



Scapa Complaints System

Supplier Handbook

24th November 2008

URL: <http://ext.scapa.com/>

This document covers the following areas:

- Logging into the Scapa Extranet Portal
- Retrieving a forgotten password.
- Navigating around the Portal
- Completing a Complaint
- Viewing a Complaint
- Creating Reports
- Logging Out of the Portal

If you have been sent a supplier complaint via email please follow these steps below:

Logging into the Portal

1. Please visit: <http://ext.scapa.com/>
2. You will be presented with a login page, as shown in Figure 1.

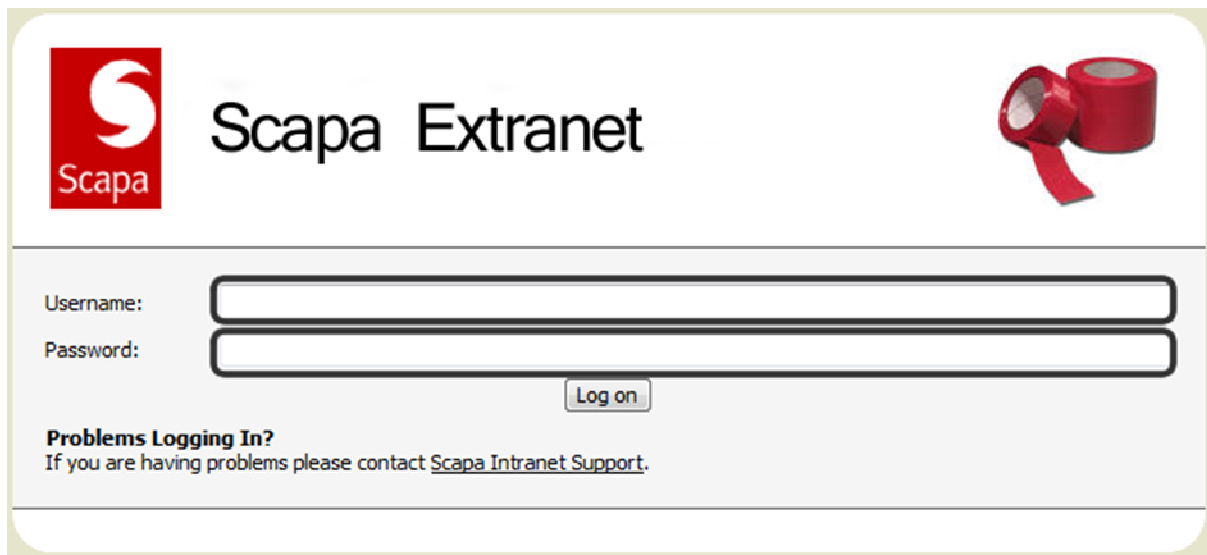
The image shows the Scapa Extranet login page. At the top left is the Scapa logo, a red square with a white 'S' and the word 'Scapa' below it. To the right of the logo is the text 'Scapa Extranet' in a large, black, sans-serif font. Further right is a small graphic of two red rolls of tape. Below the header is a login form with two textboxes: 'Username:' and 'Password:'. A 'Log on' button is positioned below the password field. At the bottom of the form, there is a link for 'Problems Logging In?' and a note to contact 'Scapa Intranet Support' if having problems.

Figure 1 - Scapa Extranet Login

3. Enter your Username and Password into the corresponding textboxes.

If you have not received or have forgotten your login details please contact the relevant personnel at Scapa or email **intranet@scapa.com**.

4. Click "**Log On**".
5. You will now be redirected to the Scapa Extranet System.

If you receive an error message you may have entered your login details incorrectly. If you continue to receive an error please contact the relevant personnel at Scapa or email **intranet@scapa.com**.

6. If you have forgotten your password please click "**Forgotten Your Password?**".
7. Enter your username and email address in the fields provided.
8. Click "**Retrieve Password**".
9. Your password will be emailed to you.

Navigating around the Portal: The Summary Page

In order to make the process of completing complaints as simple as possible we have taken steps to ensure the web portal is easy to navigate and simple to use.

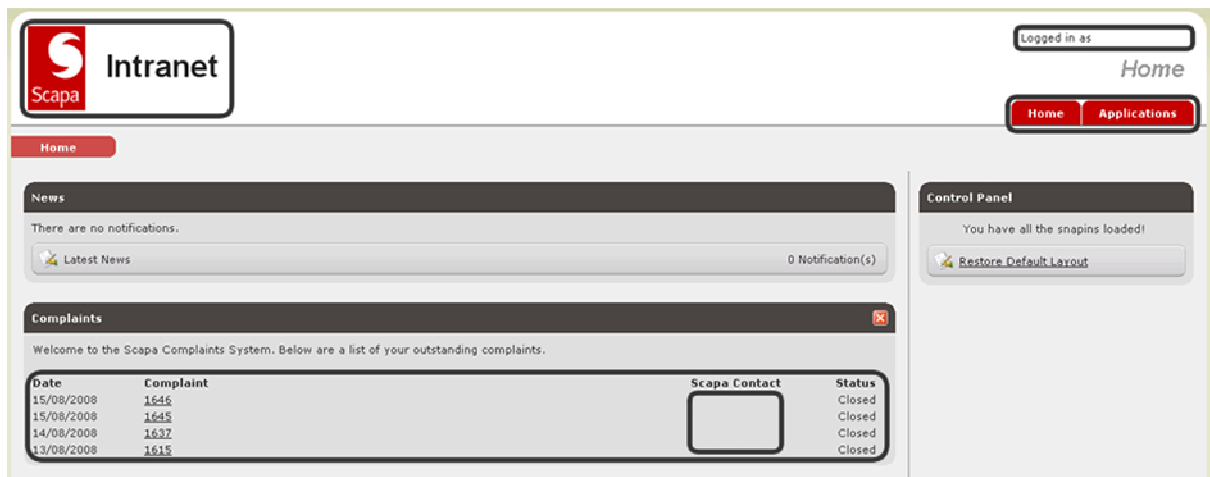


Figure 2 - Summary Page

Loading a Complaint (Complaint Snap-in)

1. Click the relevant Complaint Number.

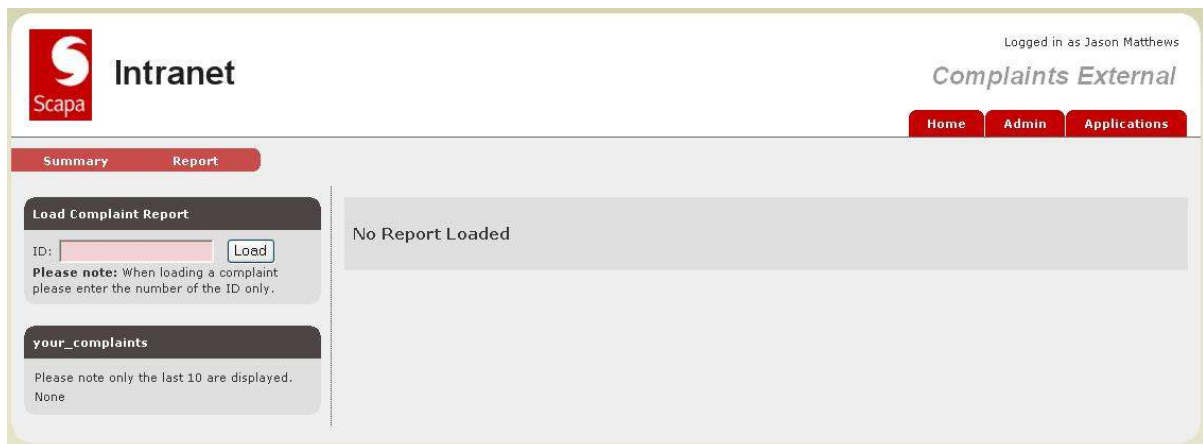
The Complaints Snap-in shows the Complaint creation date, Scapa person and the Complaint Status. The last 100 complaints are stored here.

2. You will be directed to the External Complaints Application.

Loading a Complaint (Load Snap-in)

The load snap-in can be found within the Complaints homepage. **Applications > Complaints**.

It is shown below on the left hand side: **“Load Complaint Report”**.



The screenshot shows the Scapa Intranet interface. At the top left is the Scapa logo and the word "Intranet". At the top right, it says "Logged in as Jason Matthews" and "Complaints External". Below this are three red buttons: "Home", "Admin", and "Applications". The main content area has two tabs: "Summary" and "Report". The "Report" tab is active. On the left side of the "Report" tab, there is a section titled "Load Complaint Report" with an "ID:" label, a text input field, and a "Load" button. Below this is a "Please note" message: "When loading a complaint please enter the number of the ID only.". Below that is a section titled "your_complaints" with a "Please note" message: "only the last 10 are displayed." and a "None" status. On the right side of the "Report" tab, there is a large grey box with the text "No Report Loaded".

Figure 3

1. Enter the Complaint ID (**Note**: only the number is required e.g. 1234).
Please refer to the Complaint email you received from Scapa for the ID.
2. Click **“Load”**.
3. You will be presented with the complaint summary.

Completing a Complaint

Note: There are 2 stages which require completion each requiring approval from Scapa.
3D within 24 hours and 8D within 10 days.

1. Move the mouse over the Application Navigation Tab. A dropdown menu will appear.
2. Click **“Complaints”**.
3. You will be presented with the following screen, Figure 3.
4. Load a Complaint ID – Please see **Loading a Complaint**.
5. Click **“Resume”**.
6. The information is split into 2 sections, the first is information filled in by Scapa; the second is the evaluation which must be filled in by you, the supplier.
7. Fill in all relevant fields. – **Red Fields** are mandatory / **Blue Fields** are non-mandatory.

You are required to fill in the containment action within **24 hours** of the complaint creation date.

8. Click **“Submit”**.

Complaint Status Types

9. You will be directed back to the summary page.

There are a number of complaint status types.

“Awaiting Scapa Approval” – Scapa has received the complaint but has not approved the claim or correction action.

“Scapa Approved” – Scapa has approved the claim or correction action, no further action is required.

“Scapa Rejected” – Scapa has rejected the claim or correction action with justification, further action is required.

10. You have completed the first section (3D) of the complaint. **Please await a confirmation email.**
11. Once the 3D section has been completed and approved you will be required to fill in the 8D fields. Carry out steps 5-7 once again.

You are required to fill in the 8D within **7 days** of the complaint creation date.

12. Click **“Submit”**.

13. You will be directed back to the summary page where the Complaint Status will be shown.
14. You have now completed the second section (8D) of the complaint.

Please await a confirmation email.

15. Once completed you will be shown one of the following complaint statuses.

- a. **"Scapa Approved"** – No Further Action is required.
- b. **"Scapa Rejected"** – Justification will be sent from a Scapa representative with instructions on what needs to be rectified. Please follow steps 1-8 again.

16. **Complaint Finalised.**

Viewing a Complaint

You are able to view a complaint at any time by entering the complaint ID into the load snap-in.

1. Enter a Complaint ID into load snap-in. **Note:** You only need to enter the number e.g. 1234
2. Click **“Load”**.
3. You will be shown the complaint summary.
4. Click **“View”**.

Creating Reports

1. Click the **Reports** button.
2. Select the filter(s)

Note: You do not have to select filters. The default report will show all fields.

3. Click **Add**.
4. Click **Search**.
5. The results will be displayed in a table.
6. Click the **Excel Icon** to export the results to an Excel file.

The Excel export function currently supports Excel 2000, Excel 2003 and Excel 2007.

Logging Out of the Portal

1. Move the mouse over the Home Navigation tab. A dropdown menu will appear.
2. Click Logout.
3. You will be successfully logged out of the Scapa Extranet Portal.