



Intelx Technologies

Problem Case Management System 2.1

Nexteer Employee

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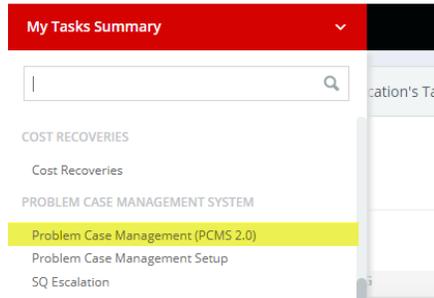
Problem Case Management System (PCMS 2.1)

Workflow Stages and Due Dates

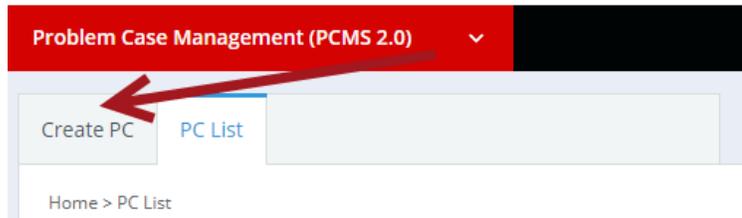
<u>Stages</u>	<u>Due Date</u>	<u>Person Responsible</u>	<u>Tasks</u>
Draft - Complaint Info		Complaint Issuer	Submit to Supplier, Cancel
Supplier Acknowledge (No Response)	+3	Supplier Owner	Acknowledge, Cancel
Initial Response	+2	Supplier Owner	Submit Response, Cancel
Initial Response Review	+2	PC Submitter	Approve, More Info, Cancel
Initial Response Rejected	+1	Supplier Owner	Re-submit, Cancel
PC Disputed	+3	PC Submitter	Dispute Accepted, Dispute Rejected Cancel
5Y SQE Assignment	+1	Plt Region SQ Mgr	Assignment Complete, Cancel
Root Cause/Corrective Action Plan	+15	Supplier Owner	Submit, Cancel
CAP Review		Initial Approver Stage Owner	Approve, More Info, Cancel
CAP Review (Supplier Region)	+2	Supp Region SQE	Approve, More Info, Cancel
CAP Review (Plant Region)	+3	Plt Region SQE	Approve, More Info, Cancel
CAP Review Hold (skip if WFCC is approved)	+2	CAP Review Stage Owner	Approve, More Info, Cancel
CAP Rejected		Supplier Owner	Re-submit, Cancel
CAP Rejected (Supplier Region)	Original Root Cause Due Date	Supplier Owner	Re-submit, Cancel
CAP Rejected (Plant Region)	+2	Supp Region SQE	Re-approve, Reject back to Supplier, Cancel
Implementation	Set in Root Cause	Supplier Owner	Submit, Cancel
Implementation Review		Complaint Issuer	Approve, Validation Required, More Info, Cancel
Implementation Review (Supplier)	+5	Supp Region SQE	Approve, More Info, Cancel
Implementation Review (Plant)	+3	Plt Region SQE	Approve, More Info, Cancel
Implementation Review Hold	+2	Plt Region SQE	Approve, Validation Required, More Info, Cancel
Implementation Rejected		Supplier Owner	Re-submit, Cancel
Implementation Rejected (Supplier)	Original Implementation	Supplier Owner	Re-submit, Cancel
Implementation Rejected (Plant)	+2	Supp Region SQE	Re-approve, Reject back to Supplier, Cancel
Validation	+30	Supplier Owner	Submit, Cancel
Validation Review	+3	Plt Region SQE	Approve, More Info, Cancel
Validation Review Hold	+2	Plt Region SQE	Approve, More Info, Cancel
Validation Rejected	Original Validation	Supplier Owner	Re-submit, Cancel
Nexteer Owned Tier 3 Confirmation		Electronics SQ Mgr	Confirmed, Not Confirmed, Cancel
Cancel Case Justification	+1	CC Requester	Submit Request, Cancel Request
Cancel Case Review	+2	Plt Region SQ Mgr	Accept Request, More Info, Reject Request
Cancel Case Review	+2	Complaint Issuer	Accept Request, More Info, Reject Request

Submit a Problem Case

It is the responsibility of any Nexteer employee to track and submit any quality or compliance issues with a supplier. To submit a Problem Case in the Intelex system, navigate to **Problem Case Management System (PCMS2.1)** within the **Applications** dropdown in the red dropdown box on the left. Once this application page loads, follow the steps below to successfully submit a new Problem Case record:



1. Start by selecting the **Create PC** tab on the left. This will take you to a new blank Problem Case:



2. Enter in all the fields listed in the **Problem Case Header-Contact Information** section. Any field with an asterisk is a mandatory field and must be filled in before saving the record. Some fields will automatically be populated once the record has been saved. If it is not an **Additional Incident** skip to **step 3**.

Save Save & Exit Save & Add Entry Spell Check Cancel

New PC Form

Problem Case Header - Contact Information

Problem Case Number

Supplier Location TEST SUPPLIER - T12345678

* Issuing Plant

Complaint Issuer LISA THOMPSON Complaint Issuer Email lisa.thompson@nexteer.com

* Supplier Owner Supplier Owner Email

* Complaint Type

Additional Incident This should be marked if there is an OPEN Problem Case for the same issue.

Worldwide Formal Customer Complaint If unsure, please leave this field blank.

Additional Incident

- a. Check the box in the **Additional Incident** field within the **Problem Case Header-Contact Information** section. This will display a new field called **Originating Problem Case**.

Additional Incident This should be marked if there is an OPEN Problem Case for the same issue. * Originating Problem Case Select | Clear

- b. Click **Select** next to the box to select from a list of all Open Problem Cases for that supplier location.

PC Number	WFCC	Location	Date Submitted to Supplier	Complaint Type	Primary Non-Conformance	Secondary Non-Conformance	Status
22880		TEST SUPPLIER - T12345678		Prototype			Complaint in Pr
21984	No	TEST SUPPLIER - T12345678		Part Quality			Complaint in Pr
21470		TEST SUPPLIER - T12345678	6/23/2017	Part Quality	Coating	Coating Adhesion Poor	Cancel Case Rev
21469	No	TEST SUPPLIER - T12345678	6/23/2017	Customer Satisfaction	Activity	Containment activities not adequate/sufficient	Initial Response
21018		TEST SUPPLIER - T12345678		Part Quality			Complaint in Pr
20587		TEST SUPPLIER - T12345678	3/2/2017	Shipping	Documentation/Paperwork Discrep.	Hazardous Materials Info Missing/Inaccurate	Initial Response
19588		TEST SUPPLIER - T12345678		Part Quality			Complaint in Pr
19013		TEST SUPPLIER - T12345678	9/30/2016	Part Quality	SD Specifications	Chemical Properties Not to Spec	Initial Response
18699		TEST SUPPLIER - T12345678	8/30/2016	Part Quality	Coating	Coating Too Thick/Thin	Initial Response
18698		TEST SUPPLIER - T12345678	8/30/2016	Warranty	Assembly	Assembled with Wrong Materials	Initial Response

- c. Check the box to the left of the **Originating Problem Case** you wish to select. Then click the **Select** button at the bottom. *Note:* if you click on the Problem case number, you will be taken to a new window to view the Problem Case in full detail.

3. After completing the **Problem Case Header-Contact Information** section click on the **Save** button in the menu bar.

New PC Form

4. The **Complaint Information** section will now be displayed and must be completed. *Reminder:* fields with asterisks indicate that the field is required.

* Problem Description Provide a clear Description of Problem in as much detail as possible, including magnitude of the problem.

* Primary Non-Conformance

* Secondary Non-Conformance

* Part Number Part Name

Shortage Check the box if there is a Shortage of material

Problem Qualifier

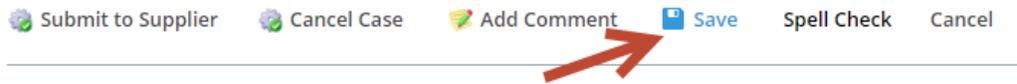
External Customer Name Program Name

* Initial Quantity Non-Conformance

Suspect Material Lot Number(s)

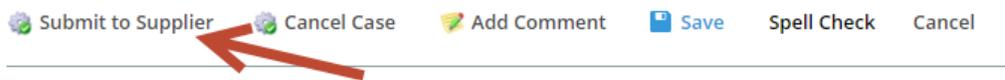
Additional Part Numbers Suspect Sample Return Tracking

- Once filled out, click **Save** in the menu bar and review the **Complaint Information** section. *Note*: once submitted these fields cannot be edited.



- To attach documents/pictures, please see the guide on the learning center. <https://www.nexteer.com/learning-center/>

- To ensure that the supplier is aware of the Problem Case, click the **Submit to Supplier** button in the menu bar. The Problem Case will move into the next step in the workflow. *Note*: If you do not click the **Submit to Supplier** button, the supplier will not be able to respond to the issue.



- The supplier is now required to submit an Initial Response to the Problem Case.

Supplier Quality Manager: Assigning SQEs

Now that the Problem Case has been submitted, the Regional Supply Quality Manager will be notified by email, or in their **My Tasks Summary** page, that they are required to assign an SQE to the Problem Case if it is not a Nexteer to Nexteer, Shipping or Prototype Problem Case. To assign an SQE follow these steps:

1. After opening the task from your email or your **My Tasks Summary** page, click the **Edit** button in the menu bar.
2. Assign the **Supplier Region SQE** and **Plant Region SQE** by selecting their name from the dropdown. Note: The Supplier Region SQE and Plant Region SQE cannot be the same person. Also, check a box next to the affected regional plants to indicate **Nexteer Look Across Requirements**. At a minimum, your location must be selected.

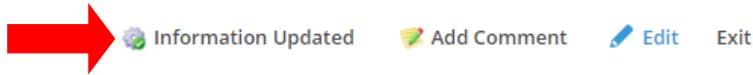
Supplier Quality Responsible Parties

* Supplier Region SQE assign to me * Plant Region SQE assign to me

Nexteer Look Across Requirements

US Plants <input type="checkbox"/>	Mexico Plants <input type="checkbox"/>
Europe Plants <input type="checkbox"/>	India Plants <input type="checkbox"/>
China Plants <input type="checkbox"/>	South America Plants <input type="checkbox"/>
Australia Plants <input type="checkbox"/>	Korea Plants <input type="checkbox"/>

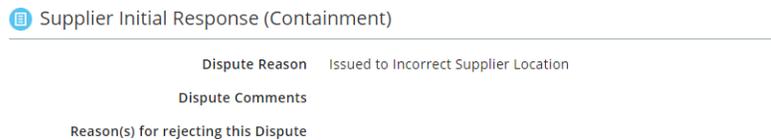
3. Click the **Save** button in the menu bar and then review to ensure you have the proper people assigned.
4. Click the **Information Updated** button in the menu bar. This will assign the responsibilities of this Problem Case to the selected persons at the appropriate stages. An early notification of the issuance of this Problem Case will also be sent to these selected individuals.



Supplier Dispute Review

During the **Supplier Initial Response** stage, the supplier has an opportunity to dispute the Problem Case details. If disputed, the record will be sent back for review of the Dispute Reason and comments entered by the Supplier. If the Problem Case has been disputed, an email notification will be sent, as well as a task added to your **My Tasks Summary** page. To complete this task, follow the steps below:

1. Open the record from the email link or from your **My Tasks Summary** list. To view the details as to why this Problem Case has been disputed, view the **Dispute Reason** field, and the data entered in the **Dispute Comments** field.



2. At this point you have two options:
 - a. **Approve:** Click the **Dispute Accepted** button in the menu bar.
 - i. The case will be cancelled in a disputed status. After clicking this button the case will not be reported in the Supplier's scorecard.



- b. **Decline:** Follow the steps below to Decline the Dispute:
 - i. Click the **Edit** button in the menu bar.



- ii. Enter comments in the **Reason(s) for rejecting this Dispute** field.



- iii. Click the **Save** button at the top in the menu bar and review the data
 - iv. Click the **Dispute Not Accepted** button in the menu bar. The Problem Case will be sent to the supplier.
3. Once you have completed one of the above options, your task is complete and will be removed from your **My Tasks Summary** page.

Initial Response Review

Once the supplier submits the Initial Response for the Problem Case, the Complaint Issuer will be responsible to complete the initial approval task. An email notification will be sent, as well as a task added to your **My Tasks Summary** page. Follow the steps below to complete the approval task:

1. Review the information contained in the new section: **Supplier Initial Response (Containment)**.

A screenshot of the 'Supplier Initial Response (Containment)' form. It contains several fields with labels and values: 'Do You Dispute this Complaint?' with value 'No', 'Reason(s) for rejecting this Dispute' with value 'no', 'Description of Supplier Containment', 'Disposition of Suspect Material', 'Return Material Authorization', 'Sorting Authorized', 'Sorting Purchase Order/Comments', 'Marking on Individual Parts', 'Marking on Containers', and 'Breakpoint Date for Conforming Material'.

2. Once reviewed a comment may be added within the **Initial Response Approval** section. *Note:* If there is a need to **Request More Information** from the supplier, a comment is required to be entered. To do this, click the **Edit** button in the menu bar, enter comments into the field **Initial Approval/Rejection Comments**. Then click the **Save** button from the menu bar.

A screenshot of the 'Initial Response Approval' form. It features a text input field labeled 'Initial Approval/Rejection Comments' and a checkbox labeled 'Spill' with the instruction 'Check the box if there is a Spill at Nexteer or OEM Customer'.

3. Once you have saved and reviewed the data entered by the supplier, select one of the following three options:
 - a. **Accept Response:** Click the **Approve** button from the menu bar if you are satisfied with the supplier's response. This sends the record back to the supplier for the **Final Response – Root Cause/Corrective Action Plan**.
 - b. **Reject Response:** Click the **Request More Information** button from the menu bar if you are not satisfied with the supplier initial response, then click **OK** in the confirmation box This sends the record back to the **Supplier Initial Response (Containment)** stage.
 - c. **Cancel:** Click the **Cancel Case** button from the menu bar to go into **Cancellation Workflow**.



4. Once you have completed one of the above options, your task is complete and it will be removed from your **My Tasks Summary** page.

Root Cause/Corrective Action Plan Review (Nexteer to Nexteer, Supplier Region SQE)

Once the supplier has completed their investigation of the Problem Case, a task will be assigned to review the Root Cause/Corrective Action Plan. An email notification will be sent, as well as a task added to your **My Tasks Summary** page. Open the task either from the link within the email or from your task list and follow the steps below:

1. A new section: **Root Cause/Corrective Action Plan** is now visible in the Problem Case. The answers provided in this section are equivalent to a supplier's 5Why document. Within this area are five subsections.

How the Problem Occurred:

^ How the Problem Occurred

Non-Conformance Problem Description

Summarize the root cause of the non-conformance

Non-Conformance Final Permanent Corrective Action

Non-Conformance Final Permanent Corrective Action Target Date

Why the Problem was not Detected:

^ Why the Problem was not Detected

Detection Problem Description

Summarize the root cause of the detection failure

Detection Final Permanent Corrective Action

Detection Final Permanent Corrective Action Target Date

What is the Systemic Root Cause?

^ What is the Systemic Root Cause?

Systemic Problem Description

Summarize the root cause of the systemic failure

Systemic Final Permanent Corrective Action

Systemic Final Permanent Corrective Action Target Date
Systemic Root Cause

Lessons Learned and Look Across Requirements:

^ Lessons Learned and Look Across Requirements

Lessons Learned

Look Across Requirements

Indicate whether the following will be updated for this issue:

^ Indicate whether the following will be updated for this issue:

PFMEA

Control Plan

Process Flow Chart

Work or Job Instructions

Setup Instructions and/or Operation Checklists

Training Material

Error Proofing and/or Gauging

The 3LSY with photos is attached to this Problem Case

Supplier Reported Total Quantity Non-Conformance

Root Cause/Corrective Action Plan Complete No

- Once reviewed, a comment can be added into the **Root Cause/Corrective Action Plan Approval** section in the **Supplier Region SQE Review Corrective Action Plan Approval/Rejection Comments** field.
- Click the **Edit** button in the menu bar to edit this field. You must complete all required fields (marked with an *).

Root Cause/Corrective Action Plan Approval

Supplier Region SQE Approval

Supplier Region SQE Review Corrective Action Plan Approval/ Rejection Comments

* Final Quantity Non-Conformance

* Confirm that a PMD record has been created to capture the required PPAP update.

* Is the 3L5Y with photos attached to this Problem Case?

Spill Check the box if there is a Spill at Nexteer or OEM Customer

- Once you have saved and reviewed the data entered by the supplier, select one of the following three options:
 - Approve:** If satisfied with the **Root Cause/Corrective Action Plan**, click the **Approve** button in the menu bar. This will send the Problem Case to the next stage of Workflow, depending on type of Problem Case:
 - A case that is marked as Nexteer to Nexteer, or has a Problem Qualifier of Shipping, or Prototype, will go onto the **Implementation Plan** stage
 - A case that is not marked as Nexteer to Nexteer, or does not have a Problem Qualifier of Shipping or Prototype, goes to the Nexteer Plant Region SQE for review of the **Root Cause/Corrective Action Plan**
 - Reject:** If unsatisfied with the **Root Cause/Corrective Action Plan**, click the **Request More Information** button in the menu bar. This will send the form back to the Supplier for an update to the response
 - Cancel Case:** This will cause the Problem Case to go into **Cancellation Workflow**.



Root Cause/Corrective Action Plan Review (Nexteer Plant Region SQE)

After the Supplier Region SQE approves the Problem Case, another task will be assigned to review the **Root Cause/Corrective Action Plan**. An email notification will be sent, as well as a task added to your **My Tasks Summary** page. Open the task either from the link within the email or from your task list and follow the steps below:

1. The **Root Cause/Corrective Action Plan** section is now visible in the Problem Case. The answers provided in this section are equivalent to a supplier's 5Why document. Within this area are five subsections (details above).
2. A comment can be added into the **Root Cause/Corrective Action Plan Approval** section in the **Plant Region SQE Review Corrective Action Plan Approval/Rejection Comments** field.
3. Click the **Edit** button in the menu bar to edit this field. You must complete all required fields (marked with an *).

Plant Region SQE Approval

Corrective Action Plan Approval/Rejection Comments

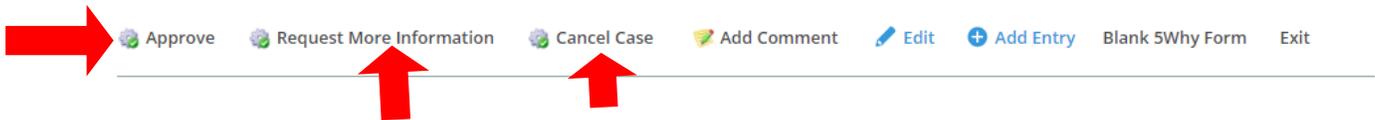
* Final Quantity Non-Conformance

* Worldwide Formal Customer Complaint Verify if this is a WFCC.

Spill Check the box if there is a Spill at Nexteer or OEM Customer

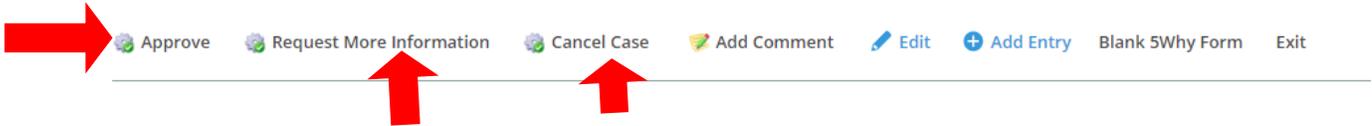
* Is the 3L5Y with photos attached to this Problem Case?

4. Once you have saved and reviewed the data entered by the supplier, select one of the following three options:
 - a. **Approve:** If satisfied with the **Root Cause/Corrective Action Plan**, click the **Approve** button in the menu bar.
 - b. **Reject:** If unsatisfied with the **Root Cause/Corrective Action Plan**, click the **Request More Information** button in the menu bar. This will send the form back to the Supplier Region SQE to determine next steps for the Problem Case.
 - c. **Cancel Case:** This will cause the Problem Case to go into the **Cancellation Workflow**.



Root Cause/Corrective Action Plan Approval Hold

If the Problem Case is not Nexteer to Nexteer, Shipping, or Prototype, and World Wide Formal Customer Complaint (WFCC) is checked but not reviewed, it will go into this hold stage. Upon entering this stage, a notification should be made to the Complaint Issuer informing them that they have 2 days to provide any objections of the Corrective Action Plan Approval via email to the Nexteer Plant Region SQE.



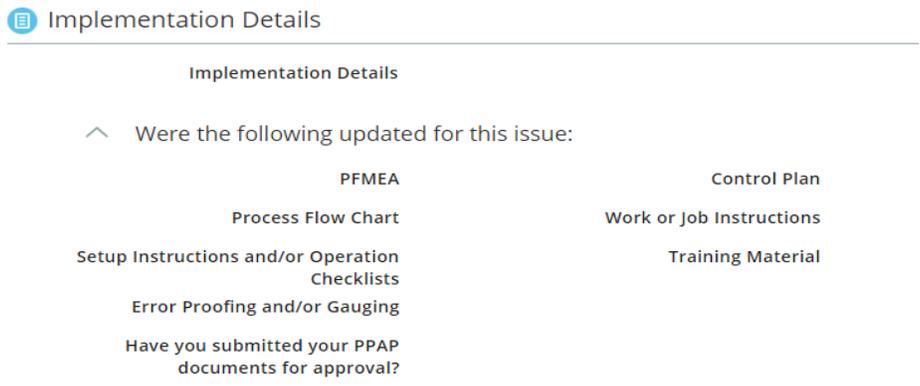
Once 2 days has passed then the Nexteer Plant Region SQE has three options:

1. **Approve:** If there are no objections from the Complaint Issuer, click the **Approve** button in the menu bar. This will send the Problem Case into the **Implementation** phase.
2. **Reject:** If an objection was raised by the Complaint Issuer, or Plant, click the **Request More Information** button in the menu bar. This will then send it back to the Supplier Region SQE determine next steps for the Problem Case.
3. **Cancel:** This will cause the Problem Case to go into the **Cancellation Workflow**

Implementation Review (Supplier Region SQE)

Once the supplier has completed their **Implementation Plan**, an email notification will be sent, as well as a task added to your **My Tasks Summary** page. Open the task either from the link within the email or from your task list and follow the steps below:

1. Scroll down to the new section of the Problem Case, **Implementation Details**.



2. If desired, add comments in the **Implementation Rejection Comments** field. To edit this field, click the **Edit** button in the menu bar. **Note:** To **Request More Information** from the supplier, comments must be entered.

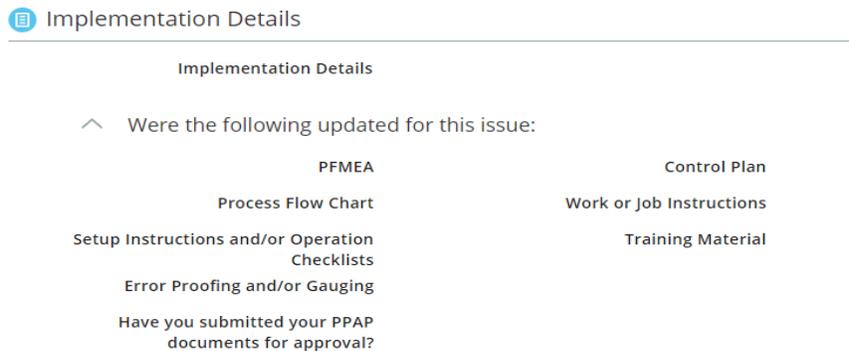


3. Once you have saved and reviewed the data entered by the supplier, select one of the following three options:
 - a. **Approve:** If satisfied with the **Implementation Plan**, click the **Approve** button in the menu bar. The Problem Case will go to the Issuing Plant Region SQE for review if it is not a Nexteer to Nexteer, Shipping, or Prototype case, otherwise it will be closed.
 - b. **Reject:** If unsatisfied with **Implementation Plan**, you can reject it by clicking the **Request More Information** button in the menu bar. This will send the form back to the Supplier for them to correct their response.
 - c. **Cancel Case:** This will cause the Problem Case to go into the **Cancellation Workflow**.

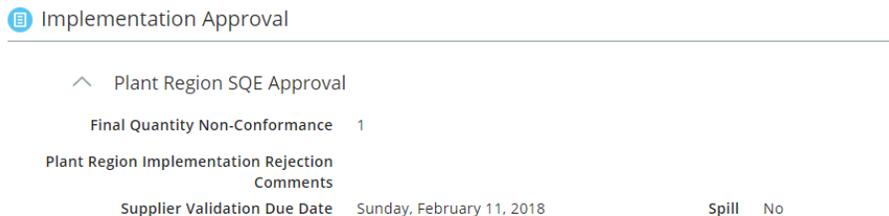
Implementation Review (Nexteer Plant Region SQE)

Once the supplier has completed their **Implementation Plan**, an email notification will be sent, as well as a task added to your **My Tasks Summary** page. Open the task either from the link within the email or from your task list and follow the steps below:

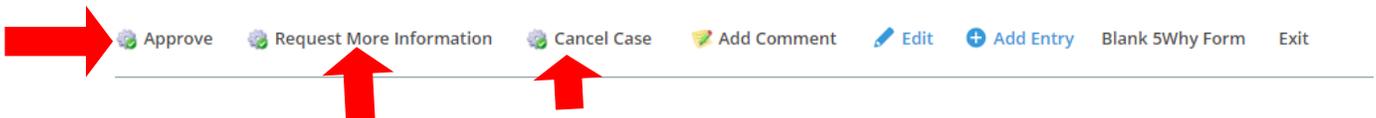
1. Scroll down to the new section of the Problem Case, **Implementation Plan**.



2. If desired, add comments in the **Plant Region Implementation Rejection Comments** field. To edit this field, click the **Edit** button in the menu bar. Note: To **Request More Information** from the supplier, comments must be entered.



3. Once you have saved and reviewed the data entered by the supplier, select one of the following three options:
 - a. **Approve:** If satisfied with the **Implementation Plan**, click the **Approve** button in the menu bar.
 - b. **Reject:** If unsatisfied with the **Implementation Plan**, click the **Request More Information** button in the menu bar. The Problem Case will be sent to the Supplier Region SQE to determine the next steps for the Problem Case.
 - c. **Cancel Case:** This will cause the Problem Case to go into the **Cancellation Workflow**



Implementation Hold

If the Problem Case is not Nexteer to Nexteer, Shipping, or Prototype, and World Wide Formal Customer Complaint (WFCC) is checked but not reviewed, it will go into this hold stage. Once entering this stage, a notification should be made to the Complaint Issuer informing them that they have 2 days to provide any objections of the Implementation via email to the Nexteer Plant Region SQE.



Once 2 days has passed and there are no objections then the Plant Region SQE has four options:

- Approve:** If satisfied with the **Implementation Plan** and no **Validation** is necessary, click the **Approve** button in the menu bar. This will close the Problem Case.
- Request for Validation:** If satisfied with the **Implementation Plan**, but feel that it needs **Validation**, click the **Validation Required** button in the menu bar. This will send the Problem Case on for **Validation**.
- Reject:** If an objection was raised by the Complaint Issuer, or Plant, click the **Request More Information** button in the menu bar. This will send the case back to the Supplier Region SQE who can then reject it back to the supplier.
- Cancel Case:** This will cause the Problem Case to go into the **Cancellation Workflow**

Validation Review

Once the supplier has completed the **Validation Details**, an email notification will be sent, as well as a task added to your **My Tasks Summary** page. Open the task either from the link within the email or from your task list and follow the steps below:

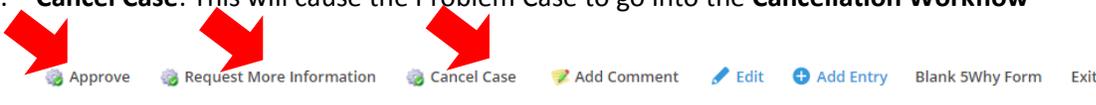
1. Scroll down to the new section **Validation Details** to review the field **Supplier Validation Details**.



2. After reviewing the **Validation Details**, add comments in the **Validation Approval** section under the **Validation Approval/Rejection Comments** field. To edit this field, click the **Edit** button in the menu bar. *Note:* To **Request More Information** from the supplier, comments must be entered.



3. Once you have saved and reviewed the data entered by the supplier, select one of the following three options:
 - a. **Approve:** If satisfied with the supplier's **Validation Details**, click the **Approve** button in the menu bar.
 - b. **Reject:** If unsatisfied with the supplier's **Validation Details**, click the **Request More Information** button in the menu bar.
 - c. **Cancel Case:** This will cause the Problem Case to go into the **Cancellation Workflow**

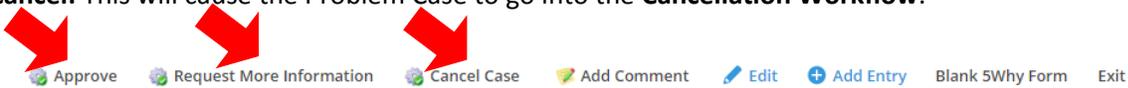


Validation Hold

If the Problem Case is not Nexteer to Nexteer, Shipping, or Prototype, and World Wide Formal Customer Complaint (WFCC) is checked but not reviewed, it will go into this hold stage. Once entering this stage, a notification should be made to the Complaint Issuer informing them that they have 2 days to provide any objections of the Implementation via email to the Nexteer Plant Region SQE.

Once 2 days has passed the Nexteer Issuing Plant SQE has three options:

1. **Approve:** If satisfied with the **Validation**, click the **Approve** button in the menu bar.
2. **Reject:** If an objection was raised by the Complaint Issuer, or Plant, perform the following steps:
 - a. Click the **Edit** button in the menu bar.
 - b. In the **Validation Approval** section, enter reasons for rejection into the **Validation Approval Hold Comments** field. Click **Save**.
 - c. Click the **Request More Information** button in the menu bar.
3. **Cancel:** This will cause the Problem Case to go into the **Cancellation Workflow**.



Problem Case Cancellation Process

Submitting a Problem Case for Cancellation

To cancel a Problem Case, an authorized Nexteer user will see the **Cancel Case** button on all the stages of the Problem Case (regardless if it is a Nexteer owned or a Supplier owned stage). A Problem Case can be cancelled at any time until the Problem Case is closed. A request to cancel the Problem Case will follow the cancellation approval workflow process. If the Problem Case is in the Draft stage, an approval of the cancellation will not be required.

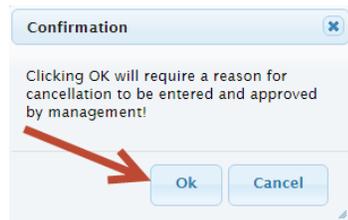
Note: A Problem Case issued to an External Supplier will require approval of the cancellation to come from the Complaint Issuer as well as Supplier Quality. Once a case enters the cancellation workflow, it remains in that flow, unable to be worked, until the approver(s) disposition the cancellation request. Therefore if a cancellation is requested in error, the request must still be submitted and communication to the approver to reject the cancellation must occur.

To Cancel a Problem Case you must do the following:

1. Click on the **Cancel Case** button.



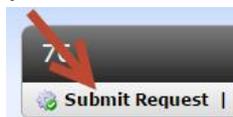
2. Confirm that you want to cancel the Problem Case by clicking **Ok**.



3. Click the **Edit** button to enter comments in the “Cancel Case Justification” field.

A screenshot of a web form titled 'Cancel Case Request'. It contains a table with two rows: 'Problem Case Number' with the value '76', and '* Cancel Case Justification' with an empty text input field.

4. Click **Save**. This will allow you to review your request prior to submission
5. Click **Submit Request**.



The Problem case has now been submitted for approval of this cancellation. The Problem Case is NOT cancelled and will still impact the supplier’s scorecard. **Note:** Nexteer to Nexteer cases will be assigned to the Complaint Issuer of the Problem Case for approval of this cancellation.

Reviewing a Problem Case Cancellation Request

Once a Nexteer user has submitted a cancellation request, the Cancellation Request Reviewer will receive an email that a task exists in Intelex to review a request to cancel a Problem Case. To review the request, open the Problem Case and follow these steps:

1. Review the comments in the “Cancel Case Justification” field within the Cancel Case Request detail section. Then, perform one of the following 3 options:

a. Accept Request:

- i. If desired, comments can be added to the Problem Case by clicking on the **Edit** button and entering comments in the available field. Click **Save**.
- ii. Click the **Accept Request** button.
- iii. Confirm the acceptance of this cancellation by clicking the **Ok** button.

*For Nexteer to Nexteer cases, the Problem Case is **Cancelled** and no further actions can be performed.*

For External Supplier cases, the Problem Case will now be sent to the Complaint Issuer for review and acceptance of this cancellation request. The Problem Case will still impact the supplier’s scorecard until the Complaint Issuer has approved this request.

b. Reject Request:

- i. To reject the request, click the **Edit** button and enter comments in the “Cancel Case Rejection Comments” field. Click **Save**.
- ii. Click the **Reject Request** button.

At this point the Problem Case will go back to the original stage that the Problem Case was when the request was submitted.

c. Request More Information:

- i. To request more information, click the **Edit** button and enter comments in the “Cancel Case Rejection Comments” field. Click **Save**.
- ii. Click the **Request More Information** button.

The Problem Case will go back to the requestor to provide more information.

