

# Marketing & Product Support Division

## S.O.S<sup>SM</sup> Services Web Screen Shot Training



MARKETING & PRODUCT  
SUPPORT DIVISION





## S-O-S<sup>SM</sup> Services Web

- Quick Search
- Quick Search View
- Advanced Search
- Details
- Print Details
- History
- Graph
- Messages
- Actions Taken
- User Preferences
- Print Labels
- Model Comparison

View	Evaluation Type	Count
	Action Required	18683
	Monitor Component	1385
	No Action Required	159
	Pending Samples	4229





## S-O-S<sup>SM</sup> Services Web Quick Search Page

- Provides exception based reporting by overall sample evaluation
- Quick links to search by date range or serial number

S-O-S<sup>SM</sup> Services  
Quick Search Monday, November 27, 2006 3:22:06 PM  
EN-US

View	Evaluation Type	Count
	Action Required	18683
	Monitor Component	1385
	No Action Required	159
	Pending Samples	4229

**Quick Search**

**Samples Within Date Range**

Evaluation Type: All Samples  
Processed Date: [ ] to [ ] [Go]  
[Reset]

**Samples Of Equipment**

Equipment: [ ]  
Compartment: [ ] [Reset]



## S-O-S<sup>SM</sup> Services Web Quick Search View Page

- Quick Search View Page returns the listing of samples accessed from the Quick Search Page
- By clicking on the 'Eval' column, a user can access the Details related to a particular sample.

S-O-S Services Quick Search View - Microsoft Internet Explorer

Address http://c001059065.mw.na.cat.com/OILCAT\_6\_3/OilQuickSearchView.aspx?ec=c&eDd=8&eDm=8&eDy=8&eDd=8&eDm=8&eDy=8&esn=DBB00200&cid=0&scnme=All%20Compar

Home System Help Close Window

DemoDealer **CAT** S-O-S<sup>SM</sup> Services Quick Search View  
Monday, November 27, 2006 3:28:39 PM  
EN-US

Confirm All

Lab No.	Sample Date	Process Date	SMU	Eval	Customer	Make	Model	Serial No.	Compartment
Y102-34320-0005	2 Nov 2004	15 Nov 2004	965	NAR	ARIC TROLL	CAT	621G_CAT	DBB00200	DIFFERENTIAL FRONT
Y102-34293-0070	12 Oct 2004	19 Oct 2004	869	NAR	ARIC TROLL	CAT	621G_CAT	DBB00200	DIFFERENTIAL FRONT
Y102-34293-0066	31 Aug 2004	19 Oct 2004	631.7	NAR	ARIC TROLL	CAT	621G_CAT	DBB00200	DIFFERENTIAL FRONT
Y102-34219-0009	17 Jul 2004	6 Aug 2004	401.5	NAR	ARIC TROLL	CAT	621G_CAT	DBB00200	DIFFERENTIAL FRONT
Y102-34293-0016	31 Aug 2004	19 Oct 2004	631.7	MC	ARIC TROLL	CAT	621G_CAT	DBB00200	ENGINE
Y102-34219-0019	4 Aug 2004	6 Aug 2004	486.5	AR	ARIC TROLL	CAT	621G_CAT	DBB00200	ENGINE
Y102-34219-0030	19 May 2004	6 Aug 2004	195	NAR	ARIC TROLL	CAT	621G_CAT	DBB00200	ENGINE
Y102-34131-0018	3 May 2004	10 May 2004	141	NAR	ARIC TROLL	CAT	621G_CAT	DBB00200	ENGINE
Y102-34293-0068	12 Oct 2004	19 Oct 2004	869	NAR	ARIC TROLL	CAT	621G_CAT	DBB00200	FINAL DRIVE FRONT LEFT
Y102-34293-0065	31 Aug 2004	19 Oct 2004	631.7	NAR	ARIC TROLL	CAT	621G_CAT	DBB00200	FINAL DRIVE FRONT LEFT
Y102-34219-0017	4 Aug 2004	6 Aug 2004	486.5	NAR	ARIC TROLL	CAT	621G_CAT	DBB00200	FINAL DRIVE FRONT LEFT
Y102-34219-0010	17 Jul 2004	6 Aug 2004	401.5	NAR	ARIC TROLL	CAT	621G_CAT	DBB00200	FINAL DRIVE FRONT LEFT
Y102-34293-0069	12 Oct 2004	19 Oct 2004	869	NAR	ARIC TROLL	CAT	621G_CAT	DBB00200	FINAL DRIVE FRONT RIGHT
Y102-34293-0067	31 Aug 2004	19 Oct 2004	631.7	NAR	ARIC TROLL	CAT	621G_CAT	DBB00200	FINAL DRIVE FRONT RIGHT
Y102-34219-0016	4 Aug 2004	6 Aug 2004	486.5	NAR	ARIC TROLL	CAT	621G_CAT	DBB00200	FINAL DRIVE FRONT RIGHT
Y102-34219-0011	17 Jul 2004	6 Aug 2004	401.5	NAR	ARIC TROLL	CAT	621G_CAT	DBB00200	FINAL DRIVE FRONT RIGHT
Y102-34320-0004	2 Nov 2004	15 Nov 2004	965	NAR	ARIC TROLL	CAT	621G_CAT	DBB00200	HYDRAULIC SYSTEM

Done Local intranet



## S-O-S<sup>SM</sup> Services Web Advanced Search Page

- Exception based reporting on all sample management levels
- Provides links to additional information

S-O-S Services Oil Analyse - Microsoft Internet Explorer

Address: http://c0011059065.mw.na.cat.com/OILCAT\_6\_3/OilAnalyse\_Pilot.aspx?ap=1

Home System Help Close Window

**DemoDealer** **S-O-S<sup>SM</sup> Services**  
Advanced Search *Monday, November 27, 2006 3:30:33 PM*

**Equipment Selection**

Customer: ARIC TROLL Manufacturer: \_\_\_\_\_  
 Job Site: \_\_\_\_\_ Family: \_\_\_\_\_  
 Serial/Unit: DBB00201 Model: \_\_\_\_\_  
 Status: \_\_\_\_\_ Compartment: \_\_\_\_\_  
 Start Date: \_\_\_\_\_ Clear End Date: 27 November 2006 Clear  
 Date Type: Sample Date

Evaluation Code:  NAR  MC  AR Search Reset

**Code Key** View  
 = Solved  = Action Taken  = Email Sent  = Confirmed  = Sample Image  Dates  Meter Readings  Date Diff.  Meter Diff.

**Search Results** / Click on Sample Evaluation Columns (S1-S4) for Sample Details.

Serial No.	Unit No.	Model	Job No.	Customer	Compartment	S1	S2	S3	S4	Date 1	Date 2	Date 3	Date 4
DBB00201	ALBAN TRACTOR CO. 621G_CAT			ARIC TROLL	DIFFERENTIAL FRONT	NAR	NAR	NAR	NAR	23 Oct 2004	26 Aug 2004	23 Jun 2004	28 Apr 2004
DBB00201	ALBAN TRACTOR CO. 621G_CAT			ARIC TROLL	ENGINE	NAR	NAR	NAR	NAR	26 Aug 2004	23 Jun 2004	27 May 2004	12 May 2004
DBB00201	ALBAN TRACTOR CO. 621G_CAT			ARIC TROLL	FINAL DRIVE FRONT LEFT	NAR	NAR	NAR	NAR	29 Oct 2004	26 Aug 2004	23 Jun 2004	27 May 2004
DBB00201	ALBAN TRACTOR CO. 621G_CAT			ARIC TROLL	FINAL DRIVE FRONT RIGHT	NAR	NAR	NAR	NAR	23 Oct 2004	26 Aug 2004	23 Jun 2004	27 May 2004
DBB00201	ALBAN TRACTOR CO. 621G_CAT			ARIC TROLL	HYDRAULIC SYSTEM	NAR	NAR			26 Aug 2004	23 Jun 2004		
DBB00201	ALBAN TRACTOR CO. 621G_CAT			ARIC TROLL	RADIATOR	NAR				23 Jun 2004			

Done Local intranet



## S-O-S<sup>SM</sup> Services Web Details Page

- Provides all details related to a specific sample.
- Quick navigation to other pages.
- Ability to confirm viewed samples

S-O-S Services Details - Microsoft Internet Explorer

Address: http://c001059065.mw.na.cat.com/OILCAT\_6\_3/OilDetails\_Pilot.aspx?SNo=DBB00201&compID=ENG&compNam=ENGINE&pgNum=1&smpNo=7049729

Home System Help Close Window

**DemoDealer** **CAT** S-O-S<sup>SM</sup> Services  
Details Monday, November 27, 2006 3:36:16 PM

Sample Details Select Sample Number 1 2 3 4 5 6 7 8 9 10 EN-US

Sample Number	History	Graph	Messages	Action Taken	Print Details
Serial No. DBB00201	Unit No. ALBAN TRACTOR CO.	Customer ARIC TROLL	Compartment ENGINE	Manufacturer CAT	Model 621G_CAT
Lab. Number Y102-34328-0037	Sample Date 9 Nov 2004	Date Received 23 Nov 2004	Interpretation Date 30 Nov 2004	Job No.	Location N/A
Meter Reading 877	Meter On Fluid 306	Fluid Brand CAT	Fluid Weight 15W-40	Fluid Changed	Make Up Fluid
Filter Change	Sample has attachment No	Sample Confirmed Yes	Action Taken No	Problem Solved No	
Email Sent Yes	By: Dan O'Lear	On: 15 Aug 2006 9:32:39			

**Interpretation Comments**  
COPPER IS HIGH. COPPER ALONE USUALLY INDICATES COOLER CORE LEACHING AND IS NOT NORMALLY WEAR OF BRONZE/BRASS PARTS. CONTINUE TO MONITOR. CHANGE THE OIL AND FILTERS AND RESAMPLE AT THE NORMAL INTERVAL.

NIT	Al	V100	OXI	SUL	ST	Ca	Cr	W	A	F	Cu	Fe	Pb	Mg	Mo	Ni	P	K	Si	Na	Sn	Zn
28	1	12.1	21	21	82	2222	1	N	N	N	157	54	1	284	0	0	1083	1	7	0	0	1255

Done Local intranet



## S-O-S<sup>SM</sup> Services Web Print Details Page

- Provides listing of last four historical samples.

S-O-S<sup>SM</sup> Services Print Details - Microsoft Internet Explorer

Address: http://c001059065.mw.na.cat.com/OILCAT\_6\_3/OilPrintDetails.aspx?SNo=DBB00201&compID=ENG&compNam=ENGINE&mpNo=7917205

Home System Help Close Window

**DemoDealer** **S-O-S<sup>SM</sup> Services** **Print Details**

Monday, November 27, 2006 3:45:14 PM

**Current Sample**

Customer	ARIC TROLL	Model	621G_CAT
Serial No.	DBB00201	Unit No.	ALBAN TRACTOR CO.
Fluid Brand	CAT	Fluid Weight	15W-40
Compartment	ENGINE	Lab. Number	Y102-34328-0037

**Color Key**

=NAR  =MC  =AR  =Solved  =Action Taken  =Email

**Details**

Lab No	Eval	Sample Date	Received Date	Meter Read	Oil Hours	Oil Added	Oil Changed
Y102-34328-0037	MC	9 Nov 2004	23 Nov 2004	877	306		
Y102-34310-0028	MC	29 Oct 2004	5 Nov 2004	856	285		
Y102-34261-0006	AR	14 Sep 2004	17 Sep 2004	645	74		
Y102-34243-0006	NAR	26 Aug 2004	30 Aug 2004	0	0		

**Interpretations**

Lab No	Eval	Interpretation
Y102-34328-0037	MC	COPPER IS HIGH. COPPER ALONE USUALLY INDICATES COOLER CORE LEACHING AND IS NOT NORMALLY WEAR OF BRONZE/BRASS PARTS. CONTINUE TO MONITOR. CHANGE THE RESAMPLE AT THE NORMAL INTERVAL.
Y102-34310-0028	MC	COPPER IS HIGH. COPPER ALONE USUALLY INDICATES COOLER CORE LEACHING AND IS NOT NORMALLY WEAR OF BRONZE/BRASS PARTS. CONTINUE TO MONITOR. CHANGE THE RESAMPLE AT THE NORMAL INTERVAL.
Y102-34261-0006	AR	IRON, COPPER, AND SILICON ARE HIGH FOR A LOW HOUR SAMPLE. CHECK SYSTEM FOR DIRT ENTRY AND CORRECT ANY PROBLEMS. CHANGE OIL AND FILTERS IF NOT DONE ALR
Y102-34243-0006	NAR	BASELINE SAMPLE. ALL READINGS APPEAR TO BE NORMAL. CONTINUE NORMALLY SCHEDULED SAMPLING.

**Test Readings**

Lab No	Eval	NIT	Al	V100	OXI	SUL	ST	Ca	Cr	W	A	F	Cu	Fe	Pb	Mg	Mo	Ni	P	K	Si	Na	Sn	Zn	5μ	10μ	15μ	20μ
Y102-34328	MC	28	1	12.1	21	21	82	2222	1	N	N	N	157	54	1	284	0	0	1083	1	7	0	0	1255				

Done Local intranet



## S-O-S<sup>SM</sup> Services Web History Page

- Shows history of the last ten samples in tabular form.
- Ability to view all compartments in a single screen
- Ability to export to .csv format
- Provides links back to individual sample details

S-O-S<sup>SM</sup> Services Full History - Microsoft Internet Explorer

Address: http://c001059065.mw.na.cat.com/OILCAT\_6\_3/OilFullHistory\_Pilot.aspx?cSN=DBB00201&comSN=&CID=ENG&Name=ENGINE&SampNum=7917205

Home System Help Close Window

**DemoDealer** **CAT** S-O-S<sup>SM</sup> Services History *Monday, November 27, 2006 3:49:24 PM*

**Equipment Details**

Model: 621G\_CAT    Unit No.: ALBAN TRACTOR CO.    Component SN.:  
 Serial No.: DBB00201    Compartment: ENGINE

All Compartments  
Save to Disk / Export

**Color Key**

MC = NAR    MC    AR    Solved    Action Taken    Email Sent    Confirmed

Lab No.	Sample Date	Meter Read	Oil Hours	Fluid Amount Added	Oil Changed	Filter Changed	Evaluation	NIT	Al	V100	OXI	SUL	ST	Ca	Cr	V
Y102-34328-0037	9 Nov 2004	877	306		U		MC	28	1	12.1	21	21	82	2222	1	↑
Y102-34310-0028	29 Oct 2004	856	285		U		MC	26	0	12.2	19	18	77	2171	0	↑
Y102-34261-0006	14 Sep 2004	645	74		U		AR	12	2	12.6	9	0	38	2329	1	↑
Y102-34243-0006	26 Aug 2004	0	0		U		NAR	0		14.3				2721	0	↑
Y102-34243-0007	26 Aug 2004	574	574		Y		AR	36	2	10.3	25	30	107	2419	2	↑
Y102-34236-0029	16 Aug 2004	504	504		U		AR	30	2	10.2	21	24	95	2240	2	↑
Y102-34194-0155	7 Jul 2004	370	77		U		MC	18	2	10.7	21	14	71	2335	1	↑
Y102-34194-0133	23 Jun 2004	299	238		U		NAR	16	2	10.4	22	9	58	2179	1	↑
Y102-34154-0001	27 May 2004	195	142		U	U	NAR	6	1	10.4	14	0	36	2131	0	↑
Y102-34138-0025	12 May 2004	146	93		U		NAR	7	1	10.6	11	0	24	2025	0	↑



## S-O-S<sup>SM</sup> Services Web Graph Page

- Allows a user to change graph scales
- Provides multi-element graphing in one screen
- Allows a user to save graph templates

The screenshot shows the S-O-S<sup>SM</sup> Services Web Graph Page. The browser window title is "S-O-S Services Graph - Microsoft Internet Explorer". The address bar shows the URL: [http://c001059065.mw.na.cat.com/OILCAT\\_6\\_3/OilGraph\\_Pilot.aspx?Esn=DBB00201&ID=ENG&NM=ENGINE](http://c001059065.mw.na.cat.com/OILCAT_6_3/OilGraph_Pilot.aspx?Esn=DBB00201&ID=ENG&NM=ENGINE). The page header includes "DemoDealer" and "CAT" logos, and "S-O-S<sup>SM</sup> Services Graph" with the date "Monday, November 27, 2006 3:52:24 PM".

The main content area is divided into several sections:

- Equipment Details:** Serial No. (DBB00201), Comp. Ser. No., Component (ENGINE).
- Graph Options:** Scale By Meter (checked), Scale By Date, Scale By Sample.
- Calculation:** Actual (selected).
- Template:** Existing Templates, Add, Update, Delete buttons.
- Elements to Display:** Checkboxes for Al, Ca, Cr, Cu, Fe, Pb, Mg, Mo, Ni, P, K, Si, Na, Sn, Zn, V100, OXI, SUL, NIT, ST.
- Chart Type:** Line (selected), Reset Graph button.

The main graph area shows a "Chart Title" and a line graph for "ENGINE DBB00200". The Y-axis is labeled "Result" (0 to 10) and the X-axis is "Sample No." (1 to 8). The graph shows two data series: Fe (red line) and ST (blue line). A smaller inset window shows a bar chart for the same engine and elements, with the Y-axis labeled "Result" (0 to 120) and the X-axis labeled "Sample No." (1 to 9).



## S-O-S<sup>SM</sup> Services Web Messages Page

- Built-in communication (emailing) system
- Features a Recipient List
- Creates a log of messages

**S-O-S<sup>SM</sup> Services Messages - Microsoft Internet Explorer**

Address: [http://c001059065.mw.na.cat.com/OILCAT\\_6\\_3/OilMessages.aspx?cid=7817045](http://c001059065.mw.na.cat.com/OILCAT_6_3/OilMessages.aspx?cid=7817045)

Home System Help Close Window

**DemoDealer CAT** S-O-S<sup>SM</sup> Services  
Messages *Monday, November 27, 2006 4:07:54 PM*

**Equipment Details**

Equipment Serial No.	D6B00201	Evaluation Code	NAR
Equipment Unit No.	ALBAN TRACTOR CO.	Sample Date	29 Oct 2004
Component ID	FD_FR_LT	Meter Reading	856
Component	FINAL DRIVE FRONT LEFT	Lab. Number	Y102-34310-0031

**Lab Message**

NORMAL WEAR METAL READINGS. ALL OTHER ANALYSIS READINGS APPEAR TO BE ACCEPTABLE. CONTINUE NORMALLY SCHEDULED SAMPLING.

**New Message**

Sender: PAD PAD

Text:

Message Type:  Urgent  Warning  Information

Send

**Recipients**

hindurao_santosh@cat.com	>>	
nagalp@cat.com		
naga_padu@hotmail.com		
makuta_david_n@cat.com		
florinb@infotrak.com.au	<<	

Done Local intranet



## S-O-S<sup>SM</sup> Services Web Actions Taken Page

- Ability to confirm a sample
- Link to Messages screen
- Ability to record actions and action costs
- Ability to upload .jpg and .gif files
- Creates logs of actions taken and attachments for others to view

**S-O-S<sup>SM</sup> Services**  
Action Taken *Monday, November 27, 2006 4:31:48 PM*

**Equipment Details**

Equipment Serial No.	DBB00201	Evaluation Code	NAR
Equipment Unit No.	ALBAN TRACTOR CO.	Sample Date	29 Oct 2004
Component ID	FD_FR_LT	Meter Reading	856
Component	FINAL DRIVE FRONT LEFT	Lab. Number	Y102-34310-0031

**Confirm you have seen this Sample**

Confirm

**Problem Solved**

Solved

**Emails**

0 Messages  
Click email messages above to see the message(s)

**Record Action Taken**

User: INFOTRAKAUS

Action Details:

Action Cost:  Currency: \$US

**Record Sample Attachment**

Sample Attachment:

Comments:

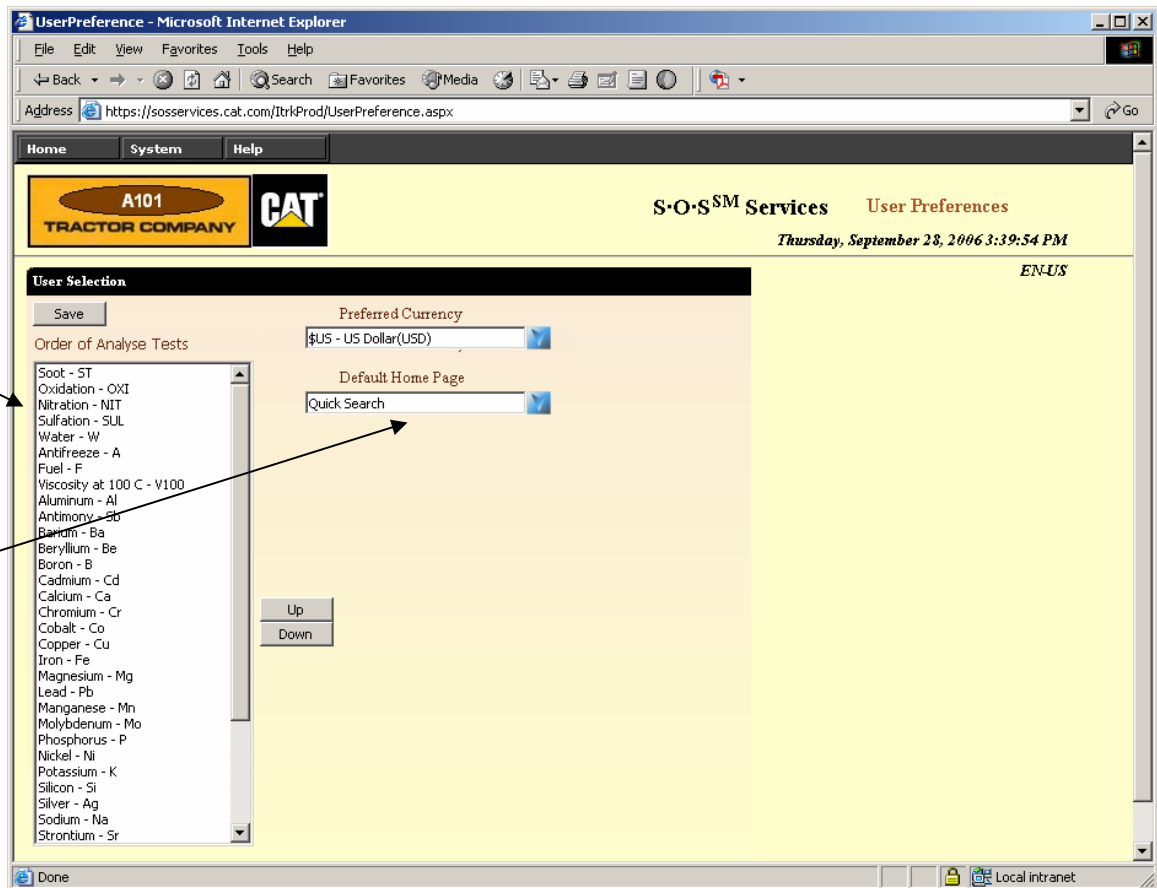
**Action Taken History**

Date	Sender	Action	Cost
No Sample Actions			



## S-O-S<sup>SM</sup> Services Web User Preferences Page

- Ability to specify element & test order on all screens
- Ability to choose default home page





## S-O-S<sup>SM</sup> Services Web Print Labels Page

- Ability to sample bottles labels on-line
- Label includes a bar code that can be scanned by SOS Services Manager

**Selection Criteria**

Customer: ARIC TROLL    Unit No: W1C00201 : W1C00201  
 Serial No: W1C00201 : W1C00201

**Data Entry**

Meter Reading:    Sample Date: 10/3/2006  
 Job Site:   

**Select Compartments**

Print	Compartment	Meter On Fluid	Make Up Fluid	Makeup Unit	Oil Change		Filter Change		Fluid Brand	Fluid Type	Fluid We
					Yes	No	Yes	No			
<input type="checkbox"/>	DIFFERENTIAL CENTER				<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
<input type="checkbox"/>	DIFFERENTIAL FRONT				<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
<input type="checkbox"/>	DIFFERENTIAL REAR				<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
<input type="checkbox"/>	ELEVATOR DRIVE				<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
<input type="checkbox"/>	ENGINE FRONT				<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
<input type="checkbox"/>	ENGINE REAR				<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
<input type="checkbox"/>	FINAL DRIVE FRONT LEFT				<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
<input type="checkbox"/>	FINAL DRIVE FRONT RIGHT				<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
<input type="checkbox"/>	FINAL DRIVE REAR LEFT				<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
<input type="checkbox"/>	FINAL DRIVE REAR RIGHT				<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
<input type="checkbox"/>	DEF. SYSTEM				<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			

**S-O-S Fluid Sample**

10/3/2006 Taken Date	ENGINE FRONT Compartment	1000 Meter Reading
Sample Label	CAT Manufacturer	Make Up Units
ARIC TROLL Customer	657 CAT Model	CATERPILLAR Fluid Brand
W1C00201 Serial No	Work Order No	150Z-40 Fluid Weight
W1C00201 Equipment No	230 Meter On Fluid	Yes Fluid Changed
Job Site	Make Up Fluid	Yes Filter Changed



## S-O-S<sup>SM</sup> Services Web Model Comparison Page

- Allows for machine comparison graphing by model, compartment, and element
- Line or bar graph formats

Sample No.	Sample No. 1	Sample No. 2	Sample No. 3	Sample No. 4	Sample No. 5	Sample No. 6	Sample No. 7	Sample No. 8	Sample No. 9	Sample No. 10
ASD00123	10	20	30	40	50	60	70	80	90	100
ASD00124	15	25	35	45	55	65	75	85	95	105
ASD00130	20	30	40	50	60	70	80	90	100	110
ASD00131	25	35	45	55	65	75	85	95	105	115



## S-O-S<sup>SM</sup> Services Web Help Documentation Page

- **User Help  
Documentation  
available on-  
line from the  
main tool bar**

