



**SESTICKET – PROJECT  
INFORMATION AND USER  
MANUAL**

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



## SUMMARY

1.	DOCUMENT HISTORY .....	3
2.	ABOUT THE DOCUMENT .....	4
3.	PROJECT.....	4
3.1.	ABOUT THE SYSTEM.....	4
3.2.	OBJECTIVES AND GOALS.....	4
3.3.	SPONSORS .....	4
4.	IT .....	5
4.1.	SYSTEM ARCHITECTURE.....	5
4.2.	SERVER.....	5
4.3.	DATABASE CONNECTION.....	5
4.4.	SESTICKET - DIRECTORY STRUCTURE ON CLIENT.....	6
4.5.	SESTICKET - DIRECTORY STRUCTURE ON APPLICATION SERVER .....	6
4.6.	CLIENT INSTALLATION.....	6
5.	SESTICKET .....	7
5.1.	HOW THE APPLICATION WORKS? SYNCHRONIZATION!.....	7
5.2.	LOGIN – STARTING THE APPLICATION.....	10
5.3.	MAIN SCREEN .....	12
5.4.	BASE DATA.....	13
5.4.1.	USER.....	15
5.4.1.	EQUIPMENT.....	17
5.4.1.	WORKER.....	18
5.4.1.	INVENTORY UNIT.....	20
5.4.1.	INVENTORY CLASS.....	21
5.4.1.	INVENTORY ITEM .....	22
5.4.1.	CUSTOMER.....	24
5.4.1.	CONTRACT.....	25
5.4.1.	CONTRACT PRICE.....	28
5.4.1.	SITES .....	30
5.4.1.	PETROLEUM FIELDS .....	32
5.4.1.	WELL.....	33

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL			 <small>ENERGY SERVICES</small>
VERSION:	1.0	AUTHOR:	FERNANDO MELO	
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017	

5.4.1.	SERVICE TYPE.....	34
5.4.1.	EXPORT UTILITY.....	35
5.4.1.	IMPORT UTILITY.....	37
5.5.	TICKET .....	41
5.5.1.	UNDERSTAND THE TICKET .....	41
5.5.1.	CREATE A NEW TICKET.....	42
5.5.1.	ADDITIONAL INFORMATION.....	44
5.5.1.	SALES ITEM.....	45
5.5.2.	INVENTORY ITEM .....	51
5.5.3.	EQUIPMENT .....	54
5.5.4.	WORKERS .....	55
5.5.5.	JOB LOG.....	57
5.5.6.	REPORTS .....	60
5.5.7.	CLOSE TICKET.....	63
5.5.8.	CLONE TICKET.....	63
5.5.9.	ATTACHMENT.....	65
5.5.10.	MANAGE TICKET FROM DB .....	68
5.1.	REPORTS (MANAGER REPORTS) .....	71

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



## 1. DOCUMENT HISTORY

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1.0	Document Creation	Fernando Melo	19/JUL/2017

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## 2. ABOUT THE DOCUMENT

This document contains all information about SESTicket system.

## 3. PROJECT

### 3.1. ABOUT THE SYSTEM

The SESTicket is a system developed by Superior IT LATAM. The main objective is provide a better administration about the Service Tickets made by Colombia's Engineers.

The Idea to create a new system to control the tickets emerged after problems with "SmartTickets" system. His provider is not update the new versions and the features is not covering the Superior's necessities.

### 3.2. OBJECTIVES AND GOALS

- Manage the contracts, prices and inventory in a unique repository;
- The application should be able to work offline to generate a service tickets, provide invoices and reports. This is an important objective because the users couldn't have a connection with Superior network.
- Synchronize all BaseData, Service Ticket and Attachments created by uses;
- The application should be authenticate through Active Directory (AD) and if the user is not connected in Superior network an offline authenticate mode should be made.

### 3.3. SPONSORS

The sponsors of this project are:

- ✓ Alejandro Casas – IT Manager LATAM
- ✓ Liliana Barrios – Account Payable Manager Colombia (Key User)
- ✓ Mauricio Balsero – Country Manager Colombia

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VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017

## 4. IT

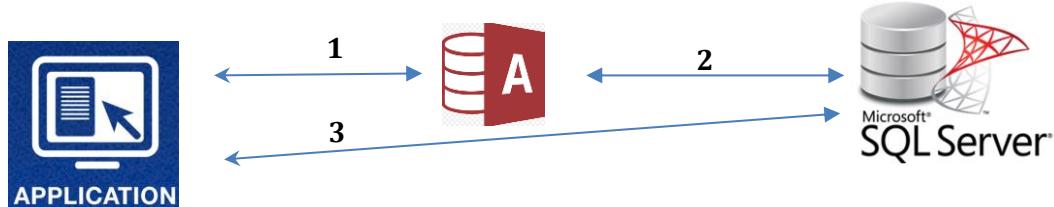
### 4.1. SYSTEM ARCHITECTURE

Application Architecture:	Client/Server
Developed in:	Microsoft Visual Basic .Net 2013 - Windows Forms.
Database:	<p>Version: SQL Server 2014 SP2 (with compatibility mode 2008 R2)</p> <p>Collation: Latin1_General_CI_AS</p> <p>Microsoft Access 2010</p>

### 4.2. SERVER

Application Server:	colapp07 (used by storage the system files)
Database Server:	colsq101
Database:	SESTICKET
Username:	usrSESTICKET
Active Directory:	MBAPAD01

### 4.3. DATABASE CONNECTION



- 1 – The application establish a connection with MS Access Databases: SESTICKET.accdb and SESTICKETBaseData.accdb
- 2 – The application checks if have a connection with Superior network. If yes, a connection between MS Access database (through Linked Table feature) and SQL Server is established
- 3 – The application checks if have a connection with Superior network. If yes, a connection between application and SQL Server is established directly

The username “usrSESTICKET” is used in all connection process.

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



If necessary change the password of this user the developer should be change configuration file **SESTicket.exe.config** located in C:\SESTicket\app and connect each MS Access and change the linked table connection.

#### 4.4. SESTICKET - DIRECTORY STRUCTURE ON CLIENT

Following the directory structure used in SESTicket:

C:\SESTicket	- Main directory
\app	- Binaries directory
\appupd	- Update utility directory (created automatically by application)
\data	- Database MS Access directory
\file	- Other files directory (attachments, temporary, backups, etc.) – Automatically by application

#### 4.5. SESTICKET - DIRECTORY STRUCTURE ON APPLICATION SERVER

Following the directory structure used in SESTicket:

C:\apps\SESTicket	- Main directory
\Docs	- System Documentation
\File	- Directory used in the Attachment Synchronization
\Release	- Release version and components to installation on client
\SESTicketUpd	- SESTicket Update Tool
\Source	- SESTicket Source (current version)

#### 4.6. CLIENT INSTALLATION

The installation client details are in the document called “SESTicket - Installation Client Guide .docx”

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## 5. SESTICKET

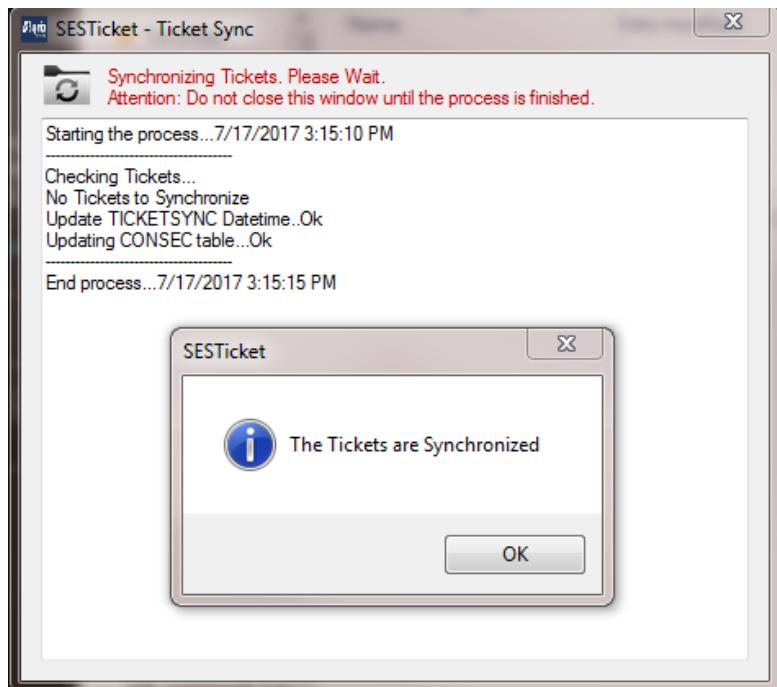
### 5.1. HOW THE APPLICATION WORKS? SYNCHRONIZATION!

The SESTicket system was designed to work online and offline. When the user works offline all information are storage locally and, when connected on Superior network (SES Net), copy to the database and application server thought process called “Synchronization process”.

SESTicket has a structure with 3 kind of synchronization process. The process is enable when the computer has connection with Superior network. The objective of these process is keeping up-to-date all basedata, ticket and attachment information.

**BASEDATA:** The BaseData sync process consists in keep up-to-date the information about: CONTRACT, CONTRACTPRICELIST, CUSTOMER, EQUIPMENT, INVENTORY (CLASS, ITEM, UNIT), PETROLEUM FIELDS, SERVICE TYPE, SITE, CASING, TUBBING, WELL, WORKER and USER.

If user change any information in BaseData tables the system keep in track each information. When the user connects on the Superior network the system checks if all tables is up-to-date. If not synchronized, the system should be synchronize the BaseData.



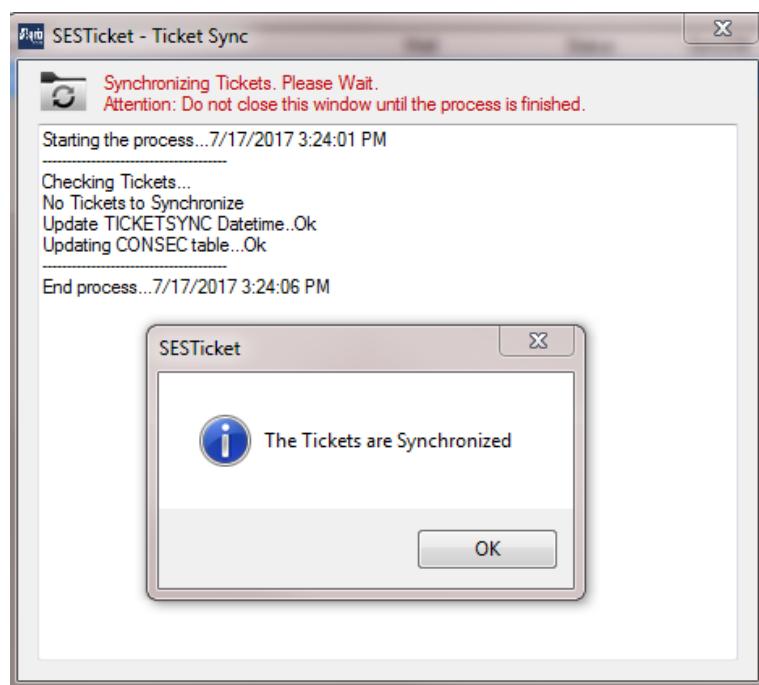
The user can call the sync Base Data process by demand through “Update BaseData” menu in Main Screen (in yellow).

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



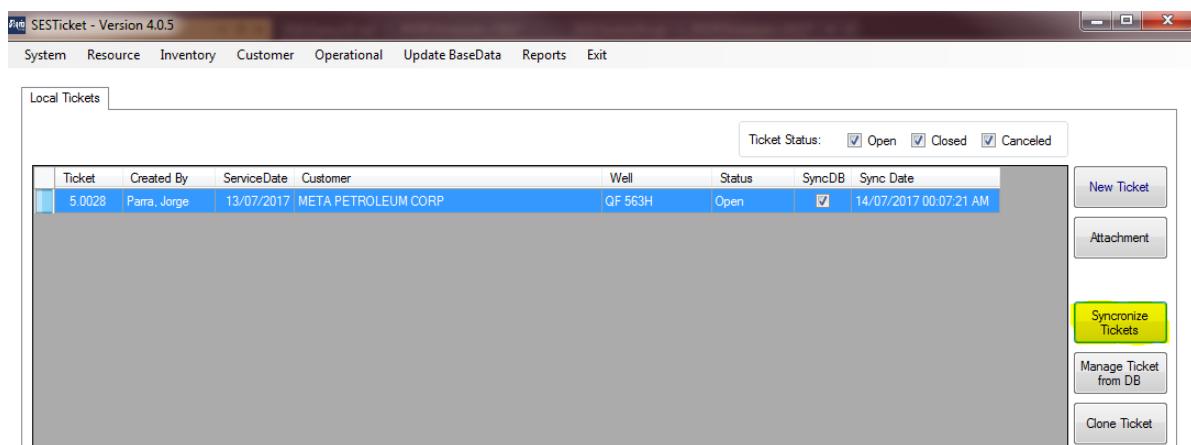
**TICKET:** The Ticket sync process consists in keep up-to-date the information about the Service Ticket: TICKET, TICKET WORKER, TICKET EQUIPMENT, TICKET SALES ITEM, TICKET INVENTORY and OPERATION REPORT

If user change any information in Service Ticket tables the system keep in track each information. When the user connects on the Superior network the system checks if all tables is up-to-date. If not synchronized, the system should be synchronize the Ticket.



The user can call the sync Ticket process by demand through “Synchronize Ticket” button in Main Screen (in yellow).

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



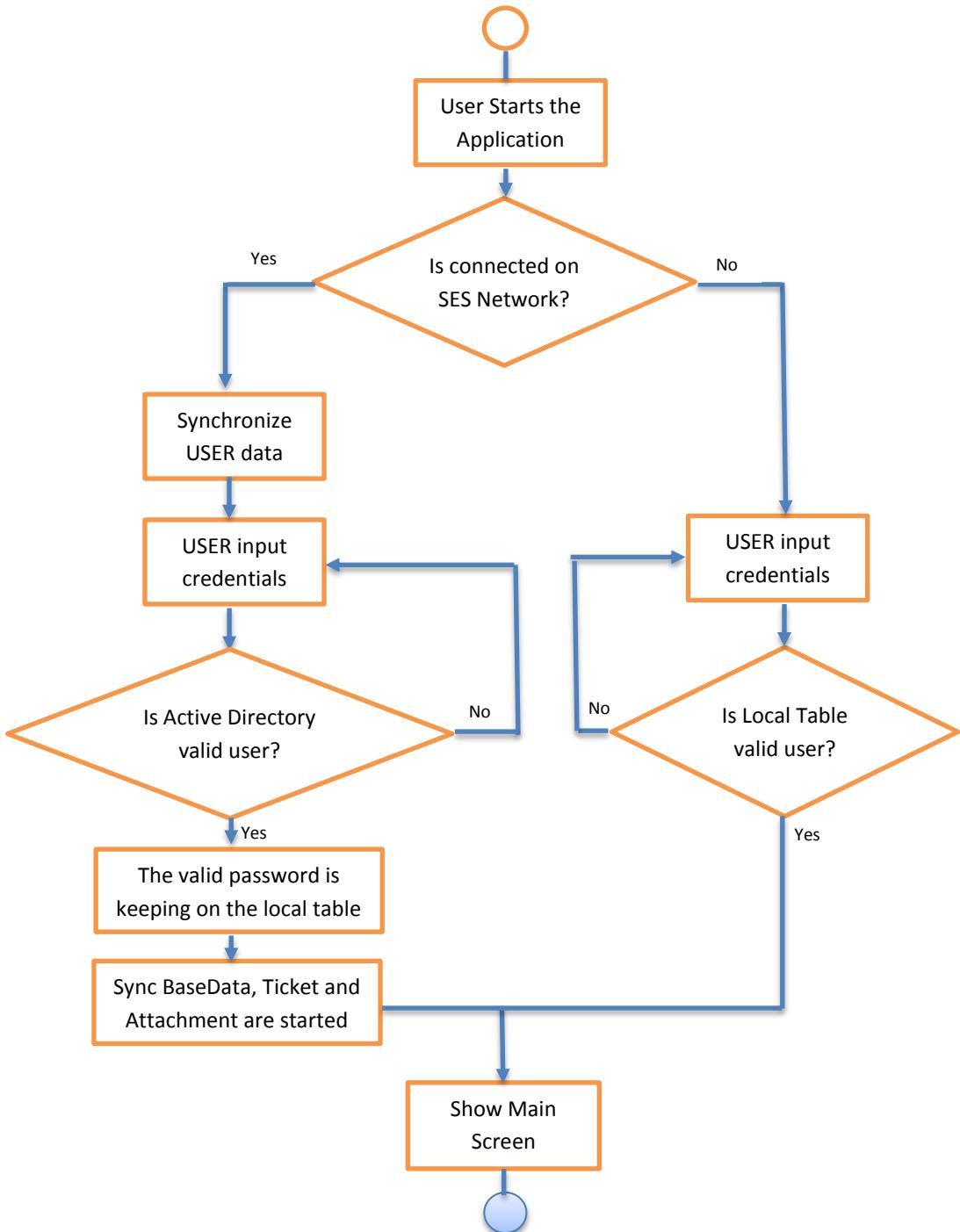
**ATTACHMENTS:** The Attachment sync process consists in keep up-to-date the files attached by users in the Application Server.

The sync process is different of others: The system checks if the connect with Superior network was established. If yes, the background process called “SESTicketSyncAttach.exe” is started and all synchronization is started until the end of the application.

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VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017

## 5.2. LOGIN – STARTING THE APPLICATION

The process of Login in the system consist in following Flowchart:

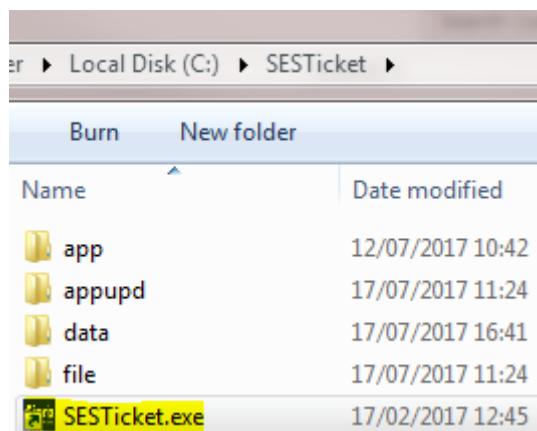


DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
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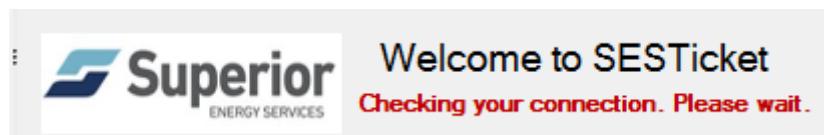


Steps to user connects on the application:

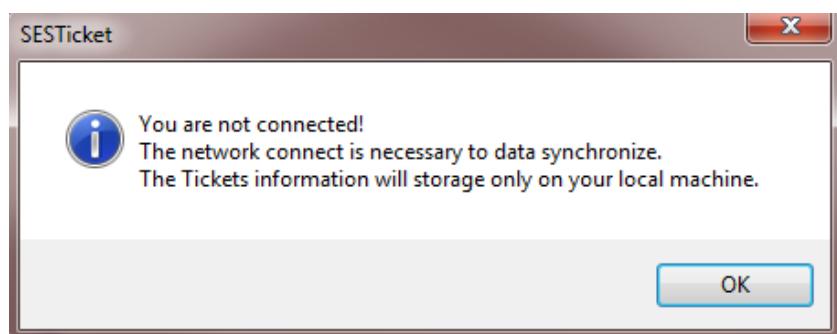
A – Start the application through shortcut called “SESTicket.exe”



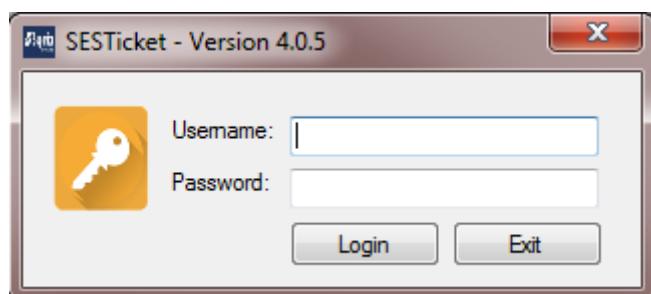
B – At this moment the system is checking if the computer is connected on the Superior Network.



If not connected, the screen below is showing advice about it.



C – Inform the Username and Password.



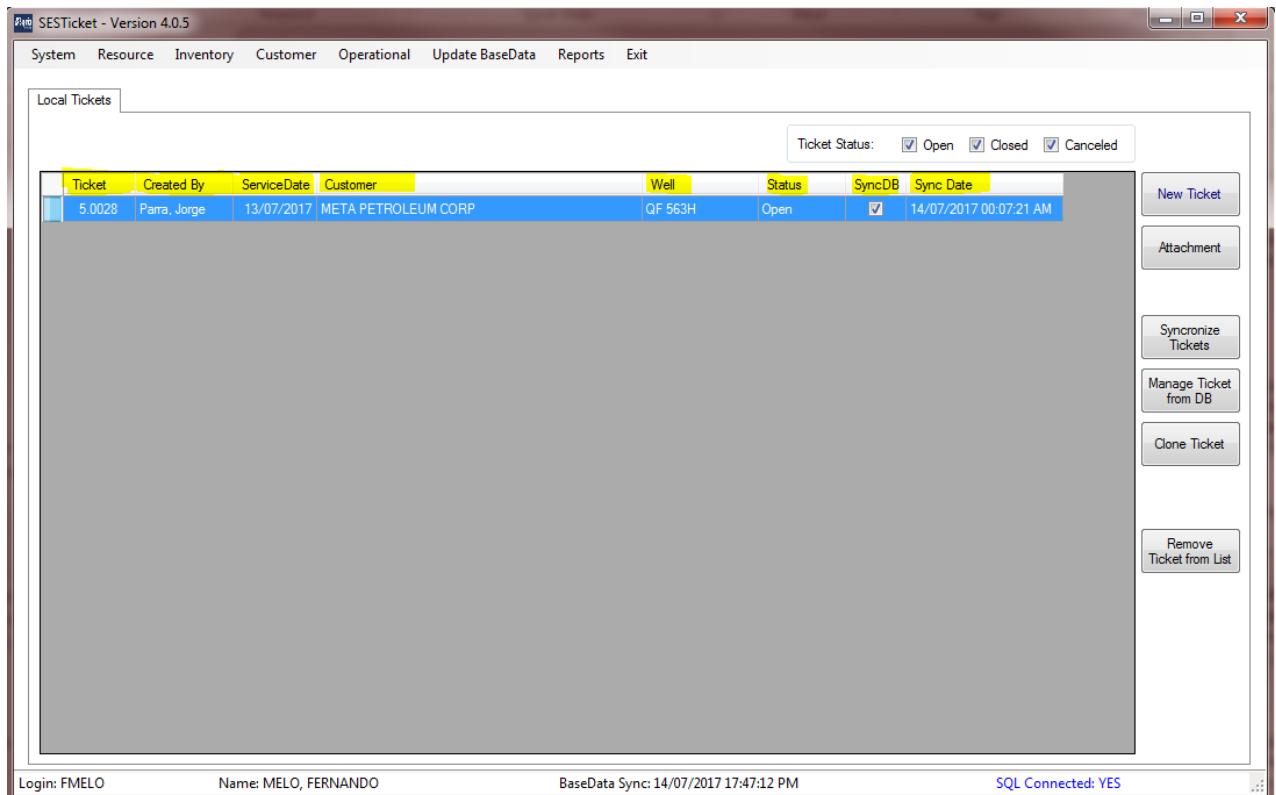
D – If computer is connected on Superior Network, the synchronization process is started (see details on chapter 5.1). If not, the main screen will be exhibit.

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VERSION:	1.0	AUTHOR:	FERNANDO MELO
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### 5.3. MAIN SCREEN

After login, the Main Screen is exhibit. Depends on of the User Right (we will see about it on Base Data screens) or if the computer is online, some options could be or could not be available.



The Main Screen shows the tickets are available locally with this information:

- ✓ Ticket – It's a Service Ticket ID,
- ✓ Created by – How creates the Service Ticket
- ✓ Service Date
- ✓ Customer
- ✓ Well
- ✓ Status – It's a Ticket Status (open, close, cancelled)
- ✓ SyncDB – If the ticket is synchronize with Database (checked) or not (not checked)
- ✓ Sync Date – It's for internal control purpose.

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VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



#### 5.4. BASE DATA

The Base Data are auxiliary information used on the system and/or in tickets. This chapter will talk about more each Base Data screen. The information exhibits on the screen are storage on Database server. That is an important information.

The Base Data screen has by default the following screen layout:

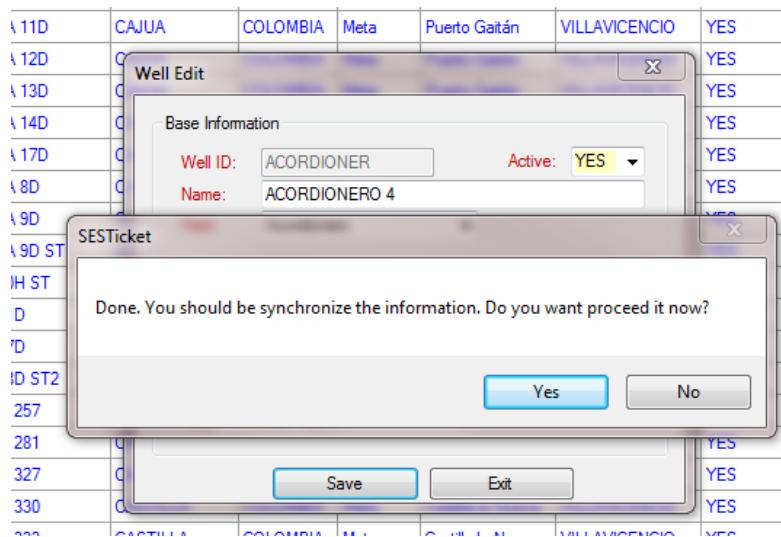
SESTicket - Inventory Item						
	ID	Abreviation	Inventory Class	Last Cost	Average Cost	Active
▶	100-11001		CEMENTO	0.00	0.00	YES
	100-21001		CEMENTO	27,877.11	27,877.11	YES
	100-21002		CEMENTO	38,106.82	38,106.82	YES
	100-21003		CEMENTO	33,199.82	33,199.82	YES
	100-31001		CEMENTO	0.00	0.00	YES
	100-41001		CEMENTO	00.000.00	00.000.00	YES

- ✓ The grid exhibits a resume of all information of Base Data. (example: the grid is showing information Inventory Item)
- ✓ All screens has the button “New Item” to include a new information;
- ✓ Active Yes and No: The system not Delete a row. Instead the row is Active (available to use) or not Active (not available to use).
- ✓ To edit the registry just make a double click on the line (example below):

SESTicket - Inventory Item																				
<input type="button" value="New Item"/> <input type="button" value="Export Data"/> <input type="button" value="Import Data"/>																				
<table border="1"> <tr> <td colspan="6">Edit Inventory Item</td> </tr> <tr> <td colspan="6"> <div style="border: 1px solid #ccc; padding: 5px;"> <b>Basic Information</b>            Inventory Item ID: <input type="text" value="100-11001"/>            Abbreviation: <input type="text"/>            Description: CEMENTO CLASE "A" (SACO x 94LB)              Inventory Class: <input type="text" value="Cemento"/>            Default Site: <input type="text" value="VILLAVICENCIO"/> </div> </td> </tr> <tr> <td colspan="6"> <div style="border: 1px solid #ccc; padding: 5px;">           Last Cost: <input type="text" value="0.00"/> Minimal on Hand: <input type="text"/>            Average Cost: <input type="text" value="0.00"/> Maximal on Hand: <input type="text"/>            List Price: <input type="text" value="0.00"/> </div> </td> </tr> </table>			Edit Inventory Item						<div style="border: 1px solid #ccc; padding: 5px;"> <b>Basic Information</b>            Inventory Item ID: <input type="text" value="100-11001"/>            Abbreviation: <input type="text"/>            Description: CEMENTO CLASE "A" (SACO x 94LB)              Inventory Class: <input type="text" value="Cemento"/>            Default Site: <input type="text" value="VILLAVICENCIO"/> </div>						<div style="border: 1px solid #ccc; padding: 5px;">           Last Cost: <input type="text" value="0.00"/> Minimal on Hand: <input type="text"/>            Average Cost: <input type="text" value="0.00"/> Maximal on Hand: <input type="text"/>            List Price: <input type="text" value="0.00"/> </div>					
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<div style="border: 1px solid #ccc; padding: 5px;"> <b>Basic Information</b>            Inventory Item ID: <input type="text" value="100-11001"/>            Abbreviation: <input type="text"/>            Description: CEMENTO CLASE "A" (SACO x 94LB)              Inventory Class: <input type="text" value="Cemento"/>            Default Site: <input type="text" value="VILLAVICENCIO"/> </div>																				
<div style="border: 1px solid #ccc; padding: 5px;">           Last Cost: <input type="text" value="0.00"/> Minimal on Hand: <input type="text"/>            Average Cost: <input type="text" value="0.00"/> Maximal on Hand: <input type="text"/>            List Price: <input type="text" value="0.00"/> </div>																				

- ✓ After any update/new registry the system will ask if you want synchronize the Base Data information;

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VERSION:	1.0	AUTHOR:	FERNANDO MELO		
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- ✓ Import and Export Data menu: Lets be check after.

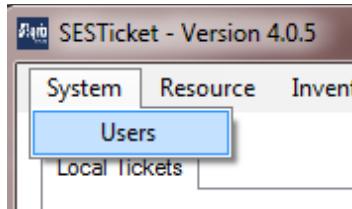
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#### 5.4.1. USER

The Base Data “USER” has information about the system user. To get information this Base Data you should access are auxiliary information used on the system and/or in tickets. This chapter will talk about more each Base Data screen.

To access the Base Data “USER” open the menu “System” – “Users”.



The screen will be shown with the all USER data available.

ID	Login	Full Name	User Right	App Version	Last BaseData Sync	Last Ticket Sync	Active
2	Abarreiro	Barreiro, Anderson	LIMITED	4.0.5	15/07/2017 12:32 PM	15/07/2017 12:32 PM	YES
3	acamacho	Camacho, Andres	SUPERVISOR	4.0.4	10/07/2017 09:36 AM	12/07/2017 11:43 AM	YES
16	acasadm	Alejandro Casas - ADM	ADMIN				YES
20	acasas	Casas, Alejandro	ADMIN				YES
21	agomez2	Gomez, Alvaro	REPORT	4.0.3	11/07/2017 16:19 PM	11/07/2017 16:19 PM	YES
13	cgrisales	Ovalle, Carolina	HR				YES
6	cpoveda	Poveda, Christian	SUPERVISOR	4.0.5	15/07/2017 05:53 AM	15/07/2017 05:58 AM	YES
4	ddaza	Daza, Daniel	SUPERVISOR	4.0.4	14/07/2017 10:32 AM	14/07/2017 10:32 AM	YES
11	drojas	Rojas, Diana	LIMITED				YES
1	falvis	Alvis, Andres	LIMITED	4.0.4	13/07/2017 10:35 AM	13/07/2017 10:55 AM	YES
15	fmelo	Melo, Fernando	ADMIN	4.0.5	17/07/2017 15:16 PM	17/07/2017 16:52 PM	YES
10	jdiaz	Jose David Diaz	LIMITED				YES
19	jespejo	Espejo, Javier	REPORT	4.0.5	14/07/2017 10:35 AM	14/07/2017 13:48 PM	YES
8	jmedina	Medina Cruz, Julie A.	ADMIN				YES
7	Jorge.Lopez2	Lopez, Jorge A	LIMITED				YES
5	jpara	Parra, Jorge	SUPERVISOR	4.0.5	15/07/2017 08:55 AM	15/07/2017 08:56 AM	YES
9	lbtamios1	Liliana Barios	ADMIN	4.0.5	14/07/2017 17:47 PM	17/07/2017 14:52 PM	YES
12	lcandanoza	Lesly Candanoza	MANAGE	1.3.3			YES
17	mbalsero	Balsero, Mauricio	REPORT				YES
14	sbarajas	Barajas, Sandra	REPORT				YES
18	ucastillo	Uriel Castillo	REPORT				YES

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We talked about the information about USER basedata, but these columns below are not available to edit (it's for internal control):

- AppVersion – Show the App Version used by users on last synchronization process
- Last BaseData Sync – Show the date time of last BaseData synchronization process made by user.
- Last Ticket Sync – Show the date time of last Ticket synchronization process made by user.

Information about USER Base Data. The field in red are obligatory.

The screenshot shows a Windows-style dialog box titled "Edit User". Inside, there are four input fields and two buttons at the bottom. The first field is labeled "Login:" with the value "Abarreiro". The second field is labeled "Right:" with the value "LIMITED" in a dropdown menu. The third field is labeled "Full Name:" with the value "Barreiro, Anderson". The fourth field is labeled "Active:" with the value "YES" in a dropdown menu. At the bottom right are two buttons: "Save" and "Exit".

- Login: It's a User Login (It's must the same of Active Directory)
- Full Name: Full user name
- Active: Yes (active) No (not active)
- Right: This is a user rights on the system. Following the details for each option:

Right	Details
ADMIN	The system administrator role (full access).
LIMITED	The user can create only his tickets; No access on Base Data menu or Reports menu on Main Screen
SUPERVISOR	The same of LIMITED right plus access BaseData "Well"
REPORT	The user has grant access on menu "Reports" on Main Screen
HR	The user has grant access on BaseData "WORKER" and Reports menu on Main Screen
MANAGE	The user has grant on all BaseData screen except BaseData "Worker"

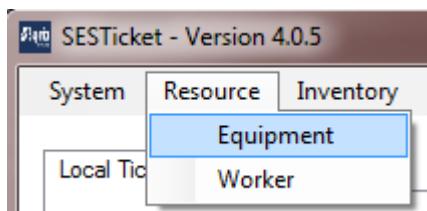
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#### 5.4.1. EQUIPMENT

The Base Data “EQUIPMENT” has information about the equipment that could be or not used on the service Ticket.

To access the Base Data “EQUIPMENT” open the menu “Resource” – “Equipment”.



The screen will be shown with the all EQUIPMENT data available.

ID	Description	Model	Serial	Tag	Active
BM01	BATCH MIXER 120 BBL	2011	R59671		YES
BM02	BATCH MIXER 120 BBL	2011	R63105		YES
BM03	BATCH MIXER 100 BBL	2012	R71657		YES
BM04	BATCH MIXER 120 BBL	2012	R69306		YES
BM05	BATCH MIXER 120 BBL	2013	R69889		YES
BM06	BATCH MIXER 100 BBL	2011	T5735		YES
BM07	BATCH MIXER 120 BBL	2015	S22214		YES
BM08	BATCH MIXER 120 BBL	2015	S22215		YES
BM09	BATCH MIXER 120 BBL	2015	S22217		YES
BT01	BULK TRAILER	2011	R59827		YES
BT02	BULK TRAILER	2012	R69307		YES
BT03	BULK TRAILER	2012	R67998		YES
BT04	BULK TRAILER	2011	R67997		YES
BT05	BULK TRAILER	2015	S22206		YES
BT06	BULK TRAILER	2011	T5739		YES
BT07	BULK TRAILER	2011	T5740		YES
BT08	BULK TRAILER	2011	T5741		YES
CT-02	CEMENT PUMP TRAILER UNIT - 1 PUMP	2012	R69304		YES
CT-03	CEMENT PUMP TRAILER UNIT	2010	R59807		YES
CT-05	CEMENT PUMP TRAILER UNIT	2011	T5090		YES
CT-06	CEMENT PUMP TRAILER UNIT	2012	R68010		YES

Information about EQUIPMENT Base Data. The field in red are obligatory.

Equipment ID:	BM01	Active:	YES
Description:	BATCH MIXER 120 BBL		
Model:	2011	Serial:	R59671
Tag:			
<input type="button" value="Save"/>		<input type="button" value="Exit"/>	

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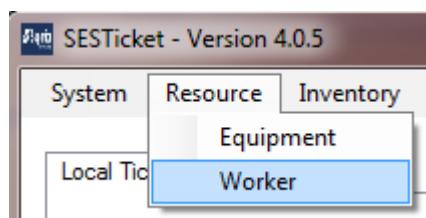


Field	Type	Description
Equipment ID	Text	Equipment Identification
Active	Boolean	Yes (active) No (not active)
Description	Text	Equipment Description
Model	Text	Equipment Model
Serial	Text	Equipment Serial
Tag	Text	Equipment Tag

#### 5.4.1. WORKER

The Base Data “WORKER” has information about the worker that available to participate of customer service ticket.

To access the Base Data “WORKER” open the menu “Resource” – “Worker”.



The screen will be shown with the all WORKER data available.

SESTicket - Worker								
							Active: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
ID	Name1	Name2	Surname1	Surname2	Appointment	SubAccount	Email	
1010160970	DARWIN	YAMITH	CONTRERAS	VILLEGRAS	OPERADOR II	VVC17CEM0GEN	Darwin.Contreras@superior.com	
1010198014	CHRISTIAN	STEVEN	POVEDA	GUTIERREZ	INGENIERO DE CAMPO III	VVC17CEM0GEN	Christian.Poveda@superior.com	
1012324351	JOSE	ANDRES	PARAMO	MURCIA	MECANICO	VVC17CEM0GEN	andres.paramo@superior.com	
1015395157	ALVARO		GOMEZ	RAMIREZ	ALMACENISTA ITS	VVC17CEM0GEN	Alvaro.Gomez@superior.com	
10173042	JORGE	IVAN	NIETO	ROMERO	JEFE DE BASE - SUPERVISOR QA/QC	VVC17CEM0GEN	Ivan.Nieto@superior.com	
1018433104	EDUARD	STEVEN	BUSTOS	BUSTOS	AUXILIAR DE CEMENTACION	VVC17CEM0GEN	eduard.bustos@superior.com	
1018434846	MIGUEL	ANGEL	RODRIGUEZ	RAMIREZ	MECANICO	VVC17CEM0GEN	Miguel.Rodriguez@superior.com	
1019030950	DIEGO	ALEJANDRO	GUERRERO	RAMIREZ	AUXILIAR DE CEMENTACION	VVC17CEM0GEN	diego.ramirez@superior.com	
1022334595	ANDRES	LEONARDO	REYES	ROJAS	OPERADOR I	VVC17CEM0GEN	Andres.Rojas2@superior.com	
1030560563	EDWIN	GABRIEL	CHAUX	MORALES	OPERADOR I	VVC17CEM0GEN	Edwin.Chaux@superior.com	
1032365629	JHON	JAIRO	ESCOBAR	COY	AUXILIAR DE CEMENTACION	VVC17CEM0GEN	Jhon.Escobar@superior.com	
1048846385	LUIS	ALBERTO	PEÑA	CASTILLO	OPERADOR III	VVC17CEM0GEN	L.Pena@ingtecser.com	
1070584827	LUIS	GUILLERMO	CORTES	OSORIO	AUXILIAR DE CEMENTACION - CONDUCTOR VEHICULO PESADO	VVC17CEM0GEN	Luis.Osorio@superior.com	
1075208633	JULIO	CESAR	BARRIOS	GONZALEZ	OPERADOR I	VVC17CEM0GEN	Julio.Barios@superior.com	
1075213397	OSCAR	IVAN	MONGUI	CORTES	OPERADOR I	VVC17CEM0GEN	Oscar.Mongui@superior.com	
1075241181	FREDY	LEONARDO	PIMENTEL	CABRERA	OPERADOR I	VVC17CEM0GEN	Freddy.Pimentel@superior.com	
1075247516	RODRIGO	ANDRES	GARCIA	PERDOMO	OPERADOR I	VVC17CEM0GEN	Rodrigo.Garcia@superior.com	
1080291071	ANDERSON	ADRIAN	BARREIRO	ESQUIVEL	INGENIERO DE CAMPO II	VVC17CEM0GEN	Anderson.Barreiro@superior.com	
1098626029	JORGE	ENRIQUE	PARRA	CAMARON	INGENIERO DE CAMPO III	VVC17CEM0GEN	Jorge.Parra@superior.com	

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



Information about WORKER Base Data. The field in red are obligatory.

Edit Worker

Worker ID:	1010160970	Active:	YES
Name1:	DARWIN		
Name2:	YAMITH		
Surname1:	CONTRERAS		
Surname2:	VILLEGAS		
Appointment:	OPERADOR II		
SubAccount:	VVC17CEM0GEN		
Email:			
Bonus Value:	00.00		
Man-Hour Value:	2.50		
Phone:			
<input type="button" value="Save"/> <input type="button" value="Exit"/>			

Field	Type	Description
Worker ID	Text	Worker Identification
Active	Boolean	Yes (active) No (not active)
Name1	Text	Worker Name1
Name2	Text	Worker Name2
Surname1	Text	Worker Surname1
Surname2	Text	Worker Surname2
Appointment	Text	Worker position on the Superior
SubAccount	Text	Subaccount – field imported from SmartTickets
Email	Text	Worker email
Bonus Value	Number	Bonus Value of the Worker
Man-Hour Value	Number	Man-Hour Value of the Worker
Phone	Text	Worker Phone number

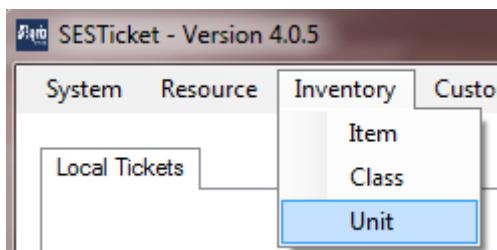
DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



#### 5.4.1. INVENTORY UNIT

The Base Data “INVENTORY UNIT” has information about the units used on Inventory Item.

To access the Base Data “INVENTORY UNIT” open the menu “Inventory” – “Unit”.



The screen will be shown with the all INVENTORY UNIT data available.

New Item				
	Storage Unit	Alternative Unit	Conversion Operation	Conversion Factor
▶	EA	EA	Multiply	1
	GAL	GAL	Multiply	1
	KG	KG	Multiply	1
	LB	LB	Multiply	1
	SX	SX	Multiply	1
	TON	TON	Multiply	1
	DRUM	DRUM	Multiply	1

Information about INVENTORY UNIT Base Data. The field in red are obligatory.

Storage Unit:	EA
Alternative Unit:	EA
Conversion Operation:	Multiply
Conversion Factor:	1.00

Field	Type	Description
Storage Unit	Text	Storage Unit
Alternative Unit	Text	Alternative Unit
Conversion Operation	Text	Conversion Operation
Conversion Factor	Numeric	Conversion Factor

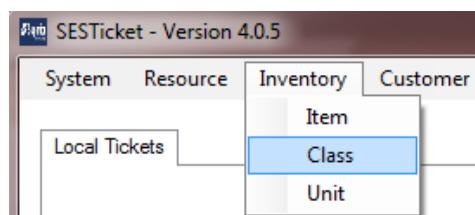
DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



#### 5.4.1. INVENTORY CLASS

The Base Data “INVENTORY CLASS” has information about the Classes used on Inventory Item and Contracts.

To access the Base Data “INVENTORY CLASS” open the menu “Inventory” – “Class”.



The screen will be shown with the all INVENTORY CLASS data available.

ID	Type	Description
CEMENTO	Service	Cemento
CPP-M	Service	Primary Cementing Products
CPP-P	Service	Primary Cementing Personal
CPP-S	Service	Primary Cementing Services
CRP-M	Service	Remedial Cementing Products
CRP-P	Service	Remedial Cementing Personal
CRP-S	Service	Remedial Cementing Services
EQ. FLOT	Service	Equipo de Flotacion
GPS-M	Service	Gravel Pack Products
GPS-P	Service	Gravel Pack Personal
GPS-S	Service	Gravel Pack Services
GRAVEL	Service	Gravel Pack
HCP-M	Material	Casing Hardware Products
PJP-M	Service	PJP-M
PJS-M	Service	Pumping Jobs Products
PJS-P	Service	Pumping Jobs Personal
PJS-S	Service	Pumping Jobs Services
QUIMICOS	Material	Quimicos

Information about INVENTORY CLASS Base Data. The field in red are obligatory.

<b>Basic Information</b>			
Inventory Class ID:	CEMENTO		
Type:	Service		
Description:	Cemento		
<b>Account</b>			
Goods Account:	531100-183-675-100-99-6115-14003	Goods SubAccount:	0
Inventory Account:	115200-183-675-100-99-1435-05005	Inventory Subaccount:	0
Sales Account:	531100-183-675-100-99-6115-14003	Sales SubAccount:	0
Sales Account AIU:	531100-183-675-100-99-6115-14003	Sales Account UBR:	0
		Sales Account UBR AIU:	0
<input type="button" value="Save"/> <input type="button" value="Exit"/>			

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017

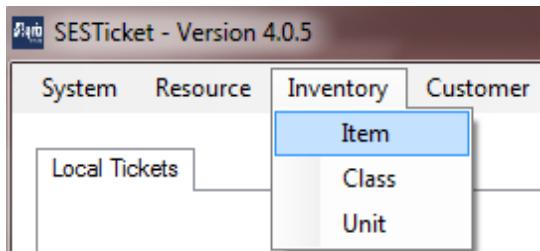


Field	Type	Description
Inventory Class ID	Text	Inventory Class Identification
Type	Text	Inventory Class Type ("Material" or "Service")
Description	Text	Description of Inventory Class
Goods Account	Text	Created from SmartTickets
Goods SubAccount	Text	Created from SmartTickets
Inventory Account	Text	Created from SmartTickets
Inventory SubAccount	Text	Created from SmartTickets
Sales Account	Text	Created from SmartTickets
Sales SubAccount	Text	Created from SmartTickets
Sales Account AIU	Text	Created from SmartTickets
Sales Account UBR	Text	Created from SmartTickets
Sales Account UBR AIU	Text	Created from SmartTickets

#### 5.4.1. INVENTORY ITEM

The Base Data "INVENTORY ITEM" has information about the Inventory Item used on the Tickets Sales Item.

To access the Base Data "INVENTORY ITEM" open the menu "Inventory" – "Item".



The screen will be shown with the all INVENTORY ITEM data available.

ID	Abreviation	Description	Inventory Class	Last Cost	Average Cost	Active
100-11001		CEMENTO CLASE "A" (SACO x 94LB)	CEMENTO	0.00	0.00	YES
100-21001		CEMENTO CLASE "G" (SACO x 94LB)	CEMENTO	27.877.11	27.877.11	YES
100-21002		CEMENTO CLASE "G" (SACO x 94LB) IMPORTADO	CEMENTO	38.106.82	38.106.82	YES
100-21003		CEMENTO CLASE "G" (SACO x 94LB) IMPORTADO - CASTILLA	CEMENTO	33.199.82	33.199.82	YES
100-31001		CEMENTO CLASE "H" (SACO x 94LB)	CEMENTO	0.00	0.00	YES
100-41001		CEMENTO CLASE DE CONSTRUCCION	CEMENTO	26.844.00	26.844.00	YES
100-51001	MCTO-01	CEMENTO MICROCEMENTO	CEMENTO	1.845.40	1.845.40	YES
200-11001	FL-05	CONTROLADOR FILTRADO FL-LP FLC-02 MT-HT	QUIMICOS	9.367.07	9.367.07	YES
200-11002	FL-06	CONTROLADOR FILTRADO FL-HP-01	QUIMICOS	18.343.84	18.343.84	YES
200-11003	FL-04	CONTROLADOR FILTRADO IFL-15 HT	QUIMICOS	29.971.00	29.971.00	YES
200-11004	FL-03	CONTROLADOR FILTRADO IRF-105 LT	QUIMICOS	9.515.50	9.515.50	YES
200-12001	GC-03	CONTROLADOR GAS LIQ- LATEX HC&M	QUIMICOS	40.800.00	40.800.00	YES
200-12002	GC-01	CONTROLADOR GAS LIQ- LATEX RICH G5L	QUIMICOS	40.673.38	40.673.38	YES
200-12003		ALCOHOL POLIVINILICO CONTROLADOR GAS	QUIMICOS	11.000.00	11.000.00	YES
200-12005	GC-02	CONTROLADOR GAS SOLIDO-FL-HP (FLC-01)	QUIMICOS	20.242.62	20.242.62	YES
200-13001		CONTROLADOR PERDIDAS- FORTA PHENO SEAL	QUIMICOS	468.00	468.00	YES
200-13002	MLC-01	CONTROLADOR PERDIDAS-SUPER SWEEP FIBRA	QUIMICOS	31.378.95	31.378.95	YES
200-13003	MLC-01	CONTROLADOR PERDIDAS MLC-01SUPER SWEEP FIBRA	QUIMICOS	33.118.64	33.118.64	YES
200-21001	R-01	RETARDADOR - ILIG SC	QUIMICOS	5.270.24	5.270.24	YES
200-22001	R-03	RETARDADOR - ILIG HT	QUIMICOS	30.126.64	30.126.64	YES
200-22002	CA-01	CARBON ACTIVADO	QUIMICOS	1.340.00	1.340.00	YES
200-31001	D-01	DISPERSANTE - ID 100	QUIMICOS	5.932.08	5.932.08	YES
200-32001	D-02	DISPERSANTE - D-02 (HC&M)	QUIMICOS	6.520.00	6.520.00	YES
200-33001	D-03	DISPERSANTE - D-03 (NOPCO)	QUIMICOS	5.949.38	5.949.38	YES
200-41001	CL-03	CENOSFERAS	QUIMICOS	2.337.92	2.337.92	YES
200-41003	SA-01	SILICATO DE ALUMINIO - A12Si03	QUIMICOS	3.920.00	3.920.00	YES
200-41004	CL-01	CENOSFERAS DE 5000 PSI	QUIMICOS	3.000.00	3.000.00	YES
200-42001	A-01	CLORURO DE CALCIO - CaCl2	QUIMICOS	854.55	854.55	YES

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



Information about INVENTORY CLASS Base Data. The field in red are obligatory.

Edit Inventory Item

<b>Basic Information</b>			
Inventory Item ID:	100-21001	Active:	YES
Abbreviation:			
Description:	CEMENTO CLASE "G" (SACO x 94LB)		
Inventory Class:	Cemento	Default Site:	VILLAVICENCIO
Last Cost:	27.877.11	Minimal on Hand:	0.00
Average Cost:	27.877.11	Maximal on Hand:	0.00
List Price:	0.00		
<b>Unit</b>			
Storage Unit:	SX	Purchase Unit:	SX
		Sales Unit:	SX
<b>Account</b>			
Goods Account:	531100-183-675-100-99-6115-14003	Goods SubAccount:	0
Inventory Account:	115200-183-675-100-99-1435-05005	Inventory Subaccount:	0
Sales Account:	531100-183-675-100-99-6115-14003	Sales SubAccount:	0
Sales Account AIU:	0	Sales Account UBR:	0
		Sales Account UBR AIU:	0
<input type="button" value="Save"/>		<input type="button" value="Exit"/>	

Field	Type	Description
Inventory Item ID	Text	Inventory Item Identification
Active	Boolean	Yes (active) No (not active)
Abbreviation	Text	Item Abbreviation to easy the search and organization
Description	Text	Item full description
Inventory Class	Text	Item Inventory Class (provided from INVENTORY CLASS BaseData)
Default Site	Text	Default site of the Item (provided from SITE BaseData)
Last Cost	Number	Item Last Cost
Average Cost	Number	Item Average Cost
List Price	Number	Item List Price
Minimal on Hand	Number	Created from SmartTickets
Maximal on Hand	Number	Created from SmartTickets
Storage Unit	Text	Item Unit (provided from INVENTORY UNIT BaseData)
Goods Account	Text	Created from SmartTickets
Goods SubAccount	Text	Created from SmartTickets
Inventory Account	Text	Created from SmartTickets
Inventory SubAccount	Text	Created from SmartTickets
Sales Account	Text	Created from SmartTickets
Sales SubAccount	Text	Created from SmartTickets
Sales Account AIU	Text	Created from SmartTickets
Sales Account UBR	Text	Created from SmartTickets
Sales Account UBR AIU	Text	Created from SmartTickets

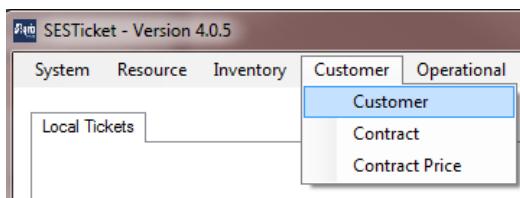
DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



#### 5.4.1. CUSTOMER

The Base Data “CUSTOMER” has information about the Customers.

To access the Base Data “CUSTOMER” open the menu “Customer” – “Customer”.



The screen will be shown with the all CUSTOMER data available.

SESTicket - Customer				
<a href="#">New Item</a>				
ID	Name	Address1	Phone	
800180808	PETROTIGER SERVICES COLOMBIA LTDA	CR 19 No 166-53	(571) 667-1414	
800249313	MANSAROVAR ENERGY COLOMBIA LTD	CLL 100 No. 13 - 76	(571) 485-1212	
830029881	PETROMINERALES COLOMBIA	CLL 116 No. 7-15 INT 2 PISO 6 TORRE CUEZAR	(571) 629-2701	
830126302	META PETROLEUM CORP	CLL 100 No. 9 - 25 PISO 16	(051) 658-5800	
860536388	PETROLEOS DEL NORTE S.A.	CLL 110 No. 9 - 25 OFC 1001	(571) 627-9510	
899999068	ECOPETROL S.A.	CRA 7 <sup>a</sup> No. 32 - 42	(051) 234-4000	
900084404	UNION TEMPORAL MIDAS	CLL 110 No. 9 - 25 OFC 1001	(571) 627-9510	
900407987	GUACAMAYA OIL SERVICES S.A.S.	CRA 7 <sup>a</sup> P No. 25-51 - CONTIGO CLUB LOS LAGOS	(058) 872-1599	

Information about CUSTOMER Base Data. The field in red are obligatory.

The form contains the following fields:

- Base Information:**
  - Customer ID: **800180808**
  - Name: PETROTIGER SERVICES COLOMBIA LTDA
- Address:**
  - Address 1: CR 19 No 166-53
  - Address 2:
  - Country: COLOMBIA
  - State: Bogotá D.C.
  - City: Bogotá, D.C.
- Contact Information:**
  - Phone: (571) 667-1414
  - Fax:
  - Email: camayorga@tiger-cos.com
  - Obs:
- Account:**

Sales Account: 3	Sales SubAccount: 4
AR Account: 1	AR SubAccount: 2

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017

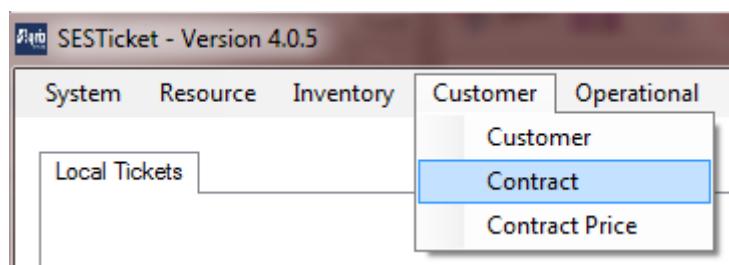


Field	Type	Description
Customer ID	Text	Customer Identification
Name	Text	Customer Name
Address1	Text	Customer Address1 (main address)
Address2	Text	Customer Address2
Country	Text	Country
State	Text	State
City	Text	City
Phone	Text	Phone number
Fax	Text	Fax number
Email	Text	Main email contact
Obs	Text	Observation (for internal control)
Sales Account	Text	Created from SmartTickets
Sales SubAccount	Text	Created from SmartTickets
AR Account	Text	Created from SmartTickets
AR SubAccount	Text	Created from SmartTickets

#### 5.4.1. CONTRACT

The Base Data “CONTRACT” has information about the Customer’s Contract. This contract are a core information in all system.

To access the Base Data “CONTRACT” open the menu “Customer” – “Contract”.



The screen will be shown with the all CONTRACT data available.

SESTicket - Contract										
<input type="button" value="New Item"/> Customer: META PETROLEUM CORP Active: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No										
ID	Contract Number	Name	Start Date	Due Date	CustomerID	Customer	Currency	Active		
25	5500002450 Otros! 3	HORIZONTALES	09/01/2013	08/07/2017	830126302	META PETROLEUM CORP	USD	NO		
26	PROUESTA 2017	PROUESTA 2017	01/07/2017	31/07/2017	830126302	META PETROLEUM CORP	USD	YES		

The contract is divide in 2 layout of types. This layouts are used in the Ticket Sales Item calculations and generate the specific reports. The calculated field changed depends on the layout.

Following the details of each one:

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017

Layout: L01-Meta Petroleum

- ✓ The tickets does not permits give Discounts on the Sales Items.
  - ✓ Ticket Sales Item will calculate the Portions.

## Example of Sales Item screen:

Type	Group	Item	Description	Unit	Qty	Price Unit (USD)	Disc (%)	Total (USD)	Portion USD 65%	Portion COP 35%
Service	tab7:01	1.1	Cargo básico por operación de cementación csg de 9-5/8"	Global	1.00	1,864.70	0.00	1,864.70	1,212.06	1,827,406.00
Service	tab7:01	1.2	Cargo básico por operación de cementación csg de 7"	Global	1.00	1,864.70	0.00	1,864.70	1,212.06	1,827,406.00
Service	tab7:02	2.1	Lechada principal para cementar revestimiento de 9-5/8", cemento clase ...	Pie 3	163.00	11.44	0.00	1,864.72	1,212.07	1,827,425.60
Service	tab7:02	2.2	Lechada principal para cementar revestimiento de 7", cemento clase ...	Pie 3	365.00	22.44	0.00	8,190.60	5,323.89	8,026,788.00
Service	tab7:02	2.3	Lechada sacrificio para cementar revestimiento de 7", cemento clase ...	Pie 3	186.00	7.29	0.00	1,355.94	881.36	1,328,821.20
Service	tab7:03	3.1	Espaciador mecánico base agua (incluye mezcla y bombeo). 12 LPG	Bls	55.00	47.68	0.00	2,622.40	1,704.56	2,569,952.00
Service	tab7:03	3.2	Espaciador Reactivo base agua (incluye mezcla y bombeo). 10.1 LPG	Bls	40.00	64.51	0.00	2,580.40	1,677.26	2,528,792.00
Service	tab7:04	4.1	Ingeniero de Cementación	Activid...	1.00	450.00	0.00	450.00	292.50	441,000.00
Service	tab7:04	4.2	Operador Unidad	Activid...	2.00	350.00	0.00	700.00	455.00	686,000.00
Service	tab7:04	4.3	Ayudantes	Activid...	2.00	400.00	0.00	800.00	520.00	784,000.00

Layout: L02-Ecopetrol

- ✓ The tickets are available to generate Discounts
  - ✓ The Material and Services taxes and totals are generated independents of each other.
  - ✓ This layout does not use the Portion

## Example:

Type	Group	Item	Description	Unit	Qty	Price Unit (USD)	Disc (%)	Total no Discount (USD)	Total (USD)
Material	tab6.11	1.103	Non Rotating Top and Bottom Plug 7"	Ea	1.00	666.89	3.00	666.89	646.88
Material	tab6.11	1.107	Centralizador spiral Rigid de 7"x 8 1/2"	Ea	6.00	146.57	3.00	879.42	853.04
Material	tab6.11	1.108	Centralizador semirígido tipo integral construido de una sola pieza sin soldaduras de 7"x ...	Ea	45.00	149.71	3.00	6,736.95	6,534.84
Material	tab6.11	1.110	Stop Collar de 7" tipo Anillo	Ea	102.00	24.50	3.00	2,499.00	2,424.03
Material	tab6.11	1.163	Soldadura Liquida, Kit de 1/2 Libra	Ea	1.00	38.11	3.00	38.11	36.97
Material	tab6.11	1.92	Zapato Flotador 7", Naniz de Aluminio, excéntrica, con puertos laterales de circulación up ...	Ea	1.00	3,496.73	3.00	3,496.73	3,391.83
Material	tab6.11	1.97	Collar Flotador 7", válvula sencilla, non rotating, P-110, 26-32 lb/ft, BTC, (Recomendado ...	Ea	1.00	993.53	3.00	993.53	963.72

Information about CONTRACT Base Data. The field in red are obligatory.

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



Contract Edit

Basic Information

Customer:	META PETROLEUM CORP	Active:	YES
Contract Number:	PROPUSTA 2017		
Name:	PROPUSTA 2017		
Description:	PROPUSTA 2017		
Start Date:	01/07/2017	Currency:	USD - American Dollar
Due Date:	31/07/2017		

Application

<input checked="" type="checkbox"/> Casing Hardware Products	<input checked="" type="checkbox"/> Cemento
<input checked="" type="checkbox"/> Equipo de Flotacion	<input checked="" type="checkbox"/> Gravel Pack
<input checked="" type="checkbox"/> Gravel Pack Personal	<input checked="" type="checkbox"/> Gravel Pack Products
<input checked="" type="checkbox"/> Gravel Pack Services	<input checked="" type="checkbox"/> PJP-M
<input checked="" type="checkbox"/> Primary Cementing Personal	<input checked="" type="checkbox"/> Primary Cementing Products
<input checked="" type="checkbox"/> Primary Cementing Services	<input checked="" type="checkbox"/> Pumping Jobs Personal
<input checked="" type="checkbox"/> Pumping Jobs Products	<input checked="" type="checkbox"/> Pumping Jobs Services
<input checked="" type="checkbox"/> Quimicos	<input checked="" type="checkbox"/> Remedial Cementing Personal

Layout Type

Layout:	"L02-Ecopetrol"
---------	-----------------

Tax - Service

Utility (%):	3.00	<input type="checkbox"/> No Utility
IVA (%):	19.00	

Tax - Material

IVA (%):	19.00
----------	-------

Portion

USD (%):	100.00
COP (%):	0.00

Account

Sales Account:	0	Sales SubAccount:	0
Goods Account:	0	Goods SubAccount:	0

Save      Exit

Field	Type	Description
Customer	Text	Customer Name (provided from CUSTOMER BaseData)
Active	Boolean	Yes (active) No (not active)
Contract Number	Text	Contract Number
Name	Text	Contract Name
Description	Text	Contract Description
Start Date	Date	Start Date of Contract (begin)
Due Date	Date	Due Date of Contract (end)
Currency	Text	Main Currency of the contract
Application	Text	Inventory Class that the Contract has participate
Layout	Text	Contract Layout (see the comments before)
Utility (Tax Service)	Number	Tax Service Utility Percentage
IVA (Tax Service)	Number	Tax Service IVA Percentage
IVA (Material)	Number	Tax Material IVA Percentage
Portion USD	Number	Portion USD used by L01 layout
Portion COP	Number	Portion COP used by L01 layout
Inventory SubAccount	Text	Created from SmartTickets
Sales Account	Text	Created from SmartTickets
Sales SubAccount	Text	Created from SmartTickets
Goods Account	Text	Created from SmartTickets
Goods SubAccount	Text	Created from SmartTickets

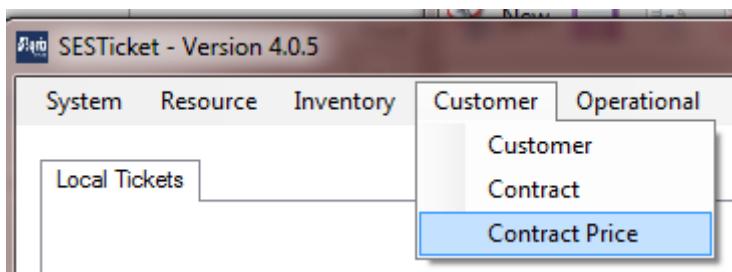
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VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



#### 5.4.1. CONTRACT PRICE

The Base Data “CONTRACT PRICE” has information about the Item and Prices assigned by Customer’s Contract.

To access the Base Data “CONTRACT PRICE” open the menu “Customer” – “Contract Price”.



The screen will be shown with the all CONTRACT PRICE data available.

The Contract Price items are divided in:

Tab Group*	Order	Code Item	Description	Unit
tab7.01	0.00	0	CEMENTACION CASING DE 9 5/8" Y 7"	
tab7.01	0.00	1	CARGOS POR SERVICIO	
tab7.01	0.00	1.1	Cargo básico por operación de cementación csg de 9-5/8"	Global
tab7.01	0.00	1.2	Cargo básico por operación de cementación csg de 7"	Global
tab7.02	0.00	2	LECHADAS	
tab7.02	0.00	2.1	Lechada principal para cementar revestimiento de 9-5/8", cemento clase "G", 15,8 LPG	Pie 3
tab7.02	0.00	2.2	Lechada principal para cementar revestimiento de 7", cemento clase "G", 16 LPG	Pie 3
tab7.02	0.00	2.3	Lechada sacrificio para cementar revestimiento de 7", cemento clase "G", 13,6 LPG	Pie 3
tab7.03	0.00	3	PRODUCTOS QUÍMICOS	
tab7.03	0.00	3.1	Espaciador mecánico base agua (incluye mezcla y bombeo), 12 LPG	Bls
tab7.03	0.00	3.2	Espaciador Reactivo base agua (incluye mezcla y bombeo), 10,1 LPG	Bls
tab7.04	0.00	4	PERSONAL	
tab7.04	0.00	4.1	Ingeniero de Cementación	Actividad
tab7.04	0.00	4.2	Operador Unidad	Actividad
tab7.04	0.00	4.3	Ayudantes	Actividad
tab7.05	0.00	4.4	SENTAMIENTO DE EMPAQUES	
tab7.05	0.00	5	CARGOS POR SERVICIO	
tab7.05	0.00	5.1	Cargo Basico	Actividad
tab7.06	0.00	6	PERSONAL	
tab7.06	0.00	6.1	Operador y Ayudante	Actividad
tab8.01	0.00	7	CARGOS POR SERVICIO	
tab8.01	0.00	7.1	Cargo básico por operación de Tapones de cemento	Global

- 1) **Tab Group** – Each lines could be divided in groups called “Tab Group”. That way the contract prices items can be organized and it will be used on the reports.
- 2) **Header Item** – The header lines are used to organize the group information. The information is filling out with gray color and the values are not used in the calculations.
- 3) **Price Item** – The price lines are used in the tickets. Its values are been used in the Calculations.

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



Information about CONTRACT Base Data. The field in red are obligatory.

Edit Contract Price

<b>Basic Information</b>			
Customer:	META PETROLEUM CORP	Active:	YES
Contract:	5500002450 Oetrosi 3	Exhibit Line on Report:	YES
Tab Group:	tab 7:01	Line Order (group):	0.00
Customer Item Code:	1,1	Is Header:	NO
Description: Cargo básico por operación de cementación csg de 9-5/8"			
<b>Item</b>			
Inventory Class:	Primary Cementing Services	Type:	Service
Sales Unit:	Global		
Contracted Quantity:	0.00		
Sales Price:	1,864.70		
<input type="button" value="Save"/> <input type="button" value="Exit"/>			

Field	Type	Description
Active	Boolean	Yes (active) No (not active)
Exhibit Line on Report	Boolean	Yes / No If "YES" the line will be exhibit on the reports and the values will be calculated If "NO" the line will not be exhibit on the reports and the values will not be calculated
Tab Group	Text	Contract Tab Group that the line will be included
Line Order (group)	Number	Line Position in the Tab Group. This position will be used in the search screen, Ticket Sales Item screen and the reports.
Is Header	Boolean	Yes / No If "YES" the line is a header and cannot be used in the calculations. If "NO" the line is a price line and can be used in the calculations.
Customer Item Code	Text	Customer Item Code defined on the Original Contract
Show CustCode (Report)	Boolean	Yes / No If "YES" the Customer Item Code will be exhibit on the reports. If "NO" the Customer Item Code will not be exhibit on the reports.

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017

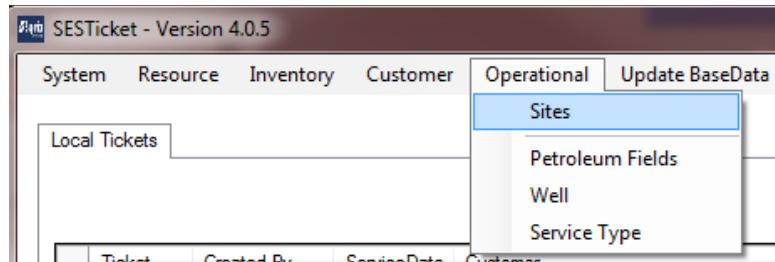


Description	Type	Contract Price Item Full Description
Inventory Class	Text	Inventory Class that the Contract has participate (if something is not showing check the contract in the field "Application")
Sales Unit	Text	Sales Unit used in the Line
Contracted Quantity	Number	Created from SmartTickets
Sales Price	Number	Sales Price in the Line. The currency is the same of the Contract Header.

#### 5.4.1. SITES

The Base Data “SITES” has information about the Superior Energy Sites.

To access the Base Data “SITES” open the menu “Operational” – “Sites”.



The screen will be shown with the all SITES data available.

SESTicket - Sites								
<span style="color: green;">+</span> New Item								
	ID	Name	Description	Address	Attention	Country	State	City
►	01	VILLAVICENCIO	ALMACENAMIENTO DE INSUMOS	KM 4 VIA ACACIAS	CUSTODIO BODEGAS	COLOMBIA	Meta	Villavicencio
	02	RUBIALES	ALMACENAMIENTO DE INSUMOS	CAMPO RUBIALES	CUSTODIO RUBIALES	COLOMBIA	Meta	Puerto Gaitán

Information about SITES Base Data. The field in red are obligatory.

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



frmSiteEdit

Base Information

Site ID: 01  
Name: VILLAVICENCIO  
Description: ALMACENAMIENTO DE INSUMOS

Address

Address: KM 4 VIA ACACIAS  
Attention: CUSTODIO BODEGAS  
Country: COLOMBIA  
State: Meta  
City: Villavicencio

Contact Information

Phone: (578) 669-6100 Fax: \_\_\_\_\_  
Email: Freddy.Sarmiento@superiorenergy.com

Account

Goods Account: \_\_\_\_\_ Goods SubAccount: \_\_\_\_\_  
Inventory Account: \_\_\_\_\_ Inventory Subaccount: \_\_\_\_\_  
Sales Account: \_\_\_\_\_ Sales SubAccount: \_\_\_\_\_

Field	Type	Description
Site ID	Text	Site Identification
Name	Text	Site Name
Description	Text	Site Description
Address	Text	Site Full Address
Attention	Text	Additional Information
Country	Text	Country
State	Text	State
City	Text	City
Phone	Text	Phone
Fax	Text	Fax
Email	Text	Email
Sales Account	Text	Created from SmartTickets
Sales SubAccount	Text	Created from SmartTickets
Goods Account	Text	Created from SmartTickets
Goods SubAccount	Text	Created from SmartTickets
Inventory Account	Text	Created from SmartTickets
Inventory SubAccount	Text	Created from SmartTickets

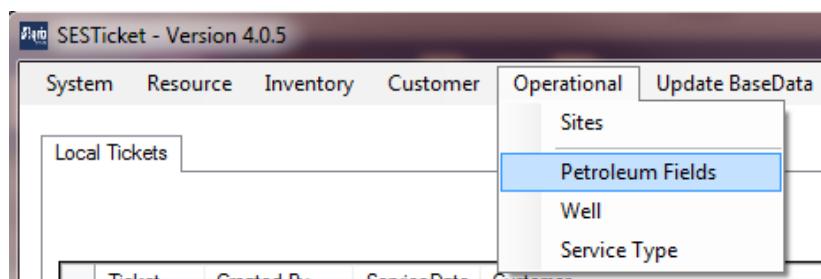
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VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



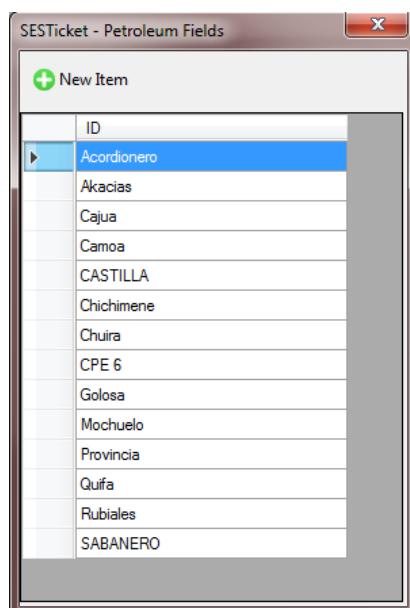
#### 5.4.1. PETROLEUM FIELDS

The Base Data “PETROLEUM FIELDS” has information about the Petroleum Fields.

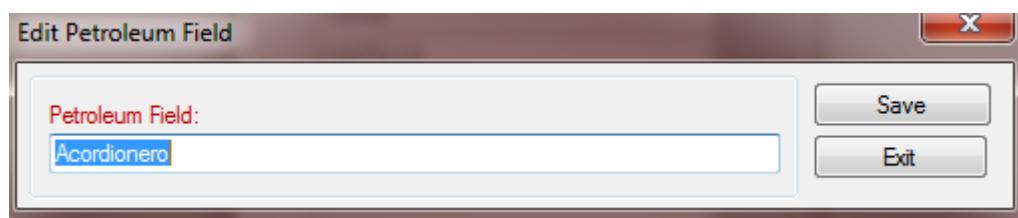
To access the Base Data “PETROLEUM FIELDS” open the menu “Operational” – “Petroleum Fields”.



The screen will be shown with the all PETROLEUM FIELDS data available.



Information about PETROLEUM FIELDS Base Data. The field in red are obligatory.



Field	Type	Description
Petroleum Field	Text	Petroleum Field name

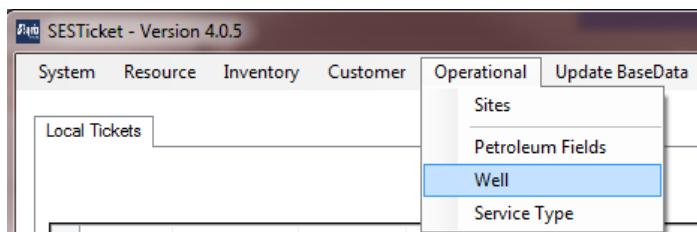
DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



#### 5.4.1. WELL

The Base Data “WELL” has information about the Wells.

To access the Base Data “WELL” open the menu “Operational” – “Well”.



The screen will be shown with the all WELL data available.

SESTicket - Well List							
<span style="color: green;">+</span> New Item <span style="color: green;">+</span> Export Data <span style="color: green;">+</span> Import Data							
Well ID	Name	Field	Country	State	City	Site	Active
ACORDIONER	ACORDIONERO 4	Acordionero	COLOMBIA	Cesar	San Martín	VILLAVICENCIO	YES
AKACIAS 20	AKACIAS 20	AKACIAS	COLOMBIA	Meta	Acacias	VILLAVICENCIO	YES
AMATISTA 11D	AMATISTA 11D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	VILLAVICENCIO	YES
AMATISTA 12D	AMATISTA 12D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	VILLAVICENCIO	YES
AMATISTA 13D	AMATISTA 13D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	VILLAVICENCIO	YES
AMATISTA 14D	AMATISTA 14D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	VILLAVICENCIO	YES
AMATISTA 17D	AMATISTA 17D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	VILLAVICENCIO	YES
AMATISTA 8	AMATISTA 8D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	VILLAVICENCIO	YES
AMATISTA 9D	AMATISTA 9D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	VILLAVICENCIO	YES
AMATISTA 9D ST	AMATISTA 9D ST	CAJUA	COLOMBIA	Meta	Puerto Gaitán	VILLAVICENCIO	YES
AMBAR 20H	AMBAR 20H ST	CAJUA	COLOMBIA	Meta	Puerto Gaitán	VILLAVICENCIO	YES
AMBAR 81D	AMBAR 81D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	VILLAVICENCIO	YES
AMBAR 87D	AMBAR 87D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	VILLAVICENCIO	YES
AMBAR 88D	AMBAR 88D ST2	CAJUA	COLOMBIA	Meta	Puerto Gaitán	VILLAVICENCIO	YES
CA 257	CASTILLA 257	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	VILLAVICENCIO	YES
CA 281	CASTILLA 281	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	VILLAVICENCIO	YES
CA 327	CASTILLA 327	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	VILLAVICENCIO	YES
CA 330	CASTILLA 330	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	VILLAVICENCIO	YES
CA 333	CASTILLA 333	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	VILLAVICENCIO	YES
CA 340	CASTILLA 340	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	VILLAVICENCIO	YES
CA 342	CASTILLA 342	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	VILLAVICENCIO	YES
CA 343	CASTILLA 343	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	VILLAVICENCIO	YES
CA 344	CASTILLA 344	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	VILLAVICENCIO	YES
CA 358	CASTILLA 358	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	VILLAVICENCIO	YES
CA 359	CASTILLA 359	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	VILLAVICENCIO	YES

Information about WELL Base Data. The field in red are obligatory.

Base Information	
Well ID:	ACORDIONER
Name:	ACORDIONERO 4
Field:	Acordionero
Location	
Site:	VILLAVICENCIO
Country:	COLOMBIA
State:	Cesar
City:	San Martín
<input type="button" value="Save"/> <input type="button" value="Exit"/>	

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017

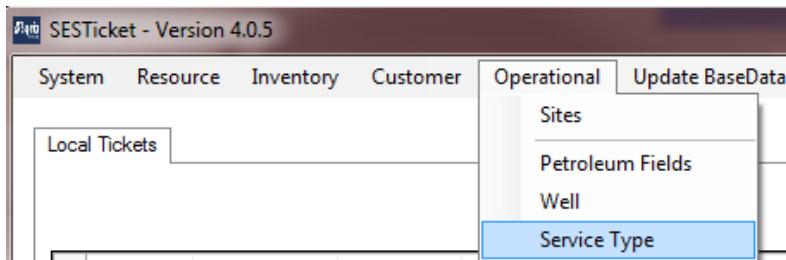


Field	Type	Description
Active	Boolean	Yes (active) No (not active)
Well ID	Text	Well Identification
Field	Text	Petroleum Field (from PETROLEUM FIELD BaseData)
Site	Text	Site Id (from SITE BaseData)
Country	Text	Country
State	Text	State
City	Text	City

#### 5.4.1. SERVICE TYPE

The Base Data “SERVICE TYPE” has information about the Services Type.

To access the Base Data “SERVICE TYPE” open the menu “Operational” – “Service Type”.



The screen will be shown with the all SERVICE TYPE data available.

SESTicket - Service Type	
New Item	
Active: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Service Type	Active
BOMBEO	YES
BOMBEO DE FLUIDOS	YES
BOMBEO DE TAPONES	YES
CEMENTACION CASING 13 3/8"	YES
CEMENTACION CASING 7"	YES
CEMENTACION CASING 9 5/8"	YES
CEMENTACION LINER DE 5"	YES
CEMENTACION LINER DE 7"	YES
EMPAQUETAMIENTO GRAVA	YES
OPERACIÓN DE PESCA	YES
PRUEBA DE INYECTIVIDAD	YES
PRUEBA TUBERIA	YES
SENTAMIENTO DE BRIDGE PLUG	YES
SENTAMIENTO DE CEMENT RETAINER	YES
SENTAMIENTO DE EMPAQUE	YES
SENTAMIENTO DE LINER	YES
SERVICIO CEMENTACION	YES
SERVICIO CEMENTACION REMEDIAL	YES
SQUEEZE CIRCULADO	YES
SQUEEZE FORZADO	YES
SUMINISTRO EQUIPO FLOTACION	YES
TAPON DE ABANDONO	YES

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



Information about SERVICE TYPE Base Data. The field in red are obligatory.

Field	Type	Description
Active	Boolean	Yes (active) No (not active)
Service Type	Text	Service Type Description

#### 5.4.1. EXPORT UTILITY

The BaseData tables can be exported in Excel format and re-imported to update data and/or import new lines.

This tool is available only on these BaseData tables: EQUIPMENT, WORKER, INVENTORY ITEM, CONTRACT PRICE and WELL.

The export utility is available on the menu called “Export Data” in each BaseData screen.

##### To Export Data:

1 – Open the BaseData that you want export and click on “Export Data” menu.

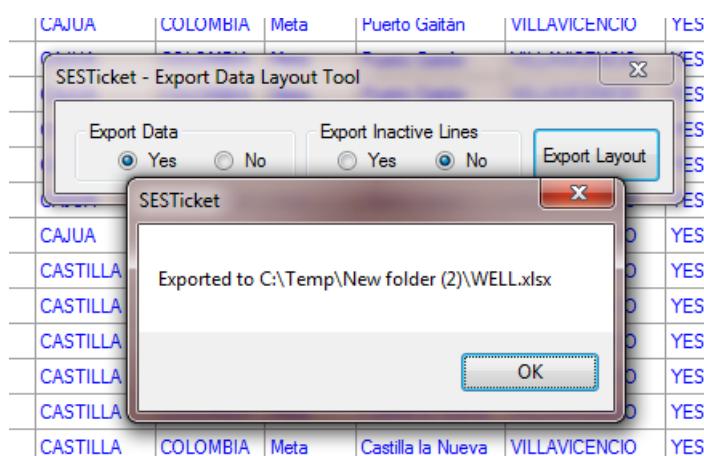
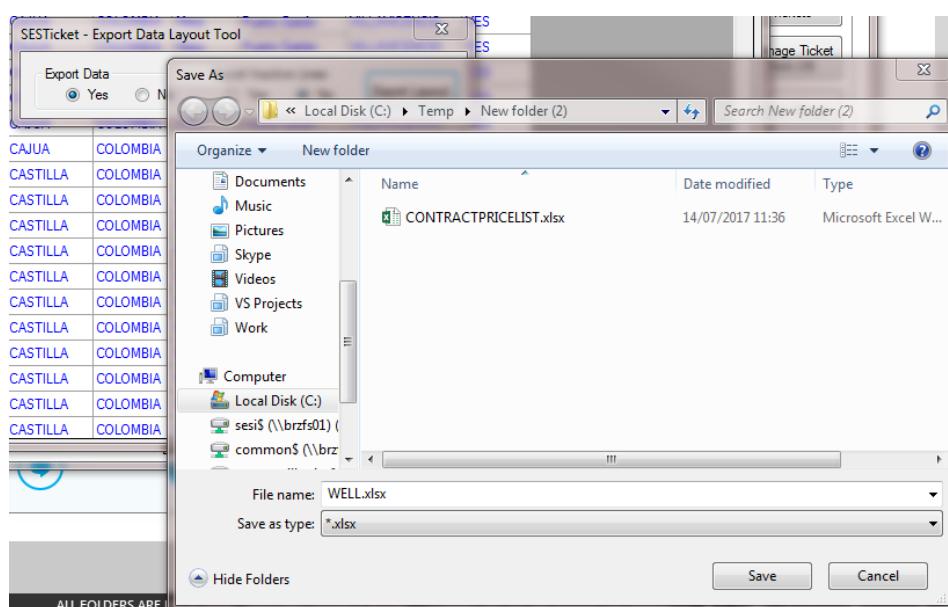
Well ID	Name	Field	Country	State	City	Site	Active
ACORDIONER	ACORDIONERO 4	Acordionero	COLOMBIA	Cesar	San Martín	VILLAVICENCIO	YES
AKACIAS 20	AKACIAS 20	AKACIAS	COLOMBIA	Meta	Acacias	VILLAVICENCIO	YES
AMATISTA 11D	AMATISTA 11D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	VILLAVICENCIO	YES
AMATISTA 12D	AMATISTA 12D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	VILLAVICENCIO	YES
AMATISTA 13D	AMATISTA 13D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	VILLAVICENCIO	YES
AMATISTA 14D	AMATISTA 14D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	VILLAVICENCIO	YES
AMATISTA 17D	AMATISTA 17D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	VILLAVICENCIO	YES

2 – The export utility will open with these options:

Export Data: If you want export all lines (“YES”) or only the template empty (“NO”)

Choose the options and click in “Export Layout”. At this moment the system will ask the path to save the file.

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



3 – The data is available on the path.

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



The screenshot shows a Microsoft Excel spreadsheet titled "WELL.xlsx - Excel". The table has the following structure:

	A	B	C	D	E	F	G	H
1	WELLID*	NAME*	PETRFIELDID*	COUNTRY*	STATE*	CITY*	SITEID*	ACTIVE*
3	ACORDIONER	ACORDIONERO 4	Acordionero	COLOMBIA	Cesar	San Martín	01	YES
4	AKACIAS 20	AKACIAS 20	AKACIAS	COLOMBIA	Meta	Acacias	01	YES
5	AMATISTA 11D	AMATISTA 11D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01	YES
6	AMATISTA 12D	AMATISTA 12D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01	YES
7	AMATISTA 13D	AMATISTA 13D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01	YES
8	AMATISTA 14D	AMATISTA 14D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01	YES
9	AMATISTA 17D	AMATISTA 17D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01	YES
10	AMATISTA 8	AMATISTA 8D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01	YES
11	AMATISTA 9D	AMATISTA 9D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01	YES
12	AMATISTA 9D ST	AMATISTA 9D ST	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01	YES
13	AMBAR 20H	AMBAR 20H ST	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01	YES
14	AMBAR 81D	AMBAR 81D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01	YES
15	AMBAR 87D	AMBAR 87D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01	YES
16	AMBAR 88D	AMBAR 88D ST2	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01	YES
17	CA 257	CASTILLA 257	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01	YES
18	CA 281	CASTILLA 281	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01	YES
19	CA 327	CASTILLA 327	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01	YES
20	CA 330	CASTILLA 330	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01	YES
21	CA 333	CASTILLA 333	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01	YES
22	CA 340	CASTILLA 340	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01	YES
23	CA 340	CASTILLA 340	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01	YES

#### 5.4.1. IMPORT UTILITY

After export data and change all information the information can be imported again through Import Utility.

Attention:

- The Import Utility imports only Excel files that generated by Export Utility
- The column datatype must be respected (text, number, etc.). If have doubt check the comments in the Column Header
- Don't change the column header name and don't change/deleted the line #2 (in hidden). This column is used to control.

This tool is available only on these BaseData tables: EQUIPMENT, WORKER, INVENTORY ITEM, CONTRACT PRICE and WELL.

The export utility is available on the menu called “Import Data” in each BaseData screen.

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



### To Import Data:

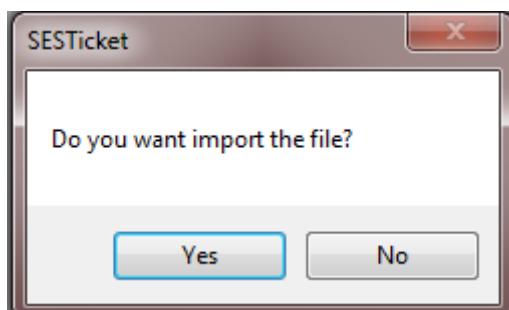
1 – Open the BaseData that you want export and click on “Import Data” menu.

Well ID	Name	Field	Country	State	City	Site	Active
ACORDIONER	ACORDIONERO 4	Acordionero	COLOMBIA	Cesar	San Martín	VILLAVICENCIO	YES
AKACIAS 20	AKACIAS 20	AKACIAS	COLOMBIA	Meta	Acacias	VILLAVICENCIO	YES
AMATISTA 11D	AMATISTA 11D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	VILLAVICENCIO	YES
AMATISTA 12D	AMATISTA 12D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	VILLAVICENCIO	YES

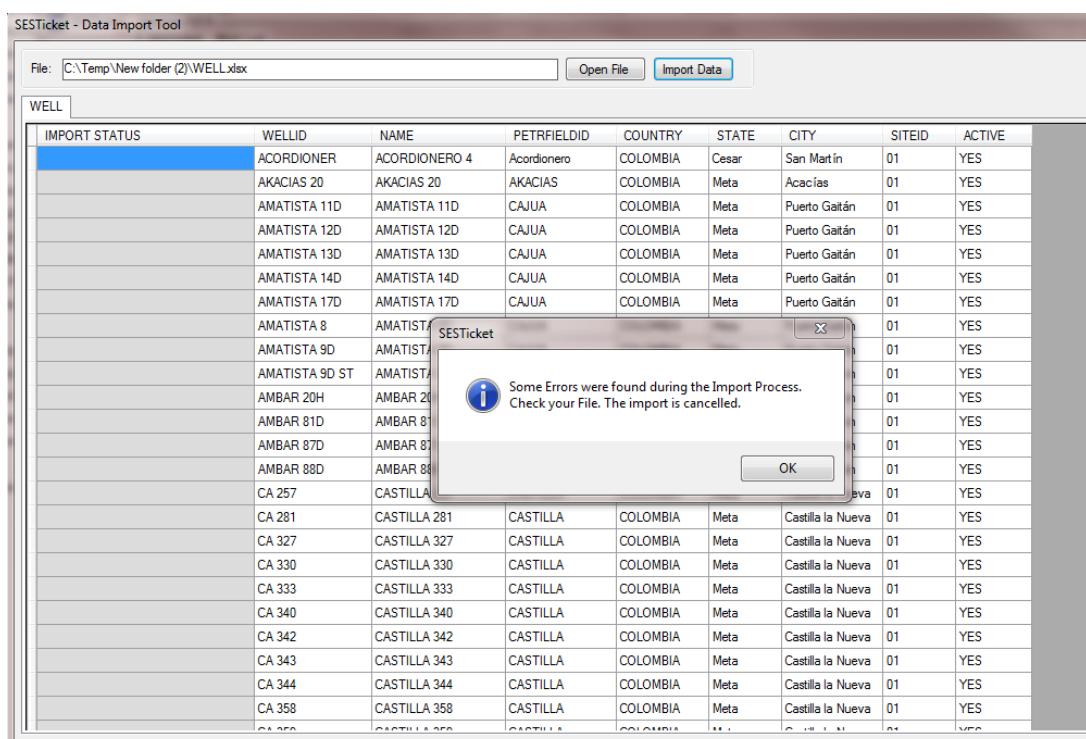
2 – Click on button “Open File” and choose the file that wants to be imported.

3 – Click in “Import Data”. At this moment the system is checking the information provided by the Excel file.

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL			 <b>Superior</b> <small>ENERGY SERVICES</small>
VERSION:	1.0	AUTHOR:	FERNANDO MELO	
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017	



4 – If the system find something wrong, a message is exhibit and you should analyze it and fix it. After that, you can re-import the file again.



IMPORT STATUS	WELLID	NAME	PETRFIELDID	COUNTRY	STATE	CITY	SITEID	ACTIVE
ACORDIONER	ACORDIONERO 4	Acordionero	COLOMBIA	Cesar	San Martín	01	YES	
AKACIAS 20	AKACIAS 20	AKACIAS	COLOMBIA	Meta	Acacias	01	YES	
AMATISTA 11D	AMATISTA 11D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01	YES	
AMATISTA 12D	AMATISTA 12D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01	YES	
AMATISTA 13D	AMATISTA 13D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01	YES	
AMATISTA 14D	AMATISTA 14D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01	YES	
AMATISTA 17D	AMATISTA 17D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01	YES	
AMATISTA 8	AMATISTA 8	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01	YES	
AMATISTA 9D	AMATISTA 9D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01	YES	
AMATISTA 9D ST	AMATISTA 9D ST	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01	YES	
AMBAR 20H	AMBAR 20H	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01	YES	
AMBAR 81D	AMBAR 81D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01	YES	
AMBAR 87D	AMBAR 87D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01	YES	
AMBAR 88D	AMBAR 88D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01	YES	
CA 257	CASTILLA	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01	YES	
CA 281	CASTILLA 281	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01	YES	
CA 327	CASTILLA 327	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01	YES	
CA 330	CASTILLA 330	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01	YES	
CA 333	CASTILLA 333	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01	YES	
CA 340	CASTILLA 340	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01	YES	
CA 342	CASTILLA 342	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01	YES	
CA 343	CASTILLA 343	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01	YES	
CA 344	CASTILLA 344	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01	YES	
CA 358	CASTILLA 358	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01	YES	
CA 359	CASTILLA 359	CASTILLA	COLOMBIA	***	Castilla la Nueva	01	YES	

The line with problem is identified on column “IMPORT STATUS”. You can getting more information with double click on the registry.

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL						 ENERGY SERVICES		
VERSION:	1.0	AUTHOR:		FERNANDO MELO					
UPDATED BY:	FERNANDO MELO	UPDATE DATE:		19/July/2017					

SESTicket - Data Import Tool

File: C:\Temp\New folder (2)\WELL.xlsx      Open File      Import Data

WELL

IMPORT STATUS	WELLID	NAME	PETRFIELDID	COUNTRY	STATE	CITY	SITEID	ACTIVE
RB 991H			PUBIALES	COLOMBIA	Meta	Puerto Gaitán	01	YES
RB 995H							01	YES
RB 998H							01	YES
RB DW 18H							01	YES
RB DW 19H							01	YES
RB DW 21H							01	YES
RB DW 87							01	YES
RB1358H							01	YES
SAB 17D							01	YES
SAB 17D ST							01	YES
SAB 18D							01	YES
SAB 19D							01	YES
SAB 1A							01	YES
SAB 2							01	YES
SAB 20 D							01	YES
SAB 24 D							01	YES
SAB 27 D							01	YES
SAB 4D							01	YES
SAB 4WD ST							01	YES
SAB 6 ST	SABANERO EST - 6 ST	SABANERO	COLOMBIA	Meta	Puerto Gaitán	01	YES	
SAB 9D	SABANERO 9D	SABANERO	COLOMBIA	Meta	Puerto Gaitán	01	YES	
SANTOS 122	SANTOS 122	PROVINCIA	COLOMBIA	Santander	Sabana de Torres	01	YES	
SANTOS 132	SANTOS 132	PROVINCIA	COLOMBIA	Santander	Sabana de Torres	01	YES	
Error: CITY is invalid#	PRUEBA	PRUEBA	SABANERO	COLOMBIA	Santander	01	YES	

SESTicket - Data Import Tool Detail

Import Detail

Error: CITY is invalid

Close

5 – If the system does not finding any problem so the Synchronization is made and the Import Status will resume the import process.

SESTicket - Data Import Tool

File: C:\Temp\New folder (2)\WELL.xlsx      Open File      Import Data

WELL

IMPORT STATUS	WELLID	NAME	PETRFIELDID	COUNTRY	STATE	CITY	SITI
OK - Updated	ACORDIONER	ACORDIONERO 4	Acordionero	COLOMBIA	Cesar	San Martín	01
OK - Updated	AKACIAS 20	AKACIAS 20	AKACIAS	COLOMBIA	Meta	Acacias	01
OK - Updated	AMATISTA 11D	AMATISTA 11D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01
OK - Updated	AMATISTA 12D	AMATISTA 12D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01
OK - Updated	AMATISTA 13D	AMATISTA 13D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01
OK - Updated	AMATISTA 14D	AMATISTA 14D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01
OK - Updated	AMATISTA 17D	AMATISTA 17D	CAJUA	COLOMBIA	Meta	Puerto Gaitán	01
OK - Updated	AMATISTA 8	AMATISTA 8D				Puerto Gaitán	01
OK - Updated	AMATISTA 9D	AMATISTA 9D				Puerto Gaitán	01
OK - Updated	AMATISTA 9D ST	AMATISTA 9D ST				Puerto Gaitán	01
OK - Updated	AMBAR 20H	AMBAR 20H ST				Puerto Gaitán	01
OK - Updated	AMBAR 81D	AMBAR 81D				Puerto Gaitán	01
OK - Updated	AMBAR 87D	AMBAR 87D				Puerto Gaitán	01
OK - Updated	AMBAR 88D	AMBAR 88D ST2				Puerto Gaitán	01
OK - Updated	CA 257	CASTILLA 257				Castilla la Nueva	01
OK - Updated	CA 281	CASTILLA 281	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01
OK - Updated	CA 327	CASTILLA 327	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01
OK - Updated	CA 330	CASTILLA 330	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01
OK - Updated	CA 333	CASTILLA 333	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01
OK - Updated	CA 340	CASTILLA 340	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01
OK - Updated	CA 342	CASTILLA 342	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01
OK - Updated	CA 343	CASTILLA 343	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01
OK - Updated	CA 344	CASTILLA 344	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01
OK - Updated	CA 358	CASTILLA 358	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01
OK - Updated	CA 359	CASTILLA 359	CASTILLA	COLOMBIA	Meta	Castilla la Nueva	01

SESTicket

Data imported successfully

OK

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VERSION:	1.0	AUTHOR:	FERNANDO MELO	
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017	

## 5.5. TICKET

In this chapter you will finding all information about the Service Tickets.

### 5.5.1. UNDERSTAND THE TICKET

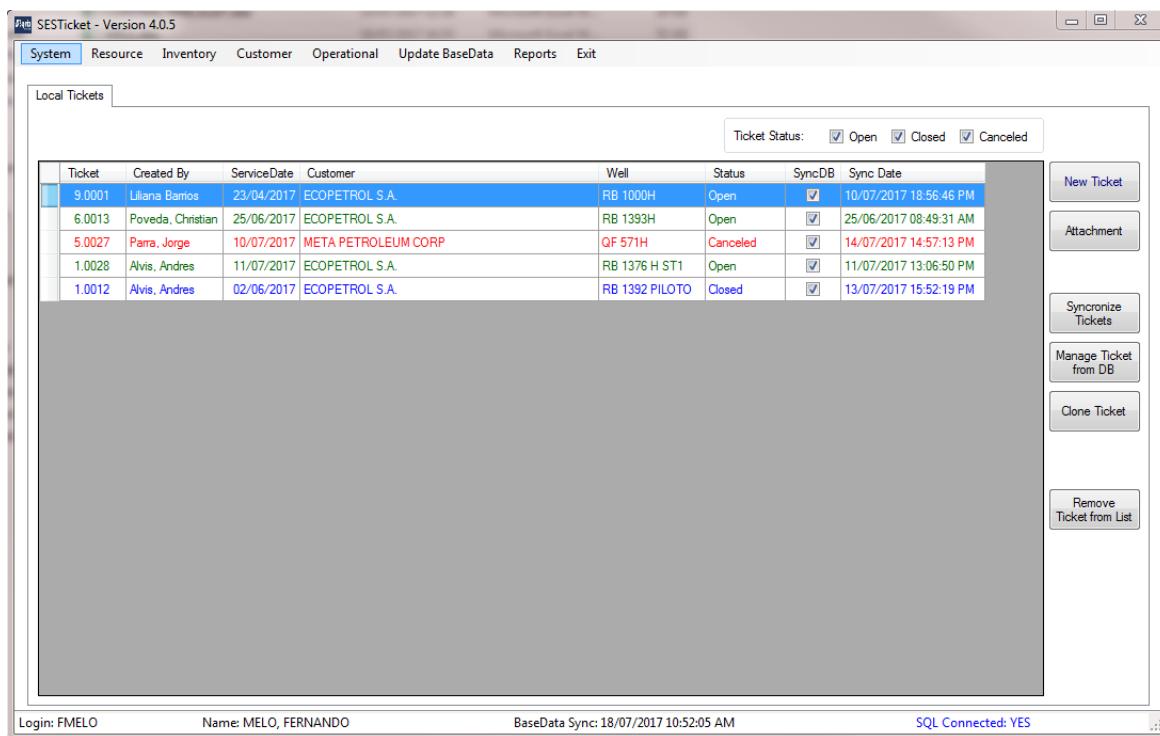
When the Superior Engineer proceed with some job on the customer the information about Sales Item, Job work, workers and inventories are generated. The information is storage on the system and it's called Ticket.

The Ticket always is associate with Customer and Contract. The service prices is defined by Account Receivable on Colombia and the information is inputted on the SESTicket through CONTRACT and CONTRACT PRICE BaseData.

The Ticket can 3 different status:

Status	Identified by Color	Description
Open	Green	When the ticket has open status its mean that the activities are not finished yet.
Closed	Blue	When the ticket has Closed status its mean that the activities are finished and anything can be changed.
Canceled	Red	When the ticket has Canceled status its mean that the System Administrator canceled the Ticket and the information is not more necessary.

The Main Screen exhibit the information of all Tickets created locally. This tickets is synchronizing with Database Server when the user is connected on the Superior network. The ticket colors are respected the Ticket status.

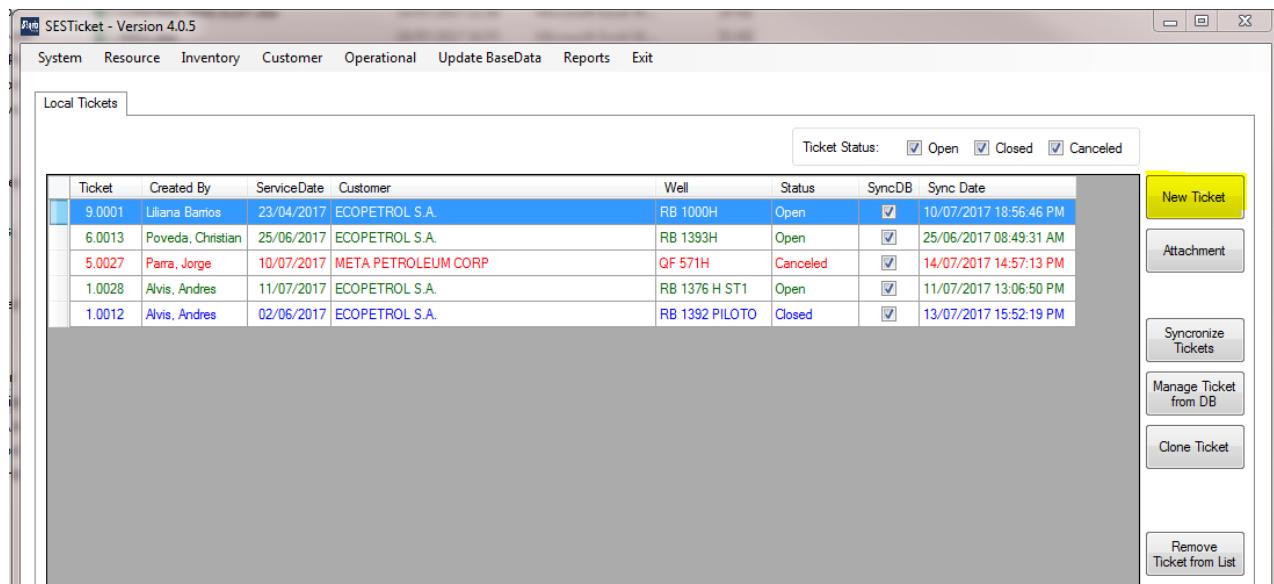


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VERSION:	1.0	AUTHOR:	FERNANDO MELO	
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017	

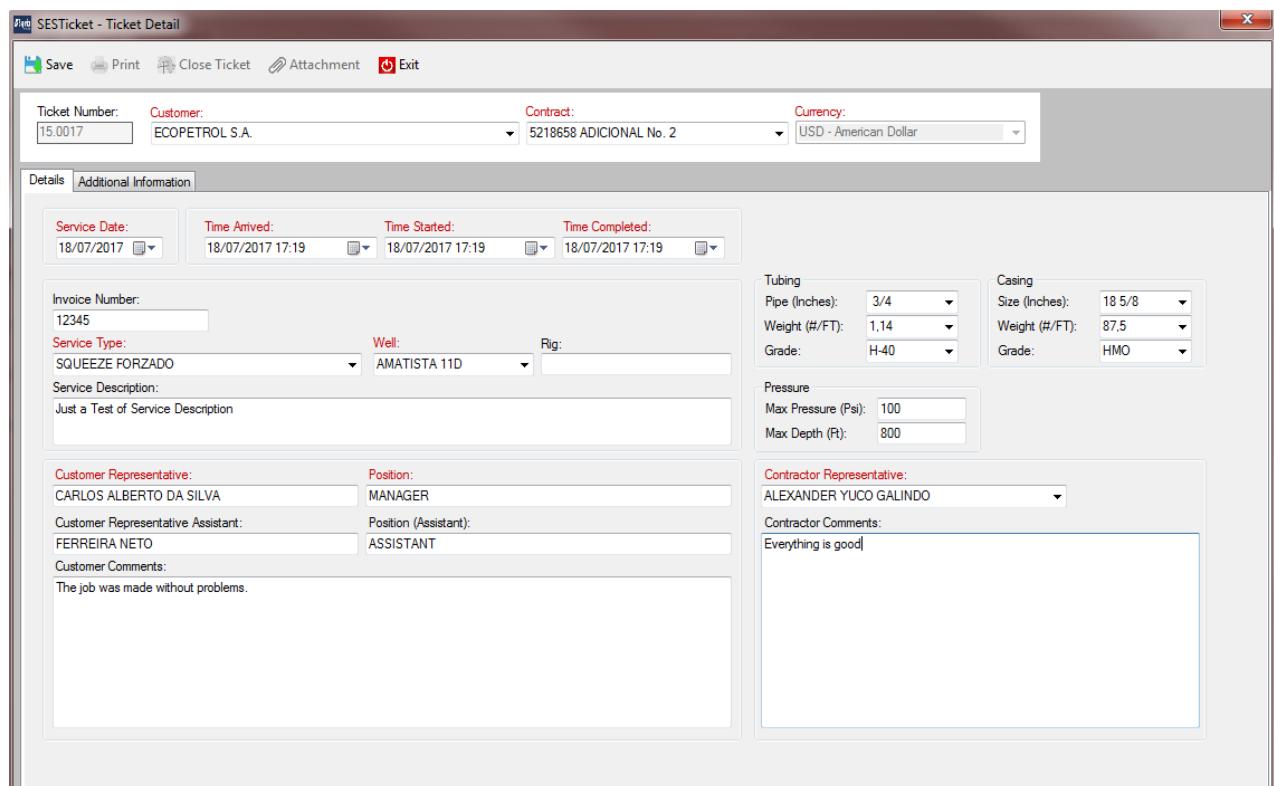
The next chapters you will have the knowledge about the Ticket administration.

### 5.5.1. CREATE A NEW TICKET

1 – On the Main Screen, click in “New Ticket”



2 – At this moment, the screen is showing. Fill in the fields on “Details” tab. The field in red are obligatories.



The screenshot shows the "Ticket Detail" window with the "Details" tab selected. The top header includes Save, Print, Close Ticket, Attachment, and Exit. The main form contains the following data:

- Customer:** ECOPETROL S.A.
- Contract:** 5218658 ADICIONAL No. 2
- Currency:** USD - American Dollar
- Service Date:** 18/07/2017
- Time Arrived:** 18/07/2017 17:19
- Time Started:** 18/07/2017 17:19
- Time Completed:** 18/07/2017 17:19
- Invoice Number:** 12345
- Service Type:** SQUEEZE FORZADO
- Well:** AMATISTA 11D
- Rig:** [empty]
- Tubing:**
  - Pipe (Inches): 3/4
  - Weight (#/FT): 1.14
  - Grade: H-40
- Casing:**
  - Size (Inches): 18 5/8
  - Weight (#/FT): 87.5
  - Grade: HMO
- Pressure:**
  - Max Pressure (Psi): 100
  - Max Depth (ft): 800
- Customer Representative:** CARLOS ALBERTO DA SILVA (Position: MANAGER)
- Customer Representative Assistant:** FERREIRA NETO (Position (Assistant): ASSISTANT)
- Customer Comments:** The job was made without problems.
- Contractor Representative:** ALEXANDER YUCO GALINDO
- Contractor Comments:** Everything is good!

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VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017

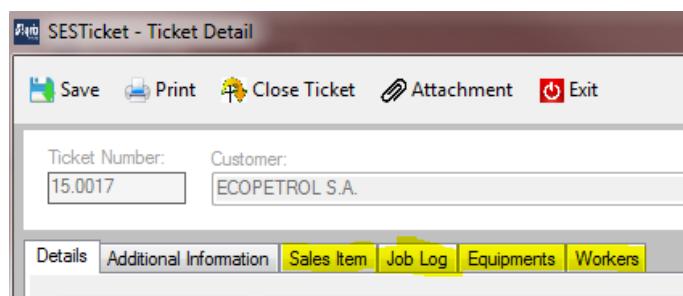
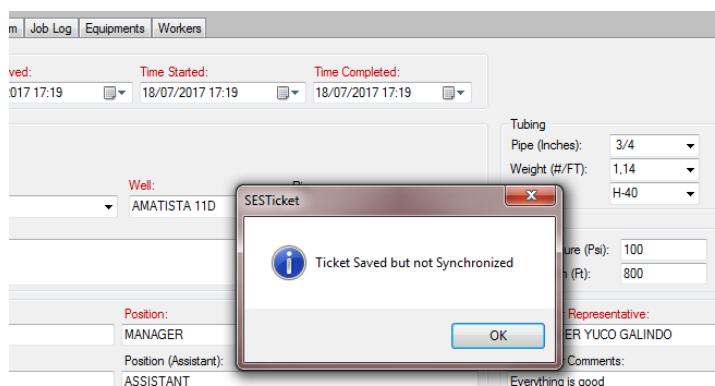


Field	Description
Ticket Number	Its automatically generated based on the User ID (see the USER BaseUser)
Customer	Customer Name (provided from CUSTOMER BaseData)
Contract	Customer's Contract (from CONTRACT BaseData). Only Active contracts and/or due date not expired.
Service Date	Service Date
Time Arrived	Date/Time that arrives on the customer
Time Started	Date/Time that the activities started on the customer
Time Finished	Date/Time that the activities were finished on the customer
Invoice Number	Invoice Number provided by customer
Service Type	Service Type BaseData (only "Activity" will appear on this combo box)
Well	Well BaseData (only "Activity" will appear on this combo box)
Rig	Rig Information
Service Description	Full Service Description
Customer Representative	Name of Customer Representative – Responsible for the Job
Position	Customer Representative Position
Customer Representative Assistant	Name of Customer Representative Assistant
Position (Assistant)	Customer Representative Assistant Position
Customer Comments	Customer Comments – This information will appear on the Ticket report.
Contractor Representative	Superior's Contractor Representative
Contractor Comments	Superior's Contractor Comments – This information will appear on the Ticket report.
Tubing – Pipe (Inches)	Tubing Pipe (Inches)
Tubing – Weight (#/FT)	Tubing Weight (#/FT)
Tubing – Grade	Tubing Grade
Casing – Size (Inches)	Casing Size (Inches)
Casing – Weight (#/FT)	Casing Weight (#/FT)
Casing – Grade	Casing Grade
Pressure – Max Pressure (Psi)	Pressure Max Pressure (Psi)
Pressure – Max Depth (Ft)	Pressure Max Depth (Ft)

3 – After click in “Save” the information will be saved. The message “Ticket Saved but not Synchronized” mean that the ticket was saved but the information is only one on the computer.

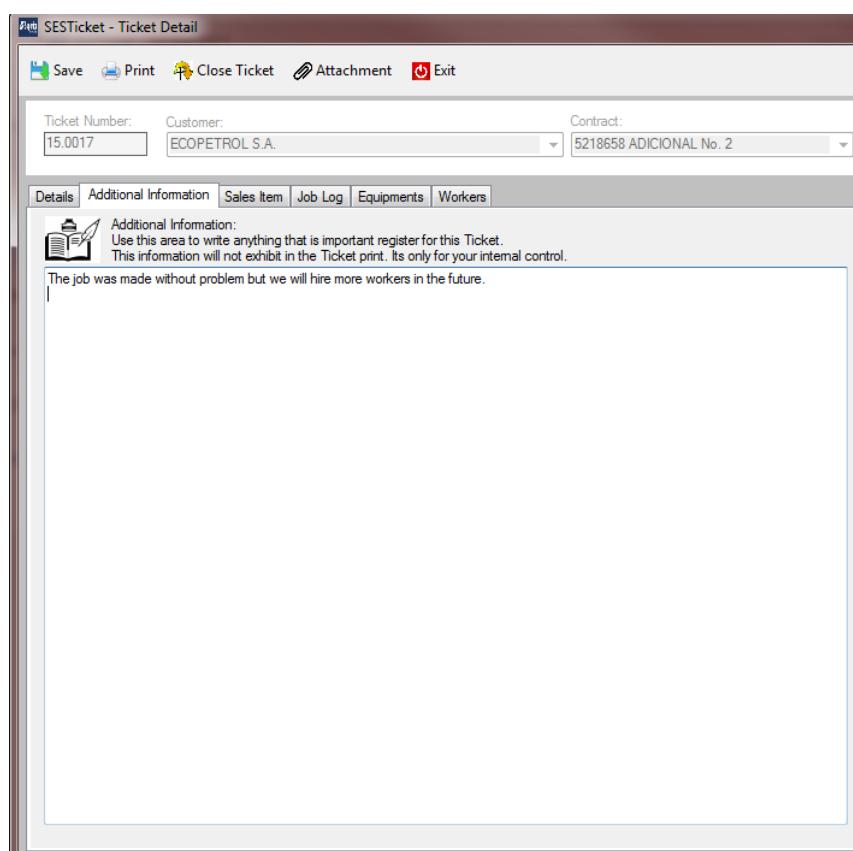
At this moment, the new tabs “Sales Item”, “Job Log”, “Equipment” and “Workers” will appear.

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



### 5.5.1. ADDITIONAL INFORMATION

The tab “Additional Information” is a memo area that can be used to include the any information for internal control. This information will not appear in Ticket Reports.



DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL			 <small>ENERGY SERVICES</small>
VERSION:	1.0	AUTHOR:	FERNANDO MELO	
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017	

### 5.5.1. SALES ITEM

The tab “Sales Item” is responsible to get the Contract Prices Items and make the calculations for the Customer.

The Sales Item screen change depends on the Contract Layout defined (see the chapter 5.4.1 CONTRACT)

#### Layout: L01-Meta Petroleum

- ✓ The tickets does not permits give Discounts on the Sales Items.
- ✓ Ticket Sales Item will calculate the Portions.

Example:

Sales Item										
				Exchange Rate (COP):		Discount (%):		Ok		
Type	Group	Item	Description	Unit	Qty	Price Unit (USD)	Disc (%)	Total (USD)	Portion USD 65%	Portion COP 35%
Service	tab7:01	1.1	Cargo básico por operación de cementación csg de 9-5/8"	Global	1.00	1,864.70	0.00	1,864.70	1,212.06	1,827,406.00
Service	tab7:01	1.2	Cargo básico por operación de cementación csg de 7'	Global	1.00	1,864.70	0.00	1,864.70	1,212.06	1,827,406.00
Service	tab7:02	2.1	Lechada principal para cementar revestimiento de 9-5/8", cemento cla...	Pie 3	163.00	11.44	0.00	1,864.72	1,212.07	1,827,425.60
Service	tab7:02	2.2	Lechada principal para cementar revestimiento de 7", cemento clase "...	Pie 3	365.00	22.44	0.00	8,190.60	5,323.89	8,026,788.00
Service	tab7:02	2.3	Lechada sacrificio para cementar revestimiento de 7", cemento clase "...	Pie 3	186.00	7.29	0.00	1,355.94	881.36	1,328,821.20
Service	tab7:03	3.1	Espaciador mecánico base agua (incluye mezcla y bombeo). 12 LPG	Bls	55.00	47.68	0.00	2,622.40	1,704.56	2,569,952.00
Service	tab7:03	3.2	Espaciador Reactivo base agua (incluye mezcla y bombeo). 10.1 LPG	Bls	40.00	64.51	0.00	2,580.40	1,677.26	2,528,792.00
Service	tab7:04	4.1	Ingeniero de Cementación	Activid...	1.00	450.00	0.00	450.00	292.50	441,000.00
Service	tab7:04	4.2	Operador Unidad	Activid...	2.00	350.00	0.00	700.00	455.00	686,000.00
Service	tab7:04	4.3	Ayudantes	Activid...	2.00	400.00	0.00	800.00	520.00	784,000.00

Inventory Item		Totals	
Description		SubTotal	26,049.46
Cargo básico por operación de cementación csg de 9-5/8"		Utilidad 2.2%	16,932.15
			25,528,470.80
		IVA 19%	573.09
			561,626.36
		Total	108.89
			70.78
			106,709.01
		Total	26,158.35
			17,002.93
			25,635,179.81

Unit	
Global	

#### Layout: L02-Ecopetrol

- ✓ The tickets are available to generate Discounts
- ✓ The Material and Services taxes and totals are generated independents of each other.
- ✓ This layout does not use the Portion

Example:

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL			 Superior ENERGY SERVICES
VERSION:	1.0	AUTHOR:	FERNANDO MELO	
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017	

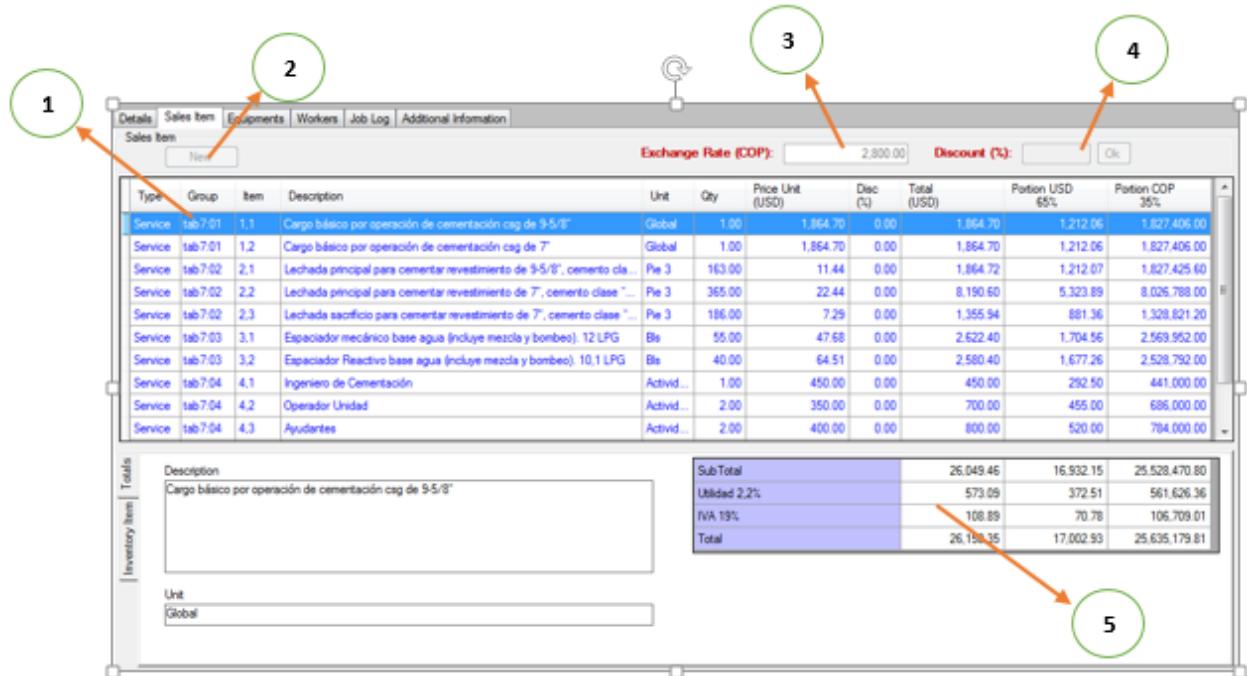
Sales Item

Type	Group	Item	Description	Unit	Qty	Price Unit (USD)	Disc (%)	Total no Discount (USD)	Total (USD)
Material	tab6:11	1.103	Non Rotating Top and Bottom Plug 7"	Ea	1.00	666.89	3.00	666.89	646.88
Material	tab6:11	1.107	Centralizador spiral Rigid de 7" x 8 1/2"	Ea	6.00	146.57	3.00	879.42	853.04
Material	tab6:11	1.108	Centralizador semirígido tipo integral construido de una sola pieza sin soldaduras de 7" x ...	Ea	47.00	149.71	3.00	7.036.37	6.825.28
Material	tab6:11	1.110	Stop Collar de 7" tipo Anillo	Ea	106.00	24.50	3.00	2.597.00	2.519.09
Material	tab6:11	1.163	Soldadura Liquida, Kit de 1/2 Libra	Ea	1.00	38.11	3.00	38.11	36.97
Material	tab6:11	1.92	Zapato Flotador 7", Nariz de Aluminio, excéntrica, con puertos laterales de circulación up ...	Ea	1.00	3.496.73	3.00	3.496.73	3.391.83
Material	tab6:11	1.97	Collar Flotador 7", válvula sencilla, non rotating, P-110, 26-32 lb/ft, BTC, (Recomendado ...	Ea	1.00	993.53	3.00	993.53	963.72

Totals

Description	Non Rotating Top and Bottom Plug 7"	
Unit	Ea	
Service	SubTotal without IVA	15,708.05
	Discount	471.24
Material	SubTotal without IVA (Discount)	15,236.81
	19% IVA	2,894.99
	Total with IVA	18,131.80

## UNDERSTAND THE SALES ITEM SCREEN



1 – Sales Item Grid: Each line is a Contract Price Item with prices, discounts, etc.

2 – “New” button: Used to include a new Contract Price Item

3 – Exchange Rate (COP): This Exchange Rate in COP (Colombia Pesos) used in the conversion to USD.

4 – Discount (%): Apply discount (%) in all Contract Price Item

5 – Totals Grid: Totals of the all lines of Sales Item Grid

1 – Sales Item Grid: Each line is a Contract Price Item with prices, discounts, etc.

2 – “New” button: Used to include a new Contract Price Item

3 – Exchange Rate (COP): This Exchange Rate in COP (Colombia Pesos) used in the conversion to USD.

4 – Discount (%): Apply discount (%) in all Contract Price Item

5 – Totals Grid: Totals of the all lines of Sales Item Grid

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



### 5.5.1.1. ADD SALE ITEM

1 – Inform the “Exchange Rate (COP)”. Without this information, the screen below will advise you about it.

The screenshot shows a standard Windows-style error dialog box. The title bar says "SESTicket". The main area contains a yellow triangle with an exclamation mark and the text "The Exchange Rate must be greater than zero". A blue "OK" button is at the bottom right.

2 – Click on Button “New”

The screenshot shows a simple dialog box with the title "Sales Item". Inside, there is a single button labeled "New".

3 – The “Edit Sales Item” will appearing. Click on button “Search” to choose the new Contract Price Item.

The screenshot shows the "Edit Sales Item" dialog box. It has several input fields and buttons. At the top, there are fields for "Item:" and "Description:", and a "Search" button. Below that are fields for "Unit:" (set to "USD") and "Currency:" (set to "USD"). There is also a "Sales Price:" field. On the right side, there are several calculated fields: "Price Unit:" (0.00), "Quantity:" (0.00), "Total (no Disc.):" (0.00), "Discount (%):" (0.00), "Discount Value:" (0.00), and "Total:" (0.00). A checkbox "by Perc (%)" is checked next to the discount percentage field. At the bottom are "Save" and "Cancel" buttons.

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



4 – In the “Search Contract Price Item” screen choose the Item with double click.

Obs.: The lines in gray are Headers and it not permit to choose.

Just Contract Price Lines with Active equal “YES” will exhibit.

Search Contract Price Item

Search by: Description				Ticket Status: <input checked="" type="checkbox"/> Service <input checked="" type="checkbox"/> Material	Ok	Reset
Type	Group	Item	Description	Sales Price	Unit	
Service	tab6:01	1	CARGOS POR OPERACIONES DE CEMENTACION [7]	0.00		
Service	tab6:01	1.1	Cargo por operación de cementación de 30" a 20"	6,595.63	Global	
Service	tab6:01	1.2	Cargo por operación de cementación de 16" a 11 3/4"	9,422.33	Global	
Service	tab6:01	1.3	Cargo por operación de cementación 10 5/8" a 9 5/8"	8,375.40	Global	
Service	tab6:01	1.4	Cargo por operación de cementación 7" a 7 5/8" [9]	8,898.86	Global	

5 – Edit the following fields and click in “Save” .

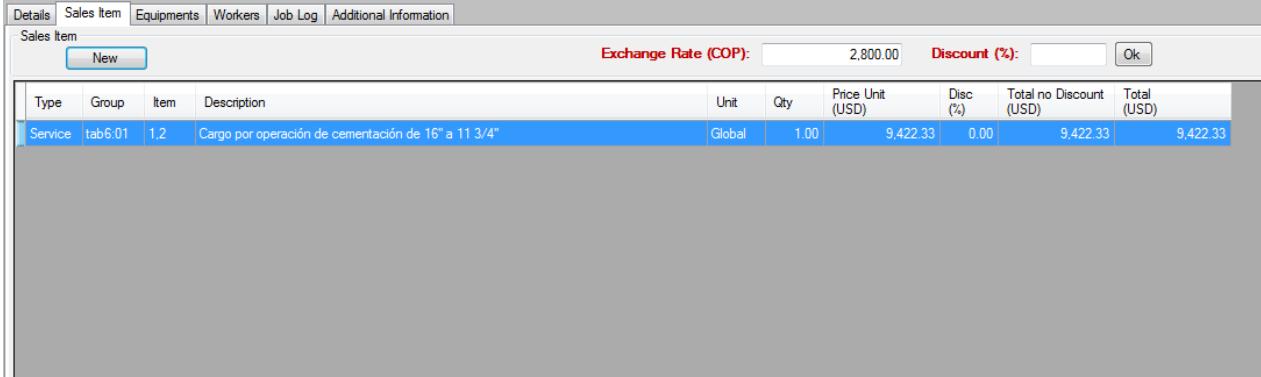
Edit Sales Item

Item:	tab6:01	1.2	Search
Description:	Cargo por operación de cementación de 16" a 11 3/4"		
Unit:	Global		
Currency:	USD		
Sales Price:	9,422.33		
Price Unit:	9,422.33		
Quantity:	1.00		
Total (no Disc.):	9,422.33		
Discount (%):	0.00 <input checked="" type="checkbox"/> by Perc (%)		
Discount Value:	0.00		
Total:	9,422.33		
<input type="button" value="Save"/> <input type="button" value="Cancel"/>			

Field	Description
Description	The system will bring the original description used on the contract. You can change this description as well
Price Unit	The system will bring the original Price Unit. You can change this price unit as well.
Quantity	Quantity contracted
Discount (%)	If the checkbox “by Perc(%)” is checked you can inform the discount (%) and the Discount Value will be calculated.
Discount Value	If the checkbox “by Perc(%)” is not checked you can inform the discount value and the Discount (%) will be calculated.

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL				 ENERGY SERVICES	
VERSION:	1.0	AUTHOR:	FERNANDO MELO			
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6 – After Save, the line is available on the Grid.



Type	Group	Item	Description	Unit	Qty	Price Unit (USD)	Disc (%)	Total no Discount (USD)	Total (USD)
Service	tab6.01	1.2	Cargo por operación de cementación de 16" a 11 3/4"	Global	1.00	9,422.33	0.00	9,422.33	9,422.33

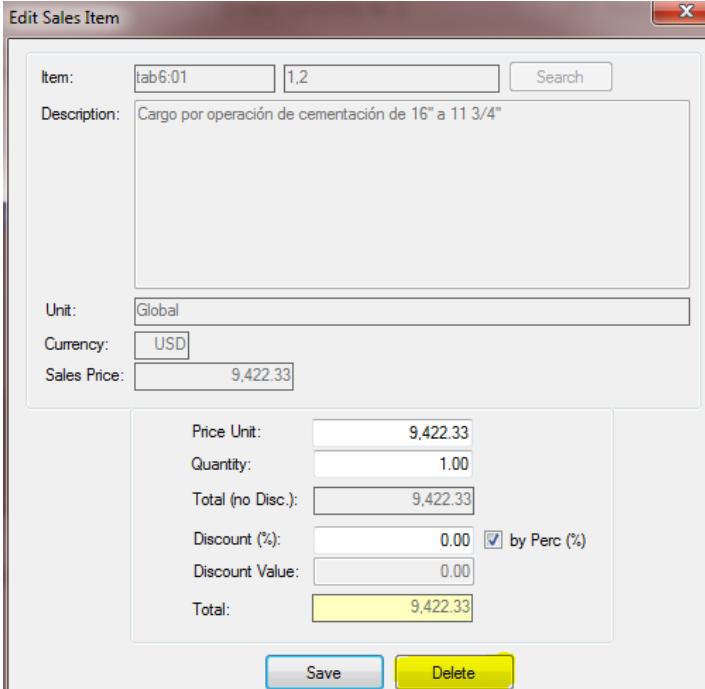
Description	Service	Material
Cargo por operación de cementación de 16" a 11 3/4"	SubTotal without IVA	9,422.33
Unit	Discount	0.00
Global	SubTotal without IVA (Discount)	9,422.33
	Utilidad 10%	942.23
	19% IVA	179.02
	Valor Total con IVA	9,601.35

### 5.5.1.1. EDIT SALE ITEM

To edit any item just a double click in any line. Edit the values and “Save”.

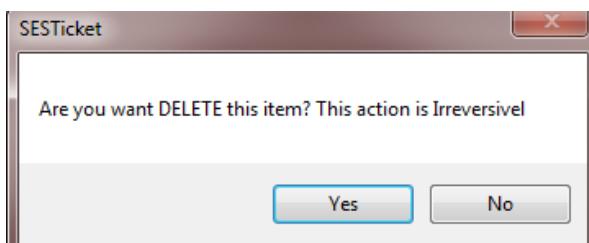
### 5.5.1.1. DELETE SALE ITEM

To delete any item just a double click in any line. In “Edit Sales Item” screen click in “Delete”. This action is irreversible.



Item:	tab6.01	1.2	Search												
Description:	Cargo por operación de cementación de 16" a 11 3/4"														
Unit:	Global														
Currency:	USD														
Sales Price:	9,422.33														
<table border="1"> <tr> <td>Price Unit:</td> <td>9,422.33</td> </tr> <tr> <td>Quantity:</td> <td>1.00</td> </tr> <tr> <td>Total (no Disc.):</td> <td>9,422.33</td> </tr> <tr> <td>Discount (%):</td> <td>0.00</td> </tr> <tr> <td>Discount Value:</td> <td>0.00</td> </tr> <tr> <td>Total:</td> <td>9,422.33</td> </tr> </table>				Price Unit:	9,422.33	Quantity:	1.00	Total (no Disc.):	9,422.33	Discount (%):	0.00	Discount Value:	0.00	Total:	9,422.33
Price Unit:	9,422.33														
Quantity:	1.00														
Total (no Disc.):	9,422.33														
Discount (%):	0.00														
Discount Value:	0.00														
Total:	9,422.33														
<input type="button" value="Save"/> <input type="button" value="Delete"/>															

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



### 5.5.1.1. DISCOUNTS

There are two ways to apply discounts:

- 1) Discount on Item level – This discount is applied on the specific line through “Sales Item Edit” screen (see Chapter 5.5.1.1 – Add Sale Item)
- 2) Discount in all lines – This discount is applied in all lines of the sales item grid. For that, inform the discount on the field “Discount (%)” and click in “ok”.

Attention: This discount will be applied in ALL lines. If some line has a specific discount, it will be replaced by this globally discount.

Exchange Rate (COP):	2,800.00	Discount (%):	10.00	Ok		
	Unit	Qty	Price Unit (USD)	Disc (%)	Total no Discount (USD)	Total (USD)
	Global	1.00	9.422.33	10.00	9.422.33	8.480.10

### 5.5.1.1. EXCHANGE RATE (COP)

As we talked on chapter “Chapter 5.5.1.1 – Add Sale Item”, the Exchange Rate (COP) is an obligatory value used by conversions between COP x USD.

When a new item is created this exchange rate is informed. But if you have a necessity to change it just change the field “Exchange Rate (COP)” and press “enter”. All lines will be re-calculated with new rate.

Exchange Rate (COP):	2,800.00
----------------------	----------

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL				 <small>ENERGY SERVICES</small>		
VERSION:	1.0		AUTHOR:	FERNANDO MELO			
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017				

### 5.5.2. INVENTORY ITEM

The Inventory Items are product used to attend some Sale Item. For that the “Inventory Item” is a tab on the “Sales Item” main tab and it is associated with each Sales Item line.

Sales Item						Exchange Rate (COP):	2,800.00	Discount (%):	10.00	Ok
Type	Group	Item	Description	Unit	Qty	Price Unit (USD)	Disc (%)	Total no Discount (USD)	Total (USD)	
Service	tab6.01	1.2	Cargo por operación de cementación de 16" a 11 3/4"	Global	1.00	9,422.33	10.00	9,422.33	8,480.10	

Totals	Inventory Item	Abbreviation	Description	Qty	Unit	Comments	New
Inventory Item							

#### 5.5.2.1. NEW INVENTORY ITEM

1 – Access the tab “Sales Item”, choose the Sales Item line, access the “Inventory Item” tab and the button “New”.

Sales Item						Exchange Rate (COP):	2,800.00	Discount (%):	10.00	Ok
Type	Group	Item	Description	Unit	Qty	Price Unit (USD)	Disc (%)	Total no Discount (USD)	Total (USD)	
Service	tab6.01	1.2	Cargo por operación de cementación de 16" a 11 3/4"	Global	1.00	9,422.33	10.00	9,422.33	8,480.10	

Totals	Inventory Item	Abbreviation	Description	Qty	Unit	Comments	New
Inventory Item							New

2 – “Inventory Item” screen, click in “Search”

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



**Inventory Item**

Sales Item	
1.2	Cargo por operación de cementación de 16" a 11 3/4"
<input checked="" type="radio"/> Inventory Item <input type="radio"/> Comments	
Item:	<input type="text"/>
Abbreviation:	<input type="text"/>
Description:	<input type="text"/>
Unit:	<input type="text"/>
Quantity:	0
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

3 – “Search Inventory Item” screen, double click on the item that you want include.

Obs.: Just Contract Price Lines with Active contract equal “YES” will exhibit.

**Search Inventory Item**

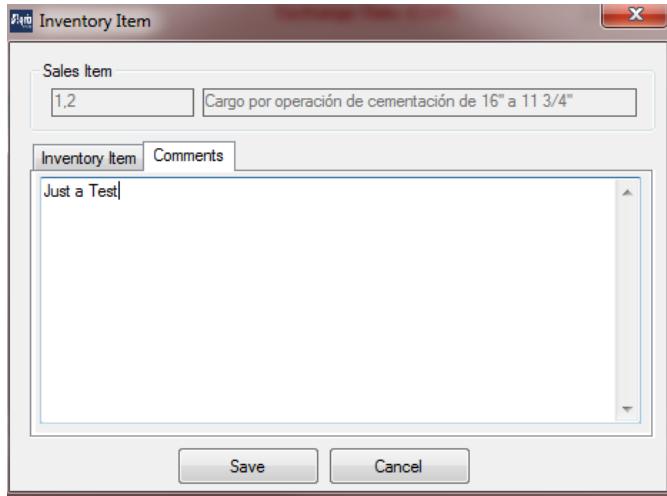
Search by: Description				Search	Reset
Item	Abbreviation	Description	Unit		
100-11001		CEMENTO CLASE "A" (SACO x 94LB)	SX		
100-21001		CEMENTO CLASE "G" (SACO x 94LB)	SX		
100-21002		CEMENTO CLASE "G" (SACO x 94LB) IMPORTADO	SX		
100-21003		CEMENTO CLASE "G" (SACO x 94LB) IMPORTADO - CASTILLA	SX		
100-31001		CEMENTO CLASE "H" (SACO x 94LB)	SX		

4 – Fill in the fields and click in “Save”. You can include a comments on the tab “Comments”.

**Inventory Item**

Sales Item	
1.2	Cargo por operación de cementación de 16" a 11 3/4"
<input checked="" type="radio"/> Inventory Item <input type="radio"/> Comments	
Item:	<input type="text" value="100-11001"/>
Abbreviation:	<input type="text"/>
Description:	<input (saco="" 94lb)"="" a"="" type="text" value="CEMENTO CLASE " x=""/>
Unit:	<input type="text" value="SX"/>
Quantity:	1
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



5 – After that the Inventory Item will appear on the grid.

Type	Group	Item	Description	Unit	Qty	Price Unit (USD)	Disc (%)	Total no Discount (USD)	Total (USD)
Service	tab6:01	1.2	Cargo por operación de cementación de 16" a 11 3/4"	Global	1.00	9,422.33	10.00	9,422.33	8,480.10

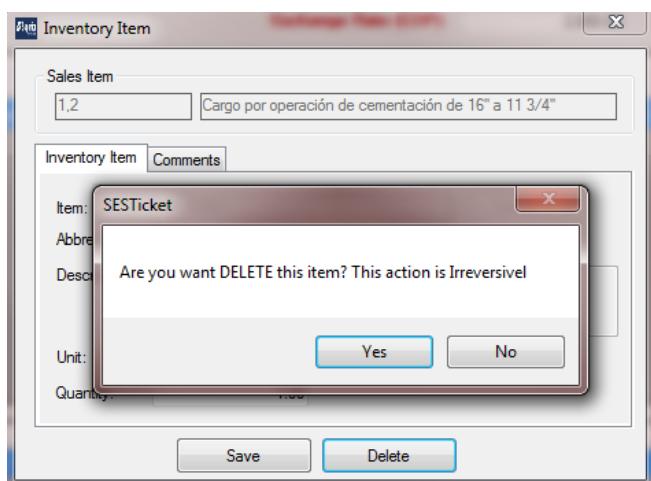
Totals	Inventory Item	Abbreviation	Description	Qty	Unit	Comments	New
	100-11001		CEMENTO CLASE "A" (SACO x 94LB)	1.00	SX	Just a Test	

### 5.5.2.1. EDIT INVENTORY ITEM

To edit any item just a double click in any Inventory Item line. Edit the values and “Save”.

### 5.5.2.1. DELETE INVENTORY ITEM

To delete any item just a double click in any line. In “Inventory Item” screen click in “Delete”. This action is irreversible.



DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



### 5.5.3. EQUIPMENT

The Equipment tab contains all equipment (truck, batch mixes, etc.) used in the Ticket.

Item	Description	Model	Serial	Tag
BM04	BATCH MIXER 120 BBL	2012	R69306	
BT07	BULK TRAILER	2011	T5740	

#### 5.5.3.1. ADD EQUIPMENT

1 – Access the tab “Equipment” and click on button “Search”. The Search Screen will showing with all equipment disponibile. Just double click on the equipment.

Obs.: Just Equipment Lines with Active equal “YES” will exhibit.

Item	Description	Model	Serial	Tag
BM01	BATCH MIXER 120 BBL	2011	R59671	
BM02	BATCH MIXER 120 BBL	2011	R63105	
BM03	BATCH MIXER 100 BBL	2012	R71657	
BM04	BATCH MIXER 120 BBL	2012	R69306	
BM05	BATCH MIXER 120 BBL	2013	R69889	

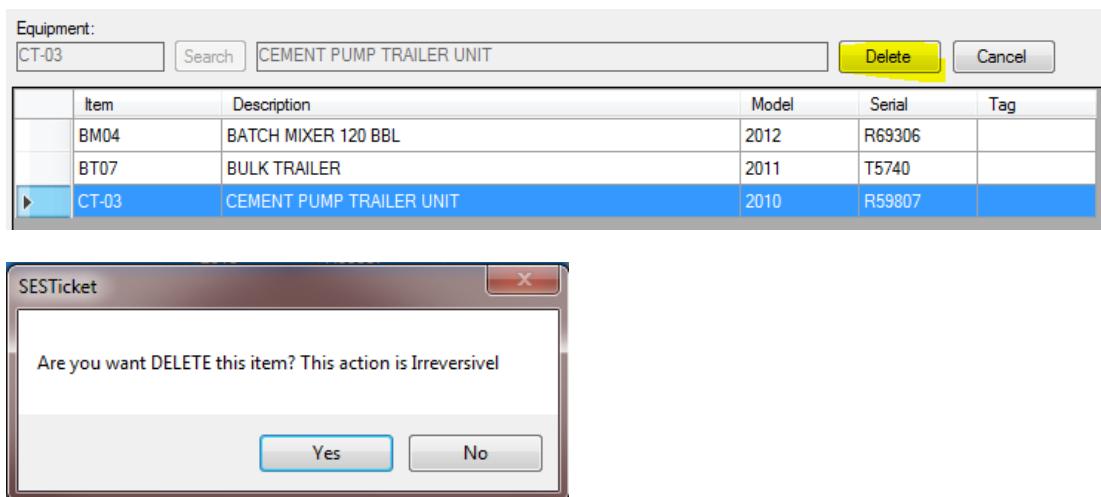
2 – Click on button “Add”. After that the Equipment is include on the list.

Item	Description	Model	Serial	Tag
BM04	BATCH MIXER 120 BBL	2012	R69306	
BT07	BULK TRAILER	2011	T5740	
CT-03	CEMENT PUMP TRAILER UNIT	2010	R59807	

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL			 <small>ENERGY SERVICES</small>
VERSION:	1.0	AUTHOR:	FERNANDO MELO	
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017	

### 5.5.3.1. DELETE EQUIPMENT

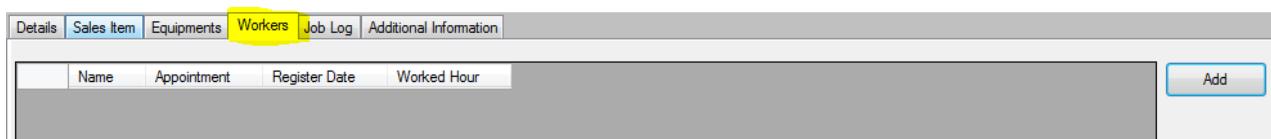
To delete any Equipment just select on the line on the grid and click on the button “Delete”. This action is irreversible.



The screenshot shows two windows. The top window is a grid titled 'Equipment' with columns: Item, Description, Model, Serial, and Tag. It contains three rows of data. The bottom row, 'CT-03 CEMENT PUMP TRAILER UNIT', has a blue background and is selected. To its right are buttons for 'Delete' (highlighted in yellow) and 'Cancel'. The bottom window is a modal dialog titled 'SESTicket' with the message 'Are you want DELETE this item? This action is Irreversivel' and two buttons: 'Yes' (highlighted in blue) and 'No'.

### 5.5.4. WORKERS

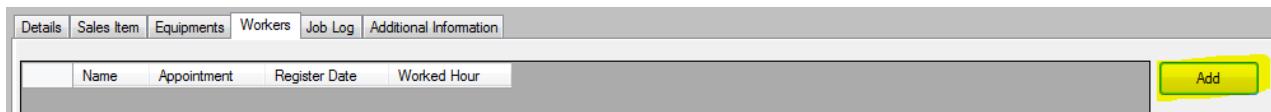
The Workers tab contains the Workers that made some job in the Ticket. This option is used to keep track the worker, date worked, hours worked.



The screenshot shows a tabbed interface with the 'Workers' tab selected. Below the tabs is a table with columns: Name, Appointment, Register Date, and Worked Hour. A large empty table area is below the header. On the far right, there is a 'Add' button.

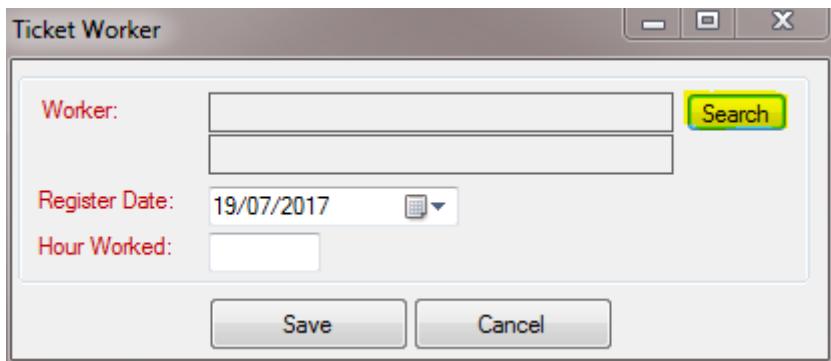
#### 5.5.4.1. ADD WORKER

1 – Access the tab “Workers” and click on button “Add”.



The screenshot shows the same tabbed interface as above, but the 'Add' button is highlighted in yellow.

2 – “Ticket Worker” screen click on button “Search”.



The screenshot shows a dialog box titled 'Ticket Worker'. It has fields for 'Worker:' (with a dropdown menu), 'Register Date:' (set to 19/07/2017), 'Hour Worked:' (empty), and buttons for 'Save' and 'Cancel'. A 'Search' button is highlighted in yellow.

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



3 – The Search Screen will showing with all Workers available on the system. Just double click on the worker.

Obs.: Just Workers lines with Active equal “YES” will exhibit.

Search Worker				
Search by:		Full Name	Appointment	Email
►	80927203	ALBERT IVAN LOZANO GRANADOS	OPERADOR II	Albert.Lozano@superiorenergy.com
	12199693	ALEXANDER YUCO GALINDO	AUXILIAR DE CEMENTACION	Alexander.Galindo@superiorenergy.com
	1015395157	ALVARO GOMEZ RAMIREZ	ALMACENISTA ITS	Alvaro.Gomez@superiorenergy.com
	1080291071	ANDERSON ADRIAN BARREIRO ESQUIVEL	INGENIERO DE CAMPO II	Anderson.Barreiro@superiorenergy.com
	1110483403	ANDRES FELIPE ALVIS LADINO	INGENIERO DE CAMPO II	felipe.alvis@superiorenergy.com
	1098631863	ANDRES HERNANDO CAMACHO FORERO	INGENIERO DE CAMPO III	ACamacho@irgteservicios.com
	1022334595	ANDRES LEONARDO REYES ROJAS	OPERADOR I	Andres.Rojas2@superiorenergy.com
	52844026	ANGELICA MARIA ORTIZ FARFAN	COORDINADOR DE LABORATORIO	Angelica.Farfani@superiorenergy.com
	7730109	BRAINER STIVEN VILLALBA PARRA	SUPERVISOR	Brainer.Villalba@superiorenergy.com
	3070691	CARLOS ALBERTO VASQUEZ SANCHEZ	OPERADOR II	Carlos.Vasquez@superiorenergy.com
	79755830	CARLOS MAURICIO SANCHEZ GUATAME	INSPECTOR	Carlos.Sanchez@superiorenergy.com
	1010190014	CHRISTIAN STEVEN POVEDA GITIFRRF7	INGENIERO DE CAMPO III	Christian.Poveda@superiorenergy.com

4 – Fill in the field and click in “Save”.

Ticket Worker

Worker:	ALBERT IVAN LOZANO GRANADOS	Search
	OPERADOR II	
Register Date:	19/07/2017	▼
Hour Worked:	20.00	
<input type="button" value="Save"/> <input type="button" value="Cancel"/>		

Field	Description
Register Date	The Date worked on the customer by Worker
Hour Worked	Total hours worked by Worker.

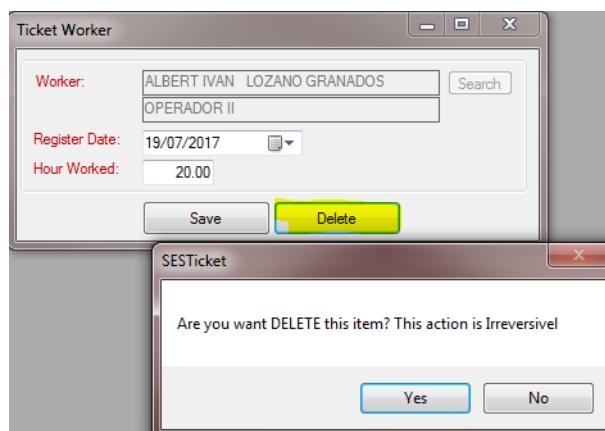
#### 5.5.4.2. EDIT WORKER

To edit any item just a double click in any Worker line. Edit the values and “Save”.

#### 5.5.4.3. DELETE WORKER

To delete any item just a double click in any line. In “Worker” screen click in “Delete”. This action is irreversible.

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



### 5.5.5. JOB LOG

The Job Log tab is the area that keep track the information about Job Log history made by Engineers. This information will be used on the Job Log report.

It is divide in 2 areas: Header and Activities (lines).

#### 5.5.5.1. NEW JOB LOG

1 – Access the tab “Job Log” and the click in “New Log” button.

The screenshot shows a software interface with a navigation bar at the top: Details, Sales Item, Equipments, Workers, Job Log (which is selected and highlighted in yellow), and Additional Information. Below this is a 'Job Log' section with a table for 'Service Description' and 'Activity Date'. A 'New Log' button is highlighted with a yellow box. To the right is a 'Comments' section. Below is an 'Activities' section with a toolbar for text styling and buttons for 'New Line' and 'Delete Line'.

2 – Fill in the fields and click in “Save”.

The screenshot shows a 'SESTicket - Job Log' dialog box. It contains fields for 'Activity Date' (19/07/2017) and 'Service Description' (JUST TO TEST). Below is a 'Comments' area with the placeholder text 'This Job Log Header is just for test purpose.' At the bottom are 'Save' and 'Cancel' buttons.

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



Field	Description
Activity Date	Job Date
Service Description	Job Description
Comments	Comments

3 – After save, the new Job Log Header is available and new Activities can be included. Click on button “New Line” in “Activities” area.

The screenshot shows two windows side-by-side. The left window is titled "Job Log" and contains a table with columns "Service Description" and "Activity Date". A row is selected with the value "JUST TO TEST" in the first column and "19/07/2017" in the second. To the right of this window is a "Comments" box containing the text "This Job Log Header is just for test purpose.". The right window is titled "Activities" and contains a grid with columns "Order", "Bold", "Alignment", "Time or Period", and "Description". A new row has been added with Order 0, Bold checked, Alignment Left, Time or Period "09:00 - 18:00", and Description "Just a Test". There are buttons for "New Log", "Comments", "New Line", and "Delete Line".

4 – The new line is inserted on Activities grid. Each field can be editable directly on grid. It's an auto saved grid.

Order	Bold	Alignment	Time or Period	Description
0	<input checked="" type="checkbox"/>	Left	09:00 - 18:00	Just a Test
1	<input type="checkbox"/>	Left		

Field	Description
Order	Line order (this order will be used on Job Log report)
Bold	If Checked mean that the line will appear in Bold on the Job Log Report If Not Checked mean that the line will not appear in Bold on the Job Log Report
Alignment	The alignment of the line on the Job Log Report (Left, Middle or Right)
Time or Period	It's a text field to fill in with the Job period
Description	Memo field to input all information about the job made on the period.

### 5.5.5.2. EDIT JOB LOG

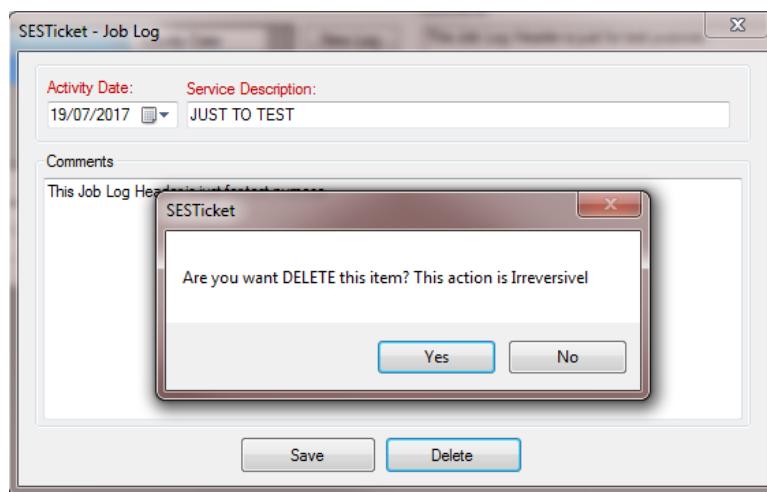
**Header:** To edit the job log header just a double click in any Job Log line. Edit the values and “Save”.

**Activities:** It's an auto save and always enable to edit any data directly on the grid

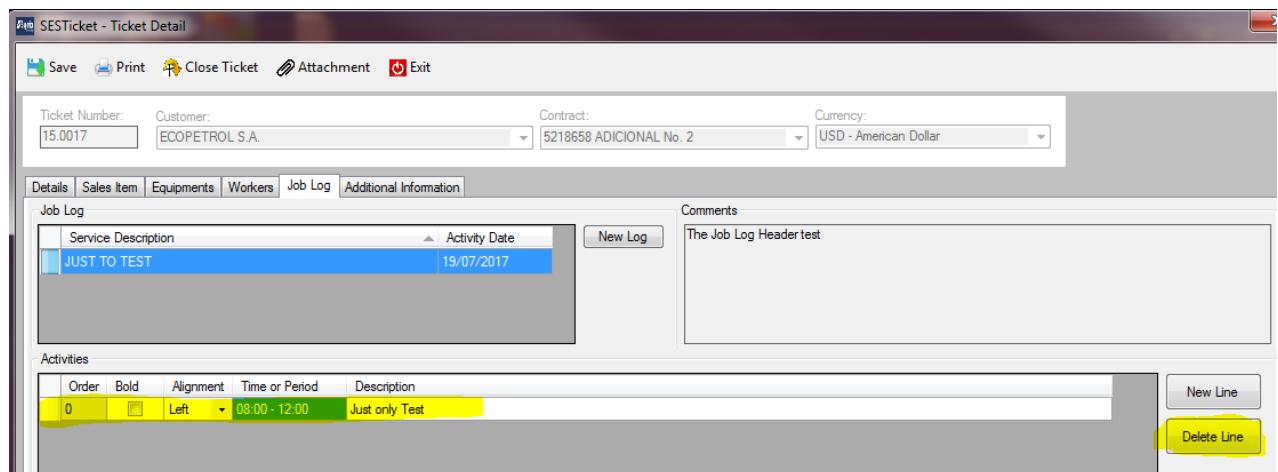
### 5.5.5.3. DELETE JOB LOG

**Header:** To delete Job Log header just a double click in any line. In “Job Log” screen click in “Delete”. This action is irreversible and will delete the Job Log header and it's the Activities associated.

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



**Activities:** Choose the line and click in “Delete Line” button.



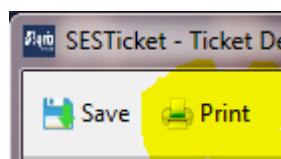
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VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



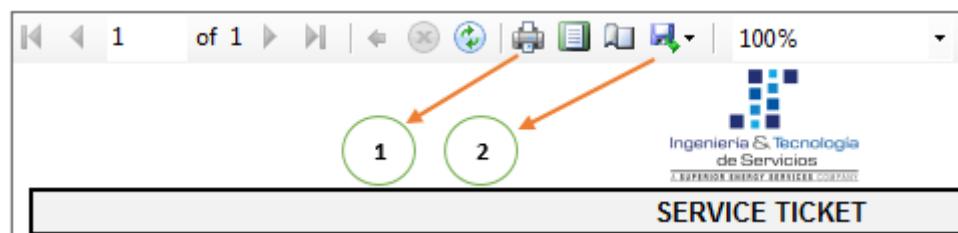
### 5.5.6. REPORTS

The Report menu is an important area. This area contains the all reports used by Tickets. This chapter will explain each report.

The reports are available on the Ticket menu “Print”



All reports screen has a menu to print, export, etc.



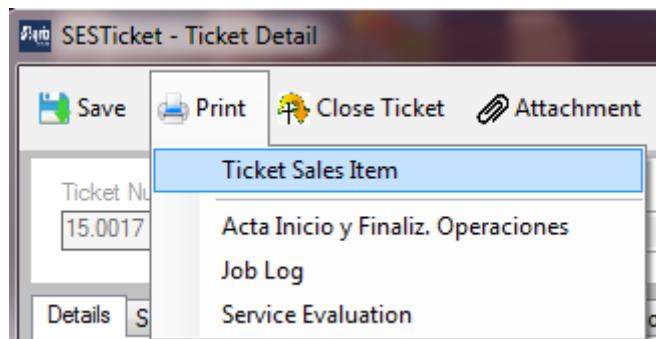
1 – Print Button

2 – Export Option: With this option you can export to Excel, Word, PDF and Excel.



#### 5.5.6.1. TICKET SALES ITEM

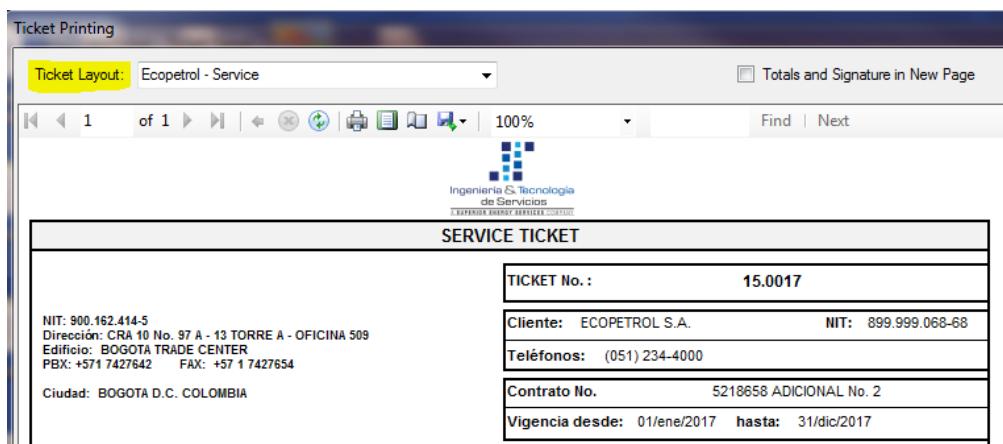
The report “Ticket Sales Item” provides the invoices with the all information by Sales Item screen (see the chapter 5.5.1 – Sales Item).



DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



This report has different Ticket Layout prints and options. Just select on the layout on “Ticket Layout” combo box and the report will be appear.



#### 5.5.6.1. ACTA INICIO Y FINALIZ. OPERACIONES

The report “Acta Inicio Y Finaliz. Operaciones” has a contract that be assign to customer when the activity is finished (“Inicio”) and finished (“finalization”)

The first screenshot shows the 'SESTicket - Ticket Detail' window with a list of ticket items. The second screenshot shows a modal dialog box titled 'Acta Inicio y Finalizacion Operaciones' with a dropdown menu for 'Acta Type' (set to 'Inicio') and 'Ok' and 'Cancel' buttons. The third screenshot shows a Microsoft Word document titled 'ACTA INICIO Y FINALIZACION OPERACIONES' containing the Superior Energy Services logo and some placeholder text.

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



### 5.5.6.1. JOB LOG

The report “Job Log” is responsible to print the Job Log information (see chapter 5.5.5 – Job Log).

**SESTicket - Ticket Detail**

Save Print Close Ticket Attachment

Ticket Sales Item  
Acta Inicio y Finaliz. Operaciones  
**Job Log**  
Service Evaluation

**Report - Ticket Job Log**

Filter: Job Log: 19/07/2017 - JUST TO TEST | Ok

1 of 1 | Find | Next | 100%

SUPERIOR ENERGY SERVICES		REPORTE DE OPERACIONES		INGENIERIA & TECNOLOGIA DE SERVICIOS	
NOMBRE DEL POZO: AMATISTA 11D		FECHA: 19 DE JULIO DEL 2017			
COMPANIA OPERADORA: ECOPETROL S.A.		CAMPO: CAJUA			
TIPO DE TRABAJO: JUST TO TEST					
REPRESENTANTE OPERADORA: ING. CARLOS ALBERTO DA SILVA					
RIG:					
TIEMPO	ACTIVIDAD				
08:00 - 12:00	Just only Test				
COMENTARIOS					
The Job Log Header test					
ING. CARLOS ALBERTO DA SILVA (ECOPETROL S.A.)			ING. ALEXANDER YUCO (INGENIERIA Y TECNOLOGIA DE SERVICIOS)		
CEM-CO-SOP-05-SCF-03			Rev. 01 (08-AGS-16)		

### 5.5.6.1. SERVICE EVALUATION

The report “Service Evaluation” is used to get customer about Service Evaluation (HSEQ).

**Report - Ticket Service Evaluation**

Filter: Service Date: 19/07/2017 | Service Description: JUST A TEST | Ok

1 of 1 | Find | Next | 100%

SUPERIOR ENERGY SERVICES		EVALUACION DEL SERVICIO		INGENIERIA & TECNOLOGIA DE SERVICIOS	
FECHA:	19 DE JULIO DEL 2017				
CONTRATO/ORDEN DE SERVICIO:	5218658 ADICIONAL No. 2				
CLIENTE:	ECOPETROL S.A.				
POZO/EQUIPO:	AMATISTA 11D / □				
CAMPO:	CAJUA				
MUNICIPIO/DEPTO:	PUERTO GAITAN / META				
DESCRIPCION DEL SERVICIO:	JUST A TEST				
PERSONAL	1	2	3	4	5
	Insuficiente	Aceptable	Satisfactorio	Bueno	Excelente

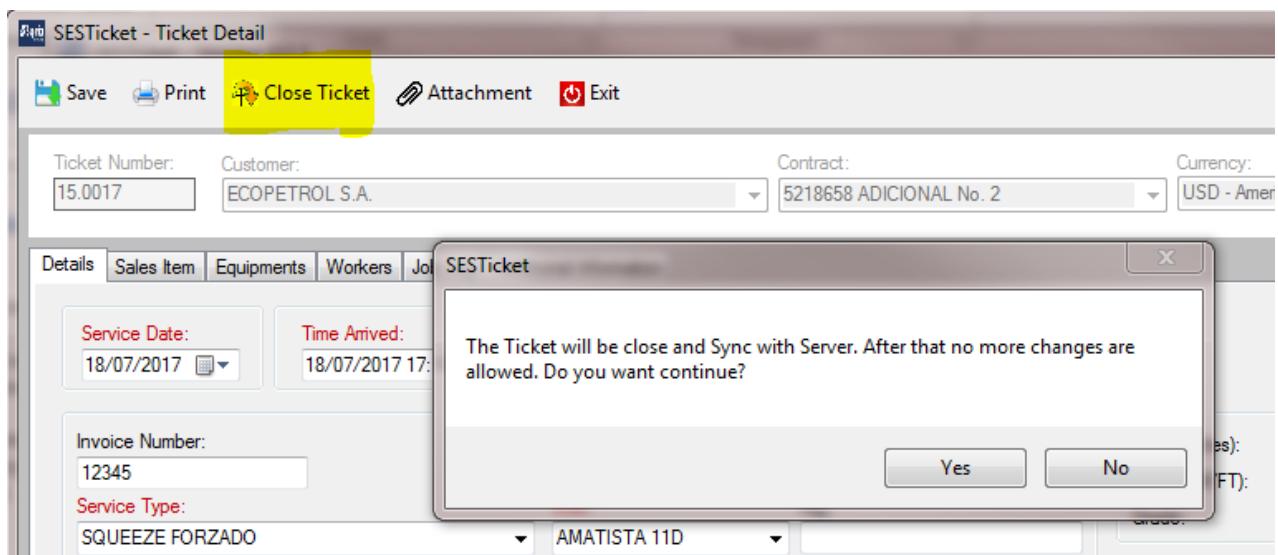
DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



### 5.5.7. CLOSE TICKET

When the Service Ticket is totally finished the action “Close Ticket” is necessary. That way no more updates can be made (just Attachment).

To Close Tickets access the Ticket and click on menu “Close Tickets”. If the computer is connected on the Superior network the synchronization will be started.

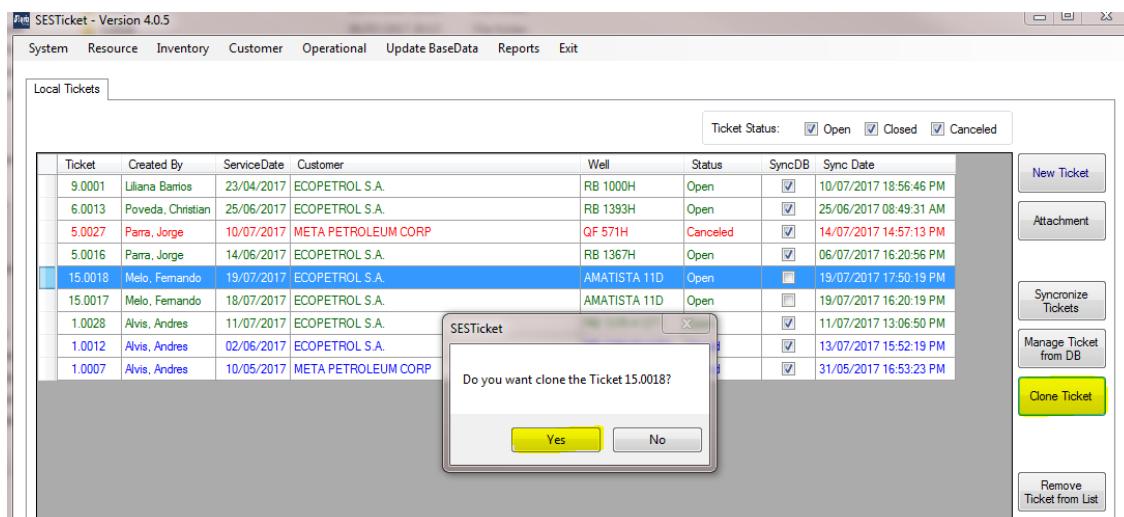


Note: Just the System Administrator can Re-Open the Ticket.

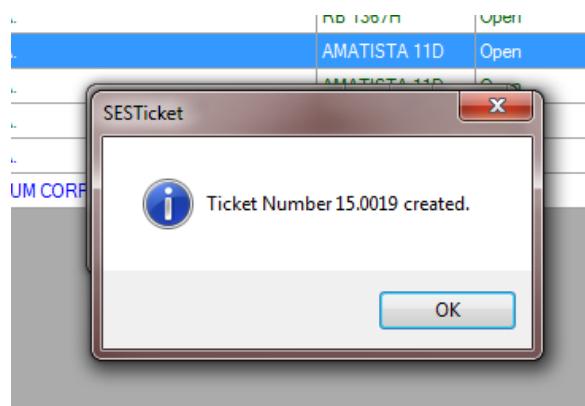
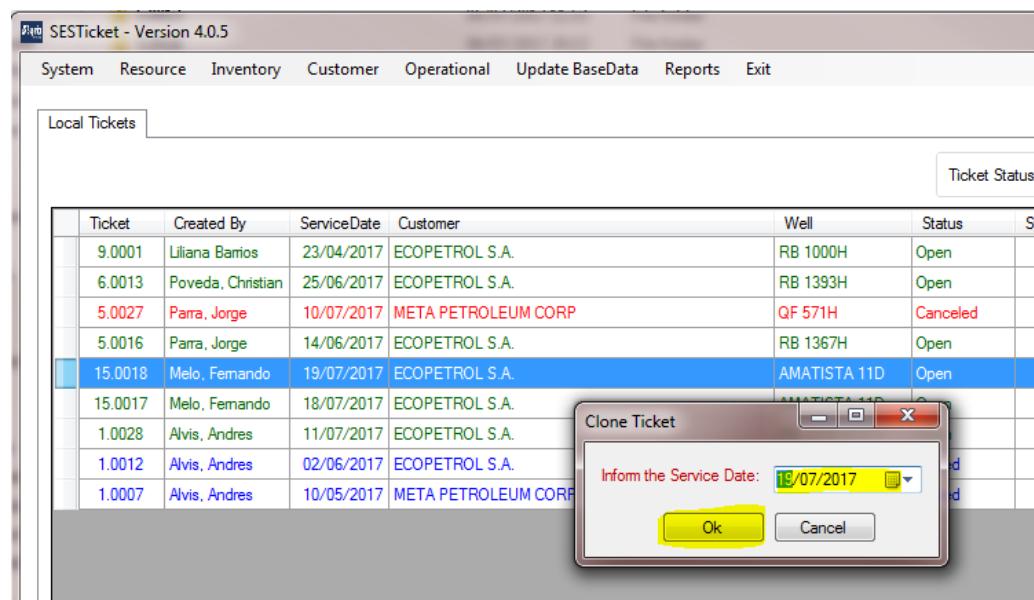
### 5.5.8. CLONE TICKET

The SESTicket system has improved with Clone Ticket option.

To Clone Ticket access the Main Screen, select a ticket that you want and click on button “Clone Ticket”. After that inform the Service Date and click in Ok.



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VERSION:	1.0	AUTHOR:	FERNANDO MELO	
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017	



DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



### 5.5.9. ATTACHMENT

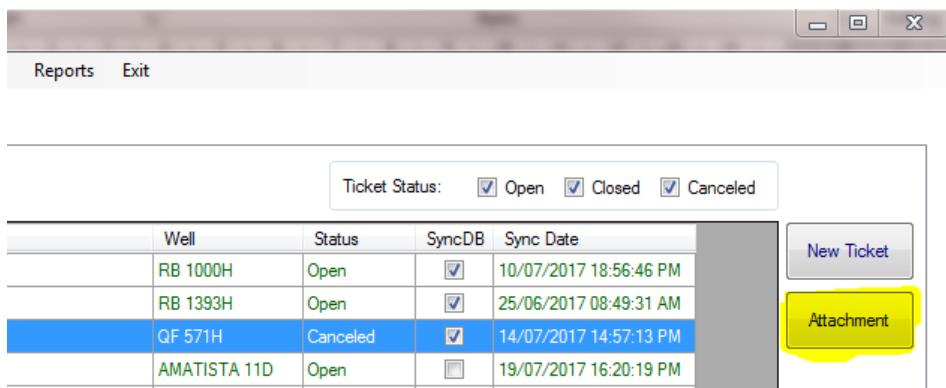
The SESTicket system enables to include documents as attachments in the Ticket.

When the computer is connected on the Superior network the files are synchronized automatically with the server. That way, the documents can be shared with other users.

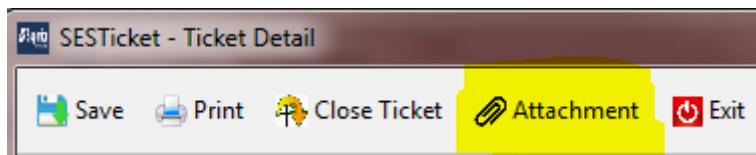
The files are attached at a Ticket level. That means each ticket has its own files.

Has 2 ways to access the Attachment option:

1 – Main Screen – “Attachment” button



2 – Ticket Screen – menu “Attachment”



#### 5.5.9.1. SCREEN INFORMATION



1 – New File – Used to include new files on the Ticket

2 – Open File – Used to open file when it is available on the machine. If not, the synchronization is made to get the file from server.

3 – Delete File – Delete file from Ticket (local and server)

4 – Refresh – Refresh the grid file information

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



## 5 – Log – Synchronization Logs

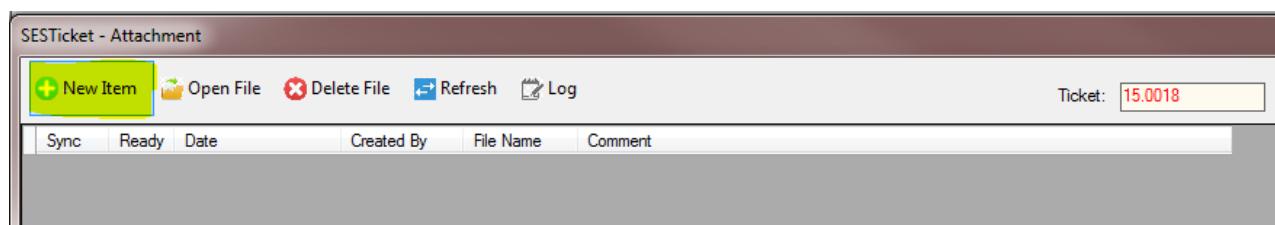
6 – Ticket ID

7 – File Grid – The file grid has the information about the files.

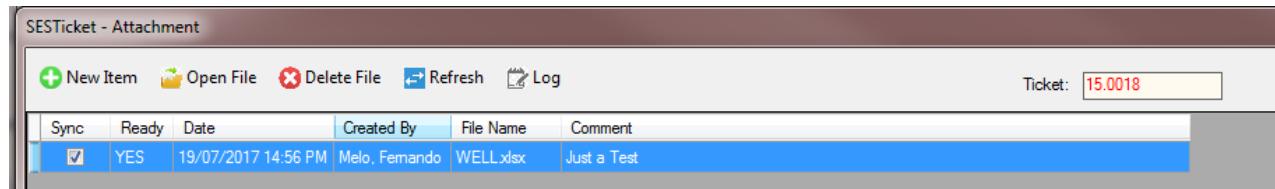
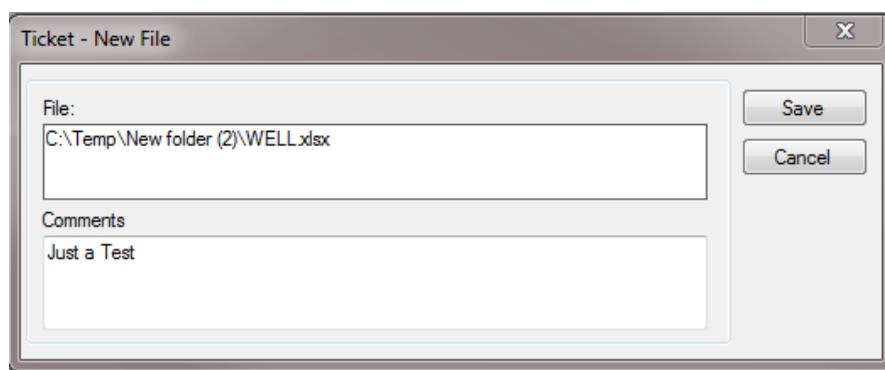
Column	Description
Sync	The synchronization status. Checked - file is already synchronized locally and the server (both) Not Checked – file is not synchronized yet (locally and/or server)
Ready	YES – File is available for viewing NO – File is not available for view (its only in Server)
Date	Attachment Date time
Created by	Person who included the file
File Name	Full file name
Comment	File comments

### 5.5.9.2. INCLUDE FILES

1 – Select the Ticket and click in “Attachment”. At this moment the Attachment screen will appear. Click on button “New Item”



2 – Choose the File. Include the comments and click in “Save”.



DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



### 5.5.9.1. OPEN FILES

To open files the column “Ready” should be equal “YES”.

If the column is equal “NO” the system will ask if you want to get the file from server through synchronization.

You can use the “Refresh” button to know that the server copy is done.

To open file click on file and click on “Open File” menu.

The screenshot shows a software window titled "SESTicket - Attachment". At the top, there is a toolbar with several icons: "New Item", "Open File" (which is highlighted with a yellow box), "Delete File", "Refresh", and "Log". To the right of the toolbar, it says "Ticket: 15.0018". Below the toolbar is a table with columns: Sync, Ready, Date, Created By, File Name, and Comment. A single row is visible, showing a checked Sync checkbox, a "YES" in the Ready column, the date "19/07/2017 14:56 PM", "Melo, Fernando" in the Created By column, "WELL.xlsx" in the File Name column, and "Just a Test" in the Comment column. The entire table row is highlighted with a blue background.

### 5.5.9.1. DELETE FILES

To delete files choose the file and click on menu “Delete File”.

The screenshot shows the same "SESTicket - Attachment" interface. The "Delete File" button in the toolbar is highlighted with a yellow box. In the foreground, a modal dialog box is displayed with the title "SESTicket". The message inside the dialog is "Do you want Delete this file? This action is irreversible.". There are two buttons at the bottom of the dialog: "Yes" (highlighted with a yellow box) and "No".

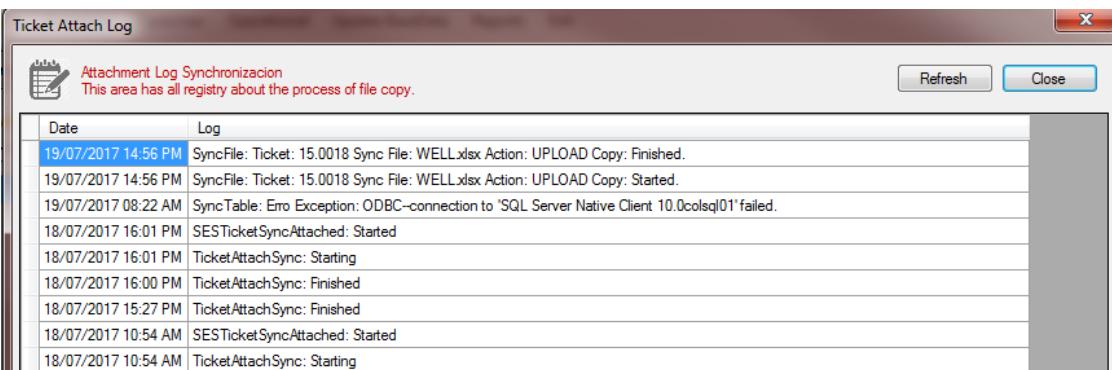
### 5.5.9.1. SYNC LOG

The attachment synchronization process generates a log. This log is used to find out some problems on the process.

To access this option click on menu “Log”.

The screenshot shows the "SESTicket - Attachment" interface again. The "Log" button in the toolbar is highlighted with a yellow box. The table below the toolbar shows the same data as before: Sync (checked), Ready (YES), Date (19/07/2017 14:56 PM), Created By (Melo, Fernando), File Name (WELL.xlsx), and Comment (Just a Test). The entire table row is highlighted with a blue background.

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



### 5.5.10. MANAGE TICKET FROM DB

The Manage Ticket from DB has information about all tickets made and synchronized by Engineers. This option is enabled only when connected on Superior network.

On this screen you can:

- Viewer tickets synchronized (ALL TICKETS System Administrator only)
- Import Ticket to Local Base
- Re-Open tickets closed
- Cancel Tickets

This option is located on Main Screen – “Manage Ticket from BD”

The screenshot shows the SESTicket application interface. The main window title is 'SESTicket - Version 4.0.5'. The menu bar includes 'File', 'System', 'Resource', 'Inventory', 'Customer', 'Operational', 'Update BaseData', 'Reports', and 'Exit'. The 'Local Tickets' tab is selected. A table lists various tickets with columns: Ticket, Created By, ServiceDate, Customer, Well, Status, SyncDB, and Sync Date. A filter bar above the table allows selecting ticket status: Open, Closed, or Canceled. To the right of the table are several buttons: 'New Ticket', 'Attachment', 'Syncronize Tickets', 'Manage Ticket from DB' (which is highlighted with a yellow box), and 'Clone Ticket'.

Ticket	Created By	ServiceDate	Customer	Well	Status	SyncDB	Sync Date
9.0001	Liliana Barrios	23/04/2017	ECOPETROL S.A.	RB 1000H	Open	<input checked="" type="checkbox"/>	10/07/2017 18:56:46 PM
6.0013	Poveda, Christian	25/06/2017	ECOPETROL S.A.	RB 1393H	Open	<input checked="" type="checkbox"/>	25/06/2017 08:49:31 AM
5.0027	Parra, Jorge	10/07/2017	META PETROLEUM CORP	QF 571H	Canceled	<input checked="" type="checkbox"/>	14/07/2017 14:57:13 PM
5.0016	Parra, Jorge	14/06/2017	ECOPETROL S.A.	RB 1367H	Open	<input checked="" type="checkbox"/>	06/07/2017 16:20:56 PM
15.0019	Melo, Fernando	19/07/2017	ECOPETROL S.A.	AMATISTA 11D	Open	<input checked="" type="checkbox"/>	19/07/2017 17:52:48 PM
15.0018	Melo, Fernando	19/07/2017	ECOPETROL S.A.	AMATISTA 11D	Open	<input checked="" type="checkbox"/>	19/07/2017 17:50:19 PM
15.0017	Melo, Fernando	18/07/2017	ECOPETROL S.A.	AMATISTA 11D	Open	<input checked="" type="checkbox"/>	19/07/2017 16:20:19 PM
1.0028	Alvis, Andres	11/07/2017	ECOPETROL S.A.	RB 1376 H ST1	Open	<input checked="" type="checkbox"/>	11/07/2017 13:06:50 PM
1.0012	Alvis, Andres	02/06/2017	ECOPETROL S.A.	RB 1392 PILOTO	Closed	<input checked="" type="checkbox"/>	13/07/2017 15:52:19 PM
1.0007	Alvis, Andres	10/05/2017	META PETROLEUM CORP	QF 552H	Closed	<input checked="" type="checkbox"/>	31/05/2017 16:53:23 PM

DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



SESTicket - Manage Ticket from Database						
Ticket	Created by	Service Date	Customer	Well	Status	Sync Date
1.0001	Alvis, Andres	21/04/2017	ECOPETROL S.A.	RB 1305H	Closed	11/05/2017 13:07:26 PM
1.0002	Alvis, Andres	22/04/2017	ECOPETROL S.A.	RB 1326 PILOTO	Closed	11/05/2017 13:08:31 PM
1.0003	Alvis, Andres	24/04/2017	ECOPETROL S.A.	RB 1305H	Closed	11/05/2017 13:09:51 PM
1.0004	Alvis, Andres	24/04/2017	ECOPETROL S.A.	RB 1305H	Closed	28/05/2017 19:28:43 PM
1.0005	Alvis, Andres	26/04/2017	ECOPETROL S.A.	RB 1326 PILOTO	Closed	23/06/2017 16:18:29 PM
1.0006	Alvis, Andres	27/04/2017	ECOPETROL S.A.	RB 1326 PILOTO	Closed	28/05/2017 19:32:48 PM
1.0007	Alvis, Andres	10/05/2017	META PETROLEUM CORP	QF 552H	Closed	31/05/2017 16:53:23 PM
1.0008	Alvis, Andres	18/05/2017	META PETROLEUM CORP	QF 541H ST	Closed	31/05/2017 16:52:37 PM
1.0009	Alvis, Andres	27/05/2017	ECOPETROL S.A.	RB 1366H	Closed	29/06/2017 23:48:00 PM
1.0010	Alvis, Andres	28/05/2017	ECOPETROL S.A.	RB 1366H	Closed	29/06/2017 23:49:25 PM
1.0011	Alvis, Andres	28/05/2017	ECOPETROL S.A.	RB 1366H	Closed	29/06/2017 23:50:58 PM
1.0012	Alvis, Andres	02/06/2017	ECOPETROL S.A.	RB 1392 PILOTO	Closed	13/07/2017 15:52:19 PM
1.0013	Alvis, Andres	04/06/2017	ECOPETROL S.A.	RB 1368H	Open	04/06/2017 12:59:16 PM
1.0014	Alvis, Andres	04/06/2017	ECOPETROL S.A.	RB 1368H	Open	12/07/2017 01:18:30 AM
1.0015	Alvis, Andres	05/06/2017	ECOPETROL S.A.	RB 1360H	Open	06/06/2017 14:32:17 PM
1.0016	Alvis, Andres	08/06/2017	ECOPETROL S.A.	RB 1391H	Open	08/06/2017 19:20:14 PM
1.0017	Alvis, Andres	17/06/2017	ECOPETROL S.A.	RB 1369H	Open	19/06/2017 13:51:57 PM
1.0018	Alvis, Andres	20/06/2017	ECOPETROL S.A.	RB 1369H	Open	21/06/2017 13:20:35 PM
1.0019	Alvis, Andres	20/06/2017	ECOPETROL S.A.	RB 1369H	Open	12/07/2017 01:19:59 AM
1.0020	Alvis, Andres	22/06/2017	ECOPETROL S.A.	RB 1393H	Open	22/06/2017 10:42:10 AM
1.0021	Alvis, Andres	24/06/2017	ECOPETROL S.A.	RB1358H	Open	25/06/2017 03:47:55 AM
1.0022	Alvis, Andres	24/06/2017	ECOPETROL S.A.	RB1358H	Open	12/07/2017 01:24:23 AM

### 5.5.10.1. IMPORT TICKET

To import the ticket just select one and click in “Import Ticket”.

The image consists of two side-by-side screenshots of a Windows application window titled "SESTicket - Manage Ticket from Database".

**Left Screenshot:** Shows a table with columns: Ticket, Created by, Service Date, and Customer. Row 5 (Ticket 1.0005) is highlighted. A modal dialog box titled "SESTicket" is displayed over the table, containing the text "Do you want import the ticket 1.0005 to local?" with "Yes" and "No" buttons.

**Right Screenshot:** Shows the same table after the import. The row for ticket 1.0005 now has a different background color. A modal dialog box titled "SESTicket" is displayed, showing the message "Ticket 1.0005 imported successfully." with an "OK" button.

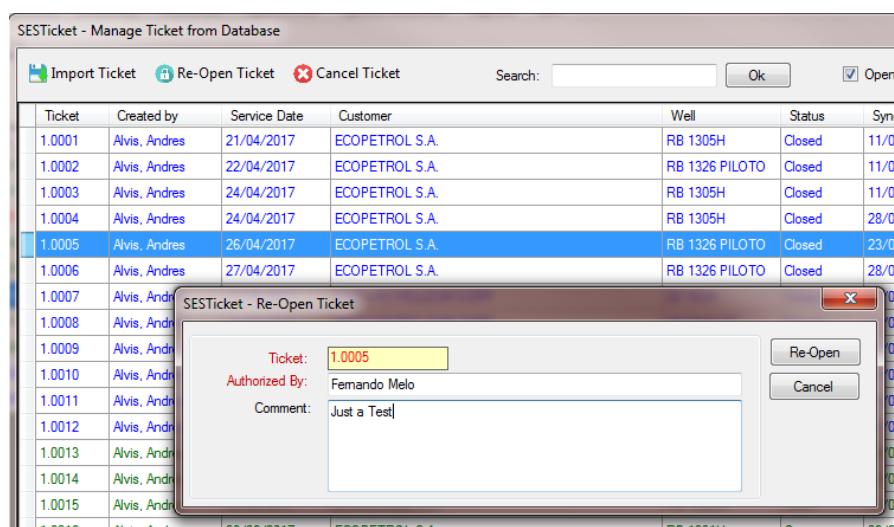
DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017

### 5.5.10.1. RE-OPEN TICKET

When the Ticket is closed no more updates are available but sometimes some adjustments are necessary. For that, the ticket should be re-opened. Only the System Administrator can re-open tickets.

To re-open ticket: select the ticket with Status “Closed” and click in “Re-Open Ticket” menu.

The screen will appear asking the Authorized and comment. After fill in this information click in “Re-Open” and the ticket will be re-opened.



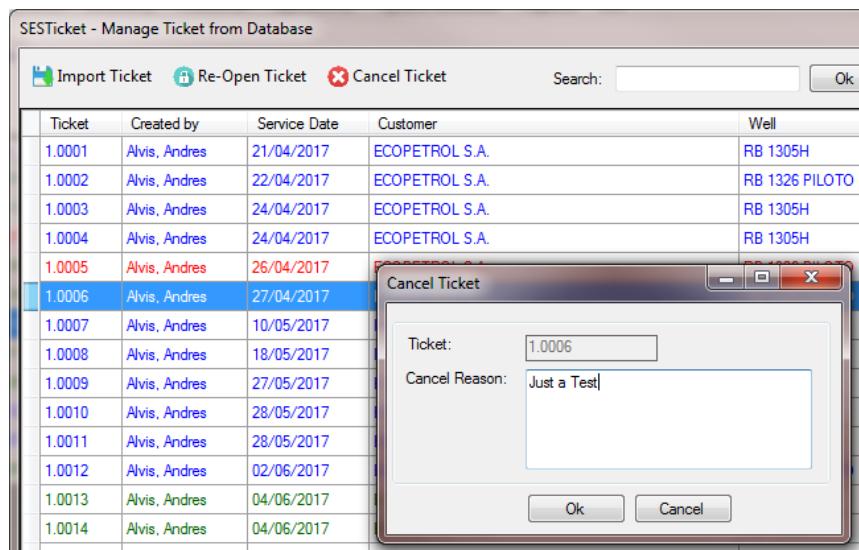
### 5.5.10.1. CANCEL TICKET

Sometimes the ticket is not used or has issues. For that the ticket should be canceled.

Only the System Administrator can cancel tickets.

To re-open ticket: select the ticket and click in “Cancel Ticket” menu.

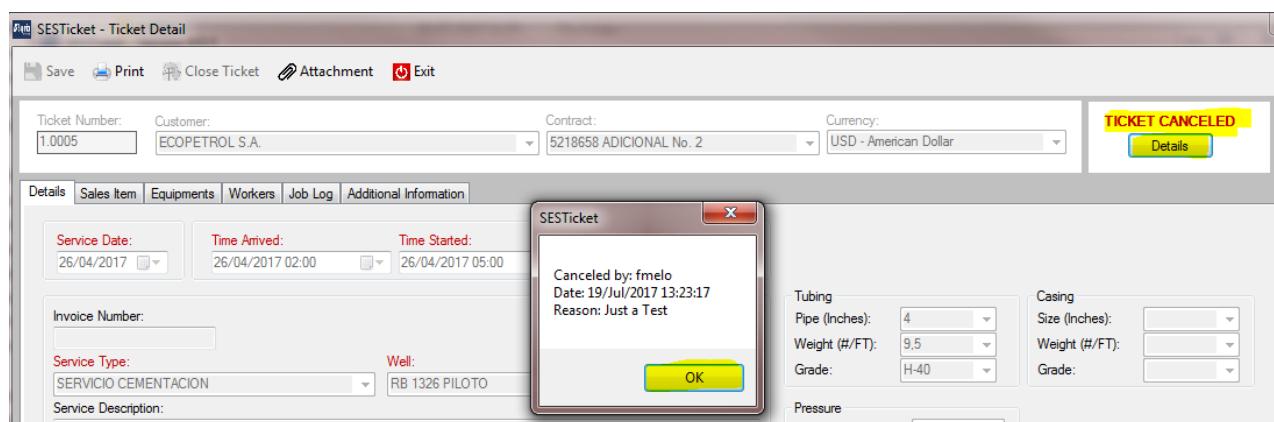
The screen will appear asking the Cancel Reason. Click in “Ok”.



DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017

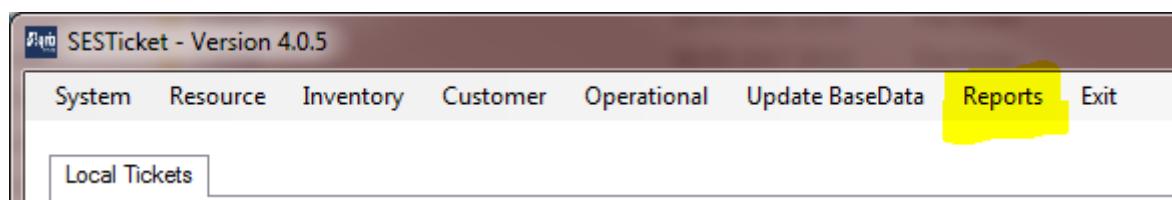


The cancel details can be consulted on the Ticket – button “Details” on header.

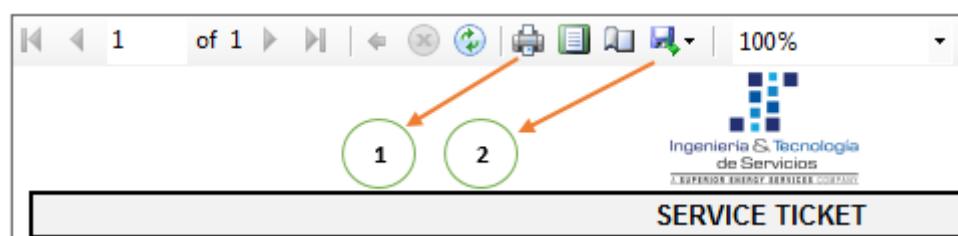


## 5.1. REPORTS (MANAGER REPORTS)

The SESTicket has reports to be used by Managers to get many information about the Tickets. All reports are available on Main Screen menu “Reports”.



All reports screen has a menu to print, export, etc.



1 – Print Button

2 – Export Option: With this option you can export to Excel, Word, PDF and Excel.



DOCUMENT:	SESTICKET – PROJECT INFORMATION AND USER MANUAL		
VERSION:	1.0	AUTHOR:	FERNANDO MELO
UPDATED BY:	FERNANDO MELO	UPDATE DATE:	19/July/2017



### 5.1.1.1. REPORTS AVAILABLE

Report	Description
Ticket Analytical	The report has information about Ticket in Analytical level
Ticket Sales Item	The report has information about the Sales made by Tickets, divided by Contract Layout and with Totals (taxes, discounts, etc.)
Ticket Equipment	The report has information about the Equipment used by Tickets
Ticket Worker	The report has information about the workers who works on each Ticket
Inventory Analytical	The report has information about the Inventory Item in Analytical level.