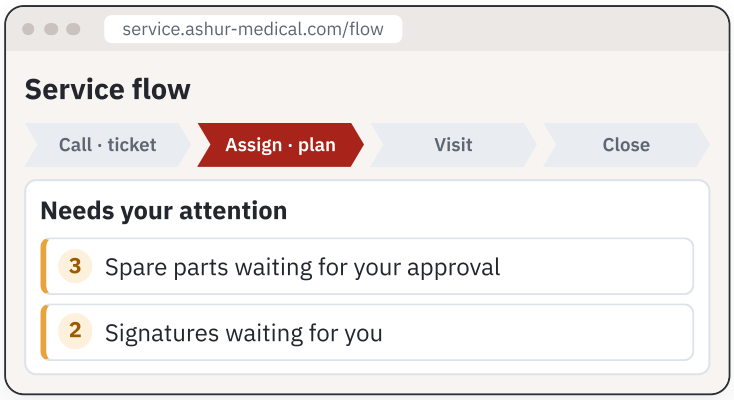
The whole service on one page

For the service manager and the service office: follow the flow, decide parts and signatures, and read the numbers as they happened.



Sign in, in three steps

Open the address

service.ashur-medical.com — or the Service tile on **ashur-medical.com**.

Your code and password

Employee code **ASH-0000** and the temporary password from the system administrator.

Choose your password

8 characters or more, not the temporary one — then “Save and continue”.

What the service office does

Follows the flow

Starts the day on Service flow and clears “Needs your attention”.

Decides parts

Approves spare parts and raises purchase requests.

Signs

Leave and expenses in the decision window.

Reads the numbers

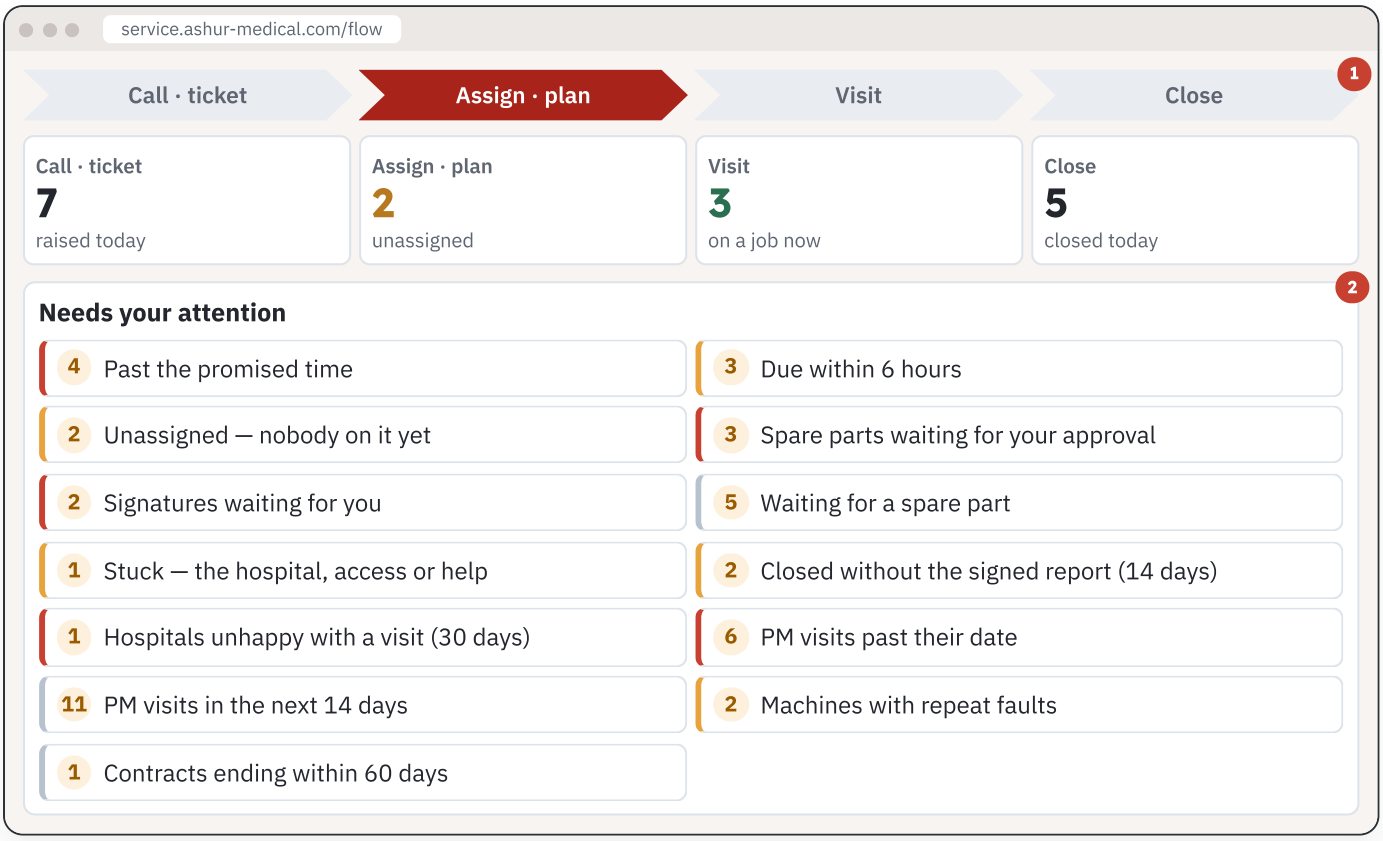
Hours and jobs as they happened, and the monthly report.

After your first sign-in tap **Turn on** — or the Bell → “Turn on phone notifications”. Parts and signatures reach you even with the app closed. On iPhone: from the Home Screen icon only.

EN / **ع** switch the language. Service has no links into the other systems — go back to **ashur-medical.com**.

Service flow — your home page

The four steps of a job, and under them “Needs your attention”: it lists only what has something in it. Each line opens its list.



1 **The four steps**
Call · ticket → Assign · plan → Visit → Close — and the menu follows the same order.

! **Red first**
Parts and signatures waiting for you, unhappy hospitals — the same day.

2 **Needs your attention**
An empty line does not show. Nothing? “Nothing needs you right now”.

☎ **The call centre’s pages**
You also have Call desk, Board, Hospitals and Jobs — everything the call centre does applies to you.

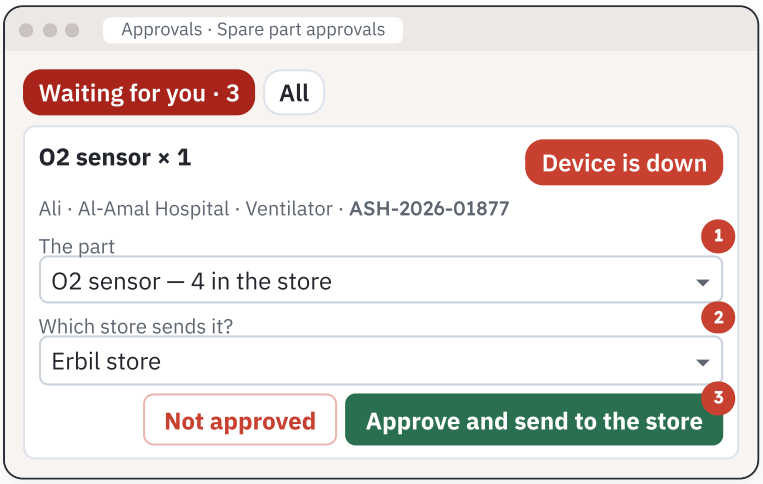
What reaches your phone: a spare part asked for, “Needs a site visit”, “The hospital says the device is still down”, and every signature waiting for you.

Spare parts are decided on Approvals

The engineer asks from inside the job; you choose the part and the store; the store sends it; the engineer confirms it arrived.

The engineer → **You** → **The store** → **The engineer**

- **The engineer** — "Ask for a spare part"
- **You** — approve, choose the store
- **The store** — prepares and sends it
- **The engineer** — "It arrived" — counts on the contract



1. **Pick the part from the list**
   What the engineer typed by hand, you match to a catalogue item.
2. **Which store sends it?**
   The store that has it, closest to the engineer.
3. **Approve — or Not approved, with the reason**
   The engineer reads the reason. "Device is down" first.

Not in any store?

Raise a purchase request — page 5.

The cost

Counts on the job's contract the day the engineer presses "It arrived".

What was not used

"Hand back what was not used" — back on the shelf and off the contract.

Decide spare parts the same day. The engineer and the hospital are waiting — the job carries "Spare part" on the board until it arrives.

Cancelling a job with a reason, undo for 24 hours

When something goes wrong — a duplicate, the hospital called it off, it was solved on the phone — cancel the job with the Cancel job button on the job page, or from the card menu (⋮) on the Board.

Cancel job
on the job page or the card menu

→

Reason + note
a reason is required; Other needs a note

→

Cancel the job
the engineer and his helpers are told why

The reasons	What the cancel does
Duplicate ticket · Customer cancelled · Solved by phone	Open or assigned with no visit running: cancelled at once; it leaves My Day, the Board and the map.
Wrong hospital or device · Device not ours / out of contract	A visit running: it ends now and the engineer keeps his time so far (no 1 km rule); its result reads “Stopped — the job was cancelled”.
Opened by mistake · Other (with a note)	Spare parts not sent yet: cancelled. A part already issued: becomes a return to the store, and the store is told. PM: the next visit is opened on its schedule.

Undo within 24 hours

On the cancelled job: Undo cancel — the status and engineer come back. An ended visit does not restart. After 24 hours: open a new ticket.

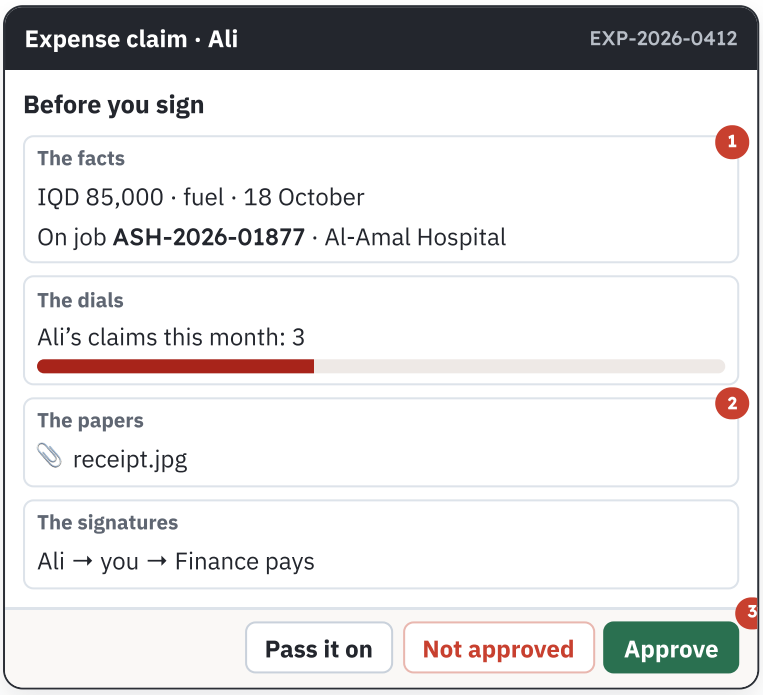
Parts coming back

On the cancelled job: Spare parts back to the store. Press Handed back when it is handed in — only then does stock come back and the store’s task close. Jobs → Cancelled lists every job with its reason.

Not cancelled A finished job cannot be cancelled — reopen it or open a new ticket. An engineer does not cancel a job. A cancelled job counts in no hours, first-time fix, on-time, response or repair time.

Signatures in the decision window

Leave, expense claims, purchase requests and every company request open in the decision window inside Service — with every fact in front of you.



1. **Inbox → Waiting for me**
   Open the request: it opens in the decision window — "Before you sign": the facts and the dials.
2. **Read the papers**
   The receipt or attached paper, and who signed before you.
3. **Decide there**
   Approve, Not approved (say why), or Pass it on to whoever must sign.

The Leave desk
Use "Open the decision window" — signing happens only in the window.

Each request has one road

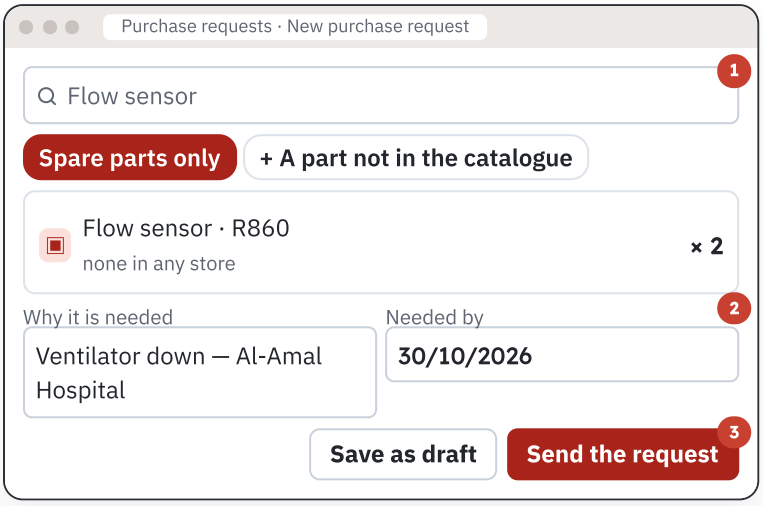
Spare part	Engineer → **Service manager** → Store → Engineer
Leave and expenses	The person → **His manager** → Finance pays expenses
Purchase	**Service manager** → Dubai accountant → **Manager confirms** → CFO → CEO

A refusal always has a reason. Not approved, Refuse and Pass it on all ask why; the person reads it.

Remind — your own request stuck with someone? Inbox → "My open requests" → "Remind". Once every 4 hours.

Purchase requests for spare parts

For the parts no store has — on the company's one purchase road.



1. **Search the catalogue**
   "Spare parts only". Not there? "A part not in the catalogue" with what it is, maker and model.
2. **Why and when**
   Why it is needed, needed by, urgent or not.
3. **Send the request**
   Or "Save as draft" to finish it later.

The one purchase road

You raise it → **Dubai accountant** prepares the order → **You** "Confirm the order" or "Send back" → **CFO, then CEO** approve → **Ordered, shipped** and received into the store

A draft

"Save as draft" stays with you until you send it.

Confirm the order

The Dubai accountant prepared the order: check parts and quantities, then "Confirm the order" — or "Send back" with the reason.

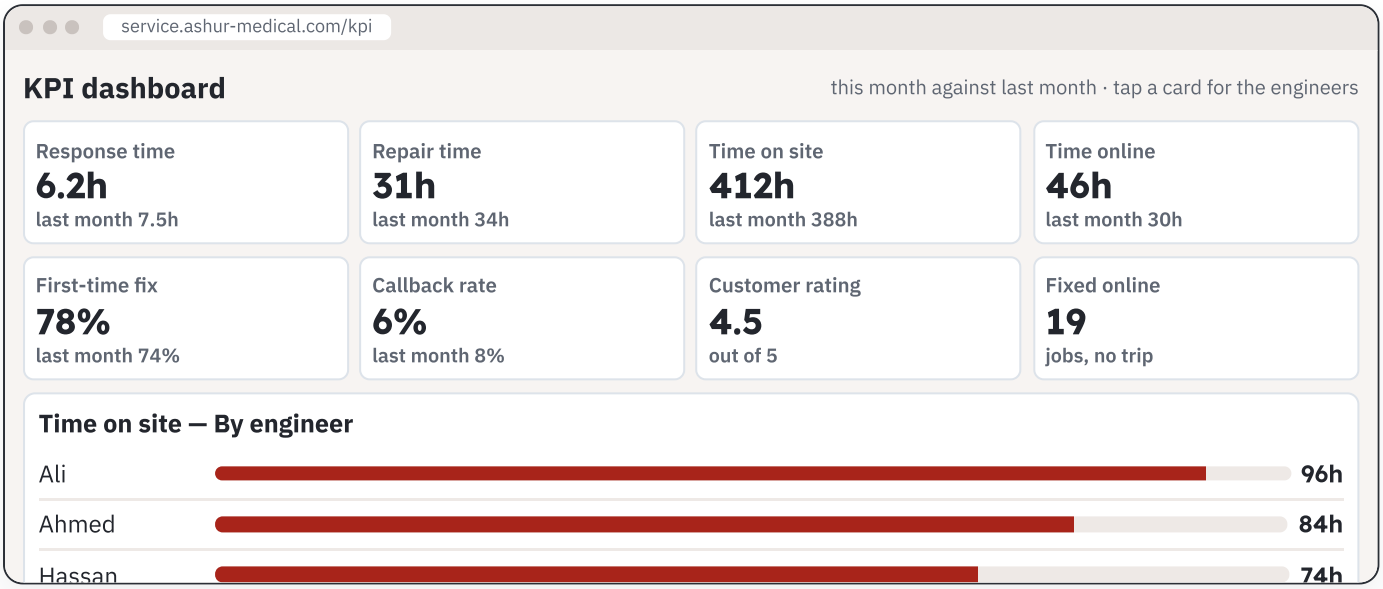
In the store

Once received into the store, approve the engineer's request and choose that store.

Follow it from the Inbox: "My open requests" shows who it waits with — and "Remind" if it takes long. No manual invoices outside this road.

KPI dashboard the numbers as they happened

This month against last month; tap a card to see the engineers. Hours and jobs are shown as they happened.



Number	Means
Response time · Repair time	Hours from the call to the first visit · from the call to closed.
Time on site · Distance · Time online	From the clock and where the engineer arrived — never typed. A crew visit: the job's time once, each engineer his own hours.
First-time fix · Callback rate	Fixed in one visit · the same device back within 30 days.
On-time rate · Past the promised time	Closed by the due date · still open past the promise.
Customer rating · Fleet uptime · Fixed online	The hospitals' answers · machines working · jobs solved with no trip.

Tap a card

You see the engineers one by one for that number.

A crew visit

The job's time counts once; each engineer ticked in "Who is with you?" gets his full hours.

Time online

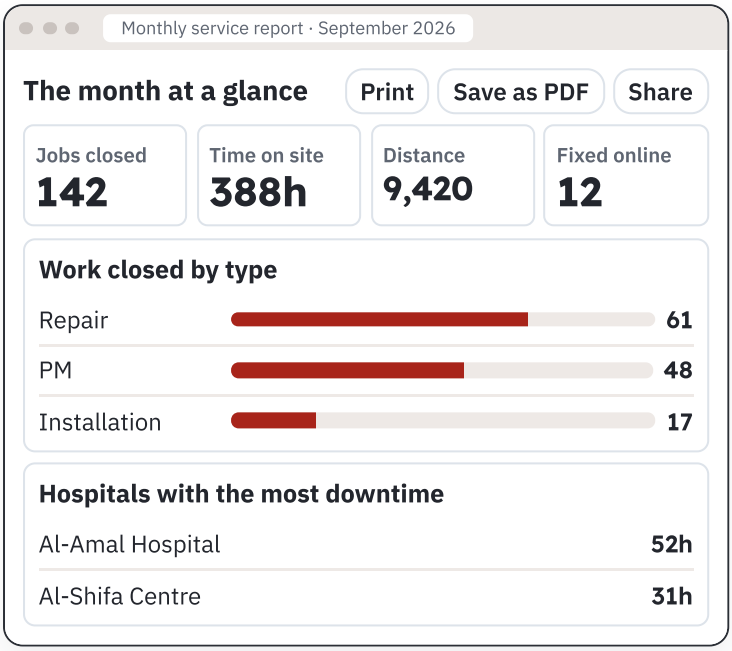
On its own — never in time on site or distance.

The numbers are for following the work. Read the hours as they happened, and ask what is behind a number — a stuck job, a part waiting, a far hospital.

Reports and the monthly pack

Every report is built from the closed jobs and visits — nobody types a number by hand.

Daily reports · **Monthly pack** · Weekly summary · PM compliance · Uptime · Device health · Warranty register · Service history · Engineer KPIs · Customer ratings · Provinces · Contract spend



In the monthly pack

- The month at a glance
- Work closed by type
- Busiest hospitals
- The fleet
- Time in the field
- By engineer
- Hospitals with the most downtime
- Devices that keep coming back

Contract spend

per contract

Spare parts, expenses (of that, travel), and jobs done.

PM compliance

Planned visits done on their date, and the late ones.

Uptime · Device health

How long the machines stayed working, and which ones trouble us.

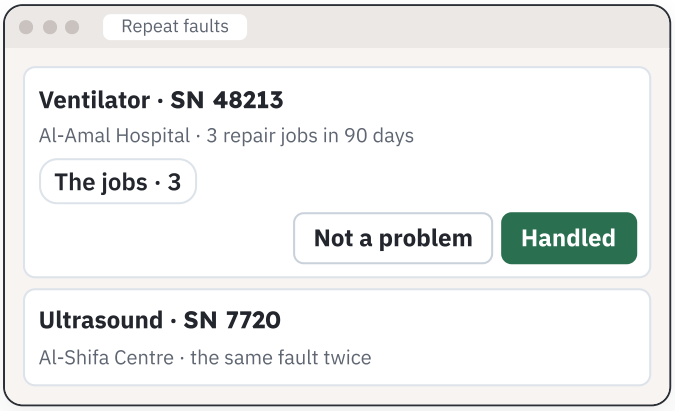
Customer ratings

The hospitals' answers after each visit — the unhappy ones first.

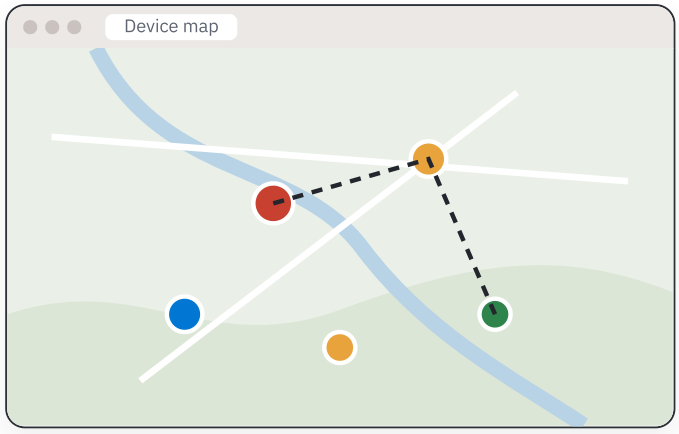
For the monthly meeting: open "Monthly pack", pick the month, then "Save as PDF" or "Share".

Repeat faults and the map

The machines that keep coming back — and where they are on the ground.



1. **Every Sunday**
   Three or more repair jobs in 90 days, the same fault twice, or a job reopened.
2. **Read “The jobs”**
   What was done each time.
3. **Handled or Not a problem**
   Write what was done. Back again? “Reopen”.



Overdue · Due within 14 days · Open jobs · Nothing due

- “Directions” from any pin.
- An admin drags a pin to correct a hospital’s place.
- An engineer’s route for a day: stops, km driven, time on site (the dashed line).

Three jobs in 90 days

Three or more repair jobs on the same machine.

The same fault twice

Or a job reopened after it was closed.

Callback

The same device back within 30 days of a repair — marked on the ticket by itself.

Close every repeat fault with what was done. A machine that comes back three times needs a decision: a part, training, or a replacement.

Contracts and warranty — and what MOH contracts cost

Each contract: its devices, open jobs, documents and — when Finance has its value — revenue in the books.



Warranty register and **Contracts ending within 60 days** tell you what to renew.

Every MOH service contract is linked to its CT number — so devices, jobs, expenses and parts count in that sales contract's cost in Finance, after the tender's own costs.

Maintenance cycle → "Save and re-plan"; installation date → "Recalculate PM & warranty".

An MOH contract in four steps

1. **The CT number** — "Edit contract" → "Sales contract (CT number)".
2. **The devices** — "New device on this contract" or "Link to contract" — one by one.
3. **Installation** — "Set installation date" — warranty and PM follow.
4. **The contract PDF** — "Upload the contract PDF" — it shows under Documents.

Who does what in the records

Record	Call centre	Service manager
Hospitals	Adds, edits, merges duplicates	All of that
Devices	Adds one by one, links to a contract, moves	All of that + deleting
Contracts	Creates, edits, uploads the PDF, links the CT number	All of that + deleting
Jobs	Raises, assigns, cancels with a reason	All of that + deleting

Only the service manager deletes. The call centre corrects; you decide. A merge cannot be undone.

Team and settings and who is told what

For administrators: who works in Service, where, and what each hospital is promised — and where every notice goes.

Employees

Settings → Employees

Who works in Service, their role, home province and the provinces they cover.

Regions

Settings → Regions

Group engineers the way you run the work.

Promised times

plus Lists and Dashboard cards

How fast each kind of call is promised, the lists, and what shows on dashboards.

Notices — who is told what

Notice	Goes to
New job for you	The engineer the job was given to (and helpers added to it)
An engineer asks for a ticket from site	The call centre
Needs a site visit	The call centre and the service manager
Spare part asked for	The service manager
Leave or expense signed, refused or paid	The person who asked
A reminder on a waiting request	The person it waits with
The hospital says the device is still down	The service manager
You left with the job open	The engineer on the visit

Every notice reaches the phone

Every notice in the bell is also pushed to each phone where its owner turned alerts on.

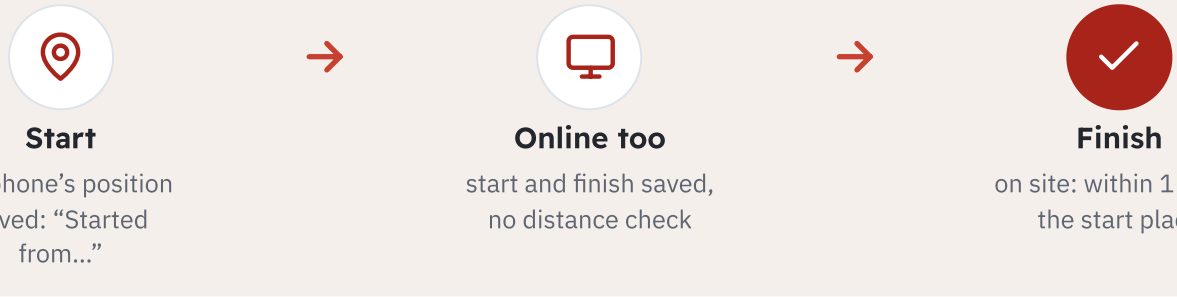
Dashboards show only what needs action

A card with nothing in it is hidden. An empty dashboard means nothing waits for you.

Look, do not touch: area managers, administration, supervisors and regional managers open Service to look — they read, they never change anything.

Started from… / Finished at… from the engineer’s phone

Every start and finish keeps the engineer’s phone position — on site and online. On site he must finish within 1 km of where he started. The hospital needs no saved location, and his position is never saved as the hospital’s.



Case	What happens
Start or finish with no position from the phone	Refused; the engineer sees how to turn location on (Android and iPhone).
Finishing an on-site visit more than 1 km from the start place	You are 1.4 km from where you started this job. Finish from within 1 km of the start place.
An online session	Start and finish places saved, no distance limit.
A colleague on the visit	Carries the lead’s position until he saves his own; “I left at…” needs his position, within 1 km of where he started.
An admin closes someone else’s visit from the office	No position: “closed from the office — no position”.

Where you see it

The job page (Visits and location) and the day’s route map: “Finished at…” shows the distance from the start — red past 1 km.

The hospital’s location

Stays as it is in Customers and on the map; it never stops a job from opening or starting.

Office rules and help

What keeps the service moving — and where to get help.

The golden rules

- Start the day on Service flow — clear “Needs your attention”
- Open the request and read it in the decision window before you sign
- Link every MOH service contract to its CT number
- Close every repeat fault with what was done
- Decide spare parts the same day; “Device is down” first
- A refusal always has a reason
- Read hours and jobs as they happened
- Deleting is yours alone — and a merge cannot be undone

If you need help

The Feedback button
Something broken or unclear? Say what happened, with a picture

The system administrator
A password, or access you do not have

Finance
A contract value, an expense payment, or a contract’s cost

The master guide
ashur-medical.com/guide

Your first week

- [ ] Sign in, choose your password, turn on phone alerts
- [ ] Approve a spare part and choose the store
- [ ] Raise a purchase request for a missing part
- [ ] Clear “Needs your attention” on Service flow
- [ ] Sign a leave request in the decision window
- [ ] Save the monthly pack as a PDF

If it is not in the system, it did not happen. Every call, every visit, every hour and every signature — in Service.