

The SAP users guide to mLynx

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HR Master Data

The mLynx engineer requires an active SAP HR master record. The record requires the following info-types in t-code **PA30**. (Display in t-code **PA20**). Normally, this will be handled by the HR department.

Display HR Master Data

Personnel no.

Personnel No	41013043	Name	Miller Craig
EE group	1 Active Employee	Pers.area	AU01 Siemens Ltd. Australia
EE subgroup	AD Permanent Full Ti...	Cost Center	502537 BT SSP VIC Betriebe

Organizational Assignment:

The HR record is assigned to info-type 0001 Organizational Assignment.

Position.

In Organizational plan, the **Position** field is required in the Engineer's Work Center.

Organizational plan

Percentage

Position CSOD
Service Technician

Job key CS
Customer Services / ...

Org. Unit 502537
BT Srv VIC Betriebe

Org.key

Position numbers can be checked in t-code **/SIE/ASP_CS_HR_POS**

If the position does not exist, check with HR department or create a position in the correct organization structure, refer t-code **PPOME**

Organization and Staffing Change

30.06.2016 -31.12.9999

Name	Code	ID	Chief	Workfl...
Staff Assignments (Structure)				
BT Srv VIC Betriebe	502537	O 20259160		
Service Technician	CSOD	S 20022451		
Service Technician	CSOD	S 20022481		
Service Technician	CSOD	S 20022677		
Service Technician	CSOD	S 20022686		
Service Technician	CSOD	S 20022688		
Site Installation Technician	EngSE	S 20022691		
Service Technician	CSOD	S 20022697		
Service Technician	CSOD	S 20022698		
Service Technician	CSOD	S 20022728		
Service Technician	CSOD	S 20022732		
Service Technician	CSOD	S 20034063		

GID.

In Siemens structure, the **GID** is required to comply with Greenfield licencing agreement for SAP.

Siemens Structure

Job Type BT VIC EBA

Location/Office

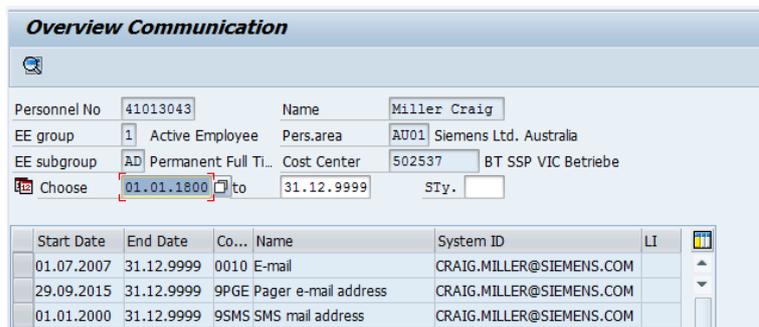
Function Type

GID

Communication data

Communication data, Info-type 0105, is required for sending service reports and pushing new call information. SAP can send the message as an email to the engineer or an email to an external provider for conversion to an SMS text. The following subtypes are used

- 0010 E-mail for sending service report
- 9PGE Pager for sending pager message to engineer
- 9SMS SMS for sending new call notification/email to engineer



The screenshot shows the 'Overview Communication' screen in SAP. It displays fields for Personnel No (41013043), Name (Miller Craig), EE group (1 Active Employee), Pers.area (AU01 Siemens Ltd. Australia), EE subgroup (AD Permanent Full Ti...), Cost Center (502537), and BT SSP VIC Betriebe. A date range is set from 01.01.1800 to 31.12.9999. Below these fields is a table with columns: Start Date, End Date, Co..., Name, System ID, and LI. The table contains three rows of communication data.

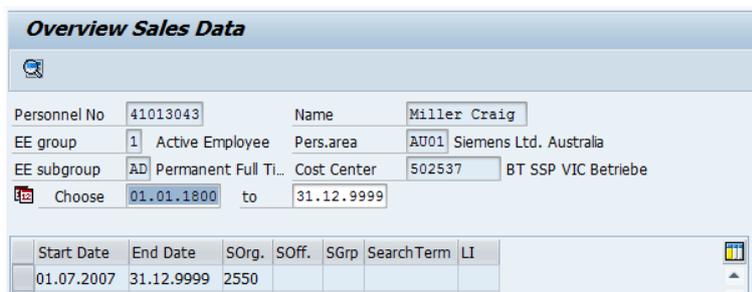
Start Date	End Date	Co...	Name	System ID	LI
01.07.2007	31.12.9999	0010	E-mail	CRAIG.MILLER@SIEMENS.COM	
29.09.2015	31.12.9999	9PGE	Pager e-mail address	CRAIG.MILLER@SIEMENS.COM	
01.01.2000	31.12.9999	9SMS	SMS mail address	CRAIG.MILLER@SIEMENS.COM	

Communication data can be checked in t-code [/SIE/ASP_CS_HR_COMM](#)

Sales Data

Info-type 0900, Sales data defines the system configuration for the mobile application.

Maintain Sales Organization only in the field **SOrg** field.



The screenshot shows the 'Overview Sales Data' screen in SAP. It displays fields for Personnel No (41013043), Name (Miller Craig), EE group (1 Active Employee), Pers.area (AU01 Siemens Ltd. Australia), EE subgroup (AD Permanent Full Ti...), Cost Center (502537), and BT SSP VIC Betriebe. A date range is set from 01.01.1800 to 31.12.9999. Below these fields is a table with columns: Start Date, End Date, SOrg, SOff, SGrp, SearchTerm, and LI. The table contains one row of sales data.

Start Date	End Date	SOrg	SOff	SGrp	SearchTerm	LI
01.07.2007	31.12.9999	2550				

Sales Office, Sales Group and Search Term fields must be blank.

Please delete expired data from the overview list

Sales data can be checked in t-code [/SIE/ASP_CS_HR_SALES](#)

Work Center

Service Order Costs are calculated from the cost center in the engineer's Work Center. The Work Center in the Service Order is derived from the position in the engineer's HR record in the Service Notification using the HR assignment field the Work Center.

Work Center Hierarchy

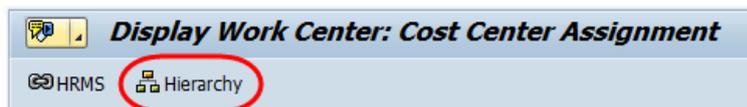
The Work Center Hierarchy is structured into 4 categories. In practice, the higher levels Z001, Z002 and Z003 already exist. The Engineer's Work Center, is always at the lowest category, Z004.

Refer t-code **CR05**:

Work Center List					
WorkCntr	Plnt	Cat	Resp.	Description	Strg Loc
A25	9850	Z001		Siemens BT	
A253	9850	Z002		Siemens BT MEL	
A2534	9850	Z003		BT SES Sup Srv VIC_VPB	
A253401	9850	Z004		41010292 Albert Liistro	
A253402	9850	Z004		BT SES Sup Srv MEL Eng-02	
A253403	9850	Z004		41010245 Darren Harrington	
A253404	9850	Z004		41013043 Craig Miller	
A253405	9850	Z004		BT SES Sup Srv MEL Eng-05	
A253406	9850	Z004		BT SES Sup Srv MEL Eng-06	
A253407	9850	Z004		BT SES Sup Srv MEL Eng-07	

Assign:

Create or change an existing, unused Engineer Work Center. Assign the Work Center to a higher level category from the **Hierarchy** screen. Refer t-code **IR01** or **IR02**



Use the "**Goto**" menu and select "**Relationship detail**" to add or delete hierarchies.

Enter the Plant and Work Center in the Superior section

Change Work Center: Hierarchy Detail		
Basic Data	Scheduling	Capacities
Plant	9850	Siemens Ltd Australia -Service
Work center	A253404	41013043 Craig Miller
Hierarchy		
Plant	9850	
Hierarchy Name	AUS A3	Australia SBT, CIO & OOP
Superior		
<input type="checkbox"/> Root		
Plant	9850	
Superior work center	A2534	BT SES Sup Srv VIC_VPB

To change the relationship, you must delete the existing Superior Work Center entry first.

Basic Data

The following are required for mLynx use:

Description:

Use the logic in the description as “HR number” “Engineer’s name” to easily identify Work Centres in future.

The screenshot shows the 'Display Work Center: Default Values' dialog box. It has a title bar with a yellow icon and the text 'Display Work Center: Default Values'. Below the title bar, there are two tabs: 'HRMS' and 'Hierarchy'. The main area contains two rows of data: 'Plant' with value '9850' and 'Siemens Ltd Australia -Service', and 'Work center' with value 'A253404' and '41013043 Craig Miller'.

Default Values tab:

Set the Control key to Z6IN.

This is required for the Service Order Operation

The screenshot shows the 'Default Values' tab of the SAP dialog box. It has a title bar with the text 'Operation Default Values'. Below the title bar, there are two rows of data: 'Control key' with value 'Z6IN' and a checkbox for 'Ref. Ind.' next to 'Service Internal', and 'Standard text key' with an empty field and a checkbox for 'Ref. Ind.'.

Scheduling tab:

Set the **Work dimension** and **Work unit** in line with local HR settings, e.g. TIME and HR

The screenshot shows the 'Scheduling' tab of the SAP dialog box. It has a title bar with the text 'Dimension and unit of measure of work'. Below the title bar, there are two rows of data: 'Work dimension' with value 'TIME' and 'Work unit' with value 'HR'.

Costing tab:

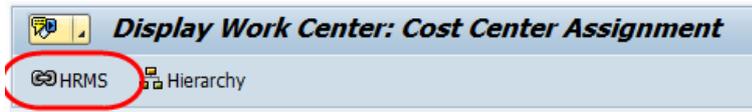
This Cost Center is required for cost determination in the service order

Set the Validity Start date, End date, Controlling Area and Cost Center

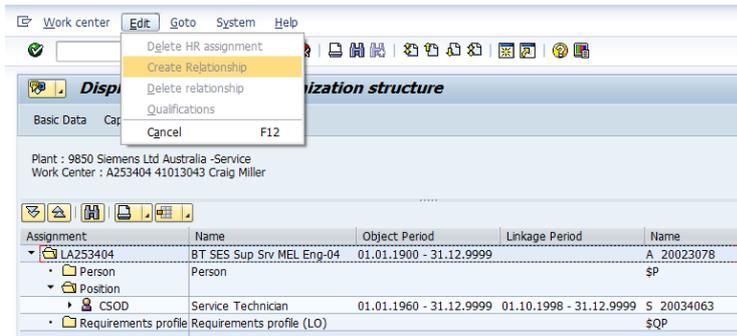
The screenshot shows the 'Costing' tab of the SAP dialog box. It has a title bar with the text 'Validity'. Below the title bar, there are two rows of data: 'Start date' with value '01.10.2014' and 'End Date' with value '31.12.9999', and 'Link to cost center/activity types' with 'Controlling Area' value '5695' and 'Siemens Limited Australia', and 'Cost Center' value '502537' and 'BT SSP VIC Betriebe'.

Assign HR Position:

Open the HR Assignment screen from the HRMS button



Create the relationship from the edit menu. Enter the Position number from HR Master Data



Person-to-WC table

After any changes are made to Work Center Structure or HR assignment, run the update t-code:
/SIE/SSG_CS_PERNR_WC.

Update Transparent Table with persons of Workcenter

Plant: 9850 to

Work Center: A253404 to

Work Center Category: to

Storage Loc. Storage Resource: to

Enter the Plant and Work Center, then Execute

Update Transparent Table with persons of Workcenter

41013043 Miller Please Check the Address, not found by MAP and GUIDE
100 A253404 41013043 Miller Miller Craig SIE VIC 41013043 Craig Miller

Person to Work Center relationships can be checked in t-code **/SIE/SSG_CS_HR.**

List display of persons assigned to work centers.

Report : /SIE/SSG_CS_RWC_TECH_REL
Executed by : Z001P5AU
Date and time : 30.06.2016 (dd.mm.yyyy) - 12:26:30
Number of records: 6

Plant	Work Center	Personnel Number	Storage Loc.	Name
9850	A253401	41010292	1167	LIISTRO ALBERT
9850	A253403	41010245	1169	HARRINGTON DARREN
9850	A253404	41013043	---	MILLER CRAIG
9850	A253409	41010657	1160	HIBBERT ANTHONY
9850	A253413	41013309	1788	GRAY GARY
9850	A253499	41960008	---	SCM VIC SES

Storage Locations

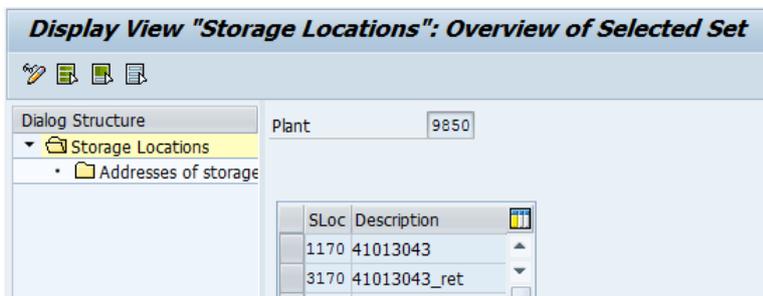
There are 2 different types of stock that can be consumed by mLynx for Service Orders. In both cases, an Engineer's Storage Location is required.

1. CSE Stock, parts for general consumption, or Van Stock, Boot Stock
2. Job Stock, parts allocated to specific Service Order

Storage Locations are created via Change Request (no cost if less than 10 are requested together). The Storage Location is assigned to the engineer via 2 connection points which must be specified in any Change Request.

Description:

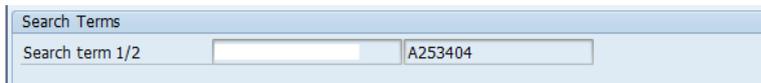
The Storage Location description must be the Engineer's HR number



In addition to the main storage location, a return storage will be created. The description is appended with "_ret" which is case-sensitive. Even if Return Material logic is not used, the return Storage Location will be created. If the MRP will be used to auto fill CSE stock, MRP area data is also required.

Work Center:

In the address field, the Engineer's Work Center is maintained in Search term 2



Reporting:

Storage Location data can be checked in t-code [/SIE/ASP_MM_STORA_LO](#).

The screenshot shows the SAP Storage Locations, Address Details and MRP settings report. The report displays the following data:

Plant	SLoc	Description	MRP	MRP Area	City	Country	Post co...	Region 2	Comment
9850	1207	41012913	1	A0080	BELMONT	AU	6104	WA	A256410 BT WA

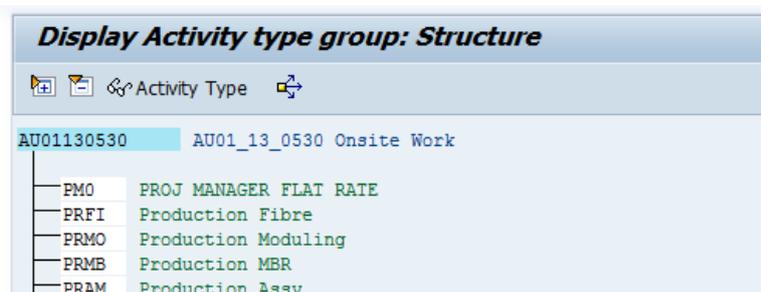
Activity Types

Costs for hours worked in the service order are derived from the cost center in the engineer's Work Center and the Activity Type used.

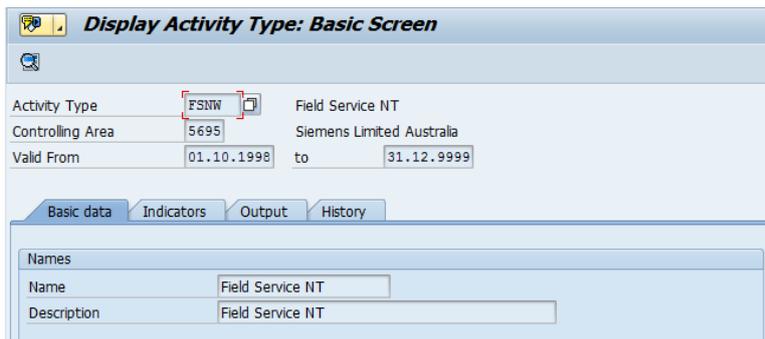
By default, 2 activities: Travel NT and Work NT are required. Other activities for such as Overtime 1.5, Overtime 2.0, Overtime 2.5, Travel 1.5 etc. can also be sent to the PDA.

Structure

Activity Types are assigned to an Activity Type Group however the activity type group naming convention is different for each ARE. Refer t-code **KLH3**:



Double click it to display the details screen or use t-code **KL03**:



Labour Costs

The costs for activities can be created or changed using t-code **KP26** or display data in t-code **KP27**.

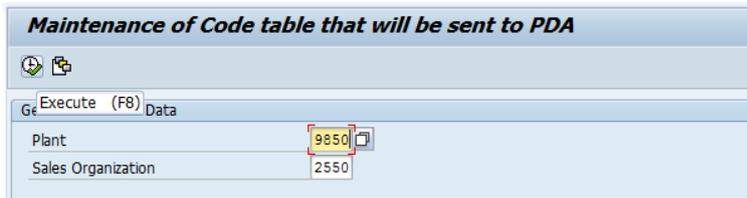
- Enter the version, periods and Fiscal Year.
- Enter Cost Center/s or group and Activity Type/s or group
- Execute



The report displays the prices

PDA Codes

The list of allowable codes/activities/storage location etc. that will be sent to mLynx for use in dropdown lists are defined in SAP without a Change Request. Refer t-code: [/SIE/SSG_CS_UPD_PDA](#):

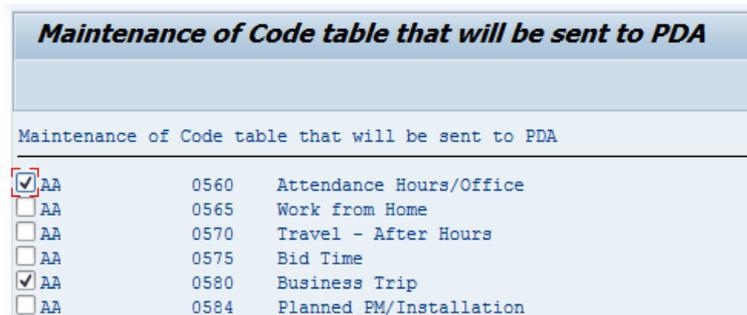


Maintenance of Code table that will be sent to PDA

Execute (F8) Data

Plant	9850
Sales Organization	2550

To show the items in mLynx, tick their boxes then click Save. To remove the items in mLynx, un-tick their boxes then click Save



Maintenance of Code table that will be sent to PDA

Maintenance of Code table that will be sent to PDA

<input checked="" type="checkbox"/>	AA	0560	Attendance Hours/Office
<input type="checkbox"/>	AA	0565	Work from Home
<input type="checkbox"/>	AA	0570	Travel - After Hours
<input type="checkbox"/>	AA	0575	Bid Time
<input checked="" type="checkbox"/>	AA	0580	Business Trip
<input type="checkbox"/>	AA	0584	Planned PM/Installation

Overview of different code types:

- AA Non-productive Attendance codes
- AC Activity Codes list, including Pre-start and Activity text 9999
- AR Activity types for Return travel
- AT Activity types
- AV CSE Availability
- AZ Activity type excluded in the service report (must be different to AT)
- CC/DC Cause/Object/Damage Codes list
- DP Drop-off points for MPC Task
- EC Effect codes for New Call (if enabled)
- FC Failure codes for Returned Stock
- PR Priority codes for New Call (if enabled)
- RR Return codes for Returned Stock
- RS Shared Storage locations that transfer stock
- SL Storage locations for Stock Availability
- SS Shared Storage locations that transfer stock (India)

Notes:

After any changes in SAP, the SAP Codes screen in mLynx System menu must also be refreshed to update the on-board lists.

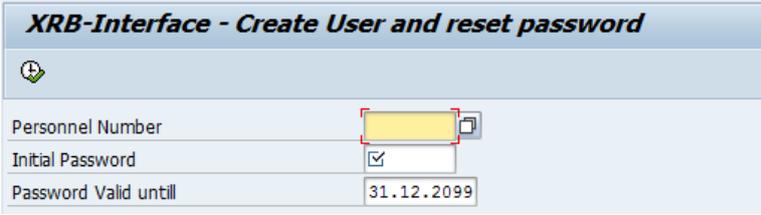
New codes or code types (not showing in the SAP list) can only be requested by Change Request

User Setup

The mLynx user account is enabled when a password is granted to an existing HR record in SAP. The password is required to logon to the application, a valid password will trigger a license. This is automatic and you don't need to request a license separately.

To create a password, refer t-code [/SIE/ASP_CS_XRBLOGON](#)

Enter the HR number and an initial password. Save



XRB-Interface - Create User and reset password

Personnel Number

Initial Password

Password Valid until

The account is made up of the following information created in SAP:

- HR Number
- Work Center
- Plant
- Storage Location
- Sales Organisation
- Default Activity Travel
- Default Activity OSR

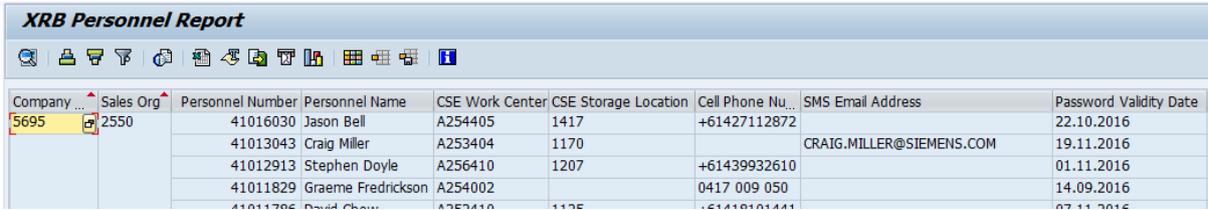
This information is required by every Engineer and this must be entered into mLynx User Data screen. If the data is lost in mLynx due to system upgrades, expired history clearing the browser history or cache, the Engineer must know this information to re-enter it manually

Delete a user:

If the engineer leaves the company, the logon entry is removed when the HR record is deactivated.

In the case were the engineer no longer requires access to mLynx, follow the same step as "Create" but you enter the Password Valid date to a date in the past. Save

The list of users can be checked in t-code: [/SIE/ASP_CS_XRB_USER](#)



XRB Personnel Report

Company	Sales Org	Personnel Number	Personnel Name	CSE Work Center	CSE Storage Location	Cell Phone Nu...	SMS Email Address	Password Validity Date
5695	2550	41016030	Jason Bell	A254405	1417	+61427112872		22.10.2016
		41013043	Craig Miller	A253404	1170		CRAIG.MILLER@SIEMENS.COM	19.11.2016
		41012913	Stephen Doyle	A256410	1207	+61439932610		01.11.2016
		41011829	Graeme Fredrickson	A254002		0417 009 050		14.09.2016
		41011705	David Ch...	A253410	1175	+61418101441		07.11.2016

Check the steps for creating a Work Center and creating a Storage Location if any data is missing

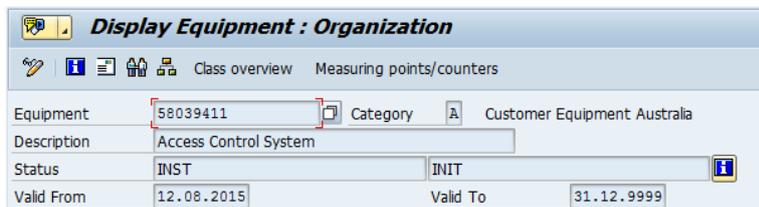
Call Management

NBCH or Notification Based Call Handling process utilises master data from customer install base and HR data to assign Engineers to perform tasks to maintain, service and repair the customer's equipment. With correct configuration and data, it possible for the Engineer to provide feedback to SAP from the mobile application - mLynx

Equipment

The Service Notification requires an Equipment. Besides the usual material and customer information, the equipment should also have the following information, refer t-code **IE03**

Equipment Status:



The screenshot shows the SAP 'Display Equipment: Organization' screen. The equipment number is 58039411, with a category of 'A' and description 'Access Control System'. The status is 'INST' (Installed) and 'INIT' (Initial). The valid from date is 12.08.2015 and the valid to date is 31.12.9999.

Equipment	58039411	Category	A	Customer Equipment Australia
Description	Access Control System			
Status	INST	INIT		
Valid From	12.08.2015	Valid To	31.12.9999	

Organization tab:

Catalog profile = ZMONITOR or ZSAKURA (Healthcare)



The screenshot shows the 'Responsibilities' tab in SAP. It displays the planning plant (9850 - Siemens Ltd Australia -Service), planner group, main work center (A2534 / 9850 - BT SES Sup Srv VIC_VPB), and catalog profile (ZMONITOR - Monitor Catalogue Profile).

Responsibilities			
Planning plant	9850	Siemens Ltd Australia -Service	
Planner group			
Main WorkCtr	A2534	/	9850 BT SES Sup Srv VIC_VPB
Catalog profile	ZMONITOR	Monitor Catalogue Profile	

Structure tab:

Installed in a Functional Location

Tech ID (TechIdentNo.) is useful when creating a

New Call (if enabled) from mLynx

Structuring	
Functional loc.	5695-2540039040-2590062727
Description	Fairfax Media - Collins
Superord.Equip.	
Description	
Position	
TechIdentNo.	

SerData tab:

If the equipment is serialised, history is recorded including install base changes and past service history

General		
Material	10852646	10852646\P300 Ultrasound System 1.0
Serial Number	188	
Last SerialNo	32644	

 History

Service Notification

The Service Notification can be created in SAP with reference to the Equipment. The Notification type and other NBCH related settings may vary per Plant/Sales Org. The Customer, Plant/Work Center, Catalog profile, etc. are copied from the Equipment, refer t-code **IW51**

The screenshot shows the SAP 'Create Service Notification' interface. The title is 'Create Service Notification: CS Problem Notif.'. The notification number is 500000902220, and the subject is 'Breakdown test case'. The status is OSNO. The reference object is 'Fairfax Media - Collins' with equipment number 58039411. The interface includes tabs for Header, Additional, Warranty, Location, Item, Tasks, and Activities.

The work flow for a Service Notification is handled by a list of tasks, the standard task in NBCH are:

CC → DISP → SMS → ETA → TRAV → OSR → CRM

The initial task must be set once the notification is created, either CC or DISP.

Other custom programs designed to make it easier to create the notification with relationship to the customer/equipment and set the initial task also exist, e.g. **/SIE/SSG_CS_CIS_R1** Customer Identification Screen.

The standard tasks are assigned colours to be used in the monitoring processes for easy identification. The same colours are used by both dispatching tools, ZMON and VPB

Call Clarity	Dispatch	Time of Arrival	Travel	Onsite	Material Order
--------------	----------	-----------------	--------	--------	----------------

Notes about tasks:

- Multiple DISP tasks for multiple Engineers/visits to site can be created
- ETA, TRAV, OSR, MPC and CRM are created from mLynx
- Other tasks are available or created by system e.g. ZCSC Cancelled by Service Center.

CC Task

The Call Clarification is completed by technical support staff before dispatching a field engineer to site. In some cases, it may be preferable to use a CC task before sending an Engineer to site (DISP task). The results of the CC task can be either problem resolved or send an Engineer to site.

If the CC task is closed as "Successful", the notification is closed and no Service Order is created.

If the CC task is closed as "Completed", a DISP task is created automatically.

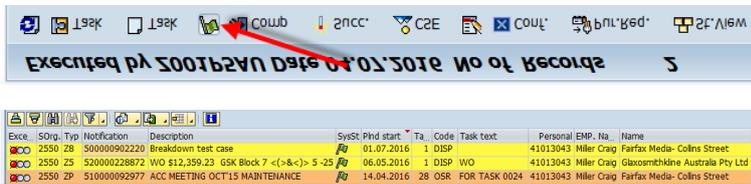
If the call clarification is not an option, create the DISP task first.

DISP Task

The DISP task is what the other tasks are related to. Once the DISP task is released, the SMS task is created and background activities will occur to automatically create the

Service Order. The DISP task will link to the activity to the Operation in the Service Order

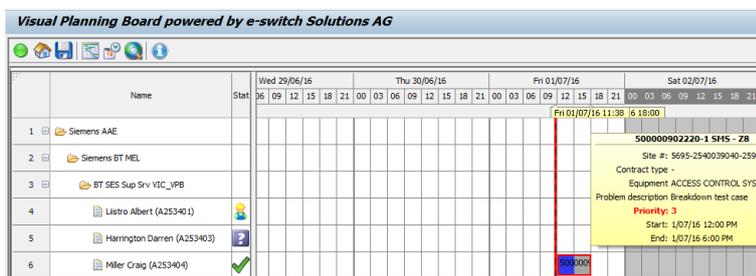
Management of the DISP tasks can be done in ZMON list screen. Assign and release the DISP task by selecting the open DISP task and click the **Release** flag. Refer t-code [/SIE/SSG_CS_MON_R1](#).



Exec	SOrd	Typ	Notification	Description	SysSt	Plnd start	Ta	Code	Task text	Personal EMP. No.	Name	P	
000	2550	Z8	500000902220	Breakdown test case	01	07.2016	1	DISP		41013043	Miller Craig	Farfax Media- Collins Street	1
000	2550	Z5	520000228872	WO \$12,359.23 GSK Block 7 <(-&-<-) 5 -25	06	05.2016	1	DISP	WO	41013043	Miller Craig	Gloxsmethkline Australia Pty Ltd	1
000	2550	ZP	510000092977	ACC MEETING OCT'15 MAINTENANCE	14	04.2016	28	OSR	FOR TASK 0024	41013043	Miller Craig	Farfax Media- Collins Street	0

Visual Planning Board, an external program can also be used to plan and schedule DISP task.

Refer t-code [/SIE/ASP_CS_VPB](#)



Name	Stat	Wed 29/06/16	Thu 30/06/16	Fri 01/07/16	Sat 02/07/16
1 Siemens AAE					
2 Siemens BT MEL					
3 ET SES Sup Srv VTC_VPB					
4 Lietro Albert (A253401)					
5 Harrington Darren (A253403)					
6 Miller Craig (A253404)					

500000902220-1 S15 - Z8
Site #: 5695-2540039040-25900
Contract type:
Equipment ACCESS CONTROL SYSTEM
Problem description Breakdown test case
Priority: 3
Start: 1/07/16 12:00 PM
End: 1/07/16 6:00 PM

The DISP task remains open until the Engineer sends the ETA task as acceptance of the call.

SMS Task

An SMS task is created automatically after the DISP task is released.

In SAP:

This task generates an email to the in HR Communication data, subtype 9SMS

No.	Code gr...	Ta...	Task code text	Task text	T...	Task Status
1	ZMONITOR DISP		Dispatch			TSRL
2	ZMONITOR SMS		Short Message Service	FOR TASK 0001		TSCO

The SMS message is sent as an email to the Engineer



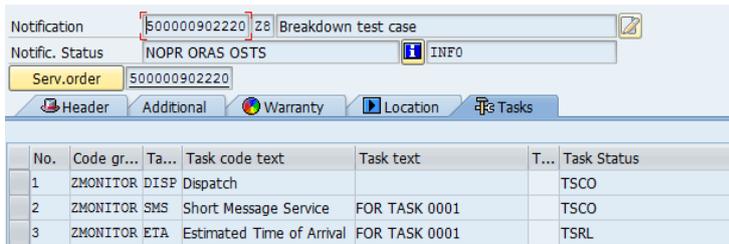
Unlike other tasks, the SMS task is completed automatically by system.

ETA task

The ETA task is sent from mLynx as an indication of acceptance of the job. The start time is also sent to indicate the time the Engineer expects to arrive on site.

The ETA is released automatically but can be updated anytime from and as often as required until the OSR task is started.

After the Engineer sends ETA, the task is created with relationship to the DISP task number and the DISP task is closed (TSCO).

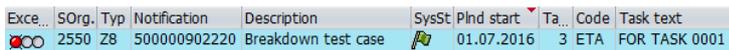


The screenshot shows a software interface with a notification header and a table of tasks. The notification details include: Notification ID 500000902220, Z8 Breakdown test case, Status NOPR ORAS OST, and Serv.order 500000902220. The task list table is as follows:

No.	Code gr...	Ta...	Task code text	Task text	T...	Task Status
1	ZMONITOR	DISP	Dispatch			TSCO
2	ZMONITOR	SMS	Short Message Service	FOR TASK 0001		TSCO
3	ZMONITOR	ETA	Estimated Time of Arrival	FOR TASK 0001		TSRL

In ZMON:

After refreshing the screen, the Task code changes to ETA and the colour is updated

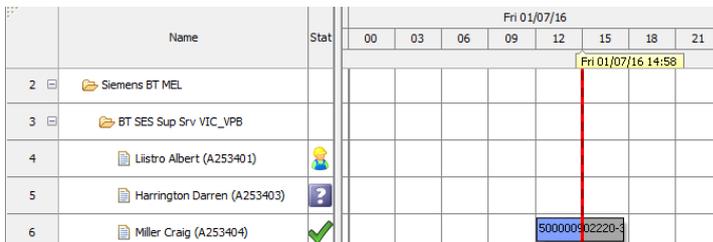


The screenshot shows a table with the following data:

Exce...	SOrg	Typ	Notification	Description	SysSt	Plnd start	Ta...	Code	Task text
100	2550	Z8	500000902220	Breakdown test case	10	01.07.2016	3	ETA	FOR TASK 0001

In VPB:

The call changes colour automatically



The screenshot shows a call log table with columns for Name, Stat, and time slots (00, 03, 06, 09, 12, 15, 18, 21). A red vertical line is drawn at the 12:00 mark. The call log entries are:

Name	Stat	00	03	06	09	12	15	18	21
Siemens BT MEL							Fri 01/07/16 14:58		
BT SES Sup Srv VIC_VPB									
Listro Albert (A253401)									
Harrington Darren (A253403)									
Miller Craig (A253404)	✓								

Reject option

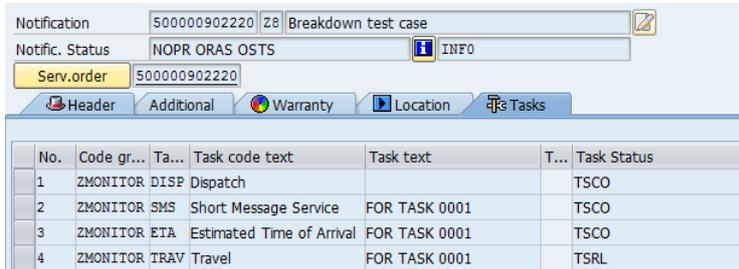
The Engineer can also reject a DISP task from mLynx

If the task is rejected, the DISP task is closed and the notification is closed. Unless the Dispatcher requests the engineer to reject a task, the engineer must contact the dispatcher and advise the DISP task was rejected. A new DISP task must be created if Engineer rejected a DISP task by accident

TRAV Task

The TRAV task is sent from mLynx to show the engineer has started travelling to site.

The TRAV task is created with relationship to the DISP task number and released automatically. This also closes the ETA task



The screenshot shows a notification window for 'Breakdown test case' with notification number 50000902220. The notification status is 'NOPR ORAS OSTS'. Below the notification, there are tabs for 'Header', 'Additional', 'Warranty', 'Location', and 'Tasks'. The 'Tasks' tab is active, displaying a table of tasks.

No.	Code gr...	Ta...	Task code text	Task text	T...	Task Status
1	ZMONITOR	DISP	Dispatch			TSCO
2	ZMONITOR	SMS	Short Message Service	FOR TASK 0001		TSCO
3	ZMONITOR	EIA	Estimated Time of Arrival	FOR TASK 0001		TSCO
4	ZMONITOR	TRAV	Travel	FOR TASK 0001		TSRL

In ZMON:

After refreshing the screen, the Task code changes to TRAV and the colour is updated

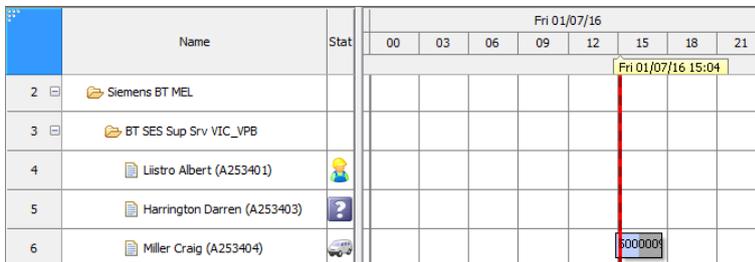


The screenshot shows a table with columns: Exce..., SOrg, Typ, Notification, Description, SysSt, Plnd start, Ta..., Code, Task text. The task 'Breakdown test case' is highlighted in yellow, and its task code is now '4 TRAV FOR TASK 0001'.

Exce...	SOrg	Typ	Notification	Description	SysSt	Plnd start	Ta...	Code	Task text
00	2550	Z8	50000902220	Breakdown test case	01.07.2016	4	TRAV	FOR TASK 0001	

In VPB:

The call changes colour automatically and the start time and Engineer status icon are updated. If GPS is enabled, the engineer location is displayed on the map



The screenshot shows a VPB interface with a timeline for 'Fri 01/07/16'. The timeline has columns for 00, 03, 06, 09, 12, 15, 18, and 21. A red vertical line indicates the current time at 15:04. The interface lists several tasks with their names, status icons, and engineer names.

Name	Stat
2 Siemens BT MEL	
3 BT SES Sup Srv VIC_VPB	
4 Listro Albert (A253401)	
5 Harrington Darren (A253403)	
6 Miller Craig (A253404)	

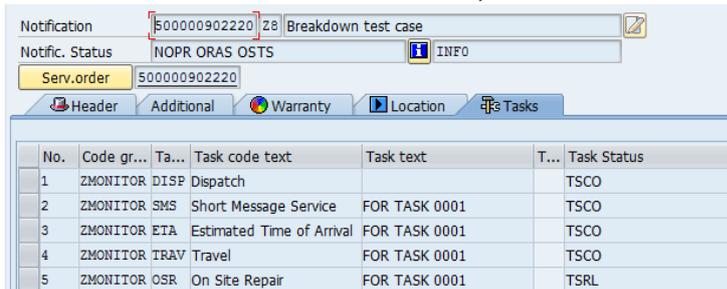
OSR Task

The OSR task is sent when the engineer arrives on site. The task is released automatically and closes the TRAV task. If the TRAV task was skipped, the ETA task is closed.

The OSR task will have a duration of 1 hour, but the Engineer can send Planned End Time of the DISP task to advise the expected end time. The Planned end time can be updated anytime and as often as required until the CRM task is sent.

In SAP:

The OSR task is created with relationship to the DISP task number.



No.	Code gr...	Ta...	Task code text	Task text	T...	Task Status
1	ZMONITOR	DISP	Dispatch			TSCO
2	ZMONITOR	SMS	Short Message Service	FOR TASK 0001		TSCO
3	ZMONITOR	ETA	Estimated Time of Arrival	FOR TASK 0001		TSCO
4	ZMONITOR	TRAV	Travel	FOR TASK 0001		TSCO
5	ZMONITOR	OSR	On Site Repair	FOR TASK 0001		TSRL

In ZMON:

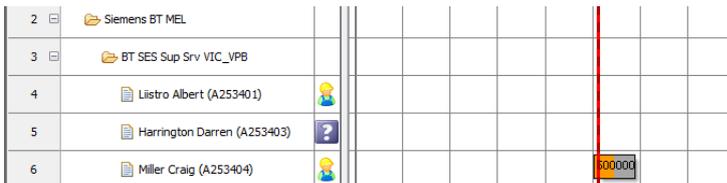
After refreshing the screen, the Task code changes to OSR and the colour is updated



Exce...	SOrg.	Typ	Notification	Description	SysSt	Plnd start	Ta...	Code	Task text
000	2550	Z8	500000902220	Breakdown test case	🟢	01.07.2016	5	OSR	FOR TASK 0001

In VPB:

The call changes colour automatically and the start time and Engineer status icon are updated. If GPS is enabled, the engineer location is displayed on the map



2	Siemens BT MEL								
3	BT SES Sup Srv VIC_VPB								
4	Listro Albert (A253401)	👤							
5	Harrington Darren (A253403)	?							
6	Miller Craig (A253404)	👤						500000	

Service Order

The Service Order is created in background after the DISP task is released, the information is copied from the Service Notification.

The Service Order is linked to the Service Notification, they have the same number and can be seen in t-code **IW33**. Information from the engineer's Work Center is copied to the Operation tab:

The screenshot shows the SAP 'Display CS.Order Billed to Cust. - Call Handling 500000902220: Operati' screen. The 'Operations' tab is active. The header information includes Order 2565 | 500000902220 | Breakdown test case and Sys.Status CRTD MANC NMAI PRC SETC. The main table displays the following data:

Op...	SOp	Work ctr	Plant	Co...	StTextK	S...	Operation short text	LT	Actual work
0010		A253404	9850	Z6IN			Breakdown test case		0.0

Select the operation and click the Enhancement button at bottom of the Operation tab to show the Enhancement tab.

This screenshot shows a row of buttons at the bottom of the SAP interface: General, Internal, External, Dates, Act. Data, and Enhancement. The Enhancement button is highlighted, indicating it has been selected.

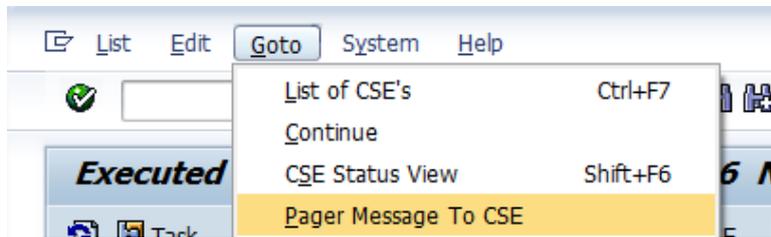
The value for Status DISP field is the DISP task number from the Service Notification, this is the link between the Notification task number and the Order Operation number

The screenshot shows the 'Enhancement' tab in the SAP interface. The 'Order' field contains 500000902220 and the 'Oper./Act.' field contains 0010. The 'Field key' is Z000004. The 'Status DISP' field is highlighted and contains the value 0001. Other fields include 'Follow up Date', 'Follow up Time', and 'Final Confirm'.

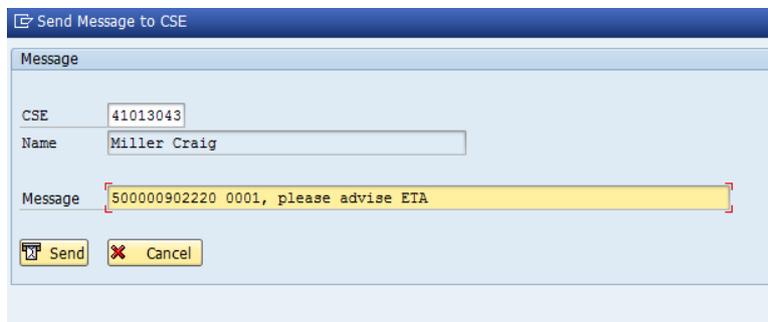
Pager Message

It is possible to email an engineer directly from t-code `/SIE/SSG_CS_MON_R1` - CSE Monitor

Select the call from the monitor screen then “Goto” menu then click select Pager Message.



The message will contain the job/task number, add the required text within the character numbers allowed and hit Send



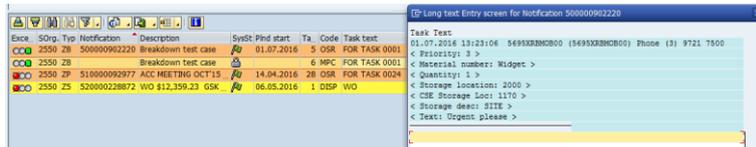
The email is sent to the Engineer



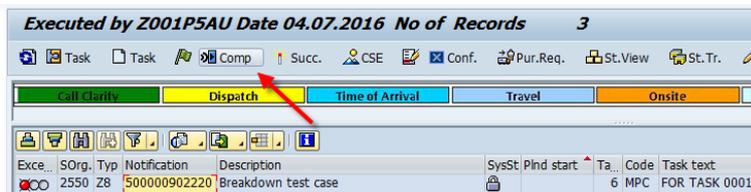
MPC Task

While onsite, the engineer can request parts required via an MPC task. The task is created in mLynx and displayed in ZMON and the notification The task will be closed manually in SAP when the parts are dispatched.

The MPC task is created and the dispatcher can append the task text and close the task



Close the task from ZMON, t-code `/SIE/SSG_CS_MON_R1` by selecting the task and click the **Comp** button



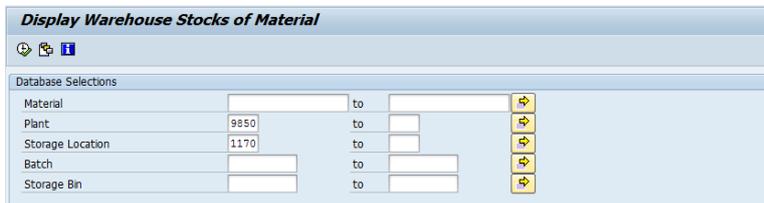
Alternatively, complete the task in the notification, refer t-code `IW52`. Open the task tab, select the MPC task and click the complete button at bottom of screen (Chequered Flag)



The Task is now completed, status = TSCO

CSE Stock

Stock with valuation type = NEW can be consumed from the Engineer's Storage Location. The plant number must be the same plant as the Service Notification. Refer to t-code **MB52** to display the stocks in SAP



The screenshot shows the SAP transaction 'Display Warehouse Stocks of Material'. The interface includes a title bar with the transaction name and a toolbar with icons for navigation and help. Below the title bar is a section titled 'Database Selections' containing a table with the following fields and values:

Field	Value	Operator	Field	Value	Action
Material		to			+
Plant	9850	to			+
Storage Location	1170	to			+
Batch		to			+
Storage Bin		to			+

Adding CSE stock:

Parts can be added to the Engineer's Storage Location via these methods:

- Transfer Posting from Main Warehouse to Engineer Storage Location via t-code **MB1B**
- Goods Receipt of a Stock Transfer Order to Engineer Storage Location via t-code **MIGO**
- Transfer Posting between 2 Engineer Storage Locations via mLynx
- Goods Receipt of a Stock Transfer Order to Engineer Storage Location via mLynx

In case where multiple plants are used and stock is stored in a different Logistics plant, the stock to be consumed for a Service Notification must be transferred to the same plant as the Service Notification before consumption.

Note:

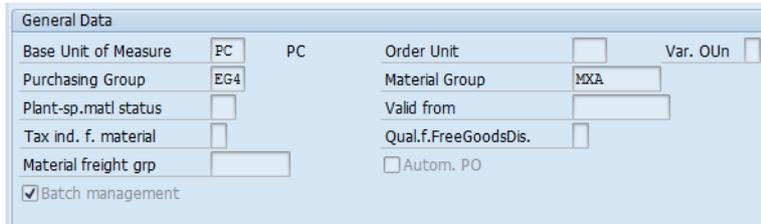
If the stock is added to the Engineer storage location but not seen in mLynx, refresh the Call Overview list to download the latest information

Job Stock

Material and quantity is assigned to a Service Order as Job stock and can't be used for another job. Job Stock must have a batch number and be in the CSE storage Location for consumption.

Material Master

The material number must be set for Batch Management in the Purchasing tab, refer t-code **MM02**:



The screenshot shows the 'General Data' tab in SAP MM02. The 'Batch management' checkbox is checked. Other fields include Base Unit of Measure (PC), Purchasing Group (EG4), Material Group (MXA), and Valid from.

Purchase Req.

Create the Purchase Req from ZMON, t-code **/SIE/SSG_CS_MON_R1** or manually via t-code **ME51N**



The screenshot shows the SAP ME51N toolbar. A red arrow points to the 'Pur. Req.' icon. Below the toolbar are buttons for 'Call Clarify', 'Dispatch', 'Time of Arrival', 'Travel', and 'Onsite'.

Enter material number, qty, Delivery date, plant, storage location etc. The service order number must be in the **Requisnr** field



The screenshot shows the 'Create Purchase Requisition' screen. A red arrow points to the 'Requisnr' field in the table below.

Save the PR for Logistics team to raise the PO

Purchase Order

During the creation of the PO, the batch number must be added or created, refer t-code **ME21N/ME22N**



The screenshot shows the 'Material Data' tab in SAP ME21N/ME22N. A red arrow points to the 'Batch' field.

Goods Receipt the Purchase Order to Storage Location via t-code **MIGO**

If required, transfer the stock/batch to CSE Storage Location, refer t-code **MB1B**

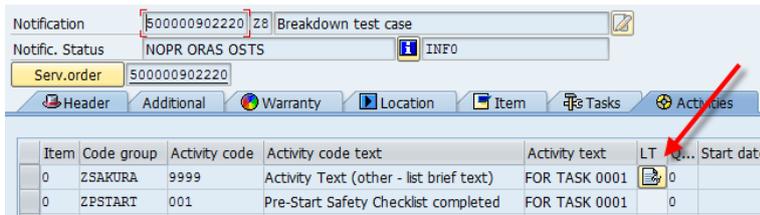
If the GR occurs after the DISP task is released, the Engineer will refresh the Call overview screen

Activity Codes

Activity codes are copied to the **Activities tab** of the Service Notification for the DISP task, there are some special codes to be identified. Refer t-code **IW53**.

Activity Text is captured in Activity code 9999, which exists for ZMONITOR and ZSAKRA code groups. Double-click the LT icon to show the text. Text cannot be deleted but changes to long texts will be updated in reprinted service reports.

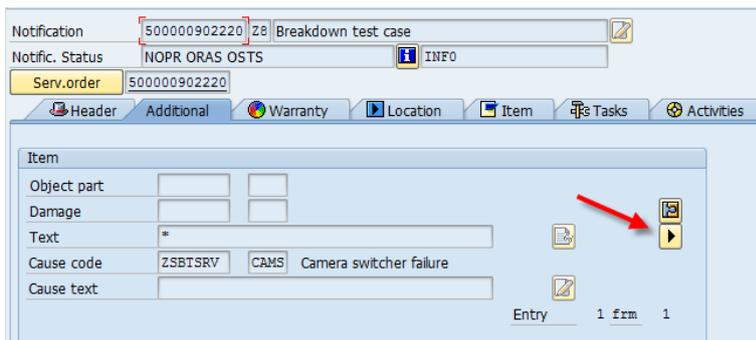
If enabled, the selected Prestart is captured in code group ZPSTART.



Item	Code group	Activity code	Activity code text	Activity text	LT	Start date
0	ZSAKURA	9999	Activity Text (other - list brief text)	FOR TASK 0001		0
0	ZPSTART	001	Pre-Start Safety Checklist completed	FOR TASK 0001		0

Cause/Object/Damage Codes

Cause/Object/Damage Codes are copied to the **Additional tab** of the Service Notification for the DISP task, refer t-code **IW53**. Use the **Play** button to scroll through each DISP task. The list of codes are also displayed in the **Item tab** or can be reported in t-code **IW69**



Notification: 500000902220 Z8 Breakdown test case
Notific. Status: NOPR ORAS OSTS INFO
Serv.order: 500000902220

Additional tab: Cause code ZSBTSRV CAMS Camera switcher failure

Item tab: Object part, Damage, Text, Cause code, Cause text

Entry 1 frm 1

Service Report

The Service Report is copied to the DISP task in the Service Notification, **Tasks tab**.

Refer t-code **IW53**.

Double-click on the DISP task to open the Detail screen:

Task

Sort number	1	Task	1
Code group	ZMONITOR	Monitor Task Catalogue	
Task code	DISP	Dispatch	
Follow-up actn			
Task text			
Task Status	TSCO	INIT	
Responsible	Primary Techni...	41013043	Miller Craig

Task planning

Planned start	01.07.2016	12:00:00	
Planned finish	01.07.2016	18:00:00	
Completed On	01.07.2016	14:49:15	By 5695XRBM000 5695XRBM000

Close Object links

Then click the **Object links** button to show the PDF attachment

Attachment list

Icon	Title	Creator Name	Created On
	500000902220_0001	5695XRBM000	01.07.2016

Order Components

The Local items are copied to the **Components tab** of the Service Order, refer t-code **IW33**. The price entered for each item in mLynx is captured in the Recipient Column.

Display CS.Order Billed to Cust. - Call Handling 500000902220: Compone

Order: Z565 0000902220 Breakdown test case

System Status: REL CNOK GMFS PRC SETC

Item	Component	Description	LT	Reqt	Qty	UM	IC	Special stock	SLoc	PInt	Op...	Batch	Proc. Category	Recipient	Unloading Point
0010		Car parking		1	PC	I				9850	0010		Text for Order	NB:50	

Order Costs

The Local items are copied to the **Costs tab** of the Service Order, refer t-code **IW33**.

The different type of costs are shown in the overview, e.g.

- Consumption of RAW/Merchandise = Stock consumed
- Serv.Int.Labour = Hours, but only showing after CATS Transfer has posted

Group/Descrptn	Est. costs	Plan costs	Act. costs	Currency
Costs	0.00	0.00	621.37	AUD
Consumption of RAW/Merchandise	0.00	0.00	381.57	AUD
Serv.Int.Labour	0.00	0.00	239.80	AUD

Click the **Rep.Plan/Act.** Button to show detail screen:

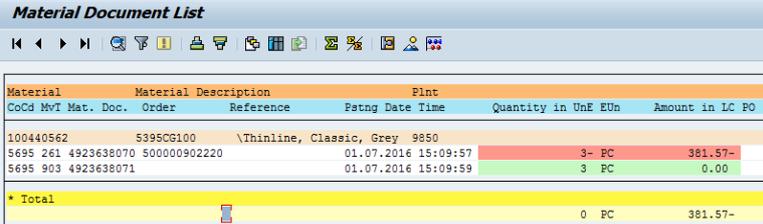
Ord.	Short text	D	Debit ind.	Partner	ActTyp	Cost Elem.	Cost Element (Text)	Origin	Σ	Total act.costs
P	Primary Costs	D				60100100	Cons. of RMS and merchandise 3rd party	9850/100440562		381.57
S	Secondary Co...	D	Debit:	502537/FSNW	FSNW	S6686720	SERVICE JOB	502537/FSNW		220.00
S	Secondary Co...	D	Debit:	502537/FSTN	FSTN	S6686720	SERVICE JOB	502537/FSTN		19.80
										621.37
										621.37

Double-click the line to show the posting detail:

DocumentNo	Pers.No.	ParCost.	Created on	↑	Quantity	PUM	Value	TCur	TCurr	Purch.Doc.	Material	Posting Date
604150571	41013043	502537	04.07.2016		2.000	H	220.00	AUD				01.07.2016
					2.000	H	220.00	AUD				

Stock Movement

To display Stock movements, refer t-code **MB51**



The screenshot displays the SAP Material Document List (MB51) for material 100440562. The table shows three movement entries: a purchase order (261) with a quantity of 3 PC and a value of 381.57, and a return stock (903) with a quantity of 3 PC and a value of 0.00. The total quantity is 0 PC and the total value is 381.57.

Material	Material Description	Plant	CoCd	MV1	Mat. Doc.	Order	Reference	Posting Date	Time	Quantity in UnE	EUn	Amount in LC	PO	
100440562	5395CG100 \Thinline, Classic, Grey	9850												
5695	261	4923638070	500000902220					01.07.2016	15:09:57	3-	PC	381.57-		
5695	903	4923638071						01.07.2016	15:09:59	3	PC	0.00		
* Total											0	PC	381.57-	

Valuated stock movement, is posted with Movement type 261 GI for Order from the Engineer's Storage Location.

Non-valuated stock movement is posted with Movement type 903 Receipt w/o PO is for the return material trigger. Return stock is non-valuated in the Return Storage Location.

Old valuation type = NEW

New valuation type = DEFECT 0

New Call (if enabled)

If enabled, calls can be created “on the fly” from mLynx in much the same way as in SAP. The New Call screen has a search function to identify the customer/equipment

The following must exist in the PDA Codes to use this function:

- EC Failure Codes
- PR Priority Codes

Refer t-code: [/SIE/SSG_CS_UPD_PDA](#)

Once submitted, the call is recorded in SAP and the number is provided in the feedback. If the customer credit is good and no other errors are found, the DISP is automatically created and released back to the same engineer.

 500000902283

The same process continues from the ETA task step as if the notification was created in SAP

Exce..	SOrg.	Typ	Notification	Description	SysSt	PInd start	Ta..	Code	Task text	Personal
	2550	Z8	500000902283	New Call test case		05.07.2016	1	DISP		41013043

Stock Returns (if enabled)

When enabled, parts can be returned to the central warehouse for quality checking and return to supplier. Unused and excess stock can also be returned.

If the stock is return material from CRM, the stock is transferred from the Engineer's Return Storage Location, otherwise the stock is transferred from the Engineer's Storage Location

The following must be maintained in PDA Codes to use this function:

- RR Reason for Return
- FC Failure Codes

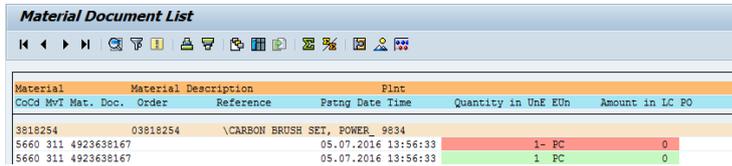
Refer t-code: [/SIE/SSG_CS_UPD_PDA](#)

In SAP, the movement types 311/313 are posted depending on the stock type (CSE/Job)

Stock Transfer (if enabled)

If parts are required urgently and another CSE has spare, it is possible to “get” the parts with permission by transferring between storage locations.

In SAP, movement type 311 is posted, refer t-code **MB51**



The screenshot shows the SAP Material Document List (MB51) interface. The table displays the following data:

Material	Material Description	Plant
3818254	\CARBON BRUSH SET, POWER_ 9834	
5660 311 4923638167		05.07.2016 13:56:33
5660 311 4923638167		05.07.2016 13:56:33

The table also includes columns for CoCd, Mvt, Mat. Doc., Order, Reference, Fatng Date Time, Quantity in UnE EUn, and Amount in LC PO. The quantity and amount for the two entries are 1 PC and 0 respectively.

The following must be maintained in PDA Codes to use this function:

- RS Shared Storage locations that transfer stock
- SS Shared Storage locations that transfer stock (India only)

Refer t-code: **/SIE/SSG_CS_UPD_PDA**

Goods Receipt

Parts issued to Engineer Storage Location via Stock Transfer Order (STO) can be receipted via mLynx

Create the STO via **ME21N**, create Delivery via t-code **VL10B** and Post Goods Issue (PGI) via t-code **VL02N**. If Warehouse Management is used, refer t-code **LT12** to confirm the TO before PGI.

Stock Transport Del. 4009262183 Display: Overview

Outbound deliv. 4009262183 Document Date 04.07.2016
 Ship-to party ST98500000 Plant customer 9850 / Bayswater VIC 3153

Item Overview Picking Loading Transport Status Overview Goods Movement Data Siemens Milestone

Pick Date/Time 14.07.2016 00:00 OvrnPickStatus C Fully picked
 Warehouse No. A01 Australia Central WH/ OverallWMStatus C WM trsf ord confirmd

Item	Material	Plnt	SLOC	Deliv. Qty	Un	Picked Qty	Un	Batch	B.	P	V	Stag. Date	Matl...
10	100440562	9850	0033 2		PC	2	PC					C 14.07.2016 00:00	

The GR is posted from mLynx with movement type 101, refer t-code **MB51**

Material Document List

Material	Material Description	Plant	Quantity in UnE	EdUn	Amount in LC	PO
100440562	5395CG100 \Thinline, Classic, Grey 9850		2	PC	0.00	4506321255

The Stock Transport Order is updated, refer t-code **ME23N**

Item [10] 100440562, 5395CG100 \Thinline, ...

Sh. Tr./Ev.	MVT Posting Date	Material Doc.	Item	Qu.	Crcy	Amount	GR/IR clea.	L.Cur	Amount in LC	Qty in OP	Un	Re
GR Goods receipt	01 05.07.2016	5014189570	1	2	AUD	0.00	0.00	AUD	0.00	2	PC	
GR Goods receipt				2	AUD	0.00	0.00	AUD	0.00	2	PC	
GI Goods issue	641 04.07.2016	4923638085	1	2		0.00	0.00	AUD	337.93		PC	40
GI Goods issue				2		0.00	0.00	AUD	337.93		PC	
DINT Delivery note	04.07.2016	4009262183	10	2		0.00	0.00	AUD	0.00		PC	
DINT Delivery no.				2		0.00	0.00	AUD	0.00		PC	

Attendance

This function allows the Engineer to record time for an activity that has no service order, e.g. meetings etc. Since SAP will record all the timesheet entries in CATS, time collisions etc are also checked during entry. It is then possible to fully record the utilisation percentage for work for engineers

The timesheet is posted into CATS, refer t-code **CADO**



The screenshot shows the SAP 'Display Time Sheet Data' interface. At the top, there is a title bar 'Display Time Sheet Data' and a toolbar with various icons and buttons like 'Choose' and 'Save'. Below the toolbar is a table with the following data:

Exception Work ctr	Pers.No.	Name	OpAc	Receiver	Order	Network	ActTyp	A/A type	Hours	MU	Start Time	End time	Date
	41013043	Miller Craig						0540	2.00	H	12:00:00	14:00:00	01.07.2016

Since there is no cost collector, the hours are posted without Work Center or Activity Type.

Project Timesheet

This function allows the Engineer to book the hours to a Network Activity

To enable this time posting, the Engineer's work center is assigned to the Network Activity. In case multiple engineers can be assigned, the Main Work can be used. This will enable all the engineers within the Main Work Center Hierarchy to see this activity in mLynx, refer t-code **CJ20N**:

Change: Network: Basic Data Overview (Basic Dates)

Network: S129659 SBT-VIC-FSS-Austin Health Short StayUnit

Ac...	Description	Norm...	N...	Work	U...	Work C...	Plant	Std te...	C...	Bus. Process	Activl...	F...	Int. dist...
0050	Non-Siemens-Local	DAY		HR		9950			0				AU
0060	Non-Siemens-Foreign Currency	DAY		HR		9950			0				AU
0080	Freight	DAY		HR		9950			0				AU
0090	Project Management	DAY		HR		9950			0				AU
0100	Engineering	DAY		HR		9950			0				AU
0110	Commissioning	DAY	100.0	HR	A253410	9950			0		FSNW		AU
0120	Installation	14 DAY	200.0	HR	A2534	9950			0		FSNW		AU

The Engineer can select an assigned activity and post a timesheet from mLynx. The hours posted from Network timesheet are posted into CATS, refer t-code **CADO**

Display Time Sheet Data

Exce...	Work ctr	Pers.No.	Name	OpAc	Receiver	Order	Network	ActTyp	A/A type	Hou...	MU Start	Time	End time	Date
	A253404	41013043	Miller Craig	0120			S129659	FSNW	0530	3.00 H	09:00:00	12:00:00		01.07.2016

Transfer

Before the hours are showing as actual costs in the WBS, they must be transferred. This usually happens automatically overnight or monthly depending on the cost collector and/or country/BU.

To transfer costs manually, refer t-code **CAT5**. Enter the parameters, clear the **Test run** check box and execute. The number of records are read and confirmed

CATS: Transfer to Project System

No. of records containing errors: 0
 No. of records read: 1
 No. of records saved successfully: 1

Number of records read: 1
 No. of confirmations generated: 1
 No. of confirmations canceled: 0
 No. of confirmations with errors: 0
 No. of cancellations with errors: 0
 Number of locked confirmations: 0

No postprocessing pool generated
 No messages from cost determination

Order	OpAc	SOp	Confirm.	Cap	Spl	Work ctr	F	Postg date	Act.finish	Act. start	Un.	Act.work	ActTyp	Wagety
Message ID	Hsg.no.	Message												
	S129659	0120	22631175	0	A253404			01.07.2016	12:00:00	09:00:00	H	3.0	FSNW	

Project Costs

Once the time sheet entries are transferred to the Project System, the costs can be displayed, refer t-code **CJ13**

Enter the Project/WBS Element/Network number

Display Project Actual Cost Line Items

DB profile DB profile Status Further selection criteria...

Project Management Selections (DB profile: 000000000001)

Project to

WBS Element to

Network/order to

Activity to

Materials in network to

Execute:

Display Actual Cost Line Items for Projects

Document Master Record

DocumentNo	WBS Element	Year	Period	RefDocNo	Object	Cost Element	Cost element name	Created on	Val	In	rep.	cur.	RCurr
604150670	500P-29661.P.03	2016	10	22631175	S129659 0120	S6686720	SERVICE JOB	07.07.2016				330.00	AUD
						S6686720	SERVICE JOB		*			330.00	AUD
									**			330.00	AUD

Timesheet

If the wrong start time was posted, the time is corrected from mLynx, except for approved Leave from HR/Orchid, which cannot be updated.

After the update from mLynx, the original time is cancelled and a new entry is created, refer t-code **CADO**

The cancelled time sheet can be displayed and the ref counter ID in the new time sheet is the counter ID of the old time sheet:

Display Time Sheet Data														
▲ ▼ [Icons] Choose Save [Icons]														
Exce...	Pers.No.	Name	OpAc	Receiver Order	ActT...	A/A type	Date	Start Time	End time	Hours	MU	Name	Counter	Ref. counter
OO	41013043	Miller Craig	0010	500000902220	FSTN	0520	01.07.2016	14:30:00	15:00:00	0.50	H	Approved	000032335256	000032335220
OO	41013043	Miller Craig	0010	500000902220	FSTN	0520	01.07.2016	14:49:00	15:00:00	0.18	H	Cancelled	000032335220	

The costs are posted to the cost collector only after the respective transfer takes place

For Service Order Costs, refer t-code **CAT9**

For **Project Costs** refer t-code **CAT5**

There are no costs for Attendances so there is no transfer

Notes about collecting GPS data

GPS must be enabled on your mobile device, please consult the manual for your mobile device.

Your location is only captured if GPS is enabled by your country/division.

Your location is captured only when you send it, tracking is not possible

The address is determined by coordinates captured by the device using GPS on the device

The address is sent to SAP and saved as long text of the task sent.

Google Geocoding service is used for this function

<https://xrb.siemens.com.sg>