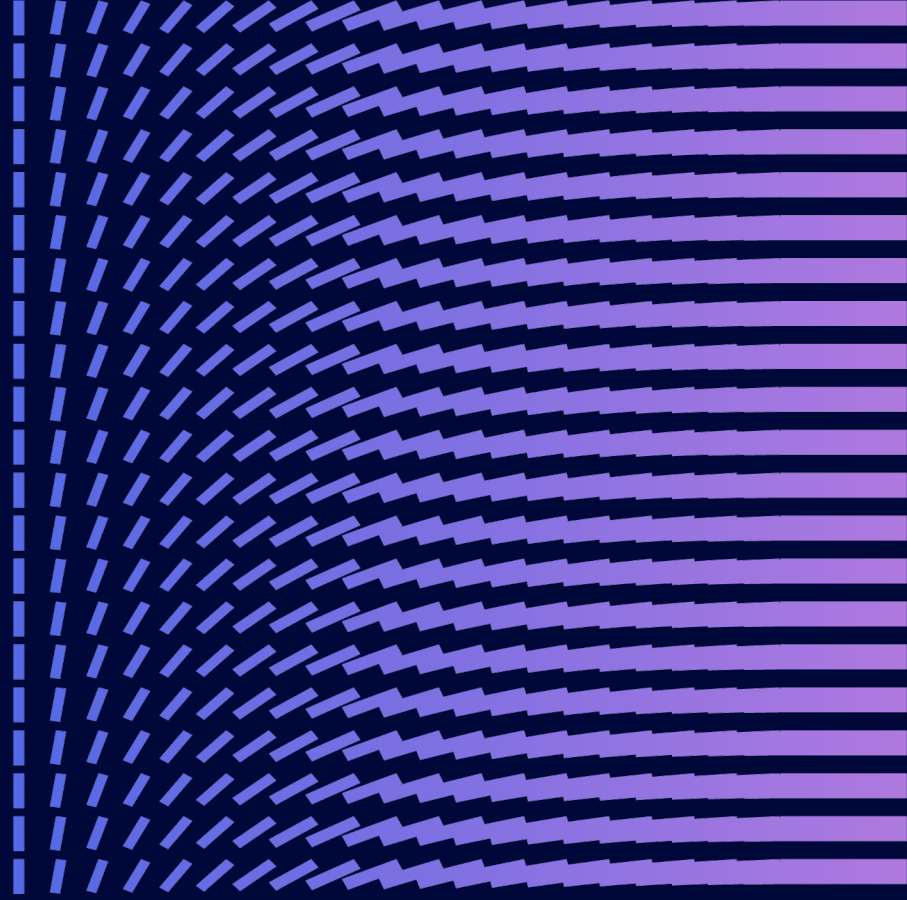
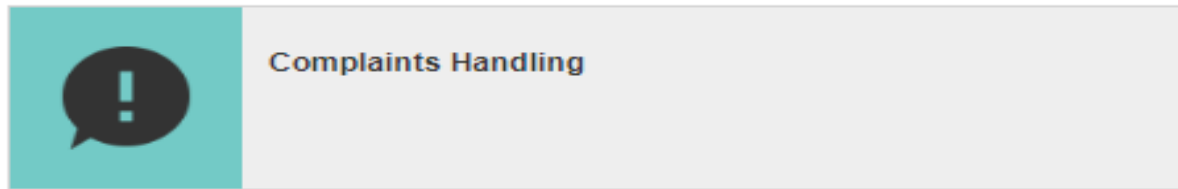


SELF-AUDITING & REVERTING/REASSIGNING RECORDS TO INTAKE PHASE

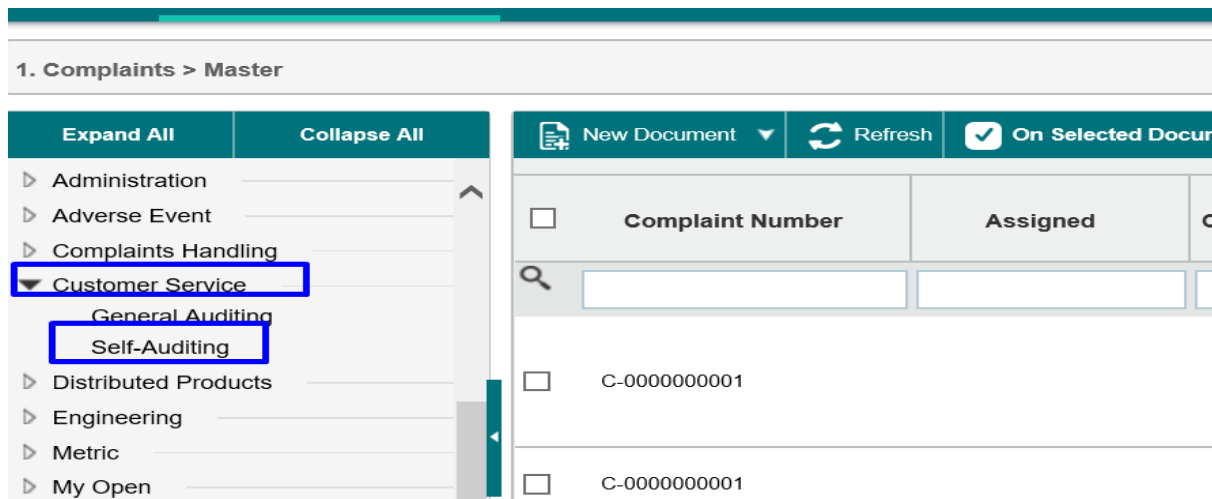


ETQ Self Auditing

- ❖ Open ETQ directly using the link below and log in with your network credentials: <http://indsaetq01v.hrc.corp:8080/ETQPRD/reliance?ETQ>
- ❖ Click Complaints Handling



- ❖ On the left-side menu expand '**Customer Service**' and select '**Self-Auditing**'



ETQ Self Auditing

- ❖ Under '**Created By**', start typing your name until the auto-complete lists you, select your name from the list.

The screenshot shows the top section of the ETQ Self Auditing interface. It includes a header bar with buttons: 'New Document', 'Refresh', 'On Selected Document(s)', and 'Export'. Below this is a table with columns: 'Complaint Number', 'Notification Number', 'Current Phase', 'Created By', and 'Created Date'. The 'Created By' column is highlighted with a blue box, and its dropdown menu is open, showing a search bar with 'laura g' and a list of suggestions, with 'Laura Gargan [104014]' selected and highlighted. Below the table, the values for the first row are: 'C-1051358', '123456', 'Void', 'Laura Gargan [104014]', and 'Oct 26, 2019 12:12 AM'.

- ❖ Under '**Current Phase**' enter the phase you want to restrict the search results to, typically, Intake phase.
- ❖ Click the magnifying glass or press '**Enter**' to initiate the search

The screenshot shows the same ETQ Self Auditing interface as the previous one, but with the 'Current Phase' column highlighted with a blue box. The dropdown menu for 'Current Phase' is open, showing a search bar with 'Intake' and a list of suggestions, with 'Intake' selected and highlighted. The 'Created By' column now shows 'Laura Gargan [104014]'. The 'Created Date' column is empty. Below the table, the values for the first row are: 'C-1051358', '123456', 'Intake', 'Laura Gargan [104014]', and 'Oct 26, 2019 12:12 AM'.

ETQ Self Auditing

- ❖ Open and review each complaint record on the list.
- ❖ Open comments located on the far right of the complaint record.

The screenshot displays the ETQ Self Auditing interface for a specific complaint record, C-1340601. The interface is divided into two main sections: Product Information and Allegation Details. The Product Information section contains fields for Quantity (1), Equipment Number Lookup, Equipment Number (17062646), Serial Number (4802-22021), Manufacturing Date (Ship Date), Awaiting Additional Information (No), Material Number (4802D), Software Version, Age of the Device (7.2800), Item # (C-1340601-1), Material Description (Pediatric/Infant Scale), and Date Code/Lot Code. The Allegation Details section contains fields for Aware Date (Jan 12, 2021), Days from Awareness (65), and Feedback-Customer Response Requested (No). A blue arrow points to a 'Click to Expand' button on the right side of the record, which is highlighted by a blue box.

Product Information

Quantity*
1

Equipment Number Lookup
Equipment Number
17062646
Serial Number
4802-22021
Manufacturing Date (Ship Date)

Awaiting Additional Information
☐ Yes ☒ No
Material Number
4802D
Software Version
Age of the Device
7.2800

Item #
C-1340601-1
Material Description
Pediatric/Infant Scale
Date Code/Lot Code

Allegation Details

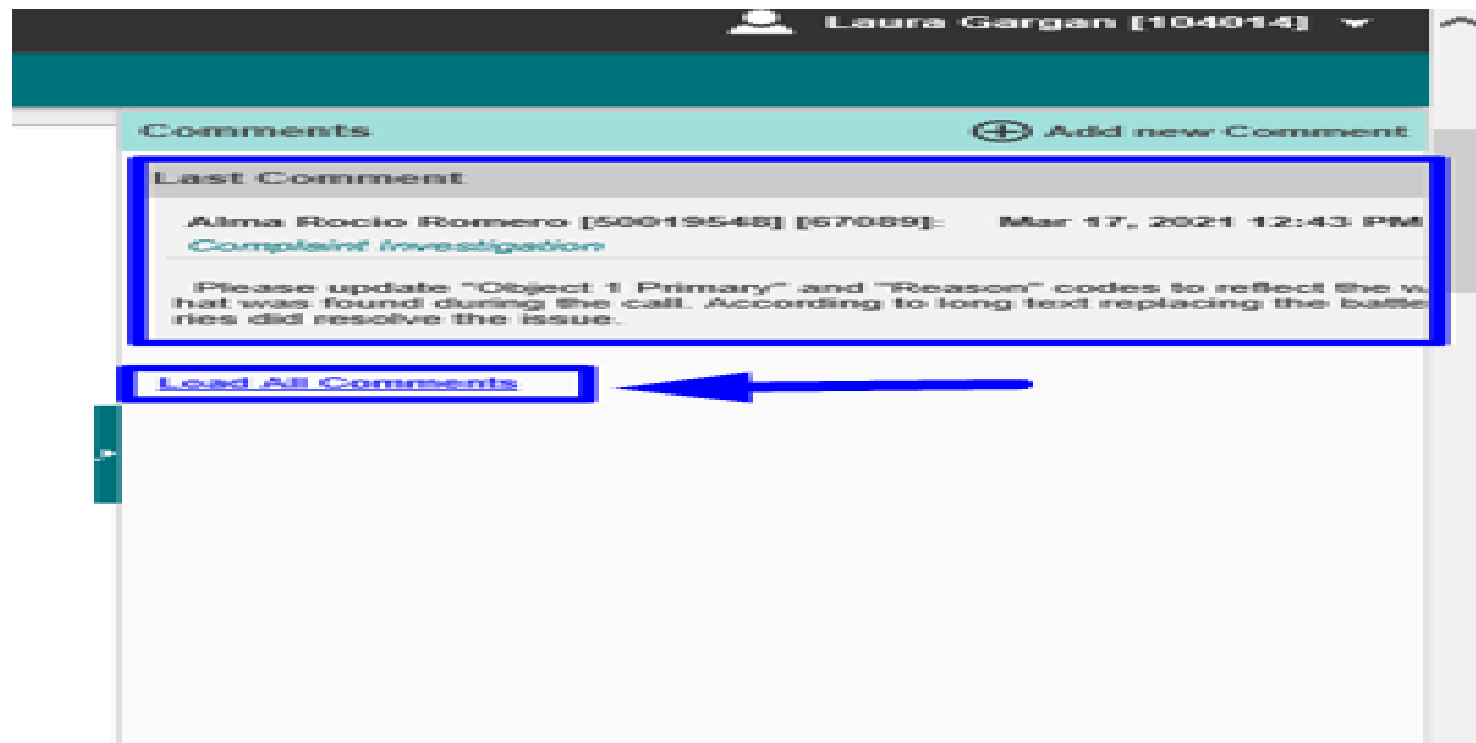
Aware Date*
Jan 12, 2021
Days from Awareness
65
Feedback-Customer Response Requested
☒ No ☐ Written ☐ Verbal

Was this an Out of box failure?

Click to Expand

ETQ Self Auditing

- ❖ Review '**Last Comment**' to determine why the record is back at Intake phase. Select '**Load All Comments**' to review additional comments if needed. If you are unsure why the record is back at Intake phase, please consult with a Trainer or LC.

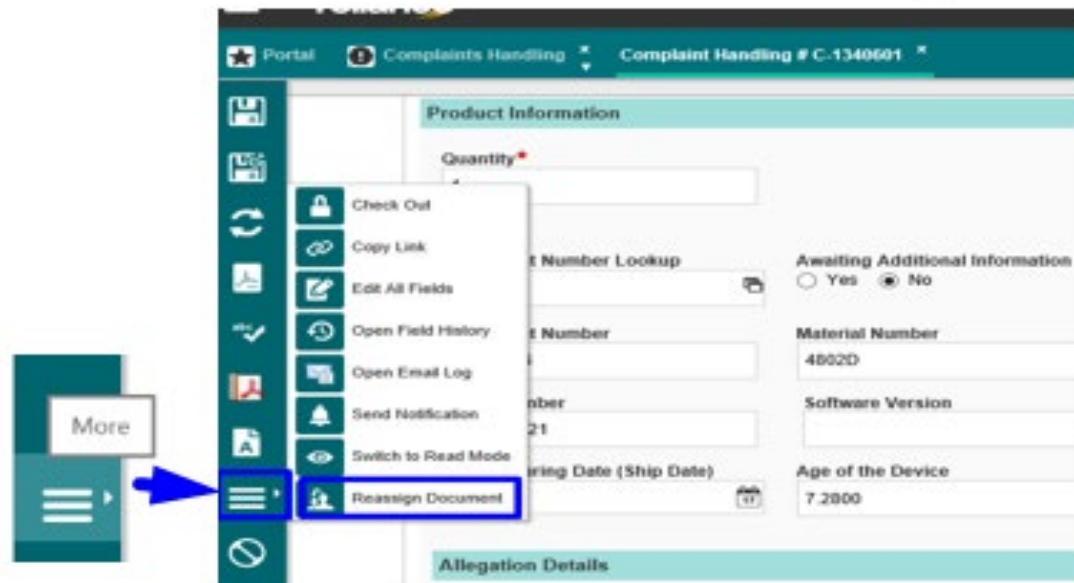


Reassigning and Reverting Complaint Records

- ❖ You may **only** work in or make changes to the ETQ record in the **Intake** phase.
- ❖ Upon accessing the ETQ record, if the phase bar is grayed out, you must reassign the record.



- ❖ Click the **'More'** button and choose **'Reassign Document'**:



Reassigning and Reverting Complaint Records

- ❖ Start typing your name until the auto-complete lists you, select your name from the list.
- ❖ Under '**Comment**' populate: '**Reassigning to update.**'
- ❖ Click '**OK**'

Reassign Document Dialog ?

Due Date 

☒ Replace Current Assigned ☐ Do not notify the assigned user(s)

Assign To *

laura g  

Laura Gargan [104014]

Comment *

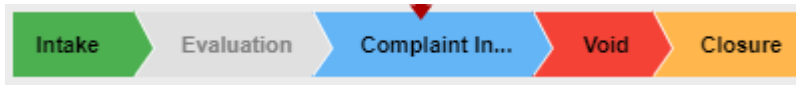
Reassigning to update

Notify: 

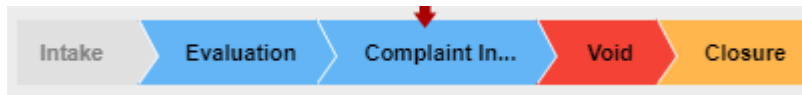
OK Cancel

Reassigning and Reverting Complaint Records

- ❖ The phase menu will only show the phases appropriate for how the complaint is coded. Click on the word **'Intake'** to revert the record to the Intake phase.



- ❖ If Intake is grayed out, the previous phase available is Evaluation. In this case, revert the record to the Evaluation phase. Once in Evaluation phase, revert to record to the Intake phase.



- ❖ For each phase change, add the Following comment:
'Reverting to Intake to update'
****No need to update the 'Assign To' field.**
- ❖ Once in Intake phase, make any changes/updates to the record and move the record to the next phase.

A screenshot of a 'Routing Dialog' form. The form has a teal header. Fields include: 'Phase:' set to 'Intake'; 'Due Date:★' set to 'Mar 18, 2021' with a calendar icon; 'Assign To:★' set to 'HR Service Personnel' with a dropdown arrow and a person icon; 'Notify:' with a dropdown arrow and a person icon; and 'Comment:★' with the text 'Reverting to Intake to update.' and a scroll bar. At the bottom right are 'OK' and 'Cancel' buttons. A blue rectangle highlights the 'Comment' field and the 'OK' button.