1. What are SRS protest requests
2. Supplier submits a protest request
3. View the status of a protest
4. Email notifications
5. Protest request resolution
6. Frequently asked questions
Topic 1: What are SRS protest requests
What are SRS protest requests

On January 7, 2019, a new online process has been released which gives our Raytheon Suppliers the opportunity to formally protest performance elements affecting their Supplier Rating System (SRS) ratings. The feature enables our suppliers to submit protest requests for statistical delivery date, receipt date, or failure responsibility through SRS via the Raytheon Supplier Portal.

Benefits:
- **Raytheon Supply Chain Productivity**
  - Buyers will have time to do more productive supplier management activities
  - Will enhance supplier excellence program by removing the need to adjudicate SRS scores to reflect accurate performance
  - Will improve competitive source selection decisions by utilizing more accurate data
- **Improved Partnership**
  - Addresses consistent feedback from supplier perception surveys; Suppliers requested a formal process to contact RTN to update inaccurate SRS scores.
  - This is a feature that, in the words of suppliers from the Raytheon Supplier Advisory Council, “Will be a competitive differentiator for Raytheon”.

401/07/2019
SRS Protest Requests - Key Assumptions

- SRS protest requests are for supplier performance relationship reports (SPRR)
  - Protests can occur from PO Detail, Receipt Detail, or Failure Detail reports in SPRR (protests cannot occur from the SCAR Detail report or QDI’s)

- The SRS protest requests from PO Detail, Receipt Detail, and Failure Detail reports will route to the buyer on record

- Only one protest request per line item is allowed
  - Once a supplier submits a protest request for a line item, regardless if it is accepted or rejected, the line item cannot be protested again
## SRS Protest Request Status Definitions

<table>
<thead>
<tr>
<th>Protest Request Status</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submitted</td>
<td>The supplier SRS protest request has been submitted to Raytheon for review.</td>
</tr>
<tr>
<td>In Review</td>
<td>The supplier SRS protest request is in review by Raytheon.</td>
</tr>
<tr>
<td>Accepted</td>
<td>The supplier SRS protest request has been accepted by Raytheon for processing. Raytheon will update the appropriate data source system. Changes should be reflected in SRS ratings in the next SRS update.</td>
</tr>
<tr>
<td>Rejected</td>
<td>The supplier SRS protest request has not been accepted by Raytheon. Although the SRS protest request to change SRS was reviewed thoroughly, the request will not be acted upon.</td>
</tr>
</tbody>
</table>
Topic 2: Supplier Submits a Protest Request
## Supplier Selects Detail Report

### SPRR Summary

<table>
<thead>
<tr>
<th>Legend</th>
<th>Exceptional</th>
<th>BLUE</th>
<th>Very Good</th>
<th>PURPLE</th>
<th>Satisfactory</th>
<th>GREEN</th>
<th>Marginal</th>
<th>YELLOW</th>
<th>Unsatisfactory</th>
<th>RED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quantitative % Range</td>
<td>100.0%</td>
<td>to 98.0</td>
<td>from 97.9</td>
<td>to 95.0</td>
<td>from 94.9</td>
<td>to 90.0</td>
<td>from 89.9</td>
<td>to 85.0</td>
<td>from 84.9</td>
<td>to 0.0</td>
</tr>
</tbody>
</table>

#### Minority Code
- Code: 101 - LARGE BUSINESS
- Qualitative Rating: Cannot Calc

#### Quantitative Ratings
- Rating 1 Month: 88.6% [Marginal / Needs Improvement - YELLOW]
- Rating 3 Month: 98.1% [Very Good - PURPLE]
- Rating 12 Months: 98.6% [Exceptional - BLUE]
- RSPIM: 1.01 [Exceptional - BLUE]

#### Quality Ratings
- Rating 1 Month: 100.0% [Exceptional - BLUE]
- Rating 3 Month: 100.0% [Exceptional - BLUE]
- Rating 12 Months: 100.0% [Exceptional - BLUE]

#### Failure Counts
- # of Source Inspection Failures: 0
- # of Incoming Failures: 0
- # of Floor Failures: 0
- Total Weighted Failures: 0.0
- Quality Parts Received: 155,249
- PPM 12 Months: 0

### Web Pages
- Qualitative: Not Available

### History Graphs
- Quantity Rating History
- Quality Rating History
- Delivery Rating History

### Reports
- PO Detail Report
- Receipt Detail Report
- Failure Detail Report

01/07/2019
Supplier Clicks on Protest Line Item

- Supplier reviews the SPRR report and clicks on the protest link of the line item they would like to protest.
SRS Protest Pop-Up Window Opens

PO Detail Protest

- A supplier can protest the PO statistical delivery date by picking from the calendar widget

- The supplier enters a description of the protest in the comments field

- Required fields are indicated by an asterisk *

- Once the form is completely filled out, the supplier clicks on the Submit button
**SRS Protest Pop-Up Window Opens**

**Receipt Detail Protest**

- A supplier can protest the Receipt Date and/or PO Statistical Delivery Date by picking from the calendar widget.

- The supplier enters a description of the protest in the comments field.

- Required fields are indicated by an asterisk (*).

- Once the form is completely filled out, the supplier clicks on the Submit button.

---

### Receipt Detail Protest Form

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase Order ID</td>
<td>4201</td>
</tr>
<tr>
<td>Buyer</td>
<td>JACLYN FONGS</td>
</tr>
<tr>
<td>Receipt ID</td>
<td>000020</td>
</tr>
<tr>
<td>Schedule Name</td>
<td>3</td>
</tr>
<tr>
<td>Line Item</td>
<td>000020</td>
</tr>
<tr>
<td>Item Description</td>
<td></td>
</tr>
<tr>
<td>Part Number</td>
<td></td>
</tr>
<tr>
<td>PO Statistical Delivery Date</td>
<td>06/26/2019</td>
</tr>
<tr>
<td>Date Received</td>
<td>12/02/2017</td>
</tr>
<tr>
<td>Statistical Delivery Date</td>
<td></td>
</tr>
<tr>
<td>And/or Receipt Date</td>
<td></td>
</tr>
<tr>
<td>Protest Description</td>
<td></td>
</tr>
</tbody>
</table>

---

I understand that I need to immediately submit supporting documentation via email for this protest. *(checkbox required)*

You will receive a confirmation email from Raytheon with contact information so that you can provide supporting documentation. Please provide written agreement from buyer for statistical delivery date protests and Proof of Delivery (POD) for receipt date protests (or other proof).

---

**Suppliers Contact Information**

- **Assign To:** [Name]
- **Buyer ID:** [ID]

---

**Submit** | **Close**
SRS Protest Pop-Up Window Opens

Failure Detail Protest

- A supplier can protest the Failure Responsibility.

- The supplier enters a description of the protest in the comments field.

- Required fields are indicated by an asterisk (*).

- Once the form is completely filled out, the supplier clicks on the Submit button.

Please describe why your company is not responsible for the failure of the part:

I understand that I need to immediately submit supporting documentation via email for this protest. ☐ (checkbox required)

You will receive a confirmation email from Raytheon with contact information so that you can provide supporting documentation.

Please provide documented proof that failure is not supplier’s responsibility.

Supplier Contact Information:

Protest Status: New
Assign To: Buyer ID

Submit Close
SRS Protest Confirmation Pop-Up Window

- A pop-up window displays reminding the supplier to email supporting documents as these documents are required to research and resolve the protest.

- Supplier clicks on OK to proceed or Cancel to return to the previous pop-up window.
Supplier Receives Initial Submission Email

- Upon successful submission of the protest request, the supplier and buyer will receive an email confirmation that the protest request has been submitted.

- The report will update the status from “Protest” to “Submitted” and the protest ID column will display a reference number.

- The supplier can check the protest request status on this screen (statuses are: Submitted, In Review, Accepted, Rejected).
The supplier and buyer will receive an email confirmation that the protest request has been submitted.

From: Supplier Rating System
Sent: Thursday, November 08, 2018 8:06 AM
To: SUPPLIER (Drew Carlson for this test)
Cc: BUYER (Drew Carlson for this test)
Subject: Raytheon SRS Protest Submitted - Request 260 (PO # 4201)

Dear Supplier Name,

Thank you for your recent SRS Protest request. Your request form has been submitted.

Please be reminded, in order to be evaluated, your protest must be accompanied by supporting documentation sent via email to the contact listed below.

- For PO Detail Protests - please provide written agreement from buyer (or other proof)

Please send supporting documentation to:
DREW CARLSON (ANDREW.W.CARLSON@RAYTHEON.COM)

<table>
<thead>
<tr>
<th>Protest ID</th>
<th>260</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Protest Submitted</td>
<td>08-NOV-2018</td>
</tr>
<tr>
<td>Report</td>
<td>PO Detail</td>
</tr>
<tr>
<td>Protest Type</td>
<td>Statistical Date</td>
</tr>
<tr>
<td>Proposed Statistical Date</td>
<td>23-NOV-2018</td>
</tr>
<tr>
<td>Description of the Protest</td>
<td>test</td>
</tr>
</tbody>
</table>
Topic 3: View the Status of a Protest
View the Status of a SRS Protest Request

- The supplier can view the status of an SRS protest request:
  1. Utilize the submission confirmation email to determine the Protest ID number
  2. Access the PO, Receipt, or Failure Detail reports

- The supplier can check the protest request status on this screen (statuses are: Submitted, In Review, Accepted, Rejected)
Topic 4: Email Notifications
Email Notifications

Email notifications will automatically be sent based on the following scenarios:

- After a supplier completes the SRS protest request, both the supplier and buyer receive confirmation that the request has been submitted for review.
- If the SRS protest request is re-assigned to another buyer, then the supplier, the original assigned buyer, and the newly assigned buyer will receive notification.
- A status change of an SRS protest request to either accepted or rejected will trigger a resolution email to the supplier and buyer.
New SRS Protest Request

- After a supplier submits the SRS protest request, both the supplier and buyer receive confirmation that the request has been submitted for review.

From: Supplier Rating System
Sent: Thursday, November 08, 2018 8:06 AM
To: SUPPLIER [Drew Carlson for this test]
Cc: BUYER [Drew Carlson for this test]
Subject: Raytheon SRS Protest Submitted - Request 260 (PO # 4201)

Dear Supplier Name,

Thank you for your recent SRS Protest request. Your request form has been submitted.

Please be reminded, in order to be evaluated, your protest must be accompanied by supporting documentation sent via email to the contact listed below.

- For PO Detail Protests - please provide written agreement from buyer (or other proof)

Please send supporting documentation to:
DREW CARLSON (ANDREW.W.CARLSON@RAYTHEON.COM)

<table>
<thead>
<tr>
<th>Protest ID</th>
<th>260</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Protest Submitted</td>
<td>08-NOV-2018</td>
</tr>
<tr>
<td>Report</td>
<td>PO Detail</td>
</tr>
<tr>
<td>Protest Type</td>
<td>Statistical Date</td>
</tr>
<tr>
<td>Proposed Statistical Date</td>
<td>23-NOV-2018</td>
</tr>
<tr>
<td>Description of the Protest</td>
<td>test</td>
</tr>
</tbody>
</table>
Reassignment of a Protest Request to another Buyer

- If the SRS protest request is re-assigned to another buyer, then the supplier, the original assigned buyer, and the newly assigned buyer will receive notification.

---

From: Supplier Rating System  
Sent: Thursday, November 01, 2018 3:30 PM  
To: SUPPLIER (Drew Carlson as Supplier Name in this Test)  
Cc: Buyer (Drew Carlson); Buyer’s Manager (103oneide031), Reassigned Buyer (Dustan Brewer) Reassigned Buyer’s Manager (Allan Wong)  
Subject: Raytheon SRS Protest Reassigned - Request 70 (PO #)

Dear Supplier Name,

Your request form has been reassigned to DREW CARLSON.

In the event you have not already done so, please be reminded, in order to be evaluated, a protest must be accompanied by supporting documentation. This documentation should be sent by email to the reassigned buyer listed below.

Buyer email: ANDREW W CARLSON@RAYTHEON.COM

<table>
<thead>
<tr>
<th>Protest ID</th>
<th>70</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Protest Submitted</td>
<td>01-NOV-2018</td>
</tr>
<tr>
<td>Report</td>
<td>Failure Detail</td>
</tr>
<tr>
<td>Protest Type</td>
<td>Failure Responsibility</td>
</tr>
<tr>
<td>Description of the Protest</td>
<td>MANAGER TEST - UAT</td>
</tr>
<tr>
<td>Supplier Contact Information</td>
<td>QA Test</td>
</tr>
</tbody>
</table>
Status Change of a Protest to either Accepted or Rejected

- A status change of an SRS protest request to either accepted or rejected will trigger a resolution email to the supplier and buyer.

- Emails for rejected protest requests will include a reason for the rejection.
Topic 5: Protest Request Resolution
Protest Request Resolution

- Supplier will be notified via email once the protest request is resolved

- The protest request will be either Accepted or Rejected

- Emails for rejected protest requests will include a reason for the rejection
Topic 6: Frequently Asked Questions
Frequently Asked Questions

- Q: I submitted a protest request. When can I expect to receive resolution of the protest request from Raytheon?
  A: Once the buyer receives the supporting documentation, the information will be reviewed. Open protest requests will follow internal escalation procedures for timely responses. Please note that the resolution may not be immediately reflected in SRS data due to timing of SRS updates.

- Q: Will my protest request become public knowledge?
  A: No, the protest request records are maintained in a database to which only Raytheon and the respective Supplier have access.

- Q: How do I check the status of a protest request?
  A: Suppliers can check the status of a protest request by viewing the PO, Receipt, or Failure detail reports where suppliers initiated the protest request (reports accessed via the SPRR). See topic 3. Once a resolution is determined, an email will be sent to both the supplier and the buyer.
Frequently Asked Questions

- **Q:** Why am I unable to protest a line item more than once?
  **A:** Once a protest request has been resolved, the buyer has completed any necessary investigation and has determined the final resolution. Once final resolution has been determined, the item cannot be protested again.

- **Q:** My protest request was accepted, but SRS is not reflecting the update. What do I do?
  **A:** If SRS has not been updated after the protest request was accepted, please contact the buyer. If further assistance is needed, contact the Raytheon helpdesk 877-844-4712.