ASHUR · SERVICE · STORE

# The engineer’s spare parts

Parts travel with the engineer and stay ours; the books move only when a part is used.

Service · ERP store · Finance — edition 24 · 10 · 2026 · For engineers, the service manager, the call centre and the store

> The engineer asks from the job. The store issues it into his custody. He settles at the close. The store confirms the return. Finance sees only what was used.

| | | | |
|---|---|---|---|
| **0 vouchers** on issue and on return | **1 signature** the same approval as before | **3 days** then the reminder starts | **1 custody list** per engineer, per office |

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# 1 The idea

A part the store gives an engineer is not spent. It travels with him, in his custody, and stays the company’s until he uses it on the job.

### In his custody = still ours

Issuing a part is a change of location — the shelf to the engineer’s custody. The stock value does not move, no job is charged, no voucher is written.

Every engineer has one custody list per office. The item card says: with engineer so-and-so since this date.

### Used = the books move

When the engineer closes the job he ticks each part: used or not used. Used goes to the job’s cost — the contract’s cost if the machine is under contract, a line to bill if the customer pays.

Not used goes back to the store, which checks it and puts it on the shelf. Nothing is left in his custody.

| ISSUE INTO CUSTODY | USED ON THE JOB | BACK TO THE STORE |
|---|---|---|
| **No voucher** | **Cost to the job** | **No voucher** |
| Stock value unchanged; the part only changed shelf. | Posted the way every spare part always was — from his custody, at the close. | Condition checked, then on the shelf; nothing stays in his custody. |

**One rule.** Nothing leaves the store without a job number, and no job closes while a part in the engineer’s custody is unsettled.

## 2 The road — who does what

Four hands, one line. The engineer asks, the store issues, the engineer settles, the store confirms the return. The approval road is the one that already existed.

**ENGINEER**

### Asks from the job

On the job's Parts & progress: the part he expects to need. Nothing leaves the store without a job number.

→

**SERVICE MANAGER**

### Approves, names the store

The same one signature as before. He names the item card and the store it comes from.

→

**STORE**

### Issues into the engineer's custody

From My work → Spare part to prepare. The part, its batch and serial move into the engineer's custody. No charge, no voucher.

→

**ENGINEER**

### Settles at the close

Used or not used, line by line. The job does not close before this.

→

**STORE**

### Receives what comes back

Checks the condition, puts it on the shelf; nothing is left in the engineer's custody. Finance sees only the used cost.

### Who sees what

| Seat | Sees | Does |
|---|---|---|
| Engineer | His own jobs and the spare parts in his custody (My space → My spare parts) | Asks, confirms arrival, settles used / not used |
| Service manager | Everything in the engineers' custody, every line, the parts to bill | Approves; decides lost, damaged, used on another job |
| Store manager and keeper | The spare parts held by their office's engineers, with ageing | Issue into the engineer's custody; receive what comes back; send arrived parts |
| Call centre | Every job's parts; Parts to order | Follows the parts the office has to source |
| Finance | The consumed cost on the job; the value in the engineers' custody as "With engineers" in the stock report | Nothing new to sign |

> Another office's store cannot issue or receive: the engineer's custody belongs to his own office.

# 3 Settlement at the close

The engineer closes a job the way he always did. One thing is new: each part in his custody for that job has to be ticked first.

### Used

Out of his custody, cost to the job. Under contract or warranty → the contract's cost. No contract, no warranty → a billable line at list price, for Finance.

### Not used

Marked "going back to the store". The store's work list gets a line; the keeper receives it, checks its condition, puts it on the shelf.

### Some used

Two fuses issued, one used: he writes 1. The line splits — one used, one going back.

## Where he does it

1. Open the job → the **Parts** tab (the classic design shows the same box under Progress).
2. Each line shows the part, its serial or batch, the day it was issued and how many days it has been in his custody.
3. Press **Used**, **Not used**, or **Some used** and write how many.
4. Close the job from the visit as always. If a line is still unsettled, the close says so and waits.
5. The same lines sit in **My space** → **My spare parts**, grouped by job — handy when the phone was offline on site.

CONTRACT OR WARRANTY JOB

**Contract cost**

Reads into the contract's cost story as every spare part did.

BILLED JOB

**Line to bill**

Engineers' spare parts → To bill lists them at list price for Finance.

STORE RECEIPT

**Closes the loop**

A part marked not used is not finished until the store has it back.

# 4 The three exceptions

Three things can go wrong with a part in an engineer’s custody. Each has one road, and each is the service manager’s decision — written down, with a reason.

### Lost

Written off from the engineer’s custody through the stock adjustment the store already knows. The store is told; Finance posts it like every write-off. A serial unit is marked lost.

### Damaged

The same write-off road, with the condition noted. A part that comes back damaged but usable is instead received by the store with its condition labelled on the shelf.

### Used on another job

The line moves to the other job (named by its number) and is settled there as used. Both jobs get a note. No stock moves twice.

## How the manager records it

1. Service → **Engineers’ spare parts** → **Open lines** (or the job’s Parts tab).
2. On the line: **Lost**, **Damaged** or **Used on another job**.
3. Write what happened. For another job, type its number — the system finds it and shows its name.
4. The engineer is told; the store is told when stock is written off. The written-off list keeps the last 90 days.

**No new policy.** These are the stock adjustment and the service manager’s approval that already exist. An engineer cannot write a part off himself.

# 5 Reminders and the engineers’ spare-parts list

Custody is not a cupboard. Parts held after the job closed are chased, and the store sees what every engineer holds, with its age.

### The reminder

Three days after a job closed, any part of it still in the engineer’s custody — or marked going back and not yet received — wakes a reminder every morning: to the engineer and to the service manager, until it is settled.

The reminder is a notice in the Service bell and on the phone, like the other reminders of the platform.

### The engineers’ spare-parts list

ERP → Stock → **Engineers’ spare parts**: one card per engineer of the office — lines in his custody, lines going back, closed jobs still holding parts, the oldest line in days, and the value for seats that see cost.

Open a card: the full window lists the lines; a return is received from the same place.

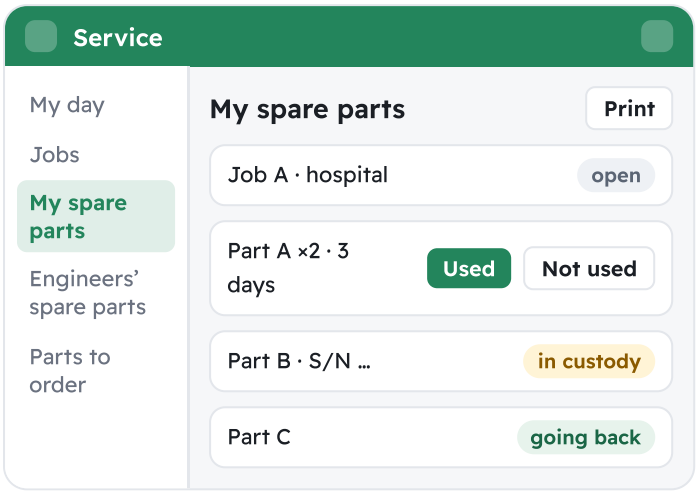
## Ageing, at a glance

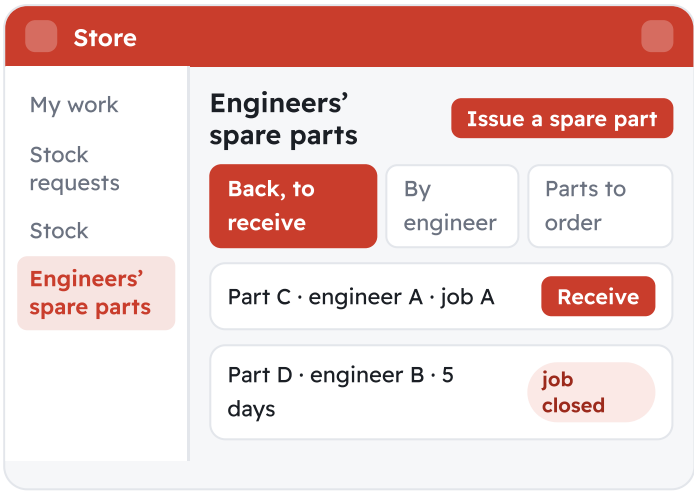
| Signal | Meaning | Who acts |
|---|---|---|
| Days in custody | How long since the store issued it | Engineer — settle when the job closes |
| Held after the job closed (red) | The job is done or cancelled and a line is still open | Engineer settles; manager decides if it is lost or damaged |
| Going back, not received | The engineer marked it not used; the store has not taken it back yet | Store — receive it from My work or Engineers’ spare parts |

Finance: the stock report groups the value in the engineers’ custody under "With engineers", office by office. Nothing else in the report changed.

# 6 Where to find it

Two systems, the same records. Service keeps the engineer's side; the store keeps the shelf's side. Drawn screens — not real data.




## Service

- Job → **Parts** tab: request, issued lines, used / not used, returns, parts to order.
- Engineer: **My space** → **My spare parts**.
- Service manager: **Engineers' spare parts** — by engineer, open lines, to bill, written off; the exceptions.
- Call centre: **Parts to order**, and a tile on the call desk while there is something to order.

## Store

- **My work**: the spare part to prepare (issue into the engineer's custody) and the part to take back (not used).
- **Stock** → **Engineers' spare parts**: back to receive, each engineer's parts with ageing, parts to order.
- Issuing stays where it was: **Stock requests** → **Service spare parts**.
- Every list prints, saves as PDF and shares from its own buttons.

# 7 Parts to order

A part the office's stores do not have is not a dead end. It is an open sourcing line until the engineer has it — even after the job closed.

**ENGINEER**

### Asks for a part nobody has

The request does not die: it becomes a line in Parts to order, with the job, the machine and the engineer.

→

**CALL CENTRE**

### To order → Ordered

Sets the status by hand. The service manager raises the purchase request from the line — the form comes prefilled.

→

**STORE**

### Arrived — by itself

When the store posts the goods receipt of that item in that office, the line flips to Arrived and the call centre and the engineer are told.

→

**STORE / CALL CENTRE**

### Send to the engineer

One button issues it into his custody against the original job — or a follow-up job if the first one closed — linked to the machine.

## What the line keeps

| Field | Why |
|---|---|
| Part and quantity | The item card when there is one, else the words the engineer wrote |
| Job and machine | The hospital's machine and serial — so the part is sent for that machine, not another |
| Engineer and date asked | Who waits, since when; days waiting turn red after three |
| Status and notes | To order → Ordered → Arrived → Sent → Done; cancelled only with a reason |
| Purchase request | The company's one purchase road, tied to the line — nothing is duplicated |

> "Arrived" cannot be set by hand: the store's receipt sets it. "Sent" comes only from the Send button, which issues the part into the engineer's custody.

# 8 Questions people ask

Short answers. When in doubt: a part in the engineer’s custody is still ours; the books move only when it is used.

### Does issuing a part charge the job?

**No.** It moves the part into the engineer’s custody. The job is charged only when the engineer ticks it used.

### Does it create an invoice?

**No.** Only used parts on billed jobs — no contract, no warranty — appear in "To bill" for Finance, at list price. Contract jobs go to the contract’s cost.

### What if a part is lost?

Tell the service manager. He records **Lost** with a reason; it is written off from your custody through the stock adjustment, the store is told.

### Can I close the job and settle later?

**No.** The close waits until every line in your custody for that job is ticked used or not used. The store’s receipt of a return can come later.

### I used two of three. What do I do?

Press **Some used** and write 2. One line is used, one goes back.

### The part was used on another job.

The service manager moves the line to that job by its number; it is settled there. Nothing is issued twice.

### Can another office’s store issue into my custody?

**No.** Your custody belongs to your office; its store issues and receives.

### Where does Finance see it?

The consumed cost on the job and the contract, and the value in the engineers’ custody as a "With engineers" group in the stock report. No new voucher kinds.

### The part the store had is not in stock.

Your request becomes a line in **Parts to order**. You are told when it arrives and when it is sent to you.

### What if I forget a part in the van?

Three days after the job closed you and the service manager are reminded every morning until it is settled.

**Van stock.** A standing van stock with minimum and maximum levels, refills and a monthly count is a later chapter; today every part in an engineer’s custody is tied to a job.