

Maintenance Request Form (MRF) User Guide

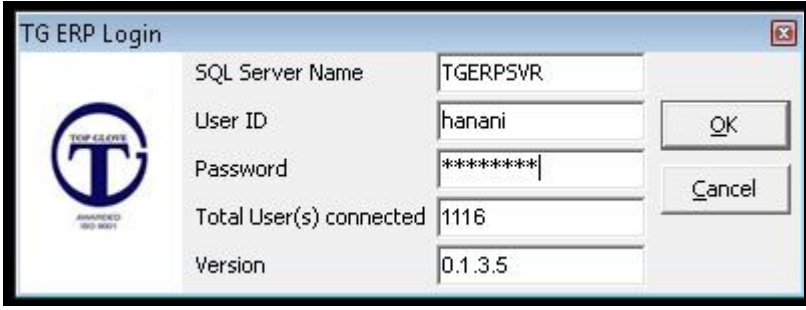
MRF module allows user to report problem online into the ERP system.

Each MRF will be sent to the relevant person who will attend the problem.

User will be able to check on the status of the MRF issued.

Steps on how to issue MRF in ERP System

- Log into the ERP system
- Select "MRF" from the Main Menu
- Select "Transaction Menu"
- Select "MRF – User"

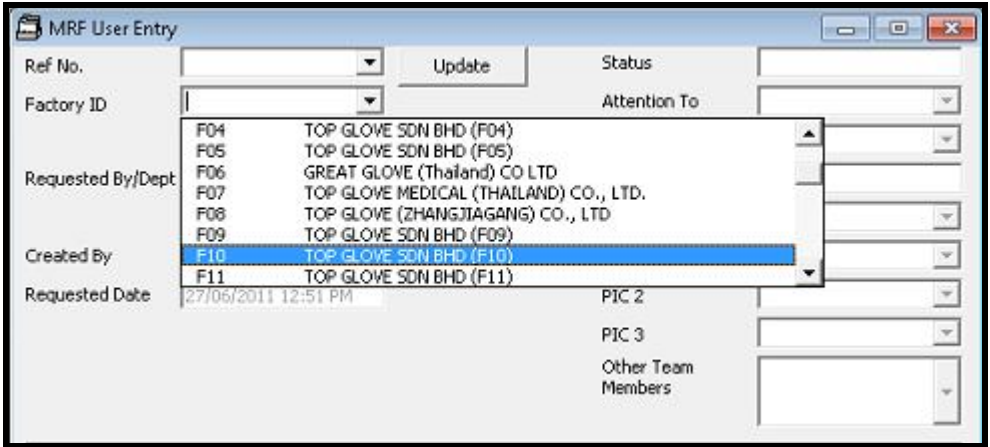


The screenshot shows the 'TG ERP Login' window. It features a logo on the left and a form on the right. The form contains the following fields: 'SQL Server Name' with the value 'TGERPSVR', 'User ID' with the value 'hanani', 'Password' with masked characters '*****', 'Total User(s) connected' with the value '1116', and 'Version' with the value '0.1.3.5'. There are 'OK' and 'Cancel' buttons on the right side of the form.



The screenshot shows the 'TG MRF System (Version 0.1.3.4)' window. It has a blue header with the 'TG ERP 2010' logo. Below the header is a table with three columns: 'Main Menu', 'MRF', and 'Transaction'. The 'Main Menu' column contains 'MRF'. The 'MRF' column contains 'MRF - Report', 'Transaction', 'Inquiry', and 'Setup and Maintenance'. The 'Transaction' column contains 'MRF - Support Team' and 'MRF - User'.

Select **Factory ID** from Factory ID drop down list menu.



The screenshot shows the 'MRF User Entry' window. It contains a form with the following fields: 'Ref No.' (a dropdown menu), 'Factory ID' (a dropdown menu), 'Requested By/Dept' (a dropdown menu), 'Created By' (a dropdown menu), and 'Requested Date' (a date field). There are also 'Update' and 'Status' buttons. A list of factory IDs is shown below the 'Factory ID' dropdown menu, including F04, F05, F06, F07, F08, F09, F10, and F11. The 'F10' option is selected. The 'Status' field is set to 'PIC 2'. The 'Attention To' field is set to 'PIC 3'. The 'Other Team Members' field is empty.

System will automatically generate MRF Reference No and show who is creating the MRF together with the Requested Date. MRF status now is **NEW**.

MRF User Entry

Ref No. MRF-000050783 Update Status NEW

Factory ID F10 TOP GLOVE SDN BHD (F10) Attention To Transaction Type

Requested By/Dept Requested Date 27/06/2011 12:53 PM

Created By hanani

HOD PIC PIC 1 PIC 2 PIC 3 Other Team

Select who request the MRF by selecting from the drop down menu list at **Requested by / Dept** column. It could be you or you can issue the MRF on behalf of someone.

MRF User Entry

Ref No. MRF-000050783 Update Status NEW

Factory ID F10 TOP GLOVE SDN BHD (F10) Attention To Transaction Type

Requested By/Dept hayati F10-IT

Created By Requested Date

hayati JAPAR, HAYATI
hayatul ABDUL JALIL, I
hazleen BINTI HAMZAH
hazlin MAT RAZALI, H
hazlina HANN CHONG,
hchoo HAN CHIN, HIE
hchiew HENG CHEE, LA
hclau

HOD PIC PIC 1 PIC 2 PIC 3 Other Team Members

At the **Attention To** drop down list menu, choose which department should entertain the problem.

In this example, it is a printer problem, so need to choose IT department.

MRF User Entry

Ref No. MRF-000050783 Update Status NEW

Factory ID F10 TOP GLOVE SDN BHD (F10) Attention To CALIBR CHLOR IT MAINT MKT

Requested By/Dept hayati F10-IT

Created By Requested Date 27/06/2011 12:53 PM

HOD PIC PIC 1 PIC 2 PIC 3 Other Team Members

Next, select the specific **Transaction Type** for better response.

In this example, it is a hardware problem, so need to select IT-Hardware for the transaction type.

MRF User Entry

Ref No. MRF-000050783 Update Status NEW

Factory ID F10 TOP GLOVE SDN BHD (F10) Attention To IT

Transaction Type IT - Hardware

Requested By/Dept hayati F10-IT HOD IT - F6

RAMELI NOOR HAYATI PIC IT - F7

Created By hanani PIC 1 IT - F8

Requested Date 27/06/2011 12:53 PM PIC 2 IT - Hardware 2

PIC 3 IT - HRMS

IT - Payroll

IT - Project

At the **Remark Description** column, type in a short description of the problem.

Remark Description

My printer could not print. There is no power light. Please help to check urgently

Search Desc

Finally, send the MRF by click "Send" button and click "Yes" when confirm to send out the MRF. Click on the cancel button to cancel the MRF.

Remark Description

My printer could not print. There is no power light. Please help to check urgently

Search Desc

Do you want to send out?

Yes No

Send Cancel

Step to check the MRF status

From MRF screen, select Inquiry and choose MRF Inquiry.



TG MRF System (Version 0.1.3.4)

TG ERP 2010

Main Menu	MRF	Inquiry
MRF	MRF - Report Transaction Inquiry Setup and Maintenance	MRF Inquiry

From drop down list menu, choose Ref No and key in the MRF reference number that already issued. Next, click "Find"

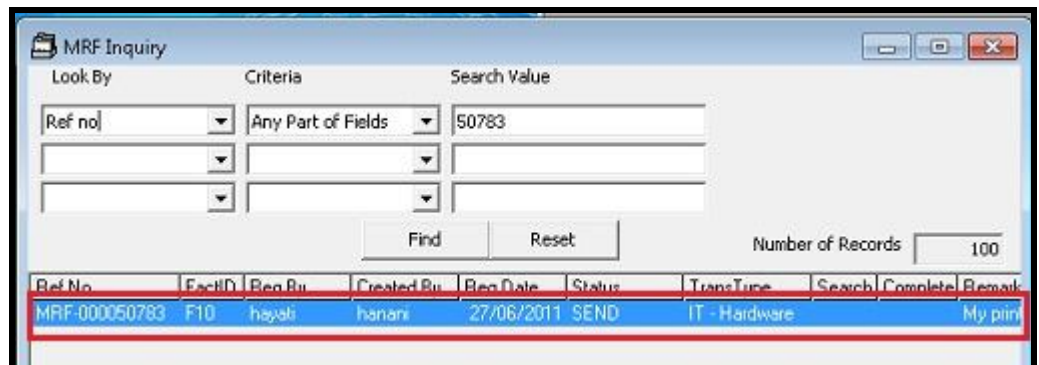


MRF Inquiry

Look By	Criteria	Search Value
Ref no	Any Part of Fields	50783
Ref no		
Factory ID		
Req Date		
Created By		
Request By		
Status		

Find Reset

Double click on the blue line to preview the MRF status.



MRF Inquiry

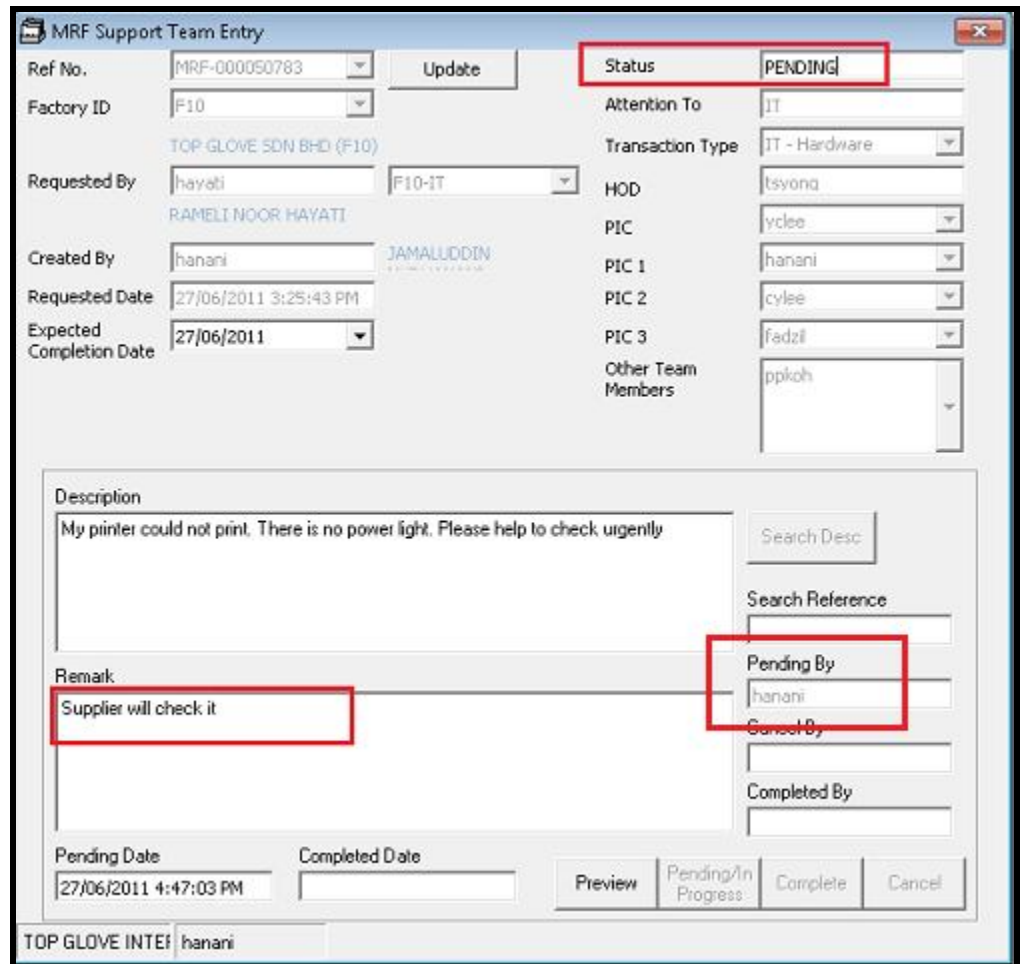
Look By	Criteria	Search Value
Ref no	Any Part of Fields	50783

Find Reset

Number of Records 100

Ref No	FactID	Req Bu	Created Bu	Req Date	Status	TransType	Search	Complete	Remark
MRF-000050783	F10	hayati	hanani	27/06/2011	SEND	IT - Hardware			My print

The MRF status, remark for pending or complete can be checked at this page.



MRF Support Team Entry

Ref No. **Status**

Factory ID Attention To

TOP GLOVE SDN BHD (F10) Transaction Type

Requested By HOD

RAMELI NOOR HAYATI PIC

Created By JAMALUDDIN PIC 1

Requested Date PIC 2

Expected Completion Date PIC 3

Other Team Members

Description

Remark

Pending By

Completed By

Pending Date Completed Date

TOP GLOVE INTE

Prepared by;
Hanani – IT Officer
27th June 2011