



RL-HDBK-261 **Rev 1.0**

Jira Collaboration Supplier Quality Portal FAQs

DOCUMENT PROPERTIES

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DOCUMENT APPROVAL


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1 Purpose

This document is a resource for Rocket Lab Supplier portal users to explain the purpose and functionality of the portal, as well as provide guidelines, onboarding information, and trouble shooting instructions.

2 Scope

External Users of the Rocket Lab Jira Supplier Quality Portal hosted on AWS: <https://collaboration.rocketlabusa.com/>

3 General Supplier Information

3.1 What is the Supplier Quality Portal and How does it Affect Me?

The portal platform is an Atlassian Jira service desk hosted on Amazon Web Services (AWS) Gov Cloud.

- Registered external users will be able to submit Supplier Concession Requests and receive authorizations from Rocket Lab Quality through the portal.
- Registered external users will receive notifications of Quality Alerts and Supplier Corrective Action Reports resulting from quality defects and be able to submit responses through the portal.

In addition, Suppliers will receive notifications for Purchase Return Orders and Return Materials Authorizations (RMAs) resulting from Non-Conformances.

3.2 Who is the Portal for?

The portal is a Quality Management collaboration platform, and the primary users will be Rocket Lab Supplier Quality Engineers and their external Supplier counterparts.

Rocket Lab Purchasing will also interact with the Portal to coordinate Returns to Vendor and authorized Supplier Concession deliveries.

Only registered users with an account will be able to see issues created under your organization.

Multiple users in your organization can be registered with an individual account to log on to create, view and edit issues the portal, if required, and issues in the same organization will be visible to all registered users within the same company.

3.3 Is the Portal Secure?

- ✓ The portal is hosted on Amazon Web Services (AWS) Gov Cloud, which is Fed Ramp Certified.
- ✓ User credentials will be password protected and verified when they log in using an integrated end user authentication platform.
- ✓ Registered external users will only be able to view and share issues raised by them and share issues with other registered external users within the same organization.

4 Export Compliance

All portal issues have an Export Classification. This is mechanism to identify the level of export control restriction applied to sharing technical data.

Export Classification Definitions

US/NZ Data – Shareable under Licence: Technical data that we have a licence to share between US and NZ.

US Export Restricted: Contains US technical data that requires a licence to share AND we **do not** have a licence to share.

Globally Shareable: Technical or non-technical data shareable with a licence between US, NZ AND Canada or no licence required (e.g. EAR99)

NZ Data – Export Restricted: NZ data related to ITAR topics where we don't have a collaboration licence (no performance enhancing US contribution permitted, e.g., Rutherford).

Issues raised by suppliers in the external portal will be automatically assigned an export classification based on the organization and user profile and permissions.

USA origin issues will be rated **US Export Restricted**, while NZL origin issues will be rated **US/NZ Shareable Under License**.

Internal issues shared with Suppliers will also be given an export classification based on the specific Program and other controls.

For more information please see US Suppliers Export Compliance FAQs and NZ Suppliers Export Compliance FAQs below.

Export Classification

US/NZ Data - Shareable under Licence

Export Warning: Do not add any CUI data to this ticket. If you are unsure what this means please see our FAQ.


Attachment (optional)

📎 Drag and drop files, paste screenshots, or
browse

🔒 Share with Adept Limited

Create

Cancel

Powered by  Jira Service Management

4.1 What are my Obligations as a Supplier Regarding Export-Controlled Data?

The portal is secure and approved to store technical data controlled by the U.S. International Traffic in Arms Regulations (ITAR) and Export Administration Regulations (EAR). If your employees will be accessing ITAR and/or EAR data on this portal, then it is your responsibility to ensure only eligible employees request an account or that you have the proper export authorizations in place for their access. Eligibility requirements:

- Must not be a citizen of a US sanctioned country. Please refer to the US Office of Foreign Assets Control website¹ for the latest countries.
- Must be notified that no technical data on the portal may be further shared, disseminated, or re-exported to non-US foreign nationals or companies.
- Must agree not to remove controlled technical data from the portal to an unsecure database and/or location.
- Must willingly agree to comply with the U.S. Rules and Regulations.

¹ <https://ofac.treasury.gov/sanctions-programs-and-country-information>

4.2 US Suppliers Export Compliance FAQs

- **4.2.1 What are International Traffic in Arms Regulations (ITAR) and Export Administration Regulations(EAR)?**
 - The ITAR and EAR are U.S. regulations designed to control the export and import of defense articles and defense services. The U.S. Munitions List (USML) and Commerce Control List (CCL) identify controlled items requiring U.S. Government authorization prior to export to a non-U.S. person. The U.S. Code of Federal Regulations contains further resources under 22 CFR 120-130² (ITAR) and 15 CFR 730-780³ (EAR).
 - Multiple Rocket Lab components are controlled under the ITAR and EAR. As a supplier the parts you supply Rocket Lab may also fall under the ITAR and EAR. The External Supplier Portal is designed to ensure adherence to the regulations for Rocket Lab and our suppliers.
- **4.2.2 What does security level “US Export Restricted” mean?**
 - This security level restricts access to the ticket allowing only the ticket creator and US persons to view, meaning initially the ticket is only visible to Rocket Lab US persons and you.
 - A trained Rocket Lab staff member will then evaluate the SCR ticket to determine if the data is shareable with Rocket Lab New Zealand under license or Globally Shareable.
 - If the data is shareable under license the Rocket Lab staff member will switch the ticket security level to “US/NZ Data – Shareable under License”. Security level “US/NZ Data – Shareable under License” is then viewable for Rocket Lab US and Rocket Lab NZ staff.
 - If the data contains no export-controlled technical data the Rocket Lab staff member will switch the ticket security level to “Globally Shareable”. Security level “Globally Shareable” is then viewable for Rocket Lab US, Rocket Lab NZ, and Rocket Lab Canada staff.
- **4.2.3 Do US suppliers need an export license to send parts directly to Rocket Lab NZ?**
 - This depends on the export classification of the part. Suppliers sending goods to NZ need to evaluate if a license, exemption, or exception applies to the specific classification. In some scenarios, Rocket Lab US may be used as a shipping intermediary if the supplier does not have a license to ship directly.
 - Example 1: A US supplier manufactures standard PCBAs that are not “specially designed” for launch vehicles or Rocket Lab NZ. The PCBAs fall under classification EAR99 and do not require a license to ship directly to NZ. The US supplier is authorized to ship the PCBAs directly to Rocket Lab NZ.
 - Example 2: A US supplier manufactures “specially designed” payload adapters for Rocket Lab NZ. The payload adapters fall under classification IV(h)(11) and require a license to ship directly to NZ. The supplier does not have a license to ship to Rocket Lab NZ, however Rocket Lab USA does have an approved license. The supplier would ship the components to Rocket Lab USA. Under the approved license Rocket Lab USA would be the exporter of record to ship the payload adapters to Rocket Lab NZ.

² <https://www.ecfr.gov/current/title-22/chapter-I/subchapter-M/part-121/subject-group-ECFRf7e5fe639be4566/section-121.1>

³ <https://www.ecfr.gov/current/title-15/subtitle-B/chapter-VII/subchapter-C/part-774>

- If you are a current supplier and ship export-controlled parts directly to Rocket Lab NZ under an existing license, exemption, or exception then please continue your standard operations. Feel free to reach out if you have questions.

4.3 NZ Suppliers Export Compliance FAQs

- **4.3.1 What are International Traffic in Arms Regulations (ITAR) and Export Administration Regulations(EAR)?**
 - The ITAR and EAR are U.S. regulations designed to control the export and import of defense articles and defense services. New Zealand has a similar list regulating import and export of controlled items under the New Zealand Strategic Goods List⁴.
 - The U.S. Munitions List (USML) and Commerce Control List (CCL) identify controlled items requiring U.S. Government authorization prior to export to a non-U.S. person. The U.S. Code of Federal Regulations contains further resources under 22 CFR 120-130⁵ (ITAR) and 15 CFR 730-780⁶ (EAR).
 - Multiple Rocket Lab components are controlled under the ITAR, EAR, or NZ Strategic Goods List. As a supplier the parts you supply Rocket Lab may also fall under the regulations. The External Supplier Portal is designed to ensure adherence to the regulations for Rocket Lab and our suppliers.
- **4.3.2 What does security level “US/NZ Shareable under License” mean?**
 - This security level restricts access to the ticket allowing only the ticket creator and approved Rocket Lab employees to view the ticket. This includes Rocket Lab NZ and Rocket Lab US employees covered under existing NZ General Consent and US Government approvals.
 - A trained Rocket Lab staff member will then evaluate the SCR ticket to determine if the data is Globally Shareable.
 - If the data contains no export-controlled technical data the Rocket Lab staff member will switch the ticket security level to “Globally Shareable”. Security level “Globally Shareable” is then viewable for Rocket Lab US, Rocket Lab NZ, and Rocket Lab Canada staff.

5 Controlled Unclassified Information

When creating a new Supplier Concession Request in the portal, you will see the below CUI warning above the **Attachment** feature

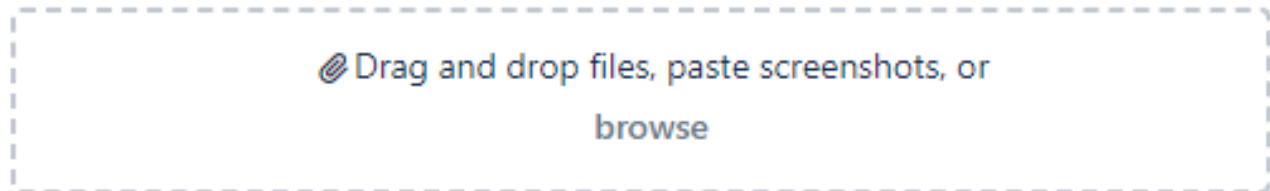
4 <https://www.mfat.govt.nz/assets/Trade-General/Brokering-weapons-AND-Trading-weapons-and-controlled-chemicals/NZ-Strategic-Goods-List-November.pdf>

5 <https://www.ecfr.gov/current/title-22/chapter-I/subchapter-M/part-121/subject-group-ECFRf7e5fe639be4566/section-121.1>

6 <https://www.ecfr.gov/current/title-15/subtitle-B/chapter-VII/subchapter-C/part-774>

Export Warning: Do not add any CUI data to this ticket. If you are unsure what this means please see our FAQ.

Attachment (optional)



Existing issues will display the below CUI warning



Rocket Lab / Supplier Portal / ESPO-330

Accept deviation for xyz on concession from RL

Please do not include CUI data on this ticket. If you are unsure what CUI data is, please review our FAQ [here](#).

UNDER REVIEW BY RL SQE

Don't notify me

Share



Comment on this request...

Shared with

Frodo Baggins

Creator

Adept Limited

Activity

• 5.1 What is Controlled Unclassified Information?

- CUI is unclassified information the United States Government (USG) creates or possesses that requires safeguarding. CUI may not be released to the public unless reviewed and approved by the USG.

5.2 How do I know if my data is CUI?

- CUI markings alert businesses that special handling is required. If you have received CUI data from the USG it will be clearly labelled on the document, item, etc.

5.3 What is my responsibility regarding CUI as a Rocket Lab Supplier?

- As a supplier it is your responsibility NOT to share any data deemed CUI on the Jira Supplier Portal.

5.4 CUI Resources:

- [DOD CUI FAQs](#)⁷

⁷ <https://www.dodcui.mil/Portals/109/Documents/Info%20Paper%20on%20DoD%20CUI%20Program.pdf?ver=De5b7M5cuVTQtu011DId5A==>

- [DOD CUI Homepage](#)⁸

6 Supplier Onboarding Procedure

A Rocket Lab Supplier Quality Engineer will be able to invite Supplier contacts to be onboarded to the supplier portal.

You will need to complete and return a questionnaire by email.

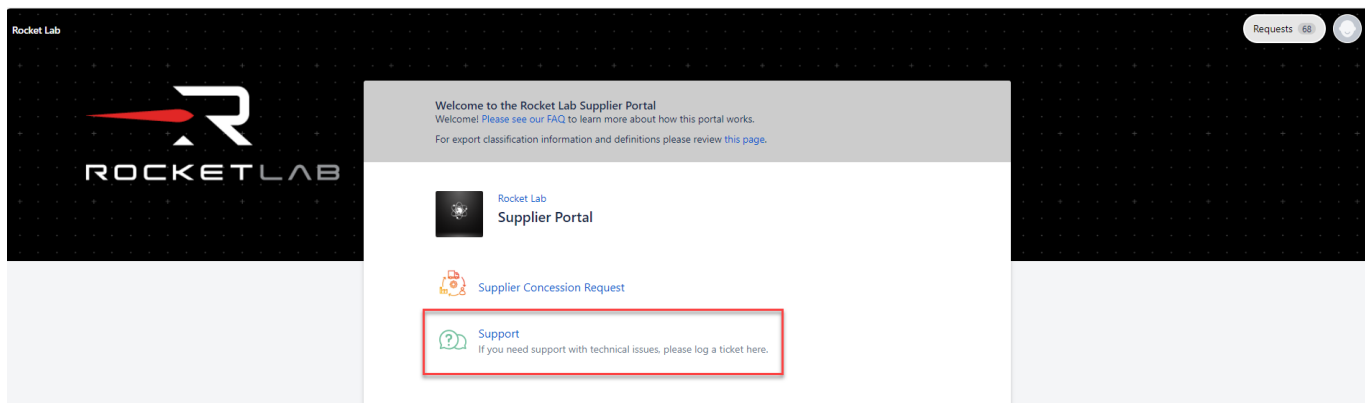
The onboarding questionnaire information will be converted into an internal ticket and, once approved, you will receive a user name and temporary password by email.

Each individual from a Supplier who wishes to access the portal and create/edit/view issues should be registered with an individual account. For example, you may want a primary and a back up user to each have an account so issues can be monitored and handled by the back up user when the primary user is out of office.

Supplier Quality Portal Registration.docx

7 Troubleshooting Support for Technical Issues

You can raise a ticket for technical support request here⁹ that will be received in a dedicated issue queue and handled by one of our Rocket Lab Jira Admins.



8 Handbook Sub-pages

Subpage #

No content found.

⁸ <https://www.dodcui.mil/>

⁹ <https://jira.collaboration.rocketlab.team/servicedesk/customer/portal/1/create/13>

9 Glossary

Glossary Term

No content found.

10 References

10.1 Internal

Documents supported by this Handbook


No content found.

10.2 External

Document Ref

No content found.

11 Revision History

Rev	Author	Date	Change Log / QMSCR #
1.0	@Georgia Patterson	 20 Mar 2025	First Release. EISD-3085 ¹⁰

12 Document Properties

Document Type	Handbook (Doc Type)
Summary	Handbook providing guidance on purpose and functionality of the portal, as well as provide guidelines, onboarding information, and trouble shooting instructions.
Parent Manual	RL-PM-005 – Supply Chain Process Manual
Security Level	Public Domain

Export Classification

¹⁰ <https://jira.rocketlab.local/browse/EISD-3085>

This document does not contain any export-controlled technical data and is not subject to regulation by any U.S. Export control regime.

Legal Warning

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