**Welcome to the eMARS Frequently Asked Questions Page**

Below you will find answers to some of the most frequently asked questions about the eMARS application. The Q&A’s are categorized by eMARS modules and sub modules. This is a “work in progress” so there may not be any questions/answers under some modules yet. If you have a question (and maybe the answer) you think would be appropriate from this forum, please send an email to Bob Thoensen.

**Finder**

**Assign Work**

1. Q – How can I get more time to get Weekly routes completed?

A – Go to the PM module and change the Schedule Day to 4 (Tuesday). You would then have 7 days to complete your PM Weekly frequency. You can schedule that Weekly route early for Saturday, Sunday, or Monday or you can schedule that Weekly route late for Wednesday, Thursday, or Friday

**Report**

1. Q – How do I eliminate bypass code zero (routes without any input)?

A – Review the Scheduling Report daily. Go to “Reports” and select “Scheduling”. From Saturday thru Wednesday, you can select Last Week or This Week. When you have keyed in a Complete, Partial Complete or Bypass, and processed that worksheet, that route will immediately be removed from this report. It is a good idea to pull this report up after you have completed your inputs. Any Daily type route left on this report past the due date will be bypassed when the summary runs on Thursday. Any senior type route left on this report where no time has been taken on the route and the due date has passed, will also be automatically bypassed. If a senior route has any time at all on it, even if it is .1, and the due date passes, that route will be credited with a Partial Completion.

**Admin**

**Security**

1. Q - Can I add a new user or transfer a user in eMARS?

A – No. A new user request must first be requested through eAccess. After approval is received in eAccess, the eMARS Program Office will add a new user to eMARS. If a user already has EMARS access at one site and moves to another site, the receiving site should not attempt to add this user. Notify the Help Desk in Norman, OK, 1 (800) 366-4123, Option 3, that this user needs to move to your site. Be sure to give the Help Desk this person's logon id.

**Code Tables**

**Email Reports**

**Office**

1. Q – Can I add new/additional facilities in the Admin/Office module?

A – No. Only the eMARS Program Office can add facilities in eMARS.

**Compose**

**DECR**

**Reactive**

**Completed-Actions**

1. Q - How long do I have after the due date to input PM routes in eMARS?

A - You have five days to input the work into eMARS. This time period is iron-clad so it’s in your best interest to stay on top of this and not miss a day. Pull the “Scheduling” report daily to see what routes are about to bypass. (See next Q&A)

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**Inventory**

1. Q – How do I get rid of that NSN Replacement report that pops up every time I click on the INV module?

A – Look at each NSN and follow these steps:

1. If the NSN was not already in your catalog, prepare a label for the new NSN and replace the existing label at the old NSN location. Make a notation of the bin location and the BOH.
2. If the NSN was already in your catalog, remove all of the items from the old NSN bin and put them in the bin for the new NSN. Make a notation of the bin location and the BOH.
3. If the new NSN replaced more than one NSN, remove all of the items from the old NSNs bins (also remove all of the old labels) and put these items in the bin for the new NSN. Make a notation of the bin location and the BOH.
4. Go to INV / Updates and bring up the new NSN number. Highlight the number and click on “Update”. Verify that the BOH and the bin location are correct and click on “Save”. You must click on “Save” even if you don’t have to update anything, i.e. bin location. Clicking “Save” removes this item from the report.

**Issues**

1. Q - How are parts issued at the wrong cost corrected?

A - For stocked parts, initiate a Return to Stock, then re-issue at the correct cost. For non-stocked parts, the eMARS Program Office must make the correction.

1. Q - How do you correct a part issued to the wrong work order?

A - For stocked parts, initiate a Return to Stock, then re-issue to the correct work order. For non-stocked parts, the eMARS Program Office must make the correction.

**Orders**

1. Q - What is the best way to track open orders?

A - Three Inventory Reports help you track open orders: Open orders, receipts, and zero balance. The open orders report should be reviewed at least once a week. Look for Topeka type orders that are more than 14-days old. If there are orders that are more than 14-days old, those orders need to be canceled and, if needed, reordered. The GSA/DLA orders should be canceled after 30 days. A determination needs to be made concerning the local orders.

1. Q – How are Source Code “A” items handled?

A - When an A source code item is issued, an order will not be automatically created for you. If the average demand is at least one, the A source code item will appear in the auto-replenishment module. Otherwise, it will not. Insofar as issuing and auto-replenishment is concerned, A source code items are being treated the same as T source code items.

1. Q - Why is the 'Auto Replenishment' list extremely long at the beginning of the month?

A - Before eSPIN, all items that appeared on previous Replenishment list, but were zeroed out (not ordered), were re-posted on the first of each month. For sites on eSPIN, items on the list that were not ordered will re-appear on the first and fifteenth of each month.

1. Q - How are Orders created for a local part that's transferred from another office?

A - A form 7381 purchase order must be created.

**Receipts**

**Updates**

1. Q - How do I reactivate a NSN that is marked as Inactive with a Source Code of X in my catalog?

A - Any NSN that is deleted, or made inactive by marking with a source code of X, can be reactivated by ordering the item in the orders module provided it is an ACTIVE NSN at TMDC. If you don’t need the item you want to activate, you should immediately go to order/scan and history and cancel that item. Again this only works if the item is an ACTIVE NSN at the TMDC. If it is not active at the TMDC, you need to re-add that NSN to your catalog with a local NSN.

1. Q - What happens when the cycle count is not done daily?

A - Items designated for inventory from the previous day(s) adds to the current day's count. The longer the list, the more un-manageable it becomes; thereby resulting in an inaccurate, unchecked inventory level.

1. Q - How are unwanted parts disposed of?

A - Those approved for return to Topeka: In eMARS under INV>Updates, change the source code to 'X' , then apply an 'R' code under INV>Updates> Dispose/Return. For items designated by the Materiel Management Specialist for disposal action: In eMARS under INV>Updates, change the source code to 'X' , then apply a 'W' code under INV>Updates> Dispose/Return. Refer to the AS701 for more details.

**MISP**

**Work**

**PM**

**Equipment**

1. Q – How do I make an equipment class code change?

A – You must have supervisory rights in the Equipment module. When you bring up the acronym and equipment number you want to change, click on the “Change Equip Class” button. You do not have to “E” code equipment to make a class change. There is a bug in the program that prevents the PM class from being changed on the PM route. You do not have to delete the PMs and put them back in. The eMARS Program Office will match these classes within seven days of the equipment class change.

1. Q – How do I change the acronym for a piece of equipment?

A – Bring up the piece of equipment you want to change in the “Equip” module. Change the “Condition Code” to “E” (Disposal action taken). Note: Make sure there are no open work orders or active PM routes prior to changing the condition code. Add the piece of equipment with the new acronym.

1. Q – Where can I find a list of active acronyms and class codes?

A - A complete list of active acronyms/class codes is available by clicking on the National eMARS Reporting (nMARS) link on the eMARS “Welcome” page. From the National Reporting Main Menu, click on “Acronyms”.

**Vendors**

**Projects**

1. Q – How do I use the Projects Module?

A – The Projects module was designed to keep track of work orders created under many different acronyms, but all for one major job. For example: A large machine installation may require floor preparation, additional power, communications cabling, etc. These different types of jobs will be done by various departments within maintenance or even by outside contractors. In the Projects module you can create a project with its own specific number. When work orders are written, there's a 'Project' tab where the work order can be assigned to the particular project. All work done can then be monitored via the Reports>Manager>Work Order module. Page 43 of the eMARS User Guide may also be helpful.

**Crews**

**Personnel**

**Toolbox**

**Notes**

**eWHEP**

**Facility Information**

1. Q – How do I change the facility information; i.e. square footage, address?

A – The facility information in eWHEP is changed in the Admin / Office module of eMARS.

**Mail Processing Equipment**

**Bldg & Building Equipment**

**Building Service/FMO/MOS**

**Work Hour Summary**

**Reports**

**eCBM**

**Checklist**

**Forecast**

**PM Task**

**Equipment Profile**

**Management**

**Reports**

**eMS-47**

**Facility Information**

**Inventory and Scheduling**

**PS Form 4776 (Routes)**

**System**

**Reports**