

SDS 2.0

Smart Digital Systems

User Guide for Managers, Engineers, Milkrun, Store, Customer Representatives

Managing Inhouse Repair Requests – Repair & Return



Co-Confidential

UIS Med
12th September 2024, Release 4 v1.0

Agenda

1 Inhouse Process Flow

2 New Inhouse Request

3 Engineer Collection

4 Milkrun Collection

5 Inhouse Repair

6 Engineer Delivery

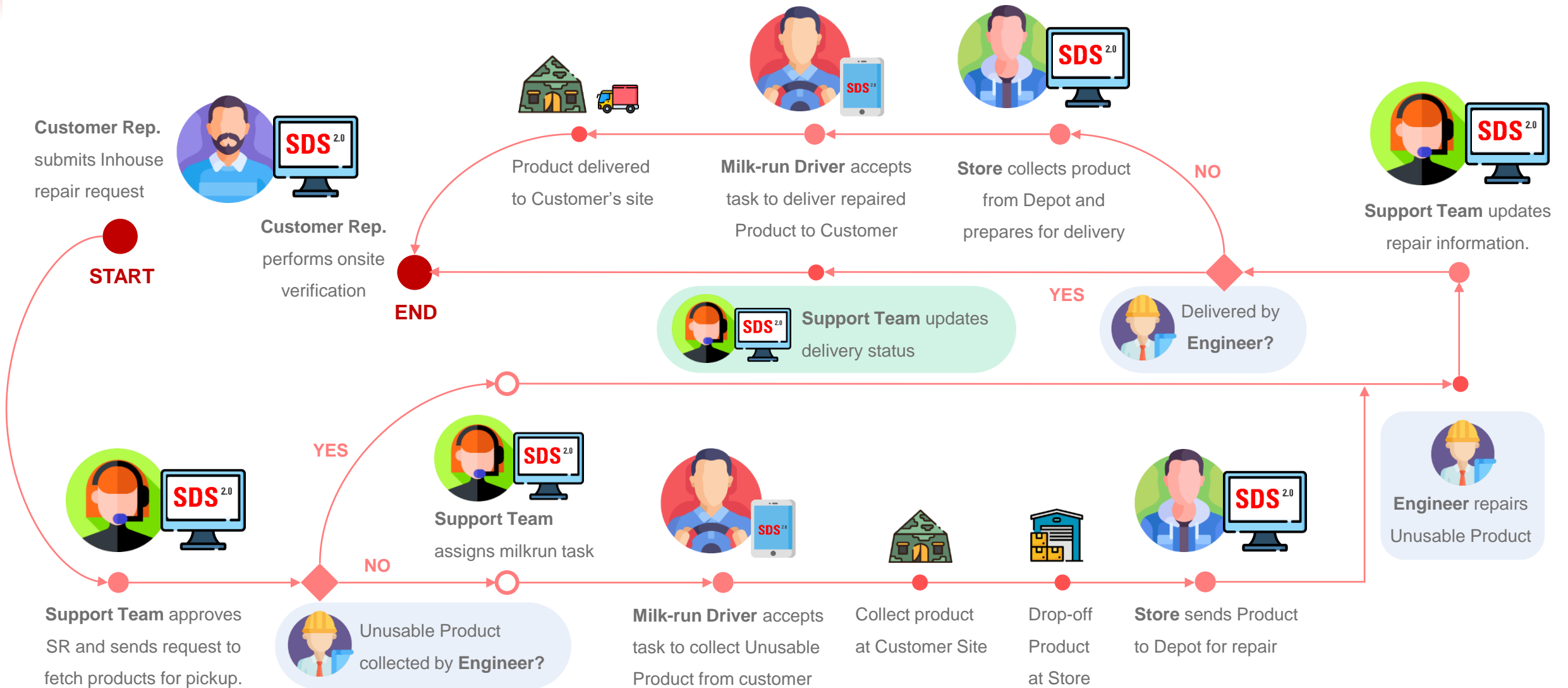
7 Milkrun Delivery

8 Onsite Verification

Inhouse Process Flow

- Processing a Repair & Return Request

Processing a Repair & Return Request

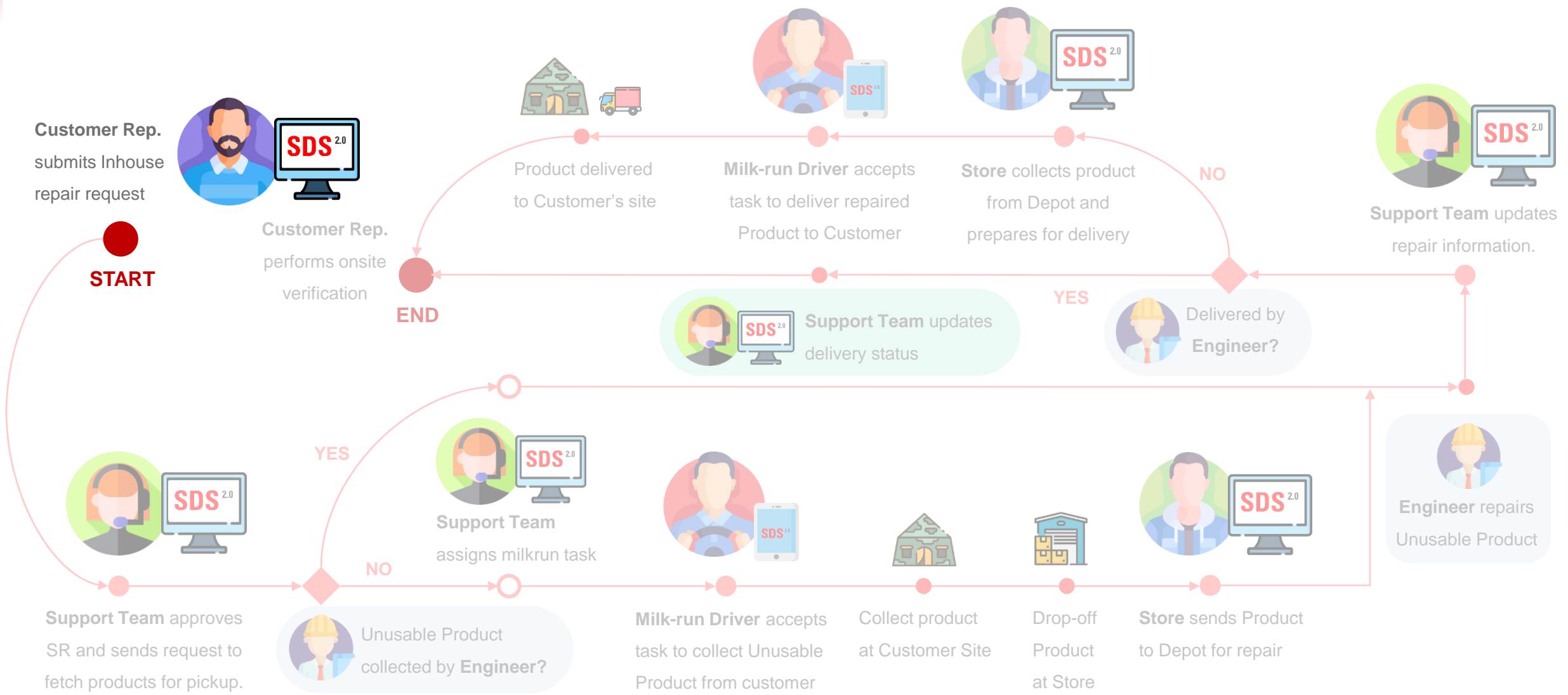


New Inhouse Request

- Process Overview
- Request Creation
- Create Inhouse Repair Request
- LOB Service Request Number

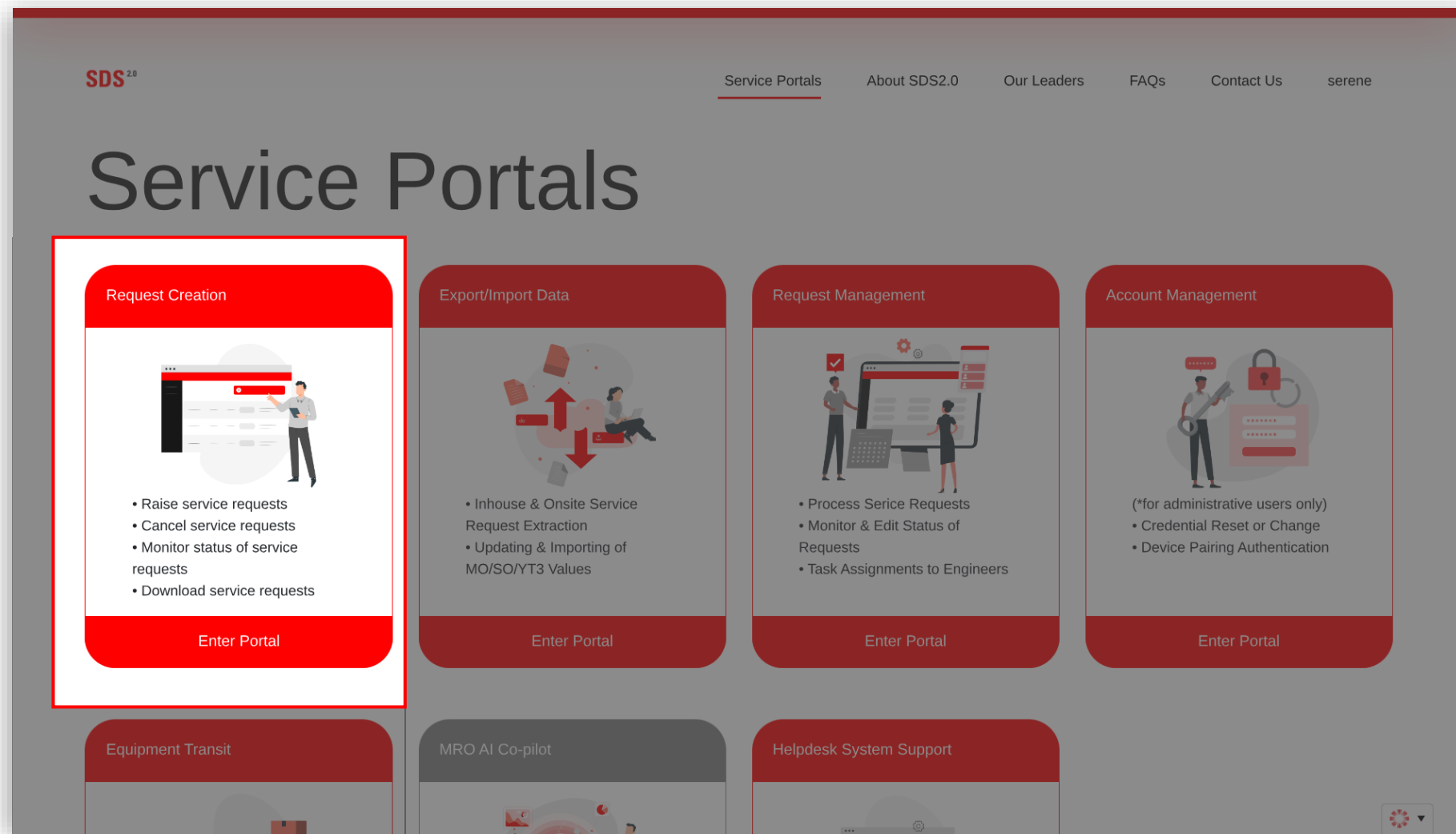
NEW INHOUSE REQUEST

Process Overview



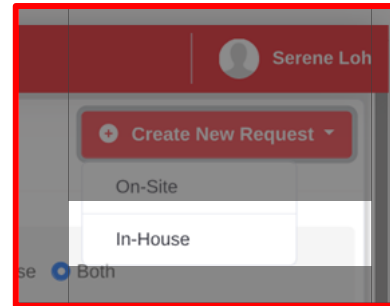
Request Creation

Customer representatives can create service requests at the Service Portal, **Request Creation**

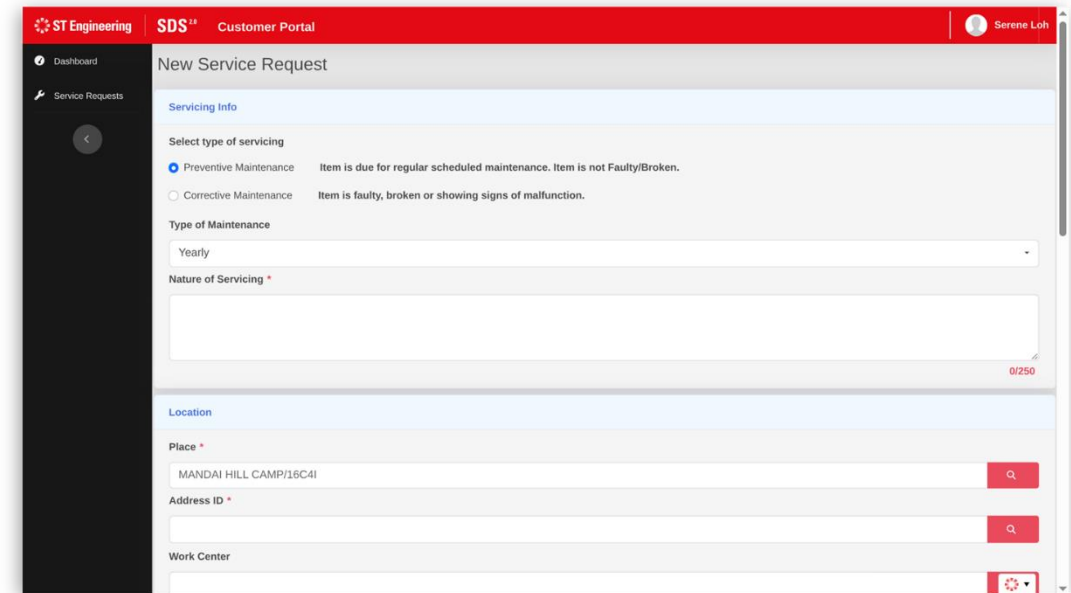
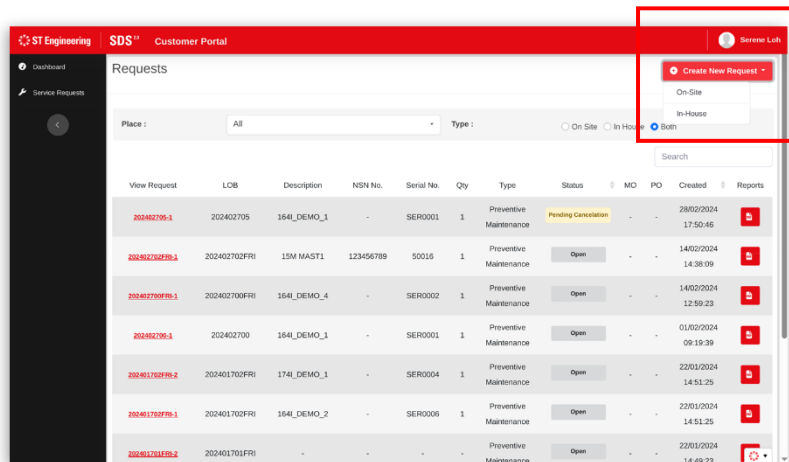


Create Inhouse Repair Request

1 At the Service Request page, the customer can trigger the dropdown button **Create New Request** and selects **In-House**.



2 Customer will then fill-in the necessary details in the service request page for submission.

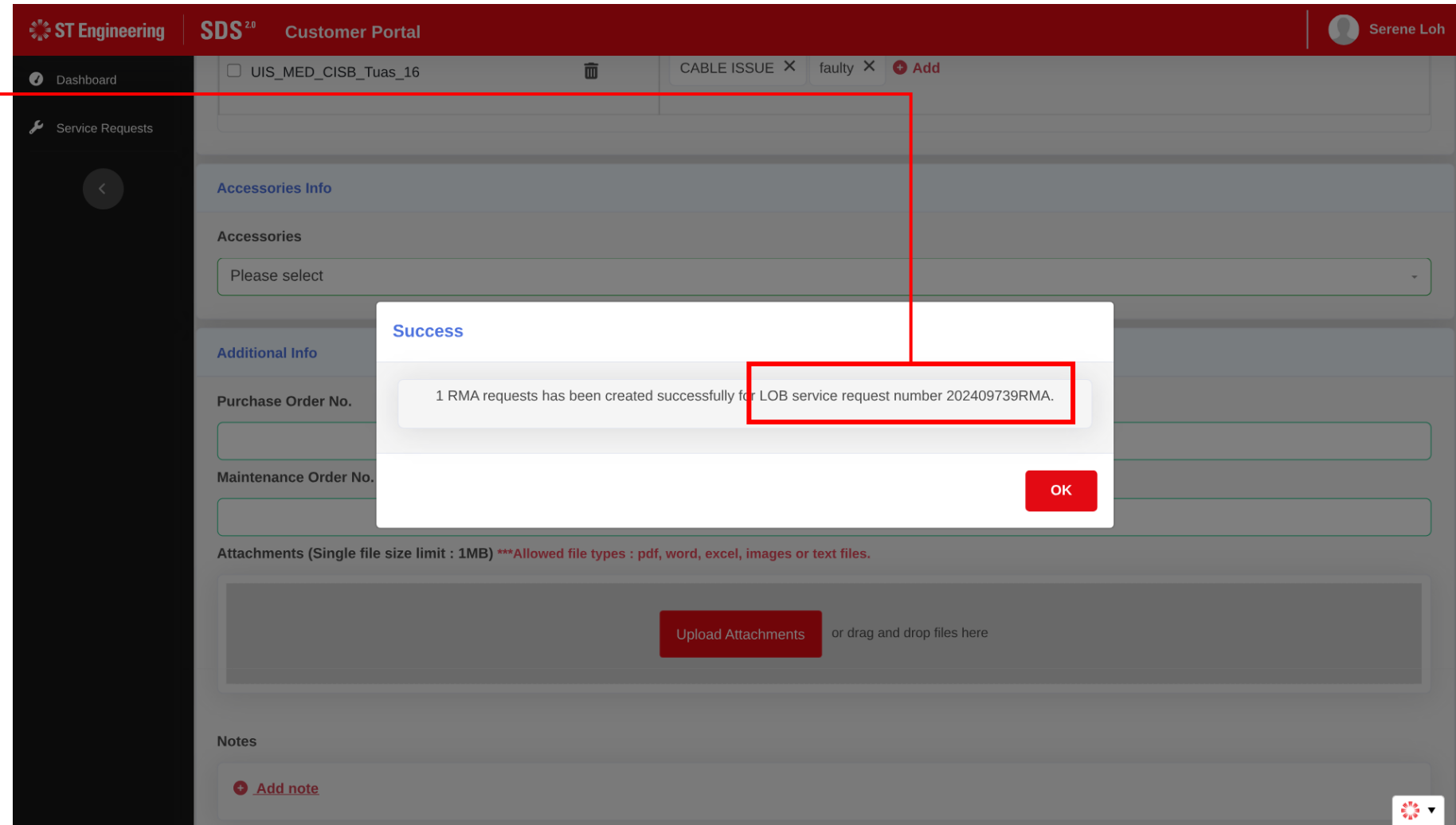


For further details on request creation, please refer to [User Guide for Customers – How to raise a Request](#)

LOB Service Request Number

LOB Service Request Number is automatically generated and assigned to a list of service request/s created for the customer.

It is used to track the customer's request.

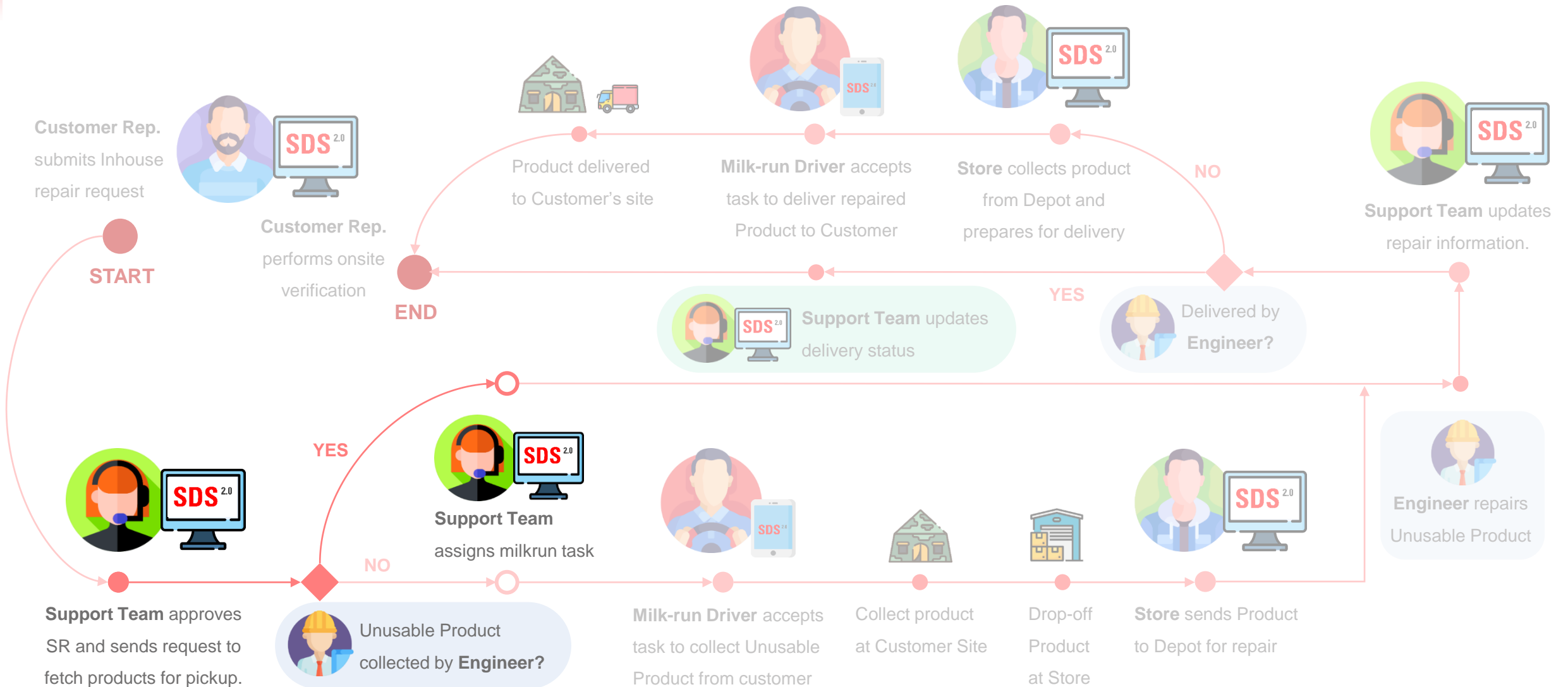


The screenshot displays the ST Engineering Customer Portal interface. The top navigation bar includes the ST Engineering logo, 'SDS^{2.0} Customer Portal', and a user profile for 'Serene Loh'. The main content area shows a form for creating a service request, with a sidebar on the left containing 'Dashboard' and 'Service Requests'. A success message dialog is overlaid on the form, stating: '1 RMA requests has been created successfully for LOB service request number 202409739RMA.' The dialog has an 'OK' button. A red line points from the text 'LOB Service Request Number' to the success message.

Engineer Collection

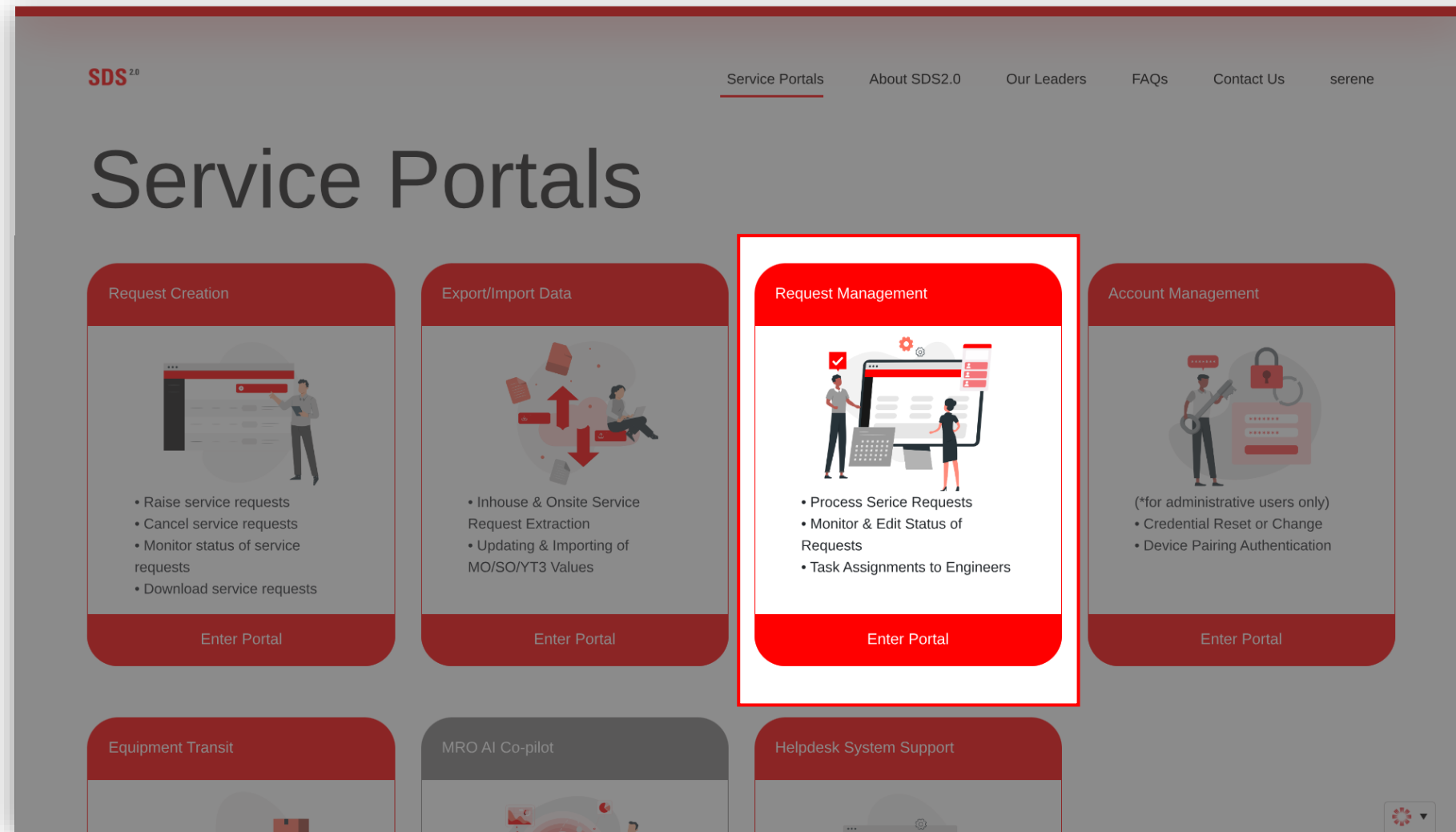
- Process Overview
- Request Management
- Managing an Inhouse Repair Request
- Service Request Approval
- Milkrun Requests
- Fetch Products for Pickup
- Collected by Engineer

Process Overview



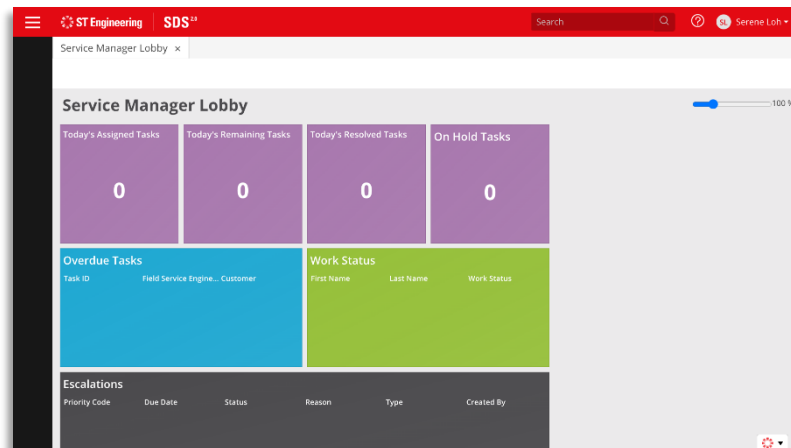
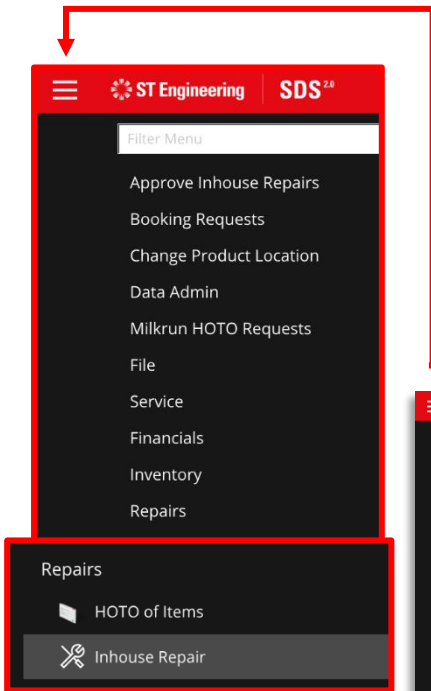
Request Management

Service managers can manage service requests at the Service Portal, **Request Management**

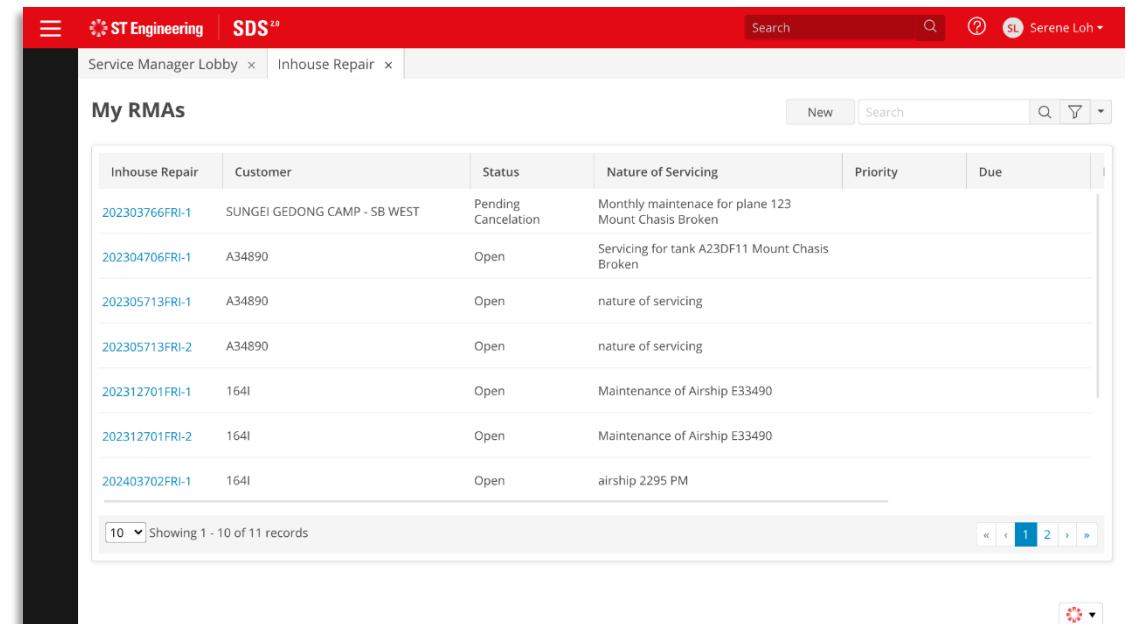


Managing an Inhouse Repair Request (1)

1 Service manager can go to **Inhouse Repair** page via **Menu > Repairs > Inhouse Repair**



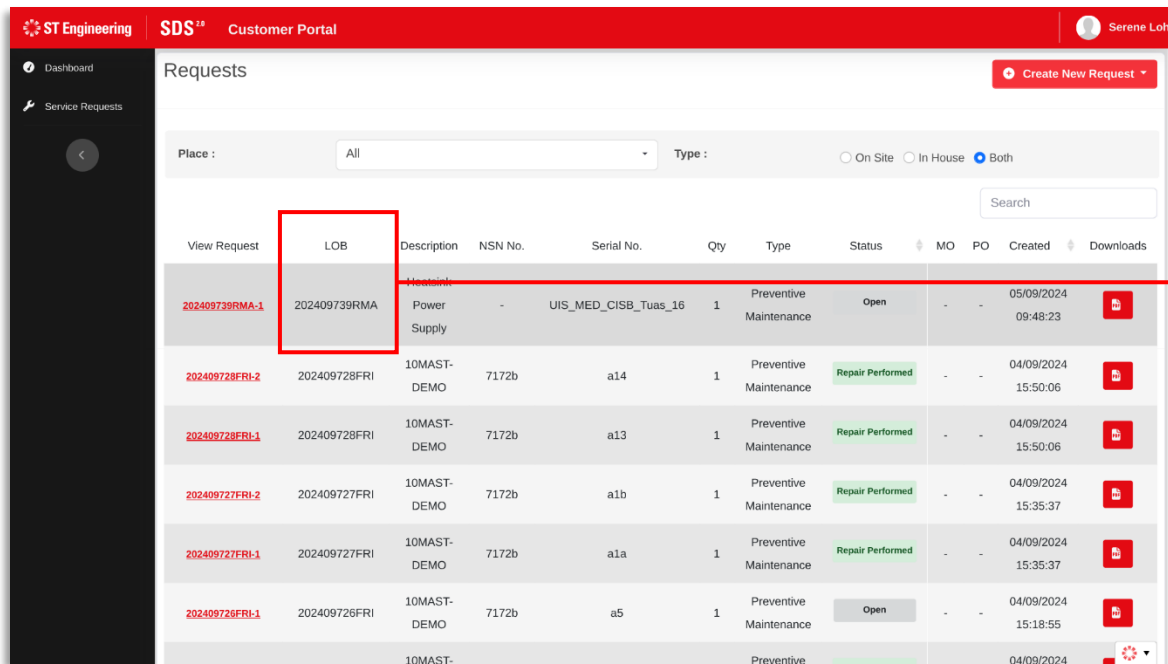
2 Service manager can search for the **request ID** by its **LOB Service Request Number**.



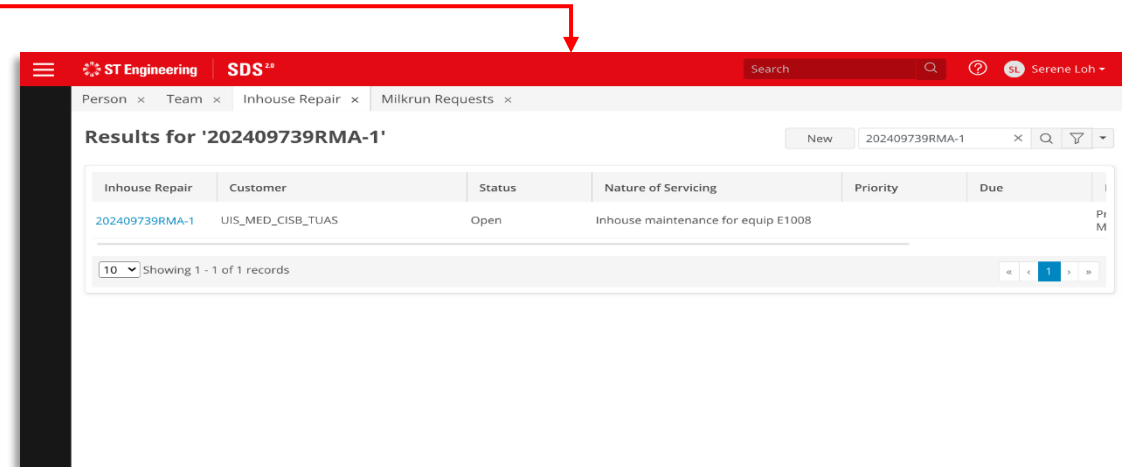
For further details on request management, please refer to [User Guide for Manager Portal](#)

Managing an Inhouse Repair Request (2)

3 For new creations, service managers should select the request ID generated from the customer portal when viewing/ editing request page.



Customer Service Portal



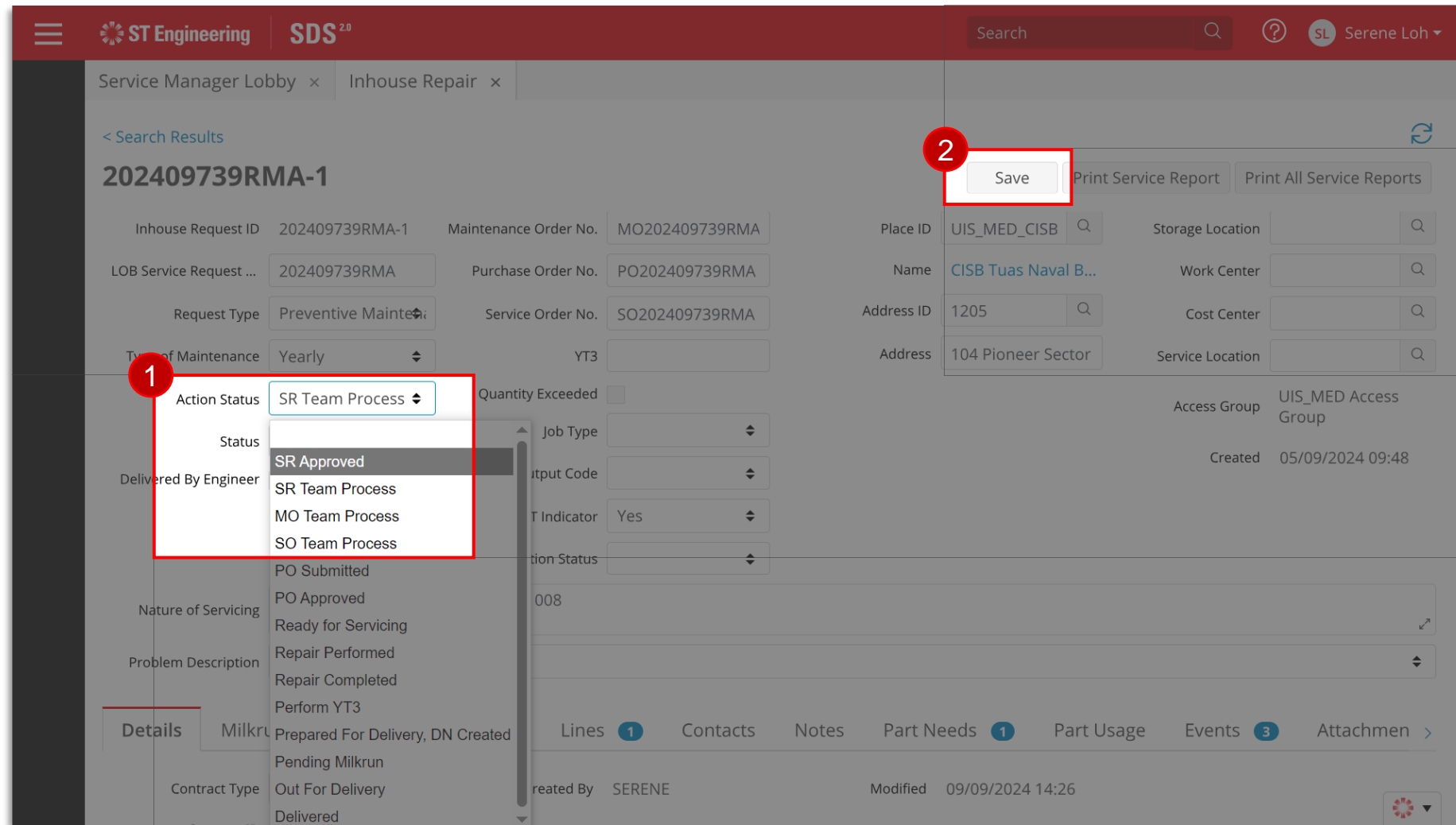
Inhouse Repair page

Service Request Approval

If the request information provided is correct, service managers can update action to

1 **SR Approved** from the **Action** dropdown list.

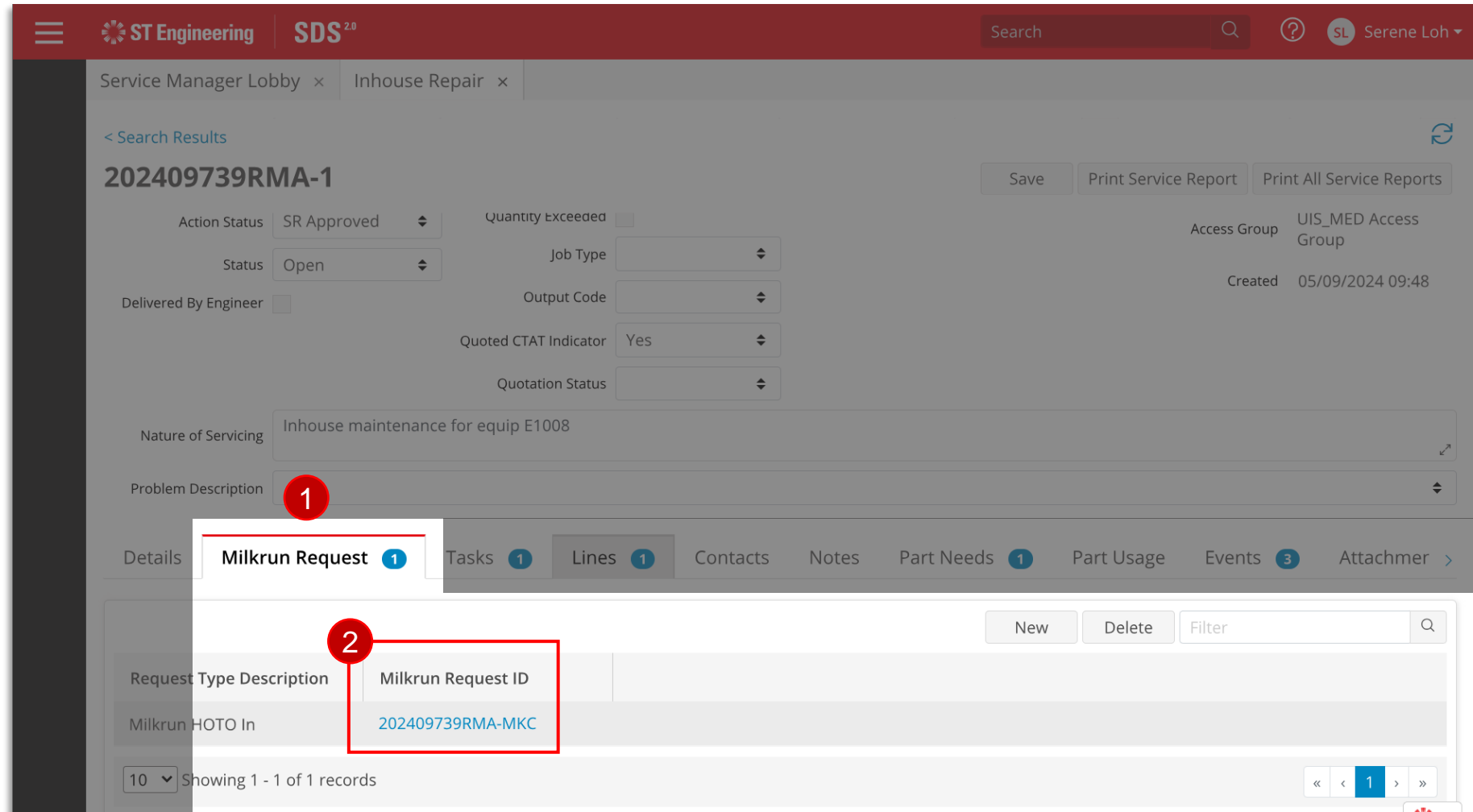
2 Then tap **Save** button to update the changes.



Milkrun Requests (1)

Service manager can proceed to send request to fetch products for pickup from Milk-run.

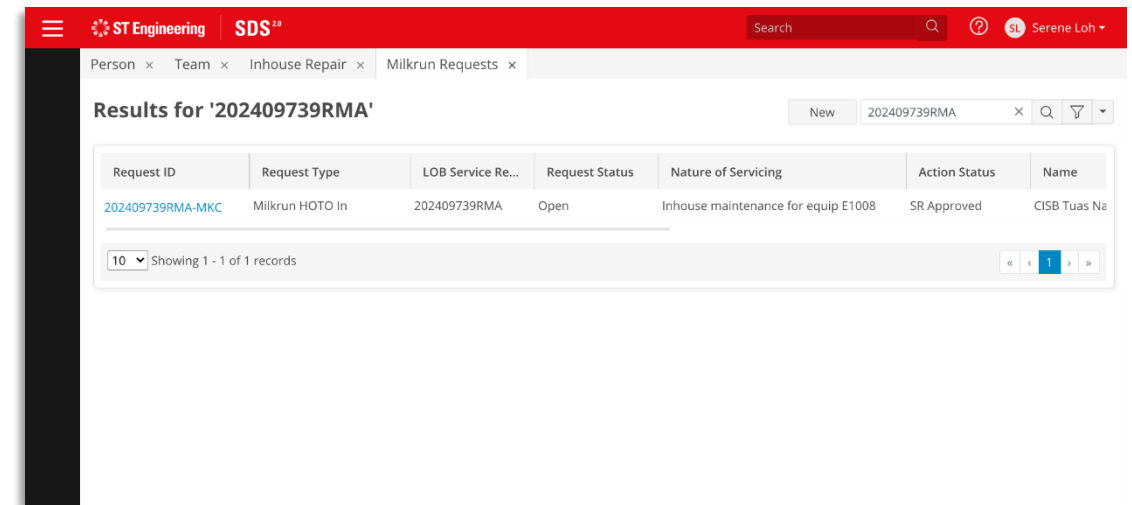
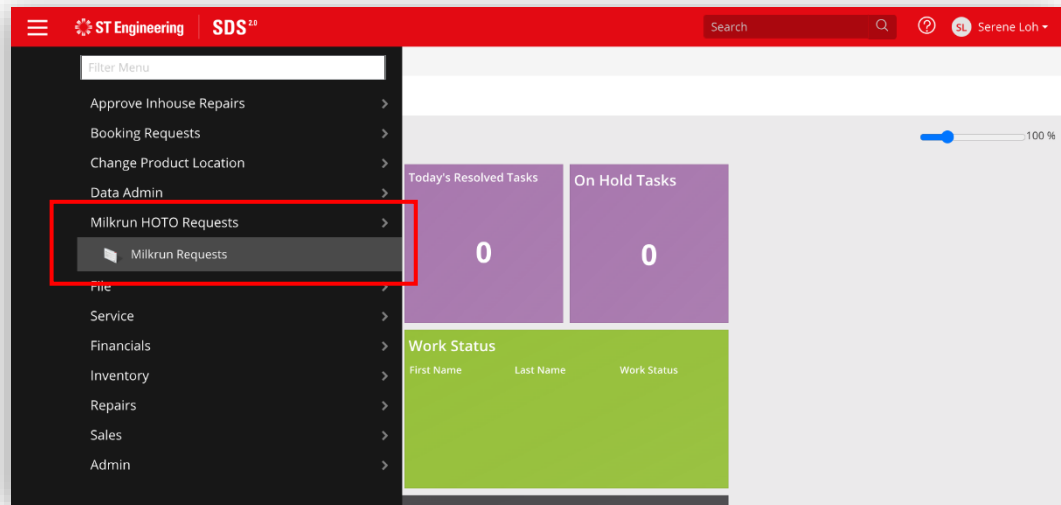
- 1 From Inhouse repair page, go to **Milkrun Request** Tab and
- 2 Select the link under **Milkrun Request ID**



The screenshot displays the ST Engineering SDS 2.0 Service Manager interface. The top navigation bar includes the ST Engineering logo, the text 'SDS 2.0', a search bar, and the user name 'Serene Loh'. The main content area shows the 'Service Manager Lobby' and 'Inhouse Repair' tabs. A search result for '202409739RMA-1' is displayed, with fields for Action Status (SR Approved), Status (Open), Delivered By Engineer, Quantity exceeded, Job Type, Output Code, Quoted CTAT Indicator (Yes), and Quotation Status. The Nature of Servicing is 'Inhouse maintenance for equip E1008'. The Problem Description field is highlighted with a red circle and the number '1'. Below the problem description, a tabbed interface shows 'Milkrun Request' (1), 'Tasks' (1), 'Lines' (1), 'Contacts', 'Notes', 'Part Needs' (1), 'Part Usage', 'Events' (3), and 'Attachmer'. The 'Milkrun Request' tab is active, showing a table with columns 'Request Type Description' and 'Milkrun Request ID'. The first row contains 'Milkrun HOTO In' and the ID '202409739RMA-MKC', which is highlighted with a red box and the number '2'. The bottom of the screen shows a pagination control indicating 'Showing 1 - 1 of 1 records'.

Milkrun Requests (2)

Alternatively, support team can also access milkrun request page from the menu.

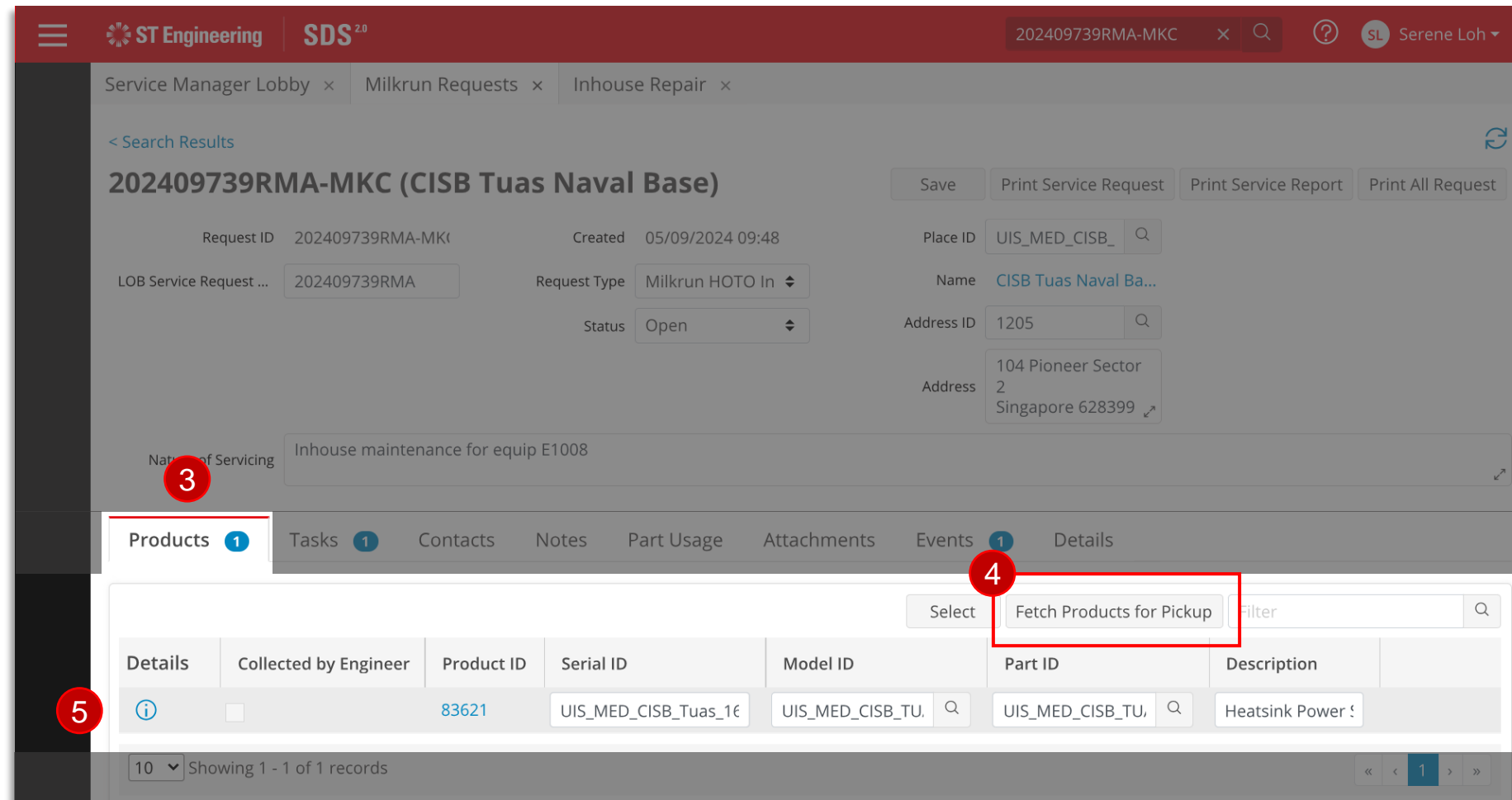


1 Go to Menu > Milkrun HOTO Requests > Milkrun Requests


2 Search the Milkrun Request by its LOB Service Request No.

Fetch Products for Pickup

- At Milkrun request page, go to **Product tab**
- Select **Fetch Products for Pickup** button.
- It will display a list of items to be collected across the approved service requests under the same LOB Number.



The screenshot shows the ST Engineering SDS 2.0 interface. The top navigation bar includes the ST Engineering logo, 'SDS 2.0', and a search bar with the request ID '202409739RMA-MKC'. The main content area displays the request details for '202409739RMA-MKC (CISB Tuas Naval Base)'. The 'Products' tab is selected, and the 'Fetch Products for Pickup' button is highlighted in a red box. Below the button, a table displays the product details for the request.

Details	Collected by Engineer	Product ID	Serial ID	Model ID	Part ID	Description
	<input type="checkbox"/>	83621	UIS_MED_CISB_Tuas_1€	UIS_MED_CISB_TU.	UIS_MED_CISB_TU.	Heatsink Power !

Showing 1 - 1 of 1 records

Collected by Engineer (1)

If Product is collected by Engineer, Support Team should check

- 6 Collected by Engineer checkbox under Products Tab

Service Manager Lobby x Milkrun Requests x Inhouse Repair x

< Search Results

202409739RMA-MKC (CISB Tuas Naval Base)

Request ID: 202409739RMA-MKC Created: 05/09/2024 09:48 Place ID: UIS_MED_CISB_

LOB Service Request ...: 202409739RMA Request Type: Milkrun HOTO In Status: Open Name: CISB Tuas Naval Ba... Address ID: 1205 Address: 104 Pioneer Sector 2 Singapore 628399

Nature of Servicing: Inhouse maintenance for equip E1008

Products 1 Tasks 1 Contacts Notes Part Usage Attachments Events 1 Details

Details	Collected by Engineer	Product ID	Serial ID	Model ID	Part ID	Description
	<input type="checkbox"/>	83621	UIS_MED_CISB_Tuas_1€	UIS_MED_CISB_TU.	UIS_MED_CISB_TU.	Heatsink Power !

10 Showing 1 - 1 of 1 records

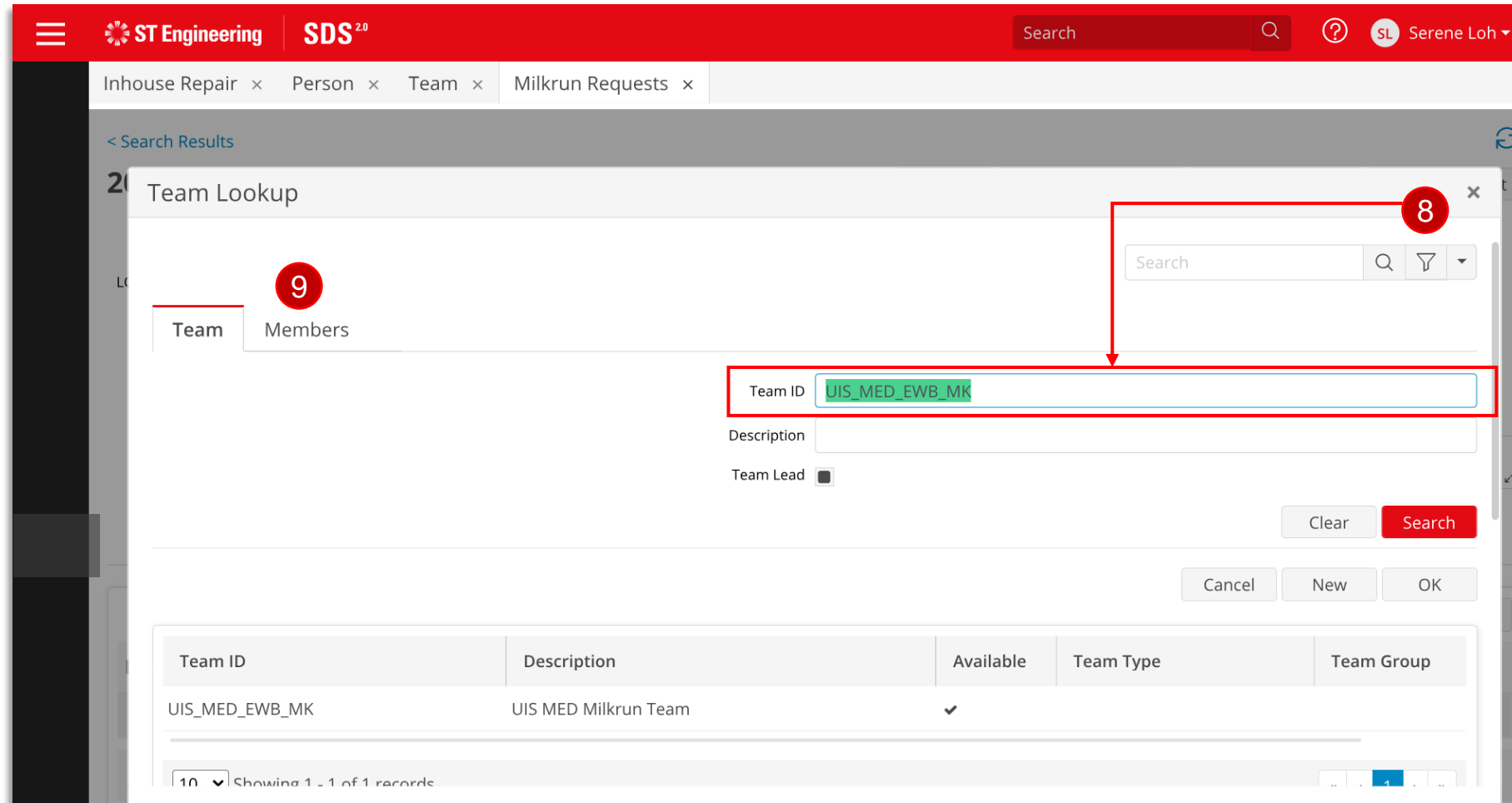
Collected by Engineer (2)

7 Next, go to **Tasks Tab** and tap the search icon under **Team** column to change **Team ID** to Engineering Team

The screenshot shows the ST Engineering SDS 2.0 interface. At the top, there is a search bar and a user profile for Serene Loh. Below the search bar, there are tabs for 'Inhouse Repair', 'Person', 'Team', and 'Milkrun Requests'. The main content area displays details for a request with ID '202409739RMA-MKC (CISB Tuas Naval Base)'. The 'Tasks' tab is selected, and a table of tasks is shown. The table has columns for 'Details', 'Task ID', 'Type', 'Status', 'Description', 'Plan Start', 'Duration', 'Technician', and 'Team'. The first row shows a task with ID '6936', type 'Milkrun Co...', status 'Open', and description 'Inhouse maintenance fr...'. The 'Team' column for this task is 'UIS_MED_EV', and a search icon in this column is highlighted with a red box and the number 7. At the bottom, there is a pagination control showing 'Showing 1 - 1 of 1 records'.

Collected by Engineer (3)

- 8 If you cannot find the Team ID, go to **Filter** icon and clear the text field and tap search
- 9 You can also search Team ID by Engineer's ID under **Members Tab**



The screenshot shows the ST Engineering SDS 2.0 interface. The top navigation bar includes the ST Engineering logo, the text 'SDS 2.0', a search bar, and the user name 'Serene Loh'. The main content area displays a 'Team Lookup' dialog box. The dialog has two tabs: 'Team' and 'Members'. The 'Team' tab is selected. The 'Team ID' field contains the text 'UIS_MED_EWB_MK'. The 'Description' field is empty, and the 'Team Lead' checkbox is unchecked. A red box highlights the search field and the 'Team ID' field. A red circle with the number 8 is placed over the search field, and a red circle with the number 9 is placed over the 'Members' tab. The 'Search' button is highlighted in red. Below the dialog, a table displays the search results:

Team ID	Description	Available	Team Type	Team Group
UIS_MED_EWB_MK	UIS MED Milkrun Team	✓		

At the bottom of the dialog, it shows 'Showing 1 - 1 of 1 records'.

Collected by Engineer (4)

- 10 Select the engineer's ID under **Technician** column who collected the product
- 11 Update Task **Status** as **Completed**.
- 12 Save changes

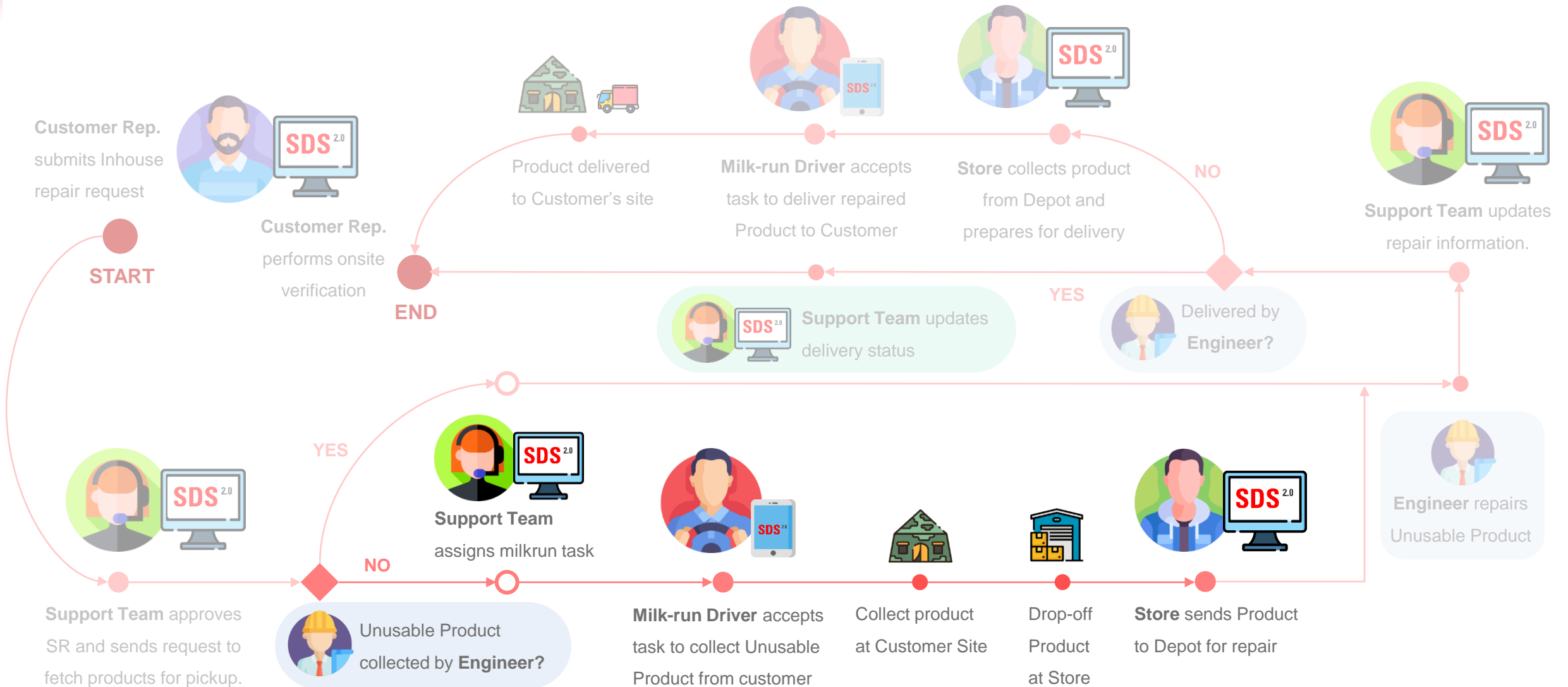
The screenshot shows the ST Engineering SDS 2.0 interface. At the top, there's a search bar and user profile for Serene Loh. Below, there are tabs for 'Inhouse Repair', 'Person', 'Team', and 'Milkrun Requests'. The main content area displays a task for '202409739RMA-MKC (CISB Tuas Naval Base)'. A dropdown menu is open over the 'Status' field, listing various task statuses: Open, Assigned, Accepted, Skip Assessment, Booked, Enroute, In Process, Pending Cancellation, **Completed** (highlighted), Rejected, Rejected: Added Wrong Product, Rejected: Selected Wrong Product, Canceled, Received, and Scheduled. The 'Save' button is highlighted in the top right. The 'Technician' field in the task details table is also highlighted, showing 'SERENE'.

Details	Task ID	Type	Plan Start	Duration	Technician	Team
	6936	Milkrun Col...	05/09/2024 09:49	60	SERENE	UIS_MED_EV

Milkrun Collection

- Process Overview
- Assign to Milkrun Team
- Milkrun Open Task
- Accepting Milkrun Task
- Processing Milkrun Task
- Store to Depot

Process Overview



Assign to Milkrun Team

When collection is to be completed by a Milkrun Driver, the Support Team should update **Team ID** to Milkrun Team.

Assigning a Milkrun Driver is optional as the Milkrun Team can assign the tasks to themselves.

The screenshot displays the ST Engineering SDS 2.0 interface. The top navigation bar includes the ST Engineering logo, 'SDS 2.0', a search bar, and a user profile for 'Serene Loh'. The breadcrumb trail shows 'Inhouse Repair > Person > Team > Milkrun Requests'. The main content area shows search results for '202409739RMA-MKC (CISB Tuas Naval Base)'. The task details include: Request ID (202409739RMA-MKC), Created (05/09/2024 09:48), Place ID (UIS_MED_CISB_), Name (CISB Tuas Naval Base), Address ID (1205), Address (104 Pioneer Sector 2, Singapore 628399), Request Type (Milkrun HOTO In), Status (Open), and Nature of Servicing (Inhouse maintenance for equip E1008). Below the details, a tabbed interface shows 'Tasks' as the active tab. A table lists task details, with the 'Team' column highlighted by a red box, showing 'UIS_MED_EV'. The table has columns for Details, Task ID, Type, Status, Description, Plan Start, Duration, Technician, and Team. The bottom of the interface shows 'Showing 1 - 1 of 1 records' and a pagination control.

Details	Task ID	Type	Status	Description	Plan Start	Duration	Technician	Team
	6936	Milkrun Colli	Open	Inhouse maintenance fr	05/09/2024 09:49	60		UIS_MED_EV

Milkrun Open Task

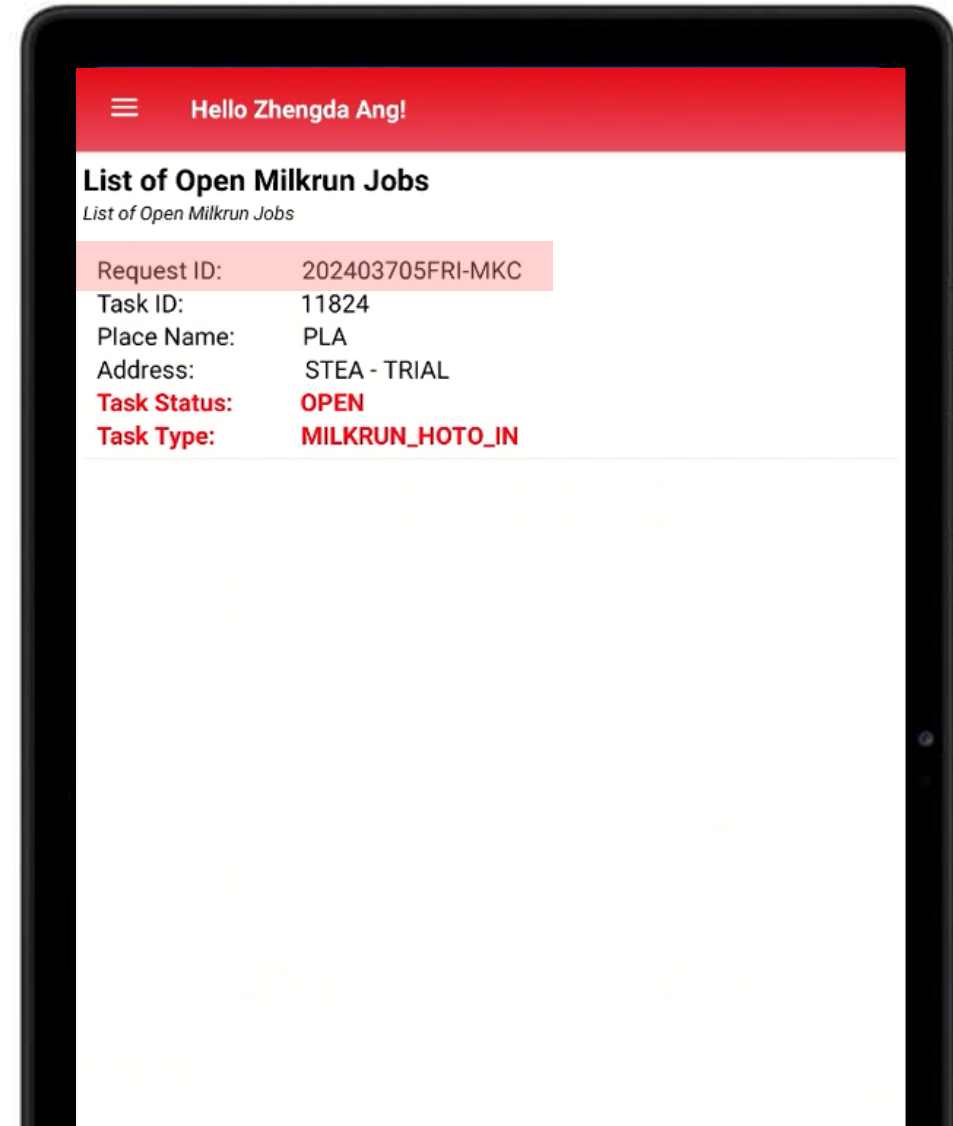
Milkrun driver can go to **Milkrun Open Task** section to accept a new task to collect unusable product from customer.




Accepting Milkrun Task (1)

In **Milkrun Open Task**, it will display a list of open milkrun jobs. Look for the **request ID** to work on and tap on the subject to view the task.

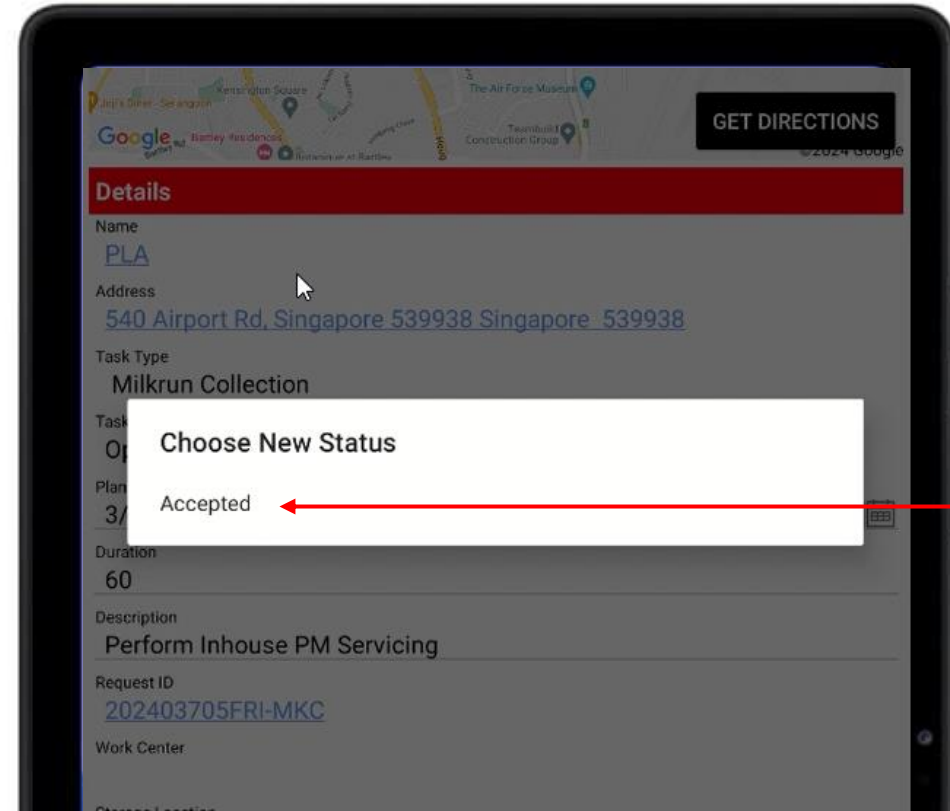
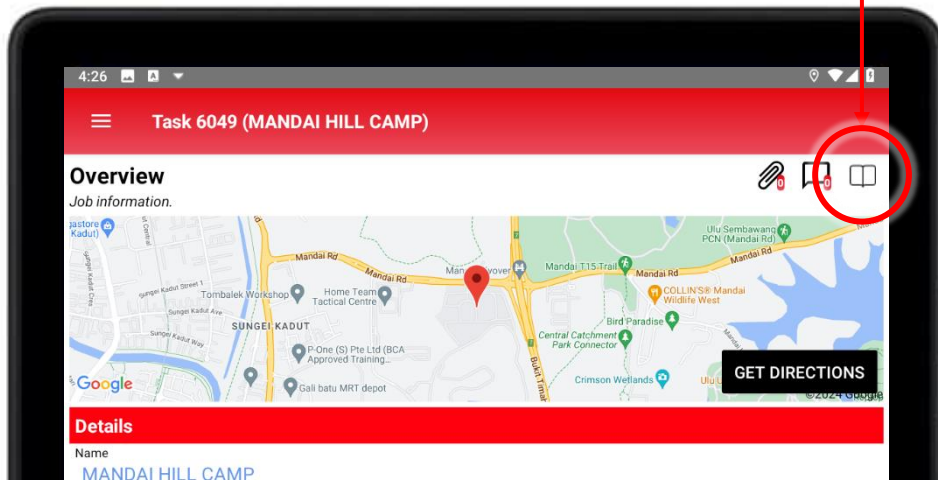
Milkrun_HOTO_IN refers to unusable items collected from customer to be sent for repair.



Accepting Milkrun Task (2)


1 Select the **Book** icon  to open the accept window.

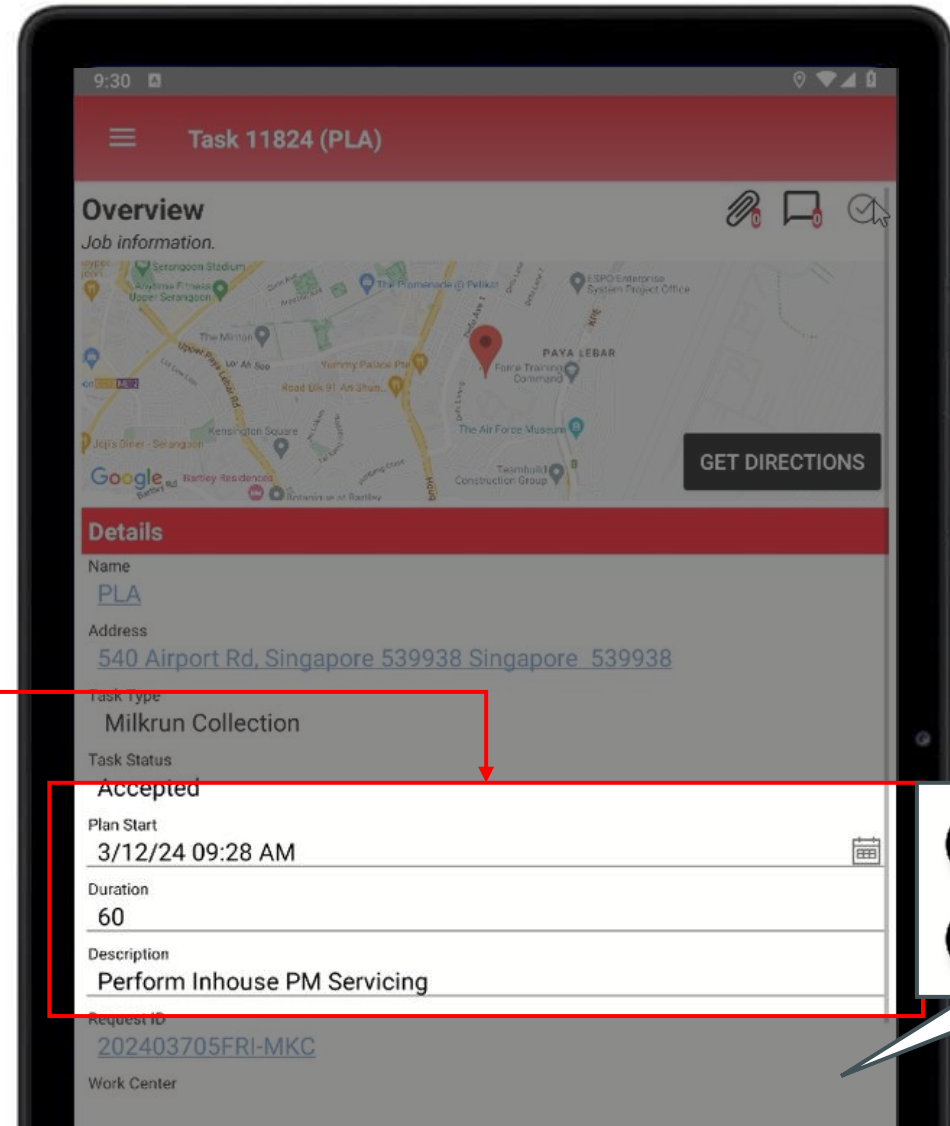
2 Tap **Accepted** to assign job to self.




Processing Milkrun Task (1)

Check if there is any change to the **Plan Start** Date/Time, **Duration** and the **Description**.

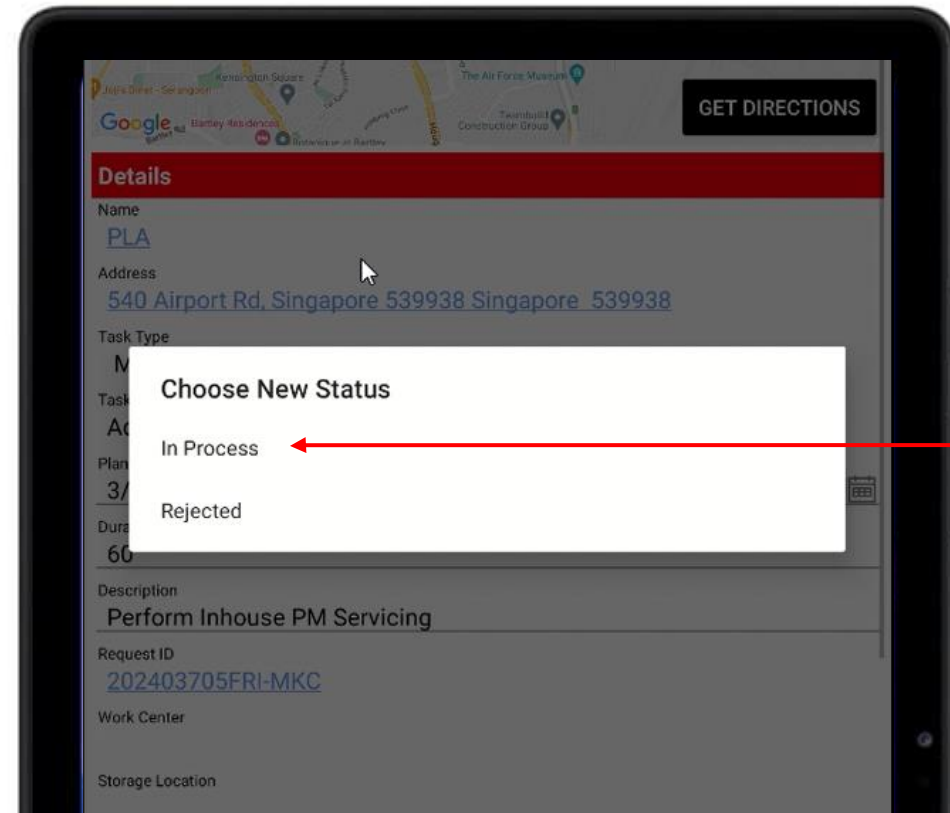
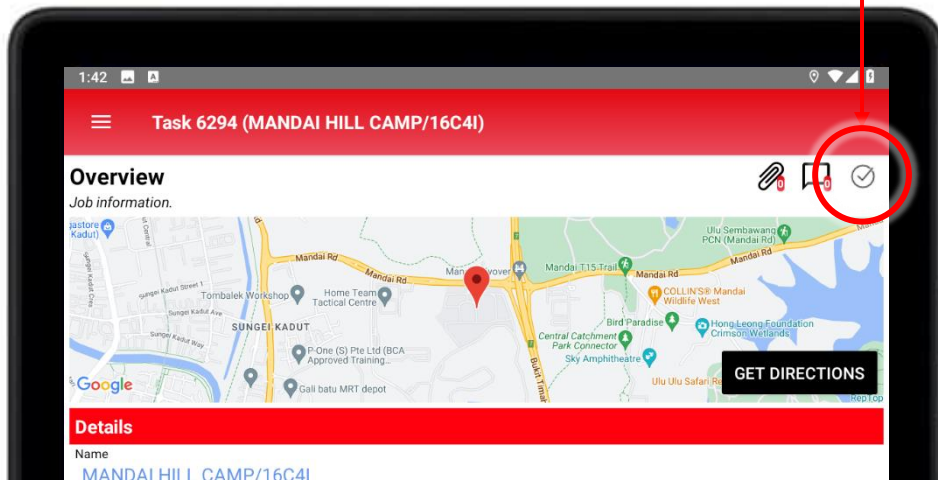
Milkrun driver can modify the text fields accordingly and tap **Save**  to update.



Processing Milkrun Task (2)

1 Select the icon  to open the status window.

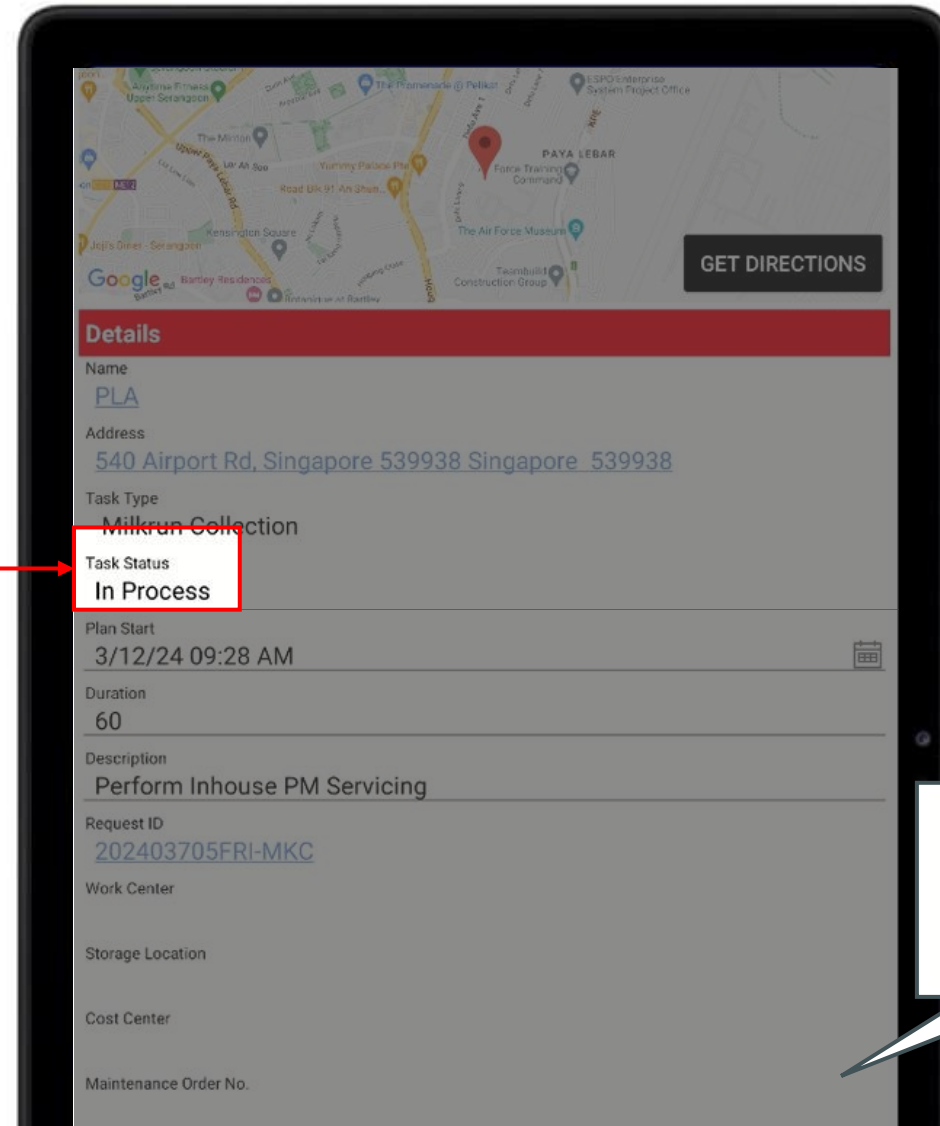
2 Tap **In Process** to confirm.



Processing Milkrun Task (3)

Task Status will change from **Accepted** to **In Process**.

Proceed **Next**  to continue with the job task.



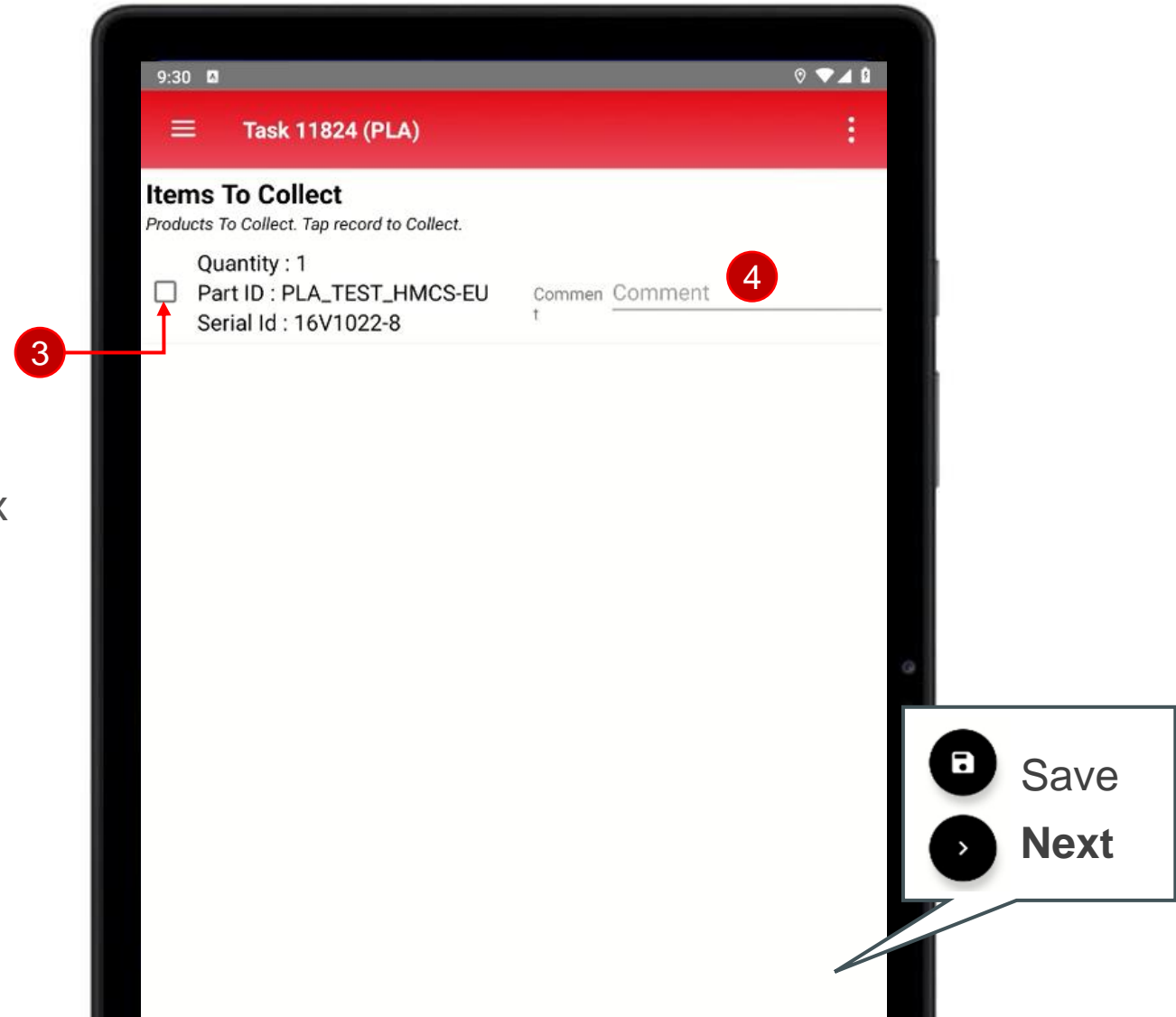
Save
Next

Processing Milkrun Task (4)

Items to Collect shows a list of items to be collected from the customer.

- 3 Check off the collected items from the list.
- 4 If an item cannot be collected, leave the checkbox unchecked and leave a comment.

Proceed **Next**  to continue with the job task.

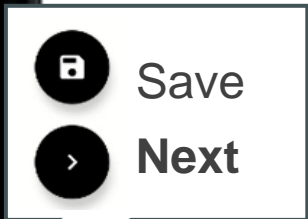
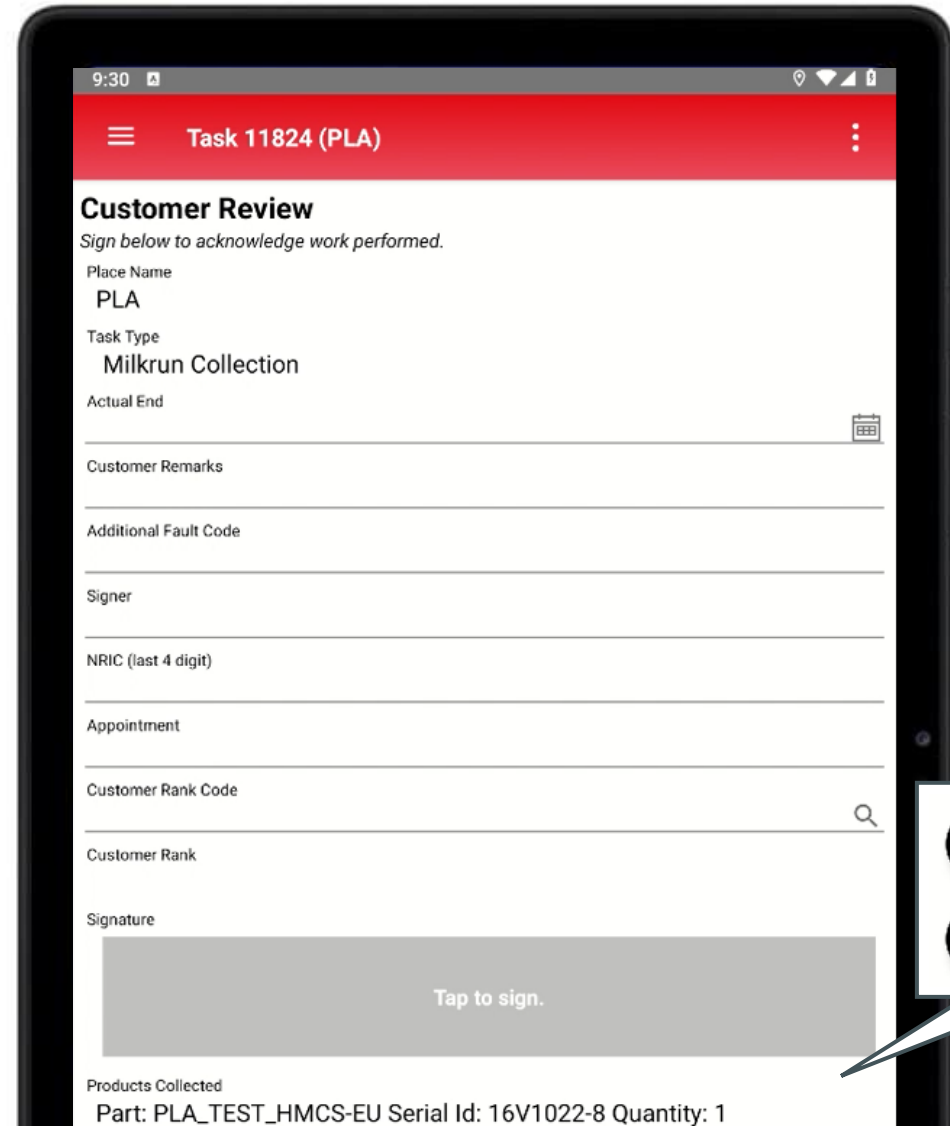


Processing Milkrun Task (5)

Customer Review is required to have customers to confirm that the items have been collected by the Milkrun driver.

Have the customer fill-in the necessary details and sign-off to confirm the HOTO to Milkrun.

Proceed **Next**  to continue with the job task.

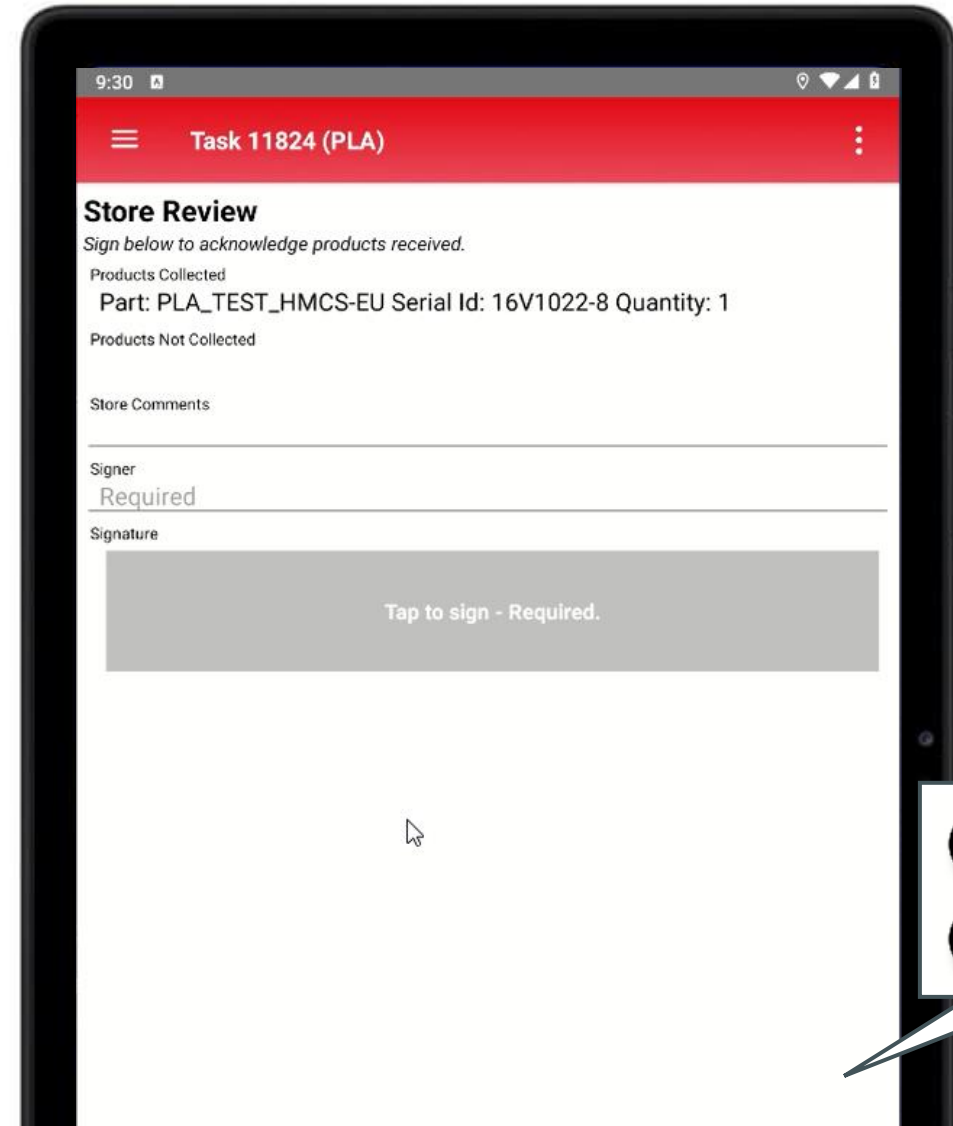


Processing Milkrun Task (6)

Store Review is required to have the store man to confirm that they have received the items from the Milkrun driver.

Have the store man fill-in the necessary details and sign-off to confirm the HOTO to store.

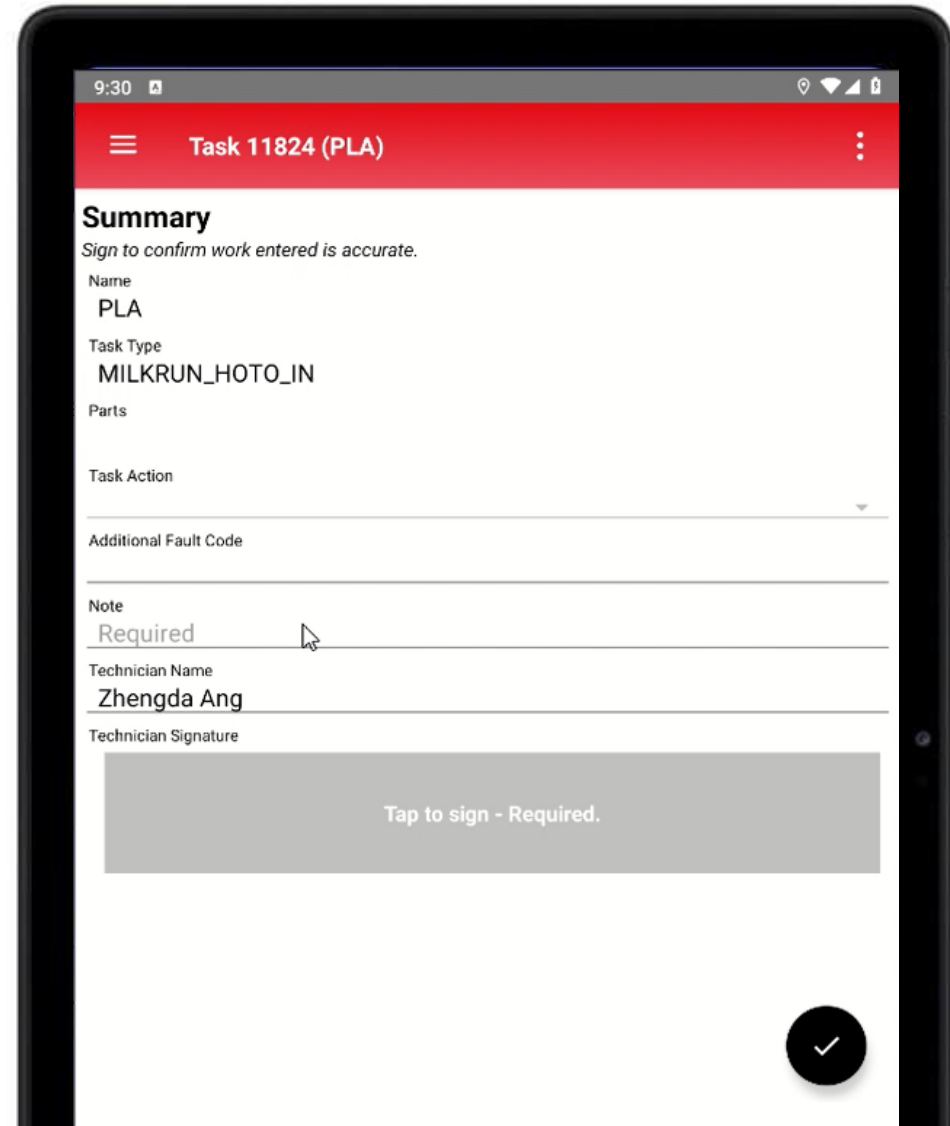
Proceed **Next**  to continue with the job task.



Processing Milkrun Task (7)

Summary is concluded by the Milkrun driver that the items have been HOTO to store. Milkrun driver can sign-off to close the task.

Proceed  to complete the job task.



Milkrun Collection

Store to Depot

- Equipment Transit
- Send to Depot

Equipment Transit

Store personnel can manage equipment and items at the Service Portal, **Equipment Transit** section.



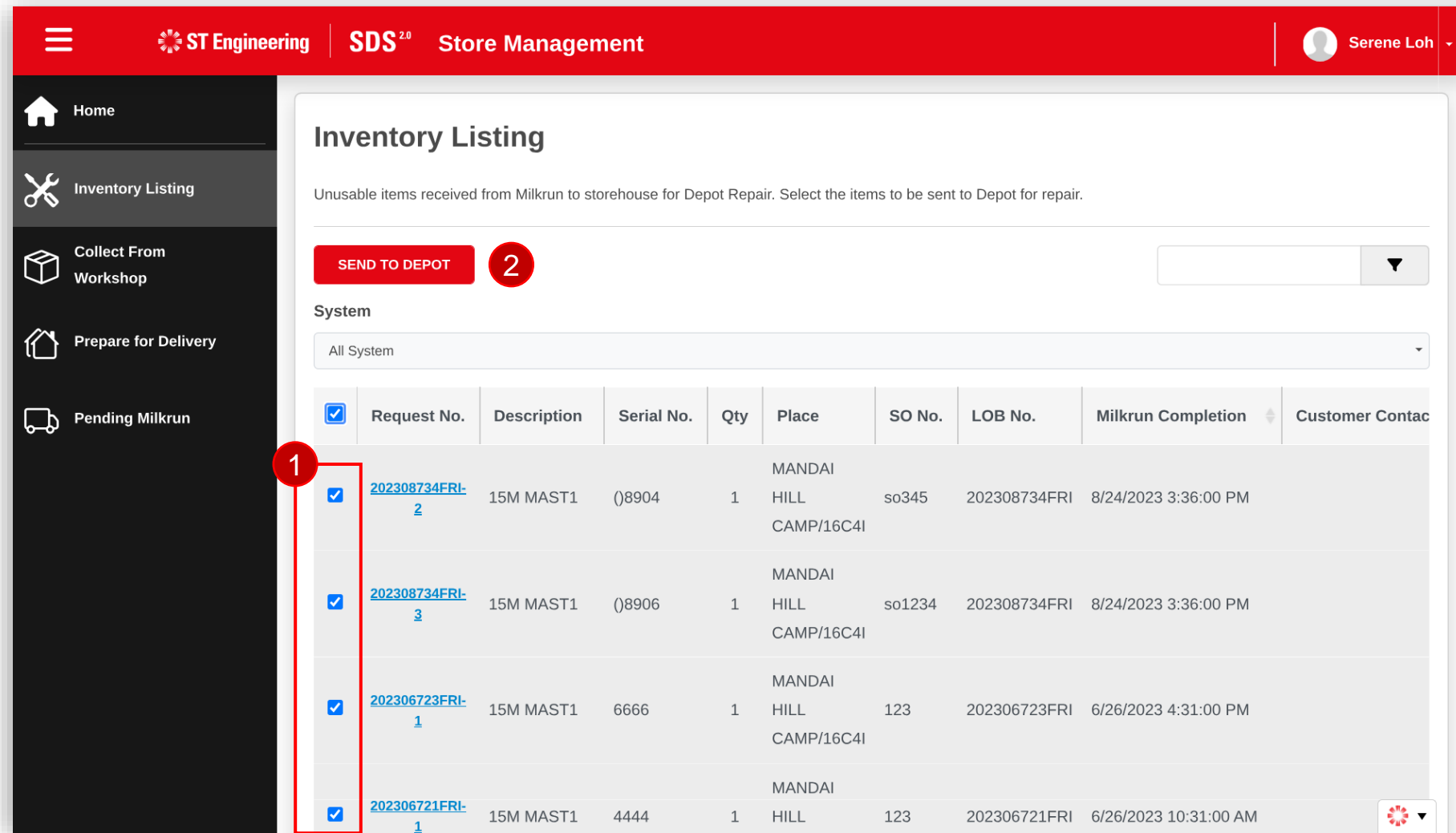
The screenshot displays a grid of service portal sections:

- Section 1 (Top Left):**
 - Raise service requests
 - Cancel service requests
 - Monitor status of service requests
 - Download service requests
- Section 2 (Top Middle):**
 - Inhouse & Onsite Service Request Extraction
 - Updating & Importing of MO/SO/YT3 Values
- Section 3 (Top Right):**
 - Process Service Requests
 - Monitor & Edit Status of Requests
 - Task Assignments to Engineers
- Section 4 (Far Right):** (*for administrative users only)
 - Credential Reset or Change
 - Device Pairing Authentication
- Section 5 (Bottom Left, highlighted):** **Equipment Transit**
 - Monitor Equipment Inflow / Outflow
 - Allocation of Equipments to Engineering Teams
- Section 6 (Bottom Middle):** MRO AI Co-pilot
 - Formulate rectification action
 - Investigate root cause and more ...
- Section 7 (Bottom Right):** Helpdesk System Support
 - Create or Process Change Requests
 - Request Assignment to Engineers
 - Log FRACA, Incidents & Helpdesk Requests

Send to Depot (1)

Items collected are shown at Inventory Listing.

- 1 Tick the checkbox for items to send to depot
- 2 Proceed to **Send to Depot** to handover the items for engineer to repair.



ST Engineering | SDS^{2.0} Store Management | Serene Loh

Inventory Listing

Unusable items received from Milkrun to storehouse for Depot Repair. Select the items to be sent to Depot for repair.

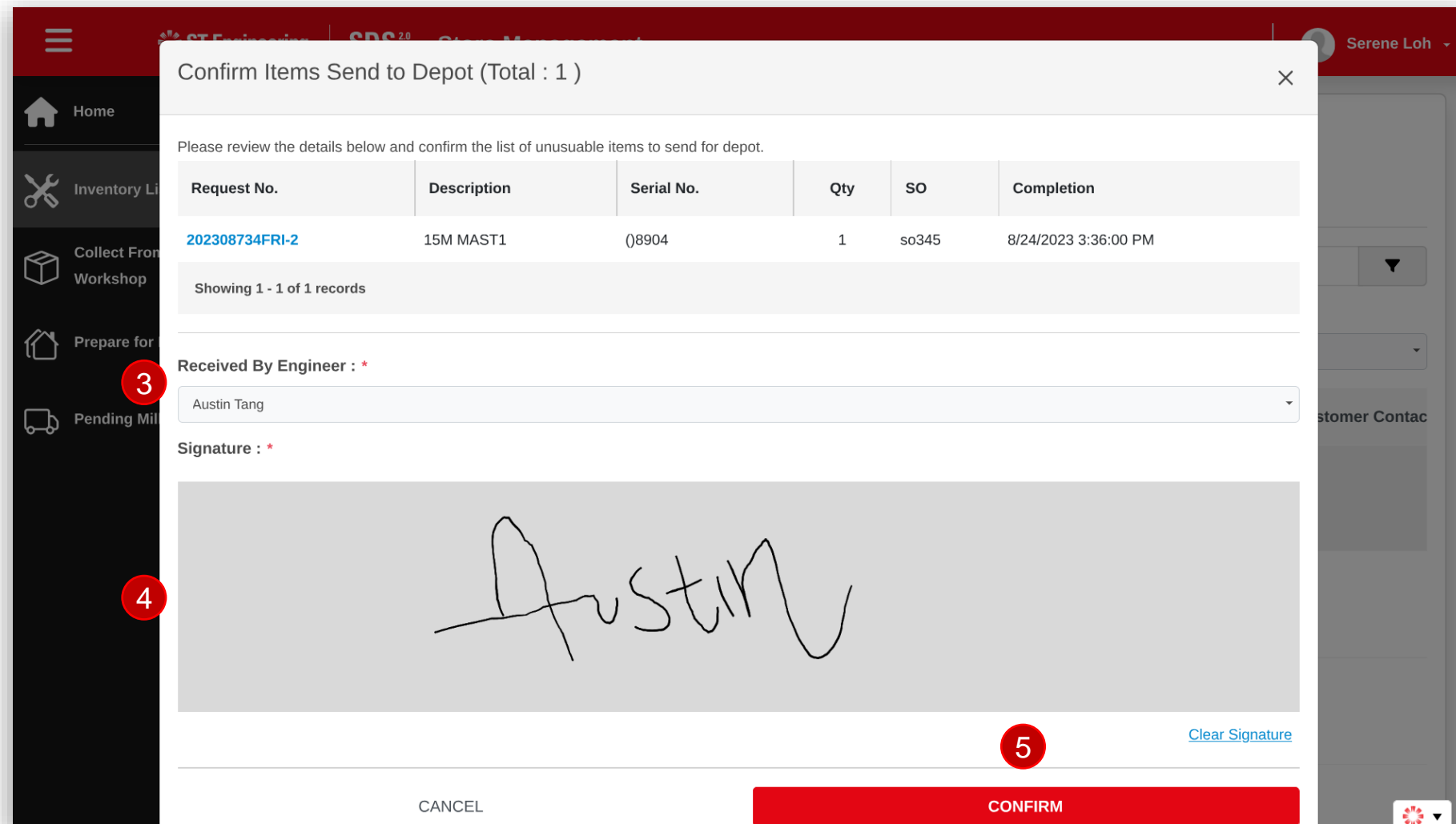
SEND TO DEPOT 2

System: All System

<input checked="" type="checkbox"/>	Request No.	Description	Serial No.	Qty	Place	SO No.	LOB No.	Milkrun Completion	Customer Contact
<input checked="" type="checkbox"/>	202308734FRI-2	15M MAST1	()8904	1	HILL CAMP/16C4I	so345	202308734FRI	8/24/2023 3:36:00 PM	
<input checked="" type="checkbox"/>	202308734FRI-3	15M MAST1	()8906	1	HILL CAMP/16C4I	so1234	202308734FRI	8/24/2023 3:36:00 PM	
<input checked="" type="checkbox"/>	202306723FRI-1	15M MAST1	6666	1	HILL CAMP/16C4I	123	202306723FRI	6/26/2023 4:31:00 PM	
<input checked="" type="checkbox"/>	202306721FRI-1	15M MAST1	4444	1	HILL CAMP/16C4I	123	202306721FRI	6/26/2023 10:31:00 AM	

Send to Depot (2)

- 3 Select the receiver from **Received By Engineer** dropdown list
- 4 Sign in the **Signature** box
- 5 Proceed to **Confirm** the details of the items to send to depot



Confirm Items Send to Depot (Total : 1)

Please review the details below and confirm the list of unusable items to send for depot.

Request No.	Description	Serial No.	Qty	SO	Completion
202308734FRI-2	15M MAST1	()8904	1	so345	8/24/2023 3:36:00 PM

Showing 1 - 1 of 1 records

Received By Engineer : *

Austin Tang

Signature : *

Austin

[Clear Signature](#)

CANCEL CONFIRM

Inhouse Repair

- Process Overview
- Update Quotation Status
- Inhouse Repair Completed

Update Quotation Status

Quotation status

must be updated before sending product for repair.

Go to Inhouse Repair page and update quotation status.

The screenshot shows the 'Inhouse Repair' page in the SDS 2.0 system. The page title is '202409739RMA-1'. The 'Quotation Status' dropdown menu is open, showing 'Approved' and 'Rejected' options. The page includes various fields for request details, such as 'Inhouse Request ID', 'Maintenance Order No.', 'Purchase Order No.', 'Service Order No.', 'Request Type', 'Type of Maintenance', 'Action Status', 'Status', 'Delivered By Engineer', 'Quantity Exceeded', 'Job Type', 'Output Code', 'Quoted CTAT Indicator', 'Place ID', 'Storage Location', 'Name', 'Work Center', 'Address ID', 'Cost Center', 'Address', 'Service Location', 'Access Group', and 'Created'. The 'Quotation Status' field is highlighted with a red box, and the dropdown menu is also highlighted with a red box.

Inhouse Repair

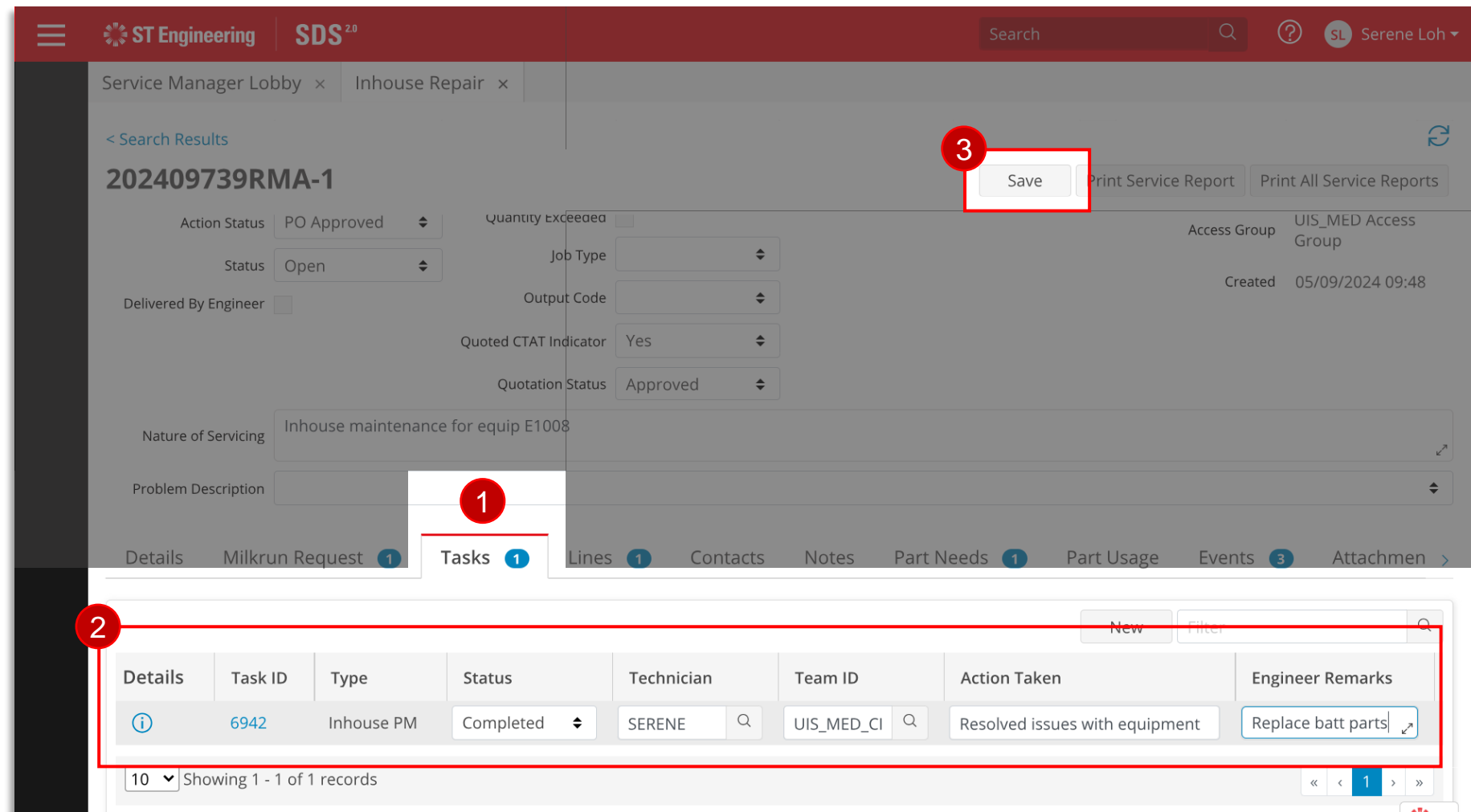
Inhouse Repair Completed

INHOUSE REPAIR COMPLETED

Update Repair Task Details

Support Team will update Task details for engineer at Inhouse repair page

- 1 Select **Tasks Tab**
- 2 Fill-in engineer's details: **Team ID, Person ID, Action Taken, Note** and **Task Status** to Completed
- 3 **Save** to update changes



Service Manager Lobby x Inhouse Repair x

< Search Results

202409739RMA-1

Save Print Service Report Print All Service Reports

Action Status PO Approved Quantity exceeded Access Group UIS_MED Access Group

Status Open Job Type UIS_MED Access Group

Delivered By Engineer Output Code Created 05/09/2024 09:48

Quoted CTAT Indicator Yes Quotation Status Approved

Nature of Servicing Inhouse maintenance for equip E1008

Problem Description

Details Milkrun Request 1 **Tasks 1** Lines 1 Contacts Notes Part Needs 1 Part Usage Events 3 Attachmen >

New Filter

Details	Task ID	Type	Status	Technician	Team ID	Action Taken	Engineer Remarks
i	6942	Inhouse PM	Completed	SERENE	UIS_MED_CI	Resolved issues with equipment	Replace batt parts

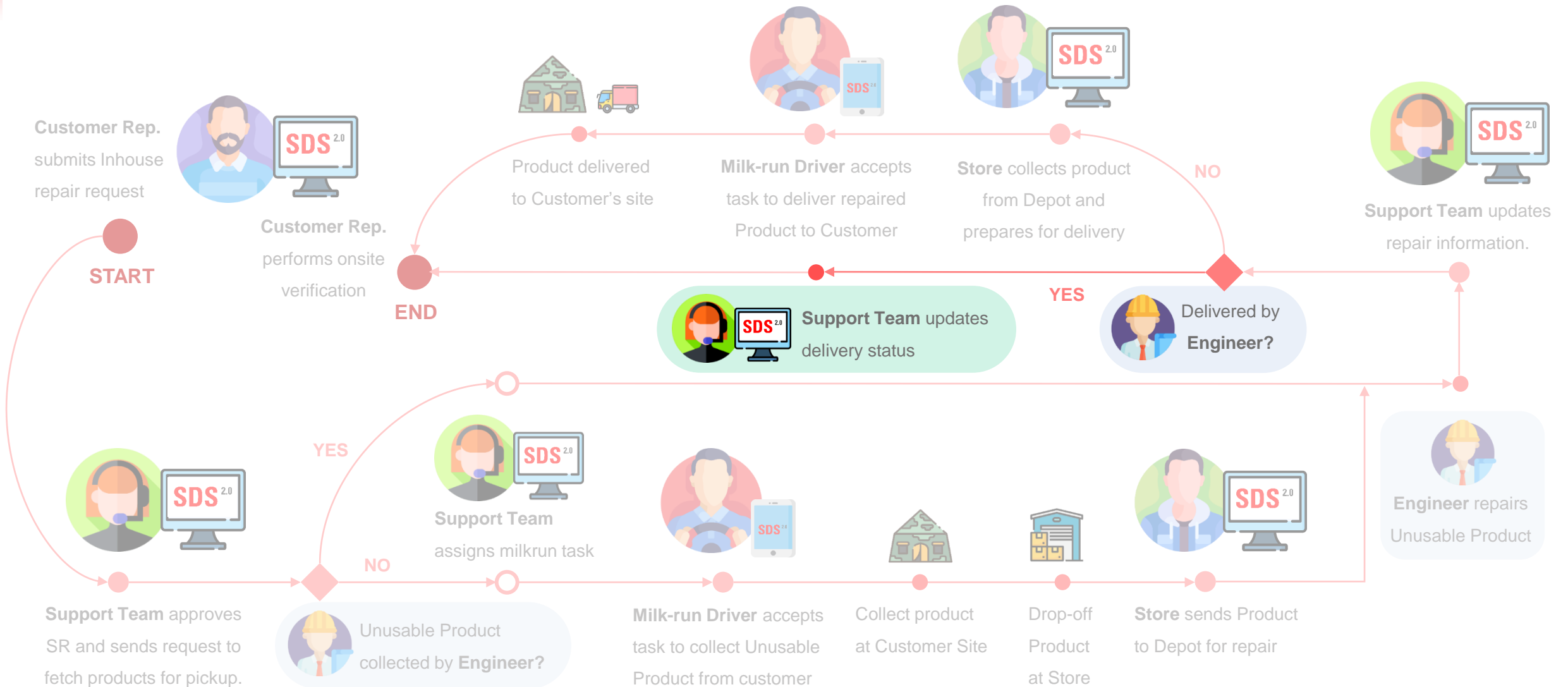
10 Showing 1 - 1 of 1 records

Engineer Delivery

- Process Overview
- Delivered by Engineer

ENGINEER DELIVERY

Process Overview



Delivered by Engineer

If Product is delivered by the Engineer, Support Team can check on

1 Delivered By Engineer checkbox

2 Save to update changes

Service Manager Lobby x Inhouse Repair x Inhouse Repair x

< Search Results

202409739RMA-1

Inhouse Request ID 202409739RMA-1 Maintenance Order No. [] Place ID UIS_MED_CISB [] Storage Location []

LOB Service Request ... 202409739RMA Purchase Order No. PO202409739RMA Name CISB Tuas Naval B... [] Work Center []

Request Type Preventive Maintenance Service Order No. SO202409739RMA Address ID 1205 [] Cost Center []

Type of Maintenance Yearly [] Job Type [] Address 104 Pioneer Sector [] Service Location []

Action Status SR Approved [] Job Type [] Access Group UIS_MED Access Group

Status Open [] Output Code [] Created 05/09/2024 09:48

1 Delivered By Engineer

Quoted CTAT Indicator []

Quantity Exceeded []

Nature of Servicing Inhouse maintenance for equip E1008

Engineer Remarks []

Problem Description []

Search [] [?] [SL] Serene Loh [v]

Save [] Print Service Report [] Print All Service Reports []

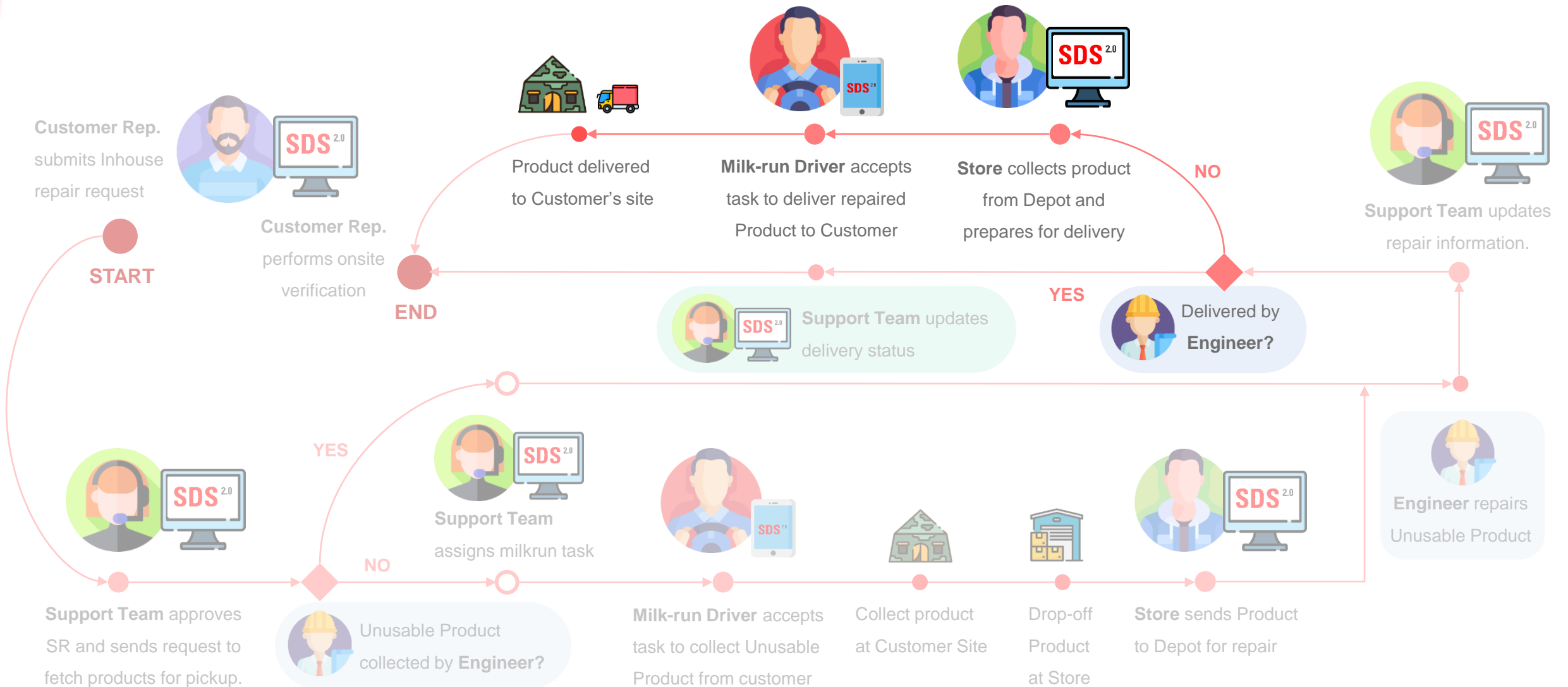
Lines 1 [] Contacts [] Notes [] Part Needs 1 [] Part Usage [] Events 2 [] Attachments [] Problem Description 2 [] Details []

Milkrun Delivery

- Process Overview
- Store to Product Delivery
- Milkrun Driver (Deliver)

MILKRUN DELIVERY

Process Overview



Milkrun Delivery

Store to Product Delivery

- Equipment Transit
- Collect from Workshop
- Prepare for Delivery
- Send for Delivery

Equipment Transit

Store personnel can manage equipment and items at the Service Portal, **Equipment Transit** section.



The screenshot displays a grid of service portal sections:

- Section 1 (Top Left):**
 - Raise service requests
 - Cancel service requests
 - Monitor status of service requests
 - Download service requests
- Section 2 (Top Middle):**
 - Inhouse & Onsite Service Request Extraction
 - Updating & Importing of MO/SO/YT3 Values
- Section 3 (Top Right):**
 - Process Service Requests
 - Monitor & Edit Status of Requests
 - Task Assignments to Engineers
- Section 4 (Far Right):** (*for administrative users only)
 - Credential Reset or Change
 - Device Pairing Authentication
- Section 5 (Bottom Left, highlighted):** **Equipment Transit**
 - Monitor Equipment Inflow / Outflow
 - Allocation of Equipments to Engineering Teams
- Section 6 (Bottom Middle):** MRO AI Co-pilot
 - Formulate rectification action
 - Investigate root cause and more ...
- Section 7 (Bottom Right):** Helpdesk System Support
 - Create or Process Change Requests
 - Request Assignment to Engineers
 - Log FRACA, Incidents & Helpdesk Requests

Collect from Workshop (1)

Items that completed repair are shown here.

- 1 Go to menu **Collect from Workshop**.
- 2 Store personnel then check a list of items received from Depot
- 3 Proceed to **Collect From Workshop**.

Home

Inventory Listing

Collect From Workshop **1**

Prepare for Delivery

Pending Milkrun

ST Engineering | SDS^{2.0} Store Management | Serene Loh

Collect From Workshop

Repaired items received from Workshop to Storehouse. Select the items received from Workshop.

COLLECT FROM WORKSHOP **3**

System

All System

<input type="checkbox"/>	Request No.	Description	Serial No.	Qty	Place	SO No.	LOB No.	Task Comp
<input checked="" type="checkbox"/>	202409739RMA-1	Heatsink Power Supply	UIS_MED_CISB_Tuas_16	1	UIS_MED_DRC_AMK	SO202409739RMA	202409739RMA	11/09/2024 :
<input type="checkbox"/>	202409733RMA-2	ASIU Controller	a6	1	UIS_MED_DRC_AMK	-	202409733RMA	04/09/2024 :
<input type="checkbox"/>	202305759FRI-2	Accessory Desc	-	1	STORE	123	202305759FRI	28/08/2024 :

Showing 1 - 3 of 3 records

Collect from Workshop (2)

4 Confirm the details of the repaired items received from depot.

The screenshot shows the 'Collect From Workshop' page in the SDS 2.0 Store Management system. A confirmation dialog is open, titled 'Confirm Items Received From Depot (Total : 1)'. The dialog contains a table with the following data:

Request No.	Description	Serial No.	Qty	SO	Completion
202409739RMA-1	Heatsink Power Supply	UIS_MED_CISB_Tuas_16	1	SO202409739RMA	2024-09-11T15:48:10.063

Below the table, it says 'Showing 1 - 1 of 1 records'. The dialog has 'CANCEL' and 'CONFIRM' buttons. A red circle with the number '4' is overlaid on the 'CONFIRM' button.

Prepare for Delivery (1)

After storeman has consolidated the items for delivery

- 1 Go to menu **Prepare for Delivery**
- 2 Store personnel then check a list of items
- 3 Proceed to **Prepare for Delivery.**

Prepare for Delivery

Repaired items ready to be delivered to customers from storehouse.

PREPARE FOR DELIVERY 3

System: All System

<input type="checkbox"/>	Request No.	Description	Serial No.	Qty	Place	SO No.	LOB No.	Action Status/ Timestamp	Customer C
<input checked="" type="checkbox"/>	202409739RMA-1	Heatsink Power Supply	UIS_MED_CISB_Tuas_16	1	STMS	SO202409739RMA	202409739RMA	Prepare For Delivery 11/09/2024 16:01:56	
<input type="checkbox"/>	202409732RMA-2	ASIU Controller	a12	1	STMS	-	202409732RMA	Prepare For Delivery 04/09/2024 16:35:55	
<input type="checkbox"/>	202305764FRI-1	15M MAST1	()9605	1	STMS	123	202305764FRI	Prepare For Delivery 11/03/2024 11:54:02	

Prepare for Delivery (2)

4 Confirm the details of the items to prepare for delivery.

The screenshot shows the 'Prepare for Delivery' modal dialog in the ST Engineering SDS 2.0 Store Management system. The dialog title is 'Confirm Items To Prepare for Delivery (Total : 1)'. It contains a table with the following data:

Request No.	Description	Serial No.	Qty	SO	Action Status/ Timestamp
202409739RMA-1	Heatsink Power Supply	UIS_MED_CISB_Tuas_16	1	SO202409739RMA	Prepare For Delivery 11/09/2024 16:01:56

Below the table, it says 'Showing 1 - 1 of 1 records'. At the bottom of the dialog, there are two buttons: 'CANCEL' and 'CONFIRM'. A red circle with the number '4' is overlaid on the 'CONFIRM' button.

Send for Delivery (1)

When Milkrun Team is ready to deliver the products

- 1 Go to menu **Pending Milkrun**
- 2 Store personnel then check a list of items
- 3 Proceed to **Send for Delivery**.

The screenshot shows the 'Pending Milkrun' screen in the SDS 2.0 Store Management system. The interface includes a navigation sidebar on the left with options like Home, Inventory Listing, Collect From Workshop, Prepare for Delivery, and Pending Milkrun (highlighted with a red '1'). The main content area has a red header with the ST Engineering logo and 'SDS 2.0 Store Management', and a user profile 'Serene Loh'. Below the header, there's a 'Pending Milkrun' section with a sub-header 'Pending items sending out for delivery.' and a red 'SEND FOR DELIVERY' button (highlighted with a red '3'). A search bar and a 'LOB No.' dropdown menu are also present. A table lists pending items with columns for Request No., Description, Serial No., Qty, Place, SO No., LOB No., Action Status/ Timestamp, and Customer. One item is listed: Request No. 202409739RMA-1, Description: Heatsink Power Supply, Serial No. UIS_MED_CISB_Tuas_16, Qty: 1, Place: STMS, SO No. SO202409739RMA, LOB No. 202409739RMA, Action Status/ Timestamp: Pending Milkrun 11/09/2024 16:14:30. A red '2' is placed over the table area. At the bottom, it says 'Showing 1 - 1 of 1 records'.

Send for Delivery (2)

4 Confirm the details of the items ready for Milkrun driver to send for delivery to customer.

The screenshot shows the 'Pending Milkrun' section of the ST Engineering SDS 2.0 Store Management interface. A confirmation dialog is open, titled 'Confirm items To Send for Delivery (Total : 1)'. The dialog contains a table with the following data:

Request No.	Description	Serial No.	Qty	SO	Action Status/ Timestamp
202409739RMA-1	Heatsink Power Supply	UIS_MED_CISB_Tuas_16	1	SO202409739RMA	Pending Milkrun 11/09/2024 16:14:30

Below the table, it says 'Showing 1 - 1 of 1 records'. At the bottom of the dialog, there are two buttons: 'CANCEL' and 'CONFIRM'. A red circle with the number '4' is overlaid on the 'CONFIRM' button.



Milkrun Delivery

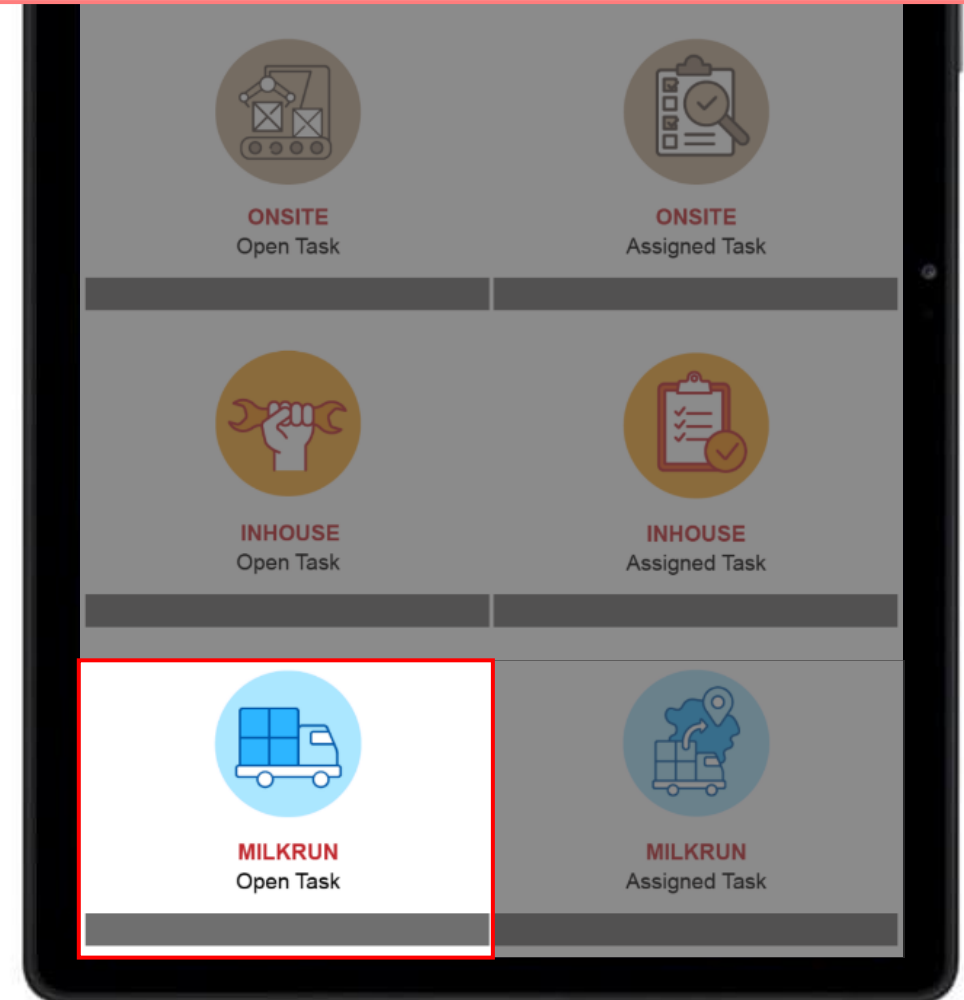
Milkrun Driver (Deliver)

- Milkrun Open Task
- Accepting Milkrun Open Task
- Processing Milkrun Task

MILKRUN DRIVER (DELIVER)

Milkrun Open Task

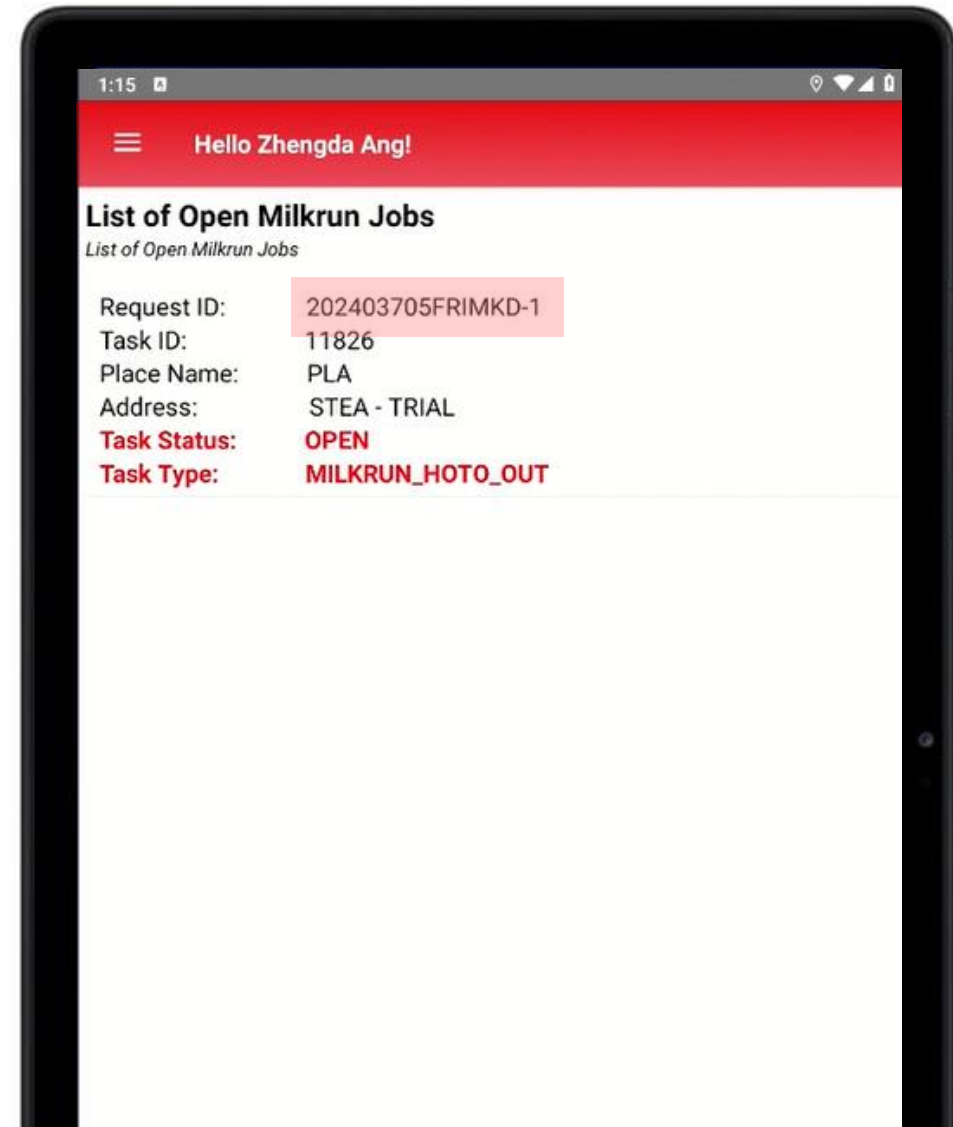
When Store Personnel handover the repaired items to the milkrun driver for delivery, the milkrun driver will be able to accept new task from **Milkrun Open Task** section.




Accepting Milkrun Open Task (1)

In **Milkrun Open Task**, it will display a list of open milkrun jobs. Look for the **request ID** to work on and tap on the subject to view the task.

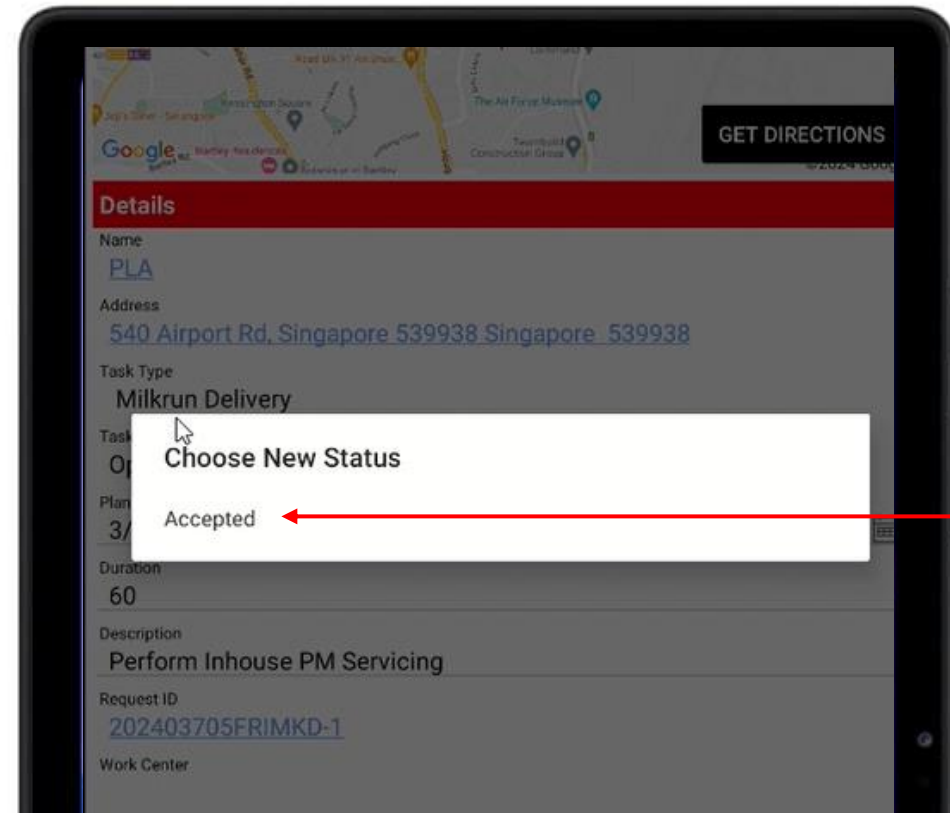
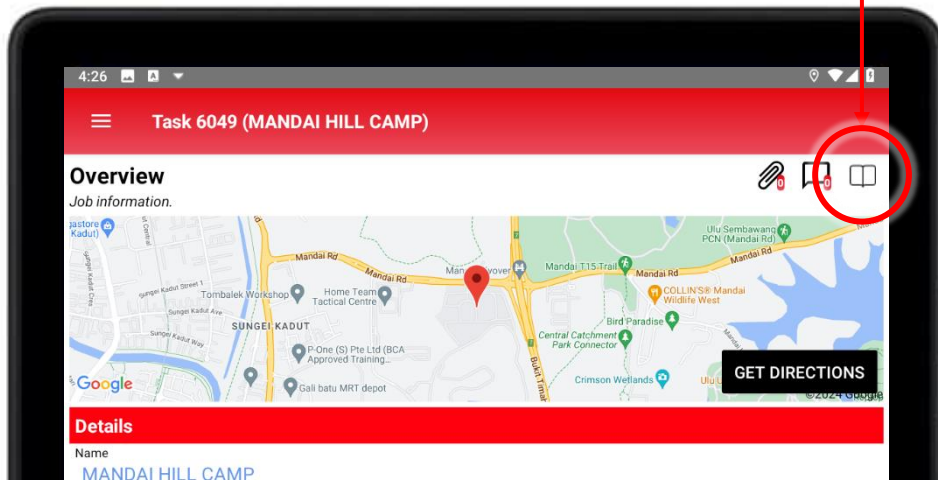
Milkrun_HOTO_OUT refers to repaired items received from store to be delivered.



Accepting Milkrun Open Task (2)

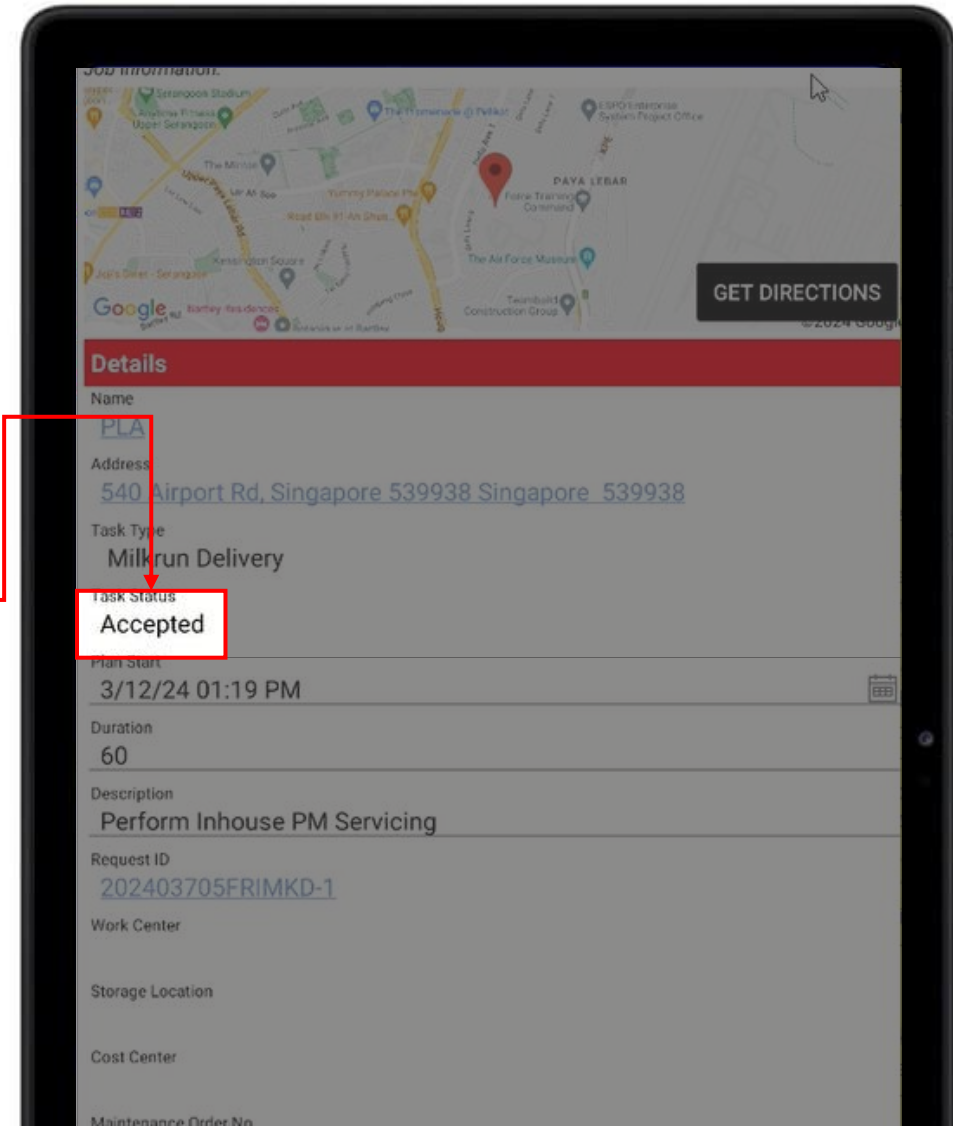
- 1 Select the **Book** icon  to open the accept window.

- 2 Tap **Accepted** to assign job to self.




Accepting Milkrun Open Task (3)

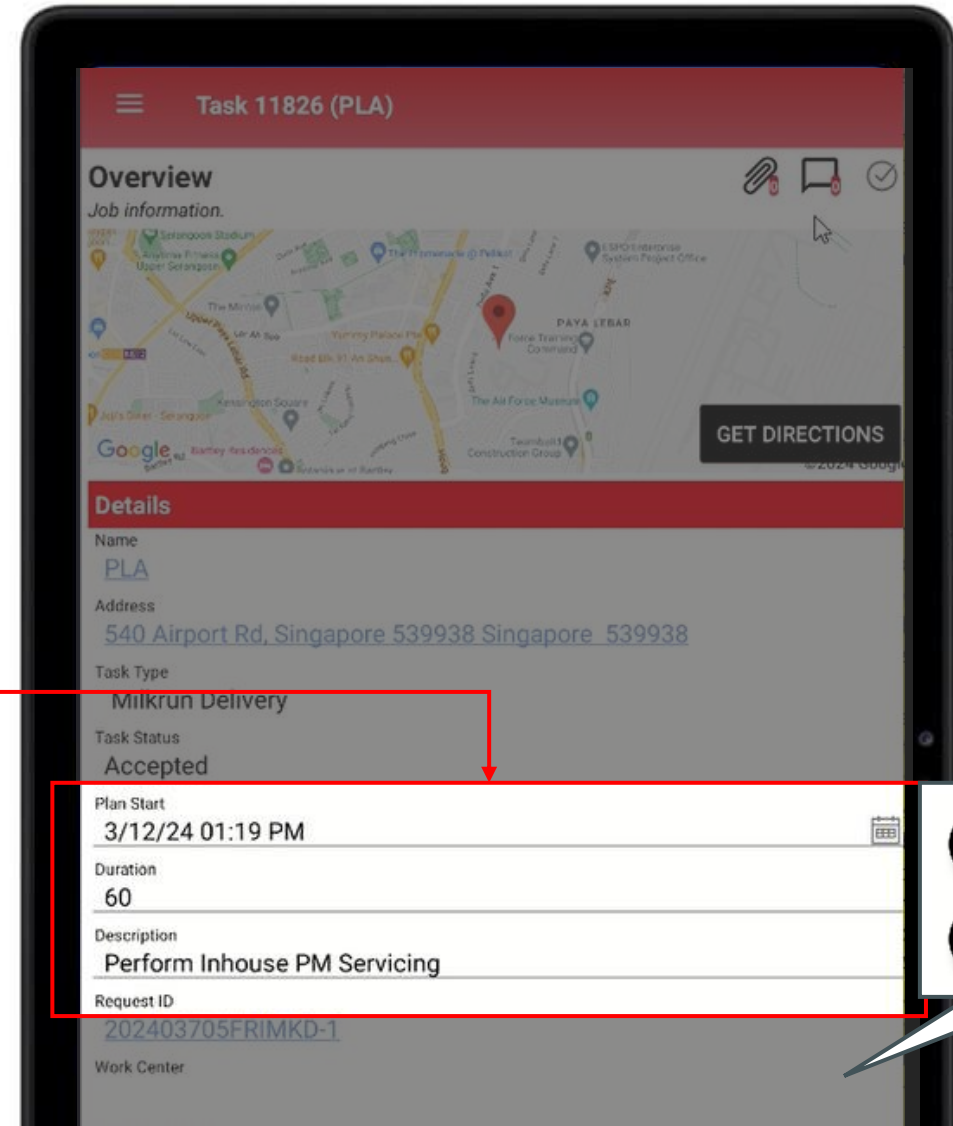
Task Status will change from **Open** to **Accepted**.
It can be viewed and edited by assigned milkrun driver.




Processing Milkrun Task (1)

Check if there is any change to the **Plan Start** Date/Time, **Duration** and the **Description**.

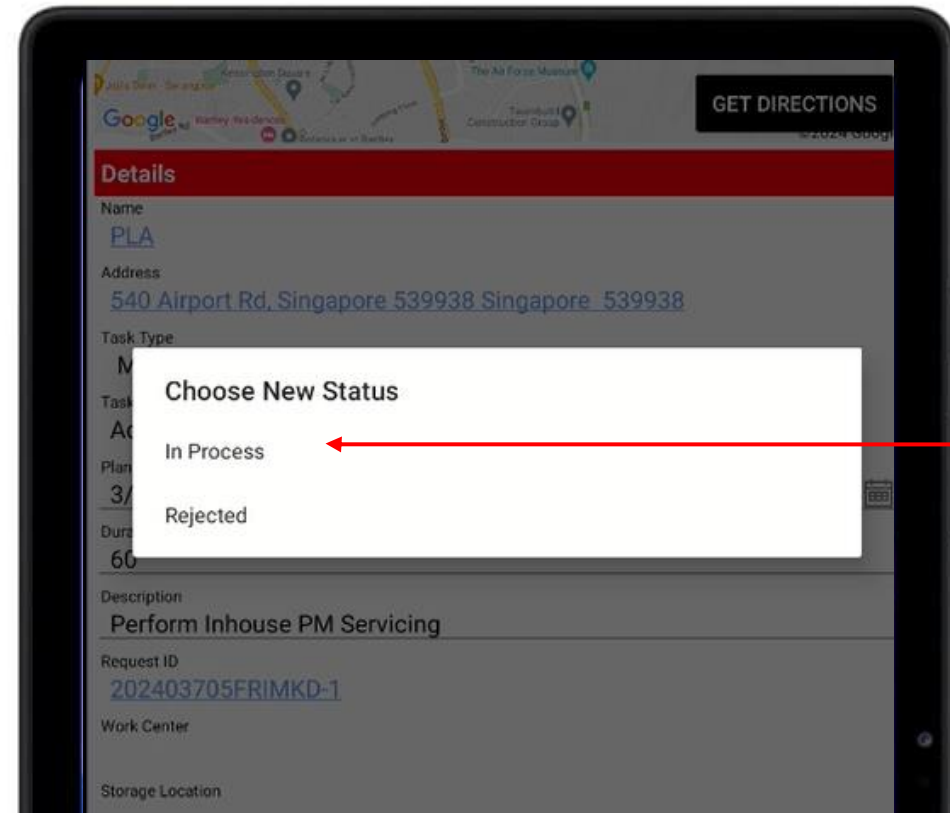
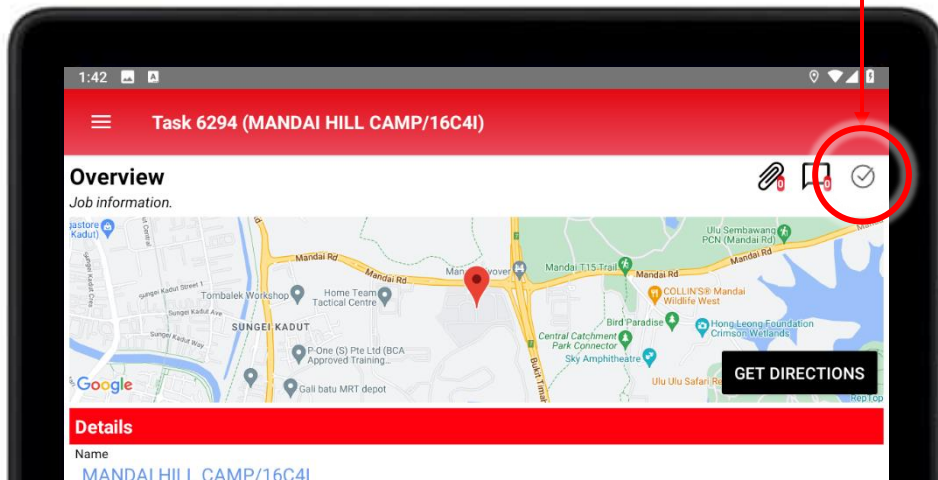
Milkrun driver can modify the text fields accordingly and tap **Save**  to update.



Processing Milkrun Task (2)

- 1 Select the icon  to open the status window.

- 2 Tap **In Process** to confirm.

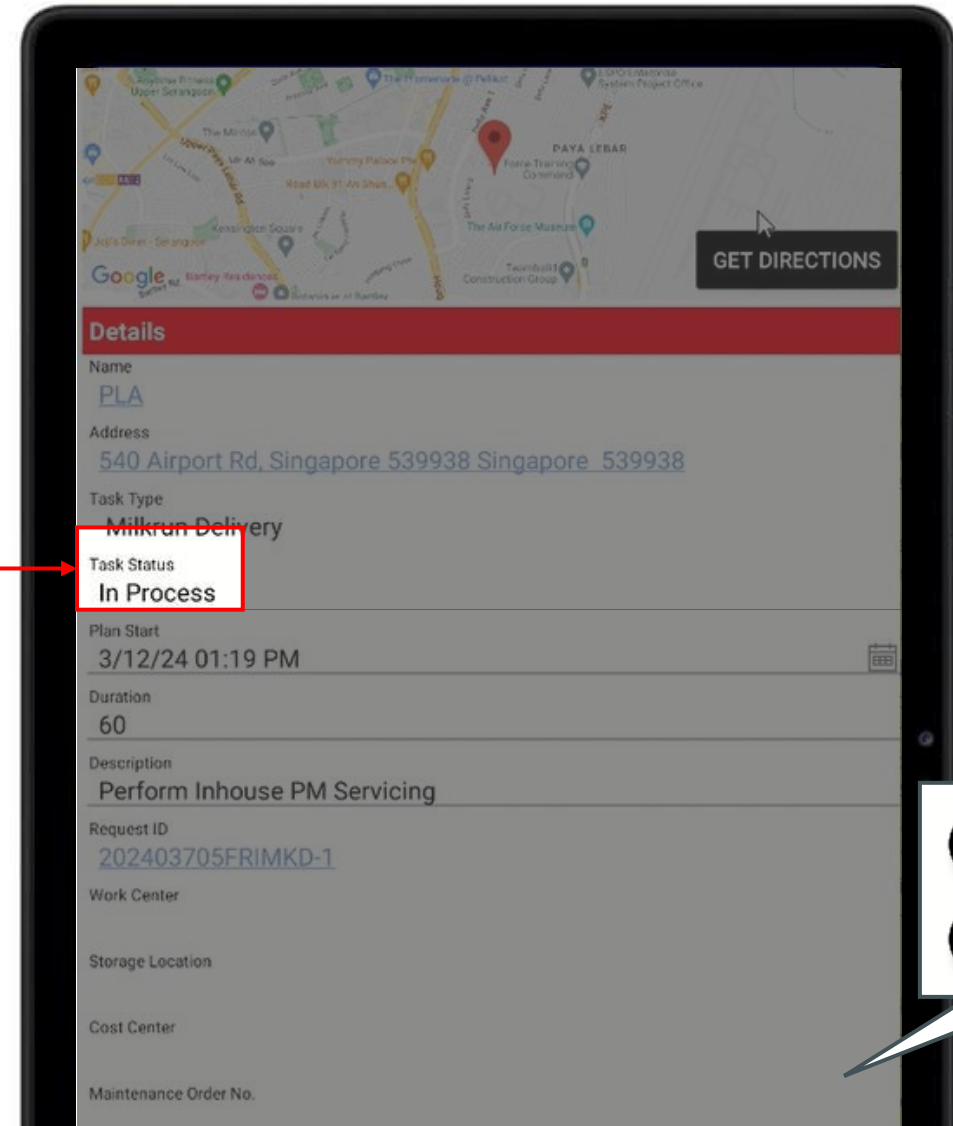


MILKRUN DRIVER (DELIVER)

Processing Milkrun Task (3)

Task Status will change from
Accepted to **In Process**.

Proceed **Next**  to continue with the job task.



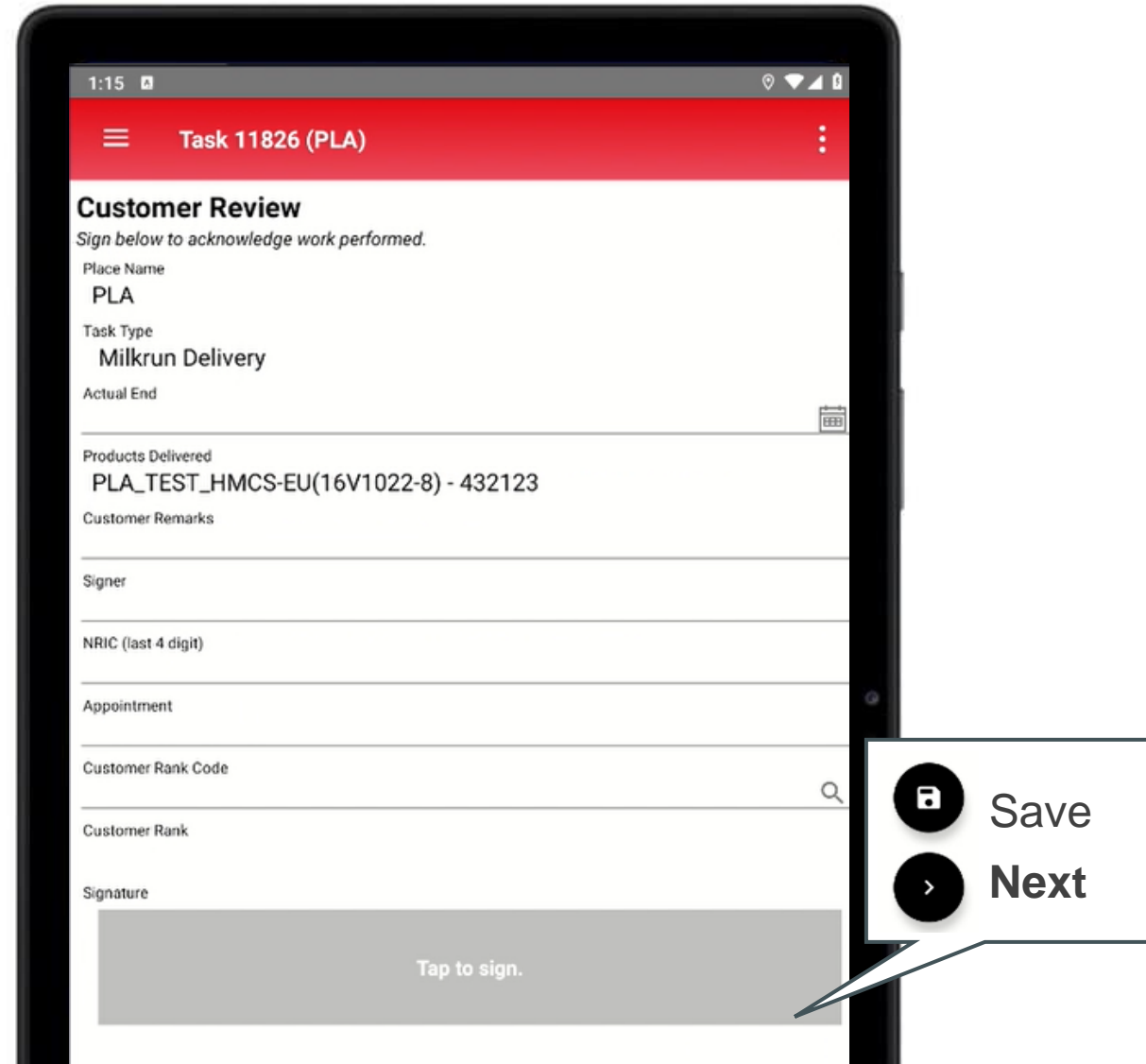
 Save
 Next

Processing Milkrun Task (4)

Customer Review is required to have customers to confirm that the items have been delivered by the Milkrun driver.

Have the customer fill-in the necessary details and sign-off to confirm the HOTO to customer.

Proceed **Next**  to continue with the job task.



1:15

Task 11826 (PLA)

Customer Review

Sign below to acknowledge work performed.

Place Name
PLA

Task Type
Milkrun Delivery

Actual End

Products Delivered
PLA_TEST_HMCS-EU(16V1022-8) - 432123

Customer Remarks

Signer

NRIC (last 4 digit)

Appointment

Customer Rank Code

Customer Rank

Signature

Tap to sign.

Save

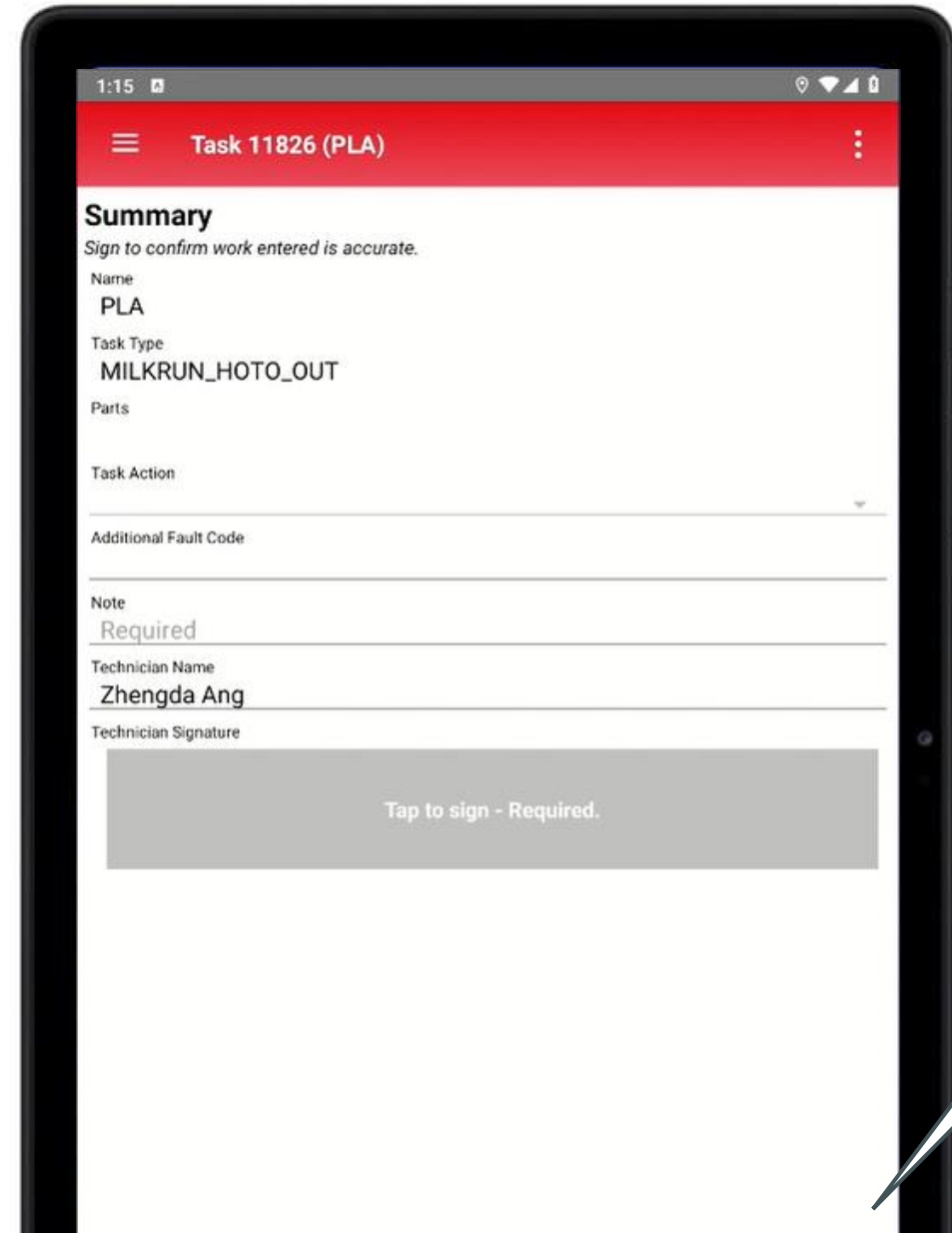
Next

MILKRUN DRIVER (DELIVER)

Processing Milkrun Task (5)

Summary is concluded by the Milkrun driver that the items have been HOTO to customer. Milkrun driver can sign-off to close the task.

Proceed  to complete the job task.

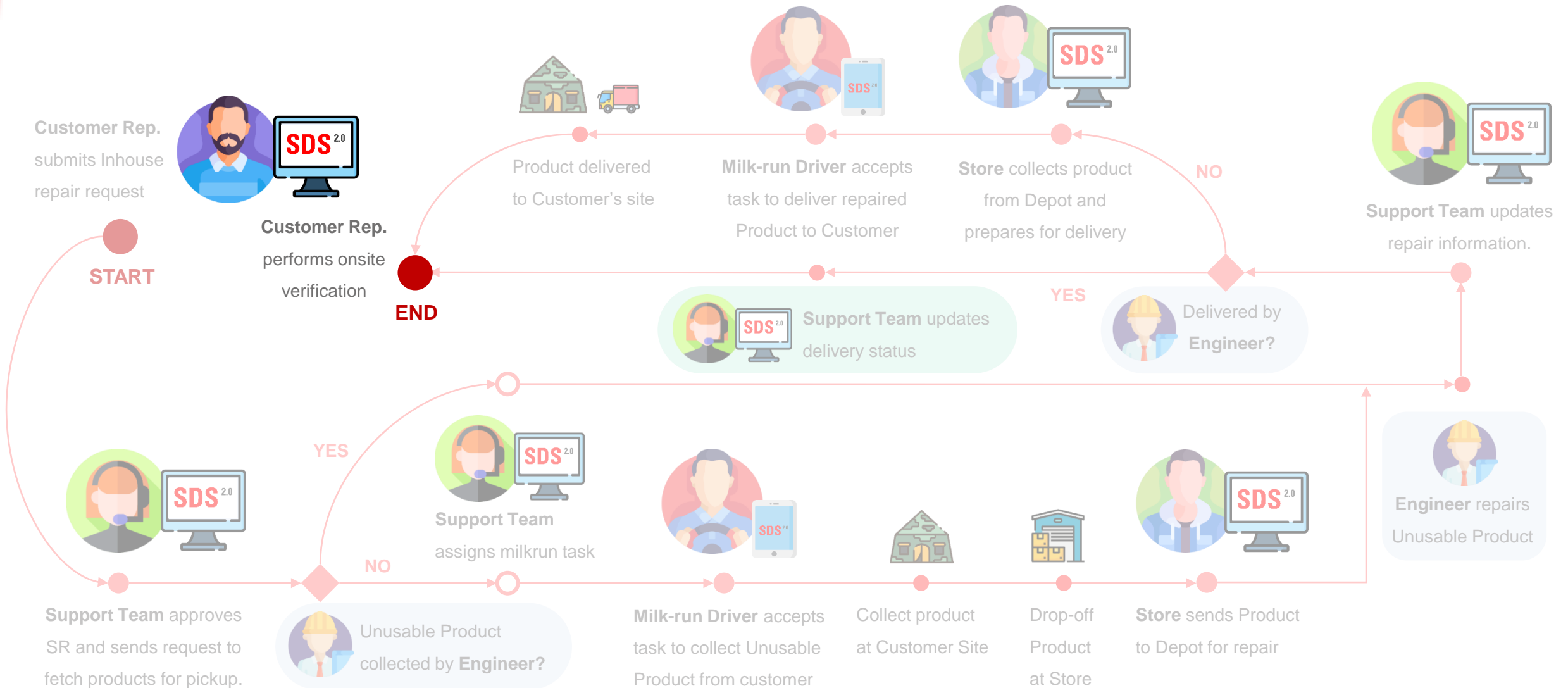


Onsite Verification

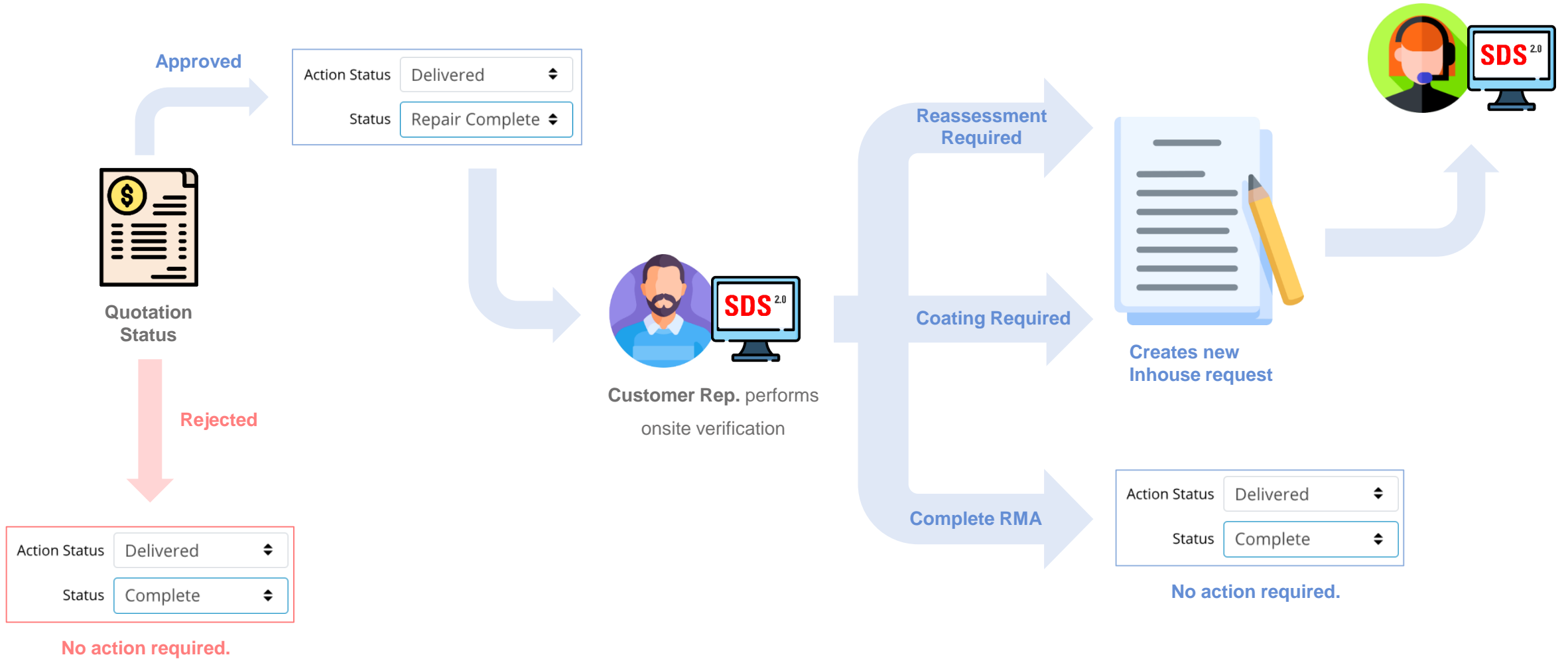
- Process Overview
- Processing Onsite Verification

ONSITE VERIFICATION

Process Overview (1)



Process Overview (2)



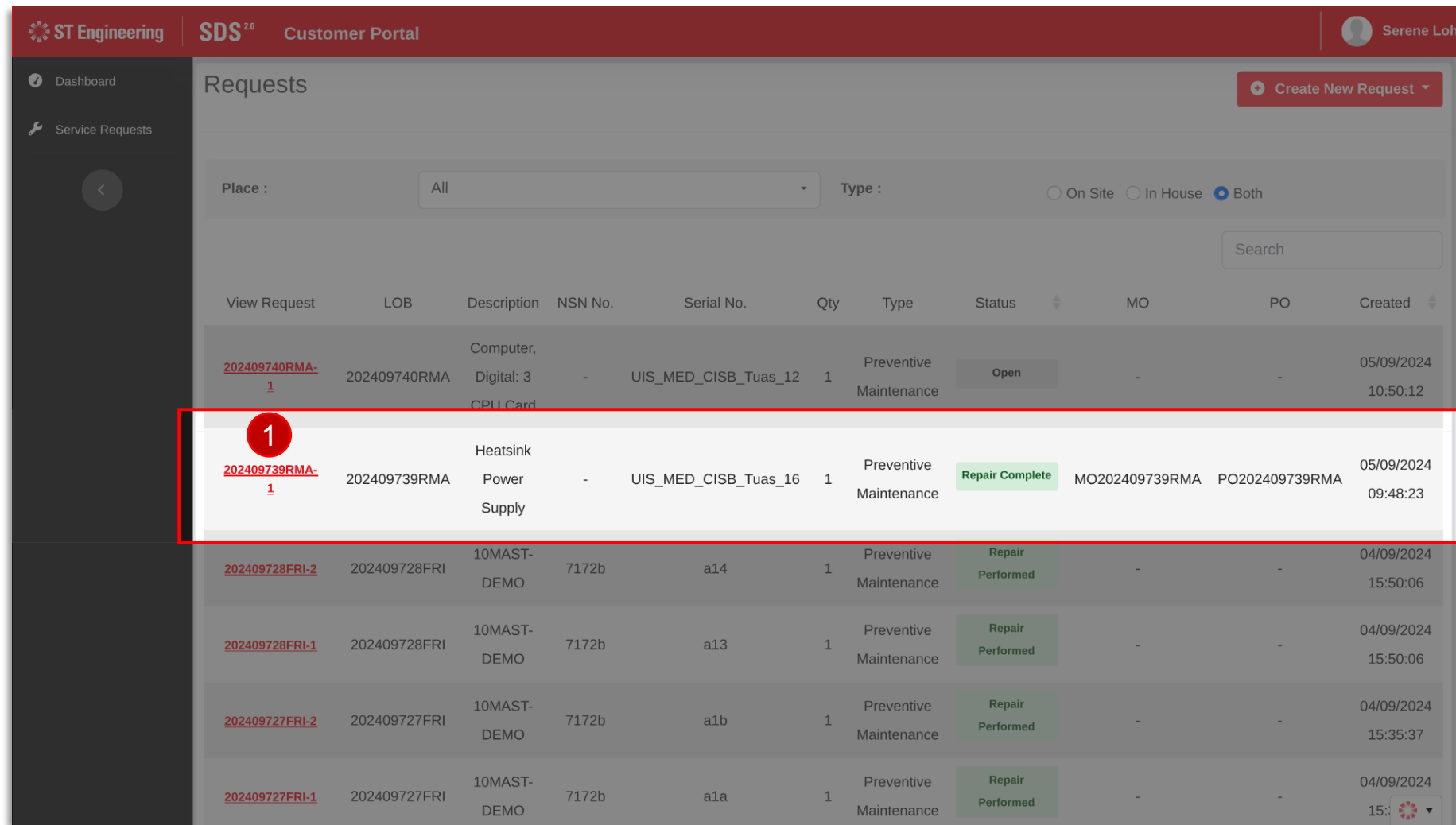
ONSITE VERIFICATION

Processing Onsite Verification (1)

After task completed, customer rep. can check job status at Customer Portal

If quotation rejected, it would show **Completed**, no action is required

- 1 If quotation approved, it would show **Repair Complete**, customer rep. will go to request link to verify the job request



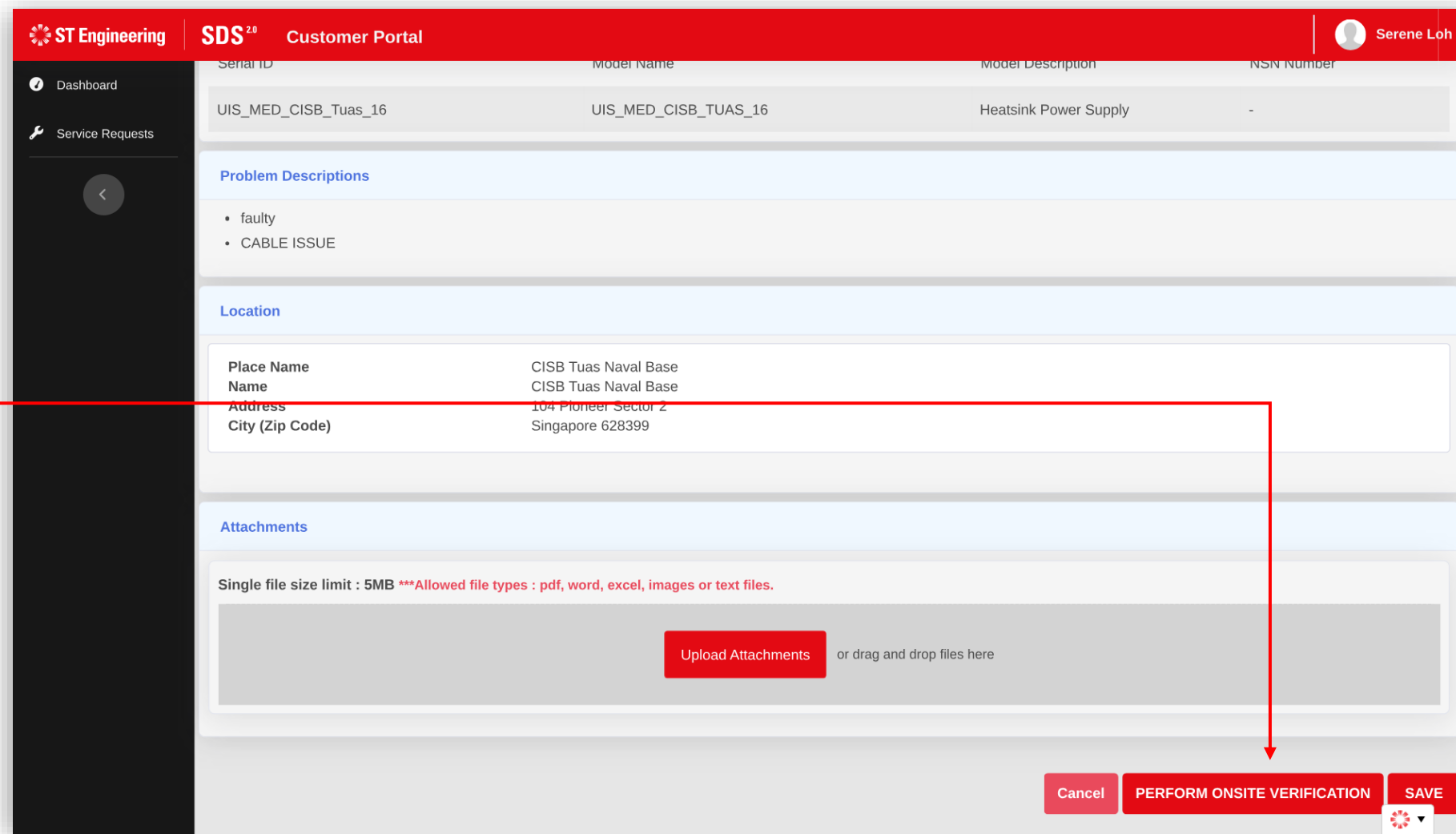
The screenshot shows the 'Requests' section of the Customer Portal. The interface includes a navigation menu on the left with 'Dashboard' and 'Service Requests'. The main area displays a table of requests with columns for View Request, LOB, Description, NSN No., Serial No., Qty, Type, Status, MO, PO, and Created. A search bar and a 'Create New Request' button are also visible.

View Request	LOB	Description	NSN No.	Serial No.	Qty	Type	Status	MO	PO	Created
202409740RMA-1	202409740RMA	Computer, Digital: 3 CPU Card	-	UIS_MED_CISB_Tuas_12	1	Preventive Maintenance	Open	-	-	05/09/2024 10:50:12
202409739RMA-1	202409739RMA	Heatsink Power Supply	-	UIS_MED_CISB_Tuas_16	1	Preventive Maintenance	Repair Complete	MO202409739RMA	PO202409739RMA	05/09/2024 09:48:23
202409728FRI-2	202409728FRI	10MAST-DEMO	7172b	a14	1	Preventive Maintenance	Repair Performed	-	-	04/09/2024 15:50:06
202409728FRI-1	202409728FRI	10MAST-DEMO	7172b	a13	1	Preventive Maintenance	Repair Performed	-	-	04/09/2024 15:50:06
202409727FRI-2	202409727FRI	10MAST-DEMO	7172b	a1b	1	Preventive Maintenance	Repair Performed	-	-	04/09/2024 15:35:37
202409727FRI-1	202409727FRI	10MAST-DEMO	7172b	a1a	1	Preventive Maintenance	Repair Performed	-	-	04/09/2024 15:35:37

Processing Onsite Verification (2)

Check request details and product, then

2 Select **Perform Onsite Verification**



ST Engineering | **SDS^{2.0}** Customer Portal | Serene Loh

Serial ID	Model Name	Model Description	NSN Number
UIS_MED_CISB_Tuas_16	UIS_MED_CISB_TUAS_16	Heatsink Power Supply	-

Problem Descriptions

- faulty
- CABLE ISSUE

Location

Place Name	CISB Tuas Naval Base
Name	CISB Tuas Naval Base
Address	104 Pioneer Sector 2
City (Zip Code)	Singapore 628399

Attachments

Single file size limit : 5MB ***Allowed file types : pdf, word, excel, images or text files.

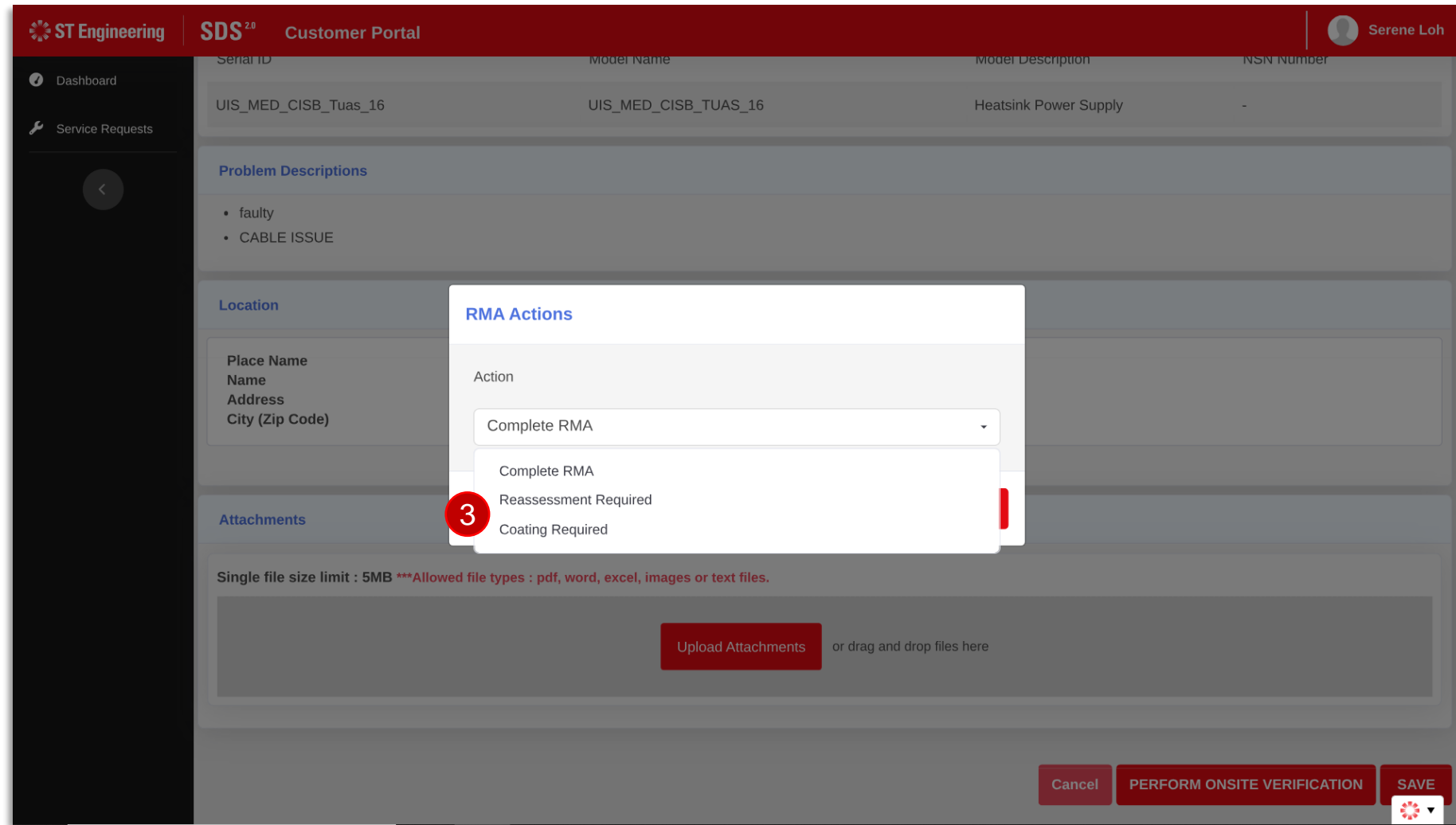
Upload Attachments or drag and drop files here

Cancel | **PERFORM ONSITE VERIFICATION** | SAVE

Processing Onsite Verification (3)

Customer rep. have the option to choose:
Complete RMA will complete and closes the request

- 3** **Reassessment Required** or **Coating Required** will require customer to input additional remarks and create a new request.



The screenshot shows the ST Engineering Customer Portal interface. At the top, there is a navigation bar with the ST Engineering logo, 'SDS 2.0', and 'Customer Portal'. A user profile for 'Serene Loh' is visible in the top right. The main content area displays a table with columns for 'Serial ID', 'Model Name', 'Model Description', and 'RSN Number'. Below the table, there are sections for 'Problem Descriptions' (listing 'faulty' and 'CABLE ISSUE'), 'Location' (with fields for Place Name, Name, Address, and City (Zip Code)), and 'Attachments' (with a note on file size and types). A modal window titled 'RMA Actions' is open, showing a dropdown menu with three options: 'Complete RMA', 'Reassessment Required', and 'Coating Required'. A red circle with the number '3' highlights the 'Reassessment Required' option. At the bottom of the page, there are buttons for 'Cancel', 'PERFORM ONSITE VERIFICATION', and 'SAVE'.

Processing Onsite Verification (4)

- 4 Input the additional remarks and select **Proceed** to create a new inhouse request

The screenshot displays the ST Engineering Customer Portal interface. A modal dialog box titled "RMA Actions" is open, featuring a dropdown menu for "Action" set to "Coating Required" and a text area for "Additional Remarks" containing the text "Require to coat equipment after repair". A red circle with the number "4" highlights the "PROCEED" button at the bottom right of the dialog. The background shows a table with columns for Serial ID, Model Name, Model Description, and NSN Number, and sections for Problem Descriptions, Location, and Attachments.

Serial ID	Model Name	Model Description	NSN Number
UIS_MED_CISB_Tuas_16	UIS_MED_CISB_TUAS_16	Heatsink Power Supply	-

Problem Descriptions

- faulty
- CABLE ISSUE

Location

Place Name
Name
Address
City (Zip Code)

Attachments

Single file size limit : 5MB ***Allow

Upload Attachments or drag and drop files here

Cancel PROCEED

Cancel PERFORM ONSITE VERIFICATION SAVE

Processing Onsite Verification (5)

A new inhouse request is created with an appended number (i.e., -1) to the request and LOB ID

The appended number will increment for subsequent inhouse requests

View Request	LOB	Description	NSN No.	Serial No.	Qty	Type	Status	MO	PO	Created
202409739RMA-1-1	202409739RMA-1-1	Heatsink Power Supply	-	UIS_MED_CISB_Tuas_16	1	Preventive Maintenance	Open	MO202409739RMA	PO202409739RMA	12/09/2024 11:35:00
202409740RMA-1	202409740RMA	Computer, Digital: 3 CPU Card	-	UIS_MED_CISB_Tuas_12	1	Preventive Maintenance	Open	-	-	05/09/2024 10:50:12
202409739RMA-1	202409739RMA	Heatsink Power Supply	-	UIS_MED_CISB_Tuas_16	1	Preventive Maintenance	Complete	MO202409739RMA	PO202409739RMA	05/09/2024 09:48:23
202409728FRI-2	202409728FRI	10MAST-DEMO	7172b	a14	1	Preventive Maintenance	Repair Performed	-	-	04/09/2024 15:50:06
202409728FRI-1	202409728FRI	10MAST-DEMO	7172b	a13	1	Preventive Maintenance	Repair Performed	-	-	04/09/2024 15:50:06
202409727FRI-2	202409727FRI	10MAST-	7172b	a1b	1	Preventive	Repair	-	-	04/09/2024

The background of the slide is a dark blue, monochromatic photograph of a ship's deck. The sea is visible in the lower half, and the sky with scattered clouds is in the upper half. On the right side, the silhouette of a ship's superstructure, including railings and a person standing, is visible.

Thank you