Supplier Change Request (SCR) reference guide for BD suppliers

Corporate Global Supplier Quality Management
April 2021
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What is a Supplier Change Request (SCR)?

- **Supplier Change Request (SCR)** = any supplier-initiated change that may impact the quality of BD products, (i.e. supplier product, process, or service change, includes sub-tier suppliers)
- The SCR Portal is a one-way communication tool that allows the supplier to most efficiently and effectively communicate your supplier change request to BD
- Your SCR request will notify the appropriate BD business units and procurement managers immediately upon your submission

*IMPORTANT* - The final disposition of whether the change was accepted or rejected will **NOT** be communicated through the SCR Portal's automated email system. A BD associate will reach out to you with the final disposition.

SCR Workflow Diagram
What kind of changes is the SCR portal for?

<table>
<thead>
<tr>
<th>Type of Change</th>
<th>Product /Service</th>
<th>Process</th>
<th>Quality System</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>What will change</td>
<td>☐ End of Life, Product/Service discontinuation, Acquisition</td>
<td>☐ New or change to <strong>inspection or manufacturing</strong> equipment</td>
<td>☐ Changes to Name or other documentation that may have a regulatory impact.</td>
<td>☐ Other</td>
</tr>
<tr>
<td></td>
<td>☐ Packaging or labelling change</td>
<td>☐ <strong>Control plan</strong> - New or upgraded Inspection method, frequency, sample size</td>
<td>☐ CoC/CoA content change</td>
<td></td>
</tr>
<tr>
<td></td>
<td>☐ Batch definition, shelf life</td>
<td>☐ Existing process step (removed or added)</td>
<td></td>
<td>☐ Other</td>
</tr>
<tr>
<td></td>
<td>☐ Product design and/or specification change</td>
<td>☐ New or change to manufacturing process, equipment and tooling</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>☐ material and/or component change</td>
<td>☐ Process additives change (such as detergent, molding agent.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>☐ sterilization method, parameter or plant change.</td>
<td>☐ Transfer of process from one location to another location</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>☐ Other</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# Do’s and Don’ts / Out of Scope

<table>
<thead>
<tr>
<th>Do’s</th>
<th>Don’ts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Do contact BD immediately if a supplier change request has occurred without BD’s approval</strong></td>
<td>Don’t submit BD-initiated change requests through the SCR portal</td>
</tr>
<tr>
<td><strong>Do regularly follow up with your BD point of contact after your SCR has been submitted and portal admin (<a href="mailto:Supplier-Change-Request@bd.com">Supplier-Change-Request@bd.com</a>) for technical issues</strong></td>
<td>Don’t submit legal name and financial clerical changes through the SCR portal, for those types of changes follow the link for BD Supplier Registration portal found on BD.com</td>
</tr>
<tr>
<td><strong>Do note that suppliers are not given access or login credentials to sign in the SCR Portal system, if you want to make changes to your SCR submission - please reach out to your BD point of contact</strong></td>
<td></td>
</tr>
</tbody>
</table>

When should I submit an SCR?

- Adequate notice for qualification of changes should be provided to BD in accordance with master purchasing agreement, quality agreement, contract and/or purchasing document. If notification timeframes do not exist then a minimum of 90 days prior to change of design or 180 days for end of life is required.
How do I submit an SCR in the SCR portal?

1 – SCR Portal link can be found on BD.com

- On the www.bd.com page, search keyword for “SCR” or “Supplier Change Request”; click on the result “Supplier Change Request”

- Next, click the button “Submit an SCR”
How do I submit an SCR?

2 – SCR Portal link is also available in this reference guide

• Feel free to save the direct link for future use.
• URL Access to SCR Portal: https://bdscr.aravo.com/aems/supplierselfservice.do
• Please provide your company email address, Click Submit

Thank you for your interest in submitting a Supplier Change Request (SCR).

Please note that this form should only be used for changes to products and processes that may impact BD product. For updates to your supplier information (contact information, company & payment details, etc), please refer to your Shared Services or Procurement point of contact. Please review the training materials for our Supplier Change Request portal (SCR).

In order to submit a Supplier Change Request (SCR), please register with a valid company e-mail address. Upon submitting your e-mail address, the system will immediately send you an e-mail with instructions for completing a supplier change request (SCR).

Please update your spam filter settings to ensure that you can receive emails from "aravo.com". For an effective experience whilst submitting the change request please ensure to use one of the following browsers: Google Chrome, Firefox, or Internet Explorer 11 or higher.

Technical issues? Contact us

You will receive a SCR registration instruction message once you submit this form.
How do I submit an SCR (continued 2)?

• After your submission, you’ll see this message on the SCR Portal page

![Supplier Change Request Portal (STAGING)](image)

Your submission has been received and you should expect to receive an email at the indicated email address shortly. If you do not receive an email, be sure to check your spam filter settings to ensure that you can receive emails from the "aravo.com" domain.

BD SCR Portal Team

🌞 BD
How do I submit an SCR (continued 3)?

- Within a few minutes, you should receive an automated email from our SCR Portal system with a link provided.
- Please check your spam folder if you cannot locate it.

BD Supplier Self-Registration successfully completed

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BD Supplier Change Request Portal

Thank you for registering with Becton, Dickinson and Company (BD).

You will now be able to complete a supplier change request through our Supplier Change Request (SCR) Portal.

To complete the form you will be required to provide the following information:

- Type of supplier change request
- Description of supplier change request
- Impacted BD Site(s)
- Impacted BD Commodity Category
- Impacted BD Material/Part ID

All information entered into our system is secure and only accessible by approved partners of Becton, Dickinson and Company (BD).

To complete the supplier change request process, please click HERE to access our supplier change request form.

Thank you,

BD Supplier Change Request Team
How do I submit an SCR (continued 4)?

- There is **no** option to save the form and revisit later, so please be sure you have all the required information and documents before proceeding forward.

Add New SCR

*Required Field

| Supplier Name (as shown on recent PO) * | A Resin Supplier Inc. |

**Supplier Change Request**

<table>
<thead>
<tr>
<th>SCR Contact Title</th>
<th>Quality Specialist</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCR Contact First Name *</td>
<td>Jane</td>
</tr>
<tr>
<td>SCR Contact Last Name *</td>
<td>Doe</td>
</tr>
<tr>
<td>SCR Contact Email *</td>
<td><a href="mailto:TestSupplier@company.com">TestSupplier@company.com</a></td>
</tr>
<tr>
<td>SCR Contact Phone *</td>
<td>201-647-5351</td>
</tr>
</tbody>
</table>

Would you like to include additional contacts from your organization in the routing of this SCR?  

- [ ] Yes  
- [x] No

<table>
<thead>
<tr>
<th>BD Contact Name</th>
<th>John Smith</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recent BD PO number</td>
<td>4200024982</td>
</tr>
</tbody>
</table>
How do I submit an SCR (continued 5)?

- **Impacted BD Receiving Site(s)** and **Primary Commodity Category and Sub-Category drive the workflow** of the SCR process
- Please provide accurate and complete information for the BD sites and commodities to prevent delays
- You have two ways of searching: either typing in the *Search* box or also clicking and scrolling through each branch
- You can select multiple entries for **Impacted BD Receiving Site(s)**
- Click Save button and your entry should appear on your screen

*TIP* We recommend to use the BD site location(s) in which the BD manufacturing or design process is occurring. The Purchase Order may be a viable source to getting the shipping location information.
How do I submit an SCR (continued 6)?

- You can select several options for the following:
  - Reason for change
  - Type of Change
  - Specifics for Type of Change
  - Current vs. Future State
  - Overall Additional Details

- Providing as much detail as possible in the **current and future state field** will allow for the most accurate assessment as possible.
How do I submit an SCR (continued 7)?

- You can select a single entry for **Primary Commodity Category and Sub-Category**
- Additional commodities can be added if multiple commodities are impacted. You can select multiple entries for **Secondary Commodity Category and Sub-Category**
- Once saved, it will only display the sub-category on your screen
- If you are uncertain of commodity affected, please link to BD’s commodity definition list.

BD’s commodity category and sub-category definitions downloadable list

You can attach additional supportive data (photos, equivalency, validation report, etc) which could facilitate BD’s understanding of the change and BD’s impact assessment; overall speeding up the BD change control process.
How do I submit an SCR (continued 8)?

• And finally, please check the box for acceptance and click the Save button for final submission.

• If you have any questions about the form, are having trouble submitting the form, or did not receive the email please contact the portal admin (supplier-change-request@bd.com).

• This will be the next screen showing you that it has been processed.

**BD Supplier Change Request Portal**

Your submission has been received and you should expect to receive an email at the indicated email address shortly. If you do not receive an email, be sure to check your spam filter settings to ensure that you can receive emails from the "aravo.com" domain.

• Please check your email for final confirmation.

• If you encounter any “unexpected error” messages, please make sure to check your inbox as the SCR may have still been processed.
How do I submit an SCR (continued 9)?

- Final confirmation email should have a **BD point of contact** email address
- For questions and concerns or additions/changes to this SCR submission, please reach out to the BD Contact

Here are the summary details of your request:

<table>
<thead>
<tr>
<th>SUPPLIER</th>
<th>A Resin Supplier Inc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCR SUBMITTER</td>
<td>Jane Doe</td>
</tr>
<tr>
<td>SCR SUBMITTER EMAIL</td>
<td><a href="mailto:TestSupplier@company.com">TestSupplier@company.com</a></td>
</tr>
<tr>
<td>SCR REQUEST DATE</td>
<td>04/08/2020</td>
</tr>
<tr>
<td>SCR IDENTIFIER</td>
<td>SCR0000482</td>
</tr>
<tr>
<td>IMPACTED BD SITE(S)</td>
<td>Region \ North America \ USA \ New Jersey \ Franklin Lakes</td>
</tr>
<tr>
<td>WHO INITIATED THE CHANGE</td>
<td>Supplier (You)</td>
</tr>
<tr>
<td>REASON FOR CHANGE</td>
<td>Cost Saving</td>
</tr>
<tr>
<td>TYPE OF CHANGE</td>
<td>Product / Service</td>
</tr>
<tr>
<td>MATERIAL / PART ID</td>
<td>1010101</td>
</tr>
<tr>
<td>PROPOSED EFFECTIVE DATE</td>
<td>04/30/2021</td>
</tr>
<tr>
<td>CATEGORY/SUB-CATEGORY</td>
<td>Commodity \ RESINS \ Colorants</td>
</tr>
<tr>
<td></td>
<td>Commodity \ RESINS \ Other Resins</td>
</tr>
</tbody>
</table>

Receipt of this email does not signify acceptance by Becton, Dickinson and Company (BD) or its sub-contractors for this change. Once the form is reviewed and details of the change have been evaluated by BD, you will receive a separate notification of the approval or rejection of this supplier change request.

Thank you,
What is the status of the SCR?

- Once the SCR has been accepted for review by at least one of BD’s internal Governance Boards, you will receive an [In Review Status] email notification.

![Notification: Supplier Change Request [Review Status] - A Resin Supplier Inc. - SCR0000482](image)

**Your BD Point of Contact**

- **BD Supplier Change Request Portal**

  **BD supplier change request - SCR Number: SCR0000482 is now in review status.**

  Please reach out to your point of contact below for any questions, concerns, or status of your request:

  **BD Supplier Contact**
  - Test_DC_FranklinLakes_SupplierQuality@bd.com

  Here are the summary details of your request:

  - **Supplier**: A Resin Supplier Inc.
  - **SCR Submitter**: Jane Doe
  - **SCR Submitter Email**: TestSupplier@company.com
  - **SCR Request Date**: 04/08/2020
  - **SCR Identifier**: SCR0000482
  - **Impacted BD Site(s)/Distribution Center(s)**: Region / North America / USA / New Jersey / Franklin Lakes
  - **Who Initiated the Change**: Supplier (You)
  - **Reason for Change**: Cost Saving
  - **Type of Change**: Product / Service
  - **Material / Part ID**: 1010101
  - **Proposed Effective Date**: 04/30/2021
  - **Opportunity for Last Time Buy?**: Yes
  - **Category/Sub-Category**: Commodity / RESINS / Colorants

Receipt of this email does not signify acceptance by Becton, Dickinson and Company (BD) for this change. You will be notified once the SCR is completely closed.
Once the SCR has been closed, (either accepted for change, or rejected for change) by BD’s Governance Board(s), you will receive a [COMPLETELY CLOSED] email notification.

This email notification does not indicate whether the SCR has been approved or rejected for change.

Please reach out to the BD Contact for the final disposition if they have not contacted you.
What if I have questions?

• For status updates, changes or additions to the form, questions or concerns; please contact your BD point of Contact

• For technical issues, feedback, or questions regarding the SCR process; please reach out to the SCR Portal Admin: supplier-change-request@bd.com
Thank you!