



# USER MANUAL PRATICAL SHEET



All you ever wanted to know about  
MEMO

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# Summary by topics

Click on the topic that you want know more (en français ici)



fast summary

 <b>Introduction</b> <i>Definition and presentation of the tool</i>	<b>A</b> <b>First step</b> <i>How to navigate and find the basic information</i>	<b>B</b> <b>Tablet &amp; smartphone</b> <i>How to install and basic use</i>	<b>G</b> <b>Flee management</b>  <b>Motorize Fleet Man.</b> <i>(Fuel service,...)</i>  <b>Radiocom</b> <i>(Bill satellite phone)</i>  <b>Incinerator</b> <i>(Fuel consumption)</i>  <b>Energy</b> <i>(Consumption follow-up)</i>  <b>Biomed</b> <i>(Analysis fleet)</i>
<b>C</b> <b>Creation &amp; reception</b> <i>How to record EQ in MEMO</i>	<b>D</b> <b>Daily management</b> <i>How to transfer, update status state, note,...</i>	<b>E</b> <b>Inventory</b> <i>How to carry out an inventory and follow-up</i>	
<b>F</b> <b>Maintenance</b> <i>Preventive / corrective, work order, maintenance plan</i>	<b>H</b> <b>SAV</b> <i>After sale service with the HQ or MSF Logistics</i>	<b>I</b> <b>Out of fleet</b> <i>When the EQ isn't longer under MSF responsibility</i>	
<b>J</b> <b>Additional EQ</b> <i>For equipment requiring lighter follow-up</i>	<b>K</b> <b>Manage with MEMO</b> <i>Open/close project and all managertasks in between</i>	<b>L</b> <b>Basics</b> <i>How to do the assessment</i>	
<b>?</b> <b>FAQ</b> <i>Most common questions on MEMO</i>			

# Fast Summary

## Welcome to the User Manual of MEMO

### > [Summary by topic](#) <

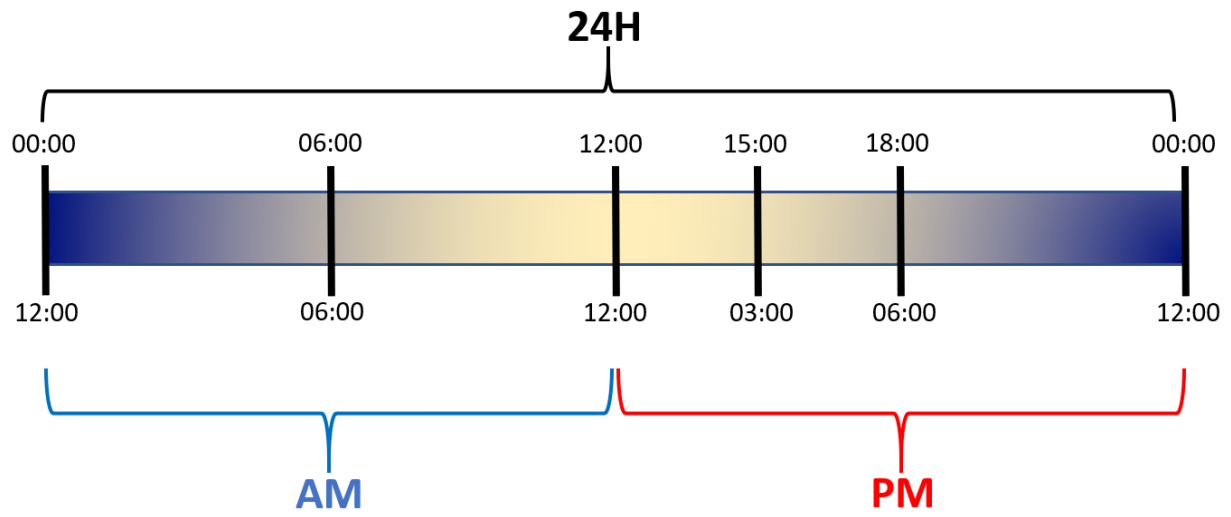
Periodic activities in MEMO : link to practical sheet Ctrl + click	Frequency	Target
<a href="#">F.1.6 Fill a <b>preventative Work Order</b> (tablet / laptop) [📺Video]</a> <a href="#">F.2.3 Fill a <b>corrective Work Order?</b> (tablet / laptop) [📺Video]</a>	Every <b>DAYS</b>	<b>Technician</b>
<a href="#">F.3.2 <b>Close a Work Order</b> (Laptop) [Video]</a>	Every <b>WEEK</b>	<b>Supervisor</b>
<a href="#">F.3.1 <b>Check the schedule</b> of the preventive maintenance</a> <a href="#">G.1.5 Fill <b>fuel consumption</b> for a vehicle / Motorpump</a> <a href="#">K.3.2 Use the <b>dashboard</b></a>	Every <b>MONTH</b>	<b>Supervisor</b> <b>Log manger</b>
<a href="#">G.3.1 Follow the <b>communication bills</b> for satellite phones</a> <a href="#">K.3.4 Verify the <b>quality of the data</b></a>	Every <b>3 MONTHS</b>	<b>Log manager</b>
<a href="#">E.1 <b>Perform an inventory</b> (tablet) [📺Video]</a> <a href="#">E.2 <b>Follow up the inventory</b> (laptop)</a>	Every <b>4 MONTHS</b>	<b>Supervisor</b> <b>Log manager</b>
<a href="#">K.3.6 Do a <b>handover</b> with your colleague</a> <a href="#">L.1 Fill an <b>BASICS evaluation</b> (for medical facilities)</a>	Every <b>6 MONTHS</b>	<b>Log manager</b>
<a href="#">G.1.6 Follow the technical inspection and insurance <b>vehicle deadline</b></a> <a href="#">K.3.5 Manage the <b>renewal of equipment</b></a>	Every <b>YEAR</b>	<b>Log manager</b>



# Glossaries / abbreviation / Time format

TOPICS	FRANCAIS	ENGLISH	ARABIC / عربي	SPAIN
Inventory / Inventaire	Trouvé	found	موجود	Encontrar
	Manquant	missing	مفقود	Desaparecidos
	Deplacé	moving	انتقل	Movido
	Non traité	no status	غير معالج	Sin Tratar
Maintenance	Hebdomadaire (semaine)	Weekly (Week)	أسبوعياً (أسبوعياً)	Semanal (semanal)
	Mensuel	Monthly	شهرياً	Mensual
	Trimestriel	Quarterly	ربع السنه	Trimestral
	Semestriel	Bi-annual	نصف السنه	Semestre
	Annuel	Annual	سنوي	Anual
EQ - Status	Actif	Active	حيز الاستخدام	Activo
	SAV	ASS (after sale service)	خدمة ما بعد البيع	servicio postventa
	Declassé	Decommissioned	خفضت	Degradado
	En réparation	Repair	للتصليح	En reparación
EQ - Entry	Achat int	Inter. Purchase	الشراء الدولي	Compra internacional
	Don	Donation	تبرع	Don
	Don - Autre	Donation Other	التبرع - غير ذلك	Donación - Otro
	Emprunt	Limited borrowing	يُقرض	Préstamo
	Location	Rent	إيجار	Arrendar
	Gauche	Left	اليسار	Izquierda
	Droite	Right	يمين	Derecha
Status WO	En attente	Standby	في الانتظار	A la espera
	Faite	Done	جاهزاً	Hecho
	Nouvelle intervention	New intervention	عمل جديد	Nueva acción
	Annulé	Cancelled	ألغيت	Cancelado
	Fermé	Close	يغلق	Cerca
Measure				
	Tension	Voltage	فولتيه	
BASICS Status	Ouverte	Open	افتتح	Abierto
	Terminée	End	منجز	Terminado

FRANCAIS	ENGLISH
BT : bon de travail	WO : Work Order
DI : demande d'intervention	WR : Work Request
CO : Société	CO : compagnie
EC : Equipement complémentaire	EC : additional équipement
EQ : Equipement	EQ : Equipment
PM : plan de maintenance préventive	PM : preventive maintenance plan
ME : Mesure	ME : Measure
PL : Gamme de Maintenance	PL : Maintenance range
MP : Modèle Technique	MP : Pattern maintenance plan



# INTRODUCTION

- What is MEMO
- What is an equipment?
- What are the families of equipment
- Life cycle of equipment
- Which equipment do we find in each application
- Link between elements
- Status in MEMO

## Intro - What is MEMO?

MEMO is a CMMS = **Computerized Maintenance Management System**

MEMO means : **M**anagement des **E**quipements et des **M**aintenances par **O**rdinateur (**M**anagement of **E**quipment and their **M**aintenance by **C**omputer)

MEMO is not an goal but a means. The objective is therefore to have good management of the equipment fleet and not to have MEMO up to date.

MEMO has 3 modules: Maintenance, Fleet management and General Data. In each module, there is different applications.



### MAINTENANCE

Maintenance

This module is for the preventive and corrective maintenance : schedule the preventive maintenance plan, fill and follow the work orders, follow the measurements



### FLEET MANAGEMENT

Fleet management

This module is to follow the specificity characteristic of the EQ:

- fuel consumption, incinerator activities, energy consumption, bill for satellites phone...
- technical specification
- When they have a specific status : Out of fleet, in after sell service, and the additional



### GENERAL DATA

General data

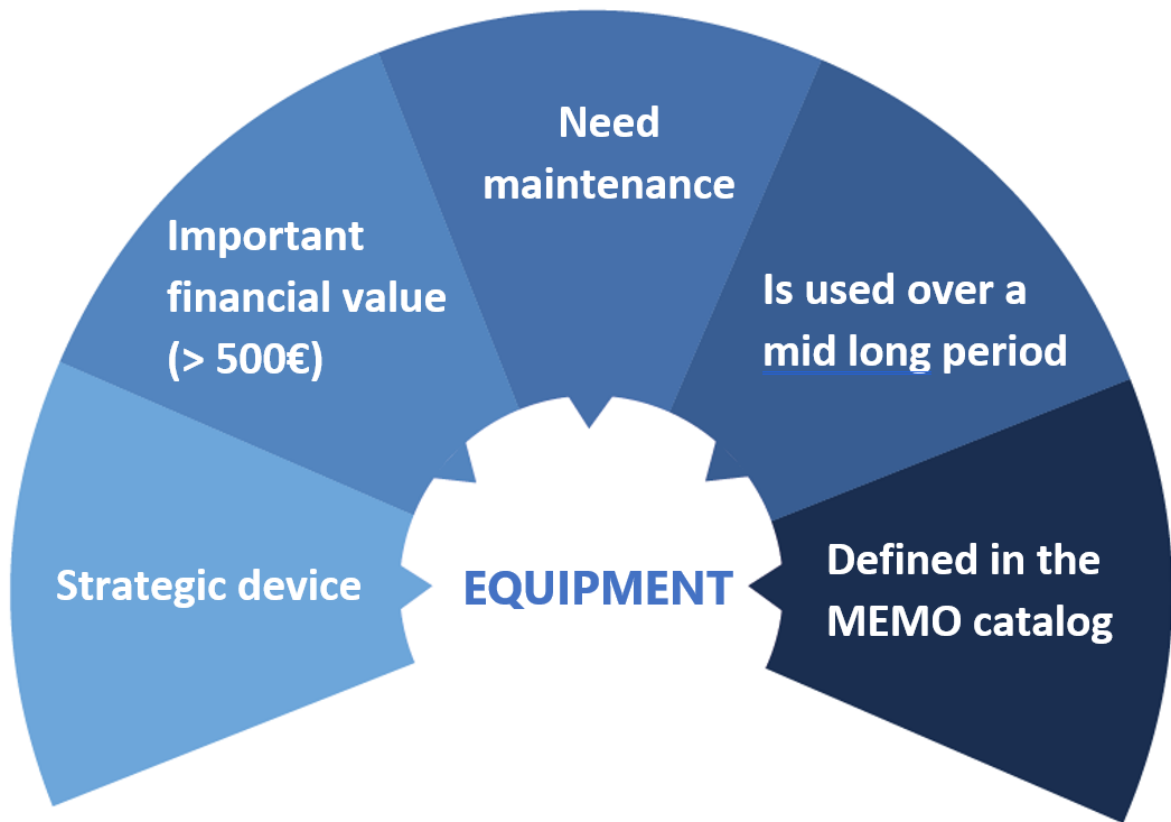
This module is to create and have a global overview for each element : equipment, staff, location, company. It's also to download reporting and do the Basics assessment.

In each application, you have the list of element.











One element can be :

WO : Work Order
WR : Work Request
CO : company
EC : additional equipment
EQ : Equipment
ME : Measure point
PL : Maintenance Plan (template)
PM : preventive maintenance plan
ST : Staff

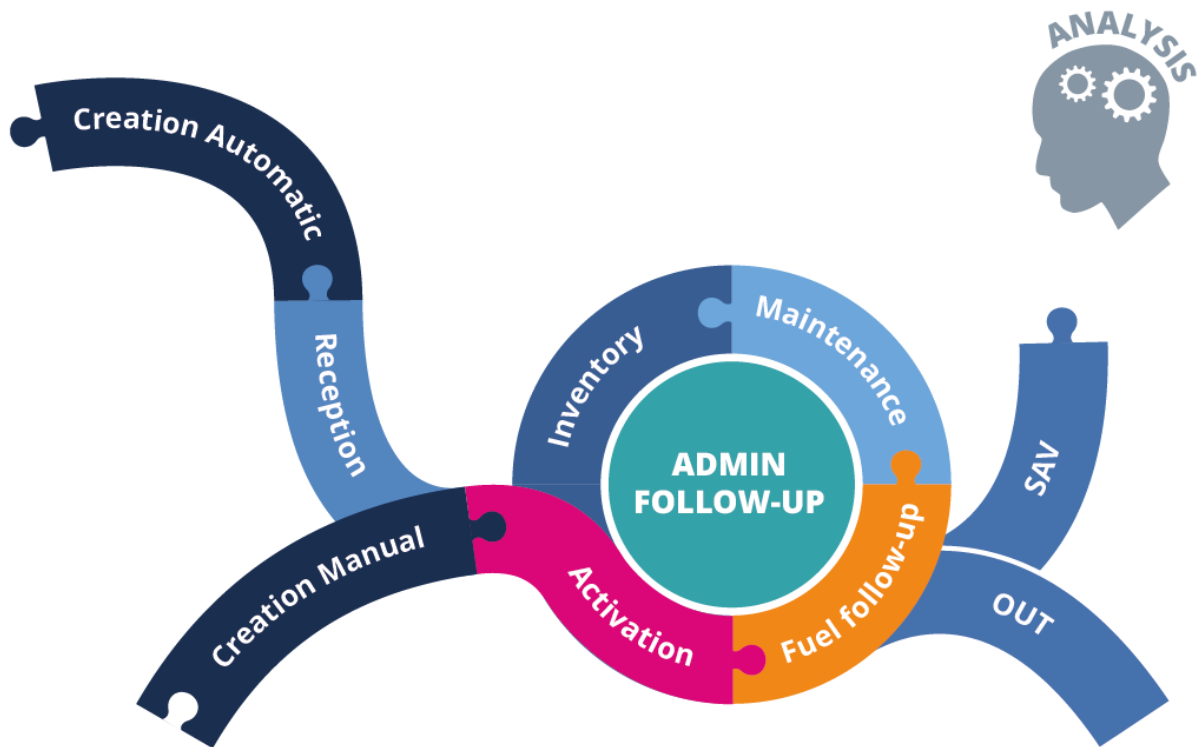
## Intro - What is an equipment



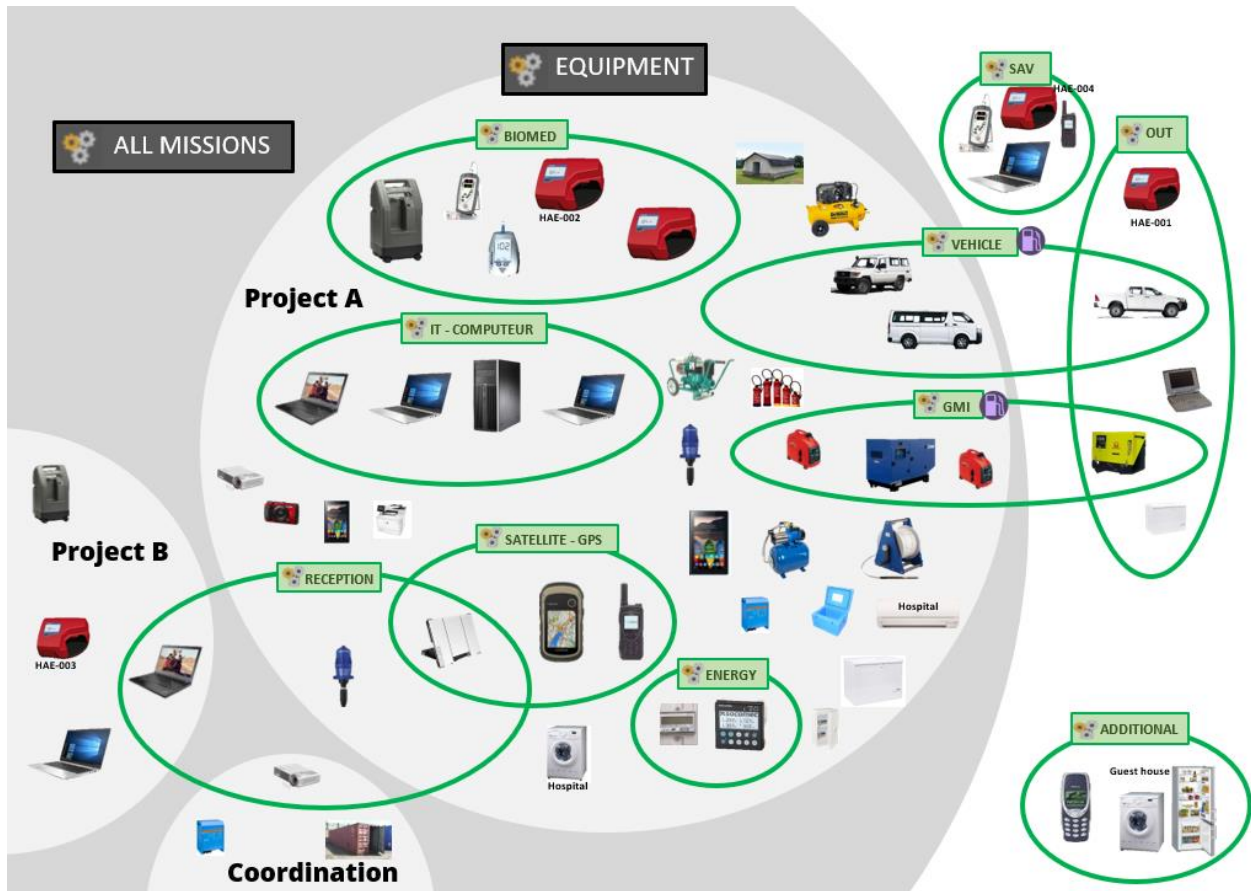
## Intro - What are the families ?

FAMILY	Type of EQ inside
 <b>BIOMED</b>	Biomed equipment, 3D printer, blood bank
 <b>VEHCILE</b>	City-car, pick up, moto, truck, boat
 <b>GMI</b> (generator, motor pump, incinerator)	motor of boat, boiler, space heater, generator, incinerator, motor-pump
 <b>COLD CHAIN</b>	Passive coolbox, freezer, fridge
 <b>ENERGIE</b>	UPS, air conditioner, battery, invertor, solar panel
 <b>RADIOCOM</b>	GPS, Radio HF VHF UHF, satellite phone
 <b>IT</b>	Camera, smartphone, computer, laptop, printer, video projector, tablet, monitor
 <b>WATSAN</b> (water sanitation)	Electrical pump, water treatment unit, drier, washing machine, measure equipment relative to water, water tank,...
 <b>SHELTER</b>	Container, Tent, heater radiant gas
 <b>TOOLS</b>	Pedagogic tool, high pressure cleaner, compressor, fuel-pump, electrical measurement tools, extinguisher, concrete mixer, laser meter...

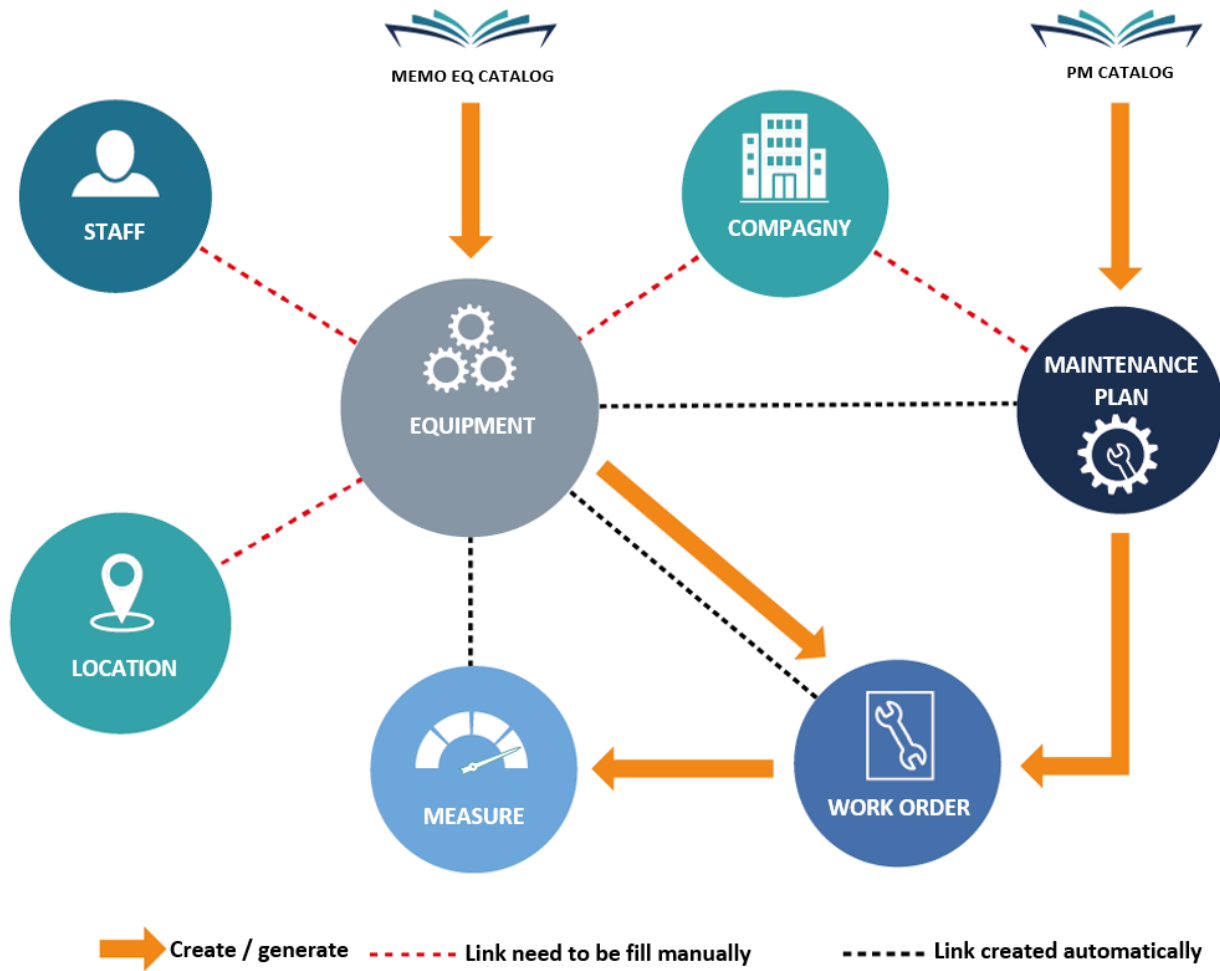
## Intro - Life cycle of equipment



## Intro - Which equipment do we find in each application?

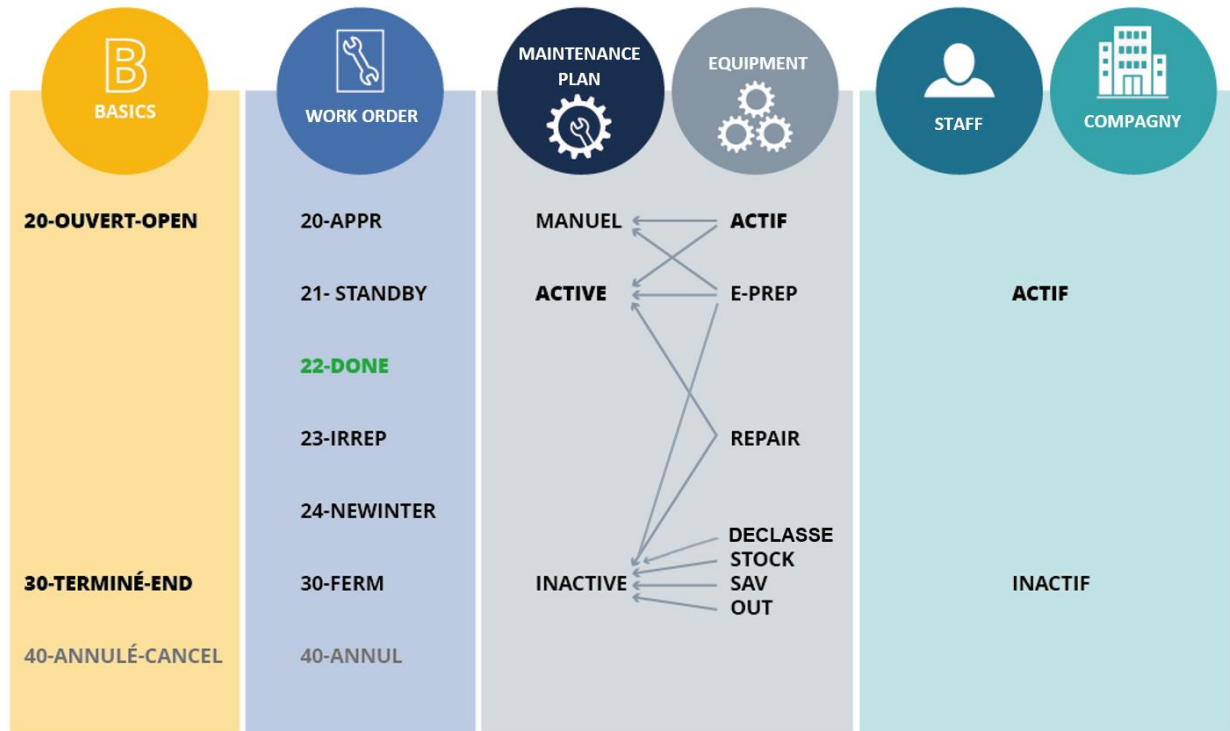


## Intro - Link between elements





## Intro - Status in MEMO



# CHAPTER A / FIRST STEPS

- [A.1 Sign in/sign out of MEMO](#)
- [A.2 Make a search](#)
- [A.3 To have information about an EQ](#)
- [A.4 Download a report](#)

- [A.5 Create a Work Request \(laptop\)](#)
- [A.6 Training existing](#)
- [A.7 Support available](#)

## A.1 Sign in/sign out of MEMO

→ Open a web browser of your choice (Mozilla Firefox, Internet Explorer, Google Chrome ...) and **type** in the address

<https://memo.msf.fr>

**Tips:** if you are using Chrome, the reports will download faster than with the others browser

→ Login with the MEMO username (**function@project**), password for MEMO and click on “ENTRER”



The login form features the MEMO logo at the top, which consists of the word 'MEMO' in red and black letters with a gear icon. Below the logo are two input fields: 'Identifiant' and 'Mot de passe'. An orange button labeled 'ENTRER' is positioned below the password field. A link 'Mot de passe oublié ?' is located at the bottom of the form.

Once logged in, you will arrive on the homepage for MEMO

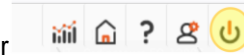


On the screen, there are 3 main areas:

- Zone 1: Fixed upper bar
- Zone 2: Side navigation bar
- Zone 3: Data display area, working screen.

This is the screen you will start from to complete all your actions within MEMO. As each User has different access rights, you may see a very basic image or some more detailed information depending on your position.

→ **To disconnect** : click on the bottom “off”, in the right-hand corner

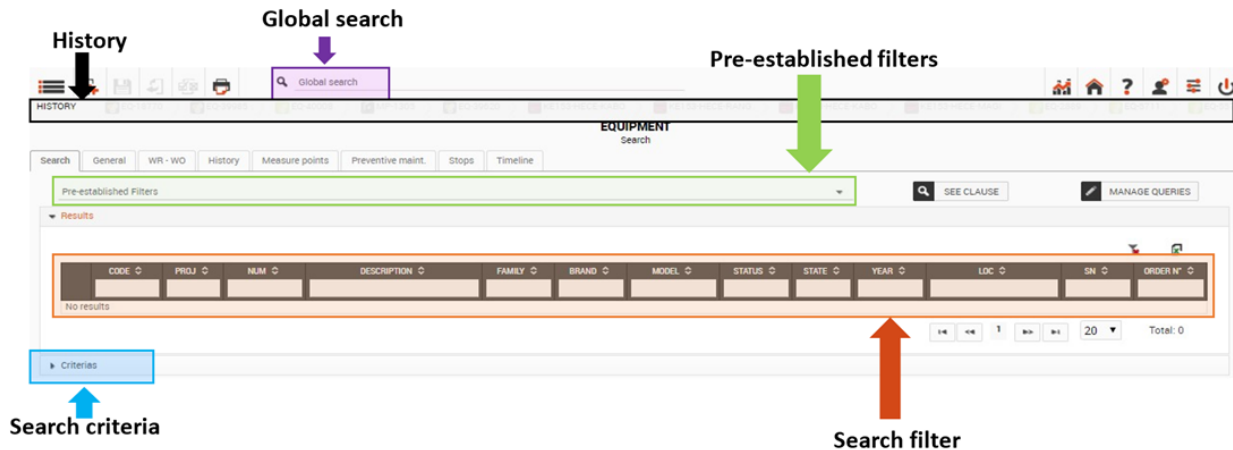


**Note** : After 30 min of being idle MEMO will disconnect automatically

## A.2 Make a search

You have several options in MEMO with which to make a search:

- For example, In the module **General Data**, in the left-side bar, click on **Equipment** to access the equipment list, the different search tools available are:



### The search filters

- **Type the information** in any text-field within the filters bar.  
For example, to search for BIOMED equipment, **type BIO** in the [FAMILY]:

CODE	PROJ	NUM	DESCRIPTION	FAMILY	BRAND	MODEL	STATUS	STATE	YEAR	LOC	SN	ORDER N°
EQ-23845	KE150	LEX-003	EXAMINATION LIGHT (LID medical), mobile, 230 V	BIOMED	LID MEDICAL	LID France	ACTIF	EXCELLENT	1900	KE150-HECE-KASA	18070700	18/025/FR/KE150
EQ-8471	IQ110	TAO-005	[GENERIC] Operating table	BIOMED	Trumpf	Mars202 - 0387620	ACTIF	EXCELLENT	2017	IQ110-F1-OT-F101	387620	50/17/1280/IQ110

- You can improve the search by entering information in other fields as well, for example [FAMILY], [STATUS], [STATE] etc.

CODE	PROJ	NUM	DESCRIPTION	FAMILY	BRAND	MODEL	STATUS	STATE	YEAR	LOC	SN	ORDER N°
				BIO			ACTIF	BAD				

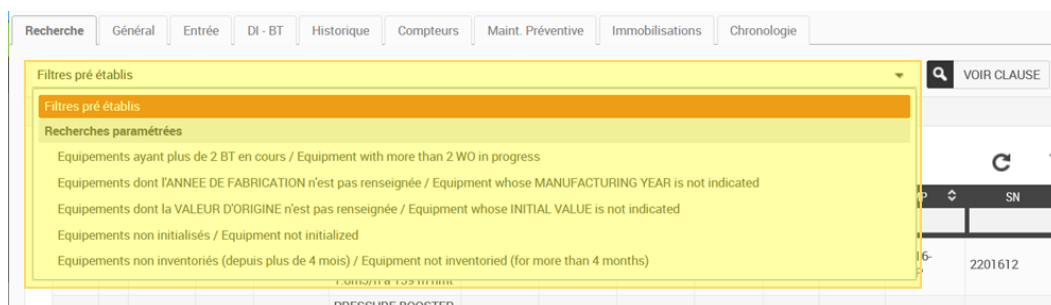
SCHEDULED ON  
<01/01/2023

Tips : For a date, you can choice before or after one date : write > or < before the date

### The pre established filter

Allow you to see the list of equipment to be corrected (for example : data is missing) or which have a common point (for example : non-inventoried equipment for more than 4 months)

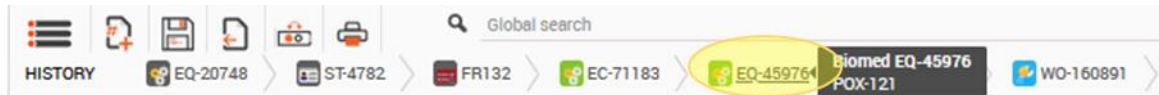
- Click on the **pre establish filter** on the top of the search filters  
They are different for each application.



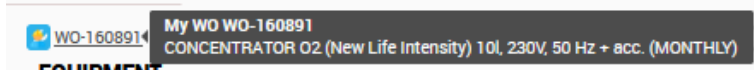
### History:

List of the few last elements (equipment, WO, location, staff...) you opened .

→ Put your mouse on the history bar and click on the element you want to go to.



**Tips :** if you keep your mouse on the name of the element, a black window appears with more information



## The search criteria :

→ Under the « Results » list, by clicking on the « Criteria » arrow, you access this screen :

→ After having selected one or several search criteria, click on the button **SEARCH** to get the search results.

### **Tips:**

- - Use the « % » symbol in the « Location code » to filter a location and its sub-locations.
- For example, if you type « ML106% », all the equipment of the ML106 project will be listed whereas if you type « ML106 », only the equipment whose location is on the root of ML106 will be listed.
- - Use != before the text for asking everything except this value. For example if type « !=TOYOTA » in brand, you will have all equipment which are not Toyota

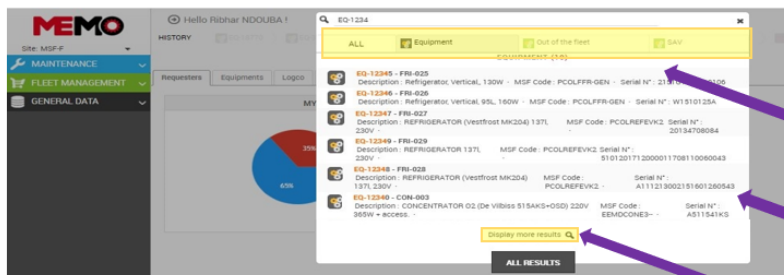
The example on the left shows how to search :

- - Oxygen concentrators (Type = EEMDCON)
- - The entire Irbid project in Iraq (Location code = IQ133%)
- - Inventories since 1<sup>st</sup> of January 2020 (Last survey done after 01/01/2020)

## The global search:

The global search bar is always at **the top of the screen** whatever the application open. You can specify the search by type (equipment code, MSF number, serial number, description, MSF code, WO code, PM code).

→ As you are **typing the information** you are looking for, the results appear directly in the scrolling menu. The research is done in the following applications: Equipment, Out of fleet, SAV



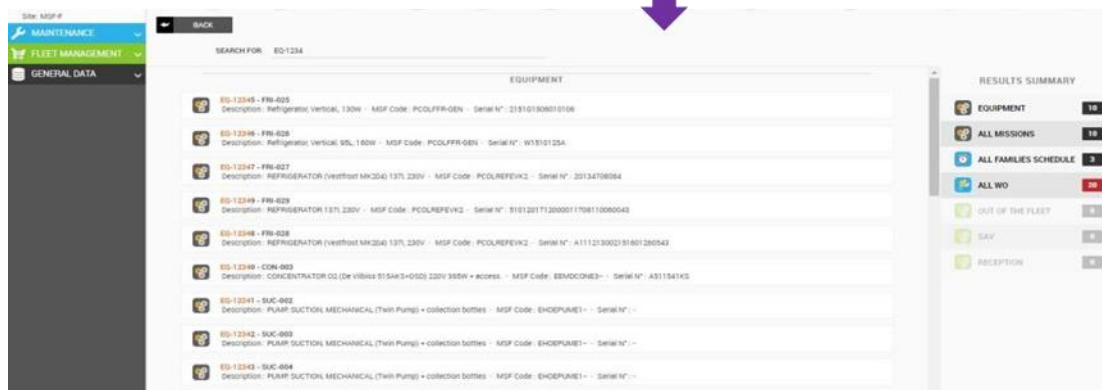
The research is done in the following applications: Equipment, Out of fleet, SAV

You can click on the application name to see the results linked

You can click on a piece of equipment to access its card

You can see more results for doing more filters

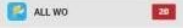
- You can **click on the application name** to see the results linked
- You can **click on a piece of equipment** to access its card or you can **click ALL RESULTS**




The searches are in the application: equipment, all mission, out of fleet, SAV, reception, all families schedule, all WO.

The results numbers for each application appear in the RESULTS SUMMARY column.

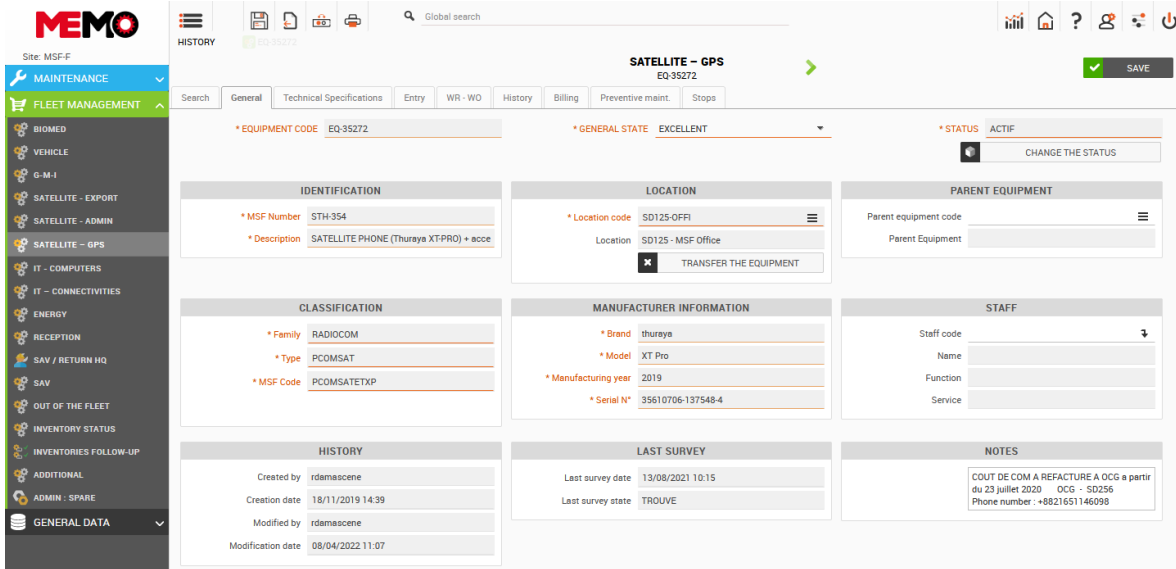
**Note :** A number in a red square means that the number of results is greater than the shown value.

For example,  means that there are more than 20 results got by the global search for the All WO app

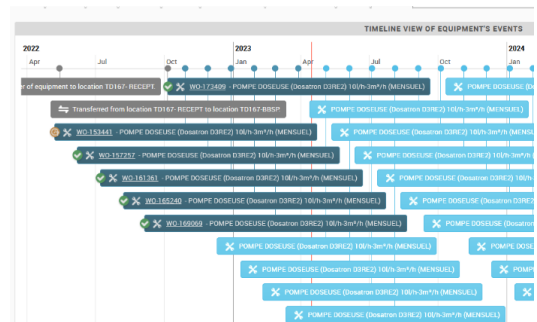
## A.3 To have information about an Equipment

From any application with this logo  you will have access to the information about the equipment. In the module "Fleet management" the applications have an extra tab:

- fuel consumption for vehicle and GMI
- Technical specification for biomed, vehicle GMI, Satellite - GPS
- Bill for satellite GPS



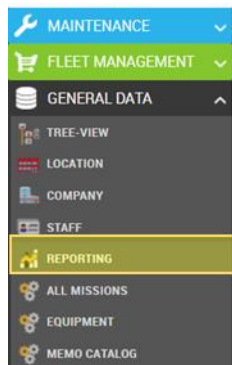
- ➔ **General** : the main important information about the equipment : location, status, state, msf number, msf code, brand, model,...
- ➔ **Technical Specification** : different for each application. You will find the characteristic about the EQ Only in FLEET MANAGEMENT
- ➔ **Entry** : where the equipment is from (international order, local purchase, the supplier, the price, date of commissioning, end of guarantee)
- ➔ **History** : 3 information : all movements of the EQ and the reason, all inventories (where was the EQ, who did the inventory), all status by who and when
- ➔ **Consumption**: depending on the applications: liter of fuel consumed, kilometer done, running hours, energy consumed for electric meters. Only in FLEET MANAGEMENT
- ➔ **Preventive Maintenance** : link for the preventive maintenance plan, the name of the company who is doing the maintenance
- ➔ **Billing** : only for satellite phones : the cost each month Only in FLEET MANAGEMENT
- ➔ **Timeline** Only in GENERAL DATA



## A.4 Download a report

To access overview data sheets or reports to **VERIFY** the quality of the data and to **ANALYSE** the equipment management activities.

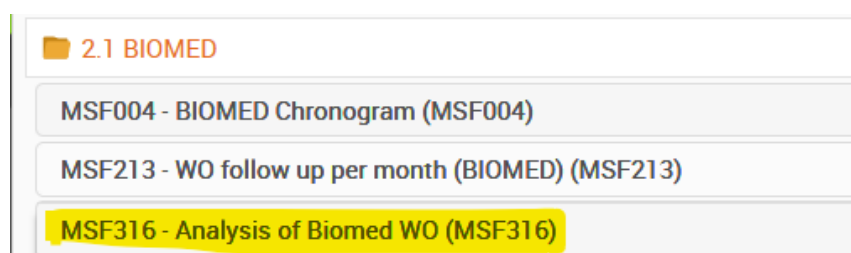
→ Click on **General data** module and click **Reporting** application



→ You can view the topics with reports available. **Click on the small arrow** next to the topics you which to view



→ Reports for each topic will be visible. **Click on a specific report to view.**



Into '**MISSION/PROJECT**', enter the mission code (example HT1) to see a report pertaining to a specific mission or the project code (HT133) if you only want to see the data on a specific project.

**Note** : it isn't possible to have a report for only 2 projects of one mission at the same time.

→ **Complete the other information fields required to access the data** (example fuel consumption needs the relevant time period)

→ Choose **file type** (excel, PDF...).

→ Click **LAUNCH** to view report.



**MSF316 - Analysis of Biomed WO**

**QUICKREPORTING PARAMETERS**

\* Organisation

\* Site

\* MISSION / PROJECT (Ex: HT1 or HT101)

**QUICKREPORTING FORMAT**

☐ PDF ☒ Excel (xlsx) ☐ Word (docx)

Note: Some reports can only be viewed in a specific file type (excel is the most common).  
It isn't possible to download a report of 2 projects : only 1 project or 1 mission.

1. EQUIPMENT	Description	Example of use
<a href="#">MSF100 - Equipment list</a>	more than 21 types of information per equipment including comments	See all comments from the same technical family (example SIM card numbers); see the equipment loaned to Staff etc...
MSF100D - List of equipment whose the MSF number must be corrected	List of all EQ with a duplicate MSF number at the mission level	Before an inventory, verify that all EQ have a unique MSF number.
<a href="#">MSF101 - Additional inventory</a>	list of additional equipment with their quantities	Documentary support for carrying out an inventory of additional equipment
MSF102 - List of equipment (+ additional) with parents / children	Basic information (13 headings) by equipment	Have a global view of all the equipment on the project/mission
MSF104 - Transferred equipment list	All transfers without time limit	With the filter on "transfer of" get the list of equipment transferred following the closing of a project
MSF107 - Out of the fleet and SAV equipment list	All outings/after-sales service without time limit	More information than the "OUT OF THE FLEET" application with the "Explanation" column and ref of the attached documents
<a href="#">MSF110 - Inventory monitoring</a>	Information of the last 2 inventories by equipment	Decision support on the follow-up to be done on the equipment (to be inventoried, to be taken out, or nothing to be done)
MSF306 - Missing equipment list	List of equipment missing from last inventory (18)	Extraction to facilitate the search for equipment
MSF307 - E-PREP equipment list	List of equipment with E PREP status (18)	Preparing for an emergency response
<a href="#">MSF312 - "Reception" equipment list</a>	List of equipment with date of transfer	Prioritize equipment searches in "Reception"
<b>2.1 BIOMED</b>		
<a href="#">MSF004 - BIOMED Chronogram</a>	Shows BIOMED maintenance settings	Distribute the Biomed Tech workload; find maintenance plan programming errors
MSF213 - WO follow up per month (BIOMED)	Graph representing the completion times of the WO	Ensure that the WOs are carried out on time, support for the individual interview with the Biomed tech
MSF316 - Analysis of Biomed WO	Detailed analysis of biomed activities	Workload distribution between Technicians, cost of preventive maintenance, repetition of curative maintenance on the same equipment.

## 2.2 COLD CHAIN

### [MSF008 - COLDCHAIN Chronogramme](#)

Shows CdF maintenance settings

Distribute the workload of the Cold Chain Tech; find maintenance plan programming errors

## 2.3 ENERGY

### [MSF005 - ENERGY Chronogram](#)

Shows the setting of the Elec maintenance

Distribute the Elec Tech workload; find maintenance plan programming errors

### [MSF301-Energy Consumption](#)

follow-up your energy consumptions from one year to another and by energy source/production type

Check the efficiency of the environmental action plan

## 2.4 IT

### MSF006 - IT Chronogram

Shows IT maintenance settings

Distribute the IT Tech workload; find maintenance plan programming errors

### [MSF315 - Maintenances - IT](#)

Shows the results of the last WO by equipment

Identify equipment whose maintenance is poorly performed or unscheduled (filter on status). See the number of Windows 10 licensed computers

## 2.5 RADIOCOM

### [MSF007 - RADIOCOM Chronogram](#)

Show Telecom maintenance setting

Distribute the Telecom Tech workload; find maintenance plan programming errors

## 2.6 WATSAN

### [MSF009 - WATSAN Chronogram](#)

Shows Watsan maintenance setting

Distribute the Watsan Tech workload; find maintenance plan programming errors

## 2.7 VEHICLES

### MSF303 - Out of the fleet vehicles list

Release history, with reason and sale price

Find the history of all the vehicles that have been removed from the fleet in recent years

### MSF304 - In the fleet vehicles list

Basic information on cars and the number of kilometers travelled since a reference year

Estimate a trend per vehicle to calculate in how many years it will be necessary to change them

### MSF310 - Vehicles Administrative deadlines

Technical inspections, insurance, other deadline of your choice

Ensure that the entire fleet is up to date from an administrative point of view

### MSF317 – Vehicle fleet analysis

Detailed analysis of the fleet

Renewal of vehicles, identify the intensity of use

## 2.8 GMI

### MSF313 - GMI administrative deadlines

14 headings per generator including the due date

Ensure all generators are up to date from a regulatory perspective

## 3.1 FUEL CONSUMPTION

### MSF300 - Fuel consumption follow up

Detailed monitoring (TuFioul equivalent) for vehicles and GMI (missing values in red) over 12 rolling months

Identify input errors or consumption anomalies thanks to detailed monthly consumption for each vehicle

## 3.2 MAINTENANCES (ALL FAMILIES)

### [MSF001 – Individual chronogram](#)

Shows all maintenances setting for the user specify

Check the work need to be done for all families

### MSF003 - MEMO Catalog and associated MP

List of all MSF codes

Find a code for a new piece of equipment by searching in the

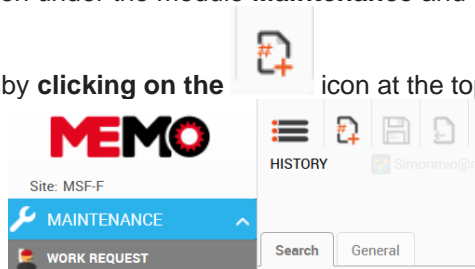
		description
<a href="#">MSF010 - Verification of maintenance plans</a>	Shows the maintenance settings of all families	Find maintenance plan programming errors
MSF214 - Equipment with out-of-limit measurement	Lists of equipment for which at least one measurement is out of range in the last WO	Identify unreliable equipment (preparation of next year's budget)
MSF215 - List of equipment with 3 corrective WO	Lists of equipment with the number of WO fixes	Identify unreliable equipment (preparation of next year's budget)
<a href="#">MSF221 - Work orders Report</a>	List of WO over a given period and a given family (or all families)	See all WOs performed over several years in a remote care center
<b>3.3 FLEET RENEWAL</b>		
MSF800 - Need Renewal : IT (laptop)	For each computer: if it meets the fleet change criteria (model)	to support the analysis to set the budget for the following year/s
MSF801 - Need Renewal : GENERATORS	For each generator: if it meets the park change criteria (operating time)	to support the analysis to set the budget for the following year/s
MSF802 - Need Renewal : BIOMED	For each biomed equipment: if it meets the fleet change criterion (+ 8 years or concentrator + 15,000 hours)	to support the analysis to set the budget for the following year/s
MSF803 - Need Renewal : VEHICLES	For each vehicle: if it meets the fleet change criteria (more than 10 years or 150,000 km)	to support the analysis to set the budget for the following year/s
MSF804 - Need renewal - COLDCHAIN	For each piece of equipment: if it meets the fleet change criteria (7 or 10 depending on location)	to support the analysis to set the budget for the following year/s
<a href="#">MSF810 - Need renewal (Bioméd, vehicles, generators, IT, coldchain)</a>	All renewal reports 1 single file (one tab per family)	to support the analysis to set the budget for the following year/s
<b>4. DASHBOARD</b>		
<a href="#">MSF710 - (Mission-Project) Dashboard</a>	Synthesis on Inventory, reception, Biomed, fuel consumption	To analyse your monthly activity
duplicate MSF numbers at mission level		
duplicate MSF numbers at mission level		
MSF100D - List of equipment whose MSF number must be corrected		
MSF100D - List of equipment whose MSF number must be corrected		
MSF100D - List of equipment whose MSF number must be corrected		
MSF100D - List of equipment whose MSF number must be corrected		

## A.5 Create a Work Request (laptop)

Once you are logged in to MEMO:

→ Go to the left side of the screen under the module **Maintenance** and **click WORK REQUEST**

→ Create a new Work Request by **clicking on the**  icon at the top of your MEMO screen



→ **Fill the following mandatory information:**

- **Requester Name / Position**
- **Equipment Code:** you can directly enter the equipment code OR select from the drop down menu or passing by the “tree view”.
- **Problem description:** Brief description of the fault on the equipment.

→ **Add other information** such as your email and an ‘Out of order’ date if relevant.


→ Click on **SAVE**


your Work Request is saved and sent to the Logistics Department in MEMO. This isn't notification by email.

*Note :All fields in orange are mandatory thus need to be filled out before saving.*

*On saving, if they are not filled out, a pop-up window in Orange will highlight errors. If filled out correctly, a pop-up window in GREEN will highlight Saved OK.*

### Follow up

→ You can come back later to follow up your request : **click on the bottom**  to open your WR : you will see if the one WO is open for this WR, the status of the WO (approved, done, close) and the report of the WO.

	WR N°	REQUESTER	REQUEST DATE	DESCRIPTION	NUM	EQUIPMENT	LOCATION	STATUS	WO N°
	WR-5564	Innocent	16/01/2023 10:19	No Power supply	RGQ-001	DNA PURIFICATOR (QIAGEN EZ1)	UG965 - MBARARA LABORATORY - POST PCR	10-ATTAPPR	

## A.6 Training existing

All trainings are on the TEMBO platform

<https://tembo.msf.org/local/tembo/myown.php?>



### Module 1 : Using MEMO, feature overview and practising

Use MEMO and discover the different software features.

**Average duration** : 2h30

**Target audience** : All MEMO users : specialists Technicians, Log supervisor, log manager, RTR, Colog, MIO.

#### Summary :

- Introduction of e-learning
- Chapter 1 : MEMO Introduction
- Chapter 2 : MEMO browsing/data update/basic equipment
- Chapter 3 : Create a piece of equipment in MEMO
- Chapter 4 : Fleet Management & lifecycle with MEMO
- Chapter 5 : Fuel Monitoring in MEMO
- Chapter 6 : Maintenance with MEMO
- Chapter 7 : Inventory with MEMO



### Module 2 : Manage with MEMO

Implement the software and monitor your activity with MEMO.

**Average duration** : 1h

**Target audience** : Logistic manager, Logistic Coordinator, Log Cell

#### Summary :

- Introduction
- Chapter 1: Roles and responsibilities of the various players involved with MEMO
- Chapter 2: Who does what in MEMO?
- Chapter 3: Managing using MEMO



### Module 3 : Biomedical equipment management with MEMO

Good management and practices of Biomedical equipment with MEMO

**Average duration** : 1h30

**Target audience** : all logisticians involved in the management of biomedical equipment on OCP fields with MEMO

#### Summary :

- Chapter 1: Biomedical equipment management with MEMO
- Chapter 2: Corrective maintenance: from WR to WO treatment
- Chapter 3: Planning and monitoring preventive maintenance
- Chapter 4: Management of external maintenance
- Chapter 5: Equipment renewal

## A.7. Support available

### 1) On-site support

- a. Your manager
- b. Your college with experience in MEMO
- c. Your Focal point



### 2) Document

- a. This User guide
- b. Power point of training
- c. Tembo training



### 3) Remote support

- a. RTR: for technical questions concerning fleet management (good practice of schedule maintenance plans)
- b. Support MEMO: [memo@paris.msf.org](mailto:memo@paris.msf.org)
  - i. Question that Focal point don't know the answer, or he is unavailable
  - ii. Request for:
    1. Create a new accompt
    2. Create a new location (or sublocation)
    3. Massive transfer
    4. Massive creation
  - iii. Visit Call online for specific training
  - iv. Brief / Debriefing

## CHAPTER B / TABLET and SMARTPHONE

### In this chapter :

- B.0 Introduction to the tablet and smartphone
- B.1 Install the new application on the tablet & smartphone (& delete the old one)
- B.2 Change user in the table
- B.3 Perform a research, short, filter on the tablet

### Others chapters about tablet in this manual :

- D.5 Attach a document to the EQ and consult them (tablet)
- F.1.6 Fill a preventative Work Order (Tablet)
- F.2.1 Create a Work Request (Tablet)
- F.2.2 Create a corrective Work Order (tablet)
- F.2.3 Fill a corrective Work Order? (tablet)

## B.0 Introduction to the tablet and smartphone

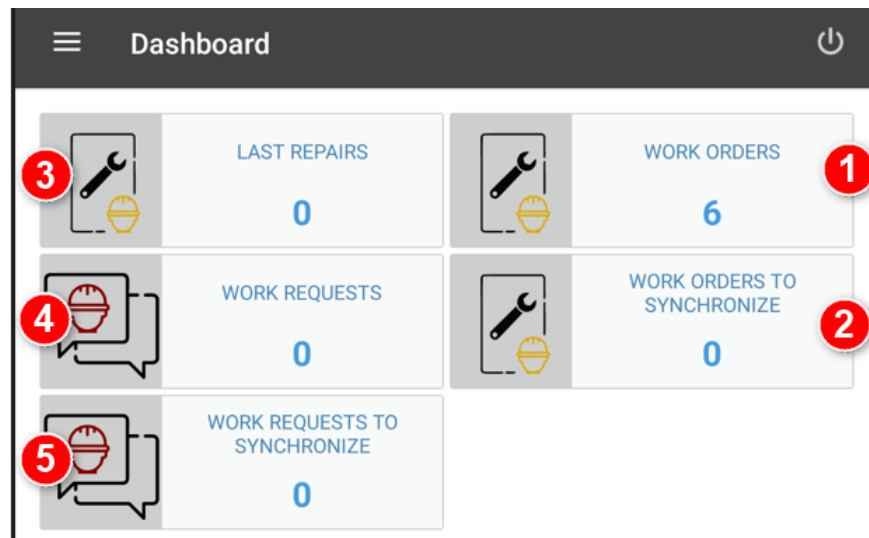
MEMO isn't only an online tool. It also works offline. This application can be installed on a tablet or Android smartphone (not iPhone).

After installing and synchronising the application you can use it offline. Actions you can do are limited to: creation of a Work request, create corrective wo, fill preventive and corrective WO, perform inventory. Consultation of details about the equipment.

### Dashboards

On the main page, you can find the following indicators:

1. The « Work Orders » which have been assigned to you
2. The « WO to be synchronized » means the WO that you have created from the tablet but not yet synchronized with MEMO
3. The « Last repairs » which are recent corrective WOs of the project.  
Note : you will also find information related to your work requests
4. The « Work requests » which have been assigned to you
5. The « WR to be synchronized » means the WR that you have created from the tablet but not yet synchronized with MEMO





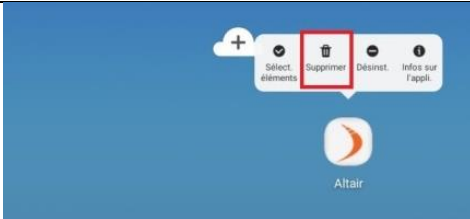
## B.1 Install the new application on the tablet & smartphone (& delete the old one)

**NB : This procedure is exactly the same for a smartphone**

You can find the latest version of the software of the tablet :

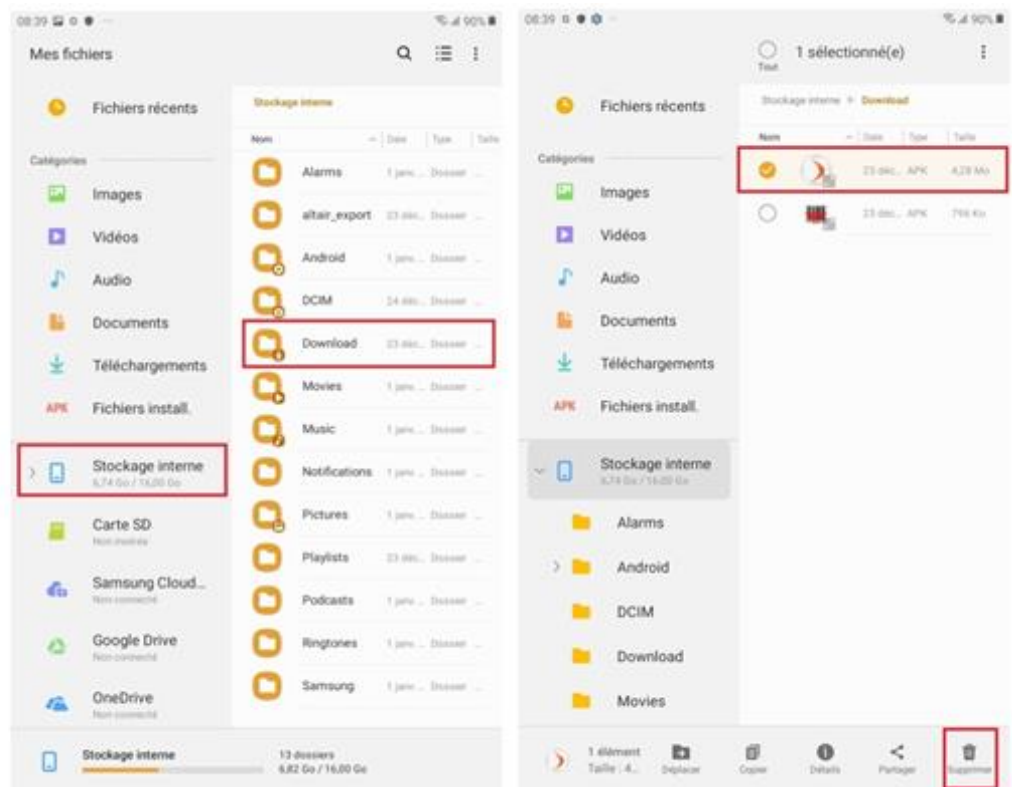
- in MyMSF : [https://mymsf.org/jcms/prod2\\_334914/fr/013-installation-memo-tablette](https://mymsf.org/jcms/prod2_334914/fr/013-installation-memo-tablette)
- on the MEMO home page :
  - [https://iframememo.msf.fr/Package\\_Tablette.zip](https://iframememo.msf.fr/Package_Tablette.zip) (FR)
  - [https://iframememo.msf.fr/Package\\_Tablet.zip](https://iframememo.msf.fr/Package_Tablet.zip) (EN)

This document presents the steps to follow to remove the old application, then install and configure the new one.



### Step 1 : Uninstall the current application

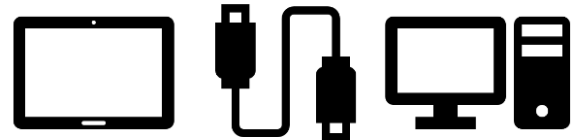
1. On the home screen, find the « Altair » application.
2. Click and hold until a bar appears above the application and click « Uninstall ».
3. Delete the old installation file:
  - Go to « My files ».
  - Choose the « Device storage » folder, then open the « Download » folder where the installation file is located.
  - Select the « Altair » file and hold until the checkmark appears. Then click on the trash icon to delete it





## Step 2 : Install the new application

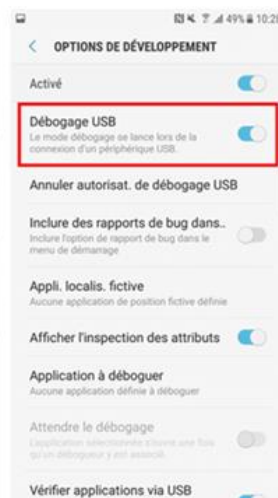
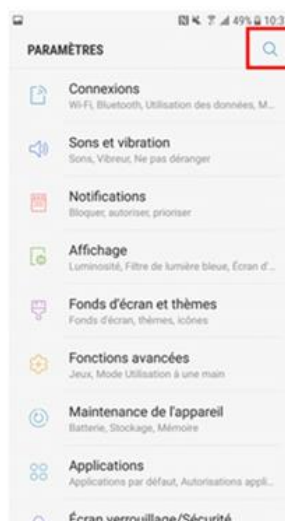
1. Connect the tablet to a computer with a cable.
2. Verify that you can access the tablet folders from the computer.  
In « Start Menu » open « Computer ».
3. You should see the tablet appear under « Removable devices ».



If it is not the case, go directly to step 4, otherwise follow step 3.

## Step 3 : Make the tablet visible from the computer

1. On the tablet, open « Settings »
  2. Choose the "Search" tool and type « USB Debugging ».
- (NB: the tablet must be in "developer" mode to access this option)
3. In the list of search results, click on « USB Debugging ».
  4. Activate « USB Debugging ».



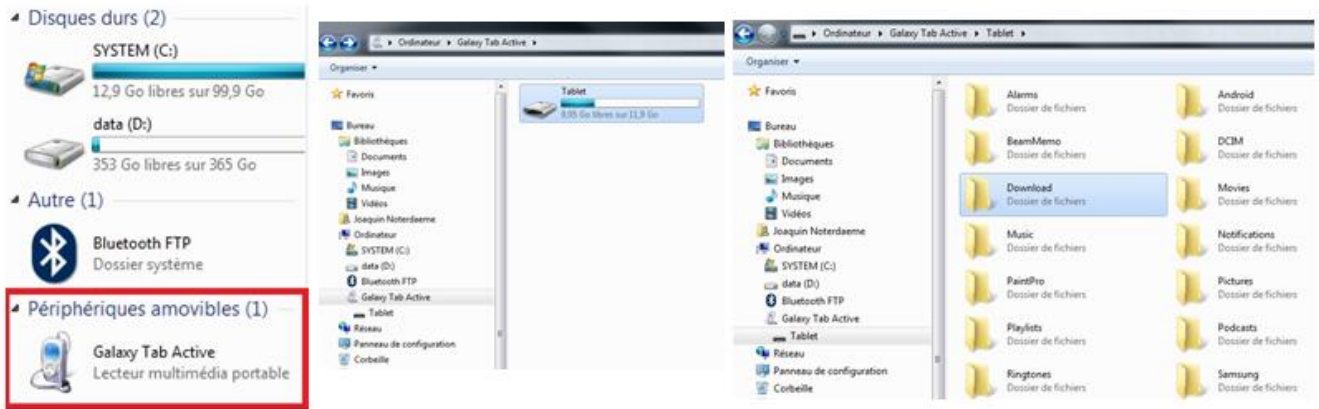
\*

You should then be able to access the tablet from the computer. If it is still not the case, please

send us an email: [memo@paris.msf.org](mailto:memo@paris.msf.org)

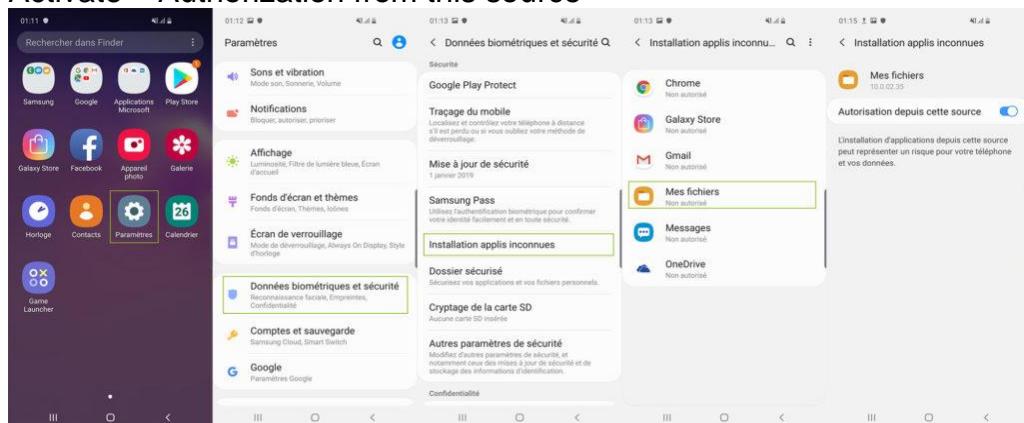
## Step 4 : Copy the application file

1. From the computer, open the tablet folders.
2. Double-click to open the "Tablet" folder.
3. You will then have access to all of the folders on the tablet. Copy the new application that we sent you to the "Download" folder.
4. The installation file is now available on the tablet.



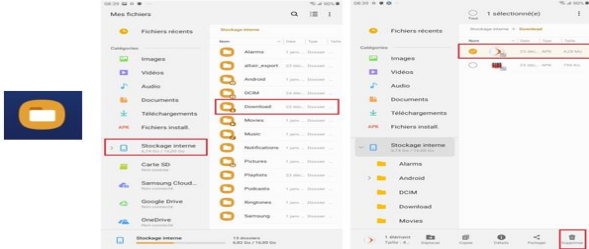
## Step 5 : Install the new application

1. Before the installation, make sure that the permission to install applications from unknown sources is activated:
  - a. Go to « Settings »
  - b. Choose « Biometric data and security »
  - c. Choose « Installation of unknown apps »
  - d. Choose « My files »
  - e. Activate « Authorization from this source »



2. On the main screen of the tablet, find and open the « My Files » folder.
3. Click on « Device storage », then open the « Download » folder where the new application is located.
4. Click once on the application to start the installation.
5. A pop-up window opens. Click on « Install »

The installation is complete. You only have the last step: the configuration (to do step 6 below).

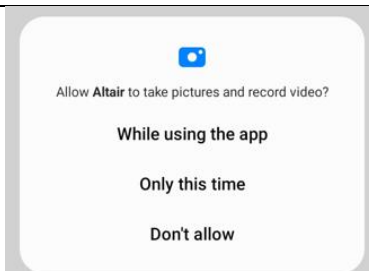


## Step 6 : Configure the new application

1. On the tablet, click on the « Altair » icon to open the application. The application opens directly on the settings screen.



1. Allow Altair to have access to the camera (While using the app)



2. Complete the following fields:

**User code: enter your login**

**Password: enter your password**

**The other fields are filled in automatically.**

3. Click on the button  at the bottom of the screen to validate.

4. Check that you are connected to the internet.
5. Accept the validation message, to synchronize the tablet data with MEMO, by clicking on « OK ».
6. This may take several minutes.

**Note: Make sure the tablet remains connected to WiFi until the end of synchronization.**

**The message "synchronization complete" should appear.**

**Congratulations, you are now ready to use the tablet again.**

#### Global synchronization

You are going to synchronize all data, this may take some minutes.  
Confirm the synchronization?

CANCEL OK

7. The synchronization cannot be done if:
  - a. Wrong connection data (either wrong user code or wrong password or both)
  - b. Disharmony between the application version installed and the MEMO version (**you will then need to install the correct version of the application !**)

**NB : When the synchronization cannot be done, you will receive an error message**

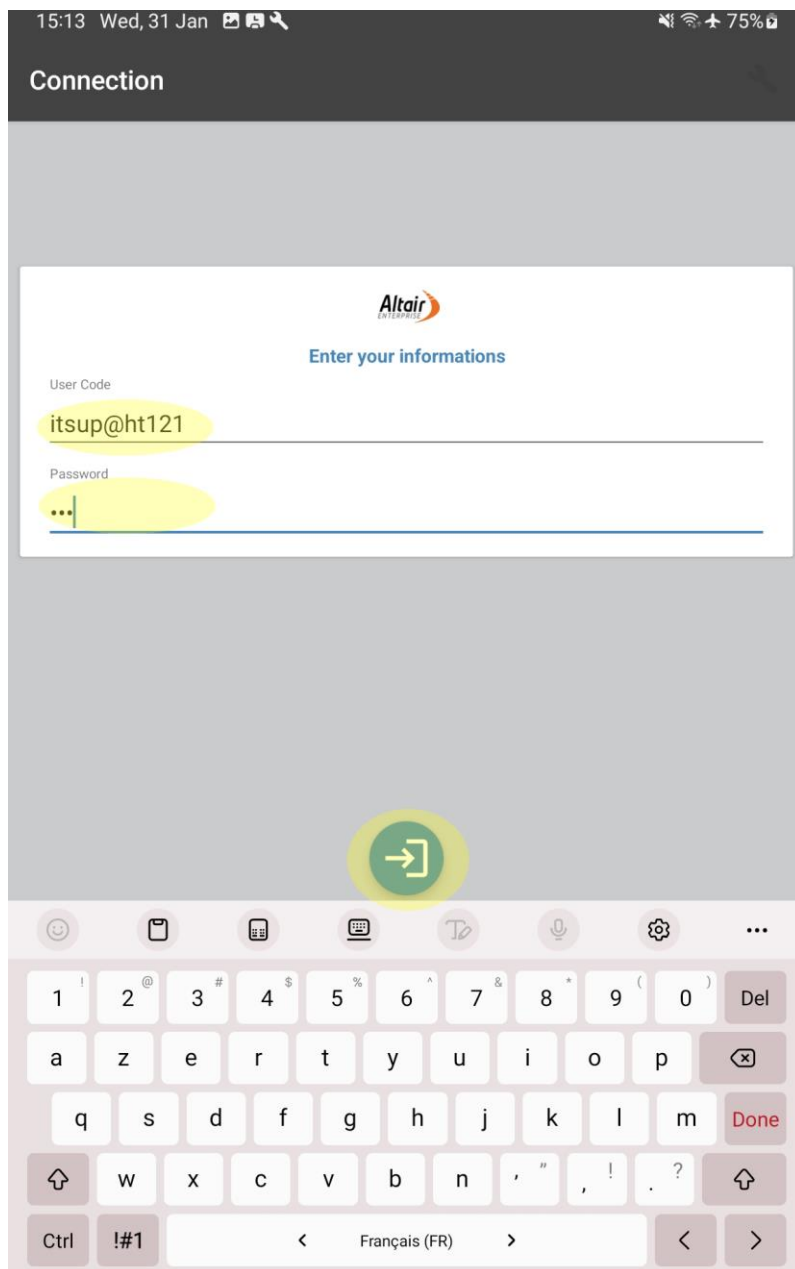
**NB : When the synchronization cannot be done, the dashboard is blank**

## B.2 Change user in the tablet

- On the home page, click on the **logout button**  then **OK** to log out. The application will then close.



- **Reopen the application** which will open directly on the Connection page.
- Enter your **username** and **password**



→ Click on ENTER  to confirm your username and password.

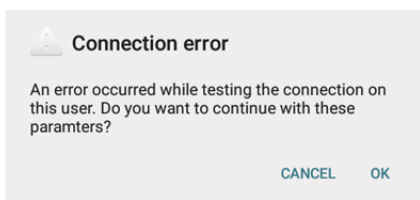
→ **Confirm the synchronization** to synchronize the tablet with MEMO and download the information for the new user. This step can take time and the tablet must be connected to the internet (the time will depend on the connectivity).

The new user will now be able to see the equipment for which he is responsible, and the work orders assigned to him

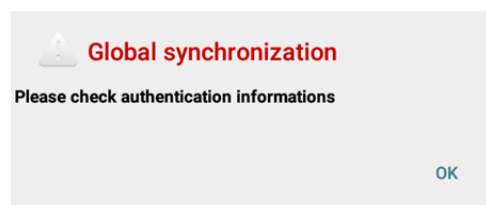
**Note : It is possible to check the account in use on the tablet by clicking on the menu button**



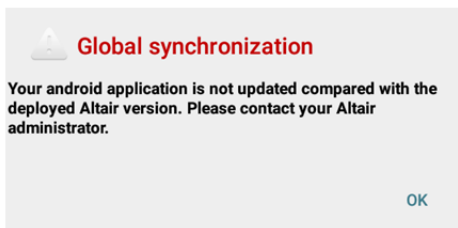
The synchronisation will not work if :  
Your user account and/or password is not correct



*When you enter a wrong user account and/or a wrong password*



*When you try to synchronize with a wrong user account and/or a wrong password*



*The version of the tablet application and the one of MEMO do not match*



*=> A mandatory update of the application will have to be done.*



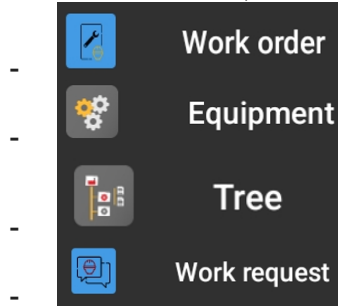
## B.3 Perform a research, short, filter on the tablet

On the tablet, you can access the list of WOs assigned to you, of equipment, of locations and of your work requests.

- **Perform an overall synchronization** (optional) to ensure that you are including all updated data in your search, you can perform a global synchronization.

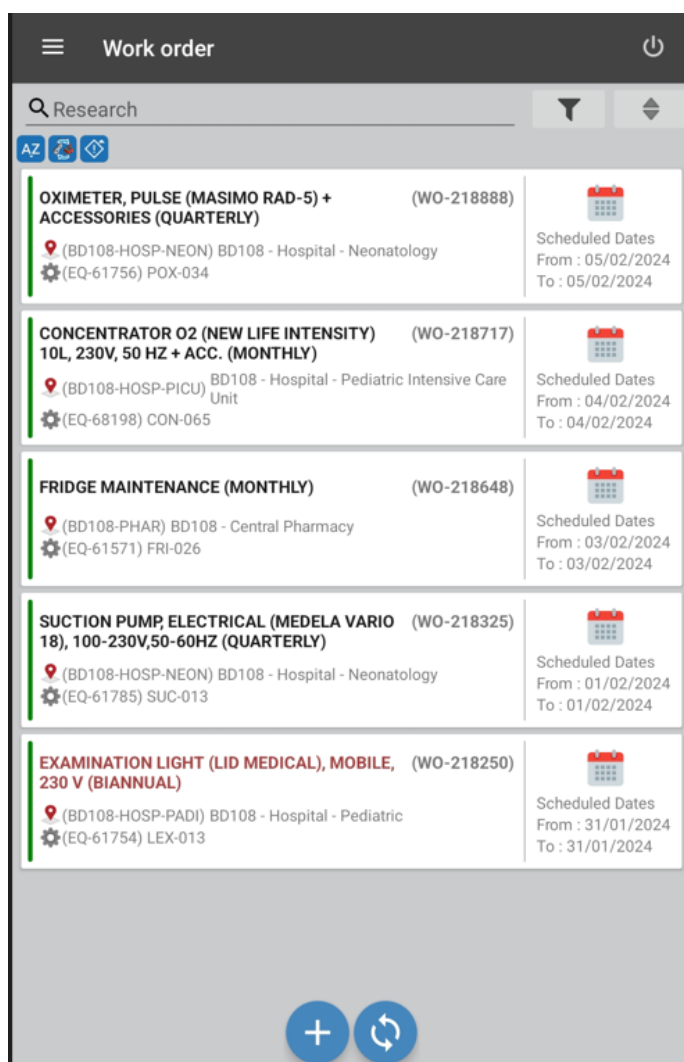
To do this, click on the menu  then on the option  **Global synchronization** to synchronize the tablet with MEMO.

- From the dashboard, **click on the menu**  then **select the option** you are looking for:



### "Work Orders" list

- By clicking on the button **Work order**  **Work order** you access the WO page.

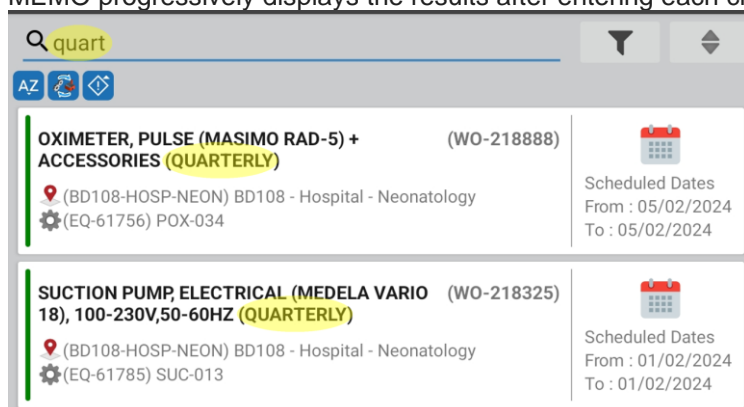


A list of all open WOs is displayed, indicating:

- The code and description of the WO,
- The code of the related equipment,
- The MSF number of the related equipment,
- The location of the related equipment.

### Perform a quick search on the WO list

→ In order to perform a quick search, you can **indicate what you are looking for** in « Search » bar. MEMO progressively displays the results after entering each character




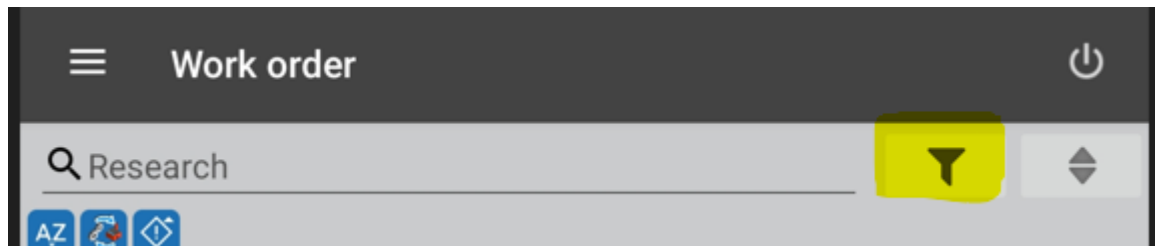
The values sought may relate to:

- The WO code :
  - Examples : « WO-23 » or « 23456 » for « WO-23456 »

- The WO description :
  - *Examples : « POUL » or « QUART » for « PULS OXYMETER (QUARTERLY) »*
- The related equipment code :
  - *Examples : « eq-19 » or « 19391 » for « EQ-19391 »*
- The related equipment location :
  - *Example : « hosp » for « BD102-HOSP-ISOL »*

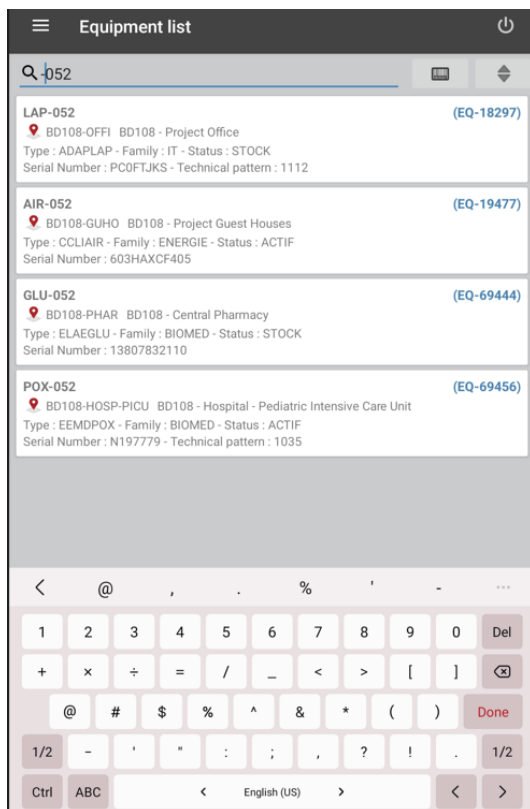
## Filter the list

- Click on the button filter  and choice the information you want. Examples with the app WO :
- Do a filter by status "20-APPR" to see only the WO not yet done
  - Do a filter by location to see only the WO about the EQ in this service
  - Do a filter by type of maintenance to see only the corrective WO




## "Equipment search" page

- By clicking on the option  **Equipment** you access the « Equipment search » page :




You can search on :



















- The equipment code :

- Examples : « eq-19 » or « 1939 » for « EQ-19391 »
- By clicking on the button , you can scan the bar code or the QR code of the equipment
- The MSF Number of the equipment
  - Examples : « pox » or « 004 » for « POX-004 »
- The equipment location :
  - By clicking on this option, you need to find the location on the tree view

## **Sort the data**

→ You can sort the displayed data (WO, Equipment or WR) before or/and after the research by **clicking this button** 



→ Then choose one of the displayed fields to sort in increasing order (by **clicking on the button** ) or decreasing order (by **clicking on the button** ) depending on the column in question.

Sort	
Equipment	 
Description	 
Type	 
Family	 
Status	 
Staff	 
Serial Number	 
Technical pattern	 
Location parent	 




## **«Tree view» page**



- ➔ **By clicking on the option TREE**  you access the location tree view and its related equipment.

On this page, are listed the locations (symbol: ) and the list of equipment (symbol : )

**Note:** the blue background means that a location/equipment doesn't own any location/equipment as sub level

- ➔ By **clicking on a location**  , you find the list of its equipment and its sub locations on the right side column.
- ➔ By clicking in the magnifying glass  you open the page of the equipment
- ➔ By clicking in the flat key  you open the list of WO about this equipment

## CHAPTER C / CREATION – RECEPTION EQUIPEMENT

- C.0 Process of entry equipment in the fleet
- C.1 Create a new equipment
- C.2 Duplicate an equipment for use as a template to create a new EQ
- C.3 Record the reception of an Equipment (international order)

### C.0 Process of entry equipment in the fleet



## C.1 Create a new equipment

**Point of vigilance:** Your EQ is a telecom equipment? (SAT PHONES, BGAN AND GPS - Garmin Inreach Explorer) => contact RadioCom.FR@paris.msf.org for ask to create it

**Tips :** if in MEMO there is already one EQ with the same brand and model? Use the function duplicate

**Tips :** Before creating a new entry, check in the MEMO catalogue application for the family, type, and MSF code. It's more convenient to use this function for a search than the dropdown list

**Tips :** if the rent of the equipment it s for a short term (less than 1 month), it isn't necessary to create in MEMO

→ **Check if the equipment isn't already in MEMO :** write the serial number in the global search

Global search

If the EQ doesn't have a SN, check in "All mission". Did you check the reception area?

→ **Define the MSF number of the EQ :** AAA-XXX

- 3 letters (The 3 last letters of the type of the equipment. Example : ADAPLAP)
- 3 numbers: check the last number use for the letters (all mission: filter with the column, "NUM")
- Search by way of a global search the MSF number choice to be sure it isn't used by another equipment (out, sav...)

**Tips :** For rental EQ, another MSF number can be used. Example vehicle : LIMA-001

→ In the "General data" module, select "Equipment. You will arrive on the list of equipment for your project. Click on the icon

CODE	PROJ	NUM	DESCRIPTION	FAMILY	BRAND	MODEL	STATUS	STATE	YEAR	LOC	SN
EQ-23045	LY117	GEN-007	[GENERIC] Generator	GMI	PG WILSON	P30-3	ACTIF	GOOD	2016	LY117-RECEPT	FOVPEP2L2BAU108 A
EQ-44550	BF181	YANKEE 9	LANDCRUSER 4x4 (H2J78) 11 seats, diesel LHD 1019e	VEHICULE	TOYOTA	LC H2J78	ACTIF	EXCELLENT	2020	BF181-RECEPT	80F007027
EQ-33605	CF142	INC-301	INCINERATEUR complet (Vulkeo ID301)	GMI	VULKEO	ID301	ACTIF	GOOD	2019	CF142-ZADI	218
EQ-32247	KE190	KF-085	LANDCRUSER 4x4 (H2J78) 11 seats, diesel RHD hard-top	VEHICULE	TOYOTA	LC H2J78	ACTIF	EXCELLENT	2017	KE190	JTERB71J100091778

A new equipment page will be generated as well as a new equipment number (EQ-XXXX).

→ All you have to do is **enter the information relating to this equipment**.  
**BE CAREFUL to choose the MSF code that corresponds to the equipment (same brand, same model).**  
 All the orange fields are mandatory to be able to create a device.

**EQUIPMENT Creation**

\* EQUIPMENT CODE: EQ-3956

\* GENERAL STATE: [dropdown]

\* STATUS: STOCK

CHANGE THE STATUS

**IDENTIFICATION**

\* MSF Number: [dropdown]

Description: [text field]

**LOCATION**

Location code: [dropdown]

Location: [text field]

TRANSFER THE EQUIPMENT

**PARENT EQUIPMENT**

Parent equipment code: [dropdown]

Parent Equipment: [text field]

**CLASSIFICATION**

\* Family: [dropdown]

\* Type: [dropdown]

\* MSF Code: [dropdown]

**MANUFACTURER INFORMATION**

\* Brand: [dropdown]

\* Model: [dropdown]

\* Manufacturing year: [dropdown]

\* Serial N°: [text field]

**STAFF**

Staff code: [dropdown]

Name: [text field]

Function: [text field]

Service: [text field]

**Point of vigilance :** If the manufacturing year isn't know, write the purchase year. If there isn't Serial Number : write N/A (as no applicable)

**Note:** It is not useful to fill in the "Description" box. It will be completed automatically from the MSF code.

→ Click on **SAVE**

→ Click on the **"Entry"** tab and **fill in the data** related to the acquisition of the equipment

**Case of the rental equipment :** fill in condition **"rental"** and a new table will appear below. **Fill the information** (date begin, date end...). If your [renal company didn't exist, follow the instruction in this practical sheet](#)

→ **Change the status** if necessary [D.8 Change the status of an EQ](#)

→ **Print the label** [D.4 Print Label \(sticker\)](#)

For vehicle and generator, [check these specificities](#)



## C.2 Duplicate an equipment for use as a template to create a new EQ

**Point of vigilance** : If your EQ is a telecom equipment (SAT PHONES, BGAN AND GPS - Garmin Inreach Explorer) => contact RadioCom.FR @paris.msf.org and ask them to create it

→ **Check if the equipment isn't already in MEMO**: write the serial number in the global search

Global search

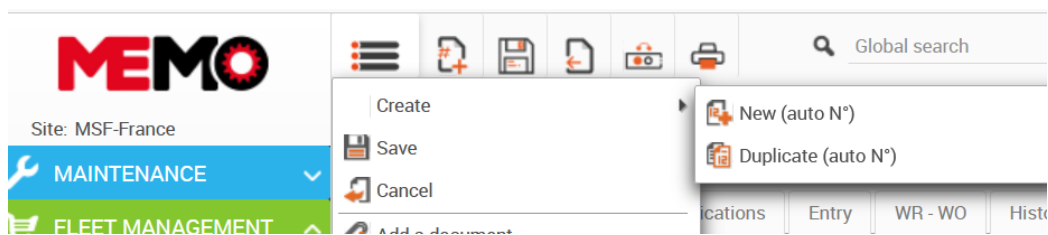
If the EQ doesn't have a SN, check in "All mission". Did you check reception area?

→ **Define the MSF number of the EQ** : AAA-XXX

- 3 letters (The 3 last letters of the type of the equipment. Example : ADAPLAP)
- 3 numbers: check the last number use for the letters (all mission: filter with the column, "NUM")
- Search by way of a global search the MSF number choice to ensure it isn't already used by another equipment (out, sav...)

→ In the "General data" module, select "Equipment". You will arrive on the list of equipment for your project. **Open the EQ already created that are similar to the equipment you want to create.**

→ Click on the burger menu (3 lines), select "Create" and click on "Duplicate (auto N°)"



- Change the **MSF number**
- Change the **location** if necessary
- Fill **Manufacturing year** and **serial number**
- Fill **Entry data** and attach **documents**
- Click on **SAVE**
- Change the **status** if necessary
- **Print the sticker** (D.4 How to print Label (sticker)?)

 A screenshot of the 'BIOMED Creation' form in the MEMO application. The form is divided into several sections: IDENTIFICATION (MSF Number, Description), LOCATION (Location code, Location), PARENT EQUIPMENT (Parent equipment code, Parent Equipment), CLASSIFICATION (Family, Type, MSF Code), MANUFACTURER INFORMATION (Brand, Model, Manufacturing year, Serial N°), and STAFF (Staff code, Name, Function, Service). Numbered blue circles indicate the sequence of steps: 5 (MSF Number), 6 (Location code), 7 (Manufacturing year), 8 (Entry data), 9 (SAVE button), and 10 (CHANGE THE STATUS button). The left sidebar shows the 'GENERAL DATA' tab selected.

## C.3 Record the reception of an Equipment (international order)

When international orders, for example from Bordeaux, are on their way for your mission / project, they appear in the “reception area” of MEMO.

Once this equipment arrives on the field, you can find it by using the order number and packing list number (if the equipment arrives from MSF Logistique) or the Delivery Note number - DN (if the equipment arrives via Casier-Départ). In some cases, you can find it by its serial number

→ Click on **FLEET MANAGEMENT** module then on **RECEPTION** application.

CODE	PROJ	NUM	DESCRIPTION	FAMILY	BRAND	MODEL	LOC	SN	PL / BL	FROM	ORDER N°
EQ-45393	YE132	TO BE DEFINED	OXIMETER, PULSE (Masimo RAD-5) + accessories	BIOMED	MASIMO	RAD 5 / RAD 5V	YE132- RECEPT	N211260	217325	MSF Logistique	20/044 /FR/YE132
EQ-45389	YE132	TO BE DEFINED	OXIMETER, PULSE (Masimo RAD-5) + accessories	BIOMED	MASIMO	RAD 5 / RAD 5V	YE132- RECEPT	N209789	217325	MSF Logistique	20/044 /FR/YE132
EQ-45390	YE132	TO BE DEFINED	OXIMETER, PULSE (Masimo RAD-5) + accessories	BIOMED	MASIMO	RAD 5 / RAD 5V	YE132- RECEPT	N209813	217325	MSF Logistique	20/044 /FR/YE132
EQ-45391	YE132	TO BE DEFINED	OXIMETER, PULSE (Masimo RAD-5) + accessories	BIOMED	MASIMO	RAD 5 / RAD 5V	YE132- RECEPT	N209821	217325	MSF Logistique	20/044 /FR/YE132
EQ-45392	YE132	TO BE DEFINED	OXIMETER, PULSE (Masimo RAD-5) + accessories	BIOMED	MASIMO	RAD 5 / RAD 5V	YE132- RECEPT	N211249	217325	MSF Logistique	20/044 /FR/YE132
EQ-45382	YE118	TO BE DEFINED	INTENSIVE CARE VENTILATOR (Monnal T60), 230V 50-60Hz	BIOMED	AIR LIQUIDE	Monnal T60	YE118- RECEPT	MT60-08265	202216	MSF Logistique	20/002 /FR/YE118/2
EQ-45383	KE101	TO BE DEFINED	TENT multipurpose, 45m², 6x7.5m + bag	SHELTER	-	45M²	KE101- RECEPT	TO BE DEFINED	217794	MSF Logistique	20/FR/KE101 /PO01390
EQ-45384	KE101	TO BE DEFINED	SCISSOR LIFT 230V single phase, WLL 3 tons, maximum lift 1m	TOOL	-	-	KE101- RECEPT	TO BE DEFINED	218328	MSF Logistique	20/FR/KE101 /PO01267

Details of all equipment in reception will appear.

→ Using your preferred search criteria, for example serial number, order number, etc., locate the desired equipment, **and open the equipment page**

The equipment details will appear.

→ Check that the information is correct and make these actions in “general”:

- Enter the MSF number (field number) according to the Mission
- Transfer the equipment to the appropriate location of your project

c) (Vehicle/GMI only) Initialize the equipment

d) change the status if necessary

The screenshot shows the 'RECEPTION' application for equipment EQ-45727. The form is divided into several sections: IDENTIFICATION, LOCATION, MANUFACTURER INFORMATION, and STAFF. Red arrows indicate the following actions:

- Arrow 1 points to the 'MSF Number' field in the IDENTIFICATION section, which is currently 'TO BE DEFINED'.
- Arrow 2 points to the 'Location code' field in the LOCATION section, which is currently 'NE174- RECEPT'.
- Arrow 3 points to the 'Type' field in the MANUFACTURER INFORMATION section, which is currently 'TV6H4X4'.
- Arrow 4 points to the 'STATUS' field in the top right corner, which is currently 'EXCELLENT'.

→ Click on the tab “Entry”

→ Check that all information fields are filled

→ Fill date of commissioning if necessary

→ You can use the box “End date” for the end of warranty if necessary

→ Print the sticker [D.4 How to print Label \(sticker\)?](#)

#### Specific for Vehicles and Generators for the reception :

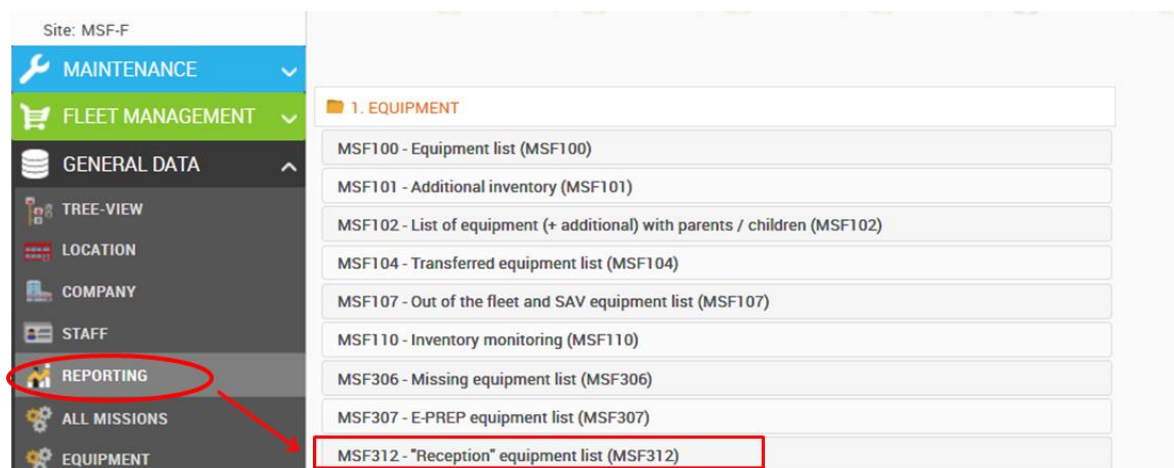
- 1) Check the tab "Technical Specification" from Vehicle or GMI application (Fleet management module)
- 2) Attach documents
  - a. GMI: Picture of the nameplate
  - b. Vehicles: Picture of the document specifying the key and engine numbers

**Note :** The equipment ordered via Casier-départ is ALWAYS located in the reception area of the mission.

**Note:** The equipment in the reception area is ALWAYS located in the RECEPTION location of the project that ordered them.

To extract all information about the equipment in the reception area:

→ Click on **GENERAL DATA**, then on **REPORTING** and, under **EQUIPMENT**, select the **report MSF312**.



## CHAPTER D / DAILY MANAGEMENT

- D.1 Transfer an EQ from one location to another location inside your project
- D.2 Transfer an EQ of my project to another project? (the sender)
- D.3 Transfer an EQ from another project to my project (the receiver)
- D.4 Print Label (sticker)?
- D.5 Attach a document to the EQ and consult them ? (laptop and tablet)
- D.6 Link an equipment to another one (parent/child EQ), consulate and delete?
- D.7 Staff : definition, create him/her? Assign/remove an equipment to the staff?
- D.8 Change the status (stock, actif...) of an EQ and consequence
- D.9 Change the state (good, bad...) of an EQ
- D.10 Write a note for an equipment

## D.1 Transfer an EQ from one location to another location inside your project

- Open the page of the **equipment** you want to transfer (from Equipment application or one of the Fleet management module)
- Click in the bottom **TRANSFERT EQUIPMENT**

- Select the new location (2 options)

Option 1 : fill directly the name of the location in the “to location” box (it’s like a search bar). You can fill the code of the location or the description

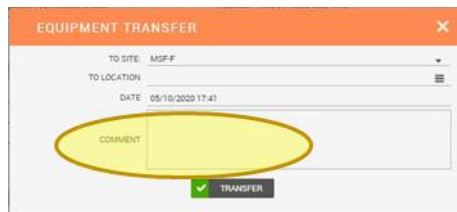
Code	Description	Mission	Project
YE115-OFF1-LOG2	YE115 - OFFICE - LOG STORE 2	YE1	YE115
YE115-OFF1-LOGS	YE115 - OFFICE - MAIN LOG STORE	YE1	YE115
YE115-KHHO-LOOF	YE115 - KHAMER HOSPITAL - LOG OFFICE	YE1	YE115
YE115-OFF1-LOOF	YE115 - OFFICE - LOG OFFICE	YE1	YE115

Option 2 : use the burger menu to open the tree view and choose the location.

**Point of vigilance** : !/ you need to click on the ► to see the sub-location. Then click on the text of the final location to select it

- Fill the comment :
  - The reason of the transfer (to replace EQ? New activities? Donation to who? If a loan, for how long?...)
  - For the long travel :
    - Who is organising the transport and by which form of transport? (Go back to coordo

- with the LogCo)
- Who should receive it?



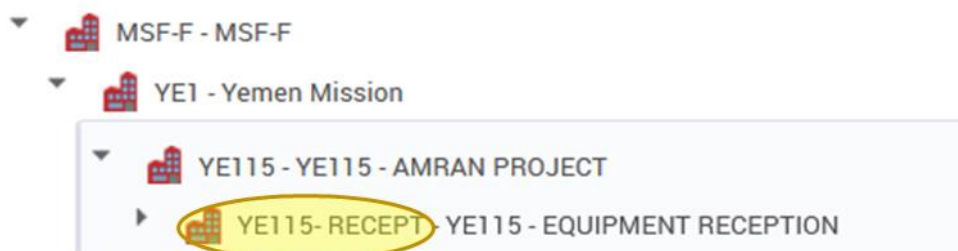
**Tips** : the more precise you are in the comments section, the easier it will be in the future to understand what has happened.. This comment can't be deleted (unlike that of notes on the general page)

→ Click on the bottom **TRANSFER**

## D.2 Transfer an EQ of my project to another project? (the sender)

### 1. You are the person responsible to send the EQ to another project

- Open the page of the equipment you want to transfer (from Equipment application or one of the Fleet management module)
- Click in the bottom **"TRANSFERT EQUIPMENT"**
- Select the **EQUIPMENT RECEPTION** location of your project



- Fill the comment
- Click on the bottom **TRANSFER**
- Inform the receiver (by email, call...) that the EQ is in the reception

*Point of vigilance : your EQ must to have the status "STOCK"*

### 2. You are the person who received the EQ from another project

- Go the application **RECEPTION**
- Open the page of the equipment and follow the instruction of the [D.1 Transfer an EQ from one location to another location inside your project](#)

CODE	PROJ	NUM	DESCRIPTION	FAMILY	BRAND	MODEL	LOC	SN	PL/BL	FROM	ORDER N°
EQ-58767	YE115	LAP-276	COMPUTER laptop (Lenovo T470) qwerty keyboard	IT	Lenovo	T470	YE115-RECEPT	PF18PK57	BL07342	Casier Départ	21/014 /FR/YE115
EQ-69674	YE115	TO BE DEFINED	INFANT SCALE (Seca 354), electronic, 0-20 kg	BIOMED	SECA	354	YE115-RECEPT	8354357210470	274895	MSF	22/064 /FR/YE115
EQ-69670	YE115	TO BE DEFINED	GLUCOMETER, blood glucose monitor(Nova StatStrip/mg/dl, only	BIOMED	NOVA	StatStrip	YE115-RECEPT	138039022111	275259	MSF	22/064 /FR/YE115
EQ-69671	YE115	TO BE DEFINED	GLUCOMETER, blood glucose monitor(Nova StatStrip/mg/dl, only	BIOMED	NOVA	StatStrip	YE115-RECEPT	138092122111	275259	MSF	22/064 /FR/YE115
EQ-69672	YE115	TO BE DEFINED	INFANT SCALE (Seca 354), electronic, 0-20 kg	BIOMED	SECA	354	YE115-RECEPT	8354357210298	274895	MSF	22/064 /FR/YE115
EQ-69493	YE115	TO BE DEFINED	INFANT SCALE (Seca 354), electronic, 0-20 kg	BIOMED	SECA	354	YE115-RECEPT	8354357210069	266338	MSF	22/041 /FR/YE115

## D.3 Transfer an EQ from another project to my project (the receiver)

You received physically an equipment from another project, but this equipment isn't in the reception area

- Open the application “ALL MISSION” in General Data module
- Open the page of the equipment and follow the instruction of the [D.1 Transfer an EQ from one location to another location inside your project](#)

The screenshot shows the MEMO software interface. On the left, a sidebar contains menu items: MAINTENANCE, FLEET MANAGEMENT, GENERAL DATA, REPORTING, ALL MISSIONS (highlighted with a red arrow), EQUIPMENT, MEMO CATALOG, and ADMIN - USER. The main area is titled 'ALL MISSIONS' and shows a table of equipment. The table has the following columns: CODE, PROJ, NUM, DESCRIPTION, FAMILY, BRAND, MODEL, STATUS, STATE, YEAR, LOC, SN, and ORDER N°. The table contains four rows of equipment data.

CODE	PROJ	NUM	DESCRIPTION	FAMILY	BRAND	MODEL	STATUS	STATE	YEAR	LOC	SN	ORDER N°
EQ-45977	YE104	ANA-022	ANAESTHESIA VENTILATOR (Glostavent Helix), 160-300V 55-60Hz	BIOMED	DIAMEDICA	Glostavent Helix	ACTIF	EXCELLENT	2020	YE104-HOSP-OT	0590T	20/007 /PRVYE104
EQ-59752	YE104	CON-233	CONCENTRATEUR O2 (New Life Intensity) 16L, 220V, 50 Hz	BIOMED	AIRSEP	NewLife Intensity	ACTIF	EXCELLENT	2021	YE104-HOSP-IPD-PEAD	CB80120480318	21/054 /PRVYE104
EQ-16752	YE118	DRY-002	[GENERIC] Dryer	WATSAN	HUEBSCH	HT050EQT.BG2W01	STOCK	BAD	1900	YE118-BASE-LAUN	1001002667	
EQ-39521	YE115	MOB-026	LANDCRUISER 4x4 Petrol LHD hard-top GRJ76	VEHICULE	TOYOTA	GRJ76	ACTIF	EXCELLENT	2019	YE115-OFF1	JTEEU77J11LF001596	



## D.4 Print Label (sticker)

To print new labels, you have two main options:

- Option 1: you have more than 1 sticker to print
- [Option 2](#) : you have only 1 sticker to print

### Option 1 : To print more than 1 sticker

→ Open the application **EQUIPMENT** in General Data module

From this page you have the possibility to:

→ **Select all the equipment you want to print:**

- a) Possibility 1: Print all labels according to the filters used: don't check the boxes, just use the filters, and follow step 3
- b) Possibility 2: Print labels of a selection of equipment: you must check the boxes associated with each equipment and then follow the steps below.

CODE	PROJ	NUM	DESCRIPTION	FAMILY	BRAND	MODEL	STATUS	STATE	YEAR	LOC	SN	ORDER N°	VAL 4
EQ-14808	YE115	LAP-122	COMPUTER laptop (Lenovo T460p) qwerty keyboard	IT	Lenovo	T460P	ACTIF	EXCELLENT	2018	YE115-OFF1-LOOF	PC0KR8XK	18/043 /FR/YE101	730,00
Q-16123	YE115	LAP-033	COMPUTER laptop (Lenovo T440) qwerty keyboard	IT	LENOVO	T440	ACTIF	GOOD	2015	YE115-OFF1-LOOF	PC04NK6J		779,00
Q-58776	YE115	LAP-271	COMPUTER laptop (Lenovo T470) qwerty keyboard	IT	Lenovo	T470	ACTIF	EXCELLENT	2019	YE115-OFF1-LOOF	PF18M59C	21/014 /FR/YE115	830,00
Q-46728	YE115	LAP-331	COMPUTER laptop (HP 840 GB i5-113507) qwerty keyboard	IT	HP	840 GB i5-113507	STOCK	EXCELLENT	2021	YE115-OFF1-LOOF	SG01380FST	22/035 /FR/YE101	642,66
EQ-66715	YE115	LAP-332	COMPUTER laptop (HP 840 GB i5-113507) qwerty keyboard	IT	HP	840 GB i5-113507	STOCK	EXCELLENT	2021	YE115-OFF1-LOOF	SG01380FZZ	22/039 /FR/YE133	642,66

**Tips** : you can check all box of the page by clicking on this box

→ Click on  , A pop-up window will display:

→ **Select the label size** you want to print out by clicking inside the Quick Reporting list. Depending on your choice of the label format, you will get the following printing formats:

**LAP-122**  
S/N : PC0KR8XK  
CODE : EQ-14808

MSF402 – Labels (Small)  
With serial number

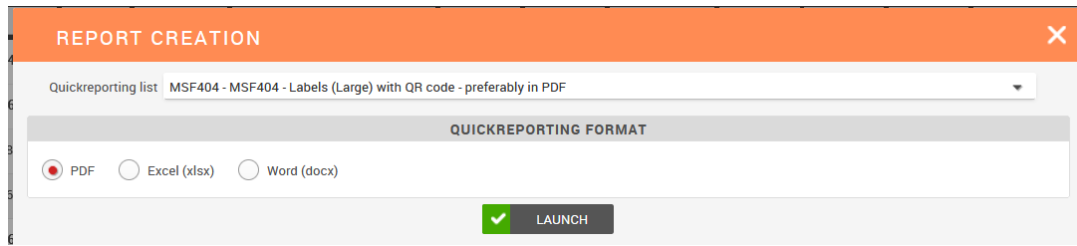
 **LAP-122**  
EQ-14808

MSF403 – Labels (Small)  
With QR Code

 **LAP-122**  
CODE : EQ-14808  
S/N : PC0KR8XK

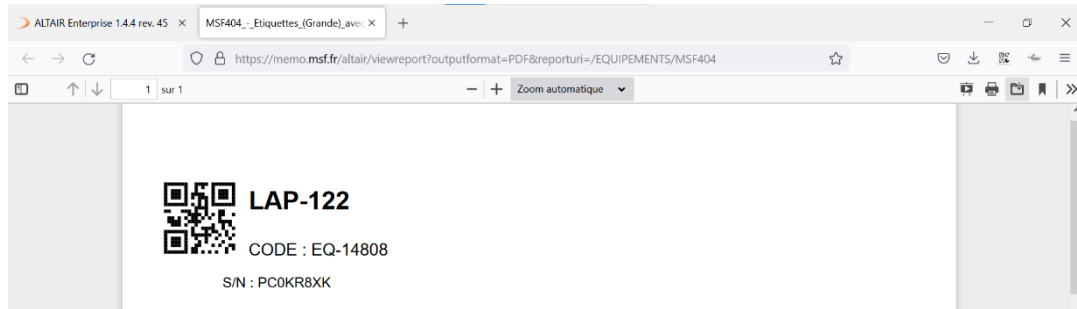
MSF404 – Labels (large)  
With QR code and Serial number

→ Choose the type of format to export these labels – You need to **choose a PDF** document to fit the standards MEMO stickers

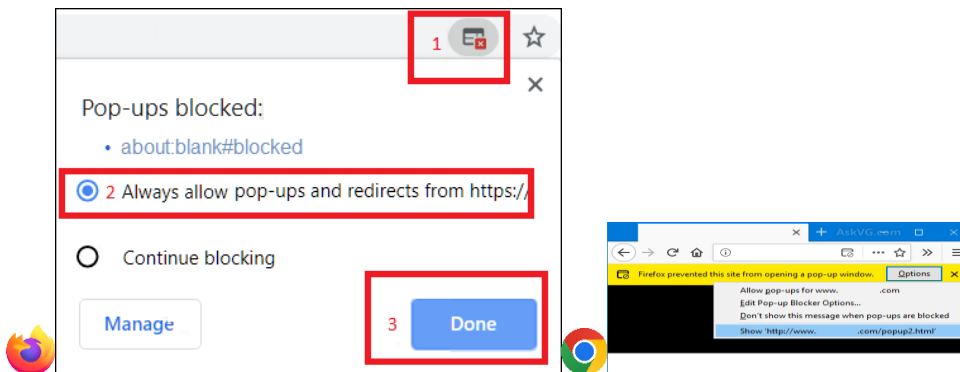


→ Click **LAUNCH**

→ Once the format is selected – **click the «Launch» icon** to generate the report



**Note :** Depending on the internet browser you are using, you will need to allow pop-ups to be able to print the data.



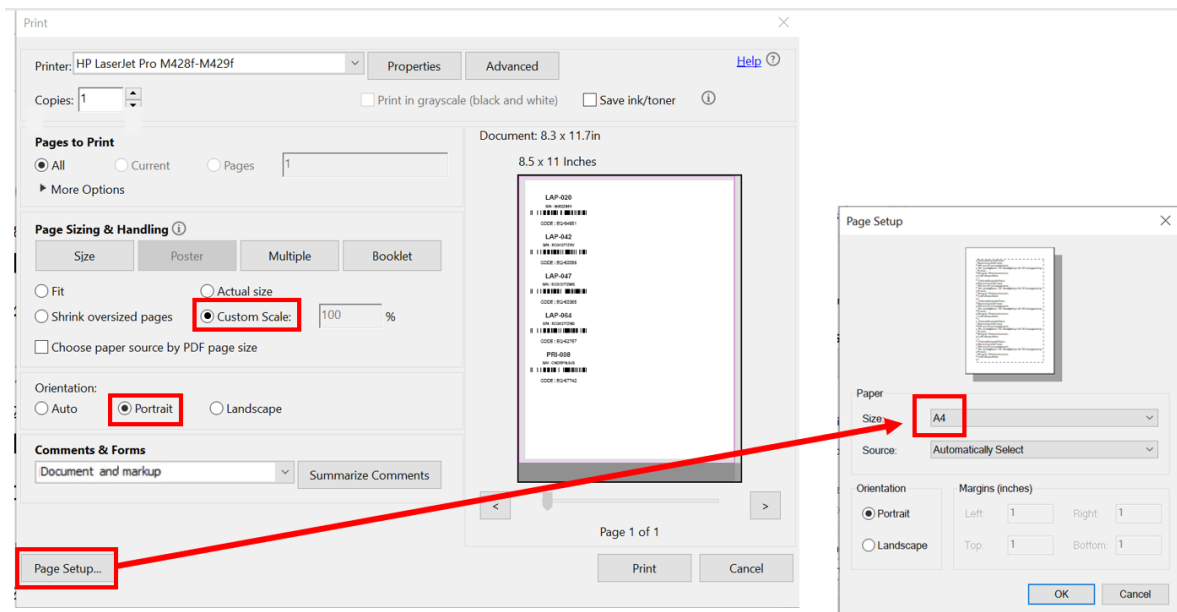
→ **Try to print on normal paper** first, to see if the labels are well aligned with the paper (by transparency).

If it isn't working, follow the next step. If it is working, put the sticker paper in the printer and print again.

→ **Download the report** and **print it** with Adobe Acrobat **following specific settings**. Some settings need to be modified according to the model of the printer, the brand of the computer and the size of the stickers. Ask your **MEMO focal point** for instructions about the print settings.



Pay attention to how to put the paper in the printer (depending on the model: front or back, put the top or bottom of the page). **These settings work for the most of printers.**



→ Stick the sticker on the EQ

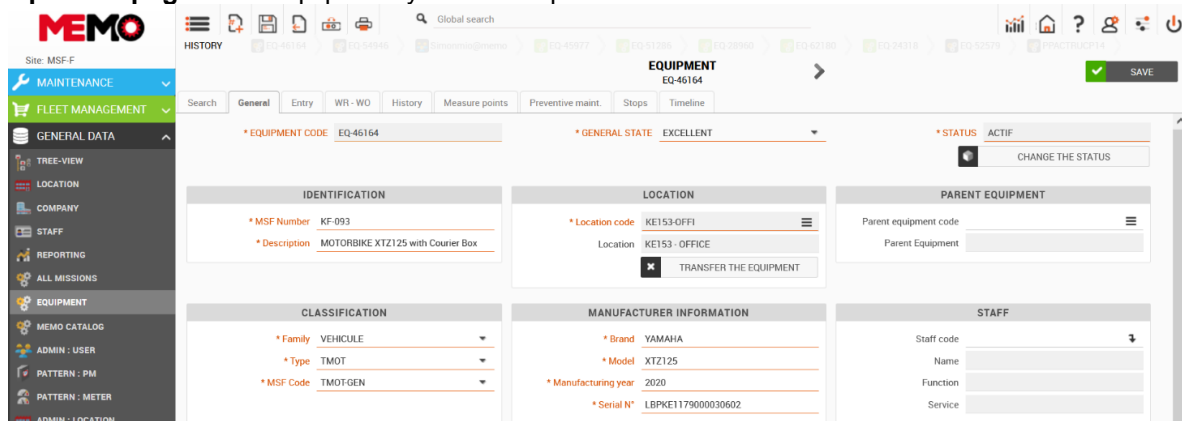
#### Point of vigilance:


- Don't stick on a removable part (cover, battery cover, antenna, battery for radios, etc.)
- Clean and dry the surface before sticking
- Define the MSF number before printing the sticker

## Option 2 : Print 1 sticker

→ in **GENERAL DATA** module, open the application **EQUIPMENT**

→ Open the page of the equipment you want to print



→ Click on , A pop-up window will display, and **select** your type of sticker

→ you need to **define the position (row, column) of the label in the generated document.**

REPORT CREATION

Quickreporting list

MSF404 - MSF404 - Labels (Large) with QR code - preferably in PDF

QUICKREPORTING PARAMETERS

\* Organisation

MSF-FORM

\* Site

MSF-F

\* Equipment

EQ-46164

\* Line number

4

\* Column number

2

QUICKREPORTING FORMAT

☒ PDF

☐ Excel (xlsx)

☐ Word (docx)

✓

LAUNCH

In this example with Label sheet large, , 10 stickers are already used, you want to print in the yellow position (Column 2, line 4)


L1C1	L1C2	
L2C1		
	L4C2	

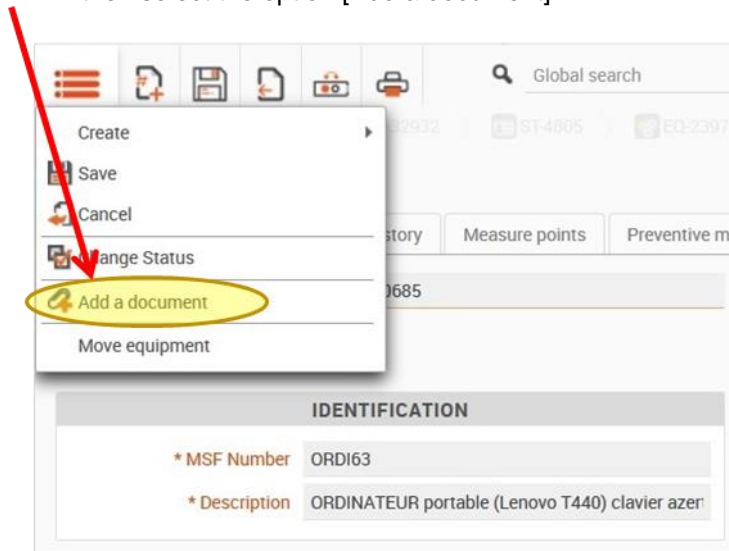
- Choice **PDF** and click **LAUNCH**
- Follow the instruction of the option 1

## D.5 Attach a document to the EQ and consult them (laptop / tablet)

MEMO allows you to attach documents to equipment, WOs etc. This allows files to be associated with equipment and at the same time to keep the history of all MSF equipment in the field.

### Computer

- Open the page of the **equipment**, the WO, etc. to which you want to attach a document.
- Click on the icon  then select the option [Add a document]



A new pop-up appears

- Choose the type of documents (for example, Admin, Insurance, Maintenance, Rental or Technical)


 A screenshot of the 'ADD A DOCUMENT' pop-up window. It has an orange header with the title and a close button. Below the header, there are four radio buttons: 'New file' (selected), 'Link', 'ALTAIR library', and 'National library'. Under 'New file', there is a '\* Folder' dropdown menu. At the bottom, there are two input fields: '\* Document code' with the value '6290' and '\* Description' which is empty.

The second part of the pop-up appear

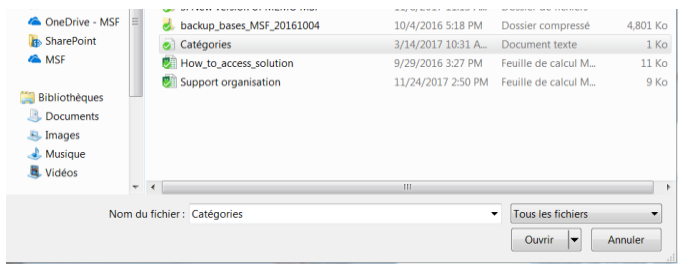
- Click on the button  to get the file to be attached.

→ **Add a description** to this document otherwise it will not be taken into account by the system.

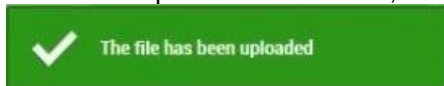
**Note:** The name put in the Description part will be the one used by MEMO to save your document.

**Tips :** for the description : put a date of the document (example “insurance 2023”) or the type of service if it's a report (example “Service 45000km January 2023”)

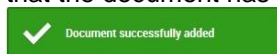
→ **Select the file** from your computer and **click “open”**.



MEMO will upload the document, which will be confirmed by the appearance of the message:



→ Click on **VALIDATE**, or **VALIDATE AND CLOSE**, and the following message will appear to indicate that the document has been uploaded on the database :



**Tips :** «VALIDATE» allows you to upload several documents one after the other without closing and reopening the popup.

## Consultation

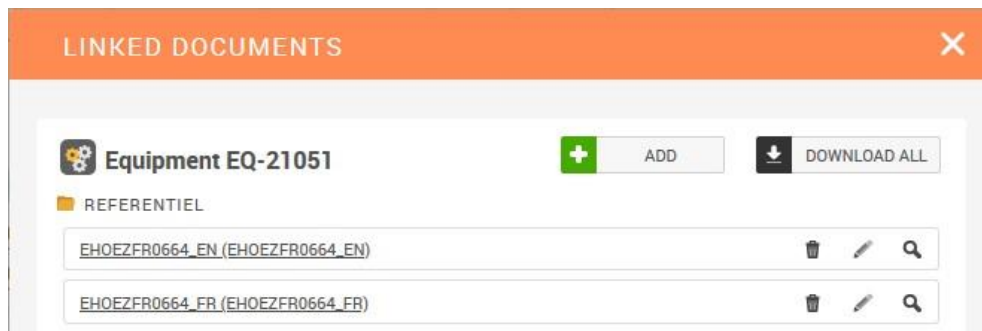
→ To see the linked documents, **click** on the icon **LINKED DOCUMENTS**



A dialogue box appears.


→ To see the content of the document, **click on**  **or on the name of the document**.

The document will then be downloaded

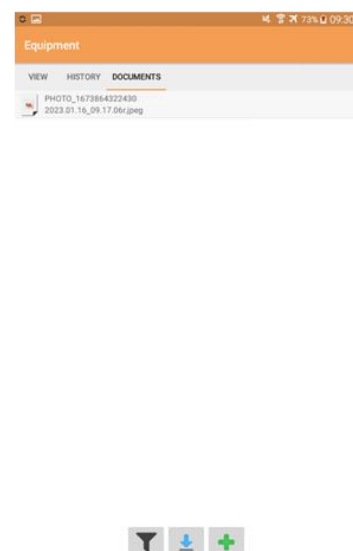
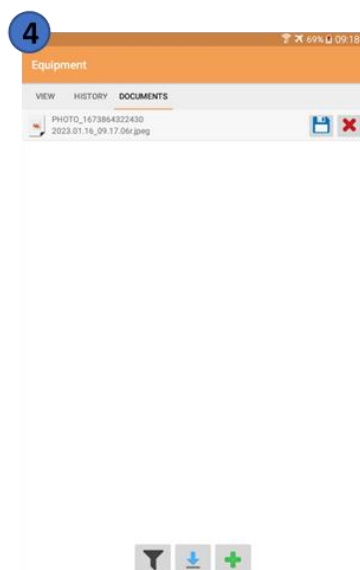
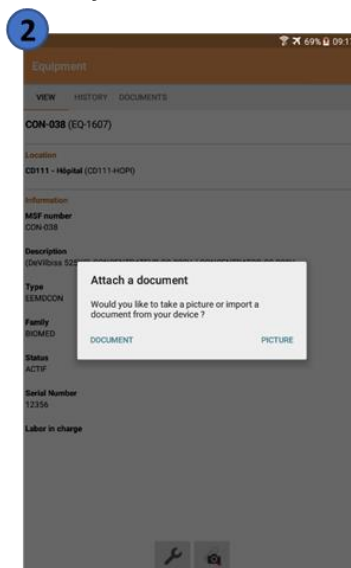
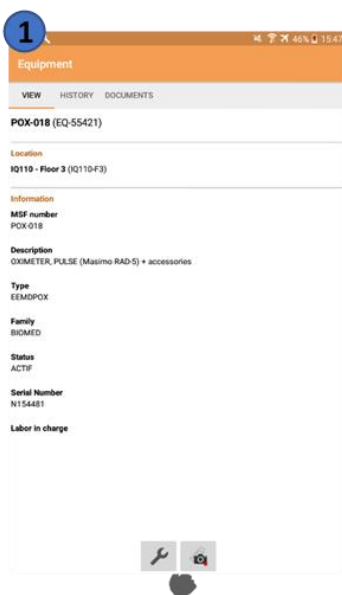


**Tips :** for the WO report by an external company, you can attach to the EQ and not the WO. It's easier to have access afterwards (you don't need to open WO by WO, you will see all of them on the same page)

## Tablet

- Open the equipment application in MEMO, click on the bottom "Camera"  or go on the tab "Documents" and click on the bottom PLUS 
- Select the document or take the photo
  - a. If you want to add a file already existing on the tablet (pdf document or picture already took) click on ("Document").  
Choice the file in the tablet, it will download directly
  - b. If you want to take a picture, click on "picture".  
Take a photo  
Click on "SAVE" 

- Click on the bottom of synchronise to synchronize with the server





## D.6 Link an equipment to another one (parent/child EQ), consulate and delete

We speak of «Parent» and «Child» equipment when one equipment is located within another equipment. A common example is a radio in a car. In this example, the car will be the «Parent» and the radio will be the «Child»

### Created the link

→ Go to the **EQUIPMENT** application, select the «child» equipment (the radio in our example) and **open** its equipment sheet.

→ In the **PARENT EQUIPMENT** section, **select the parent equipment code** (the car in our example). This box is like a search bar : you can write the MSF number, EQ number, description... or you can click on the burger menu to choose a value

IDENTIFICATION			LOCATION			PARENT EQUIPMENT		
* MSF Number GPS-001			* Location code YE115-OFFI-LOOF			Parent equipment code		
Code	MSF Number	Description	Status	Family	Type	Parent equipment code	Location	Project
EQ-16066	MOB-008	HILUX 4x4 (LAN) 6 seats, diesel LHD pick-up double cabin	ACTIF	VEHICULE	TVEHPICKUP	MROFR22G2D0758743	YE115 - OFFICE	YE115
EQ-16067	MOB-005	MINIBUS 4x2 (Hiace KDH) 15 seats, diesel LHD	ACTIF	VEHICULE	TVEHMINIBUS	JTFJK02P200028981	YE115 - OFFICE	YE115
EQ-32673	MOB-022	HILUX 4x4 (LAN) 6 seats, diesel LHD pick-up double cabin	ACTIF	VEHICULE	TVEHPICKUP	MRODB9CD5K5142219	YE115 - OFFICE	YE115
EQ-39521	MOB-026	LANDCRUISER 4x4 Petrol LHD hard-top GRJ76	ACTIF	VEHICULE	TVEH4X4	JTEEU73J1LF001596	YE115 - OFFICE	YE115

Once selected, the equipment code and MSF number will appear.

→ Click on **SAVE**

**Note :** To link two devices, the user must have access to the two technical families (eg a radio in a car. The user, who wishes to link the radio and the car, must have access rights to both the Vehicle and Radiocom families).

### Consultation

To see the list of equipment linked to any parent equipment, simply consult its equipment sheet. You will then see a list called « Sub-equipment list ».

**GENERAL DATA**

\* EQUIPMENT CODE: EQ-2428

\* GENERAL STATE: EXCELLENT

\* STATUS: ACTIF

**IDENTIFICATION**

\* MSF Number: MOB30

\* Description: LANDCRUISER 4x4 (HZJ78) 11 sièges, dies

**LOCATION**

\* Location code: ML106-BURE-EXTE

Location: ML106 - Bureaux - Extérieur

**CLASSIFICATION**

\* Family: VEHICULE

\* Type: TVEH4X4

\* MSF Code: TTVOLC78D11L

**MANUFACTURER INFORMATION**

\* Brand: TOYOTA

\* Model: HZJ78

\* Manufacturing year: 2015

\* Serial N°: JTERB71J000083540

**PARENT EQUIPMENT**

Parent equipment code: [empty]

Parent Equipment: [empty]

**STAFF**

Staff code: [empty]

Name: [empty]

Function: [empty]

Service: [empty]

**SUB-EQUIPMENT LIST**

CODE	FAMIL	NUM	DESCRIPTION	FAMILY	BRAND	MODEL	STATUS	STATE	YEAR	SN
EQ-14107	HF/MC	---	HF Codan NGT) MICRO-HANDSET (2020)	RADIOCOM	CODAN	NGT2020	ACTIF	GOOD	1900	38031428621
EQ-2083	TUNHF05	---	HF ANTENNE + TUNER (Codan 9350) + fourt + essort	RADIOCOM	CODAN	9350	ACTIF	GOOD	1900	B0881
EQ-2092	HF/MOD120	---	EMETTEUR-RECEPTEUR HF (Codan NGT VR2011) 20 canaux	RADIOCOM	CODAN	NGT VR 2011	ACTIF	GOOD	1900	FB4063365107
EQ-2409	VHF/BA3110	---	EMETTEUR-RECEPTEUR VHF (Icom IC-F5061) 135-174MHz	RADIOCOM	ICOM	IC-F5061	ACTIF	GOOD	2016	2906010

Total: 4

**Note:** You can link several children to a parent piece of equipment. In the case of a transfer of parent equipment, the children will also automatically be transferred. The reverse is not verified.

**Remark:** During an inventory, equipment registered as children will only be visible if the user has access rights to the family of the parent equipment (eg a radio in a car : a user, who has access rights the Radiocom family, will only be able to inventory the radio if it has a right of access to the Vehicle family)

**Note:** During an inventory, if the user has the necessary rights to see both families, the parent equipment becomes a location for the child equipment

## Delete the link

To remove the link between two pieces of equipment:

- Go to the child equipment sheet
- Delete the code for the parent equipment.
- Click on **SAVE**

**GENERAL DATA**

\* EQUIPMENT CODE: EQ-2397

\* GENERAL STATE: BAD

\* STATUS: ACTIF

**IDENTIFICATION**

\* MSF Number: HFMOD109

\* Description: EMETTEUR-RECEPTEUR HF (Codan Envoy X

**LOCATION**

\* Location code: ML106-BURE-EXTE

Location: ML106 - Bureaux - Extérieur

**PARENT EQUIPMENT**

Parent equipment code: EQ-2428

Parent Equipment: [empty]

**SAVE**

## D.7 Staff : definition, create him/her? Assign/remove an equipment to the staff

### Definition

A Staff is a person who has the exclusive responsibility to use the equipment. The staff is not the person in charge of the maintenance of the equipment, but he is in charge to take care of it: report in case of a problem, basic clean-up...

All equipment needs to have a staff attached: a computer given to someone according to his job, biomed equipment for a specific nurse who is going to different health centres (only 1 user)

Equipment that doesn't need to have staff attached: generator in the guest house, biomed equipment in service in a hospital (different users), vehicle (different drivers)

Particularity case: computer for a server or one which stays in the corridor for Tembo training: a staff "server unified" or "training" can be created so that it can have a description and to allocate the EQ

### Create a staff

MEMO isn't linked to HR software; you need to manually create each staff member of your project who has an equipment.

→ In the **GENERAL DATA** module, select **Staff**. You will see the list of staff of your mission/project.

→ Check if the staff **isn't already created** or **inactive** (criteria / remove the filter ongoing)

→ If not, **Click on the icon**

CODE	MISSION	PROJECT	ROLE	SERVICE	STATUS	FIRSTNAME
ST-4984	CD1	CD175	RESPONSABLE ADMIN	ADMINISTRATION	ACTIF	Bismos Mirindi
ST-4983	PK1	PK122	NBU Technical Refrent	Medical	ACTIF	
ST-4981	PH1	PH109	Log Sup	LOG	ACTIF	Roje CORPIN GARCIA
ST-3316	SO1	SO102	SO102-NAM		ACTIF	SO102-NAM

A new staff page will be generated as well as a new staff number (ST-XXXX)

→ Fill the information relating to this staff member according to these rules :

- In the **"Role"** field, the data entered must be in the form "PROJECT CODE-POSITION NAME" ex : HT133-COLOG, ML101-LOGBASE.
- The **"First name, last name"** field, copy the name of the "Function" field
- **Service:** Medical / Pharma / Logistics / Supply / Admin / Operation / Communication
- **Project :** fill the Project Code (AA000) in this example MW110

\* STAFF N° ST-3706

FIRSTNAME LASTNAME MW110 - PSA SUPERVISOR

ROLE MW110 - PSA SUPERVISOR

MISSION MW1

EMAIL

PHONE N°

MOBILE N°

STATUS ACTIF

**Tips:** First name, last name: use the position name instead of the person's name so that MEMO is kept

up to date when the person occupying the post changes.

**Tips:** For Service, limit the different names helps to find a person. Operation is for PC, translator, Head of mission...

**Tips:** don't fill email and phone number: the contact list will be the best place for follow this information.

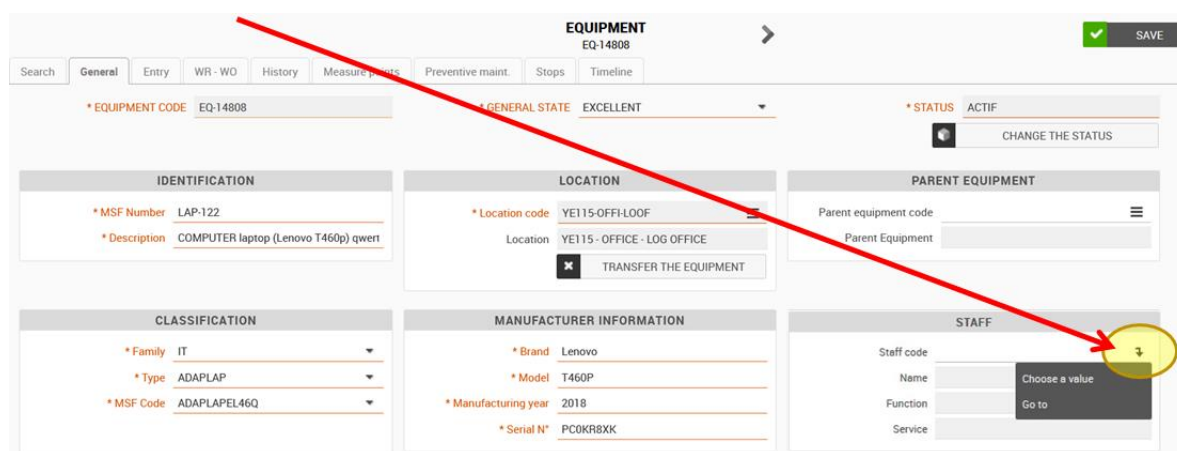
## Assign an equipment to a staff

This step is after you have created the staff

→ Go to the **EQUIPMENT** application (or any fleet management application), **select the equipment you want to assign** to the staff and open its equipment sheet.

→ Write the user's name in 'User Code' which is a search bare

Or click on the arrow  then on « choose a value »



**EQUIPMENT**  
EQ-14808

Search General Entry WR - WO History Measure points Preventive maint. Stops Timeline

\* EQUIPMENT CODE EQ-14808 \* GENERAL STATE EXCELLENT \* STATUS ACTIF

CHANGE THE STATUS

**IDENTIFICATION**  
\* MSF Number LAP-122  
\* Description COMPUTER laptop (Lenovo T460p) qwert

**LOCATION**  
\* Location code YE115-OFFI-LOOF  
Location YE115 - OFFICE - LOG OFFICE  
TRANSFER THE EQUIPMENT

**PARENT EQUIPMENT**  
Parent equipment code  
Parent Equipment






**CLASSIFICATION**  
\* Family IT  
\* Type ADAPLAP  
\* MSF Code ADAPLAPEL46Q

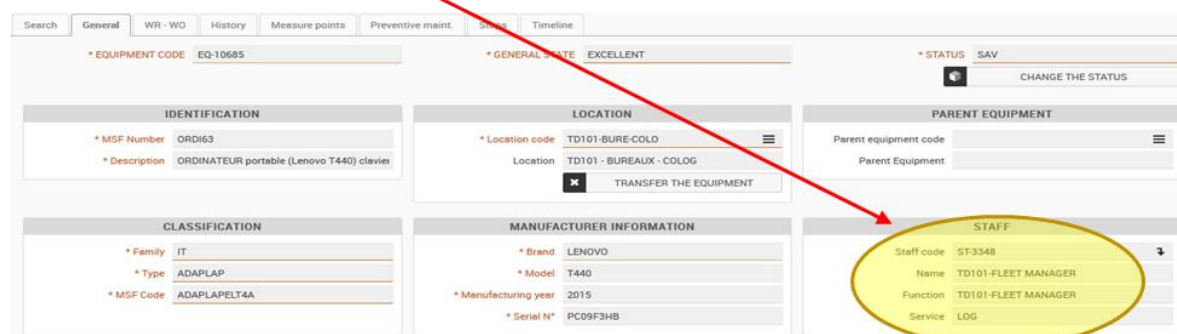
**MANUFACTURER INFORMATION**  
\* Brand Lenovo  
\* Model T460P  
\* Manufacturing year 2018  
\* Serial N° PCOKR8XK

**STAFF**  
Staff code  
Name Choose a value  
Function Go to  
Service

→ Select the staff by clicking on 

**CHOOSE A VALUE**

SEL	CONTACT CODE	PROJECT	NAME	ROLE	SERVICE
		UG117			
	ST-3104	UG117	UG117-LOGMAN	UG117-LOGMAN	LOG
	ST-3105	UG117	UG117- LANDING SITE ACTMAN	UG117- LANDING SITE ACTMAN	MED
	ST-3106	UG117	UG117- LANDING SITE MEDICAL	UG117- LANDING SITE MEDICAL	MED
	ST-3107	UG117	UG117- MTL	UG117- MTL	MED
	ST-3108	UG117	UG117-KACMAN	UG117-KACMAN	MED



**EQUIPMENT**  
EQ-10685

Search General WR - WO History Measure points Preventive maint. Stops Timeline

\* EQUIPMENT CODE EQ-10685 \* GENERAL STATE EXCELLENT \* STATUS SAV

CHANGE THE STATUS

**IDENTIFICATION**  
\* MSF Number ORD163  
\* Description ORDINATEUR portable (Lenovo T440) clavies

**LOCATION**  
\* Location code TD101-BURE-COLO  
Location TD101 - BUREAUX - COLOG  
TRANSFER THE EQUIPMENT

**PARENT EQUIPMENT**  
Parent equipment code  
Parent Equipment

**CLASSIFICATION**  
\* Family IT  
\* Type ADAPLAP  
\* MSF Code ADAPLAPELT4A

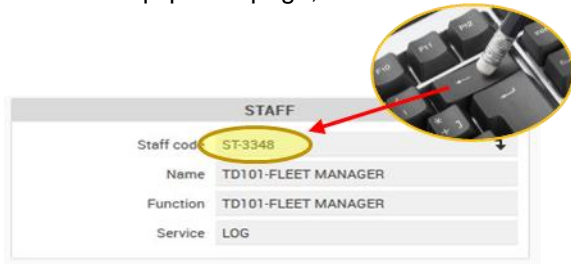
**MANUFACTURER INFORMATION**  
\* Brand LENOVO  
\* Model T440  
\* Manufacturing year 2015  
\* Serial N° PC09F3HB

**STAFF**  
Staff code ST-3348  
Name TD101-FLEET MANAGER  
Function TD101-FLEET MANAGER  
Service LOG

→ Click on **SAVE**.

## Remove a link between an EQ and a staff

In the equipment page, delete the staff code and save

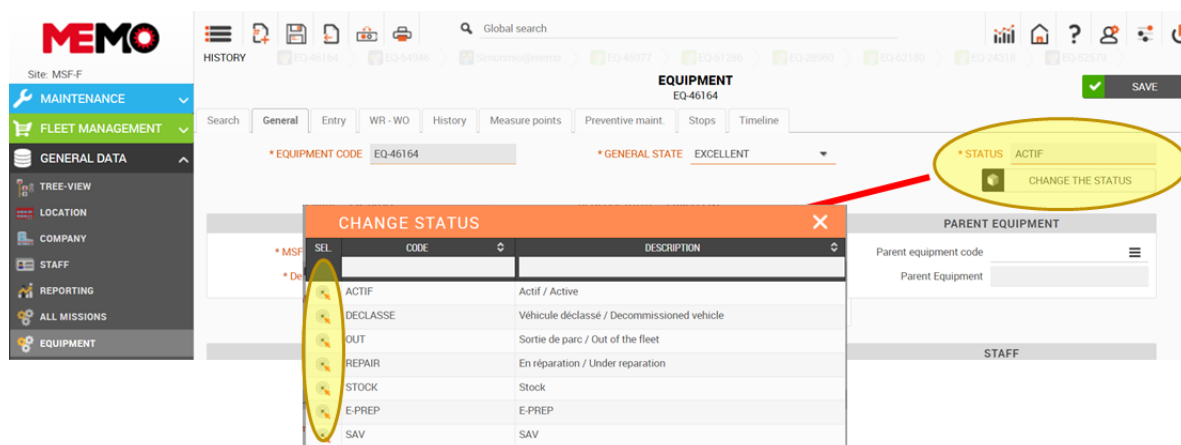


**Tips** : don't remove the link between the staff and the equipment when the EQ is OUT of fleet, so that you keep the history.

→ In the event of a position closure, you must inactivate the user in the "staff" application

## D.8 Change the status (stock, actif...) of an EQ and consequence

- Go to the EQUIPMENT application (or any fleet management application), **select the equipment you want to change the status** and open its equipment sheet.
- Click on the bottom **CHANGE STATUS**
- **Select the new status**



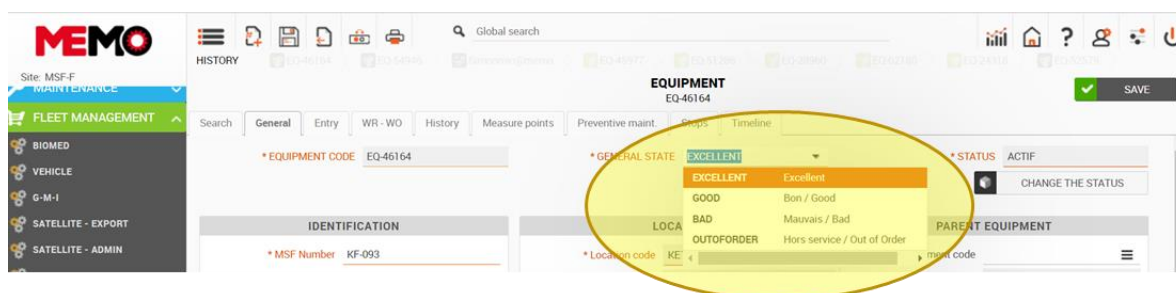
The consequence of the new status :

STATUS	CONSEQUENCE AUTMATICALLY
ACTIF	Initialise the equipment if this has not yet been done, activate the maintenance plan if not already done
DECLASSE (only for vehicle)	Ignore
OUT	<ul style="list-style-type: none"> <li>Cancel all open WOs, deactivate the preventive maintenance plan,</li> <li>Create a table for information about why the equipment is being put out of the fleet,</li> <li>This equipment disappears for the applications "All mission", "Equipment", Inventory, IT, Energy, Satellite, Biomed.</li> <li>This equipment appears in the application "OUT OF THE FLEET" in the Fleet management module</li> </ul> <p>For Vehicle / GMI</p> <ul style="list-style-type: none"> <li>Stop the follow up of fuel consumption</li> <li>In app Vehicle GMI, the EQ appears in grey</li> </ul>
REPAIR	Ignore
STOCK	<ul style="list-style-type: none"> <li>Cancel all open WOs, deactivate the preventive maintenance plan</li> </ul>
E-PREP	Ignore
SAV	<ul style="list-style-type: none"> <li>Create a table for information about why the equipment is being put in SAV status</li> <li>Possibility to print the SAV form</li> <li>This equipment disappears for the app "All mission", "Equipment", Inventory, IT, Energy, Satellite, Biomed.</li> <li>This equipment appears in the application "SAV" in the Fleet management module</li> </ul>

**Note :** when you click on the bottom “change the status”, MEMO saves the page. In case of an error (missing mandatory information, MSF code don't exist...) you will not able to change the status. An error message on the corner will appear to explain what the problem is.

## D.9 Change the state (good, bad...) of an EQ

- Go to the EQUIPMENT application (or any fleet management application), select **the equipment you want to change the state** and open its equipment sheet.



GENERAL STATE	DEFINITION	EXAMPLE : EXAMINE LIGHT
EXCELLENT	All functions working	Just purchased
GOOD	All functions working but start to need to do some repair, a little play between the elements	a little scratched
BAD	The second function not functional, the main function continues to work but less efficiency	Less light, the rod can stay on the same position
OUT OF ORDER	The main function of the EQ doesn't work	Don't turn on

## D.10 Write a note for an equipment

- Open the equipment sheet
- Write the note with the date of today and your function
- Click on **SAVE**

**Point of vigilance:** Don't duplicate information, example if the staff is attached to the EQ, it isn't necessary to confirm this information in "note" the risk is if one of these information isn't updated, we will have 2 conflicting entries.

**Point of vigilance** The history of the note isn't saved. The important information about transfer EQ needs to be written in the comments during the change of location

The screenshot shows the MEMO EQUIPMENT form for EQ-46164. The form is divided into several sections:

- IDENTIFICATION:** MSF Number KF-093, Description MOTORBIKE XT2125 with Courier Box.
- LOCATION:** Location code KE153-OFFI, Location KE153 - OFFICE. A button "TRANSFER THE EQUIPMENT" is visible.
- CLASSIFICATION:** Family VEHICLE, Type TMOT, MSF Code TMOTGEN.
- MANUFACTURER INFORMATION:** Brand YAMAHA, Model XT2125, Manufacturing year 2020, Serial N° LBPKE117900030602.
- PARENT EQUIPMENT:** Parent equipment code, Parent Equipment.
- STAFF:** Staff code, Name, Function, Service.
- HISTORY:** Created by baseleg@ke153, Creation date 10/08/2020 07:58, Modified by mio@memo.
- LAST SURVEY:** Last survey date 14/12/2022 12:45, Last survey state TROUVE.
- NOTES:** A section for writing notes, highlighted with a yellow oval.

**Tip:** To download all notes for all EQs, you need to download the MSF100 Equipment List report (last column)



# CHAPTER E / INVENTORY

- E.0 Process.

- E.1 Perform an inventory (tablet)

- E.2 Follow up the inventory (laptop)

## E.0 Process.

As a reminder, according to the Basics, you should take an inventory of your equipment **every 4 months (in April, in August and in December)**.

And for your information, any MEMO account can do an inventory of an equipment even if it is not listed on its tablet.

When organizing an inventory, the list of locations to be inventoried has to be defined (example: offices, then hospital, finally pharmacy,...), by following a few practical tips for inventory preparation, before and after the inventory :




- Before an inventory, verify that all EQ have a unique MSF number with the report MSF100D
- Before an inventory, identify the equipment without labels in order to assign them one.
  - Note: if a lot of equipment is unlabelled, you could review the reception *procedure and define who does what*.
- Plan the different phases of the inventory and communicate the dates to the different departments.
  - Note: To speed up the execution of an inventory, do it together with department managers.
- Identify the HR who will take the inventory so that they can include it in their activity plan and can be dedicated fully to it without being distracted.
  - Note: as indicated in the Basics, inventories must be carried out by a person independent of the day-to-day management (segregation of duties).
- Carry out this inventory over a short period of time in order to limit the movement of equipment.
  - Note: if travel is imperative, it must be communicated in advance to the logistics team.
- After the inventory, manage the case of MISSING or never-inventoried equipment.
  - Note: If necessary, take out this equipment from the fleet in agreement with the Coordination.

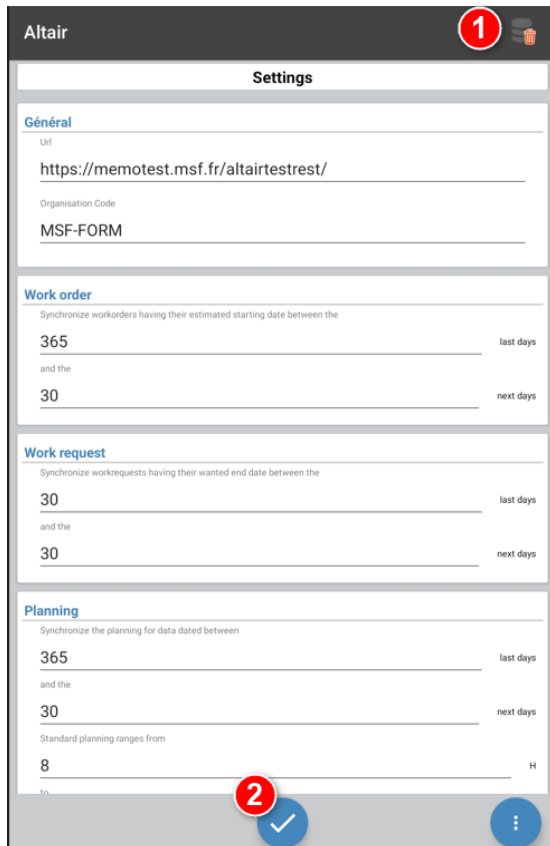
## E.1 Perform an inventory (tablet)

You must make an inventory on the tablet for each of these locations. To do this, you should follow the following steps:

1. Purge the database then synchronize
  - Clean the data from the tablet and download the MEMO database from the internet
  - Note: If you have WOs already treated on your tablet, synchronize BEFORE purging, otherwise you will lose all your work
2. Define the scope of the inventory,
  - You choose the location and its sub-locations on which you will make the inventory.
3. Indicate the inventory location,
  - For each location (ward, room, floor ... depending on the organization of your tree-view), you indicate where you are.
4. Inventory the equipment,
  - You indicate the equipment that are found, missing, transferred and you check for those that are not found.
5. Finalize the inventory.
  - You complete the inventory and synchronize the data with MEMO.

### Purge the database then synchronize

→ Click on the **MENU**  then on **SETTING** then click on the following button **PURGE THE DATABASE** , then **VALIDATE** .



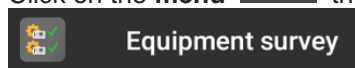
The screenshot shows the 'Altair' application interface. At the top, there's a header with the name 'Altair' and a red circle with the number '1' next to a trash can icon. Below the header is a 'Settings' section. It contains four sub-sections: 'Général' (General) with fields for 'Url' (https://memotest.msf.fr/altairtestrest/) and 'Organisation Code' (MSF-FORM); 'Work order' with 'Synchronize workorders having their estimated starting date between the' and two input fields (365 and 30) with 'last days' and 'next days' labels; 'Work request' with 'Synchronize workrequests having their wanted end date between the' and two input fields (30 and 30) with 'last days' and 'next days' labels; and 'Planning' with 'Synchronize the planning for data dated between' and two input fields (365 and 30) with 'last days' and 'next days' labels, and a 'Standard planning ranges from' field with '8' and 'H' labels. At the bottom, there's a blue checkmark button with a red circle and the number '2' next to it, and a blue circle with three dots on the right.

The reason for this action is to erase the data of other users, to empty the data and thus to ensure that the synchronization will perform the exact copy of the MEMO database on the tablet

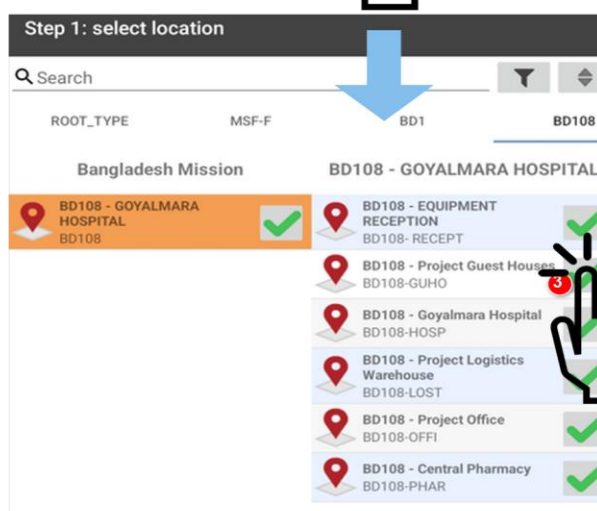
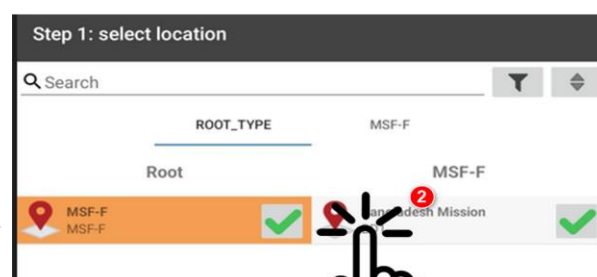
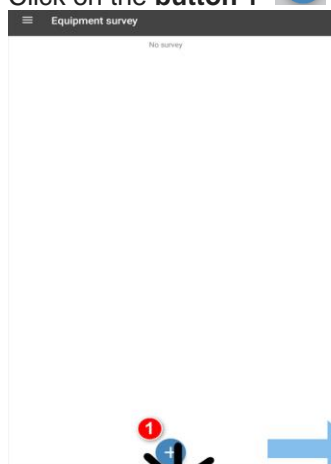
→ Click on **GLOBAL SYNCHRONIZATION**  **Global synchronization**


## Define the scope of the inventory

- Click on the **menu**  then click on the option **EQUIPEMENT SURVEY**



- Click on the **button +**  to create a new inventory:



- Browse the project tree-view by clicking on the locations. And **click on the button**  **of a location to define the inventory scope** : You will be able to inventory all equipment of this location and of its sub-locations.

Example : If you make an inventory of guest house, you indicate the location « BD108– Guest house ».

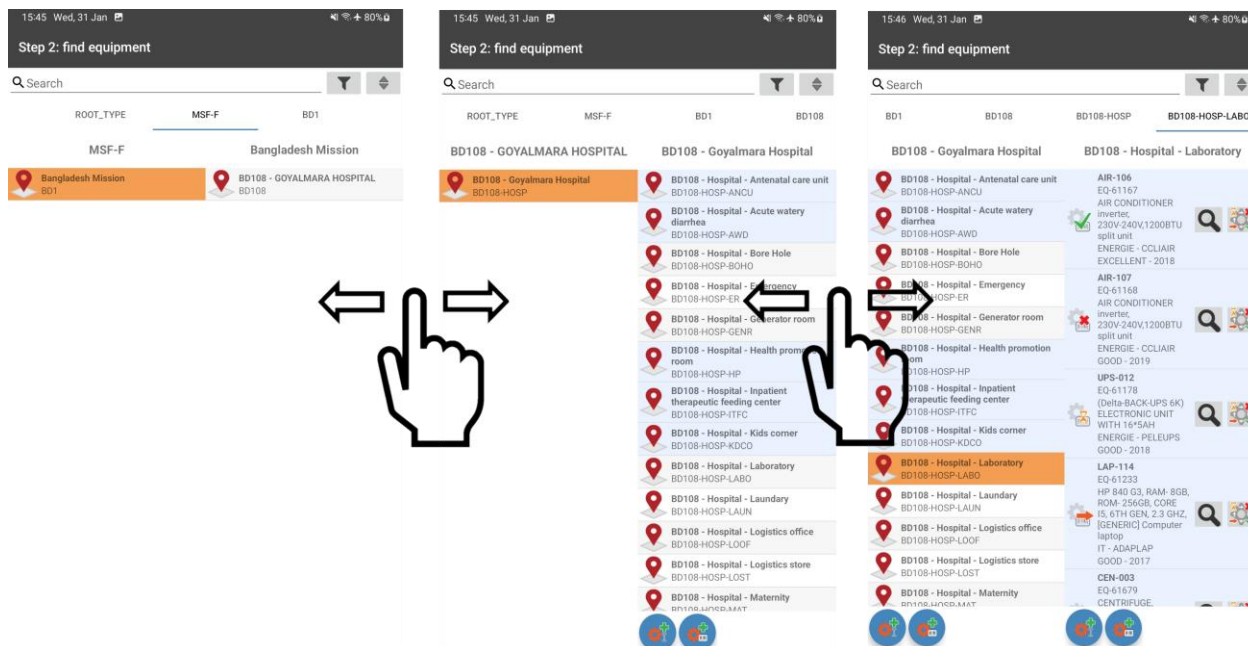
**Point of vigilance:** When choosing the scope of the inventory, ALWAYS choose the primary location. For example, to inventory ER and then ICU, choose "HOSPITAL" and not Emergencies, in which case you will have to repeat all the steps after synchronizing once the ER inventory is complete.

## Start the inventory: indicate the inventory location

You can browse the tree-view by clicking on one location on the list






- Click on the location you want to inventory (the room where you are) in order to select it.


**Example:** During the hospital inventory, when you enter into the intensive care unit to perform the inventory of its equipment, you indicate the location « Hospital – ICU ». You can come back to list of service of the hospital by swiping the finger from the right to the left.





Then you access the list of equipment that are supposed to be present in this location:

### The meaning of the different color/button/icon

-  Grey background : Equipment inside in this location
-  Grey background : Equipment with child : **click on it** for doing the inventory of the children
-  Blue background : location empty (no EQ inside or sub locaton)
-  Blue background : No children equipment
-  Purple background : Equipment us the result of the filter

 displays its details: Code, MSF number, serial number, note, status and original location. It is also

possible to access its “Full record” for have the staff attached. Press  or < (touch or physical button on the bottom of the tablet) to come back to the inventory.

 Equipment no treated (wait to have an inventory status)



Found (in the right location) [FR : Trouve]



Move (found in another location) [FR : Déplacé]



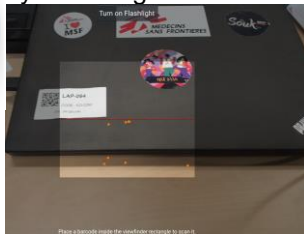
Missing [FR : Manquant]



Change the inventory status manually (found or missing)



Add an equipment under this location by scanning his MEMO sticker (QRcode or barcode) or by scanning the manufacturing sticker with the QRcode or bare of the serial number.



Add an equipment under this location by filling the equipment code (EQ-XXXX) or his serial number and click **OK**

<p><b>Equipment survey</b></p> <p>Equipment code</p> <p>eq-2260</p> <hr/> <p>Serial N°</p> <hr/> <p>CANCEL OK</p>	<p><b>Equipment survey</b></p> <p>Equipment code</p> <hr/> <p>Serial N°</p> <p>pf18puhn</p> <hr/> <p>CANCEL OK</p>
---	--

or

### Automatic message possible following these actions:



Equipment eq-60696 has been found

: the EQ was already under this location. Now the EQ has the status "FOUND"



Equipment eq-60696 has been moved on location

: the EQ was in another location. It is now under this location with the status "MOVE". **Don't touch again his inventory status!** If you change to "FOUND", the equipment will be send back to the previous location.



Unknown code. To create this equipment, use web interface.

- If you scanned a MEMO sticker, this can mean that :
  - The equipment is registered in another mission (another country)
  - The equipment was remove of the database by administrator (example : decision LogCo to stop to follow a type of EQ)

If you scanned a manufacturing sticker

- The equipment doesn't exist in MEMO
  - The serial number wasn't record in MEMO in the same way than the manufacturing (with space in the sticker, without space in MEMO, or the barcode include (21) like glucometer nova; or in MEMO "to be defined")
- If you filled manually the EQ code :
- The indicated equipment code is spelt incorrectly (example forget to put "-" between EQ and the number)
  - The equipment is registered in another mission (another country)
  - The equipment was removed of the database by administrator (example : decision LogCo to stop to follow a type of EQ)
- If you filled manually the serial number :
- The indicated equipment code is spelt incorrectly (example record in MEMO with space but you fill without space in the tablet)
  - The equipment isn't record on MEMO : You need to create it after the inventory and print a sticker.

**Note :** *If you scan an equipment that is "OUT of Fleet", MEMO will change the status as in "Stock" and it will re-appear in the fleet. it will appear on the tablet and again in the "equipment" app.*

15:46 Wed, 31 Jan

80%

## Step 2: find equipment

Search

BD1

BD108

BD108-HOSP


BD108-HOSP-LABO

## BD108 - Goyalmara Hospital

## BD108 - Hospital - Laboratory


 <b>BD108 - Hospital - Antenatal care unit</b> BD108-HOSP-ANCU	<b>AIR-106</b> EQ-61167 AIR CONDITIONER inverter, 230V-240V,1200BTU split unit ENERGIE - CCLIAIR EXCELLENT - 2018
 <b>BD108 - Hospital - Acute watery diarrhea</b> BD108-HOSP-AWD	  
 <b>BD108 - Hospital - Bore Hole</b> BD108-HOSP-BOHO	
 <b>BD108 - Hospital - Emergency</b> BD108-HOSP-ER	<b>AIR-107</b> EQ-61168 AIR CONDITIONER inverter, 230V-240V,1200BTU split unit ENERGIE - CCLIAIR GOOD - 2019
 <b>BD108 - Hospital - Generator room</b> BD108-HOSP-GENR	  
 <b>BD108 - Hospital - Health promotion room</b> BD108-HOSP-HP	
 <b>BD108 - Hospital - Inpatient therapeutic feeding center</b> BD108-HOSP-ITFC	  
 <b>BD108 - Hospital - Kids corner</b> BD108-HOSP-KDCO	<b>UPS-012</b> EQ-61178 (Delta-BACK-UPS 6K) ELECTRONIC UNIT WITH 16*5AH ENERGIE - PELEUPS GOOD - 2018
 <b>BD108 - Hospital - Laboratory</b> BD108-HOSP-LABO	<b>LAP-114</b> EQ-61233 HP 840 G3, RAM- 8GB, ROM- 256GB, CORE I5, 6TH GEN, 2.3 GHZ, [GENERIC] Computer laptop IT - ADAPLAP GOOD - 2017
 <b>BD108 - Hospital - Laundry</b> BD108-HOSP-LAUN	  
 <b>BD108 - Hospital - Logistics office</b> BD108-HOSP-LOOF	
 <b>BD108 - Hospital - Logistics store</b> BD108-HOSP-LOST	<b>CEN-003</b> EQ-61679 CENTRIFUGE,
 <b>BD108 - Hospital - Maternity</b> BD108-HOSP-MAT	


To finalize an inventory

If you press the “Back” physical button , you will access the ongoing inventory summary.


- This summary displays:
- When the inventory was created
- Who created the inventory
- The inventory location
- The number of equipment with the status :
  - « Found »
  - « Transferred »
  - « Missing »



The button  continues the ongoing inventory.

The button  closes the ongoing inventory.

The button  deletes the ongoing inventory.

→ Close the inventory by clicking on the **bottom STOP** 

All the inventory data is recorded locally on the tablet but not on the MEMO server, until it is synchronized.

→ Enter a Wifi zone and make sure that the tablet is connected, click on the **button SYNCHRONISE**



to send the data to MEMO.

**Point of vigilance : Wait until the end of the synchronization before moving the tablet (to ensure that the tablet always has the Wi-Fi connection during synchronization)**

When the synchronization is complete, the inventory information is visible in MEMO website.

→ After tablet synchronization, you need to **control the inventory** : on the application “**Inventory status**”, look for the equipment that haven’t been recorded as “FOUND” or “MISSING” or “MOVED”. After having cross checked, you will have to record them as “MISSING” if you cannot find them.



## E.2 Follow up the inventory (laptop)

### Reminders :

- According to *The Basics*, you should perform an inventory of your fleet of equipment every 4 months.
- [E.1 Perform an inventory \(tablet\)](#) explains how to perform an inventory using the tablet

At any time, especially just after having performed an inventory on the tablet, you can check the inventory situation of your equipment in MEMO.

To do that, you have several options:

1. The « Inventory status » application, allows you to consult the status and the date of the last inventory of your equipment
2. The « Inventories follow-up » application allows you to revise an inventory

*Note : This application can only be accessed by Logistic Managers and Logistic Coordinators groups*

3. The « Inventory Follow up » report summarises the equipment with the date and the status of their 2 last inventories.

### « Inventory status » application

The « Inventory status » application of the « Fleet management » module gives you the date and the status of the last inventory of your equipment.

CODE	PROJECT	NIM	DESCRIPTION	FAMILY	BRAND	MODEL	STATUS	STATE	LOC	DATE (INVENTORY)	STATUS (INVENTORY)
EQ-31291	IR122	LAP-035	COMPUTER laptop (Lenovo T470) qwerty keyboard	IT	Lenovo	T470	ACTIF	EXCELLENT	IR122-CLIN-2NFL-PSY1	31/12/2019 11:28	TROUVE
EQ-20965	IR122	LAP-022	COMPUTER laptop (Lenovo T460p) qwerty keyboard	IT	LENOVO	T460	ACTIF	GOOD	IR122-CLIN-BASE-PSY1	27/04/2020 09:47	TROUVE
EQ-24279	SS153	RHF-049	HF TRANSCEIVER (Codan Envoy X1) 20 channels	RADIOCOM	CODAN	ENVOY X1	ACTIF	GOOD	SS153-BASE-EXCO	15/01/2020 07:45	TROUVE
EQ-70687	IR122	LAP-035	COMPUTER laptop (Lenovo T440)	IT	LENOVO	T440	ACTIF	GOOD	IR122-CLIN-	27/04/2020	TROUVE

**Tips :** For the date filter, you can use the symbols > or < and indicate a date (example : « > 01/01/2019 »)

Two filters are available to quickly identify the equipment inventoried less than 4 months ago, and the ones still to be included in the inventory :

CODE	PROJECT	NIM	DESCRIPTION	FAMILY	BRAND	MODEL	STATUS	STATE	LOC	DATE (INVENTORY)	STATUS (INVENTORY)
EQ-31291	IR122	LAP-035	COMPUTER laptop (Lenovo T470) qwerty keyboard	IT	Lenovo	T470	ACTIF	EXCELLENT	IR122-CLIN-2NFL-PSY1	31/12/2019 11:28	TROUVE
EQ-20965	IR122	LAP-022	COMPUTER laptop (Lenovo T460p) qwerty keyboard	IT	LENOVO	T460	ACTIF	GOOD	IR122-CLIN-BASE-PSY1	27/04/2020 09:47	TROUVE
EQ-24279	SS153	RHF-049	HF TRANSCEIVER (Codan Envoy X1) 20 channels	RADIOCOM	CODAN	ENVOY X1	ACTIF	GOOD	SS153-BASE-EXCO	15/01/2020 07:45	TROUVE
EQ-70687	IR122	LAP-035	COMPUTER laptop (Lenovo T440)	IT	LENOVO	T440	ACTIF	GOOD	IR122-CLIN-	27/04/2020	TROUVE

### "Inventories follow-up" application

To revise an inventory, access the « Inventories follow-up » application in the « Fleet management » module. *This application also makes it possible to perform the punctual inventory of one or more devices on MEMO.*

**Reminder :** The most suitable method to perform an inventory is by using the tablet.

Choose **the location** and tick **the box « Include all location children »**.

**Note :** If you do not tick **the box**, the listed equipment will be those whose location is limited to only those which exactly fit the criteria in the main, or parent, location

The **Equipment to be inventoried table** then lists all equipment which matches the selected criteria:

The different filters you can use are :

- The general information
  - o Location, Family/Type/MSF Code, serial number
- The information from the previous inventory
  - o Status, who did it, date
- Two specific filters
  - Equipment to be searched following an inventory

- o Equipment not inventoried for more than 4 months
- o The **Equipment to be inventoried table** displays the following data :

EQUIPMENT TO BE INVENTORIED TABLE												VALIDATE INVENTORY	CANCEL	
CODE	PROJ	MSF NUM	FAMILY	BRAND	MODEL	SERIAL N°	STATUS	STATE	DATE (INVENTORY)	CURRENT LOCATION	STATE (INVENTAIRE)	NEW LOCATION	*NEW STATE	
ED-10469	ML121	HAE-069	BIOMED	HEMOCUE	HB 301+	1715821187	STOCK	EXCELLENT	15/04/2020 13:31	ML121-HOPI-BLOP	TROUVE		NON TRAITÉ	
ED-10496	ML106	NEC-016	BIOMED	PARI BOY	PARIMOBILE S	AC16E05362	REPAIR	BAD	02/01/2020 13:34	ML106-HOPI-ETA1-BIOM	DEPLACE		NON TRAITÉ	
ED-10585	ML121	WAI-009	BIOMED	NUFER	Ceratherm 600 - 3	1498-3-1117	ACTIF	EXCELLENT	15/04/2020 13:43	ML121-HOPI-NEDON	TROUVE		NON TRAITÉ	
ED-1060	ML106	VWS-001	BIOMED	GERMFREE	VWS	C-2809	ACTIF	EXCELLENT	22/04/2020 16:37	ML106-HOPI-LABO-BACT	TROUVE		NON TRAITÉ	

- The general information of the equipment listed according to the filters, in particular the information at the last inventory
- The data for the update of the inventory. For each piece of equipment, this is its new Location and its new Inventory Status.  
The « Non traité » status indicates that no treatment will be done on the piece of equipment when clicking on "Validation of the inventory"
- The possible actions are :
  - o « Validate inventory » saves all inventory update data  
Any update performed via this action will appear in the equipment inventory history.
  - o « Cancel » does not take into account the inventory update data

### «MSF100 Equipment list » report

To assist you to do this, check or control an inventory, a report lists all the equipment registered to your project or your mission. Among other information, this report indicates the date and the status of the last inventory of each piece of equipment.

The report can be found in the « Reporting » application of the « General data » module and more specifically in the « 1. Equipements » category. This is the « MSF100 – Equipment list » report. Run this report in Excel, indicate if you want the list of all the equipment or those of a particular family, then « Launch »:

Mission (Ex: HT1)		Family		Type		MSF code		Description		Brand		Model		Serial number		Location		Borrower		Status		General i		Last inv date		Last inv state		Yes		
1	MSF num																													
2	EQ 9489	HSE-989	BOMED	ELAPHE	ELAPHEE3-			PHOTOMETRE HENDOCONE, topologie		HENDOC	HE 201			0750387		ML01 - Hôpital - Bloc Opératoire				STOCK	EXCELLENT			14/02/2023 10:16		TROUVE				
3	EQ 9486	NEC-486	BOMED	EDMONEC	EDMONEC3-			NEBULISER - COMPRESSOR (ParMobile S) - accessoires		PARIBOY	PARIMOBILE S			ACNE03362		ML06 - HOPITAL - ETAGE - ATTELIER BOMED				REPAIR	BAD			10/03/2023 10:16		DEPLACE			1800	
4	EQ 8995	V44-895	BOMED	EDMONV4	EDMONV4E3-			RAMPPE CHAUFFANTE POUR BEBES (Carattem 880-3), mobile		MJFER	Carattem 880-3			148-3-107		ML01 - Hôpital - Néonatalogie				ACTIF	EXCELLENT			14/02/2023 10:16		TROUVE			1800	

The O and P column show the information from the last inventory.

### «MSF110 Inventory monitoring» report

To go more deeper in the analyses, the report inventory monitoring indicate the 2 last inventories for each EQ and in the last column what you need to do :

- No action : the EQ was inventoried these 4 last months (can be missing, found, moved)
- To be inventoried : the last inventory of the EQ was more that 4 months
- To take OUT : the 2 lasts inventories status of the EQ were missing ("manquant" in french).

**Point of vigilance :** Before to put OUT the missing EQ, check there is 4 months between the 2 missing dates of inventory.

Last inventory			Before last inventory			Situation
Date	Status	By	Date	Status	By	
29/12/2023 12:16	TROUVE	elec@ng116	24/11/2023 10:50	TROUVE	elec@ng116	No action
14/12/2023 14:42	TROUVE	biotech@ng116	07/08/2023 20:50	TROUVE	c-biomedref@ng1	To be inventoried
15/12/2023 15:57	MANQUANT	biotech@ng116	06/08/2023 16:02	MANQUANT	c-biomedref@ng1	To take out

# CHAPTER F / MAINTENANCE

## Global process maintenance in MEMO

- [F.0.0 What maintenance are we following in MEMO?](#)

- [F.0.1 What are the application in MEMO for the maintenance?](#)

## Preventive maintenance

- [F.1.0 Process](#)
- [F.1.1 Schedule the maintenance plan and extract the chronogram](#)
- [F.1.2 Re-schedule a group of maintenance plan](#)
- [F.1.3 Check the schedule the preventive maintenance](#)

- [F.1.4 Manage a contract with external company](#)
- [F.1.5 Create a preventive Work Order \(laptop only\)](#)
- [F.1.6 Fill a preventative Work Order and print it \(tablet / laptop\)](#)
- [F.1.7 Change the frequency of the maintenance plan](#)

## Corrective maintenance

- [F.2.0 Process](#)
- [F.2.1 Create a Work Request? \(Tablet\)](#)
- [F.2.2 Create a corrective Work Order and print it \(laptop / tablet\)](#)

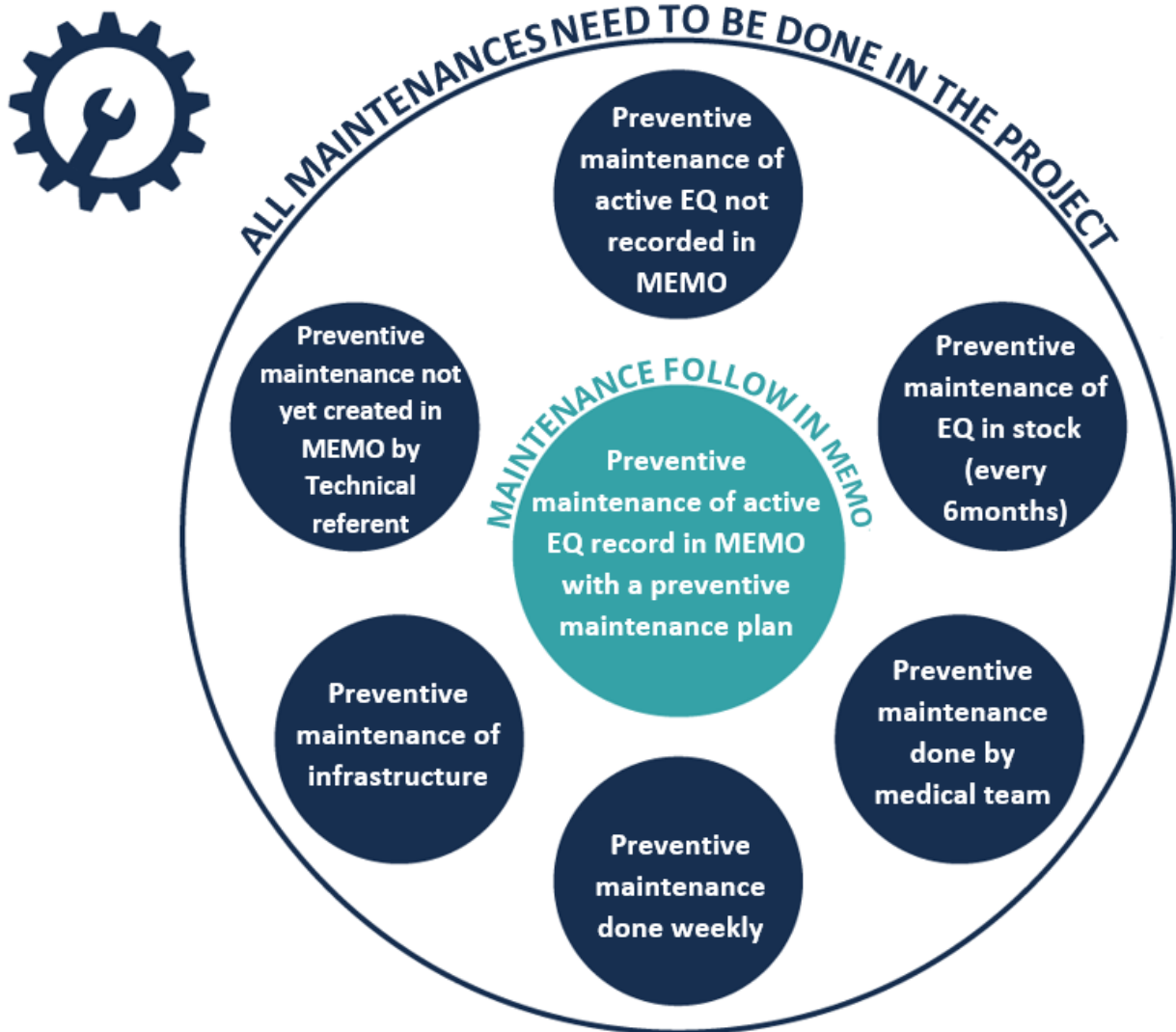
- [F.2.3 How to fill a corrective Work Order? \(laptop / tablet\)](#)
- [F.2.4 Filter corrective Work Order in the app "My WO" and "All WO"? \(laptop\)](#)

## Maintenance Follow Up









- [F.3.1 Check that the maintenance is carry-out](#)
- [F.3.2 Close a Work Order? \(PC\)](#)
- [F.3.3 See archived Work Orders](#)

- [F.3.4 Extract the measurement points](#)
- [F.3.5 Cancel WO](#)

## F.0.0 What maintenance are we following in MEMO?



## F.0.1 What are the application in MEMO for the maintenance?

APPLICATION	DESCRIPTION	
 My WO	Technician profile	Only open WOs that I am in charge of
	Others profiles (log sup, resp log, Colog)	<ul style="list-style-type: none"> <li>- Open WOs that I am in charge of (Scheduled 🕒 or late 🕒)</li> <li>- Open WOs without labour in charge (to sched 🕒 or late 🕒)</li> <li>- WOs waiting to be closed (22-DONE, Irreparable, ...) (completed ✅)</li> </ul>
 All WO	Technician profiles	<b>Consultation only</b> All open WOs of all families I can see, for all locations I have access
	Others profiles (log sup, resp log, Colog)	All open WOs of all families I can see, for all locations I have access
 EXTERNAL MAINTENANCE	List of EQ with the maintenance done by external company	
 BIOMED SCHEDULE	List of preventive maintenance plan for the Biomed equipment	
 MECA SCHEDULE	Dashboard about the preventive maintenance of GMI and Vehicle (estimation the next date of the service)	
 METER	List of the measurement point (included or not in the WO)	
 ALL FAMILIES SCHEDULE	List of all preventive maintenance plans	
 MAINTENANCE PLAN	Catalogue of all preventive maintenance plans (no link with your project)	

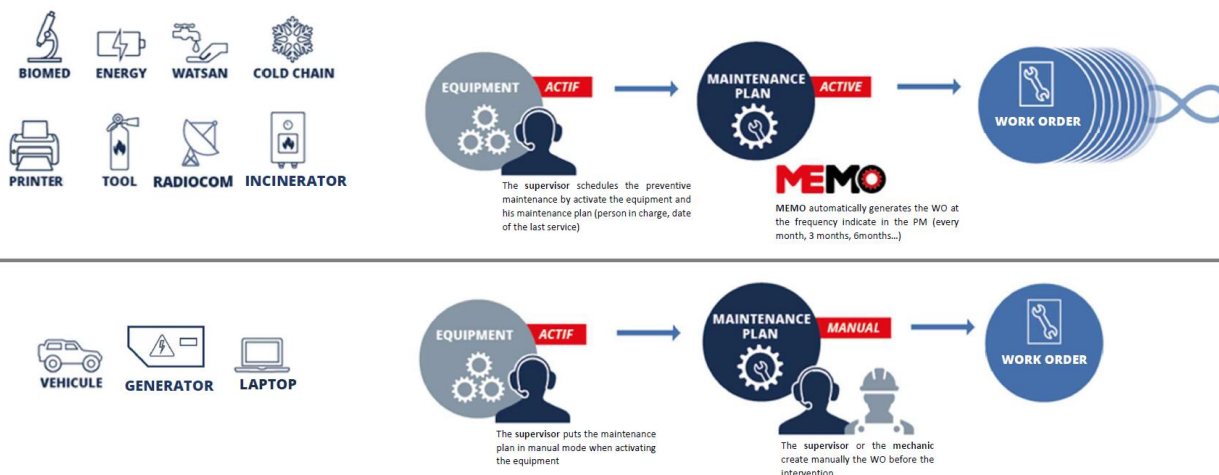
## F.1 PREVENTIVE maintenance

- F.1.0 Process
- F.1.1 Schedule the maintenance plan and extract the chronogram
- F.1.2 Re-schedule a group of maintenance plan
- F.1.3 Check the schedule of the preventive maintenance
- F.1.4 Manage a contract with external company
- F.1.5 Create a preventive Work Order and print it (laptop only)
- F.1.6 Fill a preventative Work Order (Tablet / laptop)
- F.1.7 Change the frequency of the maintenance plan

## F.1.0 Process of preventive maintenance

### Status of the maintenance plan :

In MEMO, we can decide if we want that the Work Order are generated automatically or if we want to create each of them manually. According to the type of EQ, we will use one strategy or the other one :



### Cycle step :

MEMO will generate the next WO according to the cycle of the maintenance defined in the Preventive Maintenance plan of the EQ (PM-0000). Each cycle step have a number. The first have number 10, the second 20, etc

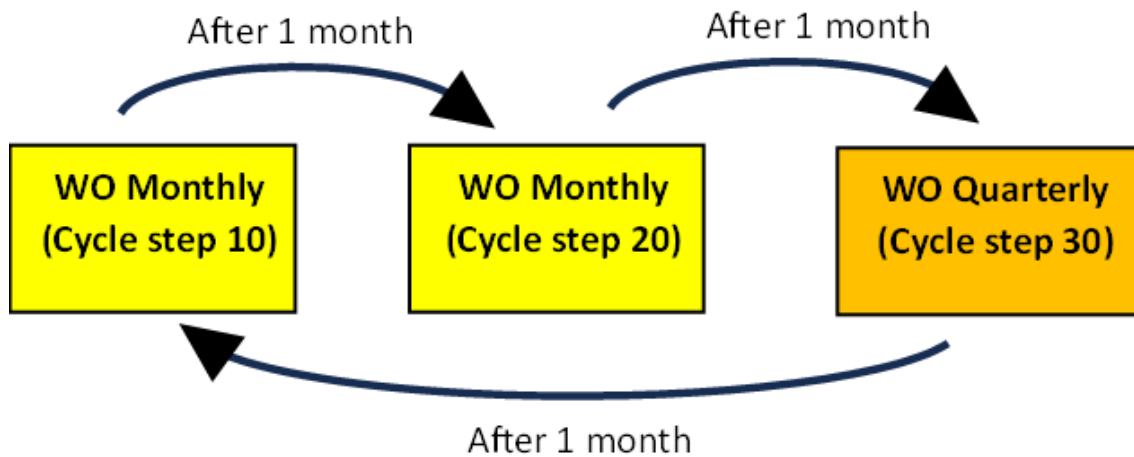
This number corresponds to the line number in the maintenance types table.

The same cycle step has a different meaning depending on the type of equipment:

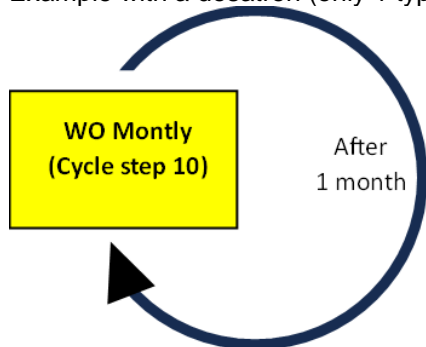
Type of maintenance	EQ / Number cycle step	10	20	30
1 type of maintenance (monthly)	Dosatron	M		
1 type of maintenance (quarterly)	Pulse oximeter	Q		
1 type of maintenance (biannual)	Examination light	B		
2 type of maintenance (monthly and quarterly)	Air conditioner	M	M	
2 type of maintenance (fortnightly, quarterly)	Sensitive air conditioner	F	F	
3 type of maintenance (monthly, quarterly, annual)	Oxygen concentrator	M	M	
3 type of maintenance (A, B, C) with ABAC	Vehicle	A	B	

Example with the air conditioner (2 types of maintenance ; monthly (inside unit) and quarterly (inside + outside unit) :

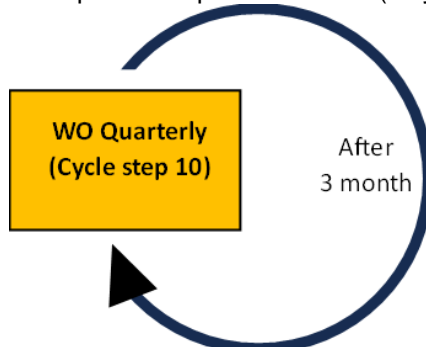




Example with a dosatron (only 1 type of maintenance every month)



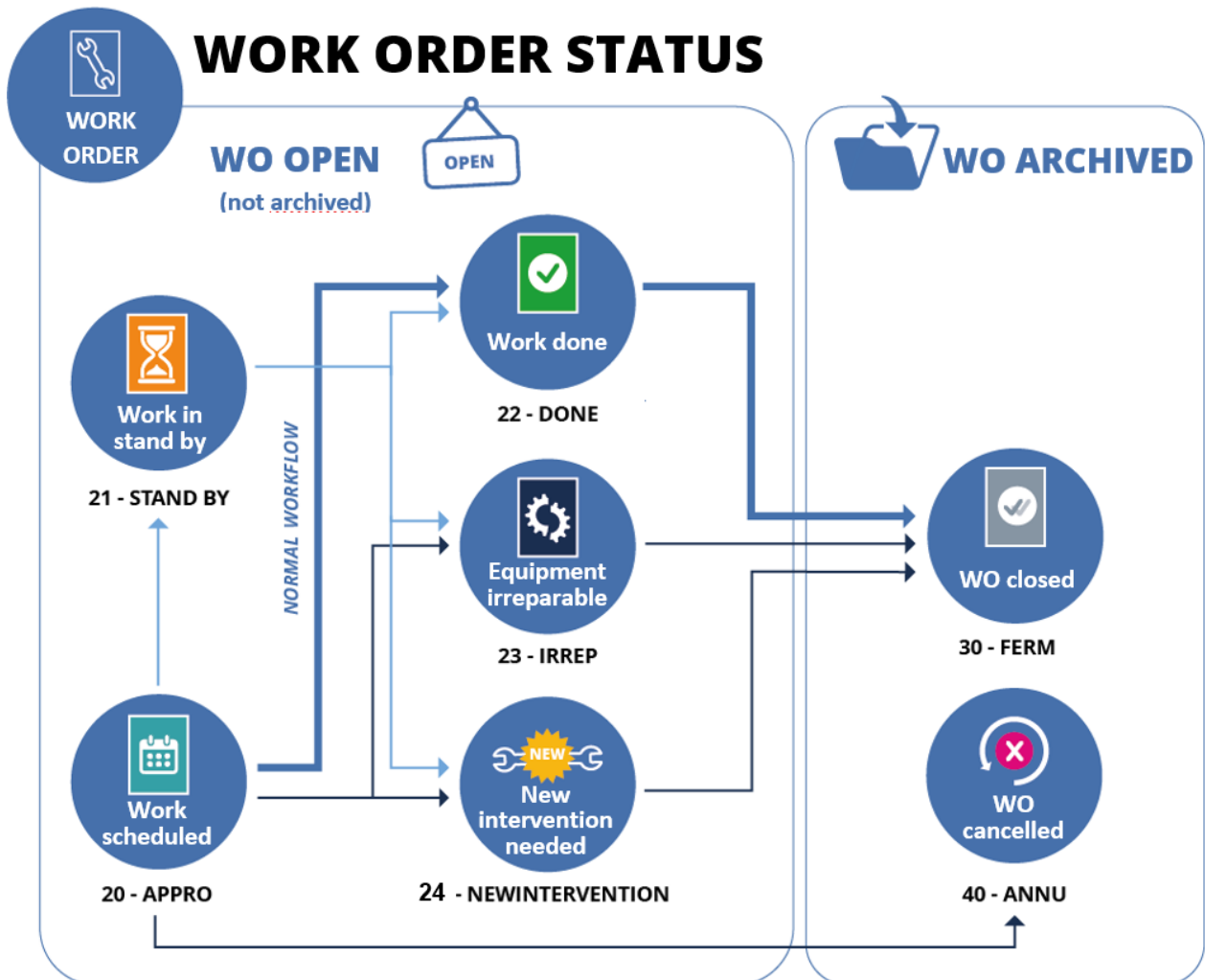
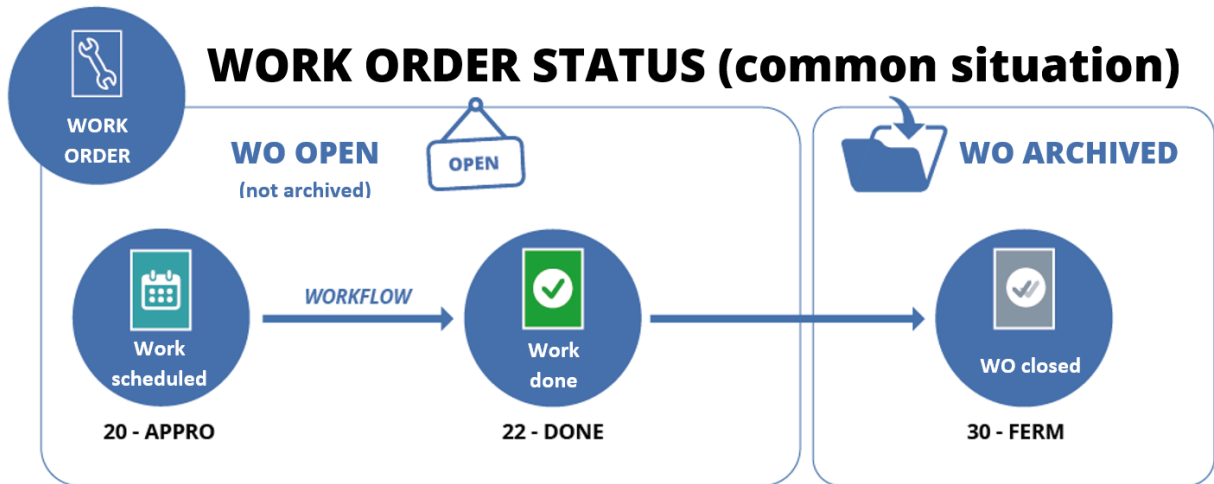
Example with a pulse oximeter (only 1 type of maintenance : every 3 monts)







## **Work order status**

When the preventive maintenance plan is well schedule, the technician will receive the WO he need to do.

All WO created or generated have the status "20-APPR" as the request of corrective intervention is approved, the preventive intervention is approved.



PROGRESS STATE	MEETING AND ACTIONS
 PLANIFIE / SCHEDULED	<b>WO with a person in charge, a date of schedule less than 7 days after today</b>
 APLANIFIER / TOSCHED	<p>If it's a preventive maintenance WO : <b>schedule information is missing</b> : can be either no date scheduled or no person in charge</p> <p>If it's a corrective WO : <b>can be okay or can be due to missing schedule information</b></p>
 ENRETARD / LATE (7 days after the schedule date)	<p>This progress state appears after 7 days of the schedule date of the WO, and the WO is still not completed (status 20-APPR)</p>
 TERMINE / COMPLETED	<p>The WO is done (22,23,24) or closed (30)</p>

## F.1.1 Schedule the maintenance plan and extract the chronogram

To initialize an Equipment and activate its Maintenance Plan, the equipment must be already pre-existing in MEMO. If the equipment does not exist in MEMO it needs to be added first (Refer to [C.1 Create a new equipment \(generally local purchase\)](#))

### For an equipment to be activated for the first time

- ➔ On the equipment sheet, when you **change the status**, from “Stock” to “Actif”, a pop-up does appear to set-up the Maintenance Plan. The initialization is automatic.
- ➔ **Fill the pop up**

The screenshot shows the 'BIOMED EQ-12338' equipment sheet. The 'STATUS' is 'STOCK'. A yellow circle highlights the 'CHANGE THE STATUS' button. A red arrow points to the 'ACTIVATION OF PMSHEET' pop-up. The pop-up has the following fields:

- \* NEXT SEQUENCE: 10 - (220V 365W) EXTRACTEUR O2 (DE VILBISS 51SAKS+OSD) / CONCENTRATOR O2 (DE V
- \* LABOR: biotech@iq2
- \* NEXT LAUNCH DATE: 08/04/2022
- \* STATUS: ACTIVE

A green 'ACTIVATE' button is at the bottom. A red arrow points from the 'ACTIVATE' button to a green confirmation box that says 'PMSheet activated' and 'Forecast for pm sheet PM-3428 has been updated'.

- **Next sequence:** you can choose the type of service which is part of the maintenance plan cycle (monthly, quarterly...)
- **Labor:** the person in charge of the maintenance for this equipment (the one receiving and treating the Work Order)
- **Next launch date:** the date the first service will be scheduled
- **Status:** status of the Maintenance Plan : active > generate automatically by MEMO

- ➔ Click **ACTIVATE**

Now, all PREVENTATIVE Maintenance for this equipment will be automatically generated by MEMO and sent to the assigned Technician – as well as appearing with a 'Next Estimated Service' in Maintenance section under BIOMED schedule.

### Re-schedule: Configure the maintenance plan in detail

- ➔ On the tab “Preventive maint.”, you can change the parameter of the Maintenance Plan : **click on the link PM-XXXX**

The screenshot shows the 'Preventive maint.' tab in the MEMO interface. A red arrow points to the 'BIOMED' tab. Another red arrow points to the 'PM-3428' link in the 'MAINTENANCE PLAN LIST' table. The table has the following columns: CODE, DESCRIPTION, FREQUENCY, FREQUENCY UNIT, METER FREQUENCY, CATEGORY, LAST WO, WO GENERATED THE, and STATUS.

CODE	DESCRIPTION	FREQUENCY	FREQUENCY UNIT	METER FREQUENCY	CATEGORY	LAST WO	WO GENERATED THE	STATUS
PM-3428	(DeVilbiss 51SAKS 220V 365W) CONCENTRATOR O2 / CONCENTRATOR O2	1	MOIS			WO-33618	14/04/2019	ACTIVE

When you click on this code it opens up a window, which is the page associated with configuring the parameters for the automatic triggering of the Preventive Maintenance Work Orders.

Enter the type of maintenance operation you wish to trigger (based on the [maintenance cycle detail](#) below) if you don't want to start from the beginning of the maintenance cycle

Select Active

Warning: the status of the equipment and the maintenance plan are not consistent

Enter the date and time of the next service

Enter here the login of the person responsible for maintaining that equipment/ family of equipment

Enter here the name of the external company in charge of the preventive maintenance

N°	PLAN	DESCRIPTION	IN CHARGE	COMPANY
10	PL-1026	(220V 365W) EXTRACTEUR O2 (De Vibiss S1SAKS+OSD) / CONCENTRATOR O2 (De Vibiss S1SAKS+OSD) (1M)	biotech@iq2	
20	PL-1026	(220V 365W) EXTRACTEUR O2 (De Vibiss S1SAKS+OSD) / CONCENTRATOR O2 (De Vibiss S1SAKS+OSD) (1M)	biotech@iq2	
30	PL-1027	(220V 365W) EXTRACTEUR O2 (De Vibiss S1SAKS+OSD) / CONCENTRATOR O2 (De Vibiss S1SAKS+OSD) (3M)	biotech@iq2	

**Vigilance point :** for vehicle, generator, motopump and computer : the preventive maintenance plan status is “MANUAL”

Now all PREVENTATIVE Maintenance for this equipment will be automatically generated by MEMO and sent to the assigned Technician – as well as appearing with a ‘Next Estimated Service’ in the Maintenance section under all families schedule.

## Desactivate preventive maintenance plan

- For deactivate the preventive maintenance, change the status of the PM by “inactive”. This operation is possible only when all WOs are next closed or cancelled and the preventive maintenance plan well schedule

PM STATUS INACTIVE

CHANGE THE STATUS

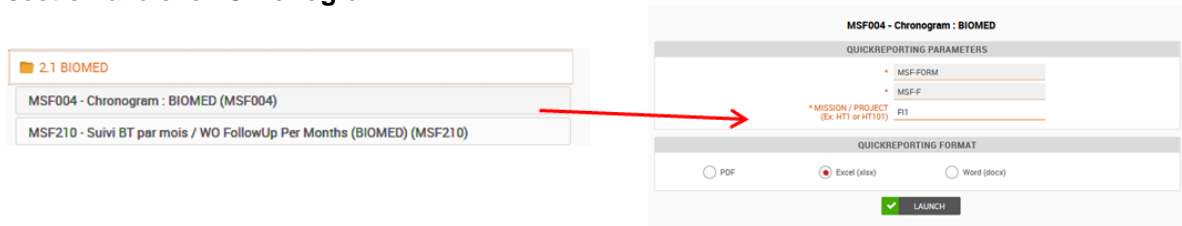
EQUIPMENT STATUS REPAIR

**Tips :** if you change the status of the equipment from active to stock or OUT, SAV, the preventive maintenance will be automatically deactivated and the WO cancelled.

## Extracting the chronogram for a global view on the maintenance setup

- Under the General Data Module, Click on Reports Application and then Click on the [Family]

**section and click Chronogram.**



With this report, users can view all the data associated with the Biomedical equipment

- Has a technician been assigned for the maintenance?
- Is there equipment in STOCK, REPAIR, SAV, OUT OF FLEET but the Maintenance Plan is still activated?
- Is there a company assigned to the equipment?
- What is the workload according to available technicians in the field – perhaps look to change the trigger dates to spread the work more evenly?
- Is the equipment in different locations being adequately serviced? There are many useful indicators and it is a very helpful tool to have a global overview on the Biomedical Maintenance Plans.

## F.1.2 Re-schedule a group of maintenance plan

**Situation 1 : According to the planning of schedule between 2 dates :** You are going holiday or for a training... and you don't want to have WOs created during this period : you need to change the schedule of all maintenance plans during this period

**Situation 2 : According to the location :** all biomed EQ in the OT need to be re-scheduled to another week

### Situation 1 : between 2 days

- Go to the application **ALL FAMILIES SCHEDULE** in MAINTENANCE module
- With Criteria Filter : select the next launch date after the beginning of your planned absence, and the date that you will come back, then select status "actif" + search

- Open the 1<sup>st</sup> maintenance plan of the list
- Change the date of the next maintenance and save it
- Click on the arrow → to move to the next maintenance plan.
- Repeat steps 4 and 5 until the end.

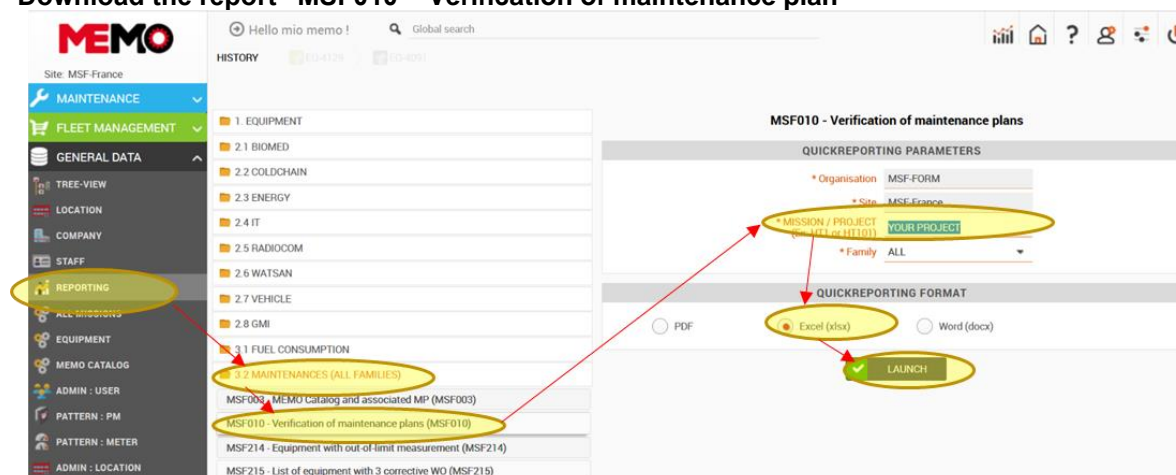
### Situation 2 : by location

- Go to All families schedule in Maintenance module
- Filter by the location you are concerned with
- Open the 1<sup>st</sup> maintenance plan
- Change the date of the next maintenance (and copy it)
- Click on the arrow → to move to the next maintenance plan
- Paste the date of the previous maintenance plan
- Repeat steps 5 and 6 until the end

## F.1.3 Check the schedule of the preventive maintenance

Check if all preventive maintenance plans are scheduled:

→ Download the report “MSF010 – Verification of maintenance plan”



Status	PM Status	Labor in charge	Company in charge	Next launchdate	What you need to do
ACTIF	ACTIVE	techbio@cf410		2/13/23 0:00 a	<b>Nothing to do</b> : all is well scheduled
ACTIF	MANUAL	meca@cf410			<b>Nothing to do</b> : all is well scheduled
ACTIF	MANUAL				<b>Nothing to do BUT</b> : when you generate the next WO manually, you will need to fill the person in charge
ACTIF	ACTIVE			2/10/23 9:00 a	The person in charge isn't defined > <b>fill it</b> Be careful > MEMO generates WO without a person in charge
ACTIF	ACTIVE	supbio@cf410			The date of the next maintenance is not defined * Planning date _____ > <b>fill it</b> MEMO doesn't generate WO
ACTIF	ACTIVE				The person in charge and the date of the next maintenance are not defined > <b>fill it</b>
ACTIF	INACTIVE				If the EQ is active, the preventative maintenance plan needs to be active or manual > <b>change it</b>
ACTIF	The equipment is not initialised				> <b>Change the status of the EQ to "Stock" and then change again to "Actif"</b> . Automatic initialisation
ACTIF	The equipment has to be re-initialised (contact MEMO team)				> Write an email to <a href="mailto:memo@paris.msf.org">memo@paris.msf.org</a> with the EQ number / PM Number
ACTIF	No standard maintenance plan defined				<b>Nothing to do, BUT</b> if you consider that the maintenance of this equipment should be followed on MEMO, contact your technical referent to discuss
STOCK	The equipment is not initialised				<b>Nothing to do</b> : when the status of the equipment will be "actif", the equipment will be initialised.

→ Check the labour schedule : In the application **REPORT**, in the folder 3.2 maintenance all families, download the report **MSF001 - Individual chronogram** with the name of the worker



### MSF001 - Individual chronogram

#### QUICKREPORTING PARAMETERS

\* Organisation

MSF-FORM

\* Site

MSF-F

\* Labor in charge code

technician@bd102

#### QUICKREPORTING FORMAT

☐ PDF

☒ Excel (xlsx)

☐ Word (docx)

LAUNCH

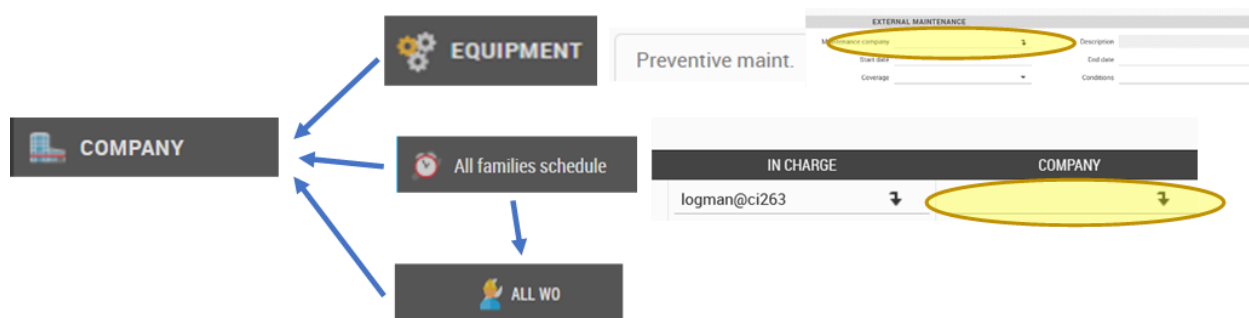
Chronogram Mon Jan 08 00:00:00 CET 2024																											
				Légende :																							
				F FORNIGHTLY				M MONTHLY				Q QUARTERLY				B BIENNIAL											
PM Code	Labor in charge code	Company in charge	Next launchdate	janv. W 2	janv. W 3	janv. W 4	janv. W 5	févr. W 6	févr. W 7	févr. W 8	févr. W 9	mars W 10	mars W 11	mars W 12	mars W 13	avr. W 14	avr. W 15	avr. W 16	avr. W 17	avr. W 18	avr. W 19	avr. W 20	avr. W 21	avr. W 22	avr. W 23	avr. W 24	avr. W 25
Number of maintenance per week :				23	37	22	31	28	25	28	42	17	26	26	35	17	38										
PM-9812	technician@bd102		2/7/24 6:30 a					M				Q				M											
PM-9813	technician@bd102		1/20/24 7:00 a		M					M				Q													M
PM-9814	technician@bd102		1/20/24 8:00 a		M					M				Q													M
PM-18537	technician@bd102		1/16/24 0:00 a		Q																						Q
PM-24533	technician@bd102		1/16/24 10:46 a		M				M				Q														M
PM-24534	technician@bd102		1/16/24 10:46 a		M				M				Q														M
PM-24535	technician@bd102		1/16/24 10:46 a		M				M				Q														M
PM-24621	technician@bd102		1/24/24 10:46 a			M				M				Q													
PM-24532	technician@bd102		1/16/24 10:46 a		M				M				Q														M

- Check that there is not **too many WOs in a given week**
- Check during the holiday week of one of the labors to make sure there is either another person in charge or a low WO schedule during this period

**Tips** : Group maintenance of equipment of the same family at the same time

**Tips** Group maintenance within sensitive services (example: OT)

## F.1.4 Manage a contract with external company



The company is used in MEMO to link equipment to an external company for rental or maintenance. The maintenance plan needs to be linked as well.

- ➔ **Click on General Data Module and Click on Company.** It will display all the companies in your Mission/ Project.
- ➔ **Check if the company doesn't already exist**
- ➔ **Click on** **to create a new entry.**

CODE	DESCRIPTION	MISSION	PROJECT	ALL PROJECTS	TYPE	STATUS
1004	Site Location - MW101	MW1	MW101	<input checked="" type="checkbox"/>	RENTAL/LOCATION	ACTIVE
1005	Société de maintenance - TOUT MW1	MW1	MW101	<input checked="" type="checkbox"/>	MAINTENANCE	INACTIVE
1006	Société - MW110 (uniquement)	MW1	MW110	<input checked="" type="checkbox"/>	MAINTENANCE	INACTIVE
	CASIER DEPART	ALL	ALL	<input checked="" type="checkbox"/>	MAINTENANCE	ACTIVE
CO-1011	Analyse BIOMED pour les concentrateurs	CJP	CJP00	<input checked="" type="checkbox"/>	MAINTENANCE	ACTIVE

A new company page will open up and a new company code will be generated (CO-XXXX).

The screenshot shows the 'COMPANY' form in the MEMO software. The form is divided into several sections: 'General' (Company code, Name, Type, Project), 'MAIN ADDRESS', 'CONTACT', and 'OTHER ADDRESS'. The 'General' section has orange highlights on the 'Company code' (CO-1018), 'Name' (International Workshop Kampala), 'Type' (MAINTENANCE), and 'Project' (USP4B) fields. The 'MAIN ADDRESS' section includes fields for Address, Town, Postal Code, Country, Phone Number, and Fax Number. The 'CONTACT' section includes fields for Name, Phone Number, Mobile Number, and Email. The 'OTHER ADDRESS' section includes fields for Address, Town, Postal Code, and Country.

- ➔ **Fill out the information about this company.** All fields in orange are mandatory to create the company

This screenshot shows a close-up of the 'COMPANY' form, specifically the 'Type' field. The 'Type' field is highlighted in orange and has a dropdown menu with two options: 'MAINTENANCE' and 'RENTAL/LOCATION'. The 'MAINTENANCE' option is selected and highlighted in orange.

**Point of vigilance :** Make sure that you put a relevant description of the company in the field "Type".

**Point of vigilance :** only the manager profil of the project can create a company attach to his project

**Tips :** In the title of the company, add the name of the city where they are based.

- Fill the other fields and click **SAVE**
- Attach the contract to the company [D.5 Attach a document to the EQ and consult them \(PC and Tablet\)](#)
- Go to the tab “Preventive maintenance” of the equipment sheet; in the external maintenance part, **click on the arrow** to choose the company in the field « Maintenance company » (or write in the box the name of the company)
- Fill the other information
- click **SAVE**

Site: MSF-F

HISTORY

LINKED DOCUMENTS

VEHICLE  
EQ-62466

SAVE

Search General Technical Specifications Entry WR - WO History Measure points Consumptions Preventive maint. Stops

EQUIPMENT CODE EQ-62466 MSF NUMBER F066 - HSP

\* DESCRIPTION DUSTER - Alma 034 82 019 49

EXTERNAL MAINTENANCE

Maintenance company CO-1481 Description HOOB SERVICE PLUS

Start date End date

Coverage PIECE MO DEP Conditions Maintenance à la charge du locu

MAINTENANCE PLANS LIST

CODE	DESCRIPTION	FREQUENCY	FREQUENCY UNIT	METER FREQUENCY	CATEGORY	LAST WO	WO GENERATED THE	STATUS
EM-20199	Vehicule standard - ABAC (5000 km) / Standard Vehicle - ABAC (5000 km)			5000	KM	WO-126205	08/03/2022	MANUAL

1 5 Total: 1

## F.1.5 Create a preventive Work Order and print it (laptop only)

The preventive work needs to be created by the logistics team when the maintenance plan is with the status "MANUAL". You can also use this function if you want to anticipate preventive maintenance without changing the date of the next schedules.

Create a MECA WO, [follow this practical sheet](#)

- **Open the ALL FAMILIES SHEDULE** application, and **open the preventative maintenance plan** of the equipment.
- Check this isn't already a preventive work order open in "info about he last service" (Status : 20-APPR)
- Click on the bottom **CREATE PREVENTIVE WO**  
A pop up open

- Click on **VIEW GENERATED ELEMENTS**

## Print a WO

- Open the WO, and click on **print reporting**



You have 3 possibilities :

- Print MSF210 for the WO with all informations already filled in MEMO (for example start to be filled in the computer, need to be finish by paper)
- Print MSF211 for the WO will just the information when it was generated (already start to be filled but you don't want information appear on the WO)
- Print MSF212 for the WO totally empty (use as template for an EQ without maintenance of MEMO)

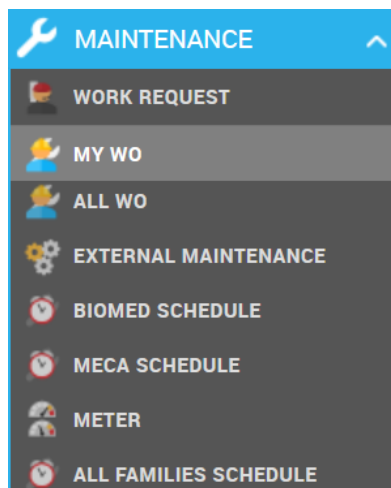
- Select the **type of report**
- Select the **format** (PDF, Word, Excel)
- Click on **LAUNCH**

## F.1.6 Fill a preventative Work Order (Tablet /laptop)

### Computer

(for the tablet [click here](#))

- In the Menu on the left, Under **MAINTENANCE** Module, click on “**MY WO**” Application to display the list of WOs assigned to the User.



- Using the arrow button on the left, select the WO to be processed:

	CODE	STATUS	DESCRIPTION	MSF NUMBER	PROGRESS STATE	EQUIPMENT	LOCATION	PERSON IN CHARGE	MANAGED BY COORDO	FAMILY	SCHEDULED ON	REPORT
	WO-104495	24-NEWINTERVENTION	Maintenance des Ordinateurs portables (ANNUEL)	LAP-210	TERMINE / COMPLETED	COMPUTER laptop (Lenovo T490) qwerty keyboard	YE104 - HAYDAN OFFICE			IT	05/04/2022	

You need to fill all information of the work order :

### Subcontractor

Some maintenance work is carried out by or with the help of an external company or an intersection garage. In this case :

- Fill the name of the company in the Subcontractor field or click on the black arrow and select the company from the list.

PLANNING	
In Charge	biotechbrule@ht121
Subcontractor	
* Planned start	25/01/2024 08:00
* Planned end	25/01/2024 09:00

**Note** : the company need to be already created in MEMO by the Log Manager : F.1.4 Manage a contract with external company

- Fill the **cost of the service** in euros in the Maintenance total cost

EXTERNAL MAINTENANCE DATA	
Maintenance total cost (equiv €)	_____

## Measurement records

For some WO, you must enter data in the corresponding measurement line for each meter – examples: hours of use, pressure, mileage depending on the type of equipment – at the time of this intervention

- **Fill in the VALUE field** without its unit for each measurement. Automatically, the measurement date will be filled with today's date and the status O (meaning Yes the measurement was made).

**Point of vigilance :** if you complete the BT on a day other than the date of the intervention, you must change the date of the measurement. Click on it to open the calendar and choose the measurement day by clicking on it.

1000 Measurement records	
<p>1010 Read the hour meter</p> <p>Details - Last measurement at 25/07/2023 12:33: 11507,00.</p> <p>Remarks <input type="text"/></p> <p>Skipped ? <input type="checkbox"/></p>	<p>* Value 1037,00</p> <p>* Meas. date 17/01/2024 11:56</p> <p>State O</p>

If you haven't performed the measurement, only change the state to **N** (meaning No)

- Click **SAVE** below the WO
- The values will appear in a new table "Measurements taken on this work order"
- If the value is out of range, it will appear in red in the table.

MEASUREMENTS TAKEN ON THIS WORK ORDER					
MEAS POINT CODE	DESCRIPTION	CATEGORY	TYPE	MEASURE	MEASUREMENT DATE
ME-8365	Nb d'heures d'utilisation / Hours of use	USAGE-H	COMPT	1037,00	17/01/2024 11:56
ME-8369	Débit d'oxygène / Oxygen flow (L/min) @8L/min	DEBITO2-8	MESURE	7,00	17/01/2024 12:01

If you have a measure out of limit, you need to create [a corrective WO with the tablet](#) or [create the corrective WO from the computer](#)

## Maintenance (operations)


- For each line, you must carry out the action (visual inspection / replace spare part / clean / test / purge...) then **fill in the State** of the action as **O (Yes)** to mean that the action has been carried out .

2000 Maintenance	
<p>2010 General condition: Hood</p> <p>Remarks <input type="text"/></p> <p>Skipped ? <input type="checkbox"/></p>	<p>State O</p>

If you notice something broken, or if you realize something unusual in relation to the maintenance line, fill out the comment section.

**Note:** State corresponds to the **state of the action**. If during the visual inspection, the chassis is broken, you must put **Status: O (Yes)** because you will have checked it. Specify in the comments if you were able to repair it or if you need to order a new one.

2030 General condition: Wheels	
<p>Remarks 1 wheel broken, replaced by new one</p> <p>Skipped ? <input type="checkbox"/></p>	<p>State O</p>

If it is not possible to carry out the action because the **maintenance plan is not adapted to the equipment** (example: cleaning a filter which does not exist on this model) check the **Skipped box** . Automatically, the **Action Status** will display **NA (Not applicable)**. You can specify the reason in the comment if you are completing this type of BT for the first time.

2050 General condition: Dust filter (to be replaced if not good)

Remarks: No dust filter in this model

Skipped? ☒

State: NA


If you **haven't carried out the action** but it is technically possible (example: spare part not available), **fill in the Action Status** as **N (No)** and specify the reason in the comment.

2060 Remove the hoods, dust off and clean inside the device

Remarks: blower unavailable because sent for repair to coordination

Skipped? ☐

State: N

**Tip:** If you have completed all the actions, after completing the measurements, you can click on the button  to change the Action Status to O for all lines.

**OPERATIONS**

To complete your report you must indicate the status of each operation.

1000 Measurement records


## Spare parts list

In some WO, MEMO automatically suggests spare parts that must be used.

→ Fill the last column **REAL QTY** with the number of spare parts used

SPARE PARTS LIST									
	* ITEM CODE	DESCRIPTION	DESIGNATION	LOCAL REFERENCE	PRICE (€)	IS REQUIRED ?	ESTIMATED QTY	* REAL QTY	
<input checked="" type="checkbox"/>	EEMDCONS001	(conc. NL Intensity 100) FILTRE ENTREE AIR MI161-2/TOF-010 / INLET AIR FILTER MI161-2/TOF-010				<input type="checkbox"/>	1,00	1,00	
<div> <span>+</span> ADD A LINE           <span>+</span> ADD LINES         </div> <div> <span>1</span> <span>5</span> <span>Total: 1</span> </div>									

If the spare part(s) used do not appear in the list, you must add them.

- Click on **ADD LINES**, a popup opens with all the spare parts of the family.
- **Filter** by typing the model or brand of equipment in the **description column**
- Select the spare part(s) by clicking on the box  at the start of the line. You can change pages without losing the selection.

ITEM N°	DESCRIPTION
	NL intensi
<input type="checkbox"/> EEMDCONS502	(conc. NL Intensity 10l) FILTRE POUSSIERE, mousse FI002-1 / DUST FILTER, foam FI002-1
<input type="checkbox"/> EEMDCONS503	(conc. NL Intensity 10l) CARTE ELECTR, Moniteur O2 CB100-1 / ELECTR BOARD, O2 Monitoring CB100-1
<input checked="" type="checkbox"/> EEMDCONS504	(conc. NL Intensity 10l) TAMIS BE186-1R / SIEVE BED BE186-1R
<input type="checkbox"/> EEMDCONS505	(conc. NL Intensity 10l) CARTE ELECTRONIQUE CB107-1 / CIRCUIT BOARD CB107-1
<input type="checkbox"/> EEMDCONS506	(conc. NL Intensity 10l) KIT VALVES VA034-1 / VALVE KIT VA034-1
<input type="checkbox"/> EEMDCONS507	(conc. NL Intensity 10l) VALVES SOLENOIDES VA117-1 / SOLENOID VALVE VA117-1
<input type="checkbox"/> EEMDCONS508	(conc. NL Intensity 10l) VENTILATEUR, 220V FN022-2 / FAN, 220V FN022-2
<input type="checkbox"/> EEMDCONS509	(conc. NL Intensity 10l) RESERVOIR TA132-1 / MIXING TANK TA132-1
<input type="checkbox"/> EEMDCONS510	(conc. NL Intensity 10l) KIT COMPRESSEUR CO012-11 / KIT COMPRESSOR CO012-11
<input type="checkbox"/> EEMDCONS511	(conc. NL Intensity 10l) COMPTEUR HORAIRE HM009-1 / HOURMETER HM009-1

1 2 3 4 10 Total: 35

☒ VALIDATE

→ Click on **VALIDATE**

	EEMDCONS504						1,00	1	
--	-------------	--	--	--	--	--	------	---	--

The line(s) appear in the spare parts table.

→ **Complete only** the last **REAL QTY** column with the number of spare parts used  
When you will on **SAVE**, the description of the part will appear.

## Execution dates

**Point of vigilance:** the times are in 24-hour format. If you perform your operation at 2:00 p.m., note 2:00 p.m. [More info here](#)

In MEMO, the importance is the time spent performing maintenance. This data is calculated automatically by subtracting the **Real end - Real start**.

**If you carried out your procedure during the same day:**

- Click on in the Real field, a popup opens.
- **Complete the date and time.** You can use the 2 balls to specify the start time or directly modify it in the field below the popup.
- Click **CLOSE**
- Carry out the same operation for **Real End**

Search General

SPARE PARTS LIST

\* ITEM CODE

☒ EEMDCONS501

☒ EEMDCONS504

+ ADD A LINE

EXECUT

\* Real start 17/01/2024 14:00

\* Real end 17/01/2024 17:00

Stop Needed? ☐

Stop time (h) 00:00

Don't fill "Stop needed"

**If the intervention lasted several days:**



- Calculate the total intervention time  
Example 4 hours of work on Tuesday 16/01/2024 (1 p.m. to 5 p.m.) + 3 hours of work on Wednesday 17/01/2024 (8 a.m. to 11 a.m.) = 7 hours total intervention
- Calculate the start date of the intervention in progress: date, end time of intervention - intervention time  
Example: Wednesday 01/17/2024 11 a.m. - 7 a.m. intervention = Wednesday 01/17/2024 4 a.m.
- Click on in the Real start field, and complete this fictitious value (in our example: Wednesday 01/17/2024 4:00 a.m.)
- Click on in the Real end field and complete the real end of intervention value

**Stop needed** is the time the EQ isn't available for the user but the technician isn't working on it. You can tick "Stop Needed" and fill the number of hours between the 1st and second day  
Example 17/01/2024 8 a.m - 16/01/2024 5 p.m = stop needed 15 hours

## Report

- Complete the intervention report to inform the supervisor of the results of the intervention as well as to keep a history of all interventions.  
If there is nothing in particular, you can keep it very short:

* REPORT
service done, equipment is working properly

Give more information in case of an unusual situation:

* REPORT
oxygen concentration measurement out of limit (82%), change of sieve, new measurement: the equipment operates normally

- Click on **SAVE**
- Once you have entered all information applicable to the Maintenance procedure, **change the status of the WO**
  - Click on a bottom at the end of the WO
  - Click the icon at the top of the page to enter the New Status based on the Intervention performed i.e.

INTERVENTION RESULTS	
<input checked="" type="checkbox"/> EQUIPMENT REPAIRED/SERVICE DONE	<input checked="" type="checkbox"/> IRREPARABLE EQUIPMENT
<input checked="" type="checkbox"/> STANDBY INTERVENTION	<input checked="" type="checkbox"/> NEW INTERVENTION

OR

**CHANGE STATUS**

SEL	CODE	DESCRIPTION
	21-STANDBY	En attente / Pending
	22-DONE	Faite / Performed
	23-IRREP	Irréparable / Unrepairable
	24-NEWINTERVENTION	Nouvelle intervention attendue / New intervention needed
	40-ANNU	Annulée / Cancelled

My WO WO-128539  
Status changed from 20-APPR to 22-DONE

STATUS 22-DONE

**Note :** if the WO isn't closed before 7 days after the status changing to "done", the status of the WO is automatically changed on "30 Ferm/Close"

It is important to CLOSE Work Orders so they are archived and removed from the Technician's list of My WO.

### LIST OF STATUS

Work Requests can take the following Status:

- 10 – ATTAPPR** – Request (not yet approved)
- 20 – APPR** – Request Approved (work order generated)
- 30 – FERM** – Work Request is closed
- 40 – ANNU** – Cancelled (for one reason or another)



Work Orders can take the following Status:

- 20 - APPR** – Work Order Approved (work order generated)
- 21 - STANDBY** – Waiting for parts, other approval etc.
- 22 – DONE** – Maintenance complete
- 23 – IRREPARABLE** – Impossible to repair
- 24 – NEWINTERVENTION** – Other contractor, Coordination
- 30 – FERM** – Work order is closed
- 40 – ANNU** – Cancelled (for one reason or another)

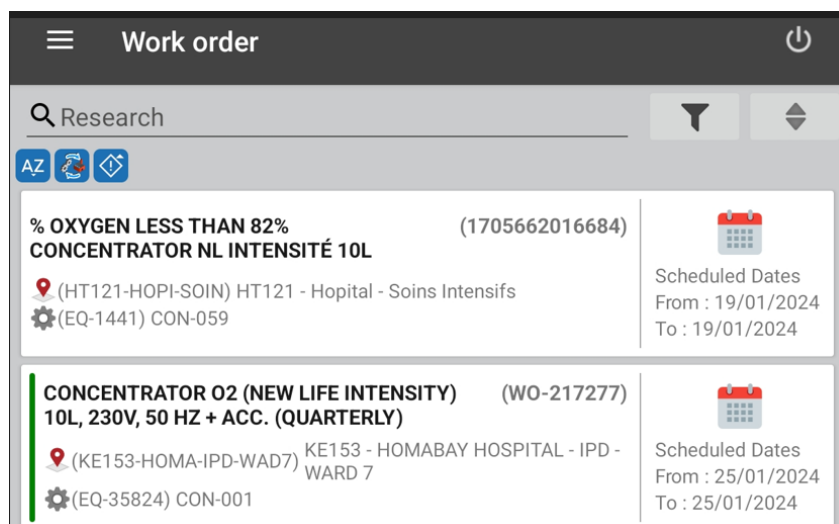
## Tablet

### ENG Tablet WO Prev Monthly Concentrator SST


You can access the list of your WOs:


- by clicking on one of the « Work orders »
- by clicking on the menu  then the option  Work order

### List of your WOs



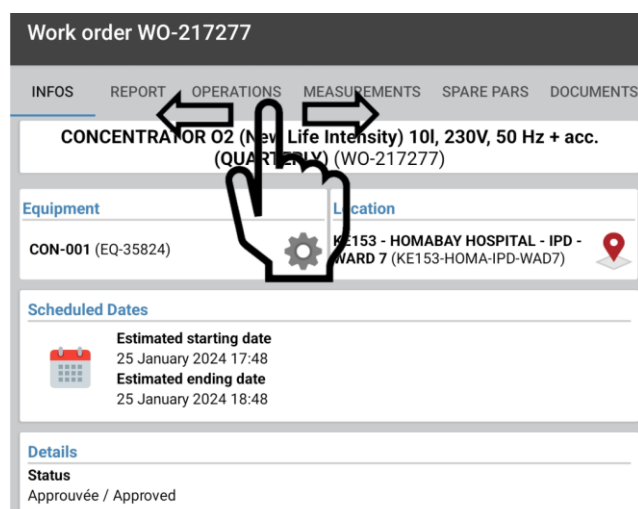
On this page you have the list of WOs assigned to you.

The button  allows to create a new corrective WO [where you can find the instructions for create it here.](#)

The button  allows the WO synchronization

If you click on a WO, you can consult it and update it.

You can switch from one tab to another one by clicking on its title in the top bar or by sliding your finger from right to left.




**Note :** If you use the tablet horizontally, you can see, at the same time, the list of your WOs and the

details of the selected WO :


### Description of a WO / « INFORMATION » tab



This tab gathers the following information :

- The description of the WO
- The MSF number and the equipment number

The link  will lead you to the equipment sheet


- The MEMO-registered location of the equipment
- Scheduled dates
- The WO status

The button  allows you to save the information entered at any time on entered.

The button   allows you to link a document or a picture with the WO.

### Description of a WO / « REPORT » tab

This tab allows you to fill in the general information of the WO.

- ➔ the **start and end dates** and times of the intervention (24h format)
- ➔ if a stop has been needed and the duration of this stop
- ➔ the **report**
- ➔ When everything is complete, you can save the information with the button .
- ➔ You can indicate the **status of the WO** :
  - « 22-DONE » the maintenance has been done / completed
  - « 21-STANDBY » the maintenance cannot be completed (due to a lack of parts, other)
  - « 23-IRREPARABLE » it's not possible to maintain / repair the equipment

- « 24-NEWINTERVENTION » a new intervention is needed to finalize the maintenance

**Note:** All this information is mandatory. Input them. You can't change the status of the WO without fill them.

### Description of a WO / « OPERATIONS » tab

#### MEASUREMENT RECORDS

This first part is to enter the measurements of the equipment associated with the WO. Examples: Mileage for vehicles, % oxygen for O2 concentrators.

For each of the measures, you can indicate: His value the date and time of recording.

For each measure point, you need to fill

- Its **value**  
**Automatically, the date, time, and the validation are filled**
- If you aren't filled the WO at the same time than the service, modify to put the real **date and hour of the measure**

#### MAINTENANCE

This tab allows to enter the operations of the WO.

**Note :** Operations are linked to preventive maintenance. If the WO is corrective, the list of its operations is empty.

For each of the operations, you can indicate :

- Status, has it been completed and validated ? (YES or NO)
  - Green line on the left : Operation completed
  - Red line on the left : Operation not completed

Example: I check the power cable, it is damaged: validation: O (Yes) because I checked. I fill the remark to explain what I have done to fix the problem.

- an optional comment (for abnormal situation)

**MAINTENANCE**

010 - GENERAL CONDITION: HOOD  
Validation: (O) Oui / Yes  
Remarks

2020 - GENERAL CONDITION: POWER CABLE  
Validation: (N) Non / No  
Remarks

Ignored : ☐

### Statut de l'opération

N - Non / No

O - Oui / Yes


NA - Non applicable

### Description of a WO/ « MEASUREMENT » tab

Do not use this tab for preventive BT. The measurement values have already been entered in the operation tab

### Description of a WO / « SPARE PARTS » tab

This tab allows you to indicate the spare parts used when treating the WO.  
As part of preventive maintenance, spare parts will already be listed. For each one, we can read the quantity to be used.

→ Click on the **symbol**  at the level of each piece to **indicate the actual quantity** used.

For each maintenance, it is possible to indicate unplanned spare parts.

**Point of vigilance**, if these spare parts are the part of a corrective intervention following a problem not include in the list of operation (example : out-of-limit measurement), [a corrective BT must be created](#).

Work order WO-217277


INFOS REPORT OPERATIONS MEASUREMENTS **SPARE PARTS** DOCUMENTS

(CONC. NL INTENSITY 10L) FILTRE ENTREE AIR (EEMDCONS01)  
MI161-2/TOF-010 / INLET AIR FILTER MI161-2/TOF-010  
Reserved qty: 1.00 - Issued qty: 0.00

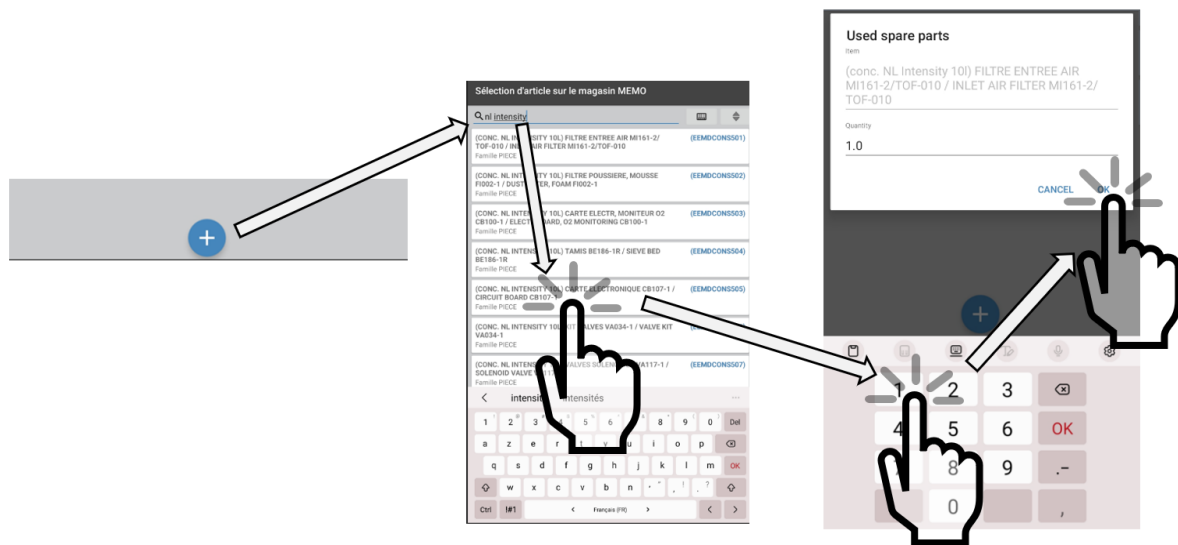
Used spare parts

Item  
(conc. NL Intensity 10L) FILTRE ENTREE AIR  
MI161-2/TOF-010 / INLET AIR FILTER MI161-2/TOF-010


Quantity  
1.0

→ To do this, click on the **symbol**  at the end of the page. A page opens which lists all the spare parts.

A search engine allows you to make **your selection**.



### Return to the list of WO and finalization

- ➔ To return to the list of WO, you can click on the **physical “Back” button** on the table
- ➔ You can synchronize the WO by clicking on **the button synchronize** 

The Work Order you just made remains visible and will remain visible until it is closed, either by the Log Manager or automatically.

## F.1.7 Change the frequency of the maintenance plan

The frequency of the maintenance is according to the user manual from the manufacture or can be an estimation when it's a generic code. You need to adapt the frequency according to the reality of the field : depending on where you are - in the middle of the desert in a sand storm or in a city, the frequency with which your equipment needs to be cleaned is different.

- Go to **“ALL FAMILIES SCHEDULE”** in the maintenance module.
- **Open** the preventive maintenance plan you want to change the frequency
- **Modify** the frequency and the frequency unit
- Click on **SAVE**

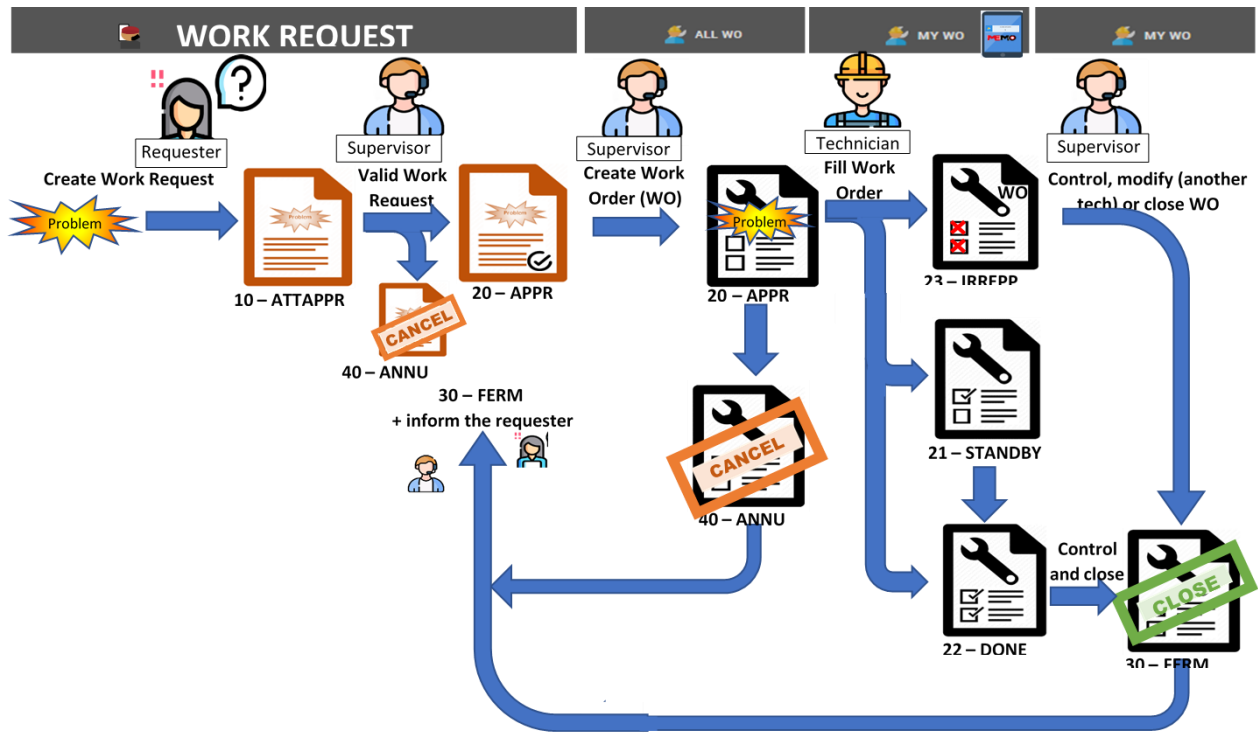
The screenshot displays the 'ALL FAMILIES SCHEDULE' interface for PM-12374. The top navigation bar includes 'Search', 'General', and 'Forecast' tabs. The main header shows the title 'ALL FAMILIES SCHEDULE' with a blue arrow icon, a 'TRANSLATE' button, and a 'SAVE' button (highlighted with a yellow oval). Below the header, the 'General' tab is active, showing fields for 'MP CODE' (PM-12374), 'EQUIPMENT CODE' (EQ-38734), 'LOCATION CODE' (BD102-HOSP-ICU), 'DESCRIPTION' ((Delta Amplon RT-6K) UNITÉ ÉLECTRO), 'MSF NUMBER' (UPS-004), and 'LOCATION' (BD102 - Hospital - ICU). The 'STATUS' is 'ACTIVE' and 'EQUIPMENT STATUS' is 'ACTIF'. Two sections, 'INFO ABOUT THE LAST MAINTENANCE' and 'INFO ABOUT THE NEXT MAINTENANCE', provide details on previous and upcoming maintenance cycles. At the bottom, the 'TIME-BASED MAINTENANCE' section is highlighted with a yellow oval, showing 'Frequency' set to '1' and 'Frequency unit' set to 'MOIS'. Other sections include 'CORRECTIVE MAINTENANCE' and 'PREVENTIVE MAINTENANCE' with 'CREATE' buttons.



## F.2 CORRECTIVE Maintenance

- *F.2.0 Process*
- *F.2.1 Create a Work Request? (Tablet)*
- *F.2.2 Create a corrective Work Order and print it (laptop / tablet)*
- *F.2.3 How to fill a corrective Work Order? (laptop / tablet)*
- *F.2.4 Filter corrective Work Order in the app “My WO” and “All WO”? (laptop)*

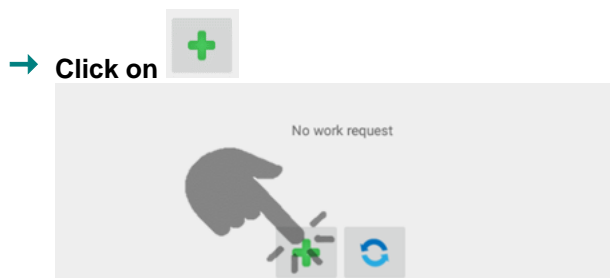
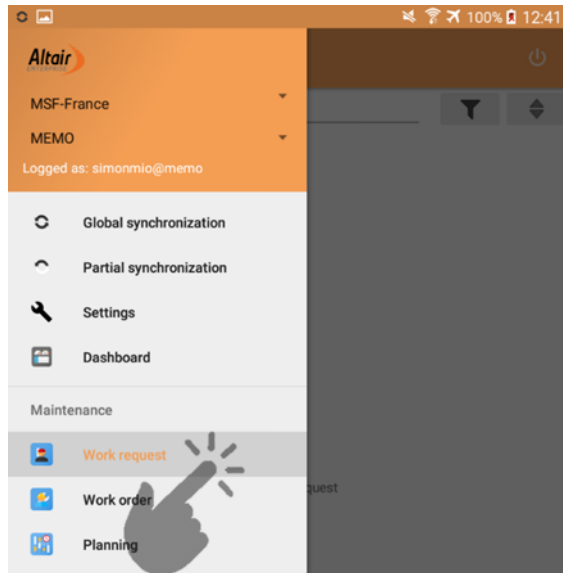
## F.2.0 Process of corrective maintenance



## F.2.1 Create a Work Request (Tablet)

**Note :** To create a Work request from the computer, please check the [A.5 How to create a Work Request \(computer\)](#)


→ In the MEMO on the tablet, **open the Work Request application**



→ **Fill information about the problem** : be as precise as possible

*Tips :* You can scan the EQ to automatically fill the EQ number and its location.

→ **Save:** Click on the bottom 

→ **Synchronize** 

New Work request creation

INFO

Description

Location

Equipment

Symptom

Status

10-ATTAPPR

Requester

New Work request creation

INFO

no power when I turn on

CD111 - CD111 - Projet Bambu

EQ-18484 - HAE-121

Symptom

Status

10-ATTAPPR

Requester

nurse supervisor

Work request

Research

no power when I turn on (1673876509350)

Loc.: CD111 - Projet Bambu (CD111) - Eq.: HAE-121 (EQ-18484)


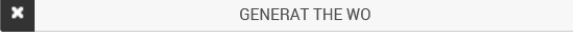



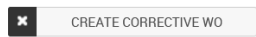
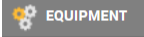



Creation date 16/01/2023 12:43:08

No work request




## F.2.2 Create a corrective Work Order and print it (laptop / tablet)

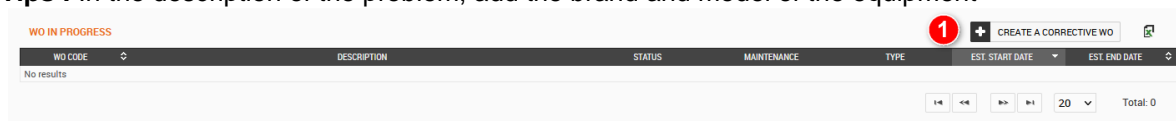
There are 5 ways to create a corrective WO:

-   (after approved the WR) (Only LogSup or more)
-  
-  (after open 1 Preventive Maintenance PM-XXXX):  

-  (after open EQ-XXXX), from the tab "WR - WO" the bottom:  (Only LogSup or more)
-  (from the tablet): . It isn't possible to change from the tablet the person in charge and the date : it will be affected to the account of the tablet and the date of today.

Follow the detail with the method from the EQ. This method should be the primary one that you use because you can see easily if the WO is already created or not :

- Open the equipment sheet from the  application
- Go to the tab "WR - WO"
- Check if a WR is already open for the problem > if this is the case, open the WR and generate the WO from here.
- Check if the WO isn't already created (WO in progress and WO history)
- Click on **CREATE CORRECTIVE WO**







**Tips :** In the description of the problem, add the brand and model of the equipment



### To print the WO

[Follow the instruction here](#)

### For the tablet

- Click on the menu  after the option  **Work order**
- Click on the button 
- Fill the description : nature of the problem. And add the brand and model of the equipment at the end.
- Click on  to scan the QR code or bar code. His location is filled automatically. it is possible to click on the word "equipment" to open the tree view and select the equipment by clicking on the button 
- Click on Save 

**Point of vigilance :** a WO created from the tablet is necessary with the name of the user as person in charge of this WO. The date of schedule is necessary today. To modify these information, synchronize and modify from the website in the application ALL WO

## F.2.3 Fill a corrective Work Order?(laptop / tablet)

Follow the [F.1.6 Fill a preventative Work Order \(Tablet / computer\)](#)

### Particularity:

- **There is no option to “validate operation”.** This is because it is a corrective WO so we don't know what work needs to be done.
- To fill the **measurement**, in the chapter "Measurement table", fill the measurement point and click on the bottom "valid measurements". The measurement will disappear of this table, to reappear inside a new table created automatically below in the chapter "Measurements taken on this work order". Don't fill again the measure.

**Point of vigilance** : by default, the date of the measurement is the date of today. If you are filled the WO few days after, you need to change the date to the date of the intervention.

**Point of vigilance laptop**: when you click on "validation measurement", you will lost the information no saved. So save before to fill the measurement point or start with this information.

- **For the report**: because there is no validation operation, you need to be more precise:
  - What was the cause of the problem?
  - What were the consequences: be precise (left, right?...), the error message (Error 404...)
  - What has already been tried to fix the problem
  - Which solution, if any, worked
  - A general review of the EQ : is it working propely? in degraded mode? Point of vigilance for the next use?

Some others information can be useful :

- Who participates to do the maintenance? Extranal compangy, country specialist?...
- Specific information like the list of spare spare, their origin (new, from a old equipment, from a specific shop)...

Example of WO filled with the tablet

- Report

12:18 Thu, 1 Feb 98%

Work order 1706785851957

INFOS **REPORT** OPERATIONS MEASUREMENTS SPARE PARTS DOCUMENTS

---

EQ-61733 - CON-027 [Barcode]

BD108-HOSP-MAT - BD108 - Hospital - Maternity [Barcode]

---

Status  
22-DONE

Maintenance Type  
CORR

---

Real start date  
01/02/2024 13:05 ✕

Real end date  
01/02/2024 13:15 ✕

---

☐ Need Shutdown

Shutdown Duration  
00H00

---

Report

sieve bed too old because concentrator use full time in this service.  
So % oxygen not enough high. Replaced the sieve bed by new  
one. After measure the concentrator is working properly. back to the  
service.

[Save] [More]

### ○ Measurements

Work order 1706785851957

INFOS REPORT OPERATIONS **MEASUREMENTS** SPARE PARTS DOCUMENTS

Search

---

% of oxygen (ME-28666) Last measure on 13/08/2023: 91.00 +

99.0  
1 February 2024 12:19 ✎ ✕

### ○ Spare parts

Work order 1706785851957

INFOS REPORT OPERATIONS MEASUREMENTS **SPARE PARTS** DOCUMENTS

---

✓ (CONC. NL INTENSITY 10L) TAMIS BE186-1R / SIEVE (EEMDCONS04)  
BED BE186-1R +

Reserved qty: 0.00 - Issued qty: 1.00

## F.2.4 Filter corrective Work Order in the app “My WO” and “All WO” (laptop)

**My WO** : use the pre-established filter

**All WO** : The last column is empty for corrective WO, sort by order

## F.3 FOLLOW UP Maintenance

- *F.3.1 Check that the maintenance is carry-out (laptop)*
- *F.3.2 Close a Work Order? (laptop)*
- *F.3.3 See archived Work Orders*
- *F.3.4 Extract the measurement points*
- *F.3.5 Cancel Work Order*

only from laptop



### F.3.1 Check that the maintenance is carry-out



#### Vehicle / generator :

- Go to **MECA SCHEDULE**
- Check that there is no negative value (in red) in the "Remaining amount" column







#### Laptop

- Go to REPORTING
- Download the MSF report 315 - Maintenance - IT
- Make a filter on the active EQs, and check that maintenance is carried out (if color = problem)

### Others families

- Go to **ALL WO**
- Use the [pre establish filter](#) to **check the number of WO cancelled**
- **Check the WO** already created (cancel the pre establish filter)

PROGRESS STATE	MEATING AND ACTIONS
 PLANIFIE / SCHEDULED	<b>Nothing to do</b>
 APLANIFIER / TOSCHED	If it's a preventive maintenance WO : <b>schedule information is missing</b> : can be either no date scheduled or no person in charge If it's a corrective WO : <b>can be okay or or can be due to missing schedule information</b>
 ENRETARD / LATE (7 days after the schedule date)	<b>Check with the person in charge</b> of the maintenance the schedule : Another schedule? Need another resource to do it? Cancel?
 TERMINE / COMPLETED	<b>Need to be closed</b> > Go to my WO to check and close it

**Tips** : check the WOs at least once a week and the maintenance plan schedule at least once a month

### F.3.2 Close a Work Order (laptop)

→ Before closing the WO, the person in charge to do this action in MEMO **needs to check if all information is properly filled** :

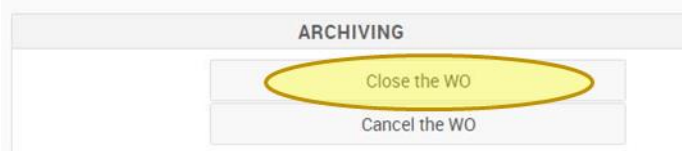
- Person in charge
- Sub contractor? If yes : price of the intervention + report attached to the EQ
- All measures filled?
- All operation validations filled? (Y/N)
- If No > comment to explain why
- All spart parts are filled (quantity) + compared to the history of the report to make sure that none are missing
- Date and HOUR filled and make sense: duration in relation to the nature of the intervention
- The report is filled and precise

→ If any of the above information fields are missing : inform the person in charge to fill it to correct the WO

**Note:** Be careful: the WO will close automatically after 7 days when the status is “22 – DONE”.

**Tips:** You can change the status to “20 – APPRO” to stop this deadline.

→ Change the status to “**30-Close**” from the application MY WO by clicking on **CLOSE THE WO**



→ Or from the application ALL WO by clicking on the **icon CHANGE STATUS** on the top and click in the **arrow of 30-FERM**

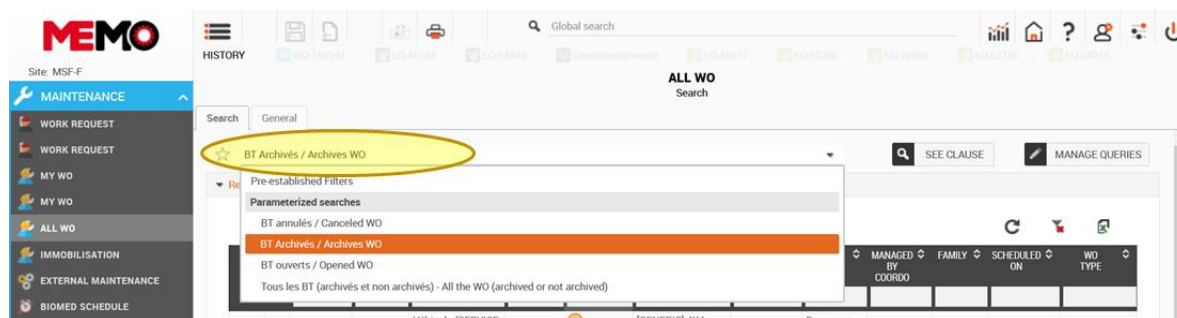
**CHANGE STATUS**

SEL	CODE	DESCRIPTION
	20-APPR	Approuvée / Approved
	21-STANDBY	En attente / Pending
	23-IRREP	Irréparable / Unrepairable
	24-NEWINTERVENTION	Nouvelle intervention attendue / New intervention needed
	30-FERM	Fermée / Closed

## F.3.3 See archived Work Orders

### Option 1 : online

- Open the application “ALL WO”. By default, you only see those WOs that are open.
- Use the **pre-established filters** and choose “**Archived WO**” or “All WO (archived or not archived)” to see the archived WO. By default, you see only the open WO.



### Option 2 : Download the report

- Open the application “Reporting”, in general data.
- In the folder **3.2 “All families”**, click on the report “**MSF221 - Work orders Report (MSF221)**”
- Select between which dates you want the report (date of creation)

**MSF221 - Work orders Report**

QUICKREPORTING PARAMETERS

\* Organisation

\* Site

\* MISSION / PROJECT (Ex. HT1 or HT101)

\* Family

\* From

\* to

QUICKREPORTING FORMAT

☐ PDF

☒ Excel (xlsx)

☐ Word (docx)

✓ LAUNCH

## F.3.4 Extract the measurement points

### Introduction

Some equipment have one or more measurements. Example : oxygen concentrator have different measures points : numbers of hours, % oxygen, flow at 5l/min...


Some measure points are to information the use (number of hours, kilometers) and some others measures point are an performance indicator of the equipment. A limit can be defined by the technical referent (low limit and/or high limit).

Example with oxygen concentrator :

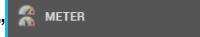
numbers of hours of the concentrator : information about the use


% oxygen : performance indicator. Limit : need to be more than 90%.

If the measure is out of limit, the measurement point would appear in red in the WO in the laptop, and would appear with a green tick (check mark)

OUT OF LIMIT ?					
					
MEASUREMENTS TAKEN ON THIS WORK ORDER					
MEAS. POINT CODE	DESCRIPTION	CATEGORY	TYPE	MEASURE	MEASUREMENT DATE
ME-8365	Nb d'heures d'utilisation / Hours of use	USAGE-H	COMPT	1037,00	17/01/2024 11:56
ME-8369	Débit d'oxygène / Oxygen flow (L/min) @8L/min	DEBITO2-8	MESURE	7,00	17/01/2024 12:01

### To extract the last measurement for the same type measure point for all EQ

- Open the application “**METER**”  in the module **MAINTENANCE**.
- **Realise the filters needed to see only the measure point you want.** In "description" by the name of the measure point and a filter in "num" with the MSF number or in "Equipment" with a keyword like brand or model. You can do a filter with the status to extract only the active EQ. You can also use the [criteria filter](#) to filter by type.

→ Click to the **excel icon** at the top right of the table. 

Results									
CODE	DESCRIPTION	EQ	NUM	EQUIPMENT	FAMILY	STATUS	LAST METER	DATE	
	hours of use		CON			ACT			
ME-3903	Nb d'heures d'utilisation / Hours of use	EQ-11264	CON-015	CONCENTRATOR O2 (DeVilbiss 51 5KS+OSD) 220V 365W + access.	BIOMED	ACTIF	9444,00	08/04/2024 15:04	
ME-3909	Nb d'heures d'utilisation / Hours of use	EQ-11265	CON-016	CONCENTRATOR O2 (DeVilbiss 51 5KS+OSD) 220V 365W + access.	BIOMED	ACTIF	8639,00	19/03/2024 09:45	
ME-3921	Nb d'heures d'utilisation / Hours of use	EQ-11268	CON-019	CONCENTRATOR O2 (DeVilbiss 51 5KS+OSD) 220V 365W + access.	BIOMED	ACTIF	5155,00	08/04/2024 15:09	
ME-3957	Nb d'heures d'utilisation / Hours of use	EQ-11275	CON-026	CONCENTRATOR O2 (DeVilbiss 525KS) 5l, 220V + access.	BIOMED	ACTIF	3195,00	19/03/2024 09:53	
ME-3970	Nb d'heures d'utilisation / Hours of use	EQ-11279	CON-031	CONCENTRATOR O2 (New Life Intensity) 10l, 230V, 50 Hz + acc.	BIOMED	ACTIF	10966,00	14/03/2024 10:34	
ME-3977	Nb d'heures d'utilisation / Hours of use	EQ-11280	CON-032	CONCENTRATOR O2 (New Life Intensity) 10l, 230V, 50 Hz + acc.	BIOMED	ACTIF	18231,00	08/04/2024 15:55	
ME-3997	Nb d'heures d'utilisation / Hours of use	EQ-11284	CON-036	CONCENTRATOR O2 (New Life Intensity) 10l, 230V, 50 Hz + acc.	BIOMED	ACTIF	21580,00	09/03/2024 17:05	

### To extract all measurements for one equipment

- Open the app **EQUIPMENT**
- Go to the tab **Measure point**

→ Click to the **excel icon** at the top right of the table.



### **To extract all measurements for all equipment**

→ Contact the memo support for this request.

### F.3.5 Cancel Work Order

Many reasons can result the need to cancel a a lot WO already generated by MEMO or create in advance manually :

- EQ back to stock and the status in MEMO wasn't update (or OUT) : the maintenance plan is still active.
- Too many WO were planned the same week compared to the work load of the person in charge
- Technician unavailable (holidays, sick...) without be replace
- EQ under repair during a long period, and the preventive maintenance plan is still active
- The maintenance was done long time ago, but MEMO wasn't updated.

It is important to manage the open WO to give the visibility to the technician about the work need to be done.

**It should only have an open preventive WO for one equipment.**

A [pre establish filter](#) from the ap EQUIPMENT help to identify quickly the EQ who have 2 work orders or more open.

For the 1st scenario, (equipment under stock, OUT), you just need to change the status of the EQ : automatically the preventive maintenance plan will be inactivate and all WO would be cancelled.

For the other cases :

- ➔ Open the application **ALL WO** in the module **MAINTENANCE**
- ➔ Filter to have only the WO you want to cancel (example : status 20-APPR, progress state LATE, type of maintenance "mensuel" (monthly))
- ➔ Select all WO by using the tick (check mark) on the top of the column (the selection is only for WO visible in the active page)
- ➔ Click on the bottom "change status"
- ➔ Click on the target bottom "40-ANNU"

**Tips :** if the cancellation are link with a bad schedule, follow the practical sheet of [verification the schedule](#), and the practical sheet about [re schedule the maintenance plan](#).

**Tips :** the WO are generated one week before the schedule date. If you don't have realize the maintenance, the next WO would be maybe generated in few days or already generated. So you can cancel :

- WO that has a bi monthly frequency after 1 week late
- WO that has a monthly frequency after 2 weeks late
- WO that has a quarterly frequency after 2 months late
- WO that has a bi annual frequency after 4 months late
- WO monthly when the quarterly/bi annual maintenance scheduled the last month isn't yet done

# CHAPTER G / FLEET MANAGEMENT BY FAMILIES

## Motorize Fleet Management

- G.1.0 Process MFM
- G.1.1 Creation Reception Vehciles or generators
- G.1.2 Rental vehicle
- G.1.3 Follow the service A B C
- G.1.4 Creation preventive and corrective work order (internal and external)
- G.1.5 Fill fuel consumption for a vehicle / generator / motorpump
- G.1.6 How to follow the technical inspection and insurance for vehicle deadline?
- G.1.7 Analysis of the fleet: report

## Energy

- G.2.0 Process Energy
- G.2.1 Fill the energy production et consumption
- G.2.2 Analyse data about energy

## Radiocom

- G.3.1 Follow the communication bills for satellite phones

## Incinerator

- G.4.1 Fill fuel consumption and waste quantity for incinerator

## Biomed

- G.5.1 Analysis biomed fleet

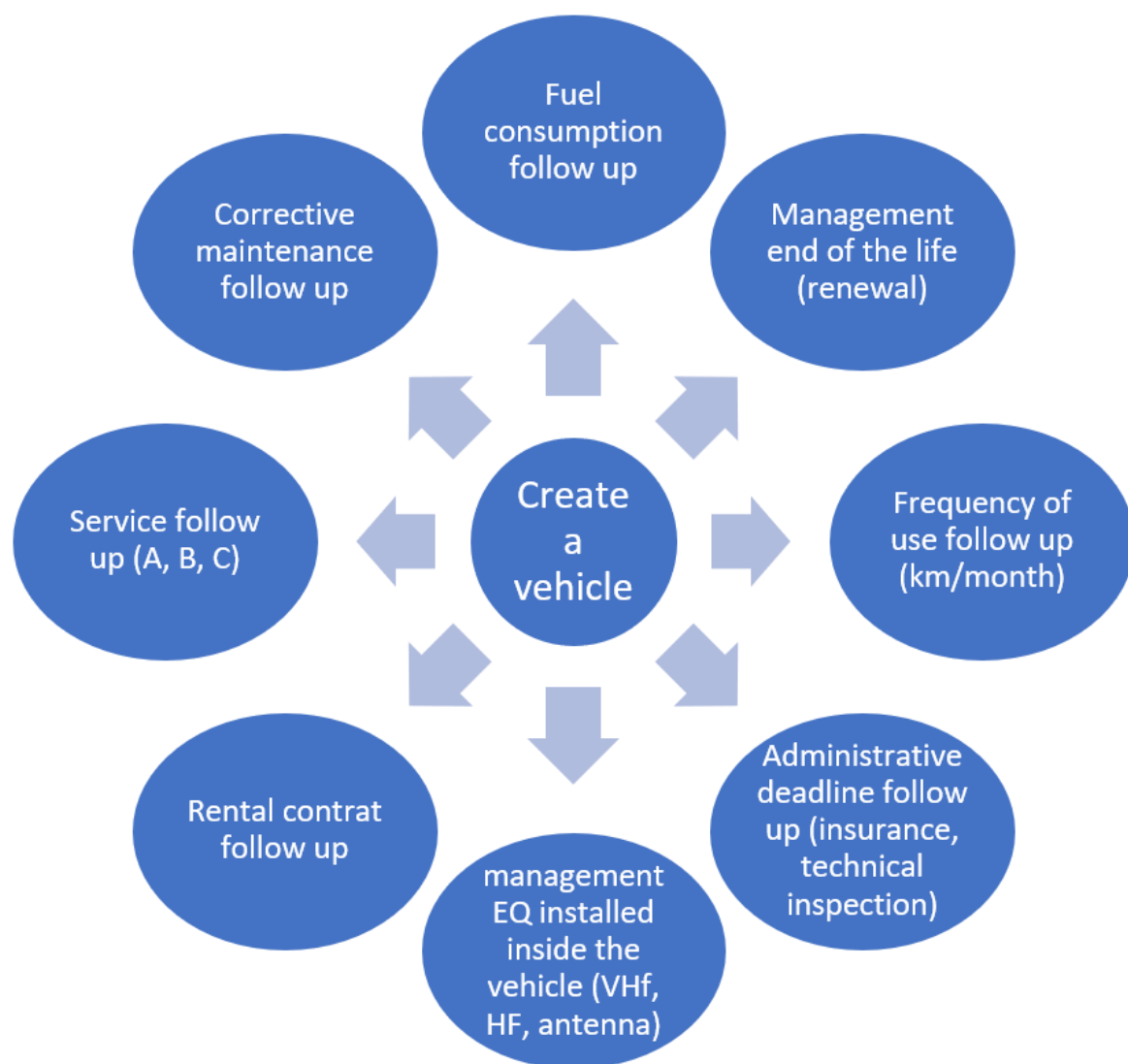
# G1. MFM Motorize Fleet Management

## Motorize Fleet Management

- G.1.0 Process MFM
- G.1.1 Creation Reception Vehciles or generators
- G.1.2 Rental vehicle
- G.1.3 Follow the service A B C
- G.1.4 Creation preventive and corrective work order (internal and external)
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- G.1.6 How to follow the technical inspection and insurance for vehicle deadline?
- G.1.7 Analysis of the fleet: report



## G.1.0 Process MFM



## G1.1 Creation Reception of Vehicle GM

### Practical sheet : create an equipment

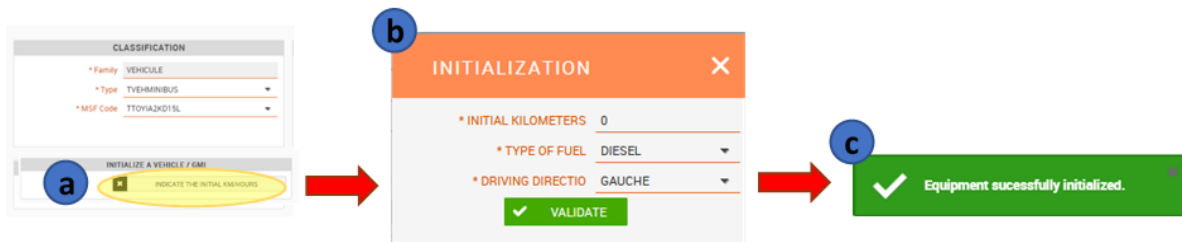
#### Specific for Vehicle and Generator

##### 1) Initialization

Search General

In the General tab, when you create an equipment with a counter, an extra line at the bottom appears below classification to initialize the counter: number of hours for a generator, and kilometres for a vehicle.

- Click on the button "Indicate the initial KM/hours".
- A new window will open where you can enter: the initial mileage for vehicles / the initial number of hours for GMI equipment.
- Once all the parameters have been entered and you have clicked on the button, a GREEN window will open to confirm that the equipment has been initialized)



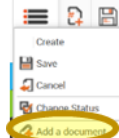
##### 2) Technical specification

To access the tab "technical specifications", click on on [Fleet management] then

- [Vehicle] if the equipment is a vehicle
- [G-M-I] if the equipment is a GMI

Open the sheet of the newly created equipment and fill in data on the "Technical specifications" tab. To finish, click on the button SAVE

##### 3) Attach specific documents



Attach to the equipment the various supporting documents (*donation certificates, loan certificates, rental contracts, invoices, etc*) [\(D.5 Attach a document to the EQ and consult them ? \(PC and Tablet\)](#) and in addition :

- GMI : Picture of the nameplate, bill
- Vehicles : photocopy of the bill, and engine numbers

## G.1.2 Rental vehicle

For main interest of register the loan vehicle (or generator) in MEMO is to centralize the fuel consumption, and to have a exhaustive report about this topic.

According to how MEMO is working, the fuel consumption will start only the next month after the activation. Example : you start to rent a vehicle the 7th of July, the 1st fuel consumption follow up will be filled the 1st of September the consumption during august. So if you don't rent a vehicle more than 2 months, is better to follow separate than MEMO your fuel consumption of your rental vehicle (use as template the report MSF300 Fuel consumption follow up)

If you rent your vehicle or generator for a long period, you can create on MEMO :

- **Create the rental company** in MEMO by following the practical sheet [manage a contract with external company](#)
- **Create the rented vehicle** in MEMO by following the [practical sheet about the creation](#) and the [specificity of vehicle](#)

If you have a lot of rented vehicle and you don't want to follow them individually but you want to have the fuel consumption on MEMO,

- **Create only a vehicle with the description "group of rental vehicles"**
- initialize this vehicle with 0 kilometer,
- Every months filled the number of kilometer done (begin of the month record in MEMO + the quantity done by all the fleet during this month). And for the fuel consumption : the total of the refuel during this month.

If you rent a car every month but different vehicle, you can keep this vehicle active for follow the fuel consumption of different vehicles during different months

## G.1.3 Follow the service A B C

To use this tool which helps you to schedule the preventive maintenance, you must fill beforehand :

- Fuel consumption ([Fill fuel consumption for a vehicle / generator / motopump](#))
- The Work Order of the last service done ([F.3.2 Close WO](#))

Example 16/01/2023

		Information about the last service			Information about the next service		Information about the last measure		calculation		Information about the next service	
CODE	EQUIPMENT MSF NUMBER	LAST SERVICE TYPE	LAST SERVICE SCHEDULED ON	LAST SERVICE REALIZED ON	LAST SERVICE HOURS/ KM	NEXT SERVICE TYPE	NEXT SERVICE ESTIMATED FOR	LAST MEAS. HOURS / KM	LAST MEAS. DATE	LOCATION	EVAL. CURRENT HOURS / KM	REMAINING AMOUNT
	MOB									ML122		
PM-8067	MOB45	SERVICE A	02/08/2022	27/10/2022	75062	SERVICE C	19/02/2023	77690,00	31/12/2022 00:00	ML122-BURE	78438,00	1624,118
PM-5989	MOB44	SERVICE C	06/10/2022	11/10/2022	71009	SERVICE A	28/01/2023	74820,00	31/12/2022 00:00	ML122-BURE	75493,00	516,00
PM-2424	MOB51	SERVICE A	01/06/2022	27/06/2022	137250	SERVICE C	23/02/2023	138585,00	31/12/2022 00:00	ML122-BURE	139653,00	2597,476
PM-12487	MOB53	SERVICE C	11/06/2022	27/04/2022	44028	SERVICE A	18/02/2023	35520,00	30/04/2022 09:32	ML122-BURE	47845,00	1183,876

Date of Today + (remaining amount before the next service ÷ Average km/day) = Estimation date of the next service

Last measure + Average km/day \* (Date of Today – date of the last measure) = Estimation Km Today

Km/hours Last service + Km between 2 service – Estimation Today Km = Remaining amount before the next service

MECA SCHEDULE  
PM 8067

TRANSLATE SAVE

Search General

INFO ABOUT THE LAST SERVICE

Code: WD141344  
Type: SERVICE A  
Status: 30 FERM  
Status Date: 14/11/2022 11:24  
Hours/KM:

INFO ABOUT THE NEXT SERVICE

\* N° cycle: 40  
Type: SERVICE C  
\* Planning date:

CORRECTIVE MAINTENANCE

CREATE CORRECTIVE WO

PREVENTIVE MAINTENANCE

CREATE PREVENTIVE WO

TIME-BASED MAINTENANCE

Frequency:  
Frequency unit:

METER-BASED SERVICE

To be launched each (h or km): 5000  
Meter Code: ME-9420  
Meter Type: Kilometer

Hours/KM of last service: 75062,118  
Hours / KM estimated (today): 78438,00  
Next service estimated date: 19/02/2023 00:00  
Last Hours/KM: 77690,00  
Date: 31/12/2022 00:00

Remains to be done: 1624,118  
Average / day: 40,739

## G.1.4 Creation preventive and corrective work order (internal and external)

### Preventive workorder

The preventive workorder needs to be created by the logistics team when the maintenance plan is with the status "MANUAL".

- **Open the MECA SCHEDULE application, and open the preventative maintenance plan** of the equipment.
- Check this isn't already a preventive work order open in "info about he last service" (Status : 20-APPR)
- Click on the bottom **CREATE PREVENTIVE WO**  
A pop up open

- **Fill the pop up** : choice the service,
- Fill the **labour in charge** (the box is like a search bar)
- Fill if the equipment is done by a **subcontractor or intersection garage** ([need to be create in compagny before](#))
- Click on **GENERATE**
- Click on **VIEW GENERATED ELEMENTS**

- If you send the vehicle to the intersection garage, click on **print reporting**  and choice the

report MSF230 Work form (mechanic)

- In the **description** of the WO, the service is already pre-filled, **you can add the number of km of the service** (example Service A 15000km)

Now the WO is created, [you need to fill it](#)

## **Corrective workorder**

The creation of a corrective WO is identical to other families. Follow the [instructions in this practical sheet F.2.2.](#)

## G.1.5 Fill fuel consumption for a vehicle / generator / motorpump VEHICLES

→ Go to the application **VEHICLE** on the FLEET MANAGEMNET module

The screenshot shows the MEMO FLEET MANAGEMENT interface. The left sidebar contains navigation options: MAINTENANCE, FLEET MANAGEMENT, BIOMED, VEHICLE, G-M-I, SATELLITE - GPS, IT - COMPUTERS, IT - CONNECTIVITIES, RECEPTION, SAV, OUT OF THE FLEET, INVENTORY STATUS, INVENTORIES FOLLOW-UP, and ADDITIONAL. The main area displays the VEHICLE search results table.

CODE	PROJECT	MSF NUMBER	STATUS	DESCRIPTION	MODEL	MILEAGE (KM)	MODALITY	PLATE	TECHNICAL INSPECTION	EXPIRATION OF INSURANCE	OTHER DUE DATE
EQ-62014	MG126	F065 - HSP	ACTIF	Terrecan - Fidelis 034 26 433 92	TERRECAN BREAK		LOCATION	2550 TBF	11/01/2023	16/04/2022	
EQ-63097	MG126	F069 - HSP	ACTIF	Hyundai - Airmé 034 82 019 29	NN81 XP	190140,00	LOCATION	0511 TBO	23/04/2022	18/04/2022	
EQ-63633	MG130	BOAT 01	ACTIF	Bateau	A500	1,00	ACHAT/LOCAL				
EQ-59793	MG128	F009 - Hanga	OUT	4x4 - Patric 034 59 336 16	PATROL	271585,00	LOCATION	0752 TAA		28/03/2022	
EQ-16217	PK126	MOB-039	ACTIF	MINIBUS 4x2 (Hiace KDH) 15 seats, diesel RHD	HIACE	154439,00		ACF326		31/12/2022	30/11/2022
EQ-16216	PK101	MOB-038	ACTIF	[GENERIC] Citycar	Corolla Wagon 2	133302,00		ADS 215		31/12/2022	30/11/2022

→ Select the equipment you are interested in update and go to the **CONSUMPTION** tab.

The screenshot shows the MEMO FLEET MANAGEMENT interface with the VEHICLE search results table. The 'CONSUMPTION' tab is selected for the vehicle EQ-17706. The interface displays the following information:

**VEHICLE**  
EQ-17706  
MSF NUMBER: MOB-42  
DESCRIPTION: LANDCRUISER 4x4 (H2J78) 11 seats, diesel RHD hard-top

**KM AND CONSO (ESTIMATIONS)**

Item	Value	Item	Value
Last meter value	88886,00	Meter Measurement Date	31/03/2022 00:00
Travelled KM (30 days)	716	Travelled KM (1 year)	16861
Consu L (30 days)	92,00	Consu L (1 year)	2227,00
L/100km (30 days)	12,85	L/100km (1 year)	13,21

**EQUIPMENT CONSUMPTIONS**

DATE (END OF THE MONTH)	KM (BEGINNING OF THE MONTH)	KM (END OF THE MONTH)	KM DONE	FUEL QUANTITY	AVERAGE CONSUMPTION (L/100 KM)	MODIFY THE MEASURE
31/03/2022	88170,00	88886,00	716	92	12,85	
28/02/2022	86977,00	88170,00	1193	147	12,32	
31/01/2022	85539,00	86977,00	1438	183	12,73	
31/12/2021	84213,00	85539,00	1326	170	12,82	
30/11/2021	82534,00	84213,00	1679	213	12,69	

Total: 63

Under this “consumption” tab, you will find all fuel consumption history for the selected equipment.

→ **Check the first line:** if correctly filled, it should display the same figure for the KM at the beginning of the month than the KM for the end of the previous month.

**EQUIPMENT CONSUMPTIONS**

DATE (END OF THE MONTH)	KM (BEGINNING OF THE MONTH)	KM (END OF THE MONTH)	KM DONE	FUEL QUANTITY	AVERAGE CONSUMPTION (L/100 KM)	MODIFY THE MEASURE
31/03/2022	88170,00	88886,00	716	92	12,85	
28/02/2022	86977,00	88170,00	1193	147	12,32	
31/01/2022	85539,00	86977,00	1438	183	12,73	
31/12/2021	84213,00	85539,00	1326	170	12,82	
30/11/2021	82534,00	84213,00	1679	213	12,69	

Total: 63

**Note:** each 22nd of the month a new line will be automatically generated for the ongoing month.

→ To update the data for the ongoing month, **click on the following icon** . A pop-up will appear.

→ **Update the “KM at end of the month” value** (value you can read on the vehicle meter) **and the total amount of fuel used** by the equipment during the month then **click on VERIFY**

**TUFIOUL** ✕

Date: 31/03/2018

Km beginning of month: 165121,00

Km end of month: 0,00

Km performed: 0

Fuel consumed (L): 0,00

Fuel rate (L/100Km):

✓ VERIFY SAVE

MEMO will calculate “KM performed” during the month and the average fuel consumption (L/100km). You will get an alert in case of any typing errors.

**Tips:** This total quantity of fuel burned corresponds to the quantity of fuel refueled provided that when refueling on the last day of the previous month and refueling this month were done, the refueling was until the entire tank was filled.

If refueling was not done on the last day of the month, note the number of kilometers on the last day of refueling. In our example, the fuel was filled every Friday. It was not done on Tuesday the 30th, so it is necessary to note in MEMO the mileage and the quantity of fuel of the 26th.

Mo	Tu	We	Th	Fr	Sa	Su
lu	ma	me	je	ve	sa	di
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

**Note:** you will get an alert on vehicles if:

- the calculated KM result is above 10000km
- the calculated consumption is located below 1 litre / 100 km or above à 100 l / 100 km.

When a mistyping is detected (example: adding an extra digit), the value display in red and you will get the following message : «entered information seems to be invalid» you can double check the value then modify and validate.

→ When there is no input error the values are displayed in green. **Click SAVE**



TUFILOUL
✕

Date 31/03/2022

Km beginning of month 43874,00

\* Km end of month 44583,00

Km performed 709

\* Fuel consumed (L) 115,00


Fuel rate (L/100Km) 16,22

✕ VERIFY
✕ SAVE

## GM (GENERATORS, MOTORPUMPS)

- Go to the “GMI” application through the FLEET MANAGMENT module then follow the same step than for the vehicles

CODE	PROJECT	MSF NUMBER	STATUS	PHASES TYPE	KVA	HOURS	DESCRIPTION	BRAND	SERIAL NUMBER
EQ-2053	ML106	GENE03	ACTIF	3-PHASES	8	1350,00	GENERATEUR	SDMO	K913009707
EQ-63640	MG130	BOAT 01 Moteur	ACTIF			1,00	Moteur 40CH	PARSUN	0
EQ-16274	PK101	GEN-033	ACTIF	3-PHASES	30	6013,00	GENERATOR (FG Wilson P30P) 30KVA 400V 50Hz, diesel, silent	FG Wilson - Perkins	FGWPEPP4KETH16216
EQ-17123	PK101	GEN-021	ACTIF	1-PHASE	5	346,00	GENERATOR silent (Pramac P6000a) 5.5KVA 230V 50Hz, diesel	PRAMAC	PWR0051496
EQ-12166	KE150	GEN-013	ACTIF	1-PHASE	16	4290,00	GENERATOR (PERMANENT/FIXED) 013, FG WILSON L17.5, 17.5KVA	FG WILSON	00080484LPW4A081
EQ-16219	PK101	GEN-035	ACTIF	3-PHASES	20	916,00	[GENERIC] Generator	CUMMINS	F16R136785
EQ-10124	PG113	GEN-008	STOCK		4	425,00	GENERATOR, 4KVa	HYUNDAI	XP13071537X
EQ-6638	LR109	GEN-010	ACTIF	3-PHASES	25	21597,00	Deutz Kirsch LDW 602/B1, 25KVA, 400V, 36 Amps, 3 Phases	Deutz Kirsch	25136474
EQ-31247	LR109	GEN-015	ACTIF	3-PHASES	55	11870,00	FGWilson P55-3, 55KVA, 400V, 72 Amps, 3 Phases	FG Wilson	FGWPEP22TBMU12079

- Select the equipment you are interested in update and go to the **CONSUMPTION** tab. Under this “consumption” tab, you will find all fuel consumption history for the selected equipment.
- Check the first line: if correctly filled, it should display the same figure for the hours at the beginning of the month than the hours for the end of the previous month.
- To update the data for the ongoing month, click on the following icon . A pop-up will appear.
- Fill the h end of the month, Fuel consumed (L) and kWh end of the month
- Click on **VERIFY** and **SAVE**

**Note:** for a GMI you will get an alert if:

- the calculated monthly working hours are above 800 hours
- the calculated fuel consumption is located below 0,8 litres / hour or above 80 litres / hour.



## Particular situation: reset of the number of hours for a generator:

- When you change the panel of the generator, sometimes the number of hours restarts from 0. In this case, contact [memo@paris.msf.org](mailto:memo@paris.msf.org)

## G.1.6 How to follow the technical inspection and insurance for vehicle deadline?

### Fill in the information

- Go to the application “**VEHICLES**” in the module Fleet Management
- **Open the vehicle** you want to update
- Click on the tab “**Technical Specifications**”
- **Fill the deadline**

**Tips :** you have in addition of the Government technical inspection and expiation insurance, the possibility to add an extra administrative deadline : fill the name of the administrative task, and the date of the deadline

The screenshot shows the MEMO application interface. On the left is a sidebar with navigation options like MAINTENANCE, WORK REQUEST, MY WO, ALL WO, IMMOBILISATION, EXTERNAL MAINTENANCE, BIOMED SCHEDULE, MECA SCHEDULE, METER, ALL FAMILIES SCHEDULE, MAINTENANCE PLAN, FLEET MANAGEMENT, BIOMED, and VEHICLE. The main area displays the 'VEHICLE' form for EQ-4091. The 'Technical Specifications' tab is active. The 'ADMIN DATA' section is highlighted with a yellow oval, containing the following information:

Field	Value
Government technical inspection	01/01/2023
Expiration of insurance	28/01/2023
Other administrative due	yellow card 1/year
Date of deadline	12/10/2023

### Follow the deadline

- Go to the application “**VEHICLES**” in the module Fleet Management. The last column of the table is for follow the administrative deadline:

The screenshot shows the 'VEHICLES' table in the MEMO application. The table has the following columns: CODE, PROJECT, MSF NUMBER, STATUS, DESCRIPTION, MODEL, MILEAGE (KM), MODALITY, PLATE, TECHNICAL INSPECTION, EXPIRATION OF INSURANCE, and OTHER DUE DATE. The 'TECHNICAL INSPECTION' column is highlighted with a yellow oval, showing dates like 01/01/2023 (red) and 28/01/2023 (orange).

CODE	PROJECT	MSF NUMBER	STATUS	DESCRIPTION	MODEL	MILEAGE (KM)	MODALITY	PLATE	TECHNICAL INSPECTION	EXPIRATION OF INSURANCE	OTHER DUE DATE
EQ-4091	TE201	MOB-448	ACTIF	LANDCRUISER 4x4 (HZJ78) 11 seats, diesel RHD hard-top	HZJ78R-RJMRS	2000,00	ACHAT/INT		01/01/2023	28/01/2023	12/10/2023

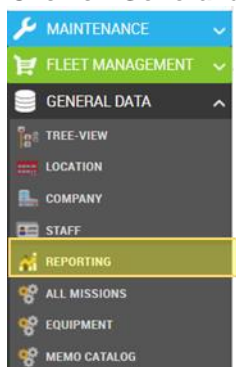
- **RED:** the deadline has passed
- **ORANGE:** the deadline is less than 1 month
- **No color:** the deadline is more than 1 month

**Operational advice :** realize all inspections, insurance, registration the same week for all the fleet : don't need to think about it every month, faster to treat the subject.

## G.1.7 Analysis of the fleet: report

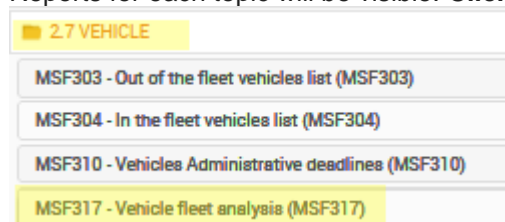
To access overview data sheets or reports to **VERIFY** the quality of the data and to **ANALYSE** the equipment management activities.

- Click on **General data** module and click **Reporting** application



- You can view the topics with reports available. Click on the folder **2.7 VEHICLE**

- Reports for each topic will be visible. Click on **MSF317 - Vehicle fleet analysis**



Into '**MISSION/PROJECT**', enter the **mission code** (example HT1) to see a report pertaining to a specific mission or the project code (HT133) if you only want to see the data on a specific project.

**Note** : it isn't possible to have a report for only 2 projects of one mission at the same time.

- **Complete the other information fields required to access the data** (example fuel consumption needs the relevant time period)
- Choose **file type** (excel, PDF...).
- Click **LAUNCH** to view report.

## G2. ENERGY



- *G.2.0 Process Energy*
- *G.2.1 Fill the energy production et consumption*

- *G.2.2 Analyse data about energy*

## G.2.0 Process Energy

In order to size our facilities and monitor and manage our consumption, particularly of fuel, it is essential to measure the amount of energy consumed. This information will enable us to adjust the sizing of energy production (generator or renewable energy), to refine the diagnosis in the event of a breakdown, and to analyse our consumption in order to improve our energy efficiency and reduce our environmental impact.

Energy consumption and production (kWh) is followed using 2 applications available in the Fleet Management Module:

- The **Energy** application – allowing the monitoring and follow-up of general consumption, secondary consumption and renewable production through energy meters.
- The **GMI** application – allowing the monitoring and follow-up of generator's energy production.

### STEP 1: Create energy meters in MEMO

- To create a new meter, refer to practical sheet [C.1 Create a new equipment](#)

**Note :** At the moment of its creation, makes sure to encode it using:

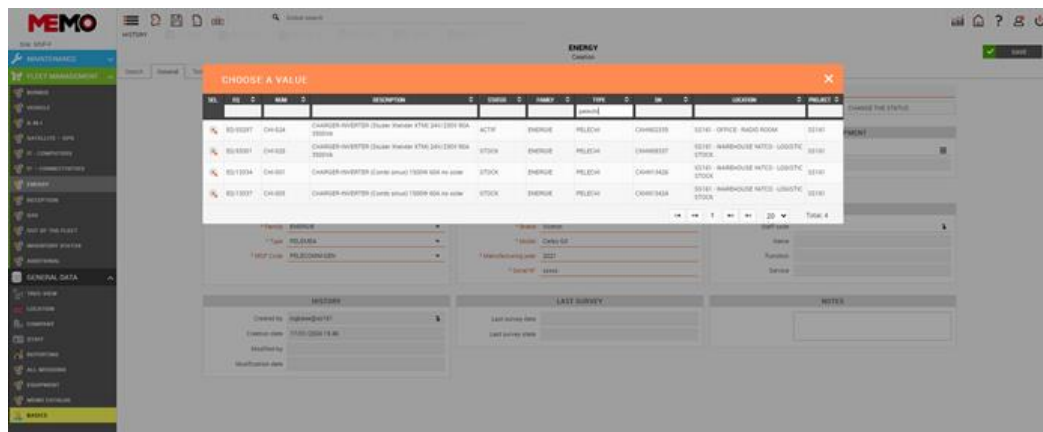
- the right MSF code: Different codes among the **PELECOMM** and **PELEMEA** types are available in MEMO catalogue according to the specific model in use
- the right MSF number: No matter its type and specific use (used for city power, general metering, secondary metering or renewable production)

the MSF number nomenclature to be used: **MTR-XXX** (for English speaking Missions) or **COM-XXX** (for French speaking Missions)

#### Specific cases

- **Solar systems**: these systems generally have their own production tally. In order to integrate these values in the consumption follow-up, a generic energy meter must therefore be created using a generic MSF code (**PELECOMM-GEN** or **PELEMEA-GEN**).  
Once created, the meter has to be linked to its concerned energy production equipment selecting a value in the PARENT EQUIPMENT box.

The screenshot shows the 'Create new equipment' form in MEMO. The 'PARENT EQUIPMENT' section is circled in red, indicating the area where a parent equipment must be selected for solar systems. The form includes fields for Equipment Code (EQ-6802), General State (EXCELLENT), Status (STOCK), MSF Number (MTR-012), MSF Code (PELEMEA-GEN), and various identification and classification details.

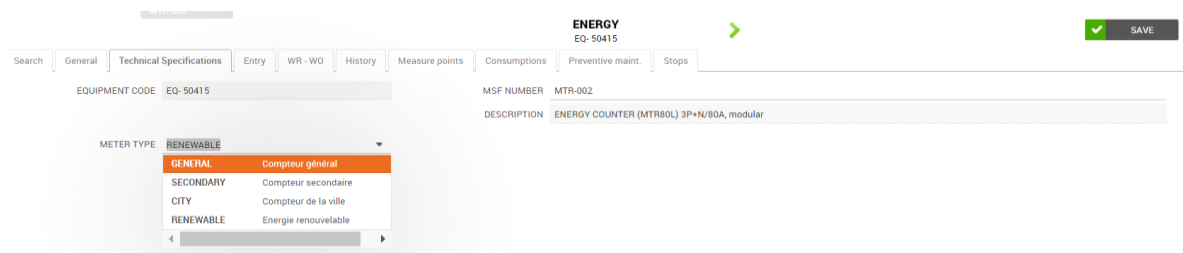


- **Generators:** For most of the generators the energy consumption is showed directly on the generator panel (DCP10, Deep Sea, some Power wizard...).

When the generator has an external energy meter such as PELECOMMW38, PELECOMMW83 or a simple meter locally purchased, the meter doesn't need to be recorded as specific equipment in MEMO.

In both cases consumptions will be recorded on the GMI application.

## STEP 2: Meters Categorization

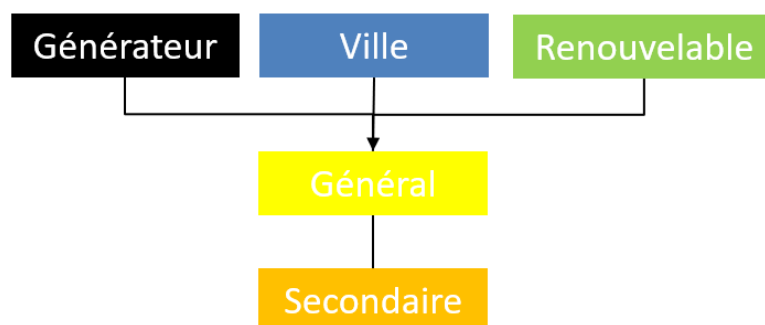


Each meter must be categorised in the Specifications tab according to its type

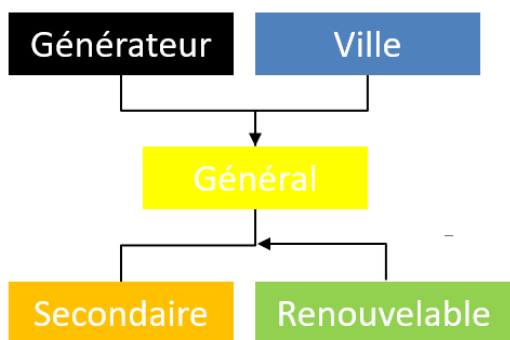
- **General** : the one installed on the main distribution board
- **Secondary** : the one(s) installed for specific metering need, AC's or specific services for example
- **City** : in general the city power meter
- **Renewable** : the meters described above, the encoded values will be the ones shown by the renewable production equipment (charge controller, pv inverters for example)

For a **Renewable meter** add its position depending on where is installed:

### Before general meter



### After general meter



- For a **secondary meter**, specify its the specific use:

**ENERGY**  
EQ- 50392

General | Technical Specifications | Entry | WR - WO | History | Measure points | Consumptions | Preventive ma

EQUIPMENT CODE EQ- 50392 MSF NUMBER EME-004

DESCRIPTION MULTIFUNCTION

METER TYPE SECONDARY

SPECIFIC USE AC energy meter

Once created, all meters can be managed via the **Energy** application in **FLEET MANAGEMENT** module:

Site: MSF-F

**ENERGY**  
Search

Search | General | Technical Specifications | Entry | WR - WO | History | Measure points | Consumptions | Preventive maint. | Stops

Pre-established Filters

APPLY TECH. PATTERN

	CODE	PBOU	NAM	DESCRIPTION	METER TYPE	BRAND	MODEL	STATUS	LOC
	EQ-68077	SS161	MTR-001-GENERAL	MULTIFUNCTION METER (Socomec DIRIS A-40)	GENERAL	Socomec	DIRIS A-40	ACTIF	SS161-H051
	EQ-68080	SS161	MTR-007	Generic Meter - AC	RENEWABLE	Studer	RCC02	ACTIF	SS161-H051
	EQ-50415	SS161	MTR-002	ENERGY COUNTER (MTR80L) 3P+N/80A, modular	RENEWABLE	POLIER	MTR80L	ACTIF	SS161-OFF1-LOOF
	EQ-50398	SS161	COM-004	CENTRALE DE MESURE MULTIFONCTION (Socomec DIRIS A-40)	RENEWABLE	Socomec	DIRIS A-40	ACTIF	SS161-OFF1-ITOF
	EQ-50418	SS161	MTR-005	ENERGY COUNTER (MTR80L) 3P+N/80A, modular	CITY	POLIER	MTR80L	STOCK	SS161-OFF1-LOTE
	EQ-50414	SS161	MTR-001	ENERGY COUNTER (MTR80L) 3P+N/80A, modular	GENERAL	POLIER	MTR80L	ACTIF	SS161-OFF1
	EQ-50417	SS161	MTR-004	ENERGY COUNTER (MTR80L) 3P+N/80A, modular	RENEWABLE	POLIER	MTR80L	ACTIF	SS161-GUHO
	EQ-50416	SS161	MTR-003	ENERGY COUNTER (MTR80L) 3P+N/80A, modular	RENEWABLE	POLIER	MTR80L	ACTIF	SS161-OFF1-LOOF



## G.2.1 Fill the energy production et consumption

At the end of each month, you need to record consumption in kWh for each meter using the Consumption tab. To ensure consistent measurements, **it is important to take the energy consumption readings on the same day as the Tufioul readings (between the 28th of the month and the 3rd of the following month).**

**For general meters**, city power, secondary meters and renewable production:

- Open the app **ENERGY** in **FLEET MANAGEMENT**
- Open the page of the EQ, and click in the **CONSUMPTIONS** tab
- Click on the **pen bottom**
- **Fill the data**
- Click on **CHECK** and if there isn't mistake click on **SAVE**

The screenshot shows the 'FLEET MANAGEMENT' app interface. The 'CONSUMPTIONS' tab is selected for an 'ENERGY COUNTER (MTRBGL) 3P+N/BOA, mod'. A red circle highlights the 'INDEX READING' form, which contains the following data:

DATE (MONTH END)	INDEX READING
30/06/2023 00:00	Date: 30/06/2023
31/05/2023 00:00	kWh beginning of month: 958422
30/04/2023 00:00	* kWh end of month: 1013213
31/03/2023 00:00	Electrical consumption (kWh): 54791
28/02/2023 00:00	Max power demand (kW): 84,00

Buttons: CHECK, SAVE

**For generators:** consumption is recorded at the same time as [fuel consumption](#) (TUFIOUL) via the Consumption tab in the GMI application

The screenshot shows the 'GMI' application interface. The 'TUFIOUL' form is displayed for a generator with 'EQUIPMENT CODE EQ-22768' and 'MSF NUMBER GEN-024'. A red circle highlights the 'TUFIOUL' form, which contains the following data:

DATE (MONTH END)	TUFIOUL
31/08/2022	Date: 31/08/2022
31/07/2022	h beginning of month: 20988,00
31/06/2022	* h end of month: 21675,00
31/05/2022	Hours performed: 687
31/04/2022	* Fuel consumed (L): 14291,00
31/03/2022	Fuel rate (L/h): 20,80
31/02/2022	kWh beginning of month: 142871,00
31/01/2022	* kWh end of month: 208700,00
31/12/2021	Electrical consumption (kWh): 65829,00
31/11/2021	Efficiency (L/kWh): 0,22
31/10/2021	Max power demand (kW):

Buttons: VERIFY, SAVE

## G.2.2 Analyse data about energy

The “MSF301-Energy consumption” report available in REPORTING application aggregates the data collected helping the logs in the interpretation and consumption analysis by:

FLEET MANAGEMENT

GENERAL DATA

TREE-VIEW

LOCATION

COMPANY

STAFF

REPORTING

ALL MISSIONS

EQUIPMENT

MEMO CATALOG

NEW

ADMIN : USER

PATTERN : PM

1. EQUIPMENT

2.1 BIOMED

2.2 COLDCHAIN

2.3 ENERGY

MSF005 - ENERGY Chronogram (MSF005)

MSF301 Energy Consumption (MSF301)

2.4 IT

2.5 RADIOCOM

2.6 WATSAN

2.7 VEHICLE

2.8 GMI

3.1 FUEL CONSUMPTION

3.2 MAINTENANCES (ALL FAMILIES)

3.3 FLEET RENEWAL

MSF301 Energy Consumption

QUICKREPORTING PARAMETERS

MSF-FORM

MSF-F

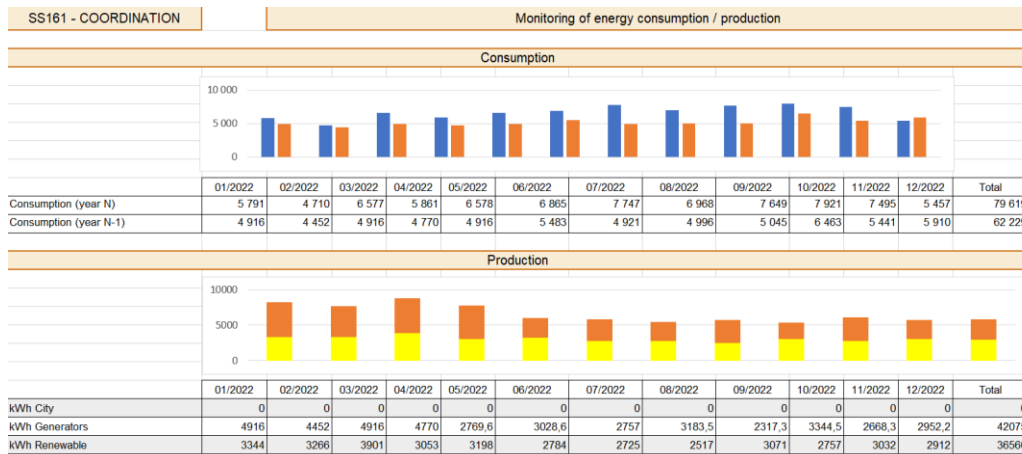
SS1

QUICKREPORTING FORMAT

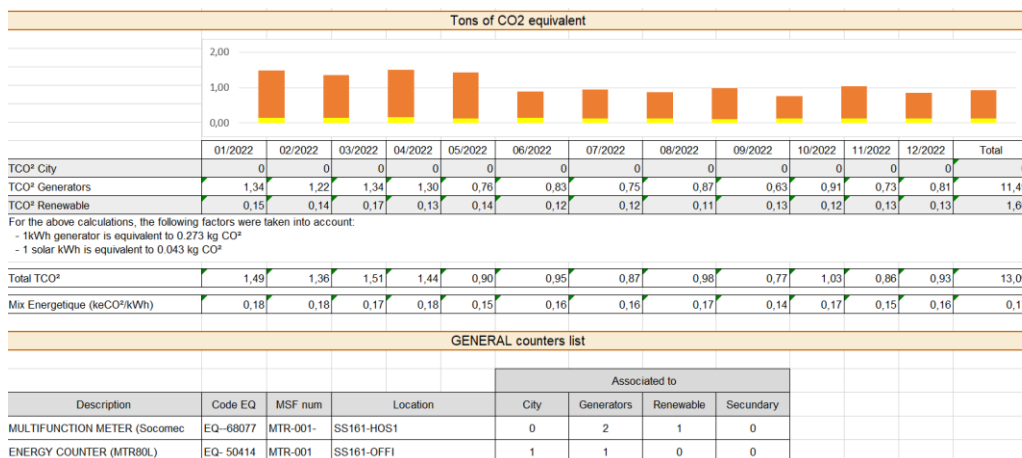
☐ PDF
☒ Excel (xlsx)
☐ Word (docx)

LAUNCH

Showing consumptions from one year to the previous one and the proportions of energy production by type.



As well as the environmental impact of our activity in terms of tons of CO2 equivalent and potential reductions through energy savings and production using renewable energy sources.



## G3. RADIOCOM



### • G.3.1 Follow the communication bills for satellite phones

#### G.3.1 Follow the communication bills for satellite phones

Sat-phones and some specific GPS (ex: GARMIN Inreach explorer) are purchased and sent from the HQ. Here below are the different actions driven by the different stakeholders:

- The radio referent will create the equipment with its technical data while purchasing the equipment
- At field level, the LogCo or the log responsible (according to the field organization) can consult the technical data of the sat phones / GPS of his project / mission, transfer them and update its status.

**Note:** if for any reason the technical information of the equipment changes, the field needs to inform the radio referent in Paris so that they can record the modification.

The invoices linked to equipment are monthly received at HQ Level then recorded on MEMO. At that point, the invoices are online and can be consulted by the Logco and log manager for verification. This information will be updated by the HQ with a 2-3 month delay (ex: you will be able to consult January invoice in March/April on MEMO).

You can access your satellite equipment fleet management through the module "Satellite-GPS" : you will access the list of all your satellite phones and GPS.

	CODE	PROJ	MSF	BRAND	MODEL	STATUS	SERIAL NUMBER	SUBSCRIPTION	SIM / MIN	EMERGENCES
<input type="checkbox"/>	EQ-35272	SD125	STH-354	thuraya	XT Pro	ACTIF	35610706-137548-4	SUSPENSE	89882052017054794835	COUT DE COM A REFACTURE A OCG a partir du 23 juillet 2020 OCG : SD256 Phone number : +8821651146098
<input type="checkbox"/>	EQ-5361	CD140	STH-262	THURAYA	XT	STOCK	35697802-110814-4	ACTIF	89882052710051351589	+882 16 5119 8547 20220330: test OK (IT NK)
<input type="checkbox"/>	EQ-41000	CD140	STH-359	Thuraya	XT Pro	STOCK	35610706-137818-1	ACTIF	89882052018055656460	+882 16 5115 5351 (Phone SIM card number) 20220330: test OK (IT NK)
<input type="checkbox"/>	EQ-49180	CD140	STH-379	Thuraya	XT Pro	STOCK	35610706 - 146534-3	ACTIF	89882052016054399393	+882 16 5118 0733 (SIM phone Number) 20220330: test OK (IT NK)
<input type="checkbox"/>	EQ-62990	UA104	STH-410	Thuraya	XT Pro	STOCK	35610706-209889-5	ACTIF	89882052018056045226	
<input type="checkbox"/>	EQ-12164	KE150	STH-207	THURAYA	XT	ACTIF	35697802-115081-5	ACTIF	89882052710051351563	No 8821651157331

When you access the equipment data, you will be able to see the following data :

**MEMO** Site: MSF-F

**MAINTENANCE** **FLEET MANAGEMENT**

**SATELLITE - GPS** EQ-35272

**Billing** **Preventive maint.** **Stops**

**EQUIPMENT CODE** EQ-35272 **GENERAL STATE** EXCELLENT **STATUS** ACTIF

**IDENTIFICATION**

\* MSF Number STH-354

\* Description SATELLITE PHONE (Thuraya XT-PRO) + acco

**LOCATION**

\* Location code SD125-OFF1

Location SD125 - MSF Office

**PARENT EQUIPMENT**

Parent equipment code

Parent Equipment

**CLASSIFICATION**

\* Family RADIOCOM

\* Type PCOMSAT

\* MSF Code PCOMSATETXP

**MANUFACTURER INFORMATION**

\* Brand thuraya

\* Model XT Pro

\* Manufacturing year 2019

\* Serial N° 35610706137548-4

**STAFF**

Staff code

Name

Function

Service

**HISTORY**

Created by rdamsene

Creation date 18/11/2019 14:39

Modified by rdamsene

Modification date 08/04/2022 11:07

**LAST SURVEY**

Last survey date 13/08/2021 10:15

Last survey state TROUVE

**NOTES**

COUT DE COM A REFACTURE A OCG a partir du 23 juillet 2020 OCG - SD256 Phone number : +8821651146098

**SAVE**

**Note:** you won't be able to change the information displayed on a grey background, as this information is directly managed by the tech REF at HQ level. You are in charge of changing the general state of the equipment, its status, its user, location, and you can also add notes to it.

**Create**

**Save**

**Cancel**

**Add a document**

**Move equipment**

In the Tab « billing » you will be able to see the different invoices linked to the equipment:

**MEMO** Site: MSF-F

**MAINTENANCE** **FLEET MANAGEMENT**

**SATELLITE - GPS** EQ-35272

**Billing** **Preventive maint.** **Stops**

**EQUIPMENT CODE** EQ-35272 **MSF NUMBER** STH-354


\* **DESCRIPTION** SATELLITE PHONE (Thuraya XT-PRO) + accessories, set

**BILLS HISTORY**

DATE (END OF THE MONTH)	PROJECT	LOCATION	TOTAL COST (€)	SUBSCRIPTION COST (€)	COMMUNICATION COST (€)
31/10/2021	SD101-OFF-HQ	SD101 - HoM Office	37,67	31,81	5,86
31/07/2021	SD1-OCG	SD1 - OCG Loans	34,02	34,02	0,00
30/06/2021	SD1-OCG	SD1 - OCG Loans	34,02	34,02	0,00
31/12/2020	SD101-RECEIPT	SD101 - EQUIPMENT RECEPTION	34,02	34,02	0,00
30/11/2020	SD101-RECEIPT	SD101 - EQUIPMENT RECEPTION	34,02	34,02	0,00
31/10/2020	SD101-RECEIPT	SD101 - EQUIPMENT RECEPTION	36,86	34,02	2,84
30/09/2020	SD101-RECEIPT	SD101 - EQUIPMENT RECEPTION	34,02	34,02	0,00
31/08/2020	SD101-RECEIPT	SD101 - EQUIPMENT RECEPTION	34,02	34,02	0,00
31/07/2020	SD101-RECEIPT	SD101 - EQUIPMENT RECEPTION	34,11	34,11	0,00
30/06/2020	SD101-RECEIPT	SD101 - EQUIPMENT RECEPTION	34,11	34,11	0,00

16 1 2 10 Total: 16

In the history list, you can get the subscription and communication cost of your equipment.

**Tips :** you can do an extraction in Excel of the table. Click on the bottom  in the top left corner of the table

## G4. INCINERATOR



- G.4.1 Fill fuel consumption and waste quantity for incinerator

### G.4.1 Fill fuel consumption and waste quantity for incinerator

- Go to the “GMI” application through the fleet management module
- Select the equipment you are interested in update and go to the "consumption" tab.
- Directly modify the values in the cell and click on **SAVE**

INCINERATOR FOLLOW UP

	* DATE (END OF THE MONTH)	H DONE	INCINERATION DAYS	FUEL QUANTITY (L)	BURNT MATERIAL (KG)	PRODUCED HASH (KG)
✓	30/06/2022	0,00	0	0	0,00	0,00
✓	31/05/2022	0,00	0	0	0,00	0,00
✓	30/04/2022	13,50	9	300	451,40	129,00
✓	31/03/2022	27,13	17	384	758,00	281,00
✓	28/02/2022	10,95	7	120	277,40	100,20

**NB :** The new line of consumption will be created in MEMO few days before the end of the month

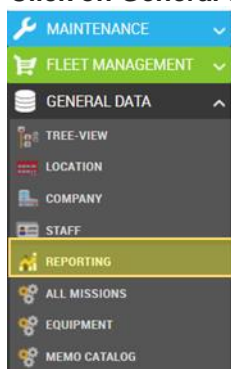
## G.5 BIOMED



- G.5.1 Analysis biomed fleet

### G.5.1 Analysis biomed fleet

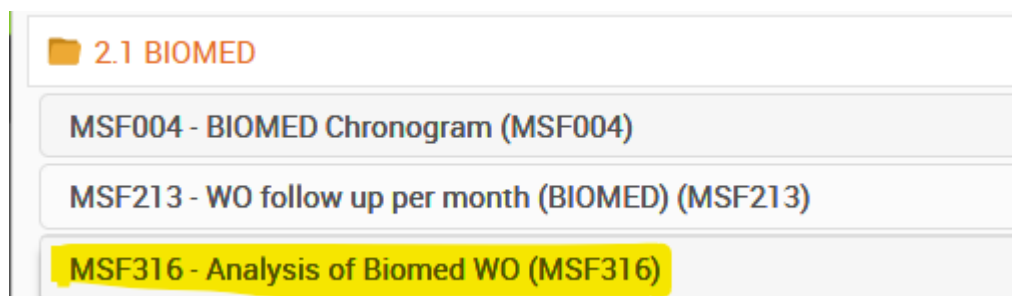
→ Click on **General data** module and click **Reporting** application



→ You can view the topics with reports available. **Click on the small arrow** next to the topics you which to view



→ Reports for each topic will be visible. **Click on a specific report to view.**



Into '**MISSION/PROJECT**', enter the **mission code** (example HT1) to see a report pertaining to a specific mission or the project code (HT133) if you only want to see the data on a specific project.

**Note** : it isn't possible to have a report for only 2 projects of one mission at the same time.

→ **Complete the other information fields required to access the data** (example fuel consumption needs the relevant time period)

→ Choose **file type** (excel, PDF...).

→ Click **LAUNCH** to view report.

**MSF316 - Analysis of Biomed WO**

**QUICKREPORTING PARAMETERS**

\* Organisation MSF-FORM

\* Site MSF-F

\* MISSION / PROJECT (Ex: HT1 or HT101) NG116

**QUICKREPORTING FORMAT**

☐ PDF ☒ Excel (xlsx) ☐ Word (docx)

**LAUNCH**

→ Open the Excel file, here is a brief description for each tab:

- Situation: activity over the last 12 months and projection for the next 12 months
- Preventive maintenance: graph knowing if treated on time and the list of WO with a problem
- Corrective maintenance: graph showing the number of maintenance carried out and the list of WO with a problem
- Information of WO: indicators of the correct filling of WO and the list of WO with a problem
- Measurements out of limits: indicators % measurements outside tolerances and not completed as well as a summary by EQ
- Spare parts (consumption): graph of the number of spare parts used per month and a summary by part code of their estimated and actual consumption
- Cost per equipment: summary per equipment of the cost of preventive and corrective maintenance carried out over the last 12 months.
- Intervention time: per technician, the number of biomed BTs / number of all-family WO carried out. As well as number of hours of biomed maintenance / number of hours all families carried out.
- Subcontractors: number of WO processed and intervention costs per subcontractor.



# CHAPTER H / SAV (return HQ)

- H.0 Definition
- H.1 Manage an equipment in SAV

## H.0 Definition

The MSF Logistique customer service (SAV) concerns the **rehabilitation of logistic or biomedical equipment** having been originally invoiced to a MSF section (order managed by MSF Logistique).

All the requests must be sent to MSF Logistique with a copy to your MSF Logistique Operation and head office contacts. The application must detail the **serial number of the equipment** concerned and a **detailed description of the problem**.

Any return of equipment must be **subject to prior approval from MSF Logistique** (acceptance is confirmed by an Email message).

## H.1 Manage an equipment in SAV

- 1) Locate the equipment to be sent for SAV and open its equipment page.



- 2) Change the Status of the Equipment for SAV  
The Equipment is automatically moved from the main inventory to « SAV » inventory.

- 3) To consult the SAV equipment, click on the module




and on



- 4) Click on the equipment you wish to consult and add the information relating to the SAV sending.

Note : at this stage, you can add a document to the equipment.

5) Then directly print the "SAV form" from MEMO and send it together with the material to be returned.

- Click on « Printer » icon
- When the box appears, choose the file format
- Click on  **EXÉCUTER** then the form will appear to be printed.

When the equipment returns to the field, change the status to "ACTIF" and it will return to the general equipment inventory.

# CHAPTER I / OUT OF FLEET

- I.0 Delete an equipment from the database (duplicate, not need to be follow...)
- I.1 Remove an equipment from the fleet > OUT of Fleet (disposal, donate...)

- I.2 Find the list of EQ OUT of Fleet
- I.3 Manage the borrowing EQ to another organisation

**Definition** « Out of the fleet » is applied when the equipment leaves your mission/project with no intention of returning. There are different reasons for putting the equipment « Out of the fleet », including: sale, donation, loss, destruction, theft, etc.

## I.0 Delete an equipment from the database (duplicate, not need to be follow...)

**You cannot delete this equipment by yourself**, please contact [memo@paris.msf.org](mailto:memo@paris.msf.org), giving the EQ number to be deleted and the reason.

**Don't change the status to OUT.**

## I.1 Remove an equipment from the fleet > OUT of Fleet (disposal, donate...)

« Out of the fleet » is applied when the equipment leaves your mission/project with no intention of returning. There are different reasons for putting the equipment « Out of the fleet », including: sale, donation, loss, theft, etc.

**Note:** Recording equipment as being “out of the fleet” means that this equipment is not MSF property anymore. If this **equipment has been shipped to another mission**, this equipment remains MSF property. For this example, you need to **drop an email to the MEMO team** in order to perform an inter-mission transfer

- From **EQUIPMENT** application in GENERAL DATA, locate the equipment to be removed from the fleet and **open its equipment page**
- **Change the status** of the equipment to **"OUT"**.  
Once the status has changed to OUT, a new section, called OUT OF FLEET, is activated.

The screenshot displays the 'IT - COMPUTERS' application for equipment EO-32932. The 'STATUS' is set to 'OUT', which has activated the 'OUT OF FLEET' section at the bottom. This section contains fields for 'Reason' (with a dropdown menu), 'Exit date', 'Related document reference' (with a text input field containing '177'), and 'Selling price (€)' (with a text input field). A 'SAVE' button is located in the top right corner. Other sections visible include IDENTIFICATION, LOCATION, CLASSIFICATION, MANUFACTURER INFORMATION, PARENT EQUIPMENT, and STAFF.

- **Fill the mandatory information** concerning the equipment in this new section.  
The two mandatory pieces of information to be filled in are:
  - **Reason:** Select an option explaining the removal of the Equipment from the Fleet.
  - **Exit Date:** Select the date on which the Equipment is removed from the Fleet
 You can input optional information such as the reference of the associated document, the selling price.
- When you have finished inputting all the information, **click on SAVE**.  
The equipment is then automatically transferred from the main inventory to the « Out of fleet » inventory.

→ **Attach the document** as evidence of the reason.

REASON	MINIMUM DOCUMENTS NEED TO BE ATTACHED TO THE EQ
<b>Destruction</b>	Destruction certificate / report
<b>Donation</b>	Donation certificate
<b>Perte/Loss</b>	Incident report
<b>Vente/sale</b>	Sale certificate
<b>Vol/stolen</b>	Incident report
<b>Pieces/spares</b>	Work Order Closed with the explication in the report the reason of OUT
<b>Retour/return</b>	WB to the HQ, contract of rental, + return form
<b>Pret/Loan</b>	Loan Certificate
<b>Autre/other</b>	Any other document that can prove it should be taken out of the fleet

**Tips** : don't remove the MEMO sticker but write on it the reason ("Donate", "For spare part"... ) and scratched the barcode or QR code to prevent scanning

## I.2 Find the list of EQ OUT of Fleet

- To display the equipment, click **OUT OF FLEET** application on **FLEET MANAGEMENT** module.

**Note:** The equipment appearing in the « OUT OF FLEET » list cannot be completely deleted from the MEMO for archiving purposes. The maintenance plan will be automatically deactivated when changing the status of the equipment to "OUT".

**Note :** During an inventory, if the equipment with the status "OUT" is inventoried as "FOUND"; his status will automatically change as "STOCK" if the equipment was assigned to the mission.

## I.3 Manage the borrowing EQ to another organisation

In case of loan of OCP equipment to another organization (OCB, OCG, MoH...), the equipment must be put on OUT, with these specifications



The image shows a screenshot of a software interface. It features a dropdown menu with the label '\* Reason' in red text. The selected option is 'PRET/LOAN', which is highlighted in blue. The dropdown is part of a larger form with a light gray background.

- Reason "Loan"
- Comment: borrowing to **[organization's name]** until **[Planned date of end of borrowing]**
- **Date of exit from the park:** start date of the loan
- **Download as an attachment** the supporting documents proving the borrowing: email, borrowing certificate....
- **Write** on the MEMO label "**Borrowing**" next to the QRcode/barecode. This will prevent the equipment from returning to stock during an inventory.

**Tips :** Change the MSF Number to add "Borrowing" to be able to find easily the equipment in the database

At the end of the borrowing, when the EQ is back, double check the serial number of the EQ.

If it's the right EQ :

- change the status of the EQ

If it isn't the same serial number (so they kept the EQ and give a new one) :

- change the reason of OUT of fleet of the loaned EQ > donation and add some comments
- [create the new EQ](#)

## CHAPTER J / ADDITIONAL EQ

- J.0 What is the difference between additional EQ and Equipment?
- J.1 Create an additional EQ


- J.2 Perform an inventory of additional EQ
- J.3 Transfer an Equipment (EQ) to Additional Equipment (EC) or opposite

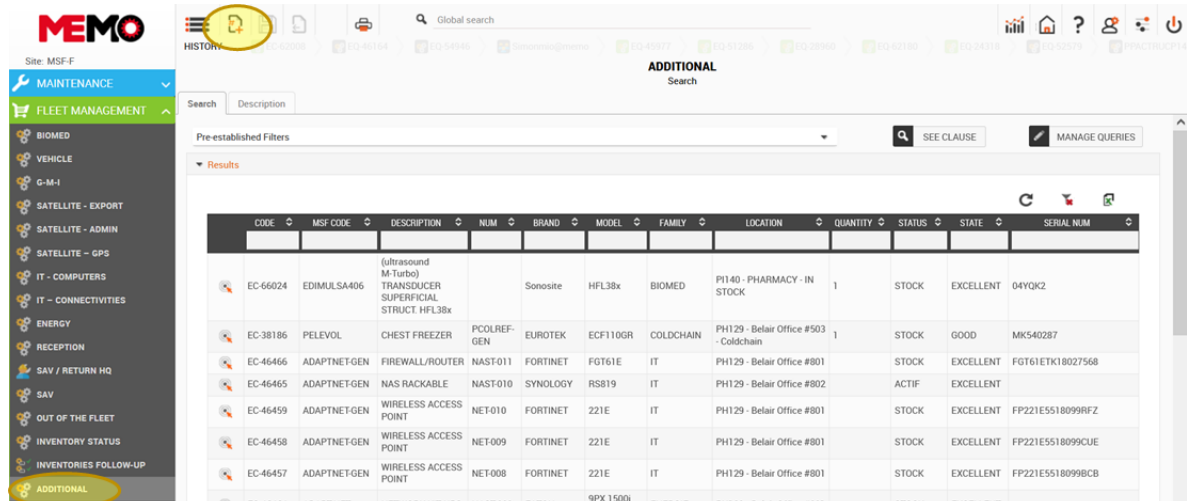
### J.0 What is the difference between additional EQ and Equipment?

	ADDITIONAL EQ (EC-XXXX)	EQUIPMENT (EQ-XXXX)
CREATION	Manually	Manually or with MSF Logistic
MAINTENANCE	No maintenance plan No Work Order (preventive or corrective)	Maintenance plan + WO
STICKERS	No possibility to print a sticker	Sticker in different format
INVENTORY	Only in Excel sheet or paper	Application in the tablet
CATALOG (MSF Code)	Not mandatory, can create what you want	Mandatory that the EQ is in the catalogue
CODE	Unique EC code But 1 EC can be a group of additional EQ	Unique EQ code for only 1 EQ (exception with fire extinguisher)
FILL VALUE €	Can be added	Need to add it
GLOBAL SEARCH	Not included inside	Include
REPORT	Not included inside (just list of EC)	Include

For one MSF code, the equipment should be only in EQUIPEMENT or only in ADDITIONNAL EQUIPMENT. The Log Coordinator is the person to decide what is in EQ and what is in Additional.

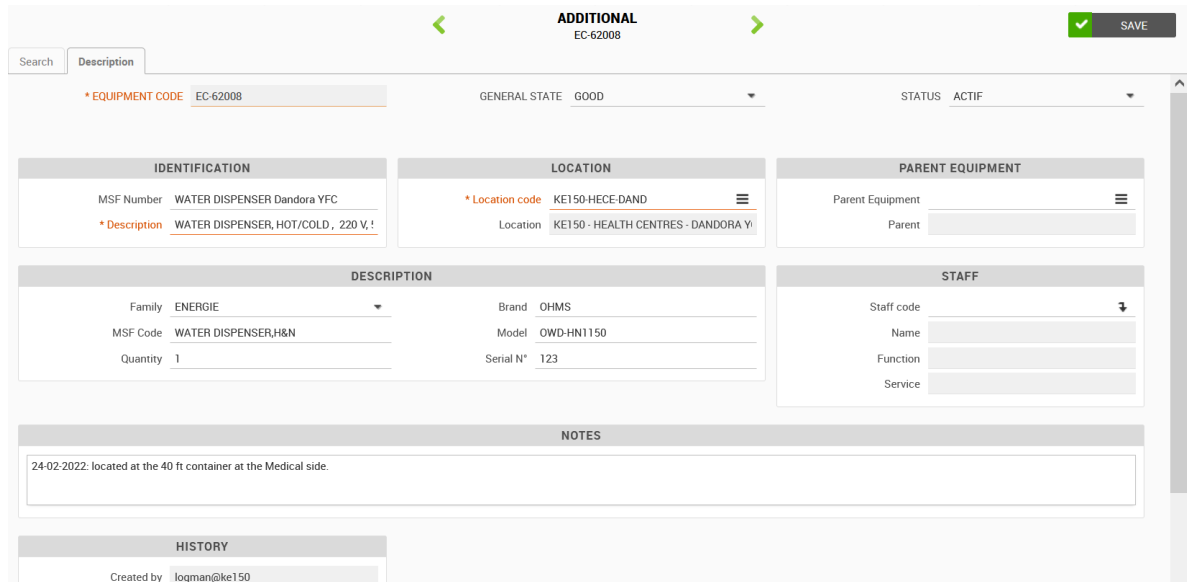
## J.1 Create an additional EQ

- Go to **Additional EQ** in Fleet management module
- Check if the equipment isn't already existing
- Click on the bottom **CREATION** 



- **Fill the information:** only 2 are mandatory : the description and the location code

**Point of vigilance:** don't use the MSF number already use in EQ, and don't include Additional MSF Number in the numbering of the MSF number for equipment

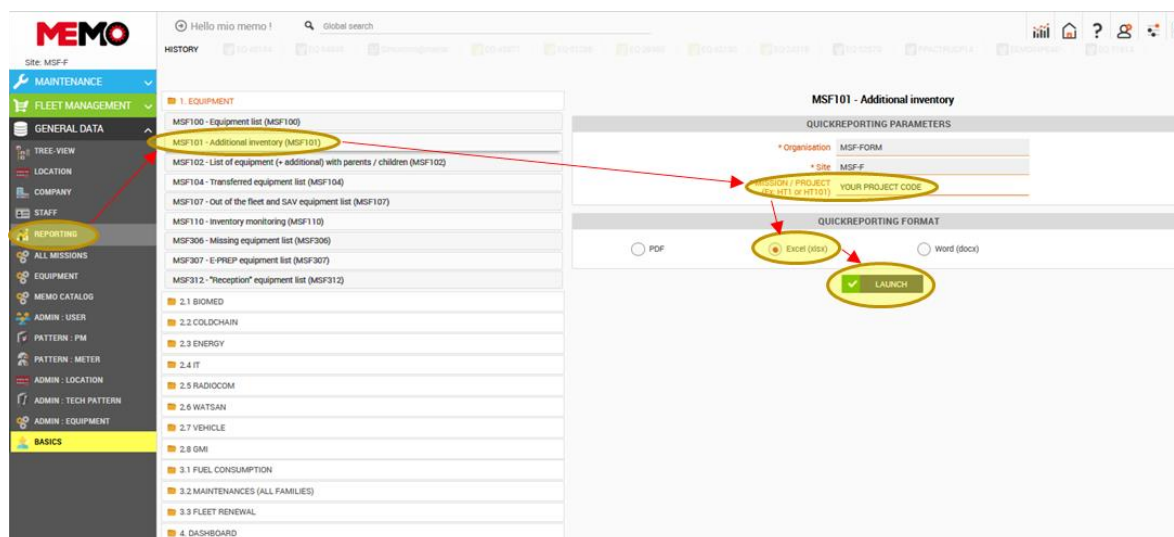




## J.2 Perform an inventory of additional EQ

For the inventory of additional EQ, you can download an excel file with the list of EC. It isn't possible to record the information in MEMO.

- Click on **GENERAL DATA** module and click **REPORTING** application,
- In the folder **1. Equipment**, Download the **MSF101 – Additional Inventory (MSF101)**



- In the Excel file, do a filter in “Status” for unselect “OUT”

Project (ex: ML101)	IQ1%	Additional inventory				
Code	Family	MSF code	Description	Location	Staff	Status
EC-29531	ENERGIE		VT_35 EARTH LEAKAGE TESTER	IQ110 - Ground Floor - Administration -		ACTIF
EC-37397	IT	EHD-001	External Hard Disk	IQ110 - Ground Floor - Physio Office F048	ST-1520 IQ110-	ACTIF
EC-4782	IT		SAMSUNG MONITOR	IQ101 - Amman Coordination Protocol	ST-1946 IQ128-MIDDLE	ACTIF
EC-4783	IT		SAMSUNG MONITOR	IQ101 - Amman Coordination - 2nd Floor -	ST-4692 IQ101-SURGICAL	ACTIF
EC-4784	IT		SAMSUNG MONITOR	IQ101 - Amman Coordination - 2nd Floor -		ACTIF
EC-4785	IT		DELL MONITOR	IQ101 - Amman Coordination - 2nd Floor -		STOCK
EC-4786	IT		SAMSUNG MONITOR	IQ101 - Amman Log Office		STOCK
EC-4787	IT		SAMSUNG MONITOR	IQ101 - Amman Log Office		STOCK
EC-4788	IT		HP MONITOR	IQ101 - Amman Supply Office	ST-5237 IQ101-SUPPLYCO	ACTIF
EC-4790	IT		Samsung MONITOR	IQ101 - Amman Coordination - 2nd Floor -		STOCK
EC-4791	IT		SAMSUNG MONITOR	IQ101 - Amman Coordination - 2nd Floor -	ST-1540 IQ101-HR-FINANCE	ACTIF
EC-4792	IT		DELL MONITOR	IQ101 - Amman Log Office		STOCK
EC-4793	IT		MONITOR SAMSUNG	IQ101 - Amman Coordination - 2nd Floor -	ST-4691 IQ101-FINANCE	ACTIF
EC-4794	IT		BenQ MONITOR	IQ101 - Amman Coordination - 2nd Floor -		STOCK
EC-47971	IT		HP MONITOR	IQ101 - Amman Supply Office	ST-1537 IQ101-SUPPLY	ACTIF
EC-47975	IT		HP MONITOR	IQ101 - Amman Supply Office	ST-1538 IQ101-MEDICAL	ACTIF
EC-47976	IT		HP MONITOR	IQ101 - Floor 15 - Supply	ST-1537 IQ101-SUPPLY	ACTIF
EC-48497	IT		LENOVO MONITOR	IQ101 - Amman Log Office		STOCK
EC-48504	IT		SAMSUNG MONITOR	IQ101 - Amman Coordination - 2nd Floor -	ST-1547 IQ101-PHARMACIST	ACTIF
EC-48519	IT		SAMSUNG MONITOR	IQ101 - Amman Coordination - 2nd Floor -	ST-5238 IQ101-FINHR CO	ACTIF
EC-48520	IT		SAMSUNG MONITOR	IQ101 - Amman Log Office		STOCK

## J.3 Transfer an Equipment (EQ) to Additional Equipment (EC) or opposite

It is not possible to transfer from Equipment (EQ) to additional Equipment (EC) at mission level. You need to contact the MEMO team ([memo@paris.msf.org](mailto:memo@paris.msf.org)). Prepare all information : excel sheet with all details of equipment you want to transfer.

# CHAPTER K / MANAGE WITH MEMO

## K.1 Project Opening

- [K.1.1 Open a project](#)

## K.2 Structure the project

- [K.2.1 Distribute the work in MEMO – Role and responsibilities](#)
- [K.2.2 User access rights](#)
- [K.2.3 Tree view: some advises](#)
- [K.2.4 Role of the other services in MEMO](#)
- [K.2.5 Manage the E-PREP : Location and status](#)

## K.3 Regular actions

- [K.3.1 Periodic tasks that need to be done in MEMO](#)
- [K.3.2 Use the dashboard](#)
- [K.3.3 Use the interactive dashboard with PowerBI](#)
- [K.3.4 Verify the quality of the data](#)
- [K.3.5 Manage the renewal of equipment](#)
- [K.3.6 Do a handover with your colleague](#)

## K.4 Project/mission closure

- [K.4 Close a project or a mission](#)

## K.1 Project opening

When the project code will be defined by the finance, the MEMO team will created in MEMO the Location + the sub location reception.

Step	Follow up EQ and Location	Application used	Example of situation	HR
Step 1	EQ from an international order are automatically created in the receiving area but not moved Vehicles are created.	Vehicle for the fuel consumption and insurance	Open a emergency project	Only 1 user
Step 2	The location has been roughly created, the EQ are transferred and labelled. Main EQ purchased locally were created	Application Step 1 + Equipment, Localisation, Bascis inventory follow up, Tablet (inventory)	emergency project after 3 months	1 or 2 users
Step 3	The location are precise. Maintenance plan for the most strategic families are active and the WO are filled. All EQ are created	Application Step 2 + All families schedule + WO	After the handover from emergency to regular mission	Log manager et log supervisor Biomed Tech
Step 4	All functions in MEMO are used	All application	Regular project after open for more than 1 year	All the logistic team (manager, supervisor, technicians)

- Until 4) : The minimum of the action needs to be done in MEMO to track EQ
- Until 6) for know who is using what
- Until 7) for the fuel consumption
- Until 8) for the maintenance
- Until 10) to using MEMO in this full capacity

### 1) Defined role and responsibilities of your team

[K.2.1 How to distribute the work in MEMO – Role and responsibilities](#)

### 2) Request to create account of the project

Send an email to [memo@paris.msf.org](mailto:memo@paris.msf.org) with the list of your staff with the definition (families, location, responsibilities)

The overview of the different account : [K.2.2 User access rights](#)

### 3) Create the Tree view

Send an email to [memo@paris.msf.org](mailto:memo@paris.msf.org) with the list of location and sub location you have on your project  
Some advises here : [K.2.3 Tree view : some advises](#)

**Note** : at this level of implantation you can already do a BASICS assessment

#### **4) Create EQ**

If you bought some EQ on the field, the memo team can do a massive import

Send an email to [memo@paris.msf.org](mailto:memo@paris.msf.org) with the list of EQ (a template is existing in the focal point toolbox)

Print all stickers and put them in the EQ > [D.4 Print Label \(sticker\)](#)

#### **5) Do an inventory after 2 months (many movements during we open the project)**

[E.1 Perform an inventory \(tablet\)](#)

#### **6) Create Staff and assign to EQ (mainly laptop)**

[D.7 "Staff", definition and create him/her, assign/remove an equipment to the staff](#)

#### **7) Initialize EQ for fuel consumption**

Initialise manually the generators, vehicles which the bottom in general tab in Equipment application.

#### **8) Activate preventive maintenance and follow the WOs**

Following the capacity of your team : active the most important EQ, or the most important families or all families.

#### **9) Fill the date of insurance , inspection for vehicles**

#### **10) Create company**

[F.1.4 Manage a contract with external company](#)

## K.2 Structure the project

- *K.2.1 Distribute the work in MEMO – Role and responsibilities*
- *K.2.2 User access rights*
- *K.2.3 Tree view: some advises*
- *K.2.4 Role of the other services in MEMO*
- *K.2.5 Manage the E-PREP : Location and status*

## K.2.1 Distribute the work in MEMO – Role and responsibilities

[ [eLearning](#) ] [ [Practical sheets](#) ] [ [Webinars](#) ]  
[ [Newsletters](#) ] [ [memo@paris.msf.org](mailto:memo@paris.msf.org) ] [ [Objective - Responsibilities](#) ]  
[ [Tablet application](#) ]

- **Download the role and responsibilities excel** from the home page of MEMO, with the link “Responsibilities”
- **Fill it with the team:** 1 sheet for each project
- **Communicate and do the training for each user to be sure they how to do what they are expected to do.**
- **Download it in MEMO**, in location application, select the root of your project and add a document.

***Note :** you need to update every time you change setup*

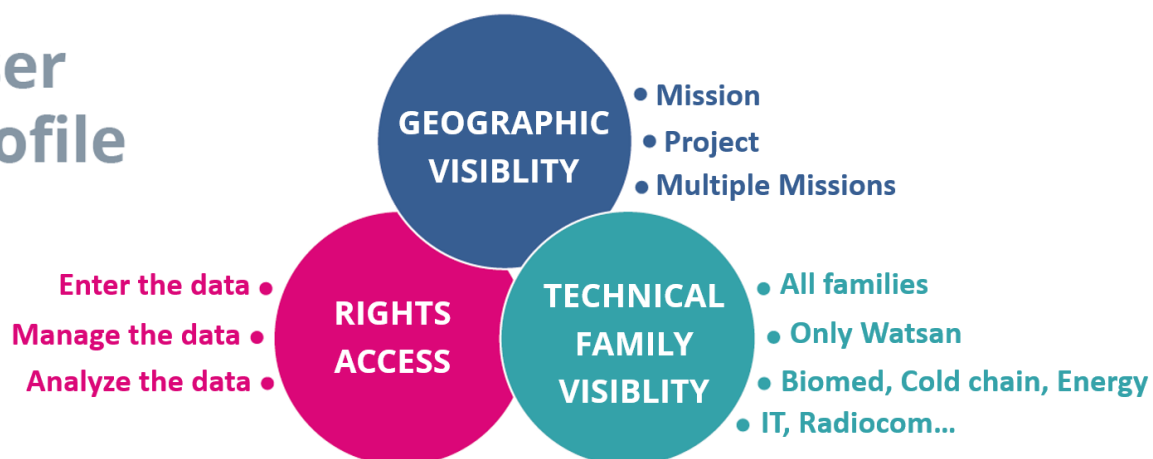
## K.2.2 User access rights











































































































Every user has their own account: [His function]@[his project]. This account is only for MEMO.

When you request to create a new account to MEMO Team, you need to precise 4 pieces of information :

- His function (for the name of his account)
- His geographic visibility : only project? EPREP and 1 project?
- Group access (according to role and responsibilities : technician, supervisor, log manager, Colog...)
- Technical family : only biomed? Cold chain and Elec? All families?

## User Profile



					
		TECHNICAN	SUPERVISEUR	RESPLOG	COLOG
MAINTENANCE	WORK REQUEST		 	 	 
	MY WO		 	 	 
	ALL WO				
	EXTERNAL MAINTENANCE		 only company in charge		
	METER				
	ALL FAMILIES SCHEDULE				 + change frequency
FLEET MANAGEMENT	BIOMED VEHICLE G-M-I				
	SATELLITE - GPS IT - COMPUTERS IT - CONNECTIVITIES				
	SAV				
	OUT OF THE FLEET				
	RECEPTION				
	INVENTORY STATUS				
	INVENTORIES FOLLOW-UP				
	ADDITIONAL				
	TREE-VIEW				
GENERAL DATA	LOCATION				
	COMPANY				
	STAFF				
	REPORTING				
	ALL MISSIONS			 only transfer	
	EQUIPMENT				
	MEMO CATALOG				
	ADMIN : USER				
	Modèle Plan Maintenance				
	BASICS				



No access to the application



Access application but only consultation (no modify)



Access application and can modify only limit elements



Access application and can modify all information



Can validate the elements in the application

Figure 7 MEMO access according to the user right



## K.2.3 Tree view: some advises

### **Principe:**

1<sup>st</sup> When you create the location, you need to balance between 2 opposites objectives:

- Enough precise for understand where the equipment is
- Enough generic for not need to update every day the location of the equipment

2<sup>nd</sup> You need to have less as possible one location with too much EQ inside (more than 30): difficult during the inventory. In a same location with different sectors (stock, active, stock for disposal..) create sub location

3<sup>th</sup> Don't create virtual location (Under Project A: "EQ share with the project B"...)

### **Specify according to the type of building:**

#### **Office :**

- it's interesting to have the level of each office: Med office, Log Office, ... easy to control what should be in stock, active...
- For the stock of IT in a cupboard: it can be a sub location under log-office
- A location "Stock for disposal" can be created if you have many pieces of equipment waiting to find a chain of destruction/treatment.

#### **Hospital :**

- It's important to have by service: intensive care, emergency, paediatric, ... it's very helpful to define the needed by service with the medical team.
- But if you have 2 tents for the same service (or 2 rooms if it's a building) there is a lot of movement of EQ, it recommended to don't create 2 sub location
- If you are in a building, and your rooftop is flat: you can create a location "rooftop".

#### **Health Center :**

- Create 1 location "Health Center" and sub location by name of village

#### **Mobile clinic :**

- If you have a specific equipment for the mobile clinic who never go to the same place, you can create a sub location under the office "Mobile Clinic"

#### **Warehouse / Pharmacy :**

- Create location according to the room
- In the coordination, it's possible to create sub-location by project if the stock for each are separated : but need to follow more closely

#### **Guest house :**

- Most of time, it doesn't need a sub location. There is a very limited EQ (generator), or additional EQ. And we can guess easily that the fridge is in the kitchen, the wifi access point in the corridor, and generator outside.
- If you don't have any EQ in the guest house, you don't need to create the location. Be careful: for the additional EQ it's the same tree view. This means you need to create them if you want to put additional equipment inside.

#### **Ambulance :**

- Usually, we put vehicles under the office code. If you put biomed/radiocom EQ as child of the vehicle, this equipment will be in the same location as the vehicle. It can be interesting to create a sub-location Ambulance under the hospital or clinic.

## K.2.4 Role of the other services in MEMO

Event	Who gives the information	What information	How to communicate	To who? (Logistic team)
Buy a new EQ locally	Supply : Supply supervisor? Supply Co? Storekeeper?  Pharma : Pharma Co? Pharma Ref?	Description EQ, brand, model, serial number, manufacturing year, purchase price, name of the supplier, location of the EQ.	By Email? Phone? Orally ? Meeting to show EQ?	Person in charge of the creation of EQ
Receive a new EQ from MSF Logistic	Supply : Pharma :	Description EQ + serial number	By Email? Phone? Orally ?	
Transfer of EQ	Pharma, Medical Supply	Pharmacy : inform when one EQ leaves definitively the stock MSF Number + reason Medical team : inform when one EQ is moving : MSF Number + precise the reason Medical team information when the state / status of the EQ change > new state, status, MSF number Supply : movement of EQ > MSF Number	By Email? Phone? Orally ?	
Out of fleet (donation...)		Pharmacy : For donation/sale : donation certificate / Sale certificate with the EQ code + MSF number For destruction : destruction certificate with the EQ code + MSF number Lost/ stolen: incident report with the EQ code + MSF number	Email (need document)	

## K.2.5 Manage the E-PREP : Location and status

### Location

For each mission, a project code E-PREPR is created. In MEMO this location is created too. But it is a virtual location.

→ Ask the MEMO team to create a real sub location to know exactly where the EQ are.



→ Be sure all users of all projects have access to this EPREP project

→ During inventory : 2 options : start the inventory from the root of the mission to have at the same time EPREP project and your project. Or, if doing the inventory in 2 steps: inventory regular project / synchronize / inventory E-PREP

### The status of the EQ

	Under E-PREP location	Under regular/emergency project location
EQ in stock	<b>E-PREP</b>	this situation should not exist
EQ active	this situation should not exist	<b>E-PREP</b> (activate manually the preventive maintenance plan)

## K.3 Regular actions

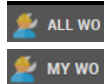
- *K.3.1 Periodic tasks that need to be done in MEMO*
- *K.3.2 Use the dashboard*
- *K.3.3 Use the interactive dashboard with PowerBI*
- *K.3.4 Verify the quality of the data*
- *K.3.5 Manage the renewal of equipment*
- *K.3.6 Do a handover with your colleague*

## K.3.1 Periodic tasks that need to be done in MEMO

### Every working days (1/week for small fleet)

- **Technician, Supervisor**: realize preventive and corrective maintenance and **create/ fill WO**

### At least 1 time every Weeks



**Supervisor**: control **corrective and preventive maintenance** (late.) and close the WO

### Every month

- **Supervisor GMI / Vehicle**: complete the **fuel consumption** EQP in stock, repair and active
- **Supervisor Incinerator**: complete the fuel consumption and waste quantity
- **Supervisor Energy**: file the energy consumption (same day that fuel consumption)
- **Supervisor**: analyse the **MSF010 - Verification of maintenance plans** or check from the app with the pre-established filters.
- **Supervisor Vehicle**: Check the **administrative expiration date**
- **Manager** Check new equipment in the **reception area**
- **Manager**: analyse the **dashboard MSF710 - (Mission-Project) Dashboard (MSF710)** and if necessary:
  - Analyse the report **MSF110 – Inventory Follow up**
  - Analyse the report **MSF316 - Analysis of Biomed WO**
  - Analyse the report **MSF300 - Fuel consumption follow up (MSF300)**
  - No red cell and IT maintenance **MSF315 - Maintenances - IT**

### Every 3 months

**Manager**: follow the SAV file following this link and loaned equipment

**Focal point**: check the quality of the data (practical sheet L.8)

**Supervisor**: analyse the report **MSF001 – Individual chronogram** for each technician

### Every 4 months

- **Supervisor** and **Technician**: physical inventory with the tablet (scan QRcode)
- **Supervisor** control the advancement of inventory (all done the same month), check in MEMO online the EQ moved (déplacé) : right statut, right stat, comment.
- **Manager**: Treat “missing equipment” (manquant) and “not treat equipment” (more than 4 months)

### Every 6 months



**Manager**: Assessment of the medicals facilities (OPD, IPD,...)

### Every year



**Manager**: Assessment of the no medicals facilities (office, warehouse, pharmacy, guest house)

### Advise

Schedule in your Outlook calendars the tasks



create a new meeting >

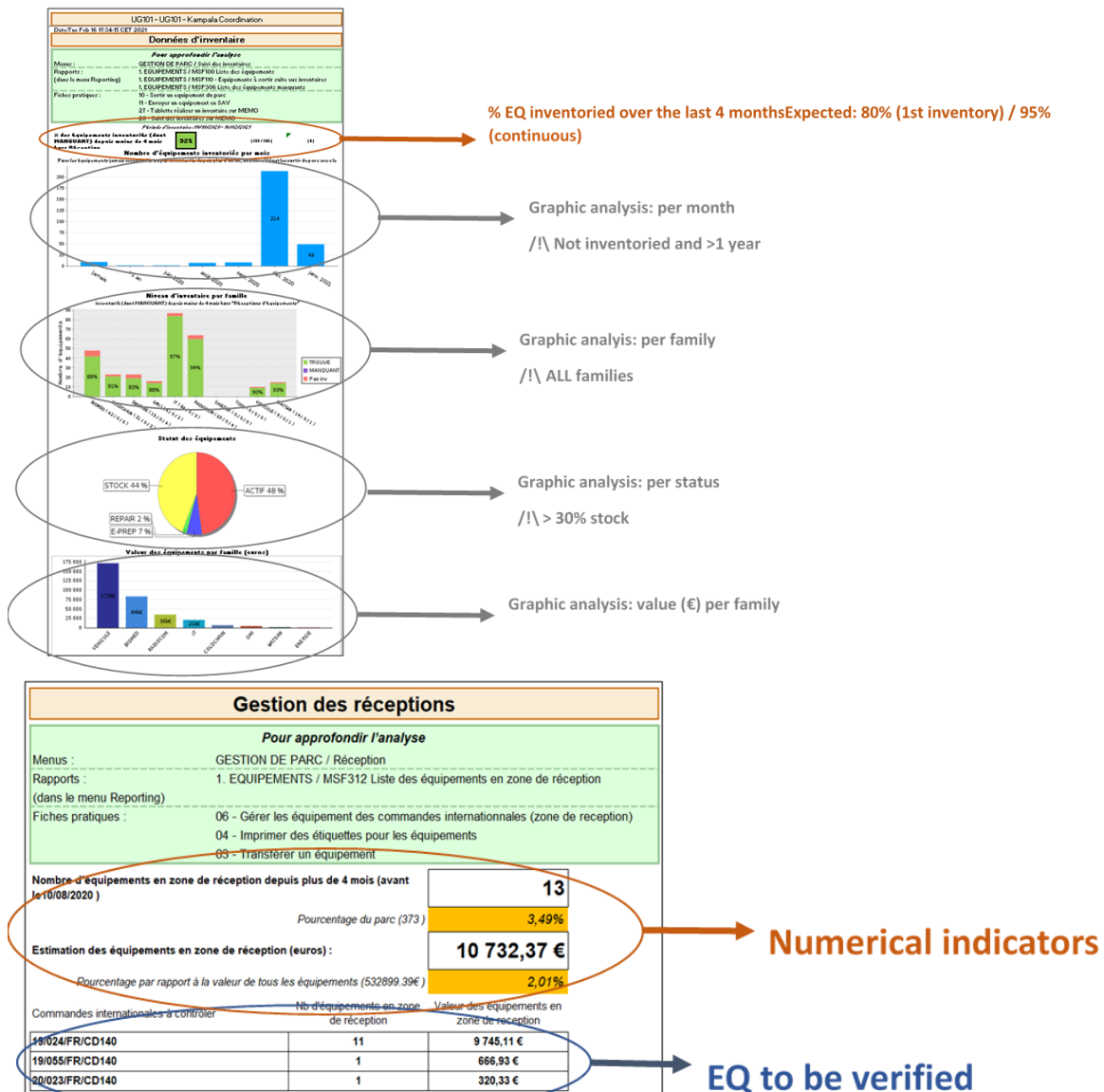


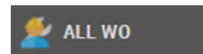
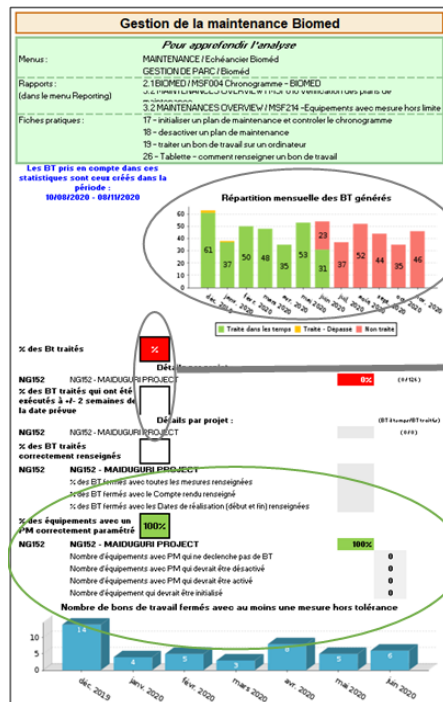
change

the periodicity >



## K.3.2 Use the dashboard





**NB: to list all the BTs, you must use the search criterion**

**WO processing Graphic**

**WO processing/delay**

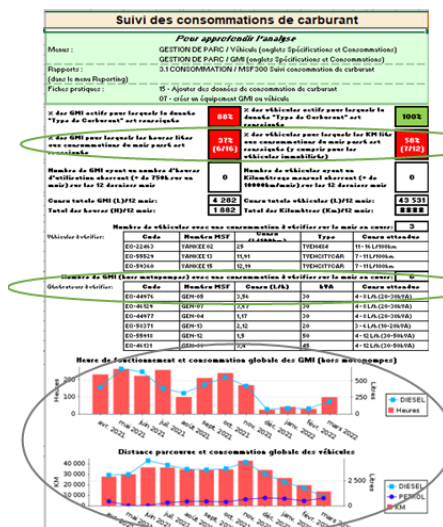


MSF004 - BIOMED Chronogram (MSF004)

**Data quality indicators**



MSF316 - Analysis of Biomed WO (MSF316)



**Percentage of last month's fuel consumption input Expected: 100% (without exception)**

**List of vehicles / GMI with abnormal consumption**

**Consumption trends graphic Analysis**

### K.3.3 Use the interactive dashboard with PowerBI

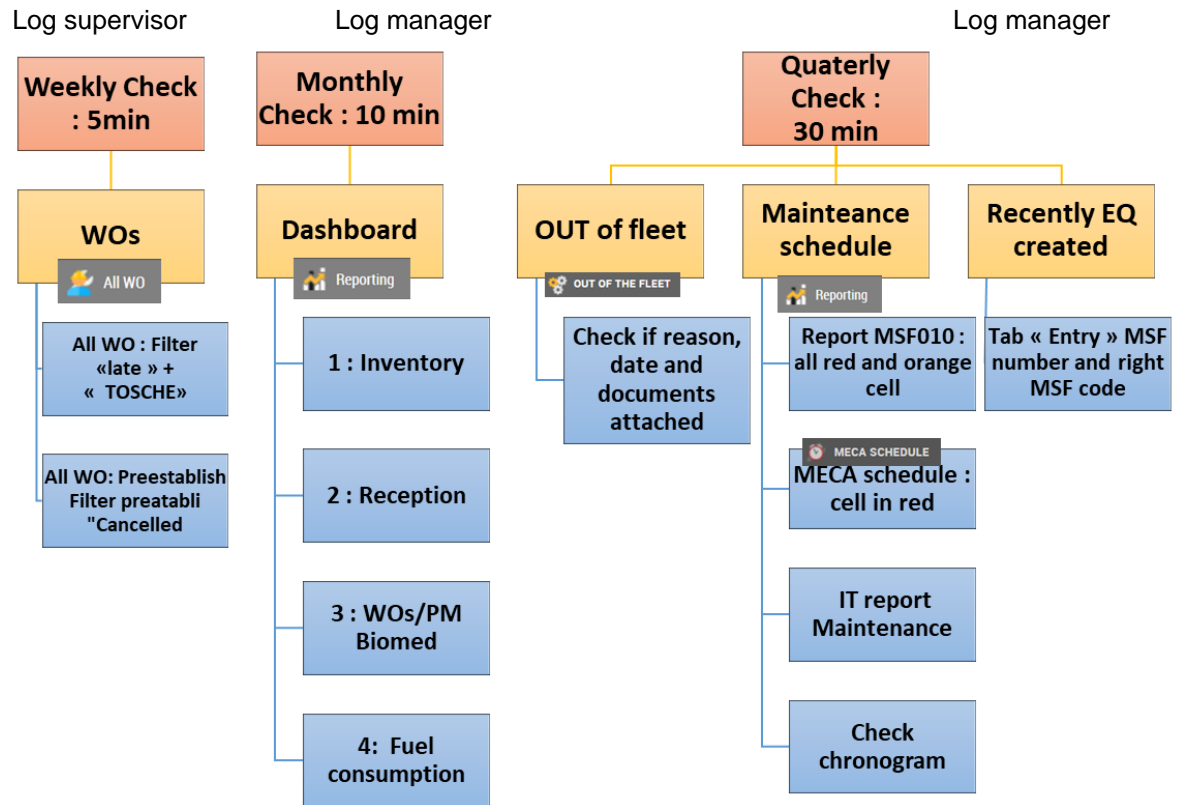
This practical sheet is still in progress



New function is loading,... please wait

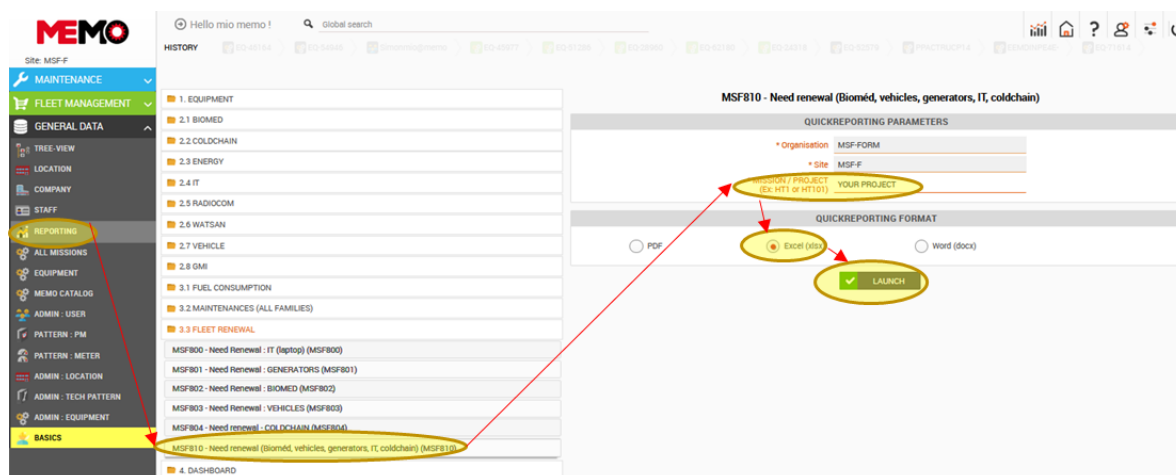


### K.3.4 Verify the quality of the data



### K.3.5 Manage the renewal of equipment

- Click on 'General data' module and click 'Reporting', 3.3 Fleet Renewal
- Download the MSF810 – Need renewal (Biomed, vehicle, generator, IT coldchain)



For each family, the renewal criteria is explained at the top of the table. The last column of the table is to say if the EQ meets the criteria or not

**Note :** *this can help you to analyse but the report isn't enough to take a decision : you need to complete this file with your analysis*

### K.3.6 Do a handover with your colleague

- Current **roles and responsibilities** who you have
- **Explain** them if the new log doesn't know them
- Download the **dashboard of the project** and **comment** on each sheet (Example: why EQ more than 4 months not inventoried, why many EQ in stock, why EQ still in reception, why WO Biomed late, what over consumption a few months ago of fuel...)
- Show the last **basics assessment** and update with him/her if needed

## K.4 Project/mission closure

### 1) Clean EQ :

- Transfer all EQs to another location (ask MEMO team for international transfer)
- Put in OUT quickly or transfer Generator and vehicle to stop the need to record the fuel consumption
- Check if there isn't EQ under SAV in the project : if yes, transfer under another project (for the mission : inform MSF logistics you aren't waiting to send back the EQ en SAV)

### 2) Clean Additional EQ:

- Transfer all additional equipment under the new location or put them in OUT (ask MEMO team for international transfer)

### 3) Clean Maintenance and WO:

- Cancel all WO under a user of the project
- In external maintenance : control if there isn't pending contract with EQ
- Change the person in charge of all maintenance plan (not user from the project which is closing) > use the report "verification of maintenance plan". (for the mission : change all preventive maintenance "inactivate")

### 4) Clean Staff and companies:

- Staff : deactivate all staff of the project (ask MEMO team)
- Company : deactivate all companies we worked with (check end of contract)

### 5) Delete others elements:

- Request for delete the location in MEMO (MEMO will transfer OUT EQ in the root of the mission before)
- Request for delete MEMO user in MEMO

### 6) Do an inventory to the others projects

# CHAPTER L / BASICS

- L.0 Basics Process

- L.1 Fill an evaluation

## L.0 Reminder about BASICS LOG

*The rationale behind the Basics is to define the minimum technical quality required at project level and to provide a common language for logisticians across all missions. The idea is that the Basics prioritize the standards to be met. They take the form of short documents providing a concise description of priorities per category, with links to policies, guidelines and tools. Once the Basics are implemented, the Log will be able to ensure the safety and the security of people and goods in their project. After the Basics are put in place, the rest of the technical policies should be implemented according to the mission's priorities.*

On MyMSF, you can find different documents related to the BASICS:

(if needed, you can log in as LOG.OCP@paris.msf.org / password: Ruby2018)

- « [1. Introduction to the Log Basics](#) » explains how the BASICS integrate with policies, standards, procedures and guidelines, and defines these different concepts.
- « [2. All the Basics](#) » lists the BASICS and more precisely the best practices, monitoring, benefits, common mistakes and the roles/responsibilities associated with each of them.
- « [3. Evaluation of the Basics](#) » is an Excel file which allows to evaluate the correct implementation of the BASICS on a given project.

The [BLOG \(Basics LOG\) e-learning](#) courses on Tembo allow you to learn and implement the different Basics Log.

It is very important to check the correct implementation of the BASICS on each project, hence the importance of scheduling an evaluation of the BASICS regularly.

### **Basics assessment policy**

1. BASICS monitoring is carried out on all project structures/locations and for all logistic technical families.
2. The BASICS assessment is **mandatory** for all projects and **must be entered in MEMO**.
3. The minimum frequency of BASICS evaluation is :
  - a. **Twice a year**, as a priority, for medical facilities.  
Before the PCOLS and operational commissions (between July and September) + 6 months later (between January and March).
  - b. **Once a year** for non-medical facilities.  
Before the PCOLS and operational commissions (between July and September).
4. The BASICS assessment is carried out for each location in the project, not for the project as a whole. Each medical facility has its own assessment. Non-medical structures are assessed individually or grouped together depending on the organization and size of the project

### **Roles and Responsibilities**

It is the Colog's responsibility to plan the BASICS assessments of their projects, and it is the log manager/LTL of each project who organizes their team to carry out the BASICS assessment.

A BASICS assessment is not a grade, but should lead to discussions at different levels in order to

understand the points to be improved, list them, prioritize them, plan to improve them in the short/medium/long term in order to anticipate the future resources needed and define an action plan.

[link to FAQ BASICS](#)

## L.1 BASICS assessments

In MEMO, the "BASICS" application allows you to manage BASICS assessments: it allows you to create a new evaluation, access current evaluations and access the history of evaluations that have been made by project.

This application facilitates exchanges between the various actors involved.

### The different steps of an evaluation

#### Planning

Before carrying out the following steps in MEMO, the people performing the evaluation should have a discussion in order to fully understand the objectives, set the scope of the evaluation and plan it accordingly.

#### Location Categorization

For a location to be assessed you need first to define its category depending on whether it is a medical or a not-medical facility.

For a given location, its category, can be defined by any user having LOGCO user rights in the "LOCATION" application available in the "GENERAL DATA" module:

Site: MSF-F

MAINTENANCE  
FLEET MANAGEMENT  
GENERAL DATA  
TREE VIEW  
LOCATION  
COMPANY  
STAFF  
REPORTING  
ALL MISSIONS  
EQUIPMENT  
MEMO CATALOG

LOCATION Search

Search General Equipment In progress

Pre-established Filters

Results

N° EMPLACEMENT	CELL	MISSION	PROJECT	STATUS	DESCRIPTION	ACTIVITY	CATEGORY (BASICS)
YE132-ALRU	C08	YE1	YE132	ACTIVE	YE132 - Alkurwail Hospital		MED
YE125-HOSP	C08	YE1	YE125	ACTIVE	YE125 - HOSPITAL		MED
YE118-HOSP	C08	YE1	YE118	ACTIVE	YE118 - HOSPITAL		MED

CHANGE ALL STATUS EDIT UNAVAILABILITIES

LOCATION YE118-HOSP

\* LOCATION N° YE118-HOSP

\* CELL C08

\* MISSION YE1

ACTIVITY

SPECIFICITY

BASICS ASSESSMENT

\* Structure category MED

It is possible to do a Basics assessment of a location only if its structure category is valued

#### The categories to be assigned:

**MED** : assessment of a hospital/clinic structure → categorize only the main location !

**NOT-MED** : assessment of a non-medical structure → Offices, Base, Warehouses, Guest house, Pharmacy...

**N/A** : assessment not-applicable → reception areas, sub-locations of both med and not-med structures, E-Prep locations, Mission/Project locations ...

**Note 1** : In principle, locations dedicated to external activities / support to Health Centers are not subject to evaluation unless the Colog considers it necessary (depending on the level of implication of MSF on such structures) .

**Note 2** : In case of small projects it is possible to categorize only the Project location as MED or NOT-MED and all their sub-locations as N/A.

### Create a new **BASICS** evaluation

In the "General data" module, the "BASICS" application lists all the BASICS evaluations made or in progress within the scope of the connected user.

- Click on "New BASICS evaluation" button allows to create a new evaluation:

- Then you need to fill in for which project the new evaluation will be made, who is in charge and what timeframe is expected for its execution:

**Note:** when creating a new evaluation, its status is "20 OPEN". After creation you can update it to "30-ENDED" or "40-CANCELLED"

- For the creation to be effective, it must be saved (button: SAVE ).

### Define the scope of the evaluation

- Locations scope by premises / sites

- For an evaluation to be effective you need to define at least one location. For the Non-medical structures, you can include in the same evaluation up to 6 different locations.

- Tech. scope by families

When opening a new evaluation, by default, all technical families are included: this will allow you to assess them all.

- For each assessment, depending on its specific objectives, you can define what are the families to be taken into account by unflagging the ones to be not considered.

ASSESSMENT PERIMETER : TECHNICAL FAMILIES		
Energy <input checked="" type="checkbox"/>	Coldchain <input checked="" type="checkbox"/>	MFM <input checked="" type="checkbox"/>
Telecom <input type="checkbox"/>	Biomed <input checked="" type="checkbox"/>	IT <input type="checkbox"/>
Watson (water, vectors, waste) <input checked="" type="checkbox"/>	Security <input type="checkbox"/>	Resources management <input type="checkbox"/>

**Note:** If a family is not included in a specific assessment it does not mean that the family doesn't need to be assessed at all.

When not relevant or not applicable, in any case the family has to be assessed and marked as N/A.

**Example:** Assessment of the Guest house of the project → the Biomed family is not applicable but still included in the assessment:

ASSESSMENT PERIMETER : TECHNICAL FAMILIES		
Energy <input checked="" type="checkbox"/>	Coldchain <input checked="" type="checkbox"/>	MFM <input checked="" type="checkbox"/>
Telecom <input type="checkbox"/>	Biomed <input checked="" type="checkbox"/>	IT <input type="checkbox"/>
Watson (water, vectors, waste) <input checked="" type="checkbox"/>	Security <input type="checkbox"/>	Resources management <input type="checkbox"/>

→

BASIC 1 : PREVENTIVE MAINTENANCE ON BIOMED DEVICES IS PERFORMED AND RESPECTED			
#	GOOD PRACTICE	IN PLACE ?	COMMENTS
1.1	Un calendrier de maintenance est fait. Il est à jour dans MEMO. Il correspond à l'inventaire et est imprimé dans l'atelier du Biomed.	NO	Out / Yes
1.2	Les maintenances préventives sont exécutées à temps selon l'échancier de maintenance et sont mises à jour dans MEMO.	NON/NO	Non / No
1.3	Les pièces détachées nécessaires sont disponibles pour les maintenances préventives.	??	Ne sait pas / Don't know
		N/A	Non applicable / Not applicable

## Complete the evaluation


The person in charge of performing the evaluation can access each of the BASICS listed in the tabs:

Search   General   **Energy**   Cold chain   MFM   Telecoms   Biomed   IT   Watson - Water   Watson - Vectors   Watson - Waste   Security   Ressources management

→ Then for each good practice you must indicate if it is "In place". You may add a comment:

**Note:** if one best practice is only partially in place, then mark "NO" because it is not considered implemented.

BASIC 1: FUEL QUALITY IS CHECKED, DISTRIBUTION IS MONITORED			
#	GOOD PRACTICE	IN PLACE ?	COMMENTS
1.1	Fuel quality and quantity are checked during delivery. We check for water in the fuel with water detecting paste, the conditions of the drums, and the real number of liters per drum.	OU/YES NON/NO ?? N/A	Out / Yes Non / No Ne sait pas / Don't know Non applicable / Not applicable
1.2	Fuel is stored in clean tanks. The store is ventilated to avoid dangerous vapors.		

If you want to add an action in relation with a good practice, click on the icon on the right . By clicking on it a pop-up opens: We find the codes of the BASIC and the good practice. You must indicate:

- the expected action,
- the person in charge (either a MEMO user, or another person to be indicated),
- the date of execution of the expected action.

ACTION-BASICS

BASICS

GPM\_1

BONNE PRACTIQUE

1.2

\* ACTION

\* UTILISATEUR

\* AUTRE

\* DATE ATTENDUE

ENREGISTRER

The actions are listed at the bottom of each BASIC and on the "General" tab we find all the actions of all the BASICS:

## ACTIONS - BASICS MFM

	BASICS	BONNE PRATIQUE	ACTION	WHO	PREVIEWED DATE	
✓	GPM_1	1.2	Clean the fuel tanks	XXXX YYYY	31/03/2022	

1 20 Total: 1

In these lists, it is possible to delete or adjust any action.

### Finalize the evaluation

The person in charge of the evaluation must not forget to fill in the "General comments" and click on the button FINALIZE THE EVALUATION .

**Note:** the evaluation status then changes to "30-ENDED".

When discussing and analysing the evaluation, it is possible to use the "MSF500 – BASICS" report which gathers all the information of an evaluation as well as some statistics.

This report can be found by opening the evaluation, on the "General" tab, either by clicking the "Evaluation report (PDF)" button or by clicking on the "Reporting" icon .

A table shows the percentages of implementation and evaluation completion for each BASIC.

The various information is included (project, person in charge, expected date, general comments, list of all actions).

#### Basics LOG - Evaluation (EVAL-BASICS-7306)

This Excel document is static. It shows the situation of one evaluation at one given moment.

Project	AM140	Family	% In place	% completed
Date of evaluation	2/22/22 0:00 a	Energy	22%	72%
Evaluation by	resplog@am140	Cold chain	57%	77%
		MFM	45%	83%
		Telecoms	30%	54%
		Biomed	-%	100%
		IT	0%	0%
		Watsan - Water	42%	71%
		Watsan - Vectors	0%	0%
		Watsan - Waste	40%	50%
		Security	6%	13%
		Ressources management	50%	62%
General comments :				
Biomed : not done because of the biomed sup vacancy				
Security : to be reworked				

#### ACTIONS - All Basics

BASIC	Good practice	Action	Who	Expected date
ENERGIE_1	1.1	Go around the offices to check the electrical outlets	elec@am140	25/02/2022
ENERGIE_1	1.2	Check the GEN-022 ground	elec@am140	31/03/2022
GPM_2	2.3	Review the organization of the A/B/C services	resptechmeca@am1	31/03/2022

For each BASIC, we find:

- Whether if each best practice is in place or not and its comments.
- the implementation percentage
- the actions list



**BASICS : WATSAN - VECTORS**

<b>BASIC 1: IN MALARIA-PRONE AREAS, THERE IS A MOSQUITO NET OVER EVERY BED AND MSF FACILITIES ARE SPRAYED WITH INSECTICIDE</b>		<b>In place ?</b>	<b>Comments</b>
1.1) Long-Lasting Insecticidal Nets (LLIN) are installed on every bed.		OUI/YES	
1.2) When LLIN cannot be distributed to patients (local regulations, logistics issue), nets should be washed between each patient use and checked (no holes, maximum 30 washes per net).		NON/NO	The laundry should be involved
1.3) In malaria-prone areas, Indoor Residual Spraying (IRS) is performed in all MSF facilities: medical facilities, accommodations, offices. Several essential parameters need to be considered: local insecticide resistance, insecticide lifespan and the number of rainy seasons. > Ref. PHE: from T.B. 7.10 to T.B. 7.15 and read carefully <u>2015 WHO IRS 2nd edition. En before each IRS session.</u>		N/A	
1.4) All windows and doors are protected by a metal or synthetic mesh to stop mosquitos and other flying insects entering the facility.		N/A	
1.5) Rain water is drained and waste water treatment units are clean, to avoid stagnant waters favoring mosquito and other insect breeding (weekly maintenance of grease traps, gutters and drains cleaned, etc.)		OUI/YES	
1.6) The cleanliness of MSF sites is a strong determinant to avoid the proliferation of rodents and other vectors.		OUI/YES	
		75%	

**ACTIONS - BASICS : WATSAN - VECTORS**

BASIC	Good practice	Action	W/ho	Expected date
WATSAN_VECT_1	1.2	Check with the laundry so that everything is cleaned	Logman@am140	31/03/2022

# FAQ : Frequently Asked Question

- 0. List MEMO Update
- 1. Access
- 2. Localisation
- 3. Equipment
- 4. Maintenance

- 5. Tablet and stickers
- 6. Basics
- 7. Rapport
- 8. Measure point

## 0. List MEMO Update

### 25/01/2024

- Energy Consumption Follow up
- Energy consumption report
- Data quality improvements related to the creation of new equipment
- Automatic harmonization of EQ input information
- Work order data quality improvements
- Evolution of the work order interface
- Automatic user password recovery
- Tablet Inventory application
- Tablet Work Order Processing Tablet:
- Automatic application update

### 25/02/2022

- Management of automatic activations/deactivations of the maintenance plan (PM)
- Tablet Inventory functionality has been improved
- "Analysis of BT Biomed" report
- "Energy" family
- Basics

### 12/10/2021

- MEMO Team
- Mission support
- Mechanical lot
- "Cold Chain Renewal" report
- Updating applications (Work order, Schedules, Search list)
- Energy: monitoring and maintenance of electrical panels
- Maintenance of fire extinguishers
- Radiocom: bill follow up

## 1. Access

### How to create an accompt?

→ Contact MEMO team to [memo@paris.msf.org](mailto:memo@paris.msf.org) with all details explained in the practical sheet [K.2.2](#)

## User access rights

### I forget my password, how can I change it?

- click on "**Mot de passe oublié**", you will receive a link by email.
- If you don't receive an email after 30min, contact [memo@paris.msf.org](mailto:memo@paris.msf.org)



### I forget my account, how can I found it?

- Contact your focal point, your log manager or your logco, they have the application "admin : user" with the list of accounts

**Note:** the MEMO identifier is different from your Microsoft account identifier

### What I need to do in MEMO and when?

- Your task are in the matrice role and responsibilities. Ask your log manager, logco or focal point the document.
- This practical sheet give indications when you need to do the task [K.3.1 Periodic tasks that need to be done in MEMO](#)

### Who do I turn to if something doesn't work? (bug...)

- Contact your focal point first. And the memo support if he don't have the answer.

## 2. Localisation

### We have a new building, but it doesn't exist in MEMO.

- Write a email to [memo@paris.msf.org](mailto:memo@paris.msf.org) for asking to create it

## 3. Equipment

### I tried to change the status of the EQ or transfer an EQ, but it's doesn't work (don't change).

- You should have an error message in the right corner. One or more information in the EQ page is wrong (MSF code doesn't exist, staff code inactive...). Replace the information or delete it and save before to do your action.

### In what case(s) should you change the status of equipment from OUT to ACTIVE / correct something / change the status from ACTIVE to OUT?

- OUT > ACTIVE : when your loan to another organization is over. The equipment is back in your fleet
- ACTIVE > OUT : when the equipment leaves your mission/project with no intention of returning. There are different reasons for putting the equipment « Out of the fleet », including: sale, donation, loss, theft, etc

## 4. Maintenance

**I tried to inactivate the status of the Preventive maintenance but it's doesn't work (don't change, error message).**

- The preventive maintenance can't be inactive if one work order is still open. Close the WO before.
- If the preventive maintenance plan isn't well schedule (missing date of next launch) and you want to inactive/manual, you will have an error message. Put a fictive date before to change the status.

**I tried to change the status of the WO from 20-APPR to another status but it doesn't work.**

- One of these information are missing in the WO : start date, end date, report. Fill the missing information and save before to change the status

**I tried to cancel the BT but it doesn't work**

- MEMO check that all the elements registered in the BT are indeed existing: EQ, person in charge, etc. If the equipment has been taken out of the fleet, if the account of the person in charge has been deleted, then they will be displayed in red. You can remove the person in charge and change the status. If it's the equipment, contact the MEMO team. If the start date is after the end date, you will be block too. Change the date and time (be careful hour format 24h and not 12h)

## 5. Tablet and stickers

**I can't manage to access to the MEMO application (Altair).**

- Your tablet needs to be connected to internet when you login

**My tablet doesn't synchronize (error message).**

- You need to have a stable internet connexion during all the synchronisation. You can use data from the smartphone
- During 2:00am GMT+0 the server can be busy (daily update)
  - Wait 10minutes before to re try to synchronize
- You don't have the last version of the tablet install.
  - Download the last version of the tablet from the home page
- Your android version is too old
  - Change of tablet
- In "settings" the web address was modified
  - Reinstall the tablet

**I have nothing in my tablet (no WO, no EQ).**

- Your tablet isn't synchronised. Do a global synchronisation

**I see location in the tablet, I don't see in the website.**

- You need to purge the database in the tablet before to do a global synchronisation

**Inventory: I don't have the button to scan labels**

- Go to the MEMO application (Altair), open from the menu : "settings", at the end of the page, unselect the tick "physical barcode scanner"

**Inventory : I don't arrive to scan the stickers of the EQ during the inventory (barcode/QRcode)?**

- The end of the barcode is very close to the end of the sticker and the surface of the equipment is dark > print a new sticker
- There isn't enough light > click on "turn on the flash"
- The barcode/QRcode is partially erased > print a new sticker (and use the serial number during this inventory)

**Inventory : How can I do the inventory of an group of EQ (example : fire extinguisher)**

- You can change the inventory status of the EQ with the bottom on the right of the EQ during the

inventory as "found"

**Inventory : When I scan my MEMO sticker or when I fill manually the EQ-code, I have the message "unknown code"**

- The equipment is registered in another mission (another country)
- The equipment was removed of the database by administrator (example : decision LogCo to stop to follow a type of EQ)
- The indicated equipment code is spelt incorrectly (example forget to put "-" between EQ and the number)

**Inventory : When I scan the manufacture sticker or when I fill manually the serial number, I have the message "unknown code"**

- The equipment is registered in another mission (another country)
- The equipment was removed of the database by administrator (example : decision LogCo to stop to follow a type of EQ)
- The indicated equipment code is spelt incorrectly (example record in MEMO with space but you fill without space in the tablet)
- The equipment isn't record on MEMO : You need to create it after the inventory and print a sticker.

**When I print stickers, they are offset from the paper.**

- Contact your focal point, there are practical sheet explaining the printer settings to print well the stickers

**I have only 1 sticker to print, but some stickers were already printed with the paper.**

- You can choice the place of the sticker you want to print by using this method : [link to practical sheet](#)

## 6. BASICS

**Why a minimum frequency of BASICS assessment and a difference between medical and non-medical facilities?**

- Medical facilities are subject to more rapid and frequent changes than non-medical facilities. Hence the importance of checking the quality of log activities on a more regular basis. The minimum frequency of BASICS evaluation is a minimum to be implemented for stable activities. It's up to you to define the frequency that's right for your project, depending on its specific features, but be careful to be realistic in your ambitions. It's better for a hospital to have an assessment done correctly twice a year than badly done 4 times a year.

**Why evaluate individual sites rather than the project as a whole?**

- Assessing the BASICS for a project as a whole is a complicated exercise that lacks nuance. The situation and priorities are significantly different in a medical facility, a warehouse, a team house or an office, for example. To make the evaluation easier, but also more relevant to analyse, we ask you to evaluate each medical structure separately. Your non-medical structures can be evaluated as a group or separately, depending on your organization and the size of your project.

**Why evaluate your entire project between July and September?**

- The BASICS assessment helps you get a clear understanding of the technical standards in place in your projects, which will serve as a reference when discussing your annual logistics objectives and priorities at PCOLS and operational commissions in November.

**Why evaluate BASICS in MEMO?**

- MEMO is the main tool for tracking data and logistic activity, and we want to avoid the multiplication of tools. The systematic encoding of BASICS monitoring in MEMO, rather than in Excel files, will enable us to collect this data centrally and provide you with analysis tools to help you monitor logistics quality on your sites. Assessments should be prepared in pairs to determine which families will be evaluated and why. After the evaluation, the assessors should analyse the evaluation together with the people implicated in the

maintenance of each technical family in order to agree upon an action plan.

## 7. Report

**I have an error message when I tried to download my report (empty).**

3 possibilities :

- The report is too heavy (try to download analyse biomed for a big mission) : download by project or try again
- Someone else is downloading a report at the same time than you from the same access point : try again 1 minute later
- MEMO didn't recognize the information filled : error in the MSF code project, error in the person in charge for the report individual chronogram, no data between the date you filled : double check the information you filled

## 8. Measure point

**I can't enter the decimal number of my measurement (example 130.48)**

- For certain measurement points such as energy meters, MEMO does not take into account the decimal places of the measurement. You must round to the nearest unit (example:  $130.48 > 130$ )
- To add decimals, the character used must be a comma "," and not a dot or point "."



# **MEMO**

## **USEUR MANUAL**