



CLAAS Supplier Portal Quality SPQ
5- create & submit deviation request
for suppliers



Function

Submit your deviation request to CLAAS

- Transfer deviation request data CLAAS
- Monitore and receive CLAAS decision(s) on the request

Create a deviation request (Ticket)

Navigation

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Supplier portal

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Raba Achsen GmbH

Create Ticket

Ticket Type: Deviation Request

- Deviation Request
- Product Related Documents

Continue

1- select ticket

2- select create ticket

3- select deviation request

4- continue

Deviation request Template -1

Deviation Request -

5- fill ① to ⑮

Ticket Subject*: ①

Status: New

Header

Plant*: ②

Material Number*: ③

Details

Amount*: ④

Unit*: ⑤

Reason*: ⑥

Start date*: ⑦

Price reduction (%): ⑧

Responsible CLAAS*: ⑨

- ① Name of the request (e.g. subject + part name)
- ② CLAAs plant affected
- ③ CLAAS Material number
- ④ Quantity affected
- ⑤ Unit of the affected qty (e.g. parts = PCE) acc. ISO code
- ⑥ Reason of the deviation request
- ⑦ Start date of parts delivery with deviation
- ⑧ Price reduction in %
- ⑨ CLAAS contact

Deviation request Template -2

Serial number:	<input type="text" value="10"/>	10 Serial number
Cost of denial:	<input type="text" value="11"/>	11 Costs if request refused
Currency*:	<input type="text" value="Please Select"/>	12 Currency
Effects of denial:	<input type="text" value="13"/>	13 Effect if request refused
Comment*:	<input type="text" value="14"/>	14 Comment on reason / description / possible effect
File:	<input type="text" value="Durchsuchen..."/> Keine Datei ausgewählt. <small>Only 1 file can be uploaded. If you want to upload more files, please zip them.</small>	15 i.a. upload file with technical description, sales docs...
Next Action <input type="checkbox"/>		
Action*:	<input type="text" value="[Please Select]"/> <ul style="list-style-type: none"> <input type="text" value="[Please Select]"/> Save as Draft Send to CLAAS <small>Send your request to CLAAS directly.</small>	
<div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <input type="button" value="Save"/> </div> <small>Draft Auto-Saved @ 2019-05-27 10:58</small>		

6- Choose *send to CLAAS* for submission or *Save as draft* for later submission

7- Save!

Notifications and result

You will receive email as soon as:

- Your request will be processed by CLAAS
- CLAAS took decision on the request : refused / deleted / accepted

After CLAAS decision the ticket will be closed