

**SCANIA**

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User_guide_eWarranty_Supplier_v1I

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User guide

for module eWarranty

for external Supplier Users

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eWarrantyHandling: External

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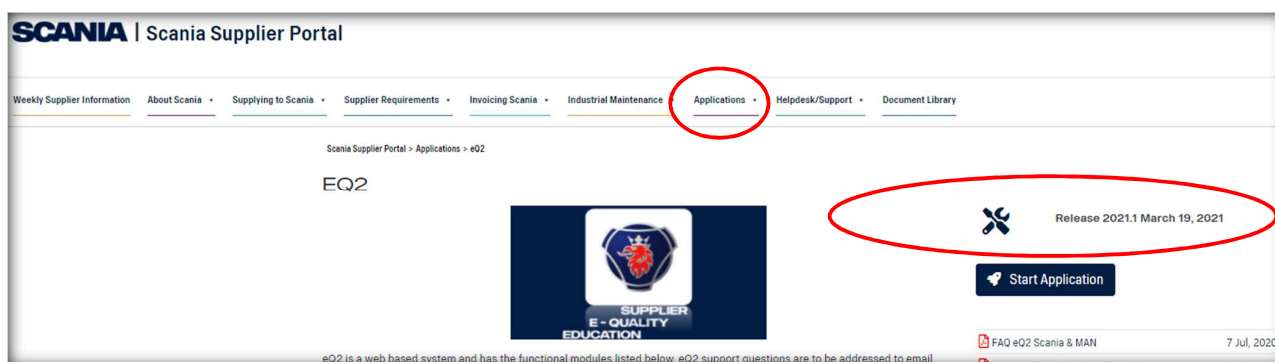
Update history

Version	Reason	Date	Update by
1	Initial release	2022-04-21	C5242

1. General information

1.1 Release information

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.

1.2 How to Access the eWarranty System

The access giving and log in procedure is described in the user guide for the module “eQuality for Suppliers”.

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2. Main Menu

Once you have logged on to eQuality 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
- “Quick Search” area to directly access a known incident

The main menu on top

will offer you the possibility to

- Perform “Actions” like “Create eSCR” (not yet for MAN) and “Notify customers” about deviations
- “Search Cases” and “Update Contacts”

- see “User Guides” & “FAQ”

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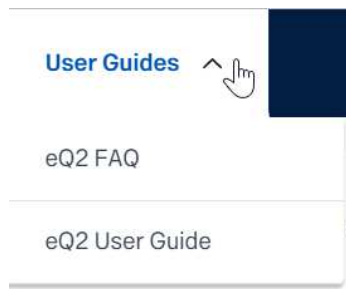
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On the same screen further down it shows “My open eQuality cases”, which is an overview of current open reports presented to the one having the Role “Responsible at Supplier”. The Main Menu also displays “Open eQuality cases at”. This is an overview 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/PPA’s).

3. Find an eWarranty Case

Under the heading “My open eWarranty cases” you will find all eWarranty requests sent to you (in statuses PUB and SUP).

eWarranty number, ClaimId, connected QualityReportNumber, part number, part description, Report Status, Part Status (Tracking status), Inspection result, created date, rejected date are visible in the main menu.

In the column **Status** you can see the report status of the eWarranty request. For more information about the codes used in Status click “Info” icon and/or see Appendix 1.

In the column **Tracking Status** you can see the actual physical status of the parts, for more info on Tracking Status (=Part status) see Appendix 2.

The information in My Open Cases can be sorted according to any of the columns.

My open eWarranty cases										Number of open cases: 13
WarrantyNo	Select	ClaimId	QualityReportNo	PartNo	Description	Status ⓘ	Tracking Status	Inspection result	Created date	Rejected date
W012943	<input type="checkbox"/>	D1382039		51.26101-7336	DREHSTROMGENERATOR 28V/120A	SUP	Part at Supplier for Analysis		2022-04-12	
W012804	<input type="checkbox"/>	D0795069		51.26201-7263	STARTER 85P50 24V Z12	PUB	Part on the way to supplier	Rejected	2022-04-12	
W009626	<input type="checkbox"/>	D5031783		51.26101-7348	DREHSTROMGENERATOR 28V/120A	SUP	Part at Supplier for Analysis	Supplier	2022-04-06	2022-04-14
W009043	<input type="checkbox"/>	D0785447		51.26101-7346	DREHSTROMGENERATOR 28V/120A	PUB	Part on the way to supplier		2022-04-05	
W007457	<input type="checkbox"/>	D6611132		51.26101-7356	DREHSTROMGENERATOR 28V/120A	PUB	Part on the way to supplier		2022-04-05	
W007323	<input type="checkbox"/>	E5793273		51.26201-7288	STARTER 24V 7KW	PUB	Part on the way to supplier		2022-04-05	
W006984	<input type="checkbox"/>	K1010763		51.26201-7236	STARTER 85P50 24V Z12	PUB	Part on the way to supplier		2022-04-05	
W006656	<input type="checkbox"/>	E5085551		51.26101-7356	DREHSTROMGENERATOR 28V/120A	PUB	Part on the way to supplier		2022-04-05	
W006579	<input type="checkbox"/>	E9076332		51.26201-7236	STARTER 85P50 24V Z12	PUB	Part on the way to supplier		2022-04-01	
W006362	<input type="checkbox"/>	D0432705		51.26101-7347	DREHSTROMGENERATOR 28V/120A	SUP	Part at MAN / Scania for joint analysis		2022-03-31	
Page 1 of 2										
12										
							Select All	View All	Handle Selected Warranty	

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3. Handling of eWarranty Case(s)

3.1 Open eWarranty case(s)

To open an eWarranty claim, click on the eWarrantyNo. The eWarranty claim will open in a new window.

✕

Part & Claim Information

History

Scania/MAN Inspection Result

Tracking Information

Supplier Information

Dialogue with Supplier

Supplier Analysis & Scania/MAN Decision

Report status: Published

Scania/MAN Part and Claim Information ^

Claim ID	eWarranty ID	Part number reported from field	Part description	Part number claimed	Part description	Claim responsible	Country	Service partner	Product type	Chassi nu
D0795069	W00012804	51.26201-7263	STARTER 85P50 24V Z12	51.26201-7263	STARTER 85P50 24V Z12			D079 - MAN Truck & Bus Deutschland GmbH, Service Plauen	Truck	WMAN13ZZ6M

If you want to open and process several claims at once you could select the relevant eWarranty claims by activating the tickbox "Select"

My open eWarranty cases

WarrantyNo	Select	ClaimId
W012943	<input checked="" type="checkbox"/>	D1382039
W009626	<input type="checkbox"/>	D5031783
W006362	<input type="checkbox"/>	D0432705
W006325	<input type="checkbox"/>	P1046408
W012804	<input type="checkbox"/>	r0795069
W008043	<input checked="" type="checkbox"/>	D0785447

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Select all eWarranty claims by pressing "Select all"

My open eWarranty cases

Number of open cases: 13

WarrantyNo	Select	ClaimId	QualityReportNo	PartNo	Description	Status	Tracking Status	Inspection result	Created date	Rejected date
W012943	<input checked="" type="checkbox"/>	D1382039		51.26101-7336	DREHSTROMGENERATOR 28V/120A	SUP	Part at Supplier for Analysis		2022-04-12	
W009626	<input type="checkbox"/>	D5031783		51.26101-7348	DREHSTROMGENERATOR 28V/120A	SUP	Part at Supplier for Analysis	Supplier	2022-04-06	2022-04-14
W006362	<input type="checkbox"/>	D0432705		51.26101-7347	DREHSTROMGENERATOR 28V/120A	SUP	Part at MAN / Scania for joint analysis		2022-03-31	
W006325	<input type="checkbox"/>	P1046408		51.26201-7306	STARTER 10SP70 24V M KORROSIONSSCHUTZ	SUP	Part at MAN / Scania for joint analysis		2022-03-31	
W012804	<input type="checkbox"/>	D0795069		51.26201-7263	STARTER 85P50 24V Z12	PUB	Part on the way to supplier	Rejected	2022-04-12	
W008043	<input checked="" type="checkbox"/>	D0785447		51.26101-7346	DREHSTROMGENERATOR 28V/120A	PUB	Part on the way to supplier		2022-04-05	
W007457	<input type="checkbox"/>	D5611132		51.26101-7356	DREHSTROMGENERATOR 28V/120A	PUB	Part on the way to supplier		2022-04-05	
W007323	<input checked="" type="checkbox"/>	E5793273		51.26201-7288	STARTER 24V 7KW	PUB	Part on the way to supplier		2022-04-05	
W006984	<input type="checkbox"/>	K1010763		51.26201-7236	STARTER 85P50 24V Z12	PUB	Part on the way to supplier		2022-04-05	
W006656	<input type="checkbox"/>	E5085551		51.26101-7356	DREHSTROMGENERATOR 28V/120A	PUB	Part on the way to supplier		2022-04-05	

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Select All View All Handle Selected Warranty

After you have done your selection click "Handle Selected Warranty". The selected eWarranty's will open as a Group:

Part & Claim Information		History	Scania/MAN Inspection Result	Tracking Information	Supplier Information	Dialogue with Supplier	Supplier Analysis & Scania/MAN Decision								
Editing is disabled. Page contains claims with different report and/or part statuses. Show claims with report status: Published, Supplier working Show claims with part status: Part on the way to supplier, Part at Supplier for Analysis															
Scania/MAN Part and Claim Information															
Claim ID	eWarranty ID	Part number reported from field	Part description	Part number claimed	Part description	Claim responsible	Country	Service partner	Product type	Chassi number	Reason for claim	Assembly date	Delivery date / Registration date	Spare part fitted	Repair date
E5793273	W00007323	51.26201-7288	STARTER 24V 7KW	51.26201-7288	STARTER 24V 7KW			E579 - SP LERIDA DISTRIBUCI	Truck	WMA06KZZ2MM879823	REPARAR RUJICO MOTOR ARRANQUE A...		2021-03-05		2022-02-23
D0785447	W00008043	51.26101-7346	DREHSTROMGENERATOR 28V/120A	51.26101-7346	DREHSTROMGENERATOR 28V/120A			D078 - MAN Truck & Bus Deutschland GmbH, Service und Verkauf Dresden-Nickern	Bus	WMA12CZZ2LT034450	7094TA		2021-08-02		2022-02-23
D1382039	W00012943	51.26101-7337	DREHSTROMGENERATOR 28V/120A	51.26101-7336	DREHSTROMGENERATOR 28V/120A			D138 - MAN Truck & Bus Deutschland GmbH, Service Hirschberg (Mannheim)	Bus	WAGP20ZZ2LT031957	LIN BLOCKIERT ...		2021-06-17		2022-03-29

Please note: Editing will be disabled if you have opened claims with differing Report and/or Part status. You could easily filter by clicking on the wished and [blue](#) underlined Report Status or Part status

3.2 View eWarranty information

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When you have opened eWarranty claim(s) you will receive different information in different tabs.

Tab “Part & Claim information”

Part & Claim Information	History	Scania/MAN Inspection Result	Tracking Information	Supplier Information	Dialogue with Supplier	Supplier Analysis & Scania/MAN Decision
-------------------------------------	---------	------------------------------	----------------------	----------------------	------------------------	---

Here you will receive basic information about the claim.

For MAN provided information is:

Scania/MAN Part and Claim Information

Claim ID	eWarranty ID	Part number reported from field	Part description	Part number claimed	Part description	Claim responsible	Country	Service partner	Product type	Chassi number	Reason for claim	Assembly date	Delivery date / Registration date	Spare part fitted	Repair date		
Days in use	Milage (km)	Operating hours (h)	Milage since last repair	Operating hours since last repair (h)	Quantity	Manufacturing code / Serial number	FRAS / FMP number	Analyzing plant	Part to be handled as	Special incident	Damage causing part	Failing area	Type code & description	Defect location	Failure code & description	Author incident	Vehicle delivery date
MAN engine number		MAN engine type	MAN transmission number	MAN warranty ID	MAN warranty date												

Tab “History”:

Part & Claim Information	History	Scania/MAN Inspection Result	Tracking Information	Supplier Information	Dialogue with Supplier	Supplier Analysis & Scania/MAN Decision
--------------------------	----------------	------------------------------	----------------------	----------------------	------------------------	---

This tab will give you a full view about changes that have been logged in the system.

History

Claim ID	eWarranty ID					
D0785447	W00008043	Report status history				
		Change in	Old value	New value	Change user id	Change date
		WarrantyStatus	PRE 1 Part ready for Analysis	PUB 2a Part on the way to supplier		2022-04-14 11:15:41
		Show more Show less				
		Claim details history				
		Change in	Old value	New value	Change user id	Change date
		WarrantyStatusCode	PRE	PUB		2022-04-14 11:15:41
		Show more Show less				

Tab “Scania/MAN inspection result”

Part & Claim Information	History	Scania/MAN Inspection Result	Tracking Information	Supplier Information	Dialogue with Supplier	Supplier Analysis & Scania/MAN Decision
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This tab will provide you additional information entered by Scania/MAN claim responsible concerning inspections done by customer:

Scania/MAN Inspection Result

Claim ID	eWarranty ID	Inspection result description	Inspection result attachments
D0785447	W00008043		
D0795069	W00012804	Test : 2022-04-12 11:08:19	a_392255.pdf 2022-04-12 11:09:34

Tab “Tracking information”:

Part & Claim Information	History	Scania/MAN Inspection Result	Tracking Information	Supplier Information	Dialogue with Supplier	Supplier Analysis & Scania/MAN Decision
--------------------------	---------	------------------------------	-----------------------------	----------------------	------------------------	---

This tab will give you information about the actual “Part Status” and delivery details from Scania/MAN.

Supplier will need to update if delivery was received by ticking the related tickbox “Supplier received”. Received date will be logged.

Additionally the supplier has the possibility to enter a “supplier account number” (DHL, TNT, UPS etc.) if return delivery should be done on suppliers account.

Tracking Information

Claim ID	eWarranty ID	Part status code	Part status	Box ID	LKZ + index	Claim responsible	Analysing plant	Delivery note number	Date left Scania/MAN	Transport company/carrier	Supplier account number	Supplier received	Received date
D0785447	W00008043	2a	Part on the way to supplier	MAN_0000030	MIBI	Johannes Vogl	MAN Nürnberg					<input type="checkbox"/>	
D0795069	W00012804	2a	Part on the way to supplier	MAN_0000037	MIBI	Bert Kasigkeit	MAN Nürnberg					Yes	2022-04-14

Tab “Supplier information”:

Part & Claim Information	History	Scania/MAN Inspection Result	Tracking Information	Supplier Information	Dialogue with Supplier	Supplier Analysis & Scania/MAN Decision
--------------------------	---------	------------------------------	----------------------	-----------------------------	------------------------	---

This tab will show supplier account details:

Supplier Information

Claim ID	eWarranty ID	Part number	Part description	Supplier number	Supplier name	DUNS number	Address	Goods address	LKZ + index	Responsible at supplier
----------	--------------	-------------	------------------	-----------------	---------------	-------------	---------	---------------	-------------	-------------------------

“Responsible at supplier” will be preset with “Main Responsible eWarranty” and could be changed to any other available supplier user in this tab.

Change responsible

Return Goods address for filed claim parts must be entered by supplier in database. Both settings, “Main Responsible eWarranty” and “Return Goods address” could be maintained in



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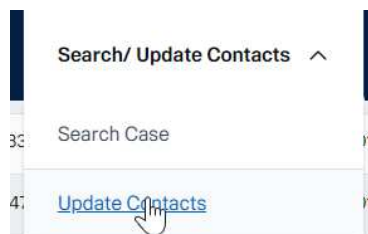
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LKZ+Index will be shown exclusively for MAN and is not available for Scania.

Tab “Dialogue with supplier”:



This tab allows MAN/SCANIA and supplier to communicate and document communication related to a Warranty claim. MAN/SCANIA can even add attachments.

Dialogue between Scania/MAN and Supplier

Claim ID	eWarranty ID	Dialogue	Dialogue attachments
	W00008043	<p>99116123_02: 2022-04-21 16:59:12 dialogue box allows MAN/SCANIA and supplier to communicate and document communication related to Warranty claim; MAN/SCANIA can even add attachments</p> <p>D0785447</p> <p>99116123_02: 2022-04-21 16:57:20 blablabla</p>	
	W00012804	<p>99116123_02: 2022-04-21 16:59:12 dialogue box allows MAN/SCANIA and supplier to communicate and document communication related to Warranty claim; MAN/SCANIA can even add attachments</p> <p>D0795069</p> <p>99116123_02: 2022-04-21 16:57:20 blablabla</p> <p>Show more Show less</p>	
<div>Add comment 2000</div>			

Tab “Supplier Analysis & Scania/MAN Decision”:



This tab will be blocked until Part receipt was confirmed in tab “Tracking information”. Supplier needs to enter “supplier inspection result”, and depending on result “supplier rejection reason”, “supplier failure area”, “supplier failure description”. “Description of quality investigation results & conclusion” and “Supplier attachments” are optional.

Supplier Analysis & Scania/MAN Decision

Claim ID	eWarranty ID	Supplier inspection result	Supplier rejection reason	Supplier failure area	Supplier failure description	Description of quality investigation results & conclusion	Supplier attachments	Decision comments	Current decision
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3.3 Work with eWarranty claim(s)

First contact to supplier will be when Scania/MAN

- publishes an eWarranty by changing Part/Tracking status to “Part on the way to supplier” or
- changes Report Status to “SUP” when being in Part/Tracking status “Part at MAN / Scania for joint analysis”

3.3.1 Report status “PUB”, Part/tracking status “Part on the way to supplier”

Step 1:

Select one or several eWarranty's in area “My open eWarranty cases” by activating

Select textbox and click “Handle Selected Warranty”:

My open eWarranty cases

Number of open cases: 13

Warranty ID	Select	Claim ID	Qualifire/Description	Part ID	Description	Status	Tracking Status	Inspection result	Created date	Rejected date
W00000000	<input type="checkbox"/>	D1362039		51.26101-7356		SUP	Part at Supplier for Analysis		2022-04-12	
W00000001	<input checked="" type="checkbox"/>	D0785447		51.26101-7346		PUB	Part on the way to supplier		2022-04-05	
W00000002	<input checked="" type="checkbox"/>	D5611132		51.26101-7356		PUB	Part on the way to supplier		2022-04-05	
W00000003	<input type="checkbox"/>	E5793273		51.26201-7288		PUB	Part on the way to supplier		2022-04-05	
W00000004	<input type="checkbox"/>	K1010763		51.26201-7236		PUB	Part on the way to supplier		2022-04-05	
W00000005	<input type="checkbox"/>	E5085551		51.26101-7356		PUB	Part on the way to supplier		2022-04-05	
W00000006	<input type="checkbox"/>	E5076332		51.26201-7236		PUB	Part on the way to supplier		2022-04-01	
W00000007	<input type="checkbox"/>	D0432795		51.26101-7347		SUP	Part at MAN / Scania for joint analysis		2022-03-31	
W00000008	<input type="checkbox"/>	P1046408		51.26201-7308		SUP	Part at MAN / Scania for joint analysis		2022-03-31	
W00000009	<input type="checkbox"/>	A1048324		51.26212-0037		PUB	Part on the way to supplier		2022-03-31	

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[Select All](#)
[View All](#)
[Handle Selected Warranty](#)

The selected eWarranty's will open in following view:

Part & Claim Information

History

Scania/MAN Inspection Result

Tracking Information

Supplier Information

Dialogue with Supplier

Supplier Analysis & Scania/MAN Decision

Report status: Published

Scania/MAN Part and Claim Information

Claim ID	eWarranty ID	Part number reported from field	Part description	Part number claimed	Part description	Claim responsible	Country	Service partner	Product type	Chassi number	Reason for claim	Assembly date
D5611132	W00007457	51.26101-7356	DREHSTROMGENERATOR 28V/120A	51.26101-7356	DREHSTROMGENERATOR 28V/120A	Johannes Vogl		D561 - Händler u. Schneider GmbH, MAN Servicepartner	Truck	WMA74S2Z3MM873663		
D0785447	W00008043	51.26101-7346	DREHSTROMGENERATOR 28V/120A	51.26101-7346	DREHSTROMGENERATOR 28V/120A	Johannes Vogl		D078 - MAN Truck & Bus Deutschland GmbH, Service und Verkauf Dresden-Nickern	Bus	WMA12C2Z2LT034450	7094TA	

Step 2:

You can now check all available information and leave some message in tab “Dialogue with supplier”



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Johannes Vogl / MAN BQS

Telefon/Phone

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Part & Claim Information

History

Scania/MAN Inspection Result

Tracking Information

Supplier Information

Dialogue with Supplier

Supplier Analysis & Scania/MAN Decision

Report status: Published

Dialogue between Scania/MAN and Supplier

Claim ID	eWarranty ID	Dialogue	Dialogue attachments
D0811132	W00007457	<div>99116123_02 : 2022-04-22 15:05:58 I'm writing slow because you can't read so fast</div> <div>99116123_02 : 2022-04-22 15:05:08 Sais</div> <div>Show more Show less</div>	
D0780447	W00008043	<div>99116123_02 : 2022-04-22 15:05:58 I'm writing slow because you can't read so fast</div> <div>99116123_02 : 2022-04-22 15:05:08 Sais</div> <div>Show more Show less</div>	

Add comment 2000

or change responsible users in tab “Supplier information”:

Part & Claim Information

History

Scania/MAN Inspection Result

Tracking Information

Supplier Information

Dialogue with Supplier

Supplier Analysis & Scania/MAN Decision

Report status: Published

Supplier information

Claim ID	eWarranty ID	Part number	Part description	Supplier number	Supplier name	DUNS number	Address	Goods address	LKZ + index	Responsible at supplier
D0811132	W00007457	51261017346								
D0780447	W00008043	51261017346								

Change responsible

▼ Update

Step 3:

If you have received parts physically please confirm receipt in tab “tracking information” by activating tickbox “supplier received” for relevant eWarranty’s or by using “Check all” button. Press “Update for checked claims” to save this information:

Part & Claim Information

History

Scania/MAN Inspection Result

Tracking Information

Supplier Information

Dialogue with Supplier

Supplier Analysis & Scania/MAN Decision

Report status: Published

Tracking information

Claim ID	eWarranty ID	Part status code	Part status	Box ID	LKZ + index	Claim responsible	Analysing plant	Delivery note number	Date left Scania/MAN	Transport company/carrier	Supplier account number	Supplier received	Received date
D0811132	W00007457	2a	Part on the way to supplier	MAN_0000030	MBI	Johannes Vogl	MAN Nürnberg					<input type="checkbox"/>	
D0780447	W00008043	2a	Part on the way to supplier	MAN_0000030	MBI	Johannes Vogl	MAN Nürnberg					<input type="checkbox"/>	

Update account number

Check all Update for checked claims

The report status will change from “Published” to “Supplier working” , the received date will be saved:

**SCANIA**

Dokumentnamn/Document name

Info klass/Info class

User_guide_eWarranty_Supplier_v1I

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

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Part & Claim Information	History	Scania/MAN Inspection Result	Tracking Information	Supplier Information	Dialogue with Supplier	Supplier Analysis & Scania/MAN Decision							
Report status: Supplier working													
Tracking Information													
Claim ID	eWarranty ID	Part status code	Part status	Box ID	LKZ + index	Claim responsible	Analysing plant	Delivery note number	Date left Scania/MAN	Transport company/carrier	Supplier account number	Supplier received	Received date
D5611132	W00007457	2	Part at Supplier for Analysis	MAN_0000030	MI81	Johannes Vogl	MAN Nürnberg					Yes	2022-04-22
D0785447	W00008043	2	Part at Supplier for Analysis	MAN_0000030	MI81	Johannes Vogl	MAN Nürnberg					Yes	2022-04-22
<input type="button" value="Update account number"/> <input type="button" value="Check all"/> <input type="button" value="Update for checked claims"/>													

Step 4:

In status “Supplier working” it will be possible to document your analysis result in tab “Supplier analysis & Scania/MAN decision”:

You will have the choice to choose

- Supplier (=Accepted)
- Rejected or
- Design/Concept

Part & Claim Information	History	Scania/MAN Inspection Result	Tracking Information	Supplier Information	Dialogue with Supplier	Supplier Analysis & Scania/MAN Decision			
Report status: Supplier working									
Supplier Analysis & Scania/MAN Decision									
Claim ID	eWarranty ID	Supplier inspection result	Supplier rejection reason	Supplier failure area	Supplier failure description	Description of quality investigation results & conclusion	Supplier attachments	Decision comments	Current decision
D5611132	W00007457	Supplier							Open
D0785447	W00008043								Open
<input type="button" value="Update All"/> <input type="button" value="Datei auswählen"/> <input type="button" value="Keine Datei ausgewählt"/> <input type="button" value="Add file"/>									

When choosing “rejected” it will be mandatory to choose a supplier rejection reason:

Supplier inspection result	Supplier rejection reason
Rejected	
	MAN/Scania Production/Process MAN/Scania Workshop Customer Ok after analysis Out of Warranty

**SCANIA**

Dokumentnamn/Document name

User_guide_eWarranty_Supplier_v11

Info klass/Info class

Kod/Code

Godkänd/Approved by

Lagringsdata/File

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It will also be mandatory to choose “Supplier failure area” and “supplier failure description” for all inspection results except

- Rejected – OK after analysis
- Rejected – Out of warranty

Feel free to enter additional “Description of quality investigation results & conclusion” and/or to upload “Supplier attachments”

Part & Claim Information	History	Scania/MAN Inspection Result	Tracking Information	Supplier Information	Dialogue with Supplier	Supplier Analysis & Scania/MAN Decision			
Report status: Supplier working									
Supplier Analysis & Scania/MAN Decision									
Claim ID	eWarranty ID	Supplier inspection result	Supplier rejection reason	Supplier failure area	Supplier failure description	Description of quality investigation results & conclusion	Supplier attachments	Decision comments	Current decision
D0611132	W00007457	Supplier		01 My failing area	02 My failure description	some space for description	Download...	2022-04-22 16:38:44	Open
D0726447	W00008043	Rejected	OK after analysis			another space for description	Download...	2022-04-22 16:38:44	Open
D1820032	W00012943	Rejected	MAN/Scania Production/Process	02 Area X1	01 Test failure description	another space for description	Download...	2022-04-22 16:38:44	Open
Update All							Date autubehör Name Date autubehör Add file		

To save inspection result(s) click “Update all” button:

Claim ID	eWarranty ID	Supplier inspection result	Supplier rejection reason	Supplier failure area	Supplier failure description
D0432705	W00006362	Rejected	OK after analysis		
Update All					

The Report status will change to “Arrived at Scania/MAN”, editing will be disabled:

Part & Claim Information	History	Scania/MAN Inspection Result	Tracking Information	Supplier Information	Dialogue with Supplier	Supplier Analysis & Scania/MAN Decision			
Report status: Arrived at Scania/MAN									
Supplier Analysis & Scania/MAN Decision									
Claim ID	eWarranty ID	Supplier inspection result	Supplier rejection reason	Supplier failure area	Supplier failure description	Description of quality investigation results & conclusion	Supplier attachments	Decision comments	Current decision
D0432705	W00006362	Rejected	OK after analysis				Download...		Open
Update All							Date autubehör Name Date autubehör Add file		

The eWarranty will disappear from your “My open eWarranty cases”:

My open eWarranty cases										Number of open cases: 13
WarrantyNo	Select	ClaimId	QualityReportNo	PartNo	Description	Status	Tracking Status	Inspection result	Created date	Rejected date
My open eWarranty cases										Number of open cases: 12
WarrantyNo	Select	ClaimId	QualityReportNo	PartNo	Description	Status	Tracking Status	Inspection result	Created date	Rejected date

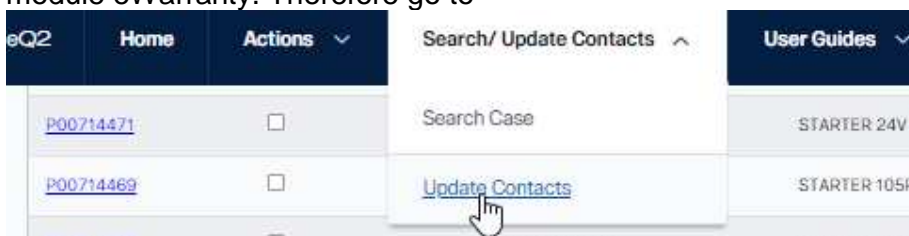
3.3.2 Report status “SUP”, Part/tracking status “Part at MAN/SCANIA for joint analysis”

It will not be needed to activate “Supplier received” tickbox as parts have been investigated jointly and were prepared for investigation.
Please follow Step 4 of 3.3.1

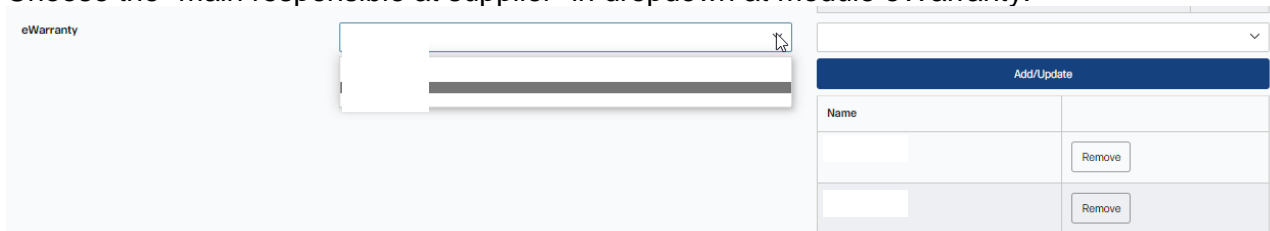
3.4 eQ²-Administration for eWarranty

3.4.1 Main responsible, mail receivers and return goods adress

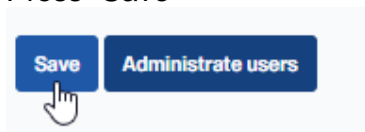
Please update Main responsables and add additional mail receivers to the module eWarranty. Therefore go to



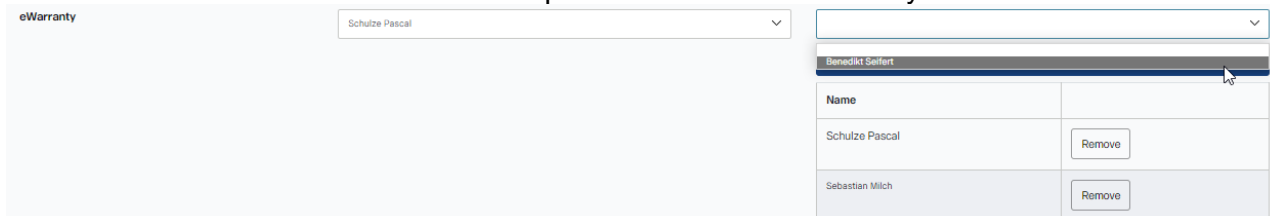
Choose the “main responsible at supplier” in dropdown at module eWarranty:



Press “Save”



Choose “additional mail receivers” in dropdown at module eWarranty:



Click “Add/Update”:

Add/Update

Press "Save"

Save

Administrate users

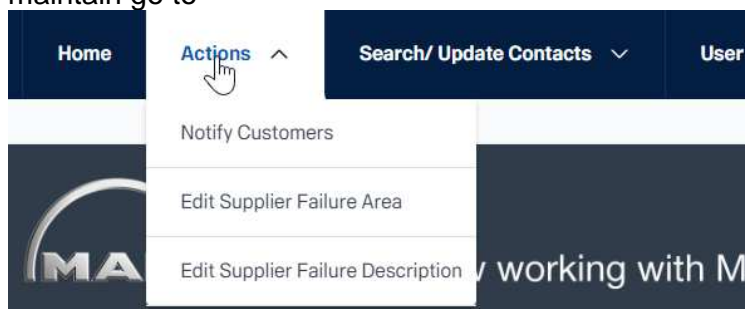
All responsables entered for eWarranty module will be informed via mail about new eWarranty's, updated eWarranty's or Reminders (see Appendix 3).

Return Goods address for field parts needs to be entered by supplier in the same area.

3.4.2 Edit "Supplier failure area" and "Supplier failure description" catalogues

To detail the supplier inspection result it will be necessary to add "supplier failure area" and "supplier failure description" for each eWarranty to be analysed.

These tables will need to be maintained by suppliers themselves. To maintain go to



Current Supplier:

And open "Edit ...":

eQ2 Home Actions Search/ Update Contacts User Guides Logout

Failing area catalogue

New failing area code

Failing Area description

Add

Failing Area Code	Failing Area	
01	Area 51a	<div style="display: inline-block; margin-right: 5px;">Edit</div> <div style="display: inline-block;">Remove</div>
02	Area 52	<div style="display: inline-block; margin-right: 5px;">Edit</div> <div style="display: inline-block;">Remove</div>

Godkänd/Approved by

Lagringsdata/File

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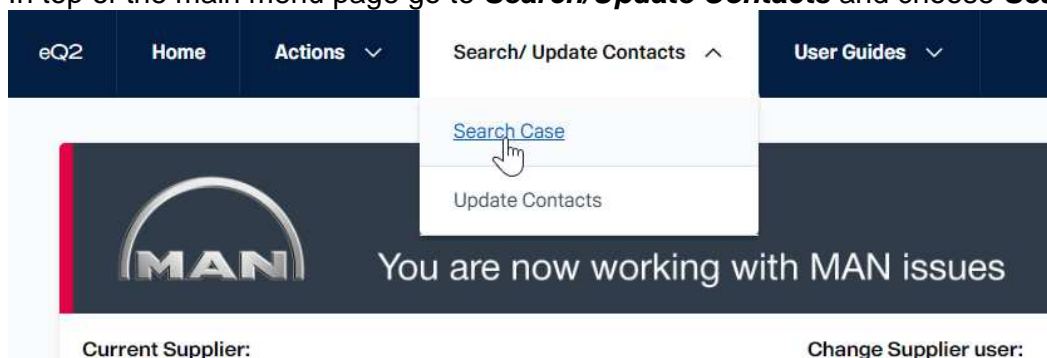
För kännedom/For information

You can add an entry by entering failure code and description and clicking “Add”.

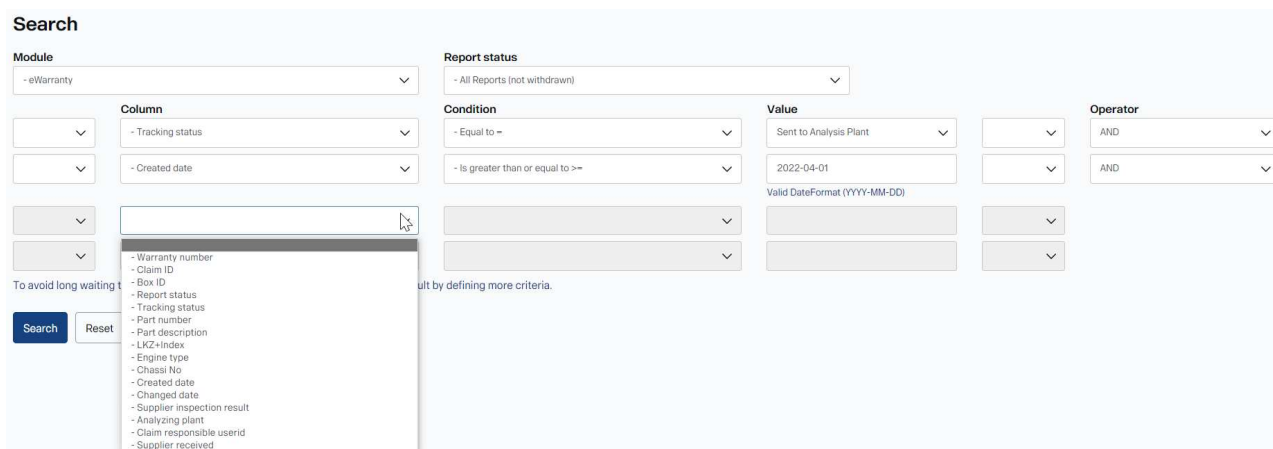
You can edit an entry by clicking “Edit”, you can remove an entry by clicking “Remove”.

3.4 Search for eWarranty claims

In top of the main menu page go to **Search/Update Contacts** and choose **Search Case**.



When the Search Case window is opened, select the eWarranty module. Choose the desired search parameters under heading **Column** and appropriate search conditions under heading **Condition**. Several conditions can be used for a Search. It is also possible to switch for all lines to another operator and select AND / OR. Enter the appropriate **Value** and press the Search button.



You can also search for different status of Reports:

**SCANIA**

Dokumentnamn/Document name

User_guide_eWarranty_Supplier_v11

Info klass/Info class

Kod/Code

Godkänd/Approved by

Lagringsdata/File

Reg nr/Reg. No.

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Search

Module

- eWarranty

Column

- Tracking status

Report status

- All Reports (not withdrawn)

- All Reports (not withdrawn)
- Open reports only
- Closed reports only
- Withdrawn from Scania/MAN

For further processing and statistics, there is a function Export to Excel available. Press “Export to Excel” button and all data included in eWarranty incidents of Search result will go to excel file.

<u>Supplier</u>	<u>Inspection Result</u>	<u>Latest Box ID</u>	<u>Reminder</u>	<u>Updated</u>	<u>Created</u>
		MAN_0000023	2022-04-27	2022-04-14	2022-04-12
Supplier		MAN_0000021	2022-04-27	2022-04-12	2022-04-08
Design/Concept		MAN_0000030	2022-04-27	2022-04-14	2022-04-06
Rejected		MAN_0000030	2022-04-27	2022-04-26	2022-04-05

Check All

Handle Selected Warranty

Export to Excel

**SCANIA**

Dokumentnamn/Document name

Info klass/Info class

User_guide_eWarranty_Supplier_v1I

Kod/Code

Godkänd/Approved by

Lagringsdata/File

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APPENDIX 1 eWarranty report status

Status Code	Status Name	Means
PRE	Preparing	eWarranty is in preparation by MAN/SCANIA
PUB	Published	eWarranty was published to the supplier
SUP	Supplier working	eWarranty published, Supplier confirmed physical receipt of claimed part, supplier started analyse
ARR	Arrived at Scania/MAN	Supplier has entered + saved analysis result in eWarranty, if required including rejection reason, supplier failure area and supplier failure description
FIN	Finalized	eWarranty closed

**SCANIA**

Dokumentnamn/Document name

Info klass/Info class

User_guide_eWarranty_Supplier_v1I

Kod/Code

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APPENDIX 2 eWarranty Part status

Part status Code	Part status name	Means
0	Part at Logistics Center	Part has arrived from Service center at MAN Central warranty area
1a	Sent to Analysis plant	Part has been sent from Logistics Center to defined Analyzing plant
1	Part ready for analysis	Part has been received in analysing plant
2a	Part on the way to supplier	Part is in transit to the supplier
2	Part at supplier for analysis	Part has been received by supplier and will be analysed or is in analysis
3	Part at MAN/SCANIA for internal analysis	Part will be internally analysed, without supplier
4	Part at MAN/SCANIA for joint analysis	Part to be or already analysed at MAN/SCANIA jointly
6	Destroyed	Part has been destroyed
7	Part sent back to workshop/service partner	Part is on the way or has been sent back to the claiming workshop/service partner
8	Remanufacturing	Part is assigned to be remanufactured or has already been remanufactured
9	Part scrapped without analysis	Part will be directly scrapped without need for analysis
10	Part on the way back to SCANIA/MAN	Part is in transit or has already been sent back to SCANIA/MAN
11	Part scrapped by supplier	Part was scrapped by the supplier, maybe during analysis or in order to be able to analyse
12	Part owned by supplier	Part is owned by the supplier as the Warranty claim was accepted
13	Report withdrawn	Report was withdrawn from MAN due to a certain reason, e.g. returned part disappeared, specification mismatch, issued on wrong supplier,...

**SCANIA**

Dokumentnamn/Document name

User_guide_eWarranty_Supplier_v1I

Info klass/Info class

Kod/Code

Godkänd/Approved by

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APPENDIX 3 mail reminders

Trigger

MailSubject

to be sent to supplier (Mail receivers + claim responsible) when publishing eWarranty claim to supplier (Report status is set to PUB)

New MAN/SCANIA eWarranty Claim from Field published to supplier (report number = #eWarrantyNo / ClaimID = #ClaimID)

MAN/SCANIA has updated an eWarranty report that is in Report status PUB, SUP, ARR; send mail to mail receivers Supplier

Answer on eWarranty Claim from MAN/Scania (report number = #eWarrantyNo / ClaimID = #ClaimID)

claim has been set to Report status "FIN", send mail to mail receivers Supplier

eWarranty Claim closed from MAN/Scania (report number = #eWarrantyNo / ClaimID = #ClaimID)

Reminder to be set to 30days after "Parts receipt" confirmation and no analysis result chosen; reminder should be sent to supplier responsible and claim responsible MAN/SCANIA

Reminder on eWarranty Claim (Report number = #eWarrantyNo / ClaimID = #ClaimID)

reminder after 21 days to supplier responsible after setting status 2a (=PUB): telling him that a new incident is available and awaits his reaction concerning parts receipt

Reminder on eWarranty Claim (Report number = #eWarrantyNo / ClaimID = #ClaimID)

reminder after 28 days to supplier responsible and claim responsible MAN/SCANIA after setting status 2a (=PUB): telling them that a new incident is available and awaits reaction concerning parts receipt at supplier

Reminder on eWarranty Claim (Report number = #eWarrantyNo / ClaimID = #ClaimID)

default reminder 42days after choosing status 2a and no opening or update of supplier in system; telling them that a new incident is available and no reaction happened --> escalation + urgent actions needed; reminder should be sent to supplier responsible and claim responsible MAN/SCANIA

Reminder on eWarranty Claim (Report number = #eWarrantyNo / ClaimID = #ClaimID)