QT9 Supplier Portal Support is Free. Please contact us via the "Contact Support" help icon on the top of the screen or at our contact information below:

QT9 Software
Toll Free: (866) 913-5022
Email: support@qt9software.com

Navigation

There are 2 ways to navigate the QT9 Supplier Portal – The menu bar and the hot links on the home page. To go to a specific module, simply click on the hot link in the menu bar or on the home page to get you there.

Corrective Actions

Corrective Actions Dashboard

If you have a corrective action assigned to you via the QT9 Supplier Portal, then click on the corrective actions image on the home page or the "corrective actions" link on the menu bar. This will take you the corrective actions dashboard.

Once you are in the dashboard, it will automatically filter on the open or "Entered" corrective actions assigned to you. To view or edit the corrective actions, simply click on the CARID or the pencil icon for a given corrective action. You can also filter the list to see closed and submitted corrective actions by changing the filter status and clicking the filter button.

Edit Corrective Actions

Once you have clicked on a corrective action to edit it, you will see the detailed view of the corrective action. You will notice that you can view all areas of the corrective action submitted to you, but you can only add data to the yellow
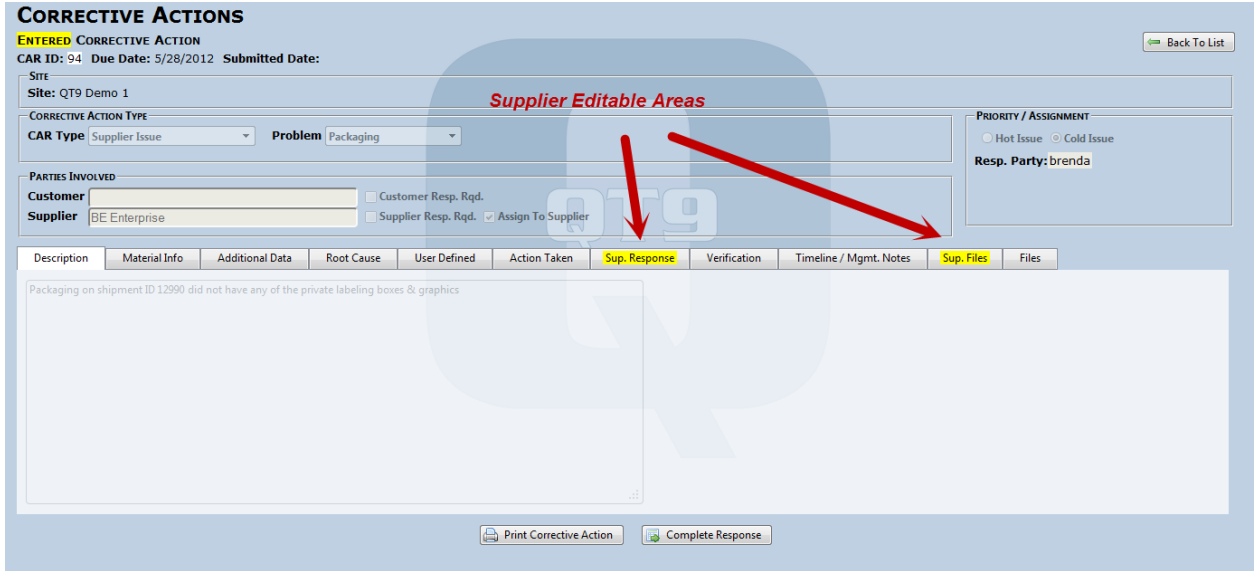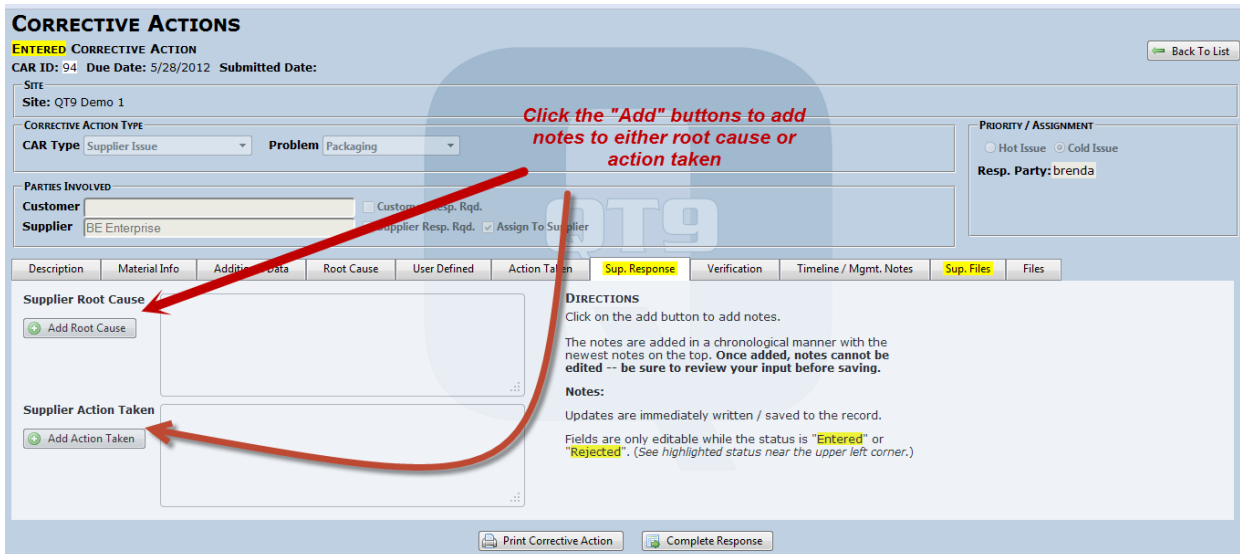

highlighted areas -

To add content to the supplier response section, click the "Add Root Cause" or "Add Action Taken" button on the SUPPLIER RESPONSE tab. You can add as many notes over time as needed.

Attaching Files

To attach a file to a corrective action, click on the yellow tab SUP FILES. On the tab you will see a blue link "ADD FILE". Click that link to add the file. You will need to enter a display name for the file (to describe what the file is), browse for the file, then click the save button.

Click link to begin adding files

This is the display name that will show in QT9 so all users know what the file is.

Submit/Complete the Corrective Action

When you are finished with the corrective action, click the "COMPLETE RESPONSE" button on the bottom of the corrective action form. This will email the responsible party and let them know you have completed the corrective action.

Nonconforming Products

The nonconforming products section of the QT9 Supplier Portal works EXACTLY the same as the corrective actions section. You will be able to enter your root cause and action taken as well as have the ability to attach files. Please see the corrective actions section for reference.

Supplier Surveys

If you have a supplier survey assigned to you via the QT9 Supplier Portal, then click on the supplier surveys image on the home page or the "surveys" link on the menu bar. This will take you the supplier surveys dashboard.
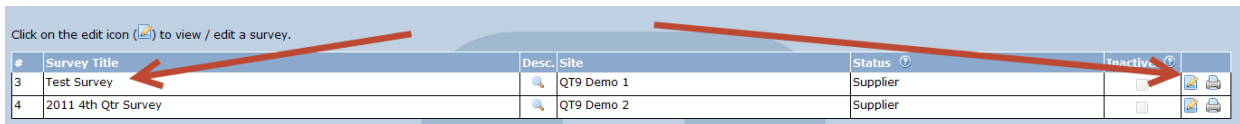
Supplier Surveys Dashboard

Once you are on the supplier surveys dashboard, you will see a grid of all of the open surveys for you to fill out. Simply click on the pencil icon or the survey title to enter the survey and fill it out.

Once you have opened a survey fill out the fields specified.

Add Files to Survey

To add files to the supplier survey, go to the "FILES" tab and click on the "Add File" link. Enter a display name, browse
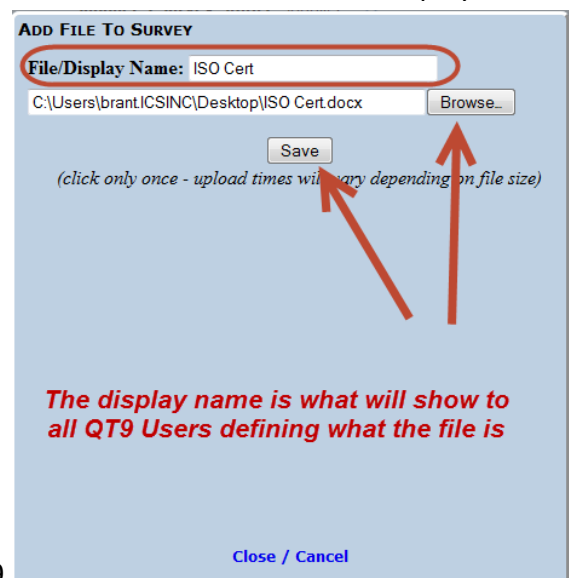
for the file, and then click the save button to upload the file to QT9.

Submit the Survey

When you have finished filling out the survey, simply click the "Submit Survey Responses" button. This will email the QT9 users in charge of the survey letting them know you have completed the survey.