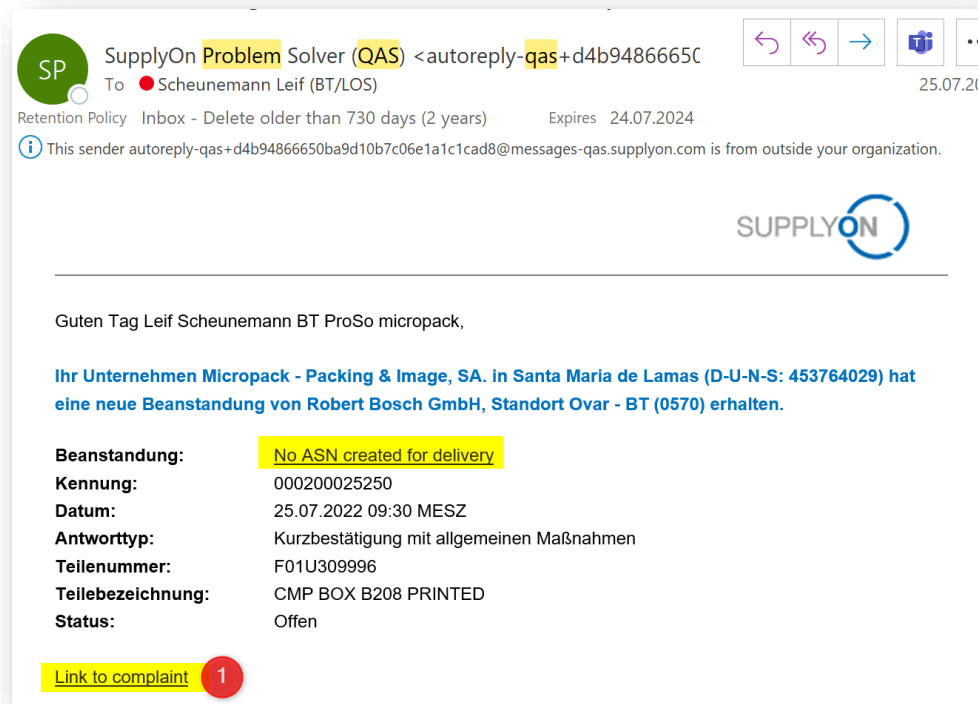


SUPPLIER VIEW

SUPPLYON

Log-Q-Incident handling

SupplyOn: E-mail notification for every new incident



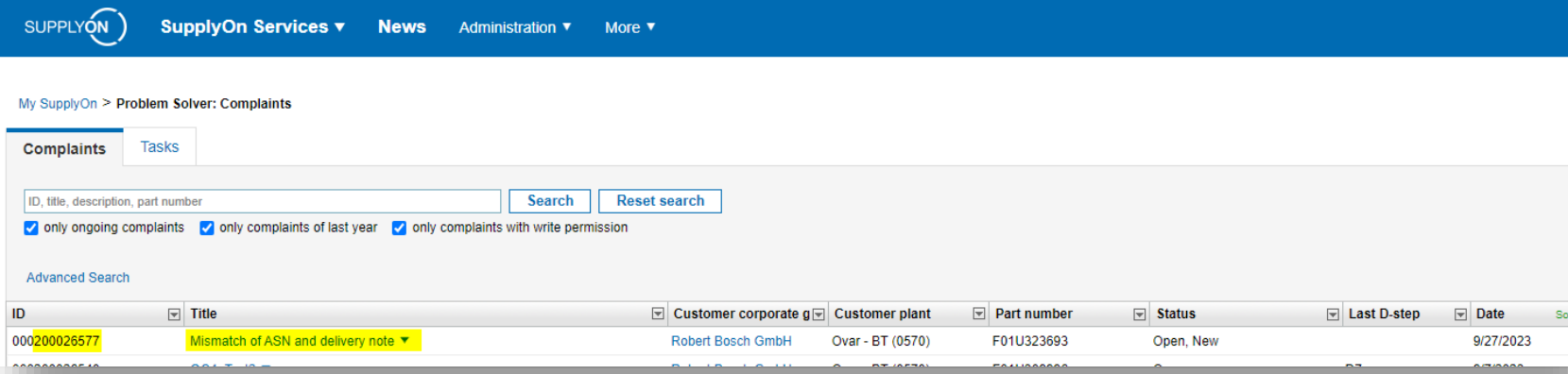
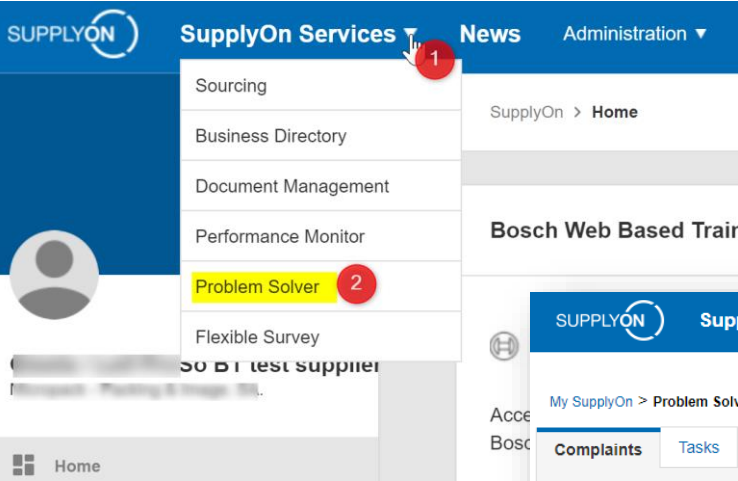
For every new incident which is created by Bosch and transferred to SupplyOn, you receive an e-mail notification from SupplyOn.

1. Click on 'Link to complaint' to view the complaint in SupplyOn

Log-Q-Incident handling

SupplyOn: Enter 'Problem Solver'

Alternative to e-mail Link
→ Login on SupplyOn and go to 'Problem Solver'



Click on the incident to enter the details.

Log-Q-Incident handling

SupplyOn: Tab 'Customer complaint'

Customer complaint | Supplier response | Status and timeline

Complaint

Customer corporate group: Robert Bosch GmbH
Customer plant: Ovar - BT (0570)
Supplier: Micropack - Packing & Image, SA.
Title: Mismatch of ASN and delivery note
Description: * 27.09.2023 15:38:25 CET (SCL6GRB) Phone +49(89)6290 1569
* ASN and delivery note show discrepancies and lead to extra work on our side
1 Purchasing document: 1340066287_00010
Response type: Short confirmation

Details

ID: 2 000200026577	Type: Other
System ID: SAPQCC4011	Complaint date: 5 9/27/2023
Item number:	Appearance date: 9/27/2023
Recurrence indicator:	Severity:
Part information	
Part number: 3 F01U323693	Part name: CMP BOX-RFPR-12 PIR Motion Sensor W/ART
Part index:	Production date (cust.):
Serial number:	Batch number:
Quantities	
Complaint quantity: 1,000 Piece (ISO PCE)	PPM relevant qty.: 0 Piece (ISO PCE)
Delivery quantity:	Delivery note:
Return delivery quantity: 0 Piece (ISO PCE)	
Attachments: 20230927154020_N0000_test__xlsx.xls (8 KB) 4 Details	

Overview of Logistics-Quality-Incident:

1. Purchase document number
2. Incident number from Bosch
3. Material number
4. Attachments → click to open
5. Date of complaint creation

Log-Q-Incident handling

SupplyOn: Tab 'Supplier response' (example: Short Notification)

Customer complaint **Supplier response** Status and timeline

Basic data

Comment to customer:

Attachments: No attachments were uploaded. **Upload** Manage attachments
CTRL key for multiple upload.

Supplier-internal data

Internal reference no:

Internal Part Number:

Internal Notes:

Internal Date:

Listbox: Label 1
 Label 2
 Label 3
 Label 4

Dropdown:

Team

3 Add team member

Name	Position	E-mail	Authorization	Team leader
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4 Save and submit to customer Save as draft Cancel More ▾

Supplier response:

1. Write your comments and explanations regarding the incident here (these are transferred to Bosch)
2. Possibility to put attachments (e.g. photos, pdf, etc.)
3. One responsible person from your company must be listed as responsible for the incident.
4. When you have all input provided, you save and send this to Bosch

Message: successful transmission

My SupplyOn > Problem Solver: Complaints

The complaint 000200026577 has been saved and submitted to the customer.

Log-Q-Incident handling

SupplyOn: Tab 'Supplier response' (example: 3D-Report)

Mismatch of ASN and delivery note (000200026606)

[Save and submit to customer](#) [Save as draft](#) [Cancel](#)

Customer complaint **Supplier response** Status and timeline

Basic data 1

Production date (supplier): **A** 10/24/2023

Accepted defective quantity: **B** 0 Complaint quantity: 2,000 Piece (ISO PCE)

Comment to customer: **2** We are fine with the incident and will train the logistics staff.

Attachments: Y2_Test.pdf (284 KB);
[Upload](#) | [Manage attachments](#)
CTRL key for multiple upload.

Team 3 [Add team member](#)

Name	Position	E-mail	Authorization	Team leader
Scheunemann, Leif		leif.scheunemann@de.bosch.com	No access	<input checked="" type="checkbox"/>

General actions 4 [Add action](#)

Title	Status	Planned implementation	Actual implementation
Logistics training	Submitted	10/24/2023 11:59 PM CEST	10/23/2023 11:59 PM CEST

5 [Save and submit to customer](#) [Save as draft](#) [Cancel](#) [More](#)

Supplier response:

1. Provide the basic data, like:
 - a. Activation date of the correction
 - b. Accepted defective quantity
2. Text box for additional explanation and information
3. One responsible person from your company must be listed as responsible for the incident
4. Mandatory to provide an 'action' – please describe the activity and provide an implementation date
5. When you have all input provided, you save and send this to Bosch

Message: successful transmission

[My SupplyOn](#) > Problem Solver: Complaints

The complaint 000200026577 has been saved and submitted to the customer.

(Section 'Supplier internal data' is not transferred to Bosch SAP – here you can put your own notes if you want. Otherwise leave empty)