



MLM CMD – Supplier User Manual V1

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1. Definitions, acronyms, abbreviations

The following table contains definitions and acronyms used in the document.

Acronym	Description
TSM	Technical Specification Management
TCA	Technical Conformity Assessment
QCA	Quality Control Activities
CMD	Components and Materials Defect
E-D	E-Distribuzione SpA



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2. Introduction to *Material Lifecycle Management*

This User Manual describes the phases of the CMD module (Components Material Defects), for the management of defects, with ticket and without ticket.

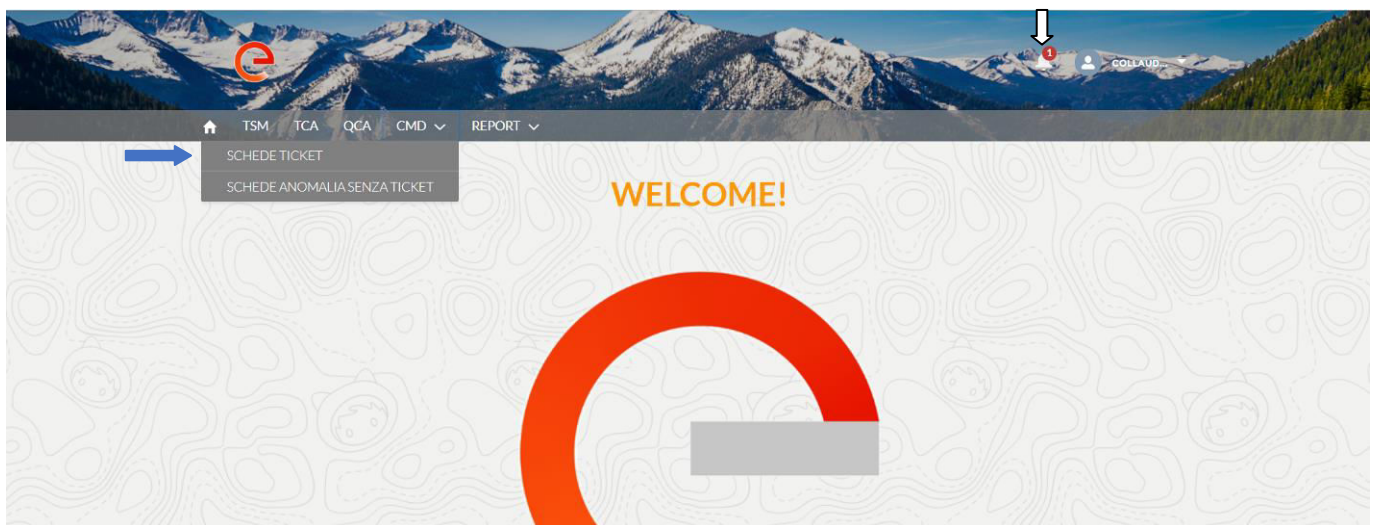
3. Supplier User Manual *MLM - Module CMD*

3.1 Users Access

Access to the MLM portal, for the supplier user, may be exclusively via WeBUY by clicking on the appropriate link on the home page of the platform.

3.2 Supplier Users Navigation via Defects with ticket

The user supplier accesses the ticket by selecting the "Defects with ticket" item from the CMD menu or by clicking on the system notification visible on the Home page.



If the user clicks on "Defects with ticket" displays the list of tickets in the "Open" status. The order of the defects is decreasing compared to the opening time of the ticket. The user can search for the ticket via the search filters or by selecting it from the list of his interest.

Schede Ticket

Filtri di Ricerca

Numero Scheda Ticket:

Da (Data Creazione Ticket):

A (Data Creazione Ticket):

Stato Scheda Ticket:

Matricola:

Anno Costruzione:

Modello Fornitore:

Serial Number Fornitore:

Peso del Difetto:

NUMERO SCHEDA TICKET	DATA APERTURA TICKET	STATO SCHEDA TICKET	MATRICOLA ENEL	DESCRIZIONE DELLA MATRICOLA	MODELLO FORNITORE	ANNO COSTRUZIONE	PESO DEL DIFETTO
CMDT-18-000167-...	2018-10-01	Aperto	112537	prova	prova	2013	Grave
CMDT-18-000165-...	2018-09-28	Aperto	112537	APP PREF 24 KV IS...	aaaa	2011	Grave

In CMD a ticket may have been linked to one or more defects in the "Validated" status with the same Material Code, same CUI, same Production Year.

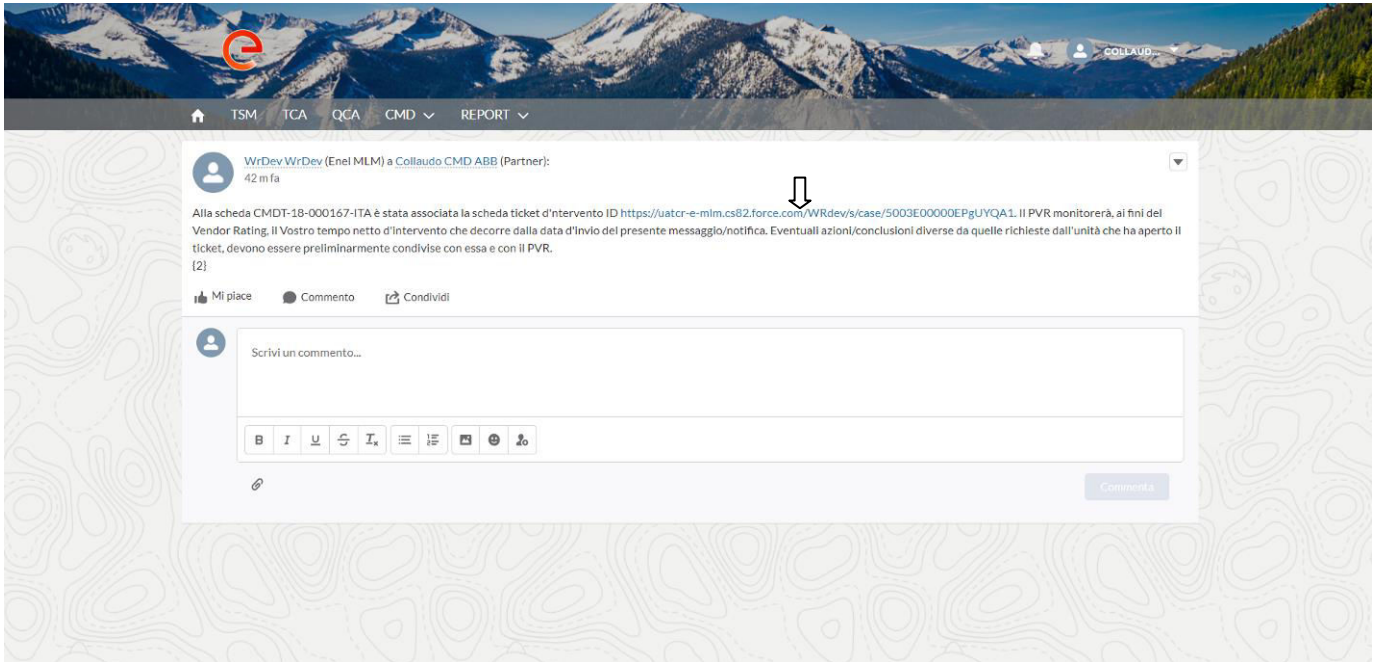
The user can access the ticket by clicking on the notification bell and then clicking on the link.

Notifiche Contrassegna tutte come lette

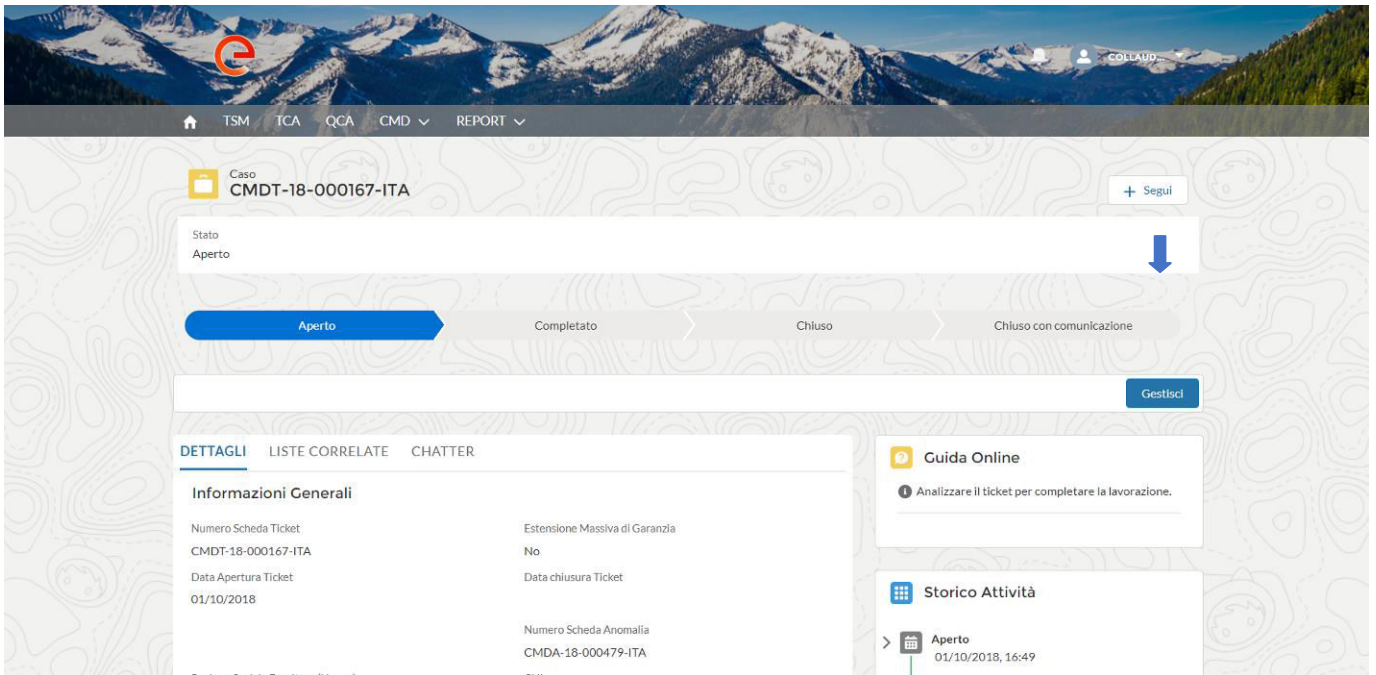
WrDev WrDev ha inviato un post sul tuo profilo

Allo scheda CMDT-18-000167-ITA è stata associata la scheda ticket d'intervento ID <https://uatcr-e-mim.cs92.force.com/WRdev/sj/case/5003E0000EpgUYQA1>. Il PVR monitorerà, al fini del Vendor Rating, il Vostro tempo netto d'intervento che decorre dalla data d'invio del presente messaggio/notifica. Eventuali azioni/conclus...

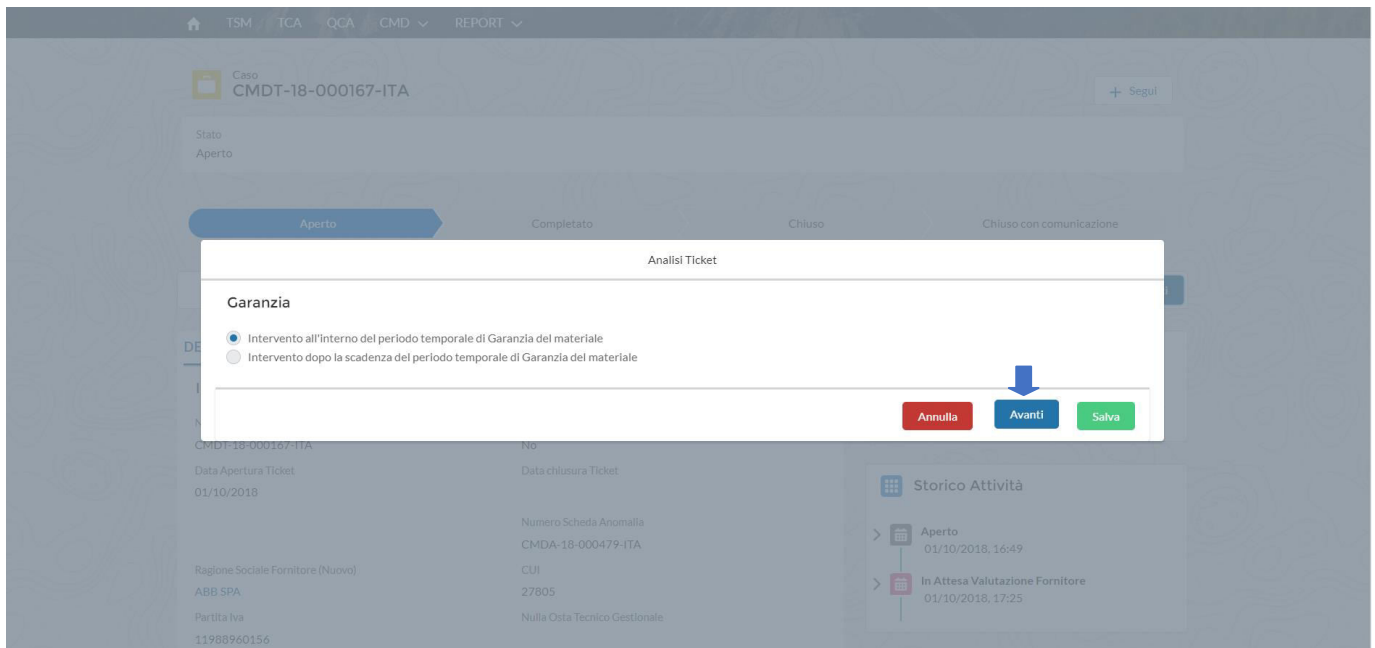
37 minuti fa su WRdev



The system displays a ticket, in the state "Open", the user proceeds by clicking on the "Manage" button.



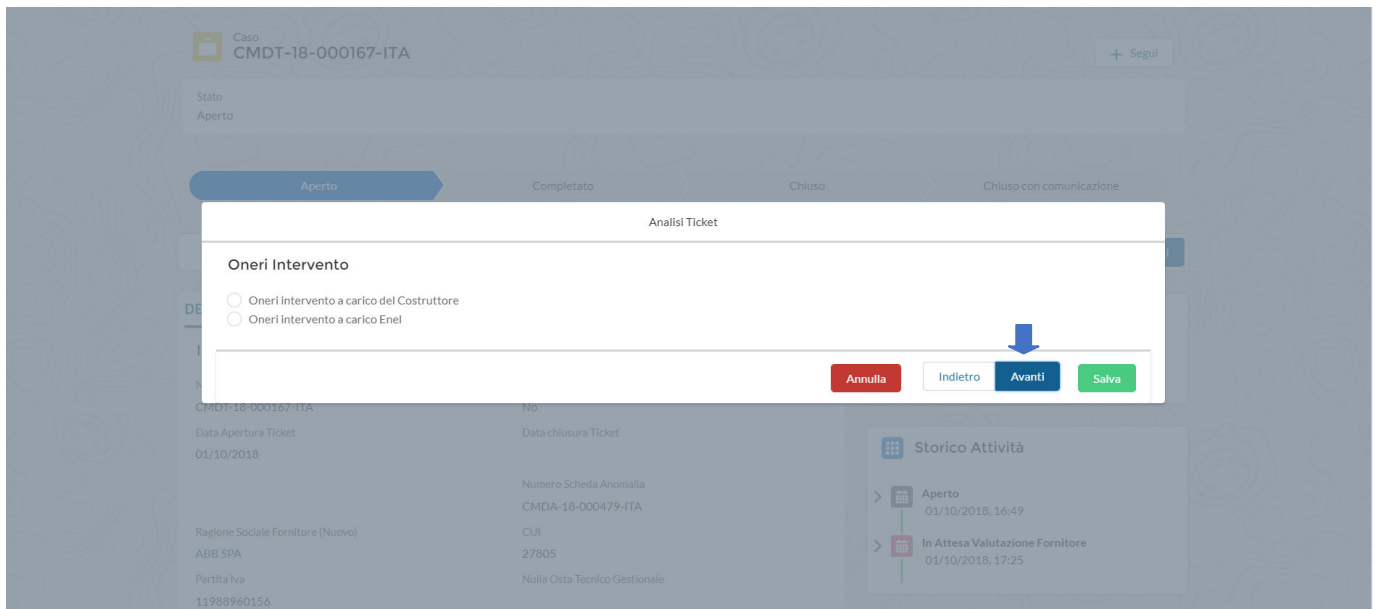
The system automatically populates the check box "Intervention within the material warranty time period" if the component is under warranty, otherwise if the component is not under warranty the pre-set check box will be "Intervention after the expiration of the material warranty time period" .



The user can decide to cancel the ticket analysis operation by clicking “Cancel”, save the operation by clicking on “Save” or decide to go Next by clicking on “Next”.

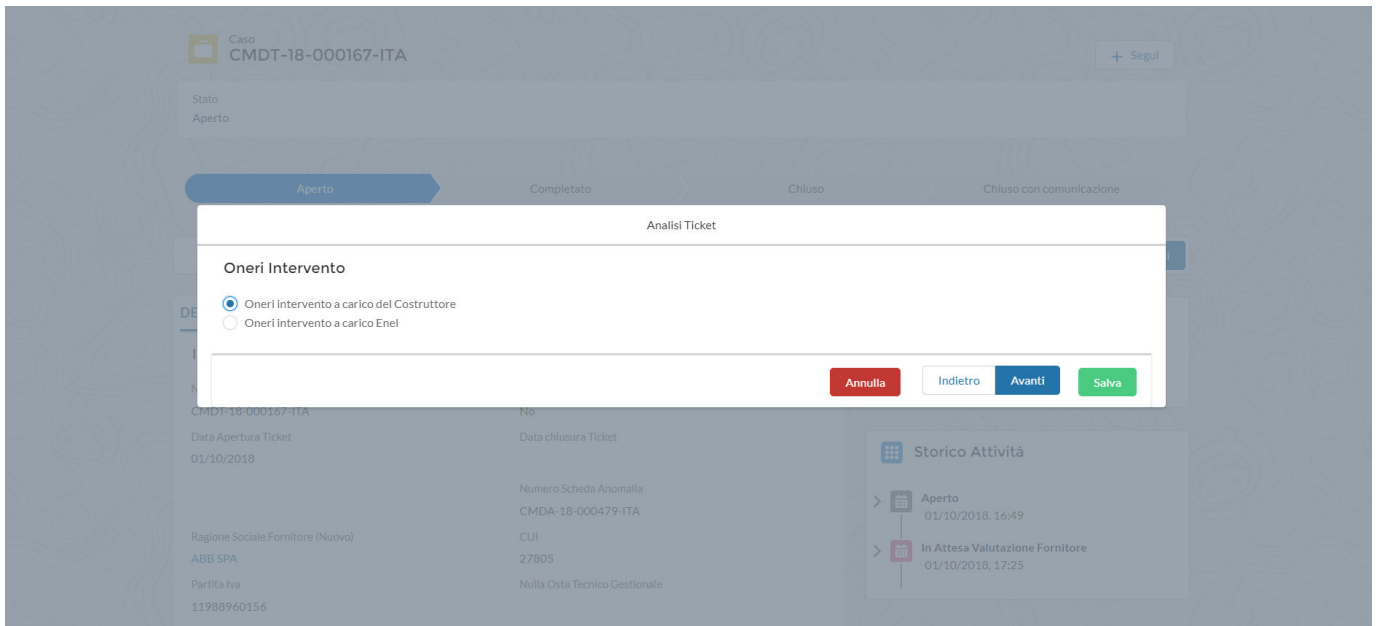
If the user goes ahead, he must select one of the two items, mutually exclusive:

- Intervention charged to the Manufacturer
- Intervention charged to Enel

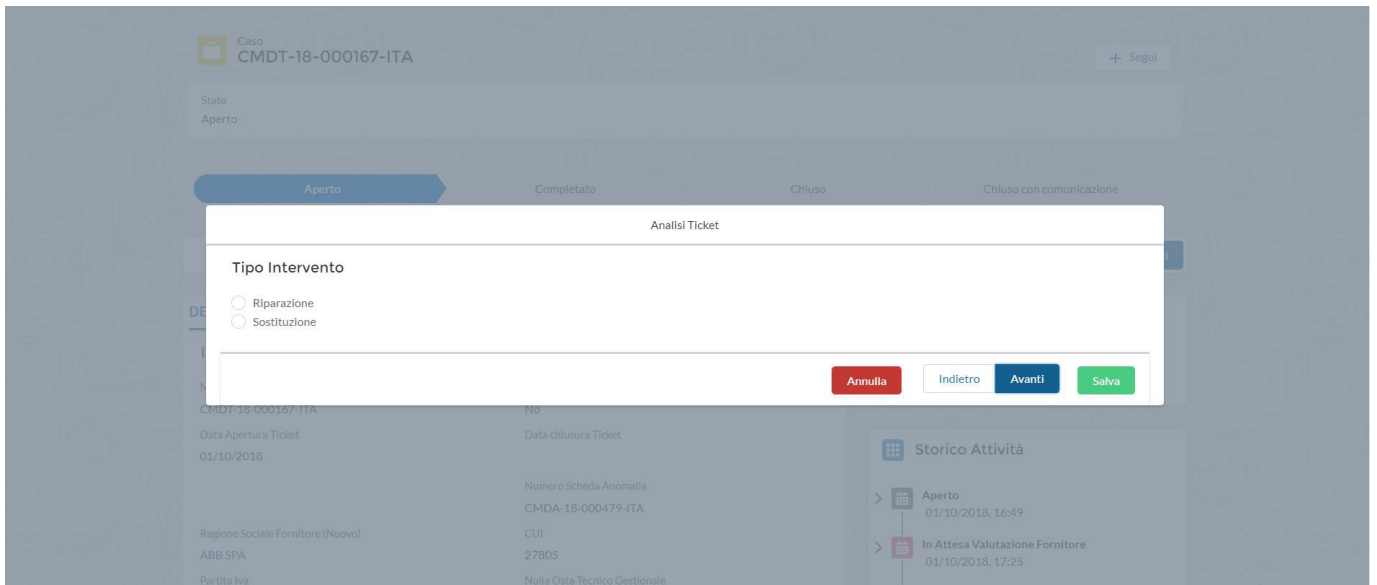


3.1.1. Intervention charged to the Manufacturer

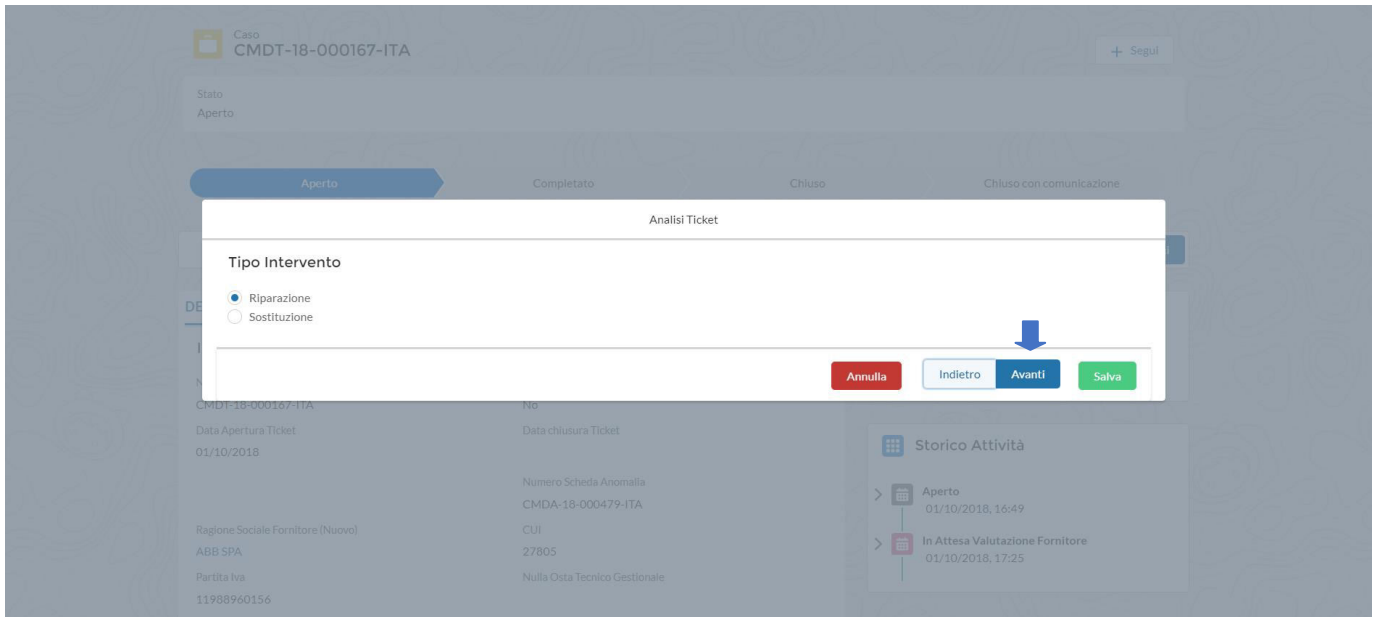
The supplier selects “Intervention charged to the Manufacturer” and goes on with the processing of the ticket by clicking on “Next”.



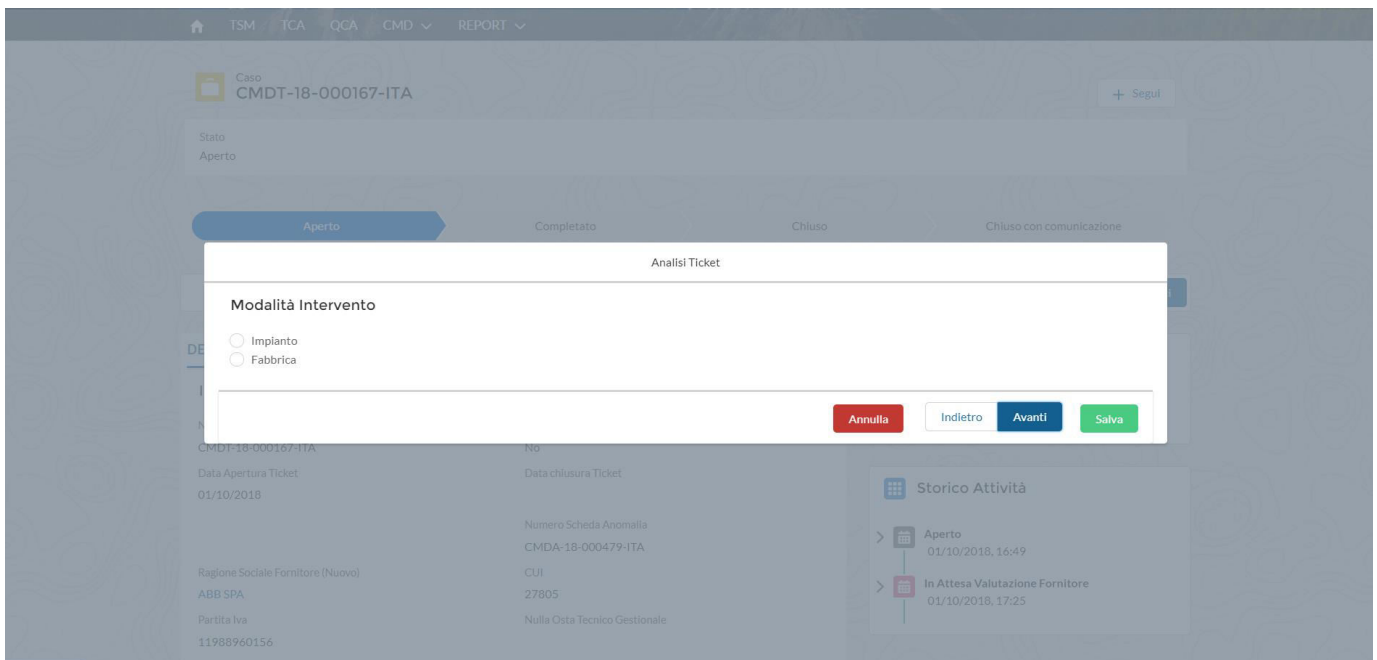
Select the type of repair or replacement operation.



If he selects "Repair" and click on "Next".

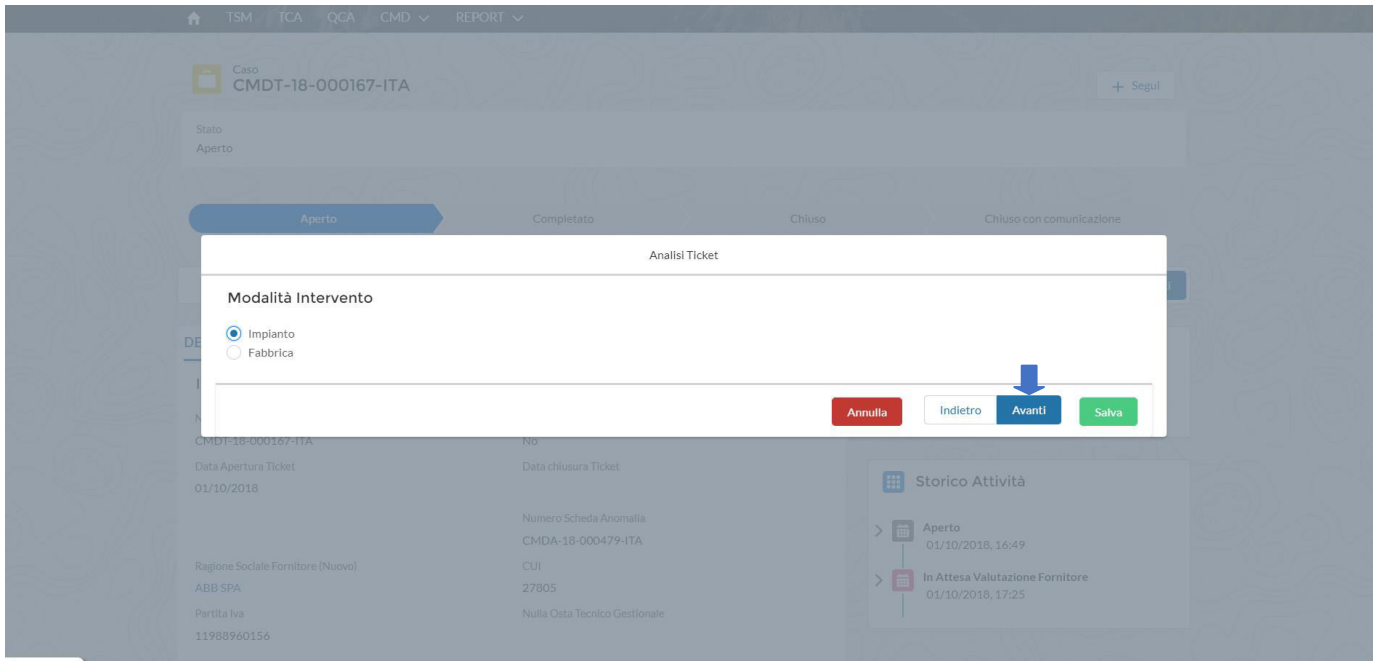


The user must proceed by selecting the Mode of intervention: Plant or Factory.

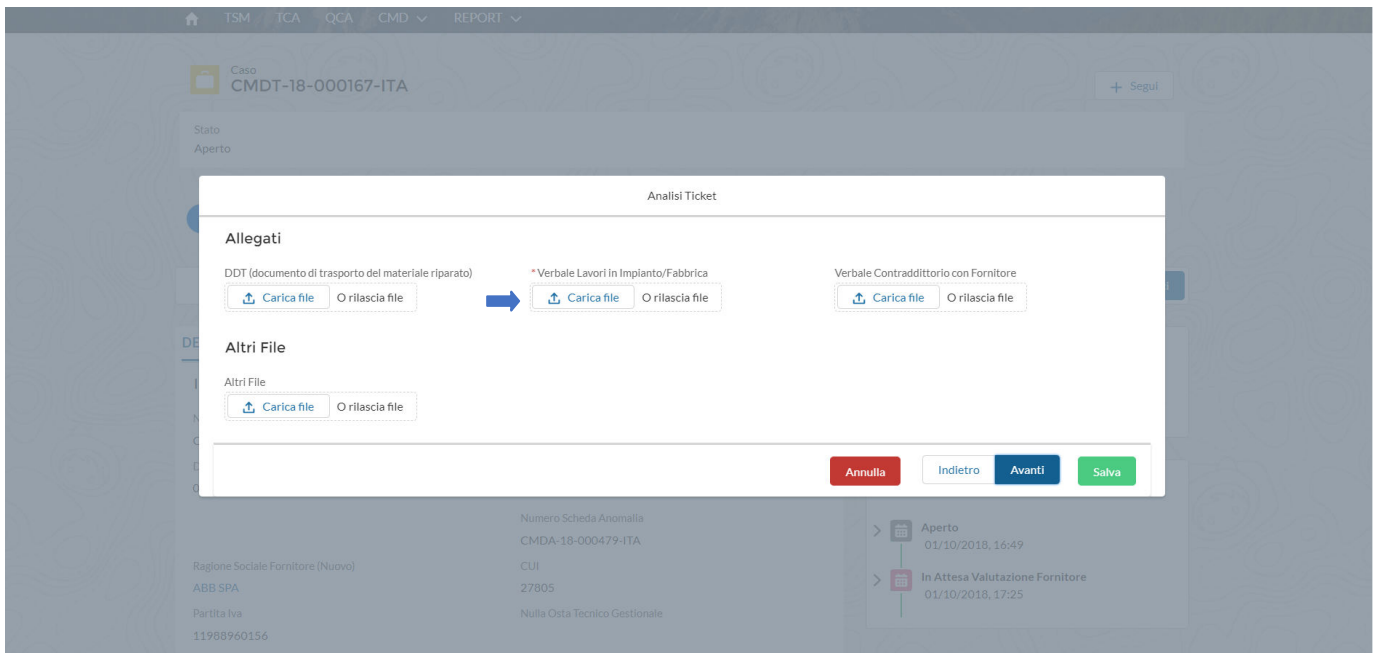


If he selects "Plant" and click on "Next".

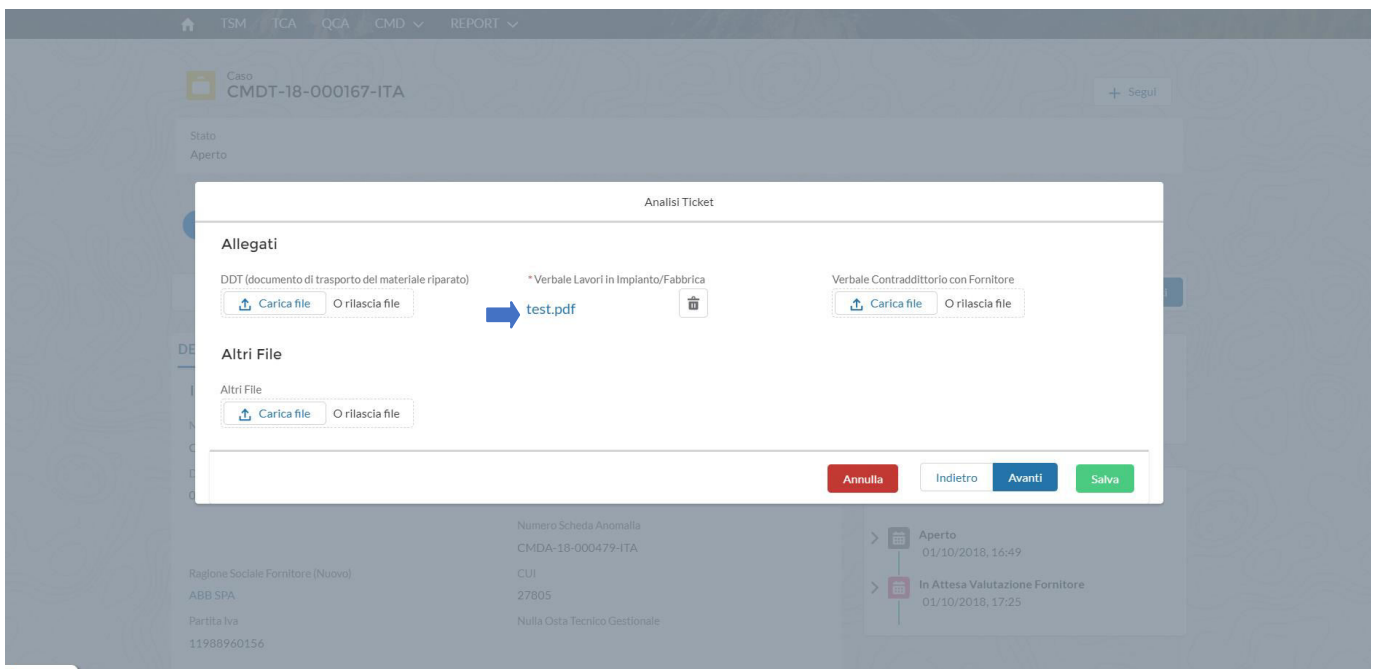
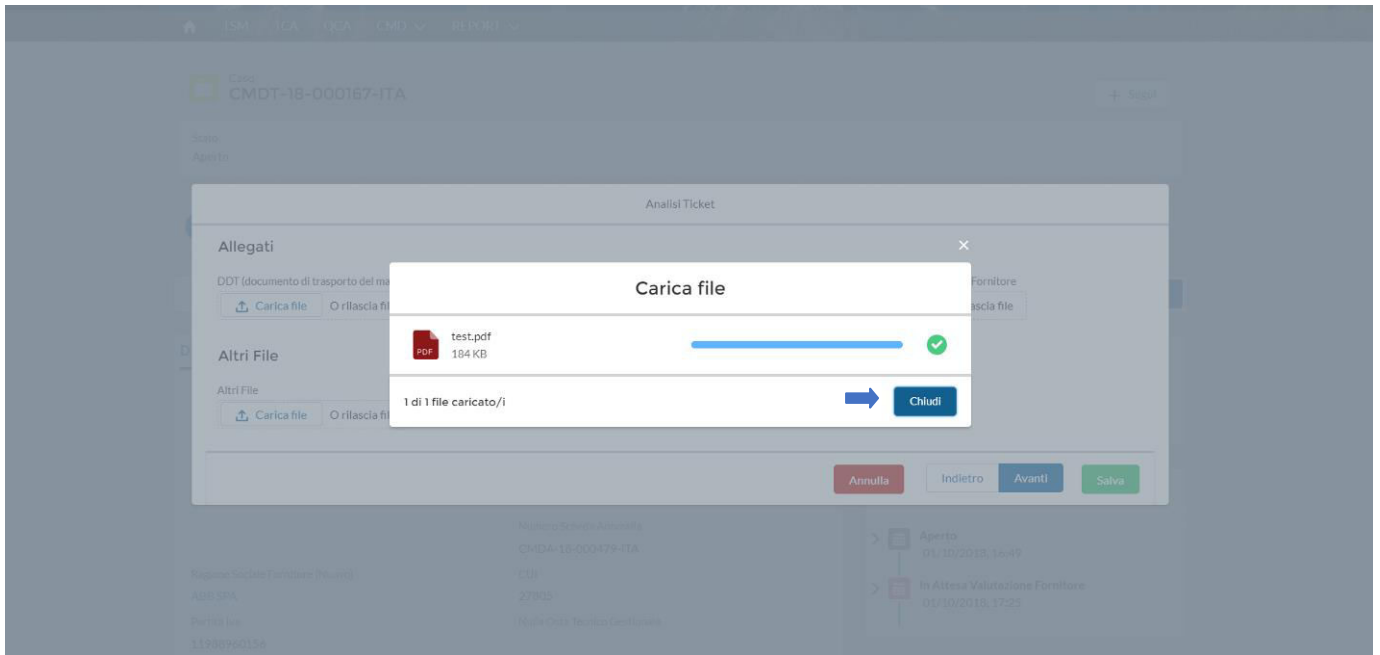
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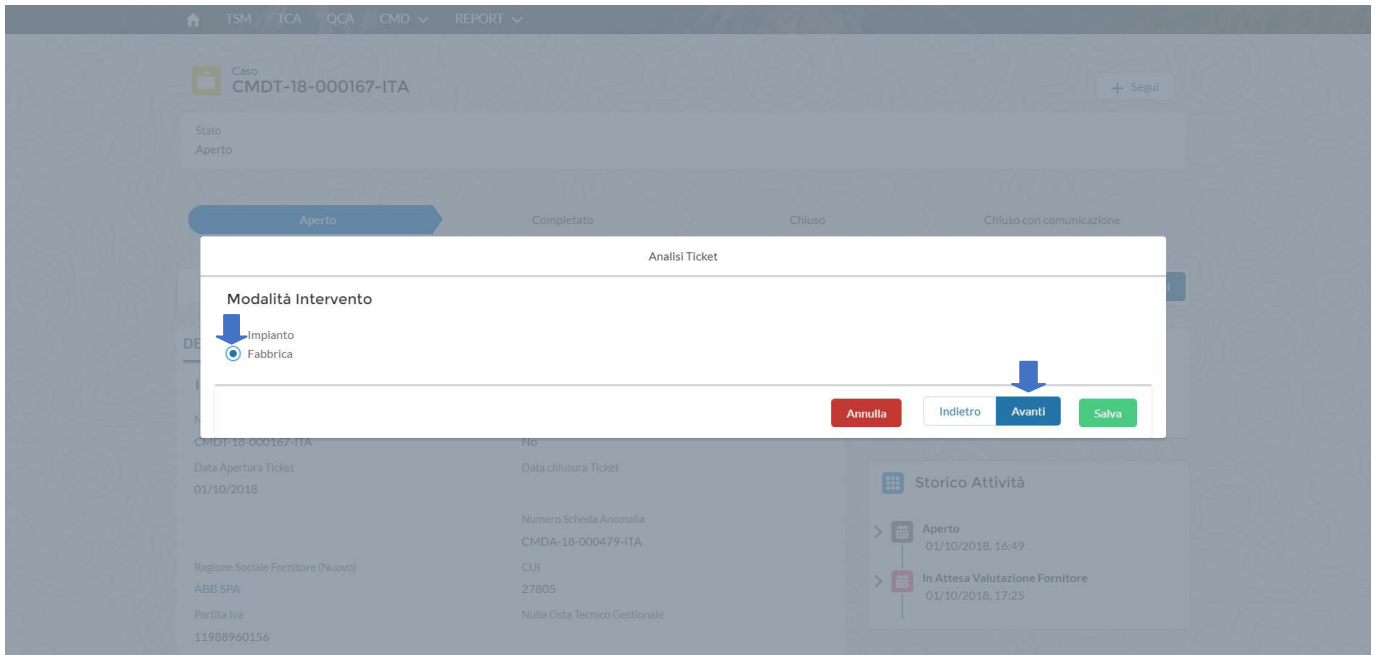
must compulsorily upload the “Minutes of activities in Plant / Factory” by clicking on “Upload file”.



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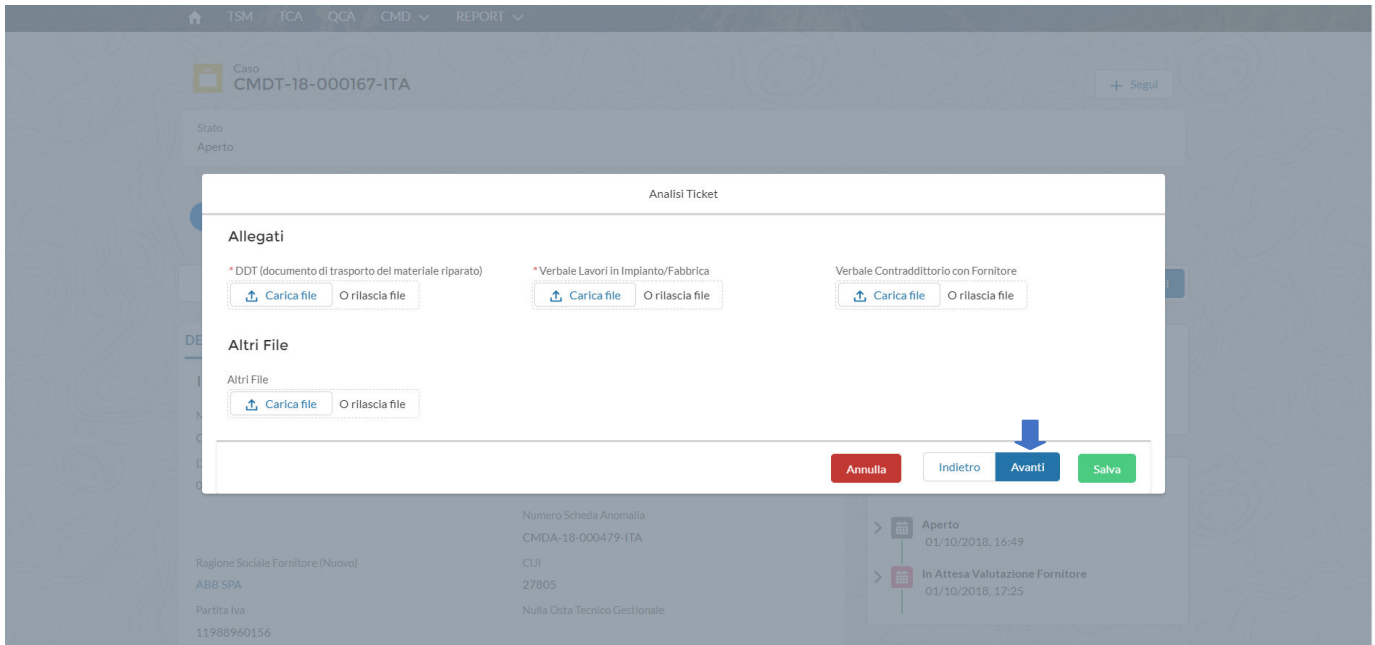
If the user selects the “Factory” check box and clicks “Next”.

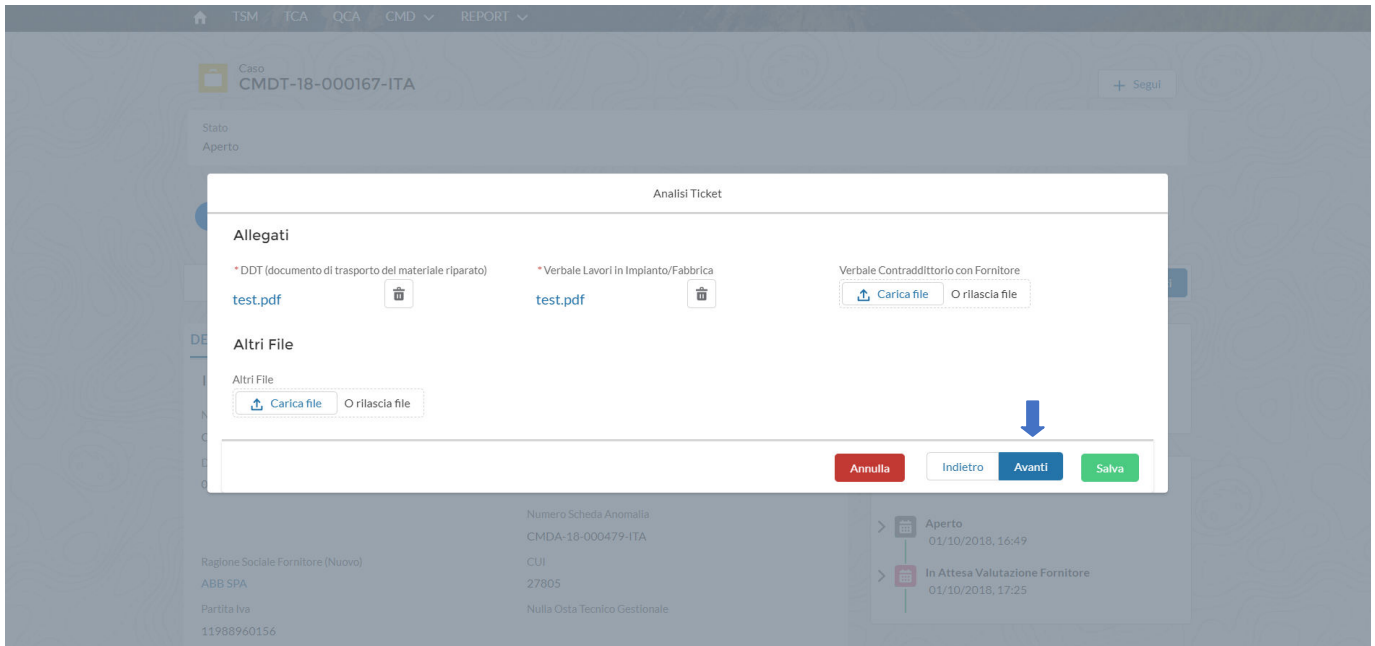


The user must compulsorily upload:

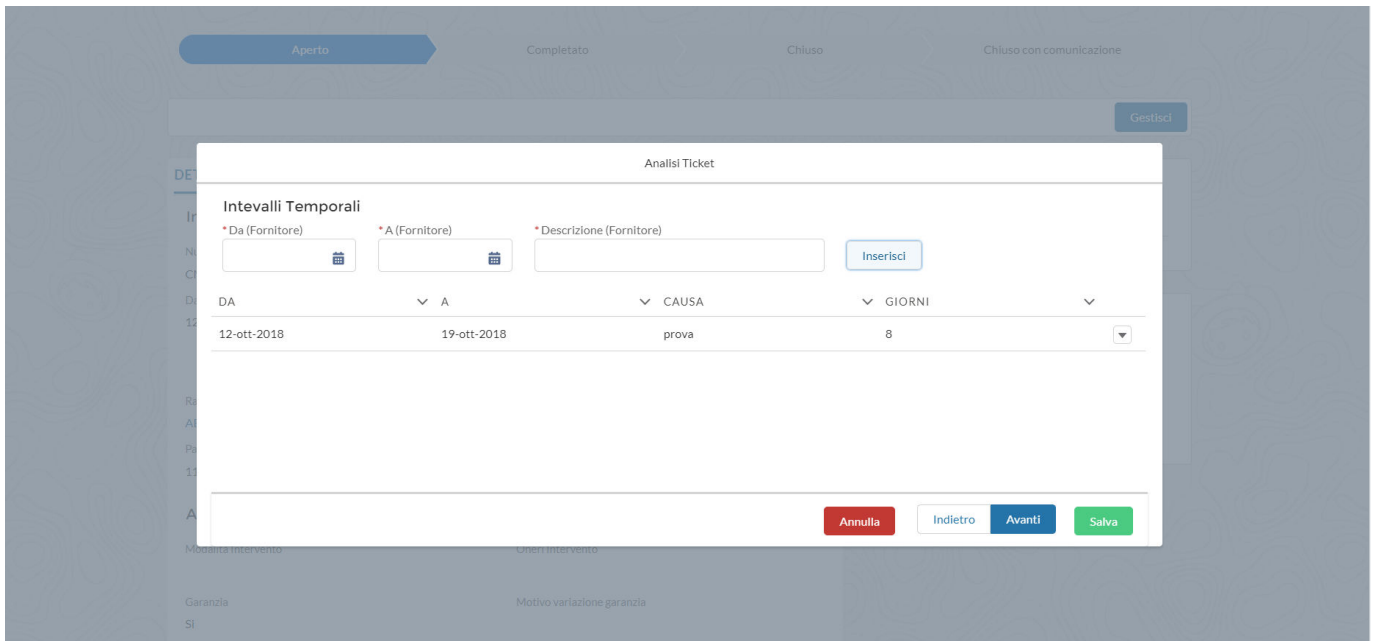
- DDT (document transport of the repaired material)
- Minutes of activities in Plant / Factory.

And proceed by clicking on "Next".



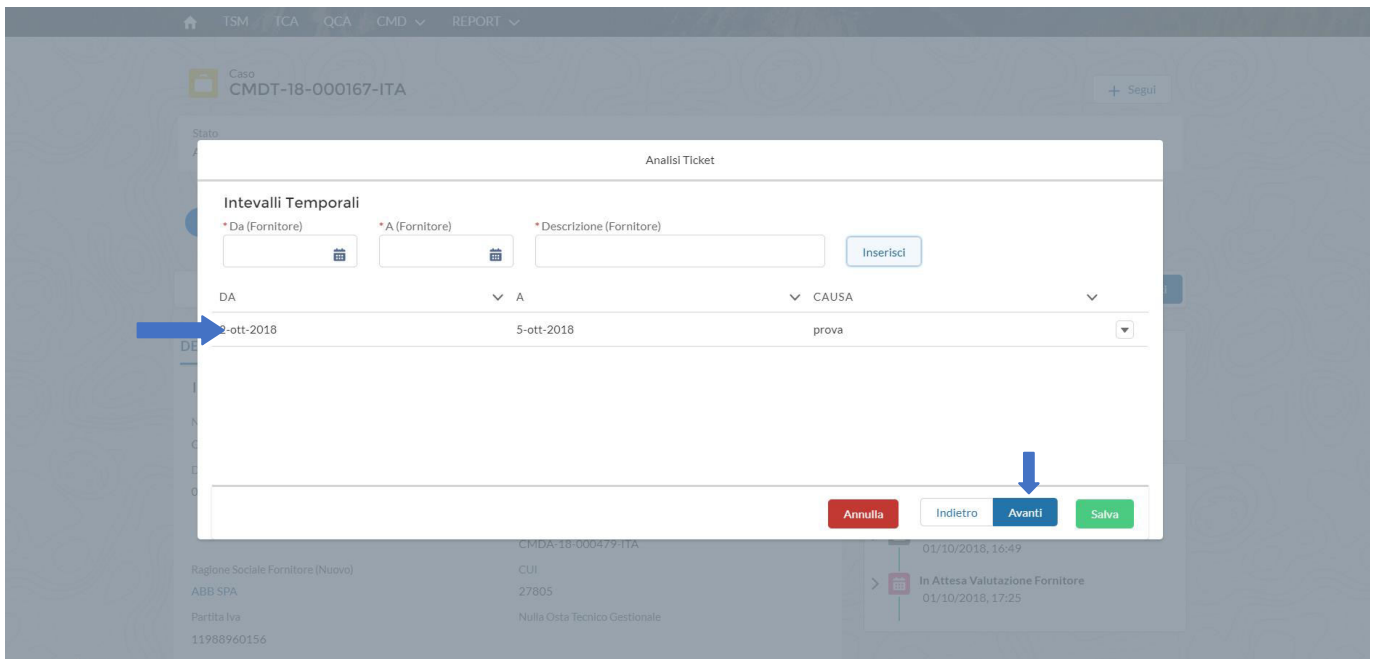


The System shows the "Time Intervals" which can be filled out for any days to be deducted.

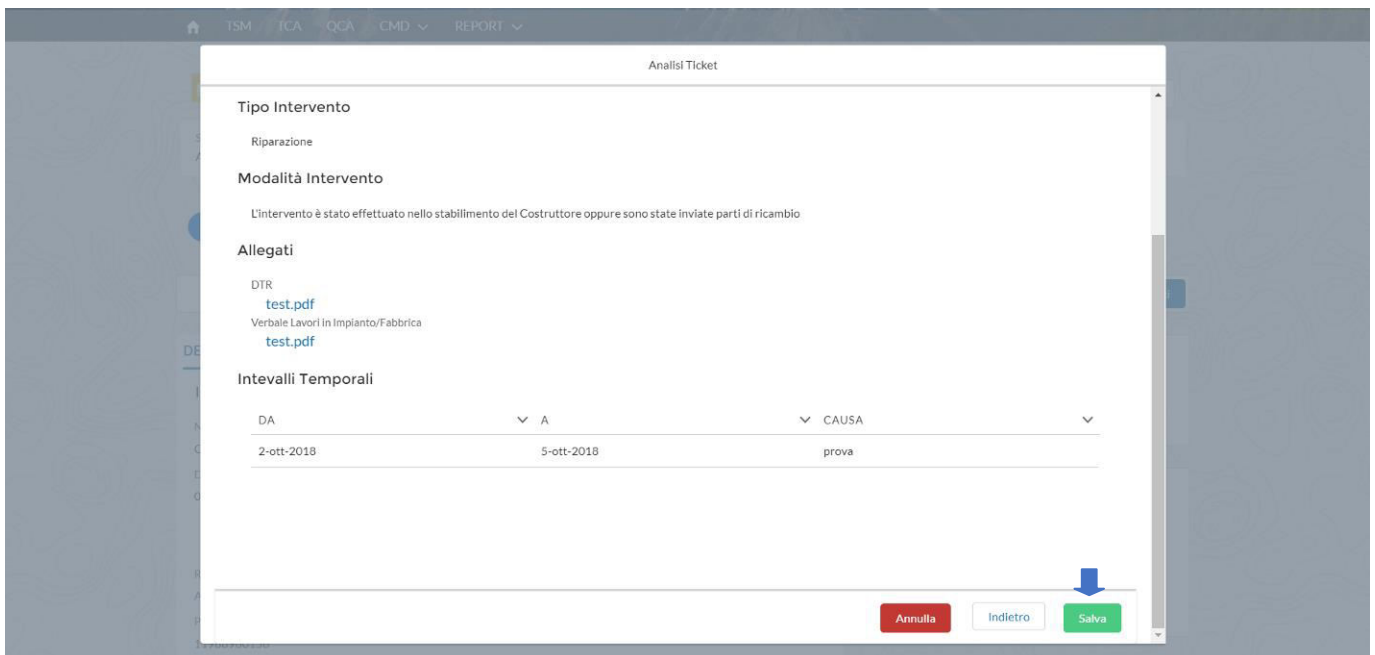


The calculated days are given by the END DATE difference (A) minus START DATE (DA) plus one day.

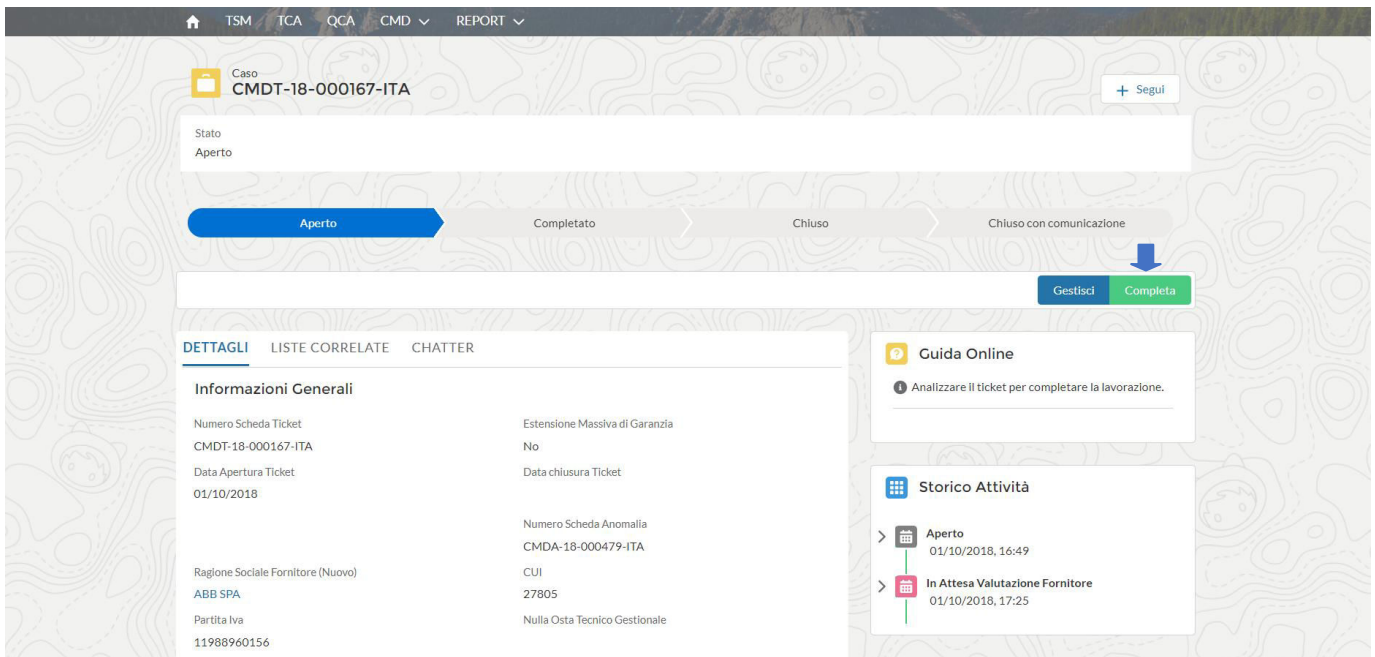
Interval times are not required fields but if they are entered the "Description (Supplier) must be reported. The user can proceed by clicking on "Next".



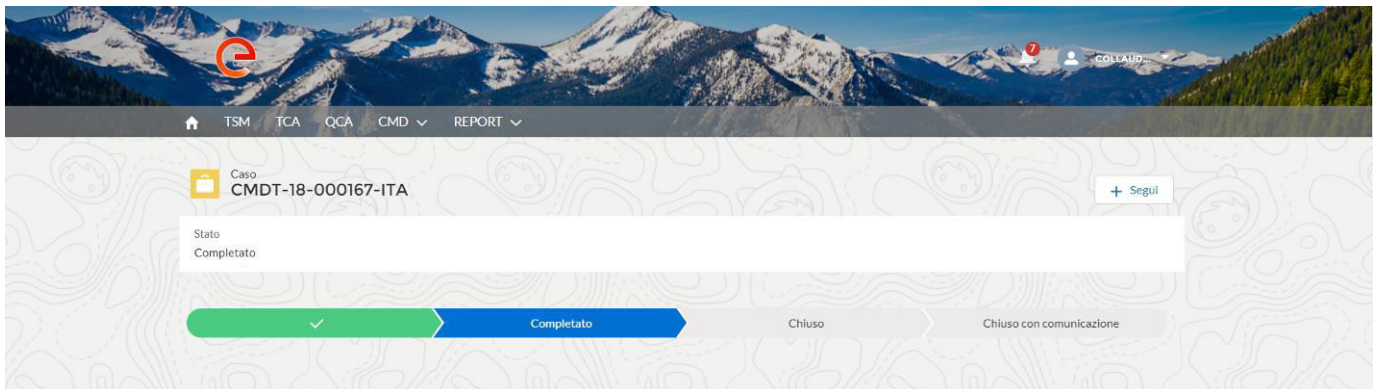
The system displays the summary of the ticket analysis. The user can confirm what he has entered by clicking on "Save" or he can go back by clicking on "Back" and change what has been entered.



The supplier, at this point, can change the status of the ticket from "Open" to "Completed" by clicking on "Complete".

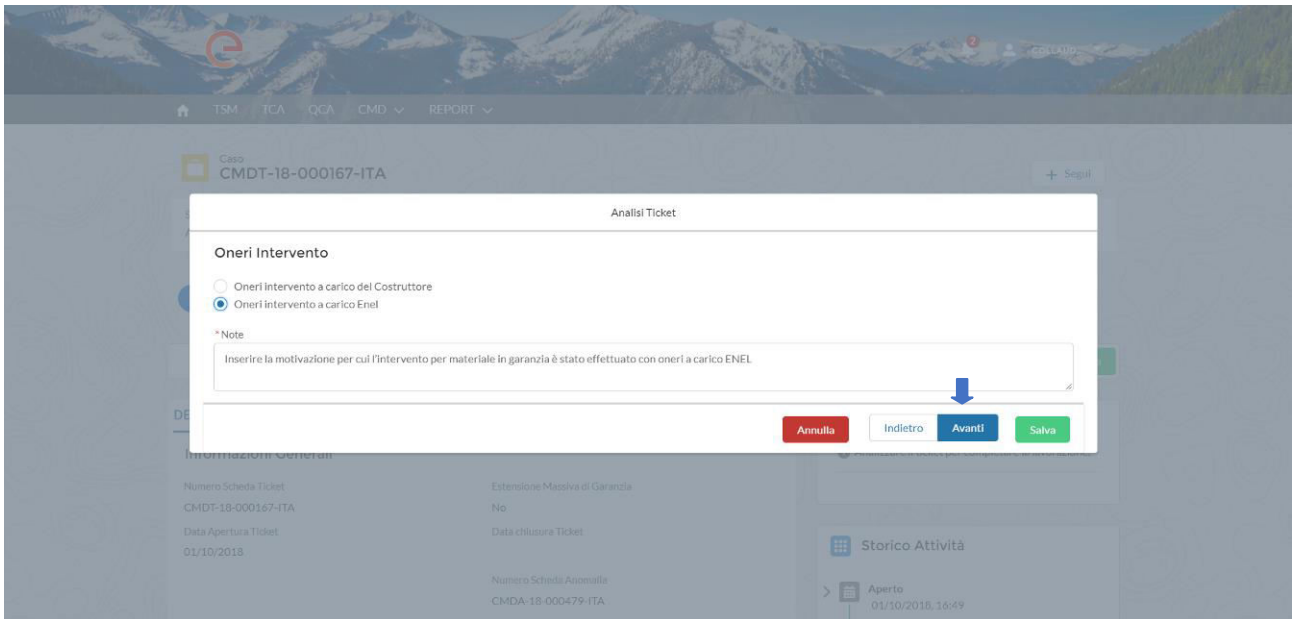


The ticket status changes from "Open to" Completed ".

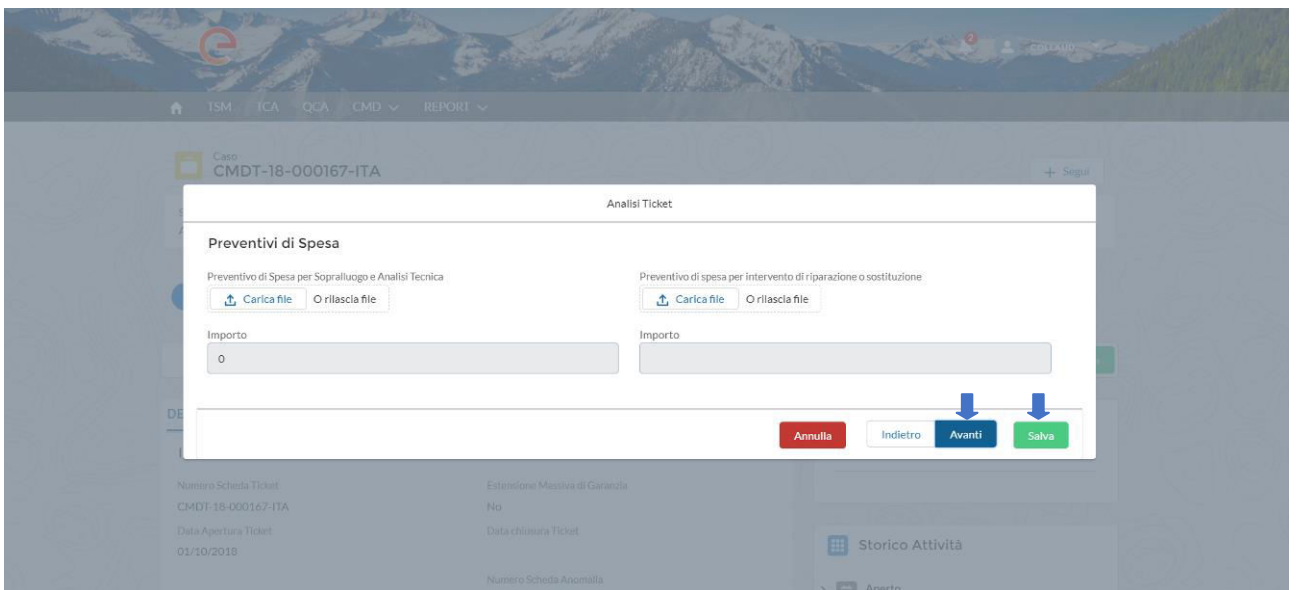


3.1.2. Intervention charged to Enel

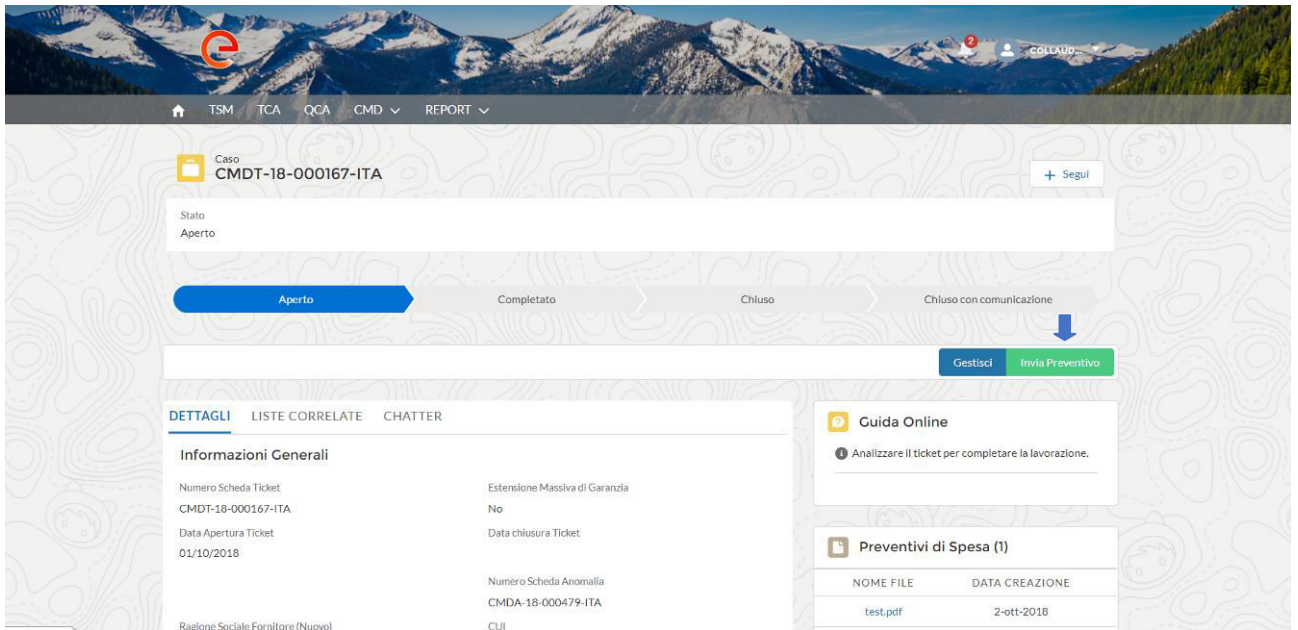
The supplier selects "Intervention charged to Enel", inserts the Notes field and goes on with the processing of the ticket by clicking on "Next".



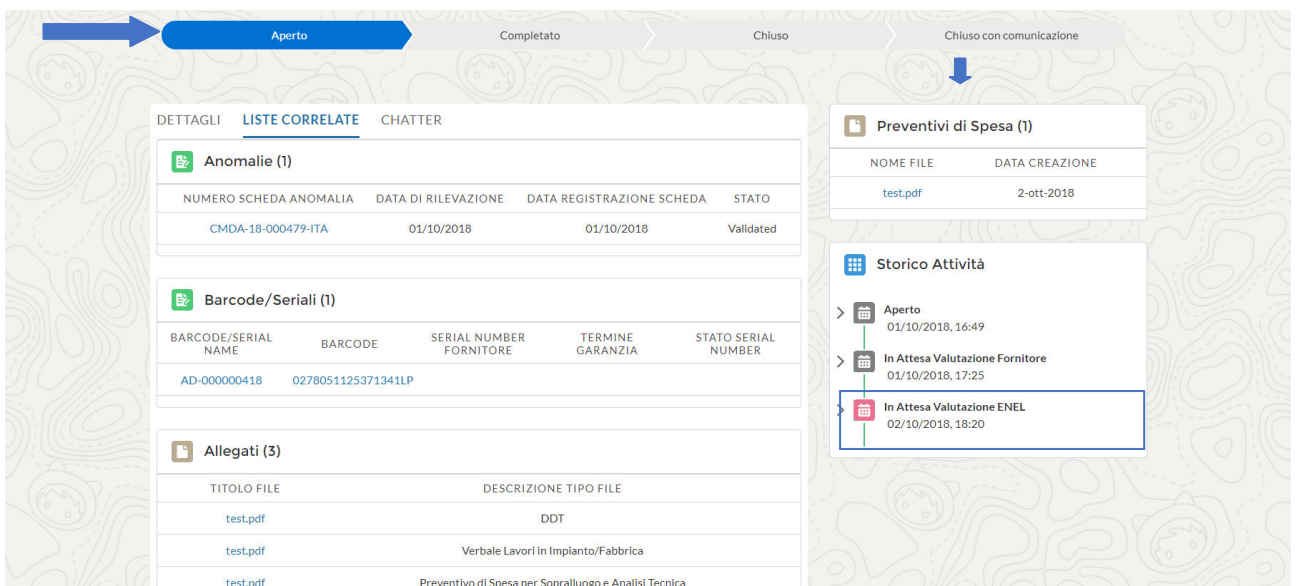
Insert the quote, by clicking on "Upload file", the amount of the quote in the "Amount" field, click on "Save" and go on with the process by clicking on "Next".



The supplier continues by sending the quote to Enel for final approval of the costs.



The status of the ticket remains in the "Open" status, pending final assessment by Enel.



When the quote is approved or rejected by Enel, the budget status is displayed in the activity history.

Caso
CMDT-18-000167-ITA

Stato
Chiuso con comunicazione

Chiuso con comunicazione

DETTAGLI LISTE CORRELATE CHATTER

Informazioni Generali

Numero Scheda Ticket	Estensione Massiva di Garanzia
CMDT-18-000167-ITA	No
Data Apertura Ticket	Data chiusura Ticket
01/10/2018	03/10/2018
	Numero Scheda Anomalia
	CMDA-18-000479-ITA
Ragione Sociale Fornitore (Nuovo)	CUI
ABB SPA	27805
Partita Iva	Nulla Osta Tecnico Gestionale
11988960156	SI

Tempi di Lavorazione Ticket

TEMPO LORDO (GG):	2
TEMPO NETTO (GG):	0

Preventivi di Spesa (1)

NOME FILE	DATA CREAZIONE
test.pdf	2-ott-2018

Analisi Ticket

Modalità Intervento	Oneri Intervento
Intervento presso lo stabilimento del Costruttore	Enel
Garanzia	Motivo variazione garanzia
SI	
Tipo Intervento	Accettazione Intervento
Riparato	<input type="checkbox"/>
Importo Preventivo Manutenzione	Importo Ispezione ed Analisi
	1.000
* Descrizione Difettosità per Fornitore	Note Intervento
prova	prova

Anagrafica Utente Segnalante

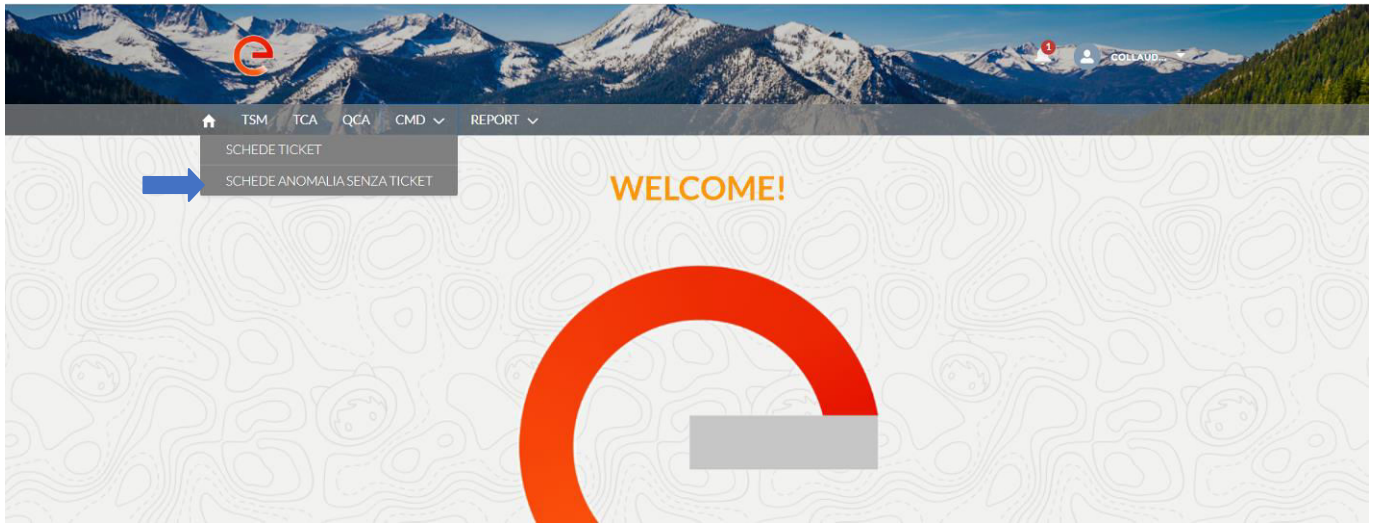
Nome Referente Tecnico	Cognome Referente Tecnico
WrDev	WrDev
Indirizzo Referente Tecnico	Email Referente Tecnico
	sf.enelm@webresult.it
Telefono Referente Tecnico	

Storico Attività

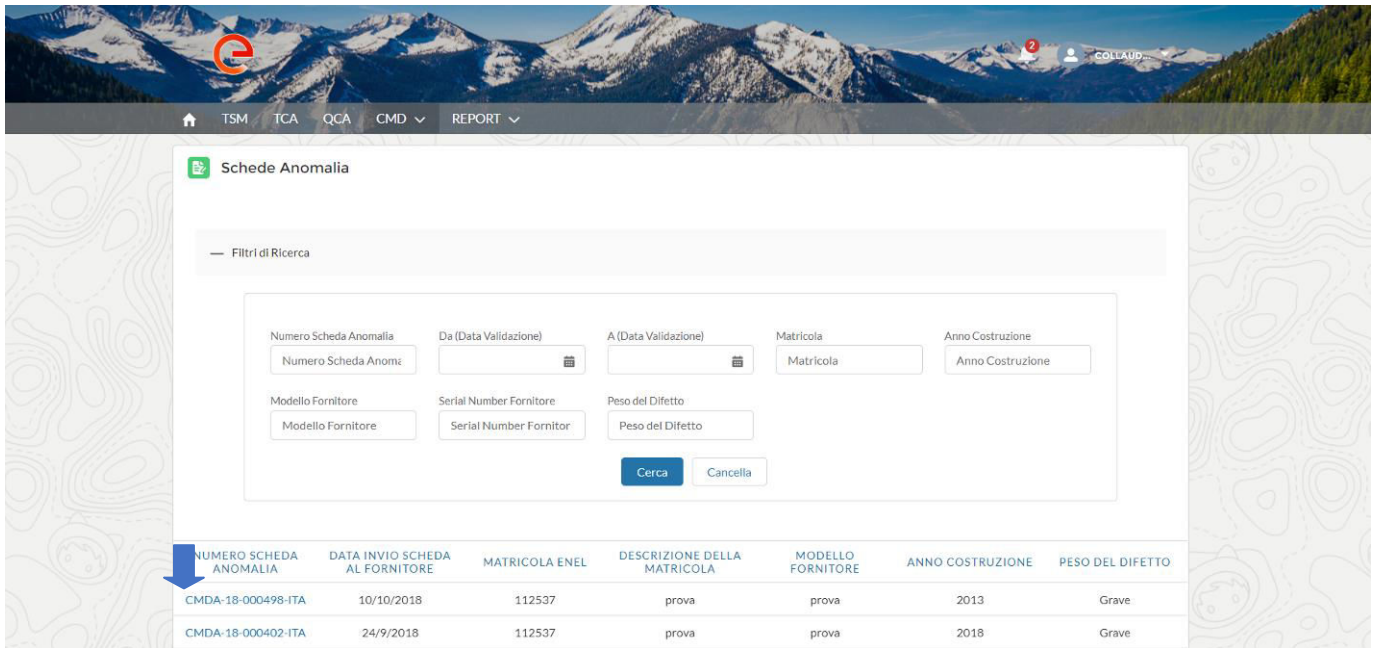
- Aperto 01/10/2018, 16:49
- In Attesa Valutazione Fornitore 01/10/2018, 17:25
- In Attesa Valutazione ENEL 02/10/2018, 18:20
- Accettato 03/10/2018, 13:57
- Completato 03/10/2018, 17:59
- Chiuso 03/10/2018, 18:34
- Chiuso con comunicazione 03/10/2018, 18:44

3.3 Supplier Users Navigation via Defects without ticket

The supplier accesses the ticket by selecting the item "Defects without ticket" from the CMD menu.



or by clicking on the link of the e-mail received



1. If the age of the component is greater than 5 years the defect can be viewed in the view of the Supplier (community), by clicking on the link of the defect, he can view the details of it.

NUMERO SCHEDA ANOMALIA	DATA INVIO SCHEDA AL FORNITORE	MATRICOLA ENEL	DESCRIZIONE DELLA MATRICOLA	MODELLO FORNITORE	ANNO COSTRUZIONE	PESO DEL DIFETTO
CMDA-18-000518-ITA	15/10/2018	112537	prova	prova	2011	Grave
CMDA-18-000402-ITA	24/9/2018	112537	prova	prova	2018	Grave

Informazioni Anomalia

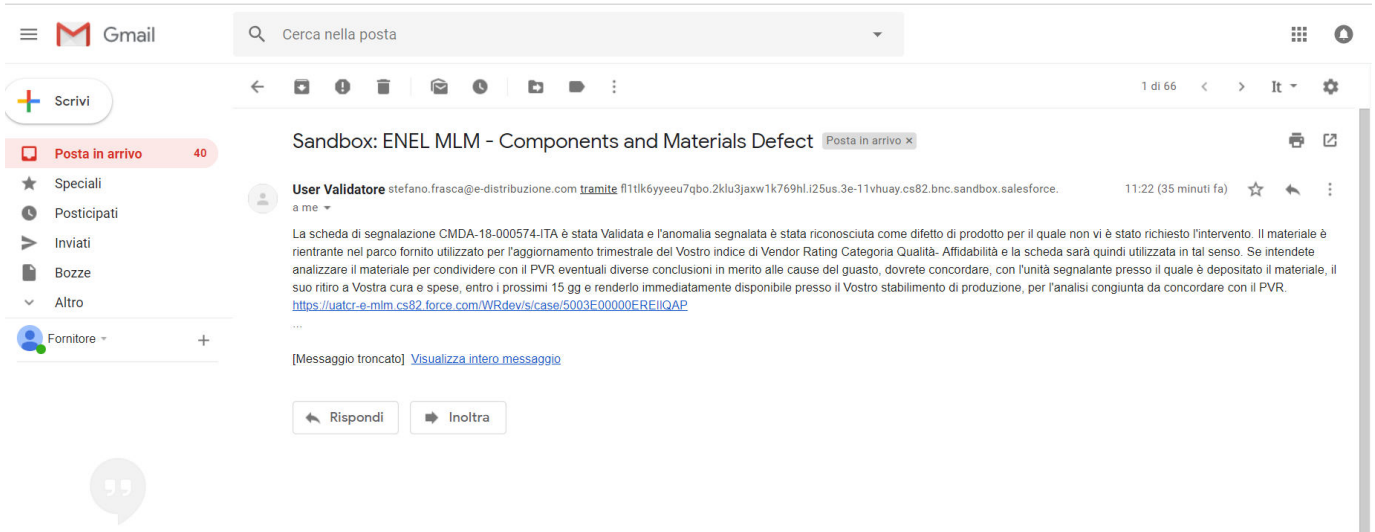
Data Registrazione Scheda 15/10/2018	Data di Rilevazione 01/10/2018
Data Invio Scheda al Fornitore 15/10/2018	Data Apertura Ticket
Country ITA	Anno Costruzione 2011
Quantità 1	
Garanzia	

Storico Attività

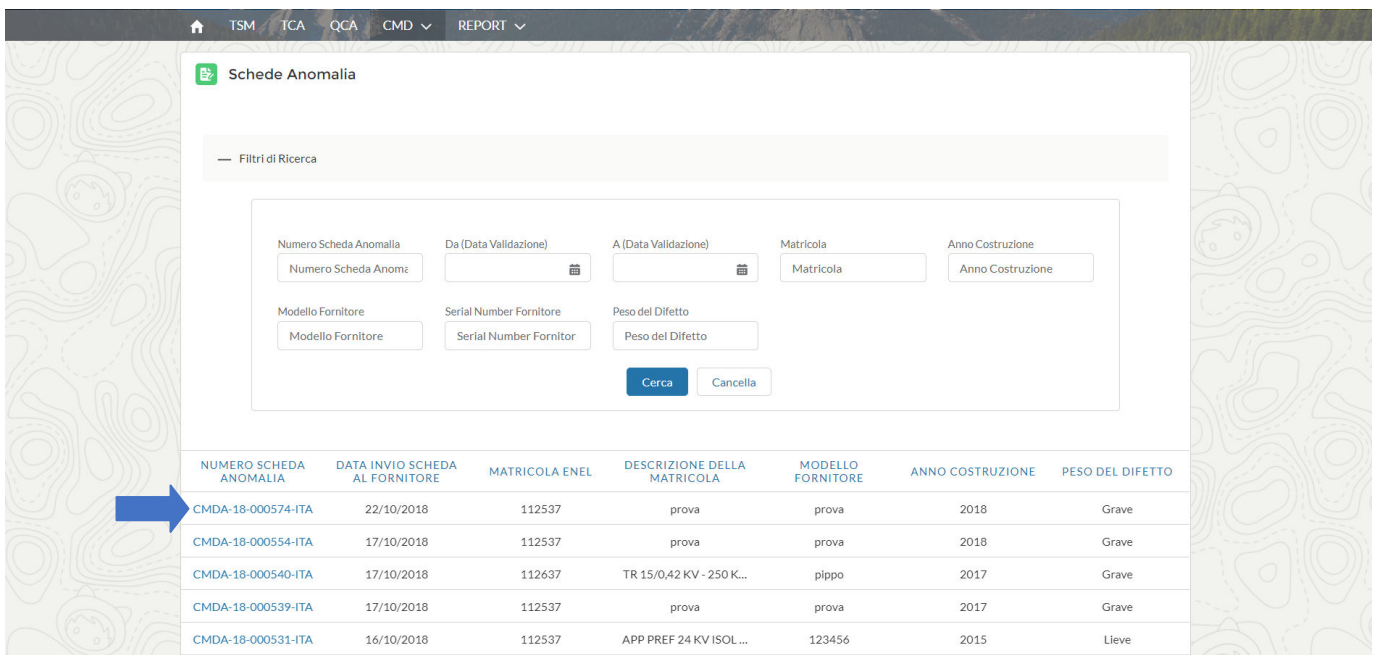
- Bozza 15/10/2018, 16:51
- Inviata 15/10/2018, 16:54
- Validata 15/10/2018, 16:59

2. If the age is less than 5 years and Failure Cause = Product defect

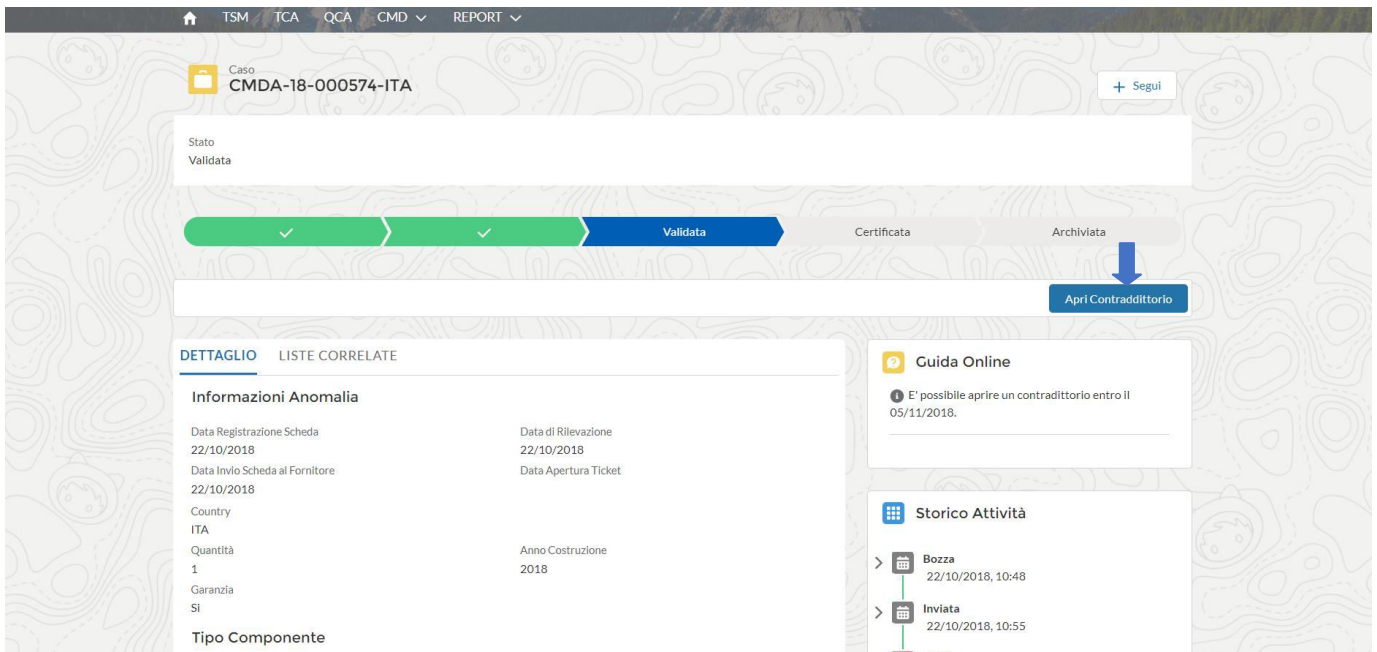
The supplier receives an e-mail where the last date for the contradictory request will be indicated (15 calendar days from the date of validation of the defect) and has the possibility to request the contradictory.



Or he can select the ticket of his interest on which to open the contradictory, selecting it from the list by the link of the defect number.

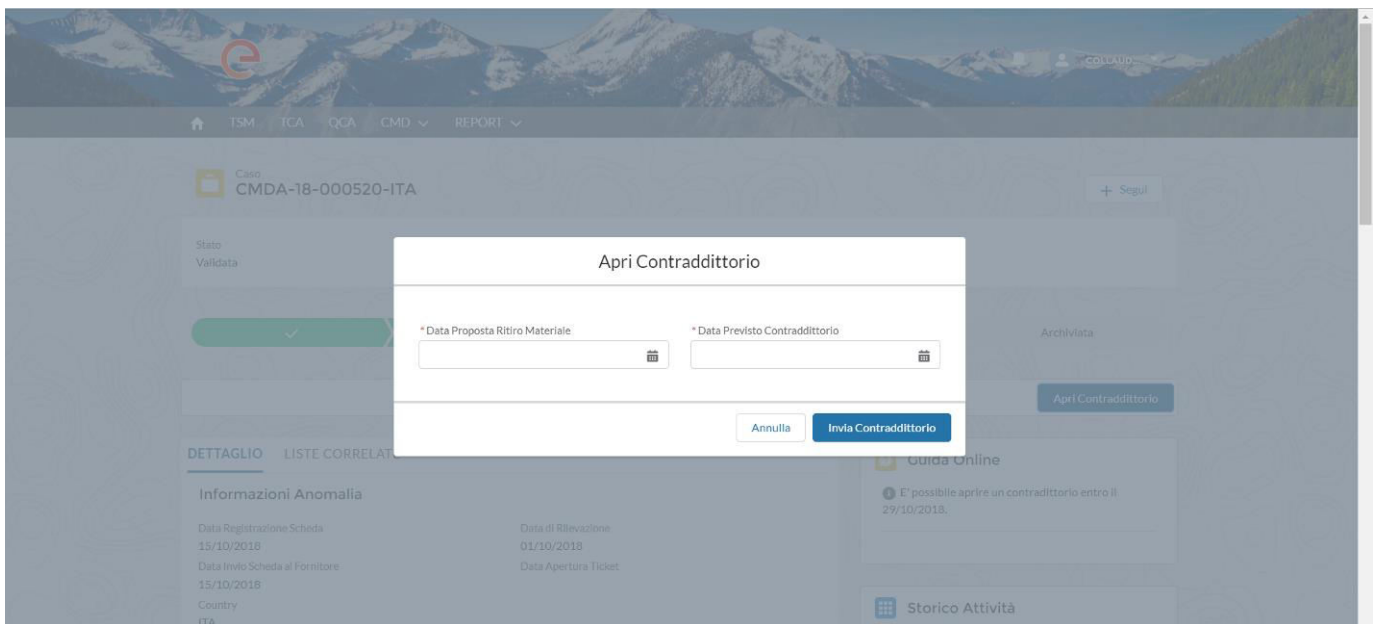


After the click the system opens the detail of the defect on which to open a possible contradictory.

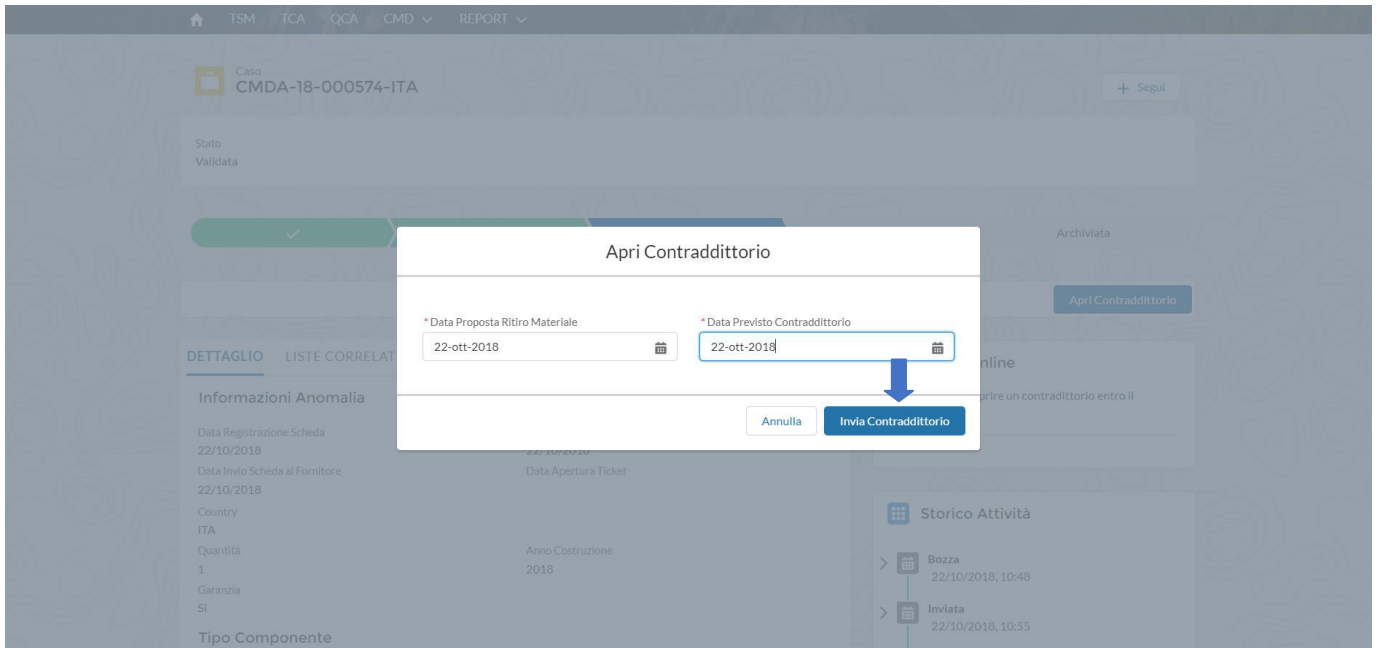


The user must enter two required dates:

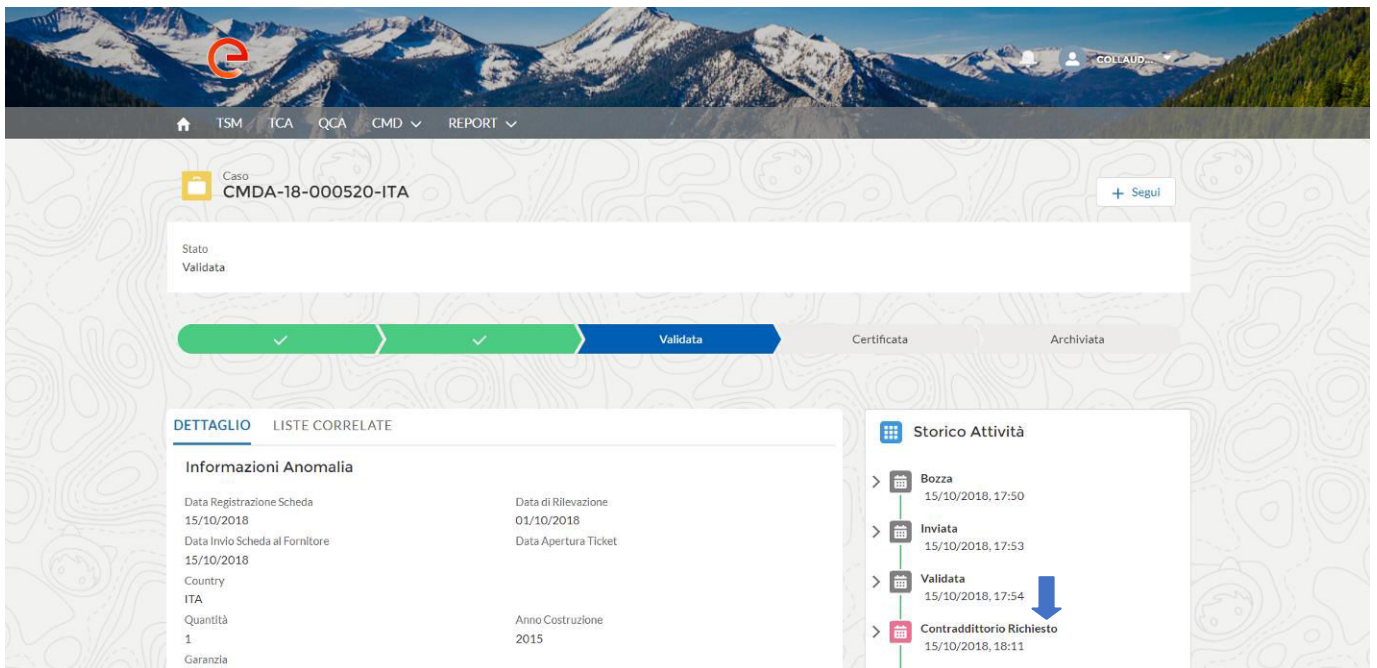
- Material Collection Date
- Expected Contradictory Date



And click on "Send Contradictory".



The status of the defect remains in the "Validated" status and in the "Activity History" the item "Contradictory requested" is added.



If the contradictory is confirmed by Enel, the supplier receives a notification and the status of the Contradictory changes from "Requested" to "Confirmation".

Notification System

The screenshot shows the Enel CRM interface. The main content area displays details for case **CMDA-18-000574-ITA**. The status is **Validata**. A progress bar shows the process is complete, with a **Validata** button. Below this, there is a table of **Informazioni Anomalia** (Anomaly Information):

Informazioni Anomalia	
Data Registrazione Scheda	Data di Rilevazione
22/10/2018	22/10/2018
Data Invio Scheda al Fornitore	Data Apertura Ticket
22/10/2018	
Country	
ITA	
Quantità	Anno Costruzione
1	2018
Garanzia	

On the right, a **Notifiche** (Notifications) pop-up is visible, containing three messages from **User GestoreDif** and **User Segnalante** regarding the case and Vendor Rating.

Receiving mail

The screenshot shows a Gmail inbox. The selected email is from **User GestoreDif** (utenzecomd@gmail.com) with the subject **Sandbox: ENEL MLM - Components and Materials Defect**. The email content reads:

Per la scheda CMDA-18-000574-ITA hai richiesto di ritirare il materiale e un contraddittorio. Il PVR ha confermato/modificato la data proposta per il giorno 2018-10-22. Per l'esecuzione del contraddittorio il tecnico incaricato che dovrete contattare è Prova Prova - luisa.aversa@webresults.it. Sulla base dell'esito dell'analisi tecnica sarà cura del Gestore delle Difettosità confermare la certificazione per il Vendor Rating del dato o archiviare la scheda.

<https://uatcr-e-mlm.cs82.force.com/WRdev/s/case/5003E00000EREIJQAP>

[Messaggio troncato] [Visualizza intero messaggio](#)

The item "Confirmed Contradictory" is reported in the status of the Activities.

Case: **CMDA-18-000574-ITA** + Segui

Stato: Validata

Progress: [Validata] [Certificata] [Archiviata]

Informazioni Anomalia

Data Registrazione Scheda	22/10/2018	Data di Rilevazione	22/10/2018
Data Invio Scheda al Fornitore	22/10/2018	Data Apertura Ticket	
Country	ITA	Anno Costruzione	2018
Quantità	1		
Garanzia	Si		
Tipo Componente			
Matricola Enel	112537	Descrizione della Matricola	prova

Storico Attività

- Bozza: 22/10/2018, 10:48
- Inviata: 22/10/2018, 10:55
- Validata: 22/10/2018, 10:56
- Contraddittorio Richiesto: 22/10/2018, 12:09
- Contraddittorio Confermato: 22/10/2018, 12:51**

When Enel confirms the contradictory validation, the activity history is updated with the item "Contradictory Executed".

Case: **CMDA-18-000574-ITA** + Segui

Stato: Validata

Progress: [Validata] [Certificata] [Archiviata]

Informazioni Anomalia

Data Registrazione Scheda	22/10/2018	Data di Rilevazione	22/10/2018
Data Invio Scheda al Fornitore	22/10/2018	Data Apertura Ticket	
Country	ITA	Anno Costruzione	2018
Quantità	1		
Garanzia	Si		
Tipo Componente			
Matricola Enel	112537	Descrizione della Matricola	prova

Storico Attività

- Bozza: 22/10/2018, 10:48
- Inviata: 22/10/2018, 10:55
- Validata: 22/10/2018, 10:56
- Contraddittorio Richiesto: 22/10/2018, 12:09
- Contraddittorio Confermato: 22/10/2018, 12:51
- Contraddittorio Eseguito: 22/10/2018, 15:06**

In the event that a defect without a ticket is certified by ENEL, the supplier receives a notification.

The screenshot shows the Enel CRM interface. At the top, there's a navigation bar with 'TSM', 'TCA', 'QCA', 'CMD', and 'REPORT'. The main content area displays a case titled 'Caso CMDA-18-000574-ITA' with a status of 'Certificata'. Below this, there's a progress bar and a 'DETTAGLIO' section with tabs for 'LISTE CORRELATE'. Two lists are visible: 'Barcode/Seriali (1)' and 'Certificazione Vendor Rating (1)'. The 'Barcode/Seriali' list has columns for 'BARCODE/SERIAL NAME', 'BARCODE', 'SERIAL NUMBER FORNITORE', 'TERMINE GARANZIA', and 'STATO SERIAL NUMBER'. The 'Certificazione Vendor Rating' list has columns for 'TIPOLOGIA DI CERTIFICAZIONE', 'ANNO', 'TRIMESTRE', 'GIORNI DI INTERVENTO', and 'DOCUMENTO'. On the right, a 'Notifiche' panel shows three notifications from 'User GestoreDif' regarding the certification and material return request for the case.

And an E-mail with the following text:

The defect without ticket ID No. CMDA-18-000574-ITA has been certified for its use in the Company Vendor Rating System. The data will be transmitted by the PVR, the Defect Handler, to the procurement, with the next quarterly report.

The screenshot shows an email inbox interface. The selected email is from 'User GestoreDif' with the subject 'Sandbox: ENEL MLM - Components and Materials Defect'. The email content includes a request for material return and a confirmation of the date for the next quarterly report. It also contains a link to the Vendor Rating Certification details: <https://uatcr-e-mlm.cs82.force.com/WRdev/s/case/5003E0000EQm3JQAT>. The interface shows a list of messages with their senders, subjects, and timestamps.

If he wants to know the details of the "Vendor Rating Certification" he needs to click on the link present both in the notification and in the e-mail and access the "Related Lists".

Stato
Certificata

✓ ✓ ✓ **Certificata** Archiviata

DETTAGLIO LISTE CORRELATE

Barcode/Serali (1)

BARCODE/SERIAL NAME	BARCODE	SERIAL NUMBER FORNITORE	TERMINE GARANZIA	STATO SERIAL NUMBER
AD-000000514	0278051125371841LP			

Certificazione Vendor Rating (1)

TIPOLOGIA DI CERTIFICAZIONE	ANNO	TRIMESTRE	GIORNI DI INTERVENTO	DOCUMENTO
Totale	2018	4	0	Scarica il CSV risultato da qui

Allegati (1)

NOME FILE	DESCRIZIONE TIPO FILE
test	Documento Analisi Tecnica

Storico Attività

- Bozza 22/10/2018, 10:48
- Inviata 22/10/2018, 10:55
- Validata 22/10/2018, 10:56
- Contraddittorio Richiesto 22/10/2018, 12:09
- Contraddittorio Confermato 22/10/2018, 12:51
- Contraddittorio Eseguito 22/10/2018, 15:06
- Certificata 22/10/2018, 15:31

3.1.3. Reporting CMD

The supplier can indicate the preconfigured reports by accessing the MLM home page.

TSM TCA QCA CMD **REPORT**

- ANOMALIE SENZA TICKET
- ANOMALIE CON TICKET
- CERTIFICAZIONE DATI TOTALE

WELCOME!

- **Defects with ticket** ("defect detected = YES / defect detected = NO).

RAPPORTO
CMD Report Anomalie con Ticket

Totale Quantità: 36 | Totale Rilevata Difettosità: 35 | Totale Impatto sulla Sicurezza: 0 | Totale Riutilizzabilità del Materiale: 0 | Totale Evitabilità del Guasto con Manutenzione: 0

TICKET NR	NUMERO SCHEDA ANOMALIA ↓	DATA REGISTRAZIONE SCHEDA	DATA DI RILEVAZIONE	DATA INVIO SCHEDA AL FORNITORE	DATA APERTURA TICKET	COUNTRY	QUANTITÀ Somma	ANNO COSTRUZIONE	MATRICOLA ENEL	DESCRIZIONE DELLA MATRICOLA	TIPO UNIFICAZ
CMDT-18-000167-ITA	CMDA-18-000479-ITA	01/10/2018	01/10/2018	-	-	ITA	1	2013	112537	prova	prova
CMDT-18-000165-ITA	CMDA-18-000474-ITA	28/09/2018	19/12/2017	-	-	ITA	1	2011	112537	APP PREF 24 KV ISOL SF6 CON EST 1UT 16 KA CAB SEC	-
CMDT-18-000164-ITA	CMDA-18-000473-ITA	28/09/2018	11/04/2018	-	-	ITA	1	2016	112537	fffff	-
CMDT-18-000163-ITA	CMDA-18-000468-ITA	28/09/2018	07/03/2018	-	-	ITA	1	2016	112537	8262 - TR 15/0,42 KV - 250 KVA - UE GST001	GST001
CMDT-18-000161-ITA	CMDA-18-000469-ITA	28/09/2018	01/09/2018	-	-	ITA	1	2018	112537	prova	-

- Defects without ticket ("defect detected = YES / defect detected = NO).

RAPPORTO
CMD Report Anomalie senza Ticket

Record totali: 10 | Totale Quantità: 9 | Totale Rilevata Difettosità: 10 | Totale Impatto sulla Sicurezza: 0 | Totale Riutilizzabilità del Materiale: 0

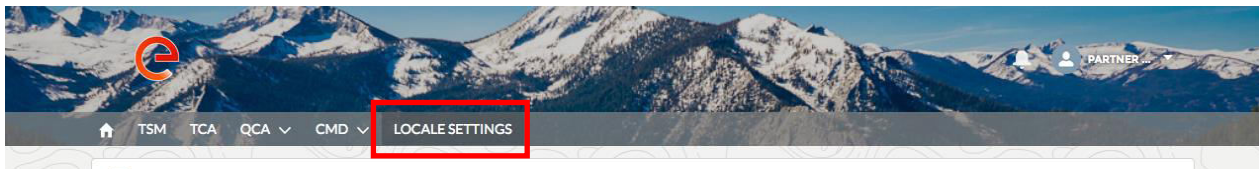
NUMERO SCHEDA ANOMALIA ↓	DATA REGISTRAZIONE SCHEDA	DATA DI RILEVAZIONE	DATA INVIO SCHEDA AL FORNITORE	COUNTRY	QUANTITÀ	ANNO COSTRUZIONE	MATRICOLA ENEL	DESCRIZIONE DELLA MATRICOLA	TIPO UNIFICAZIONE	LIVELLO DI TENSIONE	MODELLO FORNITORE	DESCRIZIONE DELLA DIFETTOSITÀ
CMDA-18-000439-ITA	26/09/2018	01/09/2018	-	ITA	1	2018	112537	prova	-	AT	prova	prova
CMDA-18-000438-ITA	26/09/2018	01/09/2018	-	ITA	1	2018	112537	prova	-	AT	prova	prova
CMDA-18-000402-ITA	24/09/2018	01/09/2018	24/09/2018	ITA	1	2018	112537	prova	-	MT-BT	prova	prova
CMDA-18-000399-ITA	21/09/2018	20/09/2018	-	ITA	1	2012	533001	pippo	-	AT	23411141	afasdsda
CMDA-18-000392-ITA	20/09/2018	03/09/2018	20/09/2018	ITA	1	2013	112537	prova	-	AT	prova	prova
CMDA-18-000390-ITA	19/09/2018	24/08/2018	19/09/2018	ITA	1	2013	112537	prova	84848	AT	prova	prova

- Total Data Certification

NUMERO SCHEDA ANOMALIA	DATA INVIO SCHEDA AL FORNITORE	DATA APERTURA TICKET	COUNTRY	QUANTITÀ	ANNO COSTRUZIONE	MATRICOLA ENEL	DESCRIZIONE DELLA MATRICOLA	TIPO UNIFICAZIONE	MODELLO FORNITORE	TIPO DIFETTO	PESO DEL DIFETTO	VENDOR RATING	CUI
CMDA-18-000403-ITA	-	-	ITA	1	2018	112537	prova	-	prova	Da Specifica	Grave	SI	2780
CMDA-18-000410-ITA	-	-	ITA	1	2013	112537	prova	-	prova	Elettrico	Critico	SI	2780
CMDA-18-000465-ITA	-	-	ITA	1	2016	112537	demo	-	aaaa	Meccanico/Strutturale	Lieve	SI	2780
CMDA-18-000414-ITA	-	05/08/2018	ITA	1	2018	112537	prova	-	prova	Elettrico	Grave	SI	2780
Totale complessivo (4 record)				4									

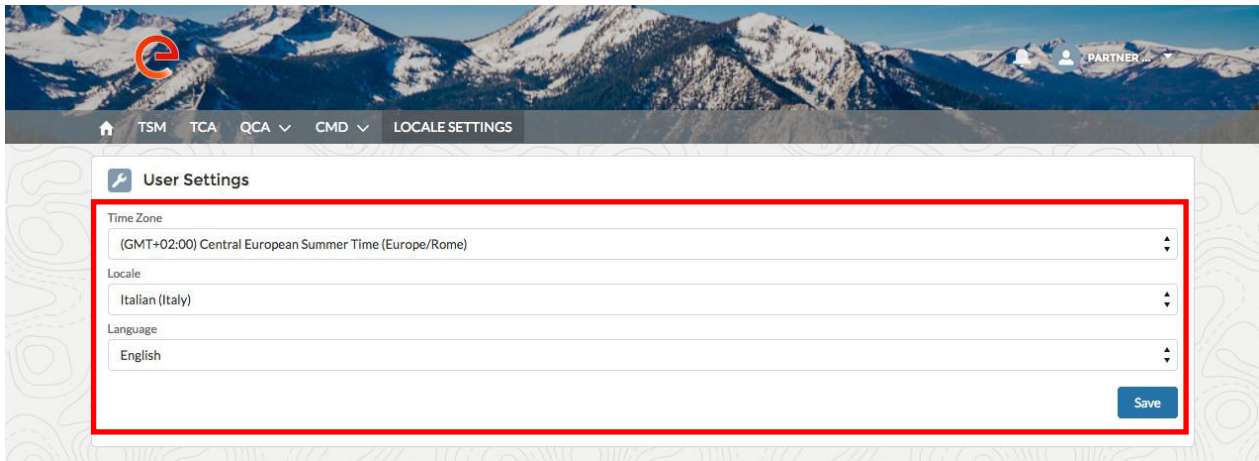
3.4 Locale Settings

The Supplier can change the locale settings clicking on “LOCALE SETTINGS” tab



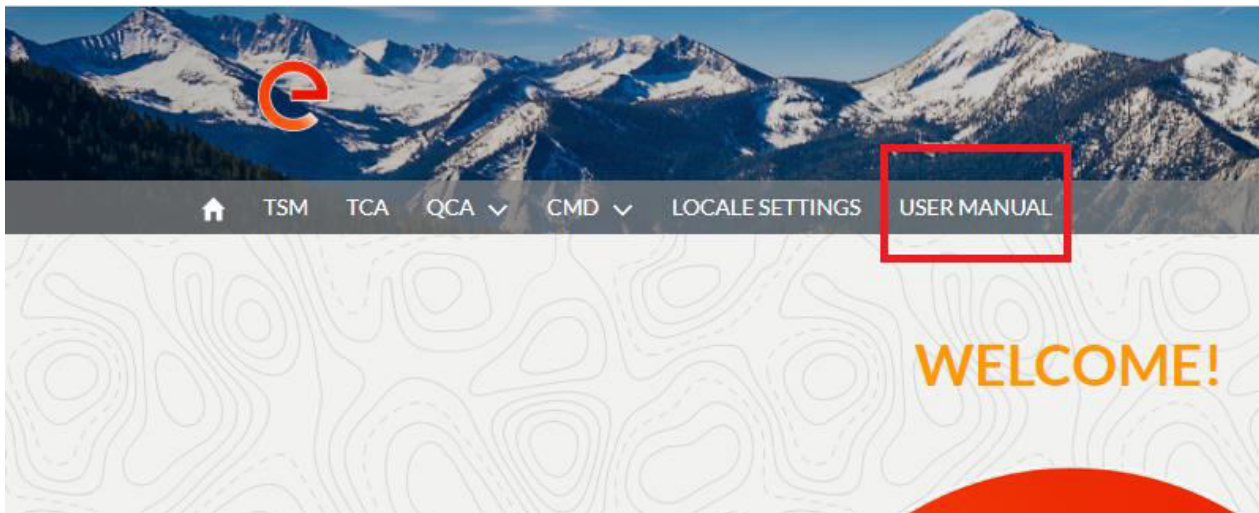
the “LOCALE SETTINGS” page is now open and the supplier, using the three picklists, can change:

- **Time Zone**
- **Locale (Zone)**
- **Language (ENG, POR, ITA, ESP)**



and then he can save the changes, clicking on “Save” button.

3.5 Supplier User Manual



The manual download functionality allows the user to have the manual available at any time. By clicking on the "User Manual" link, you can consult the *globalprocurement.enel.com* website and start downloading the relative manual in .pdf format.