lieferschein - Erstellt vom Datensender

Sendeprotokoll anhängen (nicht größer als 10 MB)

Kommentar zur Stellungnahme - Erstellt von Daimler

[▶ Stellungnahme senden](#) [▶ Zum Lieferschein](#) [▶ Zurück zur Liste](#)

1. Here, the contact data from the global Daimler Supplier Portal (Covisint) 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 Daimler 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.

The screenshot shows a software interface for managing delivery notes. At the top, there are search filters for 'Erfassungsdatum' (Recording Date) and 'Erfassungszeit' (Recording Time). Below these are status and quantity filters. A search button labeled 'Suchen' is present. The main area is a table with columns: Status, Kommentar, Lieferungen an, Lieferantennummer, Lieferschein-Datum, Lieferscheinnummer, WES-Erfassungs-Datum/-Zeit, and Bestellnummer. A pop-up window titled 'Kommentar - Microsoft Internet Explorer provided by Daimler' is open over the table, displaying a comment in German. The comment text is: 'Sehr geehrte Damen und Herren, wir werden den reklamierten Lieferschein nicht belasten. Wir haben Ihre Daten überprüft und dabei keinen Fehler von Ihrer Seite festgestellt. Wir möchten Sie auffordern, weiterhin für alle Lieferungen eine Lieferschein-DFU durchzuführen. Sollte es Ihnen nicht möglich sein, alle Lieferschein-Daten per Standard- (z.B. nach VDA 4913) zu erstellen, können Sonderabwicklungen unter dem Navigationspunkt - Neue Sendung (302) erstellt und versendet werden. Bei fehlender Lieferschein-DFU entstehen unserem Hause manuelle Mehraufwendungen. Zur Kompensation dieser Mehraufwendungen sehen wir uns gezwungen, Ihnen die dafür vorgesehene Kosten laut Mercedes-Benz Special Nr. 35 zukünftig in Rechnung zu stellen.'

2 **Contacts for questions**

2.1 **Contacts for all Daimler plants**

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