

**Oracle® Hospitality Cruise Shipboard
Property Management System**
Maintenance User Guide
Release 7.30.870

March 2016

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Preface

This document describes the setup and functionality of Maintenance Work Order function in Oracle® Hospitality Cruise Shipboard Property Management System (SPMS).

Audience

This document is intended for application specialist and end-users of Oracle® Hospitality Cruise Shipboard Property Management System.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL: <https://support.oracle.com/>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Revision History

Date	Description of Change
March 07, 2016	▪ Initial publication.

1. Prerequisites, Supported Systems, and Compatibility

This section describes the minimum requirements for the Maintenance Module in Oracle® Hospitality Cruise Shipboard Property Management System (SPMS).

Prerequisites

- Administration.exe
- Maintenance.exe
- Management.exe

Supported Systems

- Windows 32-bit System
- Windows 64-bit System

Compatibility

- Oracle® Hospitality Cruise Shipboard Property Management System (SPMS) version 7.30.870 or later. For customers operating on version below 7.30.870, database upgrade to the recommended or latest version is required.

2. Setting Up Maintenance Work Order

This section describes the configurations required prior to using the Maintenance Work Order module.

2.1. Accessing the Setup Page

The setup function is accessible by launching the **FC Administration** module, and then navigate to **Administration, Setup** and select **Maintenance** from the drop down list.

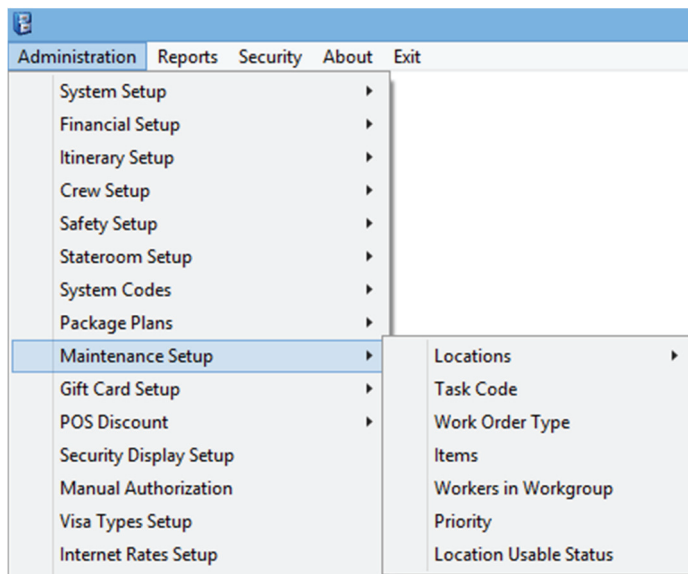


Figure 2-1 – System Setup screen

2.2. Setting Up Maintenance Codes

2.2.1. Locations Code

The Location setup is use to define the Public Area or other locations that requires maintenance work outside of the cabins.

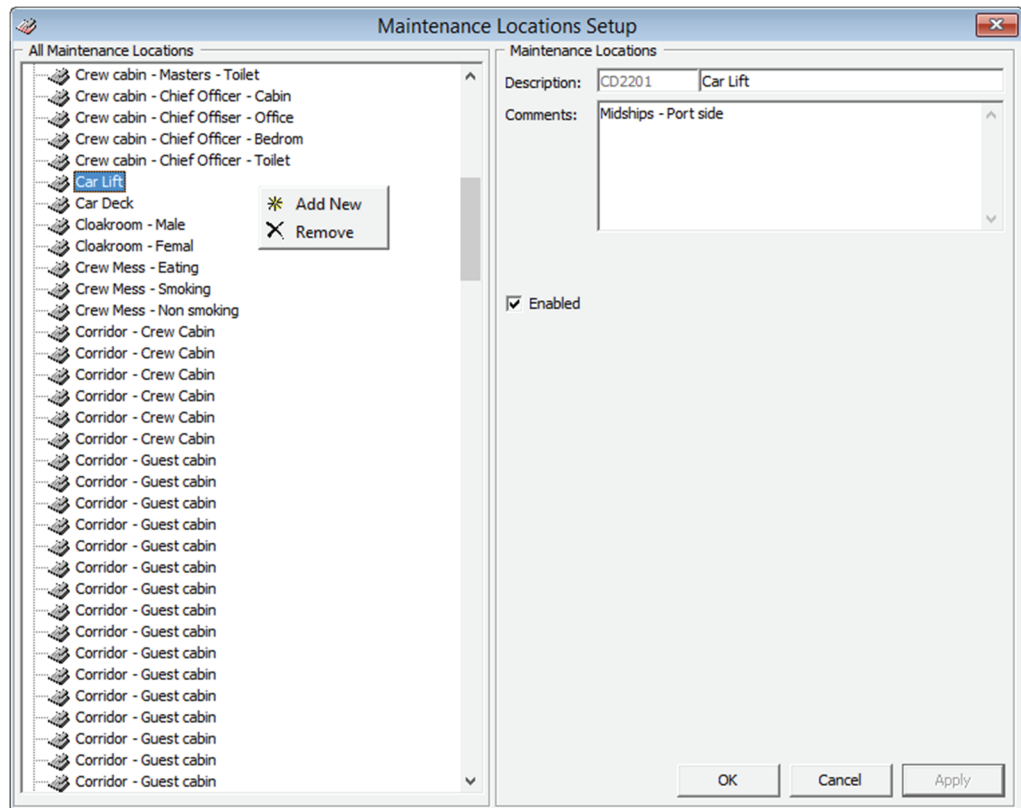


Figure 2-2 - Location Setup

1. From the **Administration, Setup, Maintenance Setup** drop down menu, select **Locations**, and then **Public Locations**.
2. Right click on the left panel of the screen and select **Add New** to add a new location.
3. Enter a short code in the first column of the description field and a full description in the next field and a comment.
4. Click **OK** to save.

Apart from setting up the public locations, a Customized Locations may be added to further define the area by category.

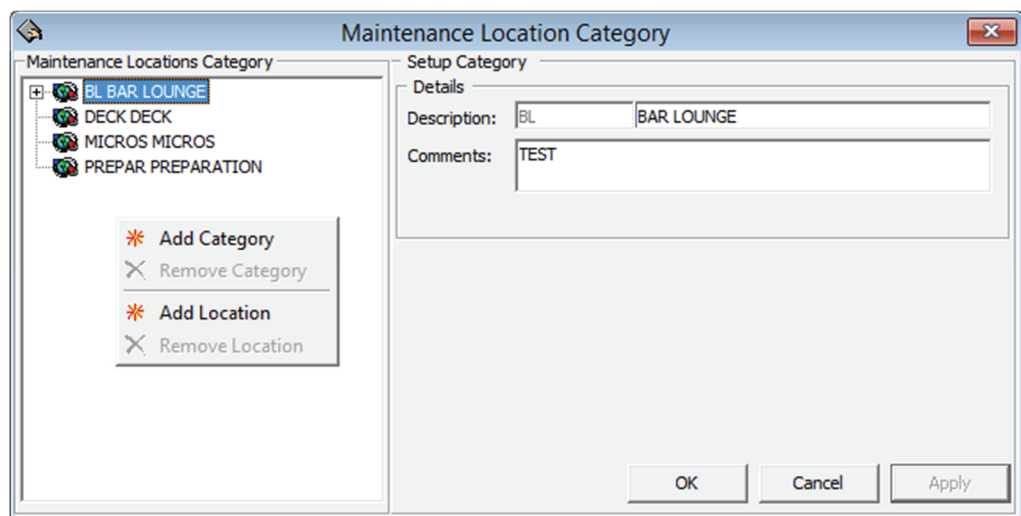


Figure 2-3 - Maintenance Location Category

1. Repeat step 1 to 3 of the above.
2. Click **Apply** to save the Location Category.
3. Select the newly created category, then right click and select **Add Location**.
4. Enter the short code, description of the field and comment, and then check '**Crew Supervision Assignment**' if the category requires supervision.
5. Click **OK** to save.

2.2.2. Work Order Type

The Work Order Type defines the type of maintenance work required.

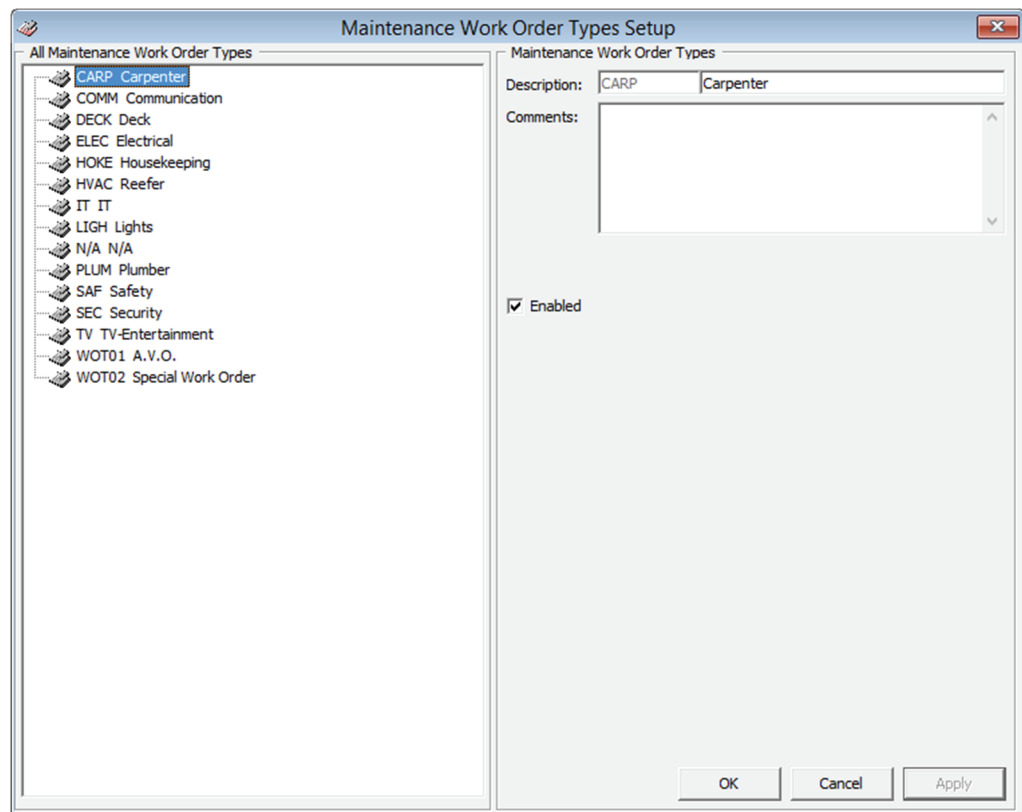


Figure 2-4 - Maintenance Work Order Types Setup

1. From the **Administration, Setup, Maintenance Setup** drop down menu, select **Work Order Type**.
2. Repeat step 2 to 4 of Locations Code.

2.2.3. Workers in Workgroup

The Workers in Workgroup is a sub-category of Work Order Type, where workers are grouped according to their expertise.

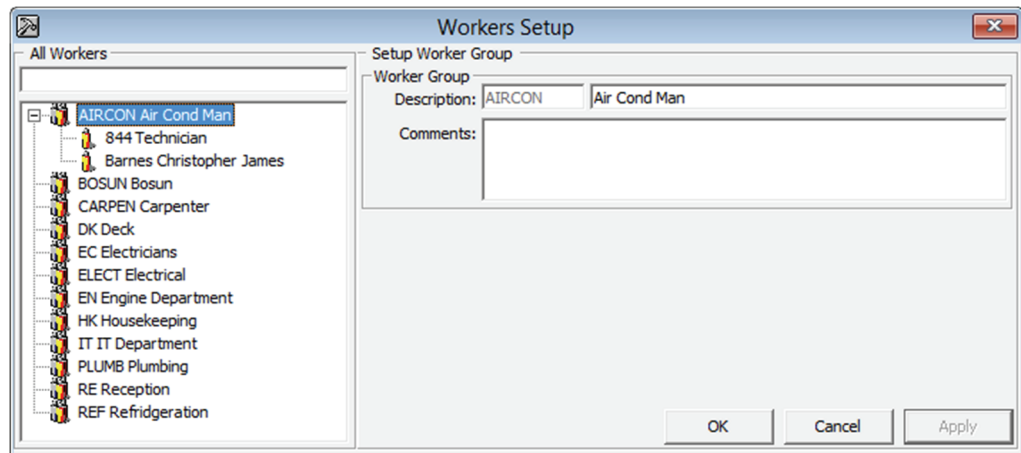


Figure 2-5 - Worker in Workgroup setup

1. From the **Administration, Setup, Maintenance Setup** drop down menu, select **Workers by Workgroup**.
2. Repeat step 2 to 3 of Locations Code, then click **Apply** to save.
3. Select the newly created workers group, then right click and select **Add Worker**.

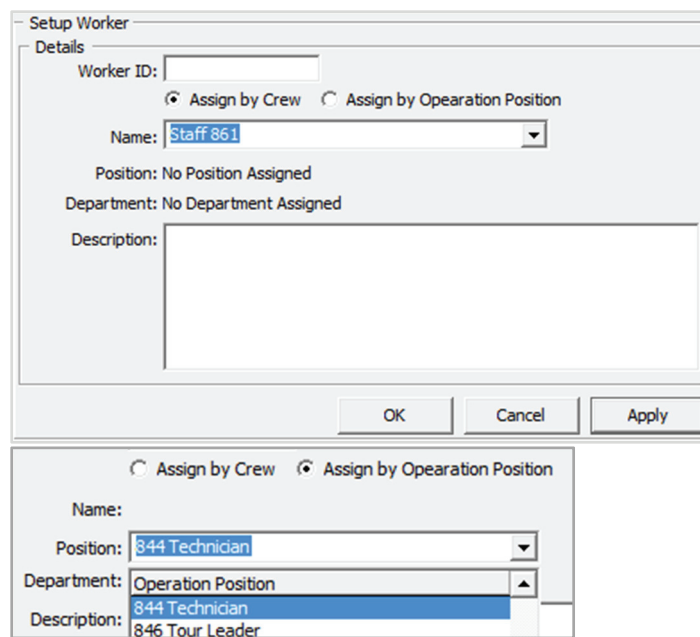


Figure 2-6 - Worker assignment by Crew or Operation Position

4. Select to **Assign by Crew** or **Assign by Operation Position**, then choose the staff name or position from the drop down list.
5. Enter the description if any, then click **Apply** to save and then **OK** to close the window.

2.2.4. Priority

Priority codes defines the priority order of the work order.

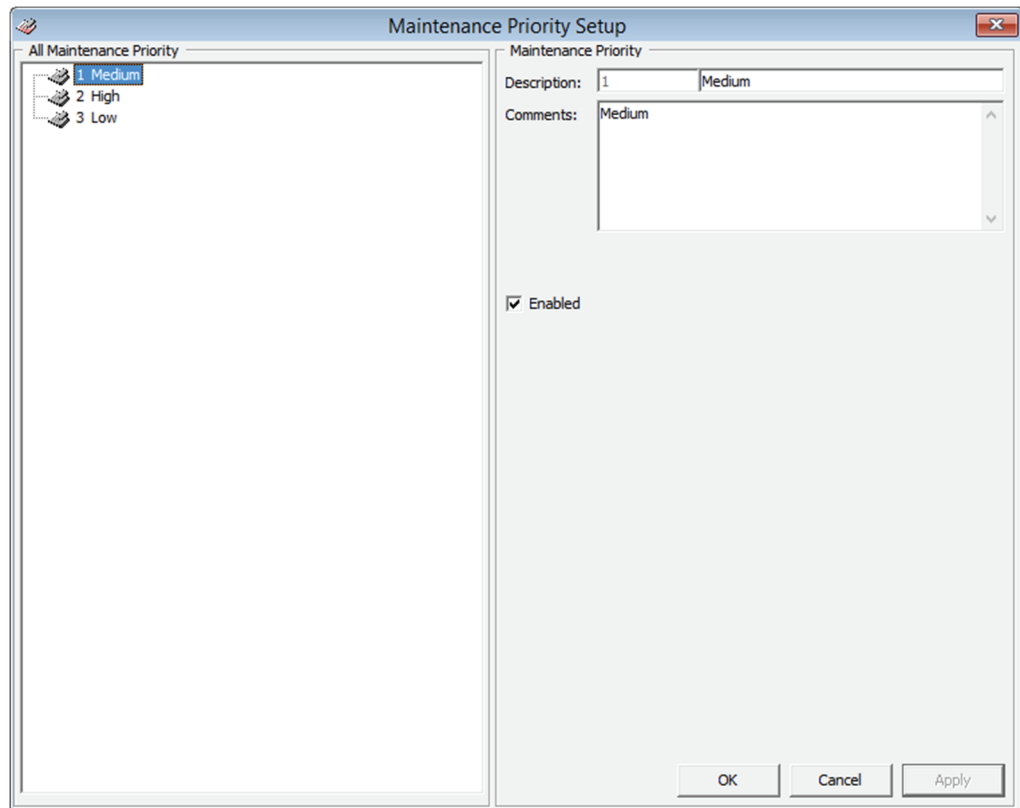


Figure 2-7 -Priority Setup

1. From the **Administration, Setup, Maintenance Setup** drop down menu, select **Priority**.
2. Repeat step 2 to 4 of Locations Code.

2.2.5. Task Code

The Task Code defines the task required, types, workers involved and the task priority.

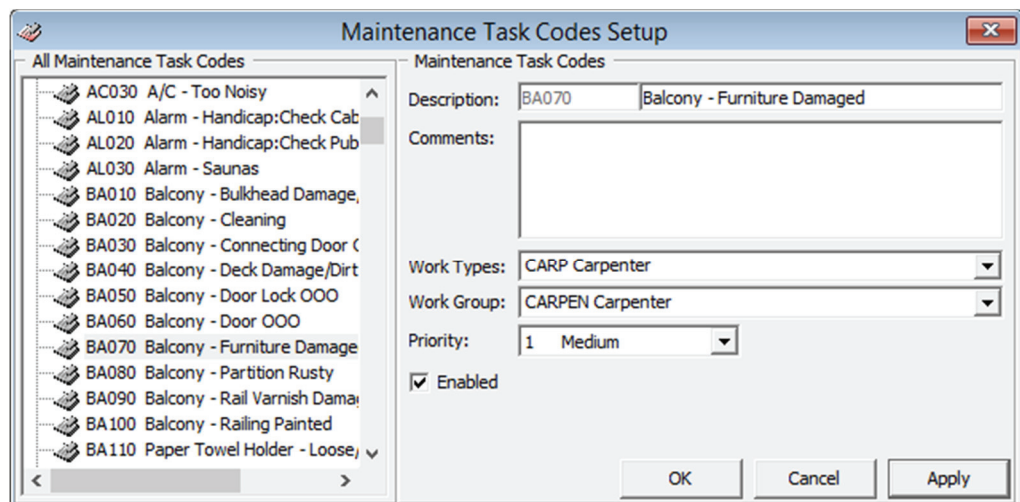


Figure 2-8 - Task Code Setup

1. From the **Administration, Setup, Maintenance Setup** drop down menu, select **Task Code**.
2. Repeat step 2 to 3 of Locations Code.
3. Select from the drop down list the **Work Types, Work Group** and **Priority**.
4. Click **Apply** to save the task code.

2.2.6. Location Usable Status

The Location Usable Status further describe whether the location under maintenance is usable or not.

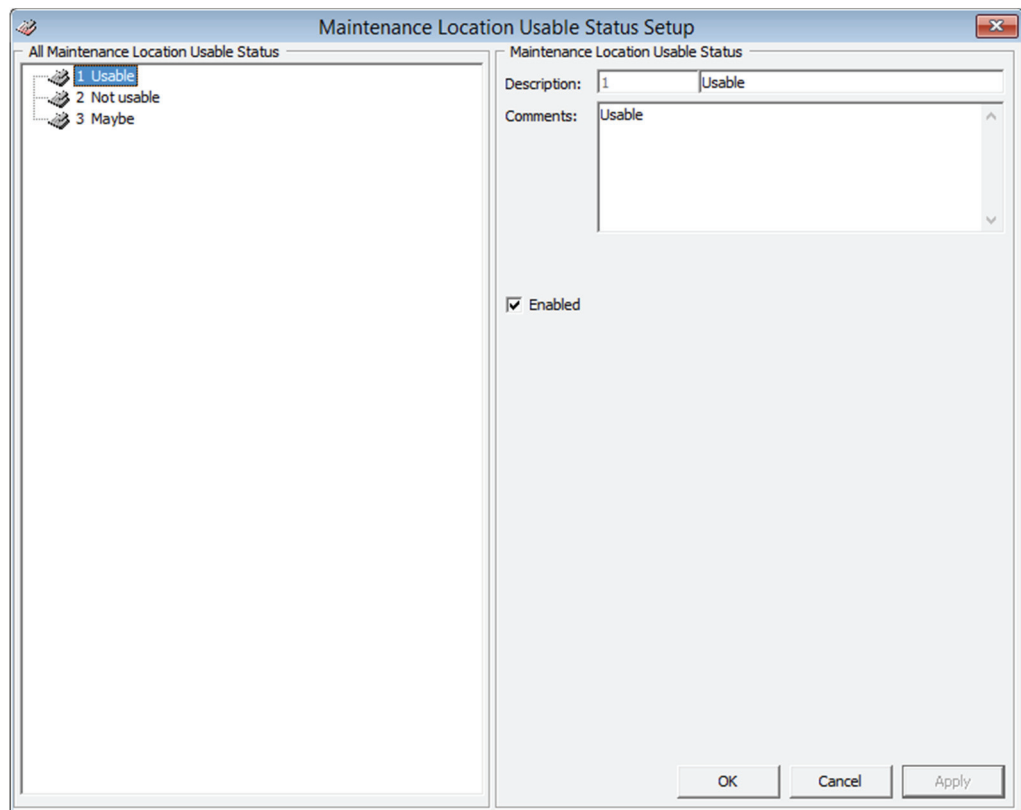


Figure 2-9 - Location Usable Status

1. From the **Administration, Setup, Maintenance Setup** drop down menu, select **Location Usable Status**.
2. Repeat step 2 to 4 of Locations Code.

2.2.7. Items

Items Setup describe the items required for repair work, its cost and stock availability.

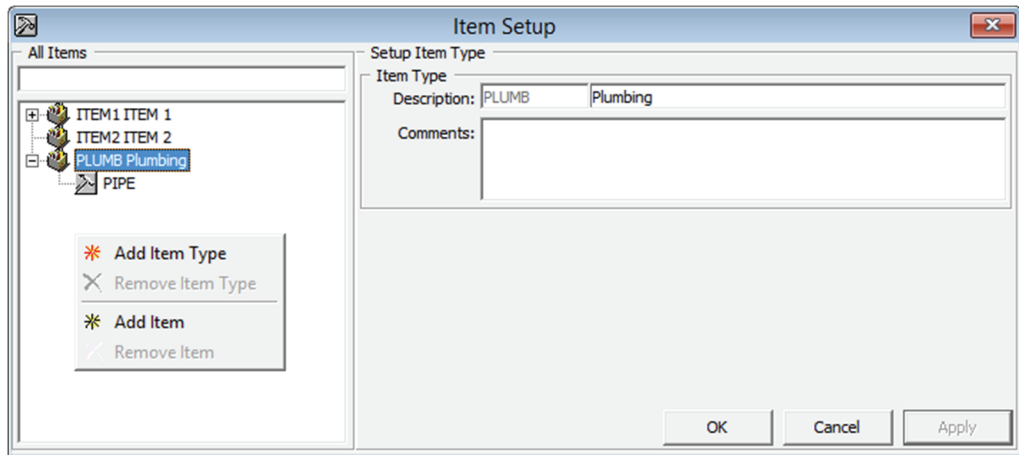


Figure 2-10 - Maintenance Item Category Setup

1. From the **Administration, Setup, Maintenance Setup** drop down menu, select **Items**.
2. Right click on the Item Setup window and select **Add Item Type** to add an item category.
3. Select the item category on the left panel, and right click and select **Add Item**.

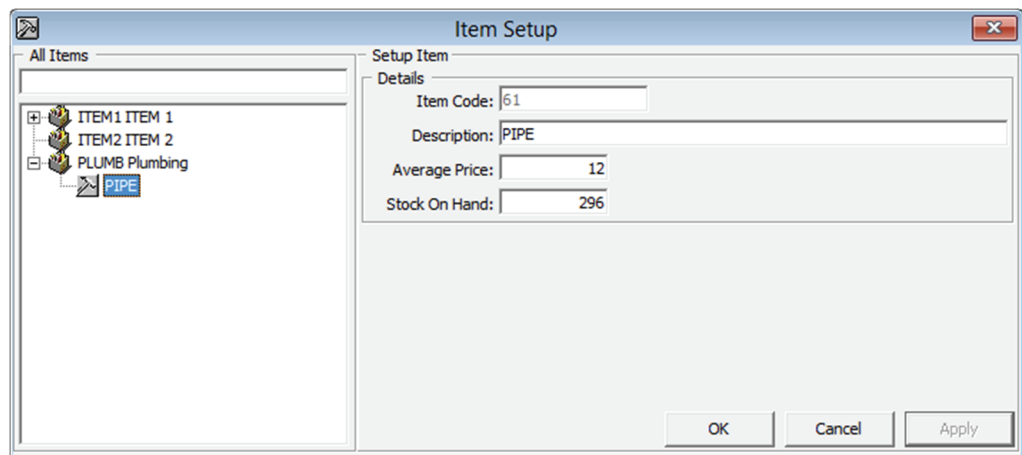


Figure 2-11 - Maintenance Item Setup

4. Enter the **Item Code, Description, Average Price** and **Stock in Hand**, then click **OK** to save.

3. Maintenance Module

The Maintenance module records all maintenance work required on board of the Ship, be it a cabin or public locations.

3.1. Login to Maintenance Module

Launch the **Maintenance** program from **Launch Panel**. Functions available in Maintenance module are:

- Reports
- Add Work Order
- Overview
- Work Order Status
- View Location Work History

3.2. Adding Work Orders

Work Orders may be added singly or by batch using the Criteria Add function. Entry of the work orders is not limited to Maintenance module and this function is made available in *Management module, Front Desk, Add Work Order*.

Id	Name	Comment
CC3103	Crew cabin - Chief Engineer - Office	Forward - Port side
CC3104	Crew cabin - Hotel Manager - Bedroom	Forward - Port side
CC3105	Crew cabin - Hotel Manager - Toilet	Forward - Port side
CC3106	Crew cabin - Hotel Manager - Office	Middships - Port side
CC5101	Crew cabin - Masters - Cabin	Forward - Port side
CC6102	Crew cabin - Masters - Office	Forward - Port side
CC6103	Crew cabin - Masters - Bedroom	Forward - Port side
CC6104	Crew cabin - Masters - Toilet	Forward - Port side
CC6105	Crew cabin - Chief Officer - Cabin	Forward - Starboard side
CC6106	Crew cabin - Chief Officer - Office	Forward - Starboard side
CC6107	Crew cabin - Chief Officer - Bedroom	Forward - Starboard side
CC6108	Crew cabin - Chief Officer - Toilet	Forward - Starboard side
CD2302	Car Deck	Aft
CL2101	Cloakroom - Male	Forward - Port side
CL2102	Cloakroom - Female	Forward - Port side

Id	Name	Comment
CD2201	Car Lift	Middships - Port side

Figure 3-1 - Add New Work Order form

3.2.1. Adding Single Work Order

1. From the File menu, select **Work Orders, Add Work Orders**.
2. In the Add New Work Order form, **Work Order Request No.** field, enter the external document number, if any.

3. Select from the drop down list the **Work Order Type**, **Task Code** and enter the **Task Description** and **Comment**.
4. Select the **Priority** and **Location/Cabin Usable Status** from the drop down list and attach a picture file, if any.

Note: User may override the predefined *Priority* and *Location Usable Status* when adding or editing a work order.

5. In the Reported By section, select the **Cabin number** and enter the **Name of Person Reporting AVO**.
6. Select the Location Type, either **Cabin**, **Public** or **Others (Select Category)>**, then navigate to Location section and select the exact locations from the grid.
7. Click **Add** to add the location to Location (Selected) section.
8. To de-select the location from Locations (Selected), mark the item to remove and then click **Remove(-)** or **Remove All**.
9. Click **OK** to save the work order.

3.2.2. Adding Work Orders by Batch

1. Repeat step 1 to 6 of the above.
2. Click **Criteria Add>**, located between Locations (De-Select) and Locations (Selected) to launch the Cabin Selection window.
3. In the Cabin Selection window, navigate to **Search Criteria** section, select the criteria from the drop down list and check the required filter, and then click **Refresh** to update the information in the grid.

The screenshot shows the 'Cabin Selection' window. At the top, it says 'Crew Cabins with ALL available berth'. Below this is a table with the following columns: Cabin, Details, Deck, Cleaning Status, Total Berth, and Available Berth. The table lists cabins 714 through 729, all of which are Officer Cabins on DECK07 with a cleaning status of OD (Occupied Dirty). Each cabin has 1 total berth and 1 available berth.

Below the table is the 'Search Criteria' section. It includes several dropdown menus and checkboxes:

- Not Occupied From: 23/08/2015
- Not Occupied To: 01/09/2015
- Deck: All
- Category: Officer Cabin (OC)
- Cabin Type: Crew
- Availability: Cabin with ALL Berth available
- Task Done: (empty dropdown)
- Task Done Before: 09/10/2006
- Task Done After: 09/10/2016

On the right side of the Search Criteria section, there is a list of checkboxes for room types and a legend:

- ☐ Connected
- ☐ 2B 2 single beds
- ☒ C 1S Single Occupancy
- ☐ C 2B 2 Bunk beds
- ☐ C 4B 4 Bunk Beds
- ☐ H Handicapped
- ☐ LIFACC Special Lift Access
- ☐ P Pullman

The 'Count' is displayed as 40. At the bottom right, there is a legend: OD = Occupied Dirty, OC = Occupied Clean, VD = Vacant Dirty, VC = Vacant Clean. At the bottom of the window are buttons for OK, Cancel, and Refresh.

Figure 3-2 - Cabin Selection Criteria

4. Click **OK** to add the selection to **Locations (Selected)**.
5. To de-select the location from **Locations (Selected)**, mark the item to remove and then click **Remove(-)** or **Remove All**.
6. Click **OK** to complete the work order.

3.3. Work Order Overview

Work Order Overview provides user an overview of the number of work order completed, pending or in progress, as well as editing and printing of work orders, and assignment of work orders to the Maintenance team.

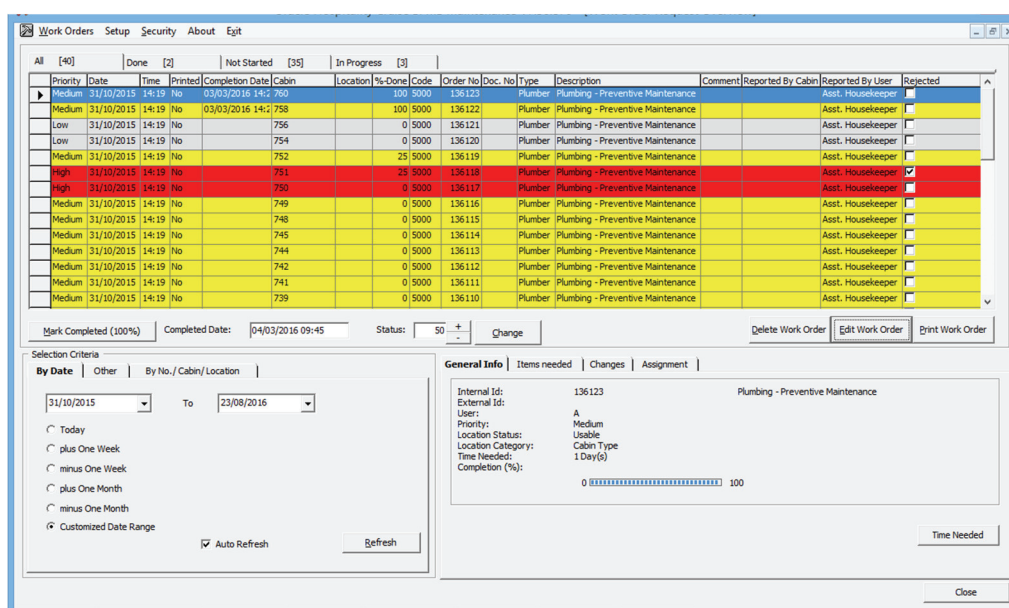


Figure 3-3 - Work Order Overview

The Work Order Overview screen is comprises of:

- A grid view of all work orders by status and its corresponding count.
- Function to Delete, Edit and Print Work Order.
- A display selection criteria – by date, others and by No/Cabin/Location
- Detail information of the work order – General Info, Items needed, Changes and Work Order Assignment.

3.3.1. Searching for Work Order

Using the Search Criteria, work orders can be filtered date, other criteria or by external number, cabin or location.

1. From the Work Order Overview screen, navigate to *Selection Criteria* section.
2. Choose the filter from the available tab, and then click **Refresh** to refresh the information on the grid.

Selection Criteria

By Date

Other

By No./ Cabin/ Location

31/10/2015

To

23/08/2016

☐ Today
 ☐ plus One Week
 ☐ minus One Week
 ☐ plus One Month
 ☐ minus One Month
 ☒ Customized Date Range

☒ Auto Refresh

Refresh

Selection Criteria

By Date

Other

By No./ Cabin/ Location

Work Order Type :

All

Location Type :

All

Task Type :

All

Work Group:

All

Priority:

All

User:

All

Refresh

Selection Criteria

By Date

Other

By No./ Cabin/ Location

Internal Work Order No :

External Document No :

Cabin :

Location :

Refresh

Figure 3-4 - Selection Criteria in Work Order Overview

- Information shown on the Overview grid are sortable by clicking only the column header and support columns are: Priority, Date, Time, Printed, Completion Date, Cabin, Location, %-Done, Code, Order no, Doc.No, Type and Description.

3.3.2. Editing a Work Order

Figure 3-5 - Edit Work Order form

1. Select the Work Order from the grid and click **Edit Work Order**.
2. In the Update Work Order form, edit the desire information and click **OK** to save the changes.

3.3.3. Rejecting a Work Order

Submitted work orders may be rejected due to various reasons, e.g.: insufficient materials, against regulations, too costly or needs to wait for dry dock. Such work orders should be mark as rejected instead of completed.

1. Select the Work Order from the grid and click **Edit Work Order**.
2. Check the **Rejected** check box located on the left of Comment field, then click **OK** to save.
3. System places a check mark in the Rejected column on the Overview screen.

Priority	Date	Time	Printed	Completion Date	Cabin	Location	%-Done	Code	Order No	Doc. No	Type	Description	Comment	Reported By Cabin	Reported By User	Rejected
Low	31/10/2015	14:19	No		715		25	5000	136096		Plumber	Plumbing - Preventive Maintenance			Asst. Housekeeper	☒
High	31/10/2015	14:19	No		751		25	5000	136118		Plumber	Plumbing - Preventive Maintenance			Asst. Housekeeper	☒
Medium	31/10/2015	14:19	No		729		50	5000	136100		Plumber	Plumbing - Preventive Maintenance			Asst. Housekeeper	☐
Medium	31/10/2015	14:19	No		734		75	5000	136105		Plumber	Plumbing - Preventive Maintenance			Asst. Housekeeper	☐
Medium	31/10/2015	14:19	No		752		25	5000	136119		Plumber	Plumbing - Preventive Maintenance			Asst. Housekeeper	☐

Figure 3-6 - Rejected Work Orders

3.3.4. Deleting a Work Order

1. Select the Work Order from the grid and click **Delete Work Order**.
2. On the confirmation prompt, click **Yes** confirm deletion.

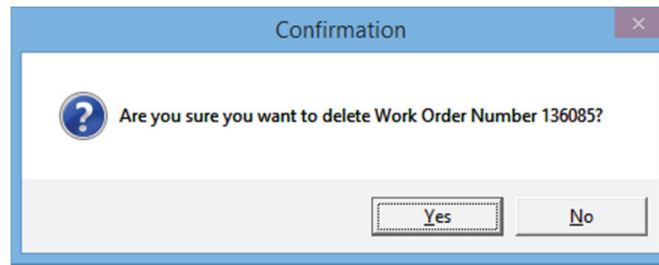
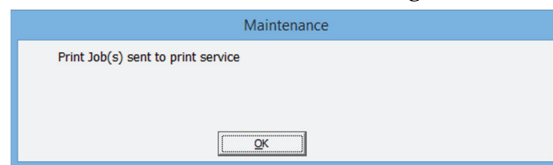


Figure 3-7 - Work Order deletion prompt

3. Enter the reason to delete the work order, and then click **OK** to proceed.

3.3.5. Printing a Work Order

1. Select the Work Order from the grid and click **Print Work Order**.



2. At the Print Job confirmation prompt, select **OK** to print.

3.3.6. Assigning/Editing/Deleting an Assignment

1. Select the Work Order from the grid and then navigate to **Assignment tab** located at the bottom right of the screen.
2. In the Assignment tab, click **Assign Work Order**.
3. On the New Work Order Assignment form, Assign To section, select the **WorkGroup** and/or **Worker** from the drop down list and then click **OK** to confirm.

A form titled "New Work Order Assignment". On the left, under "Selected Work Order For Worker Assignment", there is a list box containing "136118 --> Code:/ Task:5000". On the right, under "General Work Order Details", there is a list of fields: "Work Order ID:", "Entry Date: 31/10/2015", "Time: 14:19", "Cabin: 751", "Location:", "Status: 0 % Done", and "Description: Plumbing Preventive Maintenance". Below the list box, there is an "Assign To" section with two dropdown menus: "WorkGroup:" (selected "PLUMB Plumbing") and "Worker:". Below these is a "Comments:" text area. At the bottom right, there are "OK" and "Cancel" buttons.

Figure 3-8 - New Work Order Assignment

4. Status of the assigned work order will now change and appears under **In Progress** tab.
5. The Date, Time, Assigned By and Worker are shown in the **Assignment** tab of the work order.

	Date	Time	Assigned By	Work Group	Worker	Remarks
▶	03/03/2016	14:59	A	Plumbing	Tovo Desire	

Buttons: Delete Assignment, Assign Work Order, Edit Assignment

Figure 3-9 - Work Order Assignment

6. To edit an assignment, select the item, click **Edit Assignment** and then click **OK** to save the changes.
7. To delete an assignment, select the item, click **Delete Assignment**.

3.3.7. Adding/Editing/Deleting Items Needed In a Work Order

Replacement parts used may also be added to the Work Order.

	Item	Quantity	Price	Remarks
	ITEM 001a	1	0	
▶	PIPE	1	10	

Buttons: Delete Items, Add Items, Edit Items

Figure 3-10 - Items Needed

1. In the Items needed of the selected work order, click **Add Items**.

2. Select the Item Type and Item from the drop down list, enter the required quantity and price if any.

3.

Figure 3-11 - Add Items

4. Click **OK** to save.
5. To edit the items needed, select the item from the grid, click **Edit Items** and then click **OK** to save the changes.
6. To delete the items needed, select the item from the grid and click **Delete Items**.

3.3.8. General Information of the Work Order

In the General Info tab of the selected work order, information such as Internal ID, User, Priority Location, Time Needed and Completion % are shown.

Figure 3-12 - General Info tab

The total time needed is adjustable by clicking the **Time Needed**, then update the days(s) field and click **OK** to save.

3.3.9. Updating Progress Status of Work Order

As the work progresses, user is required to update the work order status progressively.

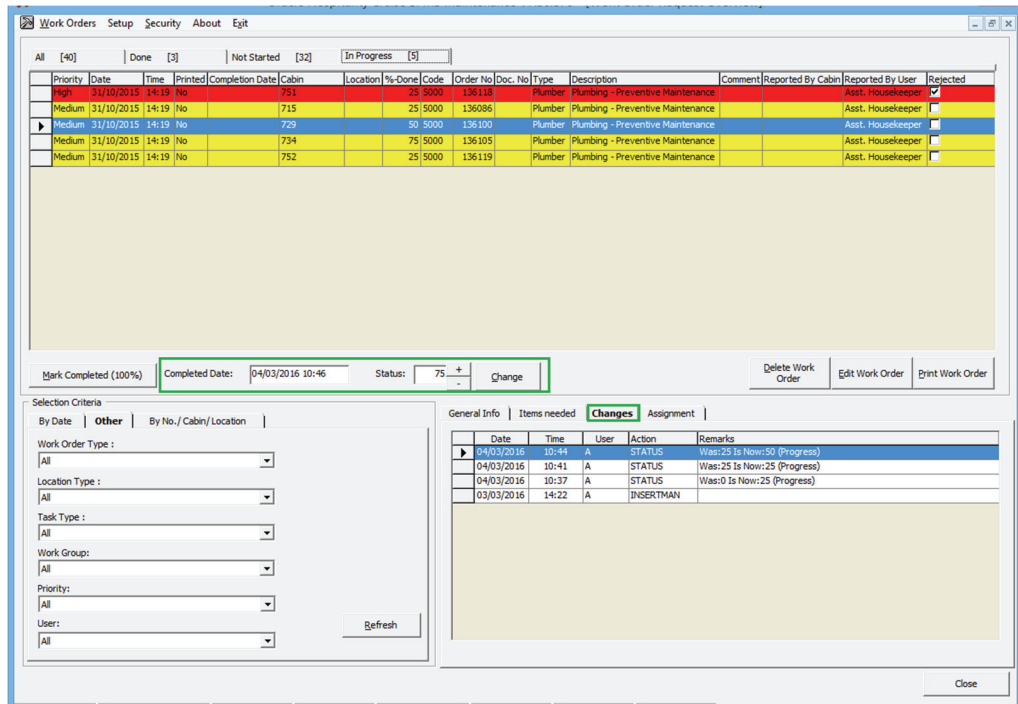


Figure 3-13 - Updating Progress/Completion Status

1. Under the **In Progress** tab, select the work order to update.
2. In the middle section of the Overview screen, enter the **completed date**, then set the **Status** using the (+/-) and click **Change**.
3. The '%-Done' column are then update with its entry being log in **Changes** tab.

3.3.10. Marking Work Order as Complete

Upon completion of the work, work orders are to be set as Completed.

1. Under the **In Progress** tab, select the work order to mark as complete.
2. In the middle section of the Overview screen, click **Mark Completed (100%)**.
3. The work order will now appears in **Done** tab.

3.4. Work Order Status

The Work Order Status provides user a quick count of new work orders entered, in progress and completed. Such information is accessible from **File menu, Work Orders, Work Order Status** or Ctrl+S.

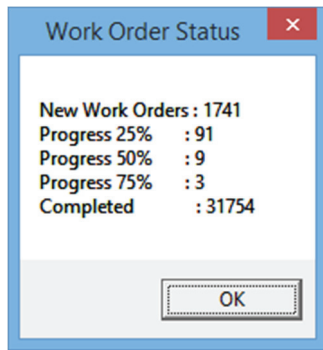


Figure 3-14 - Work Order Status count

3.5. View Location History

The View Location History enables user to retrieve past work orders by location, users, type of work order or task description, and information's are either filtered by date or completion status and is printable with this function.

Work Orders Setup Security About Exit

Please Select Location To View History

☐ Cabin
☐ Public Location
☐ Custom
☒ User
☐ Work Order
☐ Task Desc

Selection Criteria

By History Period | Completion Status

☒ All ☐ By Period Less Than 30 days

Refresh

Internal Id	Work No	Date	Time	Code	Task Desc	Status %	Days	Type	Cabin Usable	User
136084	1	03/03/2016	11:21	3000	Electrical - Replace fused bulb	0	1	ELEC	Usable	A
136064		01/03/2016	11:08	8000	Electronic -	0	1	ELEC	Usable	A
136101		31/10/2015	14:19	5000	Plumbing - Preventive Maintenance	0	1	PLUM	Usable	A
136105		31/10/2015	14:19	5000	Plumbing - Preventive Maintenance	75	1	PLUM	Usable	A
136100		31/10/2015	14:19	5000	Plumbing - Preventive Maintenance	50	1	PLUM	Usable	A
136119		31/10/2015	14:19	5000	Plumbing - Preventive Maintenance	25	2	PLUM	Usable	A
136118		31/10/2015	14:19	5000	Plumbing - Preventive Maintenance	25	1	PLUM	Usable	A
136086		31/10/2015	14:19	5000	Plumbing - Preventive Maintenance	25	1	PLUM	Usable	A
136121		31/10/2015	14:19	5000	Plumbing - Preventive Maintenance	0	0.5	PLUM	Usable	A
136120		31/10/2015	14:19	5000	Plumbing - Preventive Maintenance	0	1	PLUM	Usable	A
136087		31/10/2015	14:19	5000	Plumbing - Preventive Maintenance	0	1	PLUM	Usable	A
136088		31/10/2015	14:19	5000	Plumbing - Preventive Maintenance	0	1	PLUM	Usable	A
136089		31/10/2015	14:19	5000	Plumbing - Preventive Maintenance	0	1	PLUM	Usable	A
136090		31/10/2015	14:19	5000	Plumbing - Preventive Maintenance	0	1	PLUM	Usable	A
136091		31/10/2015	14:19	5000	Plumbing - Preventive Maintenance	0	1	PLUM	Usable	A
136092		31/10/2015	14:19	5000	Plumbing - Preventive Maintenance	0	1	PLUM	Usable	A
136093		31/10/2015	14:19	5000	Plumbing - Preventive Maintenance	0	1	PLUM	Usable	A

Edit Work Order Print Work Order Close

Figure 3-15 - View Location History screen

1. In the View History window, select one of the option from the drop down list, then navigate to Selection Criteria.
2. Select the criteria and then click **Refresh**.

3.6. Reports

Reports are added in Administration module under report group 'Maintenance' and they are printable from Maintenance module.

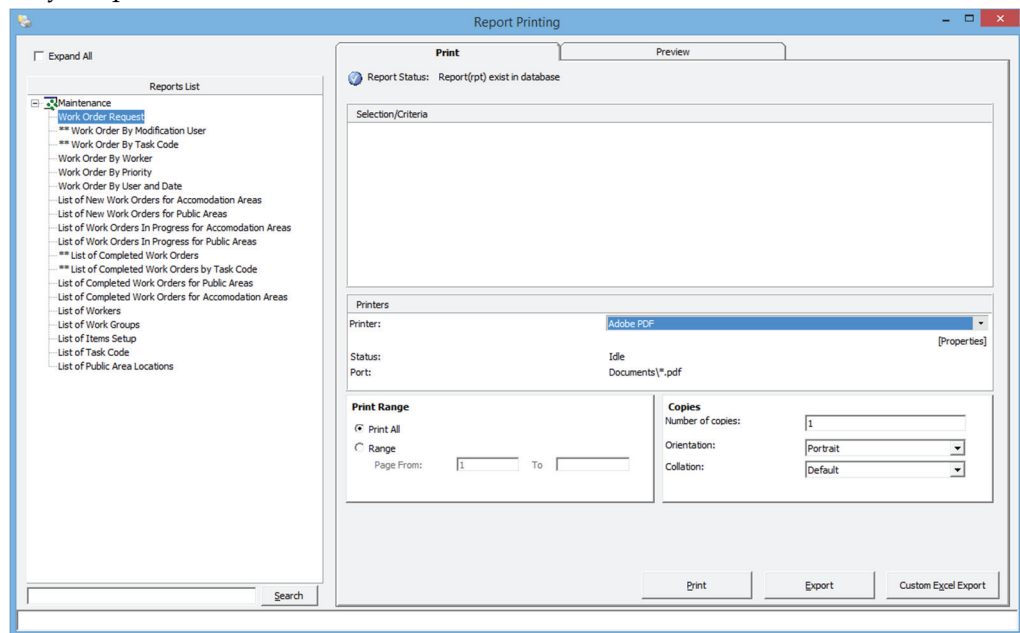


Figure 3-16 - Report dialog window

1. To view the available reports, click **Reports**.
2. To print a report, select the report, and, then click **Print**.
3. To view a report, select the report, and then click on **Preview** tab.
4. To export the report, select the report, and then click on **Export**.

3.7. Task Printers

Printers may be defined according to the Task ID.

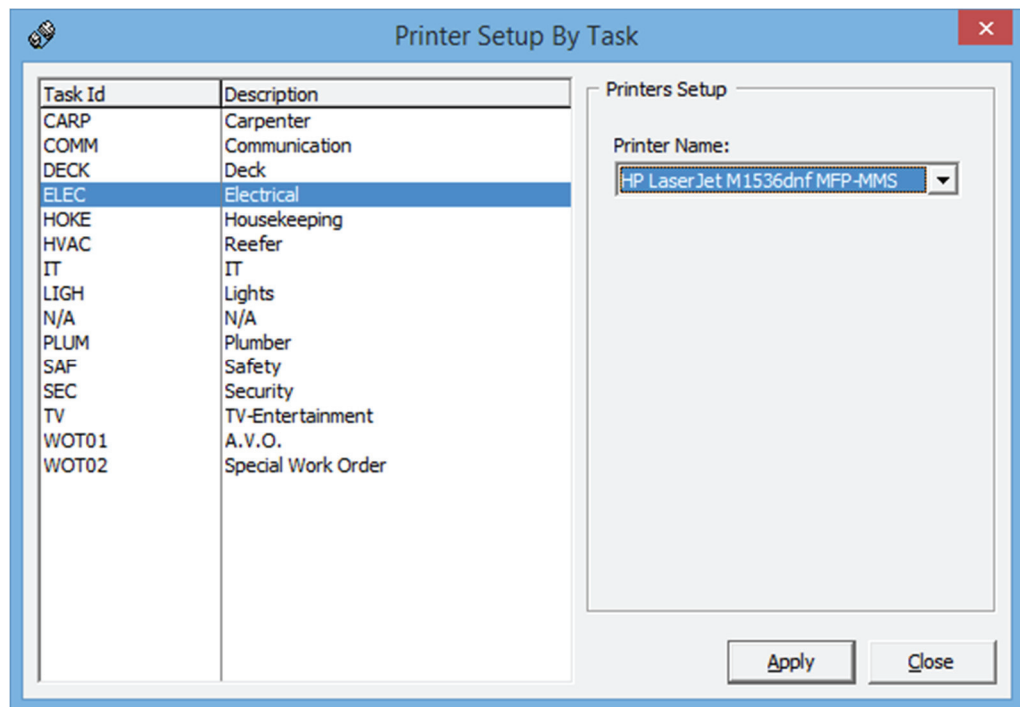


Figure 3-17 - Task Printer Assignment

1. From the File Menu, select Setup and then Task Printer.
2. Select the Task ID then Printer name from the drop down list, then click **Apply**.

3.8. Other Setting

Colors of the work order Priority is definable according to the Ship's standard and this is changed in **Management module, Options, Colors**.

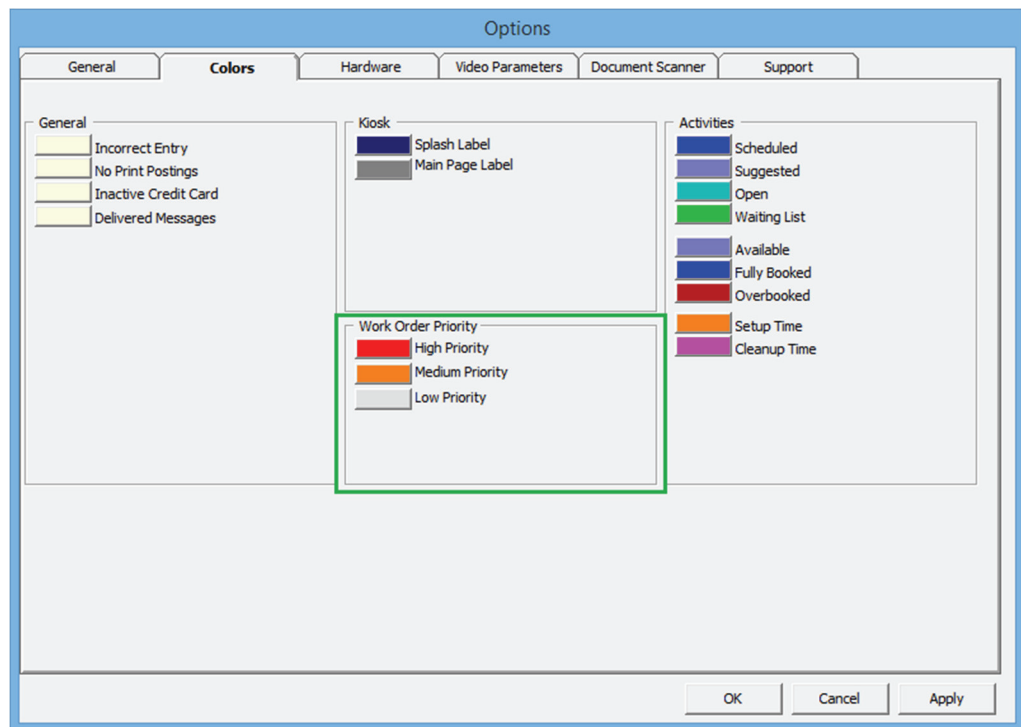


Figure 3-18 – Work Order Priority color chart

Appendix A. User Security Group

This section describes the user security access group which will enable the users in accessing the Maintenance function. The security privilege is assigned to the user through the **User Security** module.

Table A-1 – Maintenance module User Access Rights

Security Reference No	Description
342	Work Orders
343	Overview
664	Delete other user work order
669	Edit Work Order
670	Delete Work Order
671	Print Work Order
4477	Allow Edit Completed Work Order

Appendix B. Parameters

This section describes the **Parameters** available to the Maintenance module. They are accessible the **Administration** module under **System Setup, Parameter**.

Table B-2 – PAR Group – Maintenance

PAR Name	PAR Value	Description
Allow Modify Work Order Date Time		Enable modification of work order date/time. 0 = Do not allowed 1 = Allowed to modify work order reported date time
Default Tab for Work Overview		Define the default tab to show 0 = All 1 = Done 2 = Not Started 3 = In Progress
Hide Work Order Request No		Define Work Order Request No to be shown in Work Order Screen 0 = To show on screen 1 = To hide from screen
Maximum picture size allow		Specify the maximum picture size allowed
Print By Task		Enable Printing by Task 0 = No print maintenance task 1 = Print