

SDS 2.0

Smart Digital Systems

User Guide for Customers (Inventory Store) | Service Request Information

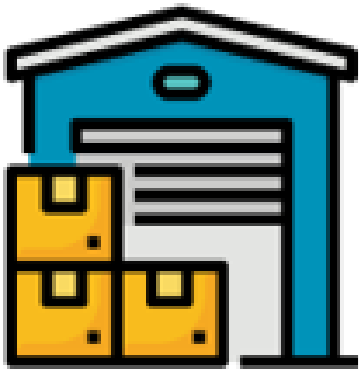
Agenda

- What is the difference between indent, return & exchange requests
- What information is required in a request
- What additional information I can include in my request
- How do I view summary and confirm my new request
- How do I find my request
- How do I print the service report or checklist report for my request
- How do I download all attachments in my request
- How do I check the status of my request
- How do I cancel my request
- How do I add a new Model to the list
- How do I add a new product serial ID to the list
- What should I do if the product does not come with a serial ID
- How do I add a new problem description
- Can I add attachments to my raised request



What is the difference between
indent, return & exchange request

WHAT IS THE DIFFERENCE BETWEEN AN IN-HOUSE AND ON-SITE SERVICE REQUEST?



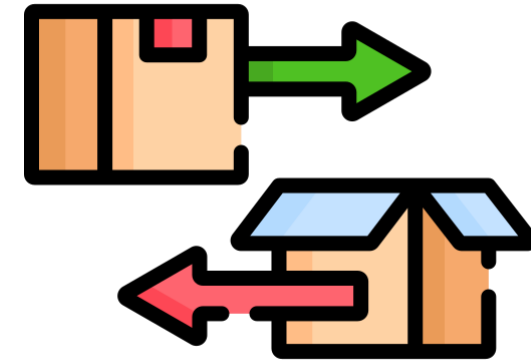
Indent Request

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

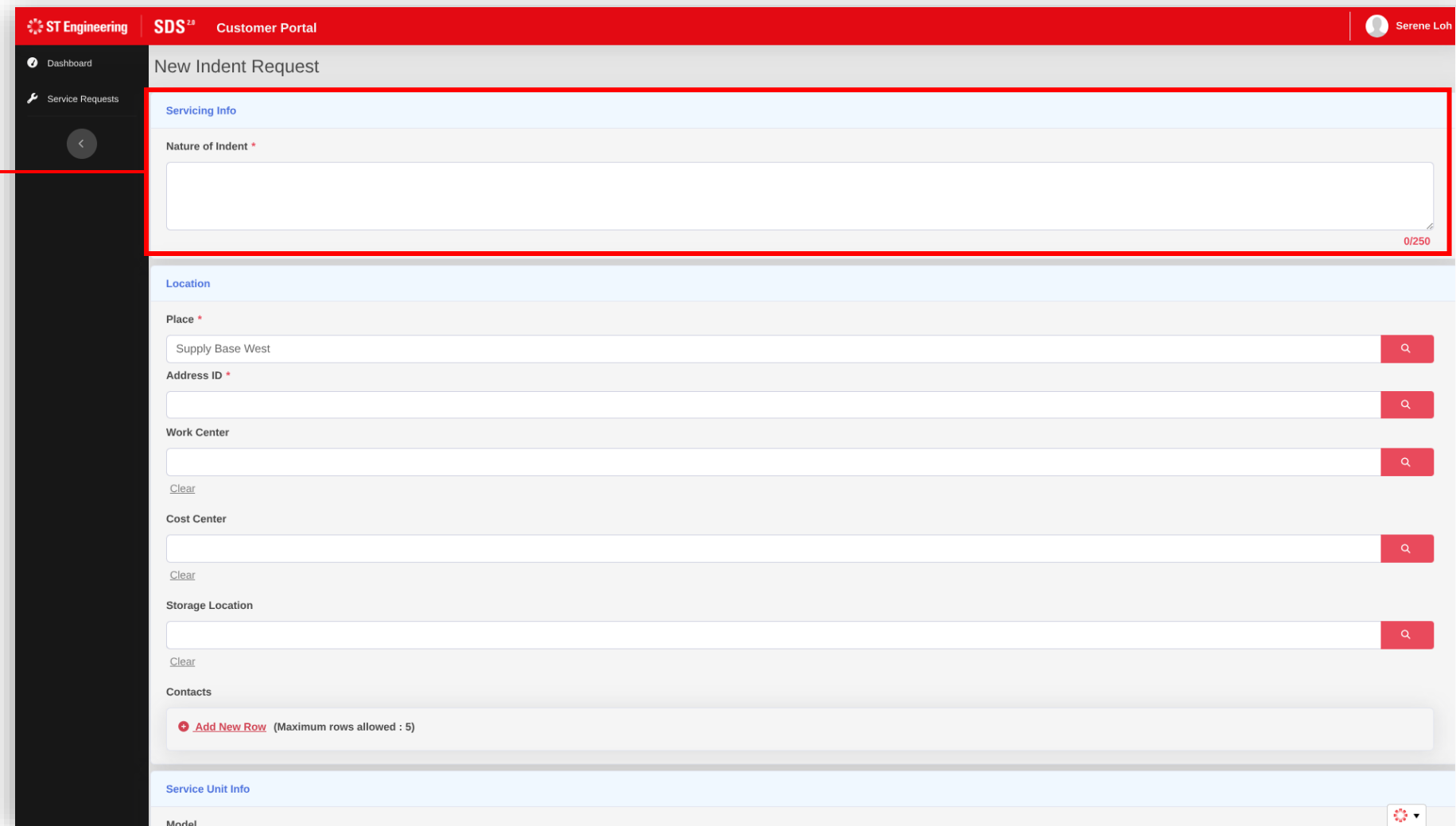


What information is
required in a request

WHAT INFORMATION IS REQUIRED IN A REQUEST

Servicing Information

Description of your servicing request (Indent/ Return/ Exchange)



ST Engineering SDS^{2.0} Customer Portal Serene Loh

Dashboard | Service Requests

New Indent Request

Servicing Info

Nature of Indent *

0/250

Location

Place *

Supply Base West

Address ID *

Work Center

Clear

Cost Center

Clear

Storage Location

Clear

Contacts

+ Add New Row (Maximum rows allowed : 5)

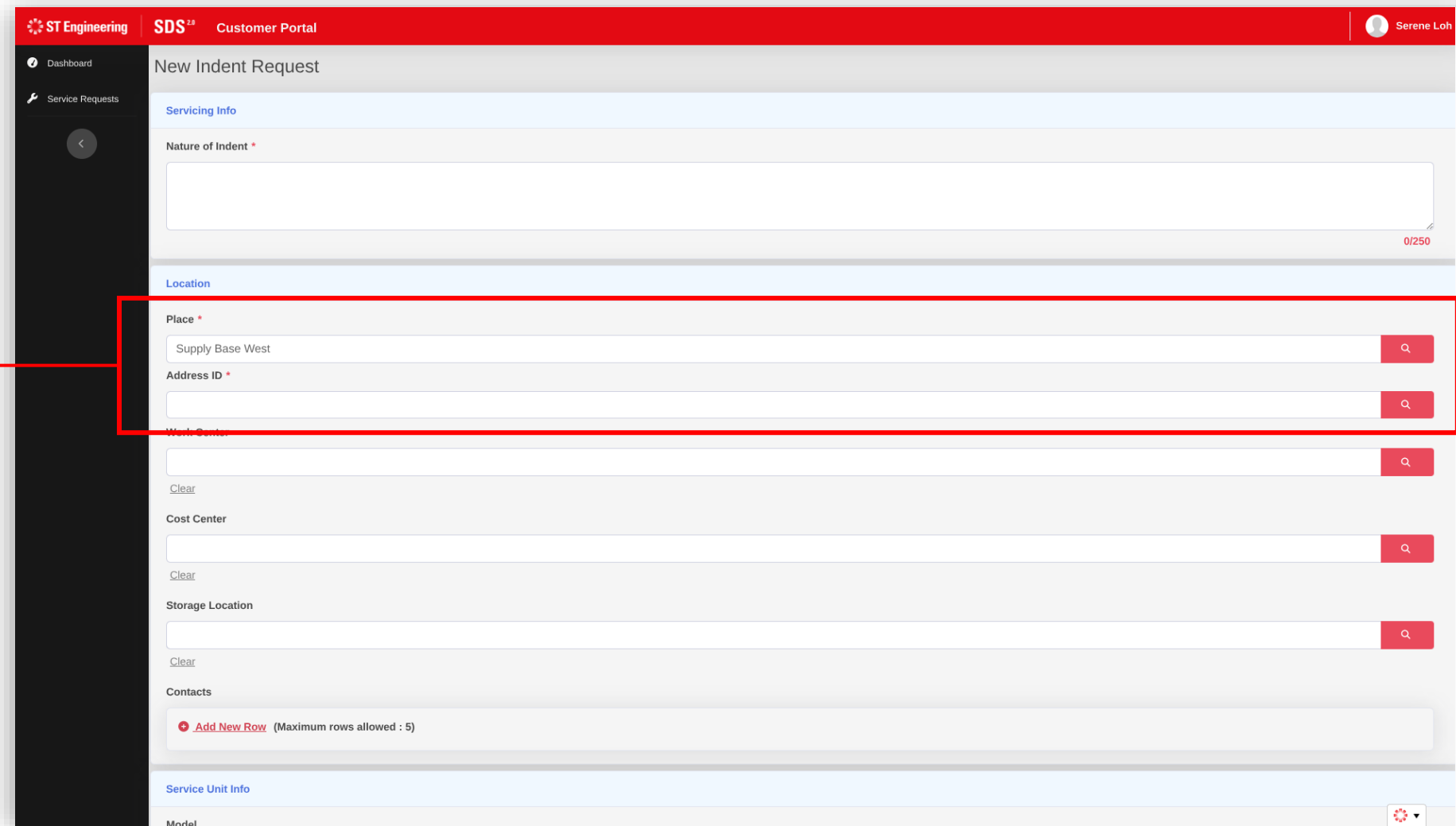
Service Unit Info

Model

WHAT INFORMATION IS REQUIRED IN A REQUEST

Location

Place of servicing location and Address ID of where the unit is located



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Dashboard Service Requests

New Indent Request

Servicing Info

Nature of Indent *

0/250

Location

Place *

Supply Base West

Address ID *

Work Center

Clear

Cost Center

Clear

Storage Location

Clear

Contacts

+ Add New Row (Maximum rows allowed : 5)

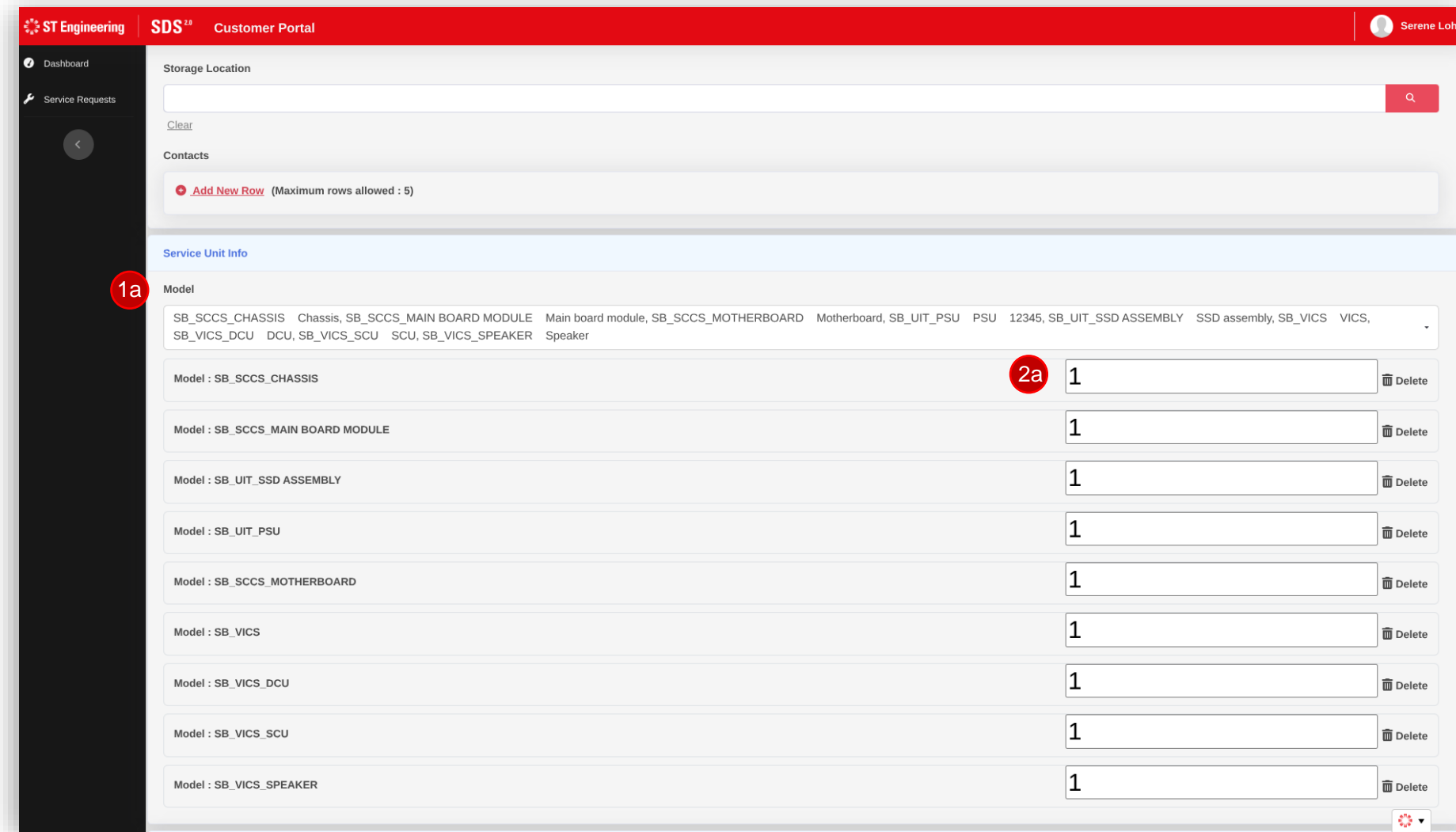
Service Unit Info

Model

WHAT INFORMATION IS REQUIRED IN A REQUEST

Service Unit Information (For Indent Request)

- 1a Add list of product models from the dropdown list
- 2a No. of models to send in the request



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Dashboard Service Requests

Storage Location

Clear

Contacts

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

Service Unit Info

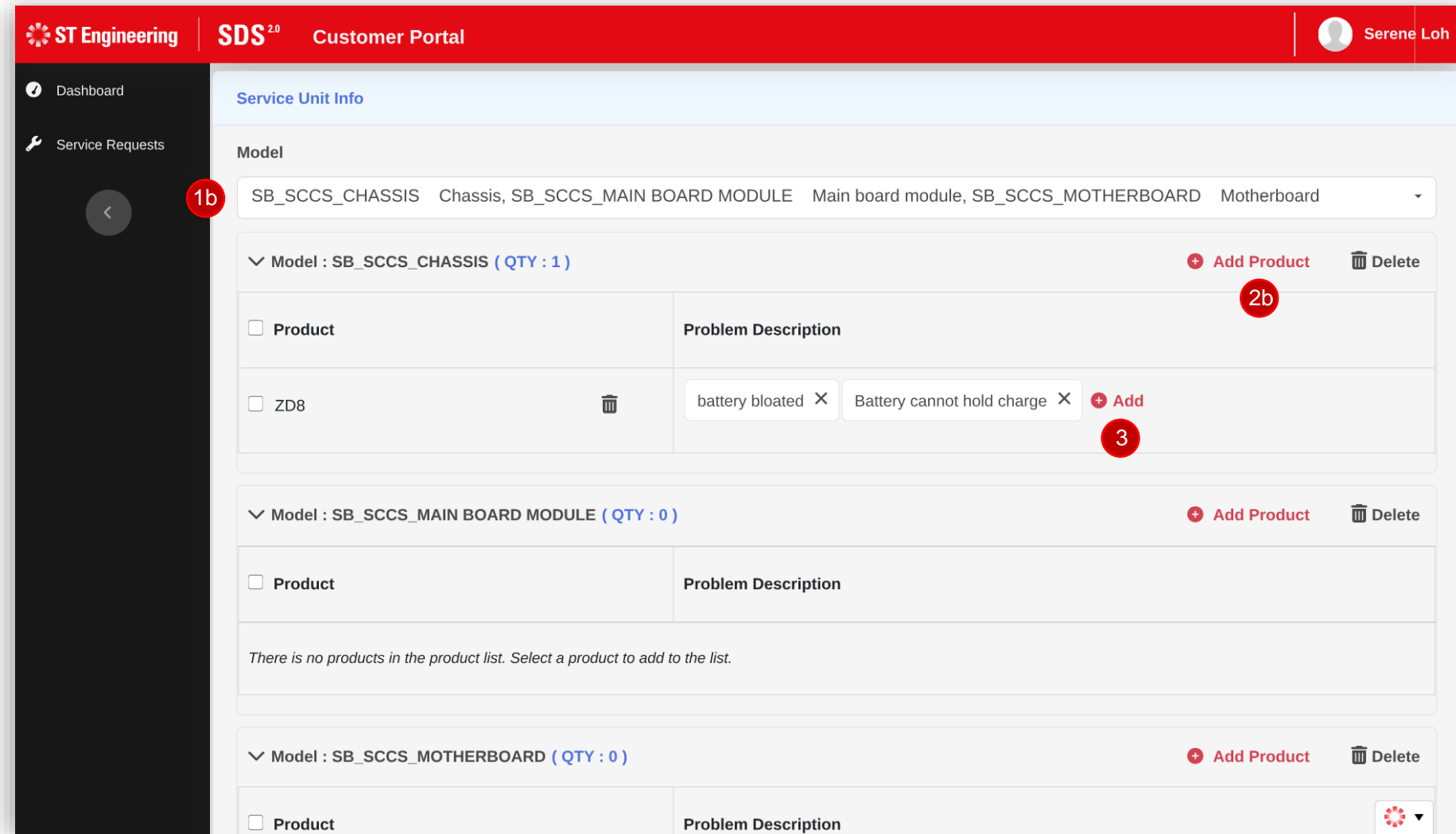
Model

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 SSD assembly, 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

Service Unit Information (For Return/ Exchange Request)

- 1b Add list of product models from the dropdown list
- 2b Add Product with serial ID under the model (labelled on the product)
- 3 Add list of problem description for the product



The screenshot shows the 'Service Unit Info' page in the SDS 2.0 Customer Portal. The page is divided into three main sections based on the selected model:

- Model Selection:** A dropdown menu at the top shows selected models: SB_SCCS_CHASSIS (Chassis), SB_SCCS_MAIN BOARD MODULE (Main board module), and SB_SCCS_MOTHERBOARD (Motherboard). A red callout '1b' points to this dropdown.
- Model : SB_SCCS_CHASSIS (QTY : 1):** This section contains a table with columns 'Product' and 'Problem Description'.
 - The 'Product' column has a checkbox and a trash icon.
 - The 'Problem Description' column has a text input field with 'battery bloated' and 'Battery cannot hold charge' entered, each with a close button (X). A red callout '2b' points to the 'Add Product' button in the top right of this section.
 - A red callout '3' points to the '+ Add' button at the bottom right of the problem description input area.
- Model : SB_SCCS_MAIN BOARD MODULE (QTY : 0):** This section is currently empty, showing a message: "There is no products in the product list. Select a product to add to the list."
- Model : SB_SCCS_MOTHERBOARD (QTY : 0):** This section is also empty, with a red callout '3' pointing to the '+ Add Product' button in the top right.

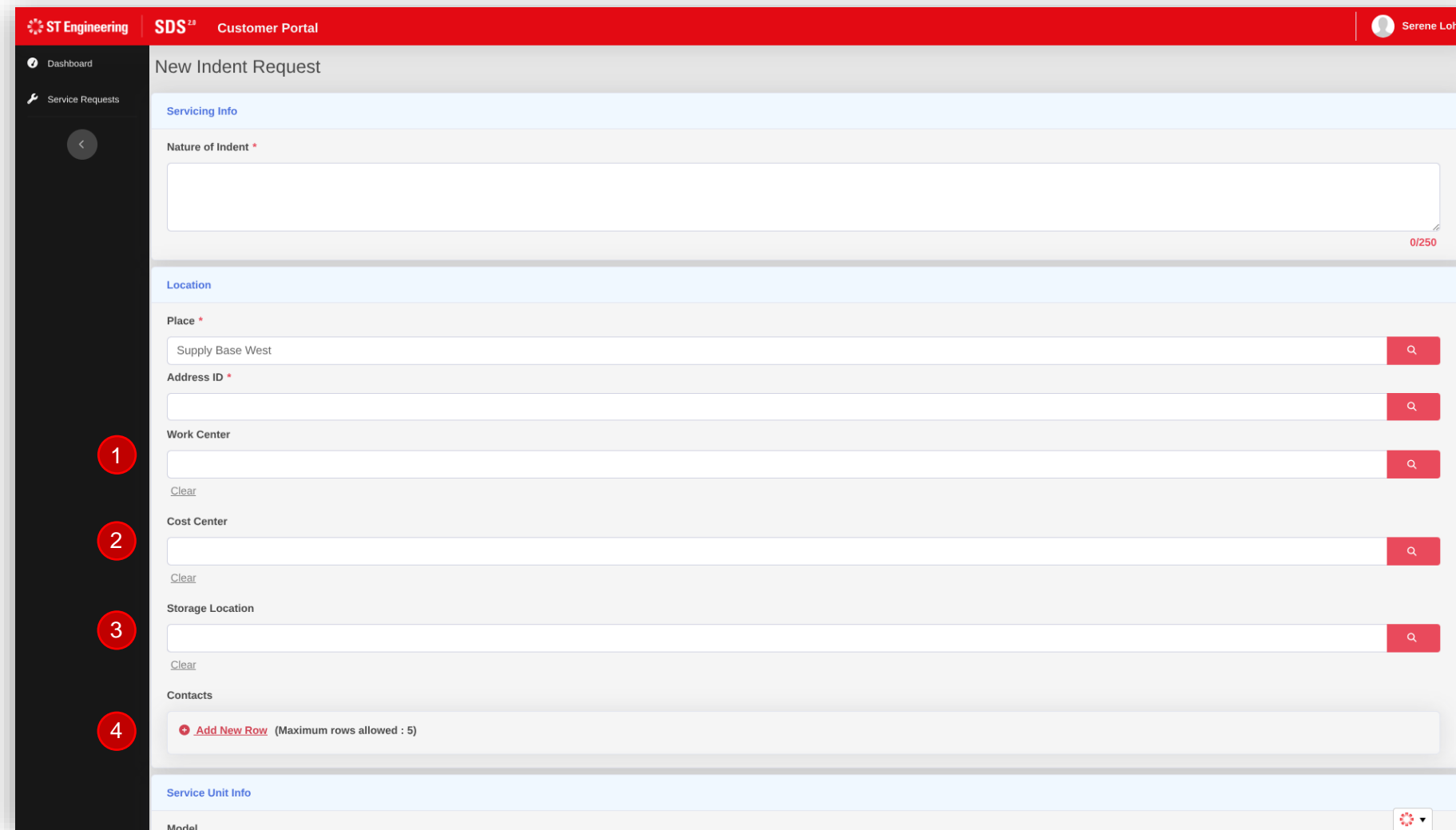


What additional information I
can include in my request

WHAT ADDITIONAL INFORMATION I CAN INCLUDE IN MY REQUEST

Location – WC, CC, SL and Contacts (Optional)

- 1 Work Center Location
- 2 Cost Center Location
- 3 Storage Location
- 4 List of Contacts that engineer can contact



ST Engineering SDS 2.0 Customer Portal Serene Loh

Dashboard Service Requests

New Indent Request

Servicing Info

Nature of Indent *

0/250

Location

Place *

Supply Base West

Address ID *

Work Center

Clear

Cost Center

Clear

Storage Location

Clear

Contacts

+ Add New Row (Maximum rows allowed : 5)

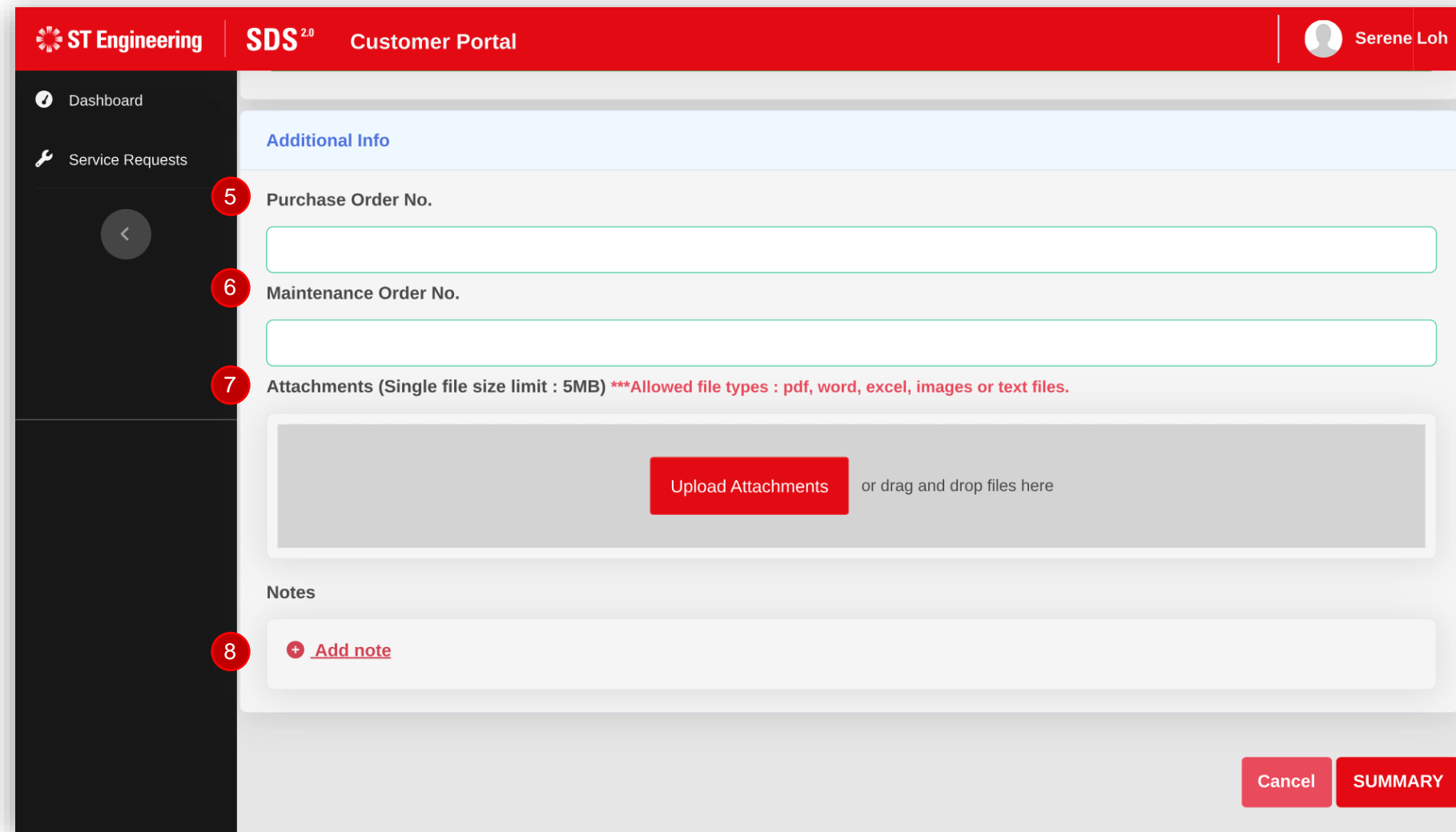
Service Unit Info

Model

WHAT ADDITIONAL INFORMATION I CAN INCLUDE IN MY REQUEST

Additional Information (Optional)

- 5 PO No.
- 6 MO No.
- 7 Attachment (e.g. approval of emails on POs)
- 8 Additional notes for user reference



The screenshot displays the 'Additional Info' section of the ST Engineering Customer Portal. The form includes the following fields and features:

- 5** Purchase Order No. (Text input field)
- 6** Maintenance Order No. (Text input field)
- 7** 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')
- 8** Notes (Text area with a '+ Add note' button)

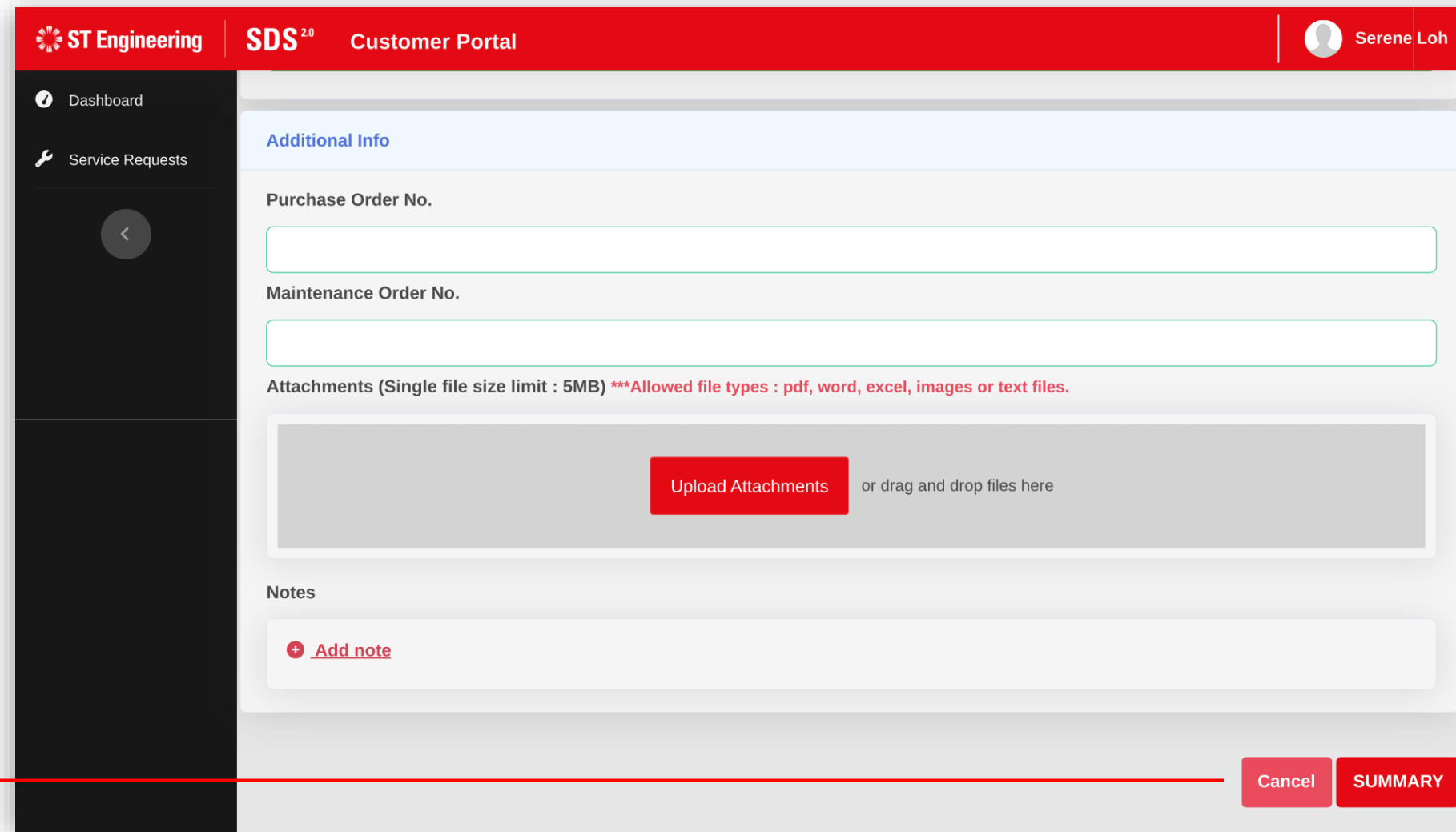
At the bottom right of the form, there are two buttons: 'Cancel' and 'SUMMARY'.



How do I view summary and
confirm my new request

Summary

Once the form is completed, go to the end of the page and select **[Summary]** or **[Cancel]** to undo request creation



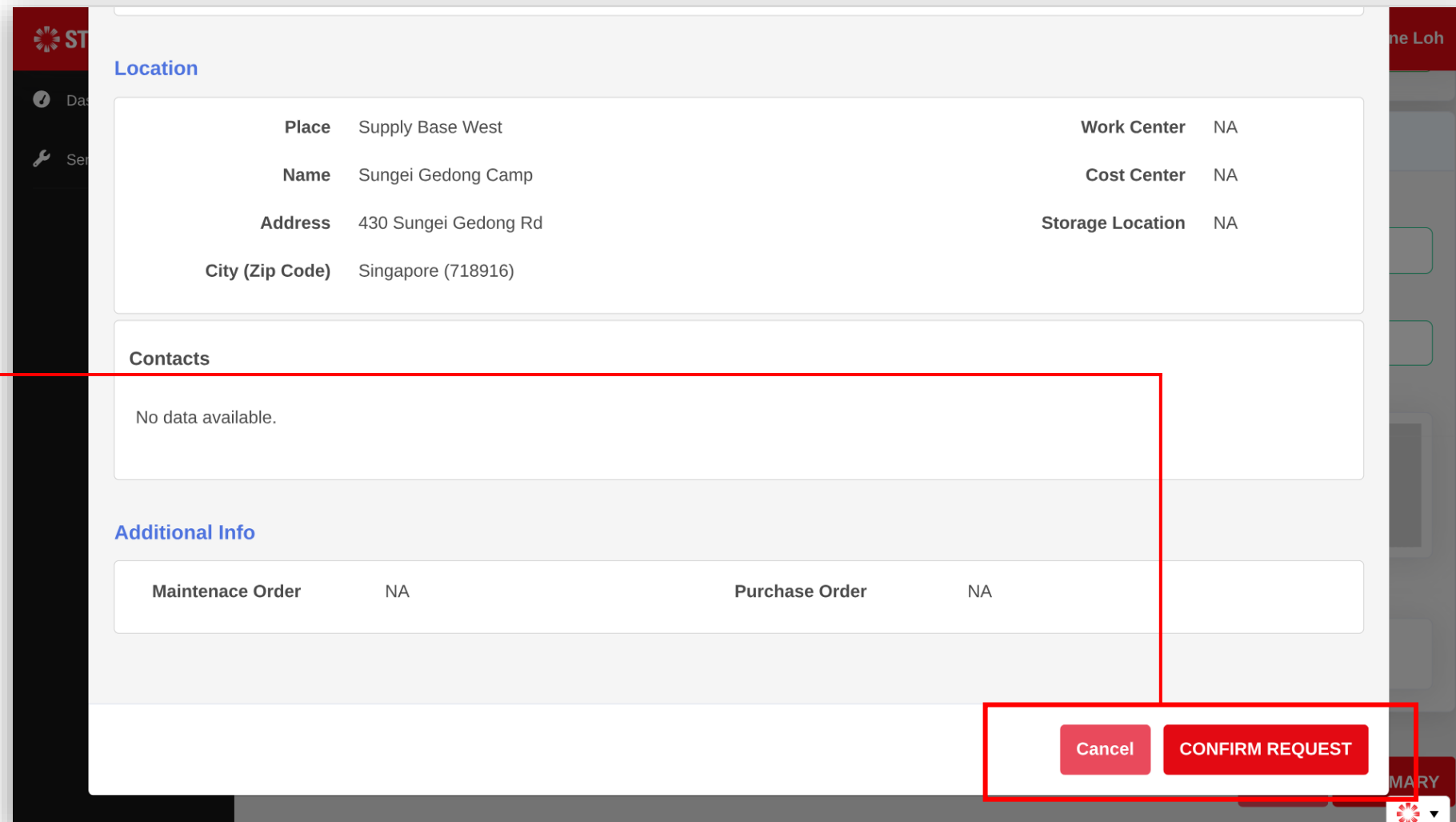
The screenshot displays the 'Customer Portal' interface for 'ST Engineering SDS 2.0'. The user is identified as 'Serene Loh'. The navigation menu includes 'Dashboard' and 'Service Requests'. The main content area is titled 'Additional Info' and contains the following sections:

- Purchase Order No.:** A text input field.
- Maintenance Order No.:** A text input field.
- Attachments (Single file size limit : 5MB) ***Allowed file types : pdf, word, excel, images or text files.:** A section with a red 'Upload Attachments' button and the text 'or drag and drop files here'.
- Notes:** A section with a red '+ Add note' button.

At the bottom right of the form, there are two buttons: 'Cancel' and 'SUMMARY'. A red line from the text on the left points to the 'SUMMARY' button.

Confirm Request

Check through the information on the summary page before selecting **[Confirm Request]** or **[Cancel]** to go back to request page to make changes.



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
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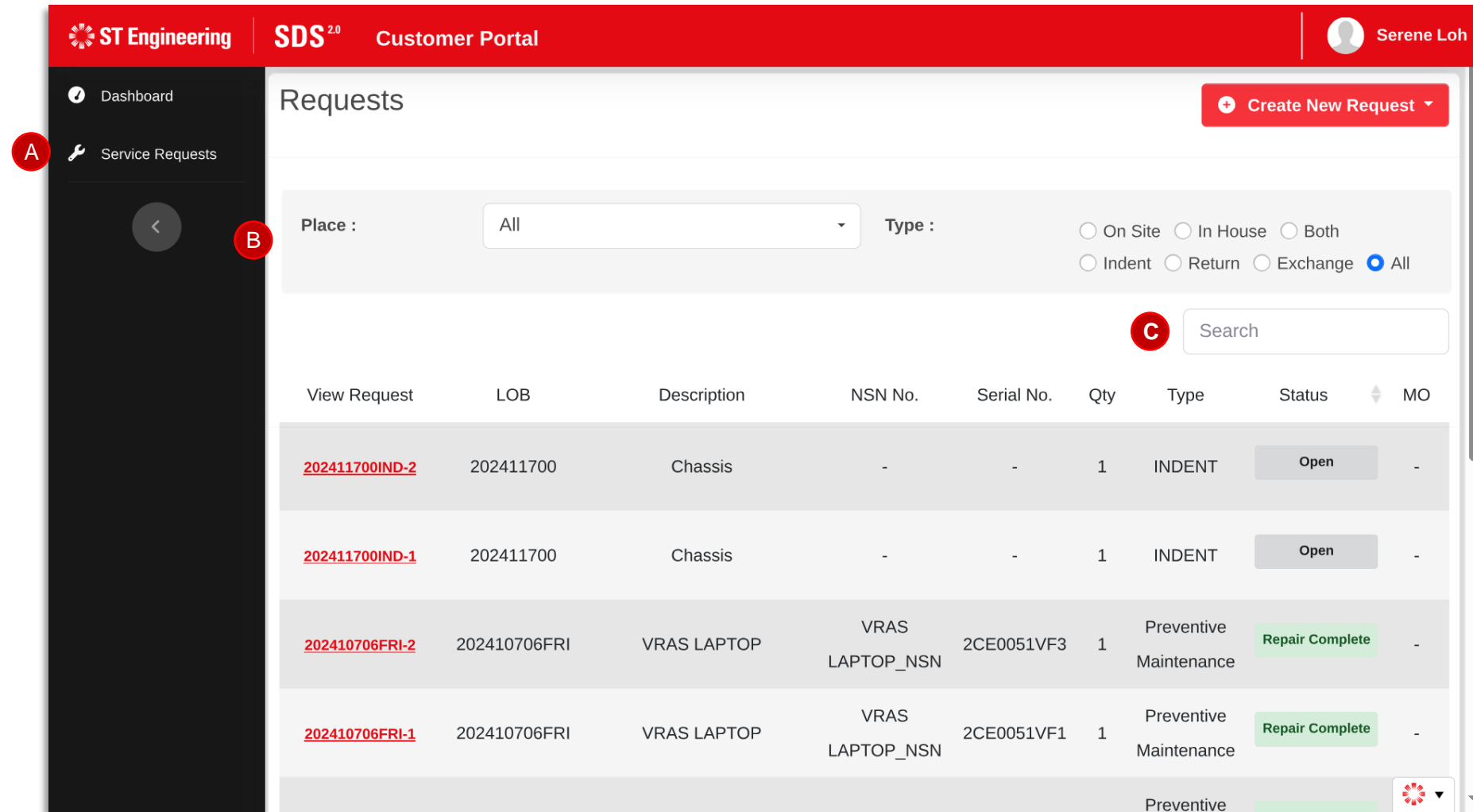
Cancel **CONFIRM REQUEST**



How do I find my request

Filter by Place or Enter request no. in Search field

- A** Go to Service Request section to view a list of requests
- B** You can search by place from the dropdown list and change to view only Indent, Return, Exchange or All requests.
- C** Enter your request no. or description in the search box at the top of the table



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

Dashboard | **Service Requests**

Requests + Create New Request

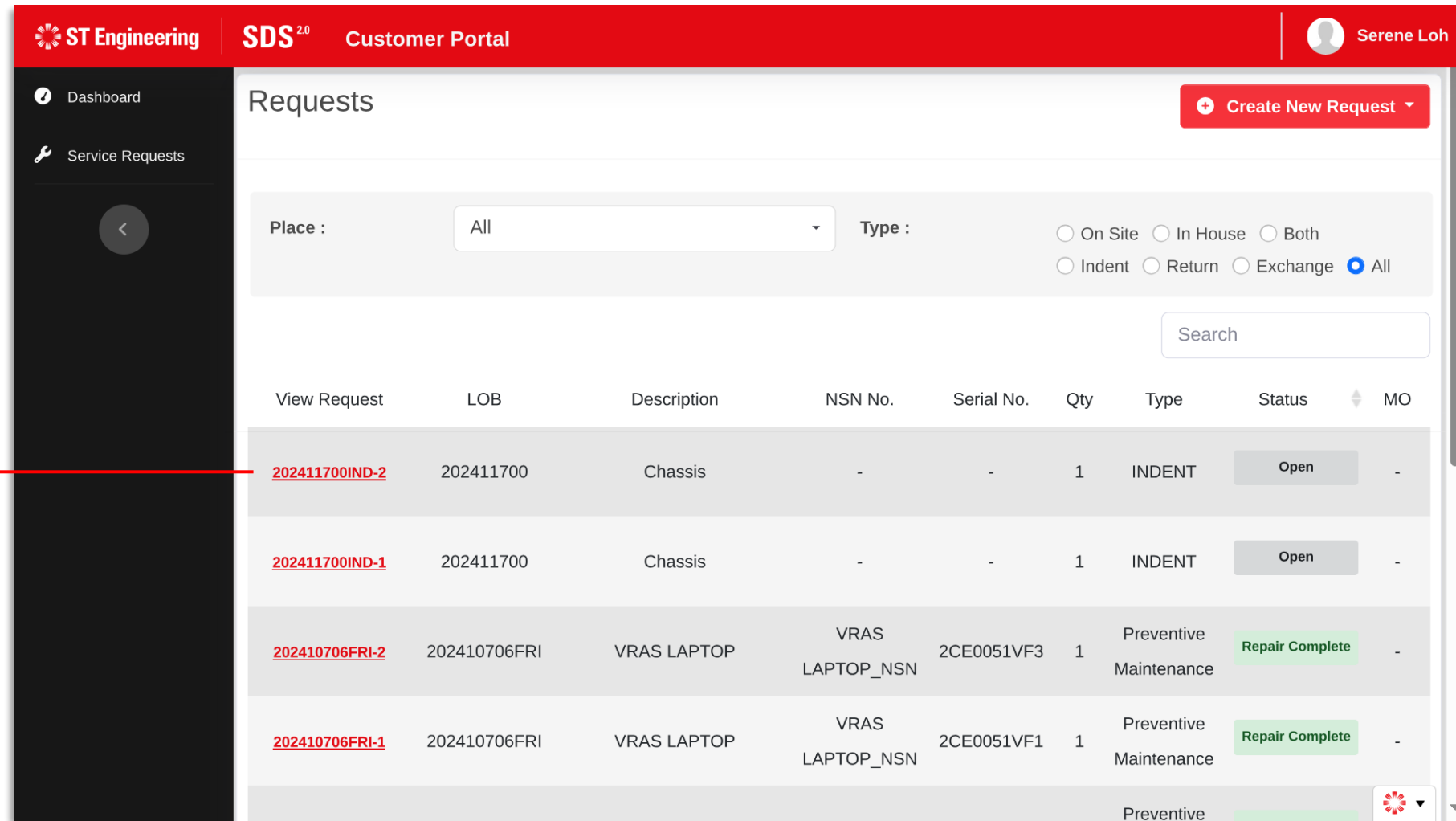
Place : Type : On Site In House Both Indent Return Exchange All

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	-

HOW DO I FIND MY REQUEST

View Request

Click on the link to view your request information




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

Requests + Create New Request

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


Search

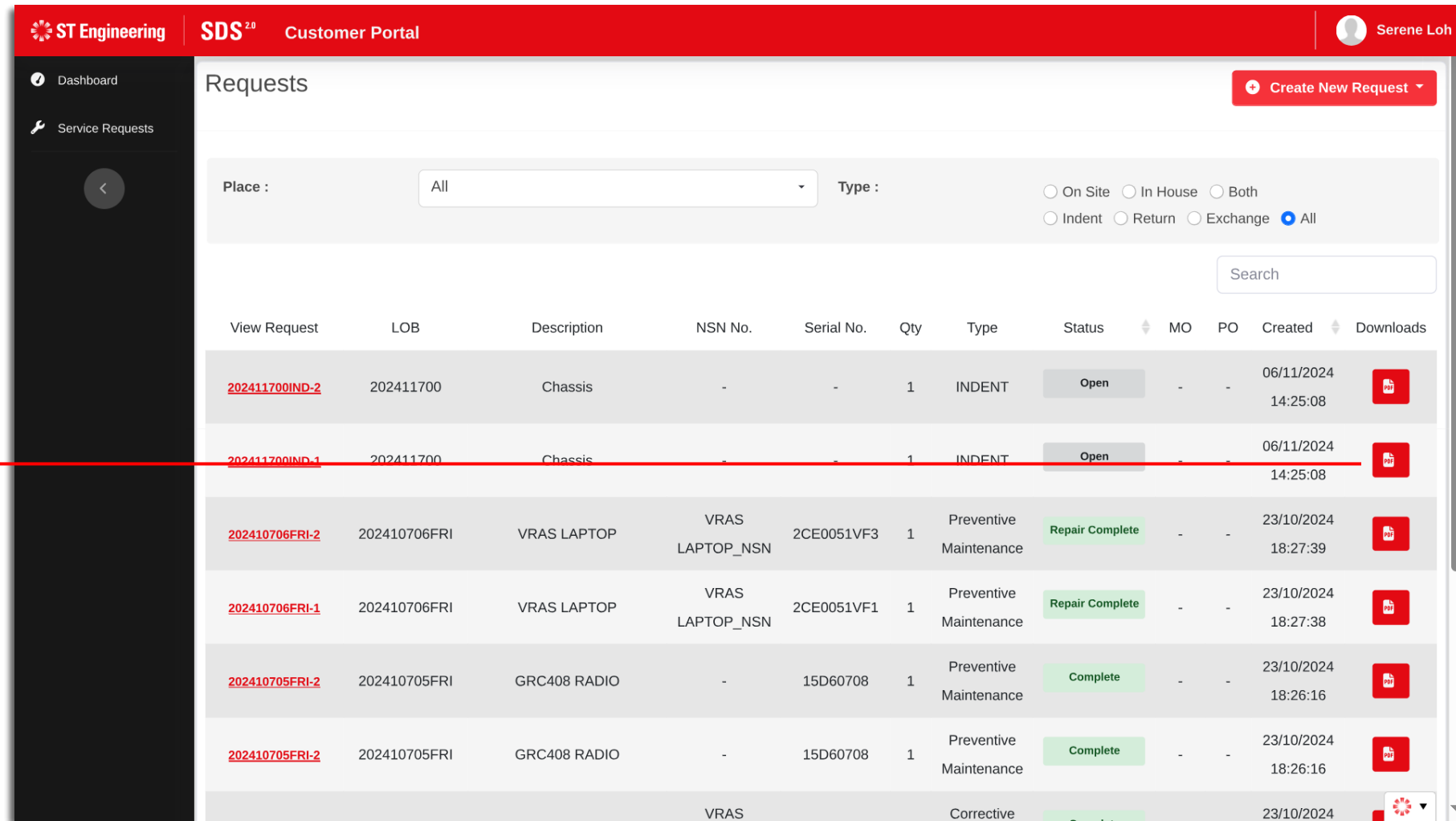
View Request	LOB	Description	NSN No.	Serial No.	Qty	Type	Status	MO
202411700IND-2	202411700	Chassis	-	-	1	INDENT	Open	-
202411700IND-1	202411700	Chassis	-	-	1	INDENT	Open	-
202410706FRI-2	202410706FRI	VRAS LAPTOP	VRAS LAPTOP_NSN	2CE0051VF3	1	Preventive Maintenance	Repair Complete	-
202410706FRI-1	202410706FRI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










How do I print the service report or checklist report for my request

Step 1: Select PDF icon

Select the  icon to download the request report



The screenshot shows the 'Requests' page in the ST Engineering Customer Portal. The page includes a navigation sidebar, a search bar, and a table of requests. A red box highlights the PDF icon in the 'Downloads' column of the first row.

View Request	LOB	Description	NSN No.	Serial No.	Qty	Type	Status	MO	PO	Created	Downloads
202411700IND-2	202411700	Chassis	-	-	1	INDENT	Open	-	-	06/11/2024 14:25:08	
202411700IND-1	202411700	Chassis	-	-	1	INDENT	Open	-	-	06/11/2024 14:25:08	
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-2	202410705FRI	GRC408 RADIO	-	15D60708	1	Preventive Maintenance	Complete	-	-	23/10/2024 18:26:16	
			VRAS			Corrective	Complete			23/10/2024	

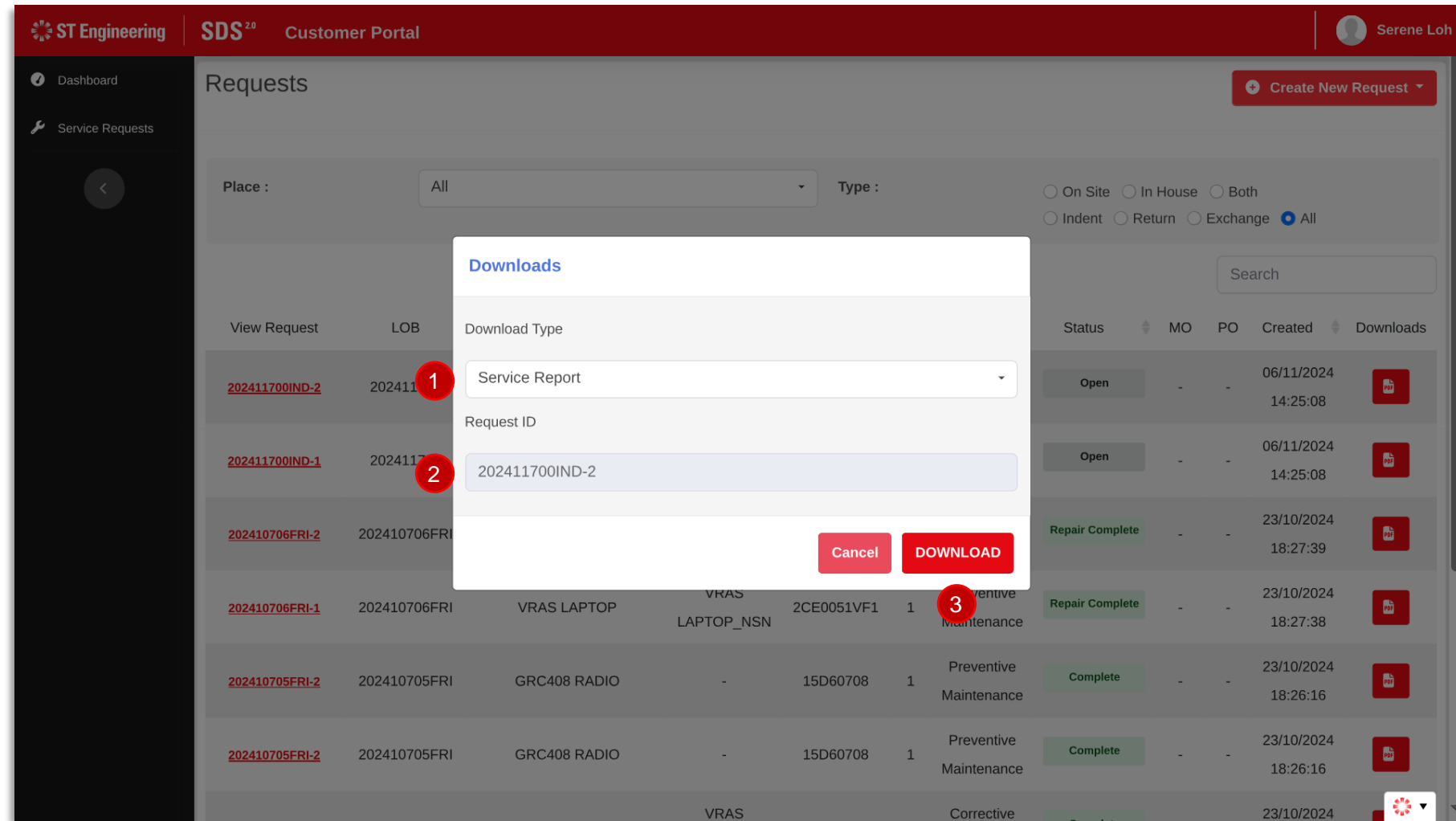
Step 2: Select Download Type (Service/ Checklist Report)

1 Select the download type:







- Service Report
- Checklist Report

2 Rename your file

3 Select **[Download]** or Cancel download

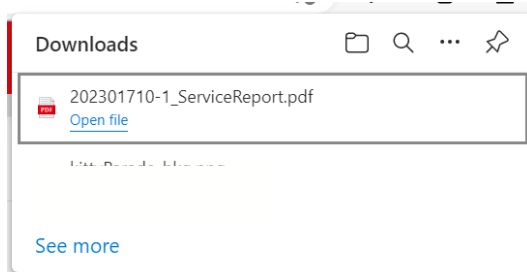
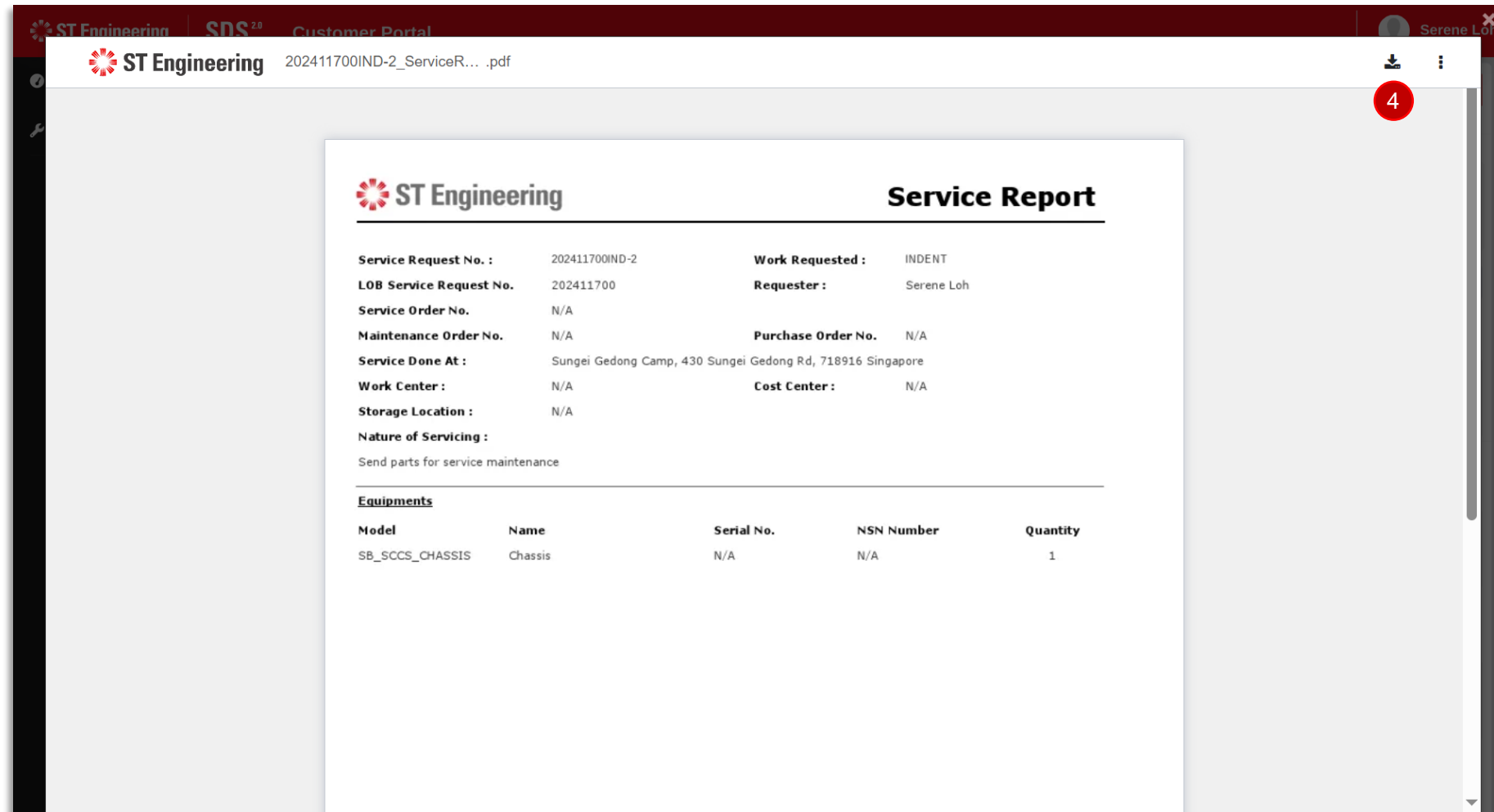


The screenshot shows the 'Requests' page in the ST Engineering Customer Portal. A 'Downloads' modal is open, allowing the user to select a download type and request ID. The modal has a 'Download Type' dropdown set to 'Service Report' and a 'Request ID' field containing '202411700IND-2'. At the bottom of the modal, there are 'Cancel' and 'DOWNLOAD' buttons. The background shows a table of requests with columns for 'View Request', 'LOB', 'Status', 'MO', 'PO', 'Created', and 'Downloads'. The 'Downloads' column contains download icons for each request.

View Request	LOB	Status	MO	PO	Created	Downloads
202411700IND-2	202411700IND-2	Open	-	-	06/11/2024 14:25:08	
202411700IND-1	202411700IND-1	Open	-	-	06/11/2024 14:25:08	
202410706FRI-2	202410706FRI-2	Repair Complete	-	-	23/10/2024 18:27:39	
202410706FRI-1	202410706FRI-1	Repair Complete	-	-	23/10/2024 18:27:38	
202410705FRI-2	202410705FRI-2	Complete	-	-	23/10/2024 18:26:16	
202410705FRI-2	202410705FRI-2	Complete	-	-	23/10/2024 18:26:16	

Step 3: Download service report / checklist report

- 4 Click on the download icon and select any download options.
- 5 The report will be downloaded to your local drive.

ST Engineering 202411700IND-2_ServiceR... .pdf

ST Engineering Service Report

Service Request No. : 202411700IND-2 **Work Requested :** INDENT
LOB Service Request No. 202411700 **Requester :** Serene Loh
Service Order No. N/A
Maintenance Order No. N/A **Purchase Order No.** N/A
Service Done At : Sungei Gedong Camp, 430 Sungei Gedong Rd, 718916 Singapore
Work Center : N/A **Cost Center :** N/A
Storage Location : N/A
Nature of Servicing :
 Send parts for service maintenance

Equipments


Model	Name	Serial No.	NSN Number	Quantity
SB_SCCS_CHASSIS	Chassis	N/A	N/A	1

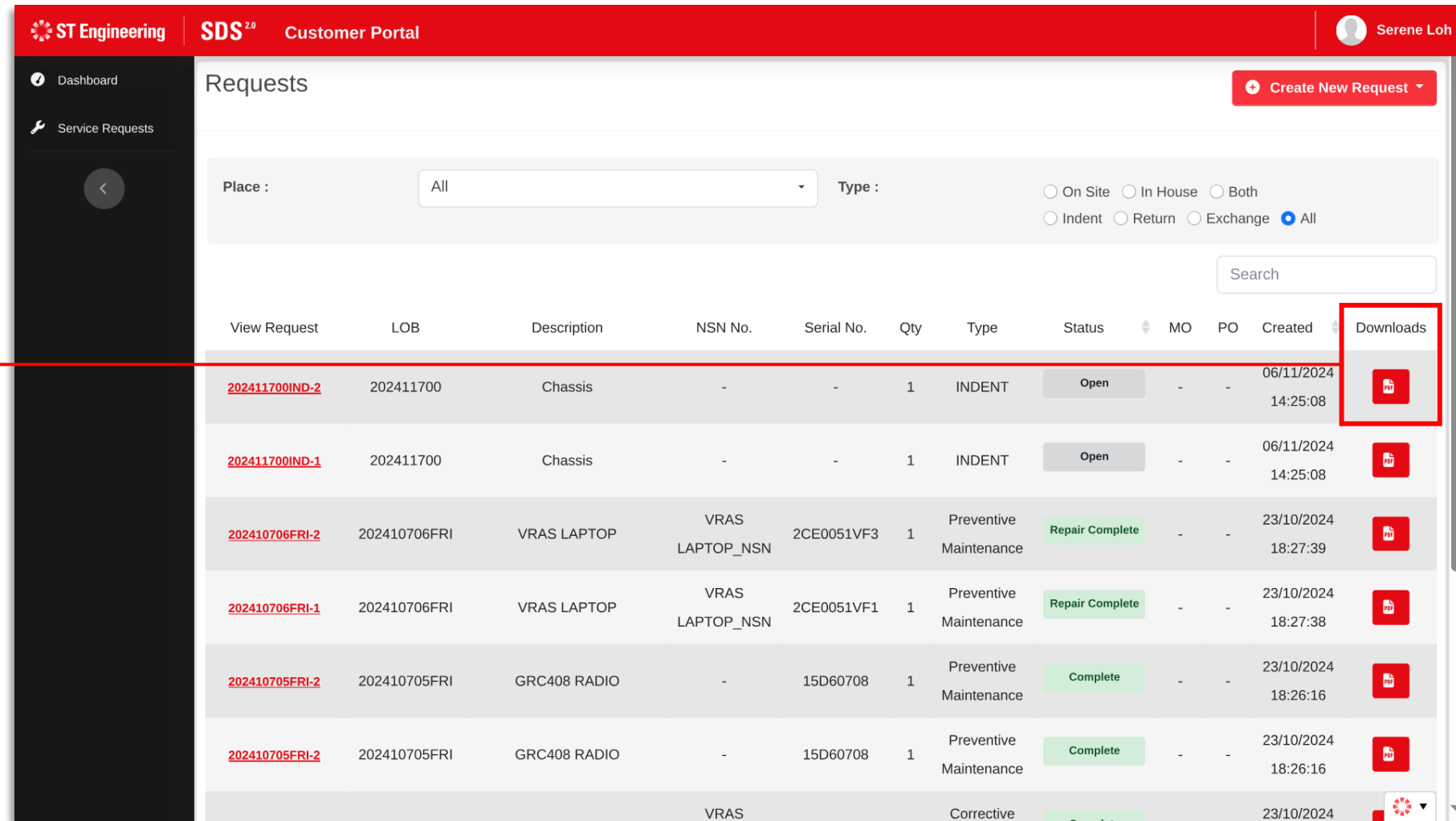


How do I download all
attachments in my request








HOW DO I DOWNLOAD ALL ATTACHMENTS IN MY REQUEST

Step 1: Select PDF icon

Select the  icon to download the request report

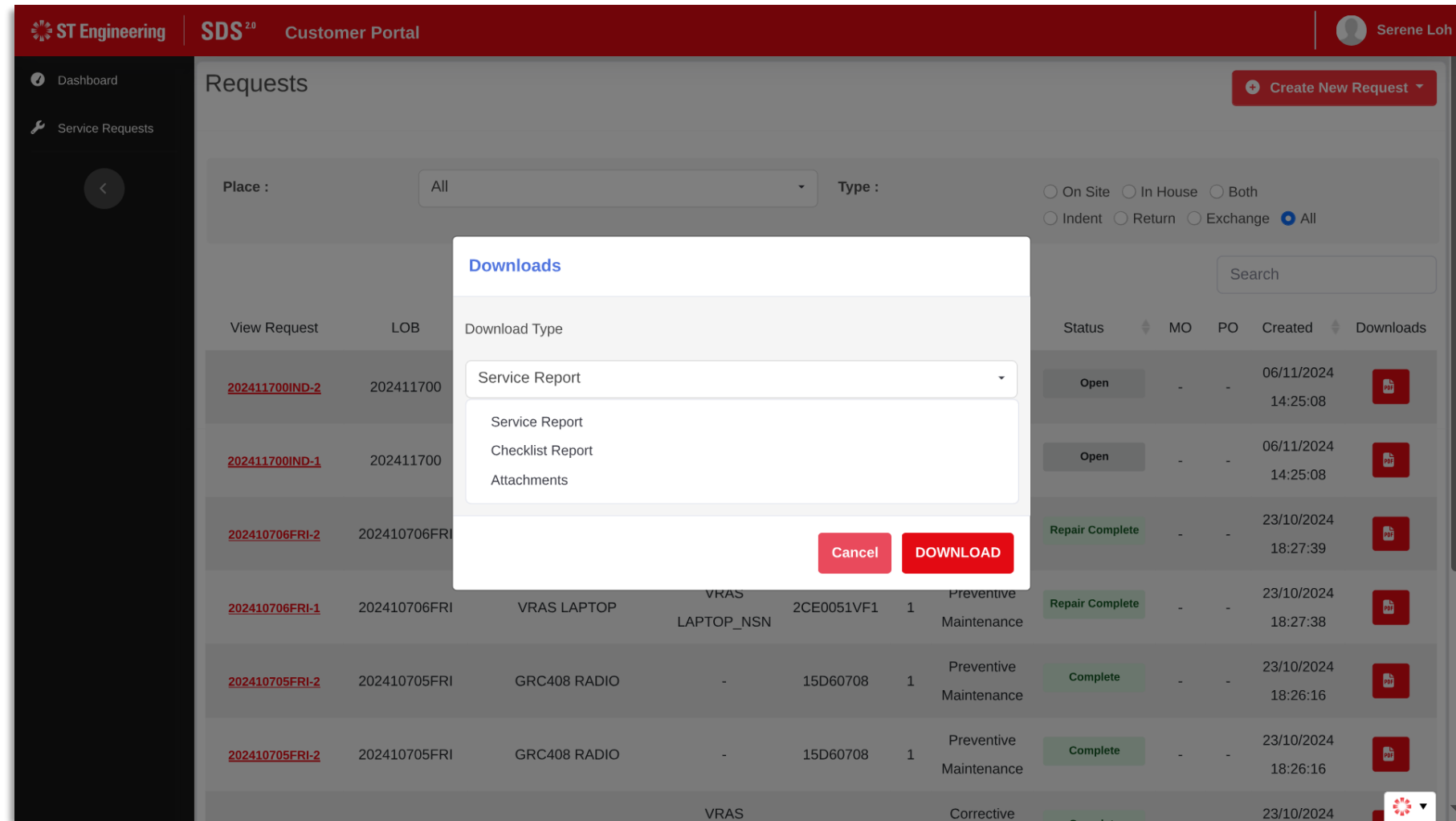


The screenshot shows the 'Requests' page in the ST Engineering Customer Portal. The page includes a navigation sidebar with 'Dashboard' and 'Service Requests' options. The main content area displays a table of requests with columns for 'View Request', 'LOB', 'Description', 'NSN No.', 'Serial No.', 'Qty', 'Type', 'Status', 'MO', 'PO', 'Created', and 'Downloads'. A red box highlights the PDF icon in the 'Downloads' column for the first row. The 'Downloads' column header is also highlighted with a red box. The 'Status' column shows 'Open' for the first two rows and 'Repair Complete' for the others. The 'Created' column shows dates from 06/11/2024 to 23/10/2024.







View Request	LOB	Description	NSN No.	Serial No.	Qty	Type	Status	MO	PO	Created	Downloads
202411700IND-2	202411700	Chassis	-	-	1	INDENT	Open	-	-	06/11/2024 14:25:08	
202411700IND-1	202411700	Chassis	-	-	1	INDENT	Open	-	-	06/11/2024 14:25:08	
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-2	202410705FRI	GRC408 RADIO	-	15D60708	1	Preventive Maintenance	Complete	-	-	23/10/2024 18:26:16	
			VRAS			Corrective				23/10/2024	

Step 2: Select Download Type (Attachments)

- 1 Select the download type:
 - Attachments
- 2 Rename your file
- 3 Select **[Download]** to or Cancel download

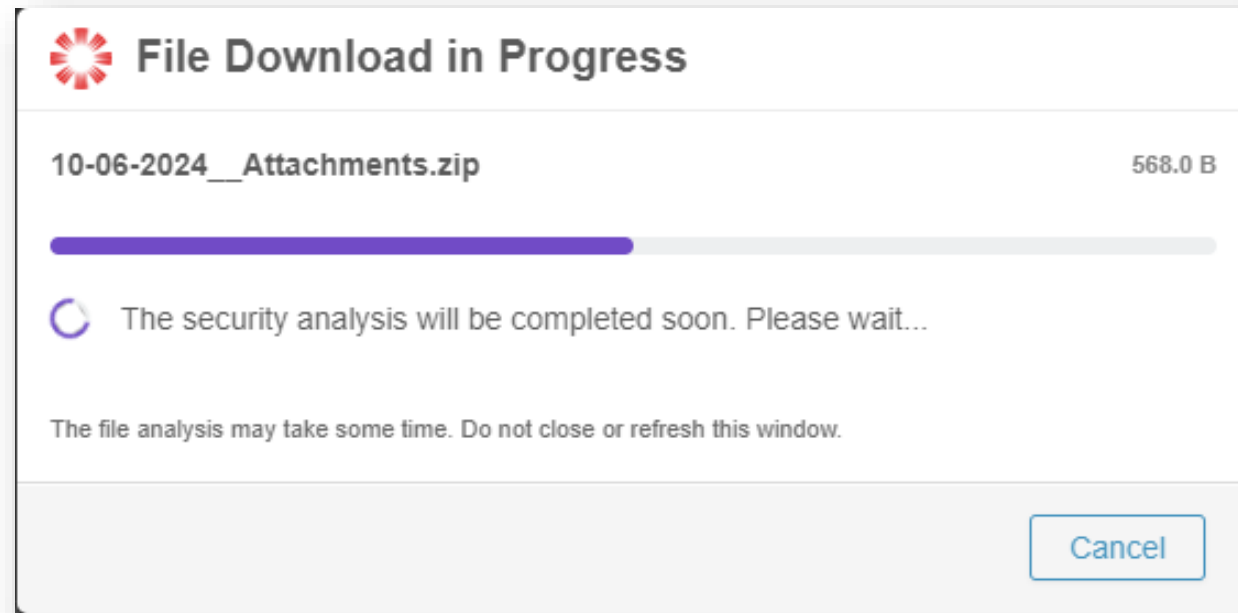


The screenshot shows the 'Requests' page in the ST Engineering Customer Portal. A 'Downloads' modal is open, allowing the user to select a download type. The modal has a title 'Downloads' and a dropdown menu currently set to 'Service Report'. The dropdown options are 'Service Report', 'Checklist Report', and 'Attachments'. At the bottom of the modal are 'Cancel' and 'DOWNLOAD' buttons. The background shows a table of requests with columns for 'View Request', 'LOB', 'Status', 'MO', 'PO', 'Created', and 'Downloads'.

View Request	LOB	Status	MO	PO	Created	Downloads
202411700IND-2	202411700	Open	-	-	06/11/2024 14:25:08	
202411700IND-1	202411700	Open	-	-	06/11/2024 14:25:08	
202410706FRI-2	202410706FRI	Repair Complete	-	-	23/10/2024 18:27:39	
202410706FRI-1	202410706FRI	Repair Complete	-	-	23/10/2024 18:27:38	
202410705FRI-2	202410705FRI	Complete	-	-	23/10/2024 18:26:16	
202410705FRI-2	202410705FRI	Complete	-	-	23/10/2024 18:26:16	

Step 3: Attachments downloaded to local drive

- 4 The file(s) will be zipped and downloaded to your local drive.



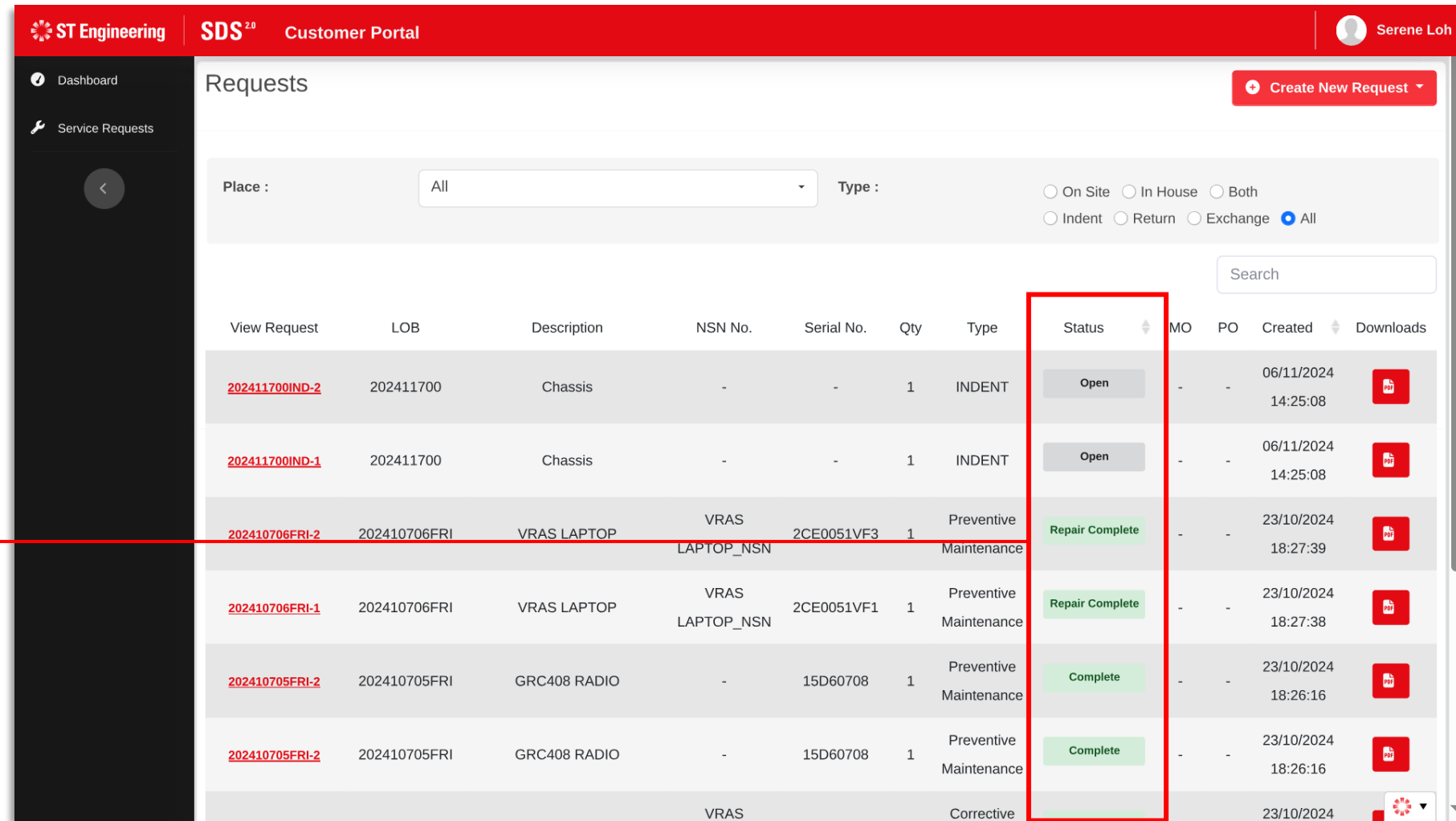


How do I check the
status of my request








HOW DO I CHECK ON AN ONGOING SERVICE REQUEST STATUS

See request status column

Statuses of requests would be reflected under **Status** as **Open, Complete, Repair Complete, Pending Cancellation, Cancelled**



The screenshot shows the 'Requests' page in the ST Engineering SDS 2.0 Customer Portal. The page includes a navigation sidebar with 'Dashboard' and 'Service Requests' options. The main content area features a table of requests with columns for 'View Request', 'LOB', 'Description', 'NSN No.', 'Serial No.', 'Qty', 'Type', 'Status', 'MO', 'PO', 'Created', and 'Downloads'. A red box highlights the 'Status' column, which contains values such as 'Open', 'Repair Complete', and 'Complete'. The 'Status' column is the focus of the tutorial.

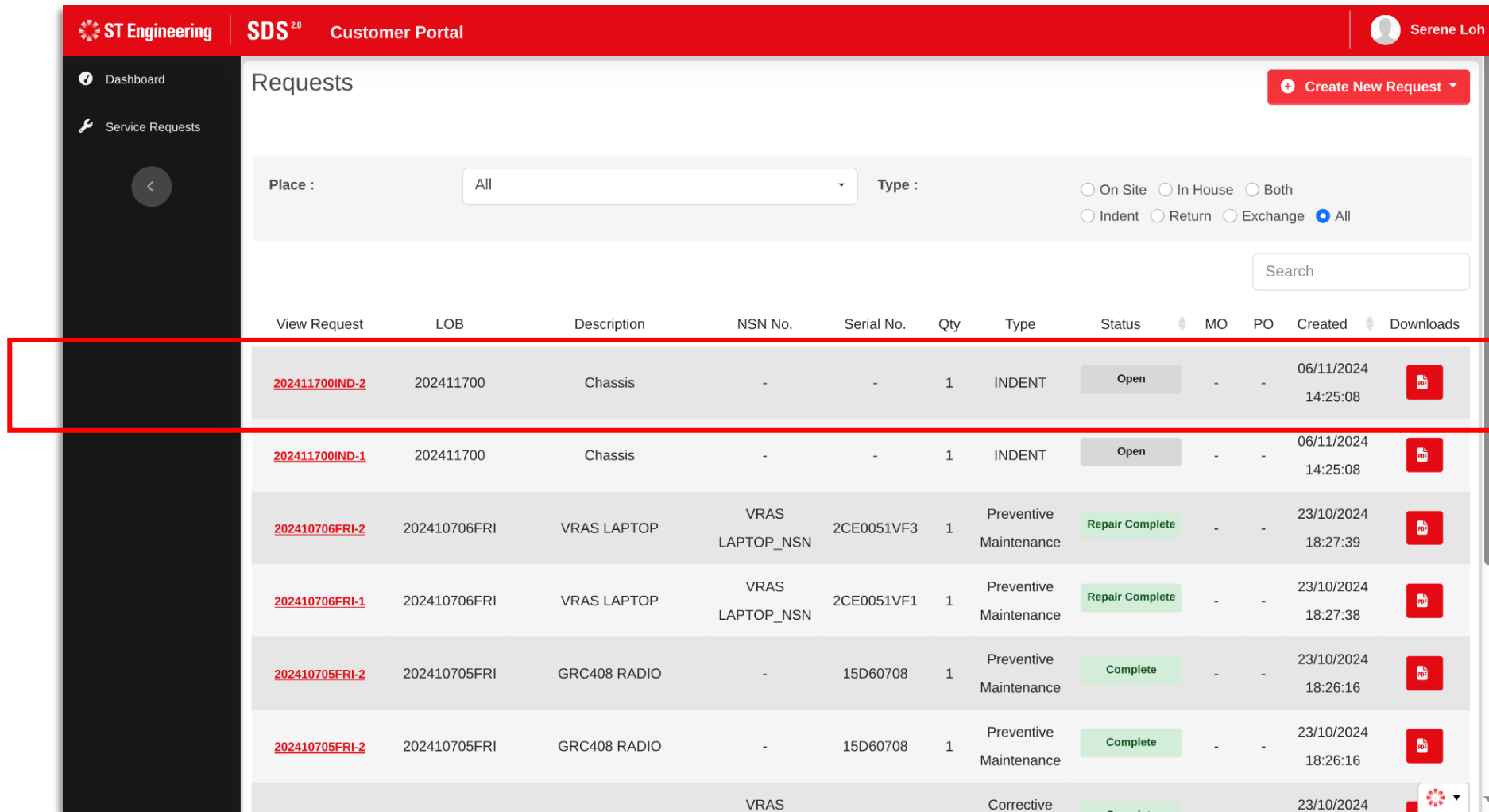
View Request	LOB	Description	NSN No.	Serial No.	Qty	Type	Status	MO	PO	Created	Downloads
202411700IND-2	202411700	Chassis	-	-	1	INDENT	Open	-	-	06/11/2024 14:25:08	
202411700IND-1	202411700	Chassis	-	-	1	INDENT	Open	-	-	06/11/2024 14:25:08	
202410706FRI-2	202410706FRI	VRAS LAPTOP	VRAS LAPTOP_NSN	2CE0051VF3	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-2	202410705FRI	GRC408 RADIO	-	15D60708	1	Preventive Maintenance	Complete	-	-	23/10/2024 18:26:16	
			VRAS			Corrective				23/10/2024	









How do I cancel my request

Step 1: Locate your request

Locate the request that you want to cancel.

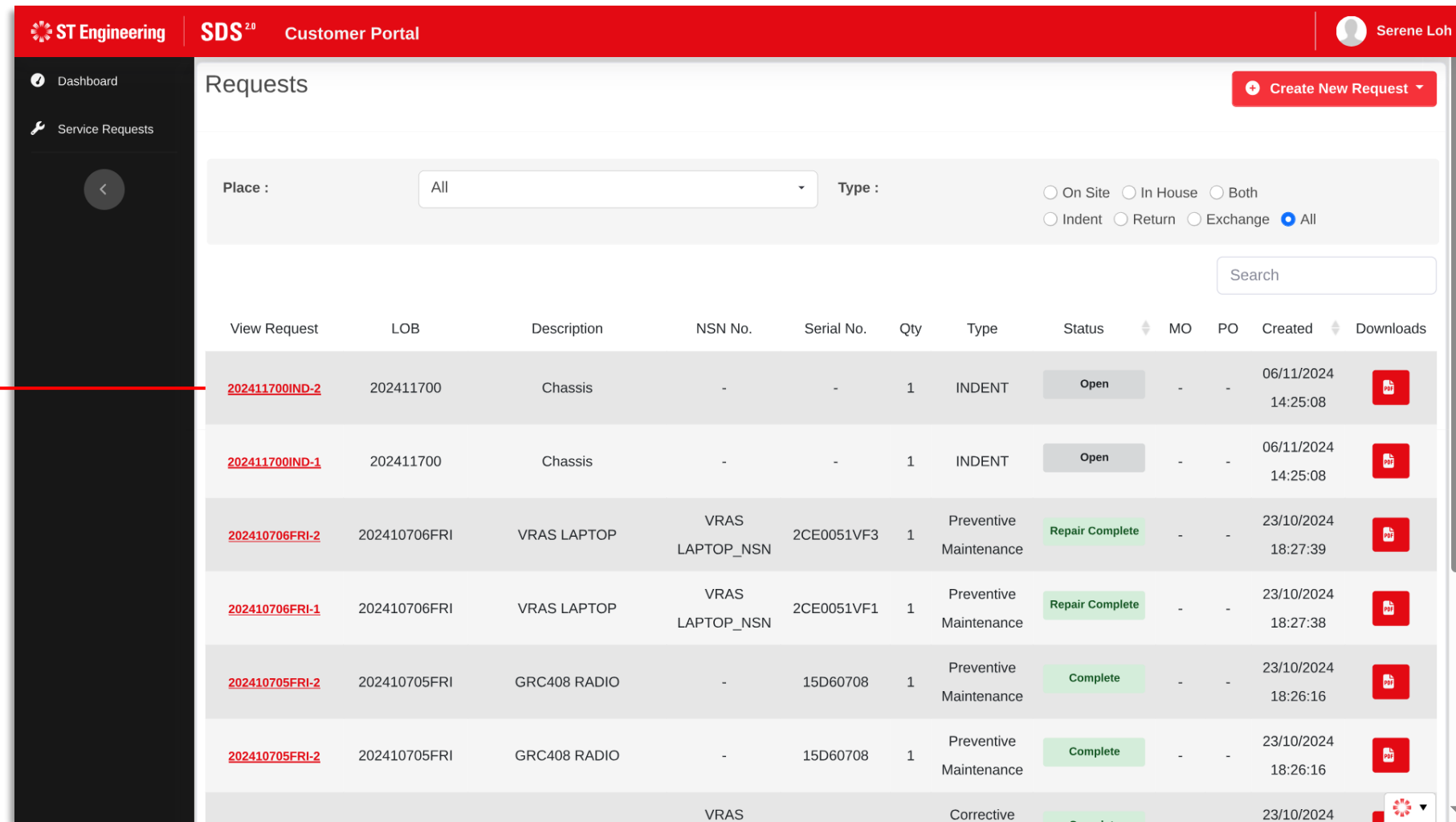


The screenshot shows the 'Requests' page in the ST Engineering Customer Portal. The page includes a navigation sidebar with 'Dashboard' and 'Service Requests' options. The main content area displays a table of requests with various filters and a search bar. The first row of the table is highlighted with a red box, indicating the request to be located for cancellation.

View Request	LOB	Description	NSN No.	Serial No.	Qty	Type	Status	MO	PO	Created	Downloads
202411700IND-2	202411700	Chassis	-	-	1	INDENT	Open	-	-	06/11/2024 14:25:08	
202411700IND-1	202411700	Chassis	-	-	1	INDENT	Open	-	-	06/11/2024 14:25:08	
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-2	202410705FRI	GRC408 RADIO	-	15D60708	1	Preventive Maintenance	Complete	-	-	23/10/2024 18:26:16	

Step 2: Click on the service request code link

Select the request link to view it










ST Engineering SDS 2.0 Customer Portal Serene Loh

Dashboard Service Requests

Requests Create New Request

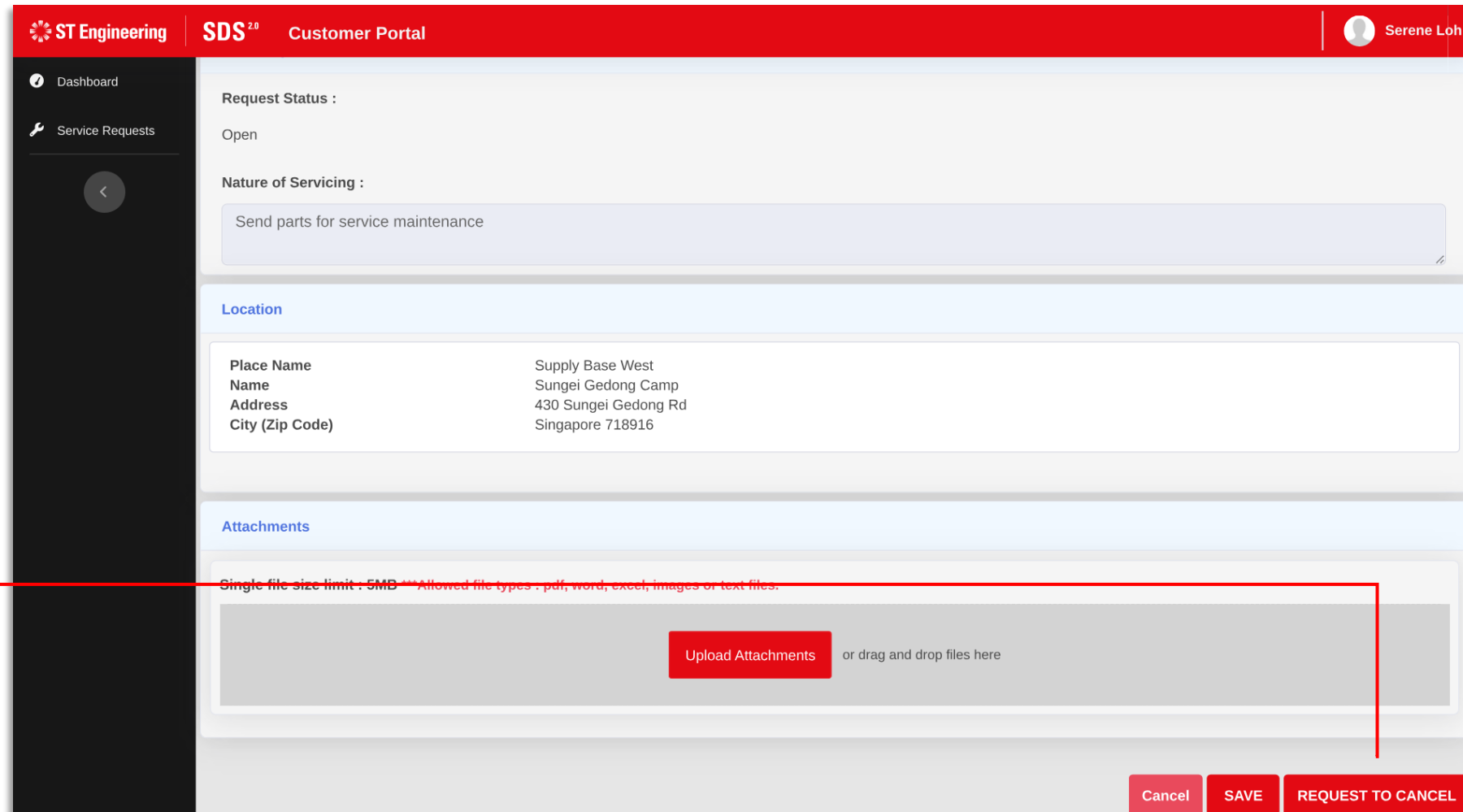
Place : All Type : On Site In House Both Indent Return Exchange All

Search

View Request	LOB	Description	NSN No.	Serial No.	Qty	Type	Status	MO	PO	Created	Downloads
202411700IND-2	202411700	Chassis	-	-	1	INDENT	Open	-	-	06/11/2024 14:25:08	
202411700IND-1	202411700	Chassis	-	-	1	INDENT	Open	-	-	06/11/2024 14:25:08	
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-2	202410705FRI	GRC408 RADIO	-	15D60708	1	Preventive Maintenance	Complete	-	-	23/10/2024 18:26:16	
			VRAS			Corrective				23/10/2024	

Step 3: Select 'Request to Cancel'

Scroll to the bottom
of the service request
page to select
[Request to Cancel]



The screenshot displays the ST Engineering Customer Portal interface. The top navigation bar is red and contains the ST Engineering logo, 'SDS 2.0', 'Customer Portal', and a user profile for 'Serene Loh'. A dark sidebar on the left has 'Dashboard' and 'Service Requests' options. The main content area shows a service request form with the following details:

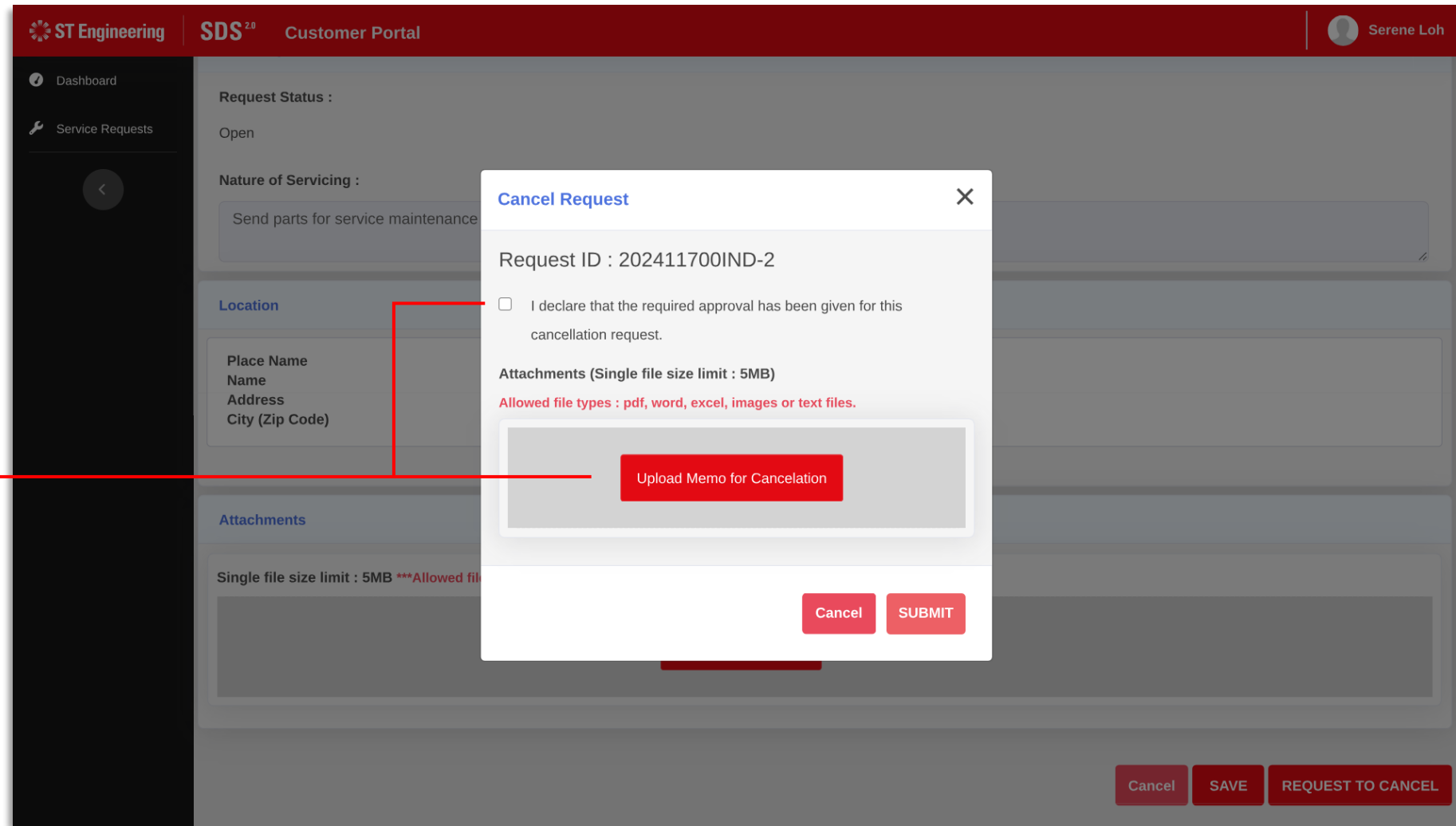
- Request Status :** Open
- Nature of Servicing :** Send parts for service maintenance
- Location**
 - Place Name**: Supply Base West
 - Name**: Sungei Gedong Camp
 - Address**: 430 Sungei Gedong Rd
 - City (Zip Code)**: Singapore 718916
- Attachments**
 - Single file size limit : 5MB ** Allowed file types : pdf, word, excel, images or text files.
 - Upload Attachments or drag and drop files here

At the bottom right, there are three buttons: 'Cancel', 'SAVE', and 'REQUEST TO CANCEL'. A red line from the text on the left points to the 'REQUEST TO CANCEL' button.

Step 4: Upload cancellation memo

A popup box would appear to upload a cancellation memo.

Click **[Upload Memo for Cancellation]** and tick the check box.



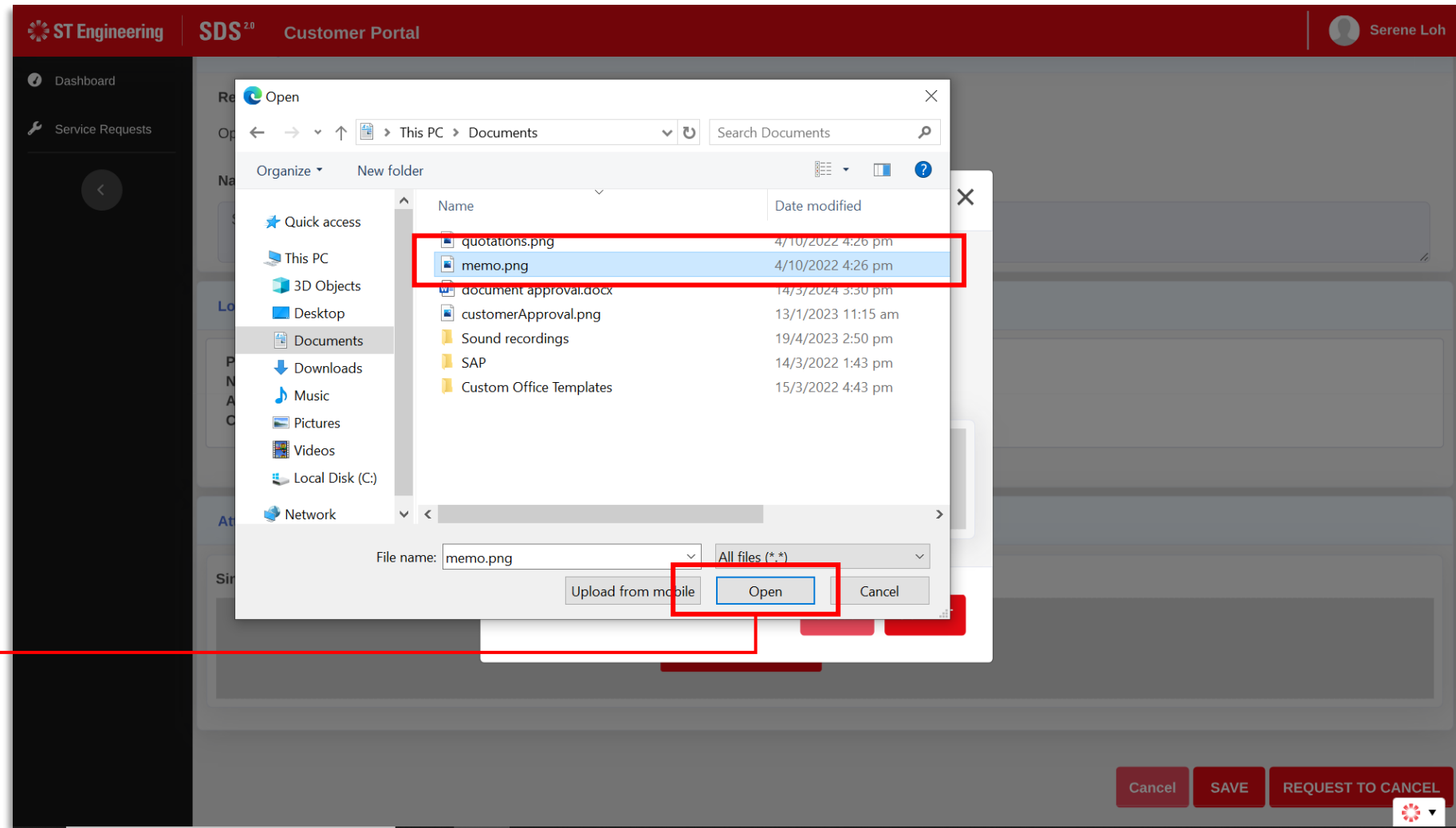
The screenshot displays the ST Engineering Customer Portal interface. The main content area shows a request status of 'Open' and a nature of servicing 'Send parts for service maintenance'. A 'Location' section includes fields for Place Name, Name, Address, and City (Zip Code). An 'Attachments' section is visible with a note: 'Single file size limit : 5MB ***Allowed fil'. A 'Cancel Request' popup box is overlaid on the screen, containing the following elements:

- Cancel Request** (Title)
- Request ID : 202411700IND-2
- I declare that the required approval has been given for this cancellation request.
- Attachments (Single file size limit : 5MB)**
- Allowed file types : pdf, word, excel, images or text files.
- Upload Memo for Cancellation** (Red button)
- Cancel (Red button)
- SUBMIT (Red button)

At the bottom of the page, there are three buttons: Cancel, SAVE, and REQUEST TO CANCEL.

Step 5: Upload cancellation memo

Locate your file on your local drive to upload and click **[Open]**



The screenshot displays the ST Engineering Customer Portal interface. A file selection dialog box is open, showing the 'Documents' folder. The file 'memo.png' is selected and highlighted in blue. A red box highlights the 'memo.png' file and the 'Open' button at the bottom of the dialog. The background shows the portal interface with a sidebar on the left and a main content area on the right. The user's name 'Serene Loh' is visible in the top right corner.

Name	Date modified
quotations.png	4/10/2022 4:26 pm
memo.png	4/10/2022 4:26 pm
document approval.docx	14/3/2024 3:30 pm
customerApproval.png	13/1/2023 11:15 am
Sound recordings	19/4/2023 2:50 pm
SAP	14/3/2022 1:43 pm
Custom Office Templates	15/3/2022 4:43 pm

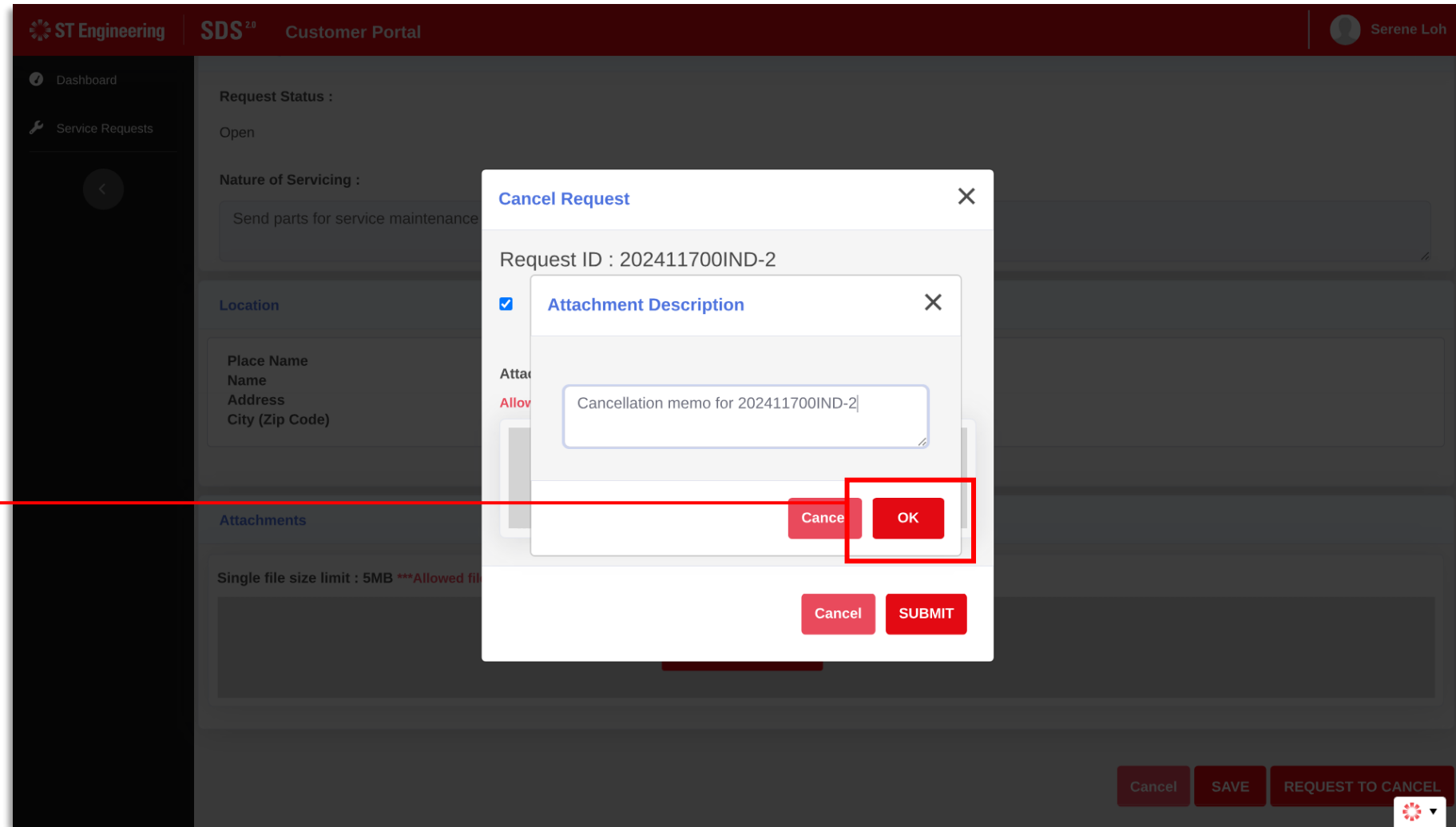
File name: memo.png All files (*.*)

Upload from mobile Open Cancel

Cancel SAVE REQUEST TO CANCEL

Step 6: Type a brief cancellation description

Provide a brief description of the cancellation memo and click **[Ok]**



The screenshot displays the ST Engineering Customer Portal interface. The main content area shows a request with the following details:

- Request Status :** Open
- Nature of Servicing :** Send parts for service maintenance
- Location :** Place Name, Name, Address, City (Zip Code)
- Attachments :** Single file size limit : 5MB ***Allowed file

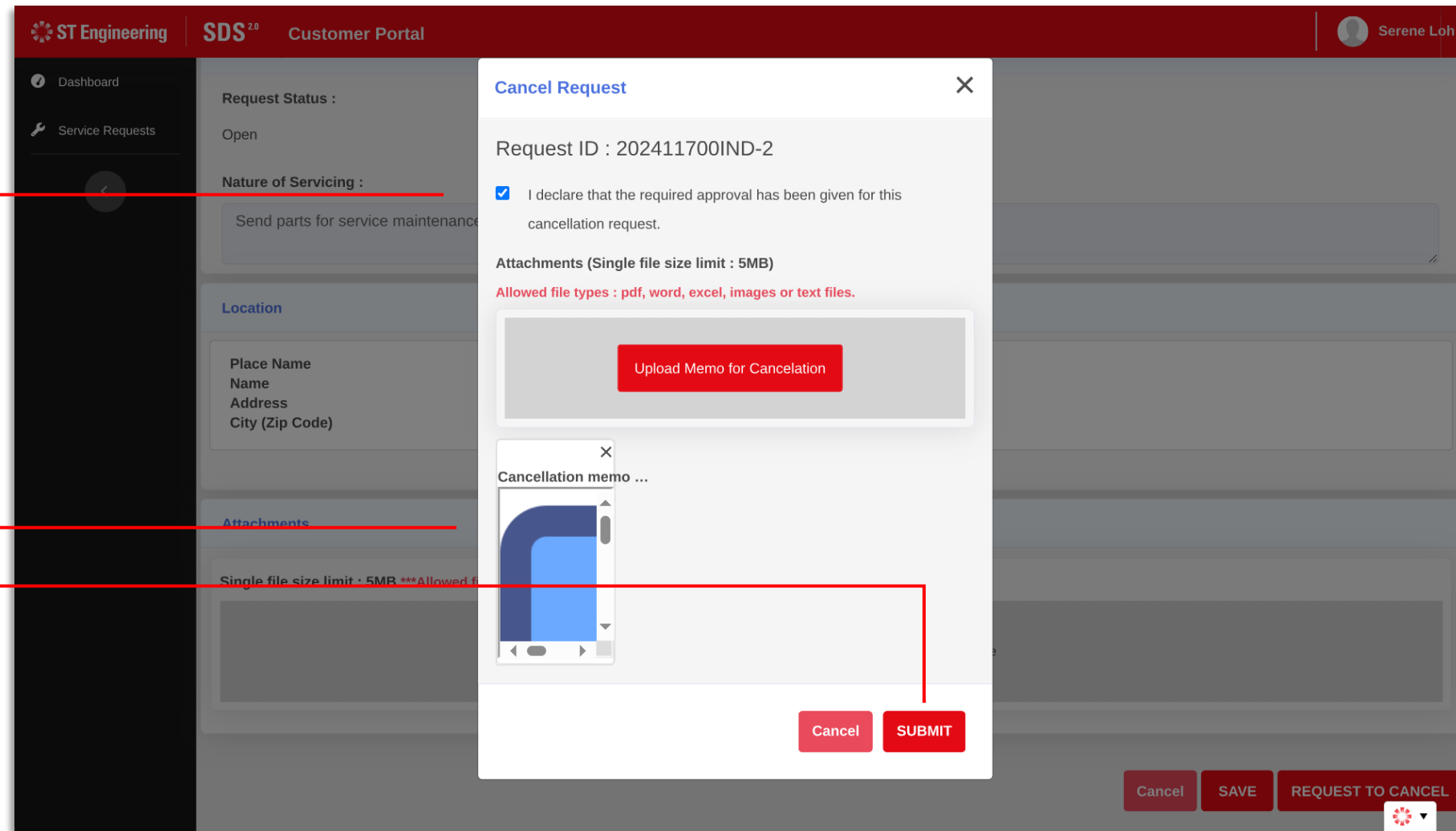
A modal window titled "Cancel Request" is open, showing the "Attachment Description" field with the text "Cancellation memo for 202411700IND-2". The "OK" button is highlighted with a red box, and a red line points from the text "and click [Ok]" to this button. At the bottom of the page, there are buttons for "Cancel", "SAVE", and "REQUEST TO CANCEL".

Step 7: Check uploaded attachment, click submit

Do ensure to check the tick box before submitting

All uploaded attachments would appear here.

Click **[Submit]** after verifying all details.

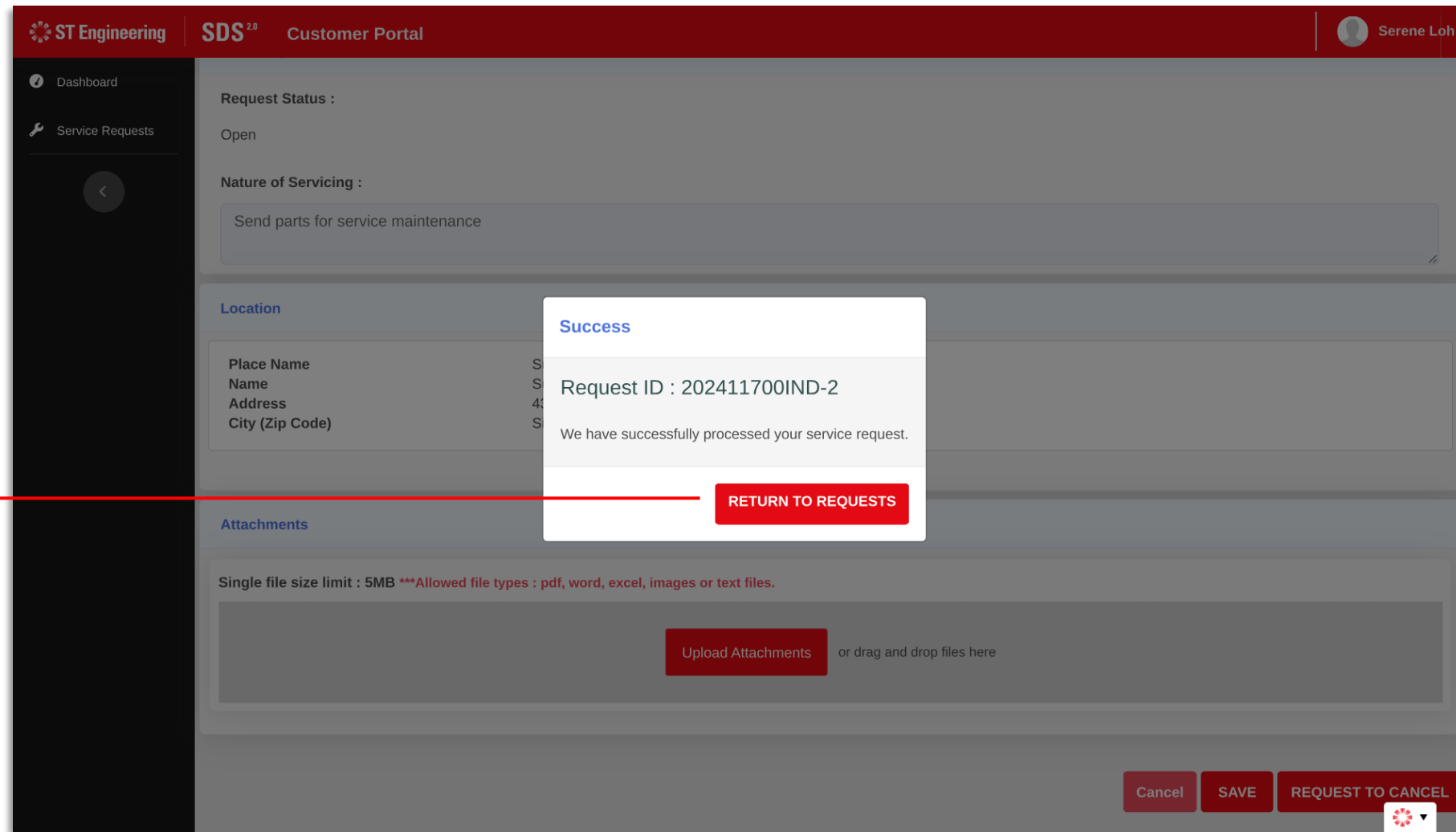


The screenshot shows the ST Engineering Customer Portal interface. The main content area displays the 'Request Status' as 'Open' and the 'Nature of Servicing' as 'Send parts for service maintenance'. A 'Cancel Request' dialog box is open, showing the 'Request ID : 202411700IND-2' and a checked checkbox for the declaration: 'I declare that the required approval has been given for this cancellation request.' Below this, there is an 'Attachments (Single file size limit : 5MB)' section with a red button labeled 'Upload Memo for Cancellation'. A preview of the uploaded 'Cancellation memo' is shown below. At the bottom of the dialog box, there are 'Cancel' and 'SUBMIT' buttons. The background shows the 'Location' section with fields for 'Place Name', 'Name', 'Address', and 'City (Zip Code)'. The bottom of the page has a navigation bar with 'Cancel', 'SAVE', and 'REQUEST TO CANCEL' buttons.

Step 8: Cancellation request successful

Upon successful submission, a popup window would appear.

Click **[Return to Request]** to view the request in the listings.




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 left sidebar contains 'Dashboard' and 'Service Requests' options. The main content area shows a 'Request Status : Open' and 'Nature of Servicing : Send parts for service maintenance'. A 'Location' section lists fields for Place Name, Name, Address, and City (Zip Code). Below this is an 'Attachments' section with a file upload limit of 5MB and a list of allowed file types (pdf, word, excel, images or text files). A red 'Upload Attachments' button is present. A white 'Success' popup window is centered on the screen, displaying 'Request ID : 202411700IND-2' and the message 'We have successfully processed your service request.' A red 'RETURN TO REQUESTS' button is located at the bottom of the popup. At the bottom of the page, there are three buttons: 'Cancel', 'SAVE', and 'REQUEST TO CANCEL'.

Step 9: Redirected back to listings page

The service request that was requested to be cancelled would now be labelled as **[Pending Cancellation]**.

View Request	LOB	Description	NSN No.	Serial No.	Qty	Type	Status	MO	PO	Created	Downloads
202411700IND-2	202411700	Chassis	-	-	1	INDENT	Pending Cancellation	-	-	06/11/2024 14:25:08	
202411700IND-1	202411700	Chassis	-	-	1	INDENT	Open	-	-	06/11/2024 14:25:08	
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-2	202410705FRI	GRC408 RADIO	-	15D60708	1	Preventive Maintenance	Complete	-	-	23/10/2024 18:26:16	
			VRAS			Corrective				23/10/2024	



How do I add a new Model to the list

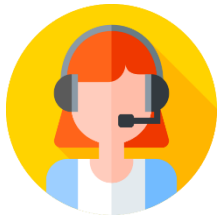
HOW DO I ADD A NEW MODEL TO THE LIST

Contact CX Hub

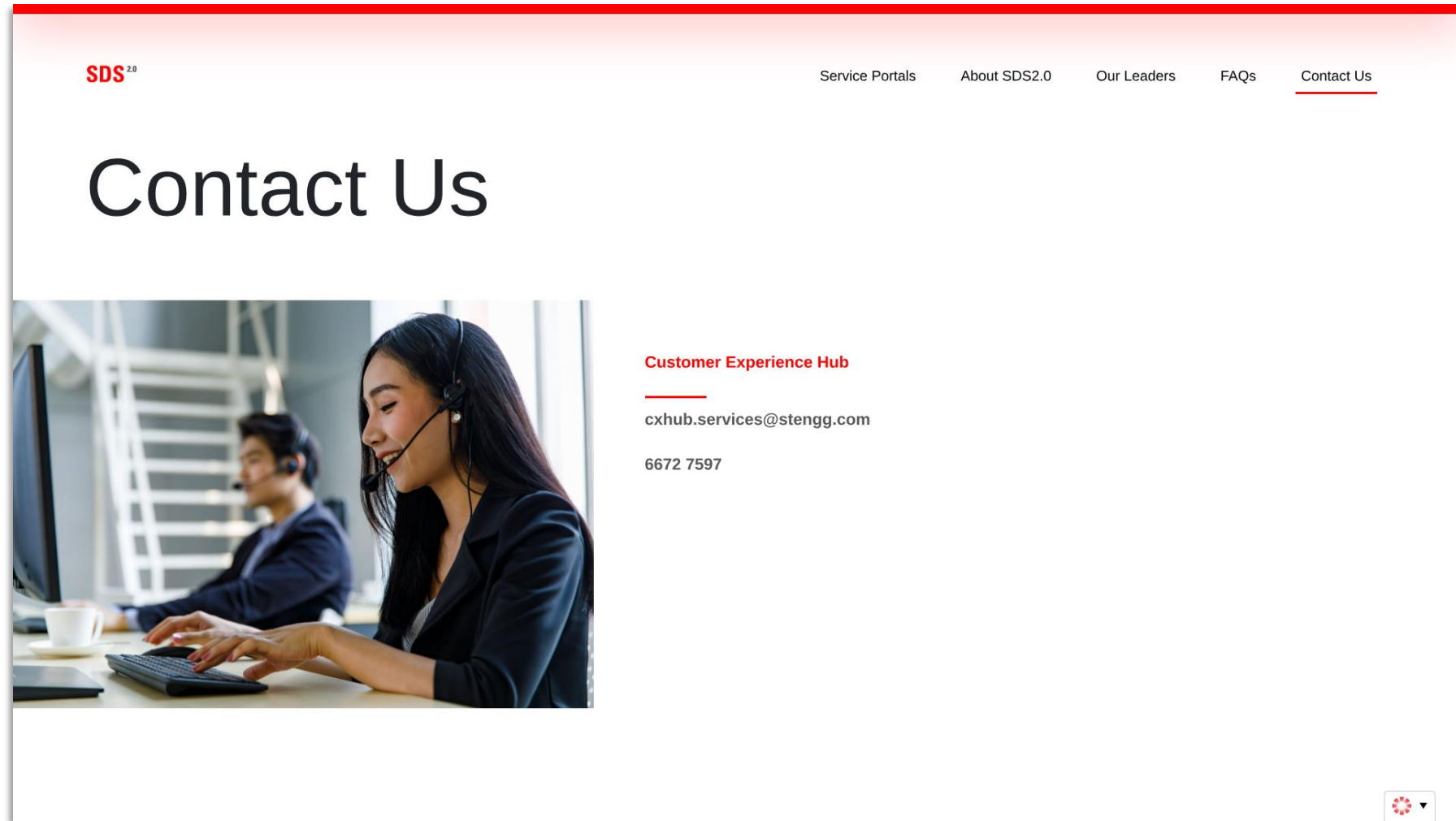
Contact the admin at **CX Hub**
(Customer eXperience Hub):

cxhub.services@stengg.com

6672 7597



Further instructions would be
advised by the CX Hub agent.



The screenshot shows the 'Contact Us' page of the ST Engineering website. At the top left is the 'SDS^{2.0}' logo. The top right navigation menu includes 'Service Portals', 'About SDS2.0', 'Our Leaders', 'FAQs', and 'Contact Us' (which is underlined). The main heading is 'Contact Us'. Below the heading is a photograph of two customer service agents in a call center setting. To the right of the photo, the text reads: 'Customer Experience Hub', followed by a horizontal line, the email address 'cxhub.services@stengg.com', and the phone number '6672 7597'. A small ST Engineering logo is visible in the bottom right corner of the page.

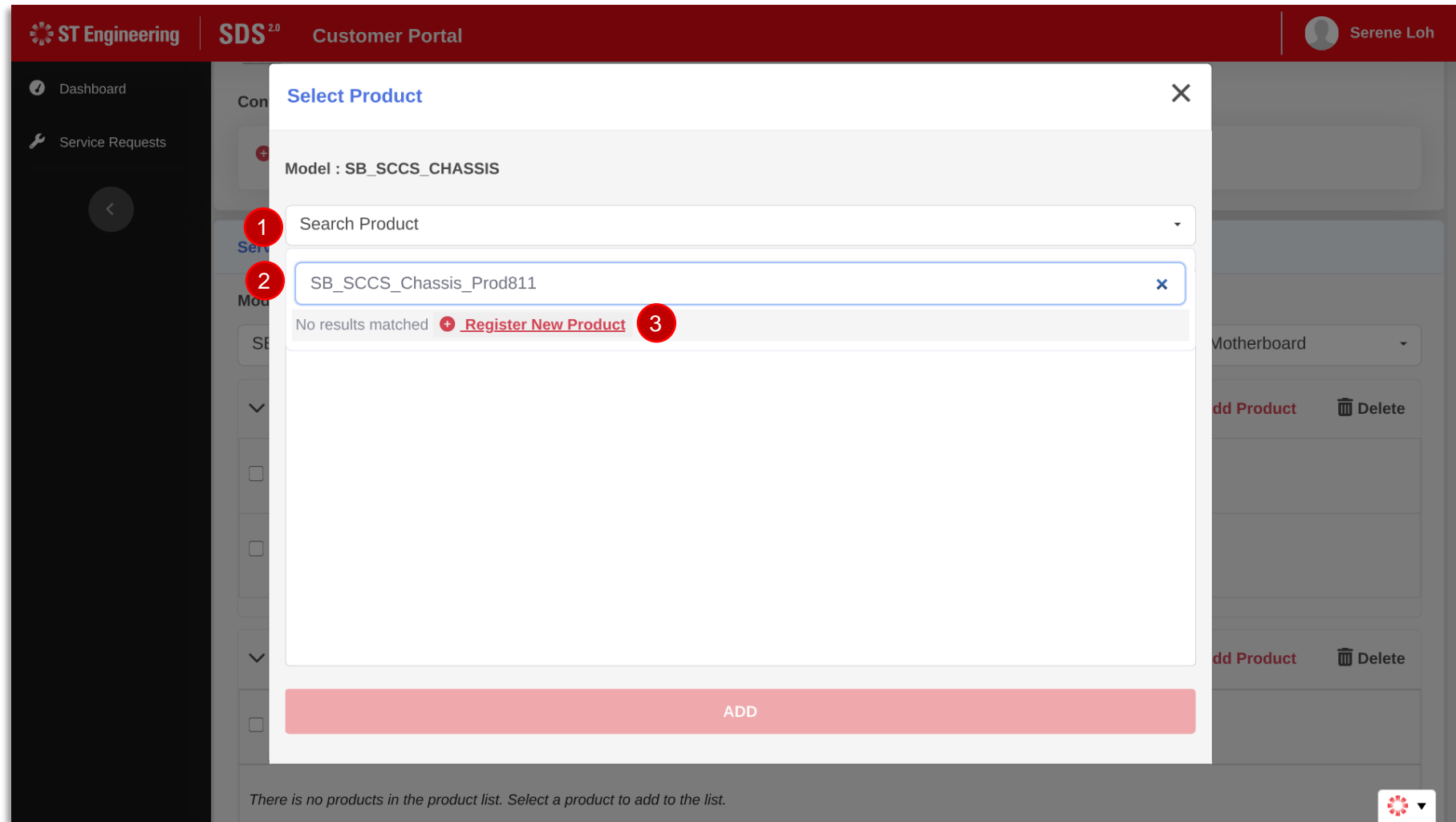


How do I add a new Product
serial ID to the list

HOW DO I ADD A NEW PRODUCT SERIAL ID TO THE LIST

Step 1: Locate product serial ID field

- 1 After a model is created, click **[Add Product]** to open Product window.
- 2 Enter the serial ID in the search field.
- 3 If no records found, it will prompt 'No results matched'. Click **[Register New Product]** to open a product creation window



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

Dashboard | Service Requests

Model : SB_SCCS_CHASSIS

1 Search Product

2 SB_SCCS_Chassis_Prod811

No results matched + Register New Product 3

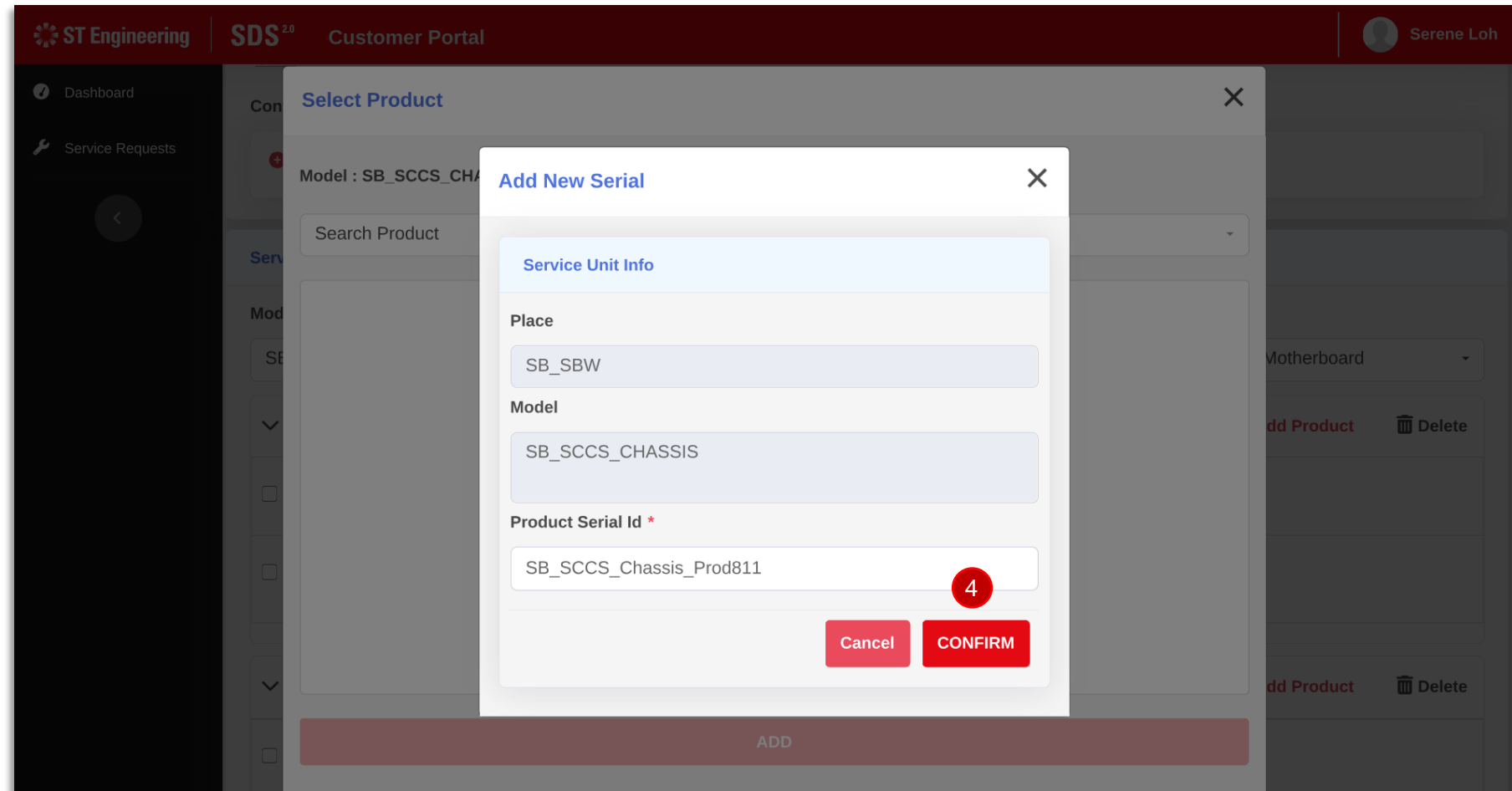
ADD

There is no products in the product list. Select a product to add to the list.

HOW DO I ADD A NEW PRODUCT SERIAL ID TO THE LIST

Step 2: Create New Product Serial ID

- 4 Check product information and serial Id before you click on **[Confirm]**.



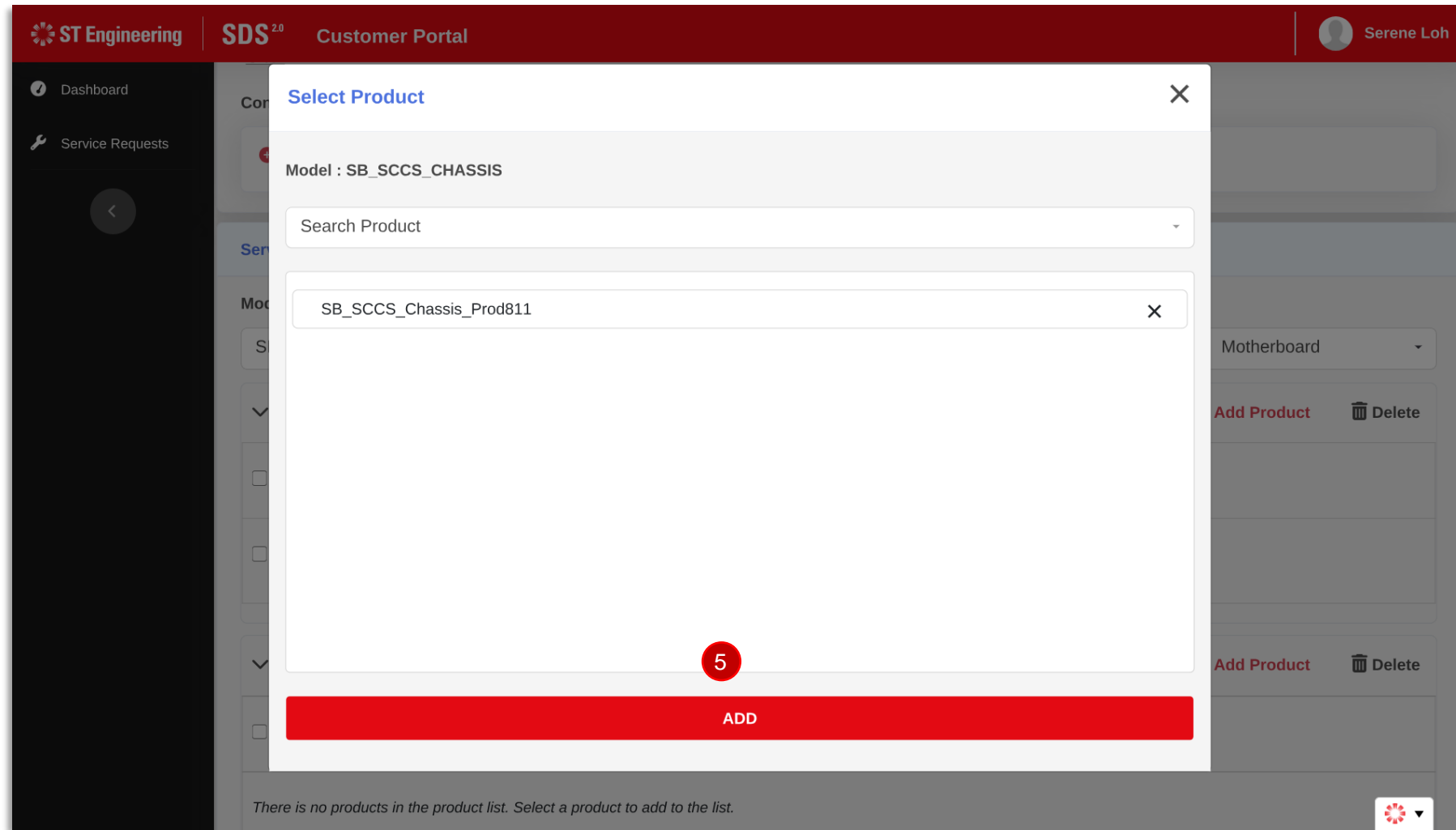
The screenshot displays the ST Engineering Customer Portal interface. A 'Select Product' dialog box is open, showing a search bar and a list of products. A 'Model : SB_SCCS_CHASSIS' is selected. Overlaid on this is an 'Add New Serial' dialog box. The 'Add New Serial' dialog has a 'Service Unit Info' section with three input fields: 'Place' (containing 'SB_SBW'), 'Model' (containing 'SB_SCCS_CHASSIS'), and 'Product Serial Id *' (containing 'SB_SCCS_Chassis_Prod811'). A red circle with the number '4' is positioned over the 'Product Serial Id' field. At the bottom of the dialog are 'Cancel' and 'CONFIRM' buttons. The background shows a sidebar with 'Dashboard' and 'Service Requests' options, and a main area with a table of products, including one for 'Motherboard'.



HOW DO I ADD A NEW PRODUCT SERIAL ID TO THE LIST

Step 3: Add New Product Serial ID

- 5 It will be displayed in the list as shown. Then click on **[Add]** to add product to the list.



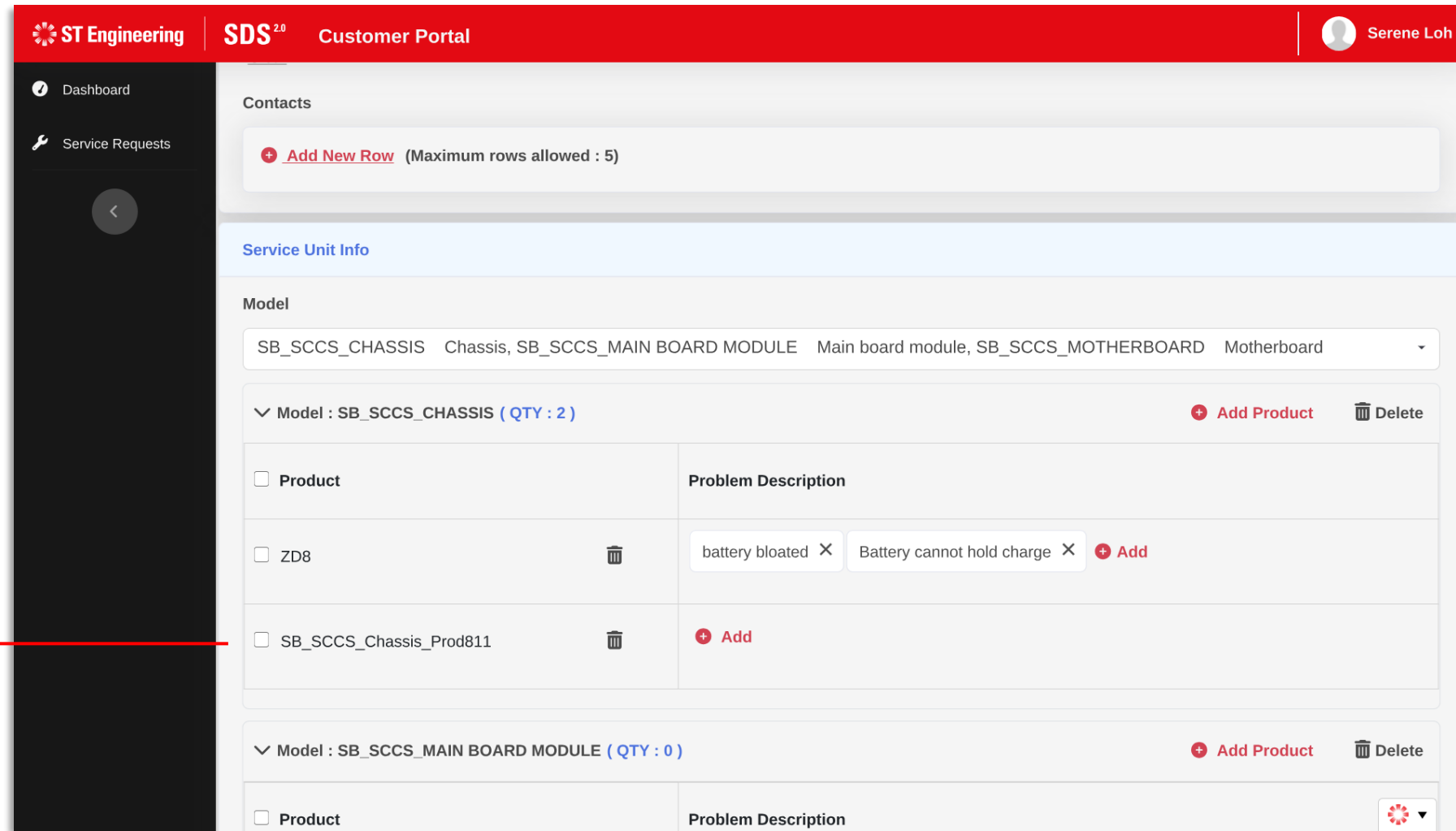
The screenshot shows the ST Engineering Customer Portal interface. A modal dialog titled "Select Product" is open, displaying the model "SB_SCCS_CHASSIS". Below the model name is a search bar labeled "Search Product" with a dropdown arrow. A search result "SB_SCCS_Chassis_Prod811" is shown in a list below the search bar. At the bottom of the dialog, there is a red button labeled "ADD". A red circle with the number "5" is overlaid on the "ADD" button. The background shows a sidebar with "Dashboard" and "Service Requests" options, and a main content area with a table of products. The user's name "Serene Loh" is visible in the top right corner.

There is no products in the product list. Select a product to add to the list.

Step 4: New product serial ID added

The newly created product serial ID would appear here

Continue furnishing the rest of the fields in the request form.



The screenshot shows 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 left sidebar contains 'Dashboard' and 'Service Requests'. The main content area is titled 'Contacts' and features a '+ Add New Row (Maximum rows allowed : 5)' button. Below this is a 'Service Unit Info' section with a 'Model' dropdown menu. The selected model is 'SB_SCCS_CHASSIS Chassis, SB_SCCS_MAIN BOARD MODULE Main board module, SB_SCCS_MOTHERBOARD Motherboard'. A table displays the selected model with a quantity of 2. The table has columns for 'Product' and 'Problem Description'. The first row shows 'ZD8' with a problem description of 'battery bloated' and 'Battery cannot hold charge'. The second row shows 'SB_SCCS_Chassis_Prod811' with an 'Add' button. The table also includes 'Add Product' and 'Delete' buttons. The bottom section shows another model, 'SB_SCCS_MAIN BOARD MODULE', with a quantity of 0.

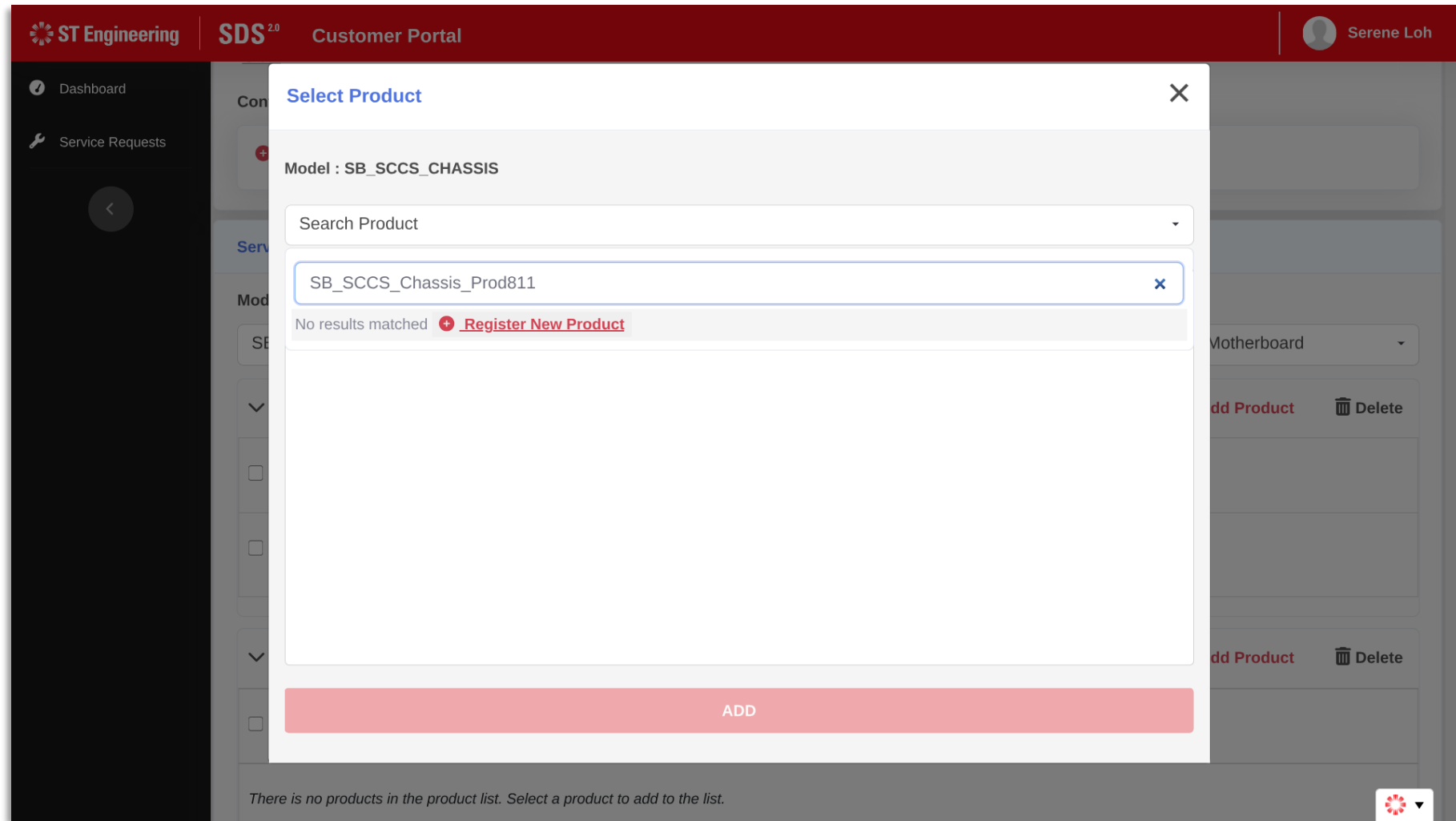


What should I do if the product
does not come with a serial ID

WHAT SHOULD I DO IF THE PRODUCT DOES NOT COME WITH A SERIAL ID

Check with your System Manager

If the physical product does not come with a serial ID, you should check with your system manager about raising a request on a product without a serial ID.



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

Dashboard
Service Requests

Con
+
Serv
Mod
SE
✓
□
□
✓
□

Select Product [X]

Model : SB_SCCS_CHASSIS

Search Product [v]

SB_SCCS_Chassis_Prod811 [x]

No results matched + [Register New Product](#)

ADD

Motherboard [v]
Add Product [Delete]
Add Product [Delete]

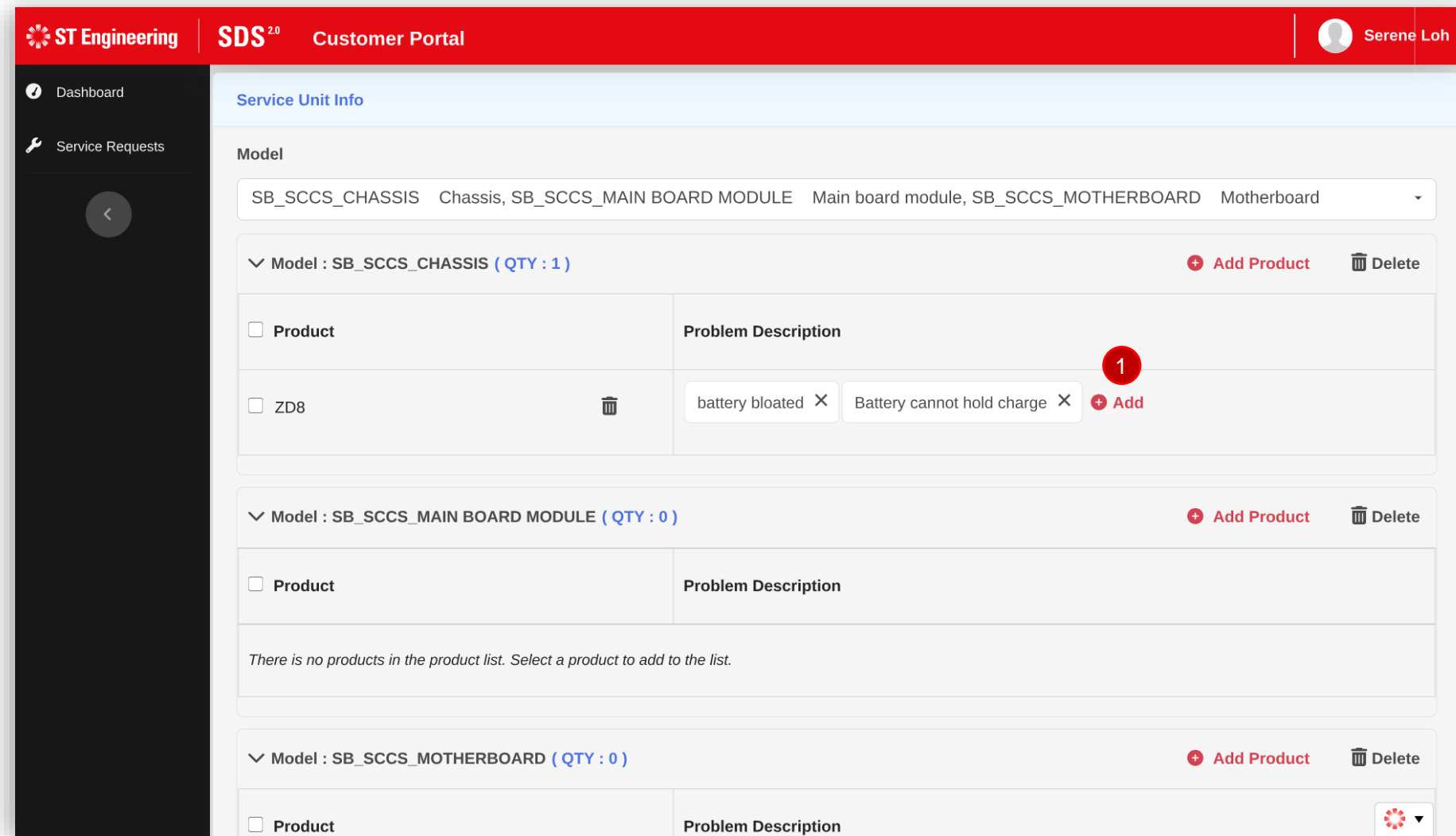
There is no products in the product list. Select a product to add to the list.



How do I add a new problem description

Step 1: Add problem description in table

1 After product is created, click **[Add]** icon under problem description column to open product description window.



Service Unit Info

Model

SB_SCCS_CHASSIS Chassis, SB_SCCS_MAIN BOARD MODULE Main board module, SB_SCCS_MOTHERBOARD Motherboard

Model : SB_SCCS_CHASSIS (QTY : 1) + Add Product 🗑 Delete

Product	Problem Description
<input type="checkbox"/> ZD8 🗑	battery bloated × Battery cannot hold charge × + Add
<input type="checkbox"/> Product	Problem Description

Model : SB_SCCS_MAIN BOARD MODULE (QTY : 0) + Add Product 🗑 Delete

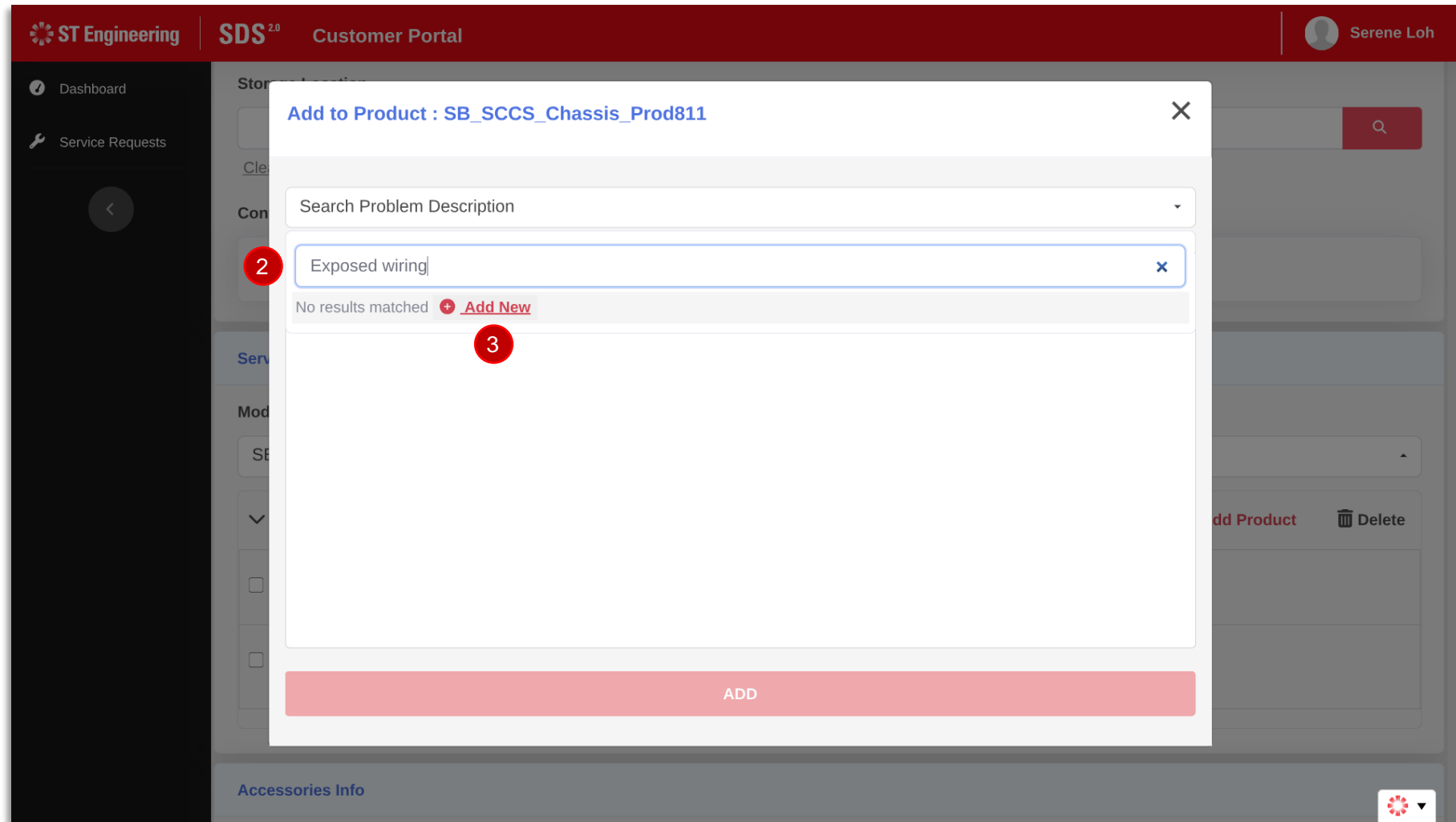
There is no products in the product list. Select a product to add to the list.

Model : SB_SCCS_MOTHERBOARD (QTY : 0) + Add Product 🗑 Delete

Product Problem Description

Step 2: Locate problem description field

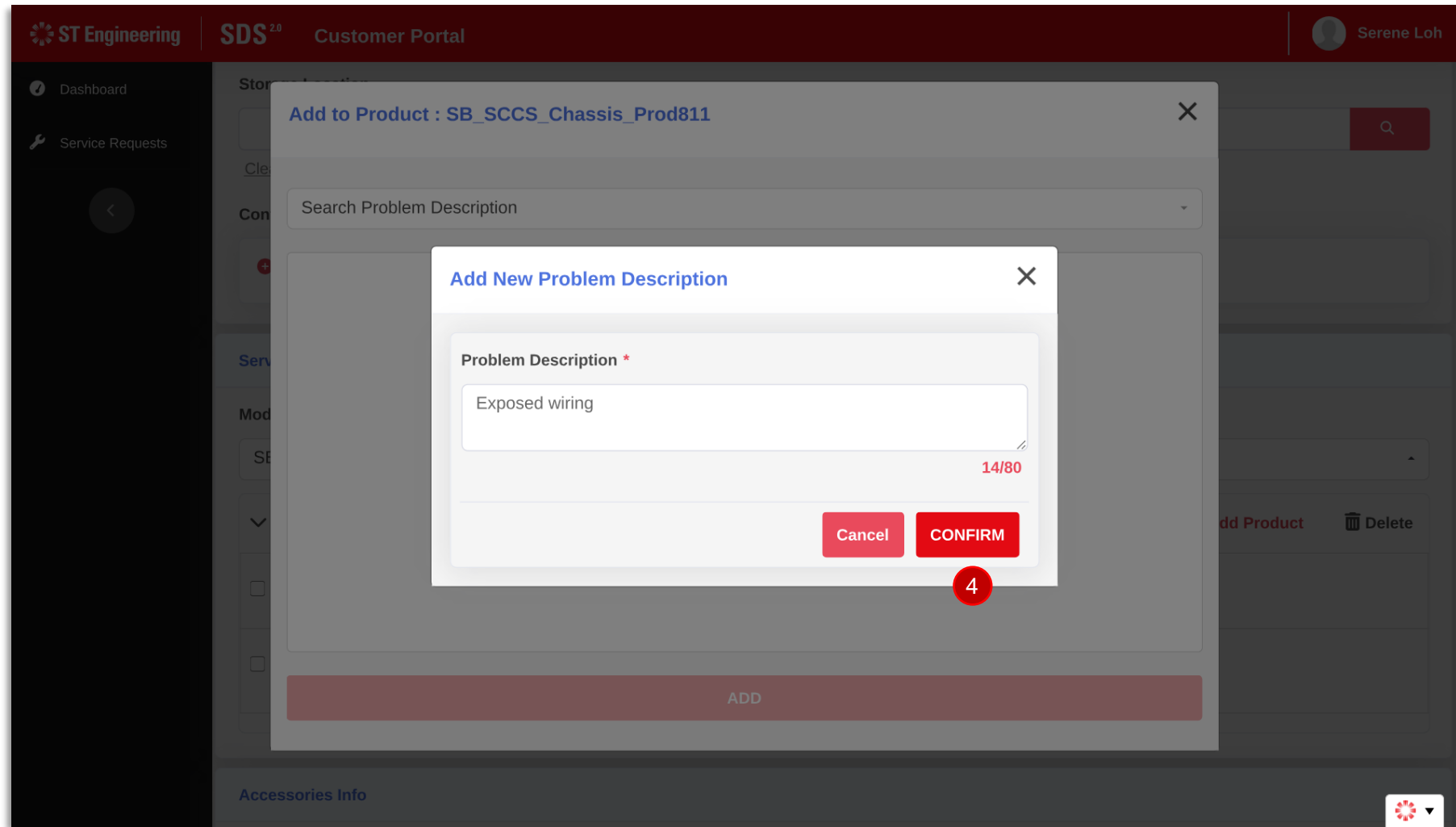
- 2 Enter problem description in the search field.
- 3 If no records found, it will prompt 'No results matched'. Click **[Add New]** to open a problem description creation window



The screenshot displays the ST Engineering Customer Portal interface. A modal window titled "Add to Product : SB_SCCS_Chassis_Prod811" is open, showing a search for problem descriptions. The search field contains the text "Exposed wiring". Below the search field, the message "No results matched" is displayed, followed by a red "+ Add New" button. A red circle with the number "3" highlights this button. At the bottom of the modal, there is a large red "ADD" button. The background shows the portal's navigation menu with "Dashboard" and "Service Requests" options, and the user's name "Serene Loh" in the top right corner.

Step 3: Create new problem description

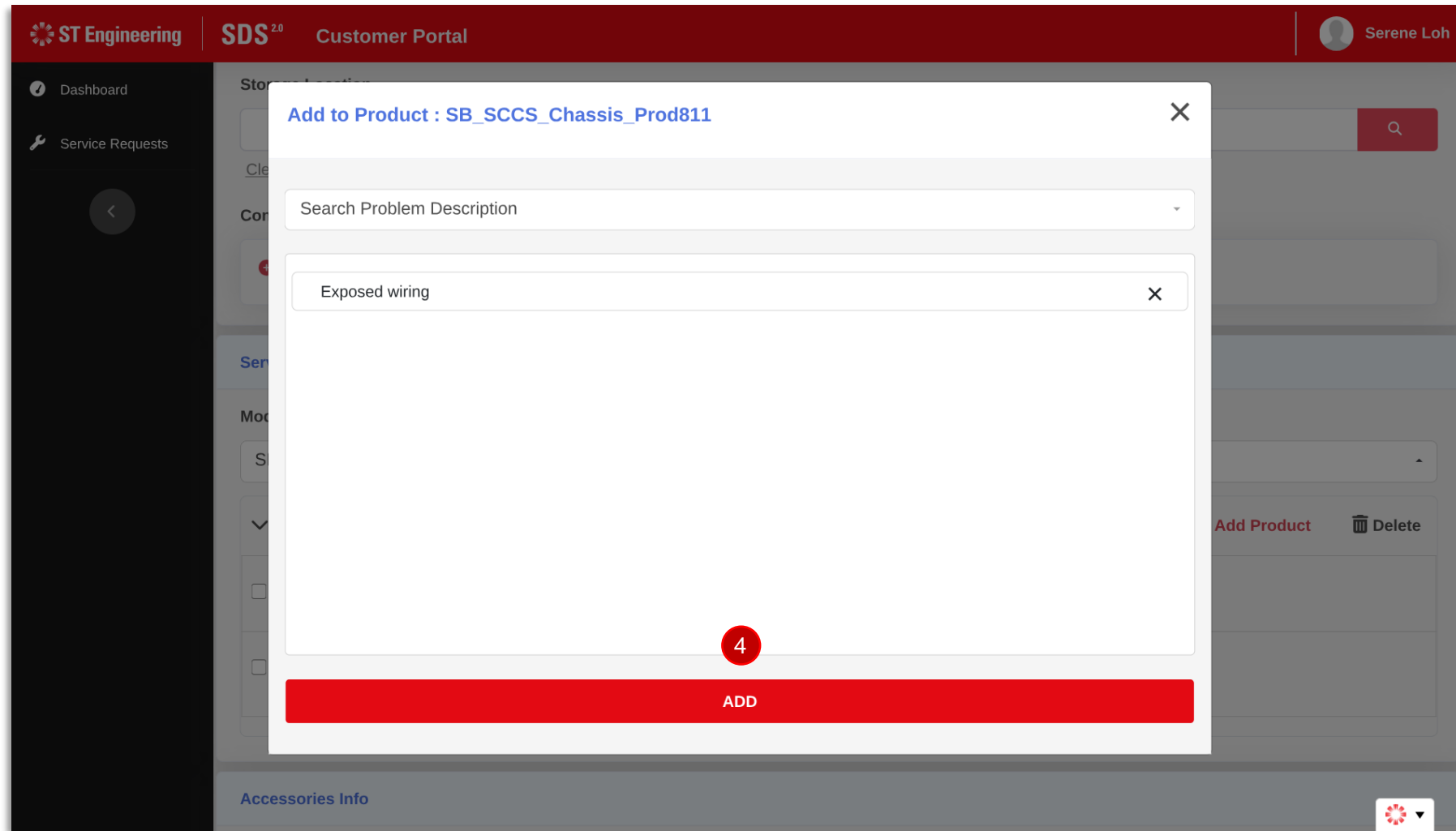
- 4 Check the problem description content and click **[Confirm]**



The screenshot displays the ST Engineering Customer Portal interface. The main header includes the ST Engineering logo, 'SDS^{2.0}', and 'Customer Portal'. The user 'Serene Loh' is logged in. The left sidebar shows navigation options: Dashboard, Service Requests, and Accessories Info. The main content area is titled 'Add to Product : SB_SCCS_Chassis_Prod811'. A search bar for 'Search Problem Description' is visible. A modal dialog box titled 'Add New Problem Description' is open, featuring a text input field with the text 'Exposed wiring' and a character count '14/80'. At the bottom of the dialog are 'Cancel' and 'CONFIRM' buttons. A red circle with the number '4' is overlaid on the 'CONFIRM' button. Below the dialog is a large 'ADD' button.

Step 4: Add new problem description

- 4 It will be displayed in the list as shown. Then click on **[Add]** to add problem description to the list.

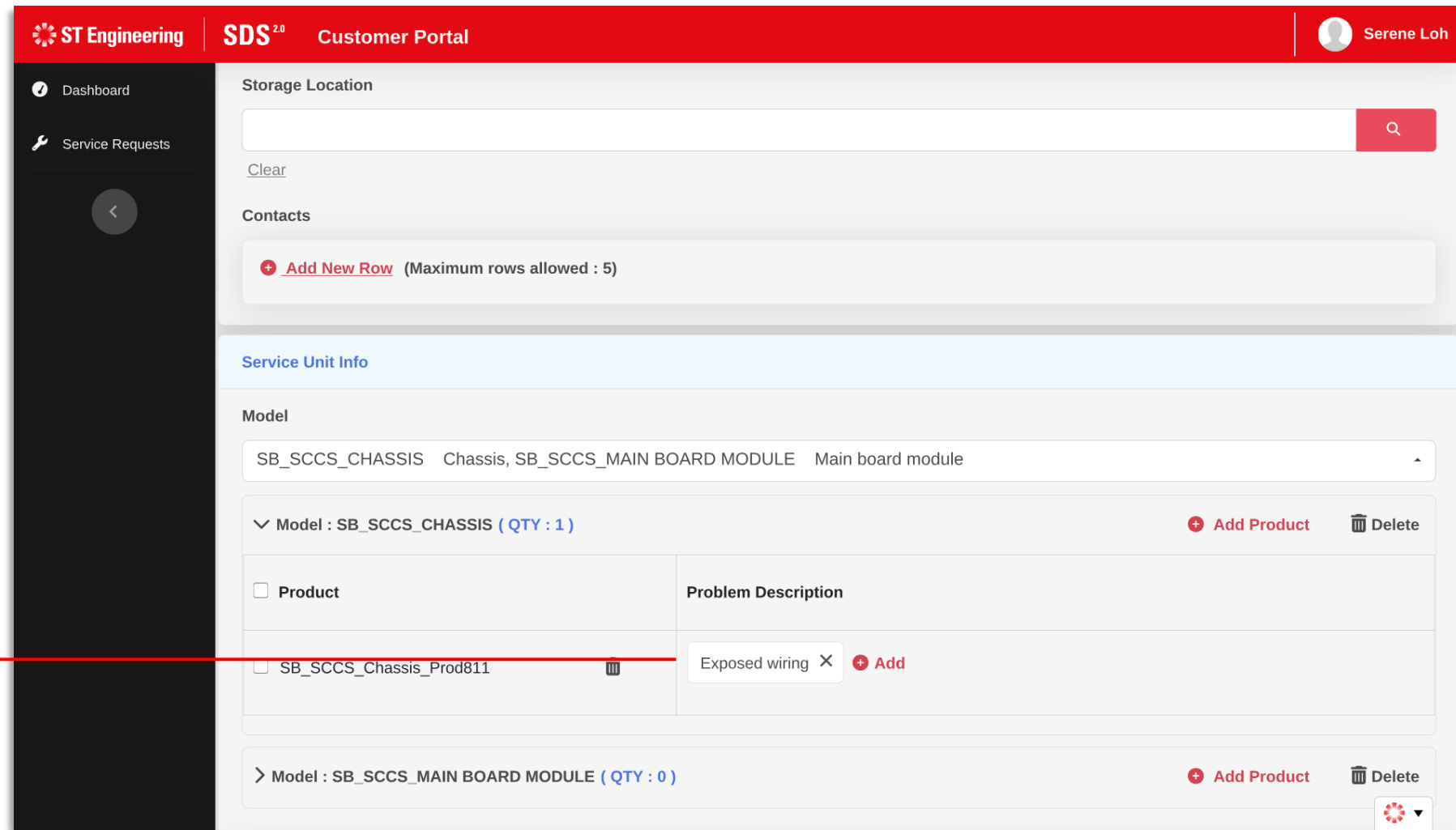


The screenshot displays the ST Engineering Customer Portal interface. The top navigation bar includes the ST Engineering logo, 'SDS^{2.0}', and 'Customer Portal'. The user profile 'Serene Loh' is visible in the top right. The left sidebar shows 'Dashboard' and 'Service Requests'. The main content area is partially obscured by a modal dialog box titled 'Add to Product : SB_SCCS_Chassis_Prod811'. This dialog box features a search bar labeled 'Search Problem Description' and a text input field containing 'Exposed wiring'. A red circle with the number '4' is positioned over the 'ADD' button at the bottom of the dialog. The background shows a list of products with 'Add Product' and 'Delete' buttons.

Step 5: New problem description added to list

The newly created problem description would appear here

Continue furnishing the rest of the fields in the request form.



The screenshot displays the 'Customer Portal' interface for 'ST Engineering SDS 2.0'. The page is divided into a left sidebar with 'Dashboard' and 'Service Requests' options, and a main content area. The main content area includes a 'Storage Location' search bar, a 'Contacts' section with an 'Add New Row' button, and a 'Service Unit Info' section. Under 'Service Unit Info', there is a 'Model' dropdown menu showing 'SB_SCCS_CHASSIS Chassis, SB_SCCS_MAIN BOARD MODULE Main board module'. Below this, a table lists the selected model with a quantity of 1. The table has columns for 'Product' and 'Problem Description'. A new entry has been added: 'SB_SCCS_Chassis_Prod811' with the problem description 'Exposed wiring'. The interface also includes 'Add Product' and 'Delete' buttons for each row.

Product	Problem Description
<input type="checkbox"/> SB_SCCS_Chassis_Prod811	Exposed wiring <input type="button" value="Add"/>




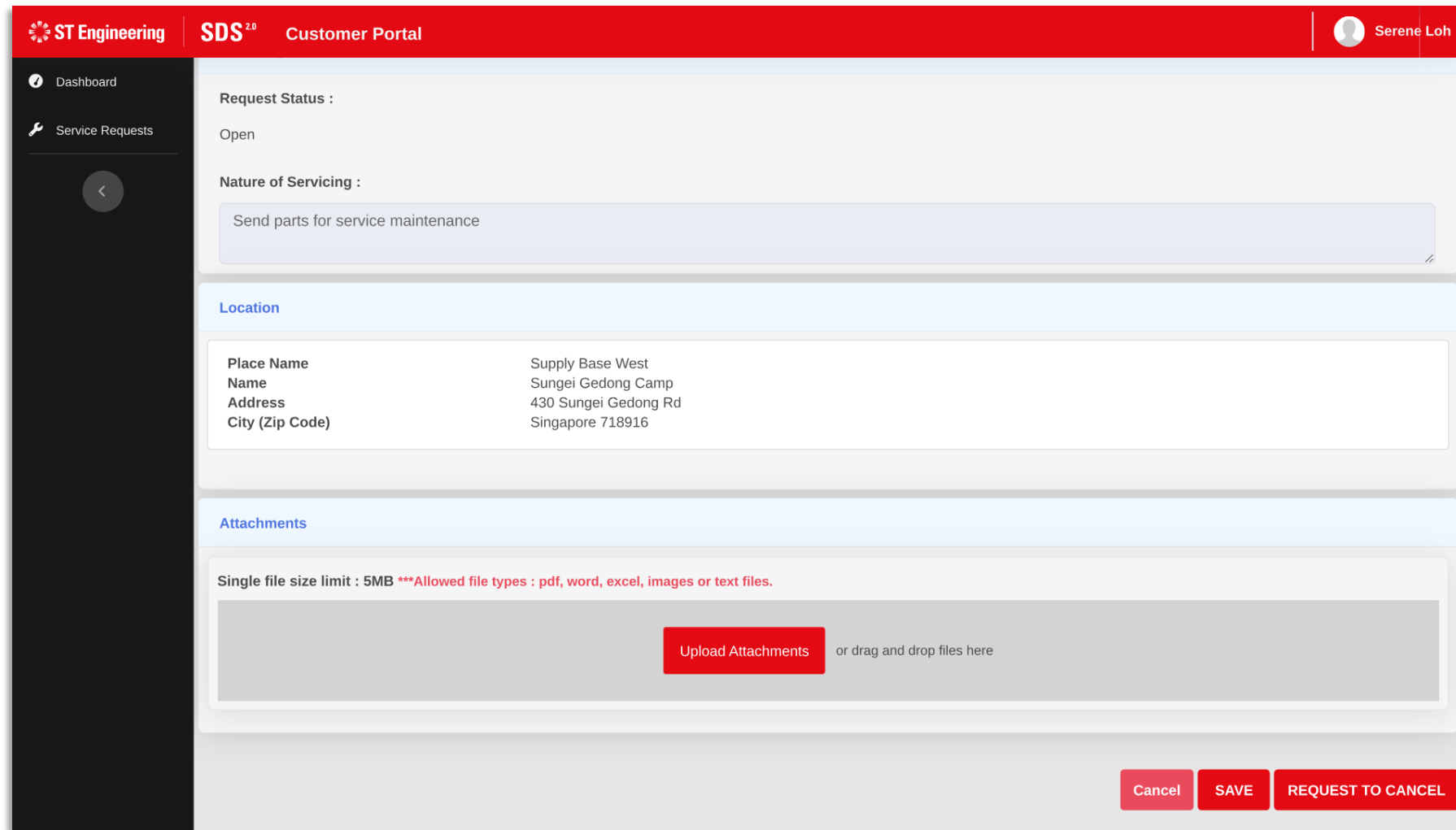
Can I add attachments to
my raised request

CAN I ADD ATTACHMENTS TO MY RAISED REQUEST

Adding attachment to a raised request

Yes you can add attachments to a raised request that you have already created.

 Do note that other fields (including added attachments) cannot be edited or removed.



The screenshot shows the ST Engineering Customer Portal interface. The top navigation bar includes the ST Engineering logo, 'SDS 2.0', and 'Customer Portal'. A user profile for 'Serene Loh' is visible in the top right. The left sidebar contains 'Dashboard' and 'Service Requests' with a back arrow. The main content area displays the following details:

- Request Status :** Open
- Nature of Servicing :** Send parts for service maintenance
- Location**

Place Name	Supply Base West
Name	Sungei Gedong Camp
Address	430 Sungei Gedong Rd
City (Zip Code)	Singapore 718916
- Attachments**

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

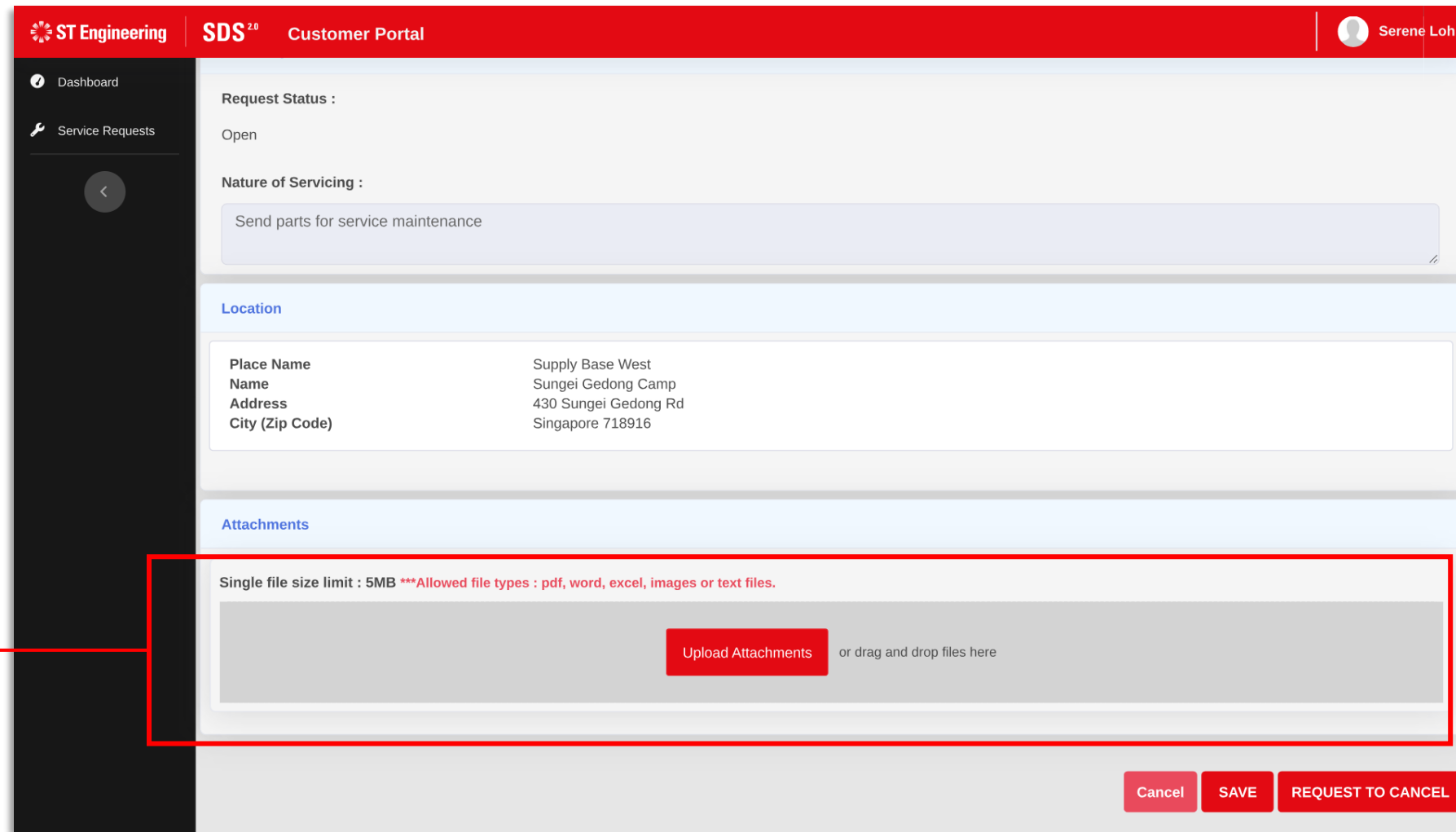
Upload Attachments or drag and drop files here

At the bottom right, there are three buttons: 'Cancel', 'SAVE', and 'REQUEST TO CANCEL'.

CAN I ADD ATTACHMENTS TO MY RAISED REQUEST

Step 1: Scroll down to 'Attachments'

Scroll down to the attachments section and select **[Upload Attachments]** or drag and drop your files into the box.



The screenshot displays the ST Engineering Customer Portal interface. The top navigation bar includes the ST Engineering logo, 'SDS 2.0', and 'Customer Portal'. The user profile 'Serene Loh' is visible in the top right. The left sidebar contains 'Dashboard' and 'Service Requests'. The main content area shows the details of a service request:

- Request Status :** Open
- Nature of Servicing :** Send parts for service maintenance
- Location**

Place Name	Supply Base West
Name	Sungei Gedong Camp
Address	430 Sungei Gedong Rd
City (Zip Code)	Singapore 718916
- Attachments**

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

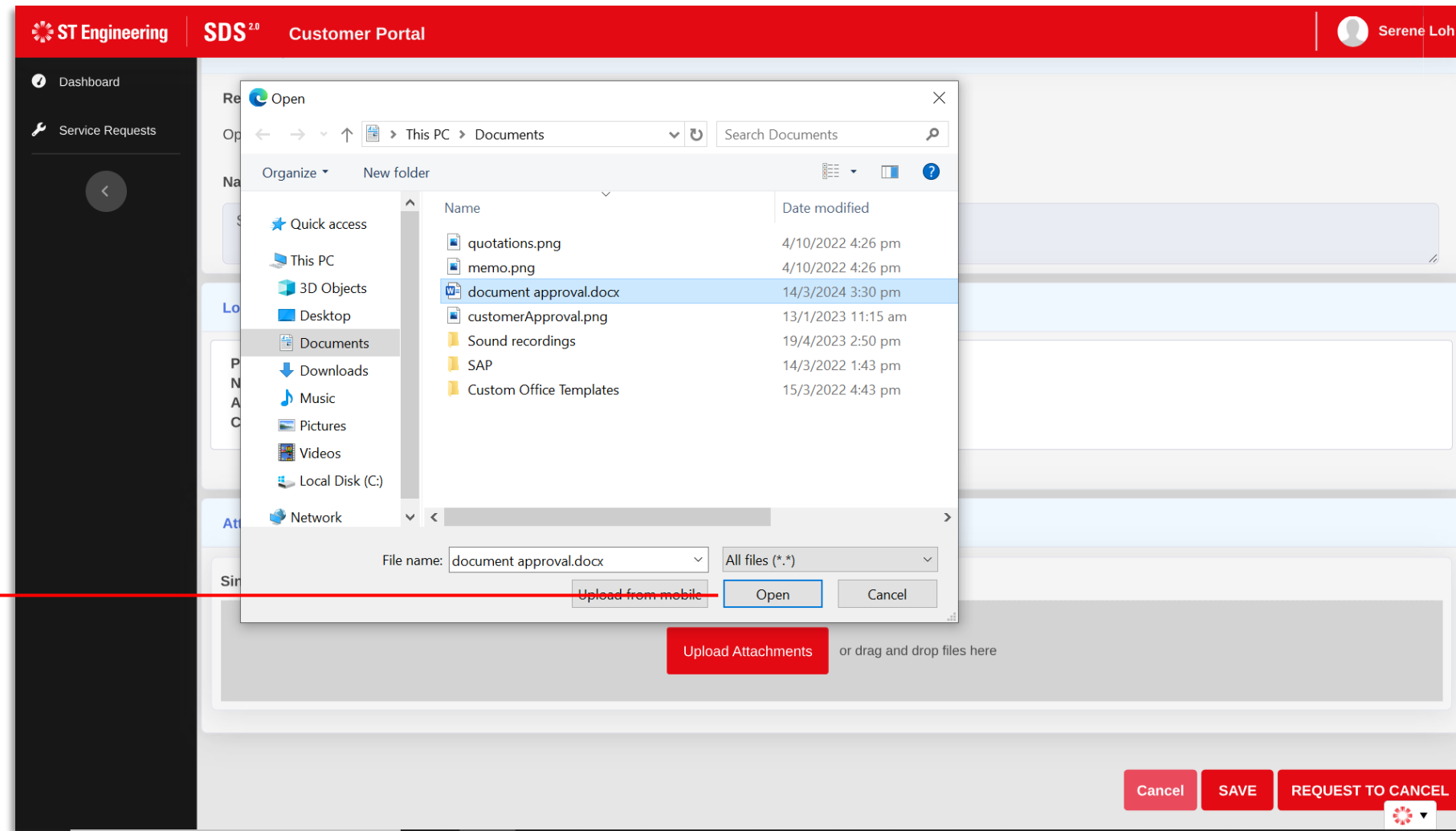
Upload Attachments or drag and drop files here

At the bottom right, there are three buttons: 'Cancel', 'SAVE', and 'REQUEST TO CANCEL'.

CAN I ADD ATTACHMENTS TO MY RAISED REQUEST

Step 2: Choose and upload your documents

Select documents to upload from your desktop and click **[Open]**



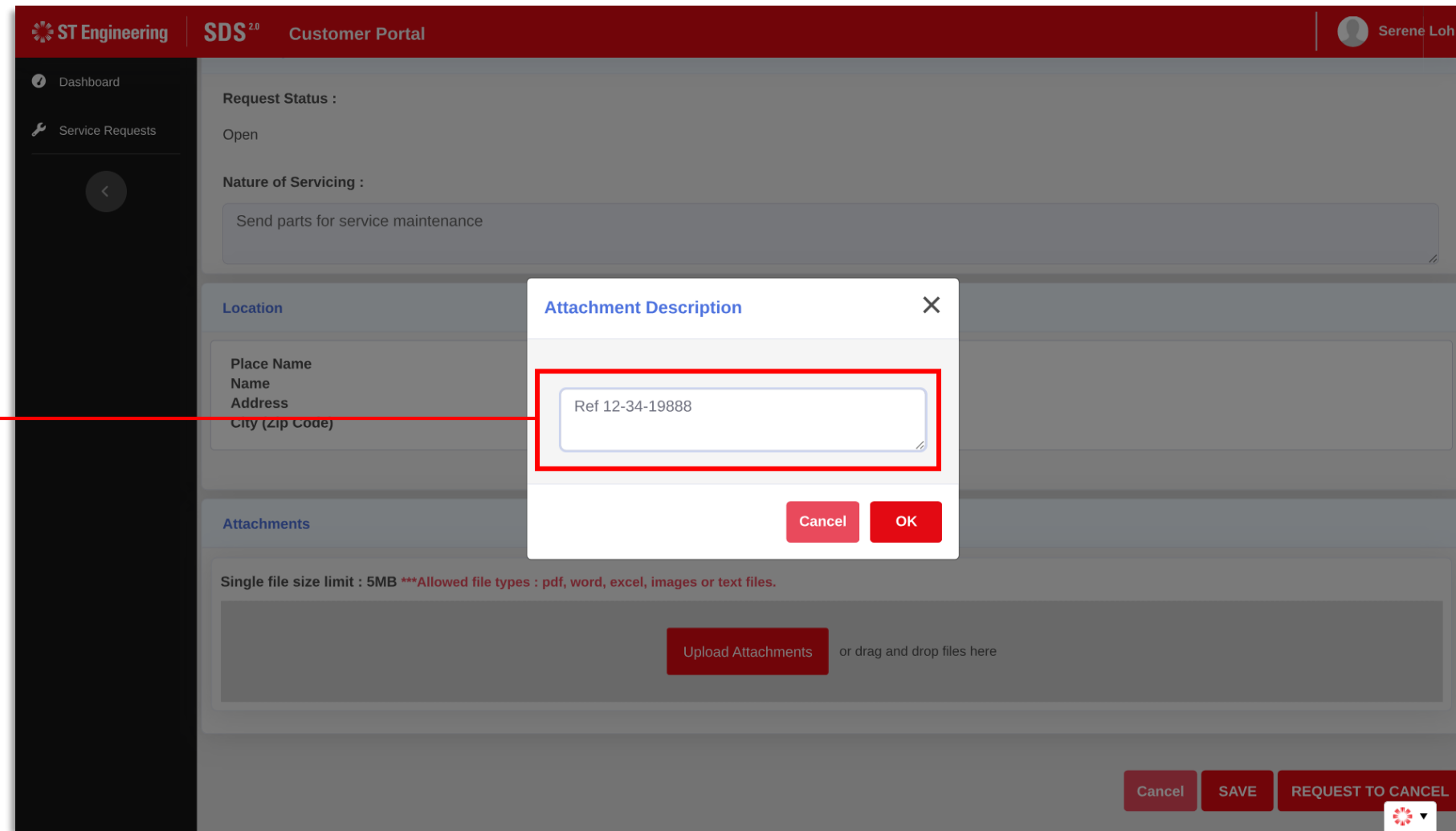
The screenshot shows the ST Engineering Customer Portal interface. A file selection dialog box is open, displaying the contents of the 'Documents' folder. The file 'document approval.docx' is selected. The dialog box has a search bar, navigation arrows, and a list of files with their names and modification dates. Below the list, the file name 'document approval.docx' and the file type 'All files (*.*)' are shown. The 'Open' button is highlighted. In the background, the 'Upload Attachments' form is visible, with a red 'Upload Attachments' button and a 'or drag and drop files here' area. The portal header includes the ST Engineering logo, 'SDS 2.0 Customer Portal', and the user name 'Serene Loh'. The left sidebar shows 'Dashboard' and 'Service Requests' options. At the bottom right, there are 'Cancel', 'SAVE', and 'REQUEST TO CANCEL' buttons.

Name	Date modified
quotations.png	4/10/2022 4:26 pm
memo.png	4/10/2022 4:26 pm
document approval.docx	14/3/2024 3:30 pm
customerApproval.png	13/1/2023 11:15 am
Sound recordings	19/4/2023 2:50 pm
SAP	14/3/2022 1:43 pm
Custom Office Templates	15/3/2022 4:43 pm

CAN I ADD ATTACHMENTS TO MY RAISED REQUEST

Step 3: Documents uploaded, save your progress

Provide a brief description
of the attachment and
click **[Ok]**




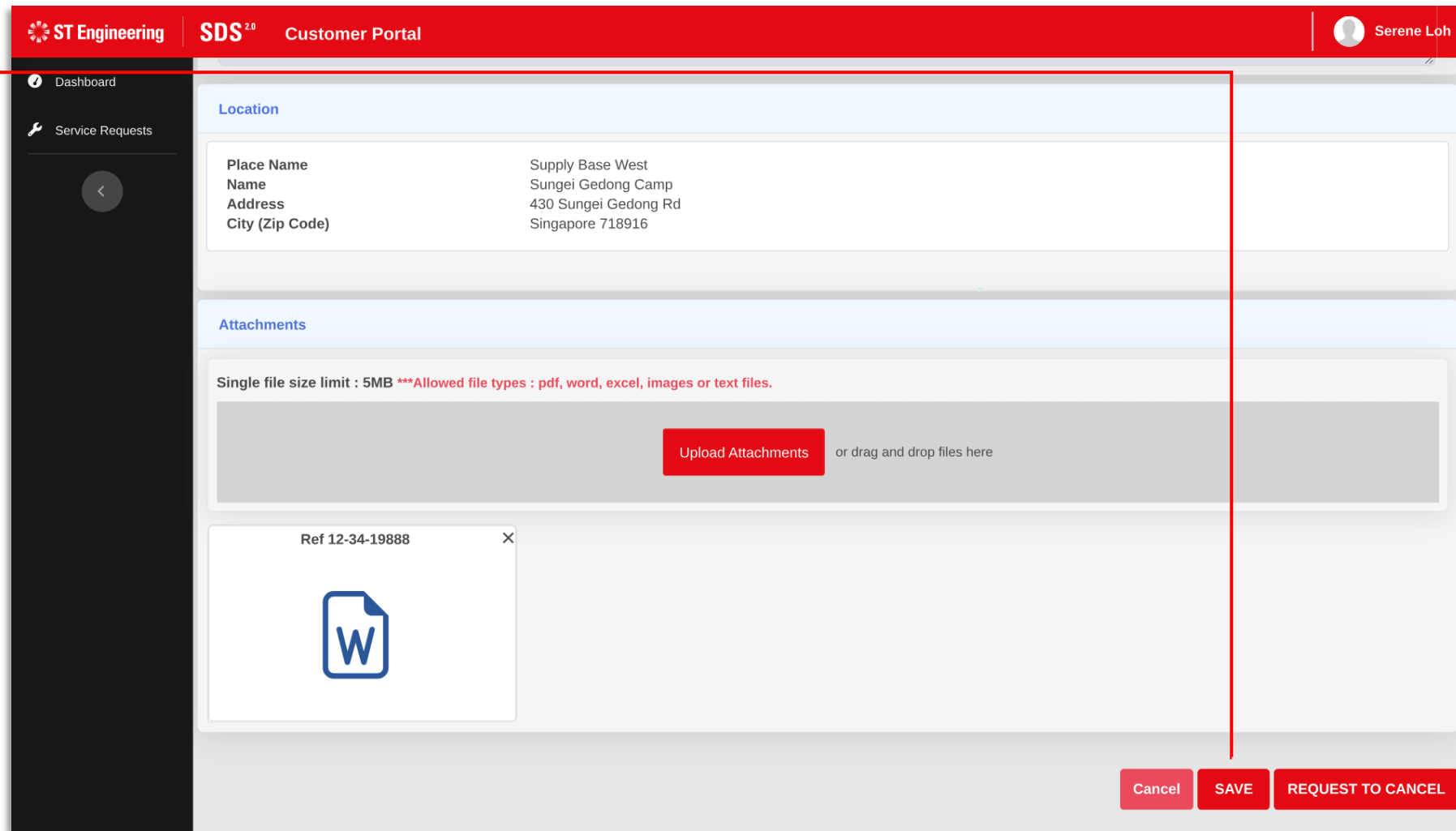
The screenshot shows the ST Engineering Customer Portal interface. The main content area displays the 'Request Status' as 'Open' and the 'Nature of Servicing' as 'Send parts for service maintenance'. Below this, there is a 'Location' section with fields for 'Place Name', 'Name', 'Address', and 'City (zip Code)'. An 'Attachments' section is visible at the bottom, with a 'Single file size limit : 5MB ***Allowed file types : pdf, word, excel, images or text files.' and an 'Upload Attachments' button. A modal dialog box titled 'Attachment Description' is open, featuring a text input field containing 'Ref 12-34-19888' and 'Cancel' and 'OK' buttons. A red line points from the text 'click [Ok]' to the 'OK' button in the dialog box.

CAN I ADD ATTACHMENTS TO MY RAISED REQUEST

Step 4: Edited request saved successfully

After uploading your document, click **[Save]**. You may revisit any service requests in the same manner to add more attachments.

 Once **Saved**, the uploaded file cannot be deleted. However, you can attach more files to your request.



The screenshot displays the 'Customer Portal' interface for 'ST Engineering SDS'. The page is titled 'Customer Portal' and shows a user profile for 'Serene Loh'. The main content area is divided into two sections: 'Location' and 'Attachments'.

Location Section:

Place Name	Supply Base West
Name	Sungei Gedong Camp
Address	430 Sungei Gedong Rd
City (Zip Code)	Singapore 718916

Attachments Section:

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

Upload Attachments or drag and drop files here

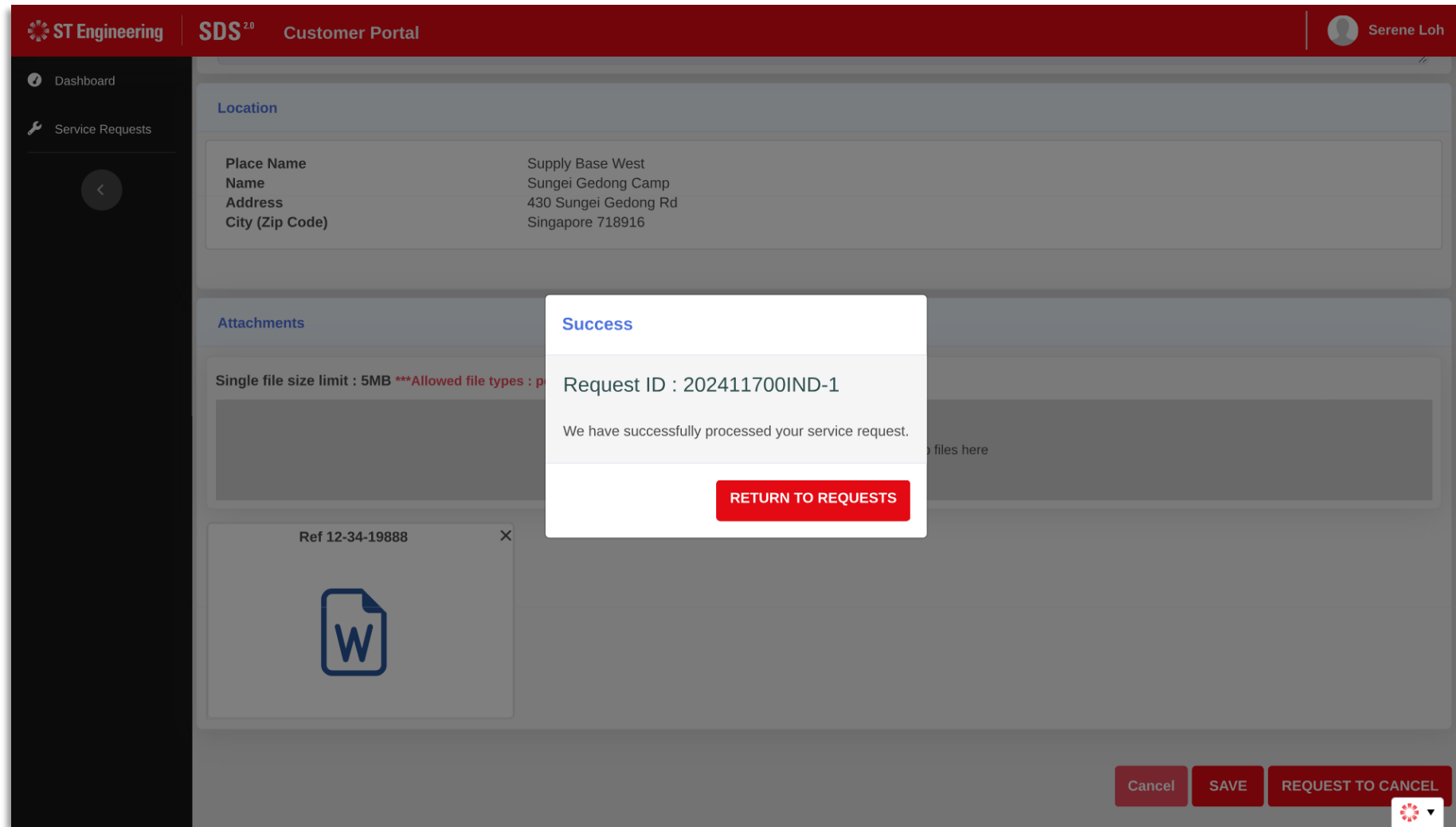
A file upload preview is shown below the upload area, displaying a document icon with a 'W' and the reference number 'Ref 12-34-19888'.

At the bottom right of the page, there are three buttons: 'Cancel', 'SAVE', and 'REQUEST TO CANCEL'. A red line from the text on the left points to the 'SAVE' button.

Step 5: Edited request saved successfully

A popup would indicate that the attachment has been successfully saved to the service request form.

You would be prompted to head back to the request listings page.



The screenshot displays the ST Engineering Customer Portal interface. The top navigation bar includes the ST Engineering logo, 'SDS^{2.0} Customer Portal', and the user name 'Serene Loh'. The left sidebar shows 'Dashboard' and 'Service Requests'. The main content area is titled 'Location' and contains a table with the following details:

Place Name	Supply Base West
Name	Sungei Gedong Camp
Address	430 Sungei Gedong Rd
City (Zip Code)	Singapore 718916

Below the location information is an 'Attachments' section with a note: 'Single file size limit : 5MB ***Allowed file types : p'. A success popup is centered on the screen, displaying the following text:

Success
Request ID : 202411700IND-1
We have successfully processed your service request.

A red button labeled 'RETURN TO REQUESTS' is located at the bottom of the popup. In the background, a document icon with a 'W' is visible, and at the bottom of the page, there are buttons for 'Cancel', 'SAVE', and 'REQUEST TO CANCEL'.



Thank you