



**Product Data Reporting and  
Evaluation Program (PDREP)**

**Corrective Action Record (CAR)**

**User Guide  
08 August 2016**

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## **FOREWORD**

This guide does not replace or amend any Department of Defense (DoD) instructions, regulations, and/or policies. Its purpose is to assist users with Product Data Reporting and Evaluation Program (PDREP) – Automated Information System (AIS) functionalities in the corrective action request process and the PDREP applications are designed to work in concert with existing DoD policy and processes. Proper use of the PDREP application should facilitate compliance with DoD and component service policy.

# INTRODUCTION

This document is intended to assist Defense Contract Management Agency (DCMA) personnel in the creation and processing of Corrective Action Requests (CAR) in PDREP.

This document is intended to guide DoD personnel in the use of Product Data Reporting and Evaluation Program – Automated Information System (PDREP-AIS) in the processing of the Corrective Action Requests (CAR).

- Personnel must apply for a PDREP-AIS user account enabling them to submit and manage LODs and QALIs directly in the PDREP-AIS. The PDREP application is accessible via the NSLC Portsmouth home page:
- Not sure address is correct <http://www.nslcptsmh.csd.disa.mil/pdrep/pdrep.htm>.

First time PDREP-AIS users must submit a User Access request form, available on the NSLC Portsmouth home page. Click on [User Access Request](#) link and follow the directions on the form to submit the request for access to the PDREP-AIS.

Requests for changes or improvement to the PDREP application or questions concerning the PDREP-AIS please contact:

## **PDREP Customer Support Desk**

Commercial Phone: (207) 438-1690 / DSN 684-1690

FAX: (207) 438-6535, DSN 684-6535

Email - [webptsmh@navy.mil](mailto:webptsmh@navy.mil)

## **Mailing Address**

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P. O. Box 2058

Portsmouth, NH 03804-2058

# 1. CORRECTIVE ACTION REQUESTS DEFINED

- a. A Corrective Action Request (CAR) is issued to the contractor to identify and correct all instances of noncompliance with established methods for processing product, controlling quality systems or violation of contract/purchase order requirements.
- b. A CAR is issued for the presentation of nonconforming product to the Government or Government observance of a nonconformance during process evaluation and surveillance and product inspections.
- c. CARs shall be documented and issued for all NSEP non-conformances. Before issuing any CARs, the QAR will assure that the condition is a violation of a contract requirement or the contractor's established method and/or procedure. Assistance in reaching these conclusions may be obtained from the CMO NSEPM, DNSEPC, or the customer.

# 2. VIEWING THE WORKLIST

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**PDREP APPLICATIONS**

- [Contract Award and Delivery Data \(CAD\)](#)
- [Corrective Action Request \(CAR\)](#)
- [Material Inspection Record \(MIR\)](#)
- [Product Quality Deficiency Report \(PQDR\)](#)
- [Ship CSI Program \(SCSI\)](#)
- [Special Quality Data \(SQD\)](#)
- [Supply Discrepancy Report \(SDR\)](#)
- [Supplier Audit Program \(SAP\)](#)
- [Supplier Survey \(Pre/Post Award\)](#)
- [Test Records](#)

**PDREP SEARCHES**

- [Ad Hoc Search](#)
- [Bulletin Search](#)
- [CAGE Search](#)
- [DODAAC Search](#)
- [DUNS Search](#)
- [Feedback Search](#)
- [FSC Search](#)
- [GIDEP Search](#)
- [Level 1/SubSafe Search](#)
- [NSN Search](#)
- [PDREP Search](#)
- [PQDR Search](#)
- [Qualified Product List Search](#)
- [Requisition Search](#)
- [Routing Identifier Code Search](#)
- [SAP Search](#)
- [SDR Search](#)
- [UII Search](#)
- [User Search](#)
- [Warranty/SOR Search](#)

**PDREP REPORTS**

- [Contractor Profile](#)
- [Material Profile](#)
- [NAVSUP 874 Reports](#)
- [NAVSUP 854 Reports](#)
- [NAVSUP Level 1 Reports](#)

**PDREP PARTNER REPORTS**

- [DCIS Summary Report](#)
- [NASA Reports](#)
- [DLA Reports](#)

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Phone : (207) 438-1690 Email Technical Support  
Friday, 25<sup>th</sup> March, 2016

Figure 2.1

- a. After logging in to PDREP, click “Corrective Action Request” (CAR) under the PDREP Applications Heading. The CAR system will automatically direct you to the Worklist input screen as shown below:

**Figure 2.2**

- b. The Worklist settings will default as shown on the previous page, with the QAR Code set to your PDREP user ID. You can select a specific CAGE Code to view for a specific NSN, Part Number, Contract Number or leave blank to show all CARs. If you want to see all CARs for your activity (DODAAC) then you may remove your User Code.
- c. When you have selected the criteria, click “Display Worklist” to view all CARs matching the criteria entered. A sample set of results appears below:

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**PDREP - Corrective Action Request worklist**

**Instructions**

1. Enter mandatory fields
2. Enter optional fields, if information is known
3. To view Etools records, check the **Include CAR Etools**
4. Click **Display Worklist**
5. To cancel the process, click **Cancel**

(M)Start Date:   (M)End Date:

CAGE CODE:  LEVEL:

NSN:  Part Number:

Contract Number:

QAR CODE:  QAR Activity:

Include ETOOLS CAR

---

Total number of rows: 3  
 Worklist Download: Click [here](#) to download data in Microsoft Excel format

CAR Worklist							
LEVEL	CAR#	CAGE CODE	Prime Ctr CAGE	Contract Number	NSN	Action	Attachment(s)
LEVEL I	- 2015 - 1						<a href="#">Add/View</a>
LEVEL I	- 2015 - 1					<a href="#">Edit</a>   <a href="#">Send CAR to CTR</a>	<a href="#">Add/View</a>
LEVEL I	- 2015 - 2						<a href="#">Add/View</a>

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**Figure 2.3**

d. The Worklist returned provides the CARs sorted by the level of the CAR; Level I through Level IV, then by year created, and then by CAGE and sequence number.

1. The search results include:

- A. Level: The level assigned to the CAR as identified in the DCMA guidelines.
- B. CAR #: The CAR number consists of the CAGE Code, four digit year and a sequential number for that CARs issued for that CAGE and year.
- C. CAGE Code: The Supplier CAGE Code the CAR is associated with.
- D. Prime CTR CAGE: The CAGE Code of the Prime Contractor associated with the contractor the CAR is issued to.
- E. Contract Number: The contract number the issue identified with the CAR.
- F. NSN: The National Stock Number identified within the CAR.
- G. Action: The current status of the CAR. The actions include:
  - 1. Edit – the CAR has been initiated and has not been forwarded to the Contractor for their action or information. Once a CAR is forwarded to the Contractor, the Edit function is no longer available for that CAR.
  - 2. Send CAR to CTR – this selection is used to forward the CAR to the Contractor for their action or information.

3. Edit Response – this selection is used when the CAR has been forwarded to the Contractor, and the response has been received from the Contractor within PDREP or can be entered by the QAR.

H. Attachment(s): This selection is used to add or view attachments associated with the CAR.

**NOTE: View/Upload Files: To see any files that have been attached to the PQDR to date. The number of currently attached files will appear in parentheses. To attach new files, click the “View/Upload Files” link and then click “Add Attachments” and follow the instructions on the page. The maximum file size for any single attachment is 10 megabytes.**

### 3. INITIATING A NEW CAR

- a. When entering the CAR module of PDREP the Worklist page displays with two button selections as shown below.

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PDREP - Corrective Action Request worklist

**Instructions**  
1. Enter mandatory fields  
2. Enter optional fields, if information is known  
3. To view Etools records, check the **Include CAR Etools**  
4. Click **Display Worklist**  
5. To cancel the process, click **Cancel**

(M)Start Date: 03/25/2015 (M)End Date: 03/25/2016  
CAGE CODE: LEVEL: ALL  
NSN: Part Number:  
Contract Number: QAR Activity:  
QAR CODE: Include ETOOLS CAR

Display Worklist Add New

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**Figure 0.1**

- b. To enter a new CAR, click the button labeled “Add New”. The page shown in the next section will display. All of the originator fields for a new CAR are displayed on a single web page, but for this document the page will be broken down into parts.

**NOTE: Mandatory fields in the CAR module are identified in the instructions at the top of the input screen.**

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Corrective Action Request - New/Edit		
<p><b>Instructions</b>  <b>(M)</b> denotes a mandatory field          1. Enter <b>CAGE CODE/FSCM</b>          2. Enter <b>Prime</b> and <b>Plant</b> CAGE CODE information if known          3. Enter <b>Contract/P.O/O.I</b> information if known          4. Enter <b>Item</b> information          5. Select the <b>Attributes</b> and click <b>Add</b>          6. Enter <b>Reference(s)</b> information if available          7. Enter/Select <b>Response Date</b> in MM/DD/YYYY format          (For CAR Level I, <b>Attributes</b> and <b>Response Due Date</b> are not required.)</p>		
<input type="button" value="Save"/> <input type="button" value="Save &amp; Exit"/> <input type="button" value="Cancel"/> <input type="button" value="Add Attachments"/>		
To: Contractor		
<b>CAR Level:</b> <input type="text" value="-SELECT-"/>		
<b>Year:</b> 2016		
<b>CAGE CODE / FSCM:</b>	<input type="text"/>	<input type="button" value="Auto-fill CAGE Information"/>
<b>Name:</b>	<input type="text"/>	
<b>Phone Number:</b>	<input type="text"/>	
<b>Email Address:</b>	<input type="text"/>	
<b>Address:</b>	<input type="text"/>	

**Figure 0.2**

1. **CAR Level:** Enter the appropriate level of the CAR. Refer to the QARI for additional guidance. Note that Level I CARs are initiated in PDREP, but do not require response from the Contractor. The selection defaults to LEVEL 1 CAR, and must be changed if the CAR is not a Level 1 CAR.
2. **Year:** Automatically entered by the system as the current year.
3. **CAGE Code / FSCM:** Enter the CAGE of the Contractor the CAR is being generated for. This also provides the serial number for the FSIP. The year is automatically defaulted to the current year, and a sequential serial number for the CAR is generated when the record is saved. Once the CAGE Code is entered, click the Auto-fill CAGE Information to complete the Contractor Company Name, Street Address and City, State, Zip information.
4. **Phone Number:** Enter the phone number for the Contractor POC if the information is not provided when the Auto fill Information is selected.
5. **Email Address:** Enter the email address for the Contractor POC for the CAR. This will be the recipient of the CAR when the CAR is forwarded for action to the Contractor.
6. **Address:** The Contractor address will be identified when the Auto-fill CAGE Information is selected.

From: Quality Assurance Representative(QAR)			
Activity Name:	<input type="text"/>	Name:	<input type="text"/>
Phone Number:	<input type="text"/>	Email Address:	<input type="text"/>
Prime Contractor			
Prime Cage Code:	<input type="text"/>	Auto-fill CAGE Information	
Plant Location			
Plant Cage Code:	<input type="text"/>	Auto-fill CAGE Information	
Contract , P.O., O.I. Number			
P.O. Number:	<input type="text"/>		
Contract Number:	<input type="text"/>		
O.I. Number:	<input type="text"/>		
Item			
NSN:	COG <input type="text"/>	FSC <input type="text"/>	NIIN <input type="text"/>
Part Number:	<input type="text"/>		
Nomenclature:	<input type="text"/>		

**Figure 0.3**

7. QAR Representative Information: The Activity, Name, Phone Number, and Email Address, will default to the information in your user profile, but can be changed if you are entering a CAR on behalf of another QAR.
8. Prime Contractor: If there is a Prime Contractor associated with the contractor enter the CAGE code information here. Once the CAGE Code is entered, click the Auto-fill CAGE Information to complete the Contractor Company Name, Street Address and City, State, Zip information.
9. Plant CAGE Code: If there is another Contractor Plant associated with the contractor enters the CAGE code information here. Once the CAGE Code is entered, click the Auto-fill CAGE Information to complete the Contractor Company Name, Street Address and City, State, Zip information.
10. P.O. Number: If the CAR is associated with a specific Purchase Order, enter the information here.
11. Contract Number: If the CAR is associated with a specific Contract, enter the information here.
12. O.I. Number: If the CAR is associated with a specific Operation Instruction, enter the information here.
13. Item Number Information: If the CAR is associated with a specific NSN or Part Number enter the appropriate information to ensure complete information concerning the CAR is provided to the contractor.
14. NSN: The National Stock Number for the item reported deficient. The NSN may have as many as four separate components:
  - A. *COG*: (Optional) Two-character Cognizance Symbol of the deficient item. When used, the COG identifies the inventory manager for the item associated with the CAR.
  - B. *FSC*: (Required) Four-digit Federal Supply Class of the item associated with the CAR.
  - C. *NIIN*: (Optional) Nine-digit National Item Identification Number of the item associated with the CAR.

D. *SMIC*: (Optional) Two-character Special Material Identification Code for the item associated with the CAR. When used, the SMIC identifies items requiring stricter controls to ensure technical integrity (e.g. Navy Nuclear).

**Figure 0.4**

15. Defect Code: Enter the defect code from the pull down selection that best identifies the issue identified resulting in the CAR. Only one Defect Code can be selected for a CAR.
16. Narrative: Enter a detailed description of the issue identified resulting in the issuance of the CAR. Refer to the QARI for additional guidance. The narrative shall document the condition observed along with the contractual requirement(s).
17. Attributes: Select the attributes to be provided by the contractor as a result of the issued CAR. To select more than one attribute, hold the CTRL key while selecting the desired attributes. Once complete, select the Add Selected Attribute(s) button to add the attributes to the record.
18. References: Enter the references associated with the CAR. These may be instructions, drawings, manuals or other requirements that will provide information concerning the deficiency resulting in the CAR. Up to five references can be entered for each CAR.
19. Response Due Date: Enter the date a response is required from the Contractor. If no date is selected, the response due date will default to 15 days. The date can be selected from a calendar by clicking the calendar icon and selecting the date.
20. Add Attachments: Files of various types that support the CAR can be attached to a CAR in PDREP. Select the Add Attachments button at the top or bottom of the page. Note that attachments cannot be added until information is entered for the CAR.

c. Saving the CAR and/or Exiting the Page

1. At both the top and bottom of the data entry page you will find two buttons labeled “Save” “Save and Exit” “Cancel”.
  - A. Save: Click to save any changes to the current page without exiting the page. A page can only be saved if all mandatory fields are completed. If required information is missing then an error message will display at the top of the page specifying what information is missing.
  - B. Save and Exit: Click to save any changes to the current page and exit the page. A page can only be saved if all mandatory fields are completed. If required information is missing then an error message will display at the top of the page specifying what information is missing.
  - C. Cancel: Click here to exit the current page without saving any changes. The system will return you to the last page viewed before you began data entry and all unsaved changes will be discarded.

#### **4. UPDATING AND FORWARDING A CAR**

- a. When the record is saved, a message will display indicating the record has been saved successfully, and a new button will appear “Continue”. When selected, the user is returned to the Worklist. The CAR created will now show on the Worklist. The options for the record are “Edit”, and “Send CAR to CTR”.
  1. Edit CAR:
    - A. Select Edit CAR if there is additional information to be included in the CAR. When selected, the input screen for the CAR will be provided.
  2. Send CAR to CTR: Use this link to forward the CAR to the Contractor for their action or information. When selected the following page is displayed:

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**DCMA Correspondence**

**Instructions**  
 1. Enter **To Email Address** and click **Add To Email List**  
 2. Enter **CC Email Address** and click **Add CC Email List** if required  
 3. Enter/Modify the content if required  
 4. Click **Send** to send the CAR Letter

**Correspondence**

**To:** TEST@TEST.COM  
**To:**    
**CC:**

**Content**



**FROM:**  
  
**TO:** TEST  
  
**SUBJECT:** LEVEL I CORRECTIVE ACTION REQUEST, CAR# TPLAN-2016-1  
  
**PO #:**  
**CONTRACT #:**  
**OI #:**  
  
**NSN:** 0000123456789  
**PART #:**  
**NOMENCLATURE:**

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**Figure 4.1**

3. The correspondence window provides the CAR information in a letter format. The letter can be modified by the user to add additional information or remove information from the letter.
  - A. Correspondence:
    - a. To: The email address is the recipient entered when the CAR was initiated and cannot be modified without cancelling this action and selecting Edit from the Worklist.
    - b. To: If you wish to add To addresses then you may either type them into the To: box and click “Add To Email List” (this must be done one address at a time).
    - c. CC: If you wish to add CC addresses then you may either type them into the CC: box and click “Add CC Email List” (this must be done one address at a time).

- B. Content: This letter format provides the information entered when the CAR was initiated. The content can be modified if desired. Within the content is a paragraph 3 Note: for additional information to be entered by the user.
4. Click “Send” to complete the forwarding action and release the CAR to the Contractor. A message will be returned to notify the user that the CAR has been sent successfully. Click “Back” to cancel this action.

## 5. CAR RESPONSE ACTION

- a. Contractors can access the CAR by logging into PDREP. The contractors have access to PDREP utilizing their DUNs Number and MPIN (Marketing Partner Identification Number). When a Contractor logs into PDREP, the home screen below is returned:

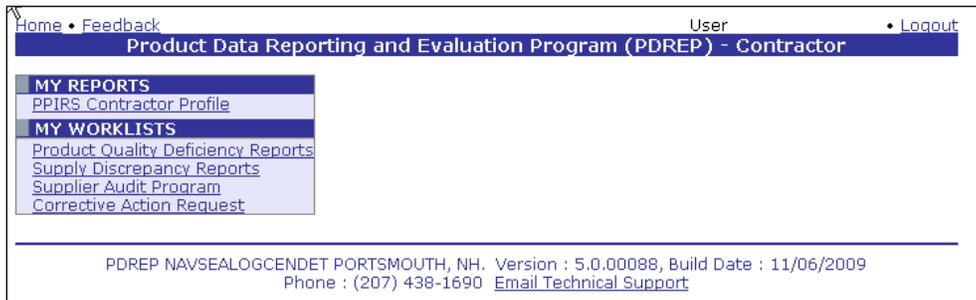


Figure 5.1

- b. From this menu the Contractor can select Corrective Action Request from the options, and the following is returned:

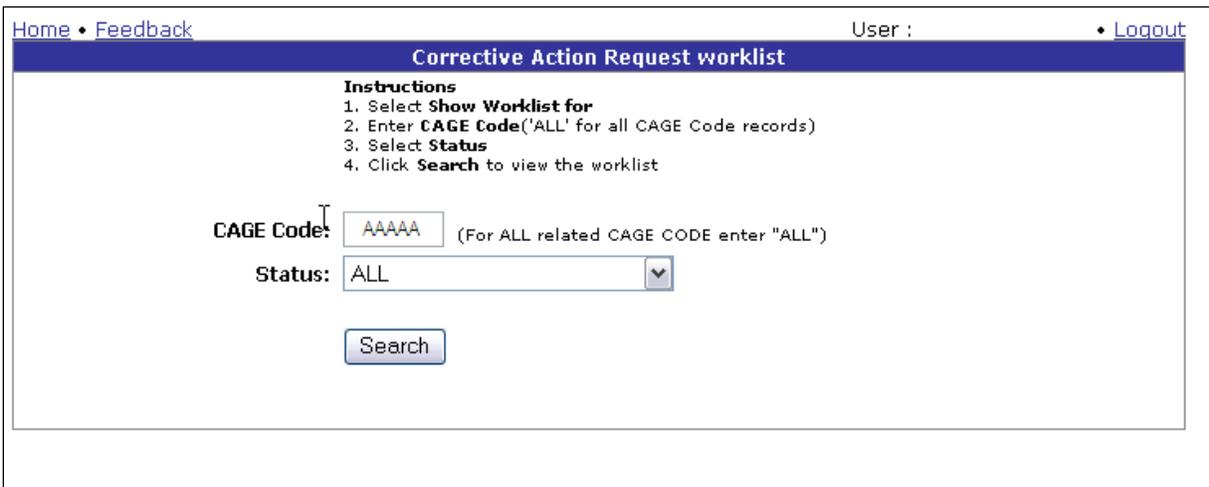


Figure 5.2

- c. The CAGE Code defaults to the Contractor CAGE and can be changed to “All” to show all associated CAGES for that Contractor.
- d. Status: The Contractor can view CARs issued for their company based on Status. These include:

1. All – all CARs associated with the CAGE Code provided in the Worklist
2. Action Required – CARs requiring a response from the Contractor
3. Under Review at QAR – CARs that have a response submitted to the QAR but not closed
4. Returned for Additional Action – CARs that have had a response submitted to the QAR and have been returned for additional action by the Contractor
5. Closed – CARs that have had a response submitted and accepted by the QAR. Note that the CARs will not be closed if a Follow-up is selected by the QAR and has not been completed.

e. Selecting Search returns the selected Worklist as shown below:

Worklist Download: Click [here](#) to download data in Microsoft Excel format

CAR(s)										
CAR Serial #	CAR Level	CAGE	Contract Number	Status	Date Initiated	Due Date	QAR Name	Respond to CAR	Return to QAR	Attachment(s)
<a href="#">AAAAA-2009-1</a>	LEVEL II	AAAAA	NLFNKDLFKNDLFKNDFLNK	ACTION REQUIRED	11/04/2009	11/25/2009		<a href="#">Input CAR Response</a>	<a href="#">Send</a>	<a href="#">Add/View</a>
<a href="#">AAAAA-2010-2</a>	LEVEL II	AAAAA		ACTION REQUIRED	01/16/2010	01/22/2010		<a href="#">Input CAR Response</a>	<a href="#">Send</a>	<a href="#">Add/View</a>
<a href="#">AAAAA-2010-1</a>	LEVEL II	AAAAA	N451120911111	ACTION REQUIRED	01/16/2010	01/22/2010		<a href="#">Input CAR Response</a>	<a href="#">Send</a>	<a href="#">Add/View</a>

**Figure 5.3**

1. CAR Serial #: The CAR number consists of the CAGE Code, four digit year, and a sequential number for that CARs issued for that CAGE and year. Selection of this link opens a view of the CAR.
2. CAR Level: The level assigned to the CAR as identified in the DCMA guidelines.
3. CAGE: The Supplier CAGE Code the CAR is associated with.
4. Contract Number: The contract number the issue identified with the CAR.
5. Status: Current status of the CAR.
6. Date Initiated: The date the CAR was generated.
7. Due Date: The date a response to the CAR is required from the Contractor.
8. QAR Name: The name of the QAR who created the CAR.
9. Respond to CAR: Select this link to input the response to the CAR.
10. Return to QAR: Used to forward the CAR response to the QAR for review.
11. Attachment(s): This selection is used to add or view attachments associated with the CAR.



h. Response Item

Response Item	
1 . Root cause of the non-conformance :	
(M) Response:	<input type="text"/>
2 . Extent of non-conformance of work in-progress and shipped product :	
(M) Response:	<input type="text"/>
3 . Specific action(s) planned to resolve the cause of the non-conformance :	
(M) Response:	<input type="text"/>
4 . Specific action(s) taken to resolve the non-conformance :	
(M) Response:	<input type="text"/>
5 . Specific action(s) to be taken to verify the effectiveness of the corrective action taken :	
(M) Response:	<input type="text"/>
6 . Specific dates for completing each action :	
(M) Response:	<input type="text"/>

Figure 5.4

**Note: The items requiring response are those identified at the time of the CAR initiation as selected by the QAR.**

- i. For each attribute selected by the QAR at the time of the CAR initiation, the Contractor must provide a response. Each field is mandatory and the CAR response cannot be forwarded to the QAR until all response fields are completed.

Completed action for this CAR:

(M) Expected completion date:  

**Figure 5.5**

- j. Completed action for this CAR: If all of the actions identified in the CAR response are complete, select “Yes”. If actions are not complete, select “No”.
- k. Expected completion date: If “No” was selected for the completed actions selection, enter the expected date for completion of the items by entering the date or by selection of the date using the calendar icon.
- l. Adding Attachments
- m. The Contractor can add attachments to the CAR record by selecting the Add Attachments button at the bottom of the Input Response page. Files of various types that support the CAR can be attached to a CAR in PDREP. Select the Add Attachments button at the top or bottom of the page.
- n. Saving the CAR Response and/or Exiting the Page
- o. At both the bottom of the response data entry page you will find three buttons labeled “Save”, “Save and Exit”, and “Cancel”.
- p. Save: Click to save any changes to the current page without exiting the page. A page can only be saved if all mandatory fields are completed. If required information is missing then an error message will display at the top of the page specifying what information is missing.
- q. Save and Exit: Click to save any changes to the current page and exit the page. A page can only be saved if all mandatory fields are completed. If required information is missing then an error message will display at the top of the page specifying what information is missing.
- r. Cancel: Click here to exit the current page without saving any changes. The system will return you to the last page viewed before you began data entry and all unsaved changes will be discarded.
- s. Forwarding the CAR Response
- t. Use the “Forward to DCMA” button at the bottom of the Input Response Page to send the CAR response to the DCMA QAR. When selected, the following page will be displayed:

**Contractor - Send Message**

**Instructions**  
1. Enter CC if required.  
2. Enter **Message**  
3. Click **Send** to send the message to QAR  
4. Click **Cancel** to returns

Serial Number: AAAAA-2010-1  
CAR Level: 2  
QAR Email Address: .  
CC Email:

Message: (This message will appear in the email that is sent but will not be saved in the database)

**Figure 5.6**

- u. CC: If the Contractor wishes to add CC addresses then they may type them into the CC: box.
- v. The contractor can enter a message to be sent with the email to the QAR by typing in the Message block.
- w. Click “Send” to complete the forwarding action and release the CAR from the Contractor to the QAR. A message will be returned to notify the user that the CAR has been sent successfully. Click “Cancel” to cancel this action.



Response Item	
<b>1 . Root cause of the non-conformance :</b>	Root cause of the non-conformance text here.
<b>(M) Response:</b>	
<b>2 . Extent of non-conformance of work in-progress and shipped product :</b>	Extent of the non-conformance of work in-progress and shipped product is entered here.
<b>(M) Response:</b>	
<b>3 . Specific action(s) planned to resolve the cause of the non-conformance :</b>	Specific actions planned to resolve the cause of the non-conformance text here.
<b>(M) Response:</b>	
<b>4 . Specific action(s) taken to resolve the non-conformance :</b>	Specific actions taken to resolve the non-conformance text here.
<b>(M) Response:</b>	
<b>5 . Specific action(s) to be taken to verify the effectiveness of the corrective action taken :</b>	Specific actions to be taken to verify the effectiveness of the corrective action taken text here.
<b>(M) Response:</b>	
<b>6 . Specific dates for completing each action :</b>	All actions are complete.
<b>(M) Response:</b>	
<b>Contractor action complete:</b>	YES <input type="button" value="v"/>
<b>Due Date:</b>	01/16/2010 <input type="button" value="calendar"/> <input type="button" value="help"/>

**Figure 6.2**

- c. The response section provides the Contractor’s response to the CAR with the attributes identified by the QAR when the CAR was initiated. If the Contractor provides their response outside of PDREP, the QAR will enter the Contractor response in the fields on behalf of the Contractor.
- d. Contractor action complete: This field identifies if the actions taken to resolve the issue identified on the CAR are complete. “Yes” indicates the actions are complete, and “No” indicates there are actions remaining to resolve the CAR.

- e. Due Date: Contractor action complete is “Yes”, this date is the date the response was submitted to the QAR. If the Contractor action complete is “No”, the Due Date entered is the date the actions are expected to be complete.

The screenshot shows a web form titled "QAR Review". It contains several input fields and buttons. At the top, there is a blue header bar with the text "QAR Review". Below the header, there are four dropdown menus: "Cause Code:" with a "<SELECT>" option, "Corrective Action:" with a "<SELECT>" option, "Preventive Action:" with a "<SELECT>" option, and "Accept Response:" with a "SELECT" option. Below these is a large text area for "QAR Remarks:". At the bottom of the form, there are two buttons: "Save Response" and "Send Response". Below these is a "Follow-up Date:" field with a calendar icon and a question mark. Below the date field are two buttons: "Set Follow-up Date" and "Cancel". At the very bottom, there is a link: "To add/view attachments [Click here](#)".

**Figure 6.3**

- f. QAR Review: Once the review of the Contractor’s response is complete, the QAR shall complete the QAR review section.
- g. Cause Code: Select the appropriate cause code from the drop down selection.
- h. Corrective Action: Select the appropriate corrective action code from the drop down selection.
- i. Preventive Action: Select the appropriate preventive action code from the drop down selection.
- j. Accept Response: If the response provided by the Contractor is acceptable, select “Yes” from the drop down selection. If the response provided by the Contractor is not acceptable and requires further action from the Contractor, select “No” from the drop down selection.
- k. QAR Remarks: Enter comments or information to be provided to the Contractor as a result of this review or to provide additional information associated with this CAR.
- l. Click “Save Response” to save the information entered as a result of the CAR review. To send the results of the review and acceptance or notification of additional actions required, click “Send Response”. The following correspondence page will be displayed:

DCMA Correspondence	
<b>Instructions</b> 1. Enter <b>To Email Address</b> and click <b>Add To Email List</b> 2. Enter <b>CC Email Address</b> and click <b>Add CC Email List</b> if required 3. Enter/Modify the content if required 4. Click <b>Send</b> to send the CAR Letter	
Correspondence	
To:	<input type="text"/>
To:	<input type="text"/> <input type="button" value="Add To Email list"/>
CC:	<input type="text"/> <input type="button" value="Add CC Email list"/>
Content	
	<input type="text"/>
	NAVAL SEA LOGISTICS CENTER DETACHMENT
	<input type="text"/>
	PORTSMOUTH, NH 03804-2058 US
	<input type="text" value="01/18/2010"/>
<div style="border: 1px solid gray; height: 150px; width: 100%;"></div>	
<b>List of attachments :</b> 1 attachment(s) associated with this CAR. <div style="border: 1px solid gray; padding: 5px;">           All Attachments            AAAAA_2010_1.pdf : Corrective Action Request : LEVEL II         </div> <p>To send all attachments select the first options 'All Attachments'.          To select multiple attachments, press and hold CTRL key and click on attachment name.</p>	
<input type="button" value="Send"/>	<input type="button" value="Back"/>

**Figure 6.4**

- m. The Contractor’s email associated with the CAR will be automatically entered as the recipient of the correspondence.
1. To: If you wish to add To addresses then you may either type them into the To: box and click “Add To Email List” (this must be done one address at a time).
  2. CC: If you wish to add CC addresses then you may either type them into the CC: box and click “Add CC Email List” (this must be done one address at a time).
  3. Content: Once you have chosen your recipients, enter the appropriate message notifying the acceptance of the CAR response. Information must be entered into this block to send the correspondence.
  4. List of attachments: A listing of the attachments associated with the CAR will be identified. Select the attachments you wish to send with the correspondence, or select All attachments to send all the attachments with the correspondence.

- n. Click “Send” to complete the forwarding action and release the CAR from the Contractor to the QAR. A message will be returned to notify the user that the CAR has been sent successfully. Click “Cancel” to cancel this action.
- o. Follow-Up Date: Once the CAR has been accepted, the QAR can identify a follow-up date to audit the CAR actions taken to ensure they are effective. To set the follow-up date, enter a date in the field, or select a date from the calendar selection.
- p. Click “Set Follow-up Date” to complete the action. Click “Cancel” to cancel this action.
- q. For those CARs where the response is not accepted by the QAR, when the response is sent indicating Accept Response “No”, the CAR is identified on the Contractor’s Worklist with a status of Returned for Additional Action. The review process is repeated when the contractor provides additional information and returns the CAR to the QAR for review.
- r. CAR Follow-Up
- s. Once a follow-up date has been identified, the Worklist for the CAR will include a link to document the results of the follow-up as shown below:

**PDREP - Corrective Action Request worklist**

**Instructions**

1. Enter mandatory fields
2. Enter optional fields, if information is known
3. Click **Display Worklist**
4. To cancel the process, click **Cancel**

CAGE CODE:                       LEVEL: ALL

NSN:                       Part Number:

Contract Number:

QAR CODE:                       QAR Activity:

CAR(s)							
LEVEL	CAR#	CAGE CODE	Prime Ctr CAGE	Contract Number	NSN	Action	Attachment(s)
LEVEL II	AAAAA-2010-1	AAAAA				<a href="#">Edit Response</a>   <a href="#">Follow-up</a>	<a href="#">Add/View</a>
LEVEL II	BBBBB-2009-1	BBBBB				<a href="#">Edit Response</a>	<a href="#">Add/View</a>
LEVEL II	AAAAA-2010-2	AAAAA				<a href="#">Edit Response</a>	<a href="#">Add/View</a>

**Figure 6.5**

- t. To complete the follow-up action, select the follow-up link and the following page will display:

**Corrective Action Request - Follow Up**

**Instructions**  
1. Enter **Follow-up Completion Date**  
2. Enter **Narrative**  
3. Click **Save** to save the CAR data

**CAR#:** AAAAA-2010-1  
**Follow-up Due Date:** 01/26/2010  
**Follow-up Completion Date:**    
**Narrative:**

**Figure 6.6**

- u. Based on the results of the follow-up, the QAR completes this form with the following information:
- v. Follow-up Completion Date: Date the follow-up actions are complete. This date cannot be less than the Follow-up Due Date.
- w. Narrative: Enter a narrative of the follow-up results. If the results indicate that the problem has not been corrected this should be identified. In this case, a new CAR should be initiated to document the need for further corrective action by the Contractor.
- x. Save: Click to save the results of the Follow-up information and close the CAR. A message will be returned indicating the record was saved successfully. Once the follow-up is completed and saved, the CAR will show on the Contractor Worklist with a Closed status and no further changes to the record will be allowed.
- y. Cancel: Click to return to the previous page without saving the information.

## SUMMARY

This concludes the CAR processing instructions for the origination and management of Corrective Action Requests associated with NSEP Contractors. The PDREP help desk is always available to answer additional questions or to assist in data changes or exception processing and can be contacted as follows:

**E-Mail:** [webptsmh@navy.mil](mailto:webptsmh@navy.mil)

**Commercial:** (207) 438-1690

**DSN:** 684-1690

**Fax:** (207) 438-6535