

User guide
for the module eSCR
for **external** Users

Update history

Version	Reason	Date	Update by
4	Changed log in via SSP	2013-11-08	SSBSTO
5	Update	2015-10-23	SNLVIJ
6	Update bootstrap (and other changes since V5)	2021-12-10	SNLVIJ
7	Update (and other changes since V6)	2024-05-03	SSSTOB

INDEX

1. Supplier Change Request	4
2. How to access the eQ2-system	4
3. Main Menu	4
4. Issue eSCR report	4
4.1. Start page	5
4.2. Main page	5
4.3. Part numbers	6
4.4. Change	6
4.5. Description of requested change	6
4.6. Effect of change	7
4.7. Impact of change	8
4.8. Purpose (benefit) of change/supplementary information:	8
4.9. Time to incorporate change after approval including PPAP	8
4.10. Attachment from supplier	8
4.11. Dialogue between Scania and supplier	8
4.12. Save and send.	8
5. Answer on eSCR report from Scania	8
5.1. Report in "Under consideration"	8
5.2. Decision from Scania	9
6. Dialogue between Customer and supplier	9
6.1. Email function and send list	10
6.2. Reminder	10
7. Closing of eSCR report	10
7.1. Withdrawn eSCR's	11
7.2. Acceptance of approved change	11
8. Search eSCR-report	11
8.1. Search functionality	11
9. Appendix 1, SCR life cycle	13
10. Appendix 2, Scania's requirements on an issued SCR	14

1. Supplier Change Request

All intended changes by Organisations to a product and/or process, used to produce the ordered parts, shall be submitted to Scania in eSCR according to the Scania SCR (Supplier Change Request) procedure.

The SCR shall be accepted (Yes or Yes, On condition) and the PPAP should be updated and approved by Scania in the ePPAP system before deliveries to Scania commence (see also CVS10 - TRATON Customer Requirements).

2. How to access the eQ2-system

The access giving and log in procedure is described in FAQ on Scania Supplier Portal.

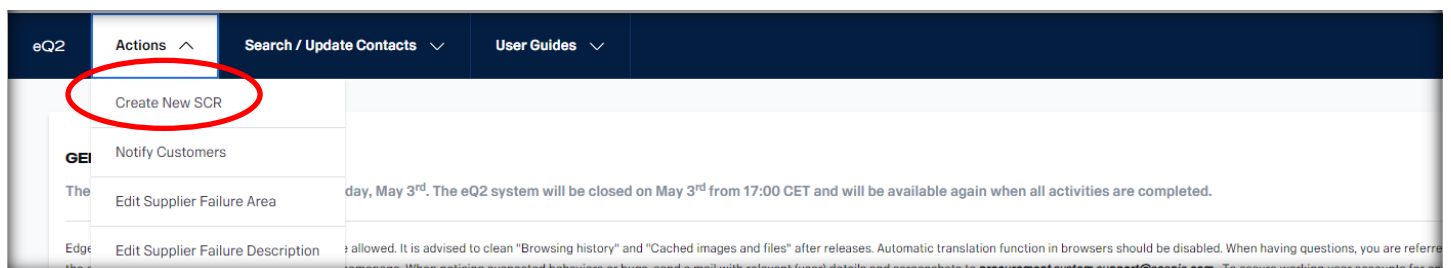
3. Main Menu

Once you have logged in to the eQ2 system, you will see the main menu (start page).

4. Issue eSCR report

The supplier is the issuer of an eSCR. The supplier can have several contact persons (“Additional mail receivers”) in the system, though they will always have one “Main responsible” for the handling of SCR’s. The other contact persons can issue reports and be responsible for the dialogue during the case. All contact persons connected to the module on the “Update contacts” page receive e-mail notifications when the SCR is created, updated or closed.

To issue an eSCR report, the user clicks on “Actions” and “Create New SCR”. Continue by filling in the start page.



4.1. Start page

The supplier starts by selecting the responsible Sourcing Manager for the concerned parts. Selectable Buyer Names are only those were the supplier has valid orders with.

New SCR

Buyer information
*Buyer name: [dropdown]

SQA information
*SQA name: [text box]

Supplier information
Supplier Name: [text box]
Supplier No. 4: [text box]
Supplier No.: [text box]
Duns number: [text box]
Address: [text box]
City: [text box]
Country: [text box]
Phone: [text box]
Fax: [text box]

Main contact person at supplier

Name	Phone	eMail address
[text box]	[text box]	[text box]

Contact person information

Mail receiver	Name	Phone	eMail address
<input type="checkbox"/>	[text box]	[text box]	[text box]
<input type="checkbox"/>	[text box]	[text box]	[text box]
<input type="checkbox"/>	[text box]	[text box]	[text box]
<input type="checkbox"/>	[text box]	[text box]	[text box]
<input type="checkbox"/>	[text box]	[text box]	[text box]
<input type="checkbox"/>	[text box]	[text box]	[text box]

[Create new SCR](#)

The issuer at the supplier creates the eSCR report by clicking at the button “Create new SCR”. The main form will then be shown.

4.2. Main page

The issuer at the supplier fills in the different text boxes and the different selection boxes that are present in the form.

4.3. Part numbers

The issuer adds the concerned part numbers in the form by filling in the part number one by one in the box "Add Part" and clicking the button "Add". For every part number a row will be added in the form with number, part description latest ECO number and latest approved PPAP. If there is not a valid order between Scania and the supplier, a failure message ("the part number does not exist for this supplier!") will be shown directly to the right of the add button. Also a warning appears on top of the form saying "An error occurred. There was an error on the page!". Make sure that the part have a valid PPAP.

Part Number	Part Description	Latest ECO Number	PPAP	Drawing number	Drawing date	Remove
		621202	PP1			Remove

4.4. Change

Continue to fill in the eSCR report by defining if the change concerns a design or a process change. One or both boxes can be marked. Type of change needs to be selected from a drop down.

***Change:**

Design (Technical specification)

Process

Type of change:
(See PPAP manual 4th edition)

Supplier Process

Sub Supplier Process

Name of sub supplier:

The issuer of the eSCR shall also specify under "Change" if the requested change will be done in the supplier process or in a sub suppliers process. If the change concerns a sub supplier the name of the sub supplier has to be written in the textbox "Name of sub supplier".

4.5. Description of requested change

In this text box a description of the requested change is added. Use the document "Scania's requirements on an issued SCR" for the next chapters. You can find it on Scania Supplier Portal (SSP).

3. How to describe the change

It's important that you answer following questions in order to enable proper handling of the SCR! If you have any doubts, always contact your responsible Sourcing Manager

Description

- Why is this change required (initiated)?
- What will be changed (complete & technical description)?
- How will it be changed (complete & technical description)?

Impact

- What impact will this change have on the product/process?
- What are the identified risks with this change? Solution to avoid them?
- Does the change concern any legal aspects (i.e. certificates) Action plan to handle those cases?

Benefit

- How will it affect quality?
- How will it affect piece price?
- How will it affect delivery/capacity?

The SCR shall be possible to treat globally, always write in English!

Description of requested change:

2000 characters left

Effect of change:

Tooling cost: Quality: Other:

Part price change: @ % Interchangeability: Component Certificate:

Impact of change:

2000 characters left

Purpose (benefit) of change/supplementary information:

2000 characters left

Time to incorporate change of approval (including PPAP):

2000 characters left

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

Choose File No file chosen Add

Dialogue between Customer and supplier:

2000 characters left

Close case: Close case

Reminder: Reminder

Email

Email in deviation

Save and send

4.6. Effect of change

Mark with "Yes" or "No" if the change will affect tooling cost, quality, other, part price change (%) interchangeability or component certificate.

4.7. Impact of change

Describe the impact of the requested change. What does it mean for supplier or in sub supplier's process?

4.8. Purpose (benefit) of change/supplementary information:

Describe what benefit the requested change will give, both to the supplier and to Scania. If there is any additional relevant information that can be shared it can be added here.

4.9. Time to incorporate change after approval including PPAP

Define or estimate how long time it will take to implement the changes after the eSCR has been approved. Do not forget to include the time it takes to update the PPAP documents and get an approval of the PSW from Scania.

4.10. Attachment from supplier

Push the "Browse" button and find the file on your network. After that press "Add" button to attach the file to the form. To save it, it is necessary to press the button "Save and Send" otherwise the change will not be stored. The maximum file size is 20 MB and the allowed file types are mentioned in the form.

4.11. Dialogue between Scania and supplier

This is the box for questions and comments to Scania. It will be possible to add text as long as the report is open. Scania will use the same field for answers and comments. Every note that is added will be saved together with date, time and user name. This field can also be used when the SCR is in "Under Consideration" mode.

4.12. Save and send.

Does the SCR fulfill the requirements in the document "Scania's requirements on an issued SCR" which can be found on Scania Supplier Portal? When Yes, finalize the eSCR issuing report by clicking the button "Save and send". Information (email) will be sent to the responsible Sourcing Manager, chosen on the start page, and to all other connected people at the supplier and Scania.

5. Answer on eSCR report from Scania

The responsible Sourcing Manager will get information regarding the new eSCR reported by email. After reading it through there is a possibility for the Sourcing Manager and the SQA to ask questions to the issuer in the text box "Dialogue between Scania and supplier".

5.1. Report in "Under consideration"

When the Sourcing Manager has understood the requested change, the SCR can be put in status "Under consideration". This is done after the Sourcing Manager and the SQA agree on that the SCR fulfills "Scania's requirements on an issued SCR". The report will be in "Under consideration" as long as the Sourcing Manager is handling the case. When Scania has an answer to the request, the Sourcing Manager will add the decision in the report. When an eSCR is under consideration everyone that opens the report will see a text in top of the form that says "Under consideration!".

When a report is "Under consideration" there is no possibility for the supplier to change any of the information in the report. If there is a need to change or add information when the eSCR is under consideration, the responsible Sourcing Manager must be contacted so that the report can be

reopened. The box “Dialogue between Scania and supplier” can always be used even when the SCR report is “Under consideration”.

5.2. Decision from Scania

When Scania has taken a decision, the Sourcing Manager will fill in a decision in the concerned report. The report will be locked for updates for the supplier after a decision is taken and reported in the eSCR report. The dialogue box can however still be used. The Sourcing Manager can add information in the eSCR form without taking a decision. There are several different boxes for information that can be used by Scania to inform the supplier about what is happening with the eSCR. Among these are new order numbers, PPAP documents, etc.

The screenshot displays the 'Dialogue between Customer and supplier' section of the eSCR form. It includes a text area for dialogue, a character count (2000), and a timestamp (2024-04-29 08:07:44). Below this are several dropdown menus and input fields for decision-making and document submission. The 'Under Consideration' dropdown is set to 'Yes', with a note that 'Yes means that no changes can be done by the supplier!'. The 'Decision' section has an 'SCR accepted' dropdown. The 'SCR accepted with conditions that:' section is empty. The 'Design change' and 'Process change' sections each have 'Responsible' and 'Department' input fields, and a 'PCR needed' dropdown (set to 'No'). The 'Scania ECO required' dropdown is set to 'No'. The 'New order needed' dropdown is set to 'No'. The 'New PPAP required' dropdown is set to 'No'. The 'Documents to submit' section (From 11 June, 2007: According to PPAP 4th edition) has checkboxes for documents 1 through 18 and a 'Check all' button. The 'Scania EFR required' dropdown is set to 'No'. The 'EFR number in FRAS' input field is empty. At the bottom, there are buttons for 'Close case', 'Reminder', 'Print SCR', 'E-mail in deviation', 'Email', and 'Save and send'.

6. Dialogue between Customer and supplier

Both the supplier and Scania have the possibility to ask questions to each other during the time a report is open in the eSCR system. This is done in the text box “Dialogue between Scania and supplier”. All notes added in this box will be saved in the system and visualized above the textbox with date, time and name of people that wrote the note.

6.1. Email function and send list

When a report is updated, notification mails are sent to the users at the supplier which were updated in the contact window and shown marked in the Email box below.

<input type="checkbox"/>
<input type="checkbox"/>
<input checked="" type="checkbox"/>

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

<input type="button" value="Save and close"/>	<input type="button" value="Cancel"/>
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6.2. Reminder

Every user of the system can set personal reminders connected to the specific open reports. For example, if Scania has promised an answer within two weeks a reminder can be set two weeks ahead. The reminders are an email including a link to the concerned report and with a message as reminder text to the user.

Reminder

Date	Time
<input type="text" value="2021-12-06"/>	<input type="text" value="07:00"/>
Mail subject	<input type="text"/>
Reminder text	<input type="text"/>

<input type="button" value="Save and close"/>	<input type="button" value="Cancel"/>
---	---------------------------------------

7. Closing of eSCR report

The eSCR report shall always be closed by the responsible Sourcing Manager or SQM depending the handler. When an eSCR report is closed the connected people at the supplier and Scania will get an e-mail from the system with the information that the report has been closed. The date / time that the case was closed is printed above the Close case box at the left bottom end of the form.

7.1. Withdrawn eSCR's

It is possible for the supplier to request a withdrawal of a proposed change request, as long as the eSCR report is open. To do so the Sourcing Manager / SQM needs to put the decision to "Withdrawn from supplier" under the heading "Decision – SCR accepted". A rejected eSCR will be closed and saved in the system for history.

7.2. Acceptance of approved change

When Scania has accepted a suggested change, the supplier has to verify that the suggested change will be implemented. The verification of implementation with estimated date for PSW and first serial delivery shall be added in the box "Dialogue between Scania and supplier".

8. Search eSCR-report

On the Main Menu it shows "My open eSCR cases", which is an overview of current open reports presented to the one having the Role "Responsible at Supplier".

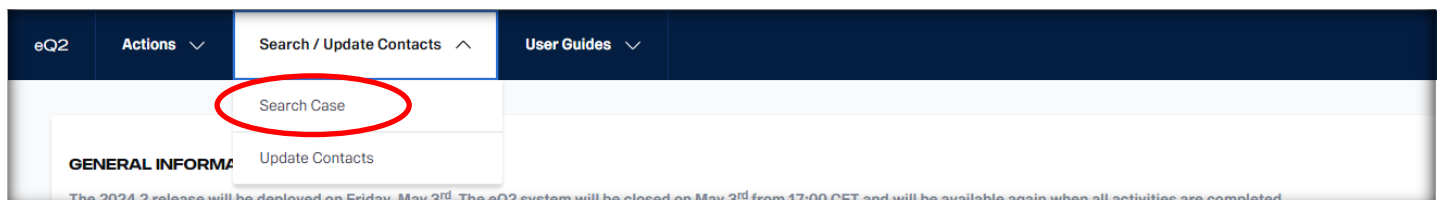
The Main Menu also displays "Open eSCR cases at". This is an overview of current open reports to the supplier and from this block all supplier users can open the reports (see picture 8). The list contains links to open the reports. By clicking on the links (blue) the user will go in to the eSCR report.

The image shows two screenshots of a web application interface. The top screenshot is titled "My open eSCR cases" and shows a table with 4 columns: "Number", "Report Description", "Issued Date", and "Supplier No". There are two rows of data, each with a blue hyperlink in the "Number" column. The bottom screenshot is titled "Open eSCR cases at" and shows an identical table structure and data.

Number	Report Description	Issued Date	Supplier No
S024366	eSCR	2021-12-06	
S023722	eSCR	2021-07-02	

8.1. Search functionality

To search SCR reports those were closed, open reports, or all reports. It is available in the main page the "Search" functionality.



The screenshot below shows the Search screen and an example of a Search. It is possible to define your search up to four rows (fields). Define your filter and press the "Search" button. The search result is shown in a table. The first column of this table is the SCR number (ID). It is a link and you can reach the report by clicking it. You can use the "Reset" button to clean all the previous filters that you have done.

The result of the Search can be exported to excel by clicking the button "Export to Excel".

The screenshot displays the eQ2 Search interface. At the top, there is a navigation bar with 'eQ2', 'Actions', 'Search / Update Contacts', and 'User Guides'. The search area includes a 'Module' dropdown set to '- eSCR' and a 'Report status' dropdown set to '- All Reports (not withdrawn)'. Below these are four rows of search criteria, each with a 'Column' dropdown, a 'Condition' dropdown, a 'Value' input field, and an 'Operator' dropdown. The first row is populated with 'Issued date', '- Is greater than or equal to >=', '2024-05-01', and 'AND'. A note below the criteria states: 'To avoid long waiting times and / or a possible error message, limit the expected result by defining more criteria.' There are 'Search' and 'Reset' buttons. Below the search area, it indicates '1 matching results were found'. The search results are shown in a table with columns: Id, Issued Date, Buyer, Supplier, Design Change, Process Change, Other Change, Approved, Part number Description, Case Closed, and Duns Number. One result is shown with Id 'S028402', Issued Date '2024-05-02', Buyer 'D65', and Part number Description 'screw'. An 'Export to Excel' button is located at the bottom right of the results area.

Search

Module: - eSCR | Report status: - All Reports (not withdrawn)

Column: - Issued date | Condition: - Is greater than or equal to >= | Value: 2024-05-01 | Operator: AND

Valid DateFormat (YYYY-MM-DD)

To avoid long waiting times and / or a possible error message, limit the expected result by defining more criteria.

Search | Reset

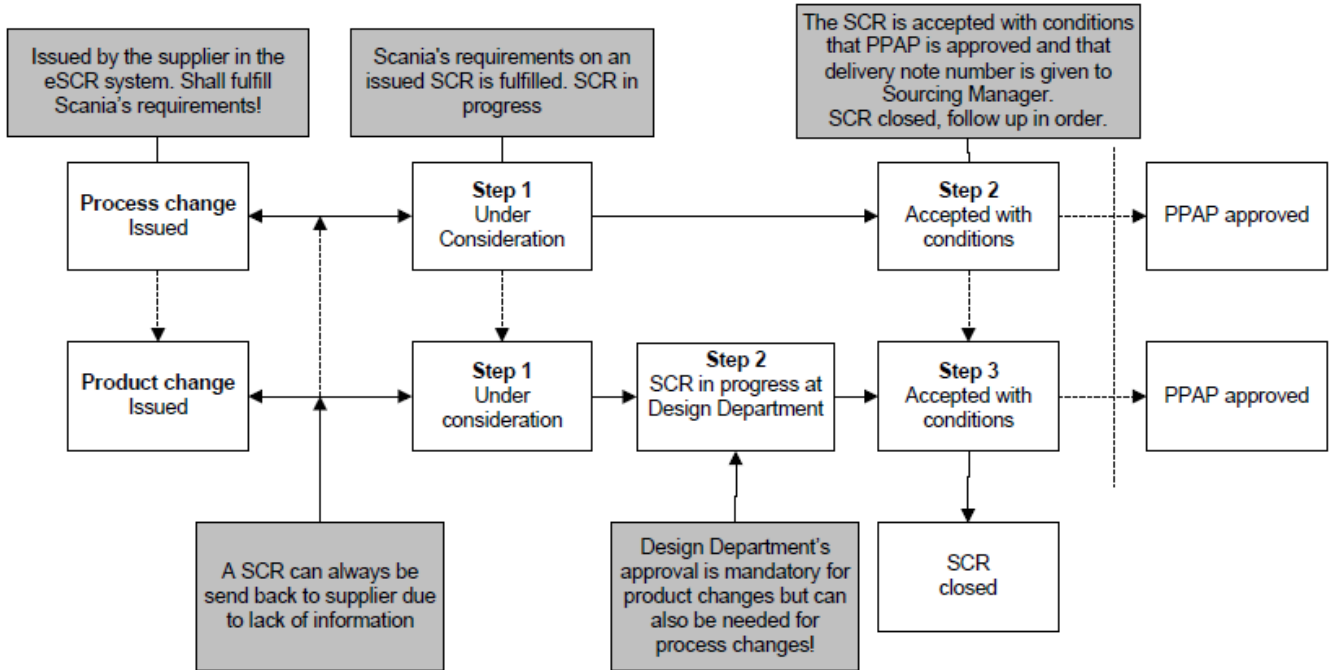
1 matching results were found

Search Results eScr

Id	Issued Date	Buyer	Supplier	Design Change	Process Change	Other Change	Approved	Part number Description	Case Closed	Duns Number
S028402	2024-05-02	D65		No		No		screw		

Export to Excel

9. Appendix 1, SCR life cycle



10. Appendix 2, Scania's requirements on an issued SCR

<p style="text-align: center;">Scania's requirements on an issued SCR</p> <hr/> <p>Contents</p> <ol style="list-style-type: none"> 1. Preparation of your SCR 2. Product change or process change 3. How to describe the change 4. Attachments 5. SCR life cycle 	<p style="text-align: center;">1. Preparation of your SCR</p> <p><i>Handling a SCR generate cost for Scania, that is why Scania will prioritize the SCR depending on the benefit for Scania. <u>Please motivate your change!</u></i></p> <ul style="list-style-type: none"> ▪ What cost reduction motivates this SCR? ▪ What kind of quality improvement motivates this SCR? ▪ What kind of increased capacity or improved delivery performance motivates this SCR? <p style="text-align: center;">All changes must be motivated with a cost reduction – cost reduction / part (SEK) !</p> <p>➤ If a change can't be motivated with cost reduction/part? Clearly describe why the change is needed (safety, environmental issues, legal requirements etc.)</p>						
<p style="text-align: center;">2. Product change or process change</p> <p><i>A change can either be a process or a product change. Decide which one with help from below mentioned definitions.</i></p> <p style="text-align: center;">Definition of Product Changes</p> <ul style="list-style-type: none"> ▪ Influence on Form, Fit or Function ▪ Changes that affect the product specifications such as Dwg, 3D Model, TB, PD and STD ▪ Improved or added information of product specifications such as Dwg, 3D Model, TB, PD and STD 	<p style="text-align: center;">2. Product change or process change</p> <p><i>A change can either be a process or a product change. Decide which one with help from below mentioned definitions.</i></p> <p style="text-align: center;">Definition of Process Changes</p> <ul style="list-style-type: none"> ▪ No influence on Form, Fit or Function ▪ Changes on part or process that are not covered by specification Dwg, 3D Model, TB, PD and STD ▪ Deviations from approved process flow diagram ▪ For example: <ul style="list-style-type: none"> • Change/add supplier/sub-contractor • Re-location of production • Change in the manufacturing process • New tooling (not tool replacement) • Non conforming issues and improvements in regards of quality 						
<p style="text-align: center;">3. How to describe the change</p> <p><i>It's important that you answer following questions in order to enable proper handling of the SCR! If you have any doubts, always contact your responsible Sourcing Manager</i></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Description</th> <th style="text-align: left;">Impact</th> <th style="text-align: left;">Benefit</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • Why is this change required (initiated)? • What will be changed (complete & technical description)? • How will it be changed (complete & technical description)? </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • What impact will this change have on the product/process? • What are the identified risks with this change? Solution to avoid them? • Does the change concern any legal aspects (i.e. certificates) Action plan to handle those cases? </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • How will it affect quality? • How will it affect piece price? • How will it affect delivery/capacity? </td> </tr> </tbody> </table> <p style="text-align: center;">The SCR shall be possible to treat globally, always write in English!</p>	Description	Impact	Benefit	<ul style="list-style-type: none"> • Why is this change required (initiated)? • What will be changed (complete & technical description)? • How will it be changed (complete & technical description)? 	<ul style="list-style-type: none"> • What impact will this change have on the product/process? • What are the identified risks with this change? Solution to avoid them? • Does the change concern any legal aspects (i.e. certificates) Action plan to handle those cases? 	<ul style="list-style-type: none"> • How will it affect quality? • How will it affect piece price? • How will it affect delivery/capacity? 	<p style="text-align: center;">4. Attachments</p> <p><i>Add relevant documents that helps Scania to understand and motivate the change!</i></p> <ul style="list-style-type: none"> ▪ Pictures ▪ Sketches/drawing ▪ Other relevant documents that motivate the SCR <ul style="list-style-type: none"> ▪ I.e. cost estimation, result from improved quality and test reports
Description	Impact	Benefit					
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