



Document type
INSTRUCTION

Title
User Guide eCarrier system

File name
User Guide eCarrier external

Date
2021-12-10

Issue
6.0

Info class
Public

Page
1(14)

Approved by (department acronym, name)

Issued by (department acronym name phone)
ONED Jasper Jansen

For information (department acronym name)

User guide eQ2

module eCarrier

for external Transport company



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Update history

1.0	First version	2005-04-28	SSSISB
2.0	Module renamed	2005-09-21	SSSISB
3.0	New functionality added	2008-06-16	SSSSID
4.0	New functionality added	2008-12-13	SSSSID
5.0	New functionality added	2013-11-13	SSSVLJ
6.0	User Interface (UI) changed	2021-12-10	JJASBV

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1. General info

External supplier users should always first check the BOT / FAQ / user manuals, then contact their local eQ2 administrator for support / questions. The local administrator can contact the purchasing.system.support@scania.com or for local suppliers in Latin America SupplierPortal.SLA@scania.com .

Check the CVS10 - TRATON Customer Requirements regarding system access and contact window. When the filled out documents “Validation Routine” and “Carry Over Routine” were not uploaded in the eQ2 system, support requests might get lower priority.

The demand to check and validate at least every ½ year the eQ2 contact window and assure the carry over routine for the local administrator, including the upload of both documents, is also applicable for Carriers.

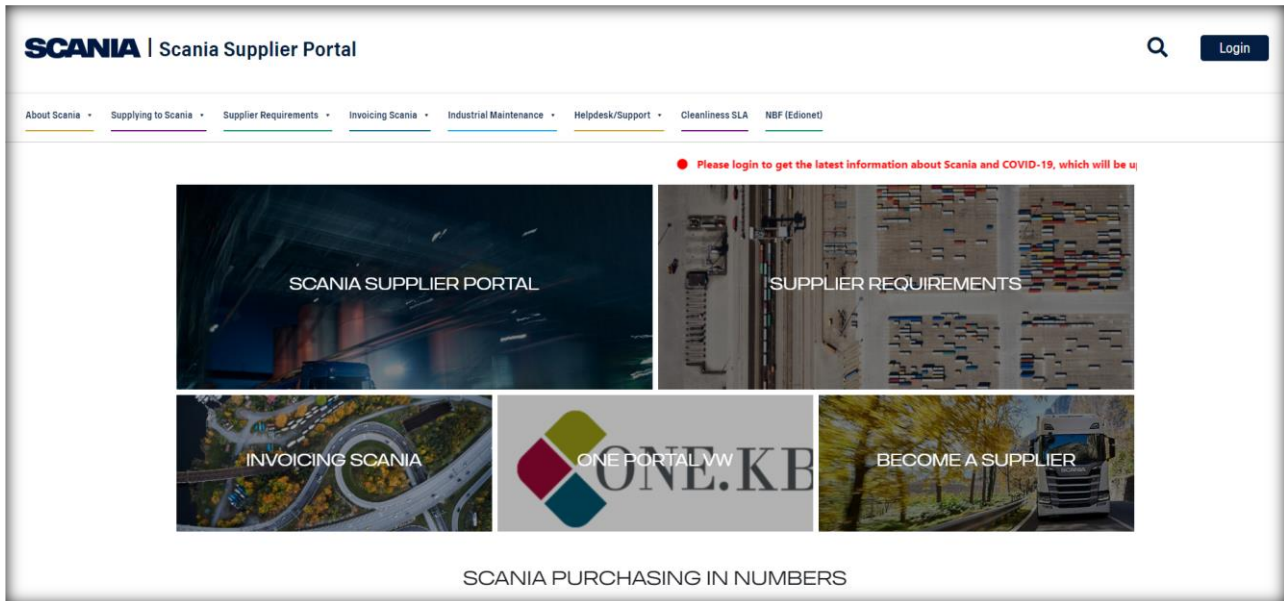
How to access the eQ2-system

2. How to find eQ2

You find the link to the eQ2 system on Scania Supplier Portal (SSP)
<https://supplier.scania.com> To get access to SSP, contact your company SSP administrator to set up an account.

2.1 How to log in to SSP

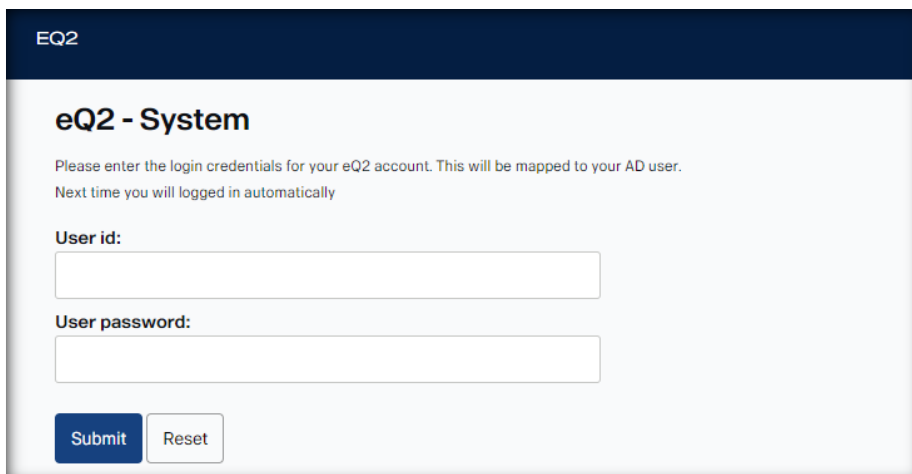
First time you log in to SSP, add your SSP user name you received from your local SSP administrator and click on “Forgot password”. Follow the instructions on screen to set a password for SSP.



2.2 How to log in to eQ2

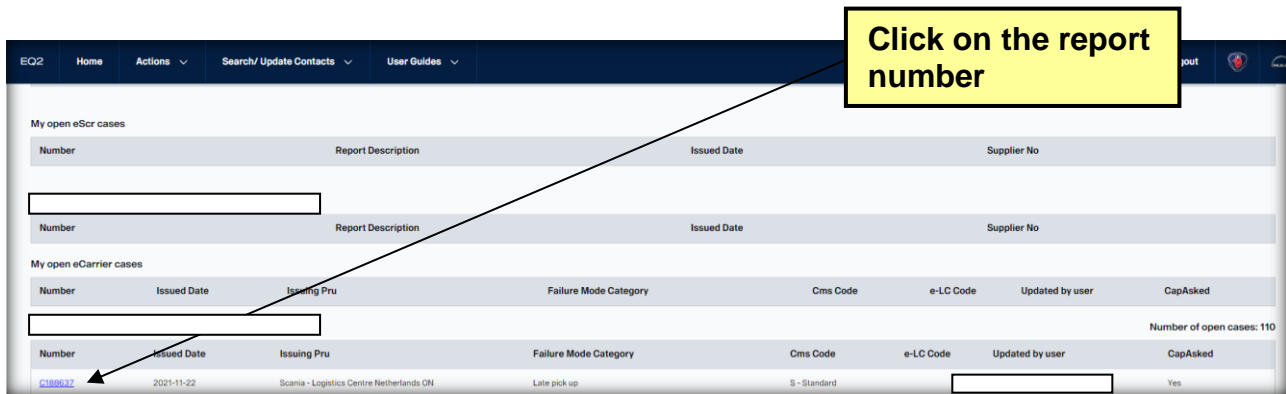
Click on the link to eQ2 on SSP (<https://supplier.scania.com/applications/eq2/>). First time you log in to the eQ2, you have to write the eQ2 user name and password you received from your local administrator (see below, this is not the same credentials as used for SSP), to map the eQ2 account with the SSP account. Next time you log in via SSP, you will have direct access to eQ2.

**Every user in the system must have a personal user id for SSP and Q2.
Group accounts and/or sharing log in credentials are not allowed.**



3. Main Menu

Once you have logged on to the system you will see the main menu. The main Menu features “My Open Cases”, which is an overview of the current open reports which you as a user are responsible for.



4. Answer an eCarrier report

To answer a new eCarrier report click on the report number, see **Error! Reference source not found.**

4.1 General data

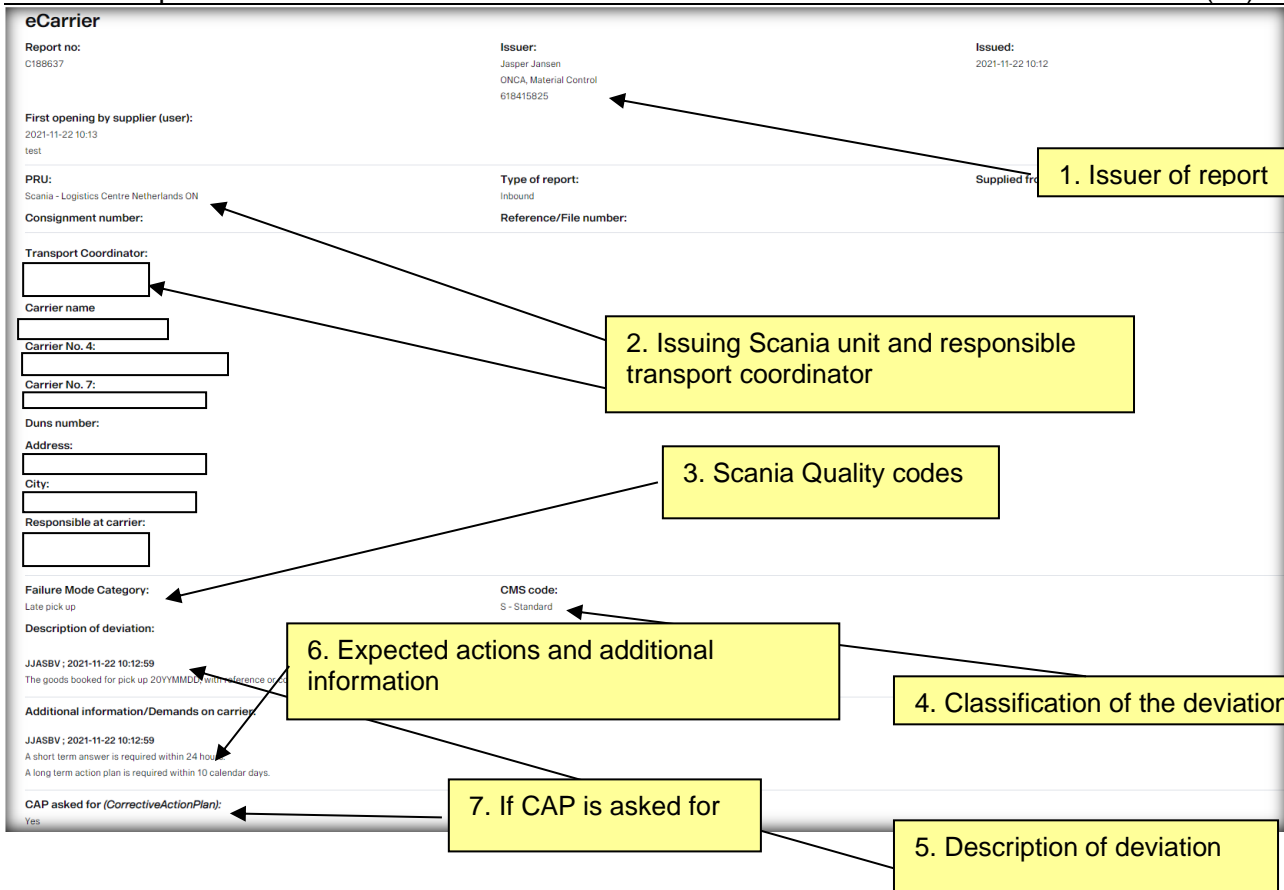
The basic information for the deviation is shown in the beginning of the report. Here you can find:

1. The name and phone number of the person who has issued the report.
2. Which Scania unit and responsible transport coordinator
3. The Scania Quality Code, see appendix A for more info.
4. The classification of the deviation, Standard, Major or Critical.
5. The description of the deviation.
6. Expected actions and additional information from Scania.
7. If Corrective Action Plan (CAP) is asked for
8. Attachments from Scania, i.e. pictures of the deviation.

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eCarrier

Report no: C188637
 Issuer: Jasper Jansen, ONCA, Material Control, 618415825
 Issued: 2021-11-22 10:12

First opening by supplier (user): 2021-11-22 10:13
 test

PRU: Scania - Logistics Centre Netherlands ON
 Type of report: Inbound
 Consignment number: [] Reference/File number: []

Transport Coordinator: []
 Carrier name: []
 Carrier No. 4: []
 Carrier No. 7: []
 Duns number: []
 Address: []
 City: []
 Responsible at carrier: []

Failure Mode Category: Late pick up
 CMS code: S - Standard

Description of deviation:
 JJASBV ; 2021-11-22 10:12:59
 The goods booked for pick up 20YMMDD, with reference of []
 Additional information/Demands on carrier:
 JJASBV ; 2021-11-22 10:12:59
 A short term answer is required within 24 hours.
 A long term action plan is required within 10 calendar days.

CAP asked for (CorrectiveActionPlan): Yes

1. Issuer of report (points to Issuer field)

2. Issuing Scania unit and responsible transport coordinator (points to Transport Coordinator and Carrier name fields)

3. Scania Quality codes (points to Carrier No. 4 and Carrier No. 7 fields)

4. Classification of the deviation (points to Failure Mode Category and CMS code fields)

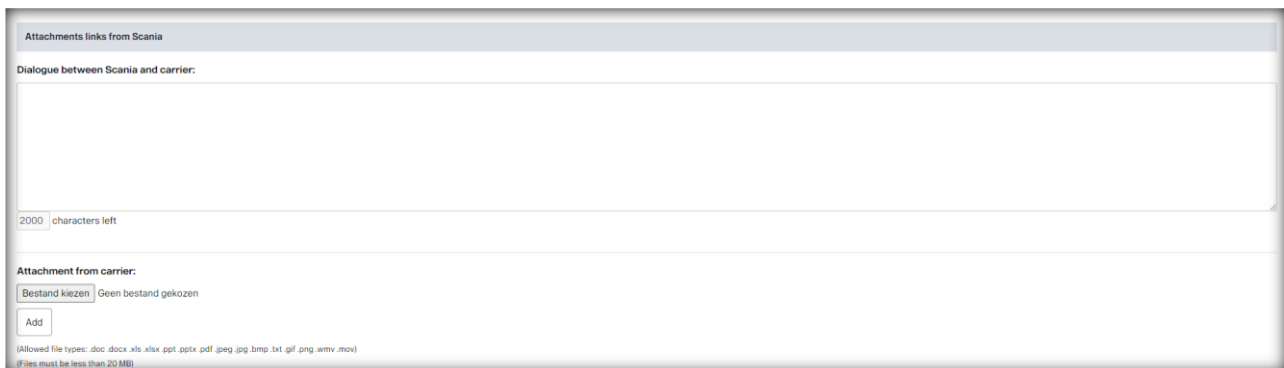
5. Description of deviation (points to Description of deviation field)

6. Expected actions and additional information (points to Additional information/Demands on carrier field)

7. If CAP is asked for (points to CAP asked for field)

Further down in the report you will find the following information and functionality:

- 9. A dialogue box where you can read and write comments from/to Scania. All information will be logged with user name, date and time both from Scania and the Carrier. For more info see Picture
- 10. The Carrier has also the possibility to add attachments. For more info see 4.4.1 Attachments



Attachments links from Scania

Dialogue between Scania and carrier:

2000 characters left

Attachment from carrier:
 Bestand kiezen | Geen bestand gekozen
 Add

(Allowed file types: doc docx xls xlsx ppt pptx pdf jpeg jpg bmp txf gif png wmv mov)
 (Files must be less than 20 MB)

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4.2 The report form

4.2.1 Standard reports (S-deviation)

For standard reports (S) the carrier shall answer in the dialog box. The issuer will close the report as soon as the answer from the carrier is satisfying. The last answer date is set 10 days from issue date, but could be altered by Scania.

4.2.2 CAP asked for (M-deviation)

For major reports (M) CAP is optional.

- If CAP is not requested, see point 4.2.1
- If CAP is requested, see point 4.2.3

4.2.3 CAP asked for (C-deviation)

For critical reports (C) a CAP is mandatory for the carrier to fill in.

The root cause and long term action is mandatory field and the last answer date on the report is stated in the report. Planned finished date must be filled in. The long term solution must ensure that the deviation does not occur again. The last answer date is set 10 days from issue date, but could be altered by Scania.

Please note, the report must have a first answer filled in within 48 hours when CAP is demanded.

Please note that it is possible to ask for a CAP for repetitive standard deviations but it then needs to be reported as an M-deviation.

Short Term N/A

Planned implementation date (short term):

Root cause:

2000 | characters left

Test

Last answer date to Scania/MAN on long term action:

Long term action:

2000 | characters left

Test

Planned implementation date (long term):

(e.g. yyyy-mm-dd)

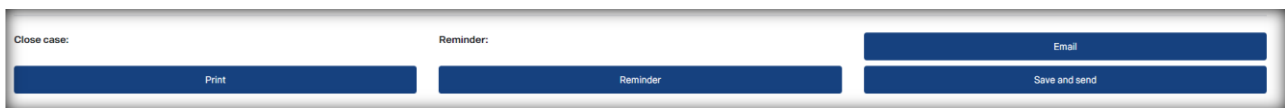
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4.2.4 Save and Send

When all information is added push the save and send button and the information will be sent to Scania (see picture 6)

Scania will respond with acceptance of long term action or ask for more information. When Scania have updated the report with either approval or comments you will receive an e-mail with information that the report has been updated.



4.3 Carrier responsibility

The Carrier is responsible to keep the contact information updated and also administrate the different users at the Carrier. For more info concerning administration of eCarrier see the Administration user guide that can be found in the system, under search update contacts.

Late answer on eCarrier reports can lead to escalation in Scania's Escalation Model. For more info about deviation handling at Scania see How Scania handles deviation from Carriers that can be found on the supplier portal.

If you have any questions concerning the system eQuality2, please send an e-mail to Purchasing.system.support@scania.com

If you have questions concerning a specific report, contact the issuer of the report or concerned transport coordinator.

4.4 Support functions

In this section some extra functionalities to support the process, are described.

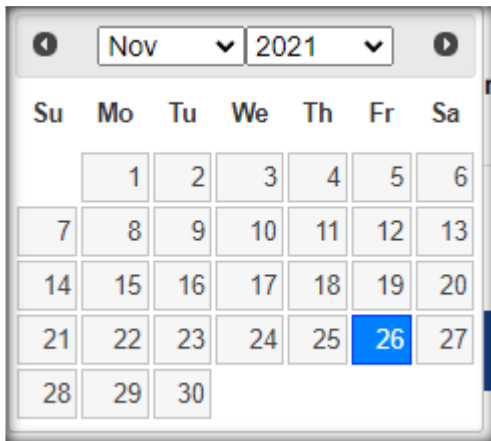
4.4.1 Attachments

Attachments from Scania, here you have the possibility to add attachments of max 2 MB. It is however possible to add as many attachments as you like. Please note that you have to download all pictures which can take a rather long time if the files are too heavy. Attachments can not be removed once they have been added to the report.

To attach a file perform the following actions. See Picture 7

1. Click browse button, an explorer window will pop-up
2. Select the file to add to the report
3. Press the open button in the explorer window
4. Press the add button in the report formulary

4.4.2 Calendar



In several places in the report you are asked to state date for different activities, by clicking the calendar button you will see a calendar (see Picture 8). Select the date by clicking in the calendar and the date will be added to the report.

4.4.3 E-mail

For all reports it is possible to create a sending list to add more people within your company that will receive information when this report is updated. It is also possible to add extra information that will be included in the mail sent to Scania.

To add people to the sending list and add information to the e-mail perform the following actions.

1. Press the e-mail button, a pop up window will appear.
2. Add a person to the sending list by marking the box next to the e-mail address of the person. Available people are the defined users by your company, for more info on how to add users see the Administrator user guide.
3. Add information in the boxes for subject and description, this info will be included in the e-mail that will be sent to all people on the Carrier sending list and the involved Scania personnel.
4. Press save and send.
5. The information will be sent when save and send is pushed at the end of the report formulary.

4.4.4 Reminder

To set a reminder, perform the following actions (see Picture 9):

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1. Click the Reminder button.
2. Select the date and time when you would like to receive a reminder.
3. Specify the subject and the text in the e-mail you will receive.
4. Press save and close.

Reminder

Date

Time

Mail subject

Reminder text

Save and close

Cancel

5. Close case

5.1 CAP not demanded

For standard reports (S) a CAP cannot be demanded and those reports shall be closed as soon as the answer from the carrier is satisfactory.

For major reports (M) it is optional to ask for a CAP. If no CAP is demanded the report shall be closed as soon as the answer from the carrier is satisfactory.

If a report should be re-called from Scania the button Withdrawn shall be used. The report will then be excluded from the statistics for the carrier.

5.2 CAP demanded

When CAP is demanded (M & C deviations), the carrier is required to fill in root cause and long term action plan within 10 days (or date specified by issuer of report) from the issuing date of the report. The long term action plan should consist of a planned finished date and date of first delivery according to the long term solution and with person who is responsible for the long term CAP. It is important that the long term solution solves the root cause and makes sure that this deviation not will occur again.

The issuer of the report should set the CAP completed in the drop down menu to Yes when he or she is satisfied with the Long term action.

The report can be closed when root cause and long term action have been filled in by the carrier and accepted by the issuer.

If a report should be re-called from Scania the button Withdrawn shall be used. The report will then be excluded from the statistics for the carrier.

Appendix A Failure Mode Categories

FMC (Failure Mode Categories) for eCarrier reports are:

Type of Report Outbound:

Driver/loadmaster safety issue
 Driver/loadmaster other deviation
 Wrong preparing of chassis
 Wrong loading of chassis
 Wrong cargo securing of chassis
 Truck and trailer in bad shape
 Loading/securing equipment in bad shape
 Other deviation
 Late delivery
 Late pick up
 Other reliability

Damaged cargo
 Other quality
 Documents
 Poor knowledge of procedure
 Wrong or no pre-advice
 Bad behaviour
 Other information

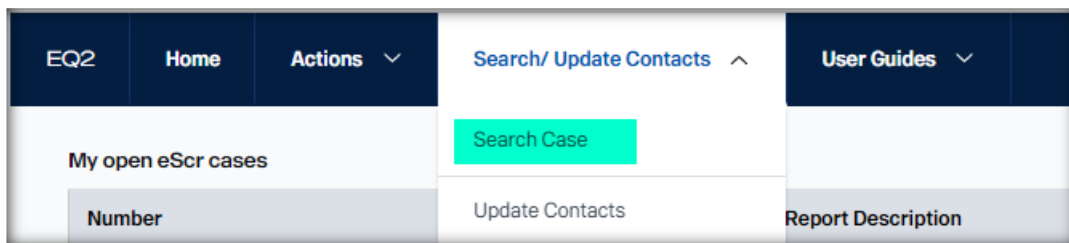
Type of Report Inbound:

Late delivery
 Late pick up
 Wrong equipment
 Equipment in bad shape
 Damaged cargo
 Wrong loading
 Wrong PRU
 Missing pallets
 Split consignment
 Bad cargo securing
 Damaged cargo - X-dock

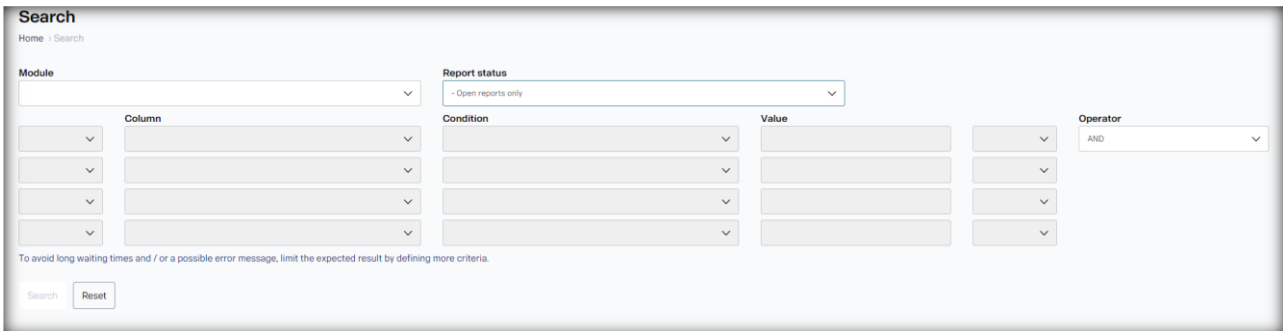
Wrong loading - X-dock
 Wrong PRU - X-dock
 Missing pallet - X-dock
 Split consignment - X-dock
 Documents
 Poor knowledge of procedure
 Bad behaviour
 Wrong or no pre-advice
 Documents - X-dock

Appendix B – Search function

To get to the page where you can search among the reports you select Search/Update Contacts and the click *Search Case* from the main menu bar.



The page for searching appears as the picture below shows.

A screenshot of a search page titled 'Search'. The page has a breadcrumb 'Home > Search'. There are several dropdown menus: 'Module', 'Report status' (with a sub-option '- Open reports only'), 'Column', 'Condition', 'Value', and 'Operator' (with a sub-option 'AND'). Below these are three rows of input fields for 'Value'. At the bottom, there is a 'Search' button and a 'Reset' button. A small note at the bottom left says: 'To avoid long waiting times and / or a possible error message, limit the expected result by defining more criteria.'

1. Module: Select from the drop down list module eCarrier
2. Report status: Select from the drop down the status of the reports you want to see. Options are all, open or closed reports
3. Column: Here you select which criteria that you would like to use for the search
4. Condition: Here you select the condition for the search
5. Value: Enter the value that you would like to search
6. Search button: To execute the search
7. Reset button: To clear the fields in the search form

You can also use Operators with brackets to group AND / OR search criteria.