

Alberto Delgado

From: Alberto Delgado
Sent: 22. november 2013 12:29
To: HSS All Dist
Subject: New Tools to enhance Service process
Attachments: 00_REPORT TOOL.zip

Dear all,

Hereby we are informing everyone about the implementation of new tools to be used in the Service process.

The objectives of this tools are:

- To enhance the registration of outgoing spare parts (to be used in an oncoming service)
- To enhance the Service Report creation onboard the vessel
- To enhance the invoicing of spare parts (if any is used) after a service is completed
- In the end the previous points will also enhance the stock management

Please copy the attached file to your laptop's C:/hss_reports folder. It contains JME in the list of techs and minor bug fixes.

Next we will describe how to use the new tools.

[1] Create the list of Spare Parts

****This can be done by anyone (SC or Tech or Sales)**

- SC receive a request for service and ask person X to separate parts from the Stock for the service
- Person X goes to the warehouse, opens the web tool to register the spare parts

Firefox - High Sea Support -

odin

WORKSHEET/OUTGOING SPARE PARTS
DUMMY WORKSHEET
BLANK SERVICE REPORT
INFO BOARD

TOOLS MANAGER
INTERNAL RETURNED PART SHEET
(Defective Spare Parts from HSS Stock)

SEARCH BY EQUIPMENT TYPE

EQUIPMENTS DATABASE

Search for Files by Service Order No.
ORDER NO
Search

Search for Files by Shipname/IMO
SHIP NAME

Search for files from before April 2009
A B C D E F G H I J K L M N O P Q

- Depending on SC the case may or may not have a Service Order assigned, in case it doesn't a temporary code will be used

Firefox - High Sea Support - Service Report Tool

odin/webapps/reportstarter/index.html

Google

High Sea Support

Service Report Starter

Reports List | Create/Edit Report

Reports List

ORDER No.	VESSEL NAME	EQUIPMENT	TYPE OF SERVICE	ACTIONS
VIRGEN		- -		RENAME XML CLOSE
S03016	Maersk Nimes	Transas - ECDIS - Navi Sailor 4000	Repair Service	RENAME XML CLOSE
S03014	Chemul	Raytheon Anschutz - Radar - NSC 34	Repair Service	RENAME XML CLOSE
S03010	Honduras Star	MARIS - SVDR - S-VDR2000	Repair Service	RENAME XML CLOSE
S03008	Seychelles Patriot	Thrane - SSAS - TT6120	Repair Service	RENAME XML CLOSE
S02996	Olga Maersk	Raytheon Anschutz - Radar - MKII	Repair Service	RENAME XML CLOSE
S02992	Eagle Madrid	Sam Electronics - Chartpilot - CP1100	Repair Service	RENAME XML CLOSE
S02989	Swan Chacabuco	SAAB - AIS - R5	Installation	RENAME XML CLOSE
S02986	Varamo	NetWave - VDR - NW4000	Annual Test	RENAME XML CLOSE
S02979	MSC Eleni	Sam Electronics - Radar - Radarpilot 1000	Repair Service	RENAME XML CLOSE
S02977	Portland Express (X Leverkusen Express)	Sam Electronics - Radar - Radarpilot 1000	Repair Service	RENAME XML CLOSE
S02973	Conti Salome	Sam Electronics - Multipilot - 1119/ARPA 2A8X NEW	Repair Service	RENAME XML CLOSE

Service Order Not Assigned Yet

Service Order Assigned by SC

- To register a new set of OUTGOING SPARE PARTS click on the "Create/Edit Report" control. This will take you to the confirmation interface

firefox

High Sea Support - High Sea Support - Service Report Tool

odin/webapps/reportstarter/index.html

Google

High Sea Support

Service Report Starter

[Reports List](#) | [Create/Edit Report](#)

Service Order: (use temporary code if Order is not available)

**Enter Service Order or Temp Code
(Temp Code must be given by SC)**

Vessel Name:

IMO:

Place:

Agent:

Customer Order:

Type of Service:

Equipment:

[continue](#)

If the Service Order exists the system will return all the details of the Case

Firefox

High Sea Support - High Sea Support - Service Report Tool

odin/webapps/reportsstarter/index.html

Google

High Sea Support

Service Report Starter

[Reports List](#) | [Create/Edit Report](#)

Service Order: **S02958** (use temporary code if Order is not available)

This Service Order exists in ODIN.
Press "continue" button to
Create/Edit the Spare Parts list.

Vessel Name: Stolt Surf

IMO: 9168623

Place: Balboa Anchorage

Agent: C Fernie & Co.

Customer Order: to be sent

Type of Service: Repair Service

Equipment: MARIS - VDR - 2200

[continue](#)

If the Service Order DOES NOT EXISTS the system will give the indication that Temp Code will be used instead

Firefox

High Sea Support - High Sea Support - Service Report Tool

odin/webapps/reportstarter/index.html

High Sea Support Service Report Starter

Reports List | Create/Edit Report

Service Order: (use temporary code if Order is not available)

This Service Order does not exist in ODIN.
Press "continue" button to use temporary Code **VIRGEN**.

Vessel Name:

IMO:

Place:

Agent:

Customer Order:

Type of Service:

Equipment:

continue

- Click on the "continue" button
- The Parts List table will be presented. Here is where you can register the list of Spare Parts that will be taken to the Service

Firefox

High Sea Support - High Sea Support - Service Report Tool

odin/webapps/reportstarter/index.html

High Sea Support Service Report Starter

Reports List | Create/Edit Report

Parts List - Order No. **VIRGEN** save change

ITEM	QTY	PART NUMBER	SERIAL NUMBER	PART DESCRIPTION	DEL
1	1	NW4000-866		NETWORK CONNECTOR MALE	
2	1	NW4000-867		NETWORK CONNECTOR FEMALE	
3	1	NW4445	132	RADAR VIDEO ADAPTOR	
4	1	NW4447	10005	RADAR VIDEO ADAPTOR	
5	1	NW4430	191	WAVENET 8-CHANNEL SERIAL/NMEA	
6	1	NW4422	518	MICROPHONES 60MM	
7	1	NW-4000-1505	1162	PSU BATTERY KIT 2 PCS	
8	1	CN707330PT9	15385	VDR NOVEGA PT9 CAPSULE BEACON	
9					
10					

List of Spare Parts entered by Hand or Bar Code Reader

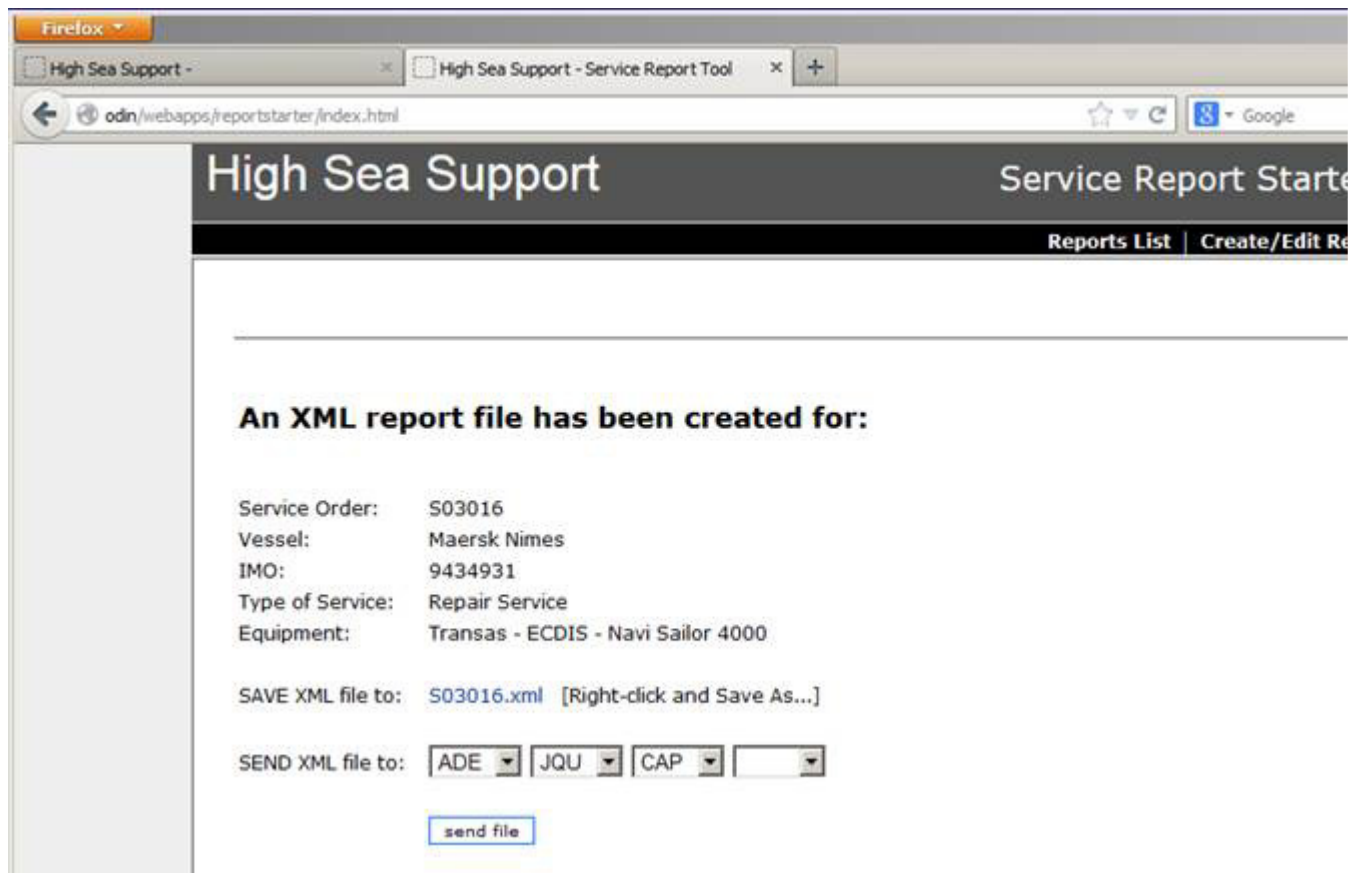
After you have listed all of the Parts click on the “save changes” button.
 At this point a new record is created for the case and the list of Spare Parts is assigned to that record.
 The list can be edited (add / delete parts) anytime by accessing the record from the “Reports List”

Click on this link to open the Parts List

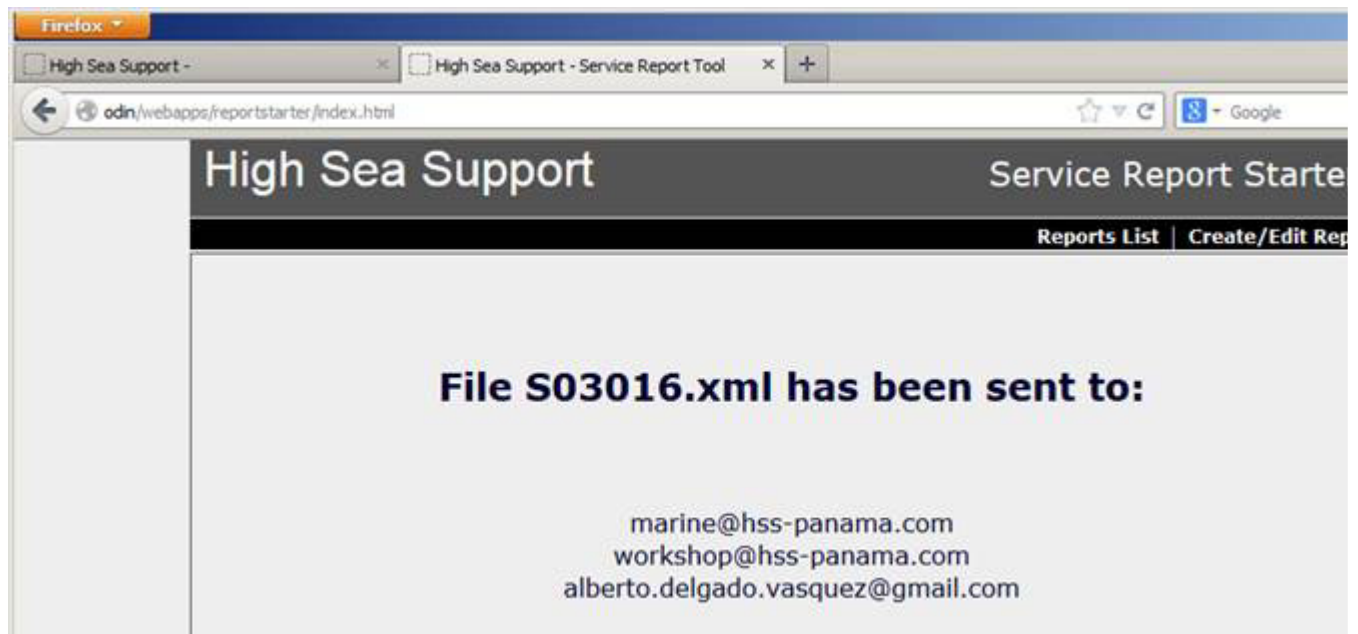
ORDER No.	VESSEL NAME	EQUIPMENT	TYPE OF SERVICE	ACTIONS
VIRGEN		- -		RENAME XML CLO
S03016	Maersk Nimes	Transas - ECDIS - Navi Sailor 4000	Repair Service	RENAME XML CLO
S03014	Chemul	Raytheon Anschutz - Radar - NSC 34	Repair Service	RENAME XML CLO
S03010	Honduras Star	MARIS - SVDR - S-VDR2000	Repair Service	RENAME XML CLO
S03008	Seychelles Patriot	Thrane - SSAS - TT6120	Repair Service	RENAME XML CLO
S02996	Olga Maersk	Raytheon Anschutz - Radar - MKII	Repair Service	RENAME XML CLO
S02992	Eagle Madrid	Sam Electronics - Chartplot - CP1100	Repair Service	RENAME XML CLO
S02989	Swan Chacabuco	SAAB - AIS - R5	Installation	RENAME XML CLO

[2] Sending the XML Report File to Techs [THIS IS FOR SERVICE COORDINATORS]

- Service Coordinators are in charge of sending the XML Report File (though anyone can do it) by clicking on the XML link of any record
 PLEASE NOTE that if the case is using a Temporary Code the XML won't be created
 The service order has to be assigned using the “RENAME” link
- After clicking the “XML” the file will be created
 The report can be either saved to the local computer by right clicking on the xml file name or send to the techs by selecting names and clicking the “send file” button



Confirmation of email sent to tech(s)



[3] Report completion onboard the Vessel [THIS IS FOR SERVICE TECHNICIANS]

- Once you receive the XML file it has to be stored in to your laptop at C:/hss_reports
- Run the SERVICE REPORT TOOL (C:/hss_reports/00_REPORT TOOL.jar)
Write the Service Order number on the Order No. text field.

If the XML file was stored in to C:/hss_reports then the Load Report button will be activated

High Sea Support - Service Report

HIGH SEA SUPPORT

SERVICE REPORT TOOL

Order No. **S03016** **Load Report** Save

The Load Report button is ONLY if the XML file is available

Type in the Service Order Number

SHIP'S PARTICULARS

Vessel Name: IMO: Port/Place:

MMSI: Call Sign: Requested by:

Vessel Owner: Satcom No.: Type of Service:

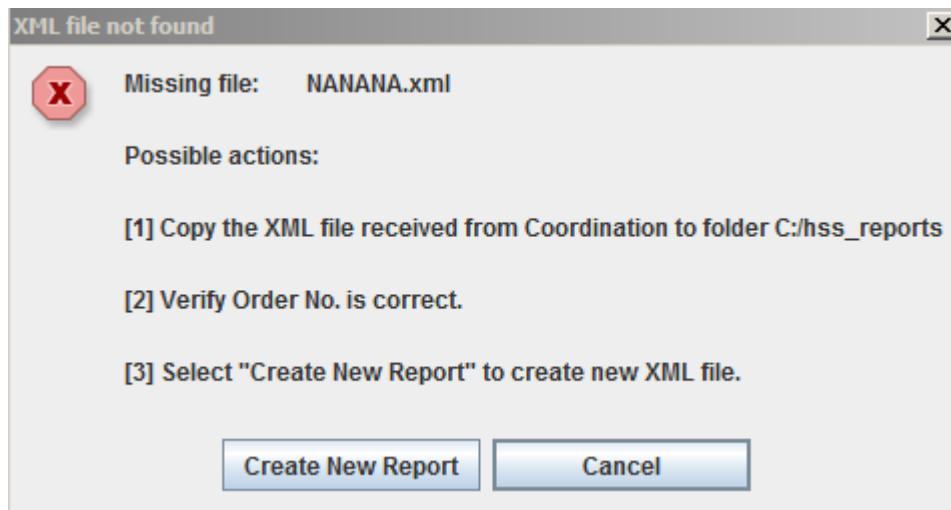
REPORT INFORMATION

Service Request Actions Taken Equipment Particulars + Final Status Spare Parts Tech / Timing Remarks

Equipment:

Service Request:

If the XML file was not available at the time you had to depart for service you can use any '6 digit' code to identify the Service Report
You will get the following message from the Tool




This means there is no XML file with the name you input, click on the "Create New Report" button

- Lets suppose you had the XML file and you clicked on the "Load Report" button
You will have some fields prefilled with the Service Data and the List of Spare Parts

The screenshot shows the "High Sea Support - Service Report" application window. The title bar reads "High Sea Support - Service Report". The main header features the "HIGH SEA SUPPORT" logo on the left and the text "SERVICE REPORT TOOL" in large blue letters. Below the header, the "Order No." is displayed as "S03016" in a blue box. To the right of the order number are two buttons: "UNLOAD Report" and "Save". The form is divided into two main sections. The "SHIP'S PARTICULARS" section contains several input fields: "Vessel Name" (filled with "Maersk Nimes"), "IMO" (filled with "9434931"), "Port/Place" (filled with "Panama Ports Balboa"), "MMSI" (empty), "Call Sign" (empty), "Requested by" (empty), "Vessel Owner" (empty), "Satcom No." (empty), and "Type of Service" (filled with "Repair Service"). The "REPORT INFORMATION" section has a tabbed interface with tabs for "Service Request", "Actions Taken", "Equipment Particulars + Final Status", "Spare Parts", "Tech / Timing", and "Remarks". The "Service Request" tab is active, showing a text area for "Equipment" (filled with "Transas - ECDIS - Navi Sailor 4000") and a larger text area for "Service Request" (filled with "to exchange the SSD hard disk...read emails").

High Sea Support - Service Report



SERVICE REPORT TOOL

Order No. **S03016** **UNLOAD Report** **Save** **Cr**

SHIP'S PARTICULARS

Vessel Name:	Maersk Nimes	IMO:	9434931	Port/Place:	Panama Ports Balboa
MMSI:		Call Sign:		Requested by:	
Vessel Owner:		Satcom No.:		Type of Service:	Repair Service


REPORT INFORMATION

Service Request	Actions Taken	Equipment Particulars + Final Status	Spare Parts	Tech / Timing	Remarks
-----------------	---------------	--------------------------------------	-------------	---------------	---------

USED	QTY	PART DESCRIPTION	PART NUMBER	S/N NEW	S/N DEFECT
<input type="checkbox"/>	1	KINGSTON 1GB DD2 DIMM PC2-5300	AACOM(D26-KIN-002)	30L4X-29DPQ4-JWHBB	
<input type="checkbox"/>	1	KINGSTON 1GB DD2 DIMM PC2-5300	AACOM(D26-KIN-002)	KFLHF-E9CPAL-VWJD6	
<input type="checkbox"/>	1	KINGSTON SSDNOW V300 120 GB-2.5	AACOM(SSD-KIN-008)	50026B723803EBB0	

- Fill out the "Actions Taken" and the rest of fields that are not prefilled. Mark the parts that were used on the service

High Sea Support - Service Report



SERVICE REPORT TOOL

Order No. **S03016** **UNLOAD Report** **Save** **Cr**

SHIP'S PARTICULARS

Vessel Name:	Maersk Nimes	IMO:	9434931	Port/Place:	Panama Ports Balboa
MMSI:		Call Sign:		Requested by:	
Vessel Owner:		Satcom No.:		Type of Service:	Repair Service

REPORT INFORMATION

Service Request	Actions Taken	Equipment Particulars + Final Status	Spare Parts	Tech / Timing	Remarks
-----------------	---------------	--------------------------------------	-------------	---------------	---------

USED	QTY	PART DESCRIPTION	PART NUMBER	S/N NEW	S/N DEFECTI
<input checked="" type="checkbox"/>	1	KINGSTON 1GB DD2 DIMM PC2-5300	AACOM(D26-KIN-002)	30L4X-29DPQ4-JWHBB	
<input checked="" type="checkbox"/>	1	KINGSTON 1GB DD2 DIMM PC2-5300	AACOM(D26-KIN-002)	KFLHF-E9CPAL-VWJD6	
<input checked="" type="checkbox"/>	1	KINGSTON SSDNOW V300 120 GB-2.5	AACOM(SSD-KIN-008)	50026B723803EBB0	

Parts Used must be marked here, otherwise they won't appear on the final PDF file

- After all corresponding fields has been filled out click on the "Save" button

If everything is all right the "Create PDF" button will be enabled, click on it to generate the printable PDF file

Save the PDF file to a USB stick and print two (2) copies of the report; one copy for the Vessel, one for HSS Sign and Stamp the reports

[4] Feedback report after service

After the tech returns from service, the resulting XML file will be imported to the system.

This action will automatically update Sales and Purchase department on what spares have been used so they can be ordered again.

This functionality is TO BE IMPLEMENTED DURING THE NEXT WEEK.

--
ADE