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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. 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.

The intent of this user guide is to walk the functional specialists through the functionality of PDREP CAR. Functional Specialist will need to go to DCMA Instructions, Manuals and Local Guidance for additional guidance on the requirements of when, how and tracking a Corrective Action Request.

REFERENCES
Code of Federal Regulations, Title 48, Chapter 1, (FAR), April 1, 1984, as amended. 
DCMA-INST 1091, "Management of Special Access Program (SAP) and Sensitive Compartmented Information (SCI)," July 21, 2014
DCMA-MAN 2303-01, "Surveillance," May 12, 2020
DCMA-MAN 2301-05, "Navy Special Emphasis Programs" November 30, 2019
DCMA-MAN 2301-06, "Discrepancy Processing," April 1, 2019
DCMA-MAN 2501-01, "Contract Receipt and Review," March 24, 2019
DCMA-MAN 3101-01 "Program Support," August 1, 2019
DoD Directive 5105.64, "Defense Contract Management Agency (DCMA)," January 10, 2013
INTRODUCTION

This document is intended to guide and assist DoD and Defense Contract Management Agency (DCMA) personnel in the use of Product Data Reporting and Evaluation Program – Automated Information System (PDREP-AIS) to process and manage CARs.

The PDREP application is accessible via the Product Data Reporting and Evaluation Program home page: https://www.pdrep.csd.disa.mil/

First time PDREP users will need to submit a User Access request form. Instructions are available on the PDREP home page as linked above. Click on https://www.pdrep.csd.disa.mil/pdrep_files/reference/guides_manuals/pdf/UserAccessRequest.pdf for instructions on filling out an access request form. Follow additional directions on the form itself to submit the request for access to the PDREP team.

Existing PDREP users can submit an access change request. To do this, log into the PDREP-AIS and hover over “User Profile” ‘or [YOUR NAME] in the upper right corner of the page and click ‘Access Change Request’. Refer to pages 6-10 for detailed guidance on submitting an Account Change Request.

Requests for assistance, improvement, or changes to any of the PDREP applications or the Naval Sea Logistics Center Portsmouth PDREP home page should be submitted to:

Online in the PDREP Application

If you are already a PDREP User, log on to PDREP: https://www.pdrep.csd.disa.mil/
Hover over “Help” at the top of the home page. Select the first option for the Help Desk.
If you wish to provide suggestions to change CAR or other PDREP-AIS modules, from the same Help menu, select the “Suggest a Change” option. The Customer Service Request (CSR) form will open. Instructions for completion are located at the top of the form.
Also, visit our FAQ Page – your question(s) may be easily answered there.

Customer Support Desk

Commercial Phone: (207) 438-1690 / DSN 684-1690
FAX: (207) 438-6535, DSN 684-6535
Email: webptsmh@navy.mil

Mailing Address

Naval Sea Logistics Center Portsmouth
Bldg. 153, 2nd Floor, Portsmouth Naval Shipyard
Portsmouth, NH 03804-5000
1 USER ACCESS

1.1 PDREP Account Change Request Form - DCMA Specific Fields

Access to the CAR application is determined by user entries on the PDREP Access Request form. The User Access Request form will show additional data fields after the requester enters their Primary DoDAAC (See Figure 1.1). These field entries will auto-populate in CAR data fields and letters generated by CAR.

![PDREP - ACCOUNT CHANGE REQUEST](image)

**Figure 1.1**

*Note: Mandatory fields in the CAR module are identified by an (M) next to the required field.*

**A. Figure 1.1 Additional DCMA User Access Data Fields**

1. **Team Lead Email:** Enter your Team Lead Email ensure the that person actually has the Team Lead user, if the person does not have that role an error message will be displayed (See Figure 1.2) and the request will not be processed.

   - User null null does not have Team Lead Access.

**Figure 1.2**
2. **(M) Organizational Unit (Region):** Select from the drop down box as shown in Figure 1.3.

![Figure 1.3](image1.png)

3. **(M) Team Code:** After selecting a Region, the Drop Down box for Team Code will populate with a list of Team Codes for the selected region.

4. **(M) Supervisor Name:** Team Supervisor’s name is populated based on Org Unit/Region and Team code selections.

5. **(M) Job Title/Series:** The user will select their Job Title from the drop down list (See Figure 1.4).

![Figure 1.4](image2.png)

If Contract Specialist is selected as the Job Title, a Subcategory data field will be displayed as shown in Figure 1.5.
6. **(M) Gov’t Supervisor Email Address**: The Government Supervisor’s Email address should match name listed in the drop down menu unless no Supervisor is found; user is responsible for identifying their Supervisor.

**Figure 1.5**

**Figure 1.6**

**B. Figure 1.6 CAR User Role**

The Corrective Action Request (CAR) Section include eight access roles (See Figure 1.5). The Prime Contractor role listed in Table 1.2 is not shown in Figure 1.5; this option may be available in a future release. The Prime Contractor role will be described in the Prime Contractor User Guide when the option is available.

**1.2 User Access Roles**

User access to the CAR module will be determined based on functional areas listed in Table 1.1 and the access level the user requires from Table 1.2.

A supervisor will verify the request for access and access level prior to PDREP providing access to the user.
<table>
<thead>
<tr>
<th>JOB TITLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>COMPUTER ENGR</td>
</tr>
<tr>
<td>CONTRACT SPEC</td>
</tr>
<tr>
<td>GENERAL ENGR</td>
</tr>
<tr>
<td>GOVERNMENT FLIGHT REP</td>
</tr>
<tr>
<td>INDUSTRIAL SPEC, GEN</td>
</tr>
<tr>
<td>INTERDISC ENGR, AEROSPACE</td>
</tr>
<tr>
<td>INTERDISC ENGR, ELECTRONICS</td>
</tr>
<tr>
<td>INTERDISC ENGR, INDUSTRIAL</td>
</tr>
<tr>
<td>INTERDISC ENGR, MECH</td>
</tr>
<tr>
<td>IT SPEC, DATAMGT</td>
</tr>
<tr>
<td>LOGISTICS MGMT SPEC</td>
</tr>
<tr>
<td>MAT ENGR</td>
</tr>
<tr>
<td>PACKAGING SPEC</td>
</tr>
<tr>
<td>PM</td>
</tr>
<tr>
<td>QA SPEC</td>
</tr>
<tr>
<td>SAFETY, OCCUP HEALTH MGR</td>
</tr>
<tr>
<td>INDUSTRIAL PROPERTY</td>
</tr>
<tr>
<td>TRAFFIC MGMT SPEC</td>
</tr>
<tr>
<td>TRANSPORTATION ASST</td>
</tr>
<tr>
<td>Access Level</td>
</tr>
<tr>
<td>--------------</td>
</tr>
<tr>
<td><strong>No Access</strong></td>
</tr>
<tr>
<td>View Only Access (All USG with GOV CAC and PDREP Account) for Non-DCMA User</td>
</tr>
<tr>
<td>View Only Access DCMA User</td>
</tr>
<tr>
<td>Prime Contractor Access (Future Release)</td>
</tr>
<tr>
<td>Functional Specialist</td>
</tr>
<tr>
<td>Team Lead</td>
</tr>
<tr>
<td>Supervisors</td>
</tr>
<tr>
<td>Warranted 1102</td>
</tr>
<tr>
<td>Contract Management Office (CMO)</td>
</tr>
<tr>
<td>Full Access</td>
</tr>
</tbody>
</table>
2 MAIN PDREP APPLICATION SCREEN

Once you have logged in, the PDREP Home page will display (See Figure 2.1). You may not see all of the options listed depending on your level of access.

Please refer to PDREP User Access Request and Login Procedures.

![Figure 2.1]
2.1 Finding the Fly Outs

Hover your mouse pointer over any PDREP Application located on the upper left portion of the screen and a list of sub-links for that application will appear (See Figure 2.2).

![Figure 2.2]

2.2 Selecting the Fly Out

Selecting a sub-links will allow the user to go directly to that page within the application (See Figure 2.2).
3 CAR WORKLIST

3.1 Accessing the CAR Worklist

You must have permission to access the CAR module in your profile for this link to be visible. To enter the CAR module of PDREP, hover over the CAR program link on the left side of the PDREP Main Menu (See Figure 3.1). Upon hovering over the link, the CAR fly out menu will appear. Click on the Worklist fly out.

A list of recently accessed records will appear on the right-hand side of the PDREP main menu (See Figure 3.2).
To load the CAR Worklist, select ‘CAR Worklist’ from the fly out menu or if you are already working in the CAR module select the Worklist tab. When selected, the CAR Worklist will display (See Figure 3.3).

A. The Worklist settings will default as shown in Figure 3.3, with the User Code and DoDAAC set to your PDREP user profile. If you want to see your team’s CARs enter your Team Code and remove your User Code. As a minimum, the only mandatory field is the date range, which defaults to the last 365 days.

The remaining fields, CAGE Code, Level, NSN, Part Number, Contract Number and Status allow for further restriction of the search criteria

1. The date range for the Worklist defaults to the present date minus one year but can be changed if needed
2. The CAGE CODE selection box will display only the records for the specified CAGE code.
3. The LEVEL selection box defaults to “ALL” which will return all levels. You may select a specific level and it will only return that Level.
4. NSN (National Stock Number) the NSN consists of the Cognizant symbol (COG), Federal Stock Class (FSC), National Item Identification Number (NIIN), and Special Material Identification Code (SMIC). A complete NSN is required for this filter.
5. **Part Number:** Enter the complete part number of the material; partial part numbers will not display records.

6. To search by **Contract Number**, the full Contract Number or a partial number may be entered. A search on a partial value will return results.

7. Options in the **Status** field are based on CAR transactions. The “SELECT” option equates to all statuses.

8. **Team Code:** editable, if no other filter is applied the worklist display will include CARs written by all team members.

9. **User Code:** Auto-populated based on user profile, editable; if no other filter is applied, the worklist display will include CARs written by the user.

10. **DoDAAC:** The Department of Defense Activity Address Code is a six position code that uniquely identifies a Department of Defense unit, activity, or organization

11. **Include eTOOL CAR:** when checked the worklist will include eTOOL CARs that meet the selected filters.

B. When you have selected the criteria, click “Display Worklist” to view all CARs matching the criteria entered. A sample set of results appears (See Figure 3.4).

![Figure 3.4](image-url)
C. By default the Worklist is sorted by the CAR Levels, I through IV. Any column can be selected for sorting by clicking on its column header.

3.2 Worklist Search Results

A. **CAR #:** The CAR number consists of the CAGE Code, four-digit year and a sequential number for that CAR issued for that CAGE and year. Clicking the CAR serial number directs the user to the CAR Base page.

B. **Level:** The level assigned to the CAR as identified in the DCMA guidelines.

C. **Prime CTR CAGE:** The CAGE Code of the Prime Contractor associated with the contractor the CAR is issued to.

D. **Send Message:** Opens the Send Message page.

E. **Contract Number:** The contract number(s) the issue identified with the CAR.

F. **Modified By:** User ID of the person who last modified the record.

G. **Modification Date:** The date the last modification was made.

H. **Status:** Populated from CAR Status data field.

I. **Days Overdue:** The number of days the contractor response is overdue will be in red.

J. **History & Correspondence:** Hyperlink to the CAR History & Correspondence page, which is described in Section 9.

K. **Delete Record?** Delete hyperlink is available before the CAR has been transmitted after transmittal the hyperlink is unavailable. Members from the Originator’s team will be allowed to delete the CAR. Clicking the hyperlink will display a delete verification message box (See Figure 3.5). Click “ok” will delete the record, click cancel to return to the worklist page.

beta.pdrep.csd.disa.mil says

Are you sure you want to delete CAR 07070-2020-55?

Figure 3.5
4 CREATE NEW CAR

4.1 Initiating a New CAR

When hovering over the CAR module under Applications, select “Create New CAR” (See Figure 4.1) or select the Create New CAR tab if you are already working in the CAR module (See Figure 4.2).

Figure 4.1

After clicking the Create New CAR fly out or tab, the “Create New CAR” page will display (See Figure 4.3).

Figure 4.2

Note: Mandatory fields in the CAR module are identified by an (M) next to the required field. Conditionally Mandatory fields; which become mandatory based on data entered in another field; are identified by an (CM) next to the required field.
Figure 4.3

A. **Figure 4.3** CAR Data fields

1. **CAGE Code**: Enter the CAGE of the Contractor the CAR is being generated for.

2. **Year**: Auto-populated based on current year

3. **Serial Number**: Auto-populated based on the next sequential number for the CAGE code entered. PDREP CARs will have a “P” at the end of the sequence number to signify it was created in PDREP. The figures in this user guide to do not show the “P” at this time, the guide will be updated with the next publish.

4. **CAR Level**: Select the appropriate level of the CAR.
   
   i. **Level I**: A Level I CAR describes a deficiency on an outcome or product of a process(es) and is not symptomatic of a breakdown of a process, or system. A Level I CAR may require the contractor to provide Root Cause Analysis (RCA), if the root cause is unknown. If a decision is made to issue, a Level I CAR requiring a RCA the “response required” check box in the approved system of record must be selected.

   ii. **Level II**: A Level II CAR describes deficiencies in a contractor process(es) (e.g., purchasing, configuration management, EVM processes) that are: not a significant breakdown of a higher level system; a deficiency associated with Critical Safety Items (CSI) critical characteristics; an escalation of Level I CARs indicating increasing process performance risk; or, multiple major product deficiencies indicating a systemic issue throughout the process(es).

   iii. **Level III**: A Level III CAR describes multiple major deficiencies in a system affecting contract or program ability to meet cost, schedule or performance requirements; a significant deficiency pursuant to DFARS 252.242-7005, “Contractor Business Systems,” or; a failure to respond to a lower level CAR, or to remedy recurring noncompliance. A Level III CAR may result in the initiation of available contractual remedies, such as reductions of payments, cost disallowances, revocation of government assumption of risk of loss, or business management systems disapprovals, etc.
iv. **Level IV**: A Level IV CAR is issued to the contractor’s segment or corporate management when the contractual deficiency is of a serious nature or when a Level III CAR has been ineffective. A Level IV CAR will result in a mandatory review of available contractual remedies, such as cost disallowance, reduction or suspension of payments, revocation of government assumption of risk of loss, CBS disapproval, or suspension of all product acceptance activities. Any contractual remedies will be implemented IAW applicable FAR/DFARS policies and procedures.

5. **Create CAR**: Clicking the “Create CAR” button will create a CAR and Display the Corrective Action Request – Create/Edit Screen.

### 4.2 CAR –Create/Edit

After clicking the CREATE CAR button the Corrective Action Request – Create/Edit webpage will display. The originator must enter all mandatory fields and can choose to enter additional fields where information is available similar to other PDREP modules (See Figures 4.4A and 4.4B).

---

**Figure 4.4A**

20
### Contract Information

- **Operational Unit (Region) Contract:** PD - PDREP·AIS PM
- **(M) Prime Contract CMO DoDAAC:**
- **Contract Number:**
- **SubContract/Purchase Order (PO) Number:** 1
- **Prime CAGE:** CPARS [Lookup CAGE]
- **Additional CAGE Numbers:**
- **Company Name:** TEST CAGE TEST <, >, &
- **Phone Number:**
- **(M) Email Address:**
- **Address:** TEST CAGE TEST <, >, &
- **City, State, Zip Code:** TEST CAGE TEST <, >, &
- **DAI Programs:** [SELECT:]

### Place of Performance

- **POP CAGE:**
- **SubContractor UEI:**

### Executive Summary

**Executive Summary:**

### Non Compliance Information

- **(M) KTR POC:**
- **(M) KTR POC Title:**
- **Transmitter Name:**
- **Transmitted Date:**
- **CAR POC:**
- **Corrective Action Plan Due Date:** 08/20/2020
- **Response Required:**
- **Delivery Schedule Impact Possible:**
- **Repeat Finding:**
- **Status:**
- **Status Date:**

Add/View or Edit Deficiencies | Save | Cancel | View/Add Attachments | Save & Exit

---

**Figure 4.4B**
**Figure 4.5**

A. **Figure 4.5 CAR-Create/Edit Data Fields**

1. **CAR Level**: Displayed - transferred from "Create New CAR" page
2. **CAR Number**: Displayed - transferred from "Create New CAR" page
3. **OASIS Indicator**: Check this box if the deficiency is going into Online Aerospace Supplier Information System (OASIS). Follow the DCMA OASIS guidance found on the Resource Page QA link when contracts with AS91XX series QMS deficiencies are identified.
4. **OASIS Ticket Number**: Input the OASIS ticket number after receiving it from OASIS.
5. **Contractor Business System Indicator**: Check this box if the deficiency was found during a Contractor Business System (CBS) related audit. Checking this box will cause additional mandatory items to be completed by the Reviewer.
6. **Supervisor Review Required**: Check this box when a review is required by local CMO procedures before it is transmitted to contractor, the status will change to DRAFT PENDING REVIEW when the CAR is forwarded to the Reviewer.
7. **(M) Name, Phone, Email Address and DoDAAC:** Auto-populated from originators Profile, will auto-populate CAR letterhead

![Table with Contract Information]

**Figure 4.6**

**B. Figure 4.6 CAR-Car/Edit Data Fields**

1. **Operational Unit (Region) Contract:** Auto-populated based on user’s profile.

2. **(M) Prime Contract CMO DoDAAC:** Enter the DoDAAC of the Contract Management Office. The Name and Address information from this DoDAAC will appear on all correspondence generated from the CAR program.

3. **(M) Contract Number:** Enter all contracts affected, do not enter hyphens, (See Figure 4.7) use the “Add Contract” button to add contracts and the “Remove Contract” button to removed saved contracts (See Figure 4.8).

![Figure 4.7]

4. **Subcontract/PO Number:** Used if deficiency is found at other than prime contractor location, when populated the Place of Performance data fields will be displayed.

5. **Prime CAGE:** The CAGE code on the Prime contract

6. **Additional CAGE Numbers:** Data field for CAGE code other than the Prime CAGE that is affected by the CAR; enter the additional CAGE code and click the “Add CAGE” button (See Figure 4.9), the CAGE code will be added to the list of...
additional CAGE codes. To remove a saved CAGE code highlight the CAGE code and click the “Remove CAGE” button (See Figure 4.10).

![Figure 4.9](image1)

**Figure 4.9**

![Figure 4.10](image2)

**Figure 4.10**

7. **Contractor Name, Address and Phone Information:** Auto-populated based on data entered in Prime CAGE data field.

8. **(M) Email Address:** enter the email address who is going to receive any correspondence for the CAR. This address will auto-populate in the To: section of the email program.

9. **DAI Program Code:** Drop down list of Defense Agencies Initiative (DAI) programs (See Figure 4.11), highlight the program selection and click the “Add Program” button to save the program. A program may be removed by highlighting the program and clicking the “Remove Program” button (See Figure 4.12).

![Figure 4.11](image3)

**Figure 4.11**

![Figure 4.12](image4)

**Figure 4.12**
C. **Figure 4.13** CAR-Create/Edit Data Fields

1. **POP CAGE:** Place of Performance CAGE is the location of the contractor, if other than prime contractor, where the discrepancy is found. The information will auto-populate the CAR correspondence letters. This field is only visible if a Subcontract or Purchase Order number has been entered.

2. **Subcontractor UEI:** Data field for subcontractors who do not have a CAGE code, user will enter the Unique Entity Identifier. The information will auto-populate the CAR correspondence letters. This field is only visible if a Subcontract or Purchase Order number has been entered.

3. **Executive Summary:** Optional input, Executive Summary is used to capture high level description of the overall CAR Data, if populated the information will auto-populate the Executive Summary in the CAR letter sent to the contractor.

4. **(M) KTR Recipient POC:** Contractor Point of Contact that the CAR is sent to. This information auto-populates the “To” block in the CAR letter. The person entered should correspond with the CAR level to the contractor’s management level.

5. **(M) KTR POC Title:** The Contractor Point of Contact Title is the title of the Contractor’s recipient, i.e. Quality Manager, Production Manager, etc.
6. **Transmitter Name**: The auto-populated name of the person transmitting the CAR to contractor. In addition, this data field will populate the contractor letter if CAR POC is blank.

7. **Transmittal Date**: An auto-populated date generated when transmitting the CAR letter to the contractor.

8. **CAR POC**: Enter the name of the Government representative if the point of contact is someone other than the person logged in. CAR POC will be used in the CAR letter to contractor versus the transmitter name if filled in.

9. **CAP Due Date**: Auto-populated date that is 45 calendar days from CAR transmittal. The user may edit the date for a shorter period, but not allowed to go more than 45 days after the transmittal date, if more time is needed use extension date field after the contractor responds.

10. **Response Required**: Check box that when checked requires a response from the contractor. LEVEL I CAR will be blank, for all others levels the check box is automatically checked. If checked, the Contractor letter will state response required and lists the responses the contractor has to include.

11. **Repeat Finding**: Check box that indicates whether the current deficiency meets the business rule definition of "repeat finding". If checked, list the CAR Control numbers in the Discrepancy Description text block (see Figure 4.14)

(M) **Non-compliance Description**:

```
Repeat Finding
07679-2019-0007
07679-2019-0015
```

Figure 4.14

12. **Delivery Schedule Impact Possible**: Check box that indicates a schedule impact due to the deficiency. Checked means yes, unchecked means no.

13. **(M) Status**: The status is auto-populated based on transaction within the CAR process for a list of statuses see Appendix 1, Table 17.4.

14. **(M) Status Date**: The date is auto-populated based on the transaction completion.

4.3 **CAR Create / Edit Button Descriptions**

- [Add/View or Edit Deficiencies]  [Save]  [Cancel]  [View/Add Attachments]  [Save & Exit]
- [Withdraw CAR]

Figure 4.15
1. **Add/Edit or View Deficiencies:** Allows the user to access the deficiency page to view, add or edit deficiencies.

2. **Save:** The Save button may be used at any time to save the record as a draft, to allow the user to return to it later or perform occasional saves of data previously entered.

3. **Cancel:** If record has not been saved the button will return the user to the worklist page, deleting the CAR, the CAR serial number will be lost causing a hole in the serial number sequence. If the record has been saved the button will return the user to the worklist page and the record will be in DRAFT status.

4. **View/Add Attachments:** The Add/View Attachment button allows uploading, viewing and deleting of attachments. See Section 15.1 for complete details on uploading and viewing attachments.

5. **Save and Exit:** The Save and Exit button may be used at any time to save your work and exit the record.

6. **Withdraw CAR:** Only available to a Supervisor. Verifies if a Withdrawal Note as to the reason why the CAR is being withdrawn has been written. Opens CAR Correspondence page with the CAR Withdrawn template in the message box. The letter will be auto-populated from the CAR record, but it is editable. When the email has been sent, it will automatically update the status to CAR – Withdrawn and record the transaction in the history.

5  **CAR – Non Conformance Data Entry**

5.1  **Adding a Deficiency**

To add a deficiency click on the “Add/View or Edit Deficiencies” button located at the top and bottom of the CAR Create/Edit page (See Figure 5.1).

![Add/View or Edit Deficiencies](image)

![Save](image)

![Cancel](image)

![View/Add Attachments](image)

![Save & Exit](image)

**Figure 5.1**

Clicking the “Add/View or Edit Deficiencies” button will display the CAR-Non Conformance Data Entry page (See Figure 5.2).
LEVEL III

Deficiency Number: 1  (M) NC Observation Date: 

The following is a list of DCMA Acquisition Functional Areas writing CARs related to their field:

(M) Assigned Functional Area: SELECT.

Key Contract Requirement:

-SELECT. 

Critical Safety Item: SELECT.

Item Nomenclature: 

Add Item Nomenclature

Part Number: 

Add Part Number

COG (NSEO) FSC NIIN SMC (NSEO) Nomenclature

NSN: 

Lookup FSC

(M) Def. Class: SELECT.

(M) Category: SELECT.

(M) Type: SELECT.

(M) Non-compliance Description:


Proprietary Information: SELECT.

(M) Contractual Requirement:


Contractor Procedure:


Figure 5.2
A. **Figure 5.3** CAR-Deficiency Data field

1. **CAR Level**: Transferred from "Create CAR" page.
2. **CAR Number**: Transferred from "Create CAR" page.
3. **Deficiency Number**: Drop down list of the numbers corresponding to the number of the deficiency. The list can contain up to 99 deficiency numbers. Click on the selected deficiency number (See **Figure 5.4**) to go directly to that deficiency.

![Deficiency Number](image)

**Figure 5.4**

4. **(M) NC Observation Date**: The date the government representative found or witnessed the deficiency.
5. **(M) Assigned Functional Area**: The user’s assigned functional area that found the deficiency or originating the CAR.

---

29
6. **Key Contract Requirements**: Drop down list based on the functional area selected.

7. **Critical Safety Item**: If item is a critical safety item select yes from the drop down list.

8. **Item Nomenclature**: Name of the part or document related to the deficiency. Multiple items may be stored; use the “Add Item Nomenclature” button to add items and the “Remove Item Nomenclature” button to remove saved items (See Figures 5.5 and 5.6).

   ![Figure 5.5](image1)

   ![Figure 5.6](image2)

9. **Part Number**: Part number related to the deficiency. Multiple part numbers may be stored, use the “Add part Number” button to add items and the “Remove Part Number” button to remove saved items. The part numbers listed will auto-populate on the contractor letter (See Figures 5.7 and 5.8).

   ![Figure 5.7](image3)

   ![Figure 5.8](image4)

10. **NSN**: Fill in the NSN, if available or type the NIIN and click the “Lookup FSC” button to have the NSN auto-populate as shown in Figures 5.9 and 5.10.

   ![Figure 5.9](image5)
11. **(M) Def. Class:** The classification of the deficiency in accordance with FAR definitions. Select from the drop down list (See Figure 5.11).

![Figure 5.10](image)

**Figure 5.10**

A. If Contractor Business System Indicator is checked and the Assigned Functional Area is Contract Business Systems the Def. Class will display as shown in Figure 5.12.

![Figure 5.11](image)

**Figure 5.11**

B. Warranted ACOs will see the Deficiency Class as shown in Figure 5.13. This allows the ACO to make a change in Def Class when performing their function on the ACO page. Clicking the Save Def Class button will save the selection.

![Figure 5.12](image)

**Figure 5.12**

![Figure 5.13](image)

**Figure 5.13**
12. **(M) Category:** Select from the drop down list that is a high-level description of the deficiency based on the Functional Area selected.

13. **(M) Type:** Select from the drop down list of detailed descriptions of the deficiency based on the Category selected.

![Figure 5.14](image)

**Figure 5.14**

B. **Figure 5.14 CAR-Deficiency Data Fields**

1. **(M) Noncompliance Description:** A detailed description of the departure from the contractual requirements.

2. **Proprietary Info:** Select Yes or No from the drop list. Selecting “Yes” will cause a Proprietary Narrative text box to display to add proprietary information related to the noncompliance (See Figure 5.15), the data entered in the text box will only be visible to the DCMA and CAGE of the data owner.

![Proprietary Information](image)

**Proprietary Information:** YES

**Proprietary Narrative:**

Add the Proprietary information here.

![Figure 5.15](image)

**Figure 5.15**
3. **(M) Contractual Requirement**: Text box to enter the contractual requirement

4. **Contractor Procedure**: Contractor’s procedure that controls process or does not address contract requirements to produce expected outcome.

### 5.2 CAR – Non Conformance Data Entry Button Descriptions

**A. Buttons available before saving a deficiency**

![Button Descriptions](image)

**Figure 5.16**

1. **Save Deficiency**: Allows the user to save a deficiency after all mandatory fields have been filled

2. **CAR Review**: *Before using this button ensure the deficiency has been saved.* Opens a DRAFT PDF version of the CAR letter that would be sent to the contractor. This gives the Functional Specialist the ability to review the letter’s content prior to forwarding the CAR to the reviewer. The PDF may be downloaded or printed from this screen (See **Figure 5.17**)

![PDF Version](image)

**Figure 5.17**

3. **Delete**: Allows the user to delete a deficiency prior to transmitting the CAR to the contractor. After clicking the button, a message will be displayed as shown in **Figure 5.18**. If a deficiency is deleted from the list, the deficiencies will not be renumbered (See **Figure 5.19**).

- Deficiency number 2 has been deleted from this CAR

![Delete Button](image)

**Figure 5.18**
4. **Back**: Allows the user to move from the current page to the CAR worklist, does not save any data entered.

**B. Additional buttons available after saving a deficiency**

- **Add Deficiency**: Creates a new deficiency page allowing the user to document more than one deficiency. The button will allow up to 99 deficiencies per CAR.

- **Forward to Reviewer**: Opens CAR Forward to Reviewer Message page. A short message will auto-populate will be displayed in the message box (See Figure 5.21). For a detailed description of this message, see Section 10.1.

- **Transmit to Contractor**: Level III and IV CARS will not have this button. Allows Functional Specialist to transmit Level I and II CARS to the contractor. Opens CAR Correspondence page with the CAR template in the message box (See Figure 5.22). For a detailed description of this message, see Section 11.1.
The requirement for CARs to have a supervisor review will be based on which DCMA command the functional specialist is assigned. The Supervisor will be required to complete a review based on a check mark in the “Supervisor Review Required” on the Create New page (See Figure 6.1).

6.1 Supervisor Actions

The Supervisor will review the CAR, input the required data; and if acceptable, the may transmit the CAR to the contractor and all other stakeholders or return the CAR to the Originator. If the Supervisor answers the “CAR Approved” question with a “No” the Reviewer remarks block will become mandatory allowing the Supervisor to make comments on the required changes to make the CAR acceptable. The Supervisor will be able to notify the functional specialist via email notification with in the CAR module. This email notification will be captured in the CAR history.
A. **Figure 6.2 CAR Reviewer Data Fields**

1. **Level**: Transferred from the Create CAR page
2. **CAR Number**: Transferred from the Create CAR page
3. **Reviewer’s Team Code**: Auto-populated based on log in
4. **Reviewer’s Information**: Auto-populated based on log in
5. **Reviewed Date**: Select the date the CAR was reviewed.
6. **Supervisor Review Complete**: The Supervisor has a choice of Yes or No. If the Supervisor answers the question with a “No,” the Reviewer remarks block will become mandatory. The Supervisor will make comments on the required changes to make the CAR acceptable. The Supervisor will be able to notify the functional specialist via the “Return to Originator” button on the
Reviewer’s page. This email notification will be captured in the CAR history. Status will remain at Pending Approval.

7. **Reviewer Remarks:** Conditionally mandatory, must enter a remark if the CAR is not approved.

### 6.2 Review CAR Button Descriptions

![Figure 6.3](image-url)

A. **Save:** The Save button may be used at any time to save the record as a draft, to allow the user to return to it later or perform occasional saves of data previously entered.

B. **Save and Exit:** The Save and Exit button may be used at any time to save your work and exit the record.

C. **Return to Originator:** Opens CAR Return to Originator Message, a short message will auto-populate will be displayed in the message box. (See **Figure 6.4**). For a detailed description of this message, see **Section 10.3**.

![Figure 6.4](image-url)
D. **CAR Review:** Opens a DRAFT PDF version of the CAR letter that would be sent to the contractor. This gives the Supervisor the ability to review the letter’s content. The PDF may be downloaded or printed from this screen (See Figure 6.5)

![Figure 6.5](image)

E. **Send Message:** Opens CAR Send Message page. The user may modify message. (See Figure 6.6). For a detailed description of this message, see Section 10.4.

![Figure 6.6](image)

F. **Add/View Attachments:** The Add/View Attachment button allows uploading, viewing and deleting of attachments. For a detailed description, see Section 15.1.

G. **Back:** Allows the user to move from the current page to the CAR worklist page, does not save any data entered.
Level III and IV CARs that are not initiated by a warranted 1102 must be reviewed by a warranted 1102 (applies to all commands). The data fields that the Administrative Contracting Office (ACO) will be responsible to input will be mandatory data fields based CAR level and the Contractor Business System Indicator data field (See Figure 7.1).

**Figure 7.1**
7.1 CAR ACO Actions Level III or IV Contractor Business System

The “All CBS Level III and IV” section (See Figure 7.2) is generated and visible based on the check mark in the Contractor Business System (CBS) Indicator boxes on the CAR Create/Edit page as described in Section 4.2. (See Figure 7.3). Both sections will be available for data entry.

Figure 7.2

Figure 7.3

A. Figure 7.3 CAR Reviewer CBS Data Fields

1. **(M) Business System Analysis Report (BSAR) Audit:** The date when this step is complete. The CAR cannot be transmitted but a draft of the CAR may be forwarded to the contractor.

2. **(M) Initial Determination Sent:** The date the initial determination has been sent. The CAR cannot be transmitted but a draft of the CAR may be forwarded to the contractor.

3. **(M) Contractor Response Due Date:** The date the contractor response is due. This date will auto-populate the CAR notification letter.

4. **(M) HQ CBS Panel Review Completed:** The date the panel review was completed. The CAR cannot be transmitted but a draft of the CAR may be forwarded to the contractor.

5. **(M) Final Determination Issued:** The date the final determination step was completed. The CAR cannot be transmitted but a draft of the CAR may be forwarded to the contractor.

6. **Withholds Implemented:** Check the box when and if withholds are implemented.
B. Generating a Draft CAR

The Generate Draft CAR button will be used to send the contractor a draft of the CAR (See Figure 7.4). The letter template may be edited.
Additional email address may be added using the Add To Email list and Add CC Email list buttons (See Figure 7.5)

![Figure 7.5](image)

To remove an email address, highlight the address to be removed and click the Delete button (See Figure 7.6)

![Figure 7.6](image)

7.2 CAR ACO Actions Level III or IV

The “All Level III and IV” section (See Figure 7.7) is generated on all Level III and IV CARs. The ACO must complete all data fields before transmitting the CAR to the contractor.

![Figure 7.7](image)
A. **Figure 6.7** CAR Reviewer-All Level III and Level IV Data Fields

1. **(M) CMO Notification of Intent to Customers:** When the step is completed, the reviewer will check the box when the document is attached to the record and enter the date completed.

2. **(M) Contracts Director Concurrence:** When the step is completed, the reviewer will check the box when the document is attached to the record and enter the date completed.

3. **(M) CMO Commander/Deputy Concurrence:** When the step is completed, the reviewer will check the box when the document is attached to the record and enter the date completed.

4. **(M) Region Commander Concurrence:** When the step is completed, the reviewer will check the box when the document is attached to the record and enter the date completed.

5. **(M) Agency Director Concurrence:** When the step is completed, the reviewer will check the box when the document is attached to the record and enter the date completed.

6. **(M) PMBI Notification:** The reviewer will enter the date when the notification is completed.

7. **(M) Communication Process Complete:** The reviewer will check the box when the process is complete. The check allows the reviewer to transmit the CAR to the contractor via the “Correspondence” button.

7.3 CAR ACO Page Button Descriptions

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save</td>
<td>The Save button may be used at any time to save the record as a draft, to allow the user to return to it later or perform occasional saves of data previously entered.</td>
</tr>
<tr>
<td>Save and Exit</td>
<td>The Save and Exit button may be used at any time to save your work and exit the record</td>
</tr>
<tr>
<td>Return to Originator</td>
<td>Opens CAR Return to Originator Message, Auto-populated with originator’s email address. A short message will auto-populate will be displayed in the message box (See Figure 7.9). For a detailed description of this message, see Section 10.3.</td>
</tr>
<tr>
<td>Transmit to Contractor</td>
<td></td>
</tr>
<tr>
<td>CAR Review</td>
<td></td>
</tr>
<tr>
<td>Send Message</td>
<td></td>
</tr>
<tr>
<td>Add/View Attachments</td>
<td></td>
</tr>
<tr>
<td>Back</td>
<td></td>
</tr>
</tbody>
</table>
D. **Transmit to Contractor:** Allows the ACO to transmit the CAR to the contractor. Opens CAR Correspondence page with the CAR template in the message box. The letter will be auto-populated from the CAR record (See Figure 7.10). For a detailed description of this message, see Section 11.1.

Figure 7.9

E. **CAR Review:** Opens a DRAFT PDF version of the CAR letter that would be sent to the contractor. This gives the ACO the ability to review the letter’s content prior to forwarding the CAR to the reviewer. The PDF may be downloaded or printed from this screen (See Figure 6.11)
F. **Send Message:** Opens CAR Send Message page. The user may modify message. (See Figure 6.12). For a detailed description of this message, see Section 7.4.

![Figure 6.11](image1)

<table>
<thead>
<tr>
<th>Correspondence</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>To:</strong></td>
</tr>
<tr>
<td><strong>CC:</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEFENSE CONTRACT MANAGEMENT AGENCY</td>
</tr>
<tr>
<td>1910 THIRD AVE N</td>
</tr>
<tr>
<td>BIRMINGHAM, AL 35203-3514 US</td>
</tr>
<tr>
<td>07/09/2020</td>
</tr>
</tbody>
</table>

![Figure 6.12](image2)

G. **Add/View Attachments:** The Add/View Attachment button allows uploading, viewing and deleting of attachments. For a detailed description, see Section 15.1.

H. **Back:** Allows the user to move from the current page to the CAR worklist page, does not save any data entered.
8 CAR CONTRACTOR ACTIONS

In the future, a contractor may be able to enter their data after a reviewer or functional specialist has transmitted the CAR to them. The current process requires a government representative to input the contractor’s actions. The Contractor Action page is made up of several sections that require specific criteria to allow the section to be visible and editable (See Figure 8.1 and 8.2).

Figure 8.1
Figure 8.2
8.1 Corrective Action Plan (CAP) – Contractor Submittal

When the Contractor’s CAP is provided to the Functional Specialist, it will be documented in the Contractor Action page.

Figure 8.3

A. **Figure 8.3 Contractor Action Data Fields**

1. **Level**: Transferred from the Create CAR page
2. **CAR Number**: Transferred from the Create CAR page
3. **Category**: Auto-populated; not editable; if more than one deficiency, each deficiency will be numbered and placed in a row under the data field label.
4. **Type**: Auto-populated, not editable, if more than one deficiency each deficiency will be numbered and placed in a row under the data field label
5. **Critical Safety Item:** Auto-populated; not editable; if more than one deficiency, each deficiency will be numbered and placed in a row under the data field label.

6. **Non-compliance Description:** Auto-populated; not editable; if more than one deficiency, each deficiency will be numbered and placed in a row under the data field label.

7. **Contractual Requirement:** Auto-populated; not editable; if more than one deficiency, each deficiency will be numbered and placed in a row under the data field label.

8. **Contractor Procedure:** Auto-populated; not editable; if more than one deficiency, each deficiency will be numbered and placed in a row under the data field label.

9. **Request Extended CAP Due Date To:** The date the contractor is given as the extension due date

10. **CAP Extension Request Reason:** Text box to enter the reason the contractor has requested an extension.

---

**Figure 8.4**

B. **Figure 8.4 Contractor’s Action Data Fields**
1. **Contractor’s CAR Response Requirements**: A list of items the contractor must address within the contractors response.

2. **Root Cause Code**: Select the Root Cause code that matches the Root Cause provided by the contractor.

3. **Root Cause Description**: Select the Root Cause Description that matches the Root Cause provided by the contractor.

4. **(M) Contractor CA Implementation Date**: The date provided by the contractor to implement the corrective action.

5. **Corrective Action Plan Details**: Text field that addresses the Root Cause corrective actions and the contractor’s CAP details.

6. **(M) KTR Submitted Date**: Date the contractor submitted the CAP. Entering the Date will update the Status to CAP –Submitted. Date and Status change will be recorded in the record history.

### 8.2 CAP – Government Actions

Contractor CAPs are reviewed and approved by government representatives. They also verify and validate the CAP was implemented and effective.

![Image of GOV CAR-CAP Actions](image)

**Figure 8.5**

A. **Figure 8.5 GOV CAR-CAP Action Data Fields**

1. **(CM) CAP Response Received by Gov. Date**: Date the government representative received the CAP.

2. **(CM) CAP Acceptor POC**: The name of the POC is auto-populated based on login. The field is editable.

3. **(CM) CAP Approved**: Drop Down selection, the functional specialist will select either “Yes” or “No”.

4. **(CM) CAP Approved Date**: The date the Functional Specialist concurs with CAP. Status is updated to “CAP Approved”. Status change and date are
recorded in the record history. Entry in this field will display the “CAP Acceptable” button that opens the correspondence page with CAP Acceptable letter auto-populated.

5. **(CM) CAP Rejection Date:** The date the Functional Specialist non-concurs with CAP, when date is entered the CAP Rejected Details section will be displayed. Status will update to "CAP Rejected" Status change and date will be recorded in the record history. Entry in this field will display the CAP Rejected button that opens the correspondence page with CAP Rejected letter auto-populated.

6. **(CM) CAP Due Date:** Auto-populated date that is 45 calendar days from CAR transmittal. The user may edit the date for a shorter period, but not allowed to go more than 45 days after the transmittal date, if more time is needed use extension date field after the contractor responds.

7. **(CM) Revised CAP Due Date:** Functional Specialist will enter a date the contractor is required to provide a revised CAP after rejection.

8. **(CM) Revised CAP Second Due Date:** Functional Specialist will enter a date the contractor is required to provide a revised CAP after the revised CAP rejection.

9. **(CM) CAP Extended Due Date To:** The date the contractor is given as the extension due date if an extension is requested.

![CAP Rejection Details](image)

**Figure 8.6**
B. **Figure 8.6** CAP Rejection Details Data Fields

1. **(CM) CAP Rejection Date**: Auto-populated from CAP Rejection Date

2. **(CM) Revised CAP Due Date**: Auto-populated from Revised CAP Due Date

3. **(CM) CAP Rejected Explanation**: Text Box to enter reason why CAP is rejected, the explanation will auto-populate in the CAP Rejection letter.

4. **(CM) Revised CAP Received Date**: The date the revised CAP is received by the government representative.

5. **(CM) Revised CAP Acceptable**: Drop Down selection, the functional specialist will select either “Yes” or “No”.

6. **(CM) Revised CAP Accept Date**: Add date if revised CAP is acceptable. Status will be updated to "CAP Approved. Status change and date will be recorded in the record history. Entry in this field will display the Revise CAP Acceptable button that opens the correspondence page with CAP Acceptable letter auto-populated.

7. **(CM) Revised CAP Rejection Date**: Add date if revised CAP is Rejected. Status will update to "CAP Rejected". Status change and date will be recorded in the record history.

8. **Revised CAP Acceptor POC**: The name of the POC is auto-populated based on login. The field is editable.

9. **(CM) Revised CAP Rejection Explanation**: Text field that addresses why the revised CAP was rejected.

![Corrective Action Implementation](image)

**Figure 8.6**
C. **Figure 8.6 Corrective Action Implementation Data Fields**

1. **Planned Verification Date:** The date scheduled to perform the verification of the CAP. CAP must be accepted before entering date.

2. **(M) Verification Date:** Enter the date the Corrective Action was verified. A Planned Verification Date must be entered prior to entering the verification date. Adding date will update record status to CA-Verified. The status change and date will be recorded in the record history.

3. **Verification Results:** Enter the verification results in text box

4. **Planned Validation Date:** Date one schedules the Validation, CA must be verified before entering Date

5. **(M) Validation Date:** Enter the date the Corrective Action was Validated. Planned Validation Date must be entered prior to entering the validation date. Adding date will update status to CA-Validated. The status change and date will be recorded in the record history.

6. **Validation Results:** Enter the Validation results in text box

### 8.3 Corrective Action Plan Button Descriptions

**A. Contractor’s Response Section**

![Add/View Attachments | Save & Exit | Back | Save](image)

*Figure 8.7*

1. **View/Add Attachments:** The Add/View Attachment button allows uploading, viewing and deleting of attachments. See **Section 15.1** for complete details on uploading and viewing attachments

2. **Save and Exit:** The Save and Exit button may be used at any time to save your work and exit the record.

3. **Back:** Allows the user to move from the current page to the CAR worklist, does not save any data entered.

4. **Save:** The Save button may be used at any time to save the record as a draft, to allow the user to return to it later or perform occasional saves of data previously entered.

**B. GOV CAR-CAP Actions section before CAP rejection**

![Save | Approve CAP | Reject CAP | Escalate CAR](image)

*Figure 8.8*

1. **Save:** The Save button may be used at any time to save the record as a draft, to allow the user to return to it later or perform occasional saves of data previously entered.
2. **Approve CAP**: Opens CAR Correspondence page with the CAP Acceptable template in the message box (See Figure 8.9). For a detailed description of this message, see Section 11.2.

![Figure 8.9](image)

3. **Reject CAP**: Opens CAR Correspondence page with the CAP Rejected template in the message box (See Figure 8.10). For a detailed description of this message, see Section 11.3.

![Figure 8.10](image)
4. **Escalate CAR**: Closes the CAR record. Updates status to Closed – Escalated and records the escalation in the record history. Opens create new CAR page.

C. **GOV CAR-CAP Actions section after CAP rejection**

![Fig 8.11](image)

**Figure 8.11**

1. **Approve Revised CAP**: Opens CAR Correspondence page with the Revise CAP Acceptable template in the message box (See **Figure 8.12**). For a detailed description of this message, see **Section 11.4**.

![Fig 8.12](image)

**Figure 8.12**

2. **Reject Revised CAP**: Opens CAR Correspondence page with the Revised CAP Rejected template in the message box. (See **Figure 8.13**). For a detailed description of this message, see **Section 11.5**.
D. GOV CAR-CAP Actions section after CAP Acceptable

**Figure 8.13**

**Figure 8.14**

1. **Save**: See Section 8.3.B
2. **Escalate CAR**: See Section 8.3.B
3. **CAR Closed**: Opens CAR Correspondence page with the CAR Closed template in the message box. (See Figure 8.14). For a detailed description of this message, see Section 11.6.
9 WITHDRAWING A CAR

A Supervisor may withdraw a CAR. The Withdraw Car button is located on the Edit CAR page.

9.1 Withdrawal Note

A. While in the CAR record that is going to be withdrawn, Click on the CAR Notes tab to add a Withdrawal Note (See Figure 9.1) and the CAR notes page will be displayed as shown in Figure 9.2.

B. Click on the Add Note/Brief button and the Add Note/Reference page will appear as shown in Figure 9.3.
C. Select WN-Withdrawal Note from the drop down list under Note Type

![Drop-down list with WN-Withdrawal Note selected](image)

Figure 9.4

D. The date is auto-populated but is editable, enter the notes and click Save (See Figure 9.5).
9.2 Withdraw CAR

A. The Withdraw Car button is located on the Edit CAR page. In addition, the CAR Note(s) available message is shown indicating a CAR note has been written. (See Figure 8.6).

![Add Note/Reference](image)

**Figure 9.5**

B. Click on the Withdraw Car button (See Figure 9.6) and the Correspondence page will be displayed with a withdrawal letter template that is editable (See Figure 9.8). If a Withdrawal Note has not been written an error message will be displayed (See Figure 9.7). For a detailed description of this message, see Section 11.7.

- A Withdrawal Note must be entered with the reason for withdrawing this CAR.

**Figure 9.7**
10 SENDING CAR MESSAGES

A correspondence is created to notify an individual of a required action. The programming allows specific individuals to be sent a correspondence based on the transaction selected. The correspondence page will display information related to the CAR is auto-populated.

10.1 Forward to Reviewer

Opens CAR Forward to Reviewer Message page. A short message will auto-populate and be displayed in the message box (See Figure 10.1). When the email has been sent, it will automatically update the status to “Draft Pending Review” and update the status date to today’s date and records the transaction in the record history.
A. **To:** the user enter the reviewer/supervisor’s email address and click the “Add To Email list” button

B. **CC:** If you wish to add CC addresses you will need to type them into the CC: box and click “Add CC Email List” (this must be done one address at a time).

   1. Additional email address may be added using the Add To Email list and Add CC Email list buttons (See **Figure 10.2**)

**Figure 10.1**

**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

**To:**

**CC:**

**Content**

![Defense Contract Management Agency Logo]

DEPARTMENT OF DEFENSE

DEFENSE CONTRACT MANAGEMENT AGENCY

1910 THIRD AVE N

BIRMINGHAM, AL 35203-3514 US

07/13/2020

July 13, 2020

TO: USER (BETA) GUIDE:

CORRECTIVE ACTION REQUEST (CAR) CAR# CPARS-2020-0063 REQUIRES A REVIEW.

SINCERELY,

USER (BETA) GUIDE, DCMA

Send  Back
2. To remove an email address, highlight the address to be removed and click the Delete button (See Figure 7.3)

3. **Address**: the DCMA address is auto-populated based on the user’s log in information

4. **Message**: A short message about the CAR. The content can be modified if desired.

5. Click “Send” to complete the forwarding action. A PDREP message will be returned to notify the user that the CAR has been sent successfully. Click “Back” to cancel sending the correspondence.

6. Clicking “Continue” hyperlink will return the user to the CAR Worklist page.
10.2 Forward to ACO

Opens CAR Forward to ACO Message page. A short message will auto-populate and be displayed in the message box (See Figure 10.5). When the email has been sent, it will automatically update the status to “Forwarded to ACO” and update the status date to today’s date and records the transaction in the record history.

Figure 10.5

The step-by-step instructions for this message are the same as in Forward to Reviewer (See Section 10.1).
10.3 Return to Originator

Opens CAR Return to Originator Message with the originator’s email address pre-populated. Additional recipients may be added. A short message will auto-populate and be displayed in the message box (See Figure 10.6). When the email has been sent, it will automatically update the status and records the transaction in the record history.

![Image of DCMA Correspondence]

**Figure 10.6**

The step-by-step instructions for this message are the same as in Forward to Reviewer (See Section 10.1).
10.4 Send Message

Opens CAR Send Message page. The user will enter the desired message (See Figure 10.7). When the email is sent, user name and date will be recorded in the record history.

**Figure 7.7**

The step-by-step instructions for this message are the same as in Forward to Reviewer (See Section 10.1).
11 SENDING CORRESPONDENCE

Correspondences are created to formally notify individuals via letter of a required action. Each CAR correspondence will have a specific letter identifying the action required by the recipient. The correspondence is auto-populated with the recipient’s email address and the designated letter. The letter is editable. The correspondence will be recorded in the CAR history when sent.

11.1 Transmit to Contractor

Allows all levels of CARs to be transmitted to the contractor available to the Functional specialist on Level I and II CARs and to Warranted ACO on Level III and IV CARS. Opens CAR Correspondence page with the CAR template in the message box. The letter will be auto-populated from the CAR record, but it is editable (See Figure 11.1). When the email has been sent, it will automatically update the status to CAR – Transmitted and record the transaction in the history.

Figure 11.1
A. **To:** The Recipient’s email address is auto-populated. The user may enter the additional recipients by typing their email address in the To: box and click Add To Email list to add the email address (this must be done one address at a time).

B. **CC:** If you wish to add CC addresses enter the email address in the CC: box and click “Add CC Email List” (this must be done one address at a time). If the transmitter needs a copy of the email, they need to add their email address in the CC: line.

![Figure 11.2](image1.png)

1. Additional email address may be added using the Add To Email list and Add CC Email list buttons (See Figure 11.3)

![Figure 11.3](image2.png)

2. To remove an email address, highlight the address to be removed and click the Delete button (See Figure 11.4)

![Figure 11.4](image3.png)

C. **Message:** The CAR letter template is auto-populated in the message box with the required data fields for the letter. The content can be modified if desired.
1. Preview Button allows the user to preview the letter in PDF format before sending (See Figure 11.5).
Note: If using Google Chrome as your browser you will need to click the hyperlink on the Pop Up blocked as shown in Figure 11.6.

Figure 11.6

2. Additional web page functionality located in the upper right corner

Figure 11.7

   i. Rotate Clockwise
   ii. Download
   iii. Print

D. Click “Send” to complete the Transmittal action. A PDREP message will be returned to notify the user that the CAR has been sent successfully (See Figure 11.8). Click “Back” to cancel sending the correspondence.

Figure 11.8

3. Clicking Continue will return the user to the CAR Worklist page.
11.2 CAP Acceptable

To notify the contractor that the submitted CAP is approved. The Approve Cap button opens the correspondence page with the CAP Acceptable template in the message box. The letter will be auto-populated from the CAR record, but it is editable (See Figure 11.9). When the email has been sent, it will automatically update the status to CAR – CAP Approved and record the transaction in the history.

**Figure 11.9**

The step-by-step instructions for this correspondence are the same as in Transmit to Contractor (See Section 11.1).
11.3 CAP Rejected

To notify the contractor that the submitted CAP is rejected. The Reject Cap button opens the correspondence page with the CAP Rejection template in the message box. The letter will be auto-populated from the CAR record, but it is editable (See Figure 11.9). When the email has been sent, it will automatically update the status to CAR – CAP Rejected and record the transaction in the history.

![Figure 11.10](image)

The step-by-step instructions for this correspondence are the same as in Transmit to Contractor (See Section 11.1).
11.4 Revised CAP Acceptable

To notify the contractor that the submitted Revised CAP is approved. The Approve Revised CAP button opens the correspondence page with the Revised CAP acceptable template in the message box. The letter will be auto-populated from the CAR record, but it is editable (See Figure 11.11). When the email has been sent, it will automatically update the status to CAR – CAP Accepted and record the transaction in the history.

![Correspondence](image)

**Figure 11.11**

The step-by-step instructions for this correspondence are the same as in Transmit to Contractor (See Section 9.1).
11.5 Revised CAP Rejected

To notify the contractor that the submitted Revised CAP is rejected. The Reject Revised CAP button opens the correspondence page with the Revised CAP rejection template in the message box. The letter will be auto-populated from the CAR record, but it is editable (See Figure 11.12). When the email has been sent, it will automatically update the status to CAR – CAP Rejected and record the transaction in the history.

![Correspondence Page]

Figure 11.12

The step-by-step instructions for this correspondence are the same as in Transmit to Contractor (See Section 11.1).
11.6 CAR Closed

To notify the contractor that the submitted CAP has been verified and validated. The close CAR button opens the correspondence page with the closed CAR template in the message box. The letter will be auto-populated from the CAR record, but it is editable (See Figure 11.13). When the email has been sent, it will automatically update the status to Closed-Complete and record the transaction in the history.

![DCMA Correspondence](image)

**Figure 11.13**

The step-by-step instructions for this correspondence are the same as in Transmit to Contractor (See Section 11.1).
11.7 Withdrawn CAR

Only a Supervisor may withdraw a CAR. CAR withdrawn correspondence template is shown in Figure 11.14. The letter will be auto-populated from the CAR record, but it is editable. When the email has been sent, it will automatically update the status to CAR – Withdrawn and record the transaction in the history.

Figure 11.14

The step-by-step instructions for this correspondence are the same as in Transmit to Contractor (See Section 9.1).
12 CAR HISTORY & CORRESPONDENCE

CAR history page will display a comprehensive history of all correspondences sent, all status changes for the subject CAR AND Points of Contacts. **Figure 12.1** represents CAR history & correspondence page.

![Figure 12.1](image-url)
12.1 Points of Contacts

The page will contain points of contact for the CAR. It will provide names and email addresses of those individuals (See Figure 12.2)

![Figure 12.2]

12.2 Correspondence History

Correspondence history will record who sent correspondences. The text of all e-mail messages will be displayed (See Figure 12.3), all formal letter correspondence sent from PDREP will be found under Add/View Attachments.

![Figure 12.3]
12.3 History Correspondence

History correspondence records status changes and those who changed the status (See Figure 12.4).

![History Correspondence Table](image)

**Figure 12.4**

13 CAR VIEW / ADD NOTES

The CAR View/Add Notes provides access to input or view additional information about the processing of the CAR. This information is internal to PDREP and will not appear on any report or correspondence. They are frequently used for things like workflow notes or documenting telephone conversations regarding a CAR. Although they are not visible outside of PDREP, the notes are visible to PDREP users at the originator’s DoDAAC, not just the user who entered the note.

A. To enter notes, click the View/Add Notes tab the form illustrated in Figure 13.1 displays.

![Corrective Action Request - Notes](image)

**Figure 13.1**

B. Click the Add Note/Brief to add or view a note.

C. The “Add Note/Reference” section becomes visible and may be edited (See Figure 13.2).
D. Note Type select note option from the drop down (See Figure 13.3)

E. Write the note in the Note/Brief section (See Figure 13.4).
F. Click the Save button to save the note. The note will be displayed in the View/Add Notes page (See Figure 13.4).

G. The Delete button will be available to the user who created the note all others will only be able to view the note (See Figure 10.5).

H. To delete a note click Delete button and confirm you want to delete the note (See Figure 13.6).
I. A message shown in **Figure 13.7** will be displayed on the Edit page of the record indicating there are notes available for the record.

**CAR Note(s) available**

**Figure 13.7**

### 14 CAR TRANSFER

CAR records may be transferred in certain circumstances. Two types of transfers are allowed, a region to region transfer and a team to team transfer. CAR transfer page is shown on **Figure 14.1**.

![Screen Capture of CAR Transfer Page](image)

**Figure 14.1**
14.1 Transfer Requirements

A. Region to Region Transfer

Region-to-Region transfers occur when a contractor has moved to a new location. A supervisor will perform the transfer of all open Level I and II and all closed records regardless of level. Once transferred the records will no longer be visible on the team’s worklist.

Open Records – The Contractor’s CAGE code and address information will be editable to the receiving Functional Specialist. The Functional Specialist will be required to complete the contractor’s CAGE Code (may be the same) and address information when first opening the record.

CAR records will be visible on the Receiving DODAAC, ORG-CODE (Region) and TEAM worklist. History and data reports will reflect the record transfer.

Example: in DODAAC field – Transferred from [previous DODAAC]

Closed Records – Data is not editable, CAR will be visible on Receiving DODAAC, ORG-CODE (Region) and TEAM worklist, and data reports. History and data reports will reflect the record transfer.

Example: in DODAAC field – Transferred from [previous DODAAC]

B. Team to Team Transfer

Transfers between teams occur when team responsibility of the contractor changes but the contractor location has not changed. A supervisor will perform the transfer of all open Level I and II and all closed records regardless of level. Once transferred the records will no longer be visible on the team's worklist.

OPEN CARs: The Receiving Functional Specialist data will be updated when the Functional Specialist edits the open record. CAR records will be visible on Receiving TEAM worklist. History and data reports will reflect the record transfer.

Example: in Team CODE field – Transferred from [previous Team Code]

CLOSED CARs: All data stays the same however, CAR will be visible on TEAM worklist, and data reports. History and data reports will reflect the record transfer.

Example: in Team CODE field – Transferred from [previous Team Code]

C. Warranted 1102 Transfers

Transferring open Level III and IV CARs is accomplished by a Warranted 1102. All data will remain the same (similar to PQDR delegation process). The records will appear on both Originator and Receiver’s work list, only the receiver will have
edit capability of record until record is complete. The record will reflect the Functional Specialist information at the time of editing record. History and data reports will reflect the record transfer.

**Example:** In Team CODE field – Transferred from [previous Team Code]

![Figure 14.2](#)

### 14.2 Data Field Explanation

#### A. **Figure 14.2 Transfer Data Fields**

**FROM**

1. **(M) CAGE Code:** Enter CAGE code of all records that need to be transferred only one set of CAGE records will be transferred at one time
2. **(M) DoDAAC:** Auto-populated from users login information
3. **(M) Operational Unit (Region):** Auto-populated from users login information
4. **(M) ORG/Team:** Auto-populated from users login information
5. **Search:** Search button will return the CAR records based on the filters selected.

**TO**

6. **(M) DoDAAC:** The receiving DoDAAC
7. **(M) Operational Unit (Region):** Select from the drop down list the receiving Operational unit based on DoDAAC.
8. **(M) ORG/Team:** Select from drop down list based on Operational Unit selected.
**Figure 14.3**

**B. Figure 14.3 Transfer Data Fields - Record Return Headings**

1. **Car #**: Hyperlink to view the record
2. **Level**: Displays level of the CAR record
3. **Status**: Displays the last status of the CAR record
4. **Modification Date**: Displays the date of the last modification.
5. **Team Code**: Team Code of the originator
6. **Select All**: Clicking button will select all records a second click will deselect all records.
7. **Transfer Records**: Button transfers selected records
14.3 Transferring Records

The user will review the record return and select the records needing to be transferred or click the select all button (See Figure 14.4). Clicking the Transfer Records button will cause a PDREP message box (See Figure 14.5) to display. The user will verify that records can be transferred by clicking the OK.

<table>
<thead>
<tr>
<th>CAR #</th>
<th>Level</th>
<th>Status</th>
<th>Modification Date</th>
<th>Team Code</th>
<th>Select ALL</th>
</tr>
</thead>
<tbody>
<tr>
<td>07070-2020-24</td>
<td>LEVEL I</td>
<td>PENDING APPROVAL</td>
<td>05/21/2020</td>
<td>PD-REP</td>
<td></td>
</tr>
<tr>
<td>07070-2020-44</td>
<td>LEVEL I</td>
<td>CLOSED - ESCALATED</td>
<td>05/23/2020</td>
<td>PD-REP</td>
<td></td>
</tr>
<tr>
<td>07070-2020-14</td>
<td>LEVEL I</td>
<td>DRAFT</td>
<td>05/23/2020</td>
<td>PD-REP</td>
<td></td>
</tr>
<tr>
<td>07070-2020-13</td>
<td>LEVEL I</td>
<td>CAR TRANSMITTED</td>
<td>05/09/2020</td>
<td>PD-REP</td>
<td></td>
</tr>
<tr>
<td>07070-2020-43</td>
<td>LEVEL II</td>
<td>PENDING APPROVAL</td>
<td>05/23/2020</td>
<td>PD-REP</td>
<td></td>
</tr>
<tr>
<td>07070-2020-15</td>
<td>LEVEL II</td>
<td>DRAFT</td>
<td>05/23/2020</td>
<td>PD-REP</td>
<td></td>
</tr>
<tr>
<td>07070-2020-5</td>
<td>LEVEL II</td>
<td>DRAFT</td>
<td>05/23/2020</td>
<td>PD-REP</td>
<td></td>
</tr>
</tbody>
</table>

Figure 14.4

The user will review the record return and select the records needing to be transferred or click the select all button (See Figure 14.4). Clicking the Transfer Records button will cause a PDREP message box (See Figure 14.5) to display. The user will verify that records can be transferred by clicking the OK.

Figure 14.5

15 CAR SEARCH

CAR contains customized searches for users to easily access the record they need. In addition to this, the results displayed will have the CAR Control Number (CCN) of the records in hyperlink form so that the user can directly access that record. Search criteria entered will be saved and kept for the entire user session, custom search queries shall be developed similar to the functionality that exists in other PDREP modules. Access to the Search webpage will be through the fly out menu or clicking on the Search tab. The user will be able to search based off a Date Range, CAGE Code, Company Name or CAR number. Figure 14.1 represents the CAR search screen. Figure 14.2 represents the result of a possible search. Table 5.8 provides an explanation for the hyperlinks and data fields for the CAR Search Page.
15.1 Accessing CAR Search

To access the CAR Search, click the CAR Search tab in the CAR module or the CAR Ad Hoc Reports fly out on the PDREP Main menu as shown in Figures 15.1 and 15.2.

Figure 15.1

Figure 15.2

Figure 15.3 illustrates the default display of CAR Search
1. The Search settings will default as shown in Figure 15.3. The date range and one of the following data fields are required to conduct a search: CAGE Code, Company Name and Control Number. The date range for the Search defaults to the present date minus three years but can be changed if needed.

2. The ‘CAGE Code’ selection box will display only the records for the specified CAGE code (See Figure 15.4).

3. The Company Name selection allows the user to search based on the company’s name. A partial name will provide a return (See Figure 15.5).
Figure 15.5

4. Control Number selection allows the user filter will CAGE code and the year desired, this will override the date range selected (See Figure 15.6).

Figure 15.6

5. Status allows the user to filter for a specific status, the status criteria will default to ALL. At least one other filter is required for this search (See Figure 15.7)
Figure 15.7

B. When you have selected the criteria, click “Search” to view all CARs matching the criteria entered. A sample set of results appears (See Figure 15.8).

Figure 15.8
C. The defaulted Search returned provides the CARs sorted by CAR #; each heading has the ability to sort the return (See Figure 15.9).

<table>
<thead>
<tr>
<th>CAR #</th>
<th>Level</th>
<th>Prime</th>
<th>CAGE</th>
<th>Received</th>
<th>View</th>
<th>Contract Number</th>
<th>Modified</th>
<th>Status</th>
<th>Days Overdue</th>
<th>History &amp; Correspondence</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPARS-2010-0001F</td>
<td>LEVEL I</td>
<td>CPARS</td>
<td>N4511210PBG23</td>
<td>View PDF</td>
<td>NBU</td>
<td>06/25/2020</td>
<td>DRAFT PENDING REVIEW</td>
<td>228</td>
<td>View</td>
<td></td>
</tr>
<tr>
<td>CPARS-2020-0002F</td>
<td>LEVEL I</td>
<td>CPARS</td>
<td>NBU</td>
<td>View PDF</td>
<td>NBU</td>
<td>05/23/2020</td>
<td>0</td>
<td>View</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPARS-2020-0024F</td>
<td>LEVEL I</td>
<td>CPARS</td>
<td>RRE</td>
<td>View PDF</td>
<td>RRE</td>
<td>06/28/2020</td>
<td>CLOSED - COMPLETED</td>
<td>0</td>
<td>View</td>
<td></td>
</tr>
<tr>
<td>CPARS-2020-0034F</td>
<td>LEVEL I</td>
<td>CPARS</td>
<td>PLACEHOLDER</td>
<td>View PDF</td>
<td>PWE</td>
<td>08/30/2020</td>
<td>0</td>
<td>View</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CPARS-2020-0035F</td>
<td>LEVEL I</td>
<td>CPARS</td>
<td>PLACEHOLDER1</td>
<td>View PDF</td>
<td>PWE</td>
<td>05/30/2020</td>
<td>CLOSED - COMPLETED</td>
<td>0</td>
<td>View</td>
<td></td>
</tr>
</tbody>
</table>

Figure 15.9

16 CAR AD HOC Reports

16.1 Accessing Ad Hoc Reports

To access the CAR Ad hoc report, click the CAR Ad Hoc Reports fly out on the PDREP Main menu or click the CAR Ad hoc tab in the CAR module as shown in Figures 16.1 and 16.2.

Figure 16.1
Figure 16.2

Figure 16.3 illustrates the default display of the CAR Ad Hoc Report interface. CAR Ad hoc also includes ETOOL data fields (See Figure 16.4). Instructions on the screen provide additional direction for using the interface for query development.

16.2 Using Ad Hoc Queries

Please refer to the Product Data Reporting and Evaluation Program (PDREP) Ad Hoc Search Tool User Guide for assistance using the CAR Ad hoc Tool.
The Ad hoc query generator can be used to generate a variety of reports; all results are downloadable to a spreadsheet. On-screen instructions are available as a reminder on how to create the ADHOC query. The web page provides a method for users to choose a record type to query. Users may select specific data elements from the record such as date range or code, to generate query results.

Users can make adjustments to queries by returning to the Ad hoc Report page. Results can be downloaded into MS Excel when complete.

The Product Data Reporting and Evaluation Program (PDREP) Ad hoc Search Tool User Guide can be located at:


The hyperlink will display the PDREP Guides and Manuals screen (See Figure 16.6) or can be found by clicking the User Guides selection under the Help menu on the top of any PDREP window (See Figure 16.5).

![Figure 15.5](image-url)
17 ADDITIONAL FUNCTIONALITY

17.1 Add / View Attachments

The Add/View Attachment button allows uploading, viewing and deleting of attachments.

A. Click the Add/View Attachments button. The Upload Attachment Listing page shown in Figure 17.1 displays. This page will list any attachments that have been uploaded.
B. Click the Add New Attachment button, the NOFORN warning message box is displayed (See Figure 17.2) Click continue and the Upload Attachment(s) page shown in Figure 17.3 displays, this page allows the user to browse for the files to be uploaded.

---

Figure 17.1

Figure 17.2
C. Use Choose File button to browse for the file to be uploaded. Up to three files may be chosen (See Figure 17.4). File types include jpg, gif, bmp, doc, docx, txt, pdf, xls, xlsx, tif, png, zip, ppt, pptx.

D. Click Upload to complete the action. Click the Cancel Button to return to the Upload Attachment Listing page.

E. When the file has been successfully uploaded, it will display in the Upload Attachment Listing page (See Figure 17.5).

F. Click the Cancel button to return to the Upload Attachment page.
18 SUMMARY

This concludes the CAR processing instructions for the origination and management of Corrective Action Requests. 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
Commercial: (207) 438-1690
DSN: 684-1690
Fax: (207) 438-6535
## 19 APPENDIX 1 TABLES

### 19.1 Defense Agencies Initiative (DAI) Programs

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DD01</td>
<td>USD(A&amp;S)</td>
</tr>
<tr>
<td>DD11</td>
<td>DLA</td>
</tr>
<tr>
<td>DD15</td>
<td>MISSILE DEFENSE AGENCY</td>
</tr>
<tr>
<td>AF99</td>
<td>Air Force</td>
</tr>
<tr>
<td>AR99</td>
<td>Army</td>
</tr>
<tr>
<td>NA99</td>
<td>Navy</td>
</tr>
<tr>
<td>NU001</td>
<td>NASA - SPACE SHUTTLE</td>
</tr>
<tr>
<td>NU002</td>
<td>NASA - INTERNATIONAL SPACE STATION</td>
</tr>
<tr>
<td>NU003</td>
<td>NASA - JAMES WEBB SPACE TELESCOPE</td>
</tr>
<tr>
<td>NU005</td>
<td>NASA - GEOSTATIONARY OPERATIONAL ENVIRONMENTAL SATELLITE (GOES)</td>
</tr>
<tr>
<td>NU012</td>
<td>NASA - MULTI-PURPOSE CREW VEHICLE (MPCV) PROGRAM</td>
</tr>
<tr>
<td>NU013</td>
<td>NASA - TRACKING AND DATA RELAY SATELLITE (TDRS)</td>
</tr>
<tr>
<td>NU014</td>
<td>NASA - LAUNCH SERVICES PROGRAMS</td>
</tr>
<tr>
<td>NU019</td>
<td>NASA - OTHER</td>
</tr>
<tr>
<td>NU020</td>
<td>NASA SPACE LAUNCH SYSTEM (SLS)</td>
</tr>
<tr>
<td>NF072</td>
<td>NASA - F-16 Aircraft (Except Reimbursable UAE Buy)</td>
</tr>
<tr>
<td>NF160</td>
<td>NASA - F-15 Saudi (SA) New Aircraft Production Program</td>
</tr>
<tr>
<td>ND034</td>
<td>NASA - THAAD Foreign Military Sales</td>
</tr>
<tr>
<td>HQZ01</td>
<td>NASA - Reimbursable - FEDCAS/Non-DOD</td>
</tr>
<tr>
<td>HQZ02</td>
<td>NASA - FMS</td>
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### 19.2 Status

<table>
<thead>
<tr>
<th></th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>DRAFT</td>
</tr>
<tr>
<td>2</td>
<td>DRAFT REVIEWED</td>
</tr>
<tr>
<td>3</td>
<td>DRAFT PENDING REVIEW</td>
</tr>
<tr>
<td>4</td>
<td>CAR TRANSMITTED</td>
</tr>
<tr>
<td>5</td>
<td>CAP SUBMITTED</td>
</tr>
<tr>
<td>6</td>
<td>CAP REJECTED</td>
</tr>
<tr>
<td>7</td>
<td>CAP APPROVED</td>
</tr>
<tr>
<td>8</td>
<td>CA VERIFIED</td>
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<tr>
<td>9</td>
<td>CA VALIDATED</td>
</tr>
<tr>
<td>10</td>
<td>CA COMPLETED</td>
</tr>
<tr>
<td>11</td>
<td>CAR WITHDRAWN</td>
</tr>
<tr>
<td>13</td>
<td>CLOSED - ESCALATED</td>
</tr>
<tr>
<td>14</td>
<td>CLOSED - COMPLETED</td>
</tr>
<tr>
<td>15</td>
<td>FORWARD TO ACO</td>
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</table>

### 19.3 Deficiency Class

<table>
<thead>
<tr>
<th>Class</th>
</tr>
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<tbody>
<tr>
<td>Major</td>
</tr>
<tr>
<td>Minor</td>
</tr>
<tr>
<td>Critical</td>
</tr>
<tr>
<td>Significant</td>
</tr>
<tr>
<td>Non-significant</td>
</tr>
<tr>
<td>Unknown</td>
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</table>

### 19.4 Root Cause

<table>
<thead>
<tr>
<th>Root Cause Code (RCC)</th>
<th>RCC Literal</th>
<th>Description RCC</th>
<th>Description Literal</th>
</tr>
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<tbody>
<tr>
<td>C.1</td>
<td>Machine</td>
<td>C.1 Machine</td>
<td>Machine or equipment related</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>C.1.1</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Fixture related</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>C.1.2</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Tool related</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>C.1.3</td>
</tr>
<tr>
<td>C.2</td>
<td>Management</td>
<td>C.2 Management</td>
<td></td>
</tr>
<tr>
<td>------</td>
<td>------------</td>
<td>----------------</td>
<td></td>
</tr>
<tr>
<td>C.2.1</td>
<td>Training was insufficient or inadequate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C.2.2</td>
<td>Responsibilities not defined or not understood</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C.2.3</td>
<td>Resources competencies were inadequate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C.2.4</td>
<td>Communication issues</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C.2.5</td>
<td>Planning and controls were insufficient</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C.2.6</td>
<td>Instructions or requirements were insufficient or inadequate</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>C.3</th>
<th>People</th>
<th>C.3 People</th>
</tr>
</thead>
<tbody>
<tr>
<td>C.3.1</td>
<td>Instruction or requirements were not followed</td>
<td></td>
</tr>
<tr>
<td>C.3.2</td>
<td>Wrong decision was made</td>
<td></td>
</tr>
<tr>
<td>C.3.3</td>
<td>A reading error was made</td>
<td></td>
</tr>
<tr>
<td>C.3.4</td>
<td>Material handling error</td>
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<td>C.3.5</td>
<td>Known defect or issue not reported or inadequately reported</td>
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<tr>
<th>C.4</th>
<th>Material</th>
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<tr>
<td>C.4.1</td>
<td>Material did not comply with specification</td>
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<td>C.4.2</td>
<td>Material shelf life expired</td>
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<td>C.4.3</td>
<td>Contamination of product</td>
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<th>C.5</th>
<th>Method</th>
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<tr>
<td>C.5.1</td>
<td>Validation of process was insufficient</td>
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<td>C.5.2</td>
<td>Manufacturing process capability was insufficient or inadequate</td>
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<td>C.5.3</td>
<td>Packaging, labeling, or identification of material was inadequate</td>
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<td>C.5.4</td>
<td>Design process was inadequate</td>
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<th>Environment</th>
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<tr>
<td>C.6.1</td>
<td>Natural disaster</td>
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<td>C.6.2</td>
<td>Information technology system failure</td>
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<tr>
<td>C.6.3</td>
<td>Fire or power outage</td>
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<td>C.6.4</td>
<td>Unpredictable event</td>
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<td>C.6.5</td>
<td>Environmental conditions were inadequate</td>
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<td>C.6.6</td>
<td>Lighting conditions were inadequate</td>
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<td>C.7</td>
<td>Measurement</td>
<td>C.7 Measurement</td>
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<tr>
<td>C.6.7</td>
<td>Ergonomic conditions were poor</td>
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<td>C.7.1</td>
<td>Inspection tool inadequate</td>
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<tr>
<td>C.7.2</td>
<td>Uncalibrated inspection tool used</td>
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<tr>
<td>C.7.3</td>
<td>Calibration error</td>
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<tr>
<td>C.7.4</td>
<td>Instruments, displays, or controls were inadequate</td>
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<td>C.7.5</td>
<td>Transcription error while recording result</td>
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<tr>
<td>C.7.6</td>
<td>Verification method was inadequate</td>
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<tr>
<td>C.7.7</td>
<td>Inspection criteria was inappropriate or unclear</td>
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</tbody>
</table>
Appendix II – CAR Process Flow

DCMA CAR Tool Process Flow Overview

Phase

1. Draft, Edit, Save, Forward, Withdraw

2. Optional if box supervisor review required box is checked Local policy determines requirement

3. If Level I or II Transmit to KTR if Level III or IV Transmit not available

4. Radio buttons: Review Complete/Complete W/ comments – Edit, Save, Return to sender

5. Radio buttons corresponding to Word Doc requirements: Edit, Save, Return to sender

6. Transmit to KTR available after all Radio buttons have been check

7. After Transmit Escalation/clone radio button becomes available

8. Escalation process begins, clone, edit,
Review CAP and accept or reject KTR Response

Satisfy all requirements?

Response section for each deficiency in CAR

Verify the contractors corrective action

Validate a Contractor’s Corrective Action

CAR is considered closed

Create editable letter to transmit to KTR

Yes

Yes

Yes

No

No

No

KTR Response

14

9 15 8 10 11 15

12 15

13

Deficiency Response Adequate Radio buttons Yes, No: Negative responses by FS require dialogue box to explain why response is not adequate

CA Accept/Reject-Revise CAP, one letter gets generated, identifying all responses to transmit to KTR

CAP Status: Accept, Reject, Accept/reject Date

CA Verified Date, 15 calendar days of completion, 10 day reminder

CA Validated Date

CAR Closed, Time stamp when KTR letter transmitted Status-Closed

After Transmit Escalation/clone radio button becomes available

Policy dictates Escalation process begins: clone, edit, features available

DCMA CAR Tool Process Flow Overview page 2