

## Frequently Asked Questions

Questions
<i>Q: Why can't I start a comment, save it, then return later and edit it while it is in my inbox?</i>
<i>Q: Why can't I edit a comment I made after it has returned to me a second time for review?</i>
A: There are 2 different types of comments, public comments and private comments. Private comments can be saved, and edited. They are not viewable to other users though. When you publish a comment, then it is public and viewable by all users. Approve, Reject and Cancel comments are made public automatically when the action is made. Once a comment is public it is part of the record of the packet and is read only for historical purposes. For audit purposes, public comments cannot be edited.
<i>Q: Material Disposition - How can this feature be improved?</i>
A: That is a very good question. We are looking for specific suggestions. There have been some ideas that have come up over time, but those have not been able to handle the complexity of the data and the configurability required (the number of factories/sites is variable, the number of locations is variable, the number of parts is variable and the possible dispositions are variable), that is a complex matrix to try to bring display and use within a web interface.
<i>Q: Would it be possible for approvers to have a form of "un-checkout"? For example, several people are the approvers for "Process Engineering". If I accidentally take assignment of an ECO, would there be a way to "undo" this action?</i>
<i>Q: Is there an easier way to un-assign, take back an assignment accidentally taken by someone, without having to go through Doc. Control?</i>
A: This would probably be done by a concept we call "reassignment". Reassignment is a future feature that has been identified as being desirable, but to implement this feature is much more complex than it seems. We continue to work on it.
<i>Q: Can the search function be improved or explained in easier terms?</i>
A: There are many ways to improve search, and we have 2 distinct search features – simple and advanced. Contact your Ingenuus sales person for training options to learn more.
<i>Q: How can I delegate a review to someone else once it has entered my inbox?</i>
A: This question touches the reassignment issue discussed earlier. Delegating tasks to yourself, like you can when you add a "to-do" on the To Do List, is straightforward. Permissions are simple – you have the right to delegate tasks to yourself. But in a complex collaborative environment, providing users with the ability to delegate and reassign tasks is much more complex. If you simply allowed the ability to delegate or

reassign, how can you keep everyone from reassigning their tasks indefinitely? Another aspect is providing a permissions matrix to control who can delegate what to whom and when. In the context of a process, delegation becomes complex and multi-dimensional. We continue to work on this.

*Q: How can I have someone else review an ECO in addition to myself if I am an approver?*

A: This option is currently available and can be added to your flow. During original design, this was not identified as a need, so was not implemented.

*Q: Is it possible to put a blank field (user input) for disposition, and for the "canned" reason for review?? The reason I say this is that sometimes what I want to change and why I want to change it isn't exactly listed.*

A: If there are some missing values they can be added to the list. Simply notify your Ingenuus administrator of the need. If there really are unique cases that need to be captured, "Other" or similar value can be added and you can input the actual disposition/reason in a text field.

*Q: Why do I have to use my mouse to click in the search box? Why can't the cursor start there every time I go to the home Screen? And why can't it be more prominently displayed?*

A: This is actually a "configuration" question related to personal preferences. Not everyone will want the cursor to start in the search box. Simply setting the focus (i.e., having the cursor go to the search box as a default) would probably make sense for people that are primarily viewers, but for people that mostly work on packets or data entry may have problems with accidentally searching. We are working on a new product, PACE, that will allow different interfaces that may facilitate your request. The quick search was purposely put at the top so that it would be handy to access, and would not take up much precious real-estate. Especially on lower resolution screens, we don't want too much usable space taken away from the main content.

*Q: The ability for the user to reset or retrieve the password like most web based applications out there. If a user forgets a password, they can reset or retrieve it after answering a few special questions. Therefore, we can get back into business quickly. IT has been very helpful, but I would rather not have to bother them four times a year.*

A: Although this is quite common with web based applications, it is not common with enterprise applications. This brings up security issues that would need to be reviewed. If there is access to email, then there is the potential to then break into other systems by resetting passwords. Our product is used for a wide variety of processes including sensitive information for legal departments and HR. If this is truly something that your company wants, then we can review the concept and see if there is a solution.

*Q: The ability to do Contract Compliance Matrix online like the ECO so that Liz does not have to send e-mails and call multiple times to have the matrix paper signed manually. This can also help to maintain keep documents such as T&Cs on electronic file.*

A: This can potentially be done. I would have to know more about the process to say for

sure. Upcoming improvements in our PACE may facilitate this if signatures are required from non-Teledyne users.

*Q: The ability to automatically send actual ADs by defining release distribution so that the users can have it quickly to implement AD which is intended to be fast.*

A: This can potentially be done. We need to understand more about the requirements, but we can discuss the several ways to automate this.

*Q: Can reject return back to same incorporator instead of poo?*

A: If I understand the issue properly, this is a configuration of the flow. The system will default to reject something back to the person who worked on it the first time. That means the flow was specifically configured to go back to the pool. We would need to review the flow configuration and see why it was decided to configure it way.

*Q: Simplified document searching and ECO hunting: make it easier to see all the documents and all the ECO's associated with a particular project or another document.*

A: It may be possible to set up an advanced search that will match your requirements. If not, then it is possible to make queries from a report writer or Excel that will provide the information required. We would need to look at the requirements.

*Q: Same as above, but allow a simple way to time-slice it, so that a person could step through the history of a project or document.*

A: Date based queries can be done in Advanced Search, a report writer or Excel.