USER TRAINING PROGRAM

DAY 1

Session 1: Introduction
09:00-10:30

- Interface and Screen Settings
- Operational Workflow in RigER (Documents, Document Statuses, and Items)
- Users, Roles, and Permission Levels
- Catalogues and Items (Assets, Services, Goods, Materials, and Attributes)
- Customers, Contacts, Locations
- Practice Session 1

Coffee Break
10:30-10:45

Session 2: Adding Inventory
10:45-12:15

- Purchases
  - Vendors, Vendors List
  - PO Request, PO, PO Approval
  - BoL, Purchase Invoice, Reports
  - Fast Purchase Tool
- Inventory Counts (Initial Balances)

- Subrentals (Subrental Agreement, Subrental Ticket, Subrental Invoice)
- Intercompany Transfers
- Practice Session 2

Lunch
12:15-13:00

Session 3: Sales and Price Management
13:00-14:30

- Sales
  - New Job/Quote (RSA), Job Technical Requirements (JTR), Client Tool Requirements (CTR)
  - Job Approval Process
  - Sales Reports and Dashboards
- Price Management
  - Price Structure
  - Price List, Price Agreement
- Practice Session 3

Day 1 Overview and Q&A
14:45-16:00

DAY 2

Session 4: Dispatching
09:00-10:30

- Dispatching a Job (Creating and Assigning Tickets from RSA, Crew/Equipment/Services/Consumables Selection, and Time Tracking)
- Rig Movement Note (RMN), Rental Break Note (RBN), ICT/IJT.
- Managing Jobs: RSA list and Jobs Dashboard
- Managing People: Field Technicians Dashboard
- Managing Equipment: Location Report and Activity Log Dashboard
- Practice Session 4

Coffee Break
10:30-10:45

Session 5: Workshop Operations
10:45-12:15

- Setting Assembling Priorities (Order Management Dashboard)
- Pre/Post Assembly Inspections (Inspection Cards)

- Assembling Units (Assembly List)
- Setting Disassembling Priorities (Tools Disassembly Dashboard)
- Disassembling Units (Disassembly List)
- Evaluating and Replacing Components (Evaluation Recap)
- 3rd Party Rework (Rework PO-BoL-Invoice)
- Practice Session 5

Lunch
12:15-13:00

Session 6: Field Operations
13:00-14:30

- Completing Tickets (Field, Rental Delivery, Rental Return)
- Job Event Summary
- Customer Job Satisfaction
- Practice Session 6

Day 2 Overview and Q&A
14:45-16:00

DAY 3

Session 7: Invoicing
09:00-10:30

- Invoicing Process and Billing Cycles
- Generating Service Invoices/ Rental Invoices
- Managing Taxes
- Export to Accounting System
- Practice Session 7

Coffee Break
10:30-10:45

Session 8: Reports, Dashboards and Notifications
10:45-12:15

- Key Operational Reports
  – Location Report
  – Rental Units History Reports
  – Pre-Invoice Report
  – UN Workflow Control Report
  – Inventory On Hand Report
- Automated Scheduled Emailing of Reports

- Key Operational Dashboards
  – Activity Log Dashboard
  – Jobs Dashboard
  – Technicians Dashboard
  – Location History Dashboards
  – Repair Dashboard
- Practice Session 8

Lunch
12:15-13:00

Session 9: Database Administration
13:00-14:30

- Admin Menu and Responsibilities
- Business Entity and Default Values Setup
- Adding Users, Setting Up Roles and Permissions (Function Matrix)
- Managing Database Health
- Creating Support Tickets

Day 3 Overview and Q&A
14:45-16:00