Product Data Reporting and Evaluation Program (PDREP)

Product Quality Deficiency Report (PQDR)

Local Purchase Processing

User Guide

01 June 2019
# TABLE of CONTENTS

- **FOREWORD** ................................................................................................................................. 3
- **INTRODUCTION** .............................................................................................................................. 4
- **1 MAIN PDREP APPLICATION SCREEN** .......................................................................................... 5
  - 1.1 FINDING THE FLY OUTS ........................................................................................................... 6
  - 1.2 SELECTING THE FLY OUT ....................................................................................................... 6
- **2 PQDR WORKLIST** .......................................................................................................................... 6
  - 2.1 ACCESSING THE PQDR WORKLIST ...................................................................................... 6
  - 2.2 WORKLIST SETTINGS .............................................................................................................. 8
  - 2.3 PERSONALIZED PQDR WORKLIST ........................................................................................ 11
- **3 CREATE NEW PQDR** .................................................................................................................... 14
  - 3.1 ACCESSING CREATE NEW PQDR .......................................................................................... 14
  - 3.2 CREATE NEW PQDR .............................................................................................................. 17
- **4 CREATE NEW PQDR** .................................................................................................................... 19
  - 4.1 PQDR DATA FIELDS ........................................................................................................... 19
  - 4.2 EXPLANATION OF THE DATA ENTRY FIELDS FOR CREATING A PQDR .......................... 25
  - 4.3 BUTTONS .............................................................................................................................. 35
- **5 PQDR BASE PAGE – Originator Point Data Entry** ........................................................................... 36
  - 5.1 ORIGINATION POINT – EDITABLE FIELDS ........................................................................... 37
  - 5.2 CORRESPONDENCE ............................................................................................................... 38
  - 5.3 RELEASE PQDR ........................................................................................................................ 43
  - 5.4 SEND MESSAGE TO ................................................................................................................. 44
  - 5.5 QUICK VIEWS .......................................................................................................................... 44
  - 5.6 ATTACHMENTS ....................................................................................................................... 45
  - 5.7 EXHIBIT TRACKING .................................................................................................................. 45
  - 5.8 USER INFORMATION .............................................................................................................. 45
  - 5.9 SESSION TRACKING: .............................................................................................................. 46
- **6 PQDR BASE PAGE - Action Point Data Entry - Local Purchase** ....................................................... 46
  - 6.1 INVESTIGATION ACTIVITIES .................................................................................................. 46
  - 6.2 EDIT BLOCKS 1-21 DATA ....................................................................................................... 47
  - 6.3 ACTION POINT EDITABLE FIELDS ......................................................................................... 47
  - 6.4 EDIT STOCK SCREENING DATA ............................................................................................... 50
  - 6.5 COMPLETE ACTION POINT INVESTIGATION ...................................................................... 52
  - 6.6 VIEW/ADD NOTES AND REFERENCE BRIEFS ...................................................................... 52
  - 6.7 ADD ADDITIONAL INFORMATION ......................................................................................... 52
6.8 CORRESPONDENCE FUNCTIONS

6.9 RELEASE PQDR

6.10 SEND MESSAGE TO

7 CLOSING ACTIONS

8 SUMMARY
FOREWORD

Local Purchase Defined – When an item is found to be defective due to a quality deficiency and that item was acquired locally rather than through the government supply system, any Product Quality Deficiency Report (PQDR) written as a result should be treated as a “local purchase” PQDR. In the case of local purchases, no Screening Point will participate in the investigation process and a representative of the buying activity will work directly with the supplier to investigate the PQDR and to identify appropriate corrective and preventive actions and disposition of the deficient item.
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, available on the NSLC home page. Click on User Access Request Form for detailed instructions on filling out an access request form. Follow any 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're already a PDREP User, log on to PDREP: https://www.pdrep.csd.disa.mil/

Hover over “Help” at the top of the home page. Select the first option for the Help Desk. 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 Feedback 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.
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 WORKLIST

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

2.1 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 2.1) and the PQDR Worklist page will display (See Figure 2.2)
Figure 2.1

Figure 2.2
2.2 WORKLIST SETTINGS

The Worklist settings will default as shown in Figure 2.2, 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.

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 2.3.
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 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 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.
2.3 PERSONALIZED PQDR WORKLIST

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

![Figure 2.4](image)

A. To create a personalized PQDR Worklist, click Create New Worklist, see **Figure 2.4**.

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 2.5**)
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 2.6).

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 2.7).
7. At Worklist report screen, values must be placed in to run query. Once query has been run it can be saved to your profile as a personalized Worklist (See Figure 2.7).

![Figure 2.6](image-url)
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 3.1) or by selecting the Create New PQDR tab after viewing the PQDR Worklist page (See Figure 3.2). The Create New PQDR page should display (See Figure 3.3). The DoDAAC and access level of the user determines whether all or only some of the tabs shown in will appear.

3 CREATE NEW PQDR

3.1 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 3.1) or by selecting the Create New PQDR tab after viewing the PQDR Worklist page (See Figure 3.2). The Create New PQDR page should display (See Figure 3.3). The DoDAAC and access level of the user determines whether all or only some of the tabs shown in will appear.
Figure 3.1

Figure 3.2
Instructions
(M) denotes a mandatory field
1. Enter RCN, which includes DODAAC, Year, and Serial Number.
2. You may optionally enter Requisition Number, FSC, and/or NIIN.
3. When entering a Requisition Number, include the suffix if available.
4. To add a DoD Unique Item Identifier (UII) manually, enter the UII into the field, and then click the Add UII button.
5. To add a UII using a scanner, click Scan Barcodes, and then immediately scan the 2D barcode.
6. Click Create New PQDR to create PQDR.
7. Selecting underlined items will provide help for that item.

PQDR Information if using same serialization:
Last Used RCN by for Activity
Last Used RCN for Activity

(M) RCN: ________________ (M) Year: __________ (M) Serial Number: __________
Requisition Number: ________________
FSC: __________ NIIN: __________
DoD Unique Item Identifier: __________

Manual Entry Scan Barcodes Add UII
Create New PQDR

Figure 3.3
3.2 CREATE NEW PQDR

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.

C. The fields in the Create New PQDR tab are described as follows.

1. *(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.

2. **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.
3. **FSC and NIIN** fields are optional 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.

4. **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.

D. Click the Create New PQDR button to create and auto-populate the PQDR (See Figure 3.5).

![Figure 3.5](image)

E. 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 CREATE 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.

4.1 PQDR DATA FIELDS

The auto-populated PQDR submission screen (See Figure 4.1 through Figure 4.5).
Instructions
(M) denotes a mandatory field
1. Enter mandatory fields
2. Enter optional fields, if information is known
3. Correct format for Date Elements is MM/DD/YYYY or use Calendar
4. To save the record, click Save Draft
5. To forward PQDR to a Screening Point, click Submit PQDR
6. To cancel the process, click Cancel
7. To access only mandatory fields and fields that will expedite processing, click Switch to EZ View
8. Selecting underlined items will provide help for that item

Save Draft   Add/View Attachments   Submit PQDR   Cancel
Switch to EZ View

Last Used RCN by RNORM1 N45112  for Activity N45112: None found
Last Used RCN for Activity N45112: N45112-190002

Category:  ○ CAT I  ☑ CAT II
Sub-Category:  <SELECT>

Report Control Number:  N45112 - 19 - 0003

Date  
01/03/2019

1a. From
SYSCOM:  1-NAVSEA
DODAAC:  N45112
Activity Name:  NAVAL SEA LOGISTICS CENTER DETACHMENT
Address:  80 DANIEL ST
City, State, Zip:  PORTSMOUTH, NH 03801-3884

1b. Originator
Name  Telephone Number  Email Address
PQDR USER GUIDE  

Use Originator’s Profile address as Originator Address

Figure 4.1
Figure 4.2
7. **Operating Time at Failure**
   <SELECT> (Specify hours, days, cycles, etc.)

8. **Deficient Item Part Number**

9. **Vendor Cage Code** (Contracted Supplier)
   a. **Manufacturer Cage Code**
      <SELECT>

10. **Quantity**
    | (M) a. Received | (M) b. Inspected | (M) c. Deficient | (M) d. In Stock |
    | 0 | 0 | 0 | 0 |

11. **DoD Unique Item Identifier**
    Manual Entry  Scan Barcodes  Add UI

12. **Serial, Lot, or Batch Number**
    Serial Number
    Lot/Batch Number  Lot/Batch Type
    <SELECT>

13. **Item**
    <SELECT>  Unknown
    a. **MFRD/Repaired/Overhauled**
    MFRD/Repaired/Overhauled
    <SELECT>
    c. **Last Repair Facility (CAGE or DoDAAC)**
    Lookup DODAAC  Lookup CAGE

14. **Contract Number**
    Delivery Order Number  Contract Line Item No.
    □ Contract No. not provided or is unknown
    □ Performance Based Logistics
    a. **Requisition/Document Number**
    □ Requisition No. not provided or is unknown
    c. **Purchase Order Number**

---

**Figure 4.3**
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
   
16. End Item EIC/WUC/TAMCN
   
17. a. Next Higher Assembly NSN
   COG FSC NIIN SMIC
   
   b. Nomenclature
   
   c. Part Number   d. Serial Number   Next Higher Assembly CAGE
   
18. a. End Item NSN
   COG FSC NIIN SMIC
   
   b. Nomenclature
   
   c. Type/Model   d. Serial Number   Part Number
   
   End Item CAGE   Engine Model   Engine Serial Number

Figure 4.4
Note: Where a data entry field corresponds to a block on the SF368 the block number is provided next to the field name.
4.2 EXPLANATION OF THE DATA ENTRY FIELDS FOR CREATING A PQDR

NOTE: The number in the explanation is the number corresponding with the data field on the Create New PQDR screen.

(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 6 character DoDAAC of the originating activity, the 2-digit year, and a four-digit serial number. Each

Figure 4.6

Mandatory and Data Fields #1a and 1b (See Figure 4.6)

(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 6 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. Also, 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 Name, Phone Number & Email Address: These will default to the information in your User Profile, but can be changed if you are entering a PQDR on behalf of another Originator.

Figure 4.7

Data Field #3 (See Figure 4.7)

3. (M) 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.
**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.

---

**Figure 4.8**

**Data Fields #4 and 5 (See Figure 4.8)**

4. **(M) 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.

**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.
(M) 6. **Deficient Item Nomenclature**

Data Field #6 (See Figure 4.9)

6. **(M) 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 Navy Units.

**MIR Serial No.**: 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.

**Figure 4.10**

Data Fields #7 – 10 (See Figure 4.10)

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** (Contracted Supplier) 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.

10. **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.
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).

### Data Fields #11-13 (See Figure 4.11)

#### 11. Serial, Lot, or Batch Number

- **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.

12. (M) 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.

NOTE: Defaults to “Unknown” for Army users. Non-Navy activities are not required to supply this information.

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.

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.

13. (M) 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.

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.

Purchase Order Number: Enter if known and applicable. If needed, fields will be added for additional numbers.
Data Fields #14 and 15 (See Figure 4.12)

14. **(M) 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. **Item Under Warranty**: Select whether the item is Under Warranty if known.

   - **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.
16. **End Item EIC/WUC/TAMCN**

   

17. a. **Next Higher Assembly NSN**

   COG  FSC  NIIN  SMIC
   
   b. **Nomenclature**
   
   c. **Part Number**  d. **Serial Number**  Next Higher Assembly CAGE

---

**Figure 4.13**

**Data Fields #16 and 17 (See Figure 4.13)**

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. **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.

   **Next Higher Assembly Nomenclature**: Enter description of the NHA.

   **Next Higher Assembly Part Number**: Enter the part number of the NHA.

   **Next Higher Assembly Serial Number**: Enter the serial number of the NHA.

   **Next higher Assembly CAGE**: Enter the CAGE for Next Higher Assembly CAGE
Data Fields #18 and 19 (See Figure 4.14)

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.

**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.
Data Fields #20 and 21 (See Figure 4.15)

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.

### 4.3 BUTTONS

Buttons available on the Create New PQDR form are described below. Click the Save Draft or Cancel button to exit the form. “Submit PQDR” will not be used. Instead, select “Save Draft”, then “Cancel” to return to the Originator Data Entry page.
buttons #1-5 (see figure 4.16)

a. 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.

b. add/view attachments: this button enables the user to attach typical word processing documents and pictures to the pqdr for submission.

c. submit pqdr: this button is not utilized when processing as a local purchase pqdr

d. 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.

e. switch to ez view: the switch to ez view button permits users to show only the fields listed on the sf368 and mandatory fields required by a service for pqdr submission. please remember that as much info as possible should be submitted to assist pqdr personnel that receive the pqdr to provide the best chance to process your pqdr without having to contact you at some later date for more information. when clicked this button toggles the web page hiding the non-mandatory fields and fields that are not on the sf368. also, the buttons display changes to read switch to standard view. clicking the switch to standard view button again places all available fields for data entry back on the users display. the default view is the standard view in pdrep.

5 pqdr base page – originator point data entry

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 below.

**Figure 5.1**

### 5.1 ORIGINATION POINT – EDITABLE FIELDS

**A. Blocks 1-21**

The Blocks 1-21 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 (See Figure 5.1).

**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. The application validates the originator’s submitted information and opens the Assign Myself as Screening Point window (See Figure 5.2) where the action can be confirmed or canceled. Originators will not typically use this function unless they are also a Screening Point activity.
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. Clicking the Process as Local Purchase PQDR link displays the Process as Local Purchase web page (See Figure 5.3)
1. Click the Save button on this page to assign the Originator as both the Screening and Action Points for this PQDR (See Figure 5.4).

2. A Successful Save message (See Figure 5.5) should be received after pressing the Save button.
3. Clicking the Continue link will bring up the Originator Point Data Entry page (See Figure 5.6). The Location of PQDR will be ACTION POINT FROM SCREENING POINT.

4. Click on the Action Point link under Choose Level and the Action Point Data Entry page will be displayed (See Figure 5.7)
5. Click on the Send Screening Point Acknowledgement of Receipt and the Send Message page will be displayed (See Figure 5.8)

Figure 5.7

Figure 5.8

6. After sending the message to the Screening Point, click Continue as seen in Figure 5.9 and the Action Point Data Entry page will be displayed allowing access to the Action Point – Editable Fields (See Figure 5.10).
5.3 RELEASE PQDR

Forward to Screening Point

The Forward to Screening Point function is not used when processing as a Local PQDR.
5.4 SEND MESSAGE TO

Before processing the PQDR as a Local Purchase, the only links available here are Supervisor and Other links (See Figure 5.11). After release, the available recipient links will change to allow other types of correspondence. Clicking one of the Send Message links will open up the Send Message form (See Figure 5.8).

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**

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

Click the View/Upload files link to see any files that have been attached to the PQDR to date. The number of currently attached files will appear in parentheses. To attach new files, click the View/Upload Files link and then click Add Attachments and follow the instructions on the page. The maximum file size for any single attachment is 10 megabytes. To remove a selected attachment from the list of correspondence use control "click of the mouse".

5.7 **EXHIBIT TRACKING**

A. 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.

B. **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.

   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 BASE PAGE - Action Point Data Entry - Local Purchase**

6.1 **INVESTIGATION ACTIVITIES**

After designating a PQDR as Local Purchase per section 5.2 of this user guide, the Action Point base page will be displayed (See **Figure 6.1**), from which all investigation and closure activities will be conducted. Notice that Local Purchase is bolded in upper right side.

![Figure 6.1](image)

The Action Point should initiate the investigation immediately upon receipt of the PQDR. For local purchases the investigation will generally 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 for investigation support.
The Action Point will enter or add information or edit information supplied by the Support Point.

6.2 EDIT BLOCKS 1-21 DATA

Edit Blocks 1-21

A. To enter or edit mandatory fields from the SF368 as entered by the Originator click the Blocks 1-21 link from the Action Point base page (See Figure 6.1).

B. 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.

6.3 ACTION POINT EDITABLE FIELDS

View/Edit Action Point Data

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

A. To add or edit information, click the View/Edit Action Point Data link.

B. The PQDR – View/Edit Action Point page displays (See Figure 6.2 and Figure 6.3).
1. 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**: This is the 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.

2. 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.

   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.

3. 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.
6.4 EDIT 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.

B. The PQDR Stock Screening Fields page displays (See Figure 6.4). The Stock screening page is broken down into 3 sections: Stock Screening Codes, Stock Screening Dates and Stock Screening Data. This page provides a means to track stock screenings that have been conducted based on the PQDR.

C. Stock Screening Codes

Stock Screening Codes include the Alert Type and Action Code.

1. The Alert Type identifies the method the stock screening request was received (See Figure 6.5). Choose the appropriate Alert Type from the list for the stock screening that is being initiated.
2. Action codes are associated with stock screening actions and determine the status of the stock screening during the process (See Figure 6.6).

D. Stock Screening Dates

Stock screening dates provide status for the stock screening (See Figure 6.7).

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

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

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

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

E. **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 6.8**)

![Figure 6.8](image)

1. **Quality Inspected**: A running total of Stock Screening information provided from IM (Item Manager)
2. **Quantity Defective**: A running total of Stock Screening information provided from IM.
3. **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.

6.5 **COMPLETE ACTION POINT INVESTIGATION**

Refer to the Closing Actions in Section 7 of this user guide

6.6 **VIEW/ADD NOTES AND REFERENCE BRIEFS**

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

6.7 **ADD ADDITIONAL INFORMATION**
If information in block 22a (Description of Deficiency) needs to be added after the PQDR is released to the Screening Point, then this link is used to add that information. New additions are stamped with the date and name of the user.

6.8 CORRESPONDENCE FUNCTIONS

Action point Letters

Several pre-formatted letters are available for the Action Point’s use during the investigation process.

Clicking the Action Point Letters link opens the PQDR Correspondence form (See Figure 6.9). Which letters are used will depend upon whether another agency is supporting the investigation, which service or agency is serving as the Action Point and other factors. You should consult local policy for guidance on which letters may be applicable to a particular investigation.

6.9 RELEASE PQDR

The Release PQDR options are described in the following sections.

A. Forward to Screening Point for Closing
B. Re-assign/Transfer to new POC within DoDAAC
   This function is seldom used for local purchase investigations, but you may use this
   function to reassign a PQDR to another individual Action Point with your activity.
   Assign to another Action Point Activity
C. Redirect to an External DoDAAC
   The Redirect to an External DoDAAC/Action Point Activity option is not used when
   processing a PQDR as a Local Purchase.
D. Forward to Support Point (DCMA)
   If you have determined that an investigation should be conducted by a Support
   Point activity, then this function will complete the forwarding action. This option
   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 Rework Activity be specified on the “View/Edit
Action Point Data” page as previously discussed.

F. Incorrect Recipient Activity – Return to Screening Point
   In the case of local purchases, this function should only be used in case of an error
   where the deficient item is found not to be purchased locally. In order to redirect
   the PQDR into the proper investigating chain for the government supply system, the
   investigator would use this function and then the same function at the Screening
   Point level to return the PQDR to the Originator level for forwarding to an
   appropriate Screening Point.

6.10 SEND MESSAGE TO
   Before the release of the PQDR for screening, the only links available here are
   “Supervisor” and “Other”. 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.

7 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.
Click on “Complete Action Point Investigation” and the page will display (See Figure 7.1 and Figure 7.2).

Figure 7.1
Figure 7.2

Fields in the interface are described below.

A. **(M) Deficiency Responsibility Code**: Identifies the party found responsible for the deficiency. Vendor or contractor liability is indicated solely by the code of "A-PRIVATE CONTRACTOR". All other codes indicate some degree of government liability or that the responsibility is unknown.

B. **Severity of Defect**: A code identifying the severity of the defect on the material.

C. **(M) Broad Cause Code**: A high level code defining the general cause of the defect.

D. **Detailed Cause Code**: This code should correspond with the broad cause of the deficiency, but define it in greater detail.

E. **Preventive Action Code**: If the contractor’s response included preventive action, was the preventive action satisfactory to the government investigator?

F. **(M) Corrective Action Code**: Identifies the corrective action taken by the contractor and/or government investigators.

G. **Final Exhibit Disposition Code**: Identifies the final disposition of the material.

H. **(M) Defect Verified Ind**: Was the defect verified by the government investigator?

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

J. **(M) 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. **(M) 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. **NAVSUP Disposition Code and Narrative**: This code and the supporting narrative are used for PQDRs where NAVSUP is the Action Point.
8 SUMMARY

This concludes the PQDR entry and investigation instructions local purchase PQDRs. 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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