



# electronic Supplier Change Request (eSCR)

## FAQs

On Oct. 17, 2016, PG&E is launching the Electronic Supplier Change Request (eSCR), a web-based solution that will make it easier for suppliers to comply with the Supplier Change Request process and continue to ensure their materials conform to specifications.

The Supplier Change Request process is an important function of the partnership between PG&E's Supplier Quality Assurance program and our suppliers. It provides a formal system for assessing, tracking and documenting material recalls and changes that affect fit, form or function of procured material – including but not limited to:

- Changes in manufacturing site location;
- Changes in sub-suppliers; and
- Changes to key manufacturing equipment.

We are not changing the requirements of the Supplier Change Request program as part of the eSCR implementation. (You can find out more about the SCR program in section 6.1 of the [PG&E Supplier Qualification Manual](#).) The eSCR system is simply a routing and tracking tool that will make it easier for suppliers to submit requests and comply with the SCR process and continue to ensure their materials conform to specifications, and for PG&E approvers to track and process the requests they receive.

### **When does eSCR go into effect?**

eSCR goes into effect on Oct. 17, 2016.

### **How do I determine if a change is substantial enough to warrant launching the eSCR process?**

The Change Assessment Questionnaire will help distributors and manufacturers determine if the eSCR system should be launched. The Change Assessment Questionnaire is available on PG&E's [Suppliers page](#). If the answer to any of the questions is "Yes," you will need to launch the eSCR process by going through the [eSCR portal](#).

### **Is there training available?**

Yes, a training video has been created specifically for suppliers and distributors to watch before launching a Supplier Change Request via eSCR. This video will be available on Oct. 24.

### **What is being provided to help suppliers complete the forms correctly?**

A. There is form-level Help explaining the 19 Change Types and the Red/Amber/Green definitions on the eSCR form. There's also a training video suppliers can watch before submitting an eSCR.

### **When should an eSCR be submitted?**

Regardless of whether a change will affect a product that's PG&E exclusive or also for other customers, submit the request at least six weeks before the change.



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**Is there an option for suppliers to attach photos, process flows and other documents related to the eSCR request?**

Yes, suppliers can attach 10 different types of attachments.

**How will suppliers know the status of their SCRs?**

Suppliers can check the status of their request via the supplier portal and they will receive email from the SCR Engineer with the final status of Accept or Reject.

**What happens if a supplier doesn't follow the SCR process?**

The Supplier Change Request program prevents unapproved changes that can result in delays and returns. It also prevents defects and non-conformances that lead to scrap, rework, potential failures and accidents. The Supplier Quality Manual clearly outlines the process and is being updated to include the eSCR system. In addition, every purchase order includes terms and conditions which describe the Supplier Change Request process.

Following the SCR process and proactively communicating about significant quality events can prevent potential delays, scrap, failures and accidents. It can also positively affect your Supplier Scorecard. Conversely, failure to follow the Supplier Change Request process can negatively affect your Supplier Scorecard.

**Won't this process cause delays?**

Suppliers and PG&E are responsible to ensure changes are submitted and reviewed in a timely manner:

- By planning ahead, suppliers can start the Supplier Change Request process well in advance of actual design and/or manufacturing changes.
- Implementation and utilization of the eSCR system means quicker processing and review of changes.

In all cases, safety is our highest priority – one we know you share. While the eSCR system will streamline the Supplier Change Request process, safety will never be sacrificed for speed.

**More questions? Contact [eSCRAdmin@pge.com](mailto:eSCRAdmin@pge.com) for answers.**