TUTORIAL ONLINE CUSTOMER CARE

User : UTOD

Tutorial ini dibuat dengan tujuan untuk mempermudah User dalam mengoperasikan program Online Customer Care (OCC)

"We Care, Wherever You Are"



I. LOGIN

- 1. Buka web browser, seperti Mozilla Firefox, Internet Explorer, atau browser lain.
- 2. Ketikkan *web address* KRA untuk program *Online Customer Care (OCC)* : <u>http://www.kra.co.id/occ</u>.
- 3. Klik menu Login pada toolbar.



4. Isi "User Name" dan "Password", kemudian tekan Enter atau klik Login.

Login User	
Username	
Password	

Note : Username pertama kali akan diberikan oleh Admin KRA dengan password standard. Password tersebut dapat diganti sesuai keinginan user.

II. HOME

Halaman yang berisi pengenalan awal mengenai program OCC dan data user.

1. Pada saat *login user*, terkadang muncul *check box* untuk menyimpan *password* dalam *browser*.

KRA Site - Mozilla Firefox	10.00	And the second second second		
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A kra.co.id/occ/mainpage	cc.php		☆ ▼ C Socie	۶ 🎓
Would you like to would you like to n kra.co.id?	Remember Password for "utod" Remember Password Never Remember Password for This Site Never Re	Home Database ASS View ETR Datab	About User	۴ م د
	OCC adalah suatu sistem terintegra	IS yang berfungsi untuk menerima dan mengirim	Phone Number : +C28752198113 Email : fandts etand@kra.co.k New Password : Update Profile !!	r
	informasi secara real time proble melalui sistem online yang dapat di	em under warranty component KRA dilapangan akses oleh customer (UT)		
4	and the second se	m		

Pada check box tersebut terdapat beberapa pilihan, diantaranya :

- a. Remember Password, browser akan menyimpan user name dan password, sehingga saat website dibuka di komputer yang sama, secara otomatis browser akan menampilkan user name dan password seperti yang telah diinputkan sebelumnya (auto login).
- b. Never Remember Password for This Site, browser tidak akan pernah menyimpan user name dan password, serta pada saat login berikutnya tidak akan ada penawaran lagi untuk menyimpan user name dan password.
- *c. Not Now*, *browser* tidak akan menyimpan *user name* dan *password* pada saat login, akan tetapi pada saat *login* berikutnya akan memberikan penawaran kembali untuk menyimpan *user name* dan *password*.



Untuk menjaga keamanan, sebaiknya pilih opsi *Never Remamber Password for This Site.* Jika ingin menampilkan *check box* tersebut dikemudian hari dapat dilakukan dengan memilih *key icon* () disebelah kiri *location bar.*

2. Setelah melakukan login user, akan muncul halaman awal OCC system untuk UT OD.



Pada halaman ini terdapat penjelasan mengenai *OCC System*. Pada bagian **"About User"**, terdapat data singkat mengenai *user* yang melakukan *login*. Salah satu menu pada kolom ini yaitu **"New Password"**, berfungsi untuk merubah *password* sesuai dengan keinginan.

Pada toolbar terdapat 6 menu utama dengan fungsi sebagai berikut :

- *a. Home,* untuk kembali ke halaman awal.
- *b. Database ASS*, untuk memonitor keseluruhan data dari proses instalasi dan *periodic inspection* yang telah dilakukan job site.
- *c. View ETR*, untuk melihat detail *Emergency Trouble Report (ETR)* yang dikirimkan oleh job site dan memberikan respon atau komentar atas problem yang terjadi pada komponen ex-overhaul KRA.
- *d. Database ETR/KC*, untuk memonitor keseluruhan data *Emergency Trouble Report (ETR)* yang dikirimkan oleh job site.
- e. Hand Over, untuk menginputkan data *receiving* komponen yang diterima dari KMSI dan data *delivery* komponen yang dikirimkan ke job site, serta memonitor keseluruhan data *receiving* dan *delivery* yang telah diinputkan sebelumnya.
- f. Log Out, untuk keluar dari OCC System.

II. HAND OVER KOMPONEN

Pada saat menerima komponen dari KMSI dan akan mengirimkan ke jobsite, lakukan proses *receiving* dan *delivery* komponen.

A. Receiving Component

Pada saat menerima komponen dari KMSI, UT OD melakukan proses *receiving* pada *OCC System*.

1. Pilih menu Hand Over pada toolbar.



2. Masukkan *Serial Number (S/N)* komponen pada kolom *"Search"*, kemudian tekan **Enter** atau klik **Submit**.

Login by : utod		H	lome Da'	tabase ASS	View ETF	C Database	e etr/kc	Hand Over Log Out
Hand Ove	er Compo	nent					About C	Component
Search	eceive © Pendir	EZ-K0012	30 :omplete				SN Comp Receive Delivery	0000-00-00
Component	Unit	Delivery KMSI	Receive UTOD	Deliv	Site	Status	Site Customer Condition	
EZ-5020137 ENGINE ASSY	HD785-7 7992	2013-09-23	0000-00-00	0000-00-00		Pending Receive	SPB No	[]
EZ-K001748 TRAVEL MOTOR	PC1250SP-8R EXKM12020	2013-09-01	2013-09-02	2013-09-03	Senakin	Complete	Dellv KMSI No SPB JO Number	
EZ-K001230 Final Drive	D155A-6	2013-04-19	0000-00-00	0000-00-00		Pending Receive	Com Model Unit Model	
DZ-DNE5309 Main Pump	PC1250SP-8R	2013-04-04	2013-04-04	2013-04-04	Rantau - Banjarmasin	Complete	Unit SN Ownership	

Selain menggunakan *"S/N Component"*, pencarian data juga bisa menggunakan kata kunci *"Component Name"*, *"Unit Model"*, maupun *"Site"*.

Dibawah kolom "*Search*", terdapat beberapa menu untuk *sorting* data berdasarkan status komponen :

- *a. Pending Receive,* untuk menampilkan data komponen yang belum dilakukan proses *receiving.*
- **b.** *Pending Issued*, untuk menampilkan data komponen yang telah dilakukan proses *receiving*, tetapi belum dilakukan proses *delivery*.
- *c. Complete,* untuk menampilkan data komponen yang telah dilakukan proses *receiving* dan *delivery.*
- d. All, untuk menampilkan data secara keseluruhan.

Untuk menampilkan data sesuai status yang diinginkan, pilih salah satu menu, kemudian klik **Submit**.

3. Saat melakukan proses *receiving*, klik S/N komponen untuk menampilkan data komponen.

ogin by : utod			Home [Database ASS	View	ETR Databa	ase ETR/KC	Hand Over Log Out
Hand Ov	er Con	nponent					About 0	Component
Search © Pending R	eceive © I	EZ-KI Pending Issue	© Complete	All Submit			SN Comp Receive Delivery	0000-00-00
Component	Unit	Delivery KMSI	Receive UTOD	Delivery To Site	Site	Status	Site Customer Condition	
EZ-K001230	D155A-8	2013-04-19	0000-00-00	0000-00-00		Pending Receive	SPB No	(
L							Delitr kMSI No SPB JO Number Com Name Com Model Unit Model Unit SN Ownership	

4. Data komponen akan muncul pada kolom "About Component".

SN Comp	EZ-K001230
Receive	
Delivery	0000-00-00
Site	
Customer	
Condition	
SPB No	
Submi	t
Submi	t 2013-04-19
Submi Delix KMSI No SPB	t 2013-04-19 03/BAST/KRA-KMSI/IV/2013
Submi Delly KMSI No SPB JO Number	t 2013-04-19 03/BAST/KRA-KMSI/IV/2013
Submi Dellx KMSI No SPB JO Number Com Name	t 2013-04-19 03/BAST/KRA-KMSI/IV/2013 Final Drive
Submi Della KMSI No SPB JO Number Com Name Com Model	t 2013-04-19 03/BAST/KRA-KMSI/IV/2013 Final Drive 17A-27-00142
Submi Dellx KMSI No SPB JO Number Com Name Com Model Unit Model	t 2013-04-19 03/BAST/KRA-KMSI/IV/2013 Final Drive 17A-27-00142 D155A-6
Submi Dellx KMSI No SPB JO Number Com Name Com Model Unit Model Unit SN	t 2013-04-19 03/BAST/KRA-KMSI/IV/2013 Final Drive 17A-27-00142 D155A-6

Pada kolom "About Component" terdapat beberapa kolom yang harus diisi.

- a. Receive, tanggal penerimaan komponen dari KMSI.
- b. Delivery, tanggal pengiriman komponen ke job site.
- *c. Site*, job site yang dituju dalam pengiriman komponen sesuai *Serial Number* yang dimaksud.
- *d. Customer*, nama *customer* yang akan menerima pengiriman komponen.
- e. Condition, kondisi komponen saat akan dikirimkan ke job site.
- *f. SPB No*, nomor Surat Pengiriman Barang untuk komponen yang dikirimkan ke job site.
- 5. Untuk proses *receiving* komponen, pilih tanggal pada kolom *"Receive"* sesuai tanggal penerimaan komponen, kemudian klik **Submit**.

EUSL			Home C	Database ASS	View	ETR Databas	e ETR/KC	Hand	Ove	ſ	Log	Out		
Login by : utod														
Hand Ov	er Con	nponent					About C	om	por	nent				
Search		EZ-K	001230				SN Comp	EZ-	K001	230				
C Pending R	Receive 🔘 I	Pending Issue	🔘 Complete 🧕	All Submit			Delivery		A	pr		201	3	
Component	Unit	Delivery KMSI	Receive UTOD	Delivery To Site	Site	Status	Site Customer Condition	Su	Мо	Tu	We	Тh	Fr	Sa
EZ-K001230 Final Drive	D155A-6	2013-04-19	0000-00-00	0000-00-00		Pending Receive	SPB No	7	8	9	10	11	12	13
							Delly, KMSI No SPB	21 28	22	23	24	25		h ₂₇
							JO Number Com Name Com Model	Fina 17A	I Driv -27-0	re 0142				
							Unit SN Ownership	-	UA-D					

B. Delivery Component

Pada saat mengirimkan komponen ke job site, UT OD melakukan proses *delivery* pada *OCC System*.

1. Pilih menu Hand Over.



2. Masukkan *Serial Number (S/N)* komponen pada kolom *"Search"*, kemudian tekan **Enter** atau klik **Submit**.

Login by : utod		H	lome Da	tabase ASS	View ETF	t Databas	e ETR/KC	Hand Over	Log Out
Hand Ove	er Compo	nent					About C	Componer	nt
Search	eceive © Pendir	EZ-K0012	30 Complete	di s prit)		SN Comp Receive Delivery	0000-00-00	
Component	Unit	Delivery KM SI	Receive UTOD	Deliv To Site	Site	Status	Site Customer Condition		
EZ-5020137 ENGINE ASSY	HD785-7 7992	2013-09-23	0000-00-00	0000-00-00		Pending Receive	SPB No	t	
EZ-K001748 TRAVEL MOTOR	PC1250SP-8R EXKM12020	2013-09-01	2013-09-02	2013-09-03	Senakin	Complete	Dellx KMSI No SPB JO Number		
EZ-K001230 Final Drive	D155A-6	2013-04-19	0000-00-00	0000-00-00		Pending Receive	Com Name Com Model Unit Model		
DZ-DNE5309 Main Pump	PC1250SP-8R	2013-04-04	2013-04-04	2013-04-04	Rantau - Banjarmasin	Complete	Ownership		

3. Saat melakukan proses *delivery*, klik S/N komponen untuk menampilkan data komponen.

			Home [)atabase ASS	View	ETR Datab	ase ETR/KC	Hand Over I	Log Out
Hand Ov	er Con	nponent					About (Component	
Search	eceive 🔘	EZ-KI Pending Issue	© Complete @	All Submit			SN Comp Receive Delivery	0000-00-00	
Component	Unit	Delivery KMSI	Receive UTOD	Delivery To Site	Site	Status	Site Customer Condition		•
EZ-K001230	D155A-8	2013-04-19	0000-00-00	0000-00-00		Pending Receive	SPB No	it	
							Dethr KMSI No SPB JO Number Com Name Com Model Unit Model Unit SN Ownership		

4. Data komponen akan muncul pada kolom "About Component".

SN Comp	EZ-K001230
Receive	2013-04-19
Delivery	0000-00-00
Site	
Customer	
Condition	
SPB No	
Deliv. KMSI	2013-04-19
Deliv. KMSI No SPB	2013-04-19 03/BAST/KRA-KMSI/IV/2013
Deliv. KMSI No SPB JO Number	2013-04-19 03/BAST/KRA-KMSI/IV/2013
Deliv. KMSI No SPB JO Number Com Name	2013-04-19 03/BAST/KRA-KMSI/IV/2013 Final Drive
Deliv. KMSI No SPB JO Number Com Name Com Model	2013-04-19 03/BAST/KRA-KMSI/IV/2013 Final Drive 17A-27-00142
Deliv. KMSI No SPB JO Number Com Name Com Model Unit Model	2013-04-19 03/BAST/KRA-KMSI/IV/2013 Final Drive 17A-27-00142 D155A-6
Deliv. KMSI No SPB JO Number Com Name Com Model Unit Model Unit SN	2013-04-19 03/BAST/KRA-KMSI/IV/2013 Final Drive 17A-27-00142 D155A-6

5. Isi tanggal pada kolom *"Delivery"*, serta lengkapi data-data seperti *"Site"*, *"Customer"*, *"Condition" & "SPB No"*, kemudian klik Submit.

			Home [)atabase ASS	View	ETR Datab	ase ETR/KC	Hand Over Log Out
ogin by : utod								
Hand Ov	er Con	nponent					About	Component
Search © Pending R	leceive ©	EZ-KI Pending Issue	© Complete	All Submit			SN Comp Receive Delivery	EZ-K001230 2013-04-19 2013-05-06
Component	Unit	Delivery KMSI	Receive UTOD	Delivery To Site	Site	Status	Site Customer Condition	Bendili - Sangatta
EZ-K001230 Final Drive	D155A-6	2013-04-19	2013-04-19	0000-00-00		Pending Delivery	SPB No	3200/UT-KRA2/0391/IV/2013
		1					DelM No SPB JO Number	2013-04-19 03/BAST/KRA-KMSI/IV/2013
							Com Name	Final Drive
							Unit Model Unit SN	D155A-6

6. Jika proses *receiving* dan *delivery* dilakukan pada saat yang sama, penginputan data dapat dilakukan sekaligus.

C. Monitoring Data Hand Over

Untuk memonitor keseluruhan data *hand over (receiving* dan *delivery)* atas komponen produksi KRA yang diterima dari KMSI dan dikirimkan ke job site.

1. Pilih menu Master Hand Over.

jin by : utod								
and Ov	ver Con	nponent					About C	component
earch		EZ-K	001230				SN Comp	E7-K001230
							Becelve	2013-04-19
Pending F	Receive 🔘 I	Pending Issue	🔊 Complete 🧿	All Submit]		Delivery	2013-05-06
	1				1	1	Site	Bendili - Sangatta
omponent	Unit	Delivery	Receive	Delivery To	Site	Status	Customer	PAMA PERSADA NUSANT
		KM 81	UTOD	Site			Condition	GOOD
			-				SPB No	3200/UT-KRA2/0391/W/2013
z-K001230 nal Drive	D155A-6	2013-04-19	2013-04-19	2013-05-06	Bendill - Sangatta	Complete	Sebmi	٤
							Dely: KINS	2013-04-19
							No SPR	03/BAST/KRA-KMSI/W/2013
							JO Number	(
							ConName	Final Drive
							ComModel	17A-27-00142
							UnitNodel	D155A-6
							UnitSN	
							Ownership	[·
							Report	fome

Masukkan batasan periode pencarian data dengan mengisi kolom "Start" dan "Finish", serta memberi tanda (√) pada opsi Check If Use Periode dan klik Get Data.

Database	Hand Over UT OD
Start :	2013-01-01
Finish :	2013-09-22
	Check If Use Periode
Search :	
Get Data Back to H	and Over Export to Excel

3. List data akan muncul sesuai periode yang diinginkan.

Master	Hand Over - Mozilla	Firefox	the first line		-	adaption and				100 March 100	
<u>E</u> dit Master	View Higtory Boo	okmarks <u>I</u> ools <u>H</u> e	lp	Surger Strength of	Barry .		-				
0	www.kra.co.id/occ/m	aster ho_utod.php?a	wal=2013-01-01&ak	hir=2013-09-228;filt	er= on&cari= &Submit=	Get+Data		1	7 ▼ C 8 - Ga	ogle	P
-			10		D						
Da	itabase	e Hand	d Over	010	D						
tart		: 2013-01-0	11								
inish		: 2013-09-2	2								
		Check	If Use Periode								
earc	h	÷.									
Get	Data Back to	Hand Over	Export to Excel								
	Door Door to		Export to Exour								
						Report					
No	Comp Name	SN Comp	Unit Model	Unit SN	Delivery Date From KMSI	Receive Date In UT_OD	Delivery Date To Site	Receive Date On Site	Lead Time Delivery	Site	Customer
1	TRAVEL MOTOR	EZ-K001748	PC1250SP-8R	EXKM12020	2013-09-01	2013-09-02	2013-09-03	2013-09-08	5	Senakin	BUKIT MAKMUR MANDIRI UTAMA PT
2	Final Drive	EZ-K001230	D155A-6		2013-04-19	2013-04-19	2013-05-06	2013-05-06	0	Bendili - Sangatta	PAMA PERSADA NUSANTARA PT
3	Main Pump No.2	DZ-DNE5309	PC1250SP-8R	-	2013-04-04	2013-04-04	2013-04-04			Rantau - Banjarmasin	ERA WAHANA BUMIJAYA PT
4	Final Drive	EZ-K001301	PC2000-8		2013-02-14	2013-02-14	2013-02-14			Tanjung - Adaro	SAPTA INDRA SEJATI PT
5	Transmission	EZ-010284	WD600-3		2013-02-07	2013-02-07	2013-02-08	2013-07-09	151	Jayapura	DHARMA HENWA

4. Untuk mencari data yang lebih spesifik, ketikkan kata kunci pada kolom *"Search"*, kemudian klik **Get Data**. Hilangkan tanda (v) pada opsi **Check If Use Periode**.

Database	e Hand Over UT OD
Start :	2013-01-01
Finish :	2013-09-22
	Check If Use Periode
Search :	EZ-K001230
Get Data Back to H	land Over Export to Excel
<u>.</u>	

Jika data tersebut dicari dengan periode waktu tertentu, pastikan data tanggal pada kolom *"Start"* dan *"Finish"* telah terisi sesuai periode, serta opsi Check If Use Periode telah diberi tanda (v).

land Over - Mo View Higtory Hand Over	zilla Firefox <u>B</u> ookmarks <u>T</u> ools +	Help		and a linear		-	S			<u> </u>
ww. kra.co.id /o	cc/master_ho_utod.ph	p?awal=2013-01-0	18cakhir=201	3-09-228:cari=EZ-K0012308	Submit=Get+Data		1	🔻 C 🔡 - Goog	e	۹ 🎓
taba	ase Ha	nd O	ver	UT OD						
h Data B	: 2013-4 : 2013-4 : Che : EZ-K0 ack to Hand Ove	01-01 09-22 eck If Use Pe 101230 r Export to	riode o Excel							
					Repo	ort				
Comp Name	SN Comp	Unit Model	Unit SN	Delivery Date From KMSI	Receive Date In UT_OD	Delivery Date To Site	Receive Date On Site	Lead Time Delivery	Site	Customer
Final Drive	EZ-K001230	D155A-6		2013-04-19	2013-04-19	2013-05-06	2013-05-06	0	Bendili - Sangatta	PAMA PERSADA NUSANTARA PT
1		I								
	and Over - Mo View History and Over www.kra.co.id/o tabo Data B Comp Name Final Drive	land Over Modelle Frefox Yew Higtory Bootmarks Tools send Over 1 www.kax.co.id/occ/master_he_vited ph Atabaase Haa : 2013- : 2014- : 2014-	Aler Over Machine Freference View Higtory Bockmarks Tools Help Higtory Bockmarks Tools Help And Over + Attabase Hand Over : 2013-01-01 : 2013-09-22 : Check If Use Pac h : EZ-K001230 Data Back to Hand Over Export for Name SN Comp Unit Model Final Drive EZ-K001230 D155A-6	tard Over Macilia Ferder. Ver Higtory Bootmarks Tools Heip stard Over * Attachait occimates the tard Heip start of the tard of the tard of the tard of the tard of the tard tard of the tard of the tard of the tard of the tard of the tard tard of the tard of tard of the tard of	Ale Over Macilia Ferdex View Higtory Bootmarks Tools Below History Construction of the State o	hard Over Marille Fredox Were Higtory Beckmarks Tools Help wave kace old occ/marter, be, utcal phy Tawak. 2013 -01 -01	tave Over Machine Fredox Yee Higtory Beolimark I Tools Help and Over + tools Help And Over + tools Hand Over LUT ODS 2013-01-01 2013-09-22 Check If Use Periode b EZ-K001230 Data Back to Hand Over Export to Excel Comp SN Comp Unit Model SN Pelivery Date From KMS1 Pin UT_OD Pelivery Date Name EZ-K001230 D155A-6 · 2013-04-19 2013-04-19 2013-05-06	the Over Marine Frefox Were Higtory Beckmarks Tooks Belg mar Over Marine South Delphanets 2013-01-01 Bakhim-2013-09-228 came 12-100122965 demate Get-Data Tabbase Hand Over UT OD 2013-01-01 2013-09-22 Check If Use Periode b EZ-K001230 Data Back to Hand Over Export to Excel Export to Excel Comp SN Comp Unit Name EZ-K001230 D155A-6 - 2013-04-19 2013-04-19 2013-05-06 2013-05-06	hard Over Marille Fredox Steen Higtory Beckmarks Tooks Belg mar Over wavekace add occ/marter, but, uted phy fawak 2013-01-0128 came 127-001290654 what Get-Data T 2013-01-01 2013-00-22 Check If Use Periode h Back to Hand Over Export to Excel Data Back to Hand Over Export to Excel Ez-K001230 Data SN Comp Unit Model SN Delivery Date From KMSI Receive Date Divery Date From KMSI Receive Date In UT_OD Dila-05-06 2013-05-06 0	tard Ore were kaac bit for der Mathin Tarole Help were kaac bit for der Mathin Tarole Help E 2013-01-01 : 2013-05-06 i 201

5. Untuk kembali ke halaman Hand Over Component, klik Back to Hand Over.



6. Untuk men-*download* data yang telah ditampilkan dari *Database Hand Over*, klik **Export to Excel**.

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	and the cost of the second	and include propriet		11-2020 00 2200m						ogic	
)a	tabase	e Hand	d Over	UT O	D						
art		: 2013-01-0)1								
nish		: 2013-09-2	2								
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ard	h	1									
Get	Data Back to	Hand Over	Export to Excel	l.							
						Report					
			101								
			TOTAL DESCRIPTION		Delivery Date	Receive Date	Delivery Date	Receive Date	Lead Time		
lo	Comp Name	SN Comp	Unit Model	Unit SN	Delivery Date From KMSI	Receive Date In UT_OD	Delivery Date To Site	Receive Date On Site	Lead Time Delivery	Site	Customer
10	Comp Name	SN Comp	Unit Model	Unit SN	Delivery Date From KMSI	Receive Date In UT_OD	Delivery Date To Site	Recei∨e Date On Site	Lead Time Delivery	Site	
lo	Comp Name	SN Comp	Unit Model	Unit SN EXKM12020	Delivery Date From KMSI 2013-09-01	Receive Date In UT_OD	Delivery Date To Site 2013-09-03	Receive Date On Site 2013-09-08	Lead Time Delivery 5	Site Senakin	Customer BUKIT MAKMI MANDIRI UTA
lo	Comp Name	SN Comp EZ-K001748	Unit Model PC1250SP-8R	Unit SN EXKM12020	Delivery Date From KMSI 2013-09-01	Receive Date In UT_OD 2013-09-02	Delivery Date To Site 2013-09-03	Receive Date On Site 2013-09-08	Lead Time Delivery 5	Site Senakin	Customer BUKIT MAKMI MANDIRI UTA PT
10	Comp Name TRAVEL MOTOR	SN Comp EZ-K001748	Unit Model	Unit SN EXKM12020	Delivery Date From KMSI 2013-09-01	Receive Date In UT_OD	Delivery Date To Site 2013-09-03	Receive Date On Site 2013-09-08	Lead Time Delivery 5	Site Senakin	Customer BUKIT MAKMU MANDIRI UTA PT
10	Comp Name TRAVEL MOTOR Final Drive	SN Comp EZ-K001748 EZ-K001230	Unit Model PC1250SP-8R D155A-6	Unit SN EXKM12020	Delivery Date From KMSI 2013-09-01 2013-04-19	Receive Date In UT_OD 2013-09-02 2013-04-19	Delivery Date To Site 2013-09-03 2013-05-06	Receive Date On Site 2013-09-08 2013-05-06	Lead Time Delivery 5 0	Site Senakin Bendili - Sangatta	Customer BUKIT MAKMU MANDIRI UTA PT PAMA PERSAD NUSANTARA I
No 1	Comp Name TRAVEL MOTOR Final Drive	SN Comp EZ-K001748 EZ-K001230	Unit Model PC1250SP-8R D155A-6	Unit SN EXKM12020	Delivery Date From KMSI 2013-09-01 2013-04-19	Receive Date In UT_OD 2013-09-02 2013-04-19	Delivery Date To Site 2013-09-03 2013-05-06	Receive Date On Site 2013-09-08 2013-05-06	Lead Time Delivery 5	Site Senakin Bendili - Sangatta	Customer BUKIT MAKMU MANDIRI UTAL PT PAMA PERSAD NUSANTARA F
	Comp Name TRAVEL MOTOR Final Drive Main Pump	SN Comp EZ-K001748 EZ-K001230 DZ-DNE5309	Unit Model PC1250SP-8R D155A-6 PC1250SP-8R	Unit SN EXKM12020	Delivery Date From KMSI 2013-09-01 2013-04-19 2013-04-04	Receive Date In UT_OD 2013-09-02 2013-04-19 2013-04-04	Delivery Date To Site 2013-09-03 2013-05-06 2013-04-04	Receive Date On Site 2013-09-08 2013-05-06	Lead Time Delivery 5 0	Site Senakin Bendili - Sangatta Rantau -	Customer BUKIT MAKMU MANDIRI UTA PT PAMA PERSAD NUSANTARA I ERA WAHANA
	Comp Name TRAVEL MOTOR Final Drive Main Pump No.2	SN Comp EZ-K001748 EZ-K001230 DZ-DNE5309	Unit Model PC1250SP-8R D155A-6 PC1250SP-8R	Unit SN EXKM12020 -	Delivery Date From KMSI 2013-09-01 2013-04-19 2013-04-04	Receive Date In UT_OD 2013-09-02 2013-04-19 2013-04-04	Delivery Date To Site 2013-09-03 2013-05-06 2013-04-04	Receive Date On Site 2013-09-08 2013-05-06	Lead Time Delivery 5 0	Site Senakin Bendili - Sangatta Rantau - Banjarmasin	Customer BUKIT MAKMU MANDIRI UTA PT PAMA PERSAD NUSANTARA F ERA WAHANA BUMIJAYA PT
	Comp Name TRAVEL MOTOR Final Drive Main Pump No.2	SN Comp EZ-K001748 EZ-K001230 DZ-DNE5309 EZ-K001201	Unit Model PC1250SP-8R D155A-6 PC1250SP-8R PC2000.8	Unit SN EXKM12020	Delivery Date From KMSI 2013-09-01 2013-04-19 2013-04-04 2013-04-04	Receive Date In UT_OD 2013-09-02 2013-04-19 2013-04-04 2013-02-14	Delivery Date To Site 2013-09-03 2013-05-06 2013-04-04 2013-02-14	Receive Date On Site 2013-09-08 2013-05-06	Lead Time Delivery 5 0	Site Senakin Bendili - Sangatta Rantau - Banjarmasin Tanjung -	Customer BUKIT MAKMI MANDIRI UTA PT PAMA PERSAD NUSANTARA I ERA WAHANA BUMIJAYA PT SAPTA INDRA

7. Contoh hasil *download* data dari *Database Hand Over* dalam bentuk file *Microsoft Excel.*

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3 4 5 6 7 8	1 1 1 1 1 1	ETRAVEL MOTOR Final Drive Main Pump No.2 Final Drive Transmission Final Drive	EZ-K001748 EZ-K001230 DZ-DNE5309 EZ-K001301 EZ-010284 EZ-K001225	PC1250SP D155A-6 PC1250SP PC2000-8 WD600-3 HM400-1	- EXKM1202 -	9/1/ 4/19, 4/4/ 2/14, 2/7/ 2/13,	2013 /2013 2013 /2013 2013 /2013	9/2/2 4/19/2 4/4/2 2/14/2 2/7/2 2/7/2	013 013 013 013 013 013	9/3/2013 5/6/2013 4/4/2013 2/14/2013 2/8/2013 0000-00-0	3	9/8/2013 5/6/2013 7/9/2013	5 0 151	Senakin Bendili - Sangatta Rantau - Banjarmasi Tanjung - Adaro Jayapura	BUKIT MAKMUR MANDIRI UTAMA PT PAMA PERSADA NUSANTARA PT In ERA WAHANA BUMIJAYA PT SAPTA INDRA SEJATI PT DHARMA HENWA PT
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III. MONITORING DATA ASS

Untuk memonitor data installation dan data maintenance yang diinputkan dari jobsite.

1. Pilih menu Database ASS pada toolbar.



2. Masukkan batasan periode pencarian data dengan mengisi kolom *"Start"* dan *"Finish"*, serta memberi tanda (V) pada opsi Check If Use Periode dan klik Get Data.

Start	:	2013-01-01
Finish	:	2013-09-22
		Check If Use Periode
Search	:	
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3. List data akan muncul sesuai periode yang diinginkan.

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1	FT-DZT50064	2100010890	MAIN PUMP 1		GOOD	20203	PC1250SP-7	35,893	PT Rahman Abdi Jaya				2013-01-02	2013-03-0)3
2	KX-500957	2410001516	ENGINE		GOOD	7645	HD785-7	23,729	PT Pama Persada Nusantara				2013-01-02	2013-03-0)3
3	KX-K0001001	2410001578	AXLE		GOOD	7645	HD785-7	23,729	PT Pama Persada Nusantara				2013-01-02	2013-03-0)3
4	KX-100948.KX- 100948	2410001594	TRANSMISSI		GOOD	7645	HD785-7	23,729	PT Pama Persada				2013-01-02	2013-03-0)3

4. Untuk mencari data yang lebih spesifik, ketikkan kata kunci pada kolom *"Search"*, kemudian klik **Get Data**. Hilangkan tanda (v) pada opsi **Check If Use Periode**.

Dat	ab	ase AS	S
Start	:	2013-01-01	
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Jika data tersebut dicari dengan periode waktu tertentu, pastikan data tanggal pada kolom *"Start"* dan *"Finish"* telah terisi sesuai periode, serta opsi Check If Use Periode telah diberi tanda (v).

5. Untuk pencarian data tunggal, akan muncul informasi tambahan mengenai *attachment* (jika ada) atas proses instalasi dan *periodic inspection* dari komponen yang ditampilkan pada list *Database ASS*.

Untuk melihat atau men-*download* data *attachment* tersebut dapat dilakukan dengan memilih (klik) data pada list *Filename*.

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No	SN Comp	Job Number	Comp Name	Comp Status	Comp Condition	Unit SN	Unit Model	SMR Install	Customer	By	Receive Comp Date	Plan Install	Act Install	Plan Pl_1	Act PI_1
1	EZ-K001230	2410001940	Final Drive	RFU	GOOD		D155A-6	18110	PAMA PERSADA NUSANTARA PT	ut-bendili	2013-05-06	2013-05-13	2013-05-06	2013-07-05	2013-07-07

6. Untuk men-*download* data yang telah ditampilkan dari *Database ASS*, klik **Export to Excel**.

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No 1	SN Comp FT-DZT50064	Job Number 2100010890	Comp Name MAIN PUMP 1	Comp Status	Comp Condition GOOD	Unit 5N 20203	Unit Model PC1250SP-7	SMR Install 35,893	Customer PT Rahman Abdi Jaya	Update Installation By	Receive Comp Date	Plan Install	Act Install 2013-01-02	Plan Pl_1 2013-03-03
No 1 2	SN Comp FT-DZT50064 KX-500957	Job Number 2100010890 2410001516	Comp Name MAIN PUMP 1 ENGINE	Comp Status	Comp Condition GOOD GOOD	Unit 5N 20203 7645	Unit Model PC1250SP-7 HD785-7	SMR Install 35,893 23,729	Customer PT Rahman Abdi Jaya PT Pama Persada Nusantara	Update Installation By	Receive Comp Date	Plan Install	Act Install 2013-01-02 2013-01-02	Plan Pl_1 2013-03-0 2013-03-0
No 1 2 3	SN Comp FT-DZT50064 KX-500957 KX-K0001001	Job Number 2100010890 2410001516 2410001578	Comp Name MAIN PUMP 1 ENGINE AXLE	Comp Status	Comp Condition GOOD GOOD GOOD	Unit SN 20203 7645 7645	Unit Model PC1250SP-7 HD785-7 HD785-7	SMR Install 35,893 23,729 23,729	Customer PT Rahman Abdi Jaya PT Pama Persada Nusantara PT Pama Persada Nusantara	Update Installation By	Receive Comp Date	Plan Install	Act Install 2013-01-02 2013-01-02 2013-01-02	Plan Pl_1 2013-03-0: 2013-03-0: 2013-03-0:

7. Contoh hasil download data dari Database ASS dalam bentuk file Microsoft Excel.

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2	1	FT-DZT50064	2	100010890 N	AIN PUM	P1			GOOD				20203	PC1250SP-7	35,89	3 PT Ra	ahman Abdi Jaya
3	21	KX-500957	2	410001516 E	NGINE				GOOD				7645	HD785-7	23,72	9 PT Pa	ama Persada Nusantara
4	31	KX-K0001001	2	410001578 A	XLE				GOOD				7645	HD785-7	23,72	9 PT Pa	ama Persada Nusantara
5	4	KX-100948.KX-100948	2	410001594 T	RANSMISS	51			GOOD				7645	HD785-7	23,72	9 PT Pa	ama Persada Nusantara
6	51	KX-K000660	2	410001089 F	INAL DRIV	E LH			GOOD				J1008	PC1250SP-8P	12,05	D PT U	nited Tractors Tbk
7	61	KX-K000280	2	410000502 0	DIFFERENT	IAL			GOOD				J20261	HD465-7R	19,18	9 PT Sa	ipta Indra Sejati
8	71	LS-312328	2	410001582 E	NGINE				GOOD				7536	HD465-7	3,02	B PT Ki	tadin Tandung Mayang
9	8	KX-30700	2	410001460 E	NGINE				GOOD				12422	GD825A-2	25,63	4 PT Pa	ama Persada Nusantara
10	91	KX-610264	2	410001628 E	NGINE				GOOD				15272	HD465-7R	14,89	B PT TF	RIMEGA UTAMA CORPORINDO
11	10	KX-100753.KX-100752	2	410000767 T	RANSMISS	SION			GOOD				17591	HD785-7	22,36	6 PT Pa	ama Persada Nusantara
12	11	KX-501298	2	410001418 E	NGINE				GOOD				7591	HD785-7	22,36	6 PT Pa	ama Persada Nusantara
13	12	KX-33158	2	410001764 E	NGINE				GOOD				12202	GD825A-2	30,71	B PT Pa	ama Persada Nusantara
14	13	KX-33518	2	410001764 E	NGINE				GOOD				12202	GD825A-2	30,71	B PT Pa	ama Persada Nusantara
15	14	KX-161109.KX-161112	2	410001053 P	OWER MO	ODULE			GOOD				85091	D155A-6	12,51	1 PT RI	UNG MITRA LESTARI
16	15	10360	В	RAND NEW A	XLE ASSY				GOOD				A30071	HD1500-7	21,54	6 PT Pa	ama Persada Nusantara
17	16	LS-312562	2	100011627 E	NGINE				UNIT RE	ADY FOR	USE		19115	D375A-5	21,37	6 PT Ka	altim Prima Coal
18	17	KX-K000451	2	410000755 F	INAL DRIV	/E			GOOD				1779	HM400-1	28,80	9 PT Ur	nited Tractors Tbk
19	18	KX-K001126	2	410001614 F	INAL DRIV	E LH			GOOD				KX-7644	HD785-7	26,75	4 PT Pa	ama Persada Nusantara
20	19	KX-FDC17083	2	410001614 F	INAL DRIV	E RH			GOOD				KX-7644	HD785-7	26,75	4 PT Pa	ama Persada Nusantara
21	20	KX-K000876	2	410001387 F	INAL DRIV	/E RH			GOOD				20138	PC2000-8	25,88	2 PT Pa	ama Persada Nusantara
22	21	KX-K000151	2	410000291 F	INAL DRIV	/E			GOOD				1779	HM400-1	28,80	9 PT Pa	ama Persada Nusantara
23	22	LS-N21310809	2	410000757 F	INAL DRIV	/E			GOOD				1779	HM400-1	28,80	9 PT Pa	ama Persada Nusantara
24	23	KX-101361.KX-101361	2	410001051 T	ORQFLOV	V ASSY			GOOD				1779	HM400-1	28,80	9 PT Pa	ama Persada Nusantara
25	24	KX-K000939	2	2410001483 F	INAL DRIV	/E LH			GOOD				20198	PC2000-8	25,88	2 PT Pa	ama Persada Nusantara
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8. Untuk kembali ke halaman awal, klik Back to Home.

IV. MONITORING ETR & KC

Untuk memonitor *Emergency Trouble Record* (ETR) dan *Konsep Claim* (KC) yang dikirimkan dari jobsite.

1. Pilih menu Database ETR/KC.



Masukkan batasan periode pencarian data dengan mengisi kolom "Start" dan "Finish", serta memberi tanda (√) pada opsi Check If Use Periode dan klik Get Data.

Start	:	2013	-01-01
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3. List data akan muncul sesuai periode yang diinginkan.

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No	ETR Number	ETR	Delivery	Install	ETR Date	Trouble	Correction	Site	Customer	Machine	Job Number	Comp Name	SN Comp	
		Confirmation	Date	Date		Date	Date			Condition				
									PT Pama					
1	134/ETR/DZ435 /BDI/IX/2013				2013-09-06	2013-09-04		Sangatta	Persada	1.0		POWER MODULE	KX-105130, KX-108139	
									Nusantara					
	57/FTR								PT Pama					
2	/BNT/IX/2013			0000-00-00	2013-09-03	2013-09-02		Bontang	Persada	1.001		FINAL DRIVE LH	EZ-K001648	
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2	200/ETR	600/ETR		2012 05 12	2012 00 02	2012 00 24	0000 00 00	Dalilananan	PT Thiess	Desalutarias	2440004450	TORQFLOW	ez-100829,	
3	/SGT/VIII/2013	/PT/VIII/2013		2013-05-13	2013-09-03	2013-08-24	0000-00-00	ванкрарап	Indonesia	Breakdown	2410001450	ASSY	ez-100826	
4	137/ETR				2013-08-31	2013-08-29		Bontang	PT Pama Persada	1020		MAIN PUMP 1	FT-D7550088	
	/BNE/VIII/2013							B	Nusantara					
									PT Pama					
5	100/ETR-	600/ETR		2013-03-19	2013-08-29	2013-08-24	0000-00-00	Loa Janan	Persada	Breakdown	2410001555	Final Drive	KX-K000985	
	LJH/11/2013	/ 1/ 1// 2013							Nusantara					

4. Untuk mencari data yang lebih spesifik, ketikkan kata kunci pada kolom *"Search"*, kemudian klik **Get Data**. Hilangkan tanda (v) pada opsi **Check If Use Periode**.

Databa	se	ETR/KC
Start	:	2013-01-01
Finish	:	2013-09-22
Search	:	Check If Use Periode EZ-K001230
Get Data Ba	ick to H	ome Export to Excel

Jika data tersebut dicari dengan periode waktu tertentu, pastikan data tanggal pada kolom *"Start"* dan *"Finish"* telah terisi sesuai periode, serta opsi Check If Use Periode telah diberi tanda (v).

 Pada list akan muncul data sesuai kata kunci pencarian. Untuk melihat detail ETR/KC dan memberikan respon atas ETR/KC tersebut dapat dilakukan dengan memilih (klik) nomor ETR pada list ETR Number. Link tersebut terhubung langsung dengan menu View ETR.

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			Check If	Use Periode											
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G	et Data	Back to	Home Expor	t to Excel											
No	ETR	R Number	ETR Confirmation	Delivery Date	Install Date	ETR Date	Trouble Date	Correction Date	Site	Customer	Machine Condition	Job Number	Comp Name	SN Comp	SN
1	<u>TRL</u> /ET /BD	AL/124 TR/DZ1072 DI 12/2013	044/ETR /PT/IX/2013	2013-04-19	2013-05-06	2013-09-22	2013-07-19	2013-07-19	Bendili - Sangatta	PAMA PERSADA NUSANTARA PT	Operation	2410001940	Final Drive	EZ-K001230	EZ-I
2	NOP DZ1	NE6 1072)		2013-04-19	2013-05-06	2013-08-14	2013-08-13		Bendili - Sangatta	PT Pama Persada Nusantara	-		FINAL DRIVE LH	EZ-K001230	
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6. Untuk men-*download* data yang telah ditampilkan dari *Database ETR/KC*, klik **Export to Excel**.

Master Edit	r ETR - Mozilla Firefox View Higtory Book	kmarks Iools Help	-		-	-		-					
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tart inish earch Get () Data Back to Home	: 2013-01-01 : 2013-09-22 V Check If Use : Exportion Excel	Periode										
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	134/ETR/DZ435 /BDI/IX/2013				2013-09-06	2013-09-04		Bendili - Sangatta	PT Pama Persada Nusantara	5.75		POWER MODULE	KX-105130, KX-108139
	57/ETR /BNT/IX/2013			0000-00-00	2013-09-03	2013-09-02		Bontang	PT Pama Persada Nusantara	5.#1		FINAL DRIVE LH	EZ-K001648
	200/ETR /SGT/VIII/2013	600/ETR /PT/VIII/2013		2013-05-13	2013-09-03	2013-08-24	0000-00-00	Balikpapan	PT Thiess Contractors Indonesia	Breakdown	2410001450	TORQFLOW ASSY	ez-100829, ez-100826
	137/ETR /BNE/VIII/2013				2013-08-31	2013-08-29		Bontang	PT Pama Persada Nusantara	-		MAIN PUMP 1	FT-DZ550088
5	100/ETR- LJN/III/2013	600/ETR /PT/VIII/2013		2013-03-19	2013-08-29	2013-08-24	0000-00-00	Loa Janan	PT Pama Persada Nusantara	Breakdown	2410001555	Final Drive	KX-K000985

7. Contoh hasil download data dari Database ETR/KC dalam bentuk file Microsoft Excel.

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	2	Home Insert	Page La	yout	Formulas Data	Review	View	Developer	Acrobat						@ _ =	×
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	A		В			С		D	E	F	G	н	. I.		J	4
1	No	E	TR Number	r		ETR Confirma	tion	Delivery	Date Install Date	ETR Date	Trouble Date	Correction Date	Site		Customer	-
2 3 4	1	134/ETR/DZ435	/BDI/IX/20:	13						9/6/2013	9/4/2013		Bendili - Sangatta		PT Pama Persada Nusantara	I
5	3	57/ETR/BNT/IX	/2013						0000-00-00	9/3/2013	9/2/2013		Bontang		PT Pama Persada Nusantara	I
7		200/ETR/SGT/V	111/2013		600/ETR/	PT/VIII/2013			5/13/2013	9/3/2013	8/24/2013	0000-00-00	Balikpapan		PT Thiess Contractors Indonesia	I
9 10	4	137/ETR/BNE/\	/111/2013							8/31/2013	8/29/2013		Bontang		PT Pama Persada Nusantara	I
11 12	5	100/ETR-LIN/III	/2013		600/ETR/	PT/VIII/2013			3/19/2013	8/29/2013	8/24/2013	0000-00-00	Loa Janan		PT Pama Persada Nusantara	I
13 14	6	55/ETR/BNT/VI	11/2013						6/11/2013	8/29/2013	8/20/2013	8/25/2013	Bontang		PT Pama Persada Nusantara	I
15 16	3	130/ETR/dt318	3/BDI/ VIII /	/2013	600/ETR/	PT/VIII/2013			4/30/2013	8/29/2013	8/28/2013	0000-00-00	Bendili - Sangatta		PT Pama Persada Nusantara	I
17 18	8	032/ETR/BKJ/1	3							8/27/2013	8/27/2013		Batukajang		PT BUKIT MAKMUR MANDIRI	I
19 20	9	100/ ETR-Lin / I	II / 2013						3/1/2013	8/24/2013	8/24/2013		Loa Janan		PT Pama Persada Nusantara	I
21 22	10	130/ETR/DZ 435	5/BDI/ VIII /	2013					0000-00-00	8/24/2013	0000-00-00		Bendili - Sangatta		PT Pama Persada Nusantara	I
23 24	11	90/STI06/2013							0000-00-00	8/23/2013	8/14/2013		Satui - Banjarmasin		PT Pama Persada Nusantara	
25 26	12	135/ETR/BNE/\	/111/2013						7/3/2012	8/23/2013	8/23/2013		Bontang		PT Pama Persada Nusantara	
27	13	070/etr/trs/rtu	/13						1/26/2013	8/22/2013	8/16/2013	8/18/2013	Rantau - Banjarmasin		PT Pama Persada Nusantara	٣
H 4	+	W3C Exampl	e Table 🦯 ୧	٦/							14	10		Gree		

8. Untuk kembali ke halaman awal, klik **Back to Home.**

V. REVIEW ETR & KC

Untuk melihat informasi problem berdasarkan ETR *(Emergency Trouble Record)* yang dibuat jobsite, serta memberikan respon atas problem yang terjadi pada komponen exoverhaul KRA.

1. Pilih menu View ETR pada toolbar.



2. Masukkan nomor ETR pada kolom "Report Number", kemudian tekan Enter.

	Home Database ASS View ETR	Database ETR/KC Hand C	ver Log Out
Eogin by , alou	그는 것 같아요. 그는 것 것 같아요. 이 법법		
View Emergency	Trouble Record	About Comp	onent
:: ETR Information :: *) Press Enter On Report N	umber	SN Component Delivery From KMSI	
Report Number	TRIAL/124/ETR/DZ1072/BDI/VII/2013	Install Date	- 0000-00-00
Bapart Data		SMR install	
Trouble Date		Comp Name	
Unit SMR		Unit Code/SN	
Corrected Date			
Symptom			
Failure		Respon	
Part Number Problem		Recipion	
Part Description	2		
Report By	-	Cand Daman	
Job Position	*	Send Respon	
Customer	÷	Person by tions (UT)	2013 00 21 00:46:46
Machine Condition	* *	Respon	2013-03-21 03.40.40
Analyze		Корон.	
Possible Cause	*		
Correction Made	2		

Untuk melihat detail ETR juga dapat melalui menu **Database ETR/KC** dengan memilih (klik) nomor ETR pada list **ETR Number**.

3. Setelah di Enter, akan muncul tampilan sebagai berikut.

gin by : utod			
iew Emergency	Trouble Record	About Compo	onent
ETR Information ::		SN Component	: EZ-K001230
) Press Enter On Report N	umber	Delivery From KMSI	2013-05-06
Report Number	TRIAL/124/ETR/DZ1072/BDI/VII/2013	Receive Date	: 2013-05-06
SN Comp	: EZ-K001230	Install Date	: 2013-05-06
Report Date	2013-09-22	SMR Install	: 18110
Trouble Date	: 2013-07-19	Comp. Name	: Final Drive
Jnit SMR	19428	Unit Code/SN	85232
Corrected Date	2013-07-19		
Symptom	EINAL DRIVE I H LEAK		
Failure	BROKEN	Respon	
and e	- 17M 27 00180	Respon	
Part Number Propient			
Part Description	: FLOATING SEAL		
Report By	: NURCHOLIS	Send Respon	
Job Position	: QA		
Customer	: PAMA PERSADA NUSANTARA PT	Respon by : Dwi Yuliyar	nto (KRA) , 2013-09-22
Machine Condition	: Operation	13:19:57	
Analyze	: KEBOCORAN TERJADI KARENA FLOATING SEAL RUSAK	Respon : Pak Nur, terima	a kasih atas informasiny
Possible Cause	: POOR DURABILITY	Silahkan Create KC ke K	IMSI.
Correction Made	: RESEAL (REPLACE FLOATING SEAL)		
:: Respon ETR KRA ::			
Receive Date	: 2013-09-22 13:18:58		
Receive By	: dwi_qa		
First Respon Date	: 2013-09-22		
First Respon	: Pak Nur, terima kasih atas informasinya. Silahkan Create KC		
	ke KMSI.		
Action Desc	: Repair by Site		
Send Date	: 2013-07-19		
Machine Status	: Ready		
Date	: 2013-09-22		
Category	: Not Warranty		
Respon KC UT			
KC Number	- TRIAI /001/KC/IX/2013	D	
KC Date	- 2013-09-22	Report	
Amount Labour	: 162		
Amount Parts		Home	
Amount Claim	162	Print ETF	2
	. 102		
Amount Accepted			
uaim Desición	£		

Pada halaman ini terdapat beberapa informasi yang ditampilkan.

- *a. ETR Information,* berisi informasi mengenai problem yang terjadi pada komponen.
- *b. Respon ETR KRA,* berisi informasi mengenai feedback KRA dan kondisi unit terupdate pasca problem terjadi.
- c. Respon KC UT, untuk melihat status Konsep Claim (KC) yang diajukan.
- *d. About Component*, informasi mengenai komponen problem.
- *e. Respon,* kolom untuk memberikan dan melihat respon terhadap problem yang terjadi pada komponen.
- f. Report
 - Home, untuk kembali ke halaman awal.
 - Print ETR, untuk melihat print out dari ETR yang dikirim job site.
- 4. Untuk memberikan respon atau komentar atas problem yang terjadi, dapat dituliskan pada kolom *"Respon"*, kemudian klik **Send Respon**.

	Home Database ASS View ETR Databas	e ETR/KC Hand O	ver Log Out
egin by : utod			
iew Emergency	Trouble Record	About Compo	onent
:: ETR Information :: *) Press Enter On Report N	Imber	SN Component Delivery From KMSI	: EZ-K001230 : 2013-05-05
Report Number	TRIAL/124/ETR/DZ1072/BDI//II/2013	Receive Date	: 2013-05-06
SN Comp	: EZ-K001230	Install Date	: 2013-05-06
Report Date	: 2013-09-22	SMR Install	: 18110
Trouble Date	: 2013-07-19	Comp. Name	: Final Drive
Unit SMR	: 19428	Unit Code/SN	: 85232
Corrected Date	: 2013-07-19		
Symptom	: FINAL DRIVE LH LEAK		
Failure	: BROKEN	Respon	
Part Number Problem	: 17M-27-00180	a and a	
Part Description	: FLOATING SEAL		
Report By	: NURCHOLIS		
Job Position	: QA		
Customer	: PAMA PERSADA NUSANTARA PT		
Machine Condition	: Operation		
Analyze	: KEBOCORAN TERJADI KARENA FLOATING SEAL RUSAK		
Possible Cause	: POOR DURABILITY	Send Bespon	
Correction Made	: RESEAL (REPLACE FLOATING SEAL)		

5. Untuk melihat print out ETR sesuai nomor ETR yang diinputkan, pilih menu Print ETR.

Re	port		
	Hom	ie	
	Print	ETR	

6. Contoh hasil *download* data ETR dalam bentuk file pdf.



VI. LOGOUT

Log Out adalah menu untuk keluar dari user account Occ web base system.