

Sinova user guide

The aim of this guide is to show you how to use Sinova to open a ticket and request Nova Systems' assistance



The first step in order to access Sinova is to sign in through your private area on Nova Systems' website by using your credentials.

The screenshot shows the Nova Systems website interface. At the top, there is a navigation bar with "Nova Systems" and "Private Area Clients" on the left, and language options "IT", "EN", "ES", "FR", "DE" on the right. Below this is a main navigation menu with "HOME", "PRODUCTS", "TMS - SEA", "NEWS", "NOVACADEMY", "COMPANY", "SUPPORT", "CONTACTS", and a green "ASK FOR A DEMO" button. A secondary navigation bar contains various icons and a user profile "novasystems [Cliente di esempio]". A dropdown menu is open over the "CONTRATTI CCOM" icon. The main content area features a man in a suit looking through a telescope, with the text "BeOne Will BE. INNOVATION ORIENTED" and "TMS MARE - SHIPPING AGENCY". Below this, a paragraph describes the "Shipping Agency" module.

CONTRATTI CCOM

BeOne
Will BE.
INNOVATION ORIENTED

TMS MARE - SHIPPING AGENCY
La Suite di BeOne si arricchisce del nuovo modulo "Shipping Agency", dedicato agli agenti marittimi e portuali che operano nel settore delle navi cargo.

After the first access it is necessary to change your password. Just click on your name in the top right part of the screen to do it



Nova Systems, software in Cloud for logistics, freight forwarding, transportation and custom



BeOne
Will BE.

OCEAN FREIGHT
SOFTWARE - TMS

Are you looking for a simple and effective way to manage ocean freight?

The **TMS (Transportation Management System)** of the BeOne software solution is the answer to the requirements of sea forwarders, in both FCL and LCL modes and in the NVOCC.

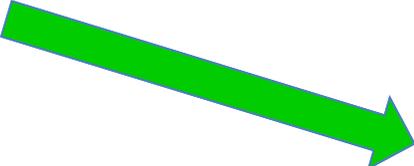
DISCOVER MORE [HERE](#)



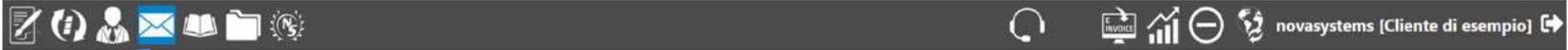
Verify your data and create your own password by typing it twice into the highlighted fields, then click on «save» and exit this screen.

SETTINGS

Telefono	Lingua
	English
Mobile Aziendale	Password
Mobile Personale	Conferma Password
Skype	
Email	
accountmanager@novasystems.it	

 **Salva**

Then go back to the main screen and access the ticket menu by clicking on the envelope icon.



The screenshot shows a dark navigation bar at the top of a software interface. On the left side of the bar, there are several icons: a document, a person, an envelope, a book, a folder, and a gear. The envelope icon is highlighted with a green arrow pointing to it from the left, and a small white box with the word "TICKETS" is positioned below the arrow. On the right side of the navigation bar, there are icons for a headset, an invoice, a bar chart, a minus sign, and a globe, followed by the text "novasystems [Cliente di esempio]" and a right-pointing arrow.



A black and white photograph of a man in a suit, looking through a telescope. The image is partially overlaid by the navigation bar and the text below.

BeOne
Will BE.
INNOVATION ORIENTED

TMS MARE - SHIPPING AGENCY
La Suite di BeOne si arricchisce del nuovo modulo "Shipping Agency", dedicato agli agenti marittimi e portuali che operano nel settore delle navi cargo.

You are now in the main menu dedicated to the tickets.

Click on the yellow button « Open a new ticket».

Cliente di esempio - TICKET N.200000835 DEL 14/01/2020 11:51

Head Office/Branch - San Martino Buon AlbergoSan Martino Buon Albergo San Martino Buon Albergc	Mod.SAP-Serv.IAS Print	Opened By Cliente novasystems
Requesting user	Func.SAP-Comp.SAP Print Nova Report (with logo)	Deadline CLI Deadline NS
Subject Printing the BDR	Detail Problem	Priority Medium
	Specific	Status Open

Request

Disclosure

Cliente novasystems 14/01/2020 11:51
I don't know how to print the BDR.
Can you help me?

Best Regards

CANCEL TICKET
SAVE

Select the branch of the company to which you belong and the colleague on behalf of which you are opening the ticket, if necessary.

Ciente di esempio - Nuovo Ticket

Head Office/Branch - San Martino Buon Albergo San Martino Buon Albergo San Martino Buon Albergo	Mod.SAP-Serv.IAS Print	Deadline CLI <input type="text"/>	
Requesting user John Brown	Func.SAP-Comp.SAP Print Nova Report (with logo)	Priority Medium	Status Open
Subject Printing the BDR.	Detail Problem		
	Specific <input type="text"/>		

Request

B **I** **U** **☰** **☰** **☰** **☰** **☰** **☰**

I don't know how to print the BRD
Can you help me?

Best Regards

Attachments

Explain the request in detail providing as much information and example as possible.

Ciente di esempio - Nuovo Ticket

Head Office/Branch - San Martino Buon Albergo San Martino Buon Albergo San Martino Buon Albergo	Mod.SAP-Serv.IAS Print	Deadline CLI <input type="text"/>	
Requesting user John Brown	Func.SAP-Comp.SAP Print Nova Report (with logo)	Priority Medium	Status Open
Subject Printing the BDR	Detail Problem		
	Specific <input type="text"/>		

Request

B **I** **U** **☰** **☰** **☰** **☰** **☰** **☰**

I don't know how to print the BRD
Can you help me?

Best Regards

Attachments

Starting from the first option in the drop-down menu (highlighted in green) try to individuate the problem and to add further details by choosing among the options that will be suggested automatically. Only the first option is mandatory, but the more you fill in, the faster you will get an answer from Nova Systems.

Ciente di esempio - Nuovo Ticket

Head Office/Branch - San Martino Buon AlbergoSan Martino Buon Albergo San Martino Buon Albergo ▼	Mod.SAP-Serv.IAS Print ▼	Deadline CLI <input type="text"/>	Status Open
Requesting user John Brown ▼	Func.SAP-Comp.SAP Print Nova Report (with logo) ▼	Priority Medium ▼	
Subject Printing the BDR	Detail Problem ▼		
	Specific <input type="text"/>		

Select the priority of your request.
Once your request is completed, click on the «save»
button in the lower right part of the screen.

Ciente di esempio - Nuovo Ticket

Head Office/Branch - San Martino Buon AlbergoSan Martino Buon Albergo San Martino Buon Albergo	Mod.SAP-Serv.IAS Print	Deadline CLI [Calendar Icon]	Status Open
Requesting user John Brown	Func.SAP-Comp.SAP Print Nova Report (with logo)	Priority Medium	
Subject Printing the BDR	Detail Problem		
	Specific [Dropdown]		

Request

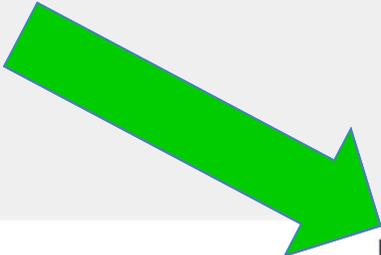
B **I** **U** [List Icons] [Link Icon]

I don't know how to print the BRD
Can you help me?

Best Regards

Attachments
Browse

SAVE



The ticket will be shown with a **yellow dot**, to indicate that it is being processed by Nova Systems.



The screenshot shows a web application interface for managing tickets. The header includes a navigation bar with icons and the text "novasystems [Cliente di esempio]". Below the header is a "TICKETS" section with a table of ticket data. The table has columns for N° Ticket, Opened At, Opened By, Keyuser, Requesting user, CLI, NS, S..., Status, Priority, Subject, Mod.SAP-Serv. IAS, Func.SAP-Comp.SAP, Deadline CLI, and Deadline NS. The third row of the table shows a ticket with a yellow dot in the Status column, indicating it is being processed by Nova Systems.

N° Ticket	Opened At	Opened By	Keyuser	Requesting user	CLI	NS	S...	Status	Priority	Subject	Mod.SAP-Serv. IAS	Func.SAP-Comp.SAP	Deadline CLI	Deadline NS
190022218	30/10/19 17:43	Cliente novasys...	Cliente novasys...	Mario Rossi +39...				Closure req	Medium	Richiesta Bollettino di Cons...				
190022215	30/10/19 17:37	Barbara Avesani	Cliente novasys...					Closure req	Medium	Richiesta Assistenza su Bollettino di Consegna BDR				
200000835	14/01/20 11:51	Cliente novasys...	Cliente novasys...	John Brown				Open	Medium	Printing the BDR				

Nova Systems may answer with a request for further information. In this case you will receive a notification in your mail. You will just need to enter the tickets menu, where you will see that your request has been highlighted with a **red** dot on the customer column, which means that the ticket is on your side.



N° Ticket	Y	Opened At	Opened By	Keyuser	Activity forwa...	Activity forward...	Working by	Business Name	CLI	NS	S...	Status	Y	S...	Priority	Subject	SVIL	SV.STATUS	Division	Department	Office	Activity	Mod.SAP-Serv
835																							
190005835		21/02/19 09:33	Paolo Cecchetto	Paolo Cecchetto	21/02/19 11:38	Stefano Mazzolen	Stefano Avesani	D.B. Group Spa				Working	0		High	tariffe di costo che non si applica			C.P. - A.M.	TMS		Software Appl...	2
200000835		14/01/20 11:51	Ciente novasy...	Ciente novasy...				Ciente di esempio				Working			Medium	Printing the BDR			SERVIZI	Help Desk			Print

By entering the ticket menu, you will see all previous comments and you will be able to consult them.

Cliente novasystems 14/01/2020 11:51
I don't know how to print the BDR.
Can you help me?

Best Regards

Michelangelo M. 14/01/2020 12:03
Good Morning

Please find the printing option in the drop-down menu by right clicking on the selected shipping.

At your disposal.

In the upper left part you will see the field «request» highlighted in green; after you have given an answer you can click on «save» to send it.

Ciente di esempio - Nuovo Ticket

Head Office/Branch - San Martino Buon AlbergoSan Martino Buon Albergo San Martino Buon Albergo	Mod.SAP-Serv.IAS Print	Deadline CLI <input type="text"/>	
Requesting user John Brown	Func.SAP-Comp.SAP Print Nova Report (with logo)	Priority Medium	Status Open
Subject Printing the BDR	Detail Problem		
	Specific <input type="text"/>		

Request

B **I** **U**

I don't know how to print the BRD
Can you help me?

Best Regards

Attachments

SAVE

After you have given an answer the ticket will turn **yellow** again, which means that it needs to be processed by Nova Systems.

In some cases Nova Systems may send an informative note, which means a message or an advancement status. A ticket containing an informative will be flagged by a small «i».



The screenshot shows a web application interface for managing tickets. The header includes navigation icons and the text "novasystems [Cliente di esempio]". The main area is titled "TICKETS" and contains a table with the following data:

N° Ticket	Opened At	Opened By	Keyuser	Requesting user	CLI	NS	S...	Status	Priority	Subject	Mod.SAP-Serv.IAS	Func.SAP-Comp.SAP	Deadline CLI	Deadline NS
190022218	30/10/19 17:43	Ciente novasys...	Ciente novasys...	Mario Rossi +39...				Closure req	Medium	Richieste Bollettino di Cons...	Print	Print Nova Report (with L...		
190022215	30/10/19 17:37	Barbara Avesani	Ciente novasys...					Closure req	Medium	Richiesta Assistenza su Bollettino di Consegna BDR	Print	Print Nova Report (with L...		
200000835	14/01/20 11:51	Ciente novasys...	Ciente novasys...	John Brown				Open	Medium	Printing the BDR	Print	Print Nova Report (with L...		

It will be possible to visualize the informative note by entering the ticket, or by stopping with the cursor on the «i» that is shown besides the yellow dot on the summary.

Cliente di esempio - TICKET N.200000835 DEL 14/01/2020 11:51

Business Name  Apri NovaService	Mod.SAP-Serv.IAS	Opened By	
Cliente di esempio	Print	Cliente novasystems	
Head Office/Branch	Func.SAP-Comp.SAP	Deadline CLI	Deadline NS
San Martino Buon Albergro - Viale Del Lavoro VR (VERONA)	Print Nova Report (with logo)		
Keyuser	Detail	Priority	Status
Cliente novasystems (C.P. Cliente di esempio)	Problem	Medium	Working
Requesting user	Specific		
John Brown			
Subject			
Printing the BDR			
Request	Disclosure (TICKET REMAINS IN CHARGE ON NS)	Risposta (BACK TO CUSTOMER)	
Cliente novasystems 14/01/2020 12:13 I would like to add a personalized logo on the left side of the document. Please find an attached example	 Michelangelo M. 14/01/2020 16:08 Our staff is working on your request Thank you for your kindness	 Attachments Browse	

Finally, once the ticket has been resolved, Nova Systems will request its closure. The ticket cannot be closed directly by Nova Systems, which might only request its closure.

TICKETS													
Apertura nuovo Ticket											0	0	Tot: 2
N° Ticket	Data Apertura	Aperto Da	Keyuser	Richiedente int...	CLI	NS	SA...	Status	Priorità	Oggetto	Mod.SAP-Serv.IAS	Funz.SAP-Comp.IAS	
190022218	30/10/19 17:43	Cliente novasy...	Cliente novasy...	Mario Rossi +3...	●					Richiesta CI Media	Richiesta Bollettino di Consegna - Dimensioni Me...	Stampe	Stampe Nova Report (cc
190022215	30/10/19 17:37	Barbara Avesani	Cliente novasy...		●					Richiesta CI Media	Richiesta Assistenza su Bollettino di Consegna BDR	Stampe	Stampe Nova Report (cc

The actual closure of the ticket will happen only by your confirmation.

Ciente di esempio - TICKET N.200000835 DEL 14/01/2020 11:51

Head Office/Branch San Martino Buon Albergo - Viale Del Lavoro VR (VERONA)	Mod.SAP-Serv.IAS Print	Opened By Cliente novasystems
Requesting user John Brown	Func.SAP-Comp.SAP Print Nova Report (with logo)	Deadline CLI <input type="text"/>
Subject Printing the BDR	Detail Problem	Deadline NS <input type="text"/>
	Specific <input type="text"/>	Priority Medium
		Status Closure request

Request

Disclosure

Attachments
Browse

REOPEN TICKET **CLOSE**



You are now ready to use Sinova autonomously to open the tickets and request Nova Systems' assistance.



For any further doubt or information do not
hesitate to contact the Nova Systems' Help
Desk at our number **+39 045 878 8200**