Web Fleet Assistant Training Manual

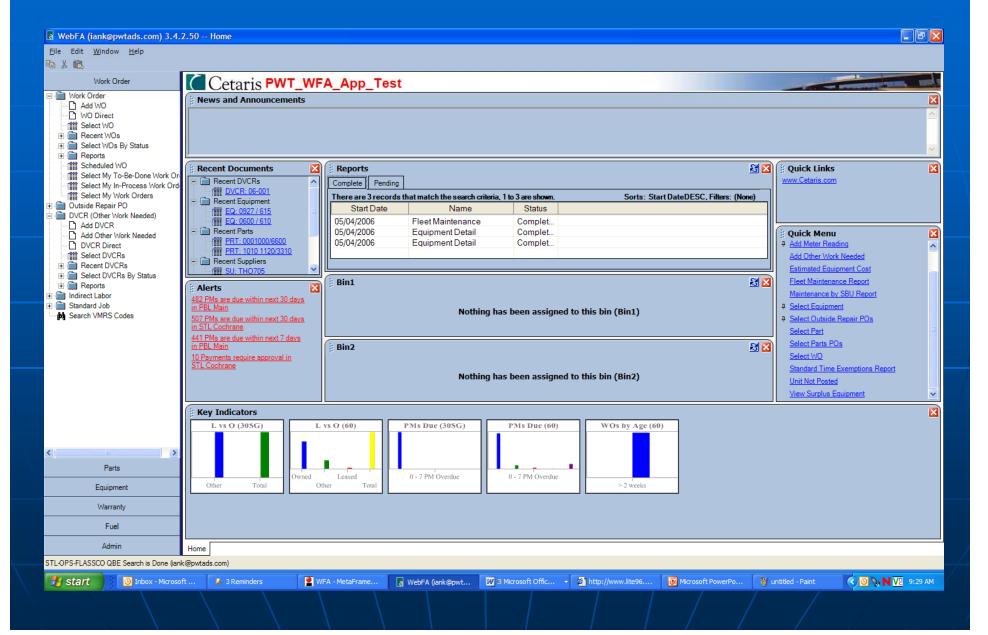
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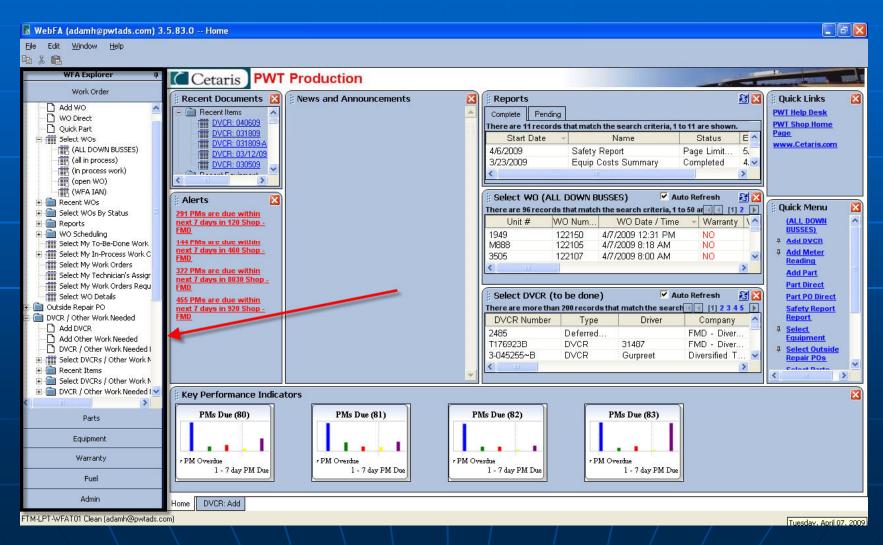


- Charging out of parts to Work Order (WO)
- External Customers Purchase Orders
- General Manual Not in WFA

Home Page / Digital Board



This menu on the left hand side is where you will select most of your functions. It is separated into 6 sections. Work Order, Parts, Equipment, Warranty, Fuel, Admin.

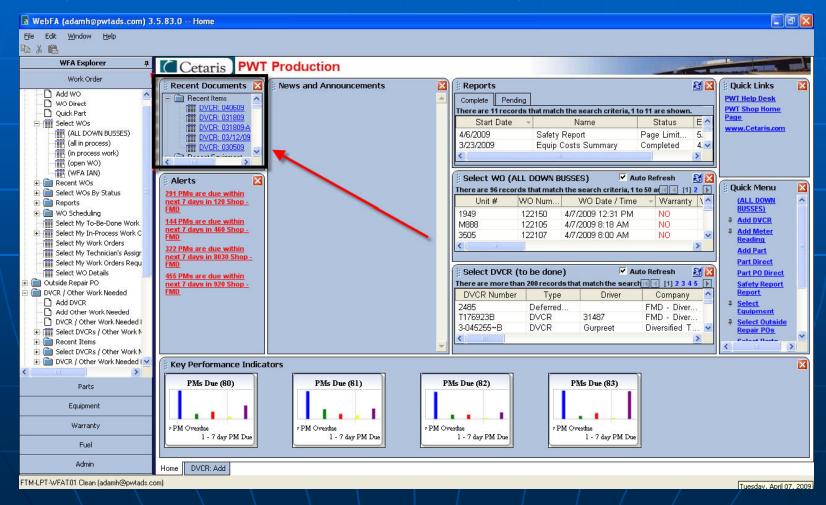


News and Announcements – This will be done by the Fleet Assist Coordinator. You may request to have information added into this section.

News and Announcements

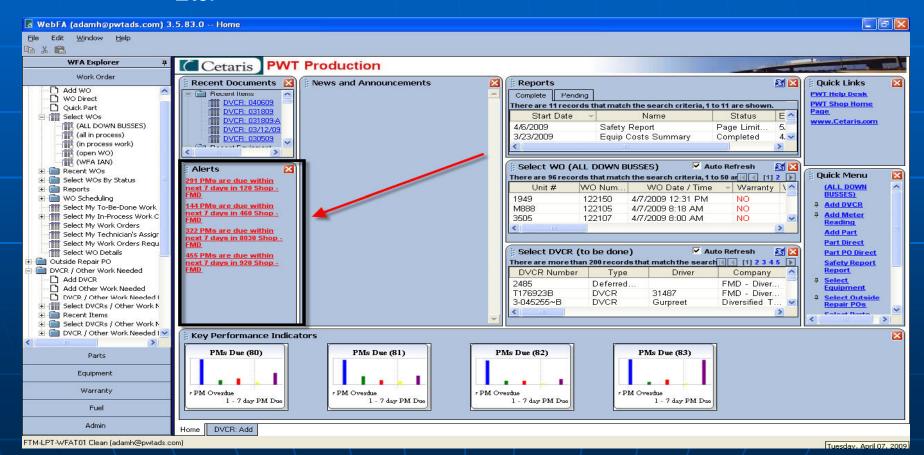
Congratulations on moving forward with Web Fleet Assistant

Recent Documents – your recent documents that you have been using will show up in this section. This will populate itself as you use the system. You can click on the different items you want to open.

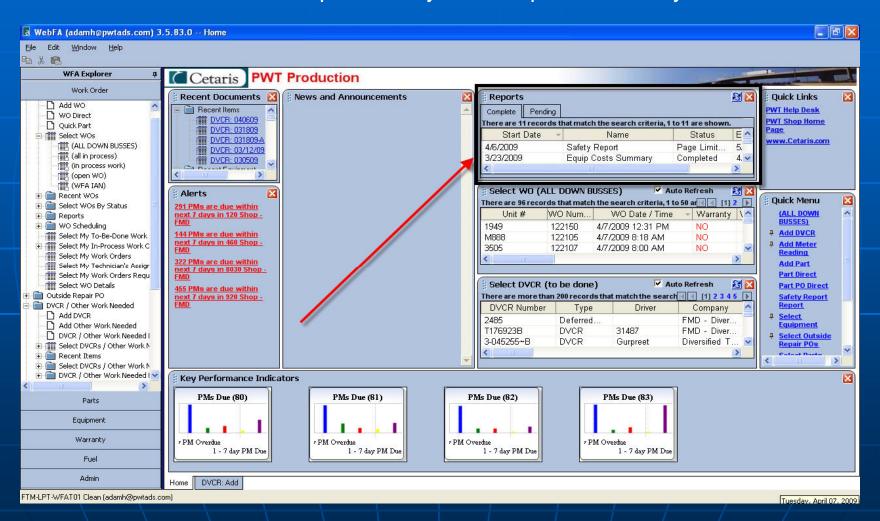


Alerts – This will be set up for the different users needs. Samples

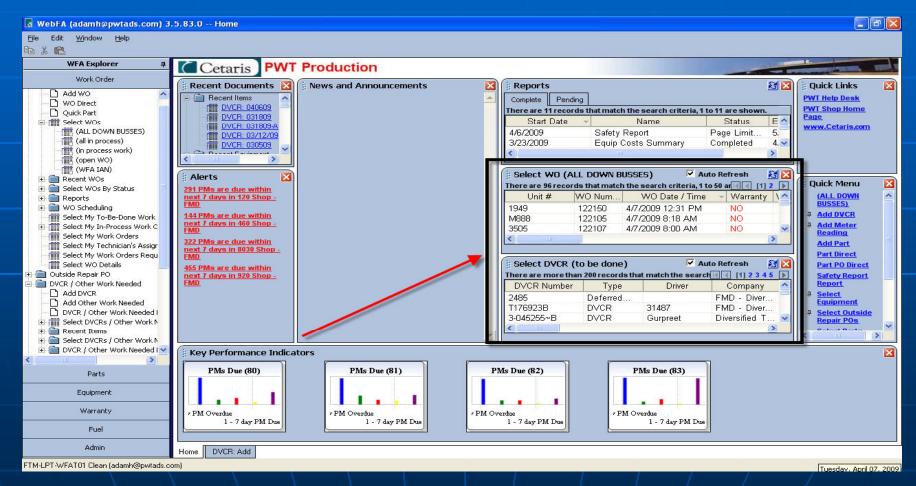
- PM that are due
- PO's waiting for approvals
- Etc.



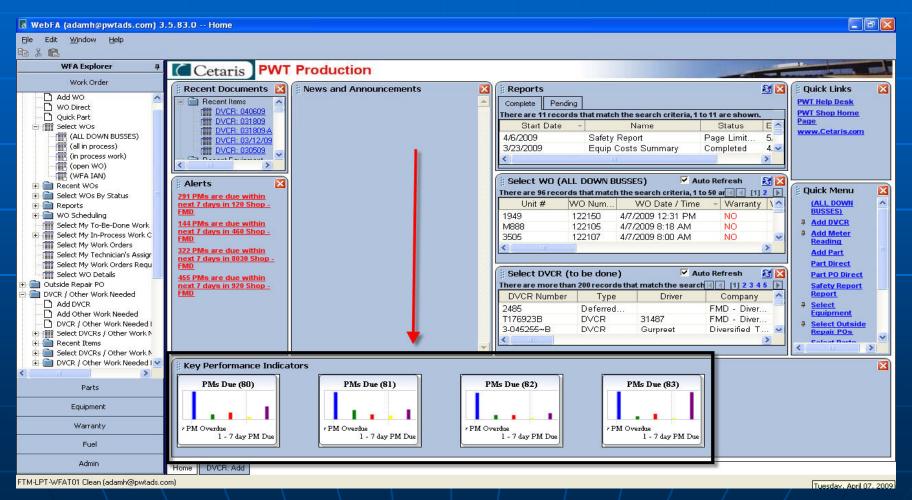
The list below are reports that you have pulled recently



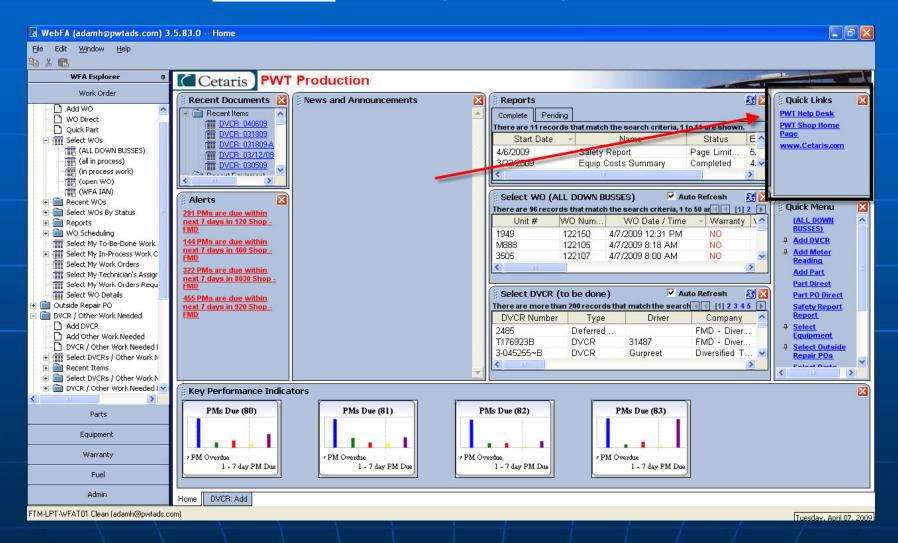
These bins are for useful information you will use on a daily basis. Things like your shop down list, the current units you're working on, units waiting for parts, etc.



This area will be set up with certain charts for the user. PM Dues and Overdues

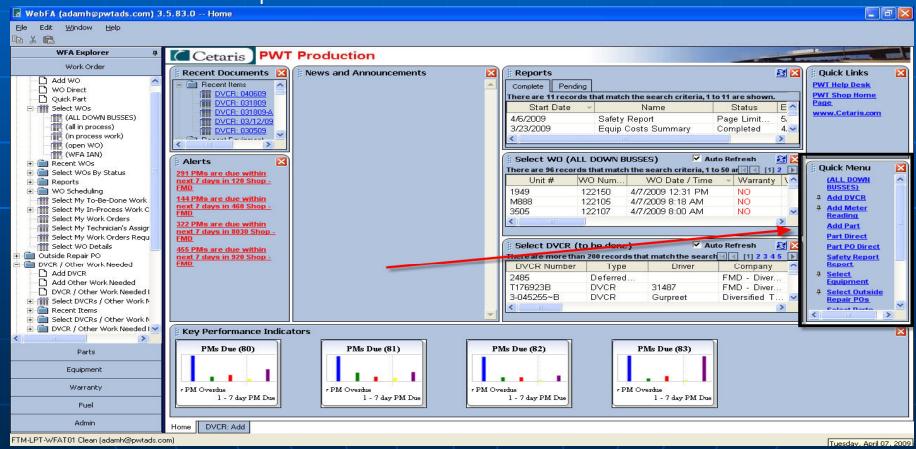


Other Links Bus ISIS, CatBase, Prevost



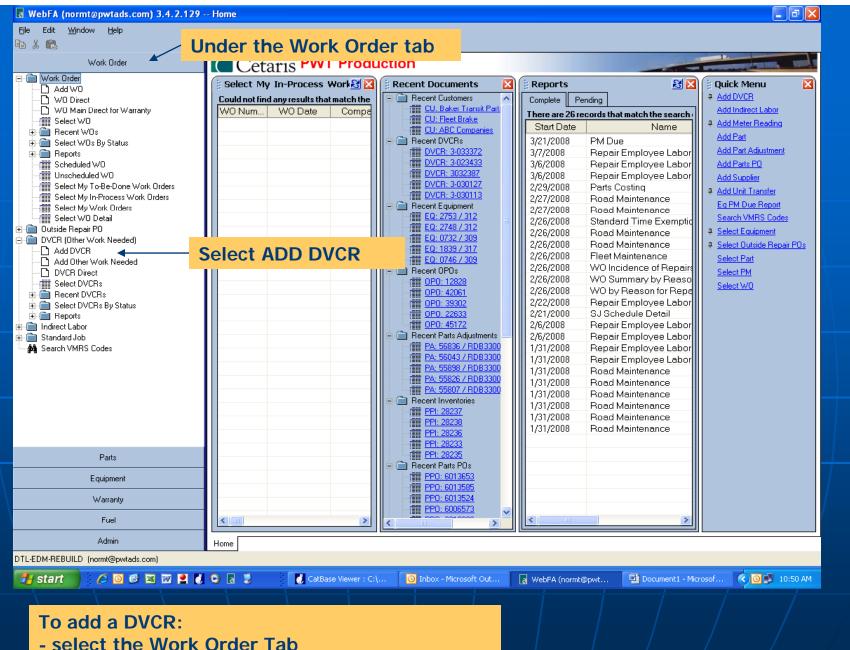
Items that you use a lot will automatically be added to this column. Pin in front of the item:

- When you assign a pin to an item it will always be in this list.
- How to assign the pin
 - -Right click on the item you want in the explore window on the left sie of your screen then click on the pin

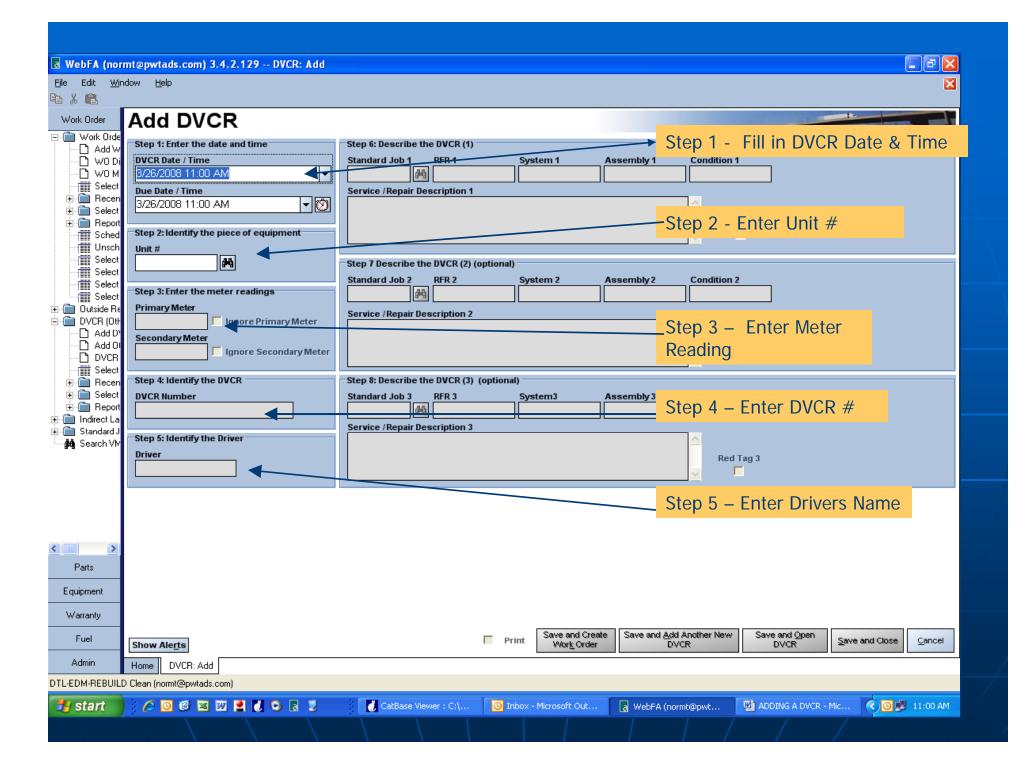


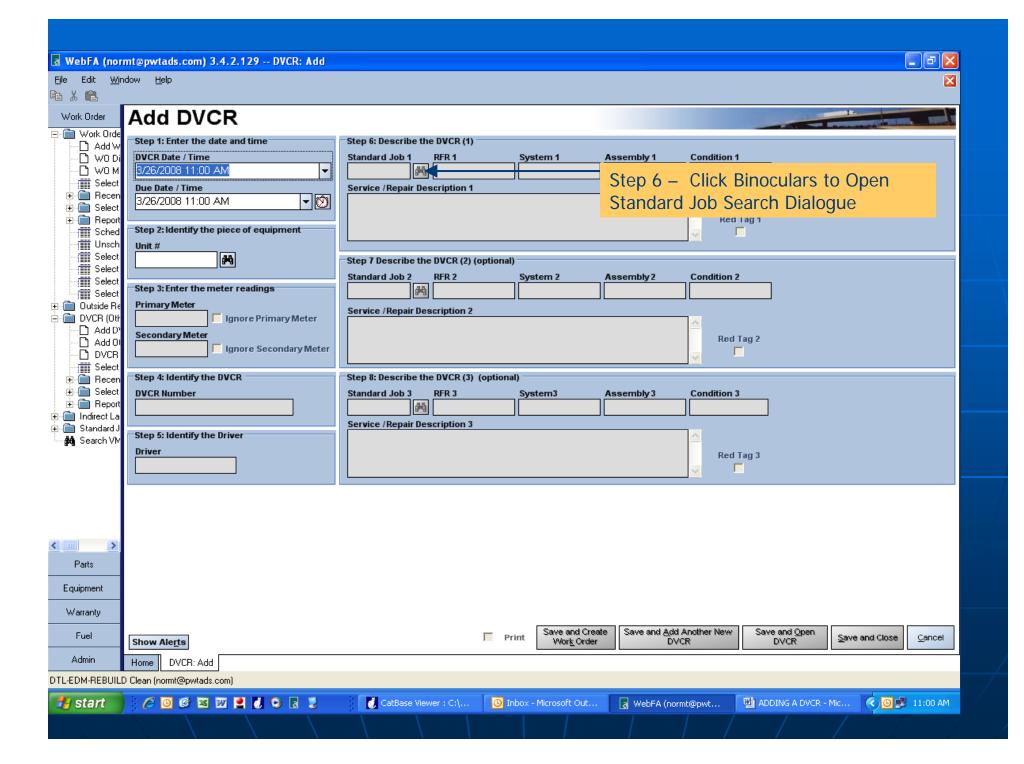
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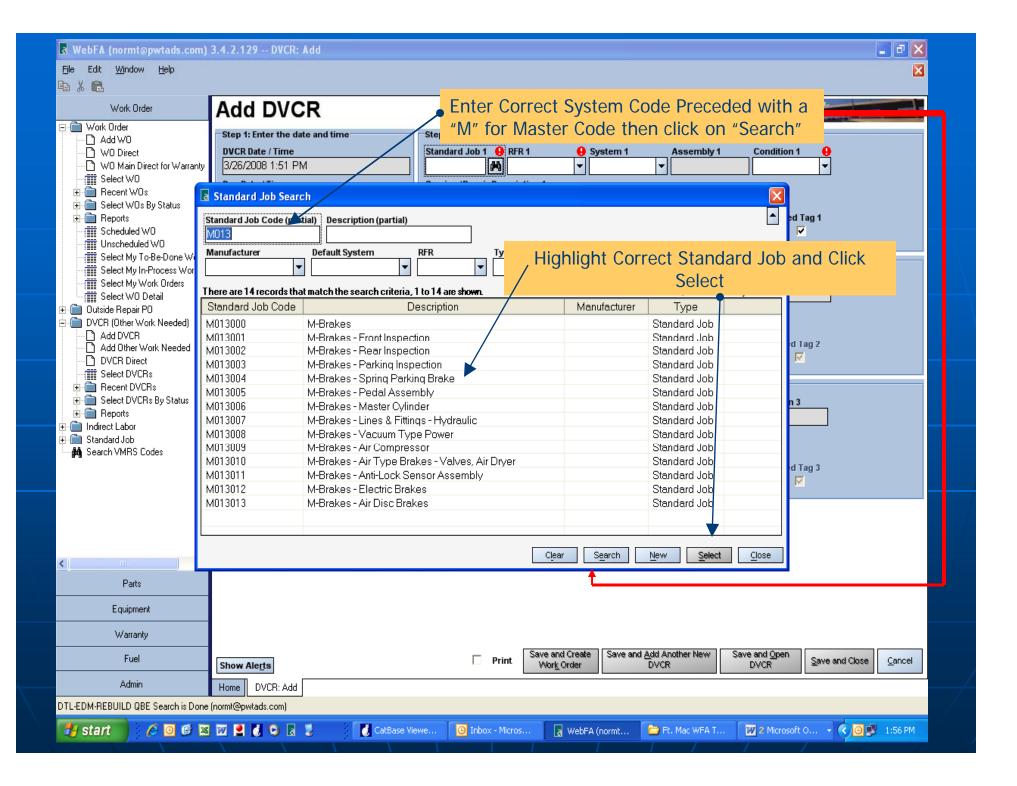
DVCR's ADDING A DVCR

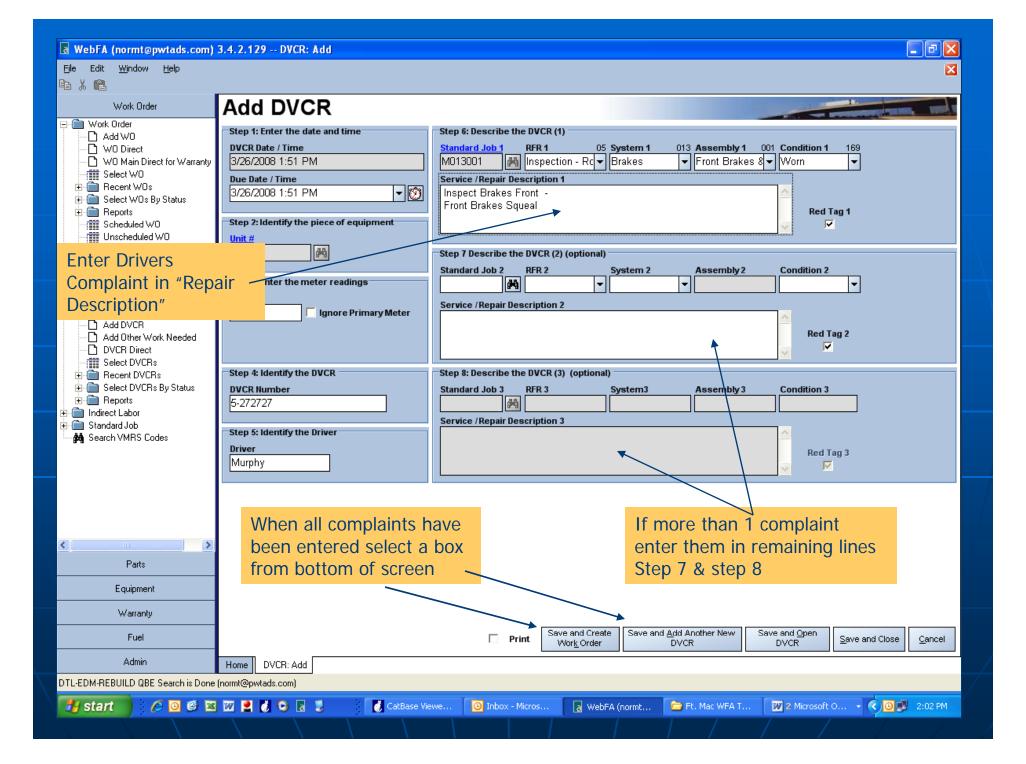


- Expand the DVCR (other work needed) folder
- Double click on Add DVCR

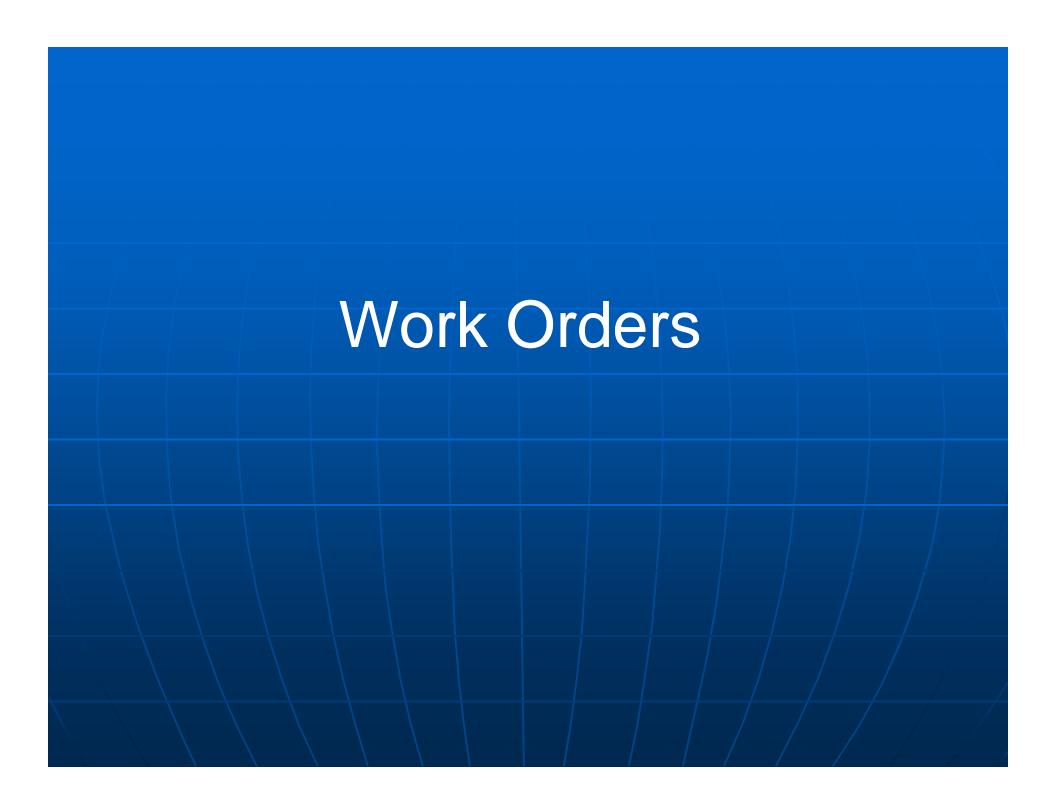






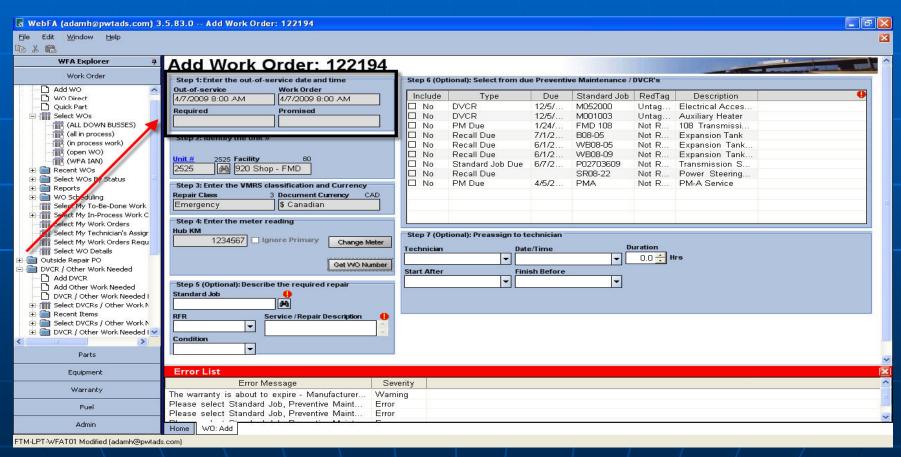


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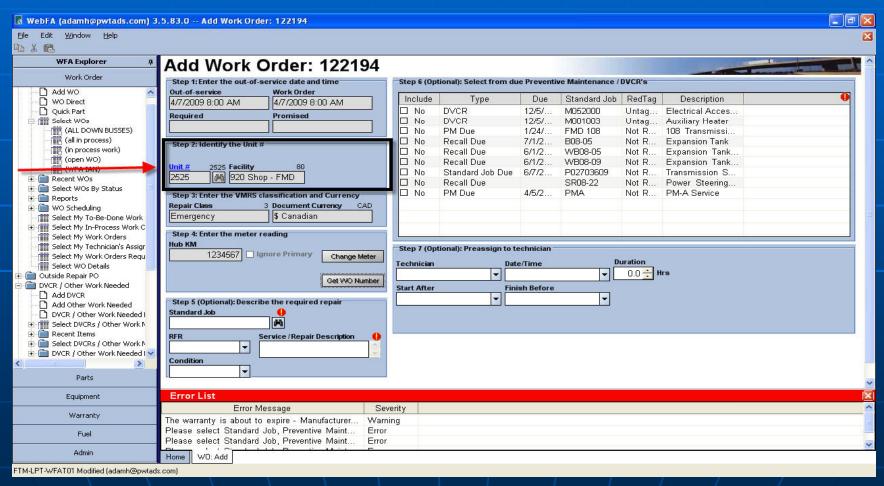


The out-of-service date is defaulted to the time you open the work order, it can be changed if need be

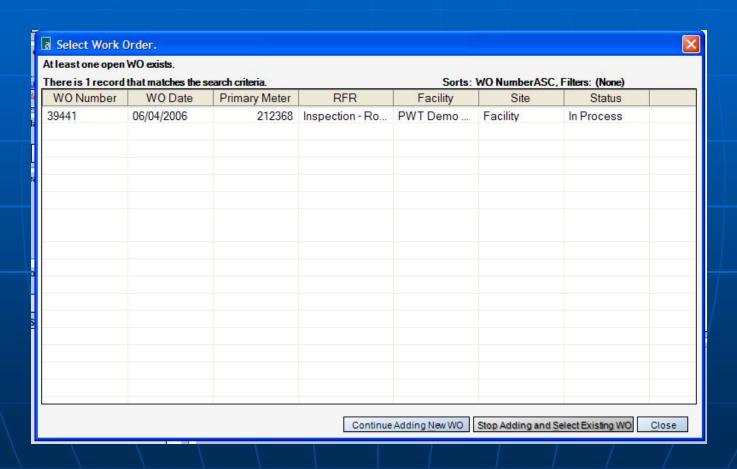
Note: It is very important that if the work order needs to be back dated this is the **only time to make the change**, not after the WO has been opened.



Enter the unit number and if there is an open work order on the unit already a screen will pop up (check next slide for example). If this happens you can choose it or still open a new one



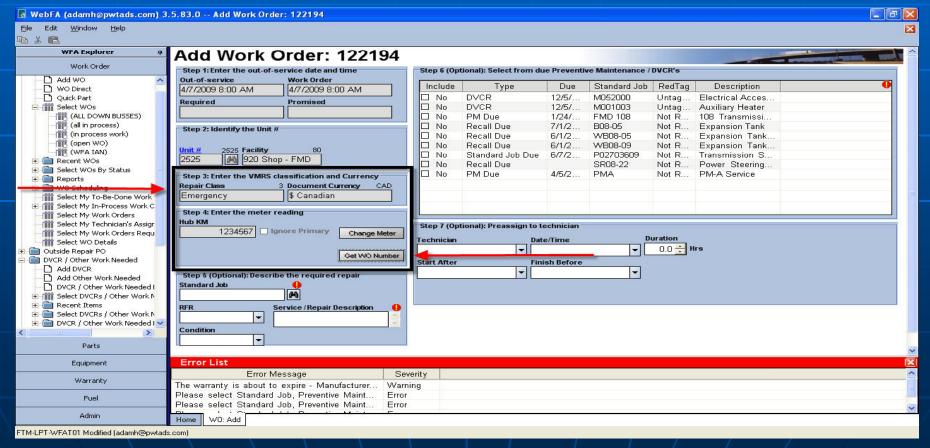
If there is already a work order open at YOUR facility you may want to add your repair line to it if it is just a small job. If not click on "continue adding new WO" and fill in the facility if not defaulted to one you need.



Fill in the repair class

- Scheduled All PM's
- Non-Scheduled DVCR or Routine Repairs
- Emergency Service or Road Calls

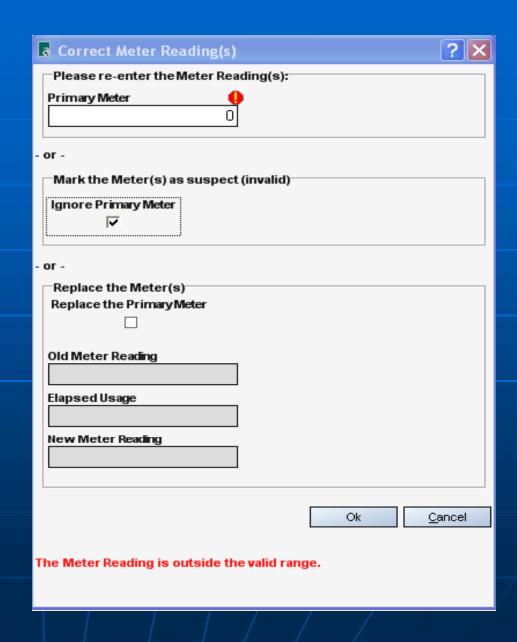
Fill in the <u>proper mileage</u>, if the meter reading is right, click on "Get WO Number" DO NOT CLICK IGNORE. Check unit for proper mileage. If it does not accept proper mileage you can fix it later when work order is open



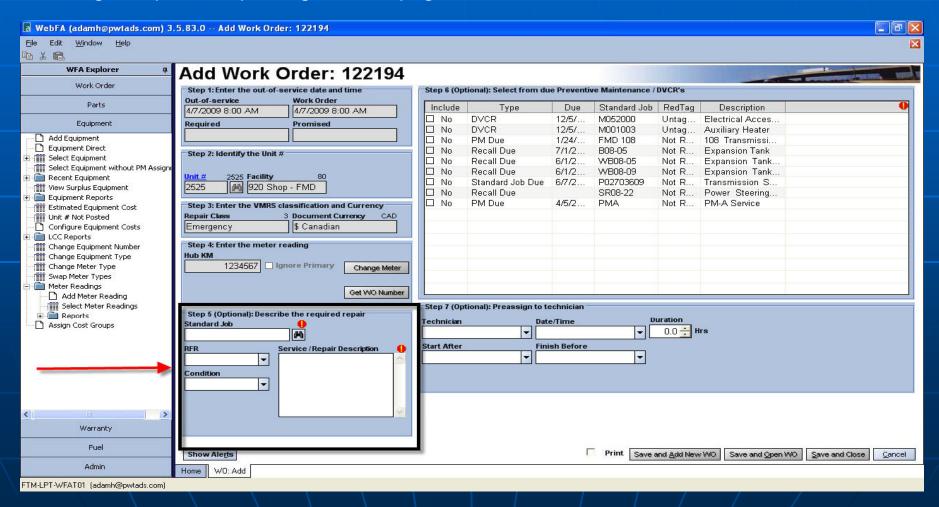
If the wrong mileage is entered this window will pop up.

Only check off the ignore primary meter reading only as your <u>last</u> <u>resort</u>

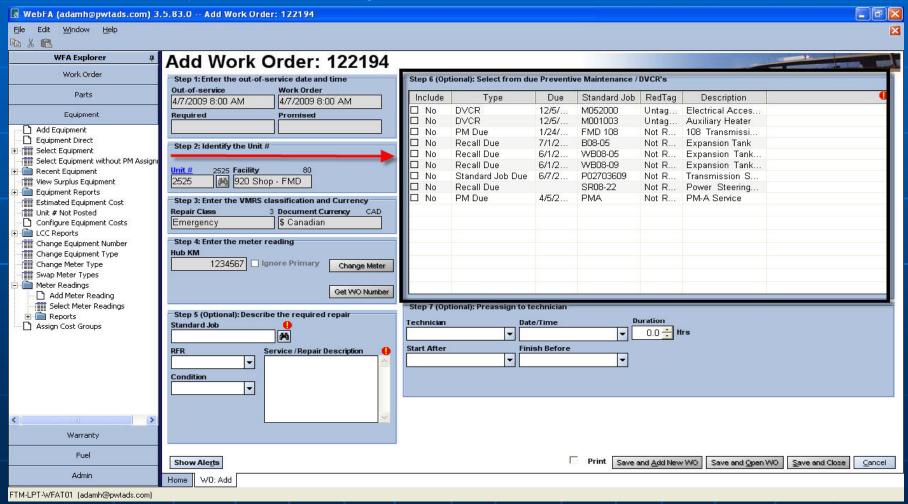
If you are replacing the meter follow the steps in the lower section of the window



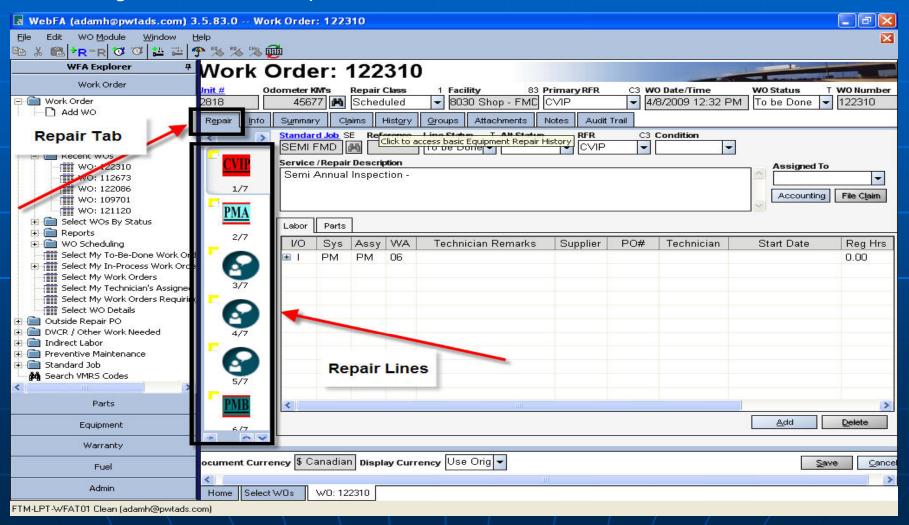
Step 6 -Fill in the standard job code for the job you are going to work on. There is a standard job for every type of job you do on a unit and you will need to pick the condition of the repair from the list. If you are unsure of the code click the binoculars and search for the proper code. If you are not adding a job and only want to select a job from the menu on the right skip this step and go to next page.



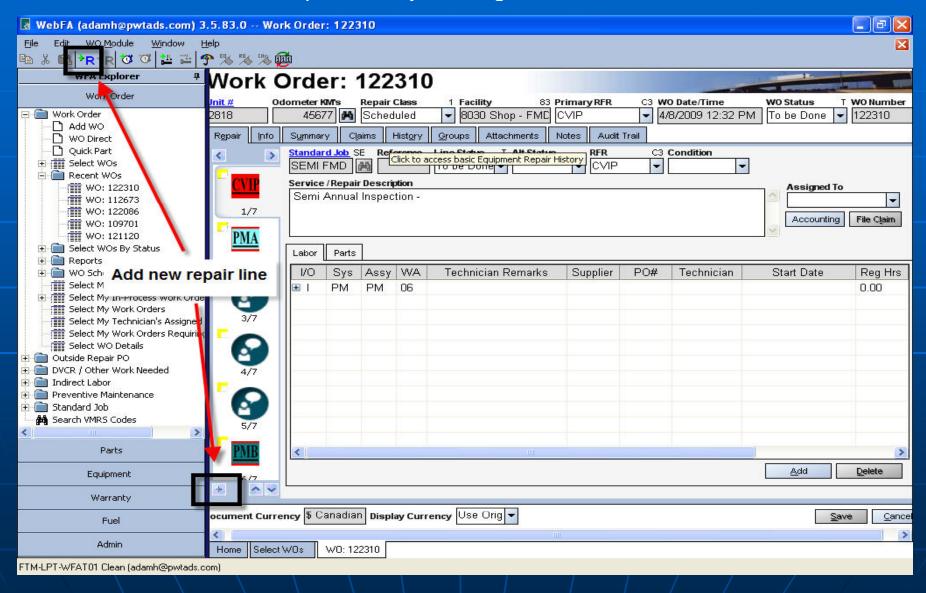
The next window shows all the other work needed and PM's the are due, check off the ones you want to add to the work order. Make sure you only select the jobs you plan on doing and all others are unselected.



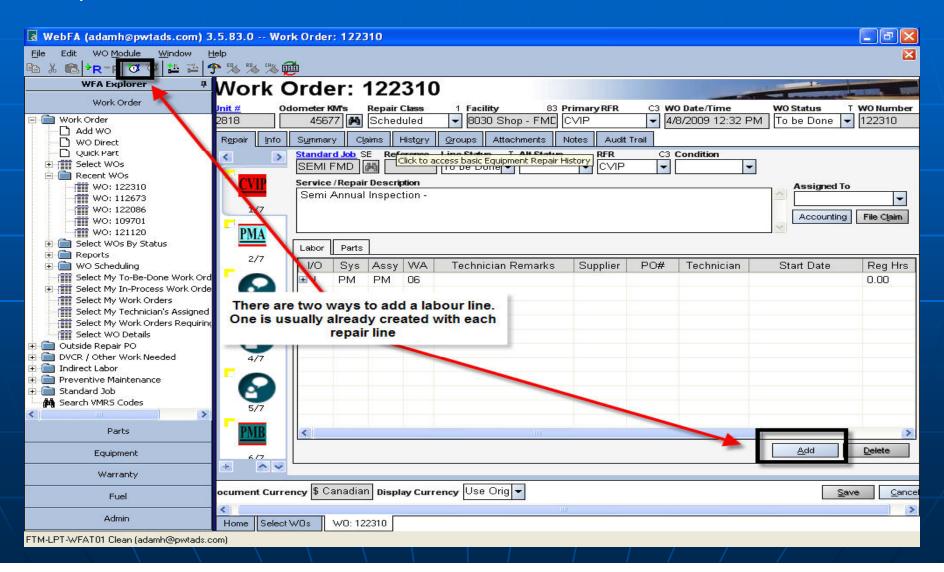
Work Order – Repair tab is the main tab you will use. This is where all of the repair lines are. Each line will have at least 1 labour line and if any parts are used they will be charged out under the parts tab.



You can add a new repair line by clicking on

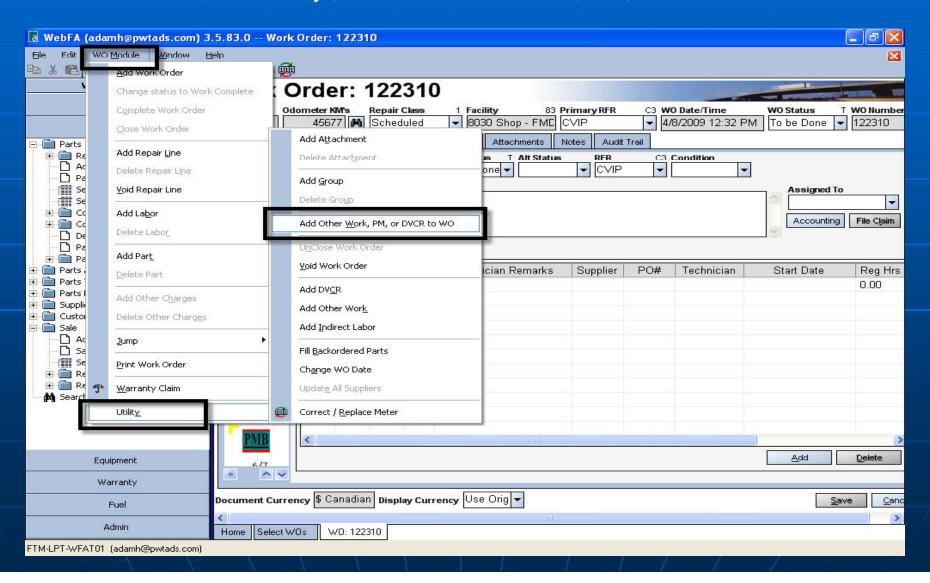


Each repair line must have the labour line completed before the repair line can be completed.

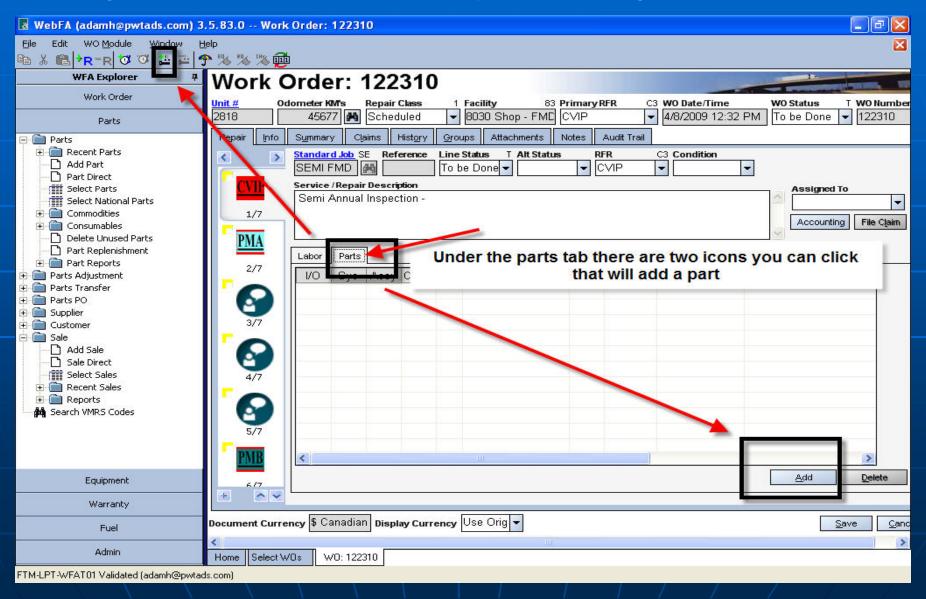


To add a DVCR or other work, click on

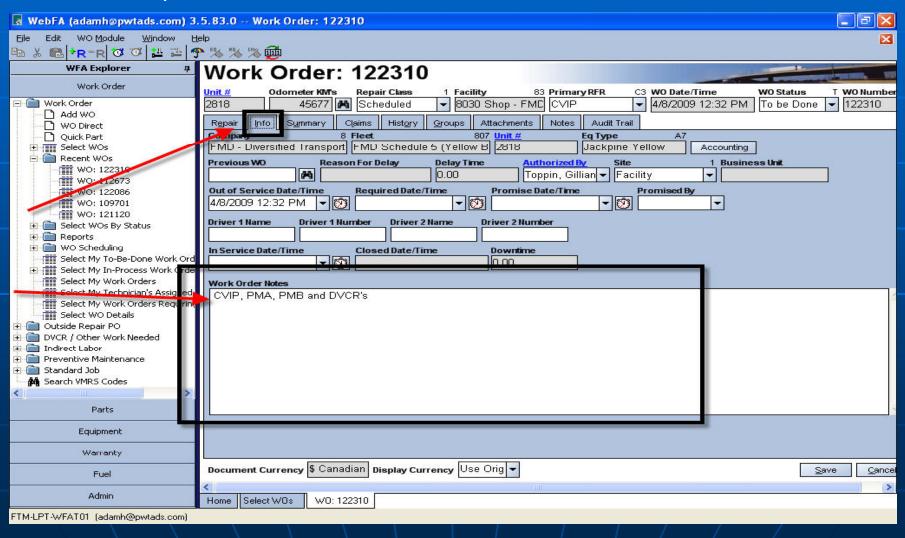
- WO Module, then Utility, then Add Other Work, PM, or DVCR to WO



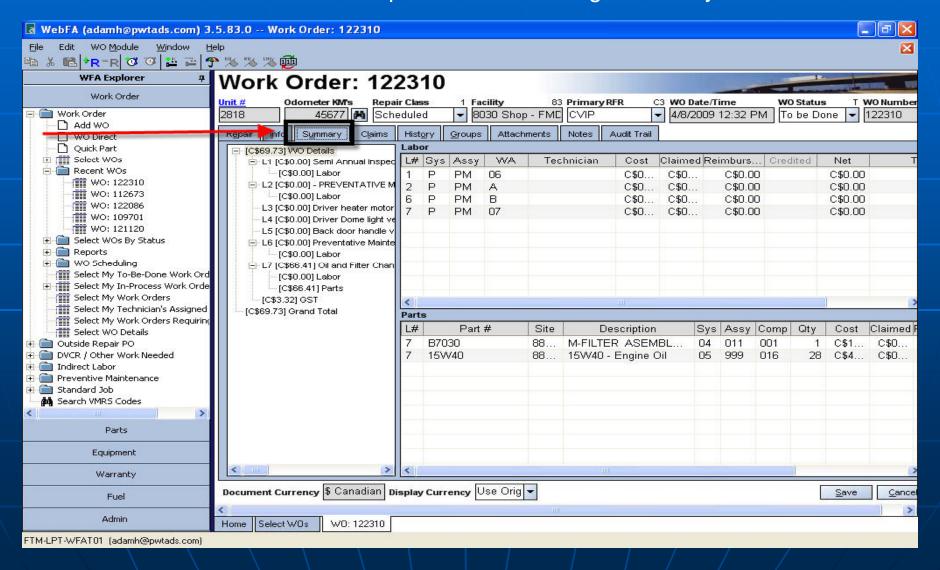
Adding Parts - Remember to make sure you have the right repair line selected



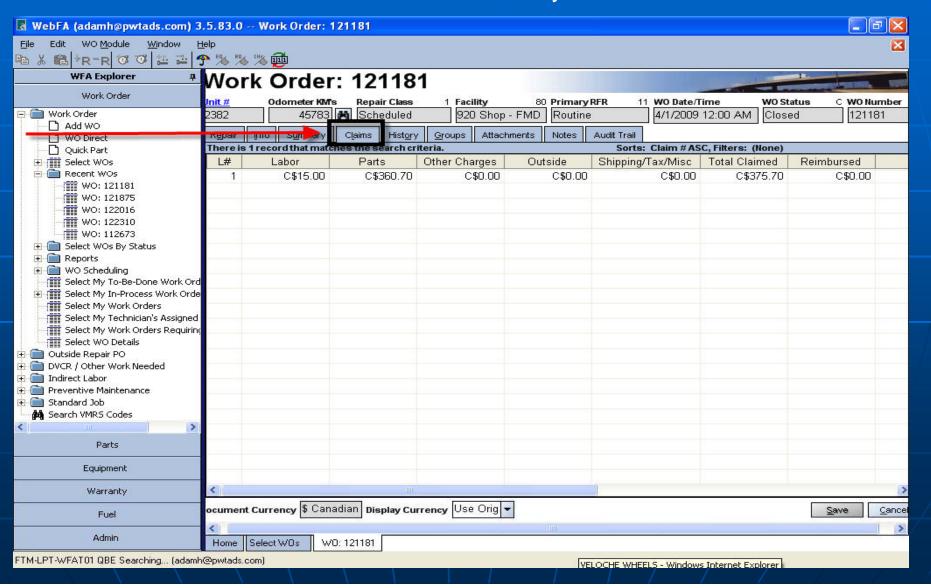
Work Order – Info Tab please write a short description in the work order notes about the repairs needed



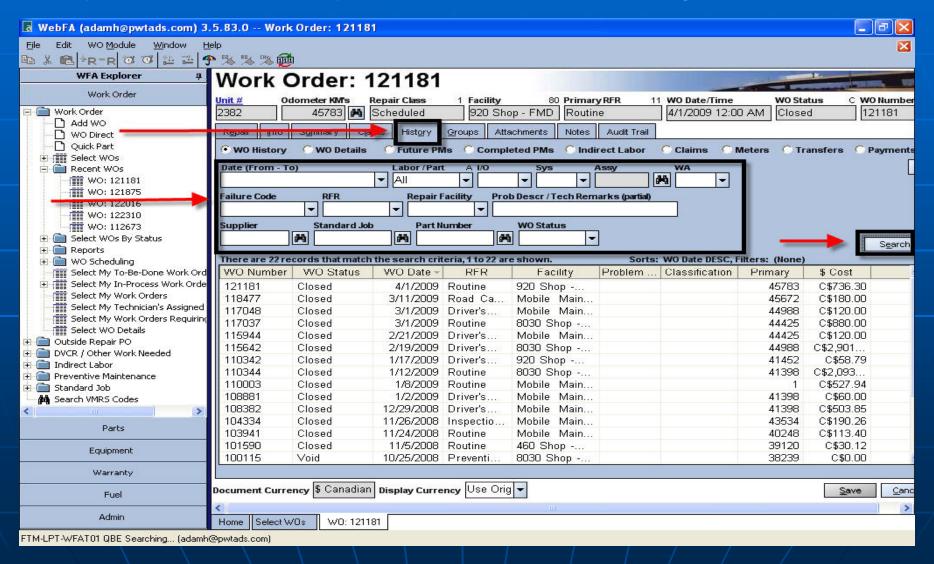
Work Order – Summary Tab shows the overall summary of each work order. It shows the entire WO labour and parts while breaking it down by line.



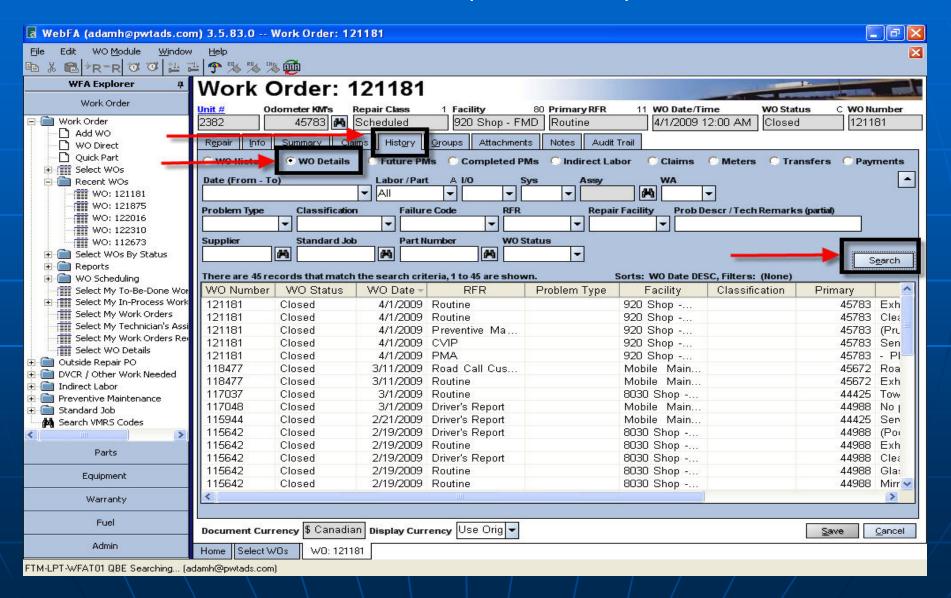
Work Order - Claim tab will summarize all Warranty claims on that work order.



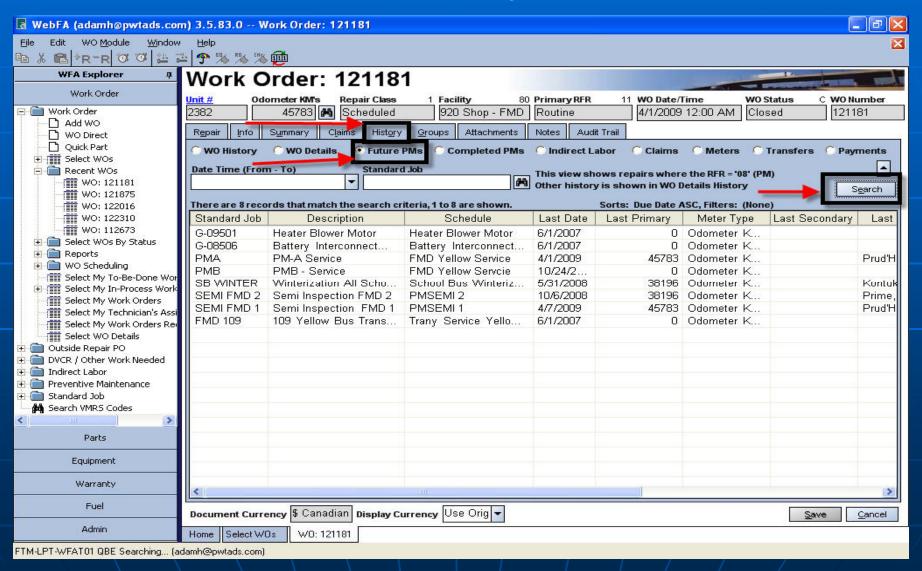
Work Order History Tab – list of work orders
Once you fill in the filters that you need, click on search to bring the list up.



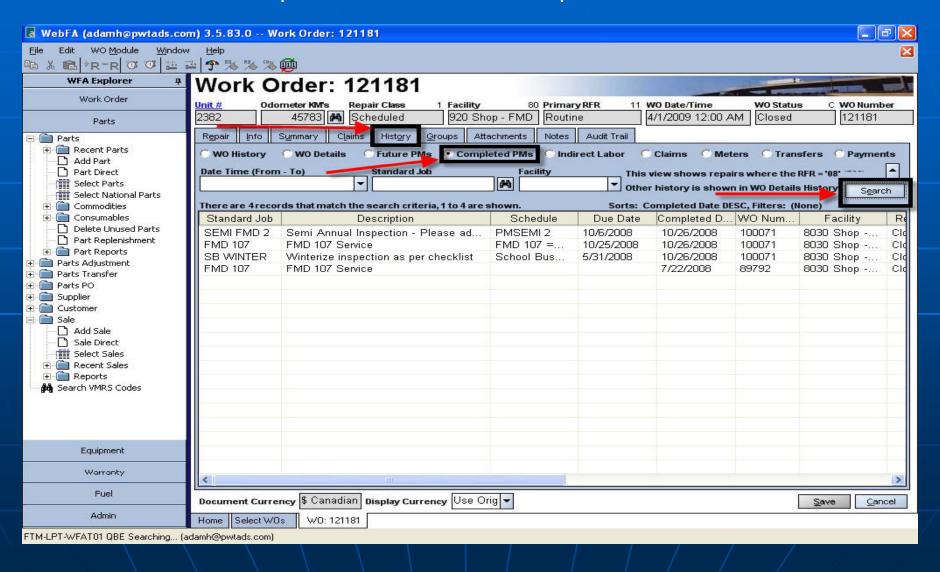
Work Order WO Details - Shows each repair line description for each work order



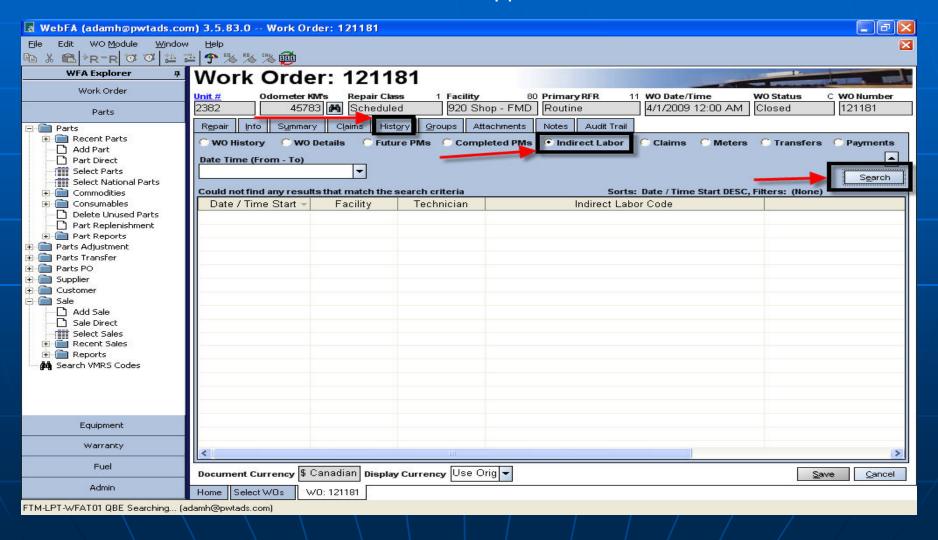
Work Order Future PM's – list of PM's showing the next due date



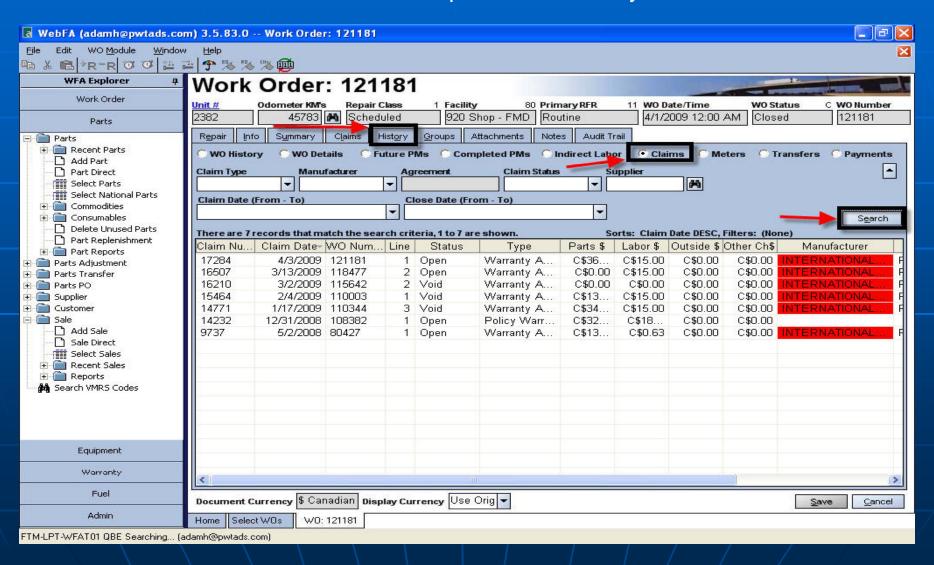
Work Order Complete PM's – Lists out completed PM's



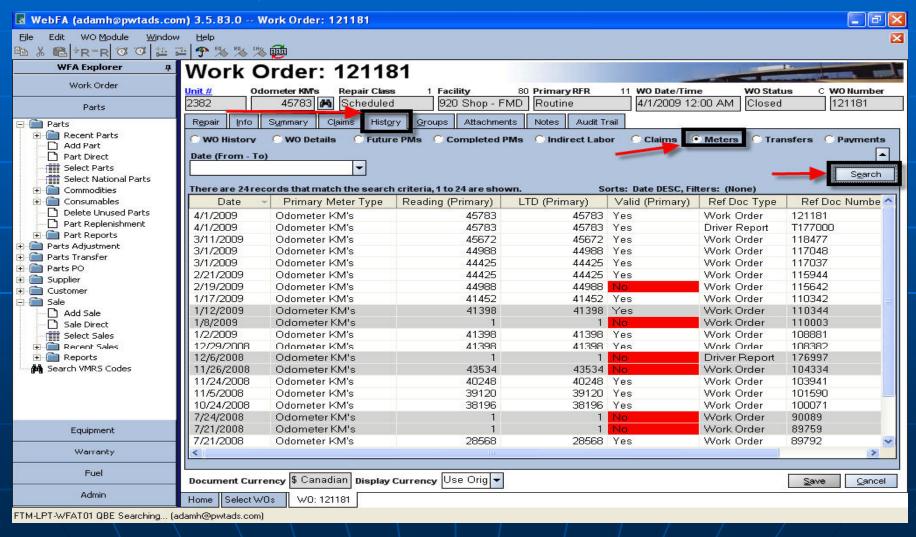
Work Order Indirect Labour – Shows indirect labour that is attached to this unit. Most indirect labour is not applied to a unit



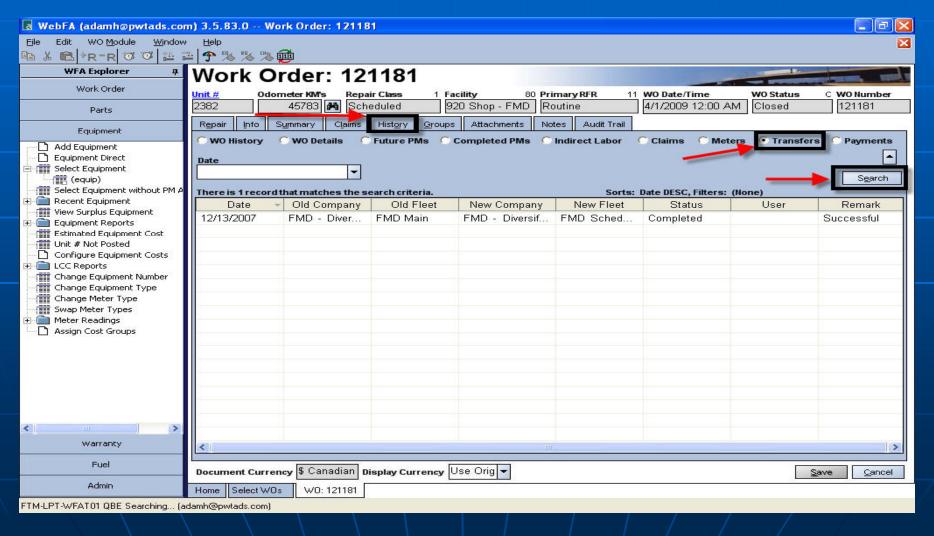
Work Order Claims - Shows all up to date warranty claims for this unit.



Work Order Meters – Shows all the meter readings that have been entered in the system

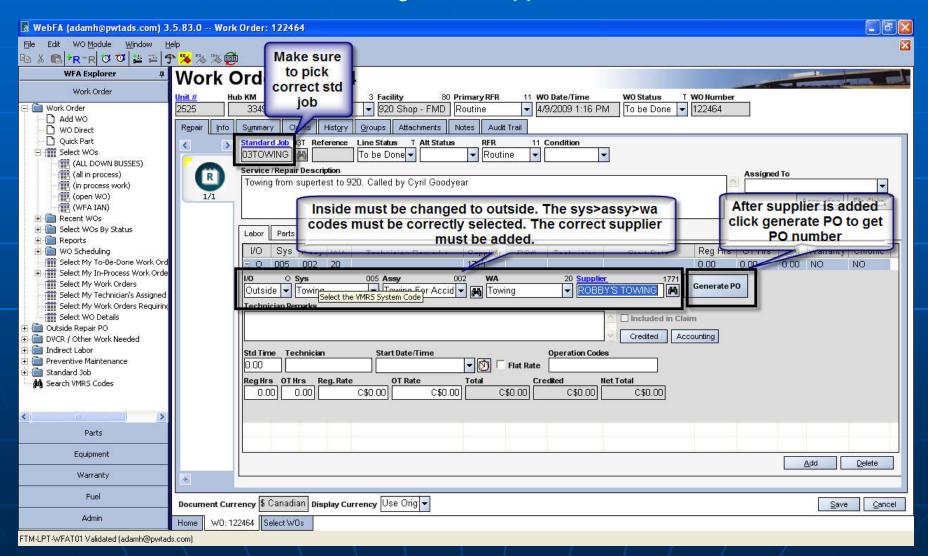


Work Order Transfers – This will show if the unit has been transfer for a different company or fleet.

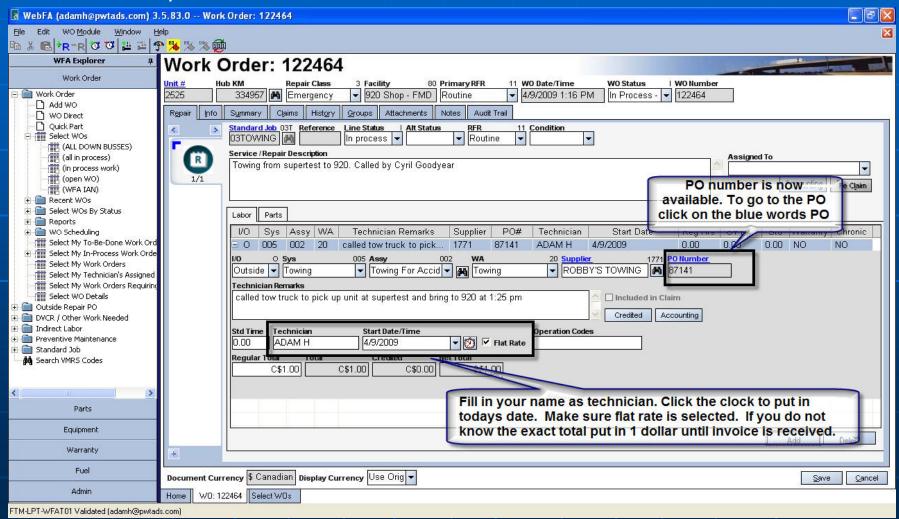


Outside PO's

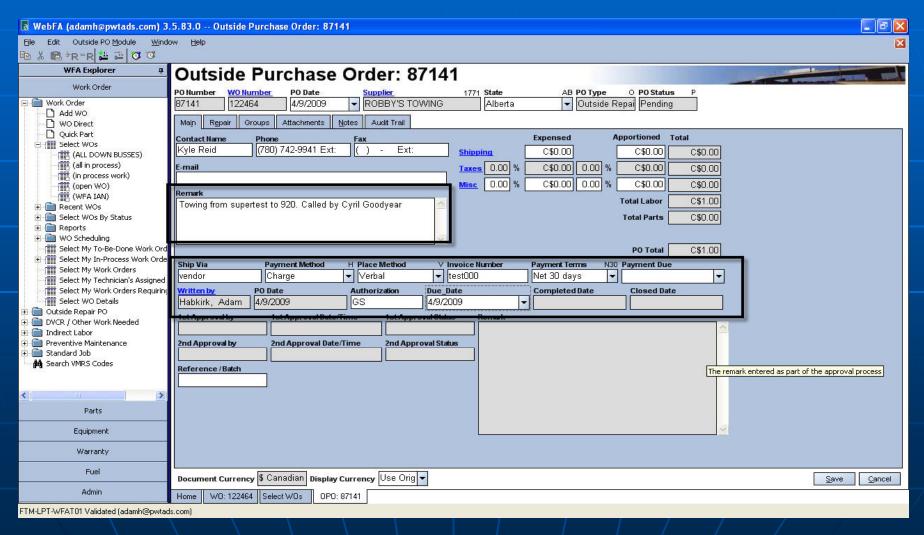
Work Order / Outside Service – You would create the Work Order the same way as in-house WO. Make sure the PO is given to supplier before work is done.



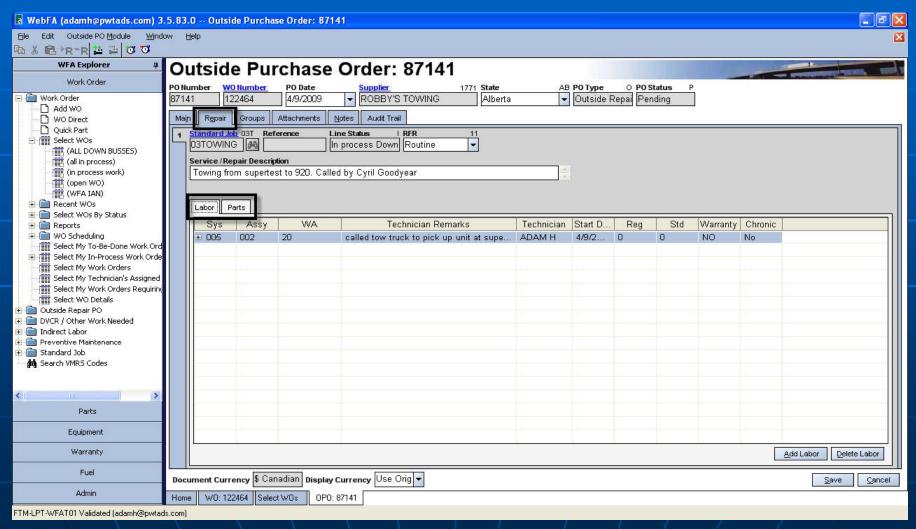
Work Order / Outside Service – Fill in the Tech remarks / check off the Flat Rate for towing, enter in the cost of the towing if known. This is the final step until invoice is received.



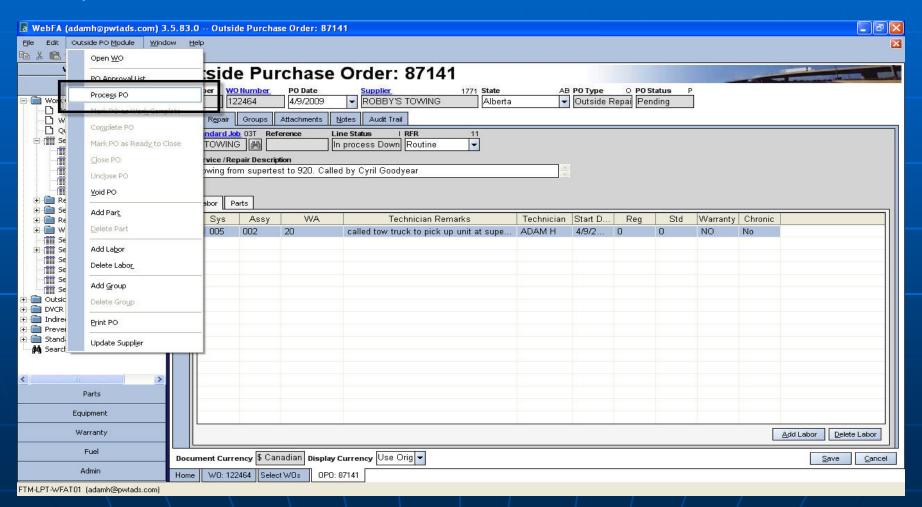
Work Order / Outside Service PO – When invoice is received. Open PO and fill out all applicable fields shown here.



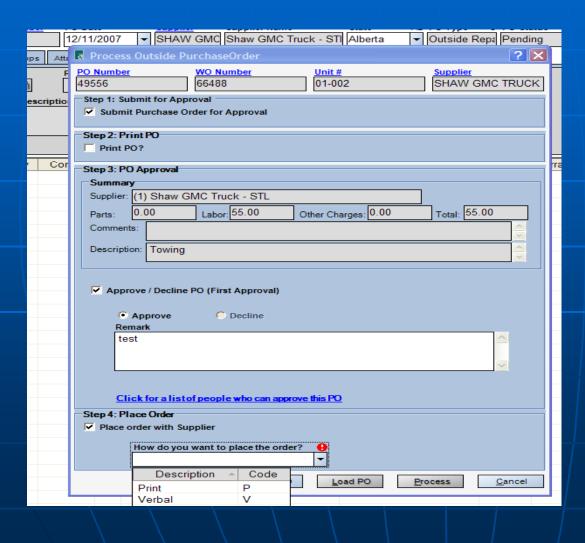
Work Order / Outside Service PO – Repair tab is the same as a WO. Please double check the labour and parts tab to make sure everything is charged out.



Work Order / Outside Service PO – PO will need to be approved like the parts PO. Click on Outside PO Module then click on Process PO



Work Order / Outside Service PO – Follow the steps to approve the PO



Once the PO is
Approved it will
stay in the open
status unit, you go
back into the PO
and close it. This
must be done
before the WO can
be closed.

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VMRS Vehicle Maintenance Reporting Standards

VEHICLE MAINTENANCE REPORTING STANDARDS

VMRS

VMRS is a Universal Coding Language for Tracking Maintenance Costs

Benefits:

- Easy to use
- Designed to be used at shop level
 - -Allows managers to understand what the technician has accomplished

VMRS Codes Labor

• All labor is given an 8 digit code which is broken down into:

SYSTEM – ASSEMBLY – WORK ACCOMPLISHED

- System (3 digits) i.e. 042 Cooling System
- Assembly (3 digits) i.e. 002 Radiator
- WA (2 digits) i.e. 03 Replace New OR
- System Code 013 Brakes
- Assembly Code 001 Front Brakes
- WA CodeO6 Inspect

VMRS Codes Parts

- All parts are given a 9 digit code which is broken down into:
- System (3 digits) i.e. 042 Cooling System
- Assembly (3 digits) i.e. 002 Radiator
- Component (3 digits) i.e. 044 Cap Surge Tank

OR

- System Code
- Brake
- = 013 Brakes
- Assembly Code = 001 Front Brakes
- Component Code = 014 Shoe Front

Work Order Codes

Repair Class Codes:

Code 1 - Scheduled - i.e. Services or Semi Annual Inspection

Code 2 – Non Scheduled - i.e. DVCR's & Routine Maintenance

Code 3 – Emergency - i.e. Road Calls

Primary Reason for Repair Codes (RFR):

I.E. - "What caused the unit to come into the shop for repair"

Code 11 - Routine

Code 10 - Road Call - Customer Affected

Code 01 - Road Call - Customer Not Affected Etc.

Part Failure Codes:

Allows a technician to report why a part has failed.

- I.E. Code 18 Leaking
- Code 37 Seized

Indirect Labor Codes:

- Labor that is not charged to a specific piece of equipment is entered under Indirect Labor
- I.E. Code 55 Physical / Drug Testing
- Code 37 Training / Meetings

VMRS SYSTEM CODES

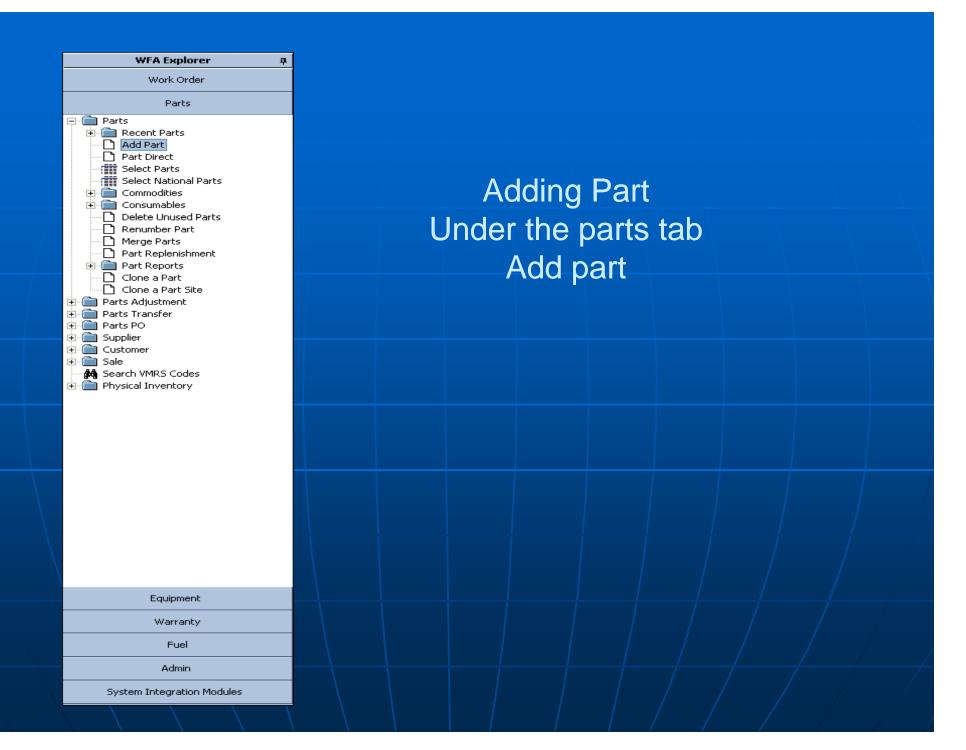
CAB, CLIMATE CONTROL & INSTRUMENTATION

Electrical

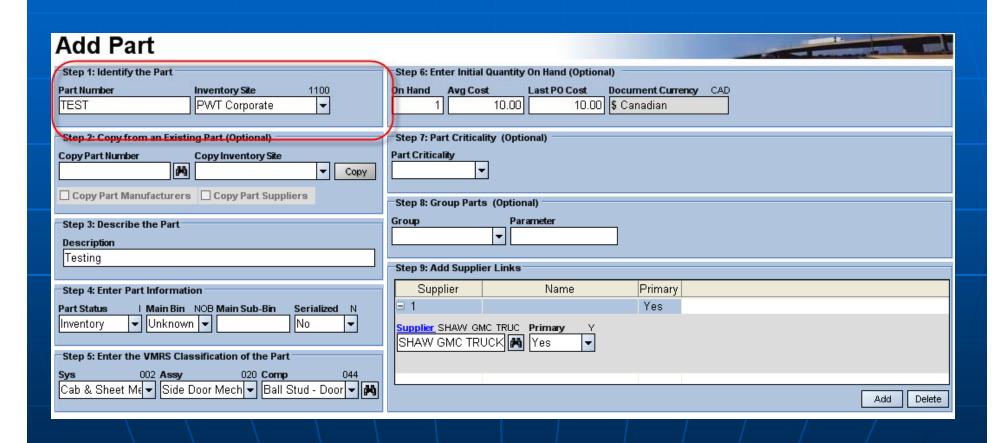
001	Heating &	031	Charging System
	Ventilation System		
002	Cab & Sheet Metal	032	Cranking System
003	Instruments, Gauges, Warning & Shutdown Devices	033	Ignition system
		034	Lighting System

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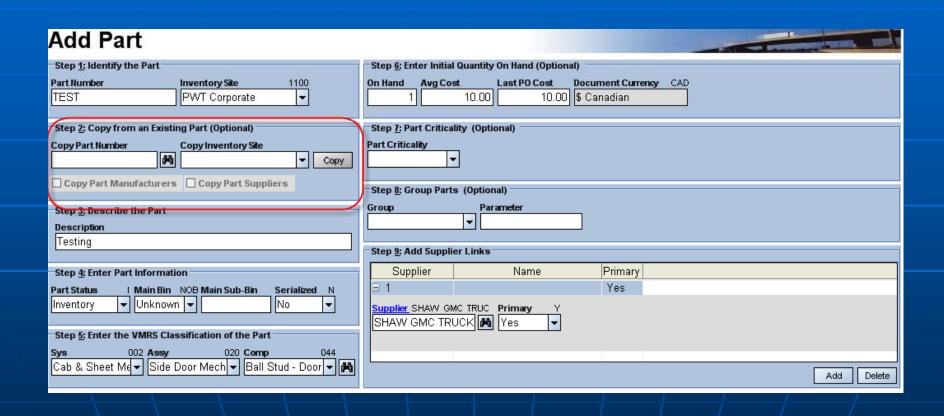
Parts Adding Parts



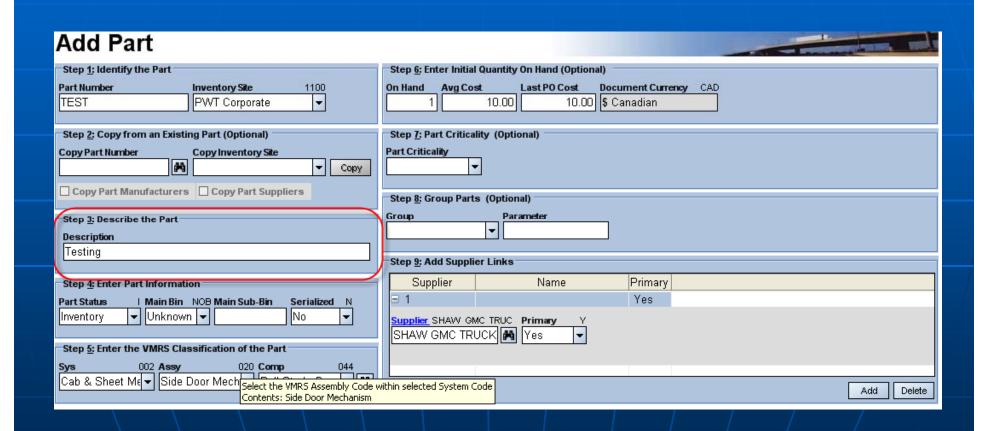
Step 1, enter the new part number and the inventory site which the part is going to be



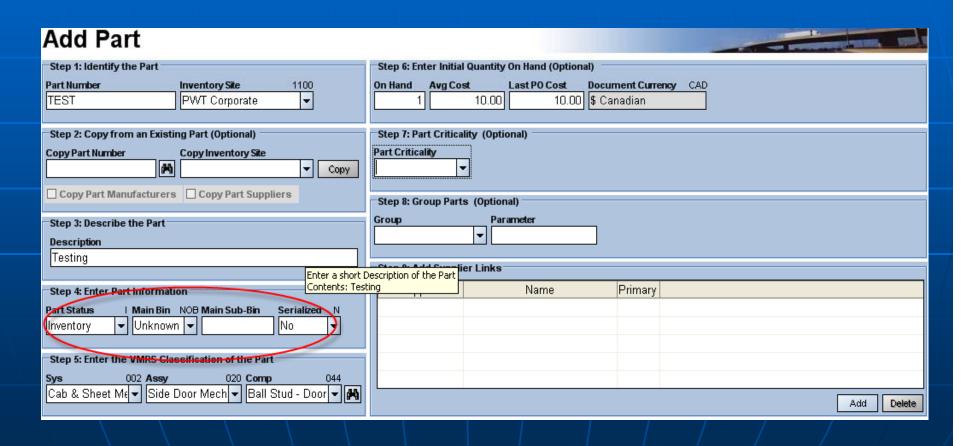
Step 2, If there is a part already in the system that you would like to copy the information from enter the part number. Also if you know the site you want to copy it from



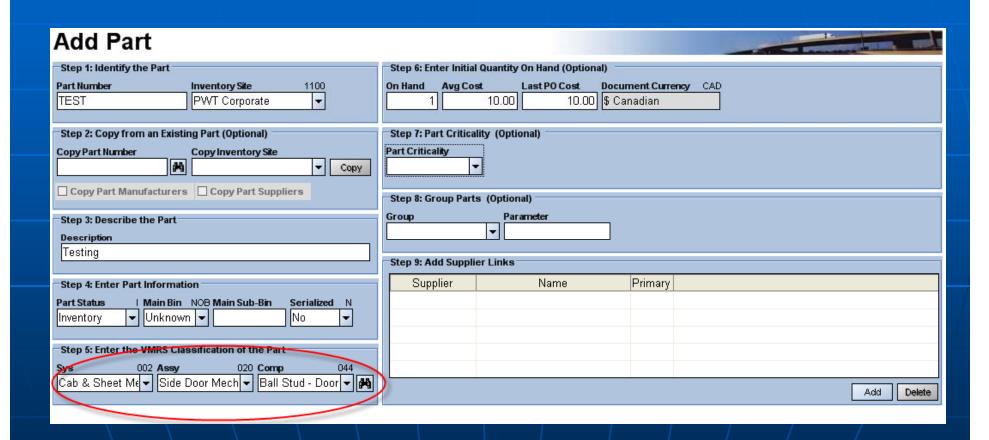
Step 3, Enter in the description of the part using the VMRS coding description



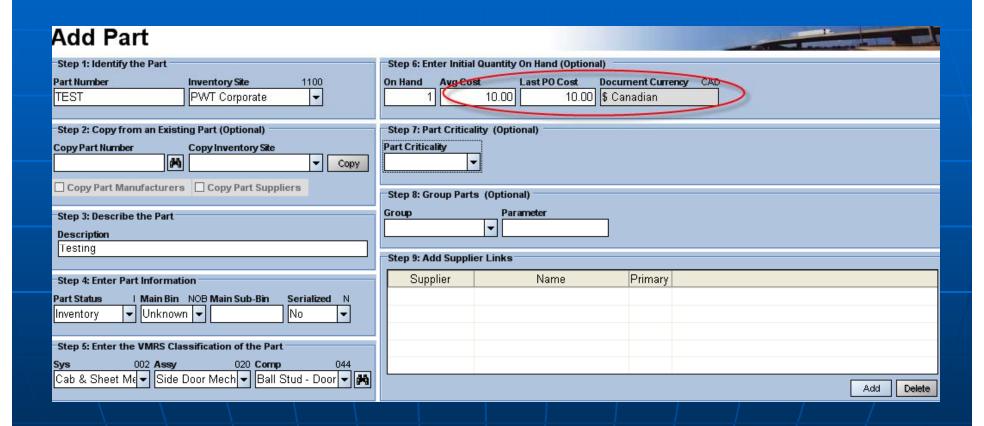
"Part status" can be selected from the drop down menu. The 2 most common being "Inventory and Consumable. It must be determined if the part is to be serialized or not as this cannot be changed later. If part is going to be stocked and has a bin, please ensure to put in a bin location, do not leave as unknown.



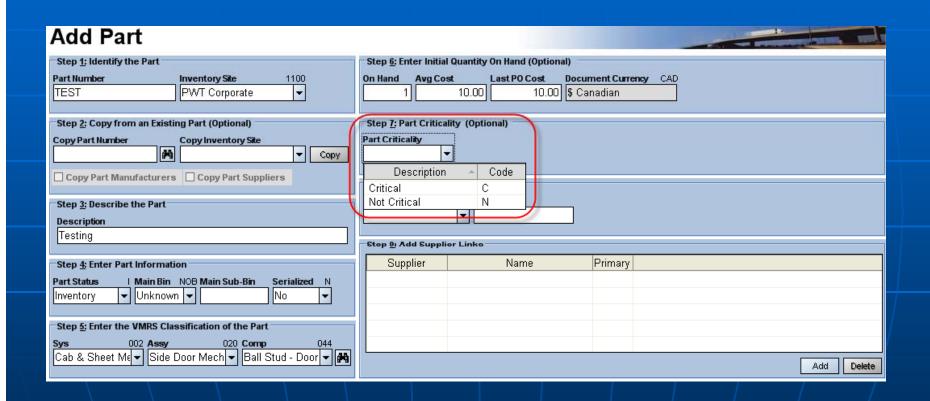
In step 5, Fill out "Sys" "Assy" and "Comp" fields by selecting the appropriate codes from the drop down menus



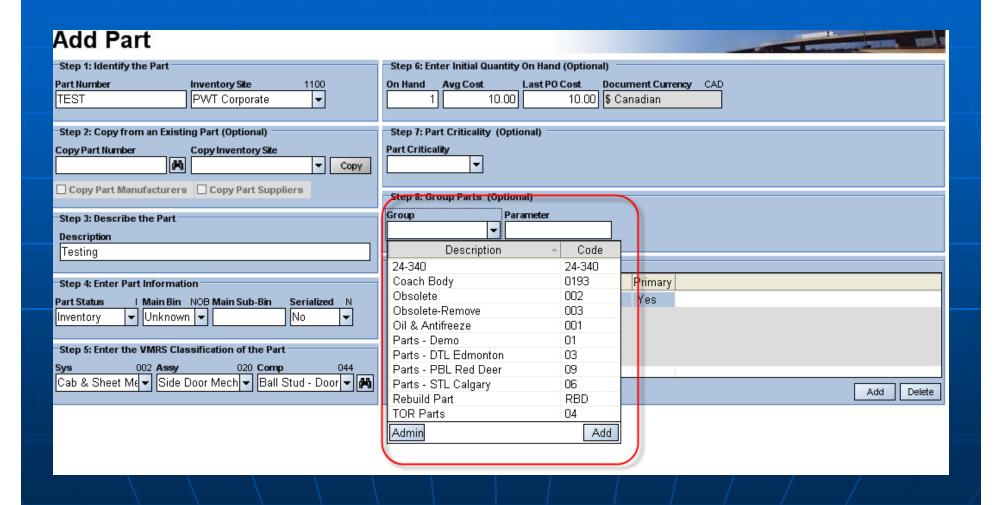
In step 6, enter "Last PO cost" as shown in the example below if known



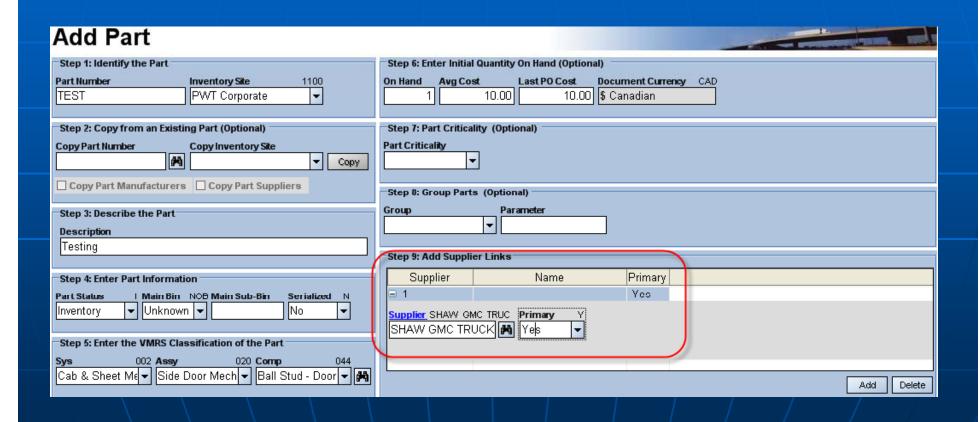
Step 7, is where you can flag the part as Critical or Not critical or leave blank



Step 8, You can group the part from the drop down list

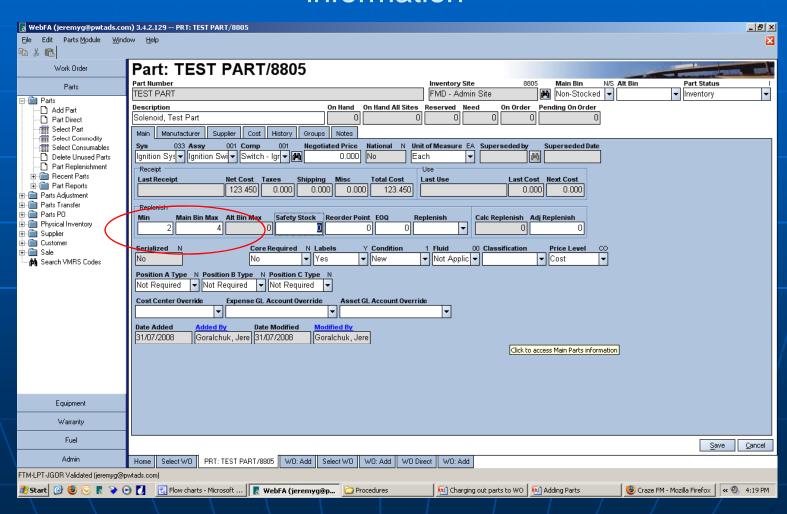


Step 9, enter the Supplier information and select "primary" option as "Yes"... If supplier code is not known, click on binoculars to search. You can also add more than 1 supplier. After that click "Save and Open Part"

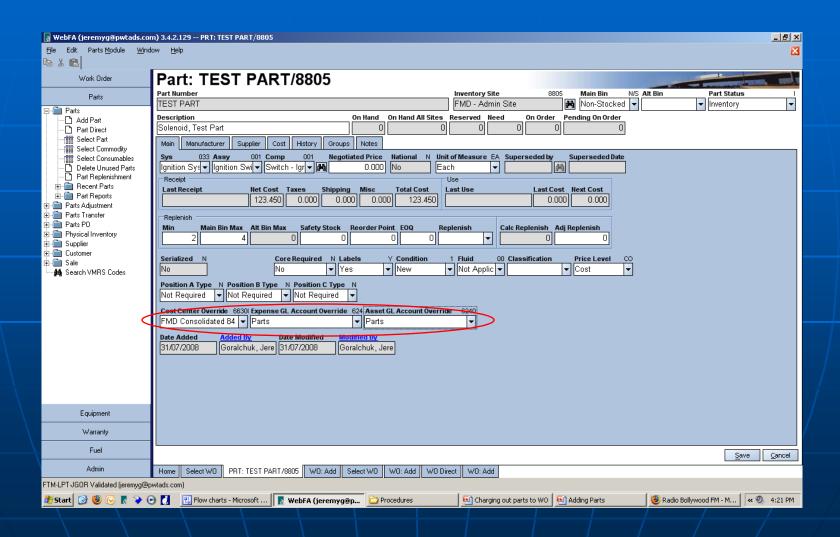


Other Part Information

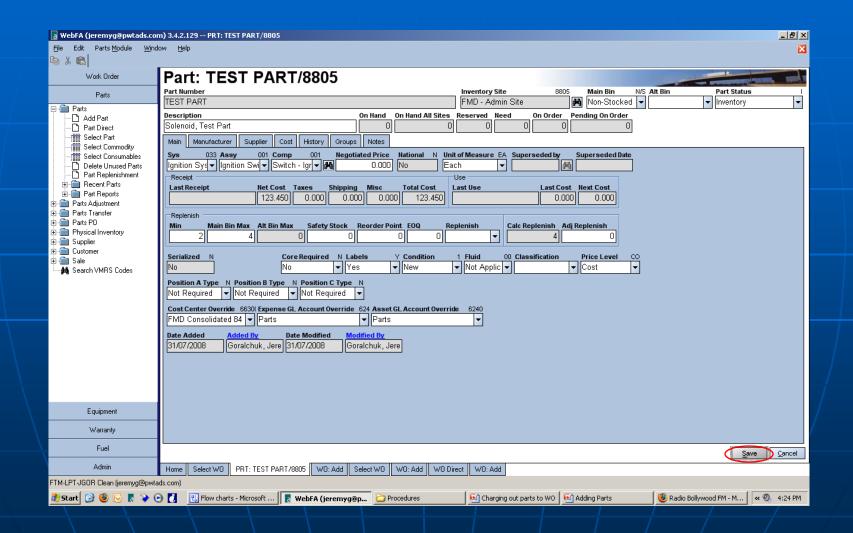
Enter "Min" and "Main Bin Max" information. At this point there should be a bin location given to the part This is also a good time to enter in the Manufactures information



In "Cost center Override" select the appropriate cost centers and GL codes from the drop down lists.



Click "save" when completed

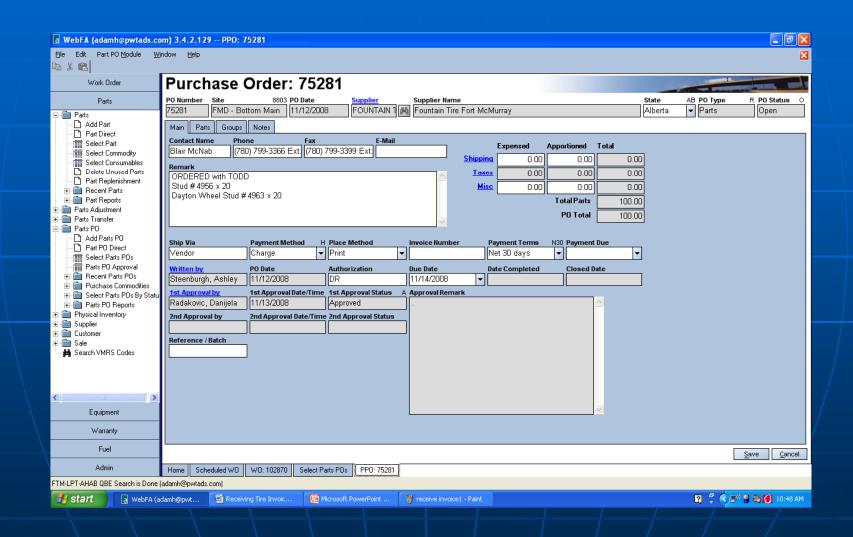


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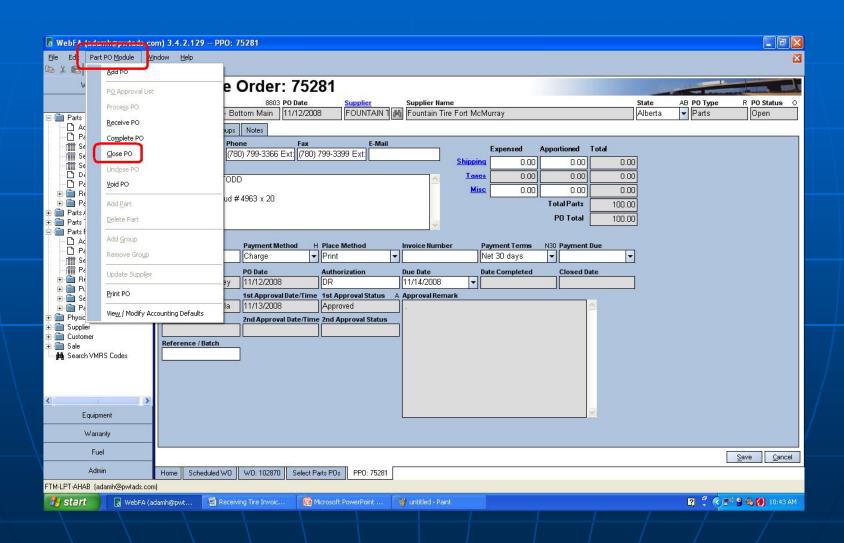
FMD - Receiving Tire Invoices

- Things to remember before you receive an invoice.
- When opening PO you MUST select proper vendors (Parts Manager will send list and codes, those are the ONLY ones to used)
- When adding PO click binoculars and make sure you select the right vendor
- Every time you give a PO to vendor MUST add shop code ex 78634 – 02....02 being Syncrude shop
- \bullet 920 = 00, 460 = 01, 120 = 02, 8030 = 03
- When sending a unit to Kal or Ftn tire a work order number must be given as well

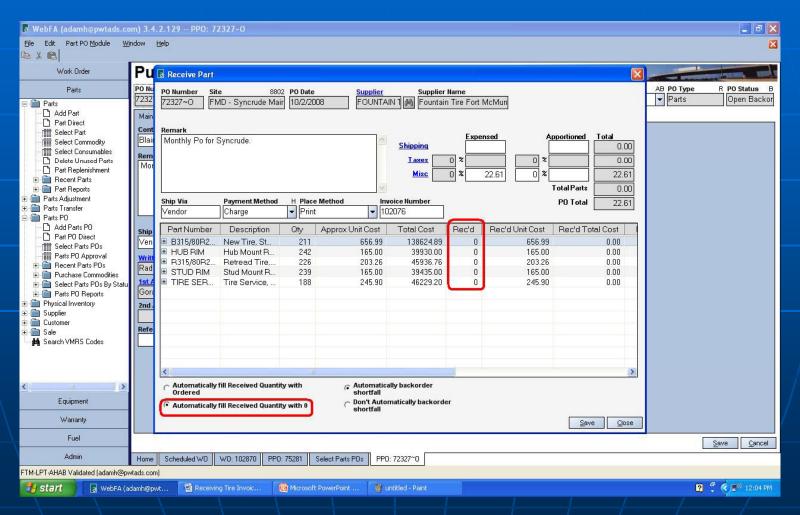
Open PO, if invoice is for anything other than tires make sure remarks contain what they ordered, qty of order, who requested/authorized the order



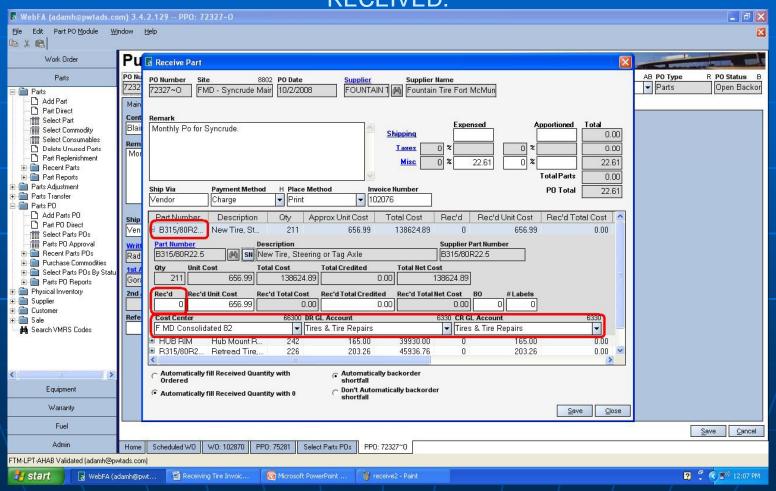
Select Parts PO Module, then select Close PO



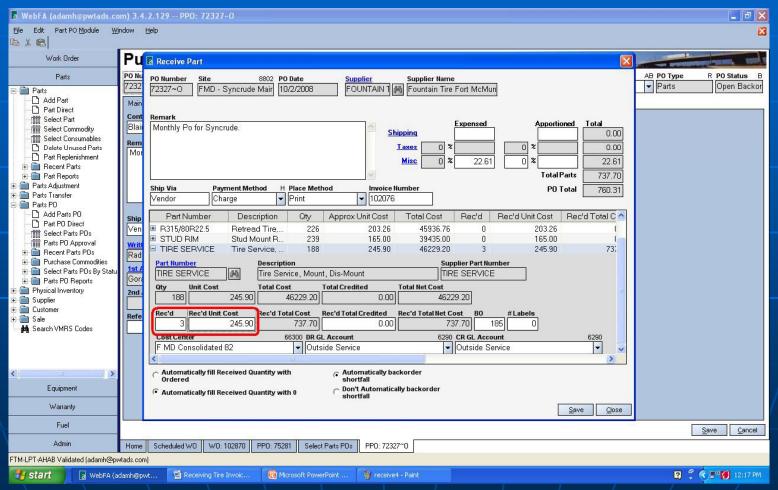
After you select close PO it is good practice to select automatically fill received qty to zero. This way you are less likely to make a costly error when receiving.



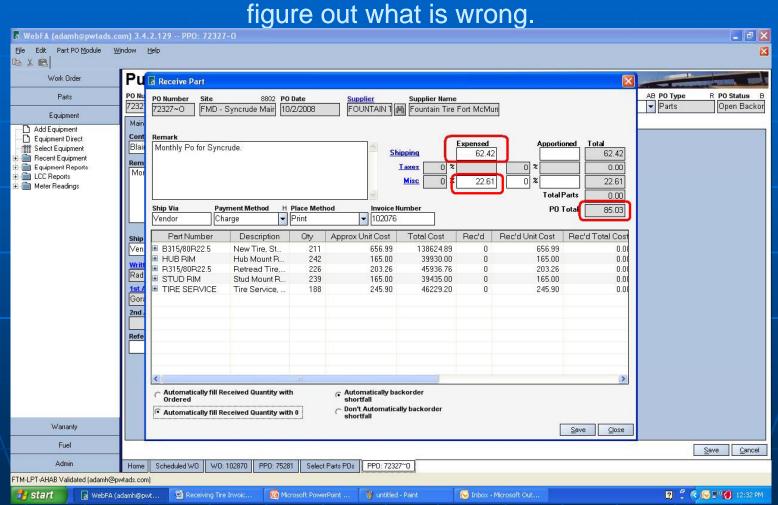
Take your invoice and check which tires/rims we have received and fill in Rec'd field according to part number. If we have not received one or more of the parts just keep the amount at 0. For tires our cost center will always be FMD consolidated 82 and both GL accounts will be Tires and Tires repairs. For ANYTHING OTHER THAN TIRES BOTH GL ACCOUNTS MUST BE SPECIFIC TO WHAT WAS RECEIVED.



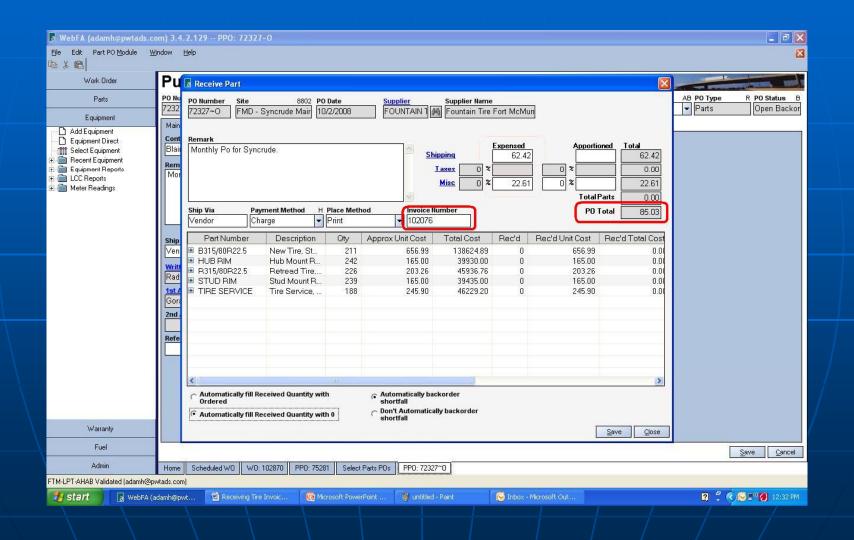
All other charges (anything other than a tire or a rim) will be considered a tire service cost. You will add up all others charges on the invoice (except shipping and misc) and divide by the amount of tires we received. Ex. If we receive 3 tires and our total service charges were \$737.70 our rec'd unit cost will be \$245.90



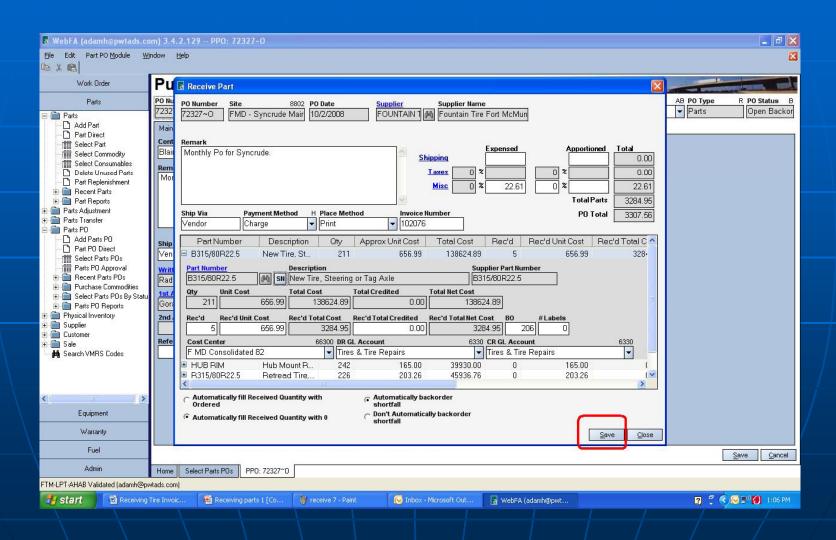
Any shipping/freight charges will be filled in here. Any other Misc charges are also filled in here. Your PO total MUST be identical to sub total on invoice. If total is off by a SMALL amount adjust misc charge accordingly. If it is large amount you will need to go over your costs and



Remember to check invoice number and make sure it matches the one on your invoice. Check PO total again to ensure there are no errors.



You must click save again on the PO to complete the process.

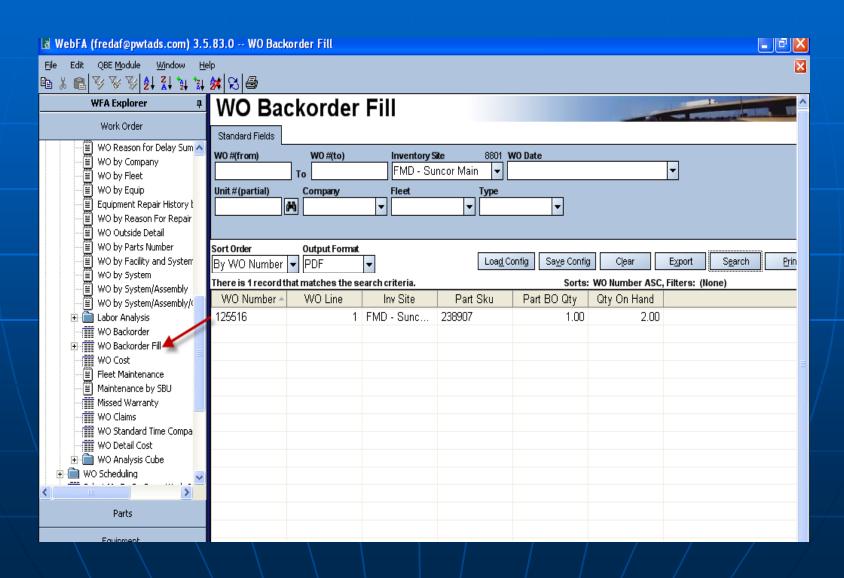


Stamp each invoice with received date and initials, printing pink copy of Po and forwarding to managers for signing

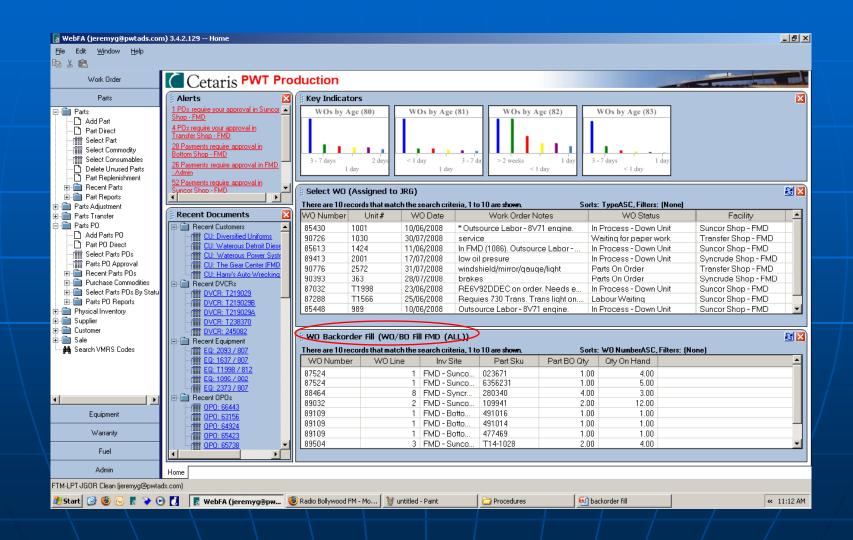
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Parts Back order fill

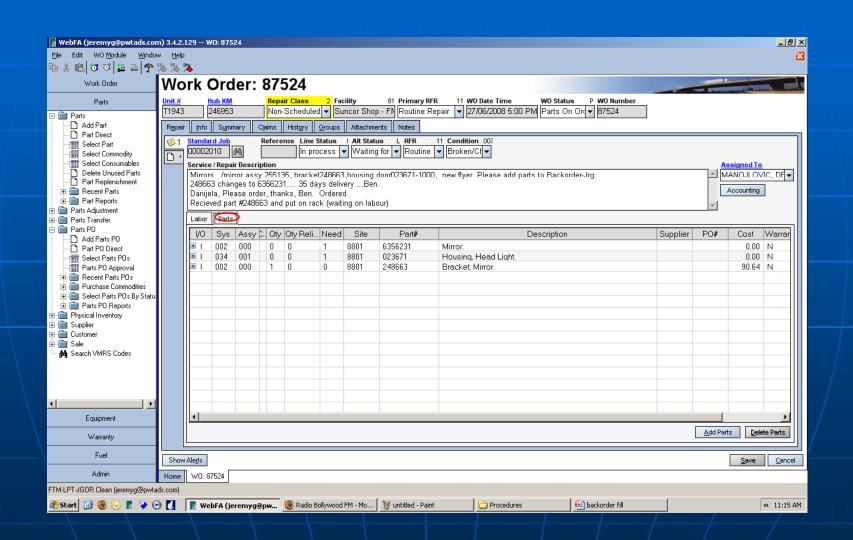
From the Work Order tab select WO backorder fill. Select inventory site, then search. A list of work orders that require backorder fills will be displayed for the inventory site that was selected.



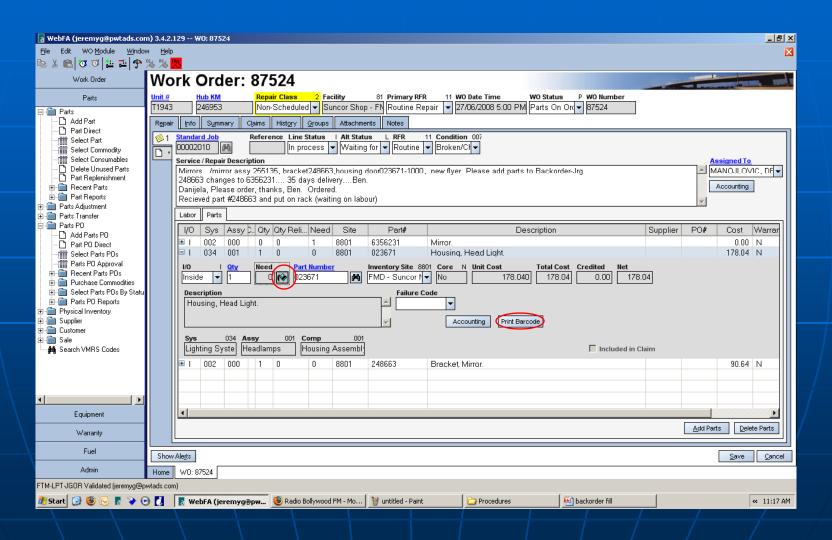
This is an example of "WO Backorder Fill" that has been assigned to display on a Homepage to monitor backorder fills.



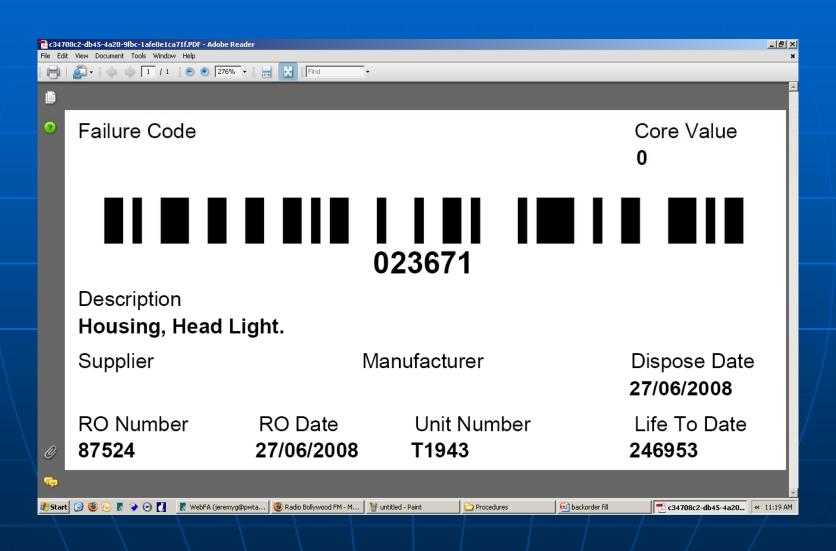
Click on Parts tab and select appropriate part.



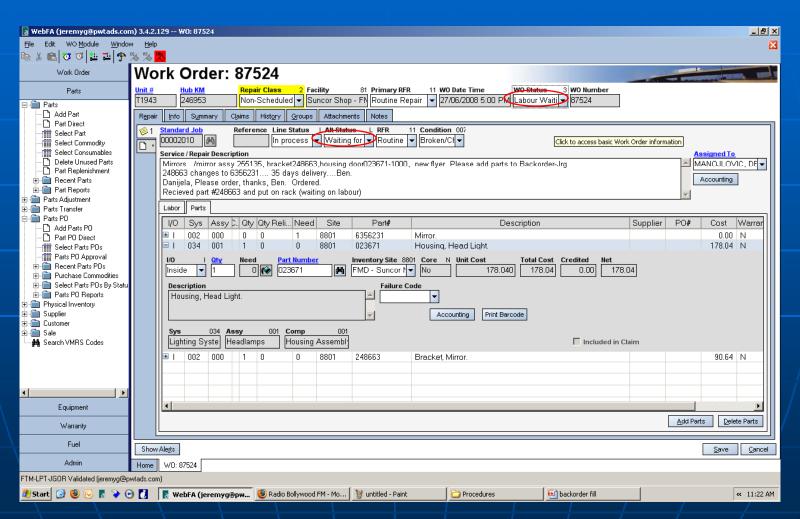
Click on the fill icon (beside need box) to fill the need by quantity and click on Print barcode.



Below is the barcode which should be attached to the part and placed on BO fill shelf



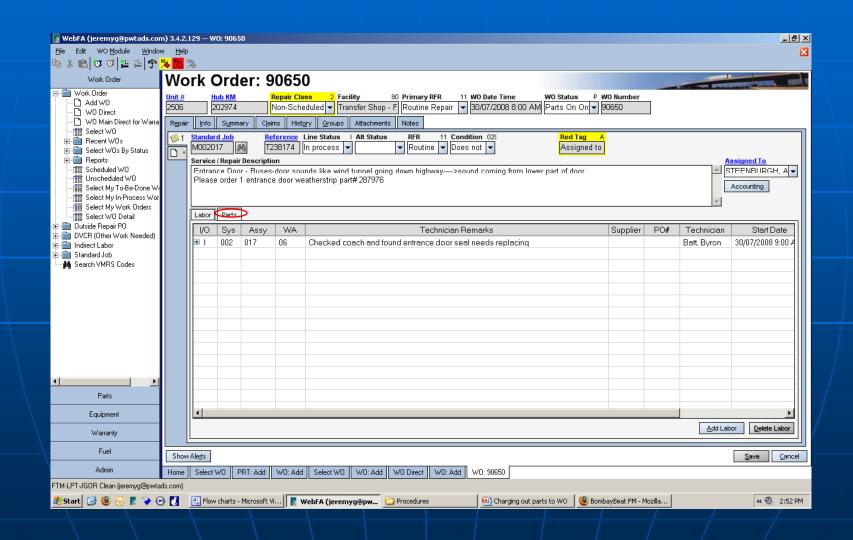
Change Alt. Status to "waiting for labor" and work order status to "Labor waiting". Click save to finish filling up of backorder



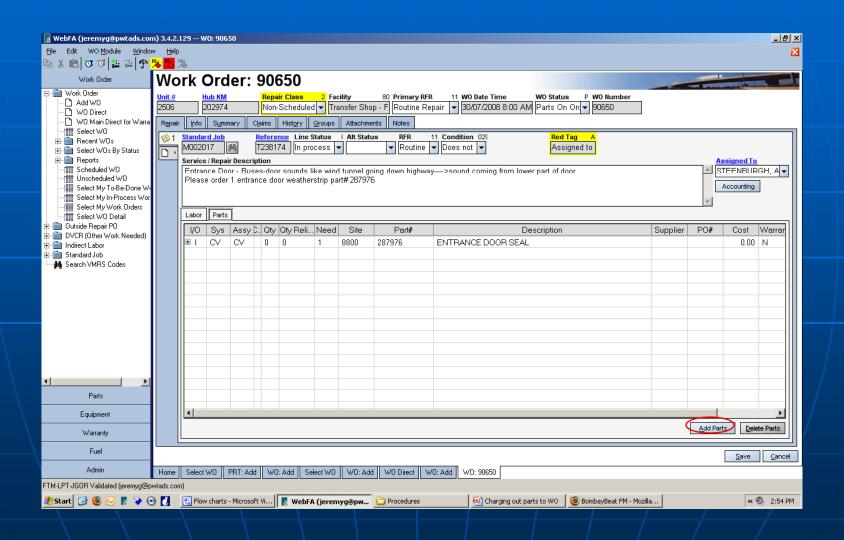
The End Table of Contents

Parts Charging out parts to Work Order (WO)

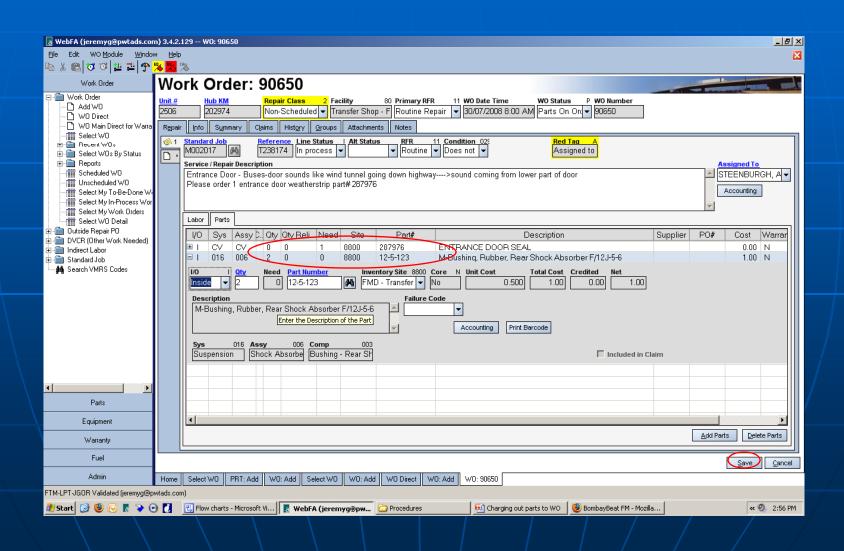
From the Work Order tab, select work orders to find applicable work order to add the corresponding parts



Select the appropriate repair line that the parts were used on, click Add Parts button

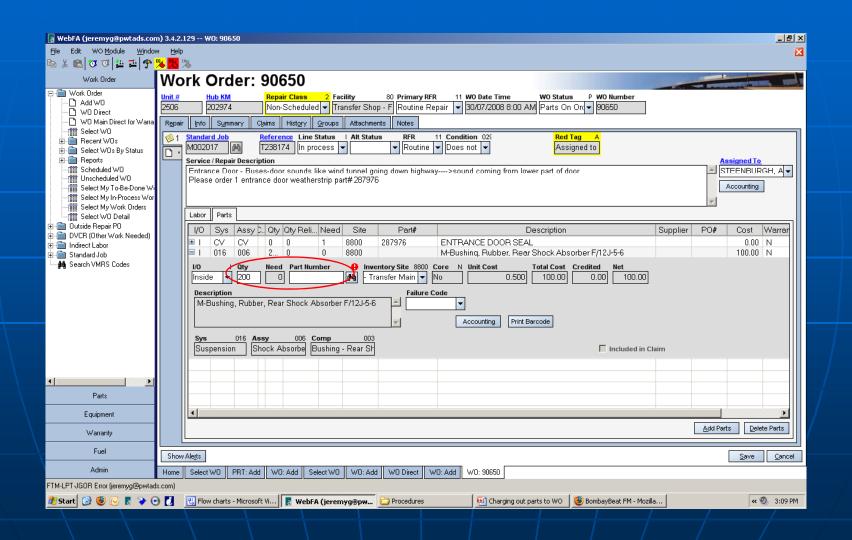


Enter the required quantity, part number and Inventory site. Click "Save" button in the end to conclude the charging out of that part.

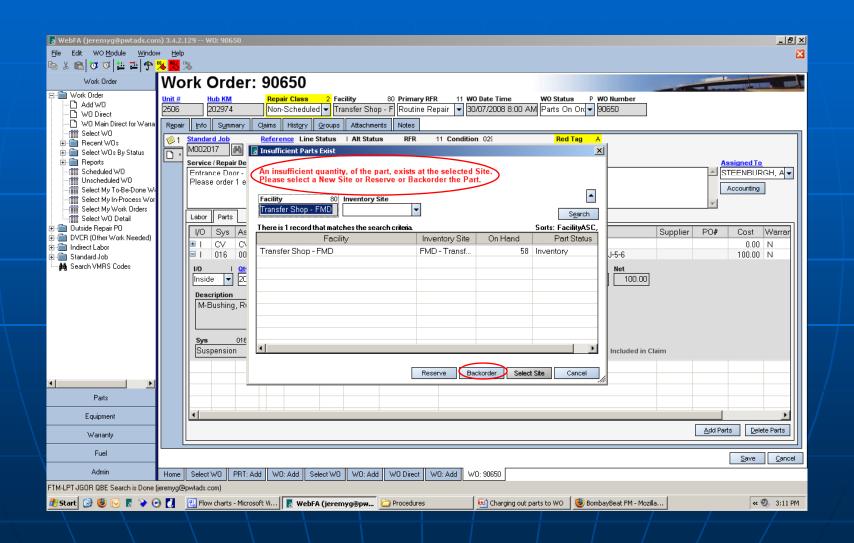


Charging out parts to Work Order (WO); Back order (BO) concept

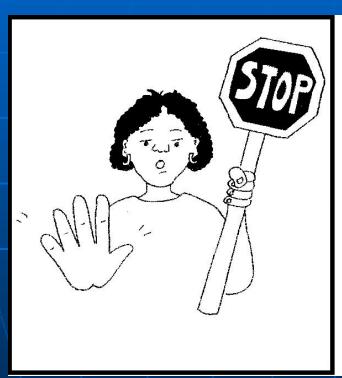
Enter quantity needed, enter the part number and press tab twice to validate it....

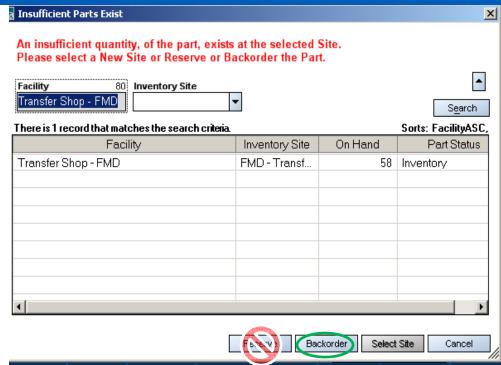


A new window opens indicating insufficient quantity.... 58 are on hand and rest are backordered. Click on Backorder button to proceed...

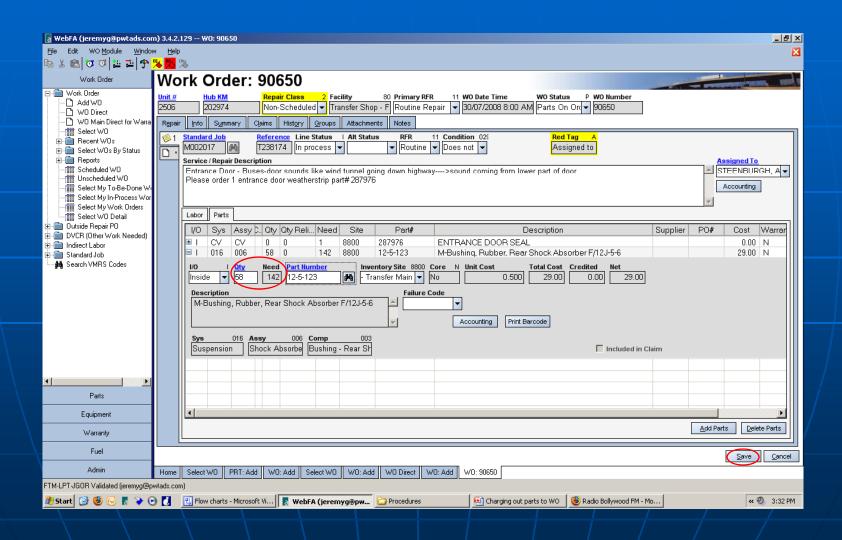


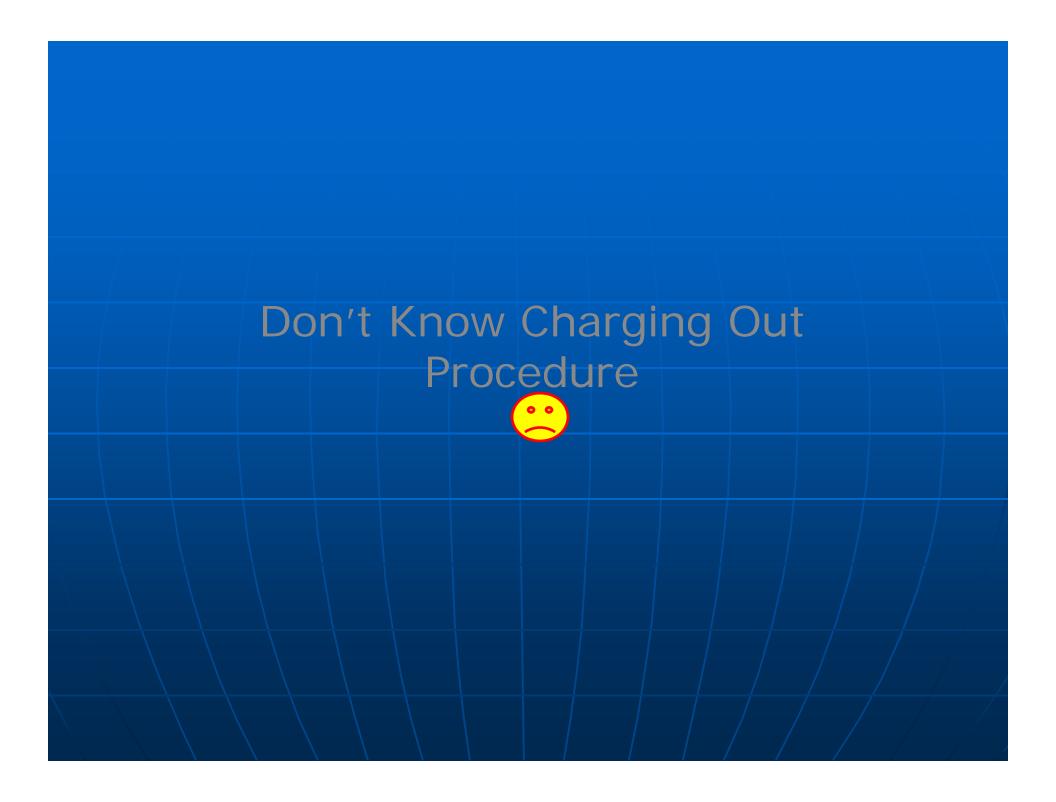
Please note down to always click on "Backerder" button... Never click on "Reserve" button...



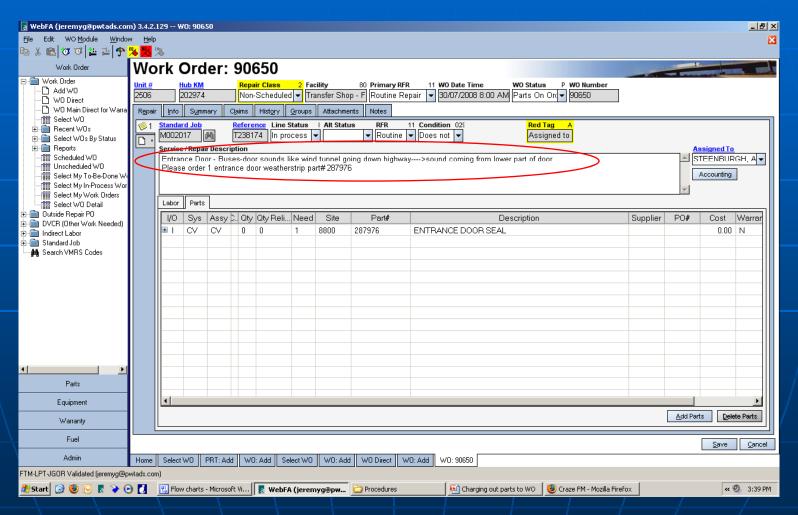


As 58 are on hand, the remaining 142 becomes "Need" which is being shown in the replenishment list. Click save.

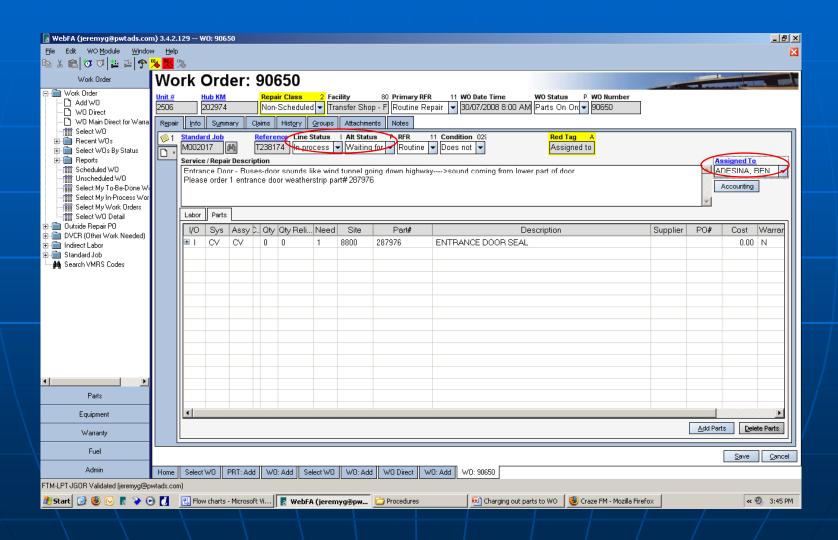




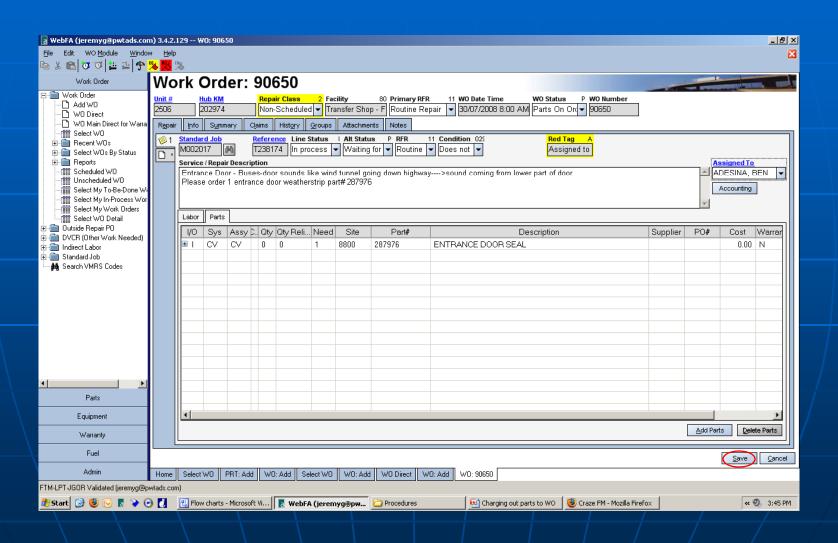
If you don't know the method of charging out of parts. Open the work order and in "Service/ repair description" write what ever you want to be ordered showing part number as well. Please see the highlighted example for best understanding



Change "Line status" to "In process", "Alt. status" to "waiting for parts" and assign it to inventory supervisor



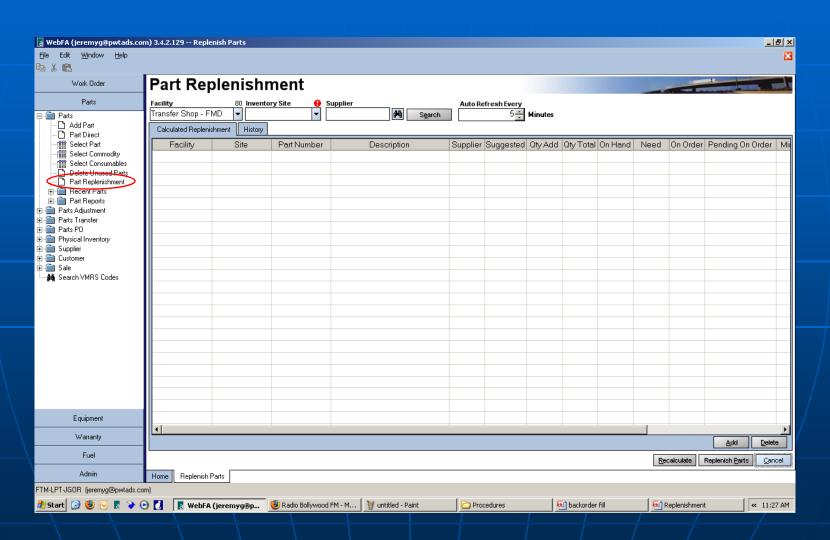
Click "Save" and contact Parts Manager if you are having any trouble.



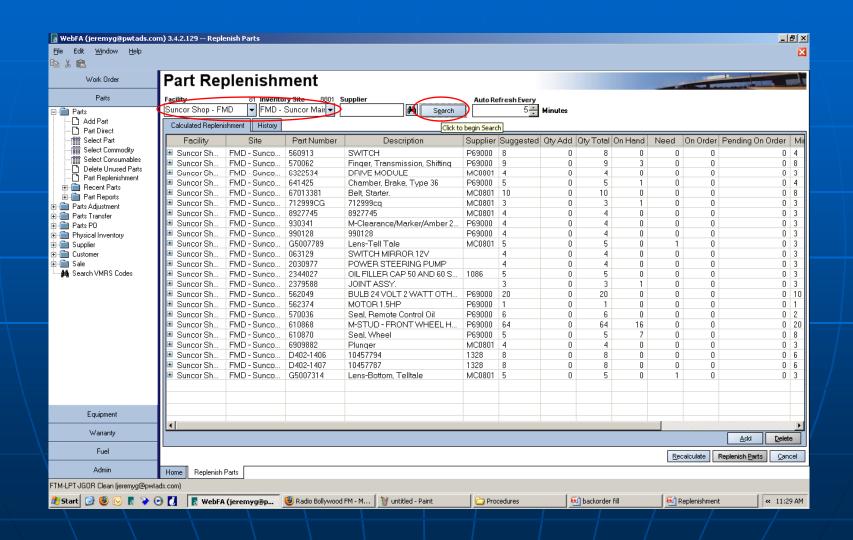
The End Table of Contents

Part Replenishment

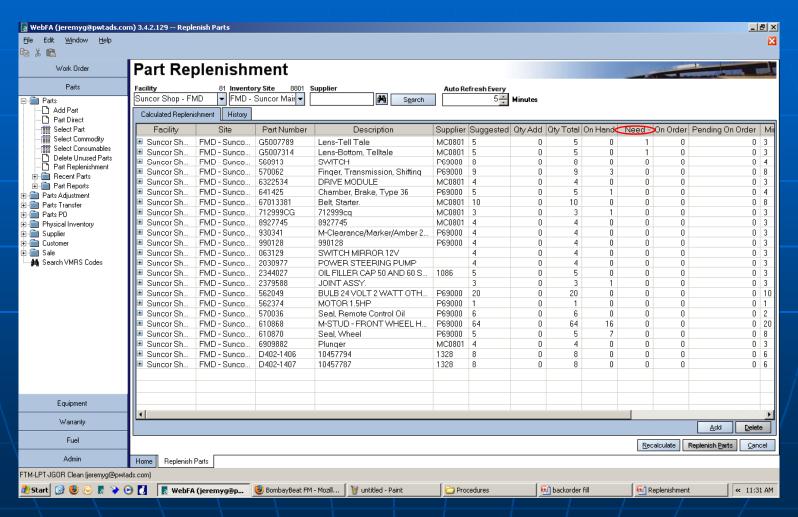
From the Parts Tab, select Parts Folder, then Part Replenishment to open this window



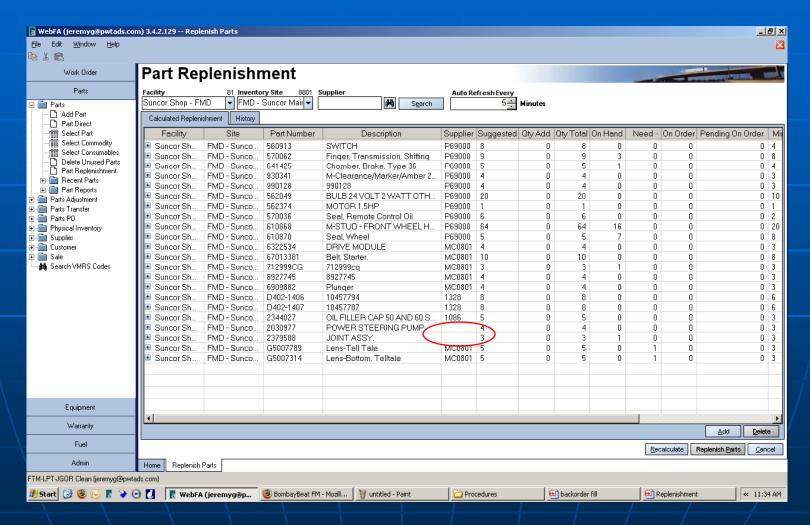
Select approriate facility, Inventory site, and then search



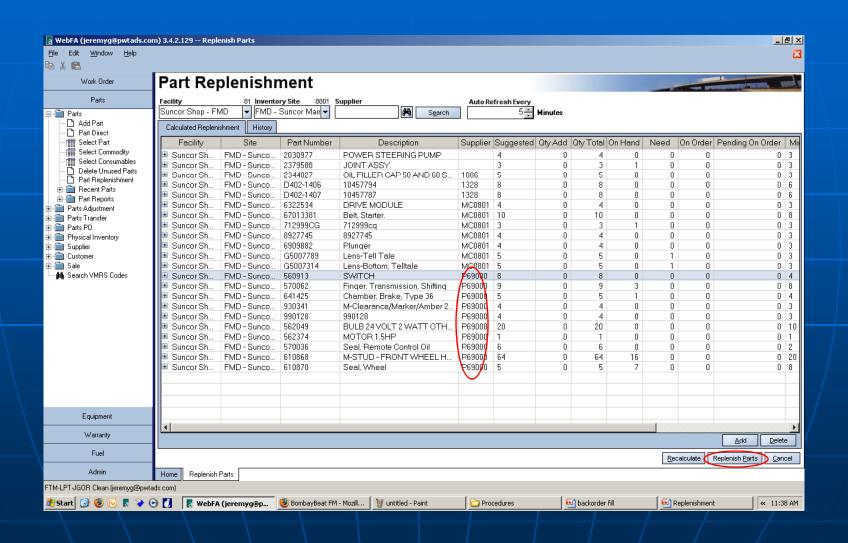
Click on need column to sort data by "need". Those parts which fall under this category are given preference and are ordered as Rush order.



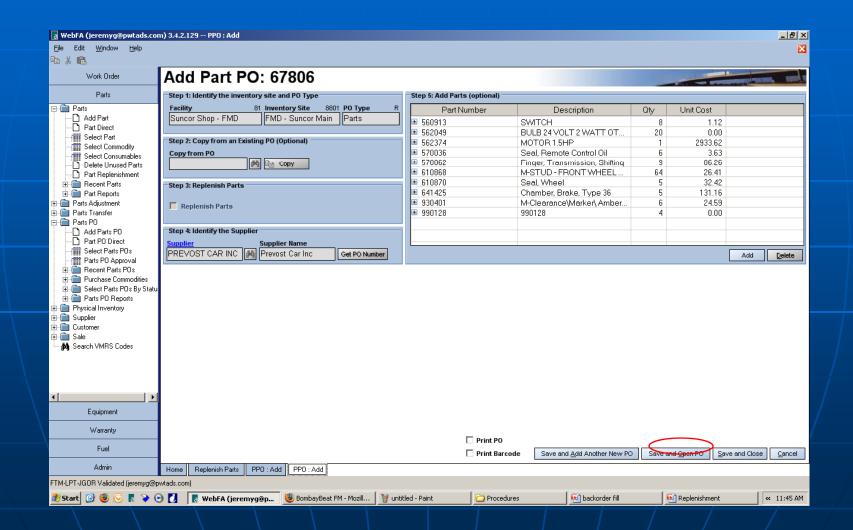
Secondly check for anomalies (e.g. supplier info missing, inappropriate part number etc.). These must be reviewed and corrected



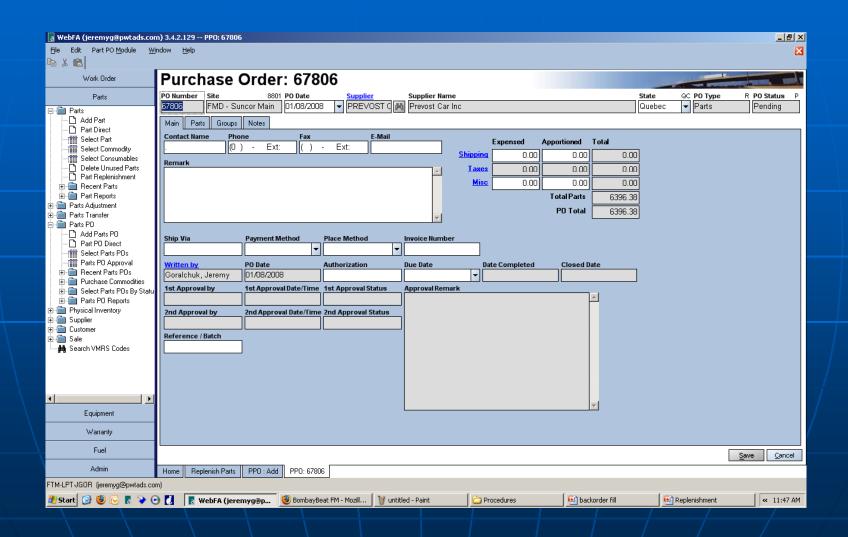
Sort by Supplier and click "Replenish parts"



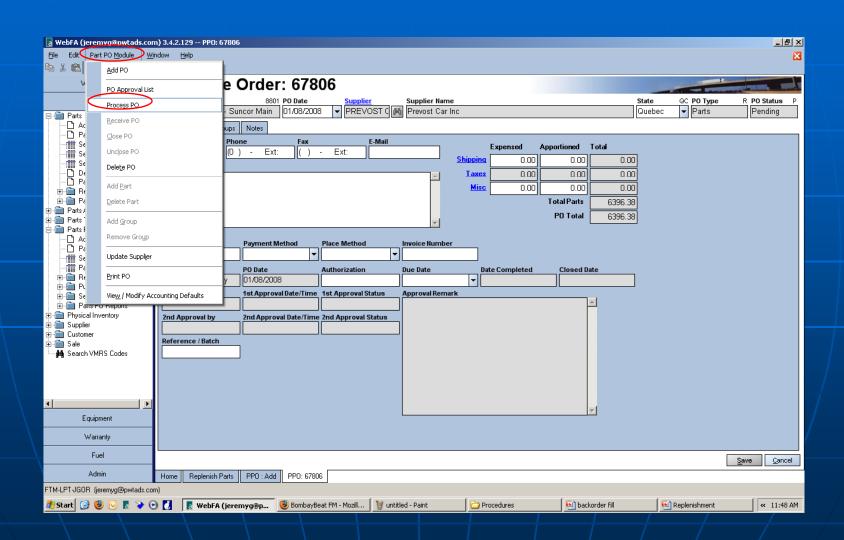
This generates a PO number. Click on "Save and Open PO". From this screen you can check prices and order.



Enter the required information...



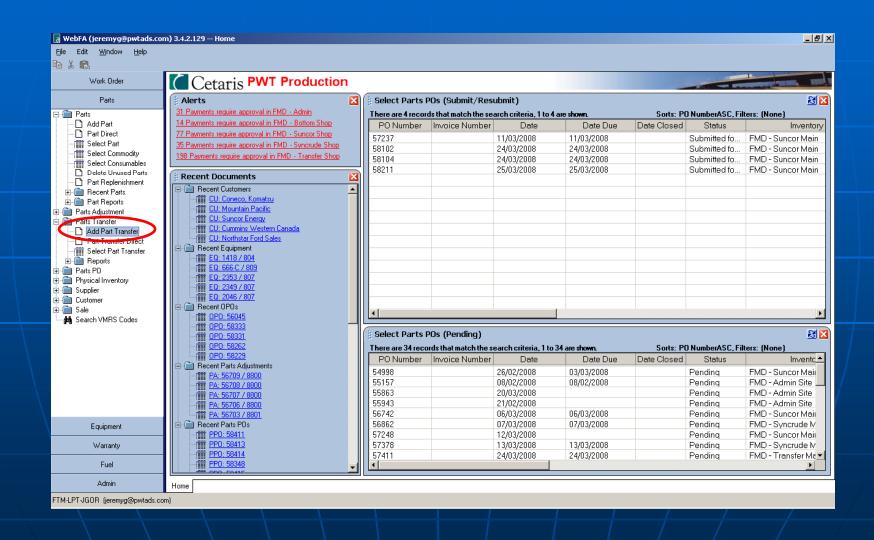
Click on Process PO and then submit for approval



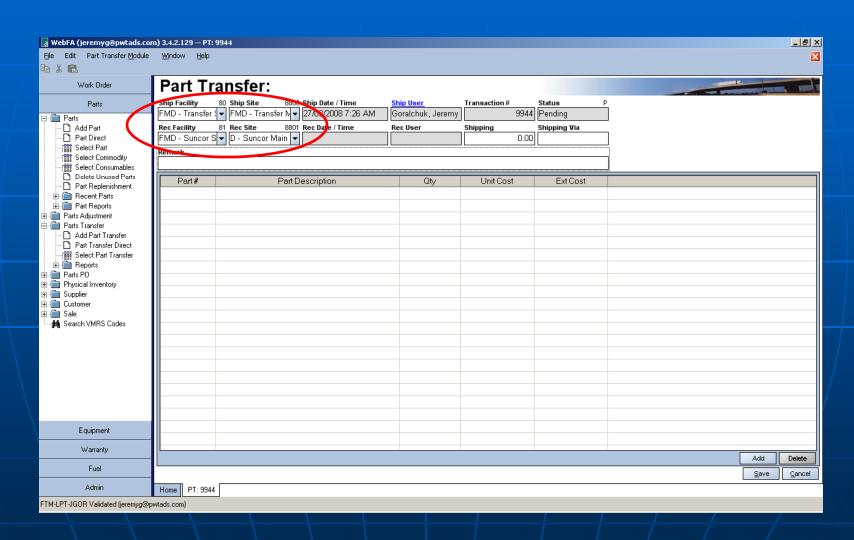
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Parts Transfers

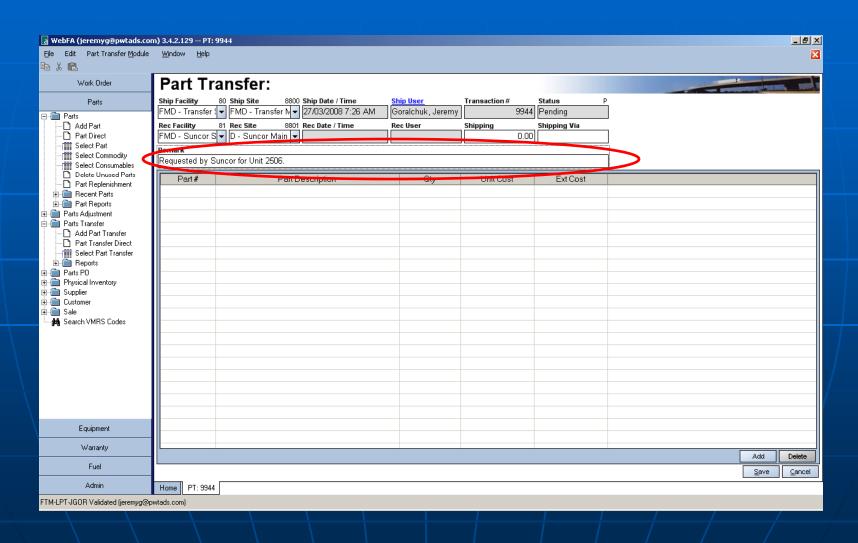
From the Parts Tab, select Parts Transfer, select Add Part Transfer



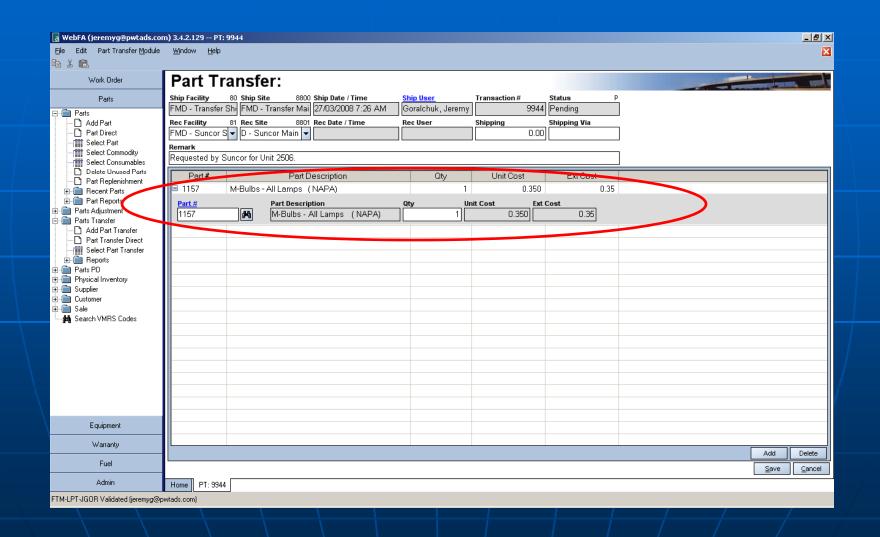
Select Ship Facility & Site (From) Select Receive Facility & Site (To)



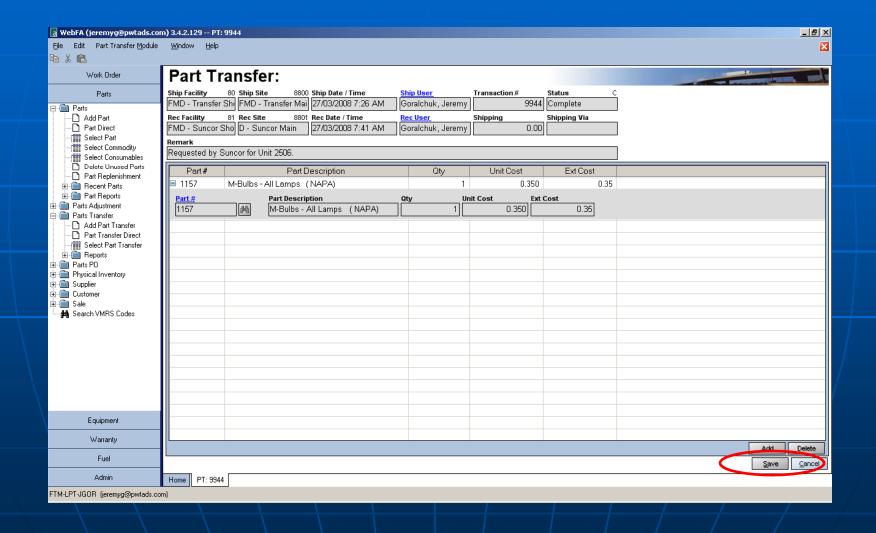
Add Detailed Comment Such as-W/O #, inventory, unit #, etc,



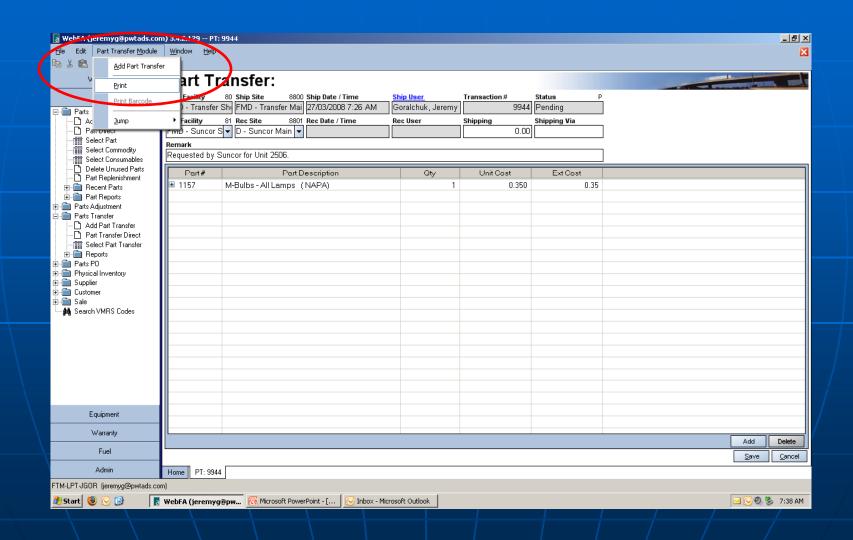
Add Part Number/s and Quantity



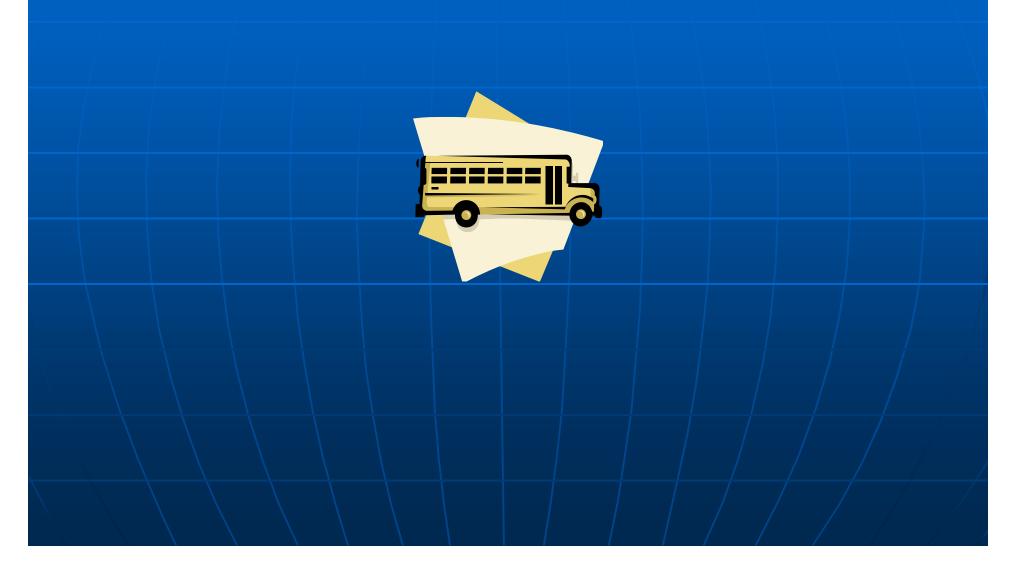
Click "Save"



From Part Transfer Module, select Print



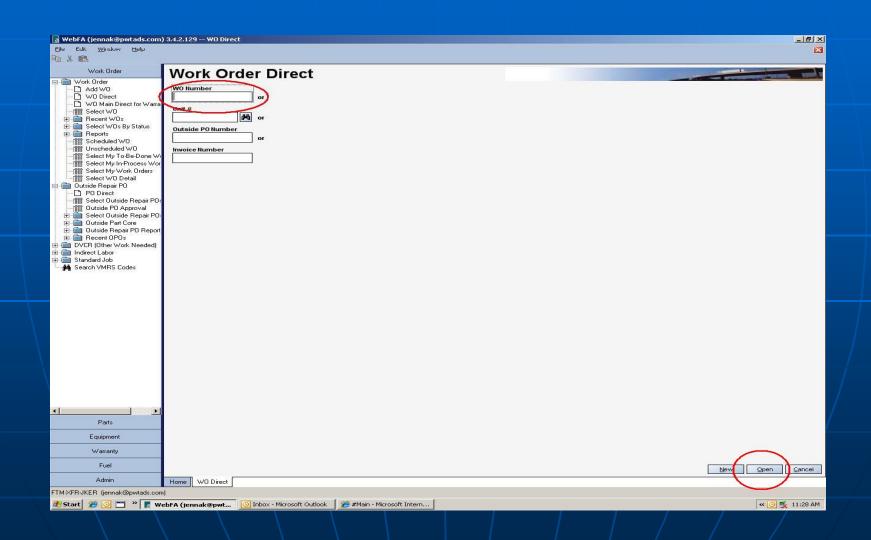




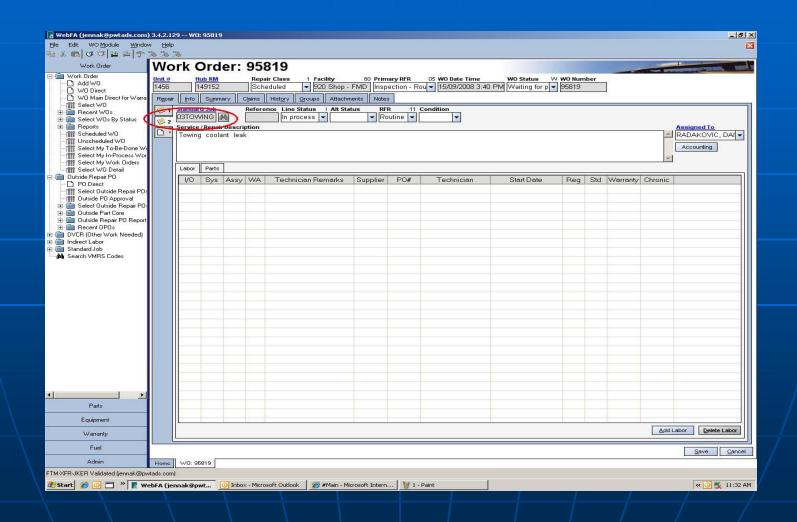
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External Customers Purchase Orders

Select work order tab, select WO Direct, Enter WO number or find WO that has the outside services, then click open



Review WO to find the repair line pertaining to external customer. If there is no repair line for outside services, then create one using a SJ code is applicable.



Vendor Number

1086 McMurray

W03000

W03200

B95005

A41000

1089 International, Fort McMurray

1119 McMurray

1092 McMurray

1100 Cleaning (VIP), Fort McMurray

1123

Vendor Name

Waterous, Fort

Waterous, Edmonton Waterous, Red Deer Buses R Us,

A.K. Coach, Calgary A-1 Towing, Fort

Diamond

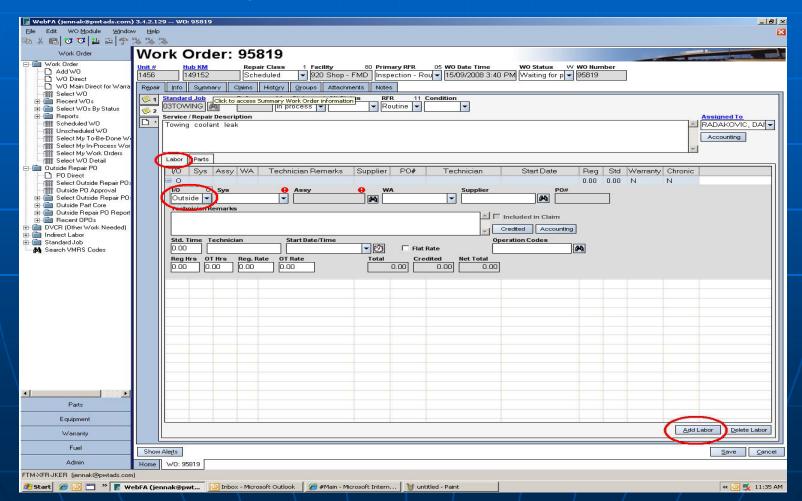
Kal Tire, Fort

Fountain Tire, Fort

McMurray Steam

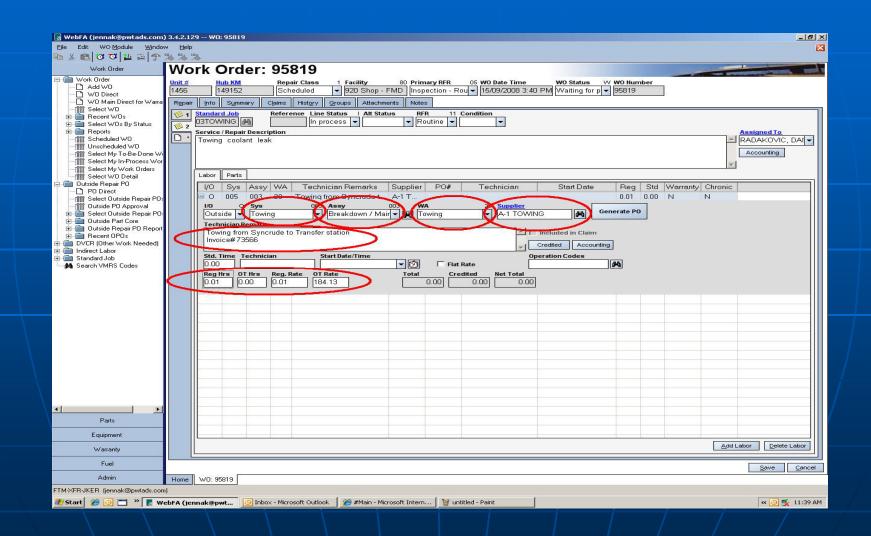
Midtown Glass

On labour tab click "Add Labour". Change from 'Inside' to 'Outside'. To add parts that were used in performing outside services, go to the "Parts" tab, click on "Add Parts", change from "Inside" to "Outside".

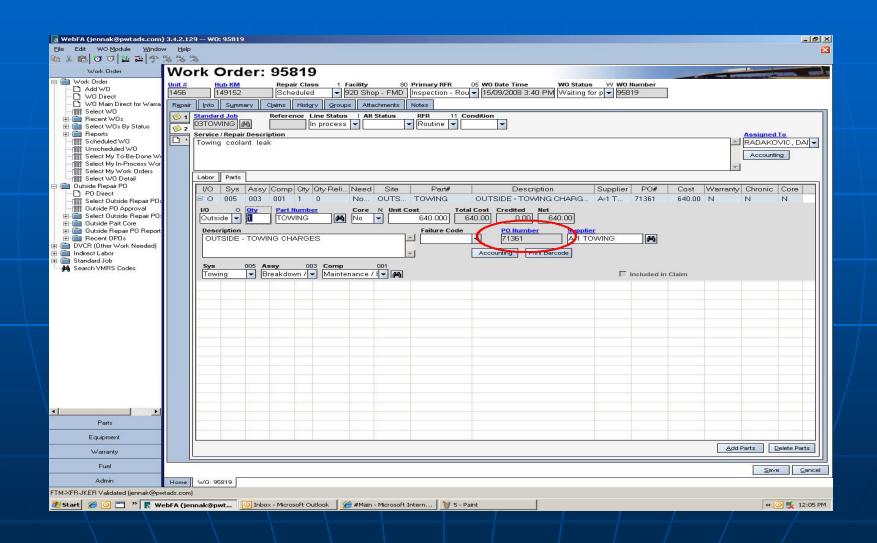


Below is an example for towing services.

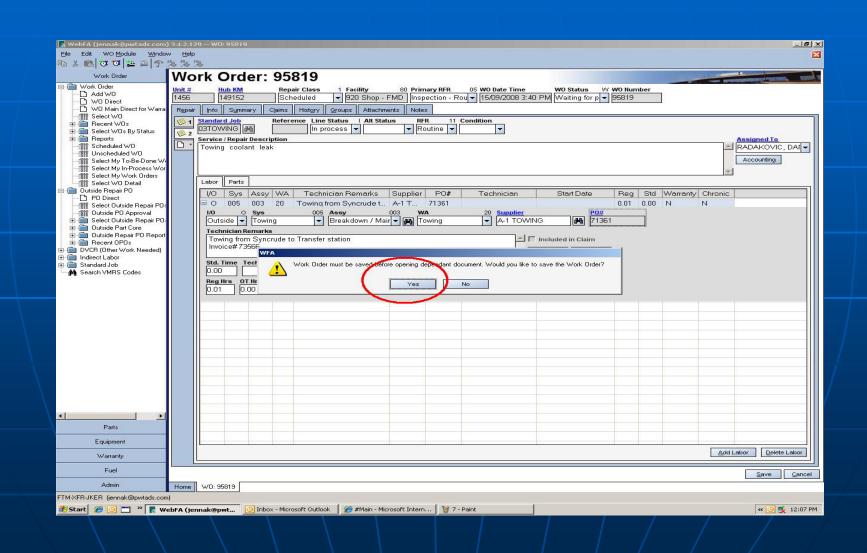
Complete all applicable fields. Use the Flat Rate box or hourly rate to calculate known charges. Click "Generate PO" to obtain Outside PO number.



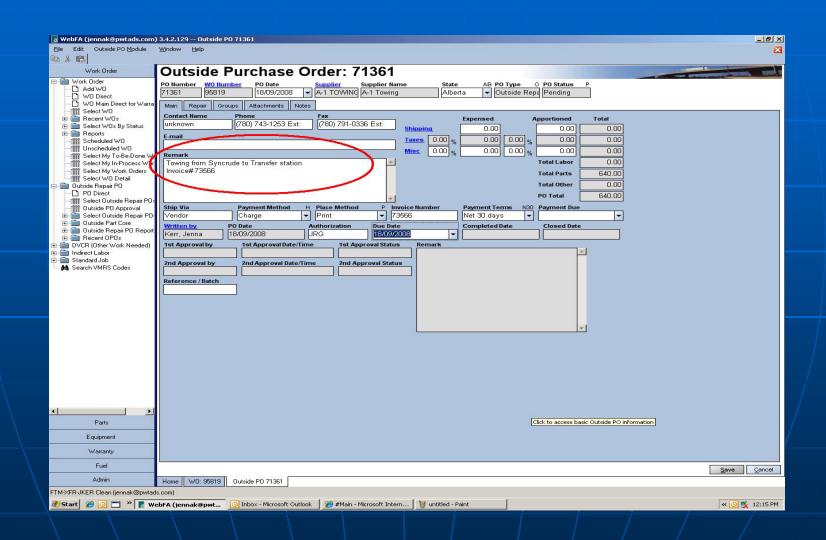
Click on Blue words 'PO Number', This takes you to the outside PO



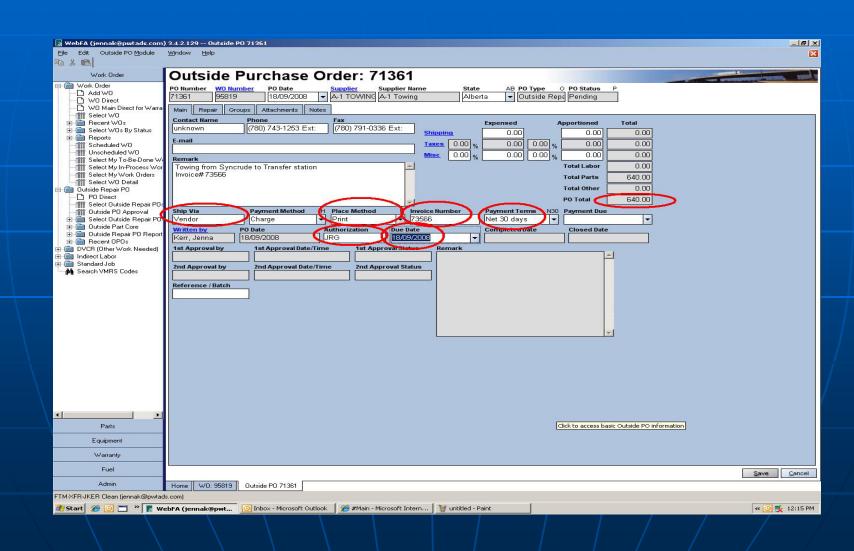
Fill in all applicable fields. Click 'Yes' when asked to save .



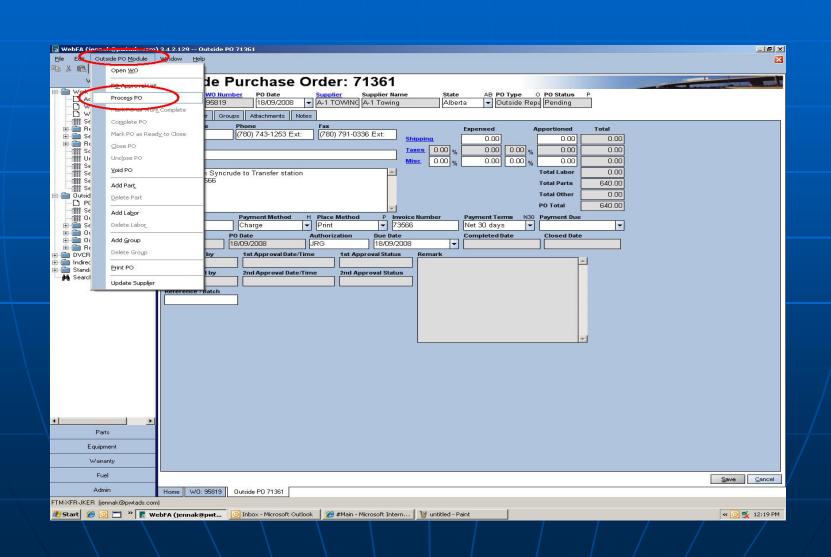
Enter remarks: Work done and Invoice Number



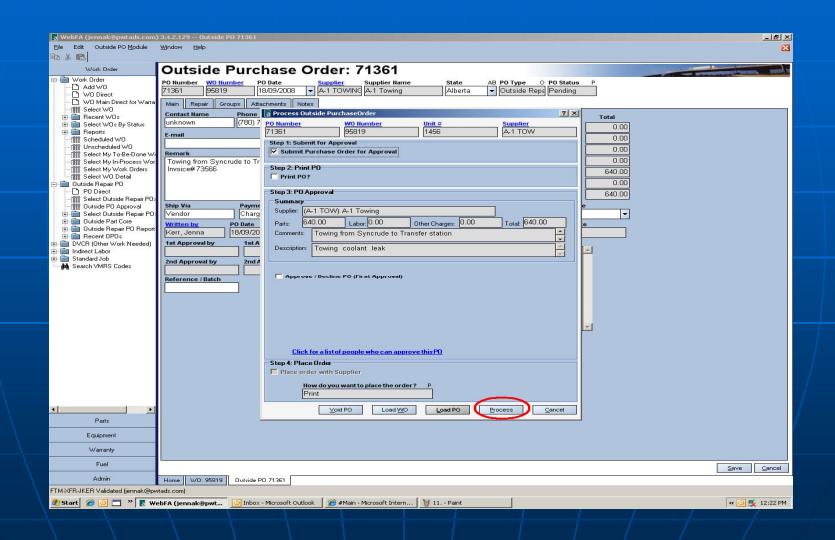
Fill in the following fields, Ship Via: Vendor, Place Method: Print, Invoice Number: As On Invoice, Payment Terms: Net 30 Days, Due Date: The date of the day, Authorization: Garage Manager, DO NOT fill in payment due or 'Reference/Batch', Verify total with invoice



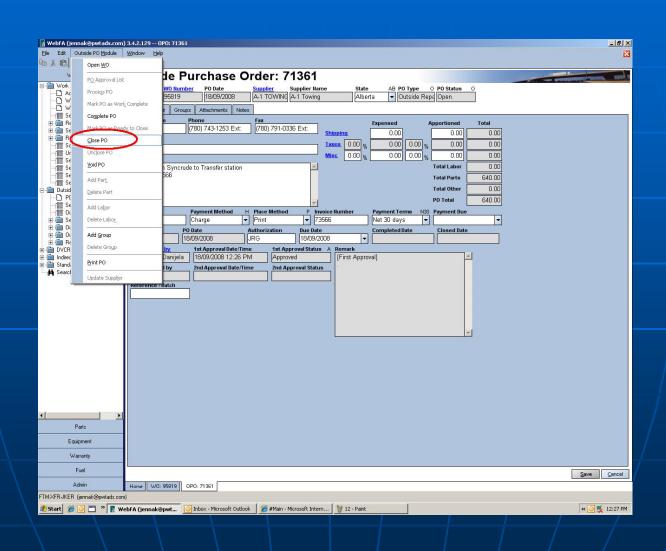
Select 'Outside PO Module', Select 'Process PO'



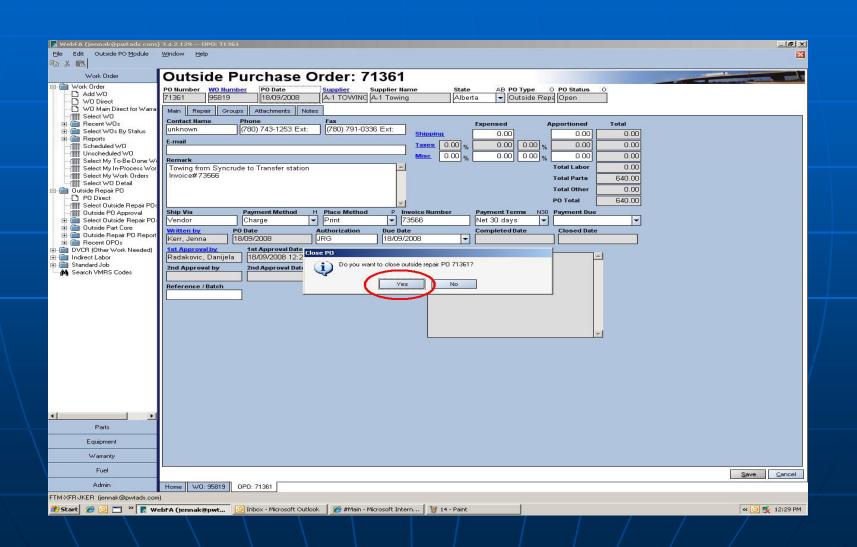
Click Process on the window that opens - Click Cancel to Exit PO



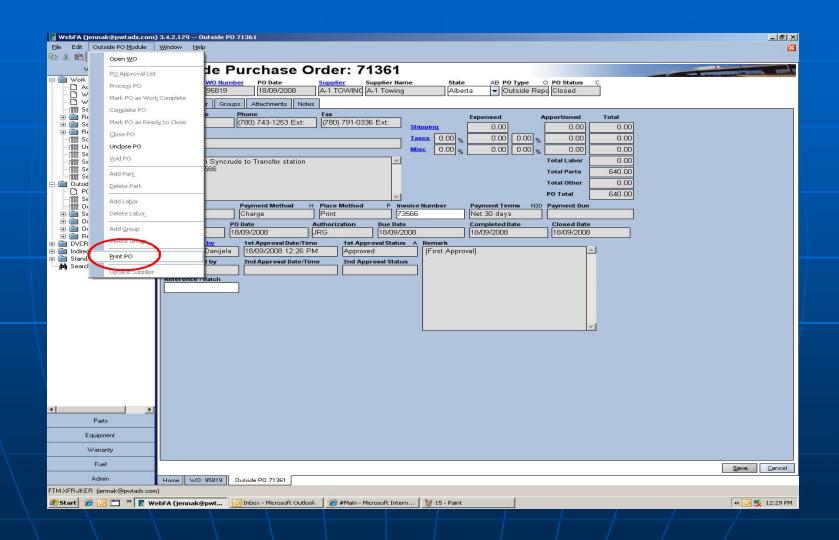
Obtain approval from shop manager/supervisor. Select 'Outside PO Module' click Close PO



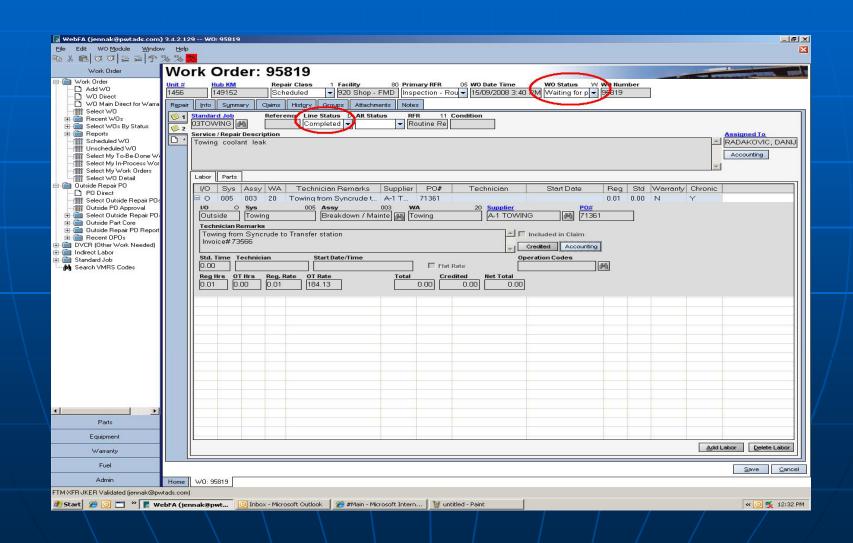
Select "Yes" to close Outside PO



If required to print Outside PO, select Print PO from the Outside PO Module.



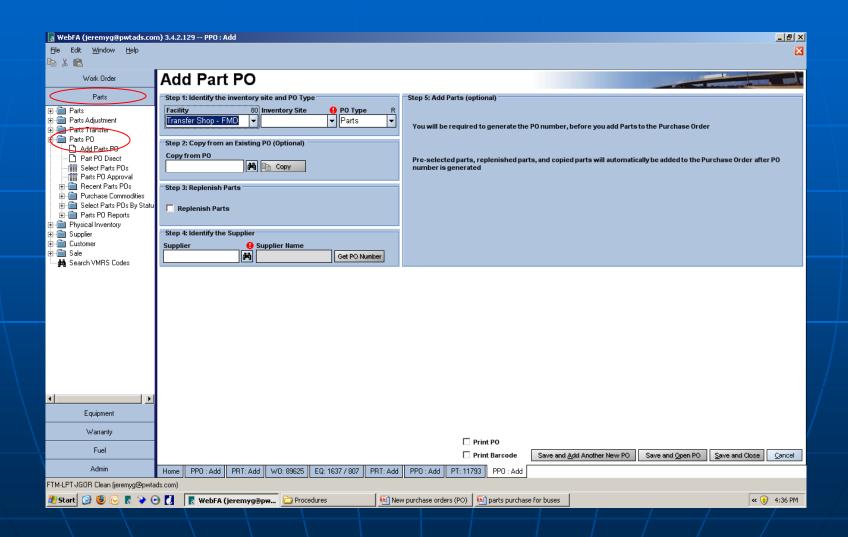
Go back to WO, if repair line is completed, change line status to complete. Only if all other lines are completed on the work order change work order status to completed. Stamp and initial invoice.



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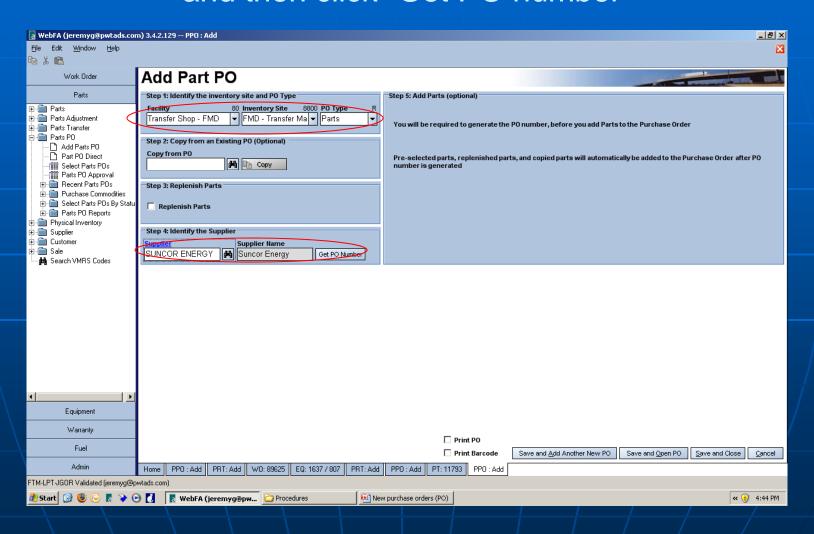
Part Purchase Orders (PO)

To add a Part PO in the system, click on the Parts tab, Then click Parts PO folder and finally "Add Parts PO"

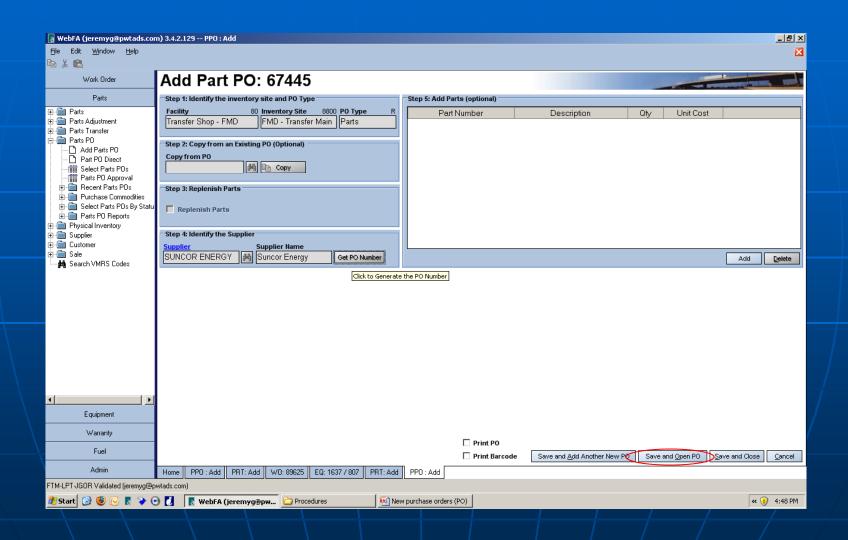


First Select shop/Facility, Inventory site, PO type, Supplier etc.

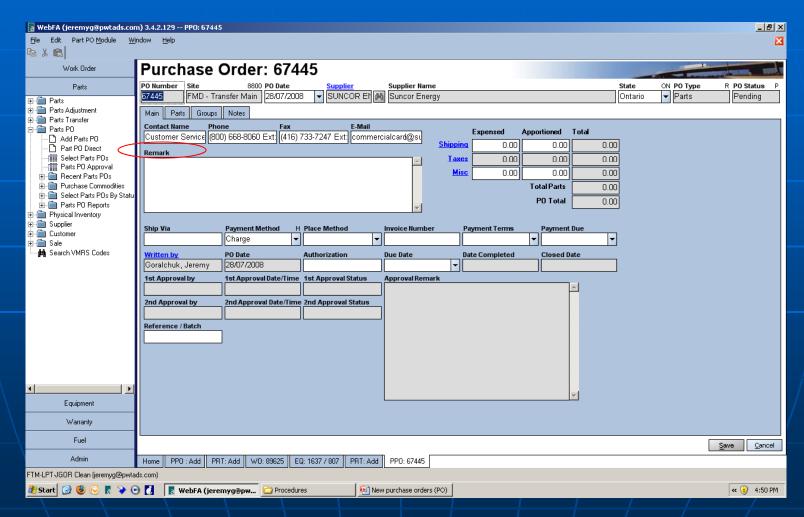
and then click "Get PO number"



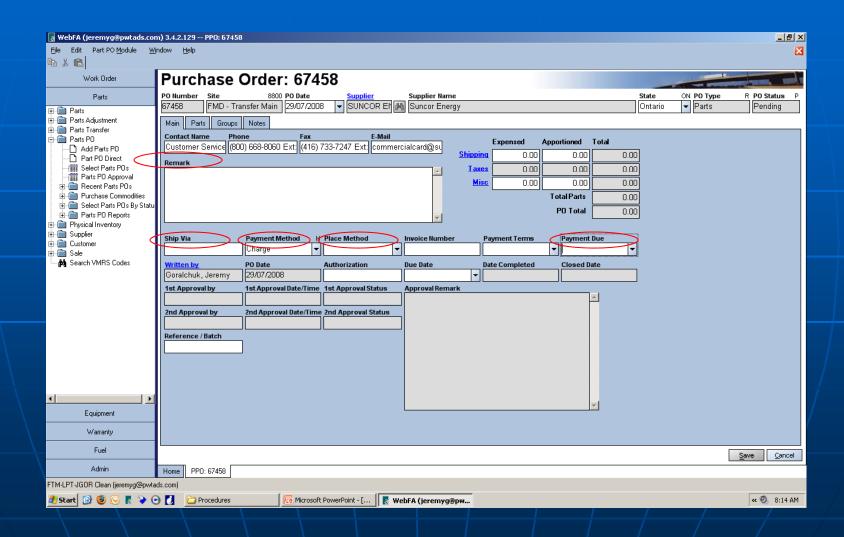
After Clicking "Get PO number" click on "Save and Open PO"



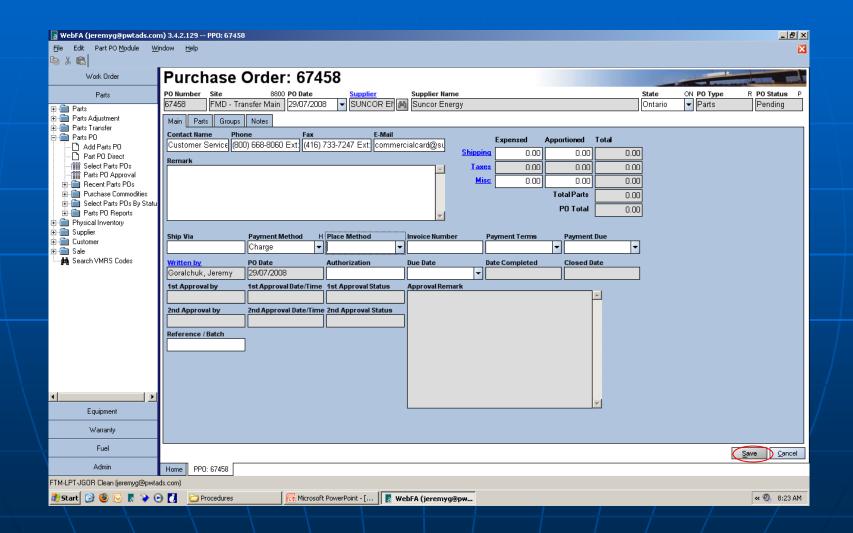
A new PO number will be generated. Add the details of item/s to be purchased in "Remark" section. Don't forget to write approver's name in the end.



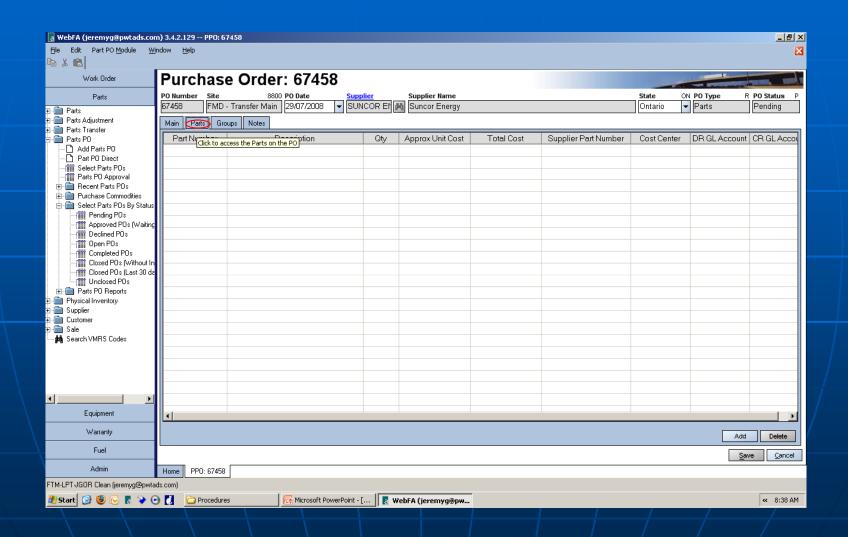
Complete all applicable fields.



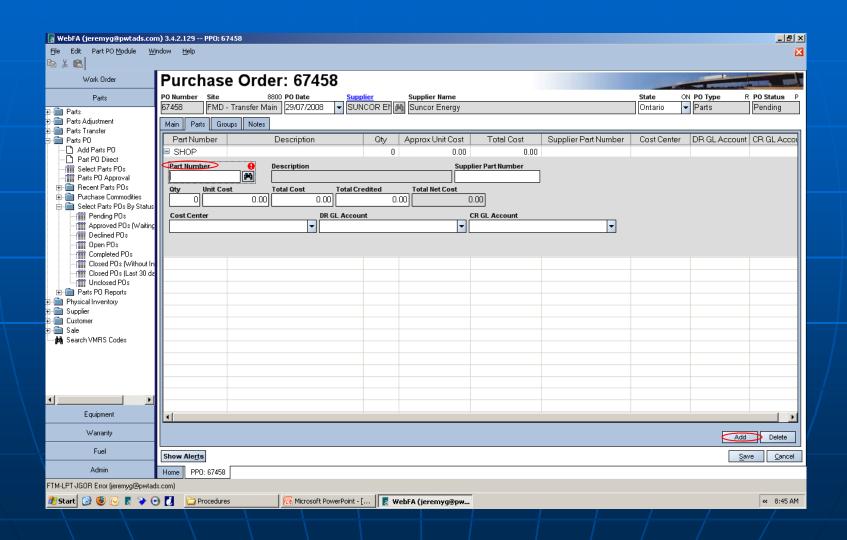
Click "Save" to continue...



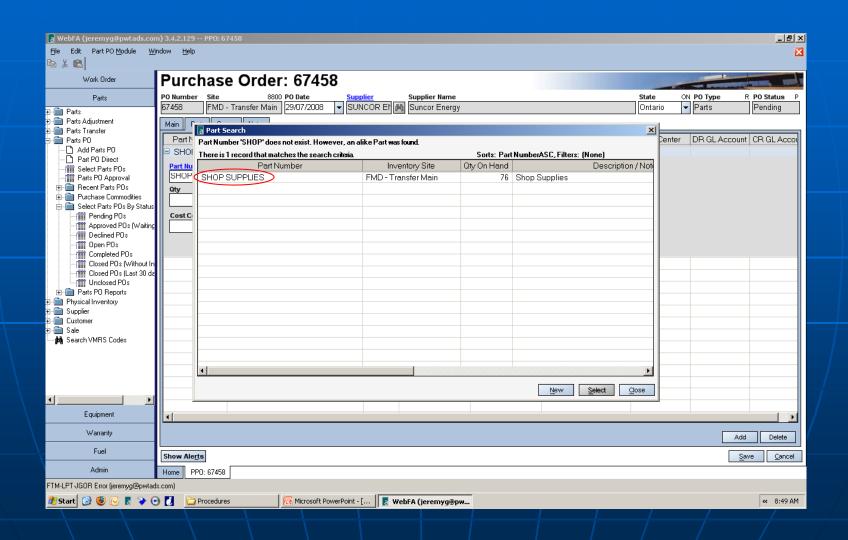
Click "Parts" tab on the top to enter further details of order...



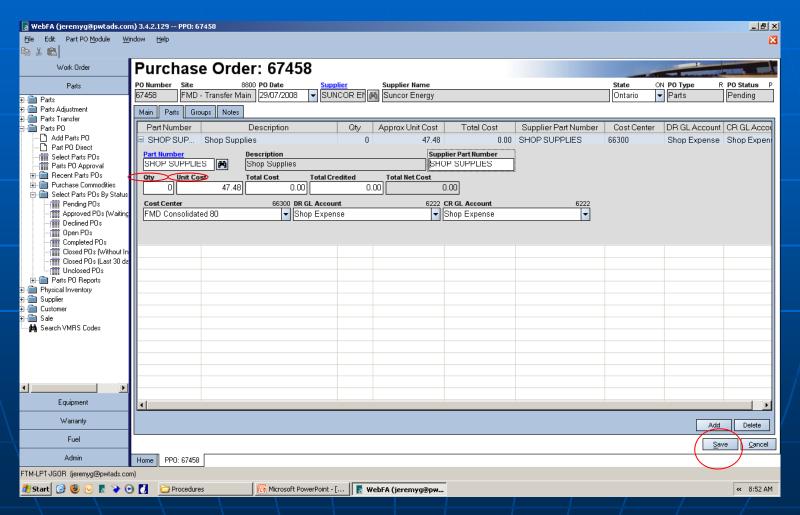
Click on Add button, enter part number if known and hit tab twice to validate it.



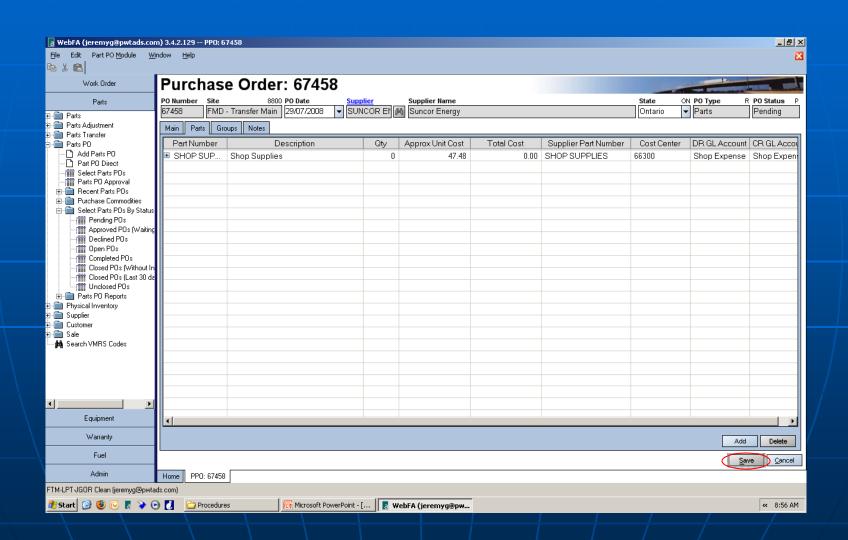
This screen appears if you need to verify part number.



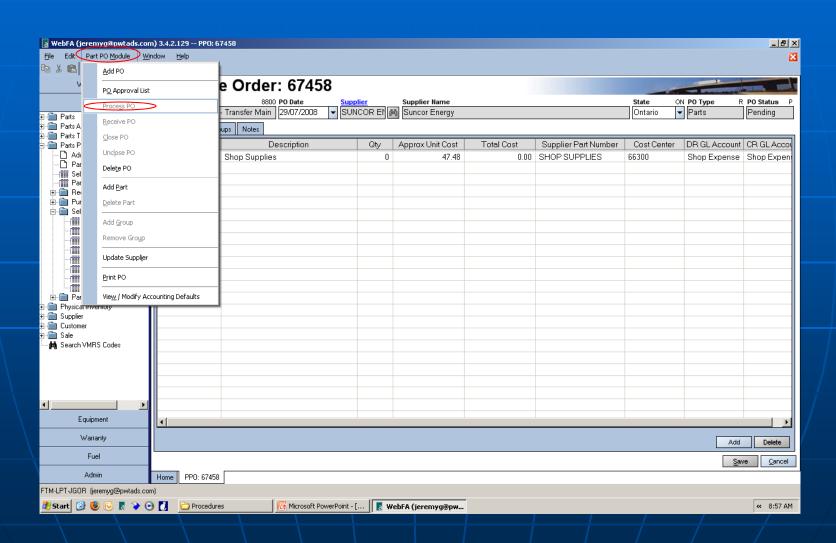
If part number, unit cost etc. are unknown, leave blank but ensure details are noted in the remarks field. Click "Save" to complete.



Hit Save button again to save recent changes...



If ALL correct data has been entered on PO, go to "Part PO Module" and click on "Process PO"



"Online parts ordering"

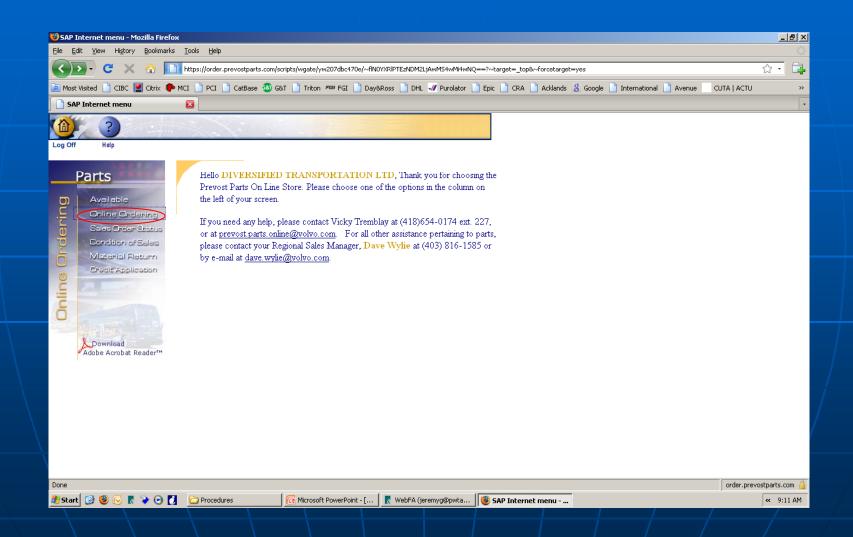


Get

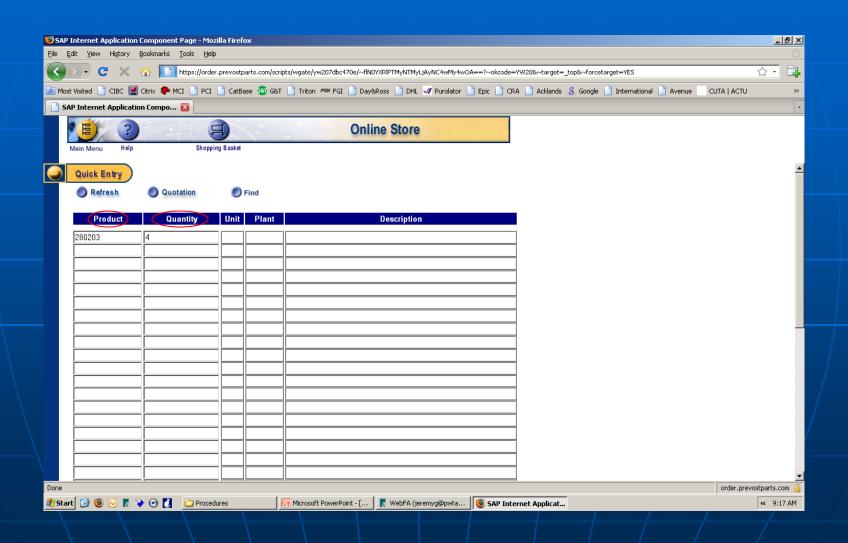
1% OFF
on all online orders!

https://order.prevostparts.com/scripts/wgate/yw20/!?~language=en

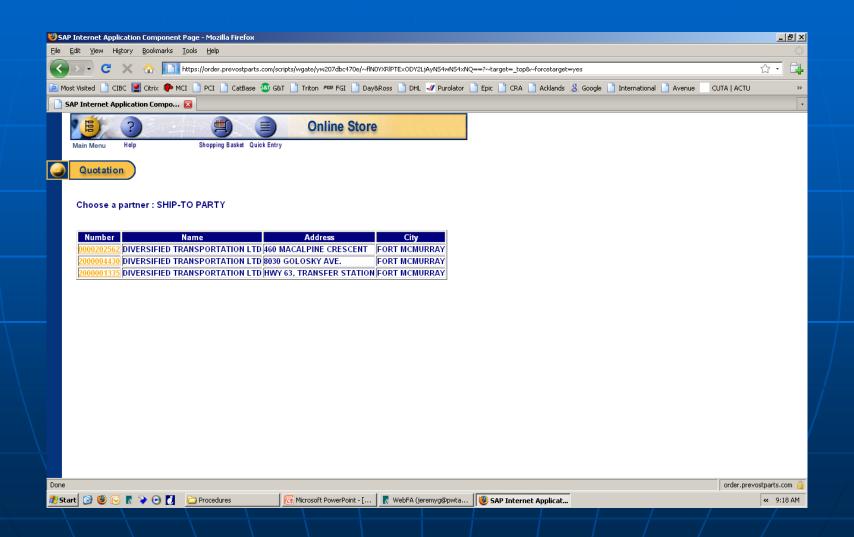
Enter your login # and Password and click Online Ordering from left hand menu....



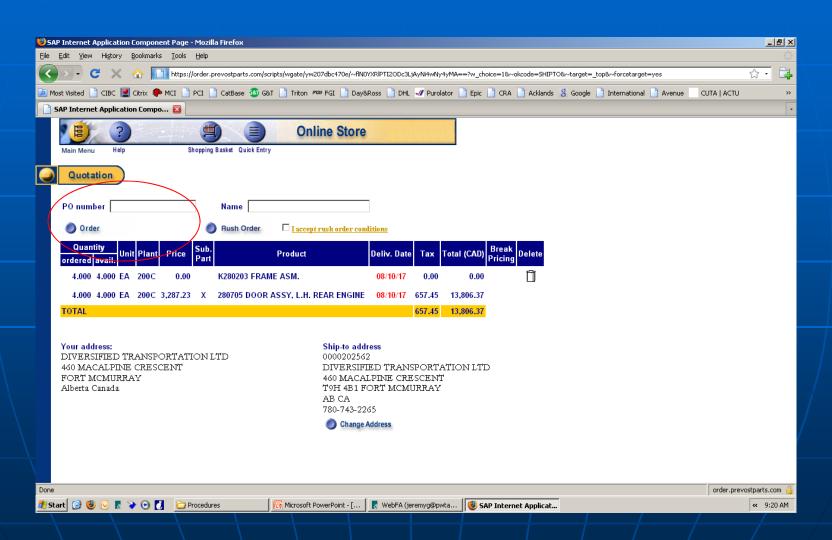
Enter the Product Number and Quantity. Click on Quotation to continue...



Select your delivery spot



Generate a PO number from WFA to enter on order form. Click on "Order" button to place a regular order...



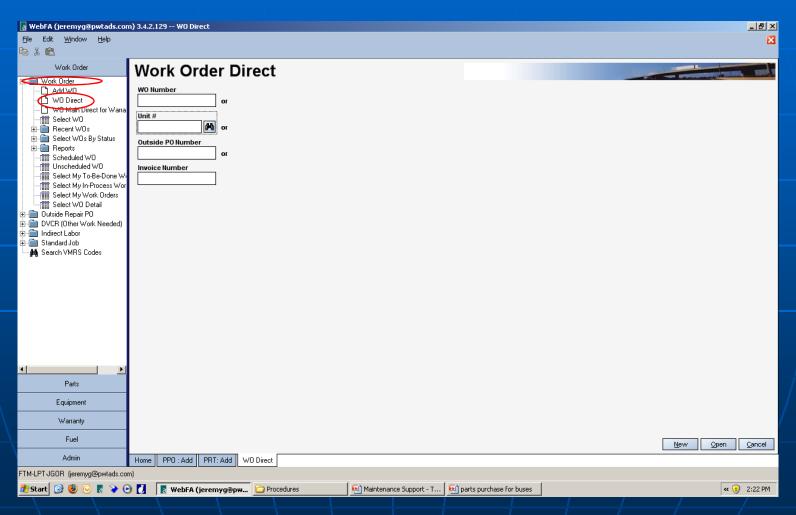
"Last but not the least"

- Hit the option of Invoice every time and click continue to go further.
- Don't forget to note down the confirmation number.
- Copy confirmation number on PO and then click Process PO
- In Step 4 check mark "Place order with Supplier" and hit "Process"

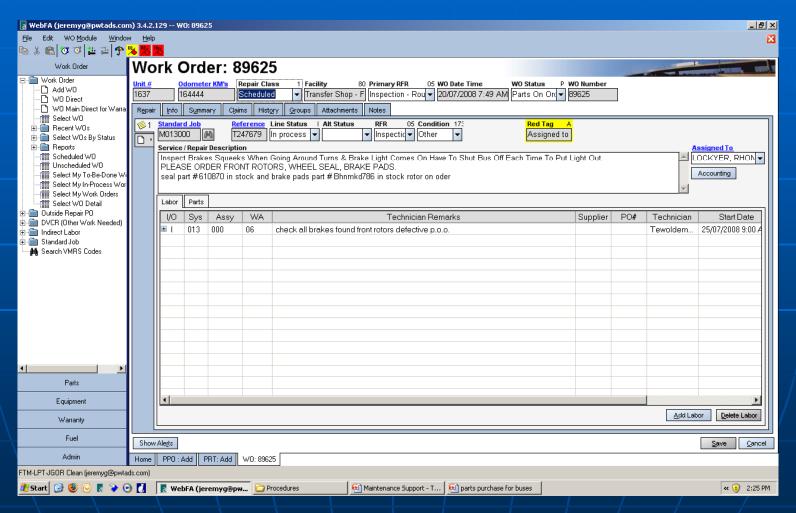
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Finding part numbers for buses

Select Work Order tab, then select Work order folder, then click on Work Order Direct and then enter Work Order (WO) number



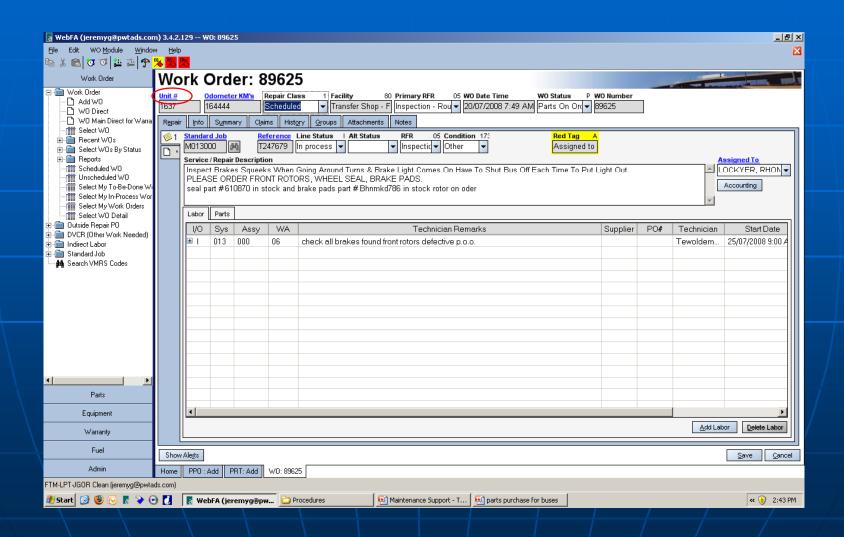
This is the screen which you will see after entering the work order number. Read the description and figure out "Part Number". The method of finding "Part Number" is different for Yellow buses and Coaches



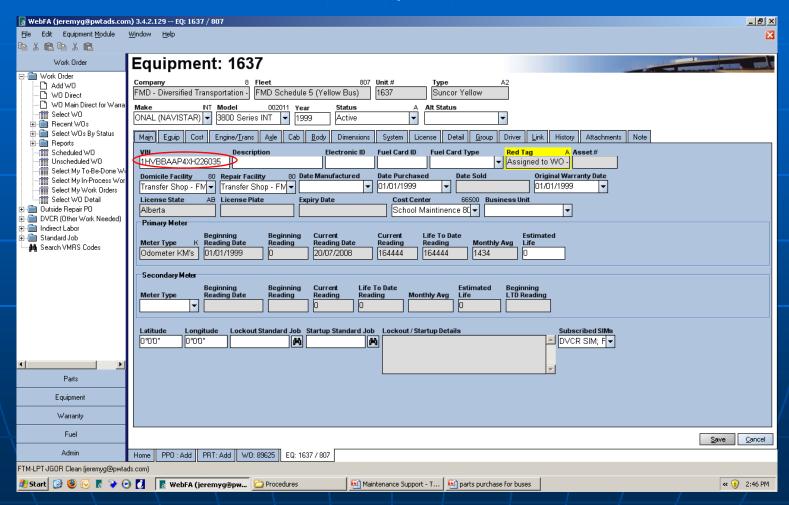
Method to find Part Number For Yellow Buses



For international Buses (Yellow bus) click on the unit # on the top



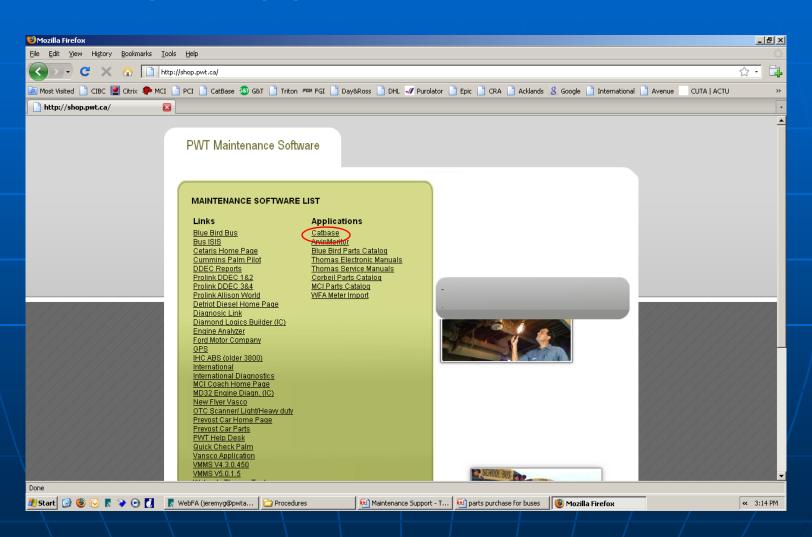
This gives you all details of vehicle. Locate the Vehicle Identification Number (VIN) and write as much information as possible in Service/Repair description (back on work order line) and assign to Parts Department



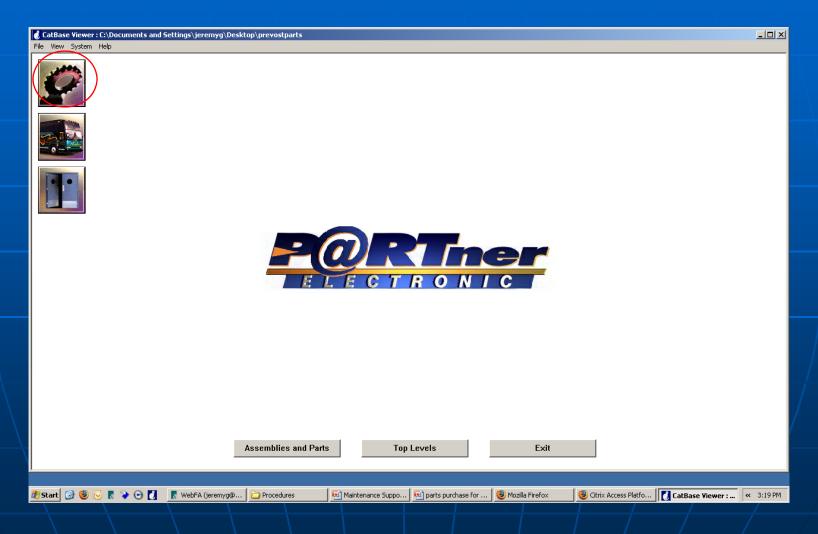
Method to find Part Number for Prevost Buses



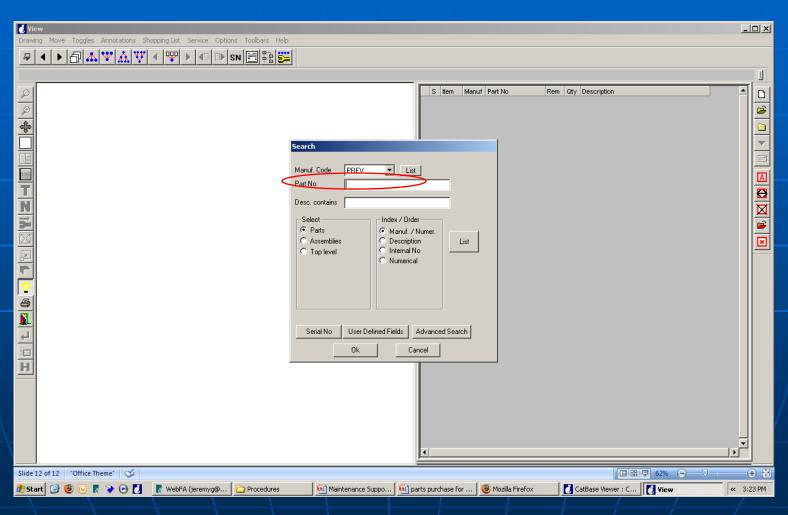
For Prevost Buses, open website http://shop.pwt.ca and click Catbase



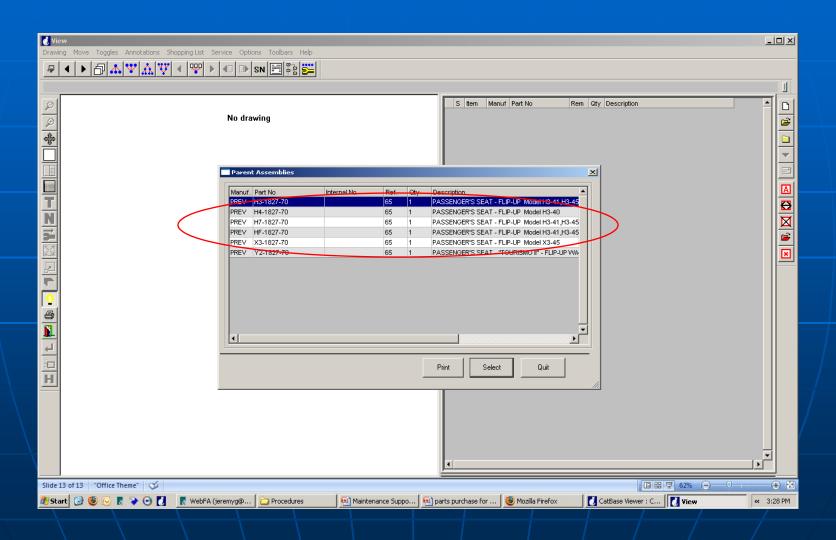
This application will be launched by clicking on Catbase. There are three prominent buttons on the top left corner. Let's click the 1st button.....



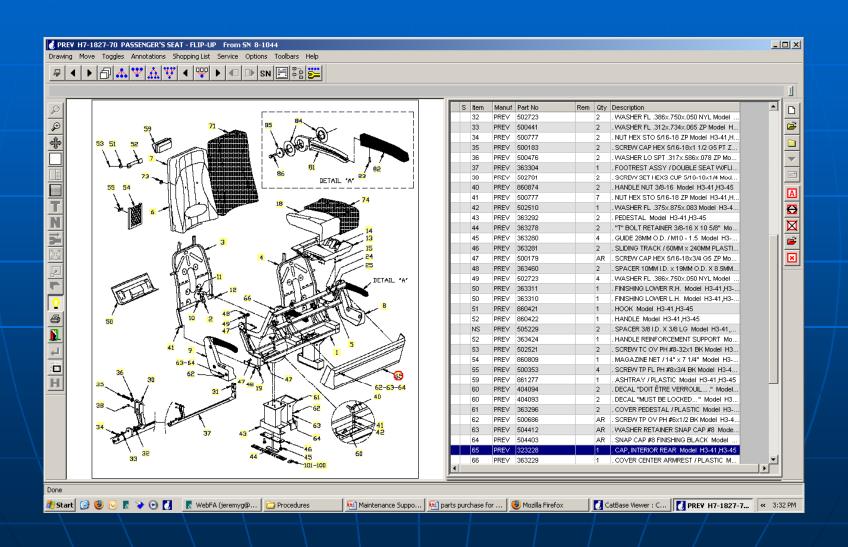
A screen will pop out asking you for Part number. This option is used to check complete details of any part in inventory



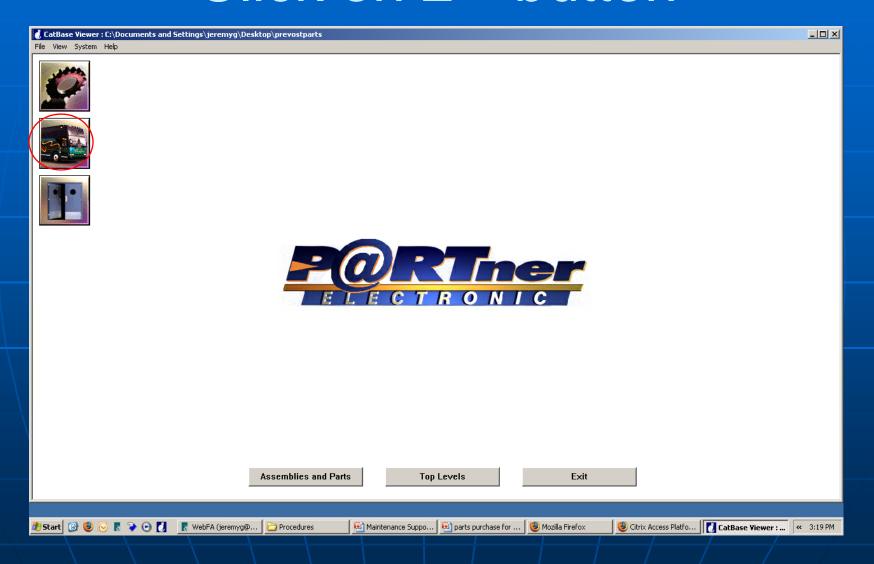
After entering the "part number", click on the appropriate option to see all details of particular part and other parts attached to it



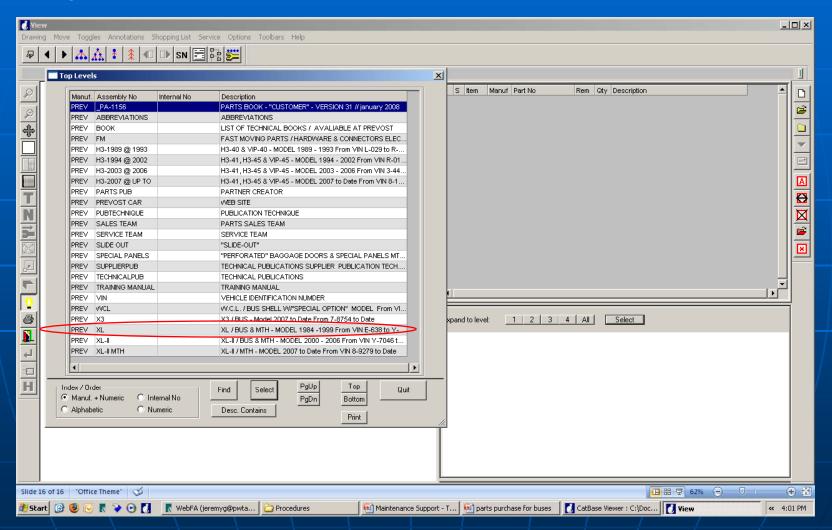
Here you will find all the parts and details



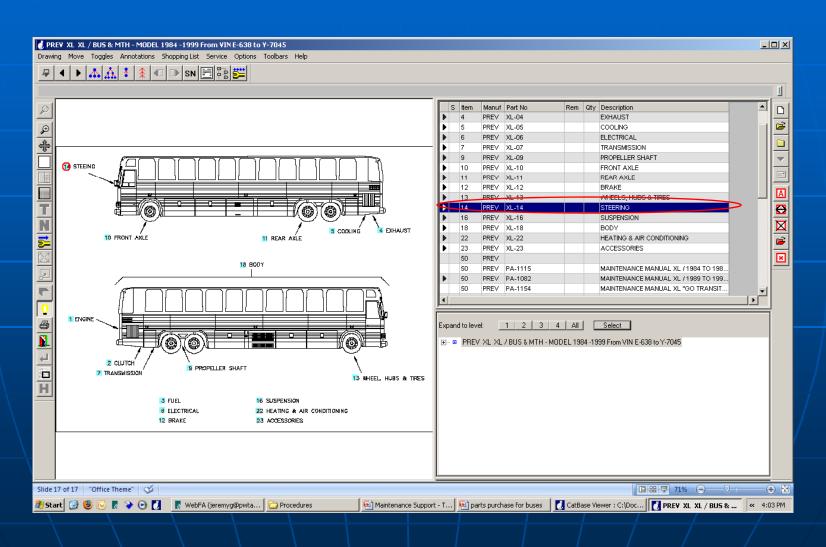
Click on 2nd button



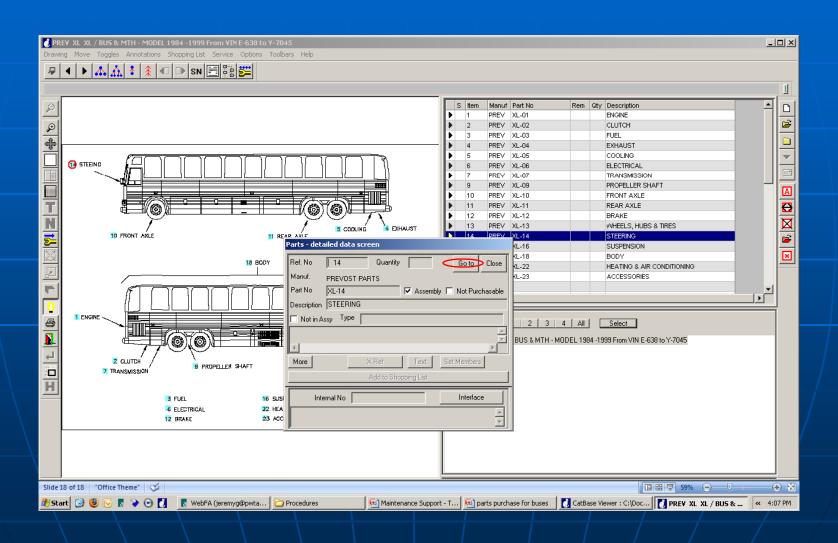
The 2nd button leads to a screen which has all the categories of vehicles, Let's click on Assembly Number XL



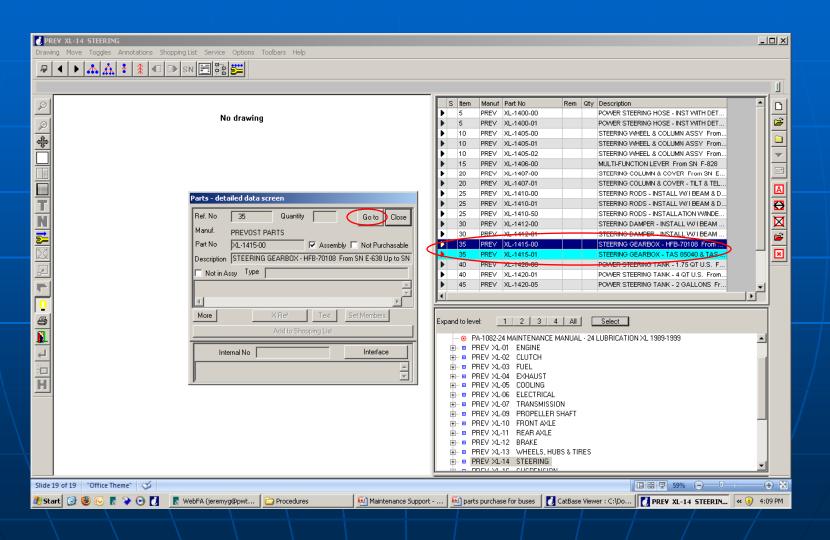
On the right hand pane there is a list of all categories of vehicle parts. Let's click on steering....



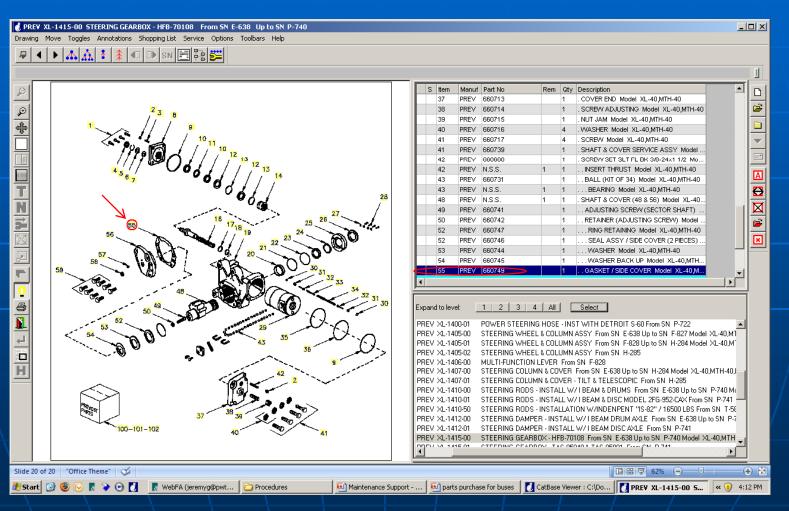
A new window will open, click on "Go to" button to go further



Click on desired part of steering and click on "Go to" button again



Click on desired part to see the corresponding part number in top right hand pane as in example below



- Once the Part Number is found either for yellow buses or Coaches, put it in the Part direct to see if that part is available or not.
- If it is not available place it on Work order as needed and forward it to Inventory Supervisor.

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