



ETQ Reliance User Guide



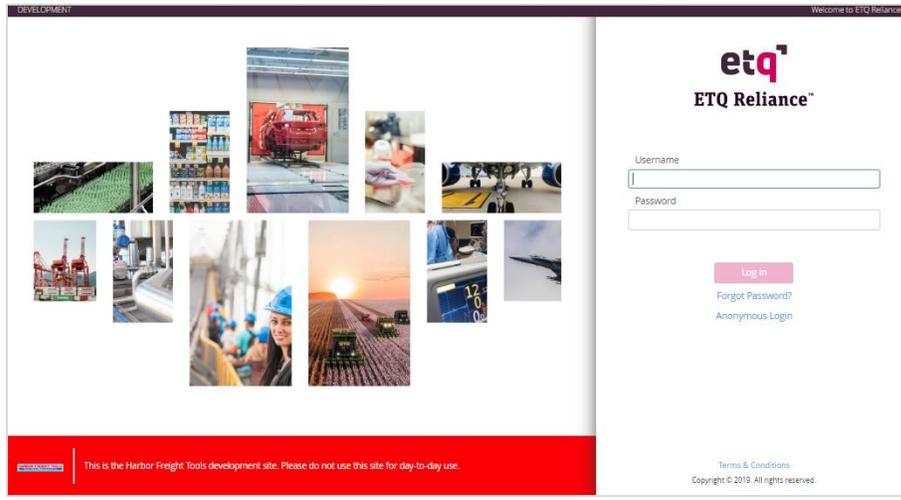
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- If you don't have ETQ account yet, please click this link, www.harborfreight.com/gsvm.html to download the "Vendor ETQ Registration Form" to complete and send to Harbor Freight inspection coordinator, Iris Bao through IBao@harborfreight.com for registration.
- If you encounter issues with ETQ operation, please send an email to ETQInspectionAdmin@harborfreight.com for assistance in time.

First Time Log In

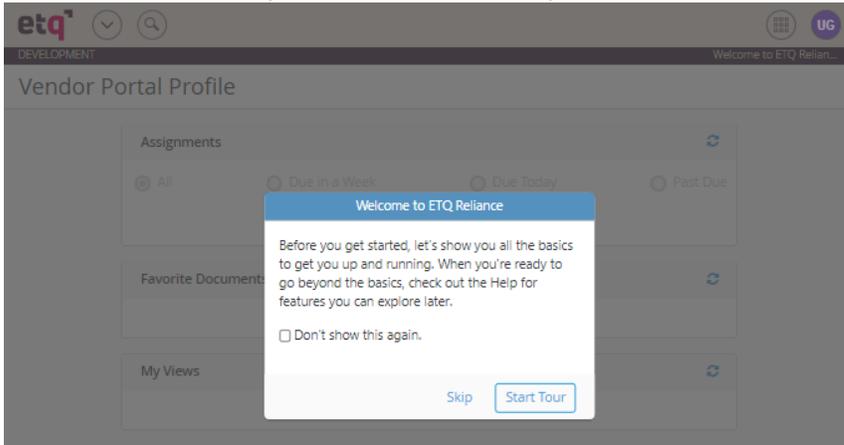
1. Using a web browser, go to the Harbor Freight Tools vendor portal <https://harborfreight.etq.com/prod/rel/#/app/auth/login>



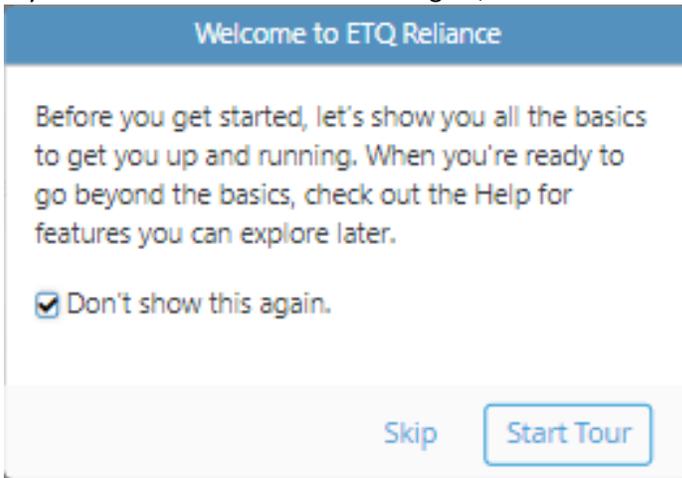
2. Log in using the provided username and password.
3. ETQ Reliance will ask for a password reset when you log in. Your new password has to meet the requirements below:
 - 8 characters
 - At least 1 capital letter
 - At least 1 special character
 - Should not match username
 - No repeating characters

Click on reset when the "New Password" and "Confirm Password" have been entered.

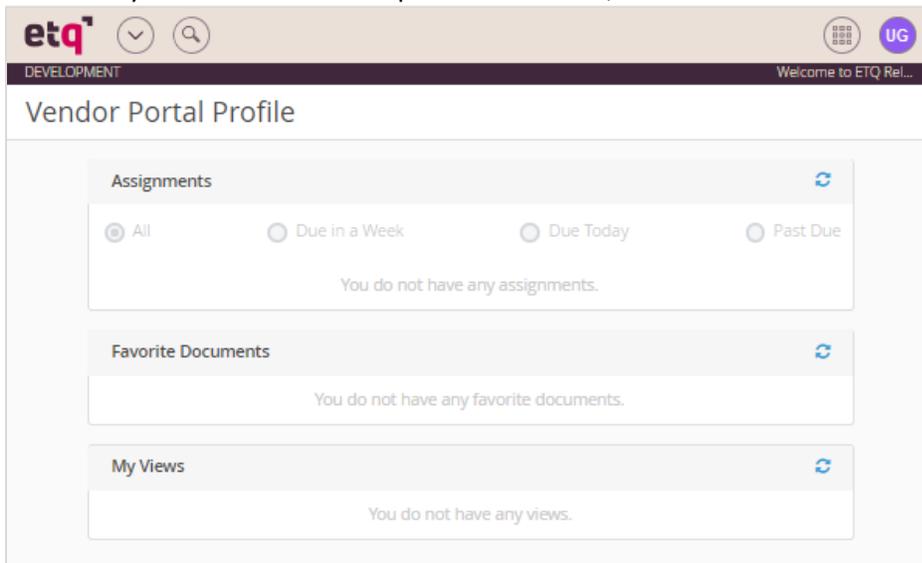
4. The “Welcome to ETQ Reliance” pop up window will display. You can click “Start Tour” to get an overview of how the system works. This will open another tab with the tour.



5. If you wish to not see this window again, check the “Don't show this again.” checkbox.

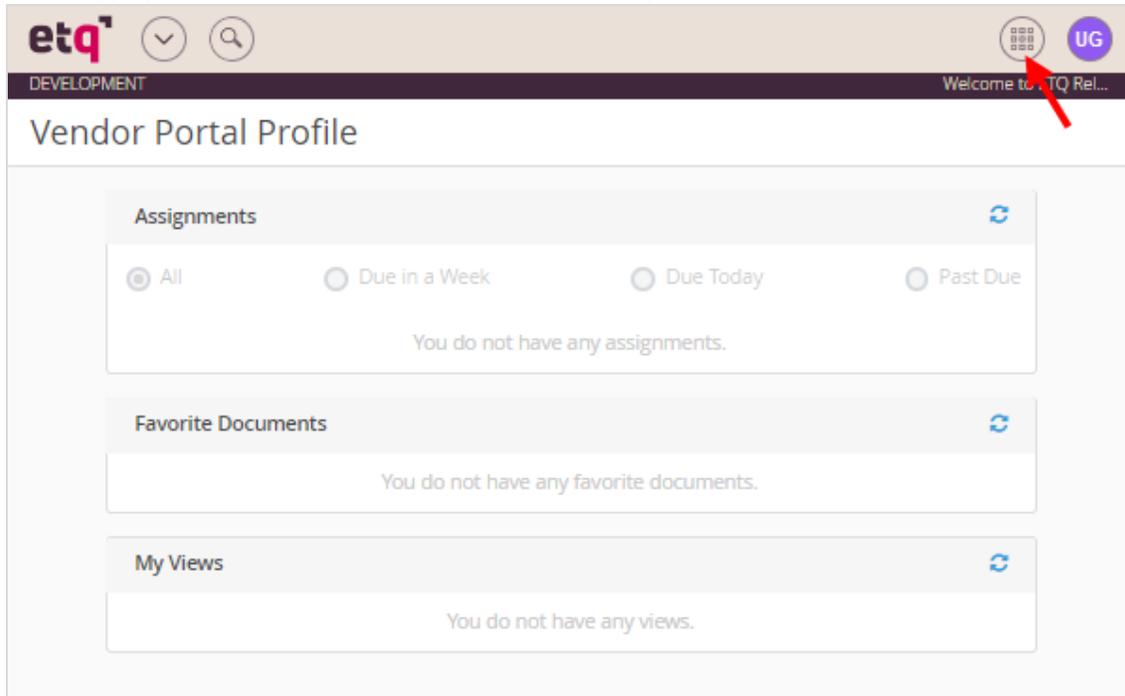


6. When you click on either “Skip” or “Start Tour”, the Vendor Portal Profile window will be displayed.

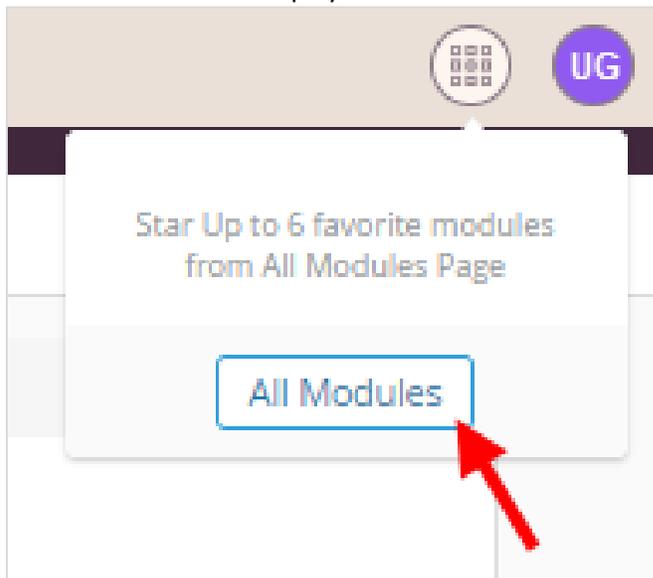


Requesting an Inspection

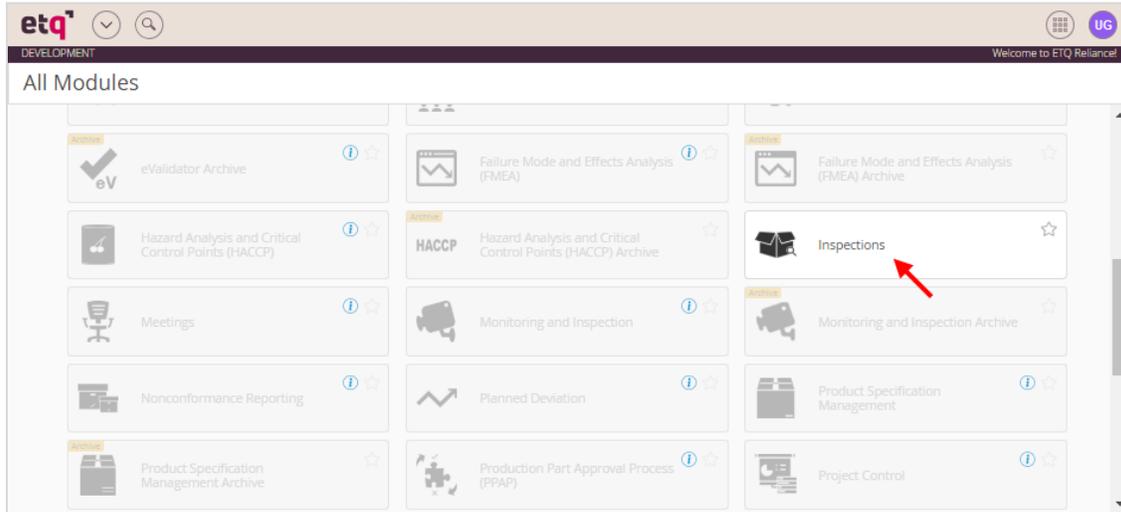
1. After logging in, click on the waffle menu on the top right of the Vendor Portal Profile.



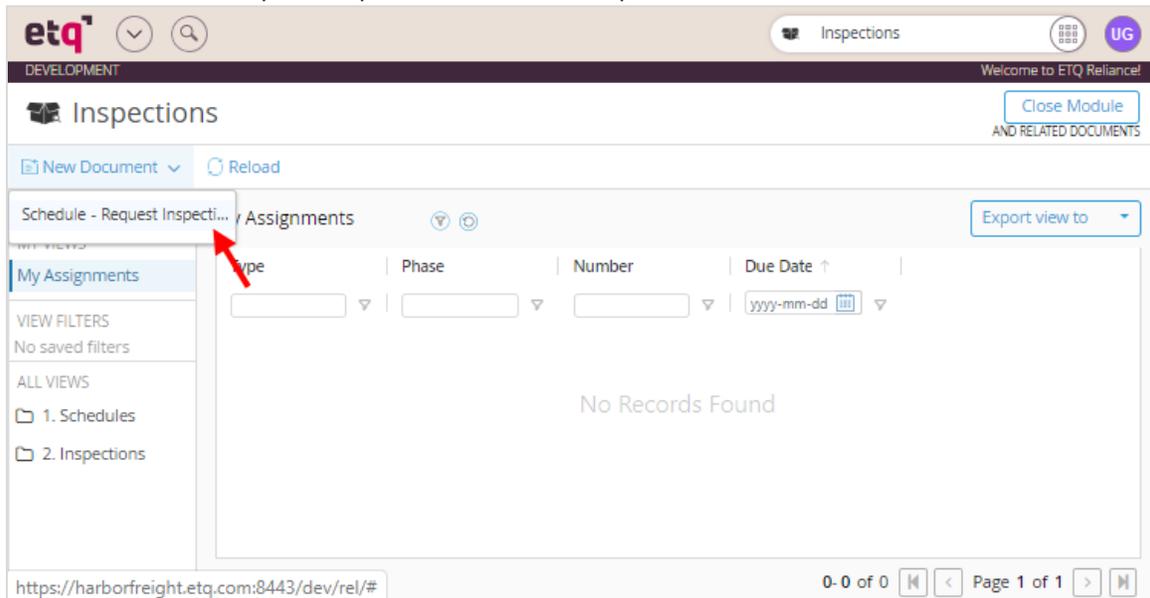
2. The waffle menu will display the below. Click on "All Modules".



3. The All Modules page will be displayed. Click on the Inspections Module. Note: to add a module as a favorite, click on the star to the right of the module name.



4. The Inspections module will be displayed. In this module, you will be able to check on Inspections you have requested and any assigned inspections. Click on “New Document” on the top left and select “Schedule - Request Inspection” from the drop down menu.



- The Schedule (New) page will display. The “Schedule Number” auto populates when the schedule request is saved. The “Requestor” auto populates to the user logged in. The “Date Initiated” auto populates to today’s date. “Vendor Number” and “Vendor Name” auto populate to your vendor number and name.

- Click on the dropdown under “Site of Inspection Lookup”. Select the factory where inspection is to be performed from the drop down menu.

If factory is not found in list, fill in the factory information in the “If Site not present or incorrect in the list, please specify location” field below.

7. "Is this a re-inspection?" is auto populated to "No". Change to "Yes" if it is a re-inspection.

Is this a re-inspection?

Yes

No

8. Click on the "Requested Start Date" field and select a date from the calendar pop up. This date is the beginning of the inspection window. Note: The date selected for the "Requested Start Date" has to be on or after the Monday after next week.

Schedule Information

Schedule Number: < October 2019 >

Requestor: User Guide

Date Initiated: Oct 15, 2019 [Reschedule]

Vendor Name: User Guide Vendor

Site of Inspection Lookup: [Dropdown]

If Site not present or incorrect in the list, please specify location

Add missing locations or address updates here

Requested End Date: [Calendar]

* Target Inspection Date: [Calendar]

Original Target Date: [Text]

Mo	Tu	We	Th	Fr	Sa	Su
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Today [Clear]

9. Click on the "Requested End Date" field and select a date from the calendar pop up. This date is the end of the inspection window. Note: The date selected for the "Requested End Date" has to be at least 3 days after the "Requested Start Date".

Schedule Information

Schedule Number: Please Save

* Vendor Number: 12345

Site of Inspection: [Text]

Is this a re-inspection?

Yes

No

* Requested Start Date: Oct 29, 2019

Requestor: [Text]

Date Initiated: Oct 15, 2019 [Reschedule]

Site of Inspection Lookup: [Dropdown]

If Site not present or incorrect in the list, please specify location

Add missing locations or address updates here

Target Inspection Date: [Calendar]

Original Target Date: [Text]

Mo	Tu	We	Th	Fr	Sa	Su
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1
2	3	4	5	6	7	8

Today [Clear]

- Click on the “Target Inspection Date” field and select a date from the calendar pop up. This date is the date you would like an inspector to go to the factory to perform an inspection. Note: The date selected for the “Target Inspection Date” has to be between the “Requested Start Date” and the “Requested End Date”.

The screenshot shows the 'Schedule Information' form. The 'Date Initiated' field is open to a calendar for October 2019. The date 30 is highlighted in blue, and a red arrow points to it. The form contains the following fields:

- Schedule Number: Please Save
- Requestor: User Guide
- Vendor Number: 12345
- Vendor Name: User Guide Vendor
- Site of Inspection: (empty)
- Is this a re-inspection? (Radio buttons: Yes, No)
- Requested Start Date: Oct 29, 2019
- Requested End Date: Nov 2, 2019
- Date Initiated: (calendar pop-up)
- Reschedule button
- Site of Inspection Lookup dropdown
- Text area: please specify location
- Original Target Date field

- Click on the “Container Fill Date” field and select a date from the calendar pop up. This date is the date the shipping container will be filled and ready to ship. Note: the “Container Fill Date” should be after the “Requested End Date”.

The screenshot shows the 'Schedule Information' form. The 'Container Fill Date' field is open to a calendar for November 2019. The date 5 is highlighted in blue, and a red arrow points to it. The form contains the following fields:

- Schedule Number: Please Save
- Requestor: User Guide
- Vendor Number: (empty)
- Vendor Name: User Guide Vendor
- Site of Inspection Lookup dropdown
- Text area: If Site not present or incorrect in the list, please specify location
- Text area: Add missing locations or address updates here
- Requested End Date: Nov 2, 2019
- Target Inspection Date: Oct 30, 2019
- Original Target Date field
- Container dropdown

12. Click on "Container" and select container load type: FCL or LCL

The screenshot shows a form with several date pickers: "Requested Start Date" (Nov 4, 2019), "Requested End Date" (Nov 8, 2019), "Target Inspection Date" (Nov 7, 2019), and "Original Target Date" (Oct 30, 2019). Below these is a "Container Fill Date" (Nov 12, 2019) and an "Attachment" section showing "No Files". A dropdown menu labeled "Container" is open, showing options "FCL" and "LCL", which are highlighted by a red box.

13. Click on the "PO UPC Lookup" field.

The screenshot shows a single text input field labeled "PO UPC Lookup". A red arrow points to the center of the field.

14. A list of your POs will display in a pop up window. Search by PO #, UPC, SKU #, SKU Description, and/or Quantity to find the desired PO(s), UPC(s), and SKU(s) to be inspected and click on the PO to be inspected.

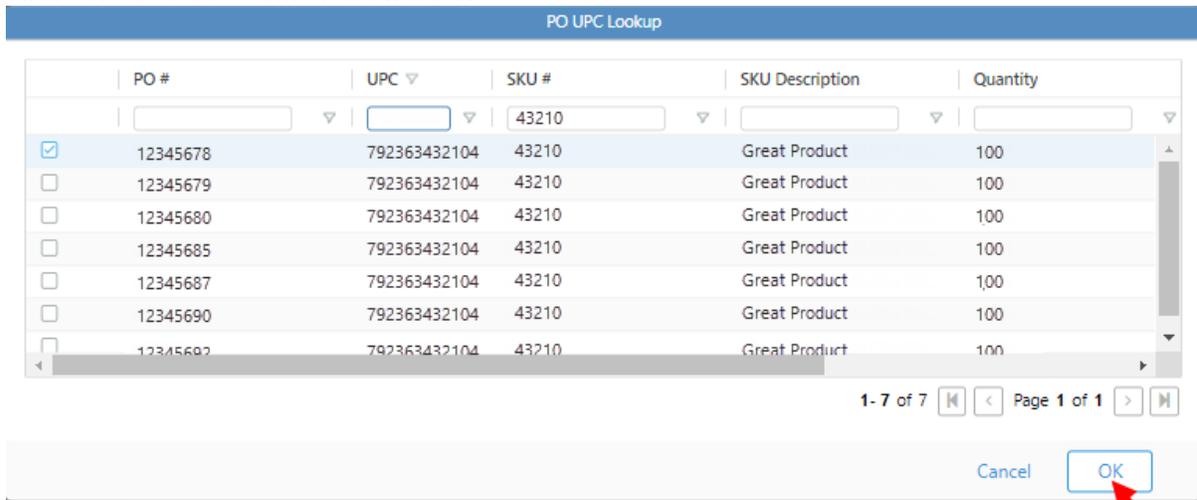
The screenshot shows a pop-up window titled "PO UPC Lookup" containing a table with the following columns: PO #, UPC, SKU #, SKU Description, and Quantity. A red arrow points to the first checkbox in the first row.

	PO #	UPC	SKU #	SKU Description	Quantity
<input type="checkbox"/>	12345678	792363432104	43210	Great Product	100
<input type="checkbox"/>	12345679	792363432104	43210	Great Product	100
<input type="checkbox"/>	12345680	792363432104	43210	Great Product	100
<input type="checkbox"/>	12345685	792363432104	43210	Great Product	100
<input type="checkbox"/>	12345687	792363432104	43210	Great Product	100
<input type="checkbox"/>	12345690	792363432104	43210	Great Product	100
<input type="checkbox"/>	12345692	792363432104	43210	Great Product	100

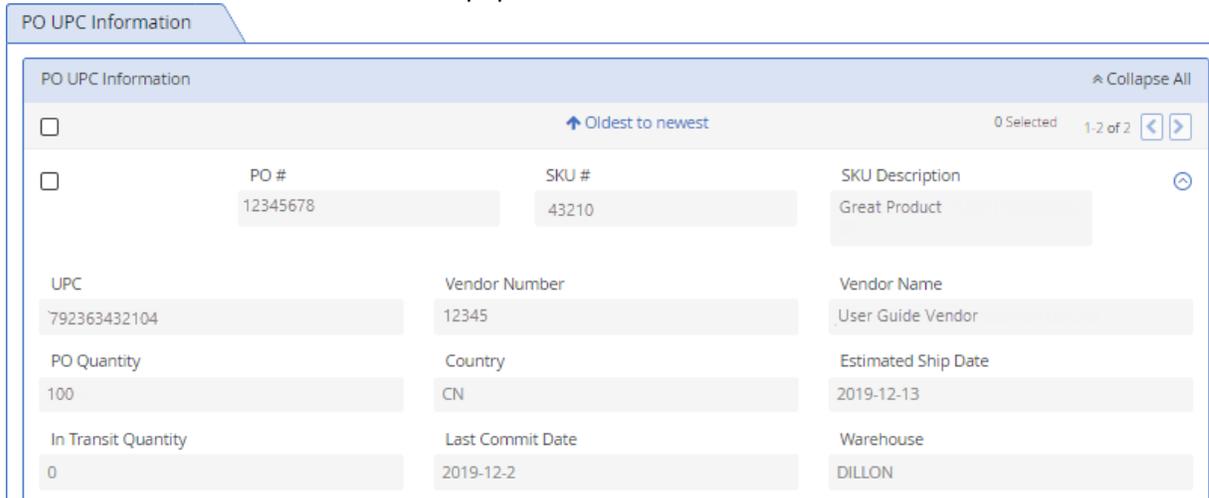
1-7 of 7 Page 1 of 1

Cancel OK

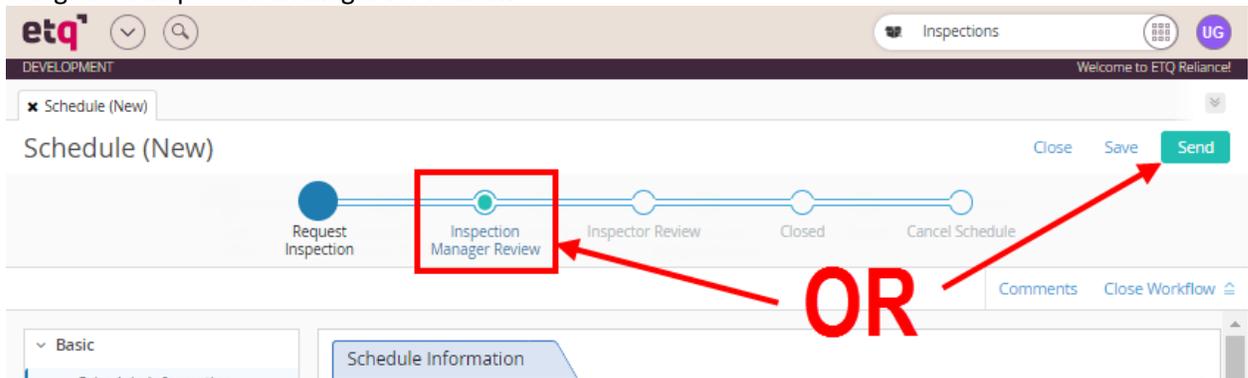
15. Click "OK" at the bottom of the window.



16. The "PO UPC Information" section will populate with the information from the selected PO-UPCs.



17. Click on either "Inspection Manager Review" or "Send" to route the inspection to the HFT designated Inspection Manager for review.



18. A pop up window will display with pre populated “Due Date” and “Assign To” fields. Enter comments in the “Comments” section and click on “Send”.

The screenshot shows a 'Send' dialog box with the following fields and controls:

- Select Phase:** A dropdown menu with 'Inspection Manager Review' selected.
- * Due Date:** A date picker showing 'Oct 16, 2019' with a calendar icon and a close button.
- Assign To:** A dropdown menu showing 'Inspection Manager'.
- Notify:** A dropdown menu showing a group of people icon.
- Comment:** A text area for entering comments.
- Buttons:** 'Cancel' and 'Send' buttons at the bottom right. A red arrow points to the 'Send' button.

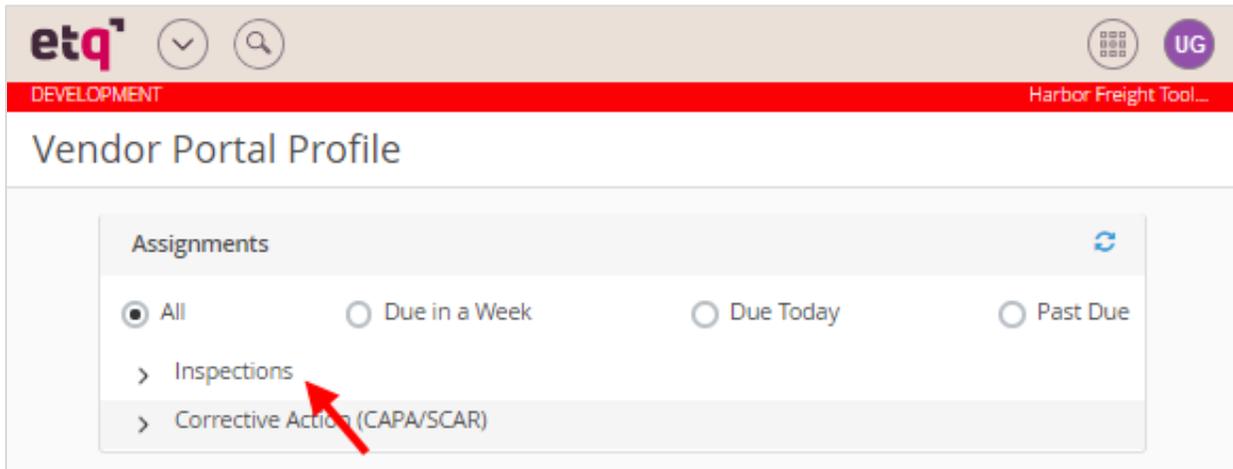
19. ETQ Reliance will take you to the Inspections module once the Inspection Request has been routed to the HFT Inspection Manager for review.

Performing a Remote Inspection

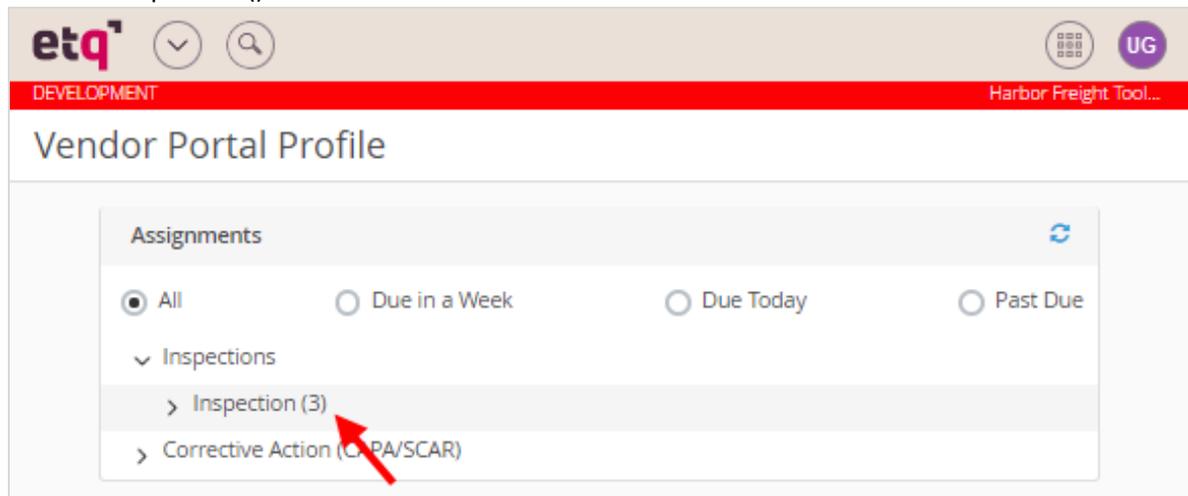
Your inspector may select either to use IPAD to log in ETQ to perform the inspection online or to download Excel version's inspection checklist from ETQ to perform the inspection offline.

Remote Inspection-Online

1. After Logging in, the Vendor Portal Profile page will display. All assignments will be displayed under the "Assignments" section. Under Assignments, click on "Inspections".



2. Click on "Inspection ()".



3. Click on Inspection to be worked on.

The screenshot shows the 'Vendor Portal Profile' page in the etq system. The page has a red header with 'DEVELOPMENT' and 'Harbor Freight Tool...'. Below the header, there's a search bar and a 'UG' button. The main content area is titled 'Vendor Portal Profile' and contains a section for 'Assignments'. Under 'Assignments', there are radio buttons for 'All', 'Due in a Week', 'Due Today', and 'Past Due'. Below these, there's a dropdown for 'Inspections' which is expanded to show 'Inspection (3)'. The list of inspections includes: 'INSP-0000054 - (Inspection - Assigned: User Guide Due: Nov 27, 2019)', 'INSP-0000008 - (Inspection - Assigned: User Guide Due: Dec 3, 2019)', and 'INSP-0000051 - (Inspection - Assigned: User Guide Due: Dec 3, 2019)'. A red arrow points to the first inspection entry. There is also a link for 'Corrective Action (CAPA/SCAR)'.

4. The Inspection opens up to the General Information section of the report.

The screenshot shows the 'Inspection # INSP-0000054' report in the etq system. The page has a red header with 'DEVELOPMENT' and 'Harbor Freight Tools - Developmen...'. Below the header, there's a search bar and a 'UG' button. The main content area is titled 'Inspection # INSP-0000054' and has buttons for 'Close', 'Save', and 'Send'. Below the title, there's a progress bar with stages: 'Draft', 'Inspection' (27 NOV), 'Inspector Review', 'Inspection Manager Review', 'Complete Certificate', 'Completed', and 'Voided'. Below the progress bar, there's a 'More' dropdown and buttons for 'Comments' and 'Close Workflow'. The 'General Information' section is expanded, showing fields for: 'Inspection Number' (INSP-0000054), 'Scheduled Inspection Date' (Nov 27, 2019), 'Region' (US Inspection, China Inspection), 'Inspector Name' (Inspector), 'Inspection Manager' (Inspection Manager), 'Inspection Type' (Standard Inspection), 'Onsite / Remote Inspection' (Remote), 'Vendor Lookup' (12345), 'Vendor Inspector' (empty field), and 'Vendor Inspection Manager' (empty field).

5. Enter the Vendor Inspector. This is the name of the person who will be doing the inspection.

This is a close-up screenshot of the 'General Information' section of the inspection report. The 'Vendor Inspector' field is highlighted with a red box. The other fields in this section are: 'Inspection Number' (INSP-0000054), 'Scheduled Inspection Date' (Nov 27, 2019), 'Region' (US Inspection, China Inspection), 'Inspector Name' (Inspector), 'Inspection Manager' (Inspection Manager), 'Inspection Type' (Standard Inspection), 'Onsite / Remote Inspection' (Remote), and 'Vendor Inspection Manager' (empty field).

- Enter the Vendor Inspection Manager. This is the name of the manager who oversees the inspector doing the inspection.

General Information

Inspection Number INSP-0000054	Scheduled Inspection Date Nov 27, 2019	Region <input type="radio"/> US Inspection <input checked="" type="radio"/> China Inspection	
Inspector Name Inspector	Inspection Manager Inspection Manager	Inspection Type Standard Inspection	Onsite / Remote Inspection Remote
Vendor Lookup 12345	* Vendor Inspector Vendor Inspector	* Vendor Inspection Manager <input type="text"/>	

- Scroll down to the PO-UPC Information section

PO-UPC Information

Show all PO Numbers in Lookup field

PO-UPC Information Expand All Remove + Add Record

↑ Oldest to newest 0 Selected

<input type="checkbox"/>	Lookup PO UPC 792363432104	<input type="checkbox"/>
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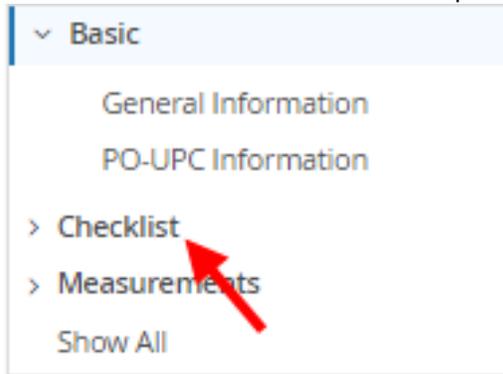
- View the information for the PO-UPC(s) to inspect

PO-UPC Information Collapse All Remove + Add Record

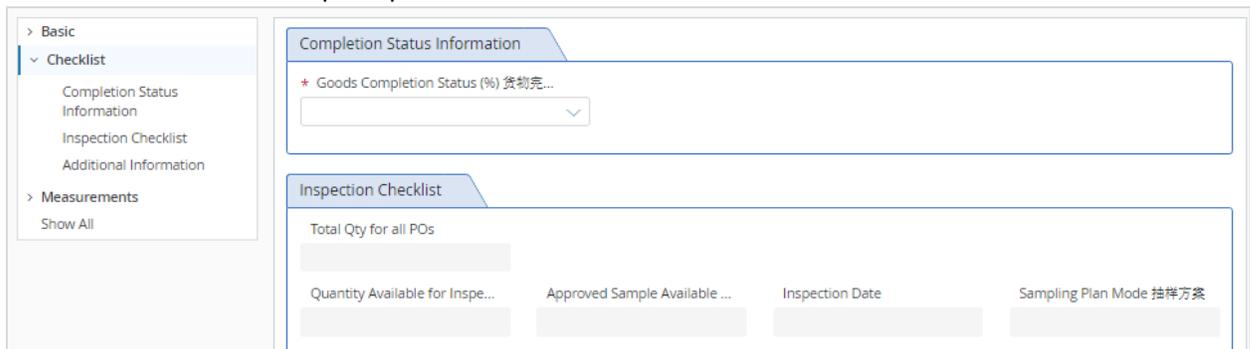
↑ Oldest to newest 0 Selected

<input type="checkbox"/>	Lookup PO UPC 12345678	<input type="checkbox"/>
PO 12345678	SKU Number 43210	SKU Description Great Product
UPC 79236343210	Vendor Number 12345	Vendor Name User Guide Vendor
PO Quantity 100	Country CN	Estimated Ship Date 2019-12-27
In Transit Quantity 0	Last Commit Date 2019-12-23	Warehouse MORENO VALLEY

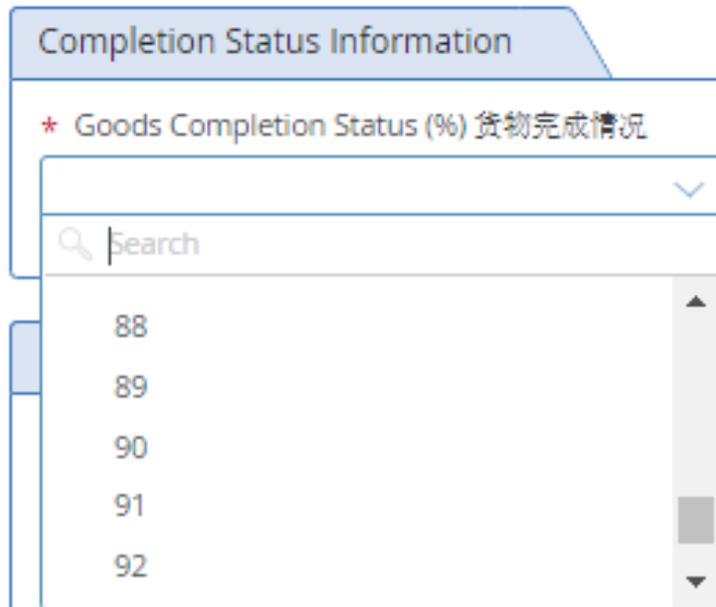
9. Click on the Checklist section of the report to view the inspection checklist.



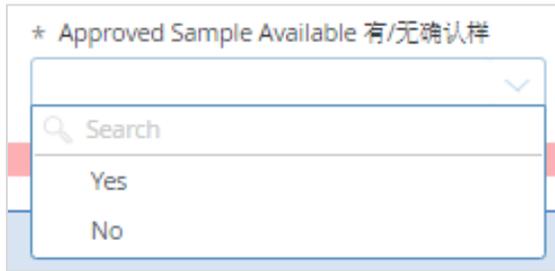
10. The Checklist section will open up.



11. Click on the "Goods Completion Status (%)" field and select the percentage of goods completed. This will auto populate the "Quantity Available for Inspection" field.



12. Click on the “Approved Sample Available 有/无确认样” field and indicate if the approved sample is available.



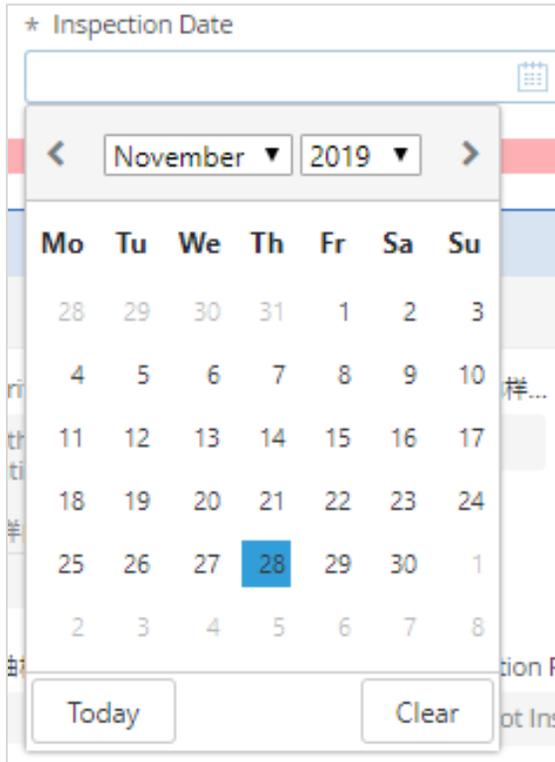
* Approved Sample Available 有/无确认样

Search

Yes

No

13. Click on the “Inspection Date” and select the date of when the inspection is being performed.



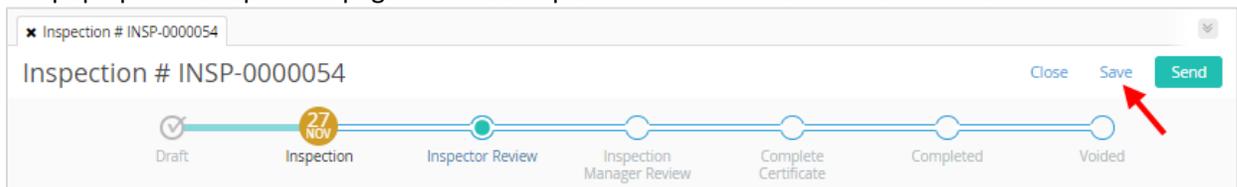
* Inspection Date

< November 2019 >

Mo	Tu	We	Th	Fr	Sa	Su
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1
2	3	4	5	6	7	8

Today Clear

14. Click “Save” at the top right of the screen. A message stating “This document was saved successfully will pop up at the top of the page and the sample size for each checklist item will be calculated.



x Inspection # INSP-0000054

Inspection # INSP-0000054

Close Save Send

Draft Inspection Inspector Review Inspection Manager Review Complete Certificate Completed Voided

15. Scroll down to the Inspection Checklist section. There you will find the checklist items to inspect, the acceptance criteria and sample size for each checklist item.

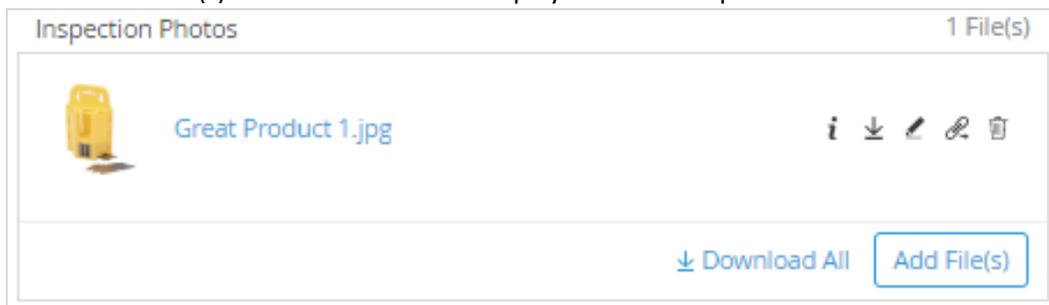
16. After performing the inspection for each checklist item, click on “Result” and enter the result for that checklist item. Select either “C” for conforming, “NC” for non-conforming, or “NA” for not applicable.

17. If there is a non-conformance, fill in the “NC Description Detail” and the “Number of NC”, and select the “Severity of NC” (Critical, Major, or Minor) and the “Code” for the non-conformance.

18. Inspection Photos are required for each checklist item. To upload, click on the “Add File(s)” button in the “Inspection Photos” section.



19. The selected file(s) will be attached and displayed in the “Inspection Photos” section.



20. Fill out the information for all checklist items and scroll down to the Additional Information section.

A screenshot of the "Additional Information" section. It features a large text area labeled "Inspector Comments for Inspection Summary". Below this are two smaller fields: "How long it needs for rework?" with a dropdown menu, and "Comments for Rework" with a text area. A red rectangular border highlights the "Inspector Comments for Inspection Summary" text area.

21. Enter Inspector Comments under “Inspector Comments for Inspection Summary”.

A screenshot of the "Additional Information" section, identical to the previous one. A red rectangular border highlights the "Inspector Comments for Inspection Summary" text area.

22. If there is any rework that needs to be completed, fill in the “How long it needs for rework?” field with the number of day for rework and the “Comments for Rework” field.

Additional Information

Inspector Comments for Inspection Summary

How long it needs for rework?

Comments for Rework

23. Click on Measurements in the left menu to go to the Measurements section.

> Basic

▼ Checklist

Completion Status Information

Inspection Checklist

Additional Information

> Measurements

Show All

24. If measurements are required as part of the inspection, there will be a measurement section for each required measurement. Enter the recorded measurement or an attachment showing the measurement for each required measurement.

Measurements

Measurements Collapse All

Oldest to newest 0 Selected

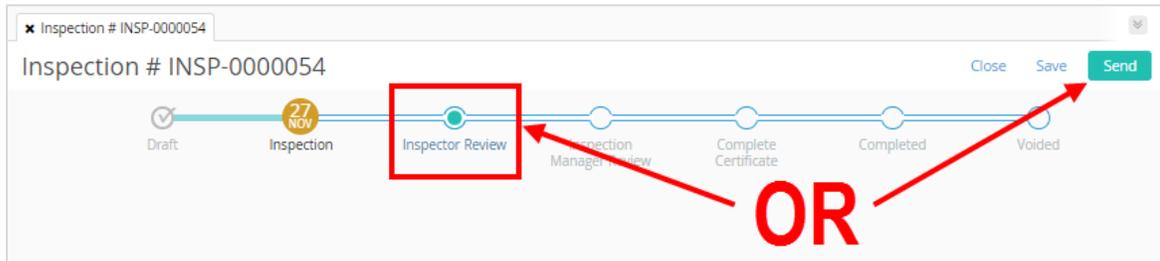
Item.S...	Checklist Item	Acceptance Criteria	* Measurements
33.1	AC Output Voltage Check 交流电压输出检测	The Measured Output AC Voltage shall be within $\pm 10\%$ of 120/240 V. 120/240V允许交流电压输出误差 $\pm 10\%$	

* Attachments 0 File(s)

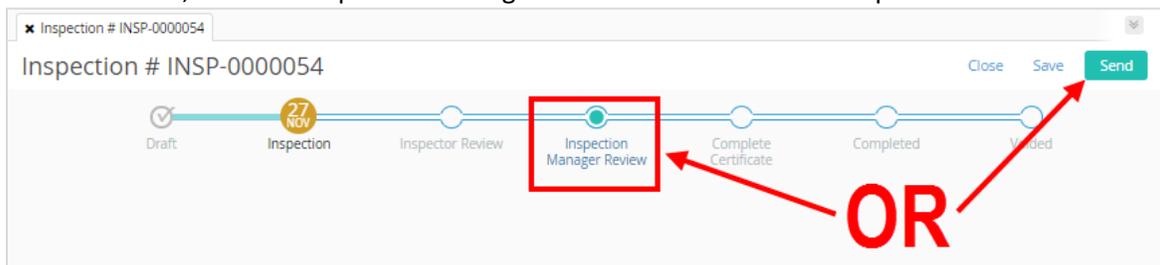
No Files

Add File(s)

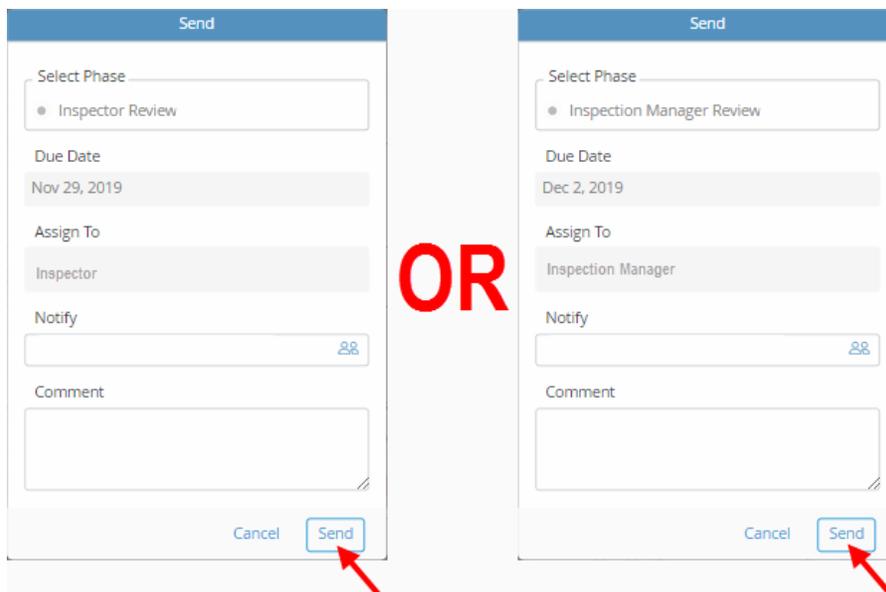
25. After filling out all required fields, send the inspection to the Harbor Freight inspector by either clicking on “Inspector Review” or “Send” at the top of the window if there are no non-conformances.



26. If there are non-conformances, ETQ will only allow you to send it to the HFT inspection manager. If that is the case, click on “Inspection Manager Review” or “Send” at the top of the window.



27. The Send screen will pop up. Review the information and hit send at the bottom of the screen.

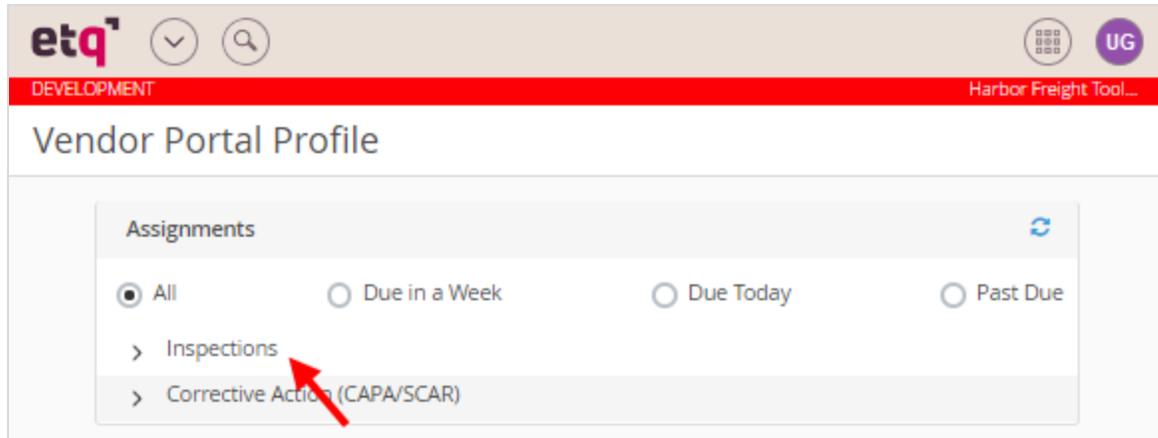


28. If there are any missing fields, the system will note fields with missing entries. Fill in those entries and then route the inspection to the HFT designated inspector or inspection manager to review.

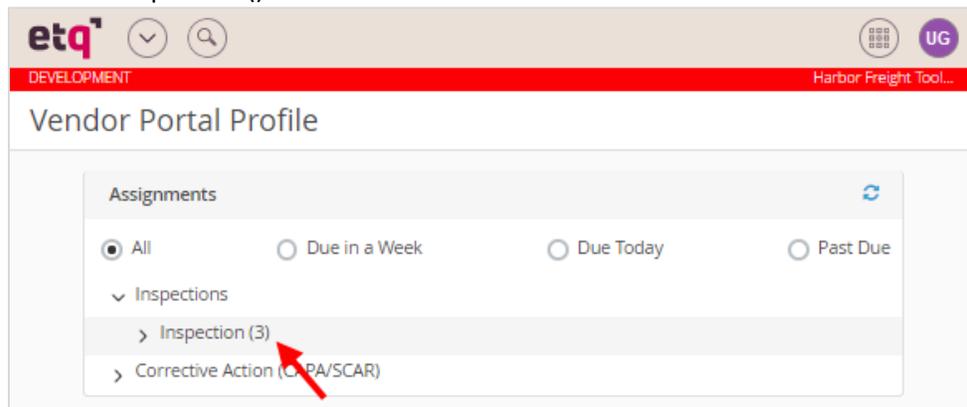
29. If all the fields are correctly filled out, the report will successfully route.

Remote Inspection – Offline

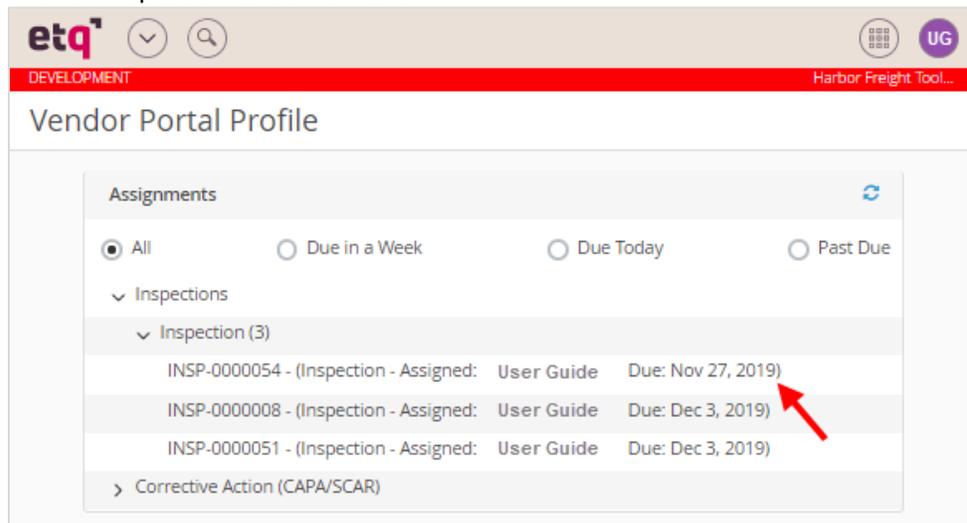
1. After Logging in, the Vendor Portal Profile page will display. All assignments will be displayed under the “Assignments” section. Under Assignments, click on “Inspections”.



2. Click on “Inspection ()”.



3. Click on Inspection to be worked on.



4. The Inspection opens up to the General Information section of the report.

The screenshot shows the etq system interface for an inspection report. The top navigation bar includes the etq logo, a search icon, and the text 'Inspections'. Below the navigation bar, the inspection number 'INSP-0000054' is displayed. A progress bar indicates the current status of the inspection, with 'Inspection' highlighted. The 'General Information' section is expanded, showing fields for 'Inspection Number', 'Scheduled Inspection Date', 'Region', 'Inspector Name', 'Inspection Manager', 'Inspection Type', 'Onsite / Remote Inspection', 'Vendor Lookup', '* Vendor Inspector', and '* Vendor Inspection Manager'. The 'Vendor Inspector' field is highlighted with a red box.

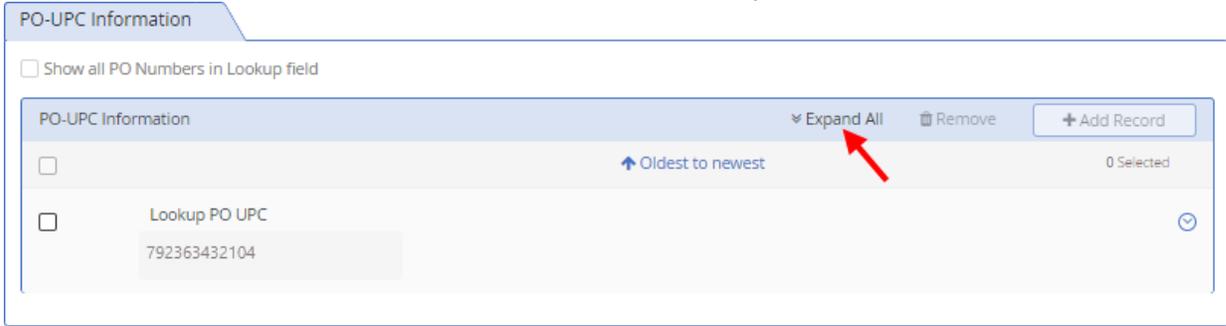
5. Enter the Vendor Inspector. This is the name of the person who will be doing the inspection.

This is a close-up view of the 'General Information' section. The 'Vendor Inspector' field is highlighted with a red box, indicating it is the field to be edited.

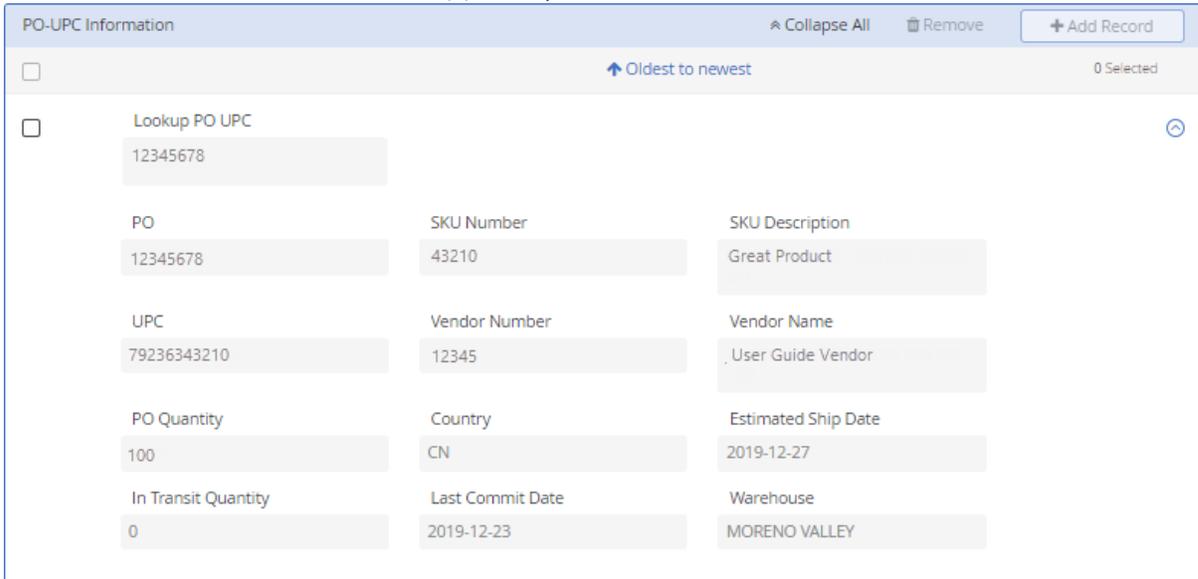
6. Enter the Vendor Inspection Manager. This is the name of the manager who oversees the inspector doing the inspection.

This is a close-up view of the 'General Information' section. The 'Vendor Inspection Manager' field is highlighted with a red box, indicating it is the field to be edited.

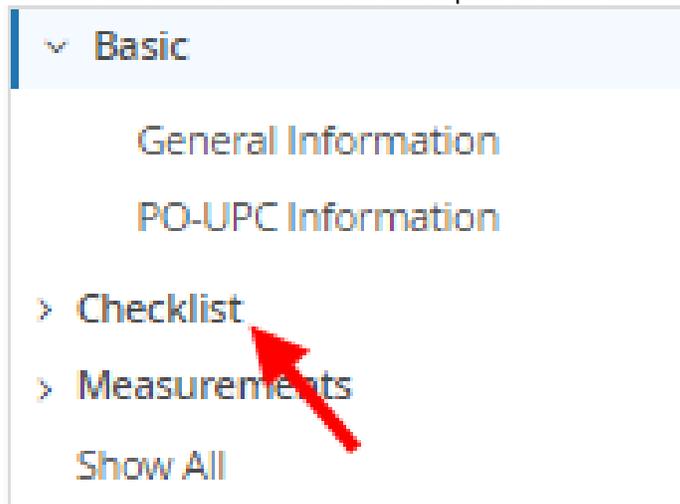
7. Scroll down to the PO-UPC Information section and click on “Expand All”.



8. View the information for the PO-UPC(s) to inspect.



9. Click on the Checklist section of the report to view the inspection checklist.



10. The Checklist section will open up.

The screenshot shows a software interface with a sidebar on the left and a main content area. The sidebar has a 'Checklist' section expanded, showing options like 'Completion Status Information', 'Inspection Checklist', and 'Additional Information'. The main content area has two tabs: 'Completion Status Information' and 'Inspection Checklist'. The 'Completion Status Information' tab is active, showing a dropdown menu for 'Goods Completion Status (%) 货物完...'. The 'Inspection Checklist' tab is also visible, showing fields for 'Total Qty for all POs', 'Quantity Available for Inspe...', 'Approved Sample Available ...', 'Inspection Date', and 'Sampling Plan Mode 抽样方案'.

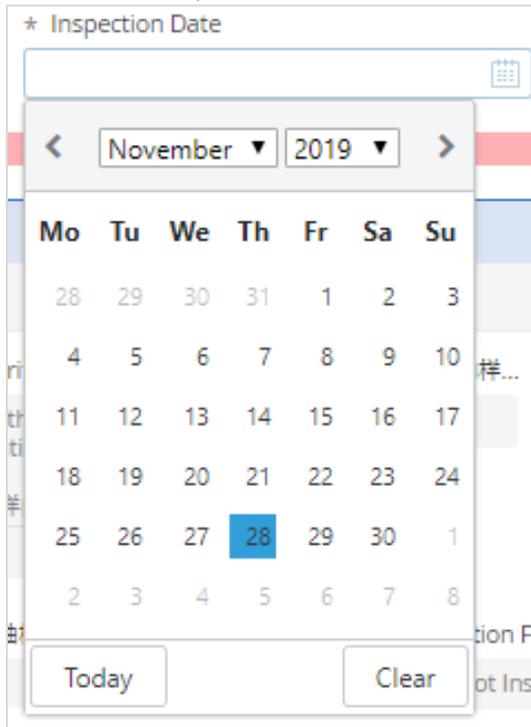
11. Click on the “Goods Completion Status (%)” field and select the percentage of goods completed. This will auto populate the “Quantity Available for Inspection” field.

The screenshot shows a close-up of the 'Goods Completion Status (%) 货物完成情况' dropdown menu. The menu is open, showing a search bar and a list of values: 88, 89, 90, 91, and 92. The search bar contains the text 'Search'.

12. Click on the “Approved Sample Available 有/无确认样” field and indicate if the approved sample is available.

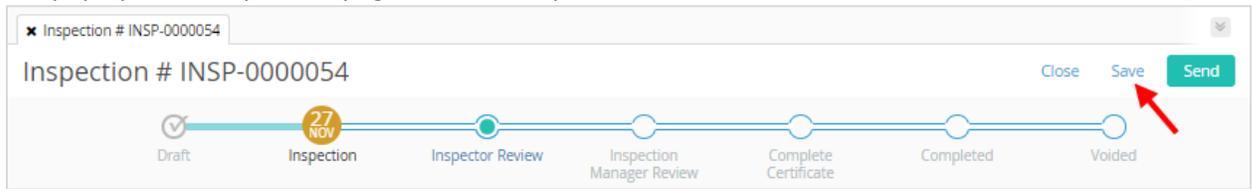
The screenshot shows a close-up of the 'Approved Sample Available 有/无确认样' dropdown menu. The menu is open, showing a search bar and a list of values: Yes and No. The search bar contains the text 'Search'.

13. Click on the “Inspection Date” and select the date of when the inspection is being performed.



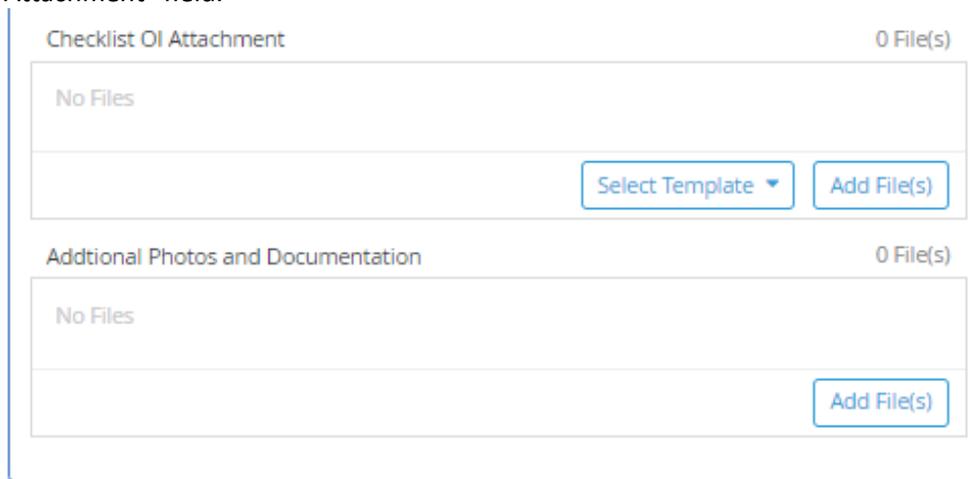
A screenshot of a date selection interface. At the top, it says '* Inspection Date'. Below that is a calendar for November 2019. The date 28 is highlighted in blue. At the bottom of the calendar, there are two buttons: 'Today' and 'Clear'.

14. Click “Save” at the top right of the screen. A message stating “This document was saved successfully will pop up at the top of the page and the sample size for each checklist item will be calculated.



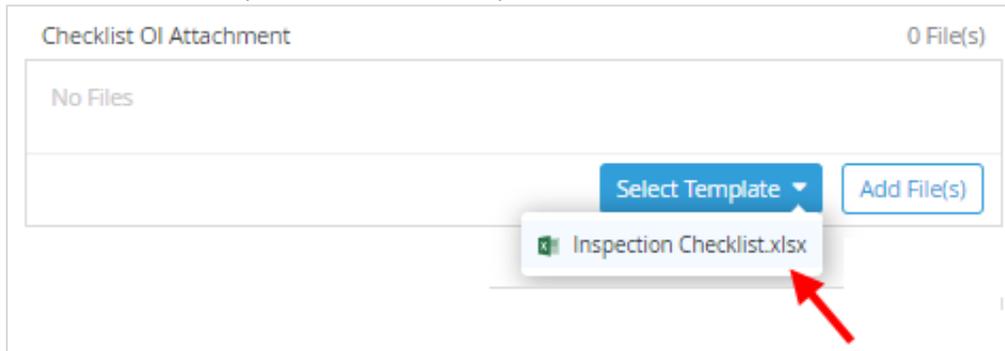
A screenshot of an inspection workflow progress bar. The title is 'Inspection # INSP-0000054'. The progress bar shows several stages: Draft (checked), Inspection (27 NOV), Inspector Review, Inspection Manager Review, Complete Certificate, Completed, and Voided. At the top right, there are three buttons: 'Close', 'Save', and 'Send'. A red arrow points to the 'Save' button.

15. Scroll down to the bottom of the Inspection Checklist section. There you will find the “Checklist OI Attachment” field.

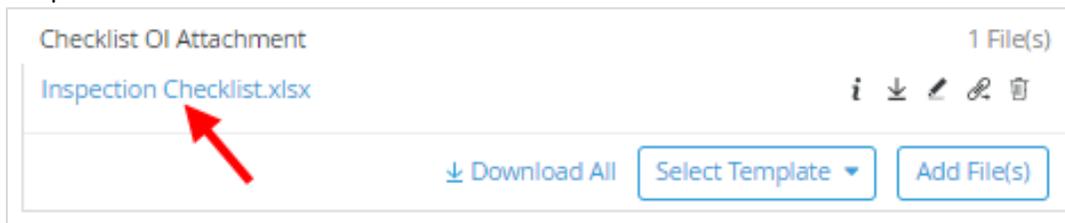


A screenshot of the 'Checklist OI Attachment' field. It shows a file upload area with 'No Files' and '0 File(s)'. Below the upload area are two buttons: 'Select Template' and 'Add File(s)'. Below that is another section for 'Additional Photos and Documentation' with 'No Files' and '0 File(s)', and an 'Add File(s)' button.

16. Click on “Select Template” and select “Inspection Checklist.xlsx”.



17. The “Inspection Checklist.xlsx” will be attached in the “Checklist OI Attachment” field. Click on “Inspection Checklist.xlsx” to download the file.



18. Open the downloaded file. The information needed for the inspection will be noted.

HARBOR FREIGHT TOOLS Quality Tools at Ridiculously Low Prices		Inspection Checklist			
Inspection Number		INSP-0000054			
Scheduled Date		Nov 27, 2019			
Quantity Available for Inspection		342			
Approved Sample Available		Yes			
Sampling Plan Mode		Normal (2.5%)			
Vendor Number	Vendor Name	PO	SKU	SKU Description	UPC
12345	User Guide Vendor	12345678	43210	Great Product	9876543210123

19. For each checklist item, review the acceptance criteria and enter result after inspection. Select either “C” for conforming, “NC” for non-conforming, or “NA” for not applicable.

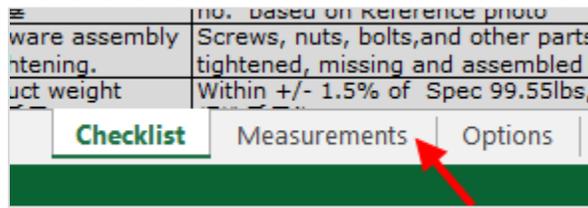
Checklist Item	Acceptance Criteria	AQL	Sample Size	Inspection Frequency	Result	NC Description Detail
Color 颜色	Comparing with approval sample, no color deviation or discolored	2.5	16	Every Lot Inspected		
appearance 美观/外观	upside-down; No poor printing; No rust, corrosion, burrs, dents,	2.5	16	Every Lot Inspected	C NC NA	
Cleanliness 清洁度	No oil, grease or other dirty stains on product	2.5	16	Every Lot Inspected		

20. If there is a non-conformance, fill in the “NC Description Detail” and the “Number of NC”, and select the “Severity of NC” (Critical, Major, or Minor) and the “Code” for the non-conformance.

Checklist Item	Acceptance Criteria	AQL	Sample Size	Inspection Frequency	Result	NC Description Detail	Number of NC	Severity of NC	Code
Color 颜色	Comparing with approval sample, no color deviation or discolored	2.5	16	Every Lot Inspected	NC				
appearance 外观/外观	upside-down; No poor printing; No rust, corrosion, burrs, dents,	2.5	16	Every Lot Inspected					
Cleanliness 清洁度	No oil, grease or other dirty stains on product	2.5	16	Every Lot Inspected					

21. Fill in the Result and the NC fields (only for NC items) for every checklist item.

22. Click on the Measurements tab at the bottom of the spreadsheet.

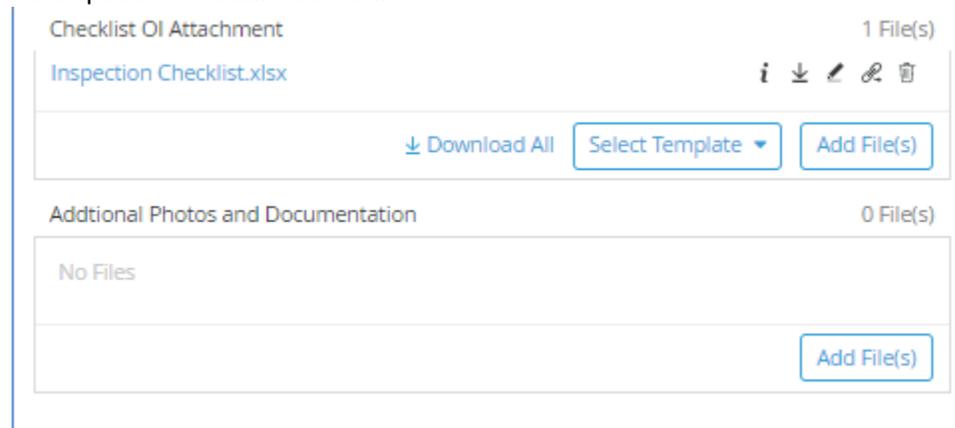


23. Perform noted measurements and enter measurements for each of the required.

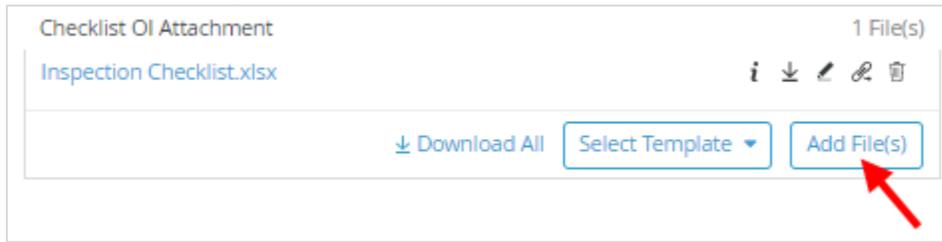
Measurements			
Checklist Item	Acceptance Criteria	Sample #	Measurements
AC Output Voltage Check 交流电压输出检测	The Measured Output AC Voltage shall be within $\pm 10\%$ of 120/240 V. 120/240V允许交流电压输出误差 $\pm 10\%$		
AC Output Voltage Check 交流电压输出检测	The Measured Output AC Voltage shall be within $\pm 10\%$ of 120/240 V. 120/240V允许交流电压输出误差 $\pm 10\%$		
AC Output Voltage Check 交流电压输出检测	The Measured Output AC Voltage shall be within $\pm 10\%$ of 120/240 V. 120/240V允许交流电压输出误差 $\pm 10\%$		

24. Save the file. Make sure the file name is “Inspection Checklist.xlsx”.

25. Go back to the online inspection and go to the “Checklist OI Attachment” section at the bottom of the Inspection Checklist section.

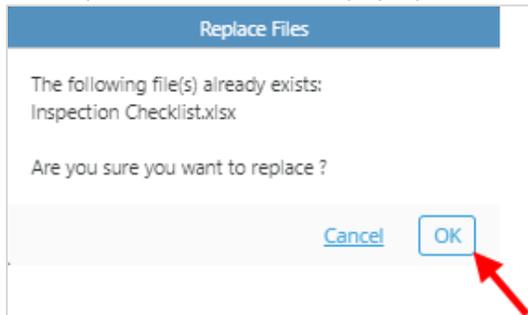


26. Click on “Add File(s)” in the “Checklist OI Attachment” section.



27. Select the saved “Inspection Checklist.xlsx” file.

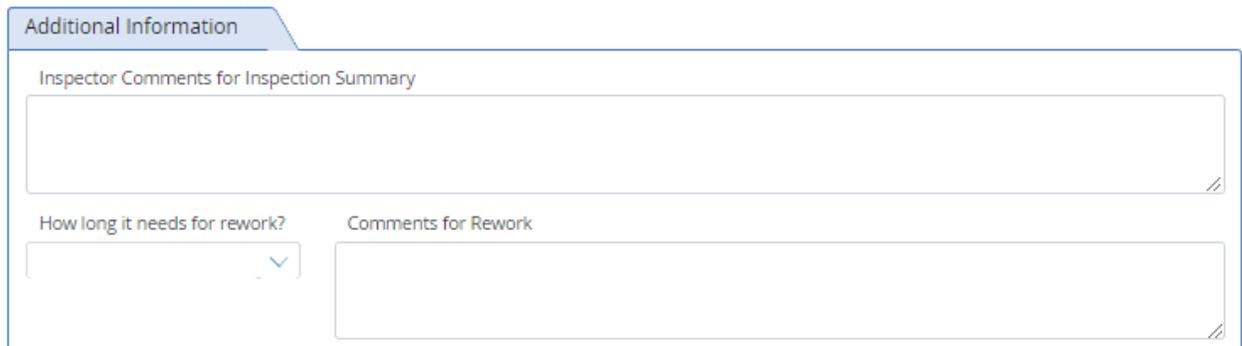
28. The Replace Files screen will pop up. Click on “OK”.



29. Attach inspection photos in the “Additional Photos and Documentation” section located under the “Checklist OI Attachment” section.



30. Scroll down to the Additional Information section.



31. Enter Inspector Comments under “Inspector Comments for Inspection Summary” if available.

Additional Information

Inspector Comments for Inspection Summary

How long it needs for rework?

Comments for Rework

32. If there is any rework that needs to be completed, fill in the “How long it needs for rework?” field with the number of day for rework and the “Comments for Rework” field.

Additional Information

Inspector Comments for Inspection Summary

How long it needs for rework?

Comments for Rework

33. After filling out all required fields, send the inspection to the HFT inspector by either clicking on “Inspector Review” or “Send” at the top of the window if there are no non-conformances.

Inspection # INSP-0000054

Draft Inspection 27 NOV Inspector Review Inspection Manager Review Complete Certificate Completed Voided

Close Save Send

OR

If there are non-conformances, ETQ will only allow you to send it to the HFT inspection manager. If that is the case, click on “Inspection Manager Review” or “Send” at the top of the window.

Inspection # INSP-0000054

Draft Inspection 27 NOV Inspector Review Inspection Manager Review Complete Certificate Completed Voided

Close Save Send

OR

34. The Send screen will pop up. Review the information and hit send at the bottom of the screen.

The image displays two side-by-side screenshots of a 'Send' screen, separated by a large red 'OR' text. Both screens have a blue header with the word 'Send'. The left screen shows the 'Inspector Review' phase selected, with a due date of 'Nov 29, 2019' and 'Assign To' set to 'Inspector'. The right screen shows the 'Inspection Manager Review' phase selected, with a due date of 'Dec 2, 2019' and 'Assign To' set to 'Inspection Manager'. Both screens have a 'Notify' field with a group icon and a 'Comment' text area. At the bottom of each screen, there are 'Cancel' and 'Send' buttons. Red arrows point to the 'Send' button on both screens.

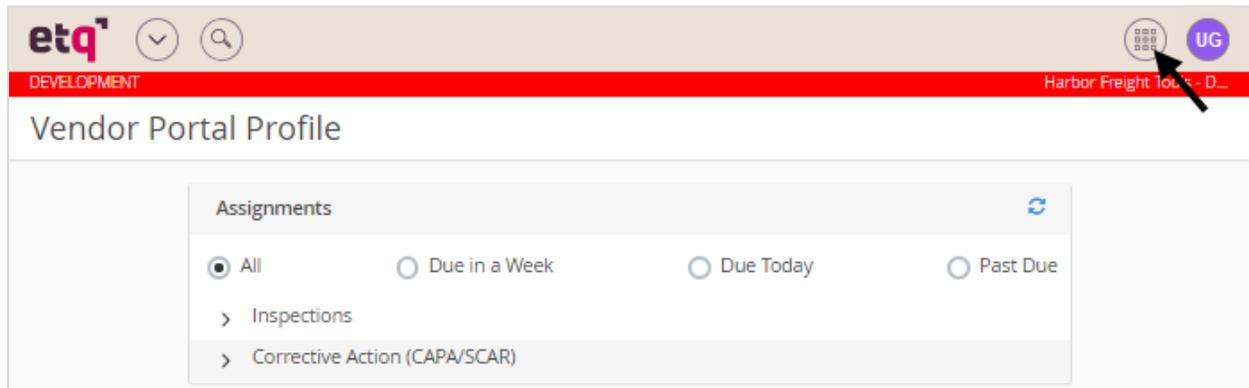
35. If there are any missing fields, the system will note fields with missing entries. Fill in those entries and then route the inspection to the HFT designated inspector or inspection manager to review.

36. If all the fields are correctly filled out, the report will successfully route.

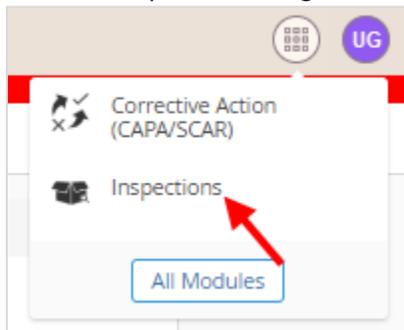
Reassigning an Inspection

If the inspector you assigned cannot complete the remote inspection on the requested date, you can reassign this inspection task to another inspector to complete by below access so as to avoid shipment delay.

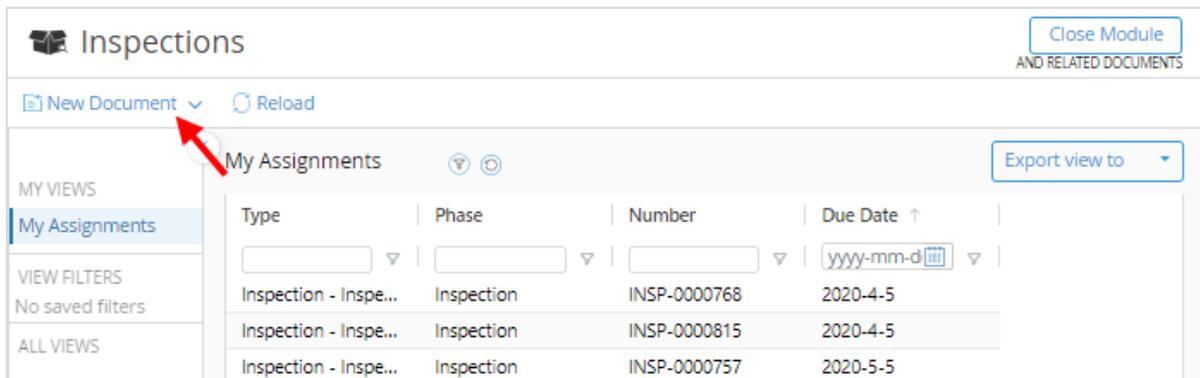
1. After logging in, click on the waffle menu on the top right of the window.



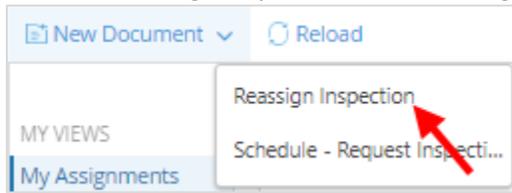
2. Click on "Inspections" to go to the Inspections Module.



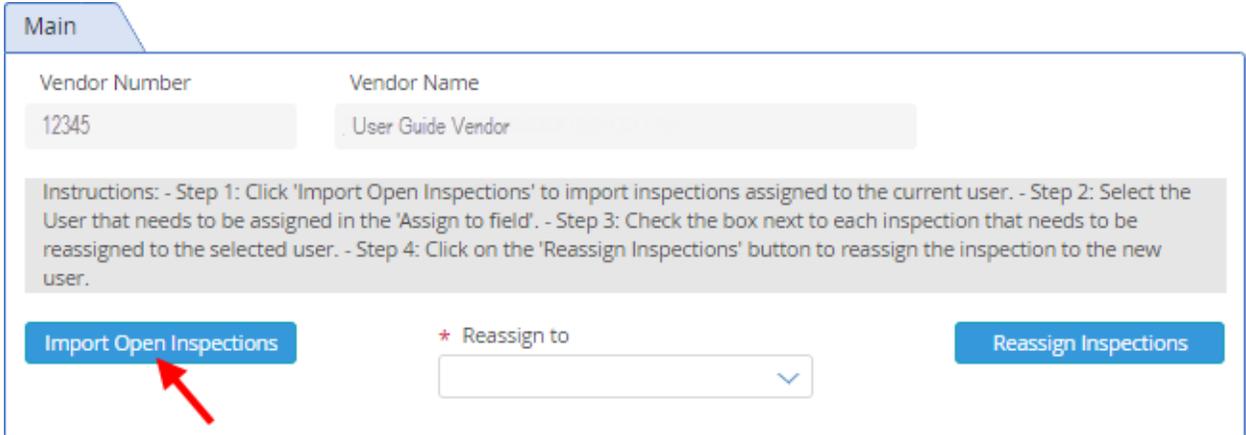
3. Click on "New Document" on the left of the screen.



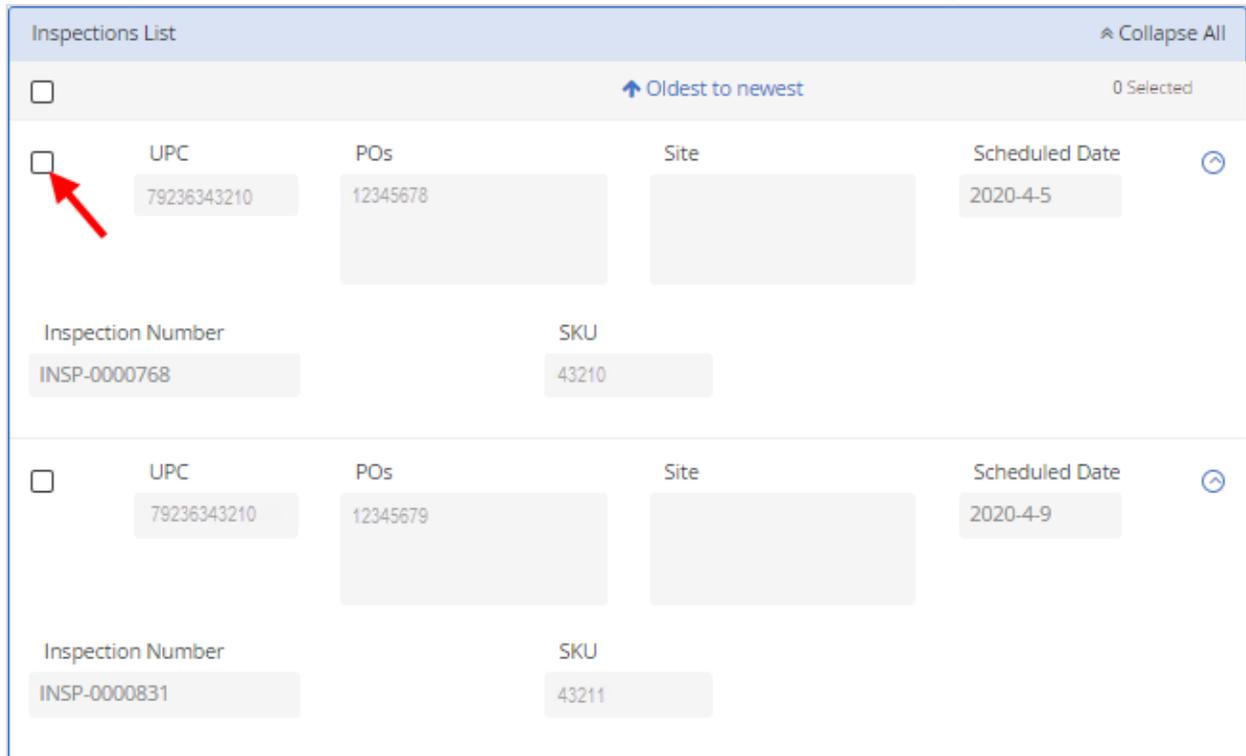
4. Click on “Reassign Inspection”. The Reassign Inspection form will open.



5. Click on “Import Open Inspections”. The Inspections List will populate.



6. On the Inspections List, click on the box to the left of the inspection to be reassigned.



7. In the Main section, click on the “Reassign to” field.

Main

Vendor Number: 12345

Vendor Name: User Guide Vendor

Instructions: - Step 1: Click 'Import Open Inspections' to import inspections assigned to the current user. - Step 2: Select the User that needs to be assigned in the 'Assign to field'. - Step 3: Check the box next to each inspection that needs to be reassigned to the selected user. - Step 4: Click on the 'Reassign Inspections' button to reassign the inspection to the new user.

Buttons: Import Open Inspections, * Reassign to, Reassign Inspections

8. Select the user to reassign to.

* Reassign to

Search

Vendor User 1

Vendor User 2

Vendor User 3

Vendor User 4

9. Click on “Reassign Inspections”. “Inspections have been Routed” notification will appear at the top of the window.

Main

Vendor Number: 12345

Vendor Name: User Guide Vendor

Instructions: - Step 1: Click 'Import Open Inspections' to import inspections assigned to the current user. - Step 2: Select the User that needs to be assigned in the 'Assign to field'. - Step 3: Check the box next to each inspection that needs to be reassigned to the selected user. - Step 4: Click on the 'Reassign Inspections' button to reassign the inspection to the new user.

Buttons: Import Open Inspections, * Reassign to (Vendor User 2), Reassign Inspections

10. Click on “Close” at the top right of the screen. The “Close the document?” window will appear.

Close Save Save & Close

11. Click on “Close” to close the form.

Close the document?

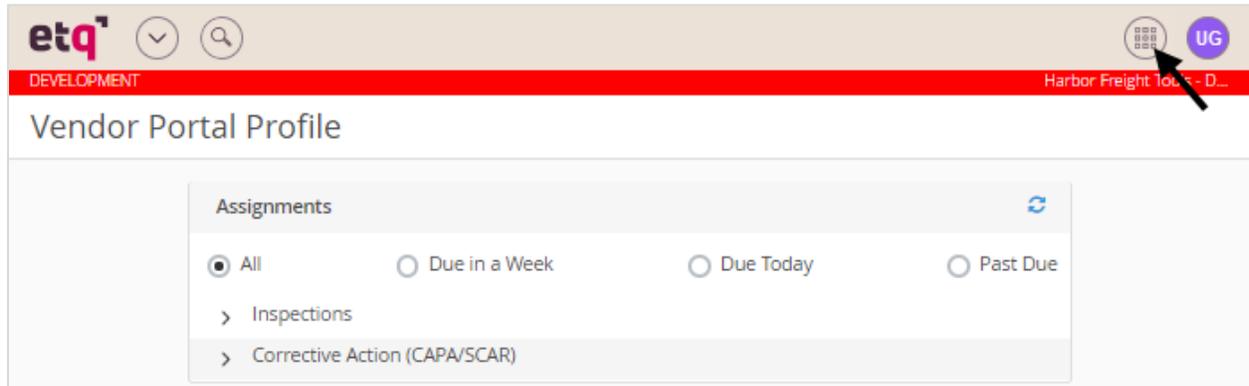
Any changes since your last save will be lost.
Last save: Never.

Buttons: Cancel, Close

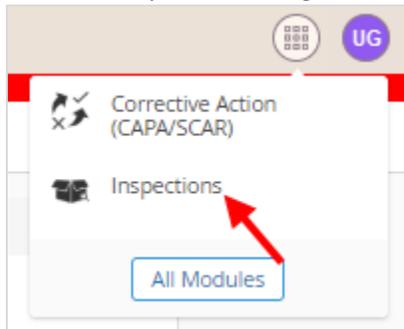
Downloading an Inspection Certificate

Note: Once an inspection is complete and conforming, the system will email the inspection certificate. If for any reason the inspection certificate is not found, you can follow these instructions to download it.

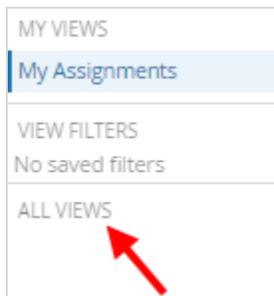
1. After logging in, click on the waffle menu on the top right of the window.



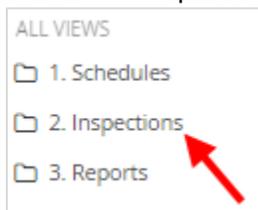
2. Click on "Inspections" to go to the Inspections Module.



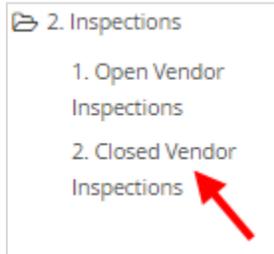
3. On the left of the screen, click on "ALL VIEWS".



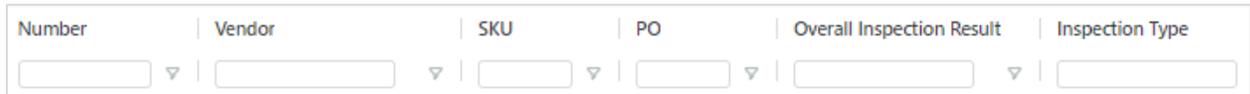
4. Click on "2. Inspections".



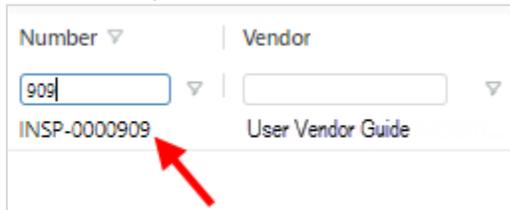
5. Click on “2. Closed Vendor Inspections”. The view will open with all closed inspections for the vendor.



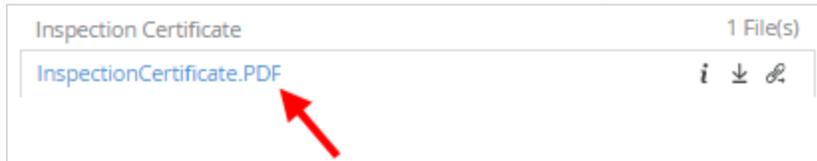
6. Click on any of the fields at the top to search for the inspection.



7. Once the inspection is found, click on the inspection. The inspection will open.



8. In the “General Information” section, click on the link in “Inspection Certificate”. The inspection certificate will either download or open, depending on your browser settings.



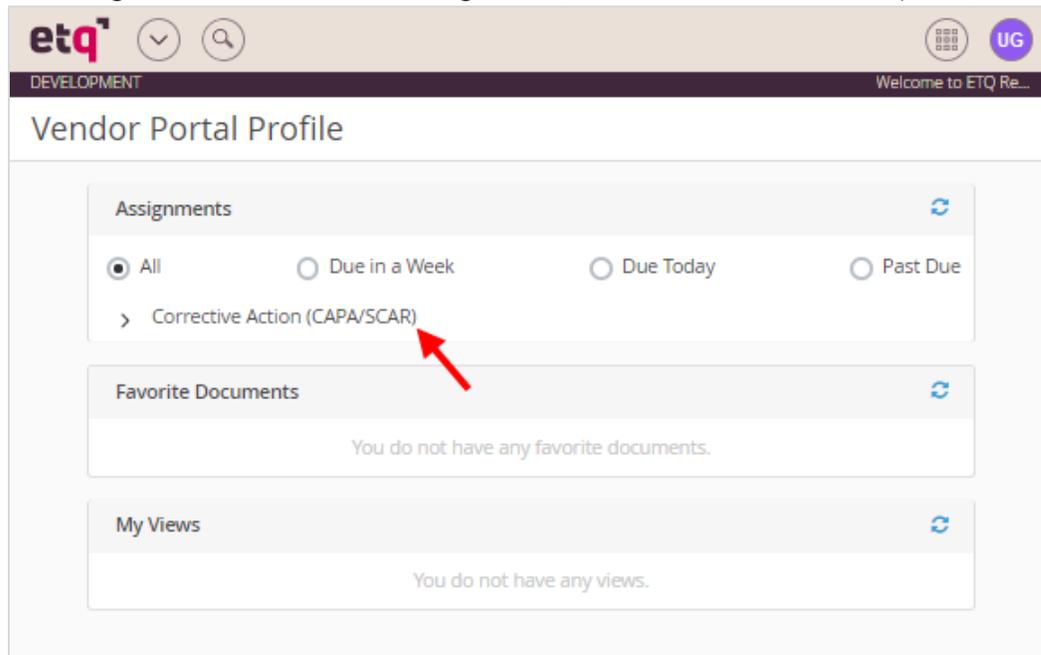
Responding to a SCAR

Your inspector may select either to use IPAD and log in ETQ to complete the required parts of SCAR online or to download Excel version's SCAR from ETQ to complete them offline.

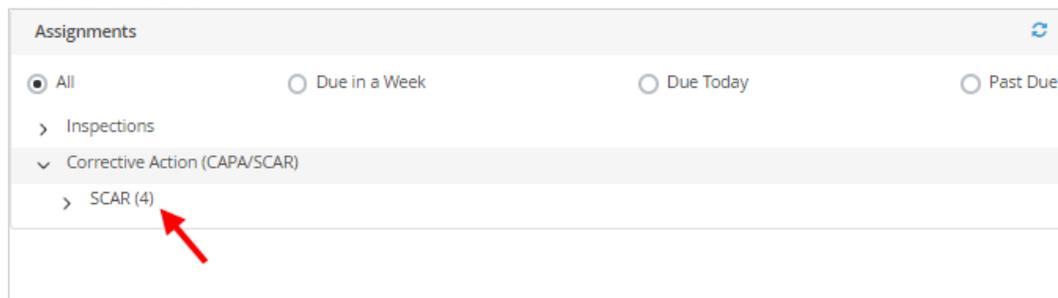
The SCAR (Supplier Corrective Actions Report) must be completed thoroughly and in time before submitted for review by HFT inspection manager, otherwise may be rejected and required for a new submission, which may impact the shipping schedule.

SCAR - Online.

1. After logging in, the Vendor Portal Profile page will display. All assignments will be displayed under the "Assignments" section. Under Assignments, click on "Corrective Action (CAPA/SCAR)".



2. Click on "SCAR".



3. Click on SCAR to be addressed.

Assignments

All Due in a Week Due Today Past Due

> Inspections

▼ Corrective Action (CAPA/SCAR)

▼ SCAR (4)

- SCAR-0000003, Assigned: User Guide (Assign to Supplier, due 2019-11-20)
- SCAR-0000005, Assigned: User Guide (Assign to Supplier, due 2019-11-20)
- SCAR-0000024, Assigned: User Guide (Assign to Supplier, due 2019-12-5)
- SCAR-0000026, Assigned: User Guide (Assign to Supplier, due 2019-12-6)

4. The SCAR opens up with the Basic, PO-SKU Information, Containment Plan, and Details sections. Review the "Description of Problem" section under the Basic section.

etq

Corrective Action (CAPA/SCAR)

DEVELOPMENT Harbor Freight Tools - Developme...

SCAR # SCAR-0000026

SCAR # SCAR-0000026 Close Save Send

Draft Assign to Supplier SCAR Approval Verification and Effectiveness... China IM Verification US IM Verification Completed Voided

Go to Section More ...

Comments Close Workflow

▼ SCAR

- Basic
- PO-UPC Information
- Additional Information from Inspection
- Containment Plan
- Details
- Audit Report Attachments

Basic

Link to Source Document 1 link(s)
INSP-0000072 (Completed)

SCAR Number	Submitted By	Submitted Date
SCAR-0000026	Inspector	Nov 30, 2019
Vendor Number	Vendor Name	Vendor Contact
12345	User Guide	User Guide Contact

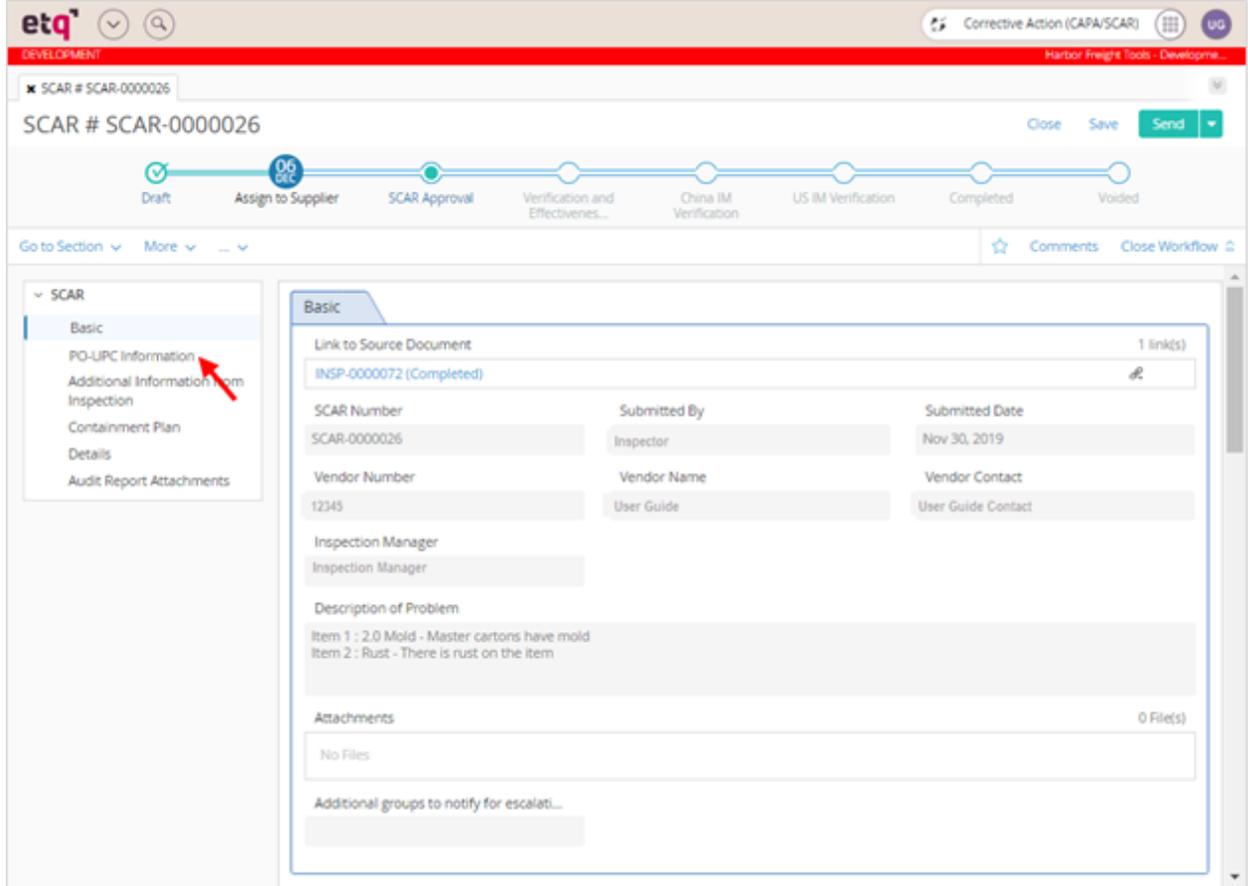
Inspection Manager
Inspection Manager

Description of Problem
Item 1 : 2.0 Mold - Master cartons have mold
Item 2 : Rust - There is rust on the item

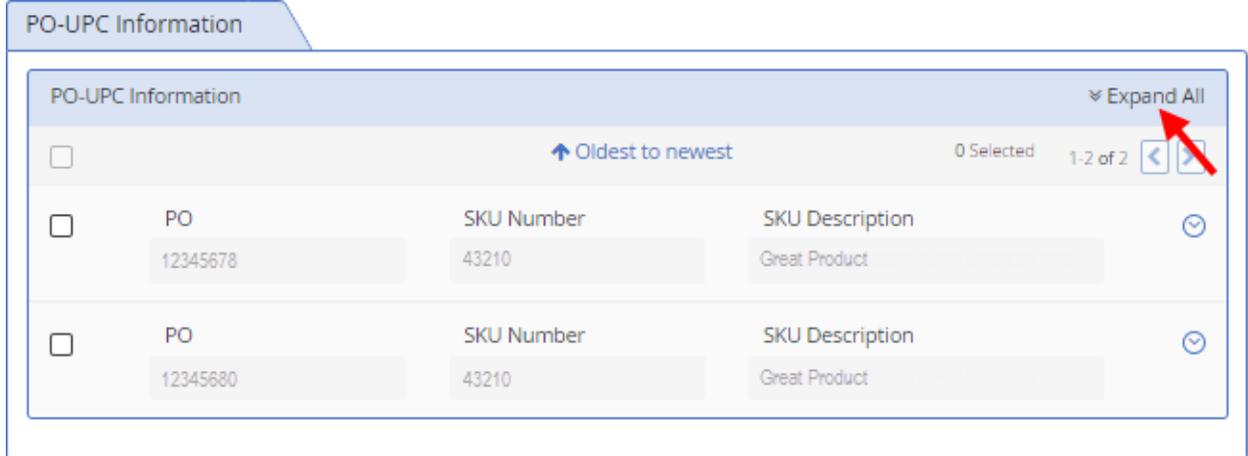
Attachments 0 File(s)
No Files

Additional groups to notify for escalati...

- Click on “PO-UPC Information” or scroll down to the “PO-UPC Information” section to go to the PO-UPC Information section.



- Click on “Expand All” on the right side to display the complete information for the PO-UPC(s).



7. Review the PO-UPC(s) Information section to obtain the UPC, SKU, and PO information for the SCAR.

PO-UPC Information			Collapse All	Remove	+ Add Record
<input type="checkbox"/>	↑ Oldest to newest			0 Selected	
<input type="checkbox"/>	Lookup PO UPC ⌵				
	12345678				
	PO	SKU Number	SKU Description		
	12345678	43210	Great Product		
	UPC	Vendor Number	Vendor Name		
	79236343210	12345	User Guide Vendor		
	PO Quantity	Country	Estimated Ship Date		
	100	CN	2019-12-27		
	In Transit Quantity	Last Commit Date	Warehouse		
	0	2019-12-23	MORENO VALLEY		

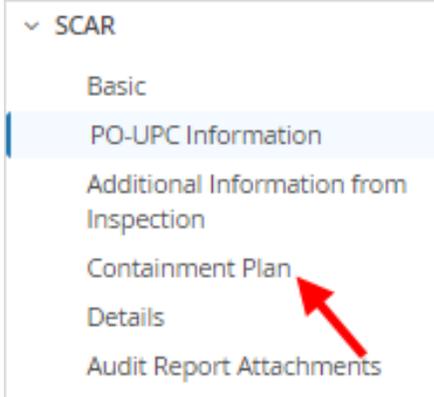
8. Click on “Additional Information from Inspection” or scroll down to the “Additional Information from Inspection” section to review the Additional Information, if applicable.

- ▼ SCAR
 - Basic
 - PO-UPC Information**
 - Additional Information from Inspection** 
 - Containment Plan
 - Details
 - Audit Report Attachments

9. Review the Additional Information from Inspection section.

Additional Information from Inspection
Inspector Comments from Inspection
When the container was opened, there were boxes with mold found and items with rust.

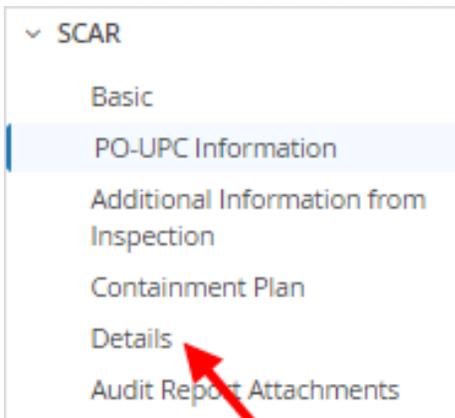
10. Click on “Containment Plan” or scroll down to the “Containment Plan” section to review the containment plan, if applicable.



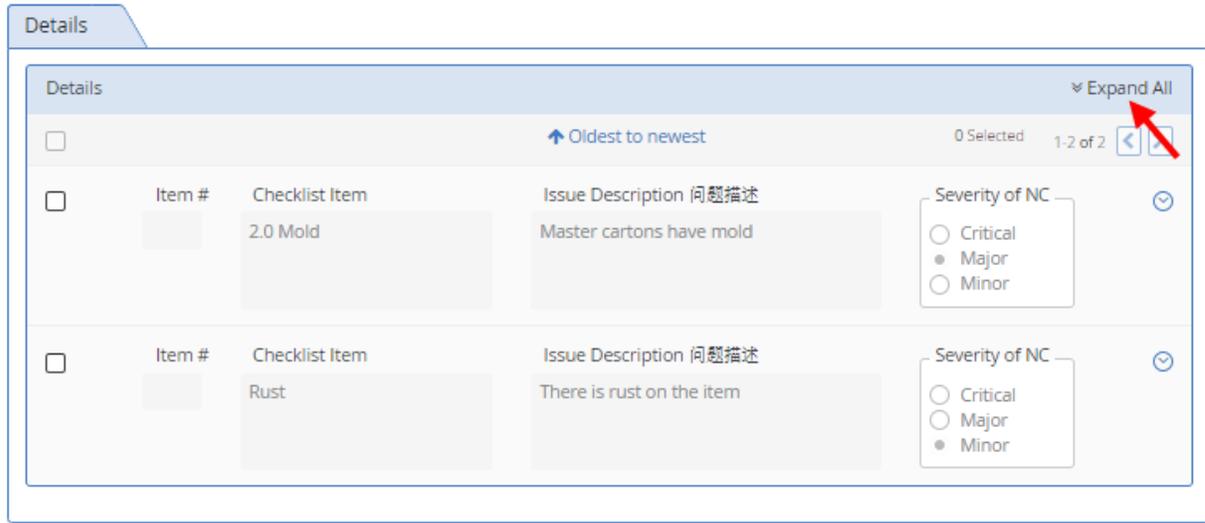
11. Review the Containment Plan.

A screenshot of a "Containment Plan" form. At the top is a tab labeled "Containment Plan". Below it is a text box with the following text: "Containment plan (Purge, Sort, Screen, Rework, Scrap). Must be approved by the HFT Inspector before leaving the factory. Plan must include actions taken, quantity, location, names, and accept/reject criteria. Any reworked or rejected product must be put in a separate pile for re-inspection". Below this is a section titled "Containment Plan" with the text "100% Sort and scrap". Another section titled "Accept/Reject Criteria" contains the text "Product needs to be rust and mold free". At the bottom, there are three input fields: "Who will do containment?" with the value "Vendor", "Where will containment occur?" with the value "Factory", and "When will containment happen?" with the value "Dec 2, 2019".

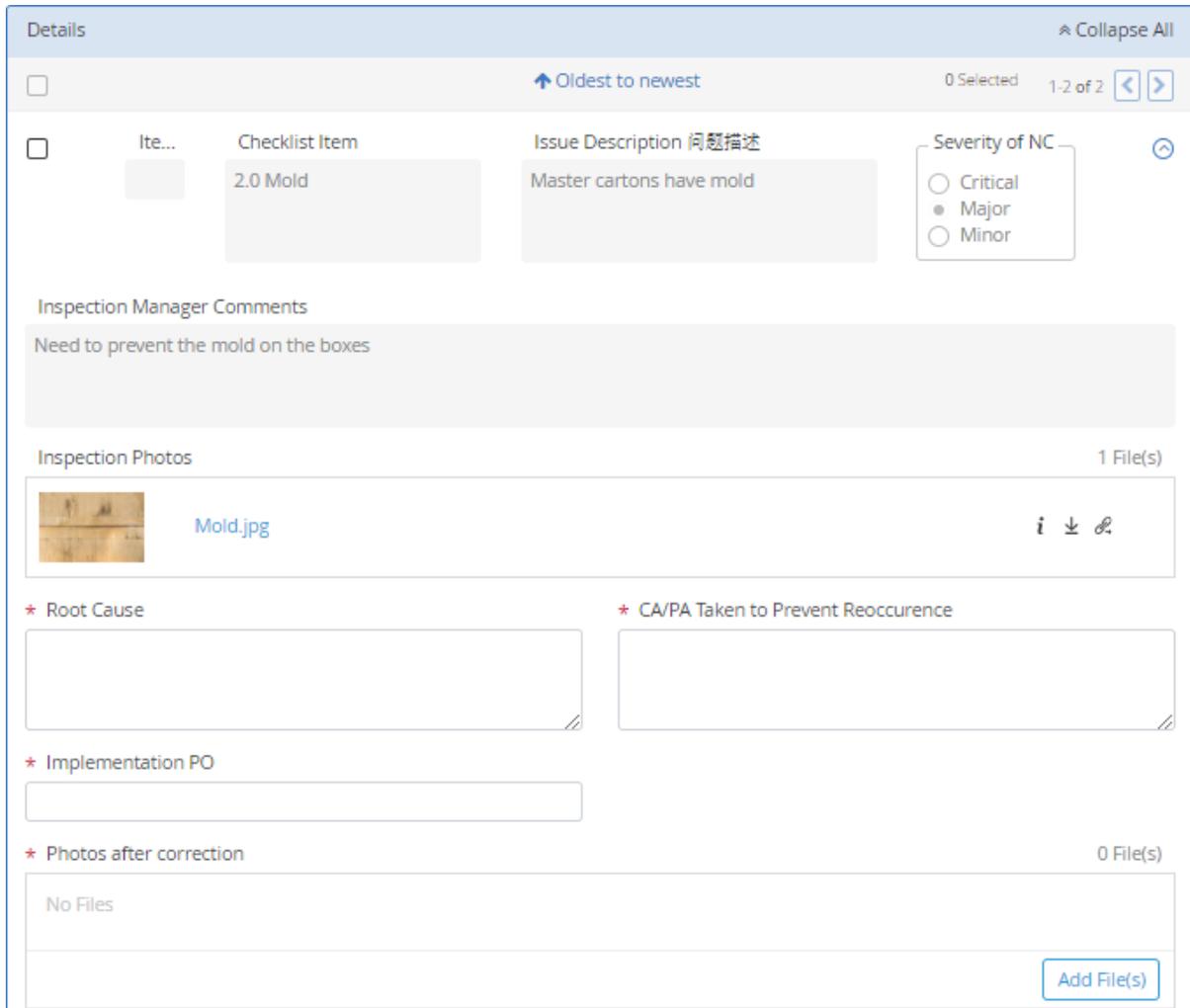
12. Click on “Details” or scroll down to the “Details” section to go to the “Details” section.



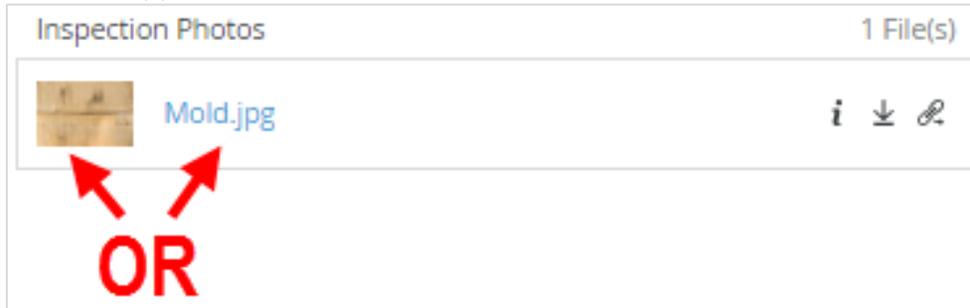
- Click on the arrow on "Expand All" at the top right of the Details section. This will expand all the issue sections.



- Review the issue details.



15. Click on the name of the image or the name of the attached inspection photo to open the photo. Clicking on **i** will display information about the picture. Clicking on **↓** will download the file. Clicking on **🔗** will copy the Attachment URL.



16. Enter the Root Cause for the issue in the "Root Cause" field.

The screenshot shows a software interface for inspection details. At the top, there's a "Details" header with a "Collapse All" button. Below it, a table lists checklist items. The first item is "2.0 Mold" with an issue description "Master cartons have mold" and a severity of "Major". Below the table is a section for "Inspection Manager Comments" with the text "Need to prevent the mold on the boxes". Underneath is another "Inspection Photos" section showing the "Mold.jpg" file. At the bottom, there are two text input fields: "* Root Cause" (highlighted with a red border) and "* CA/PA Taken to Prevent Reoccurrence".

Item #	Checklist Item	Issue Description 问题描述	Severity of NC
	2.0 Mold	Master cartons have mold	<input type="radio"/> Critical <input checked="" type="radio"/> Major <input type="radio"/> Minor

17. Enter the actions taken to correct and prevent the issue under “CA/PA Taken to Prevent Reoccurrence”.

Details Collapse All

Oldest to newest 0 Selected 1-2 of 2

<input type="checkbox"/>	Ite...	Checklist Item	Issue Description 问题描述	Severity of NC
<input type="checkbox"/>		2.0 Mold	Master cartons have mold	<input type="radio"/> Critical <input checked="" type="radio"/> Major <input type="radio"/> Minor

Inspection Manager Comments
Need to prevent the mold on the boxes

Inspection Photos 1 File(s)
 Mold.jpg i ↓ ↻

* Root Cause
The container was not inspected for holes prior to loading.

* CA/PA Taken to Prevent Reoccurrence

18. Enter the implementation PO under “Implementation PO”.

Details Collapse All

Oldest to newest 0 Selected 1-2 of 2

<input type="checkbox"/>	Ite...	Checklist Item	Issue Description 问题描述	Severity of NC
<input type="checkbox"/>		2.0 Mold	Master cartons have mold	<input type="radio"/> Critical <input checked="" type="radio"/> Major <input type="radio"/> Minor

Inspection Manager Comments
Need to prevent the mold on the boxes

Inspection Photos 1 File(s)
 Mold.jpg i ↓ ↻

* Root Cause
The container was not inspected for holes prior to loading.

* CA/PA Taken to Prevent Reoccurrence
Inspect every container prior to loading.

* Implementation PO

19. Add photos after correction by clicking on the “Add File(s)” button and selecting the photos to upload.

Details ^ Collapse All

↑ Oldest to newest 0 Selected 1-2 of 2 ◀ ▶

<input type="checkbox"/>	Ite...	Checklist Item	Issue Description 问题描述	Severity of NC
<input type="checkbox"/>		2.0 Mold	Master cartons have mold	<input type="radio"/> Critical <input checked="" type="radio"/> Major <input type="radio"/> Minor

Inspection Manager Comments

Need to prevent the mold on the boxes

Inspection Photos 1 File(s)

Mold.jpg i ↓ ↻

* Root Cause

* CA/PA Taken to Prevent Reoccurrence

* Implementation PO

* Photos after correction 0 File(s)

No Files

[Add File\(s\)](#)

20. Repeat steps 13-20 for every issue on the SCAR.

21. Verify all the information is correct then click on either “SCAR Approval” or “Send” to route the inspection to the HFT Inspection Manager for review.

etq Corrective Action (CAPA/SCAR) UG

DEVELOPMENT Harbor Freight Tools - Developmen...

SCAR # SCAR-0000026 Close Save Send

Draft 06 DEC SCAR Approval Verification and Effectiveness... China IM Verification US IM Verification Completed Voided

Go to Section More ...

OR

Comments Close Workflow

22. A pop up window will display with pre populated “Due Date” and “Assign To” fields. Enter comments in the “Comments” section and click on “Send”.

Send

Select Phase

- SCAR Approval

* Due Date

Dec 3, 2019

Assign To

Inspection Manager

Notify

Comment

Cancel Send

23. ETQ Reliance will take you to the Vendor Portal Profile once the SCAR has been routed to the HFT Inspection Manager for review.

etq

DEVELOPMENT Harbor Freight Tool...

Vendor Portal Profile

Assignments

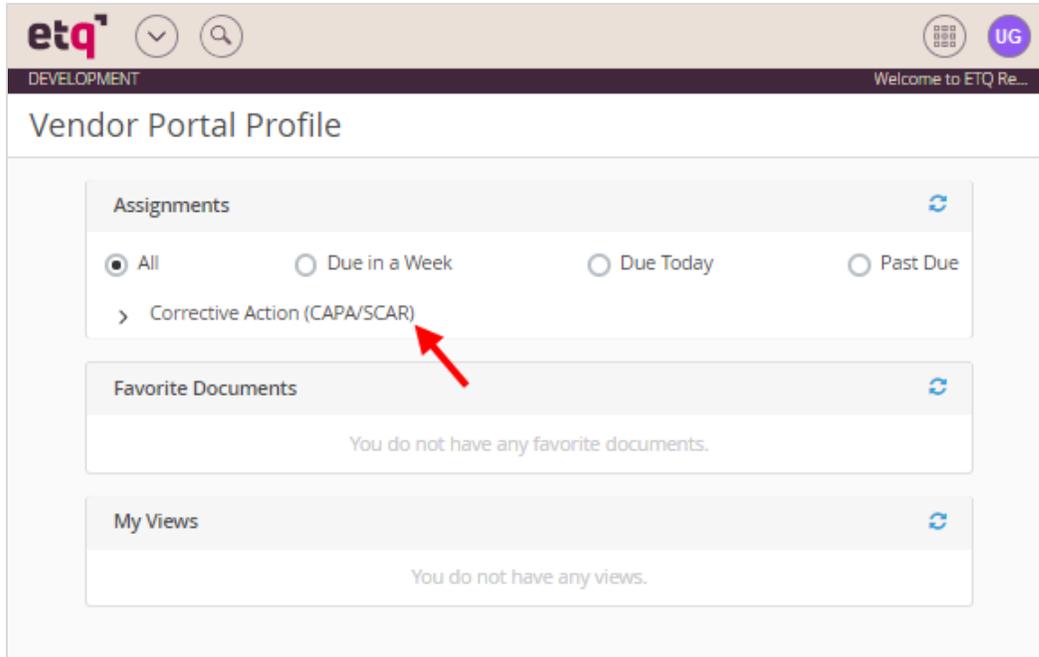
All Due in a Week Due Today Past Due

> Inspections

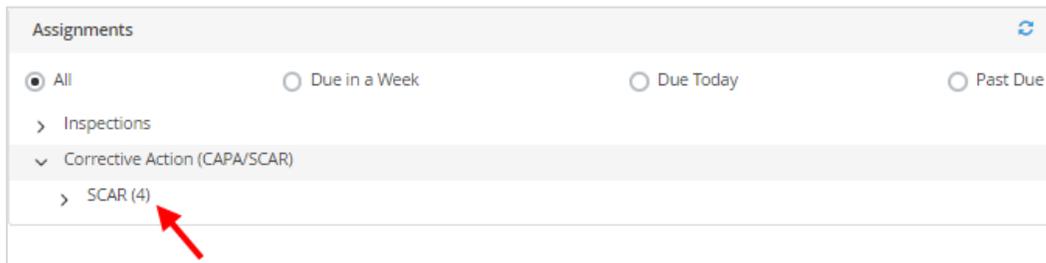
> Corrective Action (CAPA/SCAR)

SCAR –Offline

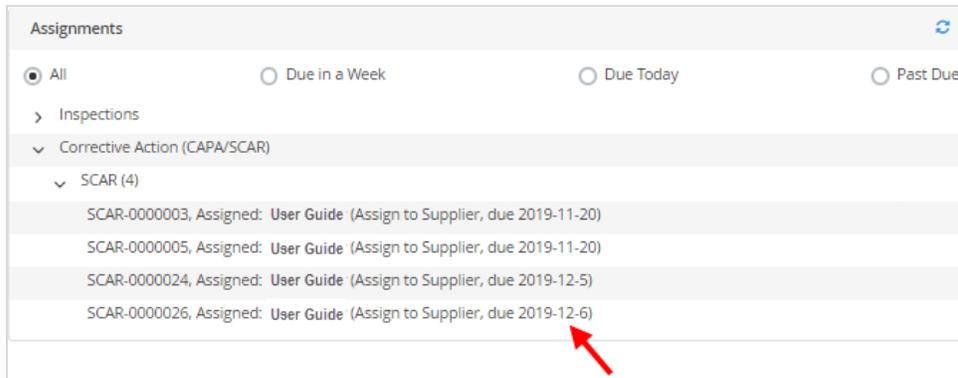
1. After logging in, the Vendor Portal Profile page will display. All assignments will be displayed under the “Assignments” section. Under Assignments, click on “Corrective Action (CAPA/SCAR)”.



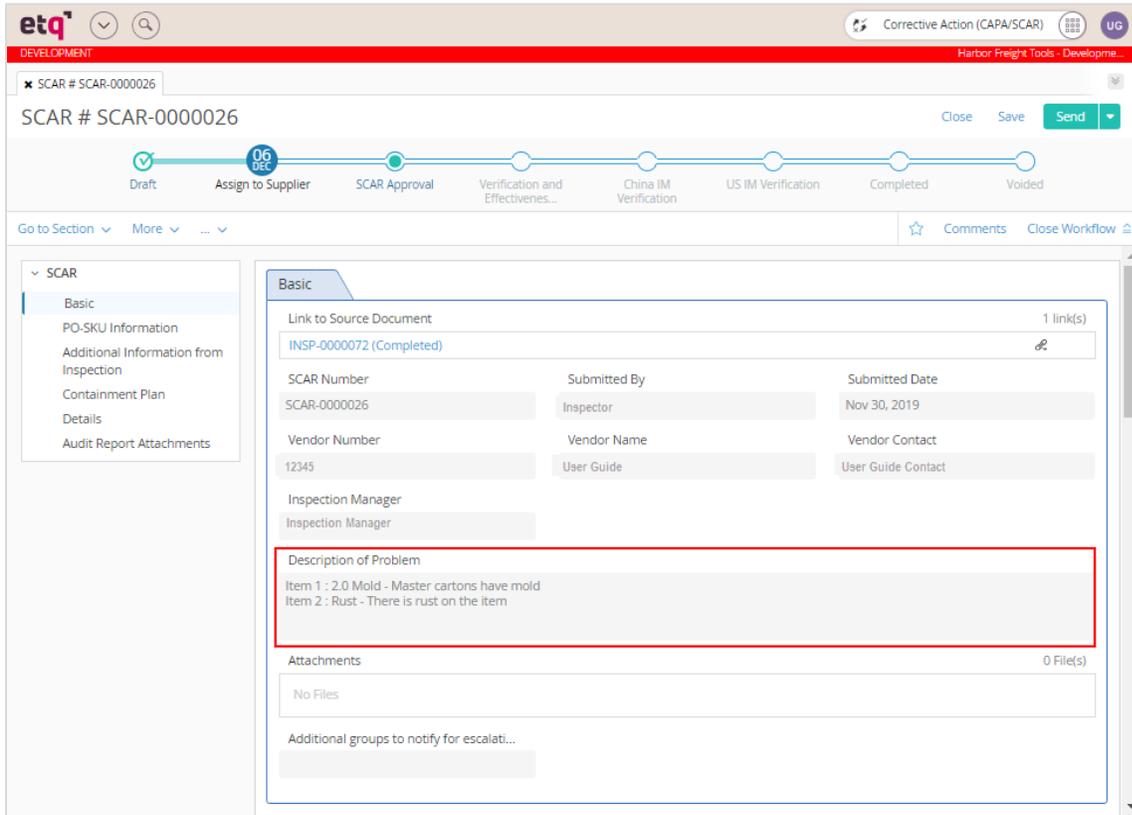
2. Click on “SCAR”.



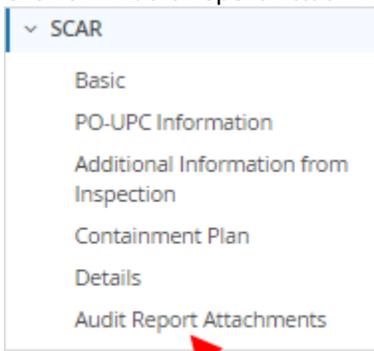
3. Click on SCAR to be addressed.



4. The SCAR opens up with the Basic, PO-SKU Information, Containment Plan, and Details sections. Review the “Description of Problem” section under the Basic section.



5. Click on “Audit Report Attachments” or scroll down to the “Audit Report Attachments” section.



6. Click on “Select Template” and select “Audit Report OI.xlsx”.



- Click on Save.

Audit Report Attachments

Audit Report Attachment 0 File(s)

Audit Report OI ✓ Save ✕ Cancel

Select Template Add File(s)

- The "Audit Report OI.xlsx" will be attached in the "Audit Report Attachment" field. Click on "Audit Report OI.xlsx" to download the file.

Audit Report Attachments

Audit Report Attachment 1 File(s)

Audit Report OI.xlsx i ↓ ↶ ↷ ☒

Download All Select Template Add File(s)

- Open the downloaded file. The information needed for the SCAR will be noted.

HARBOR FREIGHT TOOLS
Quality Tools at Ridiculously Low Prices

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AUDIT REPORT

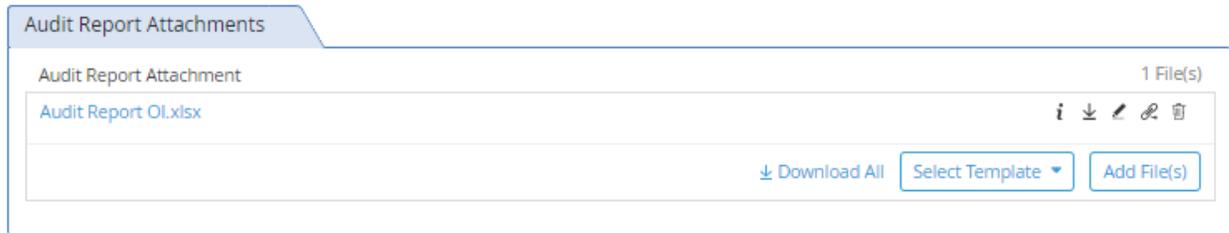
SCAR Number :	SCAR-0000026
Submitted By:	Inspector
Submitted Date:	Nov 30, 2019
Description of Problem:	Item 1 : 2.0 Mold - Master cartons have mold Item 2 : Rust - There is rust on the item

- For each item in the Details section, enter a "Root Cause", "CA/PA Taken to Prevent Reoccurrence", and "Implementation PO".

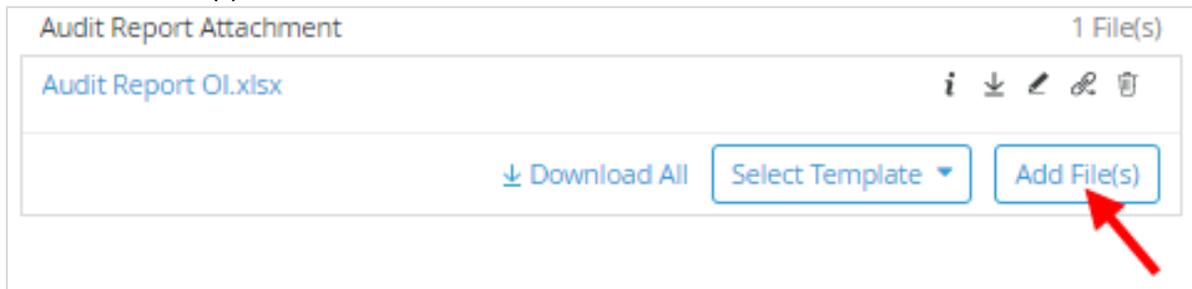
DETAILS					
Severity of NC	Containment Actions	Inspection Manager Comments	Root Cause	CA/PA Taken to Prevent Recurrence	Comments about Photos after Correction
Major	100% sort and scrap	Need to prevent the mold on the			
Minor	100% sort and scrap	Need to prevent rusted items			

11. Save the file. Make sure the file name is "Audit Report OI.xlsx".

12. Go back to the online SCAR and go to the "Audit Report Attachment" section located at the bottom of the SCAR.

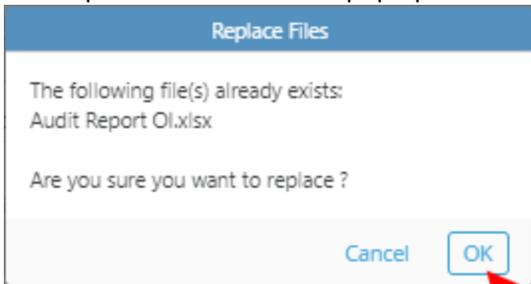


13. Click on "Add File(s)" in the "Checklist OI Attachment" section.

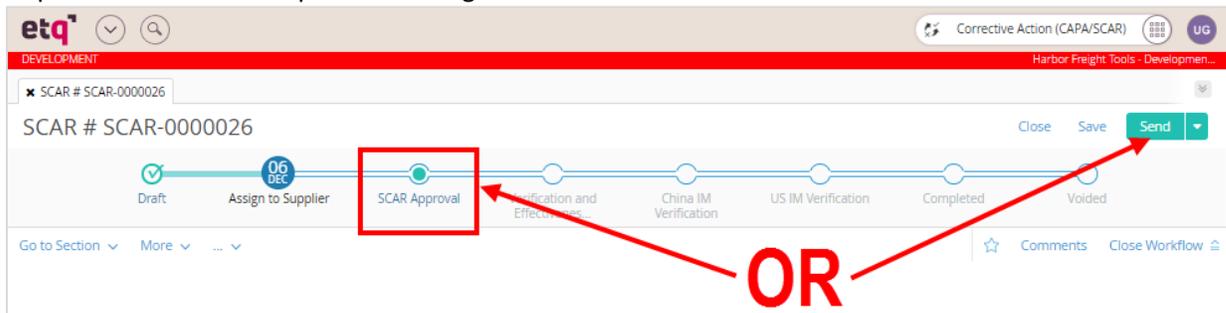


14. Select the saved "Audit Report OI.xlsx" file.

15. The Replace Files screen will pop up. Click on "OK".



24. Verify all the information is correct then click on either "SCAR Approval" or "Send" to route the inspection to the HFT Inspection Manager for review.



25. A pop up window will display with pre populated “Due Date” and “Assign To” fields. Enter comments in the “Comments” section and click on “Send”.

Send

Select Phase

- SCAR Approval

* Due Date

Dec 3, 2019

Assign To

Inspection Manager

Notify

Comment

Cancel Send

26. ETQ Reliance will take you to the Vendor Portal Profile once the SCAR has been routed to the HFT Inspection Manager for review.

etq

DEVELOPMENT Harbor Freight Tool...

Vendor Portal Profile

Assignments

All Due in a Week Due Today Past Due

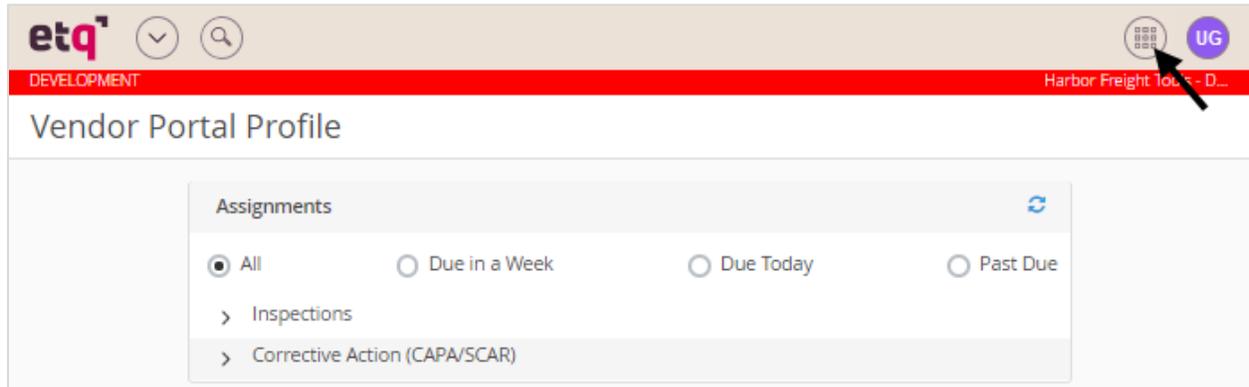
> Inspections

> Corrective Action (CAPA/SCAR)

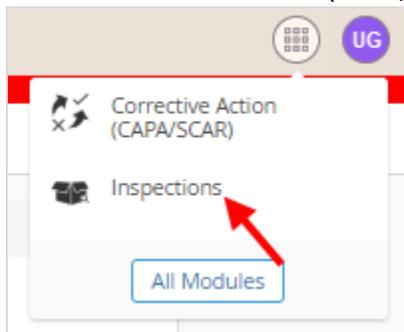
Reassigning a SCAR

If the inspector you assigned cannot complete the SCAR in time, you can reassign this SCAR task to another inspector to complete by below access so as to avoid shipment delay.

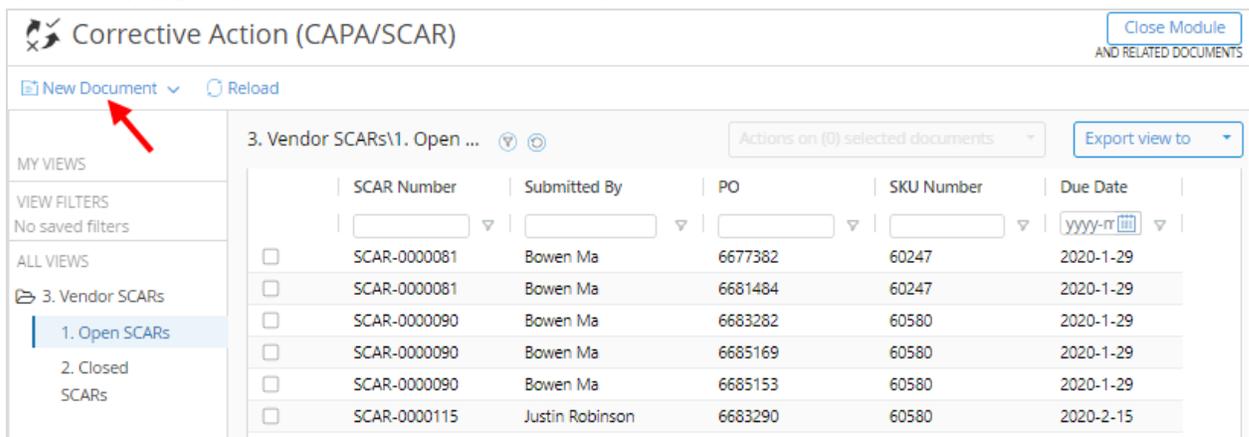
1. After logging in, click on the waffle menu on the top right of the window.



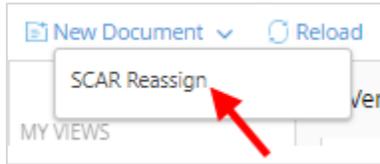
2. Click on "Corrective Action (CAPA/SCAR)" to go to the Corrective Action (CAPA/SCAR) Module.



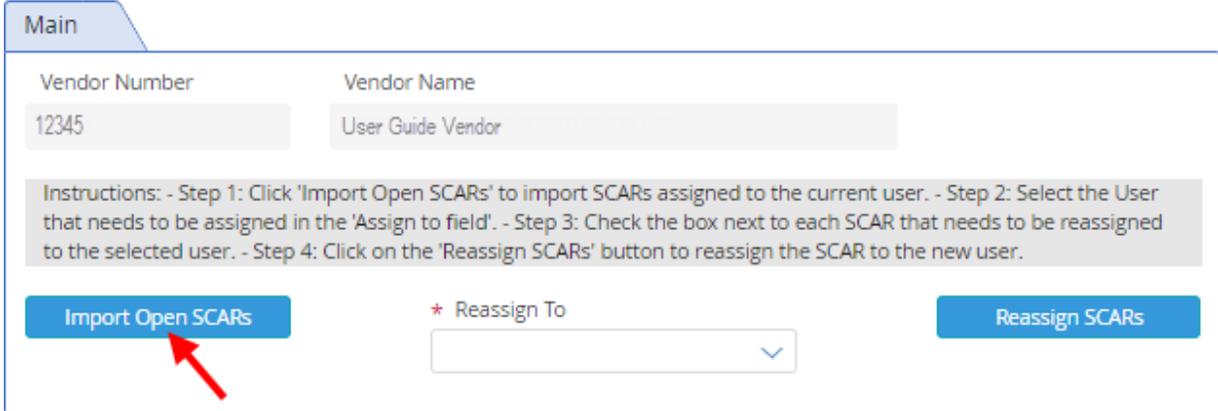
3. Click on "New Document" on the left of the screen.



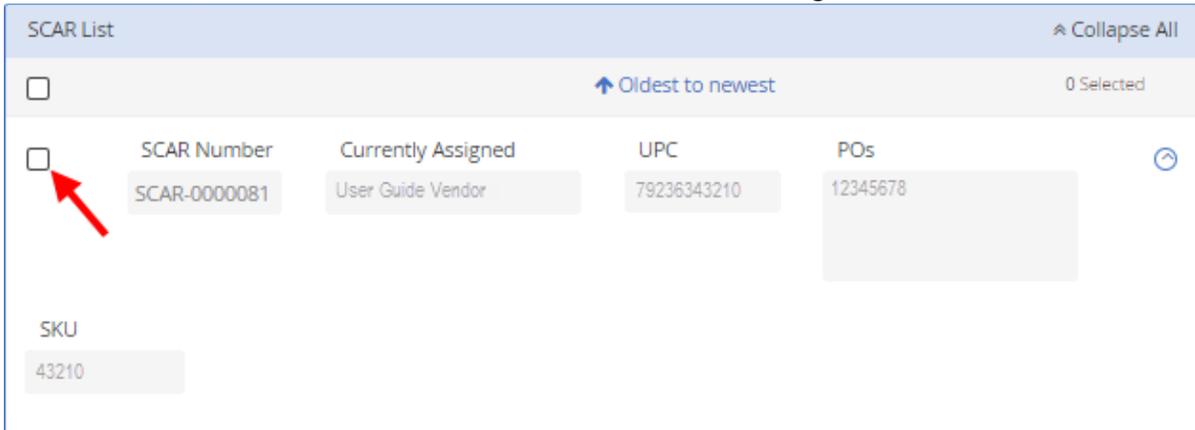
4. Click on “SCAR Reassign”. The SCAR Reassign form will open.



5. Click on “Import Open SCARs”. The SCAR List will populate.

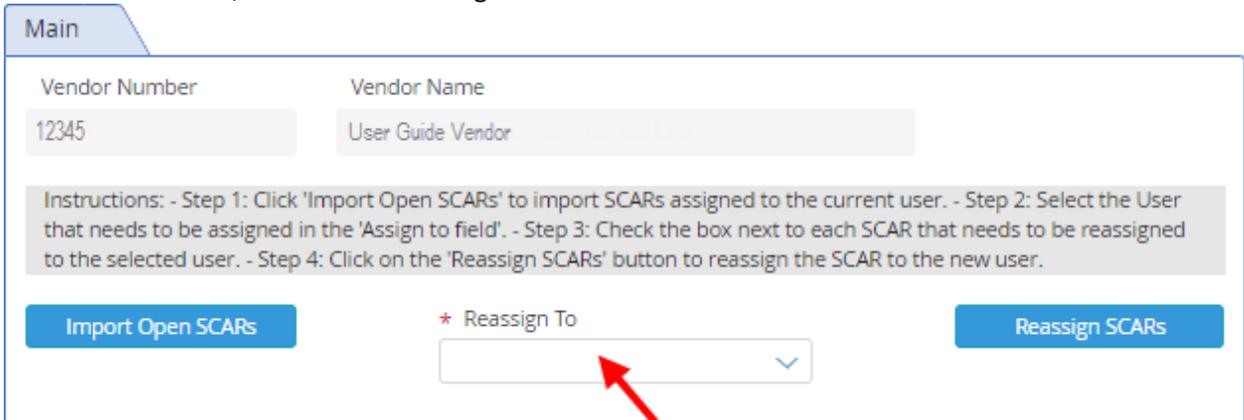


6. On the SCAR List, click on the box to the left of the SCAR to be reassigned.

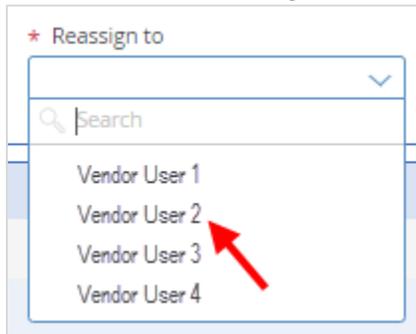


SCAR List				⌵ Collapse All
<input type="checkbox"/>				0 Selected
↑ Oldest to newest				
<input type="checkbox"/>	SCAR Number SCAR-0000081	Currently Assigned User Guide Vendor	UPC 79236343210	POs 12345678
SKU 43210				

7. In the Main section, click on the “Reassign to” field.



8. Select the user to reassign to.

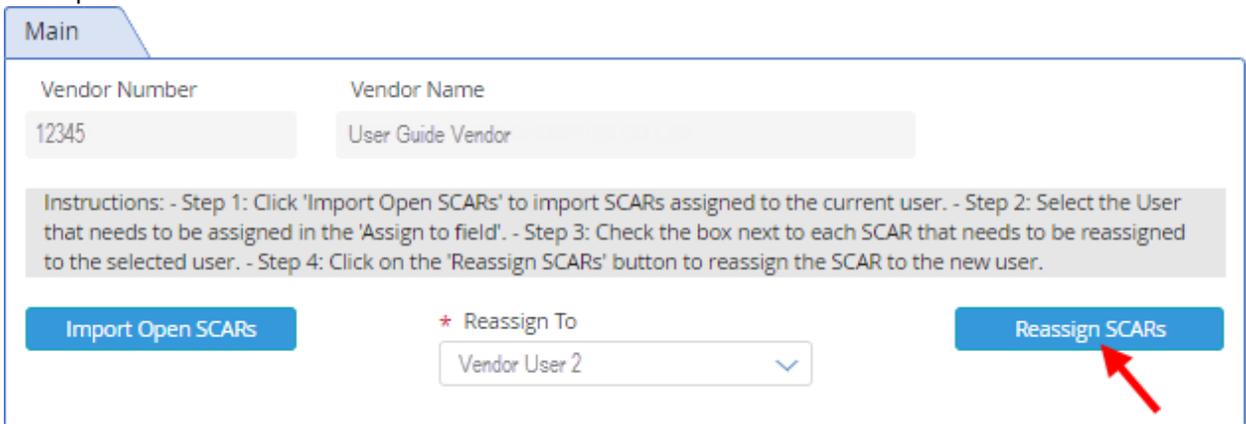


* Reassign to

Search

- Vendor User 1
- Vendor User 2
- Vendor User 3
- Vendor User 4

9. Click on “Reassign SCARs”. “The Selected SCARs have been reassigned” notification will appear at the top of the window.



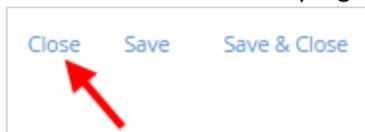
Main

Vendor Number: 12345
Vendor Name: User Guide Vendor

Instructions: - Step 1: Click 'Import Open SCARs' to import SCARs assigned to the current user. - Step 2: Select the User that needs to be assigned in the 'Assign to field'. - Step 3: Check the box next to each SCAR that needs to be reassigned to the selected user. - Step 4: Click on the 'Reassign SCARs' button to reassign the SCAR to the new user.

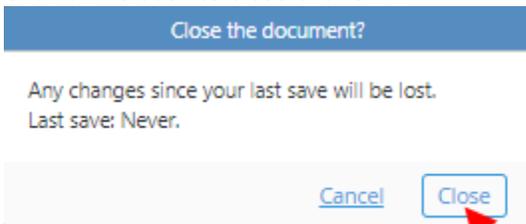
Import Open SCARs * Reassign To: Vendor User 2 Reassign SCARs

10. Click on “Close” at the top right of the screen. The “Close the document?” window will appear.



Close Save Save & Close

11. Click on “Close” to close the form.



Close the document?

Any changes since your last save will be lost.
Last save: Never.

Cancel Close

Revision#:	Rev001-20220720
Change-Notes:	