



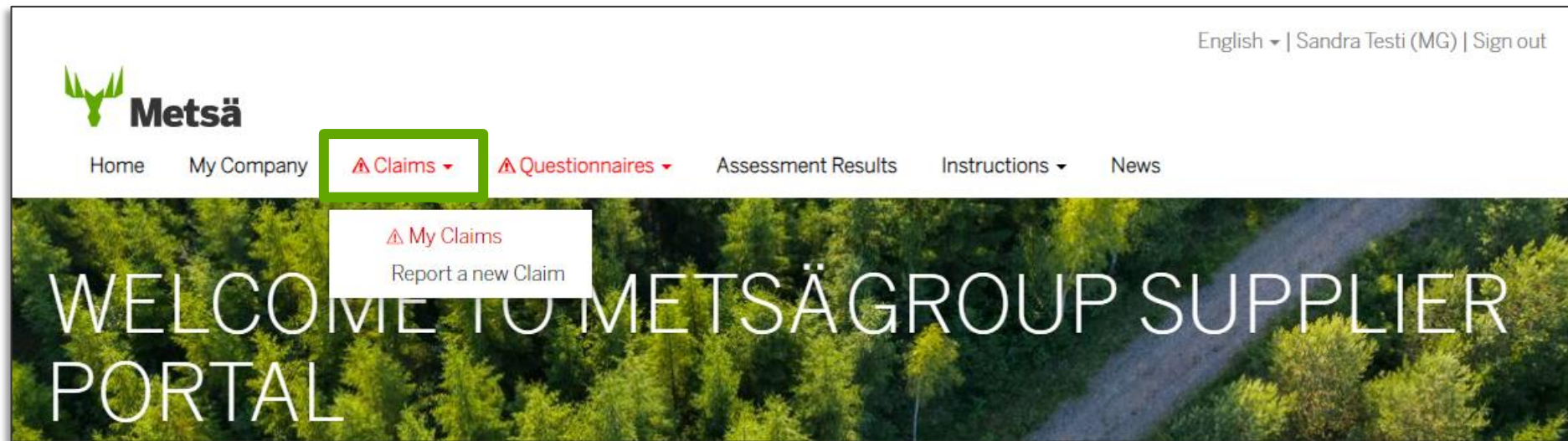
Quality deviations

Metsä Group Supplier Portal Instructions

View and give response to quality deviation

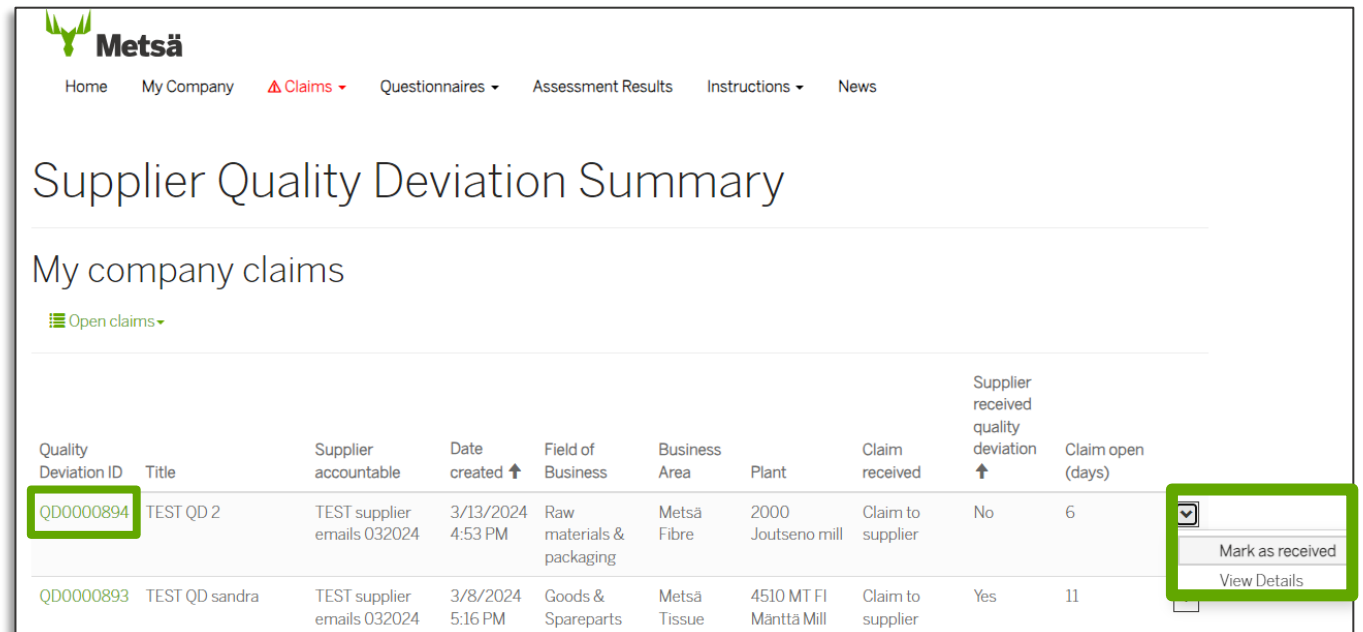
Receive quality deviations in Supplier Portal

- Supplier contact person will receive information about new quality deviations via email
- Open quality deviation from the email link, or navigate to “Claims” section in the portal
- If the navigation section is highlighted with red exclamation mark, it means that your company has open quality deviations waiting for actions



Supplier quality deviation summary

- View all quality deviations reported for your company (or by you) from “Supplier quality deviation summary” view
 - **My company claims:** View all claims made to your company
 - **My initiated Quality Deviations:** Claims that you have reported to Metsä via supplier portal
- Review details by clicking the “Quality Deviation ID” or selecting ”View Details” from the drop-down menu
- You can also mark the claim as received immediately from ”Mark as received” button, if you wish to come back to fill in the full response later




Metsä

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Supplier Quality Deviation Summary

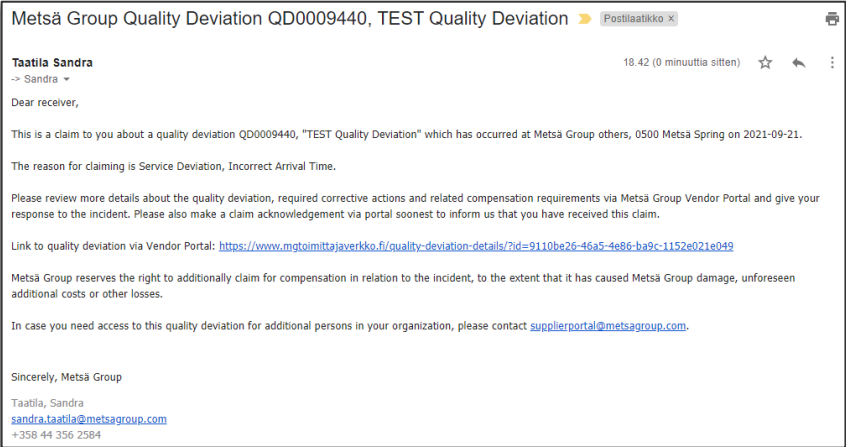
My company claims

 Open claims

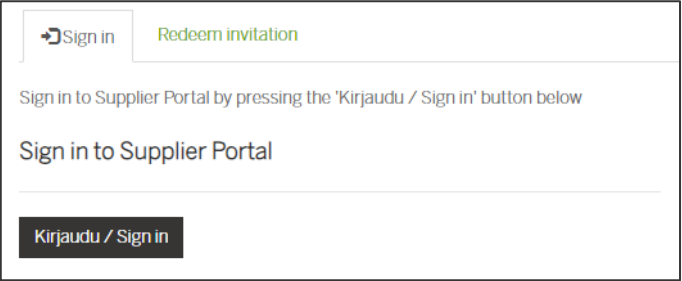
Quality Deviation ID	Title	Supplier accountable	Date created ↑	Field of Business	Business Area	Plant	Claim received	Supplier received quality deviation ↑	Claim open (days)	
QD0000894	TEST QD 2	TEST supplier emails 032024	3/13/2024 4:53 PM	Raw materials & packaging	Metsä Fibre	2000 Joutseno mill	Claim to supplier	No	6	<div><input checked="" type="checkbox"/> Mark as received <input type="checkbox"/> View Details</div>
QD0000893	TEST QD sandra	TEST supplier emails 032024	3/8/2024 5:16 PM	Goods & Spareparts	Metsä Tissue	4510 MT FI Mänttä Mill	Claim to supplier	Yes	11	<div><input type="checkbox"/></div>

Give response to the Quality Deviation

- 1 When Metsä Group sends you a new quality deviation, persons marked as supplier contacts for the claim will receive an **email with link to the claim**. **Invitation to register** in the supplier portal is sent in a separate email if contact person does not yet have portal access.



- 2 Follow the link in the email and sign in to supplier portal



- 3 Review the details and give response (more detailed instructions on the next page). Finally, click "Submit".

The 'Quality Deviation details' page in the supplier portal. It shows basic information about the deviation, including the title 'TEST PORTAL 2.0', the date noticed '9/22/2021', and the vendor account 'Wild West Cowboys Ltd (TEST)'. It also displays the quality deviation ID 'QD0009438' and the MG responsible 'Rinta-Panttila, Antti'. A section for 'Vendor response' includes a confirmation of receipt, a date received, and a section for 'Approve requested compensation?' with a dropdown menu set to 'Yes'. There is also a 'Vendor Confirmed Credit Note' section with a dropdown menu set to 'Approved'. At the bottom, there are 'Submit' and 'Download Summary' buttons.

Attachments will also be available for viewing & downloading here, if made visible to supplier by the Metsä claim responsible

Give response to the Quality Deviation

- 1 Mark it as received
- 2 If there is a compensation requirement, please select whether you approve the requested compensation or not. See next page for more detailed instructions regarding monetary compensations.
- 3 Give written response to the incident
- 4 Fill in the Vendor action summary report, if it has been requested
- 5 Submit the response when ready

Vendor response

Please confirm below in field "Quality deviation received" soonest that you have received this quality deviation. Save your answer by clicking "Submit" at the end of the page. After this you can continue to fill in your response and possibly required vendor action summary and send the updated response by clicking "Submit" again.

Response required by
—

1 Quality deviation received
☐ No ☒ Yes

2 Approve requested compensation?
Yes

Quality deviation received date
—

Vendor Confirmed Credit Note
If you approve a self-billed credit invoice Metsä Group will issue credit invoice on behalf of you and will automatically reduce the sum from next payments to you or you will get separate request to make payment on our company bank account. If you reject the self-billed credit note created by Metsä Group, you are required to send credit invoice soonest to Metsä Group. Please note that we require you to add Metsä Group's credit note number (and PO number if exists) as a reference information to your credit invoice. You can find credit note number and other details at the end of the page.

Approved

Compensation in VAT Scope (Excl. Admin Fee) *
Outside of VAT scope / Compensation for damage

3 Vendor response
Written response to claim

Vendor action summary

Vendor action summary required
☒ No ☐ Yes

4

Mitigation actions

Mitigation actions due date

Root cause

Corrective actions

Corrective actions due date

Preventive actions

Preventive actions due date

Credit Notes

Credit Note number	Claim	Business Area	Plant	In VAT scope	Date ↑	Days open	Compensation	Total amount (VAT 0%)	Total amount € (VAT 0%)	Vendor credit note confirmation	Credit note status
PUMA CT0000262	TEST Quality Deviation	Metsä Group others	0500 Metsä Spring		9/22/2021		Reduction in payments	€0.00	€0.00		Sent to vendor

Attach file(s)
Choose Files No file chosen

5 Submit Download Summary

*Give response to Credit Note

- In cases where monetary compensation has been agreed, Metsä Group will create a self-billed credit note for the compensation amount
- Please indicate whether you approve Metsä Group's self-billed credit note or not:
 - If you **approve the self-billed credit note**, Metsä Group will issue credit invoice on behalf of your company and the sum will be automatically reduced from next payments to you, or alternatively you can choose to make direct payment to Metsä's bank account.
 - If you **reject the self-billed credit note** created by Metsä Group, you are expected to create and send your own credit invoice to Metsä Group the soonest. Please always include the quality deviation ID number ("QD00...") as reference.

- 1 Select whether you approve the self-billed credit note or not (Approve/Reject)
- 2 If you approve credit note, please select preferred payment method
- 3 Select if the compensation is in VAT scope. If credit note is in VAT scope, you are also asked to provide VAT rate.

You can view more details of the credit note from the bottom of the page



18/09/2024

Claims / Metsä Group Supplier Portal Instructions

Supplier response

Please confirm below in field "Quality deviation received" soonest that you have received this quality deviation. Save your answer by clicking "Submit" at the end of the page. After this you can continue to fill in your response and possibly required supplier action summary and send the updated response by clicking "Submit" again.

Response required by

4/17/2024

Quality deviation received

☐ No ☒ Yes

Approve requested compensation?

By selecting "Yes", you confirm that you accept Metsä Group's claim for compensation. If you do not accept Metsä Group's compensation claim, select "No" and give your response to the quality deviation.

Yes

2

Shall the amount of the credit note amount be automatically deducted from an open / next invoice?

By selecting "Yes", you agree that Metsä Group will automatically deduct the amount of the credit note it has created on behalf of your organization from an open / next invoice. If you have no open or future invoicing to Metsä Group, or you want to pay the compensation directly to Metsä Group's bank account, select "No".

Yes, deduct the amount of the credit note from an open / next invoice

Quality deviation received date

3/18/2024

1

Supplier's approval of Metsä Group's credit note *

"Approved" means that Metsä Group creates a credit note invoice on behalf of your organization. Selecting "Rejected" means that you send your own credit note to Metsä Group. Note! The credit note you send must have Metsä Group's credit note number as a reference (and the purchase order number, if any). You can find the credit note number at the bottom of the page.

Approved

3

Does the compensation include VAT? (Excl. Admin Fee) *

If the compensation includes VAT, select "In VAT scope" and enter the VAT percentage to be used. If the compensation does not include VAT, for example, if it is a matter of compensation for damages, select "Outside of VAT scope / Compensation for damage".

Outside of VAT scope / Compensation for damage

Download PDF summary

- You can download a PDF summary of the quality deviation via supplier portal by clicking “Download Summary” button. Summary will be sent to you via email.

Credit Notes

Credit Note number	Claim	Business Area	Plant	In VAT scope	Date ↑	Days open	Compensation	Total amount (VAT 0%)	Total amount € (VAT 0%)	Vendor credit note confirmation	Credit note status
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There are no records to display.

Summary is being sent to you by email


Attach file(s)

Choose Files

 No file chosen

Submit

Download Summary

 **Metsä**

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QUALITY DEVIATION

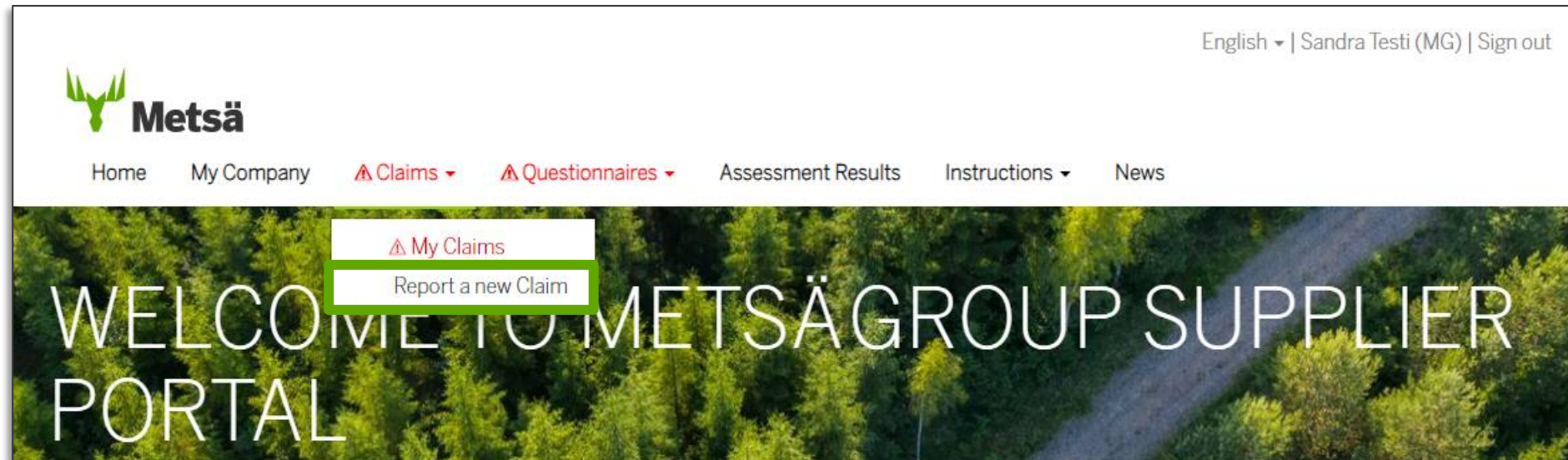
1. Basic information

Title Sandran testi laatupoikkeama	Quality Deviation ID QD0000677
Date noticed 13.9.2021	MG Responsible Taatile, Sandra
Vendor accountable Star Suppliers Finland	QD Type Notification
Vendor contact 1	PO number
	Status Active

Report quality deviations

Report claims in Supplier Portal

- Navigate to "Claims" → "Report a new Claim"



Report a Quality Deviation to Metsä Group

1 Fill in basic information:

- Title: Short description about the deviation
- Date noticed: When deviation was noticed
- Shipment references: Possible references e.g., bill of lading
- Vendor QD reference: Your reference number for the deviation
- Business Area: Which Metsä Group business area is related to the deviation
- Plant: Which Metsä Group plant is related to the deviation
- Field of Business: What kind of product or service is in question

2 Quality Deviation caused by:

- Initiating supplier: Deviation caused by you as a supplier
- Other company: Someone else in the supply chain has caused the deviation

3 Description

- Detailed description of the deviation

4 Vendor and Identifier information

- *You need to fill in your contact information if you are not logged in to the portal*

5 Attach file(s):

- Add attachments if needed. To select multiple files, hold CTRL button.

6 Submit:

- Save and send the quality deviation to Metsä Group for further handling

The screenshot shows the 'Create New Claim' form with the following fields and steps:

- Step 1:** Title * (text input)
- Step 2:** Date noticed * (calendar icon), Business Area * (dropdown), Quality Deviation caused by * (dropdown), Plant * (dropdown), Field of Business * (dropdown)
- Step 3:** Description * (large text area)
- Step 4:** Shipment references (text input), Vendor QD reference (text input)
- Step 5:** Attach file(s) (Choose Files button, No file chosen text)
- Step 6:** Submit button



Need help? Contact Supplierportal.support@metsagroup.com