



Intelix Technologies

Problem Case Management System

Nexteer Suppliers

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Introduction

The purpose of the Problem Case Management System is to capture and resolve quality and compliance issues that may arise from Nexteer suppliers. This guide provides the steps to be followed by a Nexteer supplier in order to respond to and manage a quality or compliance issue.

Logging into Intellex

To start working with the Intellex site and Problem Case Management System, there are two different ways to access the site. Follow the steps below:

1. Type the following URL into any Internet browser: <https://clients.intellex.com/login/Nexteer> OR Click on the link provided in the email notification sent from the Intellex Problem Case Management System. You will then be presented with the Intellex login screen. NOTE: if you need assistance on this screen, please contact gsm.systems@nexteer.com. **DO NOT contact Intellex.**

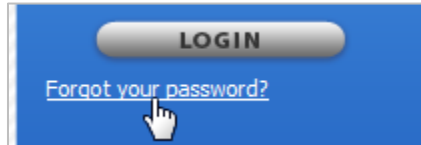


2. Enter your User Name and Password into the fields provided. One user name per Supplier DUNS number location is available. The user name and password to access the system has been sent to the main point of contact listed in the Intellex system.
3. Click the **Login** button.

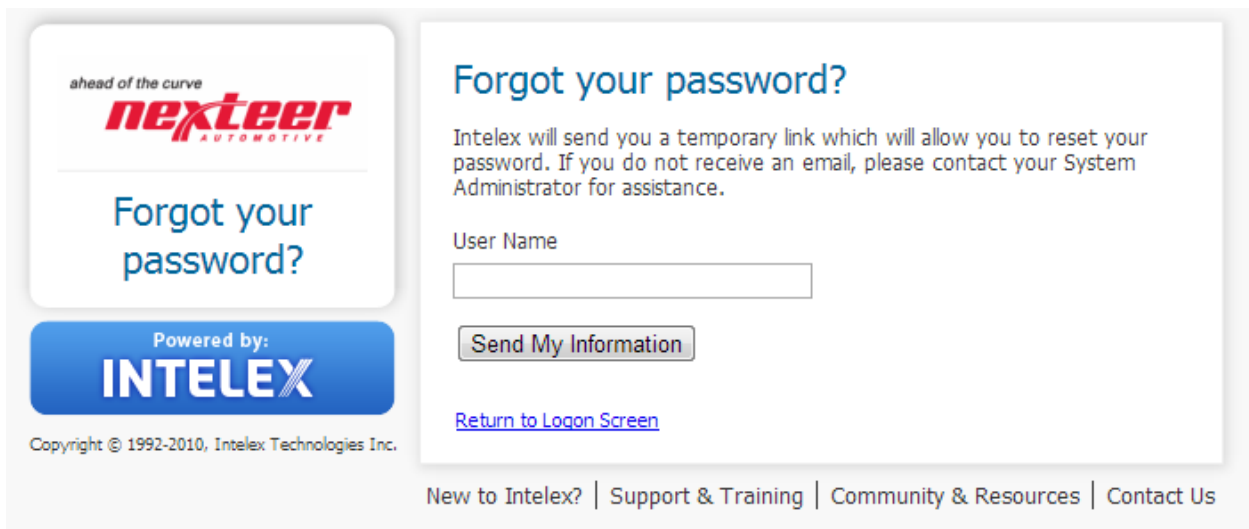
Forget your password

If at any time you forget your password, follow the steps below to have your login information sent to you in order to sign in again.

1. Click on the hyperlink below the login button, and it will prompt you to enter your user name.



2. Enter your User Name in the space provided and select the **Send My Information** button to have an email sent to you with your login credentials. NOTE: password resets will only be sent to the main point of contact listed in the Intelex system.

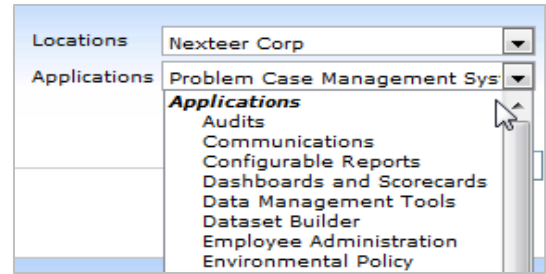
A screenshot of a web form for password recovery. On the left side, there is a white box with the "nexteer AUTOMOTIVE" logo (tagline "ahead of the curve") and the text "Forgot your password?". Below this is a blue button that says "Powered by: INTELEX". At the bottom left of the form area, it says "Copyright © 1992-2010, Intelex Technologies Inc.". The main content area has the heading "Forgot your password?" in blue. Below the heading is a paragraph: "Intelex will send you a temporary link which will allow you to reset your password. If you do not receive an email, please contact your System Administrator for assistance." This is followed by a "User Name" label and an empty text input field. Below the input field is a grey button labeled "Send My Information". At the bottom of the form area is a blue link that says "Return to Logon Screen". At the very bottom of the page, there is a navigation bar with links: "New to Intelex? | Support & Training | Community & Resources | Contact Us".

General Navigation

There are a few areas within the system that you should be aware of in order to navigate yourself through Intelex.

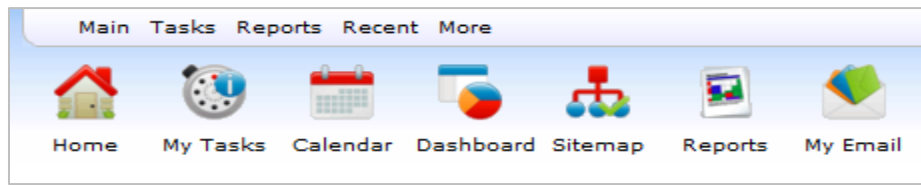
Applications Dropdown

Beneath your location in the upper right hand corner of the screen you will find the Applications dropdown. This will display all Intelex Applications you have access to in the system. Use this to select and navigate to the **Problem Case Management System** Application.



Toolbar

In the center of the page, as part of the header, you will see a toolbar. This toolbar displays icons that are quick links, which will allow you to navigate from page to page within the system. Since it is on the header of the page it will display regardless of the area in the system you are working. Please note that toolbars are configurable and may be different from the default toolbar.



My Tasks

My Tasks Summary page is the first page that will be loaded when you log in to Intelex from the URL provided above (clicking the link in the email will take you directly to your Problem Case). This page will display all actions that you are responsible to complete. From here you will be able to see the due date, task type and description of a task. You will be able to complete a task by clicking the description hyperlink. Whenever you are assigned a task you will also receive an email notification informing you of this new task. If you navigate away from this page and would like to be directed back, click the **My Tasks** icon from your toolbar.

My Tasks Summary : My Tasks

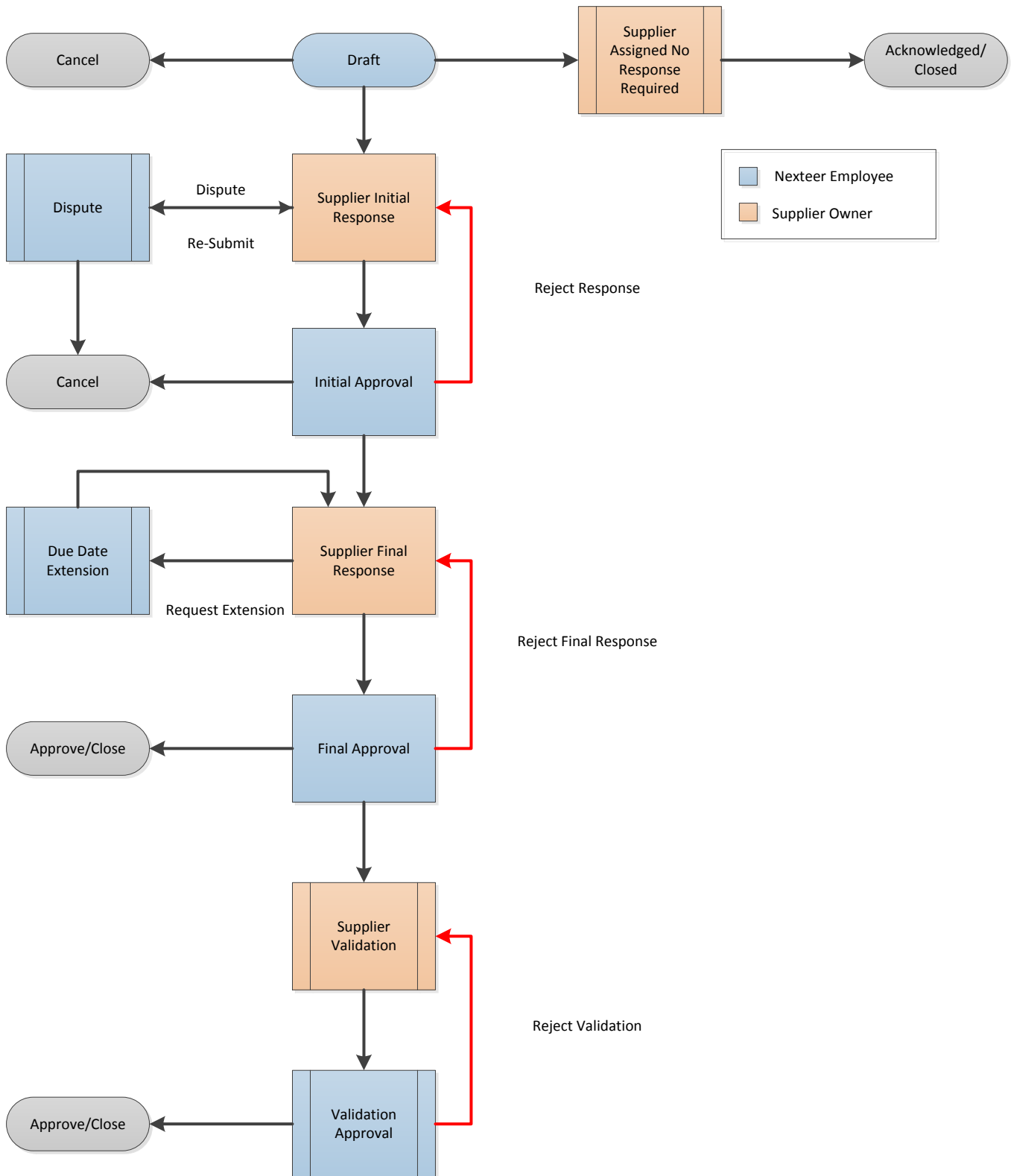
My Tasks | My Staff's Tasks | All Tasks | My Training | My Staff's Training | My Email | More ▾

My Tasks Custom Inventory: ...

List All | Reassign Employees | Advanced Search

Location	Description	Type	Stage	Person Responsible	Due Date	Overdue/Upcoming
<input type="checkbox"/> Nexteer Corp	147	Problem Case Form	Final Approval	Intelex Support	01/02/2013 00:00:00	Upcoming
<input type="checkbox"/> Nexteer Corp	122	Problem Case Form	Final Approval	Intelex Support	12/29/2012 00:00:00	Upcoming
<input type="checkbox"/> Nexteer Corp	631092749	Problem Case Form	Final Approval	Intelex Support	12/26/2012 00:00:00	Upcoming
<input type="checkbox"/> Nexteer Corp	141	Problem Case Form	Initial Approval	Intelex Support	12/19/2012 00:00:00	Upcoming
<input type="checkbox"/> Nexteer Corp	136	Problem Case Form	Initial Approval	Intelex Support	12/18/2012 00:00:00	Upcoming
<input type="checkbox"/> Nexteer Corp	130	Problem Case Form	Initial Approval	Intelex Support	12/15/2012 00:00:00	Upcoming
<input type="checkbox"/> Nexteer Corp	114	Problem Case Form	Initial Approval	Intelex Support	12/15/2012 00:00:00	Upcoming
<input type="checkbox"/> Nexteer Corp	107	Problem Case Form	Initial Approval	Intelex Support	12/14/2012 00:00:00	Upcoming
<input type="checkbox"/> Nexteer Corp	dsaf	Problem Case Form	Initial Approval	Intelex Support	12/13/2012 00:00:00	Upcoming
<input type="checkbox"/> Nexteer Corp	ILx	Problem Case Form	Initial Approval	Intelex Support	12/13/2012 00:00:00	Upcoming
<input type="checkbox"/> Nexteer Corp	ILX	Problem Case Form	Initial Approval	Intelex Support	12/13/2012 00:00:00	Upcoming
<input type="checkbox"/> AUTOMOTIVE STEERING KOREA LTD	631092749	Problem Case Form	Initial Approval	Intelex Support	12/12/2012 00:00:00	Upcoming

Problem Case Workflow



Workflow Stages

Stage	Due Date	Person Responsible	Action
Draft		Nexteer Employee (originator)	Submit
Initial Response	2 days	Supplier Owner	Dispute or Submit initial response
Acknowledged	2 days	Supplier Owner	Close
Initial Approval	2 days	Nexteer Employee (Case Submitter)	Accept or reject plan
Final Response	15 days from Initial response approval	Supplier Owner	Investigate or request due date extension
Final Approval	15 days	Nexteer Employee (Initial Response Approver)	Accept/close, accept/validate or reject
Due Date Extension	2 days from Request date	Nexteer Employee (Initial Response Approver)	Accept or Reject request
Supplier Validation	Set during Final Approval stage	Supplier Owner	Validate
Validation Approval	5 days	Nexteer Employee (Final Response Approver)	Accept/close or reject

The Problem Case Form will indicate the Current Status/Stage of the Problem Case in the **Workflow Status** section at the top of the case:

Workflow Status

Workflow Stage: Supplier Initial Response **Workflow Status:** Response Required

Problem Case Management System

Problem Case Acknowledgement (No Response Required Cases only)

In some cases the Nexteer employee may submit a problem case that does not require a response. In this case, you will be notified by email that you have a task to acknowledge the problem case. You will also have a line item on your **My Tasks Summary** page. From both of these areas you will have a link to the problem case form. To view the problem case and complete your task, follow the steps below:

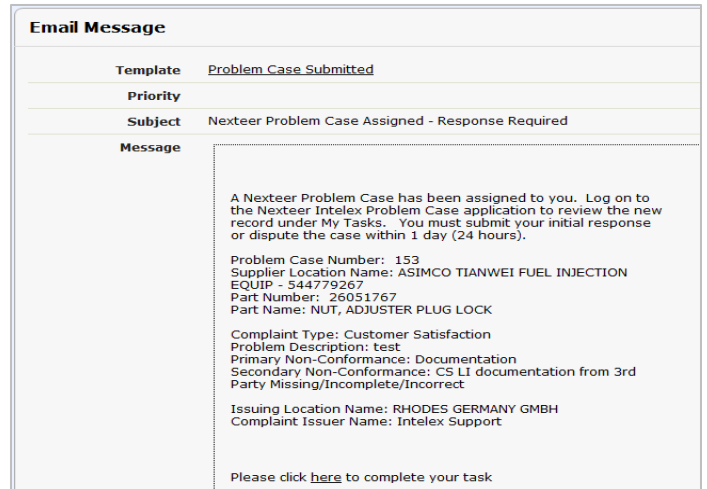
1. Start by opening the problem case record from your **My Tasks Summary** page or from the link in the email notification.
2. The **Workflow Status** section at the top of the page shows the case to be in the **Supplier Assigned No Response Required** stage. In this stage your task is to review all **Contact Information** and **Complaint Information** sections of the problem case and acknowledge that you have done so.
3. In order to close out your task and track that you have acknowledged the problem case, select the **Acknowledged** button on the menu bar.



4. Once this has been done the problem case record is closed.

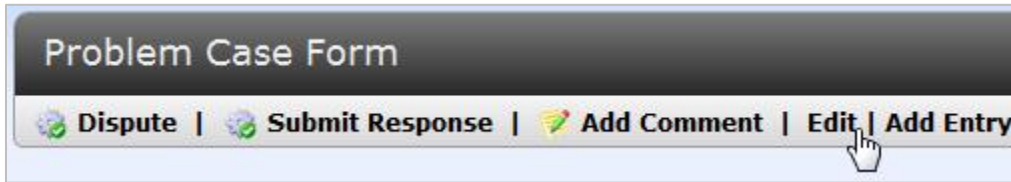
Supplier Initial Response

As a Nexteer supplier, you are responsible for responding to problem cases that are submitted to your location. If a problem case has been assigned to you for initial response, you will receive an email notification as well as a task on your **My Tasks Summary** page. To see more details of this problem case and to complete your task, navigate to the record by selecting the link from the email or clicking the description link of the task in your **My Tasks Summary** page. In order to complete your task, follow the steps below:

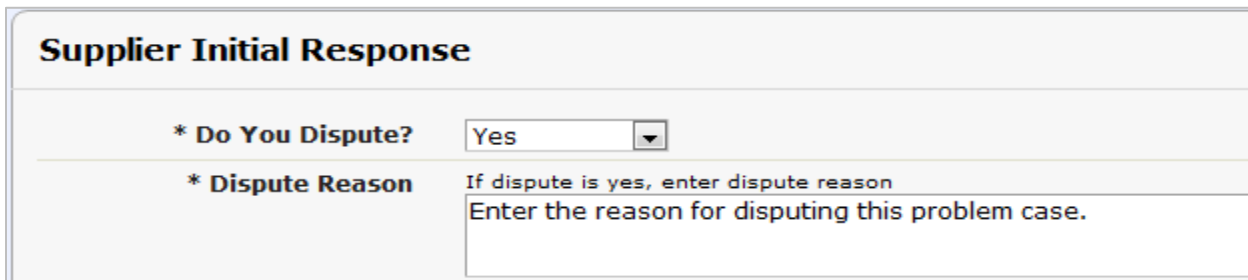


Location	Name	Type	Stage	Person Responsible
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> TEST SUPPLIER - T12345678	10397	Problem Case Form	Supplier Initial Response	TEST TEST
<input type="checkbox"/> TEST SUPPLIER - T12345678	10396	Problem Case Form	Supplier Initial Response	TEST TEST

1. Once you open the problem case form, you will be able to view all of the **Contact Information** and **Complaint Information**. Review this information before you fill in the **Supplier Initial Response** fields. When you are ready to fill in your response, select the **Edit** button on the menu bar.



2. You will now be able to enter your initial response. As a supplier you have a one-time opportunity to dispute the problem case and send the form back to the Nexteer employee who submitted the record. **If not disputing the problem case, please skip to step 5.**
3. To dispute, select **Yes** in the **Do you Dispute?** field in the **Supplier Initial Response** section of the form. The **Dispute Reason** field becomes mandatory. Fill in your reason and then click the **Save** button on your menu bar. Note: Entering comments in this field without clicking on **Dispute** in the next step will NOT signify that you have disputed this case.

A screenshot of the 'Supplier Initial Response' form. The title 'Supplier Initial Response' is at the top. Below it, there are two fields: '* Do You Dispute?' with a dropdown menu showing 'Yes', and '* Dispute Reason' with a text area. The text area contains the instruction: 'If dispute is yes, enter dispute reason' and 'Enter the reason for disputing this problem case.'

4. Once you save your response, you will see two options on your menu bar: **Dispute** and **Submit Response**. When disputing the problem case, click **Dispute** to send the form back to Nexteer. You will no longer have a task on your **My Tasks Summary** page. Please note that you are only able to dispute a problem case once and you **MUST** click on **Dispute** in order to actually dispute the Problem Case.



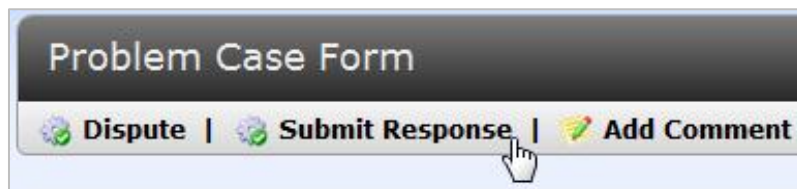
- To send your initial response to Nexteer select **Edit** from your menu bar and select **No** from the **Do You Dispute?** field. Keep in mind that all fields with an asterisk are mandatory fields and must be filled out. Note: Entering comments in the **Dispute Reason** field does not constitute that a case has been disputed. See step 3 to dispute a Problem Case.

Supplier Initial Response	
Do You Dispute?	No
Dispute Reason	
Disposition of Suspect Material	Sort at Nexteer
Return Material Authorization	Enter an RMA number
Description of Supplier Containment	Enter the details of your containment plan
Breakpoint Date for Conforming Material	12/10/2012
Marking on Individual Parts	Describe how the individual parts will be marked, e.g. paint dot, sticker, etc.
Marking on Containers	Describe how the containers will be marked, e.g. special label, etc.
Supplier Contact Info	Enter the name and phone number of the appropriate contact person

- Fill in each necessary field and select **Save** from your menu bar.



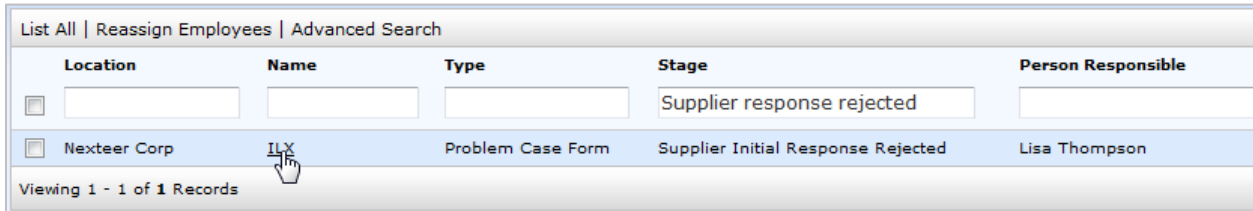
- To attach a document to this problem case, scroll down to **Private Document Attachment** section in the Problem Case. See instructions for attaching documents on page 19 in this user guide.
- You will see two options on your menu bar: **Dispute** and **Submit Response**. Click **Submit Response**. Your task has now been removed from your my task summary page and Nexteer will receive your response.



Rejected Initial Response

It is possible that after you submit your response to Nexteer, your initial response could be rejected. If your response has been rejected, the problem case will move to the **Supplier Initial Response Rejected** stage allowing you to modify the details. Follow the steps below to view and re-submit response:


1. From your email notification or your **My Tasks Summary** page select the link for your task to view the problem case form.



Location	Name	Type	Stage	Person Responsible
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	Supplier response rejected	<input type="text"/>
<input checked="" type="checkbox"/> Nexteer Corp	ILX	Problem Case Form	Supplier Initial Response Rejected	Lisa Thompson

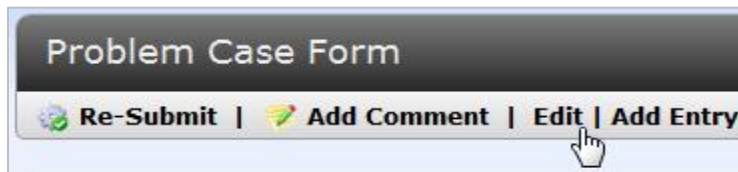
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2. From here you will now be able to see the **Initial Rejection Comments** in the **Supplier Initial Response Decision** section. Review this field to understand why the initial response was rejected.



Supplier Initial Response Decision	
Supplier Response Decision By	Leisha McKay
Supplier Response Decision Date	12/18/2012
Initial Approval/Rejection Comments	The Nexteer customer owner must enter a comment regardless of whether or not the supplier initial response is approved or rejected

3. In order to make changes to the initial response fields, select the **Edit** button on your menu bar to modify the data entered into the **Supplier Initial Response** section of the form.



4. Once you are satisfied with the changes made to your initial response, click the **Save** button and click the **Re-Submit** button.



5. Your task is now removed from your **My Tasks Summary** list and has moved back to the **Initial Approval** stage for Nexteer to review.

Supplier Final Response

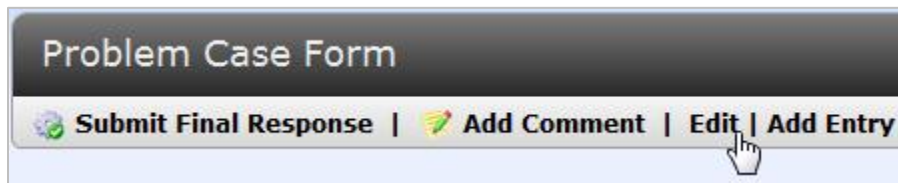
Once Nexteer completes the initial approval you will receive another task to complete the **Final Response**. When this task is assigned to you, you will receive an email notification as well as a task on your **My Tasks Summary** page. To view this task, use the link from the email or click the description link from your **My Tasks Summary** list. To complete this **Final Response** task, follow the steps below:

Location	Name	Type	Stage	Person Responsible
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	Final Response	<input type="text"/>
<input type="checkbox"/> Nexteer Corp	133	Problem Case Form	Supplier Final Response	Lisa Thompson
<input type="checkbox"/> Nexteer Corp	11	Problem Case Form	Supplier Final Response	Lisa Thompson

1. From the **Supplier Initial Response Decision** section on the form, review the **Initial Approval Comments** before conducting your investigation.

Supplier Initial Response Decision	
Supplier Response Decision By	Leisha McKay
Supplier Response Decision Date	12/18/2012
Initial Approval/Rejection Comments	The Nexteer customer owner must enter a comment regardless of whether or not the supplier initial response is approved or rejected

2. Once you are ready to enter the details of your investigation, click the **Edit** button on the menu bar to enter your **Final Response**.



- Fill in all necessary details of how the problem was created. Screen images are provided that indicate detailed information that is required in each field.

Investigation / Supplier Final Response	
Product/Process Name	Enter the part description or process description where the failure occurred
How Problem was Created	
Non-Conformance Problem Description	Describe the problem description. This should match Nexteer's problem description in the Complaint Information section above.
Explain why the problem occurred (1)	Describe why the process error occurred. For example, the wrong components were brought to the assembly line.
Why (2)	Describe why the process error documented in 1 above occurred. For example, the wrong box was elected at the supermarket. If this level of detail is not available, enter "N/A" in this required field.
Why (3)	Describe why the process error documented in 2 above occurred. For example, the supermarket had boxes with incorrect labels. If this level of detail is not available, enter "N/A" in this required field.
Why (4)	Describe why the process error documented in 3 above occurred. For example, sub-tier supplier error. If this level of detail is not available, enter "N/A" in this required field.
Why (5) the root cause of non-conformance	Describe why the process error documented in 4 above occurred. For example, lack of process controls at sub-tier supplier. If this level of detail is not available, enter "N/A" in this required field.
Intermediate Containment Action	Describe your containment activities including markings if applicable.
Intermediate Containment Owner	Intermediate containment owner name and phone number.
Intermediate Containment Date	12/20/2012
Final Permanent Corrective Action	Describe your process or equipment improvements to correct the problem.
Final Permanent Corrective Action Owner	Final permanent corrective action owner name and phone number.
Final Permanent Corrective Action Target Date	12/21/2012

- Continue down the page to fill in the necessary details of why the problem was not detected.

Why Problem was Not Detected?	
Detection Problem Description	Describe the inspection error that allowed this problem to occur.
Explain why the problem was not detected (1)	Describe why the inspection error occurred. For example, the bar code reader was not working.
Why (2)	Describe why the inspection error documented in 1 above occurred. For example, the batteries were not charged for the bar code reader. If this level of detail is not available, enter "N/A" in this required field.
Why (3)	Describe why the inspection error documented in 2 above occurred. For example, the charger was not plugged into the outlet. If this level of detail is not available, enter "N/A" in this required field.
Why (4)	Describe why the inspection error documented in 3 above occurred. If this level of detail is not available, enter "N/A" in this required field.
Why (5) the root cause of detection failure	Describe why the inspection error documented in 4 above occurred. If this level of detail is not available, enter "N/A" in this required field.
Intermediate Containment Action	Describe your containment activities including markings if applicable.
Intermediate Containment Owner	Intermediate containment owner name and phone number.
Intermediate Containment Date	12/21/2012
Final Permanent Corrective Action	Describe improvements to your inspection or process controls to prevent the non-conformance from escaping your process.
Final Permanent Corrective Action Owner	Final permanent corrective action owner name and phone number.
Final Permanent Corrective Action Target Date	12/31/2012

5. Continue down the page to fill in the details in the last section for the systemic root cause of the problem.

△ What is the Systemic Root Cause?	
Systemic Problem Description	Describe the gaps in your quality system that allowed this problem to occur.
Explain why the systemic gap (1)	Describe why the quality system failed to prevent this problem. For example, the bar code reader was not included in the preventative maintenance plan.
Why (2)	Describe why the quality system failed to prevent the problem documented in 1 above. For example, we did not know that the bar code reader needed to be maintained. If this level of detail is not available, enter "N/A" in this required field.
Why (3)	Describe why the quality system failed to prevent the problem documented in 2 above. If this level of detail is not available, enter "N/A" in this required field.
Why (4)	Describe why the quality system failed to prevent the problem documented in 3 above. If this level of detail is not available, enter "N/A" in this required field.
Why (5) the root cause of systemic failure	Describe why the quality system failed to prevent the problem documented in 4 above. If this level of detail is not available, enter "N/A" in this required field.
Final Permanent Corrective Action	Describe the quality system improvements to your process. For example, update the bar code reader machine software to indicate when the batteries need to be charged.
Final Permanent Corrective Action Owner	Final permanent corrective action owner name and phone number.
Final Permanent Corrective Action Target Date	12/29/2012
Lessons Learned	Describe the lessons learned that may apply to other parts and processes.
Look Across Requirements	<input type="checkbox"/> Within Responsible Plant <input type="checkbox"/> Other Plants/Outside Suppliers <input checked="" type="checkbox"/> Others

6. Continue down the page to complete the **Systemic Root Cause** and enter your **Supplier Reported Total Quantity Non-Conformance**.

Systemic Root Cause	<input type="text"/>
Supplier Reported Total Quantity Non-Conformance	<input type="text" value="4"/>
Final Response Complete	<input type="checkbox"/>

7. Once you have completed all fields within the **Investigation/Supplier Final Response** section, you must click on the **Final Response Complete** check box to indicate that you have completed your Final Response, then click the **Save** button on your menu bar.



8. To attach a document to this problem case, scroll down to **Private Document Attachment** section in the Problem Case. See instructions for attaching documents on page 19 in this user guide.

- Now that you have completed the **Final Response** you can send the problem case to the next stage by clicking **Submit Final Response** button from your menu bar. Note: The task will remain assigned to you if you do not click the **Submit Final Response** button.



- The **Supplier Final Response** Task is now complete and will no longer appear on your **My Tasks Summary** list. Nexteer is now responsible for the **Final Approval** of this problem case.

Request Due Date Extension

During the Supplier Final Response, there may be the need to request an extension on the Due Date. To request an extension, follow the steps below:

- Once in the Problem Case Form, click **Edit** and scroll to the **Request Due Date Extension** section.
- Under **Request Due Date Extension?** select Yes.
- Enter your justification for requesting a Due Date Extension under **Due Date Extension Justification**.
- Click Save.
- Click on **Request Due Date Extension** to send the Problem Case to Nexteer to review the request.

Request Due Date Extension	
Would you like to request a Due Date Extension?	<input checked="" type="radio"/> Yes <input type="radio"/> No
* Due Date Extension Justification	<input type="text"/>

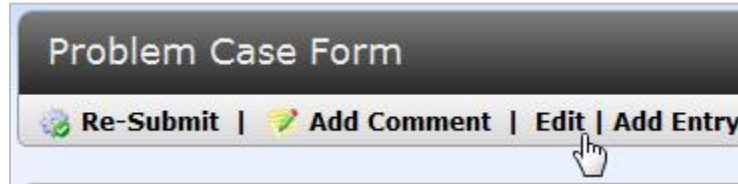
Rejected Final Response

It is possible that after you submit your **Final Response** to Nexteer, your response could be rejected. If your response has been rejected, the problem case will move to the **Supplier Final Approval Rejection** stage allowing you to modify the details. Follow the steps below to view and re-submit response:

- From your email notification or your **My Tasks Summary** page, select the link for your task to view the problem case form.
- From here you will now be able to see the **Rejection Comments** in the **Final Response Disposition** section. Review this field to understand why the final response was rejected.

Final Response Disposition	
Final Disposition By	Leisha McKay
Disposition Date	12/18/2012
Approval/ Rejection/ Validation Comments	The Nexteer customer owner must enter a comment regardless of whether or not the supplier final response is approved or rejected
Supplier Validation Due Date	01/15/2013

- In order to make changes to the final response fields, click the **Edit** button on your menu bar to modify the data entered into the **Investigation/Supplier Final Response** section of the form.



- Once the changes are made, click the **Save** button and the **Re-Submit** button. Note: The task will remain assigned to you if you do not click the **Submit Final Response** button.



- Your task is now removed from your **My Tasks Summary** list and has moved back to the **Final Approval** stage for Nexteer to review.

Supplier Validation

The final task that you may be asked to complete is to validate the problem case. Nexteer will determine during the **Final Approval** stage whether or not **Supplier Validation** is required. If a validation is required, you will receive an email notifying you of your task. Follow the steps below to complete the **Supplier Validation**:

- From your email notification or your **My Tasks Summary** page, select the link for your task to view the problem case form.

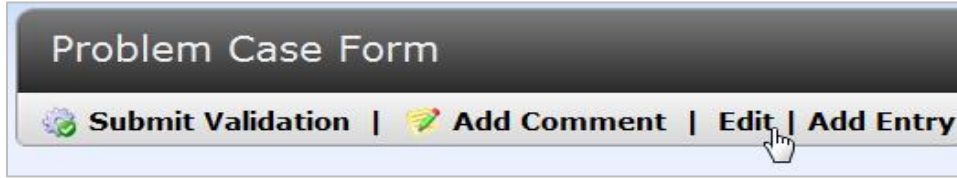
List All Reassign Employees Advanced Search				
Location	Name	Type	Stage	Person Responsible
<input type="checkbox"/>	<input type="text"/>	63	<input type="text"/>	Supplier Validation
<input type="checkbox"/>	AUTOMOTIVE STEERING KOREA LTD	631092749	Problem Case Form	Supplier Validation
Eric Chavez				

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- Before completing the **Supplier Validation** task, review the **Approval Comments** and **Supplier Validation Due Date** in the **Final Response Disposition** section.

Final Response Disposition	
Final Disposition By	Leisha McKay
Disposition Date	12/18/2012
Approval/ Rejection/ Validation Comments	The Nexteer customer owner must enter a comment regardless of whether or not the supplier final response is approved or rejected
Supplier Validation Due Date	01/15/2013

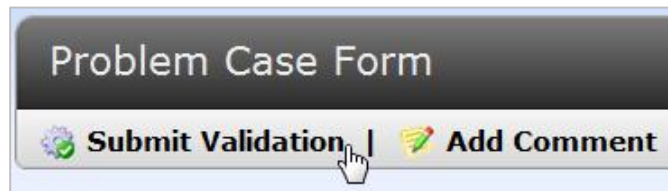
- Click **Edit** from your menu bar to allow for data entry into the **Supplier Validation** section of the form.



- Fill in the **Supplier Validation Comments** field and click the **Save** button on your menu bar.

Supplier Validation	
Supplier Validation By	Intelex Support
Supplier Validation Date	12/19/2012
Supplier Validation Comments	Supplier Validation Comments

- Click the **Submit Validation** button to complete your **Supplier Validation** task and send to Nexteer for approval. If Nexteer is satisfied with the validation that has been completed, they will approve and close the problem case. Note: The task will remain assigned to you if you do not click the **Submit Validation** button.



Rejected Validation

It is possible that after you submit your validation to Nexteer, your response could be rejected. If your response has been rejected, the problem case will move to the **Supplier Validation Rejected** stage allowing you to modify your validation comments. Follow the steps below to view and re-submit response:

- From your email notification or your **My Tasks Summary** page, select the link for your task to view the problem case form.

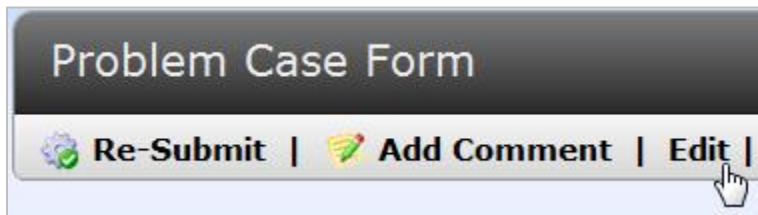
List All Reassign Employees Advanced Search					
Location	Name	Type	Stage	Person Responsible	
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	Supplier Validation rejected	<input type="text"/>	
<input checked="" type="checkbox"/>	Nexteer Corp	ILX	Problem Case Form	Supplier Validation Rejected	Lisa Thompson

Viewing 1 - 1 of 1 Records

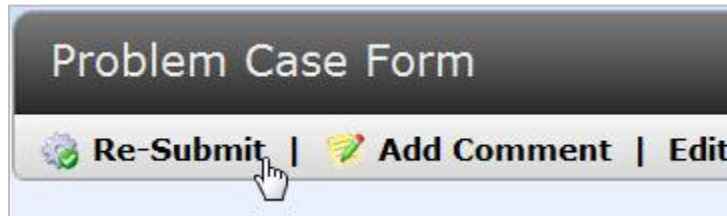
- Review the **Rejection Comments** in the **Validation Approval** section to understand why this was rejected.

Validation Approval	
Validation Approval By	
Validation Approval Date	
Validation Approval Comments	Validation Approval Comments to be filled in whether validation is approved or rejected.

- In order to make changes to the validation fields, click the **Edit** button on your menu bar to modify the comments entered into the **Supplier Validation** section of the form.



- Once you are satisfied with the changes made and are ready to re-submit, click the **Save** button and the **Re-Submit** button on your menu bar. Note: The task will remain assigned to you if you do not click the **Re-Submit** button.



- Your task has now been removed from your **My Tasks Summary** list and has moved back to the **Validation Approval** stage for Nexteer to review. Once they are satisfied with the validation the problem case will be approved and closed.

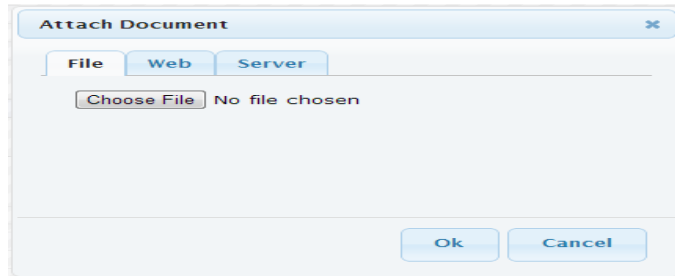
Attaching Documents (Private Document Attachment)

Within the **Problem Case Form** you are able to attach documents pertaining to the particular problem described. Documents could include a copy of a Purchase Order to a third party sort house, analysis results or breakpoint labels. A limit of 10MB per document is set in the system. Follow the steps below to attach a document to the Problem Case:

1. Start by opening the Problem Case Form.
2. Scroll to the Private Document Attachment section of the Problem Case.



3. Click on Attach Document

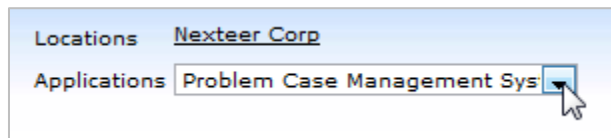


4. Click on Choose File.
5. Browse to the document you wish to attach. Note: File names must not include any punctuation aside from the period between the file name and file type. Examples of appropriate file names are: filename.xlsx; file name.xlsx; file_name.xlsx; file-name.xlsx
6. Once you select your document, click on Ok and your document will be attached to this Problem Case. Any user that can access this Problem Case will be able to open/view any documents attached to the Problem Case.

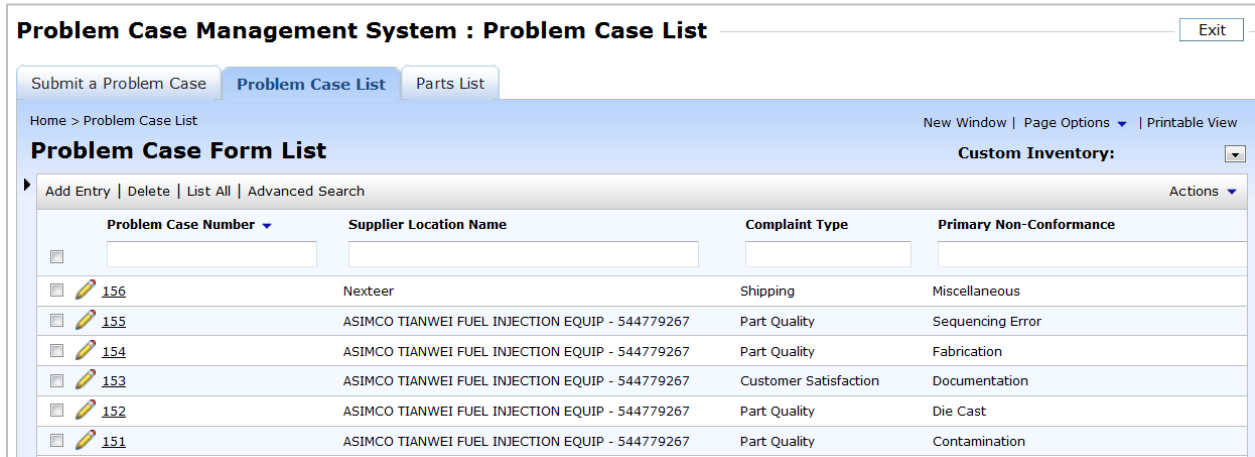
Problem Case List

Within the **Problem Case Management System** Application you will notice a **Problem Case List** tab which will list all problem case records that have been submitted. This list will allow you to view a problem case even though you may not have an outstanding task. From this tab you can see a summary of all problem cases, search, open and view the form and keep track of the status of the problem case. Follow the steps below to locate a problem case in the system.

1. Start by selecting the **Problem Case Management System** Application from your Applications dropdown.



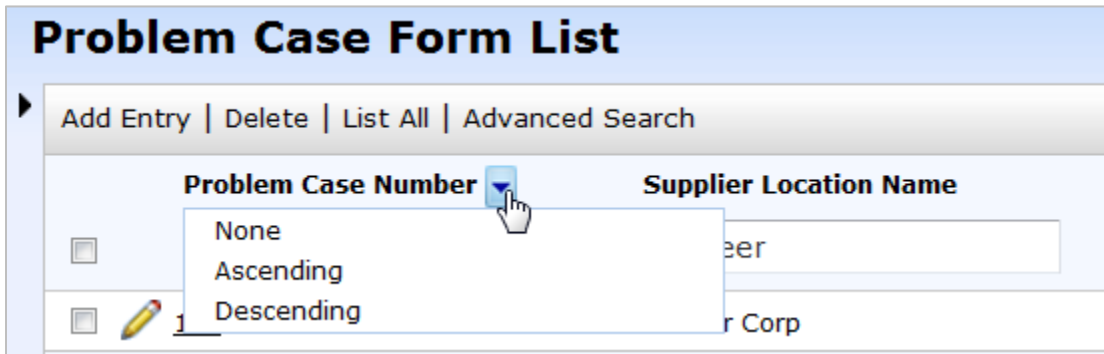
2. This will display an inventory page listing all existing problem case records for your particular location.





3. From this page you will be able to search by any column on the view or sort ascending or descending from any column on the view.
- To Search, type a key word into one or multiple of the column fields below the column header and use your **Enter** key on your keyboard.



- To sort, select the header name for the column you would like to sort by. This will display an arrow to the right of the header name. Select that arrow to indicate if you would like to sort ascending or descending.



- Once you have located the problem case that you would like to view, simply click on the record number to view more details of the problem case.

	Problem Case Number ▾	Supplier Location Name	Complaint Type	Primary Non-Conformance
<input type="checkbox"/>	<input type="text"/>	Nexteer	<input type="text"/>	Activity
<input type="checkbox"/>  150		Nexteer Corp	APQP Activities	Activity
<input type="checkbox"/>  147		Nexteer Corp	APQP Activities	Activity

Note: If a Pencil icon is visible next to the Problem Case, this indicates that you are the current owner of this case and have a task to complete.

Questions/Comments/Suggestions

Send any questions, comments, concerns, or suggestions to gsm.systems@nexteer.com. Responses should be returned within 24-48 hours. **DO NOT CONTACT INTELEX** for any support on this application.