



# Machines Online Manual

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**Customer Center user**

Marina Romero P.

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## Table of Content

1. Introduction .....	2
2. General user access and responsibility.....	3
3. Login into MOL.....	4
4. Homepage.....	6
5. Search machines .....	7
5.1. Quick search.....	7
5.2. Global Search and ownership request .....	7
5.3. Advanced search .....	10
5.4. Export search .....	18
6. View Machine and Sub equipment Cards .....	20
7. Edit Machine Card .....	21
7.1. General data .....	21
7.2. Operational data .....	21
7.3. Machine location.....	24
7.4. Machine registration status history .....	24
7.5. Service information .....	24
7.6. Customer information.....	26
7.7. End user information .....	29
7.8. Transfer to another CC fam code.....	33
7.9. Machine running hours.....	34
7.10. Upload/delete/download documents.....	36
8. Edit Sub equipment Information .....	39
8.1. Midlife or overhauling.....	41
8.2. Adding spare rock drills .....	42
8.3. Export machine data.....	44
9. Move status of a machine.....	44
9.1. Move from Shipped to Customer Center Received status.....	46
9.2. Move from Customer Center Received to Customer Center Shipped .....	48
9.3. Move from Customer Center Shipped to External Received status.....	52
9.4. Move from External Received to Commissioned status .....	53
9.5. Move from Commissioned to Decommissioning status.....	54
9.6. Move from Decommissioned to Commissioned status.....	54
10. View Machine History .....	59
11. Comment.....	60
12. Print Machine Information.....	60
13. Profile page.....	60

## 1. Introduction

The primary purpose of Machines Online (MOL) is to use a single, accessible system to gather information about all of Epiroc machines and equipment into one single location.

The goal is achieved by using the MOL “system” basically a machine registration database which can be accessed and manipulated via a web-based user interface. The interface allows a user to view information about a machine from any internet connection throughout the world.

The information stored in the MOL database provides a viewer with the following two objectives:

- **Machine Information**

The MOL database holds basic information about all Epiroc’s capital equipment, including:

- Serial numbers of machines and components
- Some service information
- Some RDT information
- Machine running hours
- Attachments
- Machine status - in production, in transit (shipping), in use (commissioned), or retired (decommissioned).

- **Machine Location**

The MOL database holds information about the owner of the machine (external customer or distributor) as well as the Epiroc Customer Center responsible for aftermarket follow-up and sales.

## 2. General user access and responsibility

A user with customer center access is a user that is working for an Epiroc customer center. A user with CC access will be able to view all machines assigned to that CC, from status Shipped to Decommissioned. If a machine arrives in a territory and is not found in the CC fleet in MOL, CC user should use the Global search functionality to find the machine and when found send an ownership request. If the machine is still in the product company, the CC user should contact the Central Fleet Manager in the appropriate PC.

When a CC user is set-up by the Customer Center three roles can be chosen. The Customer Center User account admin decides on which access is given.

- **MOL Viewer**

A MOL Viewer can do following actions:

- View machines
- Download machine attachments
- View history log

- **CC Fleet Manager**

A CC Fleet Manager can do following actions:

- All actions of a MOL Viewer
- Edit general machine data
- Move machine registration status
- Assign customer or add information about distributor and end customer
- Add/remove sub equipment components
- Upload/delete attachments
- Create ownership requests
- Accept or reject pending ownership requests
- Add/modify and delete comments

- **CC User account admin**

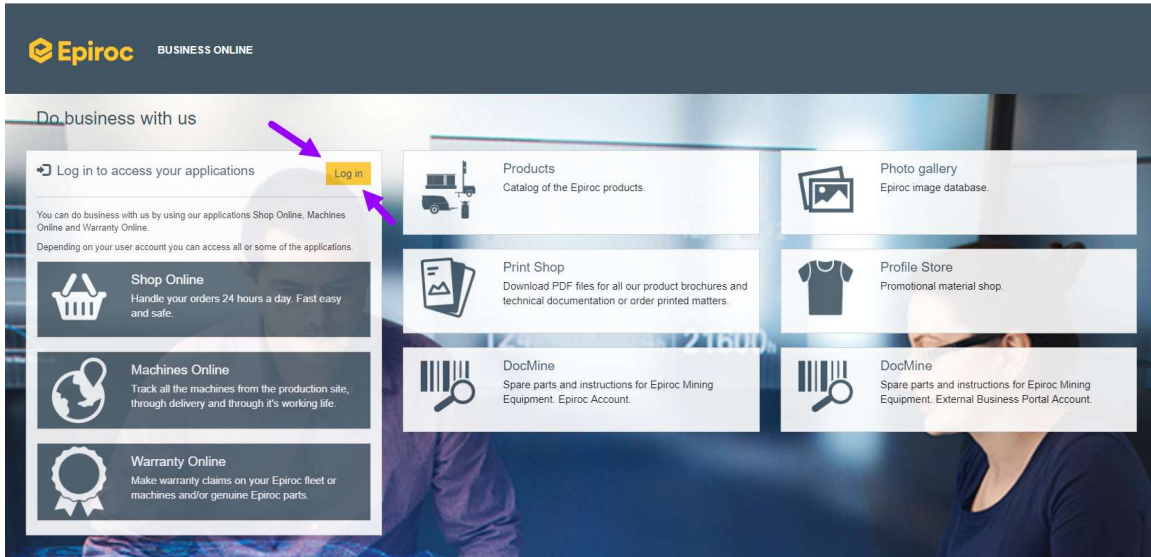
A CC user account admin can do following actions:

- All actions of a CC fleet manager
- Administrate users
- Add brand of consumables

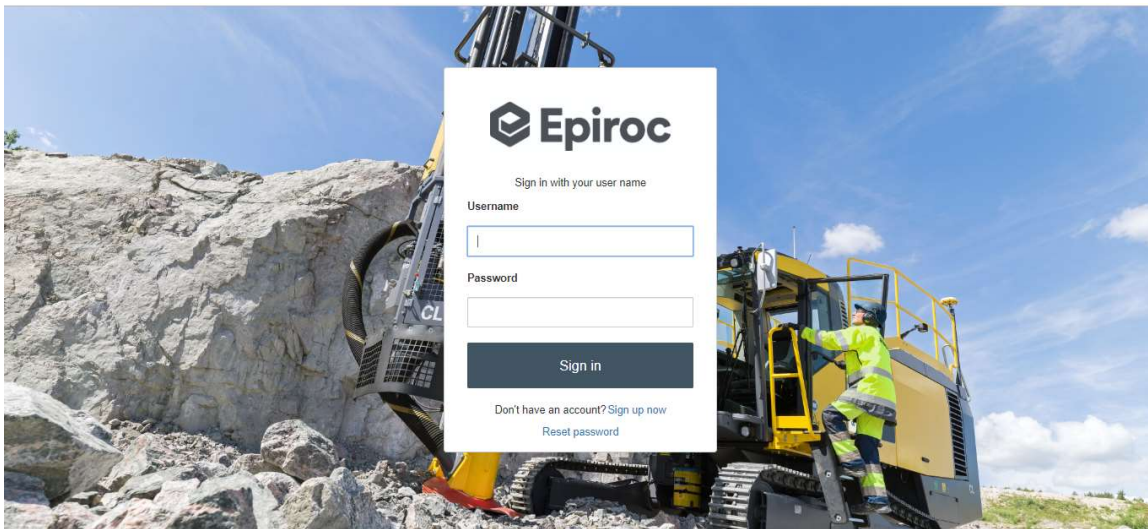
### 3. Login into MOL

Access MOL by <https://bol.epiroc.com/>. The opening screen for this website is call the Business Online (BOL) Portal. It is a public site that will advise a user on the multiple ways to “do business” with Epiroc over the internet.

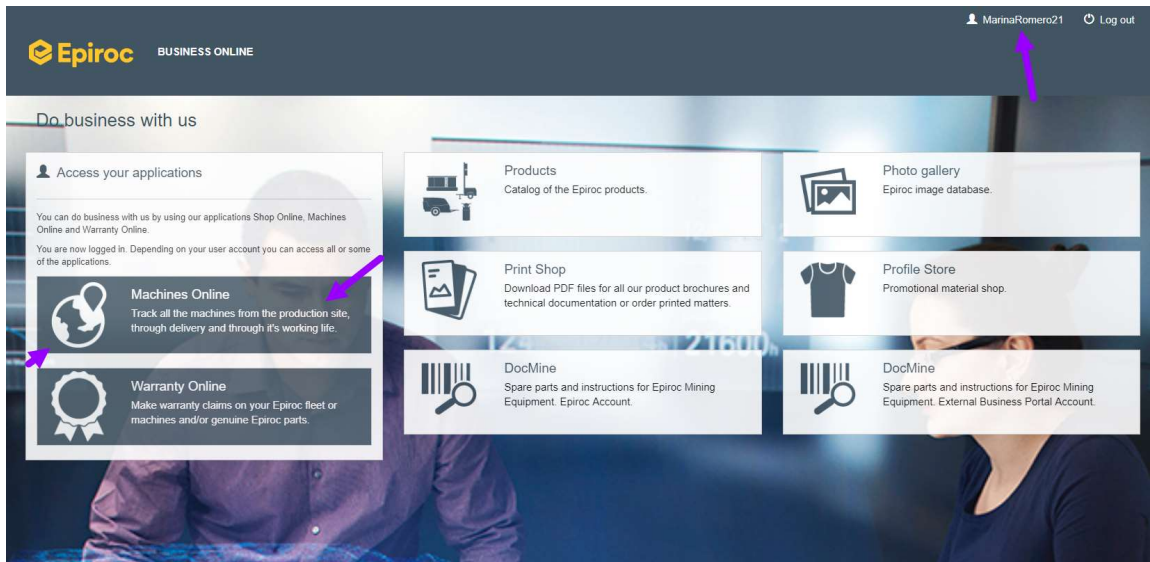
Click Login located on top of the page or in the red tab on the page.



Enter Username and Password to access the BOL Secured Portal with the application Bar across the top, similar to the one below:



The application bar and screen below will change depending on user access levels and locations, but the application bar will always be available when using MOL. Click Machines to access the MOL homepage.



**NOTE:** To log out of the BOL Secured Portal or any of the applications within (including MOL), close the web browser completely or click on the Log out option. Pressing the Back button will not log a user out of any application.

## 4. Homepage

The screenshot shows the Machines Online homepage with several callouts:

- Access to profile page:** Points to the user profile icon and name 'MarinaRomero21' in the top right navigation bar.
- Link to Machines Online Home page:** Points to the 'HOME' link in the top navigation bar.
- Advanced search:** Points to the 'Advanced search' button in the top right of the search area.
- Quick search:** Points to the search input field in the search area.
- Saved filters:** Points to the 'Saved filters' button in the search area.
- Number of machines pending transfer request where actions need to be taken:** Points to the 'Transfer requests 1' notification in the bottom red bar.
- Overview of the number of machines in their specific status:** Points to the 'Current status qty' column in the table.
- Possibility to export a list with all your machines in this status:** Points to the 'Export' button in the table.

**Machine Registry**

Search for machines

Serial or machine item number

View machines

Machine status	Moved to status last month	Moved to status current month	Current status qty	
Shipped	3	1	216	<input type="button" value="Export"/>
Customer center received	0	0	39	<input type="button" value="Export"/>
Customer center shipped	0	0	8	<input type="button" value="Export"/>
External received	2	3	41	<input type="button" value="Export"/>
Commissioned	6	2	2359	
Decommissioned	0	0	1106	

**You have pending requests**

**NOTE:** If your Customer Center has no pending transfer request then **You have pending requests** box will not display.

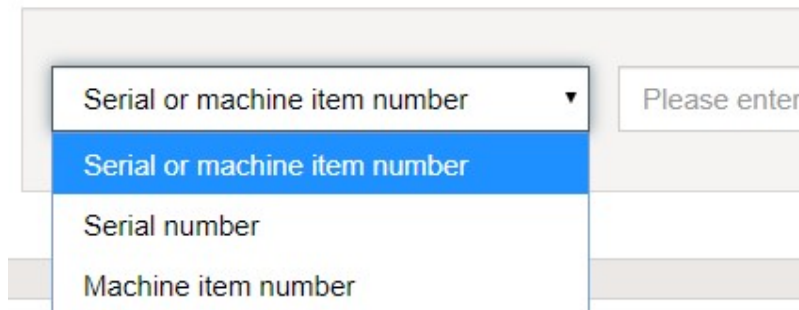
## 5. Search machines

### 5.1. Quick search

At the MOL homepage, enter a machine serial number or a machine item number into the Search box field shown at the top of the screen and click the button “Search”.



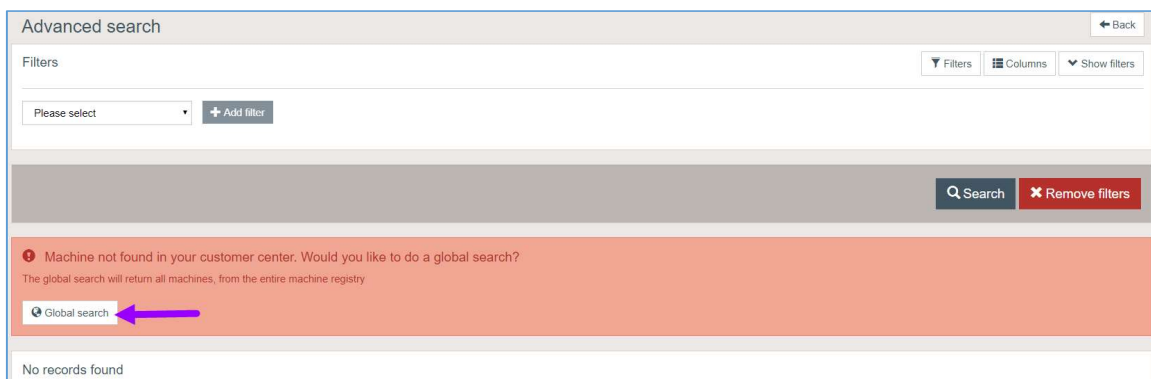
This function can be use when only know a partial serial number or machine item number. This partial serial number and machine item number search can give multiple results.



You can as well select other filter to quick search.

### 5.2. Global Search and ownership request

If a machine is not link to the users Customer Center then no results will come from the search. The possibility for a global search will be given.



Global search result displays serial numbers but the user will not be able to view the machine cards.



After clicking on “Global search”: the only information displayed in the search result is: Machine Serial Number, Machine Item Number, Model name, CC fam code were the machine is and a field called Ownership request, if the machine is still under Product Company responsibility you will see the message ”In product company”.

**NOTE:** Please contact PC Central Fleet Manager to finalize machine and move it to Shipped status, or you can also send Email to [MRS\\_Global\\_Fleet\\_Management@epiroc.com](mailto:MRS_Global_Fleet_Management@epiroc.com).

Serial number	Machine item number	Model name	Customer center	Ownership request
	8992011040	FlexiROC T40 R -01	ARO	In product company

In the Ownership request field when the machine is linked to another CC the button ‘Ownership request’ will be available.

Serial number	Machine item number	Model name	Customer center	Ownership request
IYJ17SED0068	8992600602	SpeedRoc D30	IYC	

The following screen will appear.

**Ownership request** ← Back

IYJ17SED0068 - 8992600602

The machine registration status can be moved when making a request for ownership. Please select desired status and select date. The status will be moved when the request is approved.

Shipped
Customer center received
Customer center shipped
External received
Commissioned
Decommissioned

---

IYJ17SED0068 - 8992600602

Machine registration status:

Customer center:

With creating an ownership request a move status can be included, you do this by choosing the correct machine registration status.

Machine registration status

Customer center

- Shipped (Current)
- Shipped (Current)
- Customer center received
- Customer center shipped
- External received
- Commissioned

When you chose the registration status the status date need to be added.

**NOTE:** Depending on what registration status selected the status date will be recorded. So if machine is moved to Customer center received the date recorded will be Customer center receipt date.

If machine is saved into Commissioned status the status date selected will be saved in the following date fields: Customer center receipt date, Shipped to external date, External receipt date and Original commissioning date.

Machine registration status

Status date

With this ownership flow it is possible to move registration status from Shipped to Commissioning directly, but please be aware that due to the international law IFRS 15, for this report business gets from Machines Online the following date fields: Customer center receipt date, Shipped to external date, External receipt date and Original commissioning date, so it is very important that the correct dates are recorded.

When the customer center and if needed the customer has been linked to the machine then the request can be send. Customer is mandatory when moving machine card to the following statuses: Customer center shipped, External received and Commissioning registration status.

Shipped Customer center received Customer center shipped External received Commissioned Decommissioned

IYJ17SED0068 - 8992800602

Machine registration status

Status date

Customer center

Customer

Delivery address

Address

Address two

Postal code

City

Country

Machine country located

At this point the machine has been transferred but this is not yet complete until the CC where the machine is located accepts this ownership request.

✓ Ownership request created  
You have successfully created ownership request. Verification email is sent to the all owners.

Ownership request ← Back

My pending requests

Serial number	Machine item number	Model name	Registration status	Customer center fam code	Action
IYJ17SED0068	8992900602	SpeedRoc D30	Shipped	IYC	<a href="#">Cancel</a>
TMG16URE0175	8993069523	MAIAC 400NT	Shipped	AEH	<a href="#">Cancel</a>

In 'My pending requests' the user can still cancel the request. This page can later on be open through the user profile page.

When an ownership request has been send to your Customer Center then the CC user account admin will receive an email and on the homepage of Machines Online there will be a link to all open requests.

**! You have pending requests** [Transfer requests 1](#)

Ownership request ← Back

Pending requests

Serial number	Machine item number	Model name	Registration status	Customer center fam code	Requester	Action
CRG111551111-1	8993067004	Mustang 13	Shipped	KEB	Mustapha Eldrissi	<a href="#">Approve</a> <a href="#">Reject</a>
CRG113146212-1	8993067024	Mustang 13	Customer center received	KEB	Mustapha Eldrissi	<a href="#">Approve</a> <a href="#">Reject</a>

The ownership request can be approve or reject. The requestor will receive an email informing of the action taken by the owner.

The moment that an ownership request has been approved the machine will display in the new CC fleet and no longer in the previous CC fleet.

### 5.3. Advanced search

By clicking  , a user is able to search for a machine or machines by using over 70 different fields shown when clicking on the drop down list arrow by "Please select".

You will find the following types of fields:

- Multi-select box, which may be limited by a user's access rights.
- Free text fields may be searched using only a partial number is known but you can use the different operators (contains, is, is not, begins with, ends with and is empty).
- Date fields have a calendar and may be searched by using the different operators (is, before, after, between and is empty)

By clicking on button "Remove filters", the user will be returned to the **Advanced Search** screen.

**NOTE:** Using the browser Back button will not accomplish this. When you first arrive to the Advance Search screen you will be able to see all machines you are entitled to view.

Advanced search ← Back

Filters Filters Columns Show filters

Please select + Add filter

---

Search Remove filters

---

Search results (showing 50 records of 27055) Save current selection Export results

< Previous 1 2 3 4 5 6 7 8 9 10 542 Next >

Serial number	Machine item number	Model name	Status date	Customer/dealer/distributor name
NAN100151	8992100416	ROC 442PC	09/03/2011	A2Z INC
00000000	8460030070	SB 452	10/08/2012	
00000000000000000001	8460010080	SB 102 Loxam	06/10/2016	LOXAM ALQUILER, S.A.

Filters can be added by selecting a filter from the drop down menu and then clicking on the button “+ Add filter”.

Advanced search

Filters

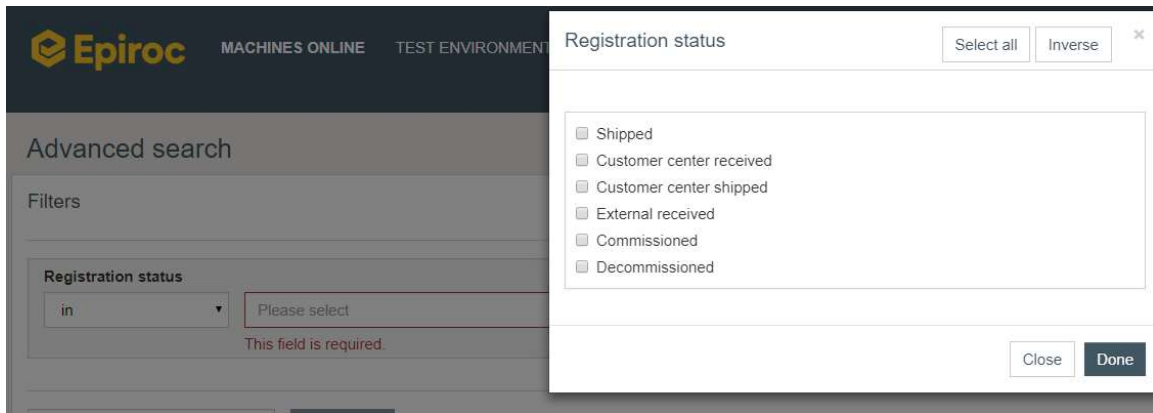
Please select + Add filter

- Ownership request pending
- Parts agreement
- Product company shipped date
- Product group code(PGC)
- Product line/Machine type
- RDT 1:1 ratio
- RDT Product line
- Receipt date
- Registration comment
- Registration status
- Revised commissioning date
- Rock condition
- SAP material number
- Segments
- Serial number
- Service agreement
- Service agreement last updated date
- Service agreement number
- Service agreement sub type
- Service agreement type

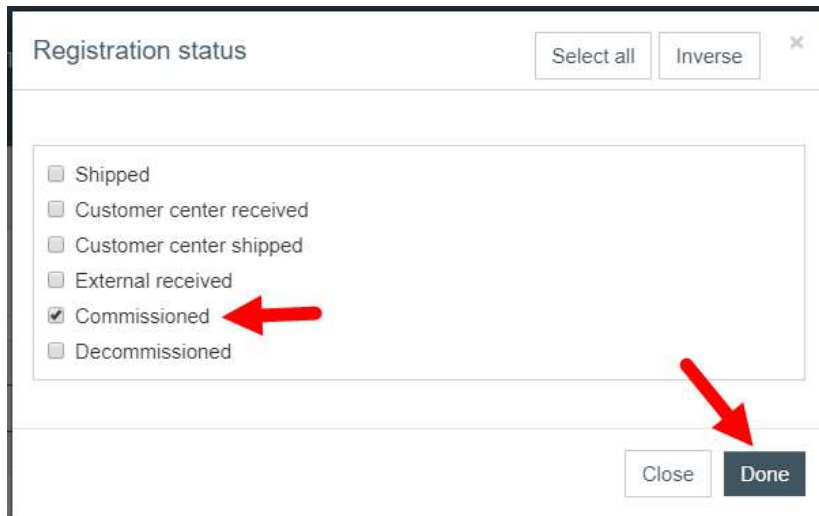
Filters

Registration status + Add filter

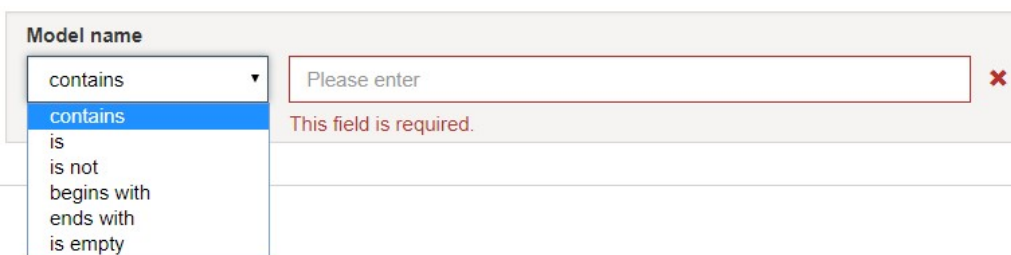
In this case the filter is a multi-select, click on the field and the options will display



You are able to select all or multiple or only one, in this case we are searching for machines in Commissioned status, so we select and then click on “Done”




You can add as many filters as you would like, we add model name by selecting from the please select filter and clicking on “+Add filter”. Then you are also able to decide what search operator you would like to use, click on the drop down and enter the data on the data input box marked in red



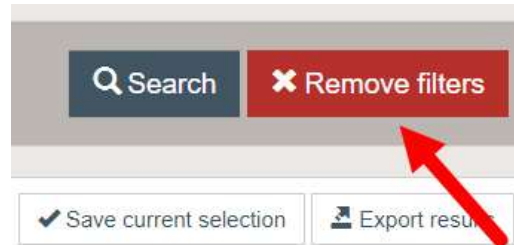
You can also remove filters, by clicking on the red cross by the data input box

Model name

contains  

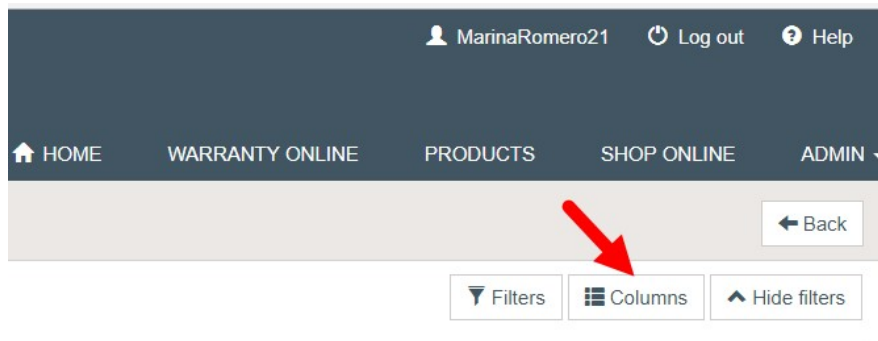
This field is required.

You can delete all filters by clicking on button Remove filters



Another feature is that now you are able to select columns you would like to see in the search result on the screen, you have some columns displaying as default. These columns can be changed to the user preference.

Click on Columns



Then a pop-up window will display

Columns in the search result ✕

Drag and drop to select what columns to display in the search result, min. 2 and max. 10, only first column is used for sorting

Selected columns	Available columns
Serial number	Actual "Cost per meter, SEK"
Machine item number	Actual "Drilled meters per year"
Model name	Attachment present
Status date	Brand
Customer/dealer/distributor name	Brand of consumable
	Business area FAM code
	Business line FAM code
	CC receipt date
	CC shipped to E1 date
	Commissioning entry date
	Commissioning last updated

The columns on the left side are the default ones, by drag and drop columns from the right column can be transfer to the left one. Just keep in mind that the minimum selected columns is 2 and the maximum is 10. Changing the orders of the columns can also be done by drag and drop.

The first column on the “Selected columns” is the one the result will be sorted on.

Confirm the selection by choosing “Apply”. Nothing will happen, until a “Search” is made.

Filters and columns can be save by choosing “Save current selection”.



A pop-up window will open, where a new filter can be save or an existing filter can be updated by giving it a name or selecting an existing one from the drop down menu.

Save current filter

Save as new filter

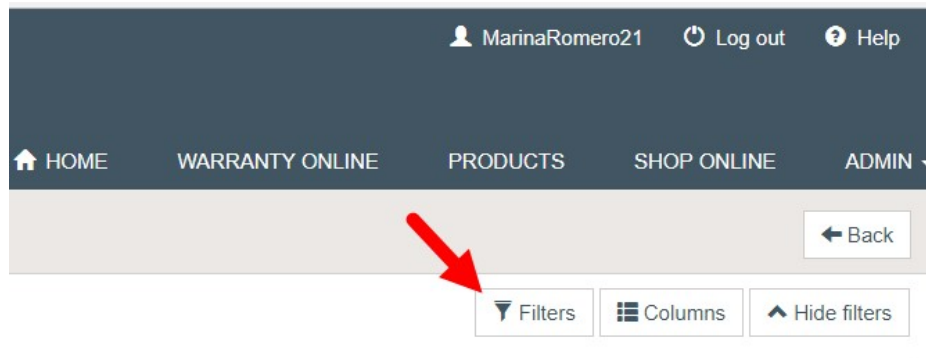
Enter filter name...

Update existing filter

-- select to update existing --

Close Save

Once saved the filter will be available under User defined filters in the pop-up window that displays after clicking on “Filters”.



Filters

System defined filters

Machines Commissioned of a model

Machines with specific safety issues

Machines with specific sub equipment

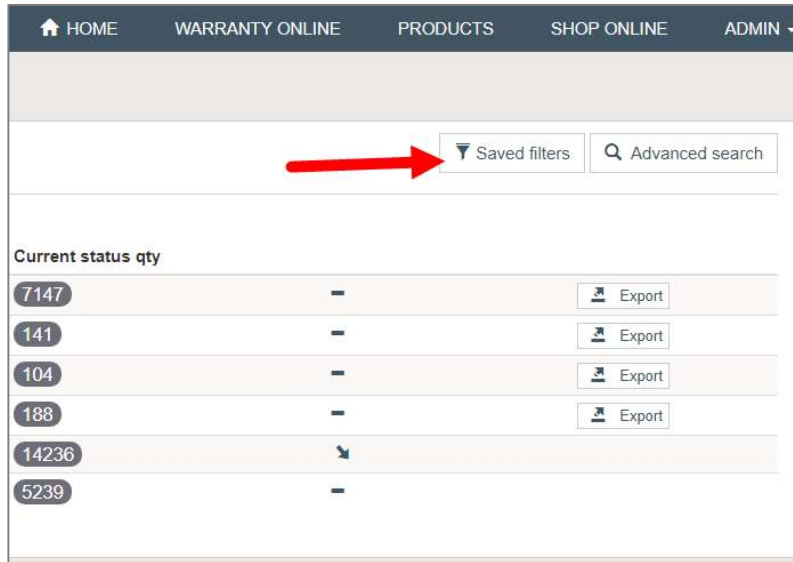
User defined filters

ROC D7 Commissioned

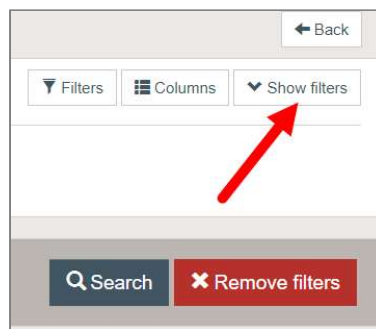
TME 2017 active machines

Close

The saved filter button is also available on the MOL homepage and can be execute by clicking on the search name.

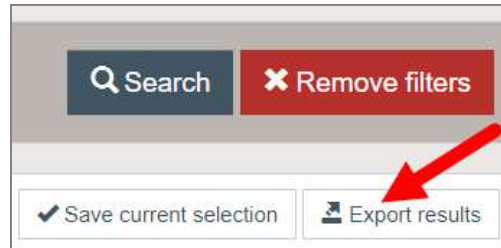


When opening the predefined filters the “Advanced search” will open with these filters. The filters will first not be visible but by clicking “show filters” they will appear.

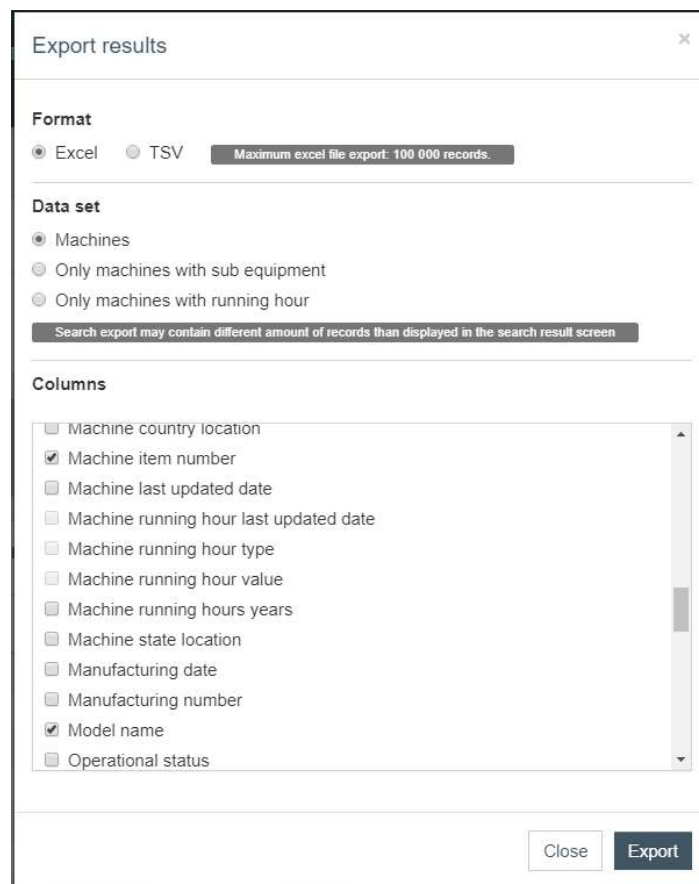


## 5.4. Export search

After searching in the results page the “Export results” button will appear.



In the pop-up window the format and data range of the export can be selected. The columns in the search result on the screen will be selected as default, extra data can be selected.



**NOTE:** Export result pop-up window explanation

### Format

By default is set to “Excel” you can also select “TSV” format.

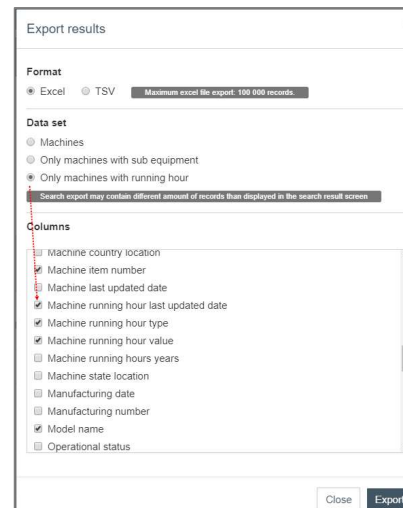
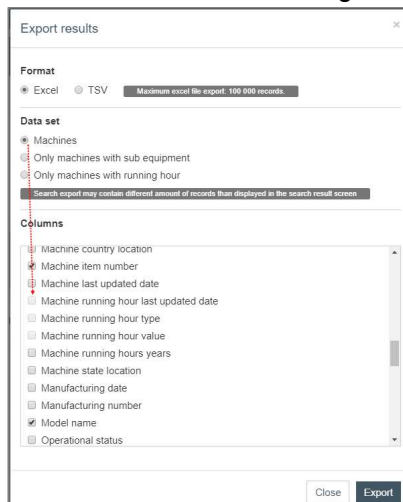
If the number of records in the search result is less than 100.000 records it will be able to export directly to Excel, but if it exceeds this number then the export file will automatically become a .tsv file.

### Data set

By default is set to “Machines” but you can select “Only machines with sub equipment” or “Only machines with running hour”.

If you select:

- “Machines” then you will only get the machines information, not possible to select any of the running hours fields or the sub equipment.
- “Only machines with sub equipment” then besides the already selected columns the following columns will be selected automatically:
  - Sub equipment component
  - Sub equipment date of manufacture
  - Sub equipment Epiroc part no
  - Sub equipment location
  - Sub equipment serial number
  - Sub equipment type
- “Only machines with running hour” then besides the already selected columns the following columns will be selected automatically:
  - Machine running hour last updated date
  - Machine running hour type
  - Machine running hour value



be aware that the amount of records will probably be a bigger number than the search result on the screen because for every sub equipment a line is added in the file.

## 6. View Machine and Sub equipment Cards

From a search result screen, click on the gray link symbol to enter the machine card view.

Sub equipment card

Advanced search

Export machine data

Machine card

← Back

Move status

History log / status history

Export machine data

Advanced search

Details

Move status

Sub equipment

History

Comments

Comments only for Epiroc

Link to the other applications

Customer data

End user data

Edit machine card

Model details

Serial number	AVO10A1057
Machine item number	8992006503
Manufacturing number	2116
Manufacturing date	04/03/2010
Model	ROC D7
Product line/Machine type	Surface Drill Rigs Top Hammer
Manufacturing fam code	TMG
Customer center fam code	ARO
Registration status	Commissioned
Operational status	Working
Brand	Atlas Copco

Machine location

Customer	900110 - ATLAS COPCO - MILWAUKEE
Address	11825 CARMEN AVENUE
City	MILWAUKEE
Postal code	53225
State	WI
Country	US

Operational data

RDT Product line	THE
Drilled meters per year	59000.00
Cost per meter, SEK	7.23
Utilization of the machine %	100

End user

Company name	MICHELS CORPORATION
Reference no	653736
Address	PO BOX 128
City	BROWNSVILLE
Postal code	53006
State	WI
Country	US
Type of business	Surface Quarry

Service details

External receipt date	17/08/2010
Original commissioning date	17/08/2010
Service agreement	No
Parts agreement	No

Attachments

We are sorry, no attachments are present for this machine.

Certificates

We are sorry, no certificates are present for this machine.

Machine running hours

Type	Hours	Reading	Last updated
Diesel Engine Hours	6416	16/03/2018	03/04/2018
Impact Hours	2602	16/03/2018	03/04/2018

Transfer to another CC fam code

Transfer to another Customer Center FAM code within your user link.

Move

Only works for users with access to more than 1 CC

Machine running hours

**NOTE:** This page is responsive so depends on the size of the screen you are using you might see the boxes in different positions.

## 7. Edit Machine Card

Depending on the registration status of the machine card the editable fields that display will be different, below is when the machine card is in registration status Commissioned.



Once inside the machine card click on any of following fields can be update.

### 7.1. General data

- **Local Serial Number** - Machine serial number used by an external customer for their fleet reference.
- **Operational status** -To add information on the status of the machine, also information updated from Fleet Sync application.

### 7.2. Operational data

If model contains RDT theoretical data then when you go inside the machine card you will see something like this

- **Brand of consumable** – is the brand of rock drilling tools which the rig is equipped with when drilling. This is an autocomplete field, you will still be able to write a brand of consumable that does not exist but when you save you will get error, like the one below

Please contact your MOL local fleet manager if you need a new brand added.

- **RDT 1:1 ratio** – answers the question if the Epiroc rig is equipped by Epiroc rock drilling tool.
- **RDT Product line** – shows what type of drilling method is use by the rig. It can be:
  - DTH: down the hole
  - EXE: exploration
  - ROT: rotary
  - THE: top hammer
- **Drilled meters per year** – drilled meters per year, first time value displays it is the theoretical value given by the division, now you can correct the data to the actual value.
- **Cost per meters, SEK** – cost per meter in Swedish corona, first time value displays it is the theoretical value given by the division, now you can add the real cost of rock drilling tools per each drilled meter.
- **Utilization of the machine %** – The proportion of the available time (expressed as a percentage) that a piece of equipment or a system is operating. Formula:  $\text{Operating hours} \times 100 \div \text{available hours}$ .
- **Segments** – a segmented category of customers who have the similar type of business. We have a description for each segment.

SEGMENTS	SEGMENT DESCRIPTION (FYI)
<b>Surface Exploration</b>	Coring and reverse circulation drilling in greenfield and brownfield applications
<b>Underground Exploration:</b>	Core drilling to define the ore body
<b>Volume Mining:</b>	Presplitting, Dewatering, Buffering, Decompression, Production, Overburden Removal
<b>Selective Mining:</b>	Presplitting, Dewatering, Buffering, Decompression, Production, Overburden Removal
<b>Volume Mining:</b>	Production drilling
<b>Development :</b>	Bolting- shaft –Dewatering

<b>Drifting :</b>	face drilling , hole opener
<b>Cement and Limestone:</b>	Production drilling, Overburden Removal, Presplitting
<b>Aggregate:</b>	Production drilling, Overburden Removal, Presplitting
<b>Dimensional Stone Industry:</b>	Drilling, Trimming, Cutting, Block stone removal
<b>Geotechnical Drilling:</b>	Micro piling, Foundation drilling, Tieback, Anchoring, Site investigations, Geothermal
<b>Civil Engineering:</b>	Construction for roads & railways, Tunnel Dams and Hydro Electric Power plants.
<b>Civil Engineering:</b>	Ballast and construction for roads & railways, Tunnel Portals, Dams and Hydro Electric Power plants. Solar Panels Pipelines
<b>Waterwell :</b>	
<b>Geothermal:</b>	
<b>Deep geothermal:</b>	Deep hole drilling for geothermal powerplant/ Deep Exploration for geothermal wells
<b>Oil &amp; Gas :</b>	Deep Exploration drilling oil and gas

- **Rock condition** – is a type of rock conditions in which rig is operating. Below is description.

<b>Rock condition</b>	<b>Rock type</b>
Soft	Claystone, mudstone
Soft to medium	Soft shale, sandstone
Medium	Medium shale, tuff, soft schist, andezite, quartzite, limestone, marble
Medium hard	Granite, diorite, hard shale, basalt, granodiorite
Hard	Syenite, gabbro
Very hard	Banded iron formation, chert, amphibolite, quartzite
Extremely hard	Hematite ore

- **Date of visiting the machine**– the date when RDT representative visited the rig and filled in all RDT information.



**NOTE:** If model does NOT contain RDT theoretical data then when you go inside the machine card you will still see the following fields:

- Utilization of the machine %
- Segments
- Rock condition
- Date of visiting the machine

### 7.3. Machine location

- **Work Site Name** - To add information about where the machine is physically located, also information updated from Fleet Sync application.

### 7.4. Machine registration status history

- **Customer center receipt date** - Date entered as machine arrived at or received by Customer Center, you can modify here.
- **Shipped to external date** - Date entered as shipped to Dealer/End Customer by Customer Center, you can modify here.
- **External receipt date** - Date entered as machine arrived at or received by Dealer/End Customer, you can modify here

**NOTE:** *Be careful when entering a date, remember events must happen consecutively.*

### 7.5. Service information

Service	
Hours on machine upon commissioning	<input type="text" value="0"/>
Machine running hours/years	<input type="text" value="0"/>
Service agreement	<input type="checkbox"/>
Parts agreement	<input type="checkbox"/>
Registration comment	<input type="text"/>

- **Hours on Machine upon Commissioning** - Hours on machine before first commissioning
- **Machine Running Hours/Year** - Estimate of how many running hours on machine per year
- **Service Agreement** - If Service Agreement is Yes, then click on it new fields will display

<b>Service agreement</b>	<input checked="" type="checkbox"/> 
<b>Service agreement type</b>	CARE Agreement ▼
<b>Type of "CARE Agreement"</b>	Other CARE ▼
<b>Service agreement number</b>	<input type="text"/>
	This field is required

○ **Service agreement type**

- CARE Agreement
- CERTIQ
- Equipment Audit
- Full Service
- Labor on Site
- Other
- Planned Visits
- RigLife
- Supervision

If user selects Service agreement type "CARE Agreement" then a new field will display: **Type of "CARE Agreement"**

- Other CARE
- ROC CARE
- COP CARE
- ROC + COP CARE
- LOAD CARE
- DRILL CARE
- RIG CARE
- RIG + COP CARE

If user selects Service agreement type "Full Service" then a new field will be display: **Type of "Full Service"**

- Parts invoice per hour
- Parts invoice actual consumption

If user selects Service agreement type "Supervision" then a new field will be display: **Type of "Supervision"**

- Parts invoice per hour
- Parts invoice actual consumption

- **Service agreement number**  
It is a mandatory field, where the service agreement number needs to be added.

- **Parts Agreement** - If machine has a parts agreement
- **Registration Comment** - Any comments about the machine

## 7.6. Customer information

Customer information is the Customer Center responsibility you withhold the master data for customer information. You can change customers or customer information at any point.

Customer		 Edit
<b>Customer</b>	900110 - ATLAS COPCO - MILWAUKEE	
<b>Address</b>	11825 CARMEN AVENUE	
<b>City</b>	MILWAUKEE	
<b>Postal code</b>	53225	
<b>State</b>	WI	
<b>Country</b>	US	



Click on Edit on the top right corner of the Customer box and the customer field will change to editable boxes.

Machine card ← Back

AVO10A1057 (8992006503) ROC D7 (Commissioned)

---

Change customer

<b>Customer</b>	900110 - ATLAS COPCO - MILWAUKEE	+ New	 Edit	<span style="color: red;">Delete</span>
<b>Delivery address</b>	Please select	+ New	 Edit	<span style="color: red;">Delete</span>
<b>Address</b>	11825 CARMEN AVENUE			
<b>Address two</b>				
<b>Postal code</b>	53225			
<b>City</b>	MILWAUKEE			
<b>Country</b>	United States			
<b>State/Province</b>	Wisconsin			
<b>Machine country located</b>	United States			
<b>Machine state/province located</b>	Please select			

You have here the possibility to select a new customer from the drop down, also you will be able to modify address information or other customer information, can delete customer address and customer, can create a new customer.

Please keep in mind that if your Customer Center uses Shop Online we recommend that you web enable the customer, this way you will have the customer available in the dropdown in MOL and customer information will be pull from ERP.

To select a customer you should follow this step in this order:

1. Search for the customer in the drop down list, select if found check the address you can select other addresses.
2. If not found then you can:
  - a. If possible, web enable customer in ERP, the next day customer will be available in MOL drop down.
  - b. Create a new customer:  
Click on "+ New" button by Customer field

Change customer

Customer  + New Edit Delete

A pop up window will display

Create new customer ×

Customer name

Customer number

No, do nothing Save

Write the customer name and number then "Save".

Click on "+ New" button by Delivery address field

Delivery address  + New Edit Delete

A pop up window will display

Create new address ×

Address

Address two

Postal code

City

Country

No, do nothing Save

Enter the customer address information some fields are mandatory.

Create new address ✕

Address   
This field is required

Address two

Postal code

City   
This field is required

Country   
This field is required

Once all the information is entered click on button 'Save'.

**NOTE:** If you select any of the following countries: Australia, Canada, China or United States then "State/Province" mandatory field will display:

Create new address ✕

Address   
This field is required

Address two

Postal code

City   
This field is required

Country

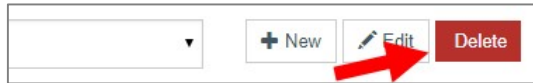
State/Province   
This field is required

Enter all the information and click on “Save”.

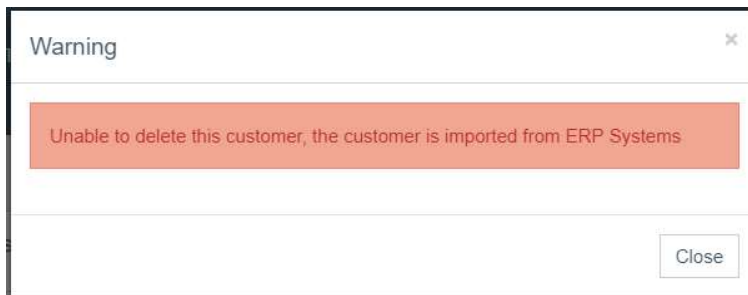
The machine will then be link to this customer and no longer belong to previous customer.

You are also able to delete customers, but keep in mind that all the information will be remove and it will not be possible to retrieve.

To delete a customer you can do so from the Change customer screen by clicking on “Delete”



To get to this screen all you need to do is click on “Edit” in the Customer box in the machine card view. You can also delete a customer from the Recommission machine screen, when you click Move status on a registration status Decommissioned machine card.



**NOTE:** *If customer is coming from ERP system, it will not be possible to delete in MOL. For this customer not to display in MOL you need to web unable it in the ERP system, it takes a day for this changes to reflect in MOL.*

**NOTE:** *If customer is linked to another machine card then it will not be possible to delete it, to know which machine cards this Customer is linked then use Advanced search functionality.*

## 7.7. End user information

Information typically completed by distributors/dealers. Click on “Add” button in the End user box



End user can be chose from the drop down menu if it has been created in the past otherwise a new one can be created.

Change external customer

External customer	<input type="text" value="Please select"/> <input type="text" value="Please select"/> <input type="text" value="Tragsa - Tragsa"/>	<input type="button" value="+ New"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
-------------------	--	--

Or click on "+New"

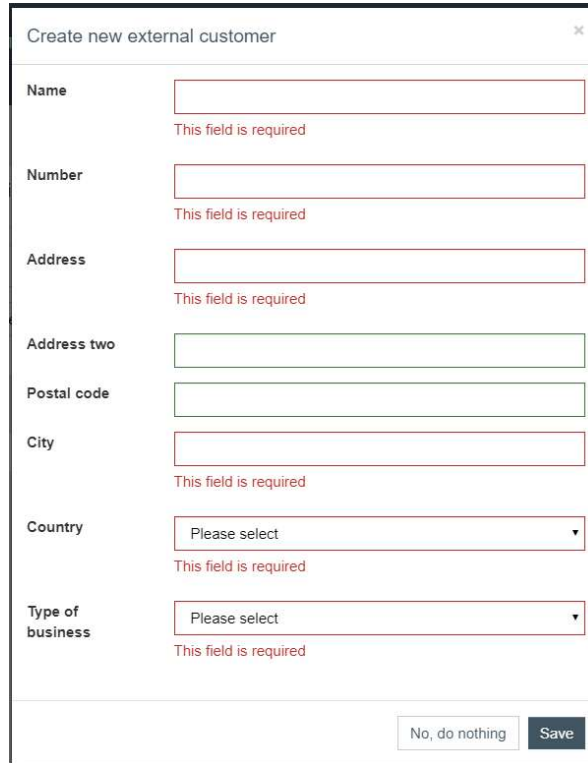
<input type="text"/>	<input type="button" value="+ New"/>	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
----------------------	--------------------------------------	-------------------------------------	---------------------------------------

A pop up window will display

Create new external customer ✕

Name	<input type="text"/>
Number	<input type="text"/>
Address	<input type="text"/>
Address two	<input type="text"/>
Postal code	<input type="text"/>
City	<input type="text"/>
Country	<input type="text" value="Please select"/>
Type of business	<input type="text" value="Please select"/>

Please enter all the data you have, make sure it is correct before saving, and following fields are mandatory



The screenshot shows a form titled "Create new external customer" with a close button (X) in the top right corner. The form contains the following fields:

- Name:** A text input field with a red border and the message "This field is required" below it.
- Number:** A text input field with a red border and the message "This field is required" below it.
- Address:** A text input field with a red border and the message "This field is required" below it.
- Address two:** A text input field with a green border.
- Postal code:** A text input field with a green border.
- City:** A text input field with a red border and the message "This field is required" below it.
- Country:** A dropdown menu with "Please select" and a downward arrow, with the message "This field is required" below it.
- Type of business:** A dropdown menu with "Please select" and a downward arrow, with the message "This field is required" below it.

At the bottom of the form, there are two buttons: "No, do nothing" and "Save".

Once you save the End user information please keep in mind that you will be able to modify it by clicking on the "Edit" button in the End user box



You will go to the Change external customer screen  
First you will have the possibility to change it, again by selecting from the drop down list or create a new one, as we have seen before.  
If what you want is to modify existing data then click on "Edit" button



You will then have a pop up window with all the fields editable and you can change them and then save.



Edit external customer

Name	MAINE DRILLING & BLASTING INC
Number	400560
Address	PO BOX 1140
Address two	
Postal code	04345
City	GARDINER
Country	United States
State/Province	Maine
Type of business	Exploration

No, do nothing Save

From the change external customer screen you are able to delete any end user

Change external customer

External customer 400560 - MAINE DRILLING & BLASTING INC + New Edit Delete

To be able to do so End user cannot be link to any machine.

You can also delete End user from the machine card view.

	Edit
End user	Edit Remove
Company name	MAINE DRILLING & BLASTING

**NOTE:** If End user is linked to another machine card then it will not be possible to delete it, to know which machine cards this End user is linked then use Advanced search functionality.

## 7.8. Transfer to another CC fam code

This functionality only works for users that have linkage to more than one Customer Center fam code.



If you do have more than one Customer Center fam codes in your user linkage then if machine card is any of the following registration statuses: Shipped, Customer center received or Decommissioned, after clicking on “> Move” you will see the following screen



Change Customer Center FAM code ← Back

0000000000000000006 - 8460030050

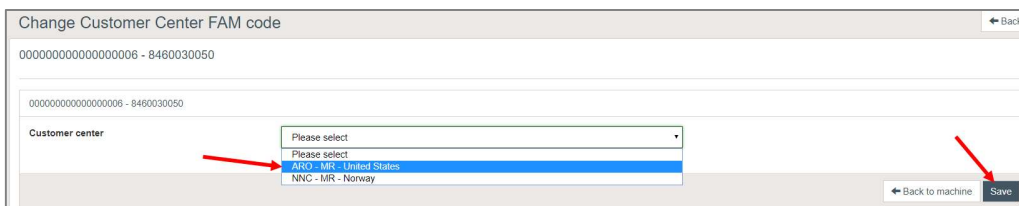
---

0000000000000000006 - 8460030050

Customer center Please select

← Back to machine Save

Select the Customer Center you want to move the machine to and click on “Save”



Change Customer Center FAM code ← Back

0000000000000000006 - 8460030050

---

0000000000000000006 - 8460030050

Customer center Please select

Please select

ARO - MR - United States

NVC - MR - Norway

← Back to machine Save

Then machine card will open and new selected Customer center fam code displays.

If you do have more than one Customer Center fam codes in your user linkage then if machine card is any of the following registration statuses: Customer center shipped, External received or Commissioned, after clicking on “> Move” you will see the following screen

Change Customer Center FAM code ← Back

00000000000000000001 - 8460010080

---

00000000000000000001 - 8460010080

Customer center

Customer  + New ✎ Edit ✖ Delete

Delivery address  + New ✎ Edit ✖ Delete

Address

Address two

Postal code

City

Country

Machine country located

← Back to machine Save

In this case you have to select not only the Customer center fam code but also the customer, as before you are able to select from drop down list or create a new one, once done save, you will see machine card with newly saved information in it.

## 7.9. Machine running hours

You can now enter machine running hours without editing the whole machine card. Click on “Add” button in the Machine running hours box

Machine running hours ➔

We are sorry, no running hours are registered for this machine.

A pop up window will display.

Add running hour ✕

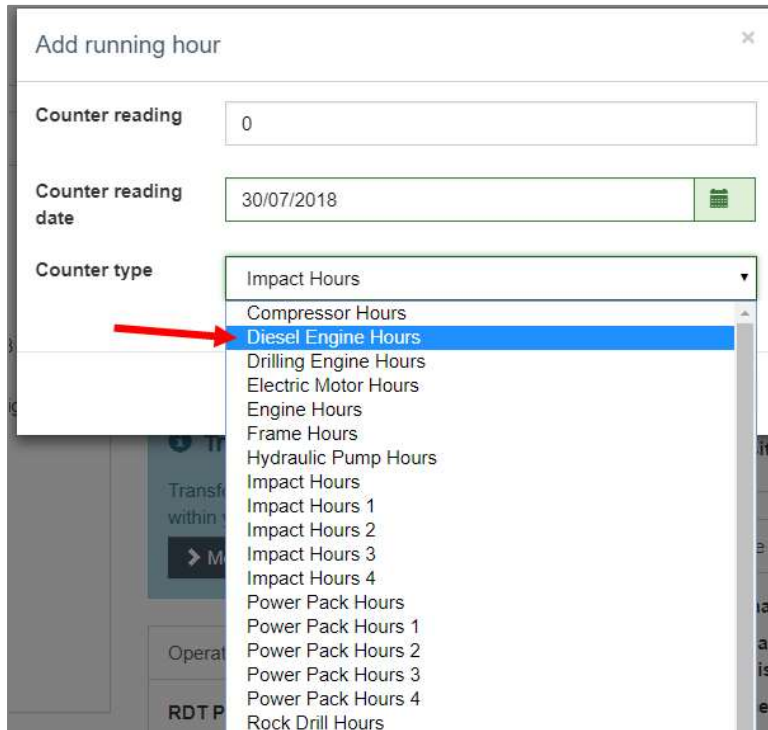
Counter reading

Counter reading date

Counter type

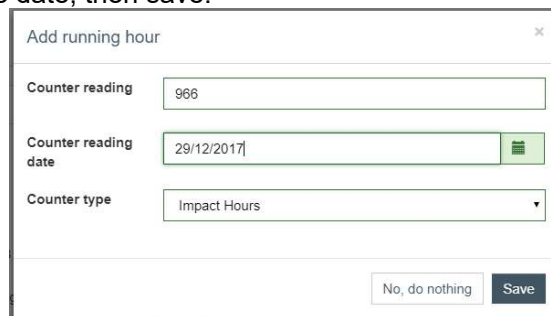
By default you have the type of running hours set as main counter for the machine model, but it's a drop down list you can select the appropriate running hours type. The counter reading date field is defaulted to today, you can select any date in the past.

In this case I'm going to update the diesel engine hours, so I select this type of running hours from the drop down list



The screenshot shows a pop-up window titled "Add running hour". It contains three input fields: "Counter reading" with the value "0", "Counter reading date" with the value "30/07/2018", and "Counter type" which is a dropdown menu. The dropdown menu is open, showing a list of options including "Impact Hours", "Compressor Hours", "Diesel Engine Hours" (highlighted in blue with a red arrow pointing to it), "Drilling Engine Hours", "Electric Motor Hours", "Engine Hours", "Frame Hours", "Hydraulic Pump Hours", "Impact Hours", "Impact Hours 1", "Impact Hours 2", "Impact Hours 3", "Impact Hours 4", "Power Pack Hours", "Power Pack Hours 1", "Power Pack Hours 2", "Power Pack Hours 3", "Power Pack Hours 4", and "Rock Drill Hours".

I enter the value and the date, then save.



The screenshot shows the same "Add running hour" pop-up window. The "Counter reading" field now contains the value "966". The "Counter reading date" field contains the value "29/12/2017". The "Counter type" dropdown menu is now closed and shows "Impact Hours". At the bottom right of the form, there are two buttons: "No, do nothing" and "Save". The "Save" button is highlighted in a darker color, indicating it is the next step.

Enter the counter meter value, the date when that counter was read (select from calendar) and the counter type, the running hours type, then click on "Save" the data will display in the machine card or you can click on "No, do nothing" pop-up window will close and back to machine card.

Then you will see your change in the machine card. Last updated date is populated automatically by the system.

Machine running hours			
Type	Hours	Reading	Last updated
Diesel Engine Hours	966	29/12/2017	30/07/2018

You can repeat this process with all the counter meter readings, but it needs to be done one by one, as you need to select the type of running hours you would like to update and enter the value.

Machine running hours			
Type	Hours	Reading	Last updated
Diesel Engine Hours	966	29/12/2017	30/07/2018
Impact Hours 1	1291	29/12/2017	30/07/2018
Impact Hours 2	1158	29/12/2017	30/07/2018
Power Pack Hours 1	3542	29/12/2017	30/07/2018
Power Pack Hours 2	3576	29/12/2017	30/07/2018
Impact Hours 3	1309	29/12/2017	30/07/2018
Power Pack Hours 3	3522	29/12/2017	30/07/2018

Now it's possible to update multiple counter meter readings in MOL for one particular machine. This also gets updated from FleetSync and in the future also by Certiq.

## 7.10. Upload/delete/download documents

This enables the Product Companies to get valuable feedback from the field on Quality related issues for factory implementation. It also allows the Customer Centers to have required documents for each of their respective regions to comply with local document regulations.

- Enable the PC and CC to attach pdf documents in MOL

- Enable PC and CC users only, Customer will be view only

- Only PDF format documents allowed

- PDF Documents should not exceed **1 Mb**

- Possible to upload/delete/download documents for any machine status for the PC and the CC

- All users should be able to download documents

- Allow for multiple attachments per machine (max 10 documents)

To view documents go inside a machine card

Machine card  
00000000000171590 (3383118174) MS 1650 (Commissioned)

Export machine data | Advanced search

Details | Sub-equipment | History | Comments

General data

Serial number	00000000000171590
Machine item number	3383118174
Manufacturing number	000000000
Structure number	3383118174
Manufacturing date	26/09/2017
Model	MS 1650
Product line/Machine type	Rig Mounted Hydraulic Driller
Manufacturing firm code	DDO
Customer center firm code	ESC
Registration status	Commissioned
Operational status	Working
Brand	Atlas Copco

Customer

Customer	111020 - COMPLENTOS HDR MAQ D.P S.L.
Address	PO DE SON NUGLEDA
City	(LUCMAJOR) (PALMA DE MALLORCA)
Country	ES

End User

End user data can be entered when customer data is present.

Machine location

Machine country location	ES
--------------------------	----

Service

External receipt date	26/09/2017
Original commissioning date	26/09/2017
Commissioning entry date	27/10/2017
Commissioning user	Admin@epam
Commissioning test updated	27/10/2017
Service agreement	No
Parts agreement	No

Attachments

Description
Cart

**NOTE:** As the rest of the new look and feel pages in MOL they are responsive so it depends on the size of your screen the disposition on the different boxes.

To upload click on

Attachments 

The following pop-up window will open

Add attachment

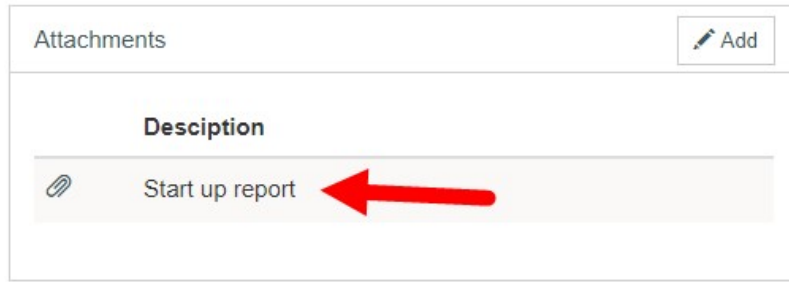
File to upload  No file chosen

To upload browse your folders select the file you want to upload then click on the button "Upload"

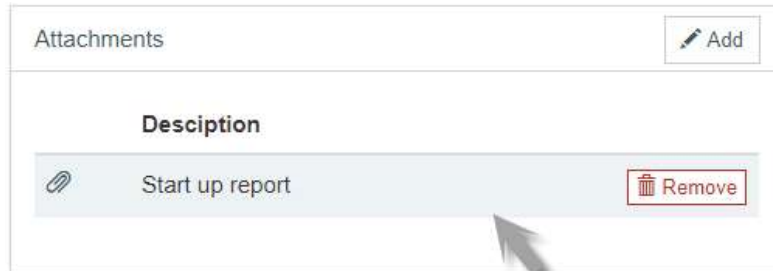
Add attachment


File to upload  Start up report.pdf

Pop-up window will close and you will be able to see the uploaded attachment in the Attachments box

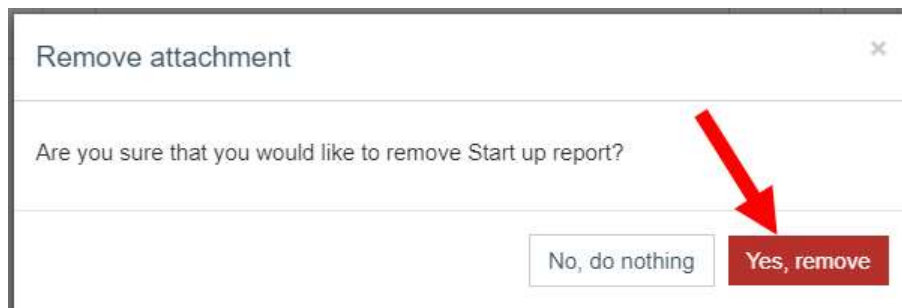


To delete an attachment you need to hover over it, then the button to delete will display



To delete the attachment press 

You will see the following pop-up window




Press “No, do nothing” nothing will happen and pop-up window will close. Press “Yes, remove” to delete the attachment, pop-up window will close and you will be back on the machine card but the attachment is no longer available.

Please keep in mind the list of documents to be attached:

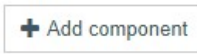
- Field Start Up Reports
- Commissioning Reports
- Pressure Vessel Certifications
- CE Conformity
- Any Legal documents as required....

**NOTE:** *DO NOT* add large files such as Operation or Parts Manuals!

## 8. Edit Sub equipment Information

Click  **Sub equipment** to view the Sub equipment card.

**NOTE:** Depending on the status of the machine and user access level, the sub equipment screen may appear differently from what shows below.

From inside a sub equipment card, click  in the upper right corner of the appropriate component location (system).

A pop-up will appear where following data is required:

- **Component**  
Select component name from the drop-down list.
- **Supplier**  
Select component supplier from the drop-down list.
- **Type**  
If component can be describe further, enter information in free form text in the field.
- **Comments**  
Any comments needed to further describe the component.
- **Epiroc part number**  
If part number is known enter information in the field.
- **Serial number**  
Enter component serial number.
- **Date of manufacturing**  
If known enter the date when the component was manufactured.
- **Date of first use**  
Date when the component was first use



Add component
✕

**Sub system**      Tramming System

**Component**     

**Supplier**     

**Type**     

**Comments**     

**Serial number**     

**Epiroc part number**     

**Manufacturing date**     

**Date of first use**

After clicking Save the new component will be added to the chosen system. If this new component is replacing an old one, the old component can be deleted hovering over the part and on the right side the Remove button will appear.

Transmission Oil	Shell	RIMULA 15W40	-	Commissioning date
Axle Oil	UTTO	J20 COIL	-	Commissioning date <span style="float: right; border: 1px solid red; padding: 2px;">Remove</span>
Axle Oil <span style="color: blue; font-size: small;">i</span>	Shell	J20 COIL	-	28/12/2017

A warning will appear when choosing "Remove".

Remove sub component
✕

Are you sure that you would like to remove Axle Oil?

Components are by default filtered on installed components.

Filter components

The filter can be changed to 'Produced' for only original parts or to 'All'. When choosing 'All' the removed components will be showed greyed out.

Filter components All

Air System + Add component

Component	Supplier	Type	Comments	Epiroc Part No	S/N	Date of manufacturing	Date of first use
<b>Compressor 1</b>	Epiroc	GA5			WCF709130		Commissioning date
Compressor 1 ⓘ	Epiroc	GA4			WCF70913		18/06/2012
Compressor 1 ⓘ	Epiroc	GA5			WCF709131		18/06/2012

When extra information is needed on who added or deleted components click on the ⓘ and extra information will appear.

Air System

Component	Supplier
<b>Compressor 1</b>	Epiroc
Compressor 1 ⓘ	Epiroc

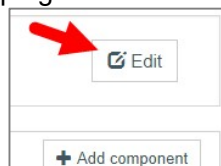
Component added 31/07/2018 by MarinaRomero21

---

Component removed 31/07/2018 by MarinaRomero21

## 8.1. Midlife or overhauling

To be able to update the Sub equipment card after a midlife product or a major overhauling has been perform on the machine we have developed this new function. To update the Sub equipment card in these cases once inside the Sub equipment card click on the "Edit" button on the top right corner.



After clicking on it all Sub equipment card will be editable, so you can modify multiple components. An edit of the part numbers will be seen as overhaul so a new component will be created and the old one will be deleted, automatically on the background. All the fields except Component will become editable. Supplier, comments and dates can only be change if Epiroc Part No, S/N or Type has been change.

Machine card ← Back

AVO12A1318 (8992007917) FlexiROC T50 -10SF (Commissioned) Export machine data Advanced search

Details ▶ Move status **Sub equipment** History

✕ Close edit mode Save

Drilling System

Component	Supplier	Type	Comments	Epiroc Part No	S/N	Date of manufacturing	Date of first use
Rock Drill - COP	Atlas Copco	COP3060ME T60 09			AVO12D 1097A		
Feed	Atlas Copco	BMH8 102TH 14ft		3222 1210 91	AVO12F 1318		
RHS - Rod Handling System	Atlas Copco	RHS 102			x		
Sleeve Retainer	Atlas Copco				x		
ECL retur	Atlas Copco				x		

Positioning System

Component	Supplier	Type	Comments	Epiroc Part No	S/N	Date of manufacturing	Date of first use
Boom System	Atlas Copco	C14 mill		3222 3231 31	x		
Inner Boom	Atlas Copco	C14			DT1 050		
Feed Holder	Atlas Copco	C14			IL 328		

Changes need to be save. Close the edit mode when all changes have been enter.



After clicking on Close edit mode you go back to Sub equipment card view, as default filter components is “Installed”, you see all the newly updated components displaying with an info icon beside them.

If you change the Filter components to All, you will be able to see new and old components for this machine

Machine card ← Back

AVO12A1318 (8992007917) FlexiROC T50 -10SF (Commissioned) Export machine data Advanced search

Details ▶ Move status **Sub equipment** History

Filter components All Edit

Drilling System + Add component

Component	Supplier	Type	Comments	Epiroc Part No	S/N	Date of manufacturing	Date of first use
Rock Drill - COP ⓘ	Atlas Copco	COP3060ME T60 09			AVO12D 1097A		Commissioning date
Feed ⓘ	Atlas Copco	BMH8 102TH 14ft		3222 1210 91	AVO12F 1318		Commissioning date
RHS - Rod Handling System	Atlas Copco	RHS 102			x		Commissioning date
Sleeve Retainer	Atlas Copco				x		Commissioning date
ECL retur	Atlas Copco				x		Commissioning date
Rock Drill - COP ⓘ	Atlas Copco	COP3060ME T60 09			AVO12D1097A		07/08/2014
Feed ⓘ	Atlas Copco	BMH8 102TH 14ft		3222 1210 91	AVO12F1318		07/08/2014

## 8.2. Adding spare rock drills

In some drilling machine sales, extra rock drill is sometime included in the deal. This means the customer will receive a loose rock drill as an additional to the one attached on the machine. MRS would like to keep track of this and to make sure this information is updated in Machines Online database.

When Customer Center is arranging this type of transaction, it is their responsibility to ensure the machine card in Machine Online is updated through the following process.

Search for the machine and enter the machine card then click on button "Sub equipment".

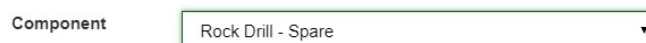


Once in, search for the Drilling System and click on button "+Add Component", the button displays on the same row as the system, were the component is, to the right side of the screen.



A pop up window will display

In the first field, drop down list please always select "Rock drill – spare"



Enter the rest of the information for the Rock drill and click on

At the end the sub equipment card will look like this

Component	Supplier	Type	Comments	Epiroc Part No	S/N	Date of manufacturing	Date of first use
Rock Drill - COP	Atlas Copco	COP3060ME-T6010		8311 1262 24	AVO15D535B		Commissioning date
Feed Motor	Atlas Copco	MS18-2-111-F12-2A50-5EFJ		3222 3388 13	R1X1076138001		Commissioning date
RHS - Rod Handling System	Atlas Copco	RHS 102			X		Commissioning date
ECL retur	Atlas Copco				X		Commissioning date
Drill Steel Support		AUTO RHS			X		Commissioning date
Rock Drill - Spare	Epiroc	COP3060ME-T6010			AVO15D689B		Commissioning date

If you have any further questions about product related please contact Indrawan Sukarya – Product Manager for Rock drills and parts.

### 8.3. Export machine data

Once inside a machine card you will see button in the upper right corner

Machine and sub equipment data will be exported to Excel.

**NOTE:** All filters the user is authorize to see will be exported as columns, except: machine running hours last updated date, machine running hour type and machine running hour value.

### 9. Move status of a machine

Every machine is in a certain registration status to provide a better view on where the machine is:

- **Shipped** - Machine shipped to Customer Center
- **Customer Center Received** - Machine received at Customer Center
- **Customer Center Shipped** - Machine shipped to customer by Customer Center
- **External Received** - Machine received at customer
- **Commissioned** - Machine in use at customer. The commissioning day represents the start of the warranty period.

When a machine moves the status needs to be updated in MOL.

Go inside the machine card and click on “Move status” tab, between Details and Sub equipment.

Machine card

CNN008210 {1111100351} DM30 II LP (Shipped)

Export machine data | Advanced search

Details | **Move status** | Sub equipment | History

General data

Serial number	CNN008210
Machine item number	1111100351
Manufacturing number	CNN
Structure number	DM30II
Manufacturing date	19/11/2017
Model	DM30 II LP
Product line/Machine type	Mid Range Blasthole Drill Rigs
Manufacturing fam code	CNN
Customer center fam code	ARO
Registration status	Shipped
Brand	Atlas Copco

Machine location

Worksite name: \*\* Unassigned Fleet \*\*

Service

Service agreement: No  
Parts agreement: No

Attachments

We are sorry, no attachments are present for this machine.

Transfer to another CC fam code

Transfer to another Customer Center FAM code within your user linkage

Machine running hours

We are sorry, no running hours are registered for this machine.

Certificates

We are sorry, no certificates are present for this machine.

Now it is possible to move the registration status from Shipped all the way to Commission, and all in registration statuses in between.

Move status

CNN008210 - 1111100351

Shipped | Customer center received | Customer center shipped | External received | Commissioned | Decommissioned

Machine registration status

Status date

Please select

- Please select
- Customer center received
- Customer center shipped
- External received
- Commissioned**

Back to machine | Save

Due to IFRS15 international law we strongly request you to enter the following dates correctly:

- Customer Center Received Date
- CC Shipped to E1 date
- Customer Received Date
- Commissioning date

## 9.1. Move from Shipped to Customer Center Received status

Move status ← Back

CNN008210 - 1111100351

Shipped
Customer center received
Customer center shipped
External received
Commissioned
Decommissioned

---

CNN008210 - 1111100351

Machine registration status ▼

Please select

Customer center received

Customer center shipped

External received

Commissioned

Status date ← Back to machine Save

Move status ← Back

CNN008210 - 1111100351

Shipped
Customer center received
Customer center shipped
External received
Commissioned
Decommissioned

---

CNN008210 - 1111100351

Machine registration status ▼

Customer center received

Status date ← Back to machine Save

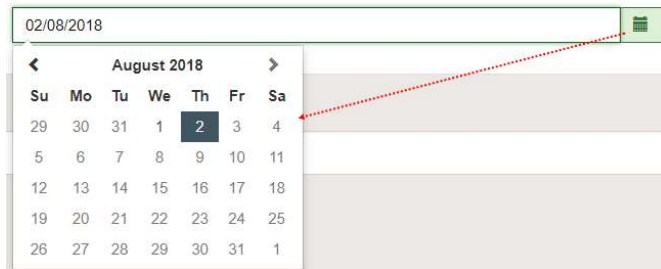
To move the machine from status Shipped to Customer Center Received enter the Customer Center Receipt date in the Status date field.

By default, the date field is always “today’s” date.  
Choosing the date can be done in different ways:

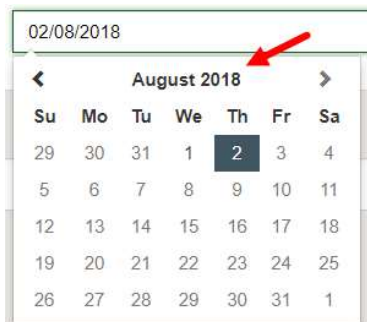
- The date can be copy from other programs or from MOL and paste in the box. Then select behind the date and the calendar will appear. Now the correct date can be set in the calendar.
- The date can also be set by using the calendar when clicking in the icon.

02/08/2018 ← Back to machine Save

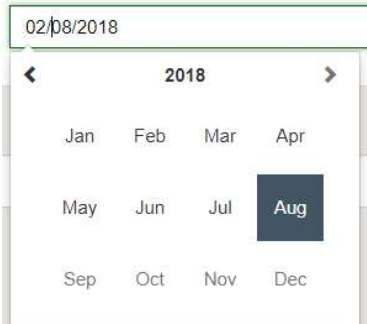
The calendar will display



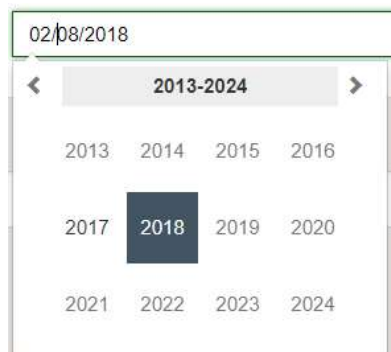
When clicking on the month, year



The months will appear of this year



When the year is selected, an array of years will appear.





When you have the correct date selected then click on “Save”

The machine will move to next registration status.

## 9.2. Move from Customer Center Received to Customer Center Shipped

Go inside the machine card and click on “Move status” tab, between Details and Sub equipment.

You have here the possibility to select a new customer from the drop down or by searching, also you will be able to modify address information or other customer information, can delete customer address and customer, can create a new customer.

Please keep in mind that if your Customer Center uses Shop Online we recommend that you web enable the customer, this way you will have the customer available in the dropdown in MOL and customer information will be pull from ERP.

To select a customer you should follow this step in this order:

1. Search for the customer from the drop down list, select if found check the address you can select other addresses. You can also search for customer by typing customer name or number.

2. If not found then you can:

- a. If possible, web enable customer in ERP, the next day customer will be available in MOL drop down.
- b. Create a new customer:  
Click on “+ New” button by Customer field

Change customer

Customer  + New Edit Delete

A pop up window will display

Create new customer ×

Customer name

Customer number

No, do nothing Save

Write the customer name and number then “Save”.

Click on “+ New” button by Delivery address field

Delivery address  + New Edit Delete

A pop up window will display

Create new address ×

Address

Address two

Postal code

City

Country

No, do nothing Save

Enter the customer address information some fields are mandatory.

Create new address ✕

Address   
This field is required

Address two

Postal code

City   
This field is required

Country   
This field is required

Once all the information is entered click on button 'Save'.

**NOTE:** If you select any of the following countries: Australia, Canada, China or United States then "State/Province" mandatory field will display:

Create new address ✕

Address   
This field is required

Address two

Postal code

City   
This field is required

Country

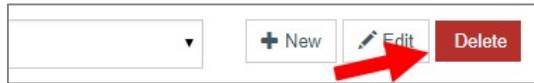
State/Province   
This field is required

Enter all the information and click on “Save”.

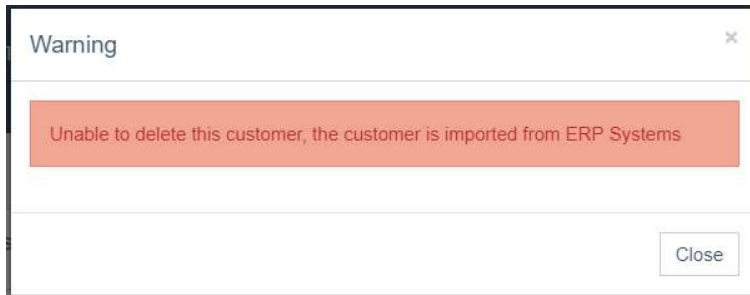
The machine will then be link to this customer and no longer belong to previous customer.

You are also able to delete customers, but keep in mind that all the information will be remove and it will not be possible to retrieve.

To delete a customer you can do so from the Change customer screen by clicking on “Delete”



To get to this screen all you need to do is click on “Edit” in the Customer box in the machine card view. You can also delete a customer from the Recommission machine screen, when you click Move status on a registration status Decommissioned machine card.



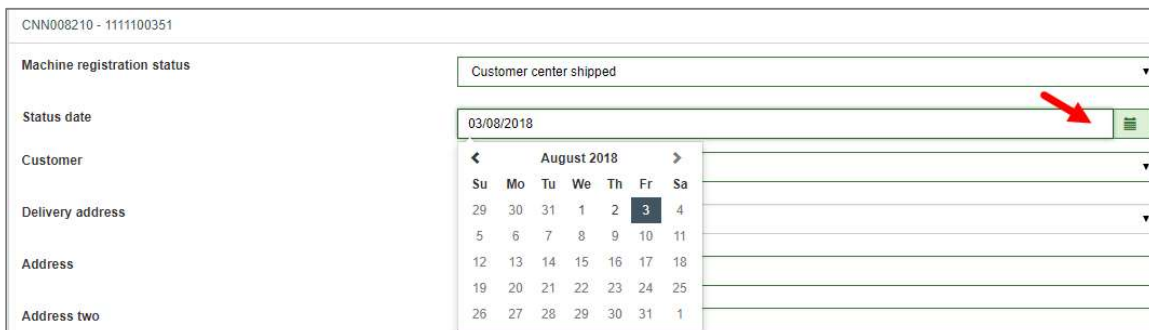
**NOTE:** *If customer is coming from ERP system, it will not be possible to delete in MOL. For this customer not to display in MOL you need to web unable it in the ERP system, it takes a day for this changes to reflect in MOL.*

**NOTE:** *If customer is linked to another machine card then it will not be possible to delete it, to know which machine cards this Customer is linked then use Advanced search functionality.*

Once customer is selected then you will need to select Machine country located



When all the fields are populated make sure you also selected the Shipped to external date



Go ahead and Save

### 9.3. Move from Customer Center Shipped to External Received status

Go inside the machine card and click on “Move status” tab, between Details and Sub equipment.

Select External Received status

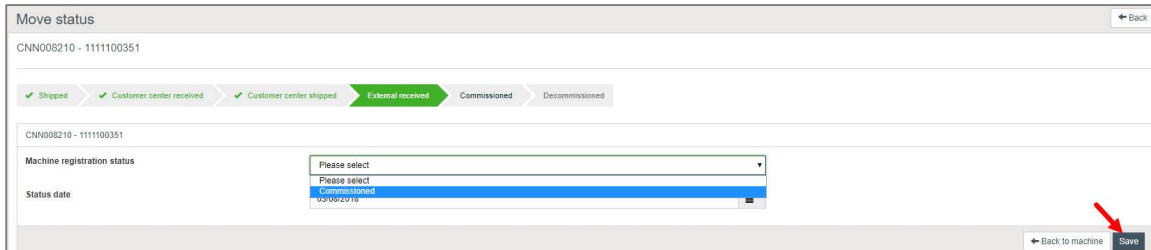
Select E1 (Customer) receipt date in the same way as mentioned above. This is the date the machine arrived at the customer.

When the date has been selected the date click “Save” to move the machine.

## 9.4. Move from External Received to Commissioned status

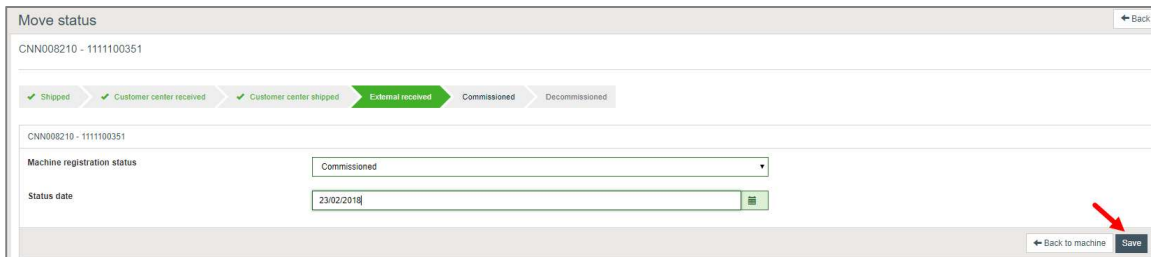
Go inside the machine card and click on “Move status” tab, between Details and Sub equipment.

Select Commissioned status



The screenshot shows the 'Move status' form for machine ID CNN008210 - 1111100351. The progress bar indicates the current status is 'External received'. The 'Machine registration status' dropdown menu is open, showing options: 'Please select', 'Please select', 'Commissioned', and '02/02/2018'. A red arrow points to the 'Save' button at the bottom right.

Select the commissioning date of the machine in the same way as mentioned above. The commissioning date is the most important date and needs to be accurate. This is the date that the machine has been started up.



The screenshot shows the 'Move status' form for machine ID CNN008210 - 1111100351. The progress bar indicates the current status is 'External received'. The 'Machine registration status' dropdown menu is set to 'Commissioned'. The 'Status date' field contains the date '23/02/2018'. A red arrow points to the 'Save' button at the bottom right.

Once this date is entered then click the “Save” button and machine will be moved to Commissioned registration status.

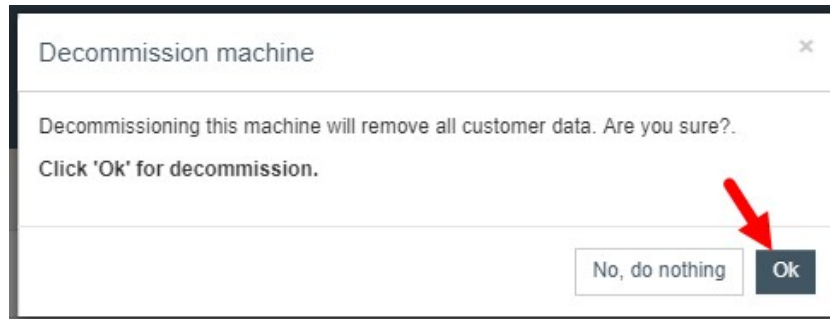
**NOTE:** *The commissioning date cannot be corrected or modified. If it need to be change then a mail needs to be send to MOL program manager.*

## 9.5. Move from Commissioned to Decommissioning status

Go inside the machine card and click on “Move status” tab, between Details and Sub equipment.



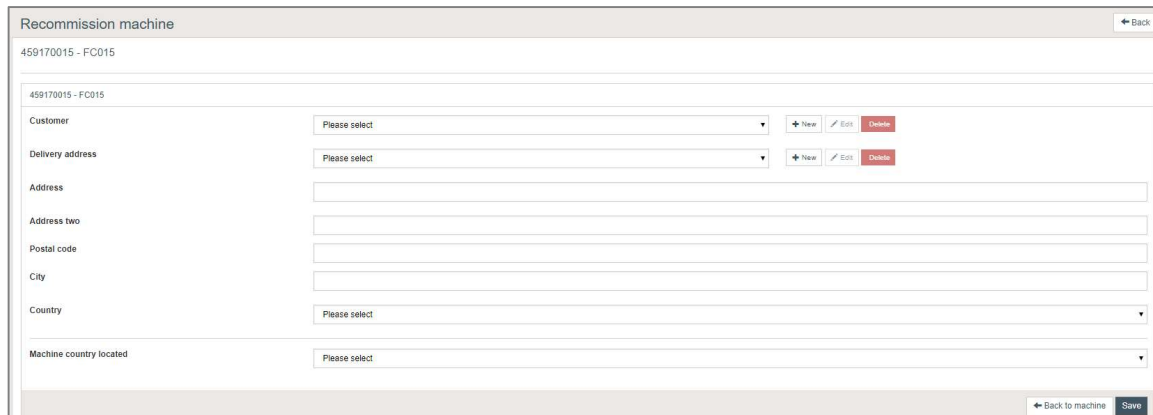
At this point a pop up window will appear.



If accepted the machine will go to Decommissioned status.

## 9.6. Move from Decommissioned to Commissioned status

Go inside the machine card and click on “Move status” tab, between Details and Sub equipment.



You have here the possibility to select a new customer from the drop down, also you will be able to modify address information or other customer information, can delete customer address and customer, can create a new customer.

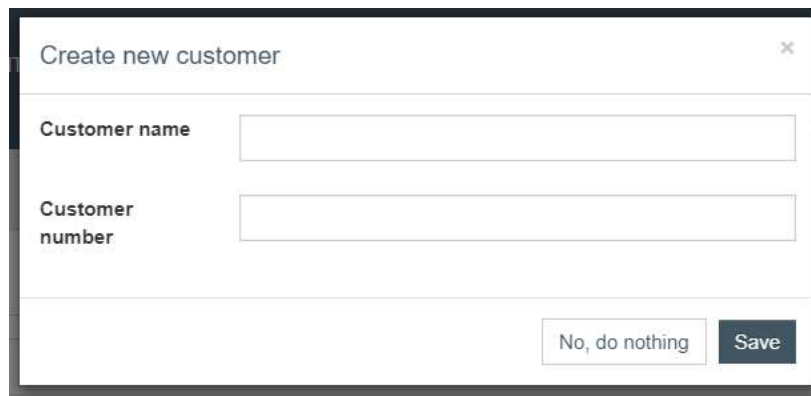
Please keep in mind that if your Customer Center uses Shop Online we recommend that you web enable the customer, this way you will have the customer available in the dropdown in MOL and customer information will be pull from ERP.

To select a customer you should follow this step in this order:

1. Search for the customer in the drop down list, select if found check the address you can select other addresses.
2. If not found then you can:
  - a. If possible, web enable customer in ERP, the next day customer will be available in MOL drop down.
  - b. Create a new customer:  
Click on “+ New” button by Customer field



A pop up window will display



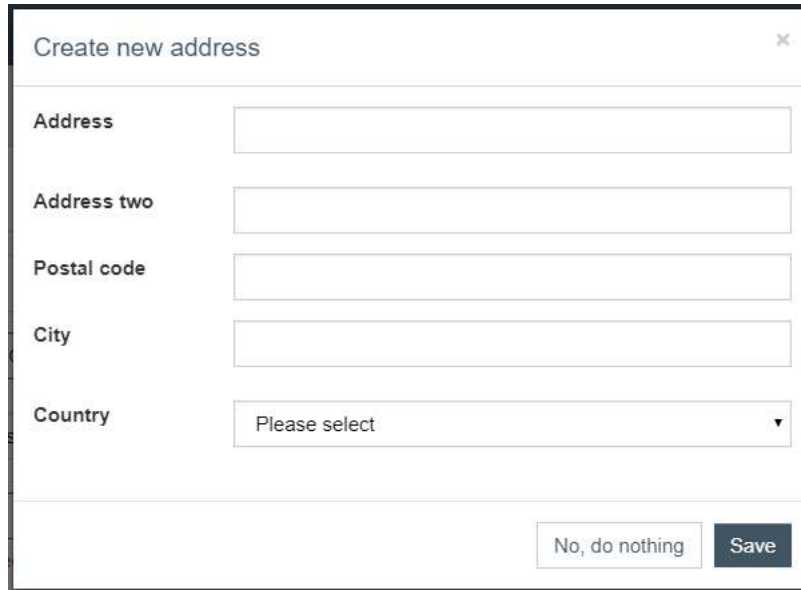
Write the customer name and number then “Save”.

Click on “+ New” button by Delivery address field



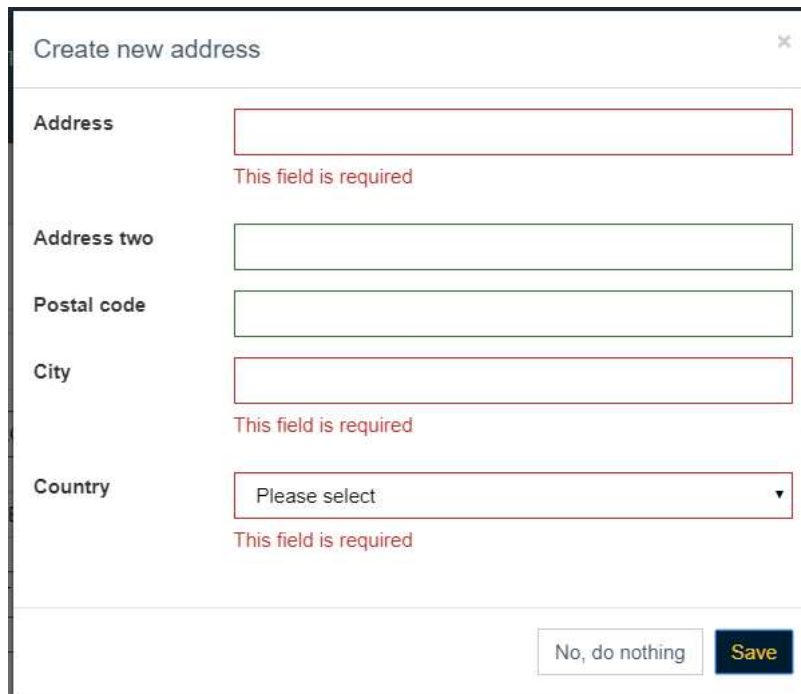
A pop up window will display





The screenshot shows a 'Create new address' dialog box with the following fields: Address, Address two, Postal code, City, and Country. The Country field is a dropdown menu currently showing 'Please select'. At the bottom right, there are two buttons: 'No, do nothing' and 'Save'.

Enter the customer address information some fields are mandatory.



The screenshot shows the same 'Create new address' dialog box, but with red error messages below the Address, City, and Country fields: 'This field is required'. The 'Save' button is now highlighted in blue.

Once all the information is entered click on button 'Save'.

**NOTE:** If you select any of the following countries: Australia, Canada, China or United States then "State/Province" mandatory field will display:

Create new address ✕

Address   
This field is required

Address two

Postal code

City   
This field is required

Country

State/Province   
This field is required

Enter all the information and click on “Save”.  
The machine will then be link to this customer and no longer belong to previous customer.

You are also able to delete customers, but keep in mind that all the information will be remove and it will not be possible to retrieve.

To delete a customer you can do so from the Change customer screen by clicking on “Delete”



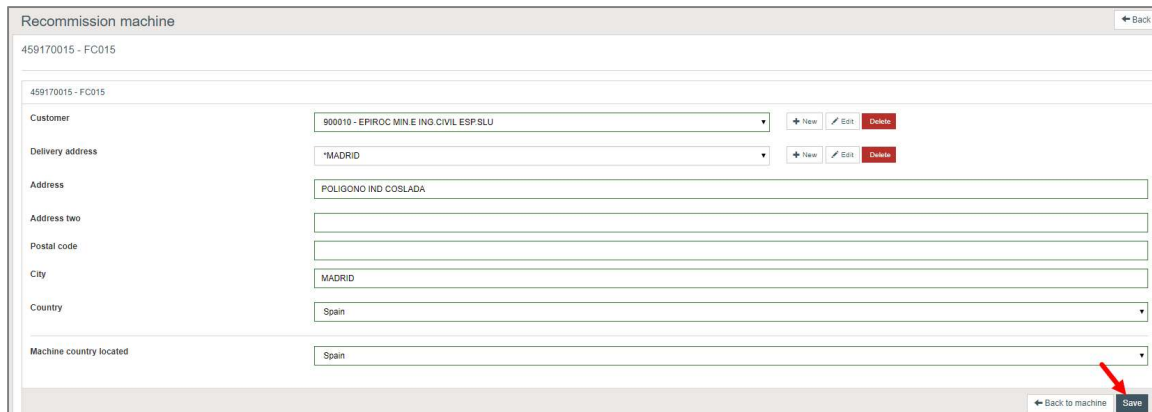
To get to this screen all you need to do is click on “Edit” in the Customer box in the machine card view. You can also delete a customer from the Recommission machine screen, when you click Move status on a registration status Decommissioned machine card.



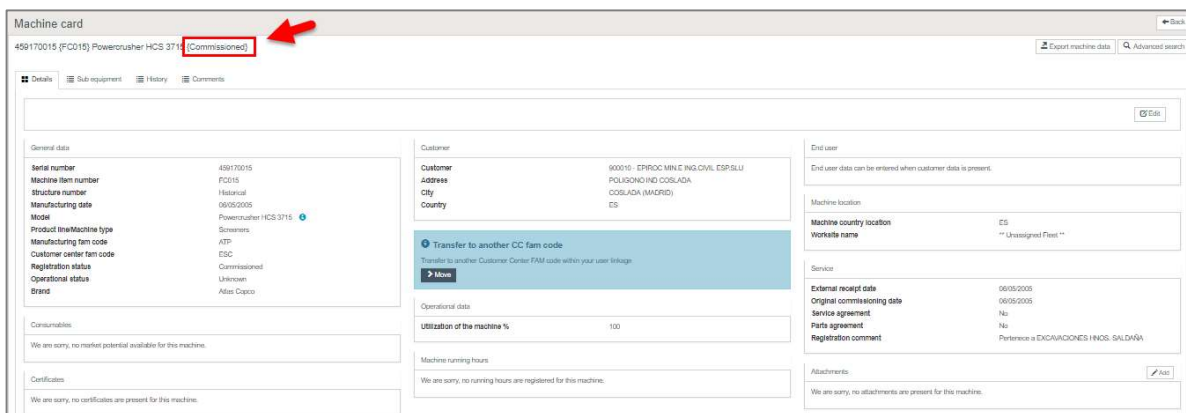
**NOTE:** If customer is coming from ERP system, it will not be possible to delete in MOL. For this customer not to display in MOL you need to web unable it in the ERP system, it takes a day for this changes to reflect in MOL.

**NOTE:** If customer is linked to another machine card then it will not be possible to delete it, to know which machine cards this Customer is linked then use Advanced search functionality.

Once customer is selected then click on “Save”

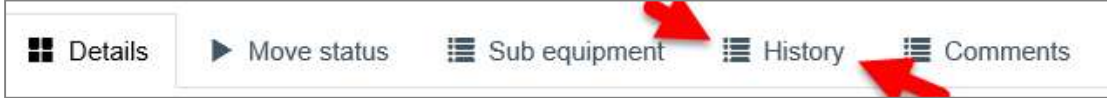


The machine will then be in Commissioned status again.



## 10. View Machine History

From inside a machine card,



click on the tab "History" to view the following historical information about the selected machine and also all the dates related to the machine registration status history :

- **Date** – Day that the move/change took place
- **User** – Application or username of the person who made the move/change
- **Event** – Short description of the change/modification
- **Details** – Details of the move/change and other system information

Machine card

21166 [57578700] TH60 (Commissioned) Export machine data Advanced search

Details Sub equipment **History** Comments

History overview

Date	User	Event	Details
17/02/2009	RossGjerde	Status changed	Status changed from 'Shipped' to 'Shipped'
17/02/2009	RossGjerde	Transfer to new CC	User: Ross Gjerde (RossGjerde) completed transfer to CC ARO - Atlas Copco Construction Mining Technique USA LLC
17/02/2009	RossGjerde	Status changed	Status changed from 'Shipped' to 'Customer/Center/Received'
17/02/2009	RossGjerde	Customer added to the machine	Machine has been shipped to Customer: 852517 From Customer Center: ARO
17/02/2009	RossGjerde	Status changed	Status is changed to: Customer/Center/ Shipped
17/02/2009	RossGjerde	Status changed	Status is changed to: External/Received
17/02/2009	RossGjerde	Commissioned	Status is changed to: Commissioned
26/02/2010	JenneHowell	Status changed	Status changed from 'Commissioned' to 'Commissioned'
26/02/2010	JenneHowell	Customer added to the machine	Customer changed from 852517 - HANSON WELL DRLG AND PUMP CO to 852503 - HANSEN DRILLING
26/02/2010	JenneHowell	Customer added to the machine	User: Jenne Howell (JenneHowell) completed transfer to customer 852503 - HANSEN DRILLING
25/02/2013	LogicaPC	Machine updated	Changed customer: to 600112-ATLAS COPCO - SACRAMENTO: Primeportal: #2500.
15/04/2015	CGI	Machine updated	Updated TYPE_OF_RUNNING_HOURS[Engine Hours]: Primeportal: 2884.
22/12/2015	FleetSync	Machine updated	Updated Diesel Engine Hours
14/03/2017	ShaneDunn	Machine updated	Updated Used/Shift/Hours/Hours/Position/Shift/Field

Machine registration status history

Product company shipped date	26/07/2007
Customer center receipt date	07/04/2008
Shipped to external date	07/04/2008
External receipt date	07/04/2008
Original commissioning date	07/04/2008
Status date	17/02/2009
WOL trigger date	18/01/2018
Last updated date	18/01/2018

On the right side box Machine registration status history displays with all the dates relevant to the machine.

## 11. Comment

**New tab ONLY visible for Epiroc users.** Product Company can add comments but will only be visible for Product Company users. Customer Centers can add comments and the will be visible for Product Company and Customer Center users. This is a free text field user that adds a comment will be able to edit it and delete it.

## 12. Print Machine Information

We have removed the Print button on the machine card, now to be able to print the machine card please use the printing function on your web browser.

If you want to print the machine card then click on the printing option in the web browser, if you want to print the Sub equipment card then once on it click on the printing option in your browser.

## 13. Profile page

On the MOL home page the user ID is visible in the top right corner. When it's clicked on the user personal profile page will open.




On this page following information is available:


- Login name
- Email address
- “My saved search criterias” - Filters
- Active profiles (includes linkage and roles)

Name	Last updated date
ROC D7 Comm	03/08/2018

Linkage	Roles						
<table border="1"><thead><tr><th>CC fam code</th><th>Customer center name</th><th>Country</th></tr></thead><tbody><tr><td>ESC</td><td>EPIROC MINERIA E INGENIERIA CIVIL ESPAÑA S.L.U.</td><td>Spain</td></tr></tbody></table>	CC fam code	Customer center name	Country	ESC	EPIROC MINERIA E INGENIERIA CIVIL ESPAÑA S.L.U.	Spain	<ul style="list-style-type: none"><li>CC user account admin</li><li>CC fleet manager</li><li>MOL viewer</li></ul>
CC fam code	Customer center name	Country					
ESC	EPIROC MINERIA E INGENIERIA CIVIL ESPAÑA S.L.U.	Spain					

In this screen you will be able to manage your saved searches, to do so click on “Edit” on the box “My saved search criterias”

My saved search criterias 

Name	Last updated date
 ROC D7 Comm	03/08/2018


Then the box will look like this


My saved search criterias





You can directly modify the name of the filter and “Save”

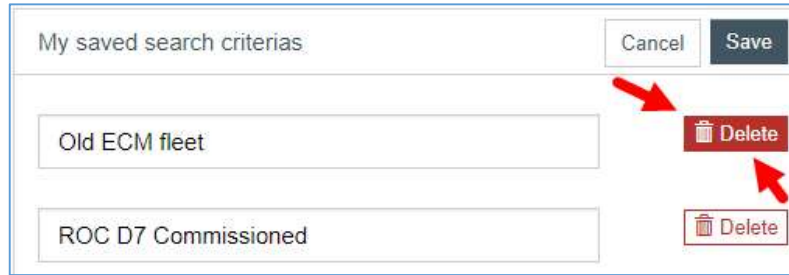
My saved search criterias



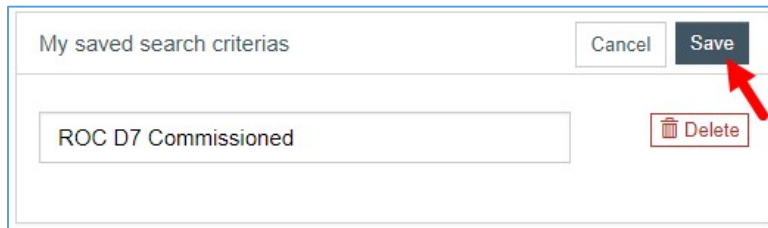
My saved search criterias 

Name	Last updated date
 ROC D7 Commissioned	03/08/2018

If you want to delete the filter then Click on Edit again in the “My saved search criterias” box, click on the button  besides the saved filter you want to remove



Then click on "Save"



User defined filter is deleted, click on "Save" then it will be removed and if you don't want to click on "Cancel" you will go back to the User profile page and the filter will displays.

**NOTE:** If you have any question about Machines Online application ask your CC MOL Local Fleet Manager or send a mail to [MRS\\_Global\\_Fleet\\_Management@epiroc.com](mailto:MRS_Global_Fleet_Management@epiroc.com).