The SAP users guide to mLynx

Created by: Craig Miller
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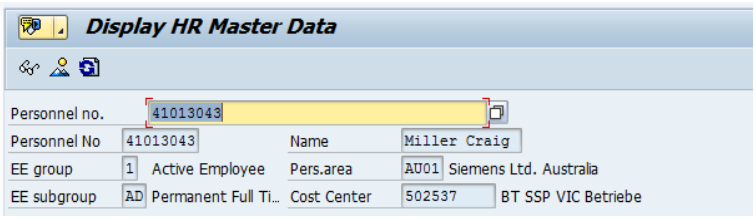
HR Master Data

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

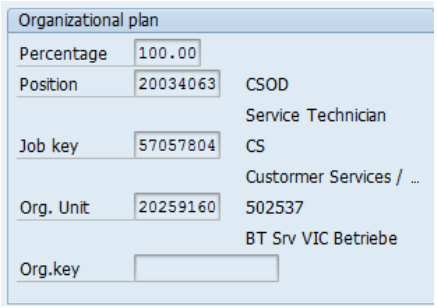


Organizational Assignment:

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

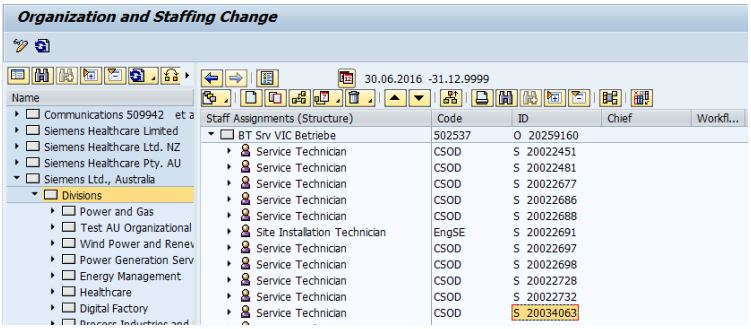
Position.

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



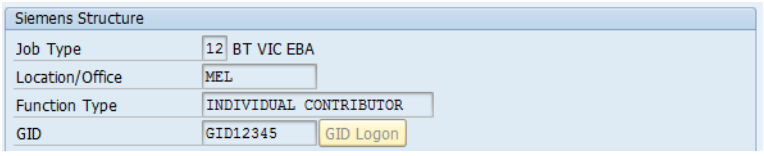
Position numbers can be checked in t-code /SIE/ASP_CS_HR_POS

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



GID.

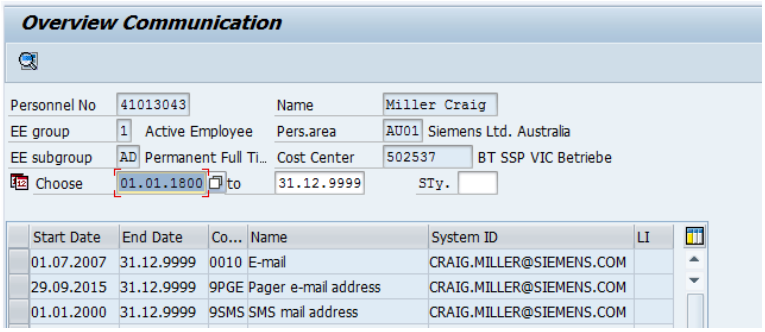
In Siemens structure, the **GID** is required to comply with Greenfield licencing agreement for SAP.



Communication data

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

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

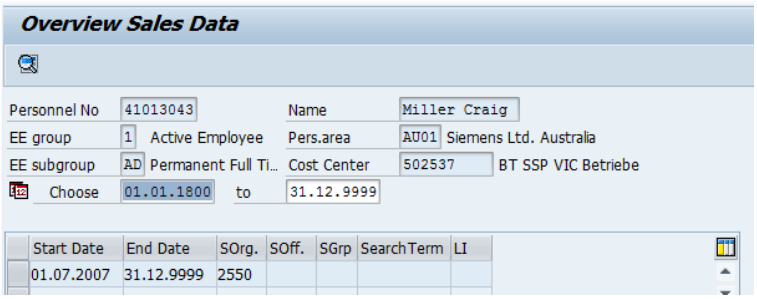


Communication data can be checked in t-code /SIE/ASP_CS_HR_COMM

Sales Data

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

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



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

Please delete expired data from the overview list

Sales data can be checked in t-code /SIE/ASP_CS_HR_SALES

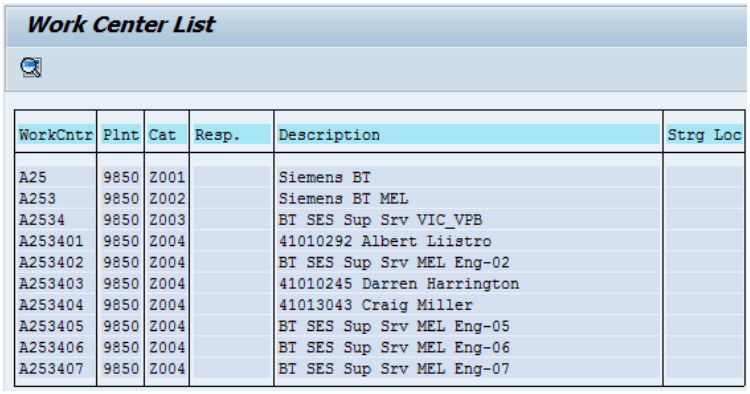
Work Center

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

Work Center Hierarchy

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

Refer t-code CR05:

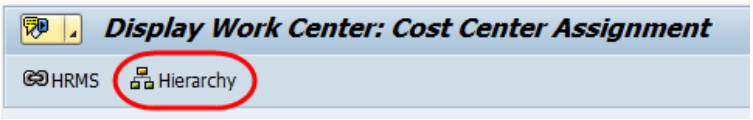


Work Center List

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

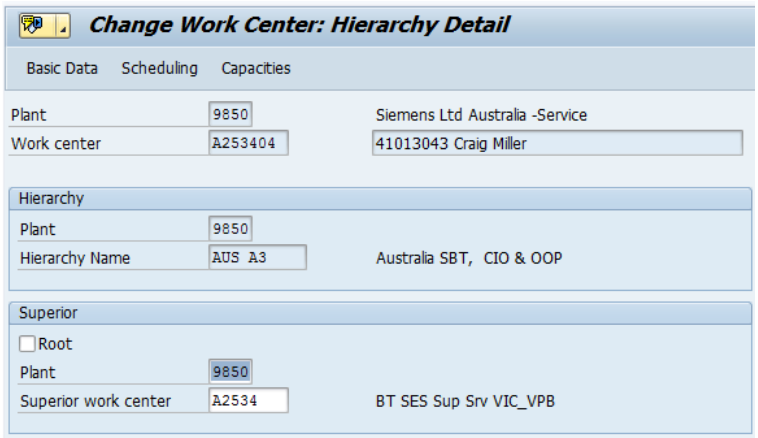
Assign:

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



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

Enter the Plant and Work Center in the Superior section



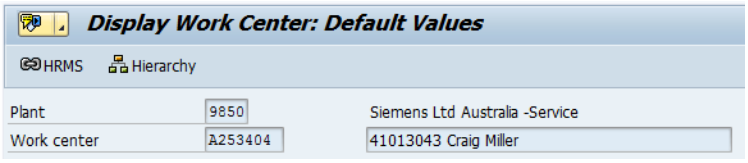
To change the relationship, you must delete the existing Superior Work Center entry first.

Basic Data

The following are required for mLynx use:

Description:

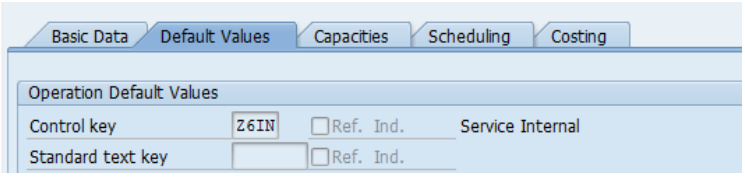
Use the logic in the description as “HR number” “Engineer’s name” to easily identify Work Centres in future.



Default Values tab:

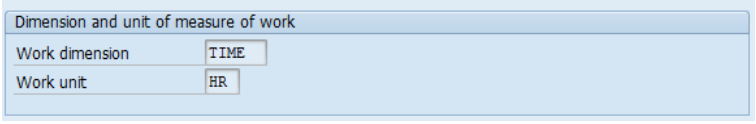
Set the Control key to Z6IN.

This is required for the Service Order Operation



Scheduling tab:

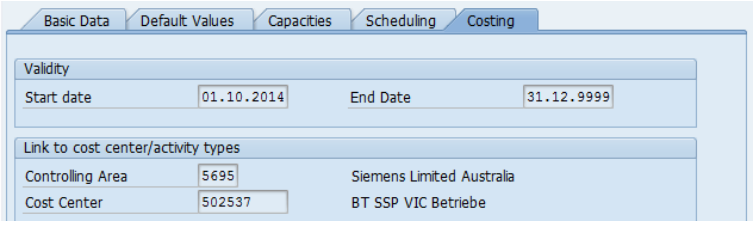
Set the **Work dimension** and **Work unit** in line with local HR settings, e.g. TIME and HR



Costing tab:

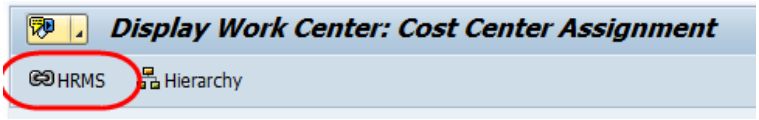
This Cost Center is required for cost determination in the service order

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

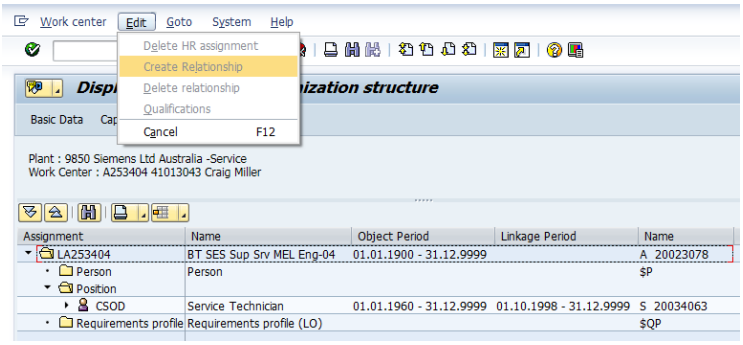


Assign HR Position:

Open the HR Assignment screen from the HRMS button

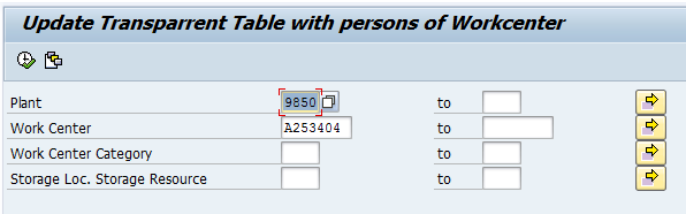


Create the relationship from the edit menu. Enter the Position number from HR Master Data

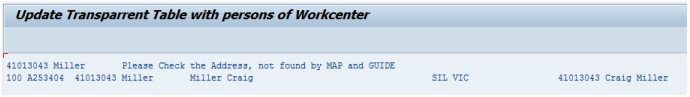


Person-to-WC table

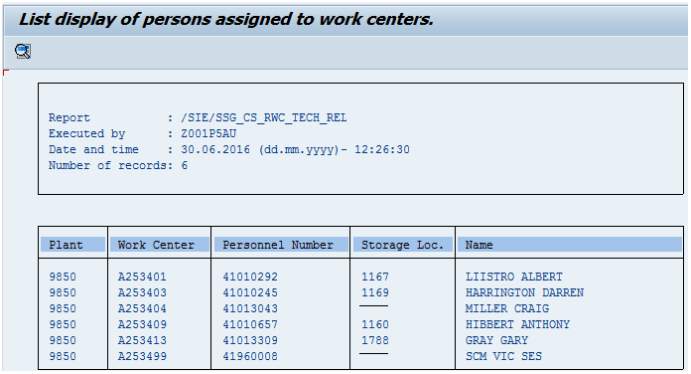
After any changes are made to Work Center Structure or HR assignment, run the update t-code: /SIE/SSG_CS_PERNR_WC.



Enter the Plant and Work Center, then Execute



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



Storage Locations

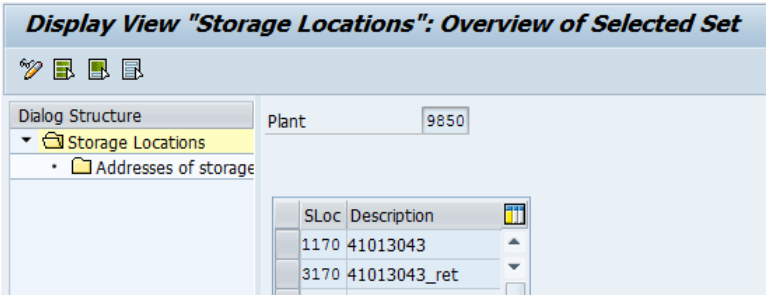
There are 2 different types of stock that can be consumed by mLynx for Service Orders. In both cases, an Engineer's Storage Location is required.

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

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

Description:

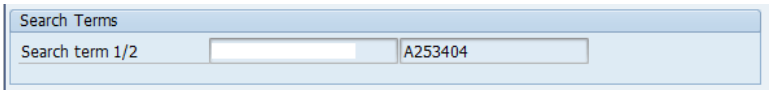
The Storage Location description must be the Engineer's HR number



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

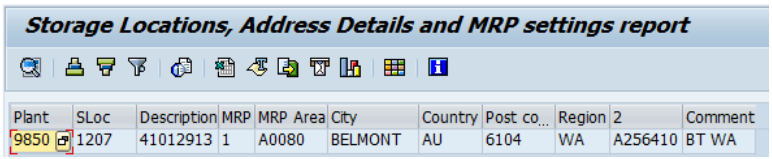
Work Center:

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



Reporting:

Storage Location data can be checked in t-code /SIE/ASP_MM_STORA_LO.



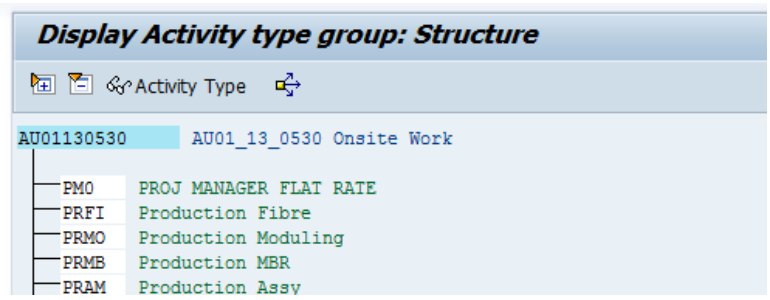
Activity Types

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

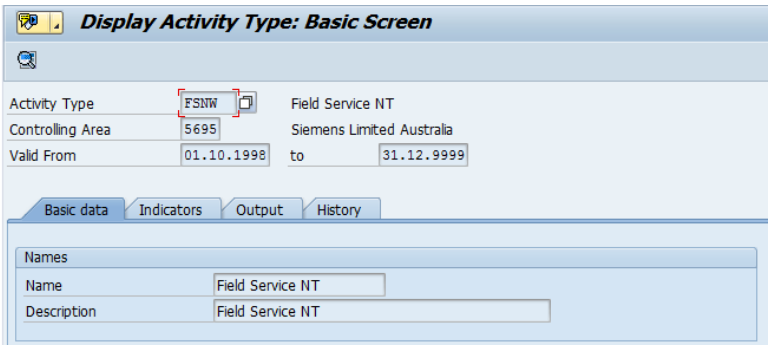
By default, 2 activities: Travel NT and Work NT are required. Other activities for such as Overtime 1.5, Overtime 2.0, Overtime 2.5, Travel 1.5 etc. can also be sent to the PDA.

Structure

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



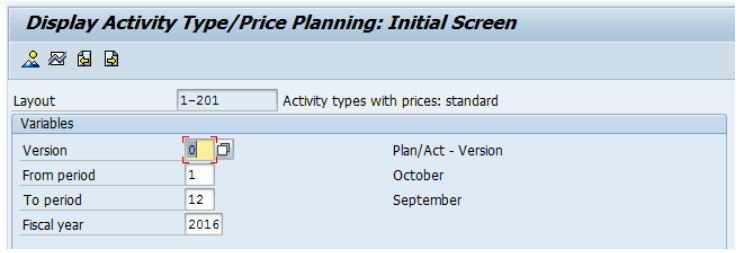
Double click it to display the details screen or use t-code KL03:



Labour Costs

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

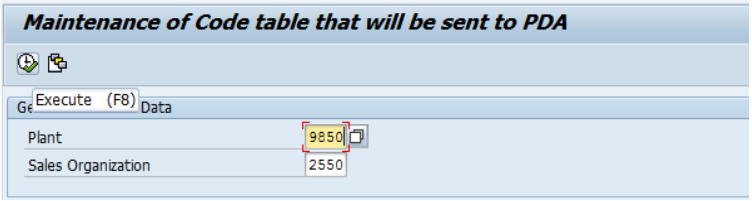
- Enter the version, periods and Fiscal Year.
- Enter Cost Center/s or group and Activity Type/s or group
- Execute



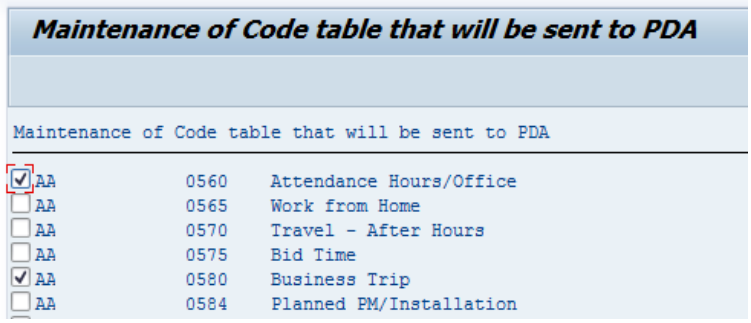
The report displays the prices

PDA Codes

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



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



Overview of different code types:

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

Notes:

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

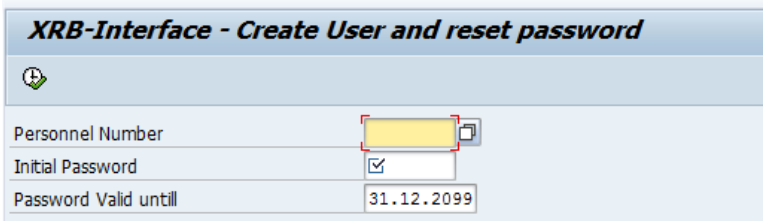
New codes or code types (not showing in the SAP list) can only be requested by Change Request

User Setup

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

To create a password, refer t-code /SIE/ASP_CS_XRBLOGON

Enter the HR number and an initial password. Save



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

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

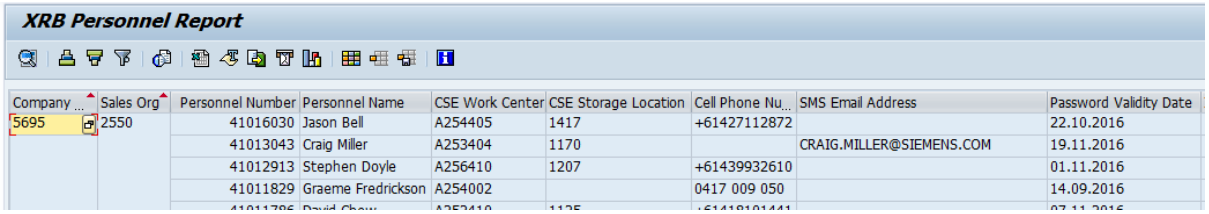
This information is required by every Engineer and this must be entered into mLynx User Data screen. If the data is lost in mLynx due to system upgrades, expired history clearing the browser history or cache, the Engineer must know this information to re-enter it manually

Delete a user:

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

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

The list of users can be checked in t-code: /SIE/ASP_CS_XRB_USER



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

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

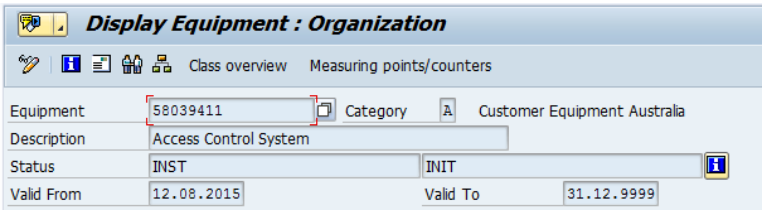
Call Management

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

Equipment

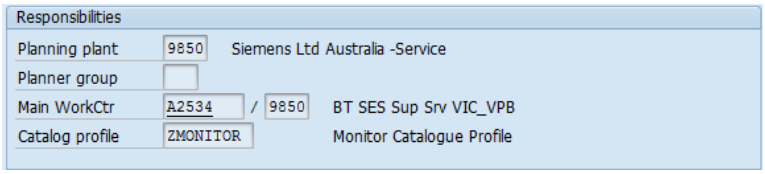
The Service Notification requires an Equipment. Besides the usual material and customer information, the equipment should also have the following information, refer t-code IE03

Equipment Status:



Organization tab:

Catalog profile = ZMONITOR or ZSAKURA (Healthcare)

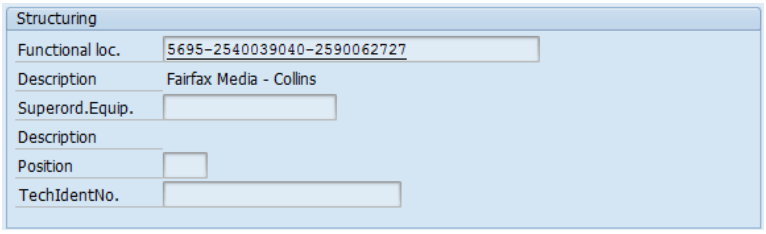


Structure tab:

Installed in a Functional Location

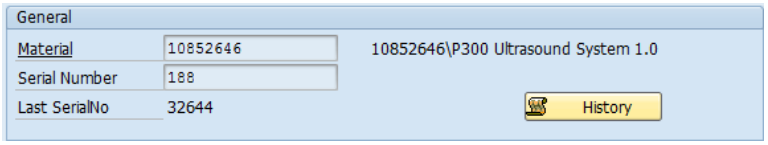
Tech ID (TechIdentNo.) is useful when creating a

New Call (if enabled) from mLynx



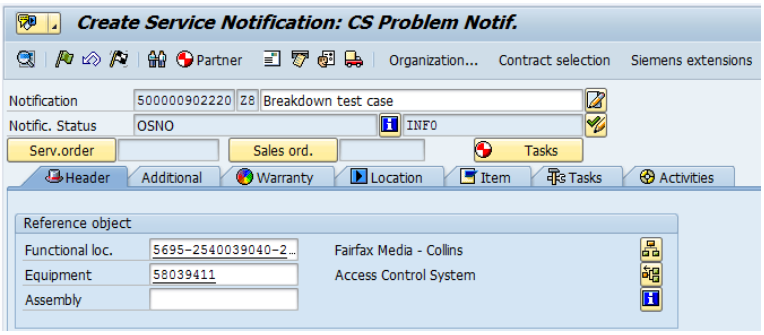
SerData tab:

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



Service Notification

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



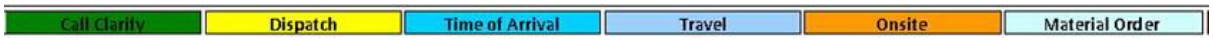
The work flow for a Service Notification is handled by a list of tasks, the standard task in NBCH are:

CC ➡ DISP ➡ SMS ➡ ETA ➡ TRAV ➡ OSR ➡ CRM

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

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

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



Notes about tasks:

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

CC Task

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

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

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

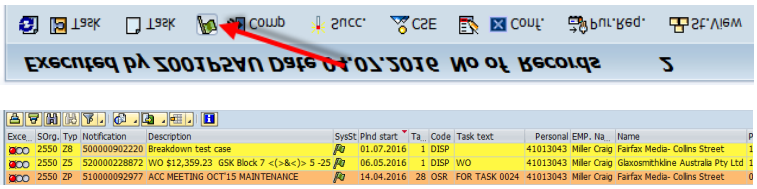
If the call clarification is not an option, create the DISP task first.

DISP Task

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

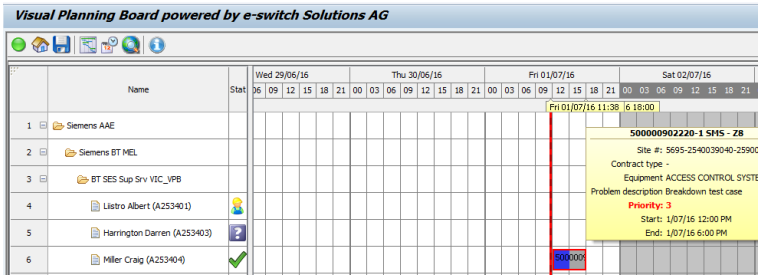
Service Order. The DISP task will link to the activity to the Operation in the Service Order

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



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

Refer t-code /SIE/ASP_CS_VPB



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

SMS Task

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

In SAP:

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

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

The SMS message is sent as an email to the Engineer

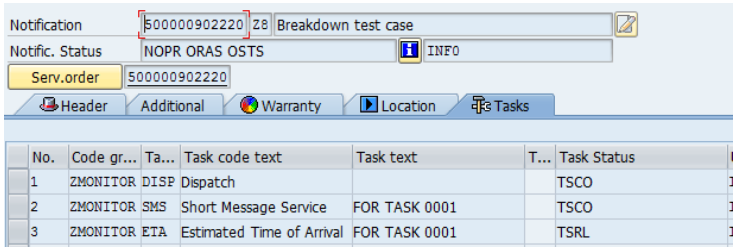
Unlike other tasks, the SMS task is completed automatically by system.

ETA task

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

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

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



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

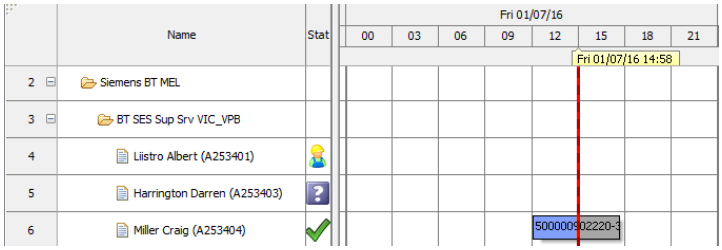
In ZMON:

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

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

In VPB:

The call changes colour automatically



Reject option

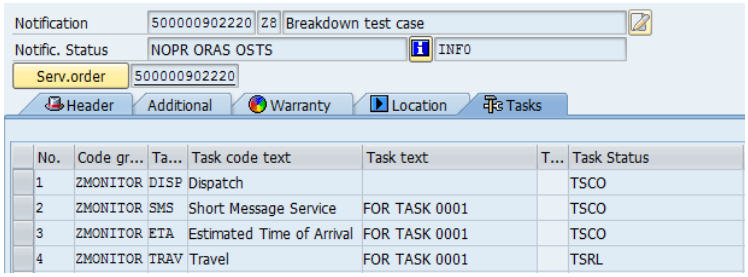
The Engineer can also reject a DISP task from mLynx

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

TRAV Task

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

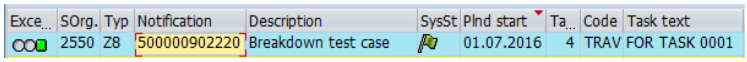
The TRAV task is created with relationship to the DISP task number and released automatically. This also closes the ETA task



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

In ZMON:

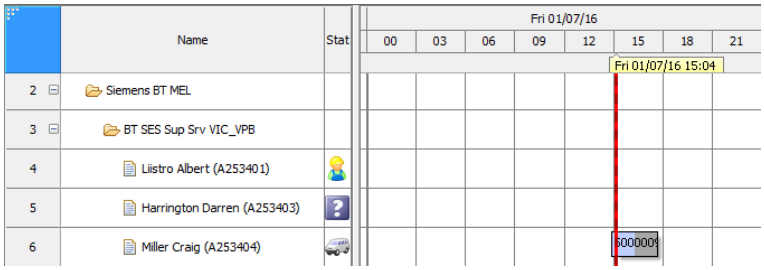
After refreshing the screen, the Task code changes to TRAV and the colour is updated



Exce...	SOrg.	Typ	Notification	Description	SysSt	Plnd start	Ta...	Code	Task text
	2550	Z8	500000902220	Breakdown test case		01.07.2016	4	TRAV	FOR TASK 0001

In VPB:

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



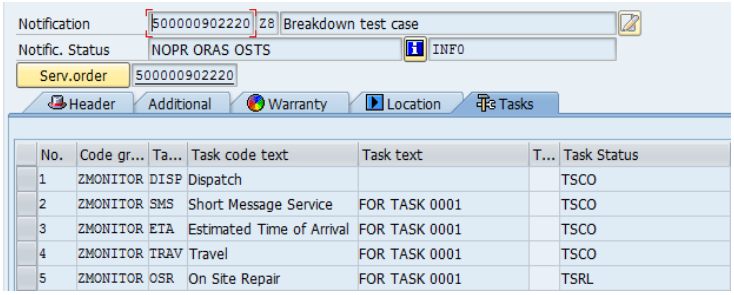
OSR Task

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

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

In SAP:

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



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

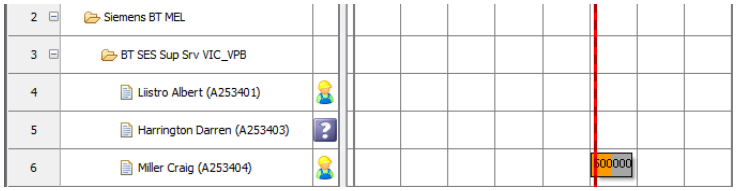
In ZMON:

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

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

In VPB:

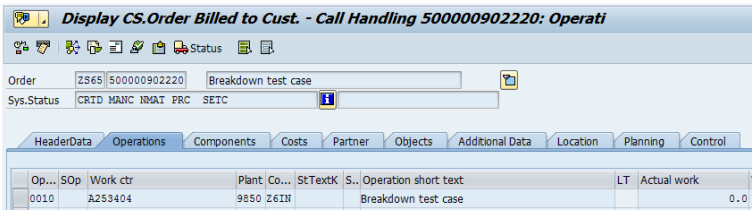
The call changes colour automatically and the start time and Engineer status icon are updated. If GPS is enabled, the engineer location is displayed on the map



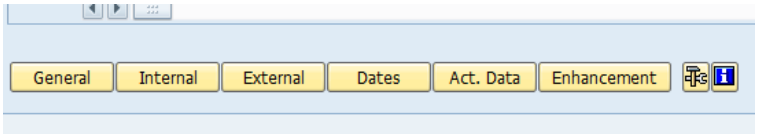
Service Order

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

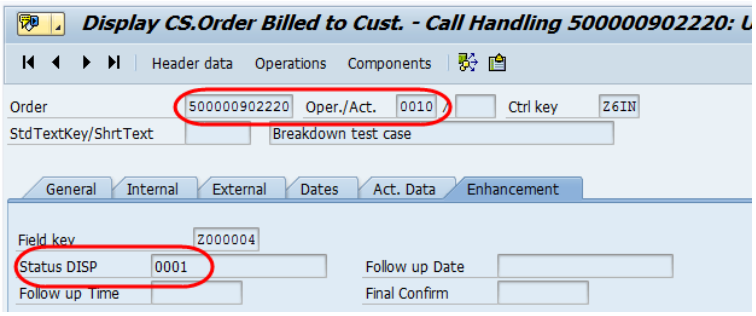
The Service Order is linked to the Service Notification, the have the same number and can be seen in t-code IW33. Information from the engineer's Work Center is copied to the Operation tab:



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



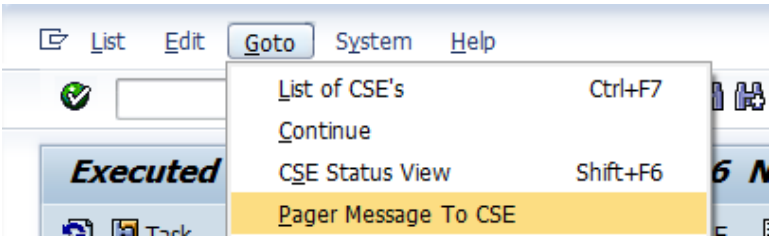
The value for Status DISP field is the DISP task number from the Service Notification, this is the link between the Notification task number and the Order Operation number



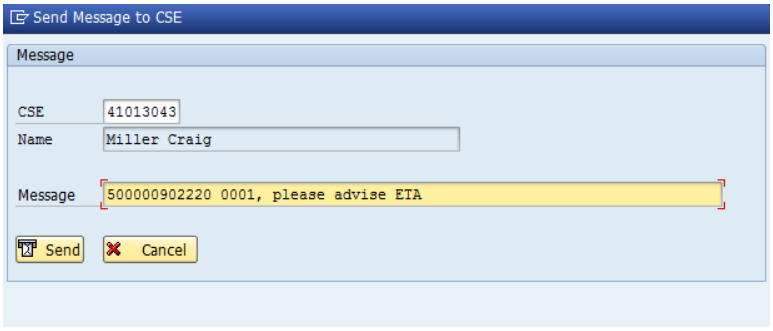
Pager Message

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

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



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

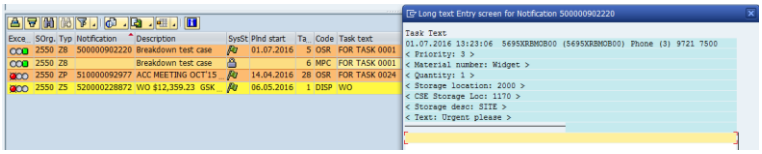


The email is sent to the Engineer

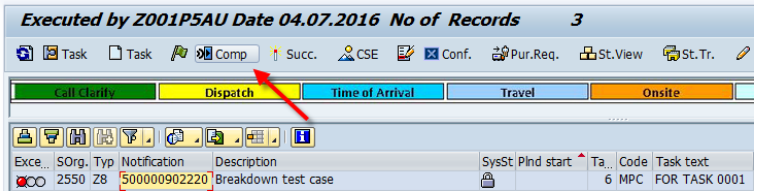
MPC Task

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

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



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

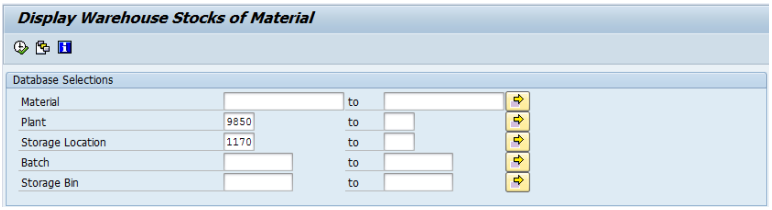


Alternatively, complete the task in the notification, refer t-code IW52. Open the task tab, select the MPC task and click the complete button at bottom of screen (Chequered Flag)

The Task is now completed, status = TSCO

CSE Stock

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



Adding CSE stock:

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

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

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

Note:

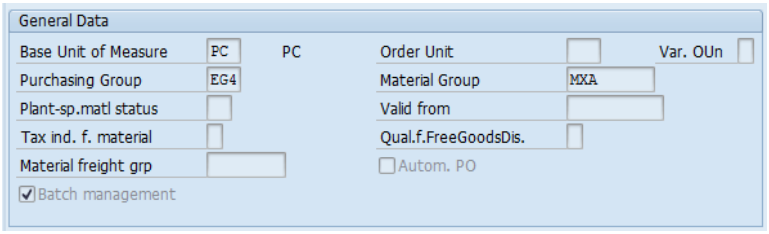
If the stock is added to the Engineer storage location but not seen in mLynx, refresh the Call Overview list to download the latest information

Job Stock

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

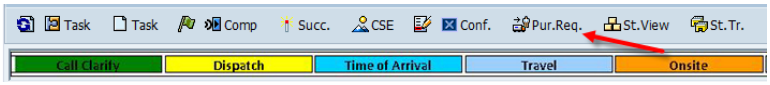
Material Master

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

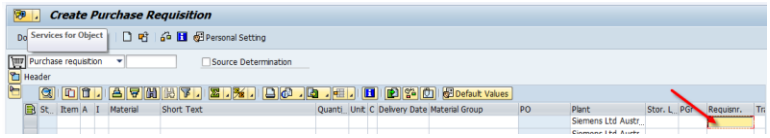


Purchase Req.

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



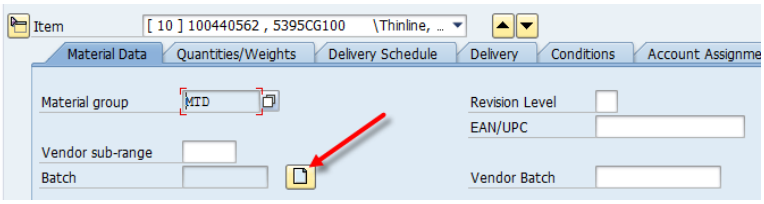
Enter materal number, qty, Delivery date, plant, storage loaction etc. The service order number must be in the **Requisnr** field



Save the PR for Logistics team to raise the PO

Purchase Order

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



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

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

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

CRM Task

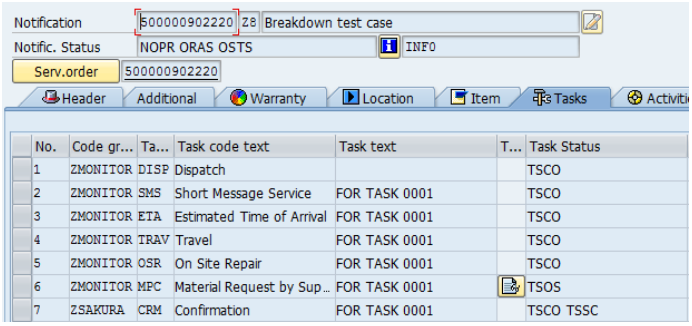
The Confirmation steps will complete the DISP task to end the call. The Hours and Material costs are posted to the Service Order and the Service Notification will be closed.

If another visit is required, the Engineer can initiate a “Follow-up visit” from mLynx or another DISP task can be added to the notification and released.

When the successful Confirmation is sent from mLynx, the CRM task is created and closed

CRM Task:

The CRM task is added with relationship to the DISP task number



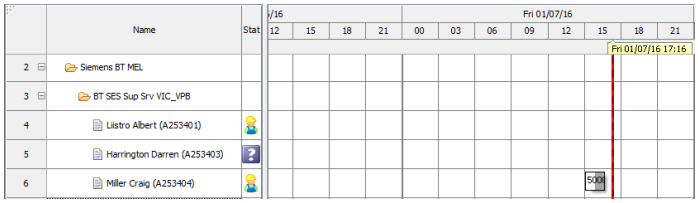
No.	Code gr...	Ta...	Task code text	Task text	T...	Task Status
1	ZMONITOR	DISP	Dispatch			TSCO
2	ZMONITOR	SMS	Short Message Service	FOR TASK 0001		TSCO
3	ZMONITOR	ETA	Estimated Time of Arrival	FOR TASK 0001		TSCO
4	ZMONITOR	TRAV	Travel	FOR TASK 0001		TSCO
5	ZMONITOR	OSR	On Site Repair	FOR TASK 0001		TSCO
6	ZMONITOR	MPC	Material Request by Sup..	FOR TASK 0001		TSOS
7	ZSAKURA	CRM	Confirmation	FOR TASK 0001		TSCO TSSC

In ZMON:

After refreshing the screen, the task is no longer displayed. The notification is also removed unless a follow-up task was requested or another open task, e.g. MPC task is still open

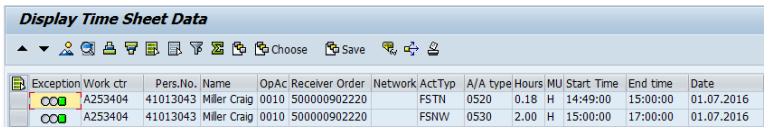
In VPB:

The task is no longer displayed and the notification is also removed unless a follow-up task was requested or “Closed orders” is enabled



CATS

The hours entered in the CRM task are posted into CATS or Cross Application Time Sheet, refer t-code CAD0



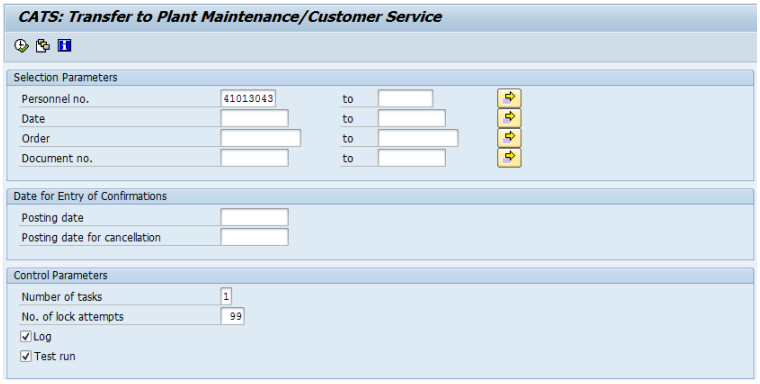
Exception	Work ctr	Pers.No.	Name	OpAc	Receiver Order	Network	ActTyp	A/A type	Hours	MU	Start Time	End time	Date
	A253404	41013043	Miller Craig	0010	500000902220		FSTN	0520	0.18	H	14:49:00	15:00:00	01.07.2016
	A253404	41013043	Miller Craig	0010	500000902220		FSNW	0530	2.00	H	15:00:00	17:00:00	01.07.2016

Before the hours are showing as actual costs in the Service Order, they must be transferred. This usually happens automatically but usually overnight or monthly depending on the cost collector and/or country/BU. In some cases, it may be required to do this manually.

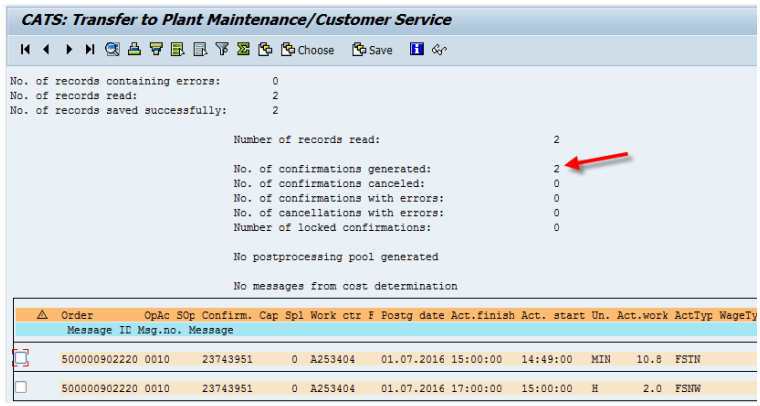
Transfer

To transfer costs manually, enter the parameters, clear the **Test run** check box and execute

Refer t-code CAT9.



The number of records are read and confirmed



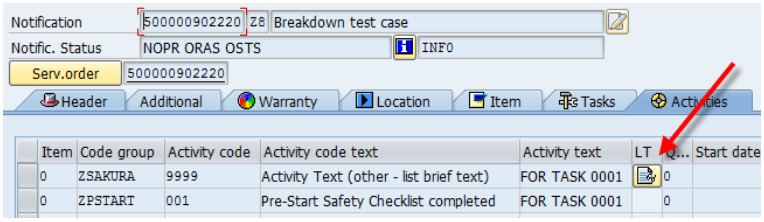
Order	OpAc	SOp	Confirm.	Cap	Spl	Work ctr	F	Postg date	Act.finish	Act. start	Un.	Act.work	ActTyp	WageTy
Message ID	Msg.no.	Message												
500000902220	0010		23743951		0	A253404		01.07.2016	15:00:00	14:49:00	MIN	10.8	FSTN	
500000902220	0010		23743951		0	A253404		01.07.2016	17:00:00	15:00:00	H	2.0	FSNW	

Activity Codes

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

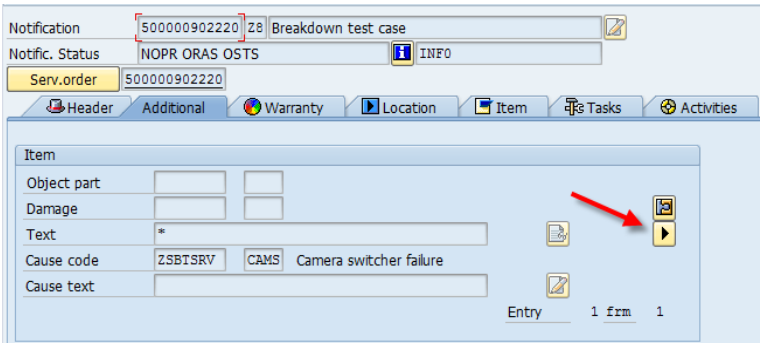
Activity Text is captured in Activity code 9999, which exists for ZMONITOR and ZSAKRA code groups. Double-click the LT icon to show the text. Text cannot be deleted but changes to long texts will be updated in reprinted service reports.

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



Cause/Object/Damage Codes

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

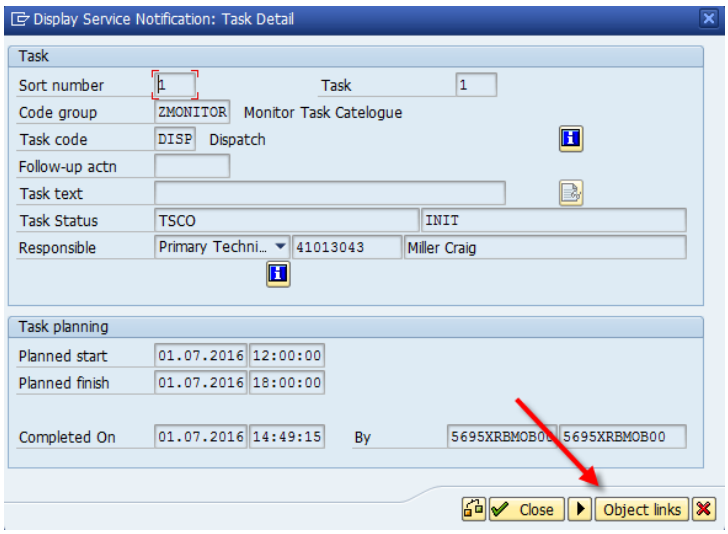


Service Report

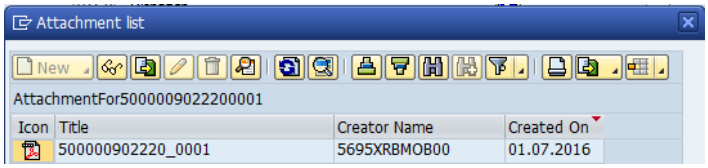
The Service Report is copied to the DISP task in the Service Notification, **Tasks tab.**

Refer t-code IW53.

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

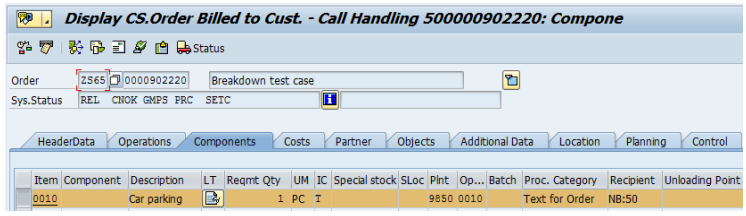


Then click the **Object links** button to show the PDF attachment



Order Components

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

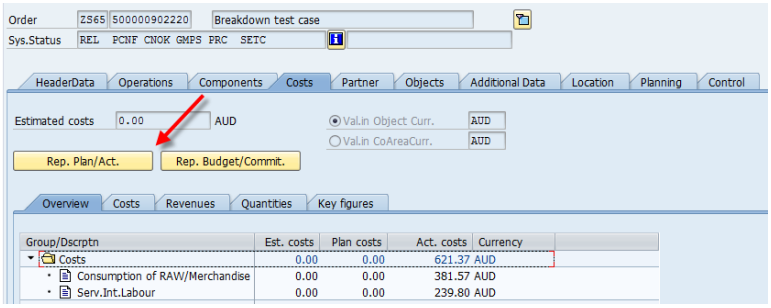


Order Costs

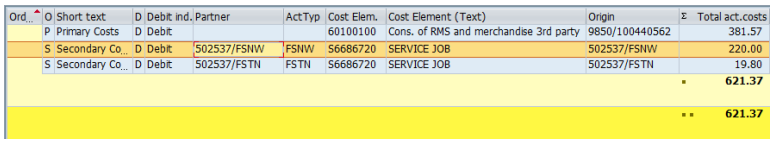
The Local items are copied to the **Costs tab** of the Service Order, refer t-code IW33.

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

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

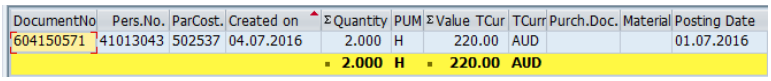


Click the **Rep.Plan/Act.** Button to show detail screen:



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

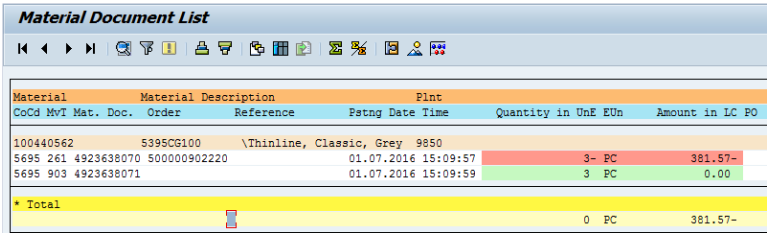
Double-click the line to show the posting detail:



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

Stock Movement

To display Stock movements, refer t-code MB51



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

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

Old valuation type = NEW

New valuation type = DEFECT 0

New Call (if enabled)

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

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

- EC Failure Codes
- PR Priority Codes

Refer t-code: /SIE/SSG_CS_UPD_PDA

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

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

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

Stock Returns (if enabled)

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

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

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

- RR Reason for Return
- FC Failure Codes

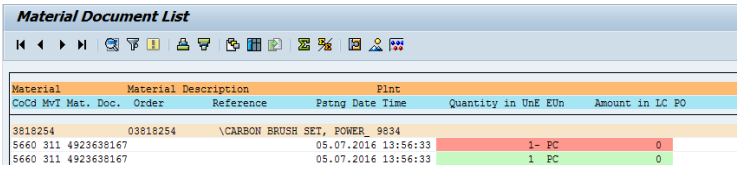
Refer t-code: /SIE/SSG_CS_UPD_PDA

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

Stock Transfer (if enabled)

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

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



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

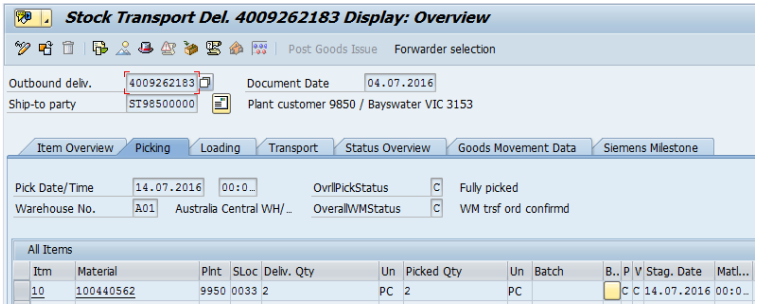
- RS Shared Storage locations that transfer stock
- SS Shared Storage locations that transfer stock (India only)

Refer t-code: /SIE/SSG_CS_UPD_PDA

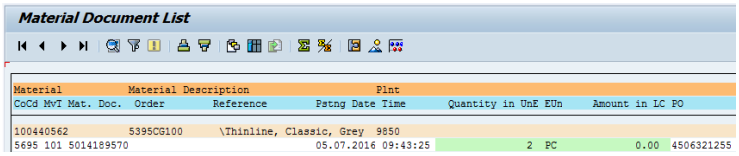
Goods Receipt

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

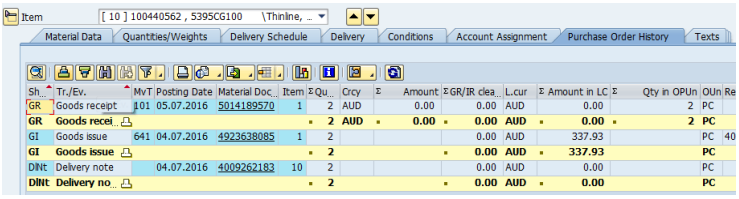
Create the STO via ME21N, create Delivery via t-code VL10B and Post Goods Issue (PGI) via t-code VL02N. If Warehouse Management is used, refer t-code LT12 to confirm the TO before PGI.



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



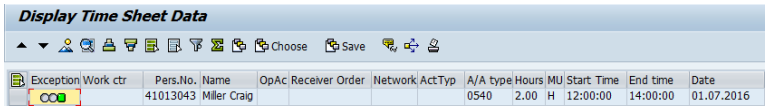
The Stock Transport Order is updated, refer t-code ME23N



Attendance

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

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

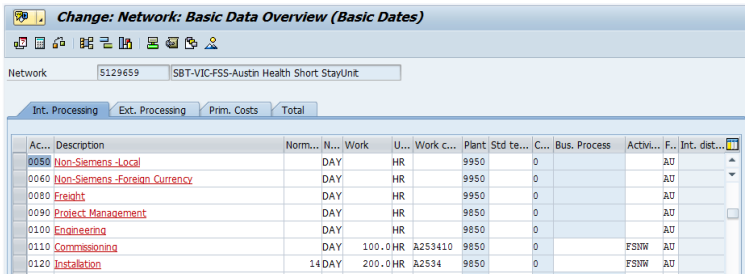


Since there is no cost collector, the hours are posted without Work Center or Activity Type.

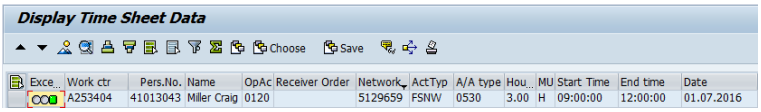
Project Timesheet

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

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



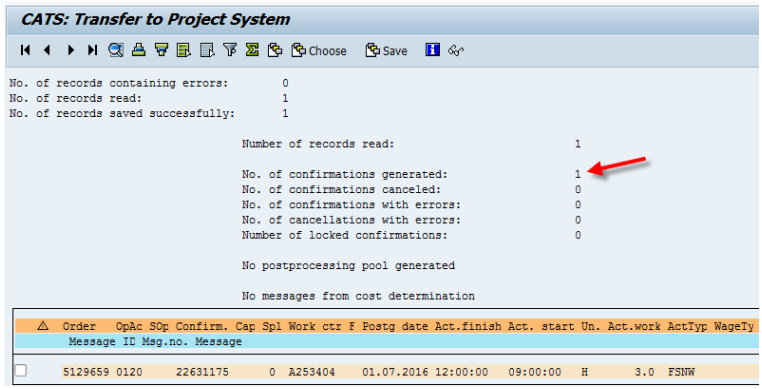
The Engineer can select an assigned activity and post a timesheet from mLynx. The hours posted from Network timesheet are posted into CATS, refer t-code CAD0



Transfer

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

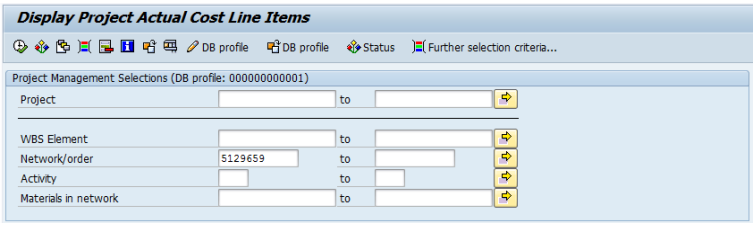
To transfer costs manually, refer t-code CAT5. Enter the parameters, clear the **Test run** check box and execute. The number of records are read and confirmed



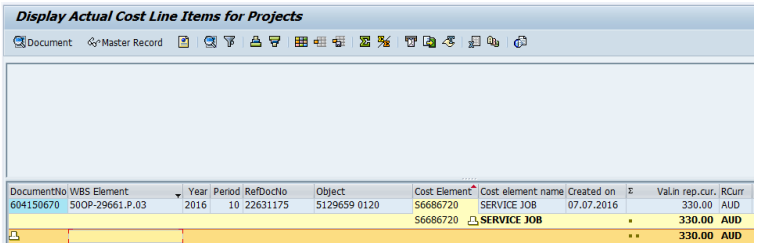
Project Costs

Once the time sheet entries are transferred to the Project System, the costs can be displayed, refer t-code CJI3

Enter the Project/WBS Element/Network number



Execute:

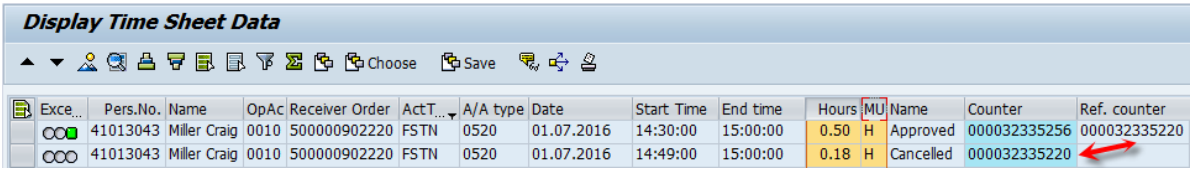


Timesheet

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

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

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



Exce...	Pers.No.	Name	OpAc	Receiver Order	ActT...	A/A type	Date	Start Time	End time	Hours	MU	Name	Counter	Ref. counter
	41013043	Miller Craig	0010	500000902220	FSTN	0520	01.07.2016	14:30:00	15:00:00	0.50	H	Approved	000032335256	000032335220
	41013043	Miller Craig	0010	500000902220	FSTN	0520	01.07.2016	14:49:00	15:00:00	0.18	H	Cancelled	000032335220	

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

For Service Order Costs, refer t-code CAT9

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

There are no costs for Attendances so there is no transfer

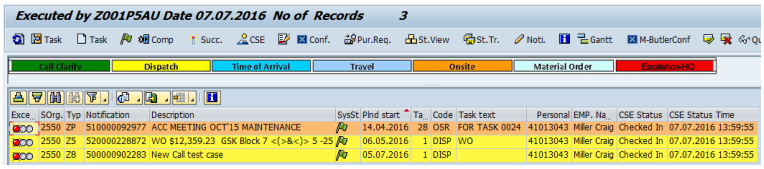
CSE Availability

In this function, the status of the mLynx engineer can be displayed in SAP. This allow the engineer to advise if working or on leave etc. without the need to actually contact the back office.

The status can be selected from the selected from the AV codes maintained in PDA Codes. Additionally, the status for TRAV Task and OSR Task are updated automatically. In each case, only the latest code sent is displayed in SAP.

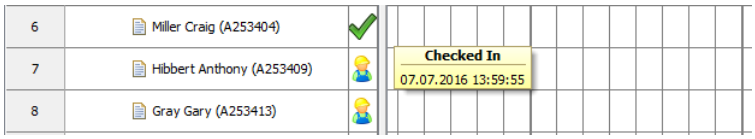
In SAP

The status description and time of update can be seen in ZMON against every job the Engineer is assigned to, refer t-code /SIE/SSG_CS_MON_R1



In VPB

The icon, status and time is seen for each Engineer, refer t-code /SIE/ASP_CS_VPB



Notes about collecting GPS data

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

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

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

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

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

Google Geocoding service is used for this function

https://xrb.siemens.com.sg