

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

I

User Guide eQuality & eInvoice Suppliers

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänsteställebeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

1 (37)

Fördelning/To

För kännedom/For information

User guide eQ2 modules eQuality for Supplier and eInvoice for external Supplier

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

User Guide eQuality & eInvoice Suppliers

I

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänsteställebeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

2 (37)

Fördelning/To

För kännedom/For information

Update history

| | | | |
|------|--|------------|--------|
| P1.0 | First version | 2004-09-16 | SSSUSK |
| 1.1 | Complete version | 2004-12-07 | SSSUSK |
| 1.2 | Password handling updated, Appendix B added | 2006-11-20 | SSSISB |
| 1.3 | Report escalated added | 2007-01-09 | SSSNSI |
| 1.4 | CMS-classification added | 2007-01-17 | SSSNSI |
| 1.5 | Text added about Root Cause in 4.3 | 2007-04-27 | SSBVTT |
| 1.6 | Appendix C CMS-Codes corrected | 2007-05-03 | SSSISB |
| 1.7 | Appendix C CMS-Codes update | 2007-05-25 | SSSUHR |
| 1.8 | STA and LTA clarified | 2007-09-13 | SSSISB |
| 1.9 | Release 2011 :1 update | 2011-09-23 | SSBDGC |
| 1.91 | Changed SQC codes (Appendix A) | 2013-04-03 | SNLVIJ |
| 1.92 | Changed sign in procedure (SSO) | 2013-11-15 | SNLVIJ |
| 2.0 | Release 2014:2 update | 2014-04-25 | SNLVIJ |
| 2.1 | Release 2014:3 update | 2014-06-13 | SNLVIJ |
| 2.2 | Release 2015:1 update | 2015-01-30 | SNLVIJ |
| 2.3 | Release 2015:2 update | 2015-03-20 | SNLVIJ |
| 2.4 | Release 2015:3 update (STA) | 2015-05-29 | SNLVIJ |
| 2.5 | Release 2015:4 update | 2015-10-23 | SNLVIJ |
| 2.6 | Release 2016:1 update | 2016-05-27 | SNLVIJ |
| 2.7 | Release 2016:3 update | 2016-09-30 | SNLVIJ |
| 2.8 | Section 5 – eInvoice added Description about deviation parts modified (4.1) | 2016-11-15 | SSSTHQ |
| 3.0 | Release 2016:4 update | 2017-03-24 | SNLVIJ |
| 3.1 | Release 2017:1 update | 2017-09-01 | SNLVIJ |
| 3.2 | Release 2017:2 and 3; 2018.1.2; 2018.2 | 2018-05-18 | SNLVIJ |
| 4.0 | Bootstrap Update (UI), Neutralization SCANIA/MAN | 2021-12-10 | C5242 |
| 4.1 | Release 2022.4 | 2023-01-27 | SSSTOB |
| 4.2 | Release 2023.2 | 2023-07-10 | SSSTOB |

Changes are shaded in the document and pictures updated.

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

I**User Guide eQuality & eInvoice Suppliers**

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställebeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén**2023-07-10****4.2****3 (37)**

Fördelning/To

För kännedom/For information

Index

| | |
|---|----|
| Update history | 2 |
| Index | 3 |
| 1. New compared with earlier versions of eQuality | 4 |
| 2. How to access the eQ2-system | 4 |
| 3. Main Menu | 4 |
| 4. New Quality report | 7 |
| 4.1. Initial report | 7 |
| 4.2. Short Term Action (STA) for Technical reports | 15 |
| 4.3. Short Term Action (STA) for Field Quality reports | 20 |
| 4.4. Short Term Action (STA) for Logistical reports | 21 |
| 4.5. Root Cause Technical and Logistical reports | 23 |
| 4.6. Root Cause Field Quality reports | 24 |
| 4.7. Long Term Action | 24 |
| 4.8. Save and Send | 27 |
| 4.9. Supplier responsibility | 27 |
| 4.10. Support functions | 27 |
| 4.10.1. Attachments | 27 |
| 4.10.2. Calendar | 28 |
| 4.10.3. E-mail | 28 |
| 4.10.4. Reminder | 29 |
| 5. eInvoice | 30 |
| 5.1. Introduction | 30 |
| 5.2. eInvoice My Open Cases | 30 |
| 5.3. Supplier contacts for eInvoice | 30 |
| 5.4. Interface during deviation handling | 31 |
| 5.5. Presentation of cost claim | 32 |
| 5.6. Pop-up window self-billing agreement (only Scania) | 32 |
| 5.7. Additional information about the deviation | 32 |
| Appendix A Failure Mode Categories | 33 |
| Appendix B Search | 34 |
| Appendix C CMS code definition | 36 |
| Appendix D eInvoice Status codes | 37 |

**SCANIA**

Info klass/Info class

I

Dokumentnamn/Document name

User Guide eQuality & eInvoice Suppliers

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställebeteckning, namn)/Issued by

Tobias Abrahmsén

Telefon/Phone

Datum/Date

2023-07-10

Utgåva/Issue

4.2

Sida/Page

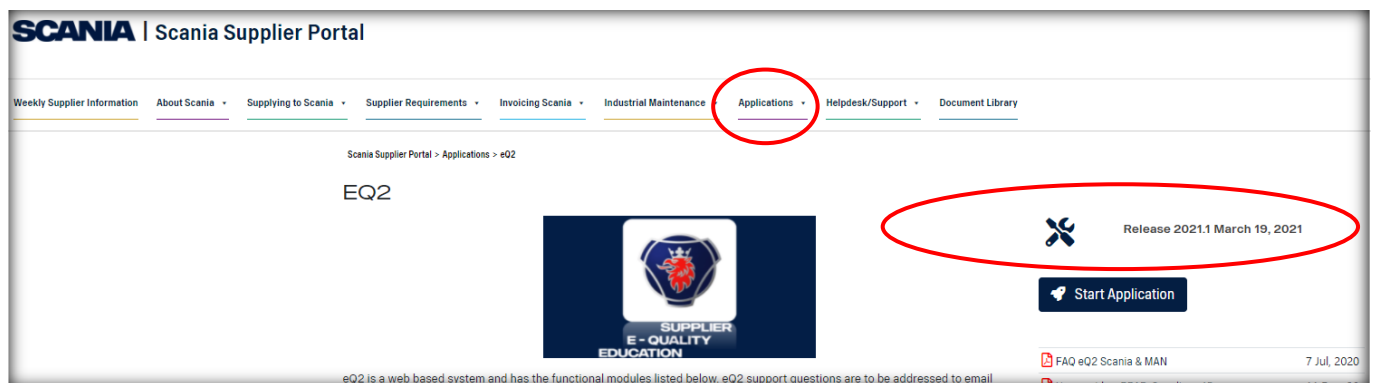
4 (37)

Fördelning/To

För kännedom/For information

1. New compared with earlier versions of eQuality

For Scania the release information about the changes implemented in the eQ2 system (all modules) can be found on the Scania Supplier Portal (SSP) page, when logged in on <https://supplier.scania.com>, under the tab Applications. Select eQ2 from the list with Apps.

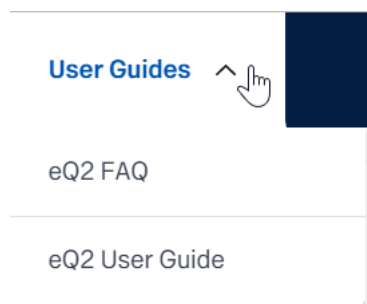


The latest release info can be found on this page as well.

For MAN Release information will be shared via system e-mail.

2. How to access the eQ2-system

See FAQ's:



3. Main Menu

Once you have logged on to eQ2 system, you get to the main page of eQ2 and see

- "General information" where we might inform you about actual Releases/changes and others
- "User Information" with your current supplier account and eQ2-user

**SCANIA**

Info klass/Info class

I

Dokumentnamn/Document name

User Guide eQuality & eInvoice Suppliers

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänsteställebeteckning, namn)/Issued by

Tobias Abrahmsén

Telefon/Phone

Datum/Date

2023-07-10

Utgåva/Issue

4.2

Sida/Page

5 (37)

Fördelning/To

För kännedom/For information

- “Quick Search” area to directly access a known incident

The screenshot shows the eQ2 user interface. At the top is a dark blue navigation bar with links: EQ2, Home, Actions (dropdown), Search/ Update Contacts (dropdown), User Guides (dropdown), Logout, and two circular icons. Below the navigation bar is a white content area. The first section is 'General information' with a paragraph about the new user interface. The second section is 'User Information' with fields for 'Current Supplier' and 'Current User', a 'Change Supplier user' dropdown menu, and a 'Refresh' button. To the right of the 'User Information' section is a 'Quick Search' section with a text input field and a 'Search report' button.

The main menu on top

This is a close-up of the top navigation bar from the previous screenshot, showing the same set of links: EQ2, Home, Actions (dropdown), Search/ Update Contacts (dropdown), User Guides (dropdown), Logout, and two circular icons.

will offer you the possibility to

- Perform “Actions” like “Create eSCR” (not yet for MAN), “Notify customers” about deviations and define failure area and description for module eWarranty.

The screenshot shows the 'Actions' dropdown menu. The menu is open, displaying several options: 'Create New SCR', 'Notify Customers', 'Edit Supplier Failure Area', and 'Edit Supplier Failure Description'. The 'Search / Update' option is highlighted in a dark blue box at the top of the dropdown. Below the main dropdown, there is a separate box containing the 'Search / Update Contacts' link, which is highlighted with a hand cursor icon, and two other options: 'Search Case' and 'Update Contacts'.

- “Search Cases” and “Update Contacts”

- see “User Guides” & “FAQ”

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

User Guide eQuality & eInvoice Suppliers

I

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänsteställebeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

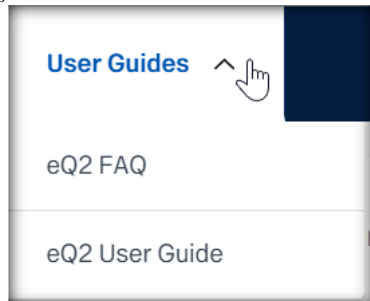
2023-07-10

4.2

6 (37)

Fördelning/To

För kännedom/For information



On the same screen further down it shows “My open eQuality cases”, which is an overview of current open reports presented to the one having his/her name in the report printed at the time they had the Role “Responsible at Supplier”, what can also differ depending if it is a **Technical**, **Field (Q)** or **Logistical (L)** report.

In the last column of the section for eQuality reports it shows the escalated reports.

The Main Menu also displays “Open eQuality cases at”. This is an overview of current open reports to the supplier and from this block all supplier users can open the reports. (this set up is valid for all modules except for ePPAP, where a block exists for the one responsible to sign off PPAP’s).

In both sections the “Last Answer Date” (to customer on long term action), if **STA or LTA** have been accepted by customer, if item is ready for closure and if it concerns an escalated report, are shown.

My open eQuality cases

| | | | | | | | | Number of open cases: 1 |
|-------------------------|-------------|----------------|-------------|-------------------------|--------------|--------------|-------------------|-------------------------|
| Number | Part Number | Type Of Report | Issued Date | Last Answer Date RC/LTA | STA accepted | LTA accepted | Ready for closure | Escalated Report |
| Q356745 | | Field | 2023-07-10 | 2023-07-20 | No | No | | |

Open eQuality cases at

| | | | | | | | | Number of open cases: 16 |
|-------------------------|-------------|----------------|-------------|-------------------------|--------------|--------------|-------------------|--------------------------|
| Number | Part Number | Type Of Report | Issued Date | Last Answer Date RC/LTA | STA accepted | LTA accepted | Ready for closure | Escalated Report |
| Q356745 | | Field | 2023-07-10 | 2023-07-20 | No | No | No | |
| Q356743 | | Field | 2023-07-07 | 2023-07-17 | No | No | | |
| Q356740 | | Technical | 2023-07-06 | | No | No | | |
| Q356739 | | Technical | 2023-07-05 | | No | No | | |

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

I

User Guide eQuality & eInvoice Suppliers

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställsbeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

7 (37)

Fördelning/To

För kännedom/For information

4.New Quality report

When a new report is issued, the “Responsible at Supplier” (for Q and for L) and “Additional mail receiver(s)” for eQuality will receive an e-mail with the basic information and a link to the report. By clicking the link and log on to the eQuality system, you will have access to more information in the report.

All customer PRU's report in eQuality their own supplier related problems.

This has to be done even if the same deviation was already reported by another PRU.

These “extra” reports are to be issued to show the supplier the impact of the mistake and to be able to see later which units were affected.

4.1. Initial report

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

| | | | |
|---|---|--|---|
| Report no: Q326174 | Issuer: Johannes \ GQKS, QM Kaufteile Standards, Audit & Regress +491516 | Issued: 2021-12-01 16:31 | Handled by Supplier Quality Escalation Team: |
| <input type="checkbox"/> eQ issued after supplier warning (excl. from PPM) ⓘ | | First opening by supplier (user): 2021-12-01 16:49 John Doe 2 | |

- “Report number”
- “Issuer”: The name, department and phone number of the person who has issued the report.
- “Issued”: date and time.
- “Handled by Supplier Quality Escalation Team”: It is the date when the case was handed over to Supplier Escalation Team.
SCANIA: For more information about POL/SET, see document “STD4457 - How Scania Handles Deviation from Suppliers”, available on eQ2 page at Scania Supplier Portal.
- “First opening by supplier (user)”: date, time & name.
- eQuality issued after pro-active supplier warning (PPM relevancy). To distinguish: Reactive info from a supplier based on an already reported deviation by a unit, makes all reported quantities from all units PPM relevant.

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

I

User Guide eQuality & eInvoice Suppliers

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställebeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

8 (37)

Fördelning/To

För kännedom/For information

| | | |
|---|--|--|
| PRU: <input type="text"/> | Type of report: Technical Quality | |
| Part number: 34.25480-5243 | Part description: EL-LEITUNGSSATZ TUER MITTELTEIL AUSSSENTASTER VOR | PPAP Details: Part / Supplier not found in ePPAP |
| Buyer name: B01 N.N. 123456 | SQM/QMP: M33 Frank +49 160 96 | Local SQM/QMP 1: |
| Supplier Name: MAN 1 | Responsible at supplier: John Doe 1 +90(5 | Local MP: |
| Supplier No : 98006688 | Change Responsible: <input type="text"/> | |
| Duns number: <input type="text"/> | | |
| Goods address: <input type="text"/> | | |

- PRU: Issuing Production Unit.
- Type of report: Technical, Field Quality or Logistical.
- Part number; Part description: and, when available in the ePPAP module, PPAP Details: information about the last PPAP in end status (e.g. full approved or interim). When the PSW date is red printed, the PPAP expired.
Mind that serial delivered parts to customer shall always be covered with a valid PPAP/PPA (See CVS10)!
- The responsible buyer and SQM/QMP (mandatory). Local SQM/QMP 1 and Local Material Planner (MP) are optional.
- Supplier number and DUNS, this is the global supplier number. Supplier name.
- Responsible at supplier: These are the persons who are updated in the contact window as main responsible at supplier for product quality and logistics for this module. A logistical report will get automatically the logistical supplier contact person. A warning message appears when contact window and main responsible in report differs. You are expected to update with the correct main responsible or update the contact window. Customer might contact these persons at any time in case of emergency all year around. Backup should be available. Furthermore the Return Goods address (also updated by supplier) where parts will be returned to for Root Cause analysis when requested.

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

User Guide eQuality & eInvoice Suppliers

I

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställebeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

9 (37)

Fördelning/To

För kännedom/For information

| | | | |
|---|----------------------------------|---|---|
| Failure Mode Category: Assembling | CMS code: S - Standard | Production or Next Generation: Production | Where found: Pre-assembly station |
| Description of deviation: c5242 ; 2021-12-01 16:32:45 Test | | | |
| Additional information/Demands on supplier: c5242 ; 2021-12-01 16:32:45 Follow the instructions given with the info buttons to fill out the Short Term Actions, the result of the Root Cause Analysis and the Long Term Preventive Actions accordingly. When you completed the report, tick the box "Report completed truthfully. Proposed for closure". | | | |

- Failure Mode Category, see appendix A for more info.
- CMS-Code: The classification of the deviation, Standard, Major or Critical (appendix C).
- Where found: The area at customer where the deviation was found first.
- The description of the deviation with all details including reference should make it possible for you to understand the problem immediately and be able to take the appropriate actions.
- Additional information/Demands on Supplier: Expected actions and additional information from customer. See also the information in the hover boxes at various input fields.

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

- Quantity of defect units with additional information /comments (when available)

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

I

User Guide eQuality & eInvoice Suppliers

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänsteställebeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

10 (37)

Fördelning/To

För kännedom/For information

| Delivery note number | Date of arrival | Amount sorted | Amount NOK | Unit | Decisions | Comment | | | | | | | | | | | | | | | | | | | | |
|--|--|----------------------|----------------------|----------------------|--|----------|-------------|---------------|--|------------|----------------------|-----|----------------------------|----------|-------------------------------------|-------------|---------------|------------------|---------------|---------|--------------------------|---|----------------------|----------------------|----------------------|----------------------------|
| 12345 | 2021-11-30 | 100 | 11 | pcs | <table><thead><tr><th>Quantity</th><th>Decision</th></tr></thead><tbody><tr><td>5</td><td>Returned to supplier for investigation</td></tr><tr><td>1</td><td>Scrapped at customer</td></tr><tr><td>2</td><td>Deviation approval granted</td></tr><tr><td>3</td><td>Reworked by customer (or 3rd party)</td></tr></tbody></table> <div>Returned goods</div> <table><thead><tr><th>Received</th><th>Quantity</th><th>Delivery Note No</th><th>Delivery Date</th><th>Carrier</th></tr></thead><tbody><tr><td><input type="checkbox"/></td><td>5</td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td></tr></tbody></table> | Quantity | Decision | 5 | Returned to supplier for investigation | 1 | Scrapped at customer | 2 | Deviation approval granted | 3 | Reworked by customer (or 3rd party) | Received | Quantity | Delivery Note No | Delivery Date | Carrier | <input type="checkbox"/> | 5 | <input type="text"/> | <input type="text"/> | <input type="text"/> | 100pcs sorted, 5 NOK found |
| Quantity | Decision | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 | Returned to supplier for investigation | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | Scrapped at customer | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | Deviation approval granted | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | Reworked by customer (or 3rd party) | | | | | | | | | | | | | | | | | | | | | | | | | |
| Received | Quantity | Delivery Note No | Delivery Date | Carrier | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | 5 | <input type="text"/> | <input type="text"/> | <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | |
| 23456 | 2021-12-01 | 50 | 1 | pcs | <table><thead><tr><th>Quantity</th><th>Decision</th></tr></thead><tbody><tr><td>1</td><td>NOK found by customer (temp.)</td></tr></tbody></table> | Quantity | Decision | 1 | NOK found by customer (temp.) | | | | | | | | | | | | | | | | | |
| Quantity | Decision | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | NOK found by customer (temp.) | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table><thead><tr><th>Amount sorted</th><th>Amount NOK</th><th>Rejected</th><th>EFR</th><th>Scrapped</th><th>Returned</th><th>Reworked</th><th>PPMRelevant</th><th>Reimbursement</th></tr></thead><tbody><tr><td>150</td><td>12</td><td>1</td><td>2</td><td>1</td><td>5</td><td>3</td><td>12</td><td>6</td></tr></tbody></table> | | | | | | | | | Amount sorted | Amount NOK | Rejected | EFR | Scrapped | Returned | Reworked | PPMRelevant | Reimbursement | 150 | 12 | 1 | 2 | 1 | 5 | 3 | 12 | 6 |
| Amount sorted | Amount NOK | Rejected | EFR | Scrapped | Returned | Reworked | PPMRelevant | Reimbursement | | | | | | | | | | | | | | | | | | |
| 150 | 12 | 1 | 2 | 1 | 5 | 3 | 12 | 6 | | | | | | | | | | | | | | | | | | |
| CAP asked for (CorrectiveActionPlan): Yes | | | | | | | | | | | | | | | | | | | | | | | | | | |

When PPM field is coloured, the quantity reported in this field will not affect the PPM calculation. This is related to the fact if the supplier informed the customer before the deviation was found in any PRU.

Report no:
Q326173

☒ eQ issued after supplier warning
(excl. from PPM) ⓘ

| Amount sorted | Amount NOK | Rejected | PPMRelevant ⓘ |
|---------------|------------|----------|---------------|
| 0 | 1 | 1 | 1 |

CAP asked for

For logistical administration process related issues the red circled message below on the position of the input box above will be shown.

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

User Guide eQuality & eInvoice Suppliers

I

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställebeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

11 (37)

Fördelning/To

För kännedom/For information

No quantities of parts reported relevant for reimbursement calculations.

| Amount sorted | Amount NOK |
|---------------|------------|
| 0 | 0 |

CAP asked for (CorrectiveActionPlan):

Yes

For selected logistical reports, the demand for first delivery info STA / LTA can be turned off

☐ No short / long term first delivery date & note number desired

All Q reports with Type Logistical have no PPM relevancy.

- Available decisions (determines PPM relevancy and / or part price reimbursement):
SCANIA:
 1. NOK found by Scania (temporary, to be replaced by other decision before closing)
 2. EFR after deviation found
 3. Scrapped by Scania
 4. Returned to supplier for scrapping / RCA
 5. Reworked by Scania (or 3rd party) / Replaced by supplier
 6. Returned to supplier for sorting (the (complete) shipment will be initially marked as PPM relevant. **6 and 7 shall be used in combination.**)
 7. OK parts found in supplier sorting (feedback needed from supplier to reduce the original high PPM value)
 8. Returned to supplier logistical deviation (e.g. when a non-Scania parts is in the box)
 9. SLA returned for scrapping (deducted)
 10. SLA returned for sorting (deducted)
- MAN:
 1. NOK found by customer (temporary, to be replaced by other decision before closing)
 2. Returned to supplier for investigation
 3. Returned to supplier
 4. Scrapped at customer
 5. Found Ok
 6. Deviation approval granted
 7. Reworked by customer (or 3rd party)
- Corrective Action Plan CAP asked for. Supplier has to present both short and long term corrective action plans that should prevent for creating and sending the deviation.

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

User Guide eQuality & eInvoice Suppliers

I

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänsteställebeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

12 (37)

Fördelning/To

För kännedom/For information

| Attachments links from Scania/MAN | Inserted date |
|--|---------------------|
| Attachment from MAN.docx | 2021-12-01 16:42:34 |

- Attachments links from Scania/MAN, i.e. pictures of the deviation and / or measurement protocol.

Dialogue between Customer and supplier: ⓘ

The dialogue box is supposed to be used to exchange additional relevant information and questions / answers where emails might have been used instead between Scania/MAN and Supplier. Keep messages short and to the point. Suppliers should not write here what is supposed to be in short term, long term action or root cause boxes. Return of parts to supplier, **not related to root cause analysis**, has to be communicated in this dialogue box as well as the information connected to option 3 concerning external containment work under question 9. Since eQuality is a global system, all users are expected to write in English!

2000 characters left

Expand

; 2023-06-08 03:01:49

Hello

- Dialogue between Customer and Supplier. An info text pops up when touching the info button where it is explained how the dialogue box is supposed to be used. You can read and write here comments from / to Customer. All information will be logged with username, date and time both from Customer and the supplier (**that's also why it is not allowed to answer from group accounts**). Supplier should use the box "Dialogue between Customer and Supplier" to inform Customer with reason about the parts you want to be returned to you (not for root cause analysis) or if they can be scrapped. A character counter is placed on all text input fields showing how many characters are left.

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

I

User Guide eQuality & eInvoice Suppliers

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställsbeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

13 (37)

Fördelning/To

För kännedom/For information

MAN:

***Return suspected/rejected parts to supplier for RC analysis:** ⓘ

Yes ▼

Supplier Account Number: ⓘ

Attachment from supplier:

Keine Datei ausgewählt

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

| Attachments links from Supplier | Inserted date |
|---|---------------------|
| Attachment from Supplier.docx | 2021-12-02 16:16:39 |

SCANIA:

***Return suspected/rejected parts to supplier for RC analysis:** ⓘ

Yes ▼

2023-05-25 00:23

Tracking info, date left customer 2023-05-24

Tracking number/Delivery number

Suppl

Part received? Yes ▼

Received Date 2023-06-05
(e.g: yyyy-mm-dd)

Attachment from supplier:

No file chosen

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

| Attachments links from Supplier | Inserted date |
|---------------------------------|---------------------|
| | 2023-06-08 02:59:46 |

- The supplier has to **answer immediately after opening** the report for technical / FQ reports if a part with the deviation should be returned for root cause analysis: “Return suspected/rejected parts to supplier for RC analysis:” It can be answered with Yes or No.

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

User Guide eQuality & eInvoice Suppliers

I

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställebeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

14 (37)

Fördelning/To

För kännedom/For information

For Scania:

When part is requested, Scania will send the part where possible with speed transport. You can submit in "Supplier Account Number" your account number at e.g. TNT or DHL so the invoice can be immediately on your account.

When the deviation is proven, and agreed with Scania, not to be supplier related, Scania will pay the transport costs.

The following boxes will be opened successively for input at Scania and Suppliers side:

- Tracking info, date left Scania
- Tracking number received from provider
- Transport company used

The supplier has to fill out:

- Parts received? (Yes / not yet received each time when report is opened until received)
- Received date

For MAN:

When part is requested, MAN will return the part where possible with regular transport. In urgent cases you can submit in "Supplier Account Number" your account number at e.g. TNT or DHL so the invoice can be immediately on your account.

If MAN took decision to return goods, we might inform you in area "Additional information/Demands on supplier" about

Delivery Note no

Delivery date

Carrier

| Returned goods | | | | |
|--------------------------|----------|------------------|---------------|--------------|
| Received | Quantity | Delivery Note No | Delivery Date | Carrier |
| <input type="checkbox"/> | 5 | 123456 | 2021-12-02 | LilaLogistik |

Supplier has to fill tick box "Parts received".

- The supplier has also the possibility to add attachments. For more info see 4.8.1 Attachments

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

User Guide eQuality & eInvoice Suppliers

I

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställsbeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

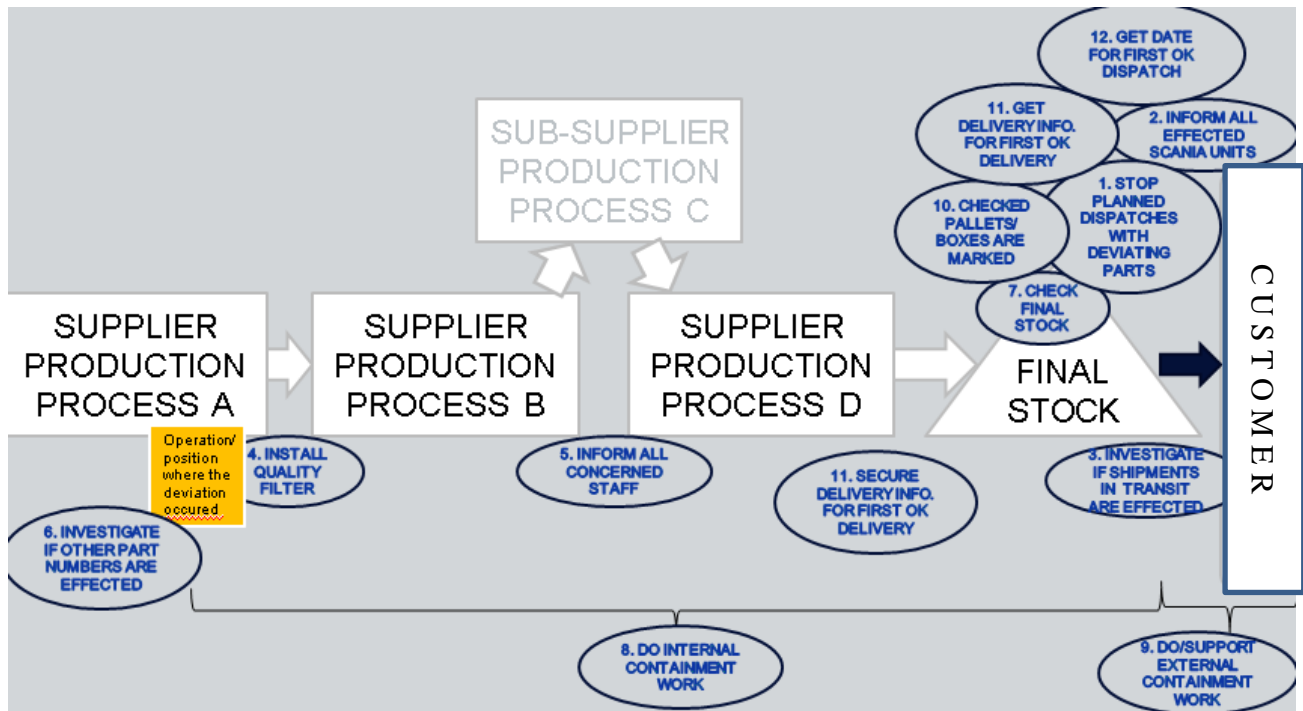
15 (37)

Fördelning/To

För kännedom/For information

4.2. Short Term Action (STA) for Technical reports

In the next 12 points you are requested to submit your answers connected to STA activities. The area's covered are shown in the below picture.



- Behind each question is printed the desired time window (where applicable) to receive your answer.
- When the option "Not Applicable (N/A)" is chosen, it is mandatory to fill the box "Comment" with max. 300 characters. Else it is optional.
- The questions 4,6,8 and 9 have an explaining text on what is desired, shown to you when touching the info button behind the question.

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

User Guide eQuality & eInvoice Suppliers

I

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställsbeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

16 (37)

Fördelning/To

För kännedom/For information

Short Term Action

Answer expected within specified time frame

1 All planned dispatches to any Scania/MAN unit with risk for this deviation are stopped.

☐ Yes ☒ N/A

Comment 2021-12-01 16:58

no dispatches planned

300 characters left

24h

2 All Scania/MAN units that might be affected by the deviation are informed by the supplier.

☒ Yes ☐ N/A

Comment 2021-12-01 16:58

300 characters left

24h

3 Were there shipments made (arrived or still in transit) to any Scania/MAN unit, incl. ours, which could contain the possible deviation?

☒ Yes ☐ No

Comment 2021-12-01 16:58

300 characters left

48h

| Customer (Production unit) | Delivery note number | Delivery date | Quantity | |
|----------------------------|----------------------|---------------|-------------|------------|
| MAN - Assembly Munich | 123456 | 2021-12-01 | 100 | Delete Row |
| MAN - Assembly Cracow | 234567 | 2021-11-30 | 120 | Delete Row |
| | | | Add New Row | |

4 A quality filter (100 % quality control/check) is installed.

☒ Yes ☐ N/A

Comment 2021-12-01 16:58

300 characters left

24h

- To protect your customer, you are obliged to take the appropriate actions like closing your gate and check the parts ready for dispatch.
- When question 2 is answered with yes, you **are requested to submit** in the Comment box who at the affected workshops were informed. Usually the local Material Planner or local QA engineer can be contacted.
- When question 3 is answered with Yes, the delivery information is mandatory requested to be filled out. All fields are to be updated including quantity. Mind the new functionality added in the Main Menu **"Notify Customers"** to warn for shipment of suspected parts when the customer brand has not issued a report yet in any of the plants

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

I

User Guide eQuality & eInvoice Suppliers

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställsbeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

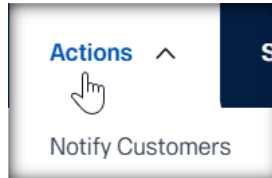
2023-07-10

4.2

17 (37)

Fördelning/To

För kännedom/For information



- Question 4 desires to install a filter, checking point close to the position in the process where the deviation was created.

5 All concerned staff at supplier and contractors / sub-supplier(s) have been informed about the deviation.

☒ Yes ☐ N/A

Comment 2021-12-01 16:58

300 characters left

☐ When ticked, it is mandatory to upload the quality alert

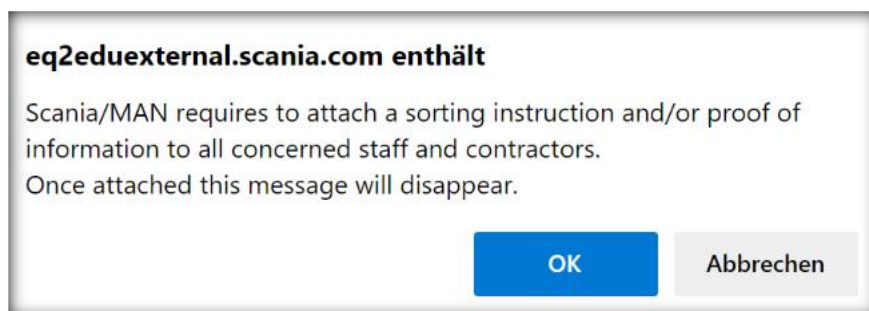
Datei auswählen STA questio...ty alert.docx

Add

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

Uploaded documents Inserted date

- Under question 5 you can submit or customer can demand to upload the alert you have distributed to internal and / or external workers and area's / contractors involved. When demanded to upload the alert, a warning message pops up each time you try to Save & Send the report without upload until the attachment is there. The pop up is the same you get for sorting instruction when demanded. Customer can't approve STA when the alert was demanded and not attached. Customer can delete an attachment for you.





SCANIA



Info klass/Info class

Dokumentnamn/Document name

User Guide eQuality & eInvoice Suppliers

I

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställsbeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

18 (37)

Fördelning/To

För kännedom/For information

6 Can other part numbers be affected by the same deviation?

☒ Yes ☐ No

Comment 2021-12-01 17:05

300 characters left

Other possible affected part numbers:

Part number:

| Part number | Part description | Delete parts |
|---------------|--|---------------------------------------|
| 34.25480-5242 | EL-LEITUNGSSATZ TUER MITTELTEIL AUSSENTASTER NACH TUER | <input type="button" value="Delete"/> |

- In question 6 you can inform customer about other parts produced e.g. in the same process with risk for the same deviation. A hover box gives more info and you can submit the concerned article numbers here. Your input of part number is checked by the system if you deliver the part.

7 The final stock in warehouse and dispatch area has been 100 % checked.

☒ Yes ☐ N/A

Comment 2021-12-01 17:05

300 characters left

Number of checked parts 500

Number of deviating parts found 1

48h

8 The internal containment (100 % check of work in process / buffers) has been done.

☒ Yes ☐ N/A

Comment 2021-12-01 17:05

300 characters left

Number of checked parts 1000

Number of deviating parts found 12

48h

9 The external containment work (at Scania/MAN / in pipeline) has been done / supported.

☒ Yes ☐ N/A

Comment 2021-12-01 17:05

300 characters left

Total checked parts: 1500

Total deviating parts: 13

☒ Sorting/checking at Scania/MAN by Scania/MAN and/or third party (supplier to cover the cost)

☐ Sorting/checking at Scania/MAN by supplier

☐ Other agreement (see main dialogue box)

• Sorting instruction:

☒ Demanded by Scania/MAN

Keine Datei ausgewählt

(Allowed file types: .doc .docx .xls .xlsx .ppt .pptx .pdf .jpeg .jpg .bmp .txt .gif .png .wmv .mov)

(Files must be less than 20 MB)

| Sorting instuction | Inserted date |
|--|---------------------|
| Sorting instruction.docx | 2021-12-01 17:02:35 |

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

User Guide eQuality & eInvoice Suppliers

I

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställsbeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

19 (37)

Fördelning/To

För kännedom/For information

- In questions 7 and 8 you are requested to submit the results of your sorting / checking operations. Mind that when filling results a zero has to be added when nothing was found.
- Question 9 is about the support for the containment work. **At opening of the report you are obliged to fill out one of the 3 options in the orange box.** When choosing option 3, the cursor jumps automatically to the dialogue box to submit your "Other agreement". A re-imbursement is valid for costs made by customer in line with the answer given in this section.
- Under the orange box you can or submit, or might be requested to submit a sorting instruction. When the tick box is marked by Scania, the submission of the sorting instruction is mandatory. You will be reminded each time on Save & Send when not attached yet with the same message as for quality alert. Customer cannot approve STA when the sorting instruction was supposed to be submitted. Customer can delete an attachment for you.

10 The checked pallets / boxes are marked properly (preferably with [Standard STA label](#)). ?

☐ Yes ☒ N/A

Comment 2021-12-01 17:05

dfsgfsgsgs

289 characters left

11 All dispatches to Scania/MAN units are quality assured as from:

2021-12-01 2021-12-01 17:05

12 First quality assured delivery to the reporting Scania/MAN unit: ⓘ

Delivery note number: 123456 Delivery date: 2021-12-01 Quantity: 500

• Further information concerning your STA: ⓘ

98006688_02; 2021-12-01 17:05:21

action 1

action 2

The STA must remain active at least until the root cause has been identified and the preventive action (LTA) has been implemented, approved and verified.
The use of the STA label can be terminated only after approval of the issuer of the report.

Short term action accepted (Filled in by Scania/MAN):

- Item 10: Material units with checked parts are to be identified with a special flag / label. You find here a link to the suggested label to be used.
- Item 11: When you have enough (sorted) parts on stock to start deliveries again and that are according to customer requirements, you fill out the date as from when this is or will be valid.
- Question 12 remains open for editing at any time, even when customer approved your STA. However, the report can't be closed without information on question 12.

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

I

User Guide eQuality & eInvoice Suppliers

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställebeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

20 (37)

Fördelning/To

För kännedom/For information

Sometimes it is for low frequent parts not possible to fill the shipping details on short term. Sometimes STA and LTA delivery info can be the same depending the call off situation. When there are no call offs in the delivery schedule and the report can be closed, you write this fact in the dialogue box and update the STA/LTA delivery info with xxxxx, select just a date and a zero in quantity.

- There is still the possibility to submit additional information connected to your STA actions in a free text box.
- When customer approved your STA, all boxes, accept 12, will be closed for further updating by the supplier.

If you deliver the same failure again after approval of STA, customer will issue a new eQuality report.

4.3. Short Term Action (STA) for Field Quality reports

In the next 2 points you are requested to submit your answers connected to STA activities.

- When question 1 is answered with Yes, you need to enter number of this report. Second part of question now asks if LTA is covered in this 0-milage report.
- When question 2 is answered with Yes, you have possibility to enter those part numbers.
- Then a free text field is available for further information concerning STA.

Short Term Action

1 Has defect already been reported as a 0-milage or field report?

☒ Yes ☐ No

Reported eQuality number

Issue already covered by LTA in 0-milage report?

☐ Yes ☒ No

2 Can other partnumbers be affected by the same deviation?

☒ Yes ☐ No

Other possible affected part numbers

Part number:

Add

| Part number | Part description | Delete parts |
|------------------|------------------|--------------|
| No Records Found | | |

• Further information concerning your STA (entered by supplier): ⓘ

The STA must remain active at least until the root cause has been identified and the preventive action (LTA) has been implemented, approved and verified.

Short term action accepted (filled in by customer):

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

I

User Guide eQuality & eInvoice Suppliers

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställsbeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

21 (37)

Fördelning/To

För kännedom/For information

4.4. Short Term Action (STA) for Logistical reports

Short Term Action

Planned implementation date (short term):

2021-11-11

(e.g: yyyy-mm-dd)

First delivery number with ok parts (short term):

1095392

First delivery date with ok parts (short term):

2021-11-15

(e.g: yyyy-mm-dd)

Are there more suspected deliveries in pipeline to any of the Scania/MAN addresses? ⓘ

Unknown

Describe why you do not know.

checked our stock on the two (2) suspected items, no deviations on current stock - all OK.

Therefore, we suspect that one of these two P/N's been mixed by picking staff before delivery, and vice versa. This should have been noticed at other Scania unit as well.

32 characters left

For logistical reports, applicable CAP's are desired depending the SQC code chosen by the issuer (see box additional information / demands on supplier).

An info button on the free text field "Further information concerning your STA" is giving you information what is supposed to be filled in. Scania will follow up your answers if they meet the requirements regarding STA.

If you submit info in the "Short term action" free text box, other connected fields to STA become mandatory and have to be filled in. It concerns the 3 fields:

- Planned implementation date;
- First delivery number with ok parts (short term);
- First delivery date with ok parts (short term)

When your actions reported are judged as sufficient, Scania will accept your STA and the name of the approver and date & time will be shown. Once approved it is not possible to make further updates in STA related boxes. When you want to address more information you have to require from the issuer to reopen the STA boxes by taking away the "Yes" for accepted.

When you deliver the same failure again after the approval of the STA, Scania will issue a new eQuality report.

It is supplier responsibility to inform the issuer if shipments with suspected parts were made to others Scania's PRU's.

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

User Guide eQuality & eInvoice Suppliers

I

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställsbeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

22 (37)

Fördelning/To

För kännedom/For information

Are there more suspected deliveries in pipeline to any of the Scania/MAN addresses? ⓘ

Yes ▼

Did you inform the involved Scania/MAN units?

Yes ▼

| Customer (Production unit) | Delivery note number | Delivery date | Quantity | |
|-----------------------------------|----------------------|---------------|-------------|------------|
| Scania - Axles Södertälje ▼ | 12345 | 2021-12-01 | 100 | Delete Row |
| Scania - Chassis Bus Södertälje ▼ | 23456 | 2021-12-02 | 120 | Delete Row |
| | | | Add New Row | |

Did you send suspected parts to other Scania addresses? The possible answers are:

a. Yes

In case of Yes, the supplier shall answer the question:

-Did you inform the involved Scania units? (Yes, No).

And also fulfil the following mandatory fields that coming up:

-Customer (Scania unit), for which Scania's unit(s) parts were sent

-Delivery note number

-Delivery date

-Quantity, the amount or parts in the delivery

b. No

In case of No, it stops.

c. Unknown

In case of Unknown, the supplier shall explain why don't know, the field Describe why you do not know comes up, see picture below.

Are there more suspected deliveries in pipeline to any of the Scania/MAN addresses? ⓘ

Unknown ▼

Describe why you do not know.

checked our stock on the two (2) suspected items, no deviations on current stock - all OK. Therefore, we suspect that one of these two P/N's been mixed by picking staff before delivery, and vice versa. This should have been noticed at other Scania unit as well.

32 characters left

d. Under investigation

In case of Under investigation, the supplier doesn't know up to that time, it is necessary to investigate first before giving the answer. It is not possible for the Scania issuer to close the report with this value.

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

User Guide eQuality & eInvoice Suppliers

I

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställebeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

23 (37)

Fördelning/To

För kännedom/For information

4.5. Root Cause Technical and Logistical reports

Do not only write in the boxes for short term (logistical), root cause and long term e.g. “See dialogue” or “See attachment”. The boxes should be filled with clear statements regarding main actions and results of analysis.

Root Cause

Is the deviation found at the customer (the full quantity reported) related to, and solely due to a by the customer assigned item at a second tier supplier?

☒ Yes

; 2023-07-11 12:51

*Part number:

*Supplier name:

Supplier name by customer:

Comment:

2000 characters left

Commodity approval Purchase Supplier Quality Manager:

☐ Yes

Only when your claim regarding tier 2 is accepted by the commodity SQM at Purchase, the PPM relevant quantity will be switched to the account of the tier 2.

Root cause:

2000 characters left

Root cause are mandatory. By default the system set 10 calendar days as last answer date to customer for you to present the results of the root cause analysis. This date shall be reviewed and discussed between Supplier and customer, a common sense shall always be applied when it takes some days more because of a certain reason.

When failure is solely due to a by the customer assigned item at a second tier supplier, it is now possible to visualize this.

- Click Yes (this will be time stamped with user ID)
- Add part number that is the cause. (Check will be done that it is correct)
- Add supplier name of this assigned supplier that have caused this issue.
- Since detection was missed tier 2 and tier 1, please describe what went wrong in both PPAP's.

This will have to be approved by SQA to take effect.

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

I

User Guide eQuality & eInvoice Suppliers

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställebeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

24 (37)

Fördelning/To

För kännedom/For information

In order to find out the root cause(s) for 1. occurrence and 2. non-detection, and if the deviation has been a systematic failure, the supplier must use one of the quality analysis tools like: 5 whys, fishbone diagram, 8D, etc.

It is demanded to write the root cause in the designated box in the 5Why method.

Additional RC information and methods (like 8D or Fishbone) can be added to the report as attachment.

4.6. Root Cause Field Quality reports

Root cause are mandatory. By default the system set 10 calendar days as last answer date to customer for you to present the results of the root cause analysis. This date shall be reviewed and discussed between Supplier and customer, a common sense shall always be applied when it takes some days more because of a certain reason.

Same methods and requirements as for Technical and Logistical reports apply.

Root Cause

Root cause: ⓘ

2000 characters left

4.7. Long Term Action

Long term action is mandatory. The last answer date is stated in the report. By default the system set 10 calendar days as last answer date to customer for you to present your long term action plan. This date shall be reviewed and discussed between Supplier and customer, a common sense shall always be applied when it takes some days more because of a certain reason.

- Fill in your LTA in the box for “Long term action”, mandatory field.
- Field “Planned implementation date (long term):” mandatory field.
- “First delivery note number...” and “First delivery date ...” can be filled when the actual shipment was made.

When no call offs are scheduled, please see the info in this manual on STA question 12.

A long term action like 100% inspection or information to the personnel is not accepted as long term action.

The long term solution must ensure that the deviation does not occur again.

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

I

User Guide eQuality & eInvoice Suppliers

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänsteställebeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

25 (37)

Fördelning/To

För kännedom/For information

You are also requested to show where in the PPAP things went wrong (e.g. FMEA, Control Plan).

The lead time to implementation of the preventive action shall not be longer than approximately 3 months from issue date. When not possible, an intermediate alternative solution should be proposed and possible to implement within the 3 months. An eSCR (not yet active for MAN) should be submitted for bigger changes requiring longer lead times. The PPAP shall also be updated for an intermediate solution.

Long term action accepted (filled in by customer). When the report is completed and the issuer is satisfied with the corrective action plan proposed, the report can be closed by the issuer unless a confirmation of the implementation is requested from the supplier. When the issuer is not satisfied, the action plan has to be reviewed by the supplier and a new more robust action plan has to be presented. The issuer will close the report when he/she is convinced that the deviation will not occur again after implementation of the preventive action plan. When the LTA has been set to accepted Yes, the boxes for root cause, long term action and planned implementation date will be locked for you to make further updates.

When you deliver the same failure again after the approval of the LTA, customer will issue a new eQuality report.

When customer requests the confirmation of implementation (LTA implemented), customer will set the internal follow up of the report to your planned implementation date. You are requested to tick the box when the LTA is in place so the actual implementation date will be added. Proof of implemented LTA is advised to attach e.g. pictures in the dedicated box.

When the eQuality report was transferred out of an Early Quality Warning report, it is mentioned here:



In Technical / FQ reports you have to answer a question regarding the PPAP. When there was no need to make an update you can just tick the concerned box. When you made an update, you have to tick the boxes for the documents concerned. Your designated commodity SQM will be informed and you might get a new request to submit documents for review in ePPAP.

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

I

User Guide eQuality & eInvoice Suppliers

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställebeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

26 (37)

Fördelning/To

För kännedom/For information

End of form in technical / Field Quality report MAN

☐ PPAP / VDA file did NOT need an update

MAN VDA documents updated:

☒ 0.1 ☐ 0.2 ☐ 1.1 ☐ 1.2 ☐ 1.3 ☐ 1.5 ☐ 2.1 ☐ 2.2 ☐ 2.3
☐ 3.1 ☐ 3.2 ☐ 3.3 ☒ 3.4 ☐ 3.5 ☐ 3.6 ☐ 3.7 ☐ 3.8 ☐ 3.9 ☐ 3.10 ☐ 3.11 ☐ 3.12 ☐ 3.13
☐ 4.1 ☒ 4.2 ☐ 4.3 ☐ 4.4 ☐ 4.5 ☐ 4.6 ☐ 5.1 ☐ 5.2 ☐ 5.3 ☐ 5.4 ☐ 5.5 ☐ 5.6 ☐ 5.7 ☐ 5.8 ☐ 5.9
☐ 6.1 ☐ 6.2 ☐ 6.3 ☐ 6.4 ☐ 6.5 ☐ 6.6 ☐ 6.7 ☐ 6.8 ☐ 6.9 ☐ 6.10 ☐ 6.11

☐ Report completed truthfully. Proposed for closure

Close case: Reminder:

End of form in technical / Field Quality report SCANIA

☒ PPAP / VDA file did NOT need an update

Scania PPAP documents updated:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐ 11 ☐ 12 ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17

☒ Report completed truthfully. Proposed for closure

Close case:

End of form in Logistical report

Planned implementation date (long term):

First delivery number with ok parts (Long term):

Long term action accepted (filled in by customer):

First delivery date with ok parts (long term):

(e.g: yyyy-mm-dd)

Invoice associated:

☒ Report completed truthfully. Proposed for closure

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

User Guide eQuality & eInvoice Suppliers

I

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställsbeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

27 (37)

Fördelning/To

För kännedom/For information

4.8. Save and Send

Each time when using Save and send, the information will be stored and notifications sent to all customer and supplier users connected. Check if your information is stored and that you do not get a (red) warning message on top that mandatory info is missing. ***Leaving the page while having an error message will result in lost input.***

Customer will respond with acceptance of short and long term action or ask for more information. When customer has updated the report with either approval or comments, You will receive an e-mail with information that the report has been updated.

When you have completed the report and want to propose the report for closure, tick the box "Report completed truthfully. Proposed for closure". When pushing Save & Send, the report will be checked if all supplier input fields have been completed and has been filled correct.

Close case field, if it is filled in with a date, it means that the report was closed. The action plan was presented, accepted, and implemented by the supplier. No changes can be done in the report once it is closed.

4.9. Supplier responsibility

Late answers on eQuality reports can lead to escalation in Tratons's Escalation Model. For more info about deviation handling at Scania see "STD4457 - Handling of Product Quality Deviations from Suppliers", which document can be found on SSP listed together with the eQuality user guides.

The supplier administrator appointed is responsible to keep the contact information updated and also administrate the different users at the supplier. For more information, see the user guide for the administrator.

If you have questions concerning the report, contact the issuer of the report mentioned in top.

4.10. Support functions

In this section some extra functionality to support the process is described.

4.10.1. Attachments

It is possible to add as many attachments as you like. The limitation is that the file size can't be over 20 MB and the allowed file types are: doc, docx, xls, xlsx, ppt, pptx, pdf, jpeg, jpg, bmp, txt, gif, .wmv and .mov.

Attachments are added by doing the following steps.

1. Click browse, an explorer window will be opened.
2. Select the file you would like to add to the report.
3. Press open.

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

User Guide eQuality & eInvoice Suppliers

I

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställbeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

28 (37)

Fördelning/To

För kännedom/For information

4. Press add.

The file will be available for all users with access to the report once save and send have been pressed.

All added attachment by supplier on the various positions can only be deleted by customer. Please contact the issuer of the report.

4.10.2. 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. Select the date by clicking it in the calendar and the date will be added to the report.

4.10.3. E-mail

For all reports it is possible to create a send list to add more people within your company that will receive information when this report is updated.

To add other Users to the send list and add information to the e-mail perform the following actions:

1. Press the e-mail button, a pop up window will appear. Those already connected as main responsible or additional mail receiver are already marked.
2. Add a person to the send list by mark 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. Press save and close.
4. The send list will be created and finished when save and send is pushed at the end of the report formulary.

The screenshot shows a 'Supplier' pop-up window with a table of email addresses. The table has two columns: 'Mail receiver' and 'eMail address'. The first row has a checked checkbox and the email 'onder.erkul@man.eu'. The second row has an unchecked checkbox and the email 'n.n@man.eu'. The third row has a checked checkbox and the email 'n.n@man.eu'. Below the table, there is a note: 'Email notifications send to/received by additional mail receivers can be stopped or started by the local administrator by deleting or adding the concerned person from/to the mailing list under the concerned Module'. At the bottom of the window are two buttons: 'Save and close' and 'Cancel'.

Below the window, there are several buttons: 'Reminder', 'Email', and 'Save and send'. There are also some checkboxes and labels like 'Check all' and 'Info'.

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

User Guide eQuality & eInvoice Suppliers

I

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställebeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

29 (37)

Fördelning/To

För kännedom/For information

4.10.4. Reminder

It is possible to set reminders, which means that the person setting the reminder will receive an e-mail on selected date and time with the information specified.

To set a reminder perform the following actions:

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

The screenshot shows a 'Reminder' modal window. It contains the following elements:

- Date:** A text input field with the value '2021-12-02'.
- Time:** A dropdown menu showing '07:00'.
- Mail subject:** A text input field with the value 'blabla'.
- Reminder text:** A larger text area with the value 'blabla'.
- Buttons:** 'Save and close' (blue) and 'Cancel' (white).

In the background, there is a list of checkboxes (e.g., 2.2, 2.3, 3.8, 3.9, 3.10, 3.11, 3.12, 3.13, 5.2, 5.3, 5.4, 5.5, 5.6, 5.7, 5.8, 5.9, 6.8, 6.9, 6.10, 6.11) and buttons labeled 'Check all', 'Info', 'Email', and 'Save and send'.

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

I

User Guide eQuality & eInvoice Suppliers

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställebeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

30 (37)

Fördelning/To

För kännedom/For information

5. eInvoice

5.1. Introduction

The eInvoice module has been added to document the extra cost a deviation causes at customer. The interface is designed to be able to present cost claims and handle dialogue regarding the reimbursement thereof.

The main purpose is to increase the supplier's awareness of the consequences of sending deviations to customer by measuring/visualizing the cost of non-conformance, thereby increasing focus on improvement potential and activities.

Note that customer will direct claims to the Tier1 supplier even if a part from a Tier2 assigned by customer has caused the claim. Customer expects in those cases that arrangements are made between Tier1 and assigned part supplier

5.2. eInvoice My Open Cases

| My open eInvoice cases | | | | | Number of open cases: 3 |
|-------------------------|-------------|-------------|--------------|--------|-------------------------|
| Number | Issued Date | eQuality No | Updated Date | Status | ExtraInfo |
| V041551 | 2021-12-02 | Q326175 | 2021-12-02 | DCO | |
| V040850 | 2021-11-08 | Q325253 | 2021-11-08 | DCO | |
| V040849 | 2021-11-08 | Q325250 | 2021-11-08 | DCO | |

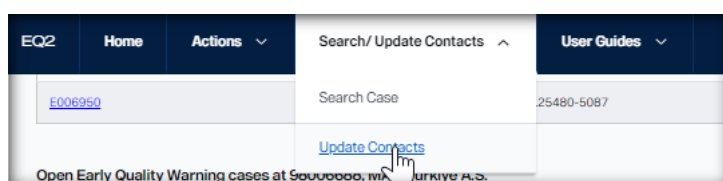
The eInvoice My Open Cases will give an overview of all the open cost calculations.

Email notifications will be sent to the supplier when:

- a new invoice data collection is started
- when data collection or sorting information is updated (max once daily)
- when a cost claim is published

5.3. Supplier contacts for eInvoice

The supplier shall add the appropriate contacts for email notifications and My Open Cases including backup users by updating the contact information in admin interface.



**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

I

User Guide eQuality & eInvoice Suppliers

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställebeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

31 (37)

Fördelning/To

För kännedom/For information

5.4. Interface during deviation handling

During the deviation handling the system will keep the supplier updated on the progress from sorting/rework as well as any additional consequences that have occurred.

The supplier will receive email notification on a daily basis if the information in the data collection has been updated. At this point, there will be no actual sums, but it would be transparent if there has been a consequence such as line stop or similar.

| Deviating parts/sorting/rework | | | | | | | | | | | | | | | | |
|---|-----------------|---------------------------------------|------------|------------|--|--|-----------------------------------|---|--|---|----------------------|---|----------------------------|---|-------------------------------------|--|
| Delivery note number | Date of arrival | Amount sorted | Amount NOK | Unit | Decisions | Comment | | | | | | | | | | |
| 12345 | 2021-12-02 | 200 | 9 | pcs | <table><thead><tr><th>Quantity</th><th>Decision NOK parts (if any found)</th></tr></thead><tbody><tr><td>2</td><td>Returned to supplier for investigation</td></tr><tr><td>1</td><td>Scrapped at customer</td></tr><tr><td>2</td><td>Deviation approval granted</td></tr><tr><td>4</td><td>Reworked by customer (or 3rd party)</td></tr></tbody></table> | Quantity | Decision NOK parts (if any found) | 2 | Returned to supplier for investigation | 1 | Scrapped at customer | 2 | Deviation approval granted | 4 | Reworked by customer (or 3rd party) | |
| | | | | | Quantity | Decision NOK parts (if any found) | | | | | | | | | | |
| | | | | | 2 | Returned to supplier for investigation | | | | | | | | | | |
| | | | | | 1 | Scrapped at customer | | | | | | | | | | |
| | | | | | 2 | Deviation approval granted | | | | | | | | | | |
| | | | | | 4 | Reworked by customer (or 3rd party) | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| Amount sorted by Customer | | | | Amount NOK | | | | | | | | | | | | |
| 200 | | | | 9 | | | | | | | | | | | | |
| Scania/MAN intends to log the cost of nonconformity, keep updated on the report | | | | | | | | | | | | | | | | |
| Cost category | | Explanation | | | Comment | | | | | | | | | | | |
| Returned parts (Part price) | | Returned parts (Part price) | | | | | | | | | | | | | | |
| Scrapped parts (Part price) | | Scrapped parts (Part price) | | | | | | | | | | | | | | |
| Rework (Internal) | | Rework (Internal) | | | | | | | | | | | | | | |
| Administrative cost | | Administrative costs | | | | | | | | | | | | | | |
| Logistic handling sorting/rework | | Logistic handling sorting/rework | | | | | | | | | | | | | | |
| sorting | | sorting | | | | | | | | | | | | | | |
| Rework (External) | | Rework (External) | | | | | | | | | | | | | | |
| Travel expenses | | Travel expenses | | | | | | | | | | | | | | |
| Transport cost inbound (proportional) | | Transport cost inbound (proportional) | | | | | | | | | | | | | | |
| Supplier dialogue regarding sorting/cost calculation/invoice: ⓘ | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

I

User Guide eQuality & eInvoice Suppliers

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänsteställebeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

32 (37)

Fördelning/To

För kännedom/For information

5.5. Presentation of cost claim

After the root cause has been determined, there will be a four-eye principle at the PRU where a manager reviews the data collection and root cause and decides if a cost claim should be presented to the supplier.

If so, there will be another email notification to the supplier stating that a cost claim has been published. The eInvoice will then show the actual amounts that will be claimed and change the text to stating that customer intends to invoice the cost unless objected to within 5 days.

If the supplier writes an objection in the dialogue field, the process will be paused and the comment reviewed by the appropriate function at customer. If not, the case will transfer to invoice handling where a credit note will be issued in the name of the supplier and the sum deducted from future payments. The supplier will receive a copy of the invoice in an email to the contact person specified in eInvoice.

5.6. Pop-up window self-billing agreement (only Scania)

There is an initial pop-up window informing about the self-billing. Scania expects the suppliers to accept this way of regulating cost claims by clicking accept on the pop-up window. Note that accepting self-billing does not mean accepting any future cost claims. All claims will be handled case by case with the possibility to object like described in 5.4.

5.7. Additional information about the deviation

The header of the window contains fields with additional information collected from the eQuality report. The fields can be hidden/shown by clicking on the arrow buttons.

The screenshot shows a window titled "eInvoice" with a close button (X) in the top right corner. Below the title bar, there are three sections, each with a label and a downward-pointing arrow button to its right:

- eInvoice header** (The arrow button is circled in red)
- eQuality report information**
- eInvoice information**

For more detailed information and attachments, please open the eQuality report.

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

I

User Guide eQuality & eInvoice Suppliers

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställsbeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

33 (37)

Fördelning/To

För kännedom/For information

Appendix A Failure Mode Categories

Failure Mode Categories for Technical and Field Quality reports are:

- a. Assembling
- b. Cleanness
- c. Dimension deviation
- d. Function
- e. Hardening
- f. Machining
- g. Material defects
- h. Scratches / dents
- i. Surface treatment (incl. painting)
- j. Handling
- k. Mixed Parts
- l. Part marking
- m. Hidden Material Defects (Raw Mat.-Index Report)

For logistical quality reports the Failure Mode Category codes are listed below:

- a. Delivery precision
- b. Packing
- c. Transport Bookings
- d. Communication acc. STD4172
- e. Loading / Cargo / Transport Documents
- f. Box content
- g. Dispatch Advice
- h. Odette Labels
- i. Sequence

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

I

User Guide eQuality & eInvoice Suppliers

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställsbeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

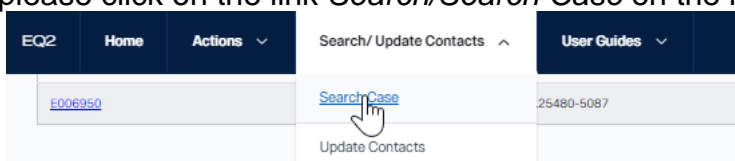
34 (37)

Fördelning/To

För kännedom/For information

Appendix B Search

In order to search for a number of reports, or all reports connected to your supplier number please click on the link *Search/Search Case* on the main menu.



The page for search criteria's appears on your screen, see the picture below.

The screenshot shows the 'Search' page with the following fields numbered 1 through 9:

- 1: Module dropdown (set to eQuality)
- 2: Report status dropdown (set to All Reports (not withdrawn))
- 3: Column dropdown (set to Issued date)
- 4: Condition dropdown (set to Is less than or equal to <=)
- 5: Value input field (set to 2021-12-02)
- 6: Search button
- 7: Reset button
- 8: Search Results eQuality table header
- 9: Export to Excel button

The table header for 'Search Results eQuality' includes columns: Id, Issued Date, Supplier, Issuer, Issuing Pru, Type of report, Part, PPM relevant, Failure Mode Category, Last answer, Case Closed, CMS Code, Escalated Report, and Duns Number.

Field 1: *Module*. Select module.

Field 2: *Report status*. In this list you select status of the reports. Selectable are:
all reports (not withdrawn),
open reports only,
closed reports only.

Field 3: *Column*. Here you select which criteria that you would like to use for the search.

Field 4: *Condition*. Here you select the condition for the search.

Field 5: *Value*. Enter the value that you would like to search.

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

User Guide eQuality & eInvoice Suppliers

I

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänstställbeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

35 (37)

Fördelning/To

För kännedom/For information

Field 6: *Search*. To execute the search.Field 7: *Reset*. To clear the fields in the search form.

Field 8: Shows the number of hits you got based on your search criteria. The maximum is 200 lines at a time in the table. When exceeding 1000 hits it is recommended to limit the search.

Field 9: All lines and fields you see on the screen can be exported to an excel file.

There is also a possibility to search directly on a report number. On the main page there is a field where you enter the number of the report and then press *Search report*. You should use the prefix Q for Quality reports (E for eQW; S for SCR; P for PPAP, C for Carrier, V for Invoice and W for Warranty).

The screenshot shows the eQ2 user interface. The top navigation bar includes links for EQ2, Home, Actions, Search/Update Contacts, User Guides, and Logout. The main content area is divided into sections. The 'General information' section contains a notice about a new user interface. The 'User Information' section displays 'Current Supplier' and 'Current User' details. The 'Quick Search' section, highlighted with a red circle, contains a text input field with the value 'Q326175' and a 'Search report' button.

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

I

User Guide eQuality & eInvoice Suppliers

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänsteställebeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

36 (37)

Fördelning/To

För kännedom/For information

Appendix C CMS code definition

Classification is made according to what the consequences had been *if* the deviation would have reached the final customer.

Critical deviation- C

- a) Risk for personal injury
- b) Risk for Vehicle off road
- c) Legal demands not fulfilled
- d) Fire risk
- e) Traffic safety
- f) Leakage / AC, oil
- g) C requirements at drawing

Major deviation - M

- a) Function out of order
- b) Risk for significant disturbances for customer
- c) Significantly bad finish (see STD4101)
- d) M requirements at drawing

Standard deviation - S

- a) All other deviations

**SCANIA**

Info klass/Info class

Dokumentnamn/Document name

User Guide eQuality & eInvoice Suppliers

I

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

Utfärdare (tjänsteställebeteckning, namn)/Issued by

Telefon/Phone

Datum/Date

Utgåva/Issue

Sida/Page

Tobias Abrahmsén

2023-07-10

4.2

37 (37)

Fördelning/To

För kännedom/For information

Appendix D eInvoice Status codes

| Status Code | Description |
|-------------|----------------------------|
| DCO | Data Collection |
| MAW | Management Approval Wait |
| SOW | Select Order Wait |
| BAW | Buyer Approval Wait |
| IMH | Invoice Manually Handled |
| IPU | Invoice Published |
| SSQ | Selecting Seller Query |
| BWG | Buyer Working |
| SEL | Selecting seller |
| SAR | Supplier Approval Rejected |
| BDE | Buyer Delayed |
| IMF | Invoice Manually Finished |
| ISE | Invoice Sent |
| WDN | Withdrawn |