

## Incident Report Writer

from *The RCS Group*

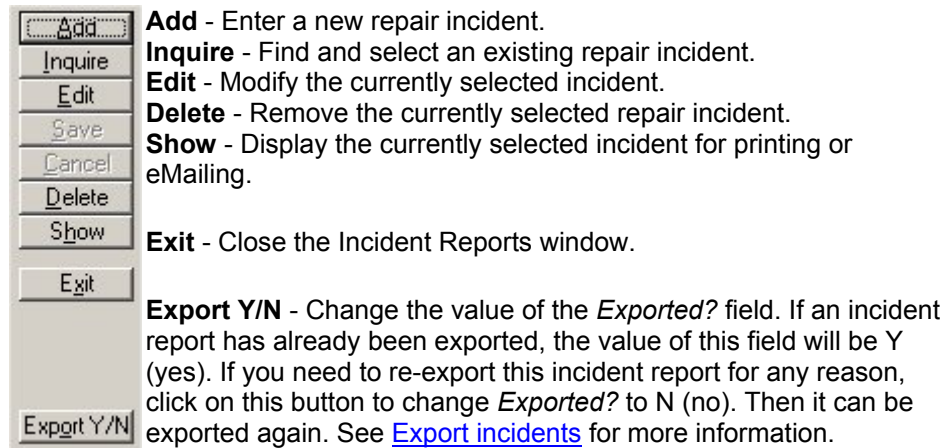
### Maintain Repair Incident Reports

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This function allows you to enter and edit information about specific repair incidents. After entering the information about a repair incident, you may print the incident report or cut and paste it to an eMail.

Select **Incident reports** and then click on **Enter/Edit**. The action buttons allow you to perform various functions.



### To create a new Incident Report

Click on the [Add] button. A new, blank Incident Report will be created and the Incident Date field will be selected. The repair incident form contains four tabbed pages and most fields are self explanatory. Additional information for some fields is noted below. Fields whose titles are underlined are mandatory.

**A note about dates:** The Incident Report Writer will display dates in mm/dd/yyyy format or dd/mm/yyyy format as defined by the Windows "short date format". To view the "short date format", go to **Start | Settings | Control Panel**. Double-click on **Regional Options** and then click on the **Date** tab. You may view or change the "short date format" as you wish.

[Incident Information](#) page

*Incident date*: This defaults to today's date, but may be changed.

*Customer code*: Select the proper customer code from the drop-down list.

*Voyage and Reporting party*: This will default to the value shown in [Setup | Edit setup](#), but may be changed.

*Container number*: When you enter the container prefix and number, the check digit will automatically be calculated according to the ISO formula. The check digit may be changed but, in most cases, shouldn't be.

### **Repair Information** page

*Malfunction details*, *Work performed* and *Additional repairs* fields are memo fields and can have multiple lines. You must press <Tab>, instead of <Enter>, to exit these fields.

### **Parts usage** page

You may enter multiple parts in this page. To add a part used, click on **[Add part]** and enter the *Failed part number*. This number will be used as the *Replacement part number*, but you may change it if you wish. Fill in all required information.

If the *Warranty?* box is checked, the remaining fields will be enabled and must be filled in. If the *Failed part* or *Replacement part* have no serial number, enter N/A.

Check the *Disembark failed part* box as appropriate.

Click **[Save part]** to save the current entry. Click **[Add part]** again if you wish to enter another part.

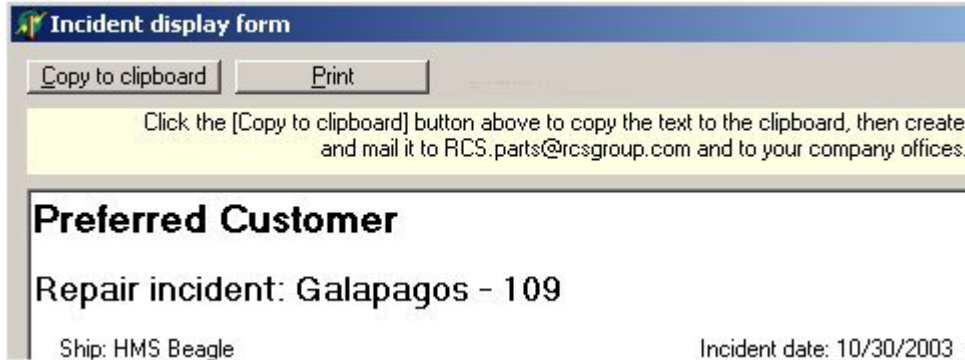
To remove a part entered in error, click on **[Delete]**.

Click **[Continue]** to proceed to the next page.

### **Re-order information** page

These fields are optional. You may enter the vessel's next 3 ports of call, if desired, to facilitate re-supply.

When finished, click **[Finish]** or **[Save]** to save the completed incident repair entry. The *Incident display form* will appear.



If you click **[Copy to clipboard]** on the *Incident display form*, the incident report will be copied to the Windows clipboard. You may then create an eMail message and paste the incident report into the eMail to be sent to your company offices and to RCS.Parts@rcsgroup.com for re-supply.

You may also print the incident report for your files by clicking on **[Print]**.

To display a previously saved Incident Report, **[Inquire]** on the Incident and click the **[Show]** button

### Maintain Setup Information

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Select **Setup | Edit setup** to enter general system information. Click on **[Edit]** to make changes.

*Customer code* and *Customer name*: Enter the customer code and name provided by your RCS Group representative.

*Ship name*, *Voyage* and *Reporting party*: These are optional. Any values entered will be used to fill in the corresponding fields on incident report entry. These fields may be changed when entering incident reports.

*Last incident no.:* This is used to number repair incident reports. It may be any number. Usually, it is set to 100 at initial setup.

Click on **[Save]** to save your changes.

### Print or Export Incident Reports

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Select **Reports | Incident report** to print a summary of the repair incident reports on file. You will be given the option of printing *All* incident reports or incident reports *By voyage*. If you choose *By voyage* you can select which voyage to print.



Select **Reports | Export incidents** to create an XML file to be sent to the RCS Group for uploading to the SPARES web site at [www.rcsgroup.com](http://www.rcsgroup.com). As with reports, you may choose *All unexported* or *Unexported by voyage*. The repair incidents available for export will be displayed. You may type in the incident numbers you wish to export (followed by <Enter>) or select incident reports by double-clicking the incident numbers in the list or you may **[Select all]** incidents to be exported.

You will be asked to confirm the location and name of the export file. Export files are usually saved to `c:\rcsgroup\exports`. After the incident reports are exported, you should view and print the **Output job log** for the export.

After exporting, create an eMail addressed to your company offices and to [RCS.parts@rcsgroup.com](mailto:RCS.parts@rcsgroup.com) and attach the export file. If you forget where the export file is located, you may refer to the **Output job log** that was printed when the file was exported.

## Startup errors

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If you do not have sufficient access rights to the hard drive of your computer, you may get an error message when you run **Incident Report Writer** the first time. Various messages may appear such as "Can not create directory" or "Access denied". These messages appear because of the default location for the network management file (`pdoxurs.net`).

To correct this, run **Start | Programs | Sextant | BDE Administrator**. On the **Configuration** tab, expand the **Drivers** folder and the **Native** folder in the left pane. Then click on **Paradox**. In the right pane, change the **NET DIR** setting to `c:\rcsgroup`.

From the **Object** menu, select **Exit**. You will be asked, "Save all edits to BDE Administrator?". Click on [Yes]. You will see the message "All BDE applications must be restarted for changes to take effect". Click on [OK]. If Incident Report Writer is running, close it and restart the program.

