

SMART Submitter User's Guide

Suggestion and Maintenance Assessment and Review Team (SMART)

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SMART Submitter

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Suggestion and Maintenance Assessment and Review Team Overview.

1. About the Application. This AEPS User Guide explains the roles and benefits of the SMART Application. This Chapter gives some insight about AEPS, The SMART Application, and the major role-players within the SMART Process. The rest of the Chapters include screen captures and direct instructions on how to use the application itself. There are five role players: The Suggester, The CASCOM SMART Office, The Agency Coordinator, The Agency Evaluator, and the Evaluator. The Suggester kicks off the process by submitting an idea. The CASCOM SMART Office is the central hub where the suggestion is accepted and keeps in contact with the suggester. As for the Agency Coordinator and Agency Evaluator, they make sure a Evaluator is assigned and is working the suggestion. The Evaluator reviews the suggestion by completing a DA Form 2440 on statistics on the suggestion would affect the Army if implemented. The last two steps consist of the Coordinator's concurrence and the CASCOM SMART Office's final acceptance.

a. About AEPS. The Army Electronic Product Support Web Site is a world-class logistics portal for the Army Materiel Command, providing one stop service for AMC customers and offers powerful tools for logisticians to accomplish their daily task. The mission of Army Electronic Product Support (AEPS) team is to investigate, integrate, and implement innovative web solutions to modern logistics issues, and establish a common operational environment with retail level logistics systems. The main goal of AEPS is to provide timely and useful logistics information to its customers by becoming the AMC's primary web portal for all supply, maintenance, technical and procurement logistics information. Other goals are to integrate with other DoD systems without the need for multiple passwords, integrate databases with other DoD systems, develop web enabled business applications, facilitate readiness reporting, provide near real time information to users simultaneously, establish centralized repositories of AMC logistics documents, permit secure on-line communications, allow authorized users to submit transactions, and provide web security for systems that become part of the AEPS domain.

b. About SMART. The Suggestion and Maintenance Assessment and Review Team (SMART) is an application within the AEPS web site where AEPS Users can upload suggestions for review. This application is available to support our customers by retaining suggestions made, processing new suggestions, and administering control lists pertaining to each suggestion. The suggestions are disbursed to reviewers dependent upon what the suggestion pertains to, workload, and functional requirements. The SMART Office and Agency Coordinator are on an existing reviewer access control list. Where as the Agency Evaluator and Evaluator can access SMART pages when receiving authentication within a SMART email. After the suggestion is reviewed and accepted by all the reviewers then the CASCOM SMART Office will send an approval to the original submitter. Each suggestion entered is assigned a SMART number in chronologically order for tracking purposes. When a suggestion is assigned

to an Agency Coordinator there is a 60-day suspense date activated. When the 60-day suspense date passes a reminder is automatically emailed to the CASCOM SMART Office and Agency Coordinator.

c. About the CASCOM SMART Office. The CASCOM SMART Office accepts/rejects suggestions and evaluations for this process. When a suggestion is entered into the SMART application the SMART Office will receive an email. The email will include a link to bring them to a page within the SMART Application to view and accept/reject the initial suggestion. The CASCOM SMART Office accepts evaluations, coordinates implementation, and submits awards for approved suggestions. The CASCOM SMART Office also has rights to extend suspense dates, update Coordinator access control lists, and edit the SMART history database.

d. About the Agency Coordinator. The Agency Coordinator is tasked by the SMART system, via email before and after a suggestion has been evaluated. The first email will entail the Agency Coordinator to assign an Agency Evaluator. The second email will entail the Agency Coordinator to concur on the Evaluation or Form 2440 before the CASCOM SMART Office authorizes the final acceptance. The Agency Coordinator has the ability to return the review back to the Evaluator with comments for editing purposes. The Agency Coordinator has rights to edit their personal identification, which is important in order for the application to run properly.

e. About the Agency Evaluator. The Agency Evaluator's purpose is to assign an Evaluator. The Agency Evaluator receives authentication from the Agency Coordinator within the SMART system, via email. The email will include a link to bring them to a page within the SMART Application to view the suggestion and to assign an Evaluator.

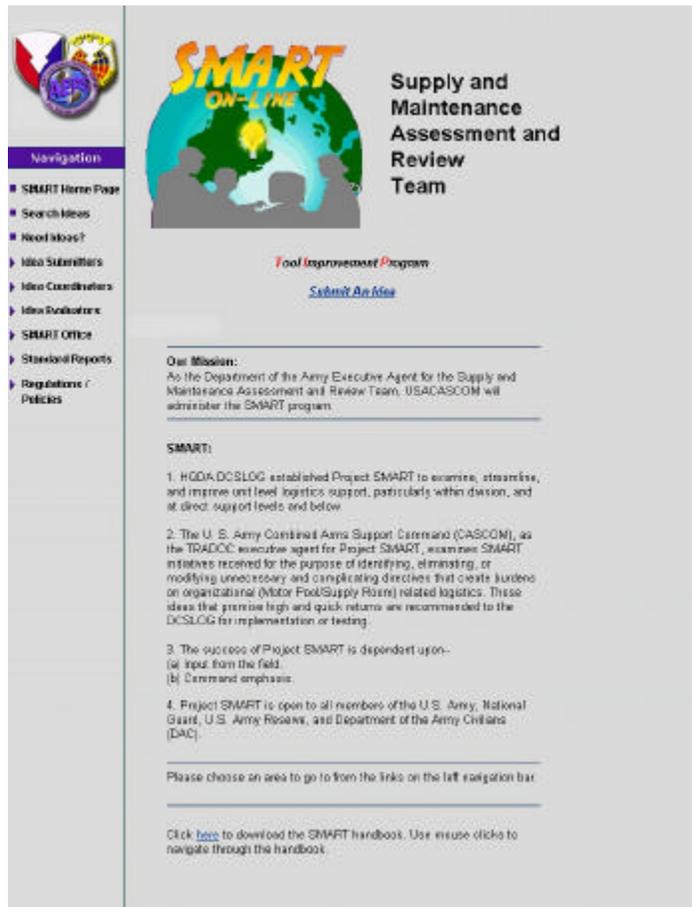
f. About the Evaluator. The functional person identified in this role provides statistical data (DA Form 2440) about the suggestion. The Evaluator receives authentication from the Agency Evaluator with the SMART system, via email. The Evaluator provides the approved adoption, new method (suggestion), former method, and total dollar benefits in the Form. After information is submitted via the SMART application, an automatic email will be sent to the Agency Coordinator. The Agency Coordinator can return the form to the Evaluator for edits, before it is sent to the CASCOM SMART Office for final acceptance.

g. About Password/Access Request. The Suggester has access to the SMART application from the AEPS Public page and has the ability to do many things, without an AEPS password. The Agency Evaluator and Evaluator are granted authentication provided in an email, so their access is limited to the suggestion and task at hand. The current folks that are in the role of the CASCOM SMART Office and Agency Coordinator have an AEPS User ID allowing them to work specific areas within SMART. If you are a part of the

CASCOM SMART Office or Agency Coordinator and access is deemed necessary then contact the SMART POC and submit a request for an AEPS User ID and Password. To request for an AEPS User ID and Password then register at <http://aeps.ria.army.mil/aepspublic.cfm> and click on the "Access Request Form". Your request on a Username is stored in the AEPS holding area until processed. If no response is received from your supervisor, and your request resides in the holding area for over 10 days, an email message is generated programmatically and will be sent to you. You should contact your supervisor and find out why he/she has not responded to your request. If your supervisor has NOT received the request via email, it could be that you provided a wrong email address for him/her. If this is the case, you should have received an email stating that we have an erroneous email address for your supervisor and were unable to forward your request. Please contact your supervisor and verify his/her correct email address, then notify the AEPS help desk at Comm. (309) 782-0699 or DSN 793-0699, so that we can update the information for your application and resend your request for access to your supervisor. If no response is received within 30 days, your request will be deleted from our database and you will need to complete the Request Form process over again.

2. Public Pages. The SMART Application is located on the Public Page of AEPS, URL:<http://aeps.ria.army.mil>, anyone is able to view policies and regulations, standard reports, and ideas. The user also submits ideas/suggestions from this location.

Figure 1. SMART Home Page.



a. Regulations/Policies. The USAPA Army Regulation is available to read and download.

b. Standard Reports. The user can view reports pertaining to data in the SMART database, select the “Standard Report” link from Figure 1, and a list of separate reports will come into view on the left navigation bar on the SMART Home Page. After selecting a report an initial window will appear needing a start and end date. The following reports can be selected: Total Suggestions, Total Suggestions Adopted, Cost Savings, and Dollar Awards Recommended.

Figure 2. Standard Reports



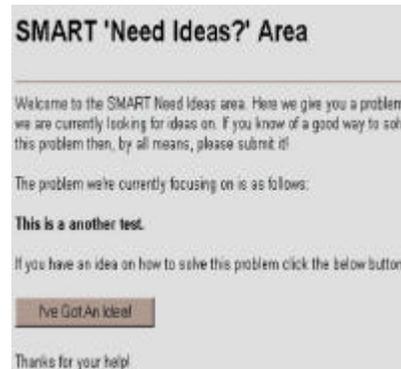
Figure 3. Search Reports

A screenshot of a search form. At the top, it says "Please enter the following information:". Below this, there are two input fields. The first is labeled "Start Date:" and the second is labeled "End Date:". Below the input fields is a "Submit" button.

(1) Fill Form. Enter the date into Figure 8 to establish the beginning and end date of your canned report. The report will become visible online after selecting the “submit” button.

c. Need Ideas. To see solicited problems posted by the CASCOM SMART Office, select “Need Ideas” link to search problems that need resolution. (Figure 1)

Figure 4. SMART Ideas listing



(1) Listed in this example (Figure 4) is one problem that is currently being focused on. Click on “I’ve Got An Idea” button to submit a suggestion to the problem.

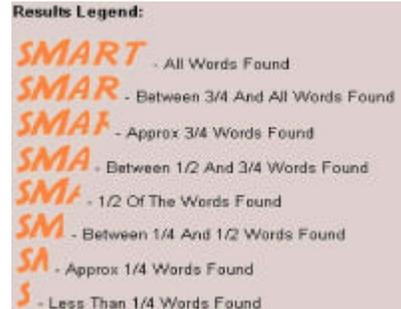
d. Search Ideas. Go to this link to view other suggestions that are current or archived within the SMART database, by entering a key word to search. A legend will appear for results, select “Search link Ideas” (Figure 1) the search may take up to one minute. Your entry may retrieve different responses.

Figure 5. Search SMART ideas



(1) Enter a key word (Figure 5); select one radio and “search” button to start a search.

Figure 6. Results Legend



Results Legend:	
SMART	- All Words Found
SMAR	- Between 3/4 And All Words Found
SMAT	- Approx 3/4 Words Found
SMA	- Between 1/2 And 3/4 Words Found
SMA	- 1/2 Of The Words Found
SM	- Between 1/4 And 1/2 Words Found
SA	- Approx 1/4 Words Found
S	- Less Than 1/4 Words Found

(2) Above is an example (Figure 6) of the legend, displaying search results. One of the examples will appear next to matches found.

3. SMART POCs. These are the names to contact if you have any necessary comments about the SMART application: Dorsey Kimbrel or Kim Powers at CASCOM. If you have any questions when submitting a suggestion feel free to call DSN 687-3435.

SMART SUGGESTION

1. Submit an Idea. The one who “submits an idea” using the SMART process is an originator of a suggestion. Before the originator submits a new suggestion it is preferred that they research the SMART database for previously submitted ideas, ideas needed, and standard reports. The suggestions pertain to and are beneficial for employees, work force, and or customers. If the suggestion provided is substantial, the originator may receive compensation. The following steps will assist the Originator in successfully using this application to submit an idea, resubmit an idea with valid argument, view status of a submitted idea, and update their personal information per SMART number

a. Suggestions. When submitting an idea, verify the suggestion is not duplicated. The following instructions are on how to enter a new suggestion. Select the “Submit An Idea” link from Figure 1, to start the SMART process. Provide all information including: last name, first name, middle initial (opt), grade, email, Army Component, military address or home address, city, state, zip, DSN phone number or commercial phone number, applicable reference (i.e.: regulation code), and problem title.

Figure 7. Submit Idea (page 1 of 2)

Submit An Idea

Welcome to the SMART Suggestion Page. Before we will need to collect some information from you to start idea process. Please take the time to complete all the details. We need this information to properly evaluate your suggestion, and provide you the appropriate credit for your suggestion.

Last Name:

First Name:

Middle Initial:

Grade:

Email:

Army Component:

Military Address:

Home Address:

City:

State:

Zip:

DSN Phone Number:

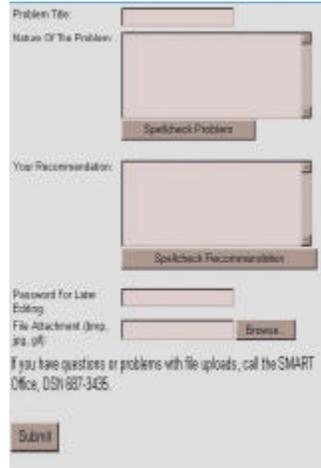
Commercial Phone Number:

Applicable Reference:

Problem Title:

(1) Page 1 of 2, Fill in all mandatory fields: enter your military or home address; use the spell check reference to the applicable reference field.

Figure 8. Submit Idea (page 2 of 2)



(2) Page 2 of 2, Fill in all mandatory field: use spell check for applicable fields, enter and recall the password for future reference, and add a file if needed. The uploaded document format has to be .bmp, .jpg, or .gif. Select the “Submit” button to finalize the suggestion.

Figure 9. SMART Number Results

here to return to the SMART Main Page.'" data-bbox="318 486 603 611"/>

(3) View an online confirmation. At this time you will need to document the information provided to you online. This information will be needed future reference.

(4) Emails. The originator could receive many emails from the CASCOM SMART office stating the process, acceptance, reject, or more details required on a suggestion.

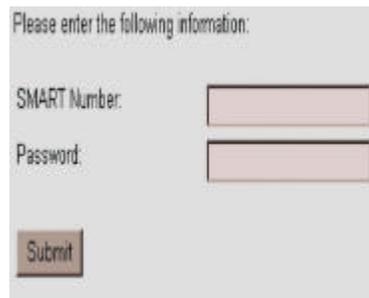
(a) An automatic email is submitted to the originator when the CASCOM SMART office is going to process a suggestion and this occurs when the Office assigns an Agency Coordinator.

(b) An automatic email is submitted to the originator when the CASCOM SMART office rejects the suggestion. Then the suggester has the option to re-submit one time.

(c) An automatic email is submitted to the originator when the Evaluator needs more details on the suggestion. The importance of this format is that both players remain anonymous for confidentiality between the suggester and the evaluator.

b. View Status. After you have submitted an idea and you want to check your status then select “status link” and provide your SMART number to view a response.

Figure 10. Search Status of an Idea



(1) Enter data and make sure you enter the SMART number and password correctly.

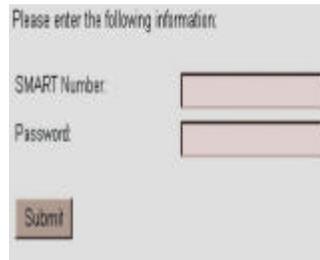
Figure 11. Status Results



(2) This screen displays with one of the nine steps to explain where the suggestion is at in the SMART process. This one demonstrates a suggestion that is complete and the submitter will be receiving an email from the SMART office soon.

c. Resubmit an Idea. When the SMART office rejects a suggestion, there is an option to send a valid argument one time. A SMART number can be submitted a total of two times. Select “Idea Submitter” and “Resubmit an Idea” from Figure 1 to resubmit your suggestion. Enter the password and SMART number; example of this message is at Figure 10.

Figure 12. Resubmit a Suggestion (page 1 of 2).



Please enter the following information:

SMART Number:

Password:

Submit

(1) Enter data and make sure you enter the SMART number and password correctly.

Figure 13. Resubmit a Suggestion (page 2 of 2)



This idea was rejected

Argument For Resubmitting:

you need to submit this!

Submit

(2) This screen appears when choosing to resubmit a suggestion and have a valid argument. Enter the reason for the resubmission and select the “Submit” button.

d. Personal Information. Select “Idea Submitter” and “Update Personal Information” at Figure 1. Then you will see Figure 12, to enter the pertaining SMART number and password.

(1) Make sure you enter the SMART number and password correctly.

(2) If you choose to edit your personal information then you as the suggested can update your last name, first name, middle initial, grade, email, military or home address, DSN phone number, and or Commercial phone number. At this time there is not a screen available but it will look like the screen when initially submitting an idea (Fig. 7).

Appendix A: Emails

1. From CASCOM to the Agency Coordinator: You are the assigned coordinator for SMART idea number SMART NUMBER. You can view this idea at URL ADDRESS and assign an evaluator from there as well.

2. From The CASCOM SMART Office to the Agency Evaluator:

You have been selected to assign an evaluator for an idea for the SMART program by John Doe. Below is the information you will need to know to assign an evaluator the idea: Your Agency's Name: first name, last name

Your Agency's Email: doej@ria.army.mil

SMART Number: SMART NUMBER

Your Agency's Access Code: ACCESS CODE

You can assign an evaluator for this idea at URL ADDRESS and once completed the SMART coordinators will be automatically notified. You will need the above information to get into the site so please don't delete it.

3. From the CASCOM SMART Office to the Evaluator:

You have been selected to evaluate an idea for the SMART program by John Doe. Below is the information you will need to evaluate the idea:

Your Name:

Your Email:

SMART Number: SMART NUMBER

Your Access Code: ACCESS CODE

You can evaluate this idea at URL ADDRESS and once completed the SMART coordinators will be automatically notified. You will need the above information to get into the site so please don't delete it.

3. From the CASCOM Office to the Originator of a Suggestion.

a. Your idea has been received. We assigned SMART number ___ to your suggestion with the password of "xyz123", and tasked the proponent to do an evaluation. The proponent has 60 days to complete the evaluation and reply to this office. Please make record of this SMART number and the password you entered when you submitted the suggestion. You will need both to check the status of this SMART initiative in the future. Thanks.

b. Your SMART idea was approved! Look to be contacted via U.S. Mail in the near future.

5. Agency Coordinator Receives Informational Emails:

a. Name of person has been assigned to evaluate SMART Idea Number XX, and an email has been sent to them at personn@ria.army.mil.

b. Name was assigned to select an evaluator for SMART Idea number ___ by Jane Doe.