

Manual webportal CTC Moyson

www.ctcmoyson.com/login

- EMERGENCY (without login)
→ emergency contact information + emergency procedures
- NEW TICKET (all login)
→ service to make a new service request ticket
- VIEW YOUR TICKET (all login)
→ view all your personal tickets
- VIEW ALL TICKET (admin login)
→ view ticket made by everyone
See next page for more details
- AVAILABILITY REPORT
Overview of all NON-operational GSE.
- PLANNING MAINTENANCE (admin login) → ongoing planned monthly maintenance
 - Projects: GSE customer list
 - Maintenance history as per GSE
 - Task: list of scheduled maintenance tasks
 - Calendar:
 - Not started → to be scheduled by CTC
 - Request → scheduled by CTC - to be approved by Swiss
 - Approved → approved by Swiss – ready for maintenance
 - In progress → maintenance in progress
 - Completed → maintenance finished to be picked up Swiss
- MAINTENACE FORECAST (admin login) → overview all maintenance

LEGEND TICKETS SERVICE

| View | # | Actual status | Subject | Type | Breakdown | Requested | Priority | Location Airport | Position | Status of machine | Transport to workshop | Machine hours | Workorder | Estimated arrival parts | Assignee | Reporter |
|------|---|---------------|---------|------|-----------|-----------|----------|---------------------|----------|----------------------|-----------------------------|------------------|-----------|-------------------------------|----------|----------|
|------|---|---------------|---------|------|-----------|-----------|----------|---------------------|----------|----------------------|-----------------------------|------------------|-----------|-------------------------------|----------|----------|

View: status tickets



Label: waiting for action → no work has been performed or waiting for other matter



Label: in progress → work is actual in progress



Label: Waiting for parts → parts are ordered



Label: waiting for approval → customer has to approve work



Label: Solved → GSE back serviceable on line

Actual status:

Status added/updated by CTC Moyson:

Non-operational → work in progress, parts on order, waiting for approval.

Operational → GSE is operational but still can have parts on order

Subject: GSE number

Type: GSE type (speedloader, loader.....)

Breakdown: description problem

Requested: date when ticket was issued

Priority: priority given to customer

Location Airport: BRU or LGG

Position: position where machine is located or can be picked up

Status of machine: status given by customer, operational or non-operational

Transport to workshop: transport by CTC or customer

Machine hours: mandatory machine hour

Workorder: workorder number made by CTC Moyson

Estimated arrival parts: week in which parts are expected to arrive

Assigned: customer

Reporter: Name of employee who created ticket

AVAILABILITY REPORT

GSE will be visual in availability report depending on **Label**, **Actual status** or **Status of Machine**.

Label: Waiting for action / in progress / waiting for approval / waiting for parts / solved

Actual status: will be updated by CTC Moyson (Non-operational / operational)

Status of machine: issued by customer, status when creating the ticket (Non-operational / operational)

Actual status is always priority to the status of machine!

Examples

If ticket label is **in progress**:

Actual status and status of machine don't matter

→ Always **NON-operational** in availability report

| View | # | Actual status | Subject | Type | Breakdown | Requested | Priority | Location Airport | Position | Status of machine | |
|--------------------------|---|---------------|---------|------|-----------|-------------|-----------------------|------------------|----------|-------------------|-------------|
| Label : In progress | | | | | | | | | | | |
| <input type="checkbox"/> | | 3950 | - | 2244 | Charlotte | retrovisuur | 21 January 2022 13:27 | 2 - Important | BRU | brucargo 704 | Operational |

If ticket label is **waiting for action** or **waiting for approval** or **waiting for parts**:

Actual status = blank

- Status of machine = NON-operational → **NON-operational** in availability report
- Status of machine = operational → **operational**

| View | # | Actual status | Subject | Type | Breakdown | Requested | Priority | Location Airport | Position | Status of machine | |
|----------------------------|---|---------------|---------|------|-----------|-------------------------------------|-----------------------|------------------|----------|-------------------|-----------------|
| Label : Waiting for action | | | | | | | | | | | |
| <input type="checkbox"/> | | 4141 | - | 2177 | GPU | volledig nazien afgezet voor garage | 3 February 2022 11:06 | 2 - Important | LGG | - | Non-operational |

If ticket label is **waiting for action** or **waiting for approval** or **waiting for parts**:

Actual status = NON-operational → **NON-operational** in availability report

- Status of machine doesn't matter

| View | # | Actual status | Subject | Type | Breakdown | Requested | Priority | Location Airport | Position | Status of machine | |
|---------------------------|---|---------------|-----------------|---------|-----------|-------------------------------|------------------------|------------------|----------|-------------------|-------------|
| Label : Waiting for parts | | | | | | | | | | | |
| <input type="checkbox"/> | | 3450 | Non-operational | CTC1040 | Mulag | Passagiers deur glas gebroken | 14 December 2021 09:02 | 2 - Important | BRU | Out building | Operational |

If ticket label is **waiting for action** or **waiting for approval** or **waiting for parts**:

Actual status = operational → **operational**

- Status of machine doesn't matter

| View | # | Actual status | Subject | Type | Breakdown | Requested | Priority | Location Airport | Position | Status of machine | |
|------------------------------|---|---------------|-------------|------------|-----------|---|-------------------------|------------------|----------|-------------------|---------------------|
| Label : Waiting for approval | | | | | | | | | | | |
| <input type="checkbox"/> |  | 3716 | Operational | MULAG 2267 | Sherpa | sherpa 2267 : BRAKES ARE STUCK IMPOSSIBLE TO DRIVE WITH IT | 6 January 2022 18:20 | 2 - Important | LGG | STAND 118 | Non- operational |