**PURPOSE**

Electronically submitting certificates ("eCerts") provides a process for vendors to do the following:

1. **If QC-17 (Source Inspection) is not required on a PO line:** eCerts allows suppliers to submit certificates and paperwork electronically before parts are shipped to SpaceX. The documentation is checked by a SpaceX inspector and either approved or rejected based on the quality requirements set forth in the Purchase Order, drawings, and applicable specifications. The end goal of the process is to ensure that all errors in documentation are caught before receiving, and the parts are expedited through the SpaceX receiving process.

2. **If QC-17 (Source Inspection) is required on a PO line:** allows suppliers to submit a request for Source Inspection by electronically submitting certificates and paperwork. Upon submission, the
Source Inspection event will be scheduled based on the requested submission time and date and inspector availability. The Source Inspector will use the eCert system to review the submitted documentation, along with physical product, and approve or reject based on the quality requirements. An additional Source Inspection event may or may not be required.

**SUBMISSION PROCESS**

The submission process information below is necessary for *both* Source Inspection Request and eCert Request submission types.
Supplier Information

Every submission of an eCert must include at minimum the following two components:

1. eCert Validation Report (ECVR) PDF, SPX-00035967
2. Certificates and paperwork per the Purchase Order, drawing, and applicable specifications

A single job can only be submitted against a single, open Purchase Order line (both the Purchase Order and Purchase Order line must be open). If a Purchase Order line has already been partially received against, a job submission can only be for quantity less than or equal to the remaining open quantity on the Purchase Order Line. **A job submission cannot be submitted against multiple Purchase Order lines, or else the submission will be automatically rejected.**

In the eCert Validation Report, the following information needs to be filled out in the Supplier Information section:

*Field is mandatory for submission*

1. Submission Type*
   a. eCert Request (Figure 2) – documentation review for non-Source Inspection shipments
   b. Source Inspection Request – used to request Source Inspection
2. SpaceX Part Number* (exactly as listed on the Purchase Order)
3. Submission Date*
4. Part Revision* (should match what is listed on the supplier Certificate of Conformance)
5. Supplier Code* (alphanumeric code on the Purchase Order listed as the Supplier ID)
6. Supplier Part Number
7. Purchase Order Number*
8. Purchase Order Line Number*
9. Quantity Submitted*
10. Purchase Order Revision Number*
11. Unit of Measure*
12. SpaceX Work Order (needs to be exactly as printed on Purchase Order in the format of 999999/T9, see Figure 1)

![Figure 1: Format for SpaceX Work Order](image)
In addition to the fields above, the following fields need to be filled out for the Source Inspection Request submission type:

13. Inspection Type* (Finished Product or In Process Product)
14. Inspection Contact Name*
15. Inspection Ready Date* (when the shipment will be ready for Source Inspection)
16. Inspection Ready Time* (time of day the shipment will be ready for Source Inspection, in the Supplier’s local time zone)
17. Estimated Duration (in hours, for the quantity on the PO line)*
18. Inspection Address* (street address for the inspection location)
19. City*
20. State*
21. Country*
22. Inspection Comments (any additional information that the Source Inspector or scheduling team needs to be aware of)

This information can all be pulled from the Purchase Order. Each field of the form should only have one value filled in. See below for a sample filled out Supplier Information section:

![Figure 2: Filled out sample of Supplier Information section for eCert Request submission type](image)

**Traceability Information**

Underneath the Supplier Information section is the Traceability Information section. In this section, the lot and serial number information for the parts submitted on the eCert job needs to be input (Error! Reference source not found.). Like the Supplier Information section, each field in the Traceability Information section should only have one value. If multiple values need to be entered, click the “+ Add Item” button underneath the table to generate another row (Error! Reference source not found.). Each row of the Traceability Information table should have some of the following information entered:

*Field is mandatory for each Trace Information row*
1. Quantity* (the number of parts the other trace elements filled out in the same row apply to)
2. Lot Code*
3. Serial Number
4. Expiration Date (shelf-life sensitive product only)
5. Roll number (composite pre-preg material only)

In order to determine if a serial number is required, reference the red text underneath the Purchase Order Line on the SpaceX Purchase Order that indicates what trace information is required (Figure 5).

- If the red text has the verbiage “UserEnteredSerialization”, serial numbers are required for all parts submitted on the eCert job (serial numbers can be provided individually as lines or as a range, see Figure 6 and Figure 7, respectively).
  - When specifying range, use the keyword “to” in between the beginning and end serial numbers as shown in Figure 7.
  - If serial numbers are provided as a range, only one range will be specified per line, as shown in Figure 7.
- If the product/parts submitted on the eCert job are shelf-life sensitive and/or the Purchase Order has quality clauses SPXQC-38a and/or 38b listed, then an expiration date is required (Figure 8).

- If the product/parts submitted on the eCert job are prepreg composite material, the roll numbers must be provided for the material and the expiration date (Figure 9).

- For Source Inspection Request submission type only: if the form submitted is for an “In Process Product”, AND the part to be inspected is a child part of the part ordered on the PO, AND the PO part has stricter trace requirements than the child part, trace fields must be filled out as required on the parent part. Example: if PO (parent) part = revision + lot + serialization and child part = revision + lot then:
  - Please use "n/a" for serial numbers to state that the child parts are not serialized (Figure 10).
  - The eCert system will reject the Source Inspection eCert if serial numbers are left blank.
Figure 10: Example of Source Inspection request for an In-Process Product, where the request is for a child part of a PO (parent) part with stricter trace requirements than child part.

SOURCE INSPECTION REQUEST SUBMISSION

In addition to the information above, the following must be completed for Source Inspection Request submission types (used when QC-17 is applied to a PO line). When “Source Inspection Request” submission type is selected, additional fields will populate on the ECVR.

Finished Product Inspection Type

See Figure 11 for an example of a Finished Product Source Inspection request form.

In Process Inspection Type

When In Process Inspection Type is selected, the In Process Part Number will be required. This may be different than the SpaceX PO Line Part Number, for example, in the case of a child part inspection (Figure 12).
REVIEW

Once the Supplier and Traceability Information sections have been filled out, the form is ready to sign and send. Please make sure to review the form to ensure all fields only have one value entered as shown in the examples above or else the eCert submission will be rejected.

1. Click the “Generate File Name” button to generate a unique file name for the eCert Validation Report. Highlight the name and copy it (Figure 13).

2. Click the signature field in the “Supplier Sign & Save” box to sign the form (Figure 14). If you do not have a digital signature already setup, a wizard window (shown in Figure 15) will appear, prompting the creation of a Digital ID. Select PKCS#12 digital ID (requires password; available to local machine) or a Windows Certificate Store (protected by Windows login). Then follow the prompts to create the Digital ID. There is no requirement
on the format or encryption level. A save dialogue box will pop up afterwards. Save the file to any directory but use the generate file name to name the file.

3. The eCert Validation Report has automatic validations built into the form. If an error message appears, correct any issues the message brings up or the form cannot not be saved properly.

Submit eCerts by Email (File Size Less than 25 MB)

1. After signing and saving, click “Submit via Email” button to auto-generate an email. The subject line and “To” recipient are automatically filled out and should not be modified. The eCert Validation Report file must be named with the generated file name or the submission will be rejected.
2. On the email, attach the scanned/digital copies of the certificates and paperwork that would be sent with the part (see Figure 16). All attachments on the email must be PDFs.

3. Check to make sure the email is being sent from the email account(s) that were authorized at the time of the on-boarding for the eCerts process and that the “eCert Enabled” checkbox is checked in SpaceX Supplier Maintenance system (your SpaceX Buyer can help with this). If you do not know the email designated at the time of on-
boarding or need to add another email account added to the authorized list, please contact your Buyer for assistance.

4. Here are the email criteria for a valid submission summarized:
   a. All fields in the eCert Validation Report are complete and have valid information per the latest PO revision (part number matches PO line part (unless a child part Source Inspection), Purchase Order line open, etc).
   b. The eCert Validation Report is attached to submission email with name matching the generated filename.
   c. The email must have at least one other attachment besides the eCert Validation Report.
   d. **All attachments must be PDFs and there can be no more than 5 attachments on the email (including the eCert Validation Report).**
   e. The email account the submission is sent from is on the authorized sender list.

5. Once the items above have been validated, click “Send” at the bottom of ECVR to send the email to the SpaceX eCerts inbox. A response message should be sent within 20 minutes of the submission indicating if the submission was successful or not.
   a. **Successful submission:** you will be given a Reference Number for the eCerts job. If you have any questions, please include the Reference Number in any correspondances with your SpaceX Buyer.
   b. **Rejected submission:** a rejection email will be sent back with an explanation on why the job was automatically rejected. Please correct the email submission as directed in the response email and resubmit the job as a new submission.
   c. If no response email is received, check to ensure an authorized sender account was used to submit. If an authorized account was used, please contact your SpaceX Buyer for further assistance. Please do not resubmit package without confirming with your Buyer.

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**Submit eCerts By Send.SpaceX.Com (File Size Greater than 25 MB)**

1. After signing and saving the eCert Validation Report, go to send.spacex.com and log into your account. If you do not have an account, you should contact your buyer to help you set up an account. See Figure 17 below. **Please make sure the email address linked to your send.spacex.com account is an authorized email in SpaceX’s system (this is done during the eCerts on-boarding process).** If it is not, please contact your SpaceX Buyer or Quality Specialist to have the email address added to the authorized sender list.
2. Once you have either logged in with a pre-existing account or created one, you can click the “Compose Delivery” button at the top left of the screen to create a new delivery. In the “To” header, please input supplier-ecerts@spacex.com. The Subject of the delivery does not matter and can be set to anything.

3. Use the “Attach files” button to attach the eCert Validation Report PDF along with the other PDFs containing the part certificates. See Figure 18.

4. If you are attaching more than 3 files in total to the delivery (which includes the eCert Validation Report PDF), please place all files except for the eCert Validation Report PDF in a Zip file. Then attach the Zip file to the delivery. See Figure 19.
5. If you wish to CC or BCC any individuals onto the delivery, please make sure they are either SpaceX employees or they have send.spacex.com accounts. If any recipients do not have a send.spacex.com account, you'll receive an error. You do not need to resubmit; just check the “Sent Items” folder and confirm that the delivery was created and supplier-ecerts@spacex.com is a recipient.

6. After following the above steps, click the Send button and a message should appear indicating the package was delivered successfully (Figure 20). If you get an error, please check the “Sent Items” folder in your send.spacex.com account to see if the delivery was successfully sent or not.

7. Once the delivery has been successfully submitted, a response message should be sent within 20 minutes of the submission indicating if the submission was successful or not. This response message along with all future acceptance/rejection responses regarding the submission will be email(s) that go to the email inbox of the Sender and any individuals CCed on the submission. You do not need to check your Send.spacex.com account for response messages.
   a. Successful submission: you will be given a Reference Number for the eCert job. If you have any questions, please include the Reference Number in any correspondances with the SpaceX Buyer.
   b. Rejected submission: a rejection email will be sent back with an explanation on why the job was automatically rejected. Please correct the email submission as directed in the response email and resubmit the job as a new submission.
   c. If no response email is received, check to ensure an authorized sender account was used to submit. If an authorized account was used, please contact your SpaceX Buyer for further assistance. Please do not resubmit package without confirming with your Buyer.

All deliveries in send.spacex.com are automatically set to expire and will notify users as the expiration date approaches. Once you receive a reference number for the eCert job, the delivery is no longer required, and you can either let it either expire or delete it from your “Sent Items” folder.
AFTER SUBMISSION

Once a job has been submitted to the eCerts system a response email will be received indicating that the submission has been accepted or rejected.

**eCert Submission Type**

For an [eCert Request submission type](#), the job will be inspected by the SpaceX Receiving Inspection team to ensure all documentation is in conformance to the requirements on the Purchase Order, drawing, and applicable specifications.

The SpaceX team’s goal is to turn around all eCert request submissions with a response within 24 business hours of submission (a response can either be a rejection or an acceptance). However, due to our internal prioritization ranking system or a high volume of jobs needing to be inspected, it is possible a response may take more than 24 business hours to be delivered. In cases where parts are urgent and no response has been received in 24 business hours, please contact your Buyer to work on the delivery status.

Once the job has been reviewed by a SpaceX Inspector and either accepted or rejected, an email notification will be sent back indicating SpaceX’s response to the submission. Rejection emails will contain comments from the Inspector about what needs to be changed.

**Source Inspection Submission Type**

For [Source Inspection submission types](#) (In Process and Finished Product), the inspection event will be scheduled and the supplier will receive notification of the scheduled date and time, in addition to the automated submission response email.

Note that Source Inspection event scheduling will be completed within 3-5 days of the requested date and is subject to inspection demand and SpaceX prioritization. The Source Inspection team will work to schedule events as close to the requested date as possible. There is no need to resubmit the Source Inspection ECVR for the cases when the event has NOT yet been scheduled, but a submission acceptance response HAS been received.

At the completion of the Source Inspection event, an email notification (eCert Certification Submission Response Form) will be sent indicating SpaceX’s acceptance or rejection of the event.

**Accepted eCerts**

There are four different types of eCerts that will prompt different actions from Supplier, if accepted:

1. **eCert Request submission type** → ship product. See Figure 21.
2. **Source Inspection Request submission type**:
   a. **In Process Product**: The eCert Certification Submission Response Form shown in Figure 22 should be emailed. If the in process Source Inspection Form (SIF) indicates that additional Source Inspection is required, a second Source Inspection
submission should be submitted according to the process in SPX-00042457 SpaceX Source Inspection.

i. **Further Source Inspection IS required** → OK to continue processing parts. Supplier must submit another Source Inspection Request type eCert, including any previous eCert acceptance forms in their request.

ii. **Further Source Inspection NOT required** → OK to continue processing parts. Supplier should submit an eCert Request type eCert prior to shipping, but no further Source Inspection needs to be requested. Supplier should provide prior eCert acceptance form plus any additional documentation for processes completed post-Source Inspection. SpaceX Receiving Inspection will inspect the delta documentation submitted and confirm there is an accepted eCert for the rest.

b. **Finished Product** → ship product. This is essentially equivalent to #1, except this PO line was Source Inspected. No further Source Inspection is required. The acceptance response notification shown in Figure 23 will be emailed to the supplier.

When shipping the parts, the eCert Certification Submission Response Form and packing slip must be included with the parts. If an eCert Response Form is not sent with the package(s), this may result in delayed acceptance of the shipment at SpaceX.

- If the parts are being shipped in multiple packages, please ensure a copy of the form is in each package to ensure no confusion.
- If parts were Source Inspected and there were multiple eCerts, only the last acceptance form needs to be submitted.

Only approved parts can be shipped to SpaceX. Any non-approved parts shipped to SpaceX may be shipped back to the vendor and result in a deduction in their supplier score.

![Certification Submission Response Form](image)

*Figure 21: Acceptance report for eCert Request type, authorizing shipment*
Rejected eCerts

Attached to the response will be an eCert Response Form (Figure 24.) This form will indicate the job was rejected as well as what the rejection comments were. For each rejection, a Criteria, Reject Code, and Comments will be provided. Review the feedback and make adjustments to the certificate package and/or Electronic Certificate Validation Report form as necessary. If there are any questions regarding any of the feedback, please contact your SpaceX Buyer.

Once the changes have been made, please submit a new eCert Validation Report and modified certificate package attachment(s) as a new job (as described in the pages above). This will put the job back into the SpaceX inspection queue. Make sure to include all documentation for the part and not just the portions that were fixed or else the job will be rejected again for incompleteness.

For Source Inspection Request submission type: Another Source Inspection Request type eCert should be resubmitted when parts and documentation are in a conforming state (reference SPX-00042457 SpaceX Source Inspection for additional details).
FREQUENTLY ASKED QUESTIONS

Once I have been on-boarded, do I need to submit all parts through eCerts? What about hot jobs?
Once you have been on-boarded onto the eCerts process, you will need to have all parts go through the eCerts process no matter what. Any deviations from process will be counted against your supplier scorecard. Even for jobs that are hot, they need to go through the eCerts process. This is because even if the parts are shipped immediately, they will just arrive at SpaceX docks and be held up. The eCerts process does not increase the total time it takes for a part to go from the vendor to inventory/production line at SpaceX. You can notify your buyer once you have submitted the job, and they can work to expedite the inspection through the process.

Can I put multiple PO lines on the same eCert submission as long as they have the same part number?
No, the current system will reject the job as invalid if you enter, for example, Purchase Order Lines: “1, 2”. Only one value can be entered per field of the Electronic Certificate Validation Report form.

What happens if I don’t get a response within 24 hours?
SpaceX strives to make the receiving process as effortless as possible to ensure that vendor parts arrive at our production lines on-time and to ensure our vendors are paid on-time. To meet this objective, we as an organization aim for a 24 hour turn-around on eCert jobs and are tracking our process to that benchmark. But due to high volume or other “hotter” priorities, we may not be always be able to hit that mark. In cases like that, please be patient with us, and you will likely receive a response shortly afterwards. If you are being asked to expedite a shipment by employees.
at SpaceX and you have not received a response within 24 hours, please contact your buyer to deal with the matter.

I got a rejection saying [insert rejection comments]. What does this mean? Who do I contact about this?
If you receive back a rejection comment that you do not understand or do not believe is valid, please contact your Buyer to get clarification.

I need to get another authorized email account added for submitting eCerts. How do I get the email address added?
If you would like to add any additional email accounts to be authorized to send to the eCerts system, you can request your SpaceX Buyer add the email address as a Quality Contact in the SpaceX Supplier Maintenance system.

Can I include comments in the email I submit to the eCerts system to clarify things on the documents?
No, any comments placed in the body of the email will not be seen by the SpaceX Inspector. The only things pulled from the email are the attachments. If you need to indicate some clarification to the Inspector, please either include the clarification in the attachments of the email (ideally in the certificate package PDF) or contact your SpaceX Buyer for help.

Comments can be included for Source Inspection submission type eCerts in the “Inspection Comments” field of the PDF.

I submitted my eCerts and they were approved. But now I just received a new PO revision where the quality requirements for the parts have changed. What do I do?
edCert requests: If you receive a new revision of a PO from SpaceX in which there has been a quality requirement change that affects a Purchase Order Line that has had a previously submitted eCert job, please resubmit the certificate package with any new documentation needed to meet the new quality requirements. If the PO revision is for a non-quality requirement change to the PO line (such as changing the Need Date), then no new eCert submission is needed. If the parts have already been shipped, no resubmission is required and any corrections will be handled at SpaceX.
Source Inspection Requests: If the new PO revision has had a quality requirement added which must be verified in Source Inspection (per SPX-00042457 SpaceX Source Inspection), another Source Inspection request should be submitted to have a Source Inspector verify the quality requirement onsite.