



iSupplier Quality SOP

iSupplier Quality

Overview:

Videojet is replacing the Supplier Quality Portal with Oracle iSupplier on June 24, 2017. iSupplier is a standard Oracle tool that is used by companies all over the globe. Please check with your local Finance and/or Customer Service team to find out if your company is already using Videojet iSupplier.

I. **Request Login to Videojet iSupplier**

If your company doesn't currently have a Videojet iSupplier login, please send a request to vti.quality@videojet.com. Your login is setup as the company name shared by all users at your company (ex. ABC_COMPANY). After a Videojet associate sets up the account, you will receive an email from vjprod.alerts@videojet.com with a link to login to iSupplier to complete the setup.

II. **[Login to Videojet iSupplier](#)**

III. **[Create Quality contacts](#)**

It is the supplier's responsibility to create Quality contact information if it differs from existing contacts in Videojet iSupplier. This contact will receive emails for RMA and Corrective Action Requests

IV. **[Add RMA and/or Corrective Action data](#)**

V. **For more detailed information and troubleshooting, refer to [supplier_guide_ISP_v7.docx](#) (iSupplier Portal Manual V7) or contact vti.quality@videojet.com.**



iSupplier Quality SOP

II. LOGIN TO VIDEOJET ISUPPLIER

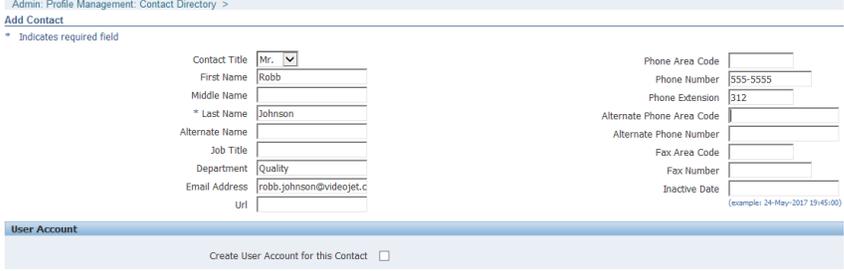
Step #	Navigation / Description	
1	www.videojet.com	
2	Click on Login > Supplier Gateway	
3	Click on Videojet iSupplier Login	
4	Confirm shipping to US Destination	
5	Read and accept the terms	
6	Enter username and password and click Login	

III. CREATE QUALITY CONTACT(S)

Step #	Navigation / Description	
PRE	Login to Videojet iSupplier	
1	Click on Admin	



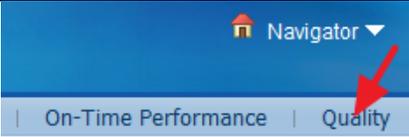
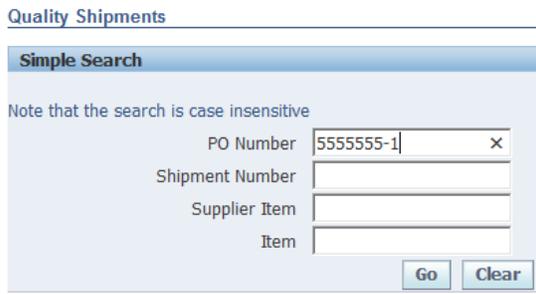
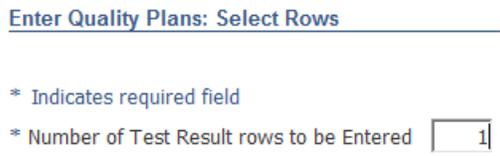
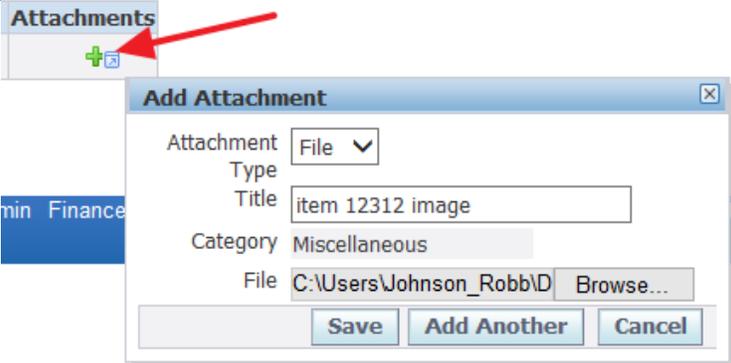
iSupplier Quality SOP

2	Click on Contact Directory	
3	Click on Create	
4	Enter new Quality contact information > Click Apply	
5	User will now appear in Contact Directory	

IV. ADD RMA AND/OR CORRECTIVE ACTION DATA

Step #	Navigation / Description	
PRE	Supplier Quality Contact will receive an email from Videojet Quality requesting feedback on a rejected part. The CAR#, item, and PO in the email are required for a response	
PRE	Login to Videojet iSupplier	
1	Click on Shipments	

iSupplier Quality SOP

2	Click on Quality	
3	Enter PO # > click Go	
4	Click on Available under Quality Plans	
5	Click on the pencil icon to enter quality results	
6	Enter rows = 1 > Click Continue	
7	Enter CAR# from email received from Videojet Enter RMA (if required) Enter Corrective Action (if required) Send Email = Y	
8	To add an attachment (if required): Click on add attachment icon > Attachment Type = File Title = brief description Browse to attachment > Save (or Add Another)	



iSupplier Quality SOP

9	Click Finish	
10	Email will be sent to Videojet Quality department. <i>**disregard confirmation message where it states that the notification was sent to the buyer. The confirmation is re-directed to Videojet Quality</i>	 Confirmation You have successfully added data to this quality plan. A notification has been sent
11	Click OK and Logout (or close browser)	