

# **Manage Incidents Data**

# Document History



## Caution

Before you start the implementation, make sure you have the latest version of this document. You can find the latest version at the following location: [xxx /xxx](#) ➔

The following table provides an overview of the most important document changes.

Table 1

Version	Date	Description
0.1	2015-08-28	Preliminary Version

# Content

1	Manage Incidents Data .....	5
2	Assign Geofences .....	7



# 1 Manage Incidents Data

## Description

The *Incidents* application helps you to maintain master data of incidents, which occur frequently on the roads around the logistics hub.

For example, when a river bridge is opened and roads are subsequently closed. To avoid the traffic congestion, the trucks on that road must be informed in advance so that they take alternate routes. By integrating automation systems at the logistics hub, such incidents are reported to SAP Networked Logistics Hub. The hub forwards the incident messages to the telematic systems. The telematic platform computes the priority of a given incident based on the truck position and geofences of the incident. These incidents are maintained in the PRMS system, which in turn communicates with the T systems regarding an incident occurrence. When an incident occurs, it is displayed on the map at the assigned source location with the priority assigned to it. Accordingly, the messages are conveyed to the truck drivers. In a target geofence, the gates are also defined, using which a truck entering this gate is notified.

The *Incidents* application also helps to associate source location with an incident data and associate multiple target geofence. Every incident is linked to an event type and location. An incident is linked to one or more geofences, one or more gates within the geofences, an incident category, and a message priority. The category types are interference, parking, and container. When creating an incident, the incident category and message priority is mandatory.

By assigning incidents to specific gates, the incident message communication is restricted only to those trucks entering the geofence through the particular gate.

### Note

The application is accessible to the Administrator at Hub and Hub Manager.

Using this application, you can also:

- Search for incidents. You can search entering the entire search term, part of the search term with asterisk (\*) as suffix or prefix, or enter a major part of the search term. You must enter at least three characters to search.
- Group incidents based on the category or priority. Based on grouping, filters are applied
- Sort incidents numerically
- Assign geofences and gates to the incidents. For more information, see [Assign Geofences \[page 7\]](#)
- Manage geofences using the map

## Business Value

- Ensure smooth traffic movement
- Enable automated geospatial messaging

## Related Information:

- *Register with SAP Networked Logistics Hub* [external document]
- *SAP Networked Logistics Hub - User Roles* [external document]
- *Launch Applications* [external document]

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- [Assign Geofences \[page 7\]](#)

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## 2 Assign Geofences

With SAP Networked Logistics Hub *Incidents* application, you can assign a geofence to an existing incident or to a new incident.




On the *Incident* screen, when you click the *Locate Incident Source* button, the system displays a map. Select a location on the map and click *Ok* . The selected source location is assigned to the incident. Click the *Assign Geofence* button to view or select the geofence and gate. You can view the assigned geofences and gates on the *Incident* screen. You can also delete and edit the assigned geofences.

### Related Information:

- [Manage Incidents Data \[page 5\]](#)

# Typographic Conventions

Table 2

Example	Description
<Example>	Angle brackets indicate that you replace these words or characters with appropriate entries to make entries in the system, for example, "Enter your <User Name>".
► Example ► Example ▢	Arrows separating the parts of a navigation path, for example, menu options
<b>Example</b>	Emphasized words or expressions
<b>Example</b>	Words or characters that you enter in the system exactly as they appear in the documentation
<a href="#">www.sap.com</a> 	Textual cross-references to an internet address
<a href="#">/example</a>	Quicklinks added to the internet address of a homepage to enable quick access to specific content on the Web
<a href="#">123456</a> 	Hyperlink to an SAP Note, for example, SAP Note <a href="#">123456</a> 
<i>Example</i>	<ul style="list-style-type: none"> <li>Words or characters quoted from the screen. These include field labels, screen titles, pushbutton labels, menu names, and menu options.</li> <li>Cross-references to other documentation or published works</li> </ul>
Example	<ul style="list-style-type: none"> <li>Output on the screen following a user action, for example, messages</li> <li>Source code or syntax quoted directly from a program</li> <li>File and directory names and their paths, names of variables and parameters, and names of installation, upgrade, and database tools</li> </ul>
EXAMPLE	Technical names of system objects. These include report names, program names, transaction codes, database table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE
<span>EXAMPLE</span>	Keys on the keyboard





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