

CIDER Reporting System for United Airlines Vendors

Overview

CIDER (Components IDentification and Reliably) is a United Airlines database system to track repairs and modifications to component parts. Web Technologies has created a web based application for submitting the details to CIDER electronically. Initially this system is geared towards airframe system parts with powerplant specific add ons to come.

The process takes place in three steps:

- Input Record – this enters the details through a web based form. The record is then stored ready for the next step. You can enter as many records as needed during this step, even over several days.
- File Generator – should be activated at least once a week if you have entered records since the last time it was activated. This will take all the records that have been entered, but not previously processed and prepares them for sending to United Airlines. The File Generator can only be activated once per day. This is a safe guard to prevent the possibility of data being lost due to a file being overwritten before processing is fully completed at United Airlines or Web Technologies.
- Sending of File – happens automatically during the night Monday through Friday. United Airlines will then process the file and generate an Exception File that will be emailed to your CIDER point of contact. This file will show what was submitted, and whether it was accepted or not. So review of the exception file is important. Failed submissions are usually the result of a typo, and easy to correct.

This is a system that is functional, but with much room for growth that will get better and offer more features. Easier updating of records, and a reporting system of you submitted records are currently in the works.

About your records that have been sent to us to process:

- They are YOUR records. We will not share them or permit viewing of them by anyone other than you, United Airlines, and Web Technologies (during the maintaining of the data when required).
- You can specify how long your records are available to you online, once the record has been processed for sending to United Airlines. Just remember, if the record is not there, and an update is needed, all data for that record has to be re-entered.
- We do reserve the right to set a maximum length of time records will be retained by Web Technologies. We want to maintain a responsive system for everyone. At this time we can not foresee this time being less than 14 months. This will give you a minimum of one solid year's worth of data once the reporting system is online.

Input Record

The first step to submission of your record to United Airlines. If you have been able to fill out the spread sheet that United has been using in the past, this form should be easy. You can even print this form before clicking on the “Submit to Database” button and send this with your part to United instead of their spreadsheet until such time you are notified the paper document is no longer required.

File Generator

The second step of the process. The File Generator when ran, will search for all your records that have been entered since the last time it was activated. Any found will be formatted, and added to a file with the name specified by United Airlines, then encrypted so only United Airlines can use the data. During the night that file will be sent to United Airlines if it is present. You and your records determine if that file is present. If there are no unsent records when you activate the File Generator, there will be no file. If you enter records, but don't activate the File Generator, there will be no file.

The File Generator is only allowed to activate once a day for each vendor. Ideally you would do all your United Airlines CIDER record entry at one time during the day. Then activate the File Generator before leaving our CIDER web site. This will ensure no records are forgotten if it will be some time (days, possibly weeks if you are the only one who will enter CIDER records and that long vacation is finally here) before additional CIDER records are entered.

However there may be situations where you don't want your records sent right away. Examples:

- You are going to enter more the next day, and don't want to waste electrons sending two different files for United Airlines to process. United Airlines does not require the CIDER record show up the same day the part is completed, or your internal paperwork is completed.
- You have entered most of a record, but don't have the last little bit that you want entered. You can use the "Submit to Database" button to store your record, and then update that record at any time prior to the File Generator being activated.

Update Record

This is one of the fastest changing areas of the system at this time. If for some reason it is not available to you, please email or call. We can update your records from our location with the proper information.

The most common reason for needing to update a record is typos. Data validation improvements happen frequently to reduce (but will never be able to eliminate) typos. There are also several stages at which the need to update a record becomes apparent. The handling of these different stages are almost identical and boil down to:

- Has record been successfully entered into United Airlines' database?
 - The ExceptionFile sent by United Airlines will give you the answer if the File Generator was activated after record entry. If the File Generator hasn't been activated since the record was entered, the answer is, no.
 - No
 - Use the Record Update feature to make you corrections.
 - Yes
 - Use the Record Update feature to make you corrections, and for the ***Change** section of the form, select REPLACE instead of NEW.

All changes will be included next time the File Generator is activated.