



#	Question	Answer
1	I don't have access to SupplyOn eISIR. How do I apply for my access?	Contact your SupplyOn administrator; If you still did not get a invitation from SupplyOn for eISIR eService, please contact responsible AB Buyer
2	What are the costs of the eISIR eService?	Please contact SupplyOn regarding contract-related questions
3	How to change the language?	User manual page 7
4	Web-Application is slow	Check your network connection; contact SupplyOn Service if necessary
5	Web-Application crashes	Check your network connection; contact SupplyOn Service if necessary
6	What are the changes in the new web-application	see change description and training video
7	Who can help me in case of questions how to use eISIR?	1st Level Support is provided by SupplyOn - contact see www.SupplyOn.com
8	Who may help in case of process questions	User manual page 4
9	The initial screen of the web-application doesn't fit to the desired editing option	Please contact iqs support - contact see SupplyOn E-Mail
10	Bosch has dissent positioning logic - what can I do?	Fitting of the positioning logic - according to the Bosch target report. Iqs suppliers can provide the stamped drawings in the zip.sec format to Bosch, if needed, as the base to the target report creation
11	Can I sample in paper alternatively to eISIR?	No. Bosch doesn't accept paper PPAP in case the target report was exported electronically
12	Who can help my in case of questions regarding target report	Contact the Bosch project buyer
13	How do I upload documents to the position?	User manual page 22
14	How can I hand in documents later?	Option 1: The documents could be send to Bosch via E-Mail - Bosch has to upload the documents manually; Option 2: Bosch exports new target report (with or without your measurement results and documents) and the documents could be added
15	How to do a PPAP recursion in eISIR?	Option 1: rejected documents could be send to Bosch via E-Mail - Bosch has to add these manually to the PPAP. Option 2: Bosch exported new target report (empty or with documents and measured values received from supplier by first attempt); supplier rework the target report and send updated PPAP to Bosch.
16	How do I get my release in eISIR?	After the PPAP was submitted to Bosch, this will be checked and released. Then you receive the signed cover-sheet via E-Mail.
17	How does the measuring machines import work?	User manual page 20
18	I use a measuring machine whose report can not be imported	Use alternativ TXT, QDAS or manually entry
19	How long do the sent PPAPs remain in the history folder?	90 days for the options 1&2; Option 3 will not be deleted.
20	What can I do if the Bosch target report is incorrect/unclear?	Contact the responsible Bosch project buyer to clarify questions; Use the remark field of the particular position and explain your estimation before you exporting.
21	Which document types could be uploaded?	All common file formats could be uploaded (e.g. pdf, jpg, xls, etc.)
22	What is the difference between uploading documents at the characteristic level and general upload?	If a document is required to a position, this must be added directly to the position.(e.g. SR10 Process Flow Chart) ! (User manual page 21) Should additional, not requested documents be transmitted, can be general uploaded (User Manual page 24)
23	What should I do in case of several target reports to one single reason for PPAP?	Generally edit the top (most recent) target report. In case of doubts please contact the responsible Bosch buyer
24	Must the xls 9a Sheet (Sample Requirements) still be filled out?	No - Editing in the web-application is enough.
25	How to sample PCB's?	User manual page 42
26	What should I do in case of deviations?	Use the comment field of the particular position and explain the diviation. Please point to potentially deviations and comment these during export too.
27	Can I send incomplete PPAP to Bosch?	Yes, technicaly it's possible. Please comment/explain incomplete documents/positions before exporting.
28	Why the SR-documents have to be attached to the right position?	To check documents quickly for completeness and content
29	Positions don't become green	User manual page 16
30	How to print/to save my work?	User manual page 27
31	How to print the cover sheet	User manual page 27
32	Can the web-application generate the not pre-filled out cover sheet from Bosch? (VDA vs. PSW)	No. In this case please create the cover sheet yourselves.
33	Drawing is bad	Contact the Bosch project buyer
34	What is QDX?	QDX (Quality Data eXchange) is a VDA standard, which is used to exchange the quality data between customer and supplier
35	How does QDX work?	User manual page 28
36	Is the new web-application ready for QDX2.1?	yes
37	My CAQ Software doesn't support QDX.	Edit the target report according to Option 1. Ask your CAQ provider for QDX compatibility.