

SDS  
2.0

# Smart Digital Systems

User Guide for Customers | Service Request Information



*Co-Confidential*

6<sup>th</sup> March 2024, Release 4 v1.0

AGENDA

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What is the difference between in-house request and on-site request?

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

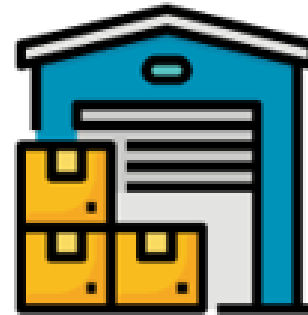


### **On-Site Service Request**

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**

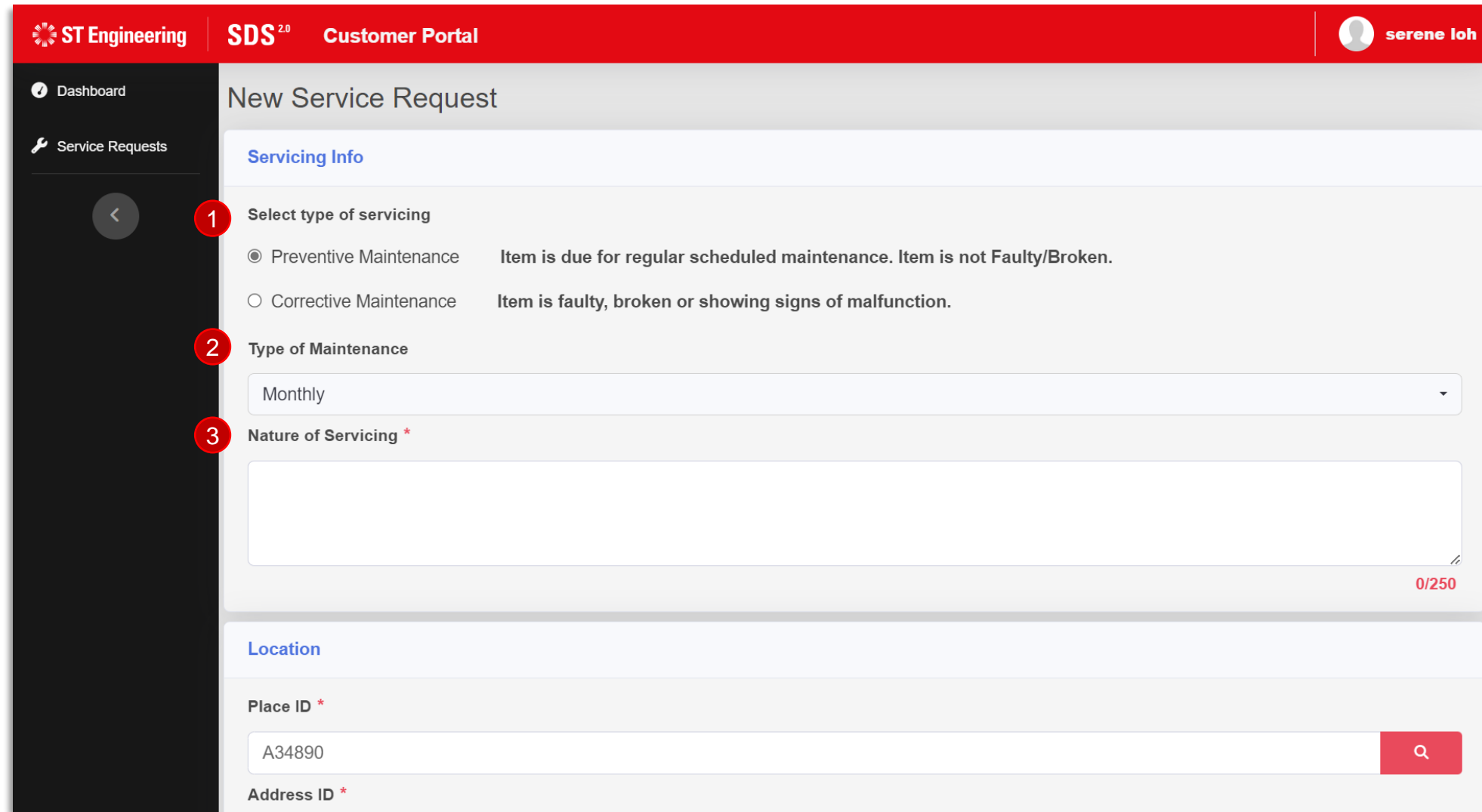
Engineers would bring the product back to ST in-house depot to perform the repair.

What information is  
required in a request?

WHAT INFORMATION IS REQUIRED IN A REQUEST?

# Servicing Information

- 1 Type of servicing:  
Preventive Maintenance or  
Corrective Maintenance
- 2 Period of your Maintenance (For Onsite Service Request Only)
- 3 Description of your servicing request



ST Engineering SDS<sup>2.0</sup> Customer Portal serene loh

Dashboard Service Requests

## New Service Request

### Servicing Info

- 1 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.
- 2 Type of Maintenance
  - Monthly
- 3 Nature of Servicing \*

0/250

### Location

Place ID \*  
A34890

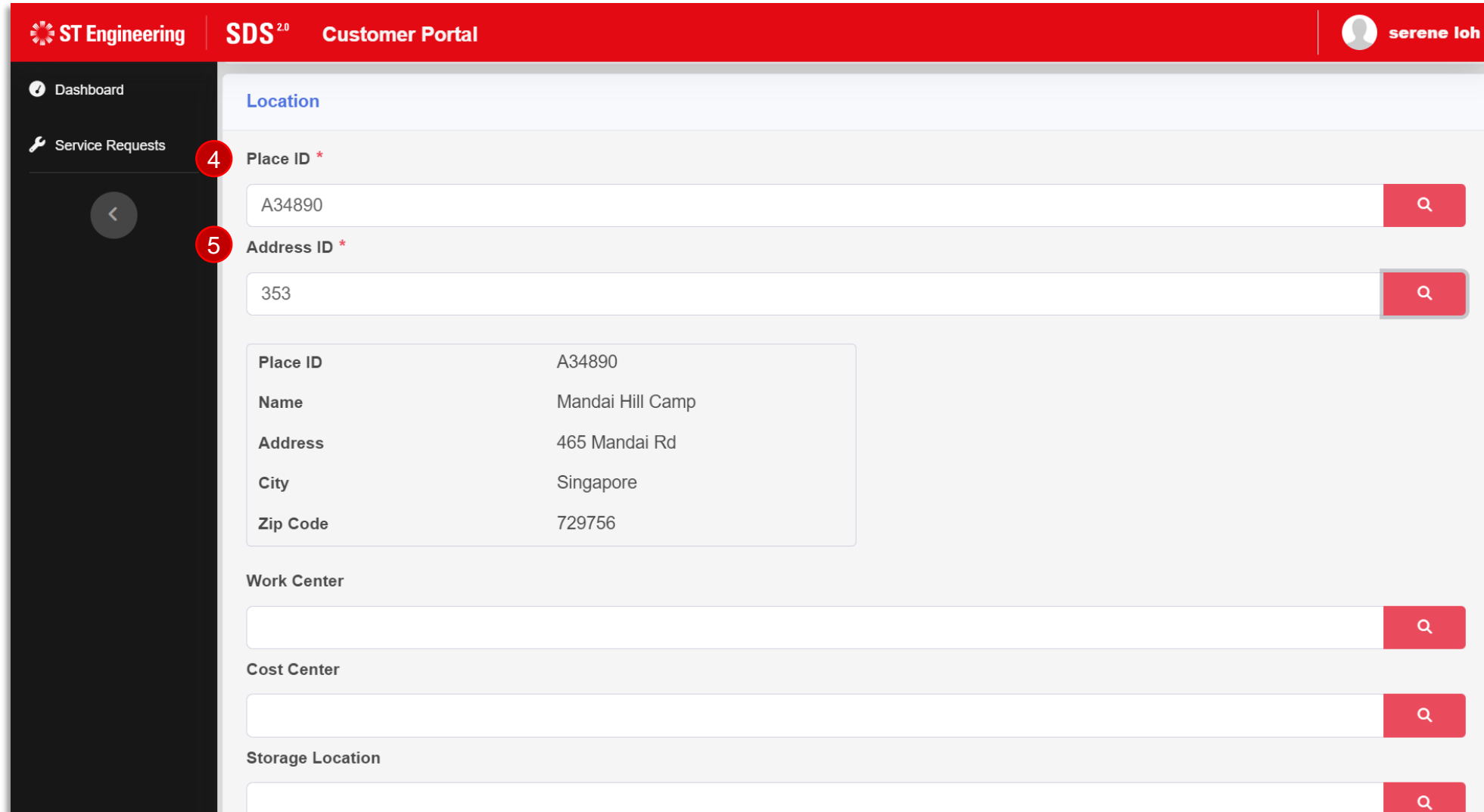
Address ID \*

WHAT INFORMATION IS REQUIRED IN A REQUEST?

# Location

4 Servicing Location

5 Address of where the place ID (unit) is located



ST Engineering SDS<sup>2.0</sup> Customer Portal serene loh

Dashboard Service Requests

Location

4 Place ID \*  
A34890

5 Address ID \*  
353

Place ID	A34890
Name	Mandai Hill Camp
Address	465 Mandai Rd
City	Singapore
Zip Code	729756

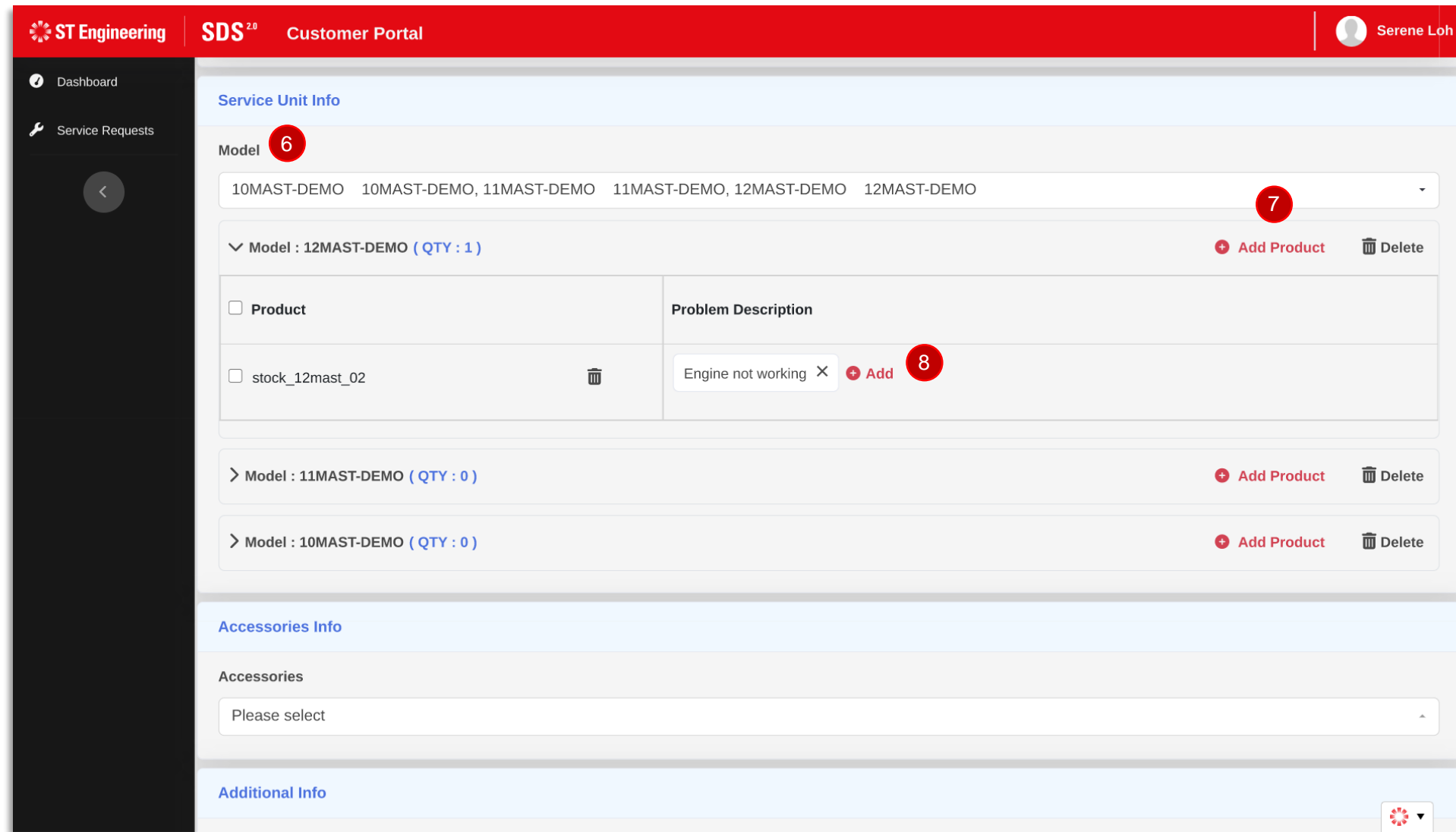
Work Center

Cost Center

Storage Location

WHAT INFORMATION IS REQUIRED IN A REQUEST?

# Service Unit Information



**Service Unit Info**

Model **6**

10MAST-DEMO 10MAST-DEMO, 11MAST-DEMO 11MAST-DEMO, 12MAST-DEMO 12MAST-DEMO **7**

Model : 12MAST-DEMO ( QTY : 1 ) + Add Product 🗑 Delete

Product	Problem Description
<input type="checkbox"/> stock_12mast_02 <span>🗑</span>	Engine not working <span>×</span> <span>+ Add</span> <b>8</b>

> Model : 11MAST-DEMO ( QTY : 0 ) + Add Product 🗑 Delete

> Model : 10MAST-DEMO ( QTY : 0 ) + Add Product 🗑 Delete

**Accessories Info**

Accessories

Please select

**Additional Info**

**6** List of product models selected

**7** Product with serial ID (labelled on the item)

**8** List of problem description for the specific item

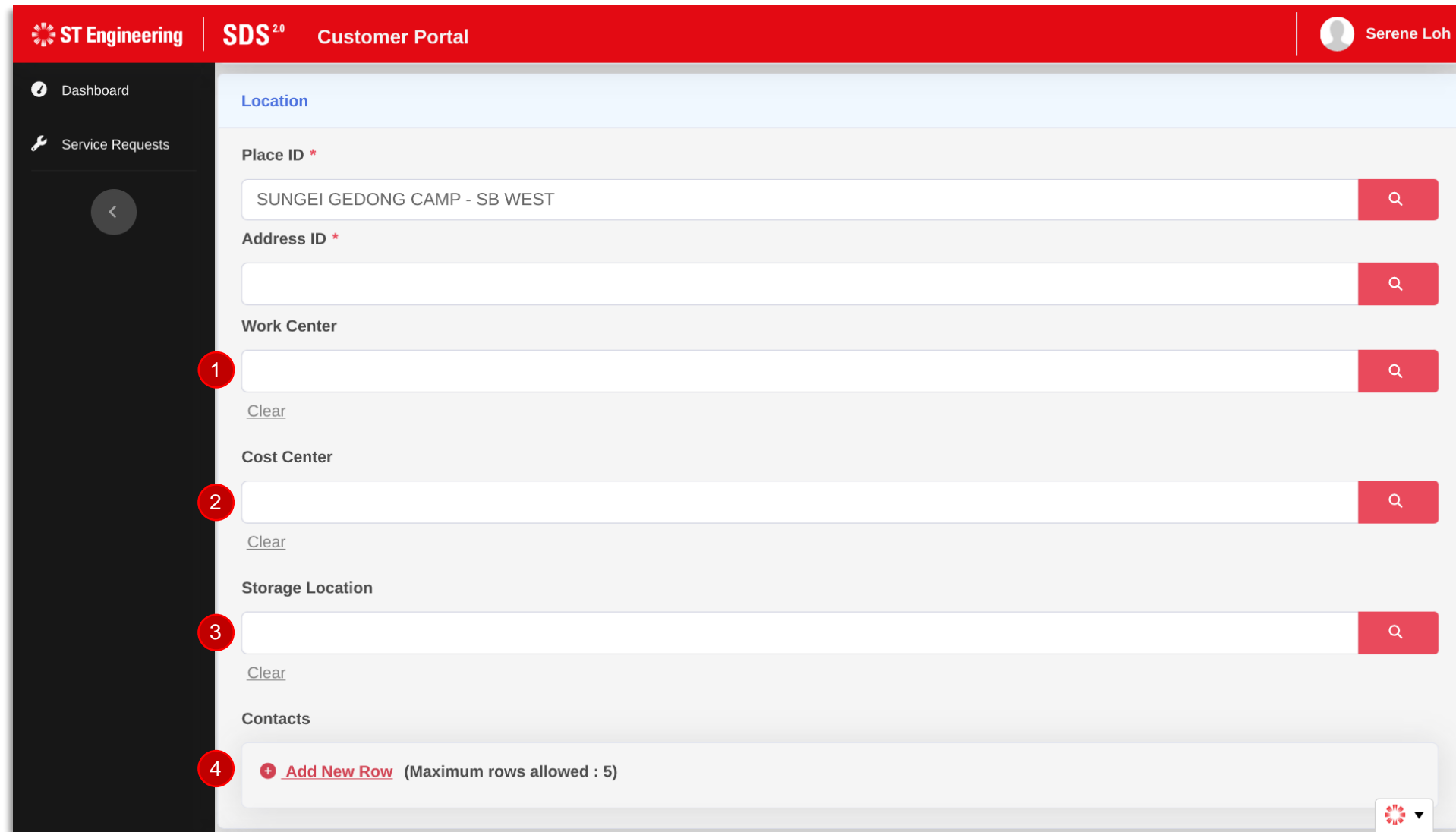


What additional information  
I can include in my  
request?

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



The screenshot displays the 'Location' form in the ST Engineering Customer Portal. The form is titled 'Location' and includes the following fields:

- Place ID \***: A text input field containing 'SUNGEI GEDONG CAMP - SB WEST' with a search icon on the right.
- Address ID \***: An empty text input field with a search icon on the right.
- Work Center**: A text input field with a search icon on the right, marked with a red circle '1'.
- Cost Center**: A text input field with a search icon on the right, marked with a red circle '2'.
- Storage Location**: A text input field with a search icon on the right, marked with a red circle '3'.
- Contacts**: A section with a red circle '4' and a '+ Add New Row' button, followed by '(Maximum rows allowed : 5)'. A small ST Engineering logo is visible in the bottom right corner of the form area.

The left sidebar of the portal shows 'Dashboard' and 'Service Requests' options. The top navigation bar includes the ST Engineering logo, 'SDS<sup>2.0</sup> Customer Portal', and the user profile 'Serene Loh'.

WHAT ADDITIONAL INFORMATION I CAN INCLUDE IN MY REQUEST?

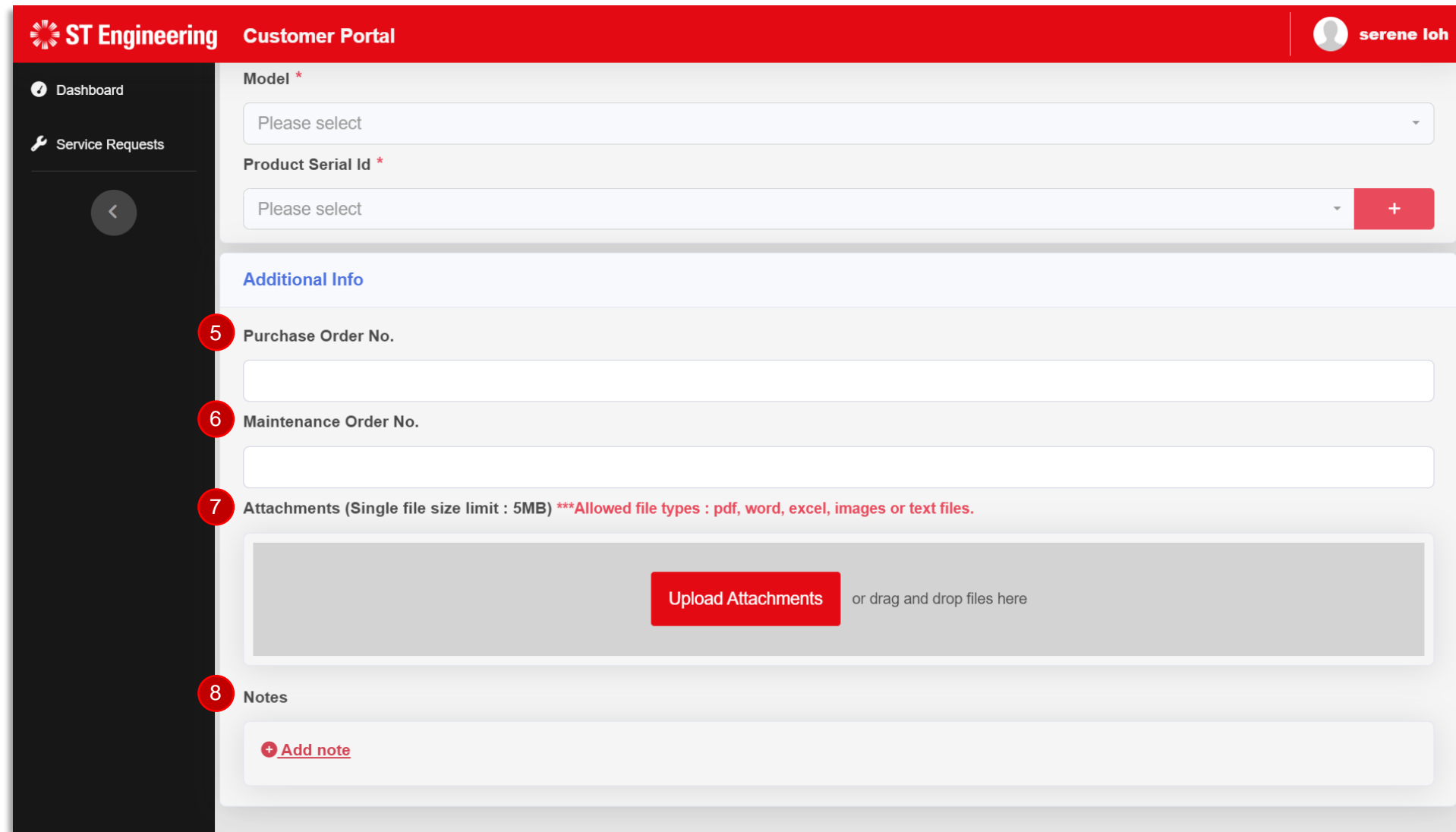
# Additional Information (Optional)

5 PO No.

6 MO No.

7 Attachment (e.g. approval of emails on POs)

8 Additional notes for user reference

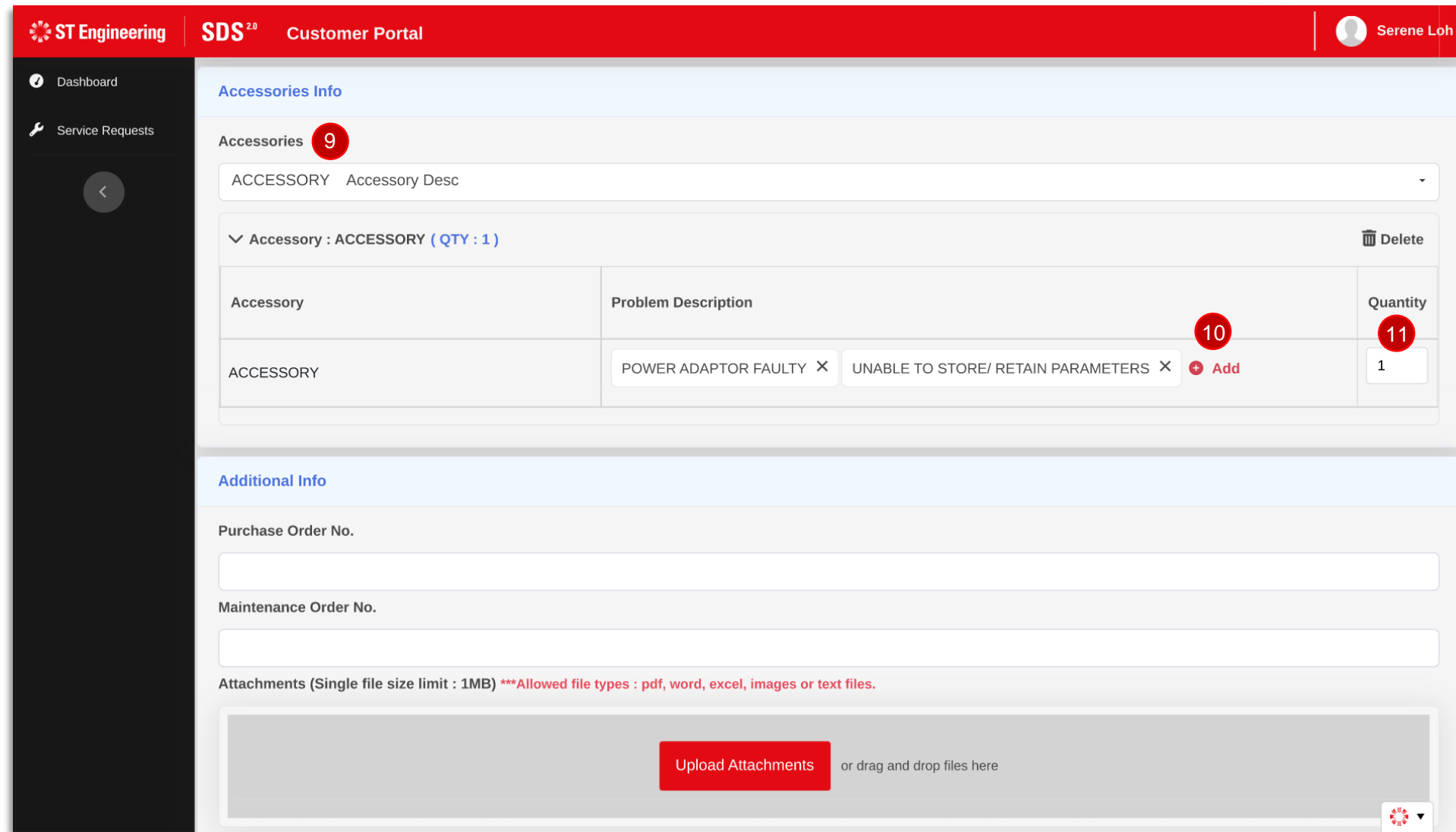


The screenshot shows the ST Engineering Customer Portal interface. The top navigation bar is red with the ST Engineering logo and 'Customer Portal' text. On the right, a user profile for 'serene loh' is visible. A dark sidebar on the left contains 'Dashboard' and 'Service Requests' with a back arrow. The main form area has a red header with the ST Engineering logo and 'Customer Portal'. Below this, there are two dropdown menus for 'Model \*' and 'Product Serial Id \*', both with 'Please select' text. A red '+' button is next to the second dropdown. Below these is a section titled 'Additional Info' in blue. It contains three input fields: 'Purchase Order No.' (with a red '5' callout), 'Maintenance Order No.' (with a red '6' callout), and 'Attachments (Single file size limit : 5MB) \*\*\*Allowed file types : pdf, word, excel, images or text files.' (with a red '7' callout). Below the attachments field is a large grey area with a red 'Upload Attachments' button and the text 'or drag and drop files here'. At the bottom is a 'Notes' section (with a red '8' callout) containing a '+ Add note' button.

WHAT ADDITIONAL INFORMATION I CAN INCLUDE IN MY REQUEST?

# Accessories

- 9 You can add a list of accessories
- 10 Include a list of problem description for the specific accessory and
- 11 State its quantity



**Accessories Info**

Accessories **9**

ACCESSORY Accessory Desc

▼ Accessory : ACCESSORY ( QTY : 1) Delete

Accessory	Problem Description	Quantity
ACCESSORY	POWER ADAPTOR FAULTY X UNABLE TO STORE/ RETAIN PARAMETERS X <b>10</b> <span>+ Add</span>	<b>11</b> 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.

or drag and drop files here

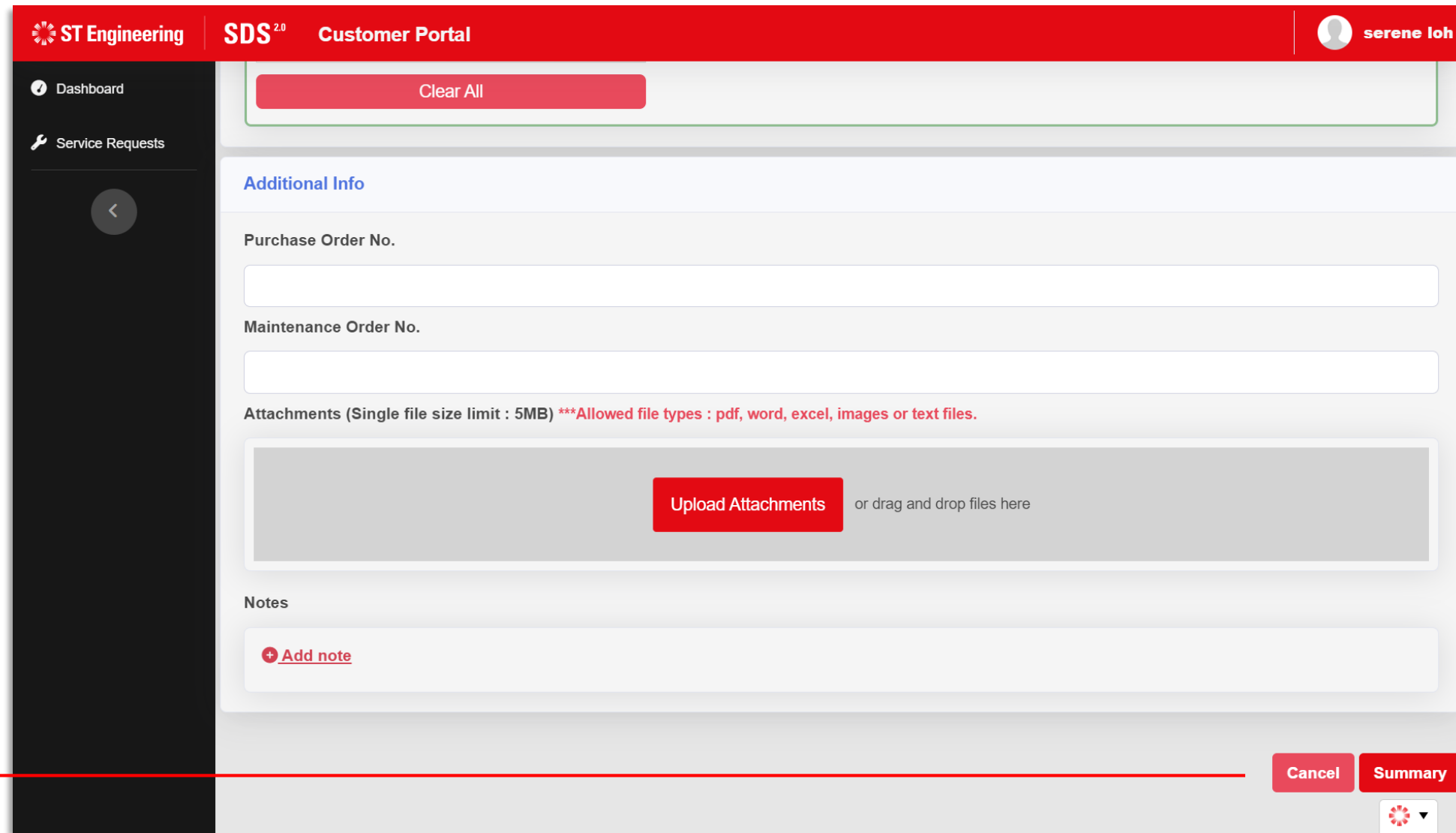
How do I view summary and  
confirm my new request?

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



ST Engineering SDS<sup>2.0</sup> Customer Portal serene loh

Dashboard Service Requests

Clear All

**Additional Info**

Purchase Order No.

Maintenance Order No.

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

Upload Attachments or drag and drop files here

Notes

+ Add note

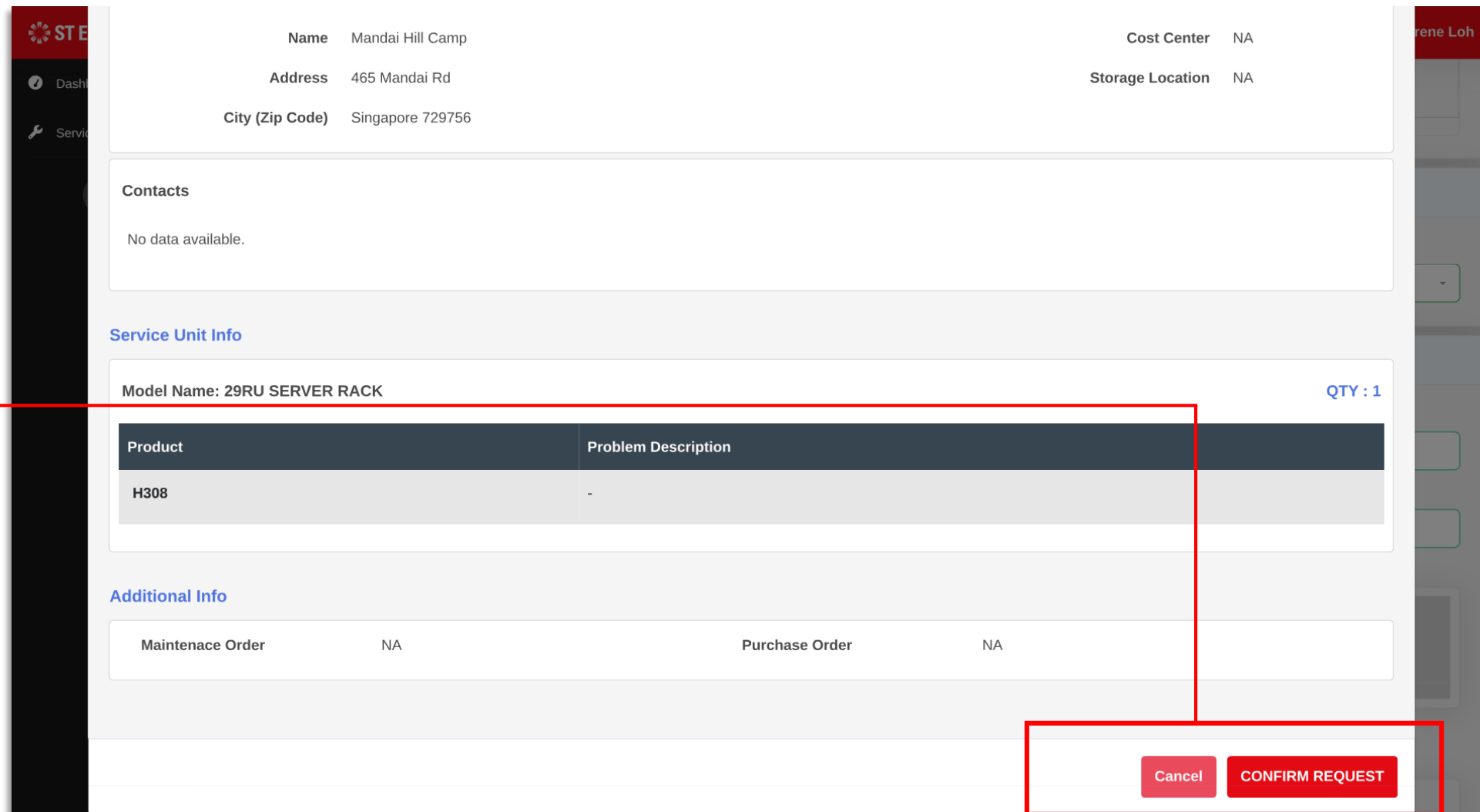
Cancel Summary

HOW DO I VIEW SUMMARY AND CONFIRM MY NEW REQUEST?

# Confirm Request

Check through the information on the summary page before selecting **[Confirm Request]**

**[Cancel]** to go back to request page to make changes.



**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**

Model Name: 29RU SERVER RACK **QTY : 1**

Product	Problem Description
H308	-

**Additional Info**

Maintenance Order	NA	Purchase Order	NA
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**Cancel** **CONFIRM REQUEST**

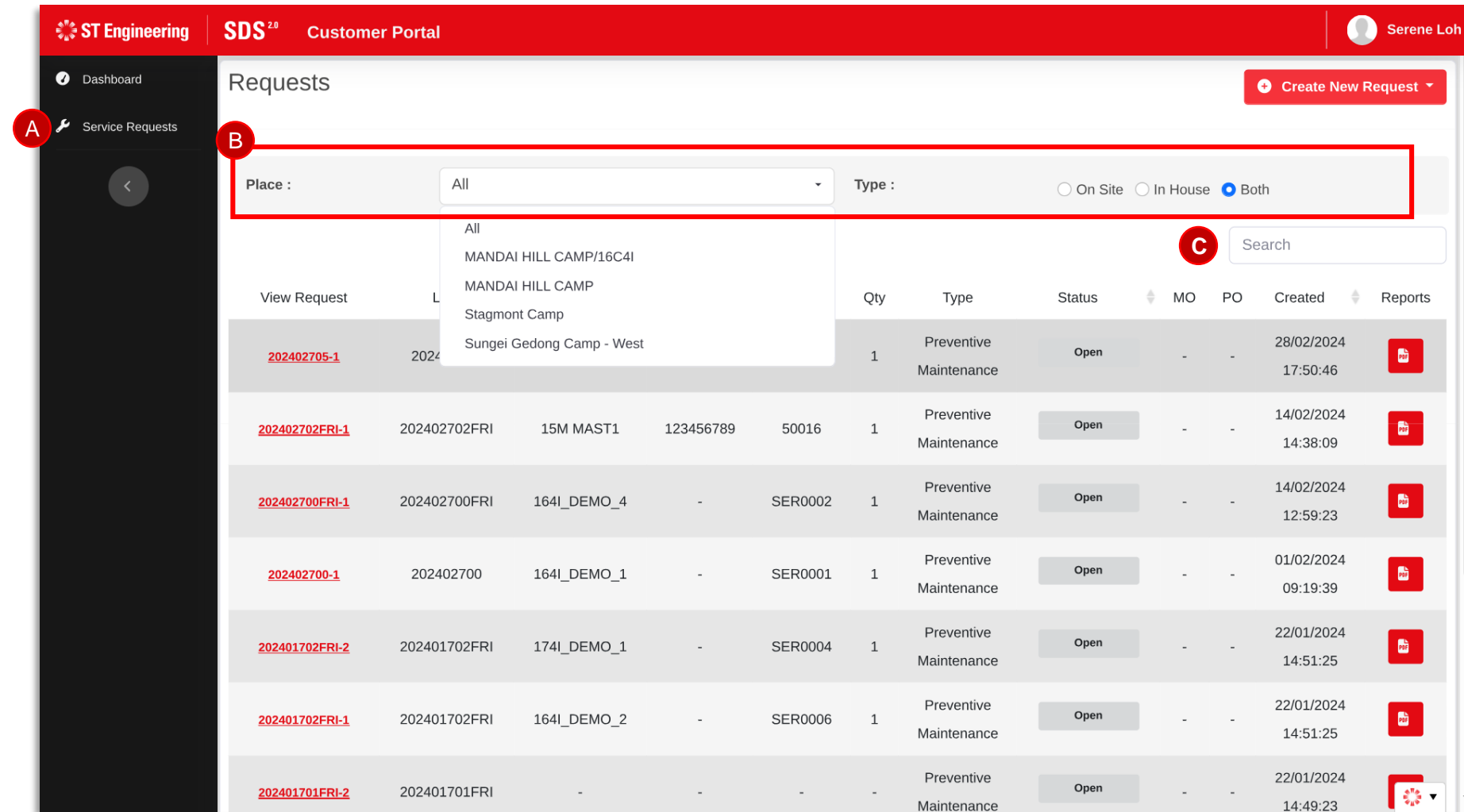
How do I find my request?



## 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 On Site, In House or both type of 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**

Dashboard | Service Requests

**Requests** Create New Request

Place : All | Type :  On Site  In House  Both

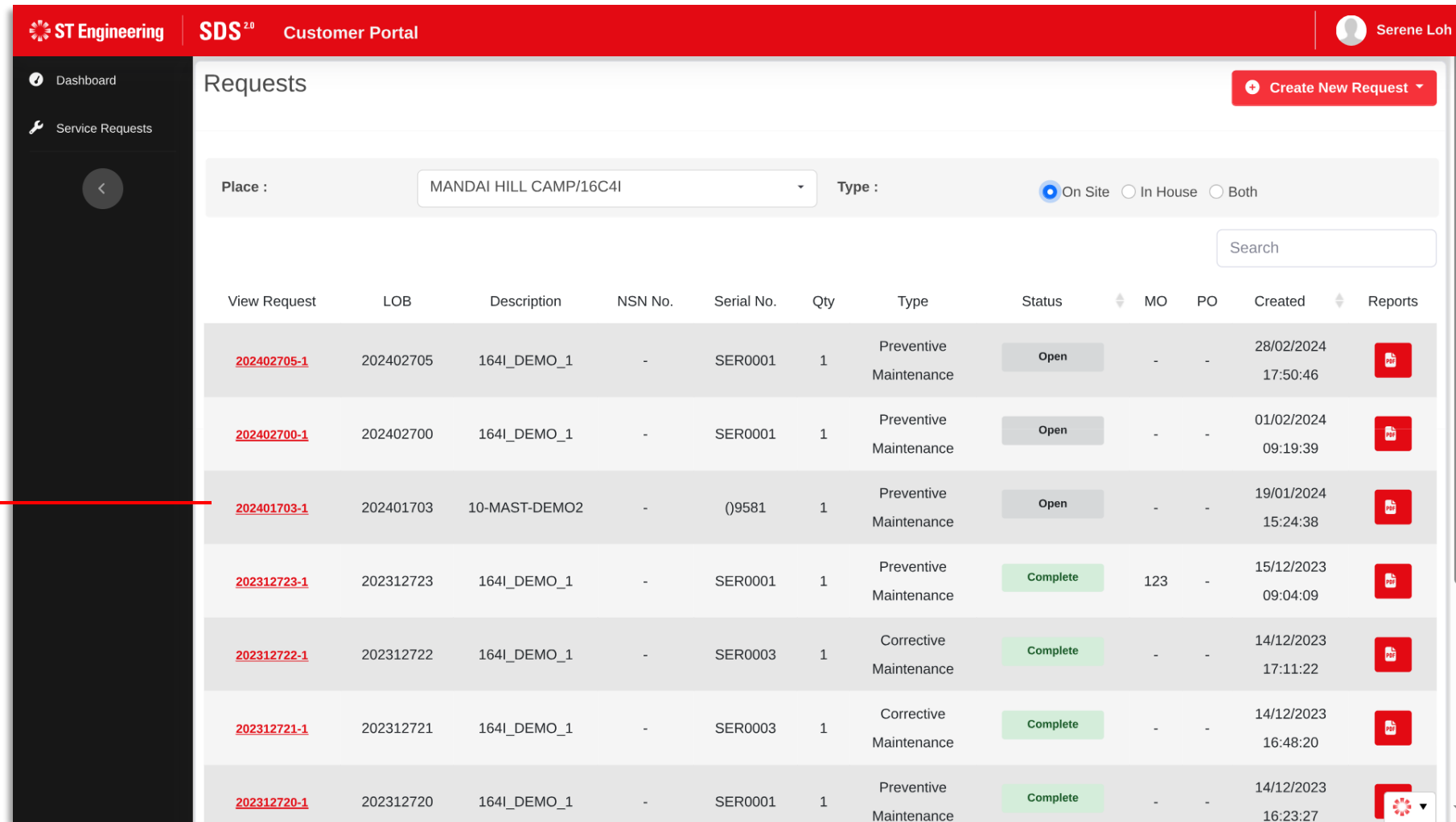
Search

View Request	Qty	Type	Status	MO	PO	Created	Reports
<a href="#">202402705-1</a>	1	Preventive Maintenance	Open	-	-	28/02/2024 17:50:46	
<a href="#">202402702FRI-1</a>	1	Preventive Maintenance	Open	-	-	14/02/2024 14:38:09	
<a href="#">202402700FRI-1</a>	1	Preventive Maintenance	Open	-	-	14/02/2024 12:59:23	
<a href="#">202402700-1</a>	1	Preventive Maintenance	Open	-	-	01/02/2024 09:19:39	
<a href="#">202401702FRI-2</a>	1	Preventive Maintenance	Open	-	-	22/01/2024 14:51:25	
<a href="#">202401702FRI-1</a>	1	Preventive Maintenance	Open	-	-	22/01/2024 14:51:25	
<a href="#">202401701FRI-2</a>	-	Preventive Maintenance	Open	-	-	22/01/2024 14:49:23	

HOW DO I FIND MY REQUEST?

# View Request

Click on the link to view your request information



ST Engineering SDS<sup>2.0</sup> Customer Portal Serene Loh








Dashboard Service Requests

## Requests

Create New Request

Place : MANDAI HILL CAMP/16C4I Type :  On Site  In House  Both


Search

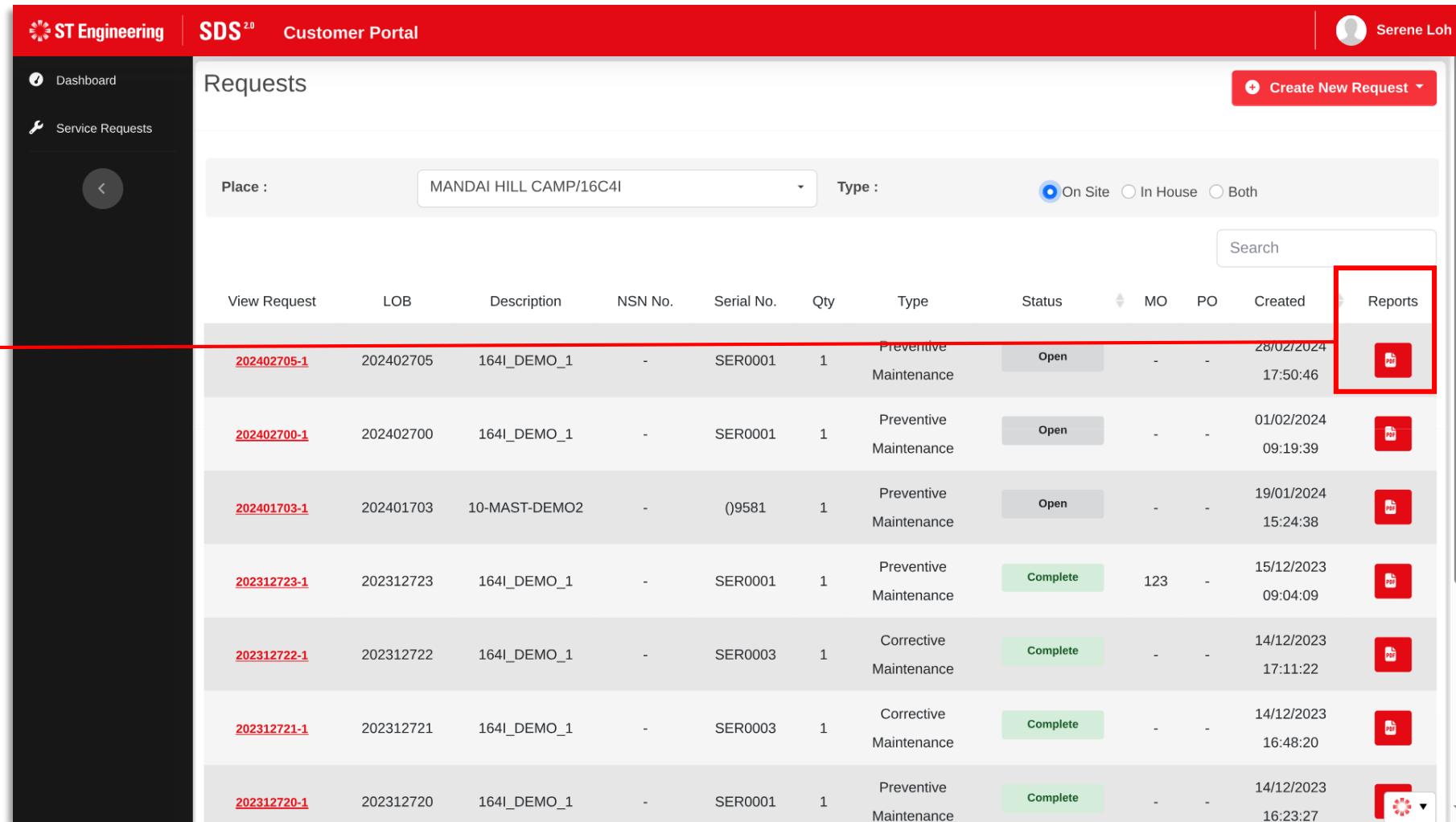
View Request	LOB	Description	NSN No.	Serial No.	Qty	Type	Status	MO	PO	Created	Reports
<a href="#">202402705-1</a>	202402705	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Open	-	-	28/02/2024 17:50:46	
<a href="#">202402700-1</a>	202402700	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Open	-	-	01/02/2024 09:19:39	
<a href="#">202401703-1</a>	202401703	10-MAST-DEMO2	-	(9581	1	Preventive Maintenance	Open	-	-	19/01/2024 15:24:38	
<a href="#">202312723-1</a>	202312723	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Complete	123	-	15/12/2023 09:04:09	
<a href="#">202312722-1</a>	202312722	164I_DEMO_1	-	SER0003	1	Corrective Maintenance	Complete	-	-	14/12/2023 17:11:22	
<a href="#">202312721-1</a>	202312721	164I_DEMO_1	-	SER0003	1	Corrective Maintenance	Complete	-	-	14/12/2023 16:48:20	
<a href="#">202312720-1</a>	202312720	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Complete	-	-	14/12/2023 16:23:27	

How do I print a service report for my request?








HOW DO I PRINT THE SERVICE REPORT?

# Step 1: Select PDF icon

Select the  icon to download the request report



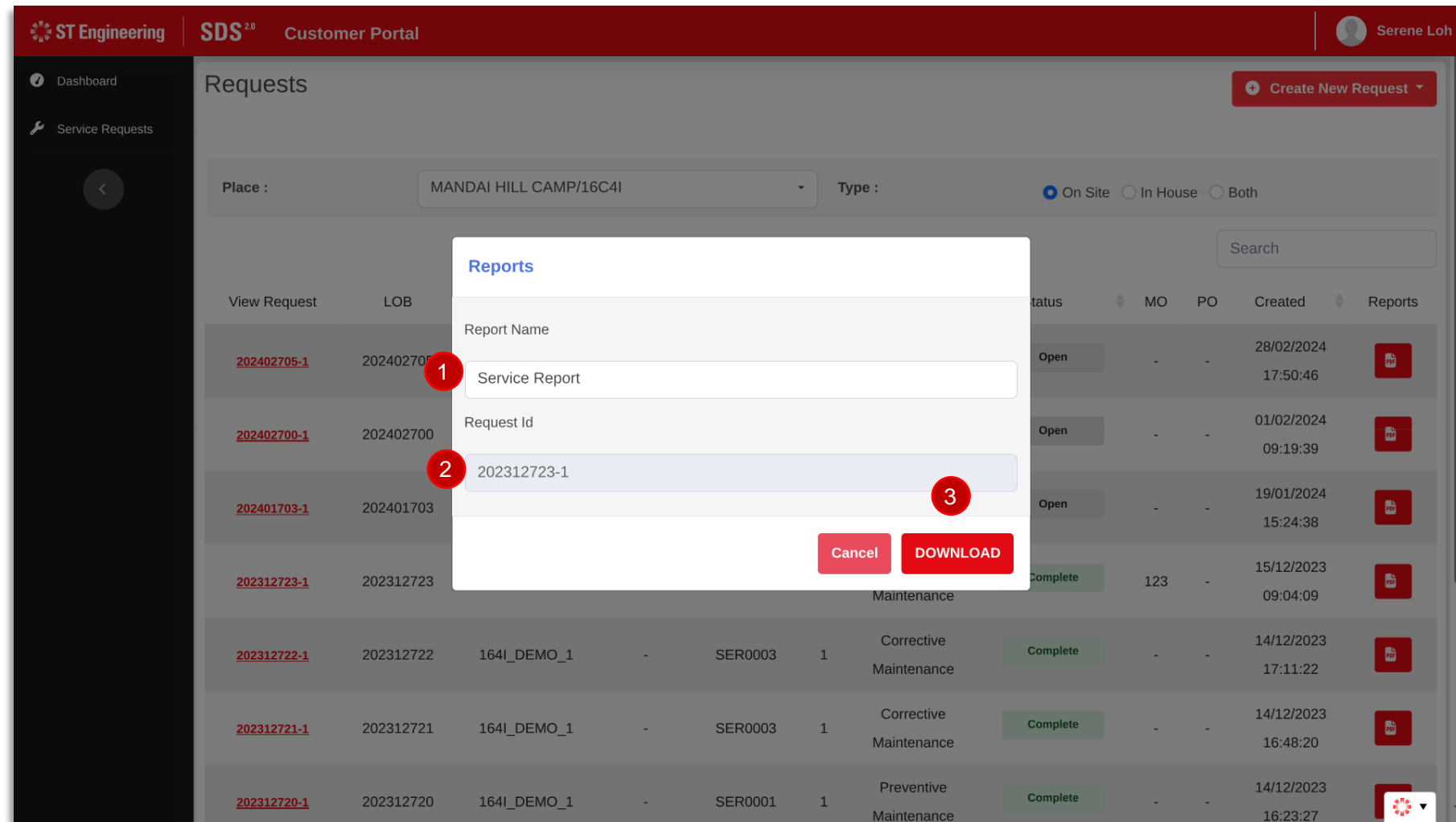
The screenshot shows the 'Requests' page in the ST Engineering Customer Portal. The page includes a navigation sidebar with 'Dashboard' and 'Service Requests' options. The main content area displays a table of requests with columns for 'View Request', 'LOB', 'Description', 'NSN No.', 'Serial No.', 'Qty', 'Type', 'Status', 'MO', 'PO', 'Created', and 'Reports'. A red box highlights the PDF icon in the 'Reports' column for the first request (ID: 202402705-1).

View Request	LOB	Description	NSN No.	Serial No.	Qty	Type	Status	MO	PO	Created	Reports
<a href="#">202402705-1</a>	202402705	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Open	-	-	28/02/2024 17:50:46	
<a href="#">202402700-1</a>	202402700	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Open	-	-	01/02/2024 09:19:39	
<a href="#">202401703-1</a>	202401703	10-MAST-DEMO2	-	()9581	1	Preventive Maintenance	Open	-	-	19/01/2024 15:24:38	
<a href="#">202312723-1</a>	202312723	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Complete	123	-	15/12/2023 09:04:09	
<a href="#">202312722-1</a>	202312722	164I_DEMO_1	-	SER0003	1	Corrective Maintenance	Complete	-	-	14/12/2023 17:11:22	
<a href="#">202312721-1</a>	202312721	164I_DEMO_1	-	SER0003	1	Corrective Maintenance	Complete	-	-	14/12/2023 16:48:20	
<a href="#">202312720-1</a>	202312720	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Complete	-	-	14/12/2023 16:23:27	








HOW DO I PRINT THE SERVICE REPORT?

## Step 2: Select Type of Report to Download

- 1 Select the type of Report to download:
  - Service Report or
  - Checklist Report
- 2 Rename your Report
- 3 Select [Download] to or Cancel download



The screenshot shows the 'Requests' page in the ST Engineering SDS 2.0 Customer Portal. The page displays a table of requests with columns for View Request, LOB, status, MO, PO, Created, and Reports. A modal window titled 'Reports' is open, allowing the user to select a report type to download. The modal contains a 'Report Name' field with 'Service Report' selected, a 'Request Id' field with '202312723-1' selected, and 'Cancel' and 'DOWNLOAD' buttons. Red circles with numbers 1, 2, and 3 highlight the 'Service Report' selection, the 'Request Id' field, and the 'DOWNLOAD' button, respectively.

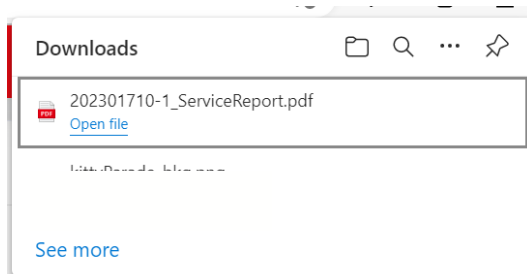
View Request	LOB	status	MO	PO	Created	Reports
<a href="#">202402705-1</a>	202402705	Open	-	-	28/02/2024 17:50:46	
<a href="#">202402700-1</a>	202402700	Open	-	-	01/02/2024 09:19:39	
<a href="#">202401703-1</a>	202401703	Open	-	-	19/01/2024 15:24:38	
<a href="#">202312723-1</a>	202312723	Complete	123	-	15/12/2023 09:04:09	
<a href="#">202312722-1</a>	202312722	Complete	-	-	14/12/2023 17:11:22	
<a href="#">202312721-1</a>	202312721	Complete	-	-	14/12/2023 16:48:20	
<a href="#">202312720-1</a>	202312720	Complete	-	-	14/12/2023 16:23:27	

HOW DO I PRINT THE SERVICE REPORT?

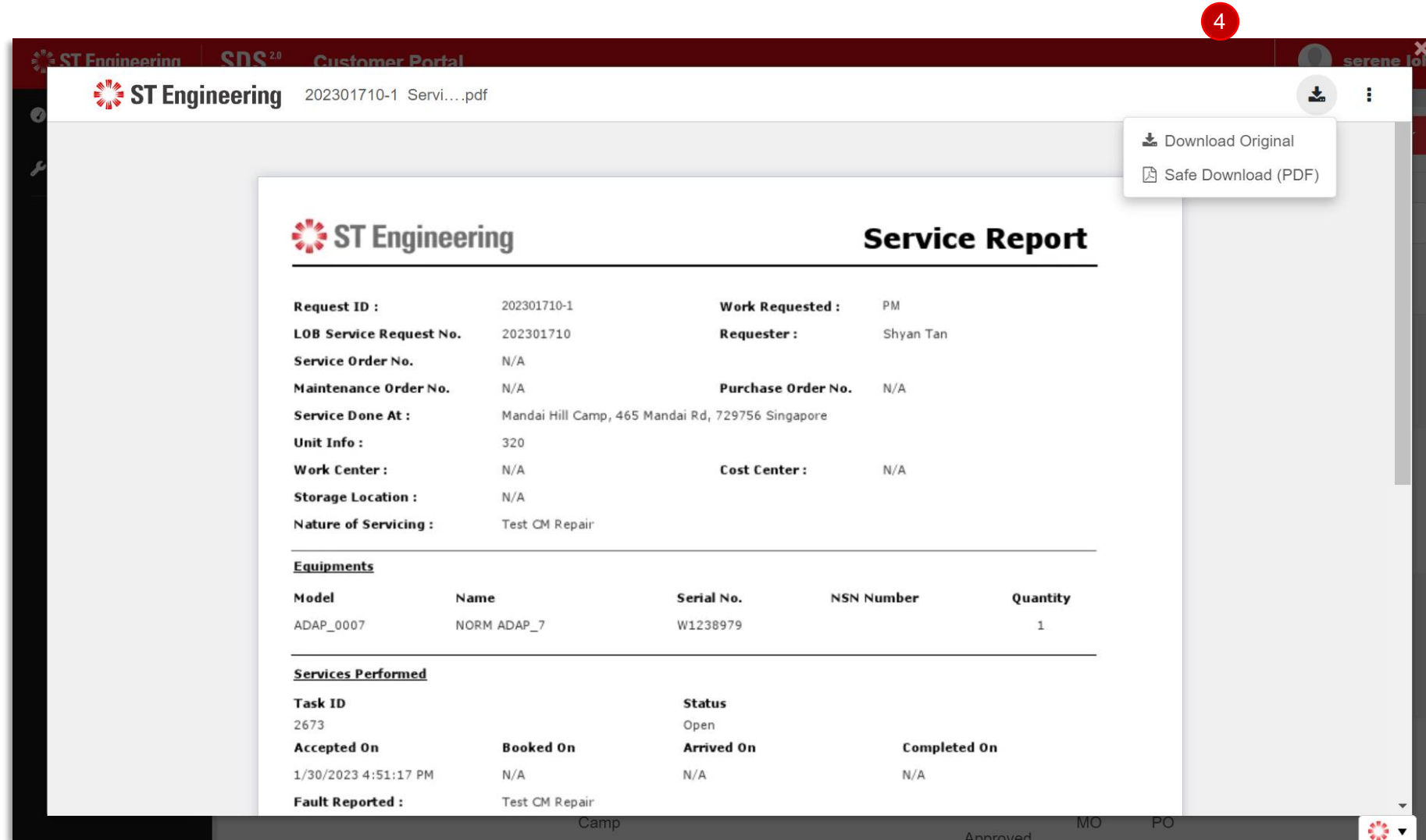
## Step 3: Download service report


There will be a safe check scan on the download (If you are using OA laptop).

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




4




202301710-1 Servi...pdf

---



### Service Report

<b>Request ID :</b>	202301710-1	<b>Work Requested :</b>	PM
<b>LOB Service Request No.</b>	202301710	<b>Requester :</b>	Shyan Tan
<b>Service Order No.</b>	N/A	<b>Purchase Order No.</b>	N/A
<b>Maintenance Order No.</b>	N/A	<b>Service Done At :</b> Mandai Hill Camp, 465 Mandai Rd, 729756 Singapore	
<b>Unit Info :</b>	320	<b>Work Center :</b>	N/A
<b>Storage Location :</b>	N/A	<b>Cost Center :</b>	N/A
<b>Nature of Servicing :</b>	Test CM Repair		

**Equipments**

Model	Name	Serial No.	NSN Number	Quantity
ADAP_0007	NORM ADAP_7	W1238979		1

**Services Performed**

Task ID	Status
2673	Open

Accepted On	Booked On	Arrived On	Completed On
1/30/2023 4:51:17 PM	N/A	N/A	N/A

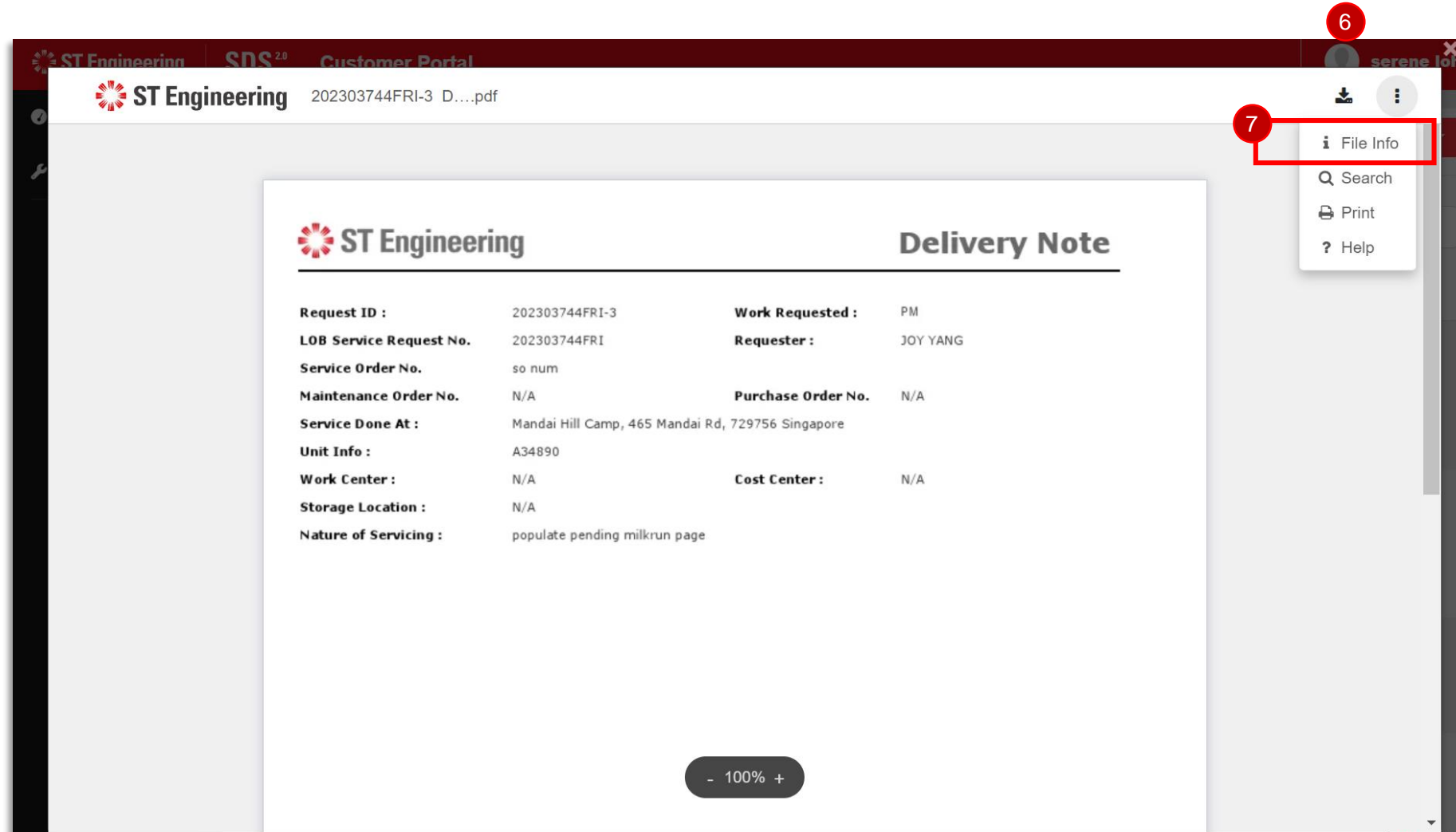
**Fault Reported :** Test CM Repair

HOW DO I PRINT THE SERVICE REPORT?

## Step 4: Print service report

You can also print directly from this page:

- 6 Click on the dropdown list icon and
- 7 Select **[Print]**



The screenshot shows a web browser window displaying the ST Engineering Customer Portal. The page title is '202303744FRI-3 D....pdf'. The main content area displays a 'Delivery Note' for ST Engineering. The note includes the following details:

<b>Request ID :</b>	202303744FRI-3	<b>Work Requested :</b>	PM
<b>LOB Service Request No.</b>	202303744FRI	<b>Requester :</b>	JOY YANG
<b>Service Order No.</b>	so num	<b>Purchase Order No.</b>	N/A
<b>Maintenance Order No.</b>	N/A		
<b>Service Done At :</b>	Mandai Hill Camp, 465 Mandai Rd, 729756 Singapore		
<b>Unit Info :</b>	A34890		
<b>Work Center :</b>	N/A	<b>Cost Center :</b>	N/A
<b>Storage Location :</b>	N/A		
<b>Nature of Servicing :</b>	populate pending milkrun page		

A dropdown menu is open in the top right corner of the browser window, showing options: File Info, Search, Print, and Help. The 'Print' option is highlighted with a red box and a red circle containing the number 7. Another red circle with the number 6 is positioned above the dropdown menu icon.

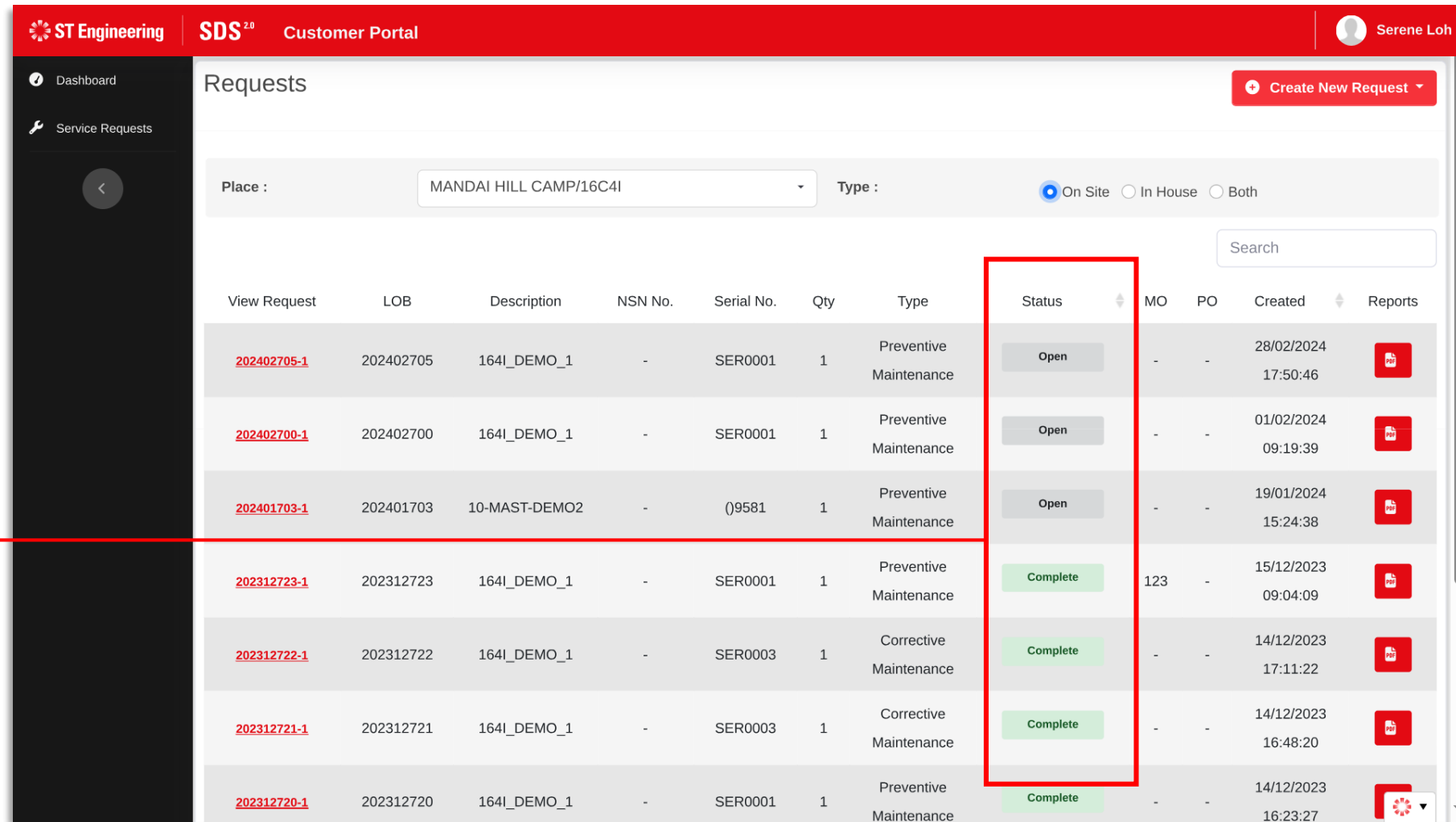
How do I check the  
status of my  
request?










HOW DO I CHECK ON AN ONGOING SERVICE REQUEST STATUS?

# See request status column

Statuses of requests would be reflected under **Status**, in either **Open**, **Complete**, **Repair Complete**, **Pending Cancellation**, **Cancelled** statuses.



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 displays a table of requests for 'MANDAI HILL CAMP/16C4I'. The 'Status' column is highlighted with a red box, showing various request statuses: 'Open' (grey buttons) and 'Complete' (green buttons). A 'Create New Request' button is visible in the top right corner.

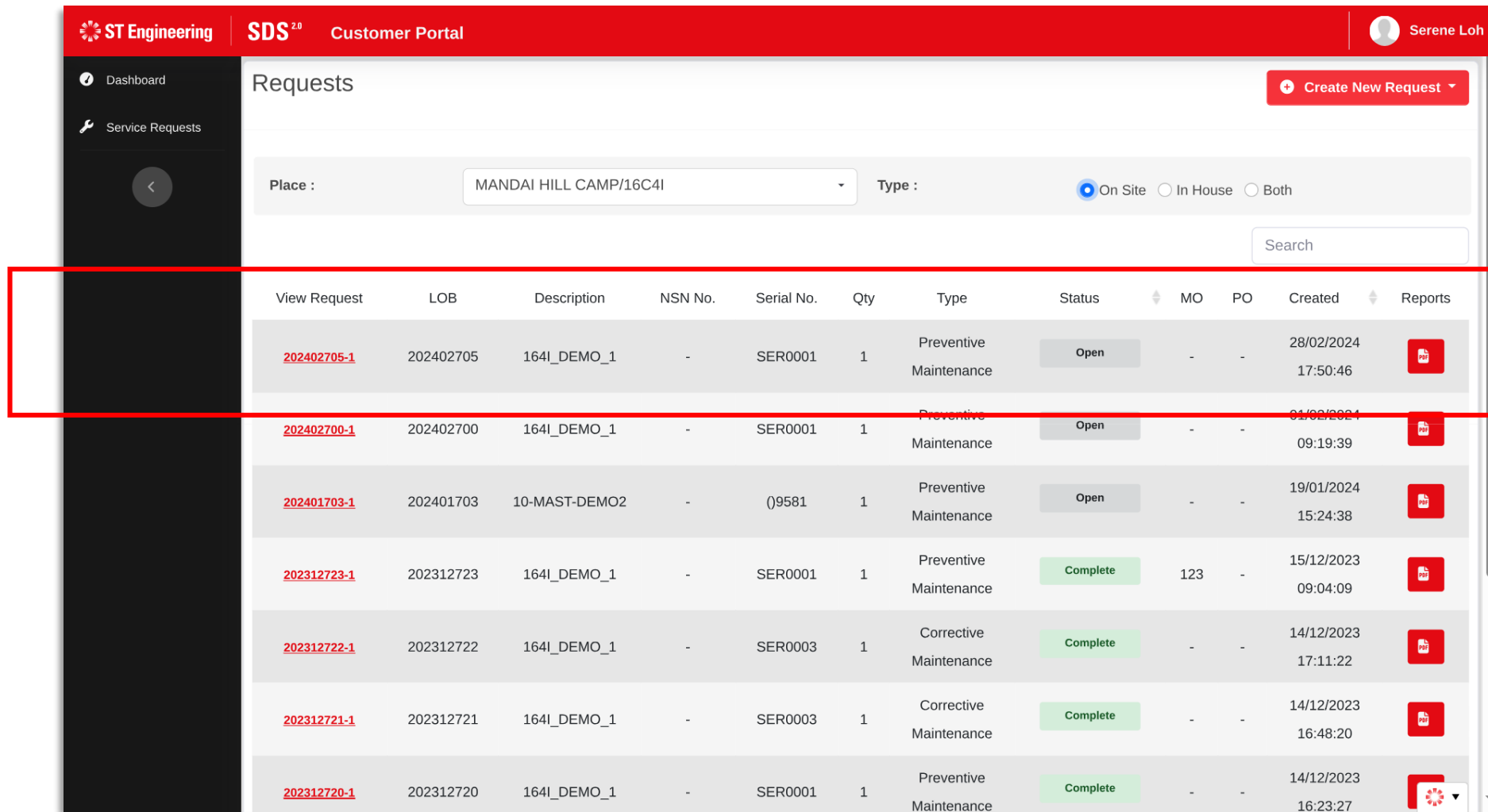
View Request	LOB	Description	NSN No.	Serial No.	Qty	Type	Status	MO	PO	Created	Reports
<a href="#">202402705-1</a>	202402705	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Open	-	-	28/02/2024 17:50:46	
<a href="#">202402700-1</a>	202402700	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Open	-	-	01/02/2024 09:19:39	
<a href="#">202401703-1</a>	202401703	10-MAST-DEMO2	-	(9581	1	Preventive Maintenance	Open	-	-	19/01/2024 15:24:38	
<a href="#">202312723-1</a>	202312723	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Complete	123	-	15/12/2023 09:04:09	
<a href="#">202312722-1</a>	202312722	164I_DEMO_1	-	SER0003	1	Corrective Maintenance	Complete	-	-	14/12/2023 17:11:22	
<a href="#">202312721-1</a>	202312721	164I_DEMO_1	-	SER0003	1	Corrective Maintenance	Complete	-	-	14/12/2023 16:48:20	
<a href="#">202312720-1</a>	202312720	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Complete	-	-	14/12/2023 16:23:27	

How do I cancel my  
request?








HOW DO I CANCEL MY REQUEST?

# Step 1: Locate your request

Locate the request that you want to cancel.



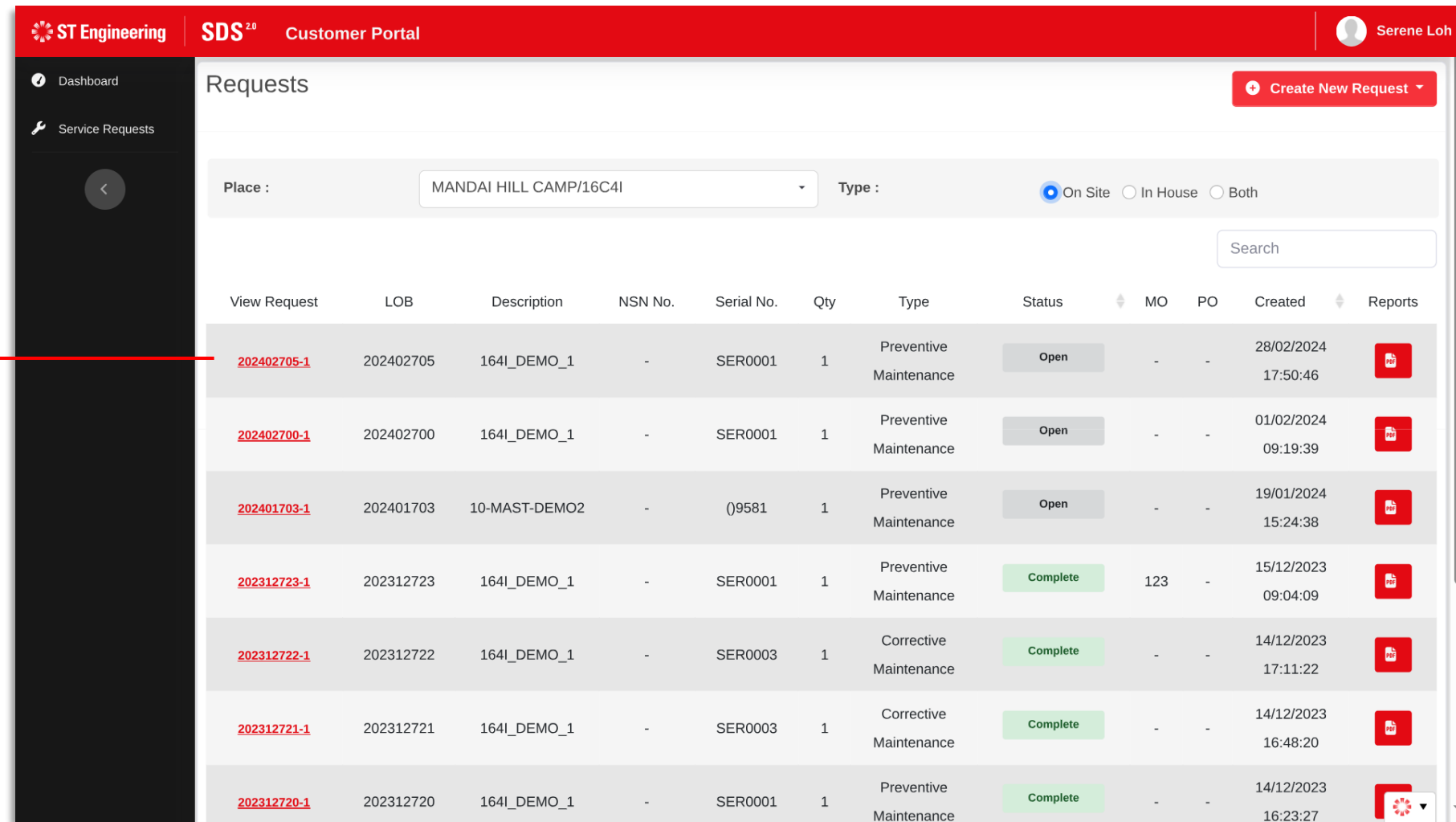
The screenshot shows the 'Requests' page in the ST Engineering SDS 2.0 Customer Portal. The page includes a navigation sidebar with 'Dashboard' and 'Service Requests' options. The main content area displays a table of requests with filters for 'Place' (MANDAI HILL CAMP/16C4I) and 'Type' (On Site, In House, Both). A red box highlights the first two rows of the table, which are the requests to be located for cancellation.

View Request	LOB	Description	NSN No.	Serial No.	Qty	Type	Status	MO	PO	Created	Reports
<a href="#">202402705-1</a>	202402705	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Open	-	-	28/02/2024 17:50:46	
<a href="#">202402700-1</a>	202402700	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Open	-	-	01/02/2024 09:19:39	
<a href="#">202401703-1</a>	202401703	10-MAST-DEMO2	-	(9581	1	Preventive Maintenance	Open	-	-	19/01/2024 15:24:38	
<a href="#">202312723-1</a>	202312723	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Complete	123	-	15/12/2023 09:04:09	
<a href="#">202312722-1</a>	202312722	164I_DEMO_1	-	SER0003	1	Corrective Maintenance	Complete	-	-	14/12/2023 17:11:22	
<a href="#">202312721-1</a>	202312721	164I_DEMO_1	-	SER0003	1	Corrective Maintenance	Complete	-	-	14/12/2023 16:48:20	
<a href="#">202312720-1</a>	202312720	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Complete	-	-	14/12/2023 16:23:27	








HOW DO I CANCEL MY REQUEST?

## Step 2: Click on the service request code link

Select the request link to view it



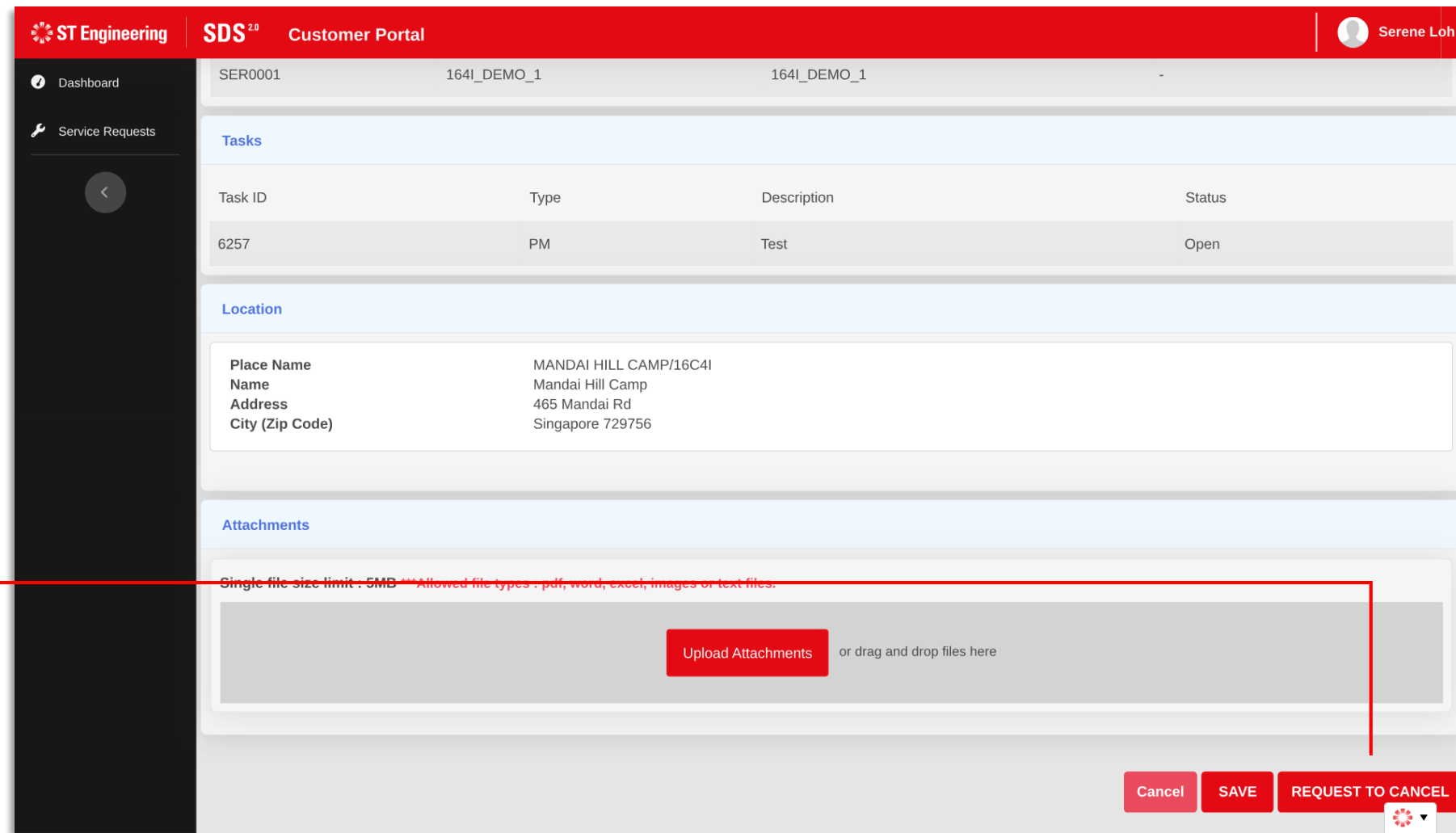
The screenshot shows the 'Requests' page in the ST Engineering Customer Portal. The page includes a navigation sidebar with 'Dashboard' and 'Service Requests' options. The main content area displays a table of requests with columns for 'View Request', 'LOB', 'Description', 'NSN No.', 'Serial No.', 'Qty', 'Type', 'Status', 'MO', 'PO', 'Created', and 'Reports'. A search bar and filter options for 'Place' and 'Type' are visible at the top of the table. A red line points from the text 'Select the request link to view it' to the first request code '202402705-1' in the table.

View Request	LOB	Description	NSN No.	Serial No.	Qty	Type	Status	MO	PO	Created	Reports
<a href="#">202402705-1</a>	202402705	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Open	-	-	28/02/2024 17:50:46	
<a href="#">202402700-1</a>	202402700	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Open	-	-	01/02/2024 09:19:39	
<a href="#">202401703-1</a>	202401703	10-MAST-DEMO2	-	()9581	1	Preventive Maintenance	Open	-	-	19/01/2024 15:24:38	
<a href="#">202312723-1</a>	202312723	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Complete	123	-	15/12/2023 09:04:09	
<a href="#">202312722-1</a>	202312722	164I_DEMO_1	-	SER0003	1	Corrective Maintenance	Complete	-	-	14/12/2023 17:11:22	
<a href="#">202312721-1</a>	202312721	164I_DEMO_1	-	SER0003	1	Corrective Maintenance	Complete	-	-	14/12/2023 16:48:20	
<a href="#">202312720-1</a>	202312720	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Complete	-	-	14/12/2023 16:23:27	

HOW DO I CANCEL MY REQUEST?

## Step 3: Select 'Request to Cancel'

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



ST Engineering SDS<sup>2.0</sup> Customer Portal Serene Loh

Dashboard Service Requests

SER0001 164I\_DEMO\_1 164I\_DEMO\_1 -

### Tasks

Task ID	Type	Description	Status
6257	PM	Test	Open

### Location

Place Name	MANDAI HILL CAMP/16C4I
Name	Mandai Hill Camp
Address	465 Mandai Rd
City (Zip Code)	Singapore 729756

### Attachments

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

Upload Attachments or drag and drop files here

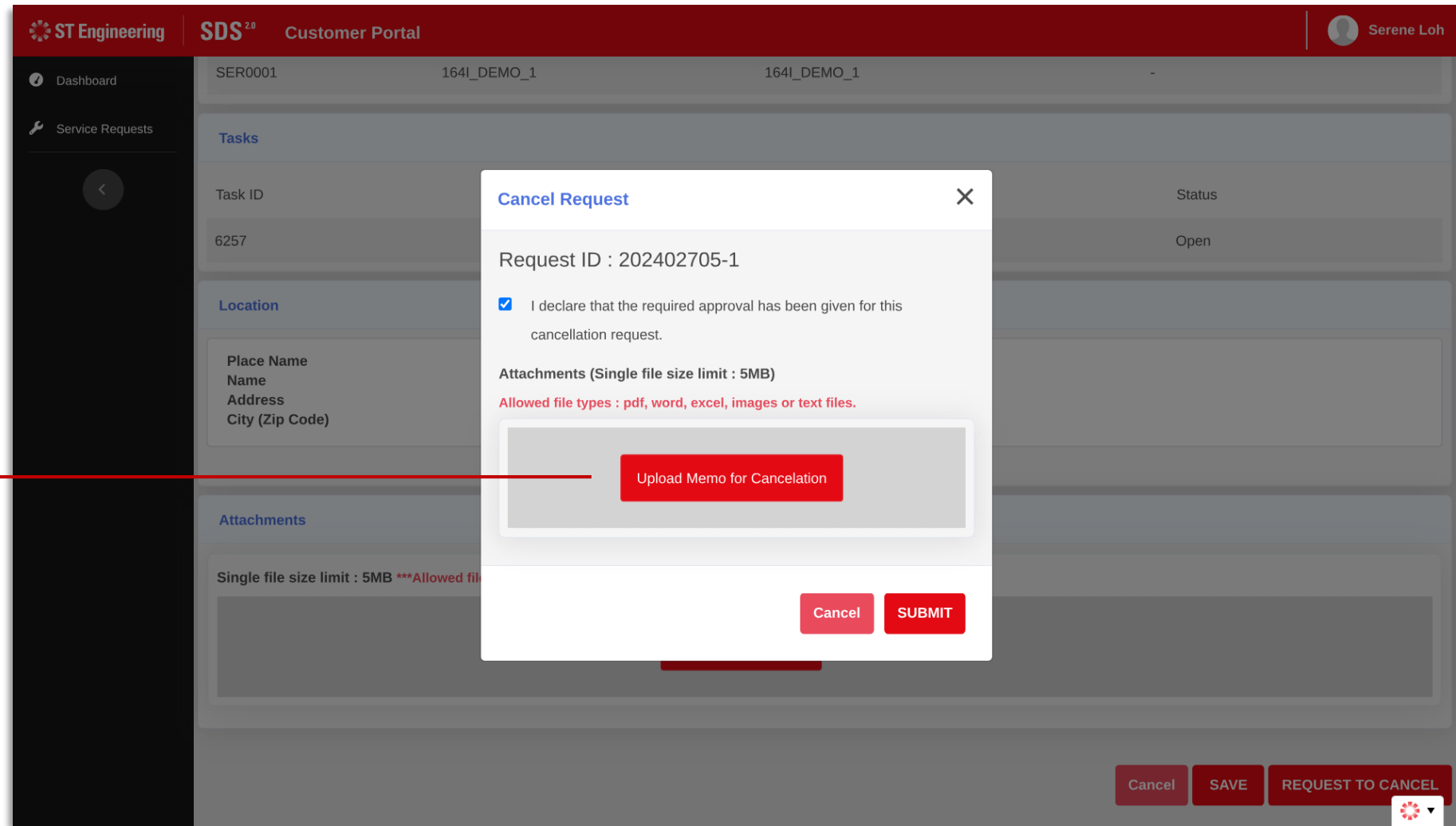
Cancel SAVE REQUEST TO CANCEL

HOW DO I CANCEL MY REQUEST?

## 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 top navigation bar includes the ST Engineering logo, 'SDS<sup>2.0</sup> Customer Portal', and the user name 'Serene Loh'. The main content area shows a task list with columns for Task ID, Location, and Status. A 'Cancel Request' popup box is overlaid on the task details for Task ID 6257. The popup contains the following elements:

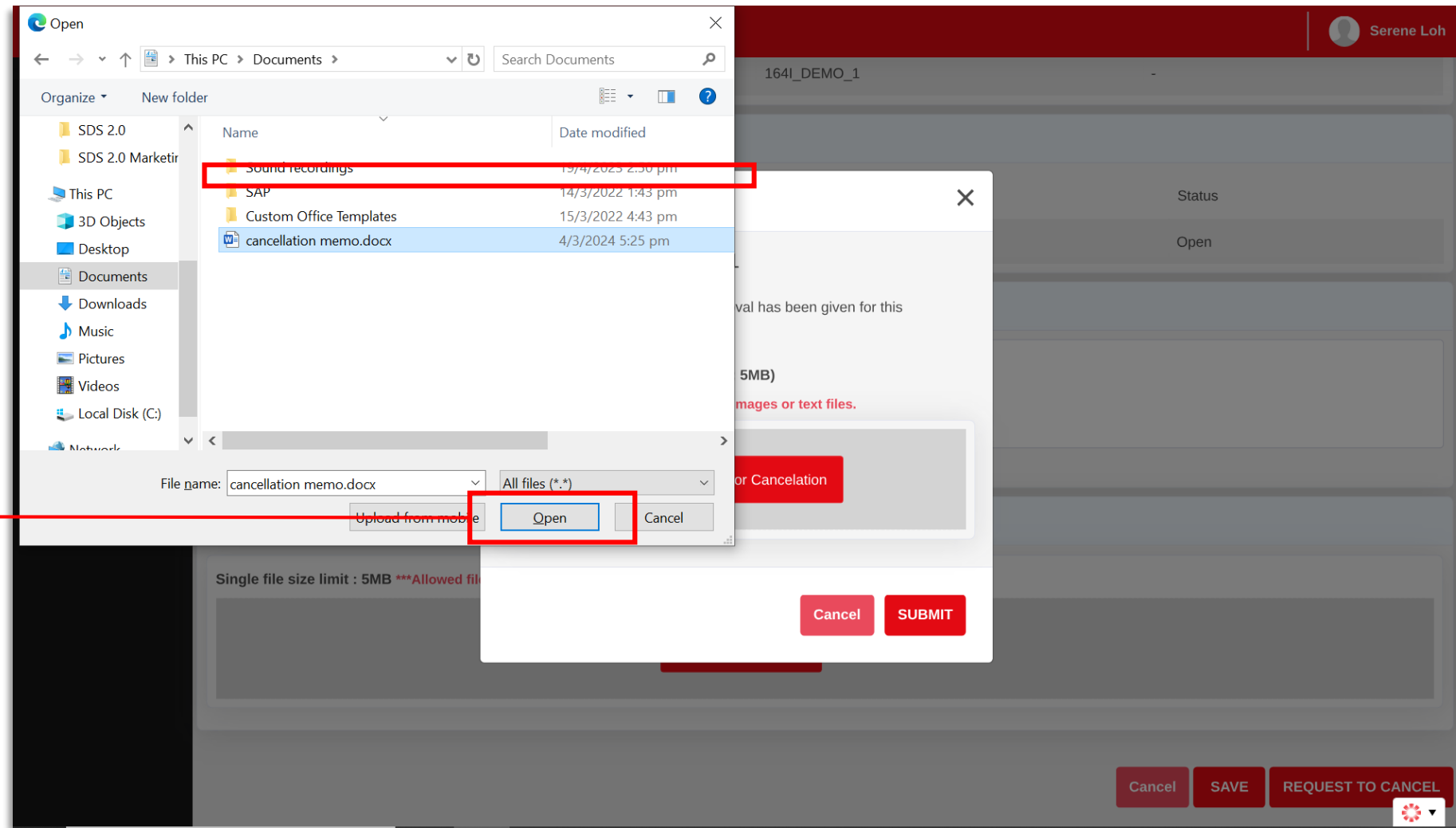
- Cancel Request** (Title)
- Request ID : 202402705-1
- I declare that the required approval has been given for this cancellation request.
- Attachments (Single file size limit : 5MB)**
- Allowed file types : pdf, word, excel, images or text files.
- Upload Memo for Cancellation** (Red button)
- Cancel** and **SUBMIT** (Buttons)

A red line points from the text 'Click [Upload Memo for Cancellation]' to the red button in the popup. At the bottom of the page, there are buttons for 'Cancel', 'SAVE', and 'REQUEST TO CANCEL'.

HOW DO I CANCEL MY REQUEST?

## Step 5: Upload cancellation memo

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

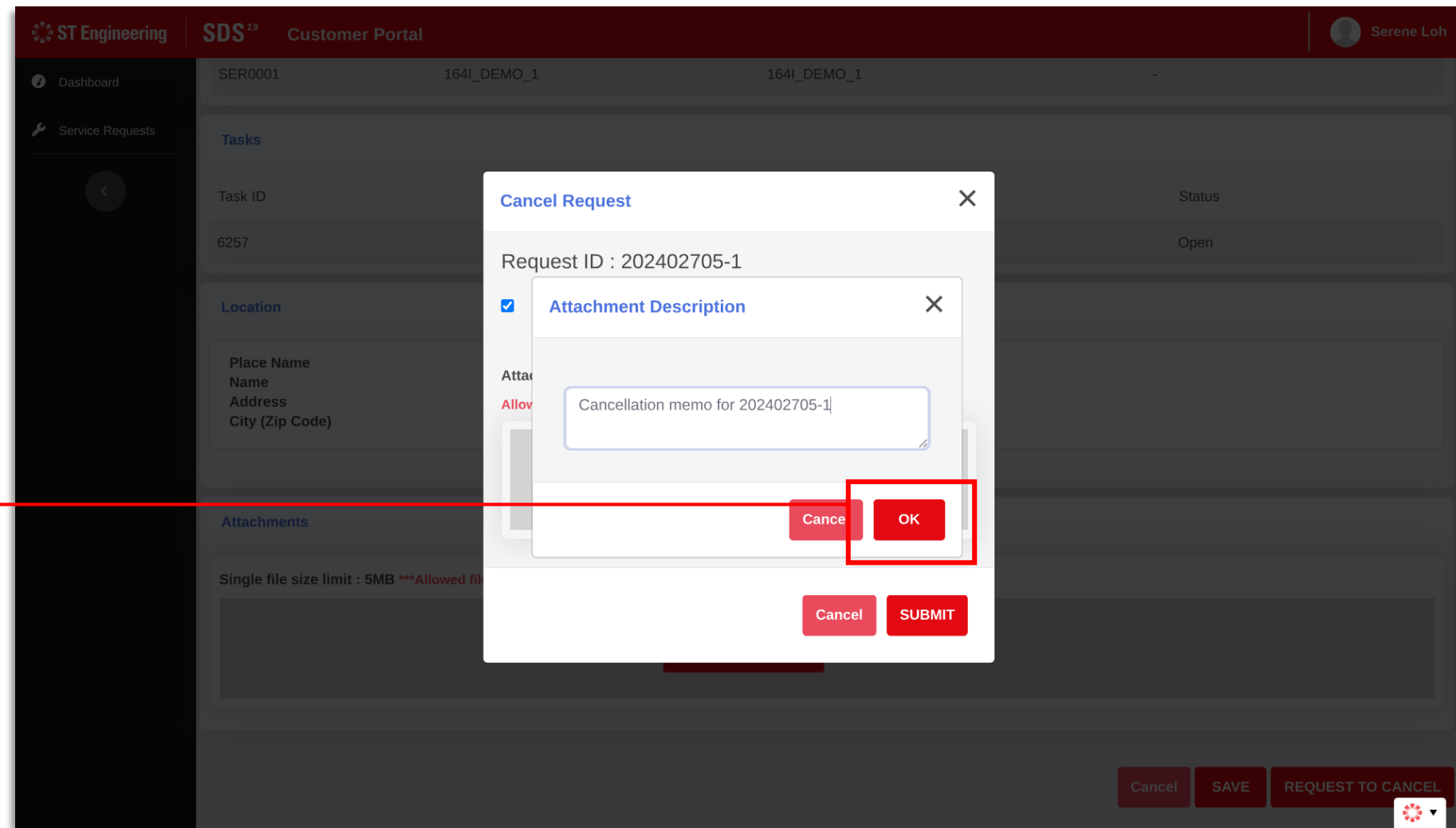


The screenshot shows a Windows File Explorer window titled 'Open' with the path 'This PC > Documents'. The file 'cancellation memo.docx' is selected. The 'Open' button is highlighted with a red box. A red line points from the text 'and click [Open]' to this button. In the background, a web portal interface is visible, showing a 'Cancel' button and a 'SUBMIT' button. The user's name 'Serene Loh' is visible in the top right corner of the portal.

HOW DO I CANCEL MY REQUEST?

## Step 6: Type a brief cancellation description

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



The screenshot shows the ST Engineering Customer Portal interface. The main content area displays a task with ID 6257. A modal window titled "Cancel Request" is open, showing the request ID 202402705-1. The modal includes a section for "Attachment Description" with a text input field containing "Cancellation memo for 202402705-1". Below the input field, there are "Cancel" and "OK" buttons. The "OK" button is highlighted with a red box, and a red line points from the text "and click [Ok]" to it. At the bottom of the modal, there are "Cancel" and "SUBMIT" buttons. The background shows a table with columns for Task ID, Location, and Status, with the status "Open" visible.



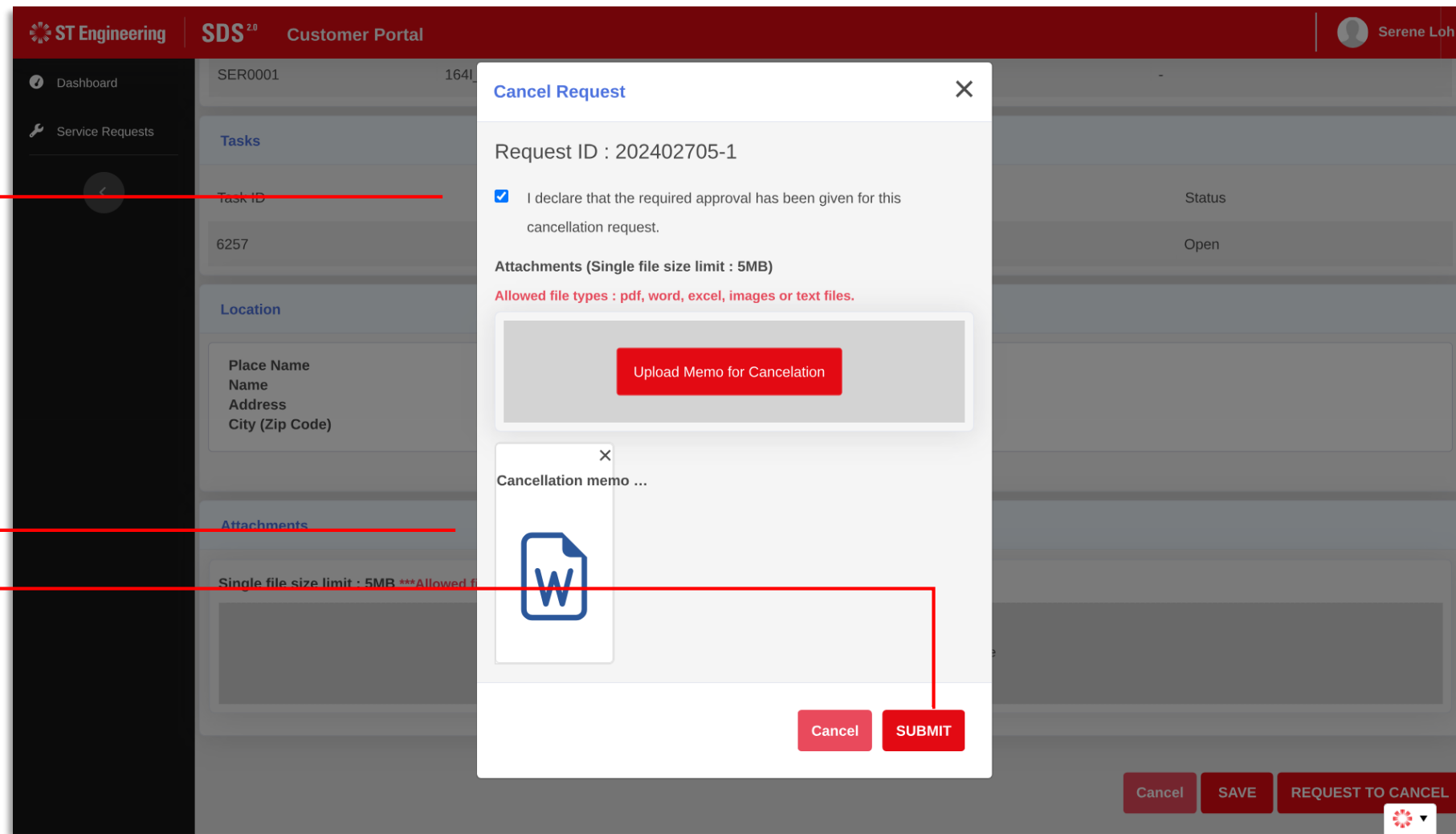
HOW DO I CANCEL MY REQUEST?

## 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 displays the 'Cancel Request' modal in the ST Engineering Customer Portal. The modal contains the following elements:

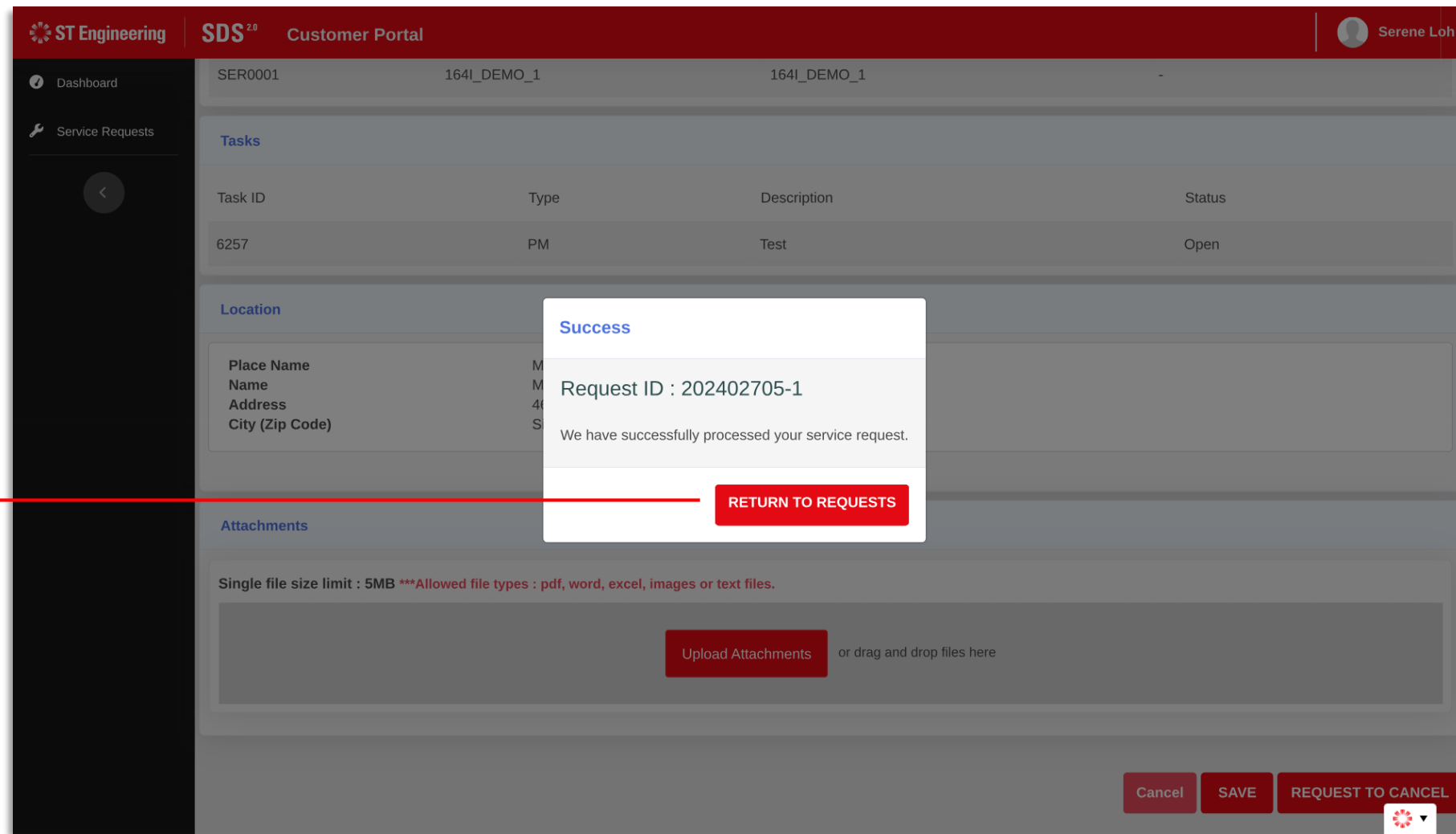
- Request ID:** 202402705-1
- I declare that the required approval has been given for this cancellation request.
- Attachments (Single file size limit : 5MB):** Allowed file types : pdf, word, excel, images or text files.
- Upload Memo for Cancellation** button
- Cancellation memo ...** section showing a document icon.
- Cancel** and **SUBMIT** buttons at the bottom.

Red lines indicate the flow of the process: from the 'Service Requests' menu to the 'Task ID' field, from the declaration checkbox to the 'SUBMIT' button, and from the 'Attachments' section to the 'SUBMIT' button.

## 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<sup>2.0</sup> Customer Portal', and a user profile for 'Serene Loh'. The left sidebar shows navigation options for 'Dashboard' and 'Service Requests'. The main content area is titled 'Tasks' and contains a table with the following data:

Task ID	Type	Description	Status
6257	PM	Test	Open

Below the table, there is a 'Location' section with fields for Place Name, Name, Address, and City (Zip Code). An 'Attachments' section is also visible, with a note: 'Single file size limit : 5MB \*\*\*Allowed file types : pdf, word, excel, images or text files.' and an 'Upload Attachments' button.

A white popup window with a red border is centered on the screen, displaying a 'Success' message: 'Request ID : 202402705-1' and 'We have successfully processed your service request.' A red button labeled 'RETURN TO REQUESTS' is located at the bottom of the popup. A red line points from the text 'Click [Return to Request]' to this button.

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]**.

The screenshot shows the 'Requests' page in the ST Engineering Customer Portal. The page header includes the ST Engineering logo, 'SDS 2.0 Customer Portal', and the user name 'Serene Loh'. A sidebar on the left contains 'Dashboard' and 'Service Requests' with a back arrow. The main content area has a 'Create New Request' button and filters for 'Place' (MANDAI HILL CAMP/16C4I) and 'Type' (On Site, In House, Both). A search bar is also present. Below the filters is a table of requests with columns: View Request, LOB, Description, NSN No., Serial No., Qty, Type, Status, MO, PO, Created, and Reports. The first row is highlighted with a red box around the 'Status' column, which contains the text 'Pending Cancellation'. A red line connects this text to the text on the left.

View Request	LOB	Description	NSN No.	Serial No.	Qty	Type	Status	MO	PO	Created	Reports
<a href="#">202402705-1</a>	202402705	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Pending Cancellation	-	-	28/02/2024 17:50:46	
<a href="#">202402702FRI-1</a>	202402702FRI	15M MAST1	123456789	50016	1	Preventive Maintenance	Open	-	-	14/02/2024 14:38:09	
<a href="#">202402700FRI-1</a>	202402700FRI	164I_DEMO_4	-	SER0002	1	Preventive Maintenance	Open	-	-	14/02/2024 12:59:23	
<a href="#">202402700-1</a>	202402700	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Open	-	-	01/02/2024 09:19:39	
<a href="#">202401702FRI-2</a>	202401702FRI	174I_DEMO_1	-	SER0004	1	Preventive Maintenance	Open	-	-	22/01/2024 14:51:25	
<a href="#">202401702FRI-1</a>	202401702FRI	164I_DEMO_2	-	SER0006	1	Preventive Maintenance	Open	-	-	22/01/2024 14:51:25	
<a href="#">202401701FRI-2</a>	202401701FRI	-	-	-	-	Preventive Maintenance	Open	-	-	22/01/2024 14:49:23	

How do I add a new  
Model to the list?

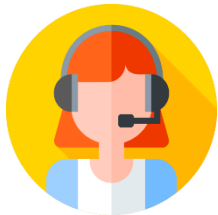
HOW DO I ADD A NEW MODEL TO THE LIST?

## Contact CX Hub

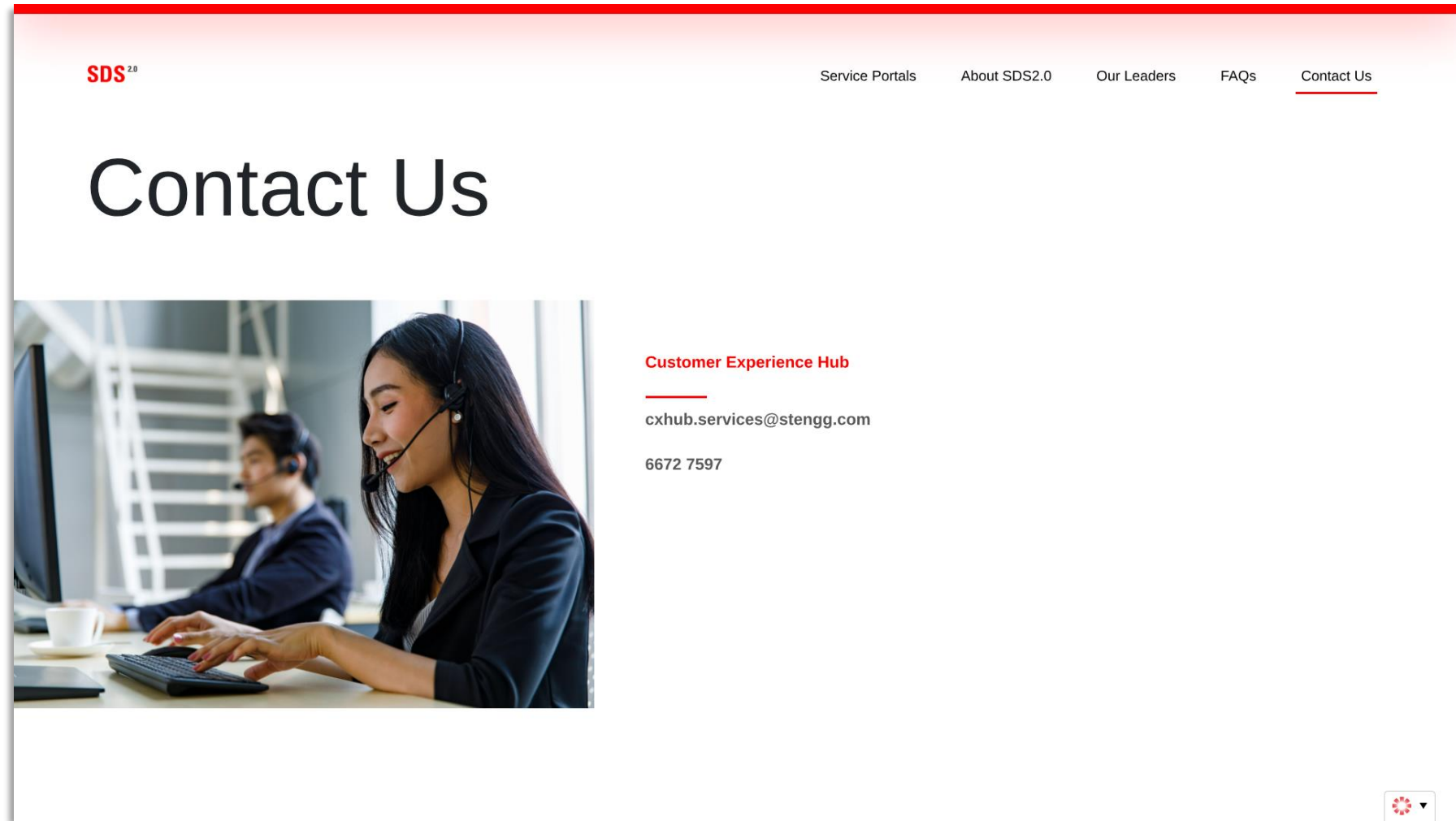
Contact the admin at **CX Hub**  
(Customer eXperience Hub):

[cxhub.services@stengg.com](mailto:cxhub.services@stengg.com)

6672 7597



Further instructions would be  
advised by the CX Hub agent.



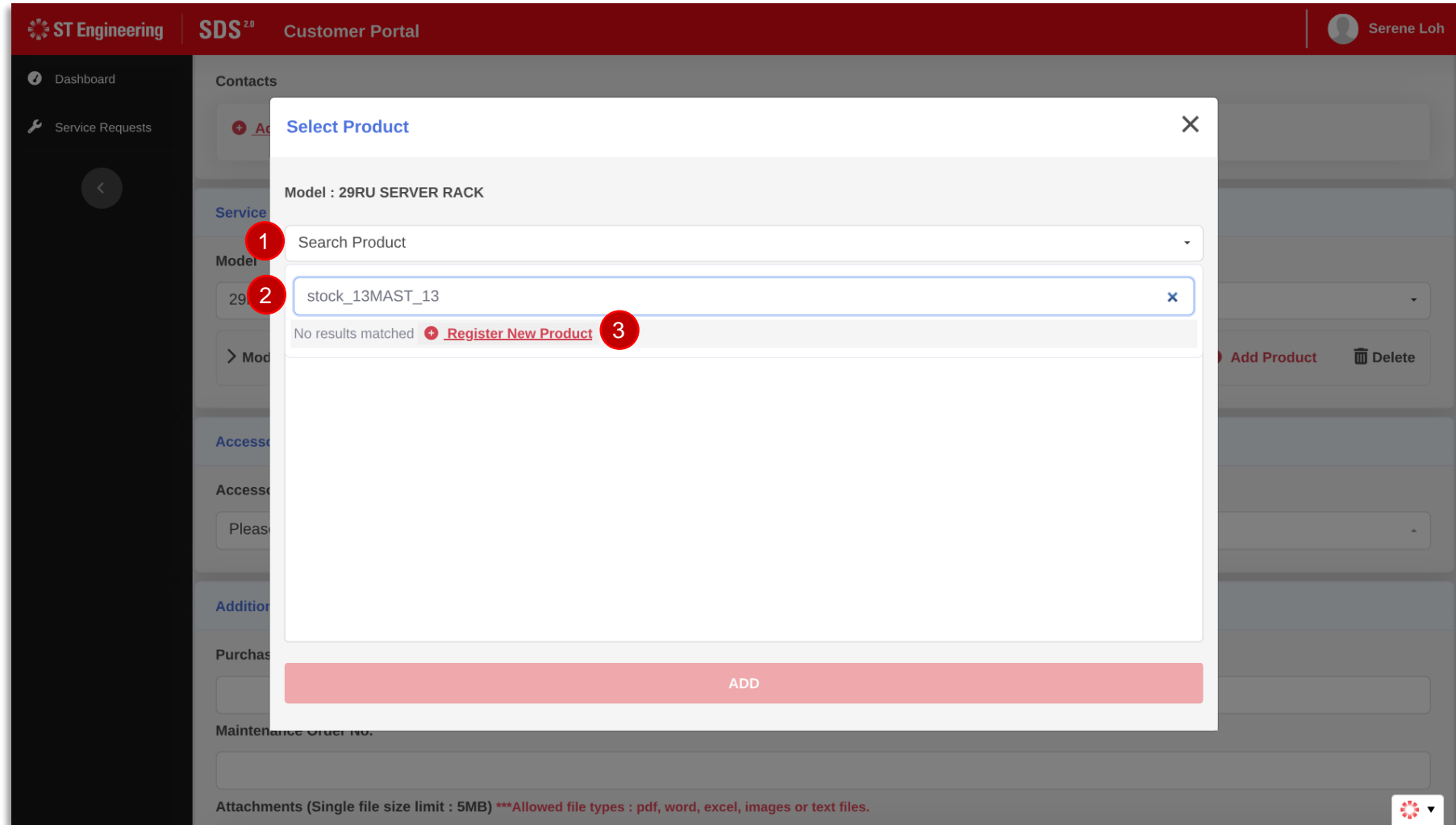
The screenshot shows the 'Contact Us' page of the ST Engineering website. The page has a red header bar with the 'SDS<sup>2.0</sup>' logo on the left and a navigation menu on the right containing 'Service Portals', 'About SDS2.0', 'Our Leaders', 'FAQs', and 'Contact Us' (which is underlined). The main heading is 'Contact Us'. Below the heading is a photograph of two customer service agents, a woman in the foreground and a man in the background, both wearing headsets and working at computers. To the right of the photo, the text reads: 'Customer Experience Hub', followed by a red 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

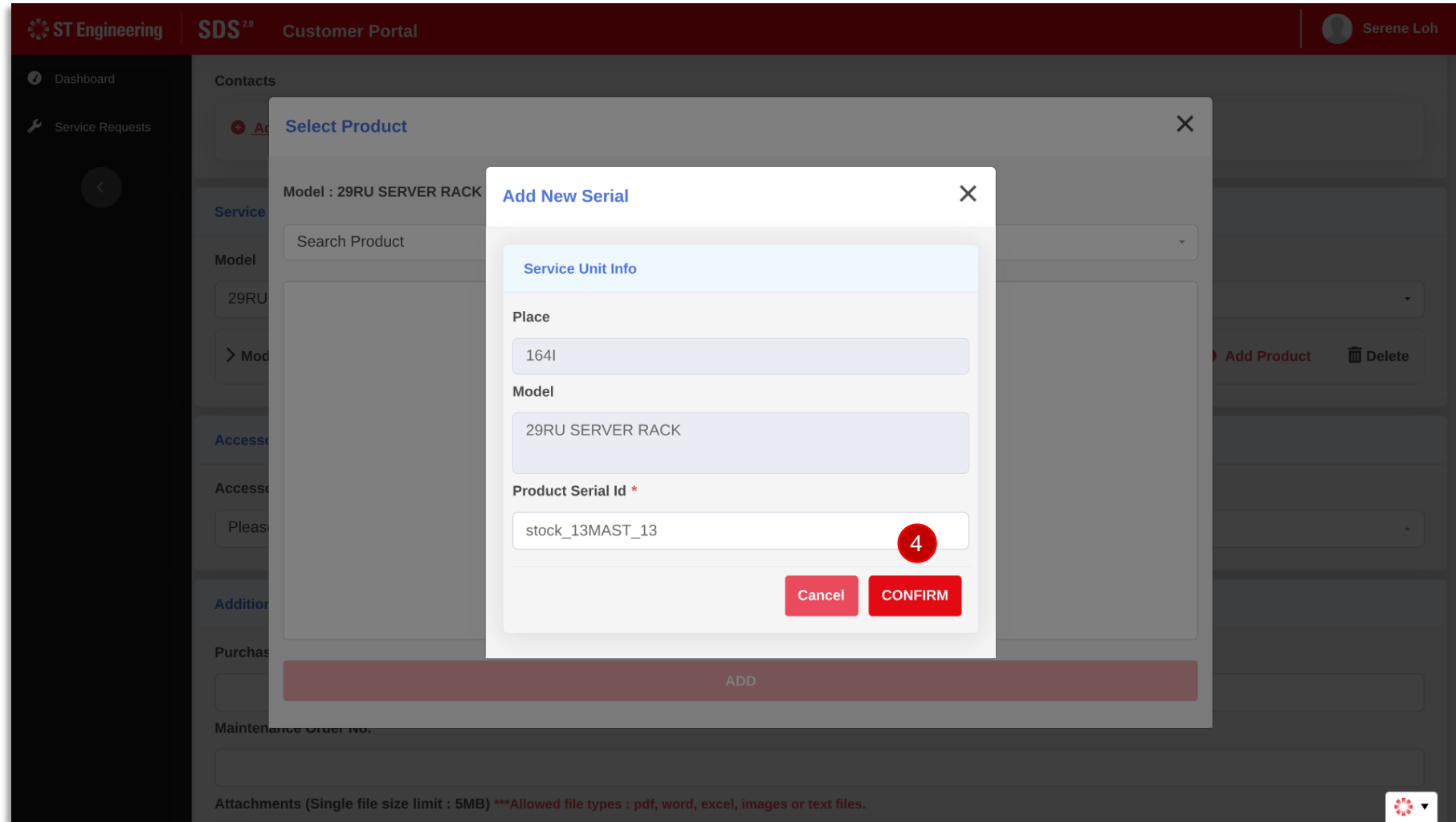


The screenshot shows the 'Select Product' window in the ST Engineering Customer Portal. The window title is 'Select Product' and it displays 'Model : 29RU SERVER RACK'. A search field is present with the text 'stock\_13MAST\_13'. Below the search field, it indicates 'No results matched' and provides a '+ Register New Product' link. A red 'ADD' button is visible at the bottom of the window. The background shows the 'Contacts' section of the portal with a '+ Add Product' button.

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 : 29RU SERVER RACK' is selected. Overlaid on this is an 'Add New Serial' dialog box. The 'Add New Serial' dialog box contains the following fields:

- Service Unit Info** (header)
- Place**: 164I
- Model**: 29RU SERVER RACK
- Product Serial Id \***: stock\_13MAST\_13

At the bottom of the 'Add New Serial' dialog box, there are two buttons: 'Cancel' and 'CONFIRM'. A red circle with the number '4' is positioned over the 'CONFIRM' button, indicating the step to be followed.

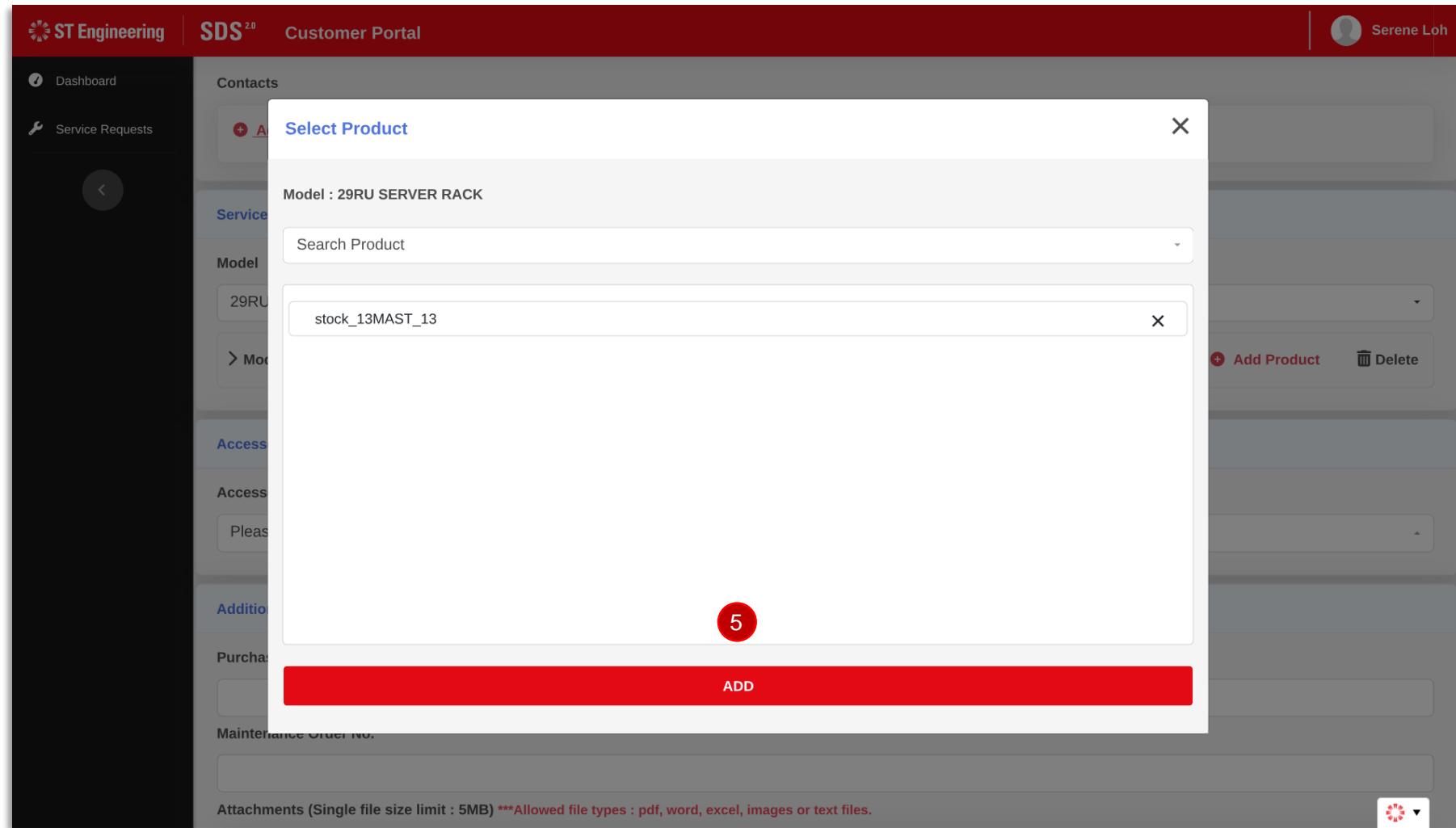
Additional visible text in the background includes: 'ST Engineering SDS 2.0 Customer Portal', 'Serene Loh', 'Dashboard', 'Service Requests', 'Contacts', 'Add Product', 'Delete', 'Attachments (Single file size limit : 5MB) \*\*\*Allowed file types : pdf, word, excel, images or text files.'



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.



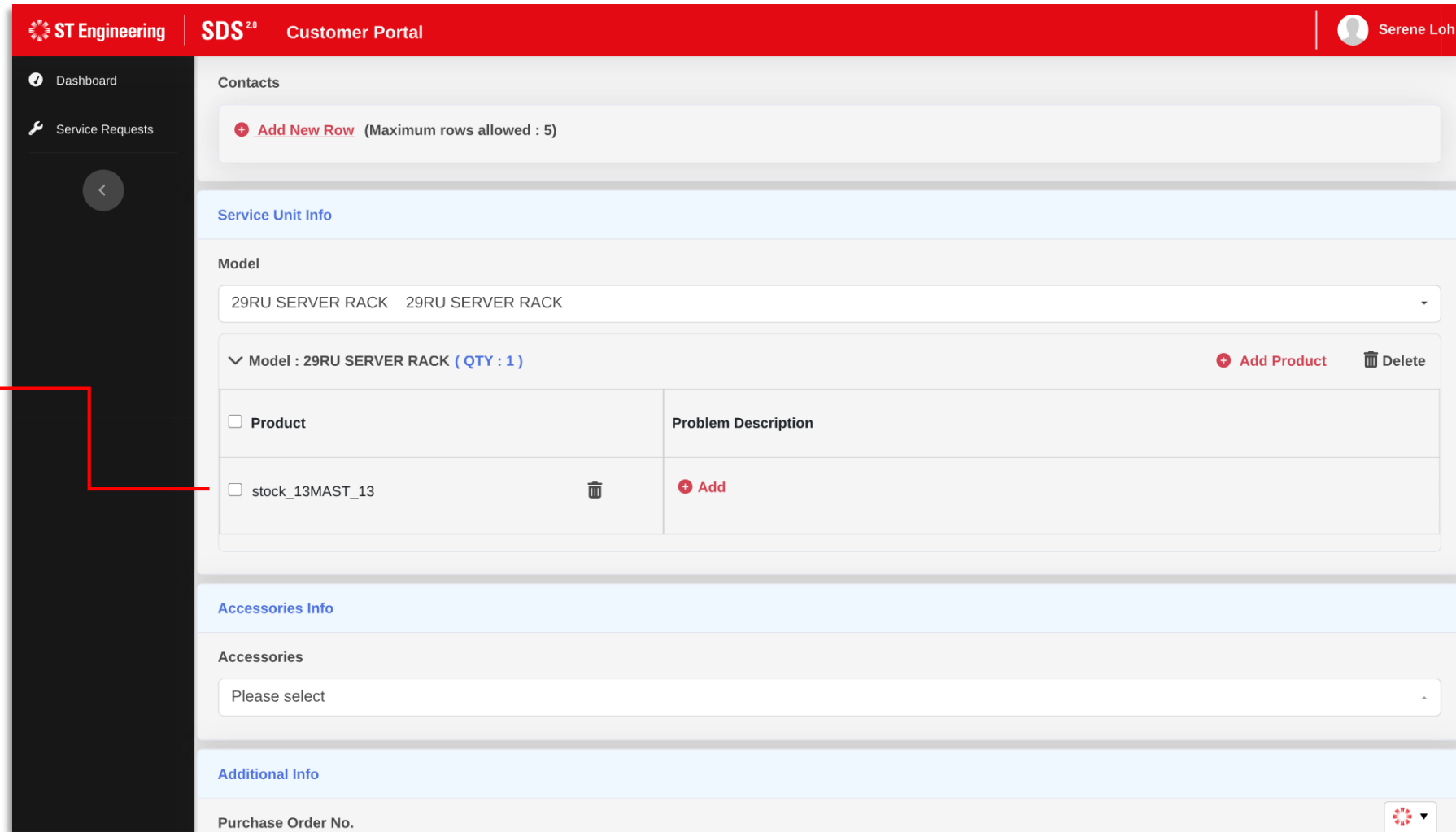
The screenshot shows the ST Engineering Customer Portal interface. A modal dialog box titled "Select Product" is open, displaying "Model : 29RU SERVER RACK". Below the model name is a search bar with the text "Search Product". A dropdown menu is open, showing the selected product "stock\_13MAST\_13". A red circle with the number "5" is overlaid on the "ADD" button at the bottom of the dialog box. The background shows the portal's navigation menu and a list of products.

HOW DO I ADD A NEW PRODUCT SERIAL ID 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 'Service Unit Info' section of the Customer Portal. The 'Model' dropdown is set to '29RU SERVER RACK'. Below it, a table lists the selected model with a quantity of 1. The table has two columns: 'Product' and 'Problem Description'. The first row shows 'stock\_13MAST\_13' with a trash icon and an 'Add' button. The 'Accessories Info' section below has a dropdown menu set to 'Please select'.

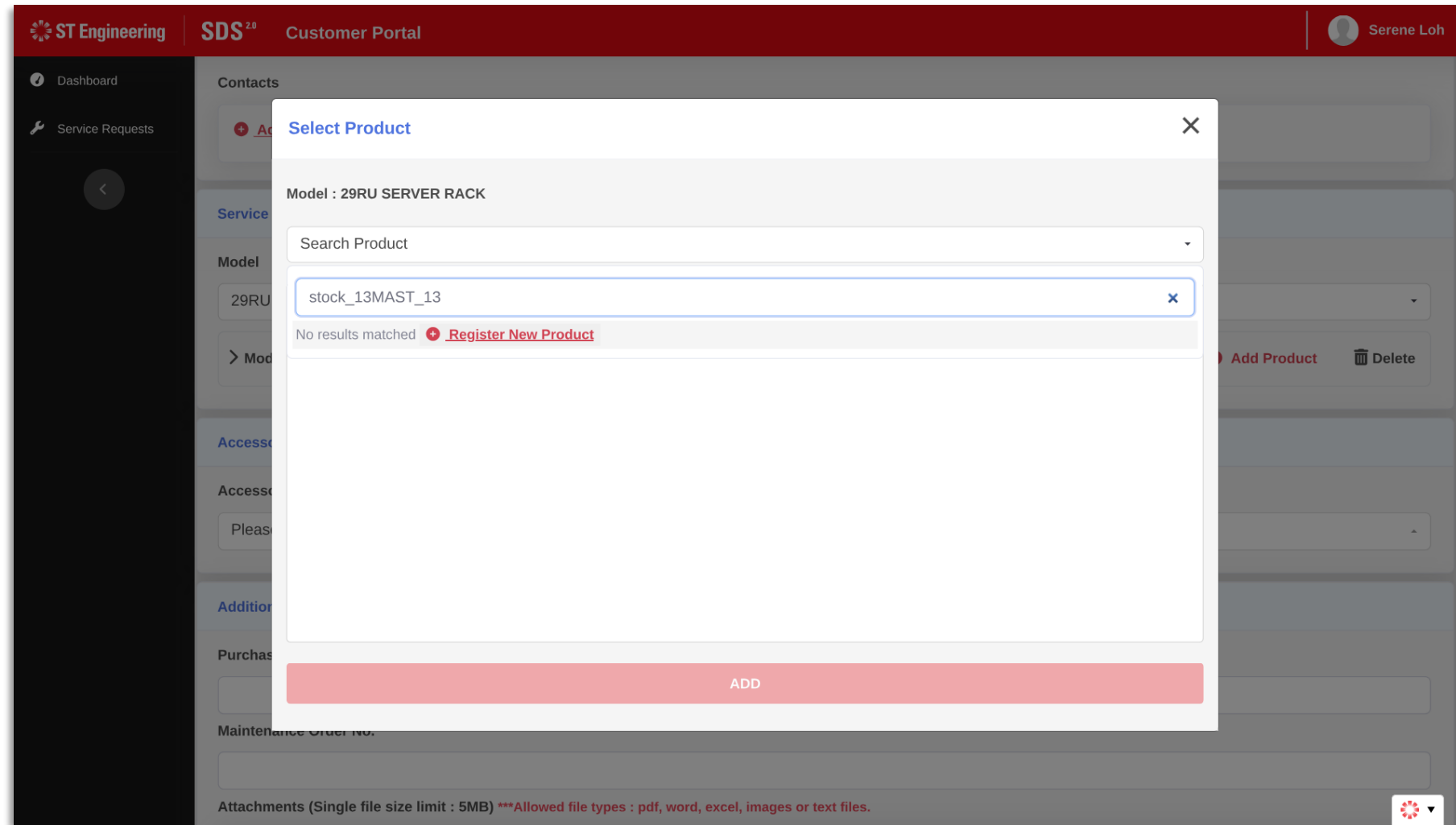
Product	Problem Description
<input type="checkbox"/> stock_13MAST_13	<input type="checkbox"/> Add

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.



The screenshot shows the ST Engineering Customer Portal interface. A modal window titled "Select Product" is open, displaying the following information:

- Model : 29RU SERVER RACK
- Search Product: stock\_13MAST\_13
- No results matched + [Register New Product](#)
- ADD button

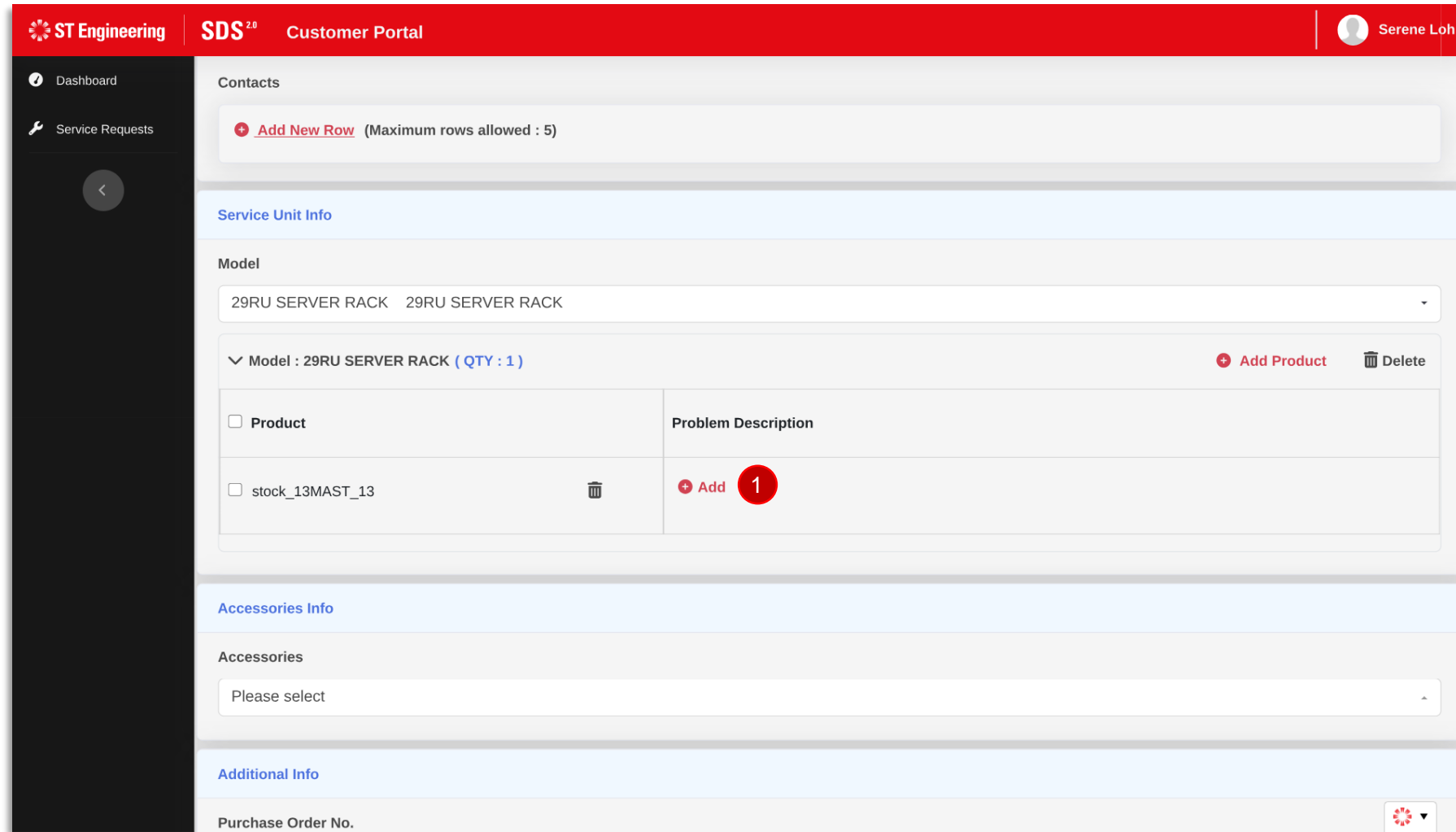
The background shows the Customer Portal navigation menu with options like Dashboard, Service Requests, Contacts, Service, Model, Access, Addition, and Purchas. The user profile "Serene Loh" is visible in the top right corner.

How do I add a new  
problem description?

HOW DO I ADD A NEW PROBLEM DESCRIPTION?

# Step 1: Add problem description in table

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



The screenshot shows the 'Customer Portal' interface for 'SDS 2.0'. The left sidebar contains 'Dashboard' and 'Service Requests'. The main content area is divided into sections: 'Contacts', 'Service Unit Info', 'Accessories Info', and 'Additional Info'. The 'Service Unit Info' section is expanded to show 'Model' information. A table is displayed with the following structure:

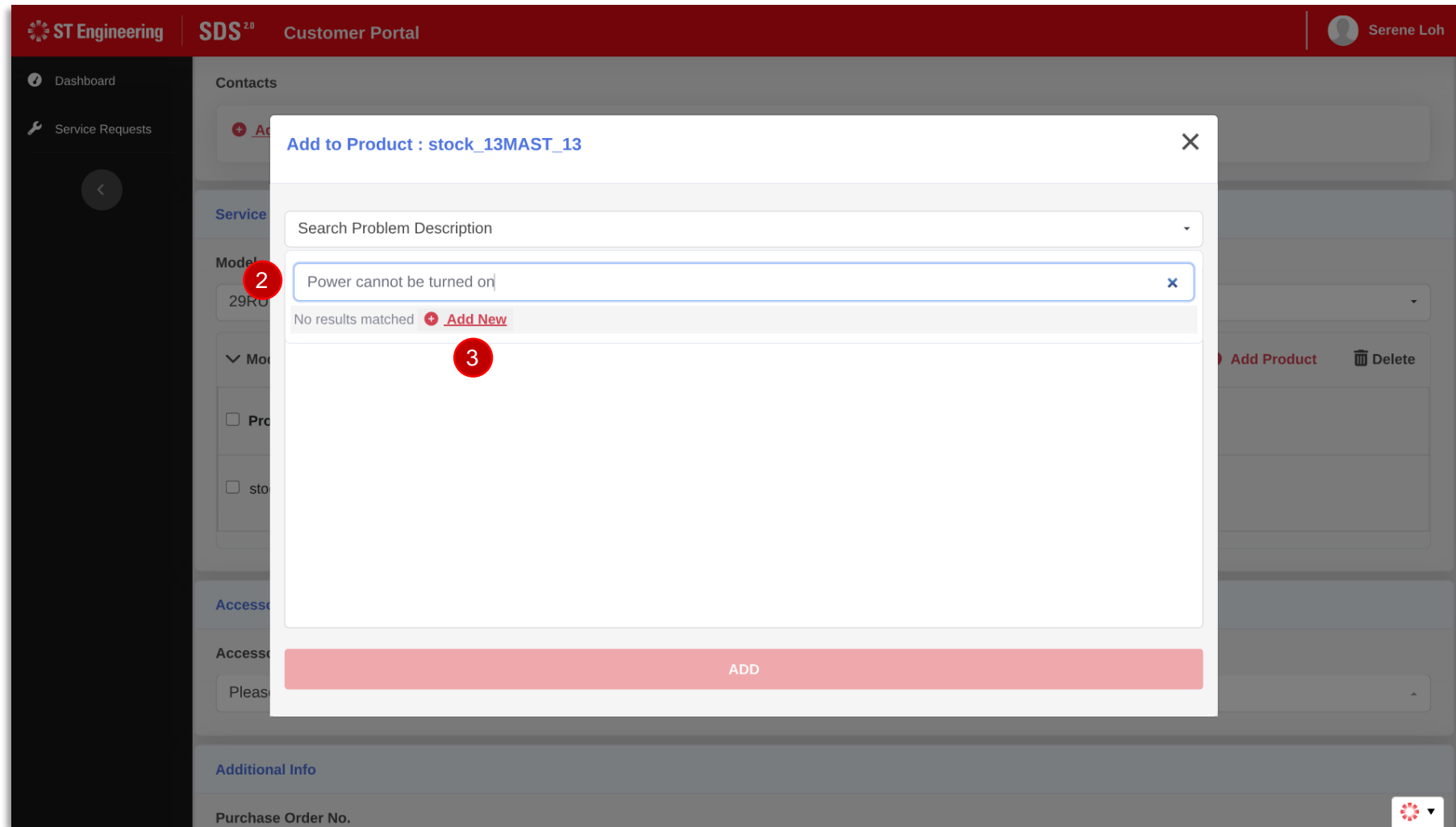
Product	Problem Description
<input type="checkbox"/> stock_13MAST_13 <span style="float: right;">🗑️</span>	<span style="float: right;">+ Add <span style="background-color: red; color: white; border-radius: 50%; padding: 2px 5px;">1</span></span>

Additional UI elements include an '+ Add New Row' button (Maximum rows allowed : 5) in the 'Contacts' section, and '+ Add Product' and 'Delete' buttons in the 'Service Unit Info' section. The 'Accessories Info' section has a 'Please select' dropdown menu.

HOW DO I ADD A NEW 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



ST Engineering SDS<sup>2.0</sup> Customer Portal Serene Loh

Dashboard Service Requests

Contacts

+ Add

Service

Model

29RU

▼ Mo

□ Pro

□ sto

Access

Access

Pleas

Additional Info

Purchase Order No.

Add to Product : stock\_13MAST\_13

Search Problem Description

Power cannot be turned on

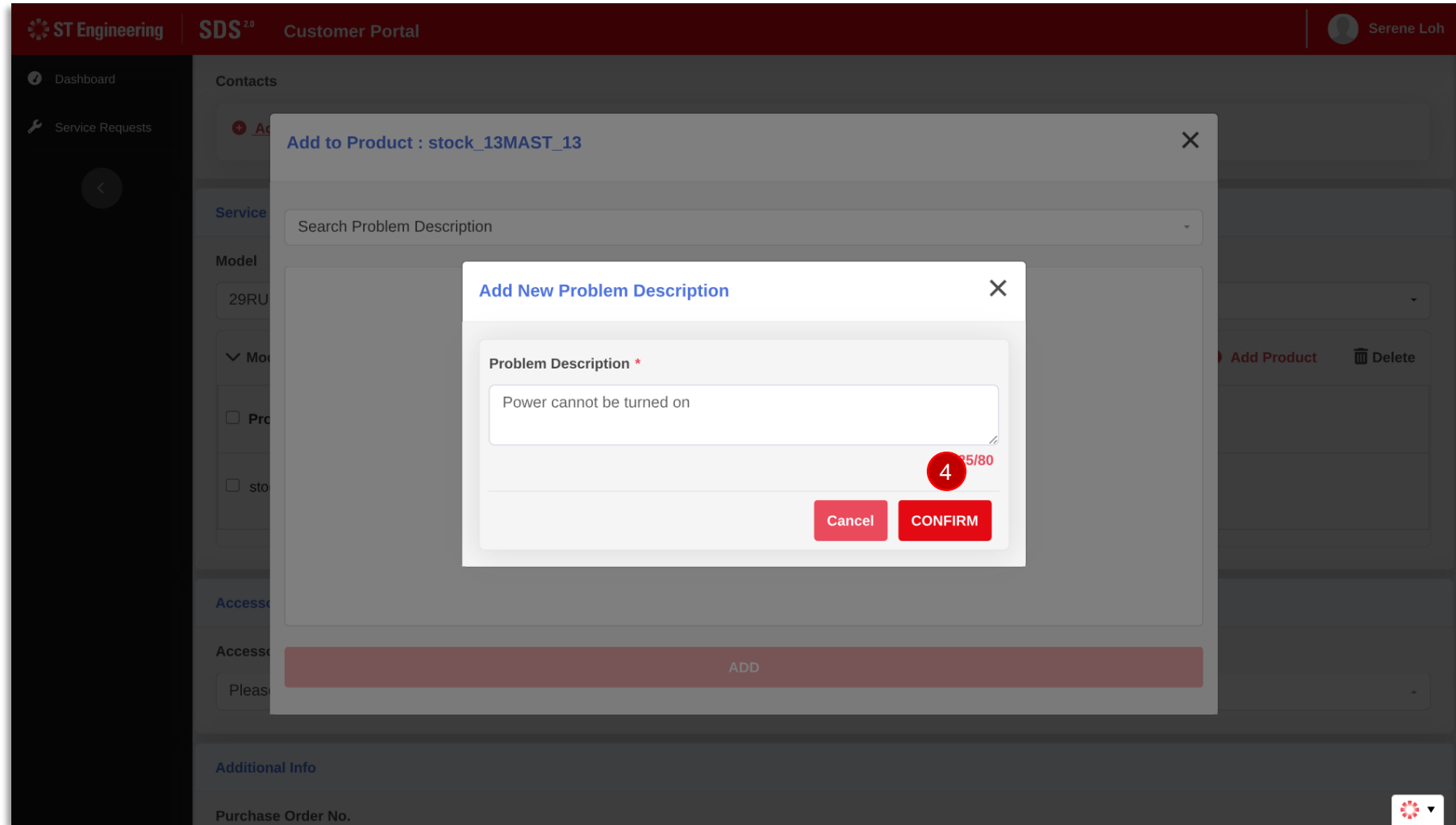
No results matched + Add New

ADD

HOW DO I ADD A NEW PROBLEM DESCRIPTION?

## Step 3: Create new problem description

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



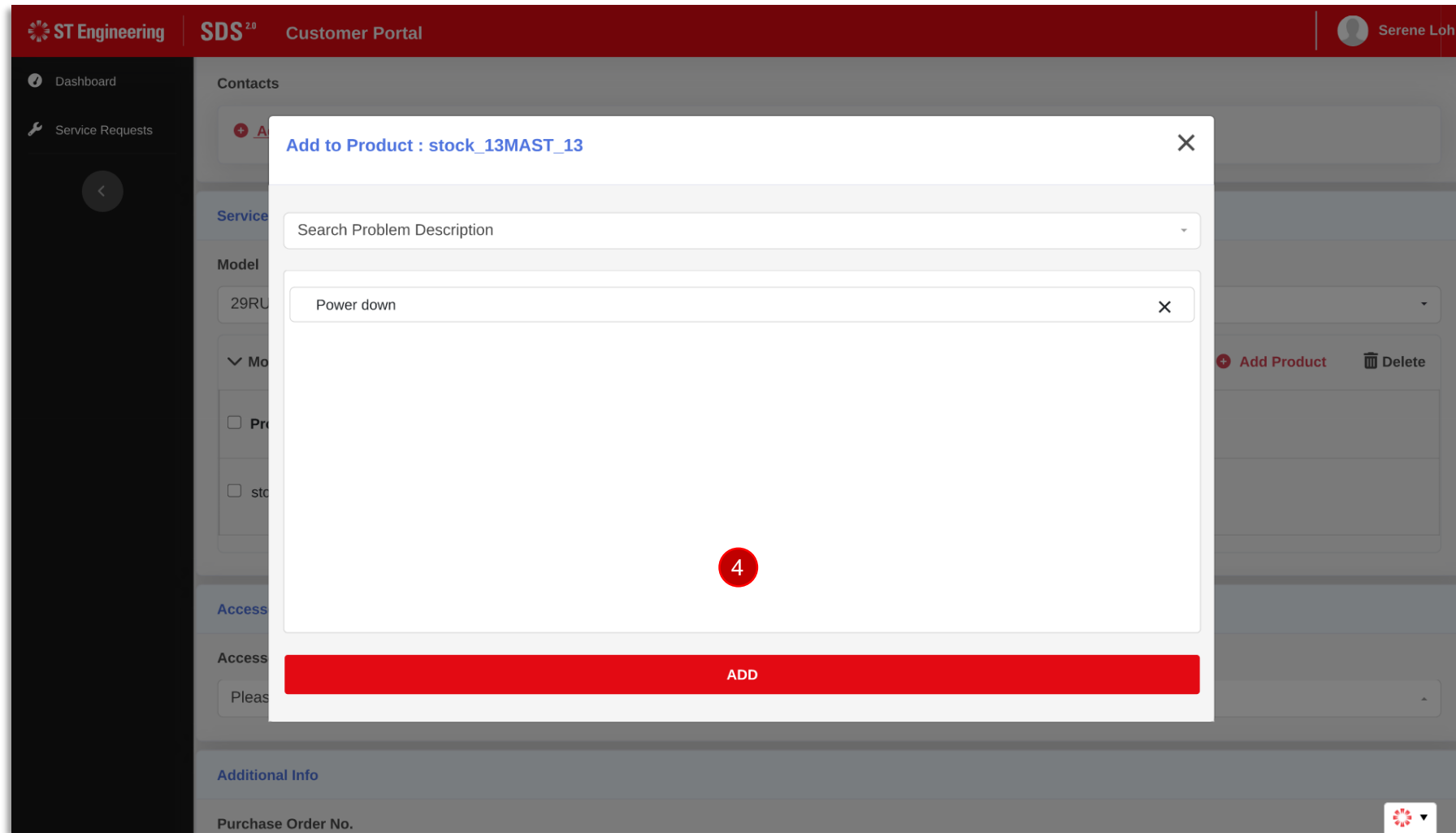
The screenshot displays the ST Engineering Customer Portal interface. A modal window titled "Add to Product : stock\_13MAST\_13" is open, containing a search bar for "Search Problem Description". Within this modal, a smaller dialog box titled "Add New Problem Description" is active. This dialog features a text input field with the text "Power cannot be turned on" and a character count of "35/80". Below the input field are two buttons: "Cancel" and "CONFIRM". A red circle with the number "4" is overlaid on the "CONFIRM" button, indicating the step to be taken. The background shows a sidebar with "Dashboard" and "Service Requests" options, and a main content area with "Contacts" and "Service" sections.



HOW DO I ADD A NEW PROBLEM DESCRIPTION?

## 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.

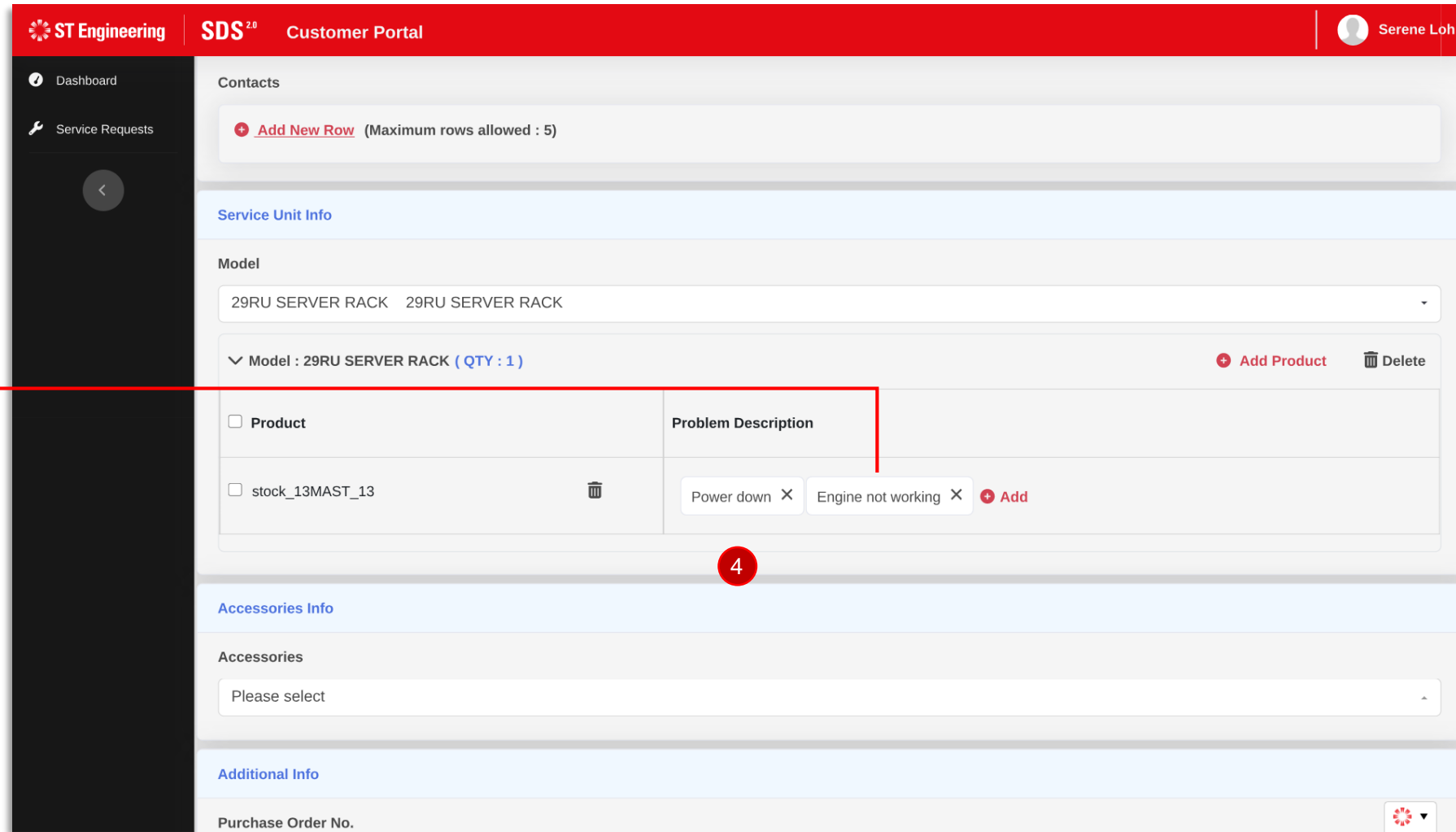


The screenshot shows the ST Engineering Customer Portal interface. The top navigation bar includes the ST Engineering logo, 'SDS 2.0', and 'Customer Portal'. The user 'Serene Loh' is logged in. The main content area displays a list of products under the heading 'Contacts'. A modal dialog box titled 'Add to Product : stock\_13MAST\_13' is open, featuring a search field for 'Search Problem Description' and a text input field containing 'Power down'. A red circle with the number 4 is overlaid on the dialog box. Below the dialog box is a red 'ADD' button.

## 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 shows the 'Service Requests' form in the ST Engineering Customer Portal. The form is divided into several sections: 'Contacts', 'Service Unit Info', 'Accessories Info', and 'Additional Info'. The 'Service Unit Info' section is currently active and contains a 'Model' dropdown menu set to '29RU SERVER RACK'. Below the model, there is a table with one row: 'stock\_13MAST\_13'. To the right of this row, the 'Problem Description' field is visible, containing two entries: 'Power down' and 'Engine not working'. A red circle with the number '4' is placed below the 'Add' button next to the 'Engine not working' entry, indicating the step of adding a new problem description. The 'Add Product' and 'Delete' buttons are also visible in the 'Service Unit Info' section.

Product	Problem Description
<input type="checkbox"/> stock_13MAST_13	Power down × Engine not working × <a href="#">+ Add</a>

How do I add a new  
accessory to the list?

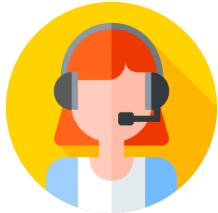
HOW DO I ADD A NEW ACCESSORY TO THE LIST FOR IN-HOUSE REPAIR REQUEST?

## Contact CX Hub

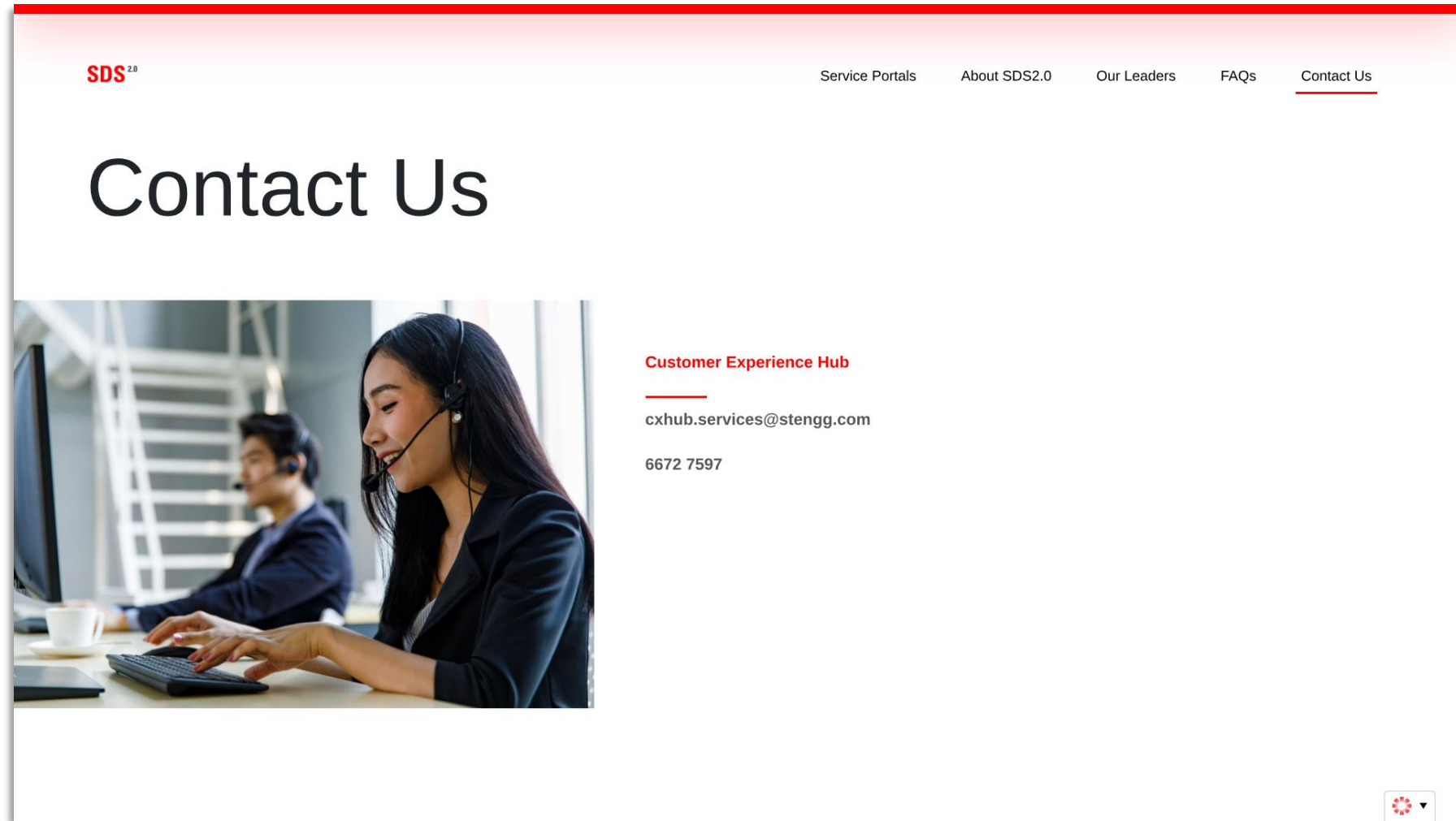
Contact the admin at **CX Hub**  
(Customer eXperience Hub):

[cxhub.services@stengg.com](mailto: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, the 'SDS 2.0' logo is visible. The 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 located in the bottom right corner of the page.

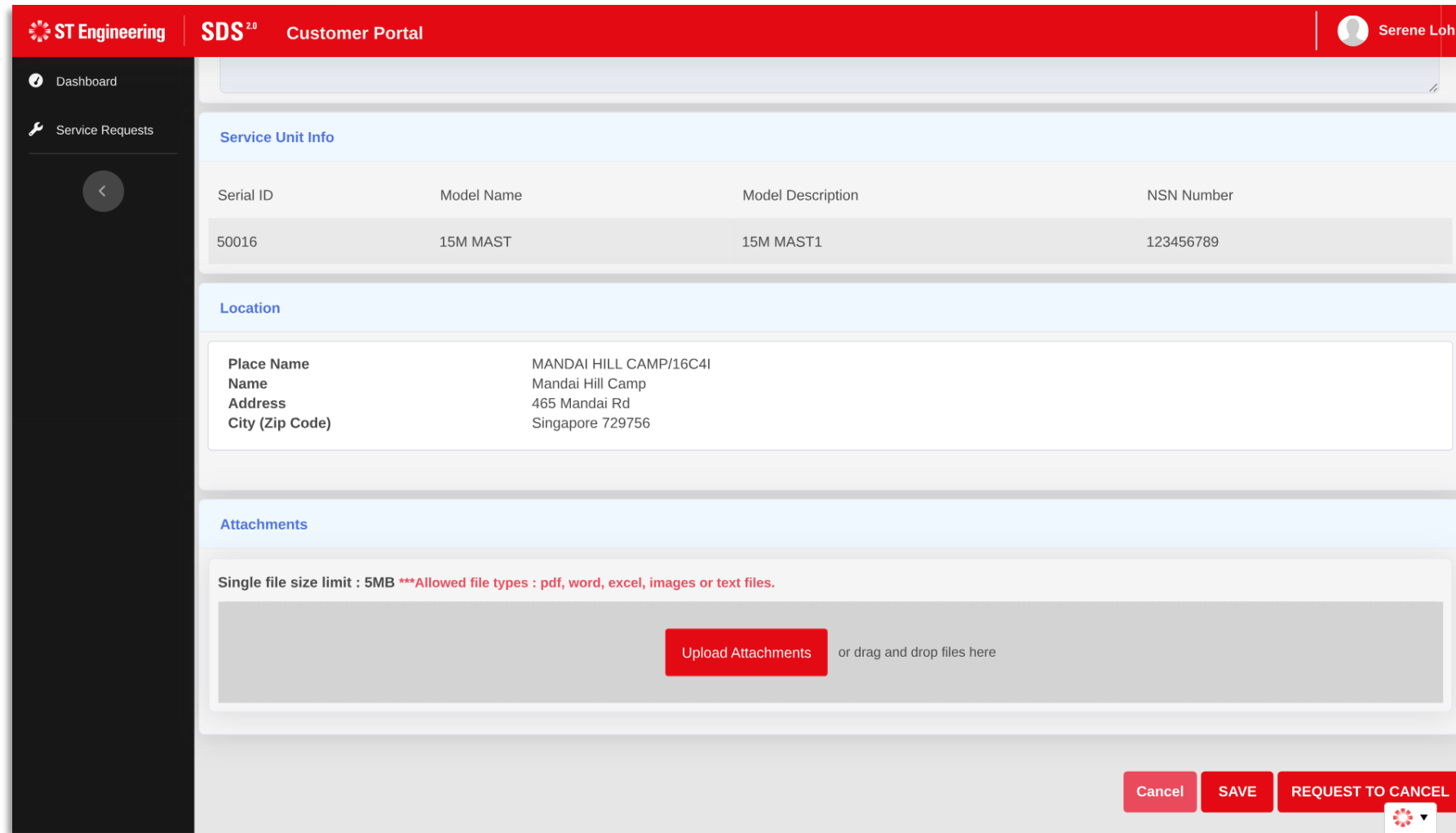
Can I add attachments  
to my raised request?

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 displays 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 is divided into sections: 'Service Unit Info' with a table of details, 'Location' with address information, and 'Attachments' with a file upload area. At the bottom right, there are buttons for 'Cancel', 'SAVE', and 'REQUEST TO CANCEL'.

Serial ID	Model Name	Model Description	NSN Number
50016	15M MAST	15M MAST1	123456789

**Location**

Place Name	MANDAI HILL CAMP/16C4I
Name	Mandai Hill Camp
Address	465 Mandai Rd
City (Zip Code)	Singapore 729756

**Attachments**

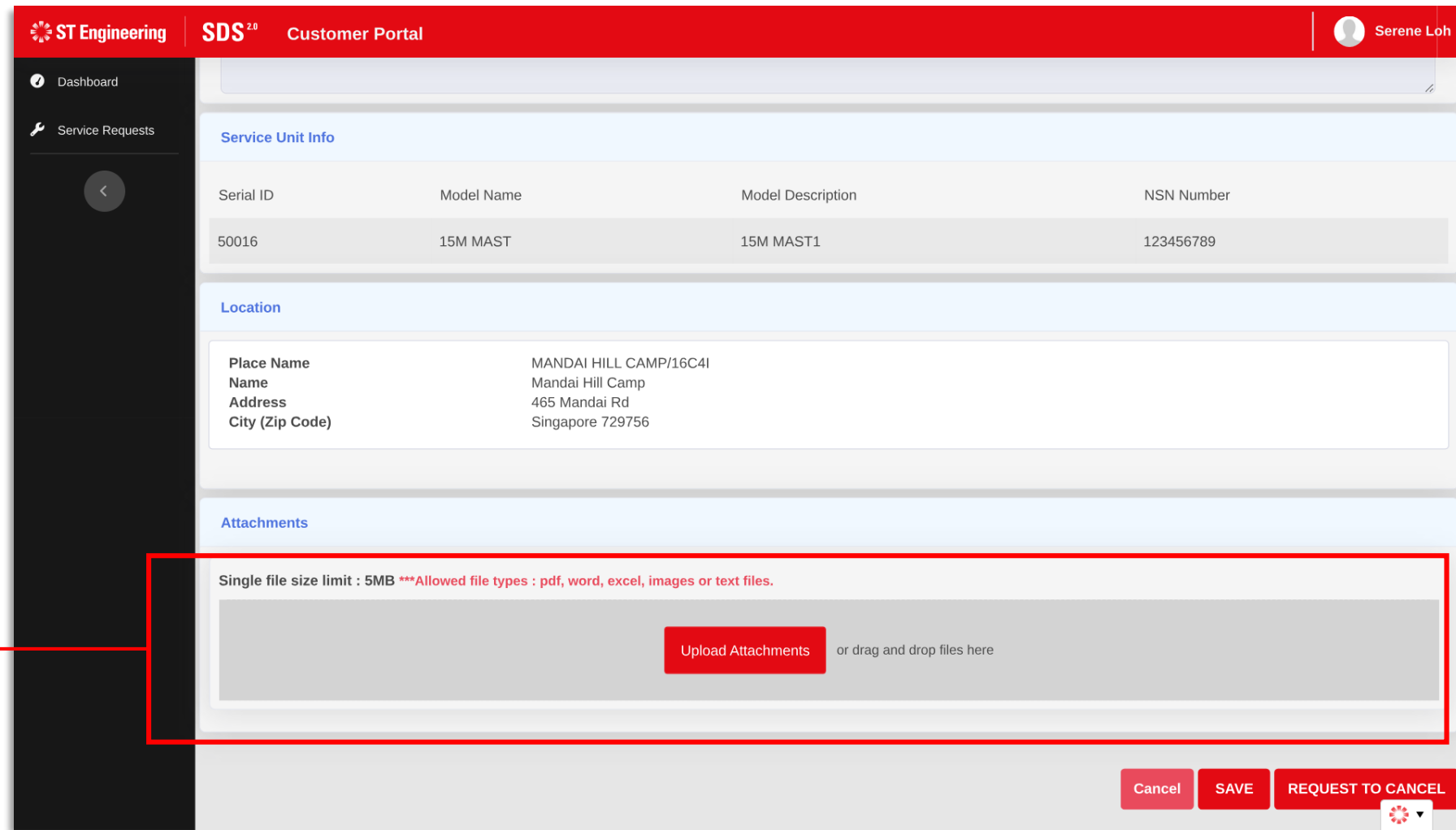
Single file size limit : 5MB \*\*\*Allowed file types : pdf, word, excel, images or text files.

or drag and drop files here

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 shows the ST Engineering Customer Portal interface. The top navigation bar includes the ST Engineering logo, 'SDS 2.0', and 'Customer Portal'. The user's name 'Serene Loh' is visible in the top right corner. The left sidebar contains 'Dashboard' and 'Service Requests' with a back arrow. The main content area is divided into sections: 'Service Unit Info' with a table of service units, 'Location' with details for 'MANDAI HILL CAMP/16C4I', and 'Attachments'. The Attachments section is highlighted with a red box and contains the text 'Single file size limit : 5MB \*\*\*Allowed file types : pdf, word, excel, images or text files.' Below this text is a large grey area with a red 'Upload Attachments' button and the text 'or drag and drop files here'. At the bottom right, there are three buttons: 'Cancel', 'SAVE', and 'REQUEST TO CANCEL'.

Serial ID	Model Name	Model Description	NSN Number
50016	15M MAST	15M MAST1	123456789

Place Name: MANDAI HILL CAMP/16C4I  
Name: Mandai Hill Camp  
Address: 465 Mandai Rd  
City (Zip Code): Singapore 729756

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

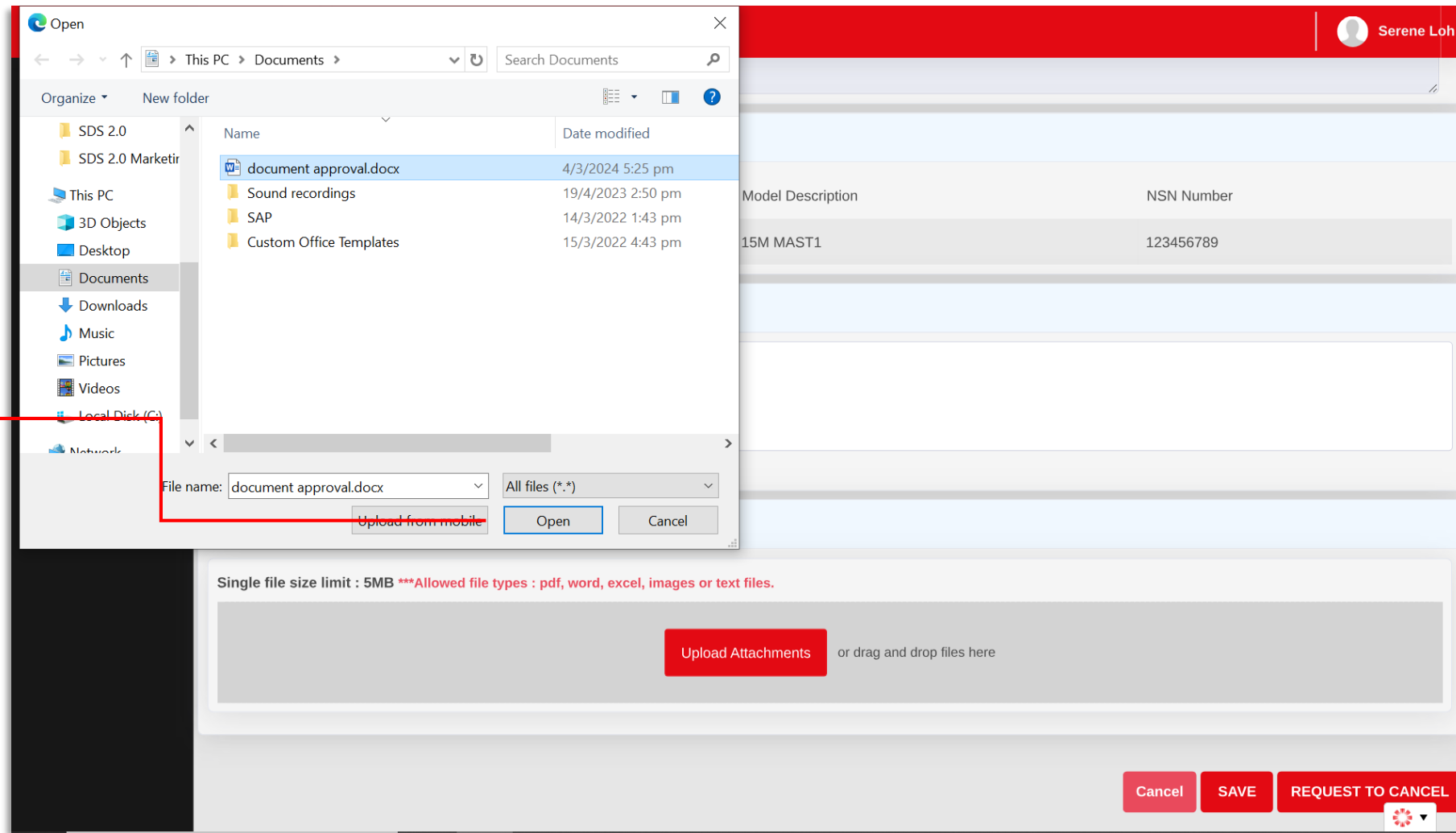
Upload Attachments or drag and drop files here

Cancel SAVE 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 a web application interface with a red header bar containing the user's name 'Serene Loh'. A file selection dialog is open, showing the 'Documents' folder. The file 'document approval.docx' is selected. The dialog has an 'Open' button. Below the dialog, the web application shows a table with columns 'Model Description' and 'NSN Number'. The table contains one row: '15M MAST1' and '123456789'. Below the table, there is a red button labeled 'Upload Attachments' and a text prompt 'or drag and drop files here'. At the bottom of the page, there are three buttons: 'Cancel', 'SAVE', and 'REQUEST TO CANCEL'.

Model Description	NSN Number
15M MAST1	123456789

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

Upload Attachments or drag and drop files here

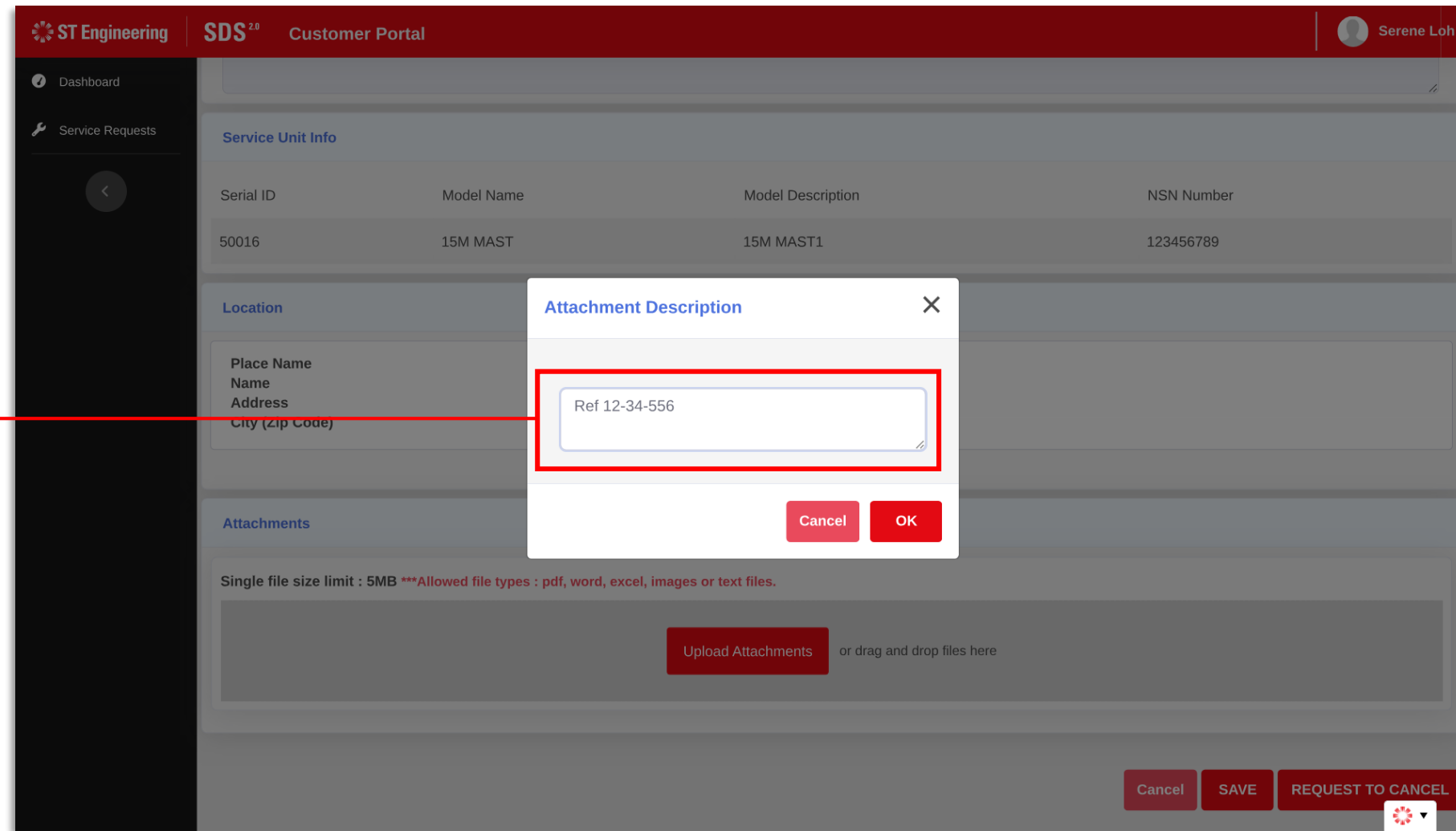
Cancel SAVE REQUEST TO CANCEL



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 'Service Unit Info' with a table of service units. A modal dialog box titled 'Attachment Description' is open, with a text input field containing 'Ref 12-34-556'. The dialog has 'Cancel' and 'OK' buttons. A red line points from the text 'click [Ok]' to the 'OK' button in the dialog. The background is dimmed, showing a sidebar with 'Dashboard' and 'Service Requests' options, and a table with columns: Serial ID, Model Name, Model Description, and NSN Number.

Serial ID	Model Name	Model Description	NSN Number
50016	15M MAST	15M MAST1	123456789

Attachment Description

Ref 12-34-556

Cancel OK

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

Upload Attachments or drag and drop files here

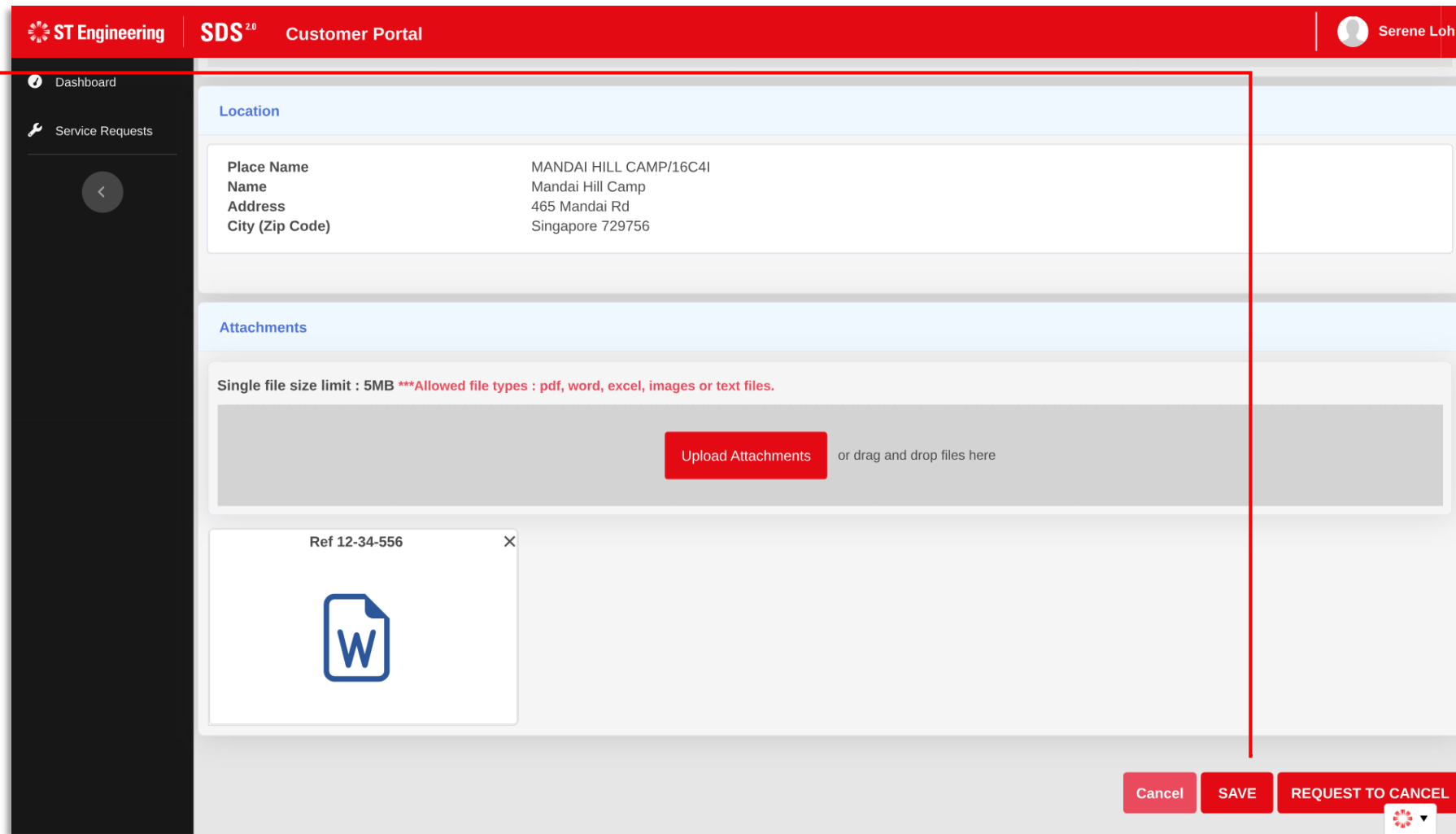
Cancel SAVE REQUEST TO CANCEL

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.



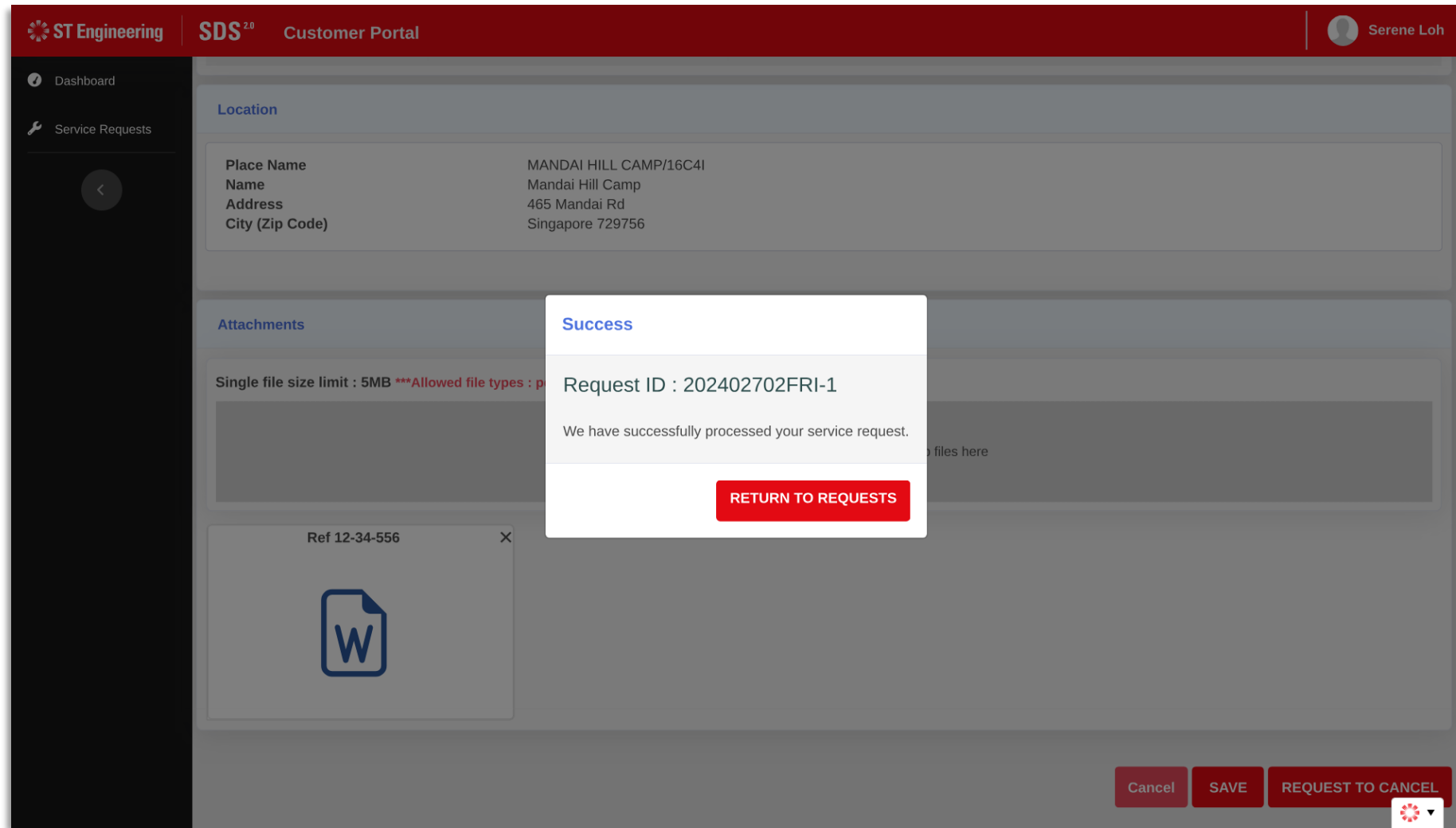
The screenshot displays the ST Engineering Customer Portal interface. The top navigation bar is red and contains the ST Engineering logo, 'SDS<sup>2.0</sup> Customer Portal', and a user profile for 'Serene Loh'. A dark sidebar on the left shows 'Dashboard' and 'Service Requests' with a back arrow. The main content area is divided into sections: 'Location' with fields for Place Name (MANDAI HILL CAMP/16C4I), Name (Mandai Hill Camp), Address (465 Mandai Rd), and City (Zip Code) (Singapore 729756); 'Attachments' with a note on file size limits (5MB) and allowed types (pdf, word, excel, images or text files); and an upload area with a red 'Upload Attachments' button and a grey drop zone. A file preview window titled 'Ref 12-34-556' shows a Word document icon. At the bottom right, there are three red buttons: 'Cancel', 'SAVE', and 'REQUEST TO CANCEL'. A red line highlights the 'SAVE' button.

CAN I ADD ATTACHMENTS TO MY RAISED REQUEST?

## 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<sup>2.0</sup> 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	MANDAI HILL CAMP/16C4I
Name	Mandai Hill Camp
Address	465 Mandai Rd
City (Zip Code)	Singapore 729756

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

**Success**  
Request ID : 202402702FRI-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 a 'Ref 12-34-556' label is present. At the bottom right of the page, there are three buttons: 'Cancel', 'SAVE', and 'REQUEST TO CANCEL'.

Thank you