

Product Data Reporting and Evaluation Program (PDREP)

Customer Service Request (CSR) Module

User Guide 01 Jun 2019

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FOREWORD

This document is intended to provide a guide for submitting a Customer Service Request (CSR) and the search capabilities for finding existing CSRs and their statuses.

REFERENCES:

- a. DLAI 4155.24
- b. SECNAVINST 4855.3
- c. SECNAVINST 4855.5
- d. DoDD 5000.2
- e. NAVSO P3683B

INTRODUCTION

The PDREP Customer Service Request (CSR) application provides PDREP users the ability to request assistance or software changes to PDREP applications. This is not the vehicle for users to submit records from applicable PDREP modules (PQDRs, SDRs, etc.) or updates to PDREP modules (Interim Replies, Action Point replies, etc.) This is also not the place to ask PDREP admins to move records or change data in a record as typically, unless there is an IT error PDREP admins are not authorized to do so.

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

User access and login procedures can be located in the PDREP User Access and Login Procedures guide. First time PDREP users will need to submit a User Access request form, available on the PDREP web page. Select the <u>User Access Request</u> link to complete the form. Follow the directions on the form to submit the request for access to PDREP.

To update your access to the PDREP-AIS system an Access Change Requests must be submitted. The User Access request form is available within the PDREP-AIS application. Once logged into the PDREP-AIS select ' [Your Name] ' in the upper right corner of the page, select 'Click Here' to update profile information, select 'Access Change Request' tab, Update access request as desired. Enter a narrative to describe your change request and select "Submit Account Change Request" button.

Requests for assistance, improvement, or changes to any of the PDREP applications or the NSLC Detachment Portsmouth PDREP home page should be submitted to:

Online in the PDREP Application

If you are already a PDREP User, log on to PDREP: <u>https://www.pdrep.csd.disa.mil/</u>

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 ERS 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 <u>FAQ Page</u> – 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 Detachment Portsmouth Bldg. 153, 2nd Floor, Portsmouth Naval Shipyard Portsmouth, NH 03804-5000

1 ACCESS LEVELS

No Access: PDREP User may not submit, review, prioritize or cancel a Customer Service Request (CSR).

Non-Management Access: Provides functions to create, search and view Customer Service Requests (CSRs) submitted by the user. User may edit submitted record as long as their User Code matches the Origination Code on the CSR. Once a CSR has been assigned to a PDREP QA, the user may no longer change the narrative description. Record deletion is not permitted.

Management Access: Not used in this module.

SYSCOM Access: Provides functions to create, search, and view Customer Service Requests (CSRs) submitted by anyone in their System Command (SYSCOM). Added functionality to access and edit all originator fields of the CSR where the User's SYSCOM code matches the SYSCOM code of the Originator. This level of access also provides access to a review block to clarify requirements/priorities of the CSR. This level of access also provides the addition of email notifications when a new or updated Customer Service Request (CSR) is entered pertaining the SYSCOM. Record deletion is not permitted.

Full Access: PDREP Administrators only. Search and view of any Customer Service Request (CSR) records is provided. Administrators have the ability to update and edit any Customer Service Request (CSR) record. Record deletion is not permitted.

2 CREATE A CUSTOMER SERVICE REQUEST

2.1 Create a Customer Service Request – Non-Management Level

A. After successfully logging in, the PDREP Main Menu will display (See Figure 2.1). You may see more or fewer module options depending on your level of access.



Figure 2.1

B. Hover over the "Help" link, which is found in the top menu, then select "Suggest a change to software or report a problem with the website" link from the flyout menu. The "Customer Service Request (CSR)" page displays (See **Figure 2.2**).

Note: The "Customer Service Request (CSR)" page can also be accessed by hovering over the "Customer Service Request (CSR)" link under "APPLICATIONS" section on the PDREP Home page then selecting the "Create New CSR" fly out.

FOUO	UNCLAS	SIFIED			FOUO
PROD	JCT DATA REPORTING AND	EVALUATION	I PROGRA	M (PDREP)	
Home • Help »			User Profile:	CSR USER GUIDE»	• Logout
CSR Search Cre	ate New CSR				
	CUSTOMER SERVI	CE REQUEST ((CSR)		
	Instructions (M) denotes a mandatory field 1. Enter mandatory fields 2. Enter optional fields, if information is 3. Enter mandatory fields before adding 4. Click on Add Attachments to attach 5. Click on Save to add the CSR to the s 6. Click on Cancel to cancel the process	known attachments to the CSR ystem			
Originator Information					
Origination Cod Origination Dat	e: GUIDE e: 05/20/2019				
Problem Description			_		
(M) Title:					
(M) Category:	Select		\sim		
(M) Module:	Select				~
(M) Description (2000 MAX):				~	
Attachment					
Add Attachment					
	Spell Check	Save Cancel			

Figure 2.2

- C. Enter a title for the request, not your title, in the "Title" field (See Figure 2.2).
- D. Select the CSR Category from the "Category" dropdown list (See Figure 2.3).

FOUO	UNCLASSIF	IED	FOUO
PROD	UCT DATA REPORTING AND EVA	ALUATION PROGRAM (PDREP)	
Home • Help »		User Profile: <u>CSR USER GUIDE</u> [»] •	<u>Logout</u>
CSR Search	ate New CSR		
	CUSTOMER SERVICE R	EQUEST (CSR)	
	Instructions (M) denotes a mandatory field 1. Enter mandatory fields 2. Enter optional fields, if information is known 3. Enter mandatory fields before adding attach 4. Click on Add Attachments to attach to the 5. Click on Save to add the CSR to the system 6. Click on Cancel to cancel the process) iments : CSR)	
Originator Information			
Origination Cod	e: GUIDE		
Origination Dat	e: 05/20/2019		
Problem Description			
(M) Title:	Title of CSR Goes Here		
(M) Category:	Select		
(M) Module:	SOFTWARE CHANGE REQUEST FOR SOFTWARE CHANGE REQUEST FOR SOFTWARE CHANGE REQUEST FOR CUSTOMER SUPPORT DESK OTHERS	APPLICATION DATABASE SERVER/NETWORK	~
(M) Description (2000 MAX):		\sim	
Attachment			
Add Attachment			
	Shell Check Save	Cancel	
	Брен Спеск Баve		

Figure 2.3

- E. Available Category Options are:
 - 1. **Software Change Request for Application:** Select this option when making a requesting a change to specific PDREP application, such as PQDR or SDR, etc. These requests will need to be validated by a PDREP QA then further approved, funded, and prioritized by your PDREP Configuration Management Board SYSCOM representative.
 - 2. **Software Change Request for Database:** Select this option when making a request about a specific issue within the PDREP Database.
 - 3. **Software Change Request for Server/Network:** Select this option when making a request that will likely require a change to a server or networking issue.
 - 4. **Customer Support Desk:** Select this option when making a comment, suggestion, or request for assistance.
 - 5. **Others:** Select this option if none of the above options fit your issue.

F. Select a module from the "Module" dropdown list (See **Figure 2.4**). If you do not see an option that applies specifically to your Customer Service Request, then select "PDREP OTHER".

FOUO	UNCLASSIFIED FOUO		
PROD	UCT DATA REPORTING AND EVALUATION PROGRAM (PDREP)		
Home • Help »	User Profile: <u>CSR USER GUIDE</u> [»] • <u>Logout</u>		
	CUSTOMER SERVICE REQUEST (CSR)		
	Instructions (M) denotes a mandatory field 1. Enter mandatory fields 2. Enter optional fields, if information is known 3. Enter mandatory fields before adding attachments 4. Click on Add Attachments to attach to the CSR 5. Click on Save to add the CSR to the system 6. Click on Cancel to cancel the process		
Originator Information			
- Origination Cod	e: GUIDE		
Origination Dat	ne: 05/20/2019		
Problem Description			
(M) Title:	Title of CSR Goes Here		
(M) Category:	SOFTWARE CHANGE REQUEST FOR APPLICATION		
(M) Module:	Select		
(M) Description (2000 MAX): Attachment Add Attachment PDREP	BULLETINS (BUL) CONTRACT AWARD AND DELIVERY DATA (CAD) CONTRACT AWARD AND DELIVERY DATA (CAD) CONTRACTOR PERFORMANCE ASSESSMENT REPORTING SYSTEM (CPARS) CORRECTIVE ACTION REQUESTS (CAR) CPARS OTHER CPARS WEBSITE CUSTOMER SERVICE REQUEST (CSR) ECRAFT ENGINEERING REFERRAL SYSTEM (ERS) FEDERAL ADWARDEE PERFORMANCE AND INTEGRITY INFORMATION SYSTEM (FAPIIS) FEDERAL ADWARDEE PERFORMANCE AND INTEGRITY INFORMATION SYSTEM (FAPIIS) FEDERAL ADWARDEE PERFORMANCE AND INTEGRITY INFORMATION SYSTEM (FAPIIS) FEDERAL ADWARDEE PERFORMANCE AND INTEGRITY INFORMATION SYSTEM (FAPIIS-PA GIDEP (GID) MATERIAL INSPECTION REPORTS (MIR) PAST PERFORMANCE INFORMATION RETRIEVAL SYSTEM-REPORT CARD (PPIRS-RC) PDREP DATA LOAD PROTOCOLS PDREP DATA LOAD PROTOCOLS PDREP SEARCH PDREP SEARCH PDREP SEARCH PDREP WEBSITE PQDR INTER-SERVICE INTERFACE (PQDR-II) PRODUCT QUALITY DEFICIENCY REPORTS (PQDR) QUALITY ASSURANCE LETTER OF INSTRUCTION (QALI/LOD) RECEIPT INSPECTION MANAGEMENT SYSTEM (RIMS) SPECIAL OLIALITY DATA (SOD))	
	SPECIAL QUALITY DATA (SQD) SPRS OTHER SPRS WEBSITE SUBMEPP SUPPLIER AUDIT PROGRAM (SAP) SUPPLIER SURVEY (SRV) SUPPLIER SURVEY (SRV) SUPPLY ACTION MODULE (SAM) SUPPLY ACTION MODULE (SAM) SUPPLY DISCREPANCY REPORTS (SDR) SURVEILLANCE PLAN (SP) TEST RECORDS (TST) USER ACCESS (USR) VIRTUAL SHELF WARRANTY WEBTRAIN	~	

Figure 2.4

G. Enter a description of your issue or request in the "Description" text box (See **Figure 2.3**). You will not be able to update this after submittal, once the CSR has been assigned to a PDREP QA.

H. Select the "Add Attachment" button if you need to upload a screen shot of your issue or to add supporting documentation (See **Figure 2.3**).

Note: If you require assistance navigating the attachment feature of PDREP please see, the Attachment Tool user guide located at either "Guides and Manuals" link on the PDREP web page or the "View the user guides for help" link by hovering over the "Help" link at the top of any PDREP page.

- I. Select the "Spell Check" to validate the description block.
- J. Select the "Cancel" button to clear your CSR and return to the previous page.
- K. Select the "Save" button to save your CSR and submit it for review. User should be taken to a confirmation PDREP Message screen (See **Figure 2.5**).

FOUO		UNCLASSIFIED		FOUO
P	RODUCT DATA	REPORTING AND EVALUAT	ION PROGRAM (PDREP)	
<u>Home</u> • <u>Help</u> ≫			User Profile: <u>CSR USER GUIDE</u> [®] • <u>L</u>	<u>.ogout</u>
		PDREP MESSAGE		
	Serial Number Message	1900010 CSR record successfully inserted		
		Continue		

Figure 2.5

- 1. User will receive a confirmation e-mail upon submittal of CSR. A copy of the submittal confirmation e-mail will be sent to the user's PDREP Configuration Management Board SYSCOM representative and to the corresponding QA for that module and the PDREP PM.
- 2. Select "Continue" to proceed.
- 3. User will then be taken to initial screen prior to selecting the "Suggest a change to software or report a problem with the website" link.

2.2 Create a Customer Service Request – SYSCOM/Full Access Level

A. After successfully logging in, the PDREP Main Menu, **Figure 2.6** will display. You may see more or fewer module options depending on your level of access.



Figure 2.6

B. Hover the "Help" link, which is found in the top menu, then select "Suggest a change to software or report a problem with the website" link from the flyout menu. The "Customer Service Request (CSR)" page displays (See **Figure 2.7**).

Note: The "Customer Service Request (CSR)" page can also be accessed by hovering over the "Customer Service Request (CSR)" link under "APPLICATIONS" section on the PDREP Home page then selecting the "Create New CSR" fly out.

PRODU	ICT DATA REPORTING AND EVALUATI	ION PROGRAM (PDREP)
<u>Home</u> • <u>Help</u> »		User Profile: <u>CSR USER GUIDE</u> [®] • <u>Logout</u>
	CUSTOMER SERVICE REQUES	ST (CSR)
	Instructions (M) denotes a mandatory field 1. Enter mandatory fields 2. Enter optional fields, if information is known 3. Enter mandatory fields before adding attachments 4. Click on Add Attachments to attach to the CSR 5. Click on Save to add the CSR to the system 6. Click on Cancel to cancel the process	
Originator Information		
Origination Code	: GUIDE	
Origination Date	: 05/20/2019	
(M) Title		
(M) Category:	Select	
(M) Module:	Select	
(M) Description (2000 MAX):		~
Attachment		
Add Attachment		
Review		
Comments (2000 MAX):		~
	Spell Check Save Ca	ncel

Figure 2.7

- C. Enter a title for the request, not your title, in the "Title" field (See **Figure 2.7**)
- D. Select the CSR Category from the Category dropdown list. Available options are:
 - 1. **Software Change Request for Application:** Select this option when making a requesting a change to specific PDREP application, such as PQDR or SDR, etc. These requests will need to be validated by a PDREP QA then further approved, funded, and prioritized by your PDREP Configuration Management Board SYSCOM representative.
 - 2. **Software Change Request for Database:** Select this option when making a request about a specific issue within the PDREP Database.
 - 3. **Software Change Request for Server/Network**: Select this option when making a request that will likely require a change to a server or networking issue.
 - 4. **Customer Support Desk:** Select this option when making a comment, suggestion, or request for assistance.
 - 5. **Other:** Select this option if none of the above options fit your issue.
- E. Select a Module from the Module dropdown list. There are several applications available. They are specifically broken down by PDREP module. If you do not see an option that applies specifically to your Customer Service Request, then select "PDREP OTHER"
- F. Enter a description of your issue or request. You will not be able to update this after submittal, once the CSR has been assigned to a PDREP QA.
- G. Select the "Add Attachment" button if you need to upload a screen shot of your issue or to add supporting documentation. If you require assistance navigating the attachment feature of PDREP please see the Attachment Tool user guide located at either "Guides and Manuals" link on the PDREP web page or using the "Help" link at the top of any PDREP page.
- H. SYSCOM Level users can also "Review" the CSR when submitting.
- I. Enter any relevant instructions in the "Comments" block.
 - i. i.e. Must be done in conjunction with another CSR,
 - ii. Waiting on other relevant data,
 - iii. Needs approval from internal/component review board.
- J. Select the "Spell Check" to validate the description or Review blocks.
- K. Select the "Cancel" button before you select the "Save" button to clear your CSR and return to the previous screen.

FOUO PRODUCT DATA	UNCLASSIFIED FOUO REPORTING AND EVALUATION PROGRAM (PDREP)
Home • Help »	User Profile: <u>CSR USER GUIDE</u> [»] • <u>Logout</u>
	PDREP MESSAGE
Serial Number Message	1900010 CSR record successfully inserted <u>Continue</u>

Figure 2.8

- L. Select the "Save" button to save your CSR and submit it for review.
 - 1. User should be taken to a confirmation PDREP Message screen (See **Figure 2.8**).
 - 2. User will receive a confirmation e-mail upon submittal of CSR and to the corresponding QA for that module and the PDREP PM.
 - 3. Select "Continue" to proceed.
 - 4. User will then be taken to initial screen prior to selecting the "Suggest a change to software or report a problem with the website" link.

3 CUSTOMER SERVICE REQUEST SEARCH

3.1 Customer Service Request Search – Non-Management Level

A. After successfully logging in, the PDREP Main Menu (See **Figure 3.1**) will display. You may see more or fewer module options depending on your level of access.

FOUO PRODUCT DATA F	UNCLASS REPORTING AND E	IFIED VALUATION PROGRA	FOUO M (PDREP)		
Home • Help » Maintenance Message	1	User Profile: <u>CSR USER GUIDE</u> » • Logout			
APPLICATIONS		Recently Accessed I	Record(s)		
ADMIN Links » Customer Service Request (CSR) »	CSR Search	Record Control Number	Last Accessed Date/Time		
Product Quality Deficiency Report (ND1 (View/Edit)	2019-05-24 11:00:12.0		
CEARCHEC	Create New CSR	HIT1 (View/Edit)	2019-05-23 16:53:45.0		
Bulletin » CAGE » DODAAC » DUNS » External Links » FSC » GIDEP » NSN » PDREP Search Qualified Product List » Requisition » Routing Identifier Code » UII Search User Search Warranty Search »					

Figure 3.1

B. Hover over the "Customer Service Request (CSR)" link, which is found in the left menu, under "APPLICATIONS" and select "CSR Search" from the fly out menu. The "CSR Record" page displays (See **Figure 3.2**)

FOUO	FOUO UNCLASSIFIED FOUO PRODUCT DATA REPORTING AND EVALUATION PROGRAM (PDREP)						
<u>Home</u> • <u>Help</u> » <u>Main</u>	tenance Message		User	Profile: CSR USER GUIDE	» • <u>Logout</u>		
APPLICATIONS ADMIN Links »	<u>CSR Search</u>	Create New CSR	CSR	Record			
Customer Service Request (CSR)» Product Quality Deficiency Report (PQDR)»	Inst	ructions					
SEARCHES Ad Hoc Search Bulletin »	1. Tc 2. Tc 3. Tc 4. W	o add a new record, click o Search, enter desired p o View/Edit a specific CSI 'hen searching by any of	on Create New arameters and c R, enter the desir the other param	CSR lick Search. red CSR/Serial Number in the fie eters, the Start and End Date fie	ld of the same name Ids are required		
DODAAC» DUNS»	(CSR)Serial Number:	>		~			
External Links » FSC » GIDEP »	Reporting DODAAC:						
NSN » PDREP Search	Subject/Title:	AV30F +]			
<u>Qualified Product List</u> » <u>Requisition</u> » <u>Routing Identifier Code</u> » UII Search	Module: <ai Status: <ai User ID: GUI</ai </ai 				~		
<u>User Search</u> <u>Warranty Search</u> »	Start(Added Date): 05/ End(Added Date): 05/	24/2018					
	Se	earch					

Figure 3.2

Note: SYSCOM and User ID fields are display only.

- C. To perform a CSR Search, at least one of the following parameters must be entered:
 - 1. **(CSR) Serial Number:** Enter the 7-digit serial number if you are looking for a specific CSR to review. This will blank the default start and end dates as user is looking for a specific CSR.
 - 2. **Category:** You can select the Category of the CSR from the Drop Down List (DDL) (See **Figure 3.3**).

<ALL>
SOFTWARE CHANGE REQUEST FOR APPLICATION
SOFTWARE CHANGE REQUEST FOR DATABASE
SOFTWARE CHANGE REQUEST FOR SERVER/NETWORK
CUSTOMER SUPPORT DESK
OTHERS

Figure 3.3

3. **Reporting DoDAAC:** Enter the six character DoDAAC if you are interested in finding CSRs from a particular location.

- 4. **SYSCOM:** Non-management and SYSCOM levels do not have this option. The search tool will only allow you to search CSRs in your SYSCOM.
- 5. **Subject/Title:** If you are looking for a CSR and do not remember the serial number, you can use this feature to find a key word in the Title. This is not case sensitive. Minimum of four characters is required.
- 6. **Status:** Select the status from the DDL (See **Figure 3.4**) if you are looking for OPEN (still pending) CSRs, CLOSED (Completed) CSRs, or CANCELLED (not done and not pending) CSRs.



Figure 3.4

- 7. **USER ID:** For non-management level users, this is set to the user's ID and they may search for only the CSRs that they have submitted.
- 8. Start (Added Date) and End (Added Date):
 - i. Start (Added Date) defaulted to 1 year prior to search date. Either enter date in MM/DD/YYYY format, select a date by using the calendar icon, or leaving the default date
 - ii. End (Added Date) defaulted to search date. Either enter date in MM/DD/YYYY format, select a date by using the calendar icon, or leaving the default date
- D. Select the "Search" button.
- E. Either a "No Data Found" message (See **Figure 3.5**) or a results table (See **Figure 3.6**) with appear at the bottom of the page.

FOUO PRO	UNCLASSIFIED FOUO DUCT DATA REPORTING AND EVALUATION PROGRAM (PDREP)
Home • Help » Main	tenance Message User Profile: <u>CSR USER GUIDE</u> » • <u>Logout</u>
APPLICATIONS	CSR Search Create New CSR CSR Record
<u>Product Quality Deficiency Report (PQDR)</u> »	Instructions
SEARCHES Ad Hoc Search Bulletin » CAGE »	 To add a new record, click on Create New CSR To Search, enter desired parameters and click Search. To View/Edit a specific CSR, enter the desired CSR/Serial Number in the field of the same name When searching by any of the other parameters, the Start and End Date fields are required
DODAAC » DUNS »	(CSR)Serial Number:
External Links » FSC » GIDEP »	Reporting DODAAC:
NSN » PDREP Search	Subject/Title:
Qualified Product List » Requisition » Routing Identifier Code »	Module: MATERIAL INSPECTION REPORTS (MIR)
UII Search User Search	User ID: GUIDE Start(Added Date): 05/29/2018
Warranty Search [»]	End(Added Date): 05/29/2019
	No data found

Figure 3.5

FOUO	PRODUCT DATA RI	UNCLAS EPORTING AND	SSIFIED	FO OGRAM (PDREP)	UO		
Home • Help »	Maintenance Message		User	Profile: CSR USER GUIDE [®] • Log	out		
APPLICATIONS	CSR Search	Create N	ew CSR				
ADMIN Links »			CSR	Record			
Product Quality Deficiency Report (PQDR) »		Instructions					
SEARCHES Ad Hoc Search Bulletin > CAGE >		1. To add a new rec 2. To Search, enter 3. To View/Edit a sp 4. When searching b	ord, click on Create New 0 desired parameters and cliv ecific CSR, enter the desire by any of the other parame	CSR ck Search. d CSR/Serial Number in the field of the s ters, the Start and End Date fields are re-	ame name quired		
DODAAC»	(CSR)Serial Numb	per:					
External Links»	Catego	ory: <all></all>		~			
FSC »	Reporting DODA	AC:					
GIDEP »	SYSCO	DM: 5-NAVSUP	\sim				
PDREP Search	Subject/Tit	tle:					
Qualified Product List »	Modu	Ile: PRODUCT QUA	LITY DEFICIENCY RE	PORTS (PQDR)			~
Requisition » Routing Identifier Code »	Stat	:us: <all> 🗸</all>					
UII Search	User	ID:GUIDE					
User Search	Start(Added Dat	te): 05/29/2018					
Warranty Search >>	End(Added Dat	te): 05/29/2019 Search					
Tot Sui	al number of rows: 2 nmary Download: Click erial	k <u>here</u> to download (data in Microsoft Excel	format		Originator	Added
N	mber Category	DODAAC SYSCOM	Title	Module	Status	Code	Date
13	SOFTWARE CHANGE 00010 REQUEST N FOR APPLICATION	100104 5-NAVSUP	TITLE OF THE PRODUCT QUAL CSR GOES HERE	LITY DEFICIENCY REPORTS (PQDR) OPEN- ASSIGNED	GUIDE	05/20/2019
<u>19</u>	CUSTOMER SUPPORT N DESK	00104 5-NAVSUP	TEST CSR PRODUCT QUAL 4	ITY DEFICIENCY REPORTS (PQDR	OPEN- ASSIGNED	GUIDE	05/21/2019

Figure 3.6

- F. Results table can be downloaded in to an Excel file by selecting "here" in the "Summary Download: Click here to download data in Microsoft Excel format" link (See **Figure 3.6**).
- G. Individual CSRs can be viewed by selecting the serial number in the first column (See **Figure 3.6**). of the CSR Search results page. By selecting the link, the user is taken to the view only version of the Customer Service Request (CSR) page (See **Figure 3.7**).

FOUO PRODUCT DAT	UNCLASSIFIED	FOUO TION PROGRAM (PDREP)
Home • Help » Maintenance Mes	sage	User Profile: <u>CSR USER GUIDE</u> [»] • <u>Logout</u>
	Print Back	
	Customer Service Request(Fe	eedback)
CSR Number: Originator Information	1900010	
Origination Code:	GUIDE	
Origination Date.	03/20/2019	
Problem Description		
Title:	TITLE OF THE CSR GOES HERE	
Category:	SOFTWARE CHANGE REQUEST FOR	APPLICATION
Module:	DESCRIPTION OF ISSUE OF SUGGE	STION COES HERE
Description.	DESCRIPTION OF ISSUE OR SUGGE.	STION GOES HERE.
Reviewed by:		
Comments:		
Bough Order of Magnitude:		
Scope:		
Priority:		
Assignee information		
Assigned to:	GUIDE	
Assign Date:	05/20/2019	
Tester information		
Test bv:		
Test Date:		
Comments:		
Resolution		
Completed/Cancelled Bv:		
Completion Date:		
Cancellation Date:		
Resolution:		
Attachment		



- H. Select the "Print" button to print a copy of the CSR.
- I. Select the "Back" button to return to the previous page.

3.2 Customer Service Request Search – SYSCOM Level

A. After successfully logging in, the PDREP Main Menu (See **Figure 3.8**) will display. You may see more or fewer module options depending on your level of access.

Here Hele »	
Home • Help // User Profile: CSK USER GUIL)E [»] • <u>Loqout</u>
APPLICATIONS Recently Accessed Record(s)	
ADMIN Links » Customer Service Request (CSR) » Product Quality Deficiency Report (SEARCHES Ad Hoc Search Bulletin » CAGE » DODAAC » DUNS » External Links » FSC » GIDEP » NSN » PDREP Search Qualified Product List » Requisition » Routing Identifier Code » UII Search User Search Warranty Search »	essed ime :52:34.0

Figure 3.8

B. Hover over the "Customer Service Request (CSR)" link, which is found in the left menu, under "APPLICATIONS" and select "CSR Search" from the fly out menu. The "CSR Record" page displays (See **Figure 3.9**).

FOUO PRC	DUCT DATA REPO	UNCLASSIFIE DRTING AND EVAL	D UATION PR	ROGRAM (PDREP)	FOUO
<u>Home</u> • <u>Help</u> »			User	Profile: CSR USER GUIDE	» • <u>Loqout</u>
APPLICATIONS ADMIN Links »	CSR Search Crea	te New CSR CSR /	Ad Hoc Reports CSR	Record	
Customer Service Request (CSR)» Product Quality Deficiency Report (PQDR)»	1	instructions			
SEARCHES Ad Hoc Search Bulletin » CAGE »		 To add a new record, click To Search, enter desired p To View/Edit a specific CS When searching by any of 	on Create New barameters and cl R, enter the desir the other parame	CSR lick Search. red CSR/Serial Number in the fie eters, the Start and End Date fie	ld of the same name Ids are required
DODAAC » DUNS »	(CSR)Serial Number:				
External Links » FSC »	Category: Reporting DODAAC:	<all></all>		~	
GIDEP » NSN »	SYSCOM:	5-NAVSUP 🗸	1	1	
PDREP Search Qualified Product List »	Subject/Title: Module:	<all></all>			~
Requisition » Routing Identifier Code »	Status:	<all></all>			
UII Search User Search	User ID: Start(Added Date):	05/31/2018			
Warranty Search »	End(Added Date):	05/31/2019			
		Search			

Figure 3.9

Note: SYSCOM field is display only.

- C. To perform a CSR Search, at least one of the following parameters must be entered:
 - 1. **(CSR) Serial Number**: Enter the 7-digit serial number if you are looking for a specific CSR to review. This will blank the default start and end dates as user is looking for a specific CSR.
 - 2. **Category:** You can select the Category of the CSR from the Drop Down List (DDL) (See **Figure 3.10**).

<ALL> SOFTWARE CHANGE REQUEST FOR APPLICATION SOFTWARE CHANGE REQUEST FOR DATABASE SOFTWARE CHANGE REQUEST FOR SERVER/NETWORK CUSTOMER SUPPORT DESK OTHERS

Figure 3.10

3. **Reporting DoDAAC:** Enter the six character DoDAAC if you are interested in finding CSRs from a particular location.

- 4. **SYSCOM:** Non-management and SYSCOM levels do not have this option. The search tool will only allow you to search CSRs in your SYSCOM.
- 5. **Subject/Title:** If you are looking for a CSR and do not remember the serial number, you can use this feature to find a key word in the Title. This is not case sensitive. Minimum of four characters is required.
- 6. **Status:** Select the status from the DDL (See **Figure 3.11**) if you are looking for OPEN (still pending) CSRs, CLOSED (Completed) CSRs, or CANCELLED (not done and not pending) CSRs.



Figure 3.11

7. **USER ID:** For SYSCOM level access, this allows you to find a CSRs submitted by a user within your SYSCOM.

8. Start (Added Date) and End (Added Date):

- i. Start (Added Date) defaulted to 1 year prior to search date. Either enter date in MM/DD/YYYY format, select a date by using the calendar icon, or leaving the default date
- ii. End (Added Date) defaulted to search date. Either enter date in MM/DD/YYYY format, select a date by using the calendar icon, or leaving the default date
- D. Select the "Search" button.
- E. Either a "No Data Found" message (See **Figure 3.12**) or a results table (See **Figure 3.13**) with appear at the bottom of the page.

FOUO	DUCT DATA REP	UNCLASSIFIE ORTING AND EVAL	D UATION PRO	OGRAM (PDREP)	FOUO
<u>Home</u> • <u>Help</u> »			User I	Profile: <u>CSR USER GUIDE</u> »	• Logout
APPLICATIONS	CSR Search Crea	ate New CSR CSR A	<u>d Hoc Reports</u> CSR F	Record	
Product Quality Deficiency Report (PQDR)	:	Instructions			
SEARCHES Ad Hoc Search Bulletin » CAGE »		 To add a new record, click To Search, enter desired p To View/Edit a specific CSI When searching by any of 	on Create New C arameters and clic 3, enter the desire the other paramet	SR :k Search. d CSR/Serial Number in the field ters, the Start and End Date field	of the same name s are required
DODAAC » DUNS »	(CSR)Serial Number:				
External Links » FSC »	Category: Reporting DODAAC:	<all></all>		~	
GIDEP » NSN »	SYSCOM:	5-NAVSUP 🗸			
PDREP Search Qualified Product List »	Subject/Title: Module:	<all></all>			~
Requisition » Routing Identifier Code »	Status:	<all> 🗸</all>			
UII Search User Search	User ID: Start(Added Date):	05/29/2019			
<u>Warranty Search</u> "	End(Added Date):	05/31/2019			
		No data found			

Figure 3.12



Figure 3.13

- F. Results table can be downloaded in to an Excel file by selecting "here" in the "Summary Download: Click here to download data in Microsoft Excel format" link (See **Figure 3.13**).
- G. Individual CSRs can be viewed by selecting the serial number in the first column (See **Figure 3.13**) of the CSR Search results page. By selecting the link, the user is taken to the view only version of the Customer Service Request (Feedback) page (See **Figure 3.14**).

Home • Help. » Maintenance Message User Profile: CSR USER GUIDE » • Lo Print Back CSR Number: 1900010 Originator Information Origination Code: GUIDE Origination Date: 05/20/2019 Problem Description Title: TITLE OF THE CSR GOES HERE Category: SOFTWARE CHANGE REQUEST FOR APPLICATION Module: PRODUCT QUALITY DEFICIENCY REPORTS (PQDR) Description: DESCRIPTION OF ISSUE OR SUGGESTION GOES HERE. Review information Reviewed by: Comments: Severity: Rough Order of Magnitude: Scope: Priority: Assign Date: 05/20/2019 Tester information Test by: Test Date: Comments: Resolution Kesolution	FOUO PRODUCT DA1	UNCLASSIFIED A REPORTING AND EVALUAT	FOUC TION PROGRAM (PDREP)
Print Back Customer Service Request(Feedback) Originator Information Origination Code: Origination Dote: 05/20/2019 Problem Description Title: Title: TITLE OF THE CSR GOES HERE Category: SOFTWARE CHANGE REQUEST FOR APPLICATION Module: PRODUCT QUALITY DEFICIENCY REPORTS (PQDR) Description: DESCRIPTION OF ISSUE OR SUGGESTION GOES HERE. Review information Reviewed by: Comments: Scope: Scope: Priority: Rough Order of Magnitude: Scope: Scope: Originate: Massign Date: 05/20/2019 Tester information Test Date: Comments: Comments: Resolution Resolution Resolution Resolution	Home • Help » Maintenance Mes	age	User Profile: <u>CSR USER GUIDE</u> [»] • <u>Logou</u>
Customer Service Request(Feedback) CSR Number: 1900010 Originator Information Origination Code: GUIDE Origination Date: 05/20/2019 Problem Description Title: Title: TITLE OF THE CSR GOES HERE Category: SOFTWARE CHANGE REQUEST FOR APPLICATION Module: PRODUCT QUALITY DEFICIENCY REPORTS (PQDR) Description: DESCRIPTION OF ISSUE OR SUGGESTION GOES HERE. Review Information Reviewed by: Comments: Severity: Rough Order of Magnitude: Scope: Priority: Assigned to: GuiDE Assign Date: Assign Date: 05/20/2019 Tester Information Test by: Test Date: Comments: Resolution Test by: Test Date: Comments: Resolution Test by: Test Date: Comments: Completed/Cancelled By: Completed/Cancelled By:		Print Back	
CSR Number: 1900010 Originator Information Origination Code: GUIDE Origination Date: 05/20/2019 Problem Description Title: TITLE OF THE CSR GOES HERE Category: SOFTWARE CHANGE REQUEST FOR APPLICATION Module: PRODUCT QUALITY DEFICIENCY REPORTS (PQDR) Description: DESCRIPTION OF ISSUE OR SUGGESTION GOES HERE. Review information Reviewed by: Comments: Severity: Rough Order of Magnitude: Scope: Priority: Assigned to: GUIDE Assigned to: GUIDE Assigned to: SUIDE Scope: SUIDE Comments: Comments: Comments: Comments: Comments: Severity: Rough Order of Magnitude: Reviewed by: Comments: Sope: Priority: Assigned to: GUIDE Assigned to: GUIDE Assigned to: SUIDE Comments: Commen		Customer Service Request(Fe	edback)
Originator Information Origination Code: GUIDE Origination Date: 05/20/2019 Problem Description Title: TITLE OF THE CSR GOES HERE Category: SOFTWARE CHANGE REQUEST FOR APPLICATION Module: PRODUCT QUALITY DEFICIENCY REPORTS (PQDR) Description: DESCRIPTION OF ISSUE OR SUGGESTION GOES HERE. Review information Reviewed by: Comments: Severity: Rough Order of Magnitude: Scope: Priority: Assignee Information Assigned to: GUIDE Assign Date: 05/20/2019 Tester Information Test by: Test Date: Comments: Resolution Resolution	CSR Number:	1900010	
Origination Code: GUIDE Origination Date: 05/20/2019 Problem Description Title: TITLE OF THE CSR GOES HERE Category: SOFTWARE CHANGE REQUEST FOR APPLICATION Module: PRODUCT QUALITY DEFICIENCY REPORTS (PQDR) Description: DESCRIPTION OF ISSUE OR SUGGESTION GOES HERE. Review information Reviewed by: Comments: Severity: Rough Order of Magnitude: Scope: Priority: Assignee information Assigned to: GUIDE Assign Date: 05/20/2019 Tester information Test by: Test Date: Comments:	Originator Information		
Problem Description Title: TITLE OF THE CSR GOES HERE Category: SOFTWARE CHANGE REQUEST FOR APPLICATION Module: PRODUCT QUALITY DEFICIENCY REPORTS (PQDR) Description: DESCRIPTION OF ISSUE OR SUGGESTION GOES HERE. Review information Reviewed by: Comments: Severity: Rough Order of Magnitude: Scope: Priority: Assignee information Assigned to: GUIDE Assign Date: 05/20/2019 Tester Information Test by: Test Date: Comments: Resolution Resolution Completed/Cancelled By:	Origination Code:	GUIDE	
Problem Description Title: TITLE OF THE CSR GOES HERE Category: SOFTWARE CHANGE REQUEST FOR APPLICATION Module: PRODUCT QUALITY DEFICIENCY REPORTS (PQDR) Description: DESCRIPTION OF ISSUE OR SUGGESTION GOES HERE. Review information Reviewed by: Comments: Severity: Rough Order of Magnitude: Scope: Priority: Assignee information Assigned to: GUIDE Assign Date: 05/20/2019 Tester information Test by: Test Date: Comments: Comme	Origination Date:	05/20/2019	
Title: TITLE OF THE CSR GOES HERE Category: SOFTWARE CHANGE REQUEST FOR APPLICATION Module: PRODUCT QUALITY DEFICIENCY REPORTS (PQDR) Description: DESCRIPTION OF ISSUE OR SUGGESTION GOES HERE. Review information Reviewed by: Comments: Severity: Rough Order of Magnitude: Scope: Priority: Priority: Assigned to: GUIDE Assign Date: 05/20/2019 Tester information Test by: Test Date: Comments: Comments: Scope: Priority: Resolution	Problem Description		
Category: SOFTWARE CHANGE REQUEST FOR APPLICATION Module: PRODUCT QUALITY DEFICIENCY REPORTS (PQDR) Description: DESCRIPTION OF ISSUE OR SUGGESTION GOES HERE. Reviewed by: Comments: Severity: Rough Order of Magnitude: Scope: Priority: Assignee information Assigned to: GUIDE Assign Date: 05/20/2019 Tester information Test by: Test Date: Comments: Resolution Resolution	Title:	TITLE OF THE CSR GOES HERE	
Module: PRODUCT QUALITY DEFICIENCY REPORTS (PQDR) Description: DESCRIPTION OF ISSUE OR SUGGESTION GOES HERE. Reviewed by: Comments: Severity: Comments: Severity: Rough Order of Magnitude: Scope: Priority: Assignee information GUIDE Assigned to: GUIDE Assign Date: 05/20/2019	Category:	SOFTWARE CHANGE REQUEST FOR A	APPLICATION
Review information Reviewed by: Comments: Severity: Rough Order of Magnitude: Scope: Priority: Assignee information Assignee information Assigne information Tester information Tester information Test by: Test Date: Comments: Resolution Comments: Comments Operation Test by: Test Date: Comments: Resolution	Module:	PRODUCT QUALITY DEFICIENCY REP	
Review information Reviewed by: Comments: Severity: Rough Order of Magnitude: Scope: Priority: Assignee information Assigned to: GUIDE Assign Date: 05/20/2019 Tester information Test by: Test Date: Comments: Resolution Completed/Cancelled By: Comments:	Description:	DESCRIPTION OF ISSUE OR SUGGES	STION GOES HERE.
Reviewed by: Comments: Severity: Rough Order of Magnitude: Scope: Priority: Assignee information Assigned to: GUIDE Assign Date: 05/20/2019 Tester information Test by: Test Date: Comments: Resolution Completed/Cancelled By:	Review information		
Comments: Severity: Rough Order of Magnitude: Scope: Priority: Assignee information Assign Date: 05/20/2019 Tester information Test by: Test Date: Comments:	Reviewed by:		
Severity: Rough Order of Magnitude: Scope: Priority: Assignee information Assign Date: 05/20/2019 Tester information Test by: Test Date: Comments:	Comments:		
Scope: Priority: Assignee information Assign Date: 05/20/2019 Tester information Test by: Test Date: Comments: Resolution Completed/Cancelled By:	Bough Order of Magnitude:		
Priority: Assignee information Assign Date: 05/20/2019 Tester information Test by: Test Date: Comments: Resolution Completed/Cancelled By:	Scope		
Assignee information Assigned to: GUIDE Assign Date: 05/20/2019 Tester information Test by: Test Date: Comments: Resolution Completed/Cancelled By: Completed/Cancelled By:	Priority:		
Assigned to: GUIDE Assign Date: 05/20/2019 Tester information Test by: Test Date: Comments: Resolution Completed/Cancelled By:			
Assign Date: 05/20/2019 Tester information Test by: Test Date: Comments: Resolution Completed/Cancelled By: Completed/Cancelled By:	Assigned to:	GUIDE	
Tester information Test by: Test Date: Comments: Resolution Completed/Cancelled By: Completed.	Assign Date:	05/20/2019	
Test by: Test Date: Comments: Resolution Completed/Cancelled By:	Tester information		
Test Date: Comments: Resolution Completed/Cancelled By:	Test hv		
Comments: Resolution Completed/Cancelled By:	Test Date:		
Resolution Completed/Cancelled By:	Comments:		
Completed/Cancelled By:	Resolution		
	Completed/Cancelled Bv:		
Completion Date:	Completion Date:		
Cancellation Date:	Cancellation Date:		
Resolution:	Resolution:		
Attachment	Attachment		

Figure 3.14

- H. Select the "Print" button to print a copy of the CSR.
- I. Select the "Back" button to return to the previous page.

3.3 Customer Service Request Search – Full Access Level

A. After successfully logging in, the PDREP Main Menu (See **Figure 3.15**) will display. You may see more or fewer module options depending on your level of access.

FOUO PRODUCT DATA REI	UNCLASSIFI PORTING AND EVA	ED LUATION PROGRA	FOUO M (PDREP)
Home • Help_»		User Profile:	CSR USER GUIDE » • Logout
APPLICATIONS ADMIN Links » Customer Service Request (CSR) » Product Quality Deficiency Report (I SEARCHES Ad Hoc Search Bulletin » CAGE » DODAAC » DUNS » External Links » FSC » GIDEP » NSN » PDREP Search Qualified Product List » Requisition » Routing Identifier Code » UII Search User Search »	Decord CSR Search Create New CSR CSR Ad Hoc Reports	Recently Accessed R Record Control Number ND1 (View/Edit)	tecord(s) Last Accessed Date/Time 2019-05-31 12:52:34.0

Figure 3.15

B. Hover over the "Customer Service Request" link, which is found in the left menu, under "APPLICATIONS" and select "CSR Search" from the fly out menu. The "CSR Record" page displays (See **Figure 3.16**)

FOUO		UNCLASSIFIE	D LIATTON DR	OCRAM (DDRED)	FOUO
Home • Help »			User	Profile: <u>CSR USER GUID</u>	E» • Logout
APPLICATIONS ADMIN Links Customer Service Request (CCR)	CSR Search Crea	ite New CSR CSR A	d Hoc Reports CSR	Record	
Product Quality Deficiency Report (PQDR)	:	Instructions	on Create New	CSR	
SEARCHES Ad Hoc Search Bulletin »		 To Search, enter desired p To View/Edit a specific CSI When searching by any of 	arameters and cl R, enter the desir the other parame	ick Search. ed CSR/Serial Number in the fi aters, the Start and End Date fi	eld of the same name ields are required
CAGE » DODAAC » DUNS »	(CSR)Serial Number:	<			ī
External Links » FSC » GIDEP »	Reporting DODAAC:			•]
NSN » <u>PDREP Search</u> Oualified Product List »	Subject/Title: Module:	<all></all>			~
Requisition » Routing Identifier Code » UII Search	Status: User ID:	<all></all>			
<u>User Search</u> <u>Warranty Search</u> »	Start(Added Date): End(Added Date):	06/01/2018			
		Search			

Figure 3.16

Note: SYSCOM and User ID fields are both editable

- C. To perform a Customer Service Request (CSR) Search, at least one of the following parameters must be entered:
 - 1. **(CSR) Serial Number**: Enter the 7-digit serial number if you are looking for a specific CSR to review. This will blank the default start and end dates as user is looking for a specific CSR.
 - 2. **Category:** You can select the Category of the CSR from the Drop Down List (DDL) (See **Figure 3.17**).

<all>
 SOFTWARE CHANGE REQUEST FOR APPLICATION
 SOFTWARE CHANGE REQUEST FOR DATABASE
 SOFTWARE CHANGE REQUEST FOR SERVER/NETWORK
 CUSTOMER SUPPORT DESK
 OTHERS

Figure 3.17

- 3. **Reporting DoDAAC:** Enter the six character DoDAAC if you are interested in finding CSRs from a particular location.
- 4. **SYSCOM:** ADMIN level can filter CSRs by the SYSCOM of the originator, by selecting from the DDL (See **Figure 3.18**).

<all></all>
1-NAVSEA
2-NAVAIR
3-SPAWAR
4-NAVFAC
5-NAVSUP
6-DLA
7-OTHER NAVY
8-ARMY
9-AIR FORCE
10-OTHER GOVT
11-PRIME
12-COAST GRD
13-MARINE
14-CONTRACTOR
29-DCMA
32-DCIS
33-NAVFLT
90-UNKNOWN

Figure 3.18

- 5. **Subject/Title:** If you are looking for a CSR and do not remember the serial number, you can use this feature to find a key word in the Title. This is not case sensitive. Minimum of four characters is required.
- 6. **Status:** Select the status from the DDL (See **Figure 3.19**) if you are looking for OPEN (still pending) CSRs, CLOSED (Completed) CSRs, or CANCELLED (not done and not pending) CSRs.

<all></all>
Open
Closed
Cancelled

Figure 3.19

- 7. **USER ID:** For non-management level users, this is forced to the user's ID as they may search only CSRs they have submitted. Foy SYSCOM level access, this allows you to find a CSRs submitted by a user within your SYSCOM,
- 8. Start (Added Date) and End (Added Date):
 - i. Start (Added Date) defaulted to 1 year prior to search date. Either enter date in MM/DD/YYYY format, select a date by using the calendar icon, or leaving the default date

- ii. End (Added Date) defaulted to search date. Either enter date in MM/DD/YYYY format, select a date by using the calendar icon, or leaving the default date
- D. Select the "Search" button.
- E. Either a "No Data Found" message (See **Figure 3.20**) or a results table (See **Figure 3.21**) with appear at the bottom of the page.

FOUO PRO	UNCLASSIFIED FOUO DUCT DATA REPORTING AND EVALUATION PROGRAM (PDREP)
<u>Home</u> • <u>Help</u> »	User Profile: <u>CSR USER GUIDE</u> » • <u>Logout</u>
APPLICATIONS ADMIN Links » Customer Service Request (CSR) »	CSR Search Create New CSR CSR Ad Hoc Reports CSR Record
Product Quality Deficiency Report (PQDK) */ SEARCHES Ad Hoc Search	Instructions 1. To add a new record, click on Create New CSR 2. To Search, enter desired parameters and click Search . 2. To The off the parameter of the click of the clic
Bulletin » CAGE » DODAAC »	10 View/car a specific CSX, enter the desired CSX Serial Number in the field of the same name 4. When searching by any of the other parameters, the Start and End Date fields are required (CSR)Serial Number:
DUNS » External Links » FSC » GIDEP »	Category: <all></all>
NSN » PDREP Search Qualified Product List »	Subject/Title: Module: <all></all>
Reduisition « Routing Identifier Code » <u>UII Search</u> User Search	Status: <all> V User ID: Start(Added Date):06/01/2019</all>
Warranty Search »	End(Added Date): 06/01/2019
	No data found

Figure 3.20

		FOUO UNCLASSIFIED FOUO PRODUCT DATA REPORTING AND EVALUATION PROGRAM (PDREP)									
		Home • Help	Þ			User Profile: CSR USER GUIDE» • Logout					
APPLICATIONS ADMIN Units®			G	SR Search	Create I	New CSR CSR Ad Hoc Reports CSR Record					
Castomer Service Request (CSR) * Product Outin Deficiency Report (PODR) * SEARCHES ad Hoc Sourch Builtetn * CAGE * DUINS * DUINS * DUINS * External Links * Esternal Links * Esternal Links * PDRP: Sourch Qualified Product List * Requisition * Requisition * Requestion * Requestion * Regeneration Code * ULI Sourch ULIS Sourch Varianty Sourch *			(C R	SR)Serial N Ca eporting D Subjec I Subjec I Subjec End(Addec	Inst 1. To 2. To 3. To 3. To 4. W wumber: 4. W wumber: 4. W 4.	ructions a dd a new record, click on Create New CSR Search, enter de desired parameters and click Search View/Elfat aspecific CSR, enter the desired CSR/Serial Number in the field of the same name hene searching by any of the other parameters, the Start and Crd Date fields are required		3			
	Total num Summary Serial	ber of rows: 7 Download: Click be	to dowr	iload data i	n Microsoft	Excel format		Originator	Assian Te	Added	
	Number 1900008	Category SOFTWARE CHANGE REQUEST FOR APPLICATION	DODAAC N4523A	1-NAVSEA	FEEDBACK TO CMB	Nodule CUSTOMER SERVICE REQUEST (CSR)	OPEN- ASSIGNED	Code USER	Code GUIDE	Date 05/06/2019	Edit
	1900009	CUSTOMER SUPPORT DESK	N45112	1-NAVSEA	DON'T	PDREP OTHER	OPEN- ASSIGNED	GUIDE	GUIDE	05/14/2019	Edit
	1900010	SOFTWARE HANGE REQUEST FOR APPLICATION	N45112	1-NAVSEA	TITLE OF THE CSR GOES HERE	PRODUCT QUALITY DEFICIENCY REPORTS (PQDR)	OPEN- ASSIGNED	GUIDE	USER	05/20/2019	Edit
	1900011	SOFTWARE CHANGE REQUEST FOR APPLICATION	N45112	1-NAVSEA	TEST CSR	RECEIPT INSPECTION MANAGEMENT SYSTEM (RIMS)	OPEN- ASSIGNED	GUIDE	USER	05/21/2019	Edit
	1900012	SOFTWARE CHANGE REQUEST FOR DATABASE	N45112	1-NAVSEA	TEST CSR 2	ECRAFT	OPEN- ASSIGNED	GUIDE	USER	05/21/2019	Edit
	1900013	SOFTWARE CHANGE REQUEST FOR SERVER/NETWORK	N45112	1-NAVSEA	TEST CSR 3	PAST PERFORMANCE INFORMATION RETRIEVAL SYSTEM-REPORT CARD (PPIRS-RC	OPEN- ASSIGNED	GUIDE	USER	05/21/2019	Edit
	1900014	CUSTOMER SUPPORT DESK	N45112	1-NAVSEA	TEST CSR 4	PRODUCT QUALITY DEFICIENCY REPORTS (PQDR)	OPEN- ASSIGNED	GUIDE	USER	05/21/2019	Edit

Figure 3.21

- F. Results table can be downloaded in to an Excel file by selecting "here" in the "Summary Download: Click here to download data in Microsoft Excel format" link (See **Figure 3.21**).
- G. Individual CSRs can be viewed by selecting the serial number in the first column (See Figure 3.21) of the CSR Search results page. By selecting the link, the user is taken to the view only version of the Customer Service Request (Feedback) page (See Figure 3.22).

FOUO PRODUCT DAT	UNCLASSIFIED A REPORTING AND EVALUATI	FOUO CON PROGRAM (PDREP)
Home • Help » Maintenance Mes	sage	User Profile: <u>CSR USER GUIDE</u> [»] • <u>Logout</u>
	Print Back	
	Customer Service Request(Fee	dback)
CSR Number: Originator Information	1900010	
Origination Code: Origination Date:	GUIDE 05/20/2019	
Problem Description		
Title: Category: Module: Description:	TITLE OF THE CSR GOES HERE SOFTWARE CHANGE REQUEST FOR AF PRODUCT QUALITY DEFICIENCY REPO DESCRIPTION OF ISSUE OR SUGGEST	PPLICATION RTS (PQDR) TON GOES HERE.
Review information		
Reviewed by: Comments: Severity: Rough Order of Magnitude: Scope: Priority:		
Assignee information		
Assigned to: Assign Date:	GUIDE 05/20/2019	
Tester information		
Test by: Test Date: Comments:		
Resolution		
Completed/Cancelled By: Completion Date: Cancellation Date: Resolution:		
Attachment		

Figure 3.22

- H. Select the "Print" button to print a copy of the CSR.
- I. Select the "Back" button to return to the previous page.

4 CUSTOMER SERVICE REQUEST REVIEW AND EDIT

4.1 Customer Service Request Review and Edit – SYSCOM Level

A. After successfully completing a Customer Service Request (CSR) search (Reference **Section 3**), a modified results table will display at the bottom of the page for SYSCOM/PDREP Admin level of access (See **Figure 4.1**). This now includes an "Edit" column on the right.

		FOUO	Robile		U	RCLASSIFIED FOUO				
		Home • Help »	RODUC	DATA	EPORTING	User Profile: CSR USER GUIDE * Logout				
APPLICATIONS		Distant - Links	CSP 4	Coarch	Croate New CS	D Inco Ad Los Pennete	_			
ADMIN Links » Customer Service Request (CSR) »			Dollars	200100	STRATE REALCS	CSR Record				
Product Quality Deficiency Report (PODR) * SEARCHES Ad Hoc-Search Builetin * CA65 * DODAAC* DUNS * External Links * ESC * GIDEE* NSR* PDEES Search Qualified Product List * Requisition *			(CSR) Repo	Serial Num Categ orting DOD/ SYSC Subject/1 Moc Sta	Instruction 1. To add a r 2. To Search 3. To Verwch 4. When sea ber kory: <all> MAC OOM: S-NAVSUI ritle fulle: <all> tube: <all> tube: <all></all></all></all></all>	s sever record, click on Create New CSR exter desired parameters and click Search. dit a specific CSR, enter the desired CBR/Seral Number in the field of the same name ching by any click the other parameters, the Start and End Date fields are required	~			
Warranty Search *	Total nun Summary Serial Number	nber of rows: 8 / Download: Click <u>he</u> Category	Star En to down Reporting DODAAC	Use t(Added D: d(Added D: lload data i SYSCOM	r ID: ate): 01/01/201: ate): 06/01/201: Search n Microsoft Exc Title	sel format Hodule	Status	Originato	r Added Date	Edit
	<u>1900005</u>	SOFTWARE CHANGE REQUEST FOR APPLICATION	N00104	5-NAVSUP	ENTER A SHORT DESCRIPTION OF THE ISSUE	PDREP OTHER	OPEN- ASSIGNED	GUIDE	02/06/2019	Edit
	1900006	SOFTWARE CHANGE REQUEST FOR APPLICATION	N00104	5-NAVSUP	TITLE	PDREP OTHER	OPEN- ASSIGNED	GUIDE	02/06/2019	Edit
	1900009	CUSTOMER SUPPORT DESK	N00104	5-NAVSUP	DON'T	PDREP OTHER	OPEN- ASSIGNED	GUIDE	05/14/2019	Edit
	1900010	SOFTWARE CHANGE REQUEST FOR APPLICATION	N00104	S-NAVSUP	TITLE OF THE CSR GOES HERE	PRODUCT QUALITY DEFICIENCY REPORTS (PQDR)	OPEN- ASSIGNED	GUIDE	05/20/201	Edit
	1900011	SOFTWARE CHANGE REQUEST FOR APPLICATION	N00104	S-NAVSUP	TEST CSR	RECEIPT INSPECTION MANAGEMENT SYSTEM (RIMS)	OPEN- ASSIGNED	GUIDE	05/21/2019	Edit
	1900012	SOFTWARE CHANGE REQUEST FOR DATABASE	N00104	5-NAVSUP	TEST CSR 2	ECRAFT	OPEN- ASSIGNED	GUIDE	05/21/2019	Edit
	1900013	SOFTWARE CHANGE REQUEST FOR SERVER/NETWORK	N00104	5-NAVSUP	TEST CSR 3	PAST PERFORMANCE INFORMATION RETRIEVAL SYSTEM-REPORT CARD (PPIRS-RC)	OPEN- ASSIGNED	GUIDE	05/21/2019	Edit
	1900014	CUSTOMER SUPPORT DESK	N00104	5-NAVSUP	TEST CSR 4	PRODUCT QUALITY DEFICIENCY REPORTS (PQDR)	OPEN- ASSIGNED	GUIDE	05/21/2019	Edit



- B. Select the "Edit" link of the line of the CSR to be reviewed/edited.
- C. User will be navigated to a data entry screen version of the Customer Service Request (CSR) screen (See **Figure 4.2**)

FOUO	UNCLASSIFIED FOU	0
PROI	DUCT DATA REPORTING AND EVALUATION PROGRAM (PDREP)	
Home • Help »	User Profile: <u>CSR USER GUIDE</u> » • <u>Logo</u>	ut
	CUSTOMER SERVICE REQUEST (CSR)	
	Instructions (M) denotes a mandatory field 1. Enter mandatory fields 2. Enter optional fields, if information is known 3. Enter mandatory fields before adding attachments 4. Click on Add Attachments to attach to the CSR 5. Click on Save to add the CSR to the system 6. Click on Cancel to cancel the process	
Originator Information		
CSR Numi Origination Co Origination D	ber: 1900005 sde: GUIDE ate: 02/06/2019	
Problem Description		
(M) Title	ENTER A SHORT DESCRIPTION OF THE ISSUE	
(M) Category	SOFTWARE CHANGE REQUEST FOR APPLICATION	
(M) Module	PDREP OTHER	~
(M) Description (2000 MAX):	THIS IS WHERE YOU WOULD ENTER A MORE DETAILED DESCRIPTION OF WHAT YOU WANT CHANGED OR WHERE YOU THINK PDREP IS NOT BEHAVING AS YOU THINK IT SHOULD.	
Attachment		
Add Attachment		
Review		
TH CO TO TH Comments (2000 MAX):	IS IS WHERE THE SYSCOM LEVEL REPRESENTATIVE CAN ADD THEIR MMMENTS AS TO WHETHER OR NOT THERE IS ENOUGH INFORMATION GO FORWARD, IF IT NEEDS APPROVAL BEFORE STARTING, IF ERE ARE ADDED OR DELETED REQUIREMENTS	
	Spell Check Save Cancel	

Figure 4.2

- D. Edit the CSR, if needed.
 - 1. Modify the Title, Category, Module and Description.
 - 2. Add new attachments or delete current attachments.
 - 3. If previously reviewed, modify comments.
- E. Review the CSR. Enter any relevant instructions in the "Comments" block. Examples:
 - 1. Must be done in conjunction with another CSR.
 - 2. Waiting on other relevant data/requirements
 - 3. Needs approval from SYSCOM before proceeding.
 - 4. Affects other SYCOMS and needs PDREP CMB approval
 - 5. Not a priority.
 - 6. Disapprove request, please cancel.
- F. Select the "Spell Check" to validate the description and comment blocks.
- G. Select the "Cancel" button to clear unsaved changes to the CSR and return to the previous screen.

FOUO PR	RODUCT DATA	UNCLASSIFIED REPORTING AND EVALUAT	TION PROGRA	FOUO M (PDREP)	
Home • Help_»			User Profile:	CSR USER GUIDE » • Logout	
PDREP MESSAGE					
	Serial Number Message	1900005 CSR record successfully updated			
		<u>Continue</u>			



- H. Select the "Save" button to save your CSR and submit it for review.
 - 1. User should be taken to a confirmation PDREP Message screen (See **Figure 4.3**).
 - 2. User will receive a confirmation e-mail upon submittal of changes to CSR.
 - 3. Select "Continue" to proceed.

4.2 Customer Service Request Review and Edit – Full Access Level

A. After successfully completing a Customer Service Request (CSR) search (Reference **Section 3**), a modified results table will display at the bottom of the page for SYSCOM/PDREP Admin level of access (See **Figure 4.4**). This now includes an "Edit" column on the right.

FOUO	DDUCT DAT	A REPOR	UN RTING A	CLASSIFIE	D UATION PR	ROGRAM (PE	OREP)	FOU	0		
Home • Help »					User	r Profile: CSR L	JSER GUIDE	» • Logou	<u>ut</u>		
APPLICATIONS ADMIN Links »	CSR Search	Create	New CSR	CSR	Ad Hoc Reports	s Record					
Customer Service Request (CSR)» Product Quality Deficiency Report (PQDR)»		Ins	structions								
SEARCHES Ad Hoc Search Bulletin » CAGE »		1. 2. 3. 4.	To add a ne To Search, e To View/Edi When searc	w record, clicl enter desired t a specific CS hing by any o	k on Create New parameters and c GR, enter the desit f the other param	CSR lick Search. red CSR/Serial Nur eters, the Start an	nber in the fie d End Date fie	ld of the sar ds are requ	ne name ired		
DUNS » External Links »	(CSR)Serial N Ca	lumber: ategory: </th <th>ALL></th> <th></th> <th></th> <th></th> <th>~</th> <th></th> <th></th> <th></th> <th></th>	ALL>				~				
FSC » GIDEP » NSN »	Reporting D S	ODAAC: YSCOM: </th <th>ALL></th> <th>~</th> <th>]</th> <th>1</th> <th></th> <th></th> <th></th> <th></th> <th></th>	ALL>	~]	1					
Qualified Product List » Requisition » Routing Identifier Code » UII Search		Module: <br Status: <br User ID:	All> ALL> N			1					~
User Search Warranty Search ≫	Start(Addee End(Addee	d Date): 02 d Date): 02	2/01/2019 2/07/2019 Search								
	Total number Summary Dow	of rows: 2 /nload: Clie	ck <u>here</u> to	download	data in Microso	ft Excel format		o · · · ·	• • •		
	Number Ci	ategory	DODAAC	SYSCOM	Title	Module	Status	Code	Code	Date	Edit
	1900005 FOR APP	UEST	N45112	1-NAVSEA	ENTER A SHORT DESCRIPTION OF THE ISSUE	PDREP OTHER	OPEN- ASSIGNED	GUIDE:	GUIDE:	02/06/2019	Edit
	1900006 FOR APP	TWARE NGE UEST LICATION	N45112	1-NAVSEA	TITLE	PDREP OTHER	OPEN- ASSIGNED	GUIDE:	GUIDE)	02/06/2019	<u>Edit</u>

Figure 4.4

- B. Select the "Edit" link of the line of the CSR to be reviewed/edited.
- C. User will be navigated to the CSR screen (See Figure 4.5)

FOUO	UNCLASSIFIED FOUO
PROD	UCT DATA REPORTING AND EVALUATION PROGRAM (PDREP)
Home • Help »	User Profile: <u>CSR USER GUIDE</u> [»] • <u>Logout</u>
	CUSTOMER SERVICE REQUEST (CSR)
	Instructions (M) denotes a mandatory field 1. Enter mandatory fields 2. Enter optional fields, if information is known 3. Enter mandatory fields before adding attachments 4. Click on Add Attachments to attach to the CSR 5. Click on Save to add the CSR to the system 6. Click on Cancel to cancel the process
Originator Information	
CSR Numbe	er: 1900005
Origination Cod	e: GUIDE
Origination Dat Problem Description	e: 02/06/2013
/M) Title:	ENTER A SHORT DESCRIPTION OF THE ISSUE
(M) Catagory	
(M) Module:	
(M) Description (2000 MAX):	THIS IS WHERE YOU WOULD ENTER A MORE DETAILED DESCRIPTION OF WHAT YOU WANT CHANGED OR WHERE YOU THINK PDREP IS NOT BEHAVING AS YOU THINK IT SHOULD.
Attachment	
Add Attachment	
Review	
Comments (2000 MA)	THIS IS WHERE THE SYSCOM LEVEL REPRESENTATIVE CAN ADD THEIR COMMENTS AS TO WHETHER OR NOT THERE IS ENOUGH INFORMATION TO GO FORWARD, IF IT NEEDS APPROVAL BEFORE STARTING, IF THERE ARE ADDED OR DELETED REQUIREMENTS ():
Severi	y: 2 - MINOR
Rough Order of Magnitud	e: 15 - LESS THAN 8 MAN HOURS
Scop	e: [3 - ISSUE OCCURS 41 TO 60% ▼]
SYSCOM Priorit	

Figure 4.5

- D. Edit the CSR, if needed.
 - 1. Modify the Title, Category, Module and Description.
 - 2. Add new attachments or delete current attachments.
 - 3. If previously reviewed, modify comments.

- E. Review the CSR
 - 1. Enter any relevant instructions in the "Comments" block. i.e. Must be done in conjunction with another CSR, waiting on other relevant data, needs approval from internal/component review board.
 - 2. Select the Severity rating from the drop down list. The Severity is the impact the CSR has on processing records.
 - i. **0** Help Desk Question/Customer Support Desk Assistance (i.e. No publishes required to address customer concern.)
 - ii. 1 Administrative Enhancement (No work stoppage, one data point updated, aesthetic changes, fix nuisance, or improve user experience with publish required. Minor DBA assistance, no publish required)
 - iii. 2 Minor (i.e. No work stoppage, but requires several data points updating a single part of a workflow; however, work can still be done. Or improves existing feature)
 - iv. 3 Major (i.e. No work stoppage, but requires several data points updating several parts of a workflow; however, work can still be done. Or creates a new feature)
 - v. **4** Impaired Processing (i.e. No work stoppage, unaccounted for software requirement or patch to previously existing software functionality; however, work around is very difficult. Fixes an existing feature)
 - vi. **5** Work Stoppage (i.e. Data integrity, overwrite, not saving, unaccounted for mandatory software requirements or work cannot be done with a work around)
 - 3. Select the Rough Order of Magnitude (ROM) from the drop down list. The ROM is the initial estimate of time required to resolve the problem.
 - i. **1** More than 80 man hours to resolve
 - ii. **2** 41 to 80 man hours to resolve
 - iii. **3** 21 to 40 man hours to resolve
 - iv. **4** 8 to 20 man hours to resolve
 - v. **5** Less than 8 man hours to resolve
 - 4. Select the Scope from the drop down list. The Scope is how often the issue arises when processing a record type.
 - i. **1** Issue occurs less than 20% of the time when processing a record by the population of users.
 - ii. **2** Issue occurs 21 to 40% of the time when processing a record by the population of users

- iii. **3** Issue occurs 41 to 60% of the time when processing a record by the population of users
- iv. **4** Issue occurs 61 to 80% of the time when processing a record by the population of users
- v. **5** Issue occurs more than 80% of the time when processing a record by the population of users
- 5. Select the SYSCOM Priority from the drop down list. This is presented to the PDREP PM from each of the PDREP CMB SYSCOM representatives.
 - i. **1** Maximum
 - ii. **2** High
 - iii. **3** Medium
 - iv. **4** Low
 - v. **5** Minimum, also default when no priority provided (makes the math work so the PDREP Score alone is the default RPN, if nothing entered for Sponsor Priority)

Note: Overall Score = (Severity * ROM * Scope) * (100/Priority)

- F. Select the "Spell Check" to validate the description and comment blocks.
- G. Select the "Cancel" button to clear unsaved changes to the CSR and return to the previous screen.
- H. Select the "Save" button to save your CSR and submit it for review.
 - 1. User should be taken to a confirmation PDREP Message screen (See **Figure 4.6**).

FOUO		UNCLASSIFIED	FOUO
Р	RODUCT DATA	REPORTING AND EVALUAT.	ION PROGRAM (PDREP)
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		PDREP MESSAGE	
	Serial Number Message	1900005 CSR record successfully updated	
		Continue	

Figure 4.6

- 2. User will receive a confirmation e-mail upon submittal of changes to CSR.
- I. Select "Continue" to proceed.

5 AD-HOC

The Ad-HOC feature for CSRs has been moved from the main Ad-Hoc search function to within the module. It is only available to SYSCOM and Full Access levels. To find the CSR Ad-Hoc, hover over the "Customer Service Request (CSR)" link, which is found in the left menu, under "APPLICATIONS" and select "CSR Ad Hoc Reports" from the fly out menu. (See **Figure 5.1**).The "CSR Ad Hoc Report" page displays (See **Figure 5.2**).

Home • Help. [×] User Profile: CSR USER GUIDE [×] • Loquit APPLICATIONS Record Record Control Last Accessed ADMIN Links [×] CSR Record Record Control Last Accessed Customer Service Request (CSR) [×] CSR Search Number Date/Time Product Quality Deficiency Report (P Create New CSR CSR Ad Hoc Reports Ad Hoc Search CSR Ad Hoc Reports CSR Ad Hoc Reports Bulletin [×] CAGE [×] DODAAC [×] DUNS [×] External Links [×] FSC [×] GIDEP [×] NSN [×] PDREP Search Oualified Product List [×] Requisition [×] Routing Identifier Code [×] UII Search UII Search	FOUO UNCLASSIFIED FOUO PRODUCT DATA REPORTING AND EVALUATION PROGRAM (PDREP)					
APPLICATIONS Recently Accessed Record(s) ADMIN Links * Record Record Control Last Accessed Date/Time Customer Service Request (CSR) * CSR Search Number Date/Time Product Quality Deficiency Report (P Create New CSR Create New CSR Create New CSR SEARCHES CSR Ad Hoc Reports CSR Ad Hoc Reports Date/Time Ad Hoc Search Bulletin * CSR Ad Hoc Reports External Links * FSC * GIDEP* NSN * PDREP Search Qualified Product List * Requisition * Routing Identifier Code * UII Search UII Search	Home • Help_»		User Profile:	CSR USER GUIDE » • Logout		
User Search	APPLICATIONS ADMIN Links » Customer Service Request (CSR) » Product Quality Deficiency Report (P Create SEARCHES Ad Hoc Search Bulletin » CAGE » DODAAC » DUNS » External Links » FSC » GIDEP » NSN » PDREP Search Qualified Product List » Requisition » Routing Identifier Code » UII Search User Search	Record earch a New CSR d Hoc Reports	Recently Accessed R Record Control Number	ecord(s) Last Accessed Date/Time		

Figure 5.1

PRODUCT DATA REPORT	ING AND EVA	LUATION PROG	FOUO RAM (PDREP)		
<u>Home</u> • <u>Help</u> »		User Prof	ile: <u>CSR USER GUIDE</u> [»] • <u>Loqout</u>		
CSR Search Create New CSR CSR Ad	Hoc Reports				
	CSR Ad Hoc Re	port			
Instructions To use a previously sa 1. Select ad hoc from 1 2. Click Open My Ad 1 3. To delete previously	ved ad hoc report: My Ad Hocs Hoc button / saved adhoc select M	lanage My Ad Hoc butt	con		
Please follow these steps to create new ad hoc report: 1. Select a Data Record and click Get Data Element 2. Select one or more Data Elements 3. Click Add Columns and/or Delete Columns to set the Selected Data Elements List 4. Select Data Element and click Add Where to set the where condition(s) 5. Enter the Expression and Value in the Where clause 6. To add more then one where condition select a Logical Expression 7. Click on RUN QUERY					
My Ad Hocs: 0-feedback ∨ Get Row Count: □	Open My Ad Hoc	Manage My Ad	Нос		
Set maximum rowcount: 20000 (Maximu	m size : 20,000)				
Select Columns: Data Eler	nents		Selected Data Elements		
Assign Date Assign To Code Cancellation Date Category Code Category Literal Completed/Cancel Completion Date Magnitude Code Module Code Module Literal	led By Code	Add Columns Delete Columns	No columns selected		
Data Element: 🗸 Add Where					

Figure 5.2

If you require assistance navigating the Ad Hoc feature, please see the Ad Hoc user guide located at either "Guides and Manuals" link on the PDREP web page or using the "Help" link at the top of any PDREP page.

6 SUMMARY

This concludes the instructions for creating a Customer Service Request (CSR) and finding existing CSRs. PDREP Customer Support is available Monday through Friday from 7:00 AM to 6:00 PM Eastern time to answer additional questions or to assist with data changes or exception processing. The Customer Support Desk can be contacted as follows:

E-Mail: webptsmh@navy.mil Commercial: (207) 438-1690 DSN: 684-1690 Fax: (207) 438-6535