

OPE HUB Tool

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1. Login

The login screen is a very familiar concept:

Everyone, who has an active account, can login with his U number and a password. The generic password is “welcome” and there is an opportunity to change it.

In case you do not have an account you can contact your local leader and they will provide you with one.

2. Account types

Each account has a defined position and role, thus targeting functionalities easily.

A position could be:



A role could be:

- ✓ **User**
- ✓ **Admin** (would have access to everything)

The mandatory information for an account is in the picture on the right.

Active accounts are considered the accounts of the current employees. Inactive are the accounts of the employees that have left the company. Please be aware that you can use the inactive accounts only for searching and you cannot make them responsible for a layover. You cannot login with a deactivated account.

3. Home screen

An **archiving concept** has been adopted in this version of the tool in order to present only relevant data and thus improve the speed while keeping the CRI history. Please be aware that nothing has been removed from the records and you can make it visible easily!

Archived are the layovers that

- ✓ **have ended 60 days ago and have 0 HUBs,**
- ✓ **the last response for a HUB of theirs was 60 days ago and all their HUBs had been closed.**

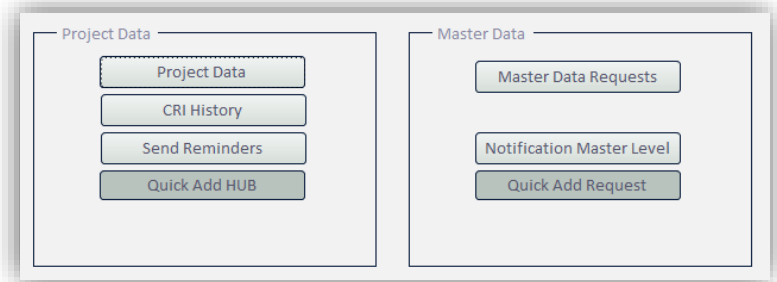
Whenever you enter something for an archived layover you will undo the archiving of the layover and all its HUBs.

The archiving function will automatically be recalculated once a day with the first logging in of a JCE.

The Home screen gives the possibility to navigate to one of the MAIN functionalities:

- ✓ **Project Data**
- ✓ **CRI History**
- ✓ **Send Reminders**
- ✓ **Quick Add HUB**
- ✓ **Master Data Requests**
- ✓ **Notification Master Level**
- ✓ **Quick Add Request**
- ✓ **Export Functionalities**

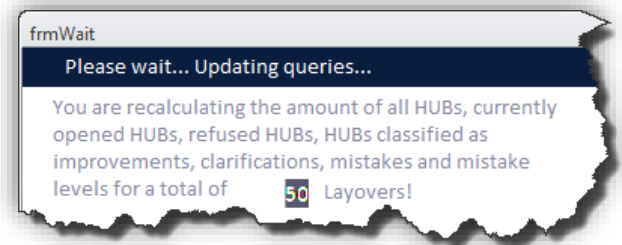
You can export all the tables for Project Data HUBs and for Master Data Requests by clicking on the corresponding buttons.



Whenever you need to export the data for the layovers, some queries will run on the background in order to recalculate the:

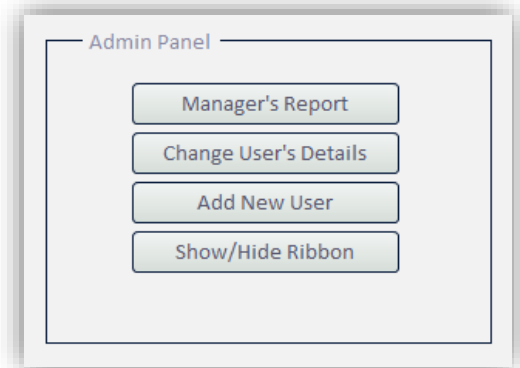
- ✓ Total HUB issues;
- ✓ Total currently opened issues;
- ✓ Total Refused tickets;
- ✓ Improvements;
- ✓ Clarifications;
- ✓ Mistakes and mistake levels.

In order to make sure that you get only the data that you need, you will have to specify a portion of time for which you need the queries to run. Thus they will be recalculated based on today only for the range of dates that you need.



The Leader OSP, Leader JCE and Admin are able to add users or change existing user's details.

A Leader JCE, Leader OSP and Admin can use some additional functions.



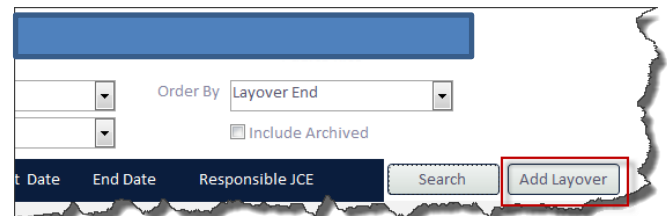
4. Layovers

If you click on the button Project Data HUBs, you will be redirected to the screen Layovers.

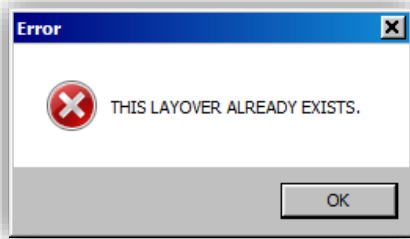
4.1. Add layovers

DESPITE THAT THE CREATION OF LAYOVERS IS ASSIGNED AS A RESPONSIBILITY OF THE RESPECTIVE JCE, ANY USER CAN ADD A LAYOVER AFTER ENTERING THE PROJECT DATA SCREEN.

When clicking on the button Add layover, a pop up screen will show up. What you need to fill in this form, is pretty self-explanatory.

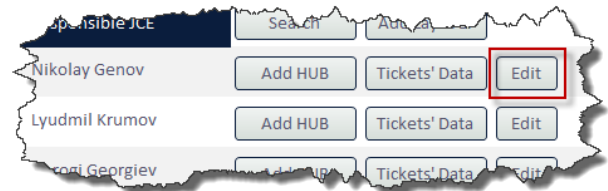


NO TWO LAYOVERS CAN HAVE THE SAME SALES ORDER NUMBER or you will be presented the error below:



If you enter the Tail sign of the aircraft OR its type and MSN and then click on the button Find Aircraft, the rest of the aircraft data will be populated automatically.

Later, you will be able to edit the layover information by clicking on the button Edit on the layover screen:



4.2. Search layovers

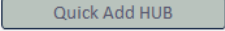
Based on what day is today and the layover start and end date, the layover statuses are updated automatically to the following:

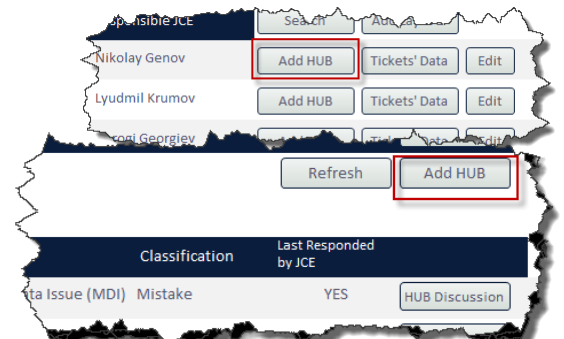
- ✓ **Opened** (when the start date has passed but the end has not);
- ✓ **Upcoming** (when the start and end dates are still in the future);
- ✓ **Closed** (when the start and end dates have passed).

YOU CAN CHANGE THE FILTER AT ANY TIME AND CAN ADD EVEN MORE SPECIFIC FILTERING CRITERIA AND THEN CLICK ON SEARCH:

5. Add HUB for Layover

You can enter HUB from

- ✓ The Home screen by clicking on the button  ;
- ✓ The screen Layovers by clicking on the button Add HUB
- ✓ the screen Tickets' Data by clicking on the button Add HUB.



A HUB contains:

- ✓ The **Sales order** of the project the HUB is associated with;
- ✓ **Entered by** – the logged in user (CANNOT BE CHANGED);
- ✓ **Date of Entry** – equals the current date (CANNOT BE CHANGED);
- ✓ **Status** – when initially entering it, the status is opened (CANNOT BE CHANGED);
- ✓ **Responsible JCE** – if you open the Add HUB form for a layover(from the Layovers form), this field will be prefilled with the responsible JCE for the layover but can be changed;
- ✓ **HUB Ticket ID** – the ID assigned from the local HUB system;
- ✓ **CRI Type and Number**;
- ✓ **Due date** – a date assigned by the one entering the HUB which represents the latest day for providing an answer from the JCE;
- ✓ **Maintenance order number(s)** – could be added up to 3;
- ✓ **Description** – a mandatory free text with which to explain the issue;
- ✓ **Attachments** – up to 3 attachments for one entry.

LIMITATIONS

On the right side of the screen you can see the INFO PANEL where you will be prompted in case you are violating any of the limitations.

- ✓ You cannot leave a field blank, despite the last two boxes for the Maintenance orders and the attachments fields.
- ✓ You cannot enter the same hub ticket id for the same sales order number twice.
- ✓ You cannot enter a due date that is before the date of entry

The system will inform the OSP in case the CRI is already in the database (as a way to prevent them from entering the same or different requests from different facilities);

THE OSP WILL BE PROMPTED IF THE FULL CRI HAS ALREADY BEEN ENTERED IN THE SYSTEM AND WILL BE ABLE TO REVIEW THE HISTORY.

THE SECOND TIME YOU CLICK ON SUBMIT YOU WILL CREATE THE TICKET.

After the HUB is entered successfully, you will see it in the INFO PANEL too.

INFO PANEL
ALL FIELDS ARE REQUIRED.

INFO PANEL
CHANGE THE HUB TICKET ID,
BECAUSE IT ALREADY EXISTS.

INFO PANEL
PLEASE ENTER CORRECT DATES.

INFO PANEL

THIS CRI HAS HISTORY!
Please review the history and if you still
want to log the HUB, click on submit
again.

Review History
Copy Submit

INFO PANEL

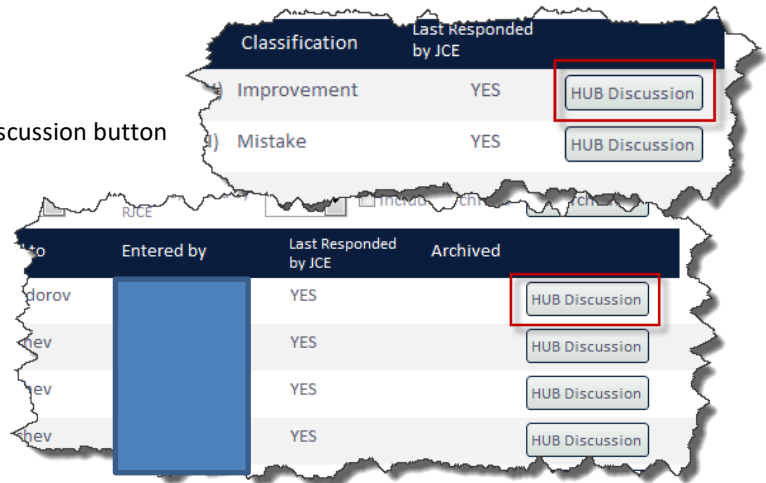
This HUB has been added successfully!

Open HUB
THIS CRI HAS HISTORY!
Review History

6. HUB Discussion

You can access the discussion screen from

- ✓ the Tickets' data screen when clicking on the HUB Discussion button on the far right:
- ✓ the History of a CRI when clicking on the HUB Discussion button on the far right:



HUB ticket ID 01 for CRI MS-MS272100-05-1

Responsible JCE: [Redacted] Due Date: 01.10.2018
 Entered By: [Redacted] Date of Entry: 27.09.2018
 Maintenance Order(s): [Redacted] Sales Order: [Redacted]

Current Status: Closed Issue Type: Master Data Issue (MDI) Classification: Mistake

CLICK CLICK

MDB Jobcard Engineer 28/09/2018 09:30:45 Closed Mistake

The Job Card was revised as per your request.

Best Regards,
 [Redacted]

Attachment:
 [Redacted] OSP 27/09/2018 18:29:12 Closed Mistake

Can you please add step for OPC of the Rudder Travel Limiting Function as per AMM [Redacted] because it is a significant step?

Attachment:

THE MIDDLE PART CONTAINS THE CORRESPONDENCE AND THE ATTACHMENTS REGARDING THE HUB.

THE LOWEST PART ALLOWS YOU TO ANSWER AND REFUSE OR EVALUATE THE HUB.

AN OSP CANNOT EVALUATE A HUB.

Answer:

Add Attachments: [Text Box] Browse X

Evaluate Edit Evaluation

☐ Project Data Issue ☒ Master Data Issue

Assign MDI part to: [Redacted]

☒ Solved ☐ Refused

Classify: Mistake

Submit

6.1. Refusing an Issue

If the JCE refuses the HUB, the following information will be automatically added:

- ✓ **Status:** Closed
- ✓ **Issue type:** ...
- ✓ **Classification:** Refused

6.2. Project Data Issue (PDI)

If the JCE decides to evaluate the HUB as a project data issue, the following information will be automatically added:

- ✓ **Status:** In progress
- ✓ **Issue type:** Project Data Issue
- ✓ **Classification:** ...

When you are ready to mark it as solved, click on the button Solved and then classify it. In this case the following information will be automatically added:

- ✓ **Status:** Closed
- ✓ **Issue type:** Project Data Issue
- ✓ **Classification:** Improvement

6.3. Master Data Issue (MDI)

If the JCE decides to evaluate the HUB as a master data issue you will be given the opportunity to assign it to another colleague, the following information will be automatically added:

- ✓ **Status:** In progress
- ✓ **Issue type:** Master Data Issue
- ✓ **Classification:** ...

When you are ready to mark it as solved, click on the button Solved and then classify it. In this case the following information will be automatically added:

- ✓ **Status:** Closed
- ✓ **Issue type:** Master Data Issue
- ✓ **Classification:** Improvement

6.4. PDI & MDI

If you choose to evaluate the HUB as both project and master data issue you will be given the opportunity to assign it to another colleague and the following information will be automatically added:

- ✓ **Status:** In progress
- ✓ **Issue type:** PDI & MDI
- ✓ **Classification:** ...

When you are ready to mark the project data part as solved, click on the button Solved and then classify it. In this case the following information will be automatically added:

- ✓ **Status:** In Progress MDI *((If the MDI part is solved the status will be Closed))*
- ✓ **Issue type:** PDI & MDI
- ✓ **Classification:** Improvement

When you are ready to mark the master data part as solved, click on the button Solved. In this case the following information will be automatically added:

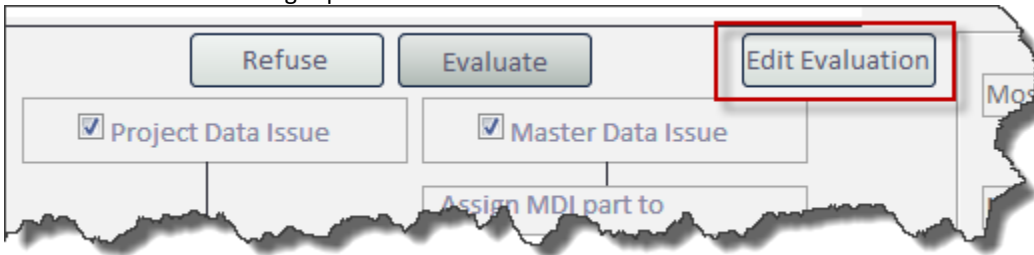
- ✓ **Status:** Closed *((If the PDI part is not solved the status will be In Progress PDI))*
- ✓ **Issue type:** PDI & MDI
- ✓ **Classification:** Improvement

If you choose to refuse the master data part, click on the button Refused. In this case the following information will be automatically added:

- ✓ **Status:** Closed
- ✓ **Issue type:** Project Data Issue
- ✓ **Classification:** Improvement

6.5. EDIT EVALUATION

This button in the lower right part of the screen will be visible for Leader JCE and Admin:

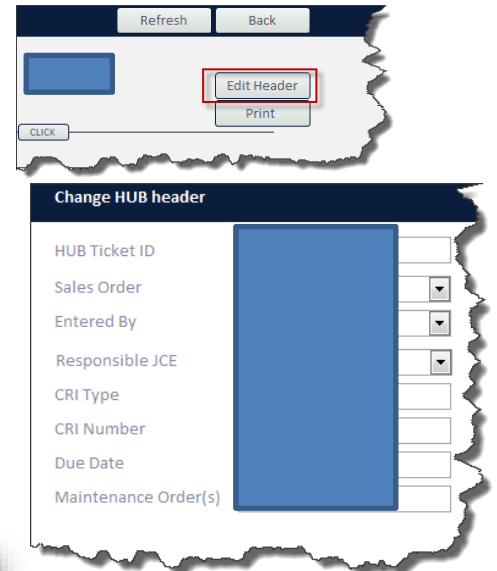


After refusing or evaluating the HUB, all the buttons, checkboxes and so on will be locked. In case the Leader JCE wants to reevaluate it, they need to first click on the edit evaluation button and the buttons will be unlocked for them to click!

6.6. EDIT HEADER

This button in the upper right part of the screen will be visible for everyone and it is highly advisable to use it whenever the CRI is not of a value that allows it to track its history, for example work order.

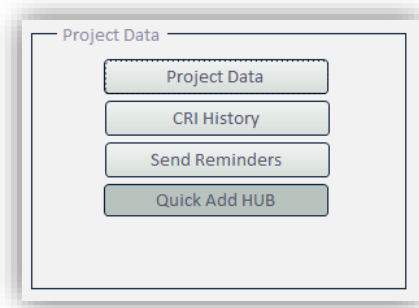
When clicked, it will trigger a pop-up window. You can change any field.



7. Create and keep a history of a CRI

If you click on button CRI History at the Home screen you will be presented with a form via which you can search through out all the HUBs. The possible filters here are:

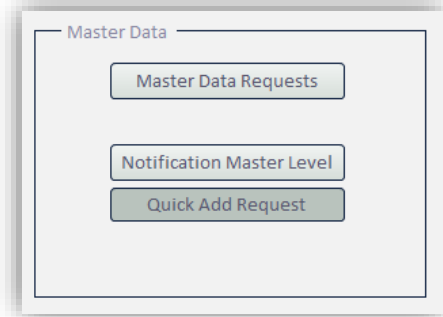
- ✓ Facility
- ✓ CRI Type
- ✓ CRI Number
- ✓ HUB Ticket ID
- ✓ Sales Order
- ✓ Status
- ✓ Classification
- ✓ Issue Type
- ✓ Responsible JCE
- ✓ OSP
- ✓ Last Responded by JCE



You can change the filters at any time and apply any combination of them.

8. Master Data Requests

If you click on the button Master Data Requests at the Home screen you will be presented with a screen with all the requests that are targeted for the master database or just do not originate from layovers.



You can again filter by Ticket ID, Responsible JCE, OSP, Status and Classification.

 A screenshot of the "Master Data Requests" interface. At the top, there are filter fields: "Ticket ID" (text input), "Responsible JCE" (dropdown), "OSP" (dropdown), "Status" (checkboxes for "Opened" and "Closed"), and "Classification" (dropdown). There are also "Add Request" and "Search Requests" buttons. Below the filters is a table with the following columns: Ticket ID, Title, Entered by, Date of Entry, Assigned to, Status, and Classification. The table is currently empty.

8.1. Add requests

You can add up to five requests by click on the button Add request or via Quick Add request

You will be redirected to the form where you can fill the necessary data:

- ✓ Responsible JCE
- ✓ Due date
- ✓ Title
- ✓ Description
- ✓ Up to three attachments

All fields are required except the ones for the attachments.

 A screenshot of the "Add Master Data Request" form. At the top, it shows "Entered By: Petya Kuzmanova", "Date of Entry: 11/01/2019", and "Status: Opened". The form contains two identical sections for adding requests. Each section has a "Title" field (with a note "(Up to 50 characters)"), a "Description" field, a "Responsible JCE" dropdown, and a "Due Date" field. There is also an "Add Attachments" section with a "Browse" button and a close button "X". To the right of each section is an "INFO PANEL" area. At the bottom right of the form are "Copy" and "Submit" buttons.

8.2. Request Details

A request has status – It can be Opened or Closed

A request also has classification – it can be Refused or Solved.

When submitting your answer, if you decide to refuse it, it will automatically get status closed and get a classification Refused.

If you decide to Solve it, it will automatically be closed and get a classification Solved.

9. Sending emails

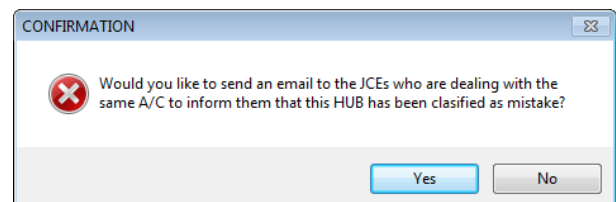
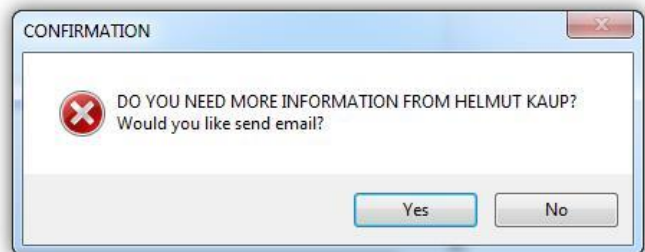
9.1. Events sending emails

The program will send email whenever:

- ✓ An account is created, it will inform the user
- ✓ Someone changes your user details
- ✓ You change your password

Or:

- ✓ In case of a new HUB inform JCE
- ✓ In case of closed HUB inform OSP
- ✓ In case of refused HUB inform OSP
- ✓ In case of closed HUB inform JCE if different from the one closing the HUB
- ✓ In case of PDI & MDI split, inform JCE
- ✓ Inform JCE for a HUB change
- ✓ Inform OSP for a HUB change
- ✓ Inform JCE for a HUB change that makes it their responsible
- ✓ Inform OSP for a HUB change that makes it their responsibility
- ✓ Inform JCE when response after closed HUB
- ✓ Inform OSP when response after closed HUB
- ✓ In case the JCE needs more information from the OSP in order to close the HUB and specifically confirms it:
- ✓ In case of new MDB request inform JCE
- ✓ In case of closed MDB inform OSP
- ✓ In case of refused request inform OSP
- ✓ In case of refused request inform JCE
- ✓ In case of closed request inform JCE if different from the one closing the request
- ✓ Inform JCE for a request change
- ✓ Inform JCE for a request change that makes it their responsible
- ✓ Inform OSP for a request change
- ✓ Inform OSP for a request change that makes it their responsibility
- ✓ Inform JCE when response after closed request
- ✓ Inform OSP when response after closed request
- ✓ In case the JCE needs more information from the OSP in order to close the HUB and specifically confirms it.
- ✓ In case a HUB is classified as master mistake and the JCE has confirmed that he/she wants to inform his colleagues that they should check their upcoming or opened layover that the CRI may be part of their project.

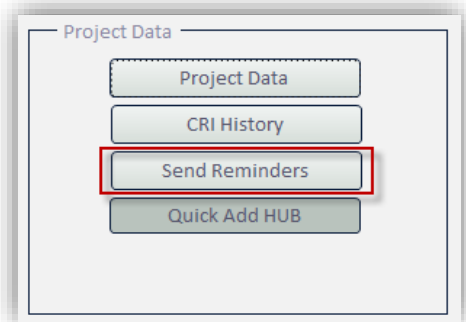


9.2. Send emails every day for the users with open HUBs

When you click on Button Send Reminders on the Home screen, the program will automatically send emails to all the JCE who have overdue HUBs.

Overdue HUBs are all the HUBs which do not have a current status Closed and their due date have passed.

REMINDERS CAN BE SENT ONCE EVERY 24 HOURS.



9.3. Send emails in order to inform for a change in a CRI on Master Level

This form allows you to inform only the JCEs that have opened or upcoming projects with a specific database for a CRI change on master.

