Product Quality Deficiency Report (PQDR)

Action Point Instruction

User Guide
23 MAY 2020
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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 Product Data Reporting and Evaluation Program (PDREP) – Automated Information System (AIS) Product Quality Deficiency Report (PQDR) application’s 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

2. Federal Acquisition Regulation Parts 9, 13, 15, 42, 46
3. Defense Federal Acquisition Regulation Supplement Parts 209, 242 and 246
4. Defense Logistics Agency Regulations 4155.24
5. Secretary of Navy Manual M-5000.2
6. Secretary of Navy Instruction 5000.2E
7. Secretary of Navy Instruction 4855.3
8. Secretary of Navy Instruction 4855.5
9. DoD 5000.2
10. NAVSO P3683
11. AR 702-7
12. AF(I) 21-115
INTRODUCTION
This document is intended to guide DoD personnel in the use of the Product Data Reporting and Evaluation Program – Automated Information System (PDREP-AIS) and in the process of entering new Product Quality Deficiency Reports (PQDR).
The PDREP application is accessible via the Product Data Reporting and Evaluation Program home page: https://www.pdrep.csd.disa.mil/.

First time PDREP users will need to submit a User Access request form. Instructions are available on the PDREP home page as linked above. Click on User Access Request for instructions on filling out an access request form. Follow additional directions on the form itself to submit the request for access to the PDREP team.

Existing PDREP users can submit an access change request. To do this, log into the PDREP-AIS and hover over '[Your Name]' in the upper right corner of the page and click 'Access Change Request'. Update access request as desired. Enter a narrative to describe your change request and click 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: https://www.pdrep.csd.disa.mil/
Hover over ‘Help’ link at the top of any PDREP page. Select the first option on the fly out to ‘Contact Help Desk with comment, question, or feedback.’

If you wish to provide suggestions to change PQDR or other PDREP-AIS modules, from the same Help menu, select the ‘Suggest a Change’ option. The Customer Service Request (CSR) form will open. Instructions for completion are located at the top of the form.

Also, visit our FAQ Page – your question(s) may be easily answered there.

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

Mailing Address
Naval Sea Logistics Center Portsmouth
Bldg. 153, 2nd Floor, Portsmouth Naval Shipyard
Portsmouth, NH 03804-5000
1. MAIN PDREP APPLICATION SCREEN

Once you have logged in, the PDREP Home page will display (See Figure 1.1). You may not see all of the options listed depending on your level of access.

*Please refer to PDREP User Access Request and Login Procedures.

Figure 1.1
1.1 FINDING THE FLY OUTS

Hover your mouse pointer over any PDREP Application located on the upper left portion of the screen and a list of sub-links for that application will appear (See Figure 1.2).

![Figure 1.2](image-url)
1.2 SELECTING THE FLY OUT

Selecting either of the sub-links will allow the user to go directly to that page within the application (See Figure 1.2).

2  PQDR AD HOC

2.1 AD HOC TOOL

Please refer to the PDREP Ad Hoc Tool User Guide for assistance using the PQDR Ad Hoc Tool.
2.2 QUERYING THE AD HOC

The Ad Hoc query generator can be used to generate a variety of reports; all results are downloadable to MS Excel spreadsheets. On screen instructions are available as a reminder on how to create the Ad Hoc query. The web page provides a method for users to choose a record type to query, select specific data elements from that record, and base the query on criteria like date range or code used in the record to get results (See Figure 2.2).

Users can run the query and adjust it if it is not exactly what they are looking for by returning to the Ad Hoc report page after running a query.

Figure 2.2
3 PQDR WORKLIST

The PQDR Worklist pages is used to filter the list of PQDRs based on access role, status, DoDAAC, and User Code.

3.1 ACCESSING THE PQDR WORKLIST

To access PQDR Worklist select the PQDR Worklist Link from one of the sub-link options from the PQDR in the PDREP Applications (See Figure 3.1) and the PQDR Worklist page will display (See Figure 3.2).

Figure 3.1
3.2 WORKLIST SETTINGS

The Worklist settings will default as shown in Figure 3.2, with the Activity set to your primary DODAAC and the User Code set to your PDREP User ID. Under Show Worklist For, select the desired role; ORIGINATOR, SCREENING POINT, ACTION POINT, or SUPPORT POINT. If you want to see only PQDRs currently assigned directly to you, click Display Standard Worklist button. If you want to see all PQDRs assigned to your activity (DoDAAC) then you may remove your User Code and then click Display Standard Worklist button.

A. The Status setting of CURRENT WORKLIST will return only PQDRs currently assigned to the role selected in Show Worklist For. 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.

4. **EXHIBIT WORKLIST**: Returns data if the Exhibit Request Date is populated and the Exhibit Return Date is not, regardless of record status (Open, Closed).

B. 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.

C. The Worklist can also be run for a specific team by entering the designator for that team in Organization Code. 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.

D. When you have selected the criteria, click Display Standard Worklist to view all PQDRs matching the criteria entered. The Worklist results will appear as in **Figure 3.3**.

![Figure 3.3](image-url)
E. The search results include the following fields.

1. **CAT (Category):** The category (I or II) of the PQDR. Category I PQDRs will be identified in red.

2. **Received:** The date when the PQDR was forwarded to the Action Point level.

3. **History & Correspondence:** Click the View link in this column to open a new window containing correspondence and forwarding history for this PQDR.

4. **RCN (Report Control Number):** 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.

5. **SF-368:** Click SF-368 link in this column to view the Standard Form 368 for the subject RCN in a new window.

6. **CAGE (Vendor and Manufacture Entity):** The CAGE code of the contractor to whom the deficiency has been attributed to 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. Note on Vendor CAGE/Vendor Liability: Vendor CAGE code is the party held responsible contractually for supplying the deficient material. If the PQDR is Vendor Liable, the PQDR will affect the SPRS Score of the Vendor CAGE Code identified.

7. **CSI (Critical Safety Item):** 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. **NSN (National Stock Number):** The NSN for the item reported deficient. The NSN may have as many as four separate components:
   
i. **COG:** (Optional) Two-character Cognizance Symbol of the deficient item. When used, the COG identifies the inventory manager for the deficient item.

   ii. **FSC:** (Required) Four-digit Federal Supply Class of the deficient item.

   iii. **NIIN:** (Optional) Nine-digit National Item Identification Number of the deficient item.

   iv. **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 NSN 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 Work List level.

11. **Last Action**: Displays the last forwarding, release or closure action performed on the PQDR.

12. **Last Corr Date**: Displays the date of the last correction was completed on the PQDR.

13. **Last Corr From**: Displays the User ID associated with who completed the last correction.

14. **Status**: Displays the current PQDR status.

15. **Days 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.

### 3.3 PERSONALIZED PQDR WORKLIST

Worklists may be created based on specific data elements that return specialized data.

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**Figure 3.4**
A. To create a personalized PQDR Worklist, click Create New Worklist, see Figure 3.4.

B. If it is advisable to know the number of rows before running the query for the first time, check the ‘Get Row Count’ check box. The initial query will return only the number of rows returned for the specified parameters. This is especially handy to check if there are more than 20,000 records that match your query. Remember to uncheck the ‘Get Row Count’ box when you're ready to retrieve the actual data set.

C. After selecting Create New Worklist select the desired Data Elements for the Worklist (See Figure 3.5).

D. Selecting of Data Elements:

1. Selecting one Data Element will give you only the results on that individual element.
2. Multiple Data Elements may be selected in the column together by using the CTRL or Shift key.

3. Once Data Elements have been selected, click Add Columns to move them to the Selected Data Elements box. Data Elements can be removed from the Selected Data Elements box by selecting them and clicking Delete Columns (See Figure 3.6).

4. Data Elements can be prioritized in the Selected Data Elements box by selecting data element and using the Up and Down arrows to the right of the box.

5. Data Elements can be prioritized in the drop down next to the ‘Add Where’ Button.

6. After Data Elements have been selected click Add Where to go to the Worklist report query screen where values and expressions can be placed to retrieve desired report results (See Figure 3.7).

7. At Worklist report screen, values must be place in to run query. Once query has been run it can be saved to your profile as a personalized Worklist (See Figure 3.7).
Figures 3.7
4 ACTION POINT ACTIONS

4.1 ACCESSING THE PQDR

The Action Point can either enter the RCN directly on the PQDR Search > RCN Search page (See Figure 4.1 and Figure 4.2) or look up the PQDR on the Worklist page (See Figure 4.3 and Figure 4.4) and click on the subject RCN. Once the new PQDR has been selected by either method, the PQDR Base Page will display (See Figure 4.5).

Figure 4.1
Figure 4.2

Figure 4.3
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.
4.2 SENDING ACKNOWLEDGEMENT

The Action Point should acknowledge receipt of PQDR and 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 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 Point will enter or add information or edit information supplied by the Support Point using the Action Point Editable Fields on the PQDR base page.

A. Click the Send Screening Point Acknowledgement of Receipt link (See Figure 4.5). The Send Message page will be displayed (See Figure 4.6).

B. A message will be sent to Originator inform the Originator of the PQDR acceptance. The Send Message form displays to provide the opportunity to add comments for the Originator (See Figure 4.6).

![Figure 4.5](image)

![Figure 4.6](image)
C. After sending the acceptance message the Action Point PQDR Base Page will display (See Figure 4.7).
4.3 ACTION POINT – EDITABLE FIELDS

A. Edit Blocks 1-21 Data

1. To enter or edit mandatory fields from the SF368 as entered by the Originator click the Blocks 1-21 link from the Screening Point base page (See Figure 4.7).

2. The PQDR Originator Data Entry Blocks 1-21 will display. For detailed explanation of Blocks 1-21 please refer to the PQDR Originator instructions located on the PDREP Main Menu under Guides and Manuals.

B. View/Edit Action Point Data

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

1. To add or edit information, click the View/Edit Action Point Data link from the Action Point base page (See Figure 4.7).

2. The PQDR Action Point Fields page displays (See Figure 4.8 and Figure 4.9).
3. 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:

i. **Status:** Current status of the record.

ii. **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.

iii. **Support Point Due Date:** The Support Point due date is shown here.

iv. **Action Point Due Date:** This is the Action Point due date and is not editable.

v. **Action Point Activity:** Shows the Activity assigned to the record.

vi. **Action Point Name, Action Point Phone, and Action Point Email:** These are populated by the user profile for user assigned to record.

vii. **Action Point 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.

viii. **Exhibit Required Ship Date:** Date requested for shipping of exhibit, not system generated.

ix. **ICP/RIC Code:** ICP/RIC (Routing Identifier Code) routing codes used.
x. **LAR#: Engineering Activity:** These fields are used by NAVSUP to send/note the Cognizant Design Activity and are used in the CDA letter.

xi. **Last Repair Facility:** If a repair or overhaul facility will act as an investigation Support Point then the DODAAC of the overhaul facility should be entered here.

xii. **DODIC/NALC (ammunition):** Used to identify ammunition and ammunition components. Used by Army users.

4. These additional fields may be used by the Action Point but they are purely informational and will not affect any other PDREP functions.

i. **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. Adding a Suspension Code captures the DoDAAC of person that stamped the suspension code, and allows other users with that DODAAC to make updates.

ii. **Action Point Rebuttal Date:** If the Action Points rebuts the investigation to the Support Point the date is entered.

iii. **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 investigated PQDR here. This is informational only and does not change the investigation process in PDREP.

iv. **Action Point Release Date:** Date the Action Point sends to Support Point.

v. **Alert Notification and Narrative:** This optional indicator and narrative can be used to recommend to NAVSUP that the deficiency be reported on the monthly Defective Material Summary.

vi. **Action Point Exhibit Request/Return Address:** This optional set of fields allows the Action Point to enter the address that will automatically pre-fill on letters related to exhibit handling.

NOTE: *The section titled ‘NAVSUP’ is used by NAVSUP only*

5. The following buttons are on all data entry pages.

i. **Save** – will validate the mandatory entries and save the data, leaving the record at this page.

ii. **Save and Exit** – will validate the mandatory entries and save the data, returning the User to the PQDR base page.
iii. **Cancel** – will return the User to the PQDR base page without validating or saving the data.

### 4.4 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 Point base page (See **Figure 4.7**).

B. The PQDR Stock Screening Fields page displays (See **Figure 4.10**).
C. The Stock screening page is broken down into three 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.

1. **Alert Type and Action Codes**
   
i. The Alert Type (See Figure 4.11) 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 4.11](image)

![Figure 4.12](image)

ii. Action codes (See Figure 4.12) are associated with stock screening actions and determine the status of the stock screening during the process.
2. **Stock Screening Dates**

Stock screening dates provide status for the stock screening (See Figure 4.13).

i. **Requested Date:** The date when the stock screening request letter is sent to the IM (auto populated by PDREP).

ii. **Status Date:** The date populated by the Action Point when status or results of ongoing screening action is received from the IM.

iii. **Initiated Date:** The date populated by the Action Point upon notification from the IM of stock screening being initiated.

iv. **Declined Date:** The date populated by Action Point upon notification from IM that the request for stock screening is deemed not necessary.

v. **Completed Date:** The date populated by Action Point upon notification from the IM of completion of all screening actions.

---

### STOCK SCREENING DATES

<table>
<thead>
<tr>
<th>Date Type</th>
<th>Populated By</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requested</td>
<td>PDREP</td>
</tr>
<tr>
<td>Status</td>
<td>Action Point</td>
</tr>
<tr>
<td>Initiated</td>
<td>Action Point</td>
</tr>
<tr>
<td>Declined</td>
<td>Action Point</td>
</tr>
<tr>
<td>Completed</td>
<td>Action Point</td>
</tr>
</tbody>
</table>

**Figure 4.13**

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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 4.14).

---

### STOCK SCREENING DATA

- **Quantity Inspected:**
- **Quantity Deficient:**
- **Narrative:**

**Figure 4.14**
i. **Quality Inspected**: A running total of Stock Screening information provided from IM (Item Manager).

ii. **Quantity Deficient**: A running total of Stock Screening information provided from IM.

iii. **Narrative**: A narrative field populated by Action Point 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.*

### 4.5 COMPLETE ACTION POINT INVESTIGATION (DLA FIELDS)

See Action Point Closing Actions.

### 4.6 PARENT CHILD

A. The Parent Child Function allows the Action Point to link several PQDRs with the same deficiency. This allows for a single investigation to accommodate several PQDRs simultaneously. A precursor for linking PQDRs as a Parent Child requires that the CAGE, NIIN, and Action Point DoDAAC of both PQDRs must be populated and must match.

B. There may be several Child PQDRs but only one Parent PQDR. The Child PQDR must be at Action Point from Screening Point.

C. The Parent PQDR may be at Action Point, Support Point, and Screening point from Action Point (investigation completed) or closed.

D. Once PQDRs are linked, the Child PQDR remains open at the Action Point. The Child PQDR may not be forwarded or redirected except to Screening Point for closing and only after the parent PQDR investigation is complete. Once the PQDRs are linked, the Parent PQDR may be forwarded to a Support point for investigation.

E. To link the two PQDRs, select ‘Parent Child’ on the Action Point Data Entry page and this will take you to the ‘Parent Child’ page.

F. If your current PQDR is the Parent:
   1. Select the Parent check box under ‘My PQDR is a’.
   2. Enter the PQDR RCN of the intended Child PQDR under ‘link to’.
   3. Select ‘Add’.
4. Select ‘Save’ to retain the link between the two PQDRs and copy any applicable investigation data to the Child PQDR, or select ‘Cancel’ to dissolve the link between the two PQDRs and no data will be transferred.

5. You may repeat this process to add as many Child PQDRs as required.

G. If your current PQDR is the Child:
1. Select the Child check box under ‘My PQDR is a:’
2. Enter the PQDR RCN of the intended Parent PQDR under ‘link to:’
3. Select ‘Add’.
4. Select ‘Save’ to retain the link between the two PQDRs and copy any applicable investigation data to the Child PQDR, or select ‘Cancel’ to dissolve the link between the two PQDRs and no data will be transferred.
5. You may only do this once as a Child PQDR as there may only be one Parent PQDR.

H. After the PQDRs are connected, if the Parent investigation was completed, the investigation information is copied to all Child PQDRs. Whether the Parent is at Action Point, Screening Point or Closed. If the investigation is not completed (as Support Point or Action Point), then the current information is copied and the Parent investigation is updated, the Child PQDR investigation information is also updated.

4.7 VIEW/ADD NOTES OR REFERENCE BRIEFS

The View/Add Notes and Reference Brief link from the Action Point base page provides access to input or view additional information about the processing of the PQDR (See Figure 4.7). This information is internal to PDREP and will not appear on any report or correspondence. They are frequently used for things like workflow notes or documenting telephone conversations regarding a PQDR. Although they are not visible outside of PDREP, the notes are visible to PDREP users at the originator’s DoDAAC, not just the user who entered the note.

A. To enter notes or reference briefs, click the View/Add Notes or Reference Briefs link on the Screening Point Data Entry base page. The View/Add Notes or Reference Briefs page is displayed. (See Figure 4.15).
B. Click the Add Note/Brief to complete this action.

C. The ‘Add Note/Reference’ section becomes visible and may be edited (See Figure 4.16).
4.8 CORRESPONDENCE

A. Action Point Letters

PDREP provides letter templates for common correspondence at each level of access. For example, if the Action Point 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.

1. Click the Action Point Letters link beneath the Correspondence heading on the Screening Point Data Entry base page (See Figure 4.7).

2. The PQDR Correspondence form displays (See Figure 4.17).

![Figure 4.17](image)

B. Send Agency Action Notice to GIDEP:

1. 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. 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 (See Figure 4.7).

2. 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 (See Figure 4.18). Use the ‘Complete Action Point Investigation’ link to complete or correct any codes, if the record must be sent to GIDEP (See Figure 4.7).

![Figure 4.18](image)

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.

3. 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 (See Figure 4.19). 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 Agency Action Notice (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.
4. After sending the AAN you’ll be prompted with the following webpage to confirm the transmission (See Figure 4.20). 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.

Figure 4.19

Figure 4.20
5. A review the history will show PQDR a GIDEP transmission and subsequently a returned Agency Action Notice Serial Number to confirm that GIDEP added your submission to their database. See Figure 4.21 of the history entries made by the system when sending and receiving GIDEP Agency Action notices.

<table>
<thead>
<tr>
<th>Date Released</th>
<th>Senders Name and Email Address</th>
<th>From Activity DODAAC for Processing Level From PQDR That is Transferred</th>
<th>Emailed Message To</th>
<th>Correspondence</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/06/2010 15:26:15</td>
<td></td>
<td></td>
<td>GIDEP EXPORT</td>
<td></td>
<td>AGENTY ACTION NOTICE SENT TO GIDEP.</td>
</tr>
</tbody>
</table>

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

6. To view a GIDEP AAN, click the GIDEP Search link on the Main Menu (See Figure 4.22). You’ll be navigated to the GIDEP Search page (See Figure 4.23). 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 (See Figure 4.24).
Figure 4.22

Figure 4.23
Figure 4.24

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

4.9 RELEASE PQDR

A. Forward to Screening Point for Closing

When the investigation is complete, with or without Support Point participation, this function will return the PQDR to the Screening Point for closure. All mandatory investigation result fields must be completed in order to use this function.

B. Re-Assign/Transfer to New POC within DODAAC

Use this function to reassign a PQDR to another individual within your Action Point DoDAAC. If the PQDR needs to be redirected to a different Action Point Activity, then use the 'Redirect to External DoDAAC' function.

1. From the Action Point Data Entry base page, click the Re-Assign/Transfer to New POC within DODAAC link (See Figure 4.7). The Reassign PQDR from Action Point to Action Point will display form (See Figure 4.25).
2. Choose the Action Point Email Address.
3. Use one of the following two methods for adding a CC address.
4. Click the Show Add CC List button. The Choose CC Activity selection box will display (See Figure 4.26).
5. Select an Activity from the Choose CC Activity list.
6. The Choose CC Activity selection box will display (See Figure 4.27).
7. Click the user to CC from the Choose CC User list to highlight the selection.
8. Click the Add CC button.
9. The email address will be added to a Selected CC Addresses table that displays after the selection has been made (See Figure 4.28).

10. Alternatively, type the email address directly into the CC box.
11. Click the Add CC button.
12. The address will be added directly to the Selected CC Addresses table.

13. Once you have chosen your recipients, enter any desired message into the Message: box.

14. Unless otherwise directed, accept the defaults for Attach PQDR SF-368 (defaults to Yes) and Send in format (defaults to SF-368(PDF Format)).

15. Click ‘Forward PQDR’ to complete the forwarding action and release the PQDR to the Screening Point.

16. Click the ‘Cancel’ button to cancel this action.

C. **Redirect to an External DODAAC**

Use this function to redirect the PQDR to another Action Point activity entirely.

1. From the Action Point Data Entry base page, click the Redirect to an External DODAAC (See Figure 4.7). The Forward PQDR from Action Point to Action Point Activity form will display (See Figure 4.29).
2. Choose the activity (DoDAAC) of the individual Action Point.

3. Once the Action Point Activity has been selected, the Choose Action Point E-mail Address selection box will display beneath the Activity.

4. 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 Screening Point for the activity can review and appropriately assign the PQDR.

5. Use one of the following two methods for adding a CC address.
i. Click the Show Add CC List button. The Choose CC Activity selection box will display (See Figure 4.30).

![Figure 4.30](image)

ii. Select an Activity from the Choose CC Activity list.

iii. The Choose CC User selection box will display (See Figure 4.30).

iv. Click the user to CC from the Choose CC User list to highlight the selection.

v. Click the Add CC button.

vi. The email address will be added to a Selected CC Addresses table that displays after the selection has been made (See Figure 4.31).

![Figure 4.31](image)
vii. Alternatively, type the email address directly into the CC box.

viii. Click the Add CC button.

ix. The address will be added directly to the Selected CC Addresses table.

6. Once you have chosen your recipients, enter any desired message into the Message: box.

7. Unless otherwise directed, accept the defaults for Attach PQDR Info (defaults to Yes) and Send in format (defaults to SF368).

8. Click ‘Forward PQDR’ to complete the forwarding action and release the PQDR to the Screening Point.

9. Click the 'Cancel' button to cancel this action.

D. **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 redirection actions documented above.

E. **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 Repair Facility is specified on the ‘View/Edit Action Point Data’ page previously discussed.*

F. **Incorrect Recipient Activity- Return to Screening Point**

This function should be used if the PQDR was forwarded to the wrong Action Point activity AND if you do not know the correct activity to which the PQDR should be reassigned. This functions in the same manner as the other forwarding actions but with the Screening Point activity and e-mail address pre-populated and not changeable.

4.10 **SEND MESSAGE TO**

The available recipients in this section will vary according to the level to which the PQDR has been previously forwarded. For example, upon receipt by the Screening Point the available links would be Originator for direct messages to the PQDR Originator 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.

4.11 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.
5 OTHER PQDR BASE PAGE FEATURES

5.1 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.

5.2 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 (See Figure 5.1). 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. To remove a selected attachment from the list of correspondence use control ‘click of the mouse’.

5.3 DD FORM 1348
A DD Form 1348 may be created for a PQDR by clicking the Create DD-1348 link on the left side of the PQDR. If a 1348 was already created it can also be retrieved, edited and deleted using the DD-1348 link.

5.4 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.

For ARMY: ADD/UPDATE SHIPMENT TRACKING link is only available to Action Point/Action Officer to the assigned user or Action Officer which has management access to the assigned Activity.

5.5 USER INFORMATION
Hover your mouse pointer over the User Profile link located on the upper right portion of the screen and a list of sub-links for the User profile will appear. Selecting any of the sub-links will allow the user to go directly to that page within the User Profile.
6 ACTION POINT CLOSING ACTIONS

Upon completion of the PQDR investigation the Action Point 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 Point 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 Point will base the PQDR investigation results narrative on this input.

6.1 ACCESSING THE CLOSING ACTIONS

Click on ‘Complete Action Point Investigation’ (See Figure 6.1) and the Complete Action Point Investigation page will display (See Figure 6.2).
**Complete Action Point Investigation**

Instructions:
1. Enter mandatory fields
2. Enter optional fields, if information is known
3. To save the record, click Save
4. To cancel the process, click Cancel

<table>
<thead>
<tr>
<th><strong>(M) Deficiency Number</strong></th>
<th>&lt;SELECT&gt;</th>
<th>□</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsible Code</strong></td>
<td>&lt;SELECT&gt;</td>
<td>□</td>
</tr>
<tr>
<td><strong>Severity of Defect</strong></td>
<td>&lt;SELECT&gt;</td>
<td>□</td>
</tr>
<tr>
<td><strong>(M) Broad Cause Code</strong></td>
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<td>□</td>
</tr>
<tr>
<td><strong>Detailed Cause Code</strong></td>
<td>&lt;SELECT&gt;</td>
<td>□</td>
</tr>
<tr>
<td><strong>Preventive Action Code</strong></td>
<td>&lt;SELECT&gt;</td>
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</tr>
<tr>
<td><strong>(M) Corrective Action Code</strong></td>
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</tr>
<tr>
<td><strong>Final Exhibit Disposition Code</strong></td>
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</tr>
<tr>
<td><strong>(M) Defect Verified Ind</strong></td>
<td>&lt;SELECT&gt;</td>
<td>□</td>
</tr>
<tr>
<td><strong>(M) Cost Code</strong></td>
<td>&lt;SELECT&gt;</td>
<td>□</td>
</tr>
<tr>
<td><strong>(M) Credit Code</strong></td>
<td>&lt;SELECT&gt;</td>
<td>□</td>
</tr>
<tr>
<td><strong>DLA Credit Code</strong></td>
<td>&lt;SELECT&gt;</td>
<td>□</td>
</tr>
</tbody>
</table>

(M) Investigation Results:

Results of Depot Surveillance:

Alert Notification: ☐

Alert Narrative:

Disposition Code: <SELECT> □

Material Disposition Narrative:

Save | Save and Exit | Cancel

---

Figure 6.2
6.2 COMPLETE ACTION POINT INVESTIGATION FIELDS

Fields in the interface are described below.

A. **Deficiency Responsibility Code:** Use these codes primarily to indicate whom (contractor or Government) is responsible/liable for the deficiency found during the investigation. They are the measurements used to evaluate contractor's/Government's quality performance. The responsibility for a deficiency can usually be determined by identifying the root cause of the reported deficiency.

B. **Severity of Defect:** These codes classify the defect as critical, major, minor or IAW the Federal Acquisition Regulation.

C. **Broad Cause Code:** Use these codes to indicate the general cause or type of error or problem that caused the deficiency or problem to occur.

D. **Detailed Cause Code:** Use these codes to define the basic underlying root cause of the problem. The detailed cause explains what caused the deficiency or problem to occur.

E. **Preventive Action Code:** These codes identify the primary action taken or planned to correct the root cause of the reported or discernible discrepancy and to prevent recurrence of the deficiency.

F. **Corrective Action Code:** This code identifies the action taken to correct the defective items reported and all other similar defective items supplied and/or in the supply chain.

G. **Final Exhibit Disposition Code:** This code describes the final disposition of the deficient material (exhibit(s)) known at the time of the final investigation report. Use other exhibit disposition codes to track exhibit handling throughout the PQDR process.

H. **Defect Verified Ind:** Was the defect verified by the government investigator.

I. **Cost Code:** This code should identify the party who will bear the cost of the deficiency.

J. **Credit Code:** Identifies whether fiscal credit is granted to the Originator.

K. **DLA Credit Code (DLA only):** Optionally identifies any credit action initiated by DLA if the deficient item was DLA managed.

L. **Investigation Results:** The narrative here should provide a comprehensive set of findings from any investigation conducted. It is supplied by the Action Point but can be edited by the Screener.

M. **Results of Depot Surveillance:** Used by Navy when a stock screen or depot surveillance was initiated as a result of this PQDR.

N. **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.

O. **Disposition Code and Narrative:** This code and the supporting narrative are used for PQDRs where NAVSUP is the Action Point.
7 SUMMARY
This concludes the PQDR submission instructions for PQDR Originators. 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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