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RAMCO AVIATION SOLUTION
VERSION 5.9

USER GUIDE
REPAIR ORDER HUB

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ABOUT THIS MANUAL

This manual briefly describes the basic processes and functions in Ramco Aviation Solution.

WHO SHOULD READ THIS MANUAL

This manual is intended for users who are managing the Aviation industry processes and are new to Ramco Aviation Solution.

This manual assumes that the user is familiar with the Aviation Industry nomenclatures and systems based soft

HOW TO USE THIS MANUAL

Ramco Aviation Solution provides extensive Online Help that contains detailed instructions on how to use the application. Users are suggested to use this manual for specific references, along with the Online Help. This manual contains enough information to help the users perform the basic tasks and points toward the Online Help for more detailed information.

HOW THIS MANUAL IS ORGANIZED

The User Guide is divided into 3 chapters and index. Given below is a brief run-through of what each chapter consists of.

Chapter 1 provides an overview of the entire Repair Order Hub process. The sub process is explained in the next chapter.

Chapter 2 focuses on the Repair Order Hub sub process.

The Index offers a quick reference to selected words used in the manual.

DOCUMENT CONVENTIONS

- The data entry has been explained taking into account the “Create” business activity. Specific references (if any) to any other business activity such as “Modify” and “View” are given as “Note” at the appropriate places.
- **Boldface** is used to denote commands and user interface labels.

  Example: Enter **Company Code** and click the **Get Details** pushbutton.
- Italics used for references.

  Example: *See Figure 1.1.*
- The icon is used for Notes, to convey additional information.

REFERENCE DOCUMENTATION

This User Guide is part of the documentation set that comes with Ramco Aviation Solution.

The documentation is generally provided in two forms:

- The Documentation CD in Adobe® Systems’ Portable Document Format (PDF).
- Context-sensitive Online Help information accessible from the application screens.

WHOM TO CONTACT FOR QUERIES

Please locate the nearest office for your geographical area from www.ramco.com for assistance.

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1. INTRODUCTION

The **Repair Order Hub** provides a dashboard to track and view the Repair Order in different stages of its life cycle. Repair Order Hub will support Create, Edit, Record Quote and Authorize Orders and enables take all actions against a Repair Order in one place. The hub provides visibility of Repair Orders in different statuses grouped by their statuses and exceptions, thus ensuring quick update on exceptions such Overdue Orders and track them efficiently.

2. REPAIR ORDER HUB

The **Repair Order Hub** sub process provides a hub to track and view the Repair Order in different stages of its life cycle. Repair Order Hub will support Create, Edit, Record Quote and Authorize Orders and enables take all actions against a Repair Order in one place. The Repair Orders are listed on the basis of status and all the details of Repair Orders like Priority, Repair Shop #, Amendment # and Part Info can be viewed in the Repair Order Hub.

2.1 DEFINING GLOBAL SET OPTIONS FOR REPAIR ORDER HUB

You can define global set options to manage default/display of Repair Orders in **Repair Order Hub**. These options can be defined at an organization level in the **Purchase Option Settings** activity. Based on the options defined in this activity, user can choose to default List Based/Exception Based display of Repair Orders in the Repair Order Hub.

1. Select **Purchase Option Settings activity** under the **Logistics Common Master** business component. The **Purchase Option Settings** screen appears. *See Figure 3.1.*

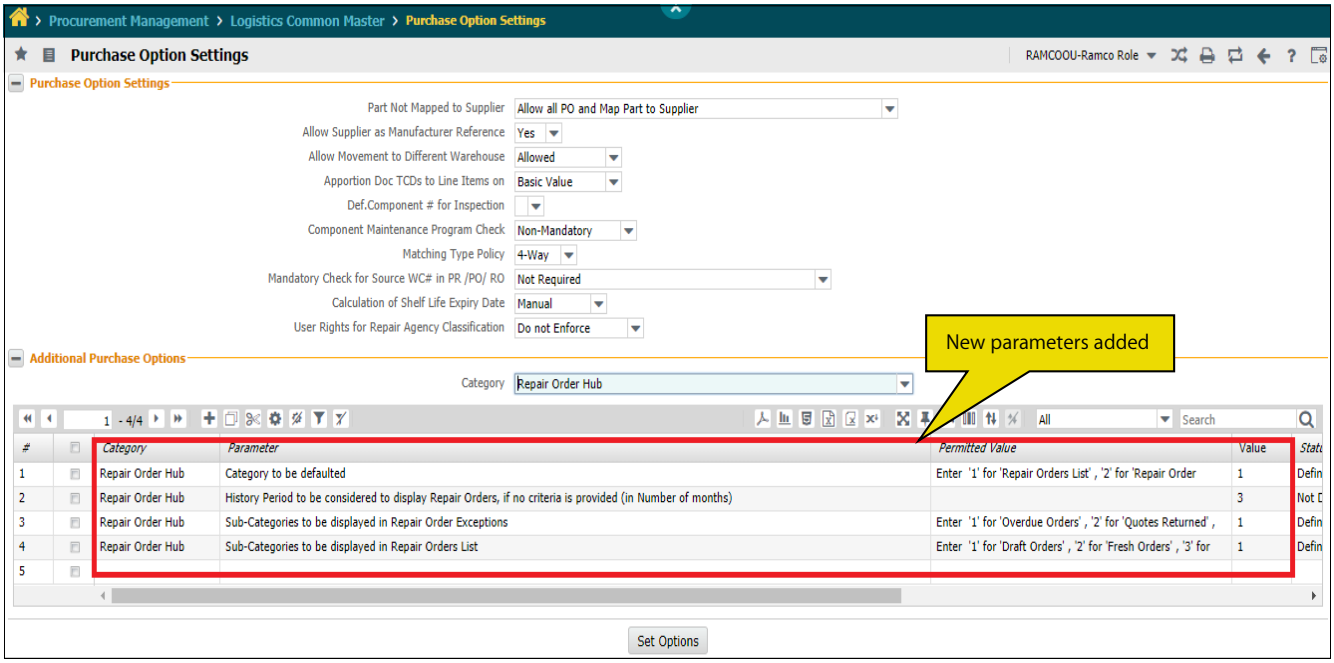

Figure 3.1 Setting purchase options

2. Select the **Category** as **'**Repair Order Hub'.
3. The system displays the **Category**, **Parameter** and **Permitted Values** in the multiline, as shown in the below table.

Parameter	Permitted Values
Category to be defaulted	Enter '1' for 'Repair Orders List', '2' for 'Repair Order Exceptions'
Sub-Categories to be displayed in Repair Orders List	Enter '1' for 'Draft Orders', '2' for 'Fresh Orders', '3' for 'Released Orders', '4' for 'Shipped Orders', '5' for 'Quoted Orders', '6' for 'Amendment Pending Confirmation', '7' for 'Quotes Pending Authorization', '8' for 'Execution In progress', '9' for 'Closed Orders', '10' for 'AOG Orders'
History Period to be considered to display Repair Orders, if no criteria is provided (in Number of months)	Enter positive integer from 1 to 3

4. Enter a desired **Value** for the parameter, to display desired combination of MRs in the Demand Management Hub.
5. Click the **Set Parameters** pushbutton to save the parameter definition.

> *Note: The system displays the **Status** and **Error Message** (when the **Value** entered does not satisfy the Permitted Value) in the multiline.*

2.2 MANAGING SCREEN DEFAULTS & USER PREFERENCES

This activity allows the user to define preferences/filter criteria based on set of configurable parameters to manage data retrieval in **Repair Order Hub**. User can set the Preference for a given Role-User-User Interface combination. Only the options defined for the Repair Order Hub in the **Purchase Option Settings** screen, can be defined here.

1. Select the icon ' ' in the **Repair Order Hub** screen. **The Manage Screen Defaults & Preferences** page appears. *See Figure 3.2.*

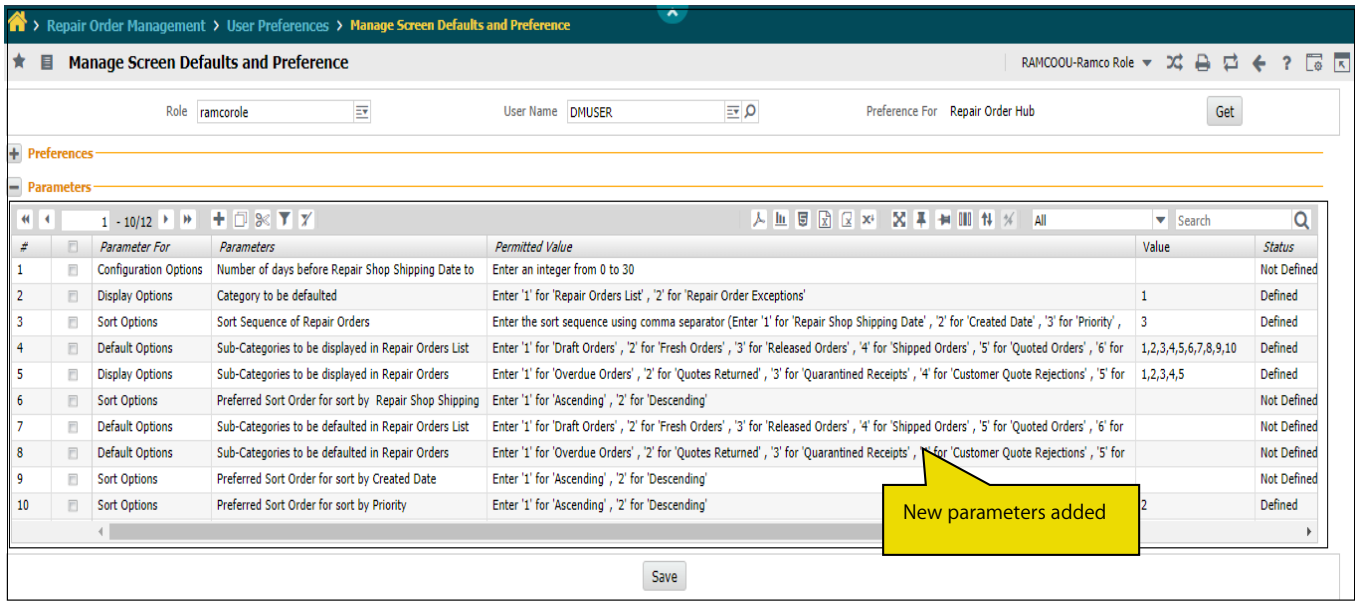

Figure 3.2 Managing screen defaults & preferences

2. Specify the **Role** and **User Name** to set the preference for a given Role-User-User Interface combination.
3. In **Preferences** section, user can define filter criteria with various attributes using 'AND' and 'OR' operators, to retrieve the Repair Orders satisfying the filter criteria, for a User-Role combination. (For example, the following parameters are applicable for Repair Order Hub: Part #, Part Description, Part Type, Part Category, A/C Reg. #, A/C Model #, RO Type, RO Category, RO User Status, Shop Job Type, RO Priority, Work Center #, Repair Shop, Repair Shop Name, Repair for, Customer #, Customer Name, Ref. Document Type, Created by).
4. The system displays the list of **Parameters** and corresponding **Permitted Values** in the **Parameters** multiline
5. Specify a desired **Value** corresponding to the parameter to define Default Options, Display Options, Configurable Options, Alert Options and Sorting Options for the Repair Order Hub.
6. Based on the option setting, tiles will be displayed and defaulted at user level in the Repair Order Hub.
7. Click **Save** pushbutton to set the user level preferences for the Repair Order Hub.

Parameter & Permitted Values:

Parameter For	Parameter	Permitted Values
Default Options	Category to be defaulted	Enter '1' for 'Repair Orders List', '2' for 'Repair Order Exceptions'
Display Options	Sub-Categories to be displayed in Repair Orders List	Enter '1' for 'Draft Orders', '2' for 'Fresh Orders', '3' for 'Released Orders', '4' for 'Shipped Orders', '5' for 'Quoted Orders', '6' for 'Amendment Pending Confirmation', '7' for 'Quotes Pending Authorization', '8' for 'Execution In progress', '9' for 'Closed Orders', '10' for 'AOG Orders', '11' for 'Acknowledged Orders', '12' for 'BER Closed Orders', '13' for 'Cancelled Orders' (Use Comma Separator for multiple values)
Default Options	Sub-Category to be defaulted in Repair Orders List	Enter '1' for 'Draft Orders', '2' for 'Fresh Orders', '3' for 'Released Orders', '4' for 'Shipped Orders', '5' for 'Quoted Orders', '6' for 'Amendment Pending Confirmation', '7' for 'Quotes Pending Authorization', '8' for 'Execution In progress', '9' for 'Closed Orders', '10' for 'AOG Orders', '11' for 'Acknowledged Orders', '12' for 'BER Closed Orders', '13' for 'Cancelled Orders'
Display Options	Sub-Categories to be displayed in Repair Order Exceptions	Enter '1' for 'Overdue Orders', '2' for 'Quotes Returned', '3' for 'Quarantined Receipts', '4' for 'Customer Quote Rejections', '5' for 'Alert Orders' (Use Comma Separator for multiple values)
Default Options	Sub-Category to be defaulted in Repair Order Exceptions	Enter '1' for 'Overdue Orders', '2' for 'Quotes Returned', '3' for 'Quarantined Receipts', '4' for 'Customer Quote Rejections', '5' for 'Alert Orders'
Configuration Options	Number of days before Repair Shop Shipping Date to display Repair Order in Alert Orders	Enter an integer from 0 to 30
Sort Options	Sort Sequence of Repair Orders	Enter the sort sequence using comma separator ('1' for 'Repair Shop Shipping Date', '2' for 'Created Date', '3' for 'Priority', '4' for 'Shop Job Type', '5' for 'Ref. Document Type')
Sort Options	Preferred Sort Order for sort by Repair Shop Shipping Date	Enter '1' for 'Ascending', '2' for 'Descending'
Sort Options	Preferred Sort Order for sort by Created Date	Enter '1' for 'Ascending', '2' for 'Descending'
Sort Options	Preferred Sort Order for sort by Priority	Enter '1' for 'Ascending', '2' for 'Descending'
Sort Options	Preferred Sort Order for sort by Shop Job Type	Enter the sort sequence using comma separator ('1' for 'Component', '2' for 'Piece Part', '3' for 'Facility')
Sort Options	Preferred Sort Order for sort by Ref. Document Type	Enter the sort sequence using comma separator ('1' for 'A/C Maint. Exe. Ref.', '2' for 'Shop Work Order', '3' for 'Customer Order', '4' for 'Others')
Sort Options	Resolution Responsibilities identified in Repair Receipts for Quarantine Resolution	Enter valid Resolution Responsibility as defined in Manage Logistics Quick Codes screen

2.3 WORKING WITH REPAIR ORDER HUB

The **Repair Order Hub** provides a dashboard to retrieve Repair Orders based on Status in each tile. The Hub provides the following features:

- Visibility of Repair Orders in different statuses grouped by their statuses and exceptions
- Provision to define User Preferences to customize the data retrieved
- Provision to take the Quick Links and accomplish the actions needed

1. Select the **Repair Order Hub** activity under the **Repair Order Hub** business component in **Repair Order Management** business process. The **Repair Order Hub** page appears. *See Figure 2.5.*

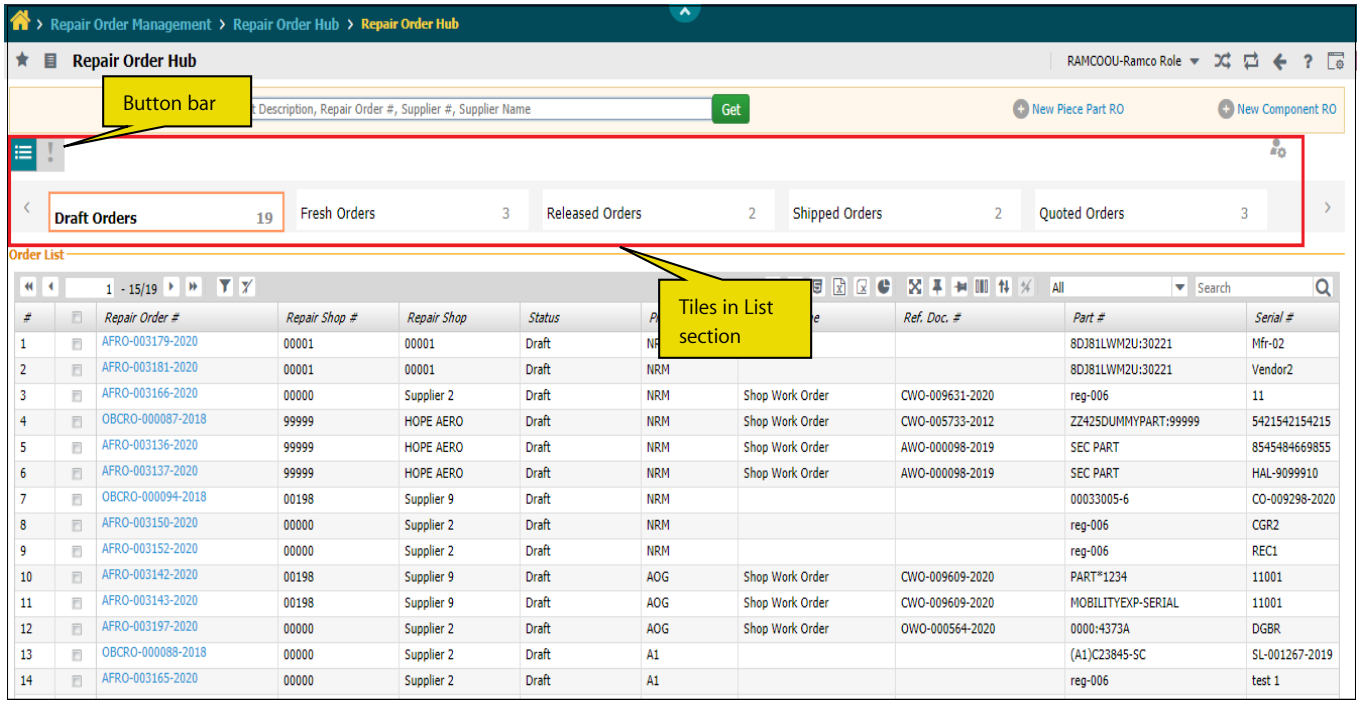

Figure 3.3 Working with Repair Order Hub

The Button bar in the **Repair Order Hub** provides the following sections: **List**, **Exception.** The display and default of these sections in the hub are controlled based on the preferences defined in the **Manage Defaults & preferences** screen.

2.3.1 LIST TILES

The **List** button tab provides the following tiles to list the Repair Orders based on their status. *See Figure 3.3.*

a. **Draft Orders** - Repair Order in Draft status
b. **Fresh Orders** - Repair order in Fresh status
c. **Released Orders** - Repair Order in Released status
d. **Shipped Orders** - Repair Order in Shipped status
e. **Quoted orders** - Repair Order in Quoted status
f. **Amendment Pending Confirmation** - Repair Order in Amended status
g. **Quotes Pending Authorization** - Repair Order in Confirmed status
h. **Execution In progress** - Repair Orders in Authorized status
i. **Closed Orders** - Repair Orders in Closed status
j. **AOG Open Orders** - Repair Orders with Priority as AOG, in statuses other than Cancelled or Closed or BER Closed.

2.3.2 EXCEPTION TILES

The **Exception** button tab provides the following tiles to list the MRs based on exceptions/alerts. *See Figure 3.4.*

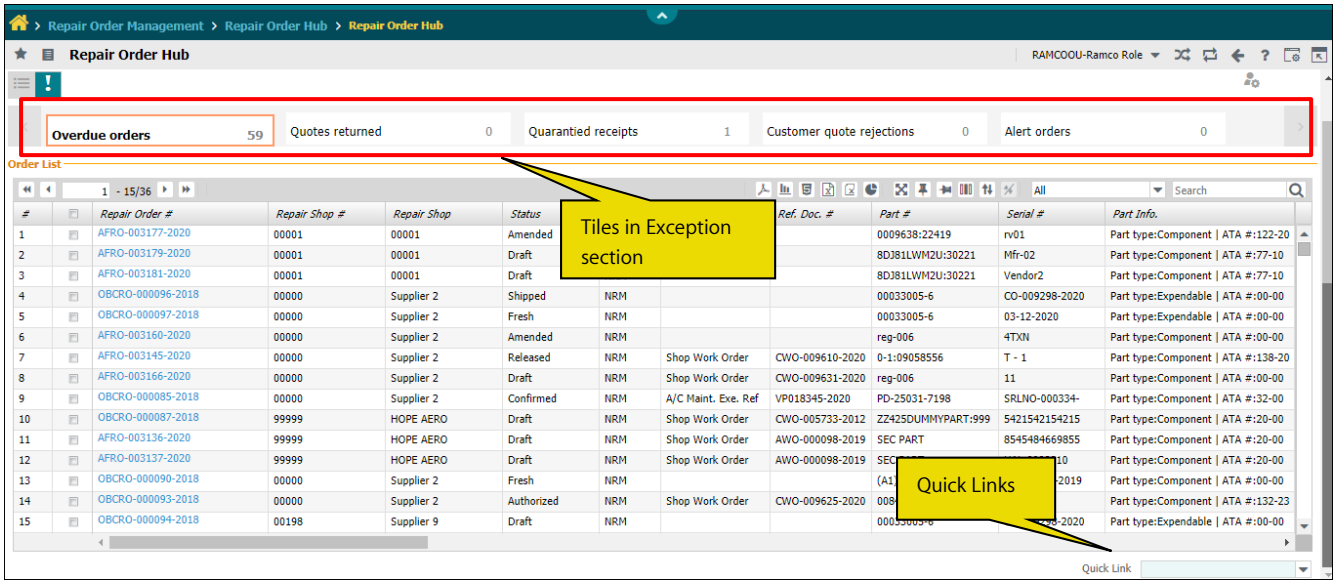

Figure 3.4 Exception tiles in Demand Management Hub

a. **Overdue Orders** - Repair Orders with Repair Shop Shipping Date lesser than current date

b. **Quotes Returned** - Repair Orders in Returned status

c. **Quarantined Receipts** - Repair Orders against which at least one Part is quarantined in the Repair Receipt with the Resolution Responsibility identified as defined in the User Preferences. If no value is defined in User Preference, all the Repair Orders are displayed.

d. **Customer Quote Rejections** - Repair Order with Customer Authorization Status as Rejected or Re-Quote

e. **Alert Orders** - Repair Order with Repair Shop Shipping Date within the alert days defined as per User Preference option. If no value is defined, take it as 30 days.

The Category and Sub Category to be defaulted and displayed, is based on User Preference for the login user, if it is not defined then it is based on the values defined in the **Purchase Option Settings** Screen.

Apart from the status/exceptions based retrieval of Repair Orders, the Search filters can also be used to retrieve the Repair orders in the Hub. If the Search option is used, the category and sub-category will be hidden.

2.3.3 NEW REPAIR ORDER CREATION

From the Repair Order hub, Quick links are provided to launch the screens where actions in the Repair Order could be performed. Also, for creation of new Repair orders link to New Piece part RO/Component RO highlighted can be used. See Figure 3.5

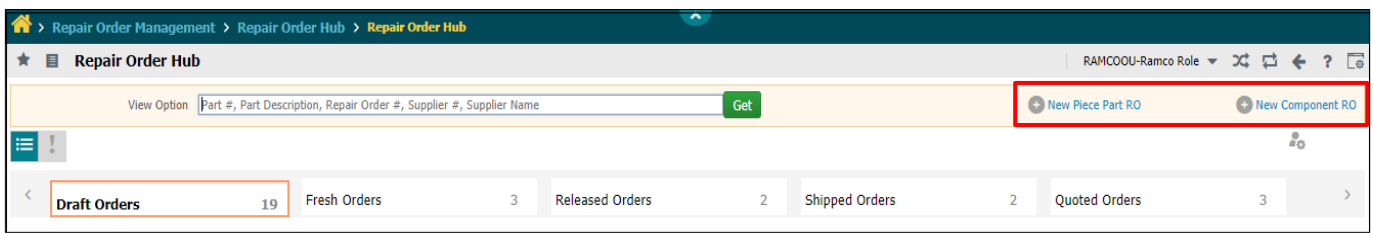

Figure 3.5 Links for RO Creation in Repair Order Hub

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Corporate Office and R&D Center

RAMCO SYSTEMS LIMITED

64, Sardar Patel Road, Taramani,
Chennai – 600 113, India
Office: + 91 44 2235 4510 / 6653 4000
Fax : +91 44 2235 2884
Website : www.ramco.com