

User Guide for Engineer App

Onsite Service Request

23rd March 2023

Release 2 v1.0

AGENDA

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1. SDS 2.0 System Overview

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Who Are The Users

Below is a generalized overview of the type of users involved in the business workflow. **It may vary for different organization** and may not necessary involved all the users, or there are other users involved.



SR Team



Team Lead



Engineer



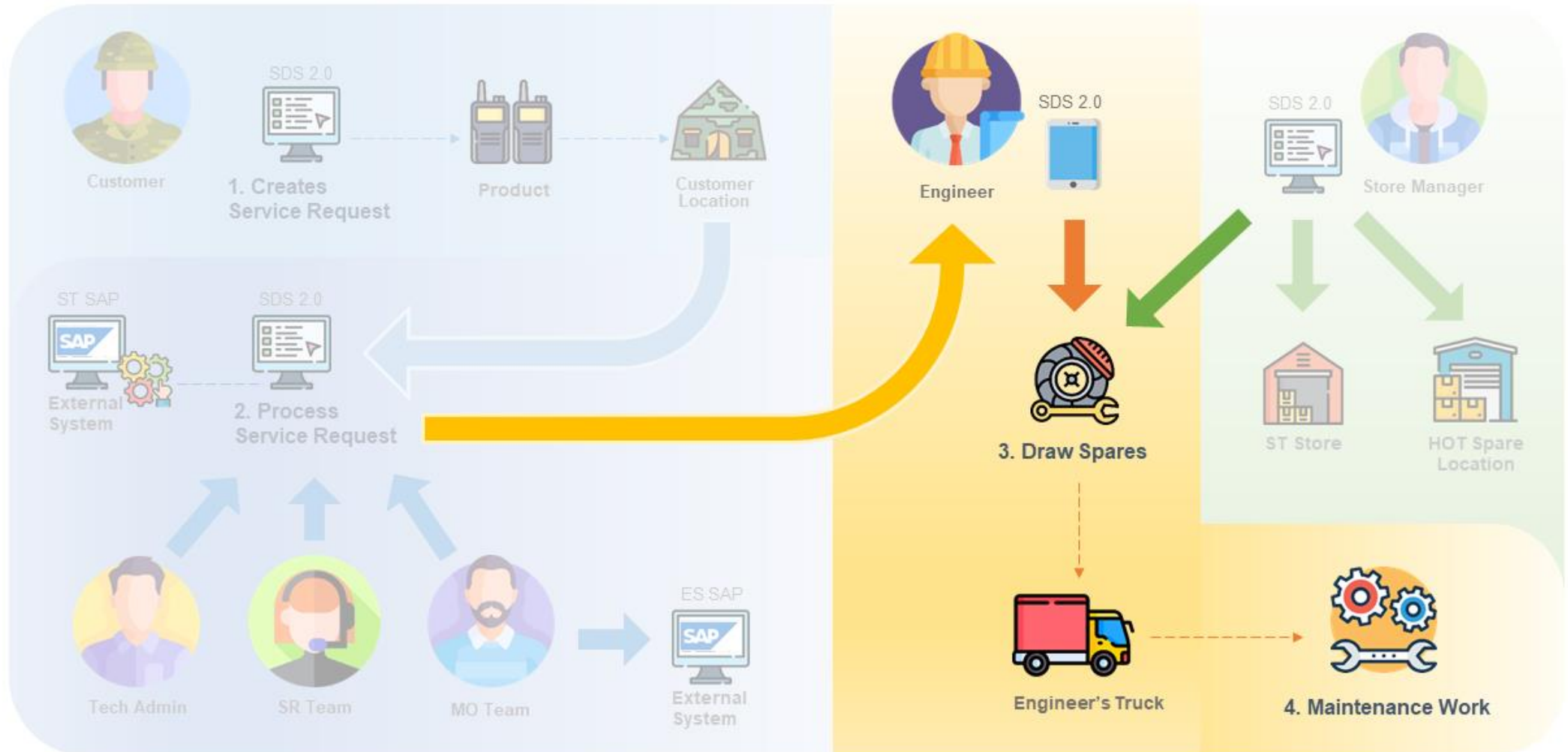
MO Team



Customer

SDS 2.0 System Overview

General Process Flow



3. Engineer Mobile App

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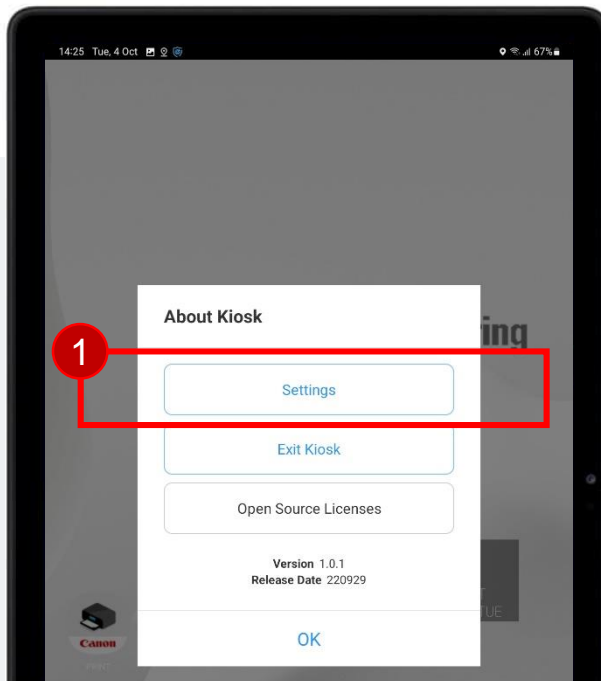
Accessing Wi-Fi Network on Kiosk (1)

To search for Wi-Fi network on the mobile device, tap on the info icon shown at the bottom-left corner.

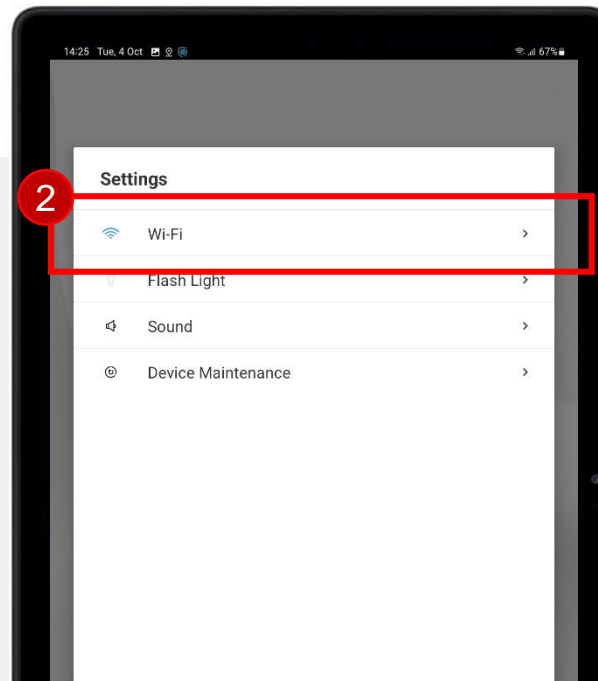


Accessing Wi-Fi Network on Kiosk (2)

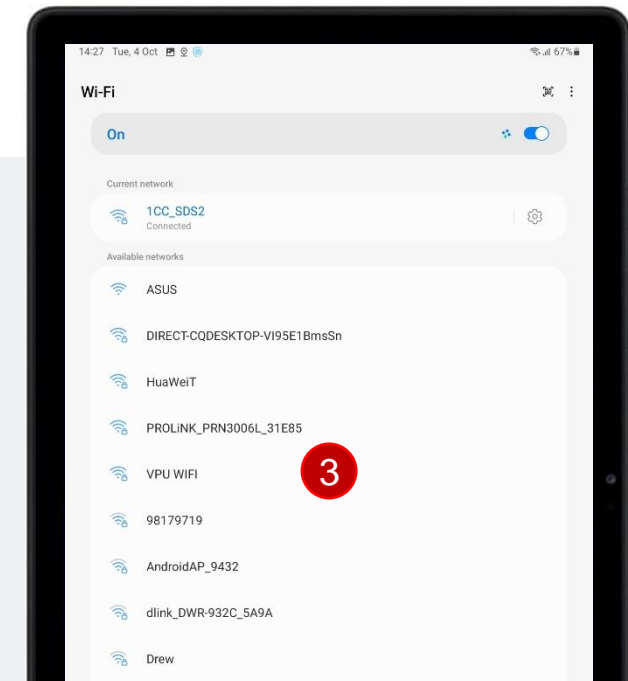
Under [Settings]



Select [Wi-Fi]

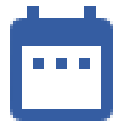


Select the Wi-Fi Network to connect



Inspection Planning Workflow

Do take note that the workflow or steps in managing inspection may vary for different organization.



Engineer logs in and accepts new jobs

Confirms Schedule with Customer

Updates Status to “Enroute” and travels to Customer’s Site

Updates Status to “In-Process” when servicing onsite

Goes through the checklist and completes job

Customer checks equipment, receives equipment and signs off

Engineer Mobile App > How to Login

Launch SDS 2.0 App

Launch the installed SDS 2.0 mobile app from home screen.

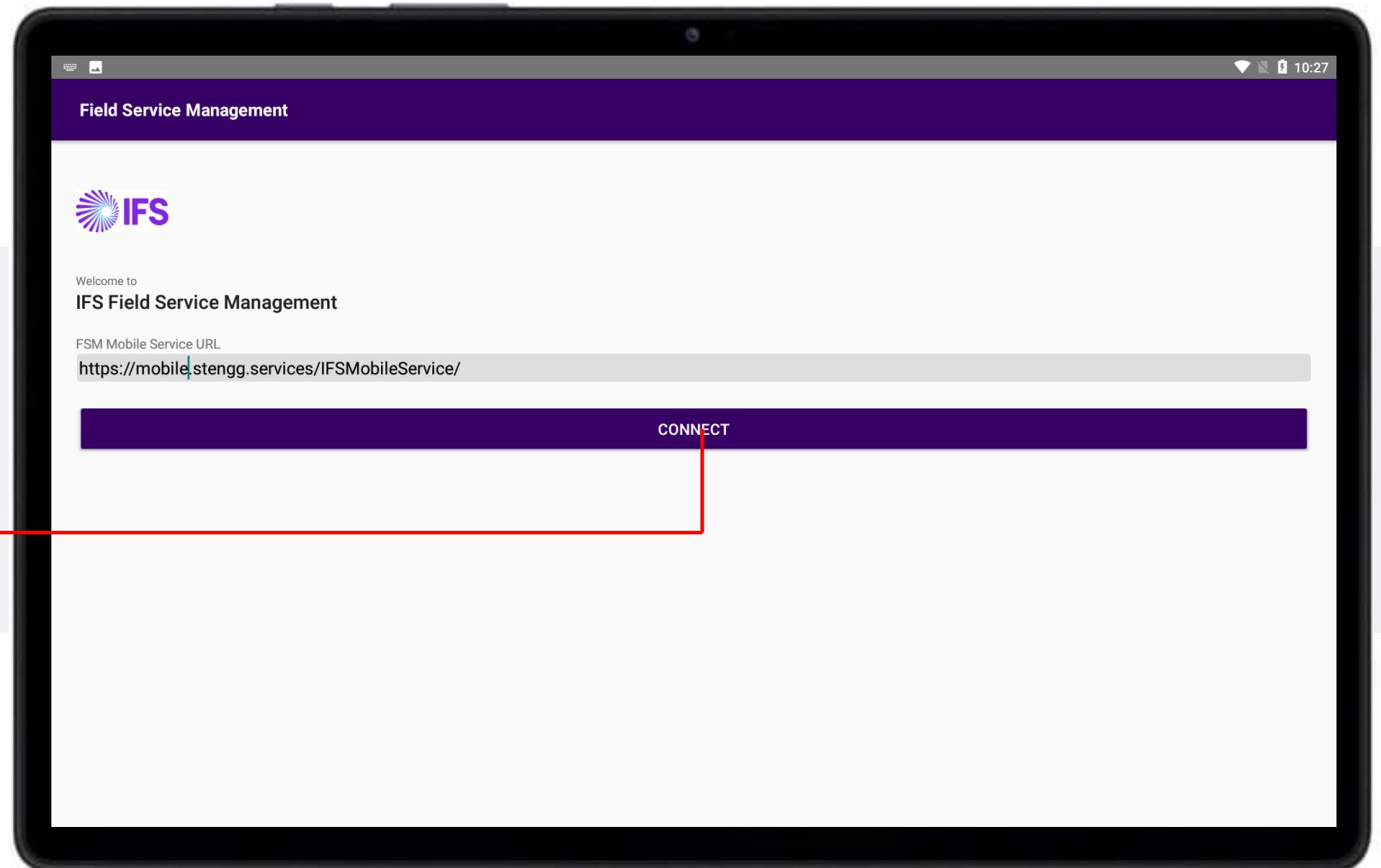


Engineer Mobile App > How to Login

Enter FSM Mobile Service URL and Connect

Enter the same URL provided in
SDS2.0 Mobile Service URL.

Tap **[CONNECT]**.

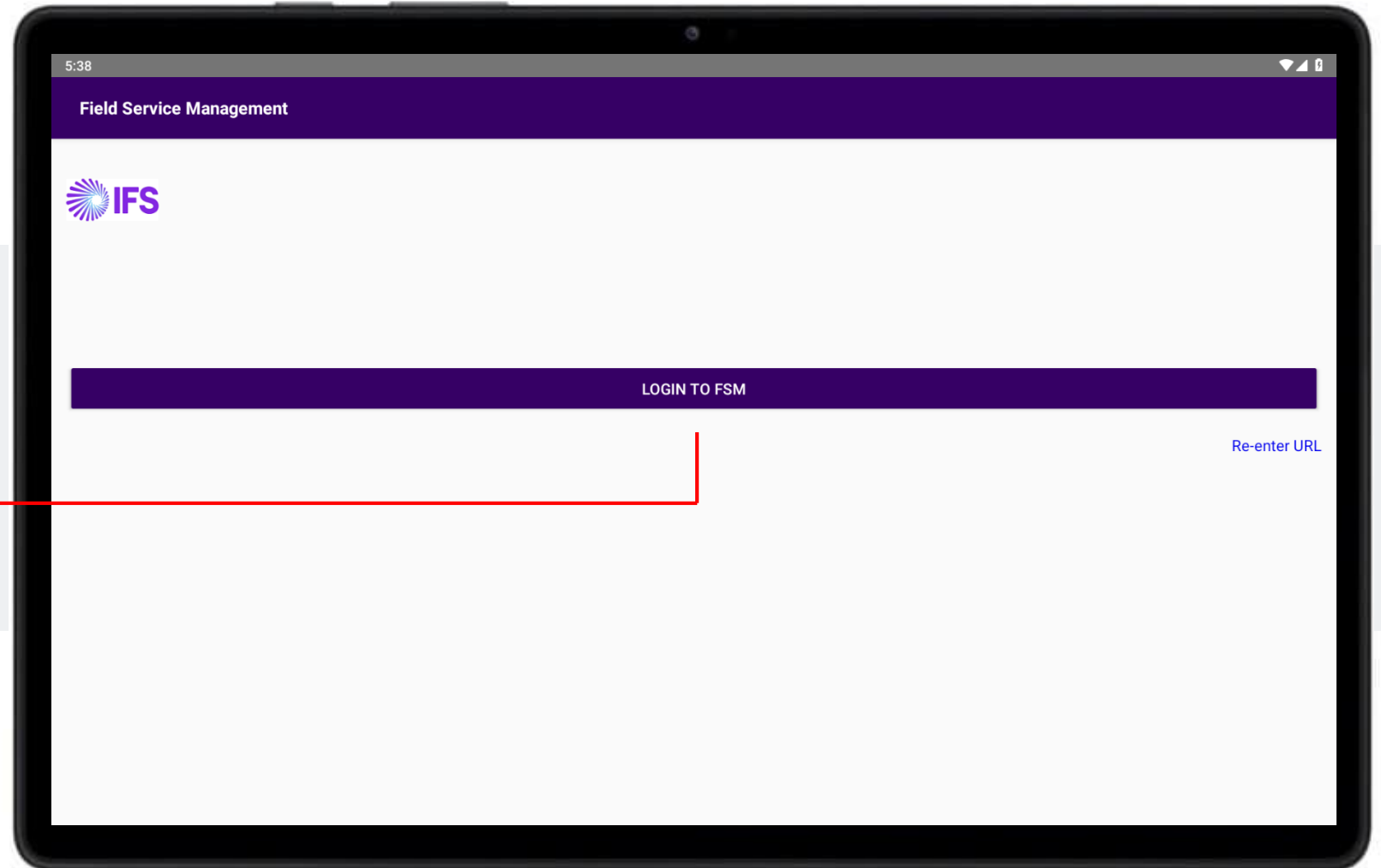


Engineer Mobile App > How to Login

Proceed with FSM Login

Continue with **[LOGIN TO FSM]**.

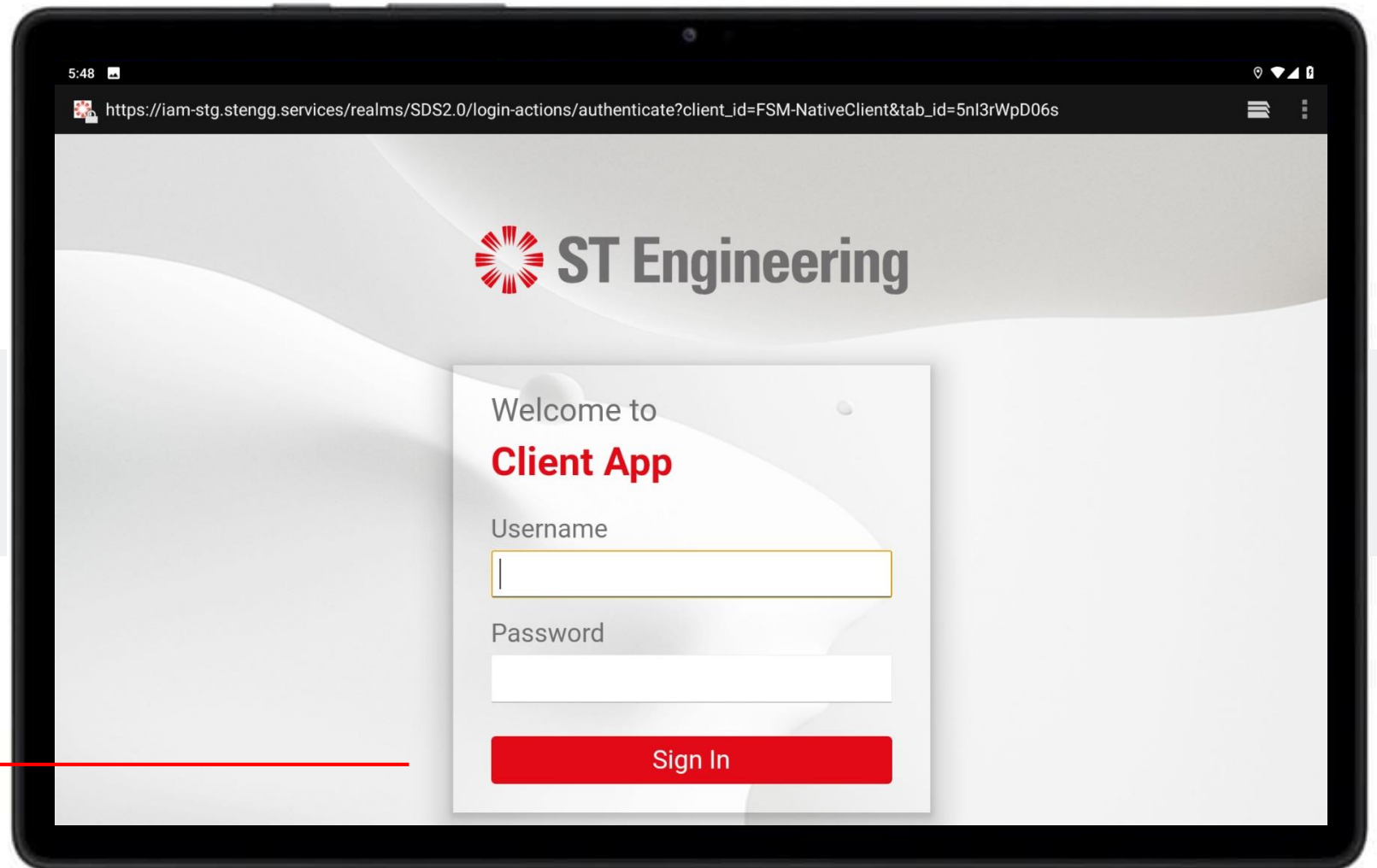
It will redirect you to a login page on a web browser.



Engineer Mobile App > How to Login

Login with Username and Password

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

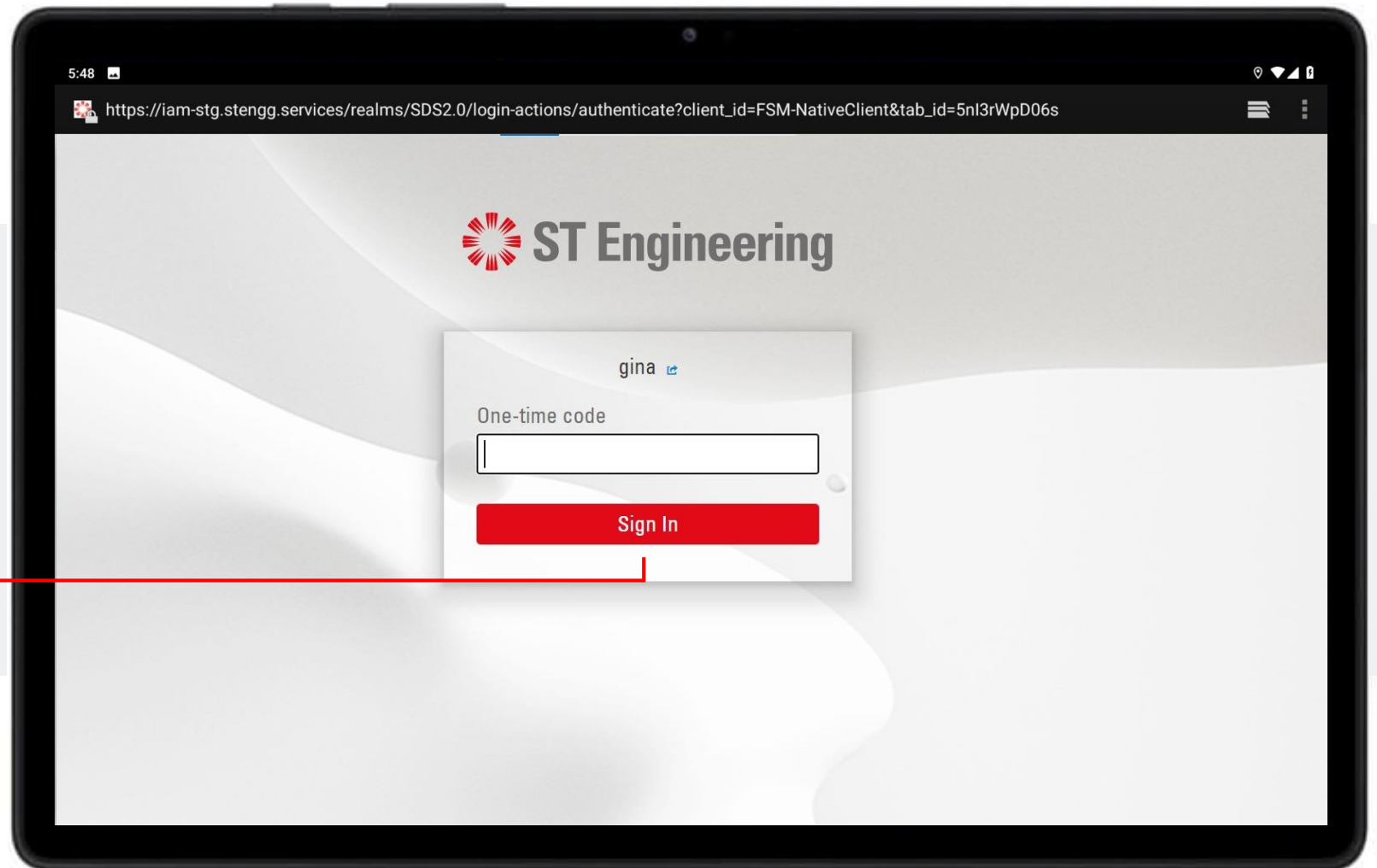


Engineer Mobile App > How to Login

Enter One-Time Code

Retrieve One-Time Code from
your Authenticator App
(Google Authenticator or MS Authenticator)

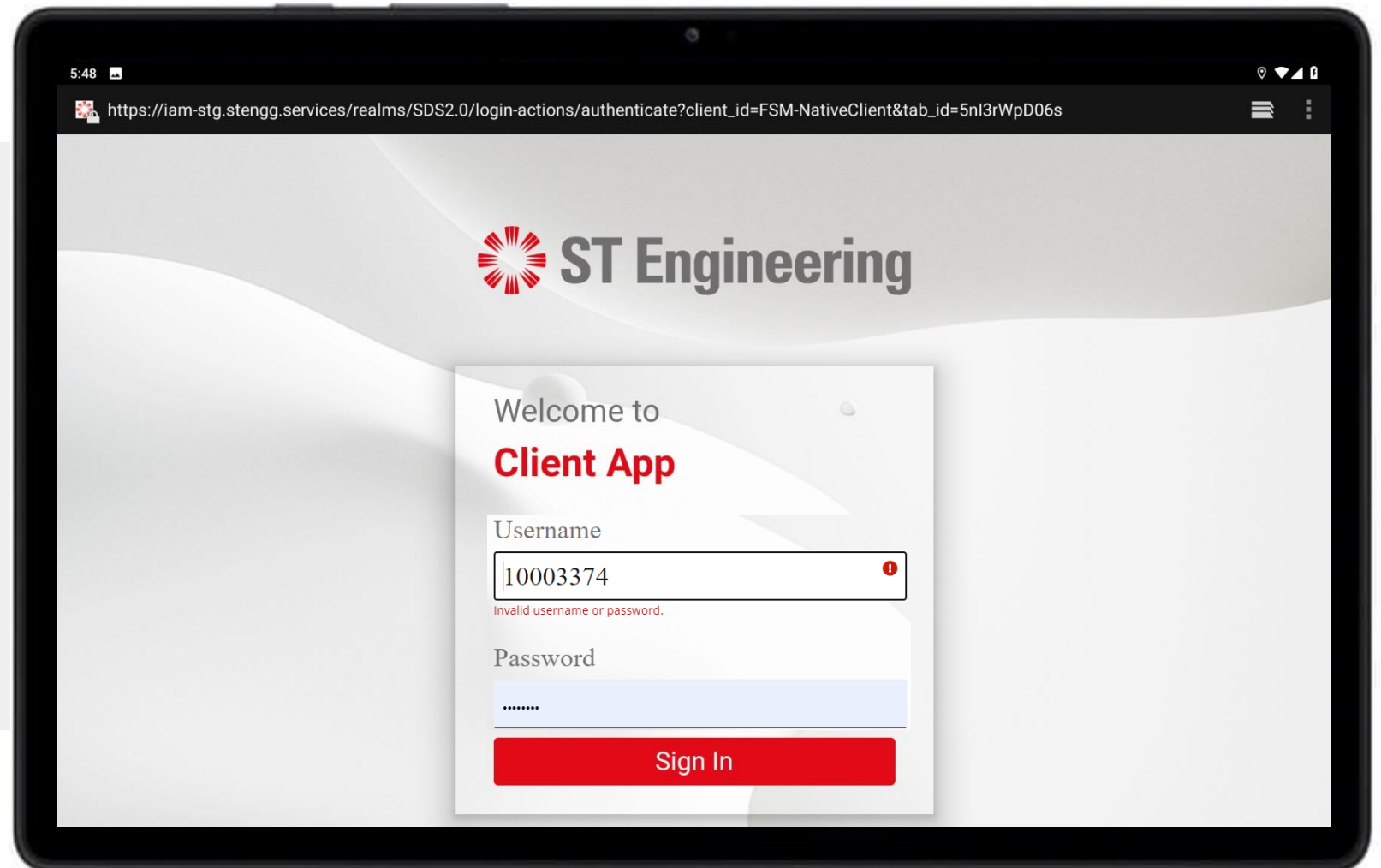
Enter 2FA code and tap **[Sign In]**.



Engineer Mobile App

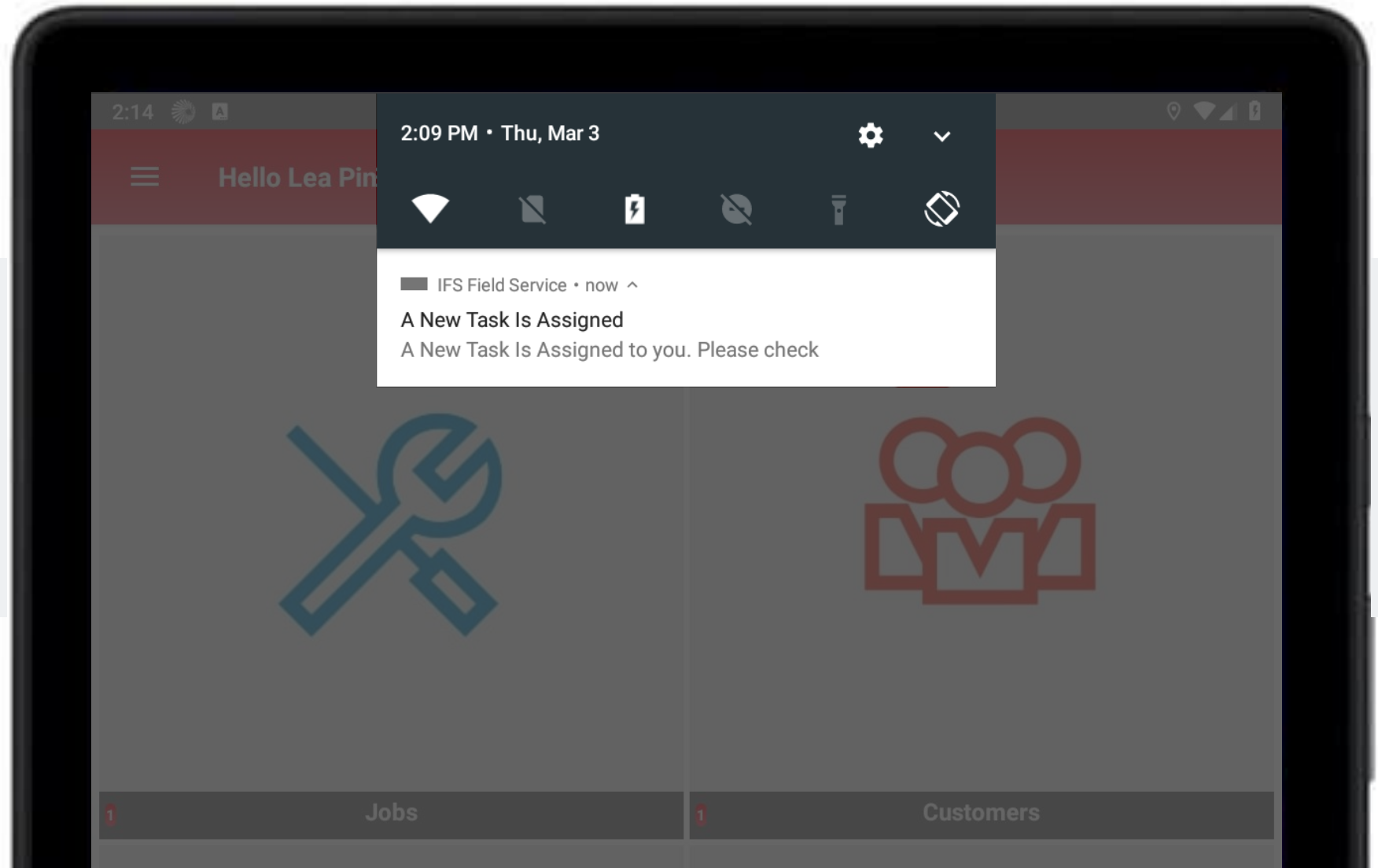
Forget Password or OTP Device

If you have forgotten your password or cannot login to One-Time Code, you will need to contact 1CC to reset the password or authenticator at
Contact no.: 6672 7597 or
Email: 1cc.services@stengg.com



Notification on Assigned Task

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

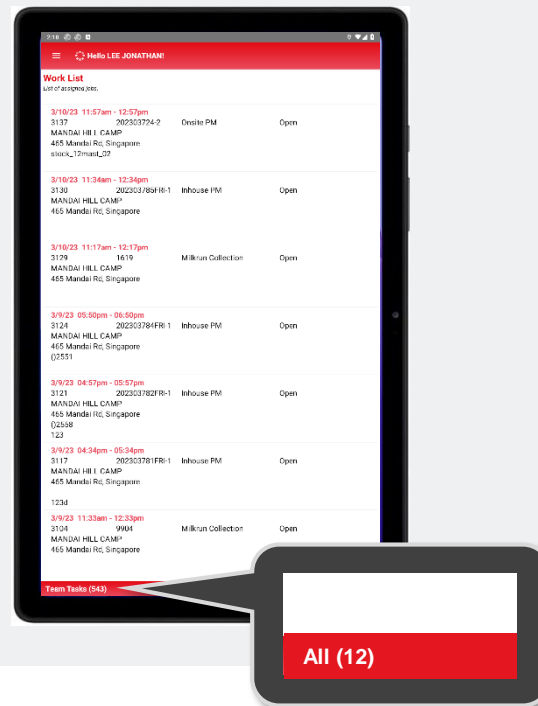


How to Pick Up Unassigned Job

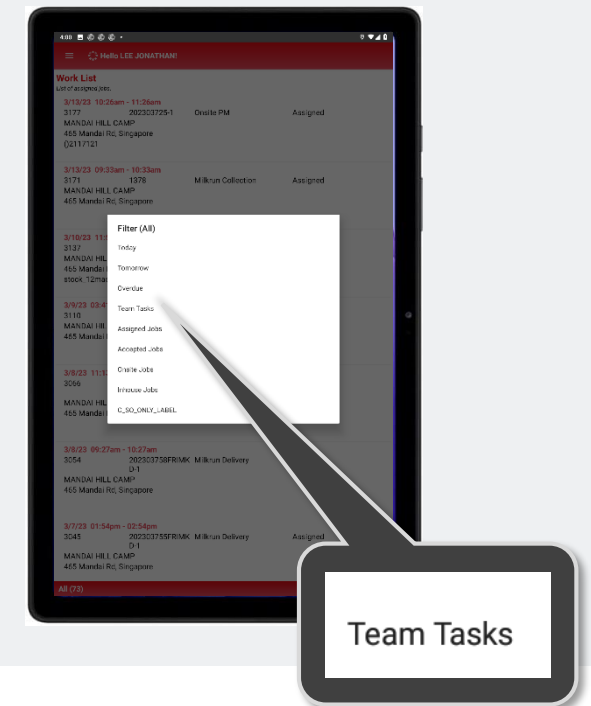
1 From Home screen, tap on **[Jobs]** page.



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



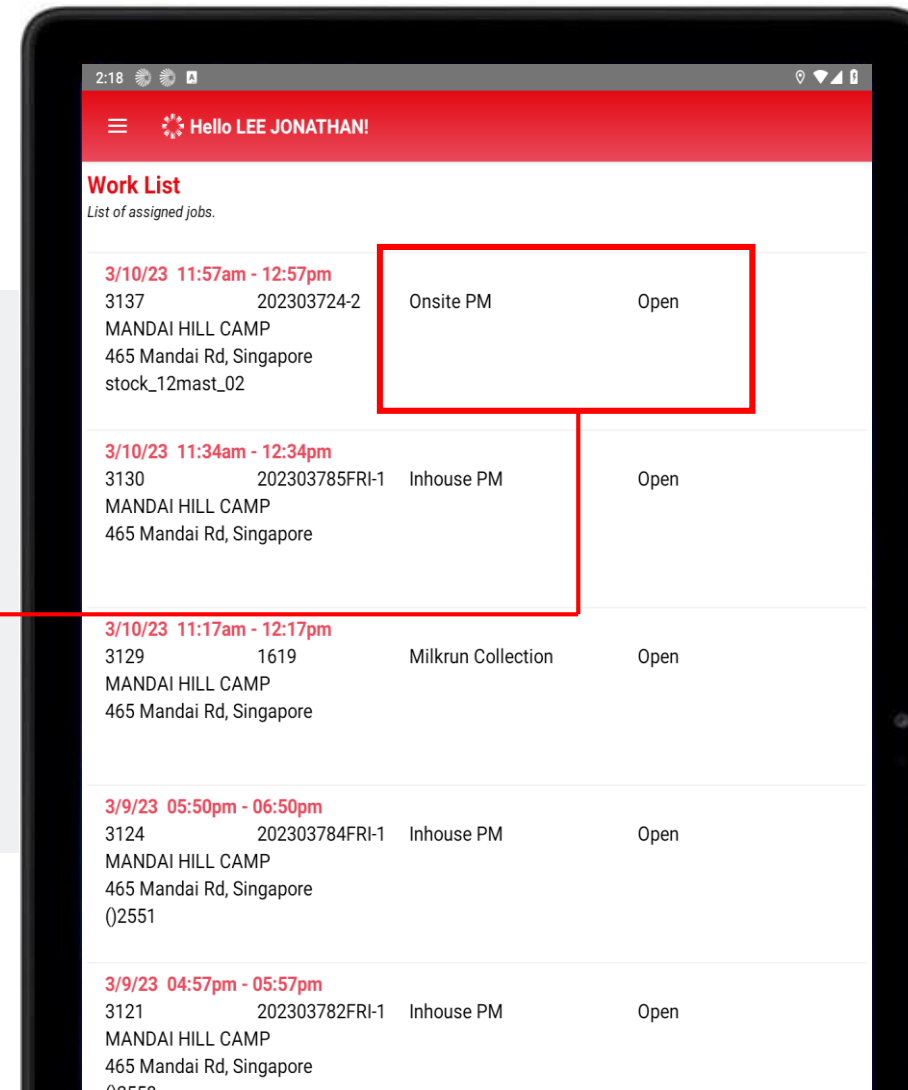
3 Select **[Team Tasks]**



Select unassigned jobs indicated as [Open]

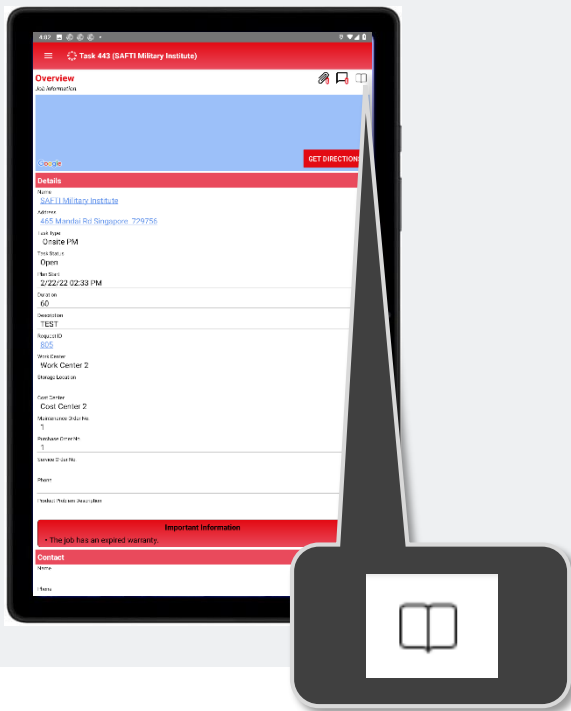
Onsite Jobs that are to be managed by your Team are listed here. Status for unassigned jobs are indicated as **[Open]**.

4 Tap to select a Job on the list.

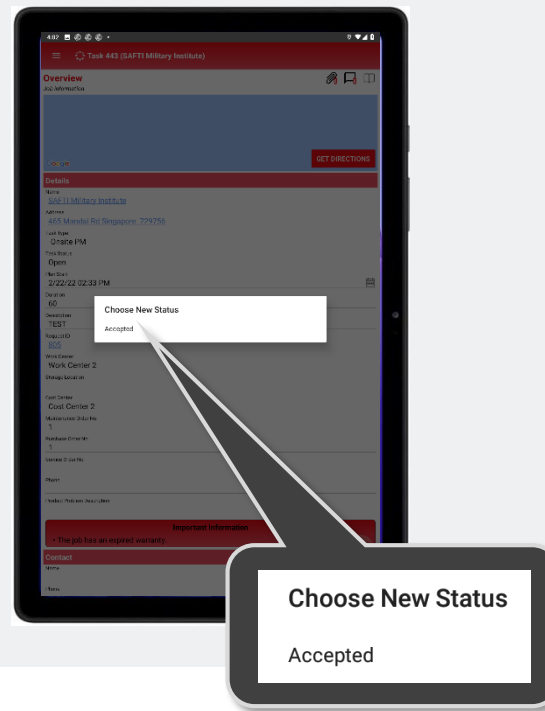


Select [Accepted] to pick up the Job

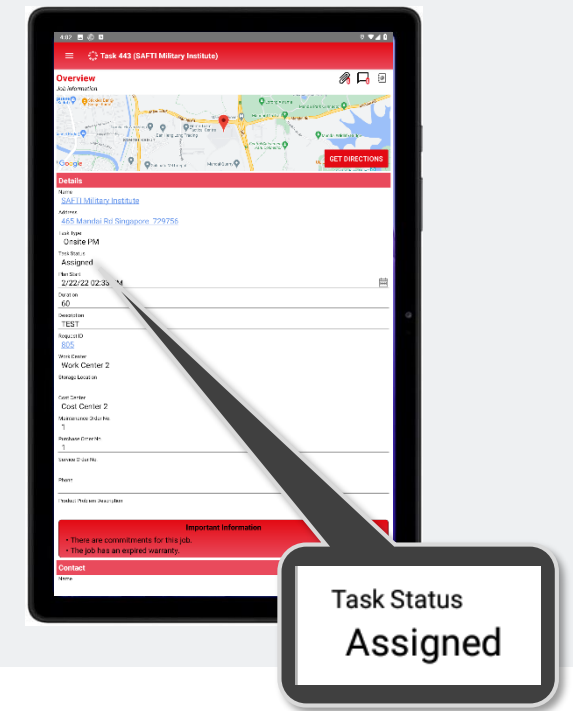
5 From Job page, tap on the book icon.



6 Select [Accepted] to pick up the job.



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

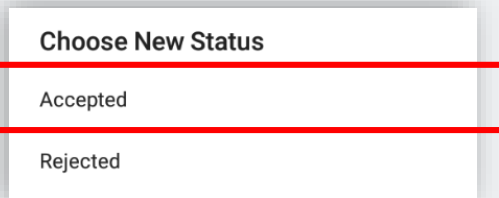



Engineer Mobile App > How to accept or reject assigned job

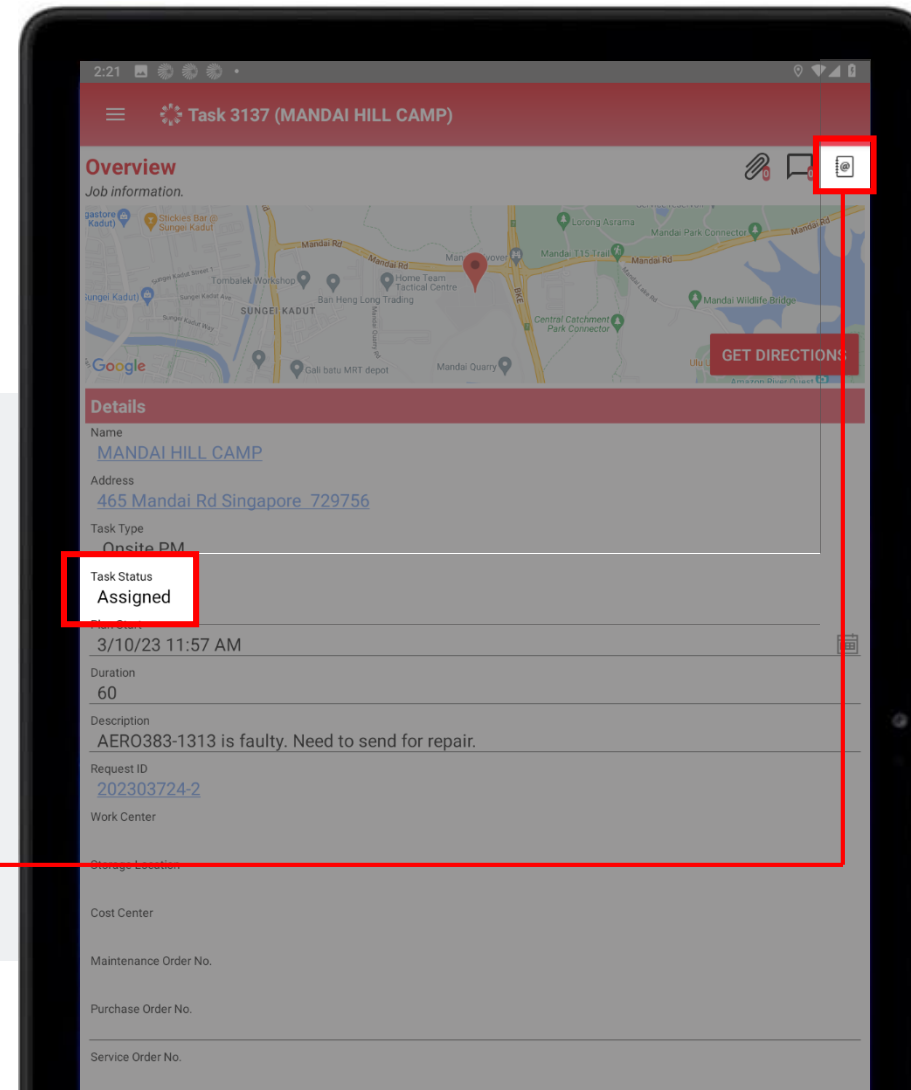
How to accept Assigned Job

Engineers can self-assign jobs or assigned by SR Team or by Team Lead.

Task Status is indicated as **Assigned**.




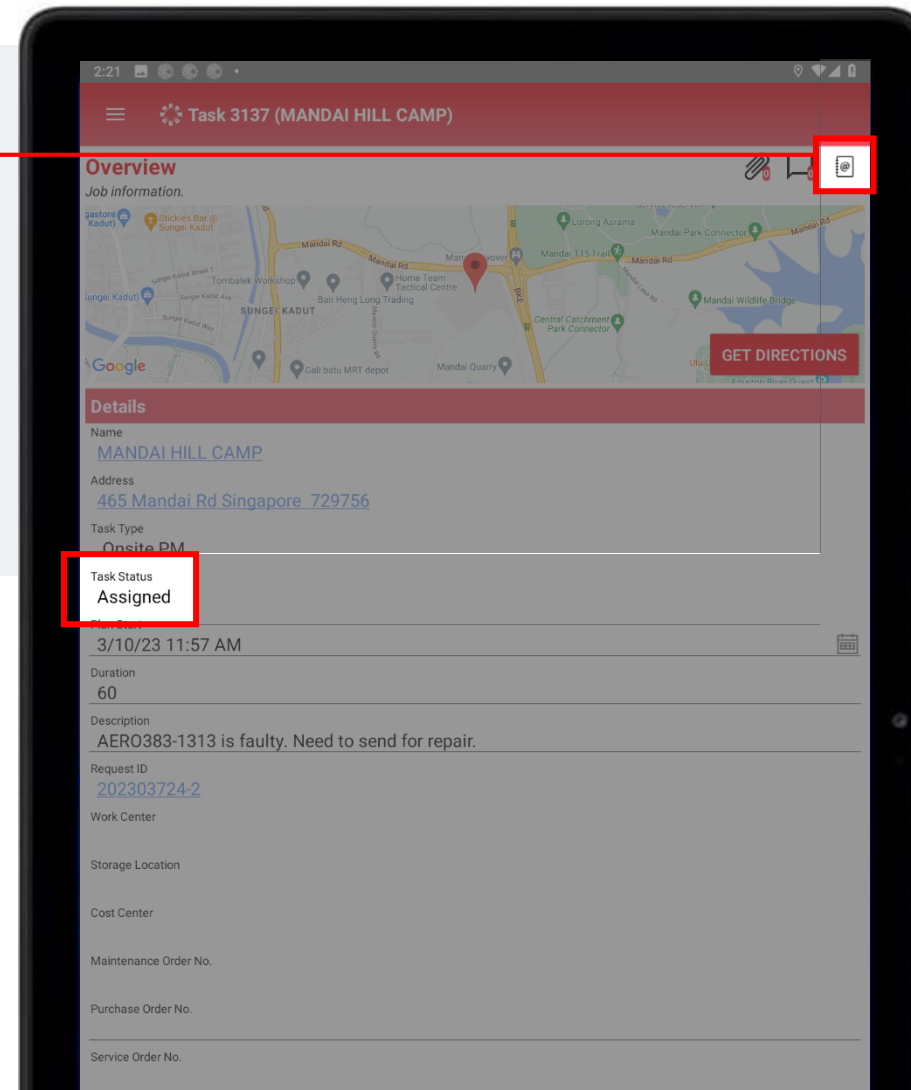
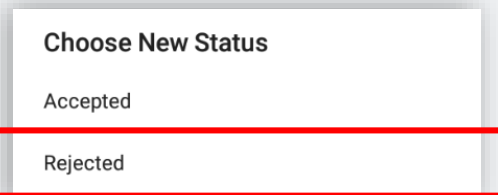
To accept the assigned task, tap the note icon  at the top-right corner and select **[Accepted]**.



Engineer Mobile App > How to accept or reject assigned job

How to reject Assigned Job

To reject assigned task, tap on the note icon  at the top-right corner and select **[Rejected]**.



It will route back to the SR Team for re-assignment.

Note: Task can only be rejected when its status is **Assigned or Accepted**.


Engineer Mobile App

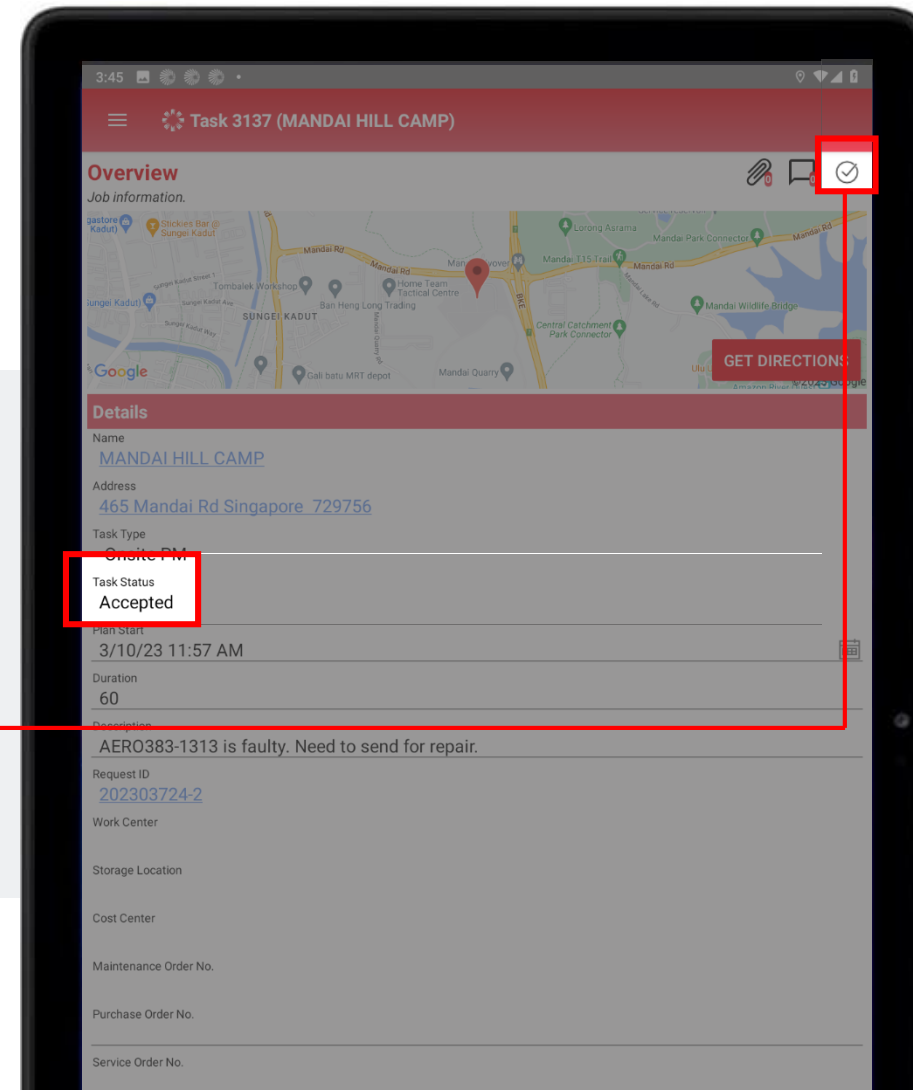
Confirmation Booking

After job has been assigned, you can schedule a service date and time with your customer.

Note: Task Status is **Accepted**

Choose New Status
Booked
Rejected

To confirm booking, tap on the checkbox icon  at the top-right corner and select **[Booked]**.

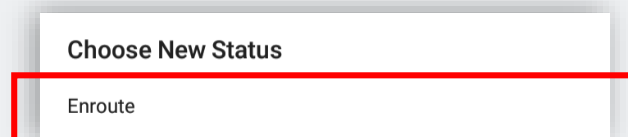



Engineer Mobile App

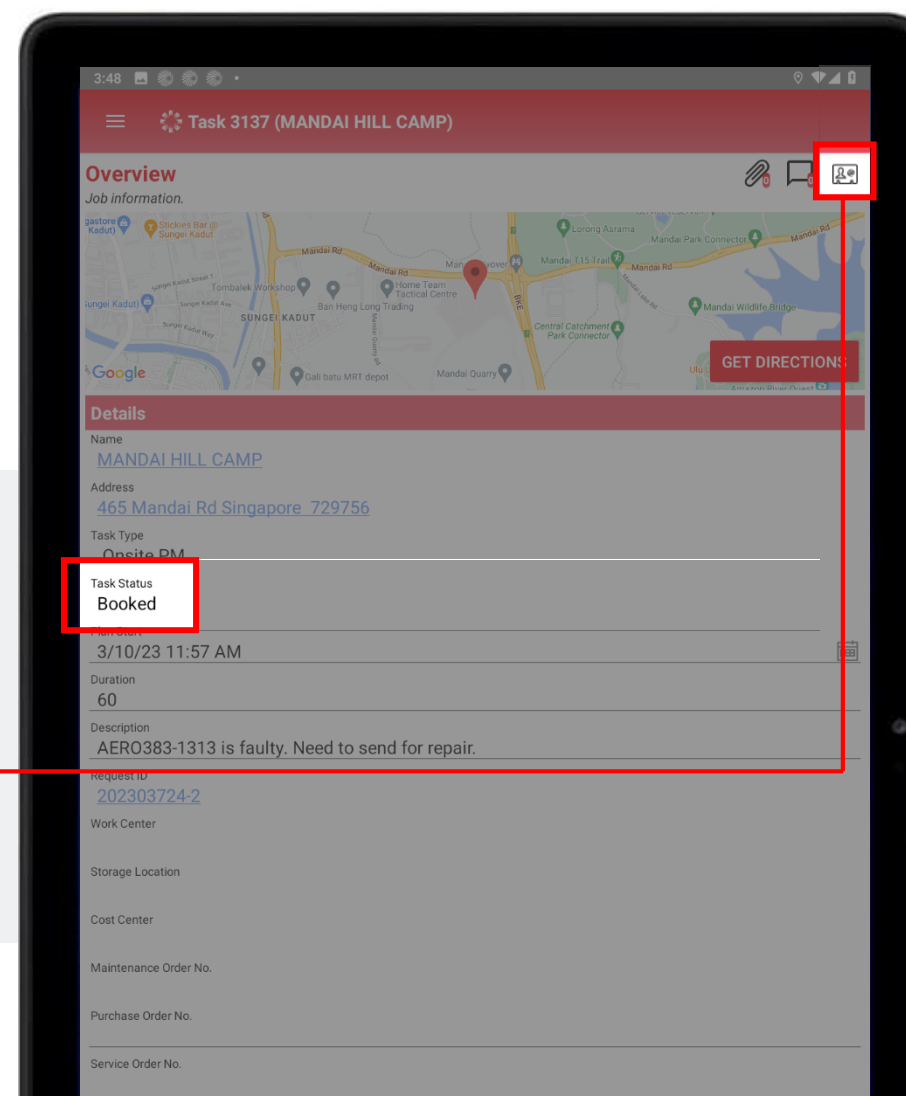
Enroute to Customer Site

After booking has been confirmed and all information provided (e.g., MO no.), you can **[Enroute]** to customer's site.

Note: Task Status is **Booked**



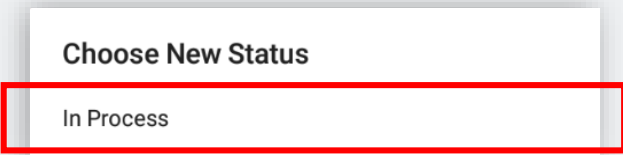
Tap on image icon  at the top-right corner and select **[Enroute]**.




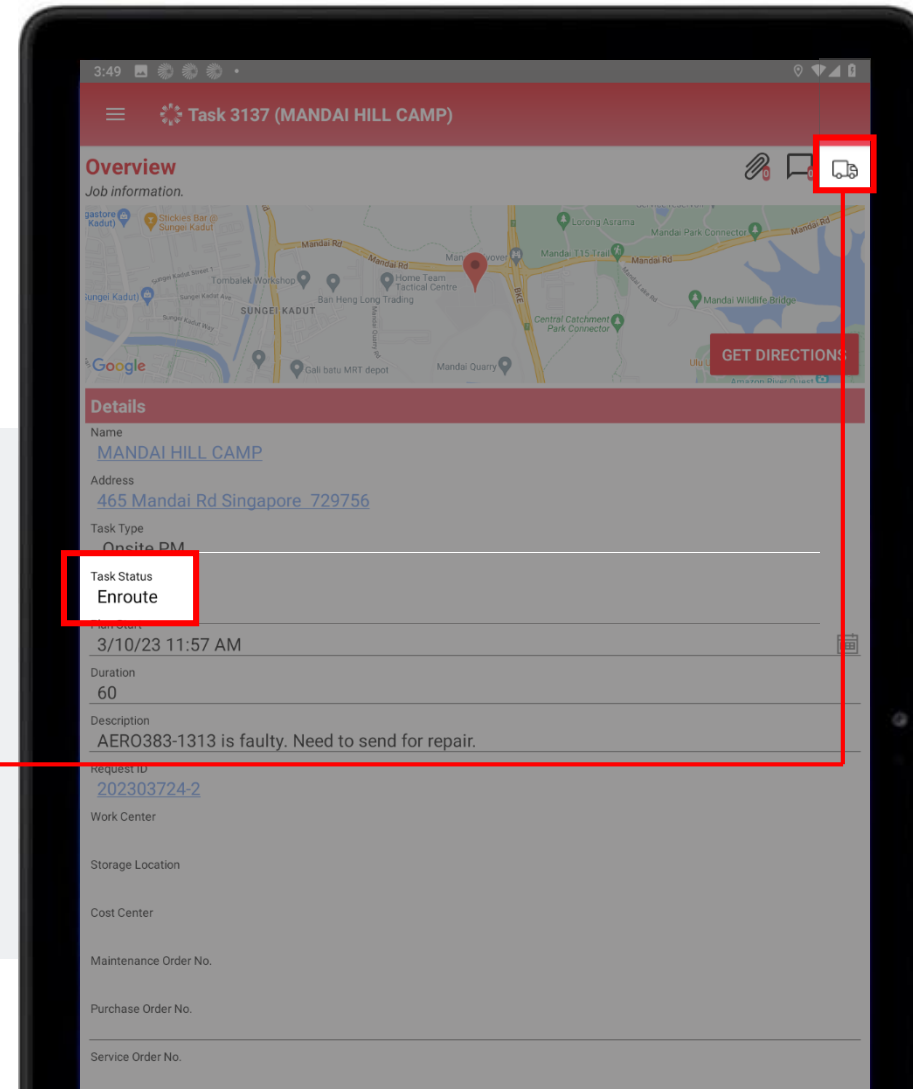
Product Servicing at Site (1)

When servicing the equipment, you can update the task status to **[In-Process]**

Note: Task Status is **Enroute**

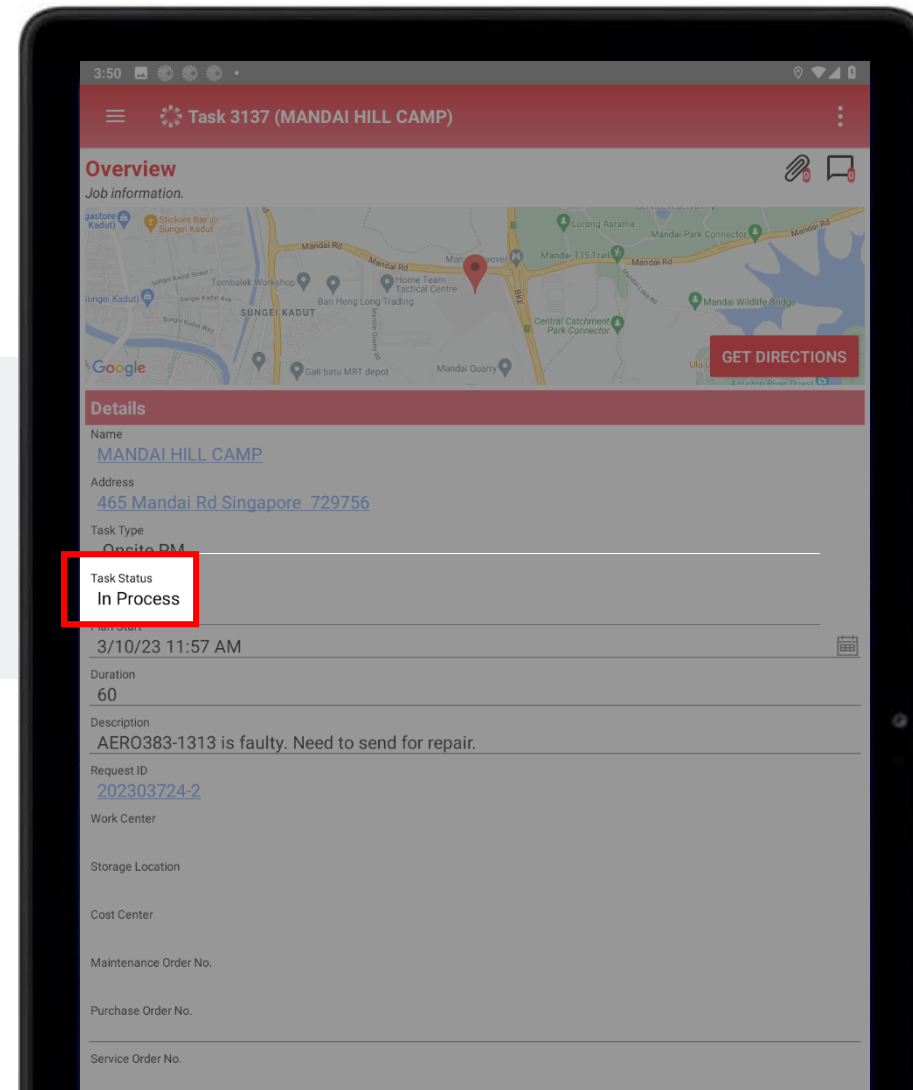


Tap on the van icon  at the top-right corner and select **[In-Process]**.



Product Servicing at Site (2)

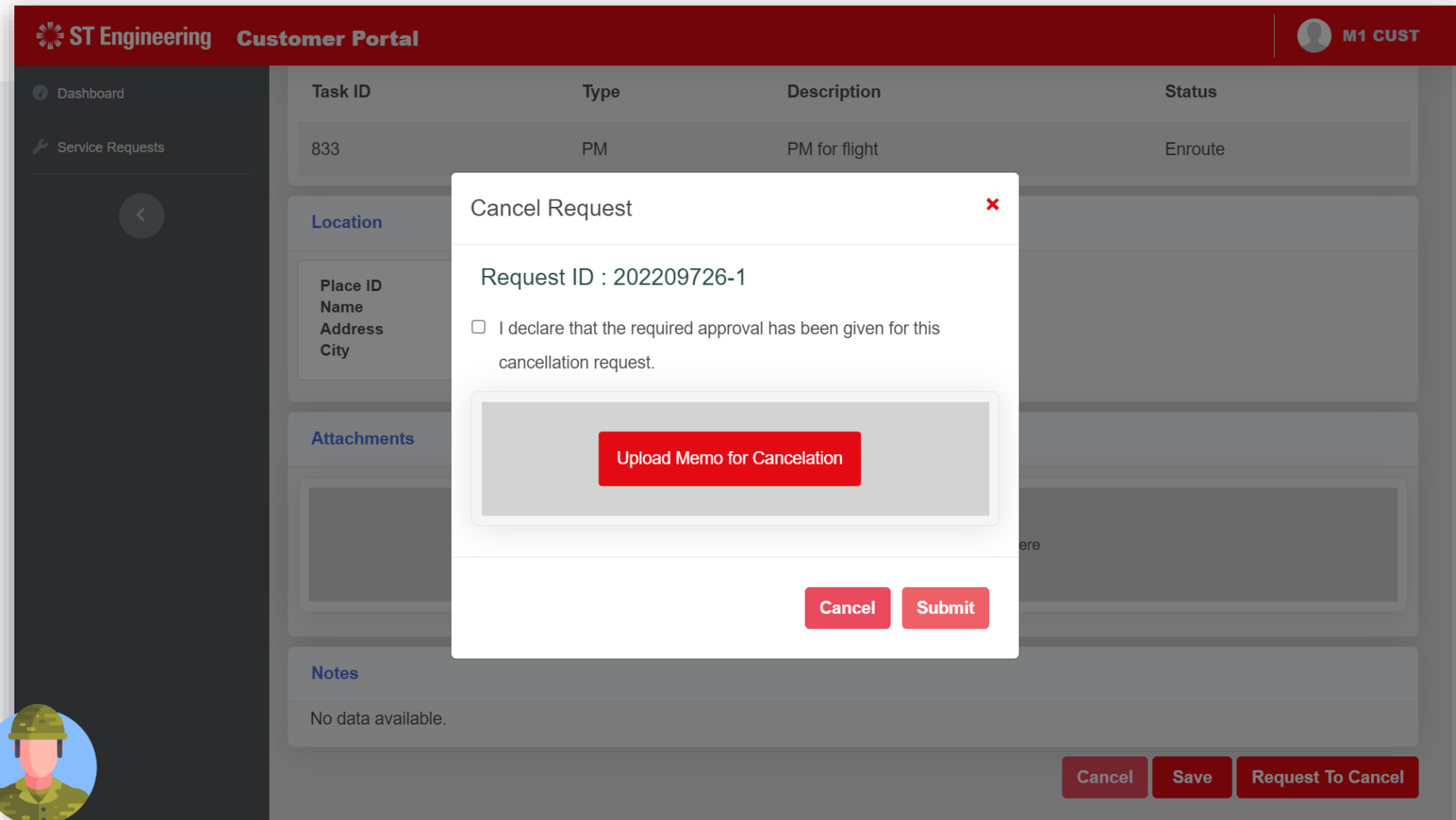
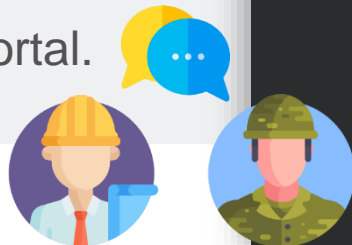
Task status will be updated to **[In-Process]**



Job Cancellation

When Task Status is **In-Process**, you cannot undo the action.

If it needs to be cancelled, customer need to send a cancellation request with an attached memo via the customer web portal.



Task ID	Type	Description	Status
833	PM	PM for flight	Enroute

Cancel Request

Request ID : 202209726-1

I declare that the required approval has been given for this cancellation request.

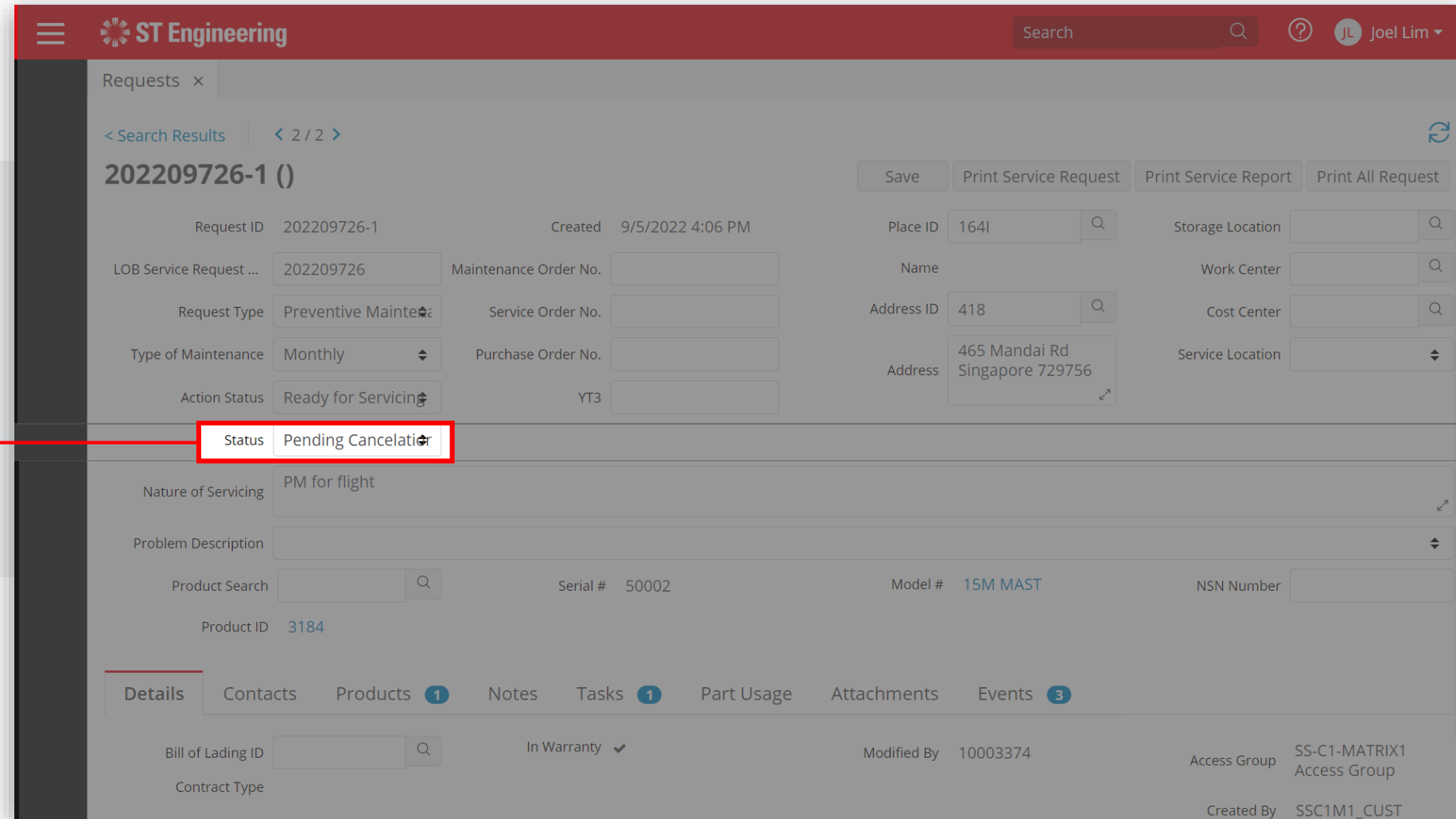
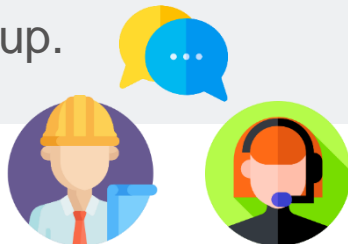
Upload Memo for Cancellation

Cancel Submit

Cancel Save Request To Cancel

Pending Cancellation

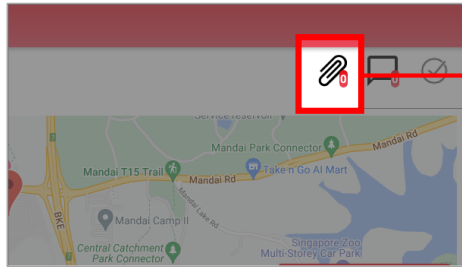
You can notify the SR Team to escalate a pending cancellation request and do a follow-up.



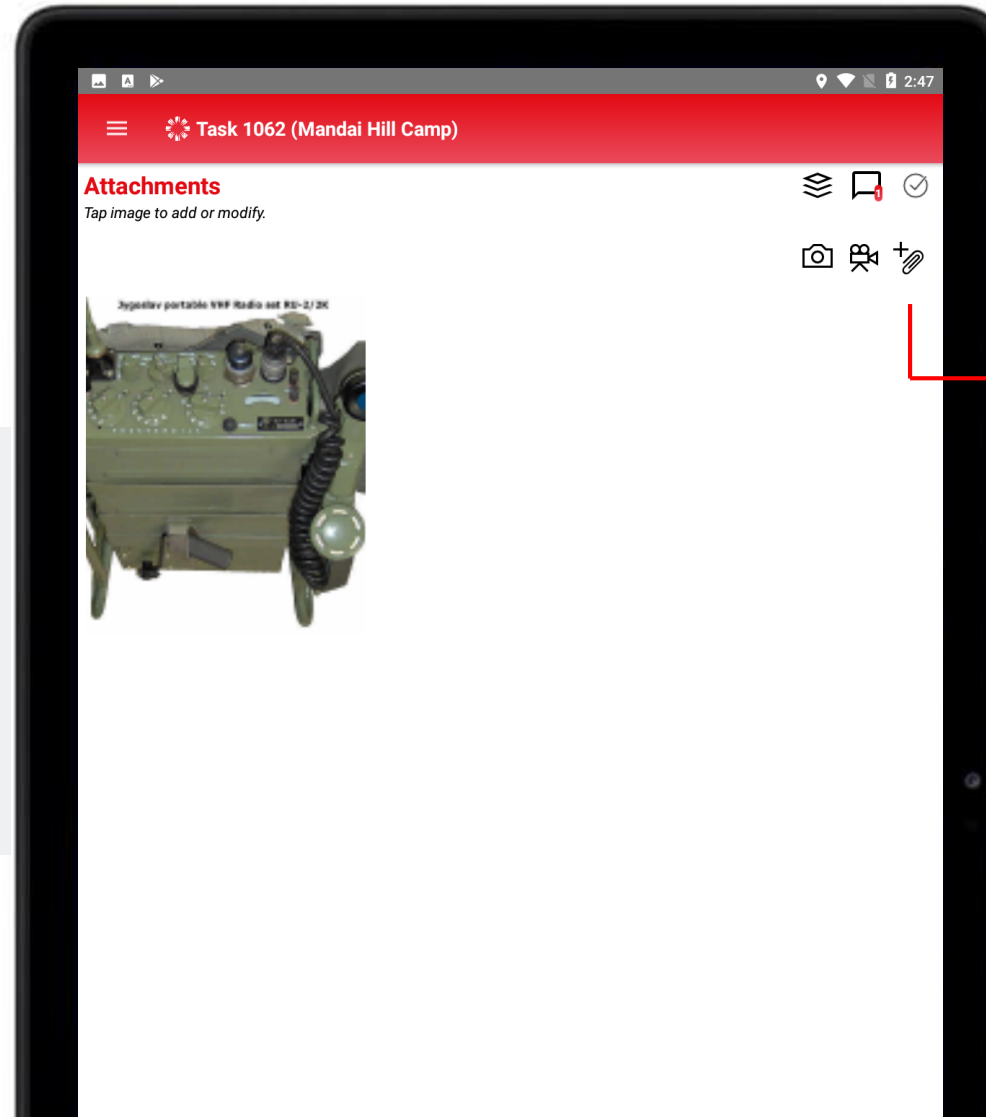
The screenshot displays the ST Engineering mobile app interface for a Service Request (SR) form. The form is titled "202209726-1 ()" and is currently in a "Pending Cancellation" status, which is highlighted with a red box. The form includes various fields for request details, maintenance information, and product identification. A red line connects the text "do a follow-up" to the "Status" field.

Field	Value
Request ID	202209726-1
Created	9/5/2022 4:06 PM
LOB Service Request ...	202209726
Maintenance Order No.	
Request Type	Preventive Maintenance
Service Order No.	
Type of Maintenance	Monthly
Purchase Order No.	
Action Status	Ready for Servicing
YT3	
Status	Pending Cancellation
Nature of Servicing	PM for flight
Problem Description	
Product Search	
Serial #	50002
Model #	15M MAST
NSN Number	
Product ID	3184




Save new Attachment(s)

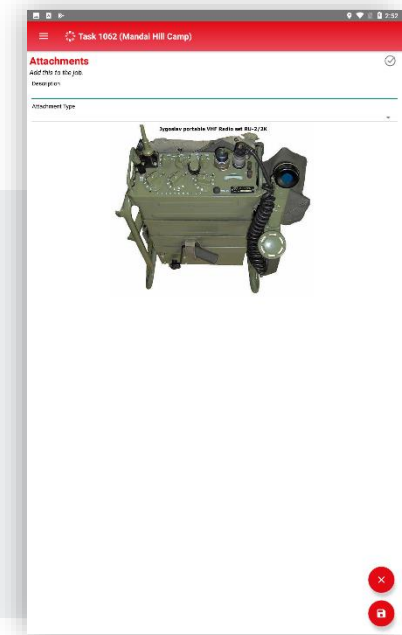



Tap on the clip icon, it will display (if any) a list of attachments created and to add new attachments.



Create new attachment from:

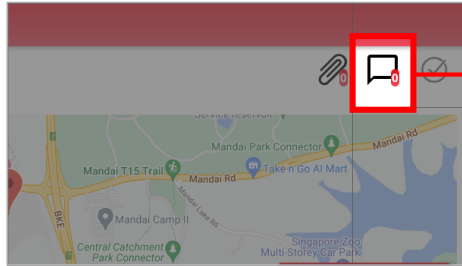
-  Take photo from mobile device;
-  Take video from mobile device;
-  Attach file from mobile device.



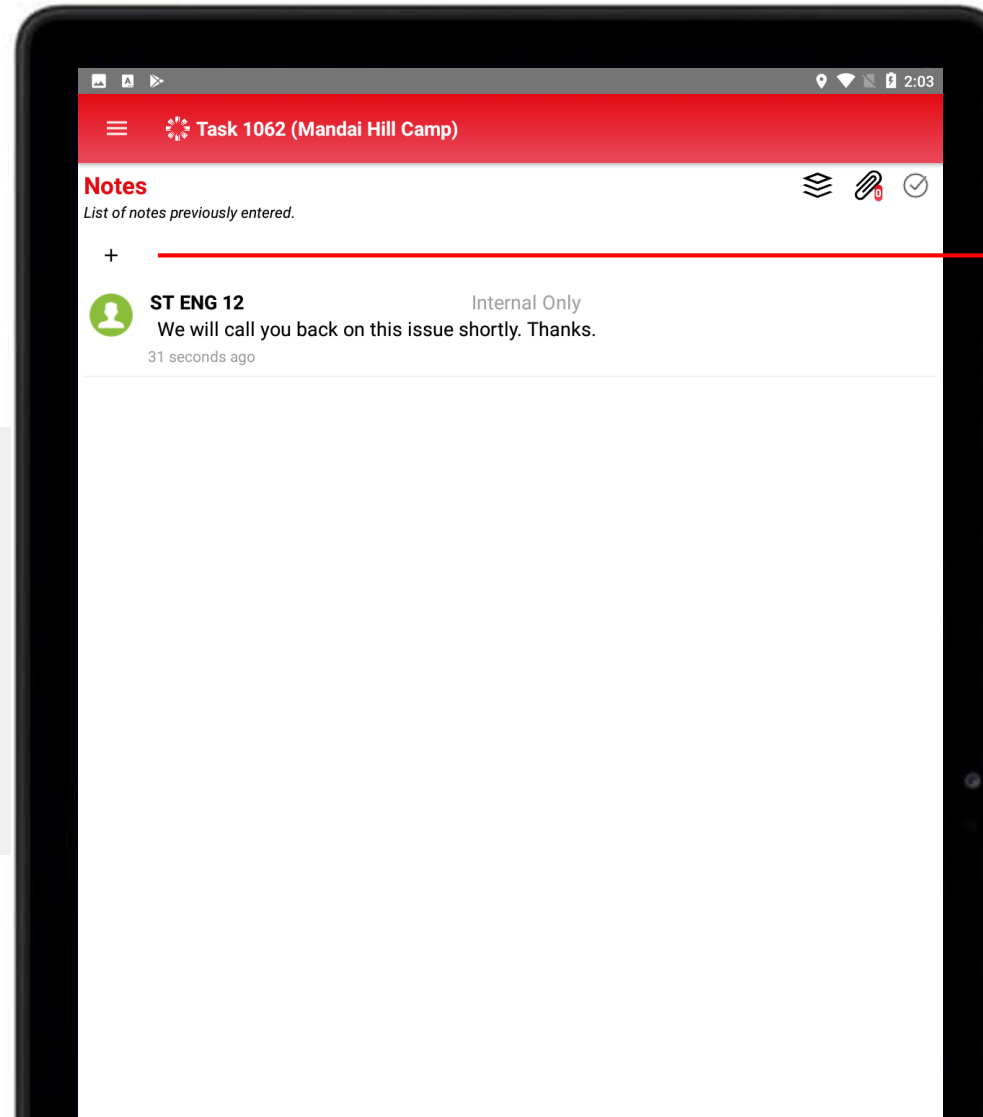
Tap  to save new attachment.

Tap  to cancel changes.

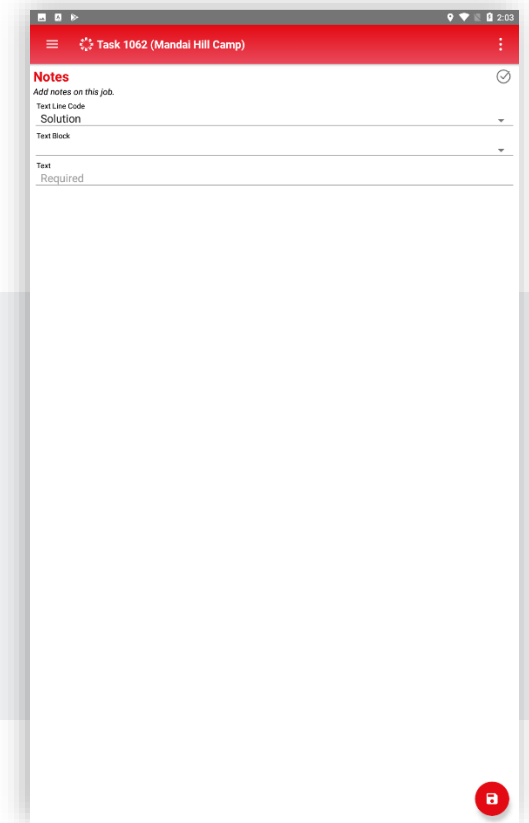
Save new Note(s)



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.

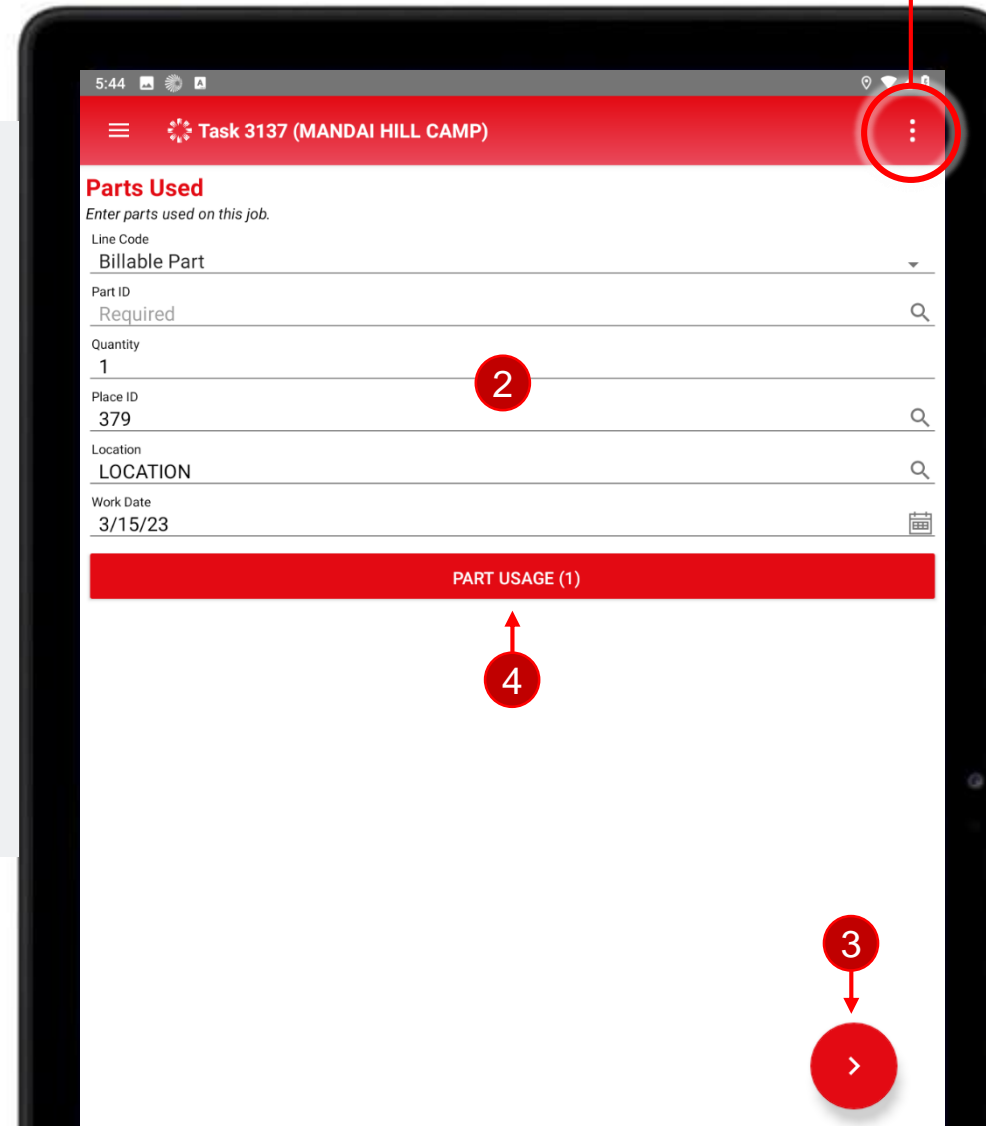


Tap  to save new note.

Engineer Mobile App

Parts Used

When a Part is used during product servicing, you will need to input Part information under **Parts Used**.



5:44 Task 3137 (MANDAI HILL CAMP)

Parts Used
Enter parts used on this job.

Line Code
Billable Part

Part ID
Required

Quantity
1

Place ID
379


Location
LOCATION

Work Date
3/15/23

PART USAGE (1)

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

2 Select a Line Code, Part ID, Quantity, Place ID, Location and Work Date

3 Tap  to add the Part information

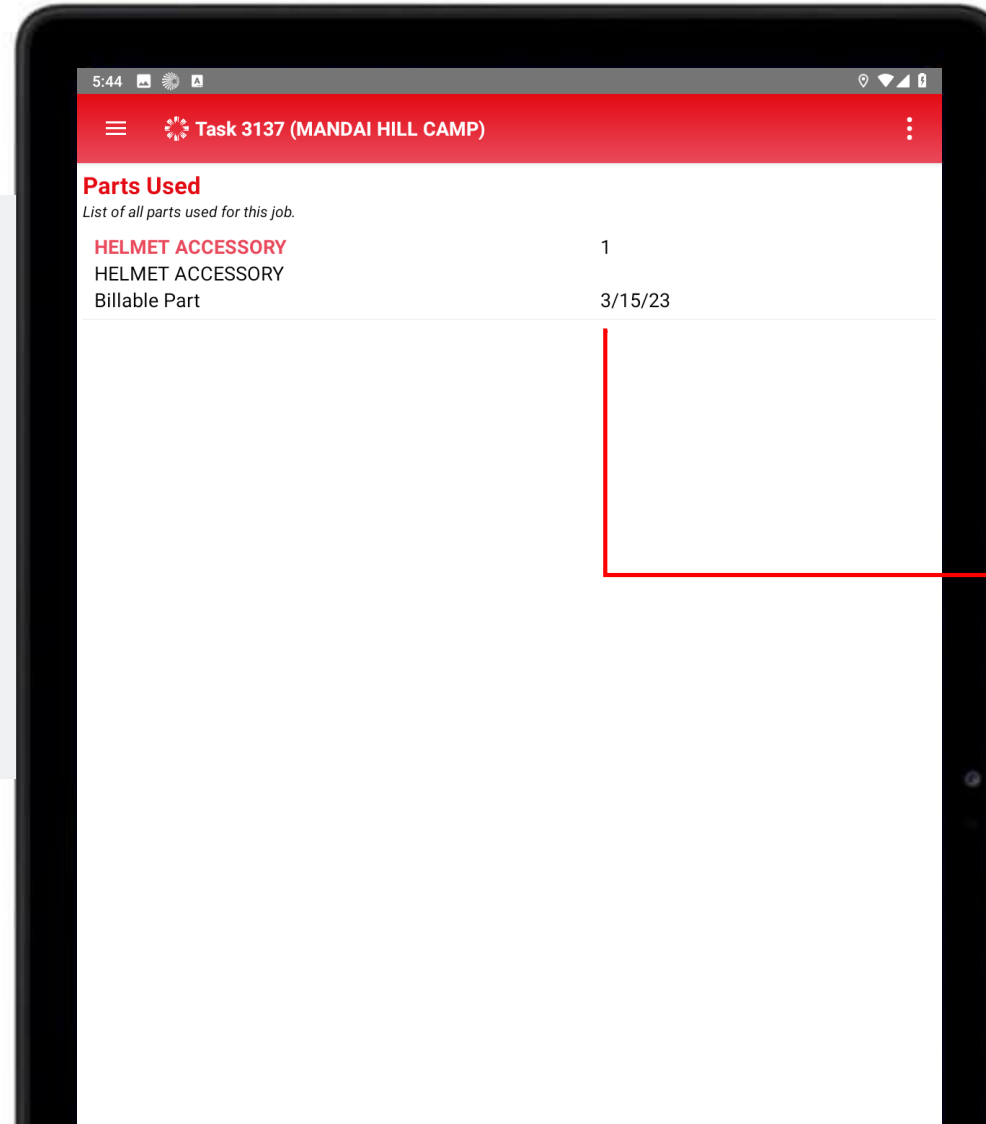
4 Part is added into the list

Engineer Mobile App > Parts Used

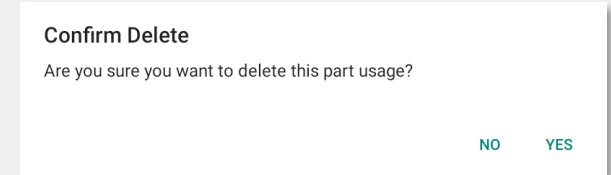
Parts Usage

Tap **Part Usage** button to view a list of parts used for maintenance.

PART USAGE (1)

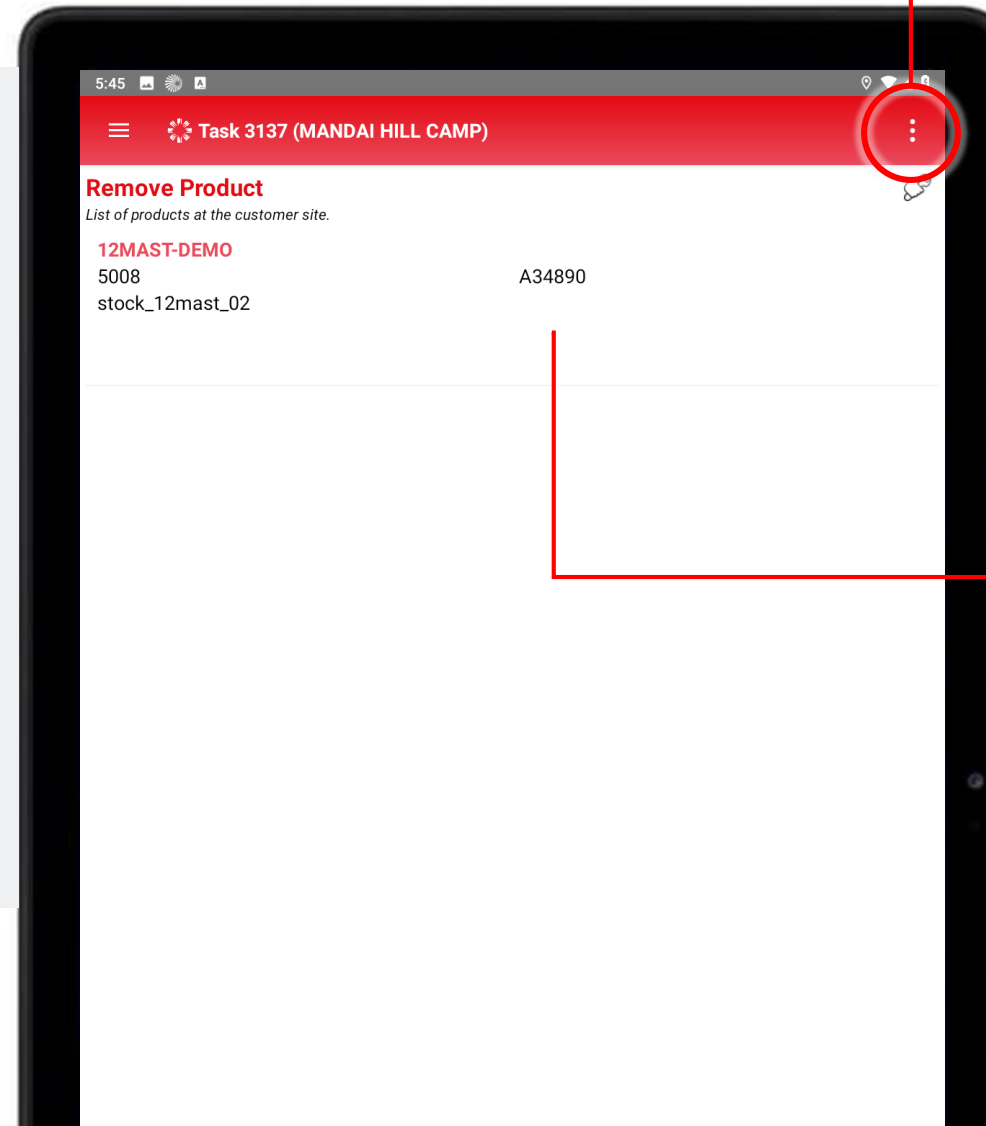


Tap on the Part information to choose to remove or from list.



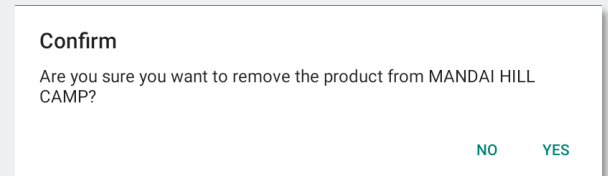
Remove Product

When the faulty product needs to be collected back to depot for repair during and onsite job, you will need to update Product is removed from the place under **Remove Product**.



1 Select [**Remove Product**] from Job List Menu.

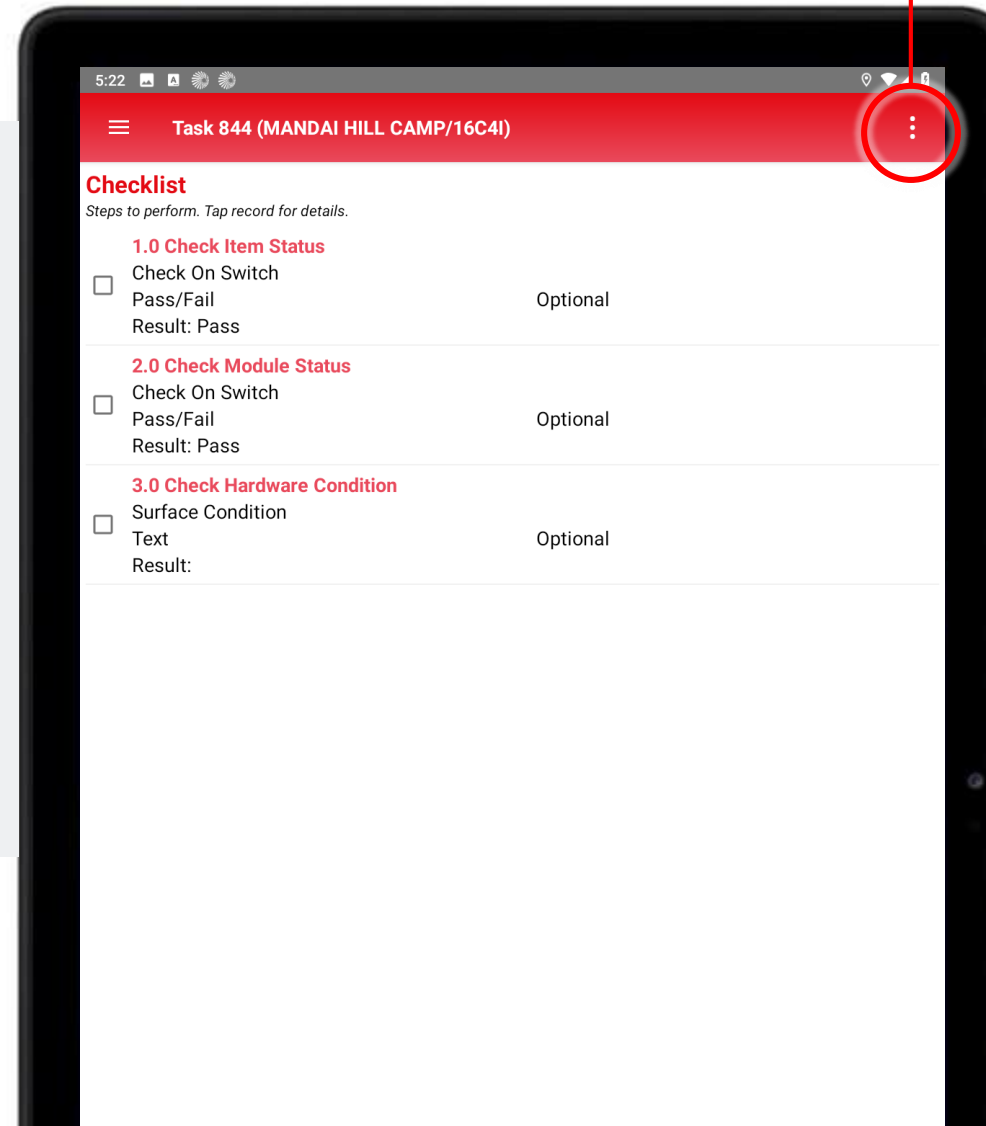
2 Tap on Product information and select [**Yes**] to remove product from list.



Engineer Mobile App

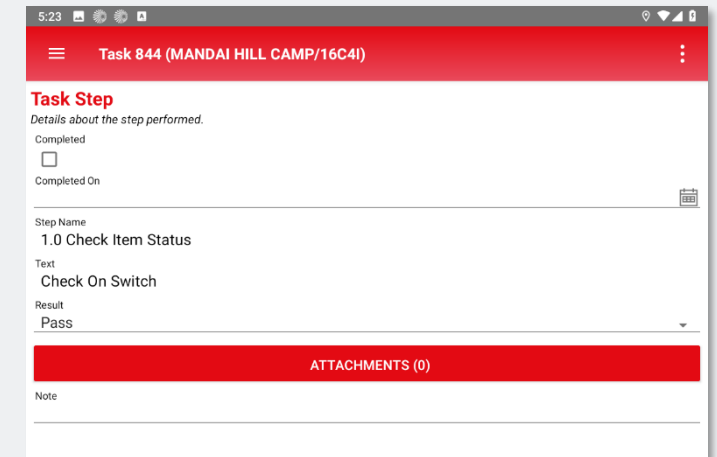
Checklist


During product servicing, you can run through the **Checklist** to do thorough inspection on the Product.



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

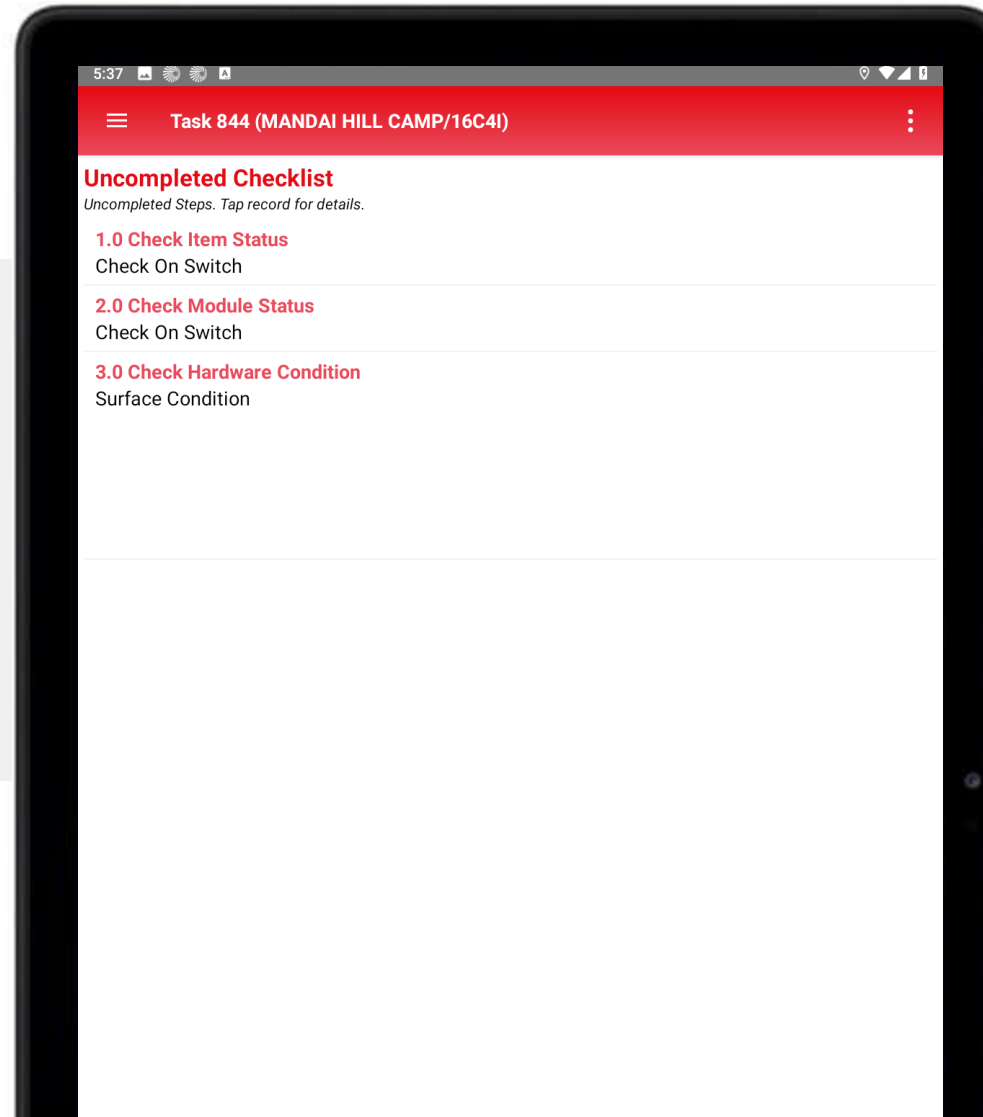
2 Select an item from checklist and complete the Task Step:




Tap  button to save changes for each completed step.

Uncompleted Checklist

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



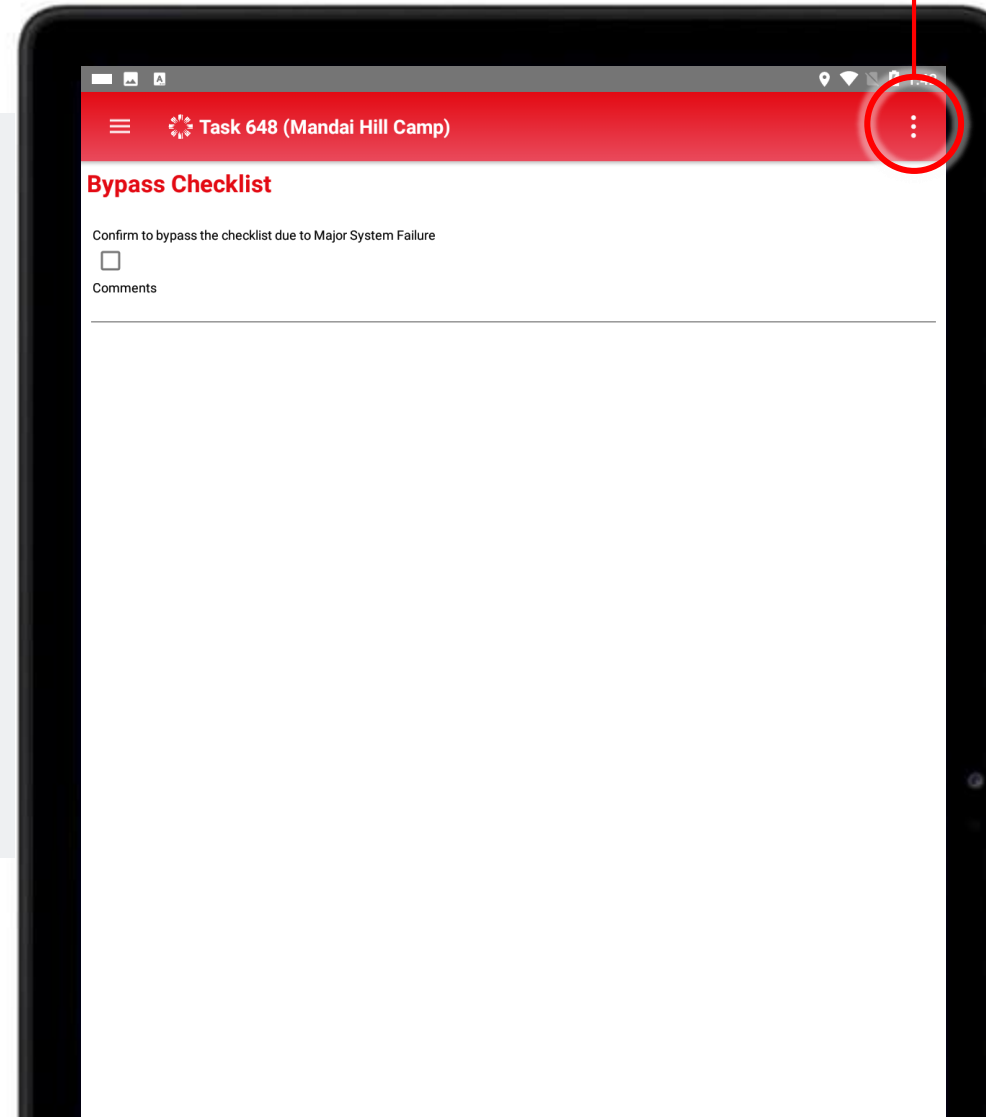
Fill-in the information as required and tap save. 

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


Engineer Mobile App > Checklist

Bypass Checklist

Use **Bypass Checklist** only if user cannot proceed completion of the checklist and is stuck on one step due to major system failure of product or product is unrepairable.



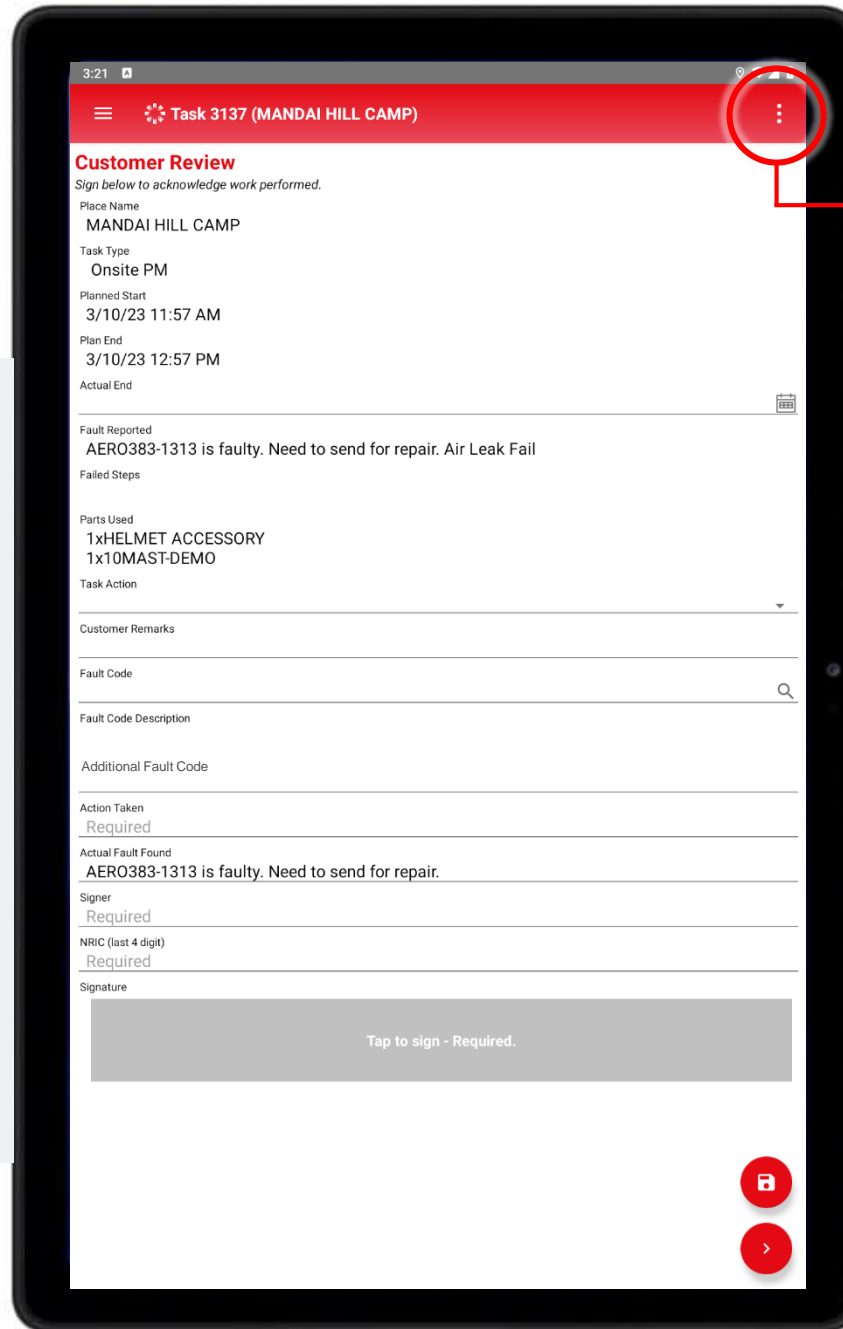
Select [**Bypass Checklist**] from Job List Menu.

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

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

Customer Review

After completing inspection,
Customer will need to review
Product information and sign off.



Select [Customer Review]
from Job List Menu.

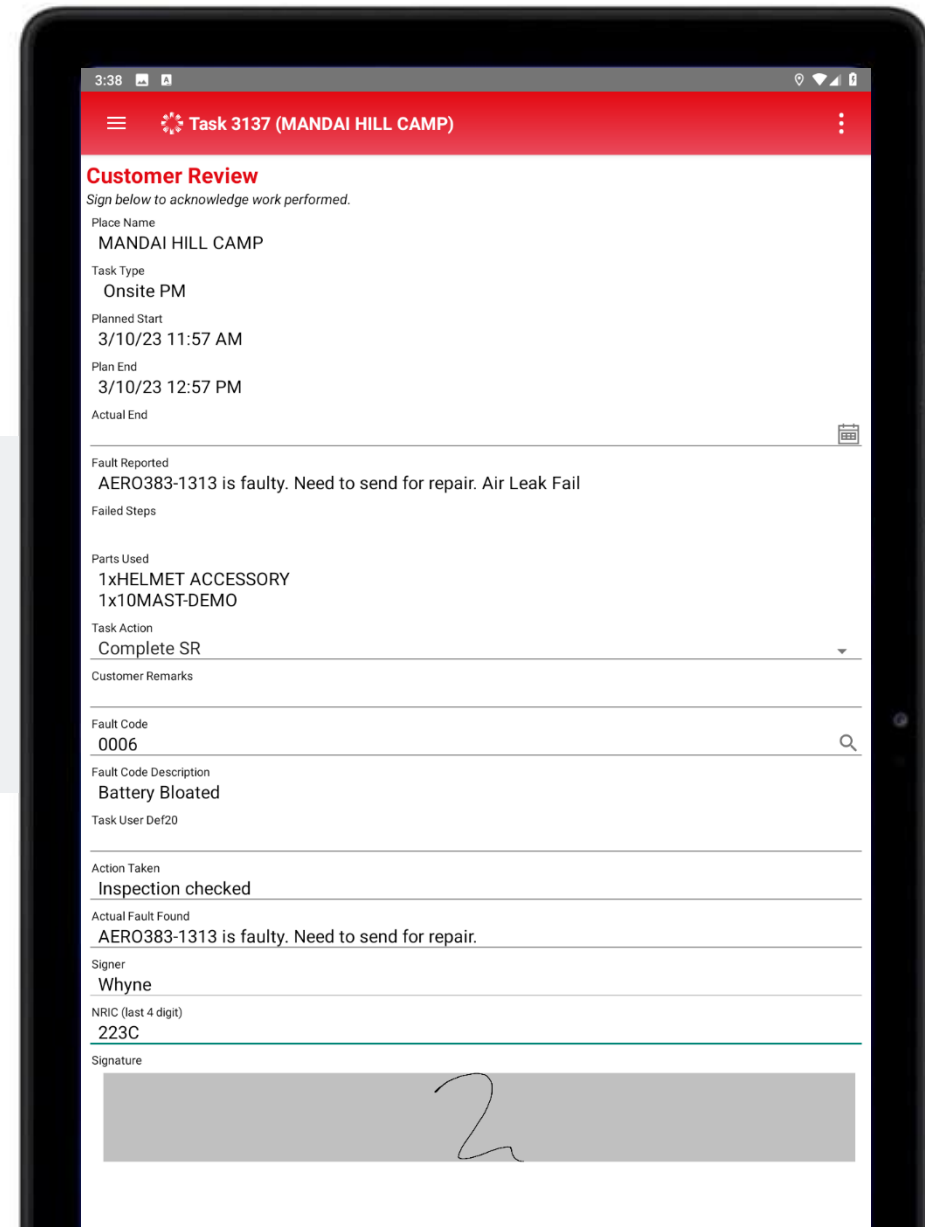
- **Actual End:** Time/Date of completion
- **Task Action:** Next action to be taken
- **Customer Remarks** (Optional)
- **Fault Code, Additional Fault Code:** List of Product issue
- **Action Taken** by engineer
- **Signer:** Customer's name
- **NRIC (last 4 digit):** Last 4-digit of customer's NRIC
- **Signature** from Customer

Tap  button to save changes.

Engineer Mobile App

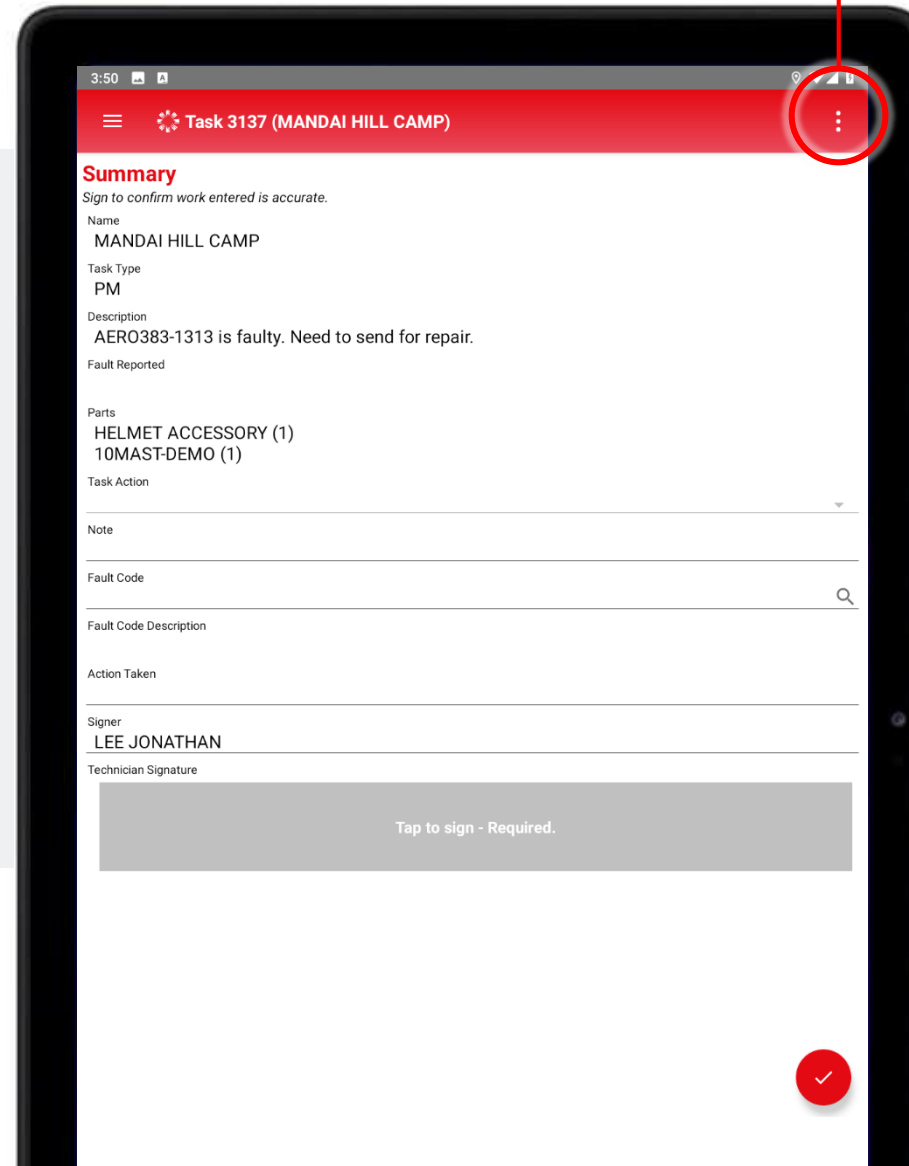
Customer Review

Once customer signs off, Parts Used and Customer Review information are locked and cannot be edited.



Summary

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.

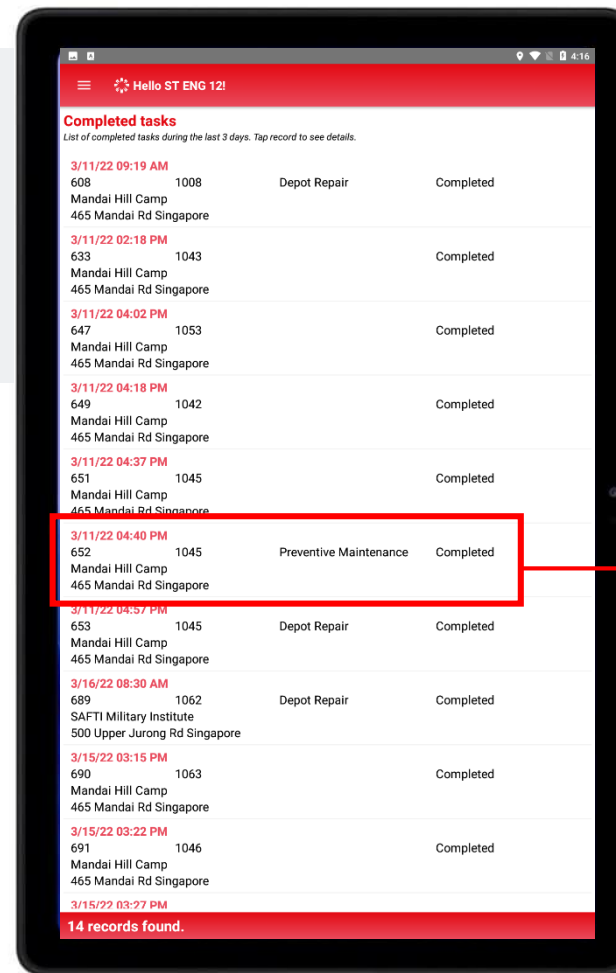
- **Task Action:** Auto-filled from Customer review page
- **Note:** Comments from engineer
- **Fault Code:** Product issue
- **Action Taken** by engineer
- **Signer:** Engineer's name
- **Technician Signature** from Engineer

Tap  button to complete the job.

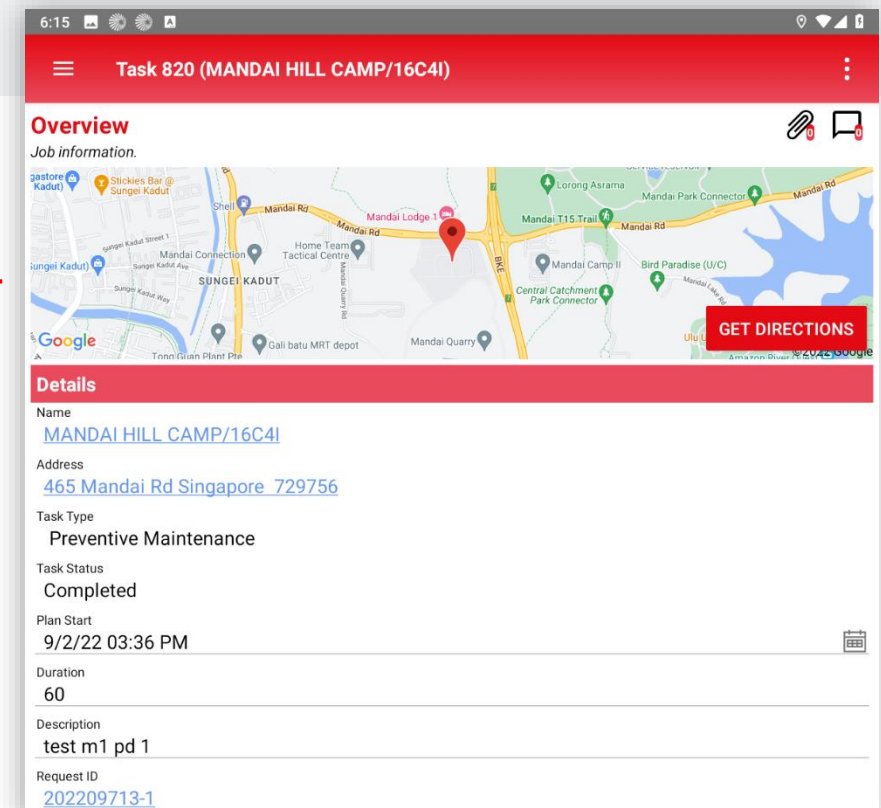
Engineer Mobile App

Completed Tasks

Tasks completed can be found under **[Completed Tasks]** at home screen page.

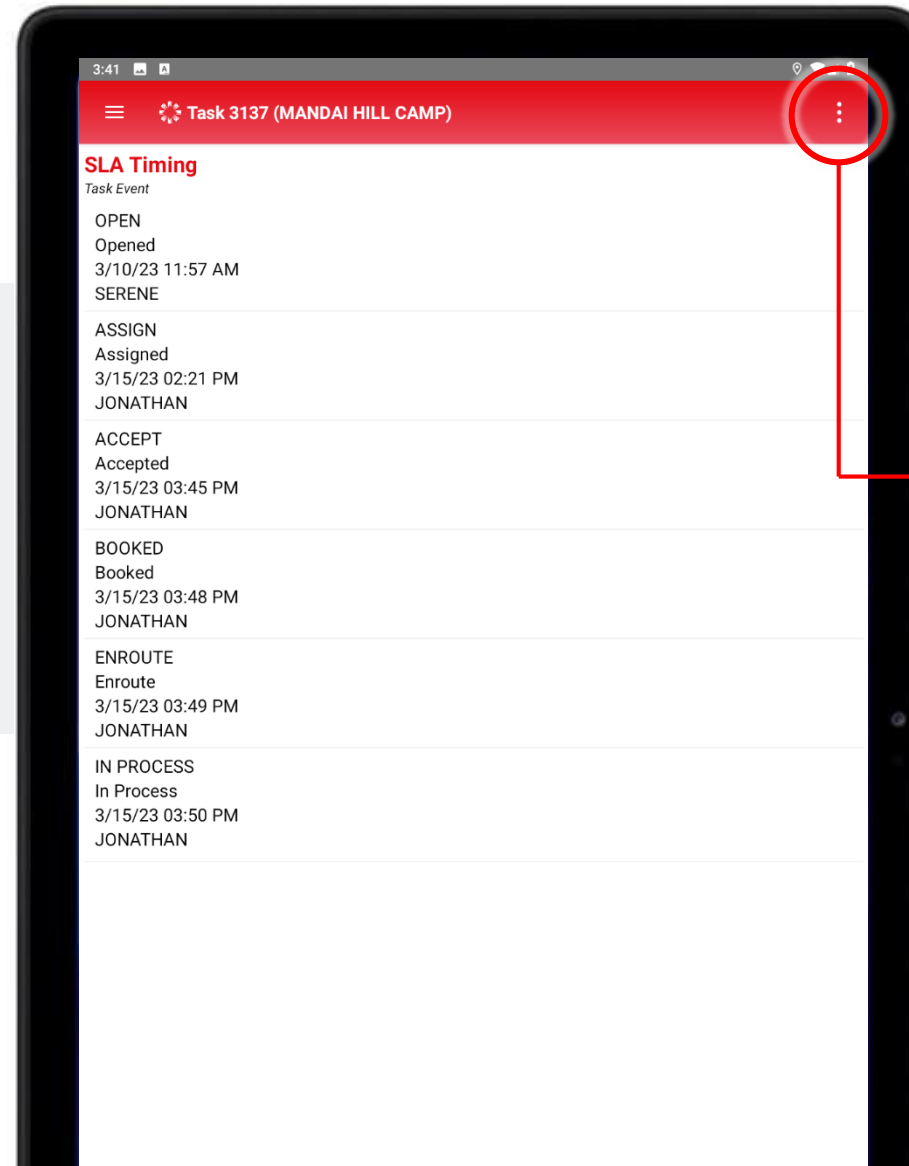


Select the completed task to view the content.



SLA Timing

SLA Timing creates an audit trail to track the movement of a job



Select [SLA Timing] from Job List Menu.

Thank You