



*Supplier Performance Risk System*

**Feedback/Customer  
Support Tutorial**

# SPRS Feedback



Feedback/Customer Support allows the user to submit feedback, suggestions and questions about the application to the SPRS Program Management Office (PMO).

**Response Time is typically within 2 business days.**

## Note to Viewers

To preserve  
detail and  
Integrity,  
screenshots  
have been  
edited for  
size & content



# SPRS Feedback



## Accessing Feedback/Customer Support

Home

Logout

COMPLIANCE REPORTS

Cyber Reports

CAGE Hierarchy

RISK ANALYSIS REPORTS

Supplier Risk

PERFORMANCE REPORTS

Summary Report

Detail Report Pos/Neg Records

Supply Code Relationship

SERVICE

Feedback/Customer Support

Download

FEEDBACK/CUSTOMER SUPPORT

Home

Feedback/Customer Support

Print

Help

Menu

New Feedback

ID	Date Modified	First Name	Last Name	Phone Number	Email	CAGE Code	Category
<div>View Details - 609</div>	01/25/2024	CYBER VENDOR USER	TRAINING	5555555555	TESTUSER@TESTING.COM	ZSP01	Cyber Repo

1

5

Items per page

1 - 1 of 1 items

# SPRS Feedback



FEEDBACK/CUSTOMER SUPPORT

New Feedback

Refresh

ID	Status	Date Modified	First Name	Last Name	Phone Number	Email	CAGE Code	Category	Other Category
<a href="#">View Details - 612</a>		02/13/2024	CONTRACTOR USER	TRAINING	202881690				
<a href="#">View Details - 579</a>		01/12/2024	NICOLE		6031111111				

1

5

items per page

FEEDBACK/CUSTOMER SUPPORT

New Feedback

CAGE Code  
--- Please select CAGE ---

First Name  
CONTRACTOR USER

Last Name  
TRAINING

Category  
--- Please select Category ---

Phone

Email  
CONTRACTOR.USER.CIV@US.NAVY.MIL

Other Category

Comment

Select files... Drop files here to select

Submit Cancel

Refresh

# SPRS Feedback



## FEEDBACK/CUSTOMER SUPPORT



New Feedback

Refresh

ID	Status	Date Modified	First Name	Last Name	Phone Number	Email	CAGE Code	Category	Other Category
<a href="#">View Details - 612</a>		02/13/2024	CONTRACTOR USER	TRAINING	2074381690		ZSP01	Summary Report	
<a href="#">View Details - 579</a>		01/12/2024	NICOLE		6031111111			Download	51

Feedback/Customer Support is NOT for “Challenge” or disputed data information

# SPRS Feedback



FEEDBACK/CUSTOMER SUPPORT

New Feedback

CAGE Code

ZSP01

----

Please select CAGE ----

ZSP01

ZSP02

ZSP03

ZSP04

ZSP05

Comment

Select files...

Drop files here to select

Submit

Cancel

Refresh

# SPRS Feedback



FEEDBACK/CUSTOMER SUPPORT

New Feedback

CAGE Code

ZSP01

First Name

CONTRACTOR USER

Last Name

TRAINING

Category

---- Please select Category ----

Phone

Email

CONTRACTOR.USER.CIV@US.NAVY.MIL

Other Category

Comment

Select files...

Drop files here to select

Submit

Cancel

Refresh



# SPRS Feedback



FEEDBACK/CUSTOMER SUPPORT

New Feedback

CAGE Code  
ZSP01

First Name  
CONTRACTOR USER

Last Name  
TRAINING

Category  
Summary Report

Phone

Email  
CONTRACTOR.USER.CIV@US.NAVY.MIL

Other Category

Drop files here to select

Submit Cancel

Refresh







---- Please select Category ----

- Home
- Logout
- Cyber Reports
- CAGE Hierarchy
- Supplier Risk
- Summary Report
- Detail Pos/Neg Records

# SPRS Feedback



FEEDBACK/CUSTOMER SUPPORT



New Feedback

CAGE Code

ZSP01

First Name

CONTRACTOR USER

Last Name

TRAINING

Category

Other Category

Phone

6031111111

Email

CONTRACTOR.USER.CIV@US.NAVY.MIL

Other Category

Required field when Other Category is selected.

Comment

Select files...

Drop files here to select

Submit







Cancel

Refresh

# SPRS Feedback



FEEDBACK/CUSTOMER SUPPORT



New Feedback

CAGE Code

---- Please select CAGE ----

First Name

CONTRACTOR USER

Last Name

TRAINING

Category

Cyber Reports

Phone

6031111111

Email

@US.NAVY.MIL

Other Category

Comment

Type comments here.

Select files...

Drop files here to select

Submit

Cancel

Refresh

# SPRS Feedback



FEEDBACK/CUSTOMER SUPPORT

New Feedback

CAGE Code

---- Please select CAGE ----

First Name

CONTRACTOR USER

Last Name

TRAINING

Category

Cyber Reports

Phone

6031111111

Email

@US.NAVY.MIL

Other Category

Comment

Type comments here.

Select files...

Drop files here to select

Submit

Cancel

Refresh



# SPRS Feedback



FEEDBACK/CUSTOMER SUPPORT

New Feedback

- Select CAGE Code
- Phone is required (10 digits, no characters)

CAGE Code

---- Please select CAGE ----

First Name

CONTRACTOR USER

Last Name

TRAINING

Category

Cyber Reports

Phone

Email

@US.NAVY.MIL

Other Category

Comment

Type comments here.

Select files...

Drop files here to select

Submit

Cancel

Refresh

ID	Status	Date Modified	First Name	Last Name	Phone Number	Email	CAGE Code	Category
			CONTRACTOR					

# SPRS Feedback



FEEDBACK/CUSTOMER SUPPORT

New Feedback

CAGE Code

---- Please select CAGE ----

First Name

CONTRACTOR USER

Last Name

TRAINING

Category

---- Please select Category ----

Phone

Email

Contractor.test@US.NAVY.MIL

Other Category

Comment

Select files...

Drop files here to select

Submit

Cancel

Refresh

ID	Status	Date Modified	First Name	Last Name	Phone Number	Email	CAGE Code	Category	Other Category
<div>View Details - 626</div>		03/08/2024	CONTRACTOR USER	TRAINING	6031111111	CONTRACTOR.TESTER@US.NAVY.MIL	ZSP01	Cyber Reports	
			CONTRACTOR	TRAINING	6031111111	CONTRACTOR.TESTER@US.NAVY.MIL	ZSP01	Cyber Reports	

# SPRS Feedback



FEEDBACK/CUSTOMER SUPPORT

New Feedback

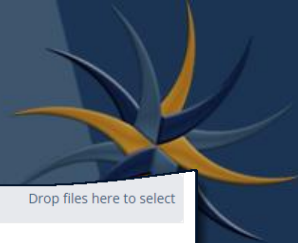
Refresh

ID	Status	Date Modified	First Name	Last Name	Phone Number	Email	CAGE Code	Category
<a href="#">View Details - 625</a>		03/08/2024	CONTRACTOR USER	TRAINING	6031111111	██████████@US.NAVY.MIL	ZSP01	Cyber Reports
<a href="#">View Details - 612</a>		03/08/2024	CONTRACTOR USER	TRAINING	2074381690	██████████@US.NAVY.MIL	ZSP01	Summary Report
<a href="#">View Details - 579</a>		01/12/2024	NICOLE	DUGAL	6031111111			Download

5 items per page

1 - 3 of 3 items

# SPRS Feedback



Select files...

Drop files here to select

Submit

Cancel

Refresh

ID	Status	Date Modified	First Name	Last Name	Phone Number	Email	CAGE Code	Category	Other Category
<div>View Details - 626</div>		03/08/2024	CONTRACTOR USER	TRAINING	6031111111	CONTRACTOR.TESTER@US.NAVY.MIL	ZSP01	Cyber Reports	
<div>View Details - 625</div>	🚫	03/08/2024	CONTRACTOR USER	TRAINING	6031111111	██████████@US.NAVY.MIL	ZSP01	Cyber Reports	
<div>View Details - 612</div>	🚩	03/08/2024	CONTRACTOR USER	TRAINING	2074381690	██████████@US.NAVY.MIL	ZSP01	Summary Report	
<div>View Details - 579</div>		01/12/2024	NICOLE	██████	6031111111			Download	51

1

5

Items per page

1 - 4 of 4 items

626 - CONTRACTOR USER TRAINING - ZSP01 - Cyber Reports

Refresh

Comment	Created By	Created Date	Files
Enter comments here	CT	03/08/2024 11:57	

Comment

Select files...

Drop files here to select

Submit

Cancel



# SPRS Feedback



## FEEDBACK/CUSTOMER SUPPORT



New Feedback

Refresh

ID	Status	Date Modified	First Name	Last Name	CAGE Code	Category
<a href="#">View Details - 625</a>		03/08/2024	CONTRACTOR USER	TRAININ	@US.NAVY.MIL	Cyber Reports
<a href="#">View Details - 612</a>		03/08/2024	CONTRACTOR USER	TRAININ	@US.NAVY.MIL	Summary Report
<a href="#">View Details - 579</a>		01/12/2024	NICOLE	DUGAL		Download

↑ Sort Ascending

↓ Sort Descending

Columns

Autosize All Columns

Filter

1

5

items per page

1 - 3 of 3 items



# SPRS Contact Information

SPRS Website:

<https://www.sprs.csd.disa.mil>

NSLC Help Desk (Mon-Fri 6:30am- 6:00pm ET):

NSLC Help Desk Email:

[sprs-helpdesk@us.navy.mil](mailto:sprs-helpdesk@us.navy.mil)

# *Thank you*

for participating in the  
**Feedback/Customer  
Support Tutorial**