



Supplier Relationship Incident Claims (SUPREL)

Training for Stellantis and Supplier Users

[Supplier Relationship Incident Claim \(SUPREL\) Training.pptx \(sharepoint.com\)](#)

16-November-2022

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Supplier Relationship Incident Claim (SUPREL) Purpose:

SUPREL is a tool for Supplier Quality Development (SQD) when facing process violations or performance concerns within the supply base for a specific manufacturing facility. The intent of the incident claim is to formally notify the supplier of the applied penalty(s) and for the supplier to develop and implement immediate corrective actions.



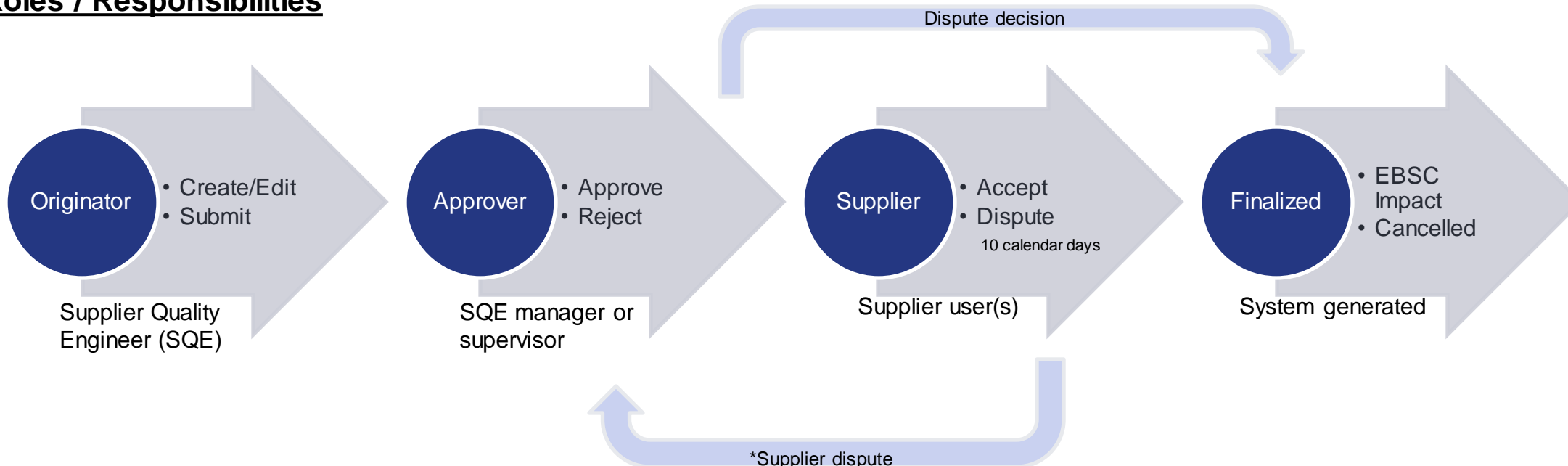
Application Access / Roles

- Stellantis User
- Supplier User

Application Access

- Stellantis users will access the application using their TID and corporate password link: [SUPREL](#)
- Supplier users will request permission for, and access the application through eSupplierConnect (eSC) link: <http://www.esupplierconnect.com>

Roles / Responsibilities





Incident Categories / Definition / Statuses

Direct Material Suppliers

Primary non-conformity

Secondary non-conformity

Customer Impact	Minor	Major		
Unauthorized Change	Unauthorized Change - Mass Production			
Program Management	Minor	Major	Critical	
SQD Escalation	Warning	Escalation Level 1	Escalation Level 2	
**Preventive In Field Action	Minor	Major	Critical	
**Cost Recovery	SQD Escalation Level 2			
**Customer Containment	Yard hold with Supplier Alert	Yard hold without Supplier Alert	3CPR / Controlled Shipping Level 1	3CPR / Controlled Shipping Level 2/3

**currently not in use

3 – Incident Definition



Primary Non-Conformity	Secondary Non-conformity (penalty pts)	Initiating Event *equivalent to FRVs
Customer Impact	Minor Failure (1 pt)	Up to reoccurring event for a supplier already warned: <ul style="list-style-type: none"> Lack of reactivity (e.g., immediate containment not fully and quickly implemented) Action plans to supplier validated by Stellantis not implemented Broken clean point at supplier facility
	Major Failure (3 pts)	<ul style="list-style-type: none"> No respect of procedures, negligence Failure to follow/respond to Stellantis requirements or requests Incident « Minor Failure » without reaction
Unauthorized Change	Unauthorized Change - Mass Production Impact (20 pts)	<ul style="list-style-type: none"> Unauthorized change of manufacturing or shipping location Product and/or process change without Stellantis agreement Parts produced at different/additional location Tier 2 supplier material change without Stellantis agreement Unauthorized refurbishment/replacement of tooling Unauthorized tooling transfer Tier 2 location change without Stellantis agreement
Program Management	Minor Failure (1 pts)	Up to reoccurring for a supplier already warned: <ul style="list-style-type: none"> Lack of reactivity Missed/Delayed PPAP/CAT (Capacity Assessment Tool), formerly called Production Demonstration Run Action Plan not implemented
	Major Failure (3 pts)	<ul style="list-style-type: none"> Missed timing: failure on a due document (deliverables) on APQP Grid or PPAP/PCPA process No respect of procedures Failure on a due document for regulatory audit Supplier organization undersized or irrelevant leading to a mobilization of Stellantis resources to compensate
	Critical Failure (10 pts)	<ul style="list-style-type: none"> Milestone APQP not successful (including Initial Samples & PPAP) / Failed PPAP Reoccurring on a due date not respected for Run Assessment on a shared planning Reoccurring for not respecting a conformity path for a given part (non-conforming part) Incident « Major Failure » without reaction

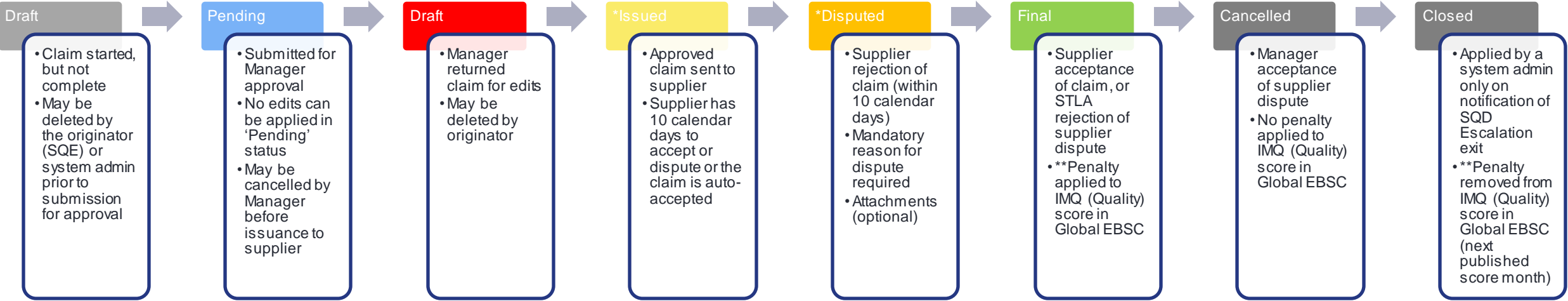
Primary Non-Conformity	Secondary Non-conformity	Initiating Event
SQD Escalation	Warning	Decision from SQD Supplier Quality Engineer or SQ Manager
	Escalation Level 1	Decision from SQ Manager
	Escalation Level 2	Decision from SQ Head of Technical Area

The **Primary Non-Conformity** categories listed below are currently managed and communicated outside of the **SUPREL** application:

Primary Non-Conformity	Secondary Non-conformity	Initiating Event
Customer Containment	Yard Hold with Supplier alert	Decision by Customer location to initiate a Yard Hold after alert by Supplier
	Yard Hold without Supplier alert	Decision by Customer location to initiate a Yard Hold after detection of in field issues
	3CPR / Controlled Shipping Level 1	3CPR / CS L1 Project initiated
	3 CPR / Controlled Shipping Level 2 / 3	3CPR / CS L2 / L3 Project initiated
Preventive In Field Action (Warranty)	Minor Failure	Field Actions and Campaigns with: <ul style="list-style-type: none"> • Supplier responsibility < 20% • Number of vehicles < 1000
	Major Failure	Field Actions and Campaigns with: <ul style="list-style-type: none"> • Supplier responsibility 20% to 50% • Number of vehicles 1000 to 10,000
	Critical Failure	Field Actions and Campaigns with: <ul style="list-style-type: none"> • Supplier responsibility > 50% • Number of vehicles < 10,000
**Cost Recovery	SQD Escalation Level 2	Accumulated costs incurred by Stellantis for travel, meeting, problem solving, and training of suppliers in Escalation Lvl 2

**currently not in use in North America region

System generated statuses based on workflow phase



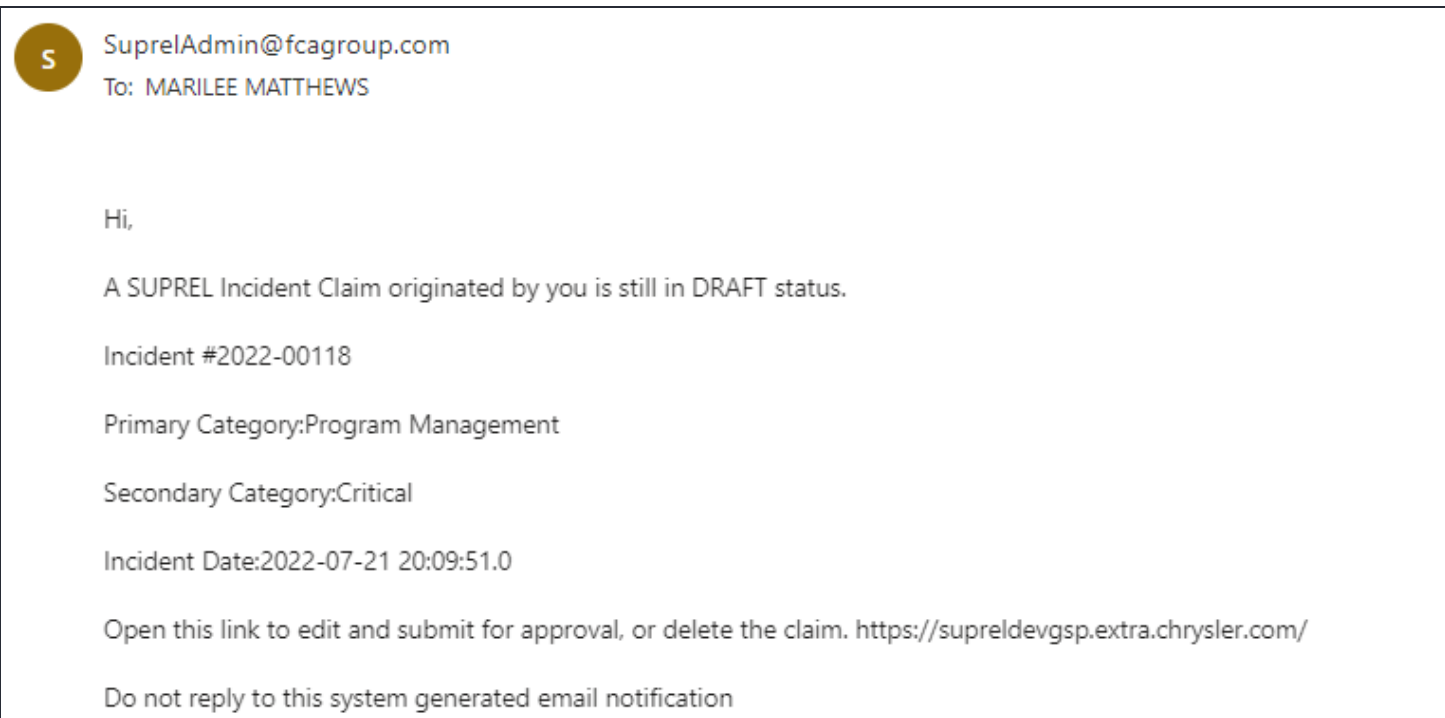
* Issued and Disputed phase do not apply to SQD Escalation incident claims

**refer to IMQ (Quality) EBSC documentation for applied penalties / duration



Status Notifications

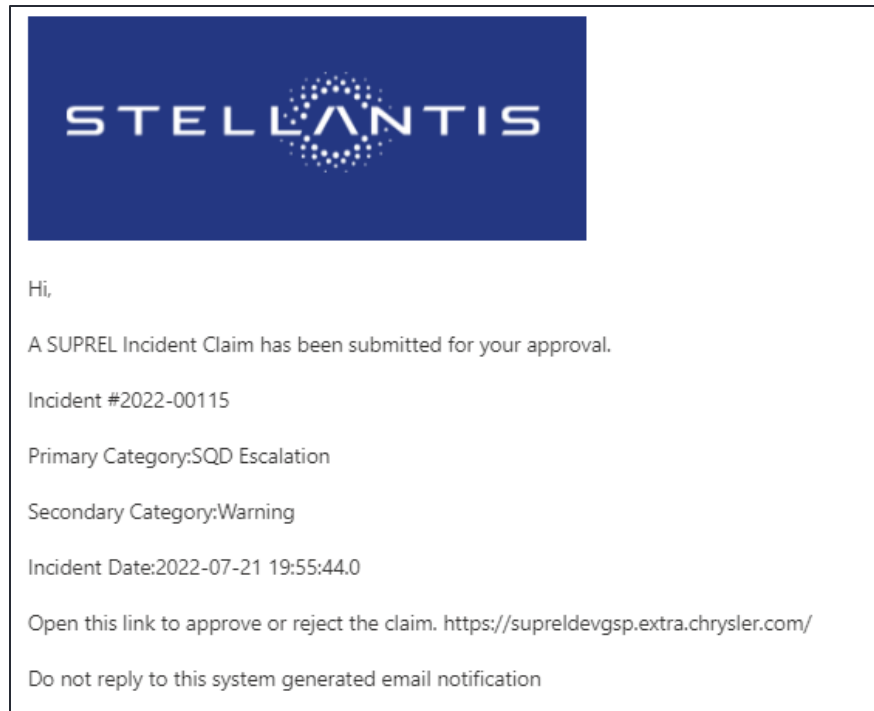
- On creation of an Incident Claim in Draft status, a system generated email will be sent to the Originator (SQE) every 10 calendar days until the claim is submitted for SQ Manager approval or is deleted.



4 – Notifications – Incident Claim Creation Approval



- On submission of a Draft Incident Claim for approval, an email will be systematically generated to the Stellantis SQ Manager with the Incident number, primary and secondary non-conformity category, Incident date and link to the application to approve or reject the Incident Claim.
- On rejection of the new Incident Claim by the SQ Manager, the Incident Originator will be sent an email notifying them of the rejection, and the status of the incident will revert to DRAFT with a Red background. Draft
- On acceptance of a new Incident Claim, an email notification will be sent to the Supplier with claim details and timing for dispute / acceptance.




Note: application link is only for Stellantis; users will still need to apply a filter search using the incident claim # listed in the email notification

Supplier users must access the application through eSupplierConnect (eSC)

4 – Notifications – Incident Claim Creation



- On **issuance** of an Incident Claim where primary non-conformity is **Customer Impact, Unauthorized Change, or Program Management**, the supplier will receive a system generated email with the Incident number, primary and secondary non-conformity category, and written directions, including dispute timing.
- A copy of the Incident Claim will also be sent to the Stellantis SQ Manager.



Incident #2022-00155

Primary Category:Customer Impact

Secondary Category:Minor

Dear Supplier:

This letter serves as formal notification that Stellantis has issued a SUPREL (Supplier Relationship Incident Claim) for your supplier plant. Details of the claim and the associated action(s) can be viewed within the SUPREL application.

If your company does not dispute the SUPREL incident within 10 calendar days, Stellantis will assume that you are accepting the claim and will adjust your Incoming Material Quality (IMQ) score within the Global External Balanced Scorecard (GEBSC) based on the severity of the infraction.

To avoid further SUPREL claims and IMQ infractions:


1. Ensure Forever Requirement (FR) notifications are entered into the Stellantis Web-based Change Notice system (WebCN) and approved by Stellantis prior to implementation
2. Provide a 90-day advance notification of proposed changes to manufacturing or shipping location; Tier 2 location change; or product or process change.
3. Meet all milestones and timing requirements; tasks and action plans
4. Maintain acceptable IMQ and Warranty performance
5. Notify Stellantis in advance of non-conforming material shipped to a customer plant

Access the SUPREL Incident Claim system through eSupplierConnect to view and respond to the incident claim.

Do not reply to this system generated email notification

- On issuance of an Incident Claim where primary non-conformity is **SQD Escalation**, the supplier will receive a system generated email with the Incident number, primary and secondary non-conformity category, and specific directions based on the level of Escalation.
- A copy of the Incident Claim will also be sent to the Stellantis SQ Manager.

Warning



Supplier Code:59717

Supplier Name:CHRYSLER OPERATIONS

City:FENTON

State:MICHIGAN

Country:UNITED STATES

Primary Category:SQD Escalation

Secondary Category:Warning

Dear Supplier:


Your manufacturing location did not achieve satisfactory performance results during the past 3 months and is a TOP concern site for Stellantis Group for your commodity.As a result, we require you to propose an efficient solution for the issues referenced in the attached Warning letter.

You will have 10 calendar days to develop a robust systemic action plan and to accept the Incident Claim in the SUPREL application

Access the SUPREL Incident Claim system to view and respond to the incident claim.

Note: Do not reply to this system generated email notification

Level 1 or Level 2



Supplier Code:59717

Supplier Name:CHRYSLER OPERATIONS

City:FENTON

State:MICHIGAN

Country:UNITED STATES

Primary Category:SQD Escalation

Secondary Category:Escalation Level 1

Dear Supplier:

Based on the performance(s) of your plant, Stellantis has decided that your plant will enter the Escalation process. Consequently, an Incident Claim has been initialized with impact on your scoring Bidlist.

The Escalation Process will be closed when significant performance and systemic process improvements are demonstrated in line with the exit criteria as defined in the attached Quad Report.

Please review the exit criteria and required actions

Access the SUPREL Incident Claim system to view and respond to the incident claim.

Note: Do not reply to this system generated email notification

- On supplier dispute of an incident claim, an email will be systematically generated to the Stellantis SQ Manager with the Incident number, primary and secondary non-conformity category, Incident date, Incident Status, Supplier Comments, and link to the application



Customer Impact, Program Management, or Unauthorized Change

A SUPREL Incident Claim has been disputed by the supplier.

Incident #2022-00155

Primary Category:Customer Impact

Secondary Category:Minor

Incident Date:2022-07-28 15:55:35.0

Incident Status: Disputed

Supplier Comment:I do not believe that this was issued fairly and I want to complain to management. I was already hit with a penalty for a similar cause 1 week ago.

Open this link to accept or reject the dispute. <https://supreldevgsp.extra.chrysler.com/>

Do not reply to this system generated email notification

4 – Notifications – Incident Claim Dispute



- When an Incident Claim disputed by the supplier has been accepted by the Stellantis SQ Manager, the Incident Claim status will be 'Cancelled' and a system generated email will be sent to the supplier with a copy to the Originator (SQE).
- If an Incident Claim disputed by the supplier is rejected by the Stellantis SQ Manager, the Incident Claim status will be 'Final', and a system generated email will be sent to the supplier with a copy to the Originator (SQE).



Hi,

A SUPREL Incident Claim dispute has been accepted by Stellantis.

Incident #2022-00155

Primary Category:Customer Impact

Secondary Category:Minor

Incident Date:2022-07-28 15:55:35.0

Incident Status: Cancelled

Suppliers may access the SUPREL Incident Claim system through eSupplierConnect to view incident claim details.

Do not reply to this system generated email notification



Hi,

A SUPREL Incident Claim dispute has been rejected by Stellantis.

Incident #2022-00176

Primary Category:

Secondary Category

Incident Date:2022-08-04 19:33:04.0

Reason for Rejection:Your terms are not acceptable. There needs to be corrective actions in place sooner to prevent repeat issue.

Incident Status: Final

Access the SUPREL Incident Claim system through eSupplierConnect to view the incident claim for more details

Do not reply to this system generated email notification

4 – Notifications – Supplier Acceptance of Incident Claim



- When an issued Incident Claim has been accepted by the supplier, the incident claim status will reflect 'Final' and a system generated email will be sent to the incident claim Originator (SQE) as well as the Stellantis SQ manager.



A SUPREL Incident Claim has been accepted by the supplier.

Incident #2022-00119

Primary Category:

Secondary Category:

Incident Date:2022-07-21 20:14:03.0

Incident Status: Final

Open this link to view the Incident details. <https://supreldevgsp.extra.chrysler.com/>

Do not reply to this system generated email notification

- On successful exit of SQD Escalation, the supplier, Originator (SQE) and Stellantis SQ Manager will receive a system generated email when an SQD Escalation Incident Claim has been closed.



SuprelAdmin@fcagroup.com

To: SINGARAO NANNURI (EXTERNAL); RAMSUNDAR S (EXTERNAL)

Cc: MARILEE MATTHEWS; BILL JONES

Hi,

A SUPREL Incident Claim dispute has been Closed by Stellantis with no further penalty impact to the Global External Balanced Scorecard.

Incident #2022-00189

Primary Category:SQD Escalation

Secondary Category:Escalation Level 1

Incident Date:2022-08-08 13:21:20.0

Incident Status: Closed

Suppliers may access the SUPREL Incident Claim system through eSupplierConnect to view incident claim details.

Note: Do not reply to this system generated email notification



Incident Claim

- Search (Stellantis & Supplier)

5 – Incident Claim Search (Stellantis & Supplier)



SUPPLIER RELATIONSHIP INCIDENT CLAIMS STELLANTIS
Current User : T7017MB (Originator)

Supplier Code	Supplier Name	Address	City	State	Country
Incident Originator	SUPREL #	Technical Area	Manager Name	Primary Non-Conformity	Secondary Non-Conformity
Incident Status	Issued Date From	Issued Date To			

Search **Reset** **Create Incident Claim**



User role will be indicated in () next to the Current User ID

- To **search** for an Incident Claim, apply one or more filter criteria and then click 'Search'.



Supplier Code: Chrysler, City: Fenton

Use the 'Reset' button to clear filter selections

Incident Claim List 'Create Incident Claim' button is visible only to Stellantis users **Extract** **Report Generation**

	Supplier Code	Supplier Name	Address	City	State	Country	SUPREL #	Technical Area	Manager Name	Primary Non-Conformity	Secondary Non-Conformity	Incident Status	Issued Date
	59717	CHRYSLER OPERATIONS	287 Speedvale Avenue West	FENTON	MICHIGAN	UNITED STATES	2022-00175	Interior	ANTHONY GORSICK	Customer Containment	3CPR/Controlled Shipping Level 2/3	Draft	
	59717	CHRYSLER OPERATIONS	287 Speedvale Avenue West	FENTON	MICHIGAN	UNITED STATES	2022-00174	EE & Modules	ANTHONY GORSICK	Customer Containment	3CPR/Controlled Shipping Level 2/3	Draft	
	59717	CHRYSLER OPERATIONS	287 Speedvale Avenue West	FENTON	MICHIGAN	UNITED STATES	2022-00171	Interior	BILL JONES	Unauthorized Change	Unauthorized Change - Mass Production	Pending	
	59717	CHRYSLER OPERATIONS	287 Speedvale Avenue West	FENTON	MICHIGAN	UNITED STATES	2022-00170	EE & Modules	SAI PRASAD GOPARAJU	Customer Containment	3CPR/Controlled Shipping Level 2/3	Issued	08/04/2022
	59717	CHRYSLER OPERATIONS	287 Speedvale Avenue West	FENTON	MICHIGAN	UNITED STATES	2022-00169	Interior	ANTHONY GORSICK	Customer Containment	3CPR/Controlled Shipping Level 2/3	Final	08/03/2022

Supplier users will be able to search and view Incident Claims in **Issued, Disputed, Final, Closed, or Cancelled** status


and only for the supplier codes permitted through their **eSupplierConnect** profile

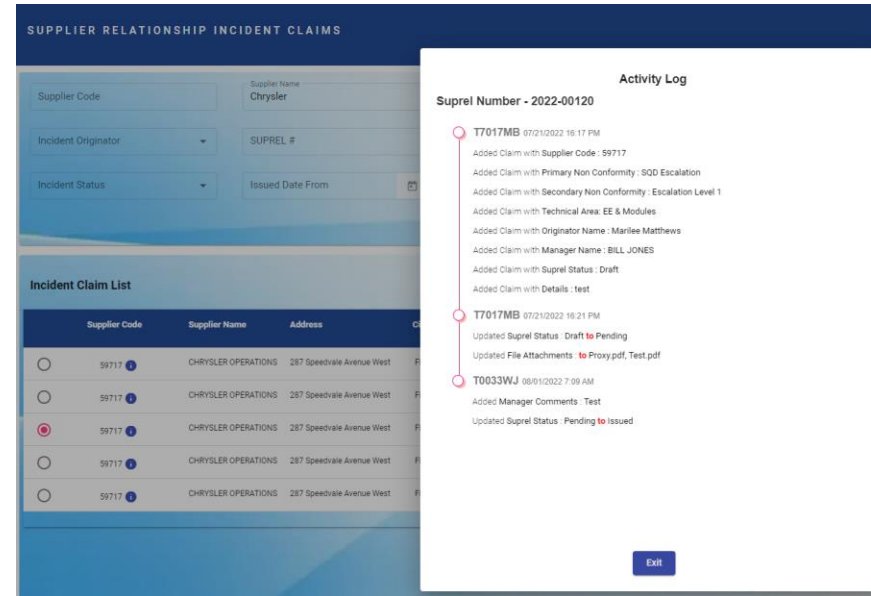


click any column header to perform Ascending or Descending sort

5 – Incident Claim Search (Stellantis & Supplier)



- To view the Incident Claim activity log, click on the  Information icon next to supplier code



The screenshot shows the 'SUPPLIER RELATIONSHIP INCIDENT CLAIMS' interface. A pop-up window titled 'Activity Log' for 'Suprel Number - 2022-00120' is displayed. The log contains the following entries:

- T7017MB 07/21/2022 16:17 PM
 - Added Claim with Supplier Code : 99717
 - Added Claim with Primary Non Conformity : SQD Escalation
 - Added Claim with Secondary Non Conformity : Escalation Level 1
 - Added Claim with Technical Area : EE & Modules
 - Added Claim with Originator Name : Marilee Matthews
 - Added Claim with Manager Name : BILL JONES
 - Added Claim with Suprel Status : Draft
 - Added Claim with Details : test
- T7017MB 07/21/2022 16:21 PM
 - Updated Suprel Status : Draft to Pending
 - Updated File Attachments : to Proxy.pdf, Test.pdf
- T0033WJ 08/01/2022 7:09 AM
 - Added Manager Comments : Test
 - Updated Suprel Status : Pending to Issued

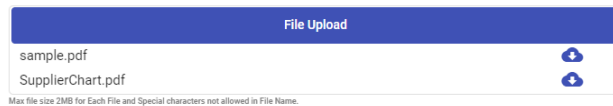
An 'Exit' button is visible at the bottom right of the pop-up.

- To **view** Incident Claim details and attachments, select the row and then click the View button





Buttons: View, Extract, Report Generation

- Use the scroll down bar to see all uploaded files
- Click the cloud down arrow icon to download a file

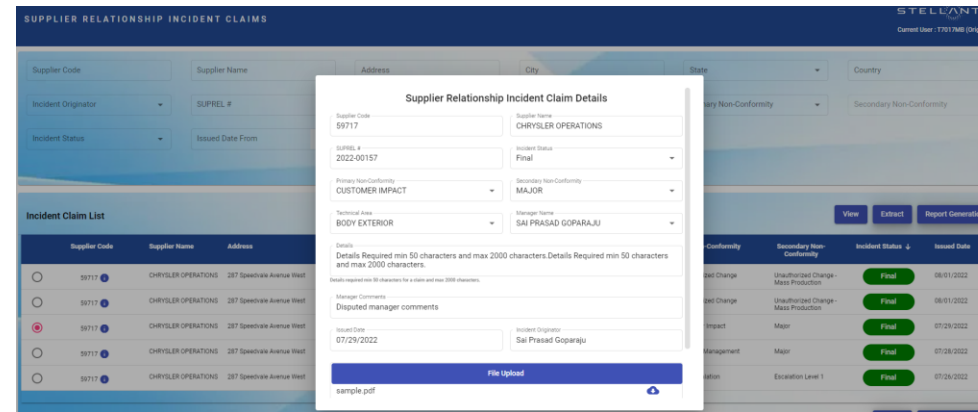


File Upload

File Name	Download Icon
sample.pdf	
SupplierChart.pdf	

Max file size 2MB for Each File and Special characters not allowed in File Name.

- If the Exit button is not visible in the details pop-up window, use the scroll down bar to bring it into view



The screenshot shows the 'SUPPLIER RELATIONSHIP INCIDENT CLAIMS' interface. A pop-up window titled 'Supplier Relationship Incident Claim Details' for 'Suprel # 2022-00157' is displayed. The details include:

- Supplier Code: 99717
- Supplier Name: CHRYSLER OPERATIONS
- Suprel # : 2022-00157
- Incident Status: Final
- Primary Non-Conformity: CUSTOMER IMPACT
- Secondary Non-Conformity: MAJOR
- Technical Area: BODY EXTERIOR
- Manager Name: SAI PRASAD GOPARAJU
- Manager Comments: Disputed manager comments
- Issued Date: 07/29/2022
- Incident Originator: Sai Prasad Goparaju

A 'File Upload' button and a 'sample.pdf' file are visible at the bottom. A scroll bar is present on the right side of the pop-up.

If the action buttons are not viewable in the pop-up window, use the scroll bar



View button will be enabled only when a row is selected

5 – Incident Claim Search (Stellantis & Supplier)

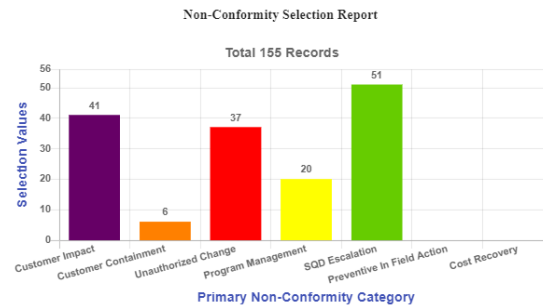


- To view and download a list of Incident Claims, apply desired 'filter' selections or click 'Search' (for full list) and then click

Extract

- To see a graphical view of Incident Claims, select

Report Generation



Calendar Year: 2022
Report Categories: PRIMARY NON-CONF...

Back

Extract



Select a Calendar Year from the drop down

Click the Report Categories drop down to see report data by Primary Non-Conformity category; Incident Status; or Technical (issuing) Area

Select the Extract button to download the graph as .pdf document or click 'Back' to return to the previous screen

SUPPLIER RELATIONSHIP INCIDENT CLAIMS

Current User: 17017MB (Originator)

Supplier Code: Supplier Name: Address: City: State: Country:

Incident Originator: SUPREL # Technical Area: Manager Name: Primary Non-Conformity: Secondary Non-Conformity:

Incident Status: Issued Date From: Issued Date To:

Search Reset Create Incident Claim

Incident Claim List

	Supplier Code	Supplier Name	Address	City	State	Country	SUPREL #	Technical Area	Manager Name	Primary Non-Conformity	Secondary Non-Conformity	Incident Status	Issued Date
<input type="radio"/>	55717	CHRYSLER OPERATIONS	287 Speedvale Avenue West	FENTON	MICHIGAN	UNITED STATES	2022-00177	Body Exterior	BILL JONES	Customer Impact	Major	Pending	
<input type="radio"/>	55717	CHRYSLER OPERATIONS	287 Speedvale Avenue West	FENTON	MICHIGAN	UNITED STATES	2022-00176	Body Exterior	BILL JONES	SQD Escalation	Escalation Level 1	Pending	
<input type="radio"/>	55717	CHRYSLER OPERATIONS	287 Speedvale Avenue West	FENTON	MICHIGAN	UNITED STATES	2022-00175	Interior	ANTHONY GORSICK	Customer Containment	SCPR Controlled Shipping Level 2/3	Draft	
<input type="radio"/>	55717	CHRYSLER OPERATIONS	287 Speedvale Avenue West	FENTON	MICHIGAN	UNITED STATES	2022-00174	EE & Modules	ANTHONY GORSICK	Customer Containment	SCPR Controlled Shipping Level 2/3	Draft	
<input type="radio"/>	70120	Rob Rutkey	25111 Grodan Dr	EL PASO	TEXAS	UNITED STATES	2022-00173	Body Exterior	SAI PRASAD GOPARAJU	Unauthorized Change	Unauthorized Change - Mass Production	Draft	

Extract Report Generation

Extract

pdf

xlsx

Select format type as .pdf or .xlsx



Incident Claim

- Creation (Stellantis)

5 – Incident Claim Creation (Stellantis)



Primary Non-Conformity : Customer Impact, Unauthorized Change, or Program Management

- Click 'Create Incident Claim' button to open the claim creation window (if logged in as a Manager role, user will need to click the 'Change Role' button to 'Originator')

- Enter 5- or 7-digit supplier code and press enter key
- Supplier Name, Address, City, State, Country, Zip Code will auto populate based on supplier information system (SIS) data
- Select the Technical Area associated with claim Originator (SQE)
- Select the Manager Name associated with claim Originator (SQE)
- Select the Primary Non-Conformity
- Select the Secondary Non-Conformity based on incident severity
- Enter Incident Claim details (min. 50 characters required / max. 2000 characters) - provide summary statement as to the reason for the Escalation Incident Claim
- Enter the email address of at least one supplier contact to receive the claim notification
- Upload file attachment (optional) - must be in .pdf format
- Click 'Save' to save content as 'Draft' or click 'Submit' to send the Incident Claim for Manager approval
- Incident Claim # will be systematically assigned upon 'Save' or 'Submit' action



New Incident Claim Creation

Select 'Clear' to start over or 'Exit' to close the window

5 – Incident Claim Creation (Stellantis)



Primary Non-Conformity : SQD Escalation

Originator (SQE) will issue a SUPREL Incident Claim upon confirmation of an approved & signed entry letter / Quad Report (procedure: 01601_12_00205 DocInfo)

- Click 'Create Incident Claim' button to open the claim creation window (if loaded in as a Manager role, user will need to click the 'Change Role' button to 'Originator')

- Enter 5- or 7-digit supplier code and press enter key
- Supplier Name, Address, City, State, Country, Zip Code will auto populate based on supplier information system (SIS) data
- Select the Technical Area associated with claim Originator (SQE)
- Select the Manager Name associated with claim Originator (SQE)
- Select the Primary Non-Conformity as 'SQD Escalation'
- Select the Secondary Non-Conformity based on Escalation level
- Enter Incident Claim details (min. 50 characters required / max. 2000 characters) -provide summary statement as to the reason for the Escalation Incident Claim
- Enter the email address of at least one supplier contact to receive the claim notification
- Attach a signed, dated copy of the entry letter and Quad Report (if Lvl 1 or Lvl 2) - must be in .pdf format
- Click 'Save' to save content as 'Draft' or click 'Submit' to send the Incident Claim for Manager approval
- Incident Claim # will be systematically assigned upon 'Save' or 'Submit' action

New Incident Claim Creation

The **Primary Non-Conformity** categories listed below are currently managed and communicated outside of the **SUPREL** application:

- > '**Customer Containment**' claims are measured and communicated through the 3CPR application and Yard Hold reporting
- > '**Preventive In Field Action**' claims are communicated through the Warranty score metric details in the Global EBSC
- > '**Cost Recovery**' claims associated with SQD Escalation Level 2 may be invoiced at the discretion of Stellantis (no automatic debiting)



Incident Claim

- Approval (Stellantis)

6 – Incident Claim Approval (Stellantis)



A Stellantis SQ Manager will be required to review and approve all Incident Claims originated in the SUPREL application.

If there is no response to a 'Pending' claim within 10 calendar days, the SQ Manager will receive a daily system generated email reminder until it is approved or rejected.

- Perform a search by SUPREL #, supplier code, Manager name, or click the 'Claims Waiting for Acceptance' button to locate claims in Pending status Pending

- Highlight the row to view and then click the View button View

- Review the supplier information and Details sections

- If there are files attached, download the files by clicking the cloud icon

- To exit the window without a response, click the 'Exit' button

- To approve the claim, click the 'Approve' button

- To **reject** the claim, click the 'Reject' button
 - > If rejecting, enter the reason – be descriptive so the Originator (SQE) can understand what needs to be changed

- > On 'Reject' action, the claim status will be returned to the Originator for edits and will appear in 'Draft' status with a red background Draft

- To cancel (delete) the claim, click Cancel with remarks. On 'Cancel' action, the claim status will reflect 'Cancelled' Cancelled

The screenshot displays the 'SUPPLIER RELATIONSHIP INCIDENT CLAIMS' application. It features a search bar at the top with fields for Supplier Code, Supplier Name, Address, City, State, and Country. Below the search bar is a table titled 'Incident Claim List' with columns for Supplier Code, Supplier Name, and Address. A row is highlighted with a red background, indicating a 'Draft' status. To the right of the table is a modal window titled 'Supplier Relationship Incident Claim Details'. This modal contains fields for Supplier Code (59717), Supplier Name (CHRYSLER OPERATIONS), SUPREL # (2022-00178), Incident Status (Pending), Primary Non-Conformity (UNAUTHORIZED CHANGE), Secondary Non-Conformity (UNAUTHORIZED CHANGE - MASS PRODU...), Technical Area (E-PROPULSION POWERTRAIN SYSTEMS), Manager Name (BILL JONES), and Incident Originator (Marilee Matthews). At the bottom of the modal are buttons for 'Approve', 'Reject', 'Cancel', and 'Exit'. A 'File Upload' section is also visible, with a note: 'Max file size 20MB for Each File and Special characters not allowed in File Name'.



If there is a need to change the approving SQ Manager when the Incident Claim is in 'Pending' status, or if a SQ Manager / supervisor name does not appear in the list, the Originator (SQE) can submit the request to the System Administrator through the MS Team site: SQD Process Operations – North America > SUPREL channel.





INCIDENT CLAIM

- Acceptance (Supplier)
- Disputed (Supplier)

7 – Supplier Acceptance / Dispute of Incident Claim (Supplier)



Suppliers notified of a new Incident Claim through SUPREL will have 10 calendar days to respond (Accept or Dispute), or the application will automatically 'Accept' the Incident Claim, changing the status to 'Final'.

- Perform a search by SUPREL #, supplier code, or Incident Status to locate newly Issued claims
- Supplier users that cannot access the application or view a claim should first verify eSupplierConnect (eSC) permissions through their company eSC Administrator
- Highlight the row to view and then click the View button 
- Review the Details and Manager Comments
- If there are files attached, download the files by clicking the cloud icon 
- To exit the window without a response, click the 'Exit' button
- To accept the Incident Claim, click the 'Accept' button
- To **dispute** the Incident Claim, click the 'Dispute' button
 - > If disputing, enter the reason (mandatory) and add relevant attachments (optional) and then click 'Continue' to submit the dispute

Supplier Comments

Enter Reason

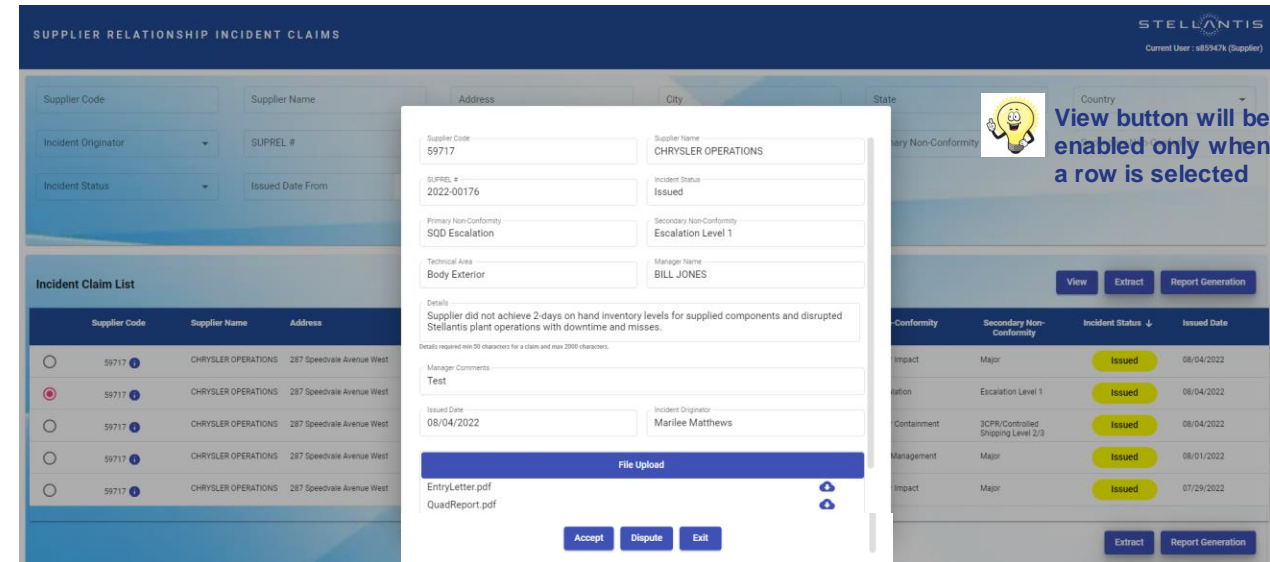
Comments is Required!

Attachments

Max file size 2MB for Each File and Special characters not allowed in File Name.

Continue

Back



View button will be enabled only when a row is selected

If the action buttons are not viewable in the pop-up window, use the scroll bar



INCIDENT CLAIM

- Dispute Acceptance (Stellantis)
- Disputed Rejection (Stellantis)

8 – Stellantis Acceptance / Rejection of Supplier Dispute



Stellantis SQ Manager will receive a system generated email notification of an Incident Claim supplier dispute and will have 10 calendar days to respond (Approve or Reject).

If the dispute is not accepted or rejected within 10 calendar days, the system will send a daily reminder email to the Stellantis SQ Manager, until the incident claim status is accepted or rejected.

- Perform a search by SUPREL #, supplier code, Manager name, or click the 'Claims Waiting for Acceptance' button to locate claims pending Dispute resolution
- Highlight the row to view and then click the View button
 - > SQ Manager will only have action buttons enabled for claim disputes assigned to them
- Review the Details and Supplier Comments (discuss with supplier if clarification is needed)
- If there are files attached, download the files by clicking the cloud icon
- To exit the window without a response, click the 'Exit' button
- To Approve the supplier dispute, click the 'Approve' button
- To **Reject** the supplier dispute, click the 'Reject' button
 - > If rejecting, enter the reason (mandatory)



User must be in 'Manager' role to see Claims Waiting for Acceptance



On **Approval** of a supplier dispute, the Incident Claim status will reflect 'Cancelled' with no penalty applied to the IMQ (Quality) score in the Global External Balanced Scorecard (GEBSC).

On **Rejection** of a supplier dispute, the Incident Claim status will reflect 'Final' with a ******penalty applied to the next months' IMQ (Quality) score in the GEBSC



INCIDENT CLAIM

- Closure of SQD Escalation (Stellantis System Admin)

9 – SQD Escalation Closure



- On notification of successful exit of SQD Escalation, a SUPREL process administrator will manually update the Incident Claim status from 'Final' to 'Closed'
- Penalty impact to the IMQ / Quality score in the Global External Balanced Scorecard (EBSC) will be removed from the next published score month
- Supplier, Originator (SQE), and Stellantis SQ Manager will receive a system generated notification of Incident Claim closure



SQE and/or SQ Manager should still meet with the supplier for the 'official' closing of the Escalation.

The screenshot displays the 'SUPPLIER RELATIONSHIP INCIDENT CLAIMS' interface. The top section contains search filters for Supplier Code (59717), Supplier Name, Address, City, State, Country, Incident Originator, SUPREL # (190), Technical Area, Manager Name, Incident Status, and Issued Date From. The main content area shows the 'Incident Claim List' with a table listing incidents. The first incident is highlighted, showing details for SUPREL # 2022-00190, Incident Status 'Final Closed', Primary Non-Conformity 'SOD ESCALATION', Secondary Non-Conformity 'WARNING', Technical Area 'E-PROPULSION POWERTRAIN SYSTEMS', and Manager Name 'BILL JONES'. The incident details include a description of the issue, manager comments, and a file upload section for 'EntryLetter.pdf'. The bottom section shows the 'Incident Claim List' table with columns for Supplier Code, Supplier Name, Address, City, State, Country, SUPREL #, Technical Area, Manager Name, Primary Non-Conformity, Secondary Non-Conformity, Incident Status, and Issued Date. The table lists the incident with SUPREL # 2022-00190, Incident Status 'Closed', and Issued Date '08/08/2022'.

Supplier Code	Supplier Name	Address	City	State	Country	SUPREL #	Technical Area	Manager Name	Primary Non-Conformity	Secondary Non-Conformity	Incident Status	Issued Date
59717	CHRYSLER OPERATIONS	287 Speedville Avenue West	FENTON	MICHIGAN	UNITED STATES	2022-00190	E-Propulsion Powertrain Systems	BILL JONES	SOD Escalation	Warning	Closed	08/08/2022



CONTACT

(Stellantis users) MS Team site link: [SQD Process Operations – North America > SUPREL channel](#)

(Supplier users) eSupplierConnect: <http://www.esupplierconnect.com/support>

SUPREL application registration or access issues should be directed to the eSupplierConnect (eSC) customer support team. link: <http://www.esupplierconnect.com>

- To report a system issue, from the eSC Home page, select 'Report an issue (Drive IT)' and then use the links to create a web request for support, or locate a phone number to call for support

Contact Help Desk

Create a ticket

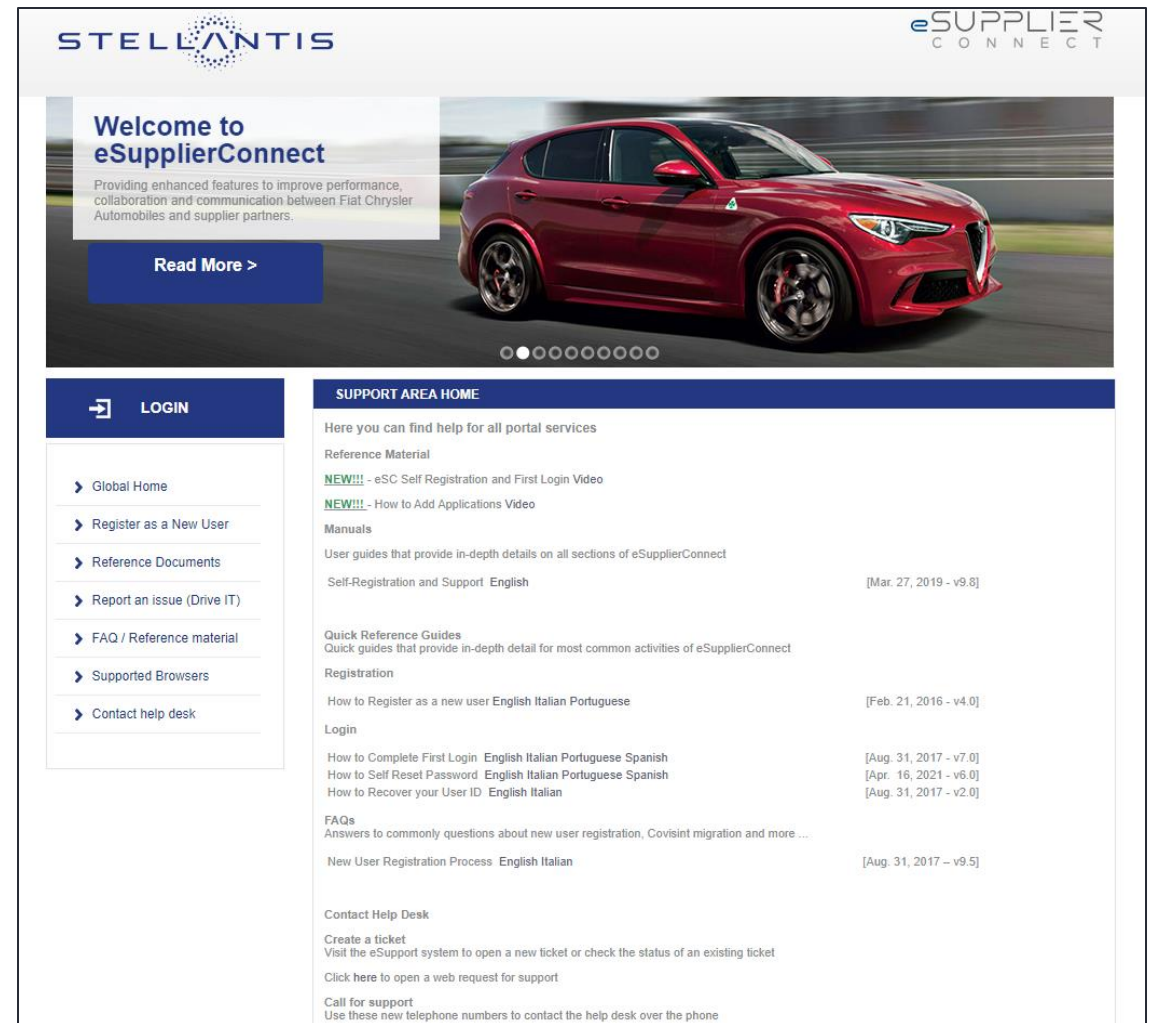
Visit the eSupport system to open a new ticket or check the status of an existing ticket

Click here to open a web request for support

Call for support

Use these new telephone numbers to contact the help desk over the phone

- For questions related to Incident Claim details, contact the SQE (Originator) or Stellantis SQ Manager
- For questions regarding the Stellantis Global External Balanced Scorecard or 'Bidlist', send an email to: ebsc@fcagroup.com (North America region)



The screenshot shows the eSupplierConnect website interface. At the top, there's a header with the Stellantis logo on the left and the eSupplierConnect logo on the right. Below the header, there's a large banner featuring a red car. To the left of the car, there's a text box that says "Welcome to eSupplierConnect" and "Providing enhanced features to improve performance, collaboration and communication between Fiat Chrysler Automobiles and supplier partners." Below this text box is a blue button that says "Read More >". To the right of the car, there's a row of nine small circles, with the first one being white and the others being grey.

Below the banner, there's a navigation bar with a blue background and white text. On the left, there's a "LOGIN" button with a magnifying glass icon. On the right, there's a "SUPPORT AREA HOME" button. Below the navigation bar, there's a main content area. On the left, there's a sidebar with a list of links: "Global Home", "Register as a New User", "Reference Documents", "Report an issue (Drive IT)", "FAQ / Reference material", "Supported Browsers", and "Contact help desk". On the right, there's a main content area with the following sections:

- Reference Material**
 - [NEW!!! - eSC Self Registration and First Login Video](#)
 - [NEW!!! - How to Add Applications Video](#)
- Manuals**
 - User guides that provide in-depth details on all sections of eSupplierConnect
 - [Self-Registration and Support](#) English [Mar. 27, 2019 - v9.8]
- Quick Reference Guides**
 - Quick guides that provide in-depth detail for most common activities of eSupplierConnect
- Registration**
 - [How to Register as a new user](#) English Italian Portuguese [Feb. 21, 2016 - v4.0]
- Login**
 - [How to Complete First Login](#) English Italian Portuguese Spanish [Aug. 31, 2017 - v7.0]
 - [How to Self Reset Password](#) English Italian Portuguese Spanish [Apr. 16, 2021 - v6.0]
 - [How to Recover your User ID](#) English Italian [Aug. 31, 2017 - v2.0]
- FAQs**
 - Answers to commonly questions about new user registration, Covisint migration and more
 - [New User Registration Process](#) English Italian [Aug. 31, 2017 - v9.5]
- Contact Help Desk**
 - Create a ticket
 - Visit the eSupport system to open a new ticket or check the status of an existing ticket
 - Click here to open a web request for support
 - Call for support
 - Use these new telephone numbers to contact the help desk over the phone

Supplier users may access Supplier Relationship Incident Claim (SUPREL) training through eSupplierConnect:



1. Open eSupplierConnect
2. Open the Supplier Learning Center application
3. Click the tab for Web Based Training
4. Scroll to the Quality section and click the link



Quality

3CPR (Third Party Containment & Problem Resolution) ([English](#) | [Spanish](#))

[3rd Party Audit](#)

[8 Stage Incoming Material Control](#)

[Basic Problem Solving Tools](#)

[Corporate Quality Management System \(CQMS\) 2.0 Overview](#) **NEW**

[Defect Mapping](#)

[Error Mistake Proofing](#)

Forever Requirements ([English](#) | [Spanish](#))

[Global Issue Management System 2.0](#)

[How to Create an NCT Ticket](#)

[IATF 16949](#)

[Lessons Learned Read Across \(AUROS\)](#) *Static resource while course is reworked*

[New Part Qualification Process \(WBT\)](#)

[Overall Equipment Effectiveness](#)

[PRAS+ Intro & Part Return](#)

[PRAS+ Overview](#)

[Production Demonstration Run \(PDR\) Process](#)

[Production Part Approval Process Overview](#)

[TechAUTHORITY](#)


[Safe Launch Plan](#)

[SAWRP+ Supplier Associated Warranty Reduction Program System Plus](#) **NEW**

[Supplier Relationship Incident Claims \(SUPREL\)](#) (reference document only) **NEW**

[2022 Warranty Expectations for Propulsion Suppliers](#)

[2022 Warranty Expectations for Suppliers](#) **NEW**

 Note: Supplier Learning Center access is permission based, so supplier users will also need to register for this application through eSupplierConnect (eSC)



BACK-UP

FRV Interpretation/Explanation Examples



FRV Definition Examples - Interpreting Violation to Primary/Secondary Events	
1) <i>Sub tier Implemented CN prior to approval</i>	<p>Either could be chosen for Primary/Secondary NC, the outcome of the violation should help determine which to choose based on severity perspective.</p> <ul style="list-style-type: none"> i.e. Implementation of CN @ supplier plant had no major impact to Stellantis production or physical part change - Customer Impact / Minor i.e. Implementation of CN @ supplier plant caused major delay in production and/or physical part change - Customer Impact / Major
2) <i>Failure to notify Stellantis SQ for material change before implementing the change</i>	<p>Either could be chosen for Primary/Secondary NC, the outcome of the violation should help determine which to choose based on severity perspective.</p> <ul style="list-style-type: none"> i.e. Failure to notify SQ regarding material change did not cause significant outcome with affecting Stellantis, however supplier was negligent with complying to requirements - Customer Impact / Major i.e. Due to failure of notification on material change to Stellantis SQ there was a significant affect to Stellantis Mass Production and material flow - Unauthorized Change
3) <i>Supplier shipped parts without PPAP approval by SQ</i>	<p>Either could be chosen for Primary/Secondary NC, the outcome of the violation should help determine which to choose based on severity perspective.</p> <ul style="list-style-type: none"> i.e. Supplier showed no respect for procedures, failed to follow Stellantis requirements or requests - Customer Impact / Major i.e. Supplier blatantly shipped non PPAPed parts knowingly with no respect to procedures, missed timing on deliverables - Program Management - Major
4) <i>Broken Clean Point</i>	<p>Either could be chosen for Primary/Secondary NC, the outcome of the violation should help determine which to choose based on severity perspective.</p> <ul style="list-style-type: none"> i.e. Broken clean point at supplier plant established, however there was no major impact to production - Customer Impact - Minor i.e. Broken clean point at supplier plant established and issue has caused quality concerns and/or mixed stock at plant - Customer Impact / Major
5) <i>Suppliers thermostat seal production was relocated without Forever Requirement submission & PPAP approval</i>	<p>Either could be chosen for Primary/Secondary NC, the outcome of the violation should help determine which to choose based on severity perspective.</p> <ul style="list-style-type: none"> i.e. Supplier relocated thermostat seal production causing major disruption in production and/or quality issues arose - Program Management / Critical Failure i.e. Supplier relocated seal production without consent from Stellantis, unauthorized change to production, potential mass production affect - Unauthorized Change

Procedure Reference	beSTandard	DocINFO	Regional or Global Procedure	Open to Suppliers?
SQD Escalation	SQ.00013	01601_12_00205	Global	Yes
Forever Requirement Violation Process	SQN-A0474		Global with regional systems	Yes

Q. What do I do if the supplier address information is incorrect?

A. If supplier name or address information associated with a supplier plant code is incorrect, the supplier needs to work with the Stellantis Buyer to have the information corrected in the Supplier Information System.

Q. My supplier indicated they cannot see their claims after receiving the system generated email notification.

A. Supplier users must register for the SUPREL application through eSupplierConnect (eSC) to view, accept, or dispute an Incident Claim.

Q. I have more than one supplier plant code for the same 'brick & mortar' address, do I need to create duplicate incident claims for each supplier code?

A. No. The penalty associated with the primary non-conformity category is deducted from the base score of the supplier plant which incorporates all supplier plant codes associated with the 'brick & mortar'.

Q. How do I turn off the system generated email notifications?

A. The system generated email notifications are meant to inform supplier and Stellantis users of latest status as well as critical timing for acceptance and disputes. There is currently no functionality in the system for users to set notification preferences.