



MODISCS+ PORTAL

Blue On Line Plus

Dealer's Manual



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1. Introduction and main system changes

Blue On Line is the official worldwide Maserati web based System targeted to collect and manage all Product Quality Reports sent from dealers.

BOL system manages following kind of reports:

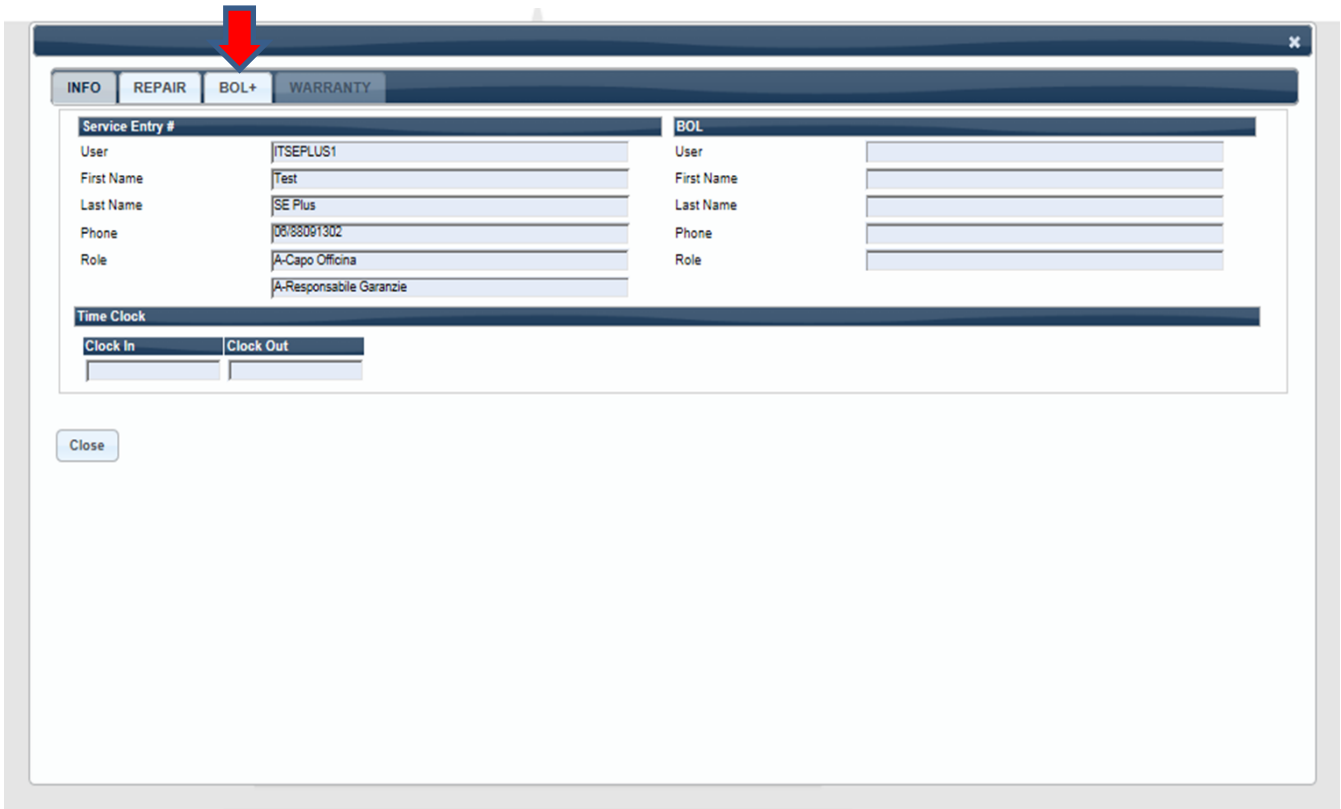
- Support Request
- Factory Information
- Warranty Authorization

Following a list of major benefits that will be introduced by the new system BOL+:

- Full integration with Service Entry Plus
- New BOL inserting interface
- Elimination of duplicated operations
- Deletion of some fields previously required
- New user friendly BOL management console
- Availability of DS searching tool directly in BOL submission screen

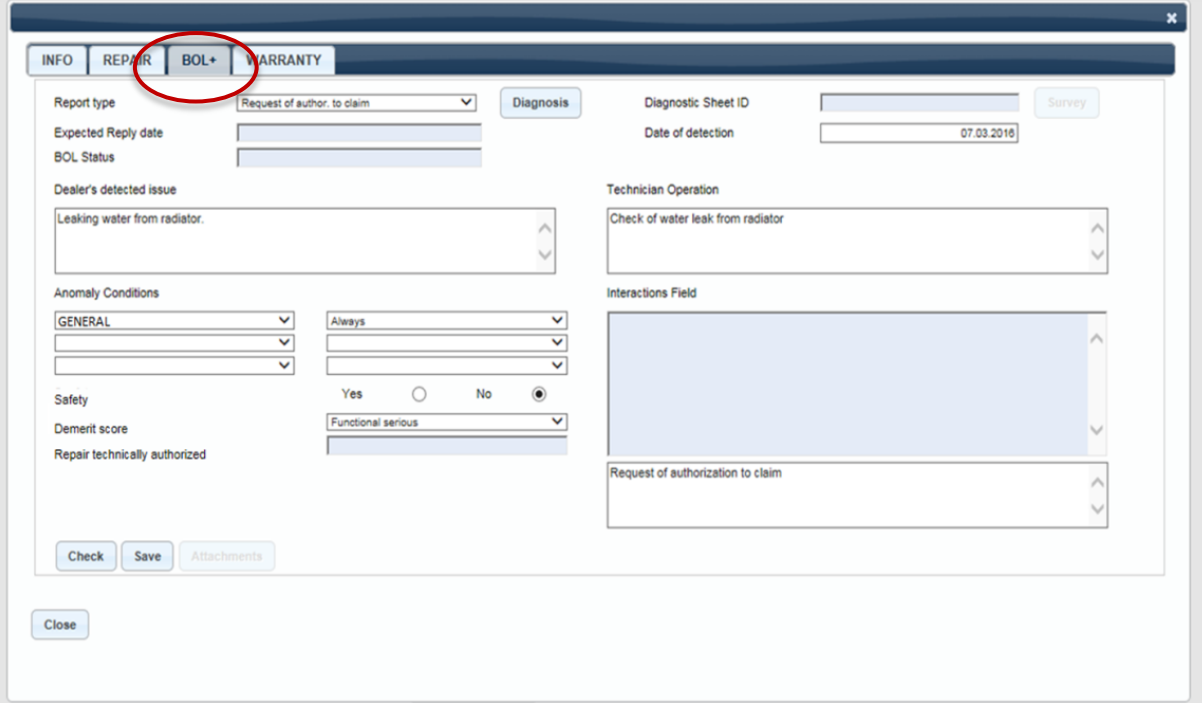
2. Creating a new Blue On Line Plus

A new Blue On Line Plus can only be created from an open Service Entry related Job Line multi-sheet window



The screenshot shows a software window with a dark blue header bar. Below the header, there are four tabs: 'INFO', 'REPAIR', 'BOL+', and 'WARRANTY'. A red arrow points to the 'BOL+' tab. The main content area is divided into two columns. The left column is titled 'Service Entry #' and contains fields for 'User' (ITSEPLUS1), 'First Name' (Test), 'Last Name' (SE Plus), 'Phone' (00188091302), and 'Role' (A-Capo Officina). The right column is titled 'BOL' and contains empty fields for 'User', 'First Name', 'Last Name', 'Phone', and 'Role'. Below these columns is a 'Time Clock' section with 'Clock In' and 'Clock Out' fields. A 'Close' button is located at the bottom left of the window.

Clicking the “BOL+” button, a new window will be opened in insertion mode



The screenshot shows a web application interface with a navigation bar at the top containing four tabs: INFO, REPAIR, BOL+, and WARRANTY. The BOL+ tab is highlighted with a red circle. Below the navigation bar, the interface is divided into several sections:

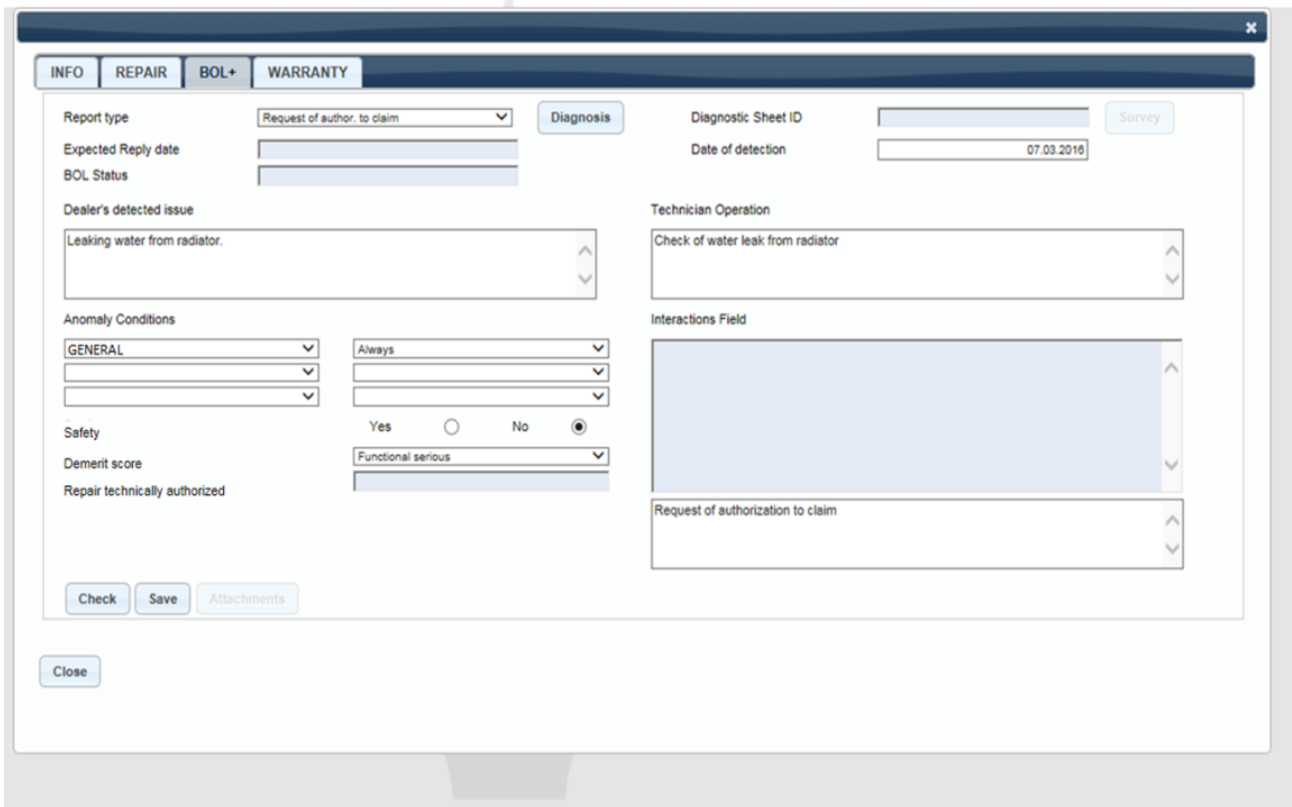
- Report type:** A dropdown menu set to "Request of author. to claim".
- Expected Reply date:** An empty text input field.
- BOL Status:** An empty text input field.
- Dealer's detected issue:** A text area containing "Leaking water from radiator."
- Technician Operation:** A text area containing "Check of water leak from radiator".
- Anomaly Conditions:** A section with two columns of dropdown menus. The first column has "GENERAL" selected. The second column has "Always" selected.
- Safety:** Radio buttons for "Yes" and "No", with "No" selected.
- Demerit score:** A dropdown menu set to "Functional serious".
- Repair technically authorized:** An empty text input field.
- Interactions Field:** A large text area containing "Request of authorization to claim".

At the bottom of the form, there are buttons for "Check", "Save", and "Attachments". A "Close" button is located at the bottom left of the window.

IMPORTANT NOTES:

- **Only certified or undergoing certification technicians and Service Manager will be allowed to open a BOL+ report as Support Request** (according to the information available in ModisCs+/ Dealer Intelligence/ Human Resources)
- Only one BOL Report opened into the Repair's BOL+ sheet can be linked to the related Repair; **it will be no longer possible to associate a Repair to a previously opened BOL Report**
- In case of BOL previously opened for the same issue on the same VIN, you must open a new BOL with reference (BOL number) to the previous BOL. **BOL Reopening function will be not available anymore**
- BOL report can be entered only if Service Entry is in OPEN status (always refer to Status Bar)

Thanks to fully integration with SE+, Vehicle data, Dealer data, Customer complaint, Defective component code and related part number will be automatically associated to the BOL+ without need to insert them again.



The screenshot shows a web-based form for creating a BOL+ report. The form is organized into several sections:

- Report type:** A dropdown menu set to "Request of author. to claim".
- Expected Reply date:** An empty text input field.
- BOL Status:** An empty text input field.
- Diagnostic Sheet ID:** An empty text input field.
- Date of detection:** A date picker showing "07.03.2018".
- Dealer's detected issue:** A text area containing "Leaking water from radiator."
- Technician Operation:** A text area containing "Check of water leak from radiator".
- Anomaly Conditions:** A section with three dropdown menus. The first is set to "GENERAL", and the second is set to "Always".
- Safety:** Radio buttons for "Yes" and "No", with "No" selected.
- Demerit score:** A dropdown menu set to "Functional serious".
- Repair technically authorized:** An empty text input field.
- Interactions Field:** A large text area containing "Request of authorization to claim".

Buttons for "Check", "Save", "Attachments", and "Close" are located at the bottom of the form.

Following a list of fields to be filled to send a BOL+ report:

Report Type

The Report Type field is mandatory and can be selected from a drop-down menu containing a list of the possible values

Date of detection

Date of detection is mandatory field

Dealer's detected issue

This Field contains info about 1st Level Diagnosis performed by Dealer:

- Detailed customer complaint
- Detailed conditions when issue appears (driving condition, ext temp, speed, gear...)



- Issue frequency
- Eventual warning light or message on IPC
- Eventual external devices fitted (commercial alarm system, GPS tracking devices,...)

Technician Operation

This Field contains info about 2nd Level Diagnosis performed by Dealer:

- Able to reproduce the issue in workshop? Issue constant or intermittent?
- Description of performed diagnosis (Fault codes, Bulletin or Technical info already performed, repeated issue)
- Detailed description of any mechanical or electrical check already performed
- Description of any already replaced component or SW update carried out

Interactions Field

This Field contains complete history of interactions with Maserati Helpdesk

Anomaly Conditions

The “Conditions” area contains information regarding condition when the problem appears.

The malfunction condition is defined in two fields that can be selected from a menu.

The first malfunction condition is obligatory while the values for Malfunction Condition 2 and 3 are optional

Safety

The Safety field is obligatory and can be selected from a menu whose possible values are:

- Yes
- No

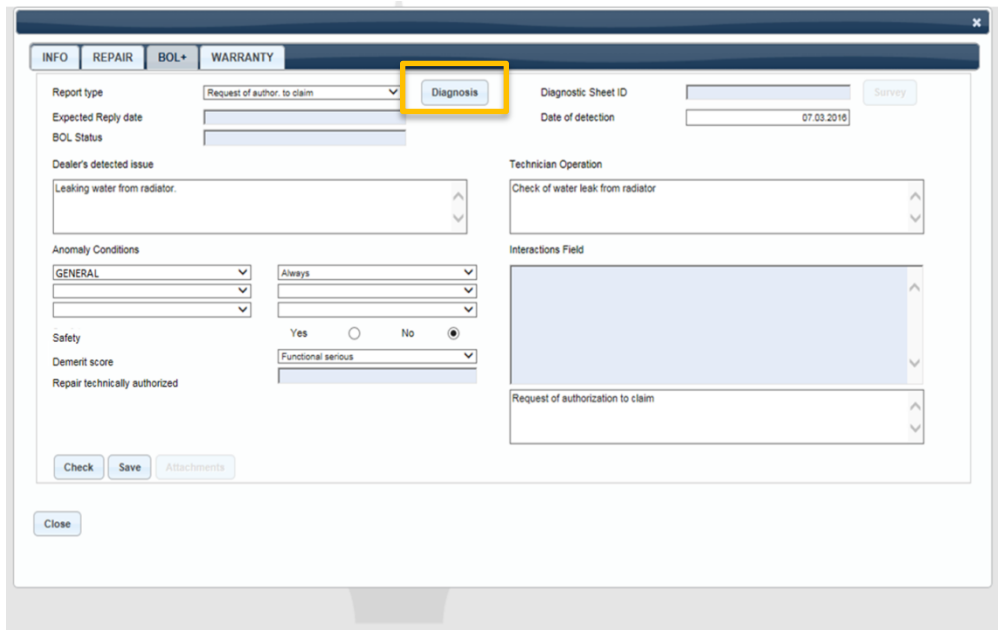
Demerit Score

The Demerit Mark field is obligatory and can be selected from a drop-down menu containing a list of possible scores. Selecting the score, the code is automatically assigned to the field

Once you have filled in all necessary data, click the button “Save” to save and send the report.

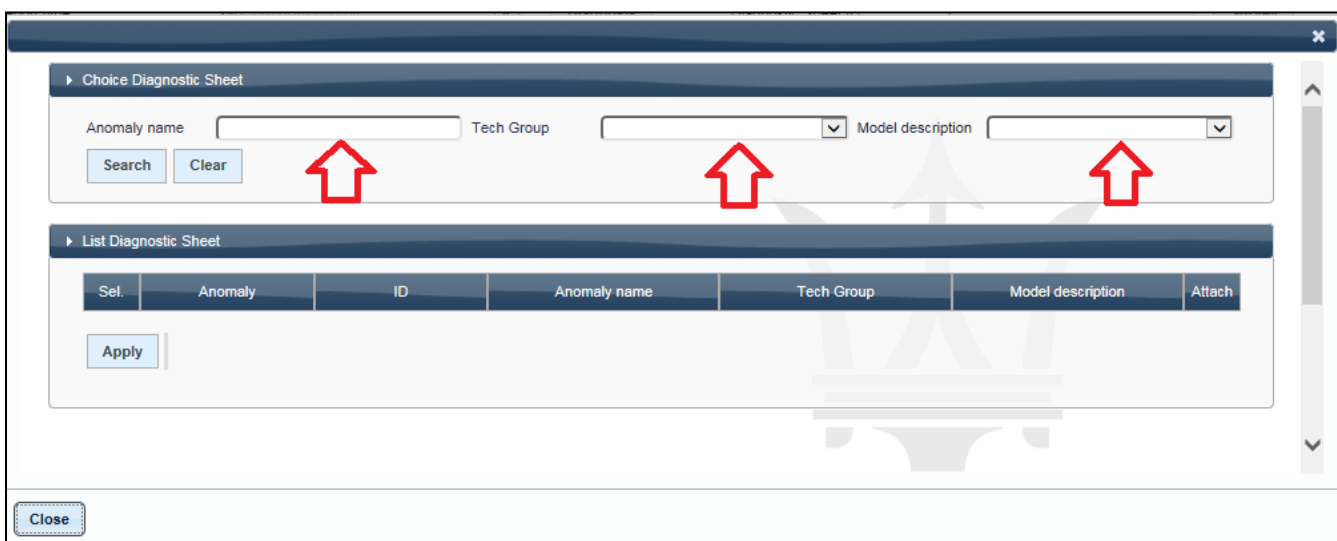
2.1 Diagnostic Sheet Consulting

Click on “Diagnosis” button to consult from a complete list the available diagnosis sheets and select the proper one to be associated to the BOL+ if related to same issue in management



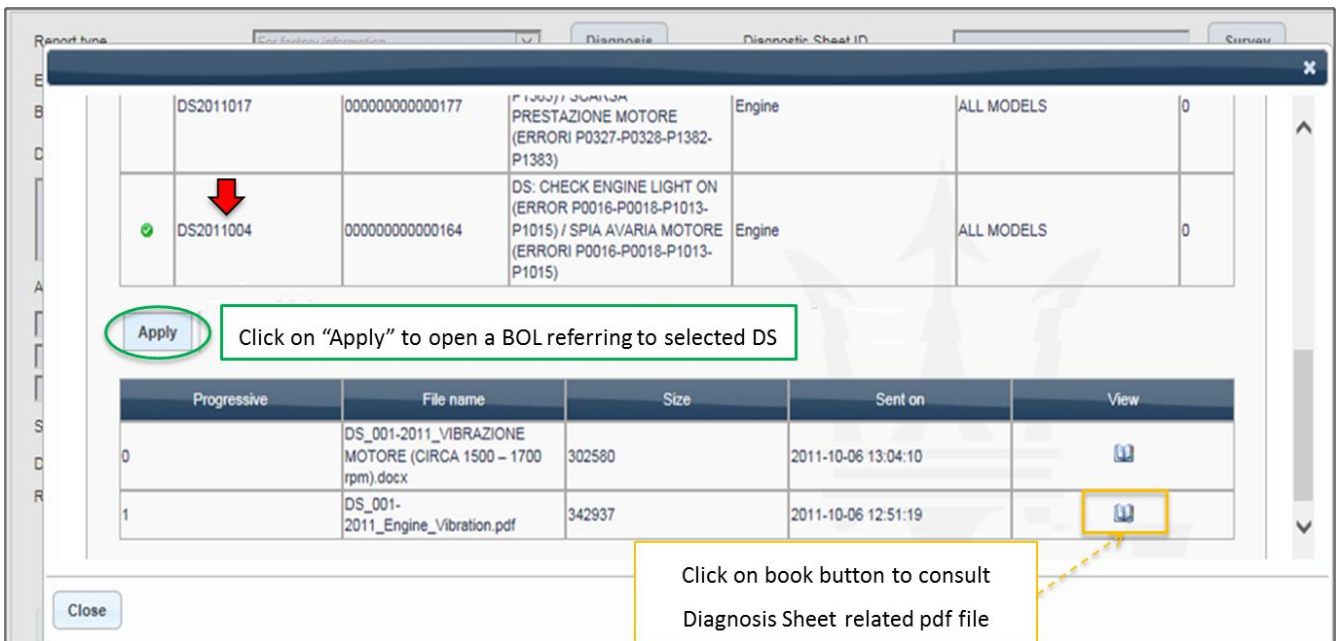
The screenshot shows a web application window with a dark blue header containing tabs for 'INFO', 'REPAIR', 'BOL+', and 'WARRANTY'. The 'BOL+' tab is active. Below the header, there are several input fields and buttons. A yellow box highlights a button labeled 'Diagnosis'. Other visible elements include a 'Report type' dropdown menu set to 'Request of author. to claim', a 'Diagnostic Sheet ID' input field, a 'Date of detection' field with the value '07.03.2010', a 'Dealer's detected issue' dropdown menu with 'Leaking water from radiator', and a 'Technician Operation' dropdown menu with 'Check of water leak from radiator'. There are also sections for 'Anomaly Conditions', 'Safety', and 'Demerit score'.

Diagnostic Sheets could be searched on the base of Anomaly Name, Technical Group or Model description



The screenshot shows a search interface titled 'Choice Diagnostic Sheet'. It features three search criteria: 'Anomaly name', 'Tech Group', and 'Model description', each with a corresponding input field. Below these fields are 'Search' and 'Clear' buttons. Three red arrows point upwards to the 'Anomaly name', 'Tech Group', and 'Model description' input fields. Below the search section is a 'List Diagnostic Sheet' section containing a table with the following columns: 'Sel.', 'Anomaly', 'ID', 'Anomaly name', 'Tech Group', 'Model description', and 'Attach'. An 'Apply' button is located below the table. A 'Close' button is visible at the bottom left of the window.

When the system will propose one or more DS, according to searching criteria, operator need to select it clicking on Anomaly Name ID and a green tick will appear in first column. In this way operator will be able to consult it from the bottom of the page or proceed with BOL opening



The screenshot displays a web interface for managing Diagnostic Sheets (DS). At the top, there are tabs for 'Report type', 'Diagnose', and 'Diagnosis Sheet ID'. Below this is a table listing DS entries:

DS ID	Code	Description	System	Model	Count
DS2011017	000000000000177	PRESTAZIONE MOTORE (ERRORI P0327-P0328-P1382-P1383)	Engine	ALL MODELS	0
<input checked="" type="checkbox"/> DS2011004	000000000000164	DS: CHECK ENGINE LIGHT ON (ERROR P0016-P0018-P1013-P1015) / SPIA AVARIA MOTORE (ERRORI P0016-P0018-P1013-P1015)	Engine	ALL MODELS	0

Below the table, there is an 'Apply' button circled in green. A text box next to it says: "Click on 'Apply' to open a BOL referring to selected DS".

Underneath is a file list table:

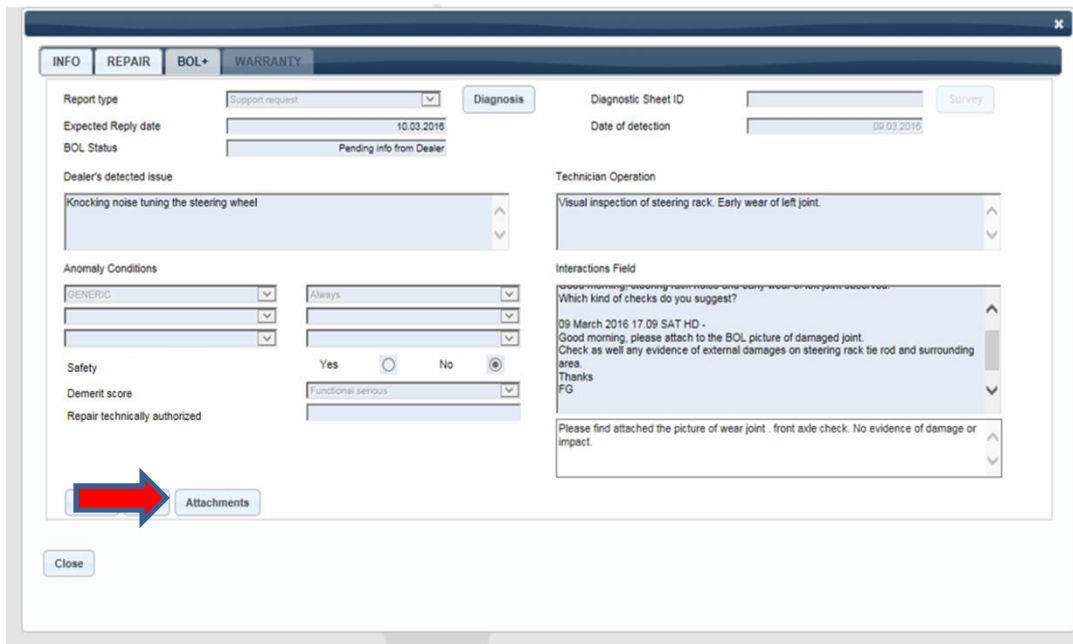
Progressive	File name	Size	Sent on	View
0	DS_001-2011_VIBRAZIONE MOTORE (CIRCA 1500 - 1700 rpm).docx	302580	2011-10-06 13:04:10	
1	DS_001-2011_Engine_Vibration.pdf	342937	2011-10-06 12:51:19	

A yellow box highlights the book icon in the 'View' column of the second row. A text box below it says: "Click on book button to consult Diagnosis Sheet related pdf file".

At the bottom left, there is a 'Close' button.

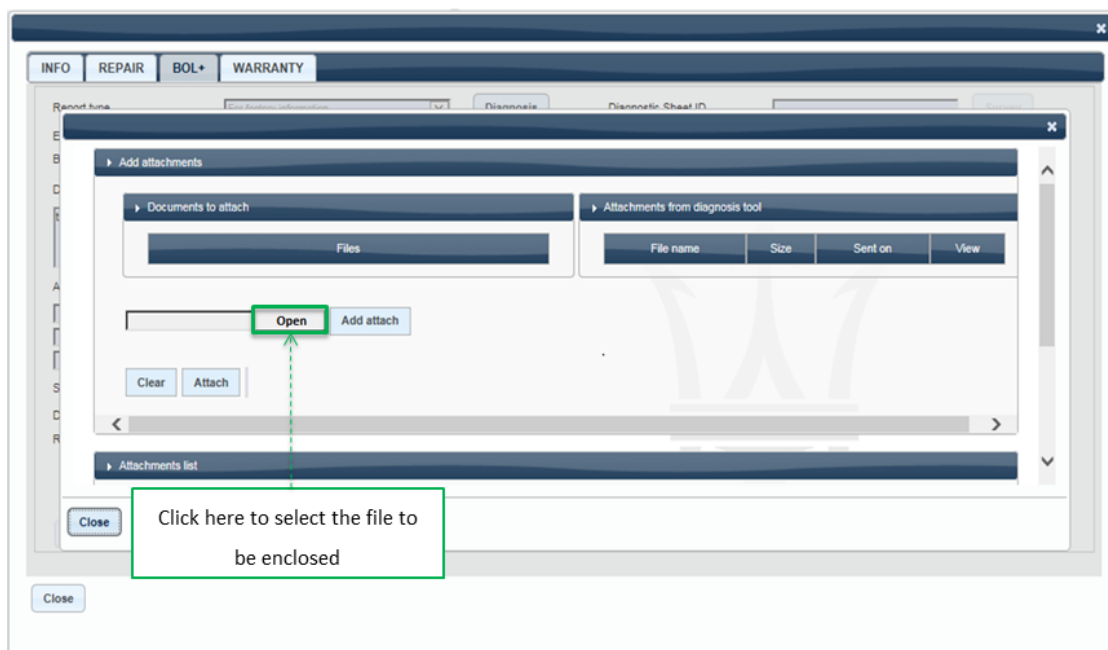
2.2 Attachments

Once the BOL has been saved, you will be able to manage report attachments:

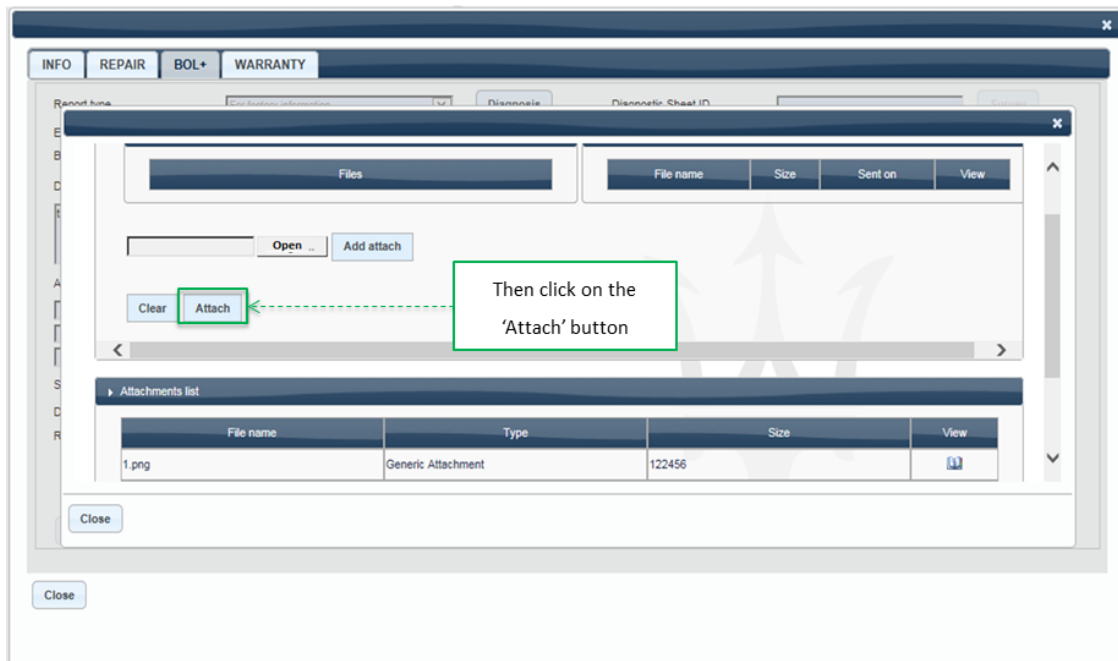
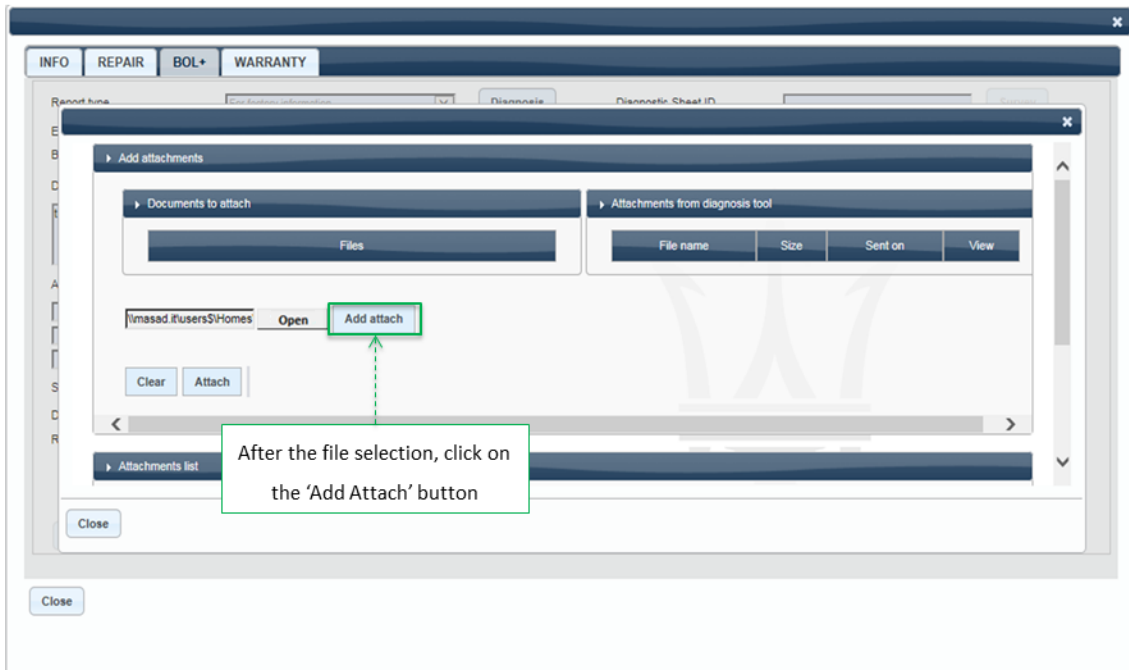


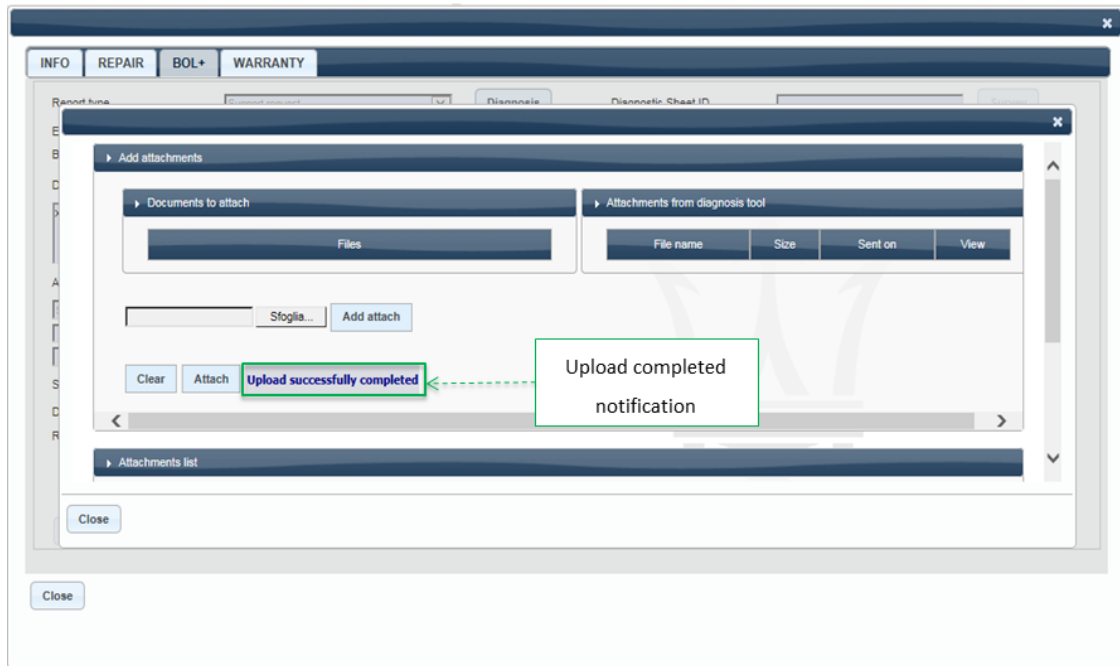
The screenshot shows the 'WARRANTY' tab in the Maserati Blue On Line interface. The interface includes fields for 'Report type' (Support request), 'Expected Reply date' (10.03.2016), 'BOL Status' (Pending info from Dealer), 'Diagnostic Sheet ID', and 'Date of detection' (09.03.2016). There are sections for 'Dealer's detected issue' (Knocking noise tuning the steering wheel), 'Anomaly Conditions', 'Safety', 'Demerit score', and 'Repair technically authorized'. A red arrow points to the 'Attachments' button at the bottom left of the form.

Click on the 'Attachment' button to enclose the required files according to following procedure:

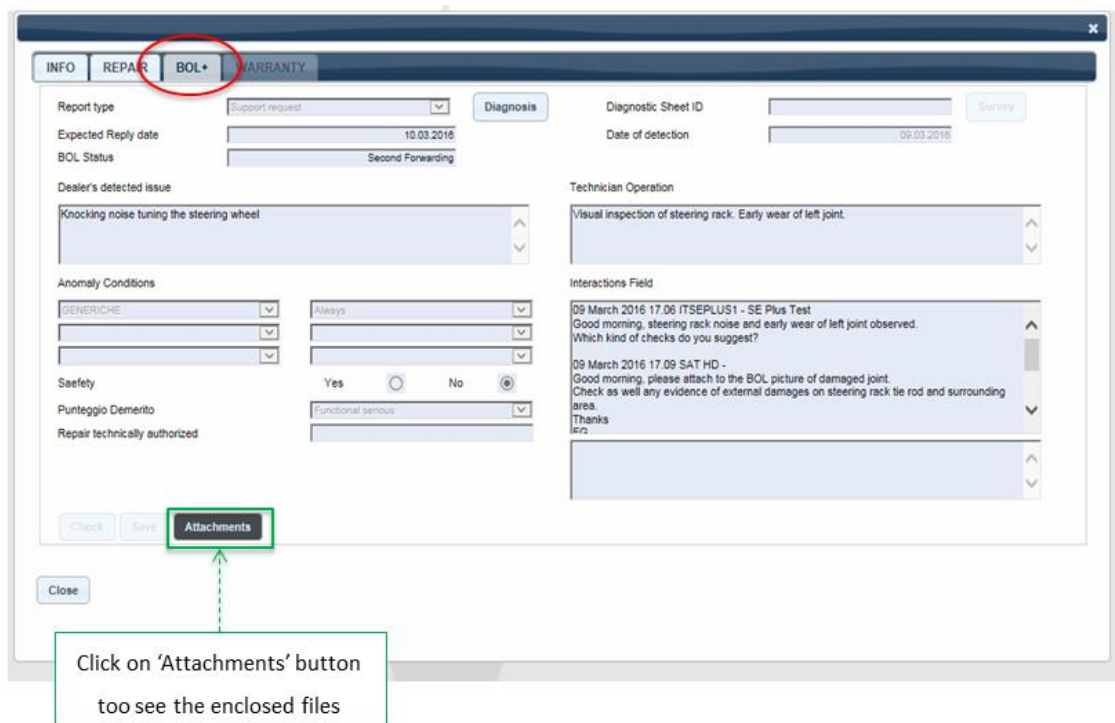


The screenshot shows the 'Add attachments' dialog box in the Maserati Blue On Line interface. The dialog box has a title bar with 'Add attachments' and a close button. It contains two main sections: 'Documents to attach' and 'Attachments from diagnosis tool'. The 'Documents to attach' section has a 'Files' field and an 'Open' button. The 'Attachments from diagnosis tool' section has a table with columns 'File name', 'Size', 'Sent on', and 'View'. Below the 'Open' button, there are 'Clear' and 'Attach' buttons. A green box highlights the 'Open' button, and a text box below it says 'Click here to select the file to be enclosed'.



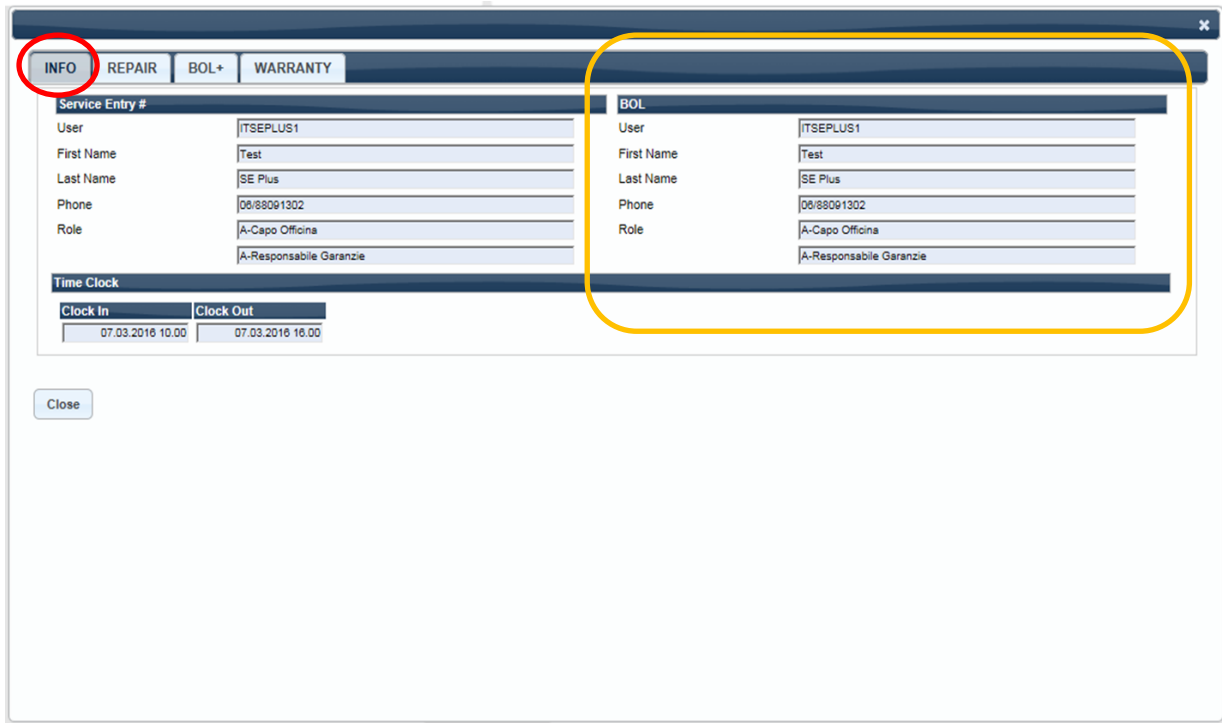


When a BOL is already sent to Maserati Helpdesk, you could be able anyway to open and edit attachment list



2.3 BOL Info

Once the BOL report is opened, also data of user that opened the BOL Report are shown in Repair multi sheet Info tab



Service Entry #		BOL	
User	ITSEPLUS1	User	ITSEPLUS1
First Name	Test	First Name	Test
Last Name	SE Plus	Last Name	SE Plus
Phone	00/88091302	Phone	00/88091302
Role	A-Capo Officina	Role	A-Capo Officina
	A-Responsabile Garanzie		A-Responsabile Garanzie

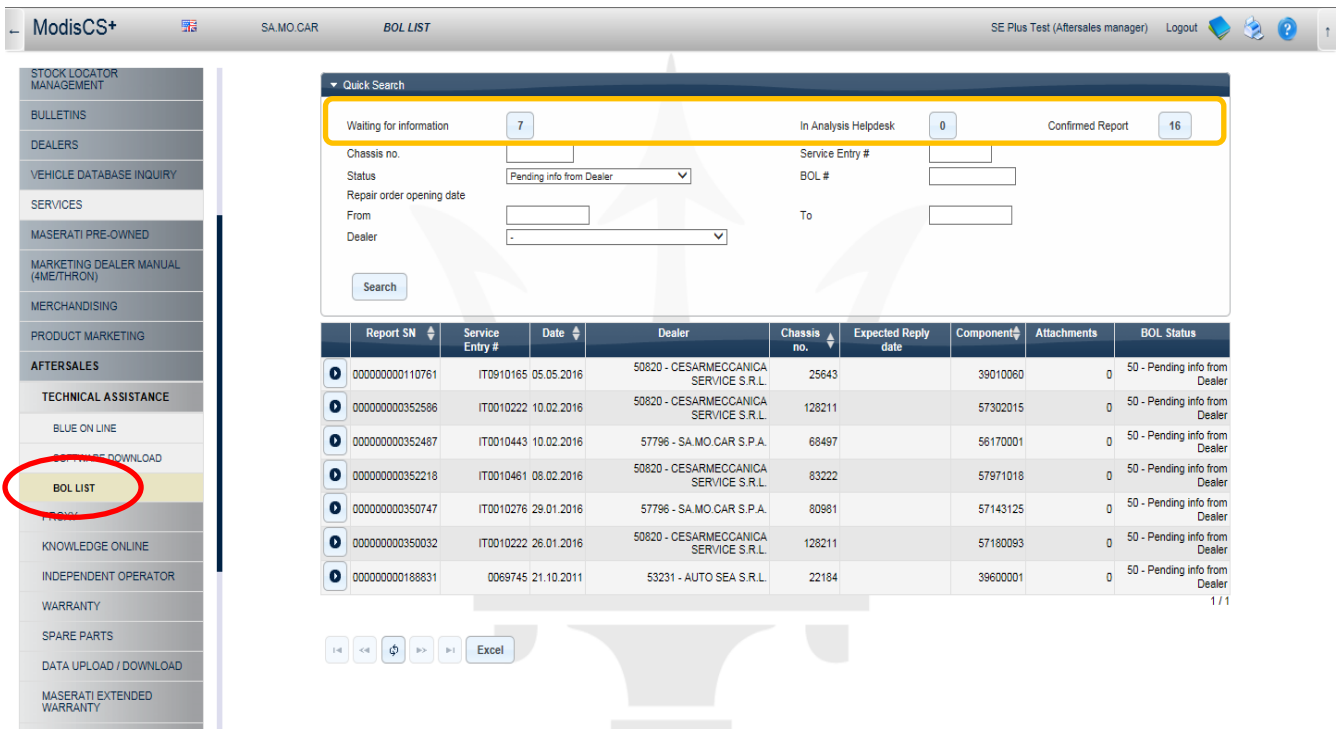
Time Clock	
Clock In	Clock Out
07.03.2016 10.00	07.03.2016 16.00

Close

ATTENTION: Only certified or undergoing certification users and Service Manager are authorized to open a BOL Report as Support Request (according to the information available in ModisCs+/ Dealer Intelligence/ Human Resources/ Academy)

3. BOL+ Management

BOL+ will introduce a New user friendly BOL management Console



ModisCS+ SA.MO.CAR BOL LIST SE Plus Test (Aftersales manager) Logout

STOCK LOCATOR MANAGEMENT
BULLETINS
DEALERS
VEHICLE DATABASE INQUIRY
SERVICES
MASERATI PRE-OWNED
MARKETING DEALER MANUAL (4ME/THRON)
MERCHANDISING
PRODUCT MARKETING
AFTERSALES
TECHNICAL ASSISTANCE
BLUE ON LINE
SERVICE DOWNLOAD
BOL LIST
PROCESSES
KNOWLEDGE ONLINE
INDEPENDENT OPERATOR
WARRANTY
SPARE PARTS
DATA UPLOAD / DOWNLOAD
MASERATI EXTENDED WARRANTY

Quick Search

Waiting for information: 7 In Analysis Helpdesk: 0 Confirmed Report: 16

Chassis no. [] Service Entry # []
Status: Pending info from Dealer BOL # []
Repair order opening date [] To []
From [] Dealer []

Search

Report SN	Service Entry #	Date	Dealer	Chassis no.	Expected Reply date	Component	Attachments	BOL Status
00000000110761	IT0910165	05.05.2016	50820 - CESARMECCANICA SERVICE S.R.L.	25643		39010060	0	50 - Pending info from Dealer
000000000352586	IT0010222	10.02.2016	50820 - CESARMECCANICA SERVICE S.R.L.	128211		57302015	0	50 - Pending info from Dealer
000000000352487	IT0010443	10.02.2016	57796 - SA.MO.CAR S.P.A.	68497		56170001	0	50 - Pending info from Dealer
000000000352218	IT0010461	08.02.2016	50820 - CESARMECCANICA SERVICE S.R.L.	83222		57971018	0	50 - Pending info from Dealer
000000000350747	IT0010276	29.01.2016	57796 - SA.MO.CAR S.P.A.	80981		57143125	0	50 - Pending info from Dealer
000000000350032	IT0010222	26.01.2016	50820 - CESARMECCANICA SERVICE S.R.L.	128211		57180093	0	50 - Pending info from Dealer
000000000188831	0069745	21.10.2011	53231 - AUTO SEA S.R.L.	22184		39600001	0	50 - Pending info from Dealer

Excel

This menu, available through ModisCS+ Technical Assistance menu, will show a summary of reports submitted split by BOL status:

- Pending info from Dealer: reports waiting for information from dealer side
- In Analysis Helpdesk: reports waiting for information from BOL Helpdesk/ABM
- Confirmed report: Reports sent from dealer and waiting to be taken in charge by Helpdesk

Selecting one of the upper page light blue icons related to Report status, the system will show you only a list of related status reports

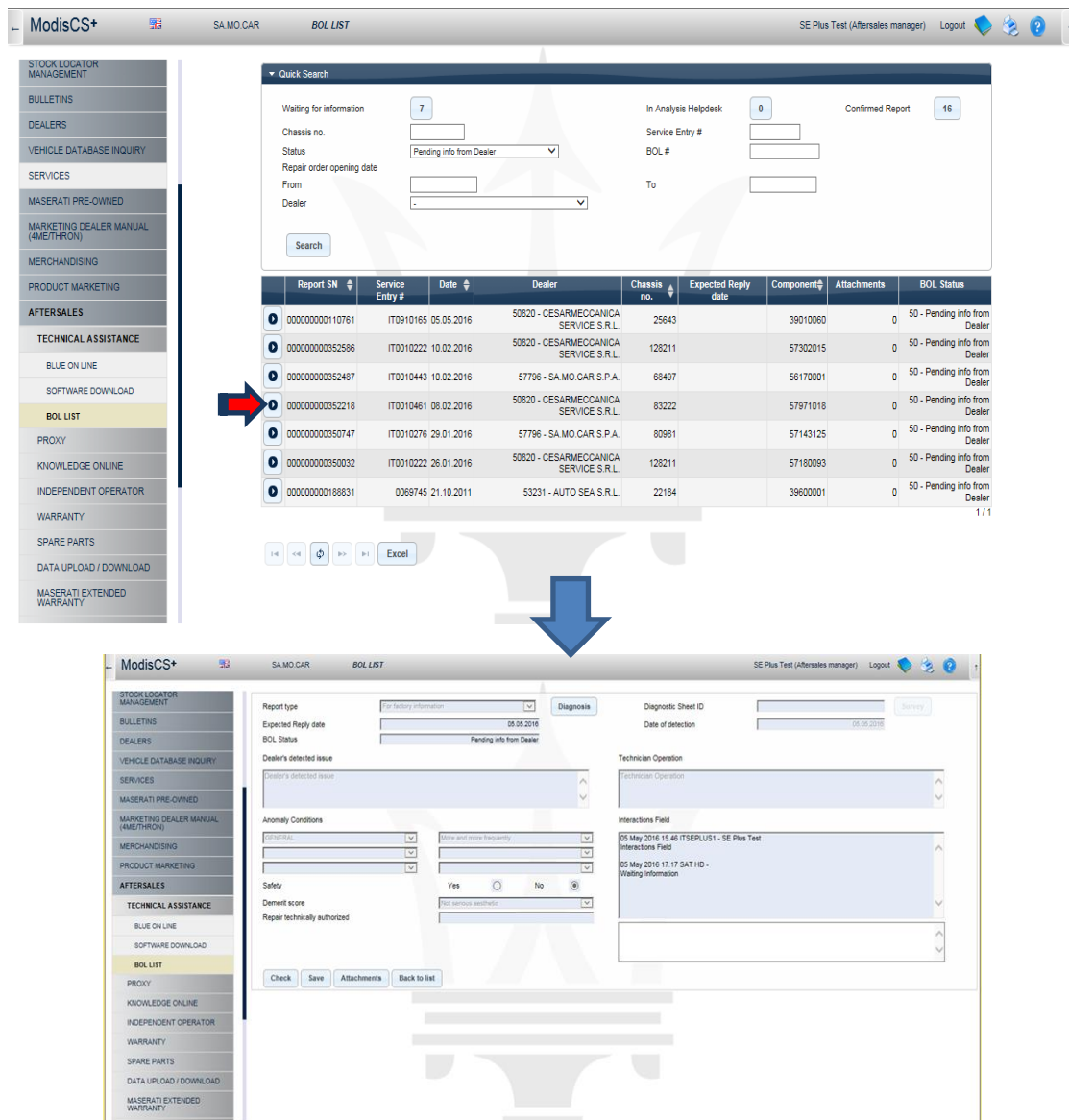
Note: Only Blue On Line reports classified as “Waiting for information”, can be edited

Note: If the list of Blue On Line reports exceeds 10 rows, the number of pages is shown at the bottom of the table

BOL LIST tool will also allow you to search one or more BOL reports basing on following criteria:

- Chassis N°
- Service Entry number
- Status
- BOL number
- Repair opening date (From→To)
- Sub dealer (if applicable)

If a BOL report need to be visualized or edited you need to click on left BOL icon and the system will open the report in visualization/editing mode (in function of report status)



The screenshot displays the ModisCS+ interface for the BOL LIST tool. The top navigation bar includes 'ModisCS+', 'SA.MO.CAR', 'BOL LIST', and 'SE Plus Test (Aftersales manager)'. A left sidebar contains various menu items, with 'BOL LIST' highlighted. The main area shows a 'Quick Search' form with fields for 'Waiting for information' (7), 'In Analysis Helpdesk' (0), and 'Confirmed Report' (16). Below the search form is a table of BOL reports:

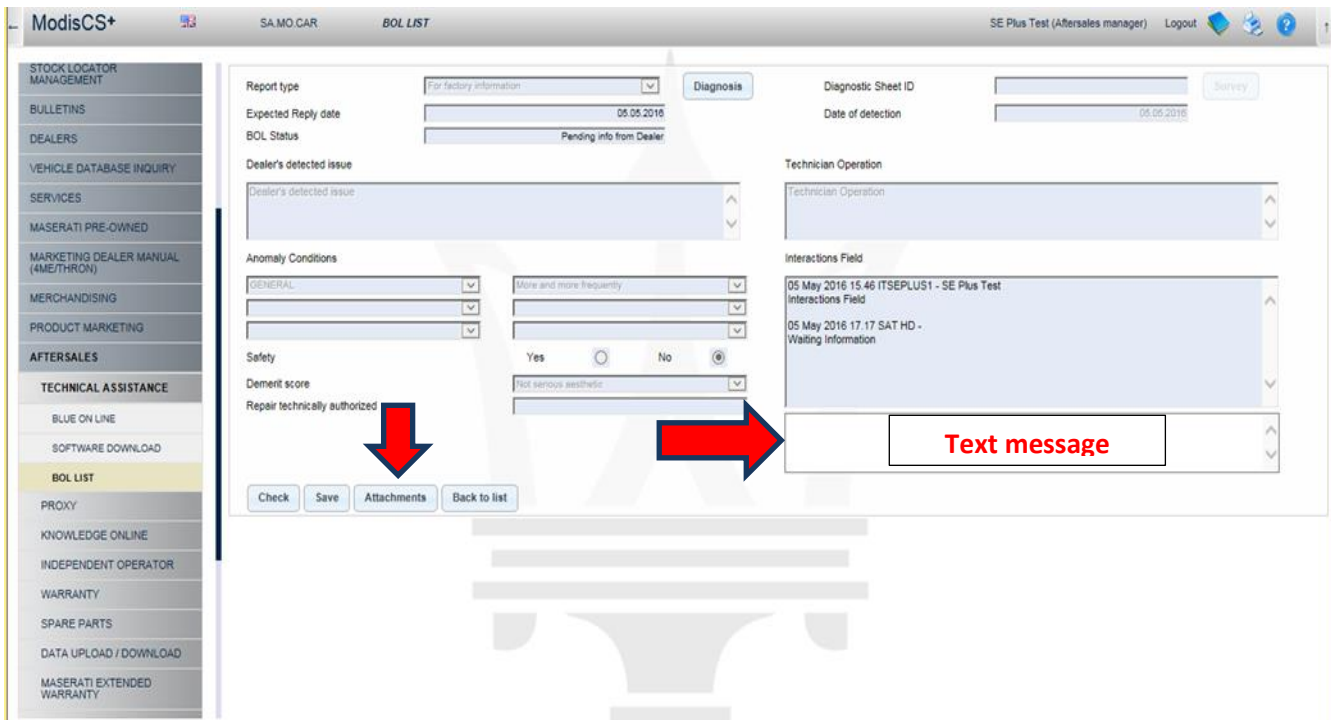
Report SN	Service Entry #	Date	Dealer	Chassis no.	Expected Reply date	Component	Attachments	BOL Status
000000000110761	IT0910165	05.05.2016	50820 - CESARMECCANICA SERVICE S.R.L.	25843		39010060	0	50 - Pending info from Dealer
000000000352596	IT0010222	10.02.2016	50820 - CESARMECCANICA SERVICE S.R.L.	128211		57302015	0	50 - Pending info from Dealer
000000000352487	IT0010443	10.02.2016	57796 - SA.MO.CAR S.P.A.	68497		56170001	0	50 - Pending info from Dealer
000000000352216	IT0010461	08.02.2016	50820 - CESARMECCANICA SERVICE S.R.L.	83222		57971018	0	50 - Pending info from Dealer
000000000350747	IT0010276	29.01.2016	57796 - SA.MO.CAR S.P.A.	80881		57143125	0	50 - Pending info from Dealer
000000000350032	IT0010222	26.01.2016	50820 - CESARMECCANICA SERVICE S.R.L.	128211		57180093	0	50 - Pending info from Dealer
000000000186831	0069745	21.10.2011	53231 - AUTO SEA S.R.L.	22184		39600001	0	50 - Pending info from Dealer

A red arrow points to the 'BOL LIST' menu item, and a blue arrow points to the detailed report view below. The detailed report view shows fields for 'Report type', 'Expected Reply date', 'BOL Status', 'Dealer's detected issue', 'Anomaly Conditions', 'Safety', 'Demist score', 'Repair technically authorized', 'Diagnostic Sheet ID', 'Date of detection', 'Technician Operation', and 'Interactions Field'.

3.1 Editing a Blue On Line

The only Blue On Line reports that can be edited are those with status code 50 (Pending information from Dealer)

Those reports could be edited directly form related SE+ or from the new BOL List Console

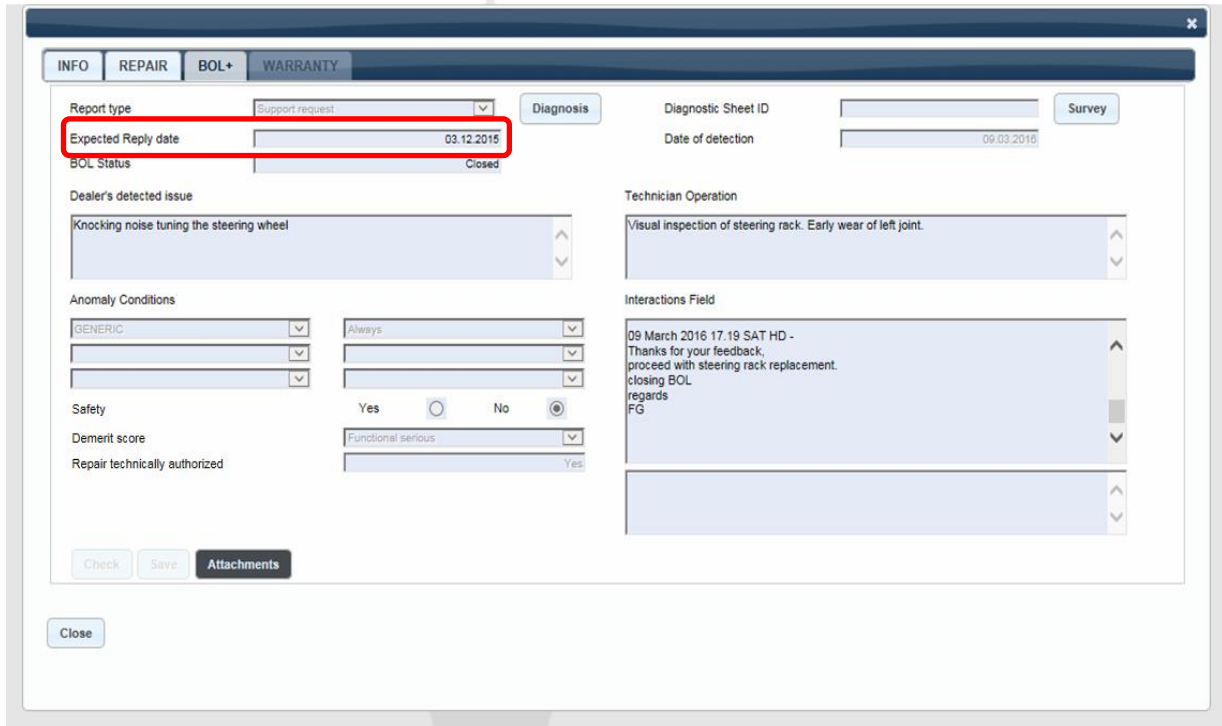


The screenshot shows the ModisCS+ interface for editing a Blue On Line report. The report status is "Pending info from Dealer". The interface includes the following fields and buttons:

- Report type: For factory information
- Expected Reply date: 05.05.2016
- BOL Status: Pending info from Dealer
- Diagnostic Sheet ID: [Empty]
- Date of detection: 05.05.2016
- Dealer's detected issue: [Empty]
- Technician Operation: [Empty]
- Anomaly Conditions: GENERAL, More and more frequently
- Safety: Yes (selected), No
- Demerit score: Not serious aesthetic
- Interactions Field: 05 May 2016 15:46 ITSEPLUS1 - SE Plus Test, 05 May 2016 17:17 SAT HD - Waiting information
- Buttons: Check, Save, Attachments, Back to list
- Text message box: Text message

All Reports in “Pending info from dealer” status could be updated adding text or attachments and sent back to HD pressing on Save button.

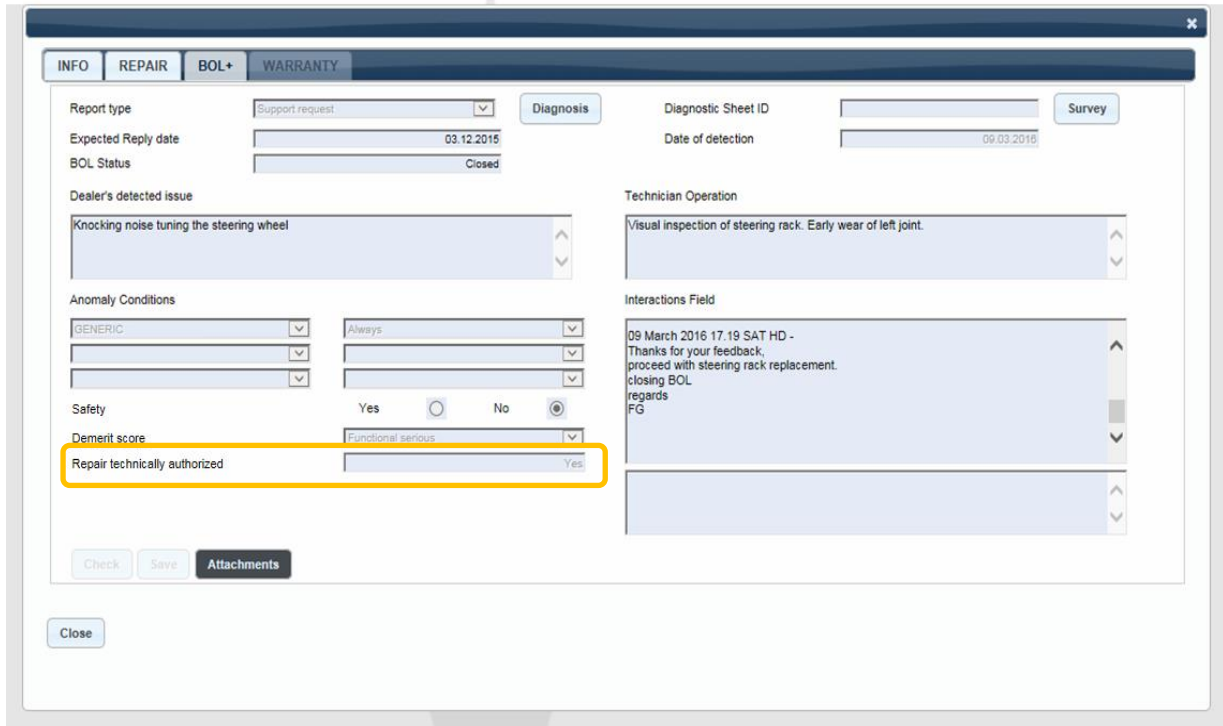
3.2 Expected Reply Date



In order to monitor all technical cases and give the correct focus to everyone, the “Expected reply date” field indicates the date when the Technical Service Help Desk expects a reply from the dealer.

Expected Reply date overdue will be notified to you by dedicated email.

3.3 Repair Technically authorized



The screenshot shows a web application interface for a Maserati warranty claim. The top navigation bar includes tabs for 'INFO', 'REPAIR', 'BOL+', and 'WARRANTY', with 'WARRANTY' currently selected. The main form area is divided into several sections:

- Report type:** Support request (dropdown)
- Expected Reply date:** 03.12.2015
- BOL Status:** Closed
- Diagnosis:** Diagnostic Sheet ID (input field) and Date of detection (09.03.2016)
- Dealer's detected issue:** Knocking noise tuning the steering wheel
- Technician Operation:** Visual inspection of steering rack. Early wear of left joint.
- Anomaly Conditions:** Includes dropdowns for 'GENERIC', 'Always', and other conditions.
- Safety:** Radio buttons for 'Yes' and 'No'.
- Demerit score:** Functional serious (dropdown)
- Repair technically authorized:** Yes (highlighted with a yellow box)
- Interactions Field:** A text area containing a message dated 09 March 2016 17:19 SAT HD, thanking for feedback and mentioning steering rack replacement.

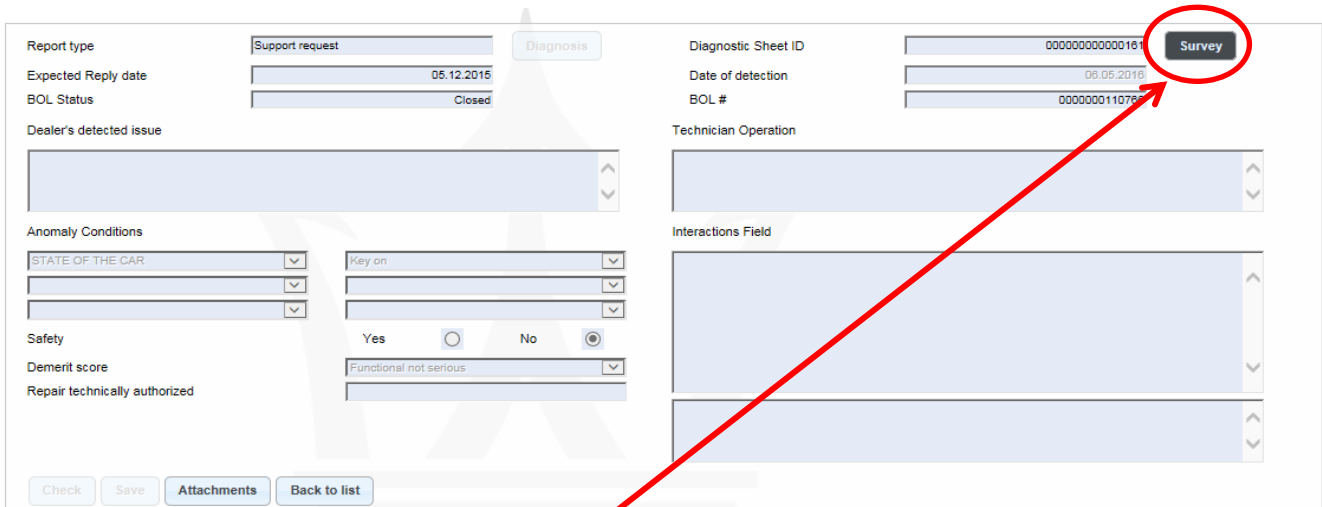
At the bottom of the form, there are buttons for 'Check', 'Save', 'Attachments', and 'Close'.

BOL Help Desk can authorize the repair from a technical point of view, then ABMs or Warranty Office approve or reject the warranty claim

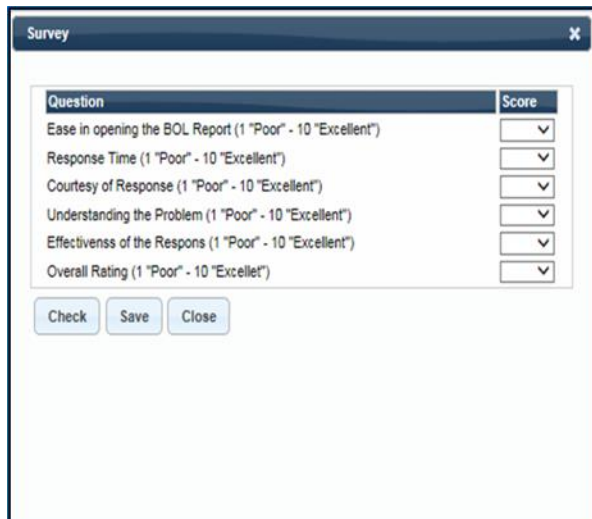
3.4 Quality Survey

When a BOL report is closed, dealer could access to a not mandatory Quality Evaluation Survey.

Related data analysis could be a useful tool to evaluate the quality of service provided from us so we strongly recommend to fill it as much as possible.



The screenshot shows a web form for a diagnostic report. The 'Report type' is 'Support request' and the 'BOL Status' is 'Closed'. A 'Survey' button is circled in red in the top right corner. A red arrow points from this button to the survey window shown below.



The 'Survey' window contains the following questions and score dropdowns:

Question	Score
Ease in opening the BOL Report (1 "Poor" - 10 "Excellent")	▼
Response Time (1 "Poor" - 10 "Excellent")	▼
Courtesy of Response (1 "Poor" - 10 "Excellent")	▼
Understanding the Problem (1 "Poor" - 10 "Excellent")	▼
Effectiveness of the Respons (1 "Poor" - 10 "Excellent")	▼
Overall Rating (1 "Poor" - 10 "Excellet")	▼

Buttons: Check, Save, Close

Following a list of item that you're requested to rate:

- Ease in opening BOL report
- Response time
- Courtesy of response
- Understanding of problem
- Effectiveness of Response
- Overall rating



3.5 BOL+ Reopening

In order to monitor 100% workshop vehicle ingress and related vehicle failures, BOL reopening function will be eliminated.

A new BOL submission will be always required for repeated cases.