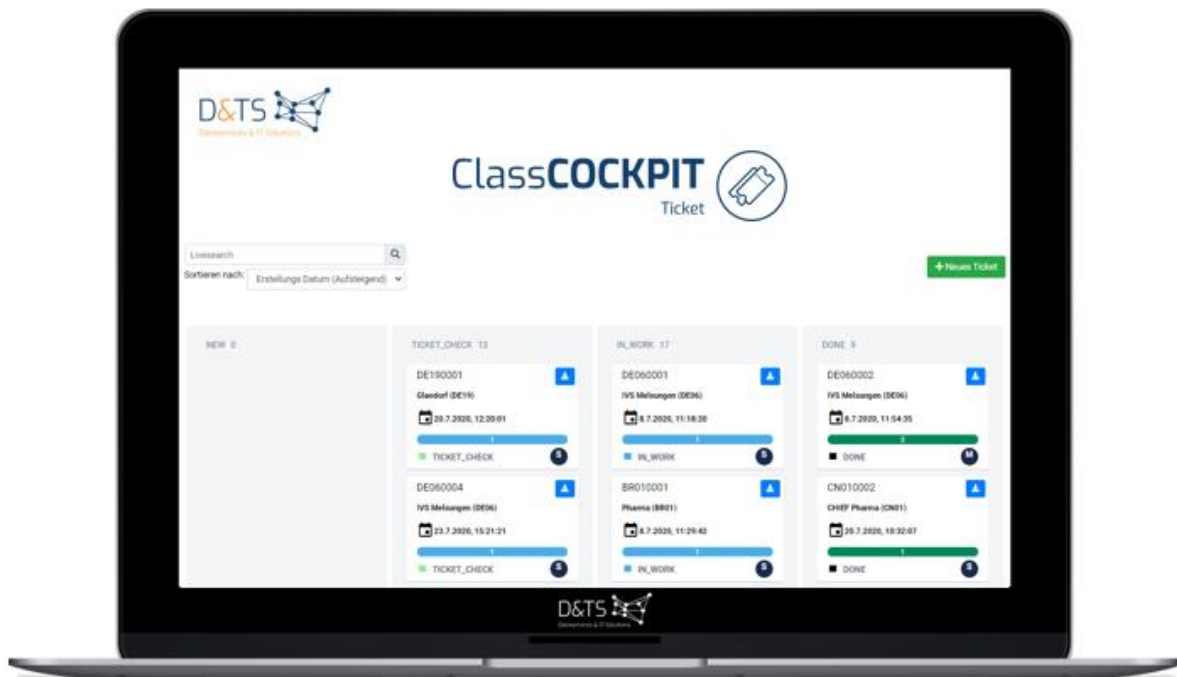


## 1 Instruction Manual

# ClassCOCKPIT

Ticket



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## 1.1 Introduction

### 1.1.1 What is the ECLASS-Ticketsystem?

The ticketsystem is a module for processing global material master data requests in the form of tickets. Each request generates a ticket (single ticket or multi ticket). Workflows are secure and traceable. Statistics and archiving of throughput times enable an excellent transparency.

### 1.1.2 Why do we have the ECLASS-Ticketsystem?

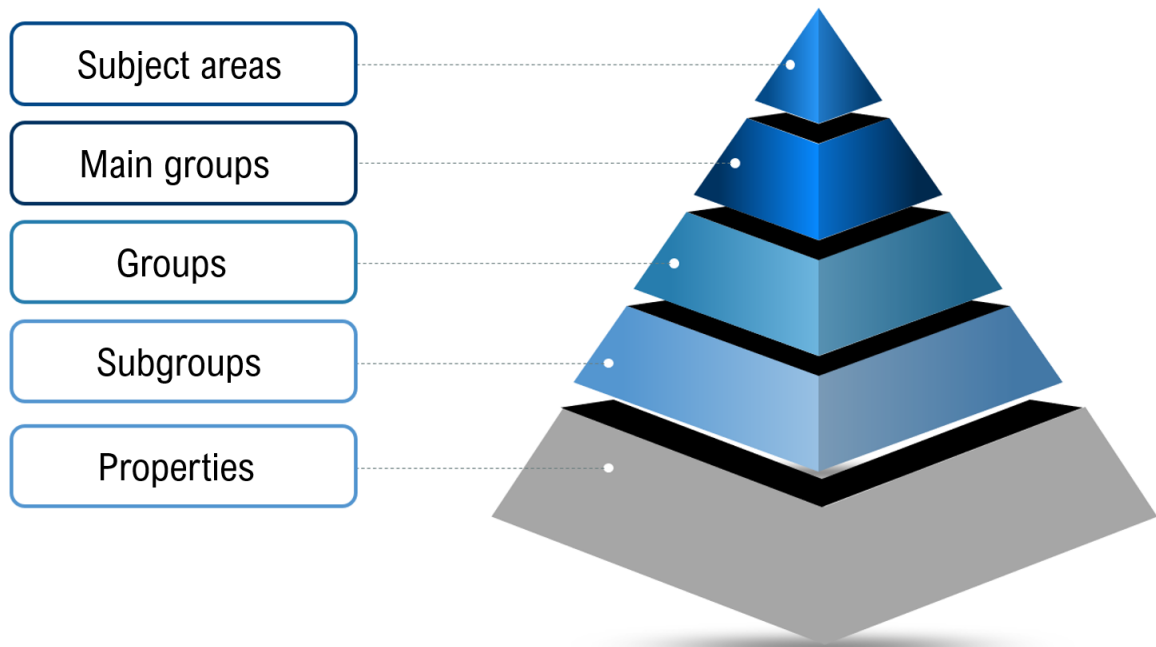
At Schwarz Produktion we use this ticketsystem to consolidate and harmonize the materials from different plants. It is important that only one material number is assigned per material. It should be avoided that materials are used twice. Furthermore, the materials are classified according to the ECLASS standard.

### 1.1.3 What is ECLASS?

ECLASS is a cross-industry product data standard for classifying and describing products and services with the aim of simplifying electronic trading of classified products. In use, ECLASS is widely used as a standardized basis for a product group structure in ERP systems.

## 1.1.4 What does classification mean?

Classification/Classifying is the assignment of a matching ECLASS to a part. An ECLASS is a group of similar objects. The assignment of an ECLASS is accompanied by certain properties. A **"property"** (also characteristic/attributes) is generally a recognizable properties that distinguishes a person, thing or abstract context from others.



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## 2 The ECLASS-Ticketsystem

Please open the ECLASS-Ticketsystem domain using the browsers "Google Chrome", "Microsoft Edge" or "Firefox".

### 2.1 What is a ticket?

A ticket is a collection of a certain number of materials.

A ticket with **1 material** is called a **single-ticket**.

A ticket with **> 1 material** is called a **multi-ticket**.

### 2.2 What is a material?

A material can be a standard part, catalog part or drawing part. Each material is assigned a consecutive number that is appended to the ticket name to which it belongs. It is recommended to create a multi-ticket with a **maximum of 100 materials** (in individual cases, this is done via the master data coordinators as a mass creation). This makes the classification and handling of the ticket easier and more efficient.

### 2.3 Ticket naming (designation)

Automatic generation of the ticket number, which is unique and consists of the plant and the ticket number:

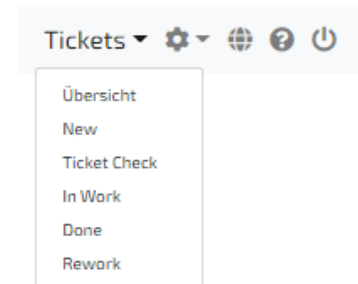
**Example:**     **18330007**

- **1833**           →     Plant (MEG Leißling GmbH)
- **0007**           →     Consecutive ticket number (seventh ticket)

Each material is numbered starting with **\_1**. If there are several materials in one ticket, the part numbers will be counted consecutively per ticket. Example: **18330007\_2** (second material in this multi-ticket).

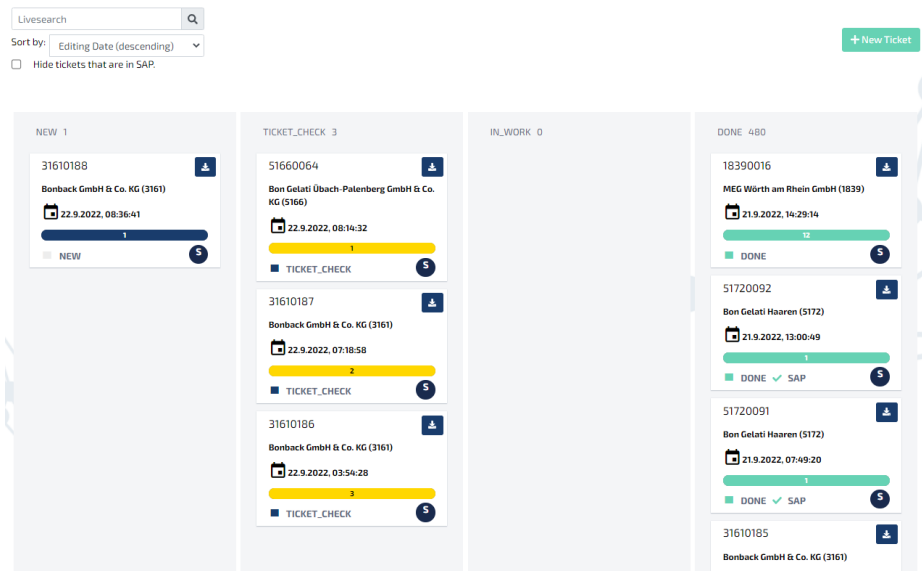
## 2.4 The views in the ECLASS-Ticketsystem

In the ECLASS-Ticketsystem you have the possibility to display the tickets in different views. Just click on “**Tickets**” in the upper right corner and choose your desired view. Usually, the overview view is used most frequently.



### Factory overview view

Your admins (master data coordinators) have access to all plants. In this view, you can see all plant-related tickets. In this view you can see all tickets in their different statuses.



**New:** The created ticket is displayed here in the first step. If there is an error, the ticket can be deleted within a **processing period of 30 minutes**.

**Ticket Check:** The materials have passed through the duplicate check, they are ready for the classification process now.

**In Work:** The ticket has been called by a D&TS reviser and is now in the classification.

**Done:** The ticket has been classified and is ready to be imported into the system. This import always takes place via the master data coordinator.

**Rework:** An error was detected in the ticket or material, and it returned to the classification (see point 3.).

## 2.5 How do I search for a ticket?

To search for a ticket, click on the search field in the upper left area of the ECLASS ticket system and enter the ticket number. Only the ticket you are looking for will now be displayed.

### Example:

51660064

Sort by: Editing Date (descending)

Hide tickets that are in SAP.

+ New Ticket

NEW 1

TICKET\_CHECK 3

IN\_WORK 0

DONE 480

Looking for older Tickets?

51660064

Bon Gelati Übach-Palenberg GmbH & Co. KG (5166)

22.9.2022, 08:14:32

TICKET\_CHECK

## 2.6 Detailed view of a ticket

By **double-clicking on a ticket** you will get to a detailed view of the ticket. Here you can see all information about the respective ticket. Furthermore, you have the possibility to comment on the respective ticket and to communicate directly with the reviser related to this ticket.

51660064

Parts 1

Show Parts

Download parts

Status

TICKET\_CHECK

Plant

Bon Gelati Übach-Palenberg GmbH & Co. KG (5166)

Requester

hoefch51

Reviser

proknife

E-Mail

ticket@dundts.com

Planned completion

Attachments

Save

Activities

Comments

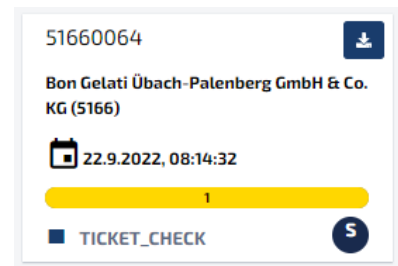
hoefch51 created the ticket 2022-09-22 08:14:32

usertech changed the status of the ticket 2022-09-22 08:44:37  
NEW -> TICKET\_CHECK

usertech has entered a comment 2022-09-22 08:44:38

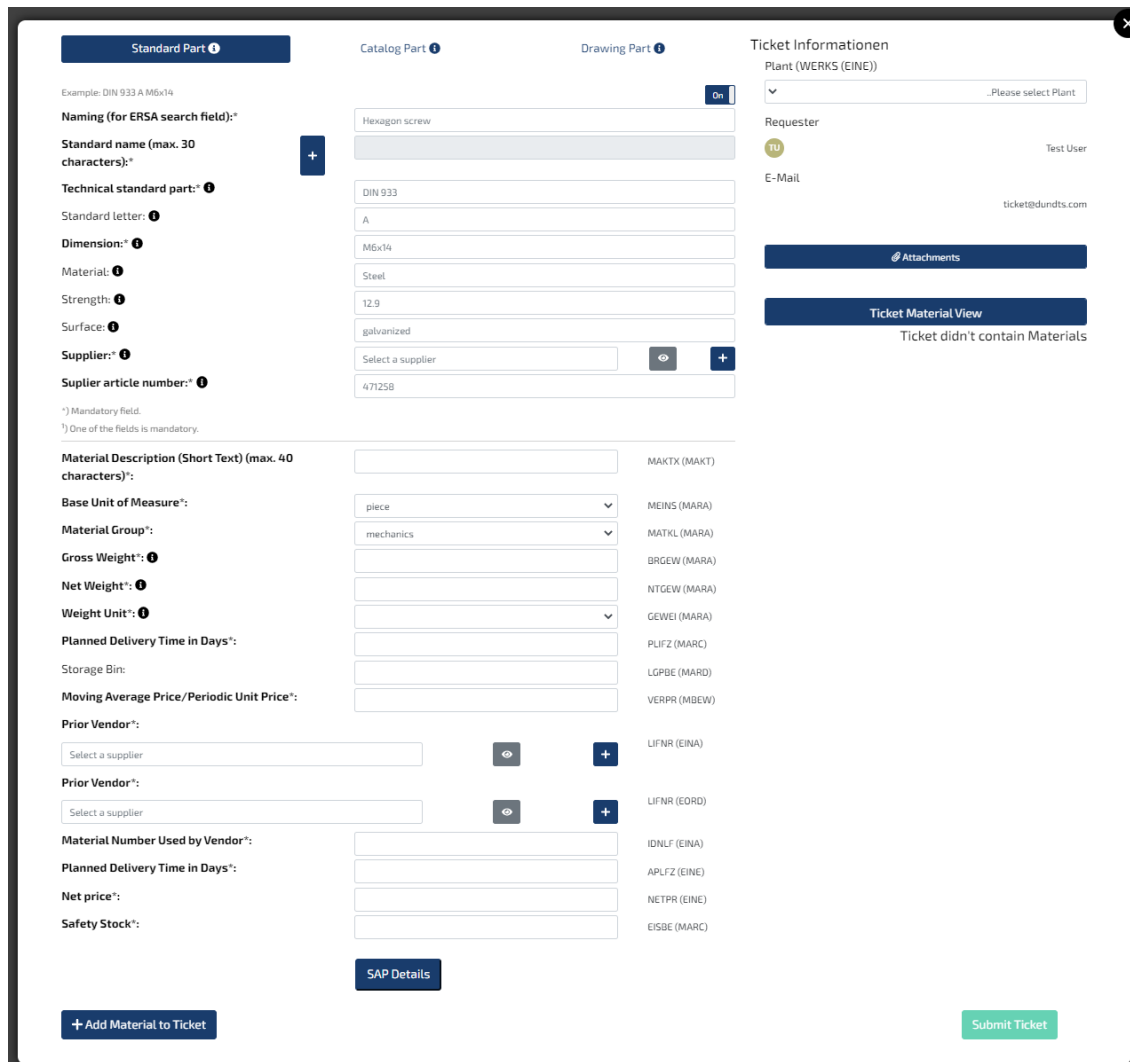
## 2.7 Displaying all information of the ticket




To download all the available information of the created ticket, click on the blue box with the download icon next to the desired ticket.




## 2.8 How do I create a ticket?

To create a new ticket, click on "**New ticket**" in the overview view. This window will appear:




Standard Part  Catalog Part  Drawing Part  Ticket Informationen

Example: DIN 933 A M6x14

Naming (for ERSÄ search field):\*  

Standard name (max. 30 characters):\*

Technical standard part:\* 



Standard letter:

Dimension:

Material:

Strength:

Surface:

Supplier:   

Supplier article number:\*

\*) Mandatory field.  
) One of the fields is mandatory.

Material Description (Short Text) (max. 40 characters):  MAKTX (MAKT)

Base Unit of Measure\*:  MEINS (MARA)

Material Group\*:  MATKL (MARA)

Gross Weight\*:  BRGEW (MARA)



Net Weight\*:  NTGEW (MARA)



Weight Unit\*:  GEWEI (MARA)

Planned Delivery Time in Days\*:  PLIFZ (MARC)

Storage Bin:  LGPBE (MARD)

Moving Average Price/Periodic Unit Price\*:  VERPR (MBEW)

Prior Vendor\*:    LIFNR (EINA)


Prior Vendor\*:    LIFNR (EORD)



Material Number Used by Vendor\*:  IDNLF (EINA)

Planned Delivery Time in Days\*:  APLFZ (EINE)

Net price\*:  NETPR (EINE)

Safety Stock\*:  EISBE (MARC)



In this window you have the possibility to create a **single ticket** as well as a **multi ticket**. It is recommended to create a **multi-ticket** with a **maximum of 100 materials** (in some cases even more materials). This will make the classifications and the handling of the ticket easier and more efficient.



## 2.9 The Single Ticket

In the case of the single ticket, you first need to select from the following categories. Next, in the "Naming" field (for ERSA search field), you enter a naming for the material. This naming will be transferred to the ERSA search field. From the naming, one or more possible standard names will be suggested. Then choose the correct standard name or enter a new standard name using the "+" button if none of them are suitable. **Please note that the standard name must not exceed 30 characters. The entered standard name will be automatically transferred to the Material Short Text field (this is a fixed value and cannot be deleted). The Material Short Text is a mandatory field that must be entered in English language and can contain a maximum of 40 characters.**

- **Standard part = Box 1**, standard parts such as screws and definition shown in the picture

- **Catalog part = Box 2**, purchased parts such as Cylinders and definition shown in picture

- **Drawing part = Box 3**, materials that have a drawing number.

Standard Part ⓘ Catalog Part ⓘ **Drawing Part ⓘ** On

Example: VALVE 80260112000 Multivac  
Gripper ST2 TeilB, H2071 02 00BF01, Somabau Werk E

**Naming (for ERSAs search field):\***

Standard name (max. 30 characters):\* +

Manufacturer name:\* ⓘ Select a manufacturer ⓘ +

Drawing number:\* C62.0121202.00

\*) Mandatory field.  
†) One of the fields is mandatory.

Ticket Informationen  
Plant (WERKS (EINE))  
..Please select Plant

Requester  
TU Test User

E-Mail  
ticket@dundts.com

Attachments

## 2.9.1 Plant selection

Select your plant in the top right corner of the window first.

### **Important Notice:**

**Each plant has its own supplier / manufacturer list deposit. By selecting your plant, only your suppliers / manufacturers will be displayed.**

Ticket Informationen  
Plant (WERKS (EINE))  
..Please select Plant

Requester  
SB Sebastian Bonk

E-Mail  
s.bonk@dundts.com

Attachments

## 2.9.2 Naming & Standard name

In the "Naming" field, a naming for a material is specified. This checks directly in the standard name list whether this standard name already exists or whether the naming is a synonym or a similar name.

Example:

Naming (for ERSA search field):\*

Time Relay

Standard name (max. 30 characters):\*



TIME RELAY



For example, if the term "Time Relay" is entered in the Naming field, the standard name „TIME RELAY“ is automatically entered. The triangle with the exclamation mark indicates that further standard names can be selected. By clicking on the standard name, the list with the suggested standard names opens.

Naming (for ERSA search field):\*

Time Relay

There are several default names to choose from

Standard name (max. 30 characters):\*



TIME RELAY



RELAY

TIME RELAY

DIN 933

Technical standard part: \*

The standard name "Relay" is also suggested here because the word "Relay" is also in the word "Time Relay".

If no suitable standard name is available, a new standard name can be entered via the "+" button. This will be checked before finalizing the data and adjusted if necessary.

Naming (for ERSA search field):\*

Time Relay

Standard name (max. 30 characters):\*



## 2.9.2 Additional information for materials

Furthermore, it is possible to **attach data sheets to the** ticket in order to provide additional information and thus to **simplify the classification of** the material and **speed up the process**. To do so, please click on "Attachments" and then on "Upload files".

In the field below, SAP-specific data must be entered for standard parts, catalog parts and drawing parts. By using the examples below, information of a timing relay of the company Phönix Contact has been entered or illustration purposes.

Standard Part ⓘ
Catalog Part ⓘ
Drawing Part ⓘ

Example: relay, fuse, cylinder, hammer On

**Naming (for ERSA search field):\***

**Standard name (max. 30 characters):\*** +

**Manufacturer name:** ⓘ

**product article number of manufacturer:** ⓘ

**Product type:** ⓘ

**Supplier:** ⓘ

**Supplier article number:** ⓘ<sup>1</sup>

**Supplier product type:** ⓘ<sup>1</sup>

\*) Mandatory field.  
1) One of the fields is mandatory.

Time Relay

---

PHOENIX CONTACT GmbH

1119399

MACX-TR-1T-POFF-PT

---

Select a supplier 👁️ +

1119399

MACX-TR-1T-POFF-PT

**Material Description (Short Text) (max. 40 characters):\***

**Base Unit of Measure\*:** piece ▼ MEINS (MARA)

**Material Group\*:** Electric ▼ MATKL (MARA)

**Gross Weight\*:** ⓘ 210.600 BRGEW (MARA)

**Net Weight\*:** ⓘ 154.600 NTGEW (MARA)

**Weight Unit\*:** ⓘ grams ▼ GEWEI (MARA)

**Planned Delivery Time in Days\*:** 15 PLIFZ (MARC)

**Storage Bin:** 50 LGPBE (MARD)

**Moving Average Price/Periodic Unit Price\*:** 50 VERPR (MBEW)

**Prior Vendor\*:**

Select a supplier 👁️ + LIFNR (EINA)

**Prior Vendor\*:**

Select a supplier 👁️ + LIFNR (EORD)

**Material Number Used by Vendor\*:** 1119399 MACX-TR-1T-POFF-PT IDNLF (EINA)

**Planned Delivery Time in Days\*:** 15 APLFZ (EINE)

**Net price\*:** 50 NETPR (EINE)

**Safety Stock\*:** 1 EISBE (MARC)

SAP Details

The information in the Vendor, Vendor Part Number, Vendor Product Type, MATNR, PLIFZ, LGPLA, VERPR, LIFNR, IDNLF, APLFZ, NETPR characteristics is fictitious in this example.

Finally, click on "**Submit Ticket**" to confirm the entry and release the ticket for editing.

## 2.9.3 Data sheet & website information

The data sheets help you to maintain the data correctly, at the same time it helps us to find out more information about the material and to speed up the classification process. Therefore it is very important to attach all available data about a material to the ticket.

Home > Products > Relays and optocouplers > Timer relays > Timer relay - MACX-TR-1T-POFF-PT



### Timer relay - MACX-TR-1T-POFF-PT

1119399

Power off delay time relay, 24 V AC/DC ... 240 V AC/DC wide-range supply, time range adjustable (10 ms ... 10 min), two configuration possibilities, password protection, 2 PDTs, push-in connection.

Free Download available. [Downloads](#)

● Temporarily out of stock  
Please contact us for more detailed delivery information.

#### Commercial Data

Item number	1119399
Packing unit	1 pc
Minimum order quantity	1 pc
Product Key	CK4811
GTIN	4063151049225
Weight per Piece (including packing)	184.5 g
Weight per Piece (excluding packing)	154.6 g
Customs tariff number	85364190
Country of origin	CN

#### Classifications

##### ECLASS

ECLASS-9.0	27371605
ECLASS-10.0.1	27371605
ECLASS-11.0	27371605

## 2.10 The Multi-Ticket

To create a multi-ticket, you have two options

### Possibility 1:

Please click on "**New Ticket**" first. Select your plant and fill in the corresponding fields as already described in the Single Ticket. After you have filled in all necessary fields with data, click

A dark blue rectangular button with a white plus sign icon followed by the text "Add Material to Ticket".

on "**Add Material to Ticket**".

After you have clicked on "**Add Material to Ticket**". You will see the material, that has been added to the ticket, on the right side of the window.

### Before:

A dark blue rectangular button with the text "Ticket Material View".

Ticket didn't contain Materials

### After:

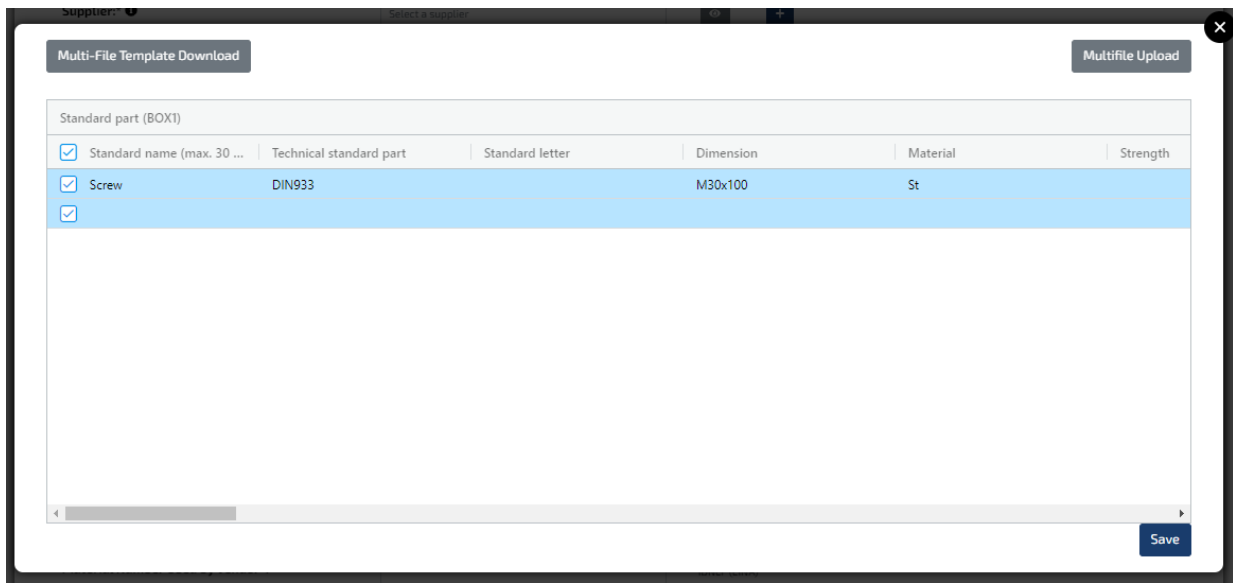
A dark blue rectangular button with the text "Ticket Material View".

1 Material(s)

It must also be distinguished in the multi-ticket whether the part is a standard part, catalog part or drawing part.

Furthermore, you must also note here that the standard name and the material short text must be created in English.

To check the input, click on "**Ticket Material View**". Here you can see all the materials you have added to the ticket.



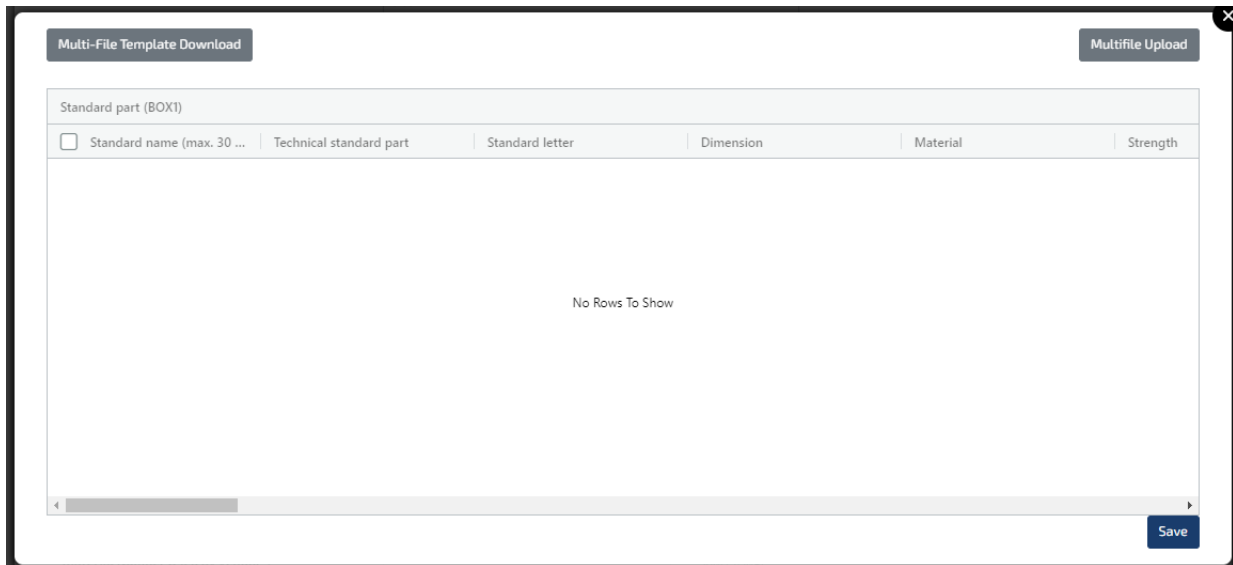
Please add more materials to the ticket now. After you have added all desired materials to the ticket, click on "**Submit Ticket**".

**Option 1 is recommended for smaller tickets with different parts.**

## Possibility 2:

Please select your plant here first and then click on "**Ticket Material View**".

Afterwards this window will appear:



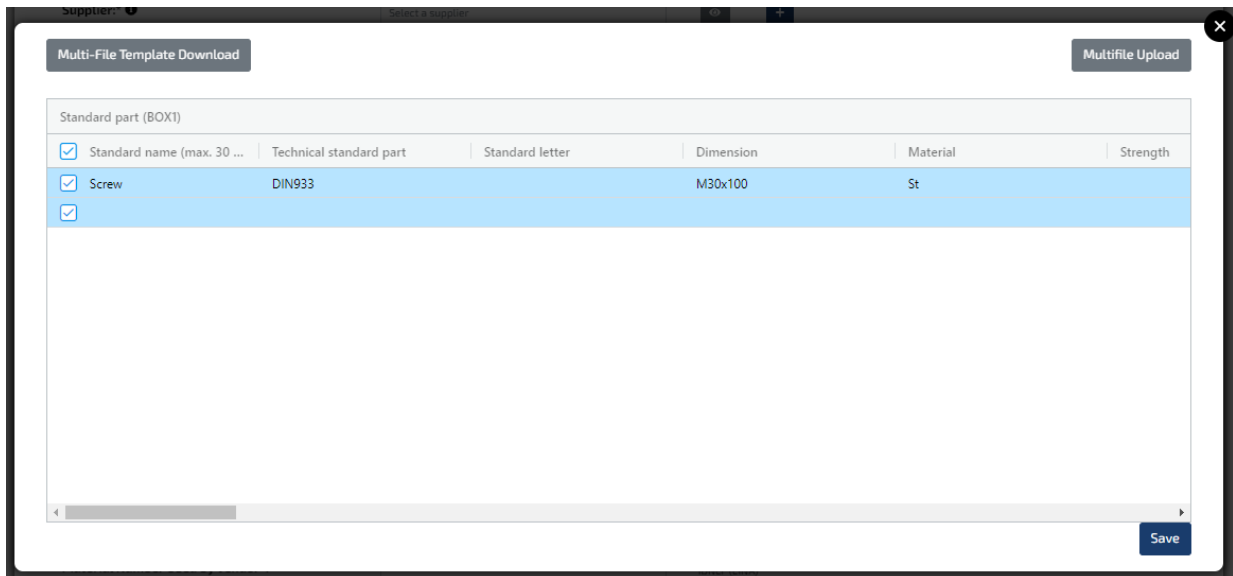
Please click on "**Multi-File Template Download**". Please wait a few seconds, a Multifile\_Template will be downloaded. Now please go to your Downloads folder and open the downloaded file.

In the Multifile\_Template you now have the possibility to create and upload several materials at the same time. All necessary input fields are available here in Excel format.

**ATTENTION:** Please note that for each material 1 new row must be used in the Excel template. Also here there is the field Naming which suggests a standard name. Furthermore, also here again the note, the standard name and the material short text must be created in english.



After you have entered all materials into the Multifile\_Template, click on "**Multifile Upload**" in the window.



After the file has been uploaded successfully, you will see the materials in the "**Ticket material view**". If all mandatory fields have been filled, the lines are blue and you can click on "**Save**". If the lines are red, a mandatory field has not been filled. Please fill in the mandatory field, save the template and upload the template via the button "**Multifile Upload**". Then click on "**Save**" afterwards this.

You will now return to the first window. If you still have data sheets for the materials, you can add them under the button "**Attachments**". Then click on "**Save**" to create the Multi-Ticket.

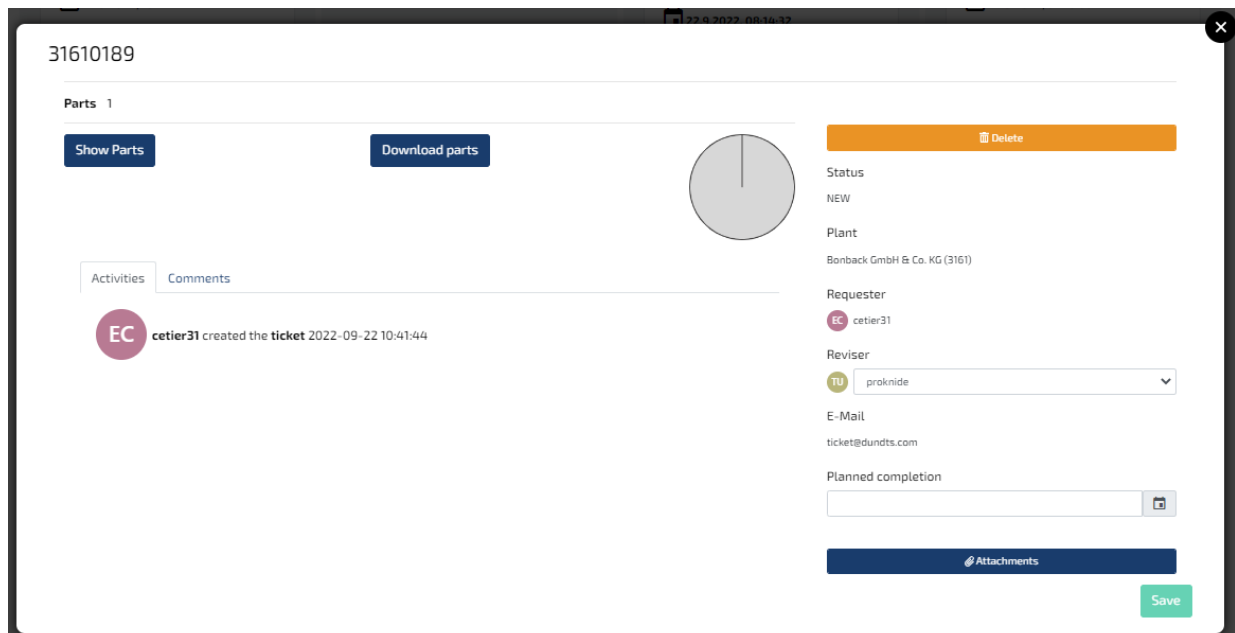
You will now see the ticket you created in the overview view of all materials in the status NEW. The ticket has been created successfully.



**Option 2 is recommended for larger multi-tickets with equal parts.**

## 2.11 Deleting a ticket

If you made a mistake while creating a single or multi ticket, you have the option of delete a ticket within a **processing period of 30 minutes**. To do so, please **double-click** on the desired ticket. Then click on **"Delete"**.



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## 2.12 Ticket response time

The response time of a ticket varies from ticket to ticket. There are several factors that can increase or decrease the response time of a ticket:

- Single or Multi Ticket
- Size of the multi-ticket (preferably max. 100 materials)
- Supplied data quality (data sheets etc.)

After the processing time, the ticket is made available to the master data coordinators.

## 2.13 New suppliers

Here you have to create the supplier master data according to the Schwarz produktion process (150.30.02) and communicate it to the master data coordinators after creating it in the ERP system, so that they can deposit the new supplier in the ticketsystem.

## 2.14 Request/user new creation, modification or deactivation in the Ticketsystem

This is only carried out by the master data coordinators, which is defined in advance in a workflow (e.g. e-mail) with the decision-maker(s) responsible for the plant, head of technology and/or spare parts planning.

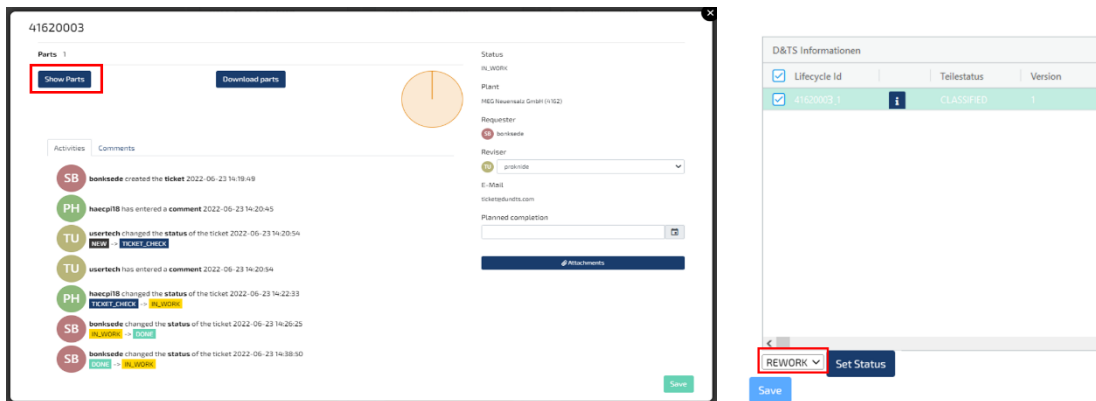
### **Important Notice:**

**The ECLASS-Ticketsystem has nothing to do with the it4you-Ticketsystem!**

## 3. Rework cases

If a change is desired for a material or ticket that has already been classified and completed (status Done), you have the option of setting the status of the material or ticket to **"Rework"**. To do this, please open the desired ticket which must receive a change of status.

Then click on **"Show parts"**.



A view will now open in which all materials of the ticket are listed. Please click on the desired material, which should receive a status change. You now change the status in the lower area and then click on **"Set Status"**. The status should now no longer be **"Classified"** but **"Rework"**. You now have the possibility to rework the material or the ticket and submit it again.

