



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

**Product Quality Deficiency
Report (PQDR)**

**Army Action Officer PQDR
Processing**

**User Guide
8 August 2012**

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*Hold the “CTRL” key and choose paragraph to follow link.

FORWARD

This guide does not replace or amend any Department of Defense (DoD) instructions, regulations, and/or policies. Its purpose is to assist users with PDREP Product Quality Discrepancy Report (PQDR) application functionalities only. The PDREP PQDR is designed to work in concert with existing DoD policy and processes for submitting PQDRs. Proper use of the PDREP application should facilitate compliance with DoD PQDR policy.

Refer to the appropriate PQDR instructions and manuals for information about DoD PQDR program requirements.

REFERENCES:

- a. DLAI 4155.24
- b. SECNAVINST 4855.3B
- c. SECNAVINST 4855.5A
- d. DoDD 5000.2
- e. NAVSO P3683B
- f. AR 702-7
- g. AF(I) 21-115

INTRODUCTION

This document is intended to guide the use of the user profile tool provided for Product Quality Deficiency Reports (PQDR) in PDREP.

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, available on the NSLC home page. Click on [User Access Request Form](#) to download the form. Follow the directions on the form to submit the request for access to PDREP.

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

Online in the PDREP Application

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

Click on the Feedback link at the top of the home page. The Customer Service Request (Feedback) form will open. Instructions for completion are located at the top of the form.

Customer Support Desk

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

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

Mailing Address

Naval Sea Logistics Center Portsmouth

Bldg. 153, 2nd Floor

Portsmouth Naval Shipyard

Portsmouth, NH 03804-5000

1 LOGGING ON TO PDREP

- a. Access the PDREP application from the NSLC Detachment Portsmouth's Home page: <https://www.pdrep.csd.disa.mil>.
- b. On the left hand column under PDREP ACCESS click on PDREP Logon.

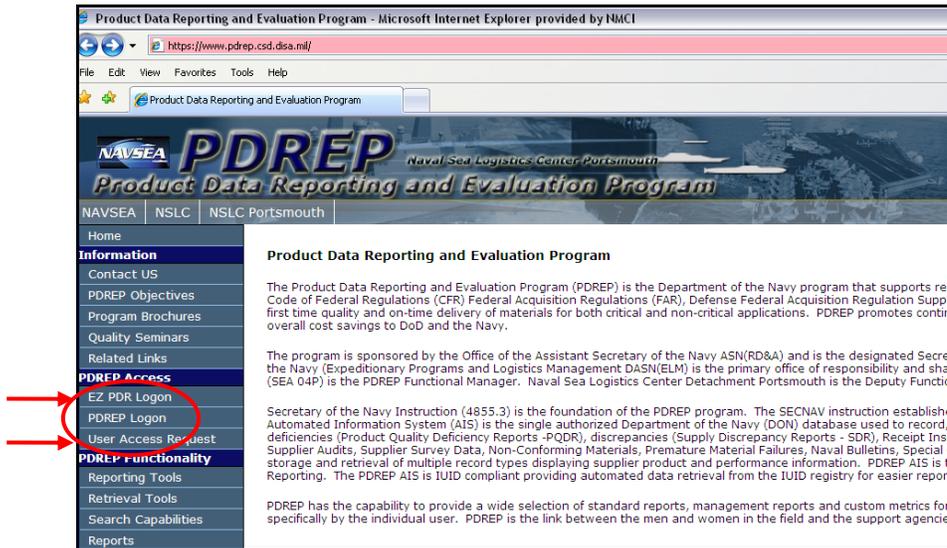


Figure 1.1

- c. The Log-on screen (Figure 1.2) displays.

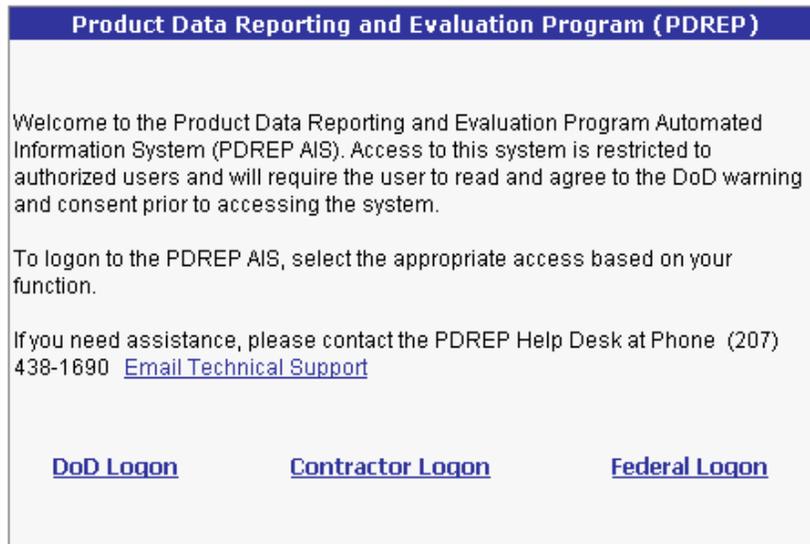


Figure 1.2

- d. DoD personnel possessing Common Access Cards (CAC) should click DoD Logon. The Warning and Consent Banner (Figure 1.3) displays.

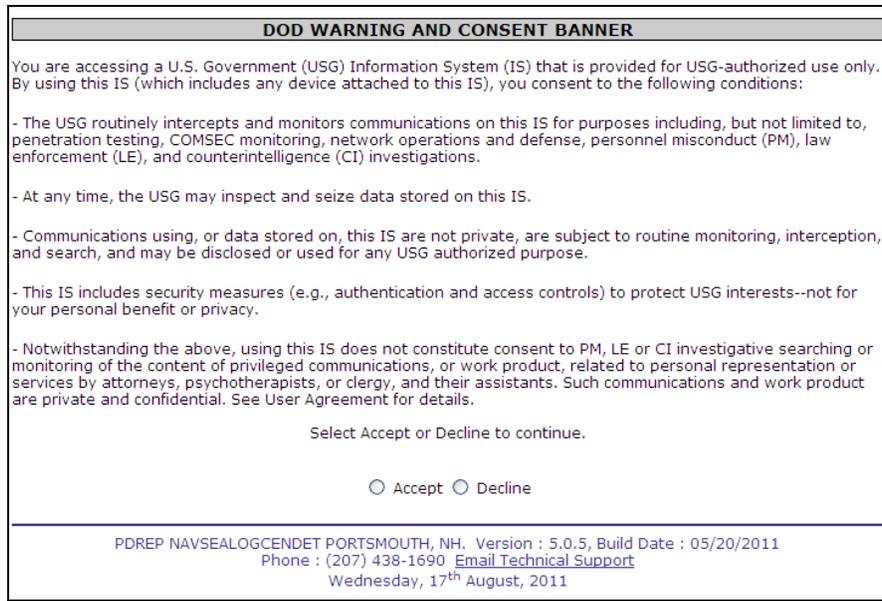


Figure 1.3

- e. Click the Accept button or access will be denied.
- f. The system will then prompt you to verify your identity from your CAC, or other DoD-issued Public Key Infrastructure (PKI) credentials as shown in Figure 1.4

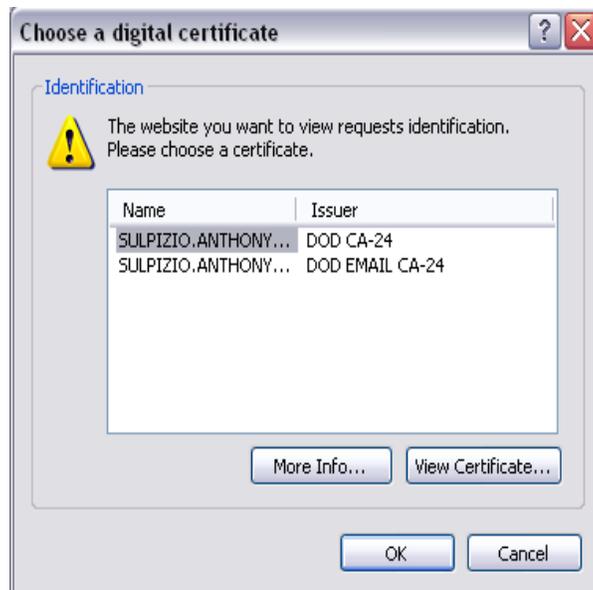
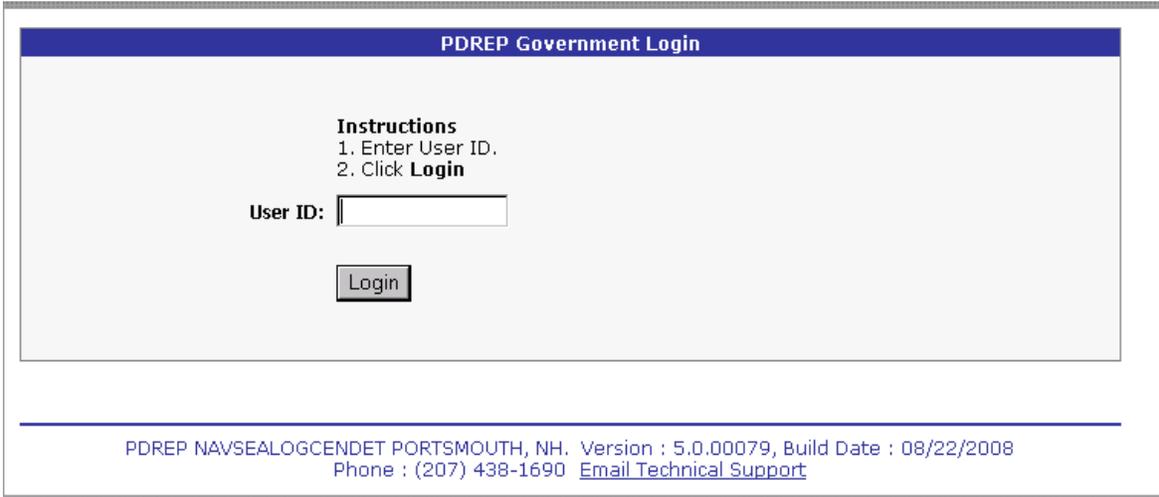


Figure 1.4

- g. If more than one certificate is shown, most users should choose the non e-mail certificate. After selecting the correct certificate, click the OK button to continue logging into the system. If you have difficulty with a certificate and have more than one available, please try the other certificates before contacting the PDREP Customer Support Desk.

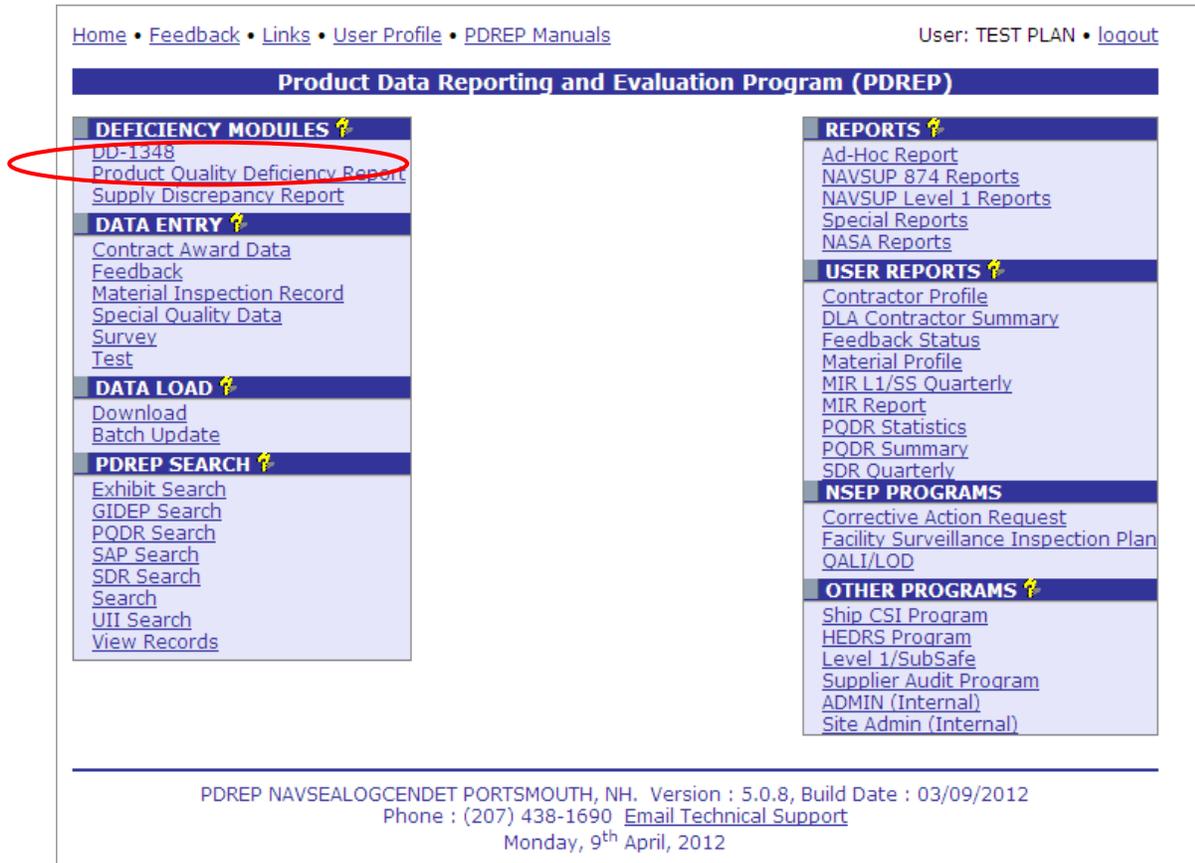
- h. In the PDREP Government Login screen that follows (Figure 1.5), enter your User ID and click the Login button.



The image shows the PDREP Government Login screen. At the top, there is a blue header with the text "PDREP Government Login". Below the header, the instructions are: "Instructions: 1. Enter User ID. 2. Click Login". There is a text input field labeled "User ID:" and a "Login" button below it. At the bottom of the screen, there is a footer with the text: "PDREP NAVSEALOGCENDET PORTSMOUTH, NH. Version : 5.0.00079, Build Date : 08/22/2008 Phone : (207) 438-1690 Email Technical Support".

Figure 1.5

- i. After successfully logging in, the PDREP Main Menu (Figure 1.6) will display.



The image shows the PDREP Main Menu. At the top, there is a navigation bar with links: "Home", "Feedback", "Links", "User Profile", and "PDREP Manuals". On the right side, it says "User: TEST PLAN" and "logout". Below the navigation bar, there is a blue header with the text "Product Data Reporting and Evaluation Program (PDREP)". The main content is divided into several sections:

- DEFICIENCY MODULES** (with a help icon):
 - [DD-1348](#)
 - [Product Quality Deficiency Report](#)
 - [Supply Discrepancy Report](#)
- DATA ENTRY** (with a help icon):
 - [Contract Award Data](#)
 - [Feedback](#)
 - [Material Inspection Record](#)
 - [Special Quality Data](#)
 - [Survey](#)
 - [Test](#)
- DATA LOAD** (with a help icon):
 - [Download](#)
 - [Batch Update](#)
- PDREP SEARCH** (with a help icon):
 - [Exhibit Search](#)
 - [GIDEP Search](#)
 - [PQDR Search](#)
 - [SAP Search](#)
 - [SDR Search](#)
 - [Search](#)
 - [UII Search](#)
 - [View Records](#)
- REPORTS** (with a help icon):
 - [Ad-Hoc Report](#)
 - [NAVSUP 874 Reports](#)
 - [NAVSUP Level 1 Reports](#)
 - [Special Reports](#)
 - [NASA Reports](#)
- USER REPORTS** (with a help icon):
 - [Contractor Profile](#)
 - [DLA Contractor Summary](#)
 - [Feedback Status](#)
 - [Material Profile](#)
 - [MIR L1/SS Quarterly](#)
 - [MIR Report](#)
 - [PQDR Statistics](#)
 - [PQDR Summary](#)
 - [SDR Quarterly](#)
- NSEP PROGRAMS**:
 - [Corrective Action Request](#)
 - [Facility Surveillance Inspection Plan](#)
 - [QALT/LOD](#)
- OTHER PROGRAMS** (with a help icon):
 - [Ship CSI Program](#)
 - [HEDRS Program](#)
 - [Level 1/SubSafe](#)
 - [Supplier Audit Program](#)
 - [ADMIN \(Internal\)](#)
 - [Site Admin \(Internal\)](#)

At the bottom of the screen, there is a footer with the text: "PDREP NAVSEALOGCENDET PORTSMOUTH, NH. Version : 5.0.8, Build Date : 03/09/2012 Phone : (207) 438-1690 Email Technical Support Monday, 9th April, 2012".

Figure 1.6

2 VIEWING THE WORKLIST

Once you have logged in, the PDREP Home page (Figure 1.6) will display. You may not see all of the options listed depending on your level of access.

- a. Click the “Product Quality Deficiency Report” link under “Deficiency Modules” toward the upper left portion of the screen. The PQDR Worklist will display (Figure 2.1).

Home • Feedback • Links • User Profile • PDREP Manuals User: TEST PLAN • logout

PQDR Worklist Create New PQDR PQDR Search PQDR Clone PQDR Analysis Tool Preview EZPQDR Entry

PQDR Worklist

Instructions
1. Select **Show Worklist for**
2. Select **Status** for the PQDR list
3. Enter **DODAAC** and/or **User Code**.
4. Add additional information as required to reduce the Worklist result set.
[For additional help](#)

Show Worklist For: ORIGINATOR Status: CURRENT WORKLIST

From Date: 05/21/2009 To Date: 05/21/2012

DODAAC: W81D19 User Code: TPLAN

Sort: RECEIVED DATE - ASC Organization Code:

Display Worklist

PDREP NAVSEALOGCENDET PORTSMOUTH, NH. Version : 5.0.8, Build Date : 03/09/2012
Phone : (207) 438-1690 Email Technical Support
Monday, 21st May, 2012

Figure 2.1

- b. The Work List settings will default as shown above, with the Activity set to your primary DoDAAC and the User Code set to your PDREP user ID. Under “Show Worklist For”, select ARMY ACTION OFFICER. If you want to see only PQDRs currently assigned directly to you, click “Display Worklist” now. If you want to see all PQDRs assigned to your activity (DoDAAC) then you may remove your User Code.
- c. The “Status” setting of CURRENT WORKLIST will return only PQDRs currently assigned to the Support Point activity or individual for action. Other available statuses include:
 1. ALL: Returns all PQDRs assigned to the designated activity and/or user code for investigation, whether the investigation is active or already completed and whether the PQDR is open or closed.
 2. OPEN: Returns all PQDRs assigned to the designated activity and/or user code for investigation, whether the investigation is active or already completed but where the PQDR has not yet been closed by the Screening Point. This includes PQDRs forwarded to a Support Point but not yet returned.
 3. CLOSED: Returns all PQDRs previously assigned to the designated activity and/or user code for investigation but where the PQDR has been closed by the Screening Point.
- d. The date range for the Worklist defaults to the present date minus three years but can be

changed if needed. The Worklist can also be sorted by a variety of criteria but defaults to listing PQDRs in ascending order by the date on which the PQDR was first entered into PDREP.

- e. The Worklist can also be run for a specific team by entering the designator (Organization Code) for that team. The results will include any PQDR currently assigned to a PDREP user for action whose user profile contains the **exact** Organization Code specified in the search.
- f. When you have selected the criteria, click “Display Worklist” to view all PQDRs matching the criteria entered. A sample set of results appears in (Figure 2.2).

The screenshot shows the PDREP Worklist interface. At the top, there are navigation links: Home, Feedback, Links, User Profile, and PDREP Manuals. The user is identified as TEST PLAN with a logout option. Below this are several tabs: PQDR Worklist (selected), Create New PQDR, PQDR Search, PQDR Clone, PQDR Analysis Tool, and Preview E2PQDR Entry.

The main section is titled "PQDR Worklist" and contains instructions for using the search:

- Select **Show Worklist** for
- Select **Status** for the PQDR list
- Enter **DODAAC** and/or **User Code**.
- Add additional information as required to reduce the Worklist result set.

 For additional help.

The search filters are:

- Show Worklist For: ARMY ACTION OFFICER (dropdown)
- Status: CURRENT WORKLIST (dropdown)
- From Date: 05/21/2009 (calendar icon)
- To Date: 05/21/2012 (calendar icon)
- DODAAC: W81D19
- User Code: (empty field)
- Sort: RECEIVED DATE - ASC (dropdown)
- Organization Code: (empty field)

 A "Display Worklist" button is located below the filters.

Below the filters, it states "Result count: 5" and provides a "Worklist Download" link to download data in Microsoft Excel format.

CAT	Received	History & Corresp.	RCN	SF-368	CAGE	CSI	NSN	Nomenclature	Contact/Phone	Last Action	Status	Overdue	Delete
II	31-JAN-11	View	W81D19-11-0001	SF-368		NO	9999	TEST	RICKEY S WEBB 586-753-2337	ACTION POINT FROM SCREENING POINT	ACTIVE	446 Days	Delete
II	13-MAY-11	View	W81D19-11-0005	SF-368		NO	9999	MISCELLANEOUS ITEM	CHRIS (TEST) TURNER 586-574-5422	ACTION POINT FROM SCREENING POINT	ACTIVE	344 Days	Delete
II	10-10N-17	View	W81D19-17-0001	SF-368		NO	KK 0000 0000000000	CANTEEN,	RICKEY S WEBB	ACTION POINT FROM	ACTIVE	93 Days	Delete

Figure 2.2

- g. The search results include the following fields.
 - Category:** The category (I or II) of the PQDR. Category I PQDRs will be identified in red.
 - Received:** The date when the PQDR was forwarded to the Action Point level.
 - History & Correspondence:** Click the “View” link in this column to open a new window containing correspondence and forwarding history for this PQDR.
 - Report Control Number (RCN):** Click the RCN in this column to open the Action Point page for the PQDR. This is the page from which most Screening Point tasks will be performed.
 - SF-368:** Click the link in this column to view the Standard Form 368 for the subject RCN in a new window.
 - Commercial and Government Entity (CAGE):** The CAGE code of the contractor

to whom the deficiency is attributed will appear here if one has been supplied. Clicking on the CAGE code in this column will redirect you to the NIIN/Contract Search page and allow you to search for other PQDRs attributed to this CAGE code (which will be filled in automatically on the search page) or by other criteria.

7. **Critical Safety Item (CSI):** Indicates whether the item reported deficient has been identified as a CSI. Investigations of CSI items should be expedited according to the policies of the investigating activities.
8. **National Stock Number (NSN):** The NSN for the item reported deficient. The NSN may have as many as four separate components:
 - A. COG: (Optional) Two-character Cognizance Symbol of the deficient item. When used, the COG identifies the inventory manager for the deficient item.
 - B. FSC: (Required) Four-digit Federal Supply Class of the deficient item.
 - C. NIIN: (Optional) Nine-digit National Item Identification Number of the deficient item.
 - D. SMIC: (Optional) Two-character Special Material Identification Code for the deficient item. When used, the SMIC identifies items requiring stricter controls to ensure technical integrity (e.g. Navy Nuclear).

Note:

Click any component of the NSN to go to the NIIN/Contract Search page with the selected NIIN component pre-filled. This page searches for PQDRs based on any combination of NSN components, CAGE, contract or requisition number and dates.

9. **Nomenclature:** Item description associated with the NIIN.
10. **Contact/Phone:** The name and telephone number (if provided) of the point of contact who forwarded the PQDR to the current Worklist level.
11. **Last Action:** Displays the last forwarding, release or closure action performed on the PQDR.
12. **Status:** Displays the current PQDR status.
13. **Overdue:** This value is based on the “Show Worklist For” level selected. For the Action Point level, this displays the relationship between the current date and the Action Point Suspense Date. A negative number, e.g. -30 indicates the number of days remaining until the current suspense expires. A positive number, e.g. 10 indicates the number of days since the current suspense expired. A blank in this column indicates either that no suspense date has been set or that the current suspense expires today.

3 ACTION OFFICER RECEIPT ACTIONS

On receipt of a new PQDR, the Action Point can either enter the RCN directly on the PQDR Search > RCN Search page or look up the PQDR on the Worklist page and click on the subject RCN. Once the new PQDR has been selected by either method, the PQDR Base Page will display (Figure 3.1) (NOTE: if this is the first PQDR opened in this login session, the SF-368 will display. Select the appropriate level under “Choose Level” to access Base Page options.

Home • Feedback • Links • User Profile • PDREP Manuals		User: TEST PLAN • logout	
PQDR Worklist Create New PQDR PQDR Search PQDR Clone PQDR Analysis Tool Preview EZPQDR Entry			
CHOOSE LEVEL Originator Screening Point Action Point Support Point	Action Officer Data Entry		
QUICK VIEWS View SF-368 (HTML) View SF-368 (PDF) View Exhibit Tag View Points of Contact History	RCN: W81D19-12-0005 NSN: 9999 Category: CATEGORY II Status: ACTIVE Location of PQDR: ACTION POINT FROM SCREENING POINT Action Point - Editable Fields You may enter Action Point data by selecting the link below View/Edit Action Point Data Edit Mandatory Origination Data Edit Stock Screening Data Complete Action Point Investigation View/Add Notes and Reference Briefs Add Additional Information Correspondence Choose an option when you have completed entering in your data Action Point Letters Release PQDR Forward to Screener for Closing Assign to Action Point Forward to Support Point (DCMA) Forward to Government Repair Facility for Support Incorrect Recipient - Return to Screener Send Message To Originator Screening Other		
ATTACHMENTS View/Upload Files (0)			
EXHIBIT TRACKING Exhibit Tracking			
USER INFORMATION User Profile			
Session Tracking: W81D19120005			
<hr/> PDREP NAVSEALOGCENDET PORTSMOUTH, NH. Version : 5.0.8, Build Date : 03/09/2012 Phone : (207) 438-1690 Email Technical Support Monday, 21 st May, 2012			

Figure 3.1

The Action Officer should initiate the investigation immediately upon receipt of the PQDR. In many cases the investigation may be conducted by direct contact with the supplier of the deficient item. If the deficient item falls under the cognizance of a non-Army Action Point activity (e.g. DLA), was received from a contractor under Support Point oversight, or was overhauled by a repair facility, then the PQDR may be forwarded to the appropriate Support Point or Repair Facility for investigation support. The Action Officer will enter or add information or edit information supplied by the Action Point or Support Point using the Action Point Editable Fields on the PQDR base page.

3.1 Action Point Editable Fields

3.1.1 View/Edit Action Point Data

This page allows the Action Officer to enter supplemental information about the PQDR and the investigation.

- a. To add or edit information, click the View/Edit Action Point Data link.
- b. The PQDR – View/Edit Action Point page displays (Figure 3.2 and Figure 3.3).

Home • Feedback • Links • User Profile • PDREP Manuals User: TEST PLAN • [logout](#)

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RCN: W81D19-12-0005 NSN: 9999
Location of PQDR: ACTION POINT FROM SCREENING POINT

View: [SF-368 \(HTML\)](#) [SF-368 \(PDF\)](#)

PQDR-View/Edit Action Point

Instructions
(M) denotes a mandatory field

(M) Status: A-ACTIVE

Support Point Release Date: N/A

Support Point Due Date:

Action Point Due Date: 04/05/2012

Action Point Activity: W81D19

(M) Action Point Name: ROBERT (BETA) SANDERSON

(M) Action Point Phone: 207-438-6432

(M) Action Point Email: ROBERT.J.SANDERSON@NAVY.MIL

DLA Case Control Number:

Exhibit Required Ship Date:

ICP/RIC Code: N/A

LAR#:

Engineering Activity:

Last Rework Activity (Repair Facility):

Entering a value (DODAAC) will allow you to forward this PQDR to a Repair Facility instead of a Support Point. The Repair Facility recipient will see a customized screen instead of the DCMA Support Point fields. Their investigation will be returned to a 1227 form.

DODIC/NALC (ammunition):

Suspension Status: <SELECT>

Action Point Rebuttal Date:

Action QDR:

Previous RCN:

Figure 3.2

Action QDR:

Previous RCN:

Base Item Type:

Action Point Release Date:

Alert Notification:

Alert Narrative:
(max 200 characters)

NAVSUP

LRC Code:

Findings:

AMC/AMSC CODE:

Credit Action:

Quantity Credited:

Credited Dollar Value:

Material Credit Date:

Quantity Post Investigation:

Cost Avoidance Dollar Value:

Cost Avoidance Date:

ACTION POINT EXHIBIT REQUEST/RETURN ADDRESS

Mark For:

Lookup CAGE/DODAAC Ship. Info

PDREP NAVSEALOGCENDET PORTSMOUTH, NH. Version : 5.0.8, Build Date : 03/09/2012
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Figure 3.3

c. Most of the information on this page is maintained automatically by PDREP. Many fields are optional and not all fields will apply to your activity. There are several fields on this page however that significantly affects other functions in PDREP You should consult local policy for more detailed information regarding the use of these fields:

1. **Status:** This is the current status of the record.

2. **Support Point Release Date:** If the record has been sent to a Support Point and returned to the Action Point this date will be set to the date the Support Point returned the record.
 3. **Support Point Due Date:** The Support Point due date is shown here.
 4. **Action Point Due Date:** This is the Action Point due date and is not edible.
 5. **Action Point Activity:** Shows the Activity assigned to the record.
 6. **Action Point Name, Action Point Phone, and Action Point Email:** These are populated by the user profile for user assigned to record.
 7. **DLA Case Control Number:** This is the Action Point's control number for the PQDR. In the case of a DLA investigation this will be either a CDCS or BSM control number. This field is only editable for DLA users. The PQDR Advanced Search can be conducted based on this unique number
 8. **Exhibit Req. ship Date:** Date requested for shipping of exhibit, not system generated.
 9. **ICP/RIC Code:** ICP/RIC (Routing Identifier Code) routing codes used
 10. **LAR#:/ Engineering Activity:** These fields are used by NAVICP to send/note the Cognizant Design Activity and are used in the CDA letter.
 11. **Last Rework Activity:** If a repair or overhaul facility will act as an investigation Support Point then the DODAAC of the overhaul facility should be entered here.
 12. **DODIC/NALC:** Used to identify ammunition and ammunition components. Used by Army users.
- d. These additional fields may be used by the Action Point/ Action Officer but they are purely informational and will not affect any other PDREP functions.
1. **Suspension Status:** This function will allow you to display a message on the PQDR Base Page for all PQDR levels indicating that the investigation may be suspended for a particular period of time. This message is informational only and does not affect suspense dates. Choose a reason for the suspension and then click "Add" and the page will expand to allow you to enter starting and ending dates and to save the suspension message.
 2. **Action Point Rebuttal Date:** If the Action Points rebuts the investigation to the Support Point the date is entered.
 3. **Action QDR or Previous RCN:** If the reported deficiency has been previously investigated then the Action Point may choose to enter the RCN for the previously

4. **Action Point Release Date:** Date the Action Point sends to Support Point.
5. **Alert Notification and Narrative:** This optional indicator and narrative can be used to recommend to NAVICP that the deficiency be reported on the monthly Defective Material Summary.
6. **Action Point Exhibit Request/Return Address:** This optional set of fields allows the Action Point to enter the address (es) that will automatically pre-fill on letters related to exhibit handling.

Note

The section titled “NAVSUP” is used by NAVSUP only

The following buttons are on all data entry pages.

- a. **Save** – will validate the mandatory entries and save the data, leaving the record at this page
- b. **Save and Exit** – will validate the mandatory entries and save the data, returning the User to the PQDR base page.
- c. **Cancel** – will return the User to the PQDR base page without validating or saving the data.

3.1.2 Edit Mandatory Origination Data

This page allows the Action Officer to quickly enter or edit some of the mandatory fields from the SF368 as entered by the Originator. If for example a complete NSN was not entered then the Action Officer can click the “Auto Fill NSN” button to complete as much of the NSN as exists in the PDREP database based upon the NIIN supplied. This will also update the deficient item nomenclature, unit cost, etc. Note: block 22a Description of Deficiency can only be appended not changed. (NOTE: All of blocks 1-23 of the SF-368 can be edited by the Action Officer by selecting the Originator link under Choose Level on the PQDR base page.)

- a. Click the Edit Mandatory Origination Data link on the Action Officer Data Entry base page.
- b. The PQDR Mandatory Fields page (Figure 3.4 and Figure 3.5) will display.

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RCN: W81D19-12-0005

NSN: 9999

Location of PQDR: ACTION POINT FROM SCREENING POINT

View: [SF-368 \(HTML\)](#) [SF-368 \(PDF\)](#)

PQDR Mandatory Fields

Instructions

(M) denotes a mandatory field

- 1. Enter mandatory fields
- 2. Enter optional fields, if information is known
- 3. Correct format for Date Elements is **MM/DD/YYYY** or use Calendar
- 4. To save the record, click **Save**
- 5. To cancel the process, click **Cancel**

ORIGINATOR FIELDS

(M) **Category:** CAT I CAT II DLA QUALITY AUDIT

Sub-Category:

(M) **1b. Name:** ORIGINATOR CONTACT INFORMATION

Telephone No:

Email:

ARMY MASTER SCREENER CONTACT INFORMATION

Name: ROBERT (BETA) SANDERSON
Telephone No: 207-438-6432
Email: robert.j.sanderson@navy.mil

ARMY ACTION OFFICER CONTACT INFORMATION

Name: ROBERT (BETA) SANDERSON
Telephone No: 207-438-6432
Email: robert.j.sanderson@navy.mil

(M) **3. Description of Deficiency:** Block 3 is not editable once the PQDR has left the Originator possession. Please use the Append Description button to add additional data.

Note: If you append on the Description of Deficiency, you must Save before leaving the page.

(M) **Defect Attribute Codes:** **DO YOU SUSPECT THIS MATERIEL TO BE COUNTERFEIT?** YES NO

- 3AI - AUTOMATIC TEST EQUIPMENT
- 1AQ - BONDING
- 1AP - BRAZING
- 3AJ - CALIBRATION

Figure 3.4

(M) Defect Attribute Codes:
DO YOU SUSPECT THIS MATERIEL TO BE COUNTERFEIT? YES NO

3AI - AUTOMATIC TEST EQUIPMENT	▲
1AQ - BONDING	▲
1AP - BRAZING	▲
3AJ - CALIBRATION	▼

Selected Defect Codes	Delete
3AJ - CALIBRATION	<input type="checkbox"/>

(M) Material Level Code:

(M) 4. Date Deficiency Discovered:

(M) 5. National Stock No. (NSN)
 (COG-(M)FSC-NIIN-SMIC): 9999

Note: Clicking "Auto-fill NSN" will set the values for the NSN COG, FSC, NIIN, SMIC, Procurement Code, and Nomenclature based on the NSN NIIN given. It will also set the Unit Cost and Unit of Issue associated with the NIIN. If an FSC is entered but no NIIN is given, the FSC description will appear on Block 6 (Nomenclature).

(M) 6. Nomenclature:

8. MFRS Part No. (Required for Army)

9a. MFRS. Code(CAGE):

9b. Manufacturer Name:
 Address:
 City, State, Zip:
 MFRS Name

Vendor's CAGE Code (Please check if CAGE Code belongs to Vendor)
 Repair Facility's CAGE Code (Please check if CAGE Code belongs to Repair Facility)

(M) 10. Quantity: a. (M) Received b. Inspected
 c. (M) Deficient d. In-stock

DoD Unique Item Identifier: Manual Entry Scan Barcodes

12c. Last Repair Facility:

13a. Contract No: (do not include dashes)
 Contract Line Item:
 Check if Contract No. is not provided or in unknown

13b. Requisition No: (do not include dashes)
 Check if Requisition No. is not provided or is unknown

15a. Item Under Warranty

15b. Expiration Date

PDREP NAVSEALOGCENDET PORTSMOUTH, NH. Version : 5.0.8, Build Date : 03/09/2012
 Phone : (207) 438-1690 [Email Technical Support](#)
 Monday, 21st May, 2012

Figure 3.5

3.1.3 Editing Stock Screening Data

Stock Screening is an optional process that the Navy uses to document the screening of Navy material stores in conjunction with a PQDR.

- a. To edit Stock Screening data fields click the Edit Stock Screening Data link from the Action Officer base page.
- b. The PQDR Stock Screening Fields page displays (Figure 3.6).

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RCN: W81D19-12-0005 NSN: 9999
Location of PQDR: ACTION POINT FROM SCREENING POINT

View: [SF-368 \(HTML\)](#) [SF-368 \(PDF\)](#)

PQDR Stock Screening

Instructions
1. Correct format for Date Elements is MM/DD/YYYY or use Calendar
2. To save the record, click **Save**
3. To cancel the process, click **Cancel**

STOCK SCREENING CODES

Alert Type: <SELECT>
Action Code: <SELECT>

STOCK SCREENING DATES

Requested:
Status:
Initiated:
Declined:
Completed:

STOCK SCREENING DATA

Quantity Inspected:
Quantity Deficient:
Narrative:

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Monday, 21st May, 2012

Figure 3.6

- c. The Stock screening page is broken down into 3 sections: Stock Screening Codes, Stock Screening Dates and Stock Screening Data. This page provides a means to track stock screenings that have been conducted based on the PQDR.

3.1.3.1 Stock Screening Codes

Stock Screening Codes include the Alert Type and Action Code.

- a. The Alert Type (Figure 3.7) identifies the method the stock screening request was received. Choose the appropriate Alert Type from the list for the stock screening that is being initiated.

Figure 3.7

- b. Action codes (Figure 3.8) are associated with stock screening actions and determine the status of the stock screening during the process.

Figure 3.8

3.1.3.2 Stock Screening Dates

Stock screening dates provide status for the stock screening. See Figure 3.9.

- a. **Requested Date:** The date when the stock screening request letter is sent to the IM (auto populated by PDREP)
- b. **Status Date:** The date populated by the Action Officer when status or results of ongoing screening action is received from the IM.
- c. **Initiated Date:** The date populated by the Action Officer upon notification from the IM of stock screening being initiated.

Figure 3.9

- d. **Declined Date:** The date populated by Action Officer upon notification from IM that the request for stock screening is deemed not necessary.
- e. **Completed Date:** The date populated by Action Officer upon notification from the IM of completion of all screening actions.

3.1.3.3 Stock Screening Data

This section provides the results of the stock screening performed, and is updated as the requested stock screenings are completed. See Figure 3.10

Figure 3.10

- f. **Quality Inspected:** A running total of Stock Screening information provided from IM (Item Manager)
- g. **Quantity Defective:** A running total of Stock Screening information provided from IM.
- h. **Narrative:** A narrative field populated by Action Officer with details related to each response as needed. This field would also act as a journal to indicate and monitor the progression of the screening actions taken.

NOTE

Receive and review screening request responses from the IM and update the associated PDREP PQDR record appropriately. Continue to screen reports from the IM until the screening action is complete or cancelled. Update the PQDR records accordingly. The PQDR can be in a Closed Status while the stock screening is in process. The updates may still be entered in the record after the PQDR is closed.

3.1.4 Complete Action Point Investigation (DLA Fields)

See Action Officer Closing Actions.

3.1.5 View/Add Notes or Reference Briefs

Notes and reference briefs are internal to PDREP and do not appear on any reports or correspondence. They are frequently used for things like workflow notes or documenting telephone conversations regarding a PQDR. Although they are not visible outside of PDREP, the notes are visible to *all* PDREP users, not just the user who entered the note.

- a. To enter notes or reference briefs, click the View/Add Notes or Reference Briefs link on the Action Point Data Entry base page. The form illustrated in Figure 3.11 displays.

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RCN: FA3030-12-0011 NSN: 9140
Location of PQDR: SCREENING POINT FROM ORIGINATOR

View: [SF-368 \(HTML\)](#) [SF-368 \(PDF\)](#)

View/Add Notes or Reference Briefs

Instructions
1. Click on Add Note/Brief to add Notes/Reference.
2. Click on Cancel to return to the PQDR base page.

All Notes of type "APPENDIX - PDREP NOTE" will cause a flag to appear on the PQDR Base page to alert the users.

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Phone : (207) 438-1690 [Email Technical Support](#)
Thursday, 3rd May, 2012

Figure 3.11

- b. Click the Add Note/Brief to complete this action. The "Add Note/Reference" section (Figure 3.12) becomes visible and may be edited.

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Unclassified Naval Nuclear Propulsion Information (U-NNPI/NOFORN) is NOT authorized.

RCN: FA3030-12-0011 NSN: 9140
Location of PQDR: SCREENING POINT FROM ORIGINATOR

View: [SF-368 \(HTML\)](#) [SF-368 \(PDF\)](#)

View/Add Notes or Reference Briefs

Instructions
1. Click on Add Note/Brief to add Notes/Reference.
2. Click on Cancel to return to the PQDR base page.

All Notes of type "APPENDIX - PDREP NOTE" will cause a flag to appear on the PQDR Base page to alert the users.

Add Note/Reference

Instructions
1. Select Note Type.
2. Enter/Select Date.
3. Enter Note/Brief.
4. To save information click Save.
5. Click Cancel to cancel the process.

Note Type:

Date:

Note/Brief:

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Figure 3.12

3.1.6 Add Additional Information

If information in block 22a (Description of Deficiency) needs to be added after the PQDR is released to the Screening Point then this link is used to add that information.

- a. Click the Add Additional Information link in the Screening Point Data Entry base page.
- b. The Description of Deficiency/Investigation Results screen (Figure 3.13) displays.

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RCN: FA3030-12-0011 NSN: 9140
Location of PQDR: SCREENING POINT FROM ORIGINATOR
View: [SF-368 \(HTML\)](#) [SF-368 \(PDF\)](#)

View/Add Notes or Reference Briefs

Instructions
1. Click on Add Note/Brief to add Notes/Reference.
2. Click on Cancel to return to the PQDR base page.

All Notes of type "APPENDIX - PDREP NOTE" will cause a flag to appear on the PQDR Base page to alert the users.

Add Note/Reference

Instructions
1. Select Note Type.
2. Enter/Select Date.
3. Enter Note/Brief.
4. To save information click Save.
5. Click Cancel to cancel the process.

Note Type:

Date:

Note/Brief:

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Phone : (207) 438-1690 [Email Technical Support](#)
Thursday, 3rd May, 2012

Figure 3.13

- c. New additions to the Description of Deficiency are stamped with the date and name of the user.

3.2 CORRESPONDENCE

3.2.1 Action Officer Letters

PDREP provides letter templates for common correspondence at each level of access. For example, if the Action Officer wants to document circumstances requiring an extension of the investigation period he can send the “Interim Reply to Screening Point” letter. The Correspondence history also records every movement and message relating to this PQDR. You should consult local policy for guidance on which letters may be applicable to a particular investigation.

- a. Click the Action Point Letters link from the Action Officer Data Entry base page and the PQDR Correspondence screen (Figure 3.14) will display.

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Unclassified Naval Nuclear Propulsion Information (U-NNPI/NOFORN) is NOT authorized.

RCN: W81D19-12-0005 NSN: 9999
Location of PQDR: ACTION POINT FROM SCREENING POINT

View: [SF-368 \(HTML\)](#) [SF-368 \(PDF\)](#)

PQDR Correspondence

Choose Correspondence to Send:

Correspondence Date
03/06/2012
03/06/2012
03/06/2012

- <SELECT>
- <SELECT>
- ACTION POINT COVER LETTER
- SECOND FOLLOW-UP
- FINAL FOLLOW-UP
- REQUEST FOR REPORT EXHIBITS
- CUSTOMER SURVEY
- ACTION POINT INTERIM REPLY TO SCREENING POINT
- ACTION POINT FINAL REPLY TO SCREENING POINT
- RETURN OF NAVSUP EXHIBIT FOR INVESTIGATION
- CREDIT REQUEST TO CODE 01
- ACTION POINT FINAL REPLY TO ORIGINATOR
- STOCK SCREENING REQUEST
- DISP INSTRUCTIONS FOR RETURN OF PQDR EXHIBIT
- CDA LETTER
- ACTION POINT REQUEST ADD'L ORIG INFO
- LEVEL1 SOURCE COVER LETTER
- RETURN OF PQDR EXHIBIT FOR INVESTIGATION

PDREP NAVSEALOGC PI 9/2012

Figure 3.14

3.2.2 Send Agency Action Notice to GIDEP:

Government Industry Reporting Program (GIDEP) reporting is required for issues reported on a PQDR that might affect other US Federal Government Agencies. GIDEP reporting is done using GIDEP’s Agency Action Notice (For Government Use Only) to notify Non-DoD federal agencies about material quality issues. The “[Send Agency Action Notice to GIDEP](#)” link provides a method for DoD to share its material quality data with other federal agencies.

Correspondence

Choose an option when you have completed entering in your data

[Action Point Letters](#)

[Send Agency Action Notice to GIDEP](#)

To send a GIDEP Agency Action Notice, click the [Send Agency Action Notice to GIDEP](#) link under the Correspondence header on the Action Point web page. PDREP then validates that the investigation results have been entered and that all codes entered on the PQDR meet the criteria for a record that GIDEP will accept. A warning will be provided if any codes do not meet the GIDEP reporting criteria. Use the [Complete Action Point Investigation](#) link to complete or correct any codes, if the record must be sent to GIDEP.

PDREP Message

The following error(s) have prevented this action:

- Defect Verified Ind cannot be blank.
- Cause Code cannot be blank.
- Defect Responsibility Code cannot be blank.
- Preventive Answer Type cannot be blank.
- Corrective Action Taken cannot be blank.
- Cost Code cannot be blank.
- Credit Code cannot be blank.
- Investigation Results must be completed.

Please complete all missing information in Complete Action Point Investigation.

PDREP Warning

NOTE: If another agency has reported an issue for the same material in the last six months, PDREP will provide a warning that another GIDEP Agency Action notice is not required. If you feel the issue still needs to be reported due to the severity of the material quality issue you may send another GIDEP report anyway.

PDREP Message

- WARNING: An AAN-L Report has already been generated for the same PQDR within the last 180 days. You may continue to submit an updated report, but please be advised that unnecessary duplicates may cause a delay in processing.

Click the Continue button to proceed.

Once the investigation results are fully completed and the PQDR passes validation as being eligible for reporting to GIDEP, you'll be navigated to the GIDEP- Create Agency Action Notice web page. The Agency Action notice is completely auto filled with data from the PQDR. You may change any prefilled data if you desire. When you're done editing the AAN, clicking the **Send** button will forward an electronic copy of the AAN and complete copy of the SF368 to GIDEP. Click the **Print** button to retain a paper copy of the AAN. Click the **Cancel** button to exit the webpage without sending to GIDEP.

GIDEP - Create Agency Action Notice

Send Cancel Print

GOVERNMENT-INDUSTRY DATA EXCHANGE PROGRAM
AGENCY ACTION NOTICE

1. TITLE N45112119909-NUT.SELF-LOCKING.HE	2. DOCUMENT NUMBER (Provided by GIDEP after receipt)
3. DATE Aug 15, 2012	
4. SUBMITTING AGENCY Name: N45112-NAVSEALOGCENDET PORT; Address: 80 DANIEL ST STE 400 City: PORTSMOUTH State: NH-NEW HAMPSHIRE Zip Code: 03801-3884 Country: UNITED STATES	5. AGENCY POC First Name: [REDACTED] Last Name: [REDACTED] E-Mail: [REDACTED] Phone: 207-438-1111 Agency Name: NAVAL SEA LOGISTICS CENTER DE Address: 80 DANIEL ST STE 400 City: PORTSMOUTH State: NH-NEW HAMPSHIRE Zip Code: 03801-3884 Country: <SELECT>
6. DISCUSSION This AAN-L is limited to Gov't Distribution Only. DESCRIPTION OF DEFICIENCY: THE ITEM IS BROKEN. FINAL INVESTIGATION RESULTS SUMMARY: The NUT,SELF-LOCKING,HE, Part Number MFRSPN-1234, NSN 1H-5310-000044583-L1 has 1 defect(s). NAVSEALOGCENDET PORTSMOUTH NH investigation results of this material supplied by CAGE [REDACTED] is provided in the attached SF 368 for PQDR N45112119909.	

Send Cancel Print

After sending the AAN you'll be prompted with the following webpage to confirm the transmission. Read the note carefully as it explains GIDEPs process for adding you're submitted AAN into their information system and returning a confirmation Agency Action Notice Serial Number.

PDREP Message

RCN N45112119909

Message The AAN-L document has been submitted, and will appear in PDREP, pending final approval from GIDEP. GIDEP will return the Agency Action Notice to PDREP in approximately 3 days with a serial number. The AAN will be added to PDREP's GIDEP database, and the serial number of the Agency Action Notice will be entered in the PQDR history.

Continue

A review the PQDR history will show a GIDEP transmission and subsequently a returned Agency Action Notice Serial Number to confirm that GIDEP added your submission to their database. Below is an example of the history entries made by the system when sending and receiving GIDEP Agency Action notices.

Date Released	Senders Name and Email Address	From Activity DODAAC for Processing Level From PQDR That Is Transferred	To Activity DODAAC for Primary Message Recipient	Emailed Message To	Correspondence	Message
05/06/2010 15:26:15					GIDEP EXPORT	AGENCY ACTION NOTICE SENT TO GIDEP.
05/12/2010 14:55:50					GIDEP IMPORT/UPDATE	GIDEP AGENCY ACTION NOTICE INSERTED/UPDATED. (DOCUMENT NUMBER: AANL10010, ISSUE DATE: 2010-05-04)

NOTE: PDREP does not store GIDEP Agency Acton Notice until GIDEP has returned the Agency Action Notice Serial Number, at which time the GIDEP Agency Acton Notice is added to PDREPs database.

To view a GIDEP AAN, click the [GIDEP Search](#) link on the Main Menu. You'll be navigated to the GIDEP Search page. Here you can search by partial AAN serial number, a Submitting Agency DoDAAC, or by CAGE. The results will appear below the Search criteria you entered. Clicking the link under the Serial Number column returns a view of the data returned by GIDEP and now stored in PDREP.

Product Data Reporting and Evaluation Program (PDREP)

<p>DEFICIENCY MODULES ?</p> <p>DD-1348 Product Quality Deficiency Report Supply Discrepancy Report</p> <p>DATA ENTRY ?</p> <p>Contract Award Data Feedback Material Inspection Record Special Quality Data Survey Test</p> <p>DATA LOAD ?</p> <p>Download Batch Update</p> <p>PDREP SEARCH ?</p> <p>Exhibit Search GIDEP Search ← PQDR Search SAP Search SDR Search Search UJI Search View Records Warranty/SOR Search</p>	<p>REPORTS ?</p> <p>Ad-Hoc Report NAVSUP 874 Reports NAVSUP Level 1 Reports Special Reports NASA Reports</p> <p>USER REPORTS ?</p> <p>Contractor Profile DLA Contractor Summary Feedback Status Material Profile MIR L1/SS Quarterly MIR Report PQDR Statistics PQDR Summary SDR Quarterly</p> <p>NSEP PROGRAMS</p> <p>Corrective Action Request Facility Oversight Plan QAL/LOD</p> <p>OTHER PROGRAMS ?</p> <p>Ship CSI Program HEDRS Program Level 1/SubSafe Supplier Audit Program ADMIN (Internal) Site Admin (Internal)</p>
--	---

GIDEP Search

Instructions

1. To search existing records enter **Parameter(s)** and click **Search**.
2. To view a specific record, click on the **Serial Number** link.

Submitting Agency DODAAC:

Serial Number:

CAGE:

CAGE	Serial Number	Added Date	Title
	AANL10009	2010-05-12 14:55:27.0	071905089999
	AANL10010	2010-05-12 14:55:50.0	M90368100003
	AANL10011	2010-05-12 14:55:50.0	M90368040003

PDREP - GIDEP ALERTS

Date: 08/15/2012

Serial Number: AANL10009 Added Date: 05/12/2010
Issue Date: 05/04/2010 Added Activity:
CAGE Code: [REDACTED] Update Date: 05/17/2010
Completion Date: Update Activity:
Alert Class: 1 CRITICAL MFR Part #:
NSN: 4730- Commodity: FTG SPEC HSE P T

Title: 071905089999 Submitting Agency DODAAC: S0101A

Narrative: This AAN-L is limited to Gov't Distribution Only. DESCRIPTION OF DEFICIENCY: TEST NAVAIR DODAAC N00019 FINAL INVESTIGATION RESULTS SUMMARY: The TEST NAVAIR DODAAC, NSN 4730 has 1 defects. DCMA BIRMINGHAM AL investigation results of this field failure material on PQDR 071905089999 supplied by CAGE [REDACTED] is provided in the attached Form 1227.

NOTE: If there are any questions about GIDEP Data of any kind, please consult GIDEP at <http://www.gidep.org/>.

3.3 RELEASE PQDR

3.3.1 Forward to Screener for Closing

When the investigation is complete, with or without non-Army Action Point and/or Support Point participation, this function will return the PQDR to the Screening level for closure. If the PQDR was routed from an Army Screening Point (Sub-Screener) it will be routed back through that Screening Point prior to routing to the Master Screener for closure. All mandatory investigation result fields must be completed in order to use this function.

- a. From the Action Officer Data Entry page, click the Forward to Screener for Closing link.
- b. The Forward PQDR from Action Point to Screening Point form displays (Figure 3.15).

Forward PQDR from Action Point to Screening Point

Forward PQDR Cancel

Send To

PQDR will be Forwarded to the following Activity: W81D19
and to this E-mail Address: CHRISTOPHER.TURNER2@US.ARMY.MIL

Send Copy

CC: Add CC Show Add CC List

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

Enter comments...

Include Distribution List: Primary

Attach PQDR Info: Yes Send in format: SF-368 (PDF Format)

To add/view attachments [Click here](#)

Forward PQDR Cancel

Figure 3.15

- c. The Army Screening activity and e-mail address will be pre-populated and not editable, based on previous routing.
- d. **Send Copy:** If you wish to add CC addresses then you may either type them into the CC: box and click “Add CC” (this must be done one address at a time) or use the “Show Add CC List” button to display a lookup of existing PDREP users by activity.
- e. **Message Box:** Once you have chosen your recipients, enter any desired message into the Message box.

- f. Unless otherwise directed you should accept the defaults for Attach PQDR Info: (defaults to Yes) and Send in format (defaults to SF368).
- g. **Forward PQDR:** Click “Forward PQDR” to complete the forwarding action and to release the PQDR to the Action Point. Click “Cancel” to cancel this action.

3.3.2 Assign to Action Point:

The Action Officer has the option to redirect the PQDR to an Action Point outside of Army if they determine that the PQDR should be investigated by another Agency (i.e., DLA, USMC, etc...) or assign to an Army Action Point.

NOTE

In all cases the PQDR will be routed back to the Army Action Officer to review the investigation.

- a. From the Action Officer Data Entry base page, click the Assign to Action Point Activity link. The Forward PQDR from Action Point to another Action Point Activity form (Figure 3.15) will display.

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RCN: W81D19-11-0004 NSN: 9999
 Location of PQDR: ACTION POINT FROM SCREENING POINT

View: [SF-368 \(HTML\)](#) [SF-368 \(PDF\)](#)

Forward PQDR from Action Point to another Action Point Activity

Send To

Choose Action Point Activity:

Send Copy

CC:

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

Include Distribution List: Primary

Attach SF-368: Send in format:

To add/view attachments [Click here](#)

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 Phone : (207) 438-1690 [Email Technical Support](#)
 Tuesday, 22nd May, 2012

Figure 3.16

- b. Choose the activity (DoDAAC) of the individual Action Point.
- c. Army Action Point- if you are forwarding to an Army Action Point for investigation the process is the same. You may choose the user if you know who will be working the investigation.
- d. If the desired recipient Activity does not currently have a user in PDREP, the Action Officer can still forward the record by selecting “Other DoDAAC” at the bottom of the Activity list and entering the DoDAAC and email of the recipient. However, the recipient will not be able to access the record until they get a PDREP account.
- e. Once the Action Point Activity has been selected, the Choose Action Point E-mail Address selection box will display beneath the Activity (Figure 3.16).

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RCN: W81D19-11-0004 NSN: 9999
 Location of PQDR: ACTION POINT FROM SCREENING POINT

View: [SF-368 \(HTML\)](#) [SF-368 \(PDF\)](#)

Forward PQDR from Action Point to another Action Point Activity

Send To

Choose Action Point Activity:
 Choose Action Point E-mail Address:

Send Copy

CC:

Figure 3.17

- f. The system will default to the primary Action Point for each activity. If redirecting to another activity it is usually best to accept the default rather than selecting an individual Action Point. This is necessary so that the Action Point for the activity can review and appropriately assign the PQDR.
- g. Use one of the following two methods for adding a CC address.
 1. Click the Show Add CC List button. The Choose CC Activity selection box will display (Figure 3.17).

Forward PQDR from Action Point to another Action Point Activity

Send To

Choose Action Point Activity:
 Choose Action Point E-mail Address:

Send Copy

CC:

Choose CC Activity:

Message: (This message database)

- 071905 - DERBYSHIRE MACHINE AND TOOL CO
- B11111 - BB
- C22222 - SUPER
- D33333 - READ THIS
- DKS005 - KOREAN AIR
- E44444 - PLANES
- EZ2548 - BAE SYSTEMS

Figure 3.18

2. Select an Activity from the Choose CC Activity list.
3. The Choose CC User selection box will display (Figure 3.18).

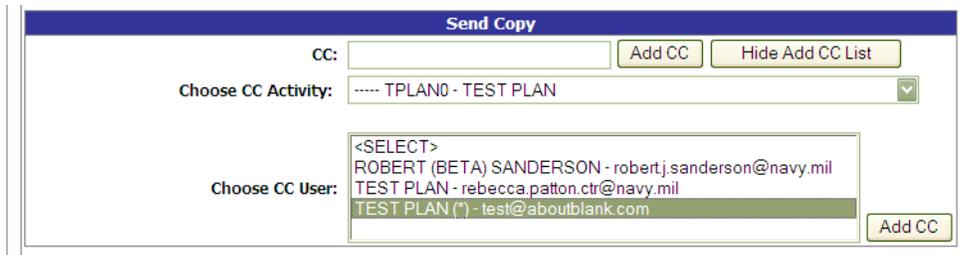


Figure 3.19

4. Click the user to CC from the Choose CC User list to highlight the selection.
5. Click the Add CC button.
6. The email address will be added to a Selected CC Addresses table that displays after the selection has been made (Figure 3.19).

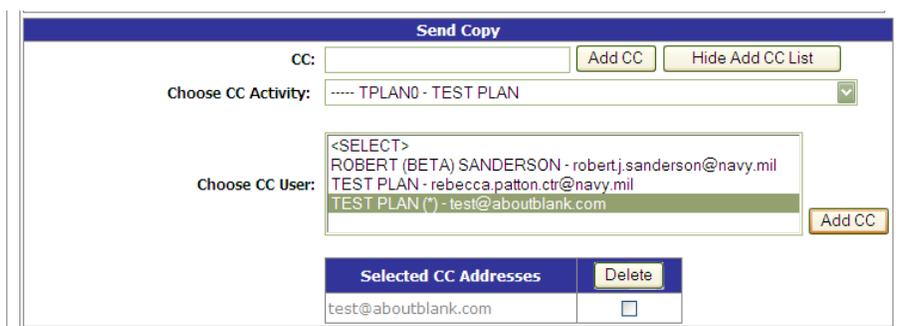


Figure 3.20

7. Alternatively, type the email address directly into the CC box.
 8. Click the Add CC button.
 9. The address will be added directly to the Selected CC Addresses table.
- h. Once you have chosen your recipients, enter any desired message into the Message box.
 - i. Unless otherwise directed, accept the defaults for Attach PQDR Info (defaults to Yes) and Send in format (defaults to SF368).
 - j. Click “Forward PQDR” to complete the forwarding action and release the PQDR to the Screening Point.
 - k. Click the “Cancel” button to cancel this action.

3.3.2.1 NON-ARMY ACTION POINT

When the Army Action Officer forwards a PQDR to a Non-Army Action Point the following will apply:

- a. Once the PQDR is forwarded to the Non-Army Action Point the system will trigger a second location on the Army screen (Figure 4.1). One for the DoD level and one for the Army process.

Figure 3.21

- b. Action Officer Data Entry page will show two locations of the PQDR. The DoD level will show Action Point from Screening Point or when returned to the Action Point Screening Point from Action Point, because in these cases the Army is working at the DoD Screening Point level. PDREP has added the “Army Location of PQDR” to show where in the Army process the PQDR is. Since the Army process is to have all PQDRs process through a Master Screener and Action Officer, PDREP has added these levels for Army only
- c. The SF-368 will show the Army Action Officer listed as the Screening Point and the Non-Army Action Point activity will be listed as the Action Point. This is because in these cases the Army is working at the DoD Screening Point level.

Figure 3.22

PRODUCT QUALITY DEFICIENCY REPORT SUPPLEMENT SHEET

RCN: W81D19-11-0004

STATUS: ACTIVE

ACTION POINT ACTIVITY:

TPLANO
TEST PLAN
123 ANY STREET
PORTSMOUTH, NH 03801

TEST PLAN
555-555-5555
test@aboutblank.com



Non-Army Action Officer is
listed as the Action Point

Figure 3.23

3.3.3 Forward to Support Point

If you have determined that an investigation should be conducted by a Support Point activity then this function will complete the forwarding action. This functions in the same manner as the “Assign to Action Point” documented above.

NOTE

In all cases the PQDR will be routed back to the Army Action Officer to review the investigation.

3.3.4 Forward to Government Repair Facility for Support

If you have determined that a Government Repair Facility will support the investigation then this function will complete the forwarding action.

NOTE

This requires that a Last Rework Activity is specified on the “View/Edit Action Point Data” page as previously discussed.

In all cases the PQDR will be routed back to the Army Action Officer to review the investigation. This functions in the same manner as the “Assign to Non-Army Action Point” documented above.

3.3.5 Incorrect Recipient - Return to Screener

This function should be used if the PQDR was forwarded to the wrong Action Officer. This function may also be used if the PQDR was unintentionally released to the Action Officer and needs to be returned to the Screener’s control. This functions in the same manner as the other forwarding actions but with the Screener’s activity and e-mail address pre-populated and not editable.

3.4 SEND MESSAGE TO

The available recipients here will vary according to the level to which the PQDR has been previously forwarded. For example, upon receipt by the Action Officer the available links would be Originator or Screening for direct messages to the PQDR Originator and Screener or “Other” for all other recipients. The page that displays is nearly identical to the forwarding page previously discussed and the same conventions should be followed. After forwarding the available recipient links may include “Action”, “Support”, etc.

NOTE

The primary benefit of using the messaging features of PDREP is tracking of correspondence in PQDR History. All PQDR correspondence generated from within PDREP will be captured in history and therefore provides a comprehensive audit trail.

3.5 SESSION TRACKING

Session tracking maintains a record of all PQDRs viewed during the current login session. It also allows the User to quickly switch between records by selecting the linked RCN.

4 ACTION OFFICER CLOSING ACTIONS

Upon completion of the PQDR investigation the Action Officer will review and/or enter closing codes and investigation results and return the PQDR to the Screener for closure. If a Non-Army or Army Action Point and/or Support Point investigation was conducted then the codes will be pre-populated for the Action Officer to review, edit or supplement as necessary. The Support Point (if participating) will return a comprehensive Report of the PQDR Investigation on a DLA-1227 form and the Action Officer will base the PQDR investigation results narrative on this input.

- a. Click on “Complete Action Officer Investigation” and the page shown in Figure 4.1 will display.

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RCN: W81D19-12-0005 NSN: 9999
Location of PQDR: ACTION POINT FROM SCREENING POINT
View: [SF-368 \(HTML\)](#) [SF-368 \(PDF\)](#)

Complete Action Point Investigation

Instructions
(M) denotes a mandatory field
1. Enter mandatory fields
2. Enter optional fields, if information is known
3. To save the record, click **Save**
5. To cancel the process, click **Cancel**

(M) Defect Verified Ind:

(M) Cause Code:

(M) Defect Responsibility:

(M) Preventive Answer Type:

(M) Corrective Action Taken:

(M) Cost Code:

(M) Credit Code:

DLA Credit Code:

(M) Investigation Results:

Results of Depot Surveillance:

Alert Notification:

Alert Narrative:

NAVSUP Disposition Code:

Material Disposition Narrative:

Figure 4.1

b. Fields in the interface are described below.

1. **Defect Verified Ind:** Was the defect verified by the government investigator?
2. **Cause Code:** This code should correspond with the broad cause of the deficiency.
3. **Defect Responsibility:** Identifies the party found responsible for the deficiency. Vendor or contractor liability is indicated solely by the code of "A- PRIVATE CONTRACTOR". All other codes indicate some degree of government liability or that the responsibility is unknown.
4. **Preventive Answer Type:** If the contractor's response included preventive action, was the preventive action satisfactory to the government investigator?
5. **Corrective Action Taken:** Identifies the corrective action taken by the contractor and/or government investigators.
6. **Cost Code:** This code should identify the party who will bear the cost of the deficiency.
7. **Credit Code:** Identifies whether fiscal credit is granted to the Originator.
8. **DLA Credit Code (DLA only):** Optionally identifies any credit action initiated by DLA if the deficient item was DLA managed.
9. **Investigation Results:** The narrative here should provide a comprehensive set of findings from any investigation conducted. It is supplied by the Action Officer but can be edited by the Screener.
10. **Results of Depot Surveillance:** Used by Navy when a stock screen or depot surveillance was initiated as a result of this PQDR.
11. **Alert Notification and Narrative:** Used by Navy to recommend to the Naval Inventory Control Point (NAVSUPWSS) that the deficiency be reported on the monthly Defective Material Summary.
12. **NAVSUP Disposition Code and Narrative:** This code and the supporting narrative are used for PQDRs where NAVSUP is the Action Point.

5 REBUT PQDR

NOTE

These two options are only seen when the record has been returned to the Action Officer for review of the investigation results.

5.1 Rebut the Action Point Decision

If a record has been forwarded to an Action Point for investigation, and then returned to the Action Officer, a link to Rebut is displayed. Selecting this option allows the Action Officer to return the PQDR to the Action Point for further processing. This functions in the same manner as the other forwarding actions but with the Action Point's activity and e-mail address pre-populated and not editable.

NOTE

Currently DLA does not accept PQDR updates, so DLA will have to be informed via email or telephone if a PQDR is rebutted to them.

5.2 Rebut the Support Point Decision

If a record has been forwarded to a Support Point, and is then returned to the Action Officer, a link to Rebut is displayed. Selecting this option allows the Action Officer to return the PQDR to the Support Point for further processing. This functions in the same manner as the other forwarding actions but with the Support Point's activity and e-mail address pre-populated and not editable.

NOTE

See local policy on rebut guidance.

The following buttons are available on the form.

- a. **SAVE** – will validate the mandatory entries and save the data, leaving the record at this page
- b. **SAVE AND EXIT** – will validate the mandatory entries and save the data, returning the User to the PQDR base page.
- c. **CANCEL** – will return the User to the PQDR base page without validating or saving the data.

Once the investigation results and codes have been entered the PQDR is ready to be returned to the Screener for closure using the "Forward to Screener for Closing" option described in Section 3.3 RELEASE PQDR.

Action Officers should consult Army and/or local policy for guidance regarding any additional requirements.

6 Other PQDR Base Page Features

6.1 QUICK VIEWS

The links in the “Quick Views” section of the PQDR Base Page provide a way to quickly review the various forms associated with a PQDR as follows:

- a. View SF-368 (HTML): Displays the SF-368 form in a new window as web-formatted text. This is the quickest way to retrieve an SF-368 for review but may not be suitable for printing.
- b. View SF-368 (PDF): Displays the SF-368 form in a new window as an Adobe Acrobat PDF document. This is the version most representative of the paper SF-368 form and is suitable for printing.
- c. View 1227 (HTML): This link is only available to non-Support Point activities after a Support Point investigation has been conducted and displays the DLA-1227 (Report of Investigation Results) form in a new window as web-formatted text. This is the quickest way to retrieve a 1227 for review but may not be suitable for printing. This form is visible to Support Point users while the investigation is still in progress at the Support Point level.
- d. View 1227 (PDF): This link is only available to non-Support Point activities after a Support Point investigation has been conducted and displays the DLA-1227 (Report of Investigation Results) form in a new window as an Adobe Acrobat PDF document. This is the version most representative of the paper 1227 form and is suitable for printing. This form is visible to Support Point users while the investigation is still in progress at the Support Point level.
- e. View Exhibit Tag: Displays a DD2332 exhibit tag form for attachment to an exhibit to the PQDR investigation if desired.
- f. View Points of Contact: Displays all points of contact assigned to date who may be participating in the PQDR investigation. This will include the Originator, Screening, Action and Support Point individuals as well as any Government, Contractor, Subcontractor and Shipper investigators assigned.
- g. History: Displays a comprehensive history of all forwarding actions and correspondence to date for the subject PQDR. The text of all e-mail messages will display on the History page, and a link is provided to any formal letter correspondence sent from PDREP so that the correspondence can be reviewed and reprinted if needed.

6.2 ATTACHMENTS

Files of various types that support the PQDR or the investigation can be attached to a PQDR in PDREP.

Click the View/Upload files link to see any files that have been attached to the PQDR to date. The number of currently attached files will appear in parentheses. To attach new files, click the

“View/Upload Files” link and then click “Add Attachments” and follow the instructions on the page. The maximum file size for any single attachment is 10 megabytes.

6.3 EXHIBIT TRACKING

The shipment and receipt of exhibits associated with the PQDR investigation can be tracked here. Click the “Exhibit Tracking” link and follow the instructions on the page if you wish to track exhibits.

6.4 USER INFORMATION

The “User Profile” link here will redirect you to the same page as the “User Profile” link at the top of most PDREP pages and is placed here as a convenience.

7 SUMMARY

This concludes the PQDR processing instructions for Army Action Officers. The PDREP Customer Support Desk is available to answer additional questions or to assist in data changes or exception processing and can be contacted as follows:

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