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

- 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

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

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

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

- 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

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"

[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
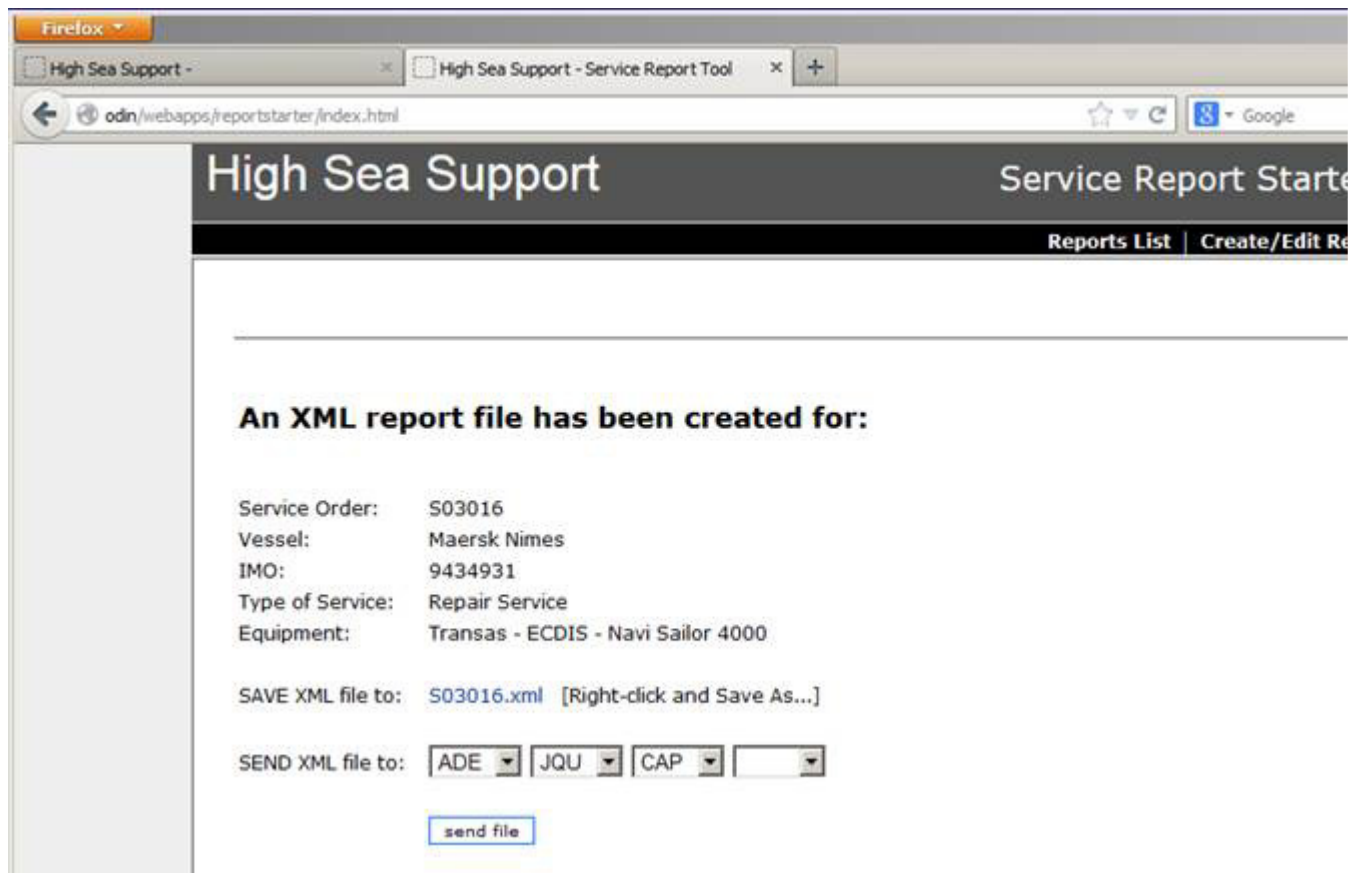
Confirmation of email sent to tech(s)
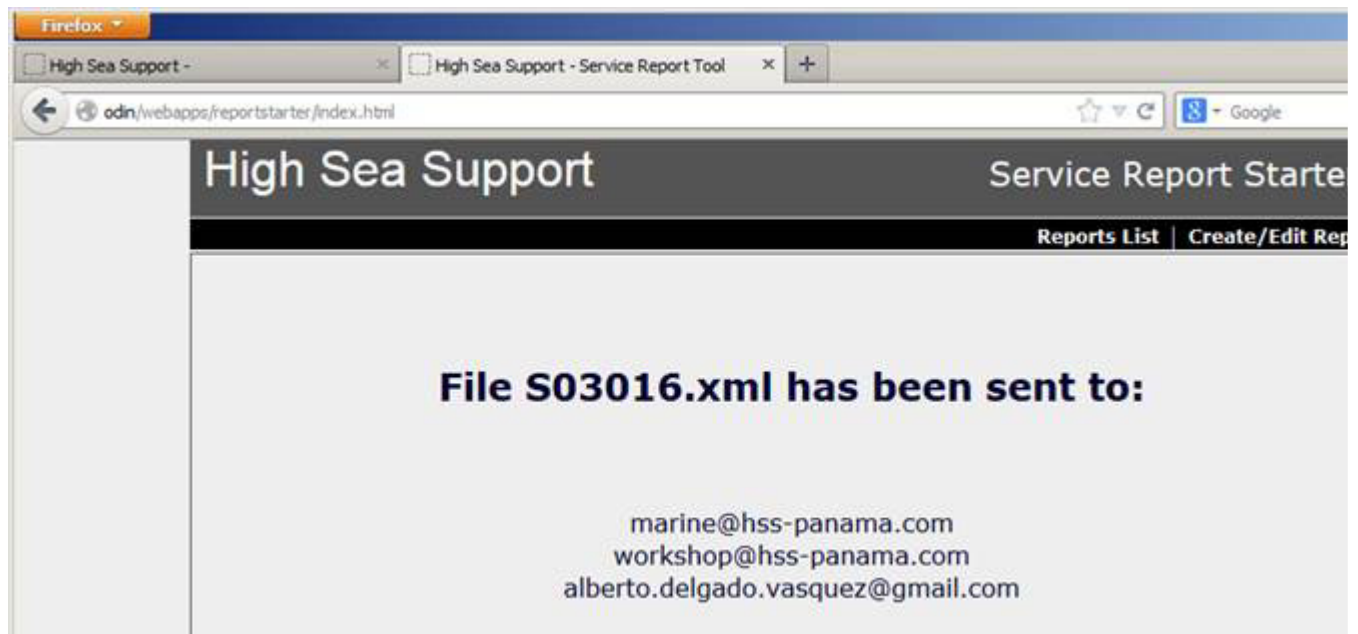
[3] Report completion onboard the Vessel [THIS IS FOR SERVICE TECHNICIANS]

- 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

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

XML file not found

❌ Missing file: NANANA.xml

Possible actions:

[1] Copy the XML file received from Coordination to folder C:/hss_reports

[2] Verify Order No. is correct.

[3] Select "Create New Report" to create new XML file.

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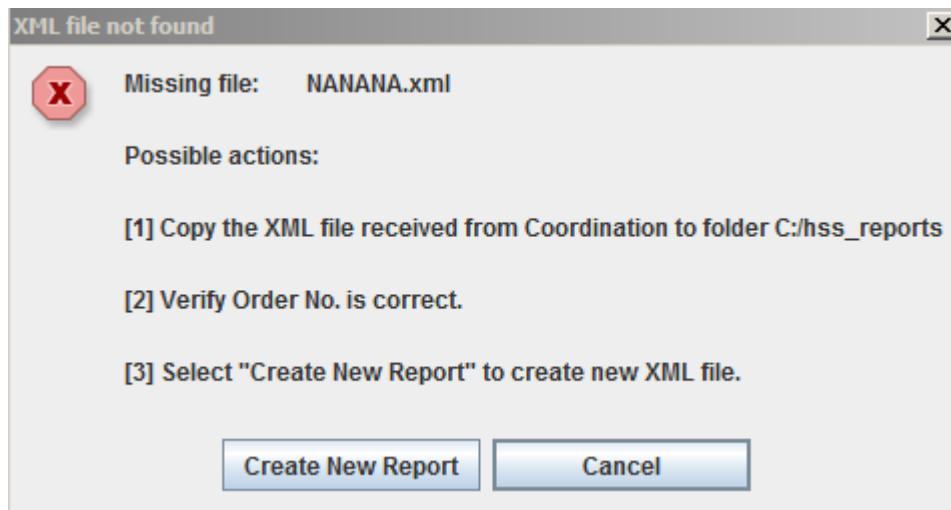
This means there is no XML file with the name you input, click on the "Create New Report" button

- 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

SERVICE REPORT TOOL

Order No. S03016   UNLOAD Report   Save   C

SHIP'S PARTICULARS

Vessel Name:	Maersk Nimes	IMO:	9434931
MMSI:		Call Sign:	
Vessel Owner:		Satcom No.:	

Port/Place:	Panama Ports Balboa
Requested by:	
Type of Service:	Repair Service

REPORT INFORMATION

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

Equipment: Transas - ECDIS - Navi Sailor 4000

Service Request:

to exchange the SSD hard disk...read emails

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

- 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.

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