



# Quality Notes User Guide

March 2018



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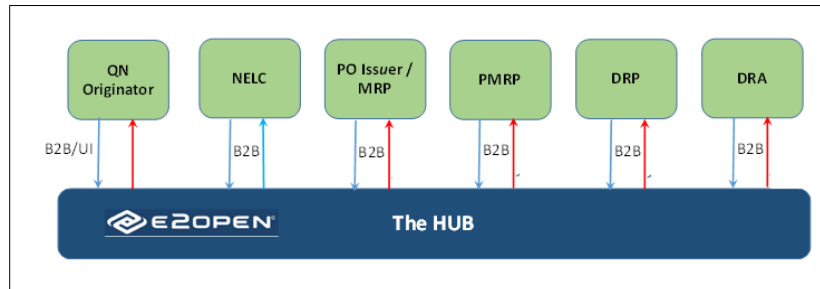
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## Introduction

Quality Notes is a comprehensive, hosted solution that enables suppliers to report non-conformances to Pratt & Whitney and their partners. This role-based solution drastically reduces emails, faxes, and phone calls, decreases risks and provides a real-time, end-to-end picture allowing participants in the disposition chain to view and respond to non-conformances. Quality Notes is part of a larger non-conformance identification and disposition system and works in conjunction with other systems.

When users have non-conformances to report for a part, non-conformances are submitted by users in the Quality Notes solution for disposition. Dispositioning identifies what needs to happen to the product (e.g. can it be repaired or does it need to be disposed). Once non-conformances are submitted into Quality Notes, a Quality Notification (QN) is created. A QN consists of information on the non-conformance and contains a single line or multiple lines detailing a specific non-conformance. Users can enter QNs by logging directly into Quality Notes or in their local system via a B2B connection.

Once the QN is entered, the QN lines (also referenced as QNs) move through the decision chain and is routed to the required participants in the chain based on criteria in the QN and the hub. The hub serves as the bridge for Pratt & Whitney US, Pratt & Whitney CA, their partners (e.g. MTU Aero Engines) and QN Originators (QNO) to share QNs, QN disposition statuses, and QN decisions. Participants may serve in a single role or may serve in multiple roles (e.g. POI could also be DRP).



QNs that contain sensitive information (known as technical data) and are destined to a foreign entity may be routed to a Business Area Export Representative (BAER) Reviewer for application of the proper jurisdiction and classification (known as J/C) and/or licenses. Problem description, long text description, and attachments fields within a QN are considered technical data. If a user is unable to view technical data or if technical data needs to be updated, the QN requires BAER review to acquire proper J/C and licenses. BAER review for a QN can occur any time before a QN is sent to a foreign country.

QNs can move up and down the chain based on variables such as decision, information requested, BAER review, et cetera. Depending on the QN requirement, the QN may not need to

go all the way up the chain. When a disposition decision is made for a QN, the QN is typically sent back down the chain the way it was received.

## QN Workflow Examples

- If a participant is able to make a decision, the QN is sent back down the decision chain.
- If additional information is required from a previous participant in the chain, the QN is sent back down the decision chain before being sent back up. If the QN goes up the chain and additional info is required, a RFI (request for information) is sent back down the chain to the QNO. The QNO responds with a RFI response which goes up the chain to whomever asked the question. The disposition then goes back down the chain.
- If a participant requires help with a QN from a role higher up the chain, the QN is sent up the chain before being sent back down.
- A participant (excluding the QN Originator) can challenge or change the higher level participant's decision (also known as higher authority). If the decision is challenged, the QN is sent back up the chain before being sent back down. If the participant changes the decision, the QN is sent down the chain (unless it was sent by a participant with MRB authority).
- If a QN requires BAER review, the QN is sent to a BAER Reviewer. After BAER review is complete, the QN is routed to the next participant in the chain.

**Note:** Typically, participants in the chain cannot be skipped. For example, if a POI/MRP requires help, the QN will typically route to the next participant in the chain (PMRP) and will not route to a higher authority (e.g. DRP or DRA).

## Roles

The Quality Notes solution is role-based and users can be assigned multiple roles. There are six user roles in the disposition chain including QN Originator, NELC, PO Issuer/MRP, PMRP, DRP and DRA. Information about these roles are described below.

## QN Originator (QNO)

Supplier users require the QNO role to submit non-conformances in Quality Notes.

- QNOs can be suppliers or engine centers. Both suppliers and engine centers with the QNO role can create QNs. Suppliers can create QNs by logging directly into Quality Notes or can submit them via a B2B connection (if available). Engine centers can only create QNs via B2B connection.
- Both Supplier and Engine Center QNOs can view the progress or status of QNs in Quality Notes.
- QNOs can update submitted QNs when the QN is assigned back to them.
- View the progress/status of QNs.
- Respond to RFI (Request for Information) and RCCA (Root Cause and Corrective Action).

## NELC (Center of Excellence)

Users with the NELC role have view only access of Engine Center QNs in Quality Notes. The NELC has full access to the QN and can disposition it. This provides real-time visibility into the status of the QN. **QN responses by the NELC are completed in their local system and not directly in Quality Notes. However, responses are viewable in Quality Notes.** Additionally, users with the NELC role can log into Quality Notes to access e2Open's E2open's Business Intelligence reporting tool.

Responsibilities of users with the NELC role include:

- Working on the disposition. If additional assistance is required, forwarding the QN to the next participant in the disposition chain.
- Requesting additional information via the RFI process.
- Receiving a response to a RFI and then work on the disposition or forward the response to the RFI originator.
- Receiving the disposition from a higher authority in the participant chain, and agreeing or disagreeing to the disposition (this could result in forwarding disposition to the QNO or a challenge to the MRP).
- Provide preliminary review and disposition recommendation.
- View assigned QNs.

**Note:** Not all engine center QNs require NELC review.

## PO Issuer (POI)/Manufacture Responsible Party (MRP)

In the disposition chain, suppliers QNs are routed to the POI. The PO Issuer issues the PO for the part documented in the QN. Engine Center QNs that do not have a POI are routed to the MRP. **Both POIs and MRPs can view the progress and status of QNs created in Quality Notes. POIs can apply PMRPs when the QN state is missing PMRP in Quality Notes.** Additionally, users with the POI role can log into Quality Notes to access e2Open's E2open's Business Intelligence reporting tool. All other responsibilities will be completed by the POI/MRP in their local system and not directly in Quality Notes.

Responsibilities of users with the POI/MRP role include:

- View assigned QNs.
- Assign PMRP when PMRP is missing.
- Request additional information (also known as RFI) from the originator who forwarded the QN (e.g. QNO).
- May provide preliminary review disposition to the QNO. Preliminary review is part of the disposition process and is completed on the business side. This may require input from higher authority.
- Approve or reject dispositions.



- Add or delete QN lines not yet dispositioned.
- When both disposition and RCCA are complete, a QN transitions into a RCCA state. Users with the role of POI are responsible for transitioning QNs to RCCA.

## Primary Manufacturer Responsible Party (PMRP)

The PMRP is the entity assigned for the make and purchase decision of the product.. Users with the PMRP role have view only access in Quality Notes. This provides real-time visibility into the status of the QN. **QN responses by the PMRP are completed in their local system and not directly in Quality Notes. However, responses are viewable in Quality Notes.** Additionally, users with the PMRP role can log into Quality Notes to access e2Open's E2open's Business Intelligence reporting tool.

- Users with the PMRP role have the ability to perform all steps and actions of the POI/MRP except applying missing PMRP adding and deleting lines and PMRP's cannot transition QN's to RCCA state.

## Design Responsible Party (DRP)

The DRP is the entity responsible for producing the product description to support the drawing of parts. Users with the DRP role have view only access in Quality Notes. This provides real-time visibility into the status of the QN. **QN responses by the DRP are completed in their local system and not in Quality Notes. However, responses are viewable in Quality Notes.** Additionally, users with the DRP role can log into Quality Notes to access e2Open's E2open's Business Intelligence reporting tool.

Responsibilities of users with the DRP role include:

- Working on the disposition. If additional assistance is required, forwarding the QN to the next participant in the disposition chain.
- Provide disposition recommendation.
- Requesting additional information via the RFI process.
- Receiving a response to a RFI and then work on the disposition or forward the response to the RFI originator.
- Receiving the disposition from a higher authority in the participant chain and agreeing or disagreeing to the disposition (this could result in forwarding disposition to the MRP or a challenge to the DRP).
- View assigned QNs.

## Design Responsible Authority (DRA)

Users with the DRA role have view only access in Quality Notes. This provides real-time visibility into the status of the QN. **QN responses by the DRA are completed in their local system and not directly in Quality Notes. However, responses are viewable in Quality Notes.** Additionally, users

with the DRA role can log into Quality Notes to access e2Open's E2open's Business Intelligence reporting tool.

Responsibilities of users with the DRA role includes:

- If additional information is required to recommend disposition, DRAs can request the information from the entity who forwarded the QN.
- Provide disposition recommendation to the originator (DRP in this case)
- View assigned QNs.

## [BAER Reviewer](#)

Users with the BAER Reviewer role ensure compliance with import/export government regulations by the review and application of Jurisdiction and Classification (J/C) license to QNs that contain technical data. Review and application of J/C licenses can be completed in Quality Notes or in a user's local system via a B2B connection. It is the responsibility of users with the BAER Reviewer role to ensure they are authorized to apply licenses. Quality Notes does not verify authorization for the role.

## [Company and Vendor Codes](#)

A company may play multiple roles in the QN process. Companies (such as Pratt & Whitney and MTU) may have a unique instance of a role type. For example if PMRP is the role type, Pratt & Whitney has the role of PWA-PMRP and MTU has the role of MTU-PMRP.

However, for the QNO role, each vendor code has a unique role. For example, the role may be PWA-3000-QNO which is *Pratt & Whitney America-Vendor Code-Quality Notification Originator*. Each company may have multiple QNO user roles. Suppliers with multiple supplier codes have the ability to pick the role for a specific supplier code. For example, MTU may have QNO roles MTU-5000-QNO and MTU-42000-QNO. One or both roles can be assigned to a user.

## Assigning Roles

Users with administrative privileges can assign roles to users.

**To assign roles:**

1. From the Navigation Tree, go to **User Admin** then **Assign Roles to User**.
2. Enter search criteria and click **Find**. The user displays. Click **Next**.

Pratt & Whitney  
 Davida Evans System Admin | Exit | Bookmark | Help | About | Feedback

Home  
 My Workspace  
 Exceptions  
 Master Data  
 My Profile  
 User Admin  
 Email Alert Delegation  
 Assign Users to Role  
 Assign Roles to User

Select User  
 Select User Name  
 Find User  
 Username: \* First Name: \* Last Name: \* E-mail: 'davida.evans@exostar.com' Find

User Name	E-mail	Full Name
evansd_3293@securepass.exostartest.com-exostarscp	davida.evans@exostar.com	Davida Evans

Next

**Note:** Asterisks (\*) can be used as wildcards for unknown characters. Fields are case sensitive.

3. Enter the role you are assigning to the user. Click **Find**.

Select User > Assign User Roles  
 Assign Roles to User(evansd\_3293@securepass.exostartest.com-exostarscp)  
 Find Role for Role Assignment  
 x Find

NOTE: A user without any roles will not be able to log in.

4. Select the roles you want to assign to the user. Click **Next**.

Select User > Assign User Roles  
 Assign Roles to User(evansd\_3293@securepass.exostartest.com-exostarscp)  
 Find Role for Role Assignment  
 Find Dissociate All Roles

Role Name	Description	Role Type	Customer/Supplier Name
<input checked="" type="checkbox"/> MTU-PMRP	PMRP role for MTU	broker	N/A
<input type="checkbox"/> MTU1-PMRP	PMRP role for MTU1	broker	N/A

Next

5. Select the default role for the user. Click **Next**.

Select User > Assign User Roles > Select Default Role  
 Select Default Role For User  
 Default Role for evansd\_3293@securepass.exostartest.com-exostarscp (Current Default Role is PWA-NELC)

Domain	Organization	Role Name
<input checked="" type="radio"/> broker_domain	broker_org	MTU-PMRP
<input type="radio"/> broker_domain	broker_org	System Admin

Next

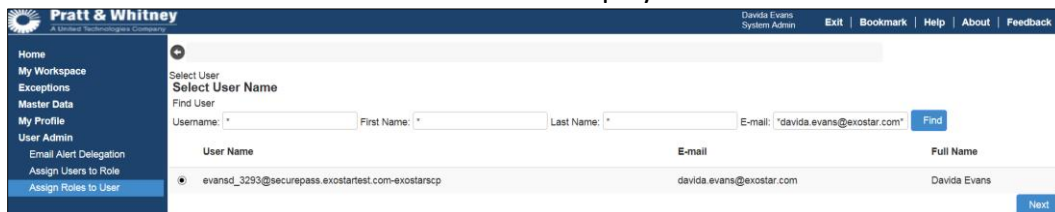
- The role will be assigned to the user.

Assigned Roles to User		
User ID: evansd_3293@securepass.exostartest.com-exostarscp		
Default Role: MTU-PMRP (Domain: broker_domain Organization: broker_org)		
All Roles for evansd_3293@securepass.exostartest.com-exostarscp		
Domain	Organization	Role Name
broker_domain	broker_org	MTU-PMRP
broker_domain	broker_org	System Admin

## Removing Roles

If you have administrative privileges, you can remove roles from users. **To remove roles:**

- From the Navigation Tree, go to **User Admin** → **Assign Roles to User**.
- Enter search criteria and click **Find**. The user displays. Click **Next**.



**Note:** Asterisks (\*) can be used as wildcards for unknown characters. Fields are case sensitive.

- Enter the role you are removing. Click **Find**.

Select User > Assign User Roles  
**Assign Roles to User(evansd\_3293@securepass.exostartest.com-exostarscp)**

Find Role for Role Assignment

*NOTE: A user without any roles will not be able to log in.*

- Deselect the roles you want to remove. Click **Next** and then **Next** again. The role will be removed.

Select User > Assign User Roles  
**Assign Roles to User(evansd\_3293@securepass.exostartest.com-exostarscp)**

Find Role for Role Assignment

User Role			
Role Name	Description	Role Type	Customer/Supplier Name
<input checked="" type="checkbox"/> MTU-PMRP	PMRP role for MTU	broker	N/A
<input type="checkbox"/> MTU1-PMRP	PMRP role for MTU1	broker	N/A

- Clicking **Dissociate All Roles** removes all roles for a user.

## [Getting Started](#)

This section of the guide is for new users of Quality Notes. It provides information on the following topics:

- How to complete login process into Exostar's Quality Notes
- General Navigation

## [How to Login to Quality Notes](#)

In order to access the Quality Notes solution, users must have an Identity Access Management Platform (also known as MAG) account. Exostar's IAM Platform (MAG) provides a consolidated portal for user account authentication and management.

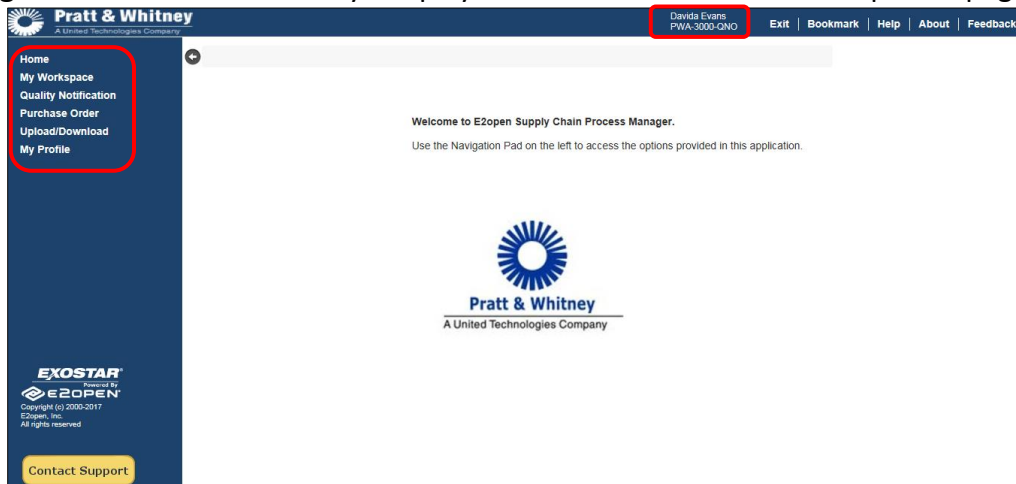
Once you have an approved IAM Platform (MAG) account, your initial login takes you through the **First Time Login** process in which you establish your unique password and select security questions. For subsequent logins, access the IAM (MAG) portal and enter your User ID and password. To learn more about first time login or completing a purchase, please visit <http://www.myexostar.com/iam-resources/>.

Upon successful login to your IAM (MAG) Platform account, locate Quality Notes in your list of applications and click **Open Application**.

The screenshot displays the Exostar IAM (MAG) Platform account dashboard. At the top left is the Exostar logo. Below it is the 'Announcements' section. The user's name, 'User: Davida Evans(ewan)', is visible in the top right. The dashboard includes navigation tabs for 'Home' and 'My Account'. The 'My Applications' section features a legend: a green checkmark for 'Active', a red triangle for 'Action Required', a blue plus sign for 'Access Pending', and a red X for 'Access Suspended'. A table below lists applications with columns for 'Company-Application', 'Status', and 'Announcements'. The first row is 'Supply Chain Platform - Pratt & Whitney', which has a green checkmark status and an 'Open Application' link. A red box highlights the 'Open Application' link and the 'Last Access Date: 20 Dec, 2017 04:43 PM EST' text.

## [General Navigation and Settings](#)

The Quality Notes application provides a **Navigational Tree** and a **My Workspaces** area which help streamline access to content. **Navigation Tree views may vary depending on what role you are using.** Your current role is always displayed in the header field at the top of all pages.



Most of your movement throughout the system occurs via the Navigation Tree.

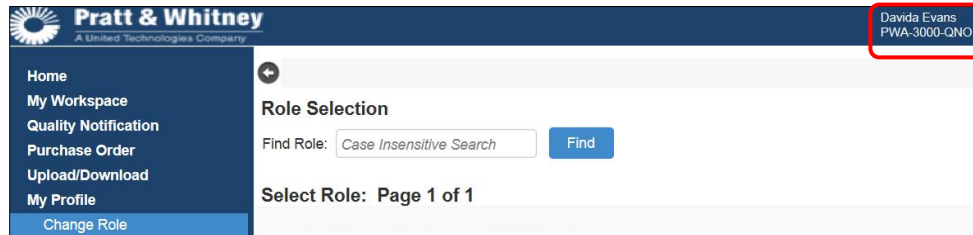
## [My Profile](#)

The My Profile page allows you to manage and update information and preferences regarding your user profile. The Profile page is accessible via the Navigation Tree.



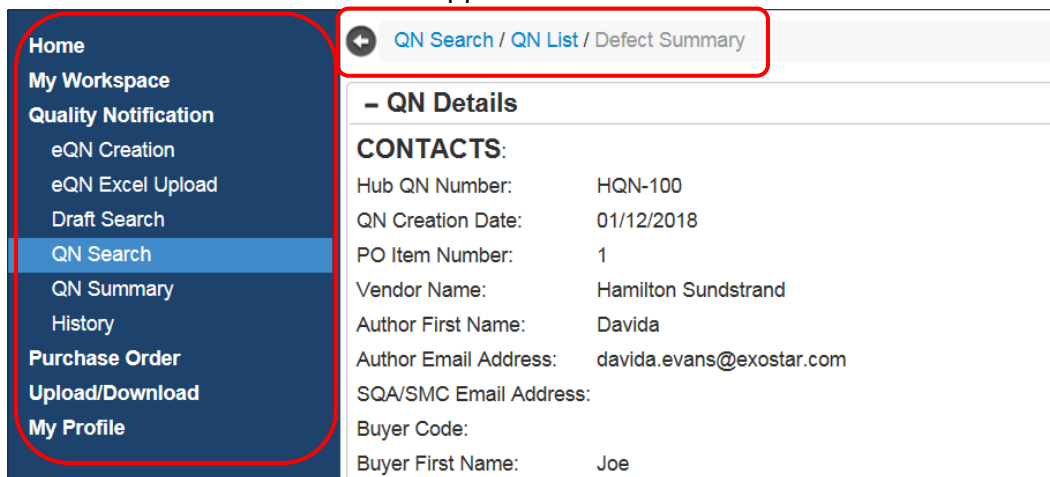
## How to View Roles

To view the list of roles available to you, go to **My Profile** then **Change Role**. To switch roles, click the desired role name. Quality Notes refreshes and the new role is applied. The role displays at the top of each page.



## Back Navigation

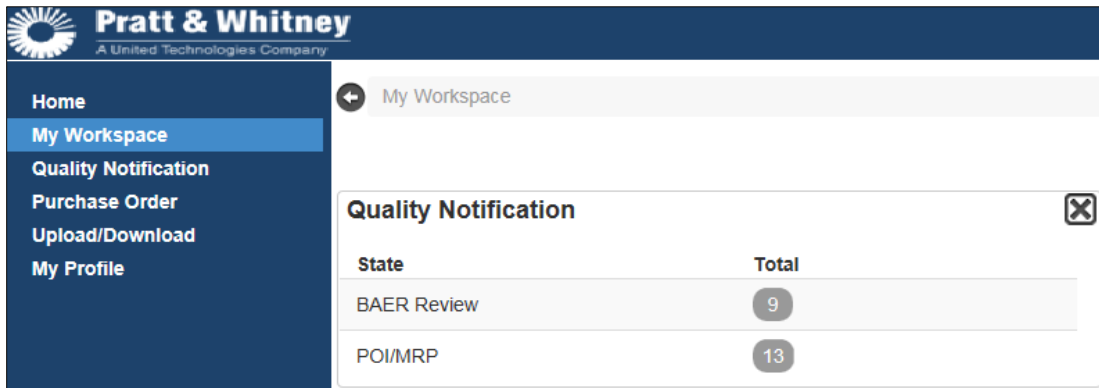
To go back to a previous page, use the breadcrumb trail at the top of the page or Navigation Tree. Using your browser's back button is unsupported.



## My Workspace


The My Workspace page serves as a dashboard view of your transactions. **My Workspace views may vary depending on what role you are using.** The data is organized by the state a QN line is in. Each number on the page is a link that takes you to the notification state you selected. Each row represents the state of the lines and the number of lines currently in that state. My

Workspace automatically refreshes when disposition lines move from one state to another, as you work in Quality Notes.



The screenshot shows the Pratt & Whitney My Workspace interface. On the left is a navigation menu with options: Home, My Workspace (selected), Quality Notification, Purchase Order, Upload/Download, and My Profile. The main content area is titled 'My Workspace' and contains a 'Quality Notification' section with a close icon. Below this is a table with two columns: 'State' and 'Total'.

State	Total
BAER Review	9
POI/MRP	13


**Note:** Clicking the eye  icon (left side of the page) hides records with zero counts.

### Customize the My Workspace Page

You can configure My Workspaces to display information most relevant to you. The following My Workspaces settings are configurable:

- Hide or Show sections of the page.
- Set filters to display desired and relevant date.

To hide/show sections of the My Workspace page:

1. Go to **My Workspace** and select the configurator icon  in the upper right corner.
2. Select the checkboxes for the items you want to display on the **My Workspace** page.
3. Scroll down and select **Update Preferences**.

### Search

You can locate Quality Notifications within the application in three ways:

- From within the **My Workspaces** page
- Using the **Summary Function**
- Using the **Search Function**

When searching, you must be logged in with the correct role associated with the QNs you are searching for. If you are not logged in with the correct role, the QN will not appear in your search results.



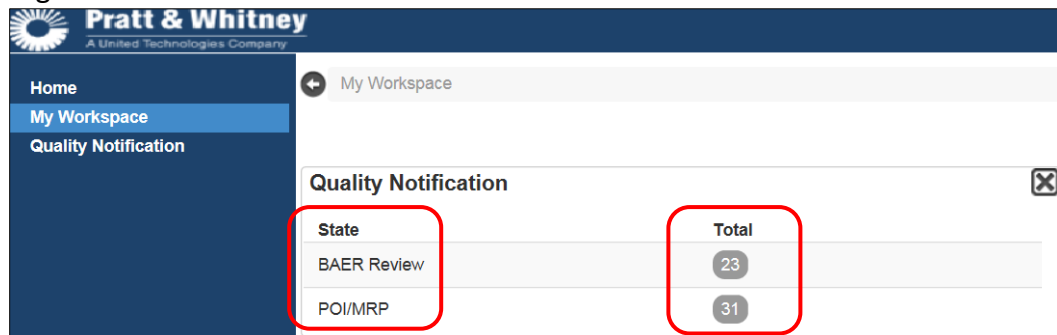
## Locate Quality Notifications via My Workspaces

To search using **My Workspace**:

1. Go to My Workspaces via the Navigation Tree.



2. The value associated with each QN state indicates the number of notifications currently in that state. To open a notification in a particular state, click the value in the **Total** column. The information displayed in this view may vary depending on what role you are using.

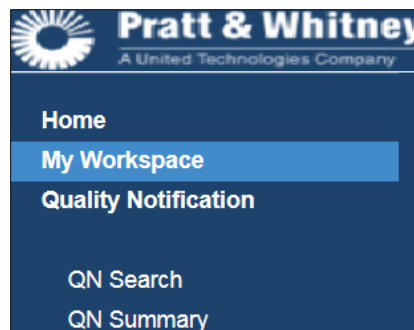


A screenshot of the 'Quality Notification' table in the 'My Workspace' view. The table has two columns: 'State' and 'Total'. The 'State' column lists 'BAER Review' and 'POI/MRP'. The 'Total' column shows the counts '23' and '31' respectively. Red boxes highlight the 'State' and 'Total' columns. The 'Total' values are displayed in circular buttons.

State	Total
BAER Review	23
POI/MRP	31

## Using Search to Locate Quality Notifications

You can locate QNs using the search options available on the Navigation Tree. Search is best used when you are looking for a specific notification. The Search option allows you to search using **QN Search** and **QN Summary**. Depending on your role, Navigation Tree results may appear differently. If you have multiple user roles, you must be logged in with the correct role for the information you are searching for is associated with.



1. From the **Navigation Tree**, go to **Quality Notification** then click **QN Search** or **QN Summary**.
2. If selecting **QN Search**, enter or select search criteria. Click **Search**.

**Note:**

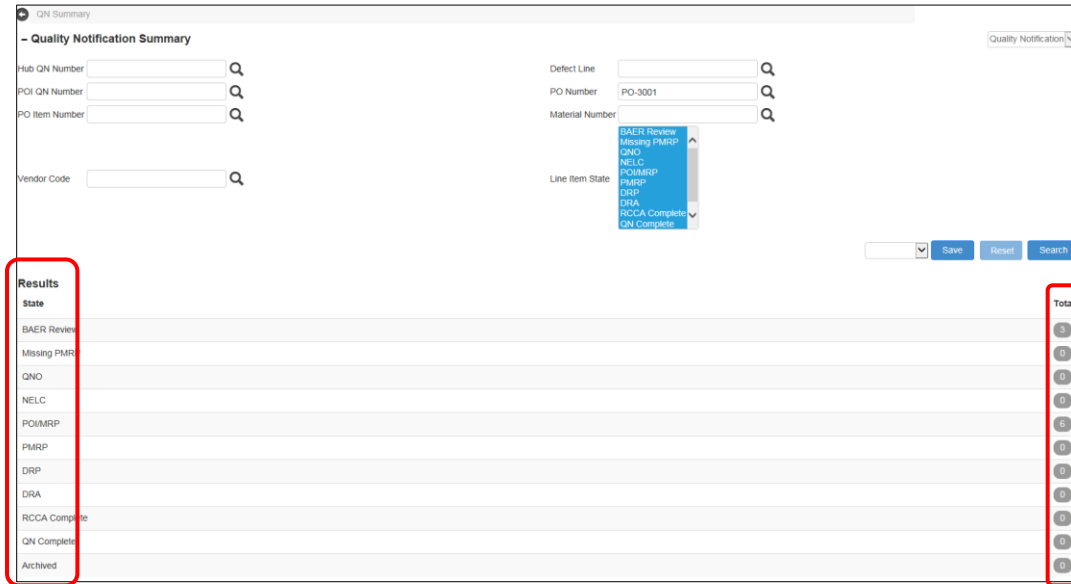
- Search fields without the **auto-complete** feature are case sensitive.
- Asterisks (\*) can be used as wildcards for unknown characters.
- Use commas to separate multiple items.
- The magnifying glass can be used to perform advanced searches.

3. Search results display. Click the **QN** to view.

Hub QN Number	POI QN Number	Line Item State	Status	Owner	Vendor Code	QN Creation Date	Material Number	Engine Serial Number	QN
HQN-34		POI/MRP	DISP Requested	PWA	PWA-3000	08/04/2017	5370303		
HQN-53		BAER Review	Package J/C and License	PWA	PWA-3000	09/28/2017	30G2305		
HQN-53		BAER Review	Package J/C and License	PWA	PWA-3000	09/28/2017	30G2305		
HQN-53		BAER Review	Package J/C and License	PWA	PWA-3000	09/28/2017	30G2305		

**Note:** **View History** allows you to view the audit history of a QN.

- If selecting **QN Summary**, the QN Summary page provides access to all transactions within each notification workflow state. **Results may vary depending on what role you are using.**
- Access the list of notifications in a specific state by clicking on the number in the **Total** column. To narrow results, enter or select search criteria and click **Search**. Results display by state. Information that displays varies by role.

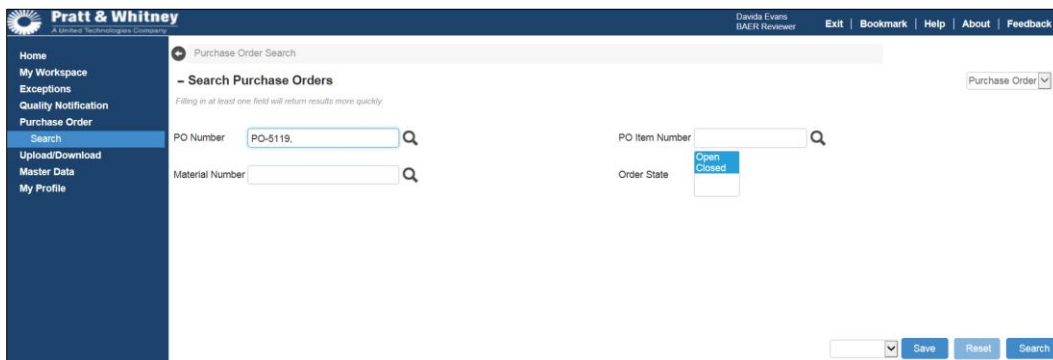


## Purchase Order (PO) Search

PO Search allows users to locate POs. PO Search is available to users with the QNO, POI and BAER Review roles.

To search:

- From the **Navigation Tree**, go to **Purchase Order** → **Search**.
- Enter or select search criteria. Click **Search**.



**Note:**

- Search fields without the **auto-complete** feature are case sensitive.
- Asterisks (\*) can be used as wildcards for unknown characters.
- Use commas to separate multiple items. The system allows users to search for multiple POs at one time.
- The magnifying glass can be used to perform advanced searches.

3. Search results display. The 1 and the 2 after the PO indicates the **PO Item Number**. QNs can be created against a specific PO Item number for a given PO. Click the **PO** to view.

PO Number/PO Item Number	Line Item State	Material Number	Material Name	Target Quantity	Company Code	Vendor Code	Purchasing Org	Purchasing Group
PO-5119/1	Open	PW-1700-8	Air Intake	10	PWAT1	PWAT1-104567	ORG	PURORG
PO-5119/2	Open	PW-1700-8	Air Intake	20	PWAT1	PWAT1-104567	ORG	PURORG
PO-5119/1	Open	PW-1700-8	Air Intake	10	PWA	PWA-104567	ORG	PURORG
PO-5119/2	Open	PW-1700-8	Air Intake	20	PWA	PWA-104567	ORG	PURORG

**Note:** View History allows you to view the audit history of a PO.

## QN Draft Search

Draft search allows users to locate QNs that are saved as a draft but not yet submitted. Draft search is available to users with the QNO role.

To search for a draft:

1. From the **Navigation Tree**, go to **eQN Creation** then **Draft Search**.
2. Enter or select search criteria. Click **Search**.

**Note:**

- Search fields without the **auto-complete** feature are case sensitive.
- Asterisks (\*) can be used as wildcards for unknown characters.

- Use commas to separate multiple items. The system allows users to search for multiple QNs at one time.
- Navigation Tree results may appear differently than illustration due to role.
- The magnifying glass can be used to perform advanced searches.

### 3. Search results display. Click the QN to view.

Hub QN Number	Material Number	PO Number/PO Item Number	QN Creation Date	Engine Serial Number	Subject Code
HQN-103	PW-1700-8	PO-5119/1	01/15/2018		PW Discovered Vendor N/C
HQN-104	PW-1700-8	PO-5119/1	01/15/2018		Product Reliability
HQN-98	PW-1700-8	PO-5119/1	01/12/2018		Vendor Report of Product Nonconformance

**Note:** View History allows you to view the audit history of a Draft QN.

## QN History Search

The QN History Search feature provides an audit trail of QNs.

To search:

1. From the **Navigation Tree**, go to **Quality Notification** then **History**.
2. Enter or select search criteria. Click **Search**.

**Note:**

- Search fields without the **auto-complete** feature are case sensitive.
- Asterisks (\*) can be used as wildcards for unknown characters.
- Use commas to separate multiple items. The system allows users to search for multiple QNs at one time.
- The magnifying glass can be used to perform advanced searches.

- Audit detail information displays. Click the **QN** to view audit history. If you have multiple QNs (as shown below), click the QN number to view audit history for that specific QN.

History Search / List

- History Selector

Change Field: State (Line)  
 Status  
 Owner  
 Line Package Jurisdiction


Operation Type: Insert  
 Update

Expand All  Refresh

Audit Detail - Total 4 records Page 1 of 1

User	Role	Operation Type	Hub QN Number	Defect Line	Transaction D	Change Field	Old Value
evansd_3293@securepass.exostartest.com-exostarscp	PWA-104567-QNO	Insert	HQN-107	2	01/16/2018:18:	All	UI_Cancel_MP
evansd_3293@securepass.exostartest.com-exostarscp	PWA-104567-QNO	Insert	HQN-107	1	01/16/2018:18:	All	ReconfirmDownload
/ansd_3293@securepass.exostartest.com-exostarscp	PWA-104567-QNO	Insert	HQN-105	2	01/16/2018:16:	All	DiscreteAcceptedToAutoArch
/ansd_3293@securepass.exostartest.com-exostarscp	PWA-104567-QNO	Insert	HQN-105	1	01/16/2018:16:	All	VIEW_ATTACHMENT.LineAtt

## Exporting Search Data

Quality Notes allows users to export search data in a text file. To export search results, click the **Export** icon 

## Customizing and Saving Searches

You can save search criteria for future use, or set up some criteria as a default on a search page. If there is certain search criteria you use on a regular basis, this feature is helpful for future use. You can add to or modify the saved search/filter criteria. It is also possible to use the saved criteria for downloading.

- To save a search, enter the search criteria on a **Search** page and click **Save**. The **Filter Criteria** page displays.
- Enter a descriptive name for your search, and click **New**. There is a 32-character limit.

**Filter Criteria**

Please enter a name:  New

Name QN Search Default

---

Last Search  ✕

Update Close

- The new search is created and available to be selected from the **Search** page. You can also set this search as your default from the **Filter Criteria** pop-up screen (displayed by clicking **Save**).

The screenshot shows the 'Search Quality Notification' page. On the left is a sidebar menu with categories like 'My Workspace', 'Quality Notification', 'Purchase Order', 'Upload/Download', and 'My Profile'. The 'Quality Notification' section is expanded, showing options like 'eQN Creation', 'eQN Excel Upload', 'Draft Search', 'QN Search', 'QN Summary', 'History', and 'Search'. The 'QN Search' option is highlighted. The main area contains search criteria: 'Hub QN Number', 'POI QN Number', 'Vendor Material/Part No.', 'Owner', 'Defect Line', 'Material Number', 'QN Creation Date' (with 'From' and 'To' date pickers), and 'Vendor Code'. Each field has a search icon. Below the 'Owner' field is a dropdown menu with options: 'BAER Review', 'Missing PMRP', 'QNO', 'NELC', 'POI/MPR', 'PMRP', 'DRP', 'DRA', 'RCCA Complete', and 'QN Complete'. At the bottom right, there are 'Save', 'Reset', and 'Search' buttons. A red box highlights the 'Last Search Facility Owners' option in the 'Save' button's dropdown menu.

## Search Field Definitions

### Draft Search Fields

Hub QN Number	QN Number (e.g. HQN-100)
Vendor Code	Code assigned to a vendor during the creation of a PO
PO Item Number	Item number listed within a PO
Engine Program	Unique ID for the engine program
POI QN Number	Internal number used for POI
PO Number	Number assigned to a Purchase Order
Vendor Material/Part No.	Vendor's Material Number or Part Number

### QN Search and History Search Fields

Hub QN Number	QN Number (e.g. HQN-100)
POI QN Number	Internal number used for POI
Vendor Material/Part No.	Vendor's Material Number or Part Number
Owner	Owner of the QN (e.g. QNO, DRP, etc.)
Line Item State	State of the QN defect line
Defect Line	QN Line Number that uniquely identifies each line in the QN
Material Number	Unique number that identifies the material/part
QN Creation Date	Date or date range of QN creation
Vendor Code	Code assigned to a vendor during the creation of a PO

### QN Summary Fields

Hub QN Number	QN Number (e.g. HQN-100)
POI QN Number	Internal number used for POI
PO Item Number	Item number listed within a PO
Vendor Code	Code assigned to a vendor during the creation of a PO
Defect Line	QN Line Number that uniquely identifies each line in the QN
PO Number	Number assigned to a Purchase Order
Material Number	Unique number that identifies the material/part
Line Item State	State of the QN defect line



## PO Search Fields

PO Number	The number assigned to a Purchase Order
Material Number	Unique number that identifies the material
PO Item Number	Item number listed within a PO
Order State	State of the Purchase Order (Opened or Closed)

## QN Excel Download Search Fields

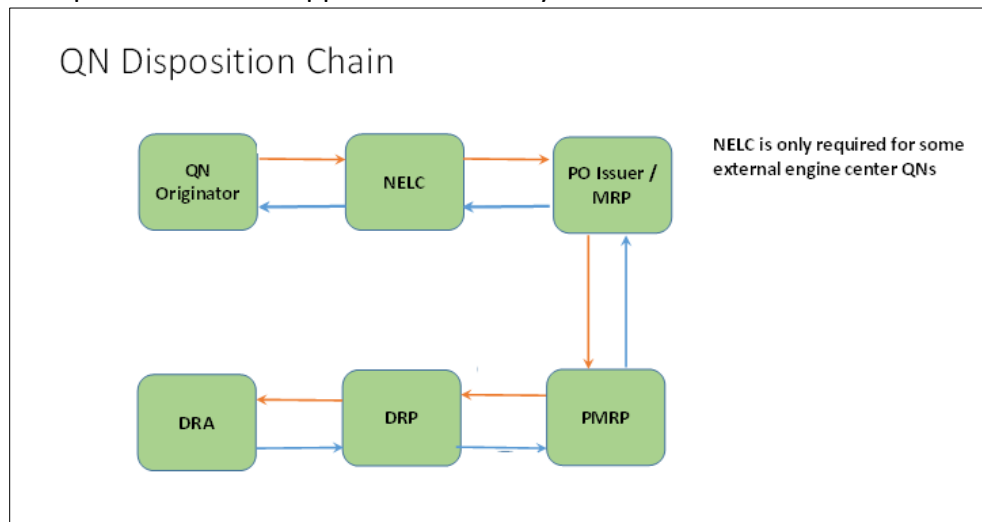
Hub QN Number	QN Number (e.g. HQN-100)
POI QN Number	Internal number used for POI
Vendor Material/Part No.	Vendor's Material Number or Part Number
Owner	Owner of the QN (e.g. QNO, DRP, etc.)
Defect Line	QN Line Number that uniquely identifies each line in the QN
Material Number	Unique number that identifies the material/part
QN Creation Date	Date or date range of QN creation
Line Item State	State of the QN defect line

## Attachments

The ability to add and view attachments is unavailable in phase one of Quality Notes. This feature will be available in a future release.

## Quality Notes Management

QN Management workflow notifications within the Quality Notes solution are used to foster movements of QNs between Pratt & Whitney, their partners and suppliers, and alerts buyers and suppliers of QN statuses and decisions. QNs can be set for a B2B data flow to and from Pratt & Whitney, their partners or the supplier's backend system.

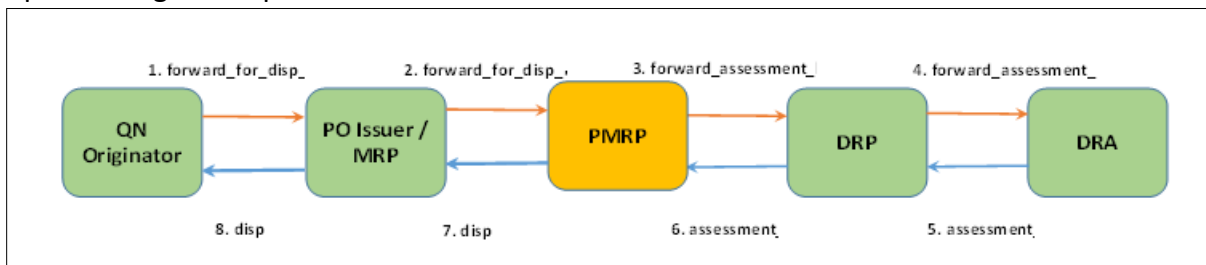


## Material Review Board (MRB) Authority

MRB authority is the authority to make a disposition decision. MRB authority is decided by Pratt & Whitney practices outside of Quality Notes. Someone in the participant chain always has MRB authority and that participant knows if they have MRB authority. **MRB authority is identified via the B2B connection from a user's local system and is not viewable or actionable in Quality Notes.** However, it is important to be aware of in the disposition chain process.

In the following example, the PMRP has MRB authority. The QN is forwarded for disposition from the QNO to POI and then to PMRP (steps 1 and 2). The POI may be able to provide a preliminary disposition for the QN without help from the PMRP. In this case, the QN is routed back down the chain. If the POI is unable to make a preliminary disposition, the QN is routed up the chain.

Since PMRP has MRB authority, the PMRP can make a disposition decision and send the QN back down the participant chain. Steps 3 and 4 illustrate when the PMRP is unable to make a decision and requires help. The QN is sent as an engineering assessment from the PMRP up the chain. Since PMRP holds MRB Authority to disposition but requires help higher up the chain, the QN is sent as a forward for assessment (and not a forward for disposition). On the way back down, the DRP and DRA have to return the engineering assessment (since the QN was received as an assessment [steps 5 and 6]). Since PMRP has MRB authority, they are responsible for dispositioning the request.



**Note:** For a common part which may have multiple DRAs, DRA with MRB Authority is identified by the engine program of the QN.

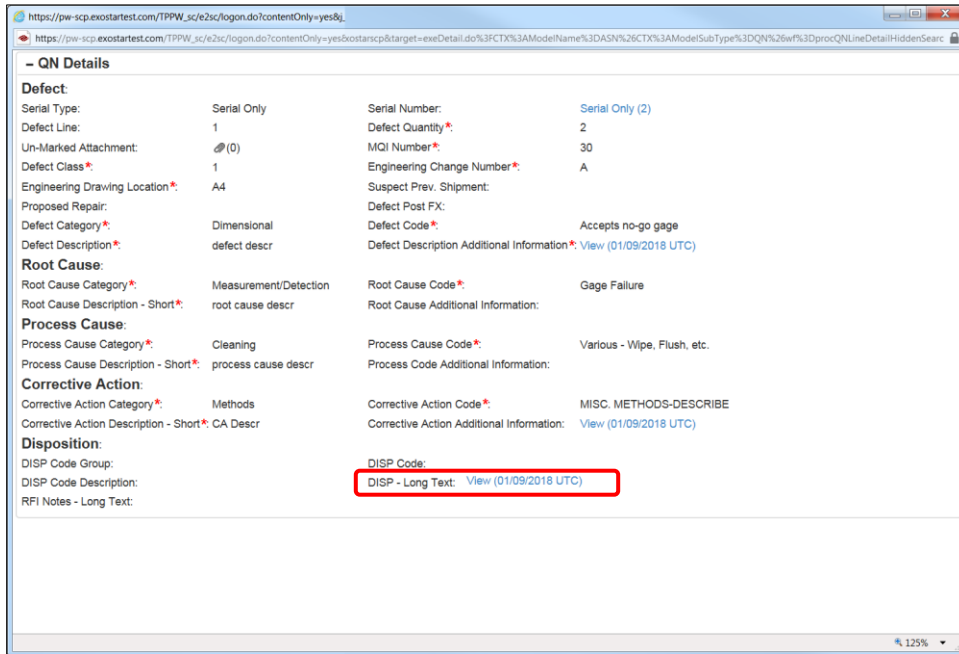
## Preliminary Dispositions

A QN can be preliminarily dispositioned by any participant in chain. Every QN does not travel all the way to the DRP and DRA and may not require dispositioning by a participant with MRB authority. A preliminary disposition is typically an easy decision (e.g. scrapping, repair etc.) the participant can make and does not require help from the next participant in the chain. However, if help is required, the QN is routed up the chain.

## Participant Decision

A participant can dispute a decision made by a participant who has MRB Authority. QNO's cannot change or dispute any decisions. Since MRB authority is decided outside of Quality notes, QNs

move up or down the disposition chain based on responses on B2B messaging. Disposition decisions are tracked and logged in the disposition long text field. If a disposition has been disputed, the information can be viewed in the **Disposition Long Text Field** within a QN Defect line.



## QN Structure

A QN consists of information on the non-conformance and contains a single line or multiple lines detailing a specific non-conformance. When a QN is created in Quality Notes, the QN contains a QN Summary section. This section is referred to as the **Header**. Once the QN Summary section is complete, users can then enter a single non-conformance defect against the part or report

multiple non-conformance details against the part. Each line represents a unique defect and includes information about the defect.

**QN Header Details**

**QN Defect Line Details**

**- QN Details**

**CONTACTS:**  
 Hub QN Number: HQN-110  
 QN Creation Date: 01/16/2018  
 PO Item Number: 1  
 Vendor Name: Hamilton Sundstrand  
 Author First Name: Davida  
 Author Email Address: davida.evans@exostar.com  
 SQA/SMC Email Address:  
 Buyer Code:  
 Buyer First Name: Joe  
 Detail Part No.:  
**MATERIAL:**  
 Material Number: PW-1700-8

POI QN Number:  
 PO Number: PO-5119  
 Vendor Code: PWA-104567  
 Author Last Name: Evans  
 Author Phone Number:  
 SQA/SMC Representative:  
 Supplier Sub-Tier: [View \(No Data\)](#)  
 Buyer Last Name: Inglis  
 Buyer Phone Number: 111-222-3333

Vendor Material/Part No.:

---

**- Quality Notification List - Page 1 of 1; 2 Records** State: All (2) [Filter](#)

Defect Line	Defect Detail	Defect Quantity	Defect Code	Defect Description	MQI Number	Technical Access
1	<a href="#">Defect Detail</a>	1	Length/Height/Width	Part is short	47665	Yes
2	<a href="#">Defect Detail</a>	1	Color	Rust on handle	47661	Yes

[View History](#)

## View Non-Technical QN Defect Details

Clicking Defect Details allows you to view non-technical details of the QN.

- To view details, click the **Defect Detail** line you wish to view.

- Quality Notification List - Page 1 of 1; 2 Records					
Defect Line	Defect Detail	Defect Quantity	Defect Code	Defect Description	
1	<a href="#">Defect Detail</a>	2	Intensity	rusting	
2	<a href="#">Defect Detail</a>	2	Atmosphere	denting	

- QN Details display. Click **View** to view licenses and routing information. If serial number information is available, you can click the text in the serial number field.

- QN Details			
Defect Quantity:	2	MQI Number:	8546
Defect Line:	1	Detail Part No.:	
Engineering Change Number:	46889	Engineering Drawing Location:	
Suspect Prev. Shipment:		Proposed Repair:	
Serial Type:	Serial Only	Serial Number:	<a href="#">Serial Only (2)</a>
Licenses:	<a href="#">View</a>	Routing:	<a href="#">View</a>
Defect Post FX:			

- Clicking **View** in the **Licenses** column allows you to view who has a license and can view technical data. If no information displays in the license column, the company is unable to view technical data. NLR indicates no license is required.

Licenses			
Company	Country	License Number	License Exp. Date (mm/dd/yyyy)
BAER Reviewer	US	NLR	01/01/2200
MTU	DE		
PWA	US	NLR	01/01/2200
PWA-3000	US	NLR	01/01/2200

Cancel

- Clicking **View** from the **Routing** column allows you to view all participants in the chain. This does not mean the QN transitions to all participants but serves to provide visibility. Participants with an active status are involved in the process.

RoutingPopup			
Role	Company/Vendor Code	QN Local ID	Active
QNO	PWA-104567	HQN-110	Active
POI	PWA		Inactive
PMRP	PWCC1		Inactive
DRP	PWAT2		Inactive
DRA	MTU1		Inactive

OK

Using routing and license information allows you to determine if a participant in the chain has a license to view technical data. For example, from the illustrations in steps 3 and 4, PWA is POI (per the routing table). Per the license table, PWA does not require a license since NLR is indicated.

## Filtering

To ensure all QN lines display, ensure you have the filter set to **All**. You can also filter using specific states. Select the criteria and click **Filter**.

- Quality Notification List - Page 1 of 1; 2 Records

Defect Line	Defect Detail	Defect Quantity	Defect Code	Defect Description	MQI Number	State
1	<a href="#">Defect Detail</a>	2	Shrinkage	short	test1	Yes
2	<a href="#">Defect Detail</a>	2	Stained/Discoloration	rust	test2	Yes

20 Records per page View History

State: All (2)

## QN States and State Transitions

When an action or update is made to a QN, the QN is transitioned into a different state (or milestone). States display at the header and defect line level.

**QN Search / QN List / Defect Summary**

**- QN Details**

Author First Name: Davida  
 Author Email Address: david.evans@exostar.com  
 SQA/SMC Email Address:  
 Buyer Code:  
 Buyer First Name: Joe  
 Detail Part No.:  
**MATERIAL:**  
 Material Number: PW-1700-8  
 Operation Number: 56461313646  
 Total Parts Inspected: 100  
 QN Priority Type:  
 State (Header): **POI/MRP**

Author Phone Number:  
 SQA/SMC Representative:  
 Supplier Sub-Tier: [View \(No Data\)](#)  
 Buyer Last Name: Inglis  
 Buyer Phone Number: 111-222-3333

Vendor Material/Part No.:  
 Total Quantity NC Material: 2  
 Cost Consideration:

View Technical Data: [HQN-110](#)

**- Quality Notification List - Page 1 of 1; 2 Records**

State: **POI/MRP (2)** Filter

Defect Line	Defect Detail	Defect Quantity	Defect Code	Defect Description	MQI Number	Technical Access
1	<a href="#">Defect Detail</a>	1	Length/Height/Width	Part is short	47665	Yes
2	<a href="#">Defect Detail</a>	1	Color	Rust on handle	47661	Yes

Records per page: 20 View History

If all lines within a QN are transitioned into the same state (e.g. POI/MRP), the QN header state is the same (POI/MRP). If not all QN lines are in the same state (e.g. one line is transitioned to the POI/MRP for a disposition task and another line is transitioned to the DRA for a disposition task), the QN header state is **Multiple**. Each line is in its own state (e.g. one line is in POI/MRP and the other in DRA). **The state and status are tracked at QN defect line level.**

## QN State Types

QN disposition workflow states include Draft/Open, QN, BAER Review, NELC, POI/MRP, PMRP, DRP/DRA, QN Complete, RCCA Complete, Missing PMRP, and Archive.

### *Draft/Open*

When the QNO is creating a QN, the QN can be put into a draft state until the QN is ready to be submitted/published. The draft state allows the QNO to save the data already entered and continue the creation later. When the QN is in this state, the QNO can upload attachments and enter long text fields. The QNO can also review the QN before final submission.

### *QNO*

QNs transition to a QNO state when the QNO is providing a response to a RFI or RCCA RFI request. When QNs are in a QNO state, the QNO is the QN owner and only the QNO can respond to RFI and RCCA RFI requests through the UI. QNO can respond using their local system if they have a B2B connection.

### *BAER Review*

QNs transition to a BAER Review state when the QN contains technical data and are destined to a foreign entity. QNs are routed to a Business Area Export Representative (BAER) Reviewer for application of the proper jurisdiction and classification (known as J/C) and/or licenses.

### *NELC*

Engine Center QNs transition to a NELC state when the NELC is working on the QN. Please see the roles section in this guide for responsibilities of the NELC. When QNs are in a NELC state, the NELC is the QN owner and only the NELC can update the QN in their local system via B2B connection.

### *POI/MRP*

Supplier QNs transition to a POI state when the POI is working on the QN. Engine Center QNs without a POI are routed to the MRP. Please see the roles section in this guide for activities of the POI/MRP. When QNs are in a POI/MRP state, the POI/MRP is the QN owner and only the NELC can update the QN in their local system via B2B connection.

### *PMRP*

QNs transition to a PMRP state when the PMRP is working on the QN. Please see the roles section in this guide for activities of the PMRP. When QNs are in a PMRP state, the PMRP is the QN owner and only the PMRP can update the QN in their local system via B2B connection.

## *DRP*

QNs transition to a DRP state when the DRP is working on the QN. Please see the roles section in this guide for activities of the DRP. When QNs are in a POI/MRP state, the DRP is the QN owner and only the DRP can update the QN in their local system via B2B connection.

## *DRA*

QNs transition to a DRA state when the DRA is working on the QN. Please see the roles section in this guide for activities of the DRP. When QNs are in a DRA state, the DRA is the QN owner and only the DRP can update the QN in their local system via B2B connection.

## *Root Cause and Corrective Action (RCCA) Complete*

QNs transition to a RCCA Complete state when both disposition and RCCA are complete. Please see the roles section in this guide for activities of the POI. When QNs are in a RCCA Complete state, the POI is the QN owner and only the POI can update the QN in their local system via B2B connection.

## *QN Complete*

QNs transition to a QN complete state when the POI updates the QN in their local system with a complete message via B2B connection and the QN is in a RCCA Complete state. When QNs are in a QN Complete state, the POI is the QN owner and only the POI can update the QN in their local system via B2B connection.

## *Missing PRMP*

QNs transition to a Missing PRMP state when the engine program has not been identified or the engine program has been provided (e.g. PW2020) but the PMRP for the part and engine program is unknown. The engine program is required when the POI forwards the QN to the higher authority (PMRP). When QNs are in a Missing PMRP state, the POI is the QN owner and only the POI can update the QN. The POI logs into Quality Notes to assign the PMRP.

## *Deleted*

The disposition process is stopped for a QN when a POI deletes it. Once a QN is in this state, it cannot be undeleted. The POI is the QN Owner and only the POI can delete the QN in their local system via B2B connection.

## **QN Statuses**

Once a QN is submitted, it is transitioned into a different state. Depending on the state of the QN (remember the state and status are tracked at QN defect line level), the status of QN(s) may vary. For example, if the QN header state says Multiple, there are multiple QN lines in different states.



Each line may be in a different status. If a QN line is in a POI/MRP state and the other line is in a BAER review state, the status for each line may be different.

Hub QN Number	POI QN Number	Line Item State	Status	Owner	Vendor Code	QN Creation Date	Material N
QN-0000001109		POI/MRP	DISP Requested	PWA	5000	01/16/2018	JK001
QN-0000001109		BAER Review	Package J/C and License	PWA	5000	01/16/2018	JK001
QN-0000001109		BAER Review	Package J/C and License	PWA	5000	01/16/2018	JK001

## QN Status Definitions

- **ASSESS Received:** An engineering assessment from a higher authority has been received. This is related to MRB Authority.
- **ASSESS Requested:** Someone from a lower authority requested an engineering assessment. This is related to MRB Authority.
- **BAER Rejected:** Rejected by BAER reviewer because they do not have/know the required license.
- **Baseline J/C:** BAER Reviewer needs to provide baseline J/C before sending to PWA.
- **Deactivated:** POI deactivated the QN.
- **Deleted:** Disposition process stopped and was deleted by a POI/MRP.
- **DISP Received:** A disposition from a higher authority has been received.
- **DISP Requested:** Someone from a lower authority requested a disposition (for example, if the QNO sends a QN to the POI, the POI receives the QN with a line status of "DISP requested")
- **DISP with RCCA Complete:** Disposition and RCCA are both complete.
- **Draft:** A QN is in the draft state and being edited by the QNO before submitting.
- **Missing PMRP:** POI is the owner and needs to assign a PMRP to the QN.
- **Package J/C and License:** BAER Reviewer needs to provide the package J/C and license.
- **QN Complete:** POI updated the QN in their local system with a complete message via B2B connection and the QN is in a RCCA Complete state.
- **RCCA RFI Requested:** POI requires more information before approving the RCCA.
- **Recalled:** QN has been routed to a POI has recalled the QN and regains ownership of the QN.
- **Returned:** Rejected or returned by destination partner.
- **Rejected:** If the QN cannot be received by higher authority.
- **RFI Requested:** Someone from a higher authority requested a RFI.
- **RFI Responded:** Someone from a lower authority sent a response to the RFI.
- **WIP (Work in progress/Working on it):** A participant in the chain is working on the QN.

## Statuses for State Types

The following statuses may display for the corresponding state type:

### *Draft/Open*

- Draft

### *QNO State*

- RFI Requested
- RCCA RFI Requested
- Rejected
- BAER Rejected
- Returned

### *BAER Review*

- BAER Rejected
- Baseline J/C
- Package J/C and License

### *NELC State*

- DISP Requested
- WIP (Work in progress/Working on it)
- DISP Received
- ASSESS Received
- Rejected
- Returned
- RFI Requested
- RFI Responded

### *POI/MRP State*

- DISP Requested
- WIP (Work in progress/Working on it)
- DISP Received
- DISP Complete
- ASSESS Received
- Returned
- RFI Requested
- RFI Responded
- Deactivated

- Recalled
- Rejected
- BAER Rejected

## *PMRP State*

- DISP Requested
- WIP (Work in progress/Working on it)
- DISP Received
- ASSESS Requested
- ASSESS Received
- Rejected
- Returned
- RFI Requested
- RFI Responded

## *DRP State*

- DISP Requested
- WIP (Work in progress/Working on it)
- DISP Received
- ASSESS Requested
- ASSESS Received
- Rejected
- Returned
- RFI Requested
- RFI Responded
- BAER Rejected

## *DRA State*

- DISP Requested
- WIP (Work in progress/Working on it)
- ASSESS Requested
- Rejected
- Returned
- RFI Responded
- BAER Rejected

## *RCCA State*

- DISP with RCCA Complete

## *QN Complete*

- QN Complete

## *Missing PMRP*

- Missing PMRP

## *Deleted*

- Delete

## **QN Creation**

QNs can be created for a single part to report single or multiple non-conformances. In Quality Notes, users can enter QNs individually or multiple QNs simultaneously using the Excel Upload option. QNs can be created against a specific PO Item number for a given PO (e.g. PO Number/PO Item Number). Suppliers who have a B2B connection can submit QNs in their local system. Engine Center QNOs submit non-conformances via their B2B connection.

## **Engine Center QNs**

Engine Center QNs from PWA engine centers (internal engine center QN) or non-PWA engine centers (such as PWC and MTU) are created in the engine center's local system and can only be created in Quality Notes via B2B connection. **Engine Center QN responses and updates are submitted via a participants' local system and not Quality Notes directly. Participants are able to view QN statuses in Quality Notes.**

## **Supplier QNs**

To create a QN, you require the QNO role. When reporting non-conformances for a part, you need Purchase Order information (such as PO number or material number) to create supplier QNs. PO information is not required for creating engine center QNs. When creating the QN, you have the ability to enter Sub-Tier Supplier information if required.

You can use Purchase Order Search to locate the PO:

1. From the Navigation Tree, go to **Quality Notification**.
2. Click **Purchase Order** then **Search**.
3. Enter search criteria and click **Search**.

Pratt & Whitney  
A United Technologies Company

David Evans  
PWA-104567-QNO

Exit | Bookmark | Help | About | Feedback

Home  
My Workspace  
Quality Notification  
eQN Creation  
eQN Excel Upload  
Draft Search  
QN Search  
QN Summary  
History  
Purchase Order  
Search  
Upload/Download  
My Profile

Purchase Order Search

- Search Purchase Orders

Filling in at least one field will return results more quickly.

PO Number: PO-5119\* 🔍

Material Number: PW-1700-8 🔍

PO Item Number: 🔍

Order State: Open

Save Reset Search

**Note:** For additional information about PO Search, see the [PO Number Search](#) section.

4. Click the PO Number line to view PO details. The 1 and the 2 after the PO indicates the PO Item Number. QNs can be created against a specific PO Item number for a given PO.

Home  
My Workspace  
Quality Notification  
eQN Creation  
eQN Excel Upload  
Draft Search  
QN Search  
QN Summary  
History  
Purchase Order  
Search

Purchase Order Search / Purchase Order List

Purchase Order Schedules - Page 1 of 1; 2 Records

PO Number/PO Item Number	Line Item State	Material Number	Material Name	Target Quantity	Company Code	Vendor Code	Purchasing Org	Purchasing Group
PO-5119/1	Open	PW-1700-8	Air Intake	10	PWA	PWA-104567	ORG	PURORG
PO-5119/2	Open	PW-1700-8	Air Intake	20	PWA	PWA-104567	ORG	PURORG

Records per page: 20

View History

Once PO information is available, you can go to **eQN Creation** from the Navigation Tree.

1. From the Navigation Tree, go to **eQN Creation**.
2. Enter search criteria and click **Search**.

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A United Technologies Company

David Evans  
PWA-104567-QNO

Exit | Bookmark | Help | About | Feedback

Home  
My Workspace  
Quality Notification  
eQN Creation  
eQN Excel Upload  
Draft Search  
QN Search  
QN Summary  
History  
Purchase Order  
Search  
Upload/Download  
My Profile

Purchase Order Search

- Search Purchase Orders

Filling in at least one field will return results more quickly.

PO Number: PO-5119\* 🔍

Material Number: PW-1700-8 🔍

PO Item Number: 🔍

Save Reset Search

3. Select the PO number you are reporting non-conformance for and click **Next**. The 1 and the 2 after the PO indicates the PO Item Number. QNs can be created against a specific PO Item number for a given PO.

The screenshot shows the Pratt & Whitney Quality Notification system interface. The top navigation bar includes the Pratt & Whitney logo, user information (David Evans, PWA-104567-QNO), and links for Exit, Bookmark, Help, About, and Feedback. A left sidebar contains navigation options: Home, My Workspace, Quality Notification, eQN Creation (highlighted), eQN Excel Upload, Draft Search, QN Search, QN Summary, History, Purchase Order Search, and Upload/Download. The main content area displays 'Purchase Order Schedules - Page 1 of 1; 2 Records, 1 Selected'. Below this is a table with columns: PO Number/PO Item Number, Line Item State, Material Number, Material Name, Target Quantity, Company Code, Vendor Code, Purchasing Org, and Purchasing Group. Two records are shown: PO-5119/1 (Open, PW-1700-8, Air Intake, 10, PWA, PWA-104567, ORG, PURORG) and PO-5119/2 (Open, PW-1700-8, Air Intake, 20, PWA, PWA-104567, ORG, PURORG). A 'Records per page' dropdown is set to 20, and a 'Next' button is visible at the bottom right.

## Entering QN Header Details

Clicking **Next** requires you to enter the summary details for the QN. Entering summary details creates the header section of the QN.

1. Enter information in the **QN Summary** section. The QN Summary section includes contact, material and subject categories. Fields marked with an asterisk are required. Subject fields such as **Subject Category** and **Subject Code** are pre-defined and the subject code is dependent upon the category.

There is a 40-character limit allowed in the **Problem Description** field. If your description exceeds the 40 character limit, you will need to enter additional description information in the **Additional Problem Description-Long Text** field. To enter long text data, click **View/Change (No Data)**.

- Quality Notification Summary/Quality Notification List/Details			
Hub QN Number:	HQN-120	POJ QN Number:	
QN Creation Date:	01/22/2018	PO Number*:	PO-5119
PO Item Number*:	1	SQA/SMC Representative:	<input type="text"/>
SQA/SMC Email Address:	<input type="text"/>	Supplier Sub-Tier:	<a href="#">View/Change (No Data)</a>
Detail Part No.:	<input type="text"/>		
<b>MATERIAL:</b>			
Vendor Material/Part No.:	<input type="text"/>	Operation Number*:	1134546
Total Quantity NC Material*:	100	Total Parts Inspected*:	1000
Cost Consideration:	<input type="text"/>	QN Priority Type:	<input type="text"/>
<b>SUBJECT:</b>			
Subject Category*:	Development Material	Subject Code*:	<input type="text"/>
Problem Description*:	Dimensional	Additional Problem Description - Long Text:	<a href="#">View/Change (No Data)</a>
<b>Purchase Order Information</b>			
Material Number	Vendor Code	Vendor Name	Buyer PW Clock
			Buyer First Name
			Buyer Last Name
			Buyer Phone Number
			Author First Name
			Author Last Name

- The long text pop-up window allows you to enter a description and revise information multiple times (if required) before submitting the QN. Once the QN is created, long text editing is different. You will not be allowed to change entry in the long text field once entered.

### Enter Sub-Tier Suppliers

- The **Supplier Sub-Tier** field is an optional field which allows you to enter sub-tier supplier information. To enter supplier sub-tier information, click **View/Change (No Data)**.

- Enter the code, name or both. To edit an entry, click in the field column. To save the information, click **Save**.

Supplier Sub-Tier Code And Name	
Supplier Sub-Tier Code	Supplier Sub-Tier Name
1234-A	Alloy Parts & Metals Inc. x

Cancel Save

- The Supplier Sub-Tier field displays the date the information was saved. When ready to proceed with logging non-conformance details, click **Proceed to Defect Details**.

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Home | My Workspace | Quality Notification | eQN Creation | eQN Excel Upload | Draft Search | QN Search | QN Summary | History | Purchase Order | Upload/Download | My Profile

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PWA-104567/GNO | Exit | Bookmark | Help | About | Feedback

Purchase Order Search / Select Order / Create QN

**Quality Notification Summary/Quality Notification List/Details**

\* Denotes required field

**CONTACTS:**  
 Hub QN Number: HQN-120  
 QN Creation Date: 01/22/2018  
 PO Item Number\*: 1  
 SQA/SMC Email Address:   
 Detail Part No.:   
**MATERIAL:**  
 Vendor Material/Part No.:   
 Total Quantity NC Material\*: 100  
 Cost Consideration:    
**SUBJECT:**  
 Purchase Order Information

Material Number	Vendor Code	Vendor Name	Buyer PW Clock	Buyer First Name	Buyer Last Name	Buyer Phone Number	Author First Name	Author Last Name
PW-1700-8	PWA-104567	Hamilton Sundstrand	453-1000	Joe	Inglis	111-222-3333	David	Evans

Cancel | **Proceed with Defect Details**

### Additional Problem Description and Information Fields

When entering data in additional information fields, such as **Additional Problem Description-Long Text** in the QN Header or fields such as **Defect Description Additional Information** and **Root Cause Additional Information** in the QN Defect Line, timestamp information (MM/DD/YY and UTC) display once the information is saved. If View/Change (No Data) displays, no information was entered. When information is updated in these fields, the date reflects the date the update was completed. To enter data or to view, click **View/Change** in the long text field. Participant responses will display in these fields.

### QN Header:

**QN Details**

SQA/SMC Email Address:   
 Buyer PW Clock: 453-1000  
 Buyer First Name: Joe  
 Detail Part No.:   
**MATERIAL:**  
 Material Number: PW-1700-8  
 Operation Number\*: 178  
 Total Parts Inspected\*: 100  
 QN Priority Type: 0  
**SUBJECT:**  
 Subject Category\*: Development Material  
 Problem Description\*: Part not consistent  
 State (Header): QNO

Supplier Sub-Tier: View (No Data)  
 Buyer Last Name: Inglis  
 Buyer Phone Number: 111-222-3333  
 Vendor Material/Part No.:   
 Total Quantity NC Material\*: 2  
 Cost Consideration:    
 Subject Code\*: Development Material

**Additional Problem Description - Long Text: View/Change (No Data)**

**Quality Notification List - Page 1 of 1; 2 Records**

Defect Line	Defect Detail	Defect Class	Defect Quantity	Root Cause Cat.	Root Cause Code	Process Cause Cat.	Process Cause Code	Corrective Action Cat.	Corrective Action Code
0	Defect Detail								
0	Defect Detail								



## QN Line Details:

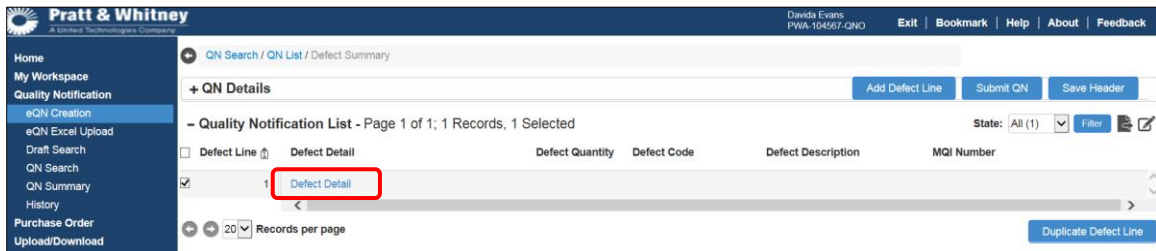
**- QN Details**

**Defect:**  
 Serial Type:  Serial Number:   
 Defect Line:  Defect Quantity\*:   
 Un-Marked Attachment:  MQI Number\*:   
 Defect Class\*:  Engineering Change Number\*:   
 Engineering Drawing Location\*:  Suspect Prev. Shipment:   
 Proposed Repair:  Defect Post FX:   
 Defect Category\*:  Defect Code\*:   
 Defect Description\*:  Defect Description Additional Information\*: [View/Change \(02/23/2018 UTC\)](#)  
**Root Cause:**  
 Root Cause Category\*:  Root Cause Code\*:   
 Root Cause Description - Short\*:  Root Cause Additional Information: [View/Change \(01/30/2018 UTC\)](#)  
**Process Cause:**  
 Process Cause Category\*:  Process Cause Code\*:   
 Process Cause Description - Short\*:  Process Code Additional Information: [View/Change \(No Data\)](#)  
**Corrective Action:**  
 Corrective Action Category\*:  Corrective Action Code\*:   
 Corrective Action Description - Short\*:  Corrective Action Additional Information: [View/Change \(No Data\)](#)  
**Disposition:**  
 DISP Code Group: \_\_\_\_\_ DISP Code: \_\_\_\_\_  
 DISP Code Description: \_\_\_\_\_ DISP - Long Text: \_\_\_\_\_

## Entering QN Defect Detail Lines

You now need to enter non-conformance details. Depending on your requirement, you can report a single non-conformance defect or multiple non-conformance defects against a part. Each non-conformance for the part requires its own defect detail line. For example, if reporting dimensional and color non-conformances for a part requires two different QN defect detail lines.

1. Click **Defect Detail**.



Note: To view Header Details, click the plus sign (+) next to QN Details.

2. The QN Defect Details section includes defect, root cause, process cause, and corrective action categories. Fields marked with an asterisk are required. **Category** and **Code** fields are pre-defined and code fields are dependent upon the category selected. There is a 40-character limit in the short description fields. If your description exceeds the 40-character

limit, you must enter additional description information in the corresponding additional description fields.

**QN Search / QN List / QN Line Detail**

**- QN Details**

**Defect:**  
 Serial Type: Serial Only  
 Defect Line: 1  
 Un-Marked Attachment: (0)  
 Defect Class\*: Critical  
 Engineering Drawing Location\*: USA  
 Proposed Repair: [Dropdown]  
 Defect Category\*: Dimensional  
 Defect Description\*: Dimensional

**Root Cause:**  
 Root Cause Category\*: Dimensional (UTAS)  
 Root Cause Description - Short\*: Dimensional

**Process Cause:**  
 Process Cause Category\*: Cause Unknown/No  
 Process Cause Description - short\*: Unknown

**Corrective Action:**  
 Corrective Action Category\*: [Dropdown]

**Serial Number:** Serial Only (1)  
 Defect Quantity\*: 1  
 MQI Number\*: 123  
 Engineering Change Number\*: [Text]  
 Suspect Prev. Shipment: [Dropdown]  
 Defect Post FX: [Dropdown]  
 Defect Code\*: Length/Height/Width  
 Defect Description Additional Information\*: View/Change (01/22/2018 UTC)

**Root Cause Code\*:** Dimensions outside  
 Root Cause Additional Information: View/Change (No Data)

**Process Cause Code\*:** Required Proc Caus  
 Process Code Additional Information: View/Change (No Data)

**Corrective Action Code\*:** [Text]

Save Draft Save Line

## Entering Defect Quantity

Defect quantity must be greater than zero. If it is not, you receive a defect quantity error message. When selecting **Serial Type**, the number of serial numbers (part identification) must match the defect quantity. If selecting none for serial type, the defect quantity cannot be greater than the total quantity non-conformance material reported in the QN Header section.

**- QN Details**

**Defect:**  
 Serial Type: [Dropdown: None, Serial Only, Heat Code and Suffix Only, Serial, Heat Code and Suffix]  
 Defect Line: [Text]  
 Un-Marked Attachment: (0)  
 Defect Class\*: [Dropdown]

**Serial Number:** Serial Only (0)  
 Defect Quantity\*: [Text]  
 MQI Number\*: [Text]

**MATERIAL:**  
 Vendor Material/Part No.: [Text]  
 Total Quantity NC Material\*: 100  
 Cost Consideration: [Dropdown]  
 SUBJECT: [Text]

Located on QN Header Details →

If anything except for **None** is selected for **Serial Type**, the **Defect Quantity** and **Serial Number** fields must match. If it does not match, a **Defect Quantity Identification** error message displays.

QN Search / QN List / QN Line Detail

**Application Message**  
 Defect Quantity Identification is missing.

**- QN Details**

**Defect:**

Serial Type: Serial Only  
 Defect Line: 1  
 Un-Marked Attachment: (0)  
 Defect Class\*: Critical  
 Engineering Drawing Location\*: 2  
 Proposed Repair: [dropdown]  
 Defect Category\*: Material Packaging/Shipping  
 Defect Description\*: test  
**Root Cause:**  
 Root Cause Category\*: Requirement Flowdown

Serial Number: Serial Only (0)  
 Defect Quantity\*: 1  
 MQI Number\*: a  
 Engineering Change Number\*:  
 Suspect Prev. Shipment: [dropdown]  
 Defect Post FX: [dropdown]  
 Defect Code\*: Container/Material Damage  
 Defect Description Additional Information\*: ViewChange (02/23/2018 UTC)  
 Root Cause Code\*: Cold Start

## Enter Serial Type

The text that displays in the Serial Number field varies depending on what was selected from the **Serial Type** dropdown menu. Select **Serial Type** and click the text that displays in the Serial Number field (e.g. Serial Only).

QN Search / QN List / QN Line Detail

**- QN Details**

**Defect:**

Serial Type: Serial Only  
 Defect Line: 1  
 Un-Marked Attachment: (0)  
 Defect Class\*: Critical  
 Engineering Drawing Location\*: USA  
 Proposed Repair: [dropdown]  
 Defect Category\*: Dimensional  
 Defect Description\*: Dimensional  
**Root Cause:**  
 Root Cause Category\*: Dimensional (UTAS)  
 Root Cause Description - Short\*: Dimensional

Serial Number: Serial Only (0)  
 Defect Quantity\*: 1  
 MQI Number\*: 123  
 Engineering Change Number\*:  
 Suspect Prev. Shipment: [dropdown]  
 Defect Post FX: [dropdown]  
 Defect Code\*: Length/Height/Width  
 Defect Description Additional Information\*: ViewChange (01/22/2018 UTC)  
 Root Cause Code\*: Dimensions outside  
 Root Cause Additional Information: ViewChange (No Data)

Serial numbers cannot exceed 18 characters. Duplicate serial numbers are not allowed. Enter the information and click **Save**. To delete, click the number column, click **Remove** and **Save**. Clicking the description column does not remove the information.

Part Identification

Serial Number	
1	1234-AB

Total Records: 0

Close Reset Remove Save

The Serial Number field displays the saved information. When you are ready to save the line, click **Save Line**. If you do not have all the information you need or if you need to save it as a draft, click **Save Draft** when creating the defect line. Saving as draft does NOT send the QN for disposition request.

QN Search / QN List / QN Line Detail

**- QN Details**

**Defect:**  
Serial Type: Serial Only  
Defect Line: 1  
Un-Marked Attachment: 0  
Defect Class\*: Critical  
Engineering Drawing Location\*: USA  
Proposed Repair: [dropdown]  
Defect Category\*: Dimensional  
Defect Description\*: Dimensional

**Root Cause:**  
Root Cause Category\*: Dimensional (UTAS)  
Root Cause Description - Short\*: Dimensional

**Process Cause:**  
Process Cause Category\*: Cause Unknown/No  
Process Cause Description - short\*: Unknown

**Corrective Action:**  
Corrective Action Category\*: Tooling/Gaging

Serial Number: Serial Only (1)  
Defect Quantity\*: 1  
MQI Number\*: 123  
Engineering Change Number\*: 123456  
Suspect Prev. Shipment: [dropdown]  
Defect Post FX: [dropdown]  
Defect Code\*: Length/Height/Width  
Defect Description Additional Information\*: View/Change (01/22/2018 UTC)  
Root Cause Code\*: Dimensions outside  
Root Cause Additional Information: View/Change (No Data)  
Process Cause Code\*: Required Proc Caus  
Process Code Additional Information: View/Change (No Data)  
Corrective Action Code\*: REPAIRED TOOLIN

Save Draft Save Line

- Once the line is saved, you can view it before submitting the QN. To see header details, click the plus sign (+) to expand QN Details.

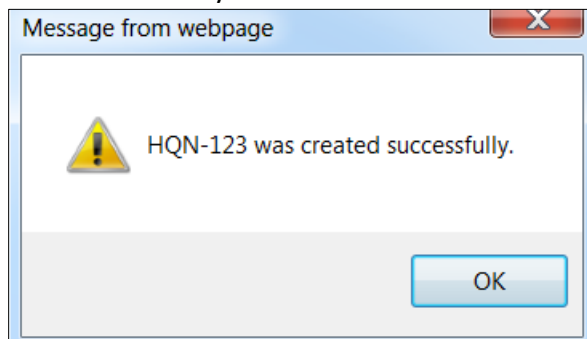
QN Search / QN List / Defect Summary

+ QN Details Add Defect Line Submit QN Save Header

- Quality Notification List - Page 1 of 1; 2 Records State: All (2) Filter

Defect Line	Defect Detail	Defect Quantity	Defect Code	Defect Description	MQI Number
1	Defect Detail	1	Assembly without Approval	Assembly	12

- If you do not have additional non-conformances to report and you are ready to submit the QN for disposition, click **Submit QN**. You receive a successful notification. Once submitting the QN, you cannot modify it.



## Add Additional QN Detail Defect Lines

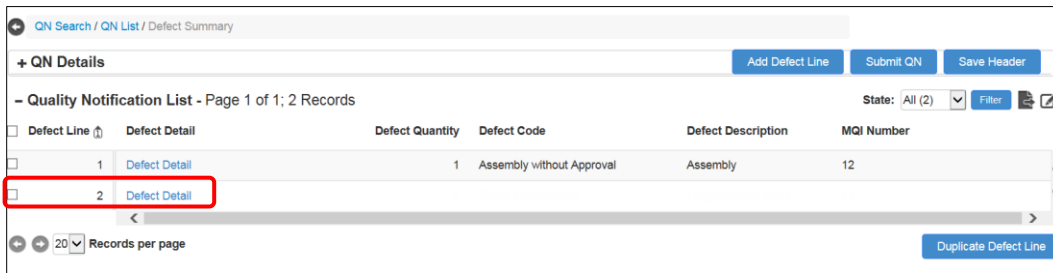
If you have additional non-conformances to report for the part, you can add additional defect lines.

To add a line:

1. Click **Add Defect Line**.



2. The new line display. Click on **Defect Detail** to add the defect details.

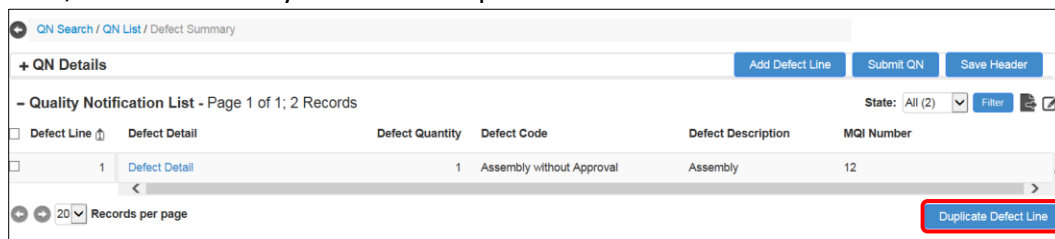


3. Follow steps in the [Entering QN Defect Detail Lines](#) section for instruction on entering defect line details and saving.

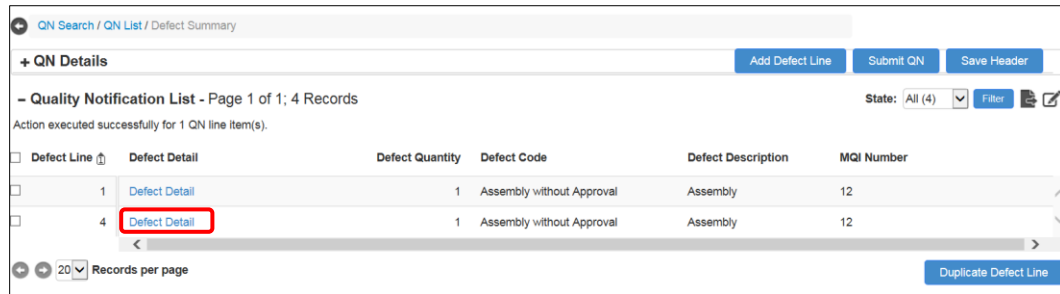
## Duplicate QN Detail Defect Lines

If information for additional non-conformances share some of the same defect details as a previous one, you can duplicate an existing defect line. All data fields of the selected QN line are copied to the new QN line, except attachments and serial numbers. You can modify the details with the differing information.

1. Once you have entered a defect line, click **Duplicate Defect Line**. If you have multiple lines, select the lines you want to duplicate.



- The duplicated line displays. To modify the details, click **Defect Detail**.

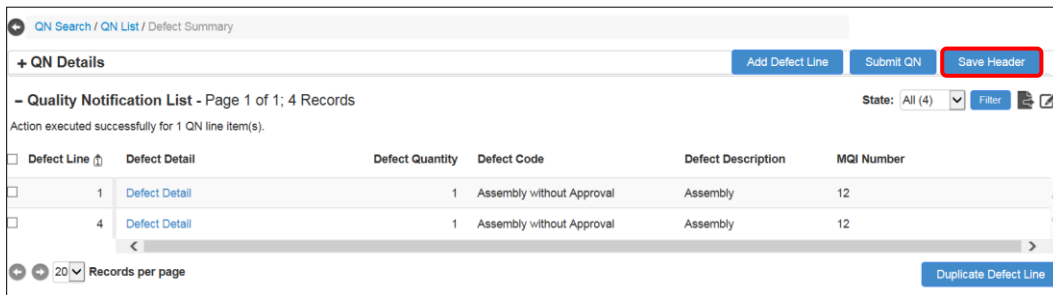


- Follow steps in the [Entering QN Defect Detail Lines](#) section for instruction on entering defect line details and saving.

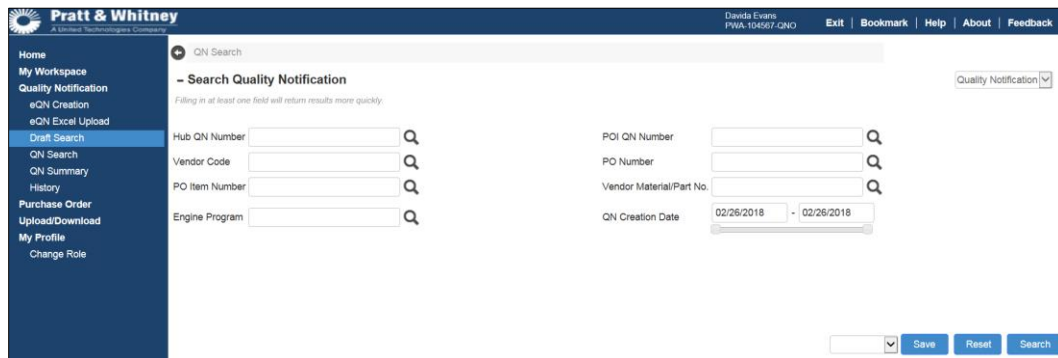
## Save QN Header

The Save Header feature allows you to edit the QN Header details before submission

- From the QN Details screen, click **Save Header**.



- The QN transitions to a **Draft** state. To locate the QN, you must complete a **Draft Search** from the Navigation Tree. To locate the QN, enter search criteria. For example, you can use multiple search criteria or single search criteria (such as QN Creation Date). Click **Search**.



3. QN information displays. Click the QN you want to edit.

QN Search / QN List

Quality Notification List - Page 1 of 1; 2 Records

Hub QN Number	Material Number	PO Number/PO Item Number	QN Creation Date	Engine Serial Number	Subject Code
HQN-169	PW-Comm-1	PO-5419/1	02/26/2018		Vendor Report of Product Nonconformance
HQN-171	PW-Comm-1	PO-5419/2	02/26/2018		Commercial Deviation (Temp Eng. Chg)

4. You are presented with the QN defect details. To see header details, click the plus sign (+) to expand QN Details. Complete edits.

QN Search / QN List / Defect Summary

**+ QN Details** Add Defect Line Submit QN Save Header

- Quality Notification List - Page 1 of 1; 4 Records State: All (4) Filter

Defect Line	Defect Detail	Defect Quantity	Defect Code	Defect Description	MQI Number
1	<a href="#">Defect Detail</a>	1	Assembly without Approval	Assembly	12
2	<a href="#">Defect Detail</a>	1	Chord Width/Length	Length/Width/Height	12
3	<a href="#">Defect Detail</a>	1	Chord Width/Length	Length/Width/Height	12
4	<a href="#">Defect Detail</a>	1	Assembly without Approval	Assembly	12

Records per page: 20 Duplicate Defect Line

5. If editing defect lines, you are required to enter notes in the **Defect Description Additional Information** field.

QN Search / QN List / QN Line Detail

- QN Details

Defect Line: 1

Un-Marked Attachment: (0)

Defect Class\*: Critical

Engineering Drawing Location\*: 1

Proposed Repair: [Dropdown]

Defect Category\*: Run In/Acceptance Test P[Dropdown]

Defect Description\*: 2

**Root Cause:**

Root Cause Category\*: Inspection Controls

Root Cause Description - Short\*: 1

**Process Cause:**

Process Cause Category\*: Welding

Process Cause Description - Short\*: 1

**Corrective Action:**

Corrective Action Category\*: Methods

Corrective Action Description - Short\*: 1

Defect Quantity\*: 1

MQI Number\*: 1

Engineering Change Number\*: 2

Suspect Prev. Shipment: [Dropdown]

Defect Post FX: [Dropdown]

Defect Code\*: Out of Limits

**Defect Description Additional Information\*: View/Change (03/01/2018 UTC)**

Root Cause Code\*: First Article Inspection

Root Cause Additional Information: View/Change (No Data)

Process Cause Code\*: Laser Welding

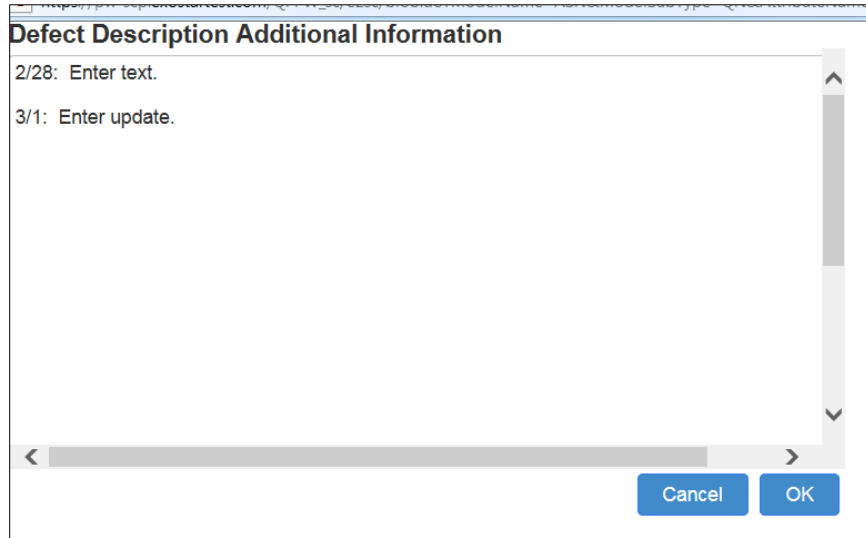
Process Code Additional Information: View/Change (No Data)

Corrective Action Code\*: ASSEMBLY METHOD CH[Dropdown]

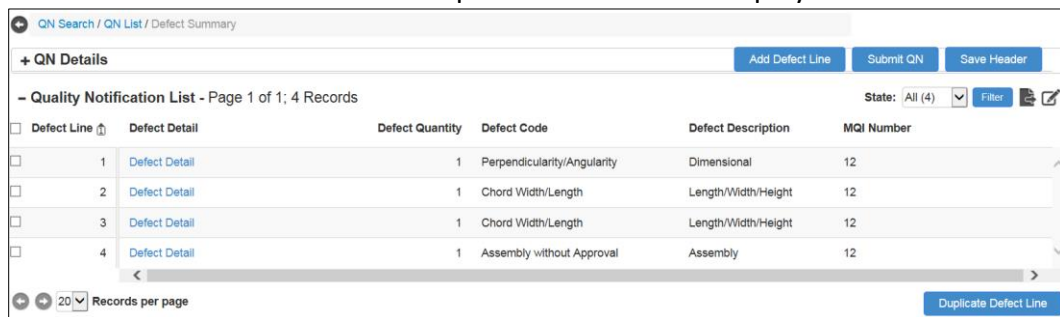
Corrective Action Additional Information: View/Change (No Data)

Save Draft Save Line

6. Enter description and click **OK**. Failure to enter information will result in an error message when trying to submit QN.



7. Edit the line and click **Save Line**. The updated information displays.



Defect Line	Defect Detail	Defect Quantity	Defect Code	Defect Description	MQI Number
1	Defect Detail	1	Perpendicularity/Angularity	Dimensional	12
2	Defect Detail	1	Chord Width/Length	Length/Width/Height	12
3	Defect Detail	1	Chord Width/Length	Length/Width/Height	12
4	Defect Detail	1	Assembly without Approval	Assembly	12

8. When you are ready to submit the QN, click **Submit QN**.

## Creating Supplier QNs using Excel Upload Option

Users with the QNO role can create QNs by uploading an Excel template. Some supplier users may have QNs in an electronic form. Therefore, an Excel template for QN creation enables electronic download or transfer of QN data into an Excel file for upload.

You can obtain the Excel Upload template from the Help files section within the Quality Notes solution. The Help section is located in the upper, right corner of the solution.

[Exit](#) | [Bookmark](#) | [Help](#) | [About](#) | [Feedback](#)

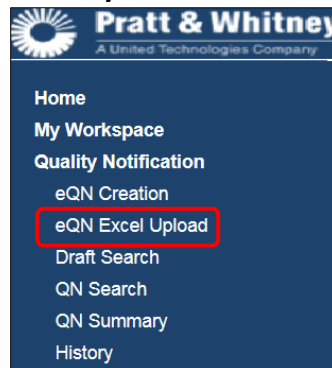


For successful upload, please ensure the following:

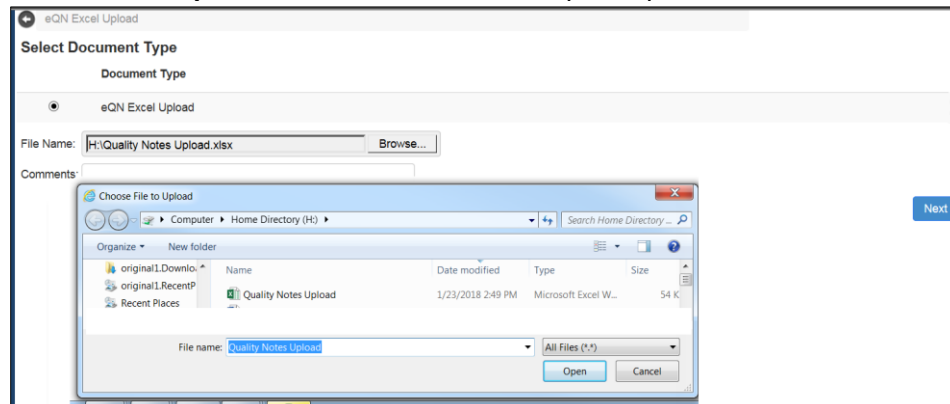
- Defect quantity is greater than zero.
- The number of serial numbers is equal to defect quantity.
- Serial numbers do not exceed 18 characters.
- Serial numbers are not duplicated.
- Ensure you are using the correct role for the information you are uploading is associated with if you have multiple QNO roles.
- Confirm the PO numbers is in Quality Notes. You can do a [PO Search](#) to verify if you are unsure.

You can complete the Excel template either manually or electronically. You need to save the document to your computer before uploading.

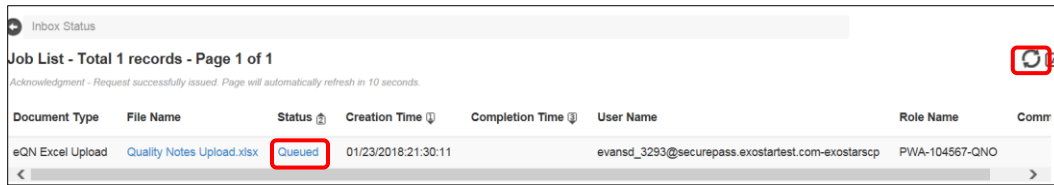
1. From the Navigation Tree, go to **Quality Notification** then **eQN Excel Upload**.



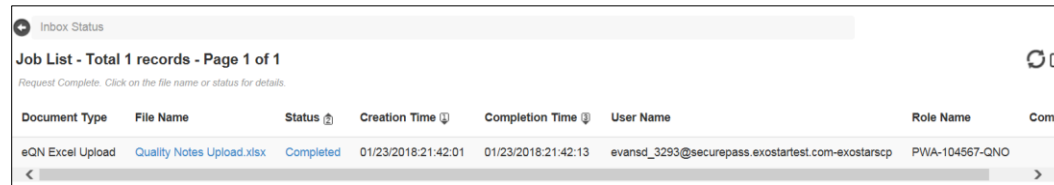
2. Click **Browse** to locate the document. The file upload window displays. Select the document and click **Open**. Click **Next** to start the upload process.



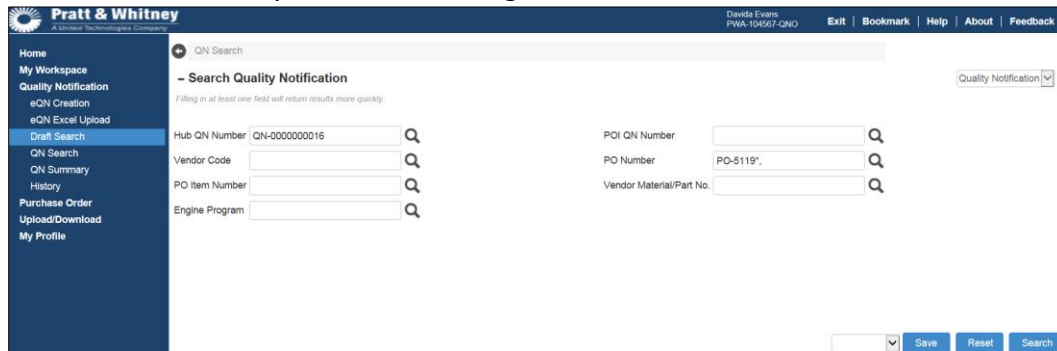
- If the status remains **Queued** and does not display **Completed**, click the **Refresh** icon.



- Once the upload is successfully completed, the status displays **Completed**.



- You can locate the newly created QN using **Draft Search**.



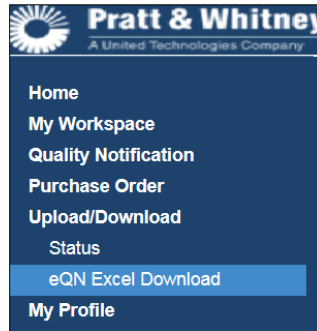
- You can then attach files or update the QN before submitting it. **Note!** File attachments are unavailable in phase one of Quality Notes but will be available in a future release.

## Download QNs using Excel Download Option

Users with the QNO role can download QN data in Excel format. The downloaded file contains non-technical data for all the QNs. Users who are granted access to view technical data have technical data fields populated in the file.

Ensure you are using the correct role the information you are downloading is associated with if you have multiple QNO roles.

- From the Navigation Tree, go to **Quality Notification**. Click **Upload/Download** then **eQN Excel Download**.



- Enter or select search criteria. Click **Search to Download**.

- The document type screen displays. Click **Next**.

- If the status remains **Queued** and does not display **Completed**, click the **Refresh** icon.

Document Type	File Name	Status	Creation Time	Completion Time	User Name	Role Name	Comments
eQN Excel Download	QualityNotification.xlsx	Queued	01/24/2018:20:42:04		evansd_3293@securepass.exostarrest.com-exostarscp	PWA-3000-QNO	

- Once the download has successfully completed, the status displays **Completed**. Click the file name to view.

Inbox Status

Job List - Total 1 records - Page 1 of 1

*Request Complete. Click on the file name or status for details.*

Document Type	File Name	Status	Creation Time	Completion Time	User Name	Role Name	Comm
eQN Excel Download	QualityNotification.xlsx	Completed	01/24/2018:20:42:04	01/24/2018:20:42:11	evansd_3293@securepass.exostartest.com-exostarscp	PWA-3000-QNO	

## [QNO: Responding to RFI and RCCA RFI](#)

Users with the QNO role log into Quality Notes to respond to RFIs and RCCA RFIs.

### Respond to RFI

If a QN line is in a Respond to RFI state, there is a request for information from a participant higher up the chain. Users with the QNO role can respond to RFIs by locating the QN and updating it.

- Locate the QN and click **View Technical Data**.

**- QN Details**

SQA/SMC Email Address:		Supplier Sub-Tier:	<a href="#">View (No Data)</a>
Buyer Code:		Buyer Last Name:	Inglis
Buyer First Name:	Joe	Buyer Phone Number:	111-222-3333
Detail Part No.:		Report Access:	Yes
<b>MATERIAL:</b>		Vendor Material/Part No.:	
Material Number:	PW-1700-8	Total Quantity NC Material:	3
Operation Number:	946178643	Cost Consideration:	Yes
Total Parts Inspected:	500		
QN Priority Type:			
State (Header):	QNO	<b>View Technical Data:</b>	<a href="#">HQN-107</a>

**- Quality Notification List - Page 1 of 1; 2 Records**

State: All (2) Filter

Defect Line	Defect Detail	Defect Quantity	Defect Code	Defect Description	MQI Number	Technical Access
1	<a href="#">Defect Detail</a>	1	Quality Process Review	rust	111111	Yes
2	<a href="#">Defect Detail</a>	2	Media	broken	121214	Yes

- To view RFI notes or to add RFI notes, click **Defect Detail** for the QN line then click **View/Change** in the **RFI Notes-Long Text** field.

**- QN Details**

**Defect:**  
 Serial Type: Serial Only  
 Defect Line: 1  
 Un-Marked Attachment: (0)  
 Defect Class\*: 1  
 Engineering Drawing Location\*: United States  
 Proposed Repair:  
 Defect Category\*: Documentation  
 Defect Description\*: rust

**Root Cause:**  
 Root Cause Category\*: Equipment/Machine  
 Root Cause Description - Short\*: rust

**Process Cause:**  
 Process Cause Category\*: Cleaning  
 Process Cause Description - Short\*: rust

**Corrective Action:**  
 Corrective Action Category\*: Tooling/Gaging  
 Corrective Action Description - Short\*: rust

**Disposition:**  
 DISP Code Group:   
 DISP Code:   
 RFI Notes - Long Text: [View/Change \(02/05/2018 UTC\)](#)

Serial Number: Serial Only (1)  
 Defect Quantity\*: 1  
 MQI Number\*: 111111  
 Engineering Change Number\*: 2  
 Suspect Prev. Shipment:  
 Defect Post FX:  
 Defect Code\*: Quality Process Review  
 Defect Description Additional Information\*: [View/Change \(01/16/2018 UTC\)](#)

Root Cause Code\*: Worn  
 Root Cause Additional Information: [View/Change \(No Data\)](#)

Process Cause Code\*: Acid  
 Process Code Additional Information: [View/Change \(No Data\)](#)

Corrective Action Code\*: ACQUIRED TOOLING  
 Corrective Action Additional Information: [View/Change \(No Data\)](#)

- Update the required fields and click **Update RFI**.

dev542.dev.e2open.com:11080/e2ic/login.do?contentOnly=yes&js\_username=e2open\_super\_user&target=exeDetail.do?%3FCTX%3AModelName%3DASNL26CTX%3AModeSubType%3DQNL26wR%3DprocQNSearchHidden%26wR%3Dtarget...

**- QN Details**

**CONTACTS**  
 Hub QN Number: QN-000000644  
 PO Number\*: PO0726a  
 Vendor Code\*: 5000  
 Author Last Name\*: 39  
 Author Phone Number: 37  
 SQA/SMC Representative:  
 Supplier Sub-Tier: [View \(08/03/2017 UTC\)](#)  
 Buyer Last Name:  
 Buyer Phone Number:

**MATERIAL**  
 Material Number: JK001  
 Operation Number\*: 1  
 Total Parts Inspected\*: 10  
 QN Priority Type:  
**SUBJECT**  
 Subject Category\*: AirFramer Compliant  
 Problem Description\*: TestQN

State (Header): QNO

QN Creation Date: 08/03/2017  
 PO Item Number\*: 1  
 Vendor Name:  
 Author First Name\*: 38  
 Author Email Address: 40  
 SQA/SMC Email Address:  
 Buyer PW Clock: clock  
 Buyer First Name:  
 Detail Part No.:

Vendor Material Part No.: JK001  
 Total Quantity NC Material\*: 10  
 Cost Consideration:

Subject Code\*: Bombardier Aerospao  
 Additional Problem Description - Long Text: [View/Change \(08/03/2017 UTC\)](#)

**- Quality Notification List - Page 1 of 1; 1 Records, 1 Selected**

Defect Line	Defect Class	Defect Quantity	Root Cause Cat.	Root Cause Code	Process Cause Cat.	Process Cause Code	Corrective Action Cat.	Corrective Action Code	Defect Detail
1	Minor defect	2	No Cause Required	Experimental - Cause not Required	Assembly	Assembly	Machinery	CHANGE COOLANT/TYPE/FREQ	<a href="#">Defect Detail</a>

Records per page: 20

[Update RFI](#) [Update RCCA](#) [Complete RCCA](#)

- The QN line status transitions to **RFI Responded** and is routed to the appropriate participant in the chain.

## Respond to RCCA RFI

The ability to respond to RCCA RFIs is unavailable in phase one of Quality Notes. This feature will be available in a future release.

## [QNO: Resubmitting QN after BAER Rejection](#)

When QNs transition back to the QNO, the QNO can resubmit the QN. All other roles can resend using their local system. The QN will be in a QNO state and the status of the QN will be BAER Rejected or Returned.

1. Locate the QN and click **View Technical Data**.

**QNO Search / QN List / Defect Summary**

**- QN Details**

Author First Name: Davids  
 Author Email Address: davids.evans@exostar.com  
 SQA/SMC Email Address: [Redacted]  
 Buyer Code: [Redacted]  
 Buyer First Name: Joe  
 Detail Part No.: [Redacted]  
 Material:  
 Material Number: PW-1700-8  
 Operation Number: 178  
 Total Parts Inspected: 100  
 QN Priority Type: 0  
 State (Header): QNO

Author Phone Number: [Redacted]  
 SQA/SMC Representative: [Redacted]  
 Supplier Sub-Tier: [View \(No Data\)](#)  
 Buyer Last Name: Inglis  
 Buyer Phone Number: 111-222-3333  
 Report Access: Yes  
 Vendor Material/Part No.: [Redacted]  
 Total Quantity NC Material: 2  
 Cost Consideration: [Redacted]  
[View Technical Data: HQN-109](#)

**- Quality Notification List - Page 1 of 1; 2 Records**

Defect Line	Defect Detail	Technical Defect Details	Defect Quantity	Defect Code	Defect Description	MIQI Number	Technical Access
0	<a href="#">Defect Detail</a>	<a href="#">Defect Detail</a>	1	Diameter Major/Minor	Part is short	8943	Yes
0	<a href="#">Defect Detail</a>	<a href="#">Defect Detail</a>	1	Typographical error	documentation is inconsisten with part	8943	Yes

Records per page: 20 [View History](#)

2. Update fields. To add a note, click **Additional Problem Description-Long Text**.

Buyer PW Clock: 453-1000  
 Buyer First Name: Joe  
 Detail Part No.: [Redacted]  
 Material:  
 Material Number: PW-1700-8  
 Operation Number\*: 946178643  
 Total Parts Inspected\*: 500  
 QN Priority Type: 0  
 Subject Category\*: Customer/Partner Complaint  
 Problem Description\*: TEST 1  
 State (Header): QNO

Buyer Last Name: Inglis  
 Buyer Phone Number: 111-222-3333  
 Vendor Material/Part No.: 1  
 Total Quantity NC Material\*: 3  
 Cost Consideration: Yes  
 Subject Code\*: Technical Issue  
 Additional Problem Description - Long Text: [View/Change \(NaN/NaN/NaN UTC\)](#)

**Quality Notification List - Page 1 of 1; 2 Records**

Defect Line	Defect Detail	Defect Class	Defect Quantity	Root Cause Cat.	Root Cause Code	Process Cause Cat.	Process Cause Code	Corrective Action Cat.	Corrective Action Code
0	<a href="#">Defect Detail</a>								

- To update defect line level details, click **Defect Details**. You are required to provide a note regarding the update. Failure to include a note will result in an error message. To add note, click **Defect Description Additional information**.

**- QN Details**

Serial Type: Serial Only  
Defect Line: 1  
Un-Marked Attachment: 0  
Defect Class: 1  
Engineering Drawing Location: United States  
Proposed Repair: [Dropdown]  
Defect Category: Documentation  
Defect Description: rust  
**Root Cause:**  
Root Cause Category: Equipment/Machine  
Root Cause Description - Short: rust  
**Process Cause:**  
Process Cause Category: Cleaning  
Process Cause Description - Short: rust  
**Corrective Action:**  
Corrective Action Category: Tooling/Gaging  
Corrective Action Description - Short: rust  
**Disposition:**  
DISP Code Group: [Dropdown]  
DISP Code Description: [Dropdown]  
RFI Notes - Long Text: View/Change (02/05/2018 UTC)

Serial Number: Serial Only (1)  
Defect Quantity: 1  
MQI Number: 111111  
Engineering Change Number: 2  
Suspect Prev. Shipment: [Dropdown]  
Defect Post FX: [Dropdown]  
Defect Code: Operation/OpCert Missing  
**Defect Description Additional Information: View/Change (02/28/2018 UTC)**  
Root Cause Code: Worn  
Root Cause Additional Information: View/Change (No Data)  
Process Cause Code: Acid  
Process Code Additional Information: View/Change (No Data)  
Corrective Action Code: ACQUIRED TOOLING  
Corrective Action Additional Information: View/Change (No Data)  
DISP Code: [Dropdown]  
DISP - Long Text: [Text Box]

ReSave Line

- Enter note and click **Add Note**.

Secure | https://pw-scp.exostartest.com/QPPW\_sc/e2sc/exeHeader.do

### Defect Description Additional Information

03/02/2018:16:17:55 Davida Evans () :

Note to Participant.

Enter Text

Cancel Add Note

5. Click **Resave Line**.

The screenshot shows a detailed form for a Quality Notification (QN). The form is divided into several sections:
 

- Serial Information:** Serial Type (Serial Only), Defect Line (1), Serial Number (Serial Only (1)), Defect Quantity (1).
- Attachments & Classification:** Un-Marked Attachment (0), Defect Class (1), Engineering Drawing Location (United States), Proposed Repair (dropdown), Defect Category (Documentation), Defect Description (rust).
- Root Cause:** Root Cause Category (Equipment/Machine), Root Cause Description - Short (rust), Root Cause Code (Worn).
- Process Cause:** Process Cause Category (Cleaning), Process Cause Description - Short (rust), Process Cause Code (Acid).
- Corrective Action:** Corrective Action Category (Tooling/Gaging), Corrective Action Description - Short (rust), Corrective Action Code (ACQUIRED TOOLING).
- Disposition:** DISP Code Group, DISP Code Description, RFI Notes - Long Text (ViewChange (02/05/2018 UTC)).

 A 'ReSave Line' button is located at the bottom right of the form.

6. Click **Resubmit QN**. The QN line routes to the next participant in the chain.

The screenshot shows the 'QN Details' form with contact and material information. Below the form is a 'Quality Notification List' table. The 'ReSubmit QN' button in the bottom right corner of the table is highlighted with a red box.

**CONTACTS:**

- Hub QN Number: HQN-127
- QN Creation Date: 01/23/2018
- PO Item Number\*: 1
- Vendor Name: Hamilton Sundstrand
- Author First Name\*: A
- Author Email Address: sari@exostar.com
- SQA/SMC Email Address: [input field]
- Buyer PW Clock: 453-1000
- Buyer First Name: Joe
- Detail Part No.: [input field]

**MATERIAL:**

- Material Number: PW-1700-8
- Operation Number\*: 1
- Total Parts Inspected\*: 1
- QN Priority Type: 0

**POI QN Information:**

- POI QN Number: PO-5219
- PO Number\*: PO-5219
- Vendor Code\*: PWA-104567
- Author Last Name\*: sari
- Author Phone Number: (703) 793-7949
- SQA/SMC Representative: [input field]
- Supplier Sub-Tier: View (No Data)
- Buyer Last Name: Inglis
- Buyer Phone Number: 111-222-3333

**Quality Notification List - Page 1 of 1; 1 Records, 1 Selected**

Defect Line	Defect Detail	Defect Class	Defect Quantity	Root Cause Cat.	Root Cause Code	Process Cause Cat.	Process Cause Code	Corrective Action Cat.
0	Defect Detail	1	1	Instructions/Procedure/Specification	Interpretation	Composite Processing	Impregnation	POOPC, SPC, CONT. Process Control A

Records per page: 20 | amr | [Reset](#) | [ReSubmit QN](#)

[POI: Assign Missing PMRP](#)

When a QN is in a **Missing PRMP** state, the engine program was not identified or the engine program was provided (e.g. PW2020) but the PMRP for the part and engine program is unknown.

The POI is required to provide the engine program when forwarding a QN line to a higher participant (which is PMRP) in the chain. When QNs are in a Missing PMRP state, the POI must assign the PMRP.



To assign PMRP:

1. Locate the QN from QN Summary search.
2. Select the company code for PMRP in the **Disp PMRP** field.
3. Click **Save PMRP** to update.

The screenshot shows the Pratt & Whitney Quality Notification (QN) Summary page. The page is divided into several sections:

- Qn Summary / QN List / Defect Summary** (Breadcrumb)
- CONTACTS** section with fields for Hub QN Number, QN Creation Date, PO Item Number, Vendor Name, Author First Name, Author Email Address, SQA/SMC Email Address, Buyer Code, POI QN Number, PO Number, Vendor Code, Author Last Name, Author Phone Number, SQA/SMC Representative, Supplier Sub-Tier, and Buyer Last Name.
- Quality Notification List - Page 1 of 1: 5 Records** section with a table of records. The table has columns: Defect Line, Defect Detail, Defect Quantity, Defect Code, Defect Description, MQI Number, Technical Access, and Disp PMRP. The 'Disp PMRP' column is highlighted with a red box.

Defect Line	Defect Detail	Defect Quantity	Defect Code	Defect Description	MQI Number	Technical Access	Disp PMRP
1	Defect Detail	1	Assembly without Approval	92	MQI/No	Yes	
2	Defect Detail	1	Assembly without Approval	92	MQI/No	Yes	
3	Defect Detail	1	Assembly without Approval	92	MQI/No	Yes	
4	Defect Detail	1	Assembly without Approval	92	MQI/No	Yes	
5	Defect Detail	1	Assembly without Approval	92	MQI/No	Yes	

4. Once PMRP is assigned, the QN transitions to a PMRP state.

## Technical Data

Pratt & Whitney U.S. is responsible for providing appropriate and valid jurisdiction, classification and licenses required for exporting QN documents, including technical data to any foreign entity. Problem Description, Additional Problem Description-Long Text Description fields at the QN Header and QN Defect Line level are considered technical (sensitive) data. Attachments at the QN Defect Line level are also considered technical data.

There are three cases when users can view technical data:

1. The user is located in the United States.
2. The Jurisdiction and Classification (J/C) was validated in Quality Notes and no license is required for that specific J/C.
3. The user has a license assigned to them.

Technical data can be viewed by any participant in the disposition chain as long as the participant has technical data access. If you are unauthorized to view technical data when reviewing QNs or viewing Excel downloads of QNs, the QN requires Business Area Export Review (BAER) to acquire proper J/C and license. A QN routed to a participant in the chain who is unauthorized to view technical data requires BAER review.

## Viewing Technical Data

If you are authorized to view technical data, the **View Technical Data** field is available for you to view by clicking the **QN ID**. Additionally, notification of technical access displays **Yes**

The screenshot shows the 'Quality Notification List' interface. The 'View Technical Data' field is highlighted with a red box, showing the QN ID 'HQN-101'. Below it, the 'Technical Access' field is also highlighted with a red box, showing 'Yes'.

1. After clicking the **QN ID** in the **View Technical Data** field, technical data is viewable. Technical Data displays in a new window.

The screenshot shows the technical data window. The 'Problem Description' field is highlighted with a red box, showing 'Broken Part'. The 'Additional Problem Description - Long Text' field is also highlighted with a red box, showing 'View (01/24/2018 UTC)'.

2. To view technical defect details, click **Defect Details**. Technical data details display in a new window.

- Quality Notification List - Page 1 of 1; 2 Records						
Defect Line	Defect Detail	Defect Class	Defect Quantity	Root Cause Cat.	Root Cause Code	Process Cause Cat.
1	<a href="#">Defect Detail</a>	Major	1	FOD	ForeignObjectDamage(FOD)Process Induced	Composite Processing
2	<a href="#">Defect Detail</a>	Major	1	FOD	ForeignObjectDamage(FOD)Process Induced	Composite Processing

### 3. QN detail information displays for the defect line.

- QN Details			
<b>Defect:</b>			
Serial Type:	Serial Only	Serial Number:	Serial Only (1)
Defect Line:	1	Defect Quantity*:	1
Un-Marked Attachment:	📎 (1)	MQI Number*:	1
Defect Class*:	Major	Engineering Change Number*:	1
Engineering Drawing Location*:	1	Suspect Prev. Shipment:	
Proposed Repair:		Defect Post FX:	
Defect Category*:	Material Packaging/Shipping	Defect Code*:	Material Lost
Defect Description*:	1	Defect Description Additional Information*:	<a href="#">View (01/23/2018 UTC)</a>
<b>Root Cause:</b>			
Root Cause Category*:	FOD	Root Cause Code*:	ForeignObjectDamage(FOD)Process Induced
Root Cause Description - Short*:	1	Root Cause Additional Information:	
<b>Process Cause:</b>			
Process Cause Category*:	Composite Processing	Process Cause Code*:	Machining
Process Cause Description - Short*:	1	Process Code Additional Information:	
<b>Corrective Action:</b>			
Corrective Action Category*:	Machinery	Corrective Action Code*:	RELOCATED/INSTALLED BREAKERS
Corrective Action Description - Short*:	1	Corrective Action Additional Information:	
<b>Disposition:</b>			
DISP Code Group:		DISP Code:	
DISP Code Description:		DISP - Long Text:	
RFI Notes - Long Text:		Assessment - Long Text:	

If you are unauthorized to view technical data, you receive a notification when trying to view the information.

The screenshot shows the Pratt & Whitney EXOSTAR web application interface. The top navigation bar includes the Pratt & Whitney logo and user information (Ezopen Super User, PWA-5009-QW). The main content area is titled "QN Search / QN List / Defect Summary" and displays "QN Details" for a specific QN. The details are organized into sections: "CONTACTS" (Hub QN Number: QN-0000000648, QN Creation Date: 08/04/2017, PO Item Number: 1, Vendor Name: Author First Name: 38, Author Last Name: 39, Author Phone Number: 37), "POI QN Number", "PO Number: PO0728a", "Vendor Code: 5000", "Author Last Name: 39", and "Author Phone Number: 37". Below the contact information, a message states: "You are not authorized to view technical data. Please request for technical data access." At the bottom right of the page, there is a "Request Technical Data Access" button.

### Requesting Technical Data Access

If you are unable to view technical data, click **Request Technical Data Access**. The request is routed for BAER Review.

### Additional Problem Description and Long Text Information Fields

When data is updated in additional information fields such as Additional Problem Description-Long Text in the QN Header or fields such as Defect Description Additional Information and Root Cause Additional Information in the QN Defect Line, timestamp information (MM/DD/YY

and UTC) displays. If **View/Change (No Data)** displays, no information was entered. When information is updated in these fields, the date reflects the date the update was completed. To view, click **View/Change**.

Additional information and long text fields contain participant responses. Once a QN has been submitted, additional and long text fields are considered technical data. All user roles require technical data access to view. QNO's will be able to provide responses in these fields as long as they have technical data access.

## QN Header:

**- QN Details**

SQA/SMC Email Address:  Supplier Sub-Tier: [View \(No Data\)](#)

Buyer PW Clock: 453-1000 Buyer Last Name: Inglis

Buyer First Name: Joe Buyer Phone Number: 111-222-3333

Detail Part No.:

**MATERIAL:**

Material Number: PW-1700-8 Vendor Material/Part No.:

Operation Number\*: 178 Total Quantity NC Material\*: 2

Total Parts Inspected\*: 100 Cost Consideration:

QN Priority Type: 0

**SUBJECT:**

Subject Category\*: Development Material Subject Code\*: Development Material

Problem Description\*: Part not consistent \ **Additional Problem Description - Long Text: View/Change (No Data)**

State (Header): QNO

**- Quality Notification List - Page 1 of 1; 2 Records** State: All (2) Filter

Defect Line	Defect Detail	Defect Class	Defect Quantity	Root Cause Cat.	Root Cause Code	Process Cause Cat.	Process Cause Code	Corrective Action Cat.	Corrective Action Code
0	<a href="#">Defect Detail</a>								
0	<a href="#">Defect Detail</a>								

## QN Line Details:

**- QN Details**

**Defect:**

Serial Type: Serial Only

Serial Number: [Serial Only \(1\)](#)

Defect Line: 1 Defect Quantity\*: 1

Un-Marked Attachment: 0

MQI Number\*: 8943

Defect Class\*: Major Engineering Change Number\*: 946

Engineering Drawing Location\*: United States Suspect Prev. Shipment:

Proposed Repair:  Defect Post FX:

Defect Category\*: Dimensional Defect Code\*: Diameter Major/Minor

Defect Description\*: Part is short **Defect Description Additional Information\*: View/Change (02/23/2018 UTC)**

**Root Cause:**

Root Cause Category\*: Design Root Cause Code\*: Design for Assembly

Root Cause Description - Short\*: design does not me **Root Cause Additional Information: View/Change (01/30/2018 UTC)**

**Process Cause:**

Process Cause Category\*: Assembly Process Cause Code\*: Assembly

Process Cause Description - Short\*: pieces assembled in **Process Code Additional Information: View/Change (No Data)**

**Corrective Action:**

Corrective Action Category\*: Tooling/Gaging Corrective Action Code\*: REPLACED TOOLING/GA

Corrective Action Description - Short\*: part correction **Corrective Action Additional Information: View/Change (No Data)**

**Disposition:**

DISP Code Group: DISP Code: DISP - Long Text:

DISP Code Description:

## About BAER Review

Business Area Export Review (BAER) is required for QNs due to the following reasons:

- The QN is routed to foreign participants outside of the United States.
- The Jurisdiction and Classification (J/C) is unable to be validated in Quality Notes and a license is required for that specific J/C.
- The user does not have a license assigned to them.

BAER review for a QN can occur at any point in the chain and for any participant in the chain. BAER Review can happen multiple times for the same QN line as it transitions through the disposition chain. There is not a designated timeframe for when BAER Review occurs nor is there a designated timeframe for BAER Review decision. If a QN is in a BAER Review state, an action is required by the BAER Reviewer. The BAER Reviewer has the right to reject requests.

## Print Disposition Report

Requesting a disposition report allows a user to print all lines of the QN (including technical data but not attachments). When a request to print is made, a QN line state may not reflect BAER review. However, the request is sent for BAER review. The BAER Reviewer has the right to approve or reject the request.

1. Click **Request Disposition Report**.

QN Search / QN List / Defect Summary

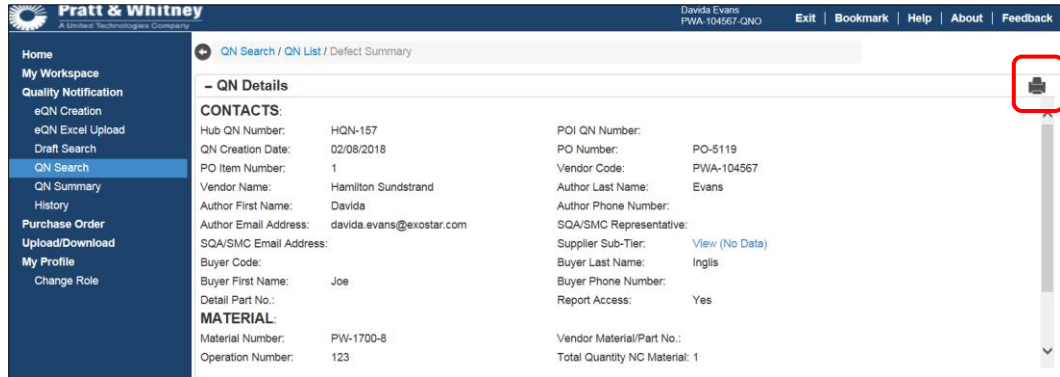
**- QN Details**

Vendor Name:	Hamilton Sundstrand	Author Last Name:	Evans
Author First Name:	David	Author Phone Number:	
Author Email Address:	davida.evans@exostar.com	SQA/SMC Representative:	
SQA/SMC Email Address:		Supplier Sub-Tier:	<a href="#">View (No Data)</a>
Buyer Code:		Buyer Last Name:	Inglis
Buyer First Name:	Joe	Buyer Phone Number:	
Detail Part No.:		Report Access:	No
<b>MATERIAL:</b>			
Material Number:	PW-1700-8	Vendor Material/Part No.:	
Operation Number:	25-1	Total Quantity NC Material:	10
Total Parts Inspected:	20	Cost Consideration:	
QN Priority Type:			
State (Header):	POI/MRP	View Technical Data:	<a href="#">HQN-158</a>

[Request Disposition Report](#)

2. The request is routed to BAER Review for a report license.
3. If approved, you will see a printer icon available. There is no indication alerting you that your request has been approved for printing. You will need to verify if you have been

approved for printing by checking the QN that you requested to print. To print, click the print icon.



4. The disposition report displays for printing.

Pratt & Whitney A United Technologies Company		Quality Notification				52 Pettengill Road Londonderry 03052	
Hub Number: <b>HQN-157</b>	QN Number:	Reported By: <b>PWA-104567</b>	Date: <b>02-08-2018</b>	Page 1 of 3			
Part Number:	Rev: <b>5</b>	Part Name: <b>PW-1700-8</b>	Program:				
Notification Status: <b>PO/MRP</b>	Supplier Code: <b>PWA-104567</b>	Supplier Name: <b>PWA-104567</b>	Plant For Material:				
PCS N/C: <b>1.0000</b>	Priority:	Reference Notification:	Purchase Order: <b>PO-5119</b>	Purchase Order Item: <b>1</b>	Jurisdiction: <b>EAR</b>	Classification: <b>1E002.A</b>	
Author First Name: <b>Davida</b>	Author Last Name: <b>Evans</b>	Author Email Address: <b>davida.evans@exostar.com</b>		Author Phone Number:			
PW Representative First Name: <b>Joe</b>	PW Representative Last Name: <b>Inglis</b>	PW Representative Clock Number: <b>453-1000</b>		PW Representative Phone Number:			
SQA/SMC Representative:	SQA/SMC Representative Email Address:	GCQA Representative:	Cost Consideration: <b>N</b>				

## BAER Reviewer

When a QN is routed to a participant outside of the United States, the BAER Reviewer steps in to ensure foreign participants have authorization to view sensitive information (technical data).

In order for users to view technical data, the BAER Reviewer must apply the appropriate licenses to the QN (this happens on the defect line level). Once the license is applied/updated, the QN is sent to the next participant in the disposition chain.

## Apply Technical Data License(s)

Applying licenses can be done by logging into Quality Notes. It is important to note BAER Reviewers can only add or update license information if the QN is in BAER Review state at the defect line level.

1. Locate the QN and click **View Technical Data**.

Quality Notification Problem Summary / Problem List / Details

**- QN Details**

SQA/SMC Email Address: Supplier Sub-Tier: [View \(No Data\)](#)

Buyer Code: Buyer Last Name: Inglis

Buyer First Name: Joe Buyer Phone Number: 111-222-3333

Detail Part No.:

**MATERIAL:**

Material Number: PW-1700-8 Vendor Material/Part No.:

Operation Number: 12 Total Quantity NC Material: 2

Total Parts Inspected: 5 Cost Consideration:

QN Priority Type:

State (Header): BAER Review [View Technical Data: HQN-100](#)

**- Quality Notification List - Page 1 of 1; 2 Records** State: All (2) Filter

Defect Line	Defect Detail	Defect Quantity	Defect Code	Defect Description	MQI Number	Technical Access
1	<a href="#">Defect Detail</a>	2	Intensity	rusting	8546	Yes
2	<a href="#">Defect Detail</a>	2	Atmosphere	denting	01	Yes

Records per page: 20 View History

2. To add/update a license to a QN defect line to authorize technical data access, click **View/Change** in the **Licenses** column. You can only apply licenses to QN defect lines in the BAER Review state. If viewing multiple lines, you may need to filter lines to BAER Review.

**- QN Details**

**CONTACTS:**

Hub QN Number: HQN-109 POI QN Number:

QN Creation Date: 01/16/2018 PO Number\*: PQ-5119

PO Item Number\*: 1 Vendor Code\*: PWA-104567

Vendor Name: Hamilton Sundstrand Author Last Name\*: Evans

Author First Name\*: Davida Author Phone Number:

Author Email Address: david.evans@exostar.com SQA/SMC Representative:

SQA/SMC Email Address: Supplier Sub-Tier: [View \(No Data\)](#)

Buyer PW Clock: 453-1000 Buyer Last Name: Inglis

Buyer First Name: Joe Buyer Phone Number: 111-222-3333

Detail Part No.:

**MATERIAL:**

Material Number: PW-1700-8 Vendor Material/Part No.:

Operation Number\*: 178 Total Quantity NC Material\*: 2

Total Parts Inspected\*: 100 Cost Consideration:

QN Priority Type:

**SUBJECT:**

**- Quality Notification List - Page 1 of 1; 2 Records** State: BAER Review (2) Filter

Defect Line	Defect Detail	Package ID	Baseline Jurisdiction *	Baseline Classification *	Line Package Jurisdiction	Line Package Classification	Owner	Licenses	Status
1	<a href="#">Defect Detail</a>	94d6e2917626bac	J38	C-1028			PWA	<a href="#">View/Change</a>	DISP Requested

3. Enter/update license information and click **Save**.

Licenses			
Company	Country	License Number	License Exp. Date (mm/dd/yyyy)
BAER Reviewer	US	NLR	01/01/2200
MTU1			
PWA	USA	NLR	01/01/2200
PWAT2			
PWCC1		5035423547.52654.241254	12/31/2019
PWCC1-920010	CAN	843685426.546325.84285	12/31/2018

### Apply Report License(s)

When a request to print is made, a QN line state may not reflect BAER review. However, the request is sent for BAER review. The BAER Review must apply a Report License in order for the user to print.

1. Locate the QN.
2. Click **View Technical Data**.
3. Select **Report Jurisdiction** and **Report Classification** (located at the QN Header level).

[https://pw-scp.exostartest.com/QPPW\\_sc/e2sc/!ogon.do?contentOnly=:](https://pw-scp.exostartest.com/QPPW_sc/e2sc/!ogon.do?contentOnly=:)  
[https://pw-scp.exostartest.com/QPPW\\_sc/e2sc/!ogon.do?contentOnly=test.com-exostarscp&target=exeDetail.do%3FCTX%3AModelName%3DASN%26CTX%3AModelSubType%3D](https://pw-scp.exostartest.com/QPPW_sc/e2sc/!ogon.do?contentOnly=test.com-exostarscp&target=exeDetail.do%3FCTX%3AModelName%3DASN%26CTX%3AModelSubType%3D)

**- QN Details**

Vendor Name:	Hamilton Sunstrand	Author Last Name*:	Evans
Author First Name*:	David	Author Phone Number:	
Author Email Address:	davida.evans@exostar.com	SQA/SMC Representative:	
SQA/SMC Email Address:		Supplier Sub-Tier:	<a href="#">View (No Data)</a>
Buyer PW Clock:	453-1000	Buyer Last Name:	Inglis
Buyer First Name:	Joe	Buyer Phone Number:	111-222-3333
Detail Part No.:			

**MATERIAL:**

Material Number:	PW-1700-8	Vendor Material/Part No.:	
Operation Number*:	12	Total Quantity NC Material*:	2
Total Parts Inspected*:	5	Cost Consideration:	
QN Priority Type:			

**SUBJECT:**

Subject Category*:	Vendor Subject Categories	Subject Code*:	PW Discovered Vendor N/C
Problem Description*:	rusting and denting	Additional Problem Description - Long Text:	
State (Header):	BAER Review	Report Licenses:	<a href="#">View/Change</a>
Report Jurisdiction*:	<input type="button" value="EAR"/>	Report Classification*:	<input type="button" value=""/>



- If you are unable to view/update the J/C for report license (in the QN Header), ensure you have defect lines filtered to BAER Review state.

**QN Details**

Author First Name\*: Davida  
 Author Email Address: davida.evans@exostar.com  
 SQA/SMC Email Address: [View \(No Data\)](#)  
 Buyer PW Clock: 453-1000  
 Buyer First Name: Joe  
 Detail Part No.:  
**MATERIAL:**  
 Material Number: PW-1700-8  
 Operation Number\*: 123  
 Total Parts Inspected\*: 1  
 QN Priority Type:  
**SUBJECT:**  
 Subject Category\*: Customer/Partner Complaint Processes  
 Problem Description\*: TEST  
 State (Header): Multiple  
 Report Jurisdiction\*:  
 Author Phone Number:  
 SQA/SMC Representative:  
 Supplier Sub-Tier:  
 Buyer Last Name: Inglis  
 Buyer Phone Number:  
 Vendor Material/Part No.:  
 Total Quantity NC Material\*: 1  
 Cost Consideration:  
 Subject Code\*: Customer Complaint  
 Additional Problem Description - Long Text:  
 Report Licenses: [View/Change](#)  
 Report Classification\*:

**Quality Notification List - Page 1 of 1; 2 Records**

Defect Line	Defect Detail	Package ID	Baseline Jurisdiction *	Baseline Classification *	Line Package Jurisdiction	Line Package Classification	Owner	State:	License	Filter
1	<a href="#">Defect Detail</a>	2a8f9345388d3ccc	J40	C1	J40	C1	PWA	BAER Review (1)	POI/MRP (1)	
2	<a href="#">Defect Detail</a>	2a8f9345388d3ccc					PWA			Package J/C and L

- Click **View/Change** in **Report Licenses** column. Click **Save** if entering/updating license information.

Licenses			
Company	Country	License Number	License Exp. Date (mm/dd/yyyy)
BAER Reviewer	US	NLR	01/01/2200
MTU1			
PWA	USA	NLR	01/01/2200
PWAT2			
PWCC1		5035423547.52654.241254	12/31/2019
PWCC1-920010	CAN	843685426.546325.84285	12/31/2018

- Click **Submit QN**. The defect line transitions to the next participant in the chain.
- Once report license is applied, the user can print.

## Apply Baseline J/C

If attachments are added or changes are made to technical data fields after QN creation requires BAER review for proper J/C and license(s). Applying Baseline J/C can be done by logging into Quality Notes.

1. Locate the QN and click **View Technical Data**.

Quality Notification Problem Summary / Problem List / Details

**- QN Details**

SQA/SMC Email Address: Supplier Sub-Tier: [View \(No Data\)](#)

Buyer Code: Buyer Last Name: Inglis

Buyer First Name: Joe Buyer Phone Number: 111-222-3333

Detail Part No.:

**MATERIAL:**

Material Number: PW-1700-8 Vendor Material/Part No.:

Operation Number: 12 Total Quantity NC Material: 2

Total Parts Inspected: 5 Cost Consideration:

QN Priority Type:

State (Header): BAER Review [View Technical Data: HQN-100](#)

**- Quality Notification List - Page 1 of 1; 2 Records** State: All (2) Filter

Defect Line	Defect Detail	Defect Quantity	Defect Code	Defect Description	MQI Number	Technical Access
1	<a href="#">Defect Detail</a>	2	Intensity	rusting	8546	Yes
2	<a href="#">Defect Detail</a>	2	Atmosphere	denting	01	Yes

Records per page: 20 View History

2. If J/C was not automatically applied, select **Report Jurisdiction** and **Report Classification** (located at the QN Header level).

https://pw-scp.exostartest.com/QPPW\_sc/e2sc/logon.do?contentOnly=:

https://pw-scp.exostartest.com/QPPW\_sc/e2sc/logon.do?contentOnly=test.com-exostarscp&target=exeDetail.do%3FCTX%3AModelName%3DASN%26CTX%3AModelSubType9

**- QN Details**

Vendor Name: Hamilton Sunastrana Author Last Name \*: Evans

Author First Name \*: Davida Author Phone Number:

Author Email Address: davida.evans@exostar.com SQA/SMC Representative:

SQA/SMC Email Address: Supplier Sub-Tier: [View \(No Data\)](#)

Buyer PW Clock: 453-1000 Buyer Last Name: Inglis

Buyer First Name: Joe Buyer Phone Number: 111-222-3333

Detail Part No.:

**MATERIAL:**

Material Number: PW-1700-8 Vendor Material/Part No.:

Operation Number \*: 12 Total Quantity NC Material \*: 2

Total Parts Inspected \*: 5 Cost Consideration:

QN Priority Type:

**SUBJECT:**

Subject Category \*: Vendor Subject Categories Subject Code \*: PW Discovered Vendor N/C

Problem Description \*: rusting and denting Additional Problem Description - Long Text:

State (Header): BAER Review Report Licenses: [View/Change](#)

Report Jurisdiction \*: [EAR](#) Report Classification \*:

3. Select **Baseline Jurisdiction** and then **Baseline Classification**. Baseline Classification menu options are dependent on what was selected for Baseline Jurisdiction. Ensure the box in the defect line you are applying J/C to is checked and click **Save Draft/Verify License**.

**- QN Details**

**CONTACTS:**  
 Hub QN Number: HQN-137  
 QN Creation Date: 01/31/2018  
 PO Item Number\*: 1  
 Vendor Name: Hamilton Sundstrand  
 Author First Name\*: A  
 Author Email Address: sarl@exostar.com  
 SQA/SMC Email Address:  
 Buyer PW Clock: 453-1000  
 Buyer First Name: Joe  
 Detail Part No.:

**MATERIAL:**  
 Material Number: PW-1700-8  
 Operation Number\*: 1  
 Total Parts Inspected\*: 1  
 QN Priority Type: 0

**SUBJECT:**  
 Subject Category\*: Vendor Subject Categories  
 Problem Description\*: 1

POI QN Number:  
 PO Number\*: PO-5119  
 Vendor Code\*: PWA-104567  
 Author Last Name\*: sarl  
 Author Phone Number: (703) 793-7849  
 SQA/SMC Representative:  
 Supplier Sub-Tier: [View \(01/31/2018 UTC\)](#)  
 Buyer Last Name: Inglis  
 Buyer Phone Number: 111-222-3333

Vendor Material/Part No.:  
 Total Quantity NC Material\*: 1  
 Cost Consideration:

Subject Code\*: Request Alternate Manufacture (SEO Only)  
 Additional Problem Description - Long Text: [View \(01/31/2018 UTC\)](#)

**- Quality Notification List - Page 1 of 1; 1 Records, 1 Selected** State: All (1) Filter

Defect Line	Defect Detail	Package ID	Baseline Jurisdiction *	Baseline Classification *	Line Package Jurisdiction	Line Package Classification	Owner	Licenses	Status
<input checked="" type="checkbox"/>	0	Defect Detail	51f6e4cbb126e2c				PWA	<a href="#">View/Change</a>	<a href="#">Package J/C and</a>

Records per page: 20 Reset Submit QN **Save Draft/Verify License** BAER Reject

4. Click **Submit QN**. Baseline J/C is applied and the QN is routed to the next participant in the disposition chain.

## BAER Rejection

When the BAER Reviewer initially rejects a QN defect line, all QN defect lines associated with the QN move together, transitioning back to the previous state for resubmission. After the initial rejection, each line then goes through its own, independent disposition workflow. For example, if the QNO submits a QN and it goes to BAER Review and the BAER Reviewer (SEO Only) rejects a single line, all lines are rejected. Any time after this, the lines transition independently during the workflow. Subsequent rejections only reject a single line.

1. Locate the QN and click **View Technical Data**.

**- QN Details**

Author First Name: Davida  
 Author Email Address: davida.evans@exostar.com  
 SQA/SMC Email Address:  
 Buyer Code:  
 Buyer First Name: Joe  
 Detail Part No.:

**MATERIAL:**  
 Material Number: PW-1700-8  
 Operation Number: 178  
 Total Parts Inspected: 100  
 QN Priority Type: 0

Author Phone Number:  
 SQA/SMC Representative:  
 Supplier Sub-Tier: [View \(No Data\)](#)  
 Buyer Last Name: Inglis  
 Buyer Phone Number: 111-222-3333

Vendor Material/Part No.:  
 Total Quantity NC Material: 2  
 Cost Consideration:

State (Header): BAER Review View Technical Data: [HQN-109](#)

**- Quality Notification List - Page 1 of 1; 2 Records** State: All (2) Filter

Defect Line	Defect Detail	Technical Defect Details	Defect Quantity	Defect Code	Defect Description	MQI Number	Technical Access
<input type="checkbox"/>	0	<a href="#">Defect Detail</a>	1	Diameter Major/Minor	Part is short	8943	0
<input type="checkbox"/>	0	<a href="#">Defect Detail</a>	1	Typographical error	documentation is inconsisten with part	8943	0

2. Select the **Defect Detail** line by checking the defect line box (if required). Please remember upon initial rejection, all QN defect lines are rejected. After initial rejection, the QN defect lines transition independently during the workflow. Subsequent rejections only reject a single line. Click **BAER Reject**.

**Quality Notification List - Page 1 of 1; 1 Records, 1 Selected**

Defect Line	Defect Detail	Package ID	Baseline Jurisdiction	Baseline Classification	Line Package Jurisdiction	Line Package Classification	Owner	Licenses	Status
<input checked="" type="checkbox"/>	Defect Detail	913a81dc5eca1cfc					PWCC1	View/Change	Package J/C and

Records per page: 20

Buttons: Reset, Submit QN, Save Draft/Verify License, **BAER Reject**

3. The line(s) will transition to a BAER Rejected State.

**Quality Notification List - Page 1 of 1; 2 Records**

Defect Line	Defect Detail	Package ID	Baseline Jurisdiction	Baseline Classification	Line Package Jurisdiction	Line Package Classification	Owner	Licenses	Status
0	Defect Detail	94d6e29176f26bac	J38	C-1028			PWA-104567	View/Change	BAER Rejected
0	Defect Detail	94d6e29176f26bac	EAR	1E101			PWA-104567		BAER Rejected

## Email Alerts

By default, when one or more QN lines are put into BAER Review state, an email alert is sent to BAER reviewers. You have the option to subscribe or unsubscribe to email alerts.

1. To subscribe/unsubscribe to email alerts, go to **Email Alert Subscription** from the Navigation Tree.
2. Select the email alert you want to subscribe/unsubscribe to and click **Save**.

**Pratt & Whitney**  
A Lockheed Martin Company

David Evans  
BAER Reviewer

Exit | Bookmark | Help | About | Feedback

Home  
My Workspace  
Exceptions  
Quality Notification  
Purchase Order  
Upload/Download  
Master Data  
My Profile  
Change Role  
**Email Alert Subscription**

Email Alert Subscription

Setup to Receive Email Alerts

Group Name Filter: [ ]

Preferences set by an admin are greyed out and cannot be changed

Subscribe	Group Name	Alert Name	Alert Description	Last Changed By
<input checked="" type="checkbox"/>	QNNoTD	BAERRequestPrint		evansd_3293@securepass.exostartest.com-exostarscp
<input checked="" type="checkbox"/>	QNNoTD	QN Waiting for BAER Review	QN Waiting for BAER Review	evansd_3293@securepass.exostartest.com-exostarscp

Buttons: Reset, Save

## Exceptions Queue

QNs that are waiting for BAER Review or are waiting for print approval can be accessed from the Navigation tree. Click Exceptions then Quality Notification. You can complete a summary search to filter the information that displays in the results field.

## Master Data

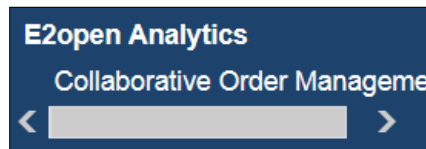
Master Data is accessible from the Navigation Tree but will not be used by BAER Reviewer.

## Reporting and Analytics

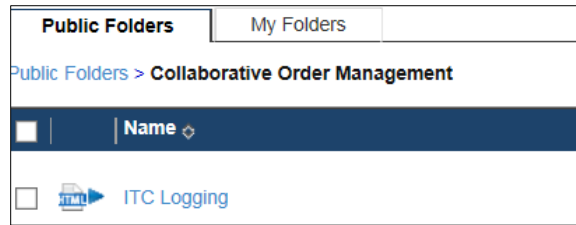
Users with the role of NELC, POI, PMRP, DRP and DRA can log into Quality Notes to obtain analytics and create reports. Only users who are US persons can access the reporting tool. E2open's Business Intelligence reporting tool contains a pre-configured report, which includes information about users who have logged into Quality notes and accessed technical data. Additional information about the E2open IM Reporting Tool (including building custom reports) can be located in the e2Open IM Guide.

You can access the e2Open IM reporting application from Quality Notes.

1. From the Navigation Tree, click **E2open Analytics**. Click **Collaborative Order Management**.



2. Click **ITC Logging**.



Additional information for reporting can be found in the Reporting Help Files within the Quality Notes application.

[Exit](#) | [Bookmark](#) | [Help](#) | [About](#) | [Feedback](#)

### [Archiving and Purging](#)

QNs are moved to an **Archived** state if they are in **QN Complete or Deleted** state for more than 1461 calendar days (4 calendar years). QNs are purged if they are in the **Archived** state for more than 7 calendar days.

Closed Purchase Orders are purged and not archived. Purchase orders are purged if they are closed for more than 1461 calendar days (4 calendar years).

### [System and Browser Recommendations](#)

It is recommended you set your minimum screen resolution to 1366 x 68 (WXGA) for optimal viewing.

Exostar supported system and browser requirements:

- **Operating Systems:** Windows Vista, Windows 7 and Windows 8
- **Browsers:** IE 10.0 or IE 11.0

Additional information about system requirements can be found [here](#).

## Glossary of Terms and Icons

BAER	Business Area Export Representative
Disposition	Decision and instruction to the QNO what to do with the defect.
DRA	<b>Design Responsible Authority:</b> The entity that is ultimately responsible for the design and manufacture of all the engines in an engine program: the holder of the Type Certificate.
DRP	<b>Design Responsible Party:</b> The entity responsible for producing the product description, engineering drawings, and supporting design documentation
FLN	<b>Foreign Local National:</b> A non-US employee of United Technologies working in the country of their citizenship. For example, a Japanese employee of UTC working in Japan
J/C	Jurisdiction and Classification
MRB	Material Review Board
MRP	<b>Manufacturing Responsible Party:</b> The entity that is responsible for the manufacturing of the part.
NELC	Northeast Logistic Center
P10	SAP Plant Code
PMRP	<b>Primary Manufacture Responsible Party:</b> The entity that decides to make or buy a part number
POI	<b>Purchase Order Issuer:</b> Entity that has issued a purchase order to a supplier.
Preliminary Disposition	A simple decision (e.g. scrapping, repair etc.) that a participant can make and does not require help from the next higher level participant in the chain.
PWA	Pratt & Whitney US
PWC	Pratt & Whitney Canada
QMS	Quality Management System
QN	<b>Quality Notification:</b> Unique identifier used to document non-conformances.
QNO	Quality Note Originator
RFI	Request for Information

## Icons



Export data



Hides QNs with zero counts from the My Workspace page



Table Configurator allows users to configure information they want displayed



Refresh allows data to be refreshed on a page



Advanced Search



Add or View Attachments (unavailable in phase one of Quality Notes and will be available in a future release)



Print