SUPPLIER VIEW

SUPPLYON

Log-Q-Incident handling SupplyOn: E-mail notification for every new incident



Beanstandung:	No ASN created for delivery
Kennung:	000200025250
Datum:	25.07.2022 09:30 MESZ
Antworttyp:	Kurzbestätigung mit allgemeinen Maßnahmen
Teilenummer:	F01U309996
Teilebezeichnung:	CMP BOX B208 PRINTED
Status:	Offen

Link to complain

BT/LOG | 2022-07-22

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

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

© 2001/2:R @lossdtH3GeadbH2O1abcA&lifightesce&&hrightsaleeeneged.cling any disposal, exploitation, reproduction, editing, distribution, as well as in the event of applications for industrial property rights



Log-Q-Incident handling SupplyOn: Enter 'Problem Solver'

SUPPLYON)	SupplyOn Services	News Administration ▼		Alternative to e-m	ail Link					
	Sourcing	SupplyOn > Home	•	→ Login on Sunn	vOn an	d go to '	Problem	n Solver	,,	
	Business Directory	Supplyon / Home			y On an		i i obicii			
	Document Management									
	Performance Monitor	Bosch Web Based Tra	in							
	Problem Solver 2 Flexible Survey		pplyOn Services ▼ News	Administration V More V						
Topat Paling		Acce	lver: Complaints							ľ
Home		BOSC Complaints Tasks								
		ID, title, description, part num	ber 🕜 only complaints of last year 💟 only	Search Reset search complaints with write permission						I
		ID 💌	Title		e g 🖃 Customer plant	Part number	▼ Status	▼ Last D-step	▼ Date Set	~
		000200026577	Mismatch of ASN and delivery note ▼	Robert Bosch GmbH	Ovar - BT (0570)	F01U323693	Open, New	83	9/27/2023	

Click on the incident to enter the details.



Log-Q-Incident handling SupplyOn: Tab 'Customer complaint'

Customer compla	int 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 not	te			
Description:	* 27.09.2023 15:38:25 CET (SCL6G * ASN and delivery note show discre- side. Purchasing document:1340066287	RB) Phone +49(89)6290 156 epancies and lead to extra wo _00010	19 rrk on our		
Response type:	Short confirmation				
Details					
ID: 2	000200026577			Type:	Other
System ID:	SAP0QC4011			Complaint date:	9/27/2023 5
					•
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 quantit	ty:0 Piece (ISO PCE)				
Attachments:	20230927154020_N0000_test	xisx.xis (8 KB);			
	Details	4			

Overview of Logistics-Quality-Incident:

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

) BT/LOG | 2022-07-22

© 2001/br/R Glocath/E01abr/LE01abr/Alifightes:cellerightsaleerregat/cling any disposal, exploitation, reproduction, editing, distribution, as well as in the event of applications for industrial property rights



Log-Q-Incident handling SupplyOn: Tab 'Supplier response' (example: Short Notification)

				4 Save and	I submit to customer	Save as draft	Cancel	More 🔻	
Name	Position		E-mail	Aut	thorization				Team leader
				(3 > Add team membe	er			
Team									
	Label 4								
	Label 2 Label 3								
Listbox:	Label 1				Dropdown:			¥	
Internal Notes:					Internal Date:			•	
Internal reference no:					Internal Part Nur	nber:			
Supplier-internal data									
	lo attachments were uploaded. Upload Manage attachments CTRL key for multiple upload.								
Attachmanta									
Comment to customer:		0							
Basic data									
Customer complaint	Supplier response	Status and timeline							

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

) BT/LOG | 2022-07-22

© 2016:R divest/BGschHL20120rdb/db/fightes:edu/wightsaleoorageat/ding any disposal, exploitation, reproduction, editing, distribution, as well as in the event of applications for industrial property rights



Log-Q-Incident handling SupplyOn: Tab 'Supplier response' (example: 3D-Report)

					Save and submit to customer	Save as draft Cano
Cust	omer complaint	Supplier response	Status and timelin	ne		
Basic	: data 🚺					
'roduc suppli	ction date	10/24/2023				
ccept uantit	ed defective	0			Complaint quantity:	2,000 Piece (ISO PCE)
omm	ent to customer:	We are fine with the incident and	will train the logistics staff.			
ttachr	ments:	(2_Test.pdf (284 KB); Upload Manage attachments CTRL key for multiple upload.	3			
Attachr Feam	ments:	(2_Test.pdf (284 KB); Upload Manage attachments CTRL key for multiple upload.	3	3 → Add team mer	тber	
ttachr eam	ments:	/2_Test.pdf (284 KB); Upload Manage attachments <i>CTRL key for multiple upload</i> .	3 sition E-n	3 → Add team mer	nberAuthorization	Team leade
ittachr ieam ame	ments:	/2_Test.pdf (284 KB); Upload Manage attachments CTRL key for multiple upload.	sition E-n left	all scheunemann@de.bosch.com	No access	Team leade
Attachr Feam ame cheuner General	ments:	/2_Test.pdf (284 KB); Upload Manage attachments CTRL key for multiple upload.	sition E-m lof	3 → Add team mer nall scheunemann@de.bosch.com	ttber Authorization No access	Team leade
Attachr Team Iame Icheuner General	ments:	/2_Test.pdf (284 KB): Upload Manage attachments CTRL key for multiple upload.	s sition E-n leit	3 → Add team mer nall scheunemann@de bosch.com	nber Authorization No access	Team leade
Team ame cheuner	ments:	/2_Test.pdf (284 KB); Upload Manage attachments CTRL key for multiple upload. Poo	sition E-n lef	3 ▶ Add team mer nall scheunemann@de bosch.com 4 ▶ Add action Planned implementation	No access	Team leade

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)

) BT/LOG | 2022-07-22

© 2012: R Guest/BGschH.2012: Add Hightes: Add mights: A degree and the property rights are a set of applications for industrial property rights

