SDS 2.0

Smart Digital Systems

User Guide for Customers | Service Request Information

ST Engineering

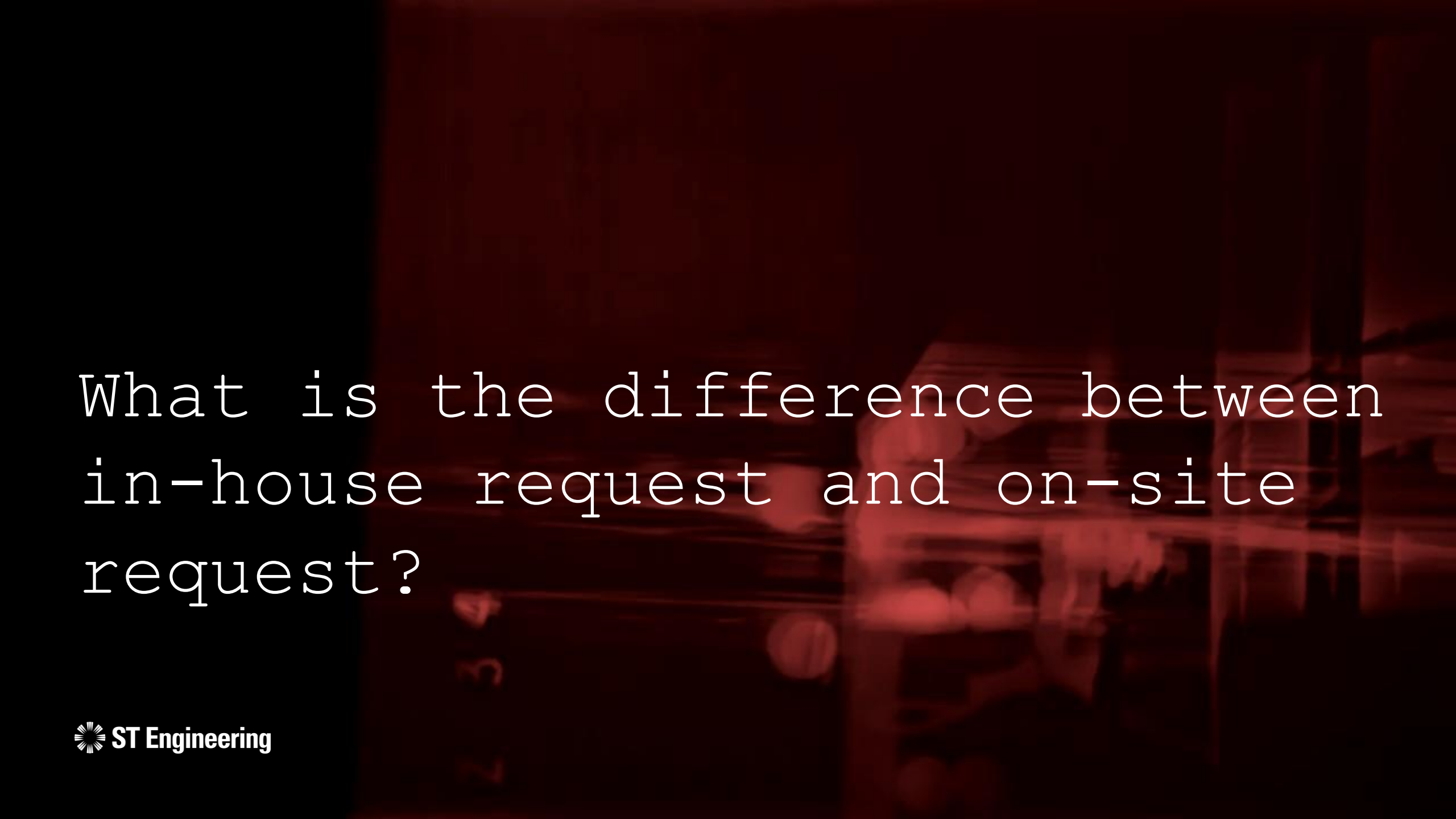
Co-Confidential

6th March 2024, Release 4 v1.0

AGENDA

Table of Contents

What is the difference between in-house request and on-site request?.....3
What information is required in a request?.....5
What additional information I can include in my request?.....9
How do I view summary and confirm my new request?.....13
How do I find my request?.....16
How do I print a service report for my request?.....19
How do I check the status of my request?.....20
How do I cancel my request?.....26
How do I add a new Model to the list?.....36
How do I add a new product serial ID to the list?.....38
What should I do if the product does not come with a serial ID?.....43
How do I add a new problem description?.....45
How do I add a new accessory to the list.....51
Can I add attachments to my raised request?.....53


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

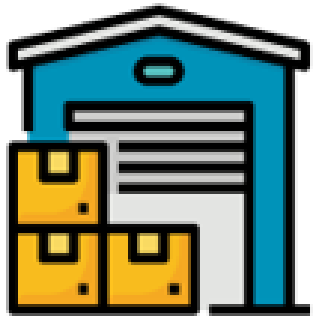
WHAT IS THE DIFFERENCE BETWEEN AN IN-HOUSE AND ON-SITE SERVICE REQUEST?

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?
ST Engineering

WHAT INFORMATION IS REQUIRED IN A REQUEST?

Servicing Information

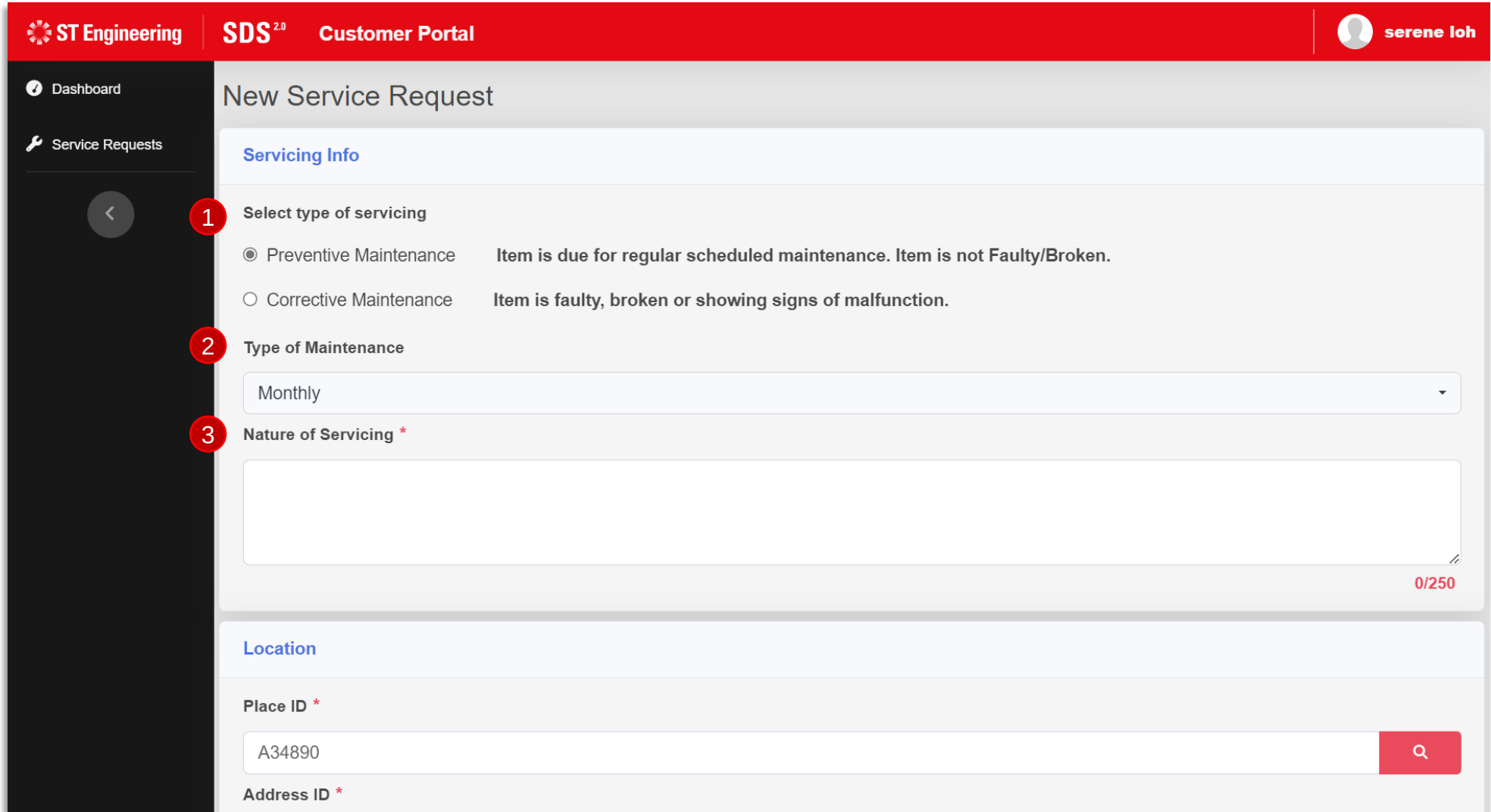
1. Type of servicing:

   Preventive Maintenance or

   Corrective Maintenance

2. Period of your Maintenance (For Onsite Service Request Only)

3. Description of your servicing request

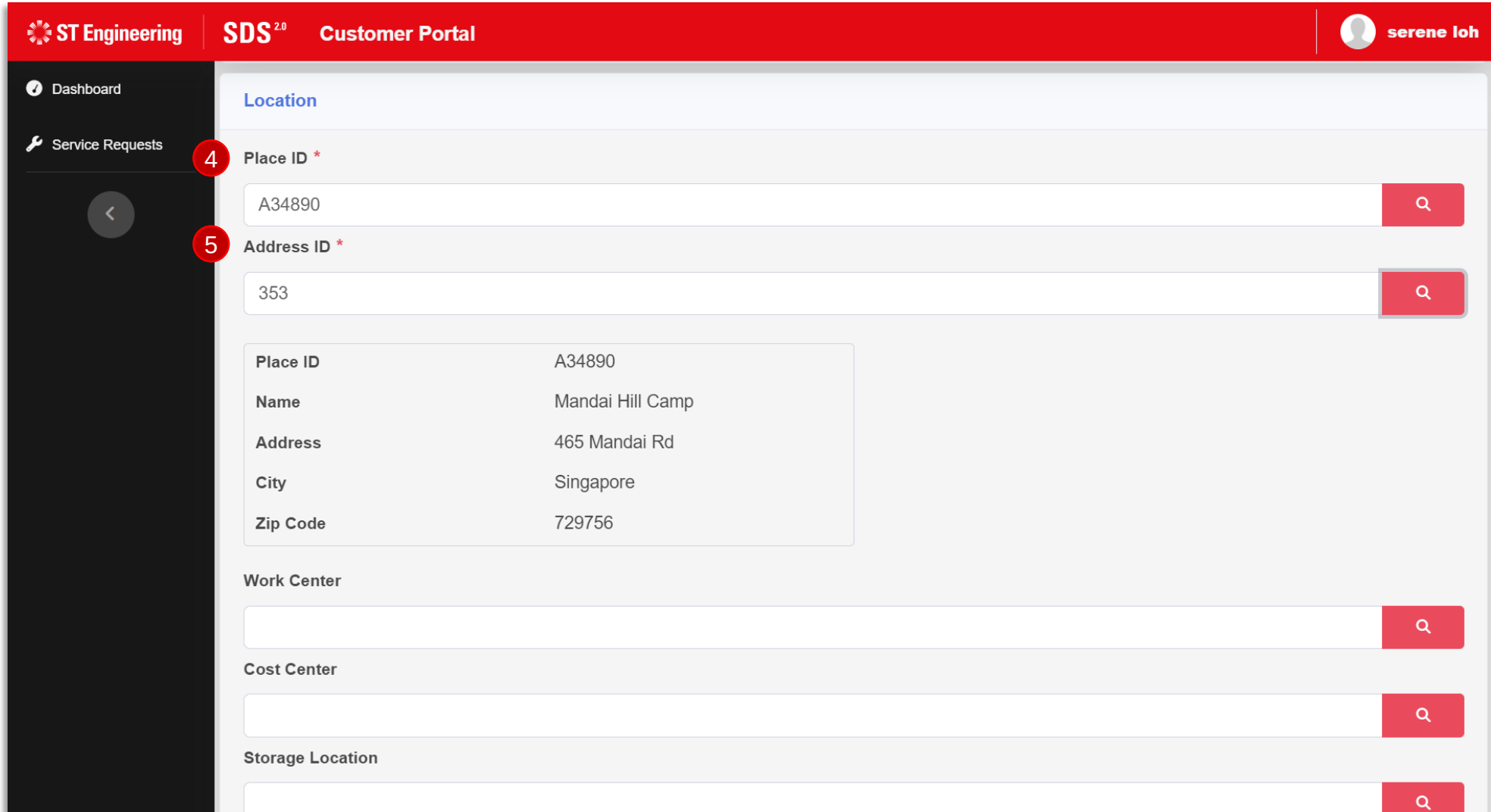


WHAT INFORMATION IS REQUIRED IN A REQUEST?

Location

4 Servicing Location

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



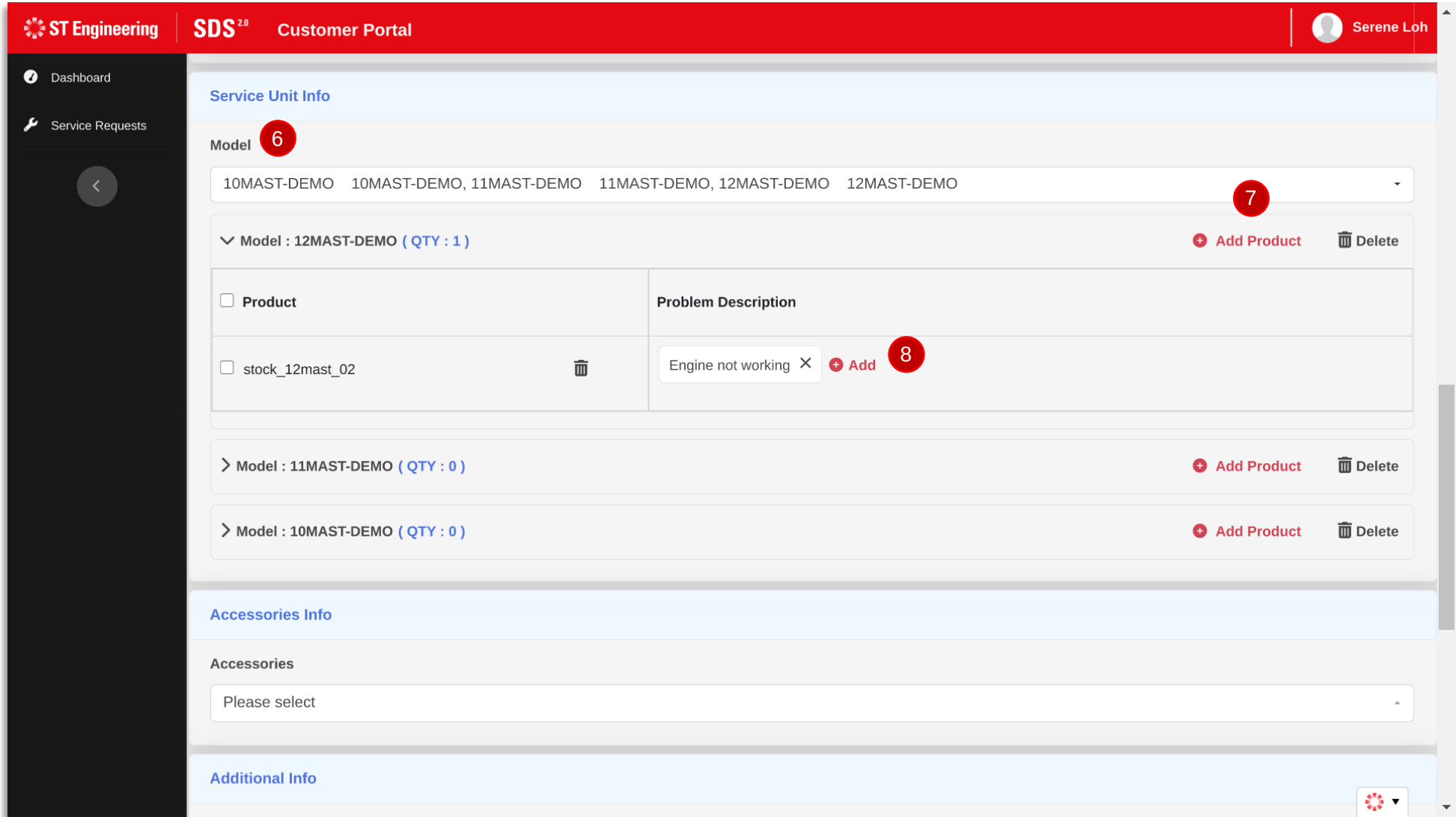
WHAT INFORMATION IS REQUIRED IN A REQUEST?

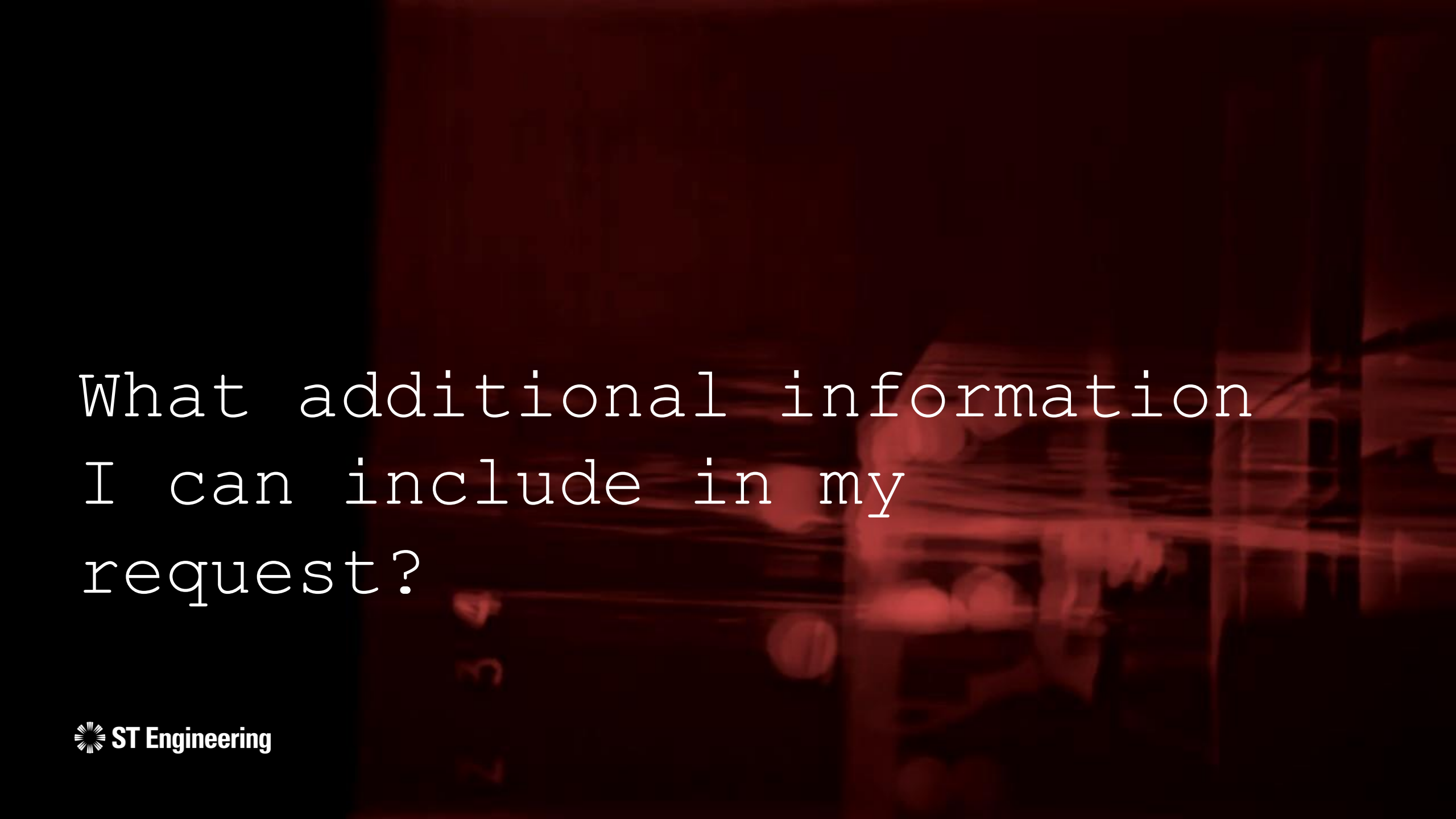
Service Unit Information

6 List of product models selected

7 Product with serial ID (labelled on the item)

8 List of problem description for the specific item





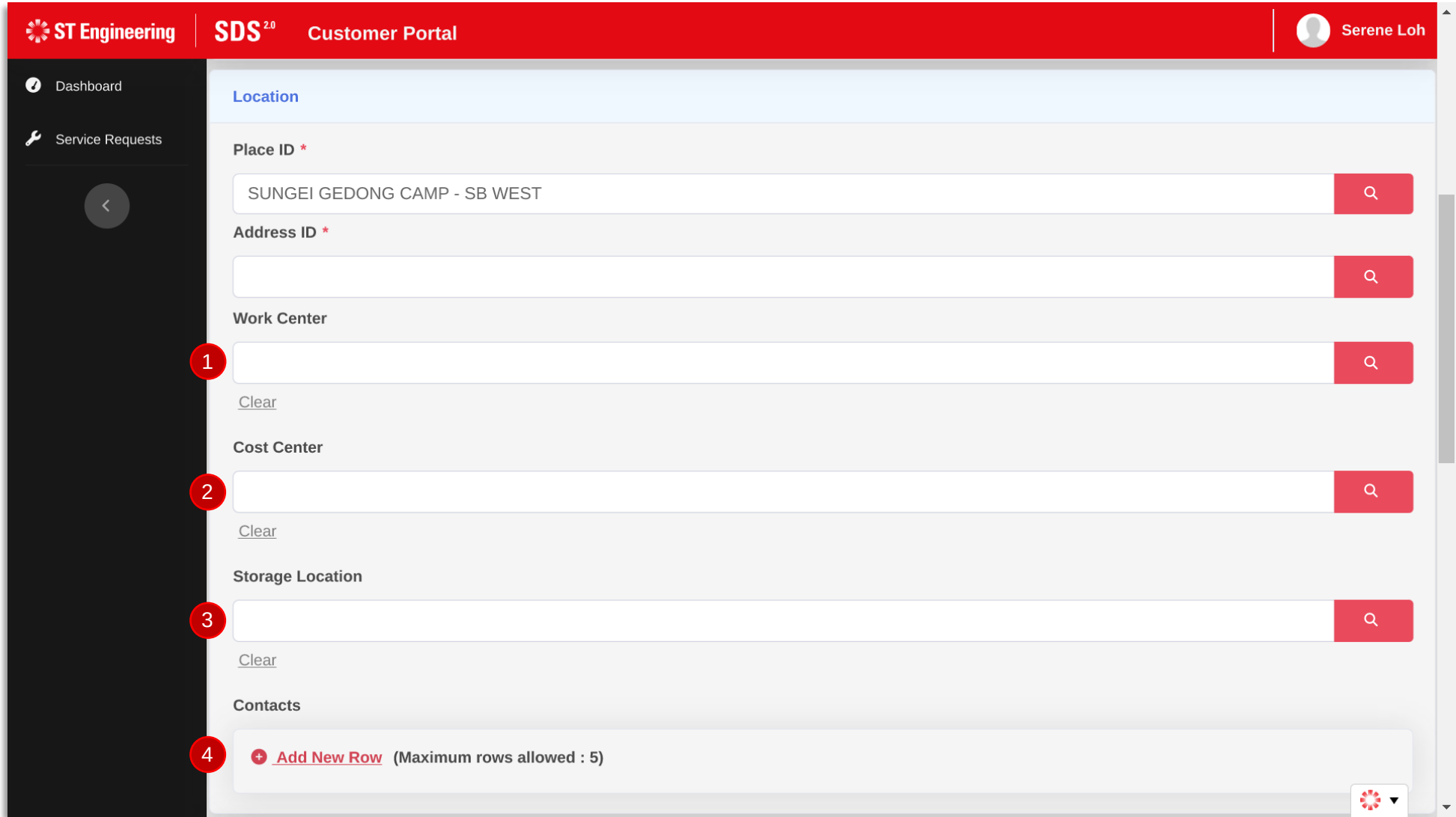
What additional information I can include in my request?

ST Engineering

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



WHAT ADDITIONAL INFORMATION I CAN INCLUDE IN MY REQUEST?

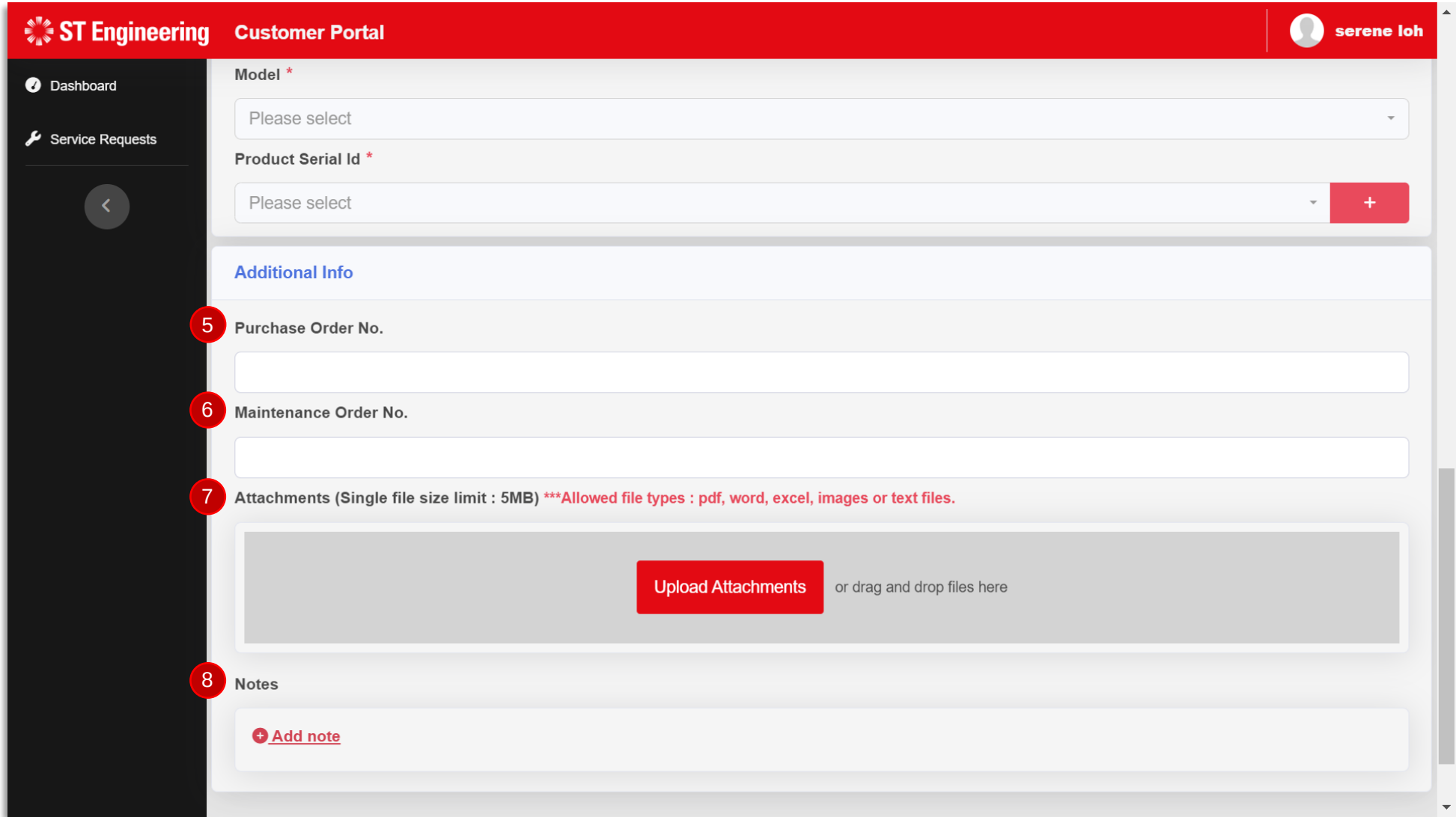
Additional Information (Optional)

5 PO No.

6 MO No.

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

8 Additional notes for user reference



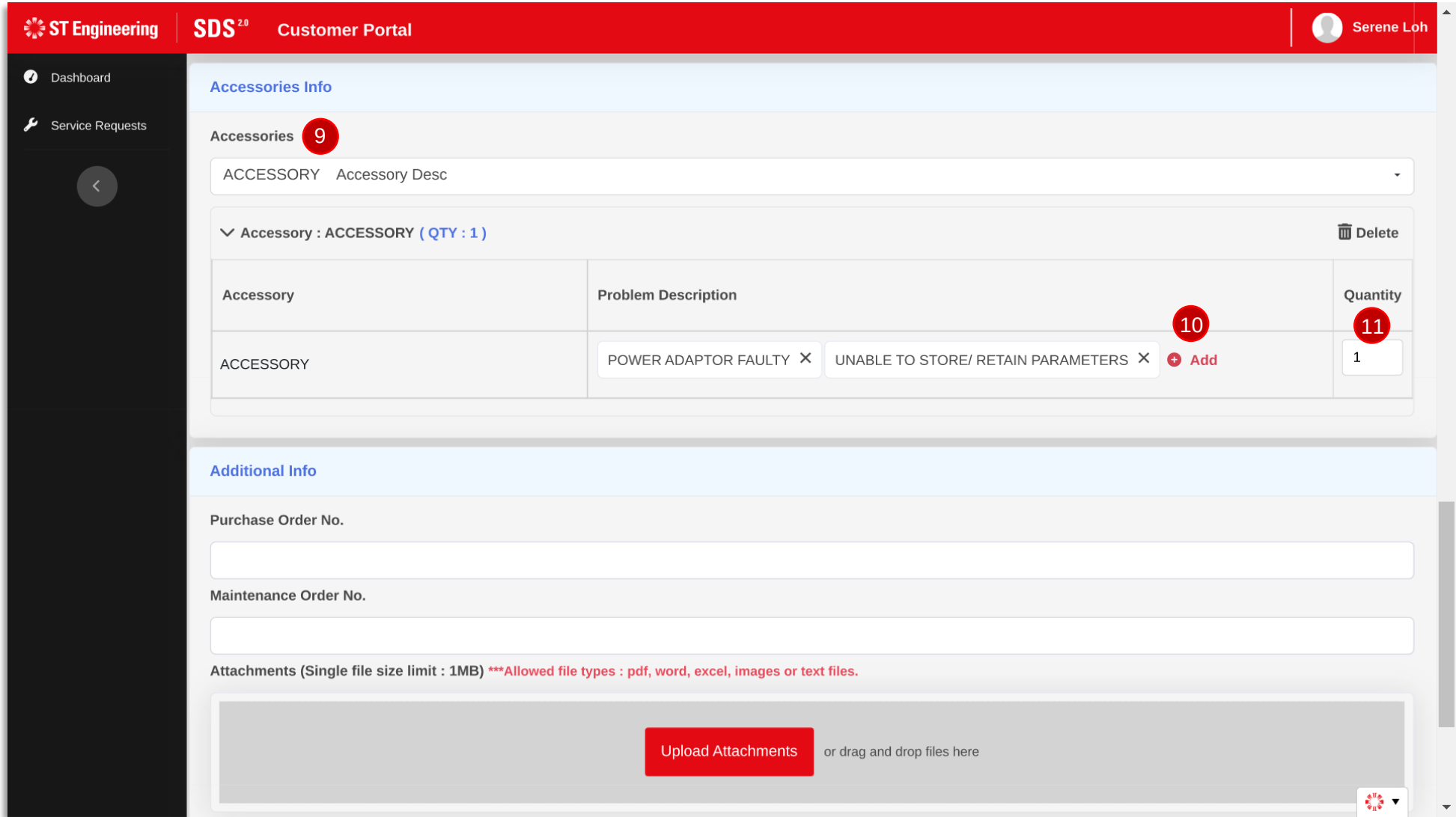
WHAT ADDITIONAL INFORMATION I CAN INCLUDE IN MY REQUEST?

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



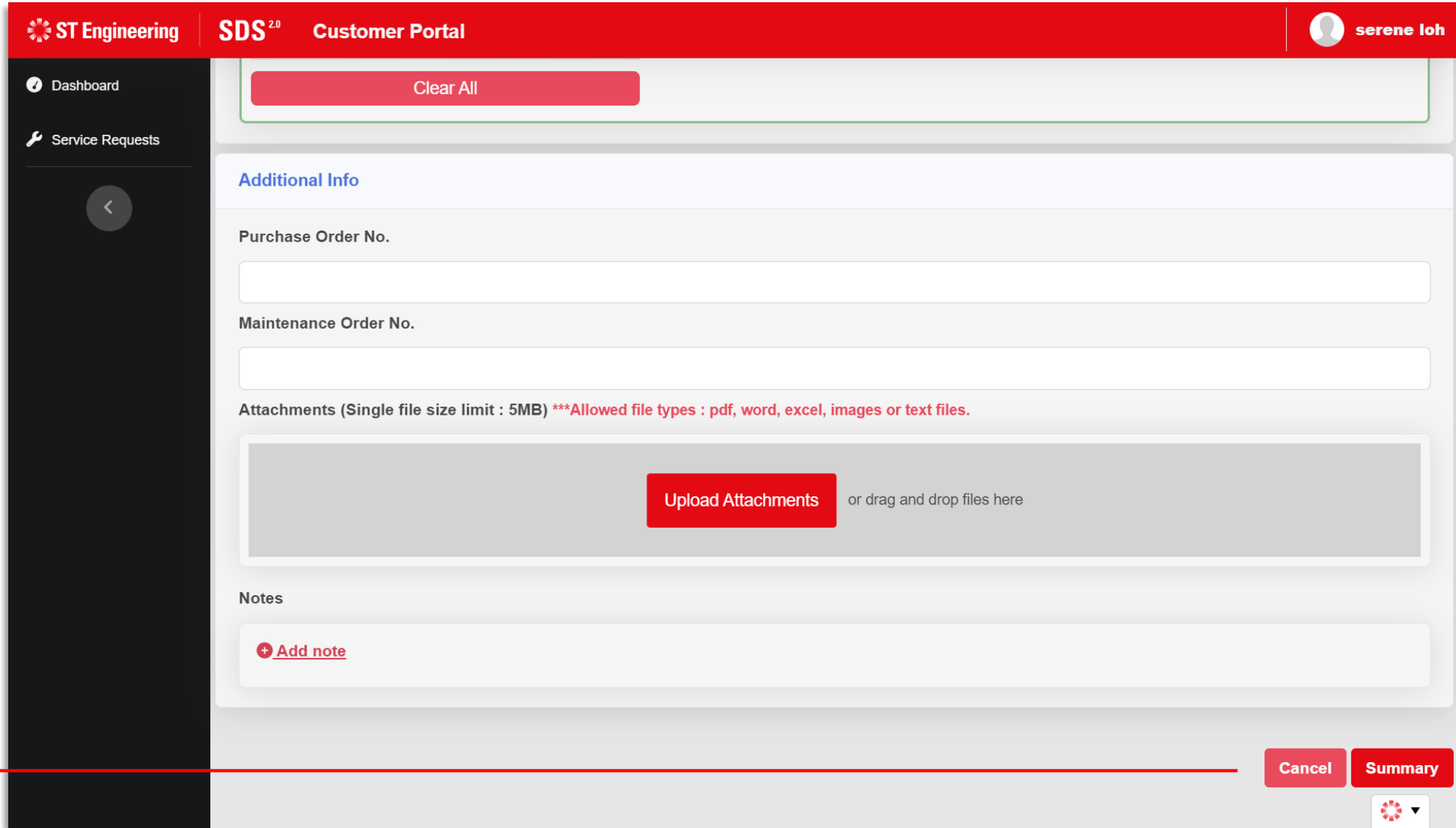
How do I view summary and confirm my new request?

ST Engineering

Summary

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

[Cancel] to undo request creation

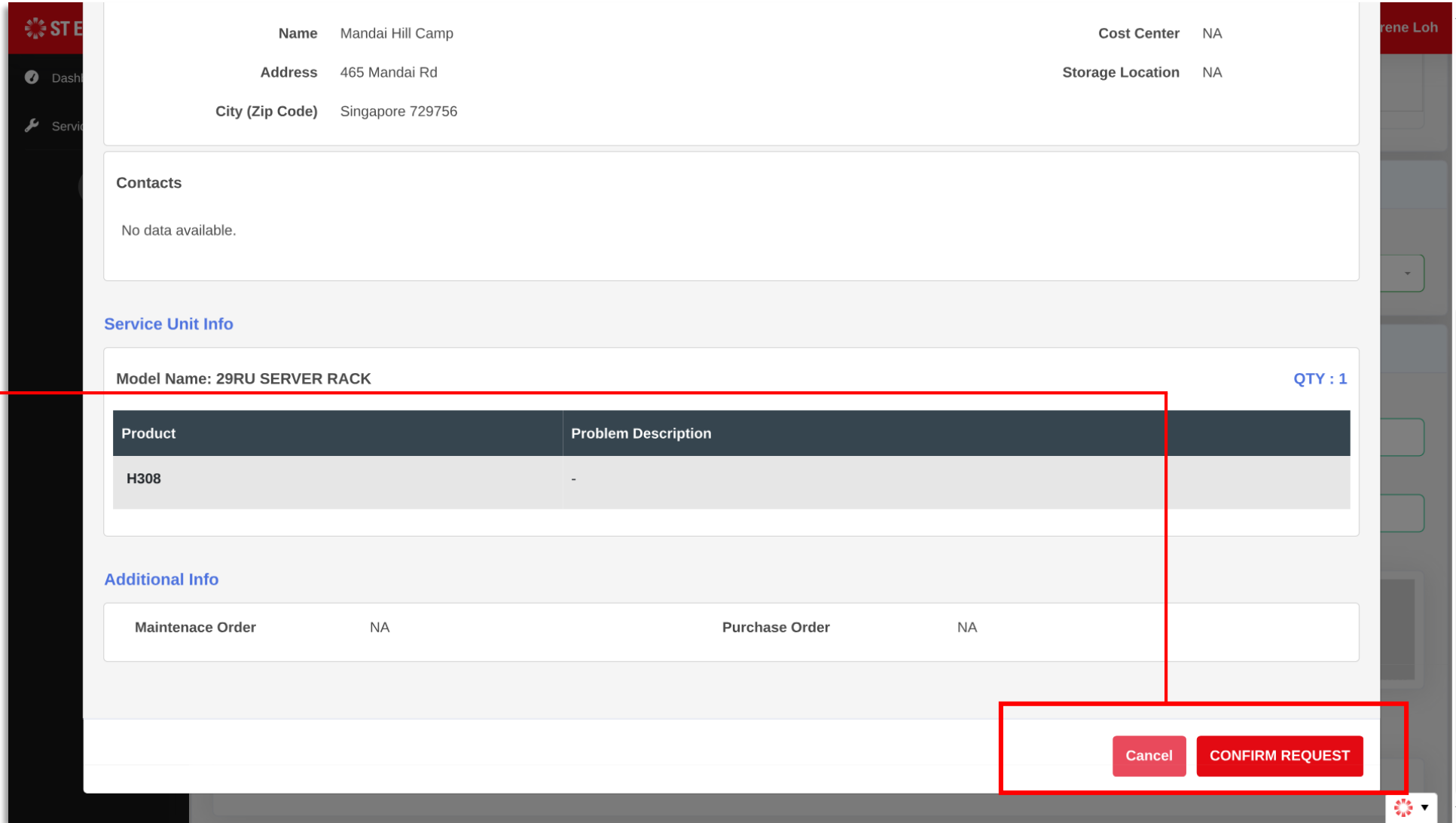


HOW DO I VIEW SUMMARY AND CONFIRM MY NEW REQUEST?

Confirm Request

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

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



How do I find my request?

ST Engineering

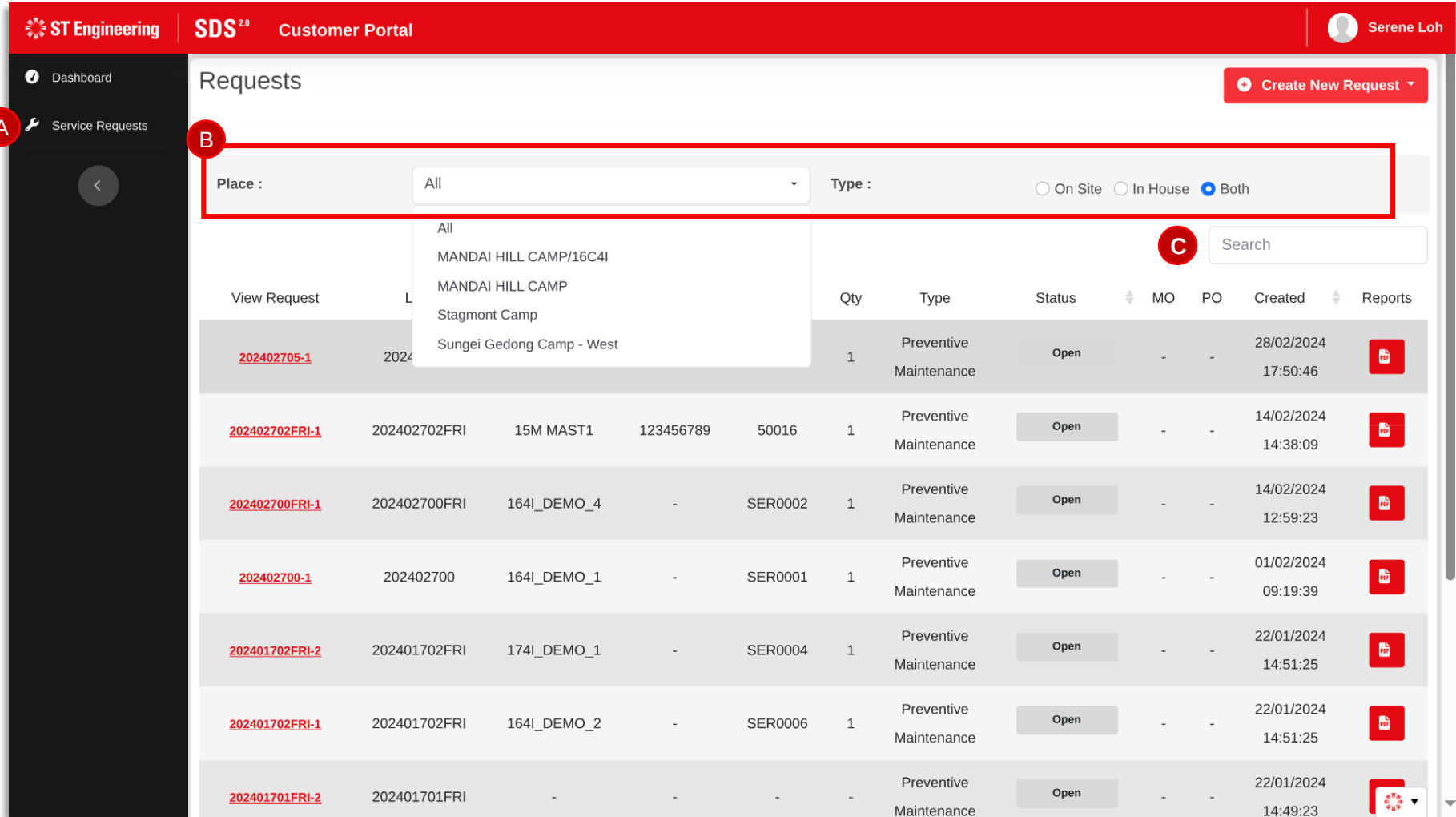
HOW DO I FIND MY REQUEST?

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.

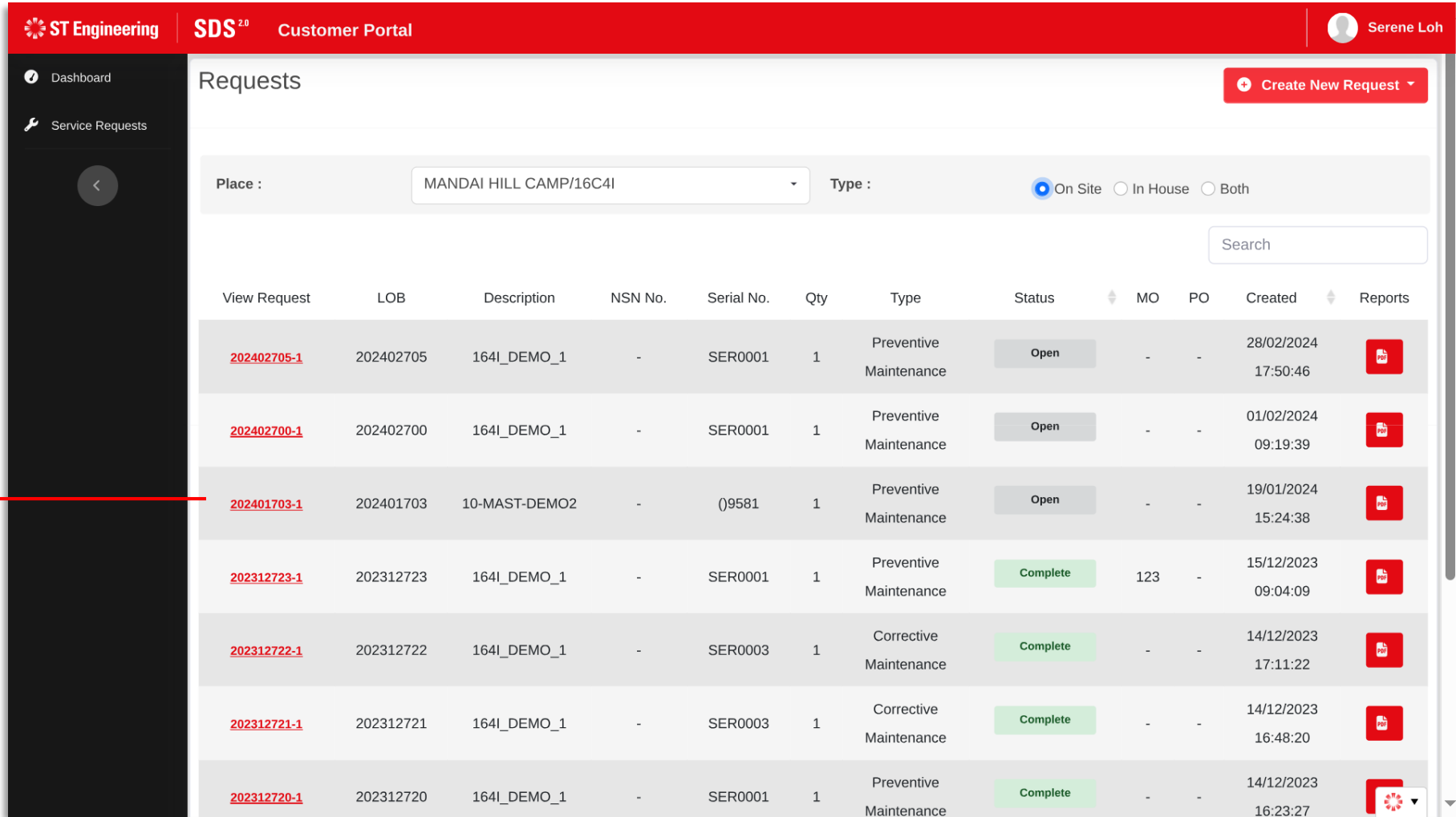
C Enter your request no. or description in the search box at the top of the table



HOW DO I FIND MY REQUEST?

View Request

Click on the link to view your request information



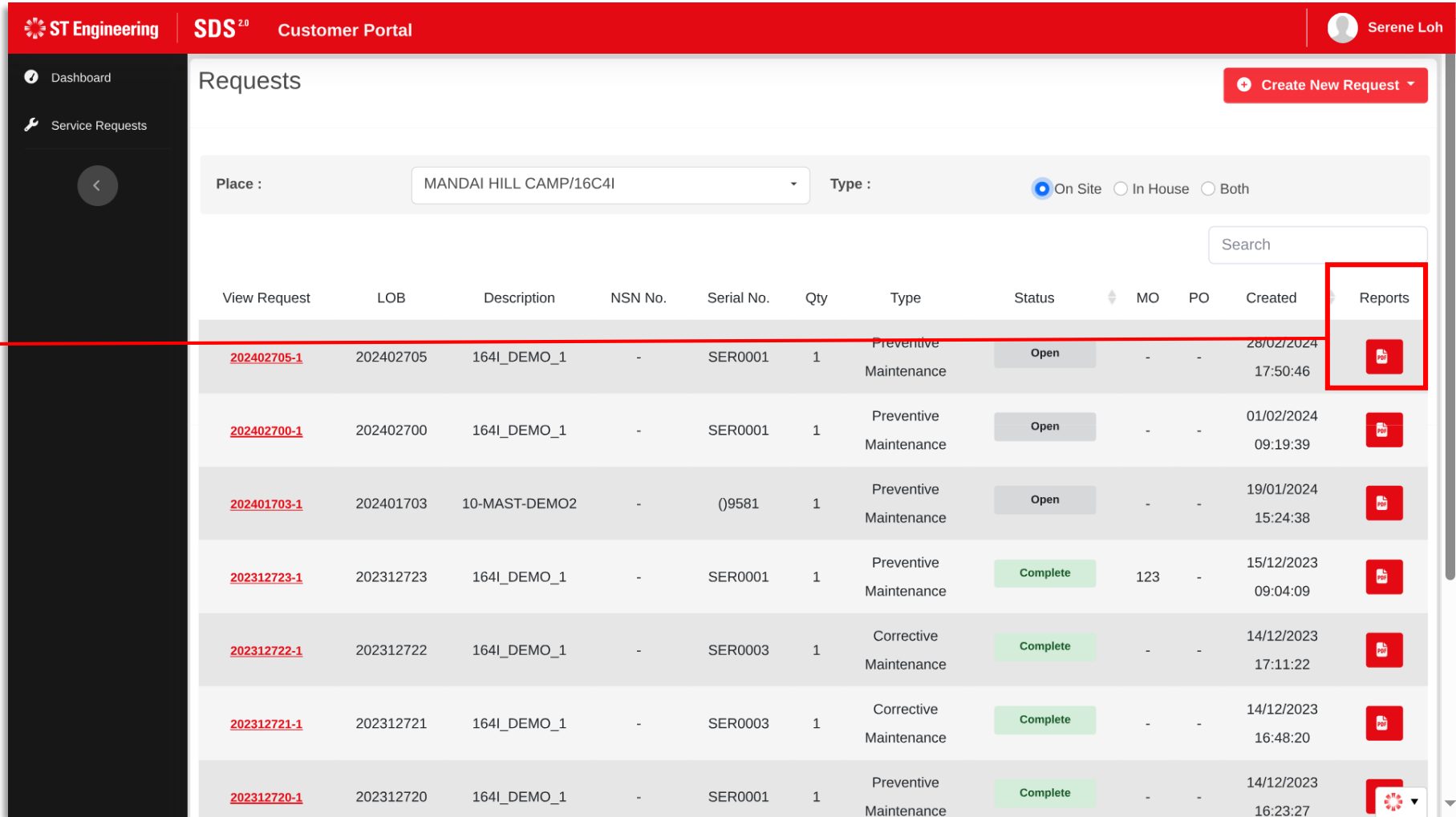
How do I print a service report for my request?

ST Engineering

HOW DO I PRINT THE SERVICE REPORT?

Step 1: Select PDF icon

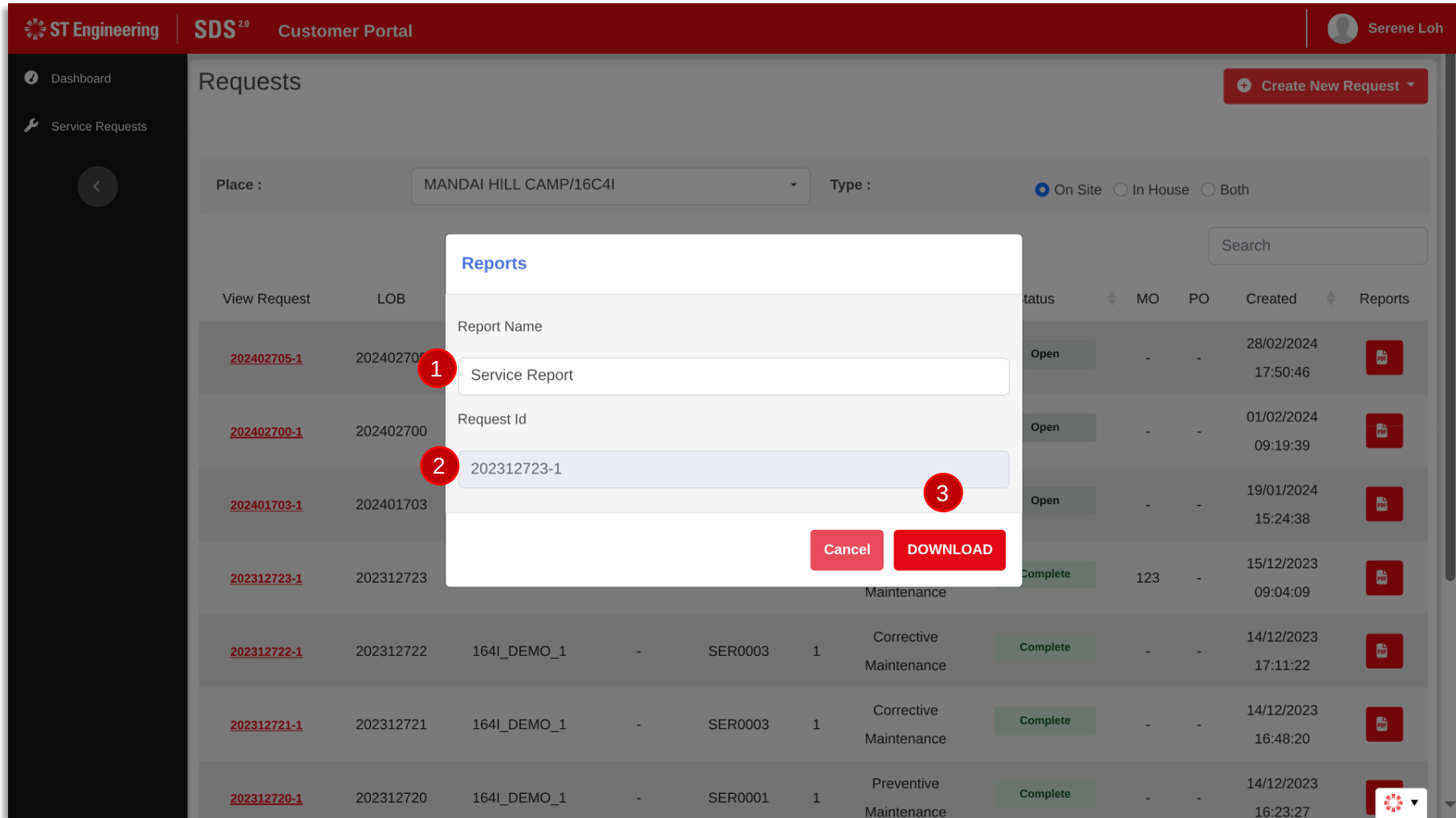
Select the icon to download the request report



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

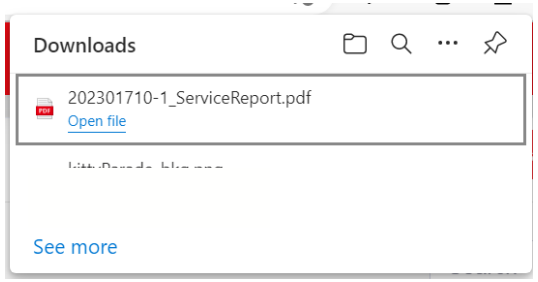


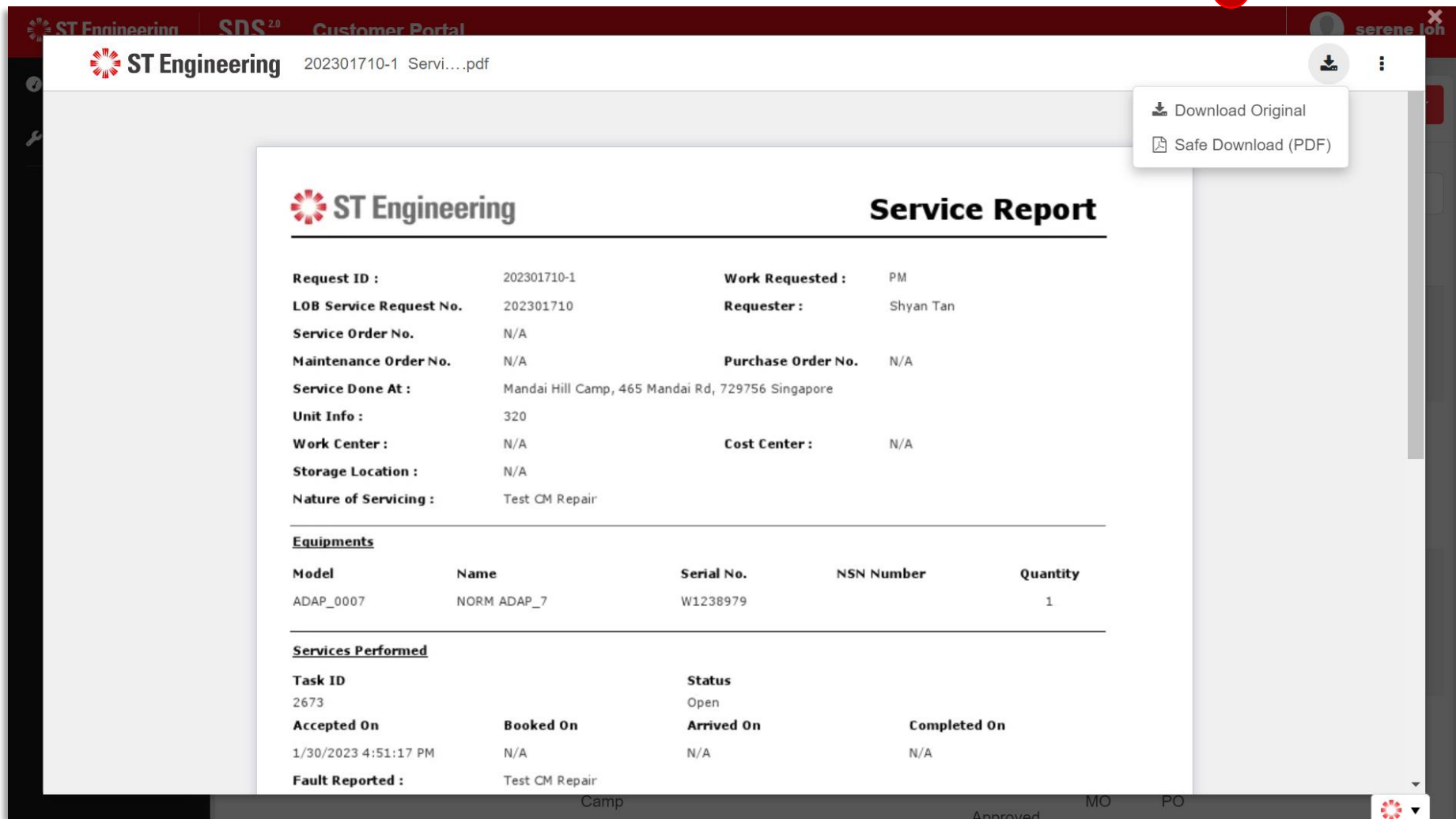
Step 3: Download service report

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.



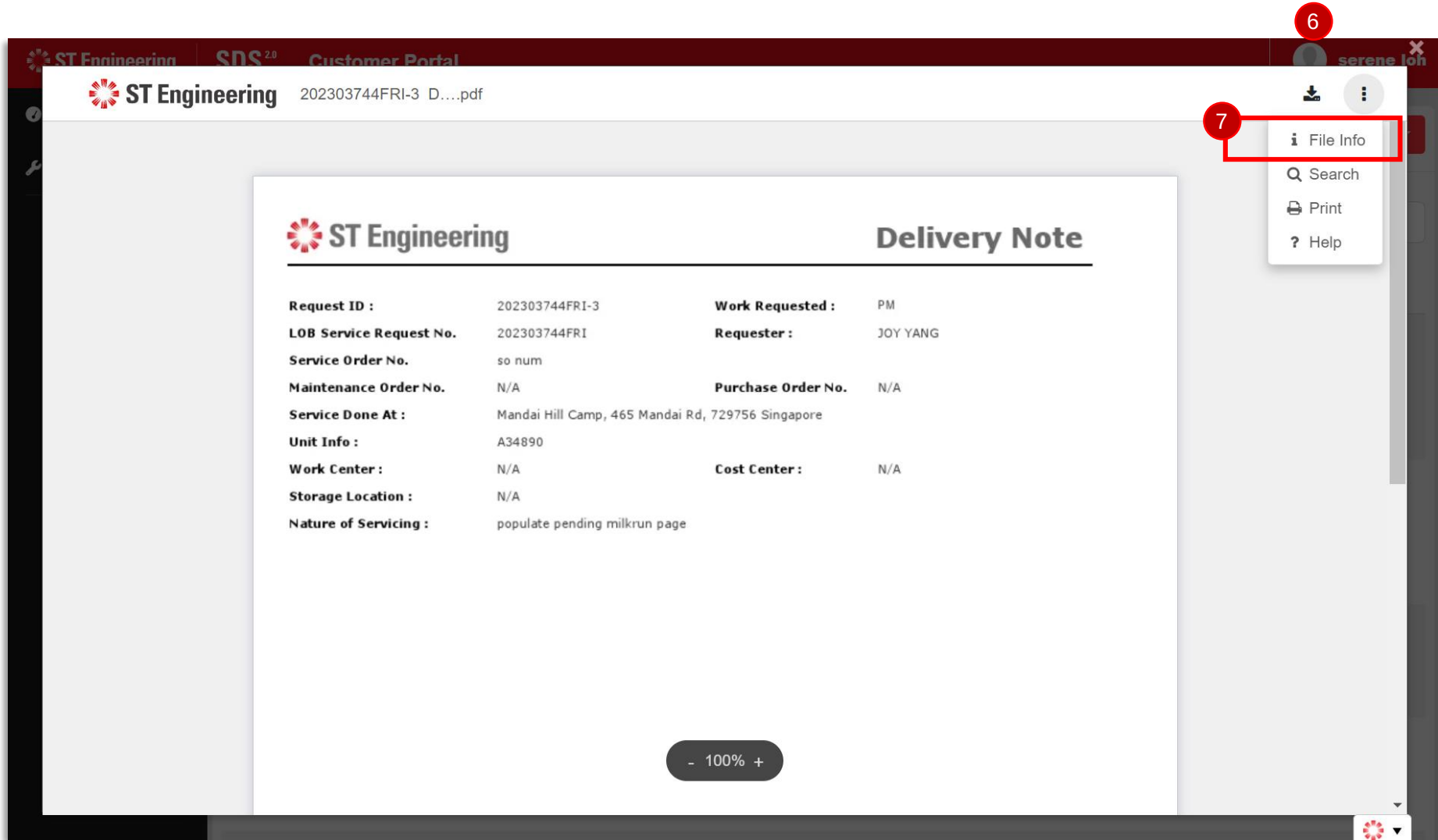


Step 4: Print service report

You can also print directly from this page:

6 Click on the dropdown list icon and

7 Select **[Print]**



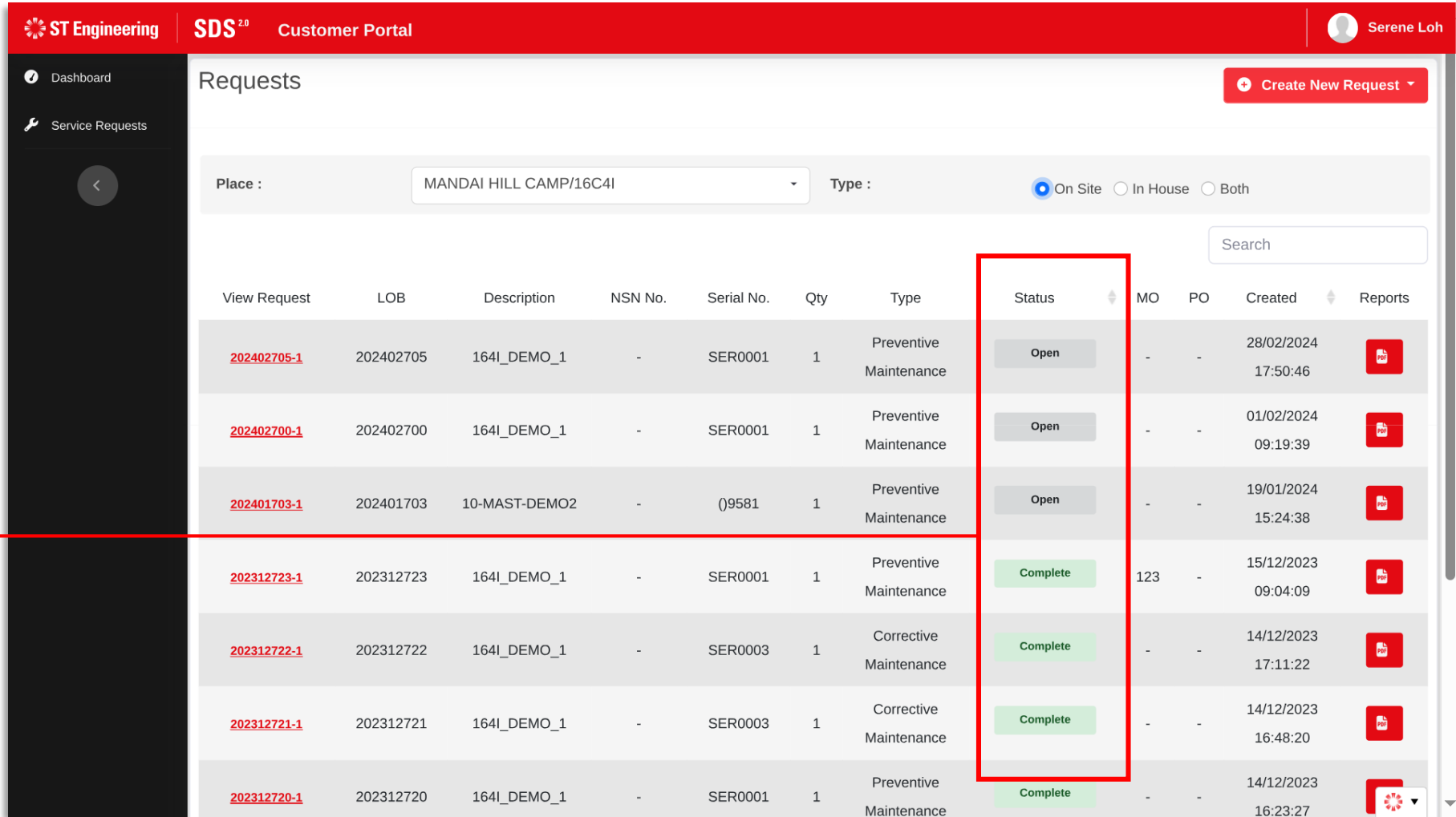
How do I check the status of my request?

ST Engineering

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.

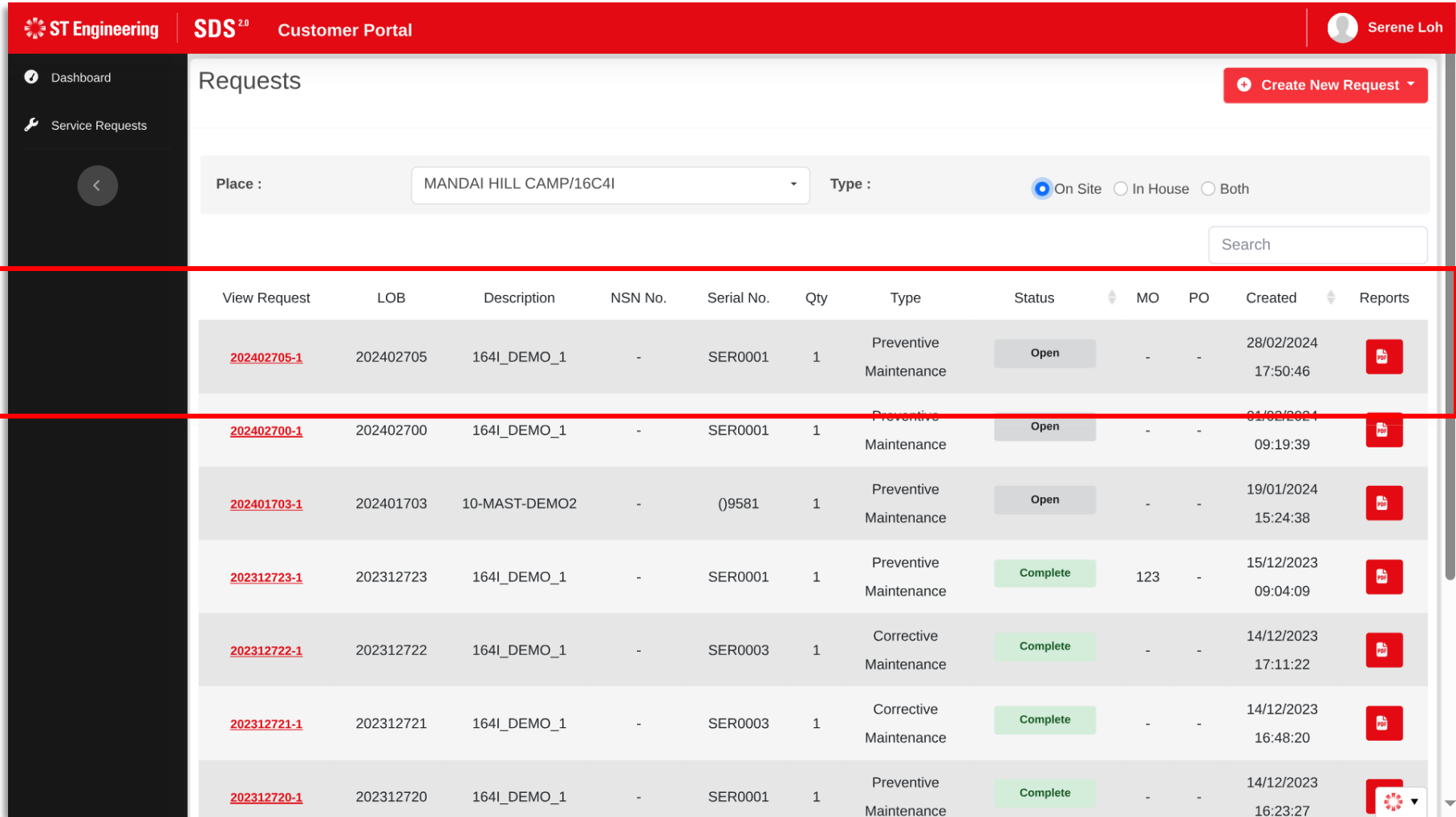


How do I cancel my request?
ST Engineering

HOW DO I CANCEL MY REQUEST?

Step 1: Locate your request

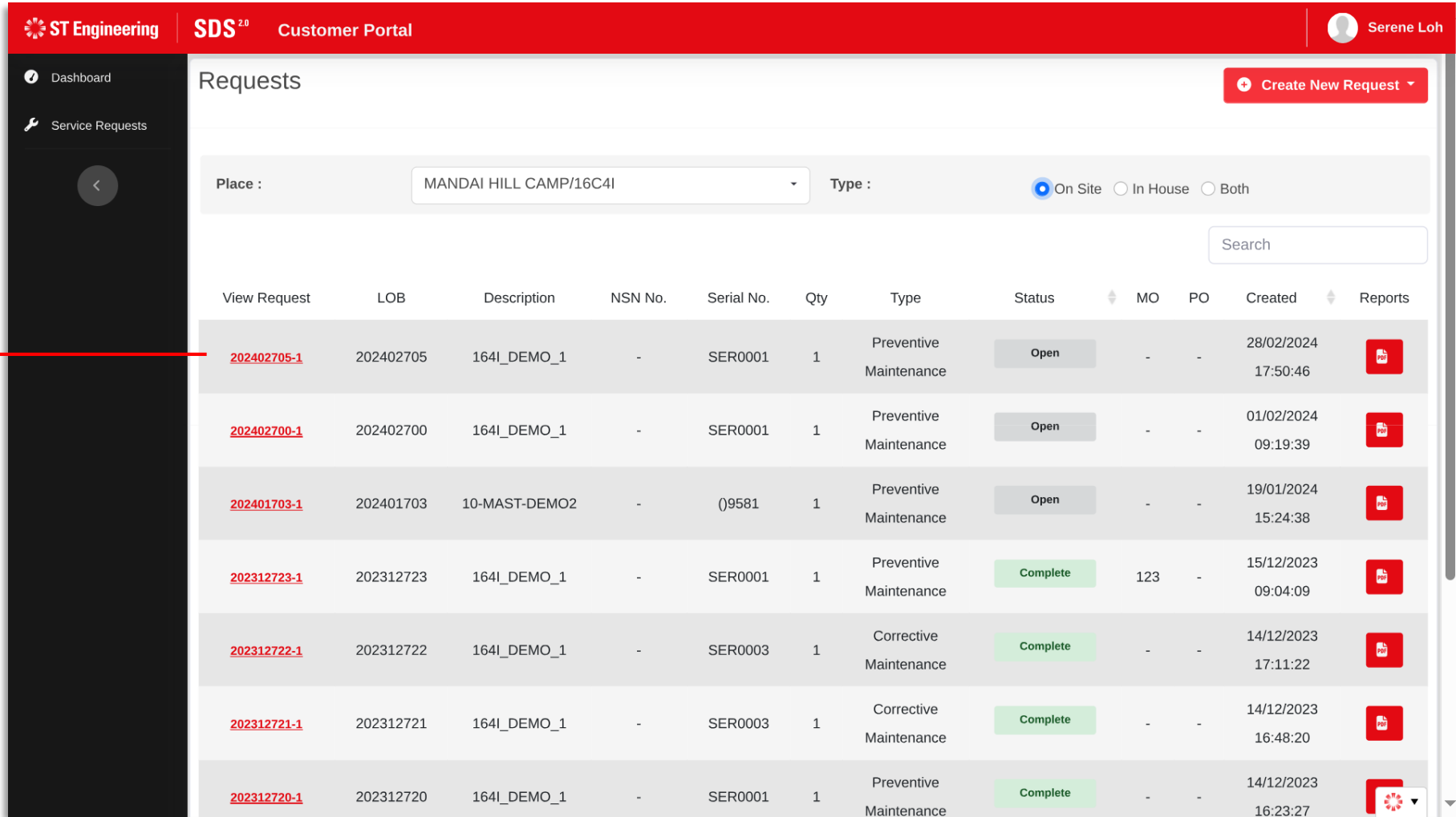
Locate the request that you want to cancel.



HOW DO I CANCEL MY REQUEST?

Step 2: Click on the service request code link

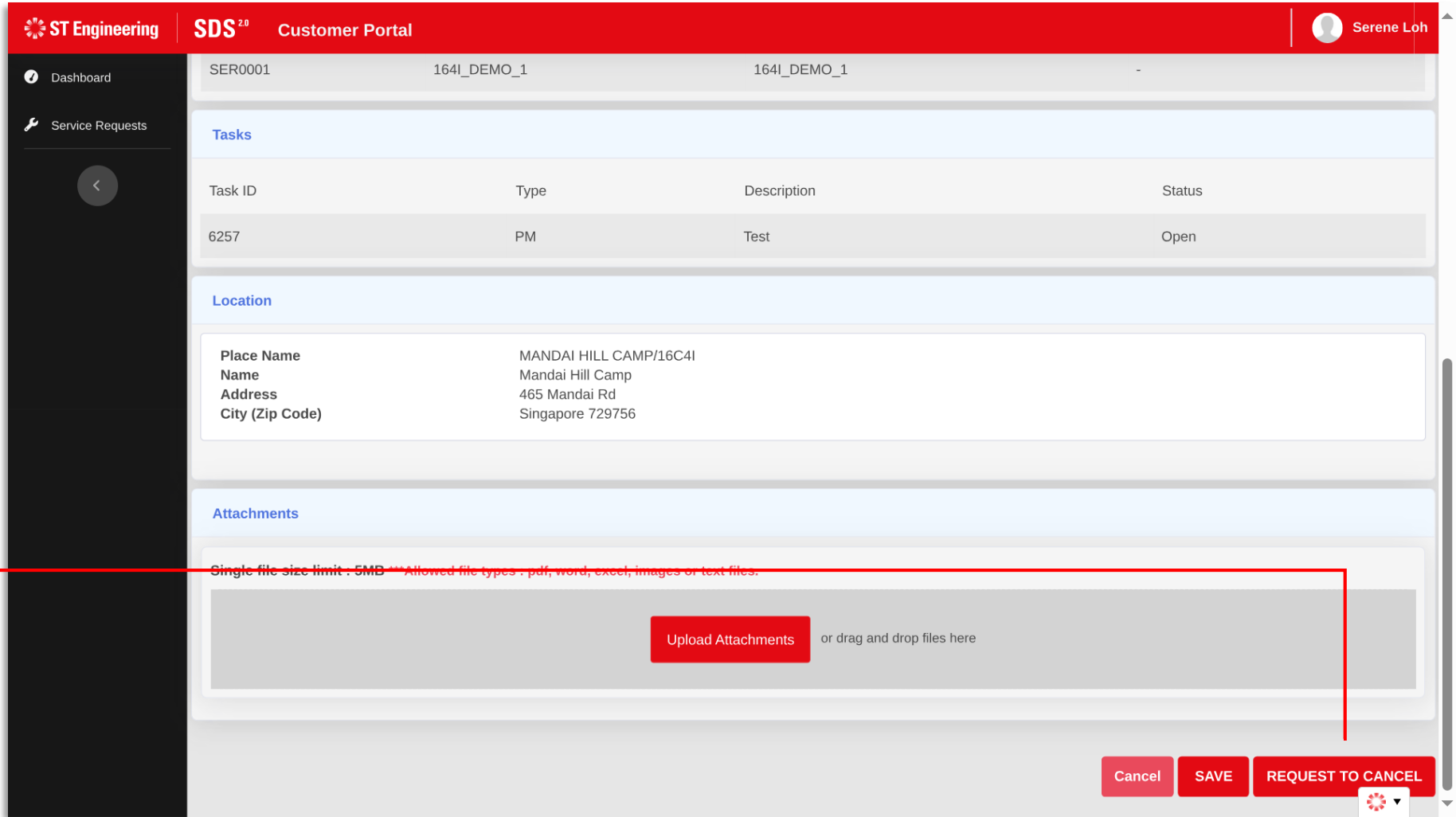
Select the request link to view it



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]**

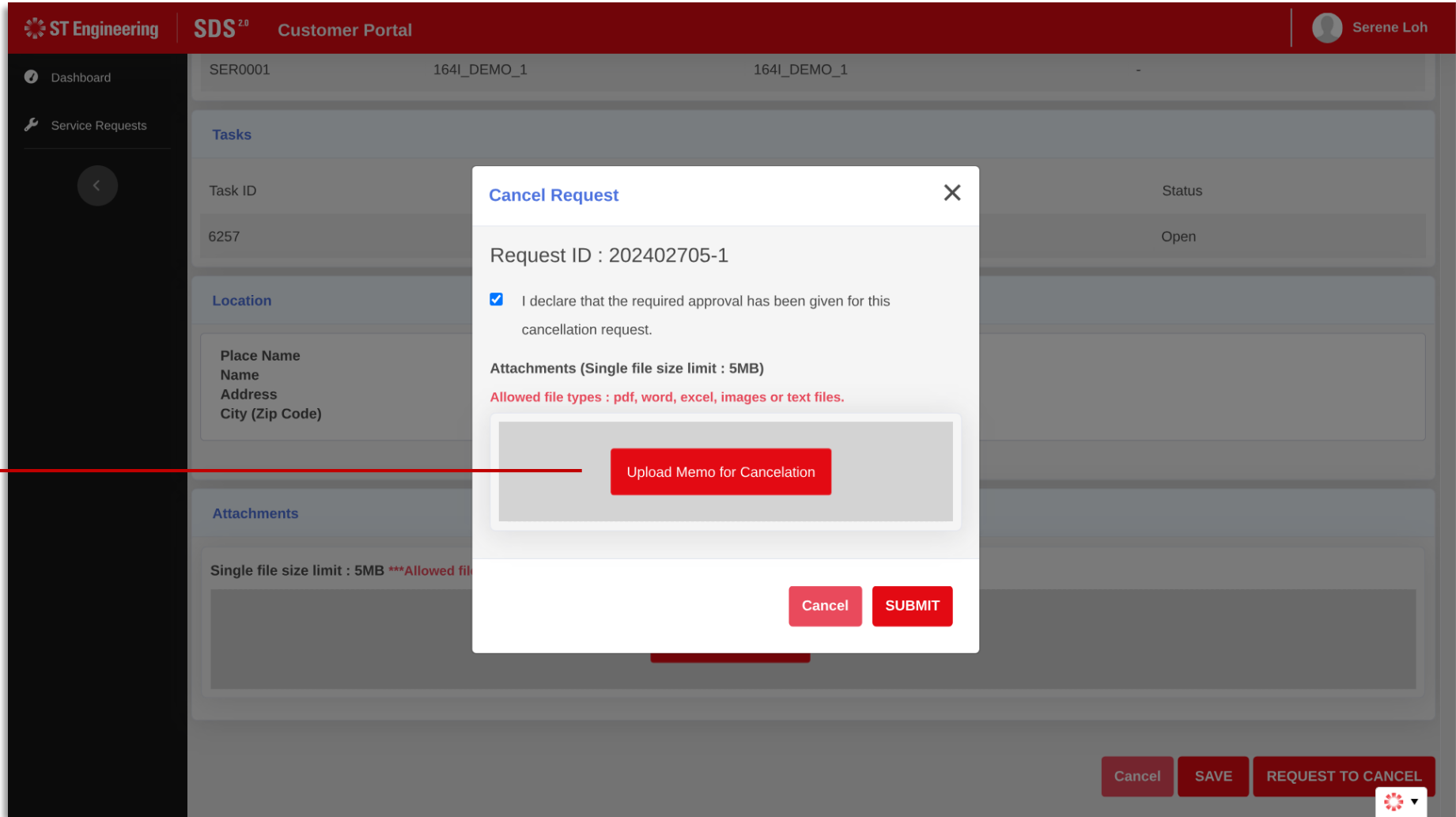


HOW DO I CANCEL MY REQUEST?

Step 4: Upload cancellation memo

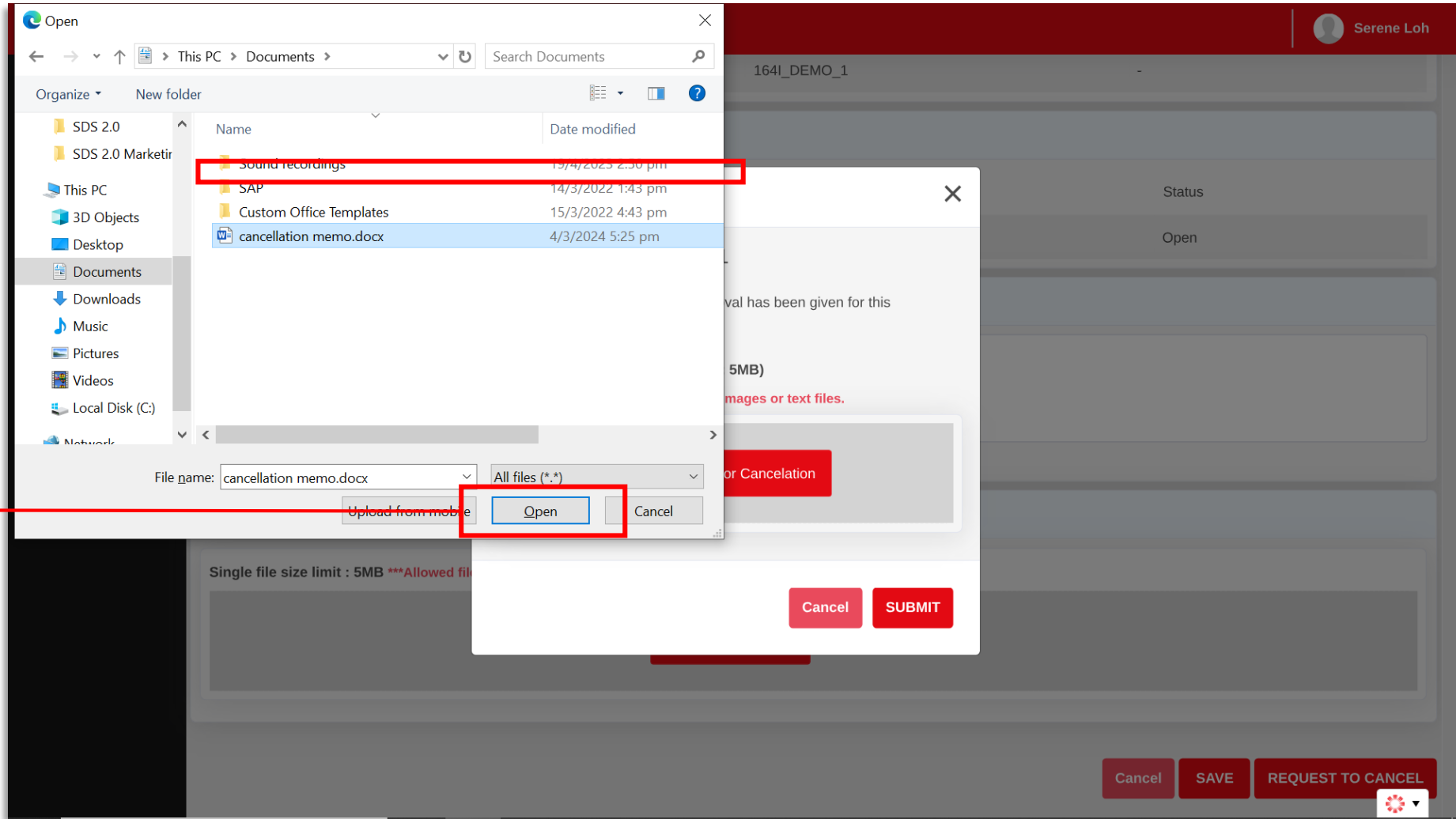
A popup box would appear to upload a cancellation memo.

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



Step 5: Upload cancellation memo

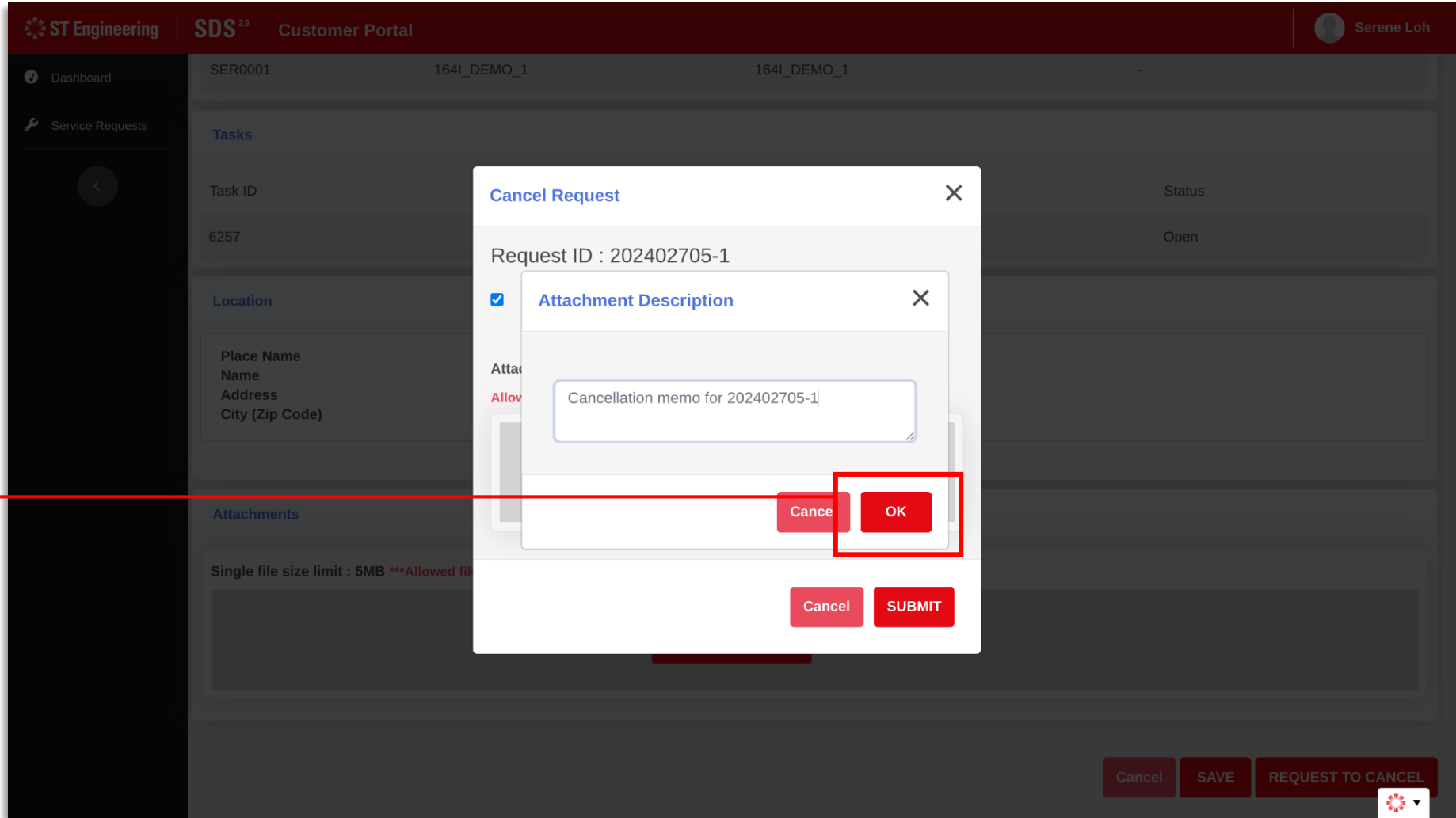
Locate your file on your local drive to upload and click **[Open]**



HOW DO I CANCEL MY REQUEST?

Step 6: Type a brief cancellation description

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

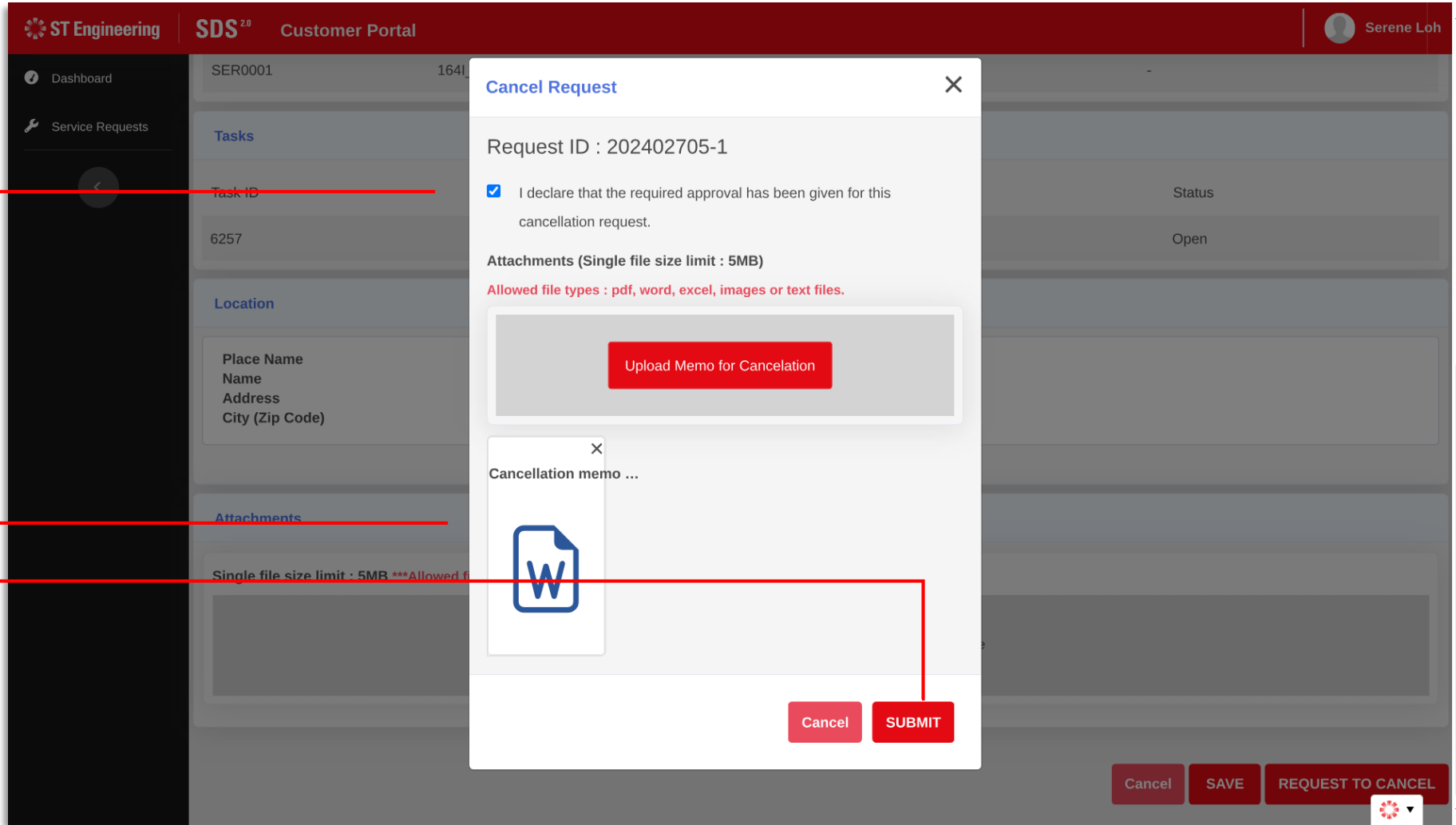


Step 7: Check uploaded attachment, click submit

Do ensure to check the tick box before submitting

All uploaded attachments would appear here.

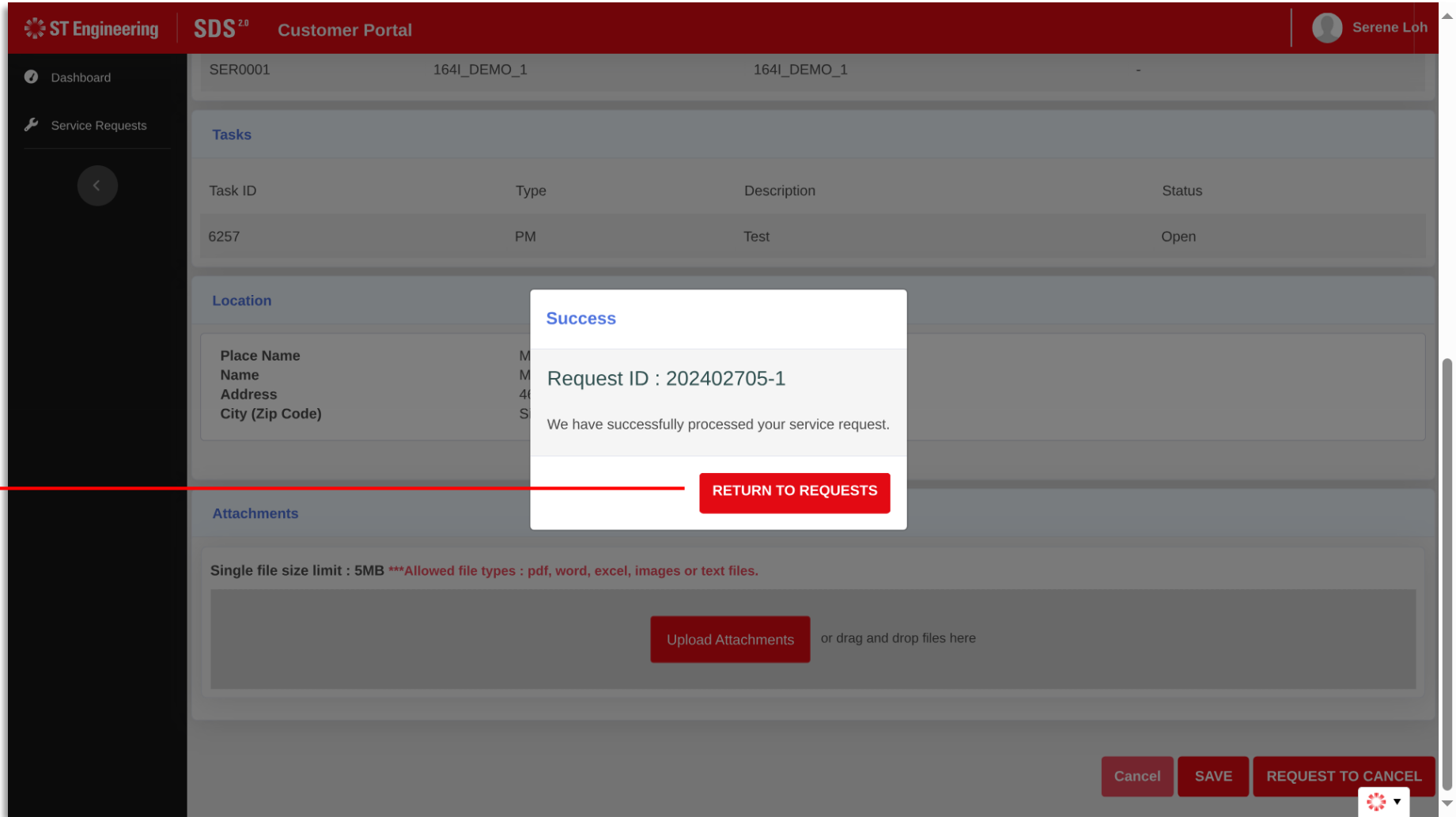
Click **[Submit]** after verifying all details.



Step 8: Cancellation request successful

Upon successful submission, a popup window would appear.

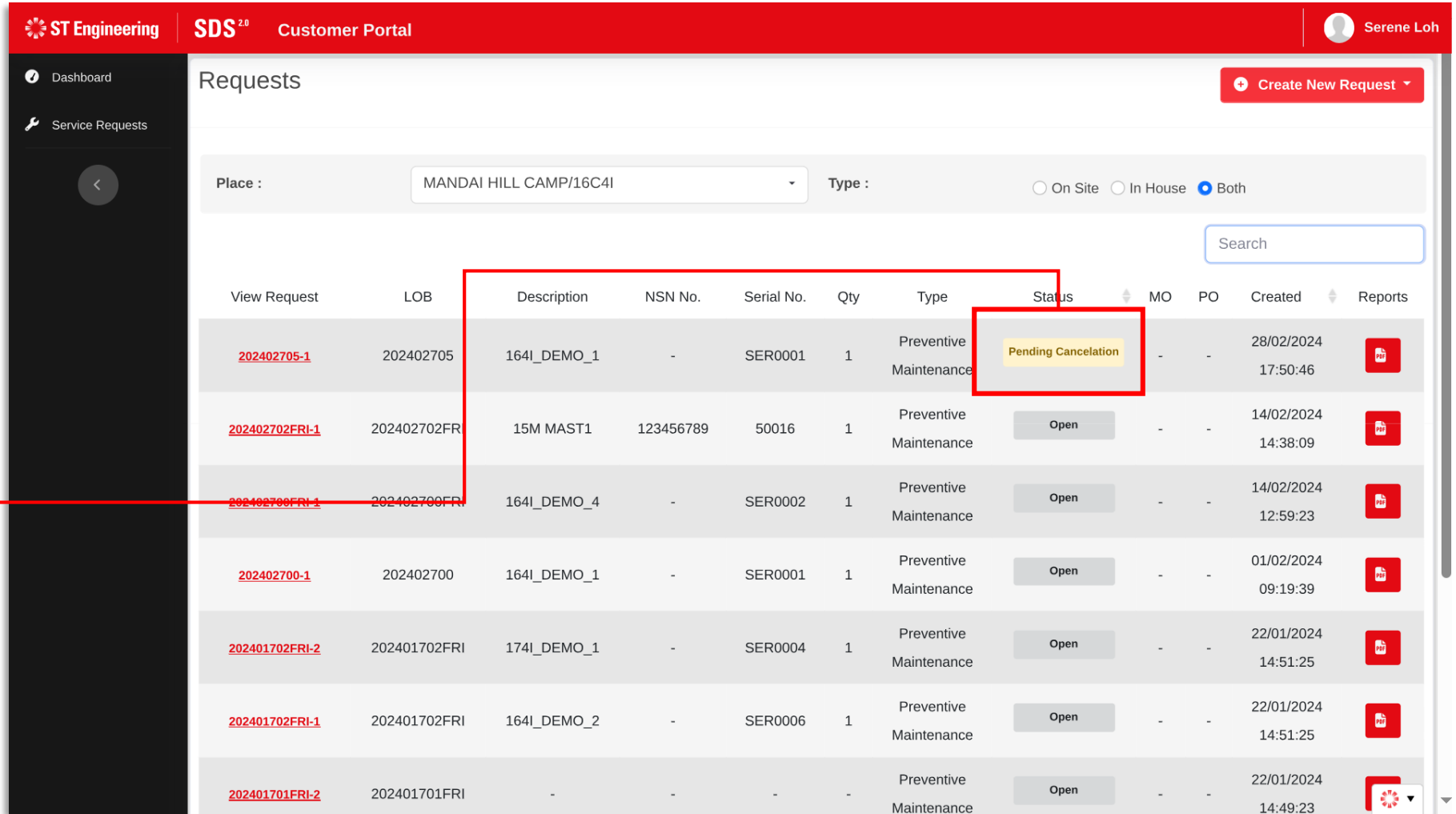
Click **[Return to Request]** to view the request in the listings.



HOW DO I CANCEL MY REQUEST?

Step 9: Redirected back to listings page

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



How do I add a new
Model to the list?
ST Engineering

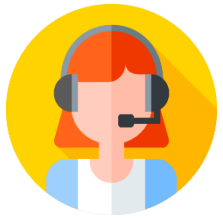
HOW DO I ADD A NEW MODEL TO THE LIST?

Contact CX Hub

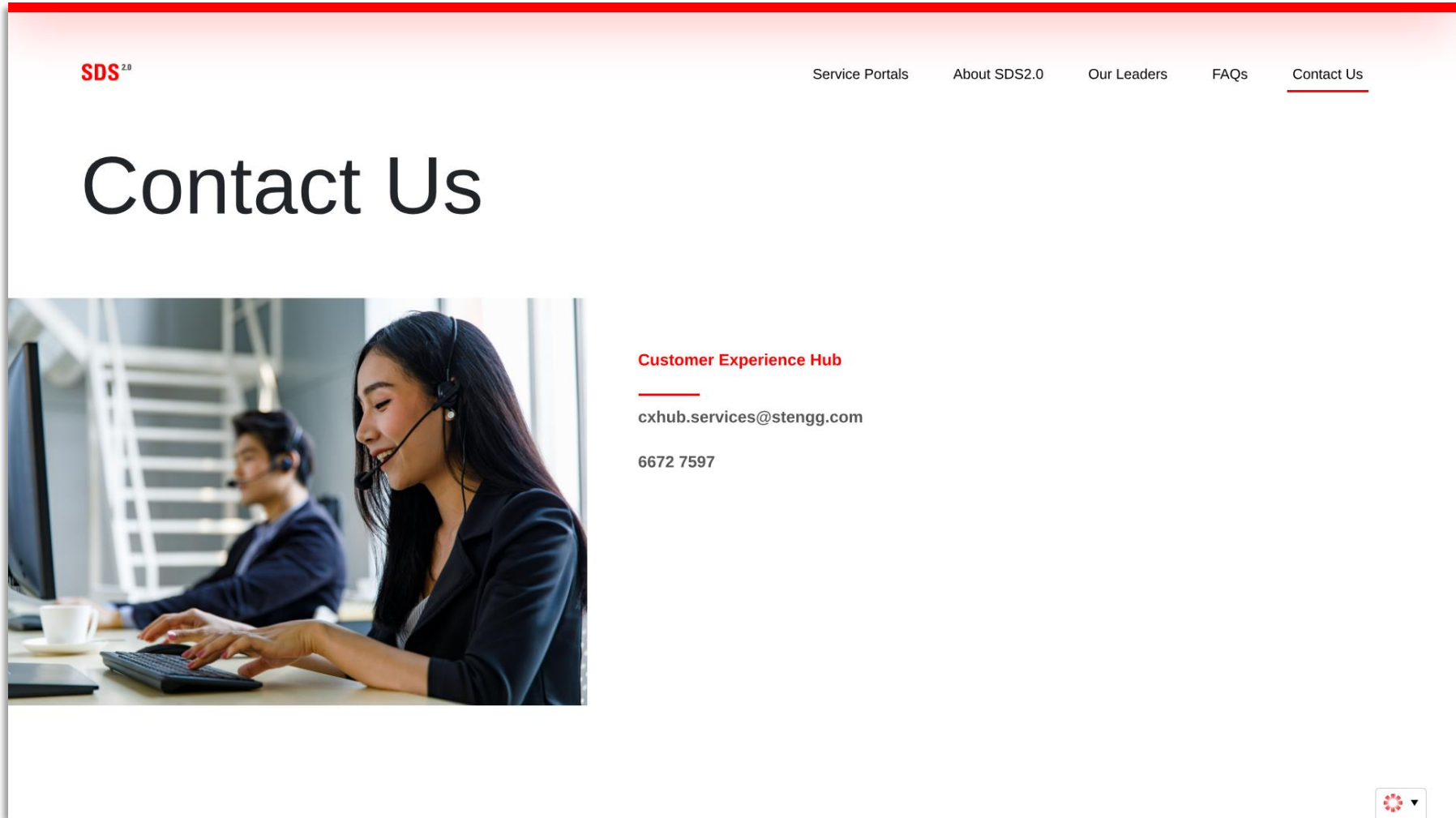
Contact the admin at **CX Hub (Customer eXperience Hub):**

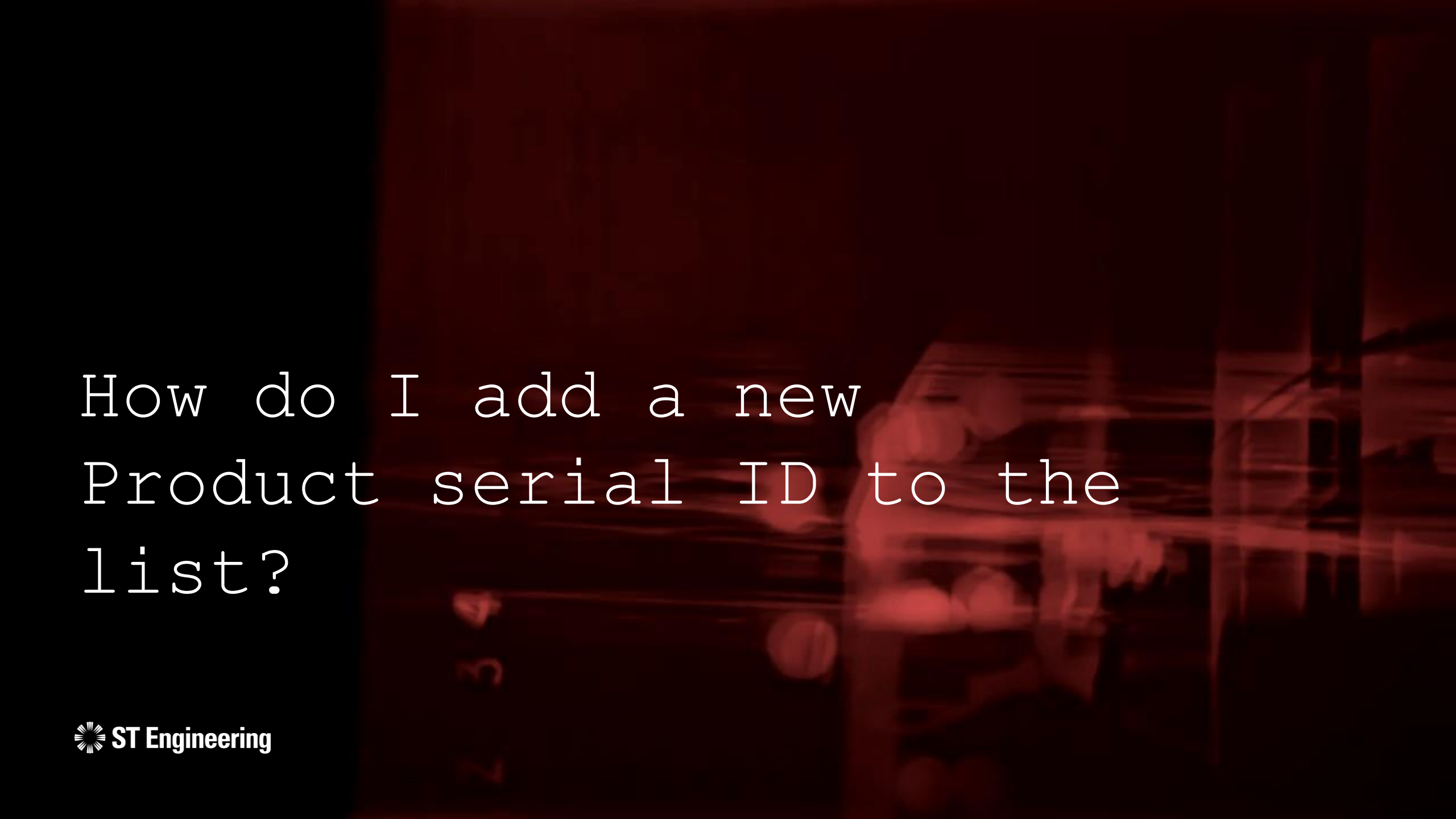
cxhub.services@stengg.com

6672 7597



Further instructions would be advised by the CX Hub agent.

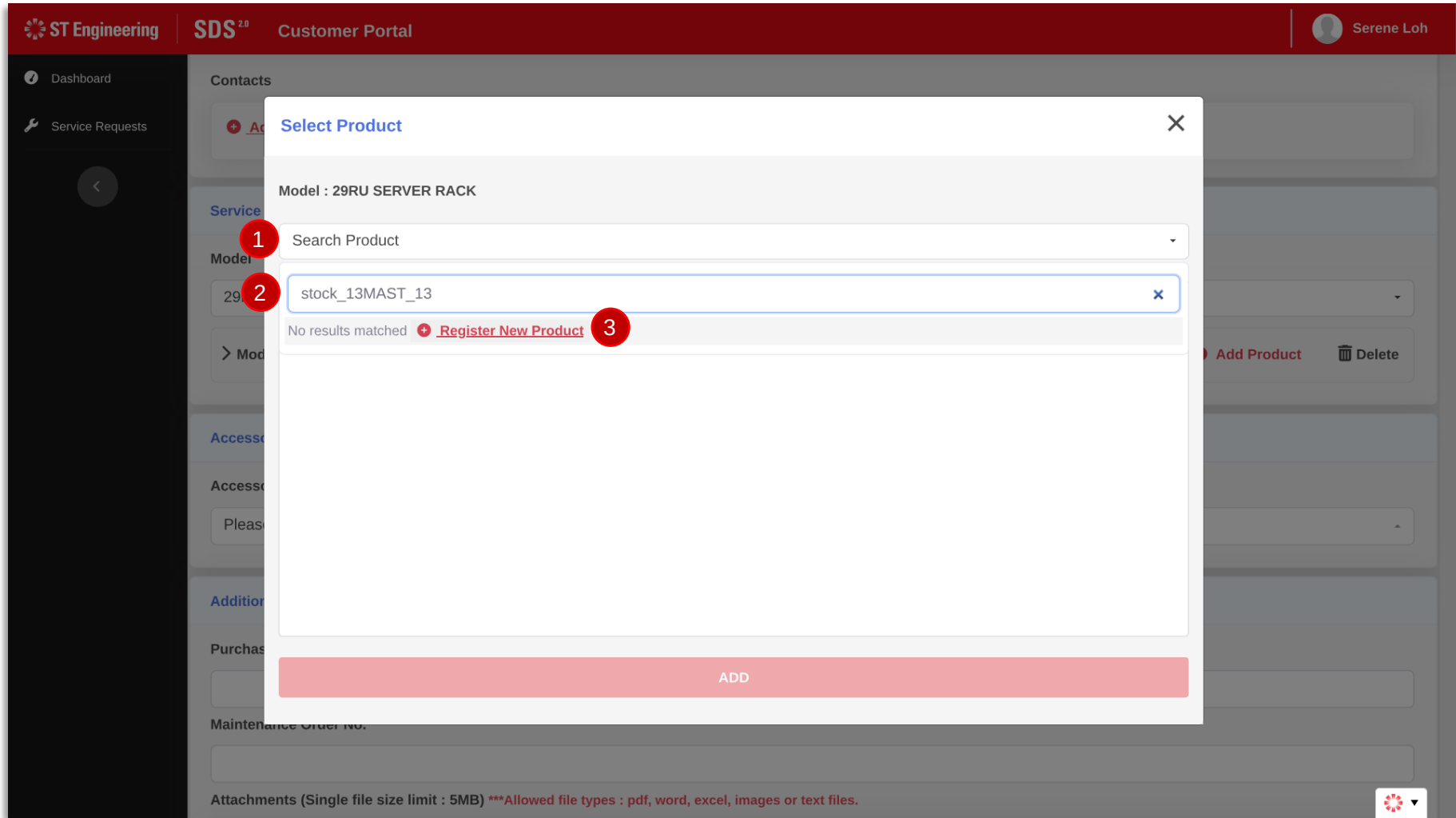



How do I add a new Product serial ID to the list?
ST Engineering

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

Step 1: Locate product serial ID field

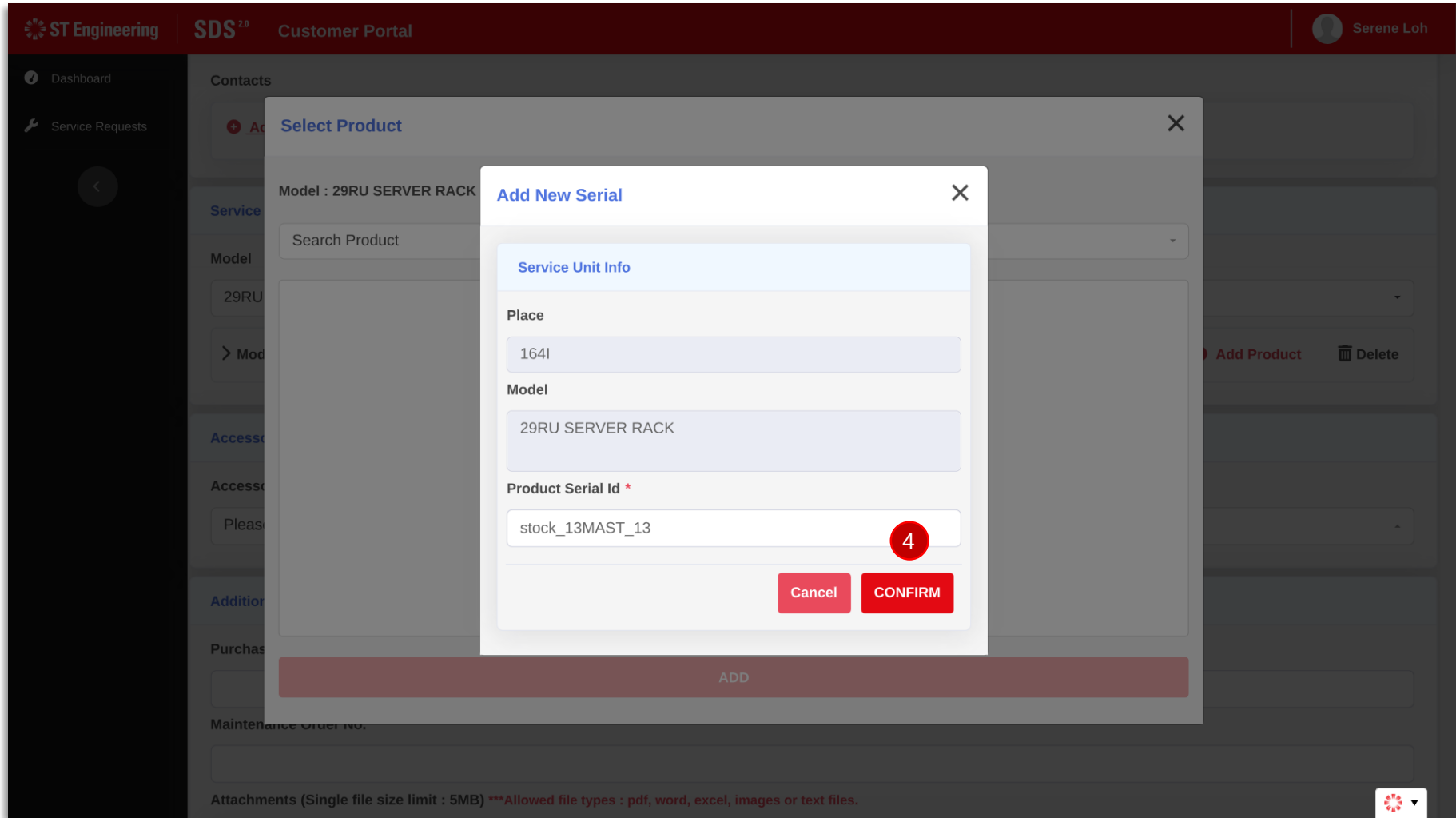
1. After a model is created, click **[Add Product]** to open Product window.
2. Enter the serial ID in the search field.
3. If no records found, it will prompt ‘No results matched’. Click **[Register New Product]** to open a product creation window



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

Step 2: Create New Product Serial ID

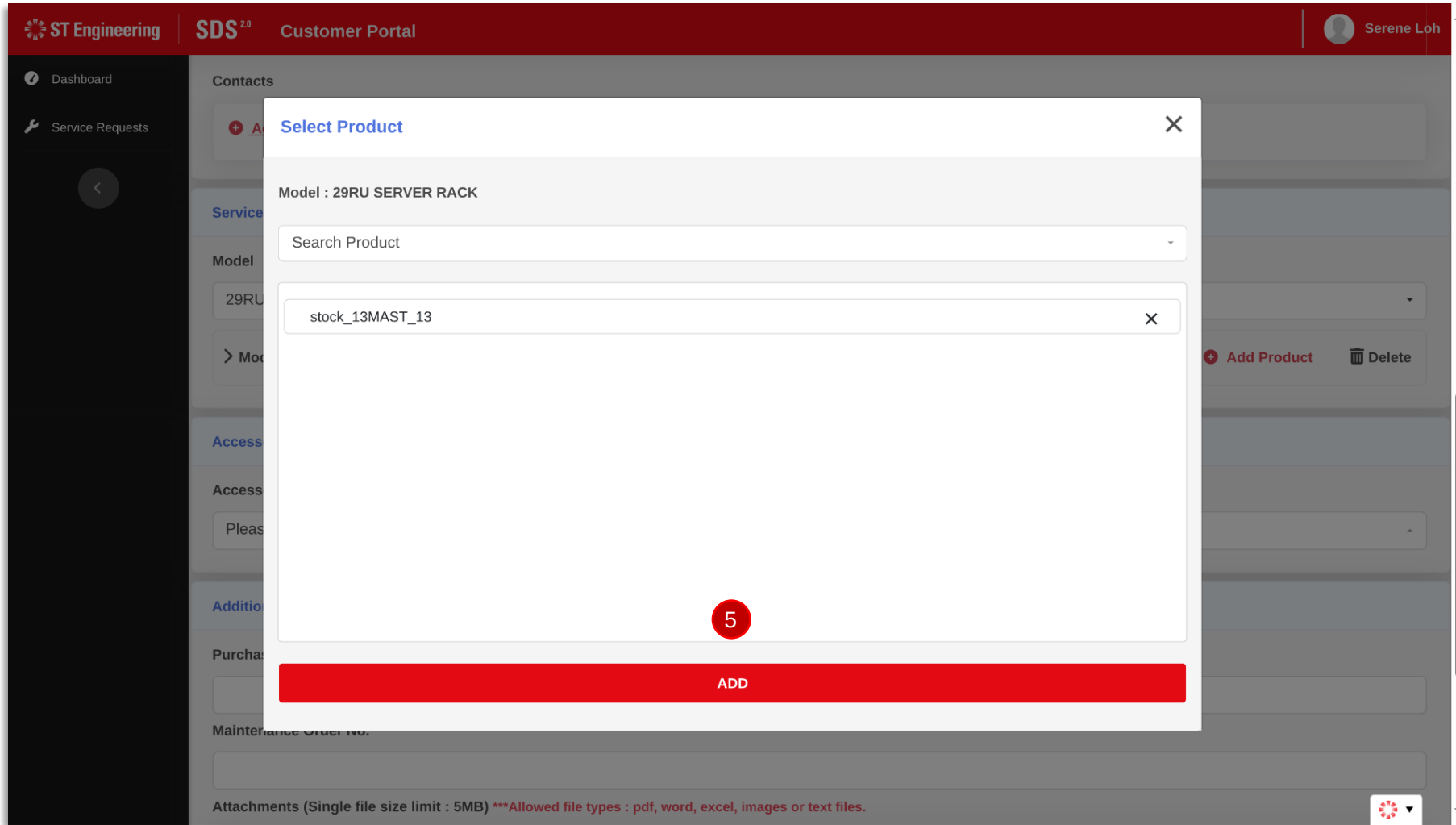
4 Check product information and serial Id before you click on **[Confirm]**.



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.

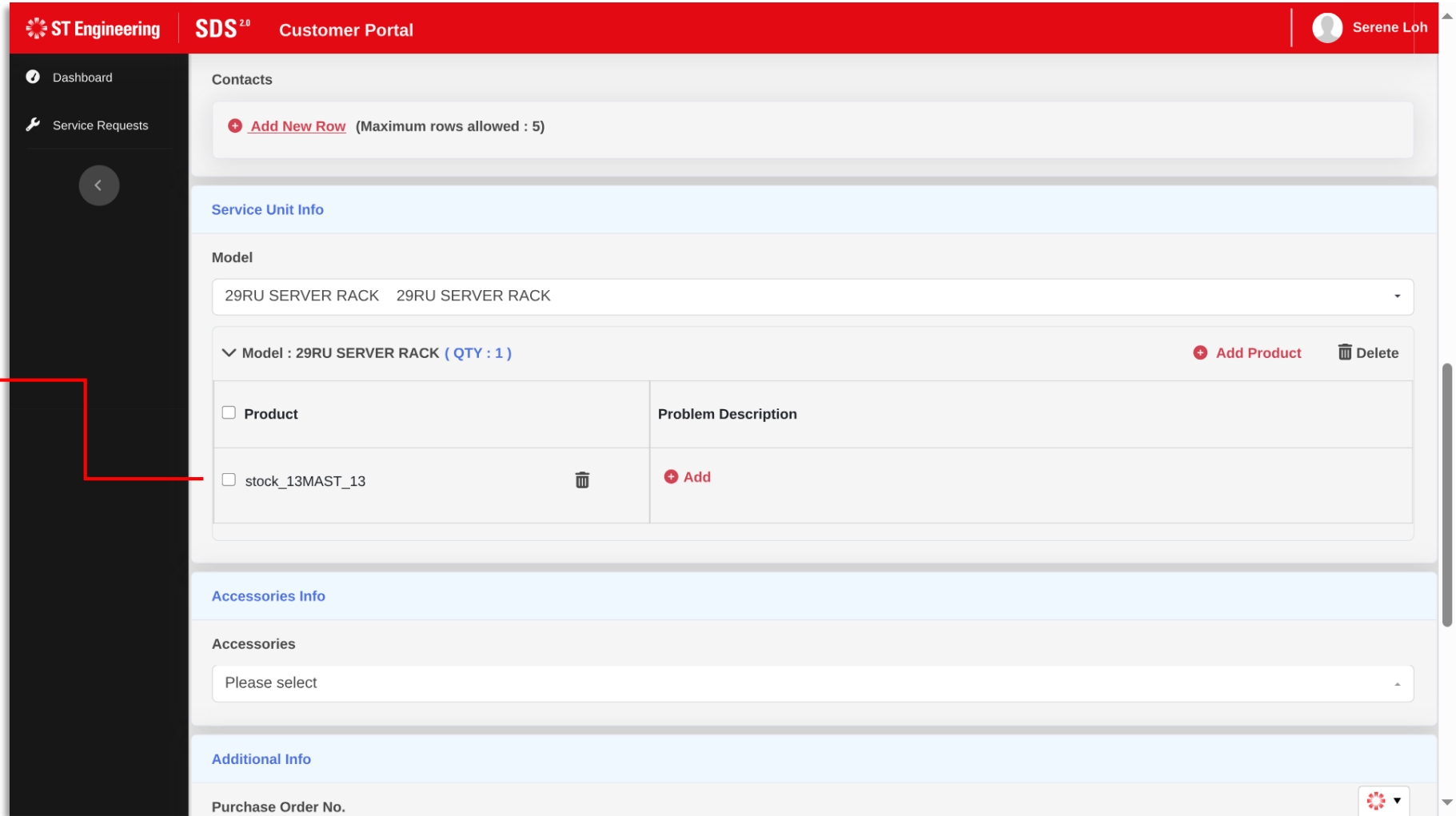


HOW DO I ADD A NEW PRODUCT SERIAL ID TO THE LIST?

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.



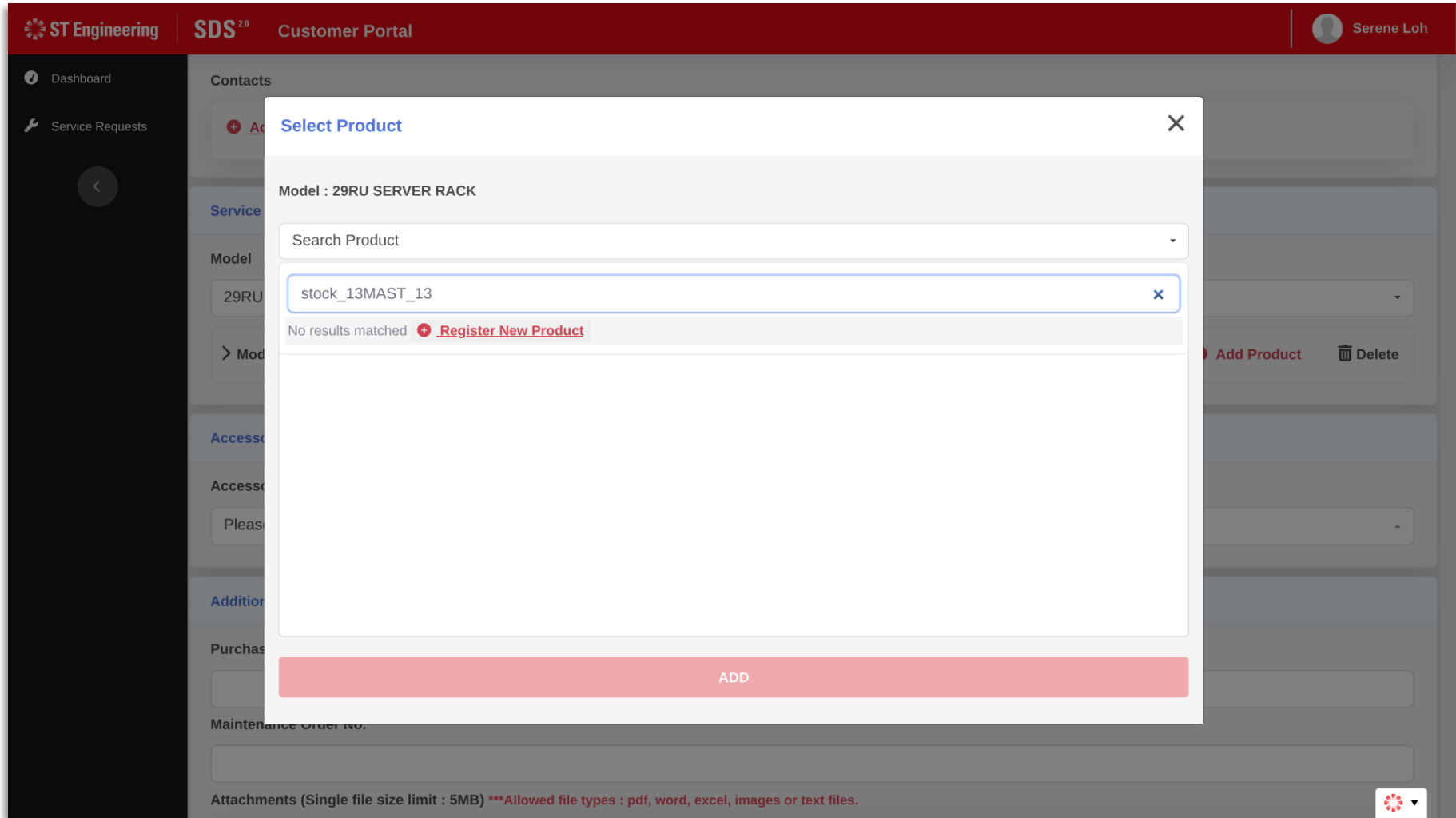
What should I do if the product does not come with a serial ID?

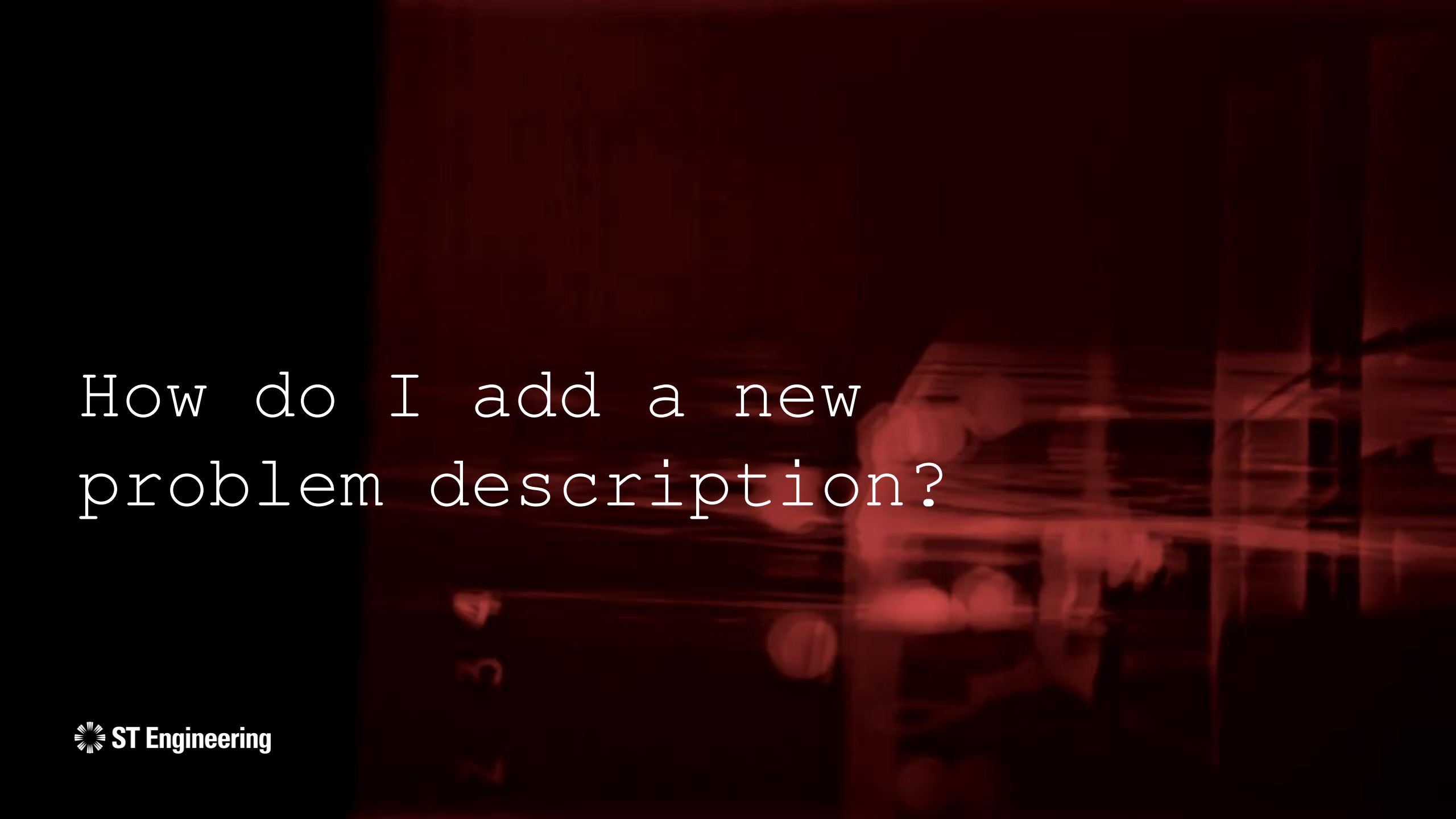
ST Engineering

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.

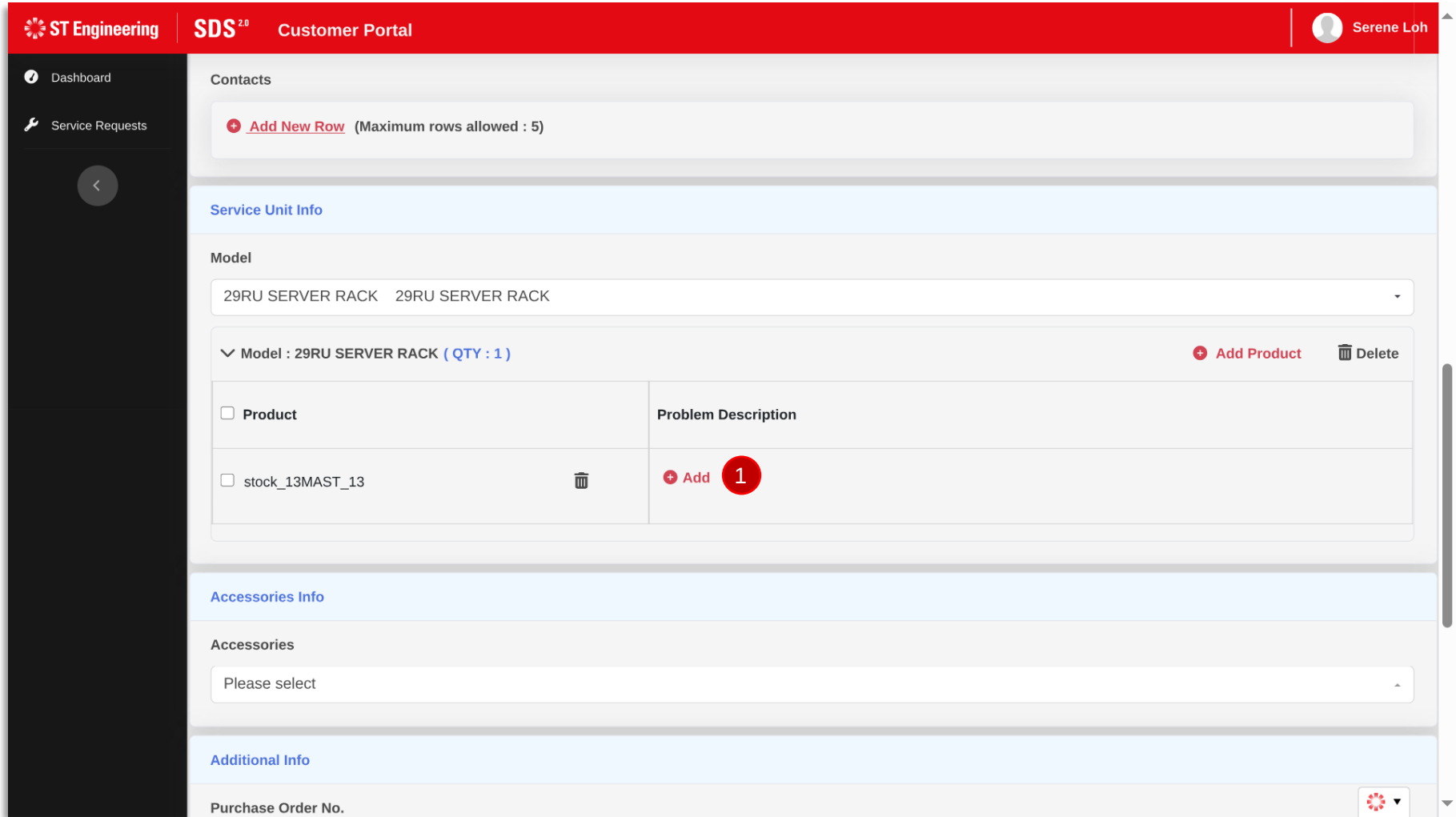



How do I add a new problem description?
ST Engineering

HOW DO I ADD A NEW PROBLEM DESCRIPTION?

Step 1: Add problem description in table

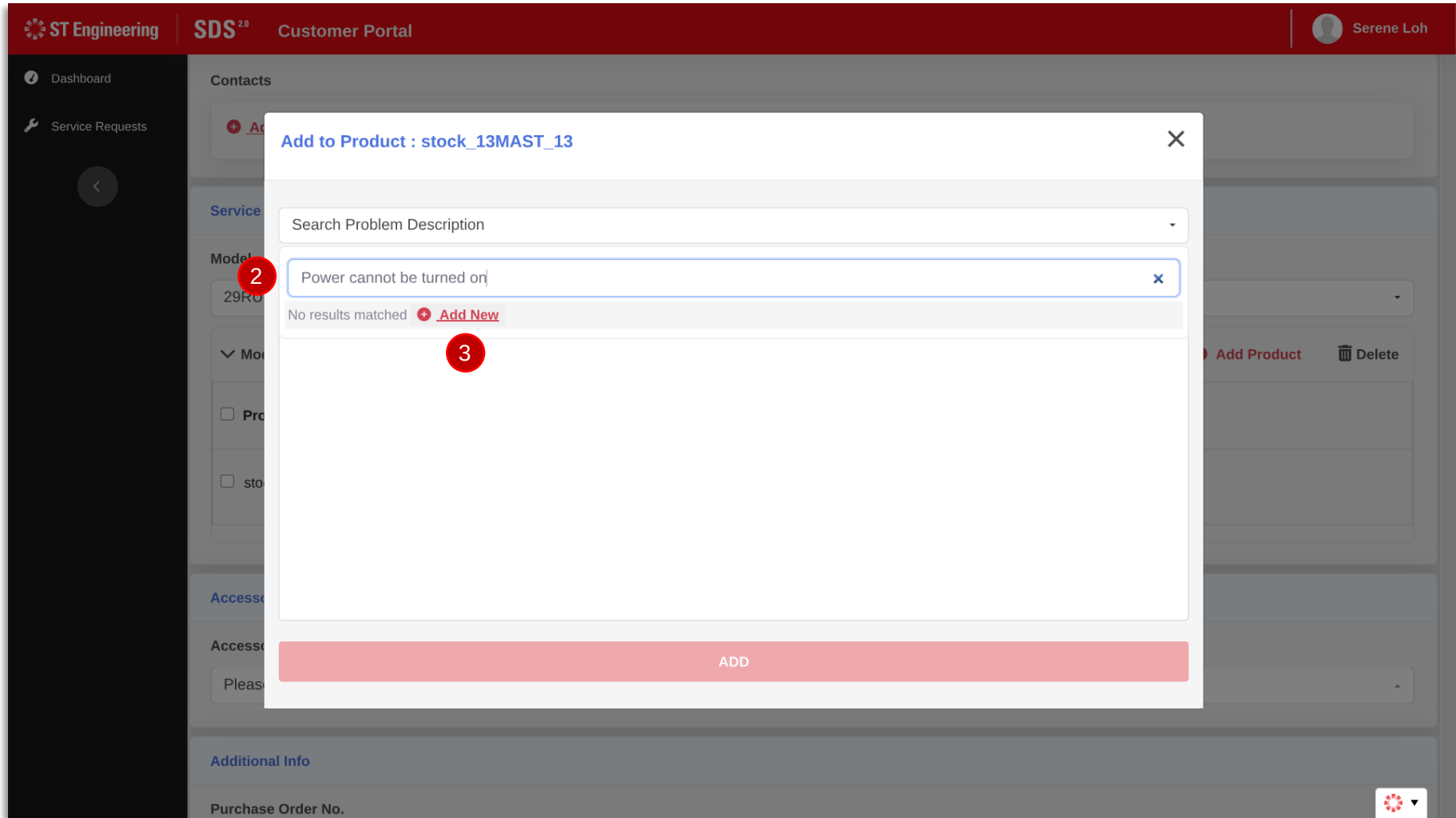
1. After product or accessory is created, click **[Add]** icon under problem description column to open product description window.



Step 2: Locate problem description field

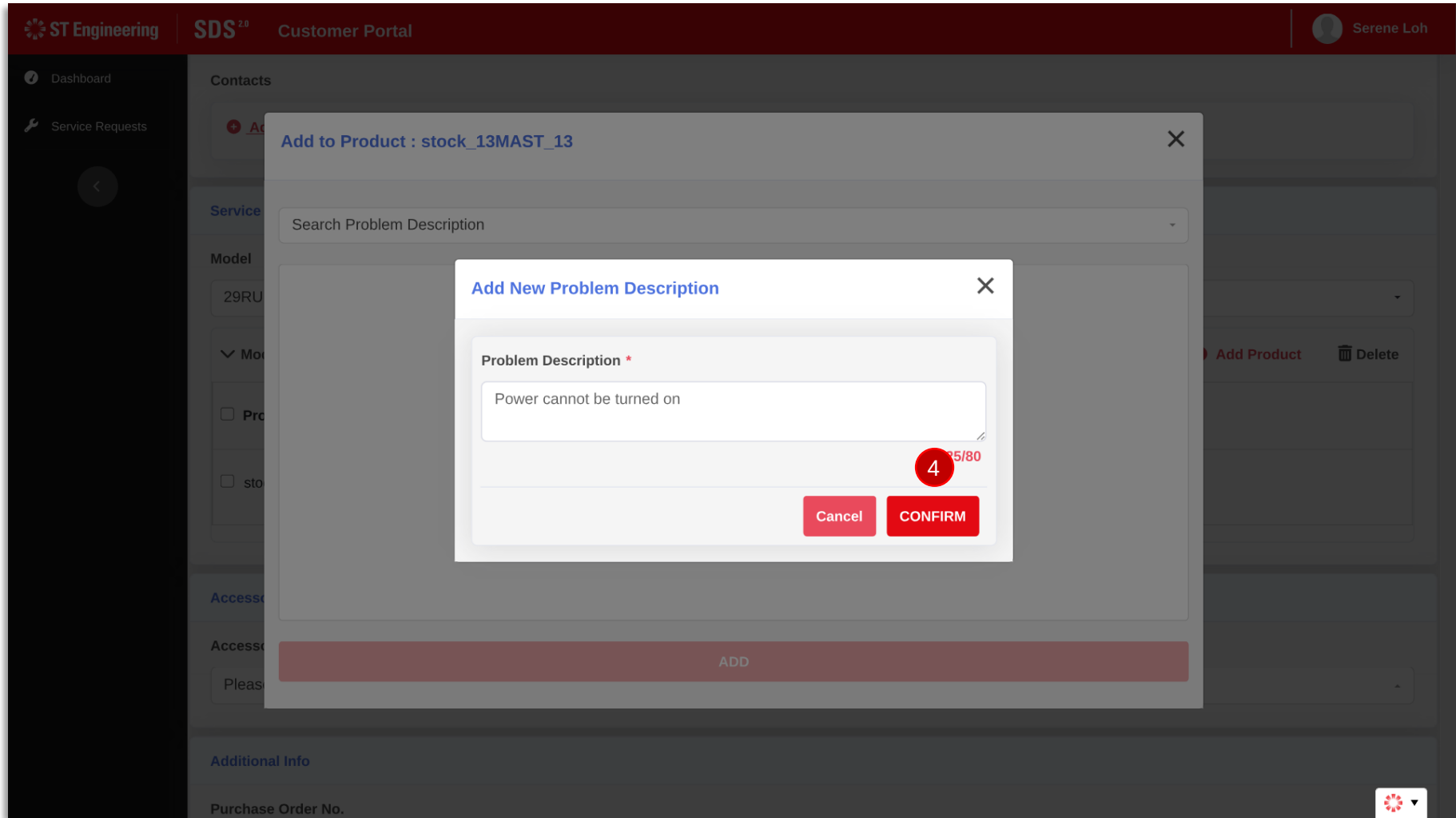
2. Enter problem description in the search field.

3. If no records found, it will prompt ‘No results matched’. Click **[Add New]** to open a problem description creation window



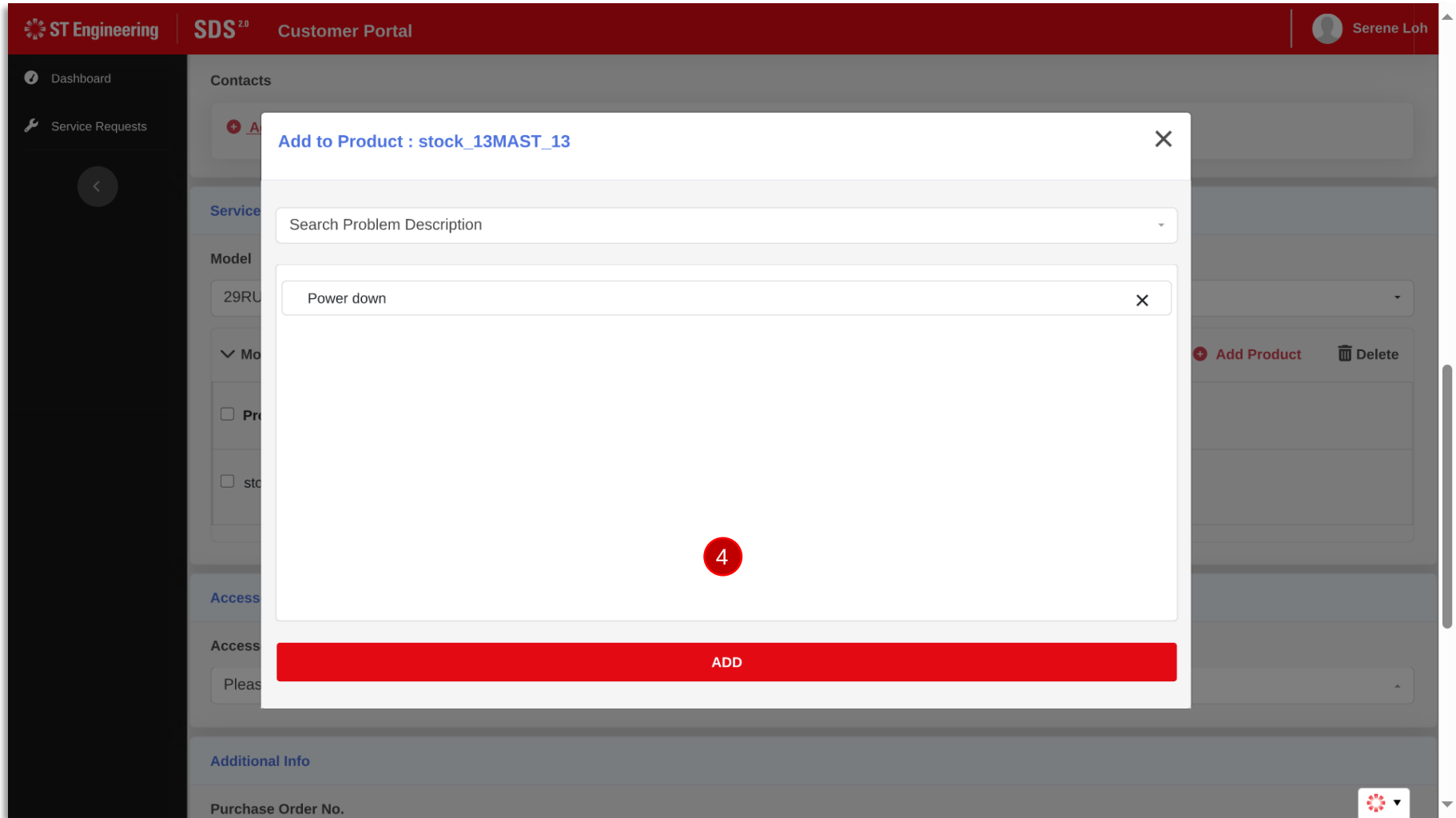
Step 3: Create new problem description

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



Step 4: Add new problem description

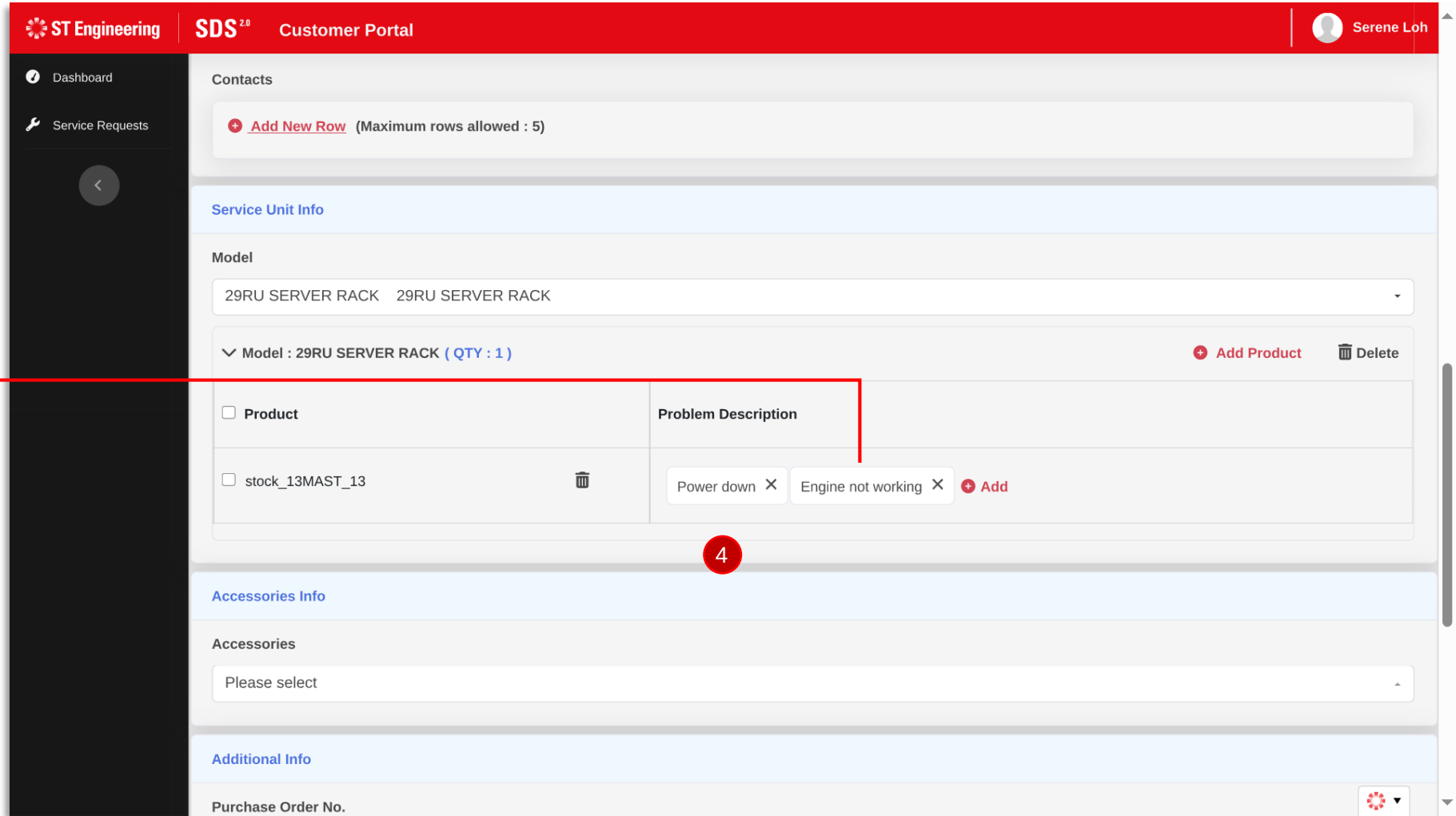
4 It will be displayed in the list as shown. Then click on **[Add]** to add problem description to the list.



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.



How do I add a new accessory to the list?
ST Engineering

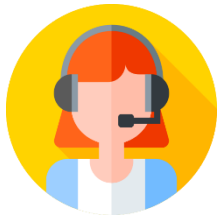
HOW DO I ADD A NEW ACCESSORY TO THE LIST FOR IN-HOUSE REPAIR REQUEST?

Contact CX Hub

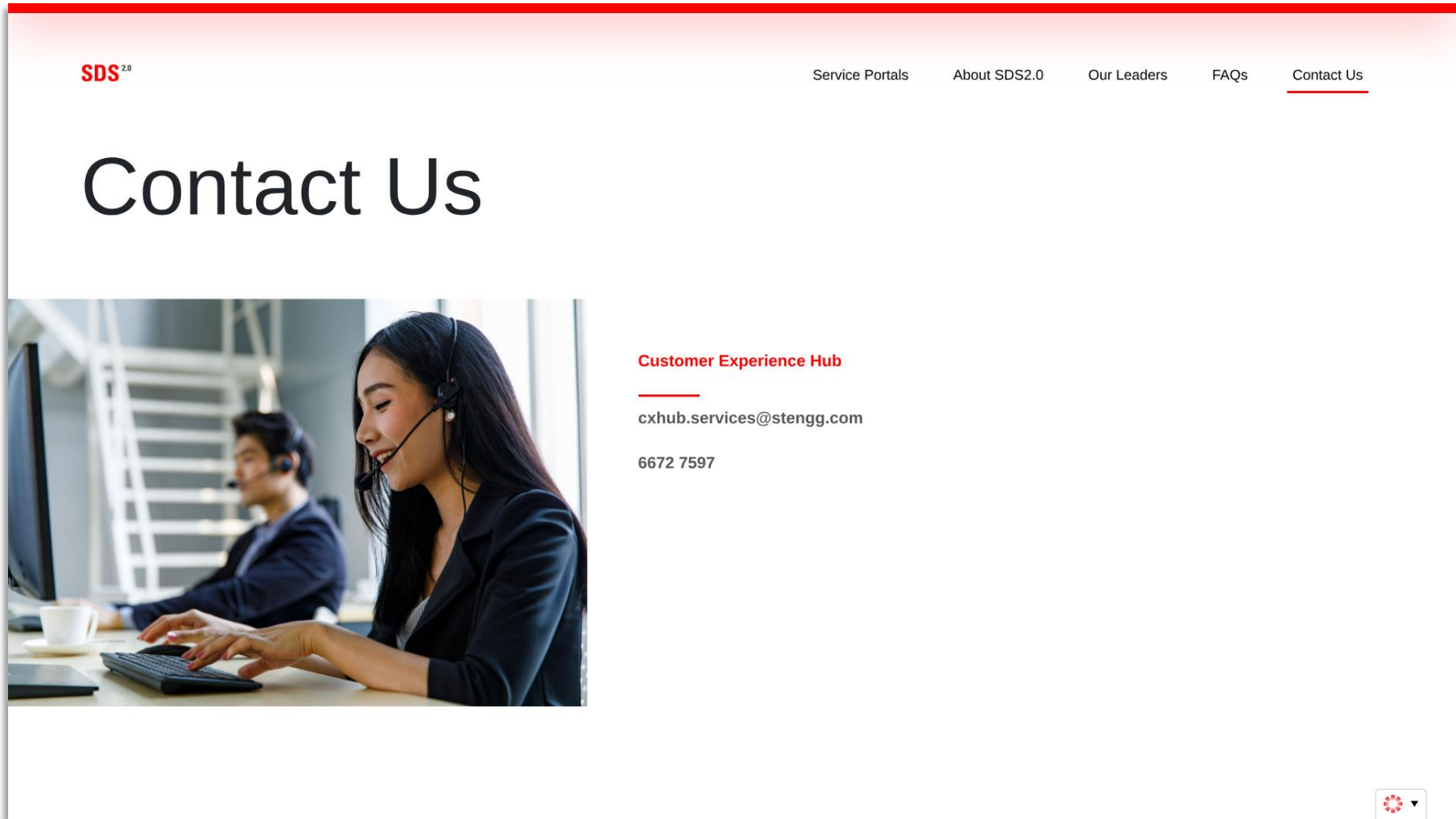
Contact the admin at **CX Hub (Customer eXperience Hub):**

cxhub.services@stengg.com

6672 7597



Further instructions would be advised by the CX Hub agent.



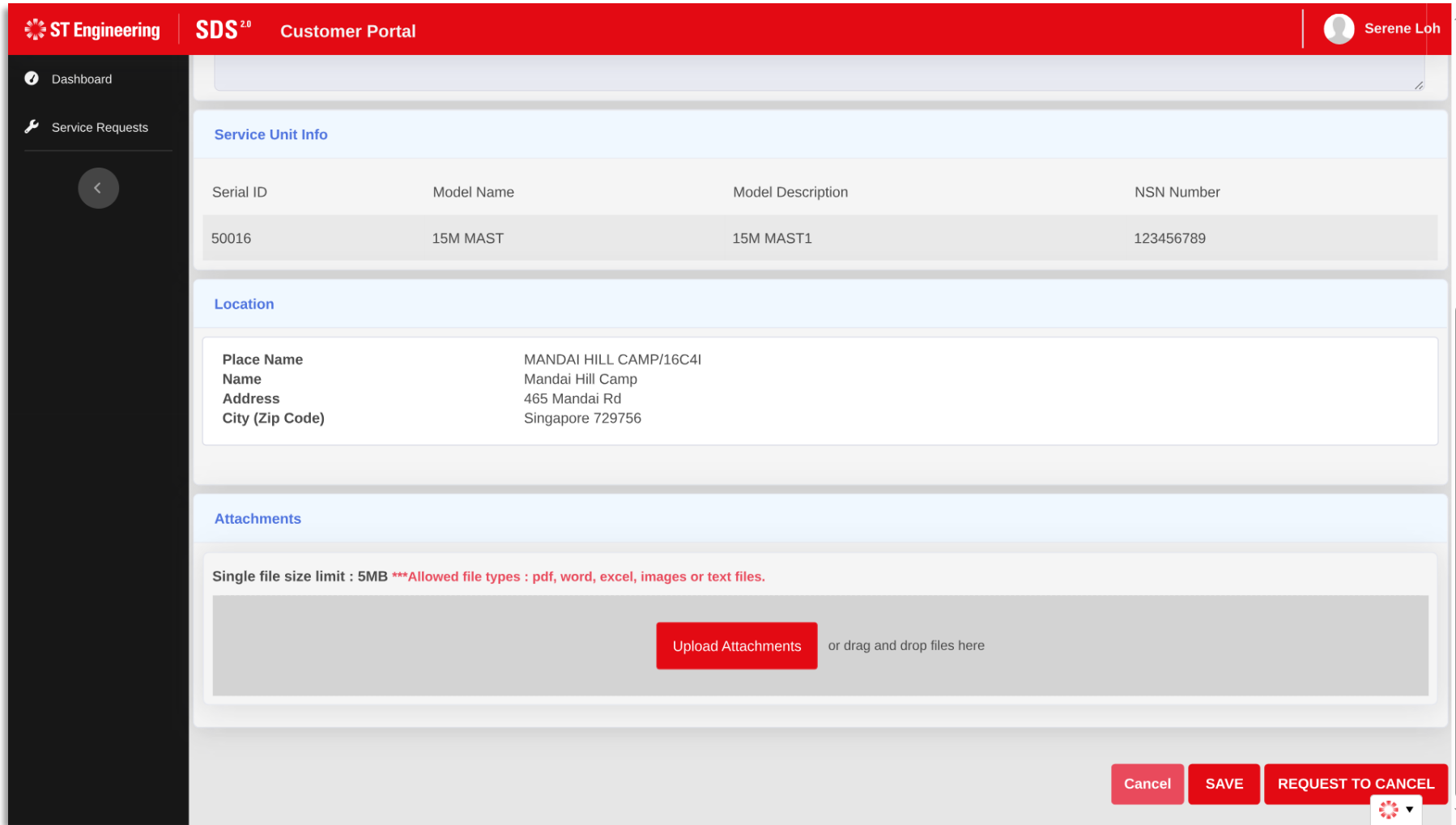
Can I add attachments
to my raised request?
ST Engineering

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.

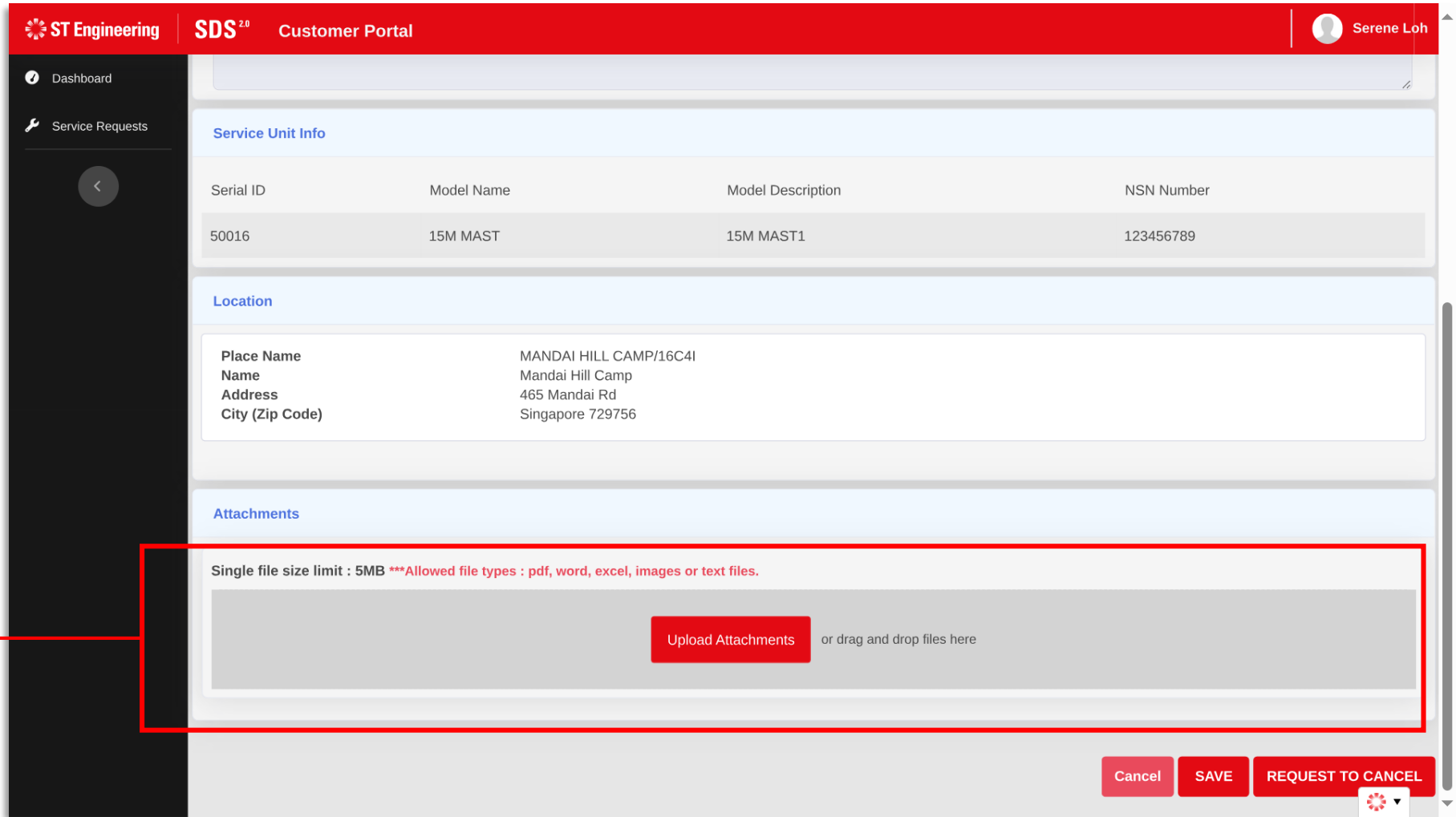
⚠ Do note that other fields (including added attachments) cannot be edited or removed.



CAN I ADD ATTACHMENTS TO MY RAISED REQUEST?

Step 1: Scroll down to ‘Attachments’

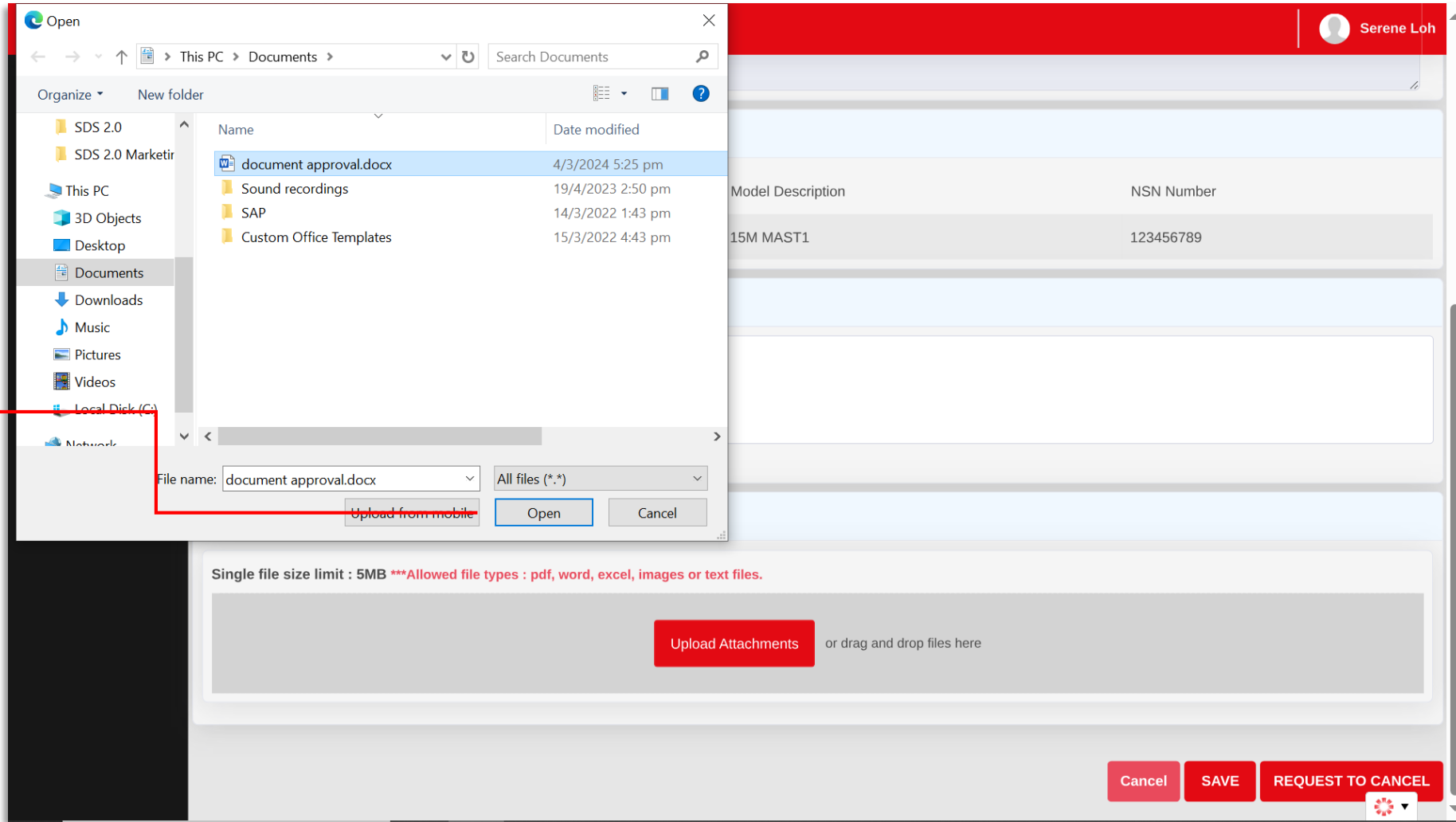
Scroll down to the attachments section and select **[Upload Attachments]** or drag and drop your files into the box.



CAN I ADD ATTACHMENTS TO MY RAISED REQUEST?

Step 2: Choose and upload your documents

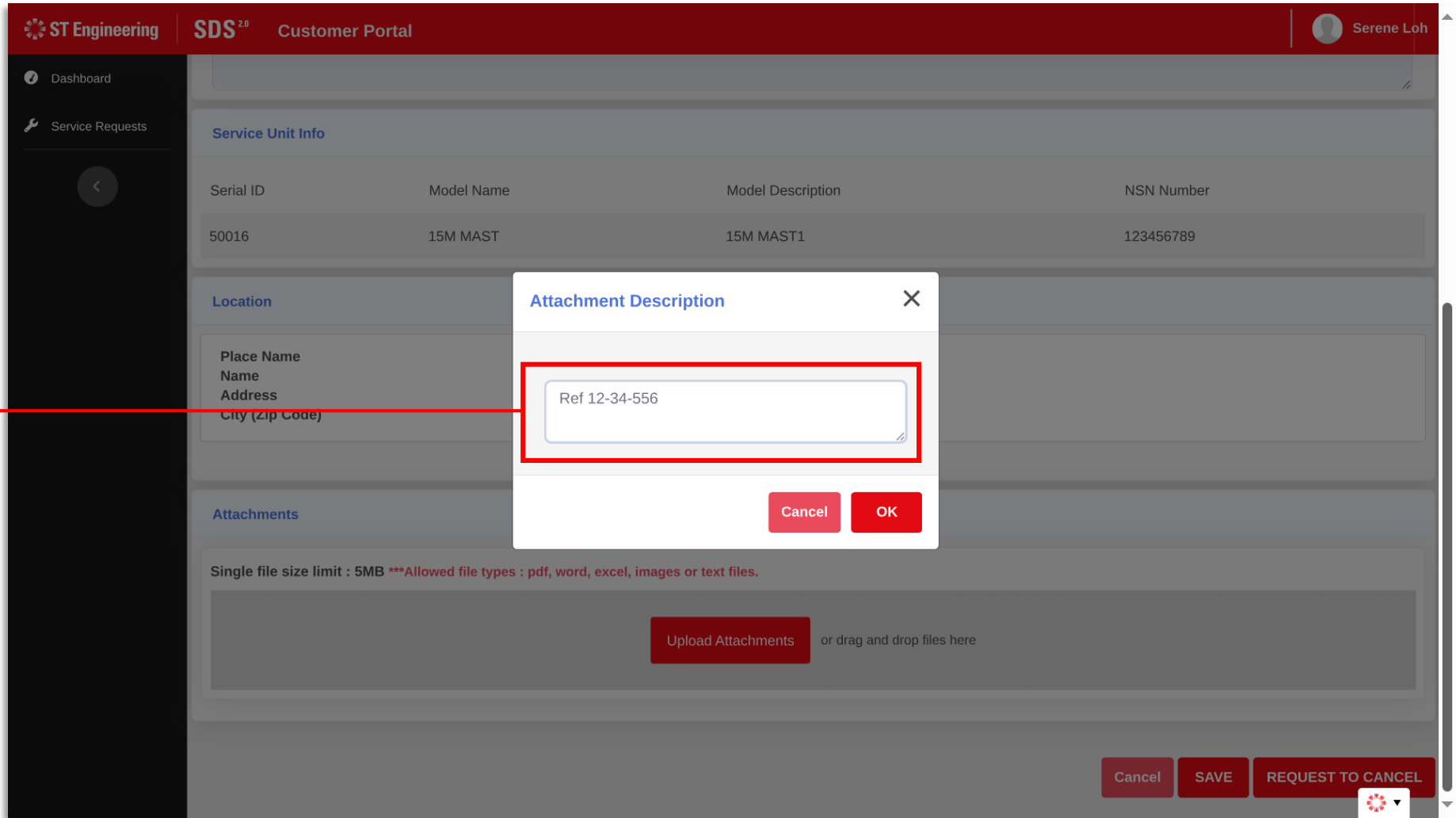
Select documents to upload from your desktop and click **[Open]**



CAN I ADD ATTACHMENTS TO MY RAISED REQUEST?

Step 3: Documents uploaded, save your progress

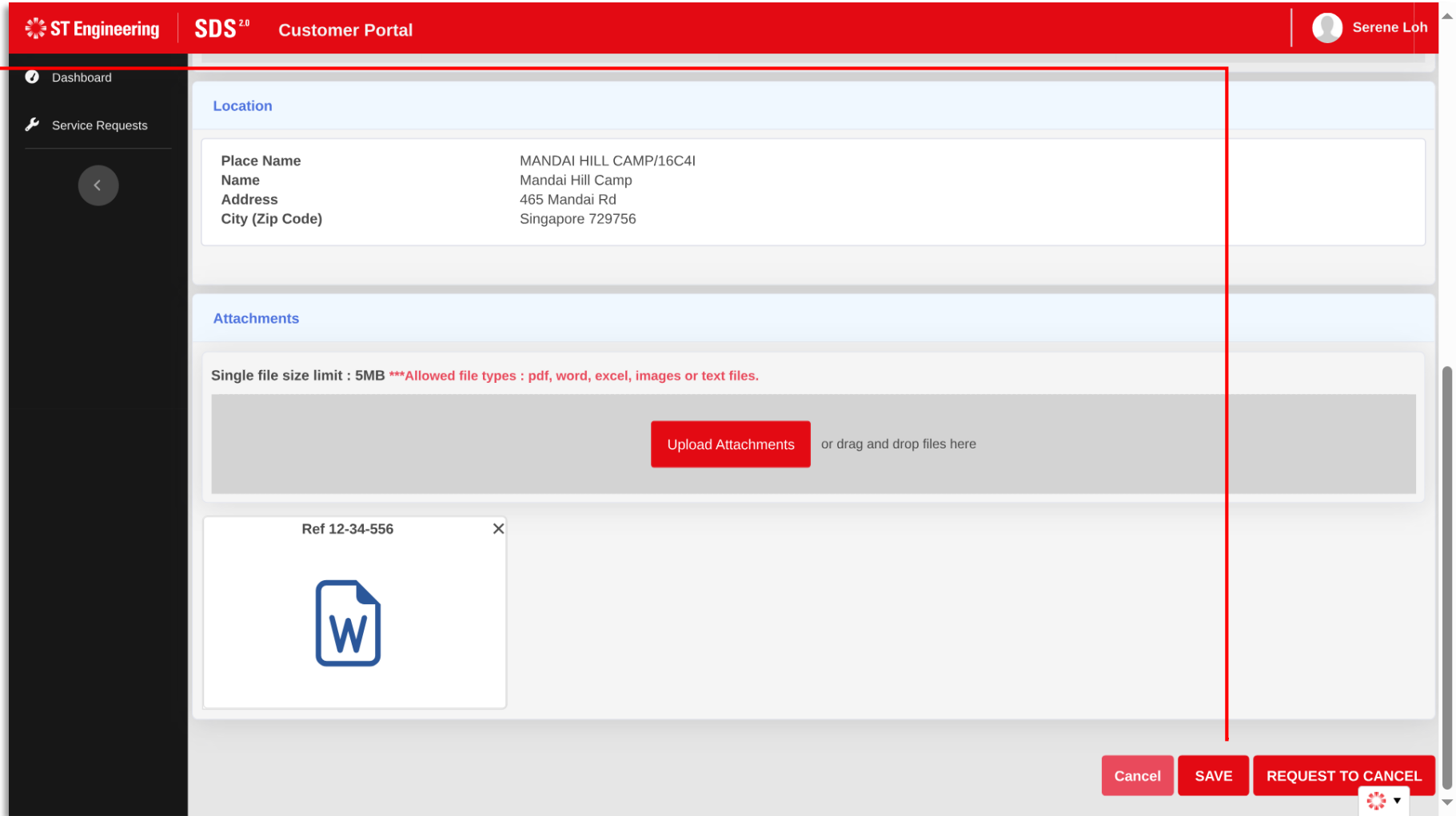
Provide a brief description of the attachment and click **[Ok]**



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.

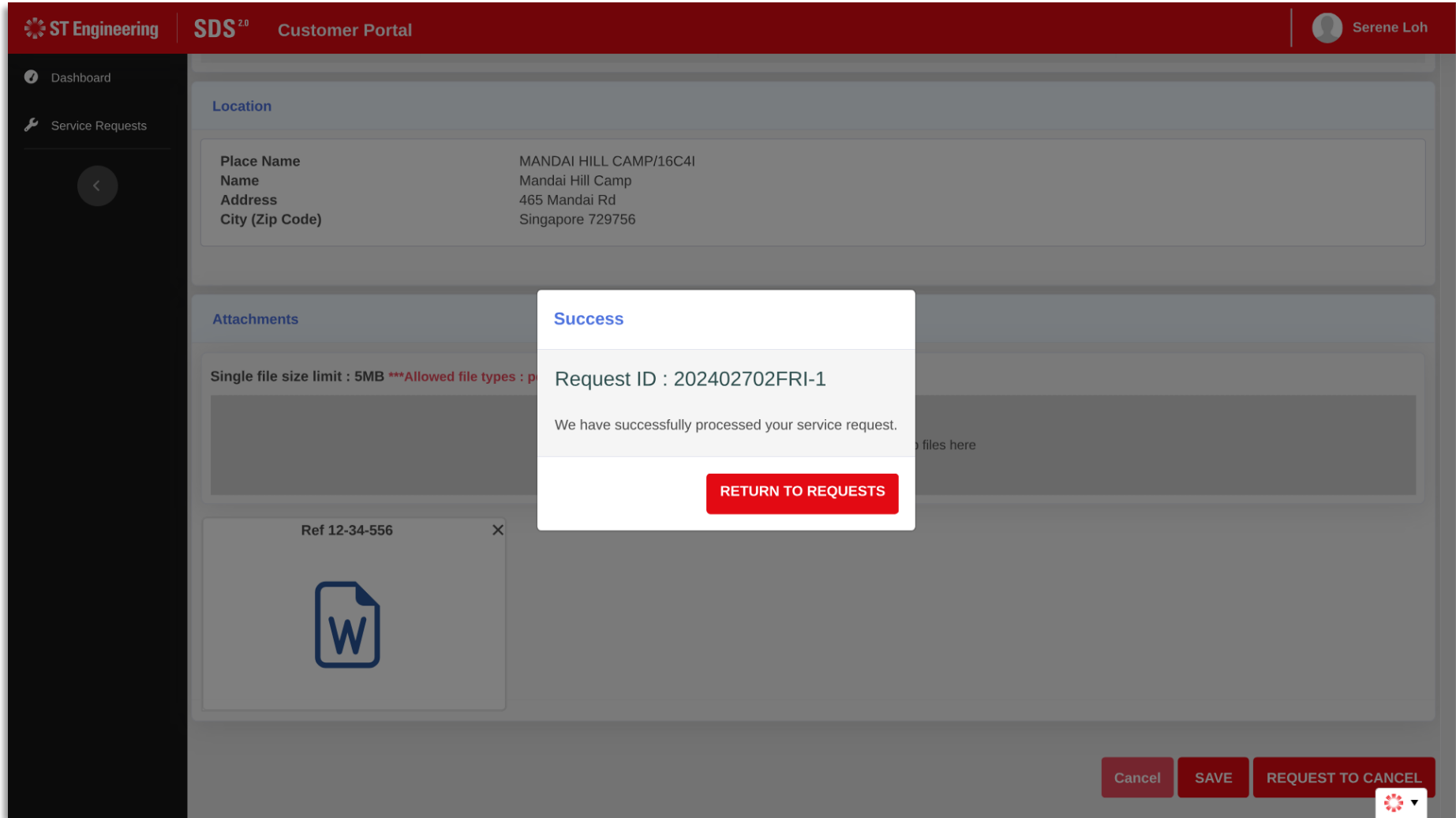


CAN I ADD ATTACHMENTS TO MY RAISED REQUEST?

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.



ST Engineering