

# **User Guide for Engineer App**

Inhouse Repair Request

27<sup>th</sup> March 2023

Release 2 v2.0

**AGENDA**

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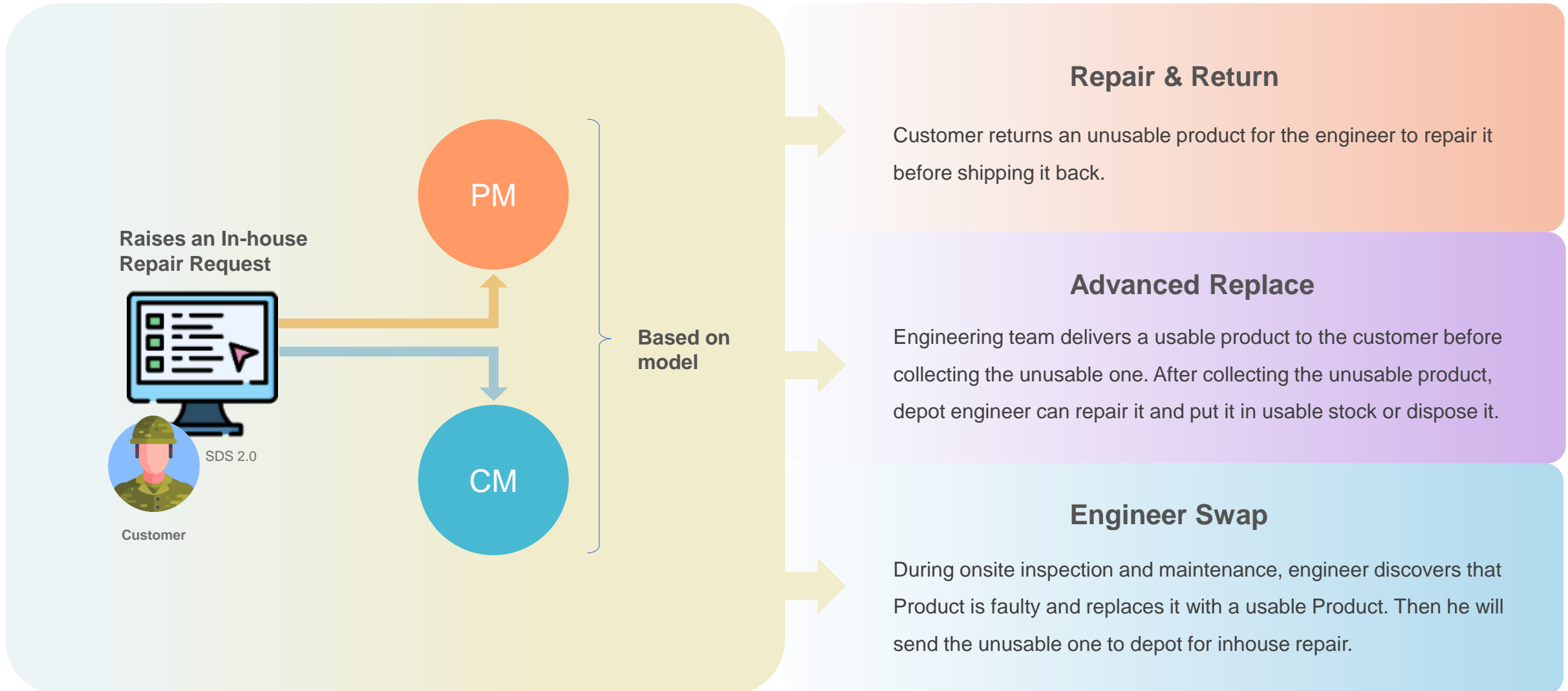
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# 1. Inhouse Repair Request

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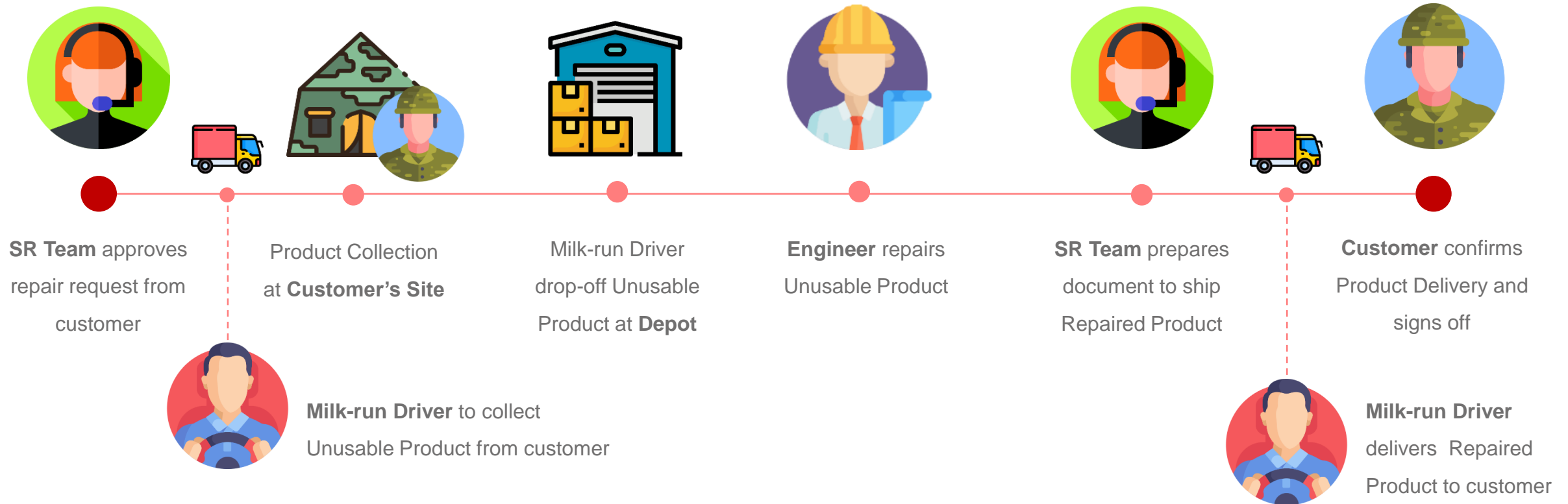
# Type of Inhouse Repair Request



## Inhouse Repair Request

# Repair and Return

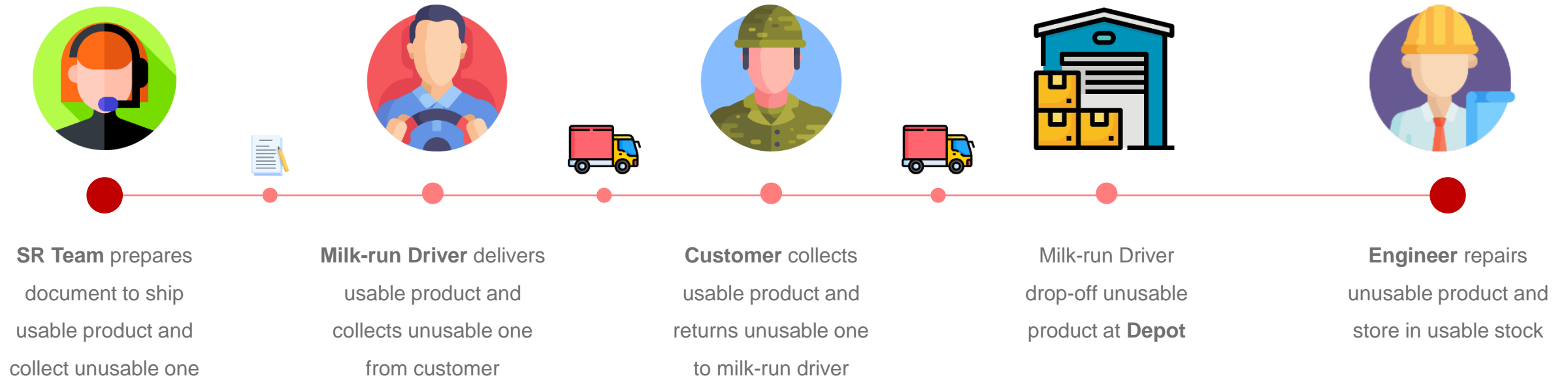
**Repair and Return** is when customer returns an unusable product for the engineer to repair it before shipping it back.



## Inhouse Repair Request

# Advanced Replace

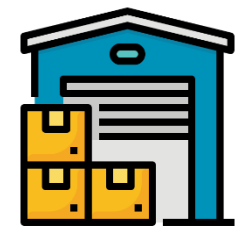
**Advanced Replace** is when the engineering team delivers a usable product to the customer before collecting the unusable one. After collecting the unusable product, the depot engineer can repair it and put it in the usable stock or dispose of it.



## Inhouse Repair Request

# Engineer Swap

**Engineer Swap** is where during onsite inspection and maintenance, engineer discovers that Product is faulty and replaces it with a usable Product. Then he will send the unusable one to depot for inhouse repair.



**Engineer** identifies Unusable Product at Customer's site

Collects Faulty Product and replaces it with Usable one

**Customer** signs off for the replacement

Engineer send to Depot for **Inhouse repair** or send to **OEM for repair**

Engineer returns repaired Product to **Depot**

## 2. Engineer Mobile App

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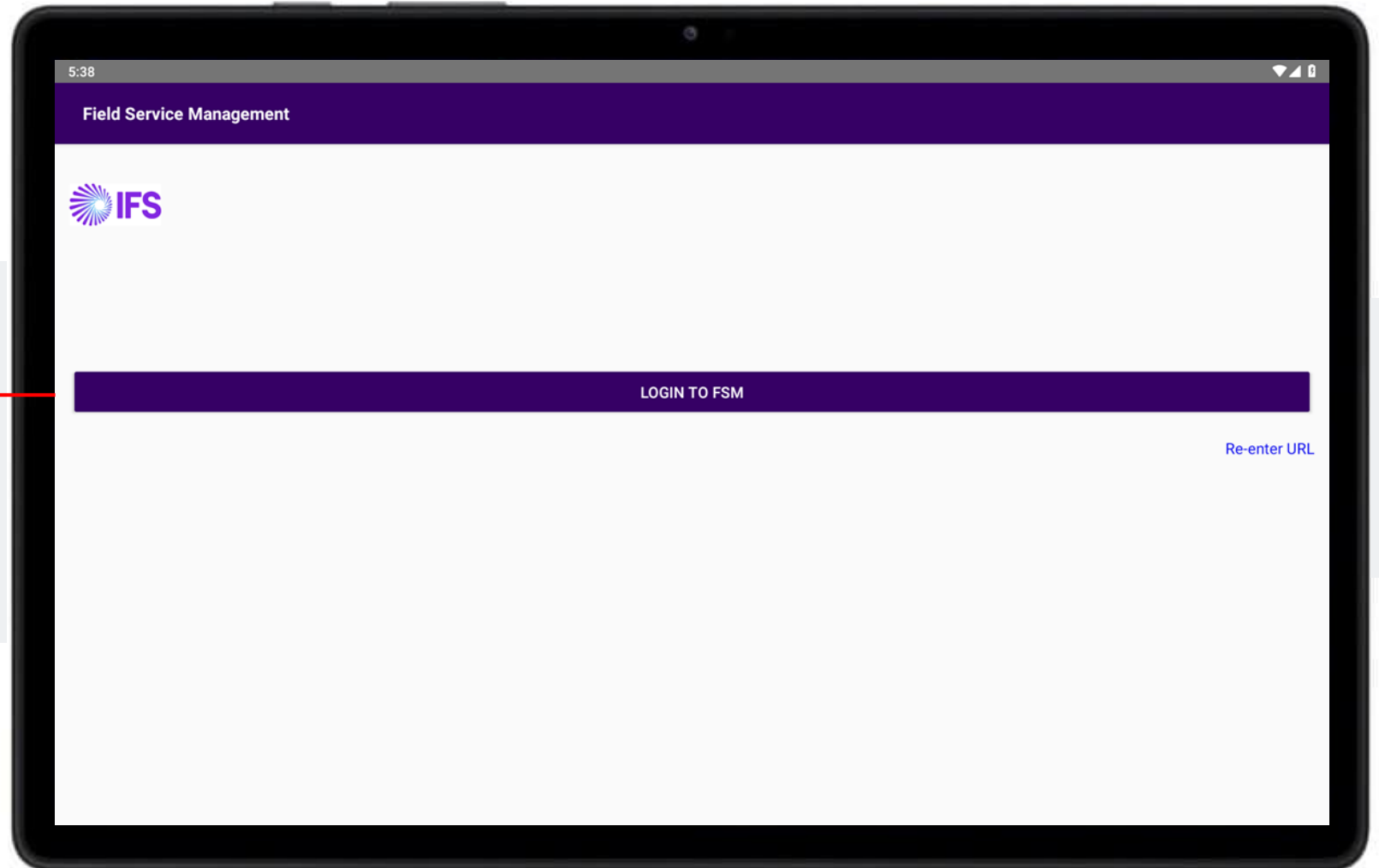


Engineer Mobile App

# Login

Launch SDS 2.0 App, continue with **[LOGIN TO FSM]**.

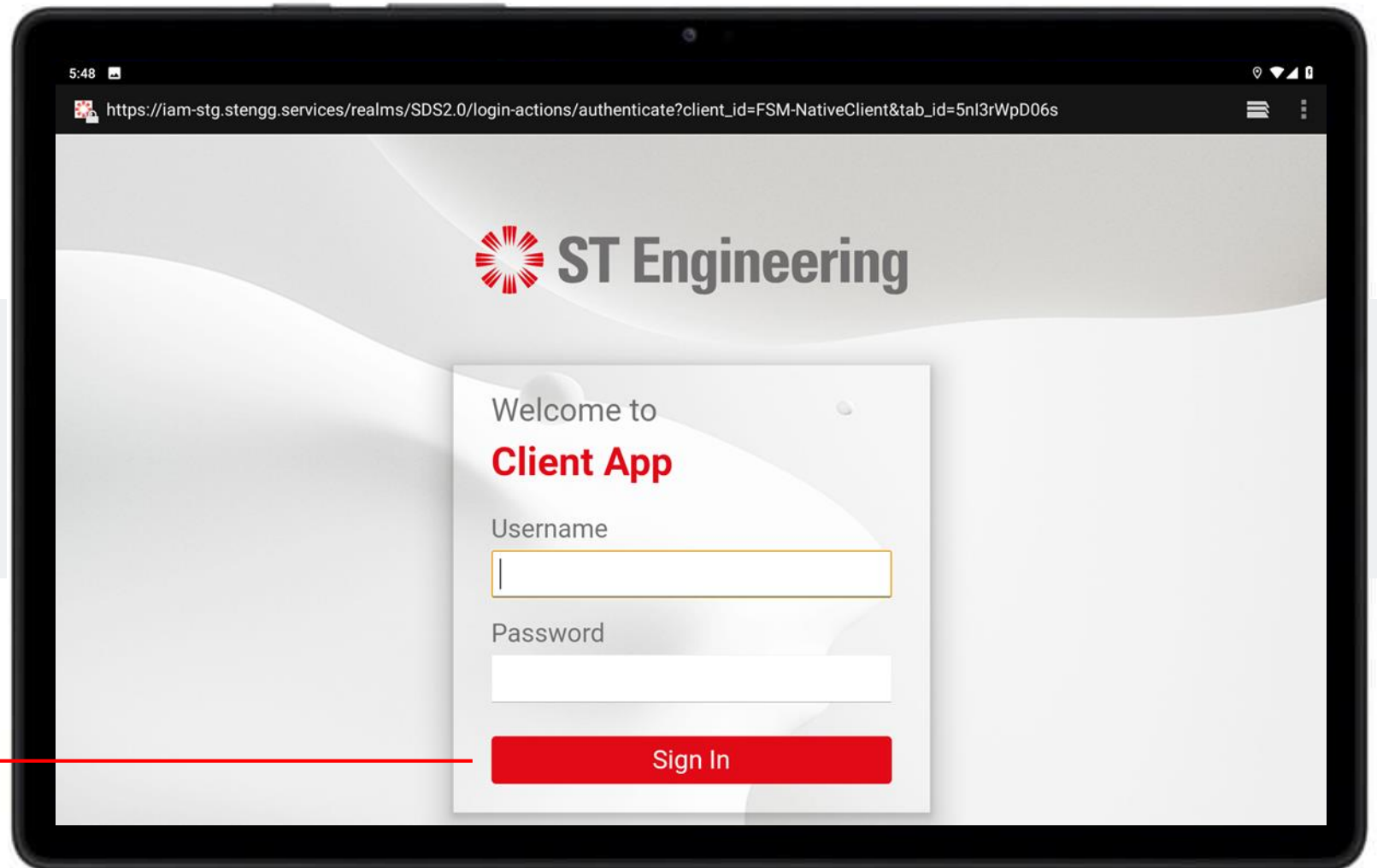
It will redirect you to a login page on a web browser.



Engineer Mobile App

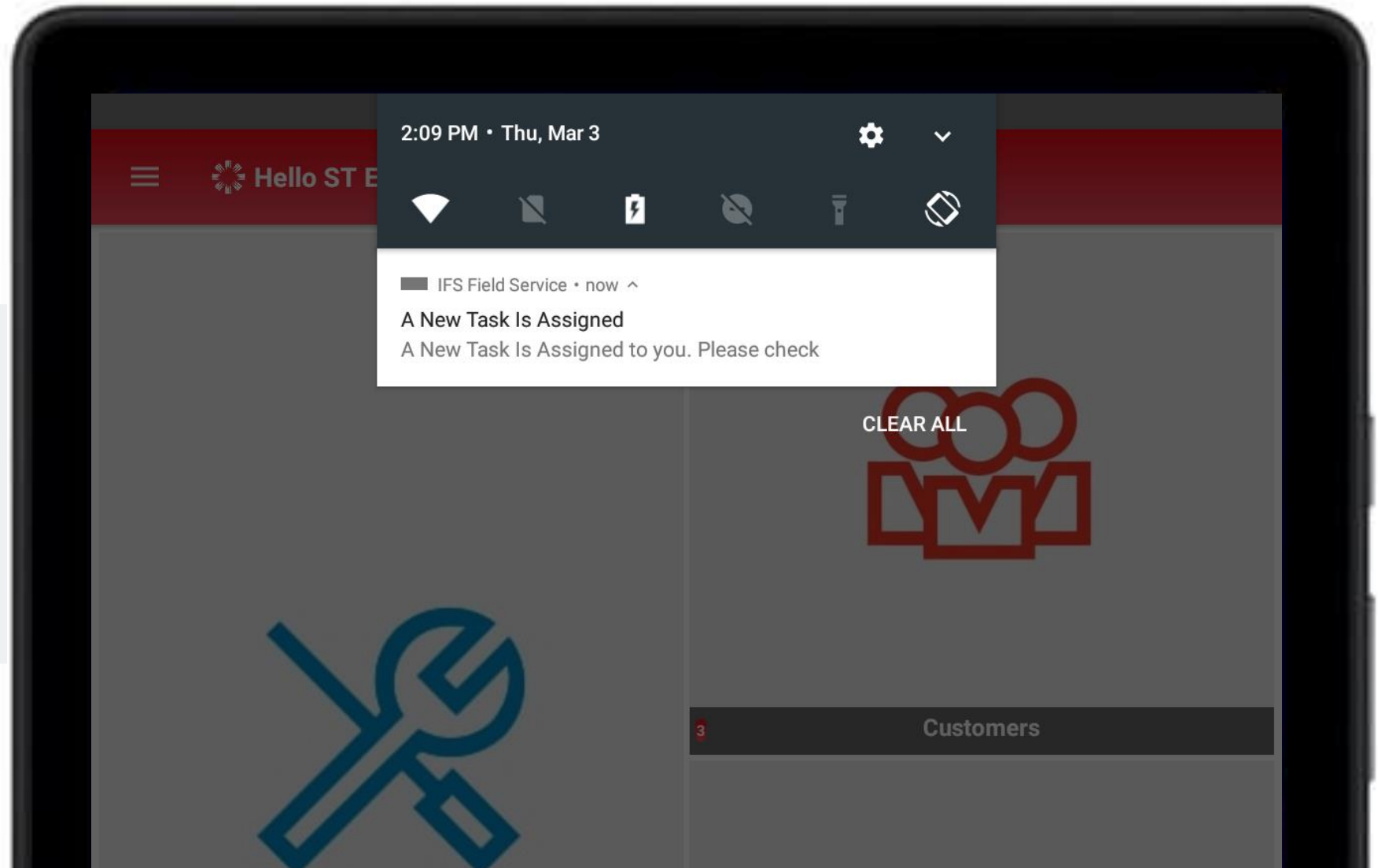
# Login

Enter your username and password and tap **[Sign In]**.



# Notification on Assigned Task

When you logged in and have new assigned tasks, you will get alert app notifications.

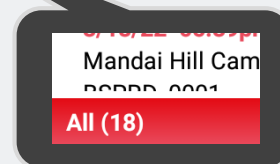
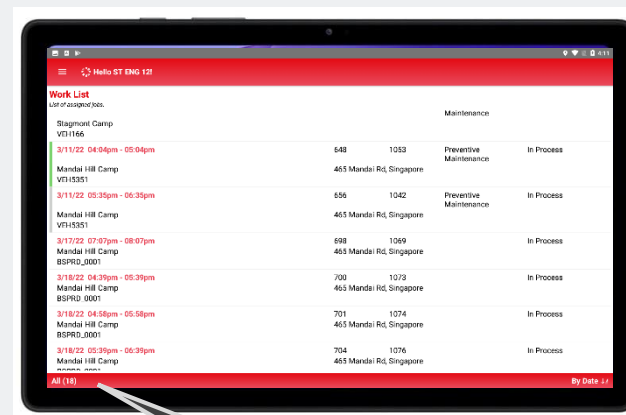


# How to Pick Up Unassigned Task

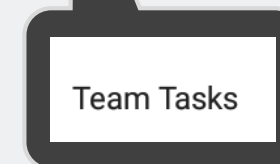
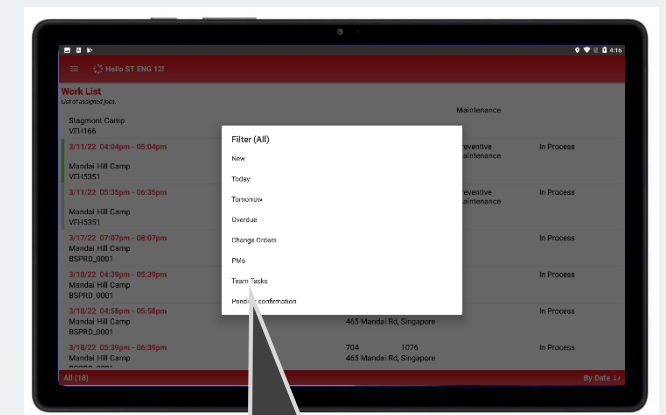
1 From Home screen, tap on **[Jobs]** page.



2 Tap the filter list at bottom-left corner of the page.



3 Select **[Team Tasks]**

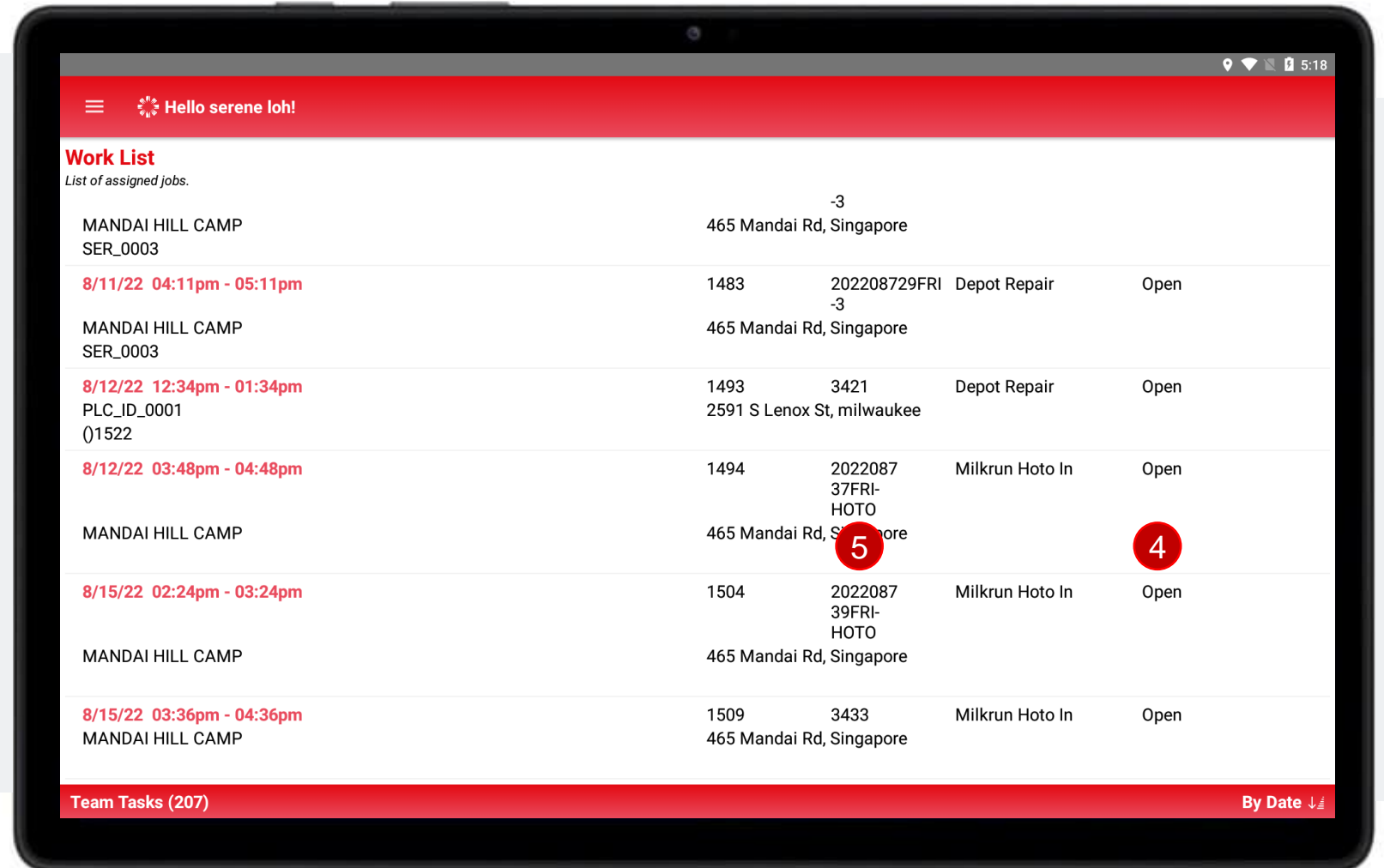


# (i) Select Unassigned Task from Team Tasks

Tasks managed by your Team are listed here.

4 Status for unassigned tasks are indicated as [Open]

5 Select the Request ID of the task.

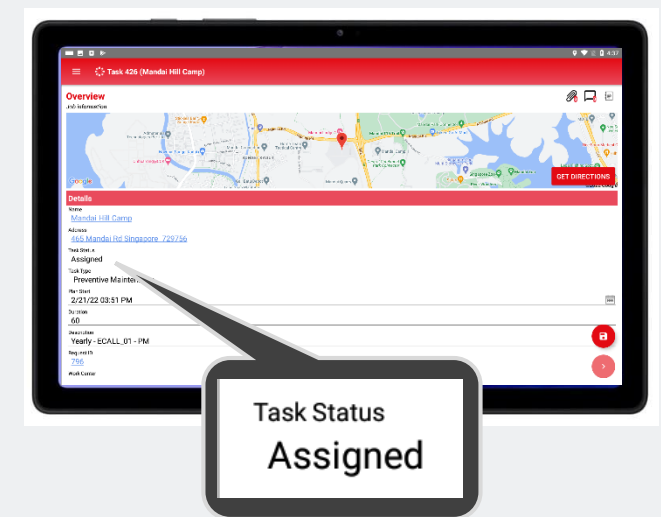
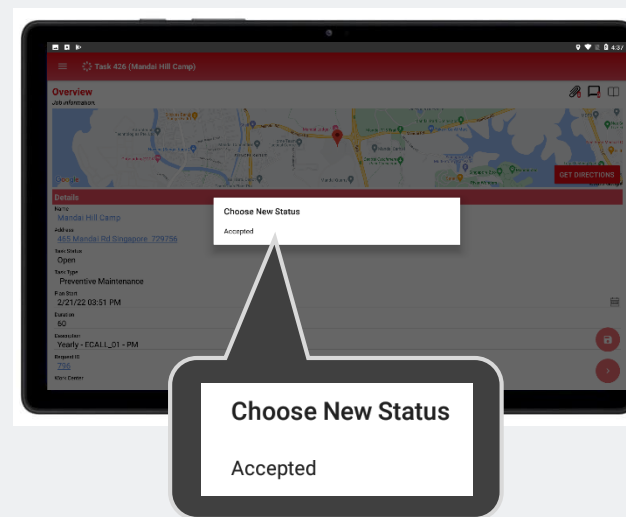
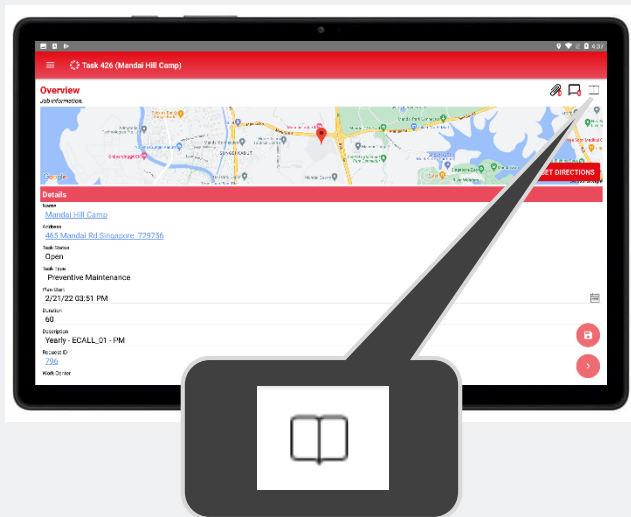


## (ii) Select [Accepted] to pick up Unassigned Task


7 From Job page, tap on the book icon.

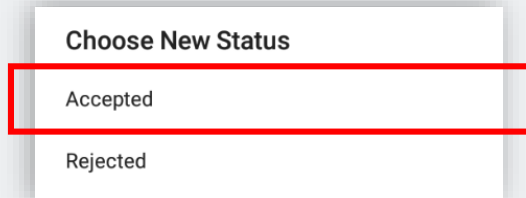
8 Select [Accepted] to pick up the job.

9 Task is assigned to you and Task Status updated to [Assigned].

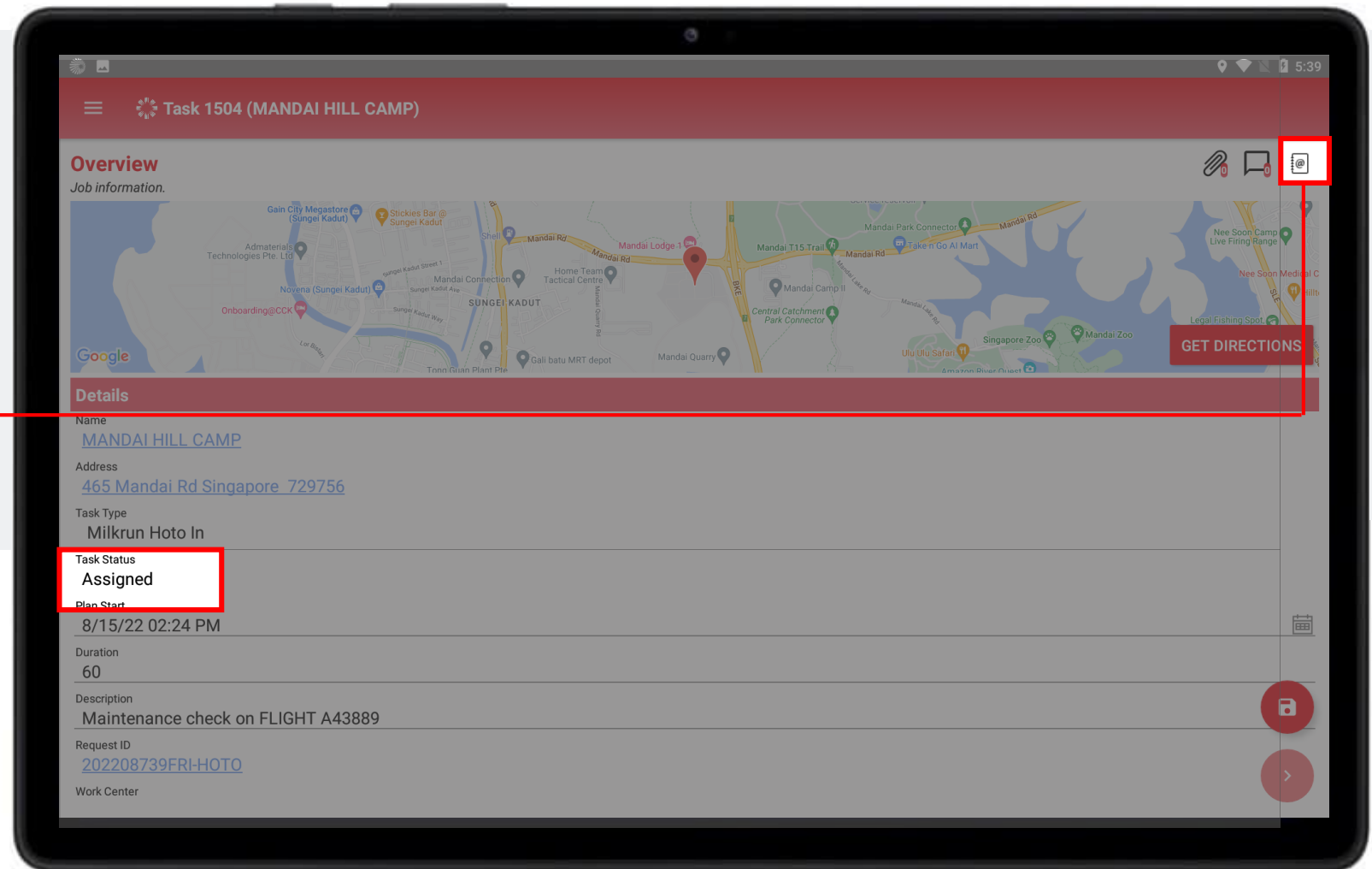


# How to Accept Assigned Task



To accept assigned task, tap the note icon  at the top-right corner and select **[Accepted]**.

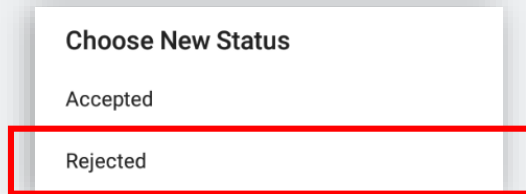


Current Task Status:  
**Assigned**



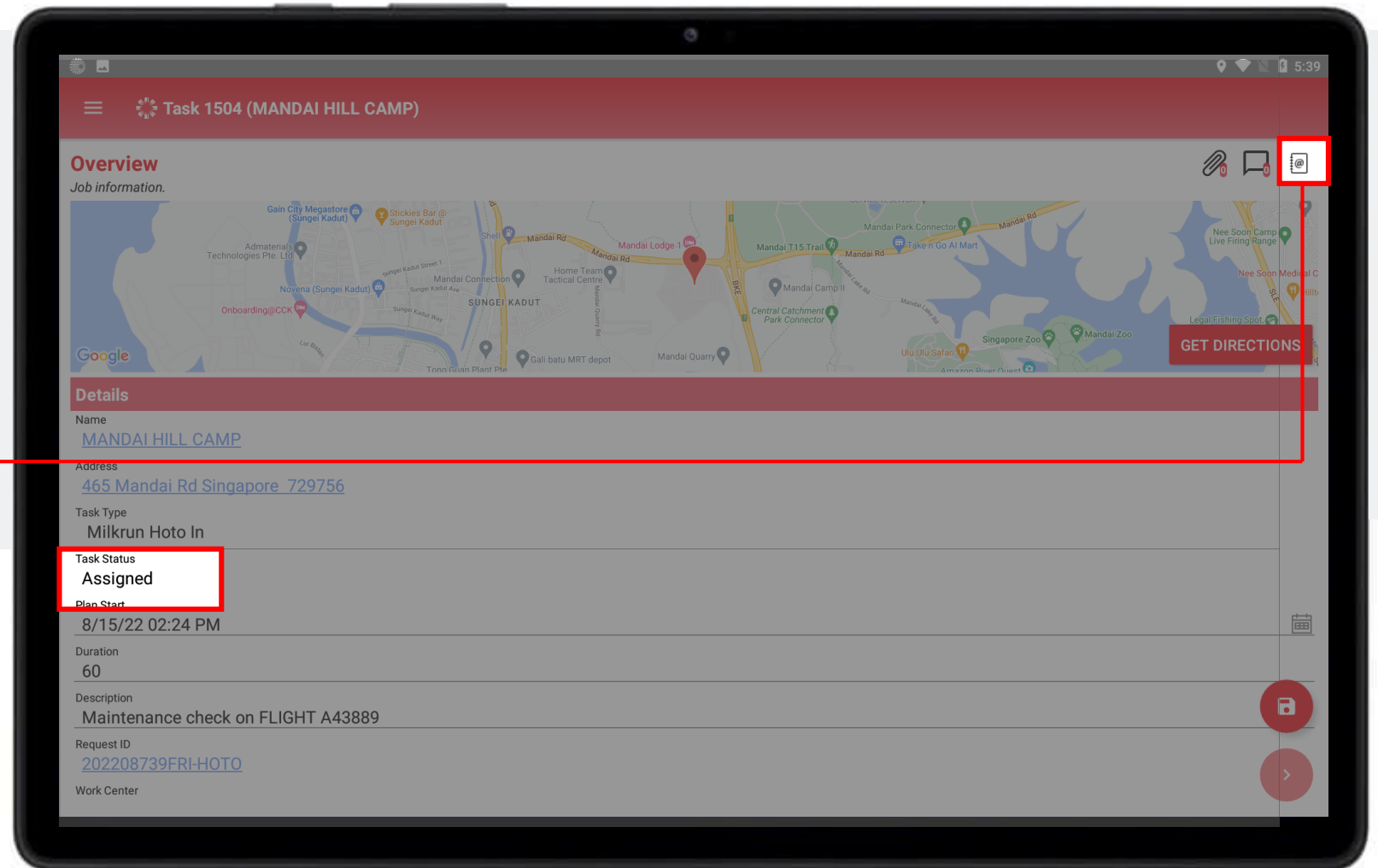
# How to Unassign Task

To unassign task for other team members to accept, tap  or  and select **[Rejected]** or **[Open]**.



Current Task Status:

**Assigned, Accepted or Booked**





# Product Collection or Servicing at Site

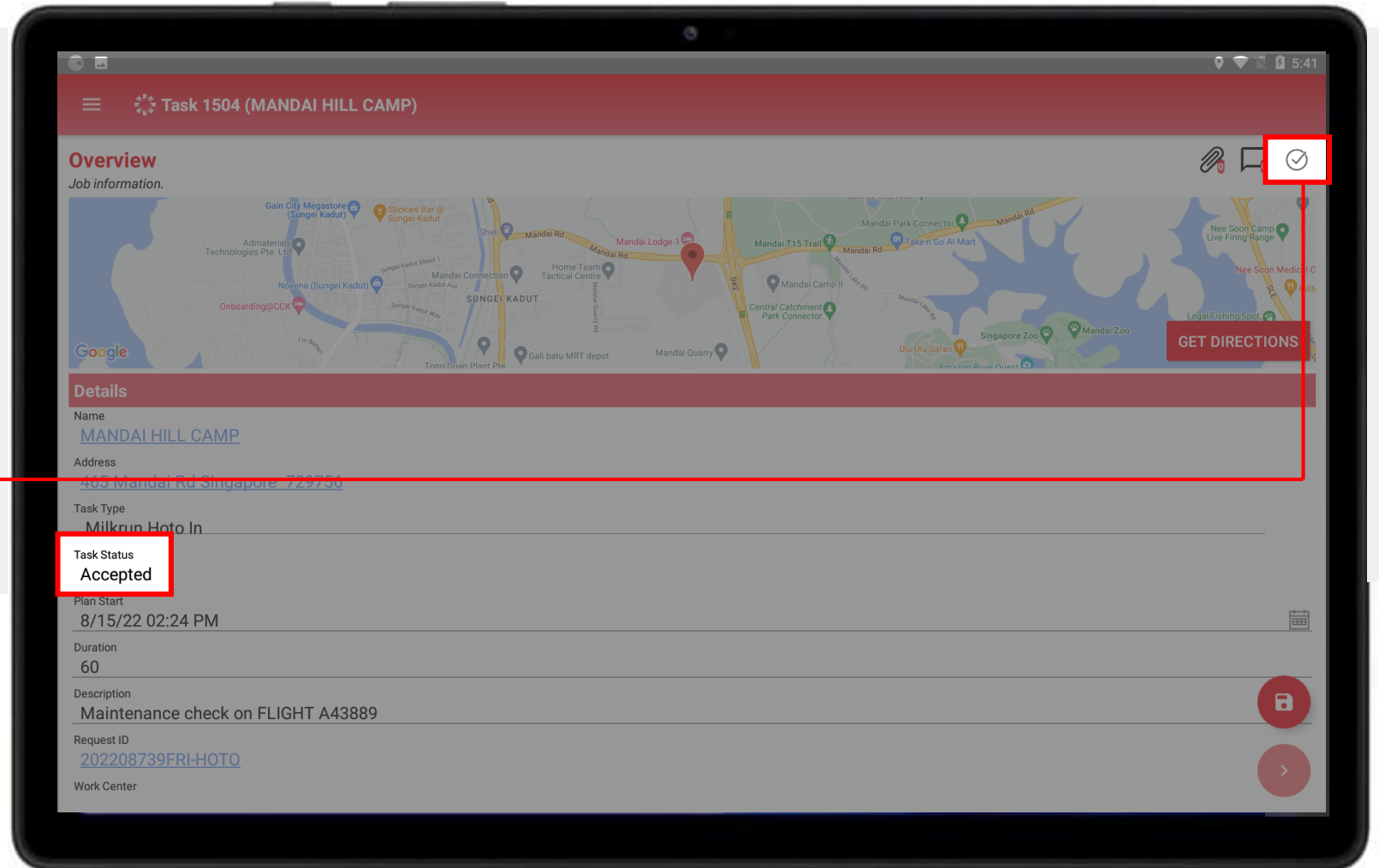
When at product collection point or doing product servicing, update the task status to **[In-Process]**.

Tap  to select the option.

Choose New Status

- In Process
- Open

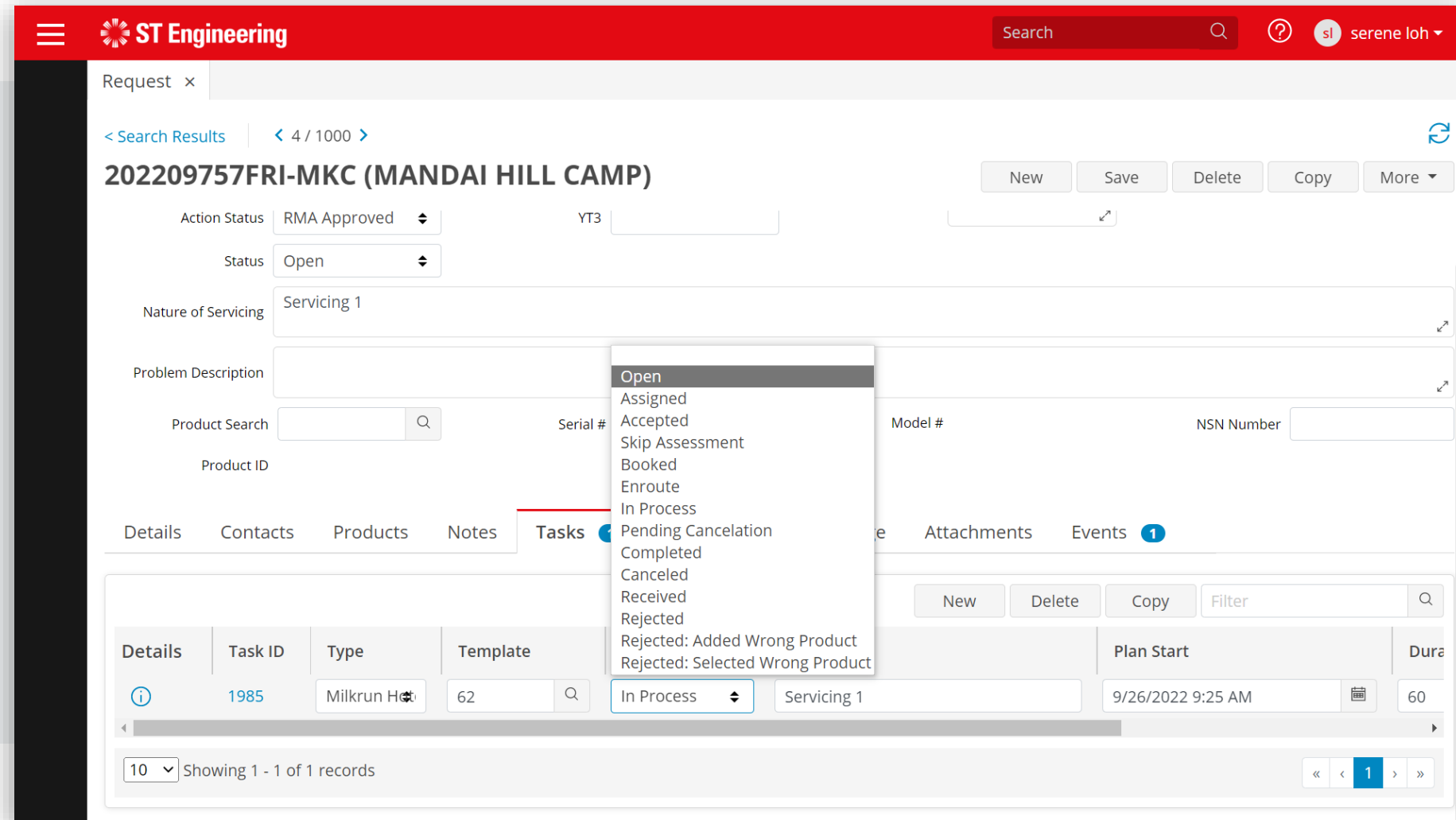
Current Task Status:  
**Accepted or Booked**



# Revert Task Status

Once task status is **In Process**, it cannot be undone on the mobile app.

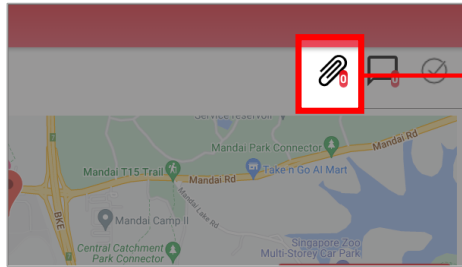
If change is required, **contact SR Team** to change it at **Manager Portal** site.



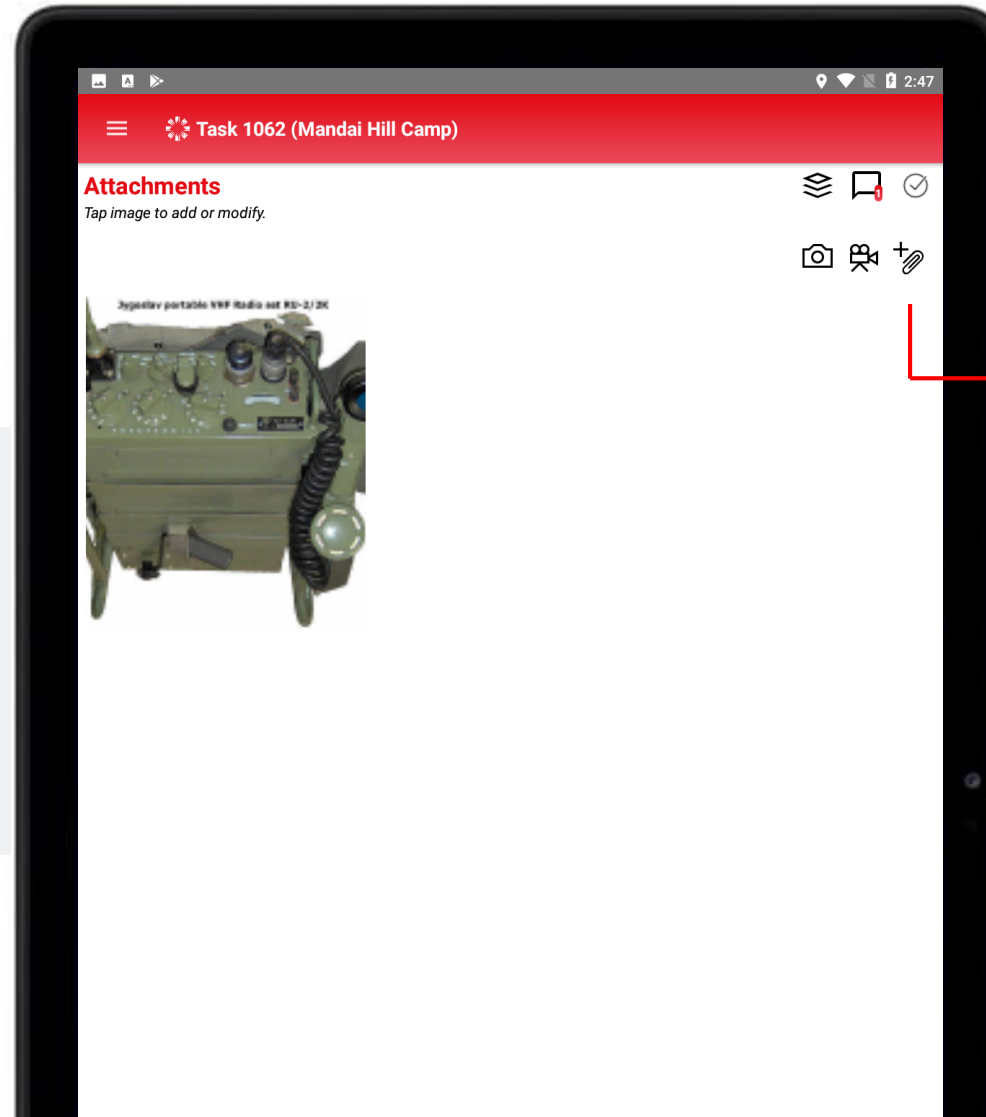
The screenshot shows the ST Engineering Manager Portal interface. At the top, there is a red header with the ST Engineering logo, a search bar, and a user profile for 'serene loh'. Below the header, the page displays a request titled '202209757FRI-MKC (MANDAI HILL CAMP)'. The request details include: Action Status: RMA Approved, Status: Open, Nature of Servicing: Servicing 1, and Problem Description. A dropdown menu is open over the 'Status' field, showing a list of available status options: Open, Assigned, Accepted, Skip Assessment, Booked, Enroute, In Process, Pending Cancellation, Completed, Canceled, Received, Rejected, Rejected: Added Wrong Product, and Rejected: Selected Wrong Product. The 'In Process' status is currently selected. Below the dropdown, there is a table with columns for Task ID, Type, Template, and Plan Start. The table contains one record with Task ID 1985, Type Milkrun Hot, Template 62, and Plan Start 9/26/2022 9:25 AM. The page footer shows 'Showing 1 - 1 of 1 records'.

## Engineer Mobile App




# Save New Attachment

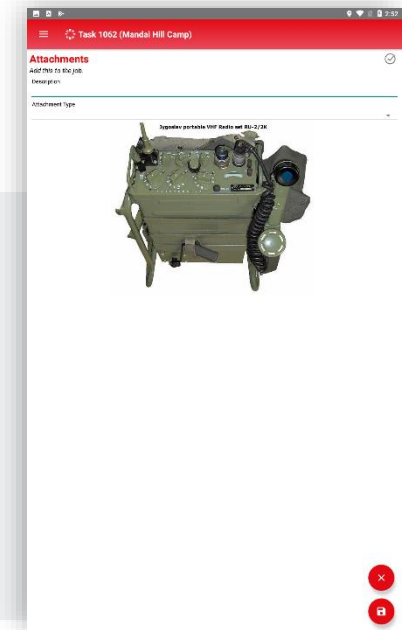


Tap on the clip icon, it will display (if any) a list of attachments created and to add new attachments.



Create new attachment from:

-  Take photo from mobile device;
-  Take video from mobile device;
-  Attach file from mobile device.

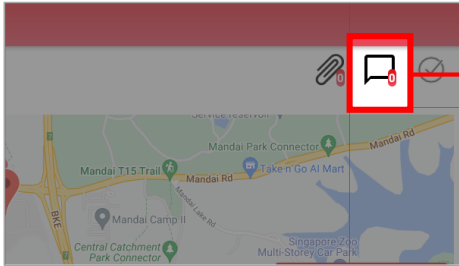


Tap  to save new attachment.

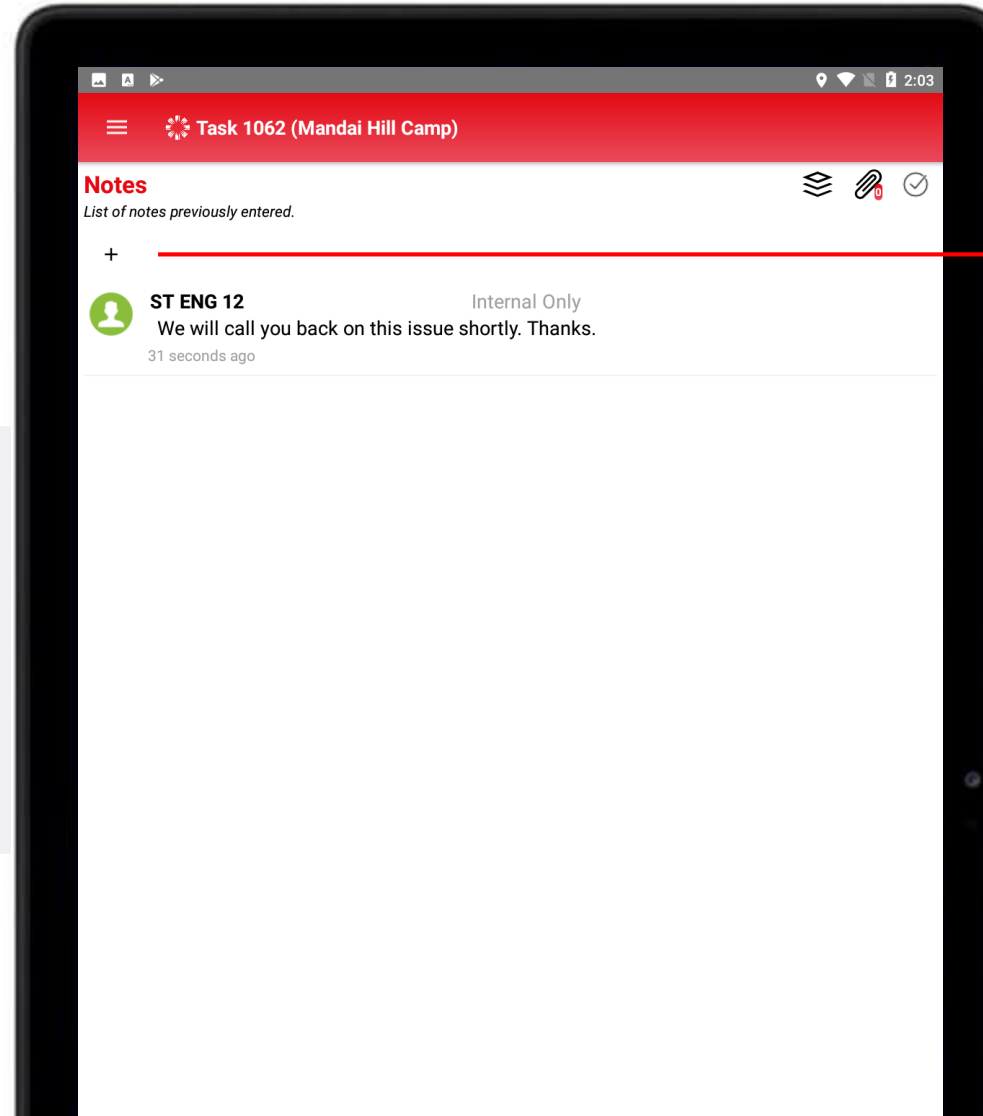
Tap  to cancel changes.

## Engineer Mobile App

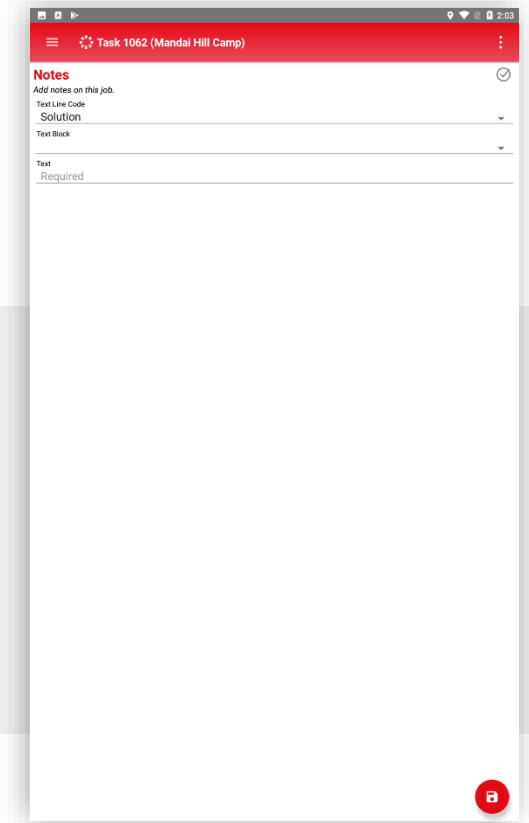
# Save New Note



Tap on the chat box icon and it will display (if any) a list of notes created and to create new notes.



Create new note: User can create a new note when tap on the + icon.



Tap  to save new note.

### 3. Milk-run Driver Workflow

For Repair and Return.....	<u>22</u>
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Completing Milk-run HOTO for Delivery of Repaired Product.....	<u>33</u>

## Milk-run Driver Workflow

# For Repair and Return (1)

During product collection, Milk-run driver will collect defect products from customers to be delivered to Depot/ Store for repair **(Completing Milk-run HOTO for Collection of Unusable Product)**.



## Milk-run Driver Workflow

# For Repair and Return (2)

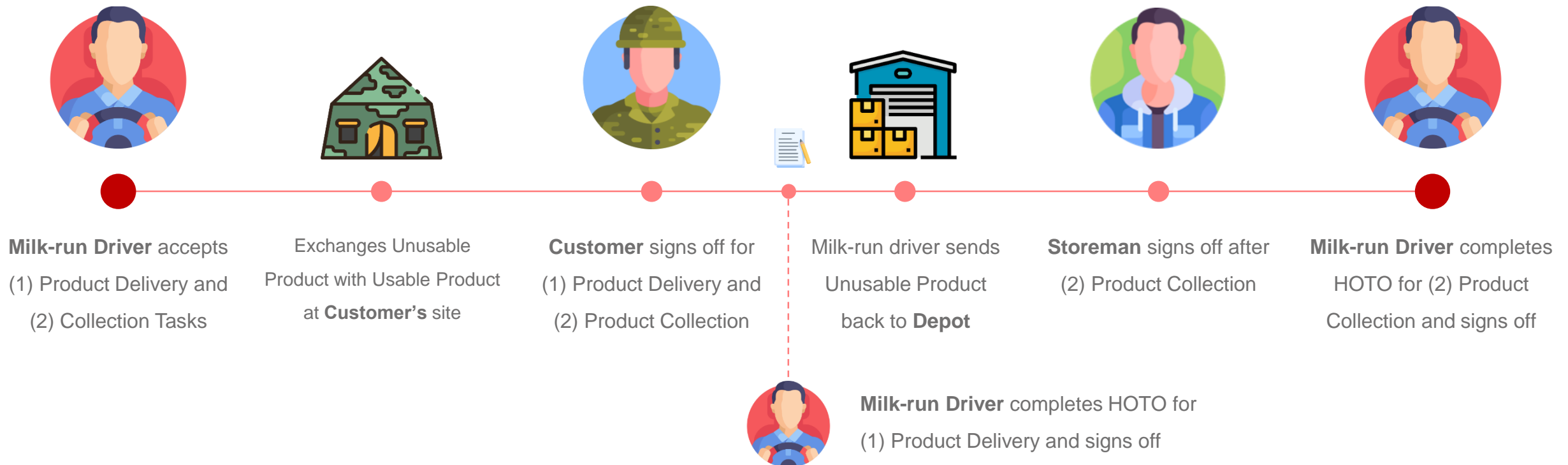
During product delivery, Milk-run driver will collect repaired products from engineers to be delivered to customers (Completing Milk-run HOTO for Delivery of Repaired Product).



## Milk-run Driver Workflow

# For Advanced Replace

Milk-run driver delivers the usable product to customer and collects the unusable one from customer to be sent to Depot for repair.



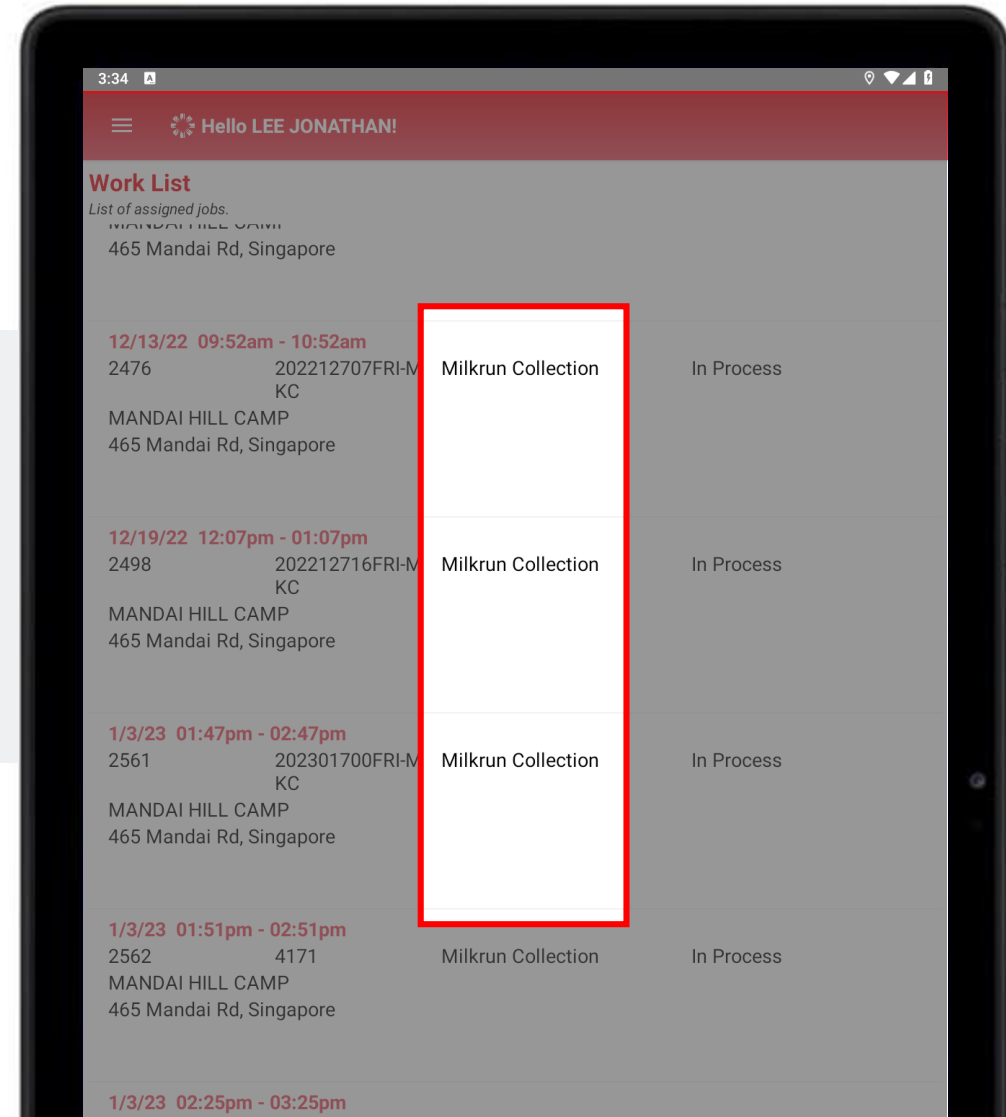


# Completing Milk-run HOTO for Collection of Unusable Product

Completing Milk-run HOTO for Collection of Unusable Product

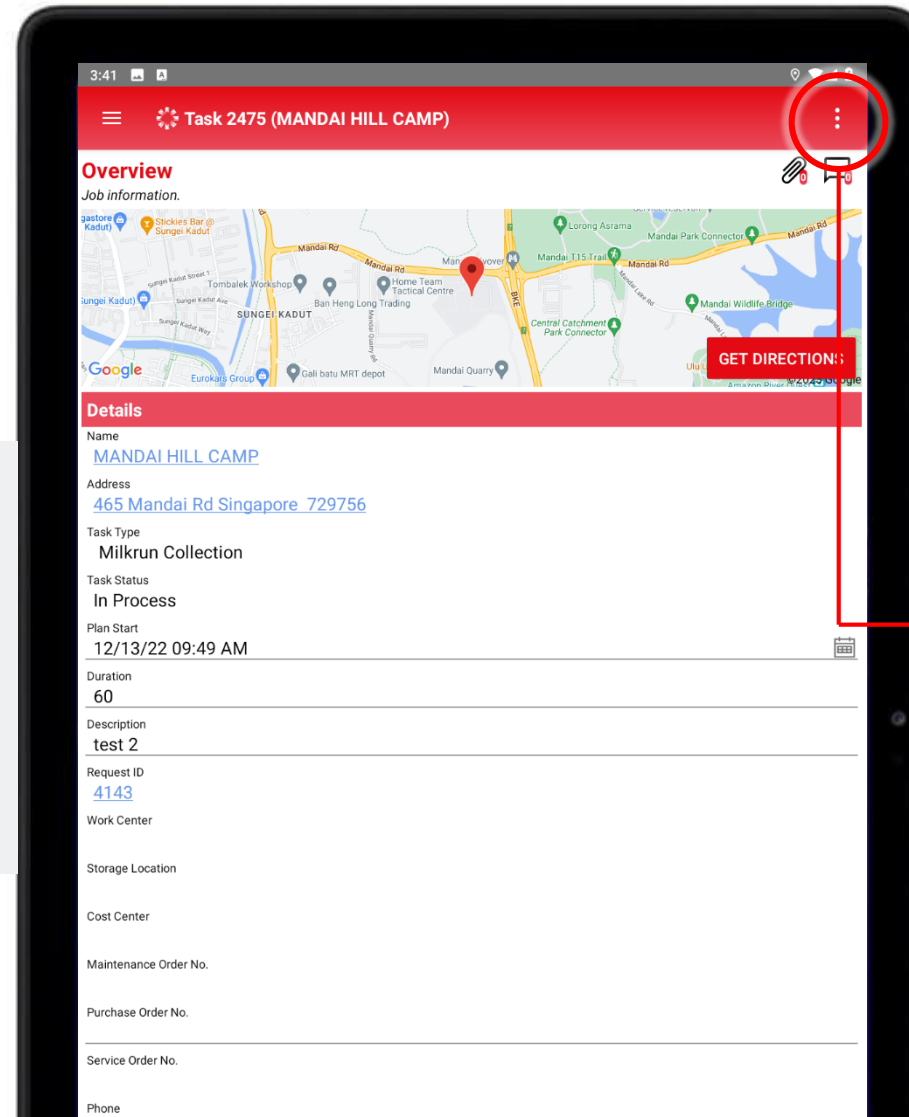
# Milk-run Collection Task

1 Select [Milkrun Collection] tasks and proceed with the steps shown about [task assignment](#)



## Completing Milk-run HOTO for Collection of Unusable Product

# Task Overview



HOTO task can be proceeded once Task Status is **In-Process**.

2 Select **[Items to Collect]** from Job List Menu.

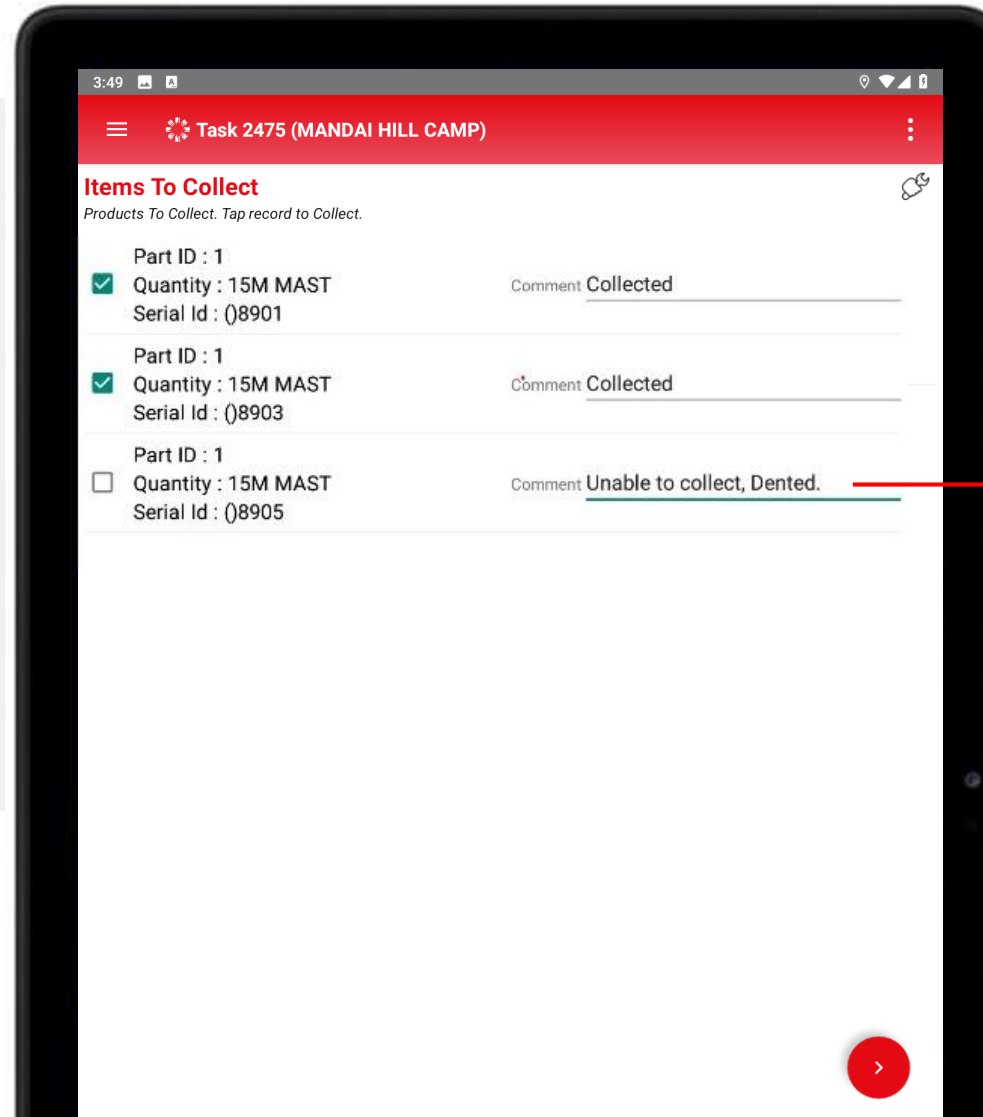
## Completing Milk-run HOTO for Collection of Unusable Product

# Checklist for Items to Collect

### [Items to Collect]

shows a list of items to be collected from the Customer.

**3** Check off collected item(s) from the list.



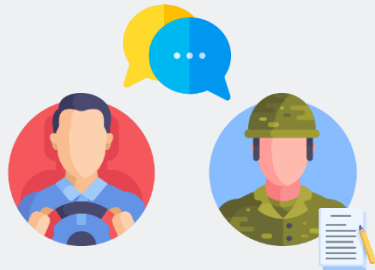
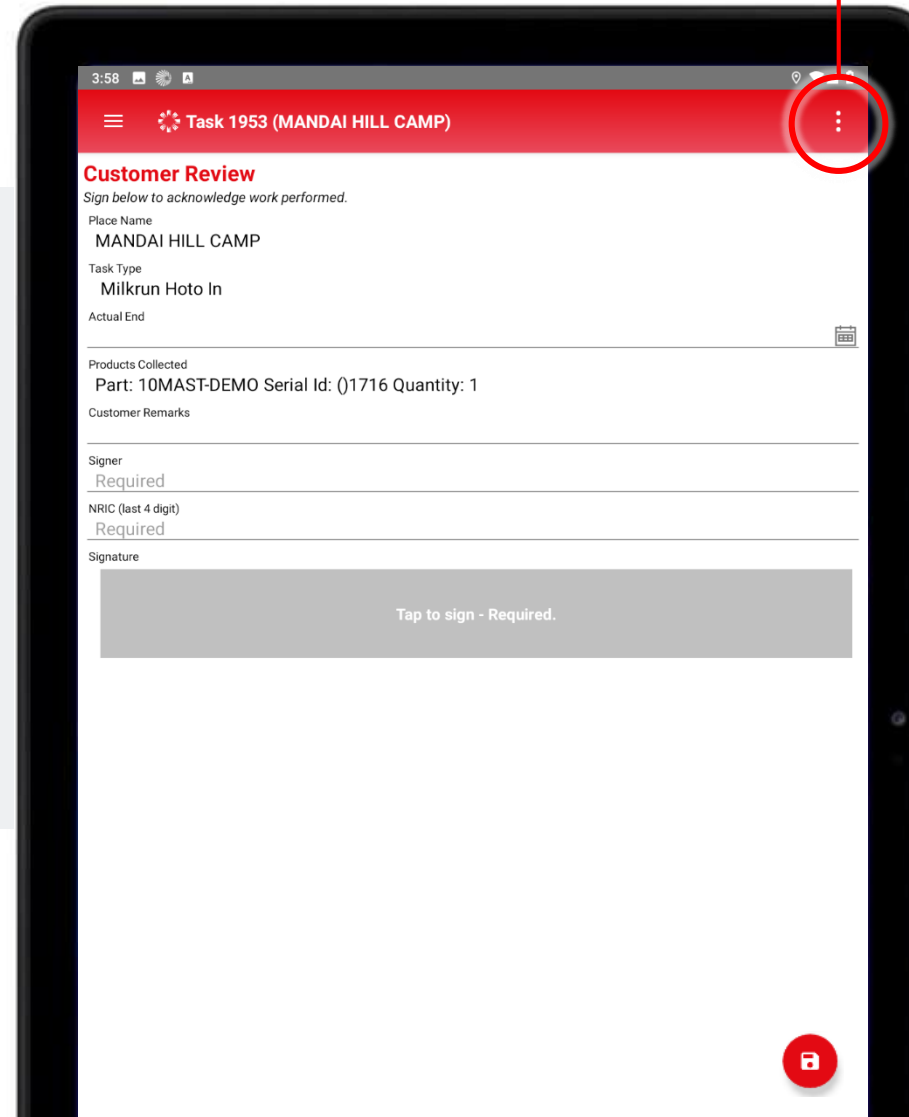
Milk-run driver can leave comments for collected and uncollected item(s).

Tap Next  to continue.

## Completing Milk-run HOTO for Collection of Unusable Product

# Customer Review

**4** Customer needs to sign-off to confirm that Product is collected from them.

The screenshot shows a mobile application interface for a task titled "Task 1953 (MANDAI HILL CAMP)". The interface includes a red header bar with a menu icon and a three-dot menu icon. Below the header, the title "Customer Review" is displayed, followed by the instruction "Sign below to acknowledge work performed." The form contains several fields: "Place Name" (MANDAI HILL CAMP), "Task Type" (Milkrun Hoto In), "Actual End" (with a calendar icon), "Products Collected" (Part: 10MAST-DEMO Serial Id: ()1716 Quantity: 1), "Customer Remarks", "Signer" (Required), "NRIC (last 4 digit)" (Required), and "Signature" (with a grey box containing the text "Tap to sign - Required."). A red circle highlights the three-dot menu icon in the top right corner of the screen.

Select [**Customer Review**] from Job List Menu.

### Information to be filled:

- **Actual End:** Time/Date of completion
- **Customer Remarks:** Remarks from the customer (Optional)
- **Signer:** Customer's name
- **NRIC (last 4 digit):** Last 4-digit of Customer's NRIC
- **Signature:** Customer's signature

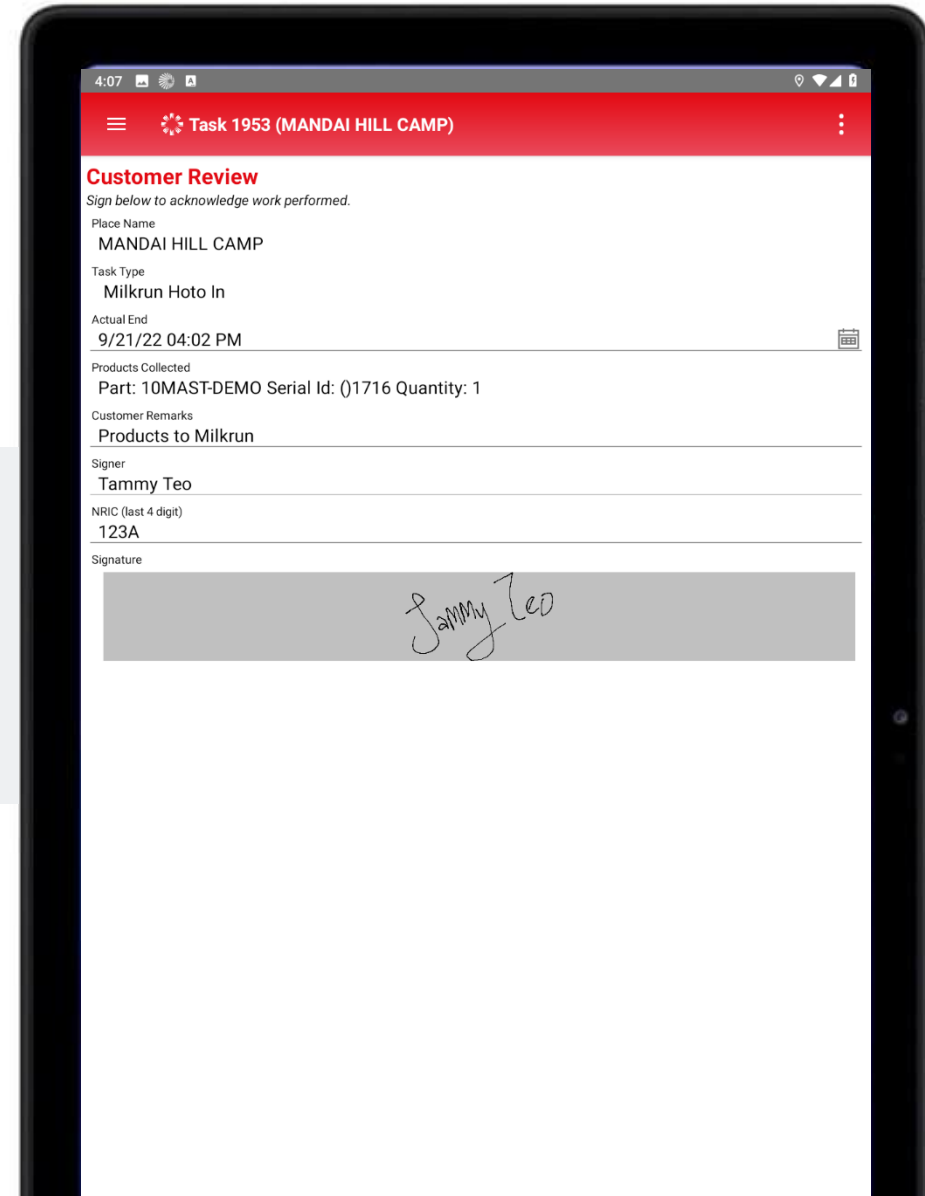
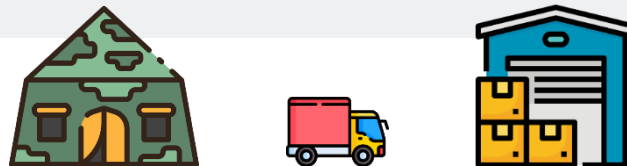
Tap  button to save changes.



## Completing Milk-run HOTO for Collection of Unusable Product

# Customer Signed Off

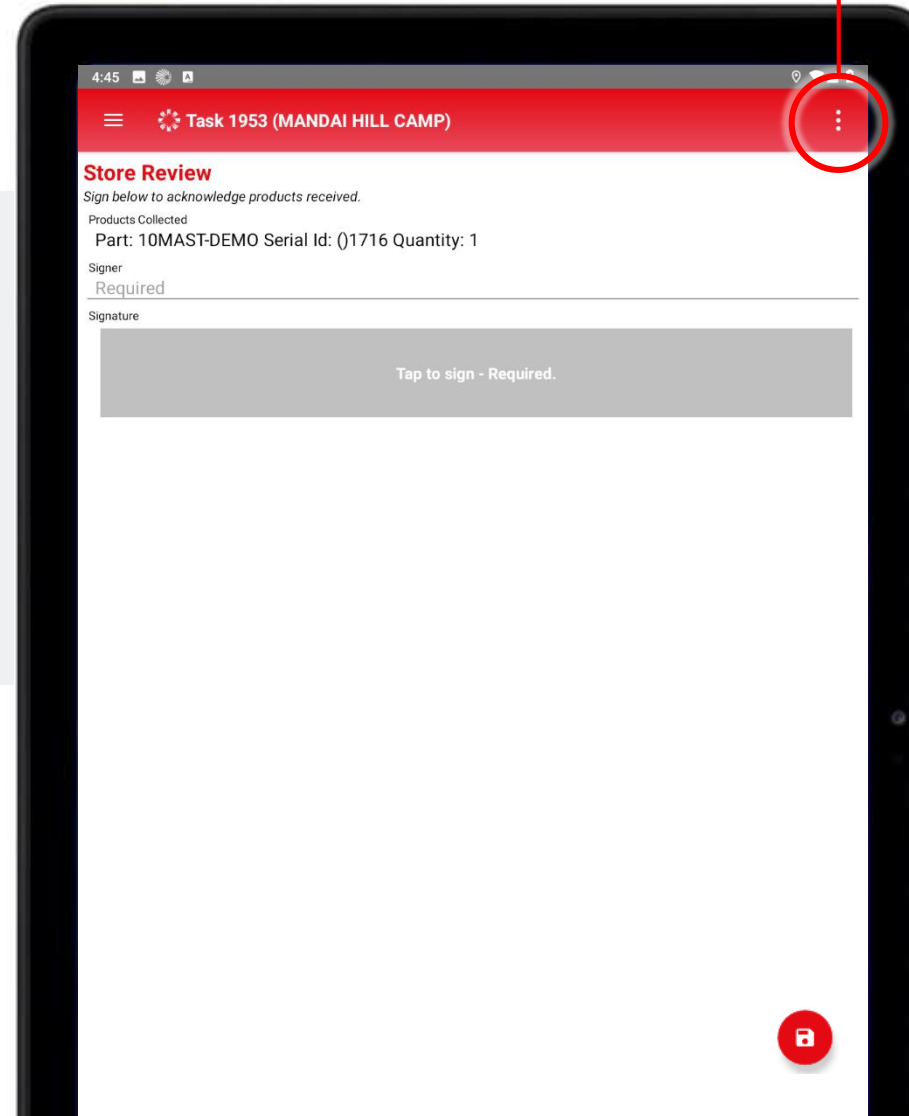
- 5 Once customer signs off, Milk-run driver can proceed to deliver the Product to the Storehouse.



## Completing Milk-run HOTO for Collection of Unusable Product

# Store Review

**6** At Depot, the store man needs to sign-off to when collecting the product(s) at the store.



Select [**Store Review**] from Job List Menu.

### Information to be filled:

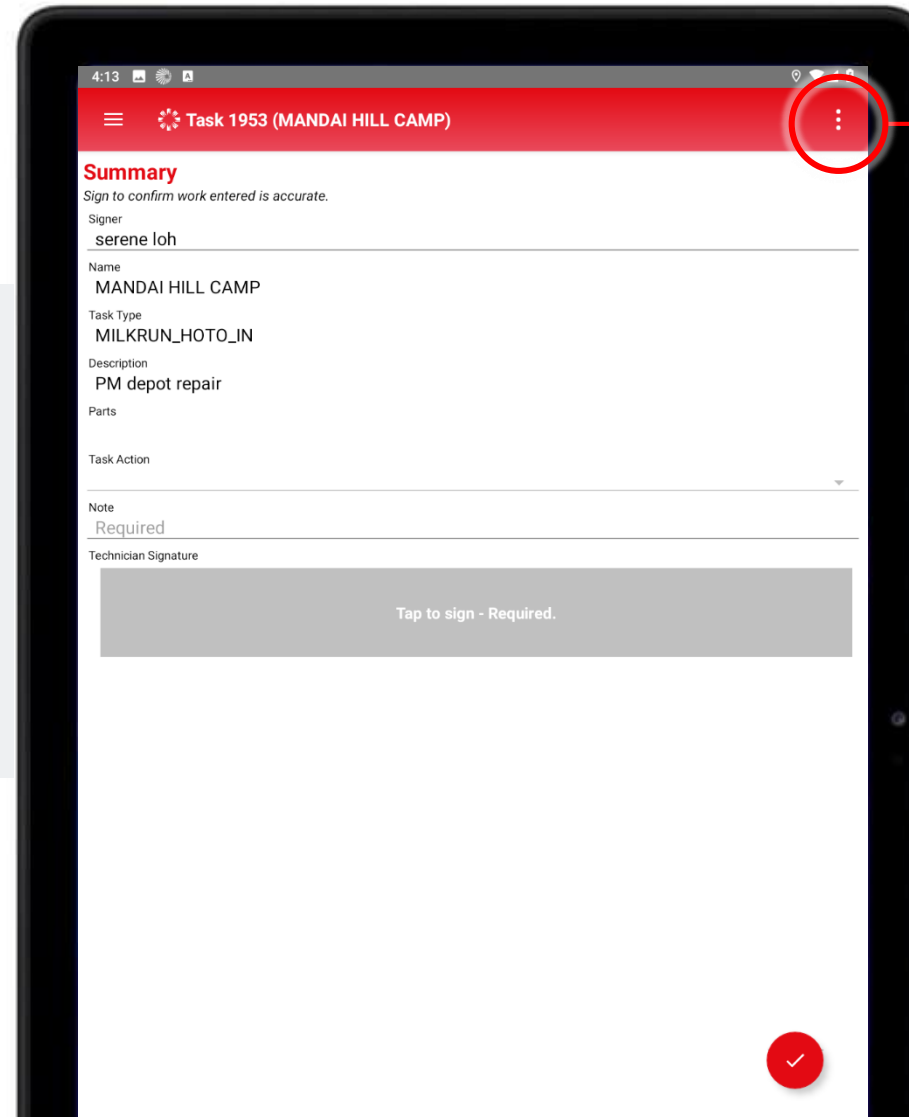
- **Signer:** Name of the person in-charge at the Storehouse
- **Signature:** Person in-charge's signature

Tap  button to save changes.

## Completing Milk-run HOTO for Collection of Unusable Product

# Summary

7 Once Milk-run driver confirms that HOTO job is completed, the task can be closed.



Select [Summary] from Job List Menu.

### Information to be filled:

- **Note:** Comments from Milk-run Driver
- **Signature:** Milk-run Driver's signature

Tap  button to complete the job.

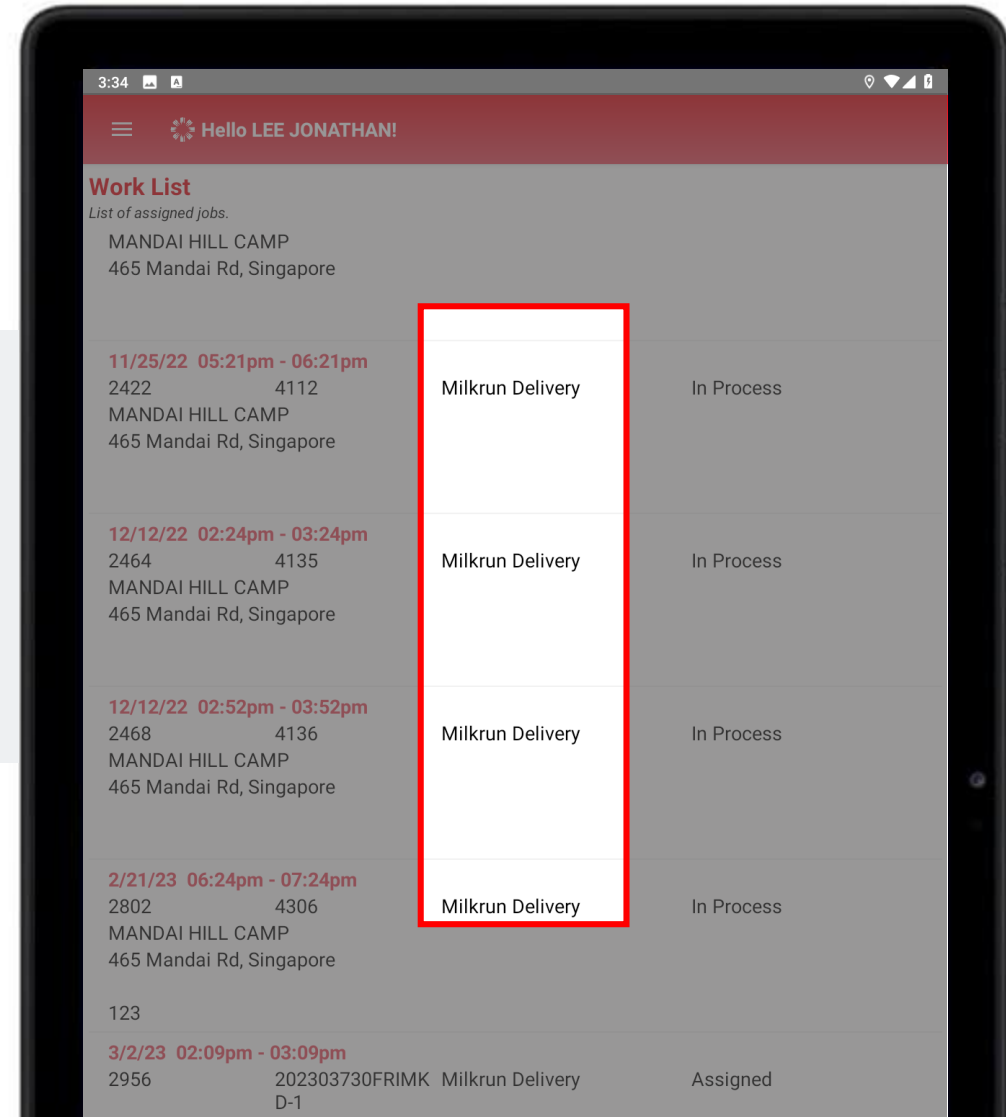


# Completing Milk-run HOTO for Delivery of Repaired Product

Completing Milk-run HOTO for Delivery of Repaired Product

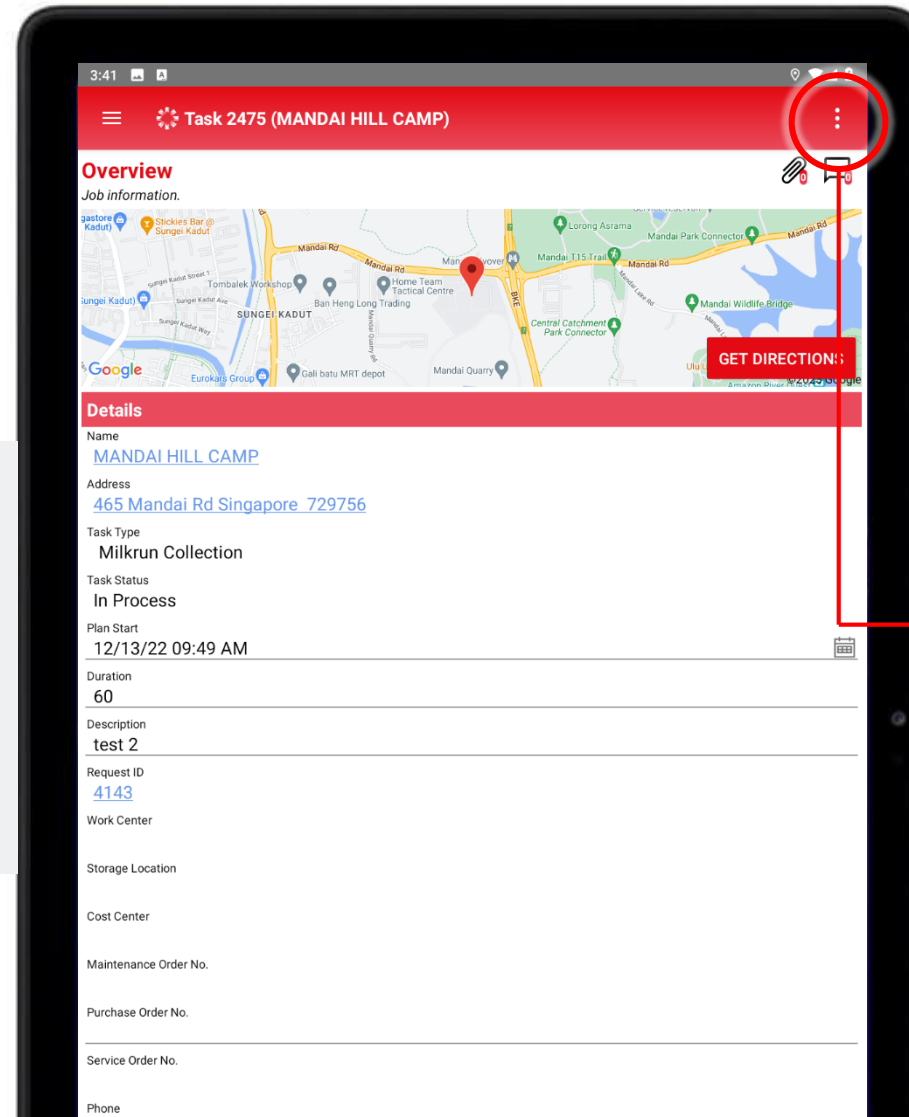
# Milk-run Delivery Task

1 Select [Milkrun Delivery] tasks and proceed with the steps shown about [task assignment](#)



## Completing Milk-run HOTO for Delivery of Repaired Product

# Task Overview



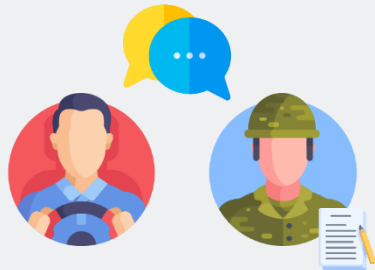
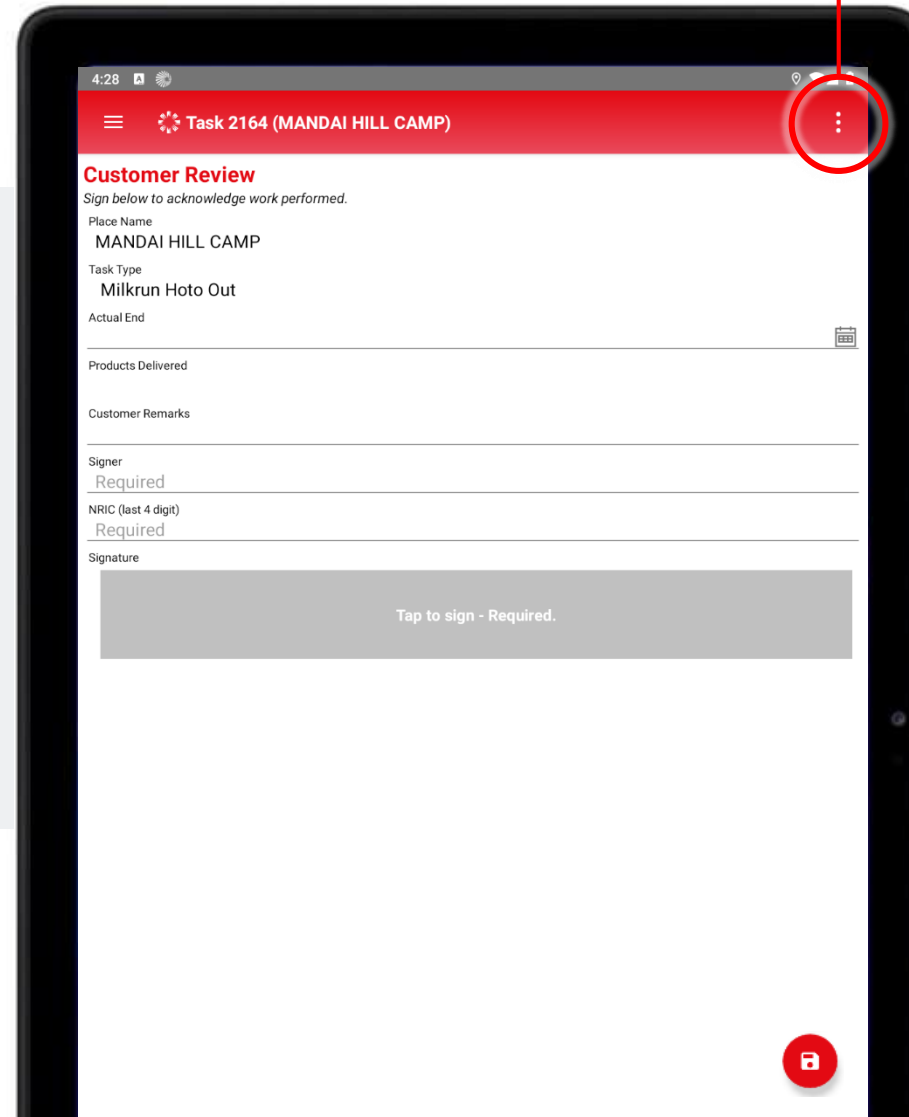
HOTO task can be proceeded once Task Status is **In-Process**.

2 Select [**Customer Review**] from Job List Menu.

## Completing Milk-run HOTO for Delivery of Repaired Product

# Customer Review

**3** Customer needs to sign-off to confirm that they have received the Product.

The screenshot shows a mobile application interface for a 'Customer Review' task. At the top, there is a red header bar with a menu icon, a gear icon, and the text 'Task 2164 (MANDAI HILL CAMP)'. Below the header, the title 'Customer Review' is displayed in red, followed by the instruction 'Sign below to acknowledge work performed.' The form contains several fields: 'Place Name' (MANDAI HILL CAMP), 'Task Type' (Milkrun Hoto Out), 'Actual End' (with a calendar icon), 'Products Delivered', 'Customer Remarks', 'Signer' (Required), 'NRIC (last 4 digit)' (Required), and 'Signature'. A large grey button at the bottom of the form says 'Tap to sign - Required.'. A red circle highlights the three-dot menu icon in the top right corner of the app screen.

Select [**Customer Review**] from Job List Menu.

### Information to be filled:

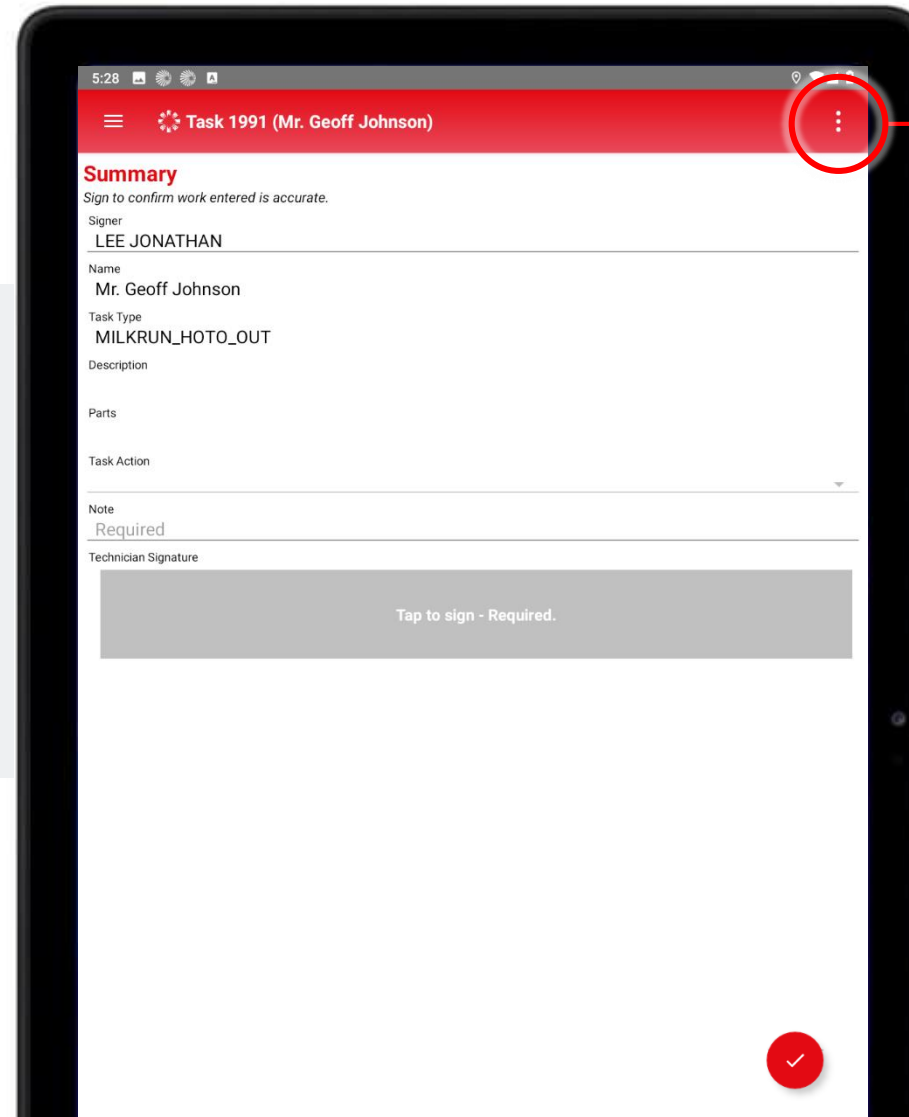
- **Actual End:** Time/Date of completion
- **Customer Remarks:** Remarks from the customer (Optional)
- **Signer:** Customer's name
- **NRIC (last 4 digit):** Last 4-digit of Customer's NRIC
- **Signature:** Customer's signature

Tap  button to save changes.

## Completing Milk-run HOTO for Delivery of Repaired Product

# Summary

4 Once Milk-run driver confirms that HOTO job is completed, the task can be closed.



Select [Summary] from Job List Menu.

### Information to be filled:

- **Note:** Comments from Milk-run Driver
- **Signature:** Milk-run Driver's signature

Tap  button to complete the job.

## 4. Depot Engineer Workflow

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Completing Inhouse Repair Task.....	<u>40</u>
Completed Tasks.....	<u>49</u>

## Depot Engineer Workflow

# Prerequisite

Depot engineer can pick up the repair task after the **defected Product is kept at Depot** and the **Service Order no. is updated** for the Service Request.



**Depot Engineer**  
accepts repair task  
from SR Team



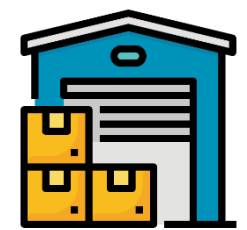
Depot Engineer  
proceeds with **Inhouse**  
**repair** on Product



**Customer** confirms  
inhouse repair details  
and signs off



**Depot Engineer**  
completes inhouse  
repair and signs off



Milk-run Driver drop-off  
product at **Depot** and  
completes signs off

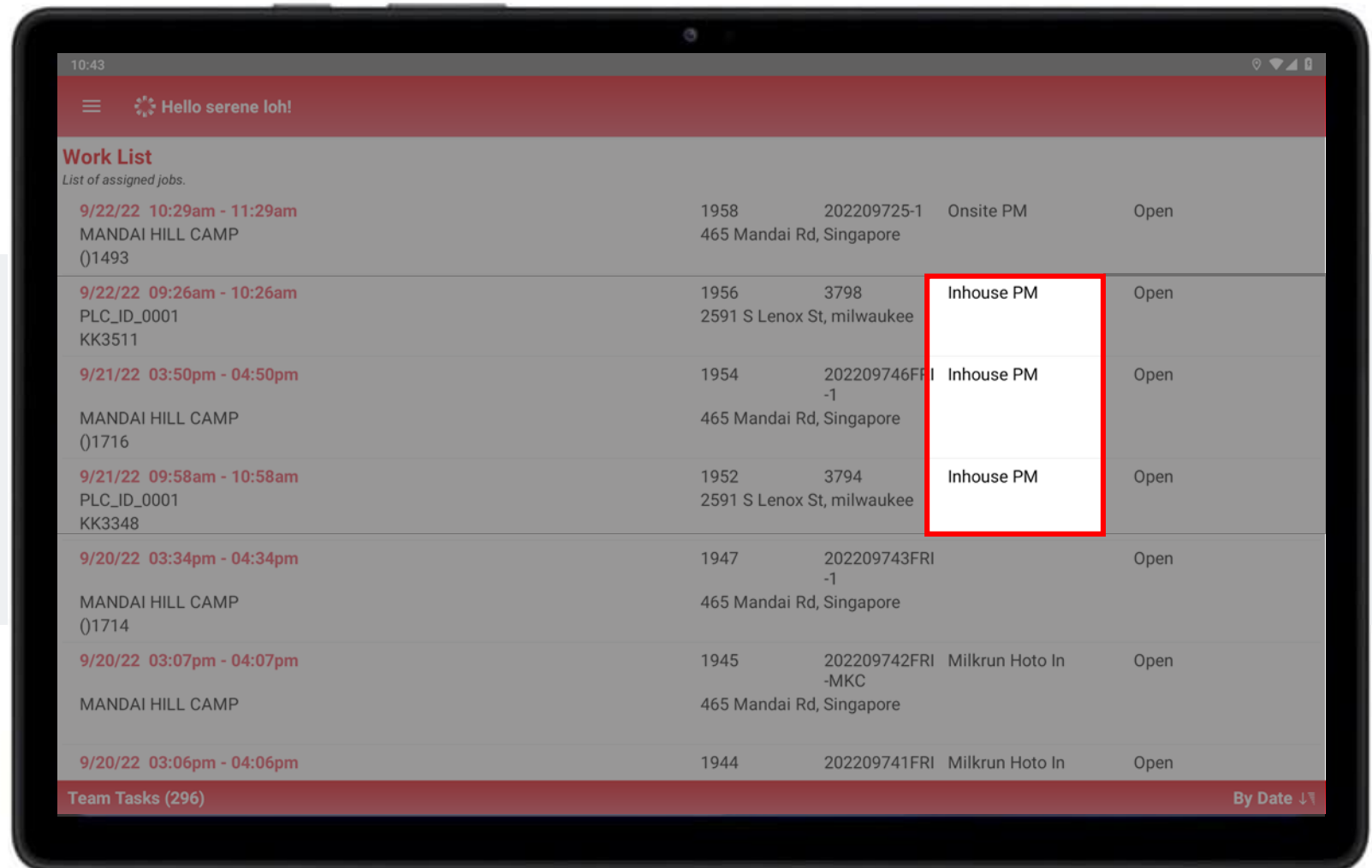
# Completing Inhouse Repair Task



## Completing Inhouse Repair Task

# Inhouse PM Task

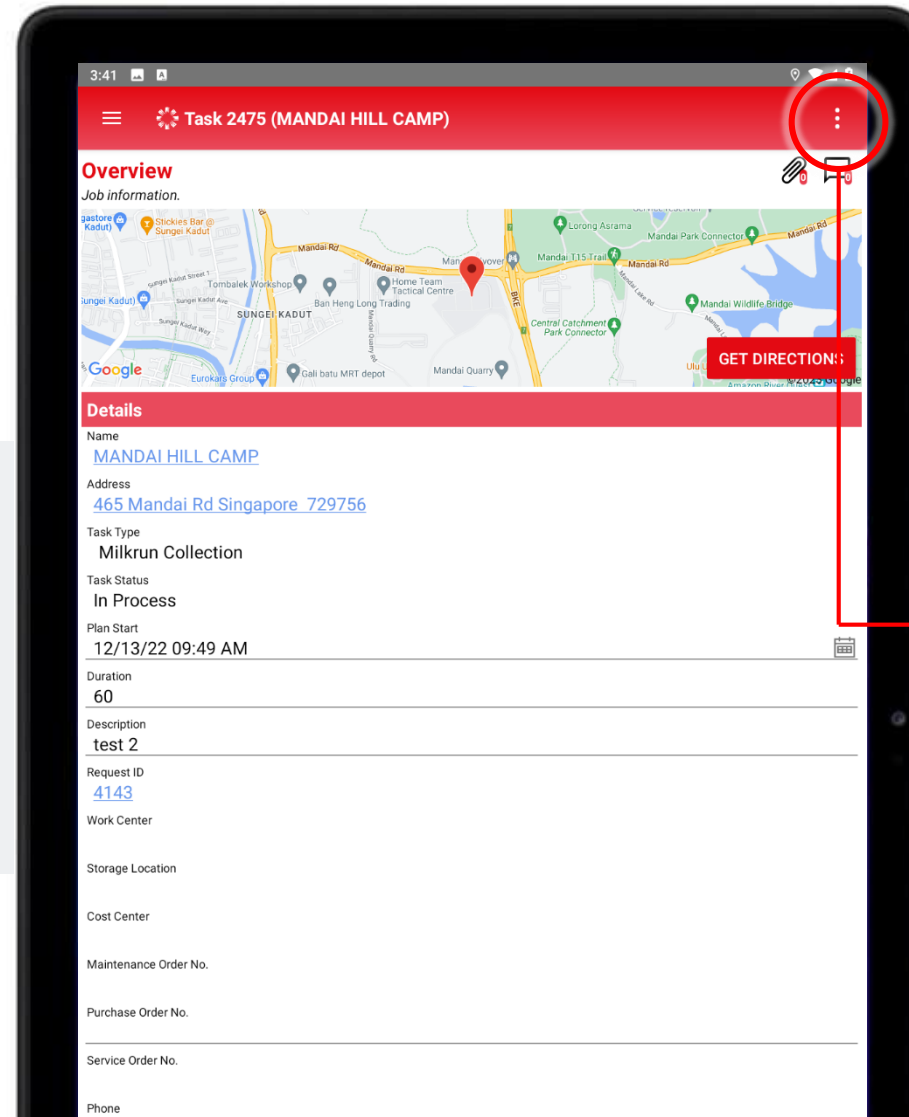
1 Select [Inhouse PM] tasks and proceed with the steps as shown about [task assignment](#)



## Completing Inhouse Repair Task

# Task Overview

Inhouse PM task can be proceeded once Task Status is **In-Process**.



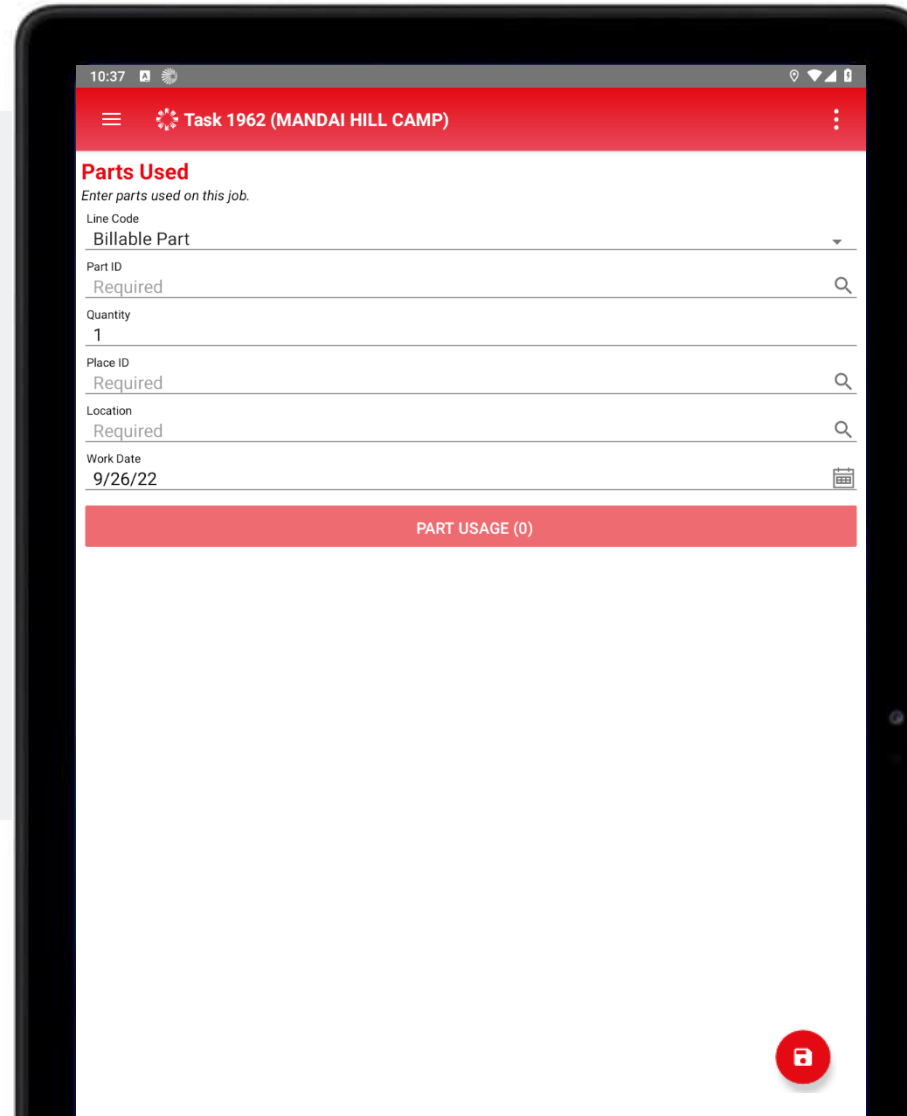
2

Select [**Parts Used**] from Job List Menu.

## Completing Inhouse Repair Task

# Parts Used

**3** **Parts Used** during the maintenance process is recorded in Part Used Page.



10:37 Task 1962 (MANDAI HILL CAMP)

**Parts Used**  
Enter parts used on this job.

Line Code  
Billable Part

Part ID  
Required

Quantity  
1

Place ID  
Required

Location  
Required

Work Date  
9/26/22

PART USAGE (0)

### Information to be filled:

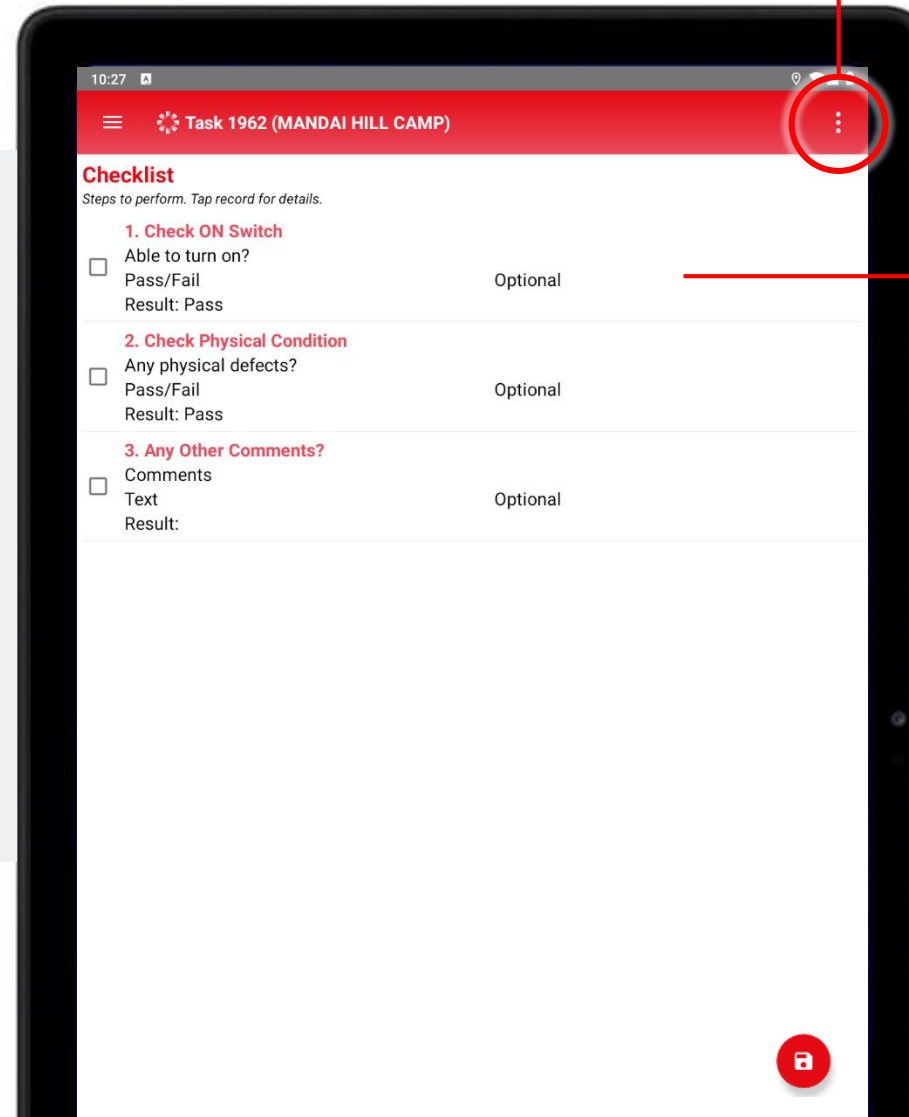
- **Line Code:** If Part is Billable or non-Billable
- **Part ID:** Id no. of Part used (Required)
- **Quantity:** No. of the selected Part used
- **Place ID:** Place of installation (Required)
- **Location:** Location where selected Part is taken from (Required)
- **Work Date:** Date when the job gets started

Tap  button to save changes.

## Completing Inhouse Repair Task

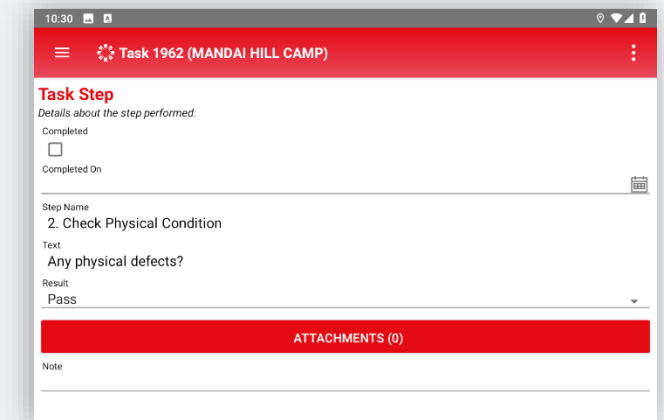
# Checklist


4 After repair is completed, go through the **Checklist** to do a thorough check on the repaired Product.



Select [**Checklist**] from Job List Menu.

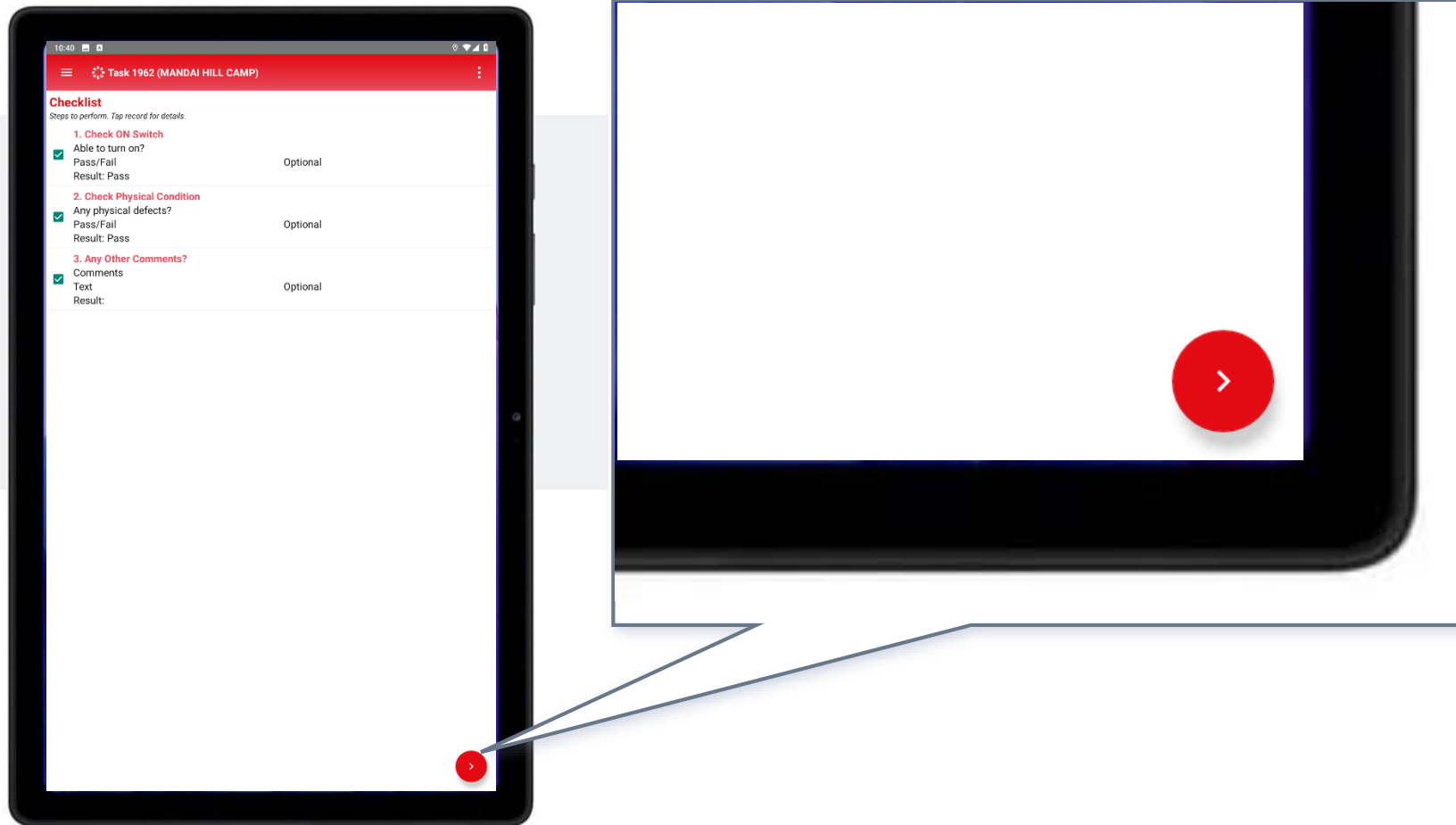
Select an item from the checklist and complete the Task Step:



Tap  button to save changes for each completed step.

## Completing Inhouse Repair Task

# Completed Checklist

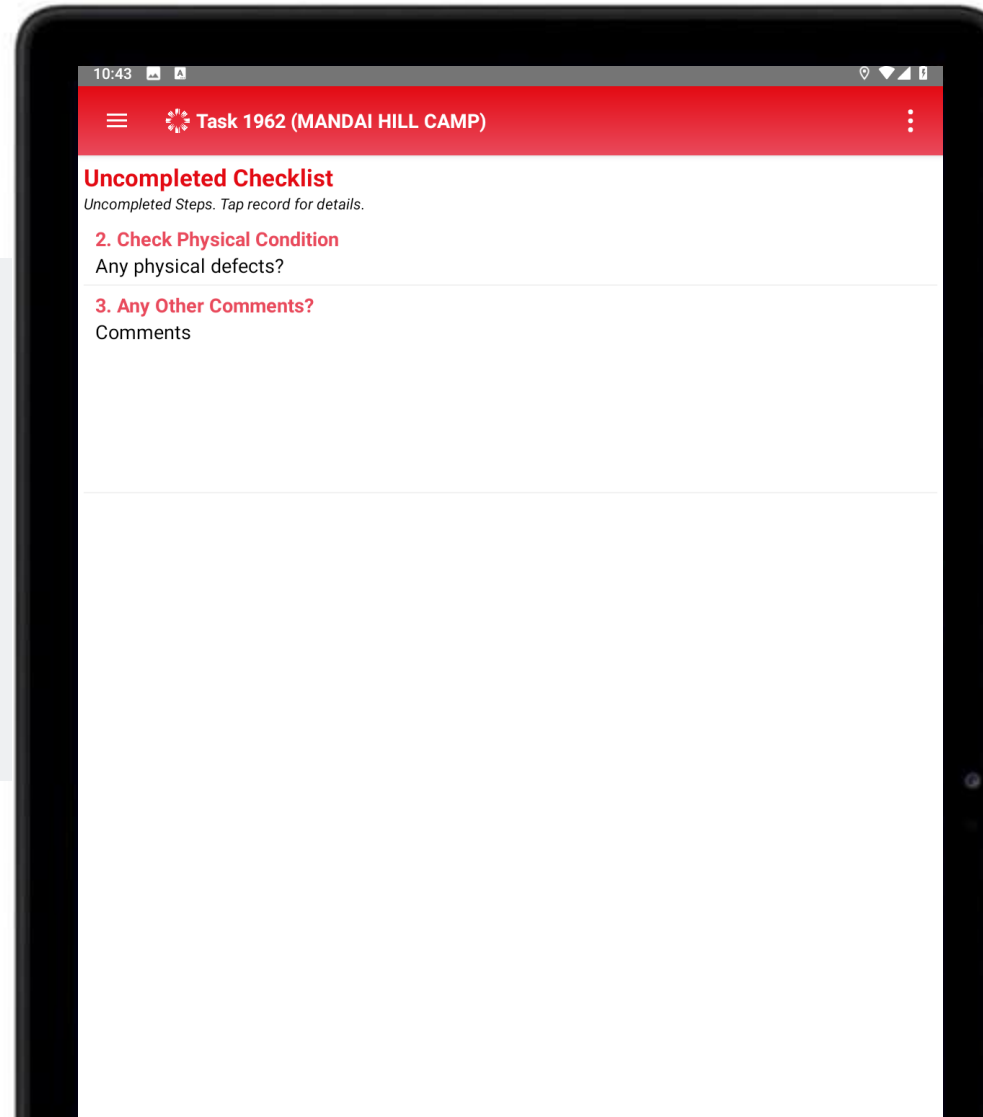



5 Once all Steps has been completed, tap the arrow button to continue.

## Completing Inhouse Repair Task

# Uncompleted Checklist

If there are **Uncompleted Steps** in the checklist, you will be directed to **[Uncompleted Checklist]**



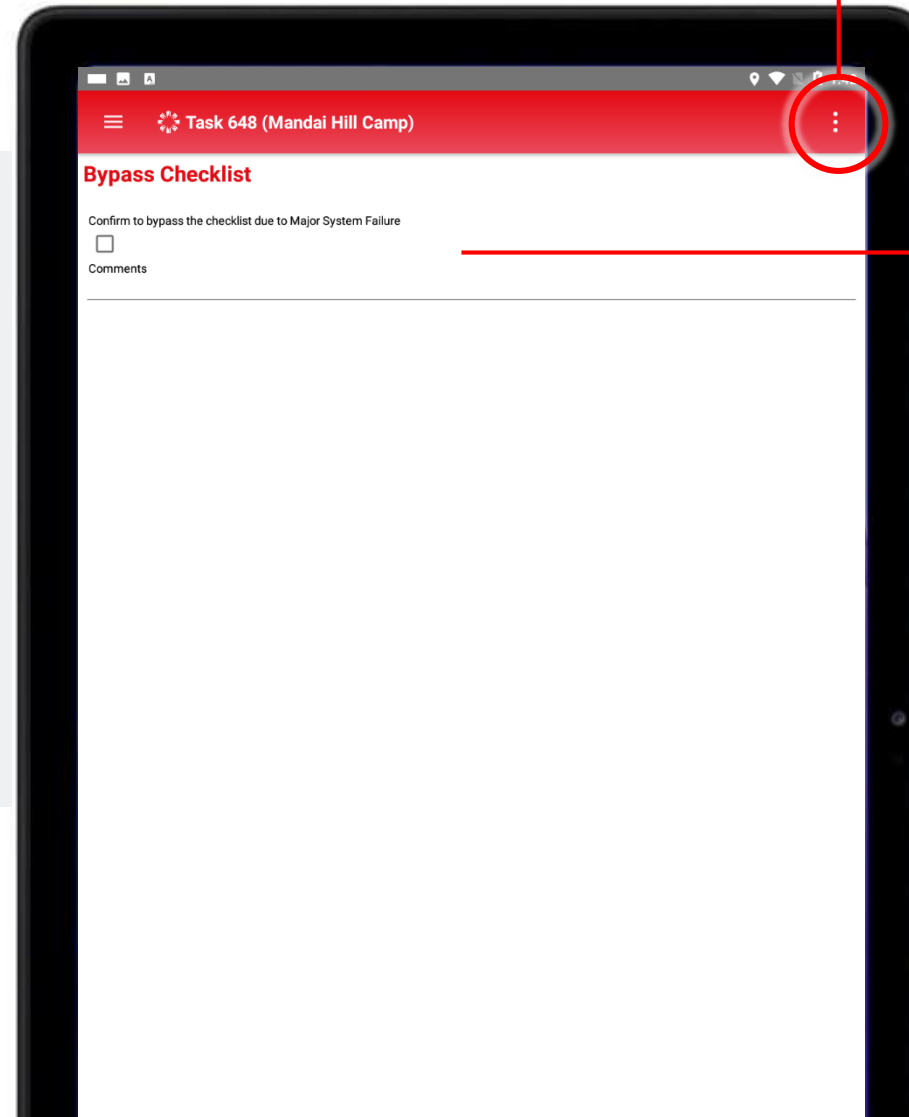
Fill-in the information as required and tap save. 

It should display an empty list when all Steps are completed.


## Completing Inhouse Repair Task

# Bypass Checklist

Use **Bypass Checklist** only if you cannot proceed on due to major system failure of product or product is unrepairable.



Select [**Bypass Checklist**] from Job List Menu.

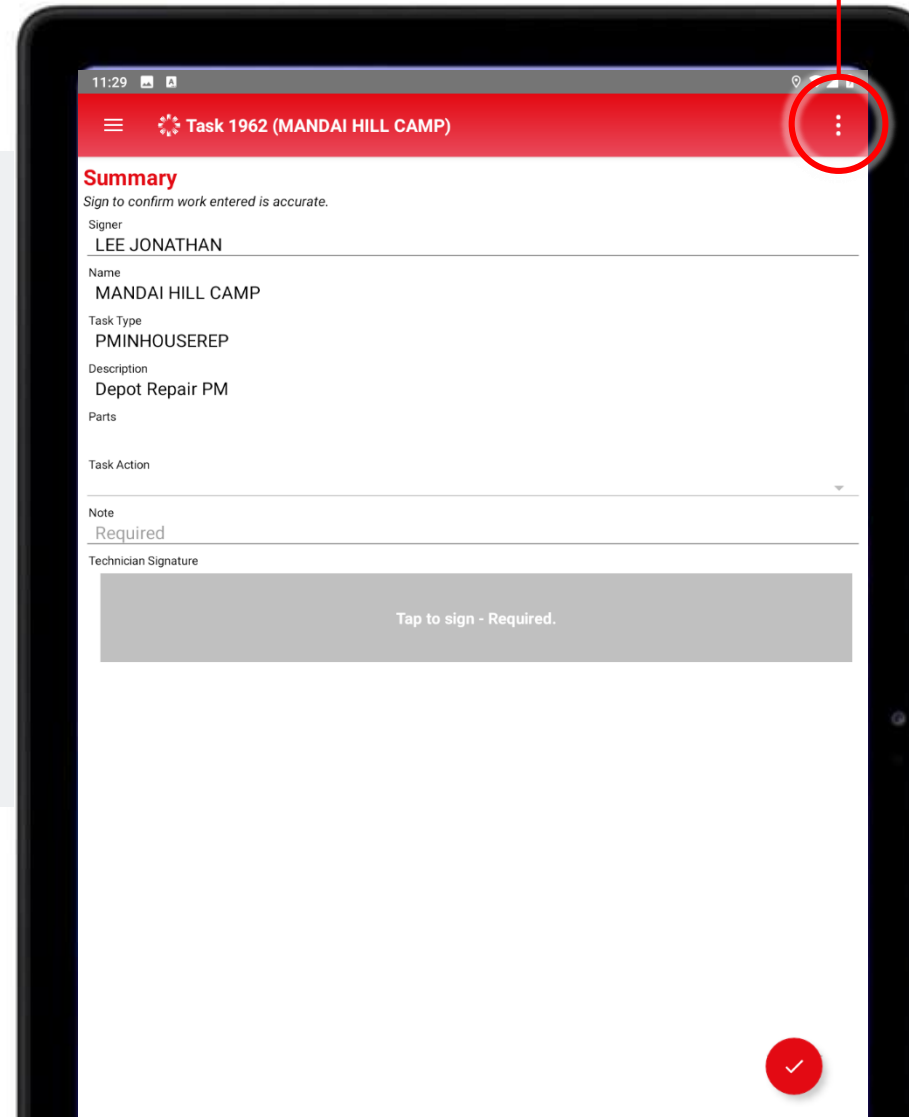
Tick the checkbox and input comments, then tap  to save changes.

The uncompleted checklist will be ignored when you proceed to close the task.

## Completing Inhouse Repair Task

# Summary

6 Summary page is to review correct details (e.g., parts used, task action) and checklist is completed (or bypassed due to system failure).



Select [**Summary**] from Job List Menu.

### Information to be filled:

- **Note:** Comments from the engineer
- **Fault Code:** Issue with the product
- **Action Taken:** Action to be taken
- **Signer:** Engineer's name
- **Technician Signature:** Engineer's signature

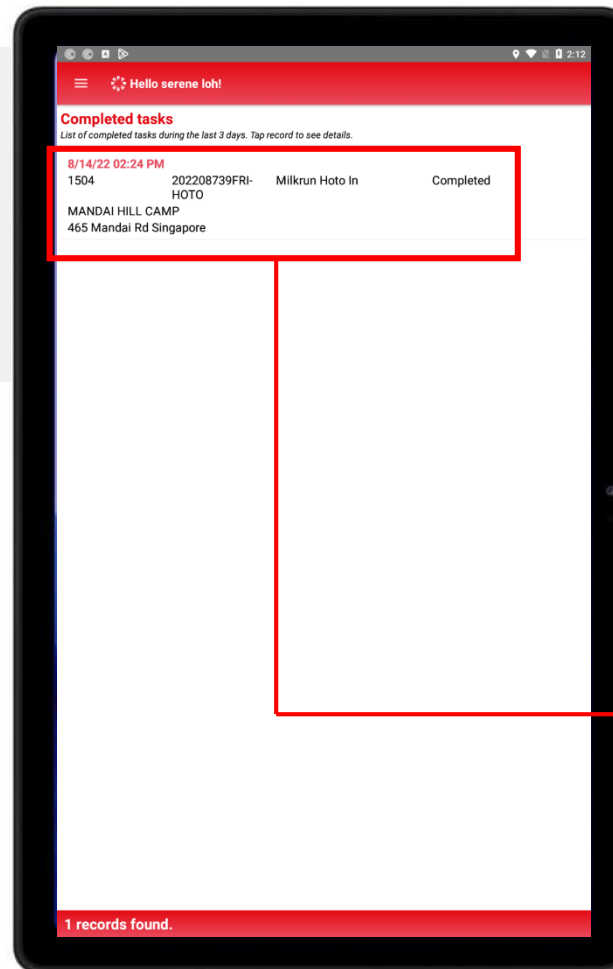
Tap  button to complete the job.



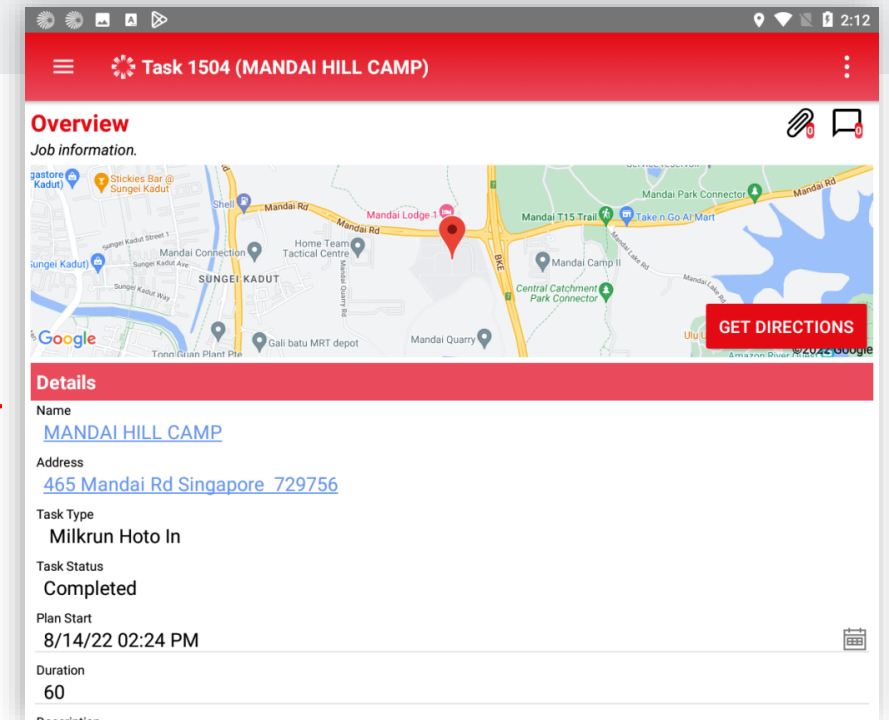
## Completing Inhouse Repair Task

# Completed Tasks

Completed milk-run HOTO tasks can be found under **[Completed Tasks]** at home screen page.



Select the completed task to view the content.



**Thank You**