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ISERVICE PLATFORM TRAINING

Doc. No. □ YT-WCSC(O)-07-1002
Version □ 1.0
Issuing date □ May, 2019

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REVISION HISTORY

Document	Version	Issue Date	Remark	Participant	Status
ISERVICE PLATFORM TRAINING MANUAL	1.0	2019.05	Initial	Leon	Editing
ISERVICE PLATFORM TRAINING MANUAL	1.0	2020.03	update	Leon	Editing

Introduction and workflow

For quick learning, please check the video in below link.

1.iService Introduction

<http://etraining.grgbanking.com/?g=training&m=Video&a=detailview&id=1068>

2. iService Roles and Workflow

<http://etraining.grgbanking.com/?g=training&m=Video&a=detailview&id=1070>

About iService Training Course

Range→

This Training is designed for the operation level
(Including introduction and operation)

Trainee→

Administrators\ operators\ field Service team\ warehouse
team\Repair team\Other related staff





Target of this training



Target→

- 1\ Understand the logic and working process of field service tickets\
spare parts handling\warehouse management\repair tickets handling\
system management based on different role definitions.
- 2\ Familiar the operation of different working flow and data input/output
in web end and mobile end.
- 3\ Be able to introduce the functions and benefits to the customers and
partners.



Role definition

No	Role	Authority Duty
1	Customer	A. Submit service application form
		B. View and follow up service tickets
2	Operator	A. Handle the hotline
		B. Create tickets
3	Service Manager	A. Create service station and user account
		B. Dispatch tickets to service engineers
		C. Check and approve service tickets
		D. Check and approve spare parts stock in/stock out application
4	Service Engineer	A. Ticket processing
		B. My spare parts management
5	Warehouse Manager	A. Stock In/Out management :Check and confirm stock in/Out application
6	Warehouse Keeper	A. Create "stock in" "ship out" order
		B. Stock In/Out management: Execute "Storage" or "Outbound" action
		C. Create Inventory profit/loss management
7	Repair Manager	A. Check and approve Repair tickets
8	Repair Engineer	A. My spare part management
		B. Create and process repair ticket
9	QC Inspector	Quality control of maintenance
10	Administrator	System management

Training time frame



- 1\ Basic introduction and demonstration (1 Hour)
- 2\ Operation (About 4 Hours)
 - Setup basic database (30 minutes)
 - Create user with different roles and familiar functions (30 mins)
 - Role-Based working flow process practice (3 hour)
- 3\ Case study (30 mins)
- 4\ Q&A (30 mins)

Index



Part 1.	Basic Introduction
Part 2.	Database Setup
Part 3.	Spare Parts Stock in /out
Part 4.	Ticket Processing
Part 5.	Repair Ticket
Part 6.	Technical Support





Part 1 Basic Introduction



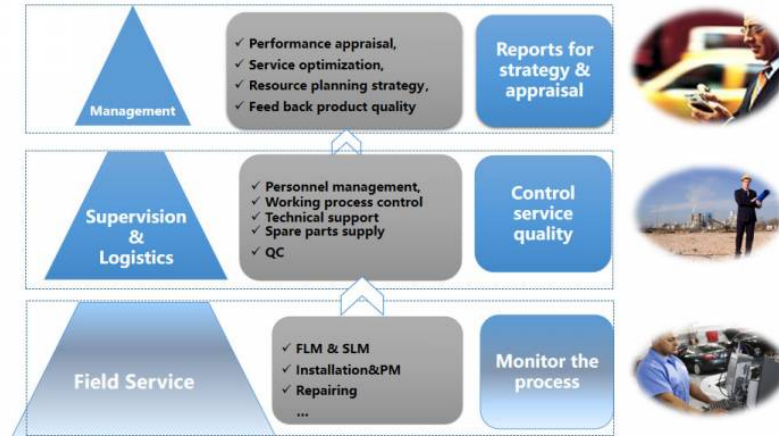
1.1 What is iService

$i + \text{Service}$ \rightarrow **iService**



IService - A professional service management software in ATM Field

IService system is based on the **PHP** Program language and **Browser/Server** technology, provides effective service solution for ATM field : Equipment management, High quality FLM&SLM, Warehouse management, Repair management , Report management, and Personnel organization.

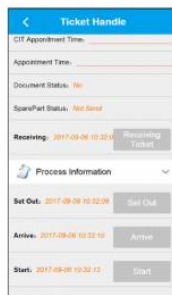


IService Overview



Webpage

Support the entire service chain

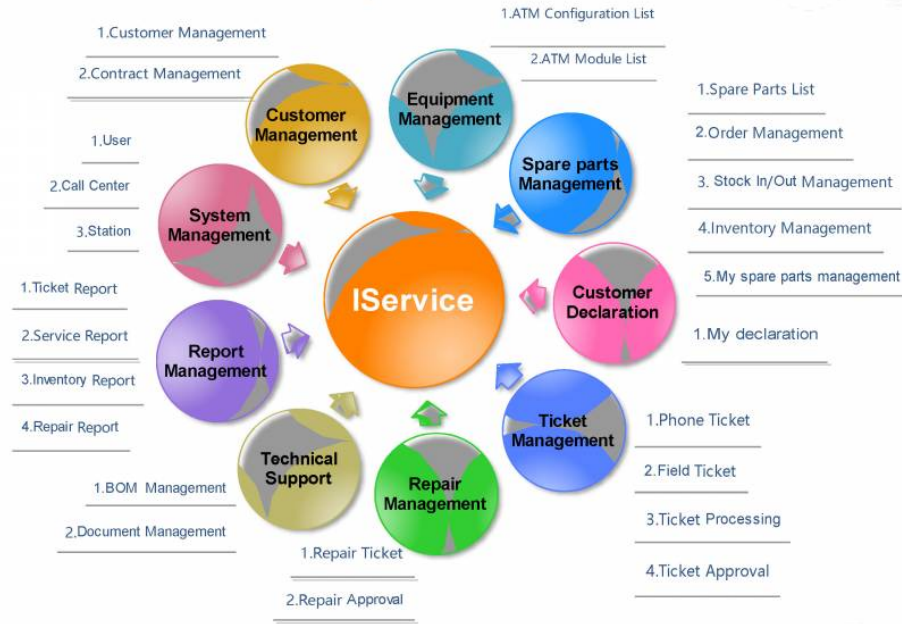


Mobile APP

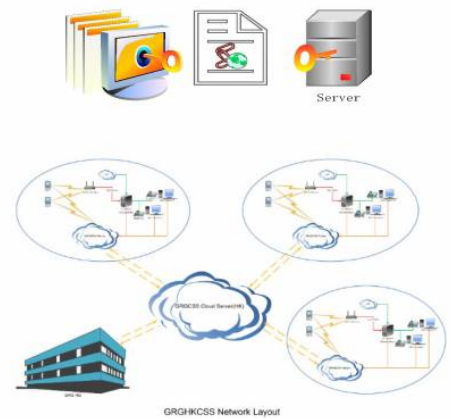
Customized mobile service management solution



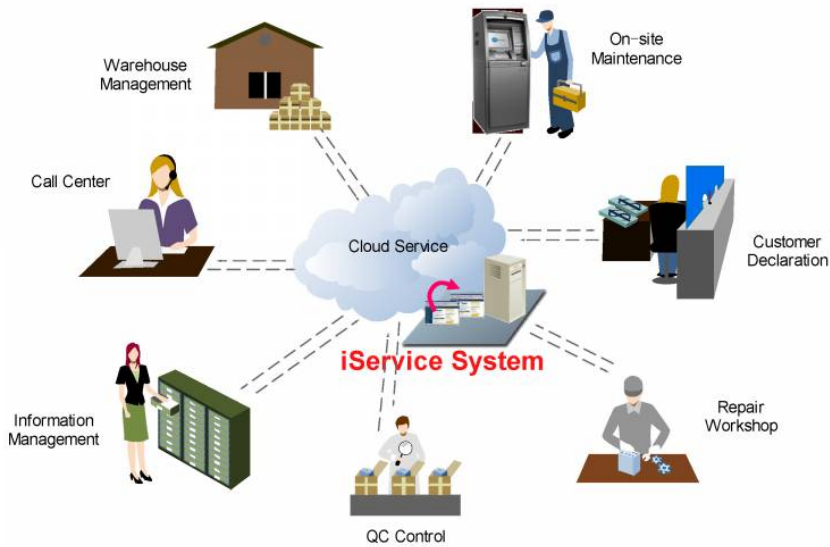
IService Functionality



IService Technical Features



Provide Delicacy Management



- ✓ Business management
- ✓ Asset management (equipment, spare parts)
- ✓ Staff management

Cut Management Cost & Optimize Service

Manage without Iservice



Manual management—crushing



Maintenance ATM per engineer < 50 units



High dull rate; slow turnover



Quarrel/complaint/penalty

VS

Manage with Iservice



System management--convenient



Maintenance ATM per engineer > 80 unit



High efficient turnover, reducing dull rate



Intelligent and transparent process supervising, 100% satisfaction

VS

VS

VS

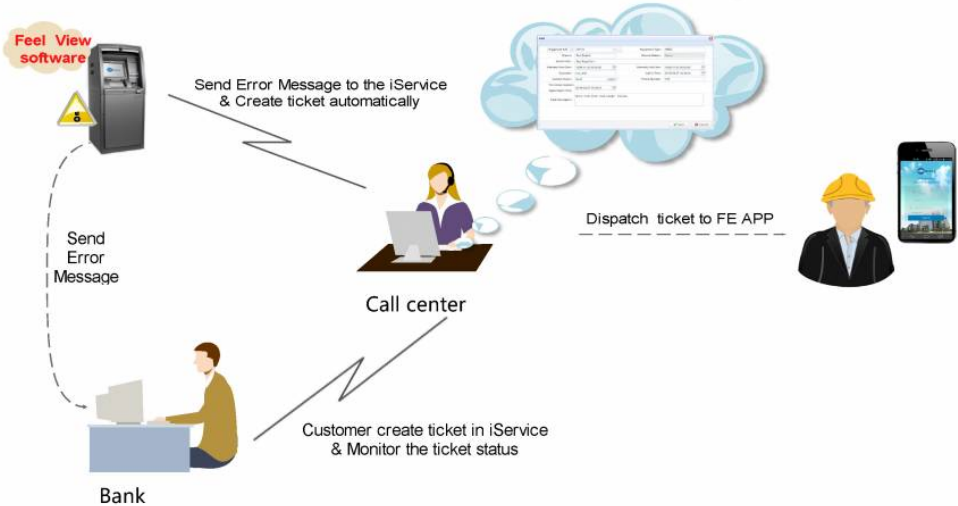
Monitor ATM Performance & Quick Response to Service Request

Plan1: Full-automatic service request

- ✓ High efficiency and real time feedback
- ✓ Supervising machine easily

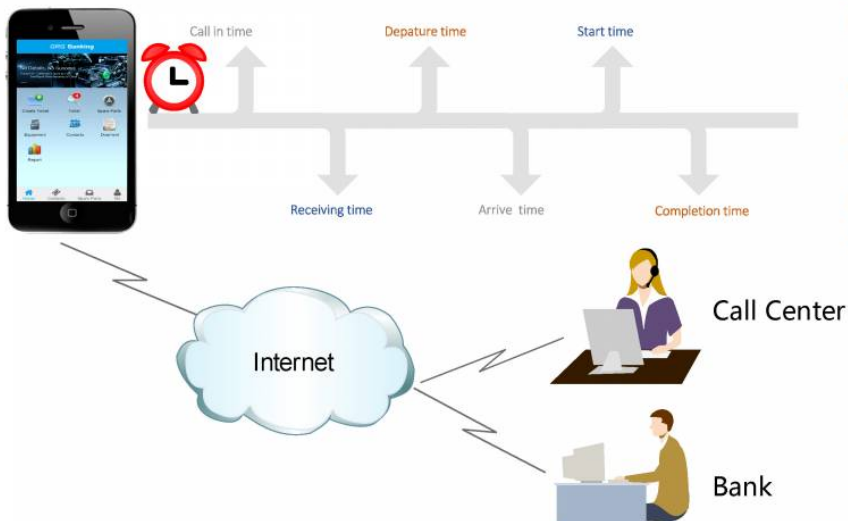
Plan2: Semi-automatic service request

- ✓ Supervising on-site service process



Guarantee Service Quality to Prevent Bank Penalty

Supervise ticket process to manage and control service quality.



✓ Set time counting for each steps to follow the SLA of service contract.

✓ Ticket form is easy to fillout: 87% objective options, 13% Main ticket options

✓ Every ticket will goes to service manage for double check and approve

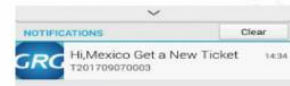
✓ Office can supervise and support ticket process

✓ Timeout reminder mail

APP function Support

✓ New ticket reminder

Alert & Notification



✓ Take Picture&Upload files



Upload



✓ Electronic Signature



Signature



✓ Online Technical Document Support

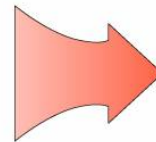
Solutions + CKS + TB + Manual



Spare parts Management – Making Rational Purchase Plan

Spare part statistic report

Index	Part number	Early inventory	Monthly inventory	Average inventory	Lat Price	Sales Price	Self-cost Price	Total inventory	Outboard total	Total overhauling	Inactive Rate	Turnover	Per Online
40	0	0	32	11	205.75	0.00	0.00	6515.00	432.93	0.00	0.00%	18.18%	
41	0	0	35	27.5	40.40	0.00	0.00	2235.30	0.00	0.00	0.00%	2.00%	
42	0	0	10	5	142.03	0.00	0.00	1420.00	0.00	0.00	0.00%	2.00%	
43	0	0	80	45	147.83	0.00	0.00	11826.40	2052.94	0.00	0.00%	45.99%	
44	0	0	2700	1991.6	0.16	0.00	0.00	16244.25	432.93	0.00	0.00%	5.11%	
45	0	0	124	42	38.80	0.00	0.00	4812.04	0.00	0.00	0.00%	2.00%	
46	0	0	122	81.5	15.50	0.00	0.00	1860.00	200.00	0.00	0.00%	22.02%	
47	0	0	0	0	2.9	0.00	0.00	86.35	0.00	0.00	0.00%	0.00%	
48	0	0	0	0	88.78	0.00	0.00	0.00	0.00	0.00	0.00%	0%	
49	0	0	20	10	83.34	0.00	0.00	1666.80	0.00	0.00	0.00%	0.00%	
50	0	0	10	4.5	38.20	0.00	0.00	382.00	0.00	0.00	0.00%	0.00%	
51	0	0	10	0	14.92	0.00	0.00	149.20	0.00	0.00	0.00%	0.00%	
52	0	0	50	25	14.07	0.00	0.00	703.50	0.00	0.00	0.00%	0.00%	



Analysis Data:

- Stock inventory
- Monthly in and out stock
- Dull rate
- Turnover rate
- Safe inventory (upper limit & lower limit)

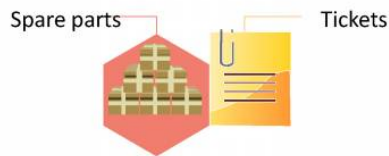


Making Rational Purchase Plan

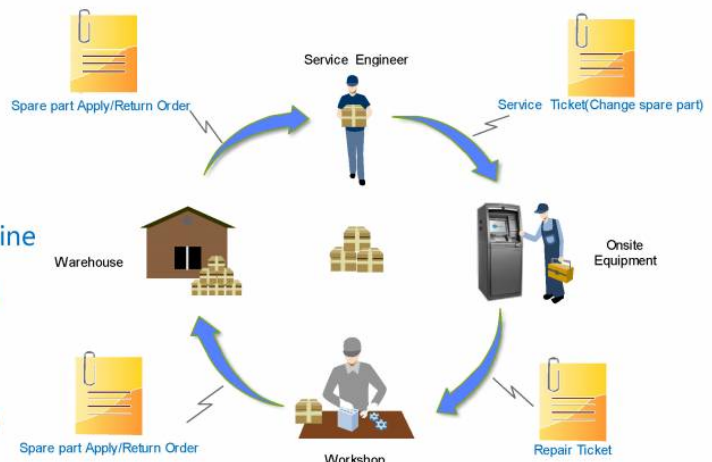


Spare parts Management – Tracking Spare Parts to prevent losing

Every step of spare parts connected with tickets can be tracked.



- ✓ Tracking the spare parts used for which machine
- ✓ Tracking the parts in which engineer' s hand
- ✓ Tracking where the bad parts come from
- ✓ Tracking whether the bad parts is repairing in workshop



Spare parts Management- Consuming cost accounting

FSO KPI report

Section 1. Service Key		
Section 2. Service Key		
Section 3. Service Key		
Section 4. Service Key		
Engineer	Spare parts Value Used in Ticket	Parts Value Ticket
all	182.81	2.7
Bülent Uluhan	167.65	1.03
Hakan Çil	96.4	1.67
Fatih Karbukan	195.18	3.13
Julent Yakup Ayb	241.06	1.26
Ceyhan Zugurli	302.05	3.52
Hatem AKIN	262.05	3.56
Mustafa Simsek	162.69	1.19
Barış Güçlü	162.74	3.05
Ercan Acar	253.04	3.28
Salih Tatli	293.53	2.75
Emrah Ozer	143.51	2.35
Nuri Kirbacoglu	323.97	2.81
Harun Cagman	207.64	
Salif Sen	112.81	
Serdar Tasar	234.52	
Emin Ozkok	89.87	
Huseyin Akbas	107.75	

Spare part cost KPI:
a. Spare part Value/ATM
b. Spare part value in service ticket

Spare part Cost Statistics:

- ✓ Evaluate the cost per machine
- ✓ Evaluate consuming cost by machine type
- ✓ Assess consuming cost by service team
- ✓ Assess consuming cost by FE

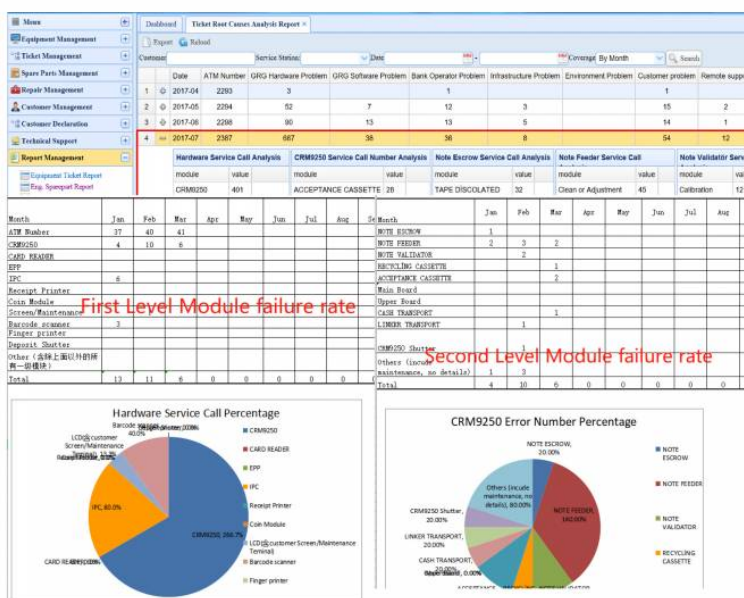


Help making reasonable service quotation
Make reasonable KPI for spare part consuming

-



Section 2. Service Key Performance by Station

[illegible]

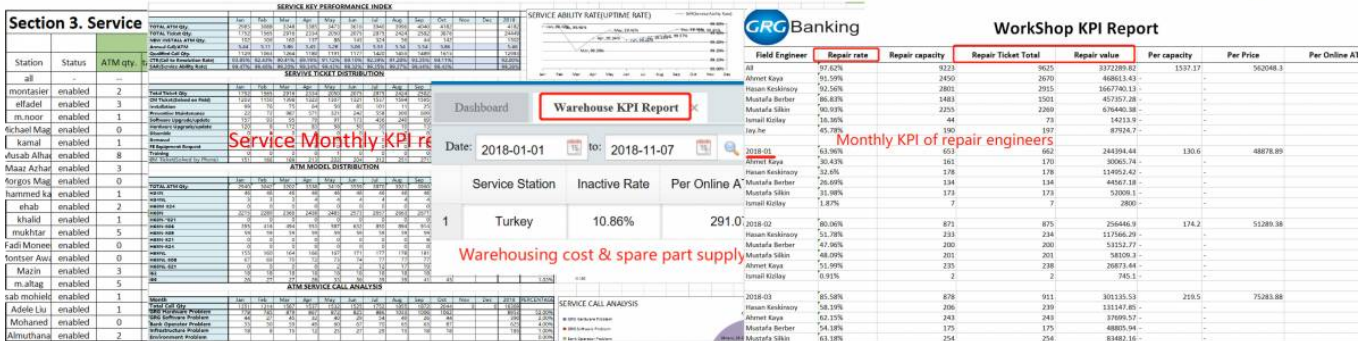
- ★ Help to make purchase plan for important spare parts
- ★ Make training plan for the module with high failure rate
- ★ Repairing tasks arrangement

Report Management - Flat and Transparent Management

- FSO Analysis Report : Total task quantity, CTR, Repeat call rate.
- Service Monthly Report: SAR , CIR, Repeat call rate, Call/ATM, Call/FE
- Warehouse KPI Report: Inventory balance ,Cost,Supply efficiency,Dull rate
- Work Shop KPI Report: Repair quantity, Repair success rate,Repair value



Office can easily monitor the onsite performance!
The boss can manage and control all important procedure and assess KPI reasonably!



1.2 System Interface

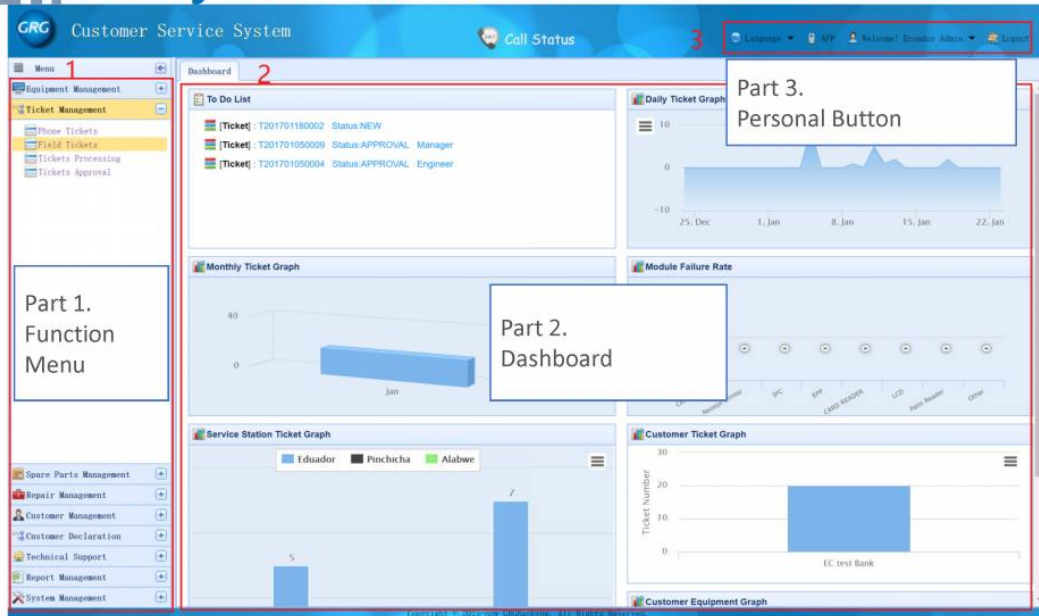
Login Website: <http://esupport.grgbanking.com:9999>

The screenshot shows the login interface of the GRG Banking Customer Service System. It includes a login form with the following fields:

- UserName**: A text input field for the username.
- Password**: A password input field with a masked password (*****).
- Verify**: A text input field for a verification code.
- Login**: A blue button to submit the login information.

Below the login form, there is a text box that reads: "Login: Input account, password and random verify code".

1.2 System Interface



1.2.1 Function Menu Introduction

Part1:Click the Function to expand, click again to fold up

1. Equipment Management – to import the machine info and check the machine details
2. Ticket Management– to create and process service tickets for
3. Spare Parts Management– to manage to spare parts inventory for warehouse
4. Repair Management– to create and process repair tickets for workshop
5. Customer Management– to manage the customer and service contract info
6. Customer Declaration– for customer to create and follow the ticket status
7. Technical Support– to manage and inquiry the technical support document
8. Report Management– to export the report for field service, warehouse and repair report
9. System Management– to manage the system user account and service stations

1.2.2 Dashboard Introduction

Patr2: Show the data graph for different section

1. To Do List— show the tasks for the account user to follow up
2. Daily Ticket Graph— show the ticket quantity each day in a graph
3. Monthly Ticket Graph— show the ticket quantity each month in a graph
4. Service Station Ticket Graph— show the ticket quantity in different station and different status in a graph
5. Customer Ticket Graph— show the ticket quantity for different customer
6. Customer Equipment Graph— show the equipment quantity for different customer



1.2.3 Personal Buttons Introduction

Patr3:



1. Language
– to select the language that you prefer
2. APP
– scan QR code to download the **android** app for processing the service tickets(if you want IOS app, please contact us)
3. Welcome
– to change personal info and account password
4. Logout
– to exit the system



1.3 APP Introduction



1. Ticket
 - to process service ticket in different status
 - *Number in red(5) shows 5 tickets assigned to this account
2. Spare Parts
 - to submit apply order to warehouse to get spare parts for service
3. Equipment
 - to inquire equipment information
4. Contacts
 - to inquire contacts info of engineer in the system



Part 2 Database Set Up

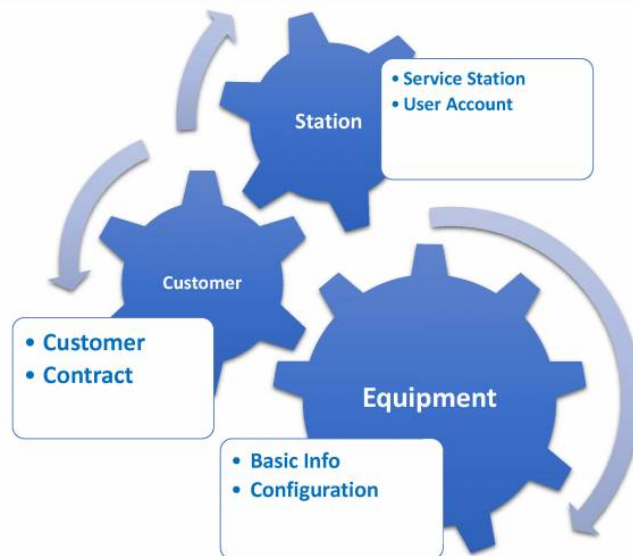
Step 1. Create Station

Step 2. Add User Account

Step 3. Customer Info.

Step 4. Contract Info.

Step 5. Equipment Info.



2.1 Create Station

1. Add a new station

Dashboard

Menu

- Equipment Management
- Ticket Management
- Spare Parts Management
- Customers Management
- Report Management
- Customer Declaration
- System Management**
 - CallCenter Config
 - User Management
 - Station Management**

	Service Station	Create Time	Modify Time	Status
1	Yangon	2016-07-21 15:53:35	2016-07-27 13:53:57	Enable
2	Mandary	2016-07-27 13:53:11	2016-08-19 10:59:09	Enable

Add

Service Station:

Owned service:

station:

Status:

2

Step 2: Fill in needed info.

- ① Service Station: station's name
- ② Owned Service Station: the head station of the new station
- ③ Status: enable station or stop to use station
- ④ Click Save

2.2 Add User Account in the Station

After creation of the station, we should add staff/ users with different roles to run the station.

The screenshot illustrates the process of adding a user account in the system. It is divided into three main steps:

- Step 1: Click Add to fill in info. Needed.** This step shows the 'Add' button in the 'User Management' menu. The 'Add' dialog box is shown with fields for Account, Password, Re Password, Username, Email, Mobile Number, Service Station, CallCenter IP, Operator with call center only, and Status. A note indicates that the 'Operator with call center only' field is 'Not needed if no call center.' and the 'Status' field should be set to 'Enable the user.'
- Step 2: Tick off a role or several roles for the user based on user's duties.** This step shows the 'Assign Role' dialog box. It contains a table with columns for Role Name, Service Station, and Status. Roles listed include Administrator, Customer, Repair Engineer, QC Inspector, Repair Manager, Warehouse Keeper, Warehouse Manager, Service Engineer, and Service Manager. The 'Warehouse Keeper' role is selected.
- Step 3: Assign the service station to the user.** This step shows the 'Assign Station' dialog box. It contains a dropdown menu for 'Service Station' with options like Yangon, Mandalay, Bagan, and Muei. The 'Yangon' option is selected.

2.3 Customer Information

Go to customer management after finishing system management about creating station. As the station aims to provide service to customer (bank), so next we need to add customer data and contract.

The screenshot illustrates the process of adding customer information in the system. It is divided into two main steps:

- Add customer information.** This step shows the 'Add Customer' dialog box. It contains fields for Customer Name, Title, Office Number, home phone, Mobile Number, Gender, Charge of the work, and Account Number. A note indicates that the 'Customer Name' field is for the 'bank's name and its address.' and the 'Account Number' field is for the 'Name of the legal person of the bank.'
- Add contact person of the customer.** This step shows the 'Add Contact' dialog box. It contains fields for Contact Person, Title, Office Number, Mobile Number, Gender, and Email. A note indicates that the 'Contact Person' field is for the 'Add contact person of the customer.'

2.4 Contract Information

All SLM service must be delivered according to the contract signed with customer. So fill in the contract information.

Step 1: Click Add

Step 2: Fill in service contract No. and select customer who signed the contract. Select contract period.

Upload service contract if you have

Fill in service level. Different models and service areas have different Service Level.

Save and Return

2.4.1 Contracts List-How To Fill In Service Level

To monitor the maintenance performances which should reach the standard Service Level (SL) in the contract, we should add SL in the contract according to different model of machine and service areas. Each SL will connect to corresponding machines.

Select the service level for the same model.

ATM Model such as H68NL

PM: Preventive maintenance
SAR: available hours of machine/ total service hour in regulated period.
Response Time: time period of receiving the call to arrive on-site.
Repair time: time period of starting repair to finish repairing.
Resolved time: time period of receiving the call to problem solved.

CTR: (Number of incidents met SL in the month / Total number of incidents in the month)

Input several machine serial number under this SL, use coma to separate different serial number.

You can click this button to add more SL based on the contract.

2.5 Equipment Information-Input One By One

The station delivers maintenance service of equipments to banks. We should put in the equipment information. There are two ways to add equipment information: 1.Input each equipment information one by one 2. Upload in bulk.
Way 1: Add one by one.

GRG Banking Creat Equipment

Basic Information

Equipment S/N : **Step 1:add**
Service Station : **Step 2:Fill in basic info. & installation info. needed.**
Sales Price :
Terminal No. :
Manufacture date : **SAU**
Equipment Type :
PUBLIC_PRICE :
Settlement Price :
Equipment Status : Returned Back
Ship Date : **SAU**

Service Contract

No. : **select ***
Warranty Start Date : **SAU**
Warranty End Date : **SAU**

Installation

Customer : **select ***
Branch Add. :
Service Date : **SAU**
CIT Company :
Software :
Branch : **select**
Relocation Date : **SAU**
Branch Type :

Configuration

Module **Part No** **Hard**

Step 3: Fill in configuration information by downloading template.

Notice:After filling in the S/N,click any place blank, system will grab the contract information automatically.

2.5.1 Equipment Information-Upload Equipment Info. In Bulk

Way2: Upload lots of equipments and configuration data in bulk.

Menu

Equipment Management

Equipment Information

Modules Inquiry

Dashboard

Equipment Information

Creat Equipment

Import **Template Download**

Equipment Type: **Equipment S/N:** **Service Station:** **Terminal No.:**

Customer: **Branch:** **Address:** **Equipment Status:**

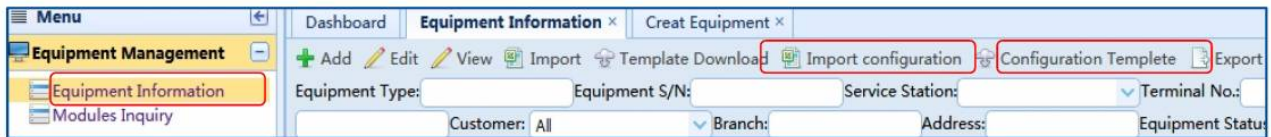
Instructions:

1. Download template to fill in the necessary information.
2. Do not change the format of the template.
3. Keep the same format as the excel on the right to ensure successful upload.
4. Click Import to upload it. "Success" out of the right corner indicates the operation is successful.



2.5.2 Equipment Information-Upload Configuration In Bulk

Each equipment is made up of dozens of configurations. After upload ATM info., you should upload all modules of all ATM in bulk .



Instructions:

1. First download Configuration Template and fill in all necessary data.
2. Do not change the format. Keep the same format as the excel on the right.
3. Click Import to upload configuration info. . "Success" out of the right corner indicates the operation is successful.



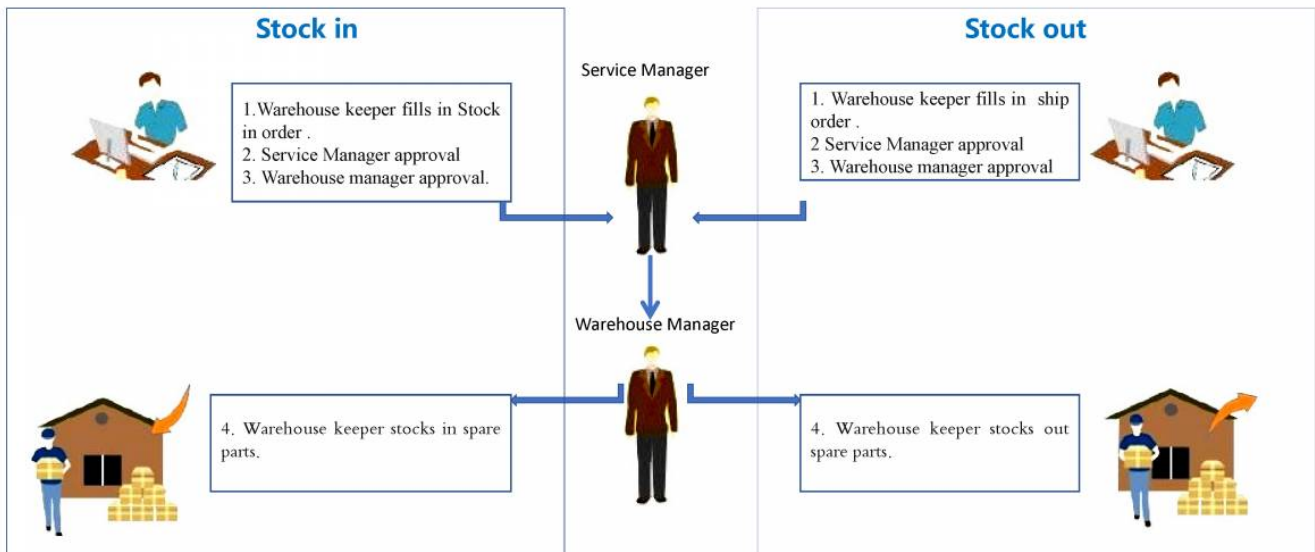
XLS 工作表



Part 3 Spare Parts Stock in /out

3 Warehouse Operation Management

—Spare Parts Stock in/Out (Purchase from/Ship off to other service station)



3.1 Stock in

3.1.1 Add Stock in Order

The screenshot shows the 'Spare Parts Management' menu on the left, with 'Stock In Order' highlighted. The main dashboard displays a table of stock in orders.

Menu:

- Equipment Management
- Customer Declaration
- Ticket Management
- Spare Parts Management**
 - FILTERFIELDSET
 - Spare Parts Information
 - Spare Parts Location Manager
 - Spare Parts Order Manager
 - Stock in Approval
 - Deliver From HQ
 - Stock In Order**
 - Stock out Approval

Dashboard:

1. Add a Stock in Order

Service Station:

No.	
1	I20181122002
2	I20181122001
3	I20181119002
4	I20181116002
5	I20181116001
6	I20181115001
7	I20181101002

Situation: Warehouse keeper shall stock the purchased spare parts in the warehouse.

Step1. Warehouse keeper should add a **stock in order** and fill in spare parts information.

3.1.2 How To Fill In Stock In Order

GRG Banking

Stock In Order

1. Select attribute of the spare parts

2. Select order type

3. Select the service station

No.: I20181122003

Service Station: Demo

Applicant: opearion test

Create Time: 2018-11-22 10:42:19

Attribute: Good
Bad
SCRAPPED

Order Type: PURCHASE_HQ
PURCHASE_TR
FROM_ENGINEER
FROM_TRANSFER
INVENTORY_PROFIT

Submit Status: No Submitted

The unique number of the order for easily tracking will be created.

Add one by one

Sparepart List

+ Add - Delete Edit Import Template Download

Part No.	Old Part No.	Part Description	Request Qty	Inbound Qty	Module Level	Stock Location
20						

Page 0 of 0

6. Submit it to manager for approval.

Submit Save Save and Return

Add one by one

Or upload in bulk:
4. Download the template to fill in parts number and quantity which is going to be stocked.
5. Import the completed template.

Template Downloaded for reference.

XLS 工作表

3.1.3 Service Manager Approve Stock In Order

Step1: select the order.
Step 2. Service manager check and approve stock in order numbered I20181126002.

Approve Retract Reject

No.	No.	Service Station	Order Type	Submit Status	Applicant	Submit Time	Service Manager	Approval Time	Warehouse Manager	Approval Time	Wareh
1	I20181122006	Demo	PURCHASE_HQ	Submitted	Admin	2018-11-22 15:39:57					
2	I20181115001	Demo	PURCHASE_HQ	Submitted	opearion test	2018-11-15 11:00:46					
3	I20181101002	Demo	INVENTORY_PROFIT	Submitted	opearion test	2018-11-01 09:14:15					
4	I20181101001	Demo	INVENTORY_PROFIT	Submitted	opearion test	2018-11-01 09:13:47					
5	I20181026004	Demo	INVENTORY_PROFIT	Submitted	Admin	2018-10-26 12:04:16					
6	I20181026003	Demo	INVENTORY_PROFIT	Submitted	Admin	2018-10-26 12:03:57					
7	I20181026002	Demo	INVENTORY_PROFIT	Submitted	Admin	2018-10-26 12:00:04					
8	I20181023002	Demo	PURCHASE_HQ	Submitted	Admin	2018-10-23 10:14:39					
9	I20181126002	guagnzhou	PURCHASE_HQ	Approved	opearion test	2018-11-26 11:44:08	opearion test	2018-11-26 11:46:06			

3.1.4 Warehouse manager confirms the order

The stock in order with number of I20181126002 will be sent to warehouse manager.

Step3: Warehouse Manager should check and confirm(a or b) the order .

The screenshot shows the 'Stock In Management' interface. On the left, a sidebar lists various management options, with 'Stock In Management' highlighted. The main area displays a table of orders. Order I20181126002 is highlighted in yellow. A red box labeled 'a' points to the 'Confirmed' status button at the top. A callout bubble points to the order details, stating 'Click in and check the order before approve it.' Below the table, a detailed view of the order is shown, including a 'Sparepart List' table. A red box labeled 'b' points to the 'Approve' button at the bottom right of the detailed view.

No.	Order Type	Service Station	Status	Applicant	Submit Time	Service Manager	Approval Time	Warehouse Manager	Approval Time	Warehouse
1	I20181126001	PURCHASE_HQ	Tamika4	Approved	operation test	2018-11-26 10:42:37				
2	I20181126002	PURCHASE_HQ	guagnzhou	Confirmed	operation test	2018-11-26 11:46:53	operation test	2018-11-26 11:59:20		
3	I20181123003	ORD_RETURN	Demo	Stock In	operation test	2018-11-23 15:50:13	operation test	2018-11-23 15:50:13		
4	I20181123001	FROM_ENGINEER	Demo							
5	I20181122005	PURCHASE_HQ	Demo							
6	I20181119002	PURCHASE_HQ	Demo							
7	I20181116002	PURCHASE_HQ	test1							
8	I20181116001	PURCHASE_HQ	Demo							
9	I20181026001	PURCHASE_HQ	Demo							
10	I20181023001	PURCHASE_HQ	Demo							
11	I20181022002	FROM_ENGINEER	Demo							

Part No.	Old Part No.	Part Description	Request Qty	Inbound Qty	Module Level	Serial Number
724010531		Cross - groove head self - tapping screw ST4.2x12	2	2	Level 2	

3.1.5 Warehouse keeper complete stocking

Step4: Warehouse keeper should check and stock the spare parts in the warehouse.

The screenshot shows the 'Stock In Management' interface with a table of orders. A red box highlights the 'Status' column, and a callout bubble states 'Status will exhibit Stock in.' Another callout bubble points to the 'Completion Time' column, stating '3. After step 2&3&4, completion time will exhibit here.' The table includes columns for No., Order Type, Service Station, Status, Applicant, Submit Time, Service Manager, Approval Time, Warehouse Manager, Approval Time, Warehouse Keeper, and Completion Time.

No.	Order Type	Service Station	Status	Applicant	Submit Time	Service Manager	Approval Time	Warehouse Manager	Approval Time	Warehouse Keeper	Completion Time
1	I20181126001	PURCHASE_HQ	Tamika4	Approved	operation test	2018-11-26 10:42:37	operation test	2018-11-26 11:46:53			
2	I20181126002	PURCHASE_HQ	guagnzhou	Confirmed	operation test	2018-11-26 11:44:08	operation test	2018-11-26 11:46:06	operation test	2018-11-26 11:59:20	operation test 2018-11-26 12:04:04
3	I20181123003	ORD_RETURN	Demo	Stock In	operation test	2018-11-23 15:43:16	operation test	2018-11-23 15:43:16	operation test	2018-11-23 15:50:13	operation test 2018-11-23 15:53:03
4	I20181123001	FROM_ENGINEER	Demo	Stock In	operation test	2018-11-23 11:13:01	operation test	2018-11-23 11:13:01	operation test	2018-11-23 11:13:18	operation test 2018-11-23 11:13:34
5	I20181122005	PURCHASE_HQ	Demo	Stock In	operation test	2018-11-22 11:56:42	operation test	2018-11-22 11:56:42			2018-11-22 13:53:46
6	I20181119002	PURCHASE_HQ	Demo	Stock In	operation test	2018-11-22 09:28:04	operation test	2018-11-22 09:28:04			2018-11-22 09:29:55
7	I20181116002	PURCHASE_HQ	test1	Stock In	operation test	2018-11-16 16:43:13	operation test	2018-11-16 16:53:25			2018-11-16 16:53:41

3.2 Stock Out

3.2.1 Submit Ship Order

Menu

- Equipment Management
- Customer Declaration
- Ticket Management
- Spare Parts Management
 - FILTERFIELDSET
 - Spare Parts Information
 - Spare Parts Location Manager
 - Spare Parts Order Manager
 - Stock in Approval
 - Deliver From HQ
 - Stock In Order
 - Stock out Approval
 - Ship Order

Ship Order (No.: O20181122003)

Basic Information

No.: O20181122003
 Applicant: operation test
 Submit Status: No Submitted
 Destination:
 Order Type:
 Address:
 Note:

Service Station: Demo
Create Time: 2018-11-22 14:39:49
Attribute: Good
Customer:
Invoice:
Delivery Date:

Sparepart List

Order Type: A (Sales), B (Defect On Arrive), C (Warranty), D (Transfer), E (Charge Repair), F (Project Support), G (Borrow), H (Other), I (Inventory loss)

2. Put spare parts info. One by one.

3. Submit ship order

3.2.2 Service manager approves Ship Order

Menu

- Equipment Management
- Customer Declaration
- Ticket Management
- Spare Parts Management
 - FILTERFIELDSET
 - Spare Parts Information
 - Spare Parts Location Manager
 - Spare Parts Order Manager
 - Stock in Approval
 - Deliver From HQ
 - Stock In Order
 - Stock out Approval
 - Ship Order

Dashboard | Stock In Order x | Stock In Management x | Stock Out Management x | Stockout O20181115001 x | Ship Order x | **Stock out Approval** x

Approve | |

No.: Service Station: Demo | Status: All | Attribute: Good | Order Type: G (Borrow) | Search

No.	Service Station	Order Type	Status	Applicant	Submit Time	Service Manager	Approval Time	Warehouse Manager	Approval Time	Warehouse Keeper	Completion Time	Note	Destination	Customer	Invoice	Address	Del
1	O2018	Demo	G (Borrow)	Approved	operation test	2018-11-26 13:57:58	operation test	2018-11-26 14:00:07					test1	BOC			20

Check the order and approve it.

With approval of Service manager, the status will exhibit here.

3.2.3 Warehouse manager confirms Ship Order

Equipment Management +

Customer Declaration +

Ticket Management +

Spare Parts Management -

FilterFieldSET

Spare Parts Information

Spare Parts Location Manager

Spare Parts Order Manager

My Spare Parts Management

Stock In/Out Management

Stock In Management

Stock In Detail

Stock Out Management

Stock Out Details

Outbound Confirmed Retract Reject Retract

No. Destination: test1 Service Stations Status: Approved Applicant: Invoice: Note: Search

No.	Type	Service Station	Status	Applicant	Submit Time	Service Manager	Approval Time	Warehouse Manager	Approval Time	Warehouse Keeper	Completion Time	Destination	Customer
1	O2018112604	G (Borrow)	Confirmed	operation test	2018-11-26 13:57:59	operation test	2018-11-26 14:00:07	operation test	2018-11-26 14:00:07			test1	BOC

Warehouse manager will check the order and confirm it. If inventory is not enough, retract it to previous step.

3.2.4 Warehouse Keeper Completes Stock out

Equipment Management +

Customer Declaration +

Ticket Management +

Spare Parts Management -

FilterFieldSET

Spare Parts Information

Spare Parts Location Manager

Spare Parts Order Manager

My Spare Parts Management

Stock In/Out Management

Stock In Management

Stock In Detail

Stock Out Management

Outbound Confirmed Retract Reject Retract

No. Destination: test1 Service Stations Status: Confirmed Applicant: Invoice: Note: Search

No.	Order Type	Service Station	Status	Applicant	Submit Time	Service Manager	Approval Time	Warehouse Manager	Approval Time	Warehouse Keeper	Completion Time	Destination
1	O20181126004	G (Borrow)	Confirmed	operation test	2018-11-26 13:57:59	operation test	2018-11-26 14:00:07	operation test	2018-11-26 14:09:07			test1

5. Complete stock out.

1. Click in and input serial number

2. If the part numbers are the same, click disperse to input separate serial number.

3. Edit to input serial number of each item.

4. All serial numbers will show here.

Part No.	Old Part No.	Function	Stock Qty	physical num	Stock Location	Attribute	Price	Create Time	Status	Serial Number	Note
1	206020005	YT2.232.029	Function Keypad/FKP-010	OUT	1	0	0	Good	2018-11-26 13:46:43	New	L133180900356
2	206020005	YT2.232.029	Function Keypad/FKP-010	OUT	1	0	0	Good	2018-11-26 13:46:43	New	L133180900355
			Withdrawal Shutter WST-002A	OUT	1	0	0	Good	2018-11-26 13:46:43	New	H101180800103
			Power Supply GPAD311M36-4B	OUT	1	0	0	Good	2018-11-26 13:46:43	New	K10T180900053
			Power Backup / UPS-Value1200ELCD	OUT	1	0	0	Good	2018-11-26 13:46:43	New	K118180900032

Edit Sparepart List

Notice: Please Modify the Stock Out Qty!

Part No.: 206020005

Confirm Qty: 1

pack num: 0

Serial Number: L133180900356

Note:

Save Cancel

3.3 Transfer-Between stations

Transfer means the spare parts will be delivered from one station to another station, the processing is the same with stock out and stock in processing.

eg. Station A transfer to station B, for station A, it is stock out processing (view 3.2), for station B, it is stock in processing (view 3.1). First, station A warehouse keeper should add ship order and select order type of Transfer as shown below. When station A complete stock out process, station B will receive the transfer order in "Stock In Approval" (view 3.1.3) automatically, then station B continue the stock in process.

GRG Banking

Ship Order

No.: O20181126002

Applicant: operation test

Submit Status: No Submitted

Destination: [dropdown]

Order Type: D (Transfer)

Address: A (Sales)
B (Defect On Arrive)

Note: C (Warranty)
D (Transfer)
E (Charge Repair)
F (Project Support)
G (Borrow)
H (Other)
I (Inventory loss)

Service Station: Demo

Create Time: 2018-11-26 09:53:20

Attribute: Good

Customer: [dropdown]

Invoice: [dropdown]

Delivery Date: [dropdown]

维修报价: [text]

Part No.	Old Part No.	Part Desc	Module Level	Price	Settlement Price	Sales Price
----------	--------------	-----------	--------------	-------	------------------	-------------

Displaying 0 to 0 of 0 items

Submit Save Save and Return

3.4 Apply and return order

3.4.1 Add apply order (Engineer)

When engineer provide onsite maintenance, sometimes they need to replace broken module. So before start off, engineer should apply spare part from warehouse.

GRG Banking

Apply Order

No.: O20181126002

Applicant: Terry1

Submit Status: No Submitted

Service Station: Tangyan

Create Time: 2018-08-15 23:30:00

Attribute: GOOD

维修报价: [text]

Part No.	Old Part No.	Part Desc	Module Level	Price	Settlement Price	Sales Price
----------	--------------	-----------	--------------	-------	------------------	-------------

Displaying 0 to 0 of 0 items

Submit Save Save and Return

Step 1: Spare Parts Management=> Apply Order=> Add

Step 2: Add Spare parts

Step 3: Submit. Order Status: Submit

3.4.2 Approval Spare Part (Service Manager)

After engineer add a apply order,need to approve the order by service manager.

Spare Parts Management=> Spare Parts Order Management=> Stock out Approval

No.	Order Type	Service	Status	Approval Time	Warehouse Manager	Approval Time	Warehouse Keeper	Completion Time
1	Q20181115001	Demo	APPLY	Approved	operation test	2018-11-15 15:14:28	operation test	2018-11-22 15:21:47
2	Q20181115005	test1	APPLY	Confirmed	operation test	2018-11-16 16:25:33	operation test	2018-11-16 16:26:02
3	Q20181115003	test1	APPLY	Confirmed	operation test	2018-11-16 15:58:32	operation test	2018-11-16 15:59:01
4	Q20180926001	Demo	B (Defect On Arrive)	Confirmed	Admin	2018-09-26 16:34:45	Admin	2018-09-26 16:34:45
5	Q20181115005	Demo	APPLY	Stock Out	operation test	2018-11-16 16:42:19	operation test	2018-11-19 09:17:25
6	Q20181115003	Demo	F (Project Support)	Stock Out	operation test	2018-11-19 08:52:19	operation test	2018-11-19 08:55:22
7	Q20181115001	Demo	APPLY	Stock Out	operation test	2018-11-19 08:39:02	operation test	2018-11-19 08:39:19
8	Q20181115005	Demo	D (Transfer)	Stock Out	operation test	2018-11-16 16:42:19	operation test	2018-11-16 16:42:19
9	Q20181022002	Demo	APPLY	Stock Out	Admin	2018-10-23 10:13:17	Admin	2018-10-23 10:17:08
10	Q20181022001	Demo	A (Sales)	Stock Out	Admin	2018-10-23 10:13:17	Admin	2018-10-23 10:13:24
11	Q20181022002	Demo	APPLY	Stock Out	Admin	2018-10-22 14:59:52	Admin	2018-10-22 14:59:52
12	Q20181022001	Demo	B (Defect On Arrive)	Stock Out	Admin	2018-10-22 14:50:35	Admin	2018-10-22 14:50:35
13	Q20181017001	Demo	B (Defect On Arrive)	Stock Out	Admin	2018-10-17 08:50:57	Admin	2018-10-17 08:50:57
14	Q20180927001	Demo	APPLY	Stock Out	Admin	2018-09-27 10:40:36	Admin	2018-09-27 10:40:36

3.4.3 Confirm And Stock Out Spare Part (Warehouse Keeper)

After service manager approve the order,warehouse manager should confirm the order.
Warehouse keeper give the spare part to engineer,then select the order and click outbound.

Step 1:select a order
Step 2:confirm
Step 3:Outbound

No.	Order Type	Service	Status	Approval Time	Warehouse Manager	Approval Time	Warehouse Keeper	Completion Time
1	Q20180926001	B (Defect On Arrive)	APPLY	Admin	2018-09-27 10:40:36	Admin	2018-09-27 10:40:36	Admin
2	Q20181017001	B (Defect On Arrive)	Demo	Stock Out	Admin	2018-10-17 08:50:57	Admin	2018-10-17 08:50:57
3	Q20181022001	B (Defect On Arrive)	Demo	Stock Out	Admin	2018-10-22 14:50:35	Admin	2018-10-22 14:50:35
4	Q20181022002	APPLY	Demo	Stock Out	Admin	2018-10-22 14:59:52	Admin	2018-10-22 14:59:52
5	Q20181023001	A (Sales)	Demo	Stock Out	Admin	2018-10-23 10:13:17	Admin	2018-10-23 10:13:24
6	Q20181023002	APPLY	Demo	Stock Out	Admin	2018-10-23 10:16:53	Admin	2018-10-23 10:17:08
7	Q20181112001	APPLY	guangzhou	operation test	2018-11-12 14:06:13	operation test	2018-11-12 14:06:13	operation test
8	Q20181115001	APPLY	Demo	Approved	operation test	2018-11-15 15:14:28	operation test	2018-11-22 15:21:47
9	Q20181115001	APPLY	Demo	Rejected	operation test	2018-11-15 15:14:28	operation test	2018-11-15 15:14:28
10	Q20181115002	Demo	Rejected	operation test	2018-11-15 15:59:32	operation test	2018-11-15 15:59:32	operation test
11	Q20181115003	test1	Confirmed	operation test	2018-11-16 16:25:33	operation test	2018-11-16 16:26:02	operation test
12	Q20181115004	A (Sales)	test1	Rejected	operation test	2018-11-16 16:06:24	operation test	2018-11-16 16:06:27
13	Q20181115005	APPLY	test1	Confirmed	operation test	2018-11-16 15:58:32	operation test	2018-11-16 15:59:01
14	Q20181115006	D (Transfer)	Demo	Stock Out	operation test	2018-11-16 16:42:19	operation test	2018-11-16 16:42:19
15	Q20181115001	APPLY	Demo	Stock Out	operation test	2018-11-19 08:39:02	operation test	2018-11-19 08:39:19
16	Q20181115002	APPLY	Demo	Rejected	operation test	2018-11-19 08:52:19	operation test	2018-11-19 08:55:22
17	Q20181115003	F (Project Support)	Demo	Stock Out	operation test	2018-11-19 08:52:19	operation test	2018-11-19 08:55:22
18	Q20181115004	APPLY	Demo	Rejected	operation test	2018-11-19 09:17:25	operation test	2018-11-19 09:17:49
19	Q20181115005	APPLY	Demo	Stock Out	operation test	2018-11-19 09:17:25	operation test	2018-11-19 09:17:49

3.4.4 Update Spare Part Status (Engineer)

When engineer receives spare part, he can check the log in my spare parts.

The left screenshot shows the 'Apply Order' window with a table of spare parts. The table has columns: No., Service Station, Type, Submit Status, Applicant, Create Time, Submit Time, and Service Manager. The table contains 11 rows of data. The right screenshot shows the 'My Spare Parts' window with a table of spare parts. The table has columns: Part No., Part Description, and Qty. The table contains 1 row of data.

3.4.5 Return Spare Part (Engineer)

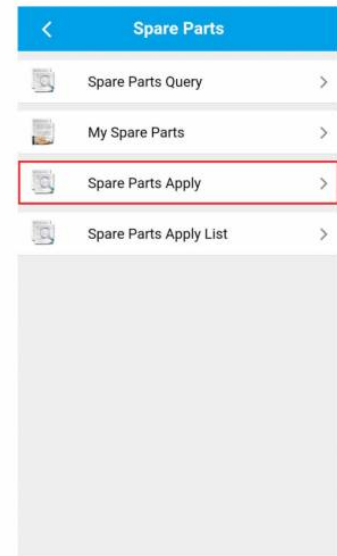
After changing spare parts and solved the problem onsite, engineer should return the fault part after back to warehouse. First create return order as below. Then the following approve and stock in actions are the same as Stock in order(view from 3.1.3).

The screenshot shows the 'Return Spare Part' process. It includes a 'Return Order' window, a 'Select Type' dialog box, and a 'Return Order' detail window. Annotations describe the steps: Step 1: Spare Parts Management=> Return Order=> Add; Step 2: Select Station and Type(choose 'bad')=> Save; Step 3: Add spare part and Submit. Ticket Status: Submit.

3.5 Apply Spare Parts in APP

Engineer also can apply spare parts in APP

(Home=>Spare Parts)/
(Spare Parts)=>
Spare Parts Apply=>
Click to Apply



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3.5.1 Apply Spare Part(APP)

Spt Apply

Code: 020170113002

Applicant Name: Engineer

Create Time: 2017-01-13 07:43:44

Status: No Submit

Attribute: Good ☒ Bad ☐

Note:

No.	Description	Quantity
<input type="text"/>		

Spt Apply

Code: 020170113002

Applicant Name: Engineer

Create Time: 2017-01-13 07:43:44

Status: No Submit

Attribute: Good ☒ Bad ☐

Note:

Input Code

Select Attribute=>
Search Spare Part No.=>
Input Qty.=>
Confirm & Submit

Spt Apply

801050022
ADHESIVE PAPER 24MM

prompt
Please Input Quantity :

Spt Apply

Code: 020170113002

Applicant Name: Engineer

Create Time: 2017-01-13 07:43:44

Status: No Submit

Attribute: Good ☒ Bad ☐

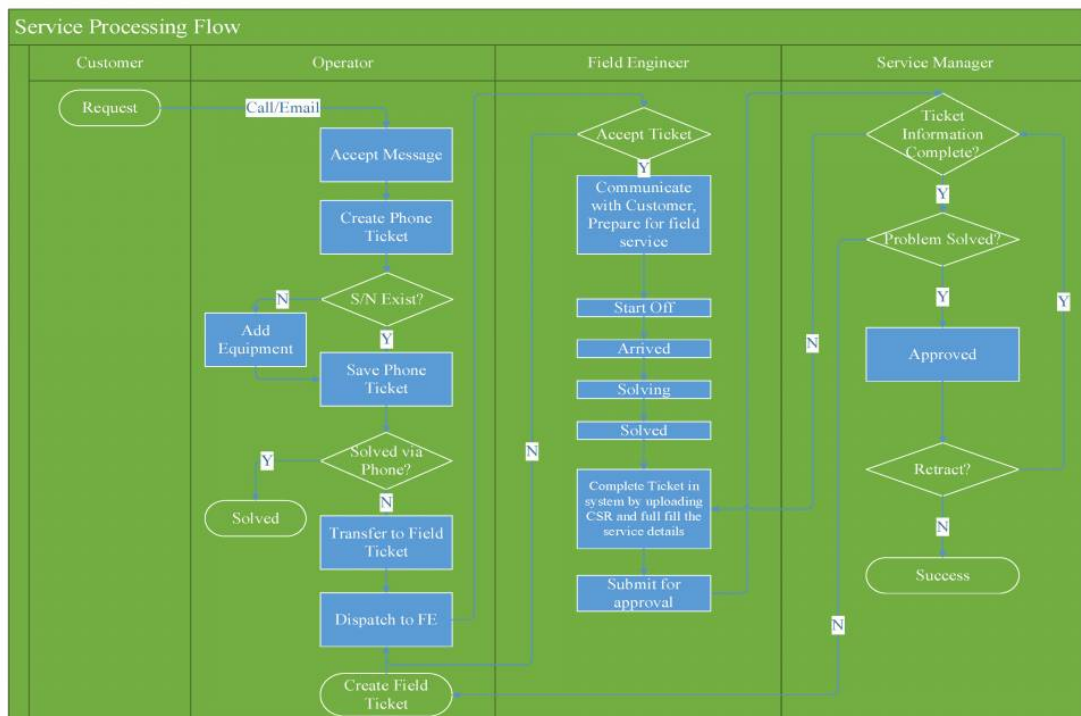
Note:

No.	Description	Quantity
801050022	ADHESIVE PAPER 24MM	1

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Part 4 Ticket Processing



4.1 Field Ticket Status

1. NEW
 - A service ticket created has not been assigned to Engineer
2. Assign
 - Ticket assigned to Engineer
3. Receiving
 - Engineer confirmed ticket info and accepted the task
4. Start off
 - set out after preparation and leave for customer site
5. Arrived
 - Engineer arrived at the customer site
6. Solving
 - Engineer started fixing the issue at customer site
7. Solved
 - Engineer finished and solved the problem for customer
8. Approval
 - Ticket has been submitted to service manager for review
9. Success
 - Service manager has approved the ticket
10. Rejected
 - Tickets have been rejected by service manager
11. Discard
 - Tickets have been canceled

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4.1.1 Create Phone Ticket (Operator)

Customer send a request to operator, operator create a phone ticket

Step 1:
Ticket Management =>
Phone Tickets

Step 2:
Add=>
New Phone Ticket interface

Step 3:
Input S/N=>Search(**grab basic info from equipment info**)=>
Fill necessary info.=>Save=>
Ticket Status: Unsolved

The screenshot shows the 'New Phone Ticket' form with the following fields and sections:

- Equipment:** Equipment, Equipment Type, Service Station, Service Station.
- Branch:** Branch, Branch Add.
- Warranty:** Warranty Start Date, Warranty End Date, Call-in Times, Phone Number, Solved Times, False Description.
- Contact Person:** Contact Person, SLM Appointment Times, CIT Appointment Times, Reference Numbers.
- Fault Description:** Fault Description, Solutions, Notes.
- Appointment Time Log:** Account, Username, Update Time, Log.

Buttons at the bottom: Save, Save & Transfer To Field Ticket, Solved, Cancel.

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4.1.2 Solved Via Phone (Operator)

If the ticket solved via phone, then problem solved, only need to update the ticket status.

Step 1:
Ticket Management=>
Phone Tickets=>
Double Click Ticket/Click and Edit

Step 2:
Fill in Solution=>
Ticket Status: Solved

The screenshot shows the 'Edit Phone Ticket' form with the following fields:

- Equipment S/N: 1
- Equipment Type: H22N
- Branch: MAB
- Service Station: Yangon
- Branch Add.: MAB
- Warranty Start Date: 2016-08-01
- Warranty End Date: 2017-08-01
- Customer: MAB
- Call-in Time: 2016-08-16 15:38:18
- Contact Person: Julian
- Phone Number: 099887733
- Appointment Time:
- Solved Time:
- Fault Description: 9999
- Solution: Solved

The 'Solved' button is highlighted with a red box and a '2' next to it.

4.1.3 Transfer To Field Ticket (Operator)

If can not solve via phone, then need to transfer to field ticket

Step 1:
Ticket Management=>
Phone Tickets=>
Double Click Ticket/Click and Edit

Step 2:
Fill in comments=>
Ticket Status: Transferred

The screenshot shows the 'Edit Phone Ticket' form with the following fields:

- Equipment S/N: 1
- Equipment Type: H22N
- Branch: MAB
- Service Station: Yangon
- Branch Add.: MAB
- Warranty Start Date: 2016-08-01
- Warranty End Date: 2017-08-01
- Customer: MAB
- Call-in Time: 2016-08-16 15:38:18
- Contact Person: Julian
- Phone Number: 099887733
- Appointment Time:
- Solved Time:
- Fault Description: 9999
- Solution: Transfer

The 'Save & Transfer To Field Ticket' button is highlighted with a red box and a '2' next to it.

4.1.4 Field Ticket (Operator)

Field ticket can be added new one directly, or transferred by phone ticket (view 4.1.3).

Ticket No.	Status	Equipment SN	Terminal No.	Customer	Service Station	Response Time	Filing Time	Resolution Time	Branch	Branch Add	priority	Field Engineer	From Phone
10	ASSIGN	2222	2222	2222	2222	-6:23 h 28 m 21 s	-6:23 h 28 m 21 s	-6:23 h 28 m 21 s	2222		Critical	operation test	
11	ASSIGN	111111	T001	cus_test	Demo	-7:51 h 28 m 37 s	-7:51 h 28 m 37 s	-7:51 h 28 m 37 s	Test Branch	Test Road No. 1	Critical	Admin	
12	ASSIGN	111111	T001	cus_test	Demo	-6:21 h 22 m 18 s	-6:21 h 22 m 18 s	-6:21 h 22 m 18 s	Test Branch	Test Road No. 1		Admin	
13	ASSIGN	111111	T001	cus_test	Demo	-6:21 h 22 m 20 s	-6:21 h 22 m 20 s	-6:21 h 22 m 20 s	Test Branch	Test Road No. 1		Admin	
14	ASSIGN	288306		Baris of Sudan	Demo	0:00 h 27 m 43 s	-5:42 h 30 m 19 s	-5:42 h 32 m 38 s			Critical	operation test	
15	SOLVED	111111	T001	cus_test	Demo	0:00 h 01 m 59 s	-0:00 h 00 m 08 s	0:00 h 01 m 48 s	Test Branch	Test Road No. 1		Admin	
16	SOLVED	111111	T001	cus_test	Demo	-0:52 h 11 m 56 s	-0:50 h 41 m 53 s	-0:51 h 53 m 51 s	Test Branch	Test Road No. 1		Admin	
17	SOLVED	111111	T001	cus_test	Demo	0:00 h 56 m 36 s	-0:52 h 13 m 13 s	-0:51 h 16 m 38 s	Test Branch	Test Road No. 1		Admin	
18	SOLVED	111111	T001	cus_test	Demo	0:00 h 45 m 26 s	-0:50 h 00 m 13 s	-0:50 h 45 m 11 s	Test Branch	Test Road No. 1		Admin	
19	SOLVED	111111	T001	cus_test	Demo	0:00 h 42 m 15 s	-0:52 h 01 m 39 s	-0:51 h 19 m 25 s	Test Branch	Test Road No. 1		Admin	
20	SOLVED	111111	T001	cus_test	Demo	-57:45 h 02 m 48 s	-0:50 h 00 m 05 s	-57:45 h 02 m 58 s	Test Branch	Test Road No. 1		Admin	
21	SOLVED	111111	T001	cus_test	Demo	0:00 h 48 m 05 s	-0:50 h 00 m 33 s	0:00 h 47 m 30 s	Test Branch	Test Road No. 1		Admin	
22	SOLVED	111111	T001	cus_test	Demo	0:00 h 59 m 22 s	-0:50 h 41 m 33 s	-0:50 h 42 m 18 s	Test Branch	Test Road No. 1		Admin	
23	SOLVED	111111	T001	cus_test	Demo	-3:23 h 15 m 28 s	-0:50 h 10 m 17 s	-3:23 h 25 m 47 s	Test Branch	Test Road No. 1		Admin	
24	SOLVED	111111	T001	cus_test	Demo	0:00 h 59 m 34 s	-0:50 h 00 m 21 s	0:00 h 59 m 11 s	Test Branch	Test Road No. 1		Admin	
25	SOLVED	111111	T001	cus_test	Demo	0:00 h 57 m 29 s	-0:50 h 02 m 59 s	0:00 h 54 m 27 s	Test Branch	Test Road No. 1		Admin	
26	SOLVED	111111	T001	cus_test	Demo	-5:19 h 16 m 31 s	-1:07 h 42 m 45 s	-7:03 h 38 m 18 s	Test Branch	Test Road No. 1		Admin	
27	SOLVED	111111	T001	cus_test	Demo	0:00 h 59 m 48 s	-0:52 h 38 m 47 s	-0:51 h 10 m 30 s	Test Branch	Test Road No. 1		Admin	
28	SOLVED	111111	T001	cus_test	Demo	0:00 h 54 m 38 s	-0:50 h 00 m 02 s	0:00 h 54 m 35 s	Test Branch	Test Road No. 1		Admin	
29	SOLVED	111111	T001	cus_test	Demo	0:00 h 40 m 06 s	-0:50 h 00 m 07 s	0:00 h 39 m 53 s	Test Branch	Test Road No. 1		Admin	
30	SOLVED	111111	T001	cus_test	Demo	-0:51 h 17 m 35 s	-0:50 h 00 m 02 s	-0:51 h 17 m 38 s	Test Branch	Test Road No. 1		Admin	

4.1.5 Dispatch Ticket To Field Engineer (Service Manager)

Manager dispatch ticket to engineer to solve the problem.

Step 1:
Field Ticket=>
Double Click item/
Click item and Click Edit button

Step 2:
Fill Necessary Info.=>
Save=>
Dispatch=>
Choose FE

Step 3:
Click Save and Return Button.
Ticket Status: Assign

Account	Username	Mobile Number	Role Name	Ticket In Hand
1	ingen1	9343234324	Warehouse Keeper	0
2	Su	987654321	Service Engineer	2
3	ingen	98765432	Service Manager	1
4	su1	243	Service Engineer	1
5	su2	3434	Warehouse Manager	0

4.1.6 Ticket Processing (Engineer)

After Service manager dipatch new field ticket to engineer,the engineer can receive field ticket to process it,and update the ticket status.

Customer Service System

Call Status

Menu

- Equipment Management
- Ticket Management
- Spare Parts Management
- Customer Management
- Technical Support
- Report Management
- System Management

Tickets Processing

Ticket No.	Status	Equipment S/N	Terminal No.	Response Time	Flying Time	Branch	Branch Add	Field Engineer	Receiving Time	Departure Time	Arrival
1	201701050009	123001	T001	-0 d 2 h 34 m 10 s	0 d 2 h 59 m 59 s	EC No 1	testRoadNo. 1	Manager	2017-01-05 16:49:40	2017-01-05 16:49:42	2017-
2	201701110001	123001	T001	-1 d 21 h 38 m 07 s	0 d 2 h 59 m 19 s	EC No 1	testRoadNo. 1	Manager	2017-01-13 10:35:05	2017-01-13 10:35:17	2017-
3	201701110004	123001	T001	-1 d 21 h 22 m 02 s	0 d 2 h 59 m 34 s	EC No 1	testRoadNo. 1	Manager	2017-01-13 10:41:50	2017-01-13 10:41:52	2017-

Tickets Processing=>
Click to Choose ticket=>
Click Status to Update

4.1.7 Submit For Approval (Engineer)

After engineer solved the field ticket,need to submit to service manager for approval.

Banking IService-Demo

Call Status

Menu

- Equipment Management
- Ticket Management
- Spare Parts Management
- Customer Management
- Technical Support
- Report Management
- System Management

Tickets Processing

Ticket No.	Fault Level	priority	Create Time	Status	Field Engineer	Service Station
1	201811150004	Urgent	Critical	2018-11-15 16:28:45	operation test	operation test
2	201811150003	Urgent	Critical	2018-11-15 14:17:20	operation test	operation test
3	201809190003	Urgent	Critical	2018-09-19 19:27:12	operation test	operation test

Step 1: Ticket Processing=> Double Click to Edit

Step 2: Fill Necessary Info.=> if solved using spare part need to add the new parts and faulty parts info.=> Upload supporting file

Step 3: Submit for approval Ticket Status: Approval

4.1.8 Tickets Approval (ServiceManager)

Service manager can Approve or Reject the field ticket.

Ticket Approval:
 Select a submitted field ticket, then check whether the problem solved or the necessary info. is completed.=>
 select Approval or Reject=>
 Ticket status: "Success" or "Rejected"

Ticket No.	Fault Level	priority	Create Time	Status	operation test	Repair	故障处理	operation test	boss	Ticket No.	Equipment S/N	Service Station	Branch
1	Urgent		2019-11-16 10:49:52	待处理	Admin	Repair	test1	Admin	test1	T001	111111	Demo	Test Branch
2	Normal		2019-09-28 12:47	已解决	Admin	Repair	test1	Admin	test1	T001	111111	Demo	Test Branch
3	Urgent		2019-09-30 16:50:07	待处理	Admin	Repair	test1	Admin	test1	T001	111111	Demo	Test Branch

4.2 Dispatch Ticket To Field Engineer in APP (ServiceManager)

APP side is the same processing with PC side.

GRG Banking
 Customer Service System
 Welcome

Ticket

Home=>
 Ticket=>
 New Ticket=>
 Click Ticket to Dispatch

Ticket New

Fault Level:
 Service Type:
 Service Station: Ecuador
 Warranty Start Date: 2017-01-01
 Warranty End Date: 2017-01-31
 Service Status:
 Appointment Time:
 CIT Appointment Time:
 Fault Description: dsafa
 en.test handlenum: 6

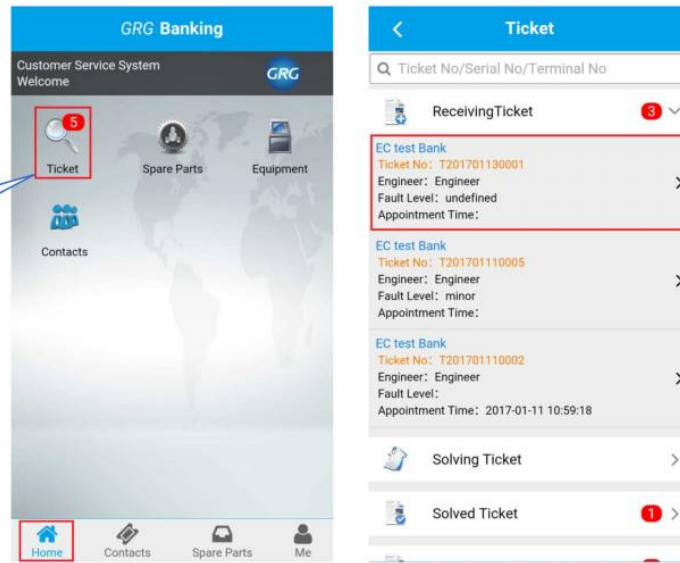
Please Select Engineer

Ecuador handlenum: 1
 en.test handlenum: 6
 ma.test handlenum: 1
 Santiago handlenum: 0

Confirm

4.2.1 Receiving Ticket In APP (Engineer)

1. Home=>
2. Ticket=>
3. Receiving Ticket=>
4. Click Ticket to Update



4.2.2 Ticket Status Update In APP (Engineer)

Ticket Handle	Ticket Handle	Ticket Handle	Ticket Handle
Service Station: Ecuador	Process Information	Process Information	Trend Analysis:
Warranty Start Date: 2017-01-01	Set Out Time Set Out 2.	Set Out Time Set Out	~Please Select~
Warranty End Date: 2017-01-31	Arrive Time Arrive	Arrive Time Arrive	Problem Description:
Service Status:	Ticket Handle	Start Time Start 4.	Process Description:
Trend Analysis:	Process Information	Trend Analysis:	Completion Time: Complete 5.
Appointment Time:	Set Out Time Set Out	~Please Select~	Replace Sparepart >
CIT Apponitment Time:	Arrive Time Arrive 3.	Problem Description:	Approval Log >
Fault Description: asdfsad	Start Time Start	Process Description:	
Engineer: Engineer	Trend Analysis:		
Comments:	~Please Select~		
Receiving Time: Receiving Ticket 1.			

4.2.3 Submit Tor Approval In APP (Engineer)

The screenshots show the Engineer's APP interface for submitting Tor approval. The first screen, 'Ticket', lists ticket statuses: ReceivingTicket (3), Solving Ticket, Solved Ticket (1), Rejected, Approval, and Closed. A callout box indicates the navigation path: Home=> Ticket=> Solved Ticket=> Click Ticket to Update. The second screen, 'Ticket Handle', shows a 'Complete' button and a 'Replace Sparepart' button. The third screen, 'Replace Sparepart', shows a table for 'Old Spare Part' and 'New Spare Part' with columns for Code, Des, S/N, and Qty. The fourth screen, 'Ticket Handle', shows a 'Ticket File' section with a '+' button and a 'Customer Satisfaction' dropdown menu.

4.2.4 Approve Ticket In APP (ServiceManager)

The screenshots show the ServiceManager's APP interface for approving tickets. The first screen, 'GRG Banking', shows a 'Ticket' icon with a red circle and the number 5. A callout box indicates the navigation path: Home=> Ticket=> Approval Ticket=> Click Ticket to Approve/Reject. The second screen, 'Ticket', lists ticket statuses: New Ticket (1), Assigned Ticket (4), Solving Ticket, Solved Ticket (6), Rejected Ticket (1), Approval Ticket (1), and Closed Ticket (4). The third screen, 'Ticket Approval', shows a 'Process Description' section with a text area and a 'Replace Sparepart' button. The fourth screen, 'Ticket Approval', shows a 'Comments' section with a text area and 'Approval' and 'Reject' buttons.

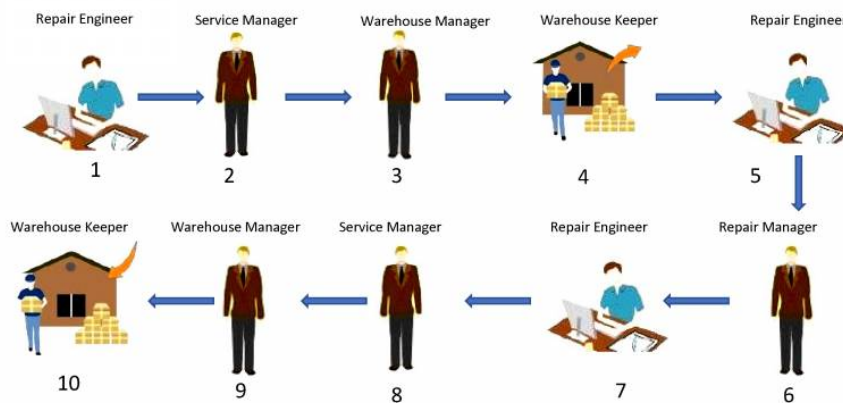


Part 5 Repair Ticket

5 Repair Ticket Processing Follow

1. Repair engineer Apply bad spare parts.
2. Service Manager approve apply order .
3. Warehouse manager confirm apply order.
4. Warehouse keeper give spare parts to repair engineer.
5. Repair engineer add a repair ticket.

6. Repair manager approve repair ticket.
7. after repairing, bad spare parts turn to good spare parts, need to return ,so repair engineer add a return order.
8. Service manager approve return order.
9. Warehouse manager confirm return order.
10. Warehouse keeper stock in the good spare parts.



5.1 Apply Bad Spare Parts

5.1.1 Submit Apply Order (Repair engineer)

1. As a repair engineer, add Apply Order before repair the faulty part.

2. Select the attribute (bad)

3. Finish Sparepart list

4. Submit

GRG Banking

Apply Order

No.: O20181123001

Service Station: Demo

Applicant: operation test

Create Time: 2018-11-23 08:46:47

Submit Status: No Submitted

Attribute: [Select]

Note:

Sparepart List

+ Add Edit Delete Import Template Download

Part No.	Old Part No.	Part Description	Confirm Qty	Stock Qty	pack num	Module Level
20						

Page 0 of 0

Displaying 0 to 0 of 0 items

Submit Save Save and Return

5.1.2 Two ways to add Spare Part List

GRG Banking

Apply Order

No.: O20181123001

Basic Information

No.: O20181123001

Applicant: operation test

Submit Status: No Submitted

1. add spare parts one by one.

2. download template to fill in all spare parts info. at one time and import in bulk.

Sparepart List

+ Add Edit Delete Import Template Download

Part No. Old Part No. Part Description Confirm Qty Stock Qty pack num Module Level

20 Page 0 of 0

Select Sparepart

Double click to select a sparepart

Part No.	Old Part No.	Part Description	Part Model	Module Level
1	502011115003	CM400,NT transmission axis comp		Level 1
2	724010531	Cross - groove head self - tapping s		Level 2
3	725022467001	H22nl-cen (IV) turntable lock platen		Level 2
4	728021623002	Code lock tongue extension block (C		Level 2
5	502011163002	CM400, NV, MTS Component		Level 1
6	213020207	4G wireless router (dominican-spec		Level 2
7	501012942001	H22NL CEN IV EX GAS Safe Comp		Level 1
8	301010830003	YT2.503.0497PCBA		Level 2
9	211020299019	S.N0001329		Level 1
10	201050004019	YT2.291.073R		Level 1

Double click to select a spare part and input quantity.

Part No.: Part Description: Qty:

Submit Cancel

Submit Save Save and Return

5.1.3 Approve Apply order (Service Manager)

Menu: Equipment Management, Customer Declaration, Ticket Management, Spare Parts Management

Dashboard: Stock out Approval

Buttons: Approve, Retract, Reject

Filters: No., Service Station, Status: All, Attribute, Order Type

Table 1: Stock out Approval

No.	Service Station	Order Type	Status	Applicant	Submit Time	Service Manager	Approval Time	Warehouse Manager	Approval Time	Warehouse
1	O20181123002	Demo	APPLY	Submitted	operation test	2018-11-23 09:36:03				

1. Apply order goes to Service manager for approval.

2. Service manager can check the ship order.

Ship Order

Basic Information

No.: O20181123002

Applicant: operation test

Submit Status: Submitted

Destination: Bad

Order Type: APPLY

Address:

Note:

Sparepart List

Part No.	Old Part No.	Part Description	Request Qty	Stock Qty	pack num	physical num	Module Level	Price
1	502011163002	CM400, NV, MTS Component	1	0	0	0	Level 1	

2. Approve it by Service manager

Buttons: Approve, Retract, Reject

Table 2: Stock out Approval (After Approval)

No.	Service Station	Order Type	Status	Applicant	Submit Time	Service Manager	Approval Time	Warehouse Manager	Approval Time	Ware
O20181123002	Demo	APPLY	Approved	operation test	2018-11-23 09:36:03	operation test	2018-11-23 09:40:17			

5.1.4 Outbound (Warehouse Manager&Keeper)

Equipment Management, Customer Declaration, Ticket Management, Spare Parts Management

Buttons: Edit, Disperse, Export, Outbound, Confirmed

Part No.: 502011163002

Edit Sparepart List

Notice: Please Modify the Stock Out Qty!

Part No.: 502011163002

Confirm Qty: 1

pack num: 0

Serial Number:

Note:

Buttons: Save, Outbound, Confirmed, Retract, Reject

1. Warehouse manager confirms the order approved by service manager.

2. Warehouse keeper edit spare part list and fill serial number

3. Warehouse keeper gives the spare parts to applicant and click Outbound.

4. Operation Success. Repair engineer can check the parts in My spare parts (highlight in blue square).

Table 3: Stock out Approval (After Outbound)

No.	Destination	Service Station	Status	Applicant	Sub	Invoice	Note	Warehouse Manager	Approval Time	Warehouse Keeper	Completion Time
21	O20181122001	---	Demo	Rejected	operation test						
22	O20181122002	---	Demo	Rejected	operation test						
23	O20181122003	---	Demo	Rejected	operation test						
24	O20181122004	APPLY	Demo	Rejected	operation test						
25	O20181123001	APPLY	Demo	Approved	operation test	2018-11-23 09:32:57	operation test	2018-11-23 10:56:37			
26	O20181123002	APPLY	Demo	Confirmed	operation test	2018-11-23 09:36:03	operation test	2018-11-23 09:40:17	operation test	2018-11-23 09:44:56	
27	O20181123003	APPLY	Demo	Stock Out	operation test	2018-11-23 10:55:45	operation test	2018-11-23 10:57:03	operation test	2018-11-23 10:57:20	2018-11-23 11:14

5.2 Repair Bad Spare Parts

5.2.1 Submit repair ticket (Repair Engineer)

Add Repair Ticket when start the repairing work.

5.2.2 Fill in Repair Ticket

Dashboard

Repair Ticket ×

R20181123003 ×

R20181123004 ×

GRG Banking

Repair

Ticket No.:R20181123004

Basic Information

Part No.:

728021623002

select

Part Description:

Code lock tongue exten

Part Feature:

test

Service Station:

Demo

Serial Number:

s123

Status:

Finished

Part Type:

Internal Repair

Charge

DOA

Internal Repair

Under Warranty

Other

Note:

Completion Time:

2018-11-23 13:28:03

Hardware Version:

Bad Descript:

Scrap Reason:

Solution:

test

Begin Time:

2018-11-23 12:00:11

Resolution Time:

1hour 27min

Fault Type:

Hardware

Hardware

Hardware

Software

Hardware+Software

Repair Finish Status:

Goods

Goods

To be Crapped

Next Repair

Fault Description:

+ Add

× Delete

Replace Part No.

Part Description

Serial Number

Qty

+ Add

× Delete

Faulty Parts

Replace Part No.

Qty

If the repairing work need to replace bad part with good part, you can add information here. Replace part indicates the good part which will be used to repair the bad part. Faulty parts indicates the bad part.

After repairing, submit it for repair manager.

Save

Save and Return

Submit

5.2.3 Approve Repair Ticket (Repair Manager)

Equipment Management | Customer Declaration | Ticket Management | Spare Parts Management | **Repair Management** | Repair Ticket | Repair Approval

Ticket Approval | Reject | Retract | Approve

Serial Number: Part No.: Part Description: Search

Ticket No.	Serial Number	Status	Part No.	Part Description	Part Feature	Part Type	Hardware Version	Field Engineer	Repair Finish Status	Completion Time
1	R20181123004	s123	728021623002	Code lock tongue extension block (CEN L)	test	Internal Repair	aaaaa	opearion test	Goods	2018-11-23 13:28:03
2	R20181026001	123	805010548	3M electrical tape	aaaaa	Under Warranty	aaaaaaa	Admin	Goods	2018-10-26 09:34:20

Repair

Basic Information

Part No.: 728021623002 | Serial Number: s123
 Part Description: Code lock tongue extension block (CEN L) | Status: Finished
 Part Feature: test | Part Type: Internal Repair
 Service Station: Demo | Note:

Repair Information

Field Engineer: opearion test | Begin Time: 2018-11-23 12:00:11
 Completion Time: 2018-11-23 13:28:03 | Resolution Time: 1hour 27min
 Hardware Version: Goods | Fault Type: Hardware
 Repair Finish Status: Goods | Bad Descript:
 Scrap Reason: | Solution:
 Fault Description: test

New Parts

Replace Part No.	Part Description	Qty

Faulty Parts

Replace Part No.	Part Description	Qty

Ticket Approval

Review Comments: g=4

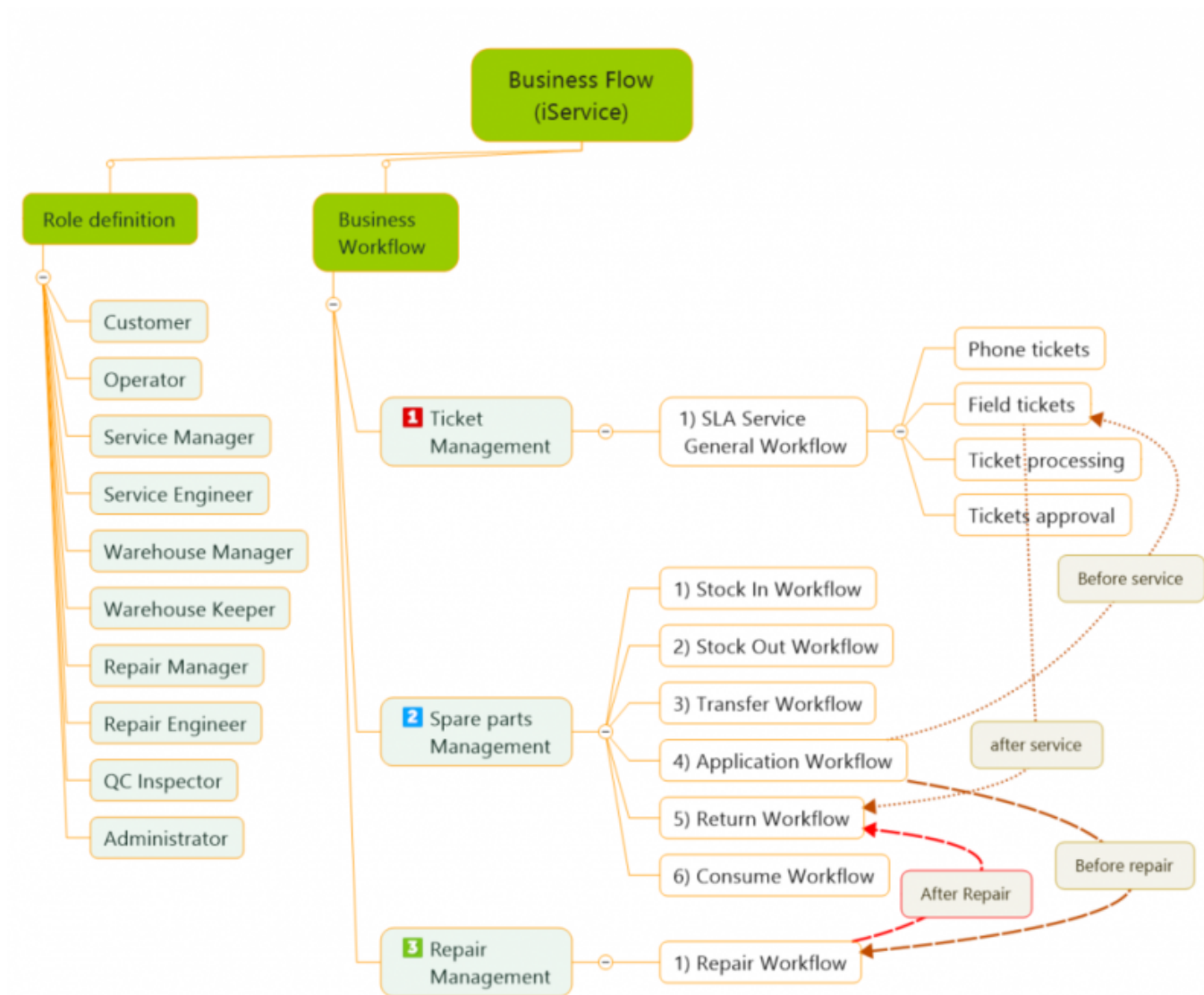
Approved | Reject

1. The submitted repair ticket need to be approved by Repair manager.

2. After check , make comments

3. Approve or reject

APPENDIX: iService business workflow



Role definition

No	Role	Authority/Duty	Note
1	Customer	A. Submit service application form B. View and follow up service tickets	In Use
2	Operator	A. Handle the hotline B. Create tickets	In Use
3	Service Manager	A. Create service station and user account B. Dispatch tickets to service engineers C. Check and approve service tickets D. Check and approve spare parts stock in/stock out application	In Use
4	Service Engineer	A. Ticket processing B. My spare parts management	In Use
5	Warehouse Manager	A. Stock In/Out management :Check and confirm stock in/Out application	In Use
6	Warehouse Keeper	A. Create "stock in"/ "ship out" order B. Stock In/Out management: Execute "Storage" or "Outbound" action C. Create Inventory profit/loss management	In Use
7	Repair Manager	A. Check and approve Repair tickets	In Use
8	Repair Engineer	A. My spare part management B. Create and process repair ticket	In Use
9	QC Inspector	Quality control of maintenance	Non-use
10	Administrator	System management	In Use

Business Workflow

1. Ticket Management

1) SLA Service General Workflow

Phone tickets→Field tickets→Ticket processing→Tickets approval

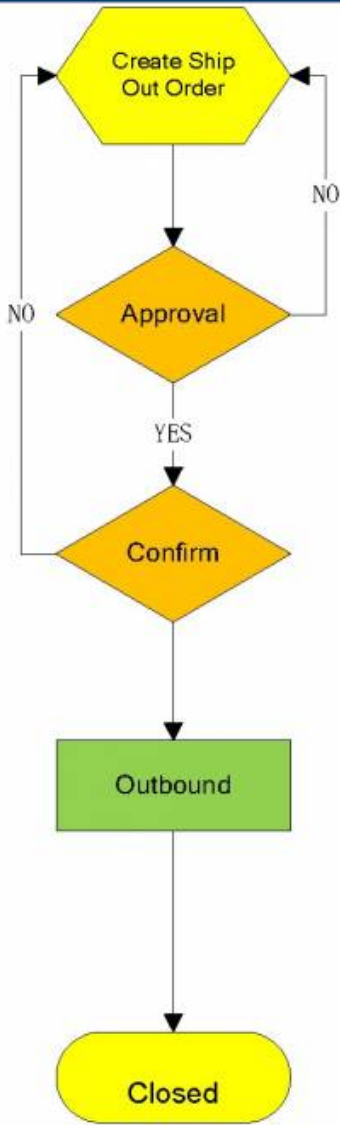
Work Flow	Description	Role	Related Function
<pre> graph TD A{{Create Phone ticket}} -- "Solved by phone" --> C([Closed]) A -- "No" --> B{Transfer to Field ticket} B -- "Yes" --> D[Dispatch Field ticket] B -- "No" --> C D --> E[Receiving] E --> F[Start Off] F --> G[Arrive] G --> H[Fixing] H --> I[Complete] I --> J{Approval} J -- "No" --> I J -- "Yes" --> K([Success]) </pre>	1.Create Phone ticket.	Operator	Phone tickets : Create
	1.Transfer Phone ticket to Field ticket.	Operator	Phone tickets : Transfer
	(Or create field ticket directly) 1.Dispatch field ticket to service engineer.	Service Manager	Field tickets : Dispatch
	1. Engineer process the ticket: Receive-> Start off-> Arrive-> Fixing -> Complete->Submit for approve	Service Engineer	Tickets processing
	1. Service manager check and approve the completed ticket. If anything wrong, reject it back to service engineer to modify.	Service Manager	Tickets Approval
	Call back	Hotline Operator	

2. Spare parts Management

1) Stock In Workflow

Work Flow	Description	Role	Related Function
<pre> graph TD A{{Create Stock In Order}} --> B{Approval} B -- NO --> A B -- YES --> C{Confirm} C -- NO --> B C -- YES --> D[Stock In] D --> E([Closed]) </pre>	1.Create Stock In Order: Stock in the purchased spare parts.	Warehouse Keeper	Stock In Order
	1.Service Manager check and approve the submitted order, or reject to the applicant.	Service Manager	Stock in Approval
	1.Warehouse Manager check and approve the approved order, or reject to the applicant.	Warehouse Manager	Stock In Management
	1. Warehouse Keeper check the received spare parts according to the confirmed order list. If anything wrong, feedback to warehouse manager or reject to applicant. 2. Store parts in the warehouse.	Warehouse Keeper	Stock In Management
	1. System will record stock in details, and update warehouse inventory.		Stock In Details/ Inventory Inquiry

2) Stock Out Workflow

Work Flow	Description	Role	Related Function
 <pre> graph TD A{{Create Ship Out Order}} --> B{Approval} B -- NO --> A B -- YES --> C{Confirm} C -- NO --> B C -- YES --> D[Outbound] D --> E([Closed]) </pre>	1.Create Ship Order	Warehouse Keeper	Ship Order
	1.Service Manager check and approve the submitted order, or reject to the applicant.	Service Manager	Stock Out Approval
	1.Warehouse Manager check and confirm the approved order, or reject to the applicant.	Warehouse Manager	Stock Out Management
	1. Warehouse Keeper prepare spare parts according to the confirmed order list. If some parts are out of stock, make purchase plan or reject the order to applicant to modify. 2. Send out the spare parts to destination.	Warehouse Keeper	Stock Out Management
	1. System will record stock out details, and update warehouse inventory.		Stock Out Details/Inventory Inquiry

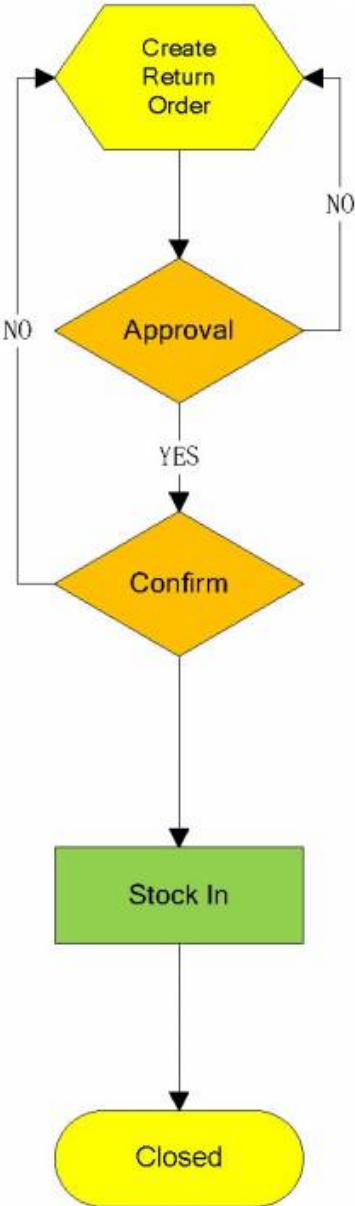
3) Transfer Workflow

Work Flow	Description	Role	Related Function
<pre> graph TD A{{Create Ship Out Order}} --> B{Approval} B -- NO --> A B -- YES --> C{Confirm} C -- NO --> B C -- YES --> D[Outbound] D --> E{Approval} E -- NO --> D E -- YES --> F{Confirm} F -- NO --> E F -- YES --> G[Stock In] G --> H([Closed]) </pre>	Station A transfer parts to Station B. 1.Station A: Create Ship Order	Warehouse Keeper A	Ship Order
	Station A: 1.Service Manager check and approve the submitted order, or reject to the applicant.	Service Manager A	Stock Out Approval
	Station A: 1.Warehouse Manager check and confirm the approved order, or reject to the Applicant.	Warehouse Manager A	Stock Out Management
	Station A: 1. Warehouse Keeper prepare spare parts according to the confirmed order list. If some parts are out of stock, make purchase plan or reject the order to applicant to modify. 2. Send out the spare parts to destination.	Warehouse Keeper A	Stock Out Management
	Station B: 1.Service Manager check and approve the transfer order.	Service Manager B	Stock in Approval
	Station B: 1.Warehouse Manager check and confirm the transfer order.	Warehouse Manager B	Stock In Management
	Station B: 1. Warehouse Keeper check the received spare parts according to the confirmed order list. If anything wrong, feedback to warehouse manager. 2. Store parts in the warehouse.	Warehouse Keeper B	Stock In Management
	System will record stock out/in details, and update warehouse inventory of Service station A and B.		Stock Out/In Details, Inventory inquiry

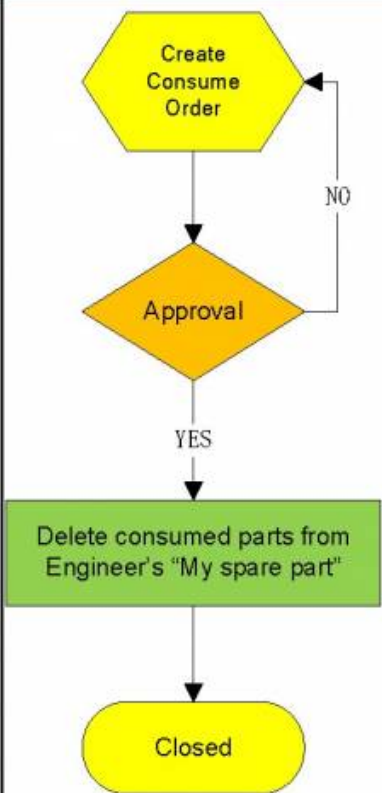
4) Application Workflow

Work Flow	Description	Role	Related Function
<pre> graph TD A{{Create Apply Order}} --> B{Approval} B -- NO --> A B -- YES --> C{Confirm} C -- NO --> B C -- YES --> D[Outbound] D --> E([Closed]) </pre>	1. Create Apply Order: Service engineer apply good part. Repair engineer apply bad part.	Service Engineer /Repair Engineer	Apply Order
	1. Service Manager check and approve submitted order, or reject to the applicant.	Service Manager	Stock Out Approval
	1. Warehouse Manager check and confirm the approved order, or reject to the Applicant.	Warehouse Manager	Stock Out Management
	1. Warehouse Keeper prepare spare parts according to application order list. If some parts are out of stock, make purchase plan or reject the order to applicant. 2. Hand over the spare parts to engineers.	Warehouse Keeper	Stock Out Management
	1. System record the stock out details. 2. System transfer the parts records from warehouse inventory to Engineer's "My Spare Parts".		Stock out details /My Spare Parts

5) Return Workflow

Work Flow	Description	Role	Related Function
 <pre> graph TD A{{Create Return Order}} --> B{Approval} B -- NO --> A B -- YES --> C{Confirm} C -- NO --> B C -- YES --> D[Stock In] D --> E([Closed]) </pre>	1.Create Return Order	Service Engineer /Repair Engineer	Return Order
	1.Service Manager check and approve the submitted order, or reject to the applicant.	Service Manager	Stock In Approval
	1.Warehouse Manager check and confirm the approved order, or reject to the Applicant.	Warehouse Manager	Stock In Management
	1. Warehouse Keeper check the received spare parts according to the confirmed order list. If anything wrong, feedback to warehouse manager or reject to applicant 2. Store parts in the warehouse.	Warehouse Keeper	Stock In Management
	1. System will record stock in details. 2. System will transfer the parts records from Engineer's "My Spare Parts" to warehouse.		Inventory Inquiry /My Spare Parts

6) Consume Workflow

Work Flow	Description	Role	Related Function
 <pre> graph TD A{{Create Consume Order}} --> B{Approval} B -- NO --> A B -- YES --> C[Delete consumed parts from Engineer's "My spare part"] C --> D([Closed]) </pre>	1. Create Consume Order: Consume spare parts without serial number (eg.print paper)	Service Engineer /Repair Engineer	Consume Request
	1.Service Manager check and approve the submitted order, or reject to the applicant.	Service Manager /Repair Manager	Consume Approval
	1. After Consume Order approved, System will delete the parts records from Engineer's "My Spare Parts".		My Spare Parts

3. Repair Management

1) Repair Workflow

Work Flow	Description	Role	Related Function
<pre> graph TD A{{Create Repair Ticket}} --> B[Repairing] B --> C{Approval} C -- NO --> B C -- YES --> D([Closed]) </pre>	1. Apply faulty parts from warehouse. (Refer to the "Application Workflow")	Repair Engineer	
	1. Create Repair Ticket 2. Choose the faulty parts from "My spare Parts".	Repair Engineer	Repair Ticket
	1. Do maintenance. 2. Complete maintenance details in the repair ticket. 3. Submit for approval.	Repair Engineer	Repair Ticket
	1. Repair Manager check the repaired parts according to the submitted ticket. Confirm and approve the ticket, or reject to the applicant.	Repair Manager	Repair Approval
	Repair ticket closed.		
	1. Return the repaired parts back to warehouse. (Refer to the "Return Workflow")	Repair engineer	

DOCUMENT LIST

Reference documents

1.grgbanking_iservice_quick_guide_servcie_ticket_processing_.pdf

2.grgbanking_iserivce_quick_guide_warehouse_workshop_.pdf

3.grgbanking_iservice_business_workflow_all_.docx

iService customer platform list

Country/Area	Domain
demo	http://DEMO.grgiservice.com
Mexico	http://MX.grgiservice.com
Hong Kong	http://HK.grgiservice.com
Congo	http://CG.grgiservice.com
Sudan	http://tamika4.grgiservice.com
Vietnam	http://VN.grgiservice.com
Myanmar[MIT]	http://MIT.grgbanking.com
Indonesia	http://ID.grgiservice.com
Turkey	http://TR.grgiservice.com
Tanzania	http://TZ.grgiservice.com
Kenya	http://KE.grgiservice.com
Ecuador	http://EC.grgiservice.com
Russia	http://RU.grgiservice.com
Germany	http://DE.grgiservice.com
LAO	http://LA.grgiservice.com
Singapore	http://SG.grgiservice.com
Myanmar	http://MM.grgiservice.com
Saudi Arabia	http://SA.grgiservice.com
Nigeria[CWG]	http://CWG.grgiservice.com

Training ppt

[grgbanking_ismervice_.pptx](#)

Training video

ismervice_operation	Service Process
iService_operation	Service Process
Warehouse management	repair management
Warehouse management	Repair management