Product Quality Deficiency Report (PQDR)

Originator Processing & PQDR Submission

User Guide
23 MAY 2020
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Click link and hold 'CTRL' key to follow link
FOREWORD

This guide does not replace or amend any Department of Defense (DoD) instructions, regulations, and/or policies. Its purpose is to assist users with Product Data Reporting and Evaluation Program (PDREP) – Automated Information System (AIS) 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 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.

**NSLC Portsmouth Help Desk**
Commercial Phone: (207) 438-1690 / DSN 684-1690
FAX: (207) 438-6535 / DSN 684-6535
E-Mail: 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.*
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)

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 Product Data Reporting and Evaluation Program (PDREP) Ad Hoc Search Tool User Guide for assistance using the PQDR Ad Hoc Tool (See Figure 2.1).

Figure 2.1

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).
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**

**Figure 3.3 Data Fields**

- **CAT (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.

- **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.

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

- **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.

- **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.

- **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.

- **Nomenclature**: Item description associated with the NIIN.

- **Contact/Phone**: The name and telephone number (if provided) of the point of contact who forwarded the PQDR to the current Work List level.

- **Last Action**: Displays the last forwarding, release or closure action performed on the PQDR.
- **Last Corr Date**: Displays the date of the last correction was completed on the PQDR.
- **Last Corr From**: Displays the User ID associated with who completed the last correction.
- **Status**: Displays the current PQDR status.
- **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.

### 3.2 PERSONALIZED PQDR WORKLIST

Worklists may be created based on specific data elements that return specialized data.
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 selected them and clicking Delete Columns (See Figure 3.5).

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 3.6).

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).
Figure 3.6
Figures 3.7
4 CREATING A NEW PQDR

4.1 ACCESSING CREATE NEW PQDR

The most common originator task is to create a new PQDR in PDREP. To access Create New PQDR either select the Create New PQDR Link from one of the sub-link options from the PQDR in the PDREP Applications (See Figure 4.1) or by selecting the Create New PQDR tab after viewing the PQDR Worklist page (See Figure 4.2) The Create New PQDR page should display (See Figure 4.3). The DoDAAC and access level of the user determines whether all or only some of the tabs shown in will appear.

![Figure 4.1](image-url)
4.2 CREATE NEW PQDR SCREEN

A. An (M) by any data field indicates it is a mandatory field.

B. Clicking the yellow question mark next to any field name links displays information about that data field.
Figure 4.3 Data Fields

- **(M) RCN:** Enter a record control number (RCN); the system suggests the next available RCN for your DoDAAC. The RCN consists of your reporting activity DODAAC, Year, and Serial Number. These three fields are auto-filled, but can be changed. As a reference, the last RCN used by the reporting activity and the individual are listed. RCNs may only be used once. Typically, users start RCN serial numbering sequences with serial number ‘0001’ when there are no previous RCNs for the current year in PDREP.

- **Requisition Number:** The requisition number is optional, but is highly suggested as it speeds up processing of your PQDR. Enter the 14-character Requisition Number and when the Requisition Number has a Suffix; enter the Suffix as the 15th character at the end of the Requisition Number. The Requisition Number field also assists in auto-populating data on the PQDR.

- **FSC and NIIN:** are optional fields on this page; however, FSC is a mandatory field when completing the PQDR form. The FSC and NIIN also assist in auto-filling additional data fields in the PQDR in the event that the Requisition Number is unable to be located.

- **DoD Unique Item Identifier (UII):** is an optional field. Item unique identification is a DoD requirement that enables life cycle traceability. All UIIs are maintained in the DoD’s Item Unique Identification (IUID) Registry Database which is external to PDREP. To add a UII, type, cut and paste (from another application on your computer), or scan the 2D barcode(s) of material being reported into the DoD Unique Item Identifier field. PDREP will verify the UII with the IUID Registry to ensure only valid UIIs are entered into the QDR and that other similar markings or barcodes cannot be entered.
  
  i. To add a UII manually, select the Manual Entry radial button and enter the UII into the ‘DoD Unique Item Identifier’ field, then click the Add UII button.
  
  ii. To add an UII using a scanner, select the Scan Barcodes radial button, and then scan the 2D barcodes on the material or associated supply documentation.
  
  iii. If the scanned UIIs are not contained in the DoD IUID Registry, the system will notify you and request you to correct or remove the incorrect UIIs.
  
  iv. There may be many barcodes on supply documentation, boxes, and material. So it is quite possible to scan incorrect marks that are not UIIs. This why UII must be verified by PDREP prior to permitting them to be added to any PDREP record.

C. Click the Create New PQDR button to create and auto-populate the PQDR (See Figure 4.3).
D. The PQDR will be auto-populated based on the Requisition Number, FSC-NIIN, and/or UII information provided. Please be patient as the system verifies the UIIs and auto-fills the new record.

4.3 CREATING THE NEW PQDR

It is extremely important to provide as much information as is available about any deficiency. Mandatory fields in PQDR are marked with (M) and some additional fields may be required depending upon entries into other fields, but most fields are not mandatory. Without the information in those fields however, it may be impossible to conduct a thorough investigation. The end result may be recurrence of preventable defects, lack of credit or replacement for deficient items and potential failures of critical materiel after installation.

4.4 PQDR DATA FIELDS

NOTE: Where a data entry field corresponds to a block on the SF368, the block number is provided next to the field name.

![Figure 4.4](image-url)
Figure 4.4 Data Fields

- **(M) Category:** This defaults to CAT II. The PQDR should only be identified as CAT I if the failure of the deficient item could cause serious damage or harm to equipment or personnel. When CAT I is selected a Category I Justification is required.

**NOTE:** *PQDRs submitted as a result of a DLA Audit are always CAT II.*

- **(M) Sub-Category:** This field is used to describe the nature of PQDR or the record type associated the PQDR submission.

- **(M) Report Control Number:** The RCN consists of the six character DoDAAC of the originating activity, the 2-digit year, and a four-digit serial number. Each PQDR must have a unique RCN, no duplications are allowed. The page displays the last RCN created by you for your current activity, and by your activity’s DoDAAC.

- **(M) Date:** This is the date the record is submitted.

- **1. a (M) From:** The SYSCOM Field defaults to the SYSCOM value of the originating activity’s DoDAAC and can be edited, if needed. The activity name, address, city, state, and ZIP will default to the address for the activity (DoDAAC) in your User Profile. In addition, if you have a different physical address in your User Profile than the default for the DoDAAC you may check ‘Use Originator’s Profile address as Originator Address’ and use the address from your User Profile instead.

- **1.b (M) Originator:** This is the person who discovered the deficiency.

- **1.c Origination Point:** The Origination Point is the person who actually submitted the PQDR. This person can be the same as the Originator, however some activities have a consolidated Origination Point that submits PQDRs on behalf of everyone at the activity.
Figure 4.5 Data Fields

- **(M) 3. Description of Deficiency:** Enter a detailed narrative description of deficiency, referencing any applicable tests, drawings and design specifications.

- **Supporting Documentation:** Enter supporting information such as drawings, specifications, software, hardware, related data, or environmental conditions at the time of defect discovery, and other supporting information.

- **Category I Justification:** This block only appears if CAT I is selected. If the PQDR was classified as Category I then a justification is required.
  
  **(M) DO YOU SUSPECT THIS MATERIAL TO BE COUNTERFEIT?** If you suspect counterfeit materiel, answer the question by clicking YES, PDREP will automatically select the 5AS - COUNTERFEIT MATERIEL, SUSPECT.

- **Where Deficiency Discovered:** Select an appropriate code from the drop down list.

<table>
<thead>
<tr>
<th>(M) 4. Date Deficiency Was Discovered</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/13/2019</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>(M) 5. Deficient Item National Stock Number (NSN)</th>
</tr>
</thead>
<tbody>
<tr>
<td>COG</td>
</tr>
<tr>
<td>_____</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Local Stock Number (LSN)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Navy Item Control Number (NICN)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>(M) Material Level Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>21-NOT APPLICABLE</td>
</tr>
</tbody>
</table>

Figure 4.6 Data Fields

- **(M) 4. Date Deficiency Was Discovered:** Defaults to the current date but can be edited.

- **5. Deficient Item National Stock Number (NSN):** The NSN is made from the COG (Cognizance Symbol, used by Navy only), FSC (Federal Supply Class), NIIN (National Item Identification Number) and SMIC (Special Material Identification Code, used by Navy only). Can be auto-filled from the NIIN but can also be edited. At a minimum, an FSC must be supplied in order to process a PQDR. The ‘Lookup FSC’ button is a link to an external website that allows the Originator to research the FSC codes.
- **Local Stock Number (LSN):** Use as alternate when National Stock Number (NIIN) is unknown.
- **Critical Safety Item:** Auto-fills from the NIIN and may not be edited.
- **(M) Material Level Code:** Select the appropriate Quality Assurance level of the material from the drop down list.

**Figure 4.7**

**Figure 4.7 Data Fields**

- **(M) 6. Deficient Item Nomenclature:** Auto-fills based on the NIIN (or FSC if NIIN not filled in) and may be edited, if no nomenclature is auto-populated.
- **Procurement Group Code (PGC):** This is a DLA field that auto-fills from the NIIN if the deficient material is a clothing item.
• **DODIC/NALC (ammunition):** Used to identify the Department of Defense Identification Code (DODIC) or Naval Ammunition Logistics Code (NALC) for ammunition components.

• **Unit Cost:** May be filled automatically from the NIIN if one was provided. Enter or edit the correct Unit Cost if known.

• **Unit of Issue:** Select the unit (e.g. EA-Each, LO-Lot, etc.) in which the item is issued. This will also be automatically filled if a valid NIIN was provided.

• **Credit Card Buy Indicator:** Check the credit card indicator if the deficient material was acquired through a local credit card purchase.

• **Estimated Repair Cost:** Enter an estimated repair cost, if known.

• **Job Order-Keop:** Enter the Job Order number and the designator for the operation KEOP if the material is designated for use in a specific job order. This is typically used by naval shipyards.

• **ER Report Control Number:** Link to an ERS record by providing the RCN_ACTIVITY, RCN_NUMBER of the ERS record you want to link to. If an ERS record is not found a UNR record is added.

• **MIR Report Control Number:** To associate a Material Inspection Report (MIR) or Acceptance Inspection Discrepancy Report (AIDR) with the deficient item, enter the MIR/AIDR Serial Number and click Add MIR. To remove a MIR/AIDR, left click on the MIR number to highlight it and click the Remove MIR button.

• **Shipper’s DoDAAC/CAGE Code:** Enter the Shipper’s DoDAAC or CAGE Code if known or click Lookup CAGE or Lookup DoDAAC. The Lookup buttons provide a search tool to find the DoDAAC or CAGE if the Name of the shipper is known.

• **GBL Number:** Enter the Government Bill of Lading (GBL) number from shipping paperwork if provided.

• **Manufacturing Material Specification:** Captures the manufacturing/material specification. This will allow search of deficiencies by specification in support of product quality data analysis.
Figure 4.8 Data Fields

- **7. Operating Time at Failure**: If the deficient item was already installed or used, specify in the appropriate units (e.g. hours, cycles, etc.).

- **8. Deficient Item Part Number**: Enter if known.

- **9. Vendor CAGE Code**: Enter if known or click Lookup. This should be the CAGE of the vendor or repair facility that supplied the deficient item. The Lookup button provides a search tool to find the CAGE if the name of the Vendor is known. 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.

- **Manufacturer CAGE Code**: Enter if known or click Lookup. This should be the CAGE of the manufacturer of the deficient item. The Lookup button provides a search tool to find the CAGE if the name of the Manufacturer is known.

- **10. Quantity (M) a. Received b. Inspected (M) c. Deficient d. In Stock**: Enter the quantities received, inspected, deficient and remaining in stock (e.g. the number of the same item currently in inventory from the same manufacturer or supplier, if known).

- **DOD Unique Identification Identifier (UII)**: Enter the UII here if the deficient item has a government-issued Unique Item Identifier (UII).
### Figure 4.9 Data Fields

- **Serial Number**: If a serial was supplied with the material then enter it here. If needed, fields will be added for additional numbers.

- **Lot/Batch Number**: If a lot or batch number was supplied with the material then enter it here. If needed, fields will be added for additional numbers.

- **Lot/Batch Number Type**: Choose whether the number (if any) supplied is a Batch, Lot, Serial or Heat number.

- **(M) 12. a. Item**: Select whether the deficient item is New, Overhauled, Repaired, or choose Unknown.

- **Repairable Item**: Select Yes, No, or Unknown. If the item is identified as Repairable then a serial number will be required. Mandatory for Navy Activities.

---

<table>
<thead>
<tr>
<th>Data Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Serial Number</strong></td>
<td>If a serial was supplied with the material then enter it here. If needed,</td>
</tr>
<tr>
<td></td>
<td>fields will be added for additional numbers.</td>
</tr>
<tr>
<td><strong>Lot/Batch Number</strong></td>
<td>If a lot or batch number was supplied with the material then enter it here.</td>
</tr>
<tr>
<td></td>
<td>If needed, fields will be added for additional numbers.</td>
</tr>
<tr>
<td><strong>Lot/Batch Number Type</strong></td>
<td>Choose whether the number (if any) supplied is a Batch, Lot, Serial or Heat</td>
</tr>
<tr>
<td></td>
<td>number.</td>
</tr>
<tr>
<td><strong>(M) 12. a. Item</strong></td>
<td>Select whether the deficient item is New, Overhauled, Repaired, or choose</td>
</tr>
<tr>
<td></td>
<td>Unknown.</td>
</tr>
<tr>
<td><strong>Repairable Item</strong></td>
<td>Select Yes, No, or Unknown. If the item is identified as Repairable then a</td>
</tr>
<tr>
<td></td>
<td>serial number will be required. Mandatory for Navy Activities.</td>
</tr>
</tbody>
</table>
NOTE: Defaults to ‘Unknown’ for Army users. Non-Navy activities are not required to supply this information.

- b. Date MFRD/Repaired/Overhauled: Enter if known.
- MFRD/Repaired/Overhauled: Select whether the date in Block 12b applies to when the item was Manufactured, Repaired, or Overhauled.
- c. Last Repair Facility (CAGE or DoDAAC): Enter the DoDAAC or CAGE of the last repair facility. The Lookup buttons provide a search tool to find the DoDAAC or CAGE if the Name of the last repair facility is known.

(M) 13. a. Contract Number, Delivery Order Number, and Contract Line Item No.: Enter if known or check the box to indicate not provided/unknown. If needed, fields will be added for additional numbers.
- b. Requisition/Document Number: Enter if known or check the box to indicate not provided/unknown. This will be populated by the information entered on the create PQDR screen. If needed, fields will be added for additional numbers.
- c. Purchase Order Number: Enter if known and applicable. If needed, fields will be added for additional numbers.

(M) 14. Government Furnished Material
   No

15. a. Item Under Warranty
    b. Warranty Expiration Date
   No

   Warranty Item Name
   FSC  NIIN
   Warranty Item Serial Number
   Warranty Item Claim Type
   Warranty Cage
   Warranty Part Number

Figure 4.10
Figure 4.10 Data Fields

- **(M) 14. Government Furnished Material:** Select whether the deficient item was furnished by the government to a contractor for use in the contractor’s manufacturing or assembly process.
- **15. a. Item Under Warranty:** Select whether the item is Under Warranty if known.
- **b. Warranty Expiration Date:** This date is required if the deficient item is under warranty.
- **Warranty Item Name:** Enter the warrantied item’s name here.
- **FSC, NIIN:** Enter the FSC and NIIN of the warrantied item here.
- **Warranty Item Serial Number:** Enter if known/applicable. If needed, fields will be added for additional numbers.
- **Warranty Cage:** CAGE Code of the entity offering the warranty.
- **Warranty Part Number:** Enter if known/applicable.

![Figure 4.10 Data Fields](image)

Figure 4.11

Figure 4.11 Data Fields

- **16. End Item EIC/WUC/TAMCN:** Enter the Navy Equipment Identification Code (EIC), Air Force Work Unit Code (WUC), or USMC Table of Authorized Materiel Control Number (TAMCN) where the deficient item is used.
- **17. a. Next Higher Assembly NSN:** If the item is used in another assembly before being used in the end item, enter information about the Next Higher Assembly’s (NHA) COG, FSC, NIIN and SMIC. If a next higher assembly NIIN is supplied, then clicking Auto Fill NSN will complete the NSN if the complete NSN exists in PDREP.
- **b. Nomenclature (Next Higher Assembly):** Enter description of the NHA.
- **c. Part Number (Next Higher Assembly):** Enter the part number of the NHA.
• **d. Serial Number (Next Higher Assembly):** Enter the serial number of the NHA.
• **Next higher Assembly CAGE:** Enter the CAGE for Next Higher Assembly CAGE.

18. a. **End Item NSN**

<table>
<thead>
<tr>
<th>COG</th>
<th>FSC</th>
<th>NIIN</th>
<th>SMIC</th>
</tr>
</thead>
</table>

b. **Nomenclature**


c. **Type/Model**

d. **Serial Number**

<table>
<thead>
<tr>
<th>Part Number</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>End Item CAGE</th>
<th>Engine Model</th>
<th>Engine Serial Number</th>
</tr>
</thead>
</table>

19. **Current Disposition of Deficient Item (the Exhibit)**

H-HOLDING EXHIBIT

**Figure 4.12**

**Figure 4.12 Data Fields**

• **18. a. End Item NSN:** Enter as much information as is known about the end item or program where the deficient item would be installed or used (e.g. SSN 706, USS Albuquerque, or F-16). If an end item NIIN is supplied, then clicking Auto Fill NSN will complete the end item NSN if the complete NSN exists in PDREP.

• **b. Nomenclature:** Enter description of the end item.

• **c. Type/Model:** Enter the type or model of the end item.

• **d. Serial Number:** Enter the serial number of the end item.

• **Part Number:** Enter the part number of the end item.

• **End Item CAGE:** Enter the CAGE for the end item.

• **Engine Model, Engine Serial Number:** Enter if applicable.

• **19. Current Disposition of Deficient item (the Exhibit):** Defaults to H- Holding. This can be changed if needed but in most cases if an investigation is expected then the Originator is directed to hold the deficient item(s) pending an exhibit request.
20. **Location of Deficient Material**
   (DODAAC/CAGE)

   Location of Exhibit Narrative (Provide details as to where the material is currently stored.)

   Material Return Address

   **Store as Hazardous Material** □

21. **Action Requested**

   <SELECT> ▼

   **(M) Status**

   A-ACTIVE ▼

---

**Figure 4.13**

**Figure 4.13 Data Fields**

- **20. Location of Deficient Material**: Enter the appropriate DODAAC or CAGE Code.
- **Location of Exhibit Narrative**: Amplifying in formation on the holding of the exhibit, if required.
- **Material Return Address**: Default entry is from the originator’s profile. Alter if necessary.
- **Store as Hazardous Material**: Check if material is stored as hazardous.
- **21. Action Requested**: Select a code that best describes your expectations/recommendation for the handling of this PQDR.

**NOTE:** *If material return or replacement is requested then please supply a detailed Material Return Address after selecting your recommendation.*

- **(M) Status**: Defaults to A-ACTIVE. This can be changed. If the PQDR is for Information Only, the status should be set to AI. If the PQDR was entered as a result of Defective Material Summary or is a stock screening request, the status should be set to A9.
4.5 BUTTONS

Buttons available on the Create New PQDR form are described in Figure 4.14 Buttons. Click the Save Draft or Cancel button to exit the form.

Figure 4.14 Buttons

- **Cancel**: The Cancel button returns you to the previous screen. If data was not saved using the Save Draft button, any data typed on the page is NOT saved. If the Save Draft button had been clicked at any time, then any data entered before the Save Draft will have been retained.

- **Spell Check**: Checks spelling of inputted information before submission.

- **Add/View Attachments**: This button enables the user to attach typical word processing documents and pictures to the PQDR for submission.

- **Save Draft**: The Save Draft button may be used at any time to save your work as a draft to return to it later or perform occasional saves of data previously entered. Once a PQDR has been submitted and is no longer a draft this button will change its display to a Save button. Save button permits the originator to make corrections or update fields they may have been left blank on the PQDR after it was already submitted.

- **Process As Local Purchase**: If the deficient item was acquired via a local purchase and not from the supply system, then the originator may process as a Local Purchase PQDR to conduct any required investigation and disposition activities directly with the local supplier.

- **Submit PQDR**: This button is clicked when you are ready to complete the PQDR submission process. Clicking this button will lead you through the process of forwarding your PQDR to an appropriate screening point. This button changes its display to read Save and Exit after the PQDR is submitted to a screening point. The Save and Exit button permits the originator to make corrections or update fields they may have left blank on the PQDR after it is submitted and exit back to the Originators Point Data Entry base page.
5 ORIGINATOR POINT DATA ENTRY - PQDR BASE PAGE

The PQDR Base Page (See Figure 5.1) is the primary working page for a PQDR after it has been entered into PDREP. Originators may continue to update the information on a PQDR even after it has been released for screening and investigation. When the originator updates a record that is at a different level (i.e. screening or action points), it is advised that correspondence be sent to the point of contact on the record informing them of the change. The base page also provides Originators and others with a method of reviewing PQDR status, sending relevant correspondence and identifying the investigating parties.

To access the Base Page, click on an RCN number from the Worklist or result of an RCN search. Actions available from the base page are described in Section 5.1.

5.1 ORIGINATION POINT – EDITABLE FIELDS

A. Blocks 1-21

The Blocks 1-21 (See Figure 5.1) link opens the same data entry page that was used to create the PQDR. Updates to the original PQDR information can be made from
this page even after PQDR release, depending on the user’s service rules set by their respective Process Owners.

B. **View/Add Notes or Reference Briefs**

The View/Add Notes and reference Brief link provides access to input or view additional information about the processing of the PQDR. This information is 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 PDREP users at the originator’s DoDAAC, not just the user who entered the note.

C. **Add Additional Information**

The Add Additional Information link provides an opportunity to add information related to the description of deficiency. This can be used after the PQDR was released/submitted to the Screening Point to add any new information about the deficiency. New additions are stamped with the date and name of the user.

### 5.2 CORRESPONDENCE
A. **Assign Myself as Screening Point**

The Assign Myself as Screening Point link is used to assign the current user as the Screening Point for the PQDR (See **Figure 5.2**). The application validates the originators submitted information and opens the Assign Myself as Screening Point window (See **Figure 5.3**) where the action can be confirmed or canceled. Originators will not typically use this function unless they are also a Screening Point activity.

![Figure 5.3](image)

B. **Process as Local Purchase PQDR**

If the deficient item was acquired via a local purchase and not from the supply system, then the originator may assign themselves as Screening and Action Point to conduct any required investigation and disposition activities directly with the local supplier. Reference the PQDR Local Purchase User Guide for more information.
C. Click the Save button on this page to assign the Originator as both the Screening and Action Points for this PQDR.
5.3 RELEASE PQDR (aka submitting)

A. **Forward to Screening Point**

Only after a PQDR is submitted to a Screening Point is it considered ‘Released’. Click the **Forward to Screening Point** link on the base page (See **Figure 5.5**) or the **Submit PQDR** button on the Block 1-21 data entry page. The Forward PQDR from Originating Point to Screening Point form will display (See **Figure 5.6**).
The Screening Point activity will default according to the SYSCOM of the originator. All Navy PQDRs with the exception of NAVAIR will default to N00104. All Marine Corps PQDRs will default to M90368. If you are unsure of which Screening Point to select, click Where do I send this PQDR? (Located beneath the FORWARD PQDR button at the top of the form) and the following page will open in a new window (See Figure 5.7).

DOD 411 is a global email system that you can select the service and look up anyone that has an email associated with that component or service (See Figure 5.6).
NOTE: For Marine Corps PQDRs, the Originator is generally responsible for providing information about the deficient item to the MMO, where the PQDR is generally entered into PDREP. It is important to distinguish between the MMO (originating point) and the Screening Point.

B. After choosing the Screening Point Activity, a dropdown will appear and a list of users for the selected activity will display. The system will default to a central PQDR mailbox for the activity. You should accept the default rather than selecting an individual Screening Point user. This is necessary so the Screening Point for the activity can correctly review and assign the PQDR.

C. 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.

D. Once the recipients have been chosen, enter any desired comments into the Message: box.

E. They Include Distribution List option allows you to copy the message to a previously established list of addressees. This list is created under the User Profile, and detailed instructions are covered in the PDREP User Profiles guide available at the website.

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

G. Click Forward PQDR to complete the forwarding action and to release the PQDR to the Screening Activity. Click Cancel to cancel this action.

NOTE: Only after a PQDR is submitted to a Screening Point is it considered ‘Released’.
5.4 SEND MESSAGE TO

Before the release of the PQDR for screening, the only links available here are Supervisor and Other links (See Figure 5.8). The page that displays is nearly identical to the forwarding page previously discussed and the same conventions should be followed. After the PQDR is released, the available recipient links will change to ‘Screening’ for direct e-mail messages to the Screening Point and ‘Other’ for all other recipients.

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.

5.5 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.

### 5.6 ATTACHMENTS

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

B. 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, 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’.

### 5.7 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.
A. **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.

B. **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 and edited or delete using the DD-1348 link.

5.8 **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.

5.9 **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.
6  PQDR DRAFT DELETE

6.1  DELETE FROM WORKLIST

A PQDR that has been saved in draft status may be deleted via the worklist (See Figure 6.1).

Figure 6.1

A. After searching for PQDR draft, select delete, where you will be prompted to confirm this action (See Figure 6.2).
B. The Delete PQDR screen will display (See Figure 6.3). Fill in the mandatory (M) fields and select ‘Delete PQDR’ to complete the action.

C. Once the record is deleted, you will be redirected back to the PQDR Worklist screen.
7 PQDR SEARCH/REPORTS

PQDR contains customized searches for users to easily access the record they need. In addition to this, the results displayed will have the Report Control Number (RCN) of the records in hyperlink form so that the user can directly access that record. Search criteria entered will be saved and kept for the entire user session.

7.1 ACCESSING PQDR SEARCH

To access PQDR Search/Reports either select the *PQDR Search/Reports* Link from one of the sub-link options from the PQDR in the PDREP Applications (See Figure 7.1) or by selecting the PQDR Search/Reports tab after viewing the PQDR Worklist (See Figure 7.2) and the PQDR Search/Reports page should display (See Figure 7.3).
7.2 EXAMPLE OF PQDR SEARCH/REPORTS

Sub tabs allow searching by: RCN Search, Advanced QDR Search, DCMA Search, NIIN/Contract, DCMA Exhibit/Suspense Search, End Item Search or MIR PQDR Search (See Figure 7.4) For this example Advanced QDR Search has been selected.
Figure 7.4

A. Fields designated with a (M) are required in order to obtain search results. These fields are Start Date and End Date.

B. Enter additional parameters in the fields to further restrict the search results. At least one non-mandatory field must be entered.

C. When all of the desired criteria have been entered, click the Search button to return results. A sample result set is displayed in Figure 7.5.
D. Clicking a RCN in the result set will open the PQDR, the other hyperlinks will display information based on its heading.

**Figure 7.5**
8 PQDR CLONE

8.1 ACCESSING PQDR CLONE

To clone a PQDR either select *PQDR Clone* from the PDREP APPLICATIONS Page (See Figure 8.1) or by selecting PQDR Clone Tab after viewing the Worklist (See Figure 8.2) and the PQDR – Clone PQDR page should display (See Figure 8.3).
A. Enter the PQDR number you want to clone in RCN Number/Requisition Number block as shown in Figure 8.4 and click search.
B. Click the RCN number that displays which corresponds with the RCN you entered and searched.

C. The Create New PQDR Screen will be displayed with Blocks 1-21 automatically filled from the selected PQDR in the Clone - PQDR screen. These blocks may be edited to fit the defective material being reported. For descriptions and explanations of Blocks 1-21 see Section 5.1. A. of this User Guide.

D. A new and never used Serial number needs to be added to the RCN Serial Number (See Figure 8.5).
9 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:

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