## PROGRAM DEFINITION

|  |
| --- |
|  |
| * Program transaksi untuk semua kebutuhan CARE |

## RELATED TABLES

|  |  |
| --- | --- |
|  | **Access** |
| * HDT\_TRANS\_HD * HDT\_TRANS\_SUPERVISOR * HDT\_TRANS\_STAFF * HDT\_TRANS\_CHECKLIST * HDT\_TRANS\_CHARGES * HDT\_TRANS\_IMAGES * HDM\_SYSTEM\_PARAM * HDM\_ASSET * HDM\_PUBLIC\_LOCATION * HDM\_TASK * HDM\_TASK\_CHECKLIST | * RW * RW * RW * RW * RW * RW * R * R * R * R * R |

## ROLES

|  |  |
| --- | --- |
|  | **Test** |
| * User yg mempunyai akses ke program |  |

## INITIAL PROCESS

|  |  |
| --- | --- |
|  | **Test** |
| * Set VAR\_COMPANY\_ID = Login User’s Company ID * Set VAR\_USER\_ID = Login User ID * Set VAR\_LANGUAGE\_ID = Login User’s Language ID * **Get Property List**   Jalankan RSP\_GS\_GET\_PROPERTY\_LIST dengan parameter, simpan hasil ke VAR\_SELECTED\_PROPERTY   * + VAR\_COMPANY\_ID   + VAR\_LANGUAGE\_ID * **Get HD System Parameter**   Jalankan RSP\_HD\_GET\_SYSTEM\_PARAM dengan parameter, simpan hasil ke VAR\_HD\_SYSTEM\_PARAM   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID * **Get CARE Category**   Jalankan RSP\_GS\_GET\_GSB\_CODE\_LIST dengan parameter, simpan hasil ke VAR\_CARE\_CATEGORY   * + ‘BIMASAKTI’   + VAR\_COMPANY\_ID   + ‘\_BS\_CARE\_CATEGORY’   + VAR\_LANG\_ID * Set VAR\_FILTERED\_CARE\_CATEGORY = Filter VAR\_CARE\_CATEGORY where CCODE = ‘01’ and CCODE = ‘02’ * **Get Priority**   Jalankan RSP\_GS\_GET\_GSB\_CODE\_LIST dengan parameter, simpan hasil ke VAR\_PRIORITY   * + ‘BIMASAKTI’   + VAR\_COMPANY\_ID   + ‘\_BS\_CRITICAL\_LEVEL’   + VAR\_LANG\_ID * **Get Area**   Jalankan RSP\_GS\_GET\_GSB\_CODE\_LIST dengan parameter, simpan hasil ke VAR\_AREA   * + ‘BIMASAKTI’   + VAR\_COMPANY\_ID   + ‘\_BS\_AREA’   + VAR\_LANG\_ID * **Get Caller Category**   Jalankan RSP\_GS\_GET\_GSB\_CODE\_LIST dengan parameter, simpan hasil ke VAR\_CALLER\_CATEGORY   * + ‘BIMASAKTI’   + VAR\_COMPANY\_ID   + ‘\_BS\_CALLER\_CATEGORY’   + VAR\_LANG\_ID * **Get Caller Registration**   Jalankan RSP\_GS\_GET\_GSB\_CODE\_LIST dengan parameter, simpan hasil ke VAR\_CALLER\_REGISTRATION   * + ‘BIMASAKTI’   + VAR\_COMPANY\_ID   + ‘\_BS\_CALLER\_REGISTRATION’   + VAR\_LANG\_ID * **Get Assignment Type**   Jalankan RSP\_GS\_GET\_GSB\_CODE\_LIST dengan parameter, simpan hasil ke VAR\_ASSIGNMENT\_TYPE   * + ‘BIMASAKTI’   + VAR\_COMPANY\_ID   + ‘\_BS\_ASSIGNMENT\_TYPE’   + VAR\_LANG\_ID |  |

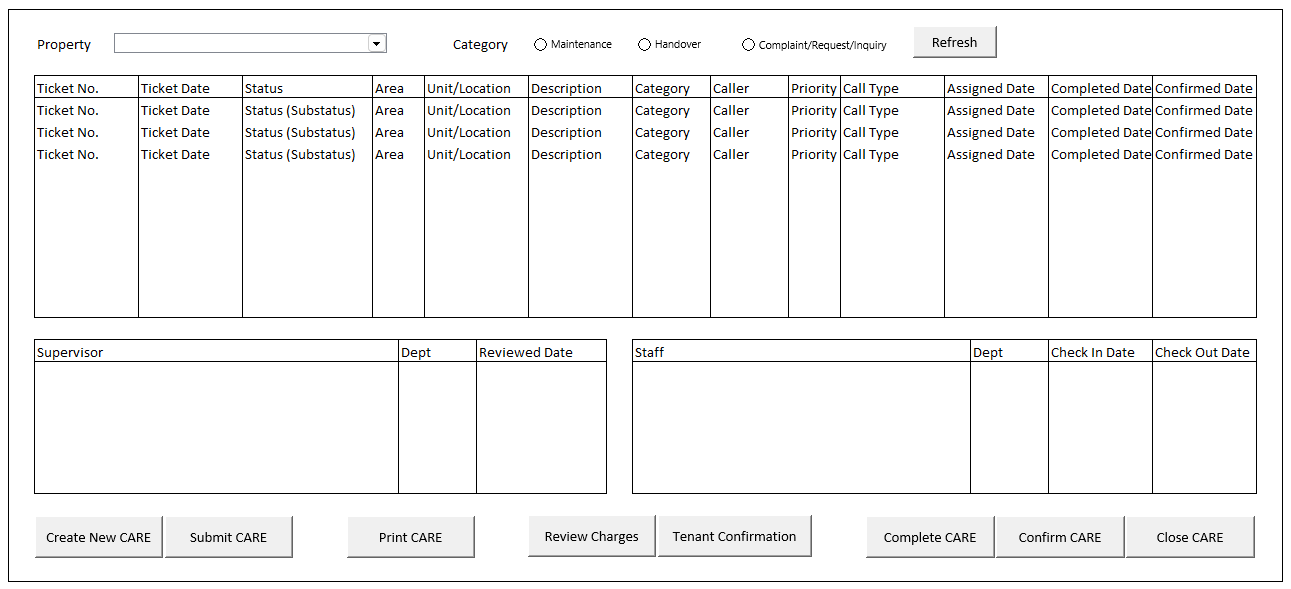
## TAB CARE PROCESS

### USER INTERFACE

#### [CR01]

#### 

#### INITIAL VERSION



### BUTTON DEFINITION

|  |  |  |
| --- | --- | --- |
| **Button Name** | **Action** | **Enabled** |
| Refresh | Jalankan REFRESH PROCESS |  |
| Create New CARE | Jalankan CREATE NEW CARE PROCESS | * VAR\_SELECTED\_CATEGORY = “O” |
| Submit CARE | Jalankan SUBMIT CARE PROCESS | * VAR\_SELECTED\_CARE.LENABLE\_SUBMIT = TRUE |
| Print CARE | Jalankan PRINT CARE PROCESS | * VAR\_SELECTED\_CARE.LENABLE\_PRINT = TRUE |
| Review Charges | Jalankan REVIEW CHARGES PROCESS | * VAR\_SELECTED\_CARE.LENABLE\_REVIEW\_CHARGES = TRUE |
| Tenant Confirmation | Jalankan TENANT CONFIRMATION PROCESS | * VAR\_SELECTED\_CARE.LENABLE\_CONFIRM\_CHARGES = TRUE |
| Complete CARE | Jalankan COMPLETE CARE PROCESS | * VAR\_SELECTED\_CARE.LENABLE\_COMPLETE = TRUE |
| Confirm CARE | Jalankan CONFIRM CARE PROCESS | * VAR\_SELECTED\_CARE.LENABLE\_CONFIRM = TRUE |
| Close CARE | Jalankan CLOSE CARE PROCESS | * VAR\_SELECTED\_CARE.LENABLE\_CLOSE = TRUE |

### ROLES

|  |  |
| --- | --- |
|  | **Test** |
| * User yg punya akses ke program |  |

### INITIAL PROCESS

|  |  |
| --- | --- |
|  | **Test** |
| * Set VAR\_CATEGORY (as array of object) with VAR\_CODE and VAR\_NAME.   + Set VAR\_CODE = ‘M’, ‘H’, ‘O’   + Set VAR\_NAME = Maintenance, Handover, Complaint/Request/Inquiry * Set VAR\_SELECTED\_CATEGORY = ‘O’ * **Load CARE List**   Jalankan RSP\_HD\_GET\_CARE\_LIST dengan parameter, simpan hasil ke VAR\_CARE\_LIST dan VAR\_SELECTED\_CARE   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + VAR\_SELECTED\_CATEGORY   + VAR\_LANG\_ID * **Load CARE Detail**   Jalankan RSP\_HD\_GET\_CARE\_DETAIL dengan parameter, simpan hasil ke VAR\_SELECTED\_CARE   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + VAR\_SELECTED\_CARE.CCARE\_TICKET\_NO   + VAR\_LANG\_ID * **Load Supervisor List**   Jalankan RSP\_HD\_GET\_CARE\_SUPERVISOR\_LIST dengan parameter, simpan hasil ke VAR\_SUPERVISOR\_LIST dan VAR\_SELECTED\_SUPERVISOR   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + VAR\_SELECTED\_CARE.CCARE\_TICKET\_NO   + VAR\_LANG\_ID   + 1 * **Load Staff List**   Jalankan RSP\_HD\_GET\_CARE\_STAFF\_LIST dengan parameter, simpan hasil ke VAR\_STAFF\_LIST dan VAR\_SELECTED\_STAFF   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + VAR\_SELECTED\_CARE.CCARE\_TICKET\_NO   + VAR\_SELECTED\_SUPERVISOR.CSUPERVISOR\_ID   + VAR\_LANG\_ID |  |

### DISPLAY PROCESS

#### FIELD DEFINITION

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Field** | **Type** | **Validation** |
| Property | CPROPERTY\_ID | Combobox  Isi combobox dengan RSP\_GS\_GET\_PROPERTY\_LIST dengan parameter   * VAR\_COMPANY\_ID * VAR\_USER\_ID   Set ValueField = CPROPERTY\_ID  Set TextField = CPROPERTY\_NAME  Simpan hasil ke VAR\_SELECTED\_PROPERTY | On Value Changed,  **Load CARE List** Jalankan RSP\_HD\_GET\_CARE\_LIST dengan parameter, simpan hasil ke VAR\_CARE\_LIST dan VAR\_SELECTED\_CARE:   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + VAR\_SELECTED\_CATEGORY   + VAR\_LANG\_ID   **Load CARE Detail** Jalankan RSP\_HD\_GET\_CARE\_DETAIL dengan parameter, simpan hasil ke **VAR\_SELECTED\_CARE**:   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + VAR\_SELECTED\_CARE.CCARE\_TICKET\_NO   + VAR\_LANG\_ID   **Load Supervisor List** Jalankan RSP\_HD\_GET\_CARE\_SUPERVISOR\_LIST dengan parameter, simpan hasil ke VAR\_SUPERVISOR\_LIST dan VAR\_SELECTED\_SUPERVISOR:   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + VAR\_SELECTED\_CARE.CCARE\_TICKET\_NO   + VAR\_LANG\_ID   **Load Staff List** Jalankan RSP\_HD\_GET\_CARE\_STAFF\_LIST dengan parameter, simpan hasil ke VAR\_STAFF\_LIST dan VAR\_SELECTED\_STAFF:   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + VAR\_SELECTED\_CARE.CCARE\_TICKET\_NO   + VAR\_SELECTED\_SUPERVISOR.CSUPERVISOR\_ID   + VAR\_LANG\_ID |
| Category | VAR\_SELECTED\_CATEGORY | RadioButton  Isi radiobutton dengan VAR\_CATEGORY  Set ValueField = VAR\_CODE  Set TextField = VAR\_NAME  Simpan hasil ke VAR\_SELECTED\_CATEGORY | On Selected Changed,  **Load CARE List** Jalankan RSP\_HD\_GET\_CARE\_LIST dengan parameter, simpan hasil ke VAR\_CARE\_LIST dan VAR\_SELECTED\_CARE:   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + VAR\_SELECTED\_CATEGORY   + VAR\_LANG\_ID   **Load CARE Detail** Jalankan RSP\_HD\_GET\_CARE\_DETAIL dengan parameter, simpan hasil ke **VAR\_SELECTED\_CARE**:   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + VAR\_SELECTED\_CARE.CCARE\_TICKET\_NO   + VAR\_LANG\_ID   **Load Supervisor List** Jalankan RSP\_HD\_GET\_CARE\_SUPERVISOR\_LIST dengan parameter, simpan hasil ke VAR\_SUPERVISOR\_LIST dan VAR\_SELECTED\_SUPERVISOR:   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + VAR\_SELECTED\_CARE.CCARE\_TICKET\_NO   + VAR\_LANG\_ID   **Load Staff List** Jalankan RSP\_HD\_GET\_CARE\_STAFF\_LIST dengan parameter, simpan hasil ke VAR\_STAFF\_LIST dan VAR\_SELECTED\_STAFF:   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + VAR\_SELECTED\_CARE.CCARE\_TICKET\_NO   + VAR\_SELECTED\_SUPERVISOR.CSUPERVISOR\_ID   + VAR\_LANG\_ID |
| **CARE Grid** |  | **Data:** VAR\_CARE\_LIST  **Type**: Navigator | Allow: -  View Only  On Selected Changed,  Set **VAR\_SELECTED\_CARE** = Selected Row’s Data  **Load CARE Detail** Jalankan RSP\_HD\_GET\_CARE\_DETAIL dengan parameter, simpan hasil ke **VAR\_SELECTED\_CARE**:   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + VAR\_SELECTED\_CARE.CCARE\_TICKET\_NO   + VAR\_LANG\_ID   **Load Supervisor List** Jalankan RSP\_HD\_GET\_CARE\_SUPERVISOR\_LIST dengan parameter, simpan hasil ke VAR\_SUPERVISOR\_LIST dan VAR\_SELECTED\_SUPERVISOR:   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + VAR\_SELECTED\_CARE.CCARE\_TICKET\_NO   + VAR\_LANG\_ID   **Load Staff List** Jalankan RSP\_HD\_GET\_CARE\_STAFF\_LIST dengan parameter, simpan hasil ke VAR\_STAFF\_LIST dan VAR\_SELECTED\_STAFF:   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + VAR\_SELECTED\_CARE.CCARE\_TICKET\_NO   + VAR\_SELECTED\_SUPERVISOR.CSUPERVISOR\_ID   + VAR\_LANG\_ID |
| Ticket No. | CCARE\_TICKET\_NO | Textbox, Disabled |  |
| Ticket Date. | DCARE\_TICKET\_DATE | DateTimePicker, Disabled |  |
| Status | CSTATUS\_DESCRIPTION, CSUBSTATUS\_DESCRIPTION  Set Display:  CSTATUS\_DESCRIPTION (CSUBSTATUS\_DESCRIPTION) | Textbox, Disabled |  |
| Area | CAREA\_DESCRIPTION | Textbox, Disabled |  |
| Building  **[CR01]** | CBUILDING\_ID | Textbox, Disabled |  |
| Unit/Location | CUNIT\_LOCATION\_ID | Textbox, Disabled |  |
| Description | CCARE\_DESCRIPTION | Textbox, Disabled |  |
| ~~Category~~  **[CR01]** | ~~CCALLER\_CATEGORY\_DESCRIPTION, CCALLER\_SUBCATEGORY~~  ~~Set Display:~~  ~~IF CCALLER\_SUBCATEGORY is not EMPTY, then~~  ~~CCALLER\_CATEGORY\_DESCRIPTION (CCALLER\_SUBCATEGORY)~~  ~~Else,~~  ~~CCALLER\_CATEGORY\_DESCRIPTION~~ | ~~Textbox, Disabled~~ |  |
| Caller | CCALLER\_NAME | Textbox, Disabled | **Notes: Grid must show at least until this column** |
| Category  **[CR01]** | CCALLER\_CATEGORY\_DESCRIPTION, CCALLER\_SUBCATEGORY  Set Display:  IF CCALLER\_SUBCATEGORY is not EMPTY, then  CCALLER\_CATEGORY\_DESCRIPTION (CCALLER\_SUBCATEGORY)  Else,  CCALLER\_CATEGORY\_DESCRIPTION | Textbox, Disabled |  |
| Priority | CPRIORITY\_DESCRIPTION | Textbox, Disabled |  |
| Call Type | CCALL\_TYPE\_ID | Textbox, Disabled |  |
| Assigned Date | DASSIGNED\_DATE | DateTimePicker, Disabled |  |
| Completed Date | DCOMPLETED\_DATE | DateTimePicker, Disabled |  |
| Confirmed Date | DCONFIRMED\_DATE | DateTimePicker, Disabled |  |
| **Supervisor Grid** |  | **Data:** VAR\_SUPERVISOR\_LIST  **Type**: Original | Allow: -  ViewOnly  On Selected Changed,  Set **VAR\_SELECTED\_SUPERVISOR** = Selected Row’s Data  **Load Staff List** Jalankan RSP\_HD\_GET\_CARE\_STAFF\_LIST dengan parameter, simpan hasil ke VAR\_STAFF\_LIST dan VAR\_SELECTED\_STAFF:   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + VAR\_SELECTED\_CARE.CCARE\_TICKET\_NO   + VAR\_SELECTED\_SUPERVISOR.CSUPERVISOR\_ID   + VAR\_LANG\_ID |
| Supervisor | CSUPERVISOR\_ID, CSUPERVISOR\_NAME  Set Display:  CSUPERVISOR\_ID – CSUPERVISOR\_NAME | Textbox, Disabled |  |
| Dept | CSUPERVISOR\_DEPT\_CODE | Textbox, Disabled |  |
| Reviewed Date | DSUPERVISOR\_REVIEWED\_DATE | DateTimePicker, Disabled |  |
| **Staff Grid** |  | **Data**: VAR\_STAFF\_LIST  Type: Original | Allow: -  ViewOnly  On Selected Changed,  Set **VAR\_SELECTED\_STAFF** = Selected Row’s Data |
| Staff | CSTAFF\_ID, CSTAFF\_NAME  Set Display:  CSTAFF\_ID – CSTAFF\_NAME | Textbox, Disabled |  |
| Dept | CSTAFF\_DEPT\_CODE | Textbox, Disabled |  |
| Check In Date | DSTAFF\_CHECK\_IN\_DATE | DateTimePicker, Disabled |  |
| Check Out Date | DSTAFF\_CHECK\_OUT\_DATE | DateTimePicker, Disabled |  |

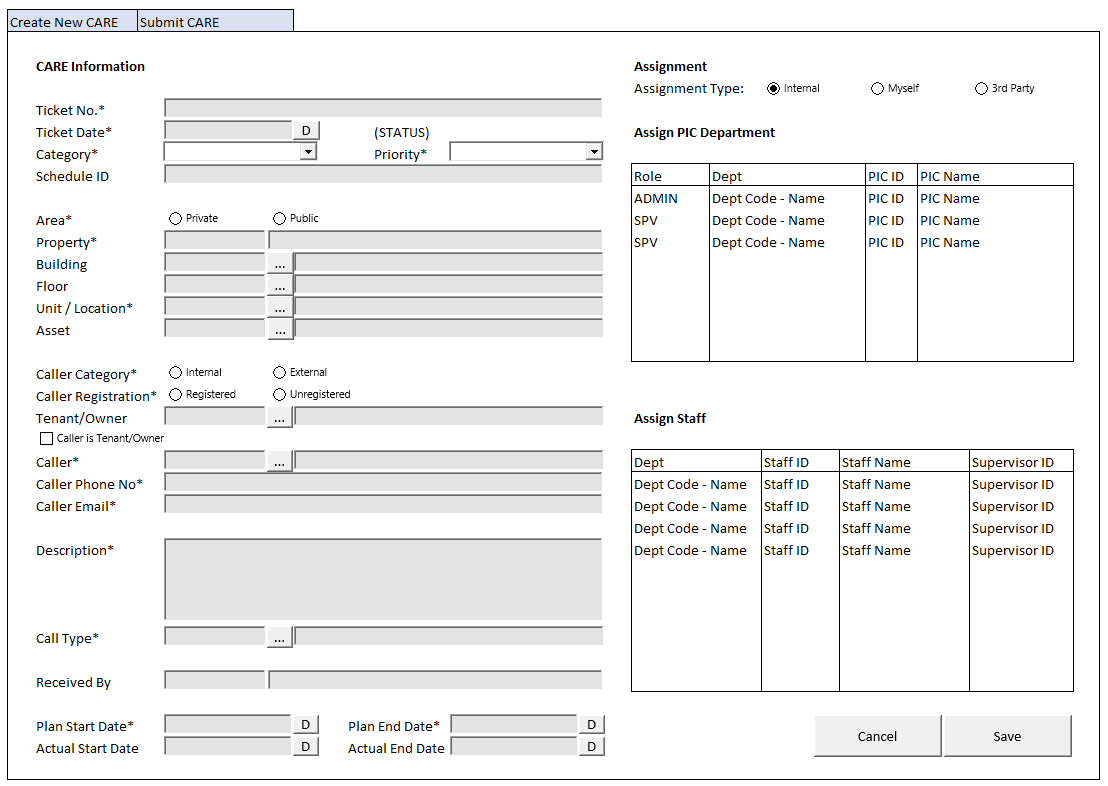
### REFRESH PROCESS

|  |
| --- |
|  |
| * **Load CARE List**   Jalankan RSP\_HD\_GET\_CARE\_LIST dengan parameter, simpan hasil ke VAR\_CARE\_LIST dan VAR\_SELECTED\_CARE   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + VAR\_SELECTED\_CATEGORY   + VAR\_LANG\_ID * **Load CARE Detail**   Jalankan RSP\_HD\_GET\_CARE\_DETAIL dengan parameter, simpan hasil ke VAR\_SELECTED\_CARE   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + VAR\_SELECTED\_CARE.CCARE\_TICKET\_NO   + VAR\_LANG\_ID * **Load Supervisor List**   Jalankan RSP\_HD\_GET\_CARE\_SUPERVISOR\_LIST dengan parameter, simpan hasil ke VAR\_SUPERVISOR\_LIST dan VAR\_SELECTED\_SUPERVISOR   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + VAR\_SELECTED\_CARE.CCARE\_TICKET\_NO   + VAR\_LANG\_ID * **Load Staff List**   Jalankan RSP\_HD\_GET\_CARE\_STAFF\_LIST dengan parameter, simpan hasil ke VAR\_STAFF\_LIST dan VAR\_SELECTED\_STAFF   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + VAR\_SELECTED\_CARE.CCARE\_TICKET\_NO   + VAR\_SELECTED\_SUPERVISOR.CSUPERVISOR\_ID   + VAR\_LANG\_ID |

### CREATE NEW CARE PROCESS (DETAIL TAB)

#### USER INTERFACE

##### INITIAL VERSION



#### BUTTON DEFINITION

|  |  |  |
| --- | --- | --- |
| **Button Name** | **Action** | **Enabled** |
| Cancel | Jalankan CANCEL PROCESS |  |
| Save | Jalankan PROCESS |  |

#### INPUT PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| PARAM\_SELECTED\_PROPERTY | VAR\_SELECTED\_PROPERTY from TAB CARE PROCESS |

#### ROLES

|  |  |
| --- | --- |
|  | **Test** |
| * User yg punya akses ke program |  |

#### INITIAL PROCESS

|  |  |
| --- | --- |
|  | **Test** |
| * Load data from Input Parameter * Set FORM\_DATA = new CARE\_DTO object * Set VAR\_ASSIGNED\_SUPERVISOR\_LIST = Empty List * Set VAR\_ASSIGNED\_STAFF\_LIST = Empty List * Set VAR\_ROLE (as array of object) with VAR\_CODE and VAR\_NAME.   + Set VAR\_CODE = ‘A’, ‘S’   + Set VAR\_NAME = Admin, Supervisor |  |

#### DISPLAY PROCESS

##### FIELD DEFINITION

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Field** | **Type** | **Validation** |
| **Display Form** |  | **Data**: FORM\_DATA |  |
| **CARE Information** |  |  |  |
| Ticket No. | CCARE\_TICKET\_NO | Textbox, Disabled, Required |  |
| Ticket Date | DCARE\_TICKET\_DATE | DateTimePicker, Required | Set Default = NOW |
| (STATUS) | CSTATUS, CSUBSTATUS  Set Display:  IF CSTATUS = ‘04’, then  ~~CSTATUS\_DESCRIPTION~~ ~~(CSUBSTATUS\_DESCRIPTION)~~  CSUBSTATUS\_DESCRIPTION **[CR01]**  Else  CSTATUS\_DESCRIPTION | Label, **BOLD** |  |
| Category | CCARE\_CATEGORY | Combobox, Required  Isi combobox dengan **VAR\_FILTERED\_CARE\_CATEGORY**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CCARE\_CATEGORY | Set Default = ‘03’ |
| Priority | CPRIORITY | Combobox, Required  Isi combobox dengan **VAR\_PRIORITY**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CPRIORITY | Set Default = ‘02’ |
| Schedule ID | CSCHEDULE\_ID | Textbox, Disabled | Hidden on,  CCARE\_CATEGORY <> ‘01’ |
| Area | CAREA | Radiobutton, Required  Isi radiobutton dengan **VAR\_AREA**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CAREA | Set Default = ‘01’ |
| Property | Set CPROPERTY\_ID = PARAM\_SELECTED\_PROPERTY. CPROPERTY\_ID | Textbox, Disabled, Required |  |
|  | Set CPROPERTY\_NAME = PARAM\_SELECTED\_PROPERTY. CPROPERTY\_NAME | Textbox, Disabled |  |
| Building | CBUILDING\_ID | Textbox, Disabled | Enabled on  CAREA = ‘01’  On Lost Focus,  Go to 🡪 BUILDING LOOKUP PROCESS  On Lookup Process Successful, update:  CBUILDING\_ID, CBUILDING\_NAME |
|  |  | Lookup, Disabled | Enabled on  CAREA = ‘01’  On Lookup Button Clicked,  Go to 🡪 BUILDING LOOKUP PROCESS  On Lookup Process Successful, update:  CBUILDING\_ID, CBUILDING\_NAME |
|  | CBUILDING\_NAME | Textbox, Disabled |  |
| Floor | CFLOOR\_ID | Textbox, Disabled | Enabled on  CAREA = ‘01’  On Lost Focus,  IF CBUILDING\_ID = ‘’  Show Message “Please choose building first!”  Else, Go to 🡪 FLOOR LOOKUP PROCESS  On Lookup Process Successful, update:  CFLOOR\_ID, CFLOOR\_NAME |
|  |  | Lookup, Disabled | Enabled on  CAREA = ‘01’  On Lookup Button Clicked,  IF CBUILDING\_ID = ‘’  Show Message “Please choose building first!”  Else, Go to 🡪 FLOOR LOOKUP PROCESS  On Lookup Process Successful, update:  CFLOOR\_ID, CFLOOR\_NAME |
|  | CFLOOR\_NAME | Textbox, Disabled |  |
| Unit/Location | CUNIT\_LOCATION\_ID | Textbox, Required | **IF CAREA = ‘01’**  On Lost Focus,  IF CBUILDING\_ID = ‘’  Show Message “Please choose building first!”  IF CFLOOR\_ID = ‘’  Show Message “Please choose floor first!”  Else, Go to 🡪 UNIT LOOKUP PROCESS  On Lookup Process Successful, update:  CUNIT\_LOCATION\_ID, CUNIT\_LOCATION\_NAME  **IF CAREA = ‘02’**  On Lost Focus,  Go to 🡪 LOCATION LOOKUP PROCESS  On Lookup Process Successful, update:  CUNIT\_LOCATION\_ID, CUNIT\_LOCATION\_NAME,  CBUILDING\_ID, CBUILDING\_NAME, CFLOOR\_ID, CFLOOR\_NAME |
|  |  | Lookup | **IF CAREA = ‘01’**  On Lookup Button Clicked,  Go to 🡪 UNIT LOOKUP PROCESS  On Lookup Process Successful, update:  CUNIT\_LOCATION\_ID, CUNIT\_LOCATION\_NAME  **IF CAREA = ‘02’**  On Lookup Button Clicked,  Go to 🡪 LOCATION LOOKUP PROCESS  On Lookup Process Successful, update:  CUNIT\_LOCATION\_ID, CUNIT\_LOCATION\_NAME,  CBUILDING\_ID, CBUILDING\_NAME, CFLOOR\_ID, CFLOOR\_NAME |
|  | CUNIT\_LOCATION\_NAME | Textbox, Disabled |  |
| Asset | CASSET\_ID | Textbox | On Lost Focus,  Go to 🡪 ASSET LOOKUP PROCESS  On Lookup Process Successful, update:  CASSET\_ID, CASSET\_NAME, CBUILDING\_ID, CBUILDING\_NAME, CFLOOR\_ID, CFLOOR\_NAME, CUNIT\_LOCATION\_ID, CUNIT\_LOCATION\_NAME |
|  |  | Lookup | On Lookup Button Clicked,  Go to 🡪 ASSET LOOKUP PROCESS  On Lookup Process Successful, update:  CASSET\_ID, CASSET\_NAME, CBUILDING\_ID, CBUILDING\_NAME, CFLOOR\_ID, CFLOOR\_NAME, CUNIT\_LOCATION\_ID, CUNIT\_LOCATION\_NAME |
|  | CASSET\_NAME | Textbox, Disabled |  |
| Caller Category | CCALLER\_CATEGORY | Radiobutton, Required  Isi radiobutton dengan **VAR\_CALLER\_CATEGORY**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CCALLER\_CATEGORY | Set Default = ‘02’  On Value Changed,  IF CCALLER\_CATEGORY changed to ‘01’, then  CCALLER\_REGISTRATION = ‘01’  Set Caller Registration disabled  IF CCALLER\_CATEGORY changed to ‘02’, then  CCALLER\_REGISTRATION = ‘01’  Set Caller Registration enabled |
| Caller Registration | CCALLER\_REGISTRATION | Radiobutton, Disabled, Required  Isi radiobutton dengan **VAR\_CALLER\_REGISTRAION**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CCALLER\_REGISTRATION | Enabled on,  CCALLER\_CATEGORY = ‘02’  Set Default = ‘01’ |
| Tenant/Owner | CTENANT\_OWNER\_ID | Textbox, Disabled | Enabled on,  CCALLER\_CATEGORY = ‘02’  **IF CAREA = ‘01’**  On Lost Focus,  Go to 🡪 UNIT TENANT LOOKUP PROCESS  **IF CAREA = ‘02’**  On Lost Focus,  Go to 🡪 TENANT LOOKUP PROCESS  On Lookup Process Successful, update:  CTENANT\_OWNER\_ID, CTENANT\_OWNER\_NAME, CTENANT\_ONWER\_PHONE, CTENANT\_OWNER\_EMAIL, CTENANT\_OR\_OWNER |
|  |  | Lookup | Enabled on,  CCALLER\_CATEGORY = ‘02’  **IF CAREA = ‘01’**  On Lookup Button Clicked,  Go to 🡪 UNIT TENANT LOOKUP PROCESS  **IF CAREA = ‘02’**  On Lookup Button Clicked,  Go to 🡪 TENANT LOOKUP PROCESS  On Lookup Process Successful, update:  CTENANT\_OWNER\_ID, CTENANT\_OWNER\_NAME, CTENANT\_ONWER\_PHONE, CTENANT\_OWNER\_EMAIL, CTENANT\_OR\_OWNER |
|  | CTENANT\_OWNER\_NAME | Textbox, Disabled |  |
|  | CTENANT\_OWNER\_PHONE | Hidden |  |
|  | CTENANT\_OWNER\_EMAIL | Hidden |  |
|  | CTENANT\_OR\_OWNER | Hidden |  |
| Caller is Tenant/Owner | LCALLER\_IS\_TENANT | Checkbox, Disabled, Required | Set Default = FALSE  Enabled on,  CCALLER\_CATEGORY = ‘02’  On Disabled,  Set LCALLER\_IS\_TENANT = FALSE  On Value Changed,  IF LCALLER\_IS\_TENANT changed to TRUE, then  Set CCALLER\_ID = CTENANT\_OWNER\_ID  Set CCALLER\_NAME = CTENANT\_OWNER\_ID  Set CCALLER\_PHONE = CTENANT\_OWNER\_PHONE  Set CCALLER\_EMAIL = CTENANT\_ONWER\_EMAIL  IF LCALLER\_IS\_TENANT changed to FALSE, then  Set CCALLER\_ID, CCALLER\_NAME, CCALLER\_PHONE, CCALLER\_EMAIL to “” |
| Caller | CCALLER\_ID | Textbox, Disabled, Required | Enabled On,  LCALLER\_IS\_TENANT = FALSE  CCALLER\_REGISTRATION = ‘01’  **IF CCALLER\_CATEGORY = ‘01’**  On Lost Focus,  Go to 🡪 STAFF LOOKUP PROCESS  **IF CCALLER\_CATEGORY = ‘02’ & CAREA = ‘01’**  On Lost Focus,  IF CBUILDING\_ID = ‘’  Show Message “Please choose building first!”  IF CFLOOR\_ID = ‘’  Show Message “Please choose floor first!”  IF CUNIT\_ID = ‘’  Show Message “Please choose unit first!”  Else, Go to 🡪 UNIT TENANT LOOKUP PROCESS  **IF CCALLER\_CATEGORY = ‘02’ & CAREA = ‘02’**  On Lost Focus,  Go to 🡪 TENANT LOOKUP PROCESS  On Lookup Process Successful, update:  CCALLER\_ID, CCALLER\_NAME, CCALLER\_PHONE, CCALLER\_EMAIL |
|  |  | Lookup, Disabled | Enabled On,  LCALLER\_IS\_TENANT = FALSE  CCALLER\_REGISTRATION = ‘01’  **IF CCALLER\_CATEGORY = ‘01’**  On Lookup Button Clicked,  Go to 🡪 STAFF LOOKUP PROCESS  **IF CCALLER\_CATEGORY = ‘02’ & CAREA = ‘01’**  On Lookup Button Clicked,  IF CBUILDING\_ID = ‘’  Show Message “Please choose building first!”  IF CFLOOR\_ID = ‘’  Show Message “Please choose floor first!”  IF CUNIT\_ID = ‘’  Show Message “Please choose unit first!”  Else, Go to 🡪 UNIT TENANT LOOKUP PROCESS  **IF CCALLER\_CATEGORY = ‘02’ & CAREA = ‘02’**  On Lookup Button Clicked,  Go to 🡪 TENANT LOOKUP PROCESS  On Lookup Process Successful, update:  CCALLER\_ID, CCALLER\_NAME, CCALLER\_PHONE, CCALLER\_EMAIL |
|  | CCALLER\_NAME | Textbox, Disabled, Required | Enabled On,  LCALLER\_IS\_TENANT = FALSE  CCALLER\_REGISTRATION = ‘02’ |
| Caller Phone No | CCALLER\_PHONE | Textbox, Required |  |
| Caller Email | CCALLER\_EMAIL | Textbox, Required |  |
| Description | CCARE\_DESCRIPTION | Textarea, Required | Max Length = 1000 |
| Call Type | CCALL\_TYPE\_ID | Textbox, Required | On Lost Focus,  Go to 🡪 CALL TYPE LOOKUP PROCESS  On Lookup Process Successful, update:  CCALL\_TYPE\_ID, CCALL\_TYPE\_NAME, CCALL\_TYPE\_DAYS, CCALL\_TYPE\_HOURS, CCALL\_TYPE\_MINUTES |
|  |  | Lookup | On Lookup Button Clicked,  Go to 🡪 CALL TYPE LOOKUP PROCESS  On Lookup Process Successful, update:  CCALL\_TYPE\_ID, CCALL\_TYPE\_NAME, CCALL\_TYPE\_DAYS, CCALL\_TYPE\_HOURS, CCALL\_TYPE\_MINUTES |
|  | CCALL\_TYPE\_NAME | Textbox, Disabled |  |
| Call Type Days | CCALL\_TYPE\_DAYS | Hidden |  |
| Call Type Hours | CCALL\_TYPE\_HOURS | Hidden |  |
| Call Type Minutes | CCALL\_TYPE\_MINUTES | Hidden |  |
| Submitted By | CRECEIVED\_BY | Textbox, Disabled |  |
|  | DRECEIVED\_DATE | DateTimePicker, Disabled |  |
| Plan Start Date | DPLAN\_START\_DATE | DateTimePicker, Required | On Value Changed,  Set DPLAN\_END\_DATE =  DPLAN\_START\_DATE’s days + CCALL\_TYPE\_DAYS,  DPLAN\_START\_DATE’s hours + CCALL\_TYPE\_HOURS,  DPLAN\_START\_DATE’s minutes + CCALL\_TYPE\_MINUTES  Ex.  DPLAN\_START\_DATE = 1 January 2025, 19:30  CCALL\_TYPE\_DAYS = 1  CCALL\_TYPE\_HOURS = 6  CCALL\_TYPE\_MINUTES = 30  Then,  DPLAN\_END\_DATE = 3 January 2025, 02:00 |
| Plan End Date | DPLAN\_END\_DATE | DateTimePicker, Disabled |  |
| Actual Start Date | DACTUAL\_START\_DATE | DateTimePicker, Disabled |  |
| Actual End Date | DACTUAL\_END\_DATE | DateTimePicker, Disabled |  |
| **Assignment** |  |  |  |
| Assignment Type | CASSIGNMENT\_TYPE | Radiobutton, Required  Isi radiobutton dengan **VAR\_ASSIGNMENT\_TYPE**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CASSIGNMENT\_TYPE | Set Default = ‘01’  On Value Changed,  IF CASSIGNMENT\_TYPE changed to ‘01’, then  Set **Assign Supervisor Grid** Enabled  Set **Assign Staff Grid** Enabled  IF CASSIGNMENT\_TYPE changed to ’02’ or ‘03’, then  Set **Assign Supervisor Grid** Disabled  Set **Assign Staff Grid** Disabled  Set VAR\_ASSIGNED\_SUPERVISOR\_LIST = ‘’  Set VAR\_ASSIGNED\_STAFF\_LIST = ‘’ |

##### GRID DEFINITION

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Field** | **Type** | **Validation** |
| **Assign Supervisor Grid** |  | **Data**: VAR\_ASSIGNED\_SUPERVISOR\_LIST  **Type:** Original | Allow:  ADD 🡪 Tambahkan Supervisor ke VAR\_ASSIGNED\_SUPERVISOR\_LIST  DELETE 🡪 Hapus Supervisor dari VAR\_ASSIGNED\_SUPERVISOR\_LIST  On Selected Changed,  Set **VAR\_SELECTED\_SUPERVISOR** = Selected Row’s Data |
| **Assign PIC Department** |  |  |  |
| Role | CSUPERVISOR\_ROLE | Combobox, Required  Isi combobox dengan **VAR\_ROLE**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CSUPERVISOR\_ROLE | Enabled: On ADD  On ADD,  Set Default Value = ‘S’ (Supervisor) |
| Dept | CSUPERVISOR\_DEPT\_CODE, CSUPERVISOR\_DEPT\_NAME  Set Display:  CSUPERVISOR\_DEPT\_CODE – CSUPERVISOR\_DEPT\_NAME | Textbox, Disabled |  |
| PIC ID | CSUPERVISOR\_ID | Textbox, Disabled, Required | Enabled: On ADD  On Lost Focus,  IF CSUPERVISOR\_ROLE = ‘A’ then  Go to 🡪 ADMIN LOOKUP PROCESS  Else,  Go to 🡪 SUPERVISOR LOOKUP PROCESS  On Lookup Process Successful, update:  CSUPERVISOR\_ID, CSUPERVISOR\_NAME, CSUPERVISOR\_DEPT\_CODE, CSUPERVISOR\_DEPT\_NAME |
|  |  | Lookup, Disabled | Enabled: On ADD  On Lookup Button Clicked,  IF CSUPERVISOR\_ROLE = ‘A’ then  Go to 🡪 ADMIN LOOKUP PROCESS  Else,  Go to 🡪 SUPERVISOR LOOKUP PROCESS  On Lookup Process Successful, update:  CSUPERVISOR\_ID, CSUPERVISOR\_NAME, CSUPERVISOR\_DEPT\_CODE, CSUPERVISOR\_DEPT\_NAME |
| PIC Name | CSUPERVISOR\_NAME | Textbox, Disabled |  |
| **Assign Staff Grid** |  | **Data**: VAR\_ASSIGNED\_STAFF\_LIST | Allow:  ADD 🡪 Tambahkan Staff ke VAR\_ASSIGNED\_STAFF\_LIST  DELETE 🡪 Hapus Staff dari VAR\_ASSIGNED\_STAFF\_LIST  On Selected Changed,  Set **VAR\_SELECTED\_STAFF** = Selected Row’s Data |
| **Assign Staff** |  |  |  |
| Dept | CSTAFF\_DEPT\_CODE, CSTAFF\_DEPT\_NAME  Set Display:  CSTAFF\_DEPT\_CODE – CSTAFF\_DEPT\_NAME | Textbox, Disabled |  |
| Supervisor ID | CSTAFF\_ID | Textbox, Disabled, Required | Enabled: On ADD  On Lost Focus,  Go to 🡪 STAFF LOOKUP PROCESS  On Lookup Process Successful, update:  CSTAFF\_ID, CSTAFF\_NAME, CSTAFF\_DEPT\_CODE, CSTAFF\_DEPT\_NAME, CSTAFF\_SUPERVISOR\_ID |
|  |  | Lookup, Disabled | Enabled: On ADD  On Lookup Button Clicked,  Go to 🡪 STAFF LOOKUP PROCESS  On Lookup Process Successful, update:  CSTAFF\_ID, CSTAFF\_NAME, CSTAFF\_DEPT\_CODE, CSTAFF\_DEPT\_NAME, CSTAFF\_SUPERVISOR\_ID |
| Supervisor Name | CSTAFF\_NAME | Textbox, Disabled |  |
| Supervisor ID | CSTAFF\_SUPERVISOR\_ID | Textbox, Disabled |  |

#### CANCEL PROCESS

##### ACTION

|  |
| --- |
|  |
| * Close this DETAIL TAB |
|  |

#### PROCESS

##### VALIDATION

|  |  |  |
| --- | --- | --- |
| **Field** | **Condition** | **Validation Message** |
| Unit / Location | CUNIT\_LOCATION\_ID is Empty | Please fill Unit/Location! |
| Caller | CCALLER\_ID is Empty | Please fill Caller ! |
| Caller Phone No | CCALLER\_PHONE\_NO is Empty | Please fill Caller Phone No! |
| Caller Email | CCALLER\_EMAIL is Empty | Please fill Caller Email! |
| Description | CCARE\_DESCRIPTION is Empty | Please fill Description! |
| Call Type | CCALL\_TYPE\_ID is Empty | Please fill Call Type! |
| Plan Start Date | DSTART\_DATE is Empty | Please fill Plan Start Date |
| Assign Supervisor/PIC Department | VAR\_ASSIGN\_SUPERVISOR\_LIST’s length < 1 | Please assign at least 1 PIC Department! |

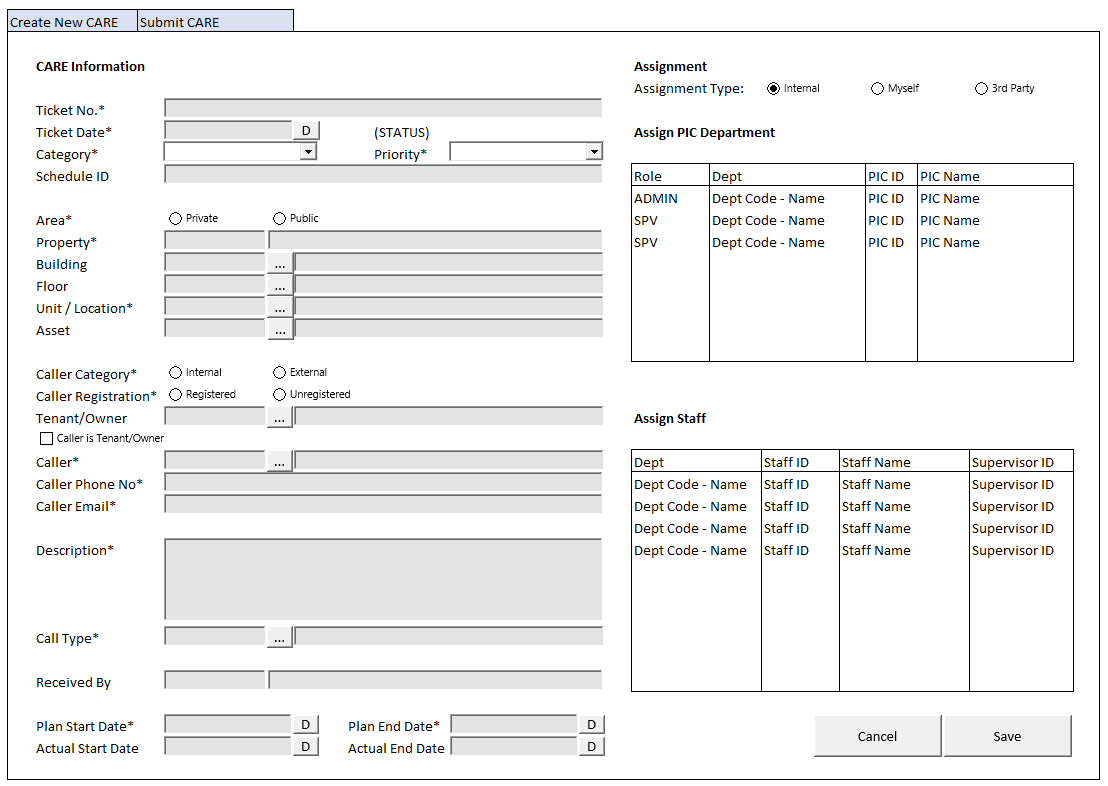
##### ACTION

|  |
| --- |
|  |
| * **Validate** (See VALIDATION table)   IF Success, jalankan **Save CARE**  IF Failed, stay on Detail Tab |
| * Set **VAR\_ASSIGNED\_ADMIN\_ID** = ‘’ * Tambahkan **CSUPERVISOR\_ID** dari **VAR\_SUPERVISOR\_LIST** ke **VAR\_ASSIGNED\_ ADMIN\_ID** where CSUPERVISOR\_ROLE ‘A’ dan pisahkan dengan koma.   Ex: ‘STF01, STF02, STF03’   * Set **VAR\_ASSIGNED\_SUPERVISOR\_ID** = ‘’ * Tambahkan **CSUPERVISOR\_ID** dari **VAR\_SUPERVISOR\_LIST** ke **VAR\_ASSIGNED\_SUPERVISOR\_ID** where CSUPERVISOR\_ROLE ‘S’ dan pisahkan dengan koma.   Ex: ‘STF01, STF02, STF03’   * Set **VAR\_ASSIGNED\_STAFF\_ID** = ‘’ * Tambahkan **CSTAFF\_ID** dari **VAR\_ASSIGNED\_STAFF\_LIST** ke **VAR\_ASSIGNED\_STAFF\_ID** dan pisahkan dengan koma.   Ex: ‘STF01, STF02, STF03’  **BEGIN TRANSACTION**   * **Save CARE**   Jalankan RSP\_HD\_MAINTAIN\_CARE dengan parameter  @CCOMPANY\_ID = VAR\_COMPANY\_ID  @CPROPERTY\_ID = FORM\_DATA.CPROPERTY\_ID  @CCARE\_TICKET\_NO = ‘’  @DCARE\_TICKET\_DATE = FORM\_DATA.DCARE\_TICKET\_DATE  @CCARE\_CATEGORY = FORM\_DATA.CCARE\_CATEGORY  @CPRIORITY = FORM\_DATA.CPRIORITY  @CAREA = FORM\_DATA.CAREA  @CBUILDING\_ID = FORM\_DATA.CBUILDING\_ID  @CFLOOR\_ID = FORM\_DATA.CFLOOR\_ID  @CUNIT\_LOCATION\_ID = FORM\_DATA.CUNIT\_LOCATION\_ID  @CASSET\_ID = FORM\_DATA.CASSET\_ID  @CCALLER\_CATEGORY = FORM\_DATA.CCALLER\_CATEGORY  @CCALLER\_REGISTRATION = FORM\_DATA.CCALLER\_REGISTRATION  @CTENANT\_OWNER\_ID = FORM\_DATA.CTENANT\_OWNER\_ID  @CTENANT\_OR\_OWNER = FORM\_DATA.COWNER\_OR\_TENANT  @LCALLER\_IS\_TENANT = FORM\_DATA.LCALLER\_IS\_TENANT  @CCALLER\_ID = FORM\_DATA.CCALLER\_ID  @CCALLER\_NAME = FORM\_DATA.CCALLER\_NAME  @CCALLER\_PHONE = FORM\_DATA.CCALLER\_PHONE  @CCALLER\_EMAIL = FORM\_DATA.CCALLER\_EMAIL  @CCARE\_DESCRIPTION = FORM\_DATA.CCALLER\_DESCRIPTION  @CCALL\_TYPE\_ID = FORM\_DATA.CCALL\_TYPE\_ID  @DPLAN\_START\_DATE = FORM\_DATA.DPLAN\_START\_DATE  @DPLAN\_END\_DATE = FORM\_DATA.DPLAN\_END\_DATE  @DACTUAL\_START\_DATE = FORM\_DATA.DACTUAL\_START\_DATE  @DACTUAL\_END\_DATE = FORM\_DATA.DACTUAL\_END\_DATE  @CASSIGNMENT\_TYPE = FORM\_DATA.CASSIGMENT\_TYPE  @CASSIGNED\_ADMIN = VAR\_ASSIGNED\_ADMIN\_ID  @CASSIGNED\_SUPERVISOR = VAR\_ASSIGNED\_SUPERVISOR\_ID  @CASSIGNED\_STAFF = VAR\_ASSIGNED\_STAFF\_ID  @CACTION = ‘ADD’  @CUSER\_ID = VAR\_USER\_ID  **COMPLETE TRANSACTION** |
| * Close this DETAIL TAB * Refresh **CARE Grid** di TAB CARE PROCESS |

### SUBMIT CARE PROCESS (DETAIL TAB)

#### USER INTERFACE

##### INITIAL VERSION



#### BUTTON DEFINITION

|  |  |  |
| --- | --- | --- |
| **Button Name** | **Action** | **Enabled** |
| Cancel | Jalankan CANCEL PROCESS |  |
| Save | Jalankan PROCESS |  |

#### INPUT PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| PARAM\_SELECTED\_PROPERTY | VAR\_SELECTED\_PROPERTY from TAB CARE PROCESS |
| PARAM\_SELECTED\_CARE | VAR\_SELECTED\_CARE from TAB CARE PROCESS |

#### ROLES

|  |  |
| --- | --- |
|  | **Test** |
| * User yg punya akses ke program |  |

#### INITIAL PROCESS

|  |  |
| --- | --- |
|  | **Test** |
| * Load data from Input Parameter * Set VAR\_SUPERVISOR\_LIST = Empty List * Set VAR\_STAFF\_LIST = Empty List * Set VAR\_ROLE (as array of object) with VAR\_CODE and VAR\_NAME.   + Set VAR\_CODE = ‘A’, ‘S’   + Set VAR\_NAME = Admin, Supervisor * **Load CARE Detail**   Jalankan RSP\_HD\_GET\_CARE\_DETAIL dengan parameter, simpan hasil ke FORM\_DATA   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + PARAM\_SELECTED\_CARE.CCARE\_TICKET\_NO   + VAR\_LANG\_ID * **Load Supervisor List**   Jalankan RSP\_HD\_GET\_CARE\_SUPERVISOR\_LIST dengan parameter, simpan hasil ke VAR\_SUPERVISOR\_LIST dan VAR\_SELECTED\_SUPERVISOR   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + VAR\_SELECTED\_CARE.CCARE\_TICKET\_NO   + VAR\_LANG\_ID * **Load Staff List**   Jalankan RSP\_HD\_GET\_CARE\_STAFF\_LIST dengan parameter, simpan hasil ke VAR\_STAFF\_LIST dan VAR\_SELECTED\_STAFF   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + VAR\_SELECTED\_CARE.CCARE\_TICKET\_NO   + ‘’   + VAR\_LANG\_ID |  |

#### DISPLAY PROCESS

##### FIELD DEFINITION

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Field** | **Type** | **Validation** |
| **Display Form** |  | **Data**: FORM\_DATA |  |
| **CARE Information** |  |  |  |
| Ticket No. | CCARE\_TICKET\_NO | Textbox, Disabled, Required |  |
| Ticket Date | DCARE\_TICKET\_DATE | DateTimePicker, Disabled, Required |  |
| (STATUS) | CSTATUS, CSUBSTATUS  Set Display:  IF CSTATUS = ‘04’, then  ~~CSTATUS\_DESCRIPTION~~ ~~(CSUBSTATUS\_DESCRIPTION)~~  CSUBSTATUS\_DESCRIPTION **[CR01]**  Else  CSTATUS\_DESCRIPTION | Label, **BOLD** |  |
| Category | CCARE\_CATEGORY | Combobox, Disabled, Required  Isi combobox dengan **VAR\_CARE\_CATEGORY**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CCARE\_CATEGORY |  |
| Priority | CPRIORITY | Combobox, Disabled, Required  Isi combobox dengan **VAR\_PRIORITY**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CPRIORITY | Enabled on,  CSTATUS = ‘01’ / ‘02’ |
| Schedule ID | CSCHEDULE\_ID | Textbox, Disabled | Hidden on,  CCARE\_CATEGORY <> ‘01’ |
| Area | CAREA | Radiobutton, Disabled, Required  Isi radiobutton dengan **VAR\_AREA**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CAREA |  |
| Property | Set CPROPERTY\_ID = PARAM\_SELECTED\_PROPERTY. CPROPERTY\_ID | Textbox, Disabled, Required |  |
|  | Set CPROPERTY\_NAME = PARAM\_SELECTED\_PROPERTY. CPROPERTY\_NAME | Textbox, Disabled |  |
| Building | CBUILDING\_ID | Textbox, Disabled |  |
|  |  | Lookup, Disabled |  |
|  | CBUILDING\_NAME | Textbox, Disabled |  |
| Floor | CFLOOR\_ID | Textbox, Disabled |  |
|  |  | Lookup, Disabled |  |
|  | CFLOOR\_NAME | Textbox, Disabled |  |
| Unit/Location | CUNIT\_LOCATION\_ID | Textbox, Disabled, Required |  |
|  |  | Lookup, Disabled |  |
|  | CUNIT\_LOCATION\_NAME | Textbox, Disabled |  |
| Asset | CASSET\_ID | Textbox, Disabled |  |
|  |  | Lookup, Disabled |  |
|  | CASSET\_NAME | Textbox, Disabled |  |
| Caller Category | CCALLER\_CATEGORY | Radiobutton, Disabled, Required  Isi radiobutton dengan **VAR\_CALLER\_CATEGORY**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CCALLER\_CATEGORY |  |
| Caller Registration | CCALLER\_REGISTRATION | Radiobutton, Disabled, Required  Isi radiobutton dengan **VAR\_CALLER\_REGISTRAION**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CCALLER\_REGISTRATION |  |
| Tenant/Owner | CTENANT\_OWNER\_ID | Textbox, Disabled |  |
|  |  | Lookup, Disabled |  |
|  | CTENANT\_OWNER\_NAME | Textbox, Disabled |  |
|  | CTENANT\_OWNER\_PHONE | Hidden |  |
|  | CTENANT\_OWNER\_EMAIL | Hidden |  |
| Caller is Tenant/Owner | LCALLER\_IS\_TENANT | Checkbox, Disabled, Required |  |
| Caller | CCALLER\_ID | Textbox, Disabled, Required |  |
|  |  | Lookup, Disabled |  |
|  | CCALLER\_NAME | Textbox, Disabled, Required |  |
| Caller Phone No | CCALLER\_PHONE | Textbox, Disabled, Required | Enabled on,  CSTATUS = ‘01’ / ‘02’ |
| Caller Email | CCALLER\_EMAIL | Textbox, Disabled, Required | Enabled on,  CSTATUS = ‘01’ / ‘02’ |
| Description | CCARE\_DESCRIPTION | Textarea, Disabled, Required |  |
| Call Type | CCALL\_TYPE\_ID | Textbox, Disabled, Required | Enabled on,  CSTATUS = ‘01’ / ‘02’  On Lost Focus,  Go to 🡪 CALL TYPE LOOKUP PROCESS  On Lookup Process Successful, update:  CCALL\_TYPE\_ID, CCALL\_TYPE\_NAME, CCALL\_TYPE\_DAYS, CCALL\_TYPE\_HOURS, CCALL\_TYPE\_MINUTES |
|  |  | Lookup, Disabled | Enabled on,  CSTATUS = ‘01’ / ‘02’  On Lookup Button Clicked,  Go to 🡪 CALL TYPE LOOKUP PROCESS  On Lookup Process Successful, update:  CCALL\_TYPE\_ID, CCALL\_TYPE\_NAME, CCALL\_TYPE\_DAYS, CCALL\_TYPE\_HOURS, CCALL\_TYPE\_MINUTES |
|  | CCALL\_TYPE\_NAME | Textbox, Disabled |  |
| Call Type Days | CCALL\_TYPE\_DAYS | Hidden |  |
| Call Type Hours | CCALL\_TYPE\_HOURS | Hidden |  |
| Call Type Minutes | CCALL\_TYPE\_MINUTES | Hidden |  |
| Submitted By | CRECEIVED\_BY | Textbox, Disabled |  |
|  | DRECEIVED\_DATE | DateTimePicker, Disabled |  |
| Plan Start Date | DPLAN\_START\_DATE | DateTimePicker, Disabled, Required | Enabled on,  CSTATUS = ‘01’ / ‘02’  On Value Changed,  Set DPLAN\_END\_DATE =  DPLAN\_START\_DATE’s days + CCALL\_TYPE\_DAYS,  DPLAN\_START\_DATE’s hours + CCALL\_TYPE\_HOURS,  DPLAN\_START\_DATE’s minutes + CCALL\_TYPE\_MINUTES  Ex.  DPLAN\_START\_DATE = 1 January 2025, 19:30  CCALL\_TYPE\_DAYS = 1  CCALL\_TYPE\_HOURS = 6  CCALL\_TYPE\_MINUTES = 30  Then,  DPLAN\_END\_DATE = 3 January 2025, 02:00 |
| Plan End Date | DPLAN\_END\_DATE | DateTimePicker, Disabled |  |
| Actual Start Date | DACTUAL\_START\_DATE | DateTimePicker, Disabled |  |
| Actual End Date | DACTUAL\_END\_DATE | DateTimePicker, Disabled |  |
| **Assignment** |  |  |  |
| Assignment Type | CASSIGNMENT\_TYPE | Radiobutton, Disabled, Required  Isi radiobutton dengan **VAR\_ASSIGNMENT\_TYPE**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CASSIGNMENT\_TYPE | Set Default = ‘01’  On Value Changed,  IF CASSIGNMENT\_TYPE changed to ‘01’, then  Set **Assign Supervisor Grid** Enabled  Set **Assign Staff Grid** Enabled  IF CASSIGNMENT\_TYPE changed to ’02’ or ‘03’, then  Set **Assign Supervisor Grid** Disabled  Set **Assign Staff Grid** Disabled  Set VAR\_ASSIGNED\_SUPERVISOR\_LIST = ‘’  Set VAR\_ASSIGNED\_STAFF\_LIST = ‘’ |

##### GRID DEFINITION

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Field** | **Type** | **Validation** |
| **Assign Supervisor Grid** |  | **Data**: VAR\_SUPERVISOR\_LIST  **Type:** Original | Allow:  ADD 🡪 Tambahkan Supervisor ke VAR\_SUPERVISOR\_LIST  DELETE 🡪 Hapus Supervisor dari VAR\_SUPERVISOR\_LIST  On Selected Changed,  Set **VAR\_SELECTED\_SUPERVISOR** = Selected Row’s Data |
| **Assign PIC Department** |  |  |  |
| Role | CSUPERVISOR\_ROLE | Combobox, Required  Isi combobox dengan **VAR\_ROLE**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CSUPERVISOR\_ROLE | Enabled: On ADD  On ADD,  Set Default Value = ‘S’ (Supervisor) |
| Dept | CSUPERVISOR\_DEPT\_CODE, CSUPERVISOR\_DEPT\_NAME  Set Display:  CSUPERVISOR\_DEPT\_CODE – CSUPERVISOR\_DEPT\_NAME | Textbox, Disabled |  |
| PIC ID | CSUPERVISOR\_ID | Textbox, Disabled, Required | Enabled: On ADD  On Lost Focus,  IF CSUPERVISOR\_ROLE = ‘A’ then  Go to 🡪 ADMIN LOOKUP PROCESS  Else,  Go to 🡪 SUPERVISOR LOOKUP PROCESS  On Lookup Process Successful, update:  CSUPERVISOR\_ID, CSUPERVISOR\_NAME, CSUPERVISOR\_DEPT\_CODE, CSUPERVISOR\_DEPT\_NAME |
|  |  | Lookup, Disabled | Enabled: On ADD  On Lookup Button Clicked,  IF CSUPERVISOR\_ROLE = ‘A’ then  Go to 🡪 ADMIN LOOKUP PROCESS  Else,  Go to 🡪 SUPERVISOR LOOKUP PROCESS  On Lookup Process Successful, update:  CSUPERVISOR\_ID, CSUPERVISOR\_NAME, CSUPERVISOR\_DEPT\_CODE, CSUPERVISOR\_DEPT\_NAME |
| PIC Name | CSUPERVISOR\_NAME | Textbox, Disabled |  |
| **Assign Staff Grid** |  | **Data**: VAR\_STAFF\_LIST | Allow:  ADD 🡪 Tambahkan Staff ke VAR\_STAFF\_LIST  DELETE 🡪 Hapus Staff dari VAR\_STAFF\_LIST  On Selected Changed,  Set **VAR\_SELECTED\_STAFF** = Selected Row’s Data |
| **Assign Staff** |  |  |  |
| Dept | CSTAFF\_DEPT\_CODE, CSTAFF\_DEPT\_NAME  Set Display:  CSTAFF\_DEPT\_CODE – CSTAFF\_DEPT\_NAME | Textbox, Disabled |  |
| Supervisor ID | CSTAFF\_ID | Textbox, Disabled, Required | Enabled: On ADD  On Lost Focus,  Go to 🡪 STAFF LOOKUP PROCESS  On Lookup Process Successful, update:  CSTAFF\_ID, CSTAFF\_NAME, CSTAFF\_DEPT\_CODE, CSTAFF\_DEPT\_NAME, CSTAFF\_SUPERVISOR\_ID |
|  |  | Lookup, Disabled | Enabled: On ADD  On Lookup Button Clicked,  Go to 🡪 STAFF LOOKUP PROCESS  On Lookup Process Successful, update:  CSTAFF\_ID, CSTAFF\_NAME, CSTAFF\_DEPT\_CODE, CSTAFF\_DEPT\_NAME, CSTAFF\_SUPERVISOR\_ID |
| Supervisor Name | CSTAFF\_NAME | Textbox, Disabled |  |
| Supervisor ID | CSTAFF\_SUPERVISOR\_ID | Textbox, Disabled |  |

#### CANCEL PROCESS

##### ACTION

|  |
| --- |
|  |
| * Close this DETAIL TAB |
|  |

#### PROCESS

##### VALIDATION

|  |  |  |
| --- | --- | --- |
| **Field** | **Condition** | **Validation Message** |
| Unit / Location | CUNIT\_LOCATION\_ID is Empty | Please fill Unit/Location! |
| Caller | CCALLER\_ID is Empty | Please fill Caller ! |
| Caller Phone No | CCALLER\_PHONE\_NO is Empty | Please fill Caller Phone No! |
| Caller Email | CCALLER\_EMAIL is Empty | Please fill Caller Email! |
| Description | CCARE\_DESCRIPTION is Empty | Please fill Description! |
| Call Type | CCALL\_TYPE\_ID is Empty | Please fill Call Type! |
| Plan Start Date | DSTART\_DATE is Empty | Please fill Plan Start Date |
| Assign Supervisor/PIC Department | VAR\_ASSIGN\_SUPERVISOR\_LIST’s length < 1 | Please assign at least 1 PIC Department! |

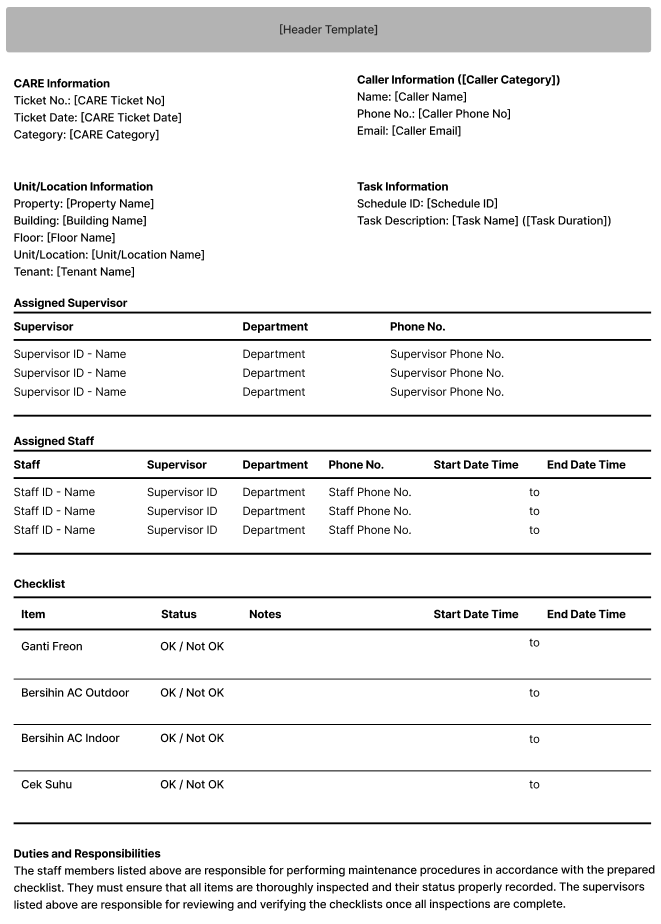
##### ACTION

|  |
| --- |
|  |
| * **Validate** (See VALIDATION table)   IF Success, jalankan **Save CARE**  IF Failed, stay on Detail Tab |
| * Set **VAR\_ASSIGNED\_ADMIN\_ID** = ‘’ * Tambahkan **CSUPERVISOR\_ID** dari **VAR\_SUPERVISOR\_LIST** ke **VAR\_ASSIGNED\_ ADMIN\_ID** where CSUPERVISOR\_ROLE ‘A’ dan pisahkan dengan koma.   Ex: ‘STF01, STF02, STF03’   * Set **VAR\_ASSIGNED\_SUPERVISOR\_ID** = ‘’ * Tambahkan **CSUPERVISOR\_ID** dari **VAR\_SUPERVISOR\_LIST** ke **VAR\_ASSIGNED\_SUPERVISOR\_ID** where CSUPERVISOR\_ROLE ‘S’ dan pisahkan dengan koma.   Ex: ‘STF01, STF02, STF03’   * Set **VAR\_ASSIGNED\_STAFF\_ID** = ‘’ * Tambahkan **CSTAFF\_ID** dari **VAR\_STAFF\_LIST** ke **VAR\_ASSIGNED\_STAFF\_ID** dan pisahkan dengan koma.   Ex: ‘STF01, STF02, STF03’  **BEGIN TRANSACTION**   * **Save CARE**   Jalankan RSP\_HD\_MAINTAIN\_CARE dengan parameter  @CCOMPANY\_ID = VAR\_COMPANY\_ID  @CPROPERTY\_ID = FORM\_DATA.CPROPERTY\_ID  @CCARE\_TICKET\_NO = FORM\_DATA.CCARE\_TICKET\_NO  @DCARE\_TICKET\_DATE = FORM\_DATA.DCARE\_TICKET\_DATE  @CCARE\_CATEGORY = FORM\_DATA.CCARE\_CATEGORY  @CPRIORITY = FORM\_DATA.CPRIORITY  @CAREA = FORM\_DATA.CAREA  @CBUILDING\_ID = FORM\_DATA.CBUILDING\_ID  @CFLOOR\_ID = FORM\_DATA.CFLOOR\_ID  @CUNIT\_LOCATION\_ID = FORM\_DATA.CUNIT\_LOCATION\_ID  @CASSET\_ID = FORM\_DATA.CASSET\_ID  @CCALLER\_CATEGORY = FORM\_DATA.CCALLER\_CATEGORY  @CCALLER\_REGISTRATION = FORM\_DATA.CCALLER\_REGISTRATION  @CTENANT\_OWNER\_ID = FORM\_DATA.CTENANT\_OWNER\_ID  @CTENANT\_OR\_OWNER = FORM\_DATA.COWNER\_OR\_TENANT  @LCALLER\_IS\_TENANT = FORM\_DATA.LCALLER\_IS\_TENANT  @CCALLER\_ID = FORM\_DATA.CCALLER\_ID  @CCALLER\_NAME = FORM\_DATA.CCALLER\_NAME  @CCALLER\_PHONE = FORM\_DATA.CCALLER\_PHONE  @CCALLER\_EMAIL = FORM\_DATA.CCALLER\_EMAIL  @CCARE\_DESCRIPTION = FORM\_DATA.CCALLER\_DESCRIPTION  @CCALL\_TYPE\_ID = FORM\_DATA.CCALL\_TYPE\_ID  @DPLAN\_START\_DATE = FORM\_DATA.DPLAN\_START\_DATE  @DPLAN\_END\_DATE = FORM\_DATA.DPLAN\_END\_DATE  @DACTUAL\_START\_DATE = FORM\_DATA.DACTUAL\_START\_DATE  @DACTUAL\_END\_DATE = FORM\_DATA.DACTUAL\_END\_DATE  @CASSIGNMENT\_TYPE = FORM\_DATA.CASSIGMENT\_TYPE  @CASSIGNED\_ADMIN = VAR\_ASSIGNED\_ADMIN\_ID  @CASSIGNED\_SUPERVISOR = VAR\_ASSIGNED\_SUPERVISOR\_ID  @CASSIGNED\_STAFF = VAR\_ASSIGNED\_STAFF\_ID  @CACTION = ‘EDIT’  @CUSER\_ID = VAR\_USER\_ID  **COMPLETE TRANSACTION** |
| * Close this DETAIL TAB * Refresh **CARE Grid** di TAB CARE PROCESS |
|  |

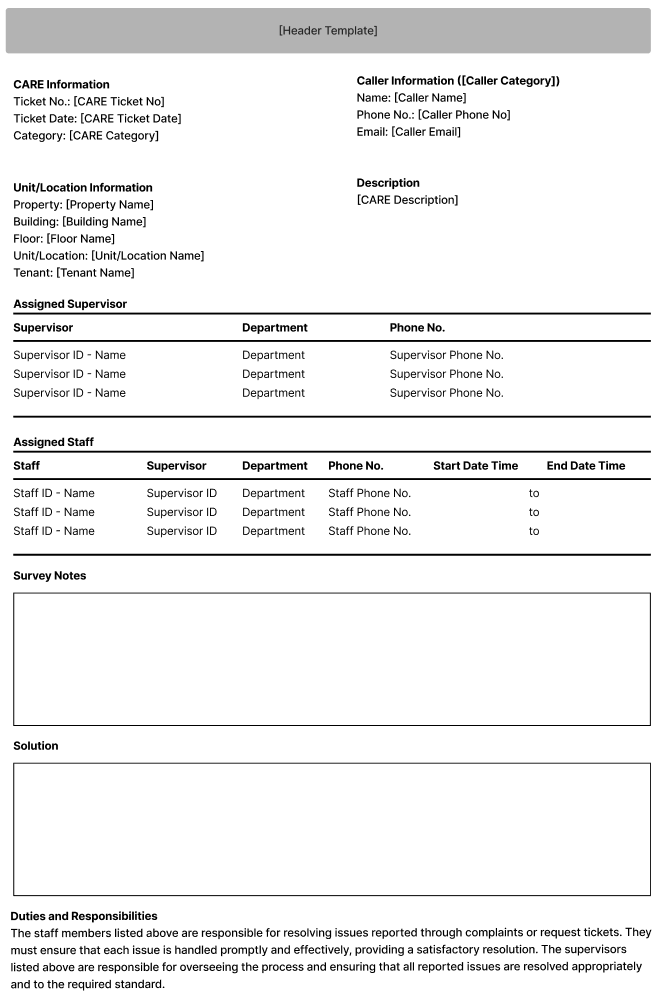
### PRINT CARE PROCESS

#### REPORT LAYOUT

PAPER SIZE: A4 PORTRAIT  
REPORT TYPE: ‘01’ - MAINTENANCE



PAPER SIZE: A4 PORTRAIT  
REPORT TYPE: ‘02’ – NON MAINTENANCE



#### INPUT PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| PARAM\_SELECTED\_CARE | VAR\_SELECTED\_CARE from TAB CARE PROCESS |

#### ROLES

|  |  |
| --- | --- |
|  | **Test** |
| * User yg punya akses ke program |  |

#### REPORT DEFINITION

|  |  |  |  |
| --- | --- | --- | --- |
| **Section** | **Name** | **Field** | **Validation** |
| HEADER TEMPLATE | Title |  | “CARE” |
| CARE Information | Ticket No. | CCARE\_TICKET\_NO |  |
| Ticket Date | DCARE\_TICKET\_DATE |  |
| Category | CCARE\_CATEGORY |  |
| Caller Information | (Caller Category) | CCALLER\_CATEGORY\_DESCRIPTION, CCALLER\_SUBCATEGORY | Set Display:  IF CCALLER\_SUBCATEGORY is not EMPTY, then  “CCALLER\_CATEGORY (CCALLER\_SUBCATEGORY)”  Else,  “CCALLER\_CATEGORY\_DESCRIPTION” |
| Name | CCALLER\_NAME |  |
| Phone No. | CCALLER\_PHONE |  |
| Email | CCALLER\_EMAIL |  |
| Unit/Location Information  If CAREA = ‘01’, then “Unit Information”  Else, “Location Information | Property | CPROPERTY\_NAME |  |
| Building | CBUILDING\_NAME |  |
| Floor | CFLOOR\_NAME |  |
| Unit/Location | CUNIT\_LOCATION\_NAME | IF CAREA = ‘01’, “Unit”  Else, “Location” |
| Tenant | CTENANT\_NAME | Hidden on,  CAREA = ‘02’ |
| Task Information  Hidden on,  CCARE\_CATEGORY <> ‘01’ | Schedule ID | CSCHEDULE\_ID |  |
| Task Description | CTASK\_NAME, CTASK\_DURATION | “CTASK\_NAME (CTASK\_DURATION)” |
|  |  |  |  |
| Assigned Supervisor  GROUP BY LCHECKLIST = 0 &  LSUPERVISOR = 1 | Supervisor | CSUPERVISOR\_ID, CSUPERVISOR\_NAME | “CSUPERVISOR\_ID – CSUPERVISOR\_NAME” |
| Department | CSUPERVISOR\_DEPT\_CODE |  |
| Phone No. | CSUPERVISOR\_PHONE |  |
|  |  |  |  |
| Assigned Staff  GROUP BY LCHECKLIST = 0 &  LSUPERVISOR = 0 | Staff | CSTAFF\_ID, CSTAFF\_NAME | “CSTAFF\_ID – CSTAFF\_NAME” |
| Supervisor | CSTAFF\_SUPERVISOR\_ID |  |
| Department | CSTAFF\_DEPT\_CODE |  |
| Phone No. | CSTAFF\_PHONE |  |
| Start Date Time |  |  |
|  |  | “to” |
| End Date TIme |  |  |
|  |  |  |  |
| Checklist  GROUP BY LCHECKLIST = 1 | Item | CITEM |  |
| Status |  | “OK / Not OK” |
| Notes |  |  |
| Start Date Time |  |  |
|  |  | “to” |
| End Date Time |  |  |
|  |  |  |  |
| Duties and Responsibilities | IF CCARE\_CATEGORY = ‘01’  The staff members listed above are responsible for performing maintenance procedures in accordance with the prepared checklist. They must ensure that all items are thoroughly inspected and their status properly recorded. The supervisors listed above are responsible for reviewing and verifying the checklists once all inspections are complete.  ELSE  The staff members listed above are responsible for resolving issues reported through complaints or request tickets. They must ensure that each issue is handled promptly and effectively, providing a satisfactory resolution. The supervisors listed above are responsible for overseeing the process and ensuring that all reported issues are resolved appropriately and to the required standard. | | |

#### VALIDATION

|  |  |  |
| --- | --- | --- |
| **Field** | **Condition** | **Validation Message** |
|  |  |  |

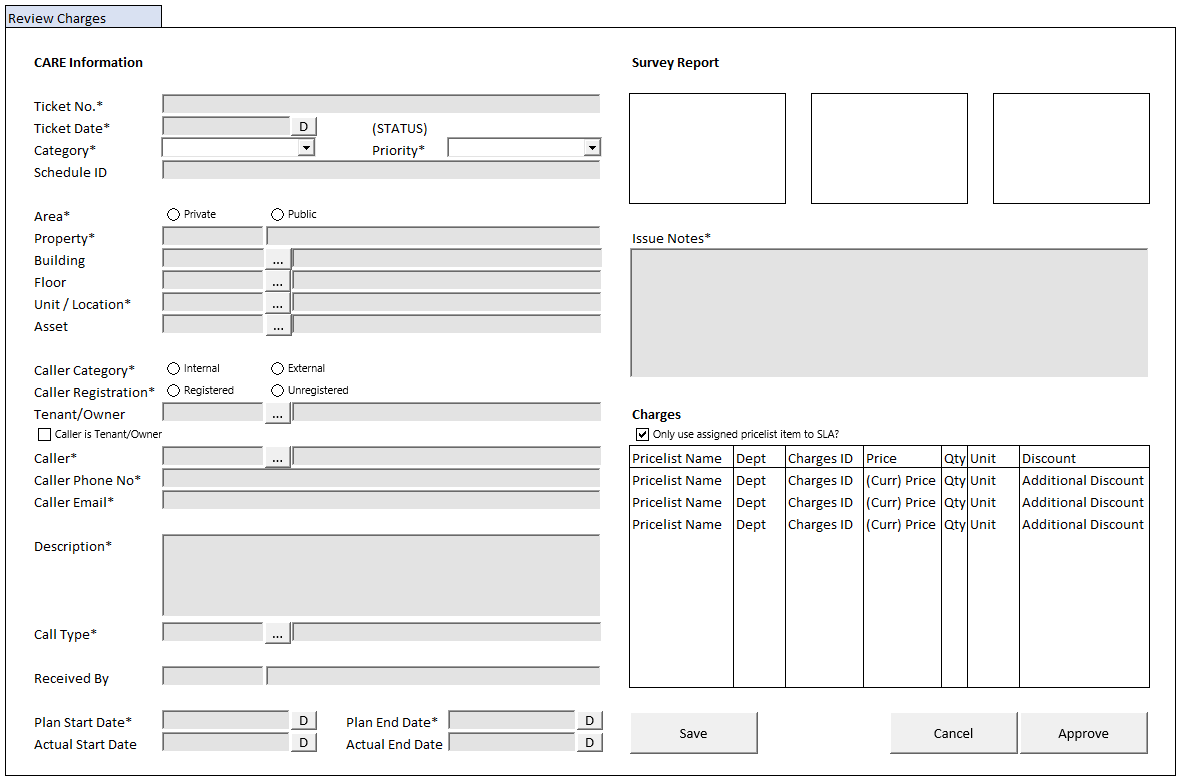
#### ACTION

|  |
| --- |
|  |
| * **Validate** (See VALIDATION table)   IF Success, jalankan **Get Report Data**  IF Failed, do nothing   * **Get Report Data**   Jalankan RSP\_HD\_GET\_CARE\_REPORT dengan parameter,  @CCOMPANY\_ID = VAR\_COMPANY\_ID  @CPROPERTY\_ID = FORM\_DATA.CPROPERTY\_ID  @CCARE\_TICKET\_NO = FORM\_DATA.CCARE\_TICKET\_NO  @CLANG\_ID = VAR\_LANG\_ID  Ex.  EXEC RSP\_HD\_GET\_CARE\_REPORT  ‘BSI’  , ‘ASHMD’  , ‘CARE-001’ |
| * Proses:   + ‘Print’ 🡪 Display Report PDF File in new tab |

### REVIEW CHARGES PROCESS (DETAIL TAB)

#### USER INTERFACE

##### INITIAL VERSION



#### BUTTON DEFINITION

|  |  |  |
| --- | --- | --- |
| **Button Name** | **Action** | **Enabled** |
| Save | Jalankan SAVE PROCESS |  |
| Cancel | Jalankan CANCEL PROCESS |  |
| Approve | Jalankan APPROVE PROCESS |  |

#### INPUT PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| PARAM\_SELECTED\_PROPERTY | VAR\_SELECTED\_PROPERTY from TAB CARE PROCESS |
| PARAM\_SELECTED\_CARE | VAR\_SELECTED\_CARE from TAB CARE PROCESS |

#### ROLES

|  |  |
| --- | --- |
|  | **Test** |
| * User yg punya akses ke program |  |

#### INITIAL PROCESS

|  |  |
| --- | --- |
|  | **Test** |
| * Load data from Input Parameter * Set VAR\_CHARGES\_LIST = Empty List * **Load CARE Detail**   Jalankan RSP\_HD\_GET\_CARE\_DETAIL dengan parameter, simpan hasil ke FORM\_DATA   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + PARAM\_SELECTED\_CARE.CCARE\_TICKET\_NO   + VAR\_LANG\_ID * **Load CARE Charges List**   Jalankan RSP\_HD\_GET\_CARE\_CHARGES\_LIST dengan parameter, simpan hasil ke VAR\_CHARGES\_LIST   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + PARAM\_SELECTED\_CARE.CCARE\_TICKET\_NO   + VAR\_LANG\_ID |  |

#### DISPLAY PROCESS

##### FIELD DEFINITION

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Field** | **Type** | **Validation** |
| **Display Form** |  | **Data**: FORM\_DATA |  |
| **CARE Information** |  |  |  |
| Ticket No. | CCARE\_TICKET\_NO | Textbox, Disabled, Required |  |
| Ticket Date | DCARE\_TICKET\_DATE | DateTimePicker, Disabled, Required |  |
| (STATUS) | CSTATUS, CSUBSTATUS  Set Display:  IF CSTATUS = ‘04’, then  ~~CSTATUS\_DESCRIPTION~~ ~~(CSUBSTATUS\_DESCRIPTION)~~  CSUBSTATUS\_DESCRIPTION **[CR01]**  Else  CSTATUS\_DESCRIPTION | Label, **BOLD** |  |
| Category | CCARE\_CATEGORY | Combobox, Disabled, Required  Isi combobox dengan **VAR\_CARE\_CATEGORY**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CCARE\_CATEGORY |  |
| Priority | CPRIORITY | Combobox, Disabled, Required  Isi combobox dengan **VAR\_PRIORITY**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CPRIORITY |  |
| Schedule ID | CSCHEDULE\_ID | Textbox, Disabled | Hidden on,  CCARE\_CATEGORY <> ‘01’ |
| Area | CAREA | Radiobutton, Disabled, Required  Isi radiobutton dengan **VAR\_AREA**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CAREA |  |
| Property | Set CPROPERTY\_ID = PARAM\_SELECTED\_PROPERTY. CPROPERTY\_ID | Textbox, Disabled, Required |  |
|  | Set CPROPERTY\_NAME = PARAM\_SELECTED\_PROPERTY. CPROPERTY\_NAME | Textbox, Disabled |  |
| Building | CBUILDING\_ID | Textbox, Disabled |  |
|  |  | Lookup, Disabled |  |
|  | CBUILDING\_NAME | Textbox, Disabled |  |
| Floor | CFLOOR\_ID | Textbox, Disabled |  |
|  |  | Lookup, Disabled |  |
|  | CFLOOR\_NAME | Textbox, Disabled |  |
| Unit/Location | CUNIT\_LOCATION\_ID | Textbox, Disabled, Required |  |
|  |  | Lookup, Disabled |  |
|  | CUNIT\_LOCATION\_NAME | Textbox, Disabled |  |
| Asset | CASSET\_ID | Textbox, Disabled |  |
|  |  | Lookup, Disabled |  |
|  | CASSET\_NAME | Textbox, Disabled |  |
| Caller Category | CCALLER\_CATEGORY | Radiobutton, Disabled, Required  Isi radiobutton dengan **VAR\_CALLER\_CATEGORY**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CCALLER\_CATEGORY |  |
| Caller Registration | CCALLER\_REGISTRATION | Radiobutton, Disabled, Required  Isi radiobutton dengan **VAR\_CALLER\_REGISTRAION**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CCALLER\_REGISTRATION |  |
| Tenant/Owner | CTENANT\_OWNER\_ID | Textbox, Disabled |  |
|  |  | Lookup, Disabled |  |
|  | CTENANT\_OWNER\_NAME | Textbox, Disabled |  |
|  | CTENANT\_OWNER\_PHONE | Hidden |  |
|  | CTENANT\_OWNER\_EMAIL | Hidden |  |
| Caller is Tenant/Owner | LCALLER\_IS\_TENANT | Checkbox, Disabled, Required |  |
| Caller | CCALLER\_ID | Textbox, Disabled, Required |  |
|  |  | Lookup, Disabled |  |
|  | CCALLER\_NAME | Textbox, Disabled, Required |  |
| Caller Phone No | CCALLER\_PHONE | Textbox, Disabled, Required |  |
| Caller Email | CCALLER\_EMAIL | Textbox, Disabled, Required |  |
| Description | CCARE\_DESCRIPTION | Textarea, Disabled, Required |  |
| Call Type | CCALL\_TYPE\_ID | Textbox, Disabled, Required |  |
|  |  | Lookup, Disabled |  |
|  | CCALL\_TYPE\_NAME | Textbox, Disabled |  |
| Call Type Days | CCALL\_TYPE\_DAYS | Hidden |  |
| Call Type Hours | CCALL\_TYPE\_HOURS | Hidden |  |
| Call Type Minutes | CCALL\_TYPE\_MINUTES | Hidden |  |
| Submitted By | CRECEIVED\_BY | Textbox, Disabled |  |
|  | DRECEIVED\_DATE | DateTimePicker, Disabled |  |
| Plan Start Date | DPLAN\_START\_DATE | DateTimePicker, Disabled, Required |  |
| Plan End Date | DPLAN\_END\_DATE | DateTimePicker, Disabled |  |
| Actual Start Date | DACTUAL\_START\_DATE | DateTimePicker, Disabled |  |
| Actual End Date | DACTUAL\_END\_DATE | DateTimePicker, Disabled |  |
| **Survey Report** |  |  |  |
| Image 1 | CSURVEY\_IMAGE\_1\_STORAGE\_ID | ImageBox | On Clicked,  IF CSURVEY\_IMAGE\_1\_STORAGE\_ID is not EMPTY, Go To 🡪 ZOOM IMAGE PROCESS |
| Image 2 | CSURVEY\_IMAGE\_2\_STORAGE\_ID | ImageBox | On Clicked,  IF CSURVEY\_IMAGE\_2\_STORAGE\_ID is not EMPTY, Go To 🡪 ZOOM IMAGE PROCESS |
| Image 3 | CSURVEY\_IMAGE\_3\_STORAGE\_D | ImageBox | On Clicked,  IF CSURVEY\_IMAGE\_3\_STORAGE\_ID is not EMPTY, Go To 🡪 ZOOM IMAGE PROCESS |
|  | LSURVEY\_NOTES\_EDITABLE | Hidden |  |
| Issue Notes | CSURVEY\_NOTES | Textarea, Required | Enabled on,  LSURVEY\_NOTES\_EDITABLE = TRUE  Max Length = 1000 |
| **Charges** |  |  |  |
| Only use assigned pricelist item to SLA? | LSEARCH\_WITH\_SLA | Checkbox | Set Default = TRUE |

##### GRID DEFINITION

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Field** | **Type** | **Validation** |
| **Charges Grid** |  | **Data**: VAR\_CHARGES\_LIST  **Type:** Original | Allow:  ADD 🡪 Tambahkan Charges ke VAR\_CHARGES\_LIST  EDIT 🡪 Ubah selected Charges dari VAR\_CHARGES\_LIST  DELETE 🡪 Hapus Charges dari VAR\_CHARGES\_LIST  On Selected Changed,  Set **VAR\_SELECTED\_CHARGES** = Selected Row’s Data |
| **Charges** |  |  |  |
| Pricelist Name | CPRICELIST\_NAME | Textbox, Disabled, Required |  |
|  |  | Lookup, Disabled | Enabled: On ADD  On Lookup Button Clicked,  Go to 🡪 PRICELIST ITEM LOOKUP PROCESS  On Lookup Process Successful, update:  CPRICELIST\_NAME, CPRICELIST\_ID, CVALID\_ID, CDEPT\_CODE, CCHARGES\_ID, IPRICE, CCURRENCY\_CODE, CUNIT |
|  | CPRICELIST\_ID | Hidden, Required |  |
|  | CVALID\_ID | Hidden, Required |  |
| Dept | CDEPT\_CODE | Textbox, Disabled, Required |  |
| Charges ID | CCHARGES\_ID | Textbox, Disabled, Required |  |
| Price (FROM\_DATA. CCURRENCY\_CODE) | IPRICE | NumericTextbox, Disabled, Required | Decimal Places = 2  Thousand Separator = Enabled |
| Qty | IQUANTITY | NumericTextbox, Disabled, Required | Enabled: On ADD & EDIT  Decimal Places = 0  Thousand Separator = Enabled |
| Unit | CUNIT | Textbox, Disabled, Required |  |
| Discount  (FROM\_DATA. CCURRENCY\_CODE) | IDISCOUNT | NumericTextbox, Disabled | Enabled: On ADD & EDIT  Decimal Places = 2  Thousand Separator = Enabled  Set Default = 0 |

#### ZOOM IMAGE PROCESS (POPUP)

##### USER INTERFACE

###### INITIAL VERSION



##### BUTTON DEFINITION

|  |  |  |
| --- | --- | --- |
| **Button Name** | **Action** | **Enabled** |
| Close | Close this popup |  |

##### INPUT PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| PARAM\_IMAGE | IMAGE\_DATA from Image Box from DETAIL TAB |

##### ROLES

|  |  |
| --- | --- |
|  | **Test** |
| * User yg punya akses ke program |  |

##### INITIAL PROCESS

|  |  |
| --- | --- |
|  | **Test** |
| * Load data from Input Parameter |  |

##### DISPLAY PROCESS

###### FIELD DEFINITION

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Field** | **Type** | **Validation** |
| Image Viewer | PARAM\_IMAGE | ImageBox | MaxWidth: 1000px  MaxHeight: 800px |

#### CANCEL PROCESS

##### ACTION

|  |
| --- |
|  |
| * Close this DETAIL TAB |
|  |

#### SAVE PROCESS

##### VALIDATION

|  |  |  |
| --- | --- | --- |
| **Field** | **Condition** | **Validation Message** |
| Issue Notes | CSURVEY\_NOTES is Empty | Please fill Issue Notes! |

##### ACTION

|  |
| --- |
|  |
| * **Validate** (See VALIDATION table)   IF Success, jalankan **Save CARE Survey**  IF Failed, stay on Detail Tab   * Set **Progess bar step** = 4 * Set **VAR\_KEY\_GUID** = New GUID * Set **VAR\_ERROR\_COUNT** = 0 * Reset Progress Bar |
| **BEGIN TRANSACTION**   * Buat temporary table   CREATE TABLE #ADD\_CARE\_CHARGES (  NO INT NOT NULL  , CPRICELIST\_ID VARCHAR(20) NOT NULL  , CVALID\_ID VARCHAR(26) NOT NULL  , IQUANTITY INT NOT NULL  , IDISCOUNT INT NOT NULL  )   * Insert **VAR\_CHARGES\_LIST** into #ADD\_CARE\_CHARGES * **Save CARE Survey**   Jalankan RSP\_HD\_MAINTAIN\_CARE\_SURVEY dengan parameter  @CCOMPANY\_ID = VAR\_COMPANY\_ID  @CPROPERTY\_ID = FORM\_DATA.CPROPERTY\_ID  @CCARE\_TICKET\_NO = FORM\_DATA.CCARE\_TICKET\_NO  @CSURVEY\_NOTES = FORM\_DATA.CSURVEY\_NOTES  @CACTION = ‘SAVE’  @CUSER\_ID = VAR\_USER\_ID  @CKEY\_GUID = VAR\_KEY\_GUID  **COMPLETE TRANSACTION** |
| * Close this DETAIL TAB * Refresh **CARE Grid** di TAB CARE PROCESS |

#### APPROVE PROCESS

##### VALIDATION

|  |  |  |
| --- | --- | --- |
| **Field** | **Condition** | **Validation Message** |
| Issue Notes | CSURVEY\_NOTES is Empty | Please fill Issue Notes! |
| Charges | VAR\_CHARGES\_LIST’s length < 1 | Please add at least 1 Pricelist Item! |
| Qty | At least 1 item of VAR\_CHARGES\_LIST’s IQUANTITY is Empty or 0 | Please add quantity to Pricelist Item, quantity cannot be 0 or negative value! |

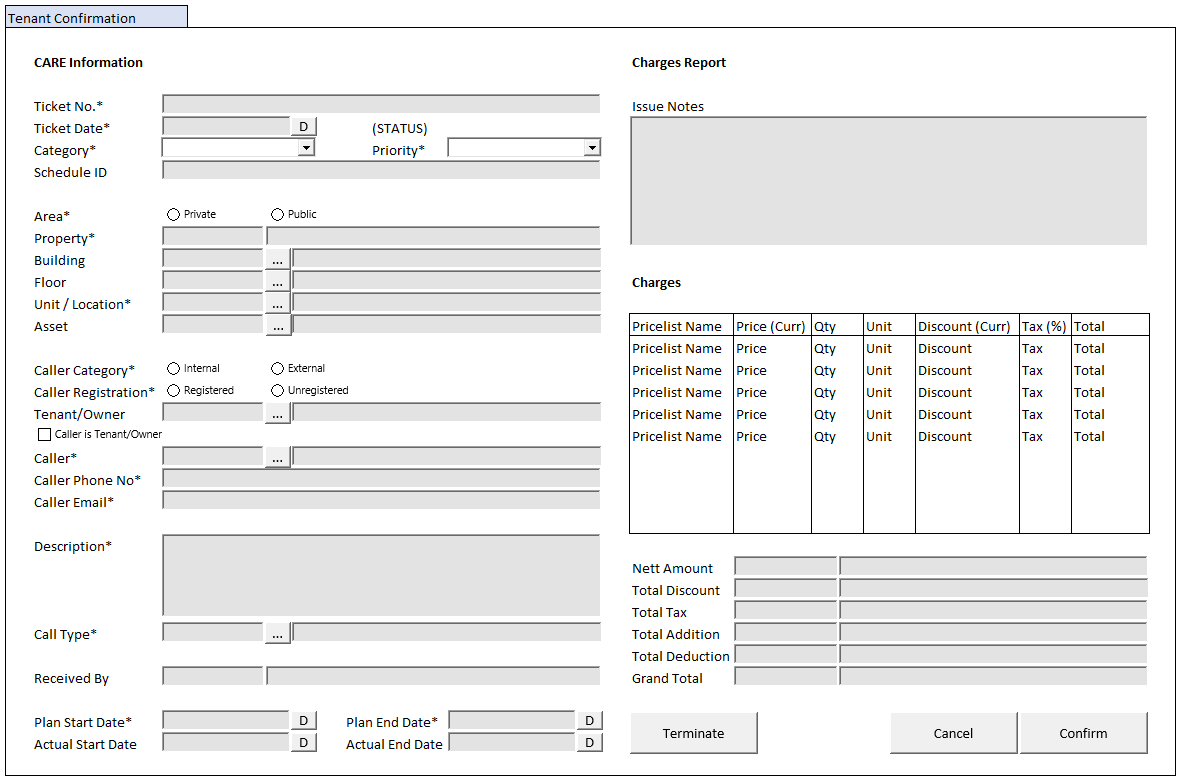
##### ACTION

|  |
| --- |
|  |
| * **Validate** (See VALIDATION table)   IF Success, jalankan **Approve CARE Survey**  IF Failed, stay on Detail Tab   * Set **Progess bar step** = 4 * Set **VAR\_KEY\_GUID** = New GUID * Set **VAR\_ERROR\_COUNT** = 0 * Reset Progress Bar |
| **BEGIN TRANSACTION**   * Buat temporary table   CREATE TABLE #ADD\_CARE\_CHARGES (  NO INT NOT NULL  , CPRICELIST\_ID VARCHAR(20) NOT NULL  , CVALID\_ID VARCHAR(26) NOT NULL  , IQUANTITY INT NOT NULL  , IDISCOUNT INT NOT NULL  )   * Insert **VAR\_CHARGES\_LIST** into #ADD\_CARE\_CHARGES * **Approve CARE Survey**   Jalankan RSP\_HD\_MAINTAIN\_CARE\_SURVEY dengan parameter  @CCOMPANY\_ID = VAR\_COMPANY\_ID  @CPROPERTY\_ID = FORM\_DATA.CPROPERTY\_ID  @CCARE\_TICKET\_NO = FORM\_DATA.CCARE\_TICKET\_NO  @CSURVEY\_NOTES = FORM\_DATA.CSURVEY\_NOTES  @CACTION = ‘APPROVE’  @CUSER\_ID = VAR\_USER\_ID  @CKEY\_GUID = VAR\_KEY\_GUID  **COMPLETE TRANSACTION** |
| * Close this DETAIL TAB * Refresh **CARE Grid** di TAB CARE PROCESS |

### TENANT CONFIRMATION PROCESS (DETAIL TAB)

#### USER INTERFACE

##### INITIAL VERSION



#### BUTTON DEFINITION

|  |  |  |
| --- | --- | --- |
| **Button Name** | **Action** | **Enabled** |
| Terminate | Jalankan TERMINATE PROCESS |  |
| Cancel | Jalankan CANCEL PROCESS |  |
| Confirm | Jalankan CONFIRM PROCESS |  |

#### INPUT PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| PARAM\_SELECTED\_PROPERTY | VAR\_SELECTED\_PROPERTY from TAB CARE PROCESS |
| PARAM\_SELECTED\_CARE | VAR\_SELECTED\_CARE from TAB CARE PROCESS |

#### ROLES

|  |  |
| --- | --- |
|  | **Test** |
| * User yg punya akses ke program |  |

#### INITIAL PROCESS

|  |  |
| --- | --- |
|  | **Test** |
| * Load data from Input Parameter * Set VAR\_CHARGES\_LIST = Empty List * **Load CARE Detail**   Jalankan RSP\_HD\_GET\_CARE\_DETAIL dengan parameter, simpan hasil ke FORM\_DATA   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + PARAM\_SELECTED\_CARE.CCARE\_TICKET\_NO   + VAR\_LANG\_ID * **Load CARE Charges List**   Jalankan RSP\_HD\_GET\_CARE\_CHARGES\_LIST dengan parameter, simpan hasil ke VAR\_CHARGES\_LIST   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + PARAM\_SELECTED\_CARE.CCARE\_TICKET\_NO   + VAR\_LANG\_ID * **Load Total Amount**   Jalankan RSP\_HD\_GET\_CARE\_INVOICE\_TOTAL dengan parameter, simpan hasil ke VAR\_CARE\_INVOICE\_TOTAL   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + PARAM\_SELECTED\_CARE.CCARE\_TICKET\_NO   + VAR\_LANG\_ID |  |

#### DISPLAY PROCESS

##### FIELD DEFINITION

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Field** | **Type** | **Validation** |
| **Display Form** |  | **Data**: FORM\_DATA |  |
| **CARE Information** |  |  |  |
| Ticket No. | CCARE\_TICKET\_NO | Textbox, Disabled, Required |  |
| Ticket Date | DCARE\_TICKET\_DATE | DateTimePicker, Disabled, Required |  |
| (STATUS) | CSTATUS, CSUBSTATUS  Set Display:  IF CSTATUS = ‘04’, then  ~~CSTATUS\_DESCRIPTION~~ ~~(CSUBSTATUS\_DESCRIPTION)~~  CSUBSTATUS\_DESCRIPTION **[CR01]**  Else  CSTATUS\_DESCRIPTION | Label, **BOLD** |  |
| Category | CCARE\_CATEGORY | Combobox, Disabled, Required  Isi combobox dengan **VAR\_CARE\_CATEGORY**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CCARE\_CATEGORY |  |
| Priority | CPRIORITY | Combobox, Disabled, Required  Isi combobox dengan **VAR\_PRIORITY**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CPRIORITY |  |
| Schedule ID | CSCHEDULE\_ID | Textbox, Disabled | Hidden on,  CCARE\_CATEGORY <> ‘01’ |
| Area | CAREA | Radiobutton, Disabled, Required  Isi radiobutton dengan **VAR\_AREA**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CAREA |  |
| Property | Set CPROPERTY\_ID = PARAM\_SELECTED\_PROPERTY. CPROPERTY\_ID | Textbox, Disabled, Required |  |
|  | Set CPROPERTY\_NAME = PARAM\_SELECTED\_PROPERTY. CPROPERTY\_NAME | Textbox, Disabled |  |
| Building | CBUILDING\_ID | Textbox, Disabled |  |
|  |  | Lookup, Disabled |  |
|  | CBUILDING\_NAME | Textbox, Disabled |  |
| Floor | CFLOOR\_ID | Textbox, Disabled |  |
|  |  | Lookup, Disabled |  |
|  | CFLOOR\_NAME | Textbox, Disabled |  |
| Unit/Location | CUNIT\_LOCATION\_ID | Textbox, Disabled, Required |  |
|  |  | Lookup, Disabled |  |
|  | CUNIT\_LOCATION\_NAME | Textbox, Disabled |  |
| Asset | CASSET\_ID | Textbox, Disabled |  |
|  |  | Lookup, Disabled |  |
|  | CASSET\_NAME | Textbox, Disabled |  |
| Caller Category | CCALLER\_CATEGORY | Radiobutton, Disabled, Required  Isi radiobutton dengan **VAR\_CALLER\_CATEGORY**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CCALLER\_CATEGORY |  |
| Caller Registration | CCALLER\_REGISTRATION | Radiobutton, Disabled, Required  Isi radiobutton dengan **VAR\_CALLER\_REGISTRAION**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CCALLER\_REGISTRATION |  |
| Tenant/Owner | CTENANT\_OWNER\_ID | Textbox, Disabled |  |
|  |  | Lookup, Disabled |  |
|  | CTENANT\_OWNER\_NAME | Textbox, Disabled |  |
|  | CTENANT\_OWNER\_PHONE | Hidden |  |
|  | CTENANT\_OWNER\_EMAIL | Hidden |  |
| Caller is Tenant/Owner | LCALLER\_IS\_TENANT | Checkbox, Disabled, Required |  |
| Caller | CCALLER\_ID | Textbox, Disabled, Required |  |
|  |  | Lookup, Disabled |  |
|  | CCALLER\_NAME | Textbox, Disabled, Required |  |
| Caller Phone No | CCALLER\_PHONE | Textbox, Disabled, Required |  |
| Caller Email | CCALLER\_EMAIL | Textbox, Disabled, Required |  |
| Description | CCARE\_DESCRIPTION | Textarea, Disabled, Required |  |
| Call Type | CCALL\_TYPE\_ID | Textbox, Disabled, Required |  |
|  |  | Lookup, Disabled |  |
|  | CCALL\_TYPE\_NAME | Textbox, Disabled |  |
| Call Type Days | CCALL\_TYPE\_DAYS | Hidden |  |
| Call Type Hours | CCALL\_TYPE\_HOURS | Hidden |  |
| Call Type Minutes | CCALL\_TYPE\_MINUTES | Hidden |  |
| Submitted By | CRECEIVED\_BY | Textbox, Disabled |  |
|  | DRECEIVED\_DATE | DateTimePicker, Disabled |  |
| Plan Start Date | DPLAN\_START\_DATE | DateTimePicker, Disabled, Required |  |
| Plan End Date | DPLAN\_END\_DATE | DateTimePicker, Disabled |  |
| Actual Start Date | DACTUAL\_START\_DATE | DateTimePicker, Disabled |  |
| Actual End Date | DACTUAL\_END\_DATE | DateTimePicker, Disabled |  |
| **Survey Report** |  |  |  |
| Issue Notes | CSURVEY\_NOTES | Textarea, Disabled, Required | Max Length = 1000 |
| **Charges** |  | **Data**: VAR\_CARE\_INVOICE\_TOTAL |  |
| Nett Amount | CCURRENCY\_CODE | Textbox, Disabled |  |
|  | NNET\_AMOUNT | NumericTextbox, Disabled | Decimal Places = 2  Thousand Separator = Enabled |
| Total Discount | CCURRENCY\_CODE | Textbox, Disabled |  |
|  | NTOTAL\_DISCOUNT | NumericTextbox, Disabled | Decimal Places = 2  Thousand Separator = Enabled |
| Total Tax | CCURRENCY\_CODE | Textbox, Disabled |  |
|  | NTOTAL\_TAX | NumericTextbox, Disabled | Decimal Places = 2  Thousand Separator = Enabled |
| Total Addition | CCURRENCY\_CODE | Textbox, Disabled |  |
|  | NTOTAL\_ADD | NumericTextbox, Disabled | Decimal Places = 2  Thousand Separator = Enabled |
| Total Deduction | CCURRENCY\_CODE | Textbox, Disabled |  |
|  | NTOTAL\_DED | NumericTextbox, Disabled | Decimal Places = 2  Thousand Separator = Enabled |
| Grand Total | CCURRENCY\_CODE | Textbox, Disabled |  |
|  | NGRAND\_TOTAL | NumericTextbox, Disabled | Decimal Places = 2  Thousand Separator = Enabled |

##### GRID DEFINITION

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Field** | **Type** | **Validation** |
| **Charges Grid** |  | **Data**: VAR\_CHARGES\_LIST  **Type:** Original | Allow:  EDIT 🡪 EDIT CHARGES PROCESS  On Selected Changed,  Set **VAR\_SELECTED\_CHARGES** = Selected Row’s Data |
| **Charges** |  |  |  |
| Pricelist Name | CPRICELIST\_NAME | Textbox, Disabled, Required |  |
|  | CPRICELIST\_ID | Hidden, Required |  |
|  | CVALID\_ID | Hidden, Required |  |
| Price  (FROM\_DATA. CCURRENCY\_CODE) | IPRICE | NumericTextbox, Disabled, Required | Decimal Places = 2  Thousand Separator = Enabled |
| Qty | IQUANTITY | NumericTextbox, Disabled, Required | Decimal Places = 0  Thousand Separator = Enabled |
| Unit | CUNIT | Textbox, Disabled, Required |  |
| Discount  (FROM\_DATA. CCURRENCY\_CODE) | IDISCOUNT | NumericTextbox, Disabled | Enabled: On EDIT  Decimal Places = 2  Thousand Separator = Enabled |
| Tax  (%) | NTAX\_PCT | NumericTextbox, Disabled | Decimal Places = 2 |
| Total | NTOTAL\_AMOUNT | NumericTextBox, Disabled | Decimal Places = 2 |

#### EDIT CHARGES PROCESS

##### VALIDATION

|  |  |  |
| --- | --- | --- |
| **Field** | **Condition** | **Validation Message** |
|  |  |  |

##### ACTION

|  |
| --- |
|  |
| * **Validate** (See VALIDATION table)   IF Success, jalankan **Edit Charges**  IF Failed, stay on Detail Tab |
| * **Edit Charges**   Jalankan RSP\_HD\_MAINTAIN\_CARE\_CHARGES dengan parameter  @CCOMPANY\_ID = VAR\_COMPANY\_ID  @CPROPERTY\_ID = FORM\_DATA.CPROPERTY\_ID  @CCARE\_TICKET\_NO = FORM\_DATA.CCARE\_TICKET\_NO  @CPRICELIST\_ID = VAR\_SELECTED\_CHARGES.CPRICELIST\_ID  @CVALID\_ID = VAR\_SELECTED\_CHARGES.CVALID\_ID  @IQUANTITY = VAR\_SELECTED\_CHARGES.IQUANTITY  @IDISCOUNT = VAR\_SELECTED\_CHARGES.IDISCOUNT  @CUSER\_ID = VAR\_USER\_ID |
|  |

#### CANCEL PROCESS

##### ACTION

|  |
| --- |
|  |
| * Close this DETAIL TAB |
|  |

#### TERMINATE PROCESS

##### VALIDATION

|  |  |  |
| --- | --- | --- |
| **Field** | **Condition** | **Validation Message** |
|  |  |  |

##### ACTION

|  |
| --- |
|  |
| * **Confirmation**   Show Message “Are you sure want to terminate this CARE?” (YES/NO)  IF YES, jalankan **Terminate CARE**  IF NO, stay on Detail Tab |
| * **Terminate CARE**   Jalankan RSP\_HD\_CARE\_PROCESS dengan parameter  @CCOMPANY\_ID = VAR\_COMPANY\_ID  @CPROPERTY\_ID = FORM\_DATA.CPROPERTY\_ID  @CCARE\_TICKET\_NO = FORM\_DATA.CCARE\_TICKET\_NO  @CACTION = ‘01’  @CUSER\_ID = VAR\_USER\_ID |
| * Close this DETAIL TAB * Refresh **CARE Grid** di TAB CARE PROCESS |

#### CONFIRM PROCESS

##### VALIDATION

|  |  |  |
| --- | --- | --- |
| **Field** | **Condition** | **Validation Message** |
|  |  |  |

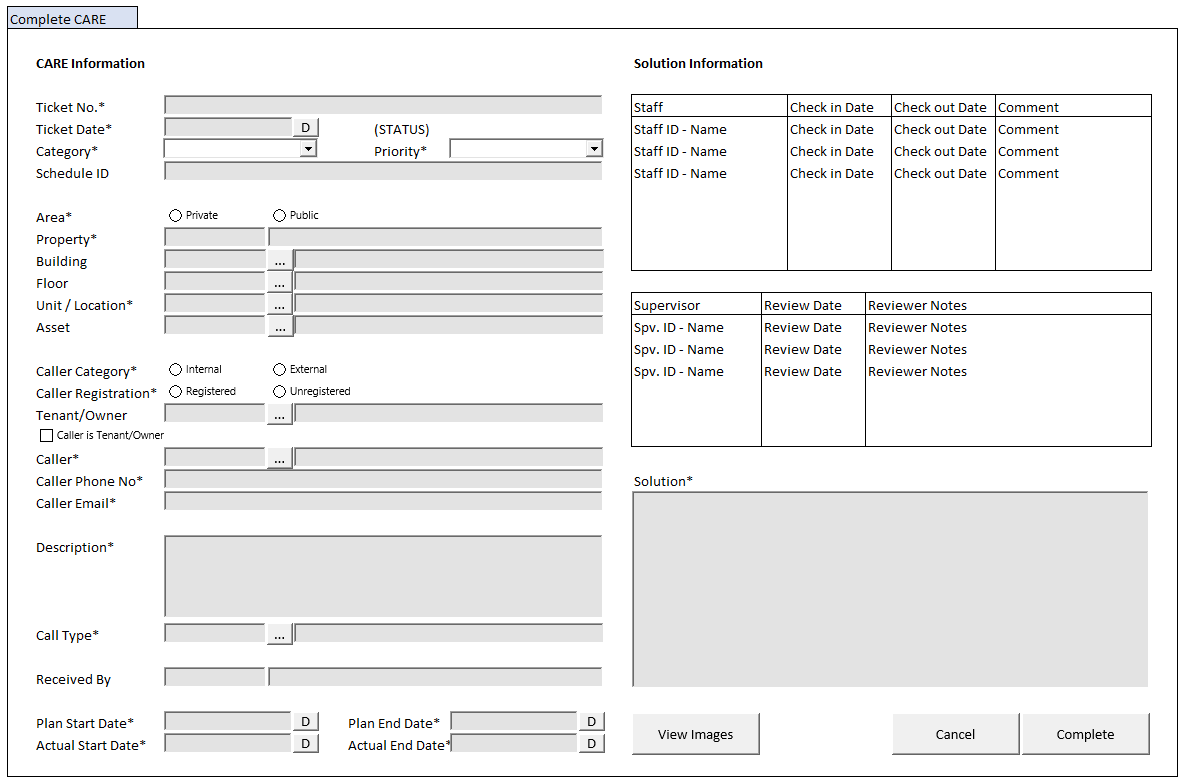
##### ACTION

|  |
| --- |
|  |
| * **Validate** (See VALIDATION table)   IF Success, jalankan **Confirm CARE**  IF Failed, stay on Detail Tab |
| * **Confirm CARE**   Jalankan RSP\_HD\_CARE\_PROCESS dengan parameter  @CCOMPANY\_ID = VAR\_COMPANY\_ID  @CPROPERTY\_ID = FORM\_DATA.CPROPERTY\_ID  @CCARE\_TICKET\_NO = FORM\_DATA.CCARE\_TICKET\_NO  @CACTION = ‘02’  @CUSER\_ID = VAR\_USER\_ID |
| * Close this DETAIL TAB * Refresh **CARE Grid** di TAB CARE PROCESS |

### COMPLETE CARE PROCESS (DETAIL TAB)

#### USER INTERFACE

##### INITIAL VERSION



#### BUTTON DEFINITION

|  |  |  |
| --- | --- | --- |
| **Button Name** | **Action** | **Enabled** |
| View Images | Jalankan VIEW IMAGES PROCESS | * FORM\_DATA.LVIEW\_IMAGES = TRUE * HIDDEN on   FORM\_DATA.CCARE\_CATEGORY = ‘01’ |
| View Checklist | Jalankan VIEW CHECKLIST PROCESS | * FORM\_DATA.LVIEW\_CHECKLIST = TRUE * HIDDEN on   CCARE\_CATEGORY <> ‘01’ |
| Cancel | Jalankan CANCEL PROCESS |  |
| Save | Jalankan COMPLETE PROCESS |  |

#### INPUT PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| PARAM\_SELECTED\_PROPERTY | VAR\_SELECTED\_PROPERTY from TAB CARE PROCESS |
| PARAM\_SELECTED\_CARE | VAR\_SELECTED\_CARE from TAB CARE PROCESS |

#### ROLES

|  |  |
| --- | --- |
|  | **Test** |
| * User yg punya akses ke program |  |

#### INITIAL PROCESS

|  |  |
| --- | --- |
|  | **Test** |
| * Load data from Input Parameter * **Load CARE Detail**   Jalankan RSP\_HD\_GET\_CARE\_DETAIL dengan parameter, simpan hasil ke FORM\_DATA   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + PARAM\_SELECTED\_CARE.CCARE\_TICKET\_NO   + VAR\_LANG\_ID * **Load Supervisor List**   Jalankan RSP\_HD\_GET\_CARE\_SUPERVISOR\_LIST dengan parameter, simpan hasil ke VAR\_SUPERVISOR\_LIST dan VAR\_SELECTED\_SUPERVISOR   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + VAR\_SELECTED\_CARE.CCARE\_TICKET\_NO   + VAR\_LANG\_ID * **Load Staff List**   Jalankan RSP\_HD\_GET\_CARE\_STAFF\_LIST dengan parameter, simpan hasil ke VAR\_STAFF\_LIST dan VAR\_SELECTED\_STAFF   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + VAR\_SELECTED\_CARE.CCARE\_TICKET\_NO   + ‘’   + VAR\_LANG\_ID |  |

#### DISPLAY PROCESS

##### FIELD DEFINITION

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Field** | **Type** | **Validation** |
| **Display Form** |  | **Data**: FORM\_DATA |  |
| **CARE Information** |  |  |  |
| Ticket No. | CCARE\_TICKET\_NO | Textbox, Disabled, Required |  |
| Ticket Date | DCARE\_TICKET\_DATE | DateTimePicker, Disabled, Required |  |
| (STATUS) | CSTATUS, CSUBSTATUS  Set Display:  IF CSTATUS = ‘04’, then  ~~CSTATUS\_DESCRIPTION~~ ~~(CSUBSTATUS\_DESCRIPTION)~~  CSUBSTATUS\_DESCRIPTION **[CR01]**  Else  CSTATUS\_DESCRIPTION | Label, **BOLD** |  |
| Category | CCARE\_CATEGORY | Combobox, Disabled, Required  Isi combobox dengan **VAR\_CARE\_CATEGORY**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CCARE\_CATEGORY |  |
| Priority | CPRIORITY | Combobox, Disabled, Required  Isi combobox dengan **VAR\_PRIORITY**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CPRIORITY |  |
| Schedule ID | CSCHEDULE\_ID | Textbox, Disabled | Hidden on,  CCARE\_CATEGORY <> ‘01’ |
| Area | CAREA | Radiobutton, Disabled, Required  Isi radiobutton dengan **VAR\_AREA**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CAREA |  |
| Property | Set CPROPERTY\_ID = PARAM\_SELECTED\_PROPERTY. CPROPERTY\_ID | Textbox, Disabled, Required |  |
|  | Set CPROPERTY\_NAME = PARAM\_SELECTED\_PROPERTY. CPROPERTY\_NAME | Textbox, Disabled |  |
| Building | CBUILDING\_ID | Textbox, Disabled |  |
|  |  | Lookup, Disabled |  |
|  | CBUILDING\_NAME | Textbox, Disabled |  |
| Floor | CFLOOR\_ID | Textbox, Disabled |  |
|  |  | Lookup, Disabled |  |
|  | CFLOOR\_NAME | Textbox, Disabled |  |
| Unit/Location | CUNIT\_LOCATION\_ID | Textbox, Disabled, Required |  |
|  |  | Lookup, Disabled |  |
|  | CUNIT\_LOCATION\_NAME | Textbox, Disabled |  |
| Asset | CASSET\_ID | Textbox, Disabled |  |
|  |  | Lookup, Disabled |  |
|  | CASSET\_NAME | Textbox, Disabled |  |
| Caller Category | CCALLER\_CATEGORY | Radiobutton, Disabled, Required  Isi radiobutton dengan **VAR\_CALLER\_CATEGORY**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CCALLER\_CATEGORY |  |
| Caller Registration | CCALLER\_REGISTRATION | Radiobutton, Disabled, Required  Isi radiobutton dengan **VAR\_CALLER\_REGISTRAION**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CCALLER\_REGISTRATION |  |
| Tenant/Owner | CTENANT\_OWNER\_ID | Textbox, Disabled |  |
|  |  | Lookup, Disabled |  |
|  | CTENANT\_OWNER\_NAME | Textbox, Disabled |  |
|  | CTENANT\_OWNER\_PHONE | Hidden |  |
|  | CTENANT\_OWNER\_EMAIL | Hidden |  |
| Caller is Tenant/Owner | LCALLER\_IS\_TENANT | Checkbox, Disabled, Required |  |
| Caller | CCALLER\_ID | Textbox, Disabled, Required |  |
|  |  | Lookup, Disabled |  |
|  | CCALLER\_NAME | Textbox, Disabled, Required |  |
| Caller Phone No | CCALLER\_PHONE | Textbox, Disabled, Required |  |
| Caller Email | CCALLER\_EMAIL | Textbox, Disabled, Required |  |
| Description | CCARE\_DESCRIPTION | Textarea, Disabled, Required |  |
| Call Type | CCALL\_TYPE\_ID | Textbox, Disabled, Required |  |
|  |  | Lookup, Disabled |  |
|  | CCALL\_TYPE\_NAME | Textbox, Disabled |  |
| Call Type Days | CCALL\_TYPE\_DAYS | Hidden |  |
| Call Type Hours | CCALL\_TYPE\_HOURS | Hidden |  |
| Call Type Minutes | CCALL\_TYPE\_MINUTES | Hidden |  |
| Submitted By | CRECEIVED\_BY | Textbox, Disabled |  |
|  | DRECEIVED\_DATE | DateTimePicker, Disabled |  |
| Plan Start Date | DPLAN\_START\_DATE | DateTimePicker, Disabled, Required |  |
| Plan End Date | DPLAN\_END\_DATE | DateTimePicker, Disabled |  |
| Actual Editable | LACTUAL\_EDITABLE | Hidden |  |
| Actual Start Date | DACTUAL\_START\_DATE | DateTimePicker, Disabled, Required | Enabled on,  LACTUAL\_EDITABLE = TRUE |
| Actual End Date | DACTUAL\_END\_DATE | DateTimePicker, Disabled, Required | Enabled on,  LACTUAL\_EDITABLE = TRUE |
| Solution Editable | LSOLUTION\_EDITABLE | Hidden |  |
| Solution | CSOLUTION | Textarea, Disabled | Enabled on,  LSOLUTION\_EDITABLE = TRUE |

##### GRID DEFINITION

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Field** | **Type** | **Validation** |
| **Solution Information** |  |  |  |
| **Staff Grid** |  | **Data**: VAR\_STAFF\_LIST | Allow: -  ViewOnly |
| Staff | CSTAFF\_ID, CSTAFF\_NAME  Set Display:  CSTAFF\_ID – CSTAFF\_NAME | Textbox, Disabled |  |
| Check in Date | DCHECK\_IN\_DATE | DateTimePicker, Disabled |  |
| Check out Date | DCHECK\_OUT\_DATE | DateTimePicker, Disabled |  |
| Comment | CCHECK\_OUT\_COMMENT | Textbox, Disabled |  |
| **Supervisor Grid** |  | **Data:** VAR\_SUPERVISOR\_LIST  **Type:** Original | Allow:  EDIT 🡪 Jalankan EDIT SUPERVISOR PROCESS |
| Supervisor | CSUPERVISOR\_ID, CSUPERVISOR\_NAME  Set Display:  CSUPERVISOR\_ID – CSUPERVISOR\_NAME | Textbox, Disabled |  |
| Review Date | DSUPERVISOR\_REVIEWED\_DATE | DateTimePicker, Disabled | Enabled: On EDIT  Set Default: Now |
| Reviewer Notes | CSUPERVISOR\_REVIEWER\_NOTES | Textbox, Disabled | Enabled: On EDIT |

#### EDIT SUPERVISOR PROCESS

##### VALIDATION

|  |  |  |
| --- | --- | --- |
| **Field** | **Condition** | **Validation Message** |
|  |  |  |

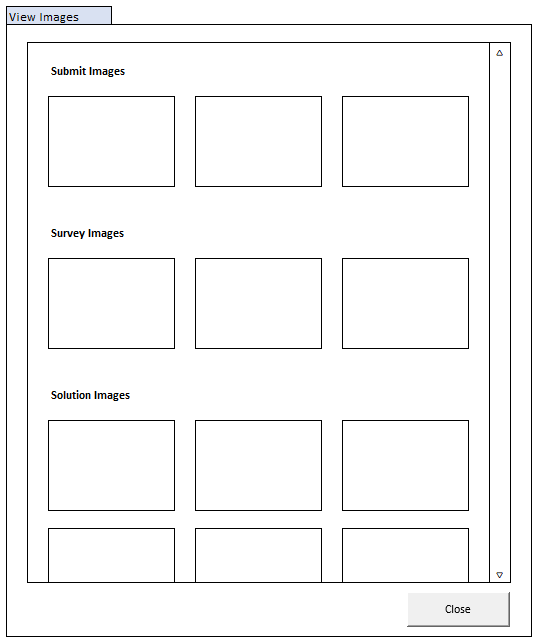
##### ACTION

|  |
| --- |
|  |
| * **Validate** (See VALIDATION table)   IF Success, jalankan **Edit Supervisor**  IF Failed, stay on Detail Tab |
| * **Edit Supervisor**   Jalankan RSP\_HD\_MAINTAIN\_CARE\_SUPERVISOR dengan parameter  @CCOMPANY\_ID = VAR\_COMPANY\_ID  @CPROPERTY\_ID = FORM\_DATA.CPROPERTY\_ID  @CCARE\_TICKET\_NO = FORM\_DATA.CCARE\_TICKET\_NO  @CSUPERVISOR\_ID = VAR\_SELECTED\_SUPERVISOR.CSUPERVISOR\_ID  @DREVIEW\_DATE = VAR\_SELECTED\_SUPERVISOR.DREVIEW\_DATE  @CREVIEW\_NOTES = VAR\_SELECTED\_SUPERVISOR.CREVIEW\_NOTES  @CUSER\_ID = VAR\_USER\_ID |
|  |

#### VIEW IMAGES PROCESS (POPUP)

##### USER INTERFACE

###### INITIAL VERSION



##### BUTTON DEFINITION

|  |  |  |
| --- | --- | --- |
| **Button Name** | **Action** | **Enabled** |
| Close | Close this popup |  |

##### INPUT PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| PARAM\_CARE\_TICKET\_NO | FORM\_DATA.CCARE\_TICKET\_NO from DETAIL TAB |
| PARAM\_PROPERTY\_ID | FORM\_DATA.CPROPERTY\_ID from DETAIL TAB |

##### ROLES

|  |  |
| --- | --- |
|  | **Test** |
| * User yg punya akses ke program |  |

##### INITIAL PROCESS

|  |  |
| --- | --- |
|  | **Test** |
| * Load data from Input Parameter * Set Popup’s Width: 800px * Set Popup’s Height: 900px * **Load CARE Survey Images**   Jalankan RSP\_HD\_GET\_CARE\_IMAGES dengan parameter, simpan hasil ke VAR\_SURVEY\_IMAGES   * + VAR\_COMPANY\_ID   + PARAM\_PROPERTY\_ID   + PARAM\_CARE\_TICKET\_NO   + ‘01’   + VAR\_LANG\_ID * **Load CARE Solution Images**   Jalankan RSP\_HD\_GET\_CARE\_IMAGES dengan parameter, simpan hasil ke VAR\_SOLUTION\_IMAGES   * + VAR\_COMPANY\_ID   + PARAM\_PROPERTY\_ID   + PARAM\_CARE\_TICKET\_NO   + ‘02’   + VAR\_LANG\_ID * **Load CARE Submit Images**   Jalankan RSP\_HD\_GET\_CARE\_IMAGES dengan parameter, simpan hasil ke VAR\_SUBMIT\_IMAGES   * + VAR\_COMPANY\_ID   + PARAM\_PROPERTY\_ID   + PARAM\_CARE\_TICKET\_NO   + ‘04’   + VAR\_LANG\_ID |  |

##### DISPLAY PROCESS

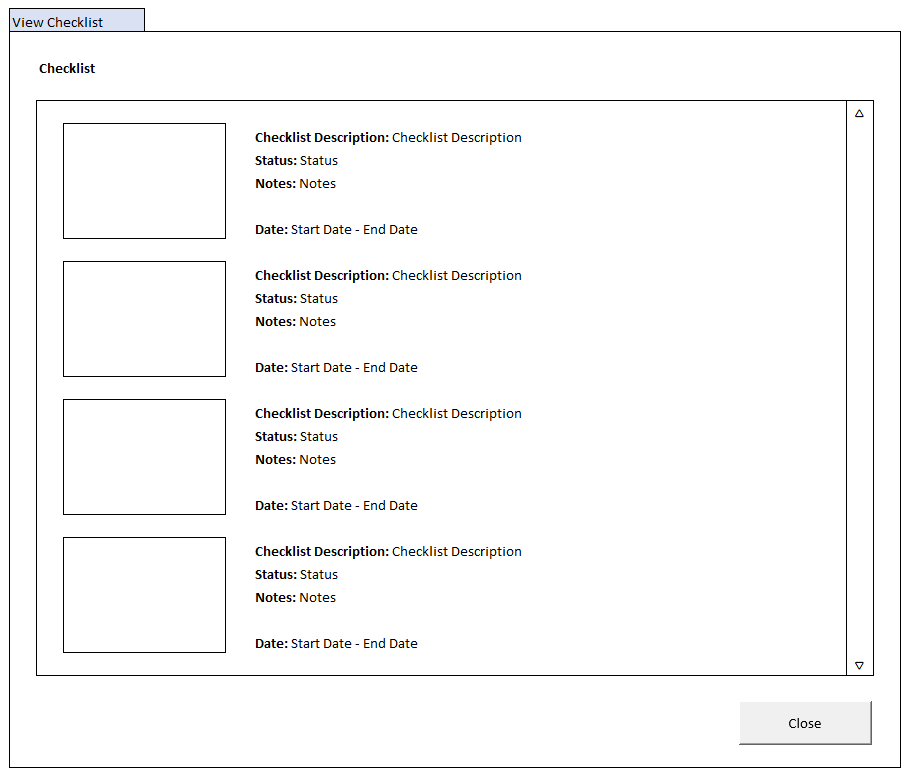
###### FIELD DEFINITION

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Field** | **Type** | **Validation** |
| **Scrollable Area** |  |  | Width: 750px  Height: 800px |
| **Submit Images** | For each image in VAR\_SUBMIT\_IMAGES’S, create Image Box | **Data:** VAR\_SUBMIT\_IMAGES | Hidden on,  VAR\_SURVEY\_IMAGES’s length < 1 |
| Image Box | CIMAGE\_STORAGE\_ID | ImageBox | MaxWidth: 250px  MaxHeight: 200px  On Clicked,  Go to 🡪 ZOOM IMAGE PROCESS |
| **Survey Images** | For each image in VAR\_SURVEY\_IMAGES’S, create Image Box | **Data:** VAR\_SURVEY\_IMAGES | Hidden on,  VAR\_SURVEY\_IMAGES’s length < 1 |
| Image Box | CIMAGE\_STORAGE\_ID | ImageBox | MaxWidth: 250px  MaxHeight: 200px  On Clicked,  Go to 🡪 ZOOM IMAGE PROCESS |
| **Solution Images** | For each image in VAR\_SOLUTION\_IMAGES’S, create Image Box | **Data**: VAR\_SOLUTION\_IMAGES | Hidden on,  VAR\_SOLUTION\_IMAGES’s length < 1 |
| Image Box | CIMAGE\_STORAGE\_ID | ImageBox | Max Image Per Row = 3  MaxWidth: 250px  MaxHeight: 200px  On Clicked,  Go to 🡪 ZOOM IMAGE PROCESS |

#### VIEW CHECKLIST PROCESS (POPUP)

##### USER INTERFACE

###### INITIAL VERSION



##### BUTTON DEFINITION

|  |  |  |
| --- | --- | --- |
| **Button Name** | **Action** | **Enabled** |
| Close | Close this popup |  |

##### INPUT PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| PARAM\_CARE\_TICKET\_NO | FORM\_DATA.CCARE\_TICKET\_NO from DETAIL TAB |
| PARAM\_PROPERTY\_ID | FORM\_DATA.CPROPERTY\_ID from DETAIL TAB |

##### ROLES

|  |  |
| --- | --- |
|  | **Test** |
| * User yg punya akses ke program |  |

##### INITIAL PROCESS

|  |  |
| --- | --- |
|  | **Test** |
| * Load data from Input Parameter * Set Popup’s Width: 1200px * Set Popup’s Height: 900px * **Load CARE Checklist**   Jalankan RSP\_HD\_GET\_CARE\_CHECKLIST dengan parameter, simpan hasil ke VAR\_CHECKLIST\_LIST   * + VAR\_COMPANY\_ID   + PARAM\_PROPERTY\_ID   + PARAM\_CARE\_TICKET\_NO   + VAR\_LANG\_ID |  |

##### DISPLAY PROCESS

###### FIELD DEFINITION

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Field** | **Type** | **Validation** |
| **Checklist** |  |  |  |
| **Scrollable Area** |  |  | Width: 1150px  Height: 800px |
| Checklist Card | For each image in VAR\_SURVEY\_IMAGES’S, create Checklist Card | **Data:** VAR\_CHECKLIST\_LIST | Hidden on,  VAR\_CHECKLIST\_LIST’s length < 1 |
| Checklist Image | CIMAGE\_STORAGE\_ID | ImageBox | MaxWidth: 250px  MaxHeight: 200px  On Clicked,  Go to 🡪 ZOOM IMAGE PROCESS |
| Checklist Description | CCHECKLIST\_DESCRIPTION | Label |  |
| Status | LSTATUS | Label | IF LSTATUS = 1, then “OK”  Else, “Not OK” |
| Notes | CNOTES | Label |  |
| Date | DSTART\_DATE, DEND\_DATE  Convert to user’s long date time format | Label | Set Display:  CSTART\_DATE – CEND\_DATE |

#### ZOOM IMAGE PROCESS (POPUP)

##### USER INTERFACE

###### INITIAL VERSION



##### BUTTON DEFINITION

|  |  |  |
| --- | --- | --- |
| **Button Name** | **Action** | **Enabled** |
| Close | Close this popup |  |

##### INPUT PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| PARAM\_IMAGE | IMAGE\_DATA from Image Box from DETAIL TAB |

##### ROLES

|  |  |
| --- | --- |
|  | **Test** |
| * User yg punya akses ke program |  |

##### INITIAL PROCESS

|  |  |
| --- | --- |
|  | **Test** |
| * Load data from Input Parameter |  |

##### DISPLAY PROCESS

###### FIELD DEFINITION

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Field** | **Type** | **Validation** |
| Image Viewer | PARAM\_IMAGE | ImageBox | MaxWidth: 1000px  MaxHeight: 800px |

#### CANCEL PROCESS

##### ACTION

|  |
| --- |
|  |
| * Close this DETAIL TAB |
|  |

#### COMPLETE PROCESS

##### VALIDATION

|  |  |  |
| --- | --- | --- |
| **Field** | **Condition** | **Validation Message** |
| Actual Start Date | LACTUAL\_EDITABLE = TRUE &  DACTUAL\_START\_DATE is EMPTY | Please fill Actual Start Date! |
| Actual End Date | LACTUAL\_EDITABLE = TRUE &  DACTUAL\_END\_DATE is EMPTY | Please fill Actual End Date! |
| Actual Start Date & Actual End Date | LACTUAL\_EDITABLE = TRUE &  DACTUAL\_END\_DATE < DACTUAL\_START\_DATE | Actual End Date cannot be before Actual Start Date! |
| Solution | LSOLUTION\_EDITABLE = TRUE &  CSOLUTION | Please fill Solution! |
| Reviewer Notes | IF any VAR\_SUPERVISOR\_LIST. CREVIEW\_NOTES is EMPTY | Please fill Reviewer Notes for every Supervisor! |

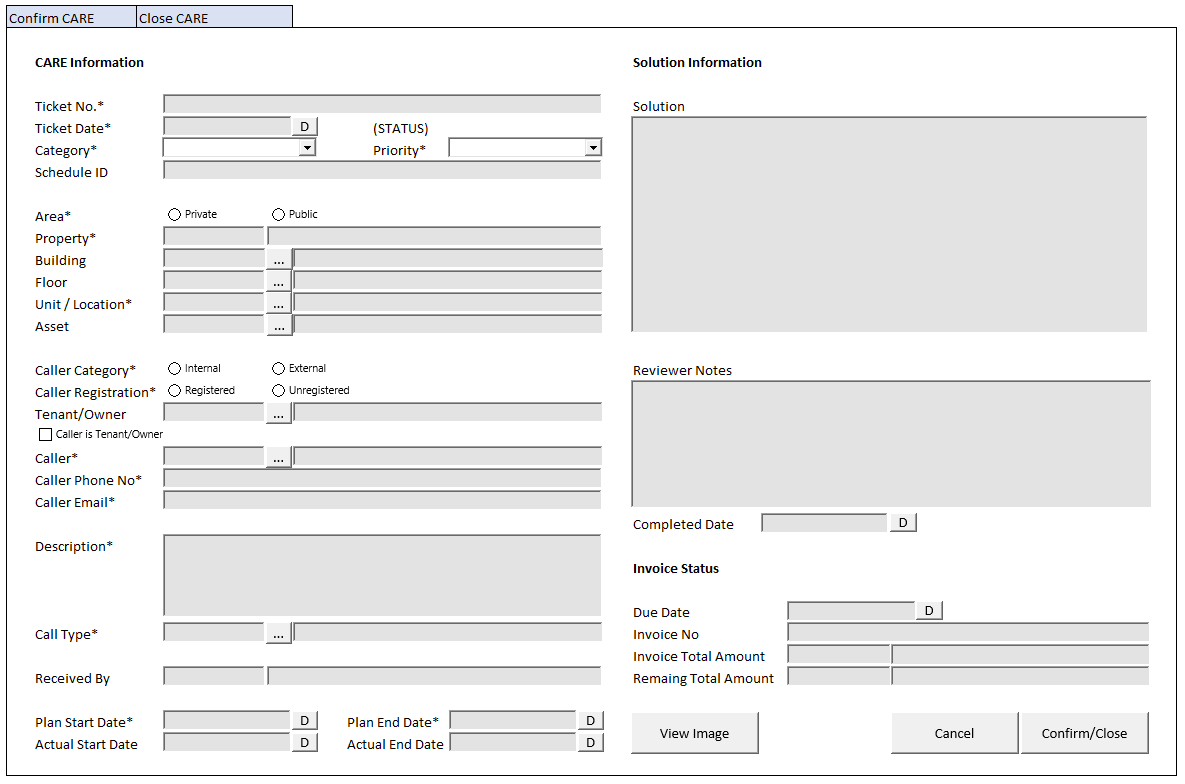
##### ACTION

|  |
| --- |
|  |
| * **Validate** (See VALIDATION table)   IF Success, jalankan **Complete CARE**  IF Failed, stay on Detail Tab |
| * **Complete CARE**   Jalankan RSP\_HD\_COMPLETE\_CARE dengan parameter  @CCOMPANY\_ID = VAR\_COMPANY\_ID  @CPROPERTY\_ID = FORM\_DATA.CPROPERTY\_ID  @CCARE\_TICKET\_NO = FORM\_DATA.CCARE\_TICKET\_NO  @DACTUAL\_START\_DATE = FORM\_DATA.DACTUAL\_START\_DATE  @DACTUAL\_END\_DATE = FORM\_DATA.DACTUAL\_END\_DATE  @CSOLUTION = FORM\_DATA.CSOLUTION  @CUSER\_ID = VAR\_USER\_ID |
| * Close this DETAIL TAB * Refresh **CARE Grid** di TAB CARE PROCESS |

### CONFIRM/CLOSE CARE PROCESS (DETAIL TAB)

#### USER INTERFACE

##### INITIAL VERSION



#### BUTTON DEFINITION

|  |  |  |
| --- | --- | --- |
| **Button Name** | **Action** | **Enabled** |
| View Images | Jalankan VIEW IMAGES PROCESS | * FORM\_DATA.LVIEW\_IMAGES = TRUE * HIDDEN on   FORM\_DATA.CCARE\_CATEGORY = ‘01’ |
| Cancel | Jalankan CANCEL PROCESS |  |
| Confirm | Jalankan CONFIRM PROCESS | * HIDDEN on   FORM\_DATA.CSTATUS <> ‘06’ |
| Close | Jalankan CLOSE PROCESS | * HIDDEN on   FORM\_DATA.CSTATUS <> ‘07’ |

#### INPUT PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| PARAM\_SELECTED\_PROPERTY | VAR\_SELECTED\_PROPERTY from TAB CARE PROCESS |
| PARAM\_SELECTED\_CARE | VAR\_SELECTED\_CARE from TAB CARE PROCESS |

#### ROLES

|  |  |
| --- | --- |
|  | **Test** |
| * User yg punya akses ke program |  |

#### INITIAL PROCESS

|  |  |
| --- | --- |
|  | **Test** |
| * Load data from Input Parameter * **Load CARE Detail**   Jalankan RSP\_HD\_GET\_CARE\_DETAIL dengan parameter, simpan hasil ke FORM\_DATA   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   + PARAM\_SELECTED\_CARE.CCARE\_TICKET\_NO   + VAR\_LANG\_ID |  |

#### DISPLAY PROCESS

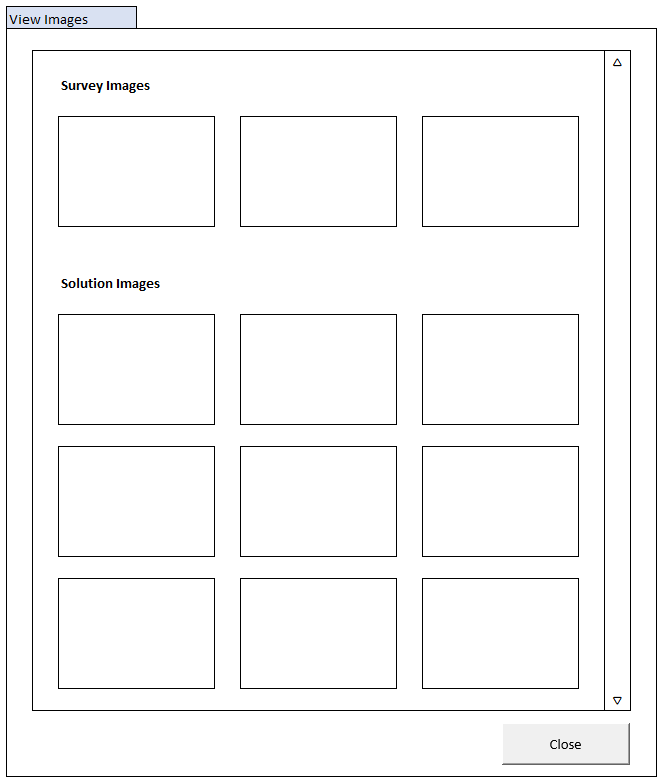
##### FIELD DEFINITION

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Field** | **Type** | **Validation** |
| **Display Form** |  | **Data**: FORM\_DATA |  |
| **CARE Information** |  |  |  |
| Ticket No. | CCARE\_TICKET\_NO | Textbox, Disabled, Required |  |
| Ticket Date | DCARE\_TICKET\_DATE | DateTimePicker, Disabled, Required |  |
| (STATUS) | CSTATUS, CSUBSTATUS  Set Display:  IF CSTATUS = ‘04’, then  ~~CSTATUS\_DESCRIPTION~~ ~~(CSUBSTATUS\_DESCRIPTION)~~  CSUBSTATUS\_DESCRIPTION **[CR01]**  Else  CSTATUS\_DESCRIPTION | Label, **BOLD** |  |
| Category | CCARE\_CATEGORY | Combobox, Disabled, Required  Isi combobox dengan **VAR\_CARE\_CATEGORY**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CCARE\_CATEGORY |  |
| Priority | CPRIORITY | Combobox, Disabled, Required  Isi combobox dengan **VAR\_PRIORITY**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CPRIORITY |  |
| Schedule ID | CSCHEDULE\_ID | Textbox, Disabled | Hidden on,  CCARE\_CATEGORY <> ‘01’ |
| Area | CAREA | Radiobutton, Disabled, Required  Isi radiobutton dengan **VAR\_AREA**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CAREA |  |
| Property | Set CPROPERTY\_ID = PARAM\_SELECTED\_PROPERTY. CPROPERTY\_ID | Textbox, Disabled, Required |  |
|  | Set CPROPERTY\_NAME = PARAM\_SELECTED\_PROPERTY. CPROPERTY\_NAME | Textbox, Disabled |  |
| Building | CBUILDING\_ID | Textbox, Disabled |  |
|  |  | Lookup, Disabled |  |
|  | CBUILDING\_NAME | Textbox, Disabled |  |
| Floor | CFLOOR\_ID | Textbox, Disabled |  |
|  |  | Lookup, Disabled |  |
|  | CFLOOR\_NAME | Textbox, Disabled |  |
| Unit/Location | CUNIT\_LOCATION\_ID | Textbox, Disabled, Required |  |
|  |  | Lookup, Disabled |  |
|  | CUNIT\_LOCATION\_NAME | Textbox, Disabled |  |
| Asset | CASSET\_ID | Textbox, Disabled |  |
|  |  | Lookup, Disabled |  |
|  | CASSET\_NAME | Textbox, Disabled |  |
| Caller Category | CCALLER\_CATEGORY | Radiobutton, Disabled, Required  Isi radiobutton dengan **VAR\_CALLER\_CATEGORY**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CCALLER\_CATEGORY |  |
| Caller Registration | CCALLER\_REGISTRATION | Radiobutton, Disabled, Required  Isi radiobutton dengan **VAR\_CALLER\_REGISTRAION**  Set ValueField = CCODE  Set TextField = CNAME  Simpan hasil ke CCALLER\_REGISTRATION |  |
| Tenant/Owner | CTENANT\_OWNER\_ID | Textbox, Disabled |  |
|  |  | Lookup, Disabled |  |
|  | CTENANT\_OWNER\_NAME | Textbox, Disabled |  |
|  | CTENANT\_OWNER\_PHONE | Hidden |  |
|  | CTENANT\_OWNER\_EMAIL | Hidden |  |
| Caller is Tenant/Owner | LCALLER\_IS\_TENANT | Checkbox, Disabled, Required |  |
| Caller | CCALLER\_ID | Textbox, Disabled, Required |  |
|  |  | Lookup, Disabled |  |
|  | CCALLER\_NAME | Textbox, Disabled, Required |  |
| Caller Phone No | CCALLER\_PHONE | Textbox, Disabled, Required |  |
| Caller Email | CCALLER\_EMAIL | Textbox, Disabled, Required |  |
| Description | CCARE\_DESCRIPTION | Textarea, Disabled, Required |  |
| Call Type | CCALL\_TYPE\_ID | Textbox, Disabled, Required |  |
|  |  | Lookup, Disabled |  |
|  | CCALL\_TYPE\_NAME | Textbox, Disabled |  |
| Call Type Days | CCALL\_TYPE\_DAYS | Hidden |  |
| Call Type Hours | CCALL\_TYPE\_HOURS | Hidden |  |
| Call Type Minutes | CCALL\_TYPE\_MINUTES | Hidden |  |
| Submitted By | CRECEIVED\_BY | Textbox, Disabled |  |
|  | DRECEIVED\_DATE | DateTimePicker, Disabled |  |
| Plan Start Date | DPLAN\_START\_DATE | DateTimePicker, Disabled, Required |  |
| Plan End Date | DPLAN\_END\_DATE | DateTimePicker, Disabled |  |
| Actual Start Date | DACTUAL\_START\_DATE | DateTimePicker, Disabled |  |
| Actual End Date | DACTUAL\_END\_DATE | DateTimePicker, Disabled |  |
| **Solution Information** |  |  |  |
| Solution | CSOLUTION | Textarea, Disabled |  |
| Reviewer Notes | CREVIEW\_NOTES | Textarea, Disabled |  |
| Completed Date | DCOMPLETED\_DATE | DateTimePicker, Disabled |  |
| **Invoice Status** |  |  |  |
| Due Date | CINVOICE\_DUE\_DATE  Convert to DINVOICE\_DUE\_DATE from “YYYYMMDD” format | DatePicker, Disabled |  |
| Invoice No | CINVOICE\_REF\_NO | Textbox, Disabled |  |
| Invoice Total Amount | CCURRENCY\_CODE | Textbox, Disabled |  |
|  | NINVOICE\_TOTAL\_AMOUNT | NumericTextbox, Disabled | Decimal Places = 2  Thousand Separator = TRUE |
| Remaining Total Amount | CCURRENCY\_CODE | Textbox, Disabled |  |
|  | NINVOICE\_REMAINING\_TOTAL\_AMOUNT | NumericTextbox, Disabled | Decimal Places = 2  Thousand Separator = TRUE |

#### VIEW IMAGES PROCESS (POPUP)

##### USER INTERFACE

###### INITIAL VERSION



##### BUTTON DEFINITION

|  |  |  |
| --- | --- | --- |
| **Button Name** | **Action** | **Enabled** |
| Close | Close this popup |  |

##### INPUT PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| PARAM\_CARE\_TICKET\_NO | FORM\_DATA.CCARE\_TICKET\_NO from DETAIL TAB |
| PARAM\_PROPERTY\_ID | FORM\_DATA.CPROPERTY\_ID from DETAIL TAB |

##### ROLES

|  |  |
| --- | --- |
|  | **Test** |
| * User yg punya akses ke program |  |

##### INITIAL PROCESS

|  |  |
| --- | --- |
|  | **Test** |
| * Load data from Input Parameter * Set Popup’s Width: 800px * Set Popup’s Height: 900px * **Load CARE Survey Images**   Jalankan RSP\_HD\_GET\_CARE\_IMAGES dengan parameter, simpan hasil ke VAR\_SURVEY\_IMAGES   * + VAR\_COMPANY\_ID   + PARAM\_PROPERTY\_ID   + PARAM\_CARE\_TICKET\_NO   + ‘01’   + VAR\_LANG\_ID * **Load CARE Solution Images**   Jalankan RSP\_HD\_GET\_CARE\_IMAGES dengan parameter, simpan hasil ke VAR\_SOLUTION\_IMAGES   * + VAR\_COMPANY\_ID   + PARAM\_PROPERTY\_ID   + PARAM\_CARE\_TICKET\_NO   + ‘02’   + VAR\_LANG\_ID |  |

##### DISPLAY PROCESS

###### FIELD DEFINITION

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Field** | **Type** | **Validation** |
| **Scrollable Area** |  |  | Width: 750px  Height: 800px |
| **Survey Images** | For each image in VAR\_SURVEY\_IMAGES’S, create Image Box | **Data:** VAR\_SURVEY\_IMAGES | Hidden on,  VAR\_SURVEY\_IMAGES’s length < 1 |
| Image Box | CIMAGE\_STORAGE\_ID | ImageBox | MaxWidth: 250px  MaxHeight: 200px  On Clicked,  Go to 🡪 ZOOM IMAGE PROCESS |
| **Solution Images** | For each image in VAR\_SOLUTION\_IMAGES’S, create Image Box | **Data**: VAR\_SOLUTION\_IMAGES | Hidden on,  VAR\_SOLUTION\_IMAGES’s length < 1 |
| Image Box | CIMAGE\_STORAGE\_ID | ImageBox | Max Image Per Row = 3  MaxWidth: 250px  MaxHeight: 200px  On Clicked,  Go to 🡪 ZOOM IMAGE PROCESS |

#### CANCEL PROCESS

##### ACTION

|  |
| --- |
|  |
| * Close this DETAIL TAB |
|  |

#### CONFIRM PROCESS

##### VALIDATION

|  |  |  |
| --- | --- | --- |
| **Field** | **Condition** | **Validation Message** |
|  |  |  |

##### ACTION

|  |
| --- |
|  |
| * **Validate** (See VALIDATION table)   IF Success, jalankan **Confirm CARE**  IF Failed, stay on Detail Tab |
| * **Confirm CARE**   Jalankan RSP\_HD\_CARE\_PROCESS dengan parameter  @CCOMPANY\_ID = VAR\_COMPANY\_ID  @CPROPERTY\_ID = FORM\_DATA.CPROPERTY\_ID  @CCARE\_TICKET\_NO = FORM\_DATA.CCARE\_TICKET\_NO  @CACTION = ‘03’  @CUSER\_ID = VAR\_USER\_ID |
| * Close this DETAIL TAB * Refresh **CARE Grid** di TAB CARE PROCESS |

#### CLOSE PROCESS

##### VALIDATION

|  |  |  |
| --- | --- | --- |
| **Field** | **Condition** | **Validation Message** |
|  |  |  |

##### ACTION

|  |
| --- |
|  |
| * **Validate** (See VALIDATION table)   IF Success, jalankan **Close CARE**  IF Failed, stay on Detail Tab |
| * **Close CARE**   Jalankan RSP\_HD\_CARE\_PROCESS dengan parameter  @CCOMPANY\_ID = VAR\_COMPANY\_ID  @CPROPERTY\_ID = FORM\_DATA.CPROPERTY\_ID  @CCARE\_TICKET\_NO = FORM\_DATA.CCARE\_TICKET\_NO  @CACTION = ‘04’  @CUSER\_ID = VAR\_USER\_ID |
| * Close this DETAIL TAB * Refresh **CARE Grid** di TAB CARE PROCESS |

## ALL LOOKUP PROCESS

### BUILDING LOOKUP PROCESS

#### ON LOST FOCUS

##### PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| CPROPERTY\_ID | FORM\_DATA.CPROPERTY\_ID from DETAIL TAB |
| CSEARCH\_TEXT | FORM\_DATA.CBUILDING\_ID from DETAIL TAB |

##### ACTION

|  |
| --- |
|  |
| * Run **GSL02200 – Building Lookup** dengan parameter:   + CPROPERTY\_ID   + CSEARCH\_TEXT * Set **Display Form**   CBUILDING\_ID = LOOKUP\_RETURN\_VALUE.CBUILDING\_ID  CBUILDING\_NAME = LOOKUP\_RETURN\_VALUE.CBUILDING\_NAME |
|  |

#### BEFORE OPEN LOOKUP

##### PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| CPROPERTY\_ID | FORM\_DATA.CPROPERTY\_ID from DETAIL TAB |
| CSEARCH\_TEXT | ‘’ |

##### ACTION

|  |
| --- |
|  |
| * Run **GSL02200 – Building Lookup** dengan parameter:   + CPROPERTY\_ID   + CSEARCH\_TEXT |
|  |

#### AFTER OPEN LOOKUP

##### CANCEL PROCESS

###### ACTION

|  |
| --- |
|  |
| * Close this lookup |
|  |

##### LOOKUP SELECT DATA PROCESS

###### ACTION

|  |
| --- |
|  |
| * Close this lookup * Set **Display Form**   CBUILDING\_ID = LOOKUP\_RETURN\_VALUE.CBUILDING\_ID  CBUILDING\_NAME = LOOKUP\_RETURN\_VALUE.CBUILDING\_NAME |
|  |

### FLOOR LOOKUP PROCESS

#### ON LOST FOCUS

##### PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| CPROPERTY\_ID | FORM\_DATA.CPROPERTY\_ID from DETAIL TAB |
| CBUILDING\_ID | FORM\_DATA.CBUILDING\_ID from DETAIL TAB |
| CSEARCH\_TEXT | FORM\_DATA.CFLOOR\_ID from DETAIL TAB |

##### ACTION

|  |
| --- |
|  |
| * Run **GSL02400 – Floor Lookup** dengan parameter:   + CPROPERTY\_ID   + CBUILDING\_ID   + CSEARCH\_TEXT * Set **Display Form**   CFLOOR\_ID = LOOKUP\_RETURN\_VALUE.CFLOOR\_ID  CFLOOR\_NAME = LOOKUP\_RETURN\_VALUE.CFLOOR\_NAME |
|  |

#### BEFORE OPEN LOOKUP

##### PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| CPROPERTY\_ID | FORM\_DATA.CPROPERTY\_ID from DETAIL TAB |
| CBUILDING\_ID | FORM\_DATA.CBUILDING\_ID from DETAIL TAB |
| CSEARCH\_TEXT | ‘’ |

##### ACTION

|  |
| --- |
|  |
| * Run **GSL02400 – Floor Lookup** dengan parameter:   + CPROPERTY\_ID   + CBUILDING\_ID   + CSEARCH\_TEXT |
|  |

#### AFTER OPEN LOOKUP

##### CANCEL PROCESS

###### ACTION

|  |
| --- |
|  |
| * Close this lookup |
|  |

##### LOOKUP SELECT DATA PROCESS

###### ACTION

|  |
| --- |
|  |
| * Close this lookup * Set **Display Form**   CFLOOR\_ID = LOOKUP\_RETURN\_VALUE.CFLOOR\_ID  CFLOOR\_NAME = LOOKUP\_RETURN\_VALUE.CFLOOR\_NAME |
|  |

### UNIT LOOKUP PROCESS

#### ON LOST FOCUS

##### PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| CPROPERTY\_ID | FORM\_DATA.CPROPERTY\_ID from DETAIL TAB |
| CBUILDING\_ID | FORM\_DATA.CBUILDING\_ID from DETAIL TAB |
| CFLOOR\_ID | FORM\_DATA.CFLOOR\_ID from DETAIL TAB |
| CSEARCH\_TEXT | FORM\_DATA.CUNIT\_LOCATION\_ID from DETAIL TAB |

##### ACTION

|  |
| --- |
|  |
| * Run **GSL02300 – Unit Lookup** dengan parameter:   + CPROPERTY\_ID   + CBUILDING\_ID   + CFLOOR\_ID   + CSEARCH\_TEXT * Set **Display Form**   CUNIT\_LOCATION\_ID = LOOKUP\_RETURN\_VALUE.CUNIT\_LOCATION\_ID  CUNIT\_LOCATION\_NAME = LOOKUP\_RETURN\_VALUE.CUNIT\_LOCATION\_NAME |
|  |

#### BEFORE OPEN LOOKUP

##### PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| CPROPERTY\_ID | FORM\_DATA.CPROPERTY\_ID from DETAIL TAB |
| CBUILDING\_ID | FORM\_DATA.CBUILDING\_ID from DETAIL TAB |
| CFLOOR\_ID | FORM\_DATA.CFLOOR\_ID from DETAIL TAB |
| CSEARCH\_TEXT | ‘’ |

##### ACTION

|  |
| --- |
|  |
| * Run **GSL02300 – Unit Lookup** dengan parameter:   + CPROPERTY\_ID   + CBUILDING\_ID   + CFLOOR\_ID   + CSEARCH\_TEXT |
|  |

#### AFTER OPEN LOOKUP

##### CANCEL PROCESS

###### ACTION

|  |
| --- |
|  |
| * Close this lookup |
|  |

##### LOOKUP SELECT DATA PROCESS

###### ACTION

|  |
| --- |
|  |
| * Close this lookup * Set **Display Form**   CUNIT\_LOCATION\_ID = LOOKUP\_RETURN\_VALUE.CUNIT\_LOCATION\_ID  CUNIT\_LOCATION\_NAME = LOOKUP\_RETURN\_VALUE.CUNIT\_LOCATION\_NAME |
|  |

### LOCATION LOOKUP PROCESS

#### ON LOST FOCUS

##### PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| CCOMPANY\_ID | VAR\_COMPANY\_ID |
| CPROPERTY\_ID | FORM\_DATA.CPROPERTY\_ID from DETAIL TAB |
| CUSER\_ID | VAR\_USER\_ID |
| CSEARCH\_TEXT | FORM\_DATE.CUNIT\_LOCATION\_ID from DETAIL TAB |

##### ACTION

|  |
| --- |
|  |
| * Run **HDL00300 – Public Location Lookup** dengan parameter:   + CCOMPANY\_ID   + CPROPERTY\_ID   + CUSER\_ID   + CSEARCH\_TEXT * Set **Display Form**   CUNIT\_LOCATION\_ID = LOOKUP\_RETURN\_VALUE.CUNIT\_LOCATION\_ID  CUNIT\_LOCATION\_NAME = LOOKUP\_RETURN\_VALUE.CUNIT\_LOCATION\_NAME  CBUILDING\_ID = LOOKUP\_RETURN\_VALUE.CBUILDING\_ID  CFLOOR\_ID = LOOKUP\_RETURN\_VALUE.CFLOOR\_ID |
|  |

#### BEFORE OPEN LOOKUP

##### PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| CCOMPANY\_ID | VAR\_COMPANY\_ID |
| CPROPERTY\_ID | FORM\_DATA.CPROPERTY\_ID from DETAIL TAB |
| CUSER\_ID | VAR\_USER\_ID |
| CSEARCH\_TEXT | ‘’ |

##### ACTION

|  |
| --- |
|  |
| * Run **HDL00300 – Public Location Lookup** dengan parameter:   + CCOMPANY\_ID   + CPROPERTY\_ID   + CUSER\_ID   + CSEARCH\_TEXT |
|  |

#### AFTER OPEN LOOKUP

##### CANCEL PROCESS

###### ACTION

|  |
| --- |
|  |
| * Close this lookup |
|  |

##### LOOKUP SELECT DATA PROCESS

###### ACTION

|  |
| --- |
|  |
| * Close this lookup * Set **Display Form**   CUNIT\_LOCATION\_ID = LOOKUP\_RETURN\_VALUE.CUNIT\_LOCATION\_ID  CUNIT\_LOCATION\_NAME = LOOKUP\_RETURN\_VALUE.CUNIT\_LOCATION\_NAME  CBUILDING\_ID = LOOKUP\_RETURN\_VALUE.CBUILDING\_ID  CFLOOR\_ID = LOOKUP\_RETURN\_VALUE.CFLOOR\_ID |
|  |

### ASSET LOOKUP PROCESS

#### ON LOST FOCUS

##### PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| CCOMPANY\_ID | VAR\_COMPANY\_ID |
| CPROPERTY\_ID | FORM\_DATA.CPROPERTY\_ID from DETAIL TAB |
| CBUILDING\_ID | FORM\_DATA.CBUILDING\_ID from DETAIL TAB |
| CFLOOR\_ID | FORM\_DATA.CFLOOR\_ID from DETAIL TAB |
| CUNIT\_ID | IF CAREA = ‘01’, then FORM\_DATA.CUNIT\_LOCATION\_ID from DETAIL TAB, else ‘’ |
| CLOCATION\_ID | IF CAREA = ‘02’, then FORM\_DATA.CUNIT\_LOCATION\_ID from DETAIL TAB, else ‘’ |
| CUSER\_ID | VAR\_USER\_ID |
| CSEARCH\_TEXT | FORM\_DATA.CASSET\_ID from DETAIL TAB |

##### ACTION

|  |
| --- |
|  |
| * Run **HDL00400 – Asset Lookup** dengan parameter:   + CCOMPANY\_ID   + CPROPERTY\_ID   + CBUILDING\_ID   + CFLOOR\_ID   + CUNIT\_ID   + CUSER\_ID   + CSEARCH\_TEXT * Set **Display Form**   CASSET\_ID = LOOKUP\_RETURN\_VALUE.CASSET\_ID  CASSET\_NAME = LOOKUP\_RETURN\_VALUE.CASSET\_NAME  CBUILDING\_ID = LOOKUP\_RETURN\_VALUE.CBUILDING\_ID  CFLOOR\_ID = LOOKUP\_RETURN\_VALUE.CFLOOR\_ID  CUNIT\_LOCATION\_ID = LOOKUP\_RETURN\_VALUE.CUNIT\_LOCATION\_ID |
|  |

#### BEFORE OPEN LOOKUP

##### PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| CCOMPANY\_ID | VAR\_COMPANY\_ID |
| CPROPERTY\_ID | FORM\_DATA.CPROPERTY\_ID from DETAIL TAB |
| CBUILDING\_ID | FORM\_DATA.CBUILDING\_ID from DETAIL TAB |
| CFLOOR\_ID | FORM\_DATA.CFLOOR\_ID from DETAIL TAB |
| CUNIT\_ID | FORM\_DATA.CUNIT\_LOCATION\_ID from DETAIL TAB |
| CUSER\_ID | VAR\_USER\_ID |
| CSEARCH\_TEXT | ‘’ |

##### ACTION

|  |
| --- |
|  |
| * Run **HDL00400 – Asset Lookup** dengan parameter:   + CCOMPANY\_ID   + CPROPERTY\_ID   + CBUILDING\_ID   + CFLOOR\_ID   + CUNIT\_ID   + CUSER\_ID   + CSEARCH\_TEXT |
|  |

#### AFTER OPEN LOOKUP

##### CANCEL PROCESS

###### ACTION

|  |
| --- |
|  |
| * Close this lookup |
|  |

##### LOOKUP SELECT DATA PROCESS

###### ACTION

|  |
| --- |
|  |
| * Close this lookup * Set **Display Form**   CASSET\_ID = LOOKUP\_RETURN\_VALUE.CASSET\_ID  CASSET\_NAME = LOOKUP\_RETURN\_VALUE.CASSET\_NAME  CBUILDING\_ID = LOOKUP\_RETURN\_VALUE.CBUILDING\_ID  CFLOOR\_ID = LOOKUP\_RETURN\_VALUE.CFLOOR\_ID  CUNIT\_LOCATION\_ID = LOOKUP\_RETURN\_VALUE.CUNIT\_LOCATION\_ID |
|  |

### UNIT TENANT LOOKUP PROCESS

#### ON LOST FOCUS

##### PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| CCOMPANY\_ID | VAR\_COMPANY\_ID |
| CPROPERTY\_ID | FORM\_DATA.CPROPERTY\_ID from DETAIL TAB |
| CBUILDING\_ID | FORM\_DATA.CBUILDING\_ID from DETAIL TAB |
| CFLOOR\_ID | FORM\_DATA.CFLOOR\_ID from DETAIL TAB |
| CUNIT\_ID | FORM\_DATA.CUNIT\_LOCATION\_ID from DETAIL TAB |
| CUSER\_ID | VAR\_USER\_ID |
| CLANG\_ID | VAR\_LANG\_ID |
| CSEARCH\_TEXT | FORM\_DATA.CTENANT\_OWNER\_ID from DETAIL TAB |

##### ACTION

|  |
| --- |
|  |
| * Run **PML01800 – Unit Tenant Lookup** dengan parameter:   + CCOMPANY\_ID   + CPROPERTY\_ID   + CBUILDING\_ID   + CFLOOR\_ID   + CUNIT\_ID   + CUSER\_ID   + CLANG\_ID   + CSEARCH\_TEXT * Set **Display Form**   IF called from CTENANT\_OWNER\_ID’s field, set  CTENANT\_OWNER\_ID = LOOKUP\_RETURN\_VALUE.CTENANT\_ID  CTENANT\_OWNER\_NAME = LOOKUP\_RETURN\_VALUE.CTENANT\_NAME  CTENANT\_OWNER\_PHONE = LOOKUP\_RETURN\_VALUE.CPHONE1  CTENANT\_OWNER\_EMAIL = LOOKUP\_RETURN\_VALUE.CEMAIL  CTENANT\_OR\_OWNER = LOOKUP\_RETURN\_VALUE.CTENANT\_OR\_OWNER  IF called from CCALLER\_ID’s field, set  CCALLER\_ID = LOOKUP\_RETURN\_VALUE.CTENANT\_ID  CCALLER\_NAME = LOOKUP\_RETURN\_VALUE.CTENANT\_NAME  CCALLER\_PHONE = LOOKUP\_RETURN\_VALUE.CPHONE1  CCALLER\_EMAIL = LOOKUP\_RETURN\_VALUE.CEMAIL |
|  |

#### BEFORE OPEN LOOKUP

##### PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| CCOMPANY\_ID | VAR\_COMPANY\_ID |
| CPROPERTY\_ID | FORM\_DATA.CPROPERTY\_ID from DETAIL TAB |
| CBUILDING\_ID | FORM\_DATA.CBUILDING\_ID from DETAIL TAB |
| CFLOOR\_ID | FORM\_DATA.CFLOOR\_ID from DETAIL TAB |
| CUNIT\_ID | FORM\_DATA.CUNIT\_LOCATION\_ID from DETAIL TAB |
| CUSER\_ID | VAR\_USER\_ID |
| CLANG\_ID | VAR\_LANG\_ID |
| CSEARCH\_TEXT | ‘’ |

##### ACTION

|  |
| --- |
|  |
| * Run **PML01800 – Unit Tenant Lookup** dengan parameter:   + CCOMPANY\_ID   + CPROPERTY\_ID   + CBUILDING\_ID   + CFLOOR\_ID   + CUNIT\_ID   + CUSER\_ID   + CLANG\_ID   + CSEARCH\_TEXT |
|  |

#### AFTER OPEN LOOKUP

##### CANCEL PROCESS

###### ACTION

|  |
| --- |
|  |
| * Close this lookup |
|  |

##### LOOKUP SELECT DATA PROCESS

###### ACTION

|  |
| --- |
|  |
| * Close this lookup * Set **Display Form**   IF called from CTENANT\_OWNER\_ID’s field, set  CTENANT\_OWNER\_ID = LOOKUP\_RETURN\_VALUE.CTENANT\_ID  CTENANT\_OWNER\_NAME = LOOKUP\_RETURN\_VALUE.CTENANT\_NAME  CTENANT\_OWNER\_PHONE = LOOKUP\_RETURN\_VALUE.CPHONE1  CTENANT\_OWNER\_EMAIL = LOOKUP\_RETURN\_VALUE.CEMAIL  CTENANT\_OR\_OWNER = LOOKUP\_RETURN\_VALUE.CTENANT\_OR\_OWNER  IF called from CCALLER\_ID’s field, set  CCALLER\_ID = LOOKUP\_RETURN\_VALUE.CTENANT\_ID  CCALLER\_NAME = LOOKUP\_RETURN\_VALUE.CTENANT\_NAME  CCALLER\_PHONE = LOOKUP\_RETURN\_VALUE.CPHONE1  CCALLER\_EMAIL = LOOKUP\_RETURN\_VALUE.CEMAIL |
|  |

### TENANT LOOKUP PROCESS

#### ON LOST FOCUS

##### PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| CCOMPANY\_ID | VAR\_COMPANY\_ID |
| CPROPERTY\_ID | FORM\_DATA.CPROPERTY\_ID from DETAIL TAB |
| CCUSTOMER\_TYPE | ‘01’ |
| CUSER\_ID | VAR\_USER\_ID |
| CSEARCH\_TEXT | FORM\_DATA.CTENANT\_OWNER\_ID from DETAIL TAB |

##### ACTION

|  |
| --- |
|  |
| * Run **PML00600 – Tenant Lookup** dengan parameter:   + CCOMPANY\_ID   + CPROPERTY\_ID   + CCUSTOMER\_TYPE   + CUSER\_ID   + CSEARCH\_TEXT * Set **Display Form**   IF called from CTENANT\_OWNER\_ID’s field, set  CTENANT\_OWNER\_ID = LOOKUP\_RETURN\_VALUE.CTENANT\_ID  CTENANT\_OWNER\_NAME = LOOKUP\_RETURN\_VALUE.CTENANT\_NAME  CTENANT\_OWNER\_PHONE = LOOKUP\_RETURN\_VALUE.CPHONE1  CTENANT\_OWNER\_EMAIL = LOOKUP\_RETURN\_VALUE.CEMAIL  CTENANT\_OR\_OWNER = “”  IF called from CCALLER\_ID’s field, set  CCALLER\_ID = LOOKUP\_RETURN\_VALUE.CTENANT\_ID  CCALLER\_NAME = LOOKUP\_RETURN\_VALUE.CTENANT\_NAME  CCALLER\_PHONE = LOOKUP\_RETURN\_VALUE.CPHONE1  CCALLER\_EMAIL = LOOKUP\_RETURN\_VALUE.CEMAIL |
|  |

#### BEFORE OPEN LOOKUP

##### PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| CCOMPANY\_ID | VAR\_COMPANY\_ID |
| CPROPERTY\_ID | FORM\_DATA.CPROPERTY\_ID from DETAIL TAB |
| CCUSTOMER\_TYPE | ‘01’ |
| CUSER\_ID | VAR\_USER\_ID |
| CSEARCH\_TEXT | ‘’ |

##### ACTION

|  |
| --- |
|  |
| * Run **PML00600 – Tenant Lookup** dengan parameter:   + CCOMPANY\_ID   + CPROPERTY\_ID   + CCUSTOMER\_TYPE   + CUSER\_ID   + CSEARCH\_TEXT |
|  |

#### AFTER OPEN LOOKUP

##### CANCEL PROCESS

###### ACTION

|  |
| --- |
|  |
| * Close this lookup |
|  |

##### LOOKUP SELECT DATA PROCESS

###### ACTION

|  |
| --- |
|  |
| * Close this lookup * Set **Display Form**   IF called from CTENANT\_OWNER\_ID’s field, set  CTENANT\_OWNER\_ID = LOOKUP\_RETURN\_VALUE.CTENANT\_ID  CTENANT\_OWNER\_NAME = LOOKUP\_RETURN\_VALUE.CTENANT\_NAME  CTENANT\_OWNER\_PHONE = LOOKUP\_RETURN\_VALUE.CPHONE1  CTENANT\_OWNER\_EMAIL = LOOKUP\_RETURN\_VALUE.CEMAIL  CTENANT\_OR\_OWNER = “”  IF called from CCALLER\_ID’s field, set  CCALLER\_ID = LOOKUP\_RETURN\_VALUE.CTENANT\_ID  CCALLER\_NAME = LOOKUP\_RETURN\_VALUE.CTENANT\_NAME  CCALLER\_PHONE = LOOKUP\_RETURN\_VALUE.CPHONE1  CCALLER\_EMAIL = LOOKUP\_RETURN\_VALUE.CEMAIL |
|  |

### CALL TYPE LOOKUP PROCESS

#### ON LOST FOCUS

##### PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| CPROPERTY\_ID | FORM\_DATA.CPROPERTY\_ID from DETAIL TAB |
| CSEARCH\_TEXT | FORM\_DATA.CCALL\_TYPE\_ID from DETAIL TAB |

##### ACTION

|  |
| --- |
|  |
| * Run **PML01600 – SLA Call Type Lookup** dengan parameter:   + CPROPERTY\_ID   + CSEARCH\_TEXT * Set **Display Form**   CCALL\_TYPE\_ID = LOOKUP\_RETURN\_VALUE.CCALL\_TYPE\_ID  CCALL\_TYPE\_NAME = LOOKUP\_RETURN\_VALUE.CCALL\_TYPE\_NAME  CCALL\_TYPE\_DAYS = LOOKUP\_RETURN\_VALUE.CCALL\_TYPE\_DAYS  CCALL\_TYPE\_HOURS = LOOKUP\_RETURN\_VALUE.CCALL\_TYPE\_HOURS  CCALL\_TYPE\_MINUTES = LOOKUP\_RETURN\_VALUE.CCALL\_TYPE\_MINUTES |
|  |

#### BEFORE OPEN LOOKUP

##### PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| CPROPERTY\_ID | FORM\_DATA.CPROPERTY\_ID from DETAIL TAB |
| CSEARCH\_TEXT | ‘’ |

##### ACTION

|  |
| --- |
|  |
| * Run **PML01600 – SLA Call Type Lookup** dengan parameter:   + CPROPERTY\_ID   + CSEARCH\_TEXT |
|  |

#### AFTER OPEN LOOKUP

##### CANCEL PROCESS

###### ACTION

|  |
| --- |
|  |
| * Close this lookup |
|  |

##### LOOKUP SELECT DATA PROCESS

###### ACTION

|  |
| --- |
|  |
| * Close this lookup * Set **Display Form**   CCALL\_TYPE\_ID = LOOKUP\_RETURN\_VALUE.CCALL\_TYPE\_ID  CCALL\_TYPE\_NAME = LOOKUP\_RETURN\_VALUE.CCALL\_TYPE\_NAME  CCALL\_TYPE\_DAYS = LOOKUP\_RETURN\_VALUE.CCALL\_TYPE\_DAYS  CCALL\_TYPE\_HOURS = LOOKUP\_RETURN\_VALUE.CCALL\_TYPE\_HOURS  CCALL\_TYPE\_MINUTES = LOOKUP\_RETURN\_VALUE.CCALL\_TYPE\_MINUTES |
|  |

### SUPERVISOR LOOKUP PROCESS

#### ON LOST FOCUS

##### PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| CCOMPANY\_ID | VAR\_COMPANY\_ID |
| CPROPERTY\_ID | FORM\_DATA.CPROPERTY\_ID from DETAIL TAB |
| CUSER\_ID | VAR\_USER\_ID |
| CSEARCH\_TEXT | VAR\_SELECTED\_SUPERVISOR.CSUPERVISOR\_ID from DETAIL TAB |

##### ACTION

|  |
| --- |
|  |
| * Run **PML00300 – Supervisor Lookup** dengan parameter:   + CCOMPANY\_ID   + CPROPERTY\_ID   + CUSER\_ID   + CSEARCH\_TEXT * Set **Supervisor Grid’s** selected row   CSUPERVISOR\_ID = LOOKUP\_RETURN\_VALUE.CSUPERVISOR  CSUPERVISOR\_NAME = LOOKUP\_RETURN\_VALUE.CSUPERVISOR\_NAME  CSUPERVISOR\_DEPT\_CODE = LOOKUP\_RETURN\_VALUE.CDEPT\_CODE  CSUPERVISOR\_DEPT\_NAME = LOOKUP\_RETURN\_VALUE.CDEPT\_NAME |
|  |

#### BEFORE OPEN LOOKUP

##### PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| CCOMPANY\_ID | VAR\_COMPANY\_ID |
| CPROPERTY\_ID | FORM\_DATA.CPROPERTY\_ID from DETAIL TAB |
| CUSER\_ID | VAR\_USER\_ID |
| CSEARCH\_TEXT | ‘’ |

##### ACTION

|  |
| --- |
|  |
| * Run **PML00300 – Supervisor Lookup** dengan parameter:   + CCOMPANY\_ID   + CPROPERTY\_ID   + CUSER\_ID   + CSEARCH\_TEXT |
|  |

#### AFTER OPEN LOOKUP

##### CANCEL PROCESS

###### ACTION

|  |
| --- |
|  |
| * Close this lookup |
|  |

##### LOOKUP SELECT DATA PROCESS

###### ACTION

|  |
| --- |
|  |
| * Close this lookup * Set **Supervisor Grid’s** selected row   CSUPERVISOR\_ID = LOOKUP\_RETURN\_VALUE.CSUPERVISOR  CSUPERVISOR\_NAME = LOOKUP\_RETURN\_VALUE.CSUPERVISOR\_NAME  CSUPERVISOR\_DEPT\_CODE = LOOKUP\_RETURN\_VALUE.CDEPT\_CODE  CSUPERVISOR\_DEPT\_NAME = LOOKUP\_RETURN\_VALUE.CDEPT\_NAME |
|  |

### STAFF LOOKUP PROCESS

#### ON LOST FOCUS

##### PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| CCOMPANY\_ID | VAR\_COMPANY\_ID |
| CPROPERTY\_ID | FORM\_DATA.CPROPERTY\_ID from DETAIL TAB |
| CSUPERVISOR\_ID | Join all VAR\_SUPERVISOR\_LIST.CSUPERVISOR\_ID with ‘,’ where CSUPERVISOR\_ROLE <> ‘A’ from DETAIL TAB  Ex, “STF01, STF02” |
| LSUPERVISOR | 1 |
| CDEPT\_CODE | Join all VAR\_SUPERVISOR\_LIST.CSUPERVISOR\_DEPT\_CODE with ‘,’ where CSUPERVISOR\_ROLE <> ‘A’ from DETAIL TAB |
| CACTIVE\_INACTIVE | 1 |
| CSTAFF\_TYPE | ‘00’ |
| CUSER\_ID | VAR\_USER\_ID |
| CLANG\_ID | VAR\_LANG\_ID |
| CSEARCH\_TEXT | VAR\_SELECTED\_STAFF.CSTAFF\_ID from DETAIL TAB |

##### ACTION

|  |
| --- |
|  |
| * Run **PML01900 – Staff Lookup** dengan parameter:   + CCOMPANY\_ID   + CPROPERTY\_ID   + CSUPERVISOR\_ID   + LSUPERVISOR   + CDEPT\_CODE   + CACTIVE\_INACTIVE   + CSTAFF\_TYPE   + CUSER\_ID   + CLANG\_ID   + CSEARCH\_TEXT * Set **Staff Grid’s** selected row   CSTAFF\_ID = LOOKUP\_RETURN\_VALUE.CSTAFF\_ID  CSTAFF\_NAME = LOOKUP\_RETURN\_VALUE.CSTAFF\_NAME  CSTAFF\_DEPT\_CODE = LOOKUP\_RETURN\_VALUE.CDEPT\_CODE  CSTAFF\_DEPT\_NAME = LOOKUP\_RETURN\_VALUE.CDEPT\_NAME  CSTAFF\_SUPERVISOR\_ID = LOOKUP\_RETURN\_VALUE.CSUPERVISOR  IF called from CCALLER\_ID’s field, ALSO set  CTENANT\_OR\_OWNER = “” |
|  |

#### BEFORE OPEN LOOKUP

##### PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| CCOMPANY\_ID | VAR\_COMPANY\_ID |
| CPROPERTY\_ID | FORM\_DATA.CPROPERTY\_ID from DETAIL TAB |
| CSUPERVISOR\_ID | Join all VAR\_SUPERVISOR\_LIST.CSUPERVISOR\_ID with ‘,’ where CSUPERVISOR\_ROLE <> ‘A’ from DETAIL TAB  Ex, “STF01, STF02” |
| LSUPERVISOR | 1 |
| CDEPT\_CODE | Join all VAR\_SUPERVISOR\_LIST.CSUPERVISOR\_DEPT\_CODE with ‘,’ where CSUPERVISOR\_ROLE <> ‘A’ from DETAIL TAB |
| CACTIVE\_INACTIVE | 1 |
| CSTAFF\_TYPE | ‘00’ |
| CUSER\_ID | VAR\_USER\_ID |
| CLANG\_ID | VAR\_LANG\_ID |
| CSEARCH\_TEXT | ‘’ |

##### ACTION

|  |
| --- |
|  |
| * Run **PML01900 – Staff Lookup** dengan parameter:   + CCOMPANY\_ID   + CPROPERTY\_ID   + CSUPERVISOR\_ID   + LSUPERVISOR   + CDEPT\_CODE   + CACTIVE\_INACTIVE   + CSTAFF\_TYPE   + CUSER\_ID   + CLANG\_ID   + CSEARCH\_TEXT |
|  |

#### AFTER OPEN LOOKUP

##### CANCEL PROCESS

###### ACTION

|  |
| --- |
|  |
| * Close this lookup |
|  |

##### LOOKUP SELECT DATA PROCESS

###### ACTION

|  |
| --- |
|  |
| * Close this lookup * Set **Staff Grid’s** selected row   CSTAFF\_ID = LOOKUP\_RETURN\_VALUE.CSTAFF\_ID  CSTAFF\_NAME = LOOKUP\_RETURN\_VALUE.CSTAFF\_NAME  CSTAFF\_DEPT\_CODE = LOOKUP\_RETURN\_VALUE.CDEPT\_CODE  CSTAFF\_DEPT\_NAME = LOOKUP\_RETURN\_VALUE.CDEPT\_NAME  CSTAFF\_SUPERVISOR\_ID = LOOKUP\_RETURN\_VALUE.CSUPERVISOR  IF called from CCALLER\_ID’s field, ALSO set  CTENANT\_OR\_OWNER = “” |
|  |

### ADMIN LOOKUP PROCESS

#### ON LOST FOCUS

##### PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| CCOMPANY\_ID | VAR\_COMPANY\_ID |
| CPROPERTY\_ID | FORM\_DATA.CPROPERTY\_ID from DETAIL TAB |
| CSUPERVISOR\_ID | ‘’ |
| LSUPERVISOR | 1 |
| CDEPT\_CODE | ‘’ |
| CACTIVE\_INACTIVE | 1 |
| CSTAFF\_TYPE | ‘AD’ |
| CUSER\_ID | VAR\_USER\_ID |
| CLANG\_ID | VAR\_LANG\_ID |
| CSEARCH\_TEXT | VAR\_SELECTED\_SUPERVISOR.CSUPERVISOR\_ID from DETAIL TAB |

##### ACTION

|  |
| --- |
|  |
| * Run **PML01900 – Staff Lookup** dengan parameter:   + CCOMPANY\_ID   + CPROPERTY\_ID   + CSUPERVISOR\_ID   + LSUPERVISOR   + CDEPT\_CODE   + CACTIVE\_INACTIVE   + CSTAFF\_TYPE   + CUSER\_ID   + CLANG\_ID   + CSEARCH\_TEXT * Set **Supervisor Grid’s** selected row   CSUPERVISOR\_ID = LOOKUP\_RETURN\_VALUE.CSUPERVISOR  CSUPERVISOR\_NAME = LOOKUP\_RETURN\_VALUE.CSUPERVISOR\_NAME  CSUPERVISOR\_DEPT\_CODE = LOOKUP\_RETURN\_VALUE.CDEPT\_CODE  CSUPERVISOR\_DEPT\_NAME = LOOKUP\_RETURN\_VALUE.CDEPT\_NAME |
|  |

#### BEFORE OPEN LOOKUP

##### PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| CCOMPANY\_ID | VAR\_COMPANY\_ID |
| CPROPERTY\_ID | FORM\_DATA.CPROPERTY\_ID from DETAIL TAB |
| CSUPERVISOR\_ID | ‘’ |
| LSUPERVISOR | 1 |
| CDEPT\_CODE | ‘’ |
| CACTIVE\_INACTIVE | 1 |
| CSTAFF\_TYPE | ‘AD’ |
| CUSER\_ID | VAR\_USER\_ID |
| CLANG\_ID | VAR\_LANG\_ID |
| CSEARCH\_TEXT | ‘’ |

##### ACTION

|  |
| --- |
|  |
| * Run **PML01900 – Staff Lookup** dengan parameter:   + CCOMPANY\_ID   + CPROPERTY\_ID   + CSUPERVISOR\_ID   + LSUPERVISOR   + CDEPT\_CODE   + CACTIVE\_INACTIVE   + CSTAFF\_TYPE   + CUSER\_ID   + CLANG\_ID   + CSEARCH\_TEXT |
|  |

#### AFTER OPEN LOOKUP

##### CANCEL PROCESS

###### ACTION

|  |
| --- |
|  |
| * Close this lookup |
|  |

##### LOOKUP SELECT DATA PROCESS

###### ACTION

|  |
| --- |
|  |
| * Close this lookup * Set **Supervisor Grid’s** selected row   CSUPERVISOR\_ID = LOOKUP\_RETURN\_VALUE.CSUPERVISOR  CSUPERVISOR\_NAME = LOOKUP\_RETURN\_VALUE.CSUPERVISOR\_NAME  CSUPERVISOR\_DEPT\_CODE = LOOKUP\_RETURN\_VALUE.CDEPT\_CODE  CSUPERVISOR\_DEPT\_NAME = LOOKUP\_RETURN\_VALUE.CDEPT\_NAME |
|  |

### PRICELIST ITEM LOOKUP PROCESS

#### BEFORE OPEN LOOKUP

##### PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| CCOMPANY\_ID | VAR\_COMPANY\_ID |
| CPROPERTY\_ID | FORM\_DATA.CPROPERTY\_ID from DETAIL TAB |
| CSTATUS | ‘1’ |
| CTAXABLE | ‘0’ |
| CUSER\_ID | VAR\_USER\_ID |
| CLOOKUP\_DATE | FORM\_DATA.DCARE\_TICKET\_DATE |
| CSLA\_CALL\_TYPE\_ID | IF LSEARCH\_WITH\_SLA = TRUE, then  FORM\_DATA.CCALL\_TYPE\_ID  Else, ‘’ |
| CSEARCH\_TEXT | ‘’ |

##### ACTION

|  |
| --- |
|  |
| * Run **HDL00200 – Pricelist Item Lookup** dengan parameter:   + CCOMPANY\_ID   + CPROPERTY\_ID   + CSTATUS   + CTAXABLE   + CUSER\_ID   + CLOOKUP\_DATE   + CSLA\_CALL\_TYPE\_ID   + CSEARCH\_TEXT |
|  |

#### AFTER OPEN LOOKUP

##### CANCEL PROCESS

###### ACTION

|  |
| --- |
|  |
| * Close this lookup |
|  |

##### LOOKUP SELECT DATA PROCESS

###### ACTION

|  |
| --- |
|  |
| * Close this lookup * Set **Charges Grid’s** selected row   CPRICELIST\_ID = LOOKUP\_RETURN\_VALUE.CPRICELIST\_ID  CVALID\_ID = LOOKUP\_RETURN\_VALUE.CVALID\_ID  CPRICELIST\_NAME = LOOKUP\_RETURN\_VALUE.CPRICELIST\_NAME  CDEPT\_CODE = LOOKUP\_RETURN\_VALUE.CDEPT\_CODE  CCHARGES\_ID = LOOKUP\_RETURN\_VALUE.CCHARGES\_ID  CCURRENCY\_CODE = LOOKUP\_RETURN\_VALUE.CCURRENCY\_CODE  IPRICE = LOOKUP\_RETURN\_VALUE.IPRICE  CUNIT = LOOKUP\_RETURN\_VALUE.CUNIT |
|  |

# CR LIST

|  |  |  |
| --- | --- | --- |
| **CR** | **Description** | **Notes** |
| CR01  NS, 22 Jan 2024 | * Menambahkan Building di GRID * Menukar Kolom Caller dan Category * Menambahkan Condition untuk button CREATE NEW CARE * Mengubah tampilan (CSTATUS) di dalam popup |  |