



**SUPPORT POINT
Deficiency Report Program Manager
(DRPM)**

**Product Quality Deficiency Report
(PQDR) Receipt**

In

**Product Data Reporting and Evaluation
Program (PDREP)**

**User Guide
September 2016**

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*Hold the “CTRL” key and click on paragraph 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:

1. Code of Federal Regulations, 41 CFR 101-26.803-1 - Reporting discrepancies or deficiencies.
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/>

User access and login procedures can be located in the PDREP User Access and Login Procedures guide. First time PDREP users will need to submit a User Access request form, available on the NSLC home page. Click on [User Access Request Form](#) to download the form. Follow the directions on the form to submit the request for access to PDREP.

Requests for changes or improvement to any PDREP application or any of the NSLC Portsmouth web pages should be submitted to:

Customer Support Desk

Commercial Phone: (207) 438-1690 / DSN 684-1690

FAX: (207) 438-6535, DSN 684-6535

Email: webpstmh@navy.mil

Mailing Address

Naval Sea Logistics Center Portsmouth

Bldg. 153, 2nd Floor, Portsmouth Naval Shipyard

Portsmouth, NH 03804-5000

Online in the PDREP Application

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

There are two methods of entering a PQDR. Both methods are accessible from the PDREP Home Page link provided above.

- Personnel can apply for a PDREP-AIS user account and enter and manage PQDRs directly in the PDREP-AIS. Access to the PDREP-AIS allows the Originator to track the PQDR as it is processed, allows “Auto Fill” and “Lookup” options and validation of data entries when creating the PQDR, and allows access to PDREP data, search functions, reports and notifications.
- The Easy Product Data Reporting (EzPDR) application allows personnel to submit PQDRs without having a PDREP account or User ID. Personnel can monitor the progress of the PQDRs they have submitted, but are not permitted access to the full power of PDREPs entire PQDR database.

1 VIEWING THE WORKLIST

Once you have logged in the PDREP Home screen (Figure 1.1) will display. 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.*

The screenshot displays the PDREP Home interface. At the top, a green banner contains the text 'FOUO UNCLASSIFIED FOUO' and 'Product Data Reporting and Evaluation Program (PDREP)'. Below this, a navigation bar includes links for 'PDREP Home', 'Submit Feedback', 'External Links', and 'PDREP Manuals', along with a 'User Profile' section and a 'logout' link. The main content area is divided into two columns. The left column features a 'PDREP APPLICATIONS' section with a list of links, where 'Product Quality Deficiency Report (PQDR)' is highlighted with a red box. Below this is a 'PDREP SEARCHES' section with a list of search options. The right column contains a 'PDREP REPORTS' section with links to various reports, followed by a 'PDREP PARTNER REPORTS' section and a 'SITE ADMIN' section with a 'QA ADMIN (Internal)' link.

PDREP NAVSEALOGCEN PORTSMOUTH, NH. Version : 5.0.27, Build Date : 05/13/2016
Phone : (207) 438-1690 [Email Technical Support](#)
May 23rd, 2016

Figure 1.1

1. Click the *Product Quality Deficiency Report* link under PDREP Applications toward the upper left portion of the screen. The PQDR Worklist will display (Figure 1.2).

Product Data Reporting and Evaluation Program (PDREP)

[PQDR Worklist](#) | [Create New PQDR](#) | [PQDR Search/Reports](#) | [PQDR Clone](#) | [PQDR Analysis Tool](#) | [Preview EZPQDR Entry](#)

PQDR Worklist

Instructions

1. Select **Show Worklist for**
2. Select **Status** for the PQDR list
3. Enter **DODAAC** and/or **User Code**.
4. Add additional information as required to reduce the Worklist result set.

[For additional help](#)

Show Worklist For: SUPPORT POINT **Status:** CURRENT WORKLIST

From Date: 10/03/2010 **To Date:** 10/03/2013

DODAAC: **User Code:**

Sort: RECEIVED DATE - ASC **Organization Code:**

or select from your personalized PQDR Worklists below

To use previously saved Worklists:

1. Select the worklist from **my Worklists**
2. Click **Open my Worklist**
3. To create a new worklist select **Create New Worklist**
4. To delete previously saved worklist select **Manage my Worklists**

my Worklists ▼

Figure 1.2

2. The Worklist settings will default as shown above, 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*. If you want to see all PQDRs assigned to your activity (DoDAAC) then you may remove your User Code and then Display Standard Worklist.
3. The “Status” setting of CURRENT WORKLIST will return only PQDRs currently assigned to the role selected in Show Worklist For. Other available statuses include:
 - a. **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.
 - b. **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.
 - c. **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. 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.
5. The Worklist can also be run for a specific team by entering the designator (Organization Code) for that team. 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.

6. When you have selected the criteria, click *Display Standard Worklist* to view all PQDRs matching the criteria entered. The Worklist results will appear below (Figure 1.3).

CAT	Received	History & Correspondence	RCN	SF-368	Vendor CAGE	Manufacture CAGE	CSI	NSN	Nomenclature	Contact/Phone	Last Action	Last Corr Date	Last Corr From	Status	DR Acknowledge	Days Overdue
II	01/22/2014	View	-14-0002	SF-368			NO	9999	MISCELLANEOUS ITEM		SUPPORT POINT FROM ACTION POINT	01/23/2014		DEFECT UNDER INVESTIGATION	23-JAN-14	961
II	01/23/2014	View	-14-0003	SF-368			NO	9999	MISCELLANEOUS ITEM		SUPPORT POINT FROM ACTION POINT	09/28/2015		DEFECT UNDER INVESTIGATION	23-JAN-14	960

Figure 1.3

7. The search results include the following 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.
 - 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.

- h. **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.
- j. **FSC:** (Required) Four-digit Federal Supply Class of the deficient item.
- k. **NIIN:** (Optional) Nine-digit National Item Identification Number of the deficient item.
- l. **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.

- m. **Nomenclature:** Item description associated with the NIIN.
- n. **Contact/Phone:** The name and telephone number (if provided) of the point of contact who forwarded the PQDR to the current Work List level.
- a. **Last Action:** Displays the last forwarding, release or closure action performed on the PQDR.
- b. **Last Corr Date:** Displays the date of the last correction was completed on the PQDR.
- c. **Last Corr From:** Displays the userid associated with who completed the last correction.
- o. **Status:** Displays the current PQDR status.
- p. **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.

1.1 Personalized PQDR Worklist

1. Click *Create New Worklist*, to create a personalized PQDR Worklist. (Figure 1.4)

Figure 1.4

2. After selecting Create New Worklist select the desired Data Elements for the Worklist (Figure 1.5).

Figure 1.5

3. Selecting of Data Elements:

- a. Selecting one Data Element will give you only the results on that individual element.
- b. Multiple Data Elements may be selected in the column together by using the CTRL or Shift key.
- c. 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*.
- d. 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.
- e. Data Elements can be prioritized in the drop down next to the “Add Where” Button.
- f. 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.
- g. 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.

2 RECEIVING A NEW PQDR

PQDR Worklist	Create New PQDR	PQDR Search/Reports	PQDR Clone	PQDR Analysis Tool
<p>CHOOSE LEVEL</p> <p>Originator Screening Point Action Point Support Point</p> <p>QUICK VIEWS</p> <p>View SF-368 (HTML) View SF-368 (PDF) View Exhibit Tag View Points of Contact History</p> <p>ATTACHMENTS</p> <p>View/Upload Files (4)</p> <p>EXHIBIT TRACKING</p> <p>Exhibit Tracking Create DD-1348</p>	<p style="text-align: center;">SUPPORT POINT INVESTIGATION</p> <p>RCN: :14-0004 NSN: 1H5310000044583L1</p> <p>Category: CATEGORY II Status: EXHIBIT RECEIVED</p> <p>Location of PQDR: ACTION POINT FROM SCREENING POINT</p> <p>Support Point - Editable Fields</p> <p>DRPM MINIMUM REQUIREMENTS:</p> <ol style="list-style-type: none"> 1. Click View Points of Contact <ol style="list-style-type: none"> a. Enter Contractor Investigator information. b. Enter Government Investigator information. 2. Input 1227 data and complete the DCM data page. 3. When investigation is complete, click 'Send Final Reply to Action Point'. <p>Blocks 1- 21 View/Edit DR Data View Exhibit Details Input 1227 Data Clone 1227 Data DCM Data (Defect Codes)</p> <p>View/Add Notes or Reference Briefs Force PQDR Promotion</p> <p>Correspondence Choose an option when you have completed entering in your data PQDR is released to Action Point by sending a Final Reply Letter. Support Point Letters</p> <p>Release PQDR Forward to DRPM for Approval and Release Assign to QAR or Delegate to other Support Point Redirect to another Support Point Incorrect Recipient Activity - Return to Action Point</p> <p>Send Message To Originator Screening Action Other</p> <p>Session Tracking:</p>			

Figure 2.3

3 Initiate Investigation

The DRPM will typically use the actions described in the following sections when initiating an investigation. If the PQDR appears to have been misdirected or other actions are required then proceed to Section 5 of this document.

3.1 View/Edit DR Data

- 1) On the Support Point Investigation base page (Figure 2.3), click the View/Edit DR Data link to access the Deficiency Report Data form (Figure 3.1).
- 2) Enter the Support Point Control Number and review the current suspense dates.

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

Unclassified Naval Nuclear Propulsion Information (U-NNPI/NOFORN) is NOT authorized.

RCN: TPLAN0-00-0004 NSN: EE4444444444444E4
Location of PQDR: SUPPORT POINT FROM ACTION POINT

View: [SF-368 \(HTML\)](#) [SF-368 \(PDF\)](#)

Deficiency Report Data

Instructions
1. Correct format for Date Elements is **MM/DD/YYYY** or use Calendar
2. To save the record, click **Save**
3. To cancel the process, click **Cancel**

Last Used Support Point Control Number for Responsible Activity S0543A: S0543A

CONTROL NUMBERS

Originator: TPLAN0-00-0004
Screening Point:
Action Point:
Support Point: (Format: DODAAC + YYYY + NNNN)
Mfg/Shipper:

PROGRAM CODE

Select Type:
Program Code Selected:

DR INFO

Investigation Status:

DATE INFORMATION

Deficiency Discovered: 12/08/1998
DR Received: 12/16/2011

DR Acknowledged:

Ktr/QAR Notified:

Ktr/QAR Suspend:

CMO Suspend (Overall): 12/26/2011

Exhibit Requested:

Exhibit Received:

Received Disposition Instructions:

Exhibit Disposition:

Support Point Completed:

PDREP NAVSEALOGCENDET PORTSMOUTH, NH. Version : 5.0.8, Build Date : 03/09/2012
Phone : (207) 438-1690 [Email Technical Support](#)
Tuesday, 24th April 2012

Figure 3.1

3.2 View Points of Contact:

This function is found under “Quick Views” in the left-hand navigation pane of the PQDR base page.

- 1) Click “View Points of Contact and the PQDR Points of Contact page will display (Figure 3.2).

Home • Feedback • Links • User Profile • PDREP Manuals User: TEST PLAN • logout

Unclassified Naval Nuclear Propulsion Information (U-NNPI/NOFORN) is NOT authorized.

RCII: TPLANO-00-0004 NSI: EE4444444444444E4
Location of PQDR: SUPPORT POINT FROM ACTION POINT

View: [SF-368 \(HTML\)](#) [SF-368 \(PDF\)](#)

PQDR Points of Contact

Save Save and Exit Cancel

ADD / EDIT POC: Add / Edit Points of Contact

ADD NEW EMAIL: Add New Email to Distribution

Note: Modifications to POC data will not change the level or status of the PQDR

ORIGINATOR	GOVERNMENT INVESTIGATOR
TEST PLAN DODAAC: TPLANO TEST PLAN 123 ANY STREET PORTSMOUTH, NH 03801 Email: TEST@ABOUTBLANK.COM Phone Number: 555-555-5555	<SELECT> Add POC (This individual will appear as the 'Prepared by' on the 1227 form)
SCREENING POINT	KTR INVESTIGATOR
TEST PLAN DODAAC: TPLANO TEST PLAN 123 ANY STREET PORTSMOUTH, NH Email: TEST@ABOUTBLANK.COM Phone Number: 555-555-5555	<SELECT> Add POC
ACTION POINT	MFG/SHIPPER
TEST PLAN DODAAC: TPLANO TEST PLAN 123 ANY STREET PORTSMOUTH, NH 03801 Email: TEST@ABOUTBLANK.COM Phone Number: 555-555-5555	<SELECT> Add POC
SUPPORT POINT	SUB CONTRACTOR
TEST PLAN DODAAC: S0543A DEFENSE CONTRACT MANAGEMENT AGENCY SUNNYVALE, CA 94088-3504 US Email: TEST@ABOUTBLANK.COM Phone Number: 555-555-5555	<SELECT> Add POC

Responsible Support Point

(The DODAAC of the DRPM that releases this PQDR to the Action Point must match this DODAAC) S0543A

Save Save and Exit Cancel

PDREP NAVSEALOGCENDET PORTSMOUTH, NH. Version : 5.0.8, Build Date : 03/09/2012
Phone : (207) 438-1690 Email Technical Support

Figure 3.2

- 2) Select the Government and Contractor Investigators. Be sure to click the “Add POC” button after selecting each investigator from the dropdown list and then “Save” or “Save and Exit” before leaving this page.

- a) If a desired POC does not appear on the dropdown list then you may add them using the “Add New Points of Contact” button. This will allow you to add new POC information directly to your User Profile without leaving the current PQDR under investigation.
- b) Be sure to check the “Responsible Support Point” at the bottom of this page to ensure that the PQDR is assigned to the correct CMO. The Support Point POC and the Responsible CMO may be different if the PQDR has been delegated.

3.3 Notice of Defects

- 1) From the Support Point base page, under “Correspondence” click the “Support Point Letters” link. The PQDR Correspondence page will display (Figure 3.3).

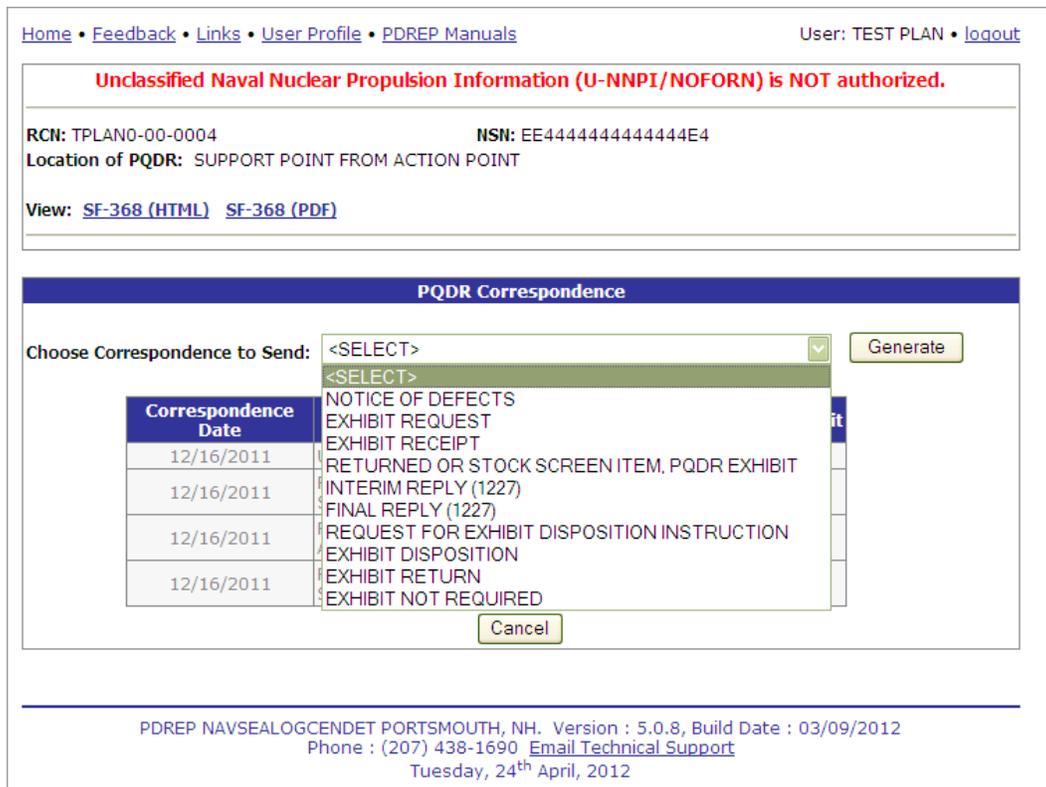


Figure 3.3

- 2) From the dropdown list of available letters select “Notice of Defects”.
- 3) Click the Generate button. The system generates a SUPPORT POINT standard letter (Figure 3.4) which you can edit if desired.

Unclassified Naval Nuclear Propulsion Information (U-NNPI/NOFORN) is NOT authorized.

RCN: TPLAN0-00-0004 NSN: EE44444444444444E4
Location of PQDR: SUPPORT POINT FROM ACTION POINT
View: [SF-368 \(HTML\)](#) [SF-368 \(PDF\)](#)

PQDR Correspondence

• Support Point Control Number must be 14 characters long.

Please complete all missing information in [DR Data](#) page before making any other changes to this letter, as your changes will be lost upon returning to this page.

• Warning: Department Name is missing

This correspondence will be sent to the following recipients

To:

Add Email to TO/CC:

To Email List:

CC:

CC Email List:



Department Name:

Activity Name:

Activity Address:

Activity City/State/Zip:

III REPLY

REFER TO

24 Apr 2012

FOC 2

Dear FOC 2,

The enclosed deficiency report cites the receipt of unsatisfactory material supplied by your company. In accordance with Contract null, DCMA requests that an investigation be conducted and written response be furnished to address the following:

- Root cause of deficiency and why the deficiency was not detected.
- Corrective action to preclude recurrence.
- Your position regarding repair/replacement.
- Identification of other product which may be defective.

Please reference DCMA number null in all correspondence relating to this matter. The DCMA investigator for this report is MR. VALENTINE who may be reached at N/A.

If Exhibit is/is not required to conduct the investigation, provide written notification to the undersigned using the enclosed form by May 1, 2012.

Copy To:

File Name: TPLAN0000004_NOD_01.pdf

Figure 3.4

- a) To edit the contractor’s Exhibit Request Form, click the “Edit Exhibit Request Form” button. The Edit Exhibit Request Form displays (Figure 3.5).

- 4) Most Support Point 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.

3.4 Assign to QAR/Delegate to Other Support Point

- 1) To place the PQDR on the personal Work list of the QAR serving as the Government Investigator, from the Support Point Investigation (DRPM) base page, under the “Release PQDR” heading, click the “Assign to QAR or Delegate to other Support Point” link. The Delegate PQDR to other Support Point form displays (Figure 3.6).

Home • Feedback • Links • User Profile • PDREP Manuals User: TEST PLAN • Logout

Unclassified Naval Nuclear Propulsion Information (U-NNPI/NOFORN) is NOT authorized.

RCN: TPLAN0-00-0004 NSN: EE44444444444444E4
Location of PQDR: SUPPORT POINT FROM ACTION POINT
View: [SF-368 \(HTML\)](#) [SF-368 \(PDF\)](#)

Delegate PQDR to other Support Point

Forward PQDR Cancel

Send To
Choose Support Point Activity: <SELECT ONE>

Send Copy
CC: Add CC Show Add CC List

Message: (This message will appear in the email that is sent but will not be saved in the database)

Subject: Letter of Delegation for Deficiency Report Investigation Support

Deficiency Report TPLAN0-00-0004 was received by DCMA LOCKHEED MARTIN SUNNYVALE CA and is currently under investigation. DCMA LOCKHEED MARTIN SUNNYVALE CA has assigned control number to this case. Information received indicates that

Include Distribution List: Primary

Attach SF-368: Yes Send in format: SF-368 (PDF Format)

Attach SF-1227: No

To add/view attachments [Click here](#)

Forward PQDR Cancel

PDREP NAVSEALOGCENDET PORTSMOUTH, NH. Version : 5.0.8, Build Date : 03/09/2012
Phone : (207) 438-1690 [Email Technical Support](#)
Tuesday, 24th April, 2012

Figure 3.6

- 2) If the QAR has the same DoDAAC as the DRPM then they will automatically have access to the PQDR even if the PQDR is not assigned to them individually. The DRPM retains full access to any PQDR assigned to any user within their DoDAAC.
- 3) If the PQDR is delegated to another CMO or to a QAR under a DoDAAC to which the DRPM does not have access then the Responsible Support Point will remain as the delegating CMO but the PQDR will be under the temporary control of the recipient CMO.

4 Other PQDR Base Page Features

4.1 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:

- 1) **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.
- 2) **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.
- 3) **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.
- 4) **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.
- 5) **View Exhibit Tag:** Displays a DD2332 exhibit tag form for attachment to an exhibit to the PQDR investigation if desired.
- 6) **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.
- 7) **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.

4.2 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 2 megabytes.

4.3 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.

4.4 USER INFORMATION

The “User Profile” link here will redirect you to the same page as the “User Profile” link at the top of most PDREP pages and is placed here as a convenience.

5 Misdirected PQDRs

PQDR’s can sometimes be misdirected. If you receive a PQDR that appears to have been misdirected take the following actions.

- 1) Contact the Action Point to confirm that the CAGE code, contract number, etc. supplied are correct.
- 2) If you are able to identify the correct CMO, use the “Redirect to Another Support Point” link under “Release PQDR” to transfer the PQDR. This will remove the PQDR entirely from the Work list of the transferring CMO.
- 3) If the PQDR should not have been released to the Support Point level or if the recipient CMO is completely unable to determine who the correct CMO should be then the DRPM may *in some cases* use the “Incorrect Recipient Activity- Return to Action Point” function. This function may be used (as a last resort) if the Action Point is a Defense Logistics Agency (DLA), Navy or Marine Corps activity with the exception of NAVAIR.

NOTE: This function must not be used if the Action Point is Army, Air Force or NAVAIR as the PQDR will not be correctly processed in these cases. In these instances the DRPM should contact the Action Point activity and gather sufficient information for redirection of the investigation or contact the PDREP Help Desk for exception processing assistance.

6 SUMMARY

This concludes the receipt processing instructions for SUPPORT POINT Report Program Manager Receipt. For instructions on tracking and following up on investigations, exhibit handling and investigation closure 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:

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