

User Guide for Manager Portal

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



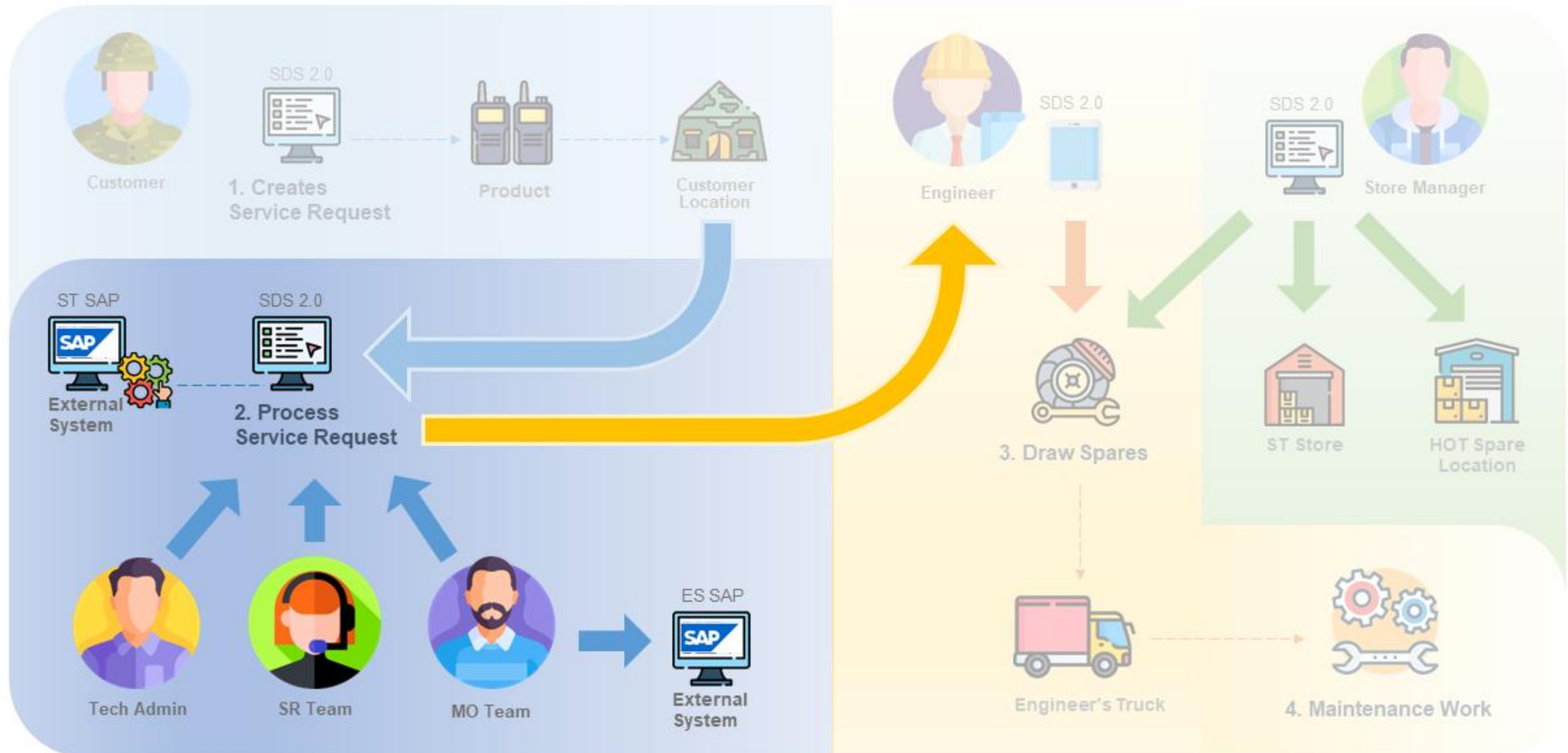
MO Team



Customer

SDS 2.0 System Overview

General Process Flow



2. Manager Web Portal

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Manager Web Portal

How to Login

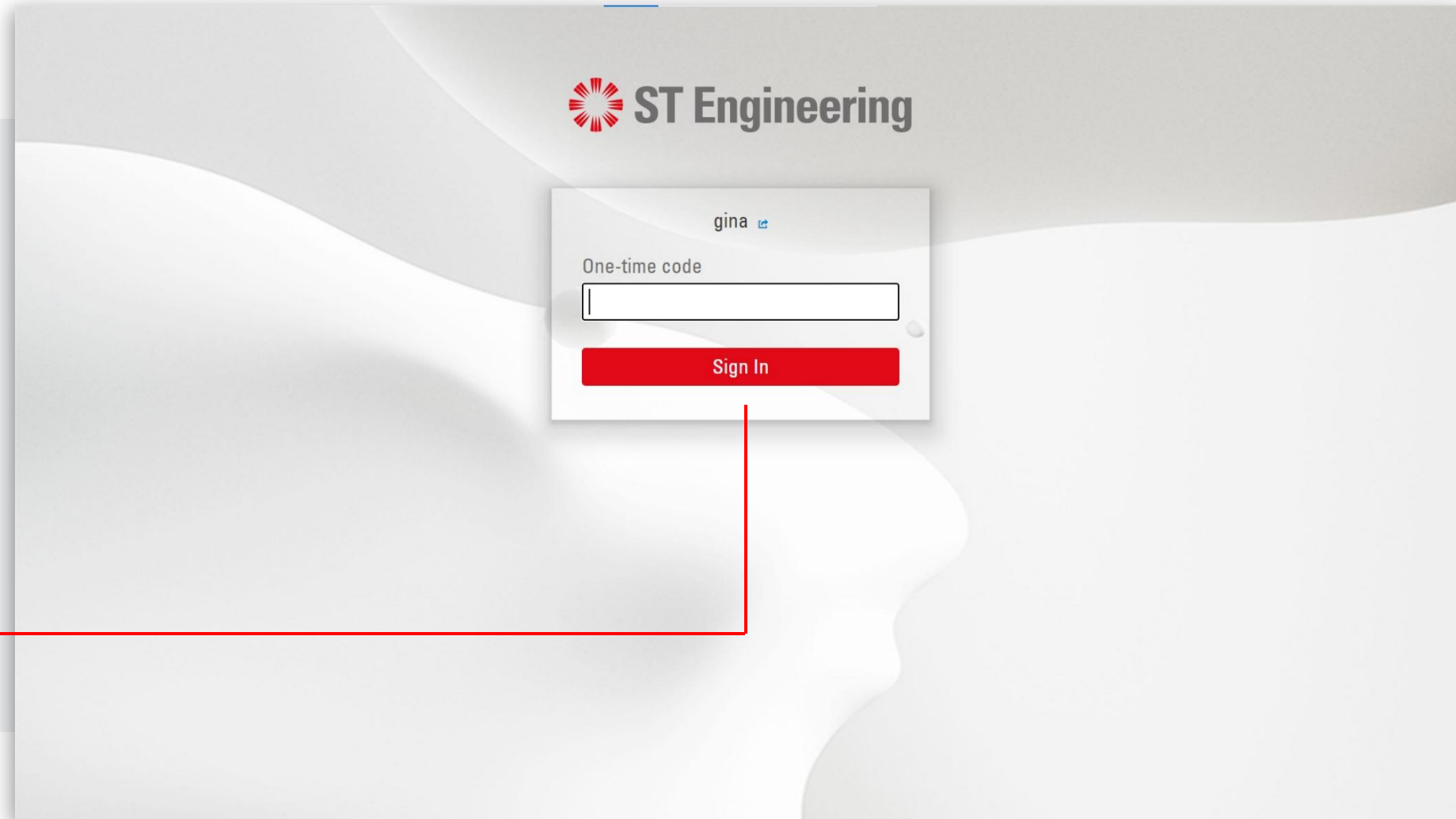
Use your login
credentials to access:
<https://sds.stengg.com>



One-Time Code

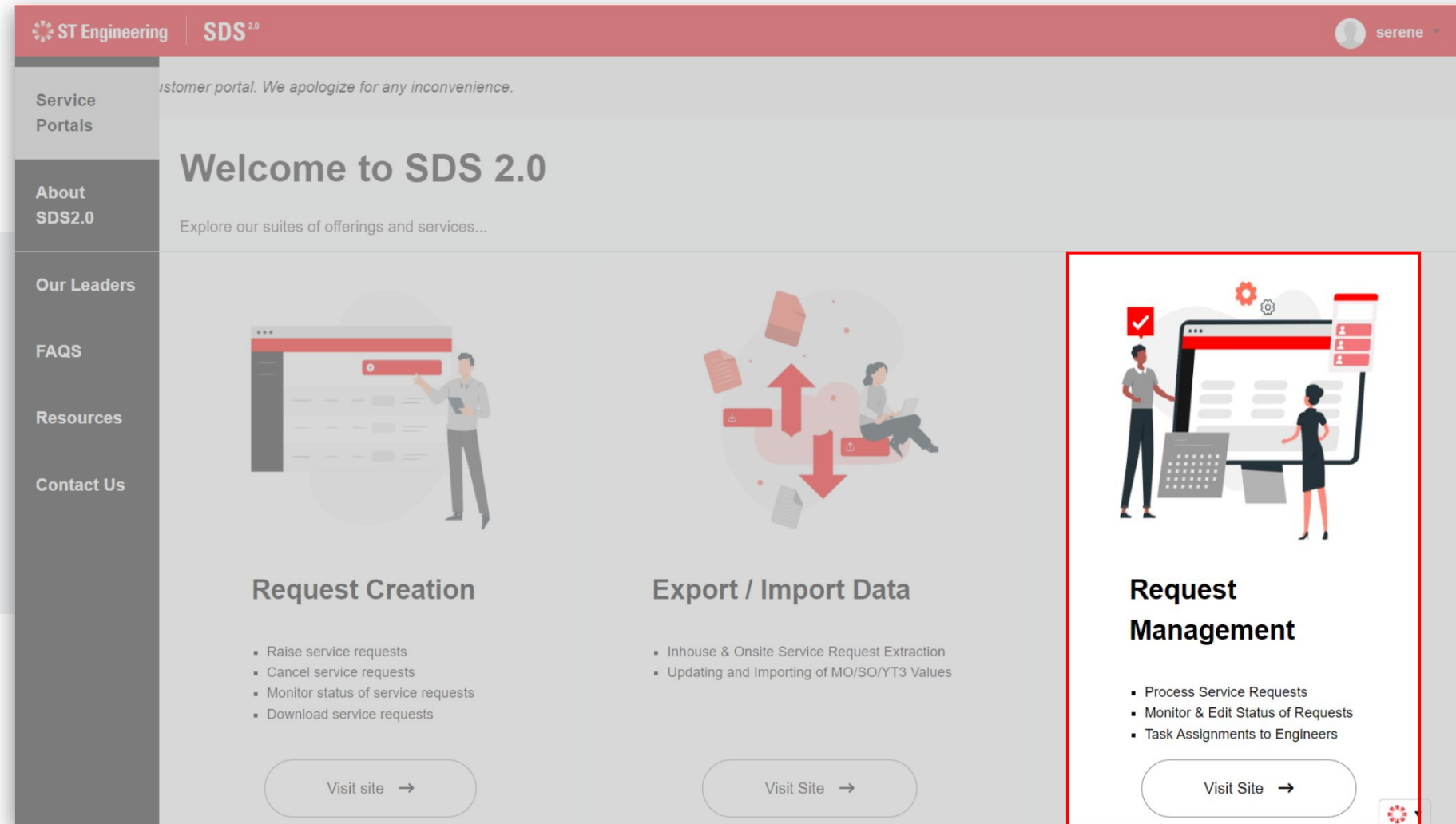
Retrieve One-Time Code from your Authenticator App (Google Authenticator or MS Authenticator)

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 →

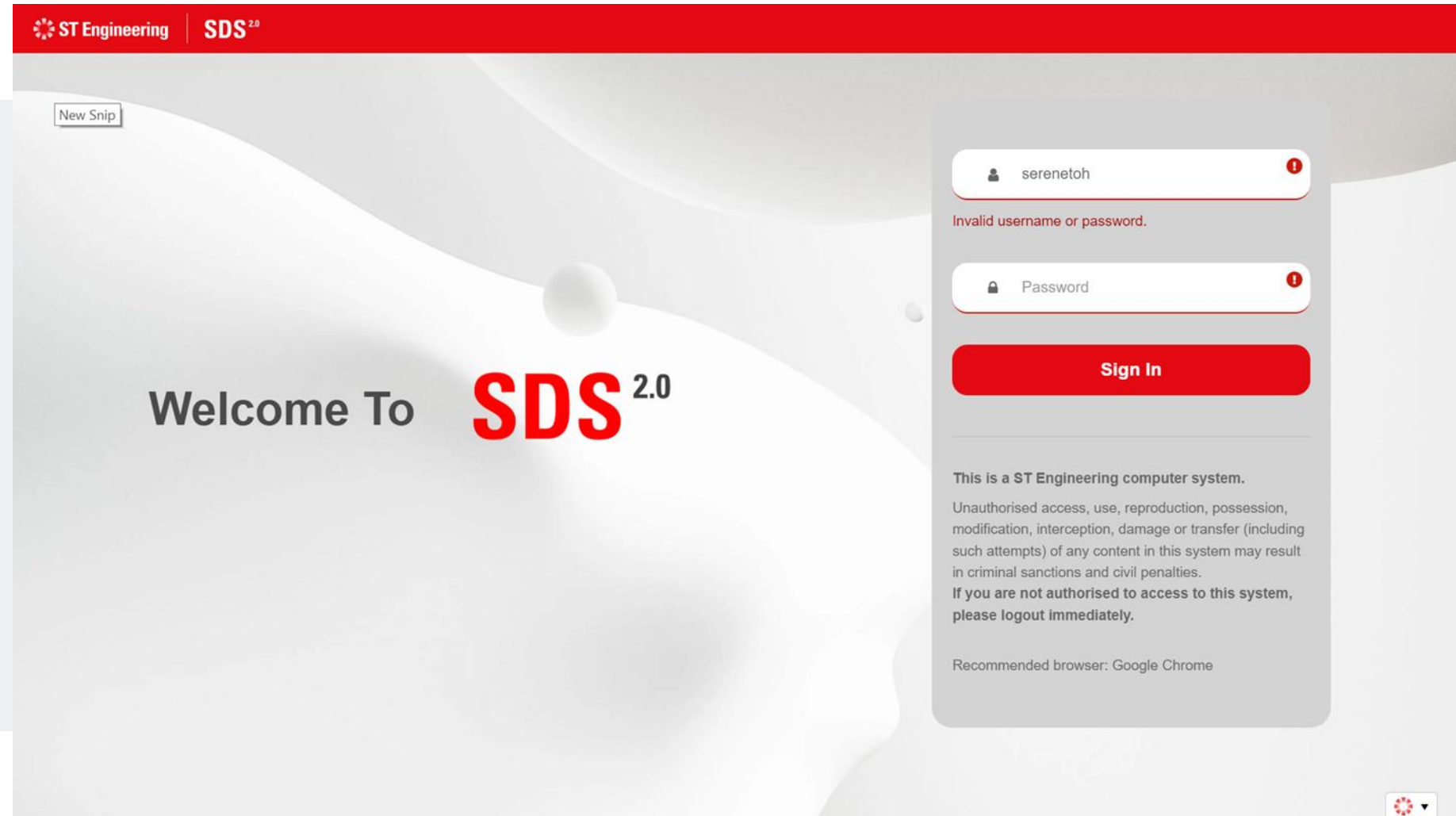
Forget Password or OTP Device

If you have forgotten your password or cannot login to One-Time Code, contact 1CC to reset the password or authenticator.

Contact no.: 6672 7597

Email:

1cc.services@stengg.com



New Snip

ST Engineering | SDS^{2.0}

Welcome To **SDS**^{2.0}

serenetch

Invalid username or password.

Password

Sign In

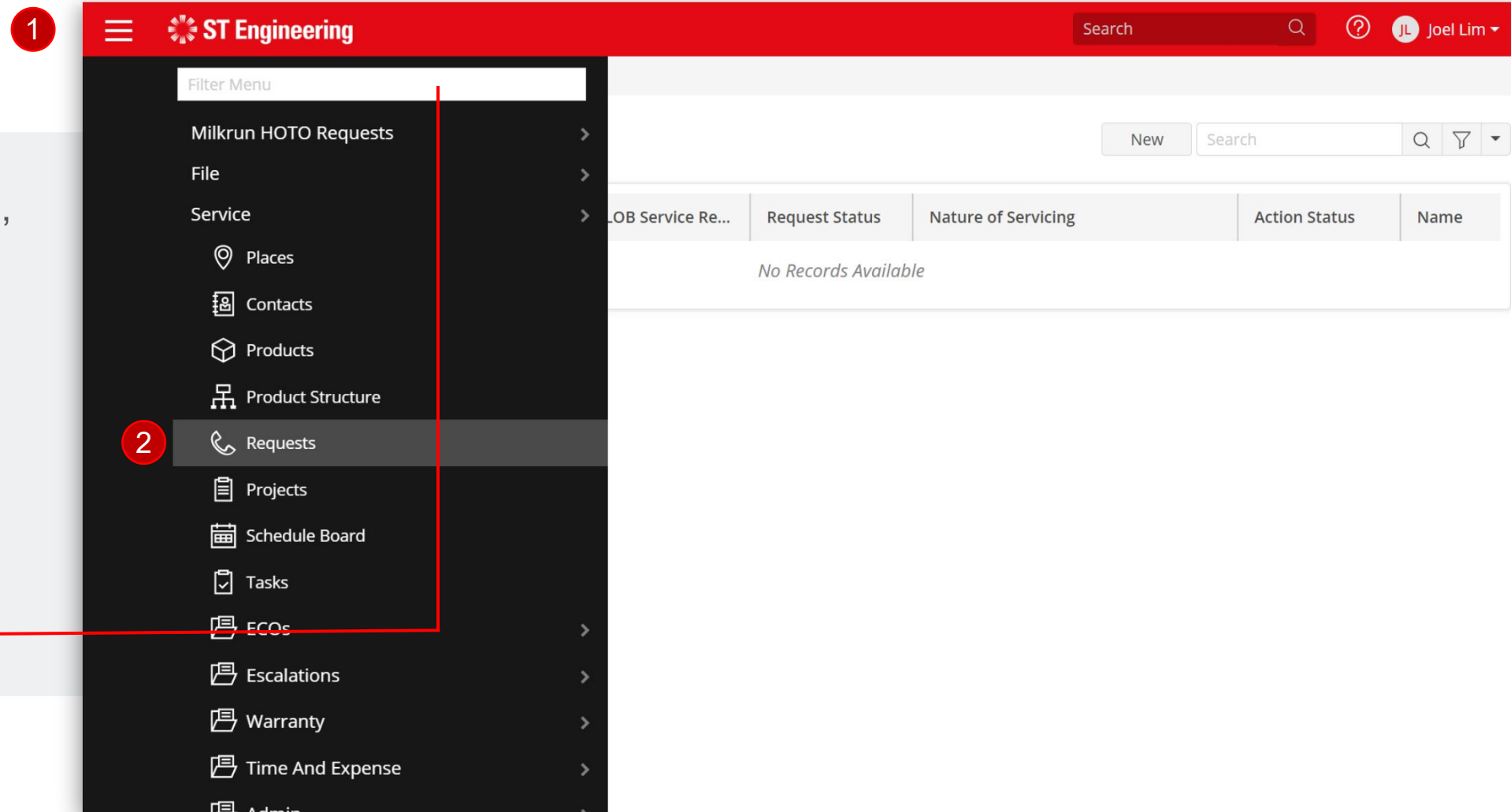
This is a ST Engineering computer system.
Unauthorised access, use, reproduction, possession, modification, interception, damage or transfer (including such attempts) of any content in this system may result in criminal sanctions and civil penalties.
If you are not authorised to access to this system, please logout immediately.

Recommended browser: Google Chrome

View List of Requests

1 Once at Lobby page, tap **menu bar** to view menu list.

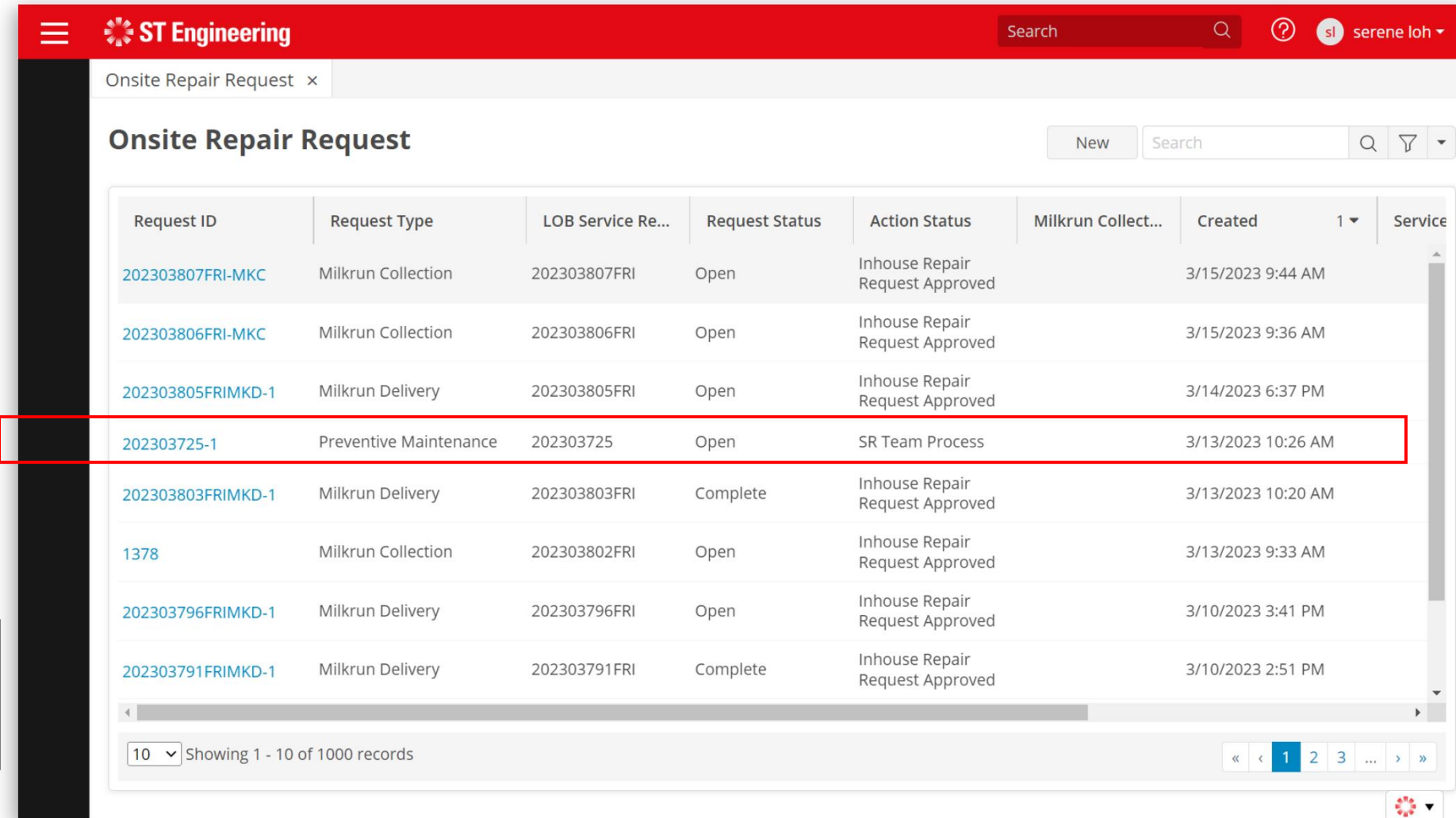
2 Go to **Service > Requests** or type “Requests” in the menu search bar.



Select a Request ID

3 Select a **Request ID** link to view a service request that is pending for work.

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



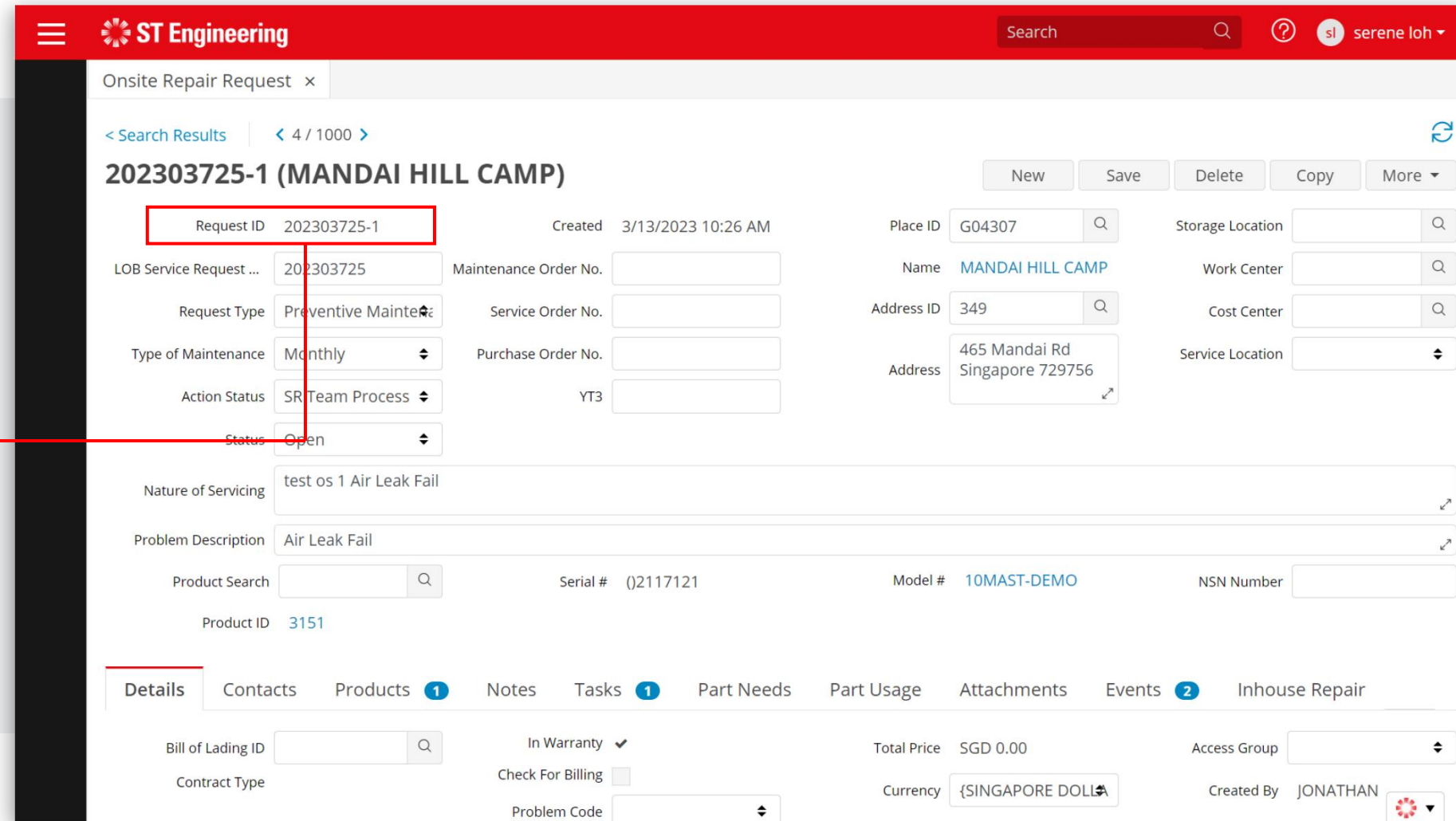
Request ID	Request Type	LOB Service Re...	Request Status	Action Status	Milkrun Collect...	Created	1	Service
202303807FRI-MKC	Milkrun Collection	202303807FRI	Open	Inhouse Repair Request Approved		3/15/2023 9:44 AM		
202303806FRI-MKC	Milkrun Collection	202303806FRI	Open	Inhouse Repair Request Approved		3/15/2023 9:36 AM		
202303805FRIMKD-1	Milkrun Delivery	202303805FRI	Open	Inhouse Repair Request Approved		3/14/2023 6:37 PM		
202303725-1	Preventive Maintenance	202303725	Open	SR Team Process		3/13/2023 10:26 AM		
202303803FRIMKD-1	Milkrun Delivery	202303803FRI	Complete	Inhouse Repair Request Approved		3/13/2023 10:20 AM		
1378	Milkrun Collection	202303802FRI	Open	Inhouse Repair Request Approved		3/13/2023 9:33 AM		
202303796FRIMKD-1	Milkrun Delivery	202303796FRI	Open	Inhouse Repair Request Approved		3/10/2023 3:41 PM		
202303791FRIMKD-1	Milkrun Delivery	202303791FRI	Complete	Inhouse Repair Request Approved		3/10/2023 2:51 PM		

Showing 1 - 10 of 1000 records

View a Service Request

When customer submits a request, the system generates a service request page tagged by its **Request ID**.

The information is auto-filled from customer's request entry.



Onsite Repair Request x

< Search Results > < 4 / 1000 >

202303725-1 (MANDAI HILL CAMP)

Request ID: 202303725-1 Created: 3/13/2023 10:26 AM

LOB Service Request: 202303725 Maintenance Order No. []

Request Type: Preventive Maintenance Service Order No. []

Type of Maintenance: Monthly Purchase Order No. []

Action Status: SR Team Process Y3 []

Status: Open

Nature of Servicing: test os 1 Air Leak Fail

Problem Description: Air Leak Fail

Product Search [] Serial #: (J)2117121 Model #: 10MAST-DEMO NSN Number []

Product ID: 3151

Place ID: G04307 Storage Location []

Name: MANDAI HILL CAMP Work Center []

Address ID: 349 Cost Center []

Address: 465 Mandai Rd Singapore 729756 Service Location []

Details | Contacts | Products 1 | Notes | Tasks 1 | Part Needs | Part Usage | Attachments | Events 2 | Inhouse Repair

Bill of Lading ID [] In Warranty: Total Price: SGD 0.00 Access Group []

Contract Type [] Check For Billing: Currency: {SINGAPORE DOLLAR} Created By: JONATHAN

Problem Code []

How to Process a Service Request

Note: The workflow or steps in managing a service request may vary for different organizations.



SR Team logs in to check requests



MO Team updates MO no. for the request



Team Lead assigns Task to Engineer



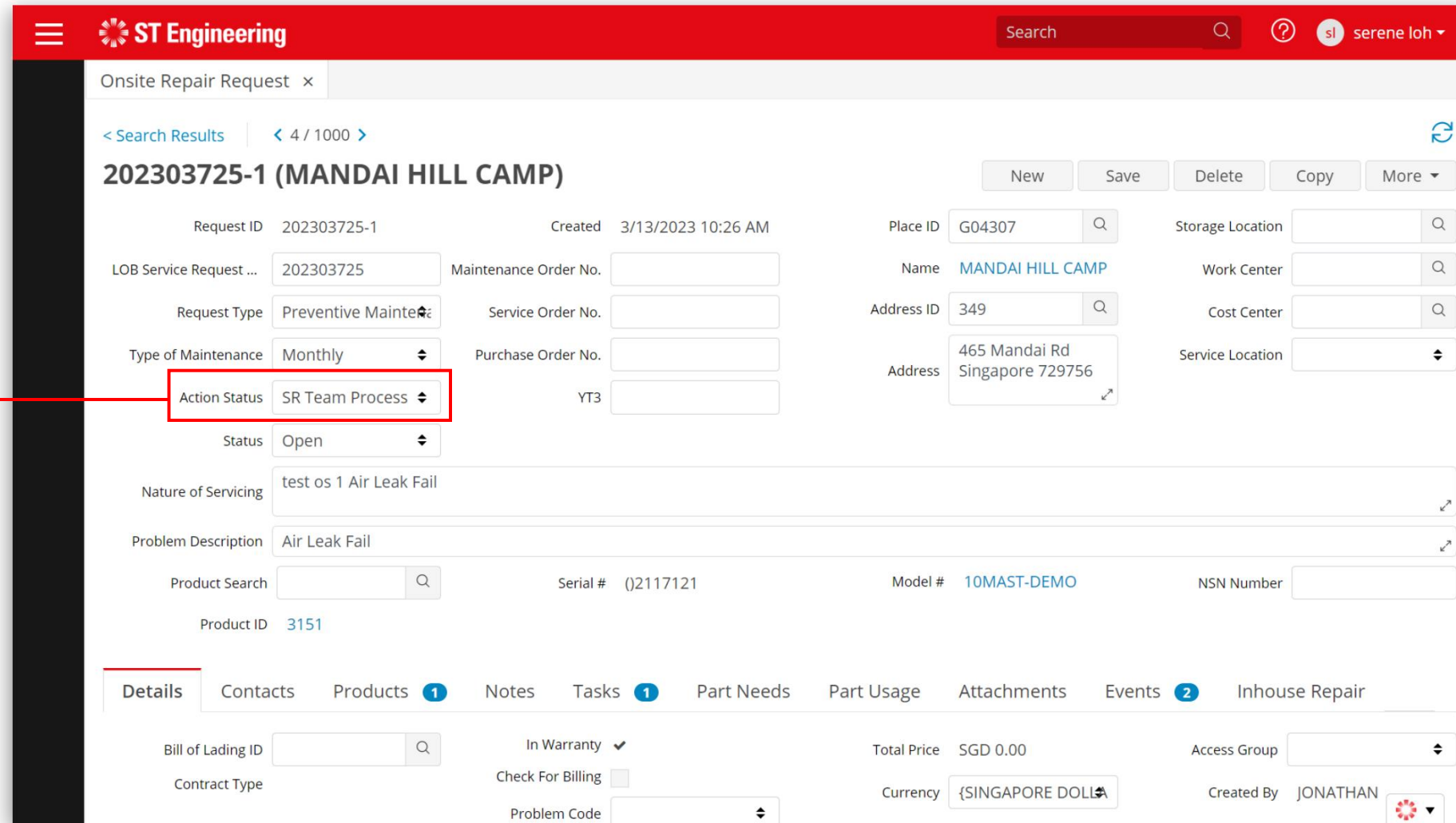
Engineer gets notification and accepts Task

New Service Request

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



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



Onsite Repair Request x

< Search Results | < 4 / 1000 >

202303725-1 (MANDAI HILL CAMP)

Request ID 202303725-1 Created 3/13/2023 10:26 AM

LOB Service Request ... 202303725 Maintenance Order No.

Request Type Preventive Maintenance Service Order No.

Type of Maintenance Monthly Purchase Order No.

Action Status SR Team Process Y3

Status Open

Nature of Servicing test os 1 Air Leak Fail

Problem Description Air Leak Fail

Product Search Serial # (J)2117121 Model # 10MAST-DEMO NSN Number

Product ID 3151

Place ID G04307 Storage Location

Name MANDAI HILL CAMP Work Center

Address ID 349 Cost Center

Address 465 Mandai Rd Singapore 729756 Service Location

Details | Contacts | Products 1 | Notes | Tasks 1 | Part Needs | Part Usage | Attachments | Events 2 | Inhouse Repair

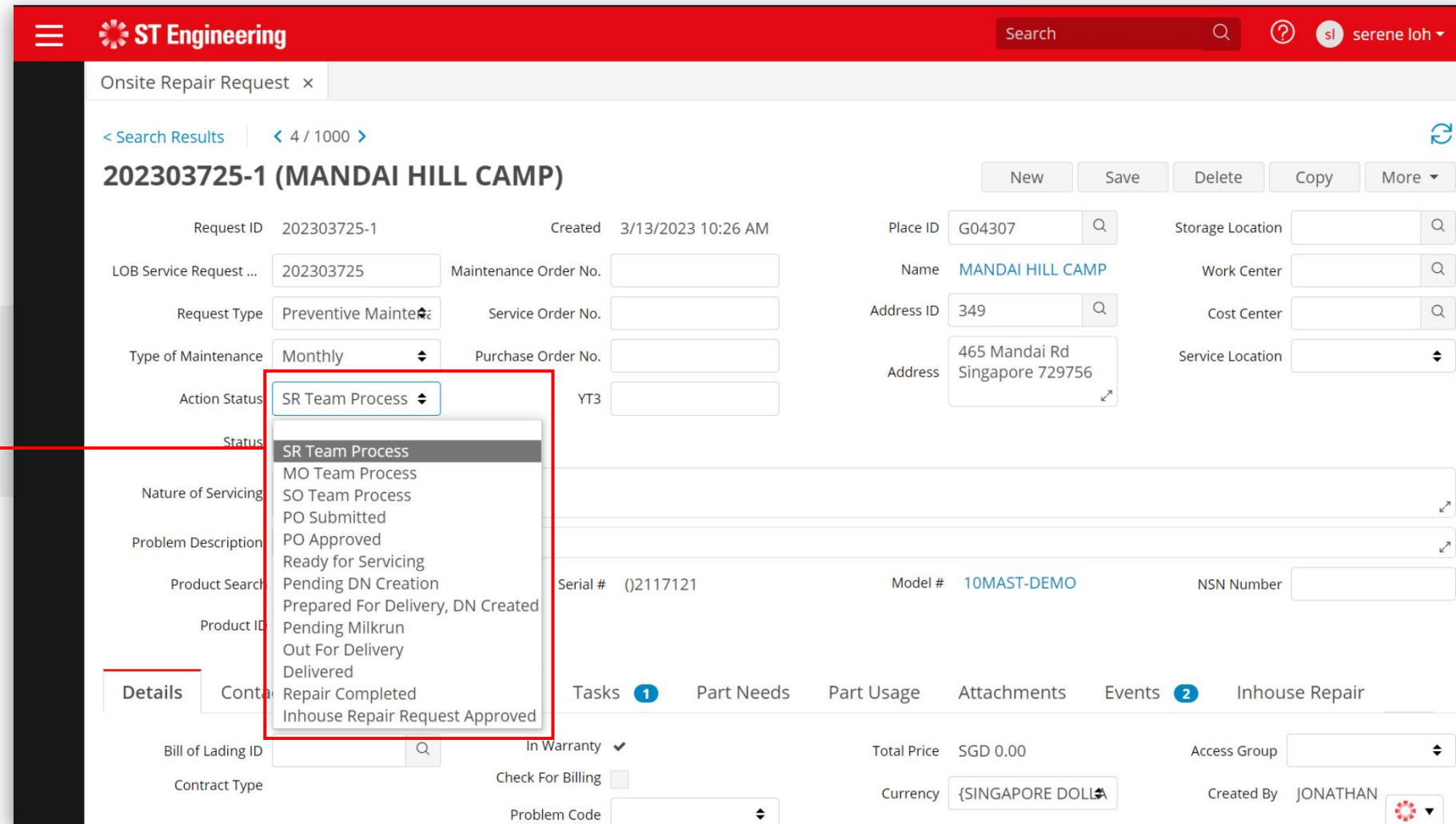
Bill of Lading ID In Warranty Total Price SGD 0.00 Access Group

Contract Type Check For Billing Currency {SINGAPORE DOLLAR} Created By JONATHAN

Problem Code

Action Status of a Request

Action Status has different sets of processes.



The screenshot displays the 'Onsite Repair Request' interface. The 'Action Status' dropdown menu is open, showing a list of processes. The 'SR Team Process' is highlighted. The interface includes a search bar, navigation tabs, and various input fields for request details.

202303725-1 (MANDAI HILL CAMP)

Request ID: 202303725-1 | Created: 3/13/2023 10:26 AM

LOB Service Request: 202303725 | Maintenance Order No. []

Request Type: Preventive Maintenance | Service Order No. []

Type of Maintenance: Monthly | Purchase Order No. []

Action Status: SR Team Process

Place ID: G04307 | Storage Location []

Name: MANDAI HILL CAMP | Work Center []

Address ID: 349 | Cost Center []

Address: 465 Mandai Rd Singapore 729756 | Service Location []

Serial #: ()2117121 | Model #: 10MAST-DEMO | NSN Number []

Tasks: 1 | Part Needs | Part Usage | Attachments | Events: 2 | Inhouse Repair

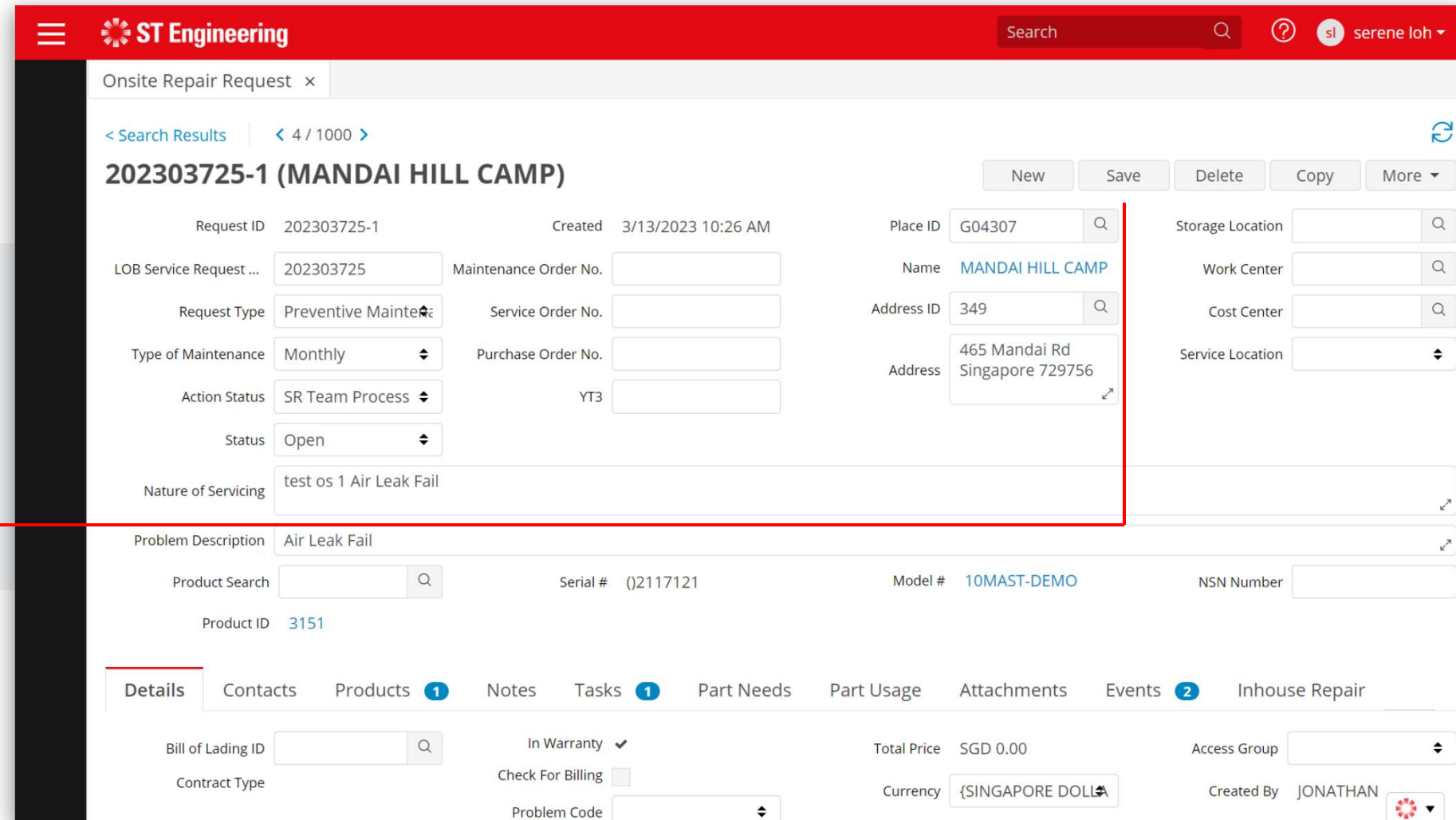
Bill of Lading ID [] | In Warranty: [x] | Total Price: SGD 0.00 | Access Group []

Contract Type [] | Check For Billing: [] | Currency: {SINGAPORE DOLLAR} | Created By: JONATHAN

Problem Code []

Select Relevant Action Status

Select the relevant action status for your team process to be completed and tap **[Save]** to update.



Onsite Repair Request x

< Search Results | < 4 / 1000 >

202303725-1 (MANDAI HILL CAMP)

New Save Delete Copy More

Request ID	202303725-1	Created	3/13/2023 10:26 AM	Place ID	G04307	Storage Location	
LOB Service Request ...	202303725	Maintenance Order No.		Name	MANDAI HILL CAMP	Work Center	
Request Type	Preventive Maintenance	Service Order No.		Address ID	349	Cost Center	
Type of Maintenance	Monthly	Purchase Order No.		Address	465 Mandai Rd Singapore 729756	Service Location	
Action Status	SR Team Process	YT3					
Status	Open						
Nature of Servicing	test os 1 Air Leak Fail						
Problem Description	Air Leak Fail						
Product Search		Serial #	(J)2117121	Model #	10MAST-DEMO	NSN Number	
Product ID	3151						

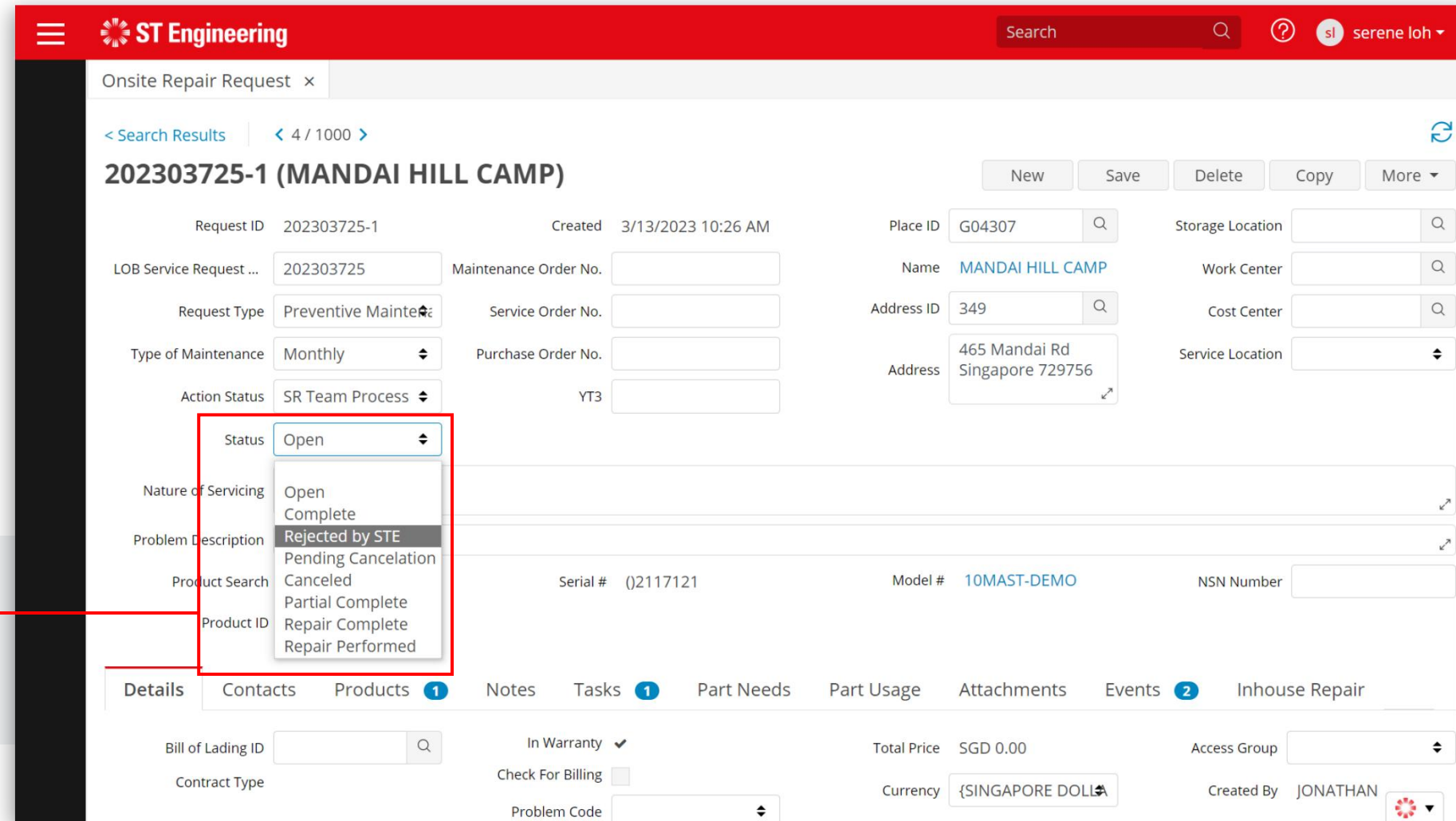
Details Contacts Products 1 Notes Tasks 1 Part Needs Part Usage Attachments Events 2 Inhouse Repair

Bill of Lading ID		In Warranty	✓	Total Price	SGD 0.00	Access Group	
Contract Type		Check For Billing		Currency	{SINGAPORE DOLLAR}	Created By	JONATHAN
		Problem Code					

Reject a Service Request

If the information does not fulfill certain requirements or incomplete, the request can be rejected for customer to amend.

Select **[Rejected by STE]** under Status and **[Save]**.



Onsite Repair Request x

< Search Results > < 4 / 1000 >

202303725-1 (MANDAI HILL CAMP)

New Save Delete Copy More

Request ID	202303725-1	Created	3/13/2023 10:26 AM	Place ID	G04307	Storage Location	
LOB Service Request ...	202303725	Maintenance Order No.		Name	MANDAI HILL CAMP	Work Center	
Request Type	Preventive Maintenance	Service Order No.		Address ID	349	Cost Center	
Type of Maintenance	Monthly	Purchase Order No.		Address	465 Mandai Rd Singapore 729756	Service Location	
Action Status	SR Team Process	YT3					
Status	Open						
Nature of Servicing	Open						
Problem Description	Rejected by STE						
Product Search	Canceled						
Product ID	Repair Complete						
	Repair Performed						

Serial # (J)2117121 Model # 10MAST-DEMO NSN Number

Details Contacts Products 1 Notes Tasks 1 Part Needs Part Usage Attachments Events 2 Inhouse Repair

Bill of Lading ID In Warranty Total Price SGD 0.00 Access Group

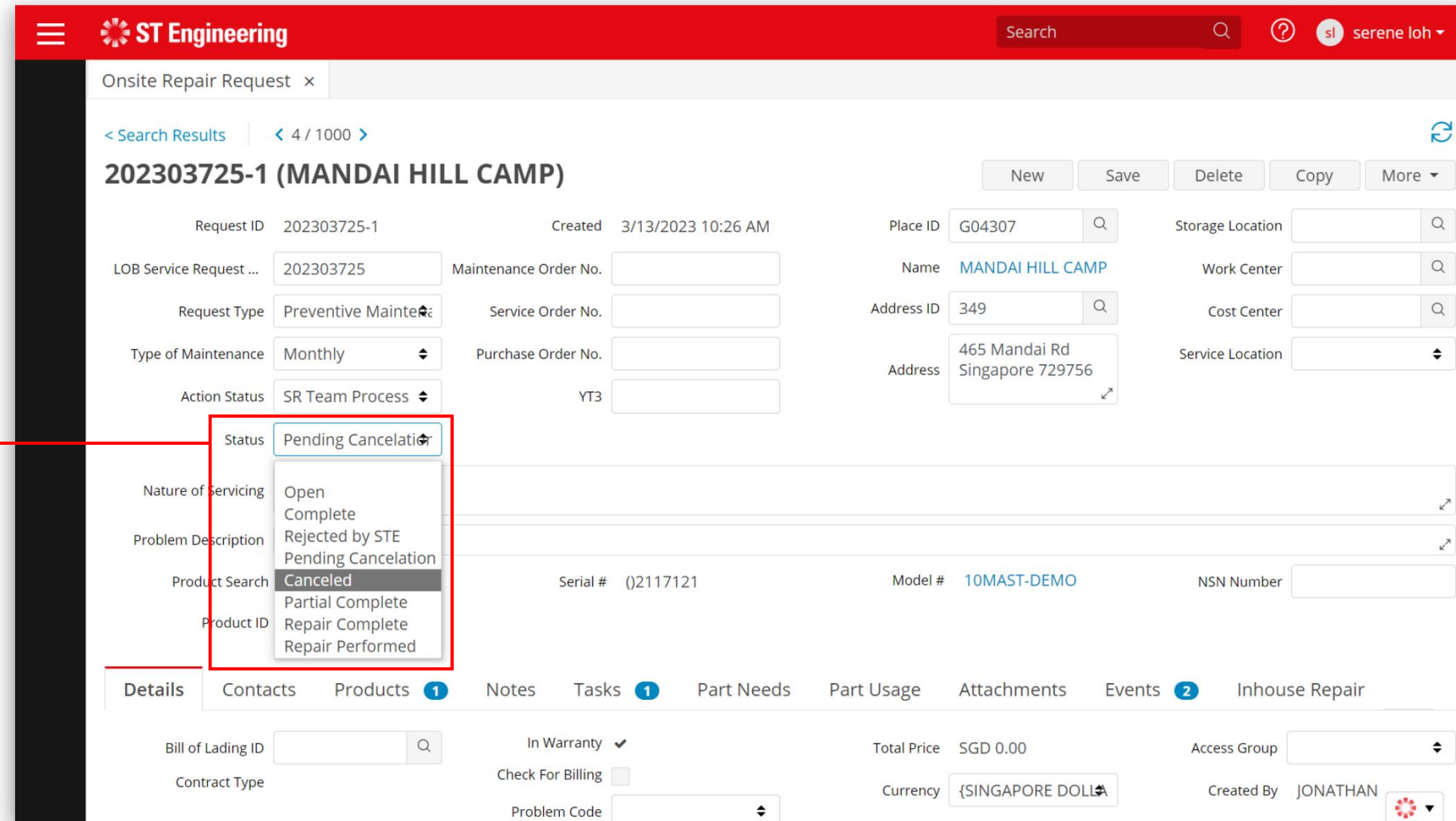
Contract Type Check For Billing Currency {SINGAPORE DOLLAR} Created By JONATHAN

Problem Code

Pending Cancellation and Canceled Request

When customer submits a cancellation request, action status will show **[Pending Cancellation]**.

To confirm cancellation, select **[Canceled]** under Status and tap **[Save]**.

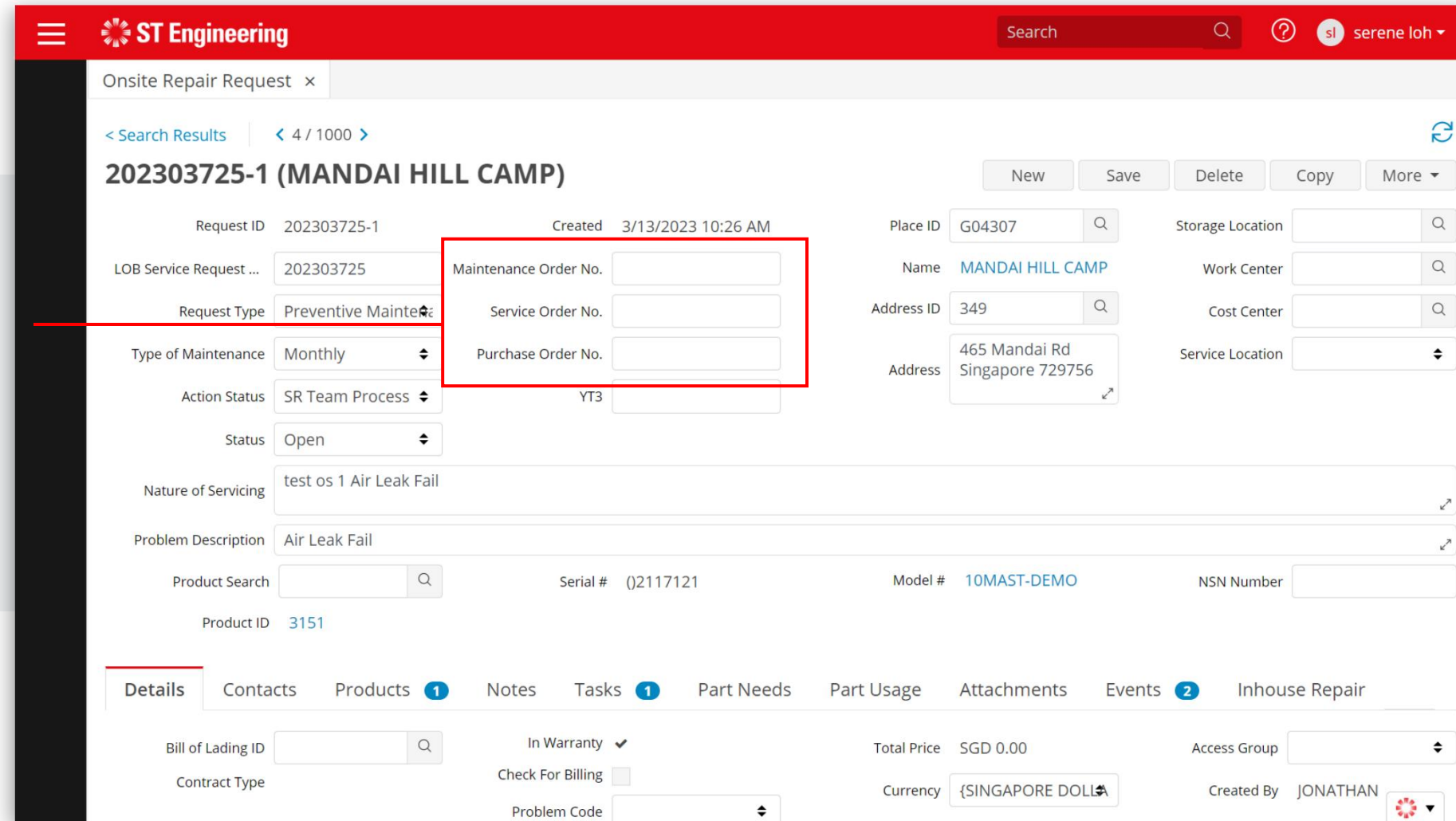


The screenshot displays the 'Onsite Repair Request' form for request ID 202303725-1 (MANDAI HILL CAMP). The 'Status' dropdown menu is open, showing the following options: Pending Cancellation, Open, Complete, Rejected by STE, Pending Cancellation, **Canceled**, Partial Complete, Repair Complete, and Repair Performed. The 'Canceled' option is highlighted in grey. A red line connects the text 'select [Canceled]' to this option.

Other visible fields include: Request ID (202303725-1), Created (3/13/2023 10:26 AM), Place ID (G04307), Name (MANDAI HILL CAMP), Address ID (349), Address (465 Mandai Rd, Singapore 729756), and Action Status (SR Team Process).

Maintenance Order, Service Order, Purchase Order Nos.

Depending on the team's requirement, either of the MO, SO, PO require to be input before the engineer can proceed for servicing.



Onsite Repair Request x

< Search Results | < 4 / 1000 >

202303725-1 (MANDAI HILL CAMP)

Request ID 202303725-1 Created 3/13/2023 10:26 AM

LOB Service Request ... 202303725 Maintenance Order No.

Request Type Preventive Maintenance Service Order No.

Type of Maintenance Monthly Purchase Order No.

Action Status SR Team Process Y3

Status Open

Nature of Servicing test os 1 Air Leak Fail

Problem Description Air Leak Fail

Product Search Serial # (J)2117121 Model # 10MAST-DEMO NSN Number

Product ID 3151

Place ID G04307 Storage Location

Name MANDAI HILL CAMP Work Center

Address ID 349 Cost Center

Address 465 Mandai Rd Singapore 729756 Service Location

Details | Contacts | Products 1 | Notes | Tasks 1 | Part Needs | Part Usage | Attachments | Events 2 | Inhouse Repair

Bill of Lading ID In Warranty Total Price SGD 0.00 Access Group

Contract Type Check For Billing Currency {SINGAPORE DOLLAR} Created By JONATHAN

Problem Code

Prerequisite to [Ready for Servicing]

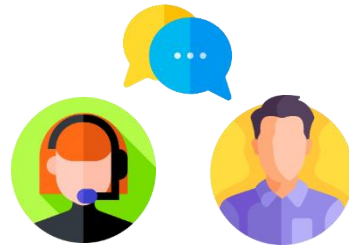
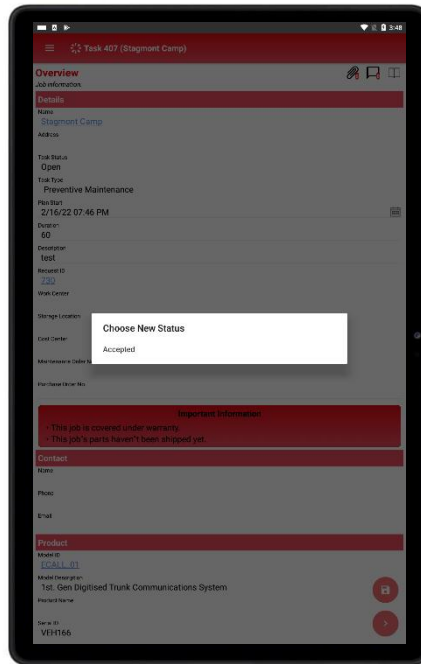
1 The task must have an engineer assigned to it for the request to proceed to [Ready for Servicing].

2 If there is no engineer assigned to the task, it will display an error message.

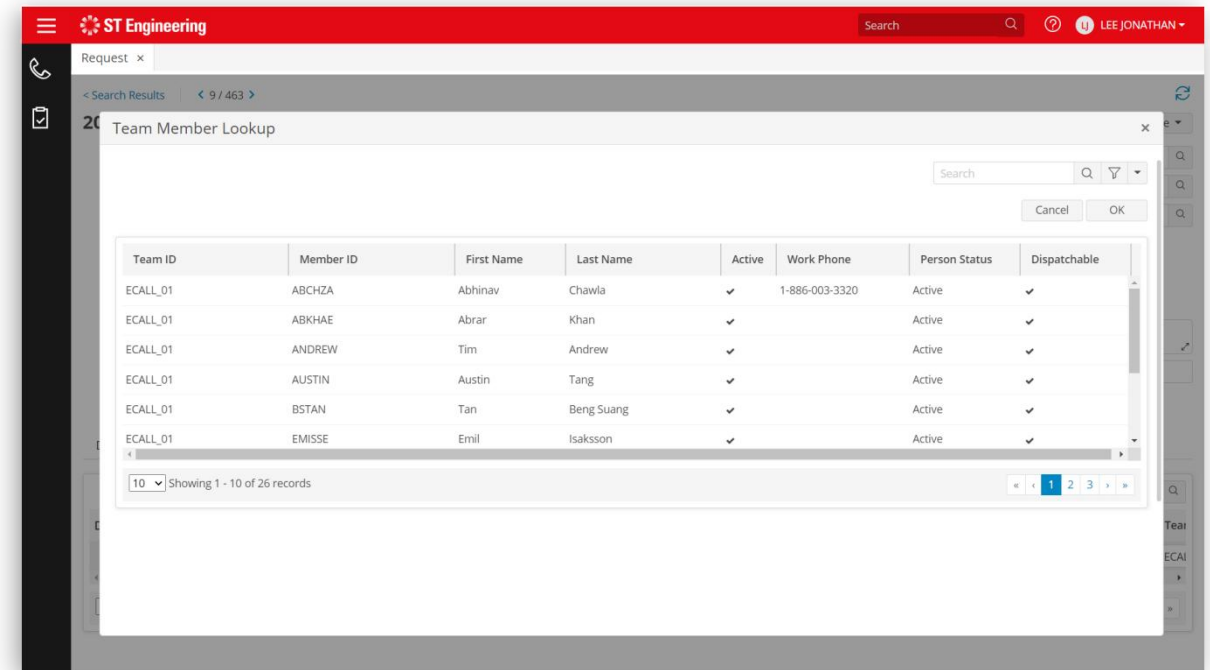
The screenshot displays the 'Onsite Repair Request' form for request ID 202303725-1 (MANDAI HILL CAMP). The 'Action Status' is set to 'Ready for Servicing', which is highlighted with a red box and a red '1'. A red '2' is placed over a red error message box at the bottom right that reads: 'Please assign an Engineer before updating the Service Request to be "Ready for Servicing".'

Manager Web Portal > How to process a service request

Engineer to pickup Task or Assign Task to Engineer



OR




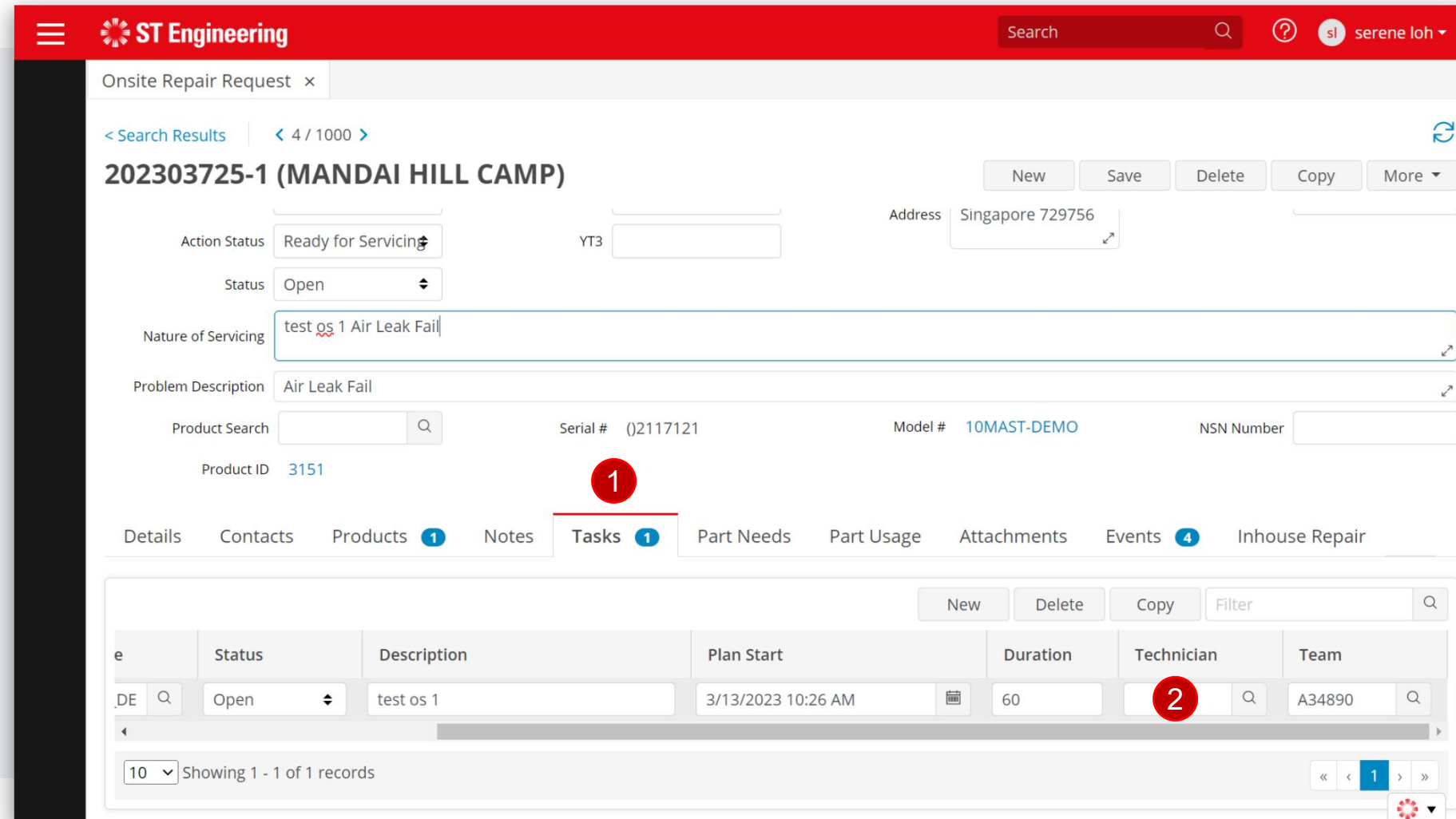
Team Lead to inform engineer to pick up unassigned task via mobile app.

Assign task to engineer recommended by the Team Lead.

Assign Task to Engineer

1 To assign task to engineer, go to **[Tasks Tab]**. The first task is auto-generated during request creation.

2 Tap  next to the textbox under Technician column.

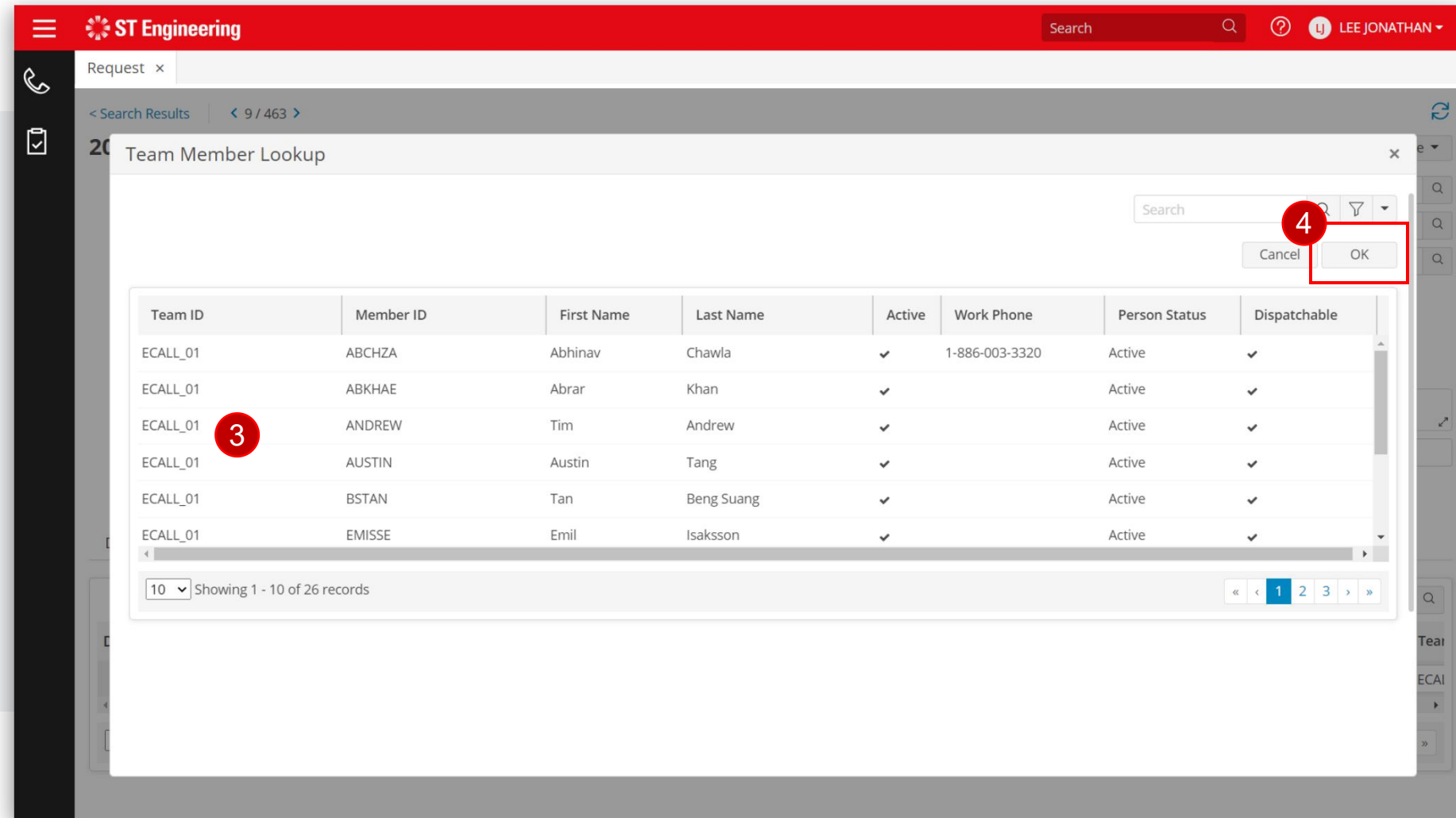


The screenshot shows the ST Engineering Manager Web Portal interface for an Onsite Repair Request. The top navigation bar includes the ST Engineering logo, a search bar, and a user profile for 'serene loh'. The main content area displays the request details for '202303725-1 (MANDAI HILL CAMP)'. The form includes fields for Action Status (Ready for Servicing), Status (Open), Nature of Servicing (test os 1 Air Leak Fail), Problem Description (Air Leak Fail), Product ID (3151), Serial # (2117121), Model # (10MAST-DEMO), and NSN Number. A red circle '1' highlights the 'Tasks' tab in the navigation bar. Below the navigation bar, a table lists tasks with columns for Status, Description, Plan Start, Duration, Technician, and Team. A red circle '2' highlights the magnifying glass icon next to the Technician field in the first row of the table. The table shows one record with Status 'Open', Description 'test os 1', Plan Start '3/13/2023 10:26 AM', Duration '60', Technician 'A34890', and Team 'A34890'. The bottom of the page shows pagination information: 'Showing 1 - 1 of 1 records'.

Select Recommended Engineer

3 Select recommended engineer from the Team Member Lookup list.

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



Request x

< Search Results > < 9 / 463 >

20 Team Member Lookup

Search

Cancel OK

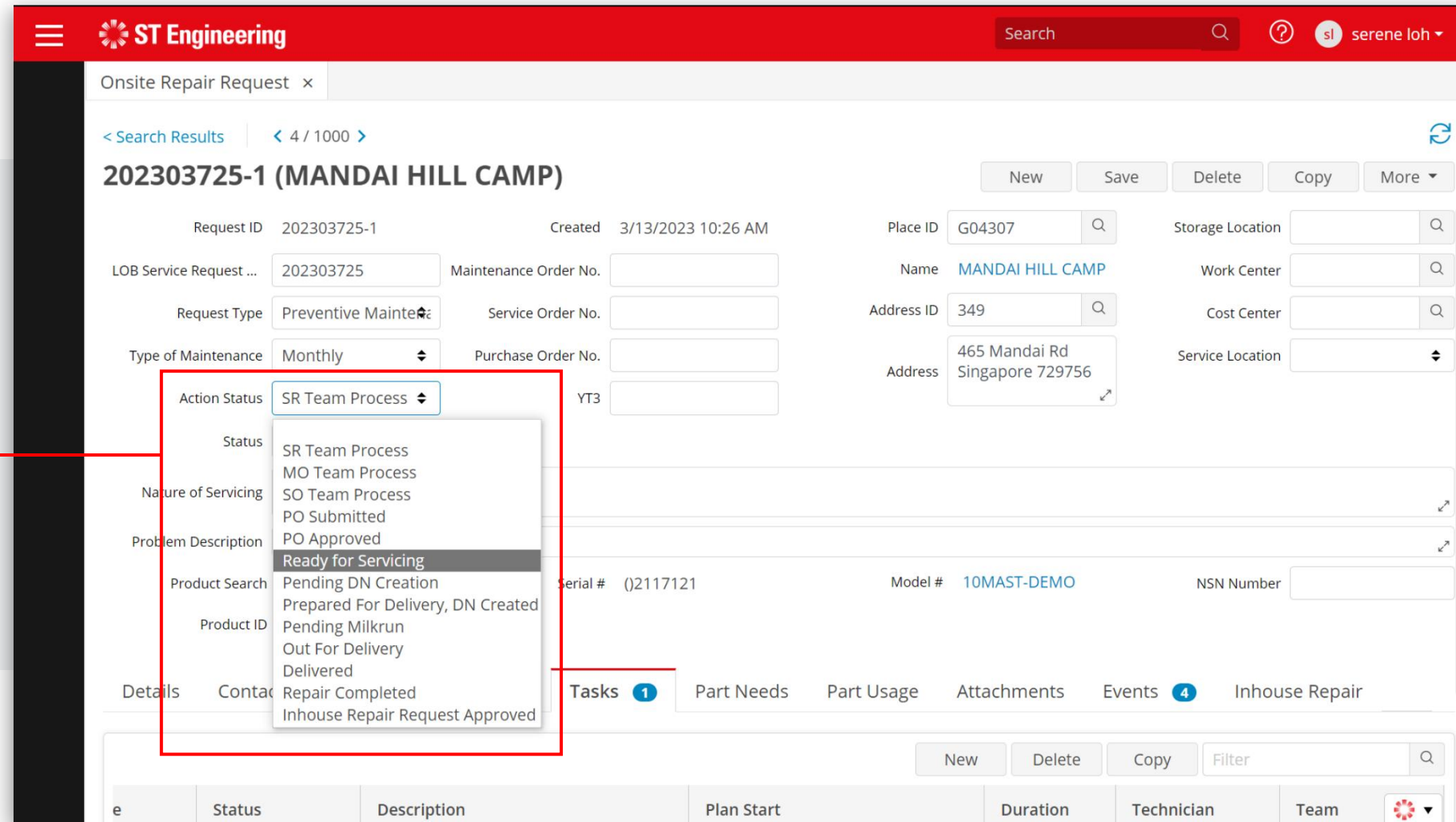
Team ID	Member ID	First Name	Last Name	Active	Work Phone	Person Status	Dispatchable
ECALL_01	ABCHZA	Abhinav	Chawla	✓	1-886-003-3320	Active	✓
ECALL_01	ABKHAE	Abrar	Khan	✓		Active	✓
ECALL_01	ANDREW	Tim	Andrew	✓		Active	✓
ECALL_01	AUSTIN	Austin	Tang	✓		Active	✓
ECALL_01	BSTAN	Tan	Beng Suang	✓		Active	✓
ECALL_01	EMISSE	Emil	Isaksson	✓		Active	✓

10 Showing 1 - 10 of 26 records

« < 1 2 3 > »

Ready for Servicing

5 Once an engineer is assigned and product is ready for servicing, select **[Ready for Servicing]** under Action Status and tap **[Save]**.



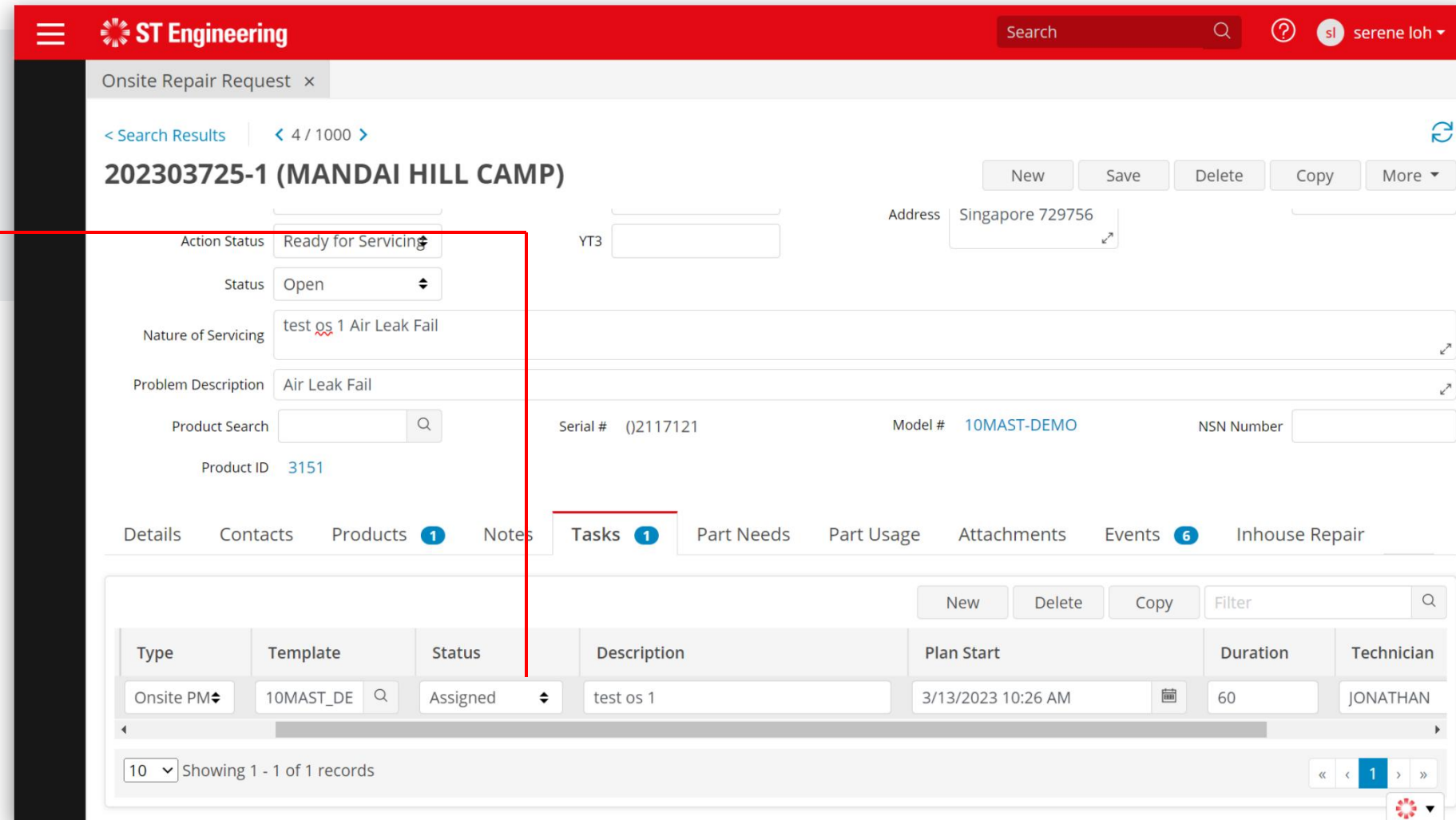
The screenshot displays the 'Onsite Repair Request' form in the ST Engineering Manager Web Portal. The form includes fields for Request ID (202303725-1), LOB Service Request (202303725), Request Type (Preventive Maintenance), and Type of Maintenance (Monthly). A dropdown menu for 'Action Status' is open, showing options such as 'SR Team Process', 'MO Team Process', 'SO Team Process', 'PO Submitted', 'PO Approved', 'Ready for Servicing' (highlighted), 'Pending DN Creation', 'Prepared For Delivery, DN Created', 'Pending Milkrun', 'Out For Delivery', 'Delivered', 'Repair Completed', and 'Inhouse Repair Request Approved'. The form also includes fields for Place ID (G04307), Name (MANDAI HILL CAMP), Address ID (349), and Address (465 Mandai Rd, Singapore 729756). The bottom of the screen shows a table with columns for Status, Description, Plan Start, Duration, Technician, and Team.

Task updated to Assigned

Task Status should be automatically updated to **[Assigned]**.



Engineer will receive the notification of the assigned task on his mobile app.



Onsite Repair Request x

< Search Results > < 4 / 1000 >

202303725-1 (MANDAI HILL CAMP)

Address Singapore 729756

Action Status Ready for Servicing

Status Open

Nature of Servicing test os 1 Air Leak Fail

Problem Description Air Leak Fail

Product Search

Product ID 3151

Serial # ()2117121 Model # 10MAST-DEMO NSN Number

Details Contacts Products 1 Notes Tasks 1 Part Needs Part Usage Attachments Events 6 Inhouse Repair

Type	Template	Status	Description	Plan Start	Duration	Technician
Onsite PM	10MAST_DE	Assigned	test os 1	3/13/2023 10:26 AM	60	JONATHAN

Showing 1 - 1 of 1 records

Thank You