

SDS
2.0

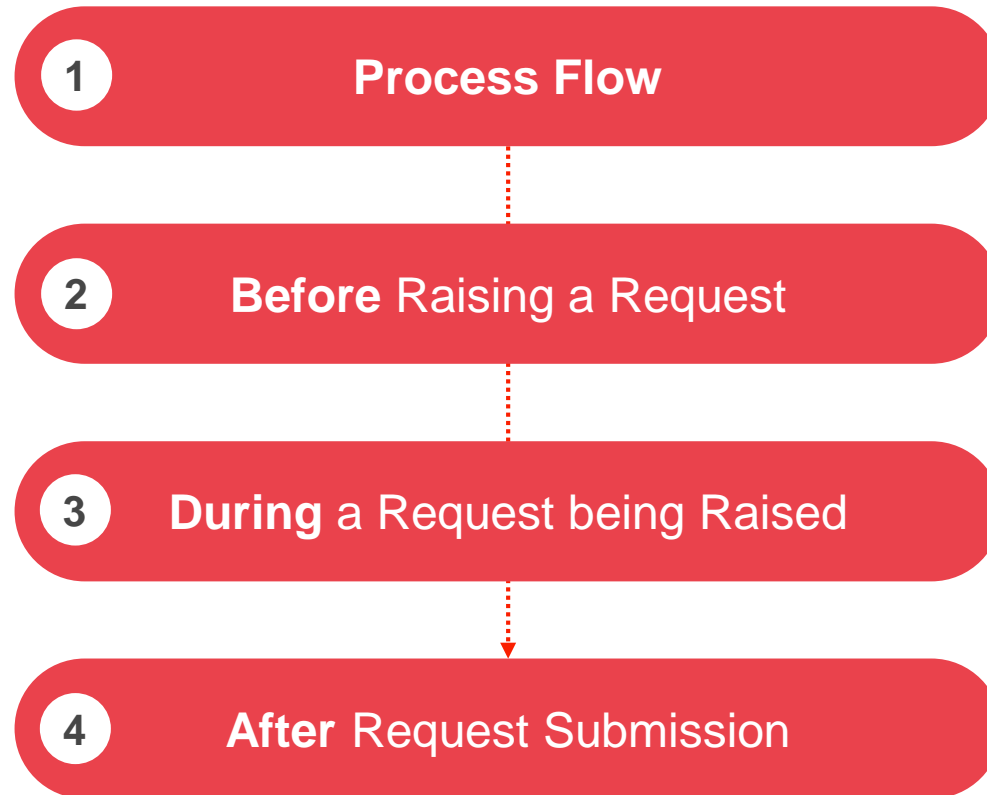
Smart Digital Systems

User Guide for Customers | How to Raise a Request



Co-Confidential

4th March 2024, Release 4 v1.0



HOW TO RAISE A REQUEST

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



On-Site Service Request

Location of repair:

Customer's site

Engineers would do an on-site visit to inspect the product and perform the investigation and repair.



In-House Service Request

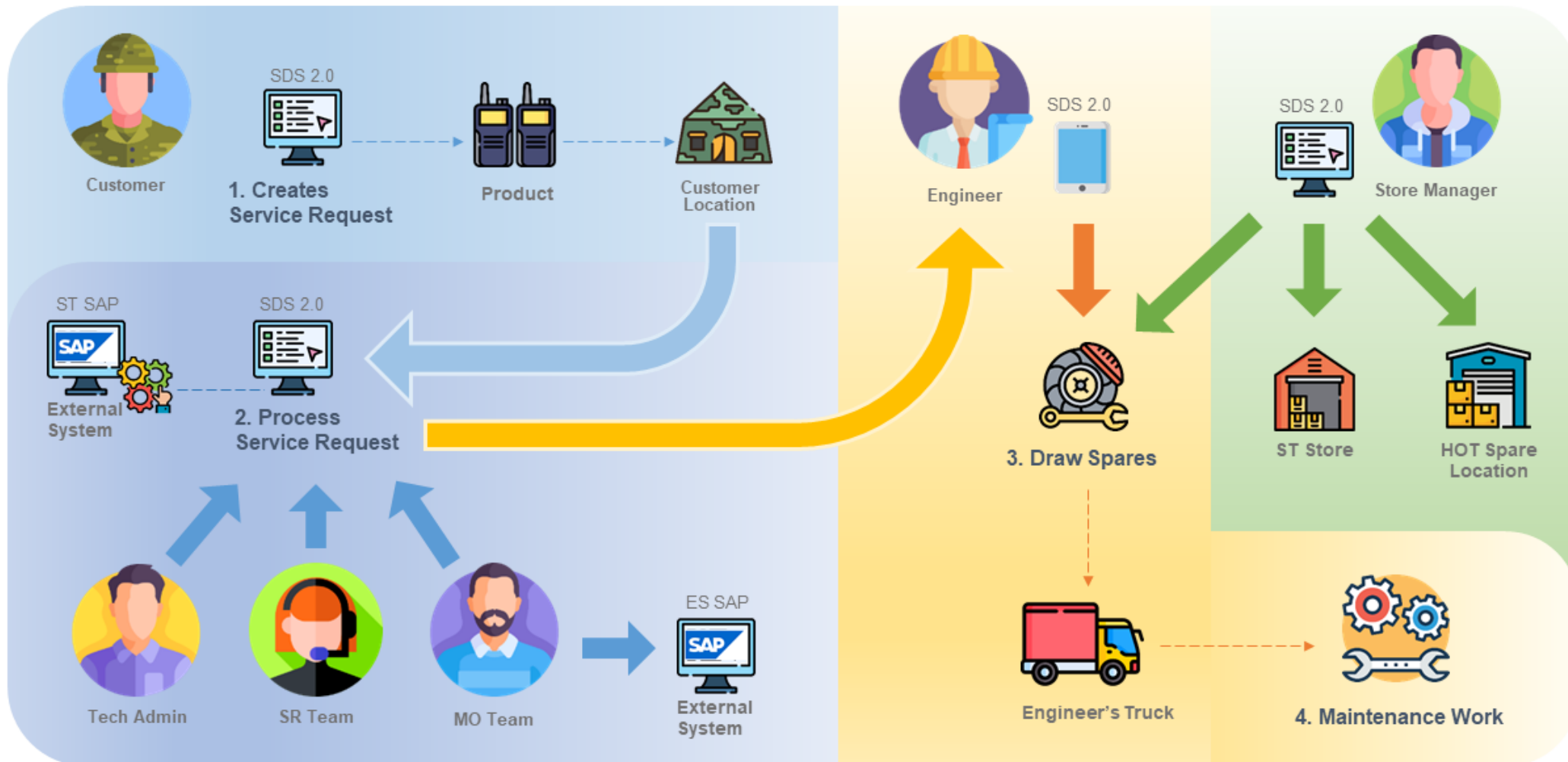
Location of repair:

ST Engineering's Depot site

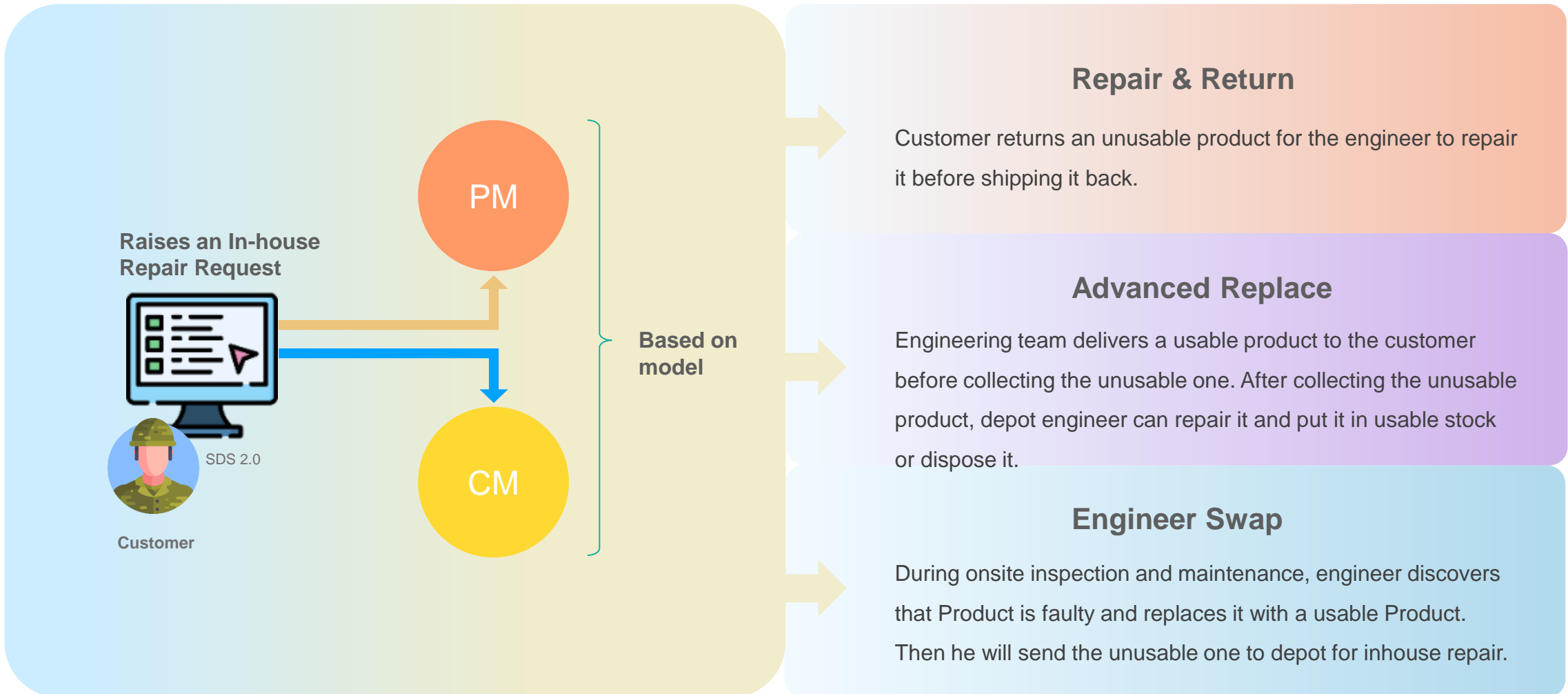
Engineers would bring the product back to ST in-house depot to perform the repair.

BEFORE RAISING A REQUEST

Onsite service request process flow



Inhouse repair process flow



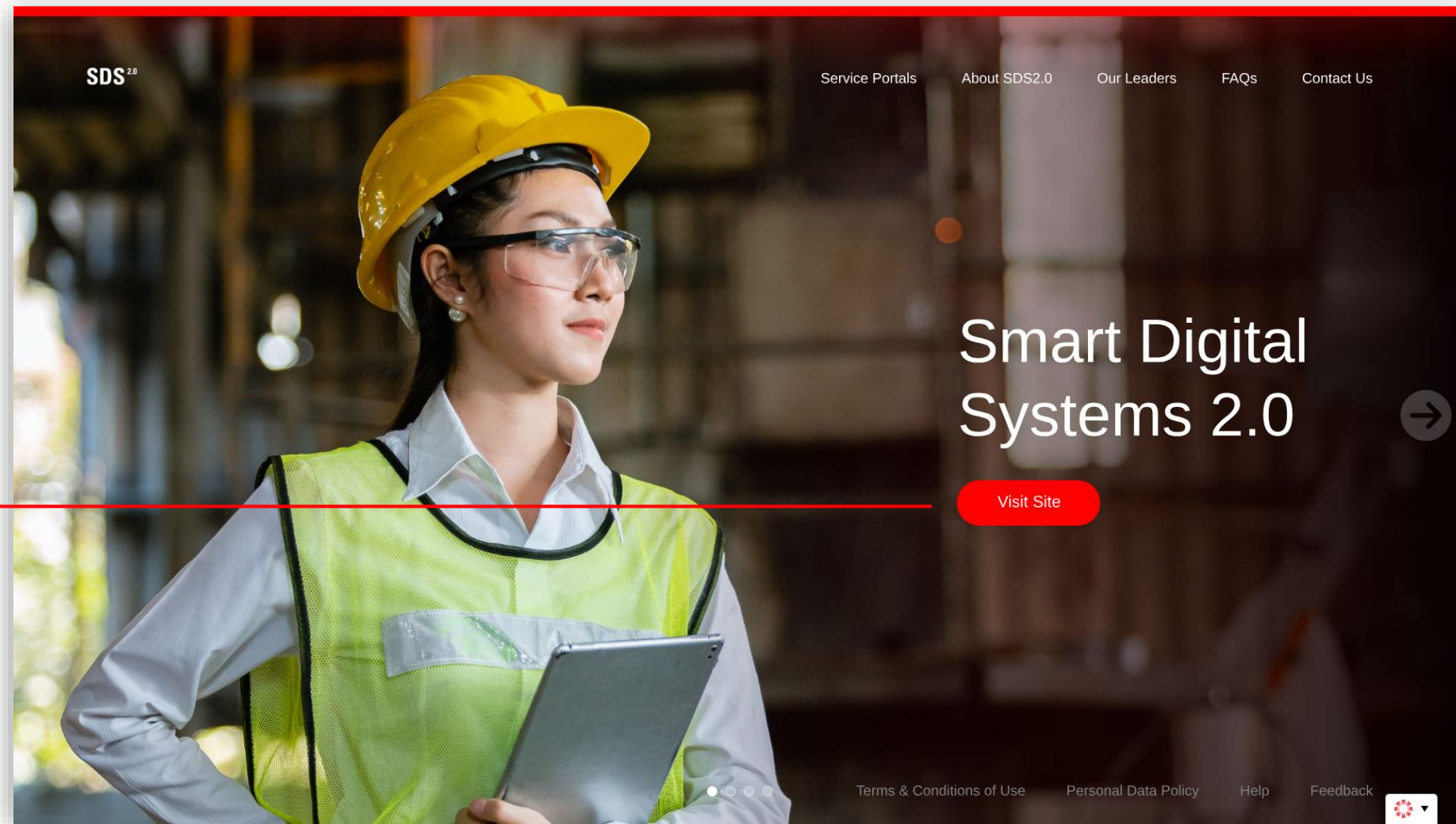
BEFORE RAISING A REQUEST

Step 1: Go to SDS Website

To access SDS2.0:

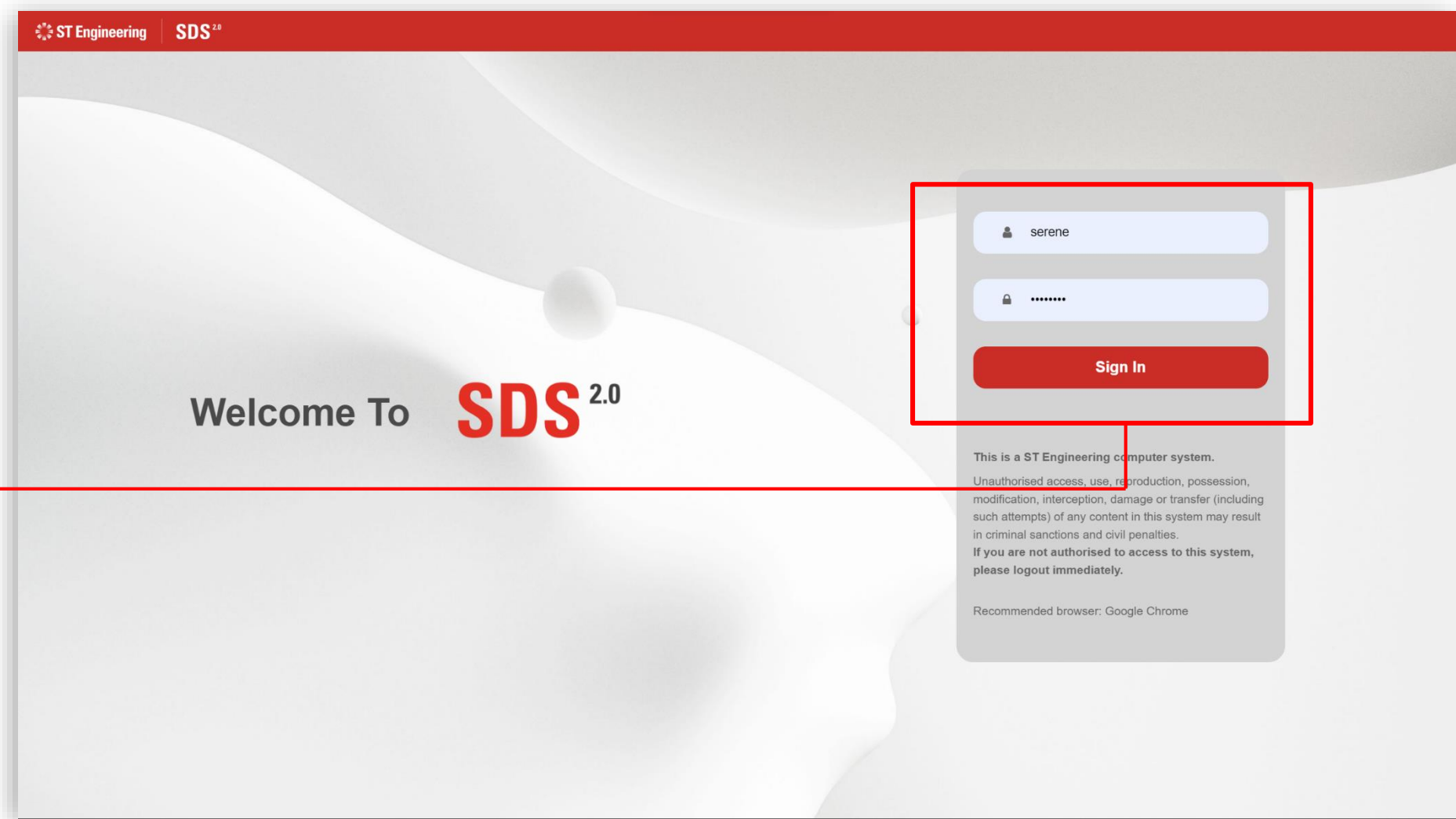
<https://sds.stengg.com>

Then select **Visit Site**



Step 2: Enter username and password

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



ST Engineering | SDS^{2.0}

Welcome To **SDS**^{2.0}

serene

.....

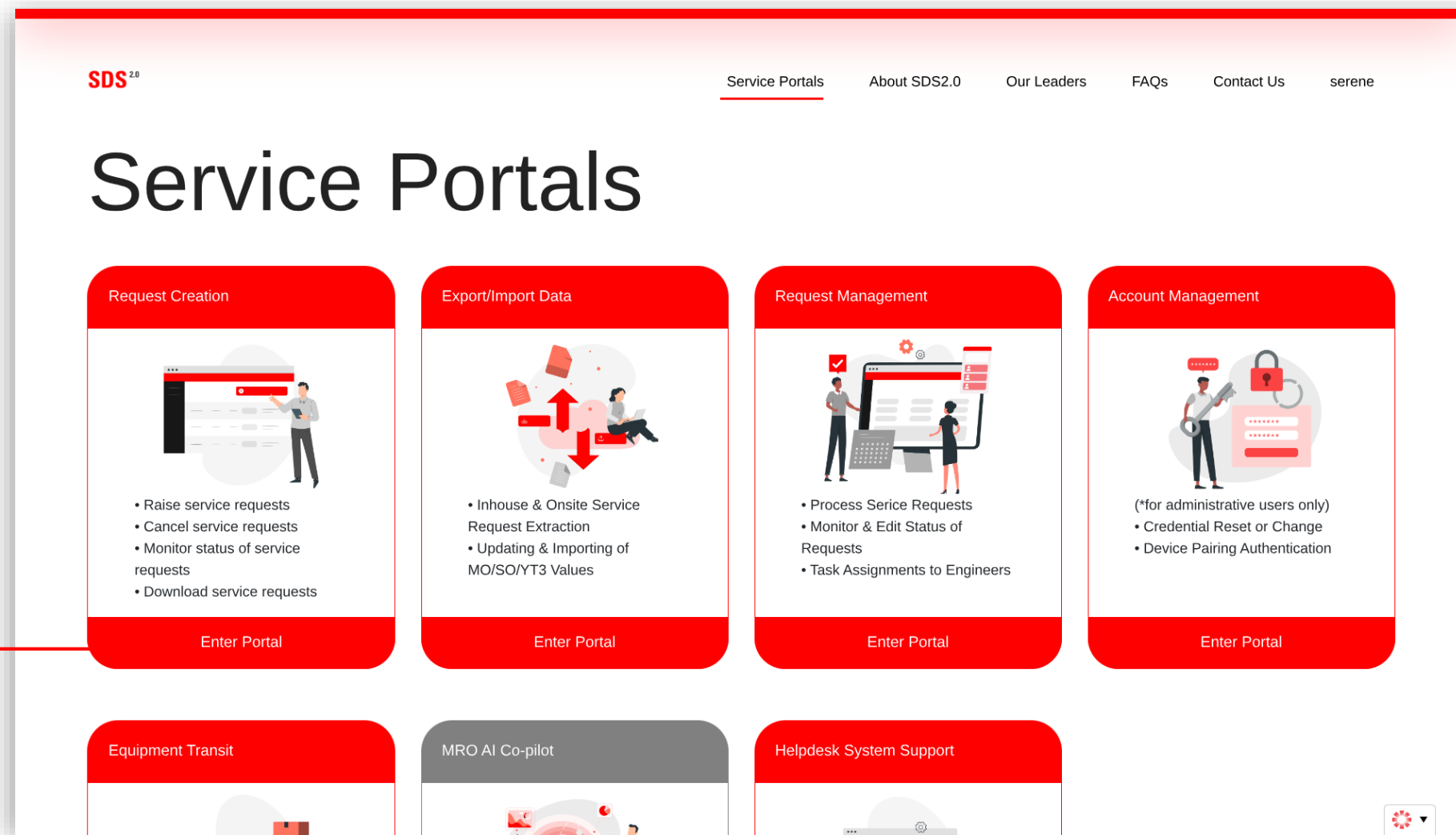
Sign In

This is a ST Engineering computer system.
Unauthorised access, use, reproduction, possession,
modification, interception, damage or transfer (including
such attempts) of any content in this system may result
in criminal sanctions and civil penalties.
If you are not authorised to access to this system,
please logout immediately.

Recommended browser: Google Chrome

Step 3: View Site

Select **Enter Portal** link under **Request Creation** section



The screenshot shows the SDS 2.0 Service Portals website. The header includes the SDS 2.0 logo and navigation links: Service Portals, About SDS2.0, Our Leaders, FAQs, Contact Us, and serene. The main heading is "Service Portals". Below this, there are four main sections, each with an "Enter Portal" link at the bottom:

- 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 Values
- Request Management**:
 - Process Service Requests
 - Monitor & Edit Status of Requests
 - Task Assignments to Engineers
- Account Management**:
 - (*for administrative users only)
 - Credential Reset or Change
 - Device Pairing Authentication

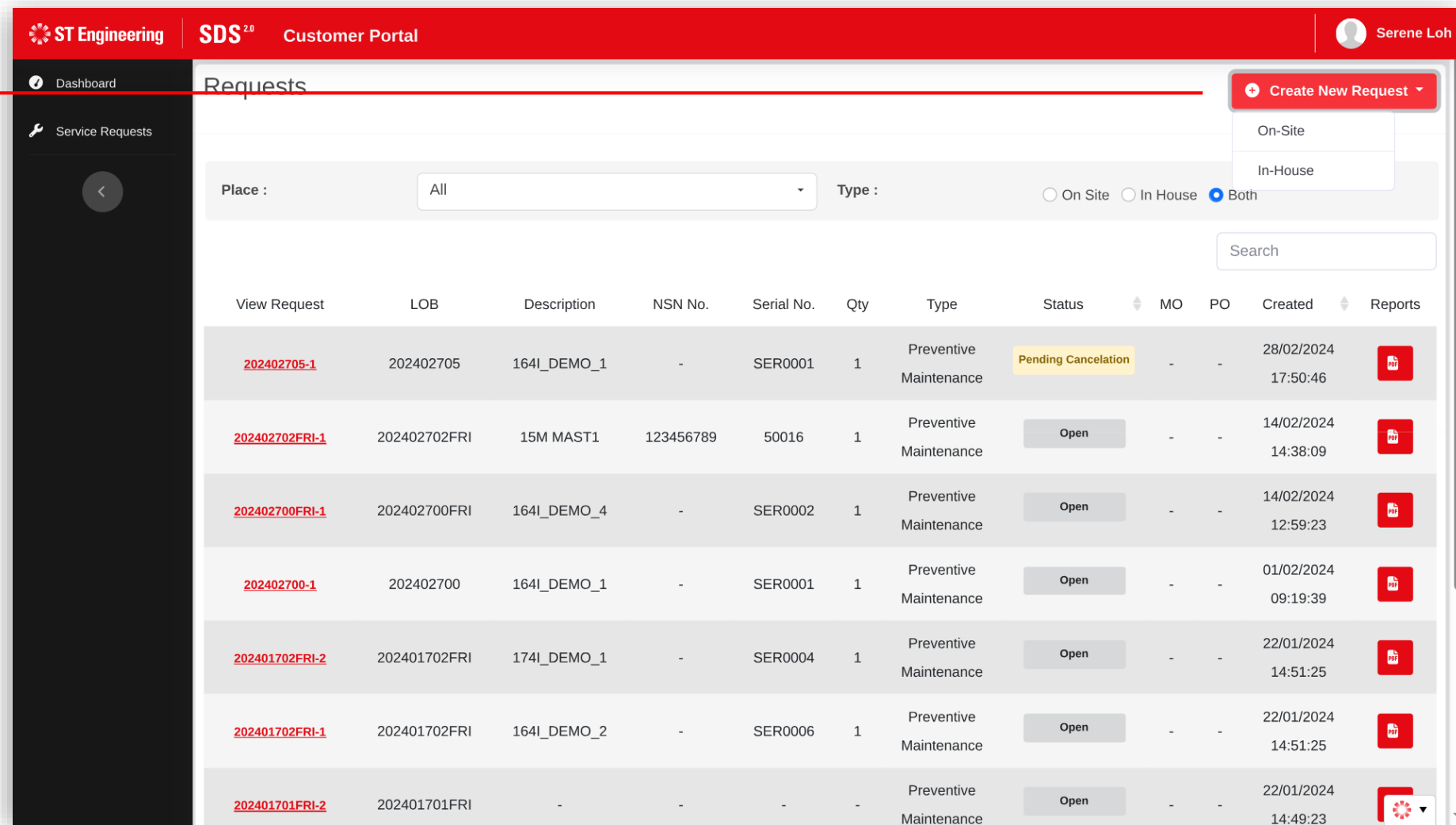
Below these are three more sections: Equipment Transit, MRO AI Co-pilot, and Helpdesk System Support.

During **a Request Being Raised**








DURING A REQUEST BEING RAISED

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.

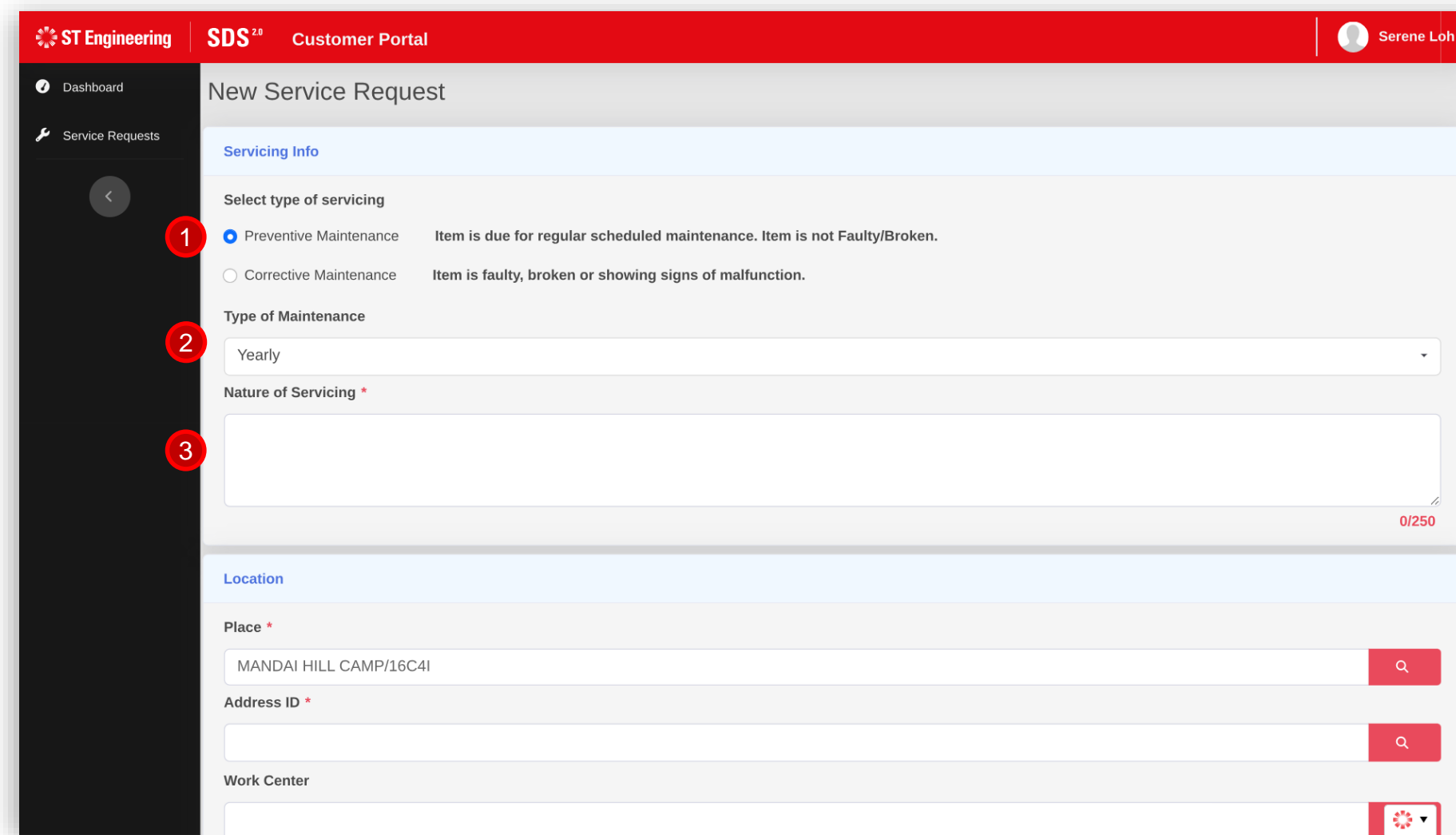


The screenshot shows the 'Requests' page in the ST Engineering Customer Portal. The user is Serene Loh. The page has a sidebar with 'Dashboard' and 'Service Requests' (selected). The main content area is titled 'Requests' and includes a 'Create New Request' button with a dropdown menu. The dropdown menu is open, showing 'On-Site' and 'In-House' options. Below the button, there are filters for 'Place' (set to 'All') and 'Type' (radio buttons for 'On Site', 'In House', and 'Both', with 'Both' selected). A search bar is also present. The main table lists several requests with the following columns: View Request, LOB, Description, NSN No., Serial No., Qty, Type, Status, MO, PO, Created, and Reports.

View Request	LOB	Description	NSN No.	Serial No.	Qty	Type	Status	MO	PO	Created	Reports
202402705-1	202402705	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Pending Cancellation	-	-	28/02/2024 17:50:46	
202402702FRI-1	202402702FRI	15M_MAST1	123456789	50016	1	Preventive Maintenance	Open	-	-	14/02/2024 14:38:09	
202402700FRI-1	202402700FRI	164I_DEMO_4	-	SER0002	1	Preventive Maintenance	Open	-	-	14/02/2024 12:59:23	
202402700-1	202402700	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Open	-	-	01/02/2024 09:19:39	
202401702FRI-2	202401702FRI	174I_DEMO_1	-	SER0004	1	Preventive Maintenance	Open	-	-	22/01/2024 14:51:25	
202401702FRI-1	202401702FRI	164I_DEMO_2	-	SER0006	1	Preventive Maintenance	Open	-	-	22/01/2024 14:51:25	
202401701FRI-2	202401701FRI	-	-	-	-	Preventive Maintenance	Open	-	-	22/01/2024 14:49:23	

Step 2: Fill in the request form (1)

- 1 Type of servicing required
- 2 Type of Maintenance period
- 3 Description on the Nature of Servicing



ST Engineering SDS^{2.0} Customer Portal Serene Loh

New Service Request

Servicing Info

Select type of servicing

Preventive Maintenance Item is due for regular scheduled maintenance. Item is not Faulty/Broken.

Corrective Maintenance Item is faulty, broken or showing signs of malfunction.

Type of Maintenance

Yearly

Nature of Servicing *

0/250

Location

Place *

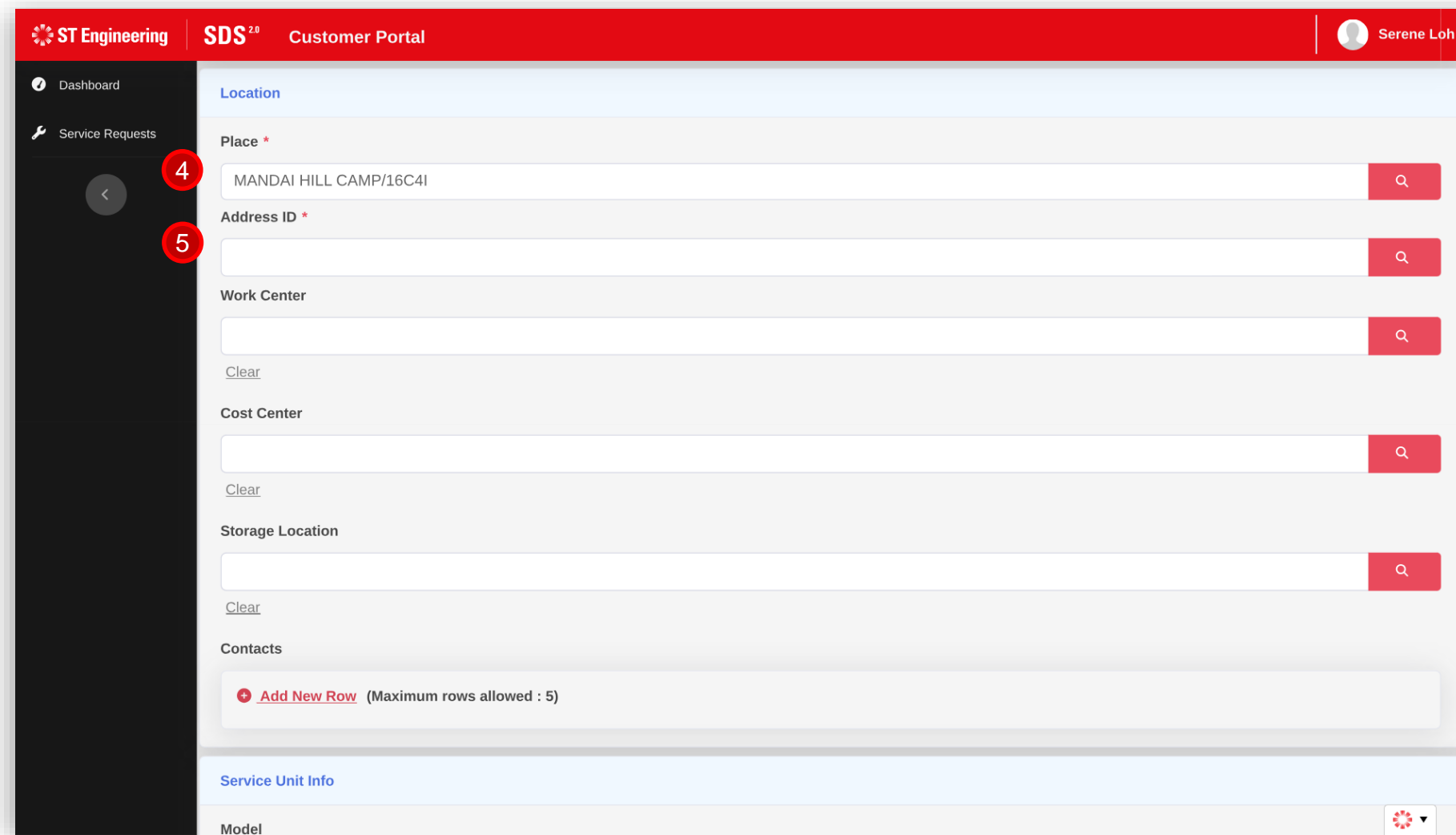
MANDAI HILL CAMP/16C4I

Address ID *

Work Center

Step 2: Fill in the request form (2)

- 4 Servicing Location
- 5 Address of where the place ID (unit) is located



The screenshot displays the 'Customer Portal' interface for 'ST Engineering SDS^{2.0}'. The page title is 'Customer Portal' and the user is identified as 'Serene Loh'. The left sidebar contains 'Dashboard' and 'Service Requests' (with a back arrow). The main content area is titled 'Location' and contains several input fields with search icons:

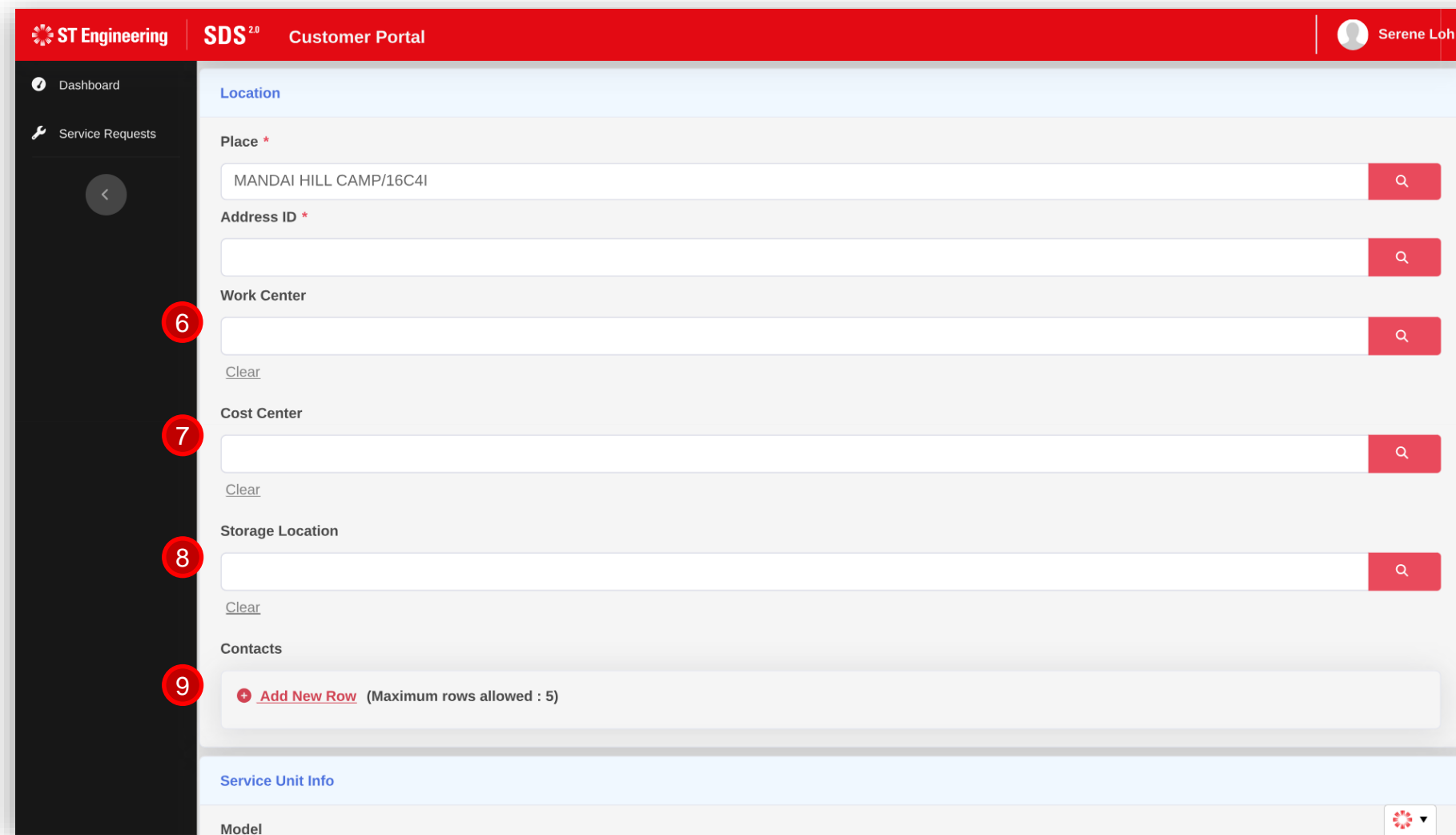
- Place ***: Input field containing 'MANDAI HILL CAMP/16C4I'. An annotation '4' is placed to the left of this field.
- Address ID ***: Empty input field. An annotation '5' is placed to the left of this field.
- Work Center**: Empty input field.
- Cost Center**: Empty input field.
- Storage Location**: Empty input field.

Each input field has a 'Clear' link below it. At the bottom of the form, there is a section for 'Contacts' with an '+ Add New Row (Maximum rows allowed : 5)' button. Below the form is a section for 'Service Unit Info' with a 'Model' field.

DURING A REQUEST BEING RAISED

Step 2: Fill in the request form (3)

- 6 Work Center Location
- 7 Cost Center Location
- 8 Storage Location
- 9 List of Contacts that engineer can contact



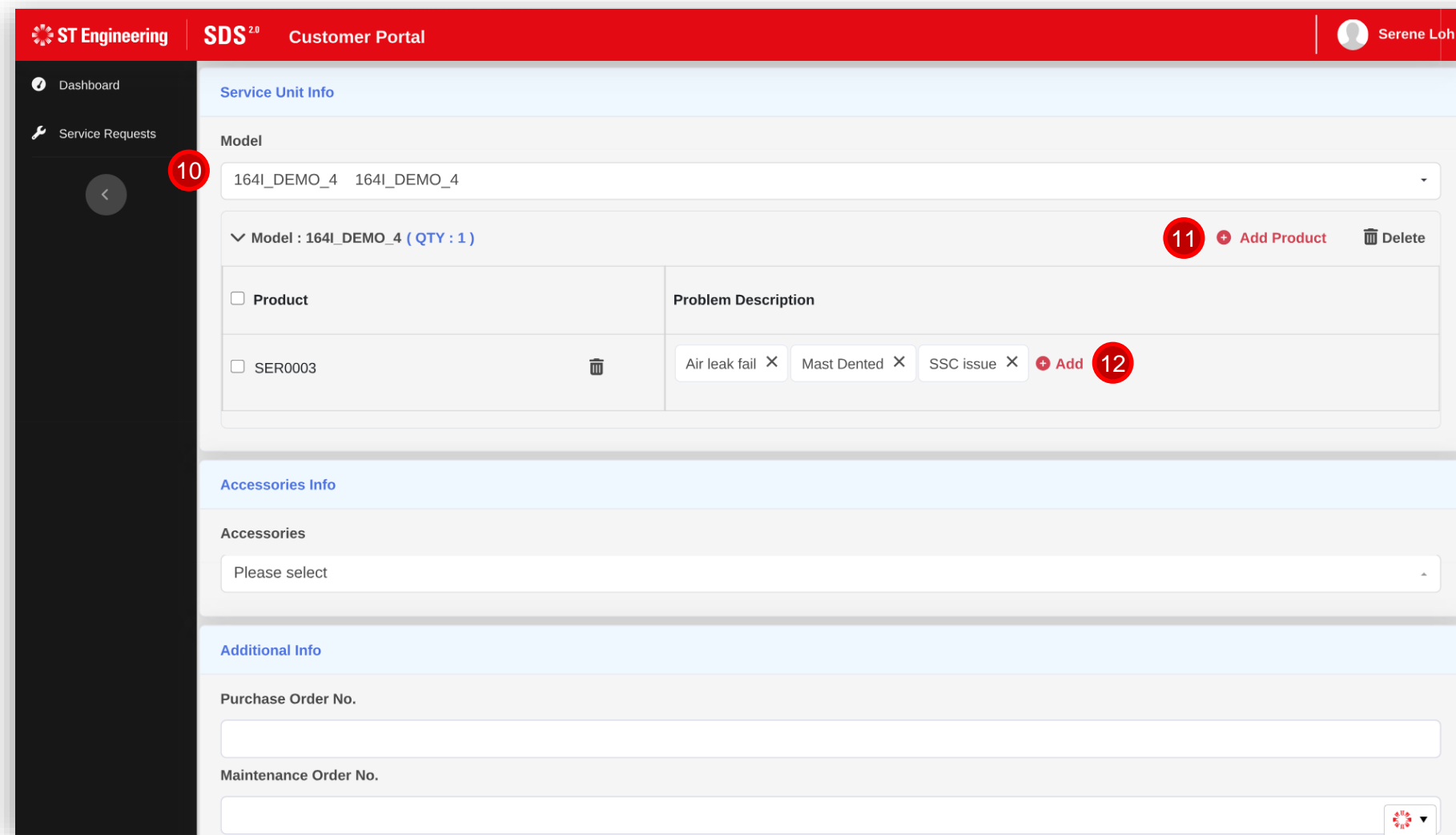
The screenshot shows the 'Customer Portal' interface for 'SDS 2.0'. The page title is 'Location'. The form contains several fields with search icons:

- Place ***: Input field containing 'MANDAI HILL CAMP/16C4I'.
- Address ID ***: Empty input field.
- Work Center**: Input field with a red circle '6' next to it.
- Cost Center**: Input field with a red circle '7' next to it.
- Storage Location**: Input field with a red circle '8' next to it.
- Contacts**: A section with a red circle '9' next to it, containing a button '+ Add New Row (Maximum rows allowed : 5)'.

Below the form is a section titled 'Service Unit Info' with a 'Model' field.

Step 2: Fill in the request form (4)

- 10 Select model list to add model of product
- 11 Add product with serial ID (labelled on item)
- 12 Add a list of problem description on the product



The screenshot shows the 'Service Unit Info' form in the ST Engineering Customer Portal. The form is divided into several sections:

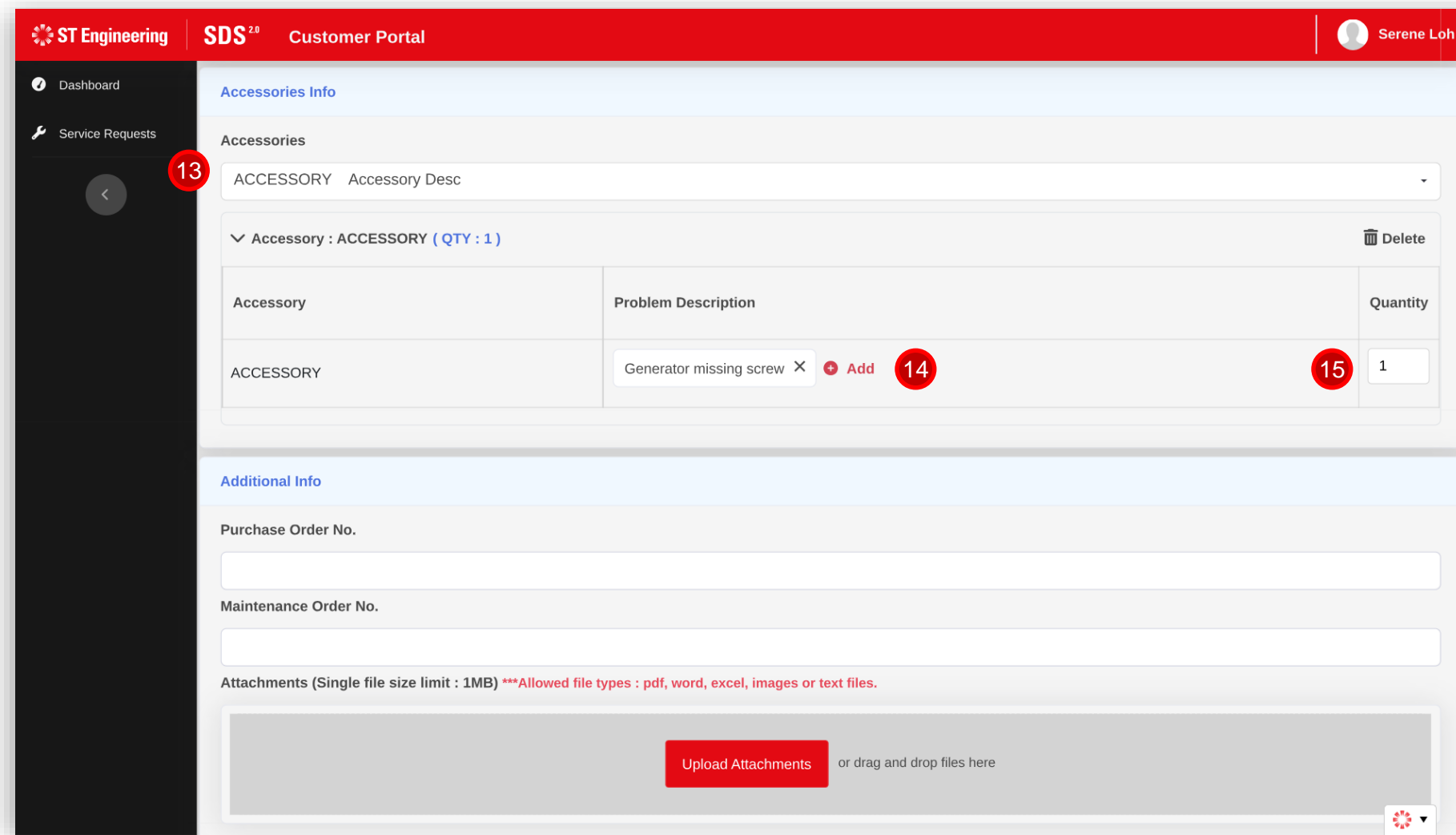
- Service Unit Info:**
 - Model:** A dropdown menu showing '164I_DEMO_4' (annotated with 10).
 - Product List:** A table with columns for 'Product' and 'Problem Description'.

Product	Problem Description
<input type="checkbox"/> SER0003	Air leak fail x Mast Dented x SSC issue x

 The 'Add Product' button (annotated with 11) and the 'Add' button for the problem description (annotated with 12) are visible.
- Accessories Info:**
 - Accessories:** A dropdown menu with the text 'Please select'.
- Additional Info:**
 - Purchase Order No.:** An empty text input field.
 - Maintenance Order No.:** An empty text input field.

Step 2: Fill in the request form (5)

- 13 Add a list of accessories
- 14 Add list of problem description for the specific accessory
- 15 Add no. of quantity



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

Dashboard | Service Requests

Accessories Info

Accessories

ACCESSORY Accessory Desc

Accessory : ACCESSORY (QTY : 1) Delete

Accessory	Problem Description	Quantity
ACCESSORY	Generator missing screw × Add	1

Additional Info

Purchase Order No.

Maintenance Order No.

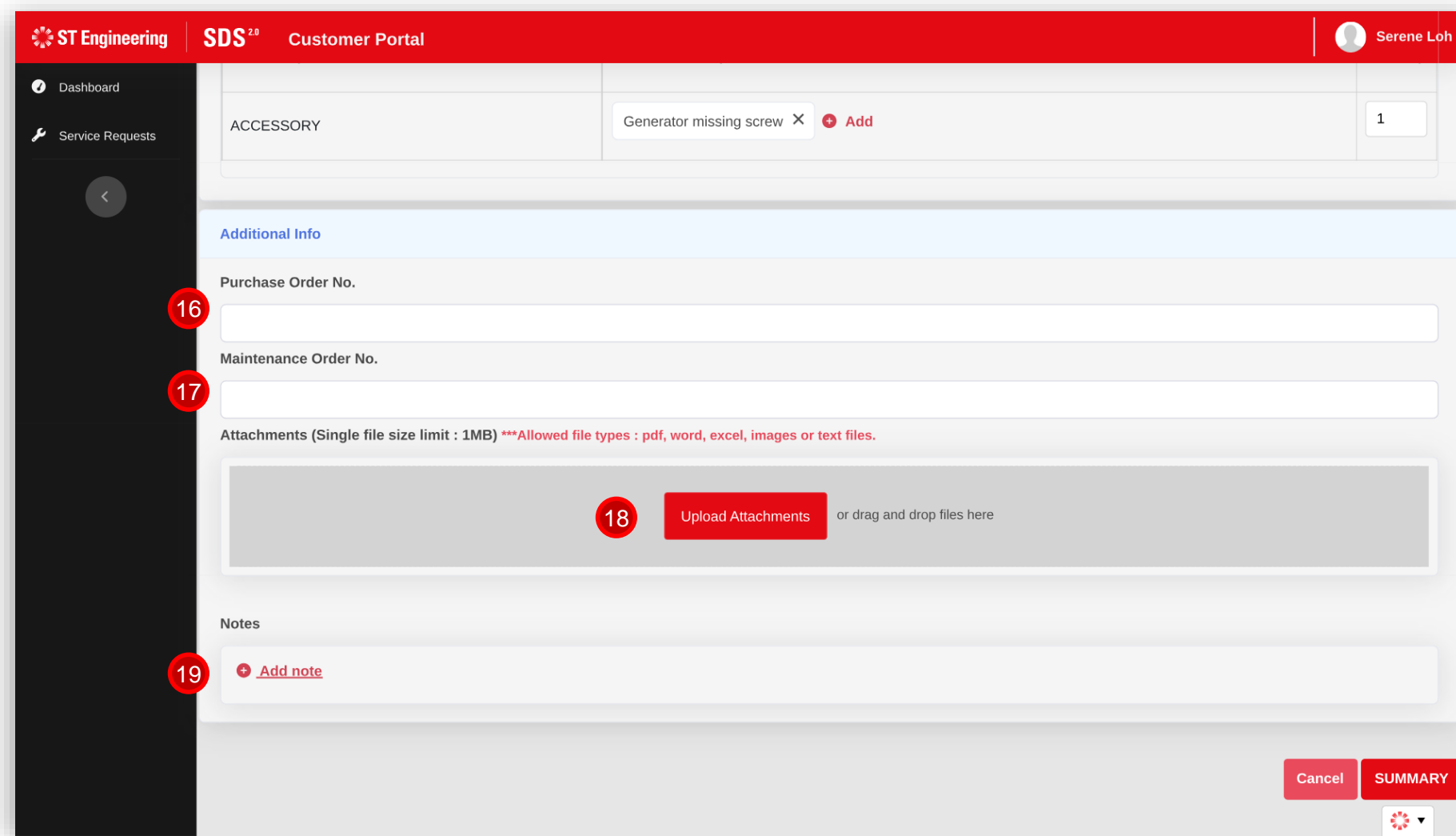
Attachments (Single file size limit : 1MB) ***Allowed file types : pdf, word, excel, images or text files.

Upload Attachments or drag and drop files here

DURING A REQUEST BEING RAISED

Step 2: Fill in the request form (6)

- 16 PO No.
- 17 MO No.
- 18 Attachment (e.g., approval of emails on POs)
- 19 Additional notes for user reference

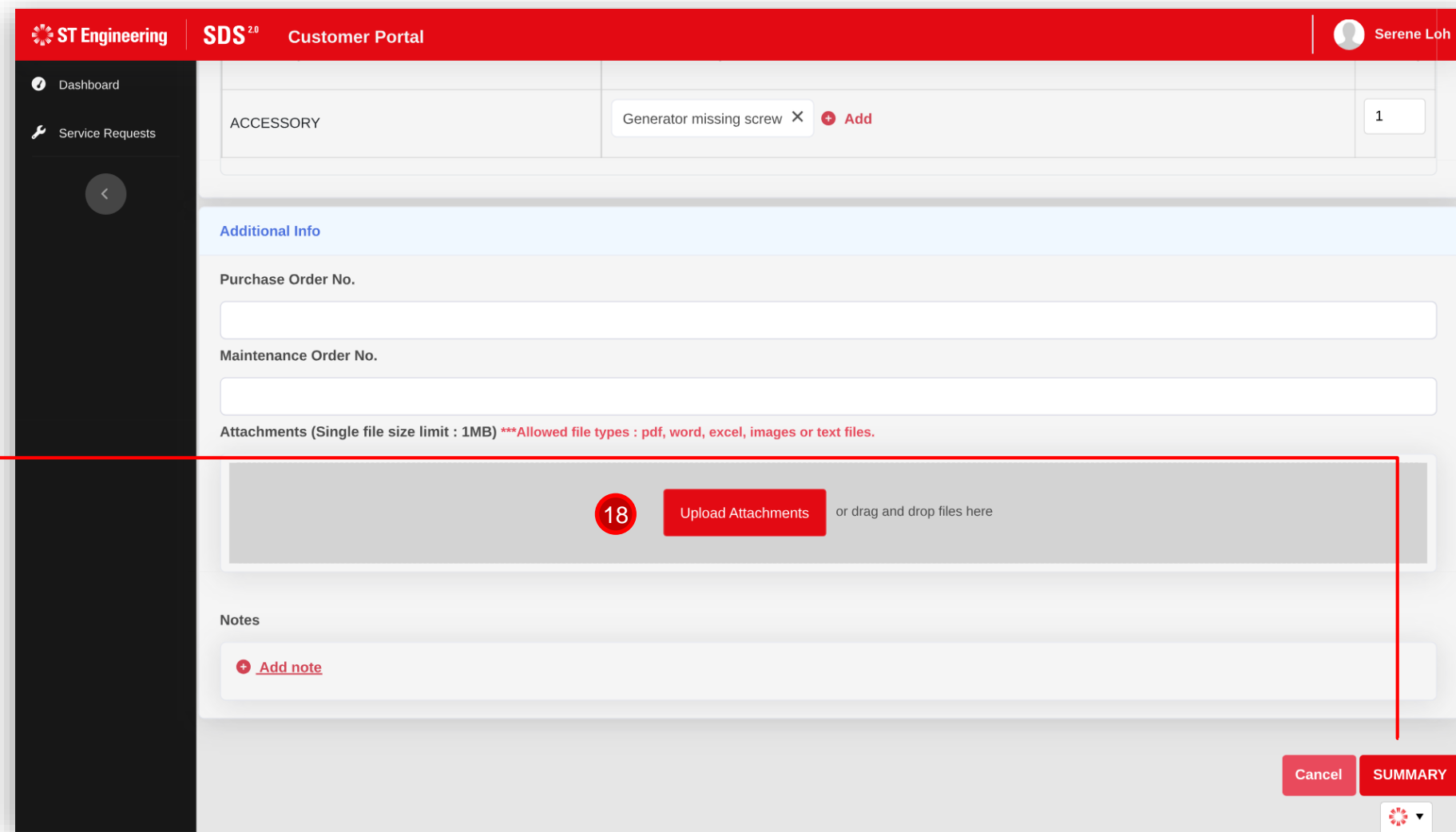


The screenshot displays the ST Engineering Customer Portal interface. The top navigation bar is red and contains the ST Engineering logo, 'SDS^{2.0} Customer Portal', and a user profile for 'Serene Loh'. A sidebar on the left shows 'Dashboard' and 'Service Requests'. The main content area shows a service request for 'Generator missing screw' with a quantity of 1. Below this, there is an 'Additional Info' section with fields for 'Purchase Order No.' (marked 16) and 'Maintenance Order No.' (marked 17). An 'Attachments' section (marked 18) includes an 'Upload Attachments' button and a note about file size and types. A 'Notes' section (marked 19) has an 'Add note' button. At the bottom right, there are 'Cancel' and 'SUMMARY' buttons.

DURING A REQUEST BEING RAISED

Step 3: Summary

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



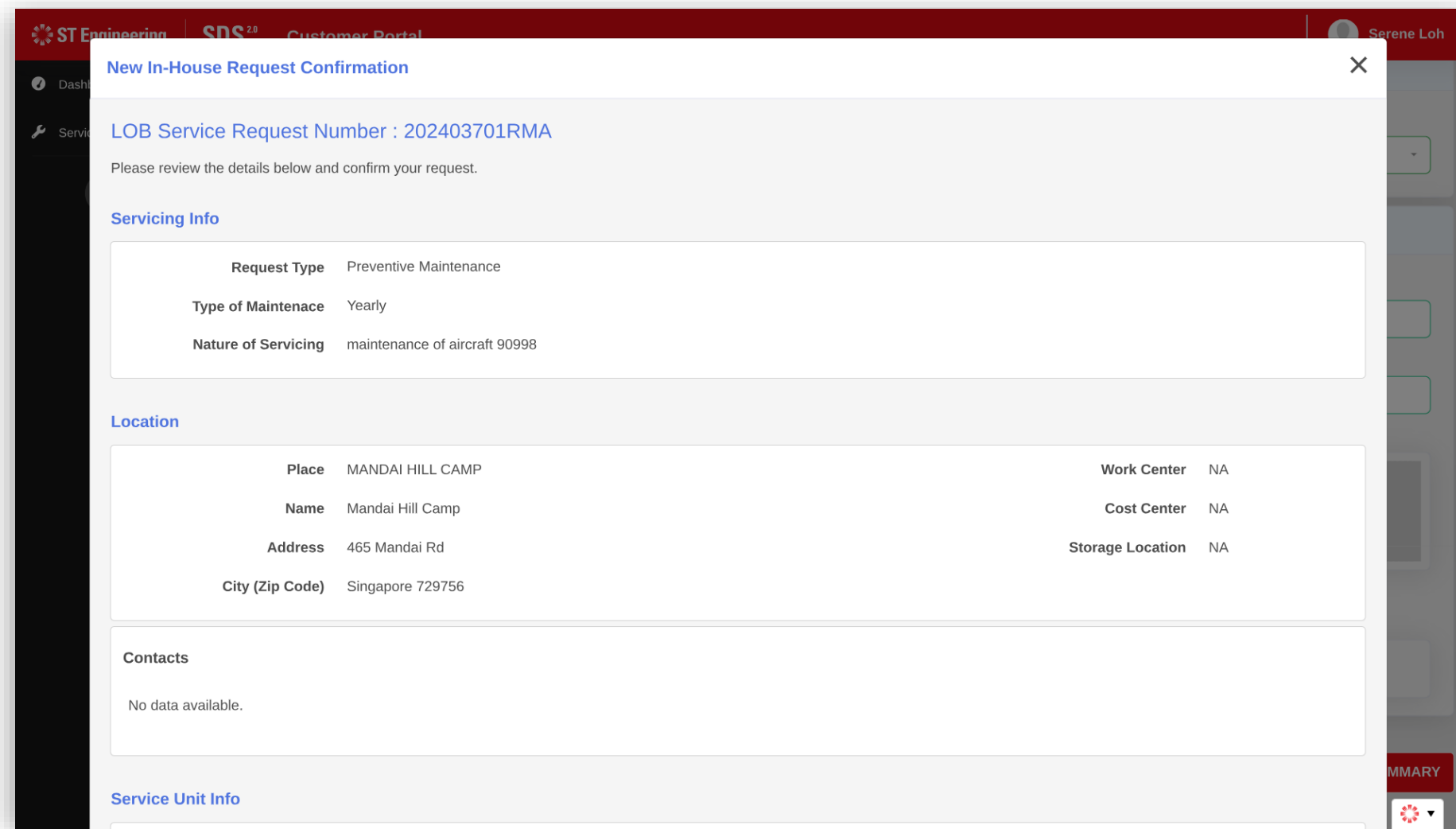
The screenshot displays the 'Customer Portal' interface for 'SDS 2.0'. The user 'Serene Loh' is logged in. The main content area shows a service request for 'ACCESSORY' with the description 'Generator missing screw'. Below this, there is an 'Additional Info' section with input fields for 'Purchase Order No.' and 'Maintenance Order No.'. An 'Attachments' section is present, featuring a red '18' icon, a red 'Upload Attachments' button, and the text 'or drag and drop files here'. A red line points from the text 'select [Summary] to submit request.' to the 'SUMMARY' button at the bottom right of the form. The bottom right corner also contains a 'Cancel' button and a small ST Engineering logo.

DURING A REQUEST BEING RAISED

Step 4: Confirmation screen

Upon selecting [Summary], a confirmation pop up would appear.

This is a summarised view of all previously furnished details.



New In-House Request Confirmation

LOB Service Request Number : 202403701RMA

Please review the details below and confirm your request.

Servicing Info

Request Type	Preventive Maintenance
Type of Maintenance	Yearly
Nature of Servicing	maintenance of aircraft 90998

Location

Place	MANDAI HILL CAMP	Work Center	NA
Name	Mandai Hill Camp	Cost Center	NA
Address	465 Mandai Rd	Storage Location	NA
City (Zip Code)	Singapore 729756		

Contacts

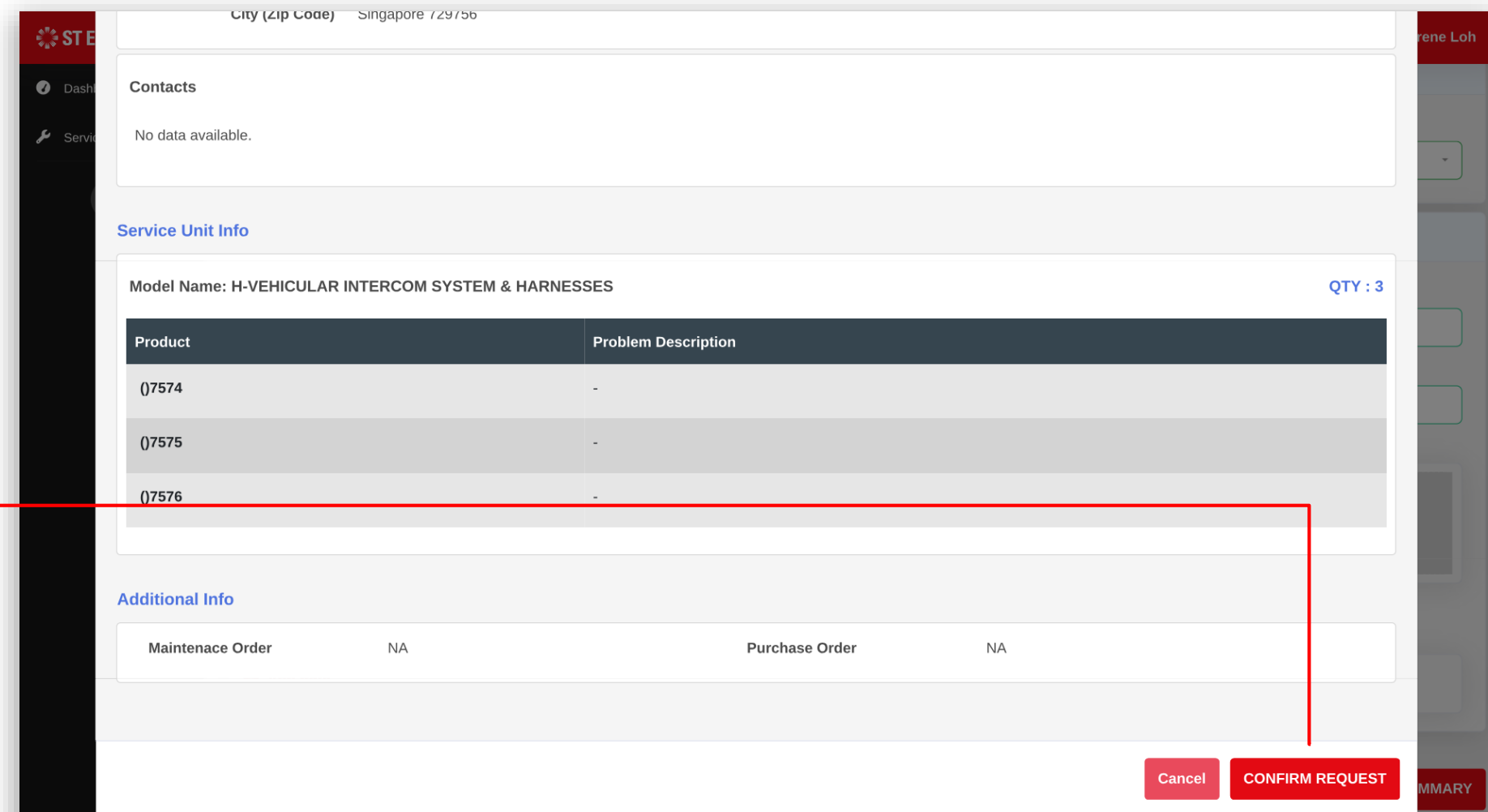
No data available.

Service Unit Info

DURING A REQUEST BEING RAISED

Step 5: Confirm request

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



City (Zip Code) Singapore 729756

Contacts
No data available.

Service Unit Info

Model Name: H-VEHICULAR INTERCOM SYSTEM & HARNESSSES QTY : 3

Product	Problem Description
()7574	-
()7575	-
()7576	-

Additional Info

Maintenace Order	NA	Purchase Order	NA
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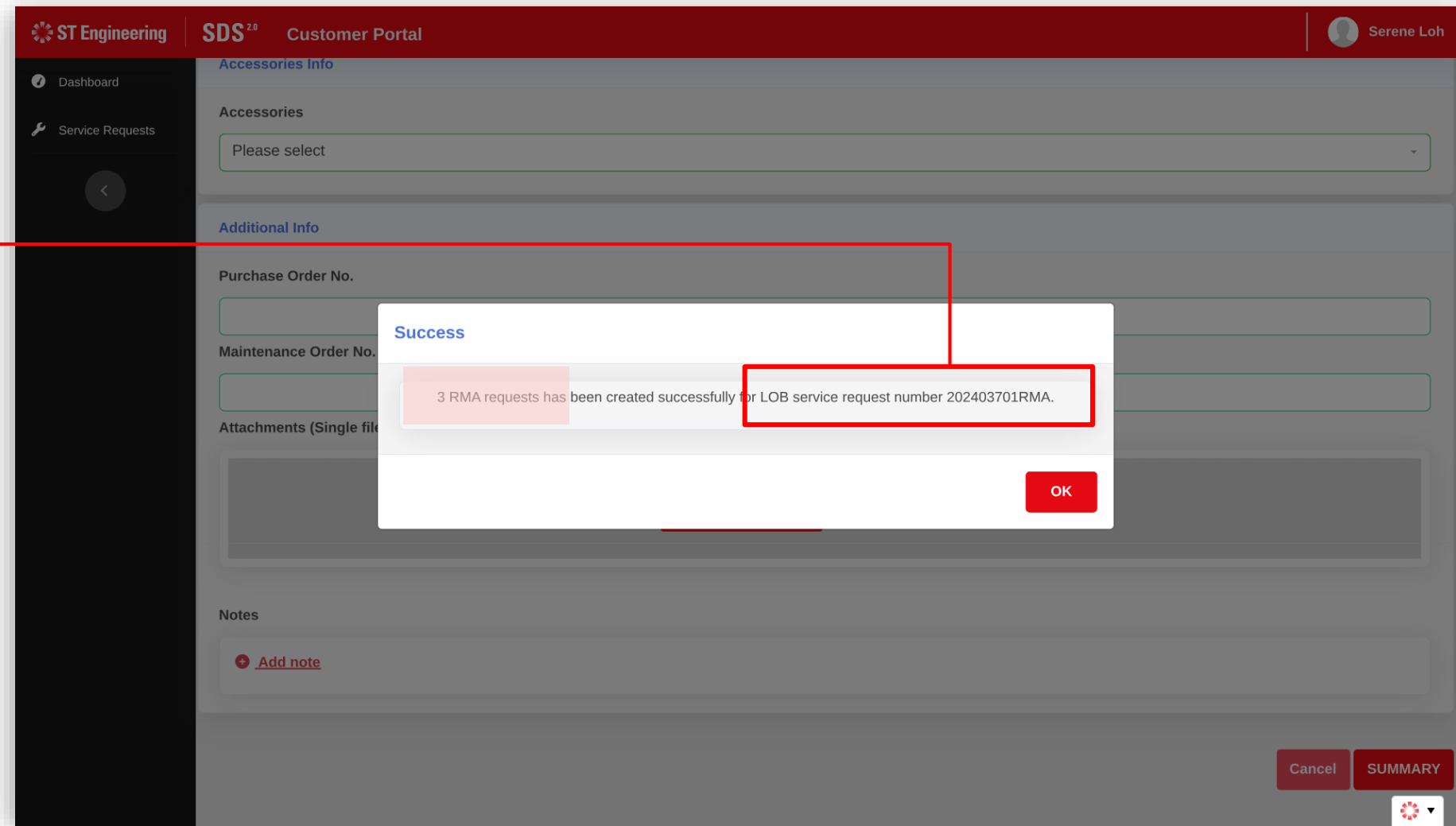
Cancel CONFIRM REQUEST

DURING A REQUEST BEING RAISED

Step 6: LOB Service request number created

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

The number of requests reflects the number of product serial IDs selected.

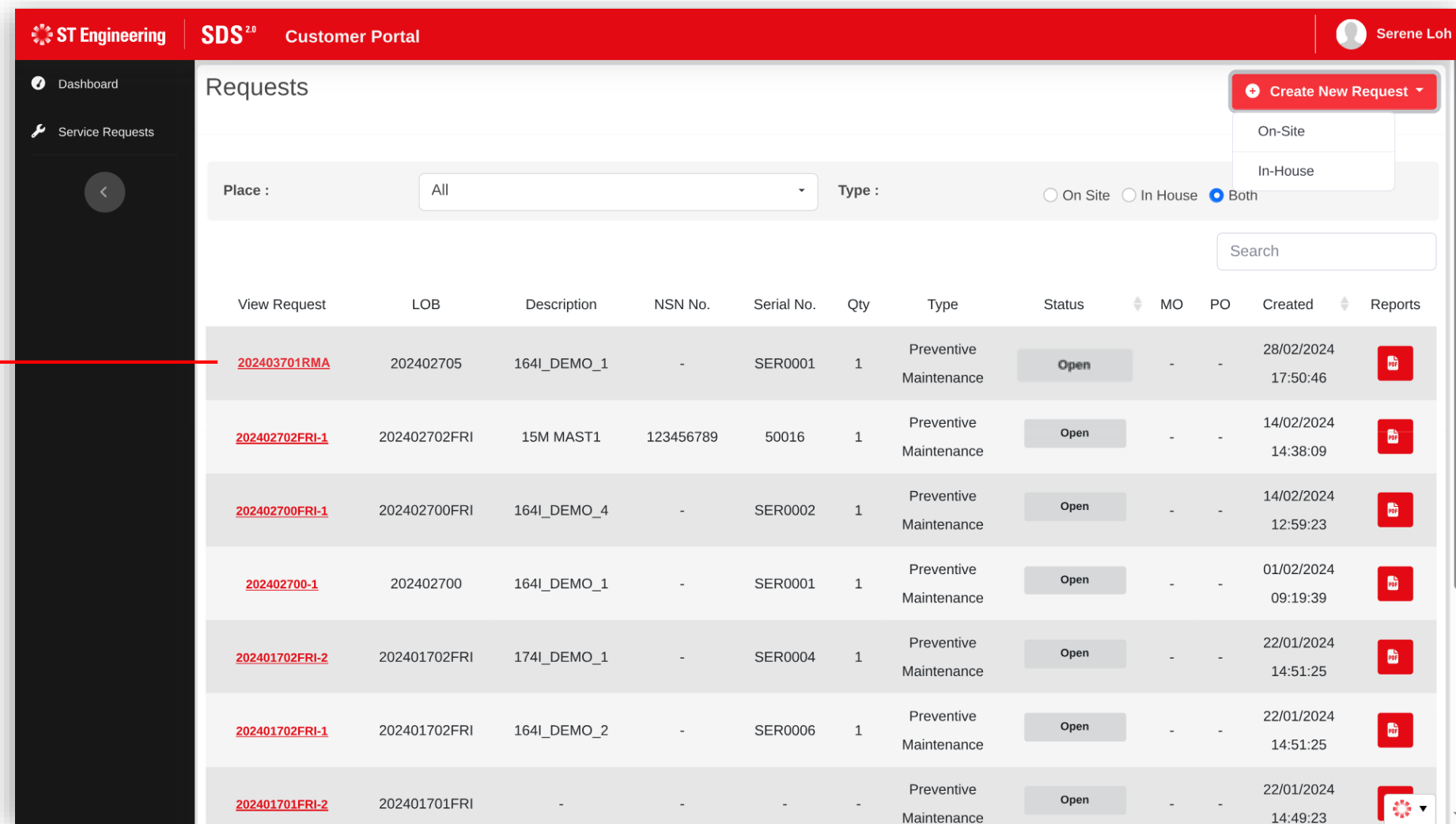


The screenshot displays the ST Engineering Customer Portal interface. The top navigation bar includes the ST Engineering logo, 'SDS^{2.0} Customer Portal', and the user name 'Serene Loh'. The main content area is titled 'Accessories Info' and contains a dropdown menu for 'Accessories' with the text 'Please select'. Below this is the 'Additional Info' section, which includes input fields for 'Purchase Order No.', 'Maintenance Order No.', and 'Attachments (Single file)'. A 'Notes' section at the bottom has an 'Add note' button. A red 'Success' popup window is overlaid on the page, displaying the message: '3 RMA requests has been created successfully for LOB service request number 202403701RMA.' The popup has an 'OK' button. A red line connects the text 'LOB service request number' in the left-hand text to the popup message.

DURING A REQUEST BEING RAISED

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 : All | Type : On Site In House Both

Search

View Request	LOB	Description	NSN No.	Serial No.	Qty	Type	Status	MO	PO	Created	Reports
202403701RMA	202402705	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Open	-	-	28/02/2024 17:50:46	
202402702FRI-1	202402702FRI	15M_MAST1	123456789	50016	1	Preventive Maintenance	Open	-	-	14/02/2024 14:38:09	
202402700FRI-1	202402700FRI	164I_DEMO_4	-	SER0002	1	Preventive Maintenance	Open	-	-	14/02/2024 12:59:23	
202402700-1	202402700	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Open	-	-	01/02/2024 09:19:39	
202401702FRI-2	202401702FRI	174I_DEMO_1	-	SER0004	1	Preventive Maintenance	Open	-	-	22/01/2024 14:51:25	
202401702FRI-1	202401702FRI	164I_DEMO_2	-	SER0006	1	Preventive Maintenance	Open	-	-	22/01/2024 14:51:25	
202401701FRI-2	202401701FRI	-	-	-	-	Preventive Maintenance	Open	-	-	22/01/2024 14:49:23	

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