



## Instructions for Supplier Corrective Action Response To Defective Material Notices (DMNs)

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### Suppliers are required to respond to DMNs using the following procedure:


1. Open AxleTech Quality Alert email (DMN)
2. Logon [www.axletech.com](http://www.axletech.com) to access Plexus Online
  - Use your Supplier **userid** and **password** sent with this email to logon
3. Select the **DMN number** referenced in your DMN Alert email from list (only your DMNs will appear)
4. Enter corrective action in **Response** field. Enter **Corrected Shipment Date** (if applicable)
5. Update Response by clicking **Update** at top of form
6. **Log Out** to finish

#### Notes:

- Your supplier **Userid** and **Password** is included in the body of this email
- Please refer to detailed instructions with examples below

## Receive email from AxleTech with your Plexus Online userid & password

### Example: Receive email from AxleTech with your Plexus Online userid & password

<b>From:</b> Example@axletech.com	<b>To:</b> <a href="mailto:supplier@example.com">supplier@example.com</a>	
<b>Subject:</b> Defective Material Notice	<b>Date:</b> 8/1/2004 12:02 PM	

Dear Valued Supplier:  
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Please sign on now:

Your permanent Userid is: *supplierid*

Your initial password is: *example99* (you will be asked to change on first logon)

**Receive Email with Userid/Password**

1. User Id and Password

**Note:**

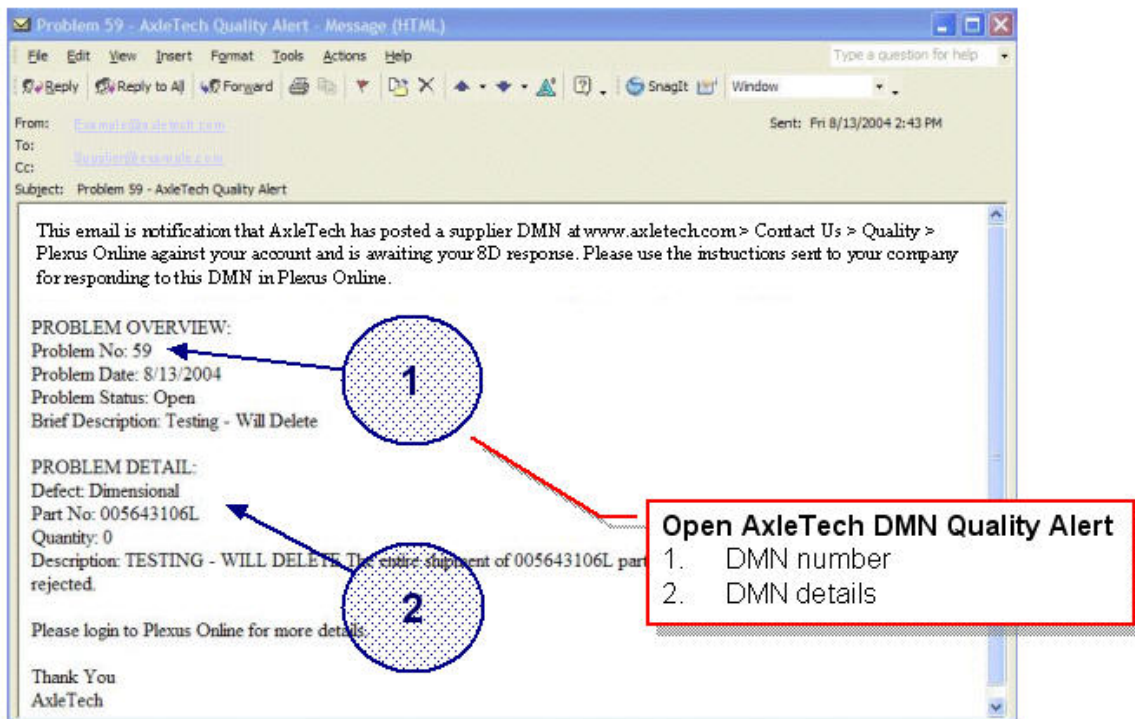
- You will be required to change your password



## 1. Open AxleTech Quality Alert email (DMN)

- Your email system might look different
- Review Quality Alert email (DMN)

### Example 1: Opening Quality Alert with DMN information

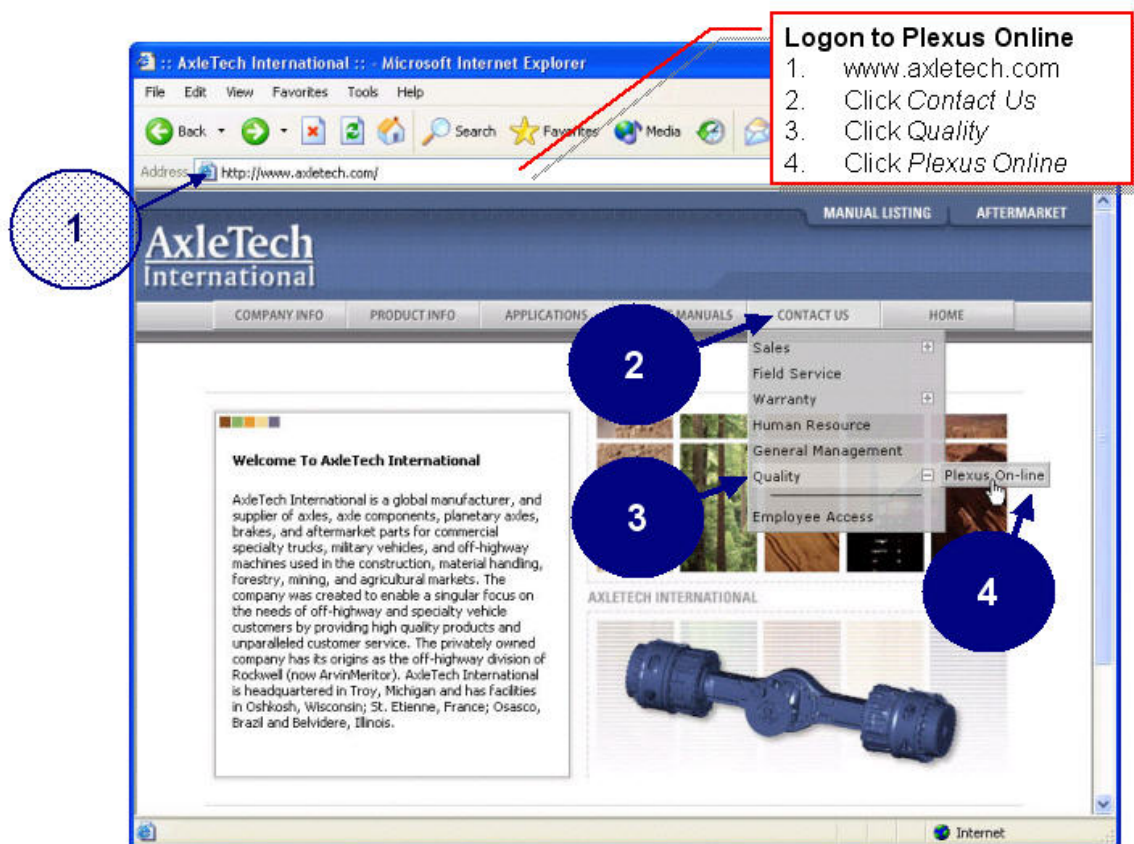


You have now opened your email describing defective materials. To give your Corrective Action response back to AxleTech, it is necessary to logon to **Plexus Online** via the [www.axletech.com](http://www.axletech.com) website. **Note:** Save this email – the **Problem No. (DMN No.)** is the tracking mechanism used in Plexus Online.

2. Access [www.axletech.com](http://www.axletech.com) from Internet Explorer to logon to the Plexus Online database inside the AxleTech website.

- a. Open IE browser connected to Internet
- b. Click **Contact Us > Quality > Plexus Online**

**Example 2a: Accessing Plexus Online**

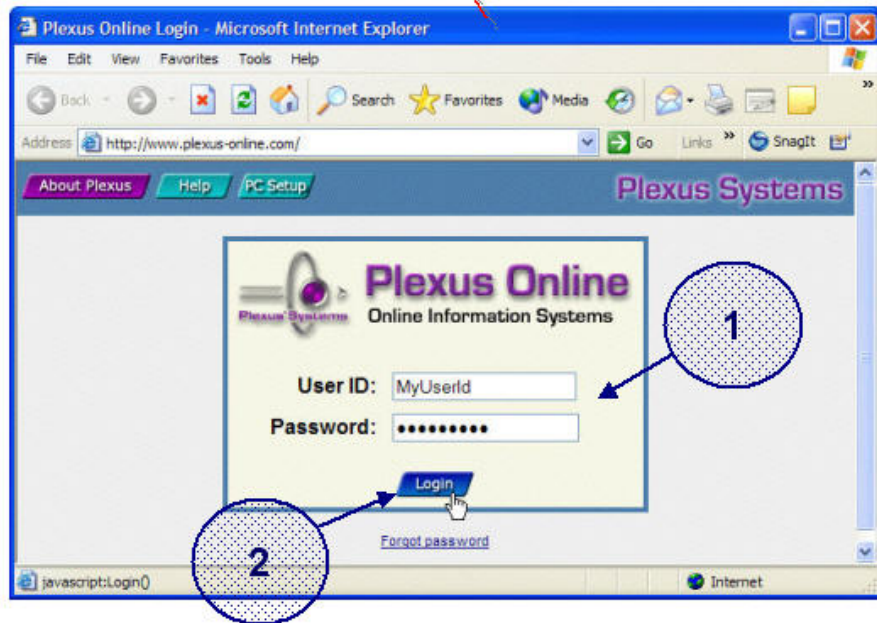


## Example 2b: Logon to Plexus Online

### Logon to Plexus Online

1. Enter User ID and Password
2. Click Login

Password change required on 1<sup>st</sup> logon



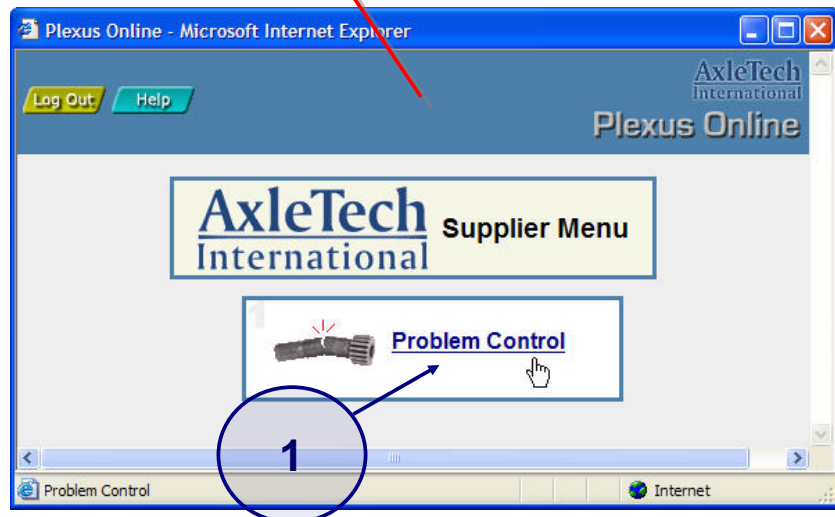
### 3. Select DMN for response

- a. Enter Problem Control System
- b. Select DMN

#### Example 3a: Enter Problem Control System

##### Problem Control Access

1. Click the Problem Control link



## Example 3b: Select DMN for Corrective Action

**Select DMN for Update**

1. Click on DMN No, i.e. 52
2. Change language display if needed by clicking flag

**Note: Only your DMNs will appear**

No	Part No	Defect Family	Defect Code	Brief Description	Open	St.	Supplier Problem	Rec
53	E88504052	Dimensional	Various		Open	St. Etienne	Supplier Problem	1
52	3267N1054	Dimensional	Thread Defect		Open		Supplier Problem	1



## 4. Enter Corrective Action

### Example 4: Responding to DMN with Corrective Action

#### DMN Response

1. Enter corrective action in *Response* field by scrolling down to **Supplier Reply** Section
2. Enter Corrected *Shipment Date* (if applicable)

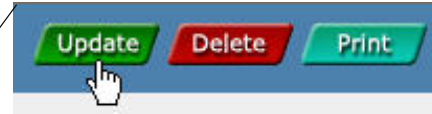
Defective Material Notice 52				
Brief Description:				
Date Issued:	26-Jul-04	Date of Occurrence:	26-Jul-04	
<b>Supplier</b>	Supplier:	Fax:		
	Phone:	Email:		
	Address:			
<b>ATTN: Quality Manager</b>	Name:	Phone:		
	Fax:	E-mail:		
<b>Problem Definition</b>	Part No:	3267N1054	Part Name:	
	Defect Found At:	In Process	DMN Type:	Rejection
	Defect Family:	Dimensional	Defect Code:	Thread Defect
	Quantity:	1		
	Full Description:			
	Problem Category:	Supplier Problem	Form Type:	Defective Material Notice
<b>Disposition of Material</b>	Initial Disposition:	Return		
	Initial Notes:			
	Final Disposition:	Return		
	Final Notes:			
	Quantity Accepted:	0	Quantity Rejected:	1
	Reworked By:		Rework Hours:	
	Form Type 1:		Form 1 #:	
	Form Type 2:		Form 2 #:	
	Prepared By:		Location:	St. Etienne
<b>Supplier Reply</b>	The above information is presented so that you may take appropriate corrective action to prevent recurrence of these conditions. Please reply in the space below, indicating actions taken and date corrected shipments will be made. <b>Reply must be presented to Quality Mgr/Engr within 30 days of receipt.</b>			
	Response:	This is the box to enter your company's corrective action...		
	Name:		Date:	
<b>2</b>	Corrected Shipment Date:	8/14/04		
	Current Status:	Open	New Status:	
	Inspected By:			
<b>Approvals</b>	Pending Approval		Quality Leader	



## 5. Update Response

### Example 5: Update response in system

- Update Response**
1. Scroll to top
  2. Click Update button



Back Help Update Delete Print AxleTech International Plexus Online

### Defective Material Notice 52

Brief Description:	
Date Issued: 26-Jul-04	Date of Occurrence: 26-Jul-04
<b>Supplier</b>	Supplier: _____ Fax: _____ Phone: _____ Email: _____ Address: _____
<b>ATTN: Quality Manager</b>	Name: _____ Phone: _____ Fax: _____ E-mail: _____
<b>Problem Definition</b>	Part No: 3267M1054 Part Name: _____ Defect Found At: <i>In Process</i> DMN Type: <i>Rejection</i> Defect Family: <i>Dimensional</i> Defect Code: <i>Thread Defect</i> Quantity: 1
	Full Description: _____ Problem Category: <i>Supplier Problem</i> Form Type: <i>Defective Material Notice</i>
<b>Disposition of Material</b>	Initial Disposition: <i>Return</i> Initial Notes: _____ Final Disposition: <i>Return</i> Final Notes: _____
	Quantity Accepted: 0 Quantity Rejected: 1 Reworked By: _____ Rework Hours: _____
	Form Type 1: _____ Form 1 #: _____ Form Type 2: _____ Form 2 #: _____
	Prepared By: _____ Location: <i>St. Etienne</i>
<b>Supplier Reply</b>	The above information is presented so that you may take appropriate corrective action to prevent recurrence of these conditions. Please reply in the space below, indicating actions taken and date corrected shipments will be made. <b>Reply must be presented to Quality Mgr/Engr within 30 days of receipt.</b>
	Response: <input type="text" value="This is the box to enter your company's corrective action..."/> Name: _____ Date: _____
	Corrected Shipment Date: <input type="text" value="8/14/04"/> <input type="calendar"/>
	Current Status: <i>Open</i> New Status: _____ Inspected By: _____
<b>Approvals</b>	Pending Approval _____ Quality Leader

# Log Out

## Example 6: Log Out of system

### Log Out

1. Move cursor over AxleTech International logo
2. From Main Menu Click Log Out

The screenshot displays a web application interface for a Defective Material Notice (DMN) 52. The interface includes a top navigation bar with 'Back', 'Help', 'Update', 'Delete', and 'Print' buttons. The main content area is divided into several sections: Supplier information, ATTN: Quality Manager details, Problem Definition (Part No: 3267N1054, Defect Found At: In Process, Defect Family: Dimensional, Quantity: 1), Disposition of Material (Initial and Final Disposition: Return), and Supplier Reply. A 'Main Menu' dropdown menu is open, showing options: Main Menu, Refresh Page, Menu Search, User Support, Personalize, Launch New Session, and Log Out. A mouse cursor is positioned over the 'Log Out' option. A red box at the top left contains the instructions: 'Log Out' followed by '1. Move cursor over AxleTech International logo' and '2. From Main Menu Click Log Out'. A blue circle with the number '1' points to the 'Main Menu' dropdown, and another blue circle with the number '2' points to the 'Log Out' option in the dropdown.

Thank you for your Corrective Action Update.

C:/DocSet/bcrooks/Plexus.doc