



Cloud Fleet Manager

MANUAL

CSM DISTURBANCE

2022-12-21

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1. About This Guide

This user guide provides an introduction to CSM Disturbance and how you can leverage the application to meet your business needs.

CSM Disturbance allows you to record and manage disturbances that occurred on board the vessel. Once you have created a disturbance report, the data is synchronized to CFM Disturbance and allows colleagues in the office to process the report further and provide a solution.



It consists of the following tabs:

- **Dashboard**
- **Disturbances**
- **Activities**
- **Closed**



NOTE

If you cannot access the **Disturbance** tile from the Cloud Ship Manager (CSM), please contact your system administrator to assign the relevant permissions to your user in the **CFM Ship Client Manager** app.

This user guide describes the features and functions available to a user with full access to the application. If you're expecting rights that your user currently doesn't have, get in contact with your system administrator.

2. Initial Setup

Before you can start to use CSM Disturbance, certain prerequisites must be met.

1. Download and install the CSM server.
2. Download and install the CSM client.
3. Manage access to the applicable CSM modules for different ranks using the [CFM Ship Client Manager](#) app.
4. Manage access to CSM for users and corresponding vessels using the [CFM Ship Client Manager](#) app.
5. Login to the CSM client.

See Also

For detailed information about the setup process, see our installation guide under [CFM Ship Client Manager > Documentation > Cloud Ship Manager Setup](#).

3. Login to Cloud Ship Manager

You have two options, to login to your Cloud Ship Manager client.

- **Login with rank**

This is the standard login procedure on board the vessel. You use the rank that you're currently holding during the assignment.

- **Login as a seafarer**

You login with your own user account as a seafarer.

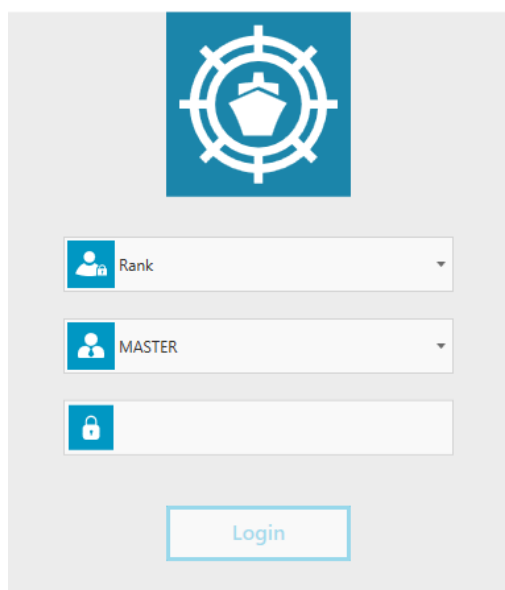
For this login option to work, your user account must be activated and the corresponding permission rights must be assigned to the rank the seafarer is holding during the current assignment. The seafarer login serves as a personal identification.

Another prerequisite is that you must be planned for an assignment so that your data is synchronized to CSM.

3.1. Login with Rank

To login with the current rank on board the vessel, proceed as follows.

1. Open your CSM client.
2. Choose **Rank** from the drop-down list.





3. Choose the rank you're holding during the assignment from the second drop-down list.
4. Enter the corresponding password.



NOTE

A generic password for the rank is provided once you purchased CSM.

The passwords for the different ranks can be managed under **CFM Ship Client Manager > Configuration > Users**.

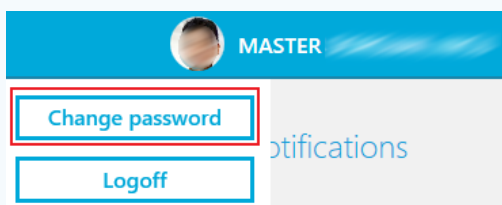
Choose the  crossed-out eye icon to view your entered password and select the  eye icon to hide your password again.



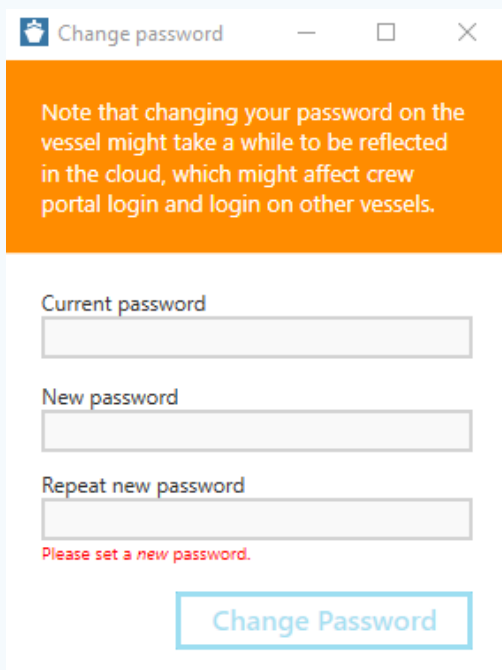
TIP

You can change the password after the first login given that the required permission was assigned to your user account.

1. Choose the user avatar in the upper right corner and choose **Change password**.



2. Enter your current password in the dialog window.



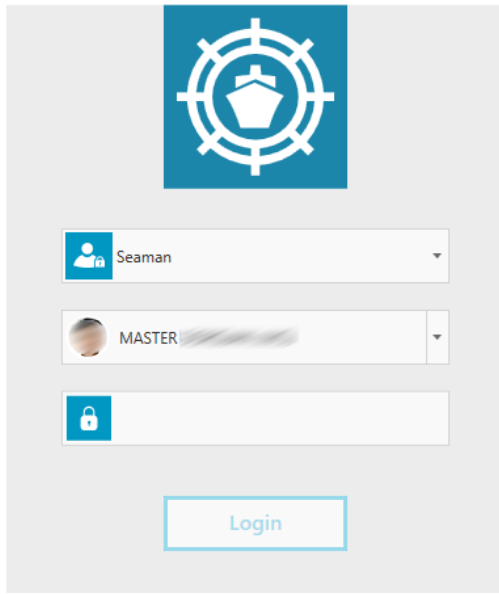
3. Enter your new password.
4. Repeat your new password.
5. Choose **Change Password** to save your new password.

5. Choose **Login** to login to the CSM client.

3.2. Login as a Seafarer

To log in with your seafarer user, proceed as follows.

1. Open your CSM client.
2. Choose **Seafarer** from the drop-down list.



3. Choose your user account from the second drop-down list.



NOTE

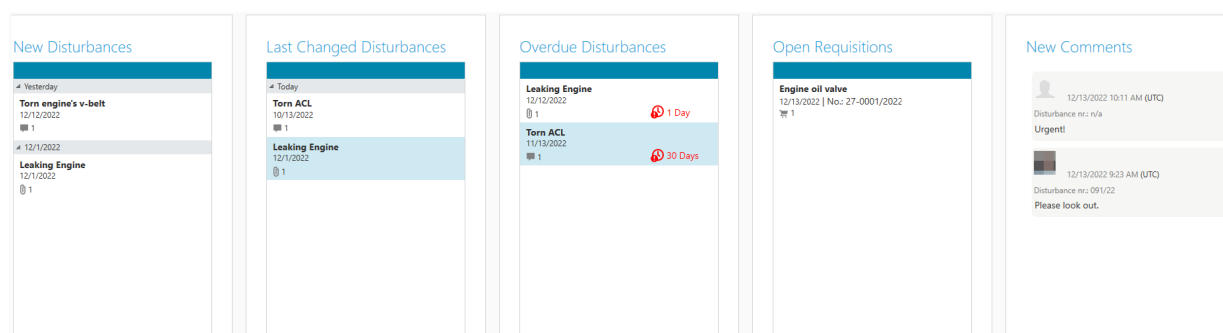
All seafarers that are part of the crew list for the current assignment and for whom user accounts exist are available in the drop-down list.

4. Enter your password.
5. Choose **Login** to login to the CSM client.

4. Dashboard

On the **Dashboard** tab, you are provided with an overview of the most crucial disturbance-related information at a glance.

It acts as your center of information and allows you to keep track of the most recent information.



The dashboard tab consists of the following cards:





NOTE

You can open each entry from every card by performing a double-click on the entry.

- **New Disturbances**

Lists all disturbances of the last 30 days in descending order, based on the creation date. The following information accompanies every entry:



- Disturbance title
- Creation date
-  - A comment icon is displayed if the disturbance report contains comments. The icon is accompanied by a numerical value to indicate the number of comments.
-  - A paper clip icon is displayed if the disturbance report contains attachments. The icon is accompanied by a numerical value to indicate the number of attachments.

- **Last Changed Disturbances**




Lists all disturbances that were changed within the last 7 days in descending order, based on the date of the change. The following information accompanies every entry:

- Disturbance title
- Creation date


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-  - A comment icon is displayed if the disturbance report contains comments. The icon is accompanied by a numerical value to indicate the number of comments.
-  - A paper clip icon is displayed if the disturbance report contains attachments. The icon is accompanied by a numerical value to indicate the number of attachments.
- **Overdue Disturbances**

Lists all open disturbances that reached their due date in descending order, based on the overdue date. The following information accompanies every entry:

 - Disturbance title
 - Disturbance's overdue date
 -  - A comment icon is displayed if the disturbance report contains comments. The icon is accompanied by a numerical value to indicate the number of comments.
 -  - A paper clip icon is displayed if the disturbance report contains attachments. The icon is accompanied by a numerical value to indicate the number of attachments.
 -  - A red color-coded clock icon with an exclamation mark is displayed to indicate that the disturbance report closure date is overdue. The icon is accompanied by a numerical value to indicate the number of overdue days.
- **Open Requisitions**

Lists all open requisitions that were connected to a disturbance report via CFM Disturbances. The requisitions are sorted in descending order, based on the requisition's creation date. The following information accompanies every entry:

 - Requisition title
 - Requisition's creation date
 - Requisition number
 -  - A shopping cart icon is accompanied by a numerical value to indicate the number of items of the requisition.
- **New Comments**

Lists all disturbance reports' comments of the last 14 days in descending order, based on the comment's date. The following information accompanies every entry:

 - Commentator's avatar
 - Comment's date and time
 - Commented disturbance number
 - Comment

5. Disturbances

The **Disturbances** tab provides you with an overview of disturbance reports that are currently in progress.

It acts as a ticketing system for vessels allowing you to process reports or services.

The tab is divided into the following cards:

- **New**

Lists all disturbance reports that were recently created and are not being processed yet.

If a disturbance report has not been sent to CFM Disturbance yet, this is indicated in red: **Not yet sent** and no report number has been assigned to it yet.

Report numbers are automatically added to a disturbance report once it has been sent to CFM Disturbance.

- **In Progress**

Lists all disturbance reports that are already being processed.

- **Docking**

Lists all disturbance reports that are processed once the vessel is in dry dock.

By choosing an entry from the list, you can view the details of the respective disturbance report and if possible, make any changes.



NOTE

The disturbance reports are solely moved to the next status, such as **In Progress** by colleagues in the office using CFM Disturbance. The changes made in the office are then reflected on the **Disturbances** tab.

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The screenshot shows the 'Disturbance Reports' interface. It features a top navigation bar with 'Disturbances', 'Activities', and 'Closed' tabs. Below the navigation bar, there are three columns: 'New', 'In Progress', and 'Docking'. Each column contains a list of disturbance reports with details like title, category, date, and report number. A 'Create new report' button is located at the bottom right of the interface.

| Category | Title | Date | Report No. |
|-------------|---|------------|----------------------------------|
| New | Scrubber 2 no 3 pump inverter Other - Guarantee claim | 20.01.2021 | 96-004/21 |
| New | Accident AUXILIARY ENGINE - Supply spare | 15.03.2021 | 96-005/21 |
| New | Test AUXILIARY ENGINE - Supply spare | 15.03.2021 | 96-005/21 <i>Not yet sent</i> |
| In Progress | AE inlet flow meter ELECTRONICS - Supply spare | 29.10.2020 | 96-040/20 |
| In Progress | EPIRB replacement BRIDGE EQUIPMENT - Supply spare | 06.01.2021 | 96-001/21 |
| In Progress | SPEED LOG BRIDGE EQUIPMENT - Arrange service | 19.01.2021 | 96-003/21 |
| In Progress | Scrubber malfunction Other - Guarantee claim | 11.12.2020 | 96-050/20 |
| In Progress | Valve 403-35 Other - Support | 14.12.2020 | 96-051/20 |
| In Progress | No 1 LV Main Transformer 440/220 Other - Arrange service | 24.11.2020 | 96-048/20 |
| In Progress | Scrubbers outlet WMU pump Other - Supply spare | 16.11.2020 | 96-043/20 |
| In Progress | ME bearing wear monitoring system MAIN ENGINE - Supply spare | 26.07.2020 | |
| Docking | Void space No.2 (Stbd side) - Damages HULL - Repair on drydock | 20.11.2020 | 96-045/20 |

The following information is displayed for each entry:

- Title
- Disturbance category
- Planned corrective action
- Date
- Report number
- Number of comments
- Disturbance report was marked as critical
- Number of attachments

The screenshot shows a single disturbance report entry for 'Valve 403-35'. The entry displays the title, category, date, and report number. It also includes icons for comments (3), critical status (red triangle), and attachments (paperclip).

5.1. Create Disturbance Reports

If you want to report a new disturbance that occurred on board your vessel, proceed as follows.

1. Login to your CSM client.
2. Open the **Disturbance** tile.
3. On the **Disturbances** tab, choose **Add**.



NOTE

To edit an existing disturbance report, choose an entry from one of the cards.

4. In the dialog window, specify the following information:

- **Title**

Enter a title that briefly outlines the reason for the disturbance report.

- **Issuer**

Enter the name of the person who reported the disturbance.



NOTE

If you are using CSM Crewing, the name of the issuer is filled automatically.

- **Is Critical**

Set this checkbox, if the disturbance is critical and must be dealt with urgently.

- **Manufacturer**

Enter the name of the manufacturer of the device that is involved in the disturbance.

- **Device Type**

Specify the device that was affected by the disturbance further and enter the relevant device type in this field.

- **Serial Number**

If available, enter the serial number of the device in this field.

- **Description**

Describe the disturbance that occurred in more detail in this field.

- **Category**

Select the relevant disturbance category from the drop-down list.

- **Requisition Numbers**

You can manage requisition numbers once you saved the disturbance report with the basic information.

Choose **Add** and enter the relevant requisition number for the disturbance report.



NOTE

If you are just creating a new disturbance report, the system displays the message: **Save the report before adding a requisition number..**

- **Device**

Select the relevant device from the drop-down list.

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- **Corrective Actions Plan**

Select the corrective action to solve the disturbance from the drop-down list.

You can choose from one of the following options:



NOTE

The field **Corrective Actions Response** displays the decision made by the person in charge in the office using CFM Disturbance. Based on the planned corrective action, the office decides how to proceed and the data is then sent back to the vessel with the next synchronization.

- **Supply Spare**
- **Arrange Service**
- **Repair on Drydock**
- **Request Maker Information**
- **Guarantee Claim**
- **Reconditioning / Redelivery**
- **Support**
- **Repair by Crew**

- **Description**

You can enter a remark for the corrective actions plan in this field.

- **Attachments**

In this area, you can manage the attachments relevant for the disturbance report.

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- **Comments**

You can use this area to communicate with the colleagues in the office by posting a new message, for example.

← Edit Disturbance Report

Date: 16/2022 Not yet submitted to CFM.

Title: AE Inlet Flow Meter Issuer: Is Critical

Manufacturer: AEF Device Type: Serial Number: 456789

Description: This meter does not work eventhough it was delivered just 4 weeks ago. Image of item attached.

Category: Nautical Equipment Requisition Numbers: Add | Edit | Delete

Device: Miscellaneous

Corrective Actions Plan: Guarantee claim

As mentioned in the description, this item was ordered just a few weeks ago and therefore should be a guarantee claim.

Disturbance Solved Delete Save

No person in charge

Corrective Actions Response: -

Attachments: Unusable meter (514B)

Total Size: 514B

Post a new message Maximize | Copy to Clipboard | Show Activities Only | Show Comments Only

Created this disturbance report 16/02/2022 11:10

Crew Created attachment 'Unusable meter' 16/02/2022 11:10

5. Choose **Save** to save your entries.

5.1.1. Add Attachments

To add attachments to a disturbance report, proceed as follows.

1. Login to your CSM client.
2. Open the **Disturbance** tile.
3. On the **Disturbances** tab, choose a disturbance report from one of the cards.
4. In the **Attachments** area, choose **Add**.
5. Choose the relevant file that you want to attach to the disturbance report from your local device.
6. A dialog window appears allowing you to edit the name of the attachment:

← Add an attachment

Name: unnamed

Save

7. Choose **Save** to add the attachment to the disturbance report.

5.1.2. Add Comments

To communicate with colleagues on shore using CFM Disturbance, proceed as follows.

1. Login to your CSM client.
2. Open the **Disturbance** tile.
3. On the **Disturbances** tab, choose a disturbance report from one of the cards.
4. In the **Comments** area, enter your message in the **Post a new message** field.



TIP

You have a few options to change the view of the **Comments** area:

- **Maximize**
In case a lot of comments and activities exist for the disturbance report, you can enlarge the view by choosing **Maximize**.
- **Copy to Clipboard**
To copy the text you entered as a comment to your clipboard and reuse it, choose **Copy to Clipboard**.
- **Show Activities Only**
To display the changes that were made to the disturbance report, only, choose **Show Activities Only**.
- **Show Comments Only**
To display the comments left for the disturbance report, only, choose **Show Comments Only**.

5. Choose **Send** to add the comment to the disturbance report.

Result

The comment was added to the disturbance report and will be synchronized to CFM Disturbance with the next synchronization cycle.

5.2. Close Disturbance Reports

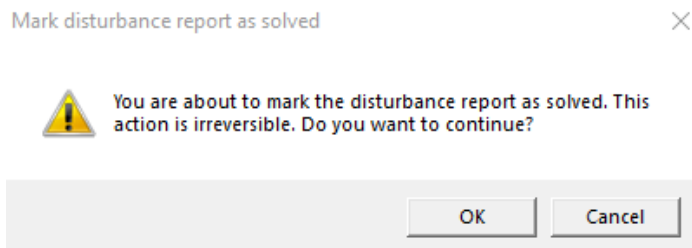
Once disturbances were solved, the corresponding disturbance reports must be closed in CSM Disturbance.

To do so, proceed as follows.

1. Login to your CSM client.
2. Open the **Disturbance** tile.
3. On the **Disturbances** tab, choose a disturbance report from the **In Progress** or **Docking** card.
4. Choose **Disturbance Solved** in the dialog window.

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5. Confirm the warning message.



Result

The disturbance report is closed and archived and can now be viewed on the **Closed** tab.

6. Activities

The **Activities** tab provides an overview of all changes that have been made to disturbance reports.

The entries are sorted by date and are grouped into changes carried out

- **Today**
- **This Year**, and
- **Previous**.

Additionally, it is indicated whether a comment was left by the crew using CSM Disturbance on board the vessel or by the colleagues in the office using CFM Disturbance as the activities start with **Shore**.

By choosing an entry from the list, you can view the details of the respective disturbance report and if possible, make any changes.

The screenshot shows a mobile application interface for 'Disturbance Reports'. At the top, there are three tabs: 'Disturbances', 'Activities' (which is selected), and 'Closed'. Below the tabs, the title 'Disturbance Reports' is displayed. The main content area is divided into two sections: 'Today' and 'This year'. Each section contains a list of activity entries, each with a user profile icon, a description of the activity, and a timestamp.

| Category | User | Activity Description | Timestamp |
|-----------|------------|---|--------------------|
| Today | [Redacted] | Updated the disturbance report Vaire 403-35 and did the following: marked it as CRITICAL. | 3/15/2021 10:01 AM |
| | [Redacted] | Created the disturbance report Test | 3/15/2021 9:37 AM |
| This year | Crew | commented on the disturbance report SPEED LOG | 1/25/2021 7:31 AM |
| | Crew | commented on the disturbance report Scrubbers outlet WMU pump | 1/25/2021 4:01 AM |
| | Crew | commented on the disturbance report Manual for BWTS incl. filter retrofit | 1/25/2021 1:47 AM |
| | Crew | commented on the disturbance report EPIRB replacement | 1/24/2021 2:06 AM |
| | Crew | commented on the disturbance report INM C1 | 1/23/2021 6:30 AM |
| | Shore | commented on the disturbance report Scrubbers outlet WMU pump | 1/21/2021 7:17 AM |
| | Shore | [Redacted] | 1/21/2021 7:16 AM |
| | Shore | added [Redacted] to the disturbance report Scrubbers outlet WMU pump | 1/21/2021 7:15 AM |
| | Crew | commented on the disturbance report SPEED LOG | 1/21/2021 3:57 AM |
| | Crew | commented on the disturbance report Anchor Winch W2 PLC controller | 1/21/2021 3:55 AM |
| | Shore | Created attachment 'varierlabels CCNI andes' | 1/20/2021 3:35 PM |
| | Shore | Created attachment 'LS CCNI Andes' | 1/20/2021 3:35 PM |
| | Shore | Created attachment 'PI CCNI Andes' | 1/20/2021 3:34 PM |
| | Shore | Created attachment 'Dispersion Letter_until 2021-02-22' | 1/20/2021 12:46 PM |

7. Closed

The **Closed** tab provides an overview of the disturbance reports that have already been processed and were thus closed.

You can filter the list of closed reports by date using the date picker (📅). It also allows you to filter for disturbance reports that lie in the past.

By default, the system shows all disturbance reports that were closed 6 months prior to the current date.

By choosing an entry from the list, you can view the details of the respective disturbance report.

The screenshot shows the 'Closed disturbance reports' interface. The top navigation bar includes 'Disturbances', 'Activities', and 'Closed'. The main content area is titled 'Closed disturbance reports' and contains a list of reports. On the left, under 'All items', there are several entries with black square icons. On the right, there is a list of reports with icons and dates. A date picker is visible on the right side of the interface.

| Report No. | Date |
|------------|------------|
| 96-041/20 | 10.11.2020 |
| 96-042/20 | 13.11.2020 |
| 96-038/20 | 14.10.2020 |
| 96-002/21 | 17.01.2021 |
| 96-047/20 | 24.11.2020 |
| 96-037/20 | 22.09.2020 |

The following information is displayed for an entry in the list:

- Title
- Disturbance category
- Planned corrective action
- Report number
- Date
- Number of comments
- Disturbance report was marked as critical

8. Revision History

The revision history provides you with a table, containing a summary of applied changes to the user guide based on its corresponding module. The user guide's version stamp is available to you in its file name. The revision history gives you the gist of minor and major changes rather than explaining everything in detail. Refer to the **What's New** section for our daily features, updates, and bug fixes. You can also reach out to our Helpdesk if you come across any uncertainties or questions.

Semantic versioning will be applied and uses a three-part version number (Major.Minor.Patch). Significant changes are indicated by an increased major number; new, less significant adaptations increment the minor number and all other updates increase the patch number.

| Version | Changes | Date of Publication | Author |
|---------|--|---------------------|-----------------------|
| v.2.0.0 | <ul style="list-style-type: none">• New dashboard is now available | 20.12.2022 | Ricardo da Costa Lima |
| v.1.0.0 | <ul style="list-style-type: none">• Initial creation of user guide | 23.03.2021 | [Inactive] |