www.erai.com



USER MANUAL

Website User Manual

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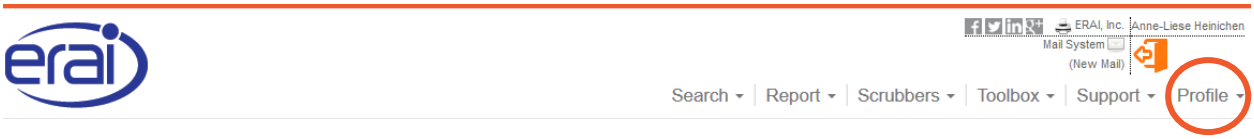
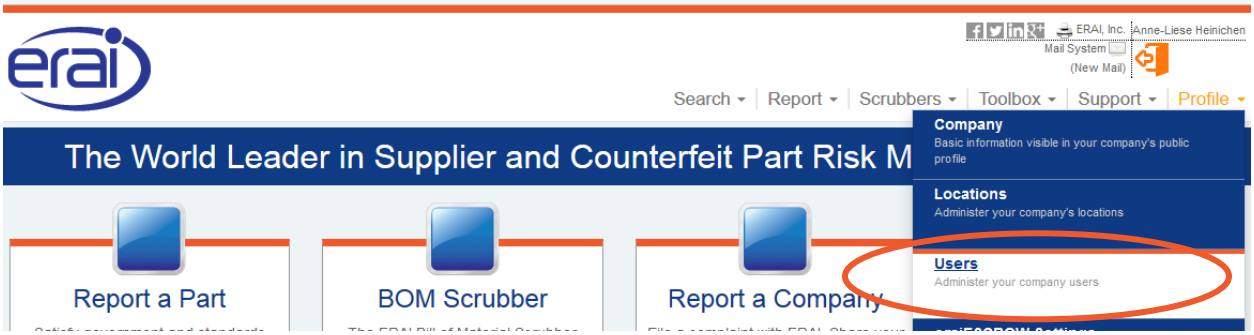
Profile

Once you are logged into the ERAI site, on the far right of the screen, you will see a “Profile” tab. Clicking on “Profile” will open your user profile and allow you to change or adjust numerous settings.

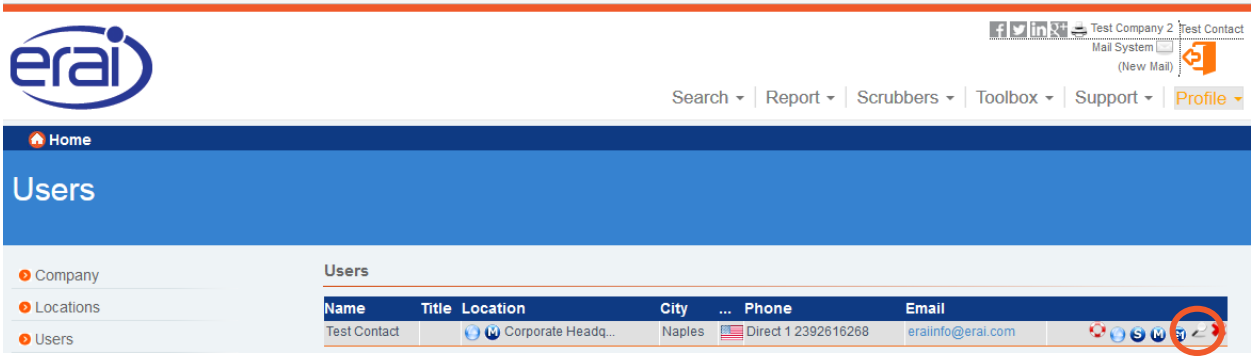


Changing Your User Settings

After selecting Profile, select the “Users” subtab to display your account summary information.



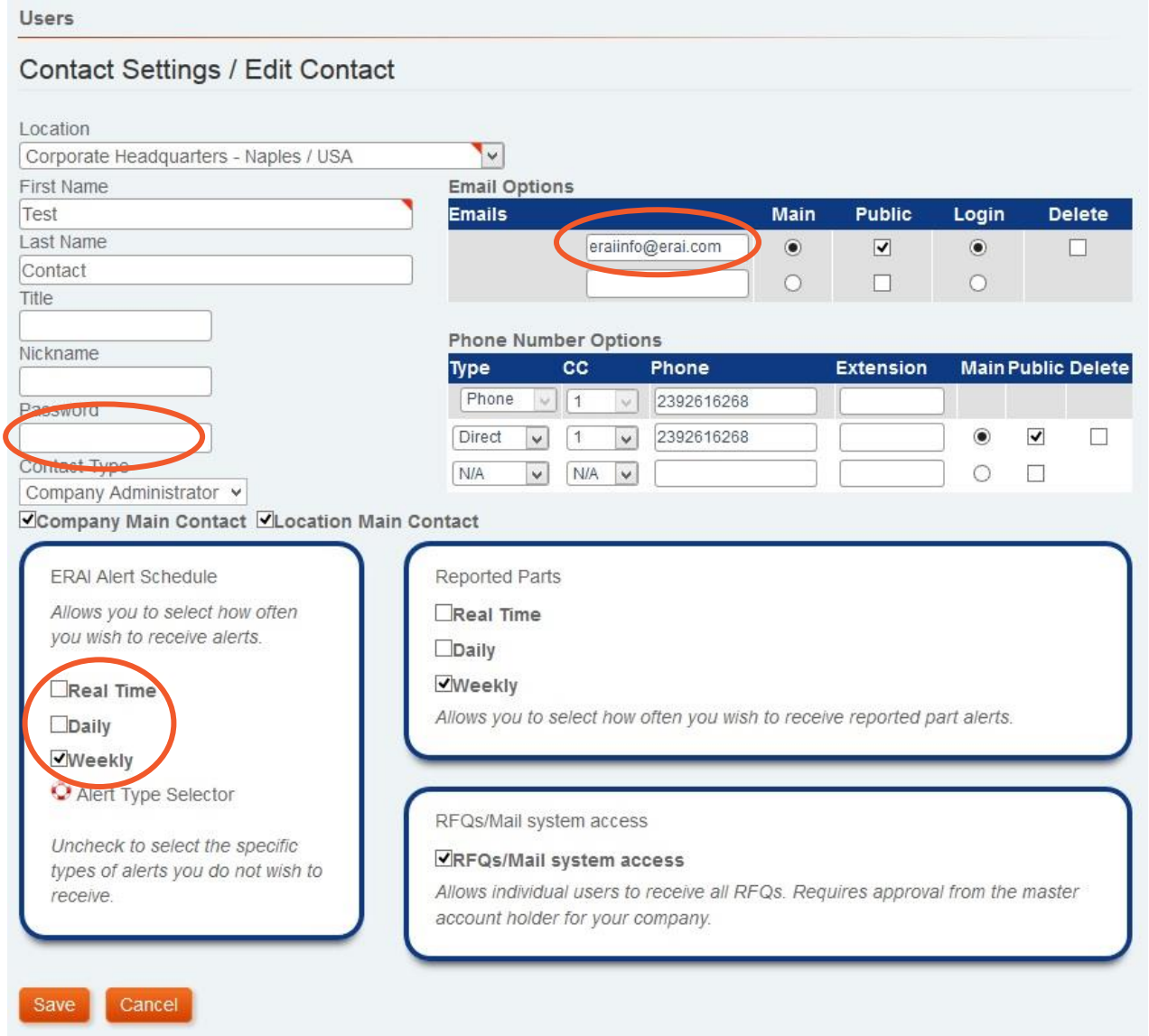
Then click on the magnifying glass on the right side of the screen to view and change your settings.



Updating/Changing E-mail Address or Password

Once you have expanded your personal profile with the magnifying glass, you will see your e-mail address under “Email Options”. Additionally, below your primary e-mail is a box to allow you to add a secondary mail account, if you choose. To change your current e-mail address or password, simply click in the appropriate box displaying your mail address or password and backspace to remove or highlight and delete the current information. Once removed, type in the new or current e-mail address or password and then select the “save” button at the bottom of the screen.

Please Note: Some of the other options such as “Main” and “Login” are ERAI administrative functions and should not be changed or unchecked as it may cause you to be unable to log in. “Public” allows you to make your email address public (if checked).

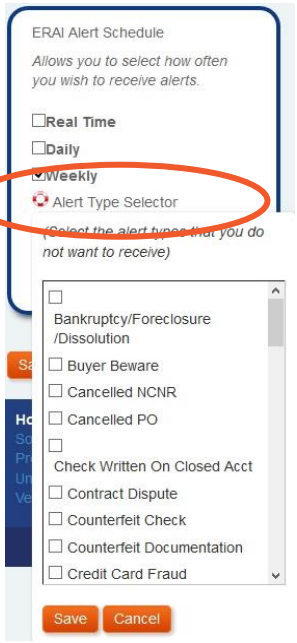


ERAI Alert Scheduling

The alert schedule relates to email alerts ERAI sends out on reported companies. These are alerts that provide information to subscribers about problematic situations involving vendors or customers. The data in the alerts ranges from something as simple as a customer being reported for past due invoices to a supplier being reported for selling suspect counterfeit parts.

From this section you can decide how often you want to receive the alerts: real time; daily; or weekly. Additionally, by clicking on the “Alert Type Selector” icon, you can choose the type of alerts you do **not** want to receive.

Please note: By default, ERAI Members receive alerts on a weekly basis. Optionally, you may select two or three notification options to receive multiple emails. If you would like to remove or modify these alert notices, please select your desired schedule and check any type of alert you do **not** wish to receive via e-mail.



Reported Part Alert Scheduling

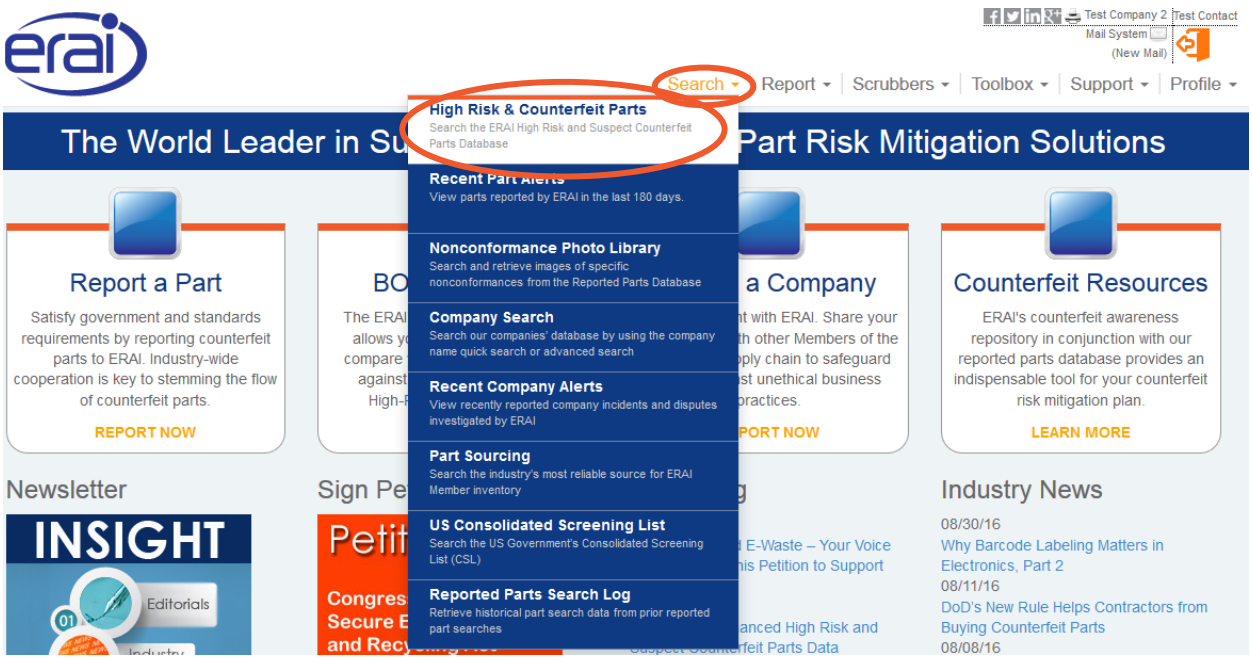
The reported parts schedule allows you to select the frequency of reports ERAI sends out relative to suspect counterfeit and high-risk parts. Similar to the ERAI alert schedule, you can select to receive these notices: real time; daily; or weekly. You may select one or all three notification options and then select "Save". Please note: By default, alerts are set up to be received once a week. Reports are generated at approximately 4:00 PM EST every Thursday.



ERAI Database Searches

High Risk and Suspect Counterfeit Parts Database

This feature allows you to search the ERAI database of suspect counterfeit, nonconforming and high-risk parts. From the "Search" tab, select the "High Risk & Counterfeit Parts" subtab.



In order to search for a part in the ERAI High Risk and Suspect Counterfeit Parts Database, please enter at least three characters of the part you are searching for. You can use also the manufacturer pull down to limit your search to a selected manufacturer.

Note: Part "type" designations in the ERAI High Risk and Suspect Counterfeit Parts Database are:

NC = Nonconforming – A part that displays one or more nonconformance(s).

SC = Suspect Counterfeit - A part that displays one or more nonconformance(s) and shows evidence of counterfeiting.

NC SC = Nonconforming / Suspect Counterfeit - A part that displays one or more nonconformance(s) and shows evidence this it is a used part sold as new.

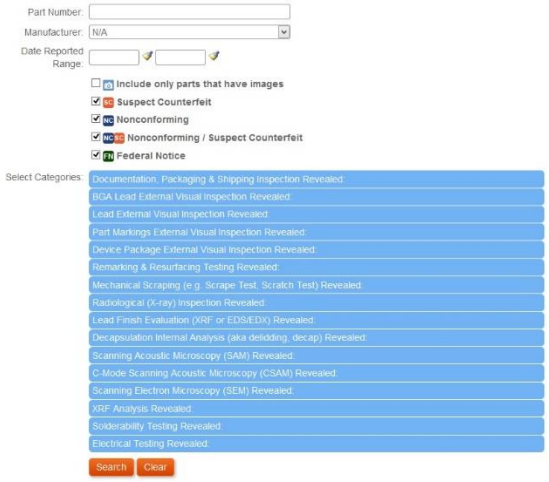
Note: ERAI services both the commercial and government sectors. The definition of a suspect counterfeit part is decidedly different to the commercial sector than those supporting government. Specifically, the government has included "used parts sold as new" in its definition of counterfeit according to the U.S. DOD Defense Federal Acquisition Regulation Supplement: Detection and Avoidance of Counterfeit Electronic Parts (DFARS Case 2012-D055) published in the Federal Register on May 6, 2014. While organizations in the commercial sector may argue selling a used part as new is "fraudulent", most do not consider a used part sold as new as suspect counterfeit. For that reason, parts that are used and sold as new may be considered "NC-Nonconforming" to commercial manufacturers but currently must be considered "SC-Suspect Counterfeit" by a government supplier.

FN = Federal Notice - A part or list of parts which are publically released as part of a U.S. federal/government agency notice. These parts may require additional evaluation based on your organization's internal risk mitigation procedures.

Source: Parts designated with GIDEP originate courtesy of the Government-Industry Data Exchange Program (GIDEP). The data on this particular device resides on the GIDEP website. There are no fees required to access this data; however, a login ID and password for the GIDEP website are required. Please click here to be re-directed to the GIDEP website.

High Risk and Suspect Counterfeit Parts Advanced Search

If you would like to search for a particular part using a part number or manufacturer combined with a specific or set of specific nonconformances, click on the Reported Parts Advanced Search section and type in the part number and/or select the manufacturer from the drop down and then click on the test category type and select the testing method subtypes from the menu.



Nonconformance Photo Library Search

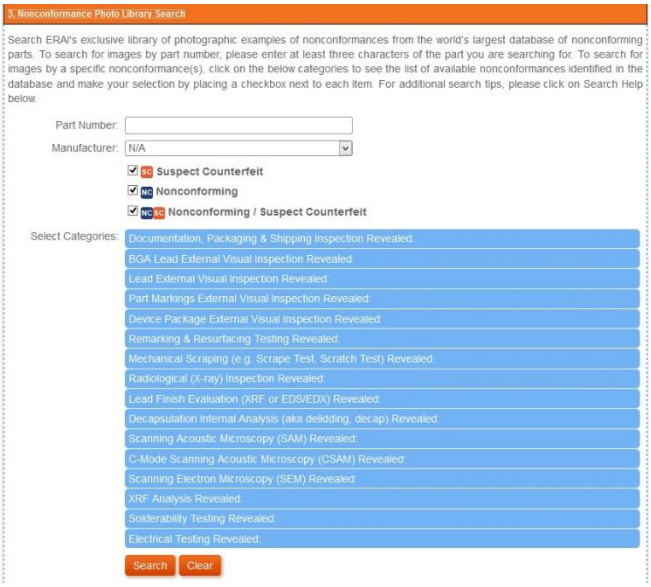
The Nonconformance Photo Library Search displays images contained within part reports culled directly from ERAI's High Risk & Counterfeit Parts Database.

To search for an image of a specific part, please enter at least 3 characters in the part number field. This is not a required field. The search results will display part numbers that include the sequence of characters you have entered – e.g. if you search for "103", the search results will display parts that start with 103 or have 103 contained in the part number such as INA10386 or XCS10-3VQ100I. The part search will disregard hyphens.

A manufacturer pull down is provided if you wish to restrict your image results to a selected manufacturer.

Additionally, Members can locate images containing examples of specific nonconformances. Place a checkbox next to each nonconformance(s) you want included in your search results and only images containing your selection will be displayed. The results will include all images that have at least one of the selected categories assigned. The default sorting of resulting images will be based on images with the highest number of selected categories assigned appearing first followed by images with a lesser number of selected categories. This logic ensures that the majority of searches conducted will now result with

images illustrating the categories chosen by the Member. Members can still further narrow the search results by applying the part number and/or manufacturer filters.



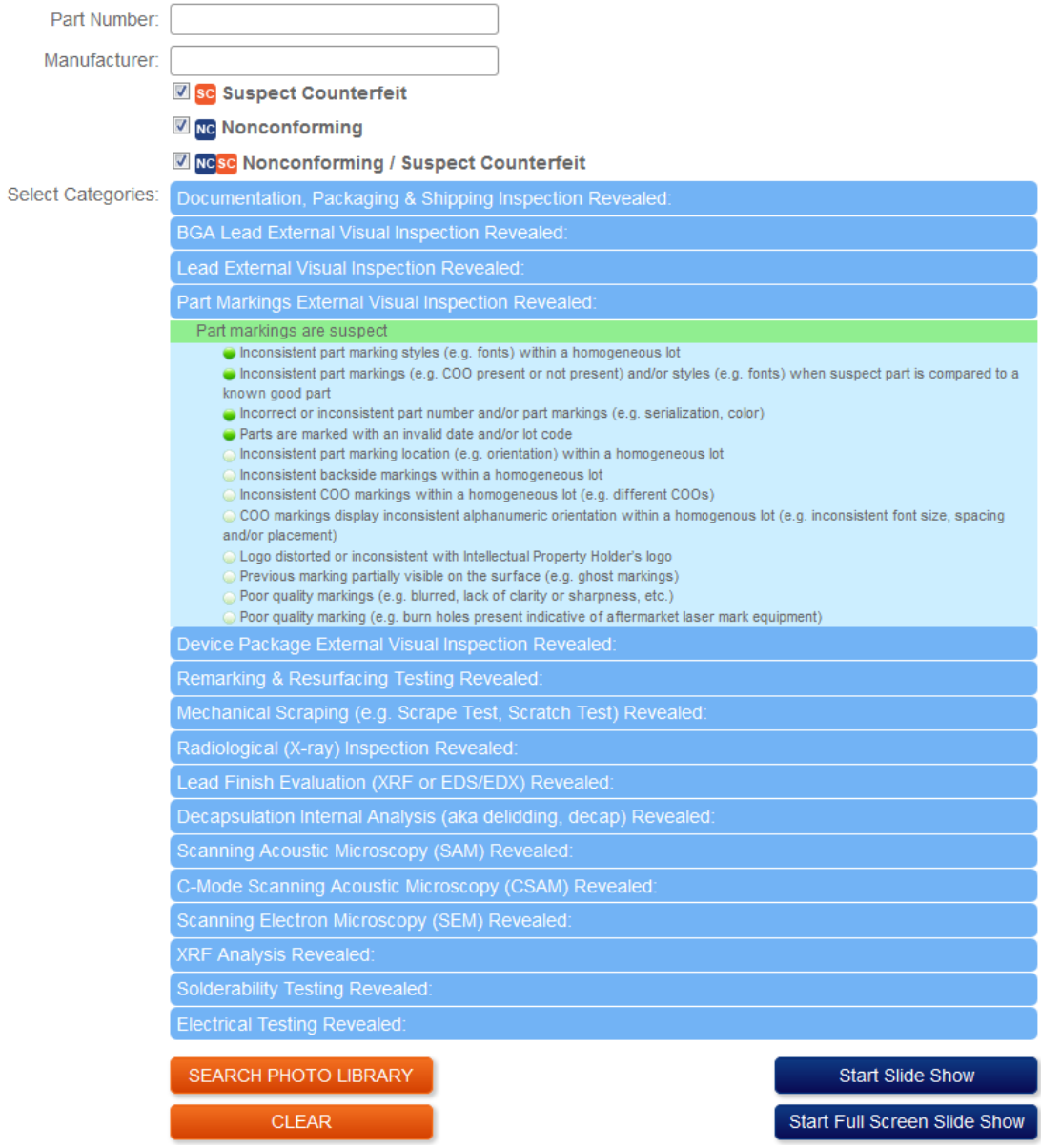
Nonconformance Photo Training Slideshow

The Nonconformance Photo Library Training Slideshow displays images contained within part reports culled directly from ERAI's High Risk and Suspect Counterfeit Parts Database based on criteria you select.

To Create a Custom-Made Slideshow

Select the Noncoformance Categories to Include in the Slideshow

Members can locate images containing examples of specific nonconformances. Select the radio button next to each nonconformance(s) category you want included in your search results and only images containing one or more of your selections will be displayed. You can select one or multiple categories – whatever is relevant for your needs. If you check more than one nonconformance category, the system will display images that include at least one of the categories you selected. You can use the filters described below to further narrow down the results based on part number and manufacturer.

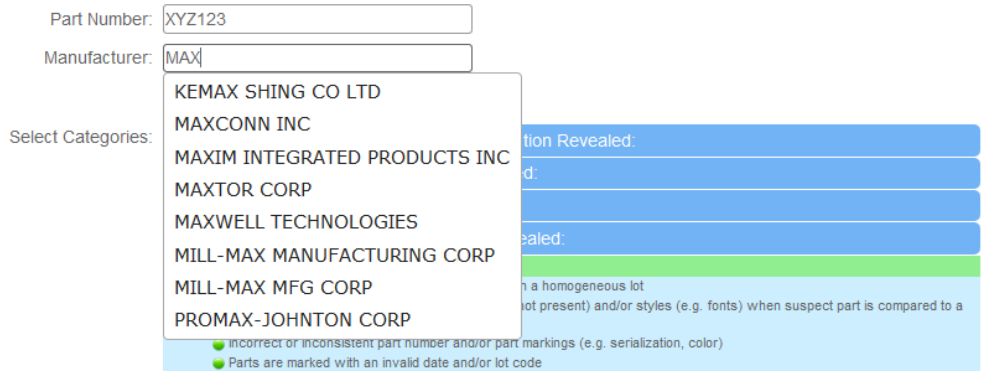


Apply Part Number Filters (Optional)

To filter parts relative to a specific part number, please enter at least 3 characters in the part number field. Please note that this is not a required field. The search results will display part numbers that include the sequence of characters you have entered – e.g. if you search for "103", the search results will display parts that start with 103 or have 103 contained in the part number such as INA10386 or XCS10-3VQ100I. The part search will disregard hyphens.

Apply Manufacturer Filter (Optional)

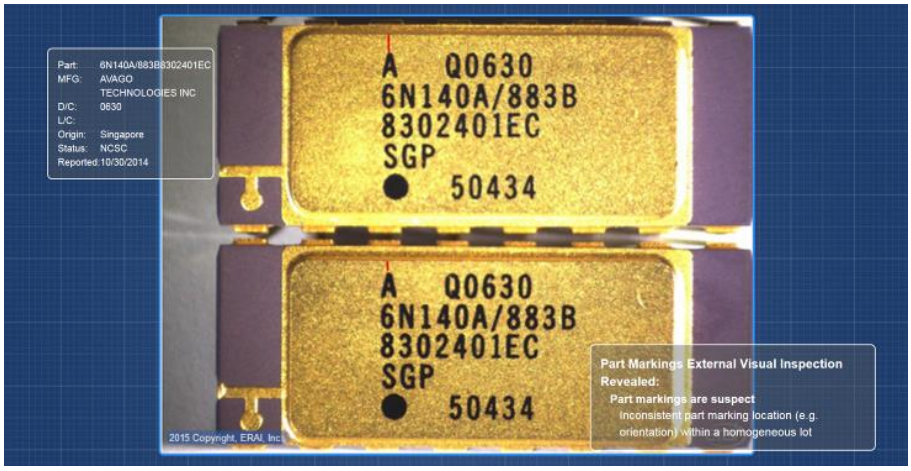
A manufacturer pull down is provided if you wish to restrict your image results to a selected manufacturer. Just type in the first 3 letters of manufacturer name and the system will offer you a list of matching manufacturers.



Start Slide Show

After selecting your search criteria, click on the "Start Slide Show" button. The resulting images will be compiled into a slideshow that can be used for training and education purposes. The images will be presented in a full browser or full screen format (depending on your choice of display mode). Basic part information as well as a detailed description of the specific nonconformance illustrated will be presented in draggable data popups. You can start a slide show in a full screen mode by clicking on the START FULL SCREEN SLIDE SHOW button.

The slideshow will then be launched.

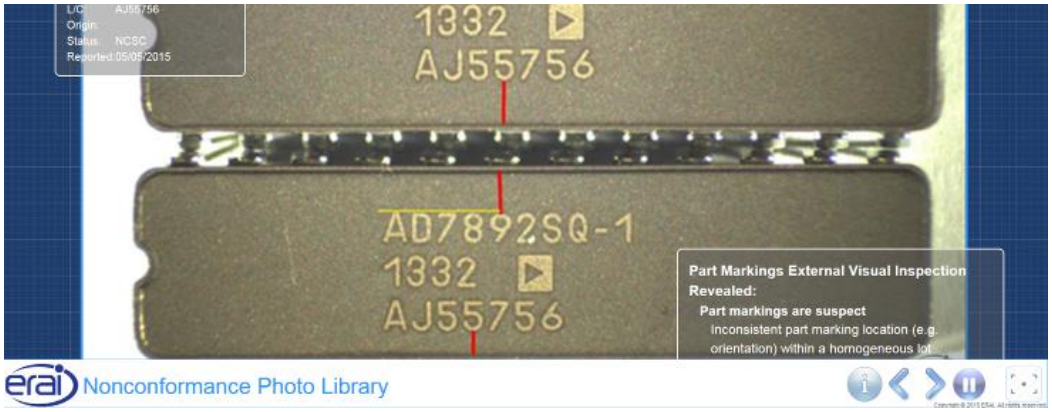


Slideshow Controls

During the Training Slide Show you can control the presentation in several different ways.

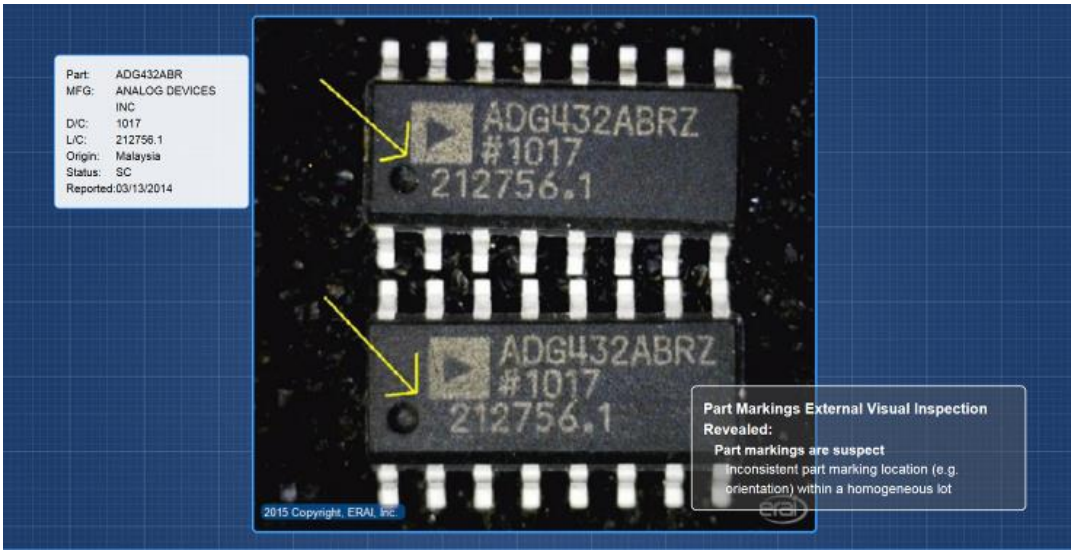
1. Slideshow Toolbar

A slideshow toolbar will briefly appear on the bottom of the display area at the beginning of the slideshow. You can retrieve the toolbar at any time by simply moving your mouse cursor to the bottom of the display area. The toolbar provides basic controls such as "PAUSE", "SLIDE FROWARD", "SLIDE BACKWARD", "SWITCH FULL SCREEN MODE ON/OFF", “TURN DATA POPUPS ON/OFF".



2. Data Popups

Each slide in the slideshow you create will display two data popups that provide basic information about the nonconforming part that is displayed in the picture as well as a detailed description of the specific nonconformance(s) illustrated by the picture. These popups are semitransparent and are designed to provide minimum interference with the main image that is being viewed. These popups will become fully visible if the mouse cursor is placed over them and the slideshow will pause for you to be able to read the information in detail. Upon removal of the mouse cursor from the data popup, the slideshow will proceed to the next slide. The data popups are also draggable so you can custom position them on the screen.



3. Pausing and Restarting the Slideshow

At any time the slideshow can be paused in three different ways:

- Clicking anywhere on the slideshow background will pause the slideshow. One more click anywhere in the background of the slideshow will resume the slideshow.
- Moving your mouse cursor over one of the two data popups will pause the show and brighten the data displayed within that data field. Upon removing the cursor from the data field, the slideshow will automatically resume.

- Clicking on the "PAUSE" button within the hidden slideshow navigation toolbar will pause the slideshow. Simply move your mouse cursor to the bottom of the slideshow screen and the toolbar will appear. To resume the show, click on the same button or click anywhere within the background of the slideshow.

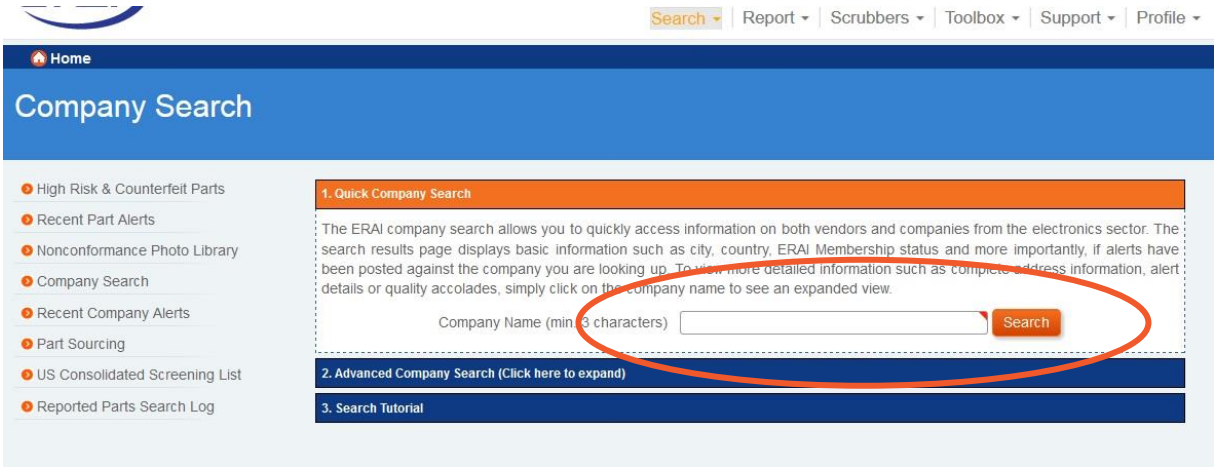
Custom Slideshow Links

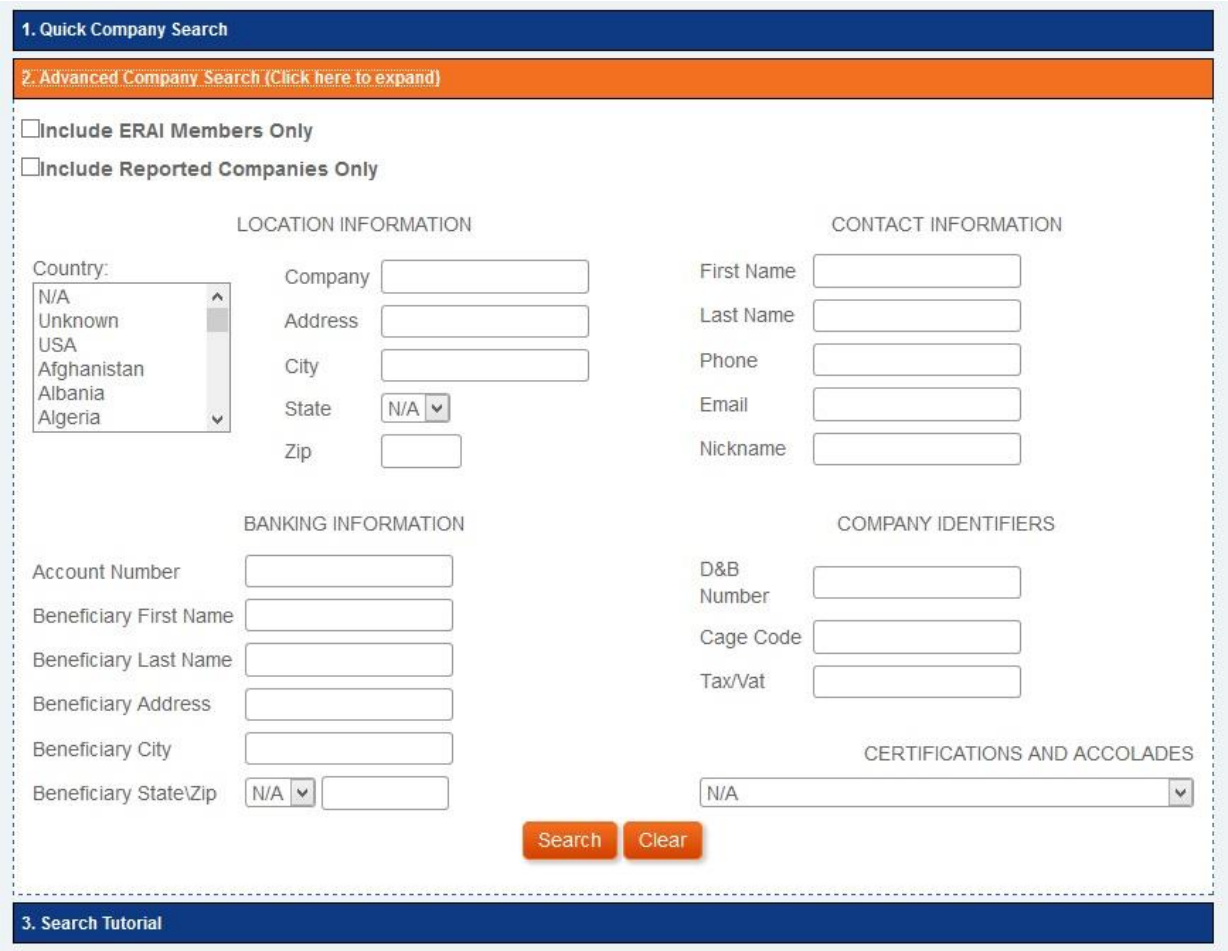
Company Administrators are additionally capable of creating a stand-alone slideshows. These slideshows can be created upon request and you will be provided with an encoded link that will launch the slideshow on any computer that has a browser and Internet connection. ERAI membership is not required to use these custom-made slideshows and they are made available only for a specified period of time after which they will be auto-deleted.

Company Search

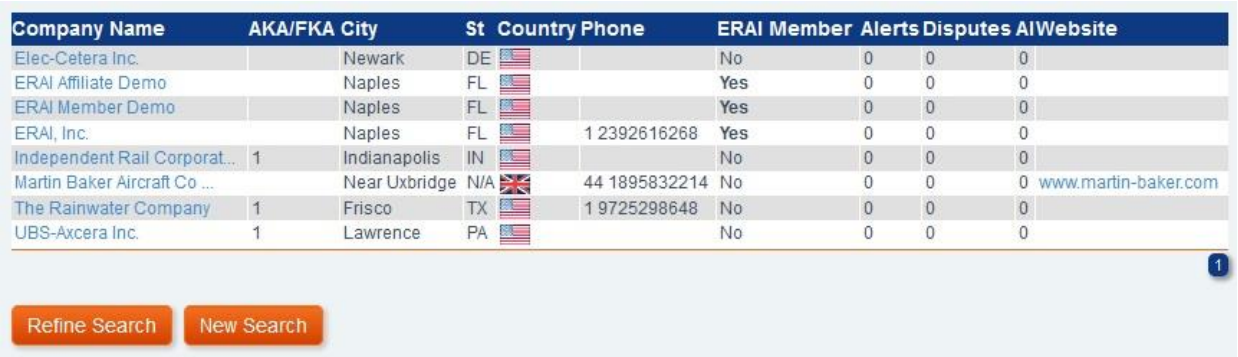
The company search allows you to search for a company in the ERAI Companies Database. Results will display any data in the ERAI Companies Database related to a company including their membership status, if they have any alerts or disputes posted against them, location information, quality certifications, etc. The page contains a “Quick Search” function on the top of the page and an “Advanced Search” function on the bottom half of the page. User instructions are provided on the page in the Search Tutorial section.

There are two types of company searches located on this page. These databases allow you to conduct a “wild-card” search based on the criteria you enter. For example, if you enter the letters “ABC”, the results will display any company that has “ABC” somewhere in their name including “formerly known as” (FKA) or “also known as” (AKA). Clicking on the company name will open their profile displaying more FNA/AKA information where applicable.





Search results will feature any company from the ERAI Companies database and can include ERAI Members, Reported Companies or companies that are neither Members or Reported Companies but service the industry. Results will display an alphabetical listing.



Company Name	AKA/FKA	City	St	Country	Phone	ERAI Member	Alerts	Disputes	AI	Website
Elec-Cetera Inc.		Newark	DE			No	0	0	0	
ERAI Affiliate Demo		Naples	FL			Yes	0	0	0	
ERAI Member Demo		Naples	FL			Yes	0	0	0	
ERAI, Inc.		Naples	FL		1 2392616268	Yes	0	0	0	
Independent Rail Corporat...	1	Indianapolis	IN			No	0	0	0	
Martin Baker Aircraft Co ...		Near Uxbridge	N/A		44 1895832214	No	0	0	0	www.martin-baker.com
The Rainwater Company	1	Frisco	TX		1 9725298648	No	0	0	0	
UBS-Axcera Inc.	1	Lawrence	PA			No	0	0	0	

1

Refine Search | New Search

Clicking on a company name will open the selected company's profile and will display all available information including membership status (if applicable), location information, contact information and any alerts that are posted against the company (if applicable).



ERAI BOM Scrubber

There are two BOM Scrubber tools: a Standard BOM Scrubber and an Advanced BOM Scrubber. The text below explains the basics on understanding how these tools function.

The ERAI BOM Scrubber system was designed to display not only exact matches but also part numbers with similar characteristics.

Results that display a match percentage of less than 100% simply means that the part number supplied (prefix, root and suffix) were not exactly identical to a particular part in the ERAI High Risk and Suspect Counterfeit Parts Database but there were similarities. In some cases, the similarities can be important and in others, they may not be important.

For example:

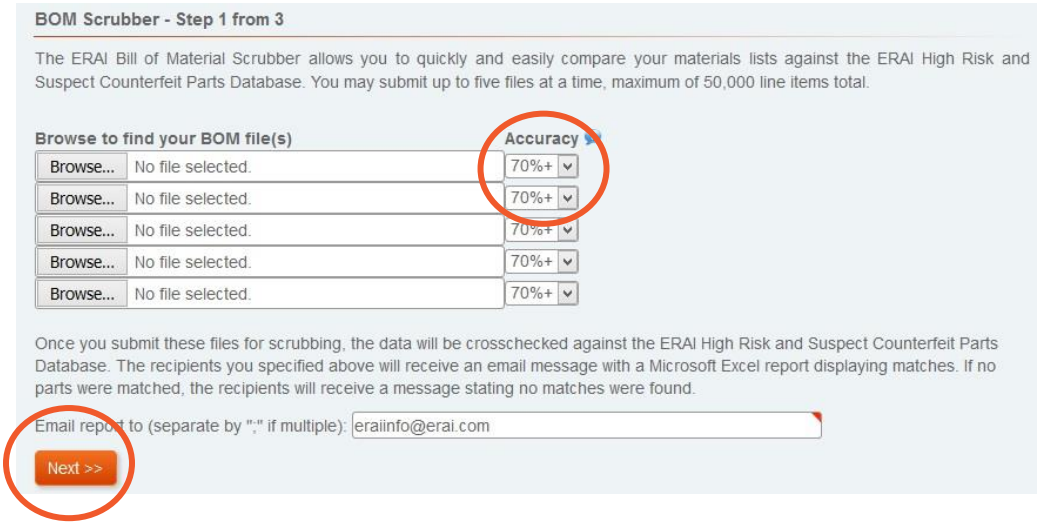
If part number TL1175A is submitted and the system identifies part number TLC1175A, a result showing a less than 100% match will be displayed. Whether or not this difference in the prefix (C) has any significance, may or may not be important. For instance, if the letter C in this case simply designates a different manufacturer of the same device, this data may not be important. On the other hand, if there was only one manufacturer of this part and in the “description of non-conformance” the component manufacturer identified the part as counterfeit because of the letter (C), this would be very important data.

There can be many variables in part number information that may be important in some cases. Many parts have revisions and many parts come from the same family of parts, in which case, they may vary only in speed or size. For instance, using the same example above, assume that part number TL1175A is a known counterfeit or defective part and the letter (A) is just a revision to the original part. In this case, if you submitted part number TL1175 you would get a result showing less than a 100% match. There are also situations in which parts have very similar part numbers but run at different speeds which are usually indicated on the device with a "-" followed by a series of digits, for example -10, -15 or -20. If any parts in this particular family have been identified in the ERAI High Risk and Suspect Counterfeit Parts database, it would be important information to know, even though it was not an exact match.

Ultimately, you as the subscriber will need to decide what is relevant to your particular situation. However, ERAI recommends that subscribers take the time to evaluate the data for each listing.

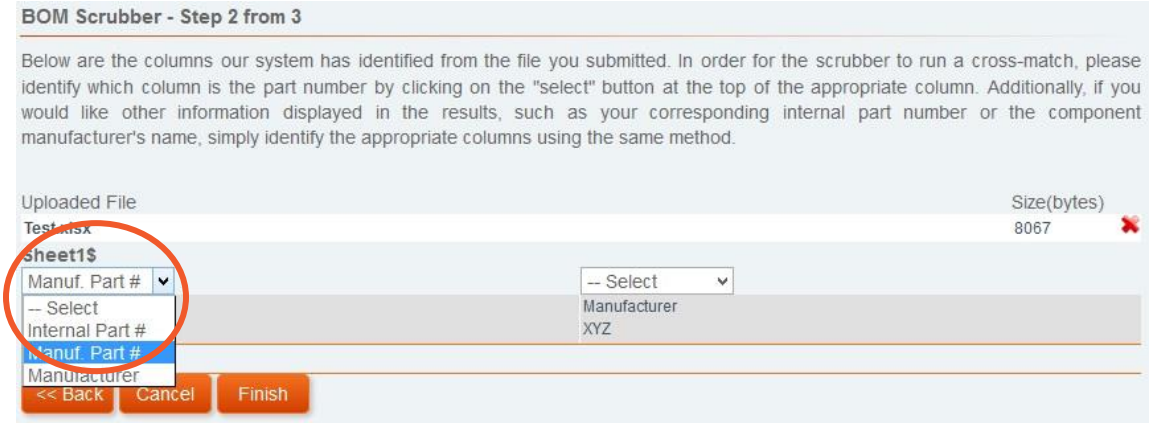
Accessing the BOM Scrubber

The BOM scrubber is readily accessible from the main log in page by selecting the "Scrubbers" tab, then "BOM Scrubber". From this page you can locate and upload the file to be scrubbed by clicking "Browse". Next you will need to select the level of match accuracy you prefer from 50%-100%. To understand how this affects the results, click on the icon next to "Accuracy". Once you have located and imported the file, please select the type of file you imported to be scrubbed. Please note: The most commonly used file type are Excel files, therefore the default setting is "Comma". Once you have imported the file and designated the type of file, you can then add additional e-mail accounts to receive the report. Upon completion, simply select "Next" to go to the next screen to assign your data columns.



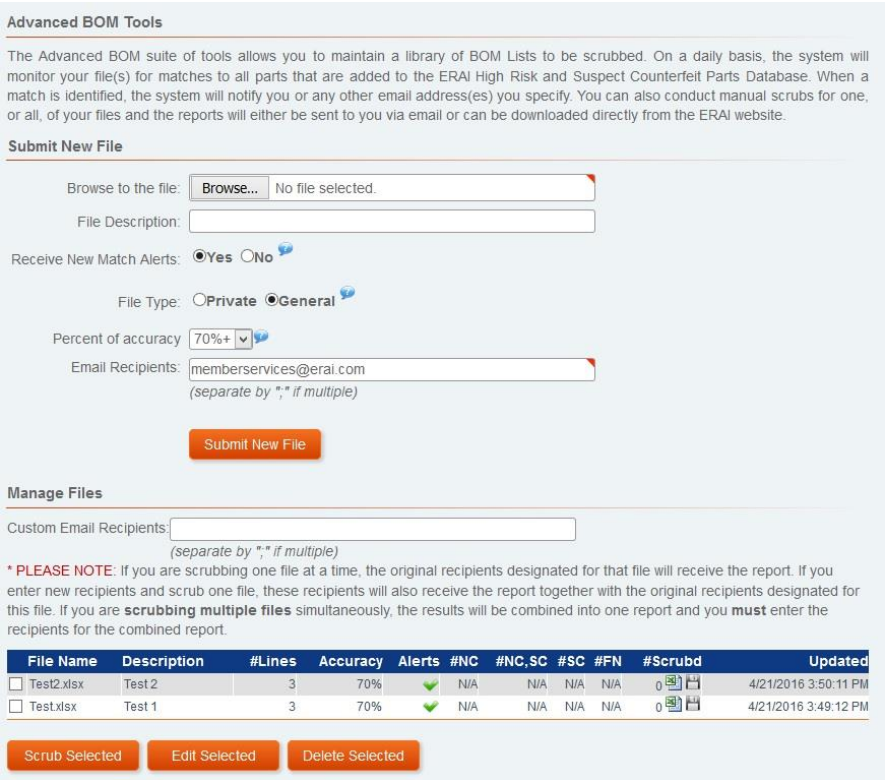
Mapping a File to be Scrubbed

In order to submit a file, the software needs to be able to identify which fields contain which data. The primary field of search is always the part number. You have the ability to map other data fields such as manufacturer or internal part number; however, the only mandatory field is the actual manufacturer's part number.



Advanced Scrubbing Tools

The Advanced BOM tools allow you to maintain a bill of material that resides on the ERAI server. The file is scrubbed once daily against new suspect counterfeit/high-risk parts added to the system and an automatic report is generated when a match is identified which will be sent to you as well as others you designate via e-mail. The screen below shows the top half of the Advanced Scrubber Tool. As you will see, it is essentially a duplicate of the material scrubber page.



The upper part of the form allows users to submit new files. The bottom half of the page allows users to manage the files after they have been scrubbed. Please note: In this illustration there are only two files; however, there could be numerous files of different BOMs being managed simultaneously. Once the file is submitted, you can run an initial scrub and the file then remains visible to you as illustrated on the bottom of the page above.

Fields:

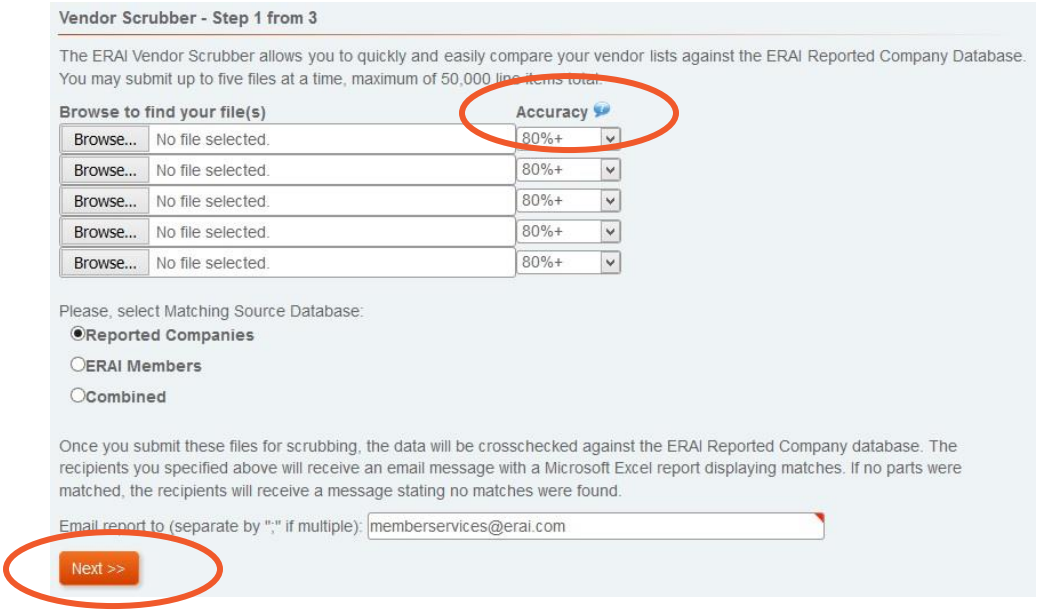
File Name: Means the name of your file.
File Description: Means the name you used to describe the file.
 # Lines: Means the number of line items in your BOM.
Accuracy: Means the level of accuracy you selected for the associated BOM file.
Alerts: Means number of new alerts identified against parts in the associated BOM file.
#NC: Means the number of high-risk parts identified in the associated BOM file.
#SC: Means the number of suspect counterfeit parts identified in the associated BOM file.
#Scrbd: Means the number of times you have selected to re-scrub the associated BOM file.
Updated: Means the last time the associated file was opened.

Buttons:

Scrub Selected: Allows you to decide which file to scrub by checking the appropriate box to the left of the file name.
Edit Selected: Allows you to change the change the description of the file, percentage of accuracy and recipients, etc.
Delete Selected: Allows you to delete the file.

Vendor Scrubber

Similar to the ERAI BOM Scrubber, the Vendor Scrubber compares your vendor list against the ERAI Reported Company Database, ERAI Member Database or both databases simultaneously. The Vendor Scrubber is accessible by selecting the "Scrubbers" tab, then selecting "Vendor Scrubber". You will then be able to upload your file and select the level of match accuracy you prefer. Please note that selecting a 100% accuracy may reduce your results as only exact matches will be displayed. You can then select which database to scrub – Reported Companies, ERAI Members or Combined.



Mapping a File to be Scrubbed

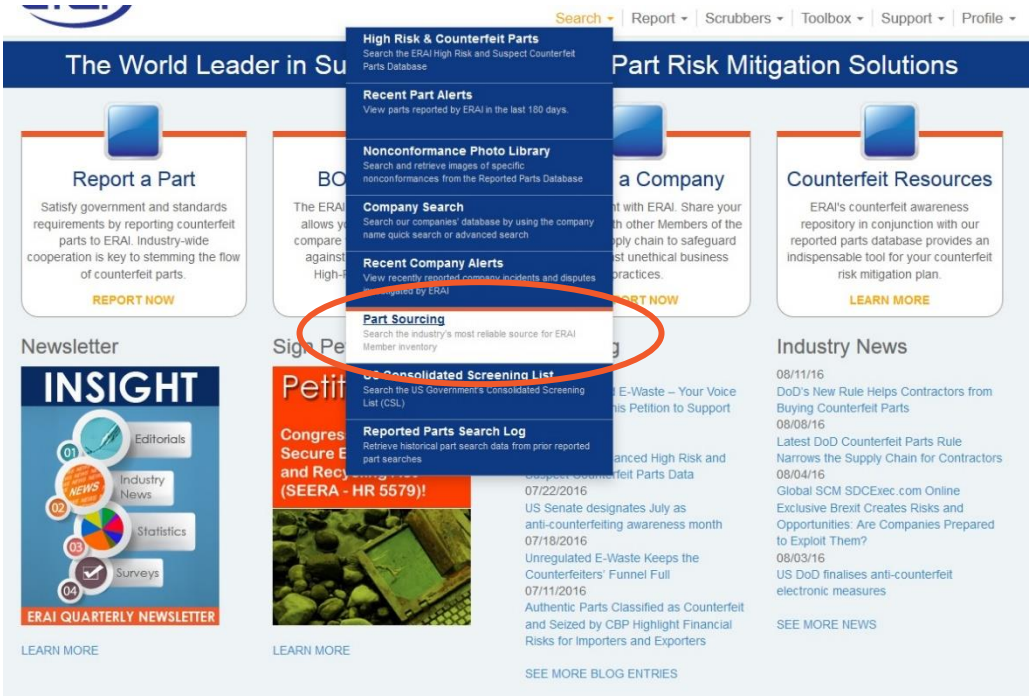
In order to submit a file, the software needs to be able to identify which column contains the company name(s). In the column containing the company name field, select “Company” from the pull down.

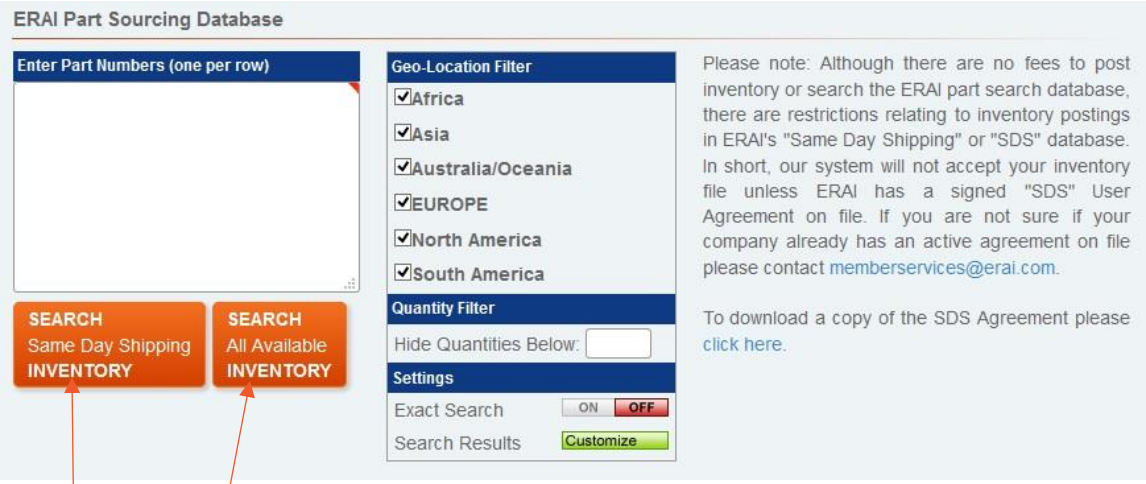


After submitting your file, you will receive a report within a few minutes to the selected recipient.

ERAI Part Sourcing

This is an exclusive ERAI Member-only database consisting of two separate search databases to help you locate parts due to component obsolescence, extended lead times or market shortages. Part Sourcing is accessed under Search and then clicking on Part Sourcing.





Same Day Shipping (SDS)

The SDS database is comprised of ERAI Members who have a signed agreement with ERAI stipulating that only parts in their physical possession, shippable same day are eligible to be listed in the database. This gives users a clear picture of actual open market stock. ERAI Members must adhere to rigorous terms of use including random audits. All inventories must be updated at least every 48 hours or are automatically deleted.

All Available

Although similar to the SDS search (ERAI Members only), this feature allows ERAI Members to post parts that are both in stock or available from another source, such as in OEM excess inventory.

Starting a single Part Search

From the “Part Sourcing” tab, simply type in the part number you are looking for in the space provided. The search will begin once you select either “Same Day Shipping” or “All Available”. In this example fictional part number xyz456 was used.

Geo Location Filter: Allows you to refine your search to a specific geographical region or regions.

Quantity Filter: Allows you to filter results by quantity.

Exact Search: Allows you to turn off “wild-card” search results. Only exact results will be displayed.

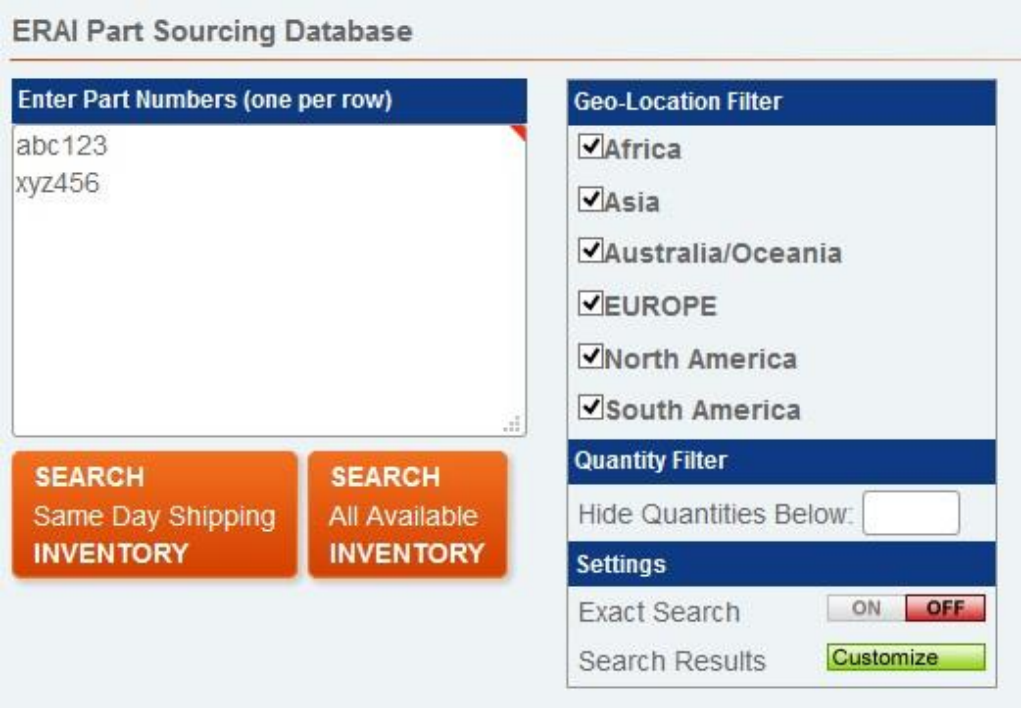
Single Part Search Results Display

The search results will be displayed showing all available ERAI Member inventory along with contact information. In this example, the results displayed are from the SDS database searching for fictional part number xyz456.



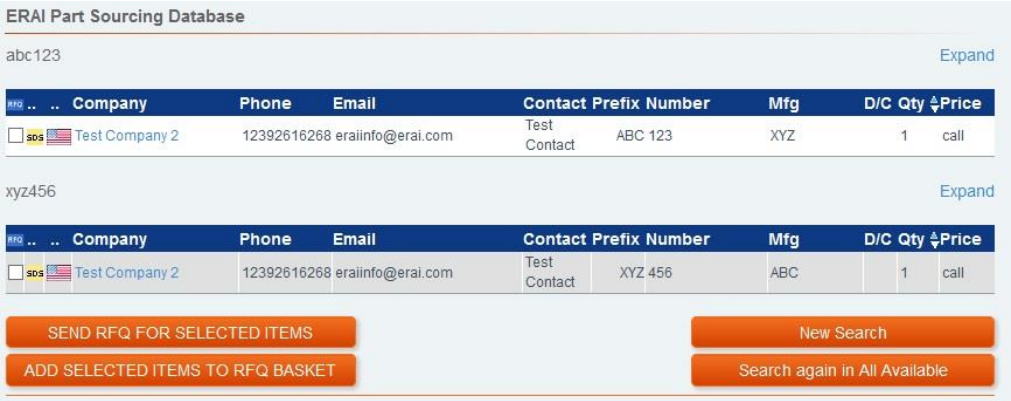
Searching for Multiple Parts Simultaneously

Users can search for up to 25 unique part numbers at one time. You must enter the part information, one part per row. In this example you will see several part numbers entered in the search box.



Multiple Simultaneous Search Results Display

This illustration displays the search results when multiple part numbers are being searched simultaneously. As you will see, you have the ability to manage each result individually. The results displayed may not be the full set of results for a part number. To see a complete set of results on a particular part, click on “Expand” on the top right corner.



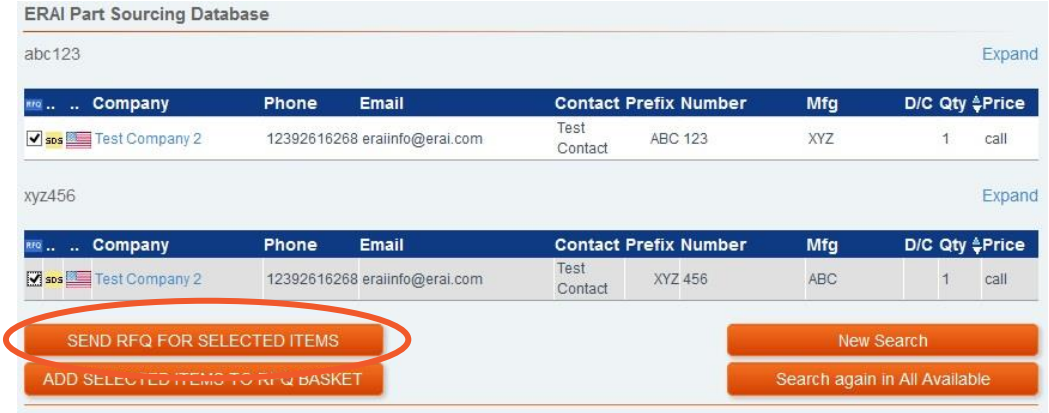
Sending a "Request for Quote (RFQ)"

Once the search results are displayed, you can choose one or more parts you wish to obtain pricing on by simply clicking on the RFQ box on the far left side of the results page.



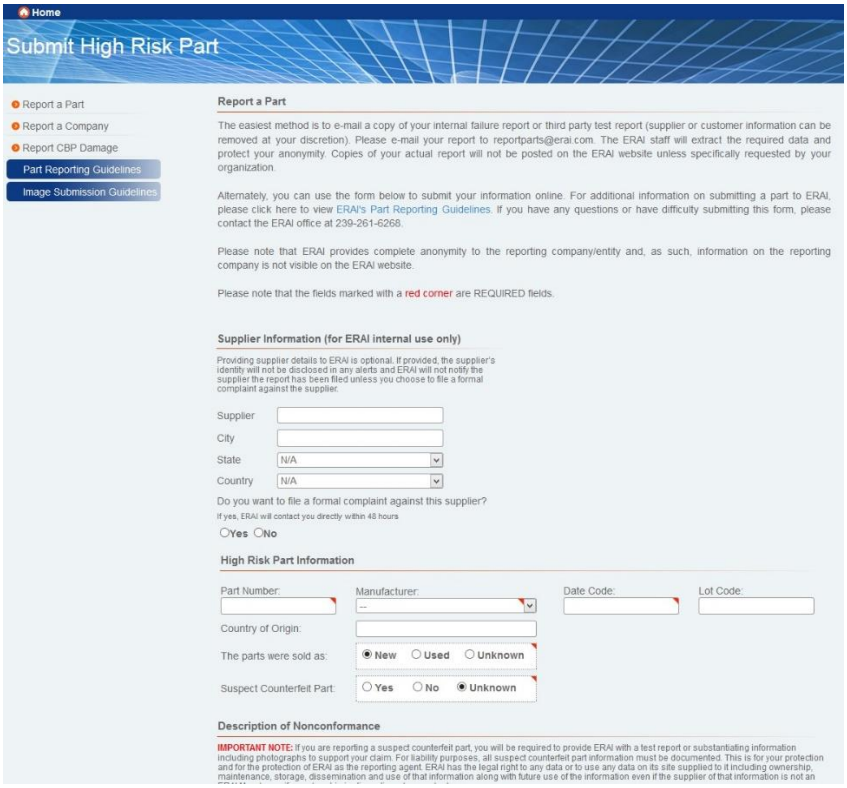
Using the RFQ basket

This feature is very similar to an Internet shopping cart. It allows you to add obtained results to a basket and continue on with additional searches. When ready, you can open the data you saved in the RFQ basket and then send a request for quote to the selected ERAI Members.



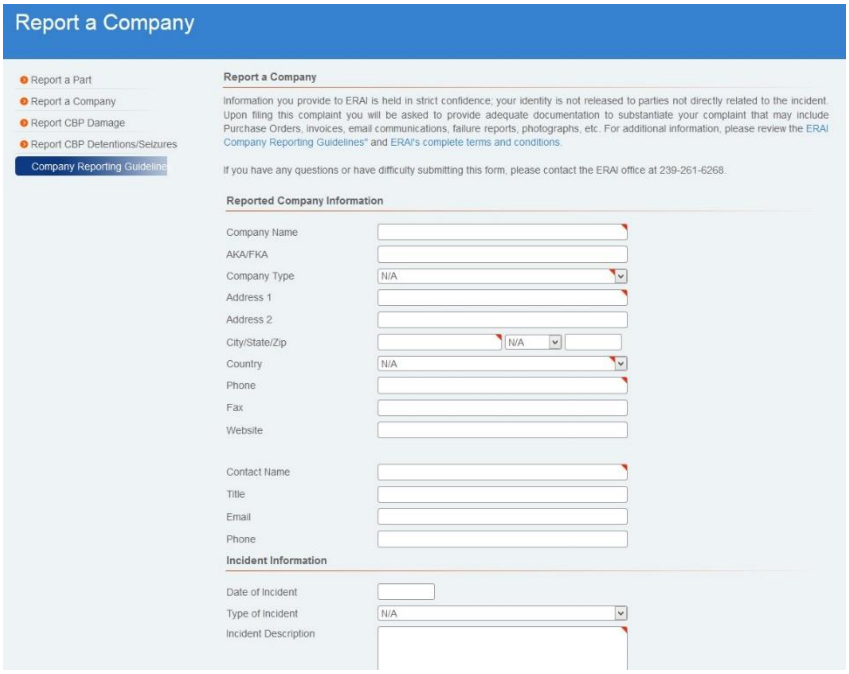
Submitting a Suspect Counterfeit or High Risk Part Report

From the "Report" tab select the "Report a Part" sub tab. Fill in the information on the form including images if available (located on lower half of form) and then hit the "Submit" button.



Filing a Complaint against a Company

From the “Report” tab select the “Report a Company” sub tab. You will then find detailed instructions on the ERAI complaint process. A form is provided on the page which must be filled out completely. Once the form is complete, select the “submit” button at the bottom of the page.



Customer Support

Contact ERAI

If you have questions about ERAI's products or services, please contact us at:

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Unit 421

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T: (239) 261-6268

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