



**AUTOMOTIVE  
PLASTIC  
COMPONENTS  
BERLIN**

Supplier Manual APCB Supplier Portal ( [Updates in Blue and #](#) )  
February 2020

# Login to APCB Supplier Portal



**1. Link to the Supplier Portal  
www.apc-berlin.com**

home suppliers share support userportal g2a

**2. Click on Suppliers**

Automotive Plastic Components Berlin



APCB  
Automotive Plastic Components Berlin  
GmbH & Co KG  
Goerzallee 325, 14167 Berlin  
Amtsgericht Charlottenburg, HRA 51048 B USt-IdNr.: DE300954874  
Tel: +49 (0)30 322914 Zentrale-190 Geschäftsleitung-201  
info@apc-berlin.de

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# Login to APCB Supplier Portal



home suppliers share support userportal g2a

AUTOMOTIVE PLASTIC COMPONENTS BERLIN

Login SPQ Supply Chain Comercial Documents Guidelines

**3. Press login**

Welcome to APCB Supplier Portal

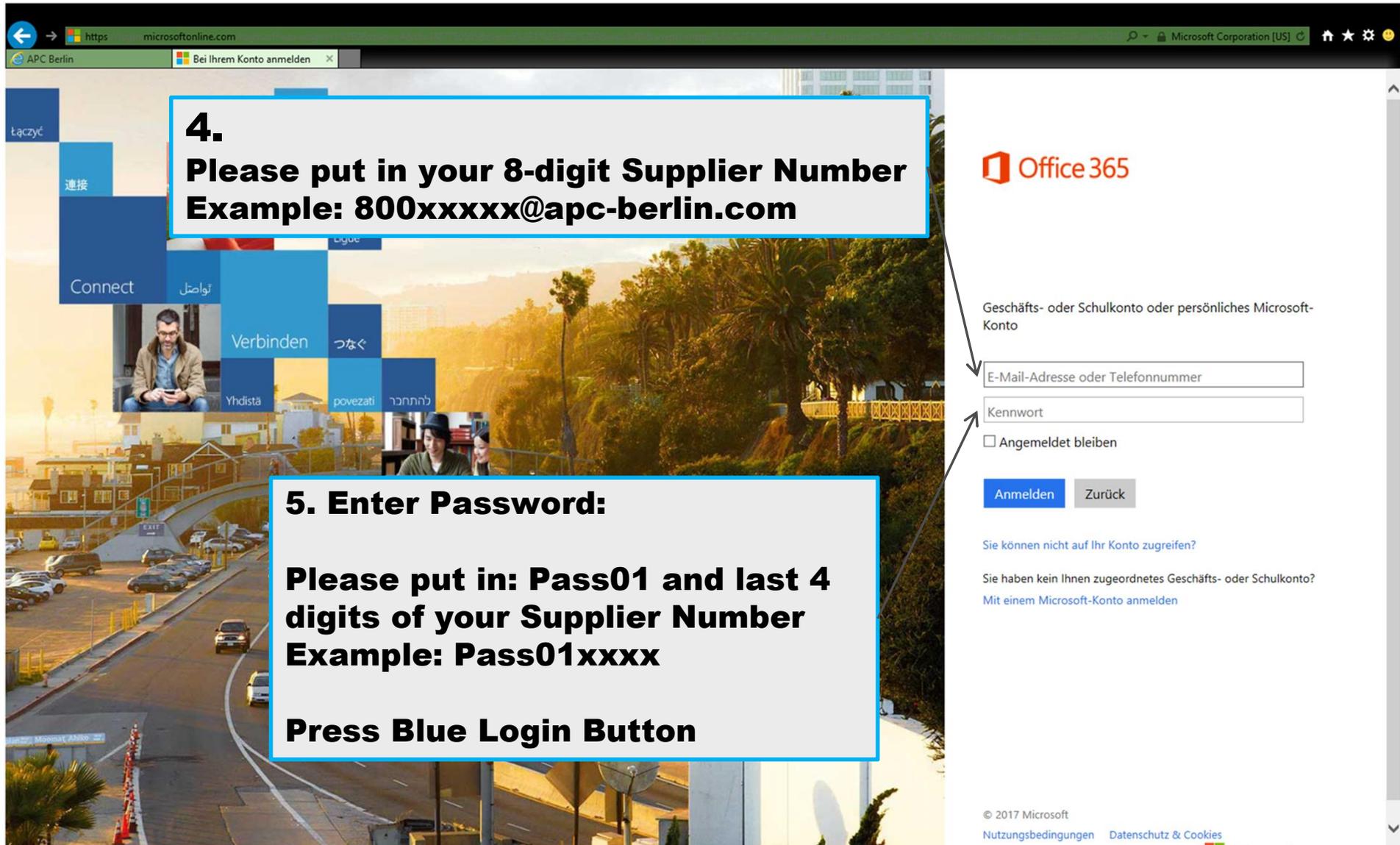
This online portal is intended to provide registered suppliers with the latest information from APCB including news and documents, and access to key applications. Training on specific applications, where available, can be accessed from the application landing pages.

Supplier Portal

**APCB**  
Automotive Plastic Components Berlin  
GmbH & Co KG  
Goerzallee 325, 14167 Berlin  
Amtsgericht Charlottenburg, HRA 51048 B USt-IdNr.: DE300954874  
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# Login to APCB Supplier Portal

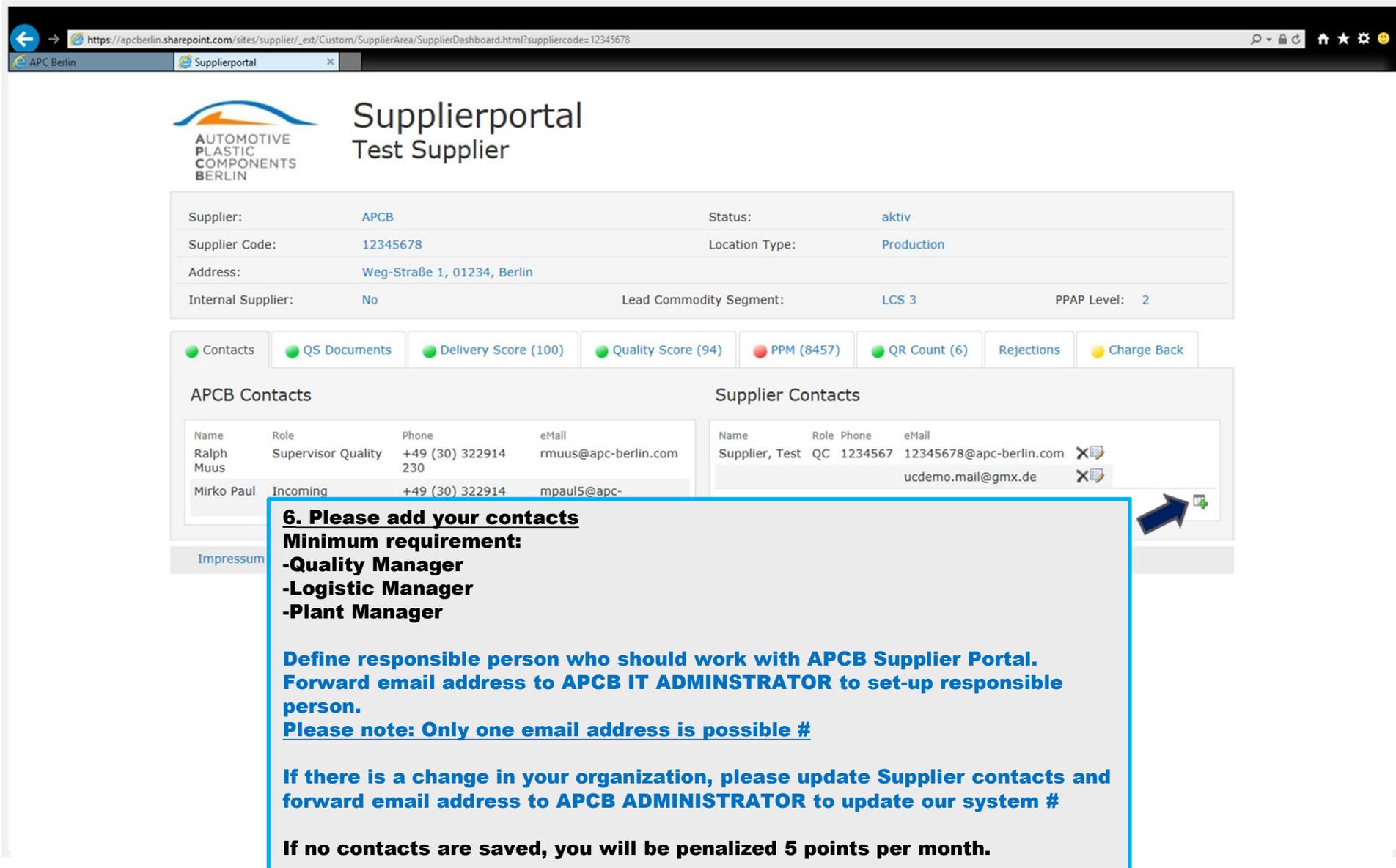


The screenshot shows the Microsoft login interface. On the left, there are navigation buttons in multiple languages: Łączyć, 接続, Connect, تواصل, Verbinden, つなぐ, Yhdistä, povezati, and להתחבר. The main content area features the Office 365 logo and a login form. The form includes a text input for 'E-Mail-Adresse oder Telefonnummer', a password input for 'Kennwort', and a checkbox for 'Angemeldet bleiben'. Below the form are 'Anmelden' and 'Zurück' buttons. At the bottom, there is a copyright notice '© 2017 Microsoft' and links for 'Nutzungsbedingungen' and 'Datenschutz & Cookies'.

**4. Please put in your 8-digit Supplier Number  
Example: 800xxxxx@apc-berlin.com**

**5. Enter Password:  
Please put in: Pass01 and last 4  
digits of your Supplier Number  
Example: Pass01xxxx  
Press Blue Login Button**

# Add your contacts on Main Screen



The screenshot shows the 'Supplierportal' interface for a 'Test Supplier'. It includes a header with the APC Berlin logo and a navigation bar with tabs for 'Contacts', 'QS Documents', 'Delivery Score (100)', 'Quality Score (94)', 'PPM (8457)', 'QR Count (6)', 'Rejections', and 'Charge Back'. Below the navigation bar, there are two tables: 'APCB Contacts' and 'Supplier Contacts'. The 'APCB Contacts' table lists 'Ralph Muus' (Supervisor Quality) and 'Mirko Paul' (Incoming). The 'Supplier Contacts' table lists 'Supplier, Test' (QC) and 'ucdemo.mail@gmx.de'. A blue callout box with a blue arrow pointing to a plus icon in the top right corner of the 'Supplier Contacts' table contains the following text:

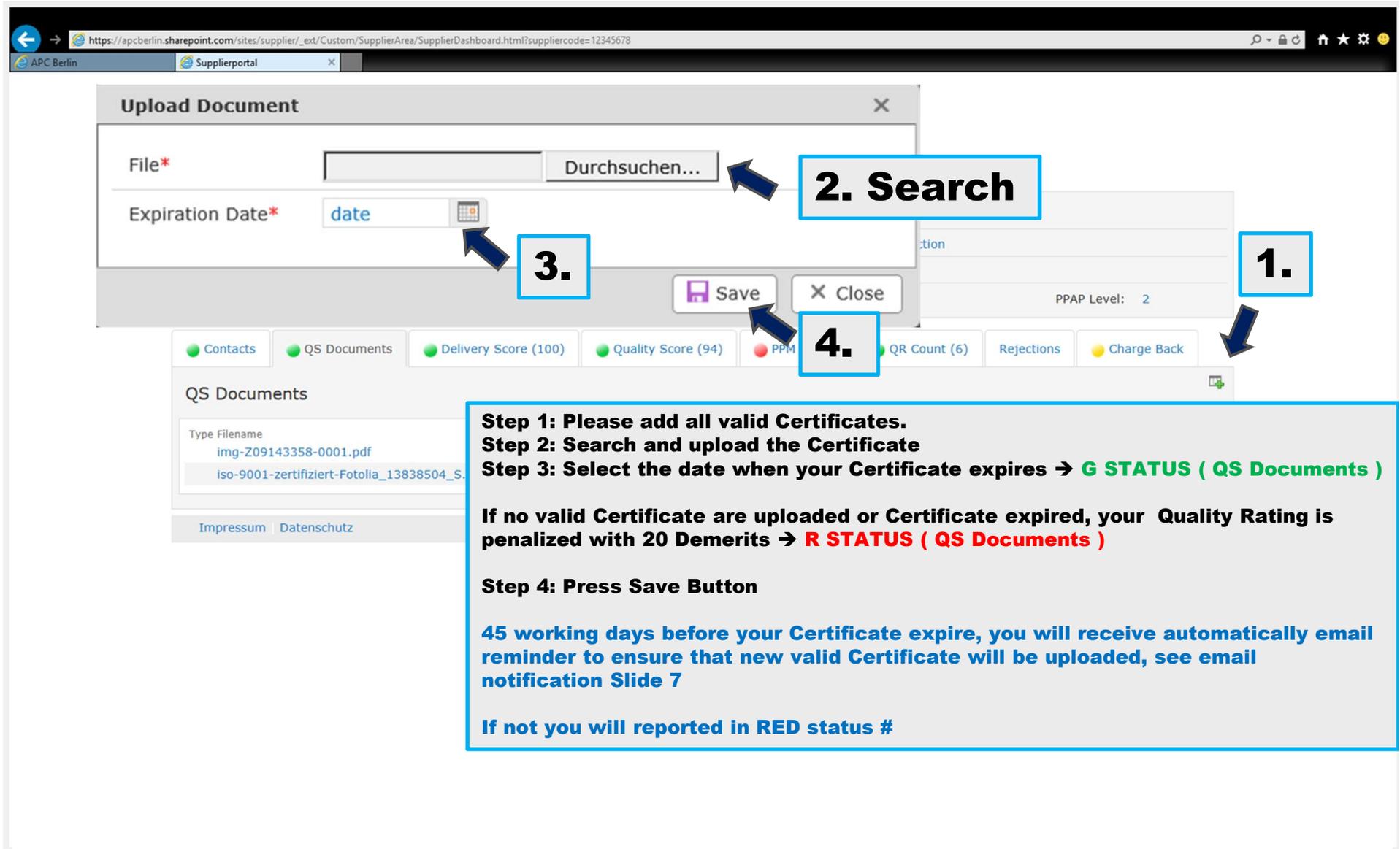
**6. Please add your contacts**  
**Minimum requirement:**  
**-Quality Manager**  
**-Logistic Manager**  
**-Plant Manager**

**Define responsible person who should work with APCB Supplier Portal.**  
**Forward email address to APCB IT ADMINISTRATOR to set-up responsible person.**  
**Please note: Only one email address is possible #**

**If there is a change in your organization, please update Supplier contacts and forward email address to APCB ADMINISTRATOR to update our system #**

**If no contacts are saved, you will be penalized 5 points per month.**

# Add Valid ISO 9001:2015 or IATF 16949:2016 Certificate #



**1.** Save

**2. Search** Durchsuchen...

**3.** Expiration Date\* date

**4.** Save

Contacts QS Documents Delivery Score (100) Quality Score (94) PPM QR Count (6) Rejections Charge Back

PPAP Level: 2

QS Documents

Type	Filename
img-	Z09143358-0001.pdf
iso-9001-zertifiziert-Fotolia_13838504_S.	

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**Step 1: Please add all valid Certificates.**  
**Step 2: Search and upload the Certificate**  
**Step 3: Select the date when your Certificate expires → G STATUS ( QS Documents )**

**If no valid Certificate are uploaded or Certificate expired, your Quality Rating is penalized with 20 Demerits → R STATUS ( QS Documents )**

**Step 4: Press Save Button**

**45 working days before your Certificate expire, you will receive automatically email reminder to ensure that new valid Certificate will be uploaded, see email notification Slide 7**

**If not you will reported in RED status #**

## Email notification prior to the Certificate expiration #

---



Dear Quality Manager,

According to our records, your quality certificate(s) will expire in the very near future.

Please ensure that your new quality certificate(s) is(are) uploaded to our supplier portal **prior** to the expiration of the old quality certificate(s).

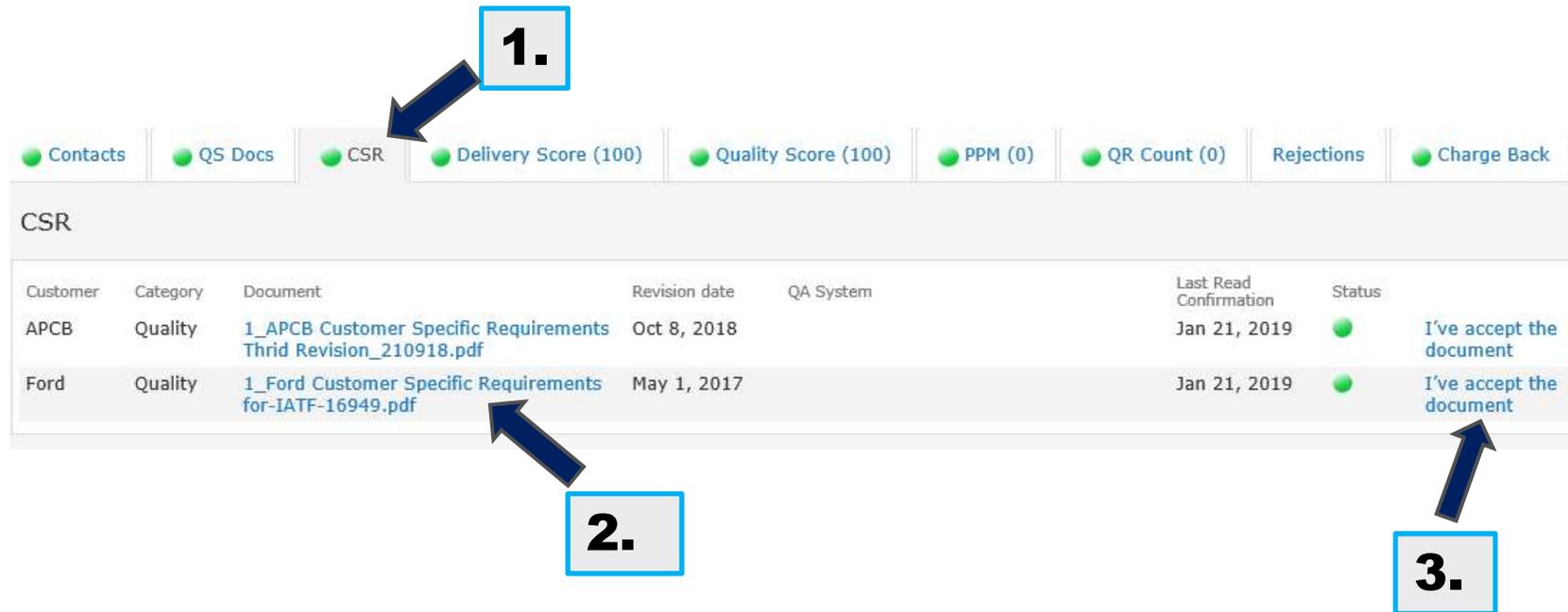
Please use the following hyperlink to upload the requested documentation: <http://www.apc-berlin.com>

Failure to upload the new certificate(s) in a timely fashion will result in penalty points being issues by our supplier portal, **automatically**.

Regards,

APCB Quality Dept.

# Read and accept APCB & OEM CSR #



1.

2.

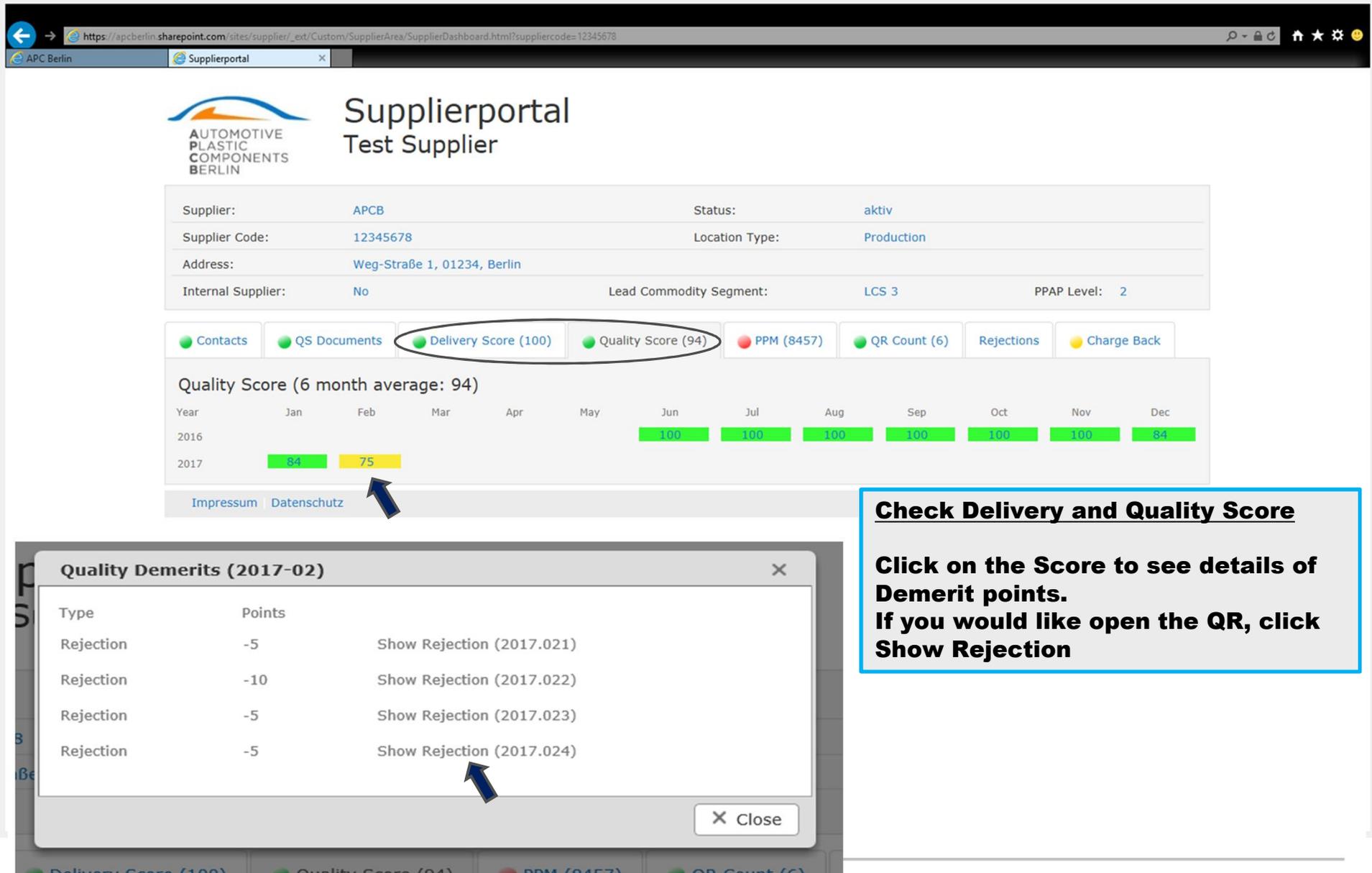
3.

Customer	Category	Document	Revision date	QA System	Last Read Confirmation	Status	
APCB	Quality	<a href="#">1_APCB Customer Specific Requirements Thrid Revision_210918.pdf</a>	Oct 8, 2018		Jan 21, 2019	●	I've accept the document
Ford	Quality	<a href="#">1_Ford Customer Specific Requirements for-IATF-16949.pdf</a>	May 1, 2017		Jan 21, 2019	●	I've accept the document

- Step 1: Download CSR**
- Step 2: Read APCB & OEM CSR &**
- Step 3: Click I've accept the document ( Status changed from RED to GREEN )**

**If you not read and accept both documents you will reported in RED status #**

# Check Delivery and Quality Score



The screenshot shows the 'Supplierportal' interface for a 'Test Supplier'. The main content area displays various performance metrics in a row of buttons: Contacts, QS Documents, Delivery Score (100), Quality Score (94), PPM (8457), QR Count (6), Rejections, and Charge Back. The 'Delivery Score (100)' and 'Quality Score (94)' buttons are circled in red. Below this row is a 'Quality Score (6 month average: 94)' section with a bar chart showing scores for each month from Jan to Dec for the years 2016 and 2017. The 2017 scores are 84 for Jan and 75 for Feb. A blue arrow points from the '75' score to a 'Quality Demerits (2017-02)' pop-up window. This window lists four rejection events with their respective points and provides a 'Show Rejection' link for each. A blue arrow points from the 'Show Rejection (2017.024)' link to a text box on the right. The text box contains the instruction: 'Check Delivery and Quality Score. Click on the Score to see details of Demerit points. If you would like open the QR, click Show Rejection'. At the bottom of the page, there are links for 'Impressum' and 'Datenschutz'.

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016						100	100	100	100	100	100	84
2017	84	75										

Type	Points	Action
Rejection	-5	Show Rejection (2017.021)
Rejection	-10	Show Rejection (2017.022)
Rejection	-5	Show Rejection (2017.023)
Rejection	-5	Show Rejection (2017.024)

# Check PPM ( 6 month average shown )



Contacts   QS Documents   Delivery Score (98)   Quality Score (95)   **PPM (111)**   QR Count (1)   Rejections   Charge Back

**Quality PPM (6 month average: 111)**

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016						0	0	0	0	0	0	1666
2017	0	0	0									

**Rejects (6 month average: 5)**

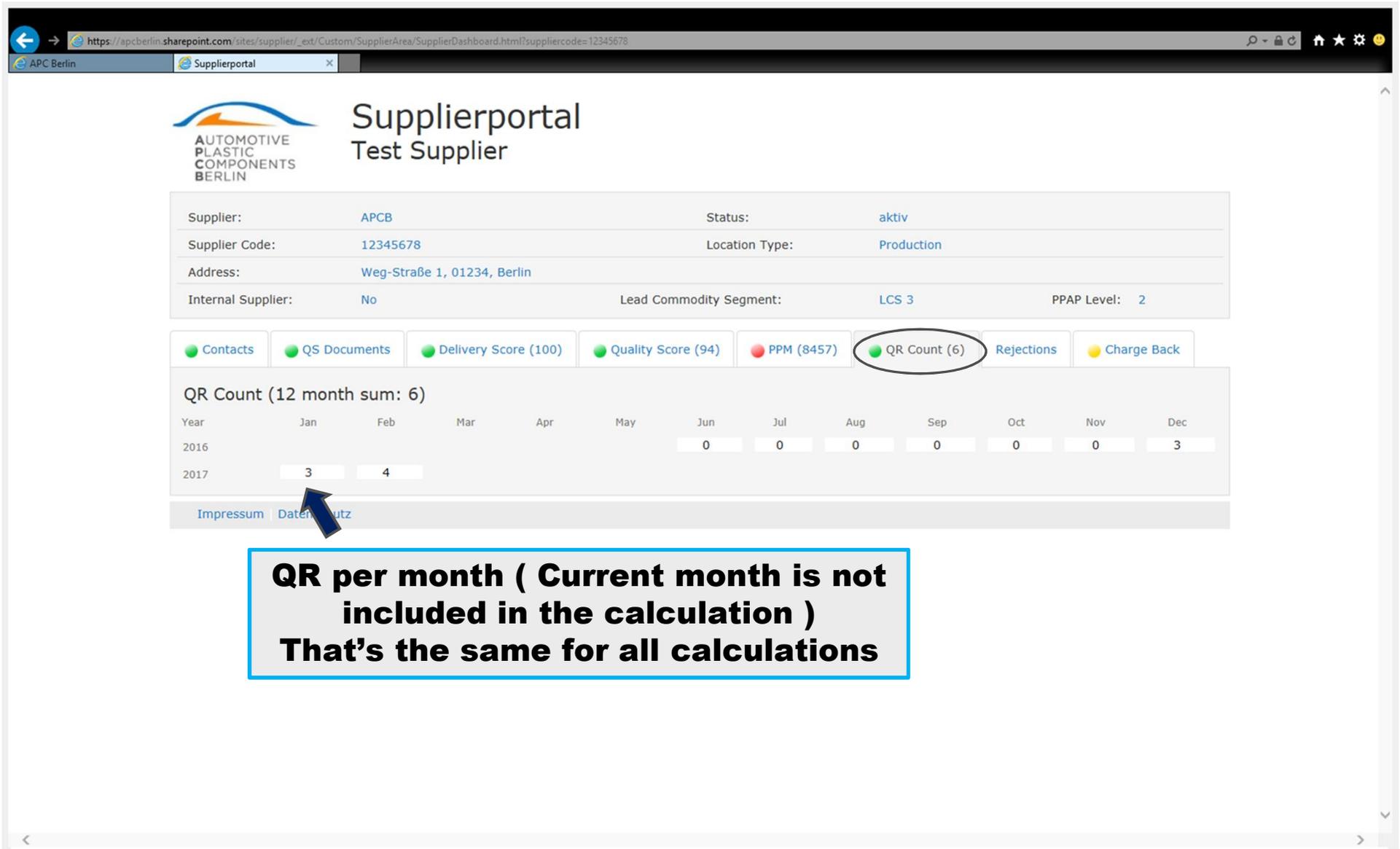
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016						0	0	0	0	0	0	30
2017	0	0	0									

**Receipts (6 month average: 45000)**

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016						24000	0	24000	36000	42000	60000	18000
2017	48000	66000	42000									

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# Screen QR Count



The screenshot shows a web browser window with the URL [https://apcberlin.sharepoint.com/sites/supplier/\\_ext/Custom/SupplierArea/SupplierDashboard.html?suppliercode=12345678](https://apcberlin.sharepoint.com/sites/supplier/_ext/Custom/SupplierArea/SupplierDashboard.html?suppliercode=12345678). The page title is "Supplierportal Test Supplier".

Supplier information:

- Supplier: [APCB](#) Status: [aktiv](#)
- Supplier Code: [12345678](#) Location Type: [Production](#)
- Address: [Weg-Straße 1, 01234, Berlin](#)
- Internal Supplier: [No](#) Lead Commodity Segment: [LCS 3](#) PPAP Level: [2](#)

Performance metrics:

- Contacts
- QS Documents
- Delivery Score (100)
- Quality Score (94)
- PPM (8457)
- QR Count (6)**
- Rejections
- Charge Back

QR Count (12 month sum: 6)

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2016						0	0	0	0	0	0	3
2017	3	4										

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**QR per month ( Current month is not included in the calculation )  
That's the same for all calculations**

# Screen Rejections Raised by APCB ( Click Rejections )



Supplierportal  
Test Supplier

Supplier: APCB Status: aktiv  
 Supplier Code: 12345678 Location Type: Production  
 Address: Weg-Straße 1, 01234, Berlin  
 Internal Supplier: No Lead Commodity Segment: LCS 3 PPAP Level: 2

Contacts QS Documents Delivery Score (100) Quality Score (94) PPM (8457) QR Count (6) **Rejections** Charge Back

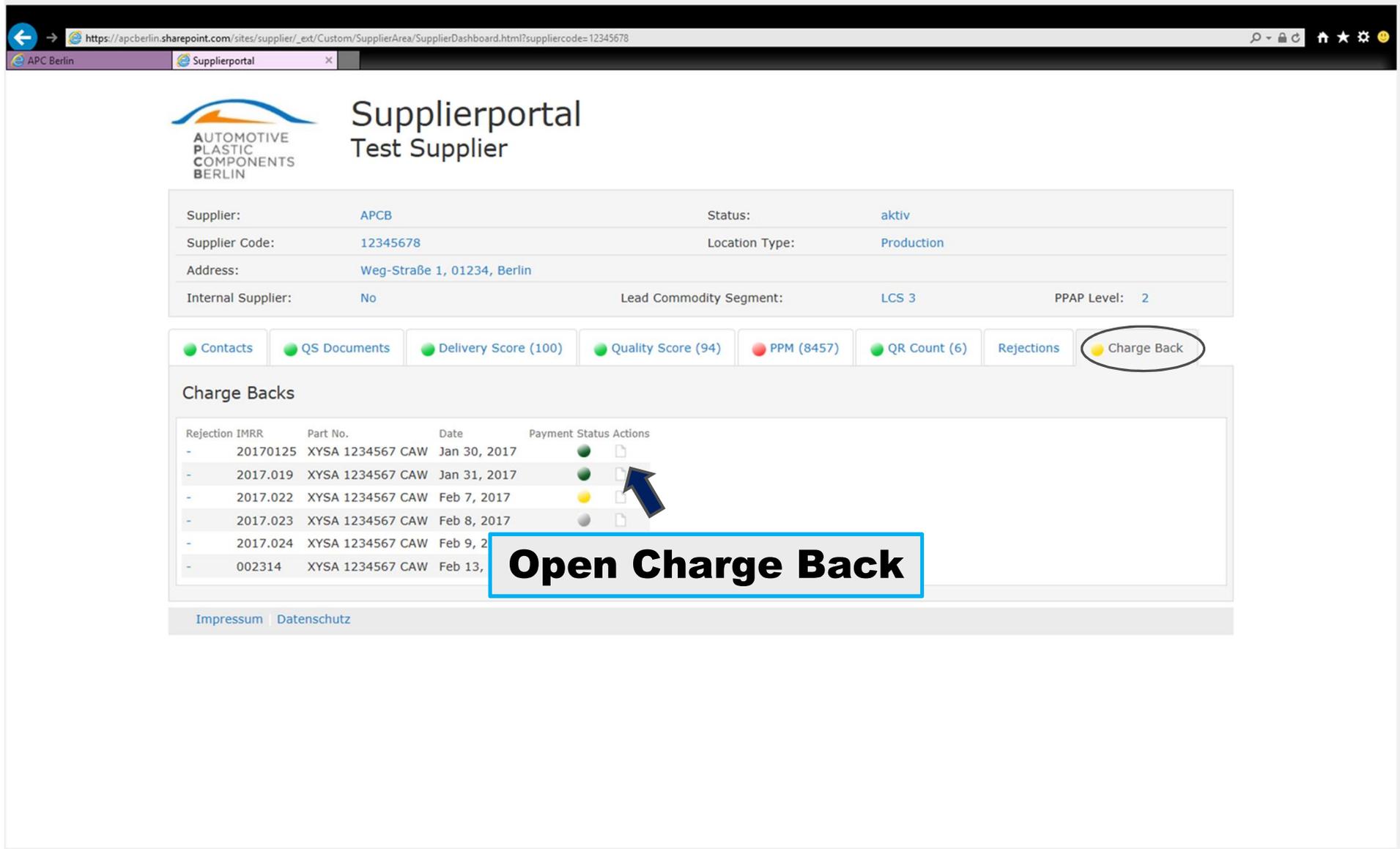
**Reject = PPM Relevant ( Except Time accumulated rejection )**      **Suspect = Quantity APCB Warehouse**

Date	Type	Sub Type	Demerits	IMRR	Title	Part No.	Reject	Suspect	8D	8D Status	Charge Back
Feb 23, 2017	Delivery Reject	Shipping Timeliness - Late	-5	2017.028	test23.02	XYSA 1234567 CAW	1	1	Yes	1 - Get D3 Data	
Feb 22, 2017	Quality Reject	low	-1	2017.028	test	13456GDFS4	5	5	Yes	1 - Get D3 Data	
Feb 21, 2017	Quality Reject					XYSA 1234567 CAW					
Feb 9, 2017	Quality Reject					XYSA 1234567 CAW					
Feb 8, 2017	Reject					XYSA 1234567 CAW	22	222	Yes	7 - Closed	
Feb 7, 2017	Quality Reject	warranty	-10	2017.022	Lunker	XYSA 1234567 CAW	40	450	Yes	3 - Get D5 Data	
Feb 2, 2017	Quality Reject	high	-5	2017.021	test02.02	XYSA 1234567 CAW	1	1	Yes		
Jan 31, 2017	Quality Reject	low	-1	2017.019	kinks in fabric	XYSA 1234567 CAW	100	1000	Yes	7 - Closed	
Jan 30, 2017	Quality Reject	warranty	-10	2017.017	warranty	XYSA 1234567 CAW	1	1	Yes		
Jan 23, 2017	Quality Reject	high	-5	002314	Bitte Mails ignorieren! Danke.	XYSA 1234567 CAW	2	2	Yes		
Dec 9, 2016	Quality Reject	warranty	-10	2016.068	Folienablösung	XYSA 1234567 CAW	50	650	Yes		

**Show Rejection Details and Edit 8D Report**      **8D Report Status**

**Here you can open Charge Back Details**

# Review Charge Back



The screenshot shows a web browser window with the URL [https://apcberlin.sharepoint.com/sites/supplier/\\_ext/Custom/SupplierArea/SupplierDashboard.html?suppliercode=12345678](https://apcberlin.sharepoint.com/sites/supplier/_ext/Custom/SupplierArea/SupplierDashboard.html?suppliercode=12345678). The page title is "Supplierportal Test Supplier".

Supplier Information:

Supplier:	APCB	Status:	aktiv
Supplier Code:	12345678	Location Type:	Production
Address:	Weg-Straße 1, 01234, Berlin		
Internal Supplier:	No	Lead Commodity Segment:	LCS 3
		PPAP Level:	2

Navigation Tabs:

- Contacts
- QS Documents
- Delivery Score (100)
- Quality Score (94)
- PPM (8457)
- QR Count (6)
- Rejections
- Charge Back** (highlighted with a red circle)

Charge Backs Table:

Rejection IMRR	Part No.	Date	Payment Status	Actions
-	20170125 XYSA 1234567 CAW	Jan 30, 2017	Green	
-	2017.019 XYSA 1234567 CAW	Jan 31, 2017	Green	
-	2017.022 XYSA 1234567 CAW	Feb 7, 2017	Yellow	
-	2017.023 XYSA 1234567 CAW	Feb 8, 2017	Grey	
-	2017.024 XYSA 1234567 CAW	Feb 9, 2017	Yellow	
-	002314 XYSA 1234567 CAW	Feb 13, 2017	Yellow	

A blue arrow points to the yellow status icon of the second row in the table. A red box with the text "Open Charge Back" is overlaid on the bottom right of the table.

Footer: [Impressum](#) | [Datenschutz](#)

# Quality Score Overview



The baseline is 100 points for each supplier each month.  
 Every month demerits are calculated in line with the supplier performance.  
 Overall quality ratings are done based on tables below.

Supplier Quality Contact Uploaded	Demerit
Yes – have at least one quality contact	0
No	5

Quality System ( Valid Certificate Uploaded )	Demerit
Yes – IATF 16949:2016 or ISO 9001:2015	0
No	20

QR Sub Type		Demerits
Low	Issue found in APCB	1
High	Issue reported by OEM	5
Warranty	Issue reported from Warranty	10

PPM	Demerits
0	0
≤2	5
≤5	10
≤10	15
≤18	20
≤33	25
≤63	30
≤124	35
≤279	40
≤936	45
>936	50

Scores	Rating
0-50	Red
51-80	Yellow
81-100	Green

## EXAMPLE: Incoming Material Rejection Report ( by email )



New Rejection 2017.032 (24.02.2017)

Von: APCB Supplier Portal

Print Save Vollansicht

24.02.2017 um 13:10 Uhr

Dear supplier,

there is a new rejection:

IMRR No.: 2017.032

Type: Quality Reject

Reason: high

Supplier: APCB

Partnumber: XYSA 1234567 CAW

Partname: Test part

Reject Quantity: 1

Suspect Quantity: 1

Digital 8D-face-sheet in our supplier portal is MANDATORY - Ensure the following requirements are completed.

You are requested within 2 hours to advise the further handling of the suspect parts in our plant and at our customer site ( If requested ) like 100% check / sorting / rework by your employees or by external agencies. Please ensure that rework agencies receive a robust check / rework instruction. Submit information about first o.k. delivery details. For next 3 deliveries, each single part has to be special marked and shipping boxes has to be labelled with an OK certificate with a reference to the IMRR number.

Within 24 hours you are requested to submit G8D Report until step D03. Within 15 calendar days you are requested to submit closed G8D Report.

If it is not possible for you to meet the G8D closure within 15 calendar days, please ask the IMRR originator for extension and ensure that we receive reason for extension and timing plan. This rejection will affect your Quality / Delivery score and PPM.

All cost in conjunction with the IMRR will be charged to your account.

All nok parts will be returned to you. Please organize the return shipment or submit your carrier account number to organize the return shipment by APCB.



+49 30

[Rejection: test 24.2 \(2017.032\)](#)



**Click on Hyperlink  
to open IMRR  
details**

APCB Automotive Plastic Components Berlin  
GmbH & Co. KG  
Goerzalle 325, 14167 Berlin - Germany

Sitz der Gesellschaft/Place of Business: Berlin  
Handelsregister Berlin: HRA 51048B  
Geschäftsführung / Management Board: Mark Blair, Daniel Spezia

*CONFIDENTIALITY NOTICE: This e-mail message including attachments, if any, is intended only for the person or entity to which it is addressed and may contain confidential and /or privileged material. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message. If you are the intended recipient but do not wish to receive communications through this medium, please so advise the sender immediately.*

# Rejection Details



## Supplierportal

### Rejection 2017.043

Type:	Quality Reject	Sub type:	high
Title:	Test 30.03.		
Location:	APCB		
Part number:	XYSA 1234567 CAW	Part desc:	Test part
Reject qty:	1	Suspect qty:	1
8D required:	Yes		
Reported date:	30.03.2017	Reported by:	Kersten, Holger
Note:			
Return shipment:	Quantity:	Invoice No:	
Attachments:	<b>Uploaded attachment by APCB</b>		
<a href="#">Dimensioneller Inspektionsbericht.pdf</a>			

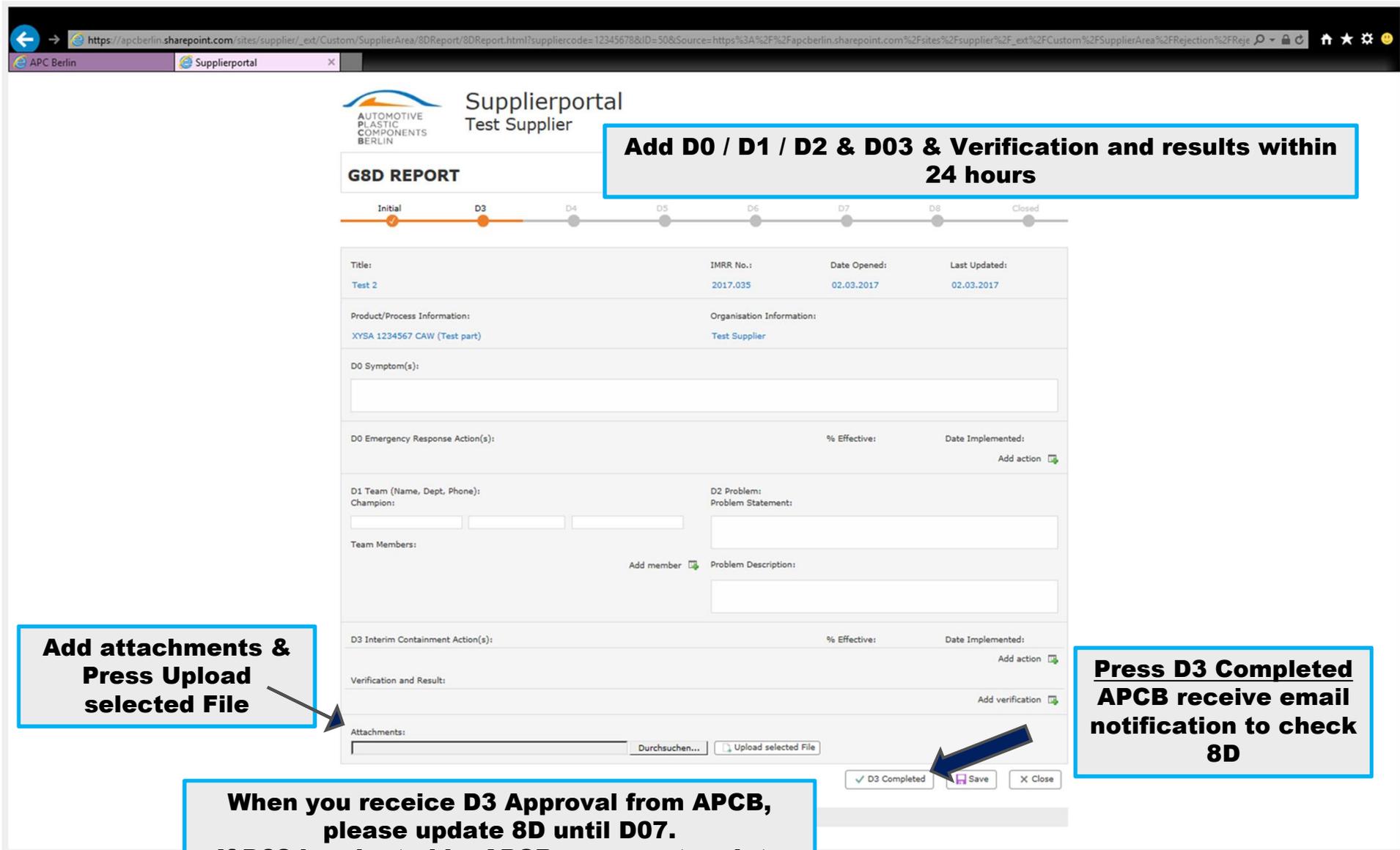
**Press Edit 8D Report**

<b>8D Report:</b>											
Started:	30.03.2017	Status:	1 - Get D3 Data	D3 until:	31.03.2017 13:16	D8 until:	21.04.2017				
D3:	No	D4:	No	D5:	No	D6:	No	D7:	No	D8:	No

**8D Status – Please ensure that 8D until step D03 is submitted within 24 hours. G8D closure within 15 Working days.**

# 8D Report



**Add D0 / D1 / D2 & D03 & Verification and results within 24 hours**

**Add attachments & Press Upload selected File**

**Press D3 Completed APCB receive email notification to check 8D**

**When you receive D3 Approval from APCB, please update 8D until D07. If D03 is rejected by APCB, you must update D03 and submit 8D again for approval.**

# Time Line Charge Back Process

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Below is a guide in order to define the dates of the expected reaction from our suppliers to IMRR's raised by APCB. Please note each items listed below requires supplier's input into the Supplier Portal on the given day.

- IMRR by email Day 1
- Supplier completes 8D report online upto D3 Day 2
- Root Caused Definition Day 2 to 7  
- Start Charge Back Process Day 7
- If applicable, acceptance of Chargeback costs Day 7 to 15
- Complete 8D online upto D7 Day 15

# Charge Back Quality Costs



## Charge Back:



Supplier:							
IMRR:		Rejection Date:		Status:			
Part Nr:		Quantity:		Price:			
Payment notes:					Payment:		
Description:							
Attachments:		Attachments uploaded by supplier:					

**1. Download, print and sign this file**  
**2. ( see page 20 & 21 )**

**2. Add attachments & Press Upload selected File**

# Notification of Quality Costs



## ChargeBack

IMRR: [Redacted]  
 Part Nr: [Redacted]  
 Payment Notes: [Redacted]  
 Description: [Redacted]

Rejection Date: [Redacted]  
 Quantity: [Redacted]

Status: [Redacted]  
 Price: [Redacted]  
 Payment: [Redacted]



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APCB Automotive  
 Plastic Components  
 Berlin GmbH & Co. KG  
 Goerzallee 325  
 14167 Berlin

info@apc-berlin.de

Quality	CostCenter	Hours	Costs	Remark/Details
Rejection analysis	[Redacted]	[Redacted]	[Redacted]	[Redacted]
Rejection raising incl. QAD input	[Redacted]	[Redacted]	[Redacted]	[Redacted]
Spot check next 3 deliveries	[Redacted]	[Redacted]	[Redacted]	[Redacted]

Production	CostCenter	Operator	Hours	Costs	Remark/Details
100% check until agency is ordered	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

Manufacturing Engineering	CostCenter	Operator	Hours	Costs	Remark/Details
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

Logistics	CostCenter	Operator	Hours	Costs	Remark/Details
Operator workload	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
Fork lift driver	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

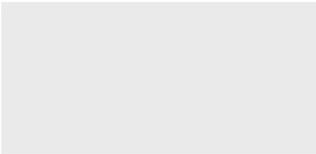
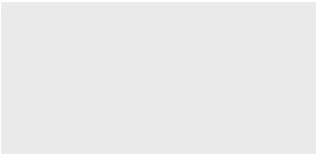
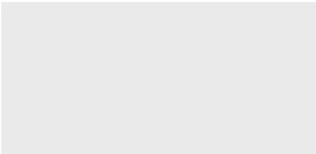
Various	CostCenter	Operator	Hours	Costs	Remark/Details
Admin costs	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

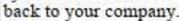
# Notification of Quality Costs – Acceptance or Dispute Letter



APCB Automotive  
Plastic Components  
Berlin GmbH & Co. KG  
Goerzallee 325  
14167 Berlin

info@apc-berlin.de

Date:   
IMRR No.:   
Supplier:   
email:  
**Subject: APCB Berlin Supplier Chargeback Claim**

Attached is a summary of the costs that APCB has incurred due to the above IMRR reference. It is our intention to charge these costs  back to your company.

Please also note the attached claim form covers the costs incurred to date. Further related costs may yet to be identified and will be charged to accordingly.

It is APCB local policy to give you one week from time of receipt of this letter to respond to our claim with either acceptance or dispute. Please upload this notification letter and further response in our Portal ( Share Point ) with your acceptance or dispute of our claim.

In case of dispute, you have to submit proven evidence that the Charge back is not justified.

**Please fill out the Charge Back Claim and upload to APCB Portal ( see Page 19 )**



Name, printed	
Signature	
Position	
Date of Acceptance	
Date of Dispute	
Dispute Reason	



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