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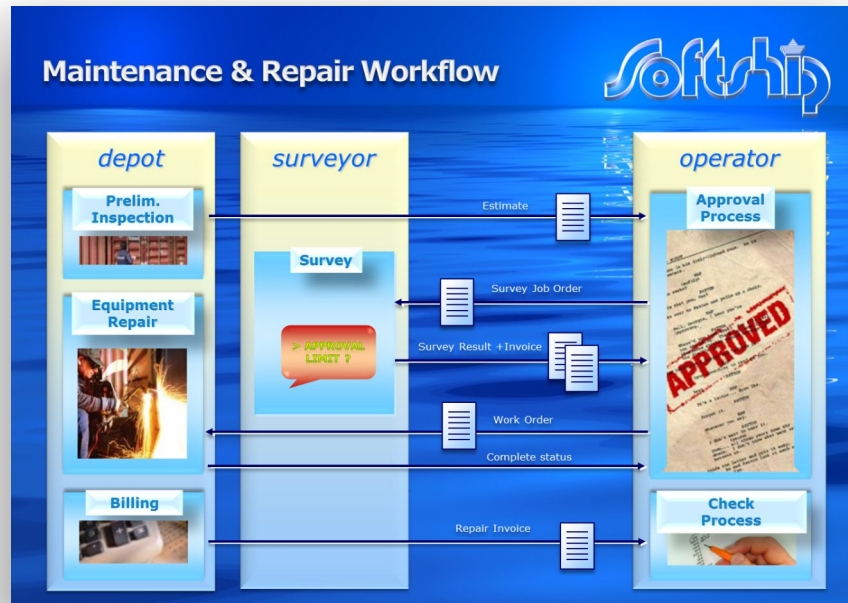
SMARTS - Maintenance & Repair

Effective container repair management is vital to any container operator and SMARTS offers precisely that.

SMARTS is fully web-based and therefore easily integrates all involved parties – Depots, Operators, and Surveyors. Designed specifically for Container M&R, SMARTS renders the repair processes transparent for complete control of your equipment. Daily workflow requirements such as tariffs handling, repair estimates, surveys, work orders, repair status updates, invoices, and statistics are processed and distributed for dry vans, tanks, reefers, chassis, or Gensets.

Fast and Simple Damage Reporting

SMARTS supports the whole Depot Management process from Gate In to Gate Out. All relevant activities such as repair, survey, or storage can be easily monitored. SMARTS offers complete control over all depot processes.

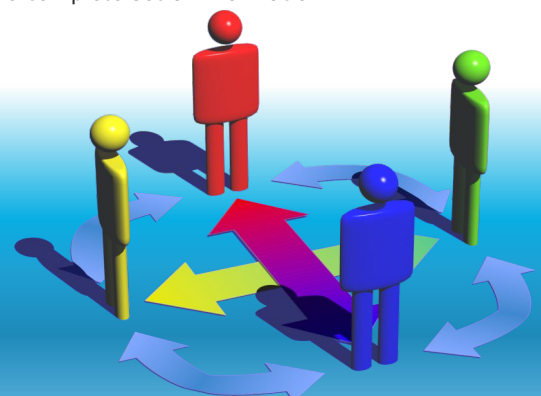
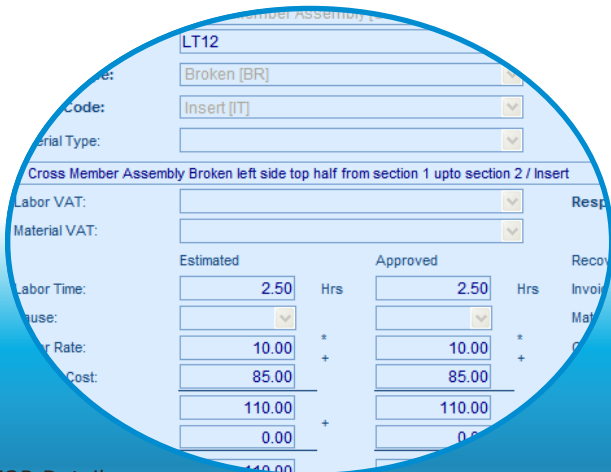


Upon registration of the 'container gate in', an estimate of repair (EOR) can be generated with a few mouse clicks. Master data such as container details and depot information are preset so the staff member only needs to add the damage details.

SMARTS fully supports ISO 9897 coding and also provides written translations for verification purposes. Repair rates and working hours are automatically applied during the entry process to ensure that the EOR is fully compliant with the agreed repair tariff. Once the EOR entry job is finalized, SMARTS instantly alerts the responsible M&R Manager.

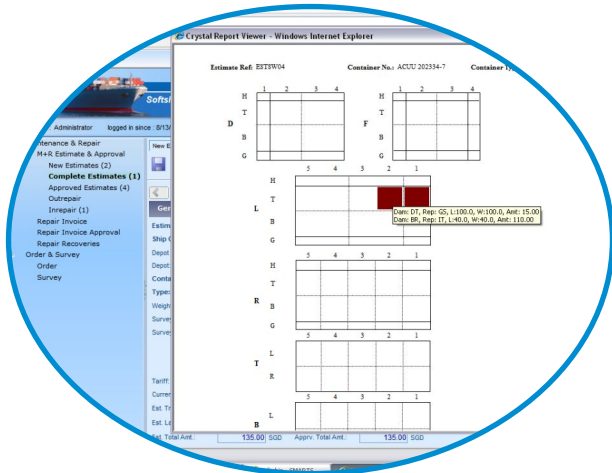
Repair Approvals Based on Validated Information

Each M&R user may choose his own way of organising the received information to mould his daily work to his needs. When the repair approval is spread over multiple regions, SMARTS ensures that each location has access only to EORs under their control. The global M&R manager alone has access to the complete set of information.



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Graphical View of Damages

Every EOR undergoes a sophisticated validation process before approval to identify duplicate or improper repairs. This allows you to analyse repair history, identify damage causes, and control double repair to avoid unnecessary M&R costs.

For approval of repairs, SMARTS is equipped with features such as automated or batch approval in cases where the repair costs are below a specified limit. This gives managers room to concentrate on more important or more expensive repair cases. SMARTS supports approval of specific repair items and allows the repair manager to overrule estimated labour or material costs.

As soon as the estimate is approved, SMARTS alerts the depot staff so the repair can commence. Clear instructions that display the approved items and amounts help avoid future disputes. When the repair is completed, the operator is notified of his equipments availability.

Features

- ◆ ISO 9897 compliance
- ◆ Integrated repair tariff module with cost validation
- ◆ Full control of container repair and survey
- ◆ Fully or semi-automated billing
- ◆ Repair history and analysis

Rapid Access to Accurate Survey Results

In case a survey is required, an order can be placed with a mouse click providing the surveyor instantly with details like the depot location, equipment type, survey type, and the number of containers to be surveyed. SMARTS supports different types of surveys: in-service surveys, off-hire surveys, on-hire surveys and others. Once the survey has been performed, the result is available in SMARTS, making the survey report available either by e-mail or online together with pictures. Faster and accurate reporting of survey results help to accelerate the repair process. This ultimately leads to faster equipment handling and reduced idle times.

A Powerful Tool to Easily Manage the M&R Process

With SMARTS, each and every equipment repair is registered, validated and archived for future reference, thus giving repair managers transparent and real-time information on the repair status of their fleet, enabling them to efficiently give instructions to depots and surveyors. The workflow from repair estimate to survey to work order and billing runs smoothly because of the integrated platform SMARTS provides to all parties.

SMARTS' powerful reporting tool makes it is easily possible to analyse costs by region, depot, container type, or container series. Vendor comparisons that offer valuable performance and cost information can be done with just a mouse click. With minimal effort, you gain total control over your equipment maintenance and repair.

Your advantage with SMARTS

- reduced errors**
- + faster M&R processing**
- + reduced administrative efforts**
- = reduced costs**

- ◆ Real-time data of complete equipment fleet
- ◆ EOR validation against double or improper repairs
- ◆ Warranty and claim control
- ◆ Standard EDI interfaces



Softship AG
Headquarters
Notkestr. 9
D - 22607 Hamburg

Fon +49.40.89.06.8-0
Fax +49.40.89.06.8-500
Email sales@softship.com
URL www.softship.com

