

Title	Document ID	
Create and Review Quality Notifications	Version	3.2
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	Last Revised By:	Thomas Bianchi
	Last Rev Description:	Updated format, and defect code information

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1. PURPOSE

The purpose of this Standard Work Instruction is to describe the steps required to create a Quality Notification in SNC and view Open and Closed QNs in SNC.

Quality Notifications (QNs) offer a platform for quality collaboration between suppliers and their customers. Suppliers can use Quality Notifications to provide details about defects observed in manufactured or subcontracted materials.

The QN is an indication to the customer that certain actions and reviews need to take place in regard to the defect prior to shipment. The QN contains detailed information about the defective occurrence based on predefined codes, such as defect code types that describe the nature of the defect, as well as an attachment template in which the supplier provides further details, such as root cause and corrective action.

The customer, COLLINS, provides a final disposition. Depending on the nature of the final disposition, actions to resolve the defect may be the responsibility of the supplier or customer.

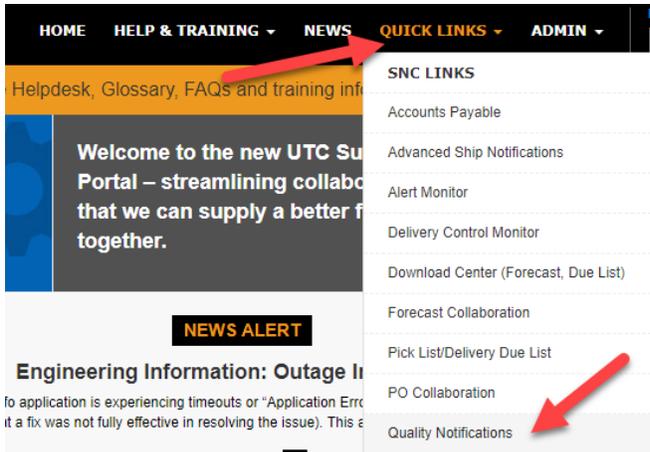
1.1. Pre-requisites

User must have the Quality Notifications specialty permission.

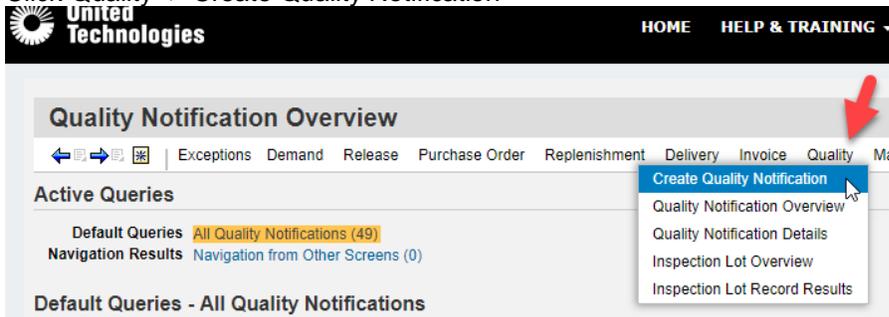
2. CREATE QUALITY NOTIFICATION

2.1. Create Quality Notification

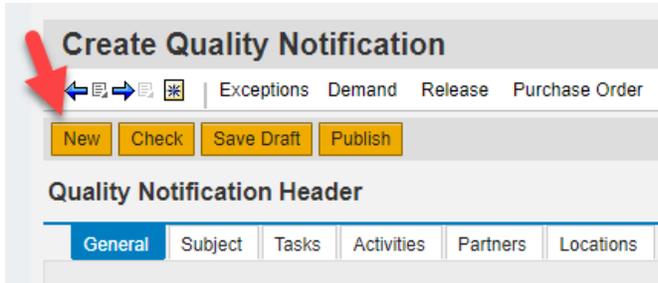
In Quick Links, click Quality Notifications.



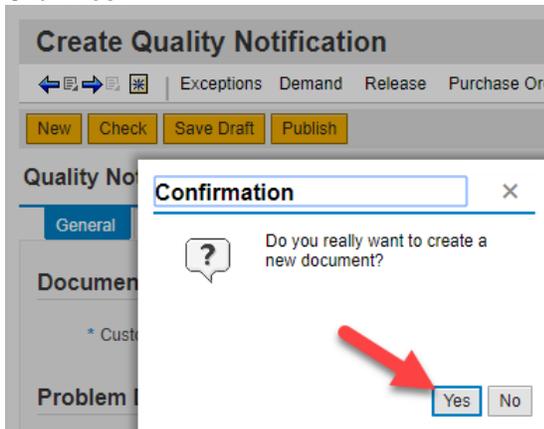
Click Quality -> Create Quality Notification



Click on the "New" Button.



Click Yes.



Select the priority of this QN. Only select “Very High” for AoG or line stop.

Quality Notification Header

General Subject Tasks Activities Partners Locations

Document

* Customer: UTASGLOBAL

Problem Description

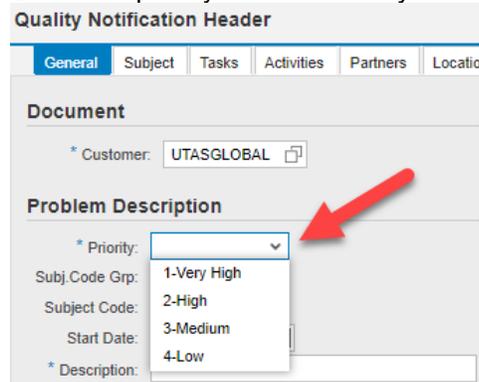
* Priority: **1-Very High**

Subj. Code Grp: 1-Very High

Subject Code: 2-High

Start Date: 3-Medium

* Description: 4-Low



Supplier must enter an End Date. **Note:** on average it takes 30 days for a QN to process through closure. Please select a realistic End Date. **Selecting a date prior to the Start Date will make the QN fail. The end date must be a date in the future.**

Quality Notification Header

General Subject Tasks Activities Partners Locations Admin. Data

Document

* Customer: UTASGLOBAL Customer Name:

Problem Description

* Priority: 2-High

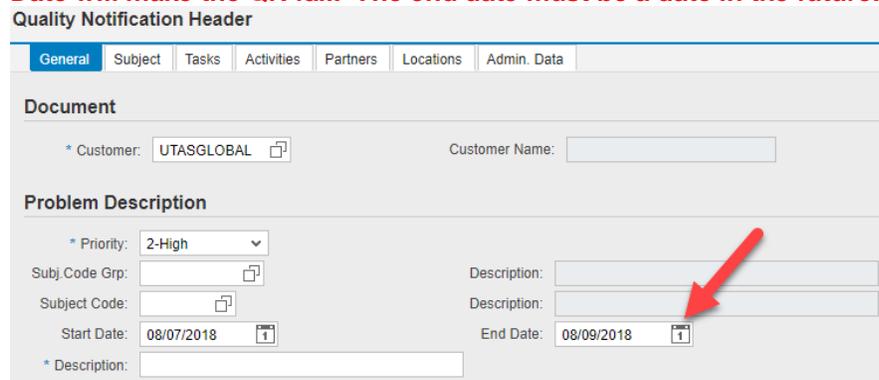
Subj. Code Grp:

Subject Code:

Start Date: 08/07/2018

End Date: 08/09/2018

* Description:



Enter a short text description for the overall QN

Quality Notification Header

General Subject Tasks Activities Partners Location

Document

* Customer: UTASGLOBAL

Problem Description

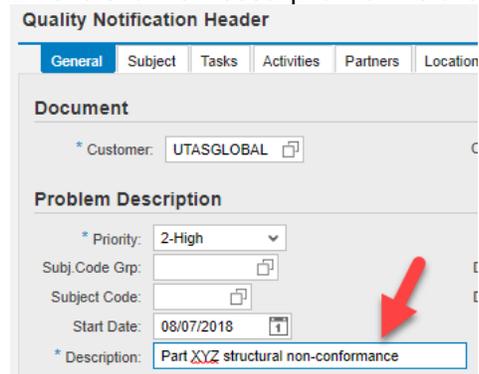
* Priority: 2-High

Subj. Code Grp:

Subject Code:

Start Date: 08/07/2018

* Description: Part XYZ structural non-conformance



If QN is against a Purchase Order, enter the document number in the field: PO No. A PO number is not required, but is recommended. Leave this field blank if QN is against a Scheduling Agreement.

To search for the PO, click the icon on the right of the field.

Quality Notification Header

General | Subject | Tasks | Activities | Partners | Locations | Admin. Data

Document

* Customer: UTASGLOBAL Customer Name:

Problem Description

* Priority: 2-High

Subj. Code Grp: Description:

Subject Code: Description:

Start Date: 08/07/2018 End Date:

* Description: Part XYZ structural non-conformance

Reference Documents

PO No.: PO Item No.:

SO No.: SO Item No.:

ASN No.: ASN Itm No.:

Search Criteria box will appear. Enter criteria to narrow your query or click "Search" to pull all POs.

Search: PO No.

Search Criteria Hide Search Criteria ?

Purchase Order Number

Product

Ship-From Location

Ship-To Location

A list of POs is displayed. Double-click the icon on the left of the PO.

Search: PO No.

Search Criteria

Purchase Order Number

Product

Ship-From Location

Ship-To Location

Results List: 1 results found for PO No.

No.	Item No.	Product	Ship-From Loc
HS3322319	940	<input type="text"/>	<input type="text"/>

The PO number and line item number are carried over in 'Reference Documents', and Product and Product Description are automatically populated.

Reference Documents

PO No.: PO Item No.:

SO No.: SO Item No.:

ASN No.: ASN Itm No.:

Product

* Product: Product Desc.: WASHER FLAT

My Product Number: My Product Desc.:

[This document does not contain any US export controlled technical data.](#)

Input the Complaint Quantity. This is total number of nonconforming pieces.

Product

* Product: 

My Product Number: 

Complaint Quantity: 

Customer Batch:

Click the 'Unit of Measure' (UoM) field.

Product

* Product: 

My Product Number: 

Complaint Quantity:

Customer Batch:

Product Desc.:

My Product Desc.:

UoM:  

Supplier Batch:

A dialog box appears. Double-click the appropriate UoM.

Search: UoM  

Results List: 1 results found for UoM [Show Search Criteria](#) 

Unit of Measure for Complaint Quantity	Description
EA	each



Note: Do not enter information in the following fields: Customer Batch, Supplier Batch and Serial Number. Include this information in the QN template (covered during [Upload Attachments](#)). If information is populated in these fields, it will cause the QN to fail when transferring into COLLINS SAP system.

Select the 'Code Group' field. Click the square prompt on the right. The total number of Defect Items should match the total number of line items that is submitted on the QN excel template (i.e. if you have two line items, the Defect Items should be two line items).

Defect Items

Delete | View:  | Print Version | Export 

Defect Item Number	Code Group	Defect Type Code	Description
0	<input type="text"/>  		
0			

Enter search criteria and/or click "Search".

Search: Code Group



Search Criteria

Hide Search Criteria ?

Code Group	<input type="text"/>	+ -
Code Group Description	<input type="text"/>	+ -
Code	<input type="text"/>	+ -
Code Description	<input type="text"/>	+ -
<input type="button" value="Search"/> <input type="button" value="Clear Entries"/> <input type="button" value="Reset to Default"/>		

Double-click the appropriate Code Group.

Results List: 370 results found for Code Group

Code G...	Code Grp Desc.	Code	Code Description
COMPOSIT	Composite	Y752	Ply orientation/dis...
COMPOSIT	Composite	Y753	Punctured/Split/T...
COMPOSIT	Composite	Y754	Void/Porosity/Incl...
COMPOSIT	Composite	Y755	Warped/Waves/W...
CONFIG	Configuration	Y250	Incorrect Part Mar...
CONFIG	Configuration	Y255	Incorrect part mar...
CONFIG	Configuration	Y260	Missing part mark...
CONFIG	Configuration	Y265	Part marking illegible

Note: User shall not select any defect code labeled as DCERI. These codes are no longer being used by Collins and if selected will cause the QN fail converting into Collins SAP system. The descriptions of these code state to "DO NOT USE".

Code G...	Code Grp Desc.	Code	Code Description
DCERI-DI	DO NOT USE	DI21	DO NOT USE
DCERI-DO	DO NOT USE	DO01	DO NOT USE
DCERI-DO	DO NOT USE	DO02	DO NOT USE
DCERI-DO	DO NOT USE	DO03	DO NOT USE
DCERI-DO	DO NOT USE	DO04	DO NOT USE
DCERI-DO	DO NOT USE	DO05	DO NOT USE
DCERI-DO	DO NOT USE	DO06	DO NOT USE

The selected Code Group is carried over. The Defect Code Type is auto populated as well as Code Group Description.

Defect Items

Defect Item Number	Code Group	Defect Type Code	Description	Causes	Tasks	Activities	Notes	Number of Defects	Code Group Description	Defect Type Description
0	DCERI-AS	AS01						1	Assembly	Work instruction not followed
0								0		

Enter a short description (<30 character) for each line-item defect listed. Enter the Blueprint location in this Description field.

Defect Items

Defect Item Number	Code Group	Defect Type Code	Description
0	DCERI-AS	AS01	Defect for SW. Blueprint is XXXXX

Enter the number of defects for the Defect Code Group type. The Number of Defects is the total number of Defective Pieces for that line item (i.e. if you have 3 nonconforming pieces, it should be 3 pieces, not 1 since its one line item). Add additional defect line items in this table as necessary.

Defect Items

Defect Item Number	Code Group	Defect Type Code	Description	Causes	Tasks	Activities	Notes	Number of Defects
0	DCERI-AS	AS01	Defect for SW. Blueprint is XXXXX					1

Scroll back up to the top of the screen, and click the Subject tab.

Create Quality Notification

← → ✖ | Exceptions Demand Release Purchase Order Replenishment De

New Check Save Draft Publish

Quality Notification Header

General Subject Tasks Activities Partners Locations Admin. Data

Enter a 'Reason'.

Create Quality Notification

← → ✖ | Exceptions Demand Release Purchase Order Replenishment Delivery

New Check Save Draft Publish

Quality Notification Header

General Subject Tasks Activities Partners Locations Admin. Data

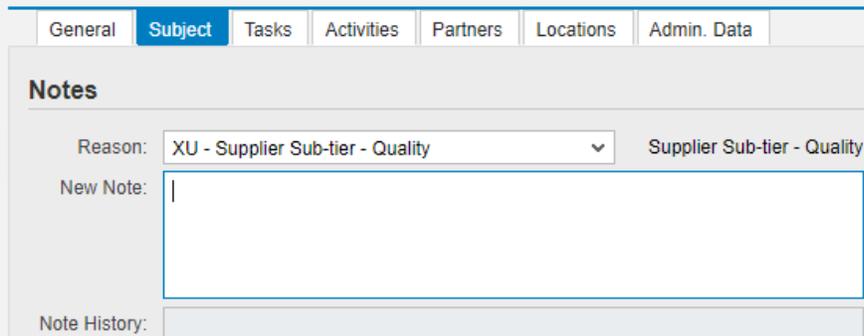
Notes

Reason: XU - Supplier Sub-tier - Quality Supplier Sub-tier - Quality

New Note: XU - Supplier Sub-tier - Quality
 XV - Parts held until QN response
 XW - Tooling - Inadeq/not Available

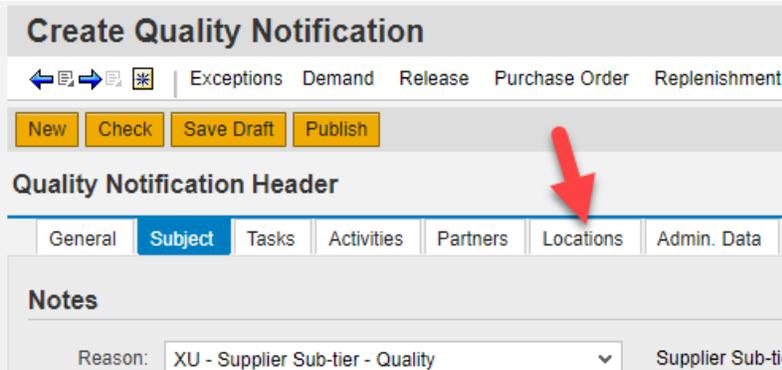
Additional long text notes can be documented in the New Note field. (This is not a required field). Use this field when updating a QN after it is open to document changes.

Quality Notification Header



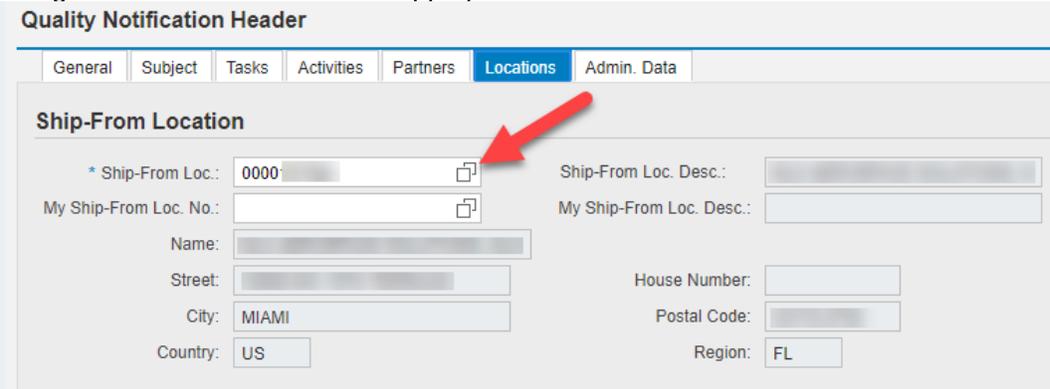
The screenshot shows the 'Quality Notification Header' interface with the 'Subject' tab selected. The 'Reason' dropdown is set to 'XU - Supplier Sub-tier - Quality'. The 'New Note' field is a large empty text area. The 'Note History' section is partially visible at the bottom.

Click the Locations tab.



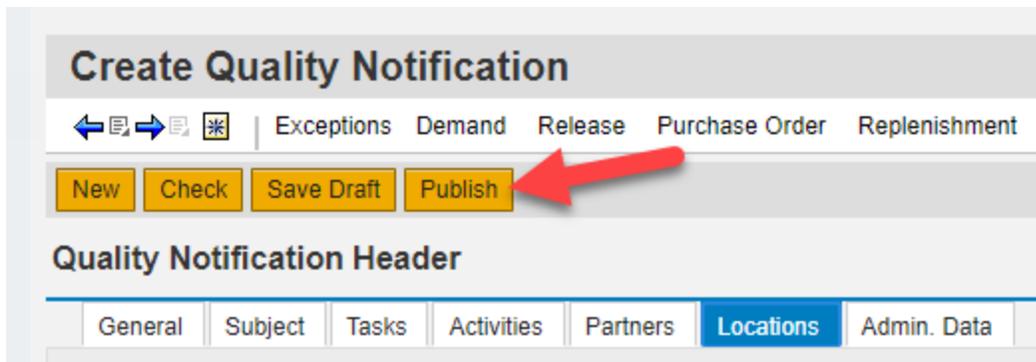
The screenshot shows the 'Create Quality Notification' header with navigation tabs: General, Subject, Tasks, Activities, Partners, Locations, and Admin. Data. A red arrow points to the 'Locations' tab. Below the tabs, the 'Notes' section is visible with the 'Reason' dropdown set to 'XU - Supplier Sub-tier - Quality'.

Ensure a ship-from location is populated. If it is not populated, click on the square box to the right of the field and select the appropriate vendor code.

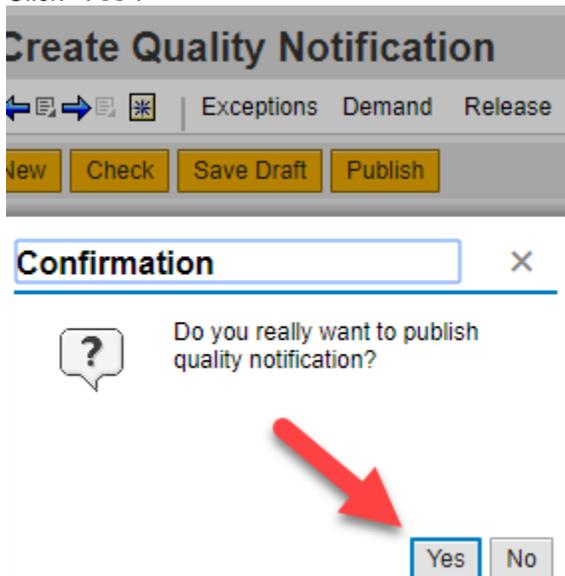


The screenshot shows the 'Quality Notification Header' with the 'Locations' tab selected. The 'Ship-From Location' section is expanded, showing fields for 'Ship-From Loc.', 'My Ship-From Loc. No.', 'Name', 'Street', 'City', 'Country', 'Ship-From Loc. Desc.', 'My Ship-From Loc. Desc.', 'House Number', 'Postal Code', and 'Region'. A red arrow points to the square selection box next to the 'Ship-From Loc.' field.

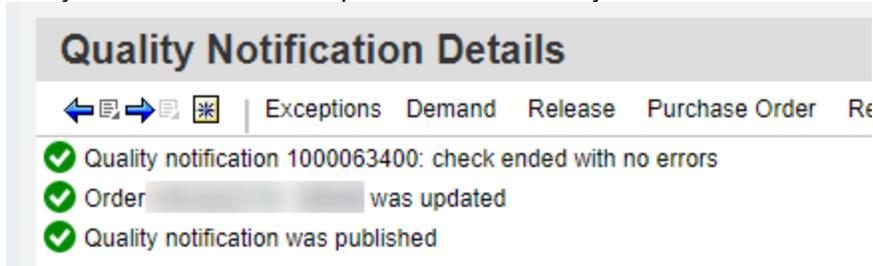
Once you are satisfied with the content of the QN, select "Publish".



Click "Yes".



Verify that the QN has been published successfully.



2.2. Upload Attachments

Once the QN has been published, you'll need to upload the following attachments:

1. QN Attachment Template (excel file) – Available under Power & Controls Global Operations Quality Specifications page, this document is required to provide further details of the non-conformance.

Location of Document: [Help & Training](#) > [Forms and Documents](#) > Under Power and Controls and Global Operations select [Quality Specifications & Forms](#) > QN Template is located under the Quality Forms and Documents section of the page. See below.

Quality Forms and Documents

- HSM17 (Supplier Quality Requirements)
 - Master DQR Checklist Rev J
 - Digital Product Definition Training
 - HSF-0302.04 (Product and Process Validation Statistical Control Toolbox)
 - Supplier to Supplier Shipment Instructions
 - COL-FRM-34 (Final Product Review and Acceptance Record)
- HSM18 (Boeing Drop Ship)
- HSM19 (Counterfeit Avoidance and Traceability)
- HSM236 (FAI Requirements)
 - AS9102 Rev C Forms
 - QC-1700.00 FAI Report Review Checklist
- HSC16199 (Critical to Quality Characteristics)
 - KPC Management Form 0996
 - Supplier Self-Selected KPC Summary Sheet HSF 5138
 - Safety Part Training (Flight Safety)
 - Sub-tier Safety Part Training
 - CTQ Non-Safety Training
- CEP100 (Configuration Management Requirements)
- Engineering Changes:
 - EC Disposition Codes
 - HSF-2513.91 (Supplier/Subcontractor Engineering Change Request)
 - Engineering Change Justification Form
- MISH List
- COL-FRM-0087 (Quality Control Action Requirements)
- QN Template
- HSF5105 (Frozen Process-Non HSC16199 Approval Form)



Alternate Specification References

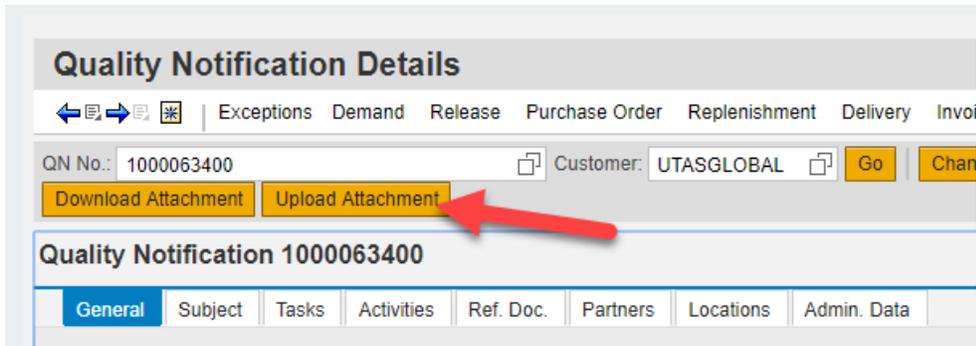
Quality Notification Submittal				UTC Aerospace Systems	
*Error has been detected in the following: <input style="width: 100px;" type="text"/> In Process <input style="width: 100px;" type="text"/> Completed Material <input style="width: 100px;" type="text"/> Shipped to UTAS					
Additional Purchase Order(s) Affect	PO Type	Rev Ltr.	Direct PO?	NOTE: COULD THIS DEFECT OCCUR ON PARTS WITH SIMILAR FEATURES? PRACTICE A READ-ACROSS METHODOLOGY IN ORDER TO PREVENT DEFECTS FROM OCCURRING BY TRANSLATING SYSTEMIC CORRECTIVE ACTIONS TO ADDITIONAL PART NUMBERS.	
			Y / N		
			Y / N		
			Y / N		
			Y / N		
*Is this non conformance due to:			If the non conformance is due to a sub tier supplier, please provide the following information:		
<input style="width: 100%;" type="text"/> UTAS			<input style="width: 100%;" type="text"/>		
<input style="width: 100%;" type="text"/> Supplier (self)			Sub - Tier Supplier <input style="width: 100%;" type="text"/>		
<input style="width: 100%;" type="text"/> Sub Tier Supplier			Sub - Tier Part Number <input style="width: 100%;" type="text"/>		
			Supplier/Sub - Tier CAR# <input style="width: 100%;" type="text"/>		

2. Attach any other objective evidence necessary (i.e. photos, certs, etc)

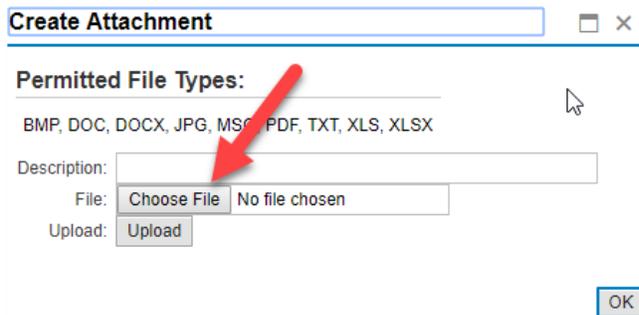
To initiate the upload process, click "Upload Attachment".

Note: it could take up to 5 minutes for the QN to process from the portal to the internal system. During this processing time, the Upload Attachment button will not work, and you will receive an error message to "Wait 5 Minutes."

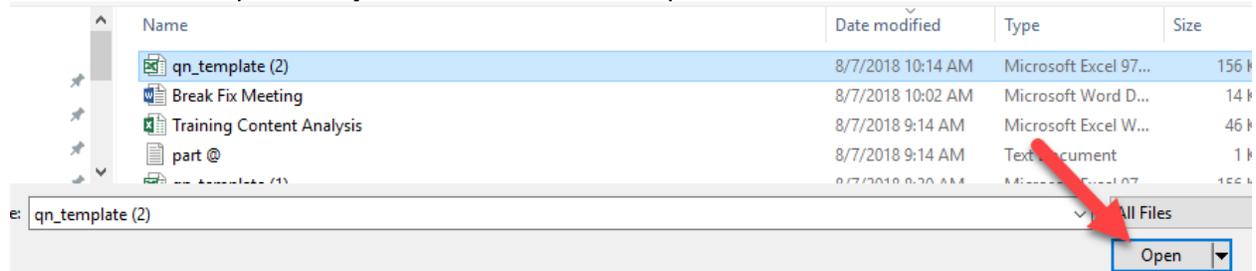
[This document does not contain any US export controlled technical data.](#)



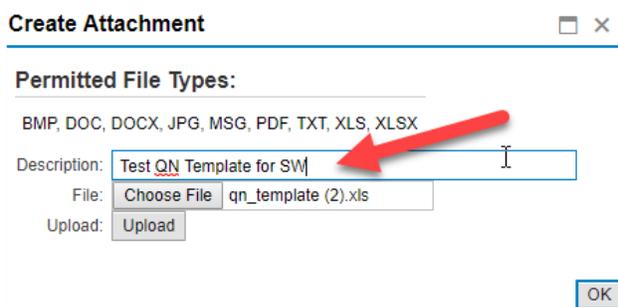
Click "Choose File".



Select the QN Template that you've filled out and click open.



Enter a short description of the uploaded document.



Select "Upload".

Create Attachment □ ×

Permitted File Types:

BMP, DOC, DOCX, JPG, MSG, PDF, TXT, XLS, XLSX

Description:

File:

Upload: →

Once a success message appears, click OK.

Create Attachment □ ×

Permitted File Types:

BMP, DOC, DOCX, JPG, MSG, PDF, TXT, XLS, XLSX

Description:

File:

Upload:

File uploaded successfully!

→

The QN will undergo review by COLLINS. When the QN has a final disposition, the QN status will be updated to Completed. **NEW** means **Open**, **COMPLETED** means **Closed**.

2.3. Change a Quality Notification

A published Quality Notification can be changed if needed. Navigate to the QN and click the "Change" button

Quality Notification Details S
L

← → ↻ 🗑️ | Exceptions Demand Release Purchase Order Replenishment Delivery → Invoice Quality Master Data Tools

QN No.: Customer:

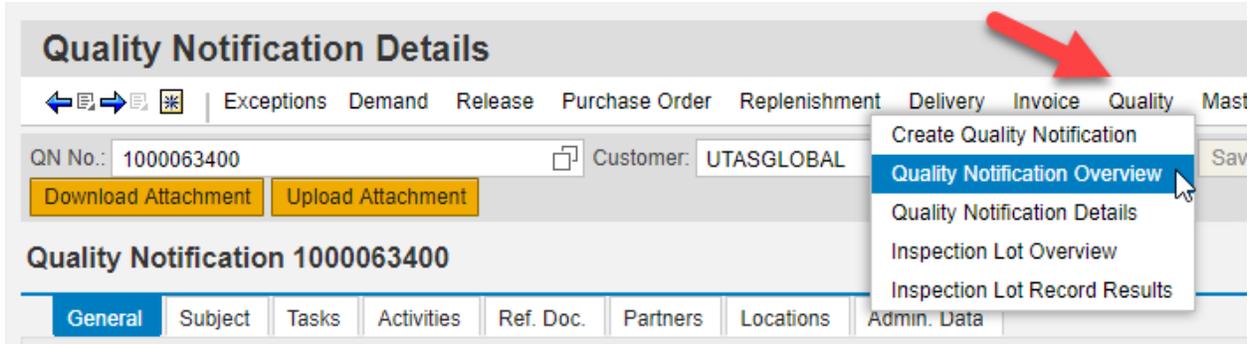
In the Change field, you can only add additional line items. If you need to change QN quantity or adding information to a line item, update the QN template and send an email to hscad@collins.com.

3. REVIEW STATUS OF QUALITY NOTIFICATIONS

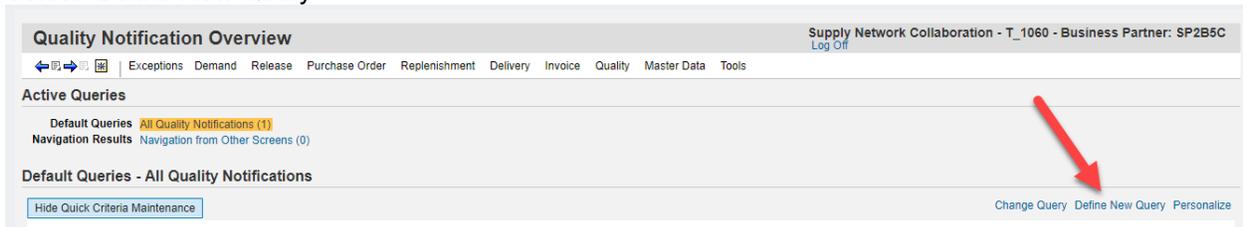
3.1. Quality Notifications Overview

The Quality Notifications Overview allows you to setup a query to show your QNs, and filter on either New or Completed, or show all historical QNs that you've submitted.

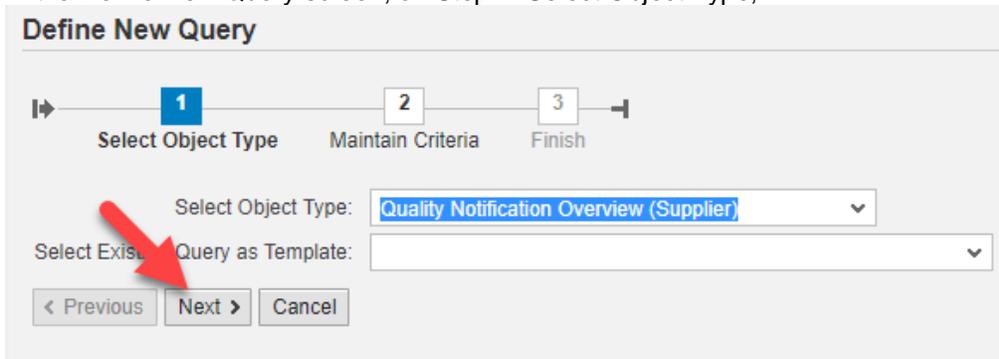
Click Quality -> Quality Notification Overview.



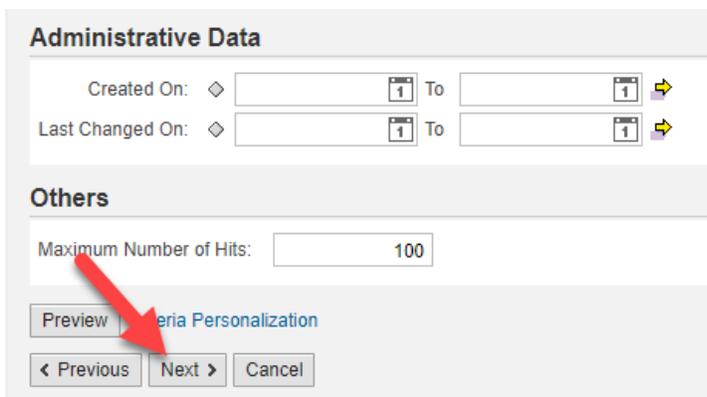
Select "Define New Query"



In the Define New Query screen, on Step 1: Select Object Type, click "Next".



In Step 2: Maintain Criteria, you can either customer your query or scroll to the bottom and select "Next".



In Step 3: Finish, type a query name in 'Enter Query Description', then click "Finish".

Define New Query

1 Select Object Type 2 Maintain Criteria 3 **Finish**

* Enter Query Description:

Activate Query:

Select Category:

You can now click the “Show Quick Criteria Maintenance” button.

Quality Notification Overview

← → ↻ 🗨 | Exceptions Demand Release Purchase Order R

Active Queries

Default Queries All Quality Notifications (1)
 Navigation Results Navigation from Other Screens (0)
 Without Category Assignment **Test Overview for SW (50)**

Test Overview for SW

Once clicked, Quick Criteria Maintenance expands to allow you to add additional filters to the query that you created.

Click the icon adjacent to Quality Notification Status.

Test Overview for SW

Quality Notification Number: To

Technical Quality Notification Number: To

Quality Notification Status:

Distribution Status:

Outstanding Tasks Exist:

Quality Notification Type:

A dialog box appears with 5 choices for Quality Notification Status. The three most common are DV – Draft (when you saved but not Published a QN), NW – New (any open QN), and CP – completed (closed QN)

Double click a status to apply it as a filter.

Search: Quality Notification Status



Results List: 5 results found for Quality Notification Status

Show Search Criteria ?

Quality Notification Status	Description
DV	Draft
NW	New
IP	In Process
PP	Postponed
CP	Completed

Click "Apply" to run the query.

Test Overview for SW

Hide Quick Criteria Maintenance

Quality Notification Number: To

Technical Quality Notification Number: To

Quality Notification Status:

Distribution Status:

Outstanding Tasks Exist:

Quality Notification Type:

Days Since Notification Was Completed:

Product: To

My Product No.: To

Customer: To

Maximum Number of Hits:

If filters are already applied, the screen can be refreshed by scrolling to the bottom right and clicking refresh.

View: [Standard View] | Delete Draft | Print Version | Export

Crit/Last Chgd	Prio.	QN No.	Tech. QN No.	QN Status	Dist. Stat.	Outstanding Tasks Exist	Product	PO No.	ASN No.	End Date
08/07/2018	2-High	1000063400	108050	New	Published	<input type="checkbox"/>	5911866-2	HS3322319		08/09/2018
05/07/2018	2-High	1000062402	107943	New	Published	<input type="checkbox"/>	783178-1			
	2-High	1000059444	107944	New	Published	<input type="checkbox"/>	NAS1453-3-095S			
04/18/2018	2-High	1000060829	107770	New	Published	<input type="checkbox"/>	722126A_99167			
01/08/2018	2-High	1000048019	106690	New	Published	<input type="checkbox"/>	NAS1218-06E8			

Last Refresh: 08/07/2018 09:34:15 UTC-5 Refresh

3.1.1 View Closed QNs

Filter Quality Notification Status to CP (Complete) and click Apply.

Test Overview for SW

Hide Quick Criteria Maintenance

Quality Notification Number: To

Technical Quality Notification Number: To

Quality Notification Status: To

Distribution Status: To

Outstanding Tasks Exist: To

Quality Notification Type: To

Days Since Notification Was Completed:

Product: To

My Product No.: To

Customer: To

Maximum Number of Hits:

The query results will update to show all closed QNs. Click the 'QN No.' of one of the QNs to review the details.

Crt'd/Last Chgd	Prio.	QN No.	Tech. QN No.	QN Status	Dist. Stat.	Outstanding Tasks Exist	Product	PO No.	ASN No.	End Date
05/07/2018	1-Very High	1000062403		Completed	Published	<input type="checkbox"/>				05/08/2018
	1-Very High	1000062403		Completed	Published	<input type="checkbox"/>				05/08/2018
04/15/2018	1-Very High	1000062403		Completed	Published	<input type="checkbox"/>				04/16/2018
04/09/2018	1-Very High	1000062403		Completed	Published	<input type="checkbox"/>				04/09/2018
04/04/2018	1-Very High	1000062403		Completed	Published	<input type="checkbox"/>				04/05/2018

On the Quality Notification Details Screen, the status is 'Completed'.

Quality Notification

General | Subject | Tasks | Activities | Ref. Doc. | Partners | Locations | Admin. Data

Document

Tech. QN No.:

QN No.:

QN Type:

* Customer:

* QN Status:

Distribution Status:

QN Type Desc.:

Customer Name:

Overall Task Status:

Supplier can review the details of the final disposition in the official COLLINS document that is attached to the QN. Select "Download Attachment".

Quality Notification Details

← → ↻ 🗑️ | Exceptions | Demand | Release | Purchase Order | Replenishment | Delivery | Inv

QN No.: Customer:

Quality Notification 1000062403

General | Subject | Tasks | Activities | Ref. Doc. | Partners | Locations | Admin. Data

A dialog box appears. Double-click the document you wish to review.

File Name	Description	Type	User Name	Storage Date	Creation Time
QN .pdf	QN VOIDED	PDF	8126523	05/08/2018	13:06:15
qn_template (4).xls		XLS	7996302	05/08/2018	10:32:11

Download Attachment

OK

Review the details/instructions of the final disposition.

QN, VENDOR MATERIAL REVIEW REQUEST, (V1) : 205113					
FORM NO. 1589-7(SAP)				HAMILTON SUNDSTRAND CORP	
Date: 10/30/2015			Page: 1		
SUPPLIER CODE 165640	SUPPLIER NAME TELL TOOL INC	PO NUMBER/ITEM RS4723424 / 70			
SUPPLIER ADDRESS TURNPIKE IND ROAD, WESTFIELD, MA, 01085-1646, USA					
SUPPLIER PHONE	SUPPLIER FAX	FINAL ACCEPT STAMP / DATE			
VMMR QTY 120.000	MATERIAL # 788191-1				
MATERIAL DESCRIPTION HOUSING, CONTROL					
WORK CENTER 2BK_VENDR UNIDENTIFIED OPER	PROJECT	RESPONSIBILITY Suspected Vendor	CREATE DATE 10/30/2015		
MRB ENG L12 HOEKA	DATE 10/30/2015	MRB QA	DATE 00/00/0000		
STRESS ENG	DATE 00/00/0000	CUSTOMER	DATE 00/00/0000		
ATTACHMENTS? No	INITIATOR	COORDINATOR	WBS ELEMENT	FAX RESPONSE TO:	
REF. NOTIFICATION	REFERENCE # SNC-0010000000004	INSP. LOT # 000000000000	SERIAL #	BATCH #	
CUSTOMER SIGNATURE					DATE
STATUS: OSNO Outstanding notification NOTE Notification (external) COSTS Outstanding cost(s) exist(s) PEND Pending Review REL Released for processing NOTES: * 10/30/2015 06:11:27 Autosys (AUTOSYS) / Last Changed On: 30.10.2015 12:08:27 (UTC-5) Last Changed By: CDS68 68 / Partner: SP13#Reason: NI - QA MR/NCM (QA MR/NCM)##Nonconform / ance submittal request##30.10.2015 12:08:27 (UTC-5) CDS68 68					

3.2. Quality Notification Details

If you know the QN number, you can skip the overview screen and look up the QN in Quality Notification Details.

United Technologies

HOME HELP & TRAINING NEW

Exceptions Demand Release Purchase Order Replenishment Delivery Invoice Quality Master Data

QN No.: 1000063400 Customer: UTASGLOBAL

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Quality Notification 1000063400

General Subject Tasks Activities Ref. Doc. Partners Locations Admin. Data

- Create Quality Notification
- Quality Notification Overview
- Quality Notification Details**
- Inspection Lot Overview
- Inspection Lot Record Results

Type the QN No., and click Go.

The screenshot shows the 'Quality Notification Details' header. Below it is a navigation bar with icons and menu items: 'Exceptions', 'Demand', 'Release', 'Purchase Order', 'Replenishment', and 'Delivery'. A search bar contains 'QN No.: 1000063400' and 'Customer: UTASGLOBAL'. A yellow 'Go' button is to the right of the search bar. Below the search bar are two yellow buttons: 'Download Attachment' and 'Upload Attachment'. Red arrows point to the search bar and the 'Go' button.

This will open the QN details for that specific QN. You can Change any open QN from the Quality Notification Details screen by clicking on the Change button or click on Download Attachment to view a closed QN disposition.

This screenshot shows the 'Quality Notification Details' screen after the search. The search bar now contains '1000063400' and the 'Go' button is highlighted. A new yellow 'Change' button has appeared next to the 'Go' button. Below the search bar are the 'Download Attachment' and 'Upload Attachment' buttons. The main content area is titled 'Quality Notification 1000063400' and features a tabbed interface with the following tabs: 'General', 'Subject', 'Tasks', 'Activities', 'Ref. Doc.', 'Partners', 'Locations', and 'Admin. Data'. The 'General' tab is currently selected. Red arrows point to the search bar and the 'Change' button.