



# Linde Service Manager

User Manual and functional description

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## 1 Preparation

You can find the Linde Service Manager App in the Google Play Store and the Apple Store by entering "Linde Service Manager" in the search bar. Select the app and install it on your phone.

Download via Google Play Store

<https://play.google.com/store/search?q=linde%20service%20manager&c=apps>

Download via iTunes in the Apple Store

<https://itunes.apple.com/gb/app/linde-service-manager/id1353842687?mt=8>

Note: You must have permission to install Apps on your smartphone. If this is not possible, please contact your local IT.

The browser version of the Linde Service Manager can be accessed via the Linde Global Extranet:

<https://xtranet.linde-mh.com/lmhge>

## 2 Minimum technical requirements

The following system requirements apply to the operation of the Linde Service Manager:

In order to use the smartphone app or the browser version, you must have an Internet connection.

In addition, a smartphone or tablet with one of the following operating systems is required to run the smartphone app:

- Android (version 5.0 or higher)
- Apple iOS (version 10.0 or higher)

To view and use the browser version correctly, you should use one of the following Internet browsers:

- Microsoft Internet Explorer (version 11 or higher)
- Mozilla Firefox (version 59 or higher)
- Google Chrome (version 69 or higher)
- Microsoft Edge

### 3 Access Data

Your responsible Linde Service Partner will set up a user for you so that you can use the Linde Service Manager with the data provided for you.

From the Linde Global Extranet you will receive an E-Mail with your user. Please register via using the link in the mail in the Linde Global Extranet. At this point you will also have to assign a personal password.

For reasons of data security, the following password guidelines apply:

- The minimum password requirements are eight characters with at least one capital letter and one number.
- The last 13 passwords cannot be used

### 4 Roles

We currently have two roles in the use of the Linde Service Manager App:

#### Basic User

#### Supervisor

The **Basic User** can submit service requests to the fleet manager (supervisor), but no service orders directly to Linde. The Basic User sees the following functions in the App: Calendar, Maintenance Plan, My Fleet, Raise Repair Request, Messages, Requests and Callback Requests.

The **Supervisor** can record service requests and then forward them directly to the responsible Linde Service Partner as service orders. In addition to the functions that the Basic User has, he also has the Tasks and the Organizational Structure.

## 5 Login

If the App is installed on the smartphone, this symbol appears:



When you start the app, the login screen appears. Enter your username and your password you have assigned in the Linde Global Extranet. (see point 1)

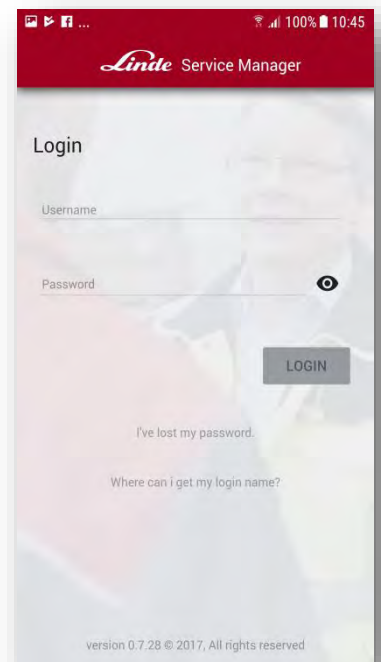
If you enter the wrong password, you will be taken back to the login screen.

If the password is entered five times incorrectly, the user will be locked and must be activated by the administrator at your local Linde Service.

Forgot your password?  
Please use the Linde Global Extranet:

<https://xtranet.linde-mh.com/lmhge>

There you can assign a new password with the "Forgot Password" function.

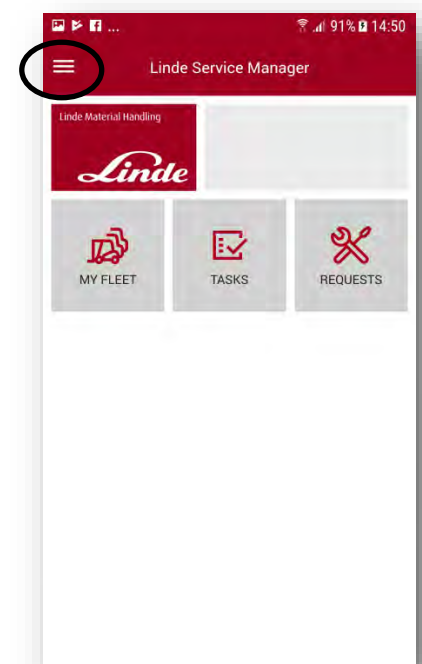


## 6 Home Screen

If you have successfully logged in, the start screen appears automatically.

In the standard version you will find three predefined functions.

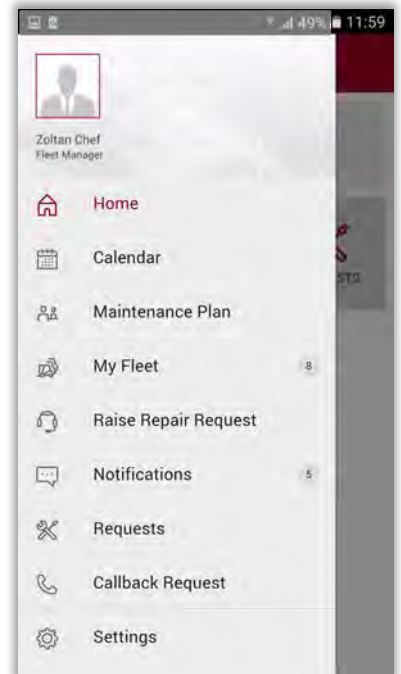
You can access all functions via the menu (symbol above the Linde Logo) and customize your start screen in the settings.



## 7 Menu

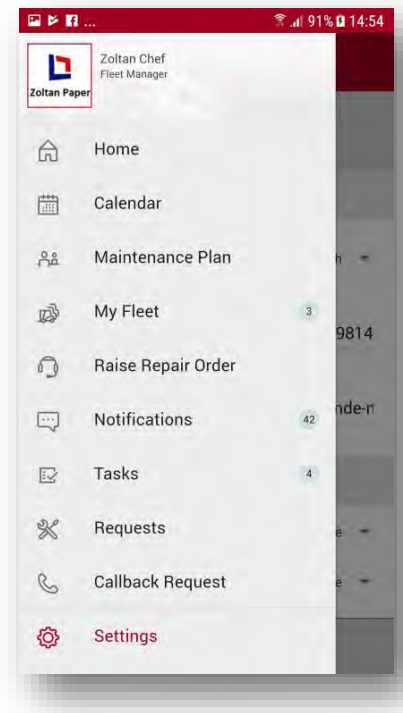
Your name and your authorization group appears at the top.

All functions of the app are listed below and can be accessed by clicking on the respective name.



## 8 Settings

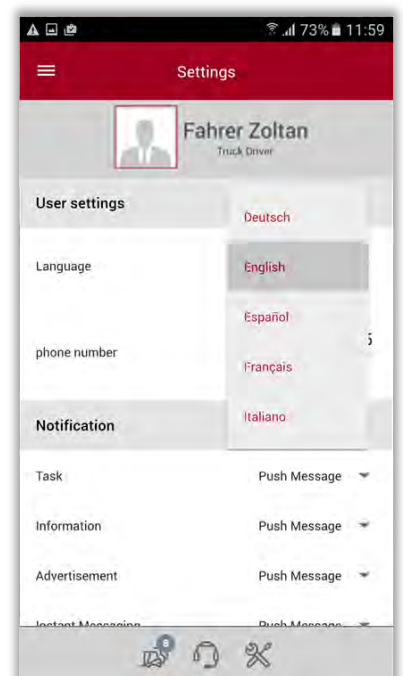
In the settings (marked red) you have different options for personalizing and setting the app.



In the user settings you can add a picture to your user by tapping on the picture next to your name.

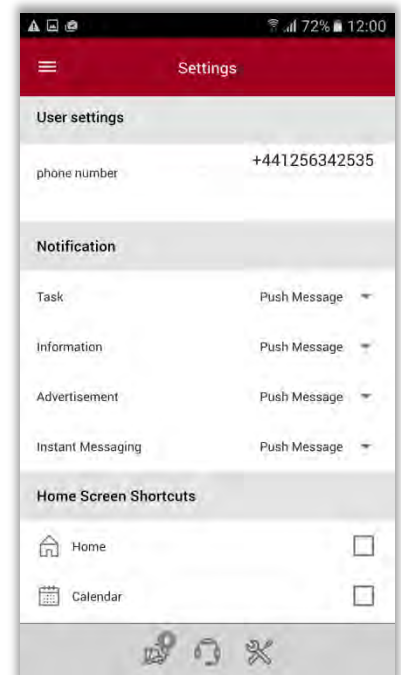
The selection of another language is possible.

You can also enter a telephone number and your e-mail address. This will then be preset when you select eg. a callback request.

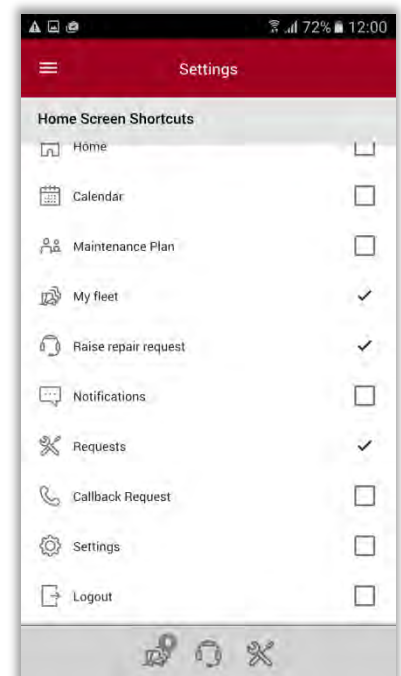




Under "Message", you can choose how to get notifications about tasks, advertising messages and instant messages by push message, E-mail or not at all.

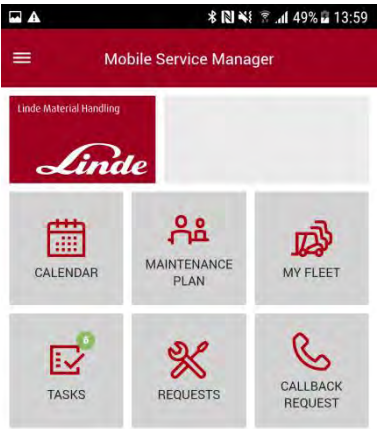


With the home screen shortcuts you can customize the home screen. You can decide whether to show a function at the home screen or not by putting a tick into the box.





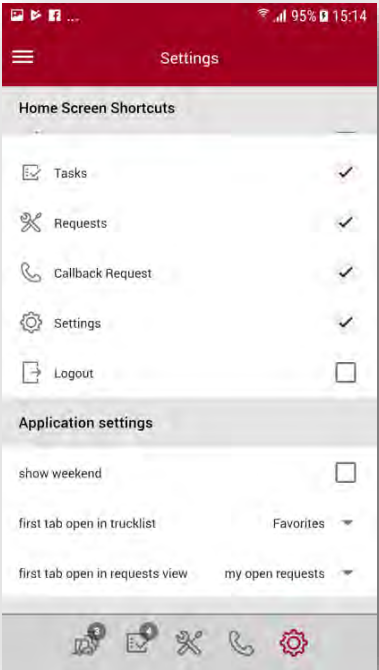
The result of the personalization on the main page can look like the example below.



You can additionally decide if the weekends are showed in the calendar view or not by putting a tick in the checkbox.

You can define for the truck list with the option to show the “favorite-” or “all trucks”-view first.

Also the request list is presonalizable with the option to show the open reqests or all requests first.






## 9 Main Functions

### 9.1 My fleet

Under **My fleet**, you will see all the trucks you can access in the tab "OVERALL FLEET".

With this button  you can add any truck to your favorite list.

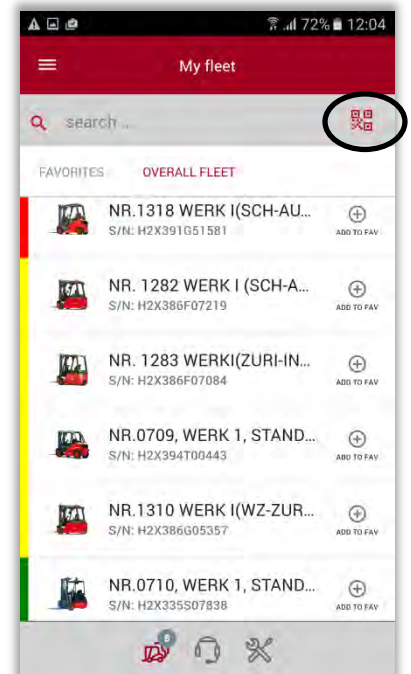
There are three vehicle status:

- Truck is out of action 
- Linde has an open service notification to this truck 
- No active service 

The traffic light color depends on the data available to us for your vehicle. If your Linde Service Partner has an open order for a truck, the color of the traffic light will change. These can also be orders that you have submitted by telephone.

With the QR-Code icon on the upper right corner, you are able to scan the QR-Code of your Linde truck.





If the truck is set up for you in the app, the serial number and other truck details are displayed automatically.



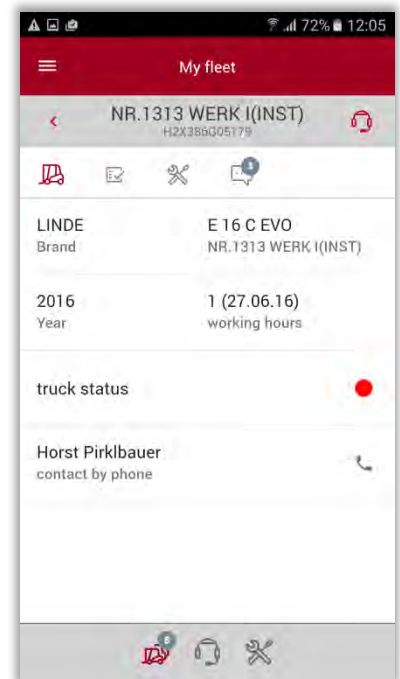


By clicking on a truck you will be taken to the truck details.

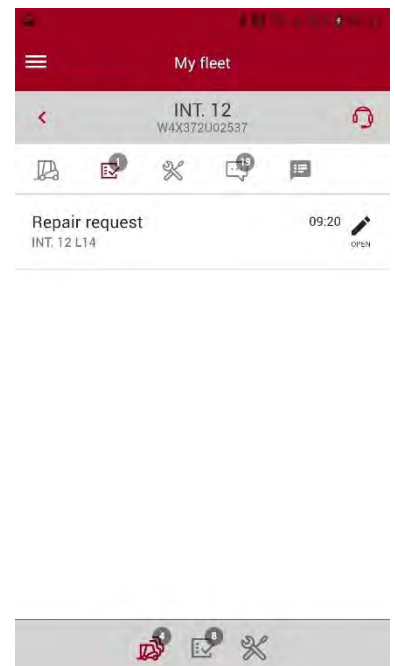
There you can find the following information for the truck:

-  Truck details
-  Tasks
-  Requests
-  Messages


On the first page you can see the brand, technical name, manufacturing year, working hours (last reading by a technician, or the last message from your connect box), next scheduled maintenance date, next legal visit, current truck status, purchase order (if you have made a reference to Linde this has been stored in our data) and the responsible contact at Linde.



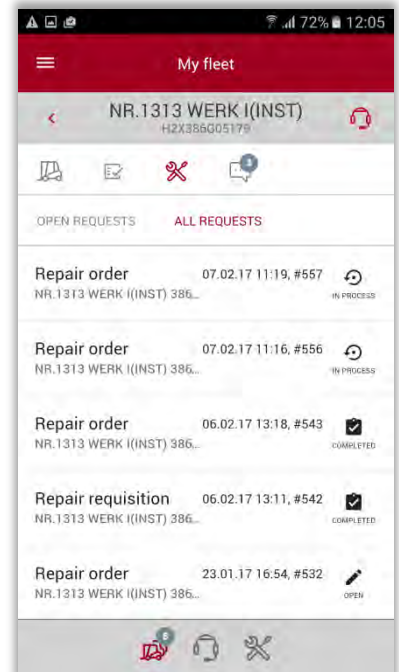
With the marked tab  you can go to the tasks.



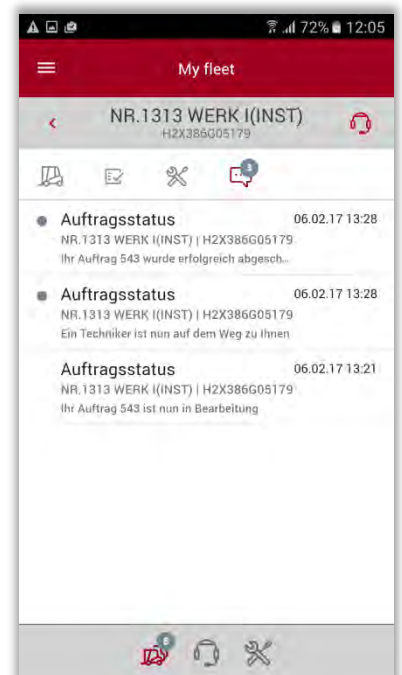


This tab  shows you „Open Requests“ and „All Requests“.

There are three order types of your request.



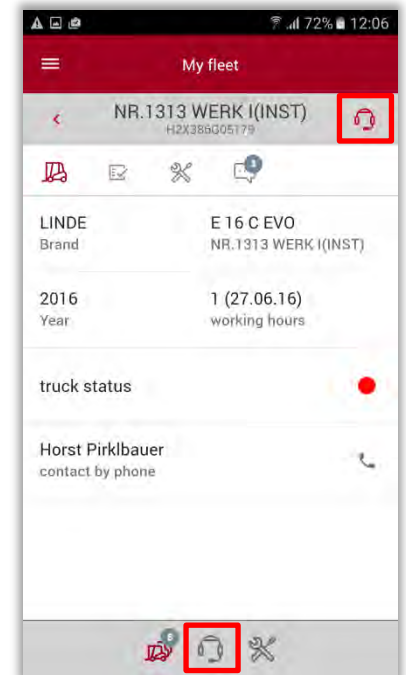
The last tab  shows the messages related to the chosen truck.



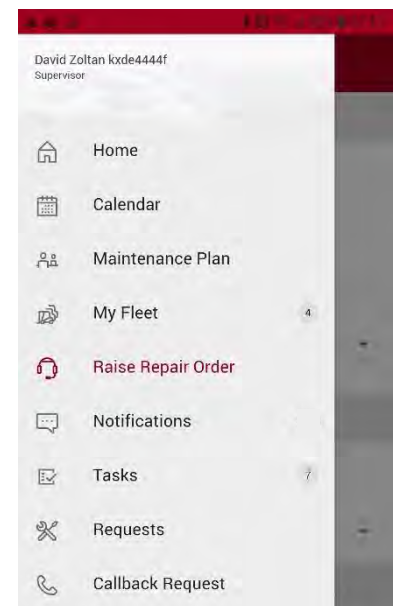
## 9.2 Raise Repair Order

You can use the „Raise Repair Order“ function in three ways:

1. In the truck details there is a repair order icon on the right upper corner for the chosen truck. (here NR. 3)
2. You will also find this symbol permanently on the lower menu bar, if you have previously selected the function as a shortcut in the settings.



3. Last but not least, you can directly select “Raise Repair Order” in the menu bar.





If you used one of the mentioned possibilities, the mask „Raise repair request“ appears. In the base data you can see the chosen vehicle (here NR.3) such as the purchase order and the contact.

In the **error data** you can record the detected damage. The fields marked with an “\*” are mandatory fields.

In the field „failure“ you can specify the reason of damage by choosing one of the options.

In addition you can write a short text about the exact details (e.g.: Code 123) in the field “description” below.

To document the error even better, you can attach a picture of the damage.

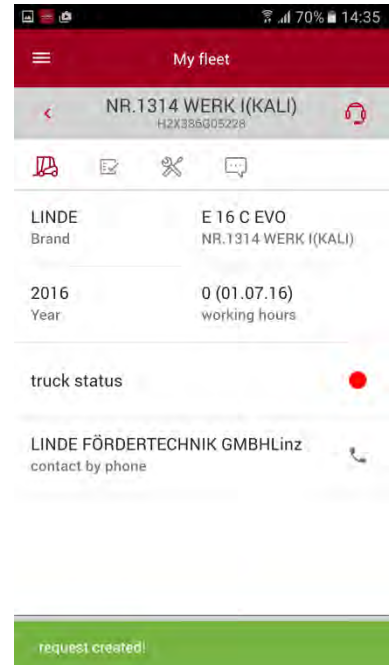
To do this, click on the picture symbol and add a picture from the gallery or take a picture from the damage just on site.

When all the information has been entered, you can send the order by tapping the Send icon.



If your request was sent successfully, a green field "Message created" appears.

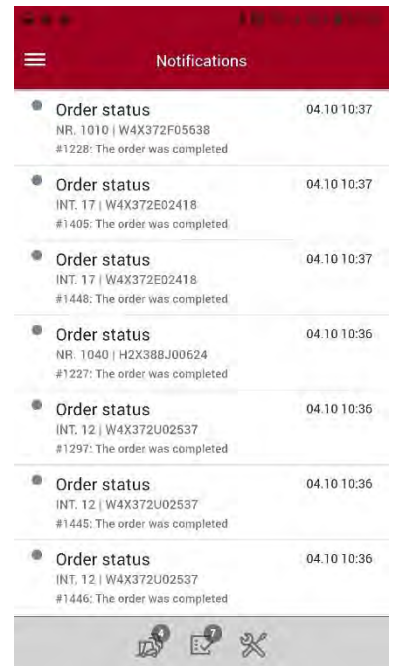
If you are logged in as a "Supervisor", your Linde Service Partner will receive an order in his system with all the information you have entered. If you report a damage as a "Basic User", this must first be approved by the "Supervisor".



## 9.3 Notifications

The notification view displays all notifications about order status and repair requests.

This symbol  shows how many messages related to this notification exist.

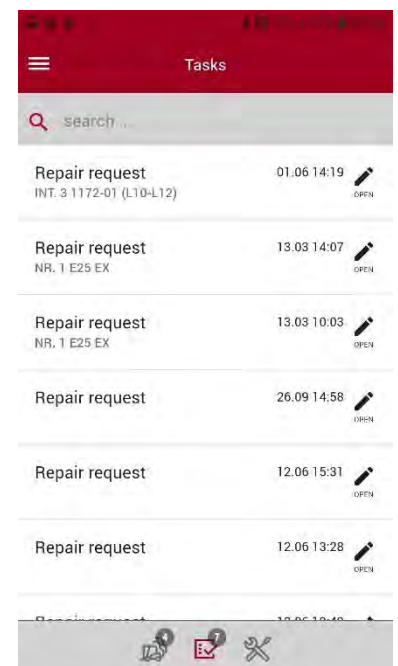


## 9.4 Tasks

Under Tasks as a Supervisor you will see the requests from other people in your environment who have sent requests but are not authorized to send orders directly to Linde Service

You can tap on these requests. Then the detailed data will appear, now you can check for accuracy. You can change the details and add or delete a picture if necessary.

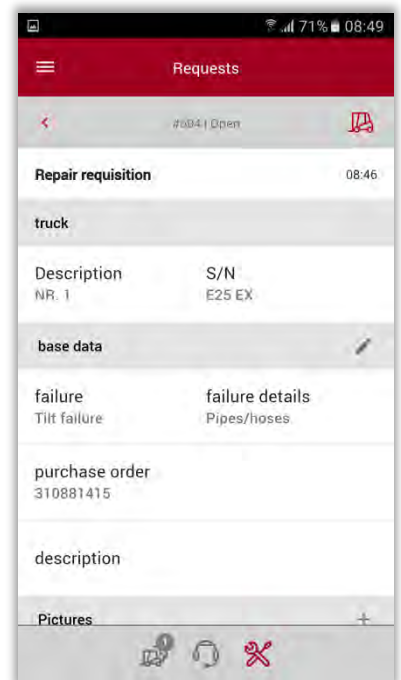
Basic Users do not see this menu entry







The user with the "Supervisor" authorization can now decide whether the request should be accepted and forwarded directly to your Linde Service Partner, or if you wish to do the repair internally and therefore reject the request.

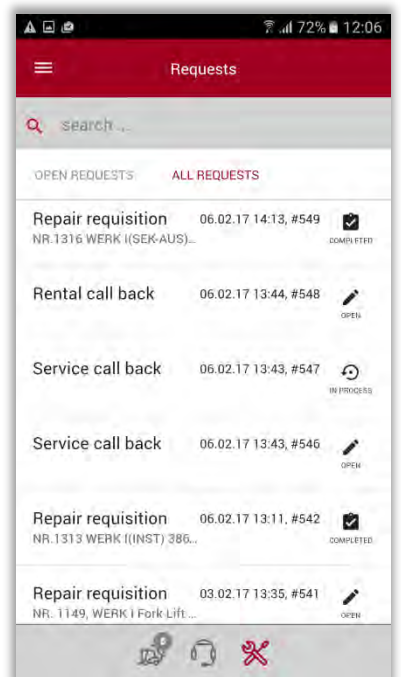


## 9.5 Requests

In the "Requests" view, you can see all requests you have made by yourself.

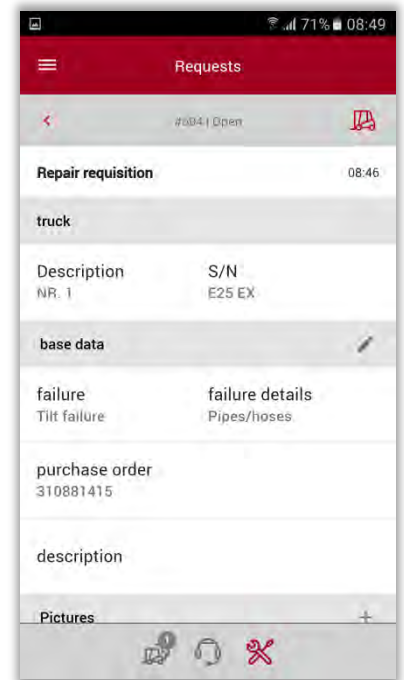
In the view you see "all requests", there is information about request date, vehicle NR. (here NR.3 E25) and request NR. (here #352).

There are three possible status for requests:





If you click on a request, the detailed information are displayed.



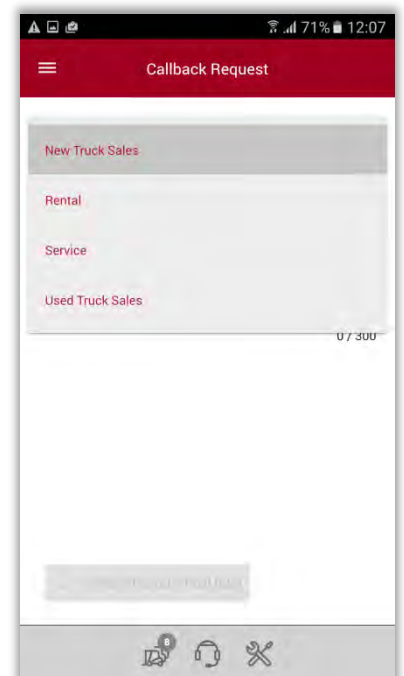
## 9.6 Callback Request

The Screenshot displays the Callback Request view. Select a subject for your callback request.

The callback number that you have stored in the settings appears automatically.

In the text field "Notes" you have the possibility to enter a free text.

By pressing the button "SEND RECALL REQUEST" you send the callback request to your Linde Service Partner.



## 9.7 Incidents

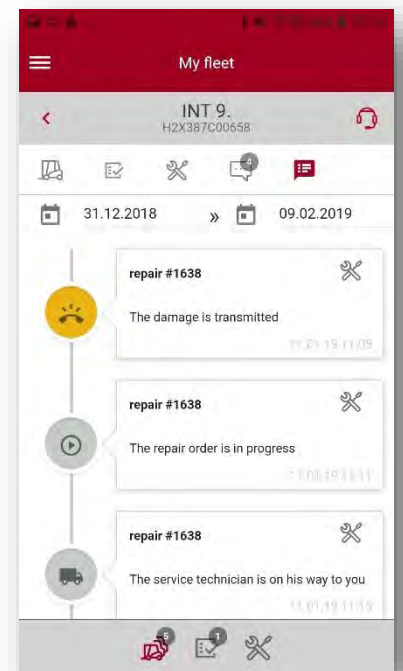
The incidentlist displays all relevant incidents which happened to the fleet in order to give a fast overview and is visible for the Supervisor. The incidents can be shown request-, truck- or fleet orientated. By clicking on an incident you can switch directly into the truckdata, the request or in a truck orientated view.

You can chose between a day, week or month view.

The following incidents are shown:



Basic Users do not see this menu entry



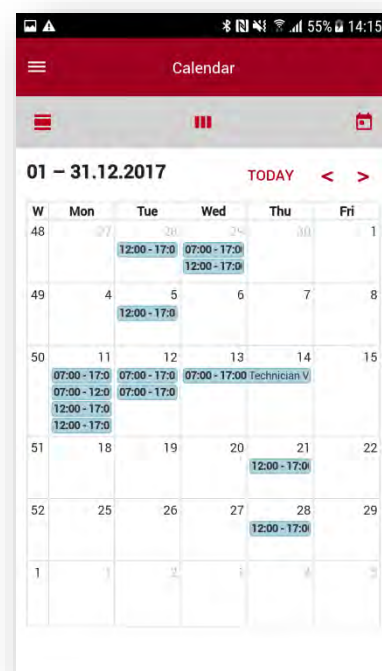
## 9.8 Additional Functions

These functions are available if your Linde Service Partner can provide these services.

### 9.8.1 Calendar

In the Calendar view, you can see scheduled technician visits. You can switch between daily, weekly and monthly views for a better overview.

By tapping on an entry in the view, you will get details about which operation it is and also for which of your vehicles.



### 9.8.2 Maintenance Plan

The maintenance plan provides an overall view of every planned maintenance dates and legal audits.

Moreover, you have the possibility to jump into the detailed view of a vehicle by clicking on one of the them. We differentiate between three different colors:

Legal Visit NR.25

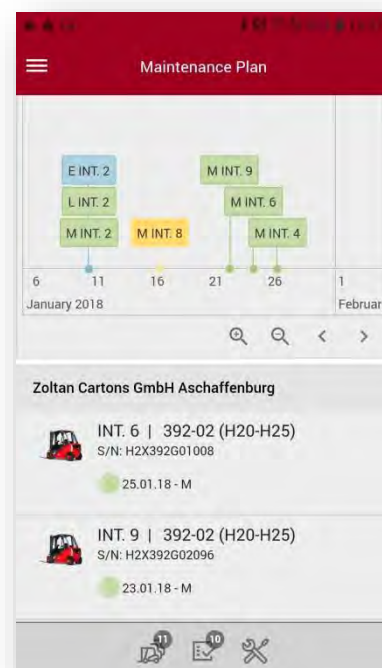
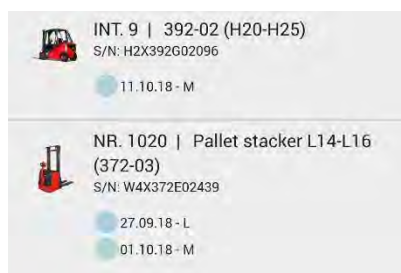
Blue means, planned date

Truck Maintenance NR.18

Yellow means, technician is coming soon

Truck Maintenance NR.19

Green means, carried out date



## 9.9 Linde Service Manager via Browser

In the browser version of the Linde Service Manager you will find all the functions that are available for the smartphone. The functionalities are identical. In addition the Supervisor has the function "Organisational structure" to organize the fleet and the visibility of trucks for his Users on the Application.

If you decide to use only the browser, the setting for the notifications, e.g. for the order status, is important. You can then receive these by e-mail instead of by push message.

## 9.10 Organizational Structure in the Portal

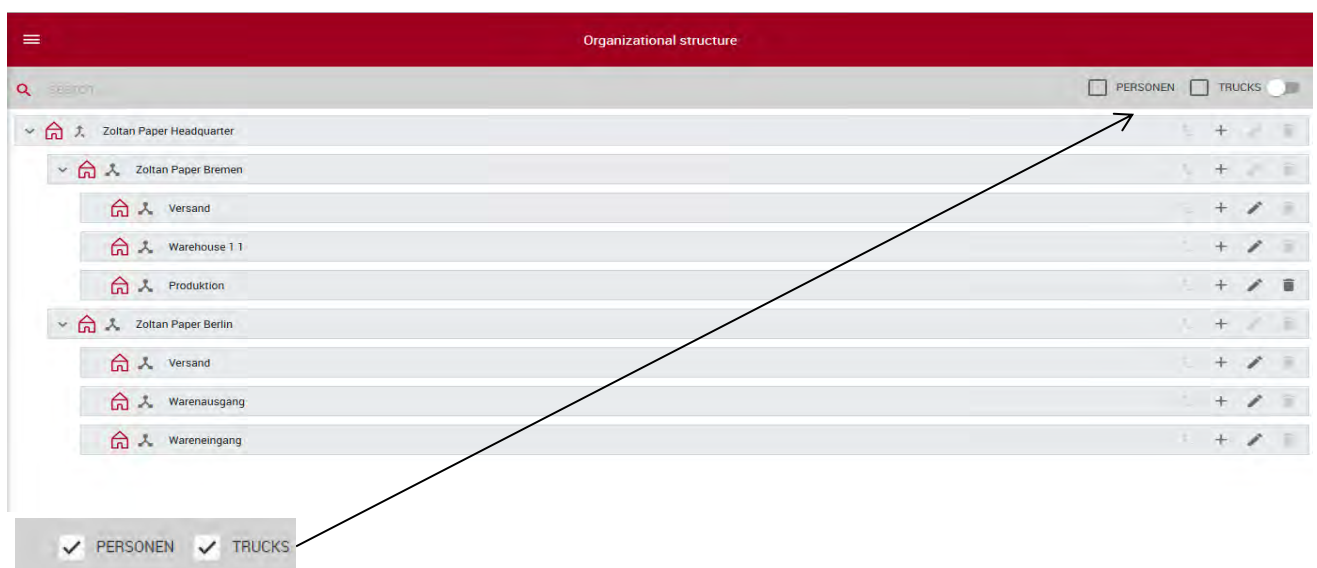
The function organizational structure can only be accessed via the portal solution. Please log in using the following link with your access data for the Linde Service Manager.

<https://xtranet.linde-mh.com/msm/Formbased/index.html>

The intention of the organizational structure is to structure your own company. This feature helps you to make the selection of an affected vehicles easier to your employees. You can create own plants, halls or areas and assign the trucks to them. You can also assign your employees to the organizations and decide what should be visible to them.

In the standard we provide you with the organizational structure with the following structure:

The customer (in the example below: Zoltan Paper Headquarter (main office)) and the related locations (in the example below Zoltan Paper Berlin and Zoltan Paper Bremen). Among the locations we also show your trucks as they are in our system.

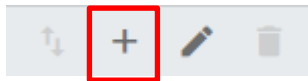


You can use these two buttons to display people and trucks in your organization.

Display of the structure with embedded persons and trucks:

Here you can see that Zoltan Chef can manage all vehicles and people because of his location at the very top of the structure at the main location. Driver Zoltan, on the other hand, has access to all vehicles at Zoltan Paper Berlin and the underlying structures (here “Versand” and “Warehouse”).





With the "+" button you can *currently* only create new organizational units, with a subsequent version persons and other vehicles can be created and deleted. New organizational units can be separate subgroups. Like "Warehouse" or "Versand" (dispatch).



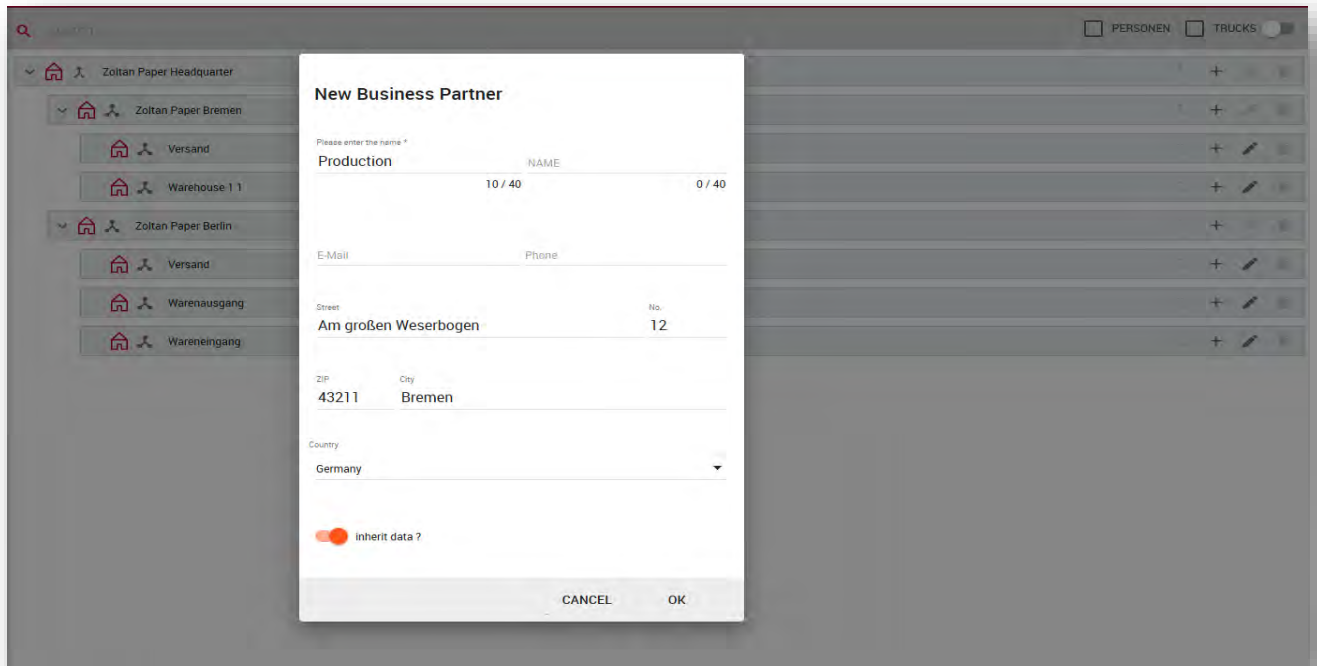
**Example:** You create a new organization "Production" at Zoltan Paper Berlin.

Step 1: Click on the „+“ button in the line of Zoltan Paper Bremen.

Step 2: At the bottom of the browser the three buttons, "Group", "Person" and "Equipment" appear. Now click on Group (House Symbol).







**New Business Partner**

Please enter the name \*

NAME  
Production 10 / 40 0 / 40

E-Mail Phone

Screen No.  
Am großen Weserbogen 12

ZIP City  
43211 Bremen

Country  
Germany

☒ inherit data ?

CANCEL OK

Step 3: Enter a name for your subgroup and confirm with "OK". Now you see the newly created subgroup "Production"



Zoltan Paper Headquarter

Zoltan Paper Bremen

Versand

Warehouse 1 1

Production

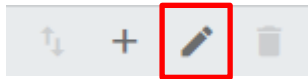
Zoltan Paper Berlin

Versand

Warenausgang

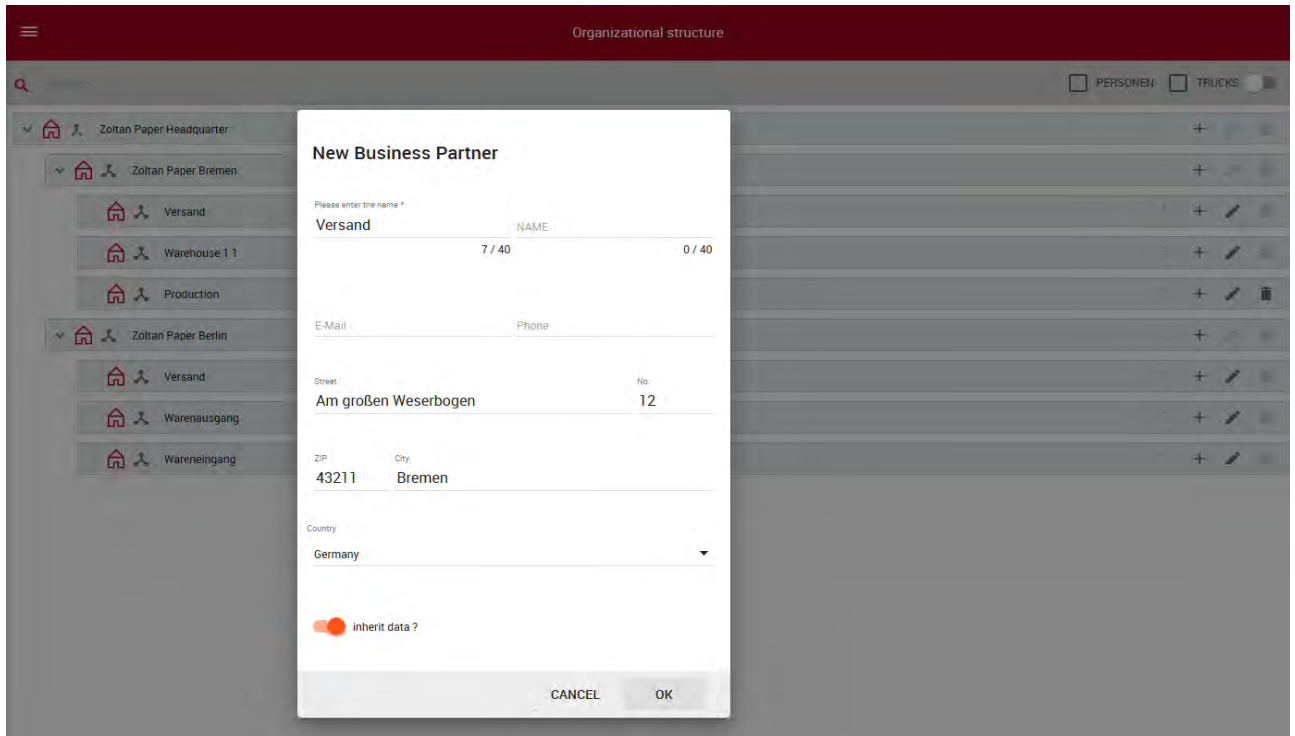
Wareneingang





Use the "Pen" button to edit existing groups or people

The following pop-up appears by clicking on the button.



The screenshot shows the 'Organizational structure' interface with a sidebar on the left listing various locations like 'Zoltan Paper Headquarter', 'Zoltan Paper Bremen', and 'Zoltan Paper Berlin'. A pop-up window titled 'New Business Partner' is open in the center. The form contains the following fields:

- NAME:** 'Versand' (with a character count of 7 / 40)
- E-Mail:** (empty)
- Phone:** (empty)
- Street:** 'Am großen Weserbogen' (with a character count of 12)
- ZIP:** '43211' (with a character count of 5 / 10)
- City:** 'Bremen' (with a character count of 6 / 20)
- Country:** 'Germany' (selected from a dropdown menu)
- inherit data ?** (checked)

At the bottom of the pop-up are 'CANCEL' and 'OK' buttons.

**New Business Partner**

Please enter the name \*

Versand NAME 7 / 40 0 / 40

E-Mail Phone

Street No  
Am großen Weserbogen 12

ZIP City  
43211 Bremen

Country  
Germany

☒ Inherit data ?


CANCEL OK

In this pop-up only the name of the group or a person is a mandatory field



You use the inherit function to determine whether, for example, the driver of a group may or may not see the vehicles of other organizations.

#### Example:

The inheritance symbol explained in the following example means that Fahrer Zoltan who is located under the subgroup Versand (shipping) can have access to all vehicles at the location Zoltan Paper Berlin. If you had set "do not inherit data" this symbol  would appear instead of the selected symbol. Then the driver would only see the vehicles of the subgroup.



## Move people and trucks

**Example:** Fahrer Zoltan should only have access the vehicles in Versand (shipping)

Step 1: Click on a location in the organization

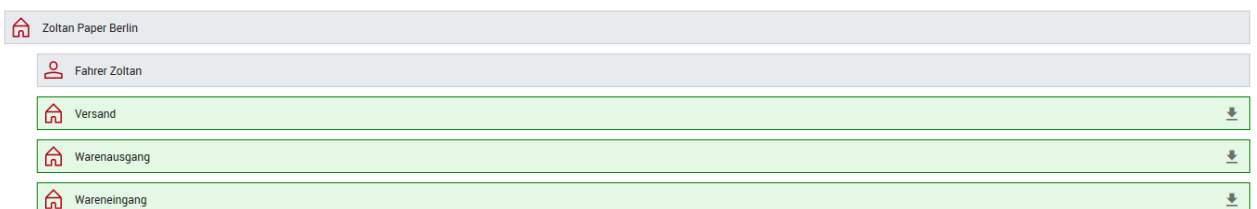


The marked button allows you to move people or trucks within the location.



Step 2: Click on the selected button in the line at Fahrer Zoltan

Step 3: You can move the person to the green subgroups. [Here: "Versand" (shipping)]



Now Fahrer Zoltan is located in "Versand" (shipping) and see the trucks which he has access to.  
 Note: Since the shipping is provided with the characteristics of inheritance, the driver Zoltan can see all vehicles at the location Berlin.

▼	🏠	👤	Zoltan Paper Berlin	🔍	+	✎	🗑️
▼	🏠	👤	Versand	🔍	+	✎	🗑️
	👤	👤	Fahrer Zoltan	🔍	+	✎	🗑️
	🚚		NR. 1 E25 EX (G1X336W01072)	🔍	+	✎	🗑️
	🚚		NR.30 E20P EX (H2X335T00498)	🔍	+	✎	🗑️
▼	🏠	👤	Warenausgang	🔍	+	✎	🗑️
	🚚		NR. 8 E16P EX (H2X386W07591)	🔍	+	✎	🗑️
▼	🏠	👤	Wareneingang	🔍	+	✎	🗑️
	🚚		PAISFLOTTE (PAISFLOTTE16389)	🔍	+	✎	🗑️
	🚚		E20PEX E20 EX P (H2X335T00497RV)	🔍	+	✎	🗑️
	🚚		L12I (711172B07250)	🔍	+	✎	🗑️
	🚚		NR.25 H20T (H2X391U04134)	🔍	+	✎	🗑️
	🚚		NR.27 H30T (H2X393P00667)	🔍	+	✎	🗑️
	🚚		NR.11 E25 EX (G1X336U01896)	🔍	+	✎	🗑️
	🚚		NR.18 E20PL EX (H2X386W03456)	🔍	+	✎	🗑️