

ASN (CA Buyer) Work Report

June – September 2024

Basic Info

- **Target Audience**

Commence Automation ASN Buyer

- **Goal**

Redesigning a read-only Advance Ship Notice (ASN) for Commerce Automation buyers involves several considerations to enhance its usability, accessibility, and relevance.

- **Key Benefit to the ASN Buyer**

Buyers can anticipate the arrival of goods, allowing them to allocate warehouse space, schedule receiving personnel, and potentially prepare necessary documentation before the shipment arrives

Pain points (Existing Experience)

- Users are frustrated by the overwhelming presence of IT technical data over essential business information.
- The layout wastes screen space, making it hard to maximize information density.
- The lack of customization options for the ASN table view leads to inefficiencies with default column settings.
- The ITEM detail screen is cluttered with unnecessary input fields, detracting from display-only information.
- Users struggle with navigation due to the absence of tabs for ASN sections and pop-ups for additional actions.
- The change history view lacks focus, showing irrelevant data instead of significant changes.
- Line items are not compacted into a single-line table format, making it harder to digest information quickly.
- The main action components are buried and not easily accessible on the first screen of the ASN detail page.
- The number of visible ASN lines per page is too low, hindering an efficient overview.

Solutions for Each Pain Point (New Design)

- Prioritize business data over IT technical data (Header)
 - Highlight key business information prominently
 - Minimize visibility of technical details unless necessary
- Minimize screen space, maximize information density
 - Optimize layout to display more content without excessive scrolling
 - Condense information where possible to reduce visual clutter
- Customize ASN table view with default column settings
 - Allow users to personalize column order and display preferences
 - Save customized settings for future use as default
- Use tabs for ASN sections, pop-ups for additional actions
 - Organize ASN details into easily navigable tabs (e.g., Header, Items, Attachments)
 - Utilize pop-up dialogs for supplementary actions to avoid cluttering the main screen
- Focus change history view on data changes only
 - Streamline change history to display only relevant data modifications
 - Exclude technical information to enhance clarity for users
- Compact line items in single-line table format
 - Display line items in a condensed table format like Excel or S4
 - Emphasize quantity input while conserving screen space
- List main action components on the first screen of the ASN detail page
 - Ensure that primary actions and components are easily accessible without excessive scrolling
 - Prioritize the most frequently used functionalities for immediate access
- Increase visible ASN lines per page for a better overview
 - Extend the number of visible ASN lines per page to 30-40
 - Reduce the need for page switching and enhance overall user efficiency

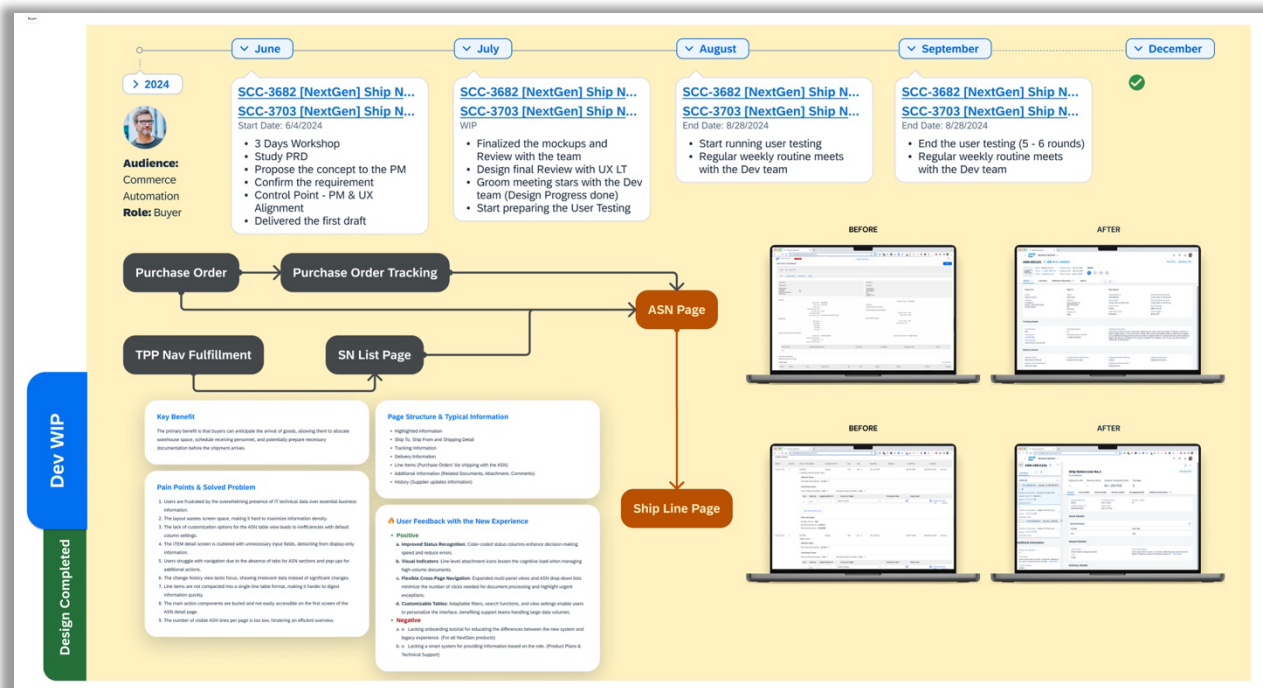
Feedback after user testing with the new experiences ([Problem Tracking Record](#))

- **Positive**
 - **Improved Status Recognition:** Color-coded status columns enhance decision-making speed and reduce errors.

- **Visual Indicators:** Line-level attachment icons lessen the cognitive load when managing high-volume documents.
- **Flexible Cross-Page Navigation:** Expanded multi-panel views and ASN drop-down lists minimize the number of clicks needed for document processing and highlight urgent exceptions.
- **Customizable Tables:** Adaptable filters, search functions, and view settings enable users to personalize the interface, benefiting support teams handling large data volumes.
- **Negative**
 - Lacking onboarding tutorial for educating the differences between the new system and legacy experience. (For all NextGen products)
 - Lacking a smart system for providing information based on the role. (Product Plans & Technical Support)

Source: All the user feedback for the new UI is from the Research team's Report on the ASN Buyer user testing project (with 5 real users/companies). The overall ASN UX Research Report is coming soon.

Summary of the End-to-End Project



Current UI:

SAP Business Network
TEST MODE
Back to classic view
?

Done

Ship Notice: SN1405001

Print Export cXML

Detail
Transport Details
History

Attachment(s)

SHIP FROM

Test Supplier VC - TEST

Postal Address:
Test address Supplier profile 4
94020 Paris
France

DELIVER TO

Werk 0001

Postal Address:
123-321 plantA 456-654
12345 Berlin
Berlin
Germany
Address ID: 0001

SHIPPING

Packing Slip ID: SN1405001
Notice Date: 14 May 2024
Service Level: Priority
Requested Delivery Date: --
Ship Notice Type: Estimated
Estimated Shipping Date: 21 May 2024
Estimated Delivery Date: 23 May 2024 12:00:00 PM
Gross Volume: 100 cm³s ⓘ
Gross Weight: 25 kg N ⓘ

Related Documents: 4500120549

TRACKING

Carrier Name: DHL
Carrier Code: --
Tracking No.: 1234567890
Tracking Date: 14 May 2024
Bill of Lading No.: --
Package ID: --
Shipping Method: Air
Carrier Contacts: --
Shipping Contract Number: --
Shipping Instructions: --

STATUSES BASED ON GOODS RECEIPT

Completion Status: None
Receipt Status: None

SHIP NOTICE TRACKING

Execution status: None
Estimated arrival date: --

ADDITIONAL INFORMATION

Reason for Shipment: rs
Comments: comments test
Invoice Number: INV001
Total of Packages: 1

Government Issued Shipping ID: 1234
Document Title: DT
Supplier Reference: SR
Transit Direction: Import

Order Items Show Item Details

Order #	Line No.	Part # / Description	Customer Part #	Qty	Unit	Need By	Ship By	Unit Price	Subtotal
4500120549	10	NOT AVAILABLE Material	39860	10.000	EA ⓘ	29 Apr 2024		100.00 EUR	1,000.00 EUR

SHIPMENT STATUS

- ▶ Shipped 2 (Supplier Batch ID: SB123 Customer Batch ID: 000000281 Production Date: 1 May 2024 Expiry Date: 29 Nov 2024 Country of Origin: AF) Show Details
- ▶ Shipped 1 (Supplier Batch ID: SB345 Customer Batch ID: 0000000281 Country of Origin: AD) Show Details

Attachment(s):

Name	Type
sample.txt	text/plain

Print Export cXML

Done

SAP © 2022 SAP SE or an SAP affiliate company. All rights reserved. Contact Support SAP Business Network Privacy Statement Security Disclosure

Updated UI (1) – ASN Page:

IBD No. 5205896212
Print HTML
Download cXML

ASN-691121

Ship Notice

Name: Wheels and Co.
Phone: +1 (650) 3901714
Email: xxxx@xxxx.com

Creation Date: July 14, 2024
Shipping Date: July 20, 2024
Delivery Date: July 31, 2024

Status

Details | Line Items | Additional Information | History

Ship From	Ship To	Ship Details	
Name: Wheels and Co. Address: 53 State St Boston, MA 02109-2820 United States	Name: Werk 0001 Address: Neurotstraße 16 69190 Walldorf Germany Address ID: 0001	Packing Slip ID: 0010000356 Notice Date: 10 Apr 2024 11:55:25 AM Severe Level Priority Ship Notice Type: Estimated	Estimated Shipping Date: 15 Apr 2024 11:55:25 AM Estimated Delivery Date: 23 Apr 2024 11:55:25 AM

Tracking Details

Carrier Name: DHL Tracking No.: 1234567890 Tracking Date: 23 Apr 2024 11:55:25 AM	Shipping Method: Air Shipping Contact Number: +1 (684) 5550102	Shipping Instructions: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.
---	---	--

Delivery Details

Delivery Terms: Delivered at Terminal Delivery Terms Description: deb terms desc	Transport Terms Description: transport terms desc	Shipping Payment Method: Collect Shipping Contact Number: Displayed text	Shipping Instructions: Shipping Instruction ...
---	---	---	---

Transport Terms

Terms	Equipment Identification Code	Gross Volume	Gross Weight	Sealing Party Code	Seal ID
DAP	EIC001	100 MO	33 KG/S	SPC002	S003

Line Items

Lines	Standard	Material / Description	Supplier Batch ID	Shipped Tracking (Unit)	Returned (Unit)
PO-2320586794: Line No. 1 100 PCE					
1.		Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commod... More	Batch ID	0 PCE 65 PCE	-
2.		Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commod... More	Batch ID	0 PCE 35 PCE	-
PO-2320586794: Line No. 5 56 PCE					
1.		Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commod... More	Batch ID	0 PCE 56 PCE	-

Additional Information

Related Documents

Document No.	Type	Created Date
10223882001820	Purchase Order	11/15/21
10223882001820	Good Receipt	11/15/21
10223882001820	Purchase Order	11/15/21

[More](#)
[3 / 10]

Attachments

Files	Download
Business Plan Agenda.doc File Size: 100 KB	Download

History

Updates	Routing Status	Activity	Changed By	Date and Time
No Date				

Updated UI (2) – ASN Ship Line Page:

SAP Business Network

WC **ASN-1001123a**

Line Items

Lines (2)

PO-2320586794 Line No. 1 | 100 PCE

1. Material / Description: Ut enim ad minim veni...
Supplier Batch ID: Batch ID
Status:
Returned (Unit):

2. Material / Description: 100Gb 1P OP101 x16...
Status:
Returned (Unit):

PO-02359006367 Line No. 4 | 56 PC...

1. Material / Description: 100Gb 1P OP101 x16...
Status:
Returned (Unit):

Additional Information

Reason for Shipment: rs
Comments: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt... [Show More](#)
Invoice Number: IVN001
Total of Packages: 1
Government Issued Shipping ID: 1234
Document Title: DT
Supplier Reference: SR
Transit Direction: Important

Related Documents

Documents(10)

Document Number	Type	Created Date
10223882001	Purchase Order	11/15/21

Ship Notice Line No.1

PO-2320586794

Returned (Unit)	Received (Unit)	Shipped / Requested (Unit)	Packages
—	—	65 / 100 PCE	3

General | Asset Details | Hazard Details | Delivery Details | Packaging Details | Additional Information

Supplier Batch ID: SB123 Production Date: May 5, 2024 Country / Origin: AF
Customer Batch ID: 000000000281 Expiry Date: May 30, 2024

Asset Details

Serial Numbers	Asset Tag
SN1	Tag1

Hazard Details

Hazard Type:	Hazard Description:
United Nations Dangerous Goods Code: undg1	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore exercitatio ullamco la... Show More

Delivery Details

Delivery Terms:	Description:	Transport Terms:	Transport Terms Description:
Transport Condition Shipping Payment Method: Pre-Paid bySeller	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore exercitatio ullamco la... Show More	CPT	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore exercitatio ullamco la... Show More

Additional Information

Auxiliary Part ID:	Manufacturer Part ID:	Manufacturer Name:
Red	AX4518	20008496

Attachments

Files [Download](#)

Business Plan Agenda.doc
File Size: 100 KB [↓](#)