

In this Quick Reference Guide: **WE EXPLORE QUALITY REVIEW PROCESS**

CREATE A QUALITY REVIEW – SUPPLIER INITIATED

- From the Homepage:
1. Click on **Quality > Review**.
 2. Click **Create Quality Review**.

Quality ▾
Review

Quality review
Search filters
Create Quality Review

CHANGE REQUEST

1. Fulfill the mandatory fields marked with asterisk (*).
2. Select **Change Request** as a review type.
3. Select **Supplier part no.** and description from drop down list. Customer part no. and description will auto-populate.
4. Supplier can enter the comments and attachments, which will be viewed by the customer.
5. Click on **Submit** to post a quality review.
6. A Green Ribbon indicates the record has been created, click on **Done**

Create quality review

Subject*
Priority
Due date

Details
Customer*
Customer location
Review type*
Review no.*
Line of business
Product family
Reference no.

Impacted part
Customer part no. and description
Supplier part no. and description

Comment
Write your comment here.

Cancel
Submit

Review details
Details
History

The review has been created.

CUSTOMER COMPLAINT

1. Fulfill the mandatory fields marked with asterisk (*).
2. Select **Customer Complaint** as a review type.
3. Enter **Supplier batch** by entering the first character of the batch number. Customer batch will auto-populate.
4. Supplier can enter the comments and attachments, which will be viewed by the customer.
5. Click on **Submit** to post a quality review.
6. A Green Ribbon indicates the record has been created, click on **Done**

Create quality review

Subject*
Priority
Due date

Details
Customer*
Customer location
Review type*
Review no.*
Line of business
Product family
Reference no.
Sample available

Impacted batches and parts
Customer batch
Supplier batch
Customer part no. and description
Supplier part no. and description

Comment
Write your comment here.

Submit

Review details
Details
History

The review has been created.

REVIEW TYPE – GENERAL

1. Fulfill the mandatory fields marked with asterisk (*).
2. Select **General** as a review type.
3. Fulfill impacted batches and parts.
4. Supplier can enter the comments and attachments, which will be viewed by the customer.
5. Click on **Submit** to post a quality review.
6. A Green Ribbon indicates the record has been created, click on **Done**

Create quality review

Subject*
Priority
Due date

Details
Customer*
Customer location
Review type*
Review no.*
Line of business
Product family
Related document
Item no.
Reference no.

Impacted batches and parts
Customer batch
Supplier batch
Customer part no. and description
Supplier part no. and description

Comment
Write your comment here.

Cancel
Submit

Review details
Details
History

The review has been created.

VIEW CREATED QUALITY REVIEW

- From the Homepage:
1. Click on **Quality > Review**.
 2. Use search filters to identify the item.
 3. Click the Subject column for the item to review or edit the details.
 4. You can show / hide the columns in your view by clicking the customize icon.

SAP Business Network Enterprise Account

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Quality review
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Supplier batch
Customer batch
Product family
Review type
Review subtype
Review number
Review status
Keyword in subject
Show reviews by
Date range
Start date*
End date*
Your actions
Priority
Create Quality Review
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Customize

Subject	Review type	Due date	Last updated
Change Request M1	QR2 - Change request	Oct 17, 2019	Oct 9, 2019