

# **User Guide for Manager Portal**

Inhouse Repair Request

5<sup>th</sup> June 2023

Release 2.1 v1.0

**AGENDA**

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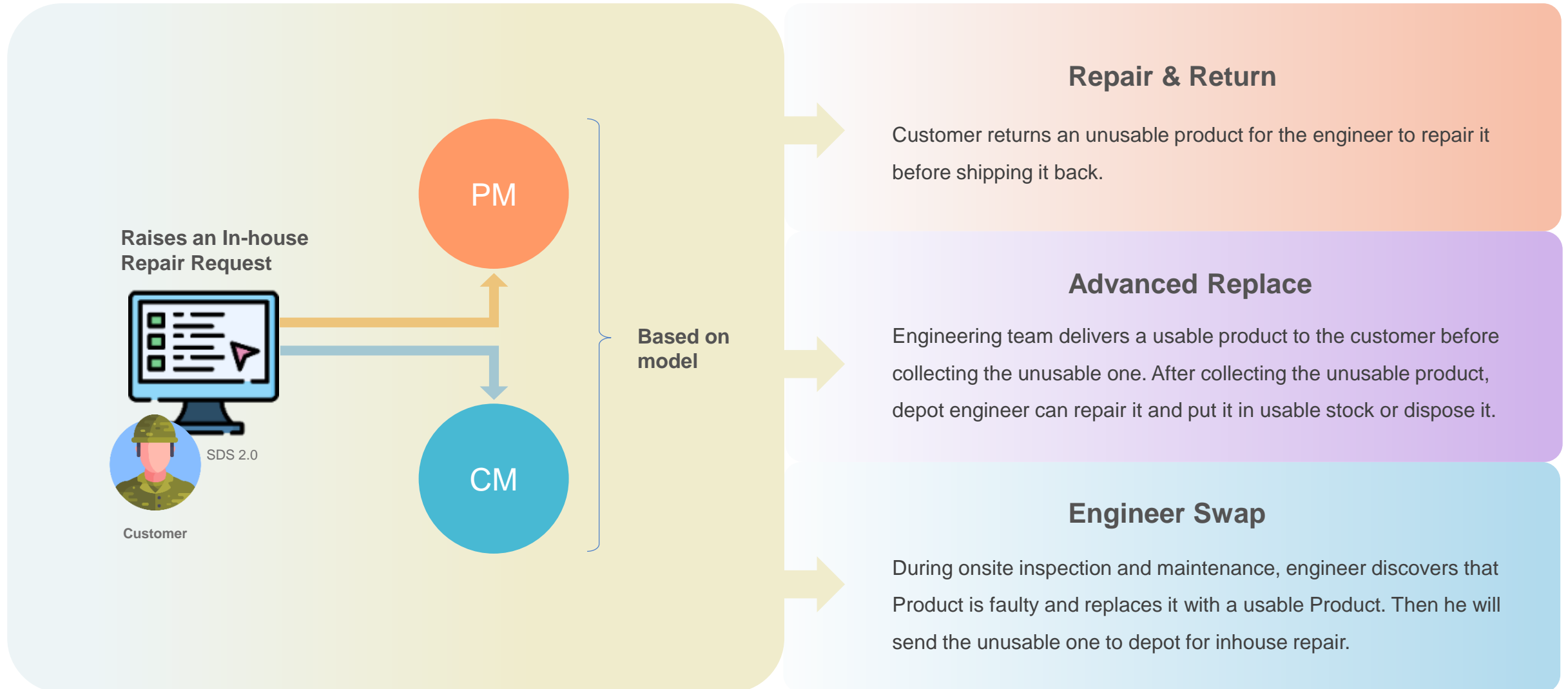
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# 1. Inhouse Repair Request

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## Inhouse Repair Request

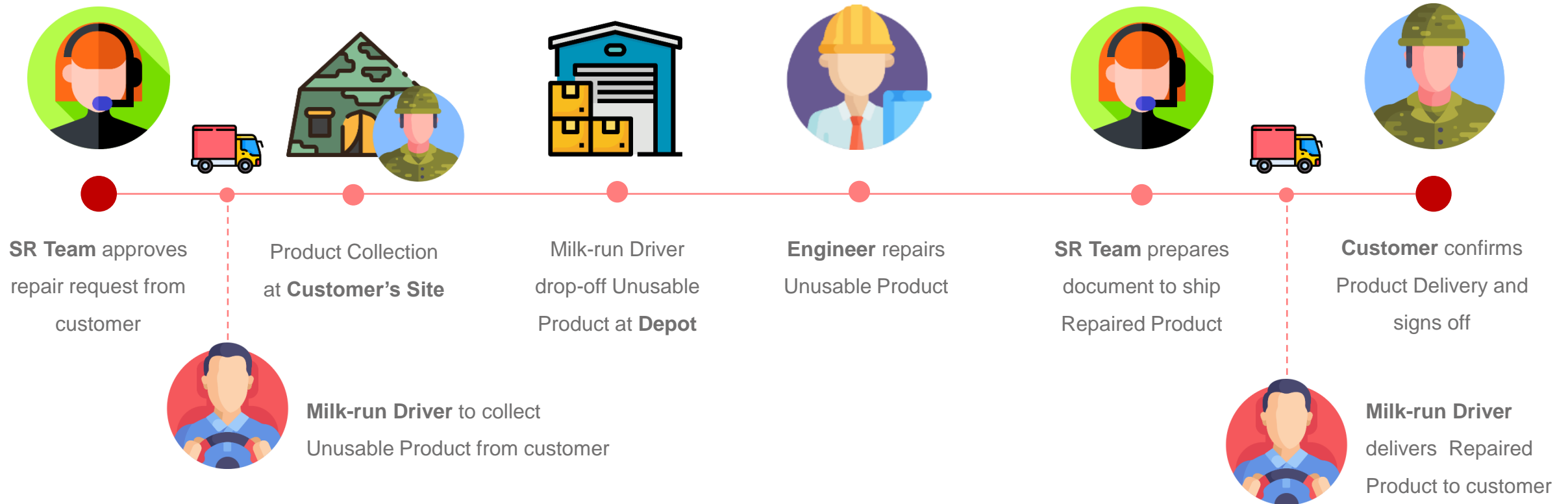
# Type of Inhouse Repair Request



## Inhouse Repair Request

# Repair and Return

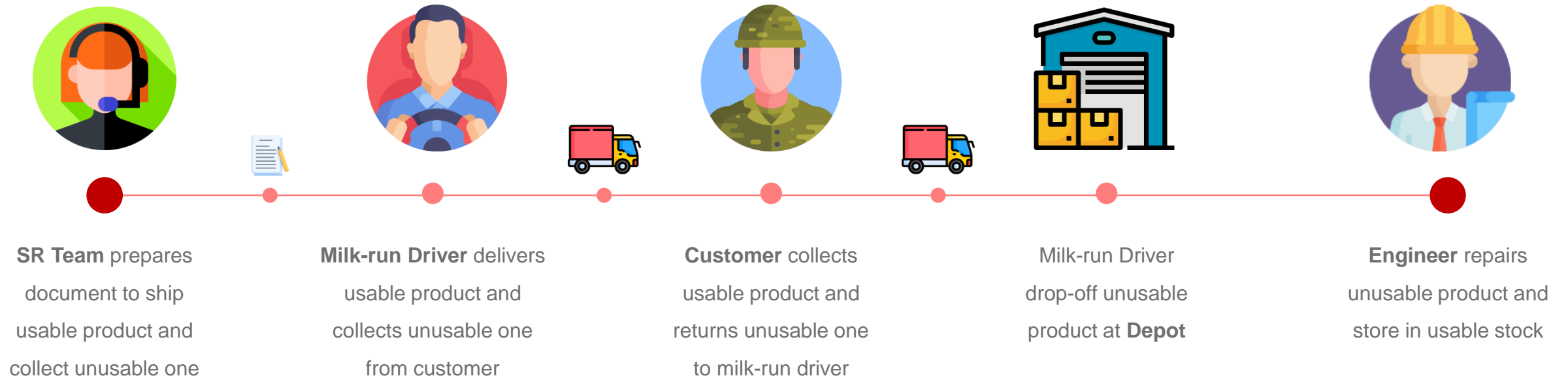
**Repair and Return** is when customer returns an unusable product for the engineer to repair it before shipping it back.



## Inhouse Repair Request

# Advanced Replace

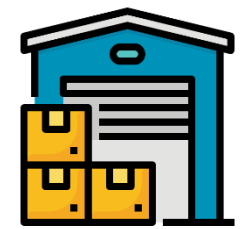
**Advanced Replace** is when the engineering team delivers a usable product to the customer before collecting the unusable one. After collecting the unusable product, the depot engineer can repair it and put it in the usable stock or dispose of it.



## 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. Manager Web Portal

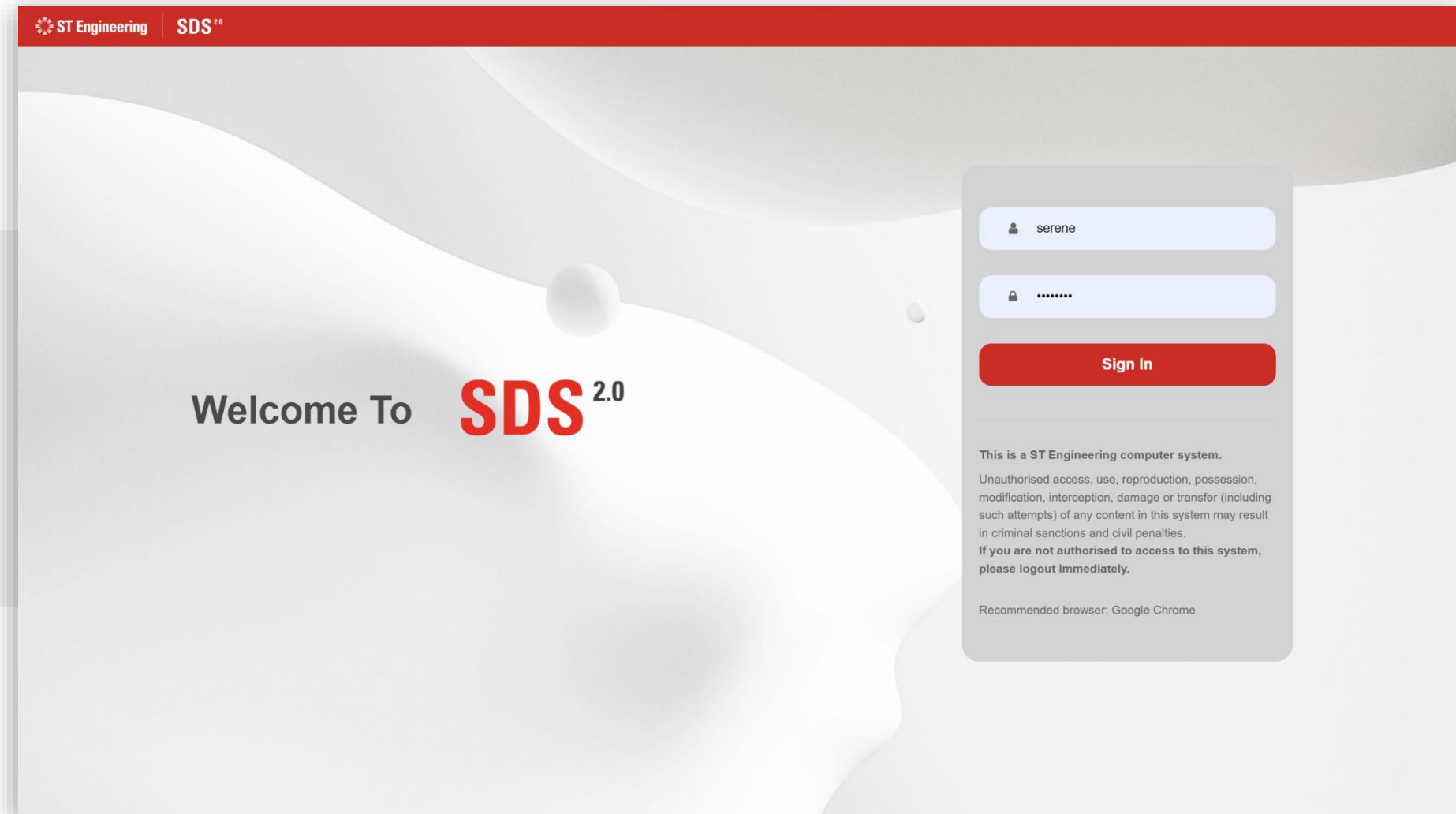
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# Login

Use your login  
credentials to access:

<https://sds.stengg.com>

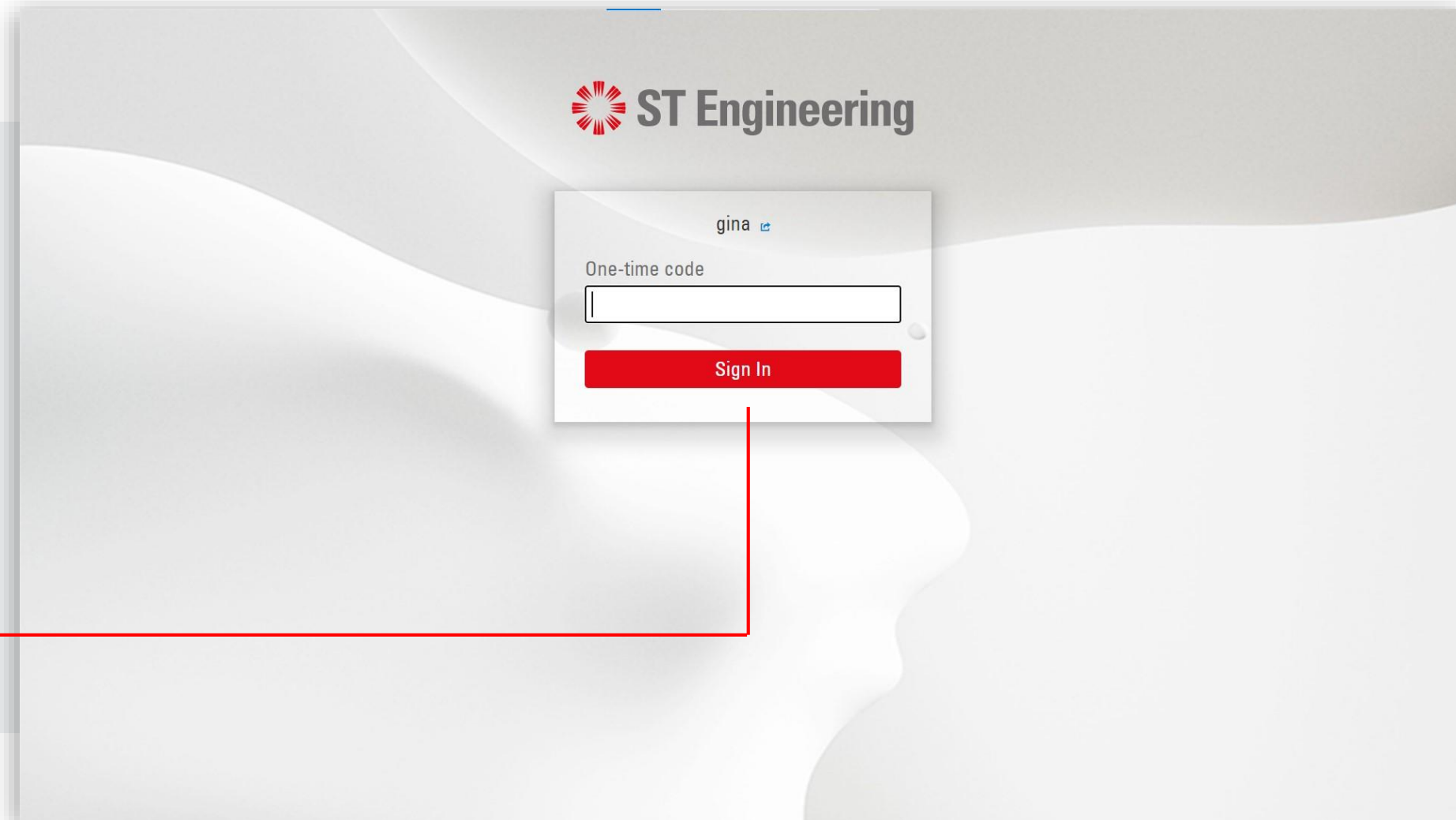


The screenshot shows the login page for the ST Engineering Manager Web Portal. At the top left, there is a red header bar containing the ST Engineering logo and the text "SDS<sup>2.0</sup>". The main content area features a large, stylized white graphic of a human head profile against a light gray background. In the center, the text "Welcome To SDS<sup>2.0</sup>" is displayed, with "SDS<sup>2.0</sup>" in a large, bold, red font. On the right side, there is a login form with a light gray background. It includes a text input field with a user icon and the text "serene", a password input field with a lock icon and masked characters "\*\*\*\*\*", and a red "Sign In" button. Below the form, there is a disclaimer: "This is a ST Engineering computer system. Unauthorised access, use, reproduction, possession, modification, interception, damage or transfer (including such attempts) of any content in this system may result in criminal sanctions and civil penalties. If you are not authorised to access to this system, please logout immediately." At the bottom of the disclaimer, it says "Recommended browser: Google Chrome".

# One-Time Code

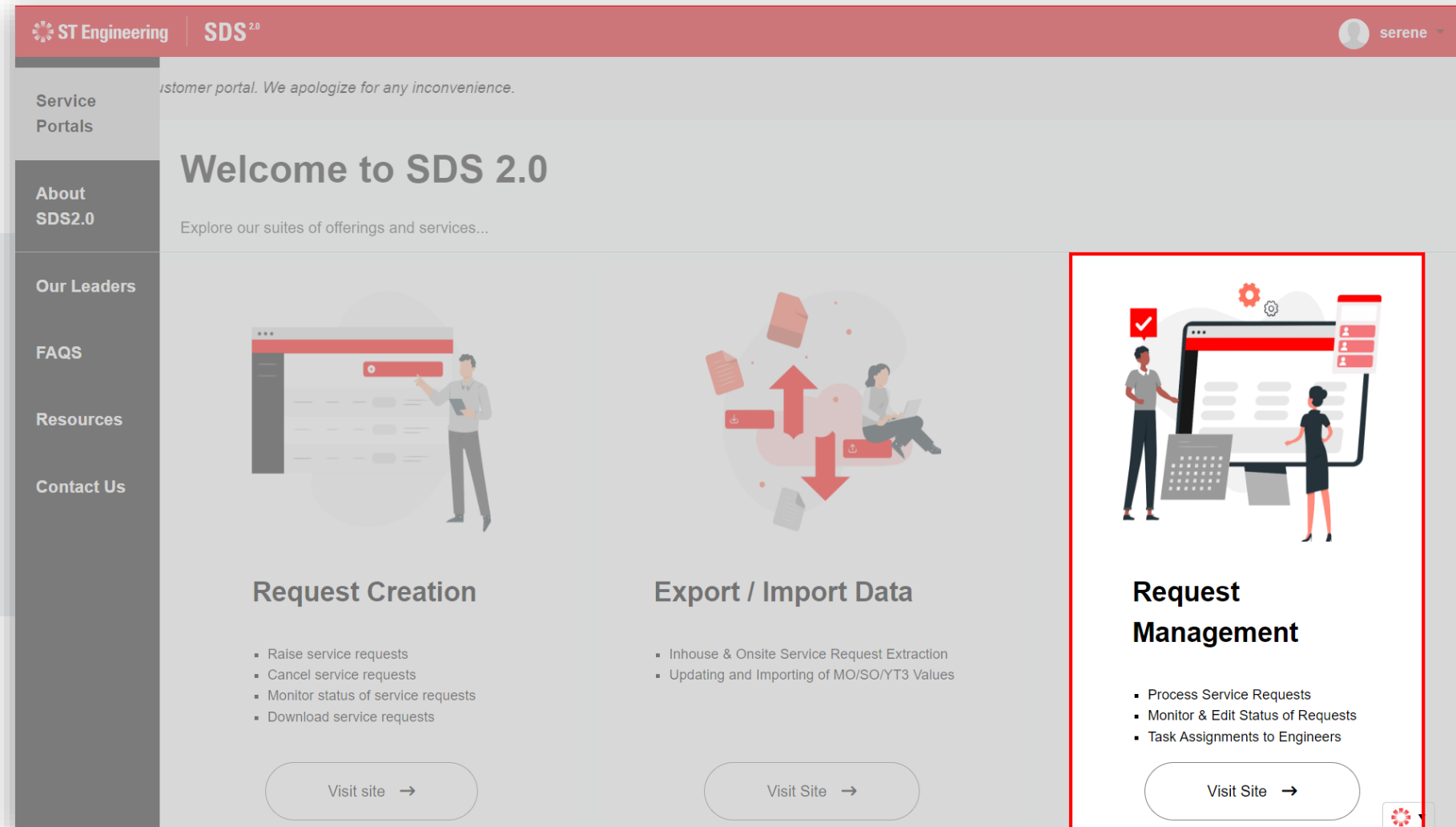
Retrieve One-Time Code from your Authenticator App (Google Authenticator or MS Authenticator)

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



# View Site

Access the link to  
**Request Management**  
from Service Portal page.



ST Engineering | SDS 2.0 serene

customer portal. We apologize for any inconvenience.

## Welcome to SDS 2.0

Explore our suites of offerings and services...

### Request Creation

- Raise service requests
- Cancel service requests
- Monitor status of service requests
- Download service requests

Visit site →

### Export / Import Data

- Inhouse & Onsite Service Request Extraction
- Updating and Importing of MO/SO/YT3 Values

Visit Site →

### Request Management

- Process Service Requests
- Monitor & Edit Status of Requests
- Task Assignments to Engineers

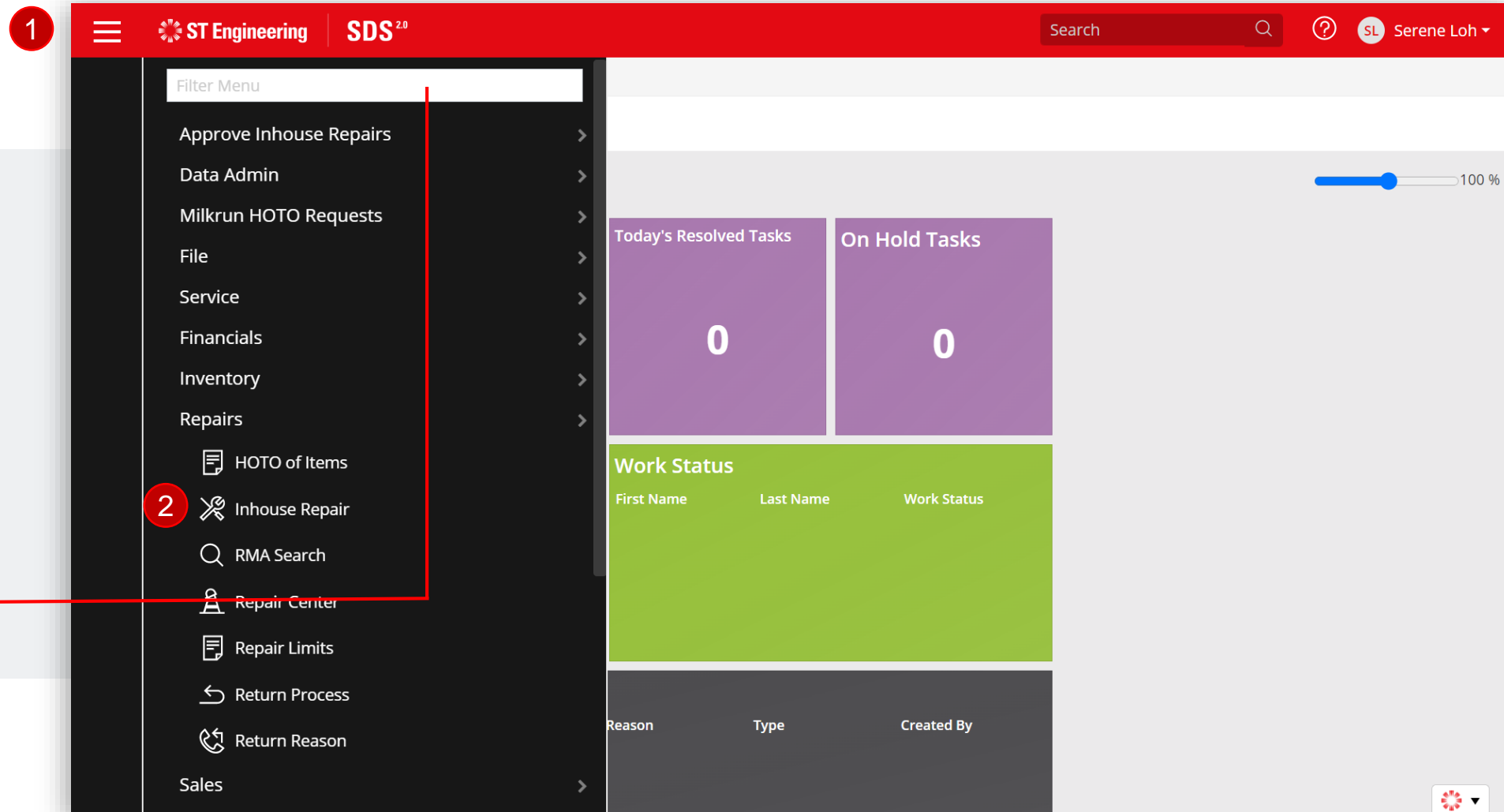
Visit Site →

# View Inhouse Repairs

# View Inhouse Repairs

1 At Lobby page, tap menu bar to view menu

2 Go to Repairs > Inhouse Repair or type "Inhouse Repair" in menu search bar

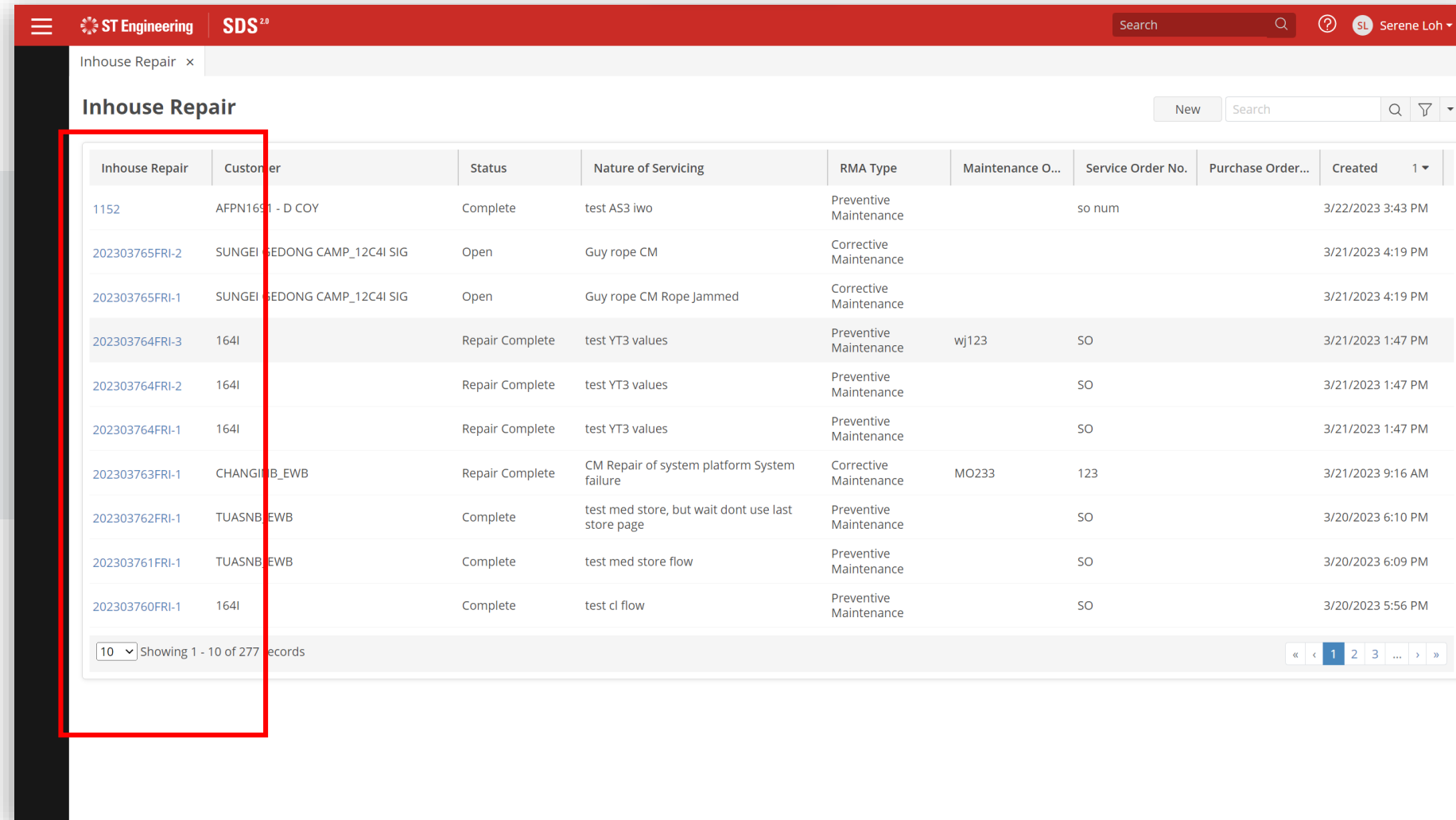


The screenshot shows the ST Engineering Manager Web Portal interface. At the top, there is a red navigation bar with the ST Engineering logo, 'SDS 2.0', a search bar, and a user profile for 'Serene Loh'. Below the navigation bar is a dark sidebar menu with a 'Filter Menu' search bar. The menu items include: Approve Inhouse Repairs, Data Admin, Milkrun HOTO Requests, File, Service, Financials, Inventory, Repairs, HOTO of Items, Inhouse Repair (highlighted with a red circle and a red line pointing to the text 'Inhouse Repair' in the instructions), RMA Search, Repair Center, Repair Limits, Return Process, Return Reason, and Sales. The main content area displays two purple cards for 'Today's Resolved Tasks' and 'On Hold Tasks', both showing a count of 0. Below these is a green card for 'Work Status' with a table header: First Name, Last Name, Work Status. At the bottom, there is a table header with columns: Reason, Type, Created By. A blue progress indicator shows 100% completion.

# Select an RMA ID

Select an **Inhouse Repair** link to view a repair request pending to process.

**Note:** If the list is not showing, tap the **Q** icon.



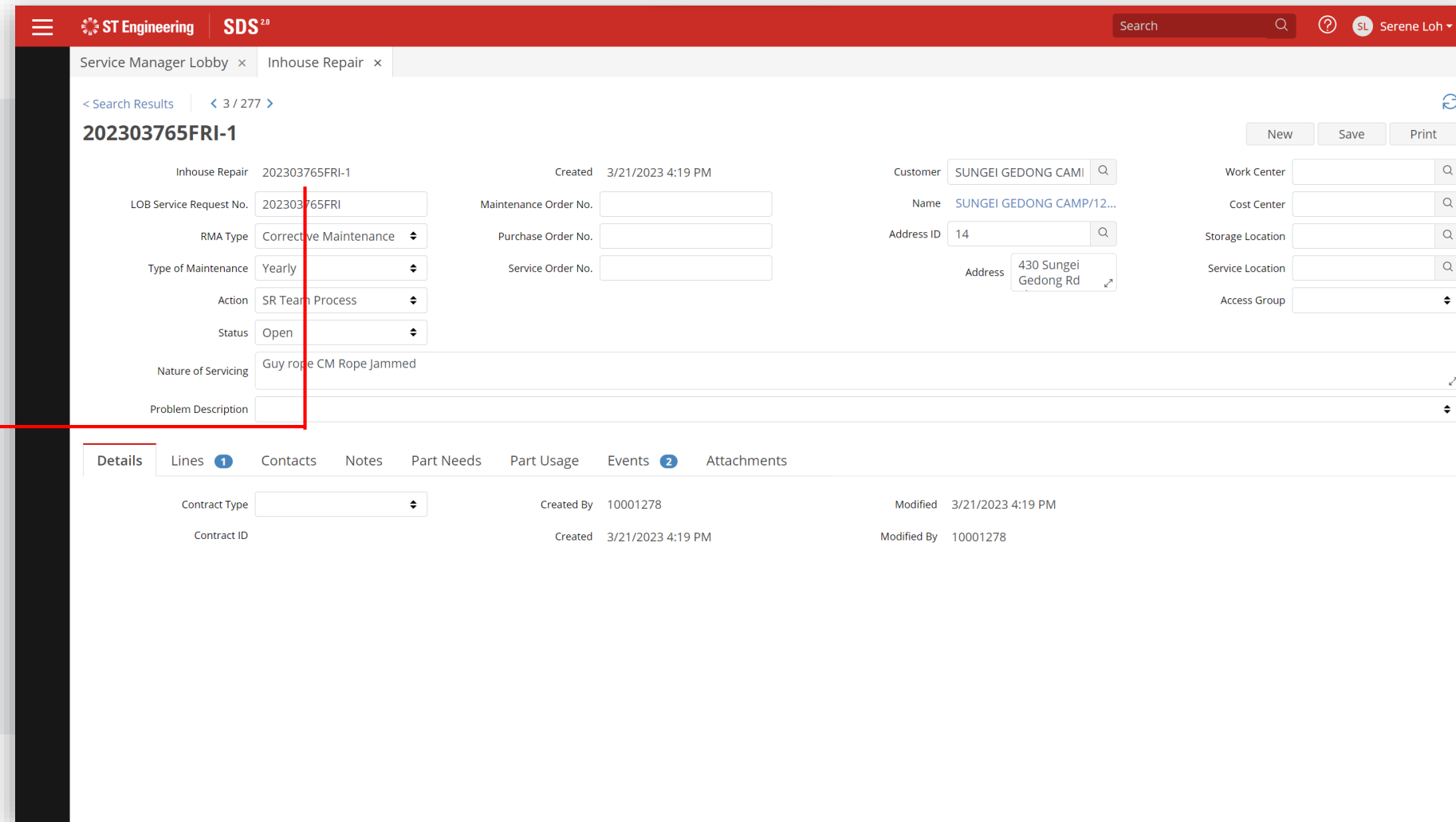
**Inhouse Repair**

Inhouse Repair	Customer	Status	Nature of Servicing	RMA Type	Maintenance O...	Service Order No.	Purchase Order...	Created	1
1152	AFPN1651 - D COY	Complete	test AS3 iwo	Preventive Maintenance		so num		3/22/2023 3:43 PM	
202303765FRI-2	SUNGEI BEDONG CAMP_12C4I SIG	Open	Guy rope CM	Corrective Maintenance				3/21/2023 4:19 PM	
202303765FRI-1	SUNGEI BEDONG CAMP_12C4I SIG	Open	Guy rope CM Rope Jammed	Corrective Maintenance				3/21/2023 4:19 PM	
202303764FRI-3	164I	Repair Complete	test YT3 values	Preventive Maintenance	wj123	SO		3/21/2023 1:47 PM	
202303764FRI-2	164I	Repair Complete	test YT3 values	Preventive Maintenance		SO		3/21/2023 1:47 PM	
202303764FRI-1	164I	Repair Complete	test YT3 values	Preventive Maintenance		SO		3/21/2023 1:47 PM	
202303763FRI-1	CHANGI B_EWB	Repair Complete	CM Repair of system platform System failure	Corrective Maintenance	MO233	123		3/21/2023 9:16 AM	
202303762FRI-1	TUASNB_EWB	Complete	test med store, but wait dont use last store page	Preventive Maintenance		SO		3/20/2023 6:10 PM	
202303761FRI-1	TUASNB_EWB	Complete	test med store flow	Preventive Maintenance		SO		3/20/2023 6:09 PM	
202303760FRI-1	164I	Complete	test cl flow	Preventive Maintenance		SO		3/20/2023 5:56 PM	

Showing 1 - 10 of 277 records

# View an Inhouse Repair Request

When customer submits an inhouse repair request, it generates a request page tagged by **Inhouse Repair ID**. Information is auto-filled from customer's repair request entry.



Service Manager Lobby x Inhouse Repair x

< Search Results > < 3 / 277 >

## 202303765FRI-1

Inhouse Repair 202303765FRI-1 Created 3/21/2023 4:19 PM

Customer SUNGEI GEDONG CAMI

Work Center

LOB Service Request No. 202303765FRI Maintenance Order No.

Name SUNGEI GEDONG CAMP/12...

Cost Center

RMA Type Corrective Maintenance

Purchase Order No.

Address ID 14

Storage Location

Type of Maintenance Yearly

Service Order No.

Address 430 Sungei Gedong Rd

Service Location

Action SR Team Process

Status Open

Access Group

Nature of Servicing Guy rope CM Rope Jammed

Problem Description

Details Lines 1 Contacts Notes Part Needs Part Usage Events 2 Attachments

Contract Type

Created By 10001278 Modified 3/21/2023 4:19 PM

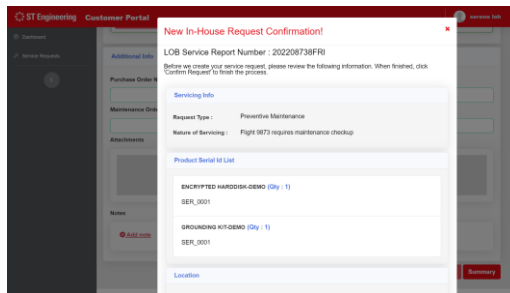
Contract ID

Created 3/21/2023 4:19 PM Modified By 10001278

# LOB Service Request ID

LOB Service Request ID is linked to all the products requested by the customer on a single request form.

Customer portal (One request form)



Service Manager Lobby x Inhouse Repair x

< Search Results > < 3 / 277 >

### 202303765FRI-1

Inhouse Repair: 202303765FRI-1 Created: 3/21/2023 4:19 PM

Customer: SUNGEI GEDONG CAMI

Name: SUNGEI GEDONG CAMP/12...

Address ID: 14 Address: 430 Sungei Gedong Rd

Work Center: [ ] Cost Center: [ ] Storage Location: [ ] Service Location: [ ] Access Group: [ ]

LOB Service Request No. 202303765FRI

Maintenance Order No. [ ]

Purchase Order No. [ ]

Service Order No. [ ]

MW type: Corrective Maintenance

Type of Maintenance: Yearly

Action: SR Team Process

Status: Open

Nature of Servicing: Guy rope CM Rope Jammed

Problem Description: [ ]

Details | Lines 1 | Contacts | Notes | Part Needs | Part Usage | Events 2 | Attachments

Contract Type: [ ] Created By: 10001278 Modified: 3/21/2023 4:19 PM

Contract ID: [ ] Created: 3/21/2023 4:19 PM Modified By: 10001278

Multiple inhouse repair requests

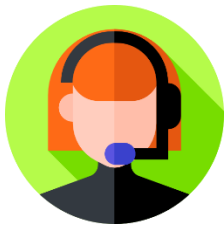


# Approval on Inhouse Repair Request

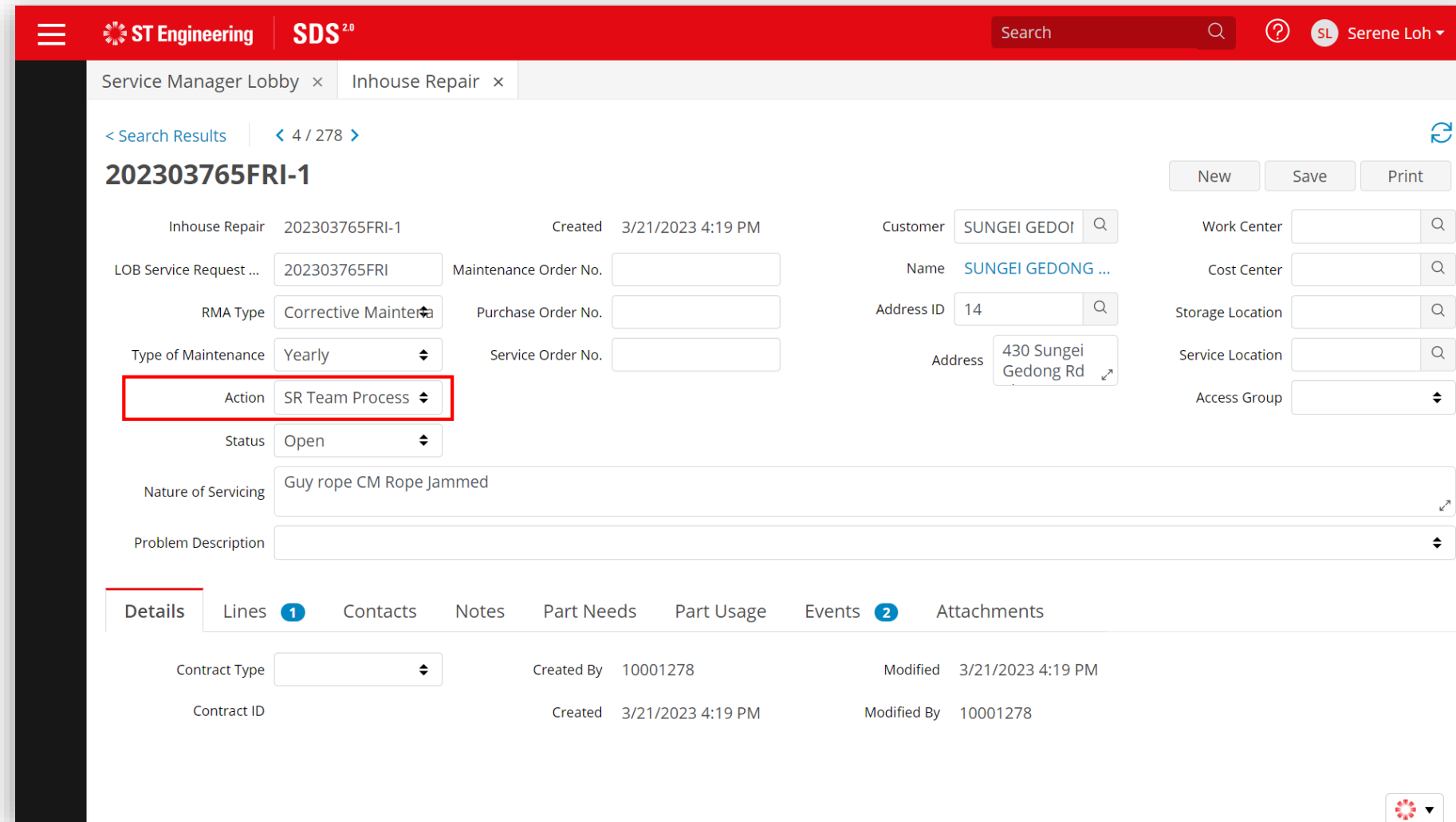
## Approval on Inhouse Repair Request

# New Inhouse Repair Request

When there is a new depot repair request, default action status is **[SR Team Process]**.



The team will vet through the details and choose to proceed or reject request.



The screenshot displays the 'Inhouse Repair' form in the SDS 2.0 system. The form is titled '202303765FRI-1' and shows the following details:

- Form Fields:**
  - Inhouse Repair: 202303765FRI-1
  - Created: 3/21/2023 4:19 PM
  - Customer: SUNGEI GEDOI
  - Work Center: [Empty]
  - LOB Service Request: 202303765FRI
  - Maintenance Order No.: [Empty]
  - Name: SUNGEI GEDONG ...
  - Cost Center: [Empty]
  - RMA Type: Corrective Maintenance
  - Purchase Order No.: [Empty]
  - Address ID: 14
  - Storage Location: [Empty]
  - Type of Maintenance: Yearly
  - Service Order No.: [Empty]
  - Address: 430 Sungei Gedong Rd
  - Service Location: [Empty]
  - Access Group: [Empty]
  - Action: **SR Team Process** (highlighted with a red box)
  - Status: Open
  - Nature of Servicing: Guy rope CM Rope Jammed
  - Problem Description: [Empty]
- Navigation and Actions:**
  - Buttons: New, Save, Print
  - Search Results: < Search Results > < 4 / 278 >
  - Navigation tabs: Details, Lines (1), Contacts, Notes, Part Needs, Part Usage, Events (2), Attachments
- Contract Information:**
  - Contract Type: [Empty]
  - Created By: 10001278
  - Modified: 3/21/2023 4:19 PM
  - Contract ID: [Empty]
  - Created: 3/21/2023 4:19 PM
  - Modified By: 10001278

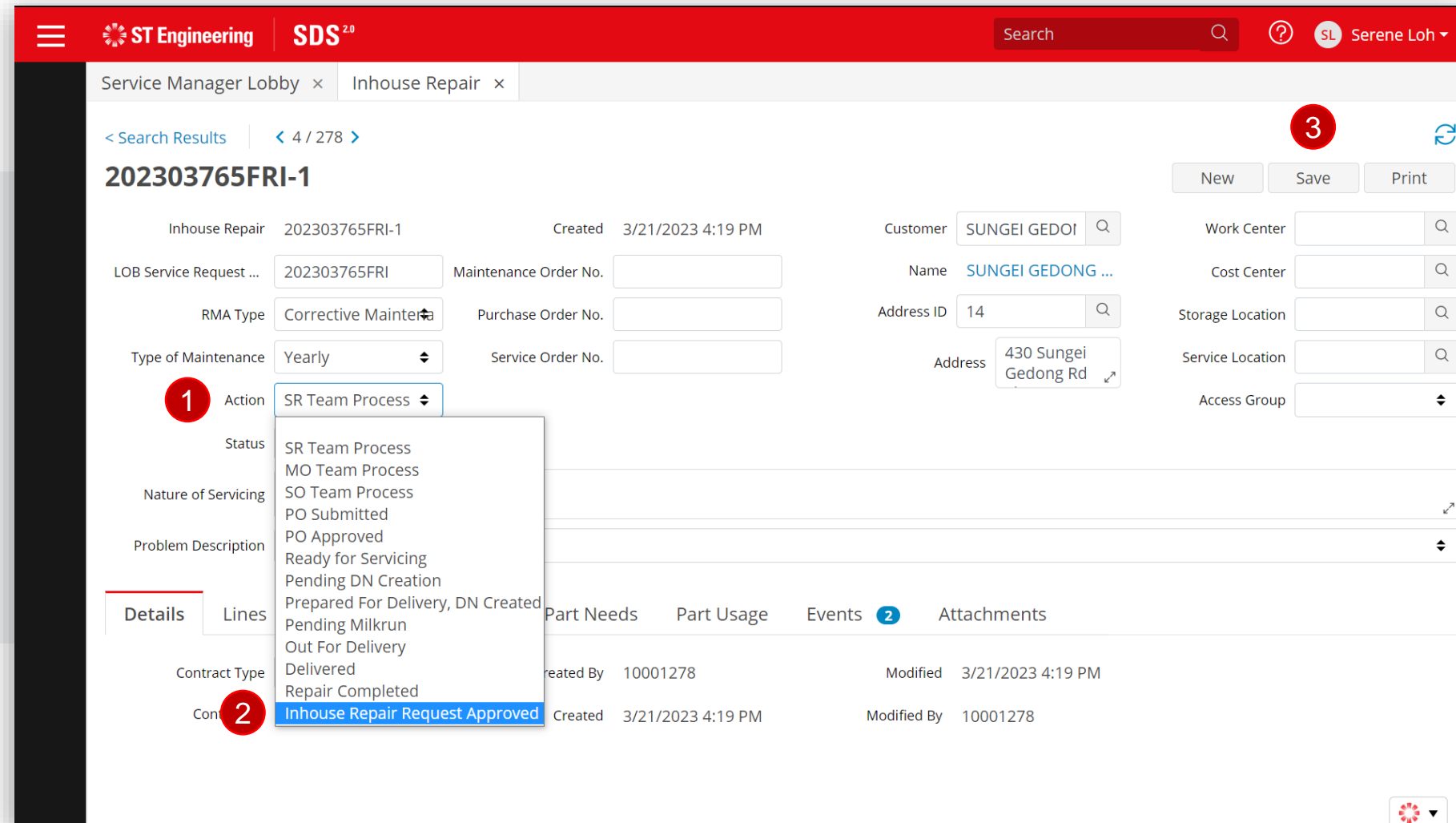
## Approval on Inhouse Repair Request

# Approve Inhouse Repair Request

1 Action Status has different sets of processes.

2 Select [Inhouse Repair Request Approved] and

3 [Save]



The screenshot shows the ST Engineering SDS 2.0 interface. The main header includes the company logo and user information (Serene Loh). The page title is 'Service Manager Lobby' with a sub-tab for 'Inhouse Repair'. The search results show '202303765FRI-1'. The form contains the following fields:

- Inhouse Repair: 202303765FRI-1
- Created: 3/21/2023 4:19 PM
- Customer: SUNGEI GEDONG
- Name: SUNGEI GEDONG ...
- Address ID: 14
- Address: 430 Sungei Gedong Rd
- Work Center: [Empty]
- Cost Center: [Empty]
- Storage Location: [Empty]
- Service Location: [Empty]
- Access Group: [Empty]

The 'Action' dropdown menu is open, showing the following options:

- SR Team Process (Selected)
- MO Team Process
- SO Team Process
- PO Submitted
- PO Approved
- Ready for Servicing
- Pending DN Creation
- Prepared For Delivery, DN Created
- Pending Milkrun
- Out For Delivery
- Delivered
- Repair Completed
- Inhouse Repair Request Approved (Highlighted)

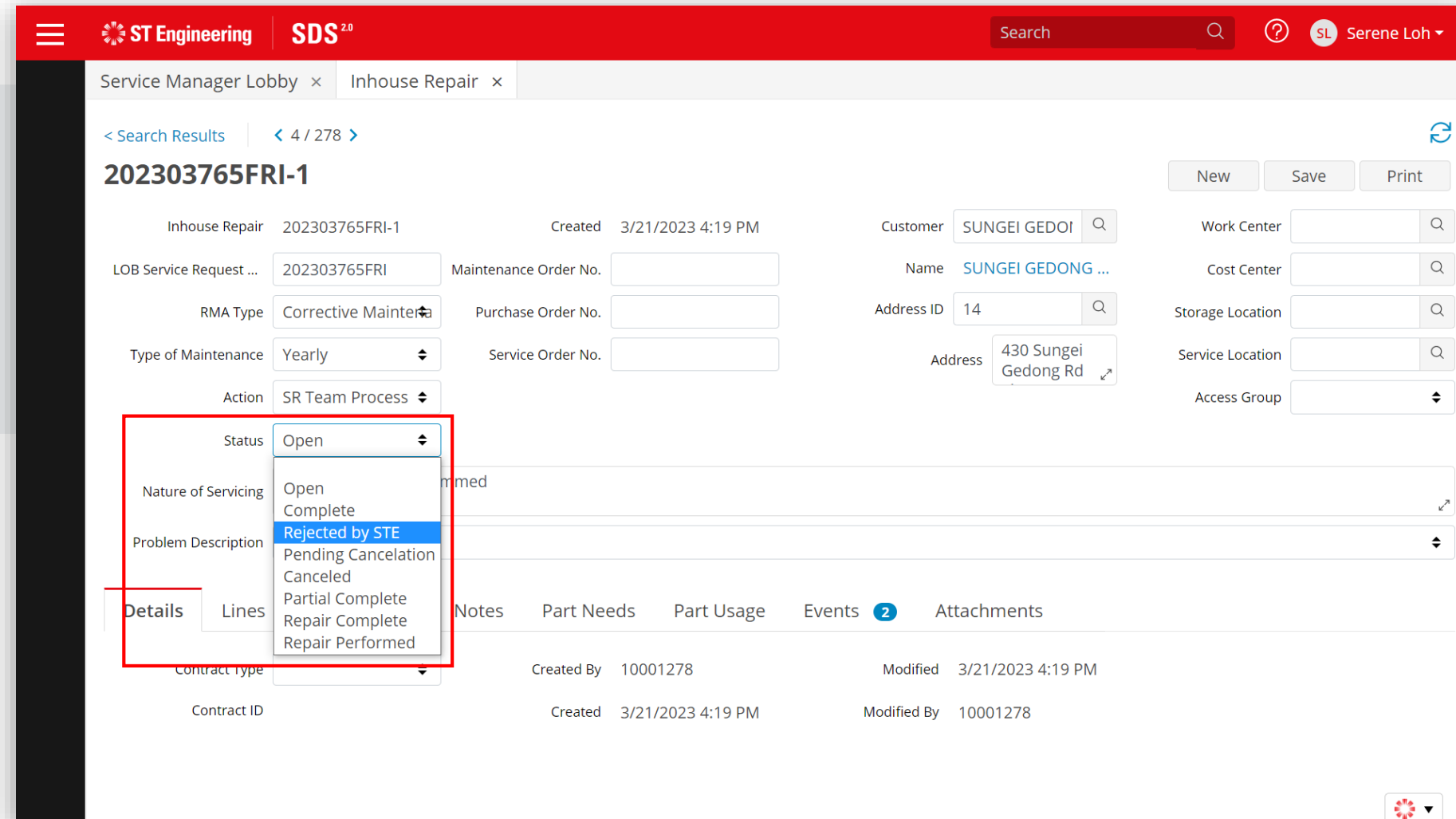
The 'Save' button is highlighted with a red circle. The 'Events' tab is also visible, showing a list of events with a '2' next to it.

## Approval on Inhouse Repair Request

# Reject Inhouse Repair Request

If the request is wrong or incomplete, select **[Rejected by STE]** under Status and **[Save]**.

SR Team should inform customer about the rejected request and raise a new repair request.



The screenshot displays the 'Inhouse Repair' form in the SDS 2.0 system. The form includes the following fields and values:

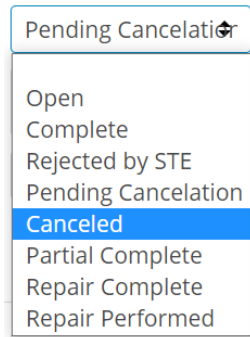
- Inhouse Repair:** 202303765FRI-1
- Created:** 3/21/2023 4:19 PM
- Customer:** SUNGEI GEDOI
- Work Center:** (empty)
- LOB Service Request ...:** 202303765FRI
- Maintenance Order No.:** (empty)
- Name:** SUNGEI GEDONG ...
- RMA Type:** Corrective Maintenance
- Purchase Order No.:** (empty)
- Cost Center:** (empty)
- Type of Maintenance:** Yearly
- Service Order No.:** (empty)
- Address ID:** 14
- Storage Location:** (empty)
- Address:** 430 Sungei Gedong Rd
- Service Location:** (empty)
- Action:** SR Team Process
- Access Group:** (empty)
- Status:** Open (dropdown menu is open, showing options: Open, Complete, **Rejected by STE**, Pending Cancelation, Canceled, Partial Complete, Repair Complete, Repair Performed)
- Nature of Servicing:** Open
- Problem Description:** (empty)

Navigation buttons: New, Save, Print. Search results: < Search Results > 4 / 278 >. Contract type: (empty). Contract ID: (empty). Created By: 10001278. Modified: 3/21/2023 4:19 PM. Modified By: 10001278.

## Approval on Inhouse Repair Request

# Pending Cancelation and Canceled Request

When customer submits a cancelation request, status will show **[Pending Cancelation]**.



Select **[Canceled]** to confirm cancelation and tap **[Save]**.

Service Manager Lobby x Inhouse Repair x

< Search Results | < 4 / 278 >

### 202303765FRI-1

Inhouse Repair 202303765FRI-1 Created 3/21/2023 4:19 PM Customer SUNGEI GEDOI

LOB Service Request ... 202303765FRI Maintenance Order No. [ ] Name SUNGEI GEDONG ...

RMA Type Corrective Maintenance Purchase Order No. [ ] Address ID 14

Type of Maintenance Yearly Service Order No. [ ] Address 430 Sungei Gedong Rd

Action SR Team Process

Status Pending Cancelation

Nature of Servicing Guy rope CM Rope Jammed

Problem Description [ ]

Work Center [ ] Cost Center [ ] Storage Location [ ] Service Location [ ] Access Group [ ]

Details | Lines 1 | Contacts | Notes | Part Needs | Part Usage | Events 2 | Attachments

Contract Type [ ] Created By 10001278 Modified 3/21/2023 4:19 PM

Contract ID [ ] Created 3/21/2023 4:19 PM Modified By 10001278

# 3. Process Flow

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- For Engineer Swap..... [25](#)
- Assign Inhouse Repair Task to Engineer..... [26](#)
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- Preparation Shipment..... [39](#)
- Milk-run HOTO task to Collect Unusable Product..... [42](#)
- Milk-run HOTO task to Deliver Repaired Product..... [52](#)

Process Flow

# For Repair and Return



Approval on  
Inhouse Repair  
Request



Milk-run HOTO  
Task to collect  
Unusable Product



Assign Inhouse  
Repair Task to  
Engineer



Preparation  
Shipment



Milk-run HOTO  
Task to Deliver  
Repaired Product

Process Flow

# For Advanced Replace



Approval on  
Inhouse Repair  
Request



Preparation  
Shipment



Milk-run HOTO  
Task to collect  
Unusable Product



Milk-run HOTO  
Task to Deliver  
Repaired Product

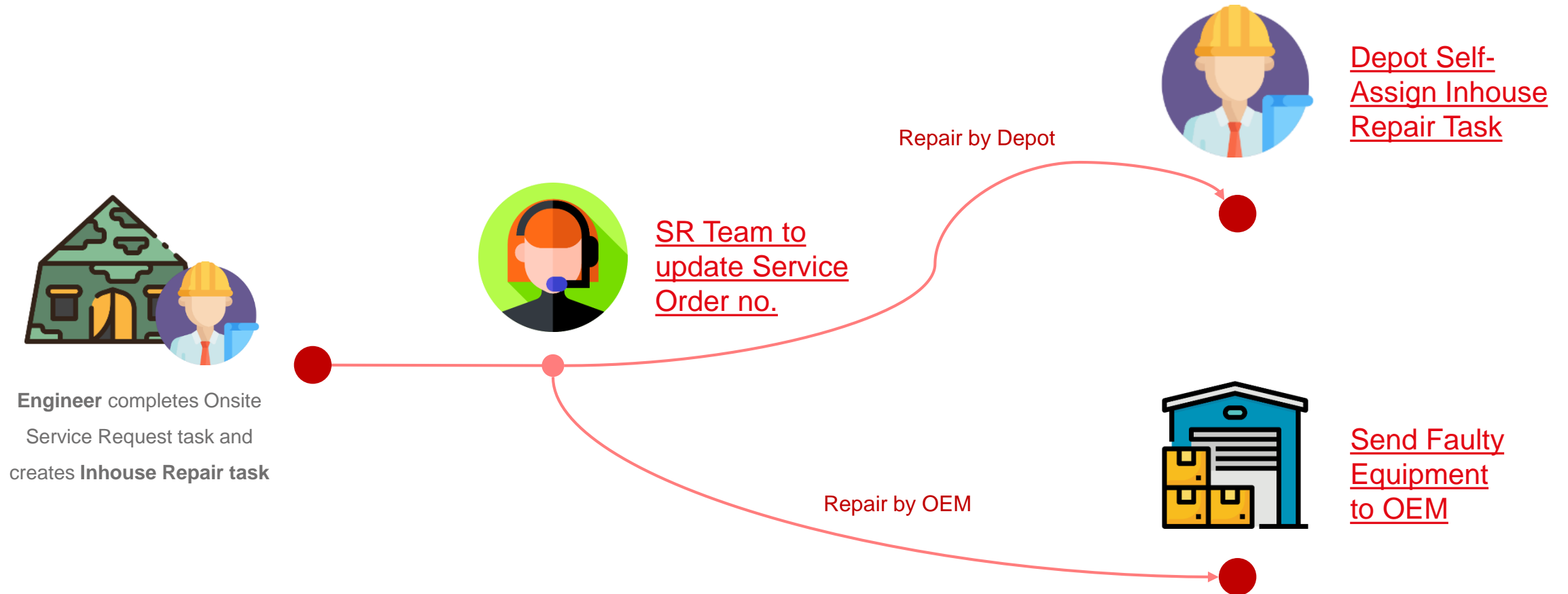


Assign Inhouse  
Repair Task to  
Engineer



Process Flow

# For Engineer Swap



# Assign Inhouse Repair Task To Engineer

Assign Inhouse Repair Task to Engineer

# Inhouse Repair Task Process

Do take note that the workflow or steps in managing inhouse repair tasks may vary in different organizations.



**SR Team** updates  
Inhouse Repair  
Service Order no.



**Depot Engineer**  
picks up repair task  
from SR Team



Depot Engineer  
proceeds with  
**Inhouse Repair**



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

Assign Inhouse Repair Task to Engineer

# Pre-requisite to Inhouse Repair Task Assignment

1 SR Team needs to update a **Service Order No.** before Inhouse Repair task can be assigned.

i You can mass update MO, SO and PO for a list of requests via **SM Portal**.

The screenshot shows the 'Inhouse Repair' form in the SDS 2.0 system. The form includes the following fields and values:

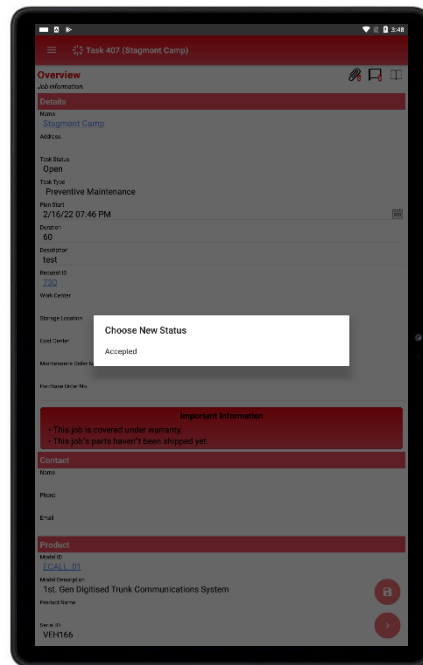
- Inhouse Repair:** 202303765FRI-1
- Created:** 3/21/2023 4:19 PM
- Customer:** SUNGEI GEDOI
- Work Center:** (empty)
- LOB Service Request ...:** 202303765FRI
- Maintenance Order No.:** (empty)
- Name:** SUNGEI GEDONG ...
- Cost Center:** (empty)
- RMA Type:** Corrective Maintenance
- Purchase Order No.:** (empty)
- Storage Location:** (empty)
- Type of Maintenance:** Yearly
- Service Order No.:** (empty, highlighted with a red box and a red '1' icon)
- Service Location:** (empty)
- Action:** SR Team Process
- Address ID:** 14
- Address:** 430 Sungei Gedong Rd
- Access Group:** (empty)
- Status:** Open
- Nature of Servicing:** Guy rope CM Rope Jammed
- Problem Description:** (empty)

At the bottom of the form, there are tabs for 'Details', 'Lines', 'Contacts', 'Notes', 'Part Needs', 'Part Usage', 'Events', and 'Attachments'. The 'Details' tab is active, showing contract information:

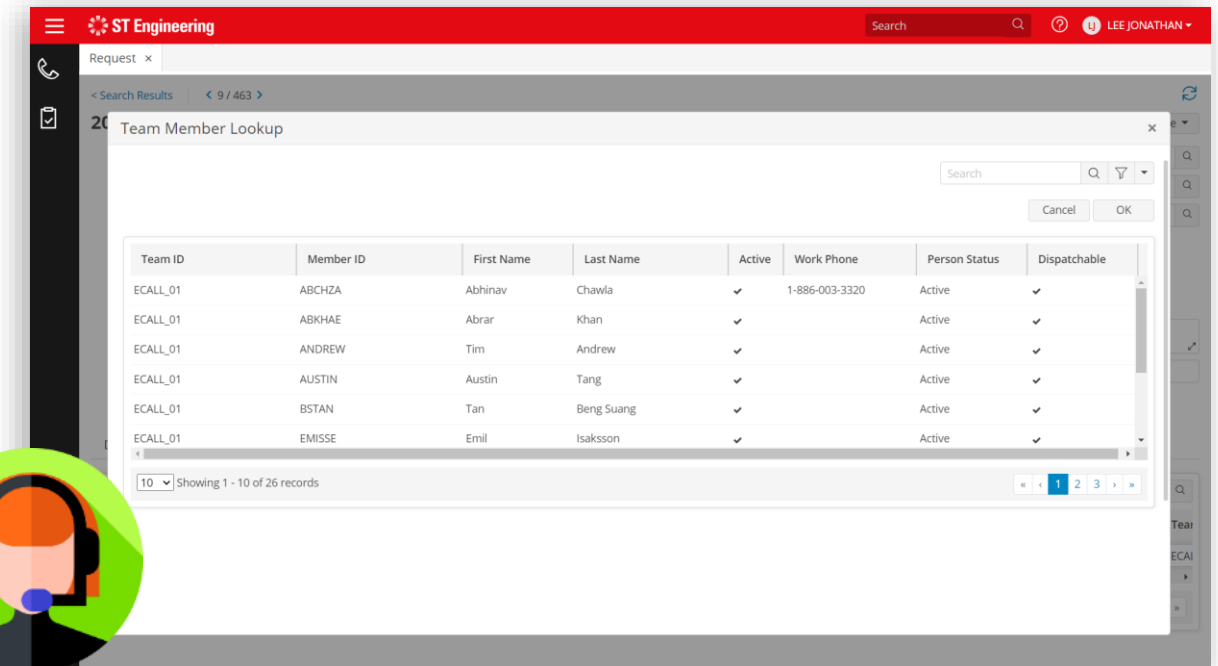
- Contract Type:** (empty)
- Created By:** 10001278
- Modified:** 3/21/2023 4:19 PM
- Contract ID:** (empty)
- Created:** 3/21/2023 4:19 PM
- Modified By:** 10001278

Assign Inhouse Repair Task to Engineer

# Depot Engineer pickups Task or SR Team assigns Task



OR



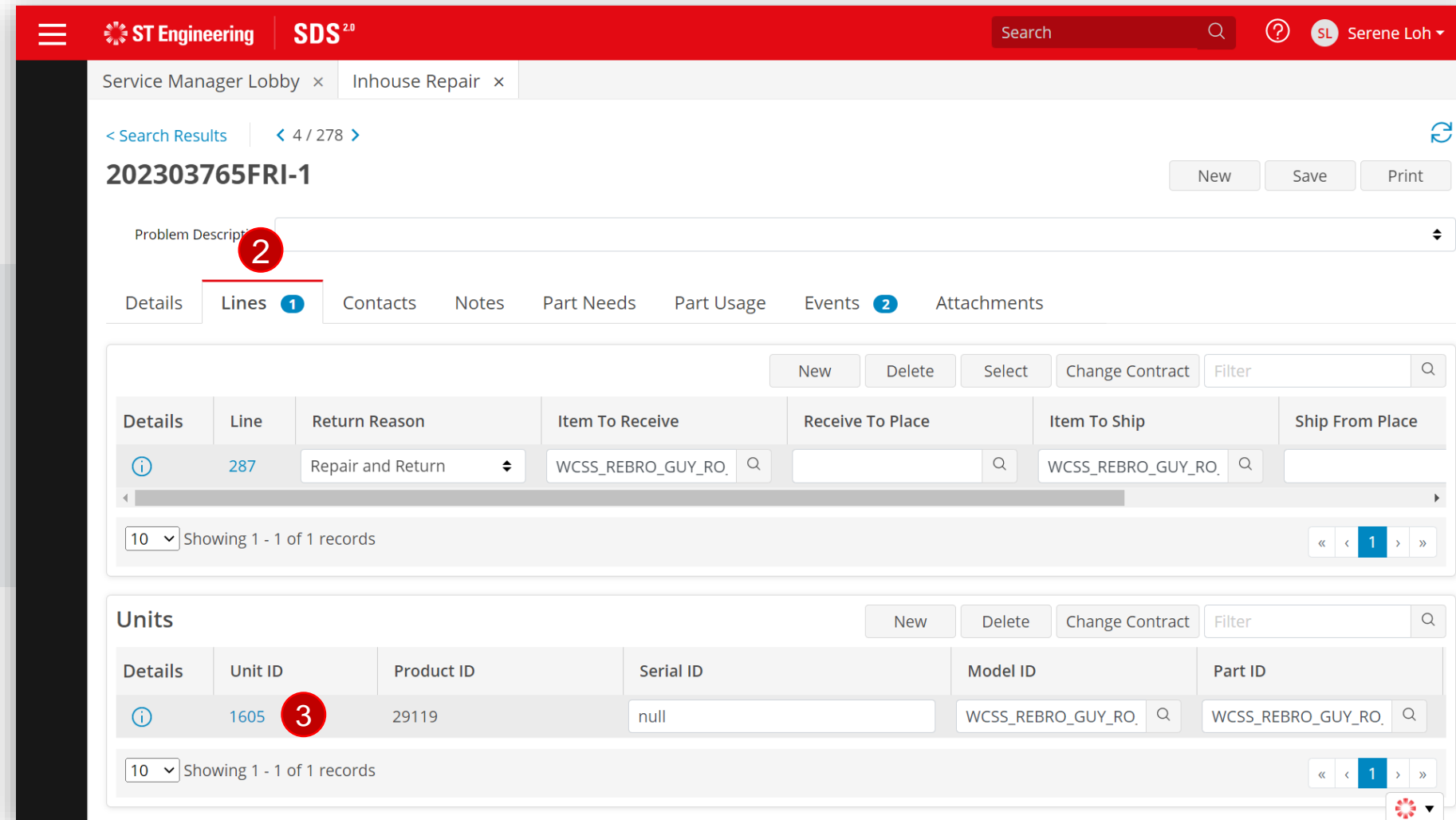
Depot engineer can pick up the unassigned RMA task via mobile app.

SR Team assigns task to depot engineer.

Assign Inhouse Repair Task to Engineer

# Assigning Inhouse Repair Task to Depot Engineer

- 2 Go to [Lines] Tab.
- 3 Select the link under Unit ID at [Units] section.



Service Manager Lobby x Inhouse Repair x

< Search Results > < 4 / 278 >

202303765FRI-1

Problem Description

Details Lines 1 Contacts Notes Part Needs Part Usage Events 2 Attachments

New Delete Select Change Contract Filter

Details	Line	Return Reason	Item To Receive	Receive To Place	Item To Ship	Ship From Place
<a href="#">i</a>	287	Repair and Return	WCSS_REBRO_GUY_RO. <a href="#">Q</a>	<a href="#">Q</a>	WCSS_REBRO_GUY_RO. <a href="#">Q</a>	<a href="#">Q</a>

10 Showing 1 - 1 of 1 records

Units

New Delete Change Contract Filter

Details	Unit ID	Product ID	Serial ID	Model ID	Part ID
<a href="#">i</a>	1605	29119	null	WCSS_REBRO_GUY_RO. <a href="#">Q</a>	WCSS_REBRO_GUY_RO. <a href="#">Q</a>

10 Showing 1 - 1 of 1 records

Assign Inhouse Repair Task to Engineer

# Assign Owner as Depot Engineer

4 Search engineer's name from Team Members Lookup list under [Owner]

5 Tap [Save] to update changes.



Engineer will be notified on the task.

Service Manager Lobby x Inhouse Repair x

Inhouse Repair > Repair Center

**1605**

Repair Tag: 1605 Qty: 1.00000

Serial #: null Unit Status: [dropdown]

Product ID: 29119 Days Open: 2

Model: WCSS\_REBRO\_C [search] Inhouse Repair: 202303765FRI-1

Part ID: WCSS\_REBRO\_C [search] RMA Line: 287

Description: 15M GUYED ROPE Plan Start: [calendar]

Task ID: [field] In Transit: [field]

Task Status: Open [dropdown] Place: [field]

Task Type: Inhouse PM [dropdown] Location: [field]

Owner: SERENE [search] [4] Contract ID: [field]

Team: MATRIX 1 [search] Contract Version: [field]

Duration: 60 Plan End: [calendar]

Save Assign Change Contract HOTO of Items More

Details Part Needs Part Usage Labor and Expenses Quality Notes Attachments Repair History [1] Purchase Orders Cor >

Ready To Ship [checkbox] Repair Action [dropdown] Failure Returns: 0 Closed: [calendar]

Swap Unit [checkbox] Drop Ship [dropdown] Max Repairs: 0 Product Warranty: [checked]

Hold Condition [checkbox] Condition Code [search] Not To Exceed: [field] OEM In Warranty: [field]

Pick Complete [checkbox] Condition: [dropdown] In Warranty: [checked] OEM Warranty Cover...: [search]

Repair Limit: [field] Revision: [field] Warranty Coverage ID: 28242 [search] OEM Warranty: [checkbox]

Total Repair Price Disposition: [dropdown] Beyond Repair Limit: [checkbox]

Total Repair Cost Resolution: [dropdown] Beyond Not To Exceed: [checkbox]

Completion of Inhouse Repair Task

# Completion of Inhouse Repair Task



# Send Faulty Equipment to OEM

Send Faulty Equipment to OEM

## Faulty Equipment to be repaired by OEM

In the scenario where faulty equipment is to be repaired by OEM, user will send the faulty equipment for repair.



**Team Lead**  
updates Inhouse  
Repair Service  
Order no.



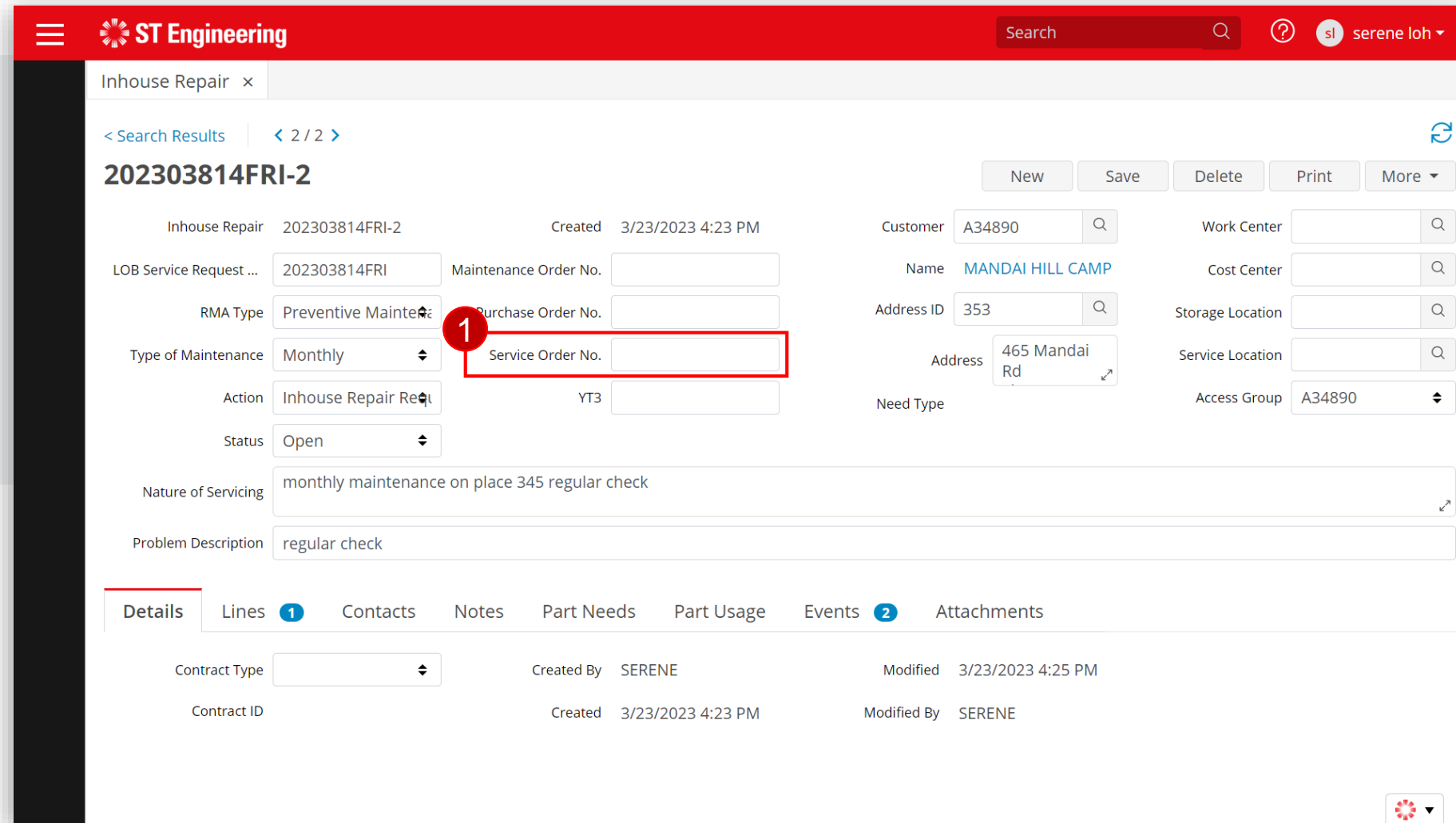
Send to **OEM** for  
repair

Send Faulty Equipment to OEM

# Pre-requisite to Inhouse Repair Task Assignment

1 SR Team needs to update a **Service Order No.** before Inhouse Repair task can be assigned.

i You can mass update MO, SO and PO for a list of requests via **SM Portal**.



Inhouse Repair x

< Search Results | < 2 / 2 >

## 202303814FRI-2

Inhouse Repair 202303814FRI-2 Created 3/23/2023 4:23 PM

Customer A34890 Work Center

LOB Service Request ... 202303814FRI Maintenance Order No.

Name MANDAI HILL CAMP Cost Center

RMA Type Preventive Maintenance Purchase Order No.

Address ID 353 Storage Location

Type of Maintenance Monthly Service Order No.

Address 465 Mandai Rd Service Location

Action Inhouse Repair Request YT3 Need Type Access Group A34890

Status Open

Nature of Servicing monthly maintenance on place 345 regular check

Problem Description regular check

Details Lines 1 Contacts Notes Part Needs Part Usage Events 2 Attachments

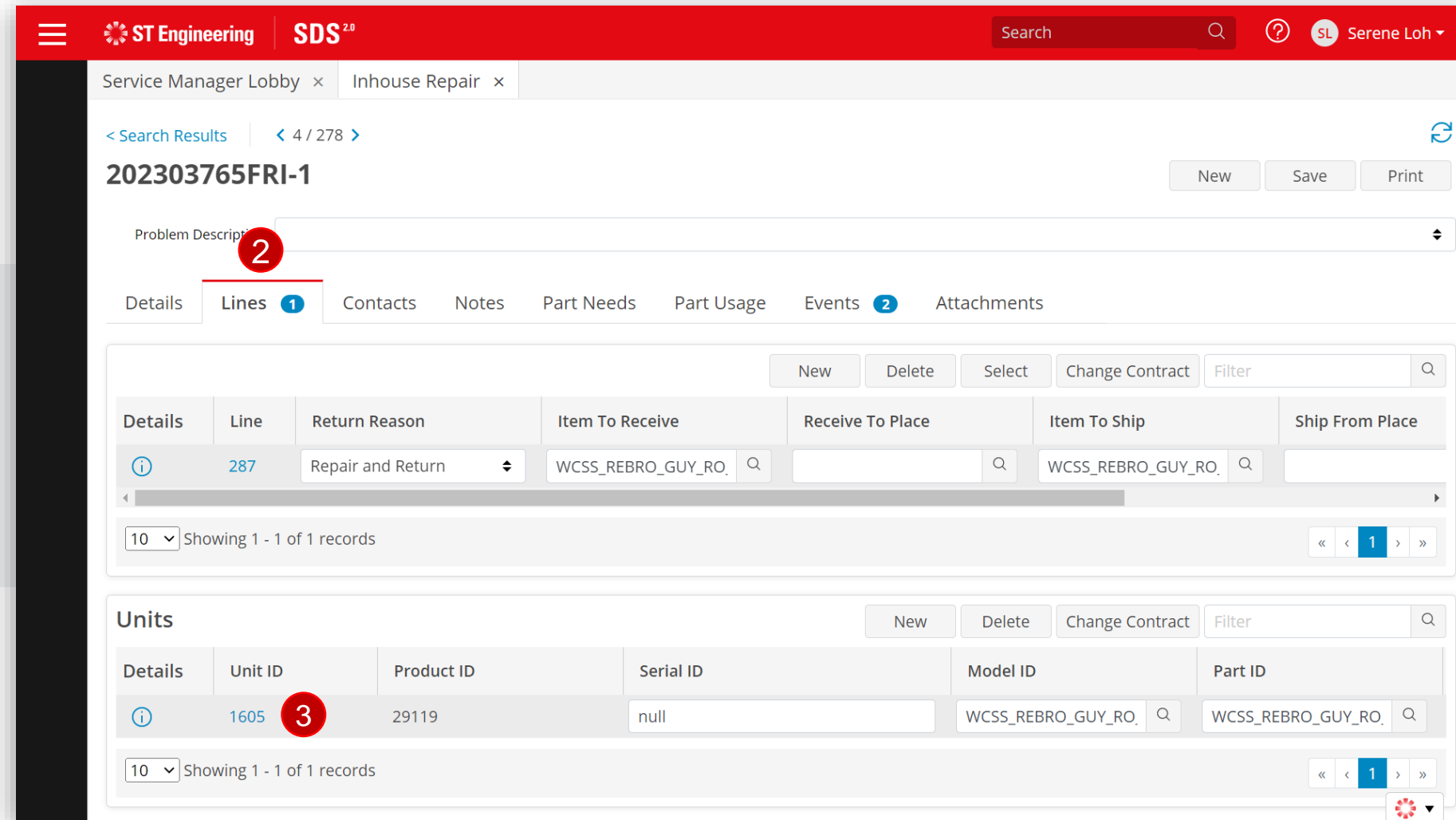
Contract Type Created By SERENE Modified 3/23/2023 4:25 PM

Contract ID Created 3/23/2023 4:23 PM Modified By SERENE

Send Faulty Equipment to OEM

# Send Faulty Equipment to OEM

- 2 Go to [Lines] Tab.
- 3 Select the link under Unit ID at [Units] section.



The screenshot shows the ST Engineering SDS 2.0 interface. At the top, there is a navigation bar with the ST Engineering logo, 'SDS 2.0', a search bar, and a user profile for 'Serene Loh'. Below the navigation bar, there are tabs for 'Service Manager Lobby' and 'Inhouse Repair'. The main content area displays search results for '202303765FRI-1'. A red circle with the number '2' highlights the 'Problem Description' field. Below this, there is a tabbed interface with 'Lines' selected. A red circle with the number '1' highlights the 'Lines' tab. Below the tabs, there is a table with columns: Details, Line, Return Reason, Item To Receive, Receive To Place, Item To Ship, and Ship From Place. A red circle with the number '2' highlights the 'Events' tab. Below the table, there is a pagination control showing 'Showing 1 - 1 of 1 records'. Below the table, there is a 'Units' section with a table with columns: Details, Unit ID, Product ID, Serial ID, Model ID, and Part ID. A red circle with the number '3' highlights the 'Unit ID' field in the first row of the 'Units' table. Below the 'Units' table, there is another pagination control showing 'Showing 1 - 1 of 1 records'.

Send Faulty Equipment to OEM

# HOTO of Items

**4** Go to [HOTO of Items] button

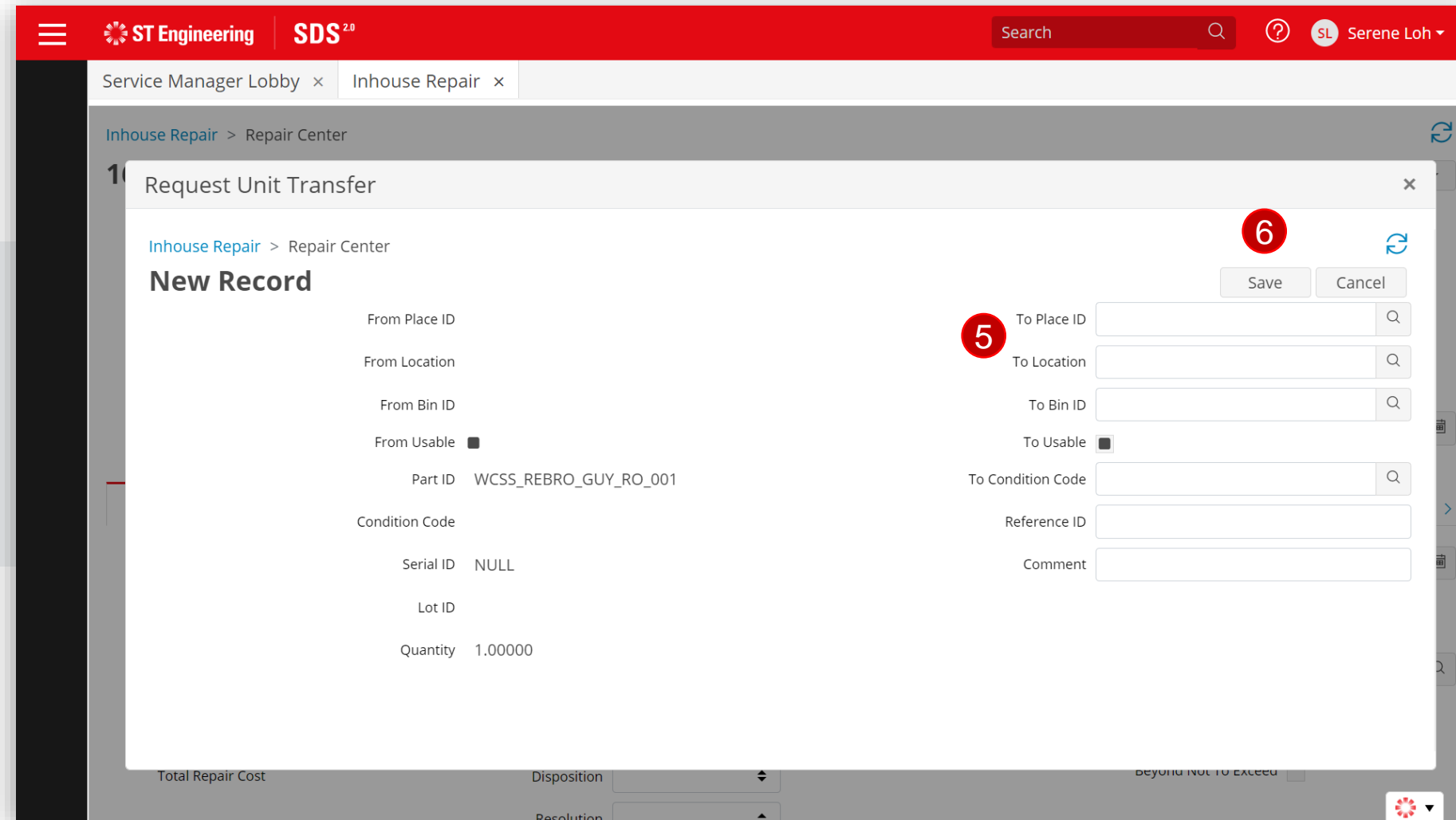
The screenshot shows the 'Inhouse Repair' page in the SDS 2.0 system. The breadcrumb trail is 'Inhouse Repair > Repair Center'. The main header includes the ST Engineering logo, 'SDS 2.0', a search bar, and the user 'Serene Loh'. The page title is '1482, 1527'. A red circle with the number '4' highlights the 'HOTO of Items' button in the top right action bar. Below the title, there are several input fields for repair details: Repair Tag (1482), Qty (1.00000), Task ID (1527), In Transit, Serial # (08536), Unit Status (In Process), Task Status (Open), Place, Product ID (30011), Days Open (10), Task Type (Inhouse PM), Location, Model (15M MAST), Inhouse Repair (202303721FRI-1), Owner (JOYYANG), Contract ID, Part ID (15M MAST), RMA Line (225), Team (SS-C1-MATRIX 1), Contract Version, Description (15M MAST), Plan Start (3/14/2023 10:1), Duration (60), and Plan End (3/14/2023 11:1). Below these fields is a tabbed interface with 'Details', 'Checklist', 'Part Needs', 'Part Usage', 'Labor and Expenses', 'Quality', 'Notes', 'Attachments', 'Repair History', and 'Purchase'. The 'Part Needs' tab is active and has a red circle with the number '2'. The 'Repair History' tab also has a red circle with the number '4'. The 'Details' section contains various checkboxes and dropdowns: Ready To Ship (checked), Swap Unit, Hold Condition, Pick Complete, Repair Limit, Total Repair Price (SGD 0.00), Total Repair Cost (SGD 0.000), Repair Action, Drop Ship, Condition Code, Condition, Revision, Disposition, Resolution, Failure Returns (2), Max Repairs (0), Not To Exceed, In Warranty (checked), Warranty Coverage ID (29138), Closed, Product Warranty (checked), OEM In Warranty, OEM Warranty Cover..., OEM Warranty, Beyond Repair Limit, and Beyond Not To Exceed.

Send Faulty Equipment to OEM

# New Record

5 Input [To Place ID] and [To Location] fields

6 and [Save]



The screenshot shows the ST Engineering SDS 2.0 interface. At the top, there is a red navigation bar with the ST Engineering logo, 'SDS 2.0', a search bar, and a user profile 'Serene Loh'. Below the navigation bar, there are tabs for 'Service Manager Lobby' and 'Inhouse Repair'. The main content area shows a breadcrumb 'Inhouse Repair > Repair Center' and a dialog box titled 'Request Unit Transfer'. Inside the dialog box, there is a sub-breadcrumb 'Inhouse Repair > Repair Center' and a 'New Record' form. The form has two columns of fields. The left column contains: 'From Place ID', 'From Location', 'From Bin ID', 'From Usable' (with a checked checkbox), 'Part ID' (value: WCSS\_REBRO\_GUY\_RO\_001), 'Condition Code', 'Serial ID' (value: NULL), 'Lot ID', and 'Quantity' (value: 1.00000). The right column contains: 'To Place ID', 'To Location', 'To Bin ID', 'To Usable' (with a checked checkbox), 'To Condition Code', 'Reference ID', and 'Comment'. At the bottom right of the dialog box, there are 'Save' and 'Cancel' buttons. Red circles with numbers 5 and 6 are overlaid on the 'To Place ID' and 'Save' buttons respectively, corresponding to the instructions on the left.

Send Faulty Equipment to OEM

# HOTO to OEM

**7** Place and Location are updated to OEM's

Service Manager Lobby × Inhouse Repair ×

Inhouse Repair > Repair Center

**1482, 1527**

Save Assign Change Contract HOTO of Items More ▾

Repair Tag	1482	Qty	1.00000	Task ID	1527	In Transit	
Serial #	()8536	Unit Status	In Process ▾	Task Status	Open ▾	Place	STMS
Product ID	30011	Days Open	10	Task Type	Inhouse PM ▾	Location	LOCATION
Model	15M MAST 🔍	Inhouse Repair	202303721FRI-1	Owner	JOYYANG 🔍	Contract ID	
Part ID	15M MAST 🔍	RMA Line	225	Team	SS-C1-MATRIX 1 🔍	Contract Version	
Description	15M MAST	Plan Start	3/14/2023 10:1📅	Duration	60	Plan End	3/14/2023 11:1📅

Details Checklist Part Needs **2** Part Usage Labor and Expenses Quality Notes Attachments Repair History **4** Purchase >

Ready To Ship	<input checked="" type="checkbox"/>	Repair Action	▾	Failure Returns	2	Closed	📅
Swap Unit	<input type="checkbox"/>	Drop Ship	▾	Max Repairs	0	Product Warranty	<input checked="" type="checkbox"/>
Hold Condition	<input type="checkbox"/>	Condition Code	🔍	Not To Exceed		OEM In Warranty	
Pick Complete	<input type="checkbox"/>	Condition	▾	In Warranty	<input checked="" type="checkbox"/>	OEM Warranty Cover...	🔍
Repair Limit		Revision		Warranty Coverage ID	29138 🔍	OEM Warranty	<input type="checkbox"/>
Total Repair Price	SGD 0.00	Disposition	▾	Beyond Repair Limit	<input type="checkbox"/>	Beyond Not To Exceed	<input type="checkbox"/>
Total Repair Cost	SGD 0.000	Resolution	▾				

# Preparation Shipment

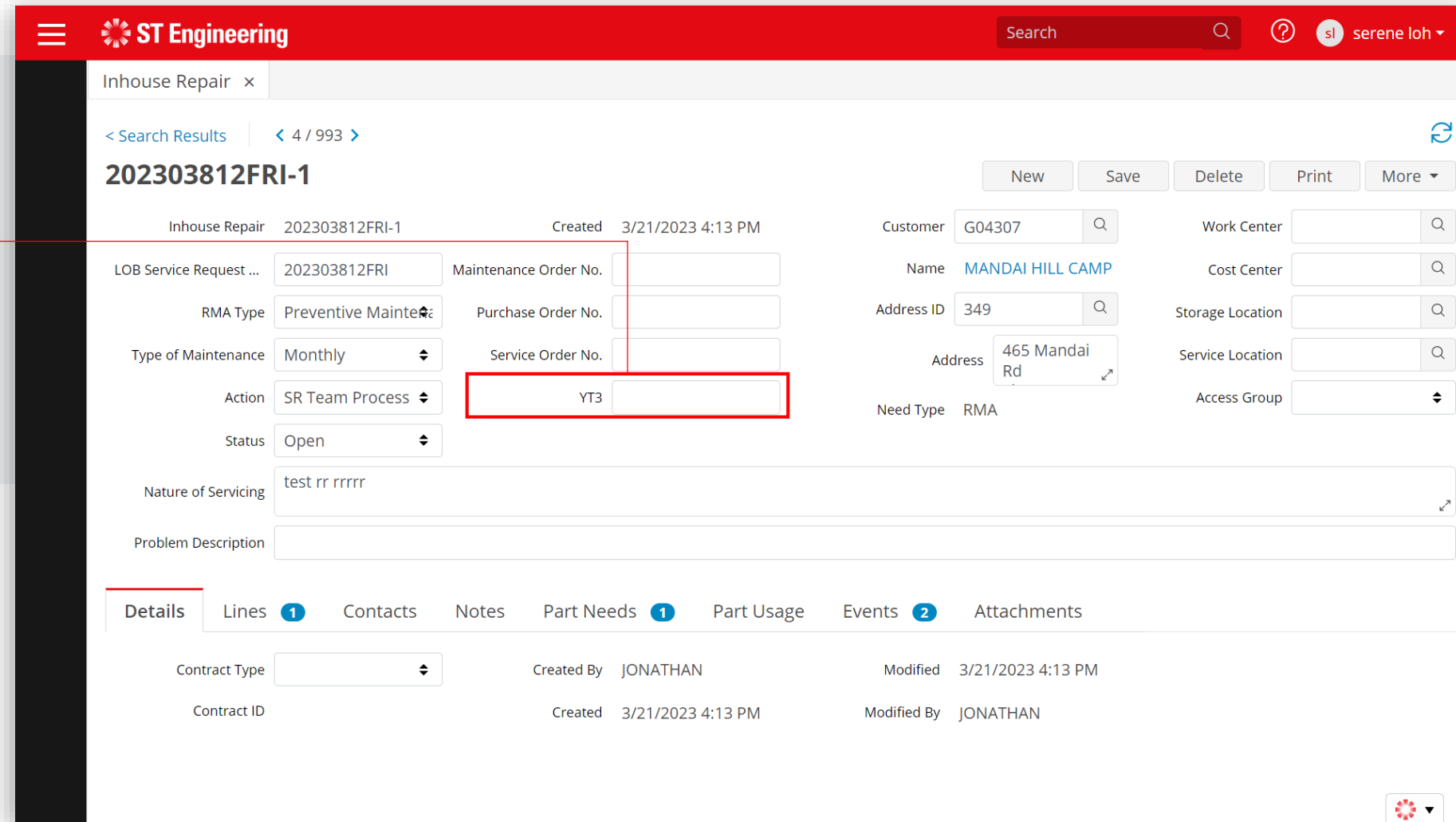


## Preparation Shipment

# Pre-requisite to Shipment Preparation

SR Team needs to update **YT3 No.** to create a delivery note and prepare for delivery.

**i** You can mass update YT3 for a list of requests via **SM Portal**.



**ST Engineering** Search [ ] [?] [sl] serene loh ▾

Inhouse Repair x

< Search Results | < 4 / 993 >

### 202303812FRI-1

Inhouse Repair 202303812FRI-1 Created 3/21/2023 4:13 PM

Customer G04307 Work Center [ ]

Name MANDAI HILL CAMP Cost Center [ ]

Address ID 349 Storage Location [ ]

Address 465 Mandai Rd Service Location [ ]

Need Type RMA Access Group [ ]

LOB Service Request ... 202303812FRI Maintenance Order No. [ ]

RMA Type Preventive Maintenance Purchase Order No. [ ]

Type of Maintenance Monthly Service Order No. [ ]

Action SR Team Process **YT3**

Status Open

Nature of Servicing test rr rrrrrr

Problem Description [ ]

Details | Lines **1** | Contacts | Notes | Part Needs **1** | Part Usage | Events **2** | Attachments

Contract Type [ ] Created By JONATHAN Modified 3/21/2023 4:13 PM

Contract ID [ ] Created 3/21/2023 4:13 PM Modified By JONATHAN

## Preparation Shipment

# Prepare for Delivery by Store Management

Once Delivery Note has been created, the Store Team will check a list of equipment to prepare to send for delivery using the **Store Portal**



☰
ST Engineering
SDS<sup>2.0</sup> Store Management
serene loh ▾

- 🏠 Home
- 🔧 Inventory Listing
- 📦 Collected Repaired Equipments
- 🏠 Prepare for Delivery
- 🚚 Pending Milkrun

### Prepare for Delivery

Repaired items ready to be delivered to customers from storehouse.

PREPARE FOR DELIVERY

System

All System

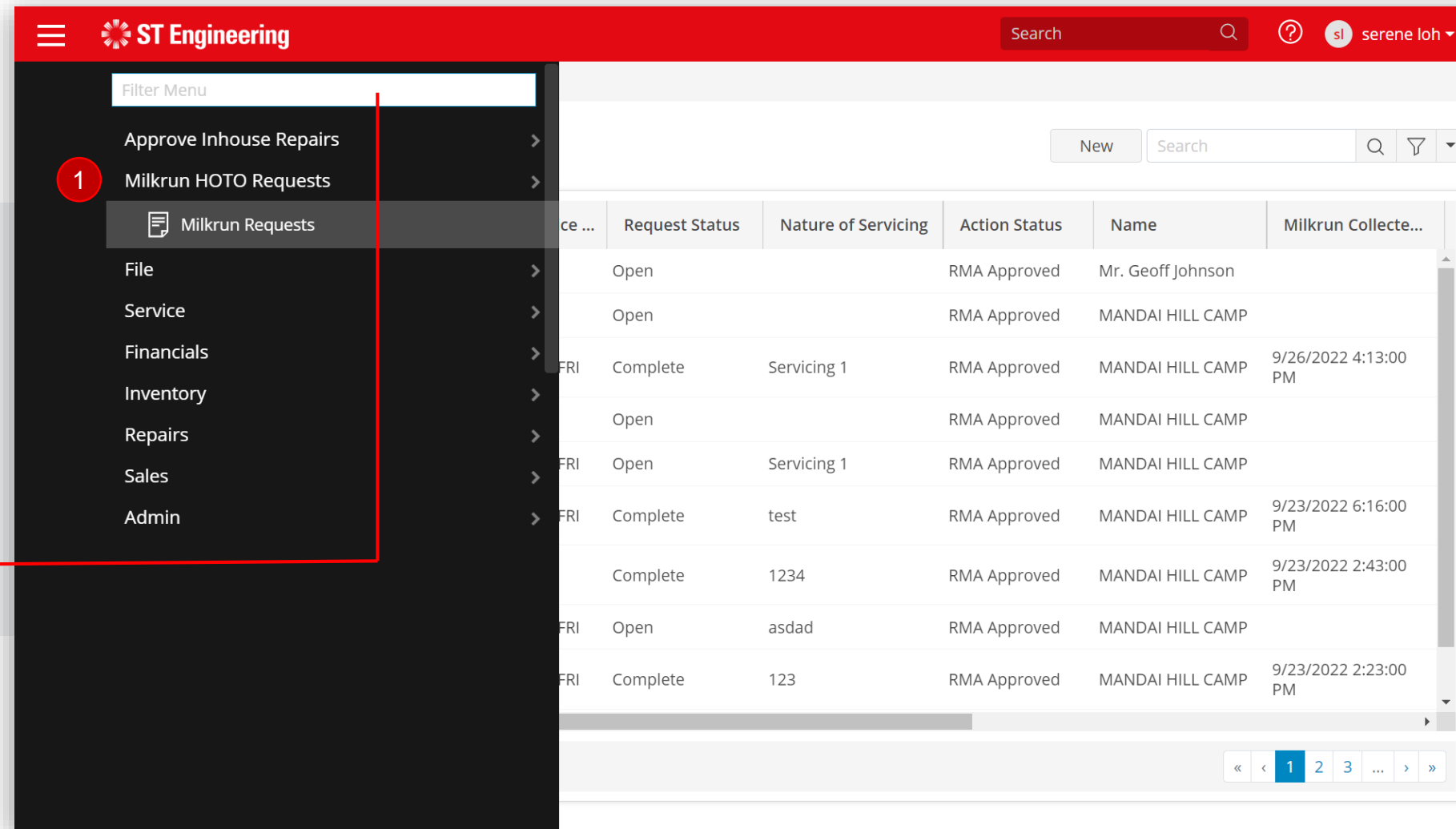
<input type="checkbox"/>	Request No.	Description	Serial No.	Qty	Place	SO No.	LOB No.	Action Status/ Timestamp	Customer Contact
<input type="checkbox"/>	<a href="#">202303731FRI-1</a>	10MAST-DEMO	()2514	1	379	12	202303731FRI	Prepare For Delivery 02/03/2023 15:53:19	
<input type="checkbox"/>	<a href="#">202303728FRI-5</a>	10MAST-DEMO	()2504	1	379	so num	202303728FRI	Prepare For Delivery 02/03/2023 14:16:10	
<input type="checkbox"/>	<a href="#">202303728FRI-4</a>	10MAST-DEMO	()2503	1	379	so num	202303728FRI	Prepare For Delivery 02/03/2023 14:16:10	
<input type="checkbox"/>	<a href="#">202303728FRI-3</a>	10MAST-DEMO	()2502	1	379	so num	202303728FRI	Prepare For Delivery 02/03/2023 14:16:10	
<input type="checkbox"/>	<a href="#">202303728FRI-2</a>	10MAST-DEMO	()2501	1	379	so num	202303728FRI	Prepare For Delivery 02/03/2023 11:29:28	
<input type="checkbox"/>	<a href="#">202303724FRI-1</a>	10MAST-DEMO	()2491	1	379	123d	202303724FRI	Prepare For Delivery 02/03/2023 10:15:39	
<input type="checkbox"/>	<a href="#">202303708FRI-1</a>	10MAST-DEMO	()2465	1	379	so num	202303708FRI	Prepare For Delivery	

# **Milk-run HOTO Task to Collect Unusable Product**

## Milk-run HOTO Task to Collect Unusable Product

# Milk-run Requests

1 Go to **Milkrun HOTO Requests > Milkrun Requests** or type “Milkrun Requests” in the menu search bar.



The screenshot shows the ST Engineering web application interface. The top navigation bar is red and contains the ST Engineering logo, a search bar, and a user profile dropdown for 'serene loh'. A dark sidebar menu is open, showing a search bar labeled 'Filter Menu' and a list of menu items. A red circle with the number '1' highlights the 'Milkrun HOTO Requests' item, and a red line points from this item to the 'Milkrun Requests' item in the search results below. The main content area displays a table of Milkrun Requests with columns for Request Status, Nature of Servicing, Action Status, Name, and Milkrun Collecte... The table contains several rows of data, including requests for Mr. Geoff Johnson and MANDAI HILL CAMP.

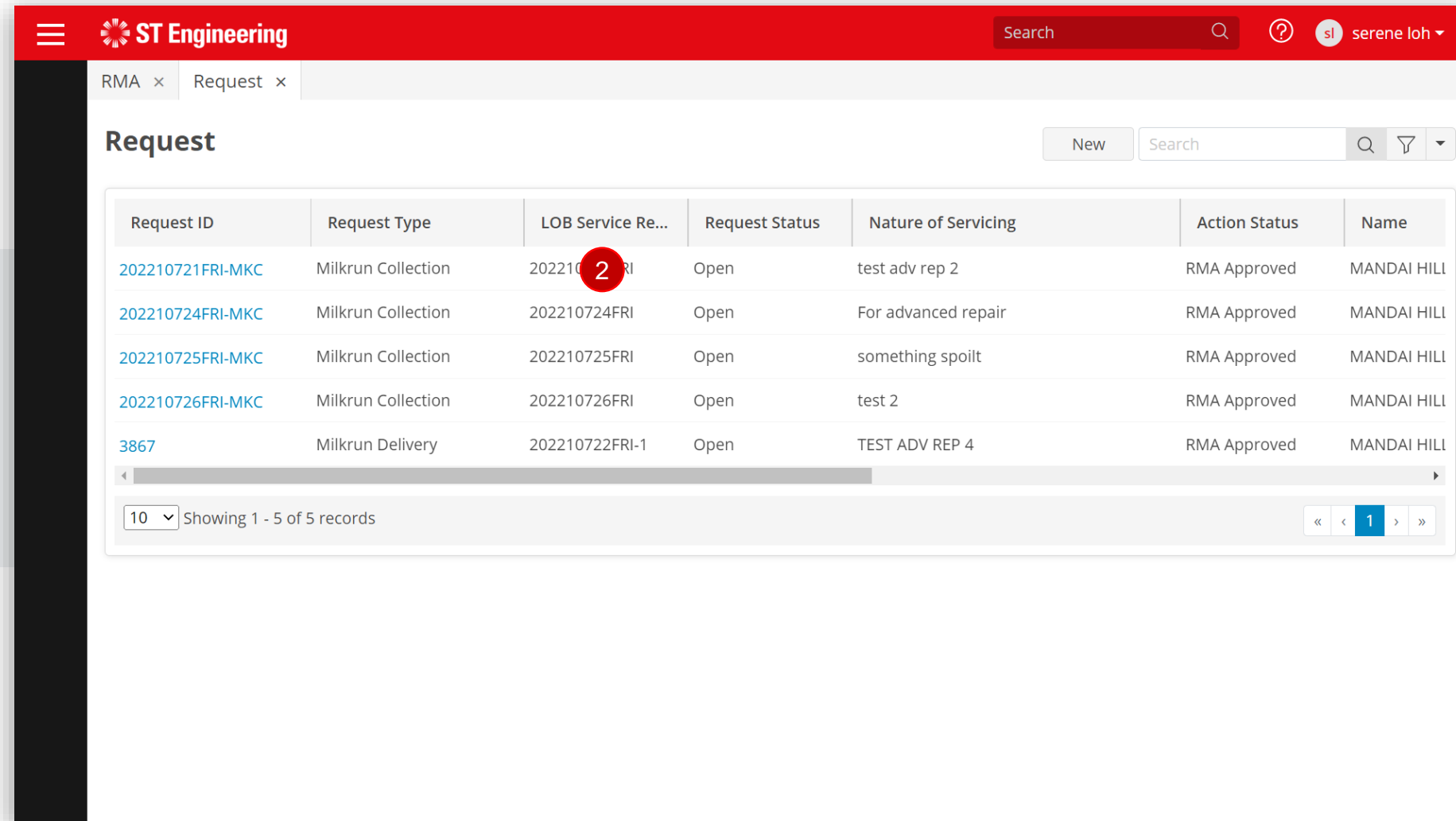
Request Status	Nature of Servicing	Action Status	Name	Milkrun Collecte...
Open		RMA Approved	Mr. Geoff Johnson	
Open		RMA Approved	MANDAI HILL CAMP	
FRI Complete	Servicing 1	RMA Approved	MANDAI HILL CAMP	9/26/2022 4:13:00 PM
Open		RMA Approved	MANDAI HILL CAMP	
FRI Open	Servicing 1	RMA Approved	MANDAI HILL CAMP	
FRI Complete	test	RMA Approved	MANDAI HILL CAMP	9/23/2022 6:16:00 PM
Complete	1234	RMA Approved	MANDAI HILL CAMP	9/23/2022 2:43:00 PM
FRI Open	asdad	RMA Approved	MANDAI HILL CAMP	
FRI Complete	123	RMA Approved	MANDAI HILL CAMP	9/23/2022 2:23:00 PM

## Milk-run HOTO Task to Collect Unusable Product

# Milk-run Collection Request

2 Search Milk-run  
Collection request by [LOB  
Service Request ID]

Refer to [this slide](#) to find  
the LOB SR. ID no.



The screenshot shows the ST Engineering web application 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, there are tabs for 'RMA' and 'Request'. The main content area is titled 'Request' and contains a table with the following columns: Request ID, Request Type, LOB Service Re..., Request Status, Nature of Servicing, Action Status, and Name. The table lists five records, with the first record having a red circle around the number '2' in its LOB Service Request ID.

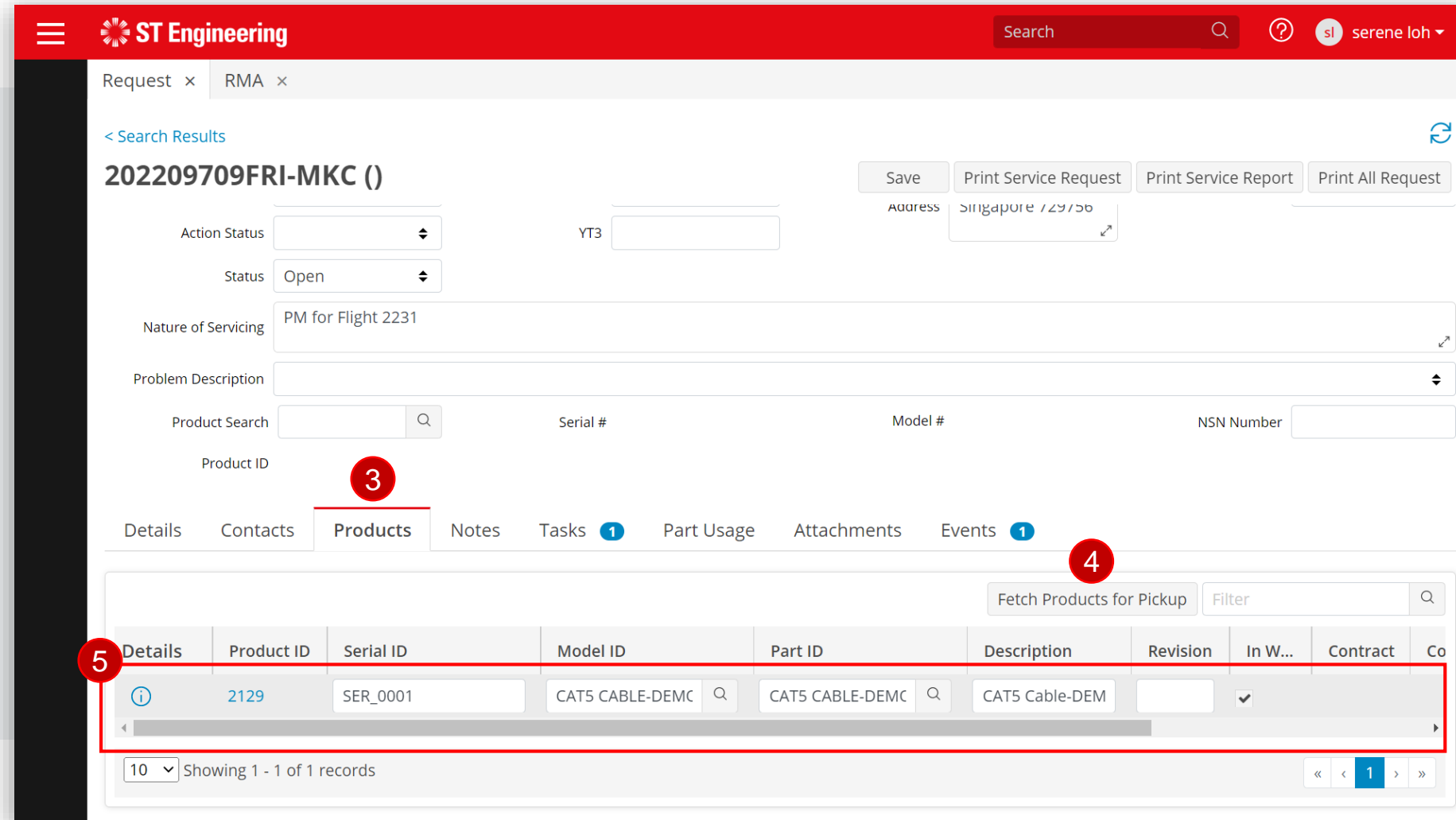
Request ID	Request Type	LOB Service Re...	Request Status	Nature of Servicing	Action Status	Name
<a href="#">202210721FRI-MKC</a>	Milkrun Collection	202210721FRI	Open	test adv rep 2	RMA Approved	MANDAI HILL
<a href="#">202210724FRI-MKC</a>	Milkrun Collection	202210724FRI	Open	For advanced repair	RMA Approved	MANDAI HILL
<a href="#">202210725FRI-MKC</a>	Milkrun Collection	202210725FRI	Open	something spoilt	RMA Approved	MANDAI HILL
<a href="#">202210726FRI-MKC</a>	Milkrun Collection	202210726FRI	Open	test 2	RMA Approved	MANDAI HILL
<a href="#">3867</a>	Milkrun Delivery	202210722FRI-1	Open	TEST ADV REP 4	RMA Approved	MANDAI HILL

Showing 1 - 5 of 5 records


## Milk-run HOTO Task to Collect Unusable Product

# Fetch Products for Pickup

- 3 On the service request page, open [Products Tab].
- 4 Tap [Fetch Products for Pickup].
- 5 It will retrieve and filled the product listing with details.



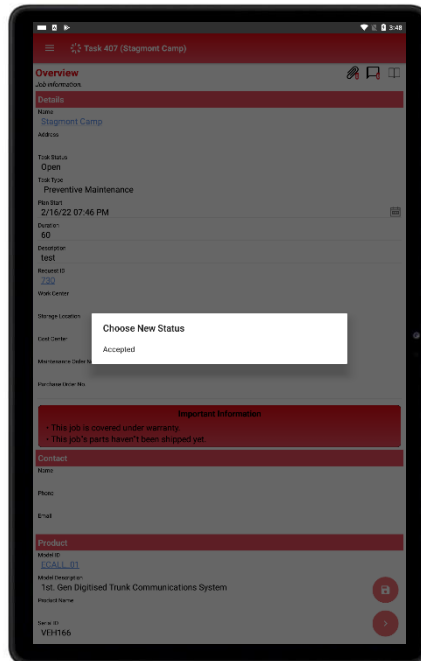
The screenshot shows the ST Engineering service request interface. The top navigation bar includes the ST Engineering logo, a search bar, and a user profile for 'serene loh'. The main content area is titled 'Request x RMA x' and displays search results for '202209709FRI-MKC ()'. The interface includes various input fields for 'Action Status', 'Status', 'Nature of Servicing', 'Problem Description', 'Product Search', 'Serial #', 'Model #', and 'NSN Number'. A navigation bar at the bottom of the main content area includes tabs for 'Details', 'Contacts', 'Products', 'Notes', 'Tasks', 'Part Usage', 'Attachments', and 'Events'. The 'Products' tab is selected, and a 'Fetch Products for Pickup' button is visible. Below this, a table displays product details for a single record.

Details	Product ID	Serial ID	Model ID	Part ID	Description	Revision	In W...	Contract	Co
	2129	SER_0001	CAT5 CABLE-DEMC	CAT5 CABLE-DEMC	CAT5 Cable-DEM		<input checked="" type="checkbox"/>		

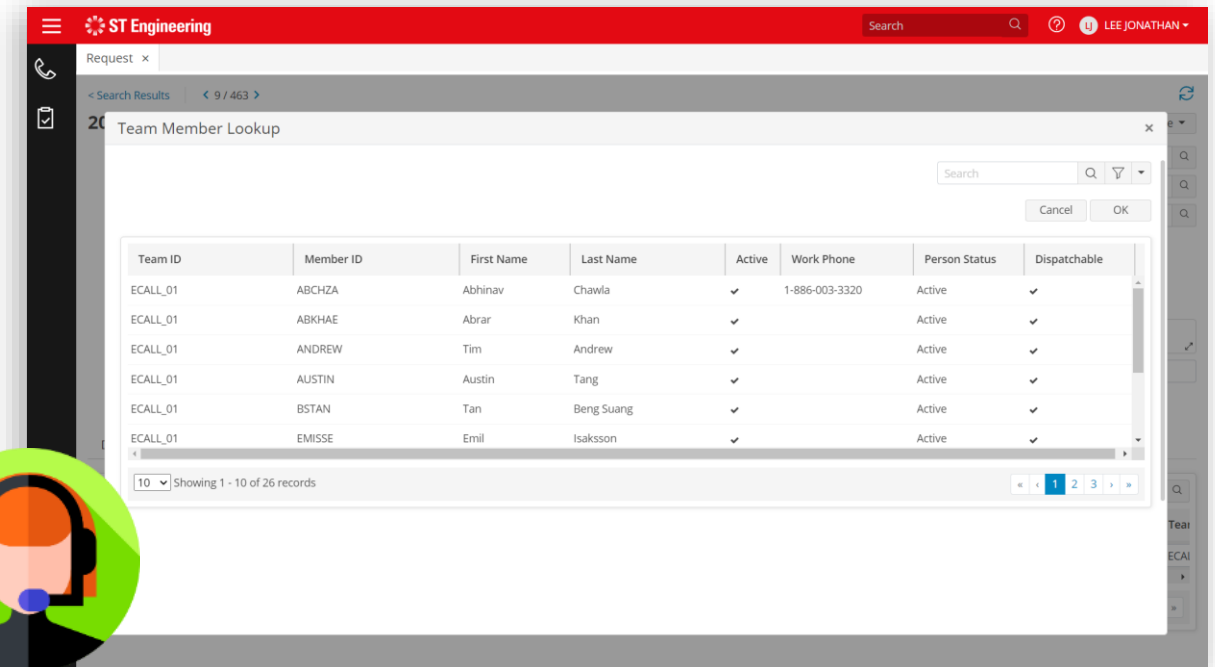
Showing 1 - 1 of 1 records

Milk-run HOTO Task to Collect Unusable Product

# Milk-run pickup Task or SR Team Assigns Task



OR




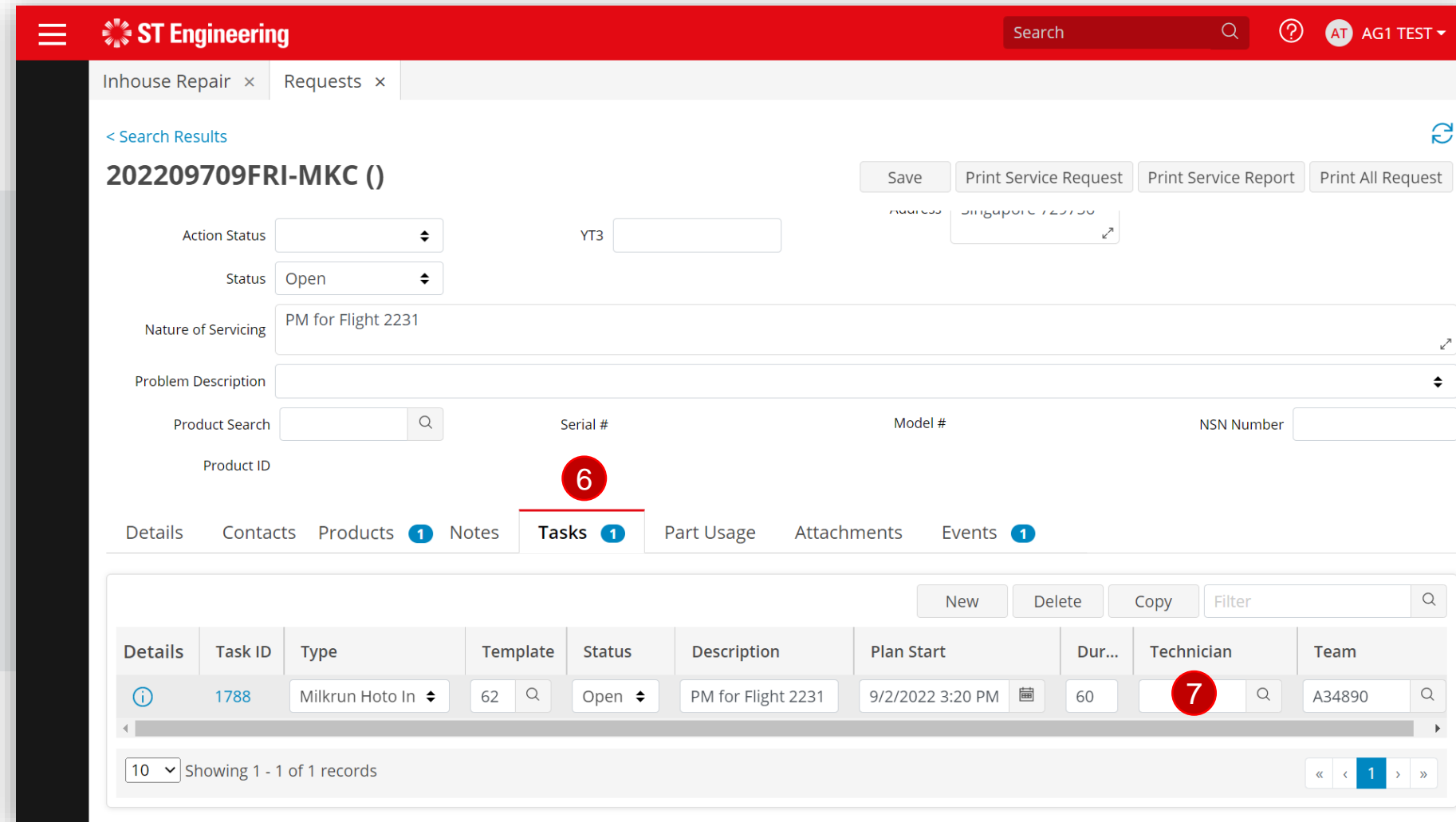
Milk-run driver can pick up the unassigned task via mobile app.

SR Team assigns task to Milk-run driver.

## Milk-run HOTO Task to Collect Unusable Product

# Assign HOTO Task to Milk-run Driver

- 6** Go to [Tasks Tab].  
First task is auto-created.
- 7** Tap  next to the  
textbox under Technician  
column.



The screenshot shows the ST Engineering web application interface. At the top, there is a red header with the ST Engineering logo, a search bar, and user information (AT AG1 TEST). Below the header, there are tabs for 'Inhouse Repair' and 'Requests'. The main content area displays a search result for '202209709FRI-MKC ()'. The form includes fields for Action Status, Status (Open), Nature of Servicing (PM for Flight 2231), Problem Description, Product Search, Serial #, Model #, and NSN Number. A red circle '6' highlights the 'Tasks' tab in the navigation bar. Below the navigation bar, there is a table with columns: Details, Task ID, Type, Template, Status, Description, Plan Start, Dur..., Technician, and Team. A red circle '7' highlights the magnifying glass icon next to the Technician field in the table row. The table shows one record with Task ID 1788, Type Milkrun Hoto In, Status Open, Description PM for Flight 2231, Plan Start 9/2/2022 3:20 PM, Dur... 60, Technician A34890, and Team A34890. At the bottom, there is a pagination control showing 'Showing 1 - 1 of 1 records' and a page number '1'.

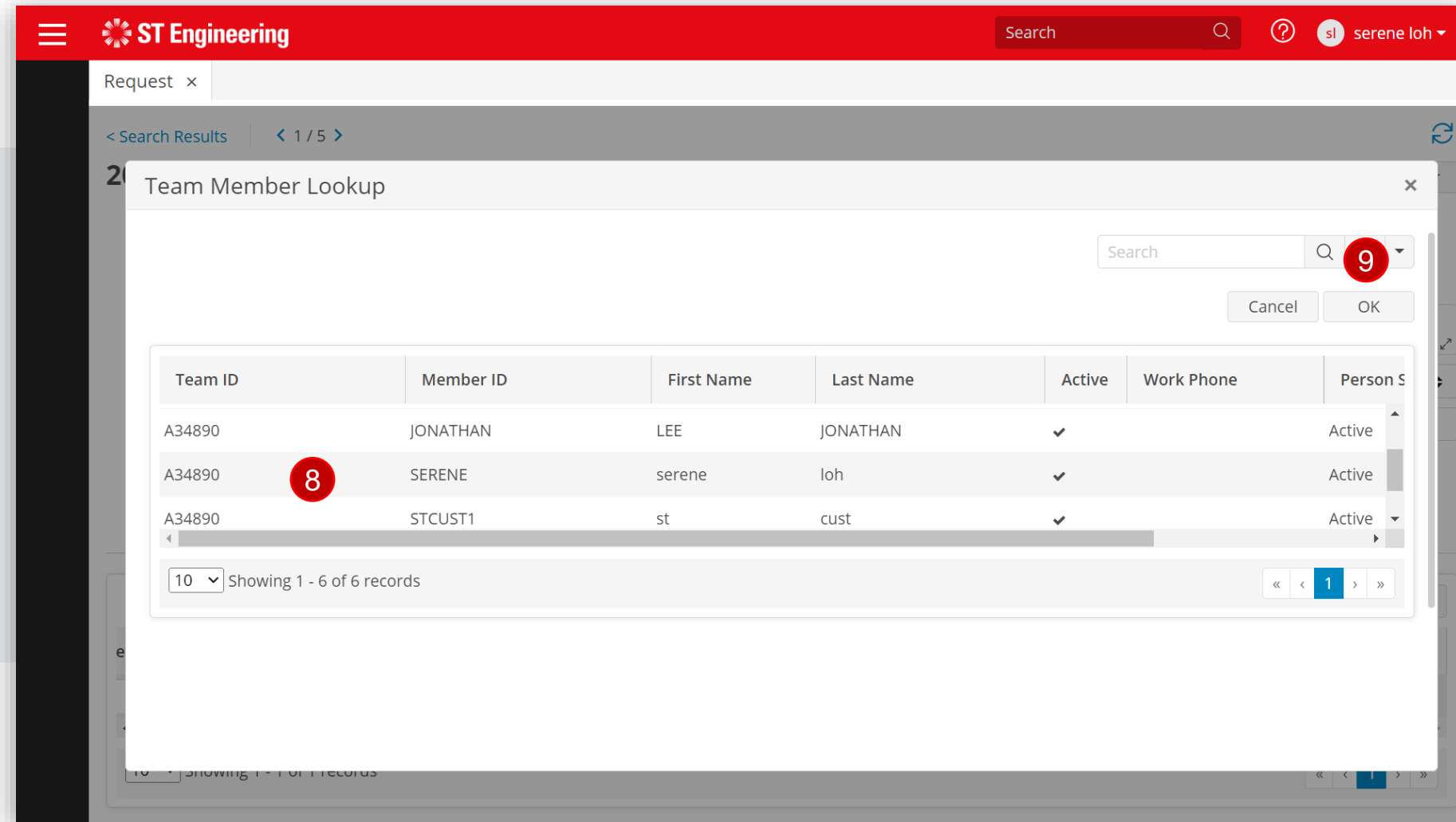


## Milk-run HOTO Task to Collect Unusable Product

# Select Milk-run Driver

8 Select Milk-run driver from Team Member Lookup list.

9 Tap [OK] to confirm selection or double-tap the name to confirm.



Request x

< Search Results > < 1 / 5 >

20 Team Member Lookup

Search

Cancel OK

Team ID	Member ID	First Name	Last Name	Active	Work Phone	Person S
A34890	JONATHAN	LEE	JONATHAN	✓		Active
A34890	SERENE	serene	loh	✓		Active
A34890	STCUST1	st	cust	✓		Active

10 Showing 1 - 6 of 6 records

## Milk-run HOTO Task to Collect Unusable Product

# Save to update changes

10 Once assigned, **[Save]** to update changes.

11 Task Status auto-updates to **[Assigned]**.



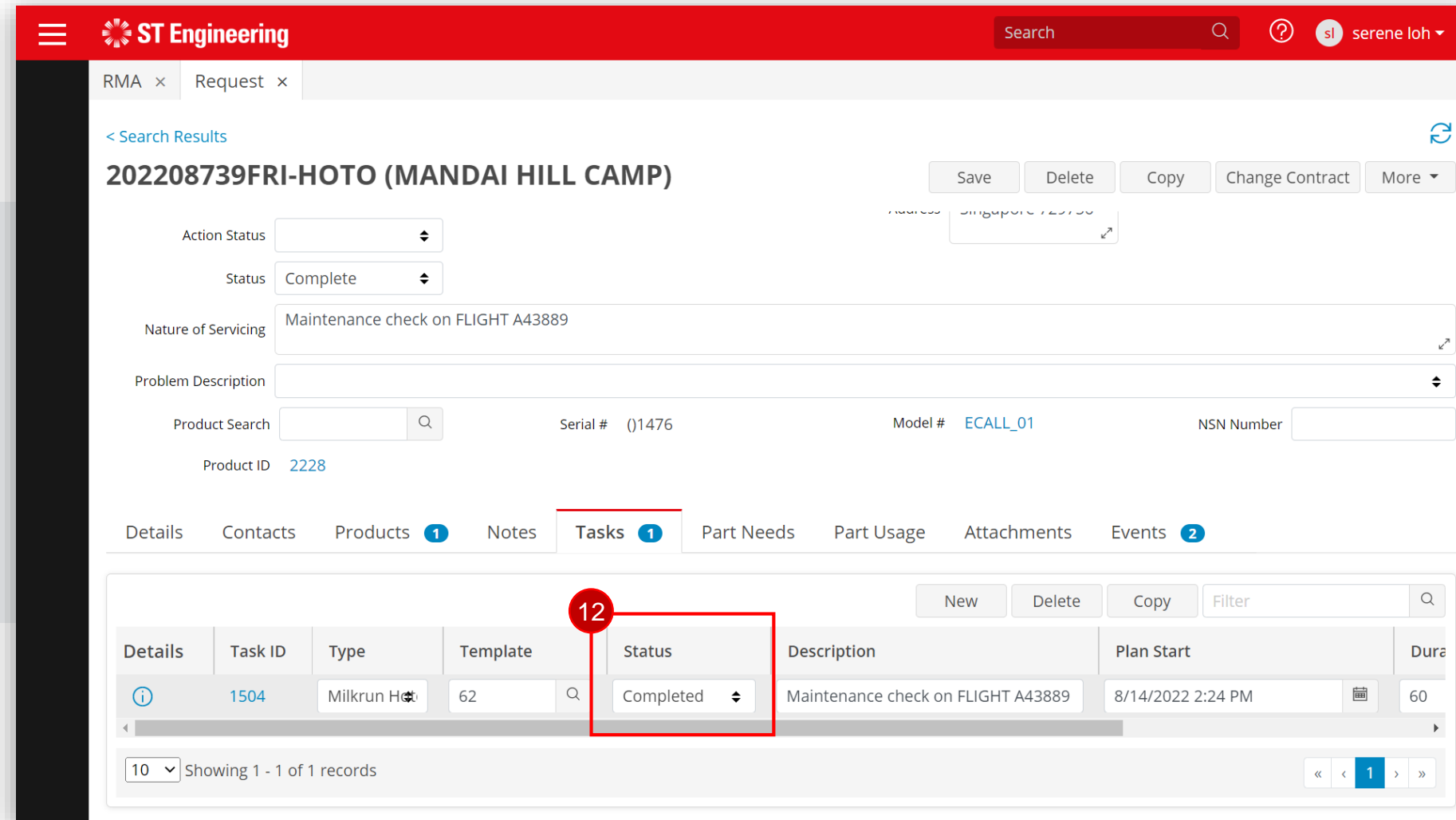
Milk-run driver will be notified on the task.

The screenshot shows the ST Engineering software interface. At the top, there is a red header with the ST Engineering logo, a search bar, and user information (AT AG1 TEST). Below the header, there are tabs for 'Inhouse Repair' and 'Requests'. The main content area displays a search result for '202209709FRI-MKC ()'. A red circle '10' highlights the 'Save' button. The form includes fields for 'Action Status', 'Status' (set to 'Open'), 'Nature of Servicing' (PM for Flight 2231), 'Problem Description', 'Product Search', 'Serial #', 'Model #', and 'NSN Number'. Below the form, there are tabs for 'Details', 'Contacts', 'Products', 'Notes', 'Tasks' (with a '1' notification), 'Part Usage', 'Attachments', and 'Events' (with a '1' notification). A table below shows a single task with a red circle '11' highlighting the 'Assigned' status. The table columns are: Details, Task ID (1788), Type (Milkrun Hoto In), Template (62), Status (Assigned), Description (PM for Flight 2231), Plan Start (9/2/2022 3:20 PM), Dur... (60), Technician (SERENE), and Team (A34890). At the bottom, it says 'Showing 1 - 1 of 1 records'.

## Milk-run HOTO Task to Collect Unusable Product

# Task Completed for Milk-run HOTO

12 Once Milk-run driver has completed the task, task status will update to **[Completed]**.



The screenshot displays the ST Engineering RMA Request interface. The main header shows the ST Engineering logo and a search bar. Below the header, there are tabs for 'RMA' and 'Request'. The main content area shows search results for '202208739FRI-HOTO (MANDAI HILL CAMP)'. The status is 'Complete'. The nature of servicing is 'Maintenance check on FLIGHT A43889'. The product search shows 'Product ID 2228'. The task status is 'Completed'. A red box highlights the 'Status' dropdown menu in the task list table, which is set to 'Completed'. A red circle with the number '12' is placed over the 'Status' dropdown menu.

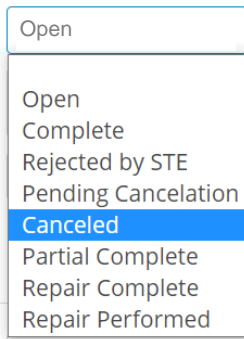
Details	Task ID	Type	Template	Status	Description	Plan Start	Dura
	1504	Milkrun Hoto	62	Completed	Maintenance check on FLIGHT A43889	8/14/2022 2:24 PM	60

Showing 1 - 1 of 1 records

## Milk-run HOTO Task to Collect Unusable Product

# Canceled Uncollected Items

For uncollected item(s) from Milk-run collection, customer can cancel the original inhouse repair request.



Select **[Canceled]** to cancel request and tap **[Save]**.

Service Manager Lobby x Inhouse Repair x

< Search Results | < 4 / 278 >

### 202303765FRI-1

Inhouse Repair 202303765FRI-1 Created 3/21/2023 4:19 PM Customer SUNGEI GEDOI

LOB Service Request ... 202303765FRI Maintenance Order No. [ ] Name SUNGEI GEDONG ...

RMA Type Corrective Maintenance Purchase Order No. [ ] Address ID 14 Address 430 Sungei Gedong Rd

Type of Maintenance Yearly Service Order No. [ ]

Action SR Team Process

Status Open

Nature of Servicing Guy rope CM Rope Jammed

Problem Description [ ]

Work Center [ ] Cost Center [ ] Storage Location [ ] Service Location [ ] Access Group [ ]

Buttons: New Save Print

Details | Lines 1 | Contacts | Notes | Part Needs | Part Usage | Events 2 | Attachments

Contract Type [ ] Created By 10001278 Modified 3/21/2023 4:19 PM

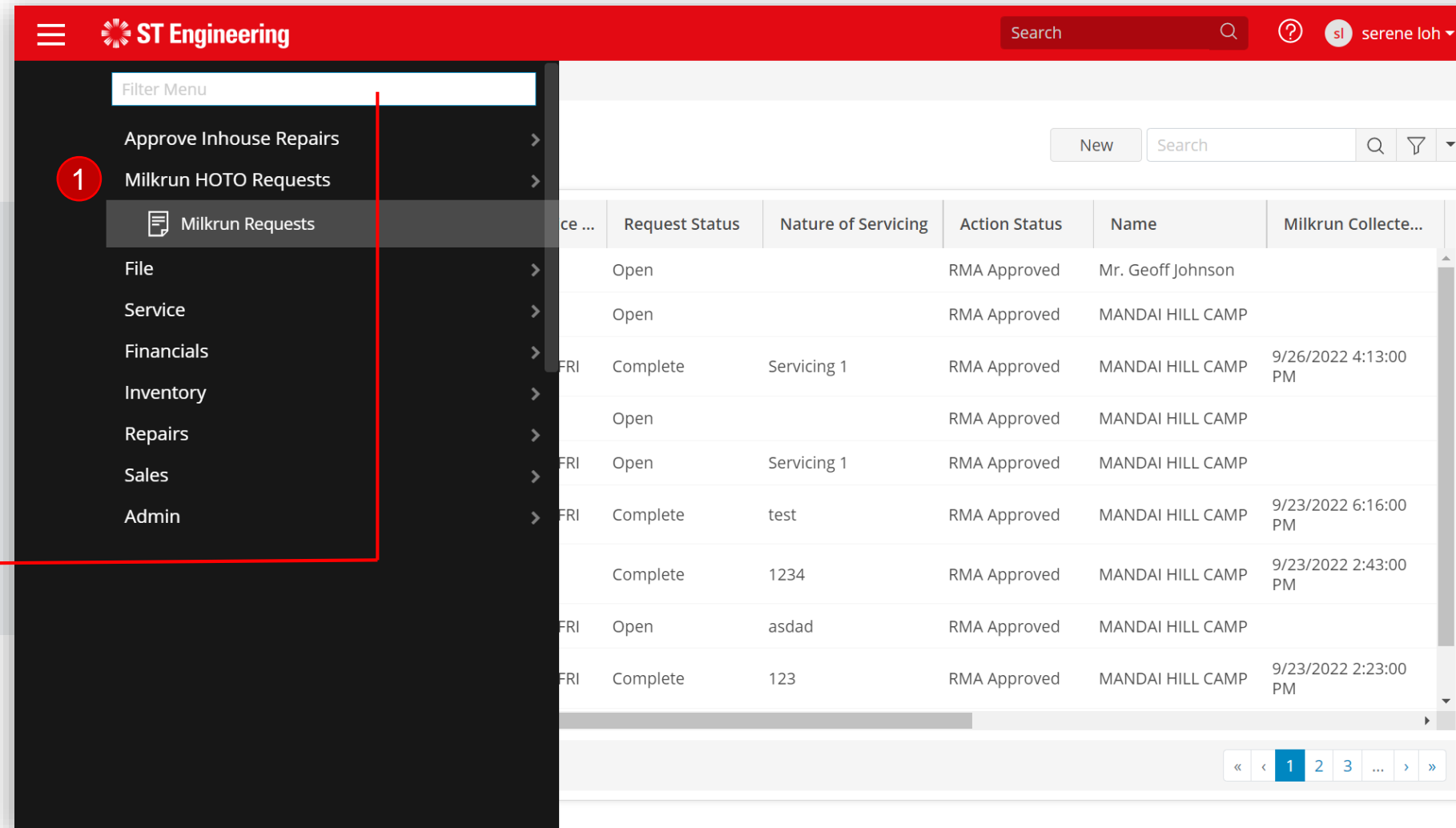
Contract ID [ ] Created 3/21/2023 4:19 PM Modified By 10001278

# **Milk-run HOTO Task to Deliver Repaired Product**

Milk-run HOTO Task to Deliver Usable Product

# Go to Milk-run Requests

1 Go to Milkrun HOTO Requests > Milkrun Requests or type “Milkrun Requests” in the menu search bar.



The screenshot shows the ST Engineering software interface. At the top, there is a red header with the ST Engineering logo and a search bar. Below the header, a navigation menu is open, showing a list of options. A red circle with the number '1' highlights the 'Milkrun HOTO Requests' option. Below this, the 'Milkrun Requests' option is selected, and a table of requests is displayed. The table has columns for Request Status, Nature of Servicing, Action Status, Name, and Milkrun Collecte... (likely Milkrun Collection Date/Time). The table contains several rows of data, including requests for Mr. Geoff Johnson and MANDAI HILL CAMP.

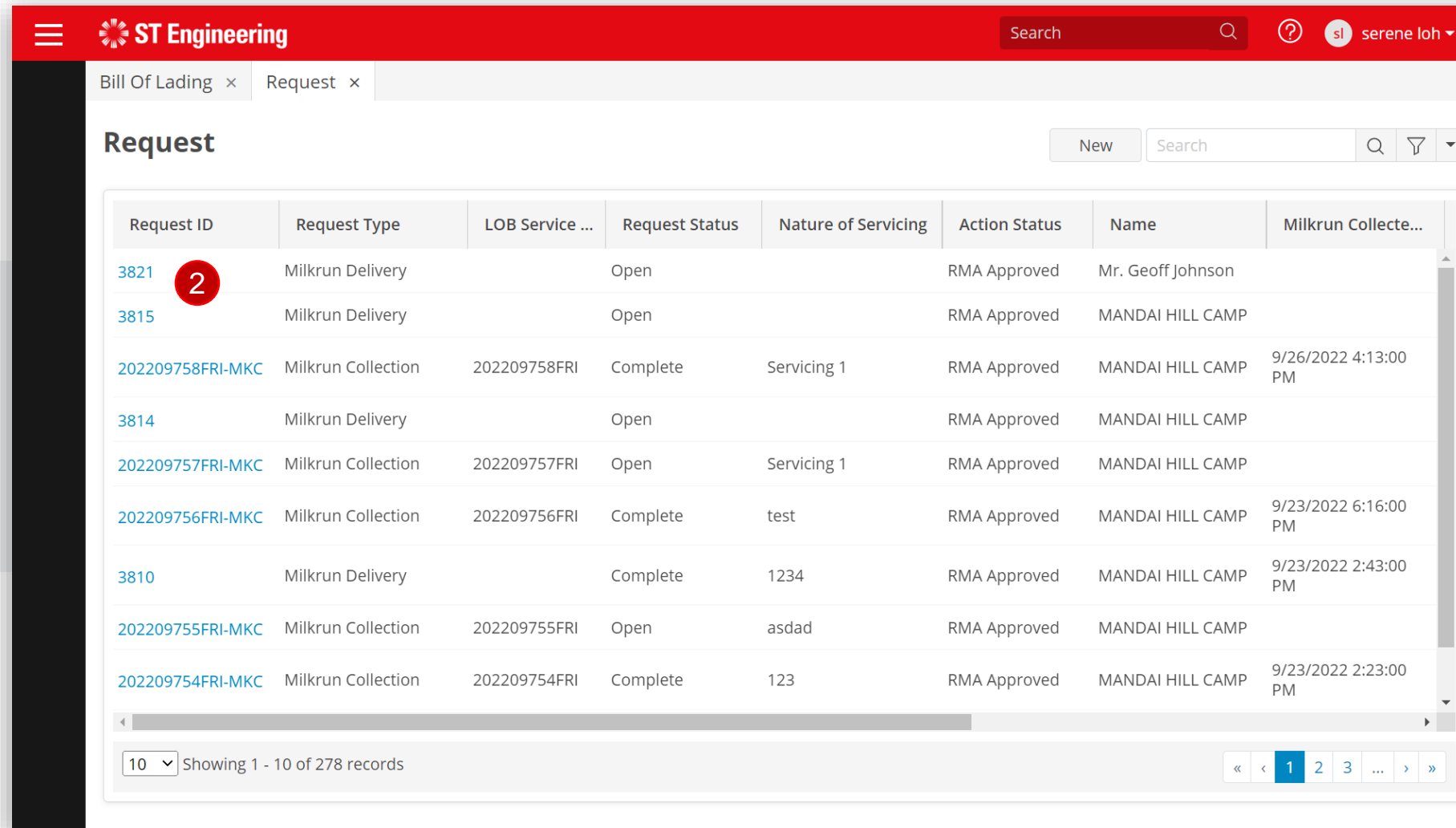
Request Status	Nature of Servicing	Action Status	Name	Milkrun Collecte...
Open		RMA Approved	Mr. Geoff Johnson	
Open		RMA Approved	MANDAI HILL CAMP	
FRI Complete	Servicing 1	RMA Approved	MANDAI HILL CAMP	9/26/2022 4:13:00 PM
Open		RMA Approved	MANDAI HILL CAMP	
FRI Open	Servicing 1	RMA Approved	MANDAI HILL CAMP	
FRI Complete	test	RMA Approved	MANDAI HILL CAMP	9/23/2022 6:16:00 PM
Complete	1234	RMA Approved	MANDAI HILL CAMP	9/23/2022 2:43:00 PM
FRI Open	asdad	RMA Approved	MANDAI HILL CAMP	
FRI Complete	123	RMA Approved	MANDAI HILL CAMP	9/23/2022 2:23:00 PM

## Milk-run HOTO Task to Deliver Usable Product

# Search Milk-run Delivery Request

2 Search and go to the Milk-run delivery request by [Request ID]

Refer to [this slide](#) to find the Request ID no.



The screenshot shows the ST Engineering web application interface. At the top, there is a red navigation bar with the ST Engineering logo and a search bar. Below the navigation bar, there are tabs for "Bill Of Lading" and "Request". The "Request" tab is active, and the page title is "Request".

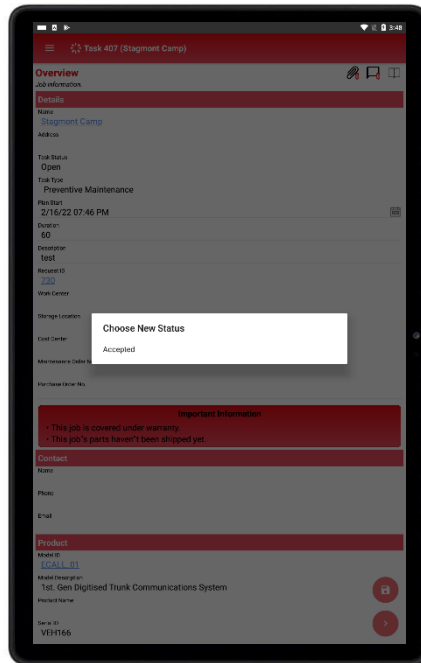
Below the title, there is a "New" button and a search bar. The main content area displays a table of requests. The first row is highlighted with a red circle containing the number 2, indicating the search result.

Request ID	Request Type	LOB Service ...	Request Status	Nature of Servicing	Action Status	Name	Milkrun Collecte...
3821	Milkrun Delivery		Open		RMA Approved	Mr. Geoff Johnson	
3815	Milkrun Delivery		Open		RMA Approved	MANDAI HILL CAMP	
<a href="#">202209758FRI-MKC</a>	Milkrun Collection	202209758FRI	Complete	Servicing 1	RMA Approved	MANDAI HILL CAMP	9/26/2022 4:13:00 PM
3814	Milkrun Delivery		Open		RMA Approved	MANDAI HILL CAMP	
<a href="#">202209757FRI-MKC</a>	Milkrun Collection	202209757FRI	Open	Servicing 1	RMA Approved	MANDAI HILL CAMP	
<a href="#">202209756FRI-MKC</a>	Milkrun Collection	202209756FRI	Complete	test	RMA Approved	MANDAI HILL CAMP	9/23/2022 6:16:00 PM
3810	Milkrun Delivery		Complete	1234	RMA Approved	MANDAI HILL CAMP	9/23/2022 2:43:00 PM
<a href="#">202209755FRI-MKC</a>	Milkrun Collection	202209755FRI	Open	asdad	RMA Approved	MANDAI HILL CAMP	
<a href="#">202209754FRI-MKC</a>	Milkrun Collection	202209754FRI	Complete	123	RMA Approved	MANDAI HILL CAMP	9/23/2022 2:23:00 PM

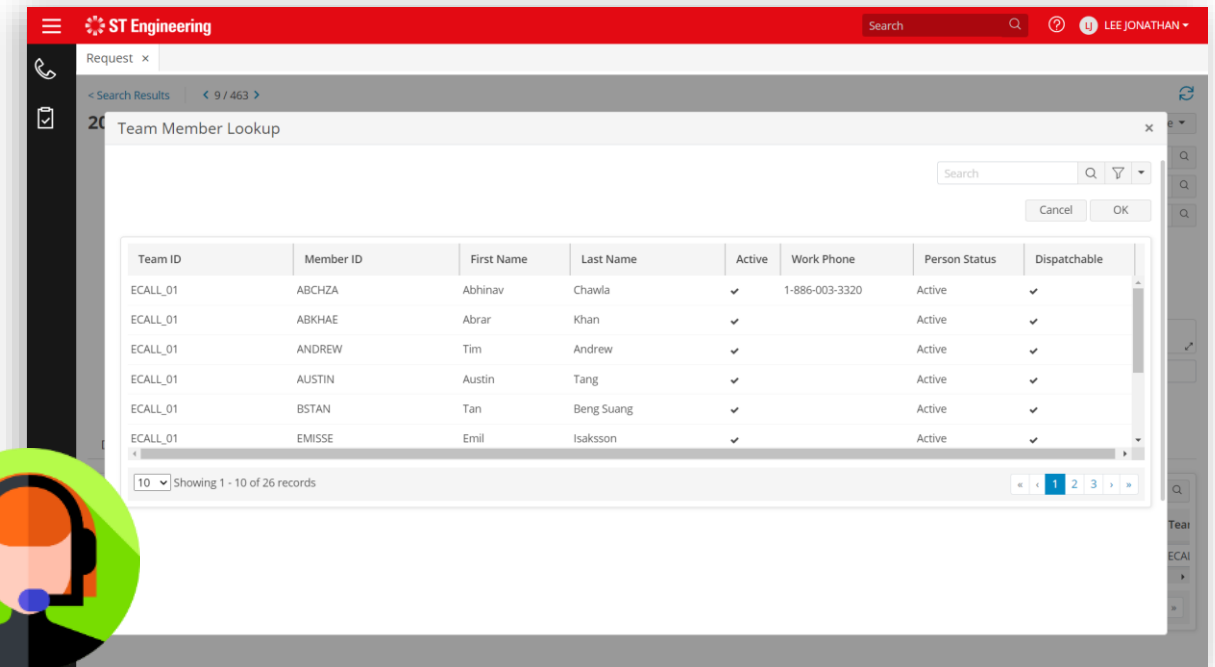
At the bottom of the table, there is a pagination bar showing "10" records per page and "Showing 1 - 10 of 278 records". The current page is 1, and there are 3 pages in total.

Milk-run HOTO Task to Deliver Usable Product

# Milk-run Driver pickups Task or SR Team assigns Task



OR



Milk-run driver can pick up the unassigned delivery task via mobile app.

SR Team assigns task to Milk-run driver.



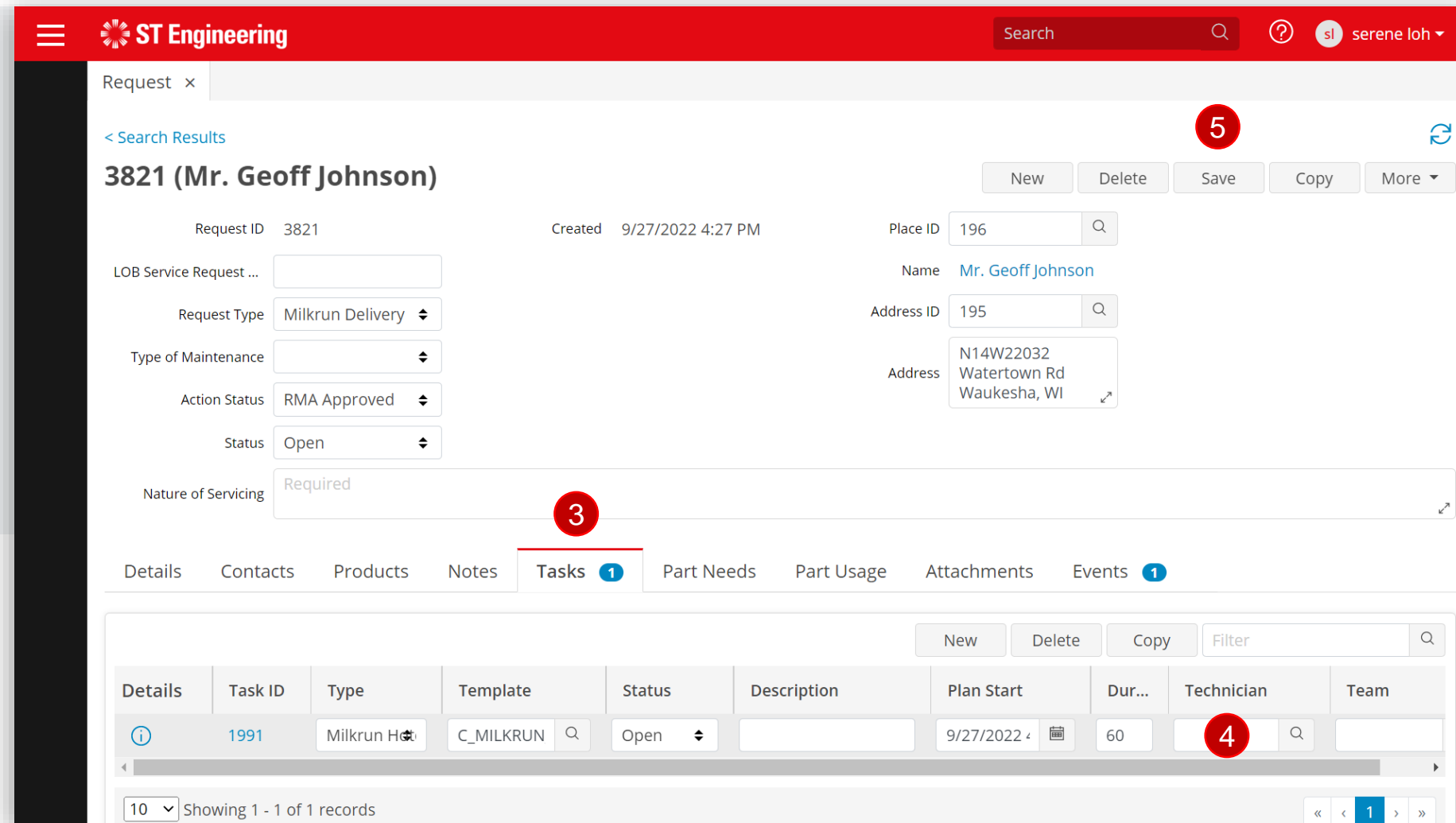
## Milk-run HOTO Task to Deliver Usable Product

# Assign Milk-run Delivery Task

- 3 Go to [Tasks]
- 4 Select a Milk-run driver from [Technician] to assign task.
- 5 Tap [Save].



Milk-run driver will be notified on the task.



Request x

< Search Results

3821 (Mr. Geoff Johnson)

Request ID 3821 Created 9/27/2022 4:27 PM Place ID 196

LOB Service Request ...

Request Type Milkrun Delivery

Type of Maintenance

Action Status RMA Approved

Status Open

Nature of Servicing Required

Mr. Geoff Johnson

Address ID 195

Address N14W22032 Watertown Rd Waukesha, WI

Details Contacts Products Notes **Tasks** 1 Part Needs Part Usage Attachments Events 1

Details	Task ID	Type	Template	Status	Description	Plan Start	Dur...	Technician	Team
	1991	Milkrun Hoto	C_MILKRUN	Open		9/27/2022	60		

Showing 1 - 1 of 1 records

**Thank You**