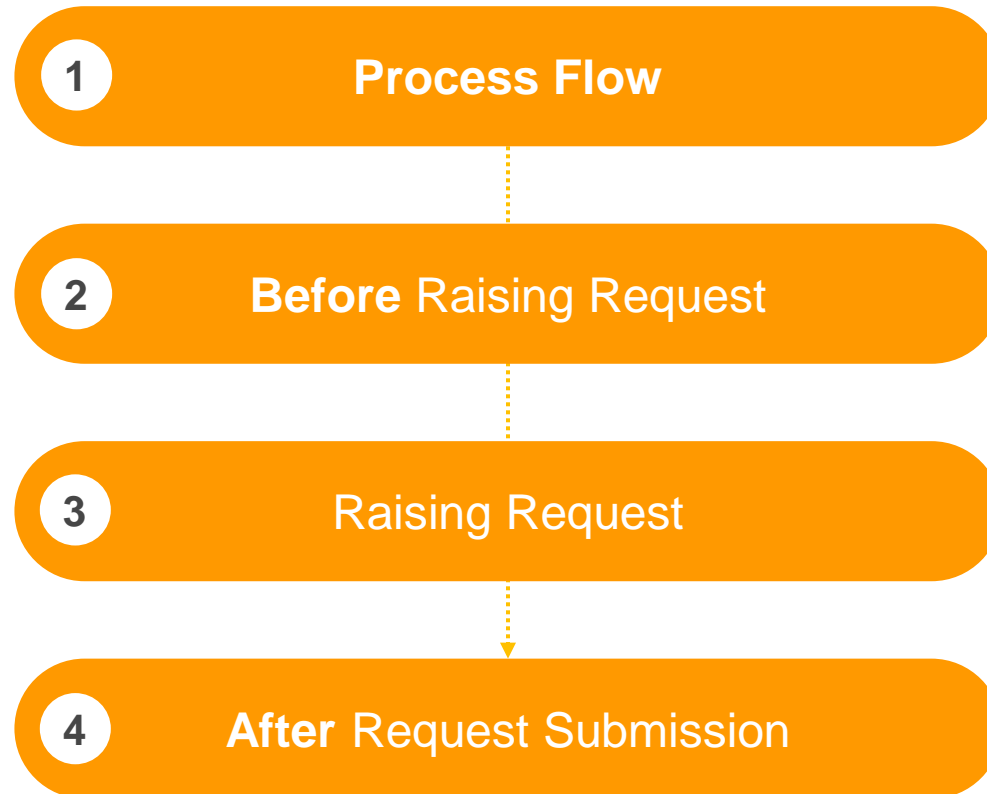


SDS 2.0

Smart Digital Systems

User Guide for Customers (Inventory Store) | How to Raise a Request

Agenda



START

END



Login

Create Request

Fill in mandatory fields

Request Created

Confirmed



Before Raising a Request

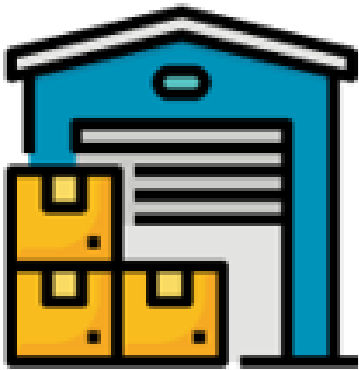
Ensure you have...

- SDS2.0 Login Credentials
- Place, Location, Address, Person, Product, Product Structure, Work Centers, Cost Centers & Storage Locations setup
- E-Checklist relations setup and configured

Determine the type of conditions...

- Have a product that is beyond repair
- Require immediate replacement of the product
- A large product that requires transportation

Determine the type of requests you want to create



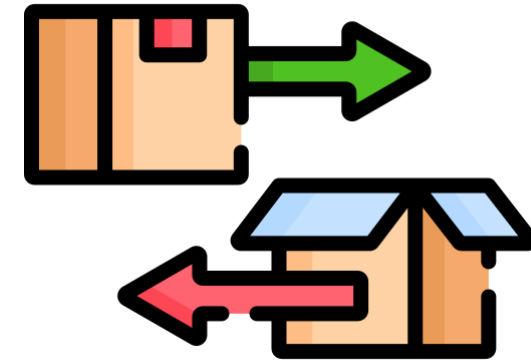
Indent Request

Product delivery from Onsite to Customer



Return Request

1. Product collection from Customer
2. Request for Onsite/ Inhouse repair

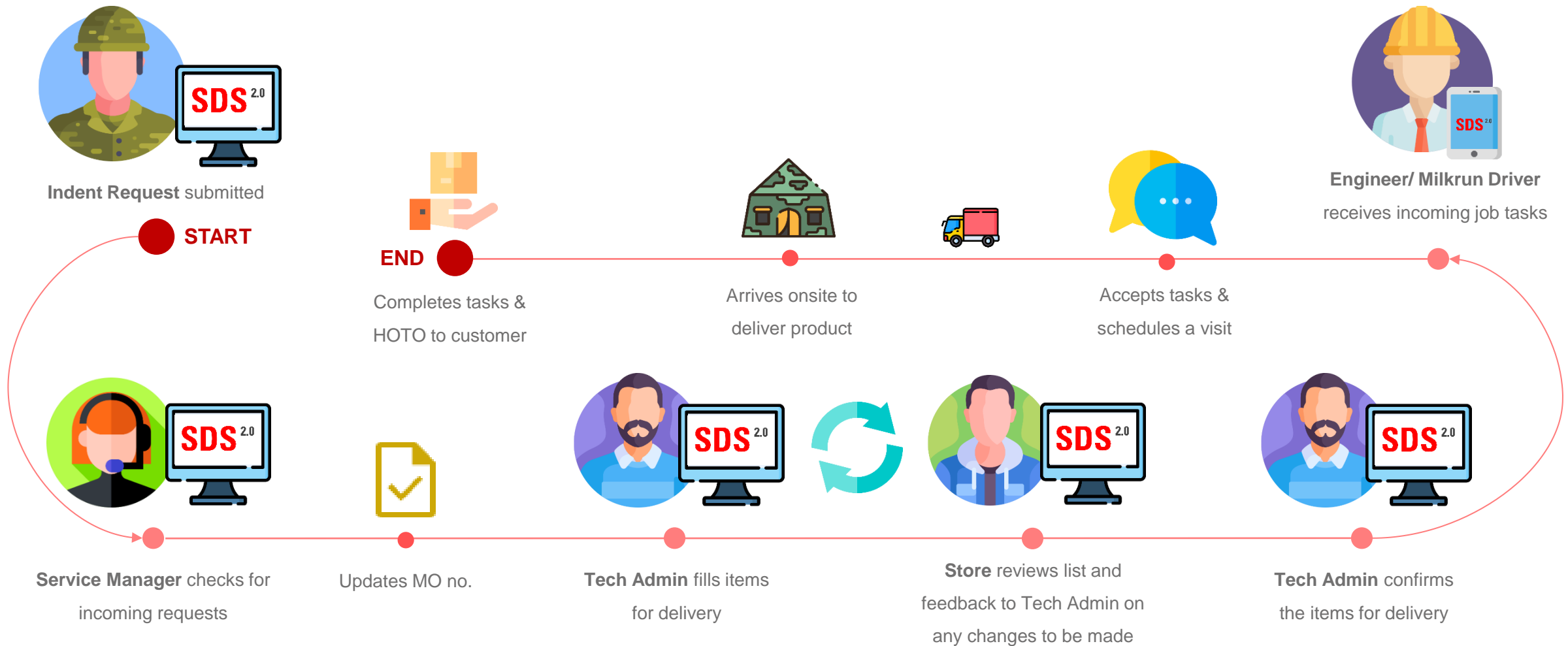


Exchange Request

1. Product delivery from Onsite to Customer
2. Product collection from Customer
3. Request for Onsite/ Inhouse repair

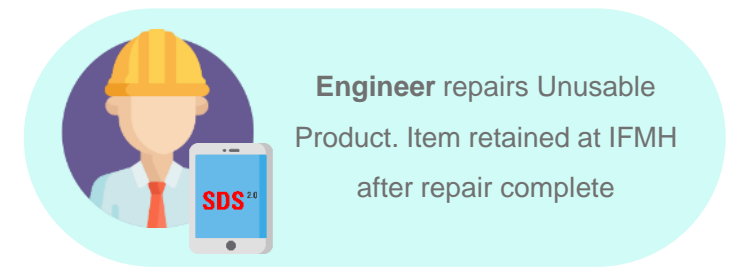
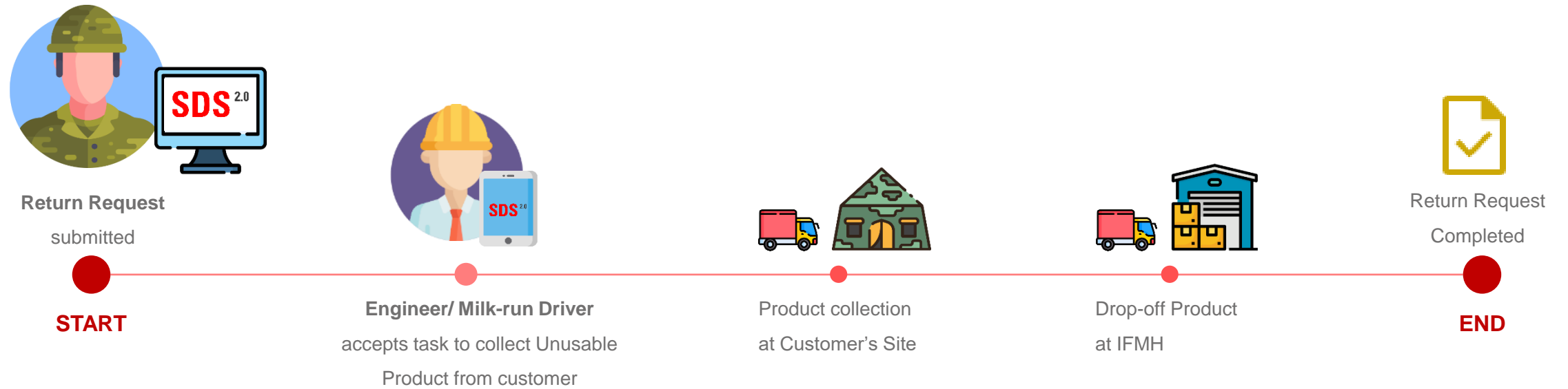
BEFORE RAISING A REQUEST

Indent Request Process Flow



BEFORE RAISING A REQUEST

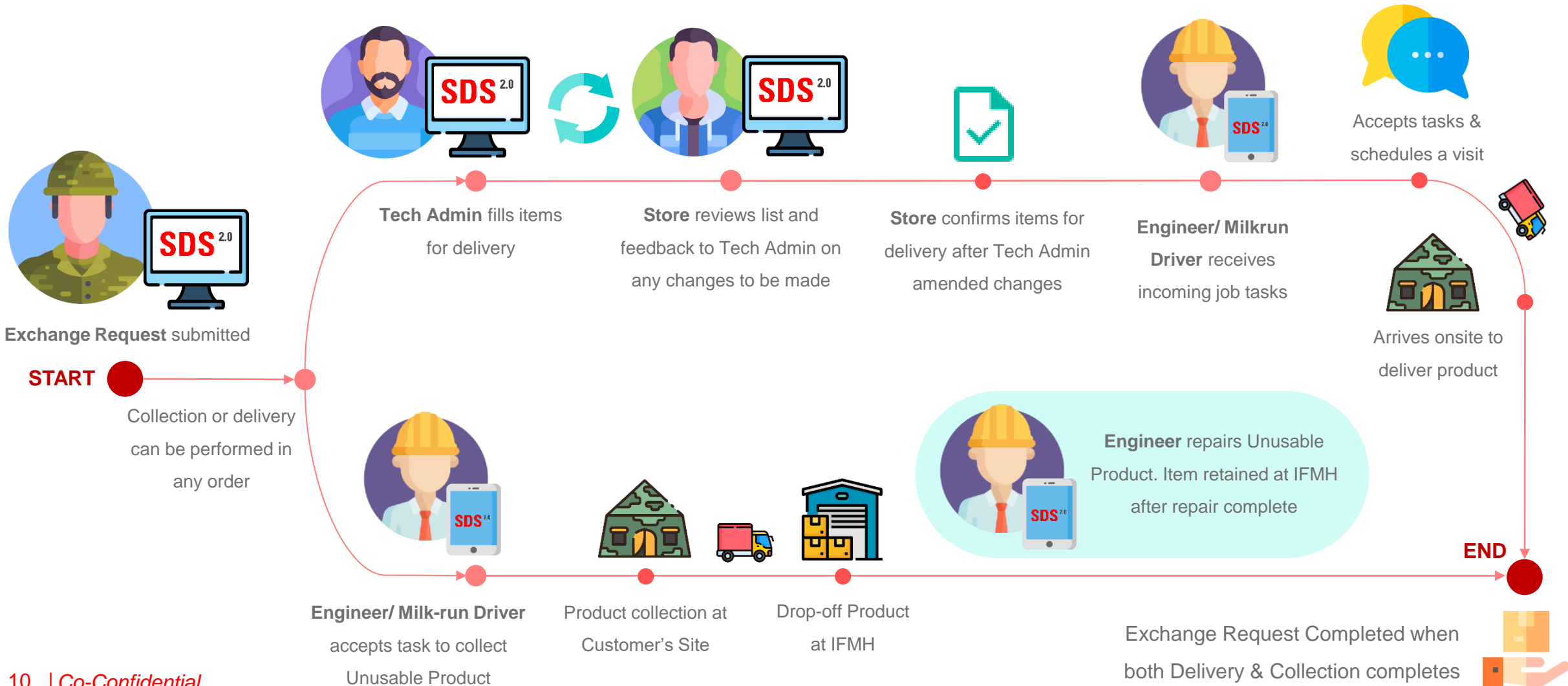
Return Request Process Flow



Engineer repairs Unusable Product. Item retained at IFMH after repair complete

This block features a light blue rounded rectangle containing an icon of a person in a white shirt and red tie wearing a yellow hard hat, holding a tablet displaying "SDS 2.0".

Exchange Request Process Flow



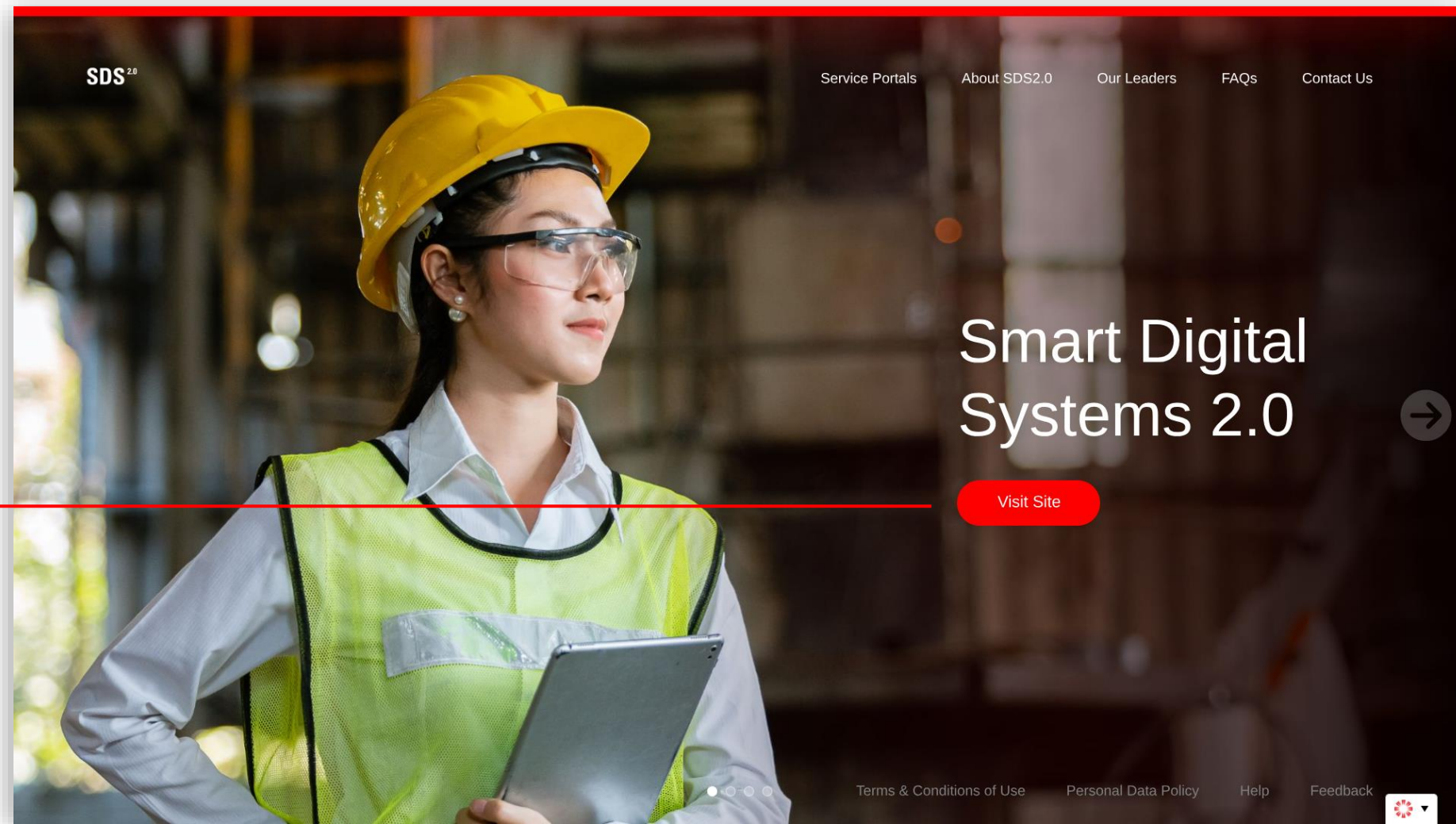
BEFORE RAISING A REQUEST

Step 1: Go to SDS Website

To access SDS2.0:

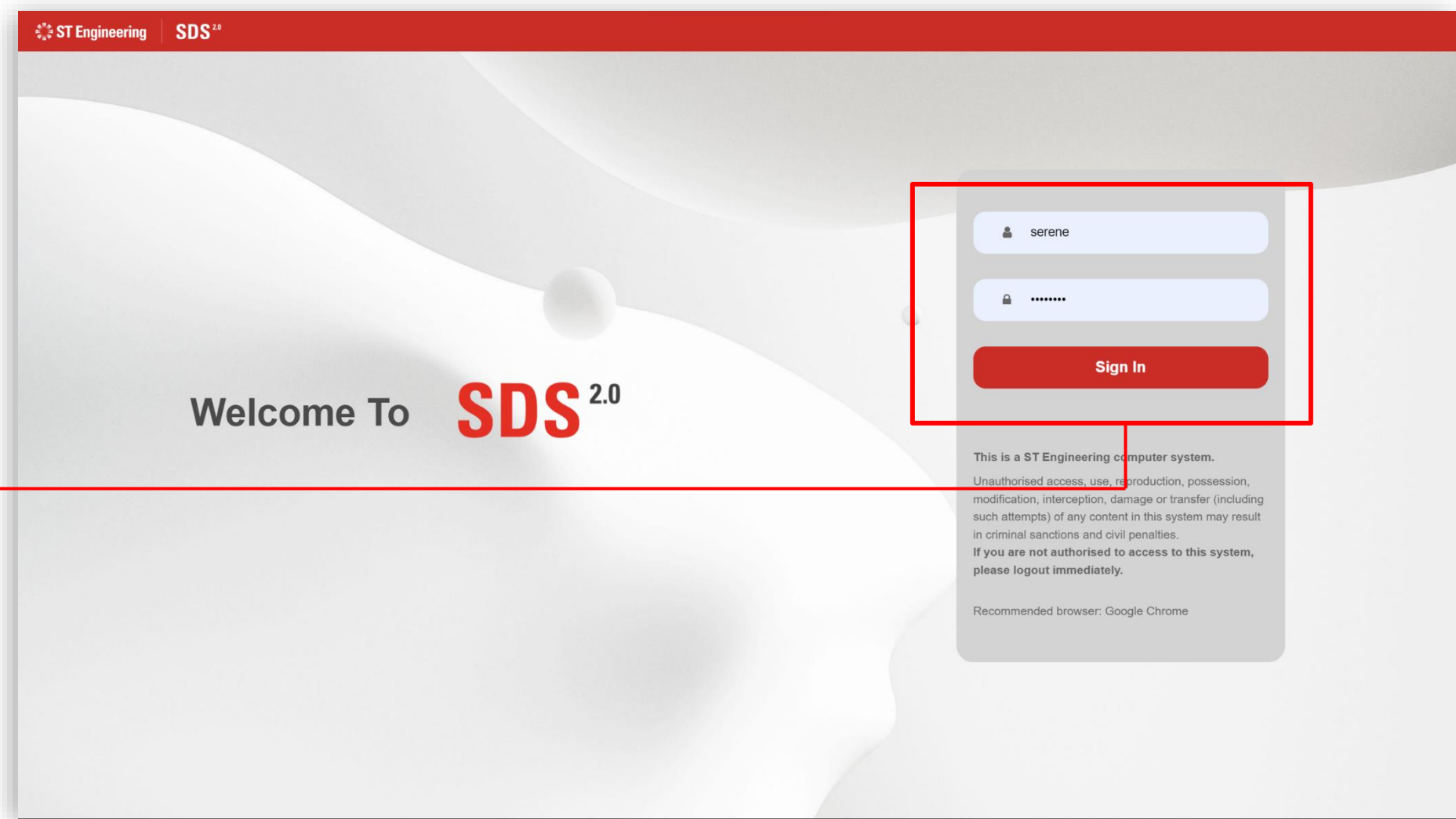
<https://sds.stengg.com>

Then select **Visit Site**



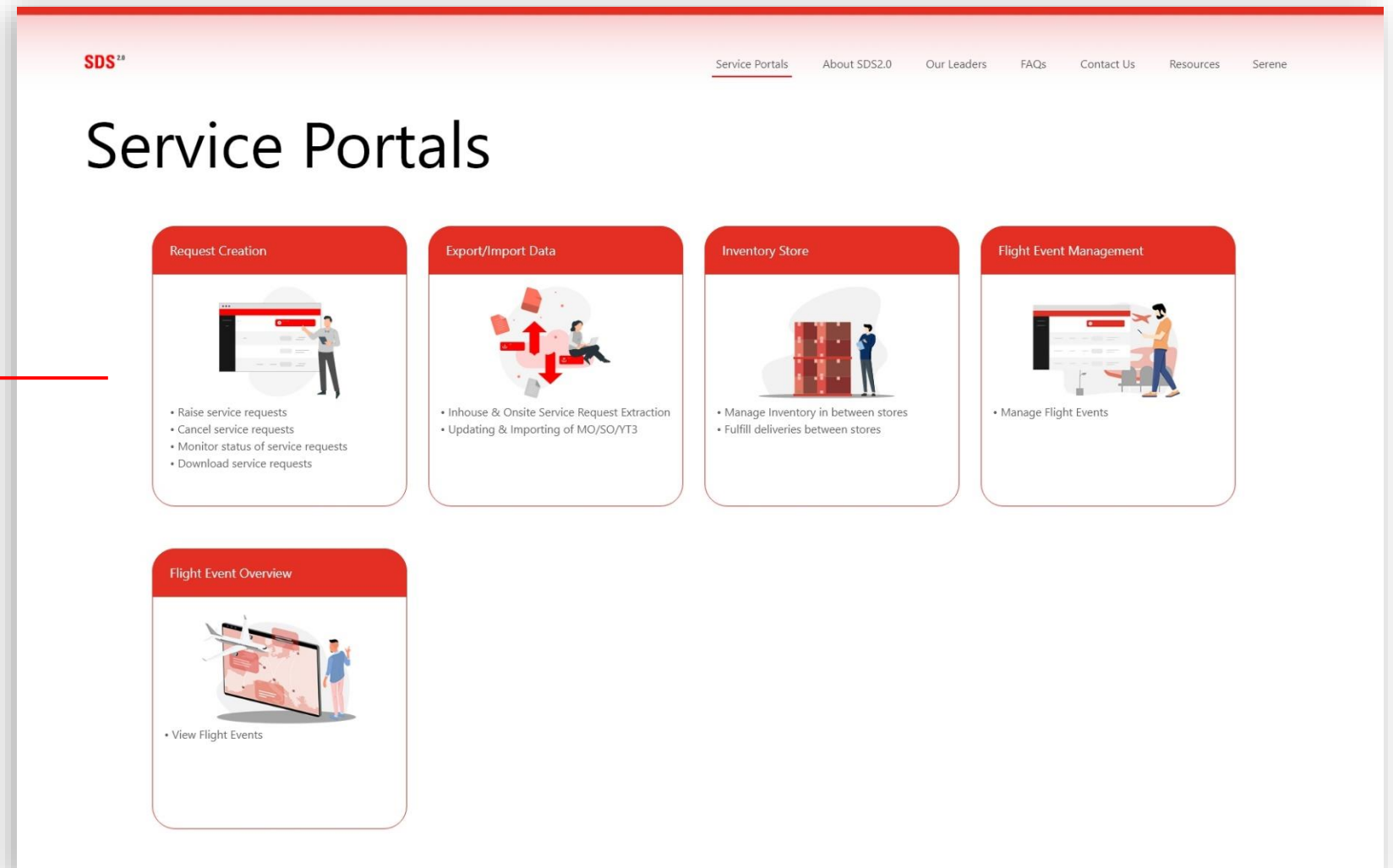
Step 2: Enter username and password

Enter your username
and Password here
and click **Sign In**.



Step 3: View Site

Select Request
Creation section



The screenshot shows the SDS^{2.0} Service Portals website. The navigation bar includes links for Service Portals, About SDS2.0, Our Leaders, FAQs, Contact Us, Resources, and Serene. The main heading is "Service Portals". Below this, there are five service portal cards:

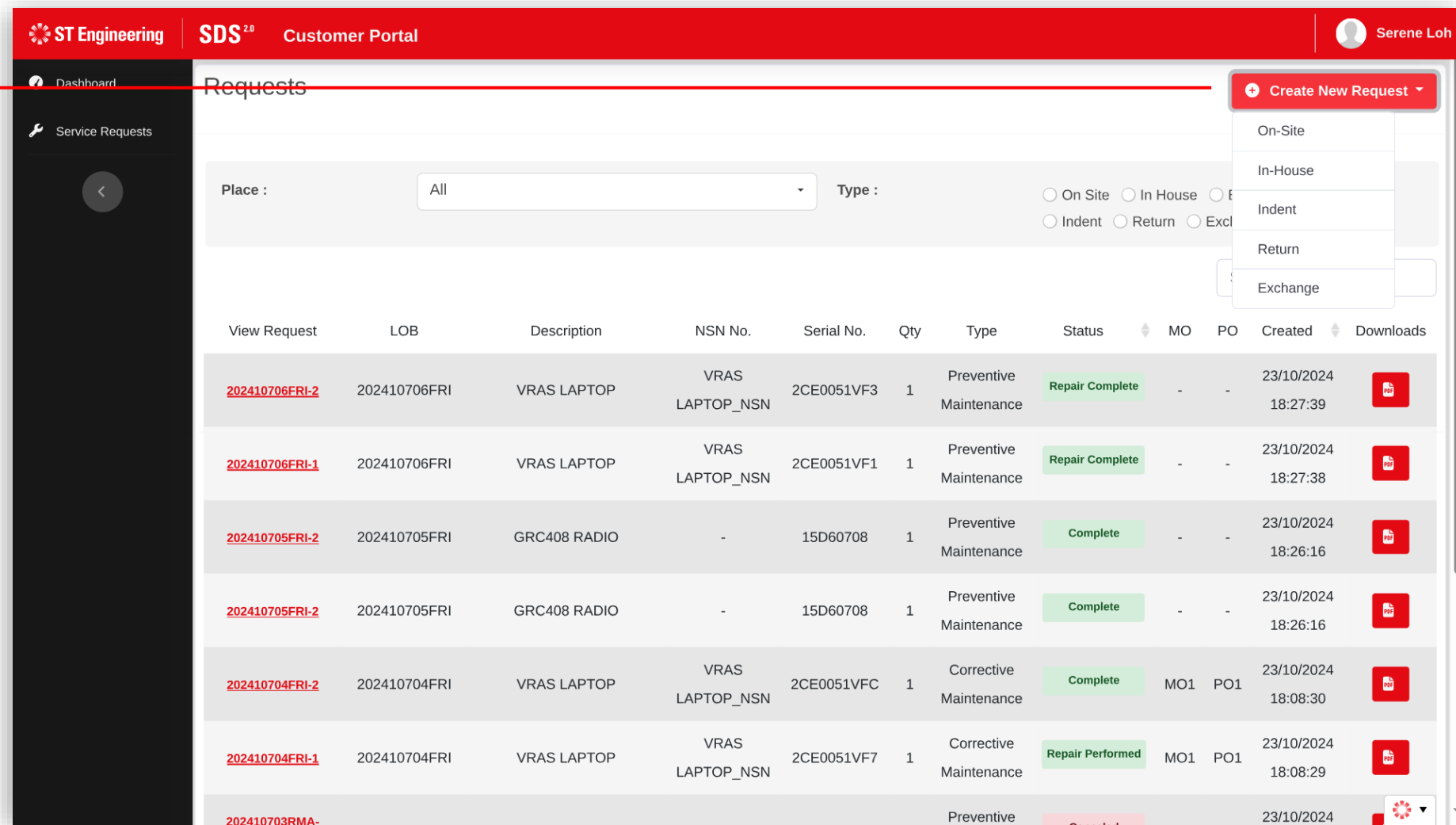
- Request Creation**
 - Raise service requests
 - Cancel service requests
 - Monitor status of service requests
 - Download service requests
- Export/Import Data**
 - Inhouse & Onsite Service Request Extraction
 - Updating & Importing of MO/SO/YT3
- Inventory Store**
 - Manage Inventory in between stores
 - Fulfill deliveries between stores
- Flight Event Management**
 - Manage Flight Events
- Flight Event Overview**
 - View Flight Events










Raising Request

Step 1: Select a Request Type to Create

Select [**Create New Request**] and choose the request type that you want to create from the dropdown list.

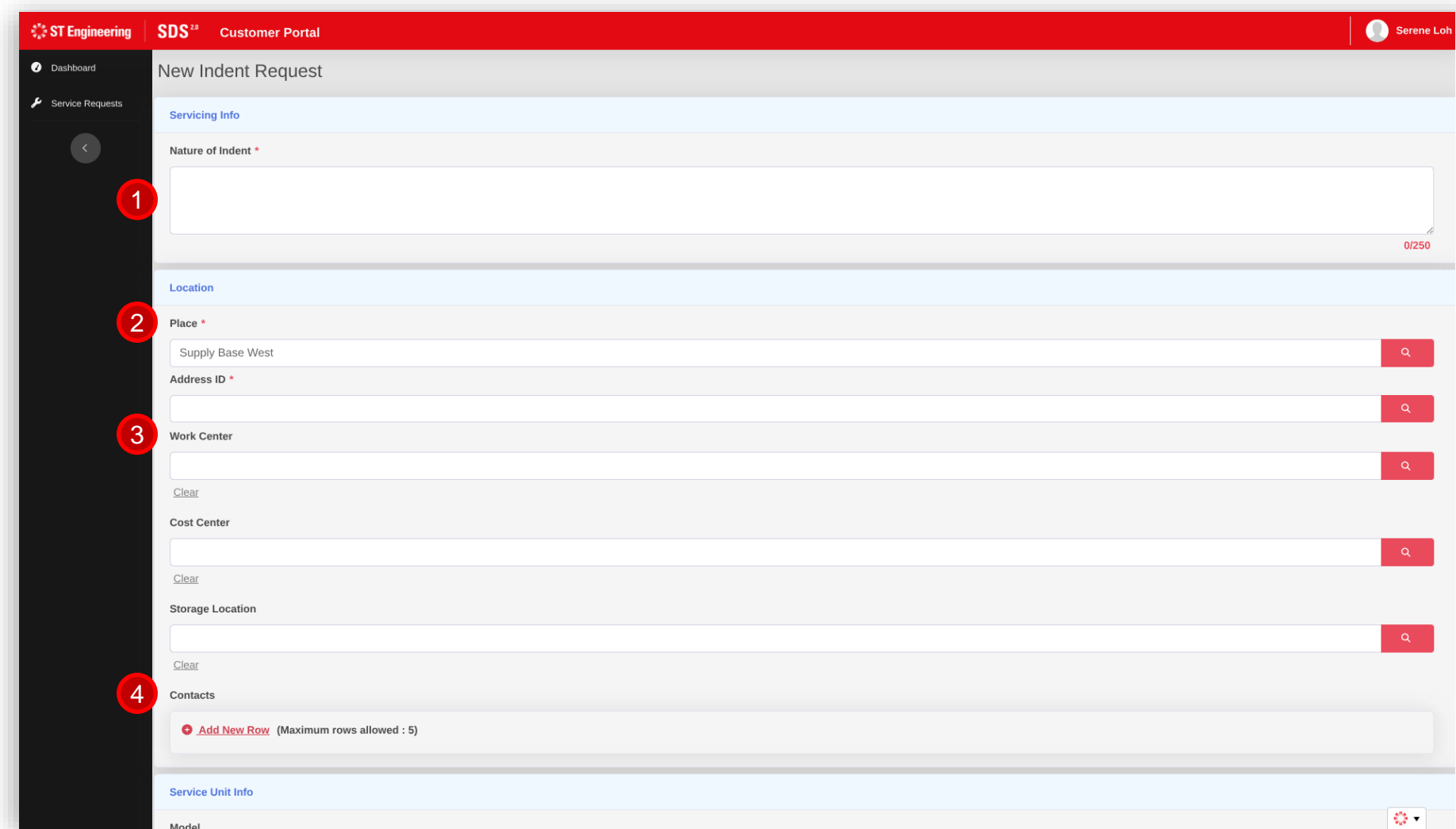


The screenshot shows the 'Requests' page in the ST Engineering Customer Portal. The user is Serene Loh. The page has a sidebar with 'Dashboard' and 'Service Requests' (selected). The main content area has a 'Requests' header and a 'Create New Request' button with a dropdown menu. The dropdown menu is open, showing the following options: On-Site, In-House, Indent, Return, and Exchange. Below the dropdown, there are filters for 'Place' (set to 'All') and 'Type' (with radio buttons for On Site, In House, Indent, Return, and Exchange). A table of requests is displayed below the filters.

View Request	LOB	Description	NSN No.	Serial No.	Qty	Type	Status	MO	PO	Created	Downloads
202410706FRI-2	202410706FRI	VRAS LAPTOP	VRAS LAPTOP_NSN	2CE0051VF3	1	Preventive Maintenance	Repair Complete	-	-	23/10/2024 18:27:39	
202410706FRI-1	202410706FRI	VRAS LAPTOP	VRAS LAPTOP_NSN	2CE0051VF1	1	Preventive Maintenance	Repair Complete	-	-	23/10/2024 18:27:38	
202410705FRI-2	202410705FRI	GRC408 RADIO	-	15D60708	1	Preventive Maintenance	Complete	-	-	23/10/2024 18:26:16	
202410705FRI-1	202410705FRI	GRC408 RADIO	-	15D60708	1	Preventive Maintenance	Complete	-	-	23/10/2024 18:26:16	
202410704FRI-2	202410704FRI	VRAS LAPTOP	VRAS LAPTOP_NSN	2CE0051VFC	1	Corrective Maintenance	Complete	MO1	PO1	23/10/2024 18:08:30	
202410704FRI-1	202410704FRI	VRAS LAPTOP	VRAS LAPTOP_NSN	2CE0051VF7	1	Corrective Maintenance	Repair Performed	MO1	PO1	23/10/2024 18:08:29	
202410703RMA-						Preventive	Completed			23/10/2024	

Step 2: Fill in the request form (1)

- 1 Description on the nature of servicing
- 2 Place & address of servicing location
- 3 Work Center, Cost Center & Storage Location
- 4 Contact person(s)



ST Engineering SDS^{2.0} Customer Portal Serene Loh

Dashboard | Service Requests

New Indent Request

Servicing Info

Nature of Indent *

1

0/250

Location

Place *

Supply Base West

Address ID *

3

Work Center

Clear

Cost Center

Clear

Storage Location

Clear

Contacts

+ Add New Row (Maximum rows allowed : 5)

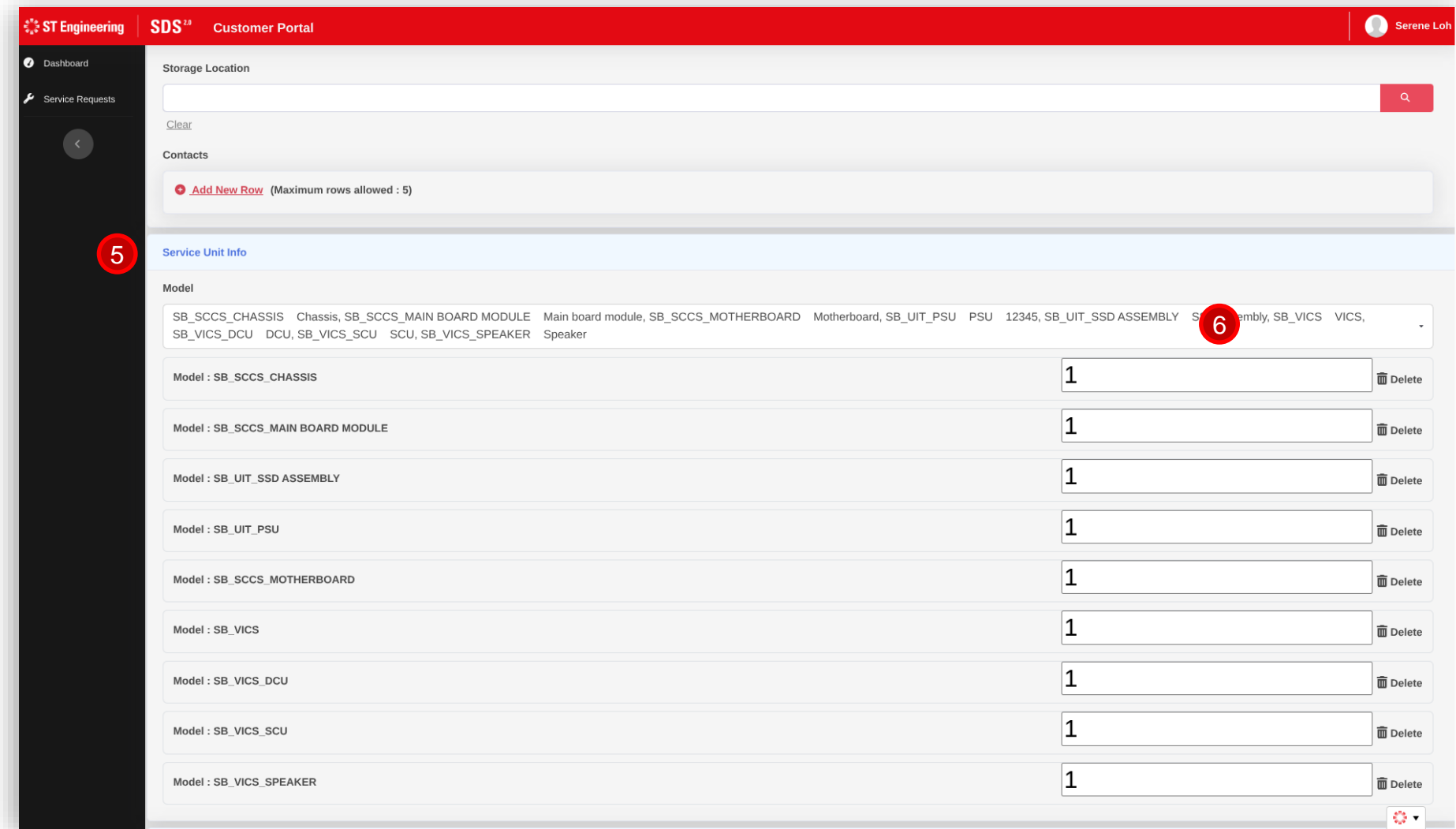
Service Unit Info

Model

Step 2: Fill in the request form (2)

5 List of model to add

6 No. of models



ST Engineering SDS^{2.0} Customer Portal Serene Loh

Dashboard
Service Requests

Storage Location

Clear

Contacts

[Add New Row](#) (Maximum rows allowed : 5)

5 Service Unit Info

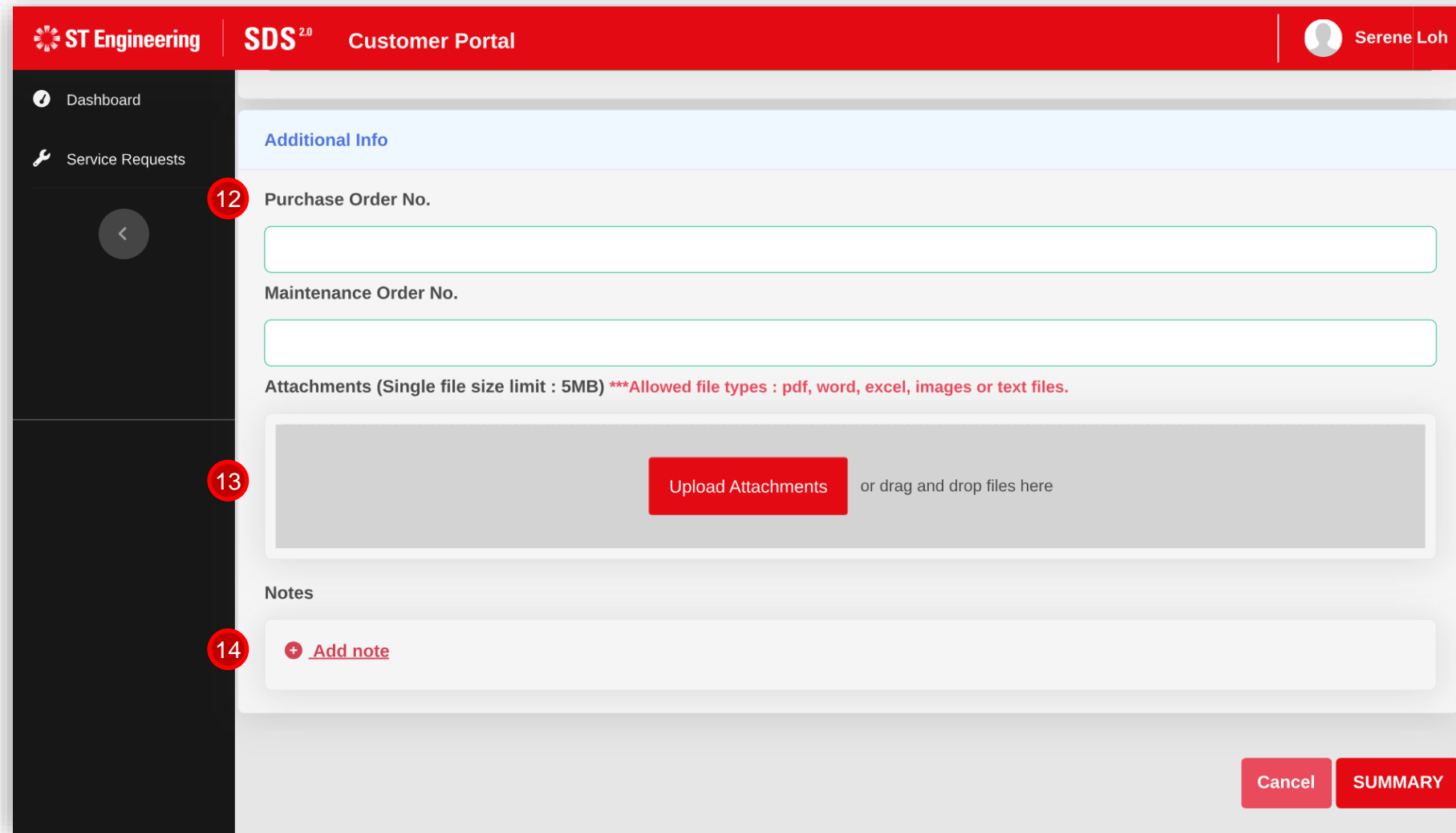
Model

SB_SCCS_CHASSIS Chassis, SB_SCCS_MAIN BOARD MODULE Main board module, SB_SCCS_MOTHERBOARD Motherboard, SB_UIT_PSU PSU 12345, SB_UIT_SSD ASSEMBLY **6** SB_VICS VICS, SB_VICS_DCU DCU, SB_VICS_SCU SCU, SB_VICS_SPEAKER Speaker

Model : SB_SCCS_CHASSIS	1	Delete
Model : SB_SCCS_MAIN BOARD MODULE	1	Delete
Model : SB_UIT_SSD ASSEMBLY	1	Delete
Model : SB_UIT_PSU	1	Delete
Model : SB_SCCS_MOTHERBOARD	1	Delete
Model : SB_VICS	1	Delete
Model : SB_VICS_DCU	1	Delete
Model : SB_VICS_SCU	1	Delete
Model : SB_VICS_SPEAKER	1	Delete

Step 2: Fill in the request form (4)

- 12 PO No. & MO No.
- 13 Upload attachments
(e.g., POs email approval)
- 14 Additional notes for
user reference



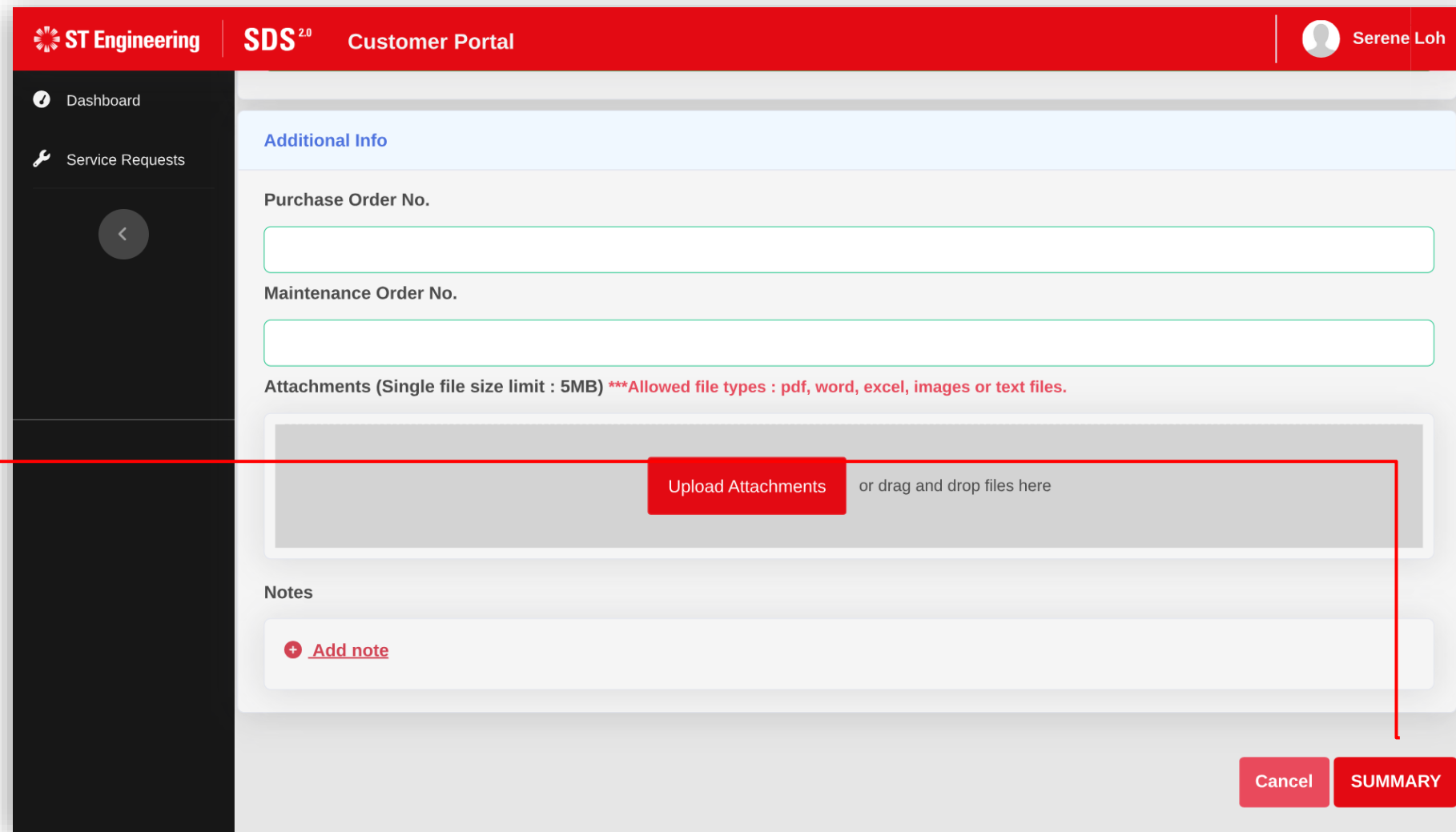
The screenshot displays the 'Customer Portal' interface for 'ST Engineering SDS 2.0'. The user 'Serene Loh' is logged in. The left sidebar shows 'Dashboard' and 'Service Requests'. The main content area is titled 'Additional Info' and contains the following fields:

- 12** Purchase Order No. (Text input field)
- Maintenance Order No. (Text input field)
- Attachments (Single file size limit : 5MB) ***Allowed file types : pdf, word, excel, images or text files. (File upload area with a red 'Upload Attachments' button and the text 'or drag and drop files here')
- 13** (Annotation pointing to the attachment area)
- Notes (Section with a '+ Add note' button)
- 14** (Annotation pointing to the 'Add note' button)

At the bottom right, there are two buttons: 'Cancel' and 'SUMMARY'.

Step 3: Summary

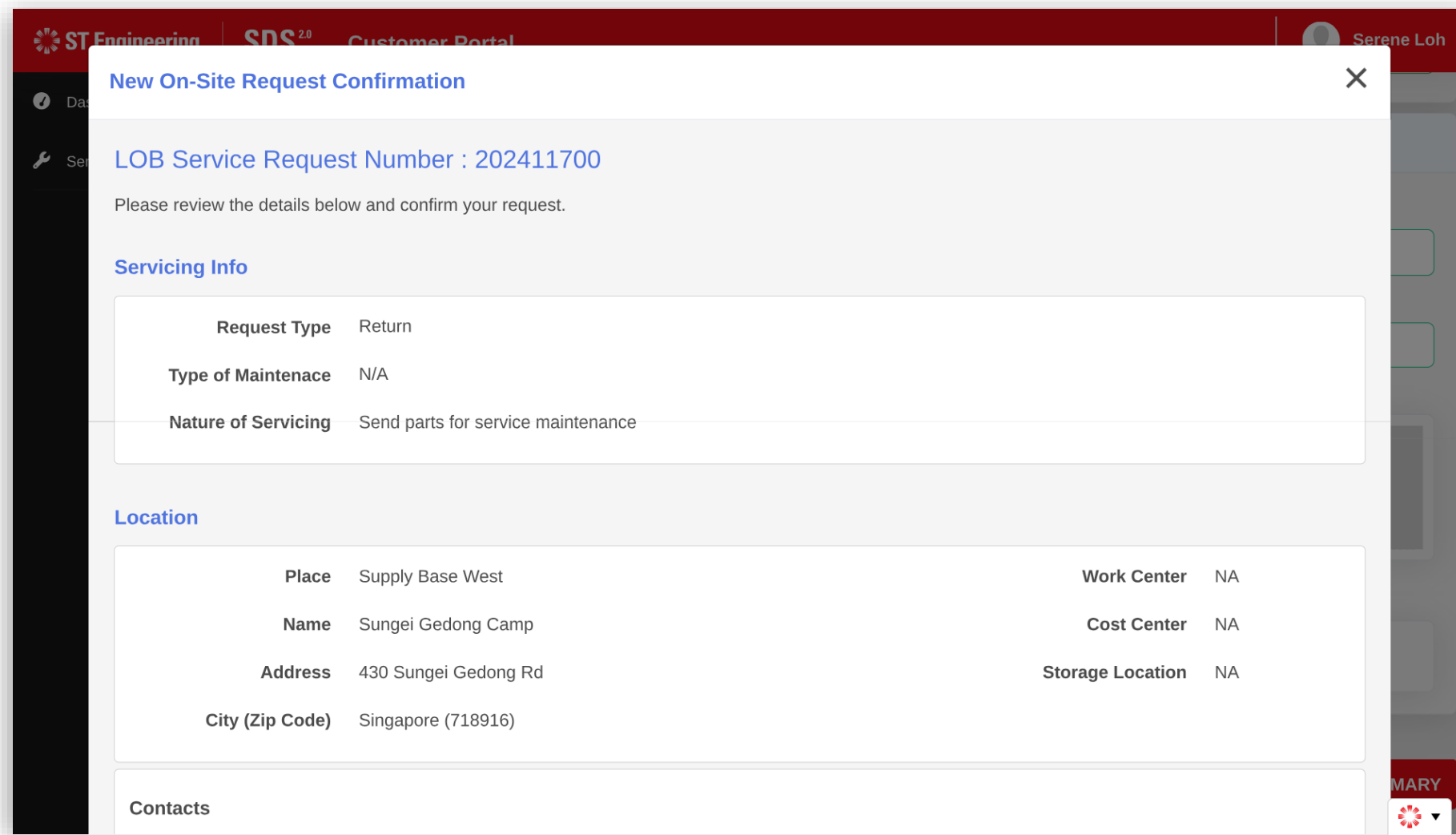
Once the form is completed, go to the end of the page and select **Summary** to submit request.



The screenshot displays the 'Summary' step of a request form in the ST Engineering Customer Portal. The interface includes a red header with the ST Engineering logo, 'SDS 2.0', and 'Customer Portal'. A user profile for 'Serene Loh' is visible in the top right. A dark sidebar on the left contains navigation options for 'Dashboard' and 'Service Requests'. The main content area is titled 'Additional Info' and contains two text input fields for 'Purchase Order No.' and 'Maintenance Order No.'. Below these is an 'Attachments' section with a note: '(Single file size limit : 5MB) ***Allowed file types : pdf, word, excel, images or text files.' A red box highlights the 'Upload Attachments' button and the text 'or drag and drop files here'. At the bottom, there is a 'Notes' section with a '+ Add note' button. The bottom right corner features two buttons: 'Cancel' and 'SUMMARY'.

Step 4: Confirmation screen

Upon selecting **Summary**, a confirmation pop up would appear. This is a summarised view of all previously furnished details.



New On-Site Request Confirmation

LOB Service Request Number : 202411700

Please review the details below and confirm your request.

Servicing Info

Request Type	Return
Type of Maintenance	N/A
Nature of Servicing	Send parts for service maintenance

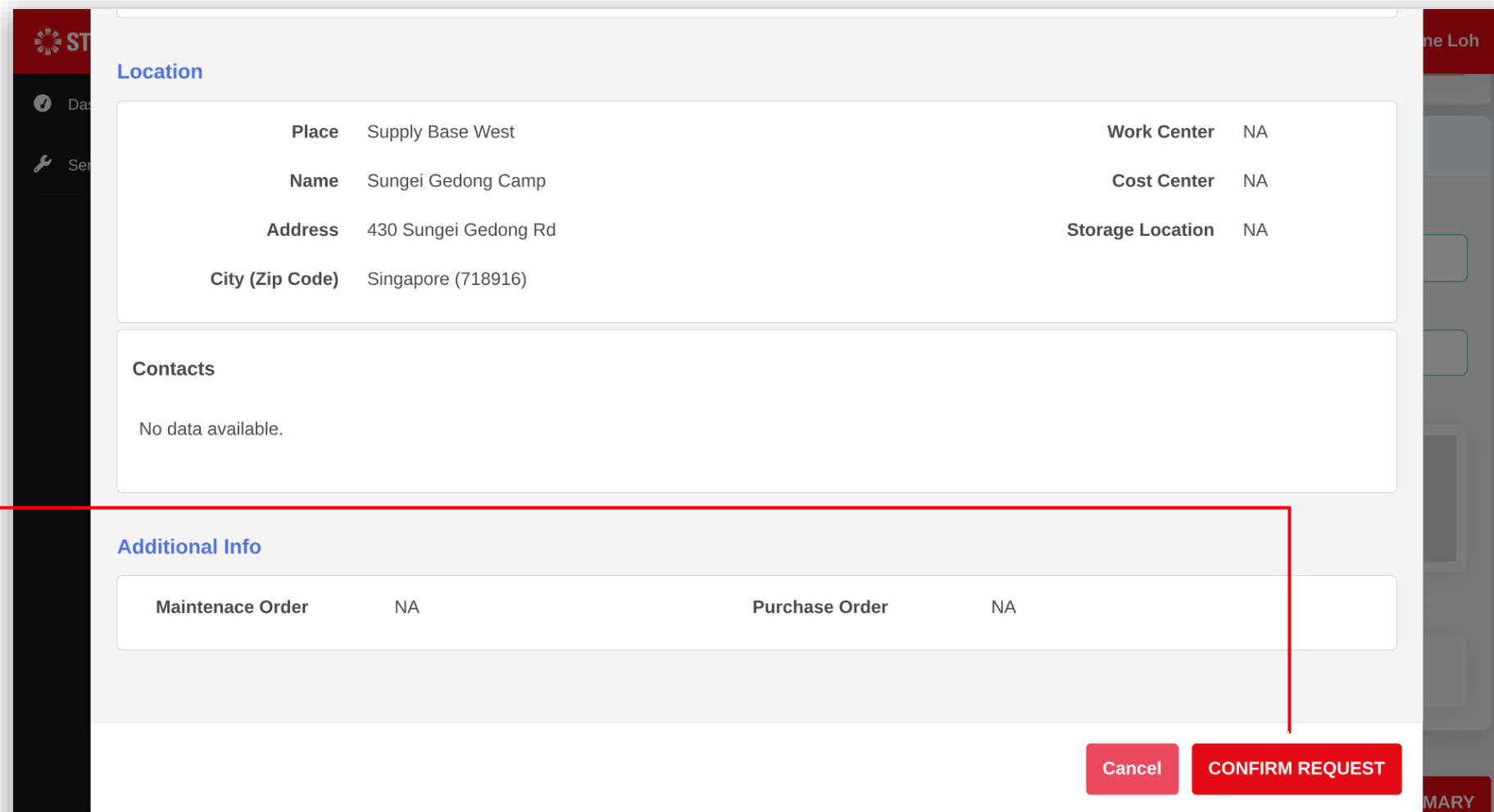
Location

Place	Supply Base West	Work Center	NA
Name	Sungei Gedong Camp	Cost Center	NA
Address	430 Sungei Gedong Rd	Storage Location	NA
City (Zip Code)	Singapore (718916)		

Contacts

Step 5: Confirm request

Check through the information on the summary page before selecting **Confirm Request** to submit request.



Location

Place	Supply Base West	Work Center	NA
Name	Sungei Gedong Camp	Cost Center	NA
Address	430 Sungei Gedong Rd	Storage Location	NA
City (Zip Code)	Singapore (718916)		

Contacts

No data available.

Additional Info

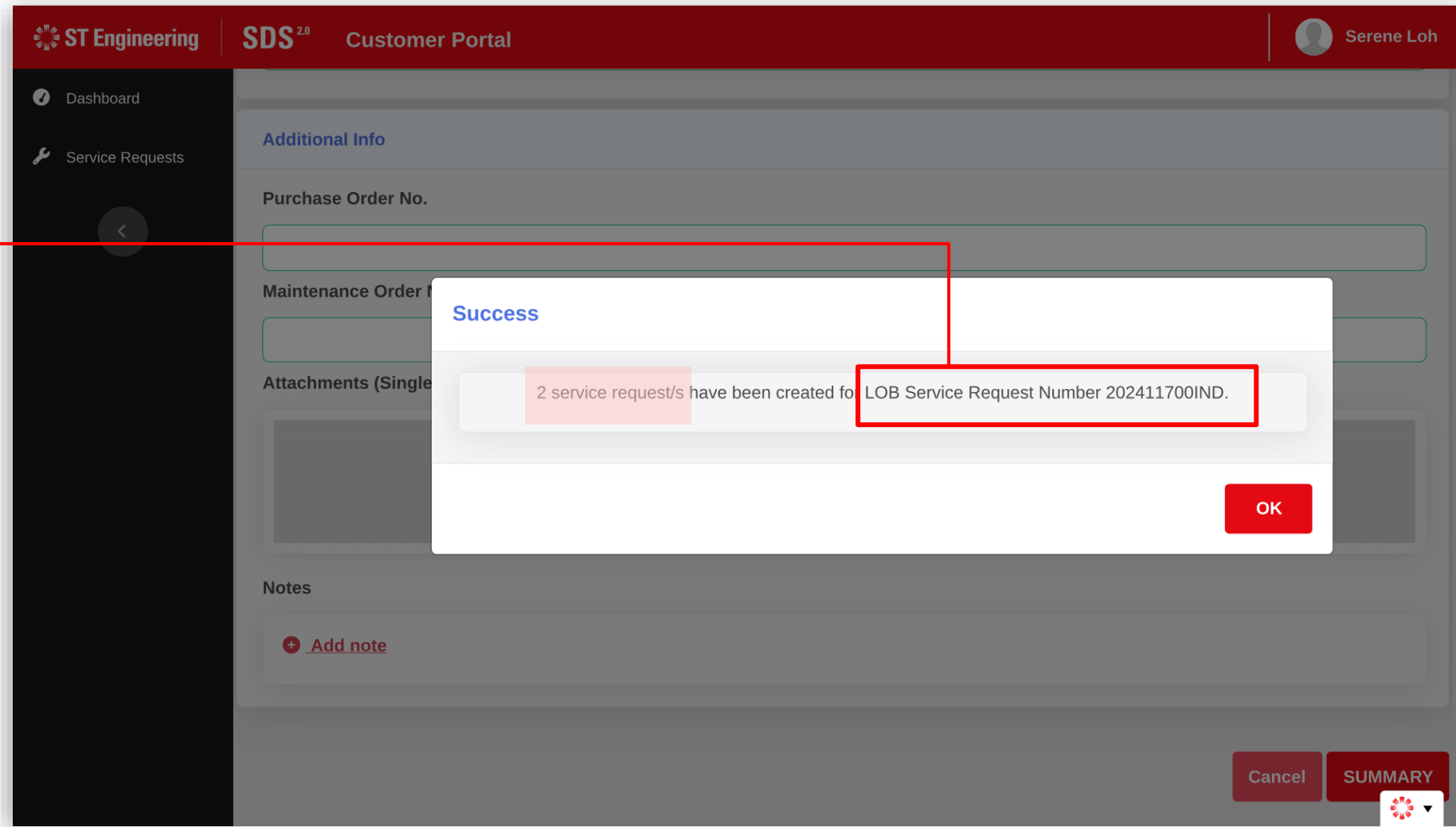
Maintenace Order	NA	Purchase Order	NA
-------------------------	----	-----------------------	----

Cancel **CONFIRM REQUEST**

Step 6: LOB Service request number created

Upon confirmation, a popup window will indicate **LOB service request number**.

The number of requests generated corresponds to either the number of serial IDs selected for exchange/return requests, or the quantity specified for indent requests.



The screenshot displays the ST Engineering Customer Portal interface. A success popup window is centered on the screen, indicating that 2 service request/s have been created for LOB Service Request Number 202411700IND. The popup includes an 'OK' button. The background shows the 'Additional Info' section of a service request form, with fields for 'Purchase Order No.', 'Maintenance Order', and 'Attachments (Single)'. The user's name, Serene Loh, is visible in the top right corner. At the bottom right, there are 'Cancel' and 'SUMMARY' buttons.

Step 7: Back to home page

The latest created request(s) will appear at the top of the list.

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

Dashboard | Service Requests

Requests

[+ Create New Request](#)

Place : Type : On Site In House Both Indent Return Exchange All

View Request	LOB	Description	NSN No.	Serial No.	Qty	Type	Status	MO
202411700IND-2	202411700	Chassis	-	-	1	INDENT	Open	-
202411700IND-1	202411700	Chassis	-	-	1	INDENT	Open	-
202410706FRI-2	202410706FRI	VRAS LAPTOP	VRAS LAPTOP_NSN	2CE0051VF3	1	Preventive Maintenance	Repair Complete	-
202410706FRI-1	202410706FRI	VRAS LAPTOP	VRAS LAPTOP_NSN	2CE0051VF1	1	Preventive Maintenance	Repair Complete	-



After Request Submission

Some things to note...

- Take note of your LOB Service Request Number
- 1 unique Request ID is created for each product selected
- Requests cannot be amended once submitted
- You can only upload attachments, cancel requests and print reports



Thank you