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## SCANIA CUSTOMER SPECIFIC REQUIREMENTS

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### Changes from previous issue

- The section 3 REACH legislation is added 3
- New template STD10032 3
- Changes in table 7
- STD4307 and STD4310 are added 7
- Changes under heading ISO/TS 16949 10  
8.5.2.1 – Problem solving
- Heading PPAP 2.1 special characteristics is added 11

### General

The Authorised Customer Representative is the allocated SQA (Supplier Quality Assurance) engineer within Scania Purchasing.

ISO/TS 16949:2002 and this standard use a different vocabulary to what has been common so far. However, in the day to day communication Scania will normally still use the previous system.



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	Tier 2	Tier 1	Customer
<b>Previous system</b>	Sub-contractor	Supplier	Customer
<b>ISO/TS 16949:2002</b>	Supplier	Organisation	Customer

**1 General requirements**

**Manufacturing supplying organisations**

All organisations supplying production parts and spare parts (service parts) shall be third party certified to ISO/TS16949: 2002. To be valid the ISO/TS 16949 approval must include the supplied products and the relevant site(s).

VDA 6.1 is an accepted alternative to ISO/TS16949.

Non-manufacturing organisations (for example distributors and agents)

Such organisations (tier 1), which by principle can not be certified to ISO/TS 16949 must be third party registered to ISO 9001:2000 by an accredited third party certification body. Further they must ensure that the manufacturers of the products are certified to ISO/TS 16949 (or equivalent) by an accredited third-party certification body. The supplying organisation (tier 1) shall request manufacturing suppliers to apply PPAP as their product approval process.

**2 Human rights**

Supplying organisations shall commit themselves to the “OECD Guidelines for Multinational Enterprises”. (OECD = Organisation for Economic Co-operation and Development).

The Guideline text is available at:

[http://www.oecd.org/document/28/0,2340,en\\_2649\\_34889\\_2397532\\_1\\_1\\_1\\_1,00.html](http://www.oecd.org/document/28/0,2340,en_2649_34889_2397532_1_1_1_1,00.html)

A summary is found on the Scania Supplier Portal. How to find the Scania Supplier Portal see page 13 under section 11 “Appurtenant documents”.



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### 3 REACH legislation

European Union legislation **Registration, Evaluation, Authorization and regulation of Chemicals** (REACH) came into force on the 1<sup>st</sup> of June 2007.

All Scania suppliers shall comply with the EU legislation **Registration, Evaluation, Authorization and regulation of Chemicals** (REACH) (EC) 1907/2006.

Scania shall not be regarded and will not act as an importer<sup>1</sup> under REACH.

Therefore suppliers outside of EU who deliver to Scania companies within EU shall point out an (the) Only Representative<sup>2</sup> within EU.

Suppliers shall include Scania's usage in the safety data sheet<sup>3</sup> of the substances concerned.

For further information see Scania Supplier Portal.

### 4 Environmental protection

All supplying organisations shall be certified according to ISO 14001 by a third party certification body. Registration to EMAS 2 (Regulation 761/2001) is an acceptable alternative.

Scania STD4158, "Chemical substances, which shall not be used – Scania Black list" and Scania STD4159, "Chemical substances with limited use – Scania Grey list" are valid in addition to the general requirements.

Scania purchasing shall be informed about any use of such substances. Use form **STD10032 Declaration of substances listed in STD4158 and STD4159** found under Scania Standards at the Supplier Portal.

<sup>1</sup> According to Chapter 2 and Article 3.11 (REACH legislation)

<sup>2</sup> What is an Only Representative - According Chapter 2 Article 8 (REACH legislation) a legal or natural person outside of EU can nominate an only representative located within EU to carry out the required registration of their substances that are imported into the Community.

<sup>3</sup> Safety data sheet are documents describing the known hazards associated with a material, indicating safe handling procedures and recommending responses to accidents and thus are invaluable sources of safety information.



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## 5 Approval process

The Scania Product Approval Process is PPAP (Fourth edition).

The PPAP appendices shall be used as follows:

Appendix A	Completion of the Part Submission Warrant	Use Scania instruction*
Appendix B	Completion of the Appearance Approval Report	Use Scania STD4246 Scania Appearance Approval Procedure
Appendix C	Production Part Approval, Dimensional	Can be used
Appendix D	Production Part Approval, Material Test Results	Can be used
Appendix E	Production Part Approval, Performance Test Results	Can be used
Appendix F	Bulk Material – Specific Requirements	Shall be used
Appendix G	Tires – Specific Requirements	Will not be used
Appendix H	Truck Industry - Specific Requirements	Shall be used**. Also to be used for bus chassis parts.

\*)The Scania version of PSW (Part Submission Warrant), available at the Scania Supplier Portal, shall be used when applying for release of a part. For Scania Latin America the ANFAVEA PSW format is an accepted alternative. The PSW shall be sent to the address given on the order (never together with the goods).

\*\* ) See also section 10 “Further requirements in addition to PPAP (Fourth edition)” on page 11 of this standard 3868.

## 6 Full Run Test

After completion of the PPAP procedure a Full Run Test (Run at Rate) shall always be performed unless waived in writing by the Scania Authorised Customer Representative. The date and scope of the test shall be agreed with Scania and Scania shall always be invited to attend. The test shall be documented. For more info see Scania STD4250, “Full Run Test”.



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## 7 Scania standards

The supplying organisation shall comply also with other applicable Scania standards as found under "Index" at the Scania Standards web site. See also ISO/TS 16949 4.2.3.1.

## 8 Registration for Supplying Organisations

The supplying organisation shall at all times keep Scania up-dated with the latest organisation quality standard approval certificate(s) valid for all production sites that produce Scania parts. The certificate(s) shall be sent to Scania Authorised Customer Representative.

All Scania standards and procedures referred to in this document are available on the Internet at the Scania Supplier Portal to which the supplying organisation shall gain access. To remain updated the supplying organisation shall register at "Subscribe to news" as found under "News" at the Scania Standards web site. How to find the portal see under section 11 "Appurtenant documents" on page 13. See also Technical Specification ISO / TS 16949 4.2.3.1.

The supplying organisation shall also register and keep updated an e-mail address for the quality system reports (e-Quality). The mailbox shall be checked for incoming e-mails morning and afternoon during working days. (See also "ISO/TS 8.5.2.1 Problem solving" on page 10 of this standard 3868).

## 9 Further requirements in addition to ISO/TS 16949:2002

### ISO/TS 16949 4.2.4.1 – Records retention

Production part approvals, tooling records, selection of Special Characteristics and purchase orders (including changes) shall be kept as long as the part is active for production and/or spare parts requirements plus one calendar year.

Quality performance records (for example control charts, inspection and test results) shall be kept for the current year plus one calendar year.

Records of internal quality system audits, product audits, layout inspection and functional testing and management review shall be kept for three years.

The above time periods shall be regarded as minimum and may need to be longer, for example by governmental requirements.



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## **ISO/TS 16949 6.3.2 – Contingency plans**

In addition to preparing contingency plans the organisation shall analyse the risks involved in the supply chain and take appropriate precautions to minimise the risks (see also Technical Specification ISO/TS 16949 7.5.1.4 Preventive and predictive maintenance).

As part of the contingency plan the organisation is recommended to locate other locations with identical or substitute production equipment and possibly establish emergency agreements with those producers.

## **ISO/TS 16949 7.1.4 – Change control**

**All changes** of products or processes shall be submitted to Scania for approval or rejection in writing according to the Scania SCR (Supplier Change Request) procedure before the organisation takes any decision. More information available at the Scania Supplier Portal.

See “PPAP3 Customer Notification” on page 12 of this standard 3868.

## **ISO/TS 16949 7.2.1.1 – Customer-designated special characteristics**

- Items marked <C> (Critical), <M> (Major) or <L> (Legal) (see Scania STD3944, “Classification of requirements” or Scania STD4178, “Regulated parts”) shall always be regarded as Special Characteristics.
- The organisation shall always contact Scania Authorised Customer Representative to establish further Special Characteristics that can impact fit, form, function or appearance of the product.
- The organisation shall also establish own Special Characteristics important for the subsequent production process of conforming parts. See also ISO/TS 16949 Annex A.2b.

The selection of Special Characteristics shall be documented by the organisation.



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**ISO/TS 16949 7.2.3.1 – Customer Communication - Supplemental**

The language for communication with Scania is English.

For communication with Scania the following EDI-messages shall be used when appropriate:

Type of Message	Odette	Odette subset of Edifact	Global	ANFAVEA (RND-standard) (Alternative accepted by Scania Latin America)
Delivery Instruction	DELINS	DELFOR	Not applicable	001-DELFOR
Dispatch advice	AVIEXP	DESADV	Not applicable	004-DESADV
Invoice	Not applicable	Not applicable	INVOIC	Not applicable
Kanban signal	KANBAN	DELJIT	Not applicable	Not applicable
Sequenced delivery	SYNCRO	DELJIT	Not applicable	012-DELJIT
Engineering data	ENGDAT	Not applicable	Not applicable	Not applicable

The CAD format to be used is described in Scania STD4132, “CAD Data Ex-change between Scania CV AB and Suppliers”.

**ISO/TS 16949 7.3.6.3 – Product approval process**

The product approval process is described in the PPAP-manual. See also section 10 “Further requirements in addition to PPAP (Fourth edition)” on page 11 of this standard 3868.

The supplying organisation (tier 1) shall also require suppliers (tier 2) to apply PPAP as approval process. For suppliers not certified to ISO/TS 16949 it is the full responsibility of the organisation to secure that the PPAP is performed in a conforming way.

**ISO/TS 16949 7.4.1.3 – Customer approved sources**

Certain categories of suppliers (tier 2) must be approved by Scania. These categories are suppliers of:

- Surface treatment (see Scania STD4307, “Additional requirements for supplier of organic surface treatment” and STD4310 “Additional requirements for supplier of inorganic surface treatment of metallic material”)



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- Heat treatment of Scania designed parts (see Scania STD4259, “Additional requirements for suppliers of heat treatment”)
- Supply of forgings for Scania designed parts (see Scania STD4150, “Additional requirements for supplier of forgings”)
- Steel for the manufacture of Scania designed parts except fasteners or products manufactured from sheet or tubes (see Scania STD4273 “Approval of steel works”).
- Supply of ductile iron castings for Scania designed parts

However, also in this case the organisation has the full responsibility for quality assurance.

For possible changes see “PPAP 3 Customer Notification” page 12 of this standard 3868.

### **ISO/TS 16949 7.4.3 – Verification of purchased product**

When a supplier (tier 2) has been assigned by Scania, Scania assumes the responsibility until the initial Production Part Approval Process has been finalised by approval of the PSW. The responsibility is from that point taken over by the organisation. Any deviation from this procedure must be agreed with Scania Authorised Customer Representative and be documented.

### **ISO/TS 16949 7.5.1 f – Control of production and service provision**

Customer Packaging Standards: All packaging shall be according to Scania request both with regard to transport packaging and end customer packaging for spare parts. See also Scania STD4236 “Identity manual for spare parts packaging”.

Labelling: Shipping containers shall be labelled as prescribed in the Scania Packing Manual available at the Scania Supplier Portal. The goods address shall be as given in the delivery schedule.

When sample production parts are requested (see PPAP 2.2.14 Sample Production Parts) they shall be sent in a separate container and marked with both transport label and special yellow label SV1463. There is an alternative smaller yellow sticker SV1522 for envelopes or small parcels. These labels can be ordered in the same way as Scania Packing Material. See “[Ordering packing material](#)” in the Packing Manual at the Supplier Portal.

### **ISO/TS 16949 7.5.1.1 – Control plan**

Scania must approve any change of the process before implementation, see “PPAP 3 Customer Notification” on page 12 of this standard 3868.





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## **ISO/TS 16949 7.5.4 – Customer property**

An inventory of Scania owned tooling and equipment shall be done once a year.

A stock-taking of Scania-owned returnable packaging shall be done three times per year as requested by Scania and/or its packaging agent.

### **ISO/TS 16949 7.5.4.1 – Customer-owned production tooling**

Scania owned tools and equipment shall be permanently marked with the Scania plate showing the Scania tool number so that the ownership and identity of each item is visually apparent. In case the tool number includes a set of tools, each tool unit shall be marked with its own Scania plate with a unique suffix number (for example 666000-1, 666000-2 etc). The Scania Sourcing Manager will provide the organisation with the Scania plates. The organisation shall permanently attach the Scania plate to the tool.

### **ISO/TS 16949 7.6.1 – Measurement system analysis**

Measurement system analysis shall be performed according to MSA of the QS-9000 library or equivalent.

### **ISO/TS 16949 8.2.1.1 – Customer satisfaction - Supplemental**

Additional performance indicators that the organisation shall use are:

- Number of quality complaints
- How Scania requirements for response time is followed
- Delivery schedule performance (Also for prototypes, when applicable)

### **ISO/TS 16949 8.2.2.3 – Product audit**

The organisation shall perform product audits at a defined frequency; see "Scania advice on ISO/TS16949 / QS-9000" at the Scania Supplier Portal.

### **ISO/TS 16949 8.2.2.5 – Internal auditor qualification**

Internal auditors shall be qualified as recommended in ISO 19011, 1<sup>st</sup> edition; sections 7.1-7.5 for Quality Management Systems Application. In addition internal auditors shall be competent in understanding and applying:

1. The Process Approach of Auditing (see "Process Approach", section 0.2 of ISO/TS 16949:2002).
2. Core Tools (e.g. reference manuals including PPAP, APQP, MSA, SPC and FMEA) as applicable.
3. This standard, STD3868, "Scania Customer Specific Requirements", as applicable.



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### **ISO/TS 16949 8.2.3 – Monitoring and measurement of processes**

The organisation shall monitor delivery performance for each delivery address at Scania. Calculation shall be in relation to the delivery schedules as established by Scania before any agreed changes requested by the organisation. The date of the Despatch Advice (Advance Shipment Notification) or invoice is regarded as the delivery day when transport condition is FCA (Free Carrier) or EXW (Ex-works).

### **ISO/TS 16949 8.2.4.1 – Layout inspection and functional testing**

To ensure continuing performance to all Scania requirements, a complete annual layout inspection, including also all sub-components, shall be done for all parts, unless agreed differently in writing with Scania Authorised Customer Representative. Further information can be obtained at "Scania advice on ISO/TS 16949 / QS-9000" at the Scania Supplier Portal.

### **ISO/TS 16949 8.3 – Control of non-conforming product**

Non-conforming product must not be shipped. Only exception is if a waiver in writing has been obtained from Scania Authorised Customer Representative prior to shipment, see ISO/TS 16949 8.3.4 on page 10 of this standard 3868.

### **ISO/TS 16949 8.3.2 – Control of reworked product**

There shall be no rework visible on the exterior of delivered products.

### **ISO/TS 16949 8.3.4 – Customer waiver**

Any Scania waiver (EFR, Exemption From Requirements) shall always be in writing. Every pallet/box containing material shipped on a customer waiver shall be properly marked with Scania label SV0675-30. This label can be printed from a file found in the Packing Manual available at the Scania Supplier Portal.

### **ISO/TS 16949 8.5.2.1 – Problem solving**

When Scania identifies a non-conformance the organisation is alerted by an e-mail to check the web site "e-Quality" found at the Scania Supplier Portal on the Internet. The organisation shall respond within the given time limits for a) Immediate action and b) Root cause and corrective action.

The organisation shall at all times keep own company data, including at least two contact persons, at this site updated. For further info see section 8 "Registration for Supplying Organisations" on page 5 of this standard 3868.



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The organisation shall notify its certification body / registrar in writing within five working days when the organisation has been placed in escalation step 3 by Scania. A copy of the registrar notification shall be sent to the issuer of the Scania escalation letter.

The certification body is requested to immediately put the organisation on probation. When the cause for probation has been resolved the certification body is authorised to lift the probation although it will take Scania up to six months to evaluate the consistency of the implemented corrective and preventive actions.

Further info can be found at "How Scania handles Quality Deviations from suppliers" at the Scania Supplier Portal.

## 10 Further requirements in addition to PPAP (Fourth edition)

### Applicability

#### Note 4: Catalog parts

Any possible deviations from general PPAP requirements are specified in the order or formally waived by the Authorised Customer Representative.

#### PPAP 2.1 Significant Production Run

Before submitting the PSW and starting the series production of a new product the Significant Production Run as requested by PPAP 2.1. shall always be performed. The Significant Production Run shall be from one to eight hours production with a minimum production of 300 consecutive parts while maintaining a  $C_{pk}$  or  $p_{pk}$  value of at least 1.67 **on special characteristics**, based on 100 measured parts.

Any reduction of period of time or number of parts, for example as mentioned in Appendix H, can only be made after agreement in writing with Scania Authorised Customer Representative.

The Significant Production Run, including possible agreements with Scania, shall be documented.

#### PPAP 2.2.1.1 Reporting of Part Material Composition

Note: On request by Scania Authorised Customer Representative the Part Material Composition shall be reported to IMDS (International Material Data System).

#### PPAP 2.2.1.2 Marking of Polymeric Parts

Polymeric parts shall be marked according to Scania STD3871 "Material marking on parts – Recycling".



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### **PPAP 2.2.13 Appearance Approval Report (AAR)**

AAR for Scania is described in Scania STD4246.

### **PPAP 2.2.15 Master Sample**

The organisation shall retain the Master Sample unless otherwise agreed in writing with Scania Authorised Customer Representative. Appendix H clause is not accepted.

### **PPAP 3 Customer Notification**

**All changes** of products or processes shall be submitted to Scania for approval or rejection in writing according to the Scania SCR (Supplier Change Request) procedure before the organisation takes any decision.

Procedure:

- 1 - Submit SCR "Supplier Change Request"
- 2 - Wait for response
- 3 - If approved introduce modification
- 4 - Update PPAP / Submit PSW
- 5 - Wait for approval
- 6 - Deliveries of modified part can start

For more info see "Changes in Products and Production processes" at the Scania Supplier Portal.



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## 11 Appurtenant documents

The documents listed below supplement this standard and are basic for the application of this standard. These and other pertinent Scania standards are found at the Scania Supplier Portal.

The latest issue of the document applies when the issue has not been stated.

Document designation	Issue	Title
STD3871	-	Material marking on parts - Recycling
STD3944	-	Classification of requirements
STD4132	-	Scania Interchange – Exchange of CAD between Scania and Suppliers
STD4150		Additional requirements for supplier of forgings
STD4158	-	Chemical substances which should not be used – Scania Black list
STD4159	-	Chemical substances with limited use – Scania Grey list
STD4178	-	Regulated parts
STD4236		Identity manual for spare parts packaging
STD4246	-	Scania Appearance Approval Procedure
STD4250		Full Run Test
STD4259	-	Additional requirements for suppliers of heat treatment
STD4273	-	Approval of steel works
STD4307	-	Additional requirements for supplier of organic surface treatment
STD4310	-	Additional requirements for supplier of inorganic surface treatment of metallic material

### International Standards Literature

ISO/TS 16949 and QS-9000 literature can usually be bought from ISO representatives in the various countries, see <http://www.iso.ch/iso/en/prods-services/ISOstore/memberstores.html>

The publications can also be bought from:

<http://www.aiag.org>

<http://www.adarecarwin.com/qs/>

### Scania Supplier Portal

Enter at [www.scania.com](http://www.scania.com). Click About *the Scania Group*, click *Purchasing*, click *Supplier Portal*. User name and password will be supplied by your purchasing contact at Scania.