



SHIPNET
MARITIME ERP

ShipNet Support **WebDesk**

(<http://support.shipnet.no/>)

November 2011

Improving Business Processes
www.shipnet.no

User Guide: Customer view

November 2011

Version: 2

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Introduction

Welcome to the ShipNet WebDesk – your window to the latest updates on your ShipNet (SN) support cases and more.

This User Guide provides a brief overview of the SN WebDesk, its functionalities and what is new.

At SN Support, we are consolidating our multiple support platforms to ONE platform, i.e. we are moving from the current ECQ and JIRA platforms to our new ShipNet Support platform on Salesforce – a well-established cloud based service enabling you to create and view support cases via your browser. More information on Salesforce is available at www.salesforce.com.

How does this benefit you?

- 1) This will ensure that all your support issues are created, tracked and resolved at one place – ShipNet Support on Salesforce platform
- 2) Through the ShipNet WebDesk (the customer facing portal on this platform), you are instantly updated on your support cases while providing you a complete overview of your support cases across our entire product range. This helps minimise the possibility of your cases ‘falling through the gaps’ if support is related to Classic and Fleet products.
- 3) ShipNet can focus our resources and effort on this one platform which will improve process efficiency and minimise effort duplication

It is our endeavour, at SN WebDesk, to provide you a much improved ShipNet support service. Your valuable response and engagement can only help it become better.

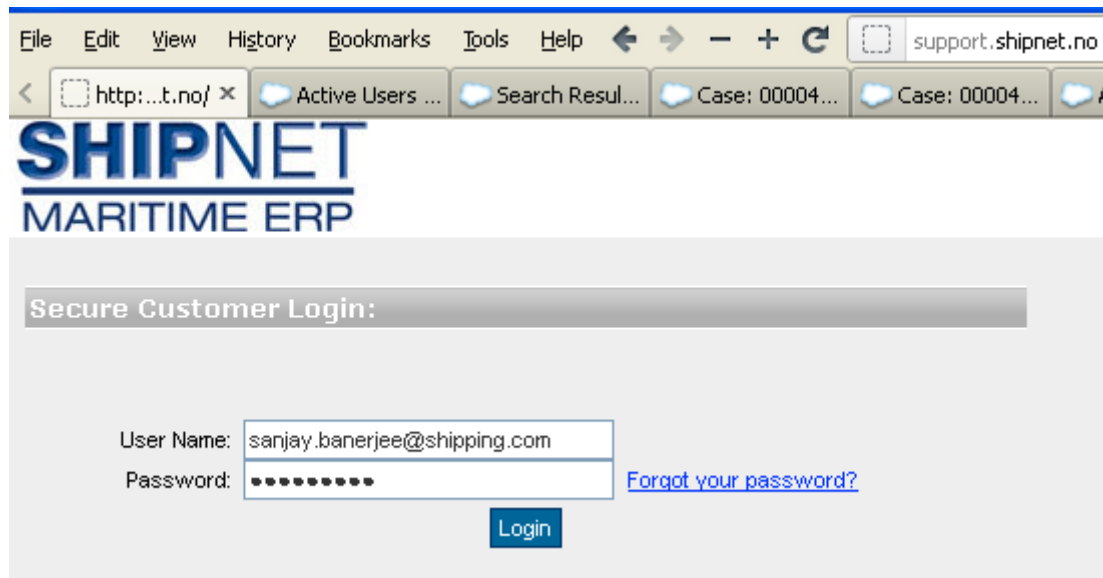
How does ShipNet WebDesk fit into the ShipNet Support system?

Our customers can access ShipNet Support through the following channels, i.e. customers can create a new support case or query by contacting ShipNet as below:

- 1) SN WebDesk: Customers are encouraged to create new cases/queries online at web address <http://support.shipnet.no/> where they can get complete overview and control of all their support cases.
- 2) Telephone and Email: Call or send an email to our HelpDesk (helpdesk@shipnet.no) and our support team will help create the new support case for you

SN WebDesk: Access and Login

To access SN WebDesk, go to <http://support.shipnet.no/> . It is advisable that you bookmark this web address on your browser.



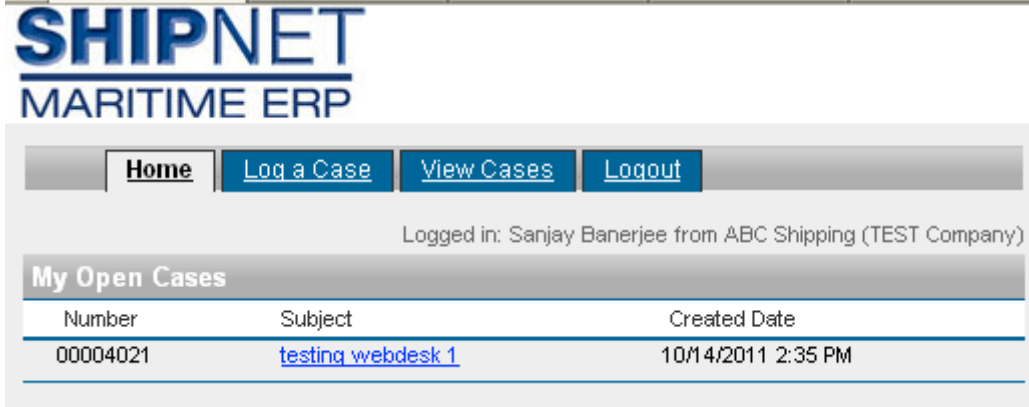
The screenshot shows a browser window with the address bar containing support.shipnet.no. The browser's menu bar includes File, Edit, View, History, Bookmarks, Tools, and Help. Below the menu bar, there are several tabs: [http://...t.no/](#), [Active Users ...](#), [Search Resul...](#), [Case: 00004...](#), and [Case: 00004...](#). The main content area displays the SHIPNET MARITIME ERP logo. Below the logo, there is a section titled "Secure Customer Login:" with a light gray background. This section contains two input fields: "User Name:" with the value `sanjay.banerjee@shipping.com` and "Password:" with a masked password of ten dots. To the right of the password field is a blue link labeled "Forgot your password?". Below the input fields is a blue "Login" button.

To view your customer space (and cases) on the WebDesk, you will have been provided by ShipNet HelpDesk with a user id and password. If you haven't received same, please contact the ShipNet HelpDesk at helpdesk@shipnet.no

Enter your user id and password, click on the "Login" button and you enter your support space on the SN WebDesk.

SN WebDesk: Home page

The arrangement within the SN WebDesk is very simple and clean, i.e. the Home page provides you an overview of all the cases you (or your company) has created. By default, the Home page shows you a list of all your support cases which are currently open.



SHIPNET
MARITIME ERP

Home Log a Case View Cases Logout

Logged in: Sanjay Banerjee from ABC Shipping (TEST Company)

My Open Cases

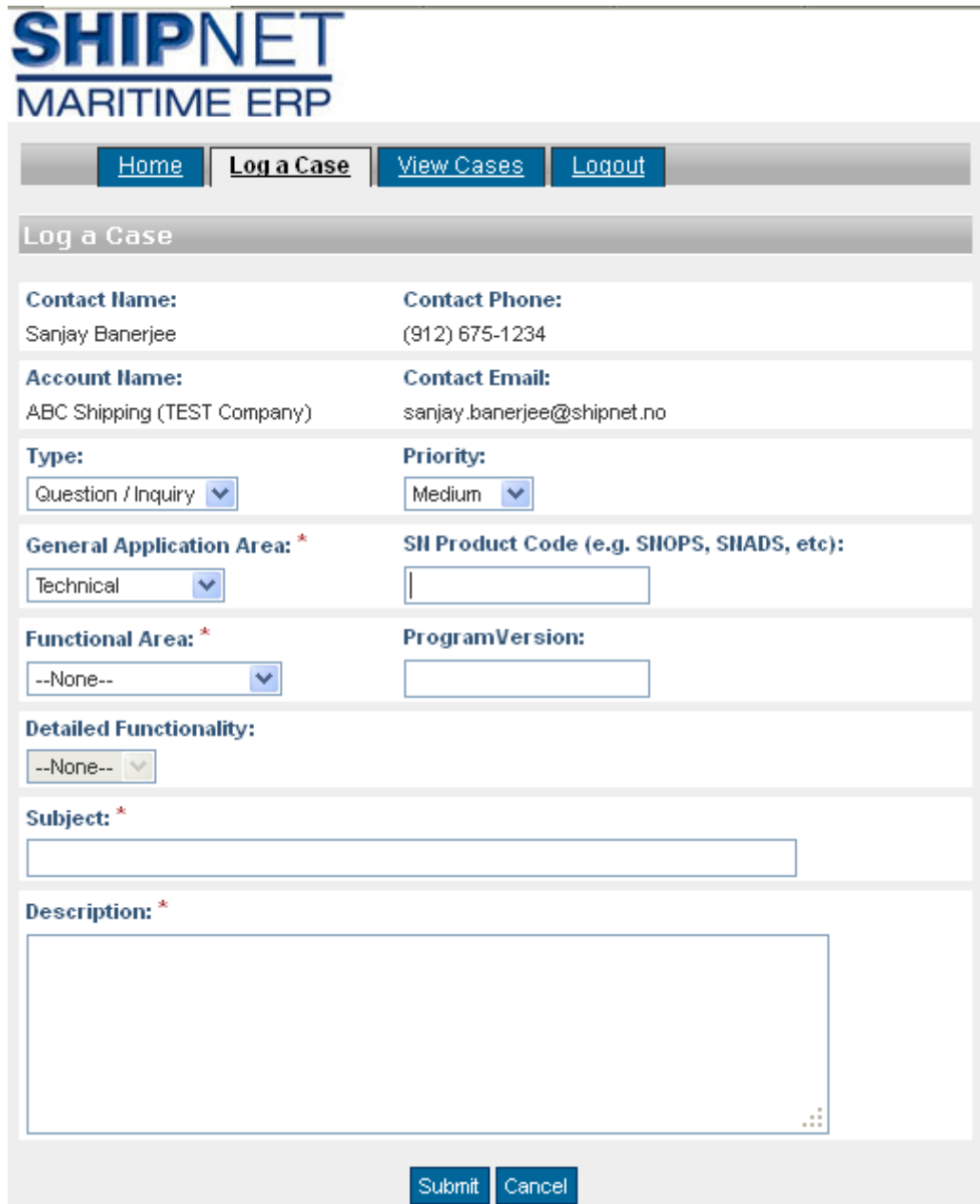
| Number | Subject | Created Date |
|----------|-----------------------------------|--------------------|
| 00004021 | testing webdesk 1 | 10/14/2011 2:35 PM |

The Home page also contains other support tabs to help you

- log or create a new case
- view your cases

SN WebDesk: Log a Case

You can log or create a new support case by clicking on the “Log a Case” tab.



SHIPNET
MARITIME ERP

Home | **Log a Case** | View Cases | Logout

Log a Case

Contact Name: Sanjay Banerjee **Contact Phone:** (912) 675-1234

Account Name: ABC Shipping (TEST Company) **Contact Email:** sanjay.banerjee@shipnet.no

Type: Question / Inquiry **Priority:** Medium

General Application Area: * Technical **SH Product Code (e.g. SHOPS, SHADS, etc):**

Functional Area: * --None-- **Program Version:**

Detailed Functionality: --None--

Subject: *

Description: *

Submit | Cancel

Standard information such as your (contact) name, your details and associated company (account) name are automatically filled in when logging a new case.

You need to fill in following fields for this case:

- 1) Type : Is this case a bug, query or change request?
- 2) Priority : Default priority is Medium. If the issue is a showstopper, e.g. system shutdown, then you should assign the priority as Critical.

It is vital and mandatory that you fill in the following fields when logging a case as it will help us identify the product area and version to enable us to provide you a resolution faster:

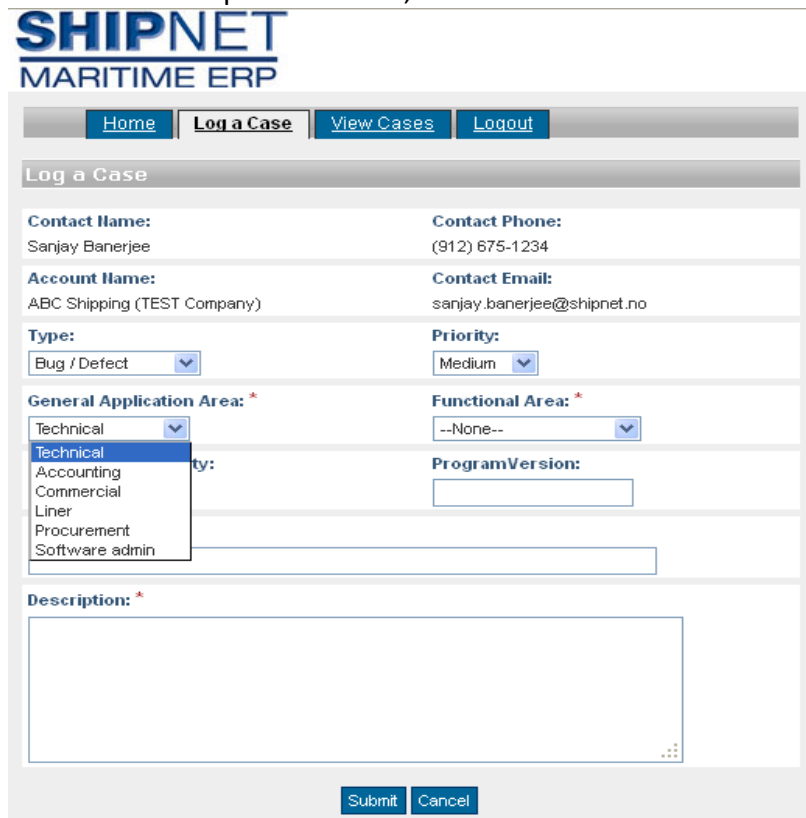
- 3) General Application Area
- 4) Functional Area
- 5) Detailed Functionality
- 6) Program Version
- 7) Subject
- 8) Description

You also have the option of entering the ShipNet Product Code, e.g. SNOPS, SNADS, SNIOS if you know same:

- 9) SN Product Code

General Application Area is the list of our product areas, viz:

- Technical (Fleet Management)
- Accounting (e.g. SNACS)
- Commercial (e.g. SNIOS, SNOPS)
- Liner (e.g. SNABS, SNECS)
- Procurement (e.g. SNAPS)
- Software admin (e.g. SN software menu items)



The screenshot shows the 'Log a Case' form in the SHIPNET MARITIME ERP system. The form is titled 'Log a Case' and has a navigation bar with 'Home', 'Log a Case', 'View Cases', and 'Logout' buttons. The form fields are as follows:

- Contact Name:** Sanjay Banerjee
- Contact Phone:** (912) 675-1234
- Account Name:** ABC Shipping (TEST Company)
- Contact Email:** sanjay.banerjee@shipnet.no
- Type:** Bug / Defect (dropdown)
- Priority:** Medium (dropdown)
- General Application Area:** Technical (dropdown menu is open, showing options: Technical, Accounting, Commercial, Liner, Procurement, Software admin)
- Functional Area:** --None-- (dropdown)
- Program Version:** (text input)
- Description:** (text area)

At the bottom of the form are 'Submit' and 'Cancel' buttons.

This field is used as Level 1 of SN product, i.e. high level categorization of products

Functional Area:

With “Functional Area”, we have tried to rationalize the nature of ShipNet support issues into standard categories such as:

- Processes
- Registers
- Configuration
- Integration
- Transfers
- Reports

This field is linked to the options in “General Application Area” field. This field basically tries to identify which part of the SN software you are having an issue with, i.e. if you select “Commercial” in General Application Area, then we get the Functional Area options as shown to the right.

Most Commercial issues can be identified with Commercial Processes.

The screenshot shows the 'Log a Case' form in the SHIPNET MARITIME ERP system. The form is titled 'Log a Case' and has a navigation bar with 'Home', 'Log a Case', 'View Cases', and 'Logout' buttons. The form fields are as follows:

- Contact Name:** Sanjay Banerjee
- Contact Phone:** (912) 675-1234
- Account Name:** ABC Shipping (TEST Company)
- Contact Email:** sanjay.banerjee@shipnet.no
- Type:** Bug / Defect
- Priority:** Medium
- General Application Area:** Commercial
- Detailed Functionality:** --None--
- Subject:** (empty)
- Description:** (empty text area)

The 'Functional Area' dropdown menu is open, showing the following options:

- None--
- Chartering Registers
- Commercial Configuration
- Commercial Integration
- Commercial Transfers
- Commercial Processes** (highlighted)
- Commercial Reports
- Commercial System Management
- Operational Registers

At the bottom of the form, there are 'Submit' and 'Cancel' buttons.

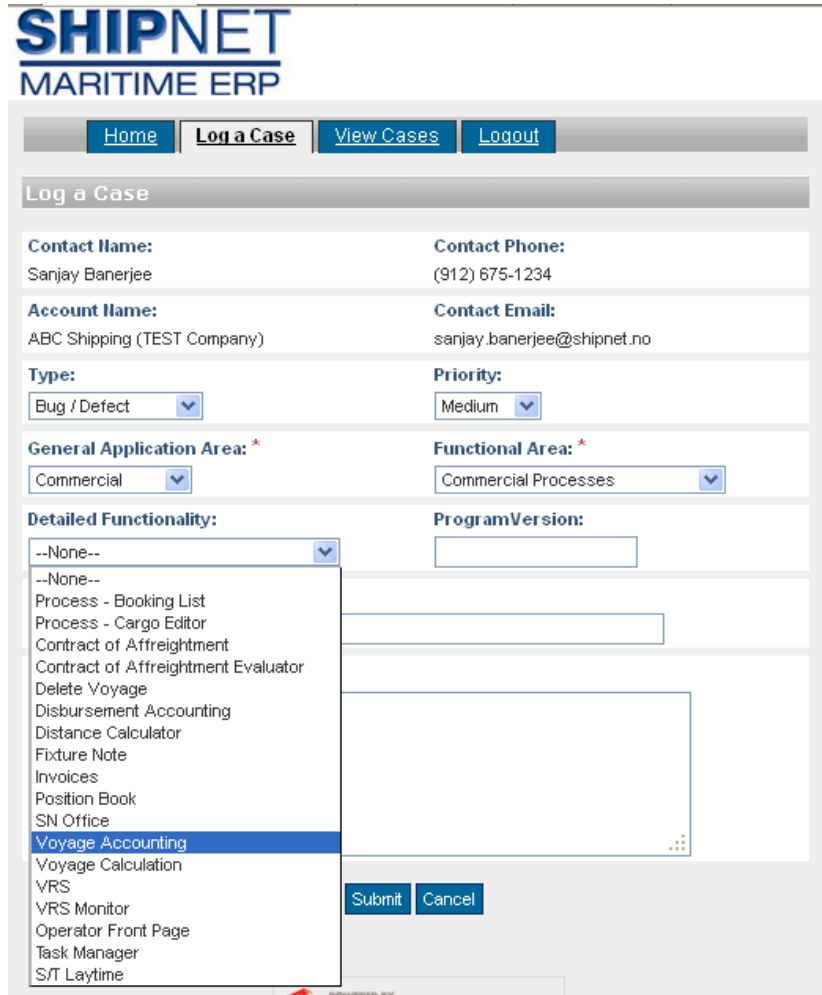
This field is used as Level 2 of SN product, i.e. digging deeper into the nature of the issue, whether it is Process related, Register related, etc.

Detailed Functionality:

This level allows you to pin-point the sub-module in which you are experiencing the issue.

This field is linked to the options in “Functional Area” field. E.g. if you select “Commercial Processes” under Functional Area, then we get the Detailed Functionality options as shown to the right.

Most Commercial issues can be identified with Commercial Processes.



The screenshot shows the 'Log a Case' form in the SHIPNET MARITIME ERP system. The form is titled 'Log a Case' and has a navigation bar with 'Home', 'Log a Case', 'View Cases', and 'Logout' buttons. The form fields are as follows:

- Contact Name:** Sanjay Banerjee
- Contact Phone:** (912) 675-1234
- Account Name:** ABC Shipping (TEST Company)
- Contact Email:** sanjay.banerjee@shipnet.no
- Type:** Bug / Defect
- Priority:** Medium
- General Application Area:** Commercial
- Functional Area:** Commercial Processes
- Detailed Functionality:** A dropdown menu is open, showing a list of options: --None--, Process - Booking List, Process - Cargo Editor, Contract of Affreightment, Contract of Affreightment Evaluator, Delete Voyage, Disbursement Accounting, Distance Calculator, Fixture Note, Invoices, Position Book, SN Office, Voyage Accounting (highlighted), Voyage Calculation, VRS, VRS Monitor, Operator Front Page, Task Manager, and S/T Laytime.
- Program Version:** (Empty text box)

At the bottom of the form, there are 'Submit' and 'Cancel' buttons. The footer of the page indicates 'POWERED BY'.

This field is used as Level 3 of SN product, i.e. where exactly is the issue occurring?

SN Product Code

In addition to providing information via the above lists, you can also type in the ShipNet Product Code such as SNICS, SNIOS, SNABS, if you are aware of same. This information could help us further isolate the issue or query you may have. This field is optional.

Once you click on "Submit" button, you will have created your support case which should look as below example:



Home
Log a Case
View Cases
Logout

Case 00004085

| | |
|---|---|
| Contact Name: Sanjay Banerjee | Contact Phone: (912) 675-1234 |
| Account Name: ABC Shipping (TEST Company) | Contact Email: sanjay.banerjee@shipnet.no |
| Case Number: 00004085 | Type: Bug / Defect |
| General Application Area: Commercial | Priority: Medium |
| Functional Area: Commercial Processes | SII Product Code (e.g. SHOPS, SHADS, etc): |
| Detailed Functionality: Voyage Accounting | Program Version: 11.2.6.0 |
| | Status: Open |
| Date/Time Opened: 11/21/2011 7:36 PM | Reason for Close: |
| Date/Time Closed: | |
| Subject: Test case for Voyage Accounts | |
| Description: test case for Voy Acc - we seem to have an issue in Voy Accounting. 1) The error is described as below 2) We carried out following steps to get to this error 3) Attached is a screenshot of the error 4) Software Version number is provided Please help resolve this asap | |

Add Comment
Add Attachment

Related Attachments

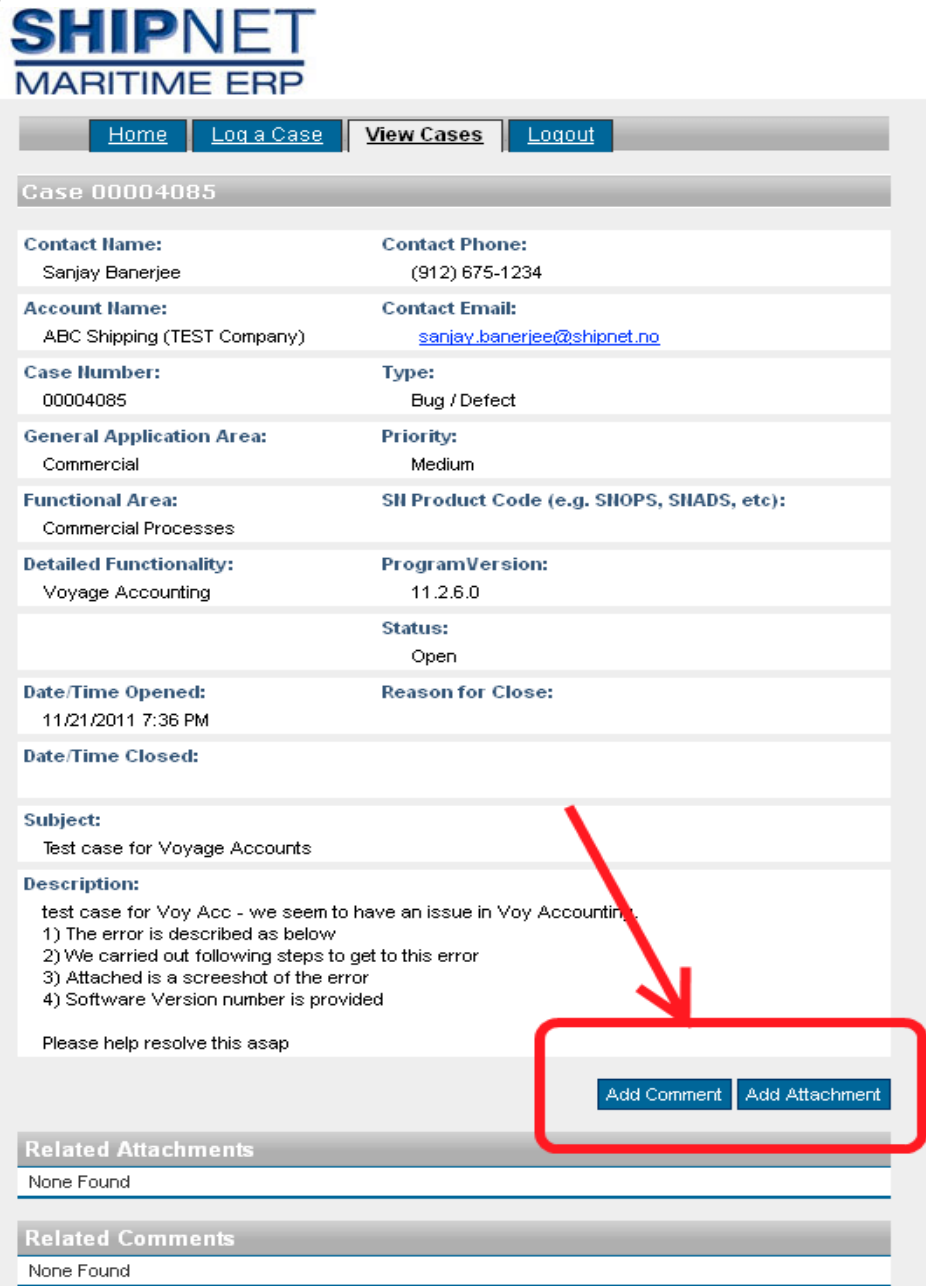
None Found

Related Comments

None Found

SN WebDesk: Adding Comments and Attachments

After creating your support case, you can also add Attachments and/or additional comments to the case by clicking on the appropriate buttons on the Case page, as highlighted in red below.



SHIPNET
MARITIME ERP

Home | Log a Case | **View Cases** | Logout

Case 00004085

| | |
|---|---|
| Contact Name: Sanjay Banerjee | Contact Phone: (912) 675-1234 |
| Account Name: ABC Shipping (TEST Company) | Contact Email: sanjay.banerjee@shipnet.no |
| Case Number: 00004085 | Type: Bug / Defect |
| General Application Area: Commercial | Priority: Medium |
| Functional Area: Commercial Processes | SII Product Code (e.g. SHOPS, SHADS, etc): |
| Detailed Functionality: Voyage Accounting | Program Version: 11.2.6.0 |
| | Status: Open |
| Date/Time Opened: 11/21/2011 7:36 PM | Reason for Close: |
| Date/Time Closed: | |
| Subject: Test case for Voyage Accounts | |
| Description: test case for Voy Acc - we seem to have an issue in Voy Accounting. 1) The error is described as below 2) We carried out following steps to get to this error 3) Attached is a screenshot of the error 4) Software Version number is provided Please help resolve this asap | |

Add Comment **Add Attachment**

Related Attachments
None Found

Related Comments
None Found

The “Add Comment” button will take you to the page below.

The screenshot shows the SHIPNET MARITIME ERP interface. At the top, there is a navigation bar with buttons for Home, Log a Case, View Cases, and Logout. Below this is a section titled "Submit Comment". Underneath the title is a "Comment:" label followed by a text area containing the text "This is a test comment 1". At the bottom of the form, there are two buttons: "Submit" and "Cancel".

The “Add Attachment” button will take you to the page below where you can browse the file on your computer to attached and upload, as per instructions provided.

The screenshot shows the SHIPNET MARITIME ERP interface. At the top, there is a navigation bar with buttons for Home, Log a Case, View Cases, and Logout. Below this is a section titled "Attach File". The page contains three numbered instructions:

- 1. Select the File**
Type the path of the file or click the Browse button to find the file.
- 2. Click the "Attach File" button.**
Repeat steps 1 and 2 to attach multiple files.
(When the upload is complete the file information will appear below.)
- 3. Click the Done button to return to the previous page.**
(This will cancel an in-progress upload.)

Once you have uploaded or added new comment and/or attachments, they are visible in the Case page as shown below. Your comments and attachments are registered against the case; our support team is able to view them and we should be able to respond to you at the earliest.

Subject:
Test case for Voyage Accounts

Description:
test case for Voy Acc - we seem to have an issue in Voy Accounting.
1) The error is described as below
2) We carried out following steps to get to this error
3) Attached is a screenshot of the error
4) Software Version number is provided

Please help resolve this asap

[Add Comment](#)
[Add Attachment](#)

Related Attachments

| Attachment Name | Size | Last Modified |
|--|------|--------------------|
| Screen shot of Issue.png | 16KB | 11/23/2011 4:48 PM |

Related Comments

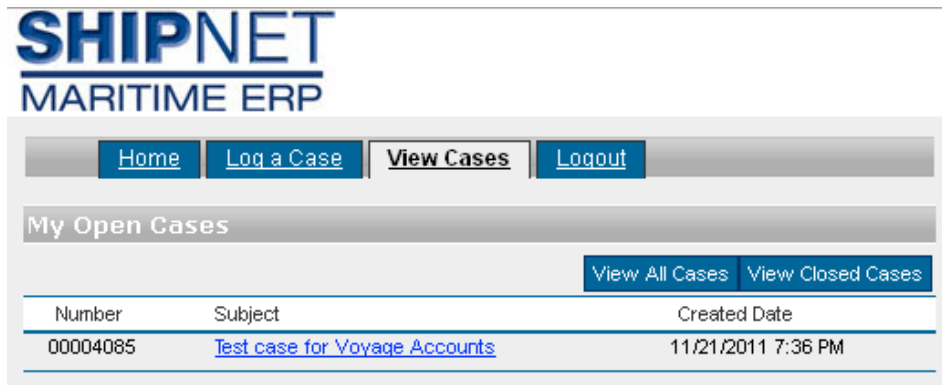
Comment

11/23/2011 4:48 PM | Sanjay Banerjee
This is a test comment 1

SN WebDesk: Viewing Support Cases

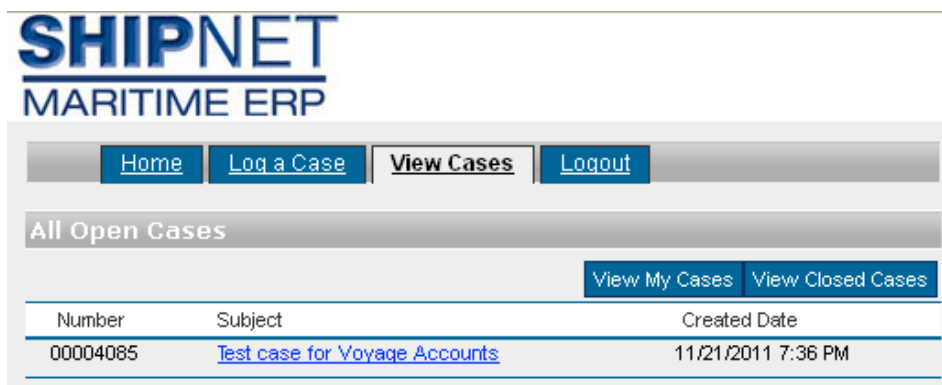
You can view your support cases by clicking on the “View Cases” tab.

By default, this tab shows the “My Open Cases” screen which shows support cases created by the logged user, i.e. by you. You can click on the Subject on any case to view the case details. You can add comments and attachments to the existing cases as explained in previous pages.



| Number | Subject | Created Date |
|----------|---|--------------------|
| 00004085 | Test case for Voyage Accounts | 11/21/2011 7:36 PM |

If you would like to see all Open cases created by all users within your company, then click on “View All Cases” and you will get the “All Open Cases” screen as below. In this instance, it is same as the “My Open Cases” screen.



| Number | Subject | Created Date |
|----------|---|--------------------|
| 00004085 | Test case for Voyage Accounts | 11/21/2011 7:36 PM |

If you would like to see your Closed cases, i.e. your cases which have been closed/resolved, then in the “view Cases” tab, click on “View Closed Cases” and you will get the “My Closed Cases” screen as below.



The screenshot shows the 'My Closed Cases' screen in the SHIPNET MARITIME ERP system. At the top, there are navigation buttons: Home, Log a Case, View Cases (selected), and Logout. Below the navigation is a header for 'My Closed Cases' with two sub-headers: View All Cases and View Open Cases. The main content is a table with three columns: Number, Subject, and Created Date.

| Number | Subject | Created Date |
|----------|--|--------------------|
| 00003980 | case example 2 | 9/13/2011 3:06 PM |
| 00003978 | testing webdesk 1 | 9/13/2011 12:16 PM |
| 00003955 | Testing Procurement link in Gen App Area | 8/25/2011 12:23 PM |
| 00003954 | Testing Liner link in Gen App Area | 8/25/2011 12:23 PM |
| 00003953 | Testing Commercial link in Gen App Area | 8/25/2011 12:22 PM |
| 00003951 | Testing Accounting link in Gen App Area | 8/25/2011 12:09 PM |

Finally, if you would like to see all of the Closed cases, i.e. created by all company, then in the above screen, click on “View All Cases” and you will get the “All Closed Cases” screen as below.



The screenshot shows the 'All Closed Cases' screen in the SHIPNET MARITIME ERP system. At the top, there are navigation buttons: Home, Log a Case, View Cases (selected), and Logout. Below the navigation is a header for 'All Closed Cases' with two sub-headers: View My Cases and View Open Cases. The main content is a table with three columns: Number, Subject, and Created Date.

| Number | Subject | Created Date |
|----------|--|--------------------|
| 00004029 | testing Jira integration | 10/25/2011 9:01 PM |
| 00003980 | case example 2 | 9/13/2011 3:06 PM |
| 00003978 | testing webdesk 1 | 9/13/2011 12:16 PM |
| 00003955 | Testing Procurement link in Gen App Area | 8/25/2011 12:23 PM |
| 00003954 | Testing Liner link in Gen App Area | 8/25/2011 12:23 PM |
| 00003953 | Testing Commercial link in Gen App Area | 8/25/2011 12:22 PM |
| 00003951 | Testing Accounting link in Gen App Area | 8/25/2011 12:09 PM |
| 00003897 | Trouble logging into the application | 8/8/2011 7:37 AM |
| 00003895 | Test Subject | 8/5/2011 10:40 AM |
| 00003880 | TEST CASE | 7/21/2011 9:14 AM |
| 00003864 | RE: sql account lockout | 7/7/2011 8:04 AM |
| 00003851 | TEST CASE - PLEASE DO NOT PROCESS - ESPEN | 6/29/2011 12:27 PM |
| 00003850 | Error displayed when clicking on the Search button of the Open Work Order tab on the Planning and Maintenance screen | 6/29/2011 12:16 PM |
| 00003781 | Replication does not work | 6/10/2011 11:16 AM |
| 00001317 | TEST | 5/19/2011 5:43 PM |
| 00001194 | Test Mail | 3/22/2011 5:34 AM |
| 00001143 | Test test | 3/8/2011 5:29 PM |

Feedback

We continue to make improvements to the Support system and the SN WebDesk in general and will keep you updated of same.

Any issues or concerns, we aim to resolve at the earliest – please do raise them at:
helpdesk@shipnet.no

Thank you.