



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:

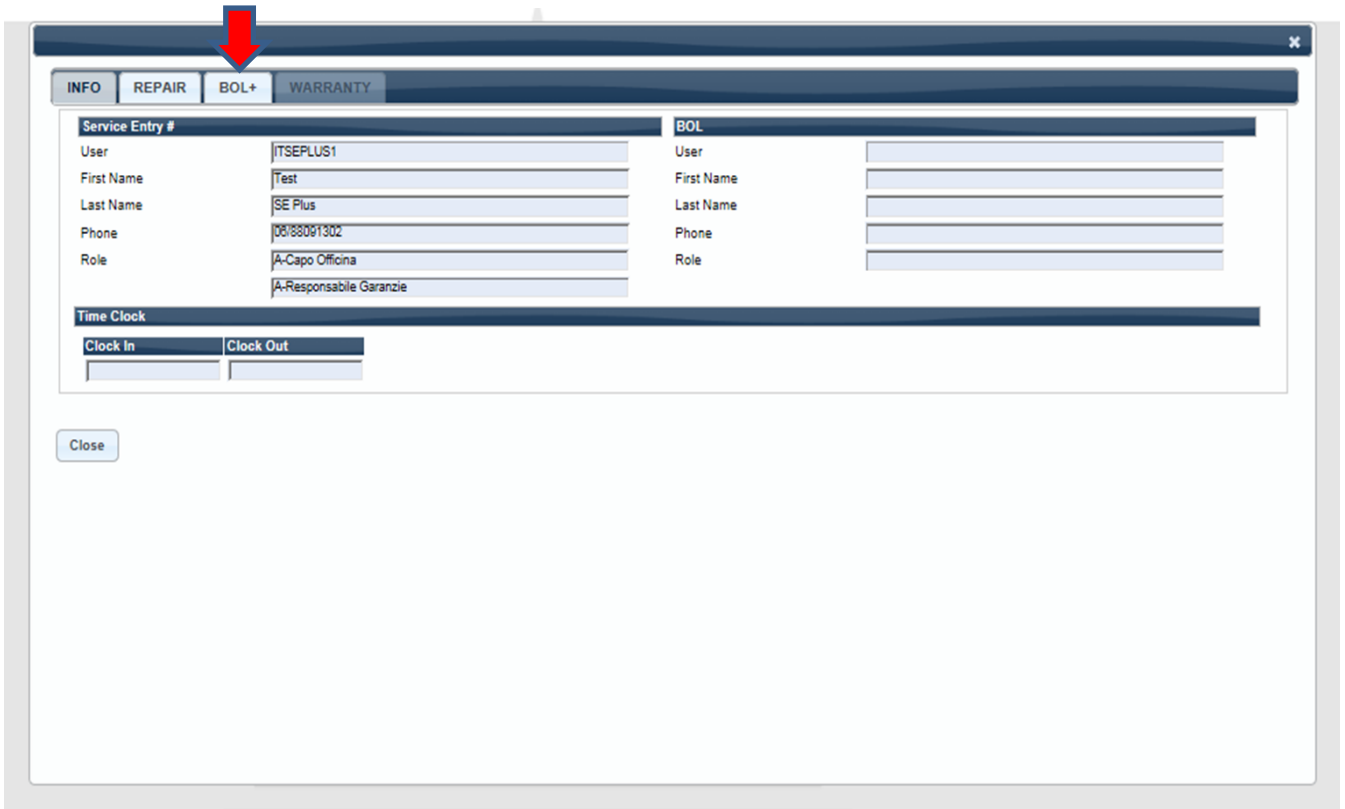
- Support Request
- Factory Information
- Warranty Authorization

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

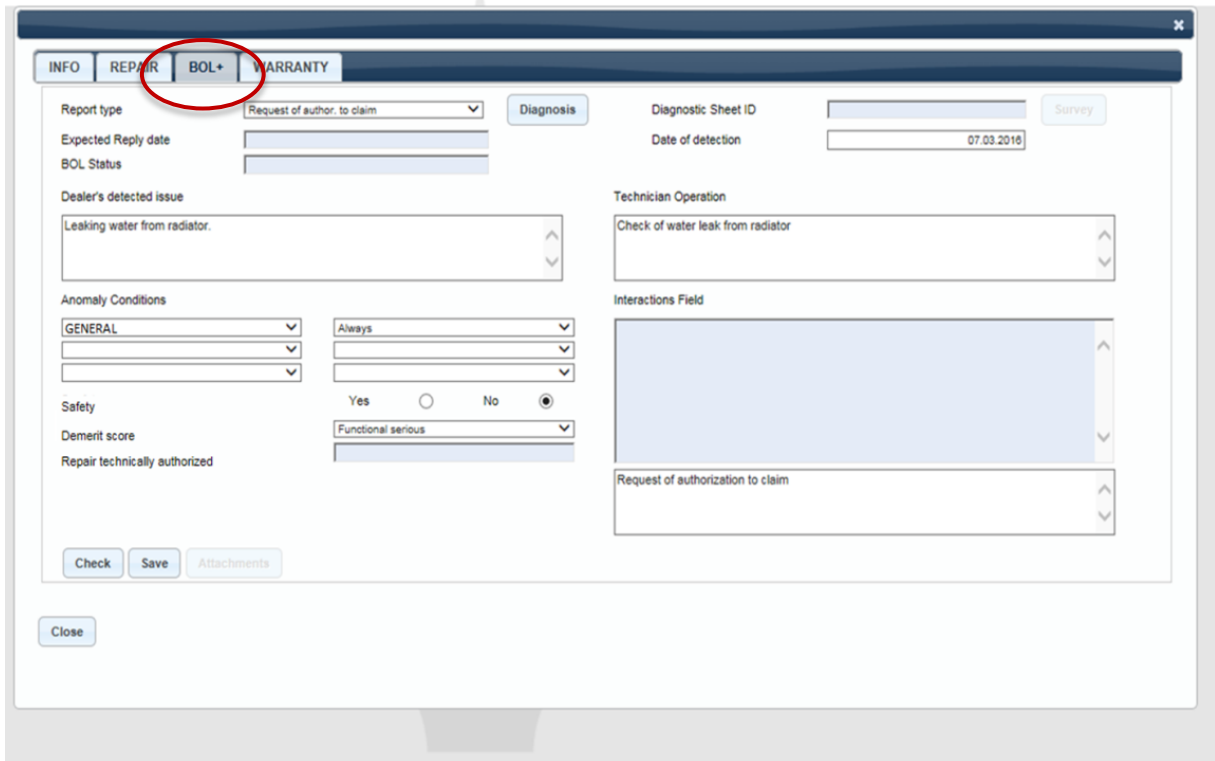
2. Creating a new Blue On Line Plus

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. The BOL+ tab is currently selected, highlighted in a lighter blue. A red arrow points to the BOL+ tab. The main content area is divided into two sections. The top section is titled 'Service Entry #' and contains two columns of input fields. The left column has fields for User (ITSEPLUS1), First Name (Test), Last Name (SE Plus), Phone (06188091302), and Role (A-Capo Officina, A-Responsabile Garanzie). The right column has fields for User, First Name, Last Name, Phone, and Role. The bottom section is titled 'Time Clock' and contains two columns: Clock In and Clock Out, each with an input field. A 'Close' button is located at the bottom left of the window.

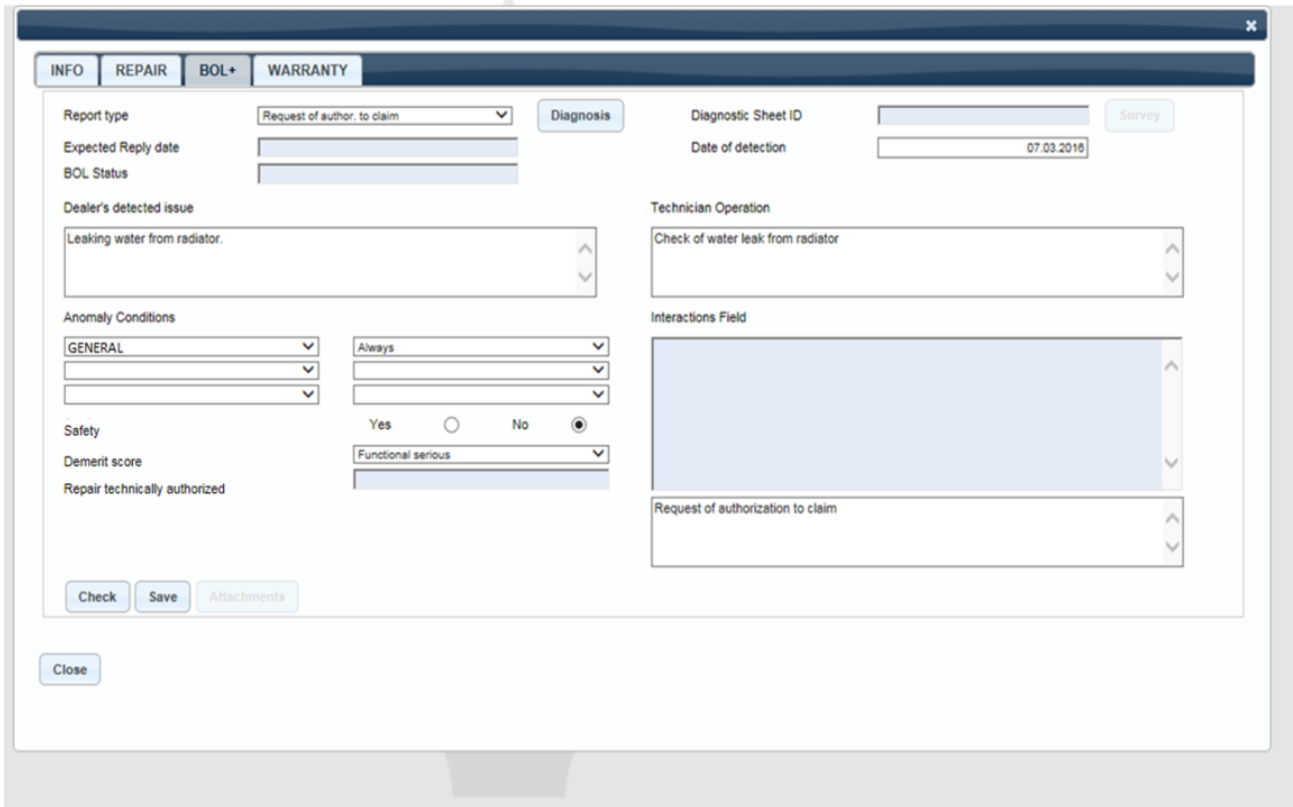
Clicking the “BOL+” button, a new window will be opened in insertion mode



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.



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

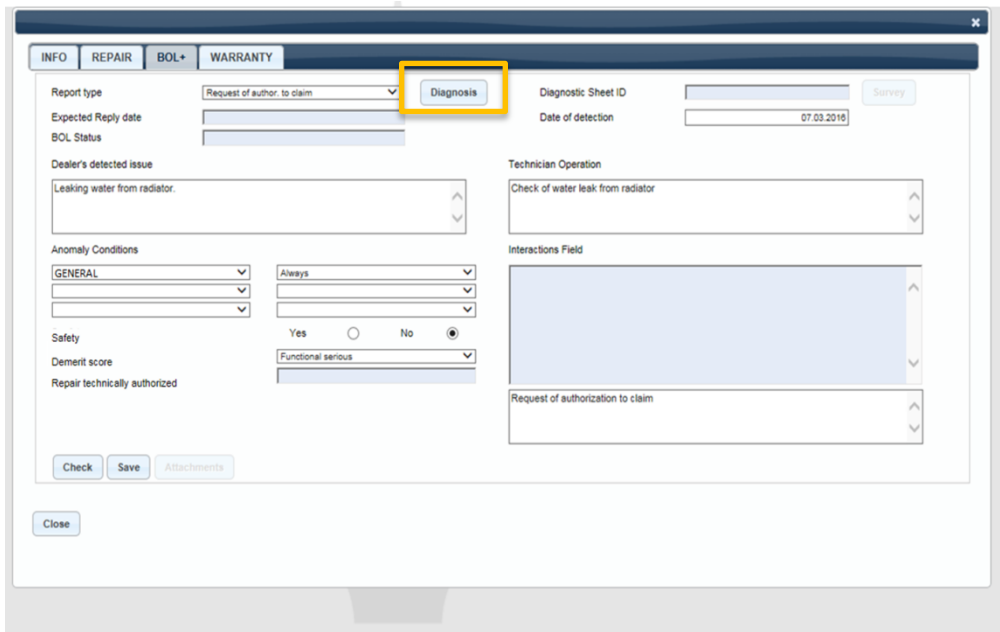
Demerit Score

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

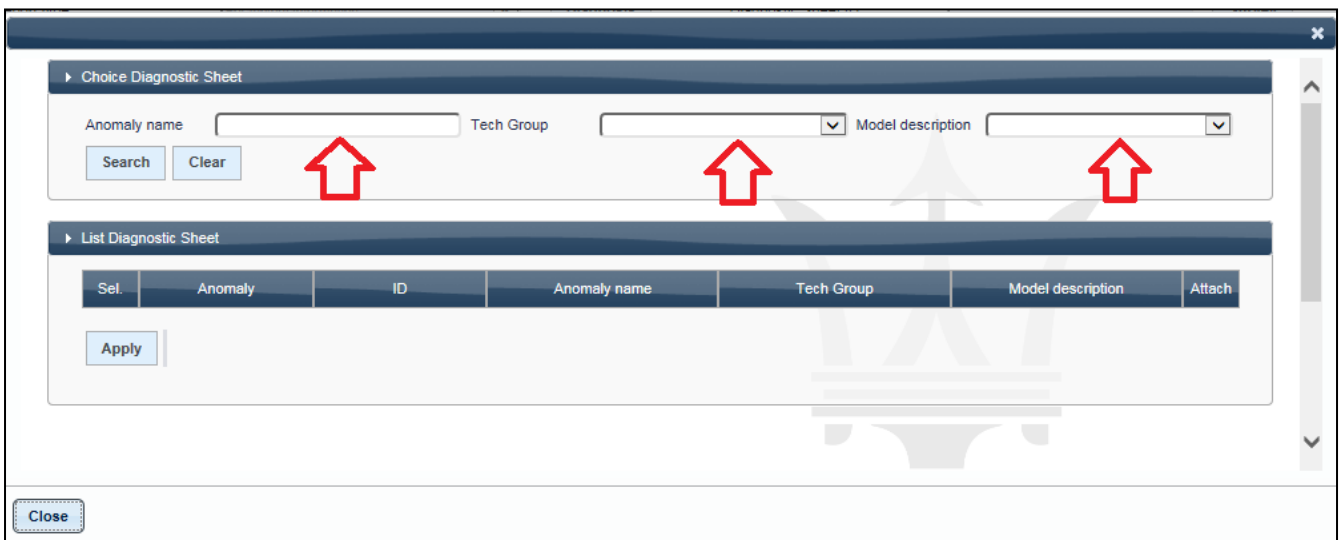


The screenshot shows a web application window with a dark blue header containing tabs: INFO, REPAIR, BOL+, and WARRANTY. The 'Diagnosis' button is highlighted with a yellow box. The main form area is divided into several sections:

- Report type:** A dropdown menu with 'Request of author. to claim' selected.
- Expected Reply date:** A text input field.
- BOL Status:** A dropdown menu.
- Dealer's detected issue:** A text input field with 'Leaking water from radiator.' entered.
- Anomaly Conditions:** A section with three dropdown menus, the first showing 'GENERAL'.
- Safety:** A section with 'Yes' and 'No' radio buttons, and 'Functional serious' selected.
- Repair technically authorized:** A checkbox.
- Diagnostic Sheet ID:** A text input field.
- Date of detection:** A date picker showing '07.03.2010'.
- Technician Operation:** A text input field with 'Check of water leak from radiator' entered.
- Interactions Field:** A large text area.
- Request of authorization to claim:** A text input field.

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

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

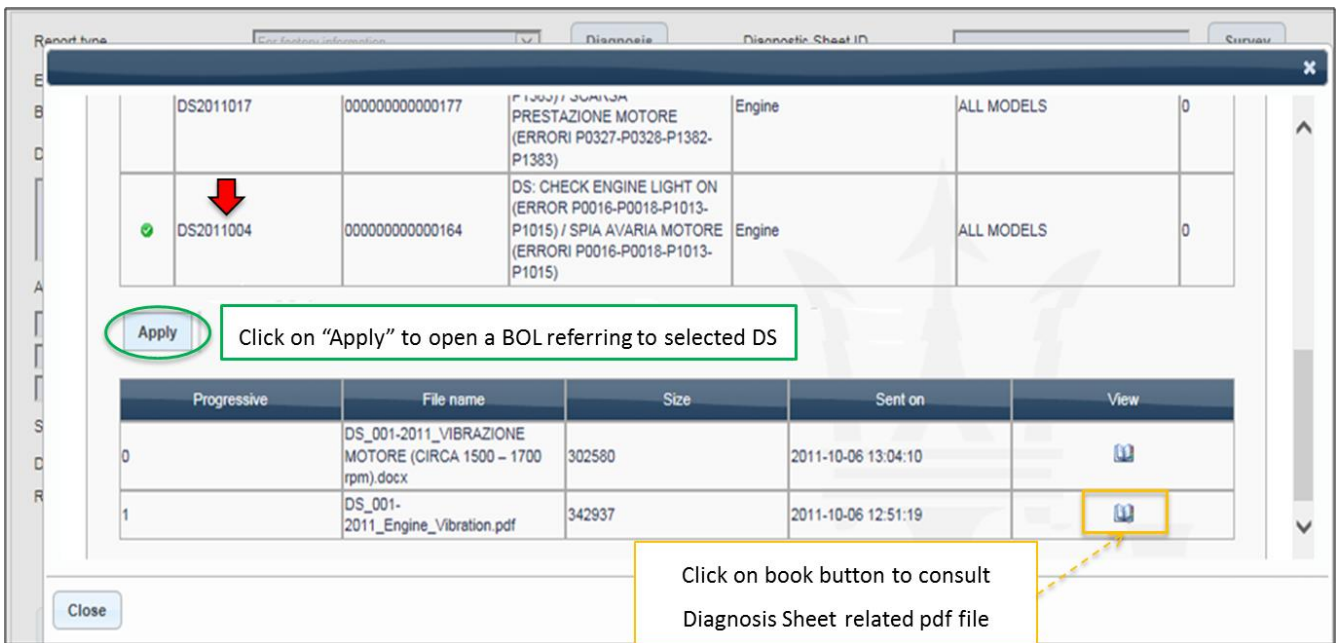


The screenshot shows a web application window with a dark blue header. The main form area is divided into two sections:

- Choice Diagnostic Sheet:** A section with three search criteria: 'Anomaly name', 'Tech Group', and 'Model description'. Each has a corresponding input field. Below these fields are 'Search' and 'Clear' buttons. Red arrows point to each of the three input fields.
- List Diagnostic Sheet:** A section containing a table with the following columns: Sel., Anomaly, ID, Anomaly name, Tech Group, Model description, and Attach. Below the table is an 'Apply' button.

At the bottom of the window is a 'Close' button.

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 shows the Maserati Blue On Line interface. At the top, there are tabs for "Report time", "Diagnostic information", "Diagnosis", "Diagnostic Sheet ID", and "Summary". Below these tabs is a table of Diagnostic Sheets (DS). The table has columns for "Anomaly Name ID", "DS ID", "Description", "Engine", "Models", and "Count".

Anomaly Name ID	DS ID	Description	Engine	Models	Count
	DS2011017	PRESTAZIONE MOTORE (ERRORI P0327-P0328-P1382-P1383)	Engine	ALL MODELS	0
✓	DS2011004	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 a green box with the text "Click on 'Apply' to open a BOL referring to selected DS". To the left of this box is a button labeled "Apply".

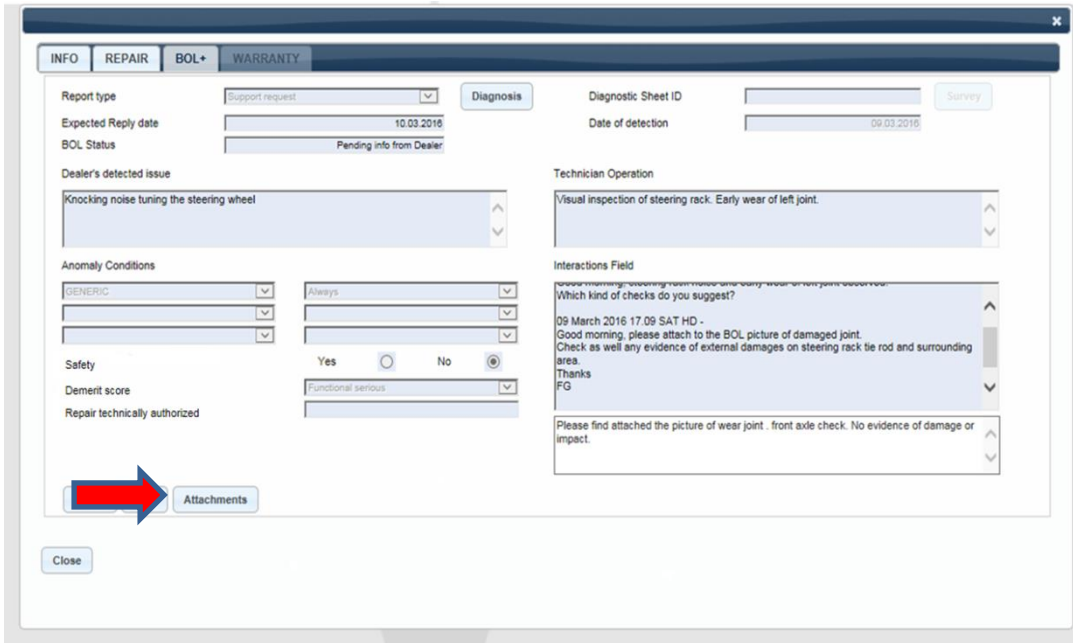
Below the "Apply" button is a table of files:

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	

Below the table of files, there is a yellow box with the text "Click on book button to consult Diagnosis Sheet related pdf file". To the left of this box is a button labeled "Close".

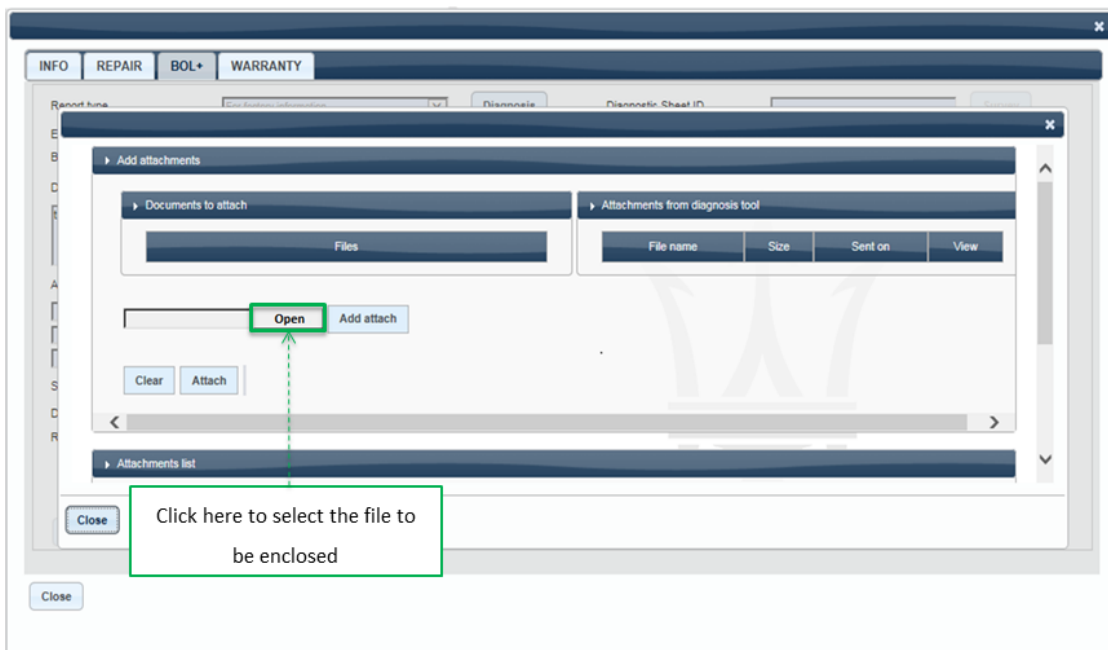
2.2 Attachments

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

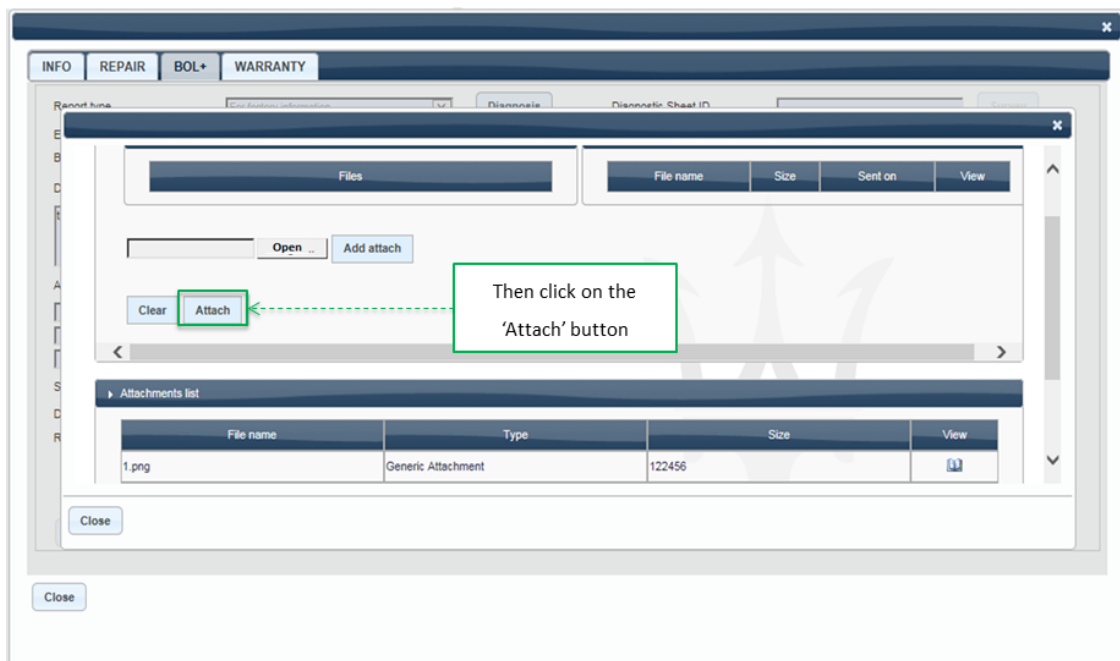
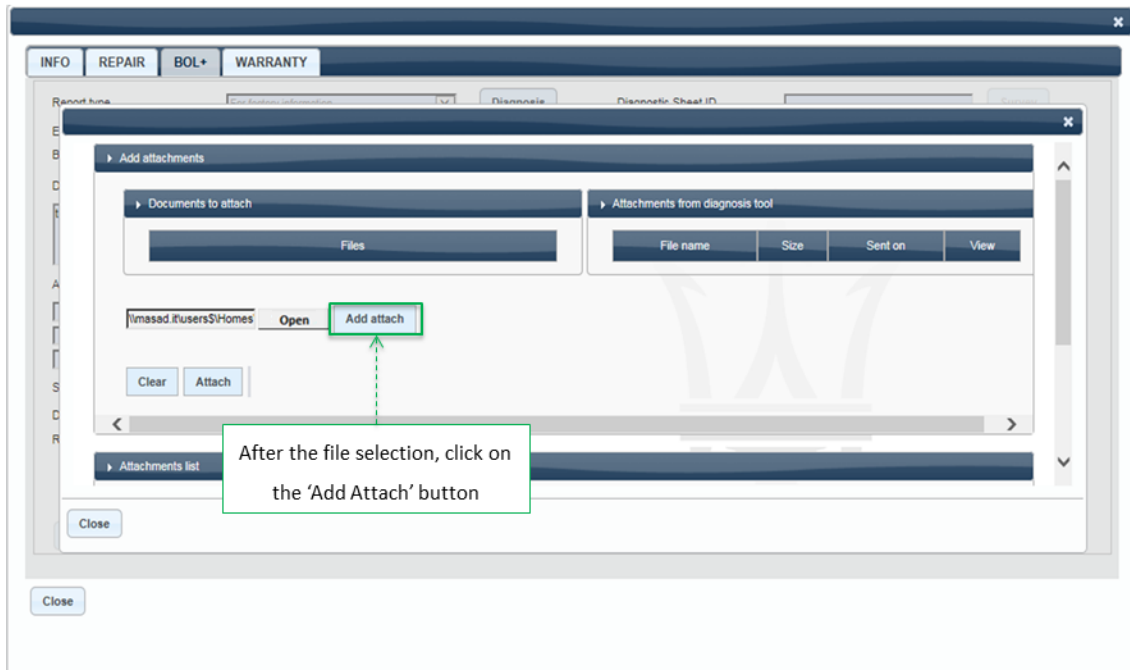


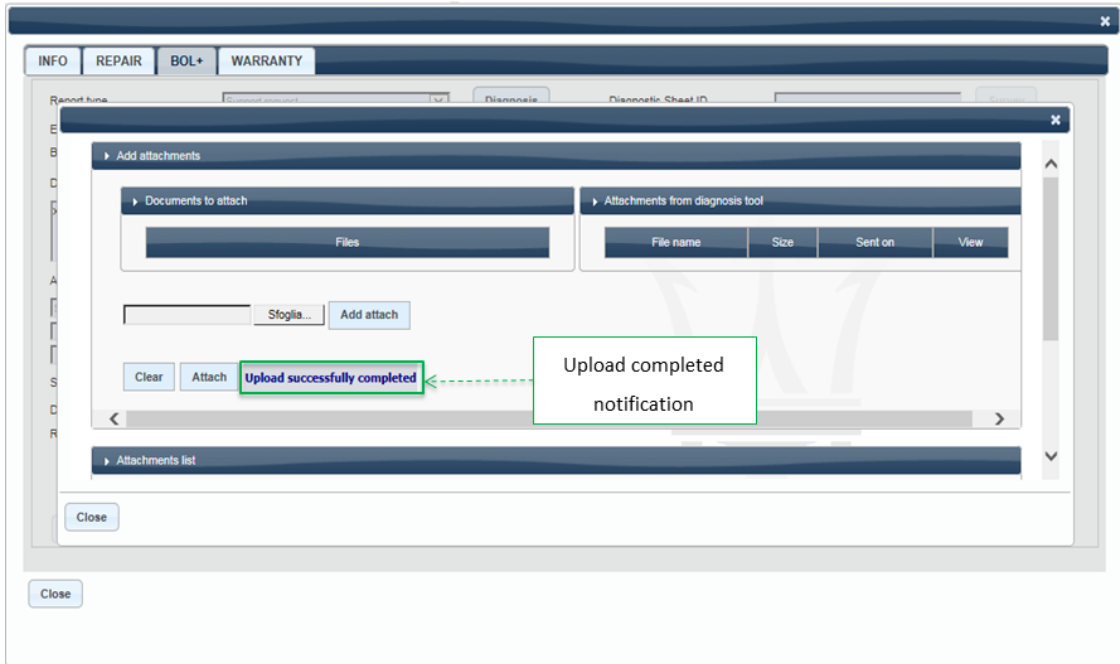
The screenshot shows the Maserati Blue On Line interface with the 'BOL+' tab selected. The interface includes several sections: 'Report type' (Support request), 'Expected Reply date' (10.03.2016), 'BOL Status' (Pending info from Dealer), 'Dealer's detected issue' (Knocking noise tuning the steering wheel), 'Anomaly Conditions' (GENERIC, Always), 'Safety' (Yes/No), 'Demerit score' (Functional serious), 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:

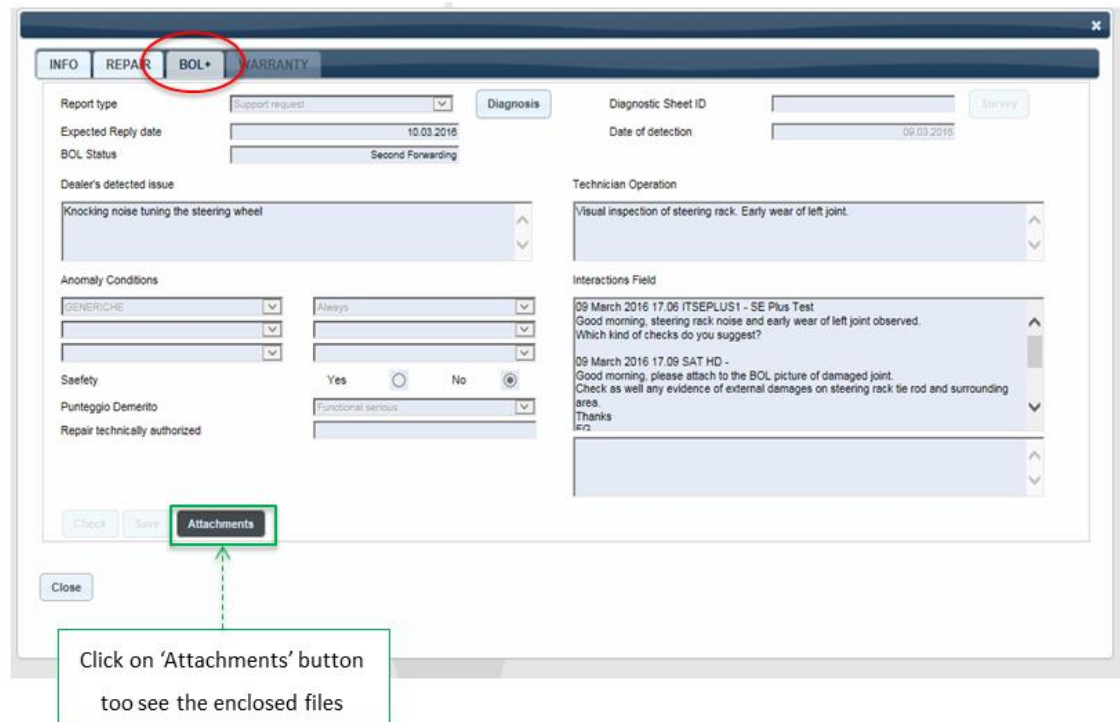


The screenshot shows the 'Add attachments' dialog box. It has two main sections: 'Documents to attach' and 'Attachments from diagnosis tool'. The 'Documents to attach' section has a text input field, an 'Open' button (highlighted with a green box), and an 'Add attach' button. Below this are 'Clear' and 'Attach' buttons. The 'Attachments from diagnosis tool' section has a table with columns: File name, Size, Sent on, and View. At the bottom, there is an 'Attachments list' section. A green box with the text 'Click here to select the file to be enclosed' points to the 'Open' button.



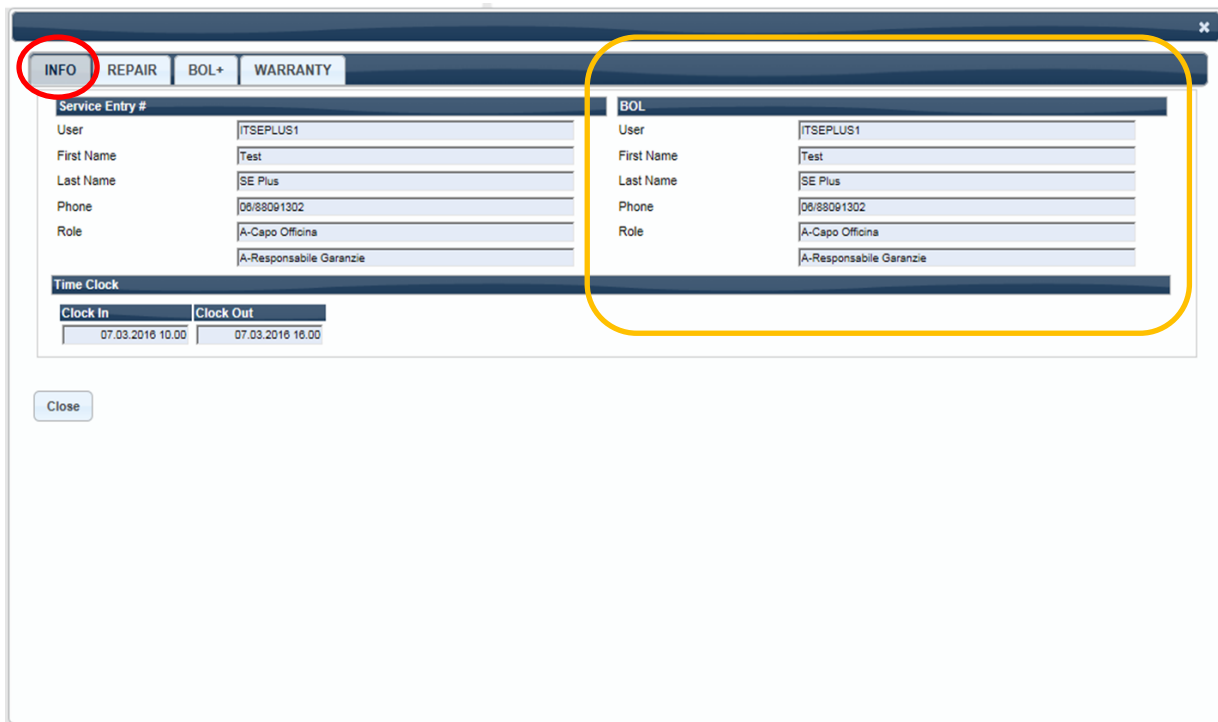


When a BOL is already sent to Maserati Helpdesk, you could be able anyway to open and edit attachment list



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	06/88091302	Phone	06/88091302
Role	A-Capo Officina	Role	A-Capo Officina
	A-Responsabile Garanzie		A-Responsabile Garanzie

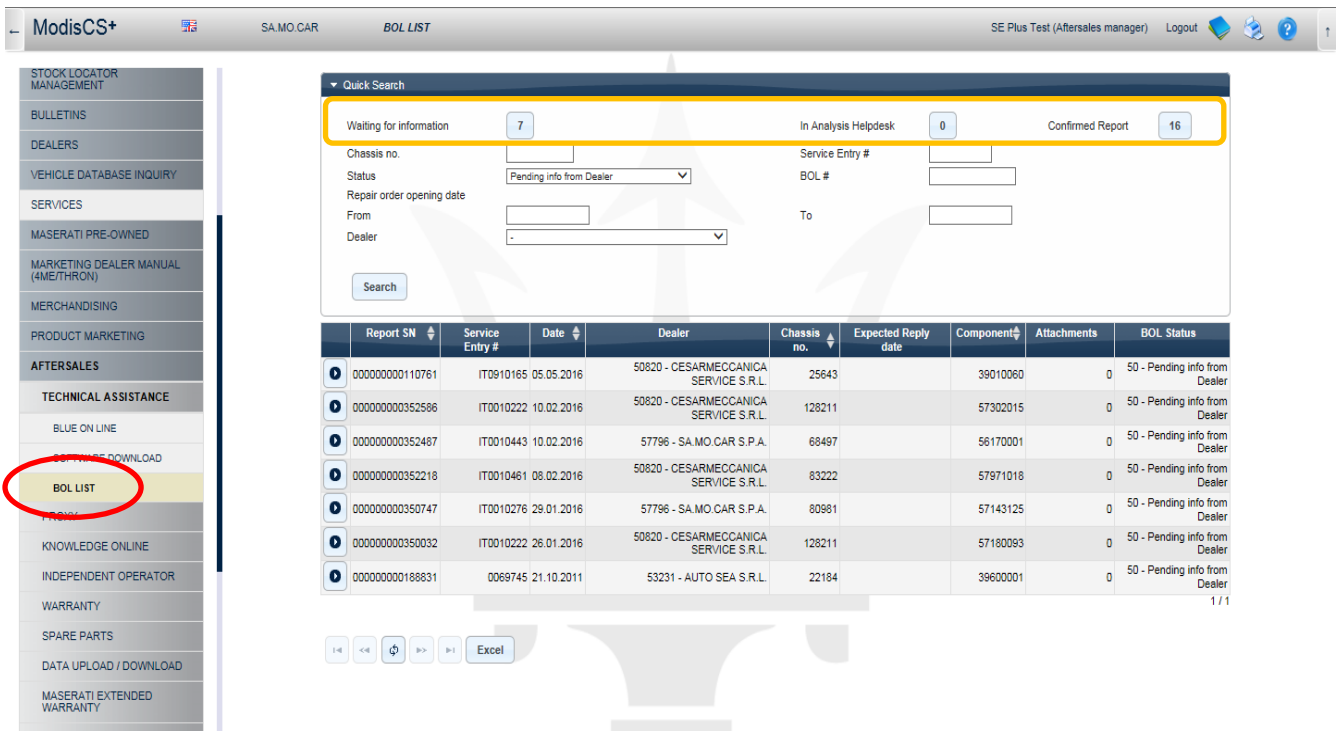
Time Clock	
Clock In	Clock Out
07.03.2016 10.00	07.03.2016 16.00

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



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.	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

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

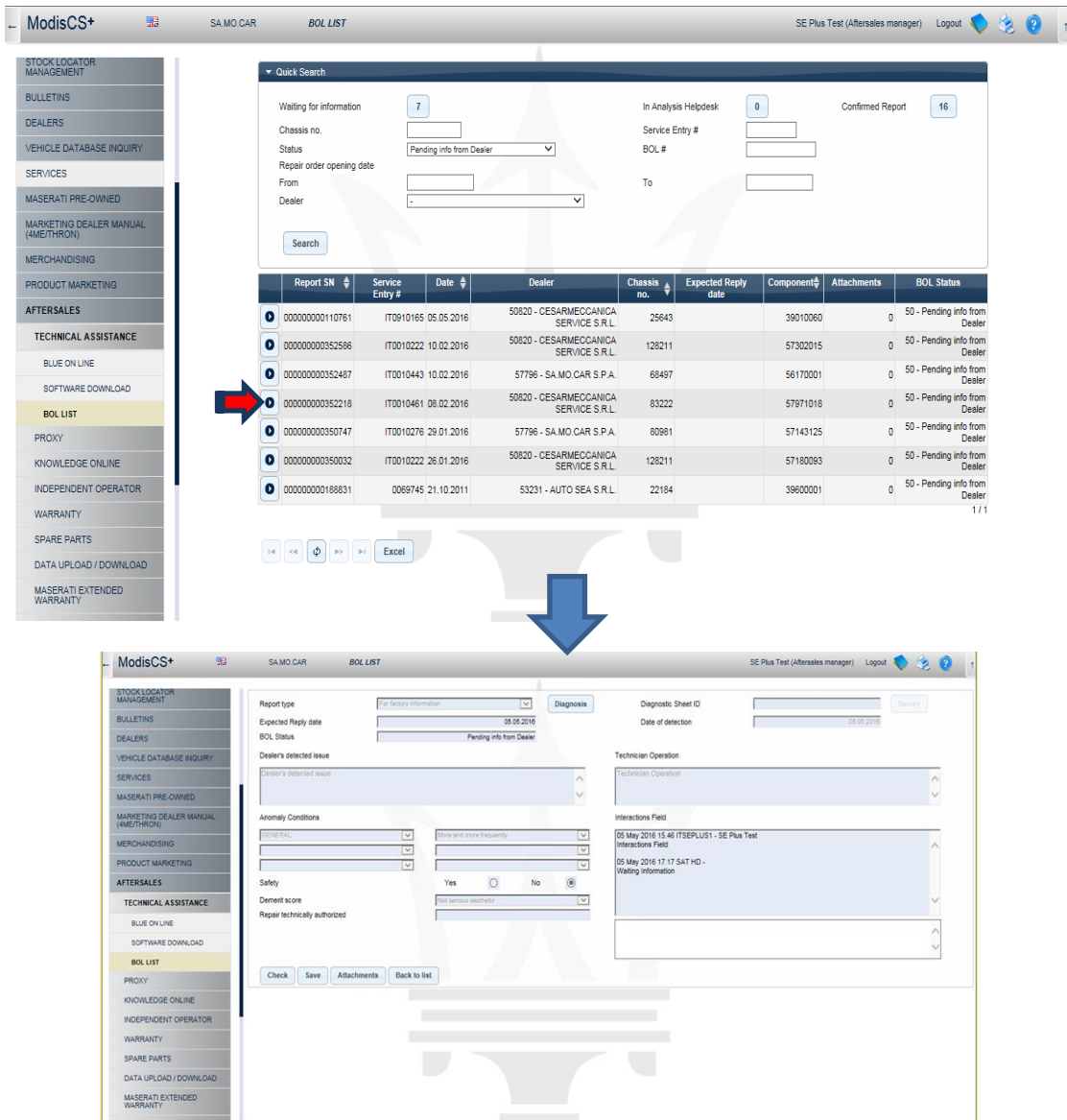
Note: Only Blue On Line reports classified as “Waiting for information”, can be edited

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)



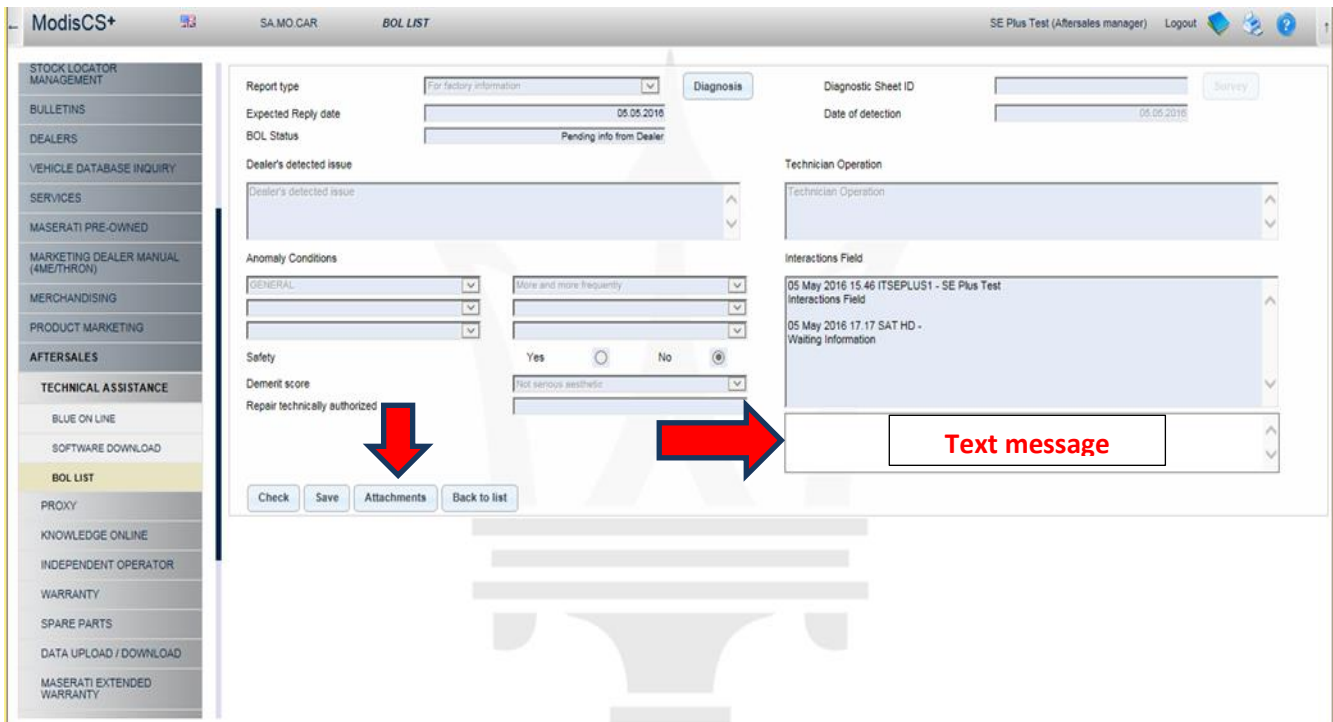
The screenshot displays the ModisCS+ interface for the BOL LIST tool. The left sidebar contains a navigation menu with categories like STOCK LOCATOR MANAGEMENT, BULLETINS, DEALERS, VEHICLE DATABASE INQUIRY, SERVICES, MASERATI PRE-OWNED, MARKETING DEALER MANUAL (4METHRON), MERCHANDISING, PRODUCT MARKETING, AFTERSALES, TECHNICAL ASSISTANCE, BLUE ON LINE, SOFTWARE DOWNLOAD, PROXY, KNOWLEDGE ONLINE, INDEPENDENT OPERATOR, WARRANTY, SPARE PARTS, DATA UPLOAD / DOWNLOAD, and MASERATI EXTENDED WARRANTY. The main area shows a 'Quick Search' section with filters for Waiting for information (7), In Analysis Helpdesk (0), and Confirmed Report (16). Below this is a table of BOL reports with columns: Report SN, Service Entry #, Date, Dealer, Chassis no., Expected Reply date, Component, Attachments, and BOL Status. A red arrow points to the 'BOL LIST' menu item, and a blue arrow points to the detailed view of a specific report. The detailed 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.

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
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
000000000186831	0069745	21.10.2011	53231 - AUTO SEA S.R.L.	22184		39600001	0	50 - Pending info from Dealer

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)

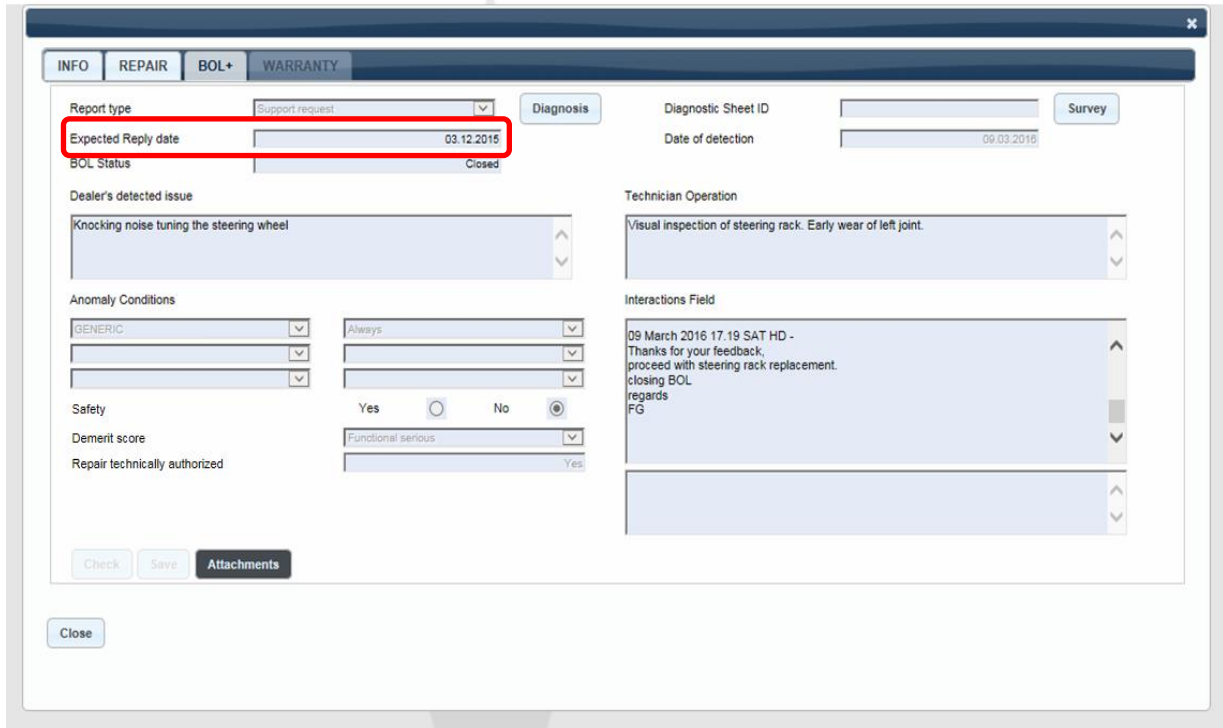
Those reports could be edited directly form related SE+ or from the new BOL List Console



The screenshot shows the Maserati Blue On Line (BOL) List Console interface. The sidebar on the left contains navigation options: 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, SOFTWARE DOWNLOAD, BOL LIST (highlighted), PROXY, KNOWLEDGE ONLINE, INDEPENDENT OPERATOR, WARRANTY, SPARE PARTS, DATA UPLOAD / DOWNLOAD, MASERATI EXTENDED WARRANTY. The main area displays a form for editing a report. The report status is 'Pending info from Dealer'. The form includes fields for Report type (For factory information), Expected Reply date (05.05.2016), Diagnostic Sheet ID, Date of detection (05.05.2016), Dealer's detected issue, Technician Operation, Anomaly Conditions, Safety, Demerit score, and Interactions Field. A red arrow points to the 'Attachments' button, and another red arrow points to the 'Text message' field.

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

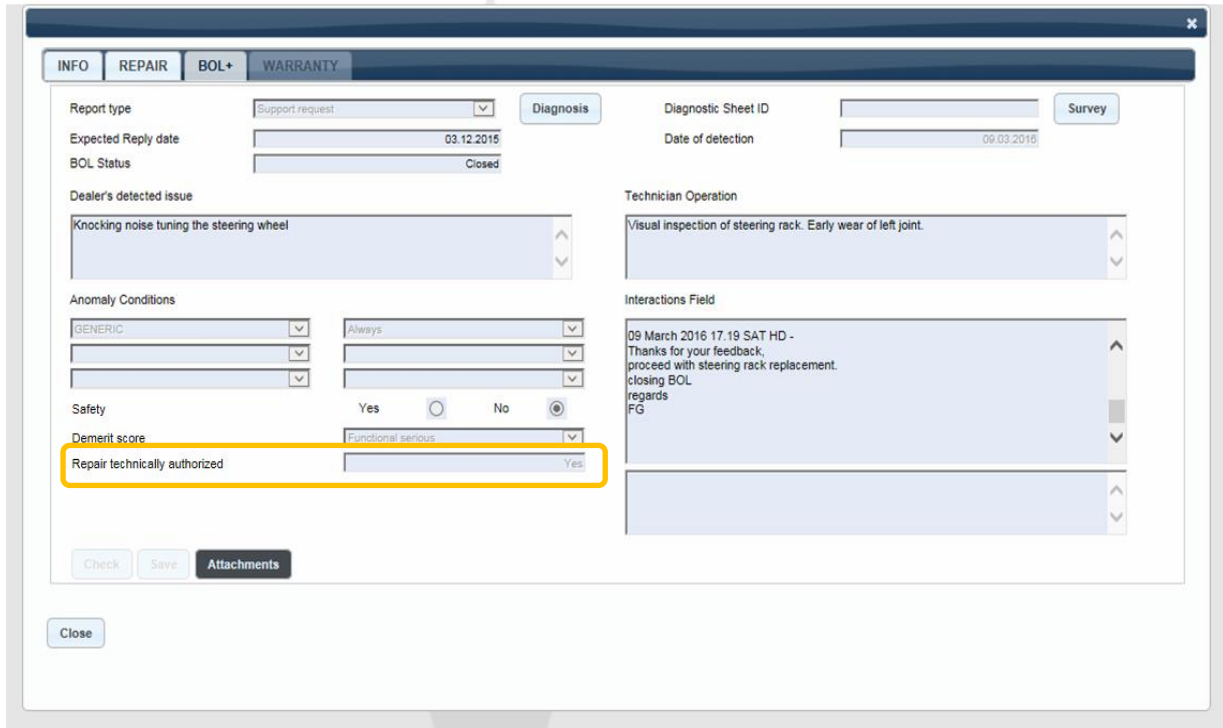


The screenshot shows the Maserati Blue On Line interface with the 'WARRANTY' tab selected. The 'Expected Reply date' field is highlighted with a red box and contains the date '03.12.2015'. Other visible fields include 'Report type' (Support request), 'Diagnostic Sheet ID', 'Date of detection' (09.03.2016), 'BOL Status' (Closed), 'Dealer's detected issue' (Knocking noise tuning the steering wheel), 'Technician Operation' (Visual inspection of steering rack. Early wear of left joint.), 'Anomaly Conditions' (GENERIC, Always), 'Safety' (Yes, No), 'Demerit score' (Functional serious), and 'Repair technically authorized' (Yes). The 'Interactions Field' contains a message dated 09 March 2016 17:19 SAT HD - Thanks for your feedback, proceed with steering rack replacement. closing BOL regards FG.

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



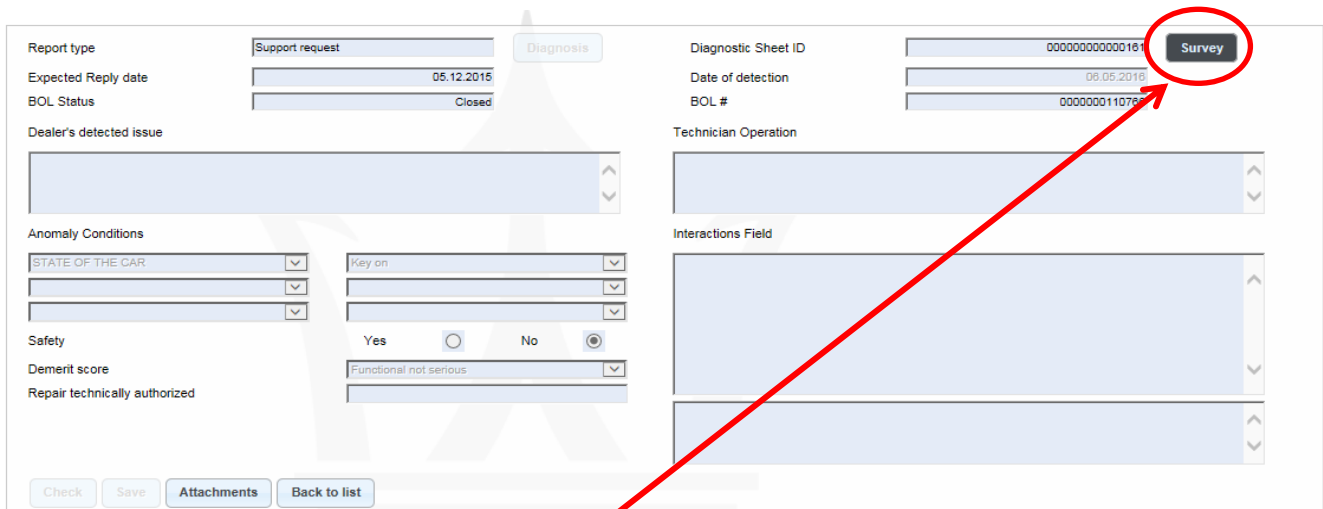
The screenshot displays the Maserati Blue On Line (BOL) system interface, specifically the 'WARRANTY' tab. The interface includes a top navigation bar with tabs for 'INFO', 'REPAIR', 'BOL+', and 'WARRANTY'. Below the navigation bar, there are several input fields and buttons. The 'Report type' is set to 'Support request'. The 'Expected Reply date' is '03.12.2015'. The 'BOL Status' is 'Closed'. The 'Diagnostic Sheet ID' is empty, and the 'Date of detection' is '09.03.2016'. The 'Dealer's detected issue' is 'Knocking noise tuning the steering wheel'. The 'Technician Operation' is 'Visual inspection of steering rack. Early wear of left joint.'. The 'Anomaly Conditions' are 'GENERIC' and 'Always'. The 'Safety' section has 'Yes' selected. The 'Demerit score' is 'Functional serious'. The 'Repair technically authorized' field is highlighted with a yellow box and contains the value 'Yes'. The 'Interactions Field' contains a message dated '09 March 2016 17:19 SAT HD' regarding a steering rack replacement. At the bottom, 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

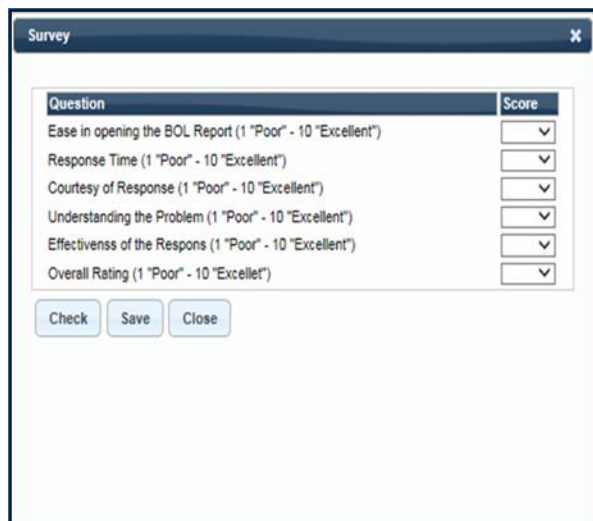
3.4 Quality Survey

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.



Report type: Support request
Expected Reply date: 05.12.2015
BOL Status: Closed
Diagnostic Sheet ID: 000000000000181
Date of detection: 06.05.2016
BOL #: 000000011078
Dealer's detected issue:
Anomaly Conditions: STATE OF THE CAR, Key on
Safety: Yes, No
Demerit score: Functional not serious
Repair technically authorized:
Check, Save, Attachments, Back to list



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")	

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.