



# QT9™ Quality Management Software

**Supplier Portal Help**

**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](mailto:support@qt9software.com)

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## 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.

The screenshot shows the QT9 Supplier Portal interface. At the top left is the QT9 logo and the text "QT9™ ISO MANAGEMENT SOFTWARE 'automating your ISO requirements' Developed and Managed by ICS Inc.". At the top right is a "CONTACT SUPPORT" button with a question mark icon. Below the header is a horizontal menu bar with links for "Home", "Corrective Actions", "Evaluations", "Nonconforming Products", and "Surveys". The main content area is titled "ICS DEMO QT9™ SUPPLIER PORTAL" and includes a welcome message and a "Hello suppliers" greeting. Below this are four sections: "CORRECTIVE ACTIONS" (11 assigned, 0 open), "EVALUATIONS" (5 assigned, 0 completed), "NONCONFORMING PRODUCTS" (1 assigned, 1 open), and "SURVEYS" (2 assigned, 1 awaiting input). Each section has a "View" link. Red arrows point to the menu bar, the "CONTACT SUPPORT" button, and the "View" links in the content sections.

Annotations on the screenshot:

- Support Request**: Points to the "CONTACT SUPPORT" button.
- Menu Bar**: Points to the horizontal menu bar.
- Home Page Hot Links (Images and blue link text)**: Points to the "View" links in the content sections.



## 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.

**CORRECTIVE ACTIONS**  
CURRENT CORRECTIVE ACTIONS  
Displaying 2 record(s).

*Change the status drop down and click filter to view past Corrective Actions*





CAR ID	Description	Car Type	Site	Due Date	Status	Actions
94	Packaging on shipment ID 12990 did not have any of the private labeling boxes & graphics	Supplier Issue	QT9 Demo 1	5/28/2012	Entered	 
36	Trouble with on-time shipments	Supplier Issue	QT9 Demo 1	5/25/2012	Entered	 

Search: Leave blank to search for all Search  
Filter: All Sites Entered Filter

Home Corrective Actions Evaluations Nonconforming Products Surveys

**CORRECTIVE ACTIONS**  
CURRENT CORRECTIVE ACTIONS  
Displaying 2 record(s).

*Click to View/Edit*

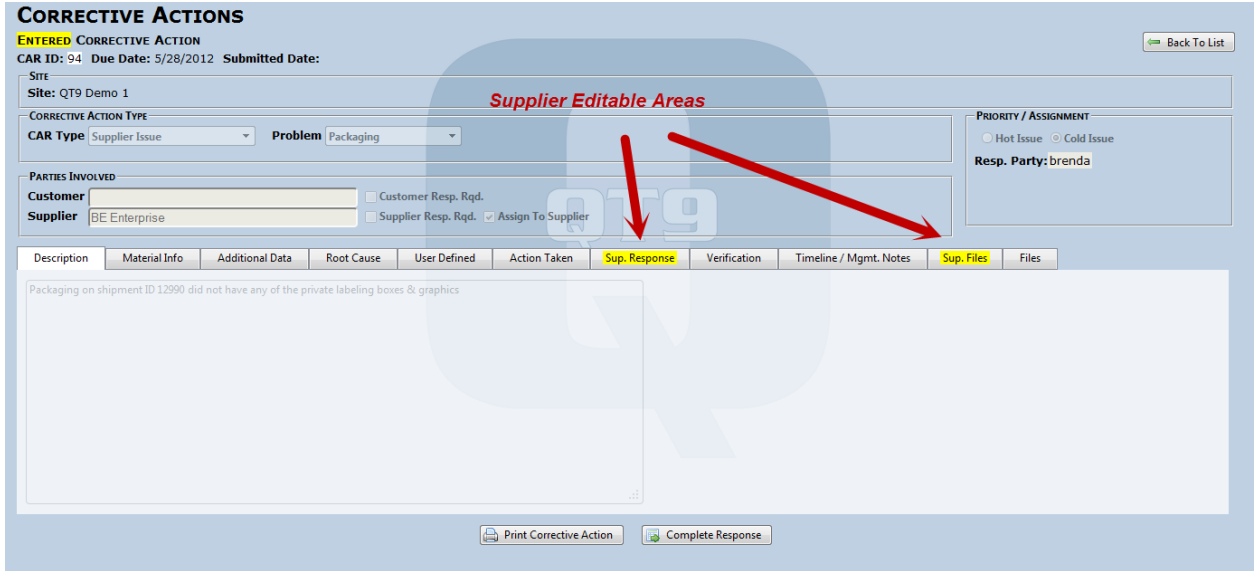
CAR ID	Description	Car Type	Site	Due Date	Status	Actions
94	Packaging on shipment ID 12990 did not have any of the private labeling boxes & graphics	Supplier Issue	QT9 Demo 1	5/28/2012	Entered	 
36	Trouble with on-time shipments	Supplier Issue	QT9 Demo 1	5/25/2012	Entered	 

Search: Leave blank to search for all Search  
Filter: All Sites Entered Filter



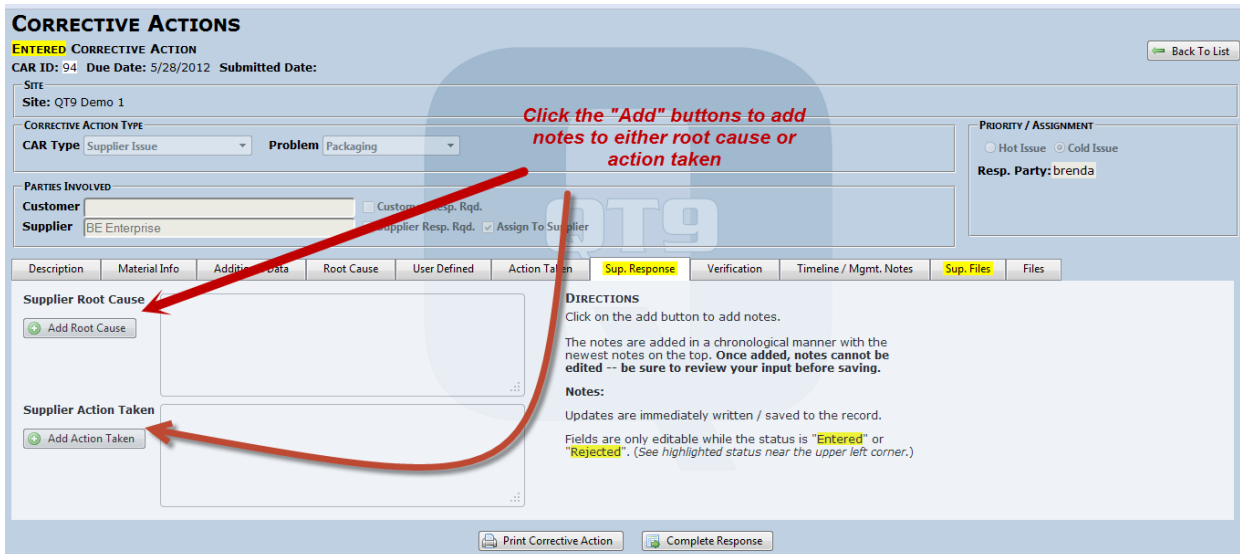
### Edit Corrective Actions

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.

The screenshot shows the 'Sup. Response' tab selected in the software interface. The 'FILES' section contains the text 'There are currently no files attached.' and a blue 'Add File' link circled in red with an arrow pointing to it. To the right, there are instructions and a note about file naming conventions. At the bottom, there is a red text prompt: 'Click link to begin adding files' and two buttons: 'Print Corrective Action' and 'Complete Response'.

The screenshot shows the 'ADD FILE TO CAR' dialog box. It has a 'File/Display Name:' field with 'Material Cert' entered, circled in red with an arrow. Below it is a file path and a 'Browse...' button. A 'Save' button is also present. A red arrow points from the 'File/Display Name' field to a red text note: 'This is the display name that will show in QT9 so all users know what the file is.' At the bottom, there are 'Close / Cancel' options.



### 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.

**CORRECTIVE ACTIONS**  
**ENTERED CORRECTIVE ACTION** Back To List

CAR ID: 94 Due Date: 5/28/2012 Submitted Date:

SITE  
Site: QT9 Demo 1

CORRECTIVE ACTION TYPE  
CAR Type: Supplier Issue Problem: Packaging

PARTIES INVOLVED  
Customer:   Customer Resp. Rqd.  
Supplier: BE Enterprise  Supplier Resp. Rqd.  Assign To Supplier

PRIORITY / ASSIGNMENT  
 Hot Issue  Cold Issue  
Resp. Party: brenda

Description	Material Info	Additional Data	Root Cause	User Defined	Action Taken	Sup. Response	Verification	Timeline / Mgmt. Notes	Sup. Files	Files
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FILES  
[Add File](#)

**Material Cert**

**Instructions**  
Click the "Add File" link button to upload / attach a file to this record. Be sure to review your attachment before submitting as once submitted, it can not be removed. A message will appear on the popup form indicating whether or not the upload / attachment was successful.

**NOTE:**

- File names will be included in the survey print out.
- File names should be limited to alpha-numeric characters and spaces.
- File name extensions (.doc, .pdf, etc) will automatically be appended to the entered file name.

**Having Problems Downloading with Internet Explorer?**  
You may need to modify your Internet Explorer options. You can find instructions for this task [here](#).



## 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.

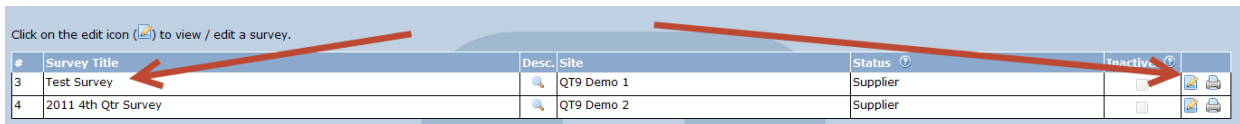
The screenshot shows the QT9 Supplier Portal interface. At the top, there is a navigation bar with the QT9 logo and the text "QT9™ ISO MANAGEMENT SOFTWARE 'automating your ISO requirements'" and "Developed and Managed by ICS Inc.". A "CONTACT SUPPORT" link is also visible. Below the navigation bar, there is a menu bar with links for "Home", "Corrective Actions", "Evaluations", "Nonconforming Products", and "Surveys". The "Surveys" link is circled in red. The main content area is titled "ICS DEMO QT9™ SUPPLIER PORTAL" and includes a welcome message and a "Hello suppliers" greeting. There are four main sections: "CORRECTIVE ACTIONS" (13 total, 2 open), "EVALUATIONS" (5 total, 0 completed), "NONCONFORMING PRODUCTS" (1 total, 1 open), and "SURVEYS" (2 total, 1 awaiting input). The "SURVEYS" section is highlighted with a red box, and a red arrow points from the "Surveys" link in the menu bar to this section.





### Supplier Surveys Dashboard

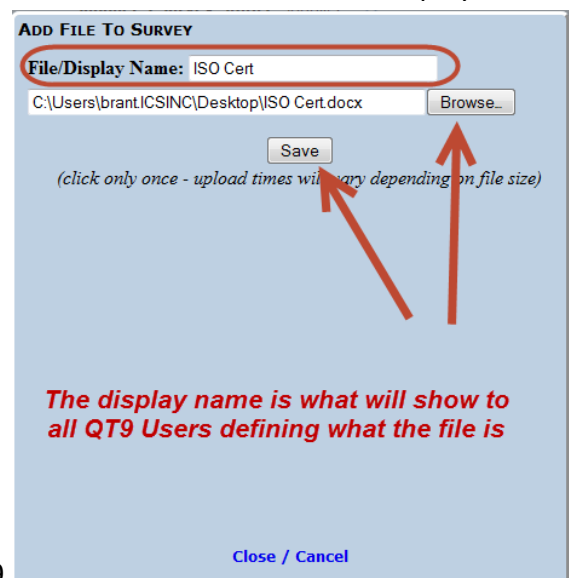
Once you are on the supplier surveys dashboard, you will see a grid of all of the open surveys for you to fill out. Simply click on the pencil icon or the survey title to enter the survey and fill it out.



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.

A screenshot of the QT9 Supplier Portal interface. On the left, there is a form for entering survey details. The fields are: Survey Site (QT9 Demo 1), Survey Name (Test Survey), Supplier Name (BE Enterprise), Contact (Brant), Email (Brant@icsinc.net), Phone (384-409-3844), Fax (847.649.1706), and Address (empty). Below the form is an 'Update Supplier Info' button. On the right, there is a 'Supplier's Survey Status: Supplier' section with a dropdown arrow. Below that is a 'SURVEY APPROVAL DETAILS' section with 'Date Approved' and 'Approved By' fields. At the bottom right, a 'Submit Survey Responses' button is highlighted with a red circle, and a red arrow points to it from the center of the page. At the bottom left, there are tabs for 'Survey', 'Comments', 'Files', and 'Time Lines'.