

Asset Management

Repair & Warranty

Cloud Based Repair & Warranty

- Mobile AP
- Asset Management
- Full Warranty Tracking
- Customer Functionality
- Vendor Functionality
- Manager Functionality
- Email Approval process
- Tracking Process per step
- Calibration tracking
- PM Tracking
- Robust reporting system
- Cost savings functionality
- Work Orders
- Machine Inventory
- Transactional database
- Cost effective
- No hardware / software to purchase
- Cloud Based



Repair & Warranty

CUSTOMER: **1005** MFG ENTERPRISES FACILITY: **1** LOCATION: **A**

PRODUCT INFO IPN: **2015**

Cust Part **10153** Cross Ref
 Supplier Part **2015**
 Description **GAUGE 2015 PRESSURE DWYER**
 Mfg **SPACEEN**
 Mfg Part **12345D** Haz. ID
 Prod Class **YELLOW** Prod Type **GAUGE**
 Repair Warranty Durable

INVENTORY INFO

BOH **3** Primary Bin **9247**
 Mach BOH (none) UOM **EA** ItemType **C**
 MDQ Free Issue **N** Std Pkg
 Operation Station Lot Tracking **N**
 OOO **0** ORQ **0** URQ **0**
 Loaded **12/20/05** Critical Active
 L. Disb **02/08/19** MTD **1** MTD Freq **1**
 L. Rcvd **02/11/19** YTD **2** YTD Freq **2**
 L. Count LYR **9** LYR Freq **9**
 Turns **4.26** Threshold **4.00** Recovery **0**
 MAVG **1.67** DAVG **0.06** MOS **1.8**

FINANCIAL INFO

Sell Price **1200.00** Avg **813.00**
 Dept **200**
 Acct **12345D**
 Price Date
 Base Price **1200.00** Last Rcpt **39.00**
 Pass Thru Currency: **USD**

SUPPLIER INFO

Unit Cost **1099.00** Sell Mult.
 Discount Method
 Net Cost **1099.00**
 Avg Cost **745.6667** Last Rcpt **39.00**
 Yrly. COGS **7407.95**
 Source **10004 (acme)**
 Src Type
 Src Part
 Min. Buy
 Buy. Qty Unit

REPLENISHMENT INFO

Order Point **(n/a)** Safety Stock MIN **3**
 Avail. **3** Avg Inv. **1738.67** MAX **6**
 Lead Time Lead Time Desc. **5**

IMAGES/DOCUMENTS

Picture **HTTP://WWW.JONESSUPPLY.XYZ/IMAGES/CATALOG/GAUGE.JPG**
 Attachments **SERIES2000**

MISCELLANEOUS

Usage Usage Requests Monthly Buckets POs Receipts Open Orders Closed Orders Open Shippers Order Requests Sales Inv Counts BOH Adjusts MDQ Adjusts Transfers Change Hist. Notes, Etc. All Locs. **Asset Mgmt** Machines Avail. Lots BOMs


Query by: IPN SupplierItemID CustItemID

RepairID	BarCode	DateCreated	ServiceType	Status	Provider	ReceiptDate	SentDate	FailDate
100212	12345A	12/10/2018	REPAIR	IN-USE	10004	02/11/2019	02/11/2019	
100211	12345C	12/10/2018	CALIBRATE	OUTBOUND	10004			
100207	12345	09/06/2018	TESTING	RECEIVED	10004	09/17/2018		
100196	12345D	03/09/2018	REPAIR	RECEIVED	10004	03/09/2018		03/09/2018
100174	12345B	10/31/2017	REPAIR	RECEIVED				

All assets that are repairable are loaded as inventory. In the above example the item is a gauge. This type of gauge has 3 in inventory. Looking at the asset history for this item shows 5 different gauges with 3 received in inventory, 1 being on the plant floor and the other in the repair process and currently at the repair vendor. Each asset has a unique identifier called a Barcode #. Each Barcode # can be repaired multiple times with the system retaining all history. The above summary shows the current status of each asset. Clicking the row shows the detail of that status.

Repair & Warranty

CUSTOMER	1005	MFG ENTERPRISES	FAC/LOC	1	/	A				
IPN:	2015	Supplier Part:	2015	RepairID:	100212	Status:	IN-USE			
BARCODE INFORMATION Barcode: 12345A										
Serial ID:	23D56	MachineID:	12345	Fail Date:		?				
Requestor:		Department:	200	Account:		?				
Operation:	34	Station:	1	Cell:	345					
Notes:										
Service Date:		Service Type:	<input type="radio"/> SETUP	<input checked="" type="radio"/> REPAIR	<input type="radio"/> WARRANTY	<input type="radio"/> CALIBRATE	<input type="radio"/> TESTING	<input type="radio"/> PM	<input type="radio"/> CHECKOUT	<input type="radio"/> CHECKIN
PRODUCT INFORMATION										
CustItemID:	10153	Mfg:	SPAVEEN	Mfg Part:	12345D	Buyer:	KP			
Description:	GAUGE 2015 PRESSURE DWYER			Prod. Class:	YELLOW	Prev. Cost:	344.00			
						New Item Cost:	1200.00			
Back Delete Upload Attachments										
SHIP OUT	QUOTE	APPROVE	ORDER	SHIP BACK	RECEIVE	WARRANTY	STORAGE	SCRAP	MISC	HISTORY



Looking at a asset in detail show this item currently on the plant floor and not in inventory. This screen show the items detail and The current status and location of the item.
What Machine, Department, Operation, Station and cell.

Repair & Warranty

PRODUCT INFORMATION

CustItemID: Mfg: Mfg Part: Buyer:
Description: Prod. Class: Prev. Cost:
New Item Cost:

Provider: Status: Purchase Price: Date: ?

Effective Date: ? Ending Date: ? Period: Defined: 1:
Coverage: Notes: 2:
3:

The system retains warranty info on each asset. When an item fails this is the first thing to check

Repair & Warranty

CUSTOMER	1005	MFG ENTERPRISES	FAC/LOC	1	/	A				
IPN:	2015	Supplier Part:	2015	RepairID:	100212	Status:	OUTBOUND			
BARCODE INFORMATION		Barcode:	12345A				Use Search Suggest			
Serial ID:	23D56	MachineID:	12345	Fail Date:		Cert. #:				
Requestor:	BOB	Department:	200	Account:		Cert. Date:				
Operation:	34	Station:	1	Cell:	345					
Notes:	DOES NOT MEASURE									
Service Date:		Service Type:	<input type="radio"/> SETUP	<input checked="" type="radio"/> REPAIR	<input type="radio"/> WARRANTY	<input type="radio"/> CALIBRATE	<input type="radio"/> TESTING	<input type="radio"/> PM	<input type="radio"/> CHECKOUT	<input type="radio"/> CHECKIN
SHIP OUT QUOTE APPROVE ORDER SHIP BACK RECEIVE WARRANTY STORAGE SCRAP MISC HISTORY										
* Provider:		X	10004	Acme	Provider Receipt Date:					
Shipper:		Sent:		Sequence #:						
CustPO										
Cust Shipper										
Set values and click on Ship Out button.										
SHIP OUT										

Each step of the repair process is done using the above tabs.

Once the asset is evaluated and if decision is made to repair the item it is sent to the repair vendor.

Clicking the Ship Out Tab allows for the repair vendor to be chosen. This changes the status to outbound

The system will generate a shipper and the material is shipped to the vendor.

Repair & Warranty

Edit Repair Item... Load Edit Inquiry Label Print Ship Undo Shipper

CUSTOMER 1005 MFG ENTERPRISES FAC/LOC 1 / A

IPN: 2015 Supplier Part: 2015 RepairID: 100212 Status: **OUTBOUND**

BARCODE INFORMATION Barcode: 12345A Use Search Suggest

Serial ID: 23D56 MachineID: 12345 Fail Date: ? Cert. #: ?
Requestor: BOB Department: 200 Account: ? Cert. Date: ?

Operation: 34 Station: 1 Cell: 345
Notes: DOES NOT MEASURE

Service Date: ? Service Type: SETUP REPAIR WARRANTY CALIBRATE TESTING PM CHECKOUT CHECKIN

PRODUCT INFORMATION

CustItemID: 10153 Mfg: SPAVEEN Mfg Part: 12345D Buyer: KP
Description: GAUGE 2015 PRESSURE DWYER Prod. Class: YELLOW Prev. Cost: 344.00
New Item Cost: 1200.00

Back Delete Upload Attachments

SHIP OUT **QUOTE** APPROVE ORDER SHIP BACK RECEIVE WARRANTY STORAGE SCRAP MISC HISTORY

Quote #: 12345 Quote Price: 345.00 Quote Date: 02/18/2019 ?

RMA: 11234 WorkOrder: RFQ: ?
Lead Time: 7 DAYS Quote Notes:
Eval. Fee: 0.00

The next step of the process is the quote step. This is where the information gathered from the Vendor to determine the next step.
Info includes price to fix, days to fix and notes back to the customer

Repair & Warranty

CUSTOMER	1005	MFG ENTERPRISES	FAC/LOC	1	/	A					
IPN:	2015	Supplier Part:	2015	RepairID:	100212	Status:	OUTBOUND				
BARCODE INFORMATION		Barcode:	12345A				Use Search Suggest				
Serial ID:	23D56	MachineID:	12345	Fail Date:		Cert. #:					
Requestor:	BOB	Department:	200	Account:		Cert. Date:					
Operation:	34	Station:	1	Cell:	345						
Notes:	DOES NOT MEASURE										
Service Date:		Service Type:	<input type="radio"/> SETUP	<input checked="" type="radio"/> REPAIR	<input type="radio"/> WARRANTY	<input type="radio"/> CALIBRATE	<input type="radio"/> TESTING	<input type="radio"/> PM	<input type="radio"/> CHECKOUT	<input type="radio"/> CHECKIN	
PRODUCT INFORMATION											
CustItemID:	10153	Mfg:	SPAVEEN	Mfg Part:	12345D	Buyer:	KP				
Description:	GAUGE 2015 PRESSURE DWYER				Prod. Class:	YELLOW	Prev. Cost:	344.00			
							New Item Cost:	1200.00			
			Back				Delete				
						Upload Attachments					
SHIP OUT	QUOTE	APPROVE	ORDER	SHIP BACK	RECEIVE	WARRANTY	STORAGE	SCRAP	MISC	HISTORY	
Approval Date:		02/11/2019	Approver:	BOB	Approval Type:						
PO Number:		334456	Expected Return Date:		02/18/2019						

The next step is the approving step. Once the customer decides to complete the repair it is approved.

The system can also be setup to avoid this step for standard repairs.

Repair & Warranty

CUSTOMER	1005	MFG ENTERPRISES	FAC/LOC	1	/	A				
IPN:	2015	Supplier Part:	2015	RepairID:	100212	Status:	INBOUND			
BARCODE INFORMATION		Barcode:	12345A				Use Search Suggest			
Serial ID:	23D56	MachineID:	12345	Fail Date:		Cert. #:				
Requestor:	BOB	Department:	200	Account:		Cert. Date:				
Operation:	34	Station:	1	Cell:	345					
Notes:	DOES NOT MEASURE									
Service Date:		Service Type:	<input type="radio"/> SETUP <input checked="" type="radio"/> REPAIR <input type="radio"/> WARRANTY <input type="radio"/> CALIBRATE <input type="radio"/> TESTING <input type="radio"/> PM <input type="radio"/> CHECKOUT <input type="radio"/> CHECKIN							
PRODUCT INFORMATION										
CustItemID:	10153	Mfg:	SPACEEN	Mfg Part:	12345D	Buyer:	KP			
Description:	GAUGE 2015 PRESSURE DWYER			Prod. Class:	YELLOW	Prev. Cost:	344.00			
						New Item Cost:	1200.00			
Back		Delete		Upload Attachments						
SHIP OUT	QUOTE	APPROVE	ORDER	SHIP BACK	RECEIVE	WARRANTY	STORAGE	SCRAP	MISC	HISTORY
Provider:	10004	Acme	Ship Cost:	12.00	Provider Status:	REPAIRED				
Shipper:	22333	* Sent:	2/11/2019	Ship Via:	UPS	Tracking #:	ZXX4456786R			
Service Detail:	REPLACED LEVER		Root Cause:	LEVER WAS STRIPPED		Repair has been SHIPPED BACK				

Vendors have access to the system if allowed. They can provide the quote info as well as a ship back option.

Repair & Warranty

CUSTOMER	1005	MFG ENTERPRISES	FAC/LOC	1	/	A				
IPN:	2015	Supplier Part:	2015	RepairID:	100212	Status:	RECEIVED			
BARCODE INFORMATION		Barcode: 12345A		Use Search Suggest						
Serial ID:	23D56	MachineID:	12345	Fail Date:		Cert. #:				
Requestor:	BOB	Department:	200	Account:		Cert. Date:				
Operation:	34	Station:	1	Cell:	345					
Notes:	DOES NOT MEASURE									
Service Date:		Service Type:	<input type="radio"/> SETUP <input checked="" type="radio"/> REPAIR <input type="radio"/> WARRANTY <input type="radio"/> CALIBRATE <input type="radio"/> TESTING <input type="radio"/> PM <input type="radio"/> CHECKOUT <input type="radio"/> CHECKIN							
PRODUCT INFORMATION										
CustItemID:	10153	Mfg:	SPACEEN	Mfg Part:	12345D	Buyer:	KP			
Description:	GAUGE 2015 PRESSURE DWYER		Prod. Class:	YELLOW	Prev. Cost:	344.00				
					New Item Cost:	1200.00				
Back		Delete		Upload Attachments						
SHIP OUT	QUOTE	APPROVE	ORDER	SHIP BACK	RECEIVE	WARRANTY	STORAGE	SCRAP	MISC	HISTORY
* Receipt Date:	2/11/2019			Repair Notes:	RETURNED TO INVENTORY					
New Primary Bin:	9247									
* Actual Cost:	39.00									
Ship Savings:	0.00									
Repair has been RECEIVED.										

Once the item is received in and the cost is verified the repair is closed and the item returns to inventory

Repair & Warranty

CUSTOMER	1005	MFG ENTERPRISES	FAC/LOC	1	/	A				
IPN:	2015	Supplier Part:	2015	RepairID:	100212	Status:	STORAGE			
BARCODE INFORMATION		Barcode:	12345A				Use Search Suggest			
Serial ID:	23D56	MachineID:	12345	Fail Date:		Cert. #:				
Requestor:	BOB	Department:	200	Account:		Cert. Date:				
Operation:	34	Station:	1	Cell:	345					
Notes:	DOES NOT MEASURE									
Service Date:		Service Type:	<input type="radio"/> SETUP <input checked="" type="radio"/> REPAIR <input type="radio"/> WARRANTY <input type="radio"/> CALIBRATE <input type="radio"/> TESTING <input type="radio"/> PM <input type="radio"/> CHECKOUT <input type="radio"/> CHECKIN							
PRODUCT INFORMATION										
CustItemID:	10153	Mfg:	SPAVEEN	Mfg Part:	12345D	Buyer:	KP			
Description:	GAUGE 2015 PRESSURE DWYER			Prod. Class:	YELLOW	Prev. Cost:	344.00			
						New Item Cost:	1200.00			
Back		Delete		Upload Attachments						
SHIP OUT	QUOTE	APPROVE	ORDER	SHIP BACK	RECEIVE	WARRANTY	STORAGE	SCRAP	MISC	HISTORY
* Storage Bin:	1A78							Repair is in STORAGE		
Storage Notes:	KEEP FLAT									

If a asset is repairable but there is sufficient inventory then the asset can be stored for a future repair

Repair & Warranty

CUSTOMER	1005	MFG ENTERPRISES	FAC/LOC	1	/	A				
IPN:	2015	Supplier Part:	2015	RepairID:	100212	Status:	SCRAPPED			
BARCODE INFORMATION		Barcode: 12345A				Use Search Suggest				
Serial ID:	23D56	MachineID:	12345	Fail Date:		Cert. #:				
Requestor:	BOB	Department:	200	Account:		Cert. Date:				
Operation:	34	Station:	1	Cell:	345					
Notes:	DOES NOT MEASURE									
Service Date:		Service Type:	<input type="radio"/> SETUP <input checked="" type="radio"/> REPAIR <input type="radio"/> WARRANTY <input type="radio"/> CALIBRATE <input type="radio"/> TESTING <input type="radio"/> PM <input type="radio"/> CHECKOUT <input type="radio"/> CHECKIN							
PRODUCT INFORMATION										
CustItemID:	10153	Mfg:	SPACEEN	Mfg Part:	12345D	Buyer:	KP			
Description:	GAUGE 2015 PRESSURE DWYER		Prod. Class:	YELLOW	Prev. Cost:	344.00				
					New Item Cost:	1200.00				
Back		Delete		Upload Attachments						
SHIP OUT	QUOTE	APPROVE	ORDER	SHIP BACK	RECEIVE	WARRANTY	STORAGE	SCRAP	MISC	HISTORY
* Scrap Info:		CAN NOT BE REPAIRED ECONOMICALLY					Repair has been SCRAPPED			

Once the asset is no longer repairable it is scrapped removing it from normal activity

Repair & Warranty

Work Order #: WO0538327
 Manufacturer: INDRAMAT
 Part No./ Description: RAC2.3-250-460/A-01-WI / AC MAIN SPINDLE DRIVE
 Customer PO: PO17343232

Shipped Date: 08/07/2017
 Serial No.: 256153-24413
 Managed Barcode: DTP0102279
 Customer P/N: 1012339431R

Received as Condition:



Reported Problem: INDRAMAT BLEW 2 OF 3 FUSES WHEN CAMMANDED TO MOVE. REPLACED FUSES AND INDRAMAT FUNCTIONED NORMALLY. PLEASE CHECK INPUT SIDE OF CIRCUITRY. UNIT CAME OUT OF ASRS-SRM4

Technical Evaluation: No shorts detected. Replace pm and any other suspect components. Test when completed.

In Process Pictures:



Root Cause Failure Analysis: Physical damage: Broken logic circuit breaker.
 Components exceeded rated life expectancy: Capacitors.
 Failed components: Failed optocouplers in firing circuits.

Test Stand 1: Indramat 160CB35RB2-BS03/S017 (M191) (CNC)

Test Stand 2: Eddy Current Test Stand

- Work Performed:
1. Disassembled.
 2. Replaced capacitors and optocouplers.
 3. Replaced broken logic power breaker.
 4. Ran signature analysis.
 5. Power electronics checked good.
 6. Firing circuits are symmetrical.
 7. Reassembled.
 8. Setup for testing.
 9. Unit powered up normally.
 10. Enabled and ran motor.
 11. Increased torque on Dynamometer to test capacity of load stand.
 12. Passed all available tests under load.

Pictures and documents can be attached to the repair and are viewable in the system

Repair & Warranty

User: 1005DEMO Fac/Loc: [1]/[A] [Change](#)

Main Menu

[Create Usage](#)

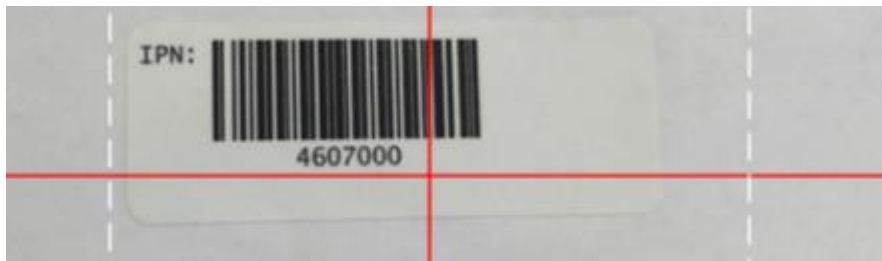
[Inventory Inquiry](#)

[Inventory Count](#)

[Inventory Count w/Adjustment](#)

[BarCode Inquiry](#)


[Log Off](#)



User: 1005DEMO Fac/Loc: [1]/[A] [Change](#)

[Menu](#)

Part	<input type="text" value="2015"/>
BarCode	<input type="text" value="12345"/>
RepairID	<input type="text" value="100207"/>
Status	<input type="text" value="RECEIVED"/>
ServiceDate	<input type="text" value="02/03/2018"/>
ServiceType	<input type="text" value="TESTING"/>
FailDate	<input type="text"/>
NewItemCost	<input type="text" value="1200"/>
Description	<input type="text" value="GAUGE 2015 PRESSURE DWYER"/>
Notes	<input type="text"/>
QuoteNumber	<input type="text"/>
QuoteNotes	<input type="text"/>
ActualCost	<input type="text" value="5"/>
RepairNotes	<input type="text"/>

A photograph of a circular pressure gauge. The gauge has a white face with black markings and a red needle. The text 'MAGNEHELIC' is visible on the gauge face. The gauge is mounted on a metal housing.

There is a mobile app that allows for bar code scanning and showing the current status of the asset

Repair & Warranty

? Repair Edit Load Edit Inquiry Label Print Ship Undo Shipper Transfer Reports Repair Menu

Search Text ? Bar Code **12345A**

Shipper Provider Shipper

Status **(all)** Provider Status **(all)** Service Type **(all)**

Service Date Range Dept

IPN Supplier Part

RMA MfgID

Cust Part Mfg Part

PO Number Work Order

Serial ID Repair ID

Provider Cust PO

Customer Fac/Loc

▼	SentDate	RepairID	BarCode	Description	CustID	Quoted	Received	Expected	Provider	WorkOrder	Order #	Shipper	Status
1		100212	12345A	GAUGE 2015 PRESSURE DWYER	1005				10004				PENDING
2		100167	12345A	GAUGE 2015 PRESSURE DWYER	1005	11/12/2017	04/07/2018	11/06/2017	1000				RECEIVED
3		100164	12345A	GAUGE 2015 PRESSURE DWYER	1005	03/30/2016	03/30/2016		1000				RECEIVED
4		100108	12345A	GAUGE 2015 PRESSURE DWYER	1005								RECEIVED

Robust inquiry tools will drill down to what you are looking for.
Here, looking at a particular asset show all history for it.

Repair & Warranty

cost savings

Created 4/10/2018 3:33:24 PM (by mcb)

WHERE: ReceiptDate Is Between 1/1/2018 and 2/28/2018,
Status = RECEIVED, CustID = 1

	CustPO	SerialID	IPN	Description	BarCode	ProviderName	CustShipper	NewItemCost	ActualCost	saving
1	PO17260945	159409	9224	PERFORMANCE VECTOR DRIVE	KTP1000 0120	ALLEN BRADLEY	246412	14500.00	8387.50	6112.50
2	TBD	40097	9252	AMPLIFIER	KTP1000 0139	ALLEN BRADLEY	348306	5000.00	1518.75	3481.25
3	TBD	35815	9252	AMPLIFIER	KTP1000 0180	ALLEN BRADLEY	334739	5000.00	1518.75	3481.25
4	PO17259045	MHD131-00422	9471	PERMANENT MAGNET MOTOR	00422	ALLEN BRADLEY	409321	35000.00	10500.00	24500.00
5	PO17255878	MHD131-00425	9471	PERMANENT MAGNET MOTOR	00425	ALLEN BRADLEY	338636	35000.00	11745.88	23254.12
6	PO18264968	94416310	9701	HIGH SPEED HOIST	94416310	ALLEN BRADLEY	444591	12000.00	3203.76	8796.24
7	PO18264961	94512405	9701	HIGH SPEED HOIST	94512405	ALLEN BRADLEY	444591	12000.00	2719.72	9280.28
8	PO18264961	94512407	9701	HIGH SPEED HOIST	94512407	ALLEN BRADLEY	444591	12000.00	2719.72	9280.28
9	PO18264962	94704048	9701	HIGH SPEED HOIST	94704048	ALLEN BRADLEY	444591	12000.00	2026.04	9973.96
10	PO18264970	94707308	9701	HIGH SPEED HOIST	94707308	ALLEN BRADLEY	444591	12000.00	4027.00	7973.00
11	PO18264972	00114024	9703	HIGH SPEED HOIST	00114024	ALLEN BRADLEY	444591	10000.00	3875.00	6125.00
AVG										
PAGE										44.00
TOTAL										112257.88

Download File	Print Report	Font: <small>Small</small> ▼	Show Saved Reports
As Tab Delimited File ▼			

The system has robust ad-hoc report capabilities. You can save a report template And schedule it to automatically run, send it as a email, text file, xml document, excel Spreadsheet or a printable report.

The above is an example of a cost savings report for all repairs completed between a range of dates