



Product Data Reporting and Evaluation Program (PDREP)

Customer Service Feedback Module

**User Guide
26 October 2015**

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FOREWORD

This document is intended to provide a guide for submitting a Customer Service Request (CSR, also known as Feedback) 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 Feedback application provides PDREP users the ability to submit comments, suggestions, requests for assistance, or requests for software changes.

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

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 NSLC home page: <http://www.nslcptsmh.csd.disa.mil>. Click on [User Access Request](#) 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 suite of PDREP application or NSLC Portsmouth web pages should be submitted to:

Online in the PDREP Application

If already a PDREP User, log into PDREP and click on “Submit Feedback” at the top of most web pages.

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 Create a Customer Service Request

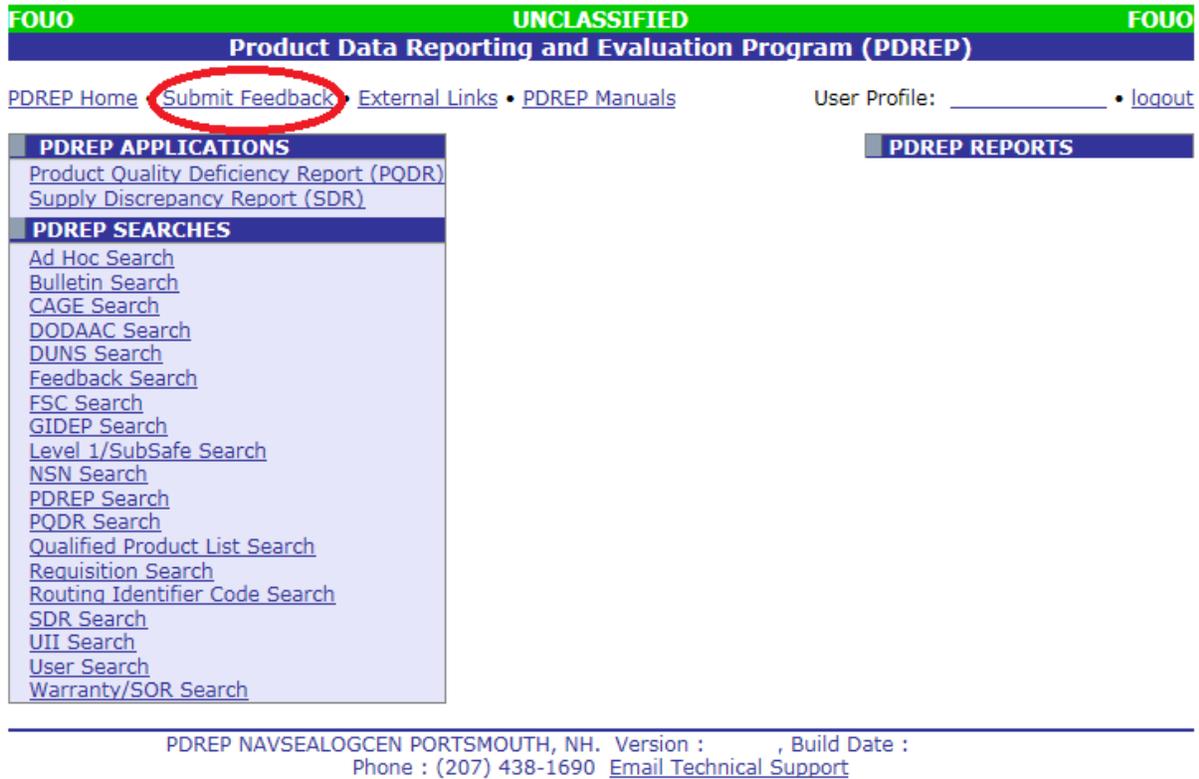


Figure 1.1

After successfully logging in, the PDREP Main Menu (Figure 1.1) will display. You may see more or fewer module options depending on your level of access.

Follow the steps below to create a new Customer Service Request (CSR).

- a. Click the Submit Feedback link, which is found in the top menu, second link from the left (next to PDREP Home). The Customer Service Request (Feedback) page displays (Figure 1.2).
- b. Enter a title in the Title field.
- c. Select the CSR Category from the Category dropdown list. Available options are:
 1. APPS/MODULES - Select this option when making a comment about a specific PDREP application, such as PQDR or SDR applications.
 2. ENHANCEMENTS – Select this option when making a comment, suggestion or feature change that you believe will likely require an update to a web page.
 3. SERVER/MAINT – Select this option when making a suggestion that you believe will likely require a change to a server or networking issue.

4. **HELPDESK** - 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.
- d. 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 “OTHER”
 - e. Your view of the Customer Service Request – Feedback web page will vary somewhat based on your user access role. Most personnel have ‘Non-management’ level access, and the view for those personnel are limited to only the section, in Figure 2.1, above the review Section. Those roles are covered in Section 2.

Customer Service Request(Feedback)

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 feedback
 5. Click on **Save** to add the Feedback to the system
 6. Click on **Cancel** to cancel the process

Originator Information
Origination Code: [SYSTEM GENERATED]
Origination Date: [SYSTEM GENERATED]

Problem Description
Title:
Category: <SELECT>
Module: <SELECT>
Description (2000 MAX):

Attachment

Figure 1.2

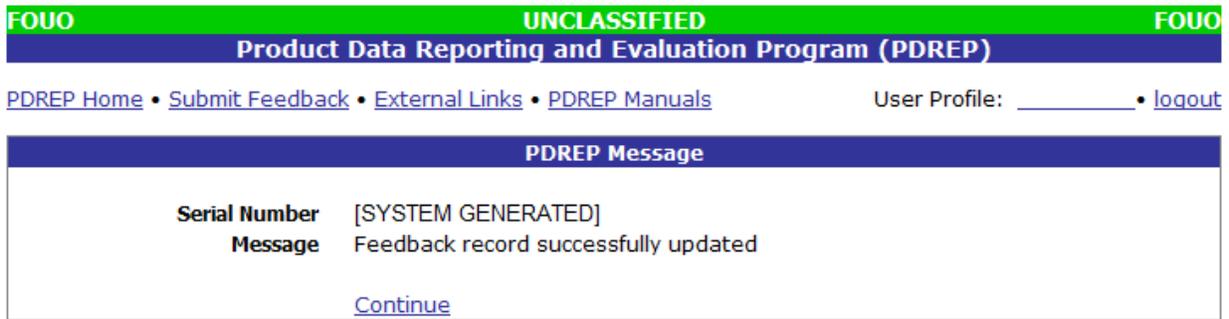
- f. Enter a description of the issue in the Description field. It is optimal to be as specific as possible with the description entered to assure that the response effectively addresses your request.
- g. Screenshots or supplemental data will also assist in increasing the specificity of the CSR. To assist the response team in replicating any steps taken, please take screenshots at each

step and incorporate them into a Word doc accompanied by a written description of the action taken. This Word doc can then be attached to the CSR as can any other supplemental information that may assist in responding to the request.

1. To do this, click the Add Attachment button.
2. If you require assistance navigating the attachment feature of PDREP please see the Attachment Tool user guide located at:

https://www.pdrep.csd.disa.mil/pdrep_files/reference/guides_manuals/pdf/PDREP-AttachingFileToPQDR.pdf

- h. Review the data entered in the request. When satisfied, click the Save button. A message will display indicating the Feedback record was successfully updated



The screenshot shows a web interface for the Product Data Reporting and Evaluation Program (PDREP). At the top, there are three labels: 'FOUO' on the left, 'UNCLASSIFIED' in the center, and 'FOUO' on the right. Below these is a dark blue header with the text 'Product Data Reporting and Evaluation Program (PDREP)'. Underneath the header is a navigation bar with links: 'PDREP Home', 'Submit Feedback', 'External Links', and 'PDREP Manuals'. On the right side of the navigation bar, it says 'User Profile: _____' followed by a 'logout' link. The main content area is titled 'PDREP Message' and contains a table with the following information:

Serial Number	[SYSTEM GENERATED]
Message	Feedback record successfully updated

At the bottom of the message box, there is a blue 'Continue' link.

Figure 1.3

- i. Click the Continue link. Your Customer Service Request (Feedback) has been successfully submitted

2 Feedback Roles and Responsibilities

There are four components to the Feedback process.

- Originating
- Review and Assignment
- Testing
- Resolution

These components are described further in the subsections below. The Originate component has been described in Section 1.

- Originator Access:** Provides functions to create, search and view Feedback records submitted by the user. User may edit submitted data as long as their user ID code matches the previously entered Feedback records Origination Code. Once a feedback has been assigned, the user no longer may change the narrative description. Record deletion is not permitted.
- Management Access:** Provides functions to search, view, create, and edit Feedback records where the users ID code appears in the Origination Code, Reviewed By Code, Assigned To Code, Test By Code, or Completed By Code. Edit and update of fields regarding review, testing, completion of Feedback records is provided. Record deletion is not permitted.
- SYSCOM Access:** All the functions of Management Access for service originated feedbacks are present with the addition of email notifications when a new or updated Feedback is entered pertaining the SYSCOM. SYSCOM access also provides access to any other users Feedback records when the user has a matching SYSCOM code. Record deletion is not permitted.
- Full Access:** PDREP Administrators only. Search and view of any Feedback records is provided. System administrators have the ability to update and edit any Feedback record. Record deletion is not permitted.

2.1 Review and Assignment

The PDREP project manager responsible for the Module and Category selected by the Originator will review the CSR for viability. If it is a viable CSR, the reviewer will select an assignee from the Assigned To dropdown box, identify a priority using the Priority dropdown box, and enter any comments they may have into the Comments field.

IMPORTANT: When software changes beyond the scope of the existing software are required, the PDREP project manager coordinates with the Service(s) process owners and stakeholders to ensure the software change are desired by the Service(s) and other stake holders. Bug fixes or

patches are not considered beyond the scope the existing software requirements.

Review

Priority: <SELECT>

Comments (2000 MAX):

Assigned

Assigned To: <SELECT>

Figure 2.1

When the Save button is clicked, an email is generated and sent to the assignee indicating that a Customer Service Request has been assigned to a for resolution. The assigned PDREP personnel then coordinate with the customer to resolve the issue.

2.2 Testing

Depending upon the nature of the CSR, this step may or may not be utilized. If the CSR was a request to make a software change (be it PDREP, CPARS, PPIRS, etc) this section is then used to identify that software testing has been completed. To complete this section:

- a. Select a user from the Tested by dropdown list
- b. Enter any Comments (such as Pass/Fail and why) in the Comments field
- c. Click the Save button.

Test

Tested by: <SELECT>

Comments (2000 MAX):

Figure 2.2

2.3 Resolution

This section is completed when the CSR is either cancelled or completed.

- a. Click the Calendar icon to select a date or manually enter the Completion OR Cancellation Date
- b. Enter a resolution in the Resolution field. It is requested that the person completing this section enter their user name in the Resolution field in addition to any comments
- c. Click the Save button.

The screenshot shows a web form titled "Resolution". At the top, it says "Completed/Cancelled By:". Below this, there are two date selection options: "Completion Date:" followed by a text input field and a calendar icon, and "(OR)" followed by "Cancellation Date:" followed by another text input field and a calendar icon. Below these fields is a large, empty text area with a vertical scrollbar on the right side, labeled "Resolution (2000 MAX):". At the bottom of the form, there are two buttons: "Save" and "Cancel".

Figure 2.3

3 Feedback Search

The screenshot shows the PDREP Home page. At the top, there is a green bar with 'FOUO' on the left and right, and 'UNCLASSIFIED' in the center. Below this is a blue bar with the text 'Product Data Reporting and Evaluation Program (PDREP)'. Underneath, there are navigation links: 'PDREP Home', 'Submit Feedback', 'External Links', and 'PDREP Manuals'. On the right, there is a 'User Profile:' field followed by a blank space and a 'logout' link. The main content area is divided into two columns. The left column has a blue header 'PDREP APPLICATIONS' and a list of links: 'Product Quality Deficiency Report (PQDR)', 'Supply Discrepancy Report (SDR)', 'PDREP SEARCHES', 'Ad Hoc Search', 'Bulletin Search', 'CAGE Search', 'DODAAC Search', 'DUNS Search', 'Feedback Search' (circled in red), 'FSC Search', 'GIDEP Search', 'Level 1/SubSafe Search', 'NSN Search', 'PDREP Search', 'PQDR Search', 'Qualified Product List Search', 'Requisition Search', 'Routing Identifier Code Search', 'SDR Search', 'UII Search', 'User Search', and 'Warranty/SOR Search'. The right column has a blue header 'PDREP REPORTS'. At the bottom of the page, there is a footer with the text: 'PDREP NAVSEALOGCEN PORTSMOUTH, NH. Version : , Build Date : Phone : (207) 438-1690 Email Technical Support'.

Figure 3.1

From the PDREP Home page (Figure 3.1), click the Feedback Search link under the PDREP SEARCHES category on the left. The Feedback Record page displays (Figure 3.2).

The screenshot shows the 'Feedback Record' page. At the top, there is a blue header with the text 'Feedback Record'. Below this, there is a section titled 'Instructions' with the following text: '1. To add a new record, click on Add Record' and '2. To Edit/View an existing record enter Parameter(s) and click Search or a. To view, click on the Record link b. To edit, click the Edit link for the record'. Below the instructions, there are several input fields: '(CSR)Serial Number:' followed by a text box; 'Category:' followed by a dropdown menu with '<ALL>' selected; 'Reporting DODAAC:' followed by a text box; 'SYSCOM:' followed by a dropdown menu with '<ALL>' selected; 'Subject/Title:' followed by a text box; 'Status:' followed by a dropdown menu with '<ALL>' selected; 'Start(Added Date):' followed by a text box and a calendar icon with a question mark; and 'End(Added Date):' followed by a text box and a calendar icon with a question mark. At the bottom, there are two buttons: 'Search' and 'Add Record'.

Figure 3.2

The CSR Search may be filtered by Serial Number, Category, Reporting Activity (DoDAAC), SYSCOM, Subject/Title, Status and Date Range.

Category options are shown in Figure 3.3:

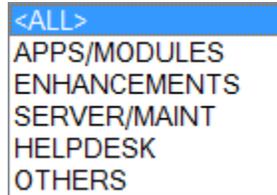


Figure 3.3

SYSCOM options are shown in Figure 3.4.

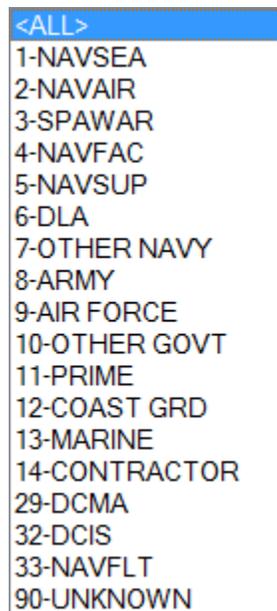


Figure 3.4

Status Options are shown in Figure 3.5.

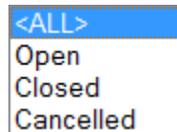


Figure 3.5

To filter by date range, one or all of the following must also be selected: Reporting Activity, SYSCOM Code, Subject/Title, or Status.

FOUO UNCLASSIFIED FOUO
Product Data Reporting and Evaluation Program (PDREP)
 PDREP Home • [Submit Feedback](#) • [External Links](#) • [PDREP Manuals](#) User Profile: [TEST PLAN](#) • [logout](#)

Feedback Record

Instructions
 1. To add a new record, click on **Add Record**
 2. To Edit/View an existing record enter **Parameter(s)** and click **Search** or
 a. To view, click on the **Record** link
 b. To edit, click the **Edit** link for the record

(CSR)Serial Number:
 Category: SERVER/MAINT
 Reporting Activity: TPLANO
 SYSCOM: 90-UNKNOWN
 Subject/Title:
 Status: <ALL>
 Start(Added Date): 10/27/2014
 End(Added Date): 10/28/2014

Total number of rows: 5
 Summary Download: [Click here](#) to download data in Microsoft Excel format

Serial Number	Category	Activity	SYSCOM	Status	Added Date	Title	Edit
1400055	SERVER/MAINT	TPLANO	90-UNKNOWN	COMPLETED	10/27/2014	TEST FEEDBACK	Edit
1400056	SERVER/MAINT	TPLANO	90-UNKNOWN	OPEN-ASSIGNED	10/27/2014	TEST FEEDBACK	Edit
1400057	SERVER/MAINT	TPLANO	90-UNKNOWN	OPEN-ASSIGNED	10/27/2014	TEST FEEDBACK	Edit
1400058	SERVER/MAINT	TPLANO	90-UNKNOWN	COMPLETED	10/27/2014	TEST FEEDBACK	Edit
1400059	SERVER/MAINT	TPLANO	90-UNKNOWN	OPEN-ASSIGNED	10/28/2014	TEST FEEDBACK	Edit

Figure 3.6

If one of these refining criteria is not entered, an error message displays.

FOUO UNCLASSIFIED FOUO
Product Data Reporting and Evaluation Program (PDREP)
 PDREP Home • [Submit Feedback](#) • [External Links](#) • [PDREP Manuals](#) User Profile: [TEST PLAN](#) • [logout](#)

Feedback Record

Instructions
 1. To add a new record, click on **Add Record**
 2. To Edit/View an existing record enter **Parameter(s)** and click **Search** or
 a. To view, click on the **Record** link
 b. To edit, click the **Edit** link for the record

(CSR)Serial Number:
 Category: <ALL>
 Reporting Activity:
 SYSCOM: <ALL>
 Subject/Title:
 Status: <ALL>
 Start(Added Date): 10/27/2014
 End(Added Date): 10/28/2014

• Feedback Reporting Activity or Syscom Code or Subject/Title or Status is required

Figure 3.7

No other filters are required if a valid CSR Serial Number is utilized as the search criteria.

FOUO UNCLASSIFIED FOUO
Product Data Reporting and Evaluation Program (PDREP)

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

Feedback Record

Instructions
 1. To add a new record, click on **Add Record**
 2. To Edit/View an existing record enter **Parameter(s)** and click **Search** or
 a. To view, click on the **Record** link
 b. To edit, click the **Edit** link for the record

(CSR)Serial Number:

Category:

Reporting Activity:

SYSCOM:

Subject/Title:

Status:

Start(Added Date):  

End(Added Date):  

Total number of rows: 1

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

Serial Number	Category	Activity	SYSCOM	Status	Added Date	Title	Edit
1400059	SERVER/MAINT	TPLANO	90-UNKNOWN	OPEN-UNASSIGNED	10/28/2014	TEST FEEDBACK	Edit

Figure 3.8

Clicking the Search button will return a result set (or the error message as mentioned above). Clicking the Add Record button is another way to access the Customer Service Request (Feedback) page shown in Figure 1.2 and discussed in Section 1.

Depending on your user profiles access privileges and DoDAACs, an [Edit](#) link may appear. Clicking the Edit link, will open the Customer Service Request (Feedback) page for the CSR number selected. This allows the CSR to be updated at the various stages described in Section 2.

Clicking the Serial Number link will open a read only copy of the CSR record as shown in Figure 3.9. From this page, the uploaded attachment may be viewed by clicking the File Name link.

Product Data Reporting and Evaluation Program (PDREP)

[PDREP Home](#) • [Submit Feedback](#) • [External Links](#) • [PDREP Manuals](#)

User Profile: [TEST PLAN](#) • [logout](#)

[Print](#) [Back](#)

Customer Service Request(Feedback)		
CSR Number: 1400056		
Originator Information		
Origination Code:		
Origination Date: 10/27/2014		
Problem Description		
Title: TEST FEEDBACK		
Category: SERVER/MAINT		
Module: OTHERS		
Description: BRIEF MESSAGE.		
Review information		
Priority: HIGH		
Reviewed by: .		
Comments: QuickTest Review and Assign CSR		
Assignee information		
Assigned to:		
Assign Date: 10/27/2014		
Tester information		
Test by: .		
Test Date: 10/27/2014		
Comments: Testing the Test Comments section in the Feedback test		
Resolution		
Completed/Cancelled By:		
Completion Date:		
Cancellation Date:		
Resolution:		
Attachment		
Attachments		
File Name	File Description	Comments
Winter.jpg	Winter	Brief Description

Figure 3.9

4 Customer Service Request (Feedback) Status

This search capability is available only to internal members of the PDREP Team who have been provided QA Admin access. If the user does not have QA Admin access, the link will not be displayed.

From the PDREP Home page, click the QA ADMIN (Internal) link under the SITE ADMIN heading on the lower right.

The screenshot shows the PDREP Home page with a green header containing 'FOUO', 'UNCLASSIFIED', and 'FOUO'. Below the header is a blue banner with the text 'Product Data Reporting and Evaluation Program (PDREP)'. The navigation bar includes links for 'PDREP Home', 'Submit Feedback', 'External Links', and 'PDREP Manuals', along with the user profile 'TEST PLAN' and a 'logout' link. The main content area is divided into two columns. The left column, titled 'PDREP SEARCHES', lists various search options such as 'AD-HOC Search', 'Bulletin Search', 'CAGE Search', 'DODAAC Search', 'DUNS Search', 'Feedback Search', 'FSC Search', 'GIDEP Search', 'HEDRS Search', 'Level 1/SubSafe Search', 'NSN Search', 'PDREP Search', 'Requisition Search', 'Routing Identifier Code Search', 'UII Search', 'User Search', and 'Warranty/SOR Search'. The right column contains three sections: 'PDREP REPORTS' with links for 'Contractor Profile', 'Material Profile', 'NAVSUP 874 Reports', 'NAVSUP 854 Reports', and 'NAVSUP Level 1 Reports'; 'PDREP PARTNER REPORTS' with links for 'DCIS Summary Report', 'NASA Reports', and 'DLA Reports'; 'DATA LOAD' with a 'Batch Update' link; and 'SITE ADMIN' with links for 'IT Admin (Internal)' and 'QA ADMIN (Internal)'.

Figure 4.1

The Admin Home page will display (Figure 4.2).

The screenshot shows the PDREP Admin Home page with a blue header containing 'Product Data Reporting and Evaluation Program (PDREP) - ADMIN Module'. The navigation bar includes links for 'PDREP Home', 'Admin Home', and 'Submit Feedback', along with the user profile 'TEST PLAN' and a 'Logout' link. The main content area is divided into two columns. The left column, titled 'ONLINE SCREENS', lists various screens such as 'Bulletin', 'CAGE', 'CCR', 'DODAAC', 'FSC', 'GIDEP Alerts', 'NSN', 'Prime Contractor Data', 'Qualified Products List', 'Routing Identifier Code', 'Specification', 'User', 'Search User', and 'Request Account List'. The right column, titled 'USER REPORTS', lists various reports such as 'Computer Support Status', 'Feedback Status', 'Data Entry Key List', 'MIR Specification', 'PDREP Usage by Activity', and 'Automated SQL Setup Page'.

Figure 4.2

From the Admin Home page, click the Feedback Status link under the User Reports section towards the lower left of the page. The Feedback Status page displays.

[PDREP Home](#) • [Admin Home](#) • [Submit Feedback](#) User Profile: [TEST PLAN](#) • [Logout](#)

[Computer Support Status](#) | **[Feedback Report](#)** | [Data Entry Key List](#) | [MIR Specification](#) | [PDREP Usage by Activity](#)

FeedBack Status

Instructions
(M) denotes a mandatory field
1. Select the **FeedBack Type** (default ALL)
2. Enter the **Start Date** (MM/DD/YYYY)
3. Enter the **End Date** (MM/DD/YYYY)
4. Click **Run Report**

(M) FeedBack Type:

ALL Assigned/Open
 Unassigned Cancelled

(M) Start Date:

(M) End Date:

User ID:

Programmer ID:

Figure 4.3

Select a Status Type to search for by clicking the desired radio button; either All, Assigned/Open, Unassigned, or Cancelled. Setting a date range and using these minimum filters will return a record set for all Programmers and all User IDs for the date range provided.

It is highly recommended to filter the result set further by specifying a User ID, or by selecting a Programmer ID from the dropdown list.

The User ID field identifies the originator of the CSR. The User ID must be entered exactly in order for this parameter to be effective.

The Programmer ID field identifies the individual that was assigned by the Reviewer in the Assign To box of the Customer Service Request (Feedback) form. The dropdown list contains the User IDs of every user in DoDAAC N45112 and DoDAAC N65538. Filtering results by the Programmer ID field will return all CSR's assigned to the specified programmer (this could also be a QA, database developer, manager or a helpdesk representative) for the date range specified. The format for both of these fields is the User ID that the User logs into PDREP with generally taking the form of the first initial and first four letters of the last name (due to the possibility of identical letter for different users, this will not always be the case).

See Figure 4.4 for a sample result set.

Computer Support Status	Feedback Report	Data Entry Key List	MIR Specification	PDREP Usage by Activity
---	---------------------------------	-------------------------------------	-----------------------------------	---

FeedBack Status Report

Instructions
(M) denotes a mandatory field
 1. Select the **FeedBack Type** (default ALL)
 2. Enter the **Start Date** (MM/DD/YYYY)
 3. Enter the **End Date** (MM/DD/YYYY)
 4. Click **Run Report**

(M) FeedBack Type:

ALL Assigned/Open
 Unassigned Cancelled

(M) Start Date: 

(M) End Date: 

User ID:

Programmer ID:

CSR #	TITLE	Originator Code	Originator Date	Assign To Code	Assign Date	Status
1400049	TEST ASSIGNMENT		10/23/2014		10/23/2014	ASSIGNED
1400053	TEST FEEDBACK		10/24/2014		10/24/2014	ASSIGNED
1400054	TEST FEEDBACK		10/24/2014		10/24/2014	ASSIGNED
1400055	TEST FEEDBACK		10/27/2014		10/27/2014	COMPLETED
1400056	TEST FEEDBACK		10/27/2014		10/27/2014	ASSIGNED
1400057	TEST FEEDBACK		10/27/2014		10/27/2014	ASSIGNED
1400058	TEST FEEDBACK		10/27/2014		10/27/2014	COMPLETED
1400059	TEST FEEDBACK		10/28/2014		10/28/2014	ASSIGNED
1400061	TEST FEEDBACK		10/28/2014		10/28/2014	ASSIGNED

Figure 4.4

Clicking the CSR# link will redirect to a read only copy of the CSR record (Figure 4.5).

Customer Service Request(Feedback)		
CSR Number: 1400055		
Originator Information		
Origination Code:		
Origination Date: 10/27/2014		
Problem Description		
Title: TEST FEEDBACK		
Category: SERVER/MAINT		
Module: OTHERS		
Description: BRIEF MESSAGE.		
Review information		
Priority: HIGH		
Reviewed by:		
Comments: HP QuickTest Review and Assign CSR		
Assignee information		
Assigned to:		
Assign Date: 10/27/2014		
Tester information		
Test by:		
Test Date: 10/27/2014		
Comments: Testing the Test Comments section in the Feedback test		
Resolution		
Completed/Cancelled By:		
Completion Date: 10/27/2014		
Cancellation Date:		
Resolution: TESTING COMPLETE. RJP.		
Attachment		
Attachments		
File Name	File Description	Comments
Winter.jpg	Winter	Brief Description

Figure 4.5

Click the Back button to return to the Feedback Status Report page.

5 SUMMARY

This concludes the instructions for creating a Customer Service Request (Feedback) 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