Product Quality Deficiency Report (PQDR) Investigations

DCMA Quality Assurance Representative (QAR)

User Guide
23 MAY 2020
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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 Product Data Reporting and Evaluation Program – Automated Information System (PDREP-AIS) and in the process of entering new Product Quality Deficiency Reports (PQDRs). 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.

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.

![Figure 1.1](image-url)
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]

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).

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 Search/Reports page should 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)

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.

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 Userid 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.

![Figure 3.4](image.png)

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).

Figure 3.6
Figure 3.7
4 Investigation Activities

In order to conduct investigation activities for a specific PQDR the QAR can either enter the RCN directly on the PQDR Search > RCN Search page or look up the PQDR on the Worklist page and click on the subject RCN. Once the PQDR has been selected by either method, the PQDR Base Page will display as shown in Figure 4.1.

The primary functions of the QAR during an ongoing investigation are to monitor the progress of the investigation relative to suspense dates, to request and examine exhibits as required, to record the results of the investigation in PDREP and to provide regular status updates to the DRPM for forwarding to the Action Point. In some cases, the QAR may not perform some functions in the PDREP system if the DRPM chooses to generate all correspondence and to enter relevant investigation information into PDREP but the system is designed to allow a QAR to perform those functions.
4.1 Monitoring Suspense

The most common method for a QAR (or DRPM) to monitor the pending expiration of suspense for a given investigation is to use the Worklist and to sort it by ‘Overdue’ as discussed in Section 1. Many investigators choose to act when a certain number of days (e.g. 5 days) remain before a particular suspense expires. Once a suspense date has expired, the subject investigation is considered to be delinquent.

4.2 Sending Correspondence

NOTE: Most DCMA metrics are based upon various dates in the PDREP system, and the correct use of Support Point Letters in PDREP is critical to the proper maintenance of these dates.

Support Point Letters

While an investigation is in progress, sending any formal PDREP correspondence under ‘Support Point Letters’ will update all relevant dates automatically and will result in the setting of a new suspense date. The number of days for a given suspense is set according to the type of correspondence being sent and by the Category (e.g. CAT I or CAT II) of the PQDR. Most support point letters can be sent either by the QAR (See Figure 4.2) or by the DRPM (See Figure 4.3), but there are two letters that can only be sent by the DRPM; the Interim Reply and the Final Reply.

A. Click the ‘Support Point Letters’ link under ‘Correspondence’ and the PQDR Correspondence pages will display.
Figure 4.2

<table>
<thead>
<tr>
<th>Correspondence Date</th>
<th>Suspension Date</th>
<th>Edit</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/13/2018</td>
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<td>09/13/2018</td>
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<td></td>
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<tr>
<td>09/13/2018</td>
<td></td>
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<tr>
<td>01/03/2019</td>
<td></td>
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<td>01/03/2019</td>
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<tr>
<td>09/18/2019</td>
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<td>09/18/2019</td>
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</tbody>
</table>

Figure 4.3

<table>
<thead>
<tr>
<th>Correspondence Date</th>
<th>Suspension Date</th>
<th>Edit</th>
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<tbody>
<tr>
<td>09/13/2018</td>
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<td>09/18/2019</td>
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<tr>
<td>09/18/2019</td>
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</tbody>
</table>
B. To generate any letter, select the desired letter from the dropdown list of available letters. The system generates a Support Point standard letter which you can edit if desired.

NOTE: A copy of all Support Point letters is sent automatically to the person generating the letter so there is no need to put your e-mail address on the ‘CC’ line. If you would like to keep a hard copy of the letter or preview what will be sent, then click the ‘Preview’ button before sending.

C. The investigation will normally commence when a Notice of Defects is sent to the contractor with a copy to the assigned QAR. This letter is normally sent by the DRPM.

D. The contractor will then determine whether they require an exhibit in order to investigate, and will return the Contractor Request for Exhibit form included in the Notice of Defects package.

E. If an exhibit is required, then the QAR (or DRPM) will send an Exhibit Request letter to the Action Point. If the Exhibit is not required, then the Exhibit Not Required letter should be sent.

F. When an exhibit is received, the Exhibit Receipt letter should be sent.

G. The remainders of the letters available to the QAR deal primarily with exhibit disposition and are most commonly sent by the DRPM.

H. In the absence of other investigation activities like the request or receipt of exhibits, the QAR should request that the DRPM send an Interim Reply for any open investigation when the suspense for that investigation is about to expire.

I. To request an Interim Reply, you may contact your DRPM by phone, e-mail or by using the ‘Send Message to: Other’ link near the bottom of the PQDR working page. You should not use the ‘Forward to DRPM for Approval and Release’ link when requesting an Interim Reply as this may cause you to lose access to the PQDR. You should review local CMO policy for further guidance on preferred methods of notification.

NOTE: The Interim Reply, like all Support Point Letters, is designed to generate all of the required text automatically based upon a Support Point standard letter template. In order for this template to function correctly, any investigation results collected to date should be entered into the ‘Input 1227 Data’ page in PDREP. In the absence of meaningful results an explanation should be entered into block 17 of the 1227 form of the current status and estimated completion date of the investigation.
4.3 Closing The Investigation

A. Review/Input 1227 Data

1. In most cases the QAR will enter the investigation results on the ‘Input 1227 Data’ page. These results will be transcribed in large part from the contractor’s response, so the QAR should review the contractor’s response to ensure that a satisfactory investigation has been conducted, particularly with regard to corrective and preventive action. Detailed instructions that address the contents of each block on the 1227 form may be found on the PDREP web site at http://www.nslcptsmh.navsea.navy.mil.

2. Click ‘Input 1227 Data’ and the 1227 Input form will display (See Figure 4.4).

![Figure 4.4](image)

B. Review/Input DCM Data (Defect Codes)

The DCM Data page is provided so that the investigation results can be codified for statistical analysis. In some cases, there may not be a code available that exactly matches the investigation results. If this occurs, select the best available match. Click ‘DCM Data (Defect Codes)’ and the Defect Codes page will display (See Figure 4.4 and Figure 4.5).
C. **Request a Final Reply**

The method of requesting a Final Reply and investigation closure varies somewhat by CMO. The two most common methods are described below, but QARs should check local CMO and team policy for further guidance. After the 1227 data is input and the defect codes have been selected, follow one of the below methods according to local policy.

1. Use this method if a supervisor, team lead or other approving party reviews your work before the DRPM is notified.
i. Under ‘Send Message To’, select the ‘Other’ link toward the bottom of the PQDR base page.

ii. Enter or look up the recipient and CC addresses for the message.

iii. Under ‘Correspondence Type’ choose ‘Forward for Review to Supervisor’.

iv. Enter the desired message (e.g. ‘ready for Final Reply’) and click ‘Send’.

The PQDR will remain on your work list until the supervisor uses the ‘Forward to DRPM for Approval and Release’ function.

2. Use this method if there is no review process between you and the DRPM.

i. Under ‘Release PQDR’ select ‘Forward to DRPM for Approval and Release’.

ii. Choose the activity (DoDAAC) for the DRPM of the responsible CMO. In most cases the responsible CMO will be the one for which both the DRPM and QAR work, but exceptions will arise when a PQDR is delegated outside the responsible CMO.

iii. Confirm the DoDAAC of the responsible CMO. Click ‘View Points of Contact’ under ‘Quick Views’ on the PQDR base page. The Responsible CMO is listed at the bottom of the page.

iv. Click ‘Get List’ next to the Activity dropdown for a list of recipients at the selected activity.

v. Unless otherwise directed, do NOT select a specific individual from the list. PDREP will choose the default recipient for you.

vi. Enter or look up CC recipient addresses.

vii. Enter the desired message (e.g. ‘ready for Final Reply’) and click ‘Send’.

NOTE: When the Final Reply is sent, the investigation is officially closed by setting the Support Point Release Date in PDREP. This is not the same as the Support Point Complete Date. The Support Point’s task is not complete until any investigation exhibits have been disposed of in accordance with the Action Point’s instructions.

4.1 View Exhibit Details

Selecting View Exhibit Details Under Support Point – Editable Fields allows the user to view and make selections regarding exhibit dates, return data, and return address (See Figure 4.6).
Figure 4.6
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. 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 25 megabytes.
5.3 Help
Hover your mouse pointer over the HELP link located in the upper left corner on all PDREP screens and a list of help sub-links for that application will appear (See Figure 5.1).

![Figure 5.1]

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.

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.

5.6 Session Tracking:
Session tracking maintains a record of all RCNs viewed during the current login session. It also allows the User to quickly switch between records by selecting the linked RCN.
6 SEARCH

6.1 Support Point Exhibit/Suspense Search

A. The Support Point Exhibit/Suspense Search was designed to allow Support Points to track the status of all exhibits, particularly for investigations where a Final Reply has already been sent. These would be cases where some follow-up or intervention by Support point may be required in order to ensure correct disposition of the exhibits in question. The following image shows the typical input criteria and results for this search (See Figure 6.1).

![Figure 6.1](image_url)

B. To run this search, the following criteria can be entered:

1. **Start and End Date**: These dates default to the system date minus three years but can be edited.

2. **Exhibit Status**: The search is run for all exhibits of a single status at any given time. The most common use of this search is for investigations where the exhibit has a status of 2-OPEN.

3. **SYSCOM**: The search can be restricted to a particular service or SYSCOM but would most commonly be run for all SYSCOM codes, which is the default.
4. **User ID:** The search can be restricted to investigations currently assigned to an individual PDREP user by their PDREP User ID. Given that the primary use of this search is post-investigation, this entry is not commonly used.

5. **Org Code (Team):** The search can be restricted to investigations currently assigned to individual PDREP users who have entered a particular Organization Code (Team designator) in their user profiles. Given that the primary use of this search is post-investigation, this entry is not commonly used.

6. **Region:** This entry formerly referred to Support Point geographical districts but would now be used to restrict the search to a particular functional division, e.g. A- AERONAUTICAL SYSTEMS. This search would most commonly be run for ALL region/division codes, which is the default.

7. **Support Point Activity:** Since the primary purpose of this document is to instruct the DRPM, this is the most common entry used for this search. To view exhibits pending disposition for a particular CMO, enter the DoDAAC for the CMO here.

8. **Sort:** The search can be sorted by several criteria but defaults to CAO Suspense Date.
7 SUMMARY
This concludes the investigation instructions for Support Point Quality Assurance Representative Investigations. For instructions on other PQDR investigation activities please consult the other documents provided in this series. 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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