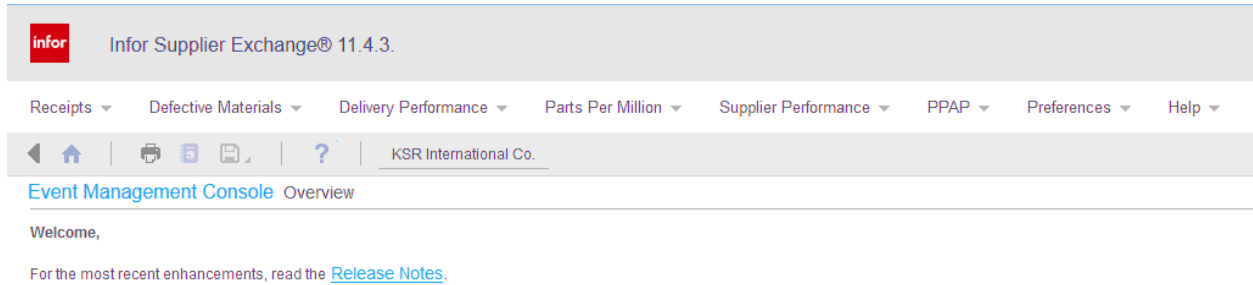


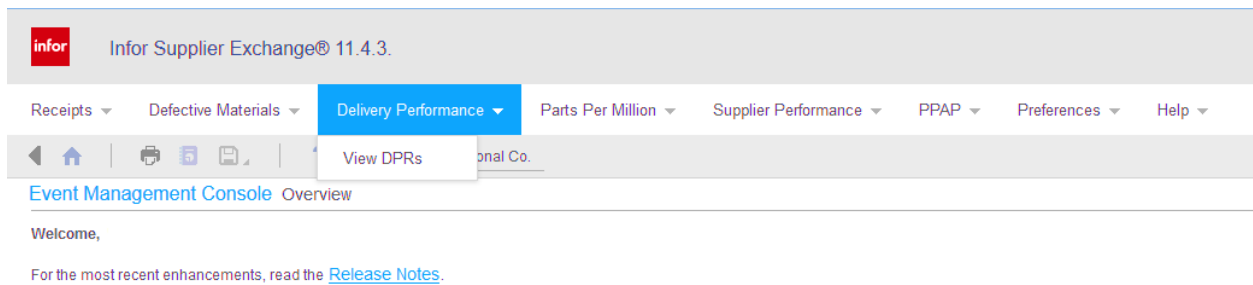
# Review and Answer – Delivery Performance Review (DPR)

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## Step 1

After logging in, you will be presented with the above screen. This screen displays a welcome message and a few tabs containing submenus.



## Step 2

To review and answer a DPR, click the tab “Delivery Performance.” A submenu will pop up. Click on “View DPRs”

The screenshot shows the Infor Supplier Exchange@ 11.4.3 interface. The top navigation bar includes menu items: Demand, Shipments, Receipts, Defective Materials, Delivery Performance, Parts Per Million, Supplier Performance, PPAP, Premium Freight, and More... The user is logged in as KSR International Co. The main content area is titled 'Delivery Performance View DPRs' and contains a 'Search Criteria' form. The form has the following fields:

Facility	< All >
Ship To	< All >
Part	< All >
Response Required After	
Response Required Before	
State	< All >

A 'Continue' button is located at the bottom right of the form.

### Step 3

The above screen will appear.

You may leave the fields as “all” and click on the box labelled “Continue.” This will bring up all DPRs issued for all of your part numbers.

OR

Complete any of the following six fields:

1. Facility: Click the down arrow and select the manufacturing site from the drop down list.
2. Ship to: Click the down arrow and select the location the product was shipped to.
3. Part: Click the down arrow and select a part number
4. Response Required After: Enter date
5. Response Required Before: Enter date
6. State: Click the down arrow and select from the list

Once you have completed your entries, click on the box labelled “Continue.”

infor Infor Supplier Exchange® 11.4.3

Demand ▾ Shipments ▾ Receipts ▾ Defective Materials ▾ Delivery Performance ▾ Parts Per Million ▾ Supplier Performance ▾ PPAP ▾ Premium Freight ▾ More... ▾

← Home | Print | ? | KSR International Co.

Delivery Performance DPR Management

**Delivery Performance Reviews**

Search Criteria

Facility	Ship To	Part	Responded After	Responded Before	State
All	All	All	All	All	All

Open DPRs Closed DPRs

View	DPR ID	Facility	Ship To	Part	Received Date	Response Due Date	State
	1111	Dresden Industrial - Rodney	RDY 1		11-20-2009	11-28-2009	

Previous Showing Page 2 of 2 Go

Legend

On Time	
Late	
Done On Time	
Done Late	

### Step 4

The above screen will appear. There are two fields for you to review.

The status of your open/closed DPRs is indicated in the area called “state.” The legend gives you an interpretation of the squares in the state column.

Once you have completed reviewing the status of your DPRs (open/closed), you may now click on the pencil in the details column to obtain the details of or answer the DPR.

NOTE: You will be required to review this daily to check if you, as a supplier, have been issued any new DPRs. You also have the opportunity to view the status of DPRs already in the system (open/closed).

**Delivery Performance Review**

**Shipping Information**

Facility	Ship To	Supplier
Dresden Industrial - Rodney 172 Centre Street Rodney ON N0L 2C0 CANADA	RDY 1 172 Centre Street Rodney ON N0L 2C0 CANADA	

[Part Information](#) [Detail Information](#) [Reasons](#) [Notes](#) [Supplier Information](#) [Action Information](#) [DPR History](#) [Claims](#)

Part Information	
Part	Description
	STUD

[Return](#)

*Step 5*

*Part Information*

This portion does not require any entries as it is for review only.

Click on the tab labelled “Detail Information.”

**Delivery Performance Review**

Shipping Information

<b>Facility</b> Cresden Industrial - Rodney 172 Centre Street Rodney ON N0L 2C0 CANADA	<b>Ship To</b> RDY 1 172 Centre Street Rodney ON N0L 2C0 CANADA	<b>Supplier</b>
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[Part Information](#)
[Detail Information](#)
[Reasons](#)
[Notes](#)
[Supplier Information](#)
[Action Information](#)
[DPR History](#)
[Claims](#)

Detail Information			
Delivery Performance Review Id	1111	PO Number	P50000
Required Date	11-23-2009	Required Quantity	20,000
Issue Date	11-24-2009	Dpr Status	Correction Action Accepted
Received Date	11-20-2009	Received Quantity	20000.0
ASN ID		Receipt Number	
Release Number	0000	Total Claim Amount	0

[Return](#)

*Step 6*

*Detail Information*

The following fields have already been completed and are now available for your review.

DPR ID(*)	Number from DPR supplier log
Required Date	The date the supplier is to have their DPR completed and resubmitted
Issue Date(*)	The date the DPR was actually issued
Received Date	The date the parts were received
ASN ID	ID number of the ASN provided
Release Number	Release number associated with shipment
PO Number	Purchase order that corresponds to nonconforming delivery
Required Quantity	Total number of parts required/should have been shipped.
DPR Status	Most recent history of DPR status
Received Quantity	Total number of parts received
Receipt Number	The receipt number for the corresponding shipment
Total Claim Amount	Total claim amount for the DPR

Once all the required fields are reviewed, click on the tab labelled “Reasons” to continue.

**Delivery Performance Review**

Shipping Information

Facility	Ship To	Supplier
Dresden Industrial - Rodney 172 Centre Street Rodney ON NOL 2C0 CANADA	RDY 1 172 Centre Street Rodney ON NOL 2C0 CANADA	

[Part Information](#) [Detail Information](#) [Reasons](#) [Notes](#) [Supplier Information](#) [Action Information](#) [DPR History](#) [Claims](#)

Reasons		
Code	Description	Demerits
EARLY	Early shipment	1
<b>Totals</b>		<b>1</b>

[Return](#)

*Step 7*  
*Reasons*

The above screen will appear.

Once you have reviewed, click the “Notes” tab.

**Delivery Performance Review**

Shipping Information

Facility	Ship To	Supplier
Dresden Industrial - Rodney 172 Centre Street Rodney ON N0L 2C0 CANADA	RDY 1 172 Centre Street Rodney ON N0L 2C0 CANADA	

- Part Information
- Detail Information
- Reasons
- Notes
- Supplier Information
- Action Information
- DPR History
- Claims

Notes

Customer Attached Files

[Return](#)

*Step 8*

*Notes*

This screen was available for the issuer of the DPR to enter pertinent information regarding the concern and give greater detail to the supplier on how the concern should be handled. There is also a section here for “Customer Attached Files”; files related to the DPR will be saved here to be viewed.

After you have completed reviewing this description, click “Supplier Information.”

**Delivery Performance Review**

Shipping Information

Facility	Ship To	Supplier
Dresden Industrial - Rodney 172 Centre Street Rodney ON N0L 2C0 CANADA	RDY 1 172 Centre Street Rodney ON N0L 2C0 CANADA	

Part Information	Detail Information	Reasons	Notes	Supplier Information	Action Information	DPR History	Claims
<b>Supplier Information</b>							
Contact Name				Phone			
Response Required	Yes			Contact Date			
Response Due	11-25-2009						
<a href="#">Return</a>							

*Step 9  
Supplier Information*

The above screen will appear. There are five fields to be reviewed.

- Contact Name                      The contact person at the supplier
- Response Required                Yes/No
- Response Due                      The date the supplier is required to submit a completed DPR
- Phone                                Phone number of the contact at the supplier
- Contact Date                      The date the supplier was notified

After you have completed your review, click on the “Action Information” button.



**Delivery Performance Review**

Shipping Information

Facility	Ship To	Supplier
Dresden Industrial - Rodney 172 Centre Street Rodney ON N0L 2C0 CANADA	RDY 1 172 Centre Street Rodney ON N0L 2C0 CANADA	

Part Information	Detail Information	Reasons	Notes	Supplier Information	Action Information	DPR History	Claims
<b>Action Information</b>							
Corrective Action		Due to KSR trucking pick up schedule of Tuesdays and Thursdays shipment was sent out on Thursday to meet the November 23rd requirement date.					
Supplier Attached Files		<input type="button" value="Browse..."/> No file selected. <input type="button" value="Attach File"/> <input type="button" value="Delete File"/>					
Corrective Date		11-24-2009					
<input type="button" value="Return"/>							

*Step 10  
Action Information*

The above screen will appear. If the following field is not completed in time, as stated in your supplier information, it will negatively affect your supplier rating.

The following fields need to be completed by the supplier:

- Corrective Action            Is a detailed record of all phases of the problem solving process that confirms the selected action(s) will resolve the problem
- Corrective Date             Date the corrective action was implemented or will be implemented

NOTE: There is a field labelled “Supplier Attached Files.” By clicking on the browse button, you will be able to attach any of your company’s files that you feel are pertinent to this DPR. Once you have selected the files you want to download to KSR, click on the button “Attach File.” If you have made an error, click “Delete File.”

Once the above fields are complete, click “Update” and the system will save the information and rate it for response time.

The issuing plant will now review your response and notify you on the DPR status. (Accepted/Rejected)