

EIH RECOVERY REVERSALS MANAGEMENT GUIDE

Introduction

This guide will cover how to access and use the Lockheed Martin External Integration Hub's (LM EIH) Recovery Reversals Management application. The Recovery Reversals Management application gives the supplier the ability to view their Recovery Records and submit Reversal Requests to LM to reverse the debit.

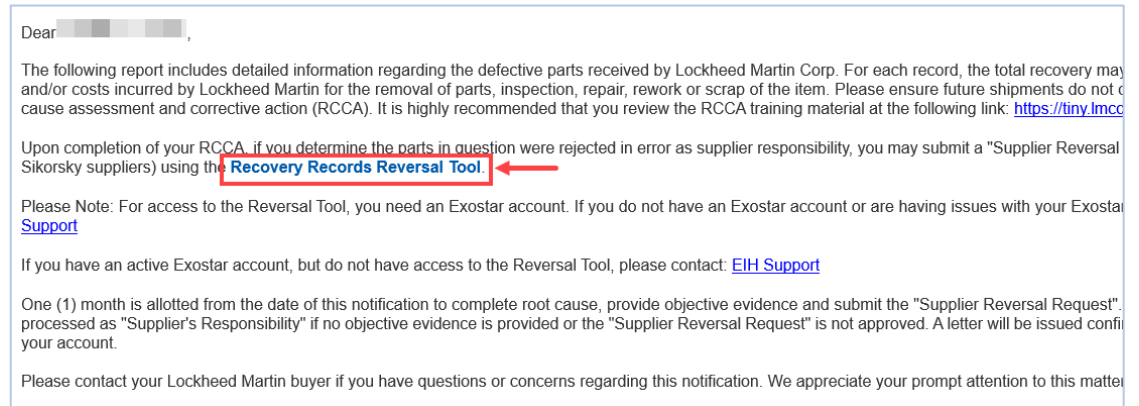
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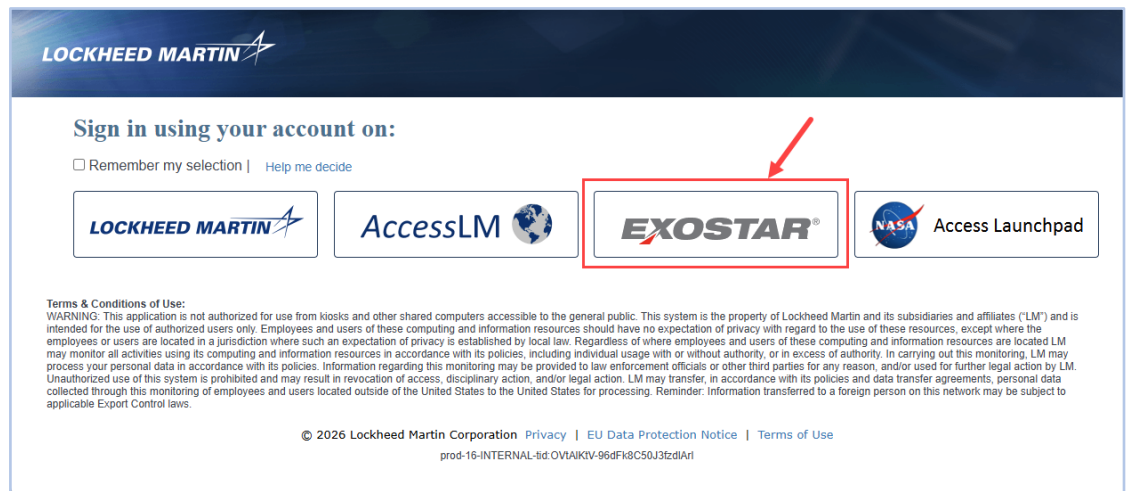
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Accessing LM EIH with Exostar Account

- Select the **“Reversal Tool”** link in the Recovery Records email to launch LM EIH.
- You can also launch LM EIH by loading the URL <https://eih.lockheedmartin.com> in your browser.



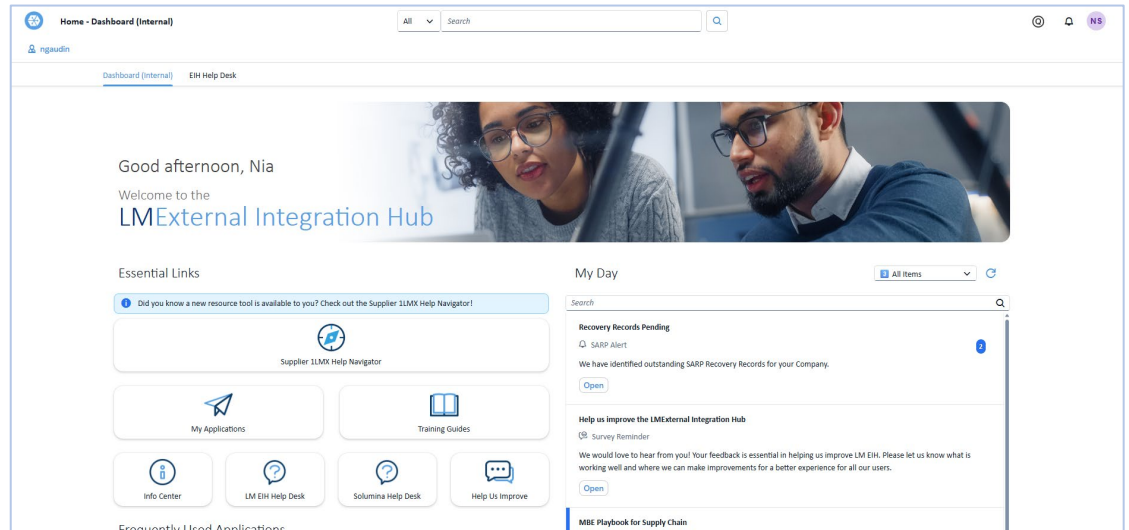
- An authentication sign-in screen will open. To authenticate and access LM EIH, click the **EXOSTAR** option to login with your Exostar credentials.
- If you do not have an Exostar account, please send an email to sarp.suppliers.support@lmco.com to request an account.



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Accessing LM EIH with Exostar Account, continued

- After completing your Exostar login, the LM EIH landing page will load.
- **If you receive an error, or LM EIH does not load, please contact the LM EIH Support team (eih.support@lmco.com) for assistance.**



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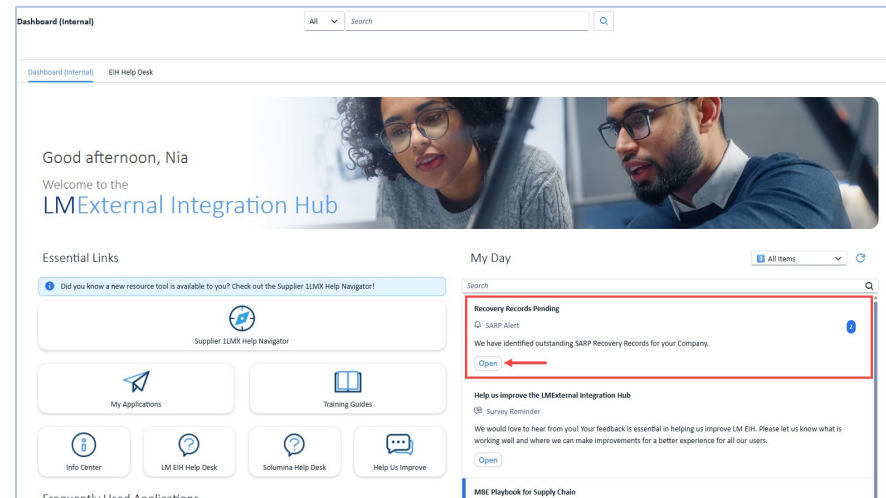
Accessing Your Recovery Records

In LM EIH, there are two ways to access your Recovery Records. You can access them by:

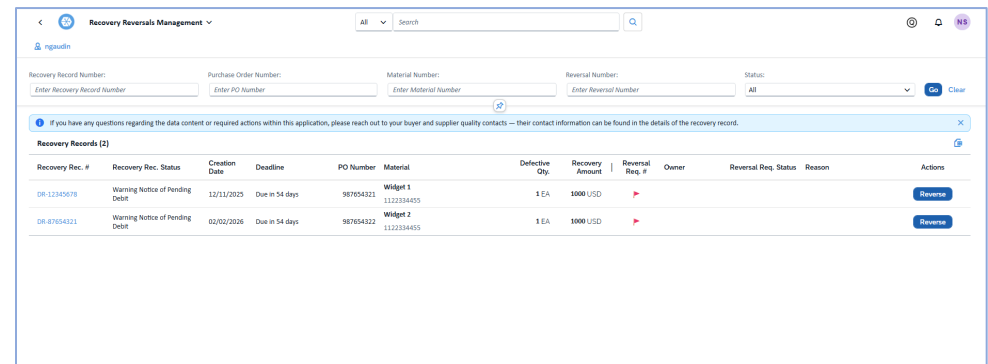
- Selecting the “Open” button on My Day notification,
- Or going to the “My Applications” page and selecting the “Recovery Reversals Management” application.

First, we will cover accessing your Recovery Records via the “My Day” card.

- If there are Recovery Records for your company, an alert will be displayed in the “My Day” card, including the number of records, on the LM EIH landing page.
- In the alert, select the “Open” button to open the “Recovery Reversals Management” application.



- In the “Recovery Reversals Management” application, the Recovery Records for your company will be displayed.

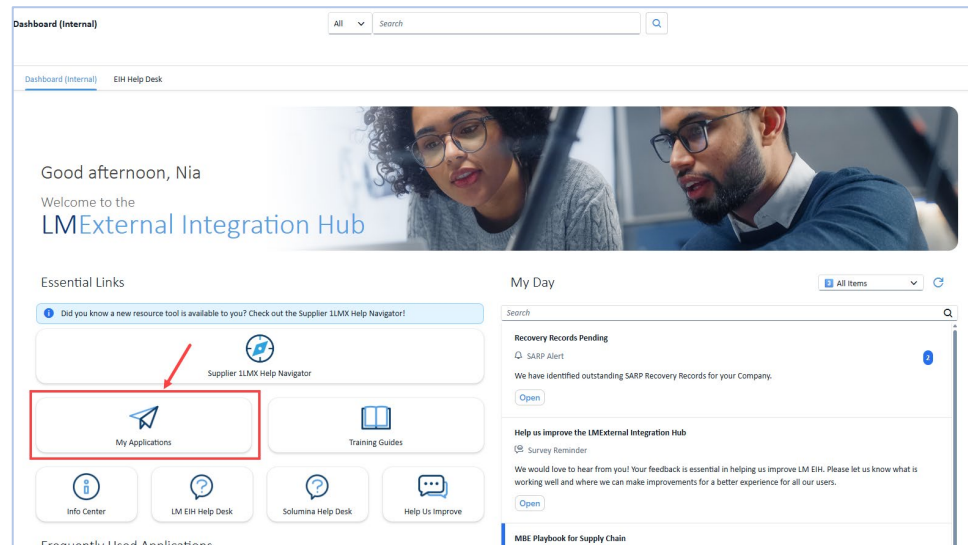


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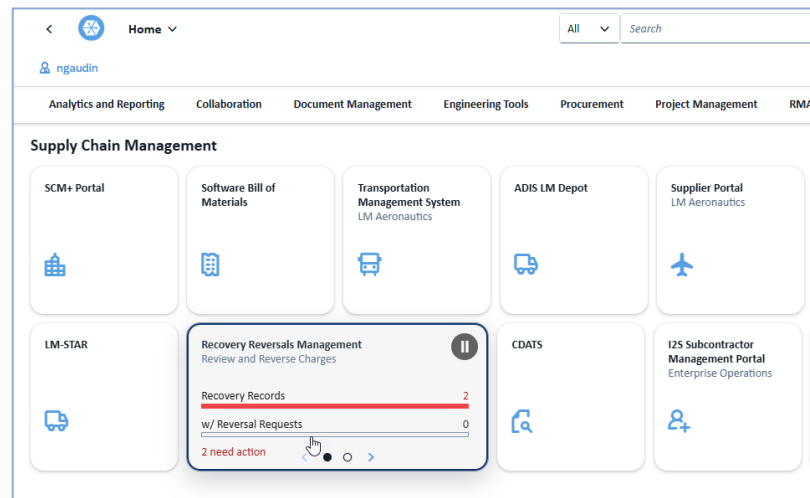
Accessing Your Recovery Records, continued

Next, we will cover accessing your Recovery Records via the LM EIH “My Applications” page.

- To get to the “My Applications” page, select the “My Applications” button on the LM EIH landing page.



- Next, go to the “Supply Chain Management” tab and locate the “Recovery Reversals Management” tile.
- This tile will display the count of Recovery Records for your company, and the number of Reversal Requests that your company has submitted against those records.
- Select the “Recovery Reversals Management” tile to open the application.



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Accessing Your Recovery Records, continued

- In the “Recovery Reversals Management” application, the Recovery Records for your company will be displayed.

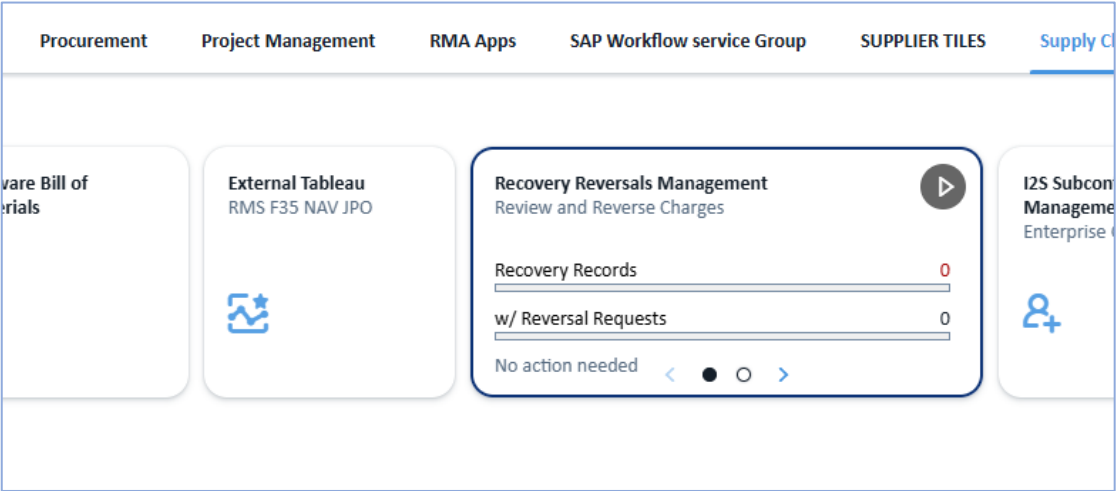
The screenshot displays the 'Recovery Reversals Management' application interface. At the top, there is a navigation bar with a search bar and a user profile icon. Below the navigation bar, there are several input fields for filtering records: 'Recovery Record Number', 'Purchase Order Number', 'Material Number', 'Reversal Number', and 'Status'. A 'Go' button and a 'Clear' button are located to the right of these fields. A blue information banner below the filters states: 'If you have any questions regarding the data content or required actions within this application, please reach out to your buyer and supplier quality contacts — their contact information can be found in the details of the recovery record.' Below the banner, a table titled 'Recovery Records (2)' is displayed. The table has the following columns: Recovery Rec. #, Recovery Rec. Status, Creation Date, Deadline, PO Number, Material, Defective Qty., Recovery Amount, Reversal Req. #, Owner, Reversal Req. Status, Reason, and Actions. Two records are listed in the table, both with a 'Reverse' button in the Actions column.

Recovery Rec. #	Recovery Rec. Status	Creation Date	Deadline	PO Number	Material	Defective Qty.	Recovery Amount	Reversal Req. #	Owner	Reversal Req. Status	Reason	Actions
DR-12345678	Warning Notice of Pending Debit	12/11/2025	Due in 54 days	987654321	Widget 1 1122334455	1 EA	1000 USD					Reverse
DR-87654321	Warning Notice of Pending Debit	02/02/2026	Due in 54 days	987654322	Widget 2 1122334455	1 EA	1000 USD					Reverse

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Accessing Your Recovery Records, continued

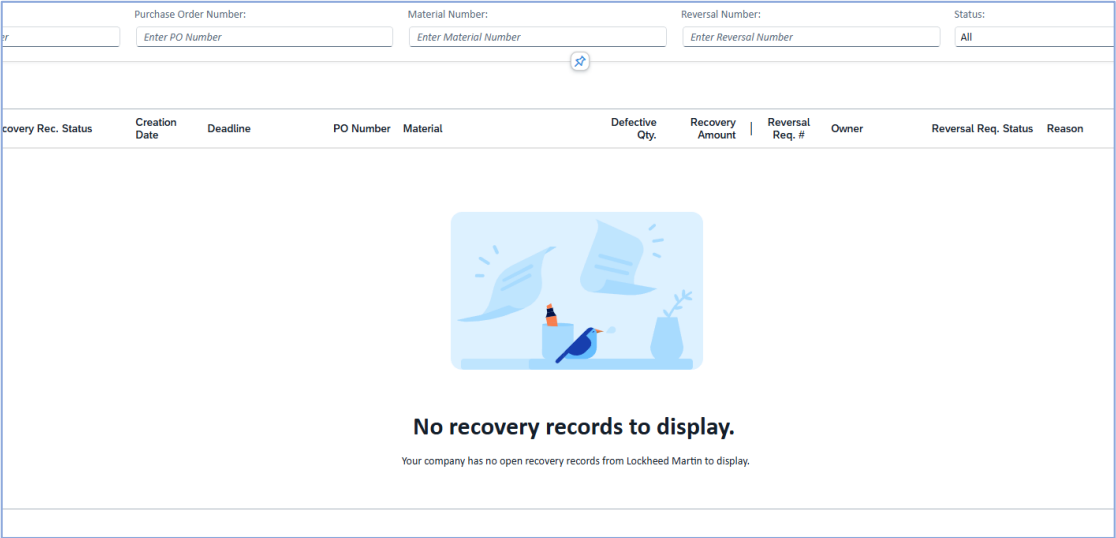
- If there are no Recovery Records for your company, the “Recovery Records Management” tile on the “My Applications” page will display a count of “0” for the number or Recovery Records.



- When you click the tile and open the “Recovery Records Management” application, no records will be listed, and this message will be displayed:

“No recovery records to display.

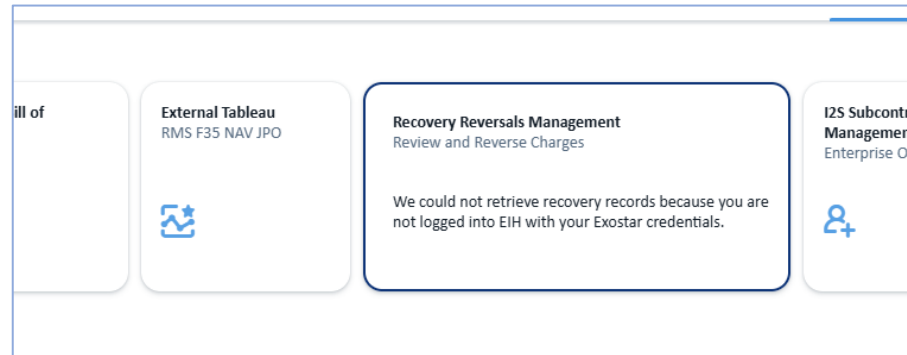
Your company has no open recovery records from Lockheed Martin to display.”



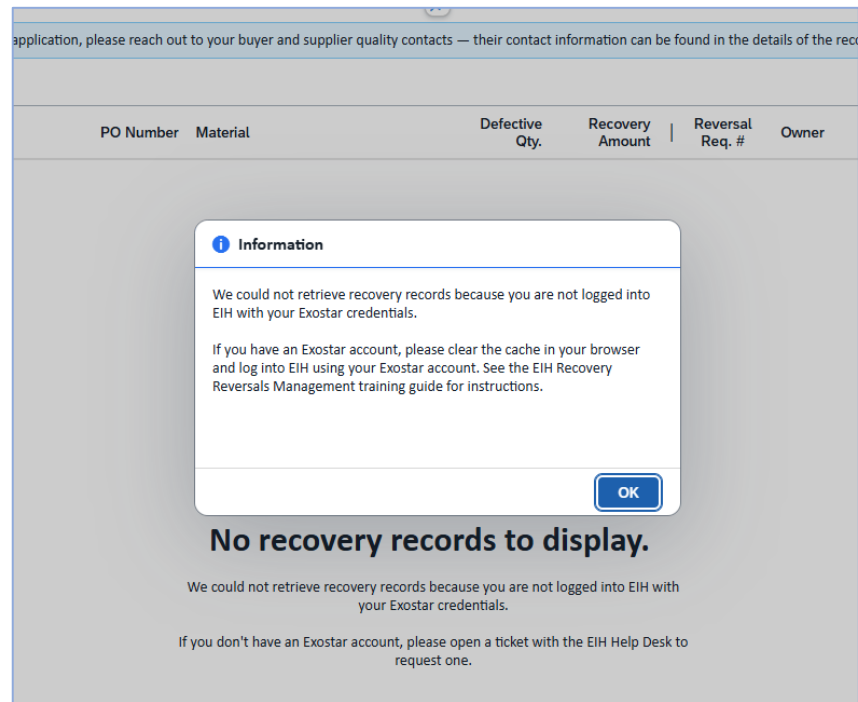
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Error Message when using AccessLM Accounts

- The “Recovery Records Management” application can only be used when you are logged into LM EIH with your Exostar account.
- When you are logged into LM EIH with an AccessLM account, the application will not show the Recovery Records for your company.
- On the “My Applications page”, the tile will show this message:
“We could not retrieve recovery records because you are not logged into EIH with your Exostar credentials.”



- When you click the tile and open the “Recovery Records Management” application, no records will be listed, and a message will be displayed, directing you to log into LM EIH with your Exostar account.
- Please Note: To switch from logging into LM EIH with an AccessLM account, to logging in with Exostar account, you must clear the cache and cookies from your browser first:
 - Press Ctrl + Shift + Delete (Windows) or Command + Shift + Delete (Mac) on your keyboard.
 - A window will pop up asking what data you want to clear and the time range (we recommend "All time" for a full reset).
 - Make sure to select Cookies and other site data and Cached Images and files (browsing history is optional). Click Clear Data.
 - Once done, close and re-open the browser.
- **If you do not have an Exostar account, please send an email to sarp.suppliers.support@lmco.com to request an account.**

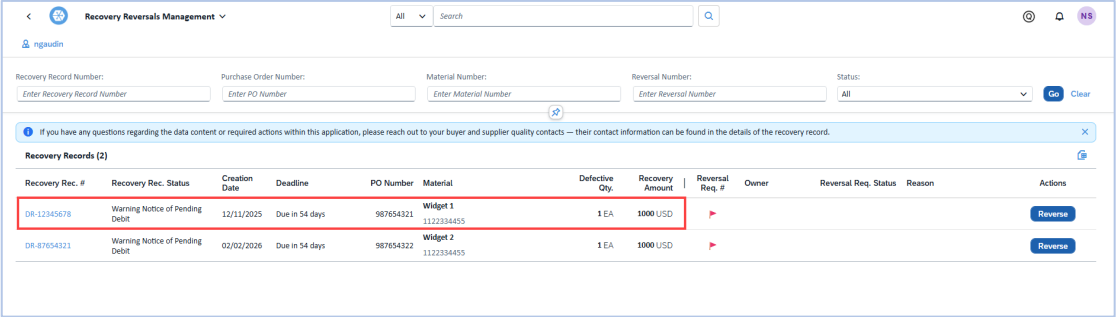


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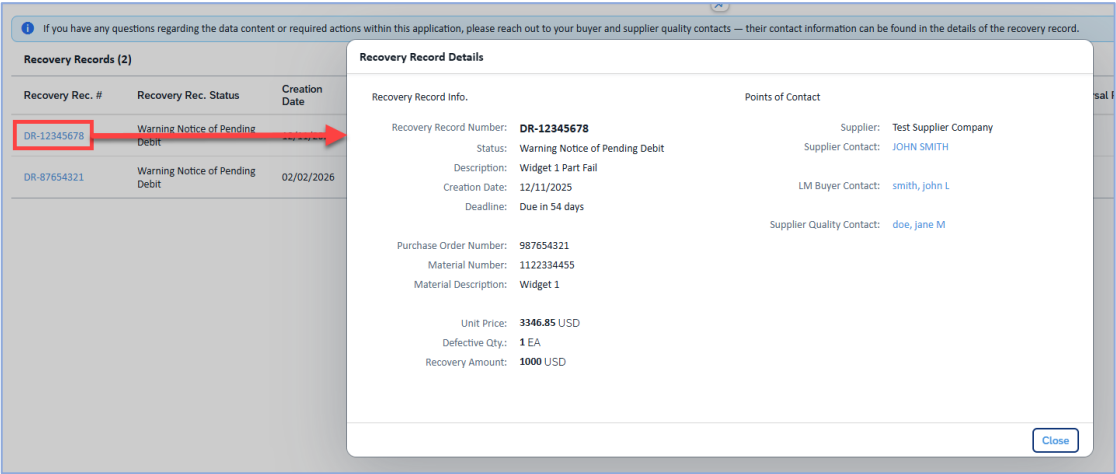
Recovery Records

The Recovery Reversals Management application lists every Recovery Record for your company and any Reversal Requests that were submitted against those Recovery Records.

- In the list of Recovery Records, data that provides an over of each record is displayed.



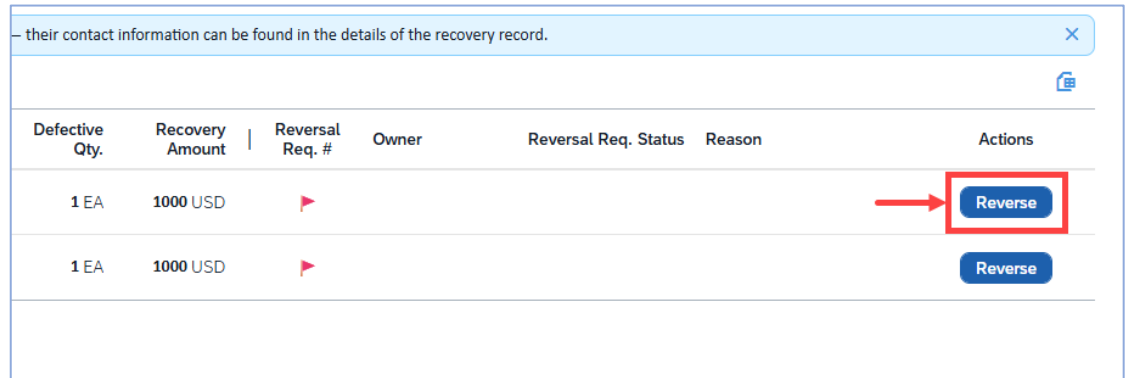
- Select a Recovery Record number to view the full details of that record.



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Creating a Reversal Request

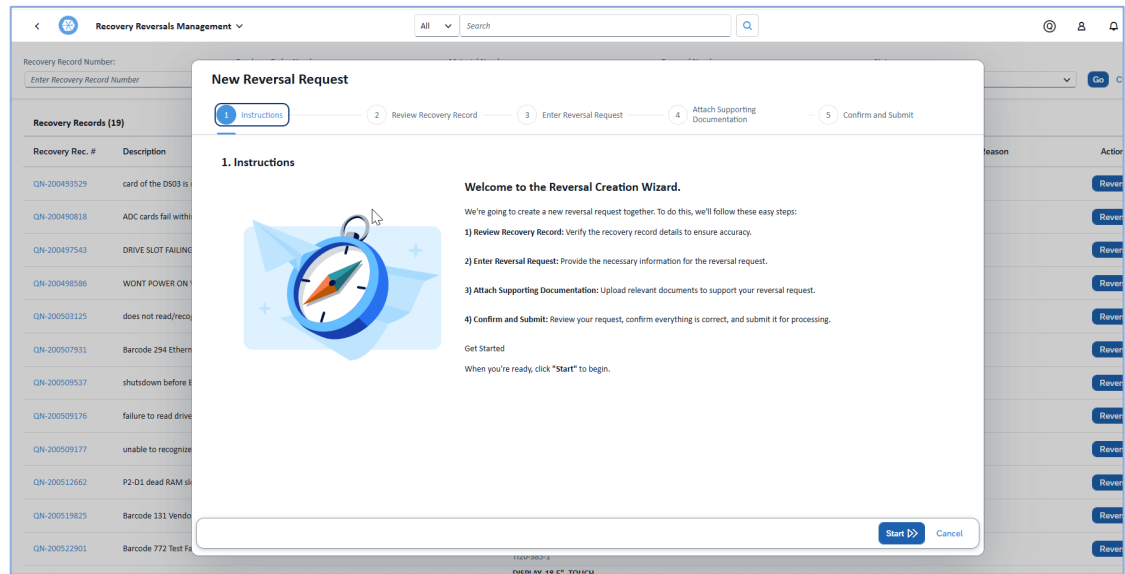
- To create a Reversal Request for a Recovery Record, select the “Reverse” button in the Actions column of that record.



their contact information can be found in the details of the recovery record.

Defective Qty.	Recovery Amount	Reversal Req. #	Owner	Reversal Req. Status	Reason	Actions
1 EA	1000 USD	▶				Reverse
1 EA	1000 USD	▶				Reverse

- When the “Reverse” button is selected, the “Reversal Creation Wizard” is opened.
- Follow the steps as directed in the wizard to complete and submit the Reversal Request.



Recovery Record Number:
Enter Recovery Record Number

Recovery Records (19)

Recovery Rec. #	Description
QN-200493529	card of the D503 is
QN-200490818	ADC cards fail with
QN-200497543	DRIVE SLOT FAILING
QN-200498586	WONT POWER ON
QN-200503125	does not read/reco
QN-200507931	Barcode 294 Ethern
QN-200509537	shutdown before t
QN-200509176	failure to read drive
QN-200509177	unable to recognize
QN-200512662	P2-D1 dead RAM sl
QN-200519825	Barcode 131 Vendo
QN-200522901	Barcode 772 Test FA

New Reversal Request

1. Instructions

Welcome to the Reversal Creation Wizard.

We're going to create a new reversal request together. To do this, we'll follow these easy steps:

- 1) **Review Recovery Record:** Verify the recovery record details to ensure accuracy.
- 2) **Enter Reversal Request:** Provide the necessary information for the reversal request.
- 3) **Attach Supporting Documentation:** Upload relevant documents to support your reversal request.
- 4) **Confirm and Submit:** Review your request, confirm everything is correct, and submit it for processing.

Get Started

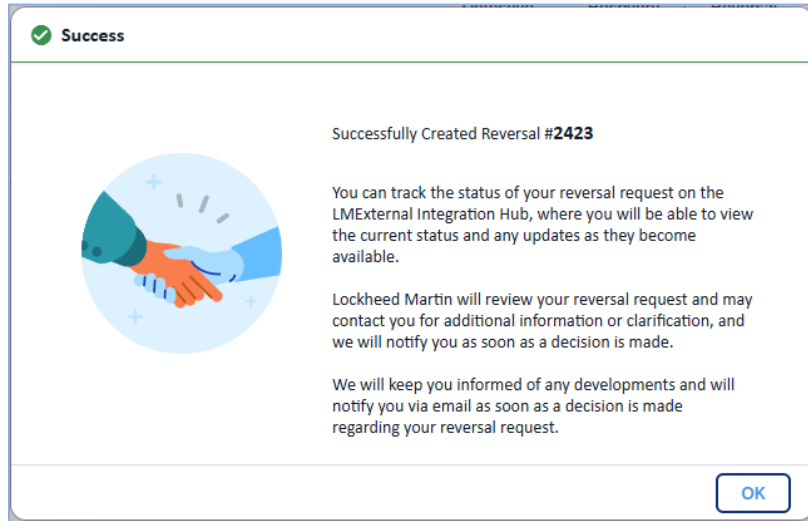
When you're ready, click "Start" to begin.

Start >> Cancel

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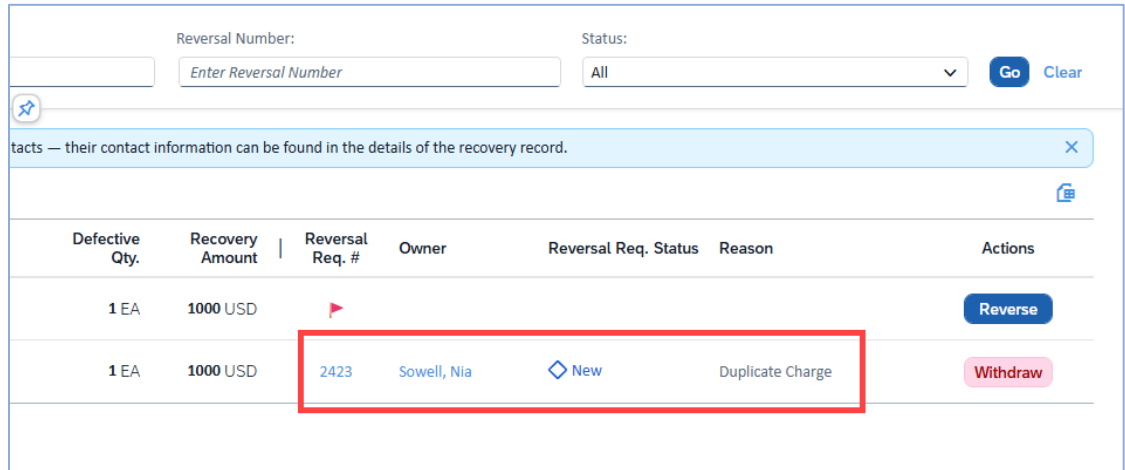
Creating a Reversal Request, continued

- After the Reversal Request is submitted, a Success confirmation is displayed with the new Reversal number, and details on what will happen next with the request.



A success confirmation dialog box with a green checkmark icon and the text "Success". It features an illustration of two hands shaking. The text reads: "Successfully Created Reversal #2423", "You can track the status of your reversal request on the LMExternal Integration Hub, where you will be able to view the current status and any updates as they become available.", "Lockheed Martin will review your reversal request and may contact you for additional information or clarification, and we will notify you as soon as a decision is made.", and "We will keep you informed of any developments and will notify you via email as soon as a decision is made regarding your reversal request." An "OK" button is located at the bottom right.

- And the new Reversal Request gets added to the Recovery Record with a status of "New".
- Please Note:** When a new Reversal Request is added to a Recovery Record, that record is sent to the bottom of the table in order to prioritize the records with either no Reversal Request, or adjudicated Reversal Requests, at the top.



A screenshot of a web interface showing a search bar for "Reversal Number" and "Status". Below the search bar is a table with columns: Defective Qty., Recovery Amount, Reversal Req. #, Owner, Reversal Req. Status, Reason, and Actions. The table contains two rows. The second row is highlighted with a red box and contains the following data: 1 EA, 1000 USD, 2423, Sowell, Nia, New, Duplicate Charge, and a Withdraw button.

Defective Qty.	Recovery Amount	Reversal Req. #	Owner	Reversal Req. Status	Reason	Actions
1 EA	1000 USD					Reverse
1 EA	1000 USD	2423	Sowell, Nia	New	Duplicate Charge	Withdraw

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Viewing Reversal Requests

- Select a Reversal Request number to view the full details of that record.

The screenshot shows a search interface for Reversal Requests. At the top, there is a search bar with the placeholder text "Enter Reversal Number" and a "Status:" dropdown menu set to "All". There are "Go" and "Clear" buttons. Below the search bar is a blue notification banner that says "facts — their contact information can be found in the details of the recovery record." Below this is a table with the following columns: Defective Qty., Recovery Amount, Reversal Req. #, Owner, Reversal Req. Status, Reason, and Actions.

Defective Qty.	Recovery Amount	Reversal Req. #	Owner	Reversal Req. Status	Reason	Actions
1 EA	1000 USD					Reverse
1 EA	1000 USD	2423	Sowell, Nia		Duplicate Charge	Withdraw

- In the Reversal Request details, you will be able to view:
 - Recovery Record details
 - Reversal Request details, including the work history and names of who performed actions on the request
 - Supporting attachments

The screenshot shows the "Reversal Request Details" page. At the top, there are three tabs: "Recovery Record", "Reversal Request" (which is active), and "Supporting Documentation" (with a "1" next to it). Below the tabs is the "Reversal Info." section, which displays: Reversal Number: 2423, Reason: Duplicate Charge, Status: , Owner: Sowell, Nia, and Created At: 4/7/2026, 7:52:26 AM. Below this is the "Timeline" section, which shows two events: 1. Lockheed Martin (12/11/2025): New Recovery Record created. Widget 1 Part Fail. 2. Test Supplier Company (4/7/2026, 7:52:26 AM): New Reversal Request Submitted. This part was debited January 15, 2026. Receipt is attached. A "Close" button is located at the bottom right of the page.

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Viewing Reversal Requests, continued

- The Status of each Reversal Request is displayed in the row of each Recovery Record. The statuses are as follows:
 - “New” – Reversal request is pending review.
 - **Orange** “Rejected” – Approver is requesting that the request be updated/revised.
 - “Resubmitted” – The revised request is pending review.
 - **Red** “Rejected” – Request has been fully rejected.
 - “Approved” – Request has been approved.

The screenshot displays a web interface for managing reversal requests. At the top, there is a search bar and filters for Material Number, Reversal Number (set to 34), and Status (set to All). Below the filters is a table with the following columns: PO Number, Material, Defective Qty., Recovery Amount, Reversal Req. #, Owner, Status, Reason, and Actions. The table contains five rows of data. The first row has a status of 'Rejected' (red icon) and reason 'Overcharged Unit Price'. The second row has a status of 'Rejected' (orange icon) and reason 'Supplier Excluded From Cost Recovery', with 'Withdraw' and 'Revise' buttons. The third row has a status of 'New' (blue icon) and reason 'Overcharged Unit Price', with a 'Withdraw' button. The fourth row has a status of 'Approved' (green icon) and reason 'Other'. The fifth row has a status of 'Approved' (green icon) and reason 'Duplicate Charge'. A red box highlights the 'Rejected' status in the first row.

PO Number	Material	Defective Qty.	Recovery Amount	Reversal Req. #	Owner	Status	Reason	Actions
		1 EA	1000 USD	344	SIMO, BENJAMIN	Rejected	Overcharged Unit Price	
		1 EA	1179.29 USD	345	SIMO, BENJAMIN	Rejected	Supplier Excluded From Cost Recovery	Withdraw Revise
		1 EA	1000 USD	347	SIMO, BENJAMIN	New	Overcharged Unit Price	Withdraw
		1 EA	1000 USD	346	SIMO, BENJAMIN	Approved	Other	
		1 EA	1000 USD	343	SIMO, BENJAMIN	Approved	Duplicate Charge	

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Revising a Reversal Request

- You can only revise a reversal request when an approver has requested more information.
- In the Recovery Reversals Management app, Reversal request that require more information will have an **orange** “Rejected” status and a “Revise” button.
- To start the revision, select the “Revise” button.

Material Number: Reversal Number: Status:

When, please reach out to your buyer and supplier quality contacts — their contact information can be found in the details of the recovery record.


PO Number	Material	Defective Qty.	Recovery Amount	Reversal Req. #	Owner	Reversal Req. Status	Reason	Actions
987654321	Widget 1 1122334455	1 EA	1000 USD	2423	Sowell, Nia	Rejected	Duplicate Charge	<input type="button" value="Withdraw"/> <input type="button" value="Revise"/>
987654322	Widget 2 1122334455	1 EA	1000 USD					<input type="button" value="Reverse"/>

- When the “Revise” button is selected, the “Revise Reversal Request Wizard” is opened.
- The wizard contains details on what needs to be revised and who is requesting the revision.
- Follow the steps as directed in the wizard to complete and submit the revised Reversal Request.
- After submitting, the Reversal Request will be in the “Resubmitted” state.

Revise Reversal Request

1 Instructions 2 Review Recovery Record 3 Enter Reversal Request 4 Attach Supporting Documentation 5 Confirm and Submit

1. Instructions



Welcome to the Reversal Resubmission Wizard.

We're going to resubmit a reversal request together. To do this, we'll follow these easy steps:

- 1) **Review Recovery Record:** Verify the recovery record details to ensure accuracy.
- 2) **Enter Revised Reversal Request:** Review reason for revision, and provide the necessary information for the reversal request resubmission.
- 3) **Attach Supporting Documentation:** Upload additional documents to support your reversal request, if required.
- 4) **Confirm and Submit:** Review your request, confirm everything is correct, and submit it for processing.

Get Started
When you're ready, click "Start" to begin.

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Withdrawing a Reversal Request

- You can only withdraw a reversal request when it has a Status of “New”, **orange** “Rejected”, or “Resubmitted” (i.e., when a request has not been approved or fully rejected).
- Withdrawn Reversal Requests are deleted from Recovery Record.
 - **Note:** After a Reversal Request is withdrawn, a new Reversal Request can be submitted for the same Recovery Record.
- To withdraw a Reversal Request, select the “Withdraw” button.

PO Number	Material	Defective Qty.	Recovery Amount	Reversal Req. #	Owner	Reversal Req. Status	Reason	Actions
987654321	Widget 1 1122334455	1 EA	1000 USD	2423	Sowell, Nia	Rejected	Duplicate Charge	Withdraw Revise
987654322	Widget 2 1122334455	1 EA	1000 USD	2424	Sowell, Nia	New	Supplier Excluded From Cost Recovery	Withdraw

- Selecting the “Withdraw” button will open the “Confirm Withdrawal” popup window.
- Enter the phrase “permanently delete” in the field and select “OK”.
- Then a “Success” message will display, confirming that the Reversal Request has been withdrawn.
- And the Reversal Request details are removed from the Recovery Record.

Confirm Withdrawal

Please confirm if you want to withdraw Reversal #2424

Withdrawing the reversal request is final and this action cannot be undone. Once withdrawn, the reversal request will be permanently deleted.

To confirm withdrawal, type *permanently delete* in the text input field below:

Success

Reversal #2424 Successfully Withdrawn.

No further action is needed on your part.

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Filtering Recovery Records and Reversal Requests

- You can filter specific recovery records and reversal requests by using the fields at the top of the Recovery Reversals Management application.
- You can search by entering all or part of the value of these fields:
 - Recovery Record Number
 - Purchase Order Number
 - Material Number
 - Reversal Number
 - Reversal Status

The screenshot displays the 'Recovery Reversals Management' application interface. At the top, there is a search bar with a dropdown menu set to 'All' and a search icon. Below the search bar, there are five input fields for filtering: 'Recovery Record Number', 'Purchase Order Number', 'Material Number', 'Reversal Number', and 'Status'. A red box highlights these five fields. To the right of these fields is a 'Go' button and a 'Clear' button. Below the filters, there is a blue notification banner with a close button. Underneath the banner, there is a table titled 'Recovery Records (2)'. The table has the following columns: 'Recovery Rec. #', 'Recovery Rec. Status', 'Creation Date', 'Deadline', 'PO Number', 'Material', 'Defective Qty.', 'Recovery Amount', 'Reversal Req. #', 'Owner', 'Reversal Req. Status', 'Reason', and 'Actions'. The table contains one row of data with the following values: 'DR-12345678', 'Pending Debit', '12/11/2025', 'Due in 53 days', '987654321', 'Widget 1 1122334455', '1 EA', '1000 USD', '2423', 'Sowell, Nia', 'Rejected', 'Duplicate Charge', and 'Withdraw' and 'Revise' buttons.

Recovery Rec. #	Recovery Rec. Status	Creation Date	Deadline	PO Number	Material	Defective Qty.	Recovery Amount	Reversal Req. #	Owner	Reversal Req. Status	Reason	Actions
DR-12345678	Pending Debit	12/11/2025	Due in 53 days	987654321	Widget 1 1122334455	1 EA	1000 USD	2423	Sowell, Nia	Rejected	Duplicate Charge	Withdraw Revise