

JCB Service Pro (Parts): Release 1.7 [24.0.0] / Release 1.8 [24.1.0]

Introduction

This document provides a high-level summary of the Improvements and Bug Fixes which are included in Releases 1.7 and 1.8 for JCB Service Pro's Parts Catalogue function.

Release 1.7 was deployed to PRODUCTION (servicepro.jcb.com) on July 10th, 2024. Release 1.8 was deployed to PRODUCTION (servicepro.jcb.com) on July 18th, 2024.

Important! JCB Service Pro's Parts Catalogue function is still under development. Access has been provided to allow JCB and Dealer employees to become familiar with the new parts catalogue solution and to gather user feedback. Until the official launch, our expectation remains that the primary point of reference for parts identification remains as Service Parts Plus+.

Users Group(s) Affected

User Group	Affected?	Comment(s)
Manufacturer	N	
JCB/Dealer Employee [A/R]	Y	
Customer [I/O]	n/a	User type not supported

Primary Impact of Change

Priority	Benefit	Definition	Qty.
1	Accuracy	Change ensures that the system returns concise data	3
2	Efficiency	Change which makes it easier for the Parts Catalogue user to complete their business	5
3	Error	Change resolves a known system error (but consumes resources that should be focused on Priority 1 or 2 type tasks)	1

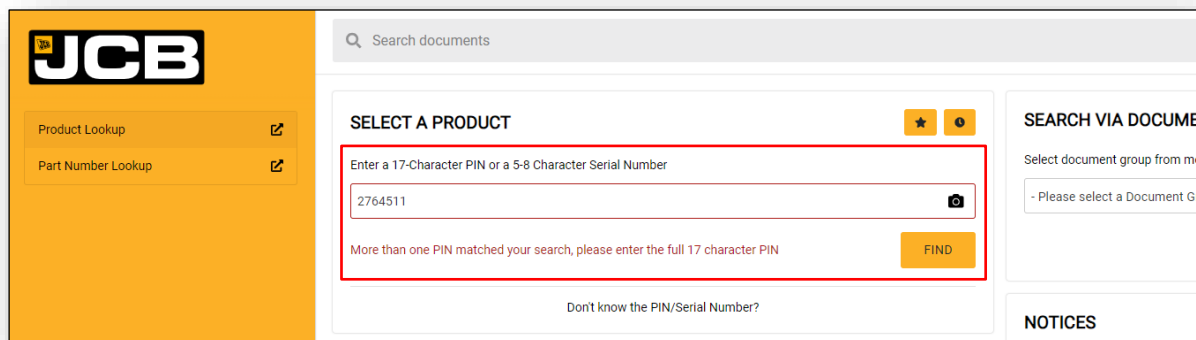
Summary of Change

DATA – More than one PIN matched your search, please enter the full 17 character PIN

[REF: JITIS-2916- EFFICIENCY]

Pre-1.8: Users report that they are unable to search using (some) generator serial numbers. The user interface returns the message “More than one PIN matched your search, please enter the full 17 character PIN”. Refer to Figure 1.

Figure 1.



The screenshot displays the JCB Service Pro web application. On the left is an orange sidebar with the JCB logo and two menu items: 'Product Lookup' and 'Part Number Lookup', each with an external link icon. The main content area has a grey header with a search bar labeled 'Search documents'. Below this is a 'SELECT A PRODUCT' section. It contains a text input field with the placeholder 'Enter a 17-Character PIN or a 5-8 Character Serial Number' and a camera icon. The input field contains the text '2764511'. Below the input field, a red-bordered box highlights a message: 'More than one PIN matched your search, please enter the full 17 character PIN'. To the right of this message is an orange 'FIND' button. Below the red box is a link that says 'Don't know the PIN/Serial Number?'. On the right side of the main area, there is a 'SEARCH VIA DOCUMENT' section with a dropdown menu labeled 'Select document group from my...' and a placeholder '- Please select a Document G...'. At the bottom right is a 'NOTICES' section.

Post-1.8: A number of serial number conflicts have been identified and removed, enabling users to searching using the products’ serial numbers.

GENERAL – Access to parts information when leading with a part number or model

[REF: PADS-2679/2689 - ACCURACY]

Post-1.8: General improvements to make sure that serial number and model led searches return an accurate parts catalogue.

GENERAL – Users’ preferred views of Build Ticket and Catalogue Navigation

[REF: PADS-2692- EFFICIENCY]

Post-1.7: Users’ preferred views of Build Ticket and Catalogue Navigation now persist after the user logs out of JCB Service Pro.

PARTS PAGE – Alternative Parts

[REF: PADS-2667 – EFFICIENCY]

Post-1.8: where one or more alternative parts exist for the original part, the alternative parts are now shown in the page BOM. Refer to Figure 2.

Note: To fully integrate Alternative Parts, further work will be completed as part of the 1.10 release.

Figure 2. Alternative Parts (in Page BOM)

The screenshot shows the JCB Parts Master Dialogue for part 8018 CTS [T3]. The main view displays a technical drawing of a track assembly. To the right, a table lists alternative parts:

#	Part No	Description	Qty
1	332/H9847	Track 230 x 96 x 33 rubber track	2
1	331/40765	Track Rubber 230 x 33 x 96	2
1	332/L5153	Track Rubber 230x66x48	2

PARTS PAGE – Access to child parts' page(s)

[REF: PADS-2623 – EFFICIENCY]

Post-1.7: If the user clicks a part number whose child pages appear on more than one parts page, the user is automatically directed to the first parts page.

Figure 3. Example Link from bulletin to Parts Master Dialogue

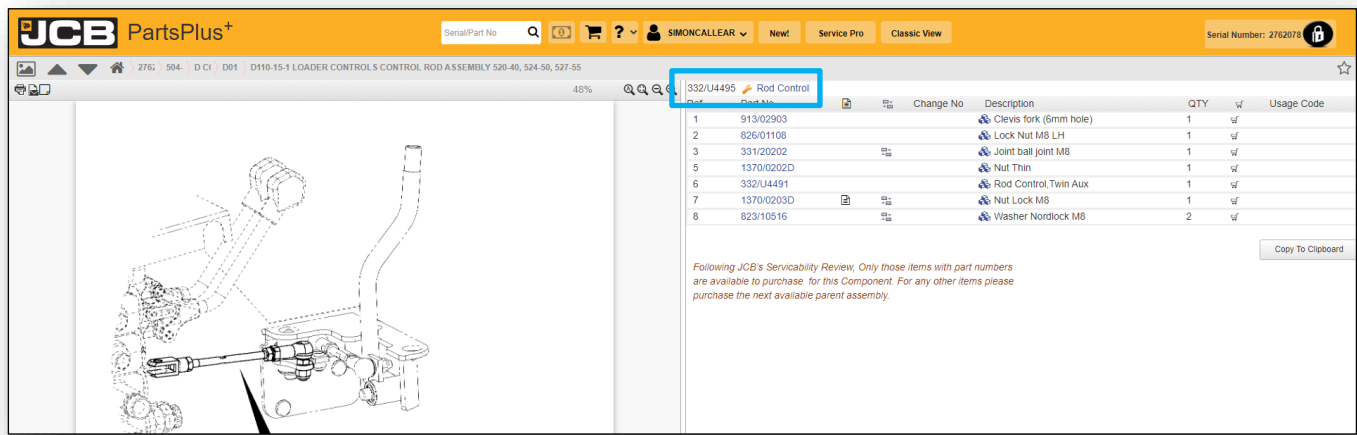
The screenshot shows the JCB Parts Master Dialogue for part 320/04542. The main view displays a technical drawing of a pump water assembly. To the right, a table lists alternative parts:

Item	Part No	Description	Qty
A	320/04542	Pump Water Assembly	1

PARTS PAGE – Part numbers for assemblies
[REF: PADS- – EFFICIENCY]

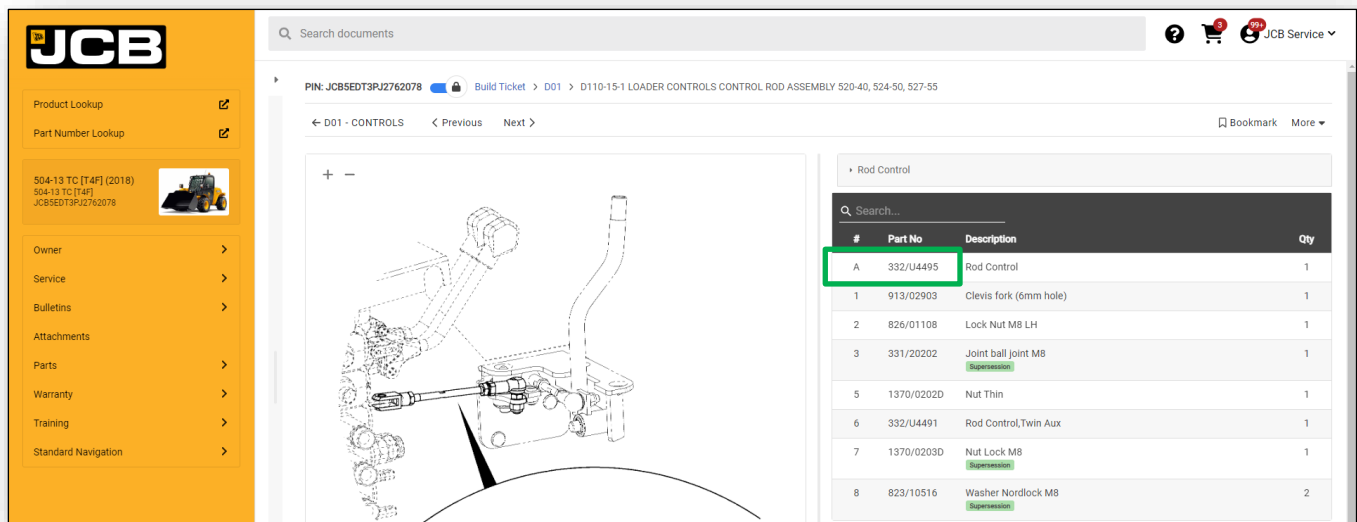
Pre-1.7: Where there is an option to purchase an assembly, users have fed back that they would like to see the part number for the assembly on the child parts’ page. This information is provided in Service Parts Plus+. Refer Figure 4.

Figure 4. Part number for the assembly [Service Parts Plus+]



Post-1.7: Where there is an option to purchase an assembly, the part number is shown as item “A” in the page BOM. Refer to Figure 5.

Figure 5. Part number for the assembly [JCB Service Pro]

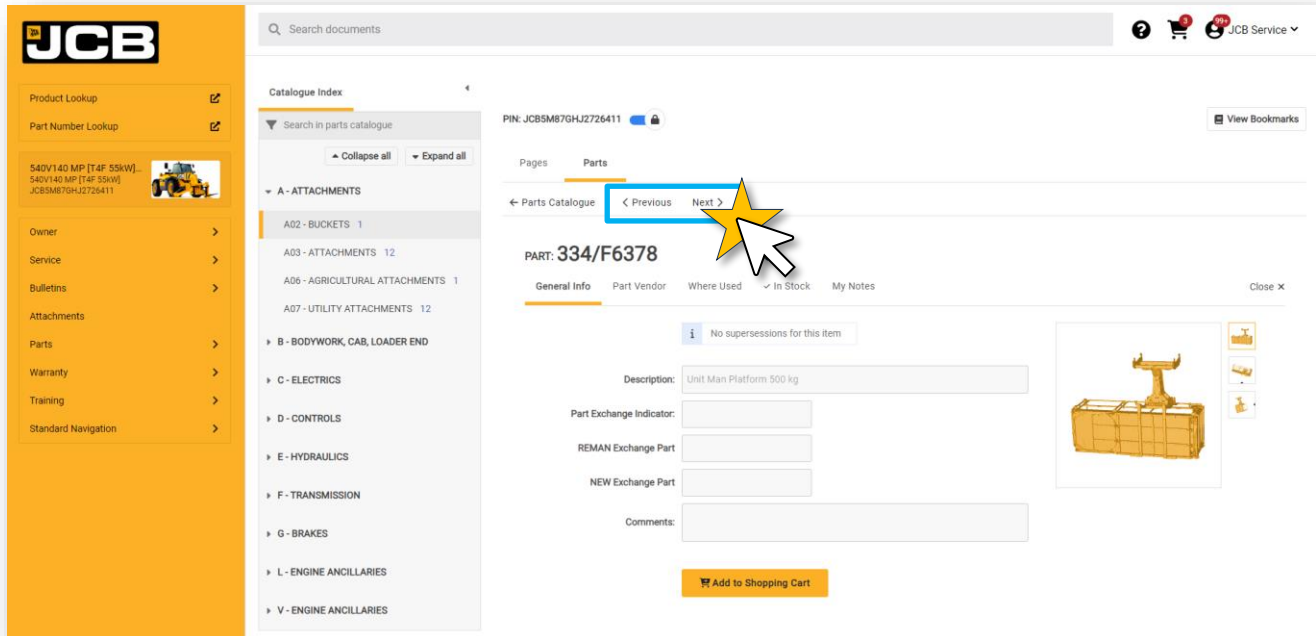


NAVIGATION/SEARCH – Incorrect behaviour Next/Previous buttons parts (not pages)

[REF: PADS-2653 - ERROR]

Pre-1.7: After a user has selected “Sort by Relevance” for the parts table view, the “Next” and “Previous” (found on the Parts Master Dialogue) do not respect the sort order. Instead, they continue to adhere to the “Sort by Section” order.

Figure 6. Next / Previous buttons



Post-1.7: The error has been resolved.

Additional improvements: When users close the Parts Master Dialogue, the users’ preferred method of sorting is retained [previously this returned to the default “Sort by Section”].

SUPERSESSIONS – “Supersession” tab incorrectly shows “NLA” as Latest

[REF: PADS-2690 - ACCURACY]

Pre-1.7: Where a part number is superseded by one or more different arts AND by “NLA”, then the most recent transaction is assumed to be the supersession to the “Latest” part. Refer to Figure 7.

Example: 716/H2070 is superseded by:

1. 728/E2897 for Vibromax products.
2. 716/D8595 for Loadall products [see bulletin 5/486].
3. NLA (as it is no longer available to order) – this is shown as the “LATEST” part.

The part number that is required now depends upon the product type.

Figure 7.

PART: 728/E2897

VM117 [T4i JCB] > C190-1-1 OTHER ELECTRICAL CIRCUITS INCLINOMETER

General Info Part Vendor Where Used **Supersessions** In Stock My Notes

View: [Grid] [List]

Old Part Number	Qty	New Part Number	Qty
716/H2070	1	NLA Latest Not for sale	1
716/H2070	1	716/D8595	1
716/H2070	1	728/E2897 Viewing	1
716/G2199	1	716/H2070	1

Separate suppressions transaction

Post-1.7: The “Latest” marker has been added to “New Part Number” for supersession of the part number 716/H2070. Refer to Figure 8.

Figure 8.

PART: 716/H2070

General Info Part Vendor Where Used **Supersessions** In Stock My Notes

View: [Grid] [List]

Old Part Number	Qty	New Part Number	Qty
716/H2070 Viewing	1	NLA Latest Not for sale	1
716/H2070 Viewing	1	716/D8595 Latest	1
716/H2070 Viewing	1	728/E2897 Latest	1
716/G2199	1	716/H2070 Viewing	1

Separate suppressions transaction

SUPERSESSIONS – In-catalogue searches are returning pages that are not related to the search term/part number

[REF: PADS-2713 - ACCURACY]

Pre-1.8: In-catalogue searches are returning pages that are not related to the search term/part number.

Example: An in-catalogue search for pt-no 331/63982 (a mirror) returns pages that are clearly not related to a mirror. Refer to Figure 9.

The association to the EIGHT incorrect pages is due to a multiple-supersession (which includes fasteners, etc).

- Mirror Assembly A superseded by 1 x Mirror B, 2 x Bolt C and 2 x Screw D
- Screw C superseded by Screw E.....

..... this means that for Mirror Assembly A you now require 1 x Mirror B, 2 x Screw E and 2 x Nut D

JCB Service Pro is incorrectly suggesting:

- Screw E have superseded Mirror Assembly A
- Non-mirror related pages that have Screw E on them , now reference Mirror Assembly A.

Figure 9. Incorrect search results

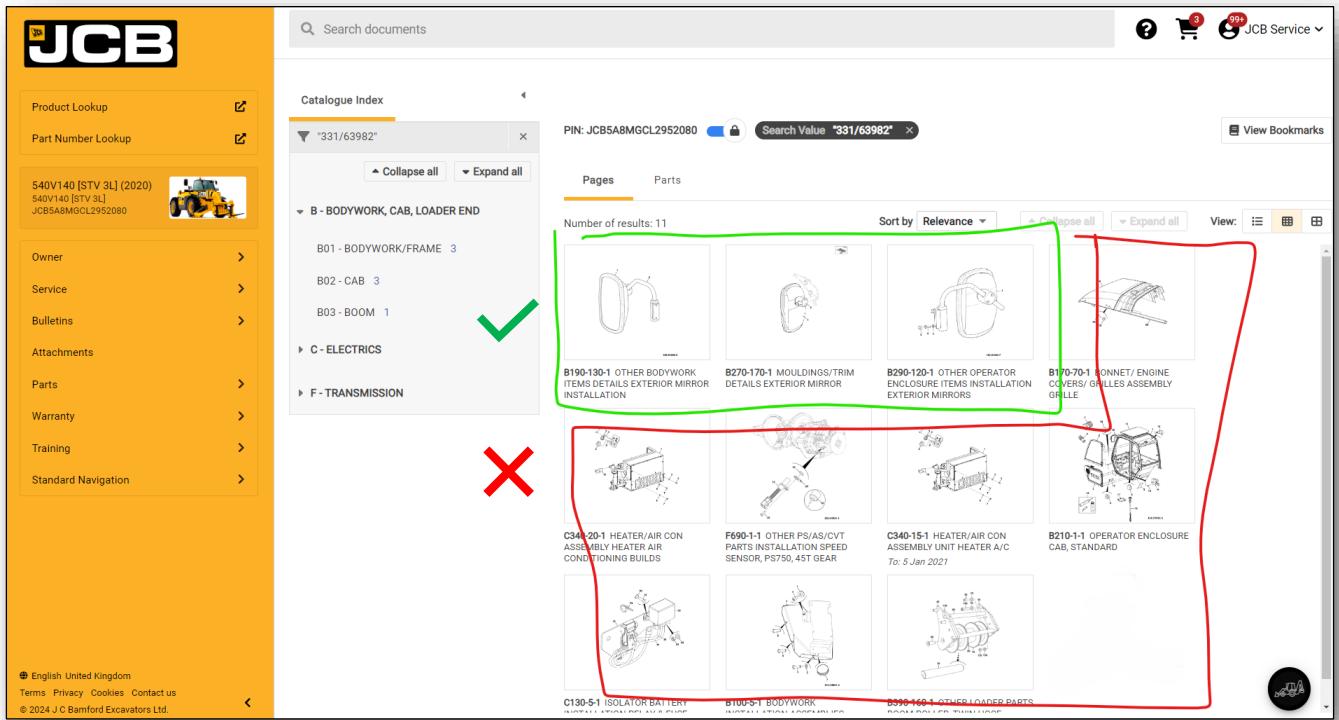
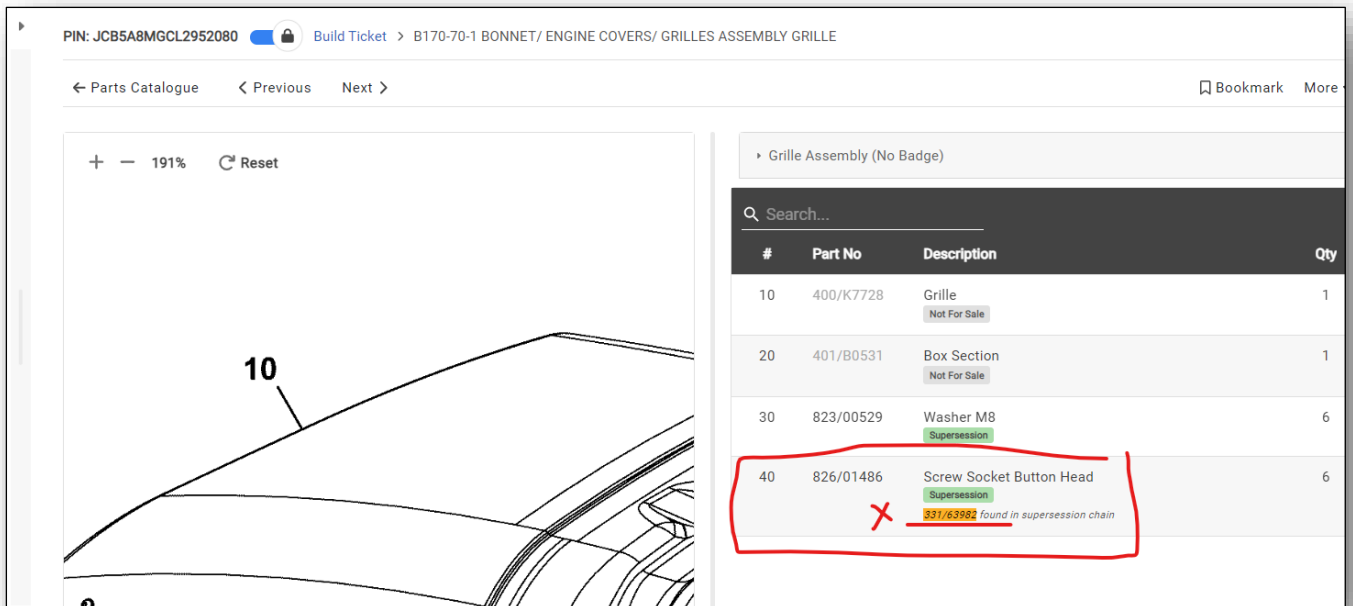


Figure 10. Incorrect association between the Screw and Mirror Assembly

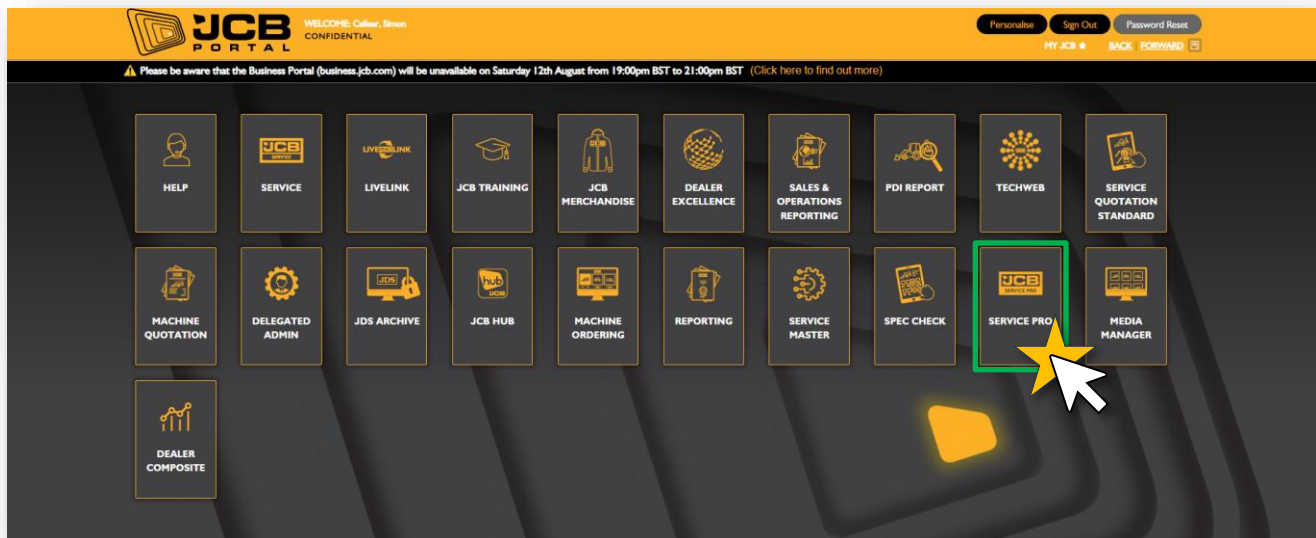


Post-1.8: The error has been resolved.

IMPORTANT: Project Bonneville

Following the launch of the new JCB Portal (as part of Project Bonneville), users will need to click the *SERVICE PRO* tile to access JCB Service Pro and the integrated parts catalogues. The existing *Service Parts Plus+* tile will not be carried forward (as Service Parts Plus+ will have been retired).

Figure 11. New JCB Portal (with SERVICE PRO tile)

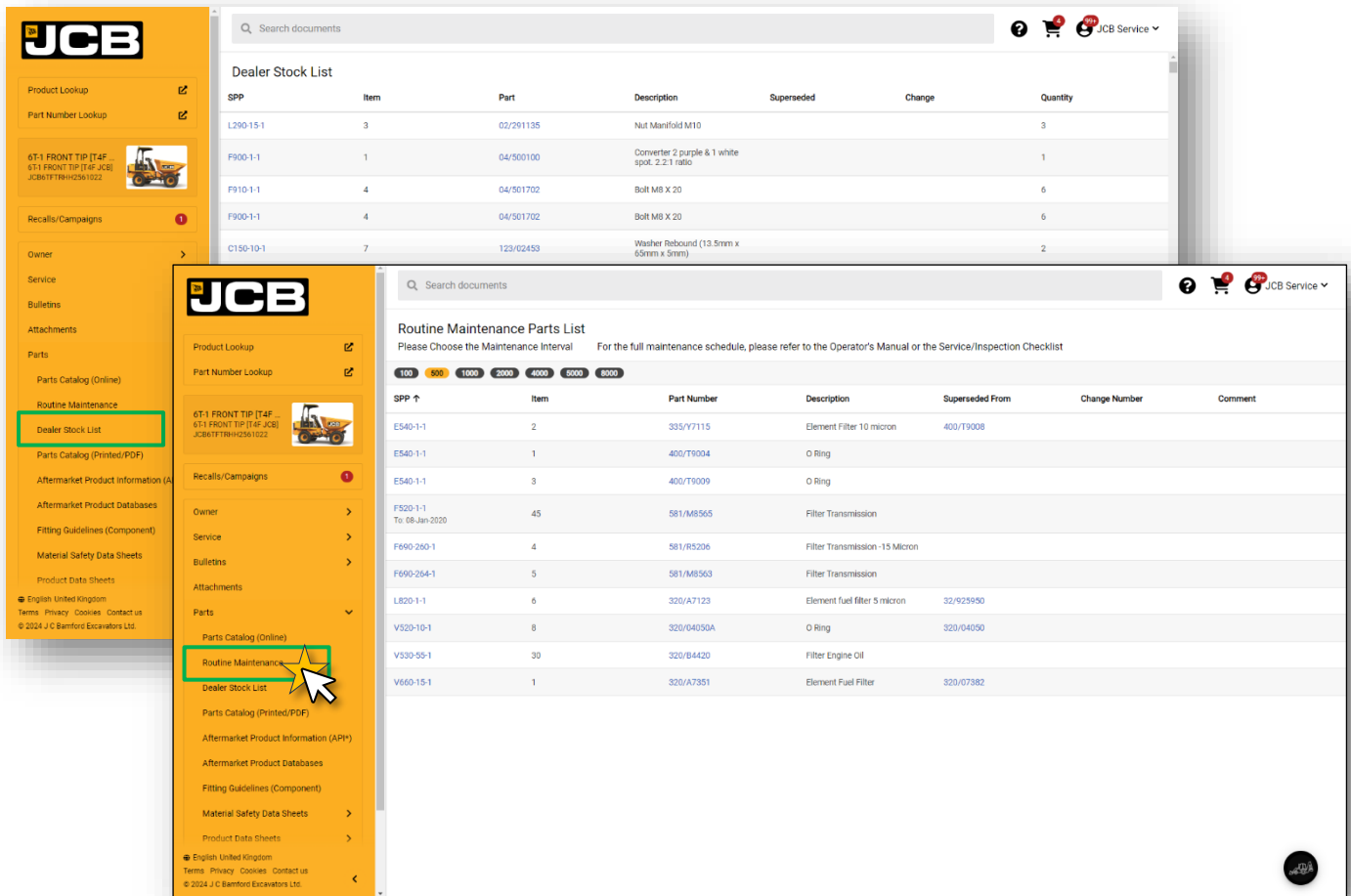


“Routine Maintenance” and Dealer Stock List” tabs

[REF: PADS-2526 / PADS-2528 - EFFICIENCY]

Our intention was to deliver the “Routine Maintenance” and Dealer Stock List” tabs as part of these releases. Unfortunately, they have failed internal testing (due to minor issues), and further development is now required. This feature will now be delivered as part of the next release [v1.9]. Refer to Figure 12.

Figure 12. PREVIEW: “Routine Maintenance” and Dealer Stock List” tabs



Next Release (v1.9 – ETA: w/c July 22nd, 2024)

The following items (amongst others) are currently included in the next release. Refer to: Table 1.

Important! This is subject to change as the identification of/need to resolve new bugs may delay the release of some of the items shown.

Table 1. Key Item(s) under development

Ref #	Type	Description
Various	FEATURE	Refinement of "Routine Maintenance" tab
Various	FEATURE	Refinement of "Dealer Stock List" tab (using existing data)
PADS-2667	FEATURE	Inject Alternative parts into page BOM (to raise awareness)
PADS-2679/2689	IMPROVEMENT	Access to parts information when leading with a part number or model

Reporting Errors

Please continue to report any errors and/or suggestions to: support.servicepro@jcb.com.

Note: To help us to review faster, please include as much useful information as possible (for example: product's serial number, parts page, part number(s), screenshots, etc.).