



RMS SUPPLIER RECOVERY REVERSALS MANAGEMENT TOOL

SUPPLIER TRAINING MODULE

LOCKHEED MARTIN



RMS Recovery Reversals Management Training Overview & Contents

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SARP & Recovery Reversals Management Tool Overview

(External SARP Supplier Interface)

RMS Supplier Accountability and Recovery Program (SARP) drives supplier accountability for quality defects by recovering the administrative, scrap, rework, and repair costs impacting RMS programs.

Suppliers will manage, review, and respond to recovery cases through the **Recovery Reversals Management tool in External Integration Hub (EIH)**.

Note: This tool replaces the debit reversal process using 342-7 form for Sikorsky suppliers.

Why is Lockheed Martin Implementing SARP?

- SARP establishes a consistent, transparent approach for supplier recovery and reversal management across RMS programs.
- Suppliers have visibility to SARP recovery actions and a formal mechanism to submit data for review and resolution.
- SARP improves efficiency and cycle time in recovery review resolution process.
- Quality performance is strengthened through enhanced supplier focus on defects and fair and objective evaluation of recovery actions.

Supplier Value Proposition Under SARP

- Direct visibility into recovery actions and status through a single RMS interface (Recovery Reversals Management tool).
- Standardized, transparent process to submit evidence and request recovery reversal.
- Faster, more consistent resolution of SARP recovery records across programs.
- Clear expectations and reduced administrative burden compared to legacy email-based processes.



Recovery Reversals Management Request Process

What is a Reversal?

- A reversal changes the party responsible for the defect *from* the supplier *to* Lockheed Martin
- Suppliers request reversals after receiving defect notifications
- If approved, supplier does not get debited for the specific record

What is required?

- Objective evidence demonstrating that the defect was incorrectly attributed to supplier responsibility
- Reversals must be submitted in the EIH Recovery Reversals Management tool within **60 days** of the supplier receipt of notification

How is it processed?

- Lockheed Martin RMS reviews the request and evidence
- The request is approved/rejected in the workflow
- The supplier may appeal a rejection **once** via the workflow tool

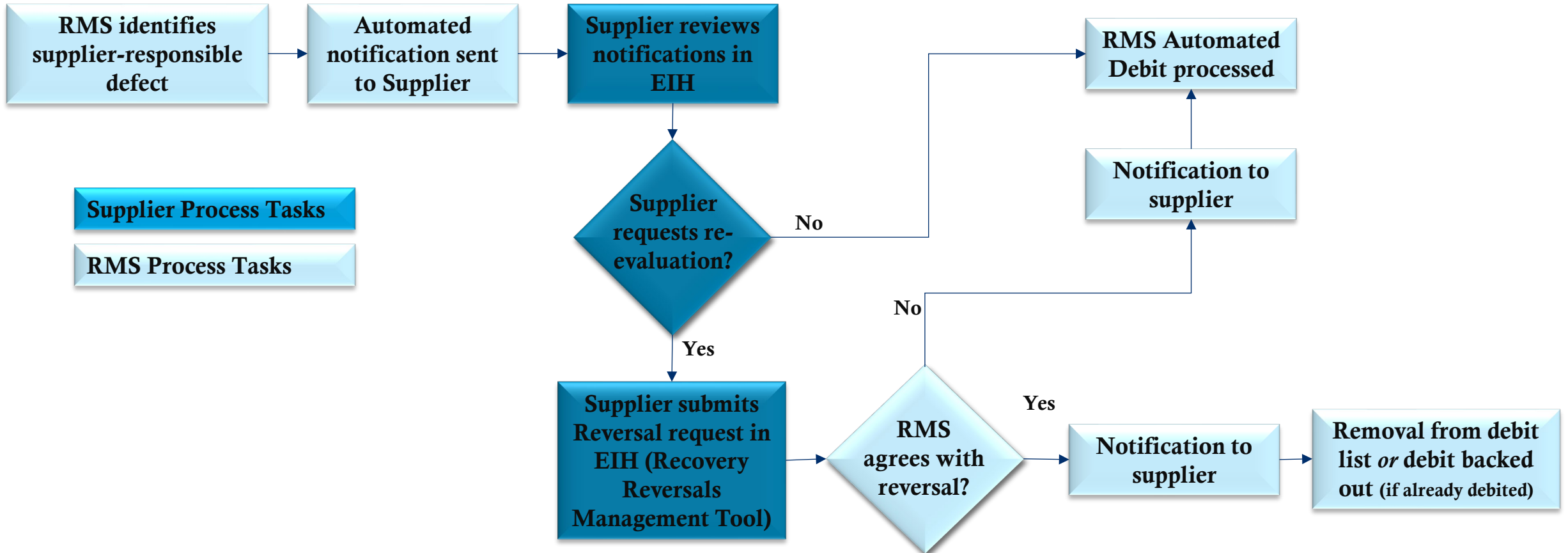
Recovery Reversals Management Process Flow

Supplier Main & Quality POCs (Exostar) – Critical

- Keep Exostar contacts current to ensure receipt of all communications
- Monitor and act quickly on notifications
- Submit Reversal Requests with objective evidence

System is designed to run automatically.

Suppliers are auto debited unless a reversal is requested.



NAVIGATING RECORDS IN LOCKHEED MARTIN EXTERNAL INTEGRATION HUB (EIH)

Accessing LM EIH

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.

From: dl-EO, SARPAdmin <SARPAdmin.dl-EO@groups.lmco.com>
Sent: Tuesday, February 3, 2026 6:14 AM
To: dl-EO, SARPAdmin <SARPAdmin.dl-EO@groups.lmco.com>
Subject: [DEBUG MODE] Subject: Action Required (Reminder): Supplier review requested for new Sarp Recovery Records; To: ERIC.SORENSEN@G
BCC:

Dear ERIC SORENSON,

The following report includes detailed information on the defective parts received at Lockheed Martin Corp. The total recovery fee and/or the incurred costs associated with the removal of parts from the aircraft assembly or repair, rework and scrap of pending shipments of these parts don't contain the same rejected features.

Upon completion of root cause and corrective action, if you determine the parts in question were rejected as your responsibility, please submit a "Supplier Reversal Request" (formerly known as SA342-7) using the **Reversal Tool**.

One month's time is allotted to complete root cause, include objective evidence and approval of the "Supplier Reversal Request" processed as "Supplier's Responsibility" if no objective evidence is provided and the "Reversal Request" is not approved for your convenience in reconciling your account.

Please contact your buyer if you have questions or concerns regarding this notification. We appreciate your prompt attention.

LOCKHEED MARTIN

Sign in using your account on:

Remember my selection | [Help me decide](#)

LOCKHEED MARTIN | **AccessLM** | **EXOSTAR** | **Access Launchpad**

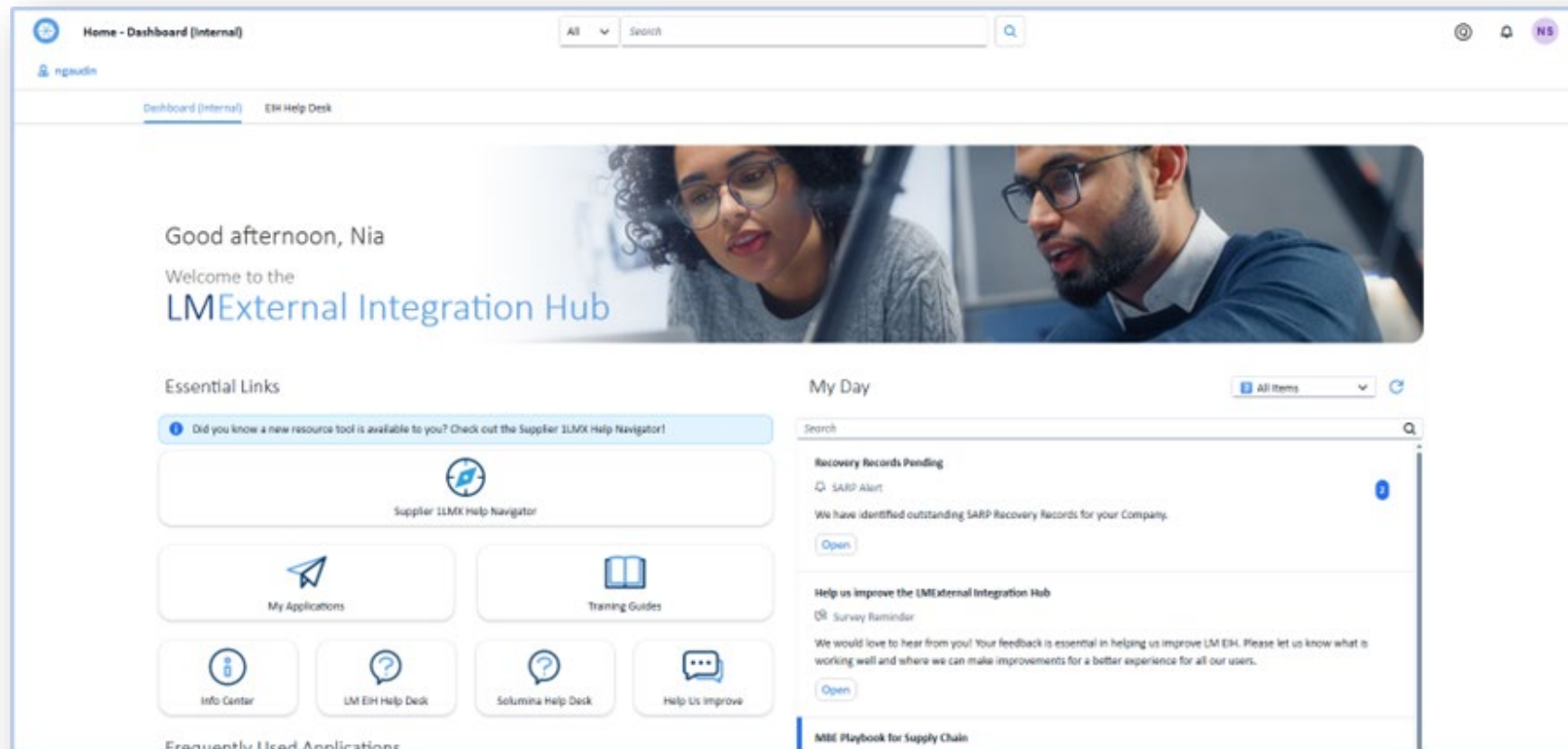
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prod-16-INTERNAL-Id:OVIAKIV-96dFk&C5UJ3zdlArl

Accessing LM EIH

Accessing LM EIH with Exostar Account:

- ❑ 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.



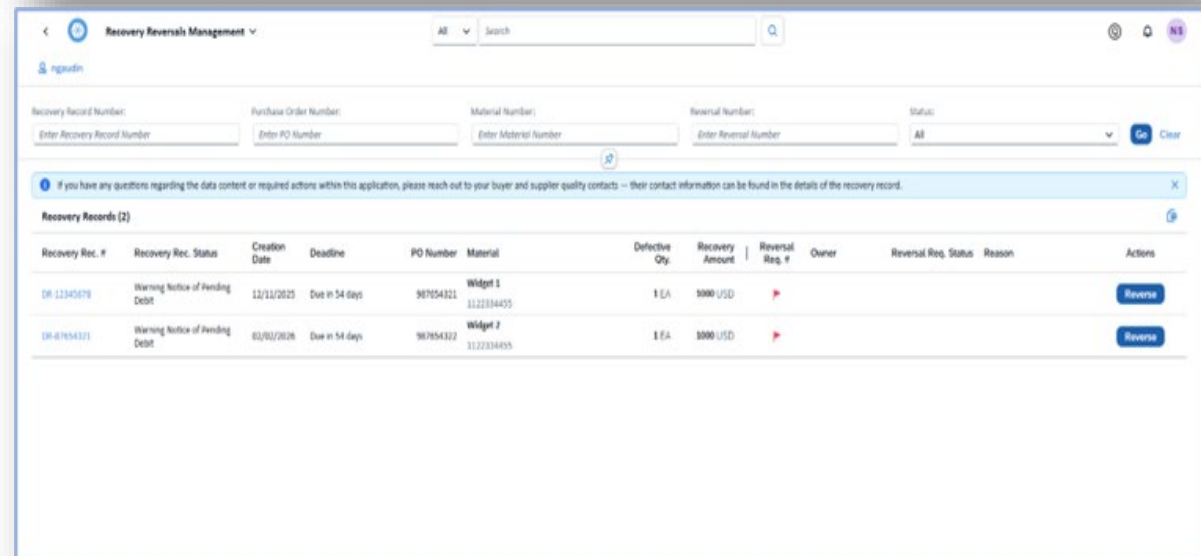
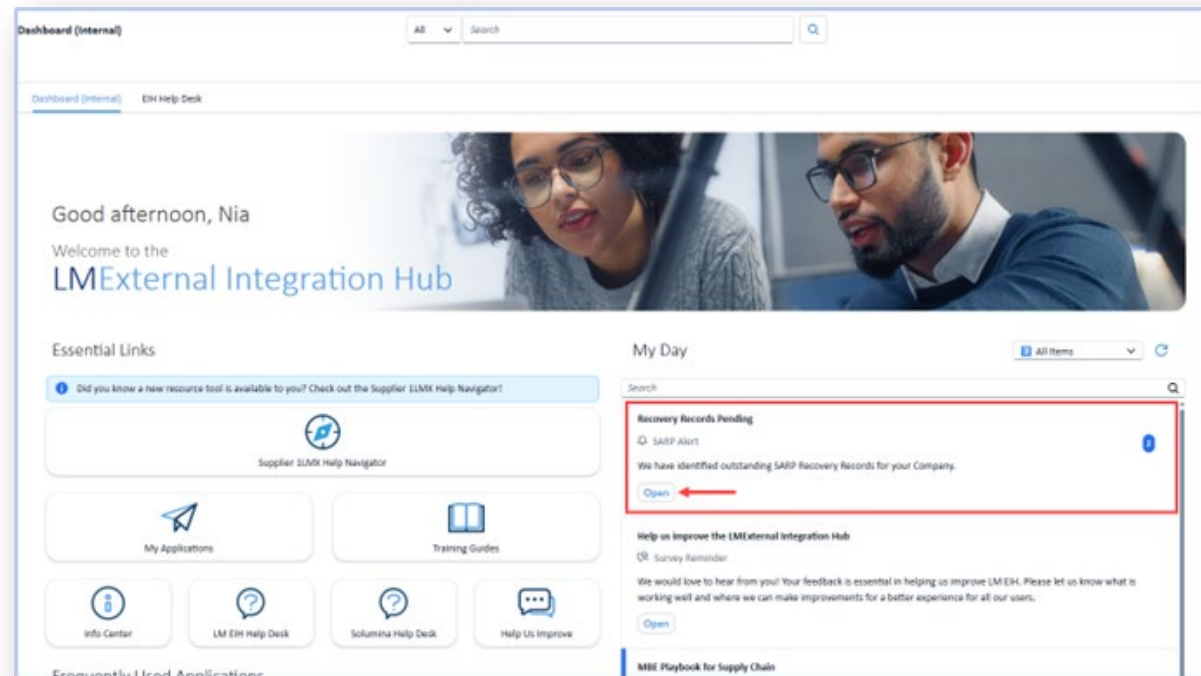
Accessing Supplier Recovery Records

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.

Recovery Records via the “My Day” Card:

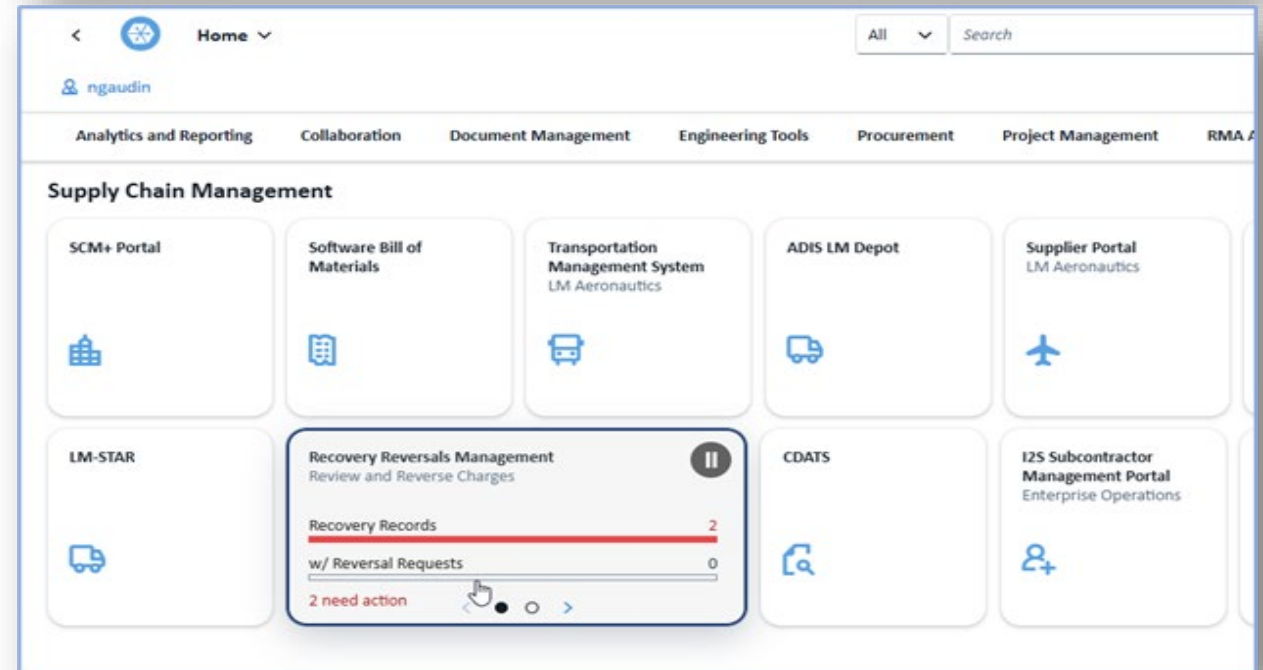
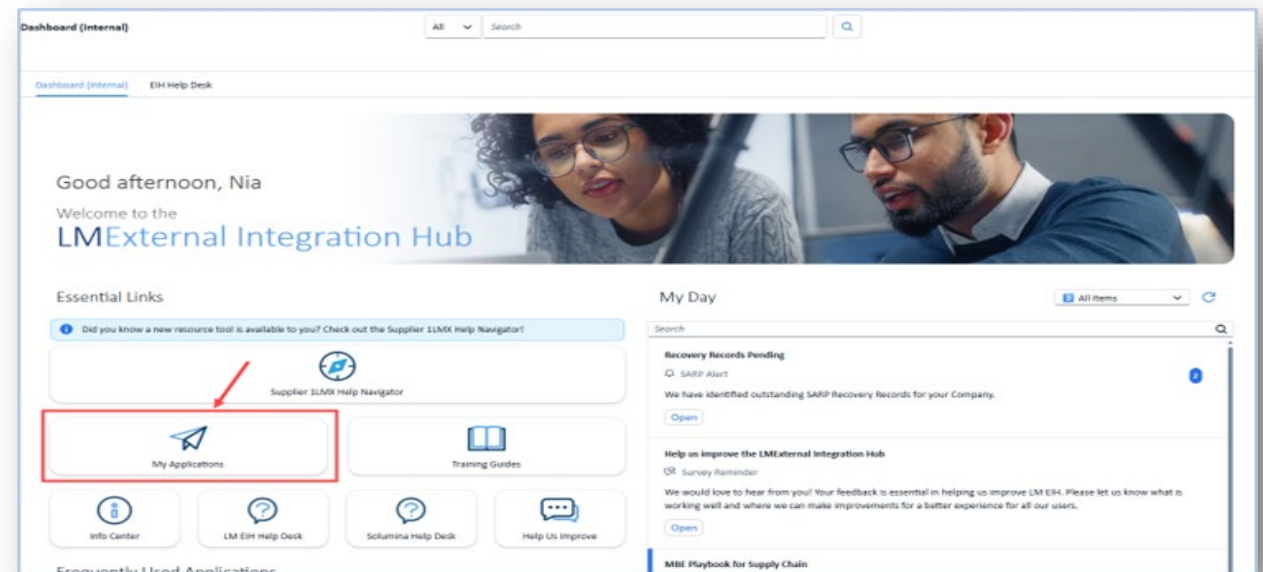
- ❑ If there are Recovery Records for your company, an alert will be displayed in the “My Day” card, including the number of records, on the LM EIH landing page.
- ❑ In the alert, select the “Open” button to open the “Recovery Reversals Management” application.
- ❑ In the “Recovery Reversals Management”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



Accessing Supplier Recovery Records

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.



Accessing Supplier Recovery Records

Recovery Records via the LM EIH “My Applications” page:

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

The screenshot shows the 'Recovery Reversals Management' application interface. At the top, there is a search bar and a user profile icon. Below the search 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. Below the search filters, there is a blue information banner with a question mark icon and text: '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, 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. Two records are listed in the table, both with a 'Warning Notice of Pending Debit' status and a 'Due in 54 days' deadline. Each record has a 'Reverse' button in the Actions column.

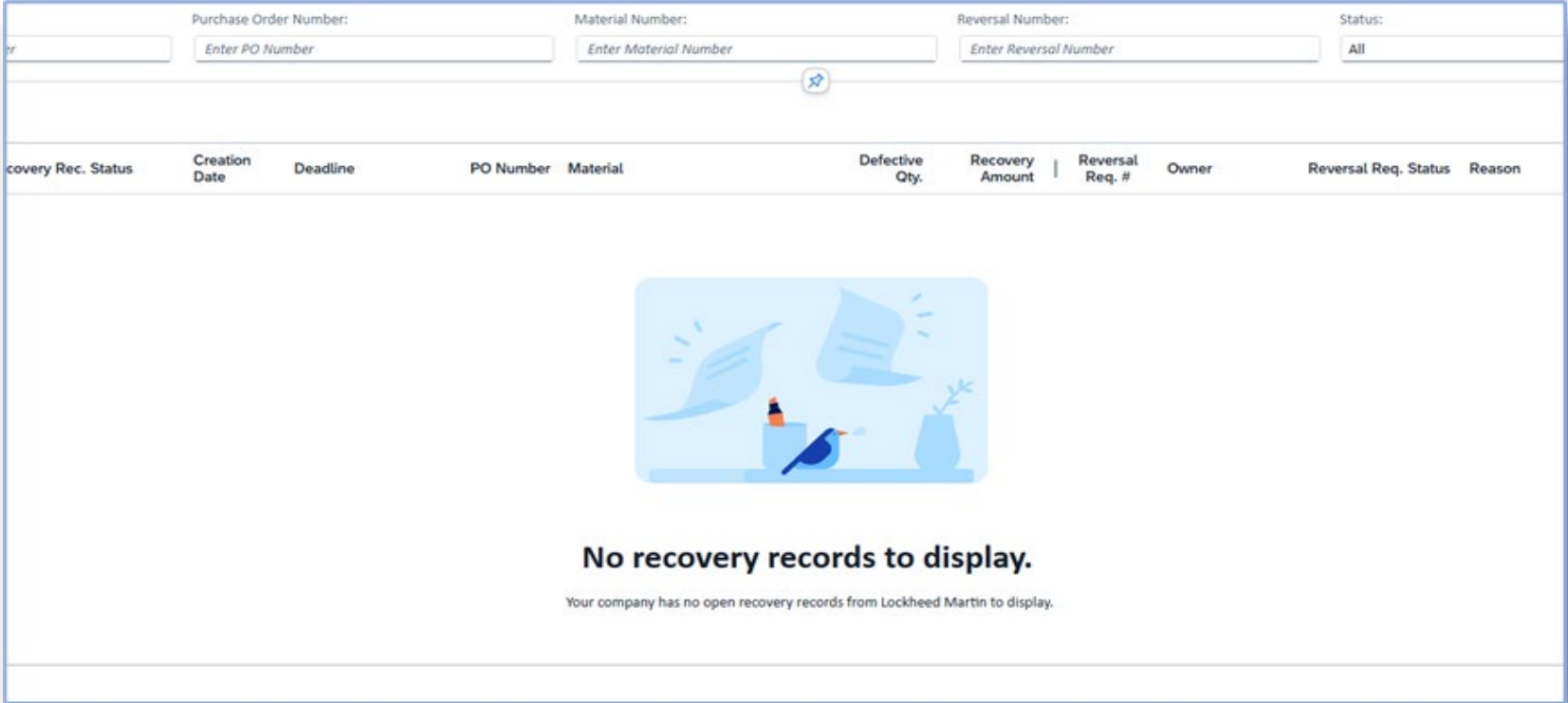
Recovery Rec. #	Recovery Rec. Status	Creation Date	Deadline	PO Number	Material	Defective Qty.	Recovery Amount	Reversal Req. #	Owner	Reversal Req. Status	Reason	Actions
DR-12345678	Warning Notice of Pending Debit	12/11/2025	Due in 54 days	987654321	Widget 1 1122334455	1 EA	1000 USD	▶				Reverse
DR-87654321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

The screenshot shows the 'My Applications' page with a navigation bar at the top containing 'Procurement', 'Project Management', 'RMA Apps', 'SAP Workflow service Group', 'SUPPLIER TILES', and 'Supply C'. Below the navigation bar, there are several application tiles. The 'Recovery Reversals Management' tile is highlighted with a blue border. It contains the following text: 'Recovery Reversals Management', 'Review and Reverse Charges', 'Recovery Records' with a count of '0', 'w/ Reversal Requests' with a count of '0', and 'No action needed' with navigation arrows. To the right of the 'Recovery Records' and 'w/ Reversal Requests' counts, there are red '0' characters. To the right of the 'No action needed' text, there are three dots, with the middle one being filled black, and navigation arrows.

Accessing Supplier Recovery Records

Recovery Records via the LM EIH “My Applications” page:

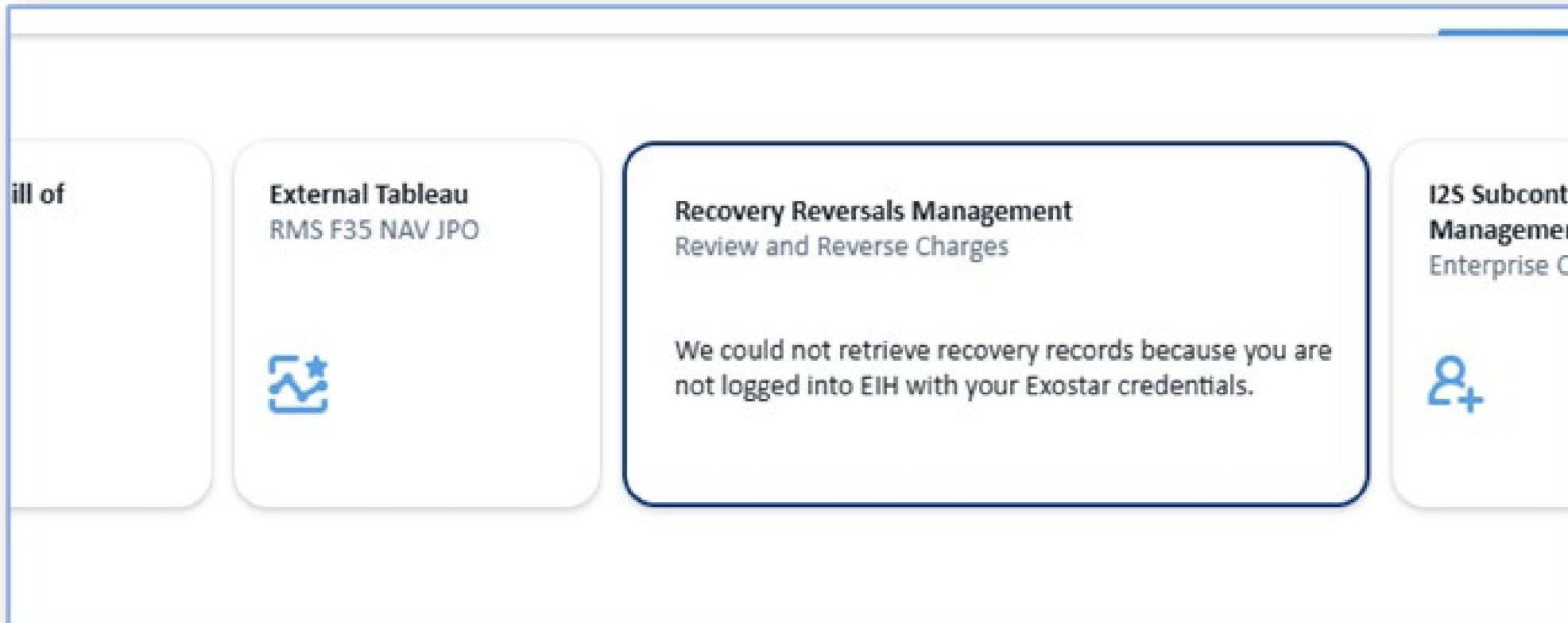
- ❑ When you click the tile and open the "Recovery Records Management" application, no records will be listed, and this message will be displayed:
“No recovery records to display”
- ✓ Your company has no open recovery records from Lockheed Martin to display.



Accessing Supplier Recovery Records

Error Message when using AccessLM Accounts:

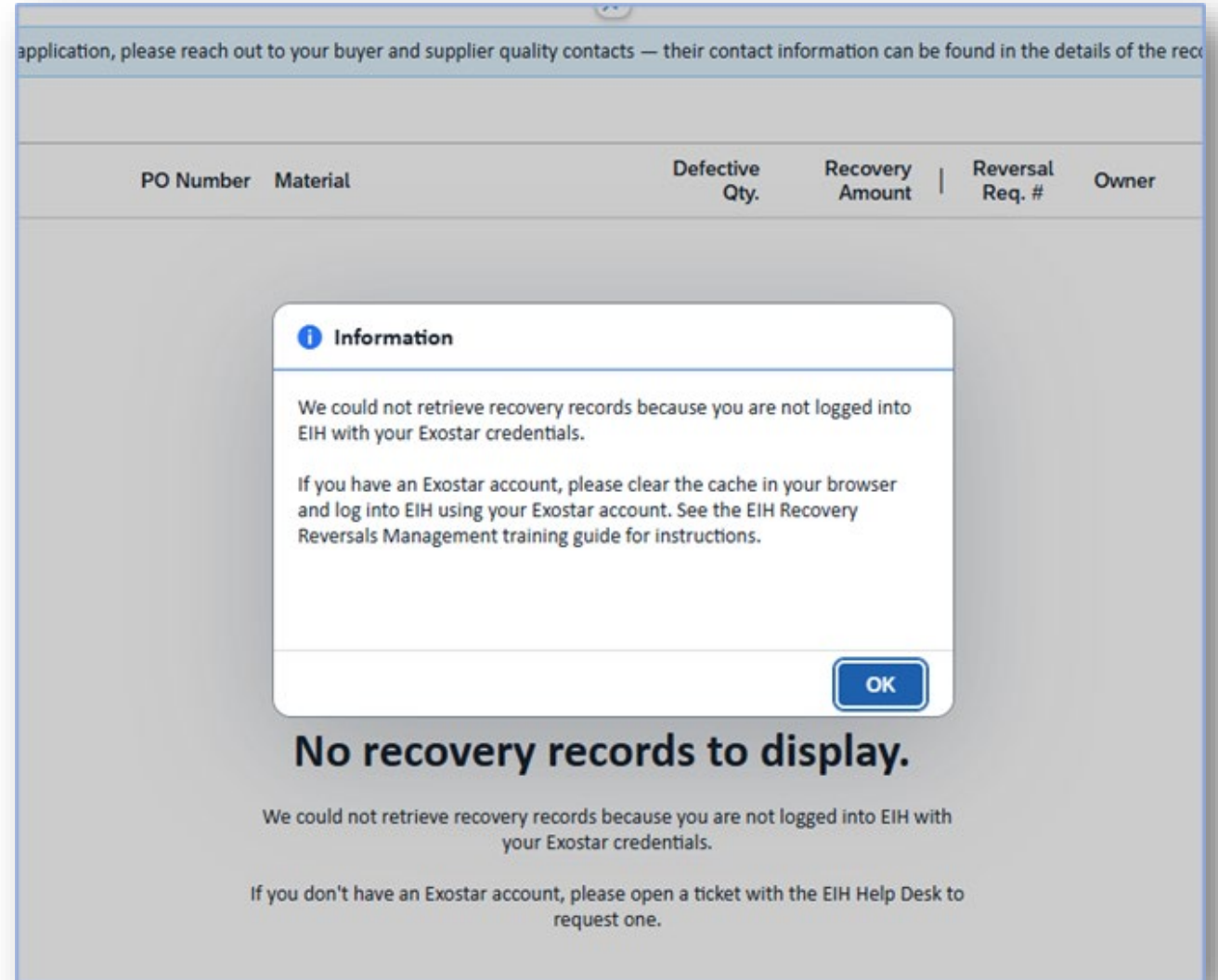
- ❑ The Recovery Records Management application can only be used when you are logged into LM EIH with your Exostar account.
- ❑ When you are logged into LM EIH with an AccessLM account, the application will not show the Recovery Records for your company.
- ❑ On the “My Applications page”, the tile will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



Accessing Supplier Recovery Records

Error Message when using AccessLM Accounts:

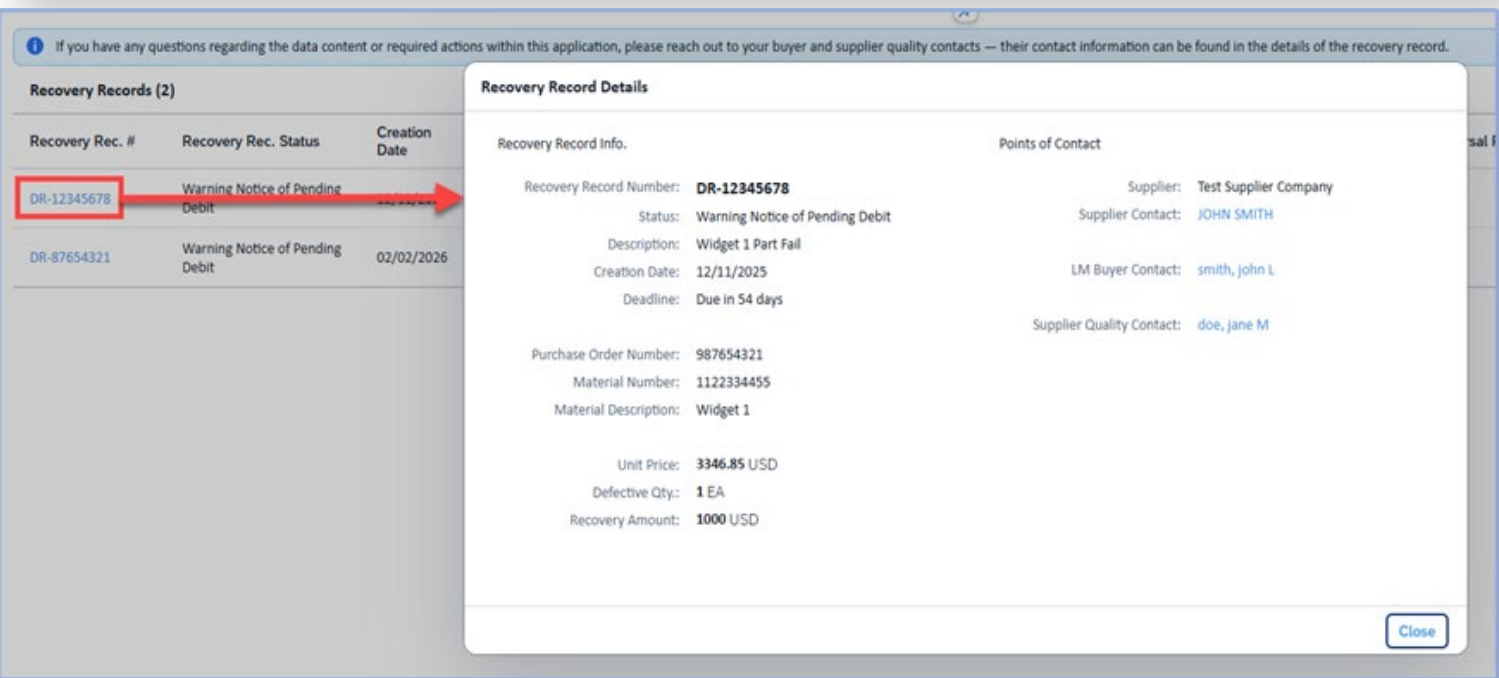
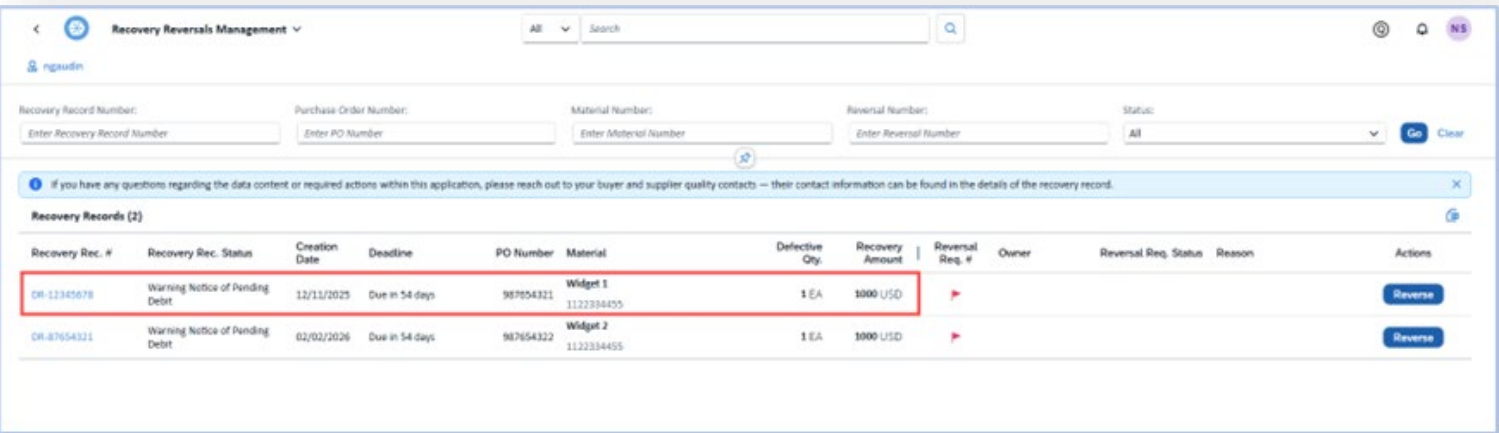
- ❑ When you click the tile and open the “Recovery Records Management” application, no records will be listed, and a message will be displayed, directing you to log into LM EIH with your Exostar account.
- ❑ Please Note: To switch from logging into LM EIH with an AccessLM account, to logging in with 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.



Accessing Supplier 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 overview of each record is displayed.
- ❑ Select a Recovery Record number to view the full details of that record.



REQUESTING A REVERSAL

Creating a Reversal Request

- ❑ To create a Reversal Request for a Recovery Record, select the “Reverse” button in the Actions column of that record.
- ❑ This opens the “Reversal Creation Wizard.”
- ❑ Follow the steps in the wizard to complete and submit the request, ensuring clear, objective evidence is included upfront (e.g., data, documentation, or traceable facts) to support the reversal and minimize rejection risk.

– 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

Recovery Reversals Management All

Recovery Record Number:


Recovery Records (19)

Recovery Rec. #	Description
QN-200493529	card of the DS03 is
QN-200490818	ADC cards fail with
QN-200497543	DRIVE SLOT FAILING
QN-200495586	WONT POWER ON
QN-200503125	does not read/recor
QN-200507931	Barcode 294 (Ethern
QN-200509037	shutdown before f
QN-200509176	failure to read drive
QN-200509177	unable to recognize
QN-200512862	P2-D1 dead RAM sh
QN-200513825	Barcode 331 Vende
QN-200522901	Barcode 772 Test F

New 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 Creation Wizard.

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

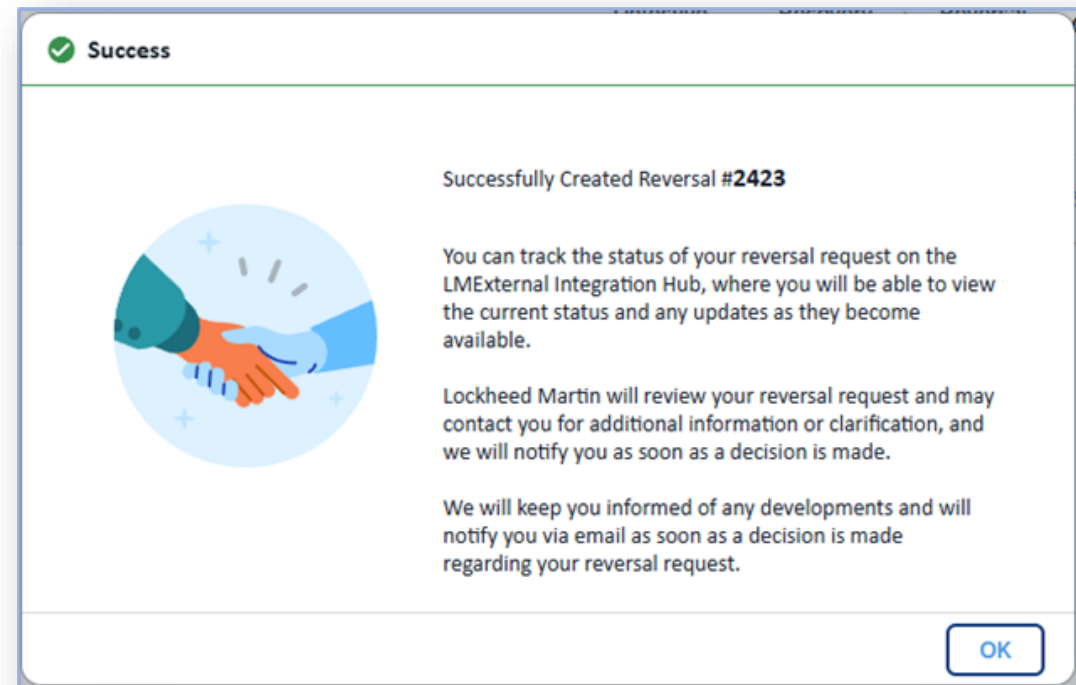
- 1) **Review Recovery Record:** Verify the recovery record details to ensure accuracy.
- 2) **Enter Reversal Request:** Provide the necessary information for the reversal request.
- 3) **Attach Supporting Documentation:** Upload relevant documents to support your reversal request.
- 4) **Confirm and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

Creating a Reversal Request

- ❑ 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.
- ❑ 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.



Reversal Number: Status:

tacts — 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					<input type="button" value="Reverse"/>
1 EA	1000 USD	2423	Sowell, Nia	New	Duplicate Charge	<input type="button" value="Withdraw"/>

Viewing Reversal Requests

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

Reversal Number: Status:

tacts — 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					<input type="button" value="Reverse"/>
1 EA	1000 USD	2423	Sowell, Nia		Duplicate Charge	<input type="button" value="Withdraw"/>

Reversal Request Details

1

Reversal Info.

Reversal Number: **2423** Owner: Sowell, Nia
Reason: Duplicate Charge Created At: 4/7/2026, 7:52:26 AM
Status:

Timeline

- Lockheed Martin**
12/11/2025
New Recovery Record created.
Widget 1 Part Fail
- Test Supplier Company**
4/7/2026, 7:52:26 AM
New Reversal Request Submitted.
This part was debited January 15, 2026.
Receipt is attached.

Viewing Reversal Requests

- ❑ 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 shows a web application interface for viewing reversal requests. At the top, there is a search bar and a user profile icon labeled 'BS'. Below the search bar, there are filter fields for 'Material Number' (with a placeholder 'Enter Material Number'), 'Reversal Number' (with the value '34'), and 'Status' (with a dropdown menu set to 'All'). There are 'Go' and 'Clear' buttons next to the filter fields. 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. A red box highlights the 'Status' column, which contains the following values: 'Rejected' (with a red 'X' icon), 'Rejected' (with an orange triangle icon), 'New' (with a blue checkmark icon), 'Approved' (with a green checkmark icon), and 'Approved' (with a green checkmark icon). The 'Actions' column contains buttons for 'Withdraw' and 'Revise'.

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	

Revising a Reversal Request

- ❑ You can revise a reversal request when the supplier has additional info to share to support their reversal request
- ❑ 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.

The screenshot shows the Recovery Reversals Management app interface. At the top, there are search filters for Material Number, Reversal Number, and Status. Below the filters is a table of reversal requests. The first row is highlighted with a red box around the 'Rejected' status and a 'Revise' 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					Reverse


Revising a Reversal Request

- ❑ 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.

Start >> Cancel

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.

Material Number: Reversal Number: Status:

tion, 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	2424	Sowell, Nia	New	Supplier Excluded From Cost Recovery	<input type="button" value="Withdraw"/>

Withdrawing a Reversal Request

- ❑ 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:

OK Cancel

 **Success**

 Reversal #2424 Successfully Withdrawn.

No further action is needed on your part.

OK

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 navigation bar with a back arrow, a user profile icon, and the title 'Recovery Reversals Management'. Below this is a search bar with a dropdown menu set to 'All' and a search icon. A red box highlights the search filters section, which includes five input fields: 'Recovery Record Number', 'Purchase Order Number', 'Material Number', 'Reversal Number', and 'Status'. The 'Status' field is a dropdown menu currently set to 'All'. There are 'Go' and 'Clear' buttons to the right of the filters. Below the filters is a blue information banner with a question mark icon and text: '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 is a section titled 'Recovery Records (2)' with a refresh icon. This section contains a table with 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 has one data row with the following values: Recovery Rec. #: DR-12345678, Recovery Rec. Status: Pending Debit, Creation Date: 12/11/2025, Deadline: Due in 53 days, PO Number: 987654321, Material: Widget 1 (with sub-material 1122334455), Defective Qty: 1 EA, Recovery Amount: \$1000 USD, Reversal Req. #: 2423, Owner: Sowell, Nia, Reversal Req. Status: Rejected (with a warning triangle icon), Reason: Duplicate Charge, and Actions: Withdraw (pink button) and Revise (yellow button).

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

Recovery Reversals Management Tool Scenarios

Scenario 1

Scenario:

1. Supplier unable to access External Integration Hub but has active Exostar account.
2. Unable to access External Integration Hub and has no active Exostar account.

Course of Action:

1. Supplier should reach out to EIH Support (eih.support@lmco.com).
2. Reach out to Exostar org admin to add additional users to your Exostar account (sarp.suppliers.support@lmco.com)

Scenario 2

Scenario: Supplier doesn't agree with their LM initiated Debit Request.

Course of Action: Supplier initiates reversal request in Recovery Reversals Management tool with objective evidence and rationale.

Expected Outcome: RMS will evaluate the objective evidence provided and approve or reject the request. If approved, supplier will not be debited. If rejected, additional rationale can be resubmitted for further evaluation.

Scenario 3

Scenario: Supplier having trouble contacting someone at LM regarding a specific recovery record.

Course of Action: Supplier to access Recovery Record POCs

Expected Outcome: Timely LM response and additional direction.

Scenario 4

Scenario: Supplier is seeking a copy of their potential Debit "WARN" email (claiming letter never received).

Course of Action: Supplier to reach their LM Supply Chain Buyer

Expected Outcome: LM Supply Chain Buyer will be able to access all details regarding supplier communications.

External Supplier EIH Communications

Supplier WARN Notification:

- ✓ SARP feeds data/transactions into EIH
 - Supplier interface is External Integration Hub (EIH) not SARP
- ✓ All supplier communications received from dl-EO, SARPAdmin SARPAdmin.dl-EO@groups.lmco.com

From: dl-EO, SARPAdmin <SARPAdmin.dl-EO@groups.lmco.com>
Sent: Tuesday, March 31, 2026 1:39 PM
To: dl-EO, SARPAdmin <SARPAdmin.dl-EO@groups.lmco.com>
Subject: Subject: Action Required (Reminder): Supplier review requested for new Recovery Records;

Dear Sarah Smith,

The following report includes detailed information regarding the defective parts received by Lockheed Martin Corp. For each record, the total recovery may encompass a \$1,000 administrative fee, and/or costs incurred by Lockheed Martin for the removal of parts, inspection, repair, rework or scrap of the item. Please ensure future shipments do not contain this nonconformance through root cause assessment and corrective action (RCCA). It is highly recommended that you review the RCCA training material at the following link: <https://tiny.lmco.com/lmrootcause>.

Upon completion of your RCCA, if you determine the parts in question were rejected in error as supplier responsibility, you may submit a "Supplier Reversal Request" using the [Recovery Records Reversal Tool](#).

Please Note: For access to the Reversal Tool, you need an Exostar account. If you do not have an Exostar account or are having issues with your Exostar account, please contact: [SARP Supplier Support](#)

If you have an active Exostar account, but do not have access to the Reversal Tool, please contact: [EIH Support](#)

One (1) month is allotted from the date of this notification to complete root cause, provide objective evidence and submit the "Supplier Reversal Request". At the end of this period, the debit will be processed as "Supplier's Responsibility" if no objective evidence is provided or the "Supplier Reversal Request" is not approved. A letter will be issued confirming the debit to support reconciliation of your account.

Please contact your Lockheed Martin buyer if you have questions or concerns regarding this notification. We appreciate your prompt attention to this matter.

Recovery Record Number	Recovery Record Description	Material Number	Material Description	Requested Recovery Amount
QN-568452	RMS-EN-123 See LT RMS-EN-123 - IPC-1456- "Standard for Printed Widget Handling and Storage"	7789654P1	Widget XYZ	\$3500.00

Thank you,
Lockheed Martin Corporation

External Supplier EIH Communications

Supplier Debit Notification:

✓ All supplier communications received from dl-EO, SARPAdmin SARPAdmin.dl-EO@groups.lmco.com

From: dl-EO, SARPAdmin <SARPAdmin.dl-EO@groups.lmco.com>
Sent: Thursday, April 09, 2026 11:39 AM
To: dl-EO, SARPAdmin <SARPAdmin.dl-EO@groups.lmco.com>
Subject: Subject: Payment Received: Supplier Accountability and Recovery Program

Date: 04/09/2026 15:38:58
Supplier Code: 1234567
Widget Supplier

Attention: Sarah Smith
Ref: Actual Cost of Quality Debits

We are writing to inform you that Lockheed Martin Corporation has processed a debit against your account for the actual costs associated with the defective parts received from your company. A summary is shown below:

Recovery Record Number	Recovery Record Description	Material Number	Material Description	Total Actual Debit
DR-4587652	Widget XYZ has nicks that break through the primer to the bare metal.	SAP3622090670	VERT LOCK DEVICE - M134	\$1,500.00
DR-4578552	Widget XYZ has nicks that break through the primer to the bare metal. Therefore, exceeding the acceptable limits of product specification.	SAP3622090670	VERT LOCK DEVICE - M134	\$4,834.46

The debit may include a \$1000 administrative fee and/or costs incurred by Lockheed Martin with removal of parts from aircraft assembly, inspection, repair, rework, or scrap of the item.

You were previously notified of these items and provided an opportunity to submit supporting evidence or reversal requests regarding these quality defects.

This notification is provided to assist you in reconciling your account for this debit.

You will see the debit on your account within approximately one week of this notice or on your next scheduled check run from Lockheed Martin Corporation.

You can view status of all your recovery records by accessing the [Recovery Reversals Management application](#).

Please Note: For access to the Reversal Tool, you need an Exostar account. If you do not have an Exostar account or are having issues with your Exostar account, please contact: [SARP Supplier Support](#)

If you have an active Exostar account, but do not have access to the Reversal Tool, please contact: [EIH Support](#)

Please contact your buyer if you have questions or concerns regarding this notification.

Thank you,
Lockheed Martin Corporation

Recovery Reversals Management Tool Resources

Resources:

- EIH [Link](#) to access Recovery Reversal Management tool
- Exostar [Link](#)
- Exostar Support Email: sarp.suppliers.support@lmco.com
- LM EIH Support Team Email: eih.support@lmco.com

Best Practices:

- ✓ Always keep your Exostar (Main & Quality) POCs up to date and active, don't know how? Reference [Exostar](#) help.
- ✓ Be on the look out for all communications coming from:
 - EIH (SARPAAdmin.dl-EO@groups.lmco.com)
 - Lockheed Martin Communications
- ✓ Act promptly (**60-day window from date of WARN email**) to act in EIH

Elements of Recovery Reversals Management Tool

Acronyms & Definitions:

- **SARP:** Supplier Accountability Recovery Program (Internal Tool Only)
- **External Integration Hub (EIH):** Platform for Recovery Reversals Management (External Tool Only)
- **Recovery Reversals Management:** External Supplier EIH Application (SARP Data Feed to Supplier)
- **Recovery Records (RR):** Detailed list of recovery opportunity
- **Exostar:** External secure site designed for organizations in highly regulated industries enabling a protected platform to share information, manage identities, and ensure compliance with security standards like NIST 800-171 and CMMC
- **LM Corporate ID (LMID):** Unique supplier identification number as seen throughout LM internal systems including LM Procure to Pay (LMP2P)
- **Quality Notification (QN or Qnote):** Mission Systems defect record that highlights a deviation or nonconformity from a standard, specification, or requirement, typically used in quality control processes to identify and address defects or issues. It provides a detailed description of the problem, its impact, and the corrective actions taken to resolve it.
- **Defect Record (DR):** Sikorsky defect discovered after receiving material.
- **Variance Request (VR):** Sikorsky defect initiated by the supplier. Typically used when a variance will need to be created to ship the part with an open defect.
- **Supplier Quality Engineer (SQE):** Responsible for ensuring that the quality of goods and services provided by external suppliers meet the required standards and specifications of Lockheed Martin.
- **Auto Debit:** SARP's automatic debiting process of supplier payment for nonconformities that have not been exempted within **60 days of supplier notification**
- **Reversals:** Suppliers rejection of Lockheed Martin's debit request as noted in SARP as **new/working**, approved and rejected.
- **Warn Notice:** SARP/EIH issued email notification to suppliers notifying supplier of Lockheed Martin's intent to process a debit pending no further supplier action.

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