Getting Started
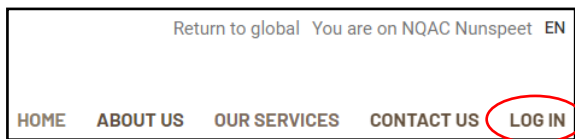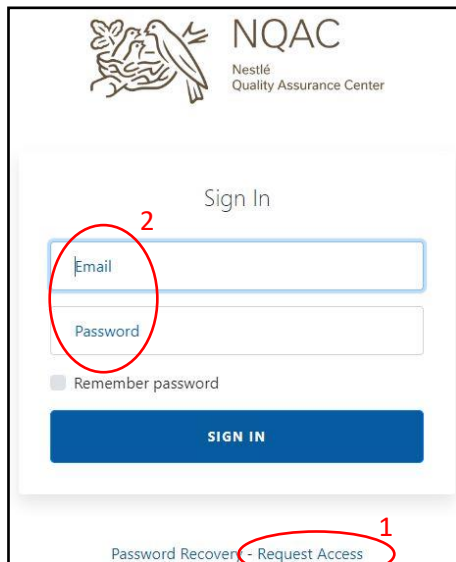
Visit NQAC Nunspeet – Nestlé Quality Assurance Center (nqaclabs.com)

At the bottom of our homepage (before logging in) you can find several documents with additional information. In this manual we may refer to these.

and click "Log in"

Create a registered user profile bij clicking "Request Access" (1)

To submit as a registered user profile, a valid SAP Customer ID is required. If you do not have an ID number yet, please reach out to NQACNunspeet.Customerservice@nl.nestle.com.

Kindy mention in the subject line of your e-mail "Request Access Commercial Portal" so that we can process your mail quickly.

You can ask for the creation of different user profiles if you are within the same factory. This is recommended for the sake of confidentiality. Each location is linked to a SAP customer ID for billing purposes.

Once you have submitted your request, the NQAC Nunspeet Customer Service team will send you a temporary password that you will have to change when logging in for the first time.

If at any time you need assistance while submitting your samples use the "contact us" button on the right of the main page or send a message to NQACNunspeet.Customerservice@nl.nestle.com
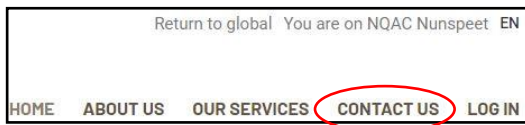
Log in with your e-mailaddress and (temporary) password (2).

Via Profile in the header, and Edit Profile you can change your (temporary) password. You can also add additional e-mail addresses to receive a CC report. Save all made changes with Save Changes.
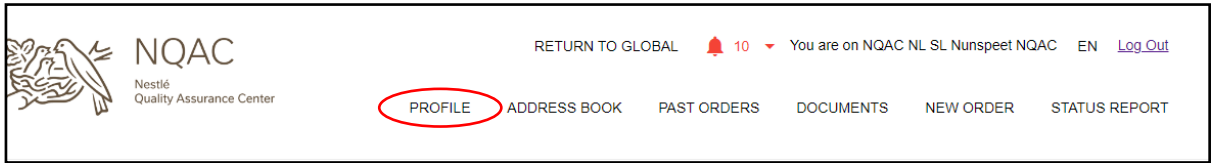
The system can be a bit slow, be sure we will do our best to improve the performance of the tool.
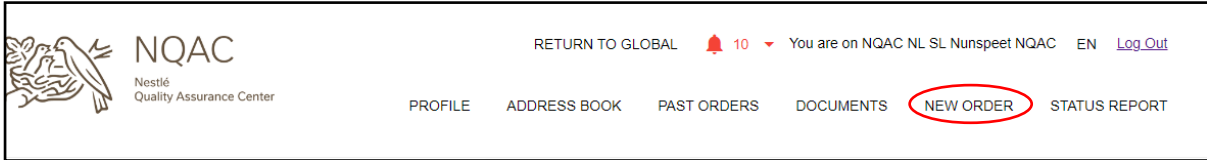
If at any time you need assistance while submitting your samples, use the "contact us" button on the right of the main page or send a message to NQACNunspeet.Customerservice@nl.nestle.com*.*

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Step 1 New Order

Click New Order in the header to submit a new request.

NQAC Nestlé Quality Assurance Center			RETURN TO GLOBAL 🔔 10 ▼ You are on NQAC NL SL Nunspeet NQAC EN Log Out
	PROFILE ADDRESS BOOK PAST ORDERS DOCUMENTS NEW ORDER STATUS REPORT		

Provide identifiable information for your samples using the below fields.

*The fields marked with a * appear on the final analytical report*

1) SAMPLE DESCRIPTION *

This field will be the description of the specific submitted sample.

2) SAMPLE ADDITIONAL INFORMATION *

This field is intended to be used to provide additional information about vendor site, vendor batch or Manufacturing dates.

> *It's **mandatory** to provide the mentioned information for the following methods:*
>
> - *Fatty acids: fat content in %*
> - *Reactive/blocked lysine: **measured value of total nitrogen** or protein content in %*
>   - *for total amino acids a theoretical value is appreciated.*
> - *Osmolality: reconstitution in g/90ml*
> - *HMOS: sample does/does not contain GOS and/or BMOS*
> - *Tube performance: Tube size, reconstitution and pump rate (if applicable)*

3) BATCH ID *

This field will be the lot code or batch of the specific submitted sample.

4) MATERIAL *

You must use the drop-down list and select the material category

For instructions how to identify the correct material, see document Matrix selection information for customers

If you have any doubt, please contact the Customer Service.

5) INSTRUCTIONS TO LABORATORY

This field is intended to be used if you want to provide additional information to the NQAC Nunspeet enabling a successful processing (example if pooling needs to be done). You can also give us some useful information about the air waybill and the courier that you are using.

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6) PURCHASE ID
This field is not applicable for NQAC Nunspeet and can be left empty

7) ATTACHED DOCUMENTS
By clicking on this field, you can add relevant documents e.g. COA

8) Is the material related to the sample intended to be sold to Nestlé?
This information isn't relevant for NQAC Nunspeet, please check the box for all samples.

9) ORDER SHIPPING
This information isn't relevant for NQAC Nunspeet. Select routine for all samples.

10) LANGUAGE
NQAC Nunspeet reports only in English, so please check EN for all samples.

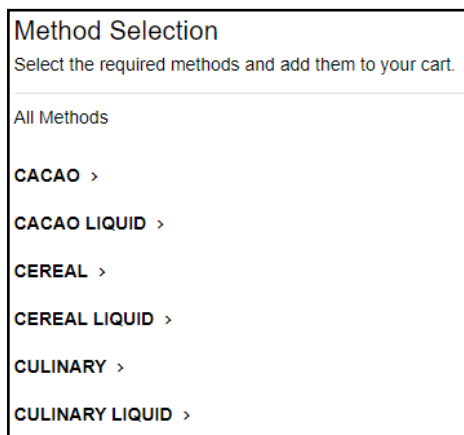Continue by clicking "Continue to method selection".

If at any time you need assistance while submitting your samples use the "contact us" button on the right of the main page or send a message to NQACNunspeet.Customerservice@nl.nestle.com

Step 2 Method selection

In the following screen you'll find a selection of all materials your factory sends to NQAC Nunspeet. If you have samples for a material (selected in point 4 of step 1) not listed in this screen, please contact Customer Service You can find and select desired analyses by using on the list or using the search function

By list

Click on the correct material

Click on the correct subcategory
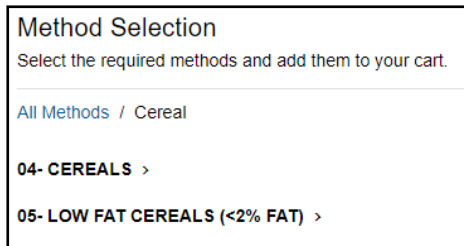
In the following screen you'll find a list with all available analyses for the selected material.

Additional information for each analysis can be accessed by clicking the ⓘ button

Select each desired analysis by clicking on the shopping cart symbol

For multi-element analyses, all individual components can be selected in one click by clicking the symbol on the row of the header (in bold).
When you've selected an analysis which you don't need, you can undo this in the next screen

Continue by clicking "Continue to order confirmation".

If at any time you need assistance while submitting your samples use the "contact us" button on the right of the main page or send a message to NQACNunspeet.Customerservice@nl.nestle.com

By search function

Enter the desired component in the Search field.

You'll get an overview for each material we analyze the component in

Select the desired component by clicking the shopping cart symbol under the correct material.

For multi-element analyses, all individual components can be selected in one click by clicking the symbol on the row of the header (in bold).

When you've selected an analysis which you don't need, you can undo this in the next screen.

Continue by clicking "Continue to order confirmation".

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Step 3 Order confirmation

Fill in all available norms (1), Unfortunately it's not possible to add a target yet.

Keep in mind to express all data in the correct units of measurement (2)

To cancel a wrongly selected parameter, click the trash bin icon 🗑on the corresponding line. (3)

Method Selection
List of selected methods along the chosen quantities, lower and upper values and the method's required sample size

Item	Measure Units	Lower Limit	Upper Limit	Required Sample	
Cacao > 09- Cacao		1			3
Vitamine C by UPLC-UV				Not Defined	
Vitamin C (ascorbic acid)	mg100g				🗑
VITAMIN A, E by HPLC-UV&FLD, D3 by LCMS				Not Defined	
Vitamin D3 (Cholecalciferol)	µg100g				🗑
Vitamin E (alpha tocopherol equivalent)	mgTE%g				🗑
Vitamin A (Retinol Equivalent)	µgRE%g				🗑
Vitamin B12 by UPLC-UV				Not Defined	
Vitamin B12 (cyanocobalamin)	µg100g				🗑

The Sample Requirements on the left is currently under construction. You can find this information in document *Sample Amount*.

Order Confirmation
Check the order details and confirm submission.

Sample Information
Your entered sample information

Sample Description	
Sample Additional Information	
Sample Material	None
BATCH ID (for NQAC Araras, please include Número de Orçamento)	
Preferred Results Language	
Is the material related to the sample(s) intended to be sold to Nestlé?	X
Shipping	Routine

Sample Requirements
Total requirements for sample sizes separated by grams, milliliters and other measures

Grams	0g
Milliliters	0ml

By clicking on the corresponding button at the bottom of the screen, you can now:

Add new samples

To add a complete new request. See 3.1

Add duplicate of current sample

To add samples with the same desired analyses. See 3.2

Save order as draft

For future request, which you don't want to submit yet. See 3.3

If at any time you need assistance while submitting your samples use the "contact us" button on the right of the main page or send a message to NQACNunspeet.Customerservice@nl.nestle.com

Submit Order

To finish the order. See 3.4

3.1 Add new samples.

Enter the number of additional samples you wish to submit in field (1) and press select (2)

You can always add another row by clicking the Add+ button.

In case you've submitted too many rows, you can remove them with the red bullet with a white x.

Fill in all fields for the additional samples.

Click Add all on the bottom right.

The samples are added to the screen of Step 1

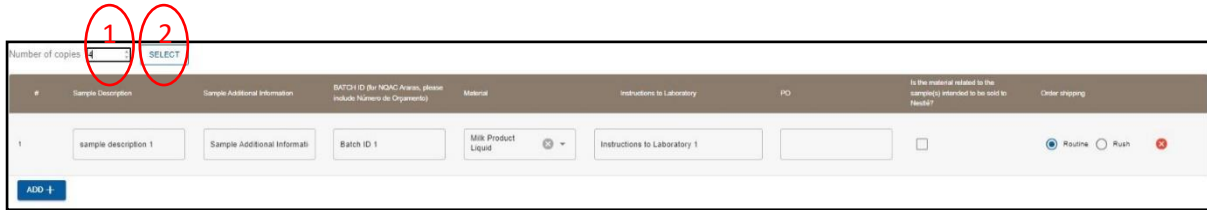Repeat Steps 2 and 3 for all additional samples.

You can alter between samples on the top of your screen. The names you've entered as Sample Description is shown. Clicking one will show the screen for this sample.

Submit the order with the button on the bottom to finish the order. See 3.4.

If at any time you need assistance while submitting your samples use the "contact us" button on the right of the main page or send a message to NQACNunspeet.Customerservice@nl.nestle.com

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3.2 Add duplicate of current sample.

Enter the number of additional duplicates you wish to submit in field (1) and press select (2)

You can always add another row by clicking the Add+ button.

In case you've submitted too many rows, you can remove them with the red bullet with a white x.

Click Ok on the bottom right.

The samples are added to the screen of Step 1

Make the necessary changes to the sample information to distinguish between each sample.

Check Steps 2 and 3 for all additional samples and make the necessary changes, when needed.

You can alter between samples on the top of your screen. The names you've entered as Sample Description is shown. Clicking one will show the screen for this sample.

Submit the order with the button on the bottom to finish the order. See 3.4

3.3 Save order as draft.

After pressing the Save order as draft button, the Past Order screen is opened, and a label is created see 3.4.

You can alter the draft order, by clicking on the pencil symbol in the Edit Order column (1)

A message will pop up. For continuing with a draft order, you can click OK.
You will be redirected to the screen for Step 1 and you can continue as described above.

If no alterations are required, you can submit the order by pressing the arrow in the column Submit Draft (2).

A message will pop up to inform that the order will be submitted, when you press OK.

If at any time you need assistance while submitting your samples use the "contact us" button on the right of the main page or send a message to NQACNunspeet.Customerservice@nl.nestle.com

3.4 Submit order.

You'll be redirected to the Past Orders screen and a label is created for each sample submitted. You can find this in the download directory of your computer.
The Past Orders screen is also available from the menu at the top of the opening screen.

Print the label(s) and stick it on the correct sample. Please use self-adhesive labels or tape. If you are not able to print labels make sure the order ID is on the sample and include a copy of the order list in the package

Make the proper arrangements to send the shipment to our facility.

Follow instruction according document Sending samples to NQAC Nunspeet.

If at any time you need assistance while submitting your samples use the "contact us" button on the right of the main page or send a message to NQACNunspeet.Customerservice@nl.nestle.com

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4 Past orders

In the Past Orders screen you can also edit an open order (1), request for a cancellation (2) or reuse an old order (3)

4.1 Edit order.

As long as the order isn't processed at our facility (i.e. we have received, checked and acknowledged the request) you can edit the open order.

To edit an open order, click on the pencil icon on the line of the order involved.

A message will pop up. To continue with editing the order, you can click OK.
You will be redirected to the screen for Step 1 and you can continue as described above.

4.2 Request cancellation.

To request a cancellation of a submitted order, press on the cross icon on the line of the order involved.

A message will pop up. To continue with cancelling the order, you need to fill in a reason and click OK. The cross icon will be changed into an hourglass.

We will receive a note of this request and will process it. As soon as we have approved the cancellation request the order will disappear from the Past order list.

4.3 Reuse order

To reuse an old order, press the recycle icon on the line of the order involved.

This can be done for open orders and for orders already processed or finished.

A message will pop up with the choice to continue with this order only or to add it to the currently open cart.
Select one of the options and press OK.
You will be redirected to the screen for Step 1 and you can continue as described above.

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