
Query

Incident Report not able to complete

Ans

The Description for the Incident report is not updated due to which the incident report not visible at the ship end

There are few unsafe acts /condtions in the system which cannot be attend and have no text and descriptions in them .

updated the details for the Unsafe Act and Conditions mentioned, setting them as null, which was causing the details to appear as blank

Vessel wanted to remove the Date completed for 3 Near miss reports

Informed vessel that we cannot remove it, however you can ask office team to REWORK so that the Date Completed is removed.

To print the comments from office in Monthly safety meeting or from Near Miss	Informed the vessel that there is not option to print the comments, however, we have print option to print the complete report. Guided him about the same.
---	--

In HSEQ Module, when we try to create Inspection report, unable to add observations at office end	1. Informed him that, Add Observations option is visible only for Attachment Type Inspections
---	---

Why Unsafe Act/Condition pending	As the office team has not yet add Office response to those Unsafe Act/Condition that's why it showing as pending. Therefore, when the office team has added Office response to those Unsafe Act/Condition, then vessel is able to update Further Action tab.
----------------------------------	--

How to verify a Near Miss Report?

Kindly follow the steps below to verify the Near Miss reports :

1. Open the Near Miss Report module.
 2. In the search criteria, set the Near Miss Report Status to “Completed” and click on the Search button.
 3. From the displayed records, select a report and click on Edit under the Action column.
 4. The Near Miss Details window will open, where you will find the Verify button.
- Click the Verify button to verify the selected report.

Unable to upload .xlsm file in QMS

we are unable to upload the XLSM file to the QMS due to security concerns, as it contains macros.

Therefore, we kindly request you to follow the steps below and share the file accordingly:

- 1.Upload the file to a cloud storage platform (e.g., Google Drive, Dropbox, or OneDrive).
- 2.Ensure the file remains available and is not deleted.
- 3.Share the access link with us.

Upon receiving the link, we will create a PDF document containing the link and upload it to the Jot ERP QMS.

Once this process is complete, we will proceed to send the files to all your vessels.

The manuals for QMS were uploaded are uploaded in Peninsulat not Visible in ATOS .	The procedures mentioned were created in the Peninsular site, not in ATOS. This is the reason the procedures are not visible in the ATOS site. To resolve this, kindly add the relevant procedures to the ATOS site so they can be viewed and assigned to your good vessels.
--	---

Unable to view the QMS sub folders	Assign the necessary rights to the user for accessing the QMS sub-folder. This will enable the user to perform the required tasks efficiently within the QMS module.
------------------------------------	--

Unable to download template in Risk Assessment module

The "Download Template" option is for viewing purposes only and it shows an example of Risk Assessment flow and can update the same if user wish to have any changes in the library setup.

You can view the template of the Risk Assessment inside it, like the "View Matrix" option.

Cannot print vessel inspection report

On server the template folder were missing , so added the Teemplate folder

Unable to select the approver name in the FBM module

The Approver must be the manager of the user. Only in that case, the manager's name will be visible in the Approver list.

How to delete Near Miss Report

Informed him that the NMR cannot be deleted as it will affect the defect ID generation.
Also informed them, ask office team to update the remarks in follow-up section and close that defect record.

Please advise the procedure to see the raised observation.

Please be informed that there is no such module present at vessel end to view the Vessel Inspection Reports.
As Vessel Inspection Report module is present at only office ERP to maintain checklist for Vessel Inspection.
Also take a note that, Once the Vessel Inspection report is marked FINALIZED in the office, all the observations and NCRs automatically get added to the DEFECT LIST module, which then synchronize with the ship and the ship can see all those Observations & NCRs
