SDS 2.0

Smart Digital Systems

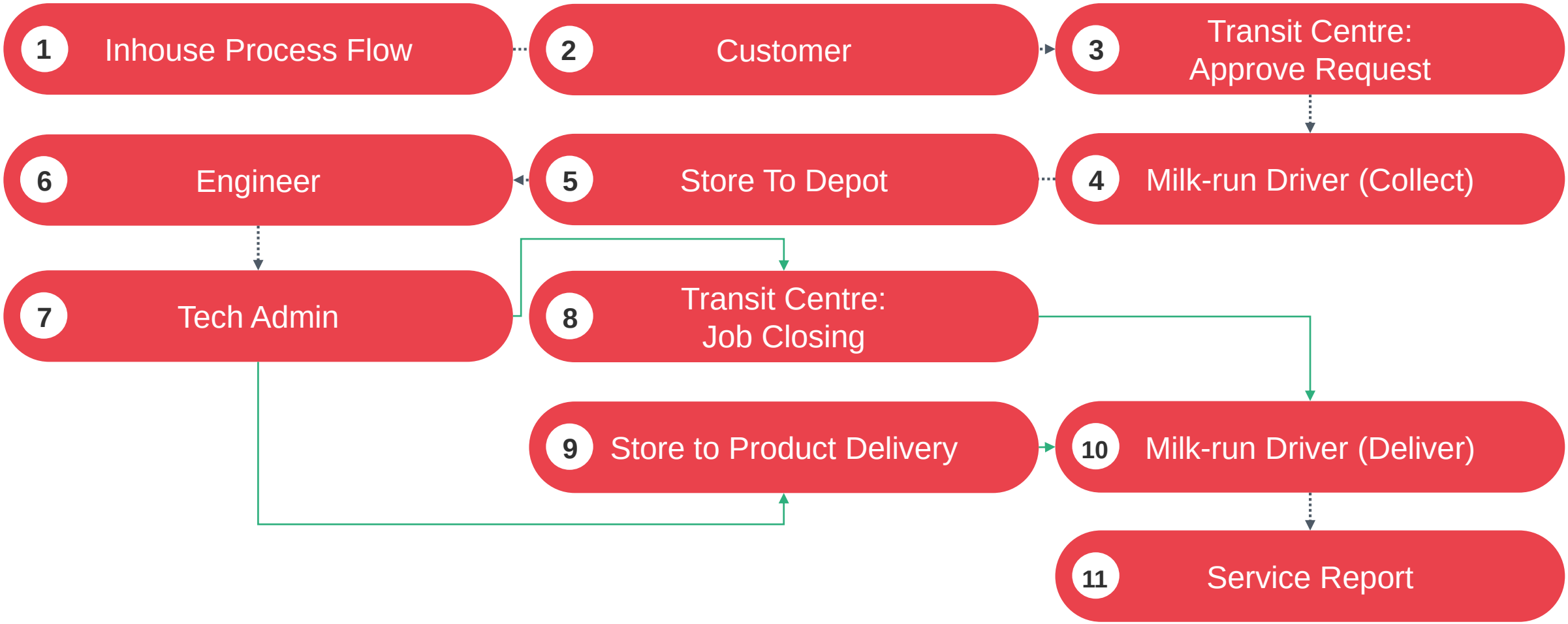
User Guide for Managers, Engineers, Milkrun, Transit Centre, Tech Admin, Store | Managing Inhouse Repair Requests – Repair & Return

ST Engineering

Co-Confidential

9th April 2024, Release 4 v1.0

Agenda


1 Inhouse Process Flow
2 Customer
3 Transit Centre: Approve Request
4 Milk-run Driver (Collect)
5 Store To Depot
6 Engineer
7 Tech Admin
8 Transit Centre: Job Closing
9 Store to Product Delivery
10 Milk-run Driver (Deliver)
11 Service Report

Inhouse Process Flow

- Processing a Repair & Return Request

ST Engineering

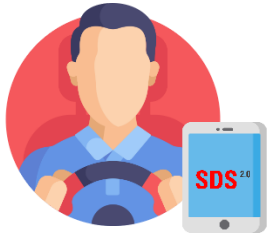
INHOUSE PROCESS FLOW

Processing a Repair & Return Request

Customer submits an Inhouse repair request

START

Transit Centre creates SO and sends request to fetch products for pickup.



Milk-run Driver accepts task to collect Unusable Product from customer

Product collection at Customer's Site

Drop-off Product at Store

Store Personnel sends Product to Depot for repair

Engineer repairs Unusable Product

Store Personnel receives repaired Product and prepares to send for delivery

Transit Centre updates YT3 no. and prepares for delivery

Tech Admin confirms repairs completed

Milk-run Driver accepts task to collect repaired Product

Product delivered to Customer's site

END

Customer

- Process Overview
- Request Creation
- Create Inhouse Repair Request
- LOB Service Request Number

ST Engineering

CUSTOMER

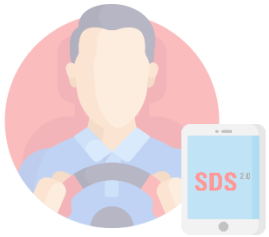
Process Overview

Customer submits an Inhouse repair request

START

Product delivered to Customer's site

END



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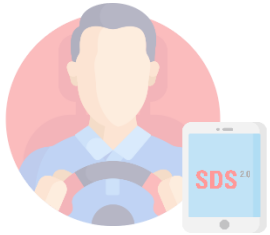

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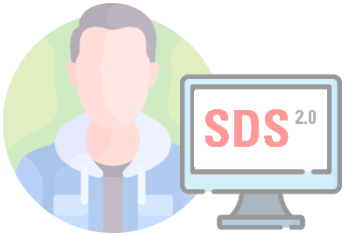


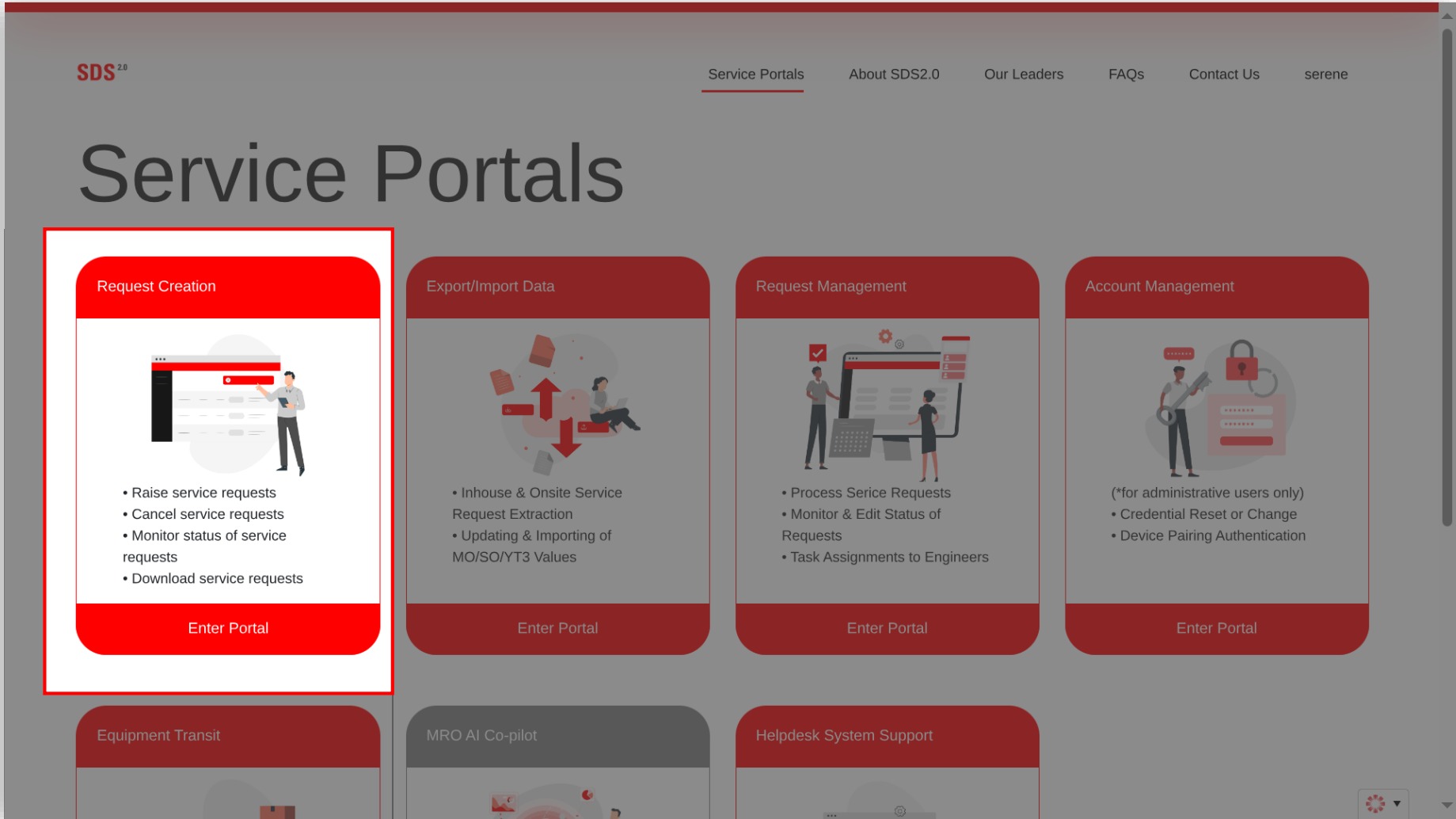
Store Personnel sends Product to Depot for repair

Engineer repairs Unusable Product

CUSTOMER

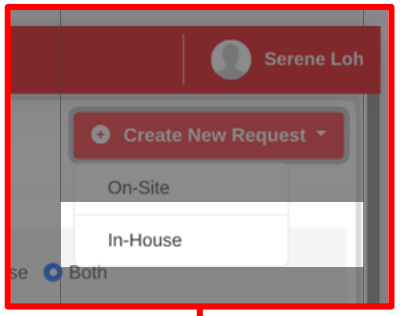
Request Creation

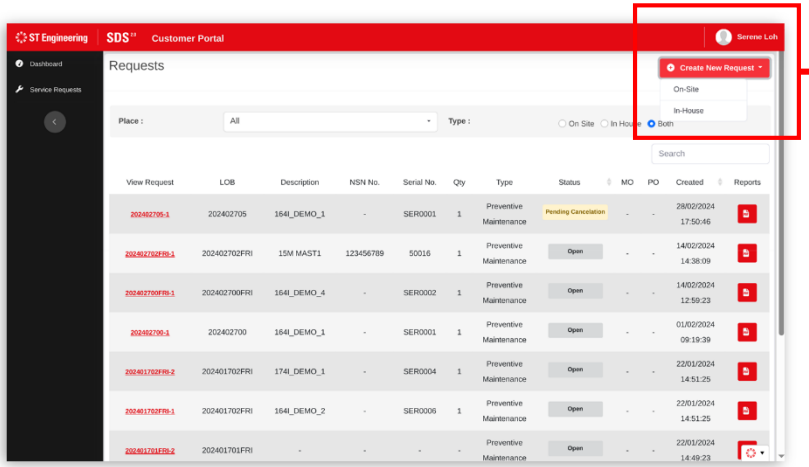
Customers can create service requests at the Service Portal, **Request Creation**



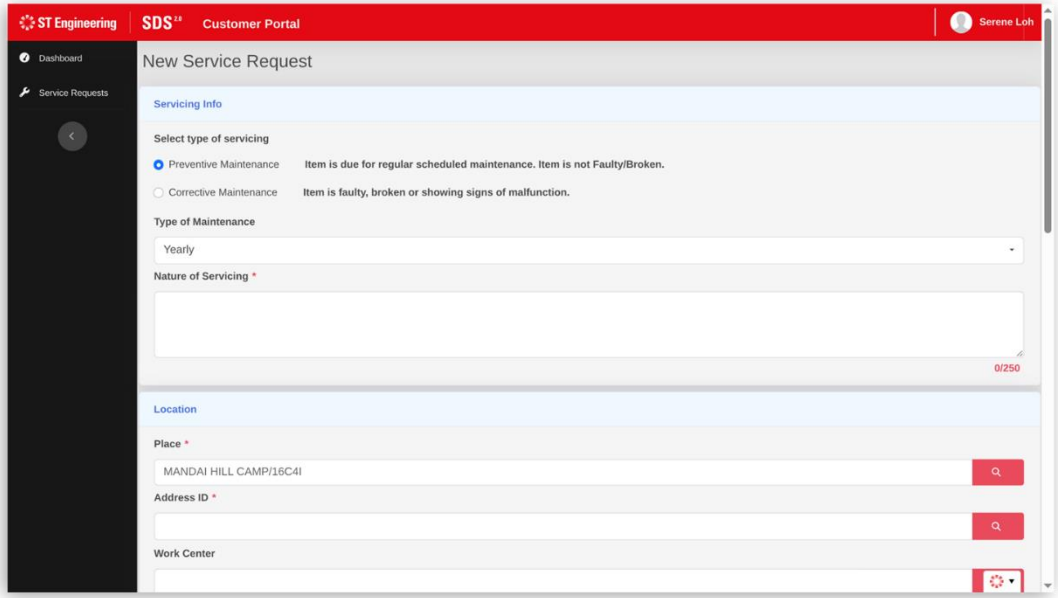
Create Inhouse Repair Request

1 At the Service Request page, the customer can trigger the dropdown button **Create New Request** and selects **In-House.**





2 Customer will then fill-in the necessary details in the service request page for submission.



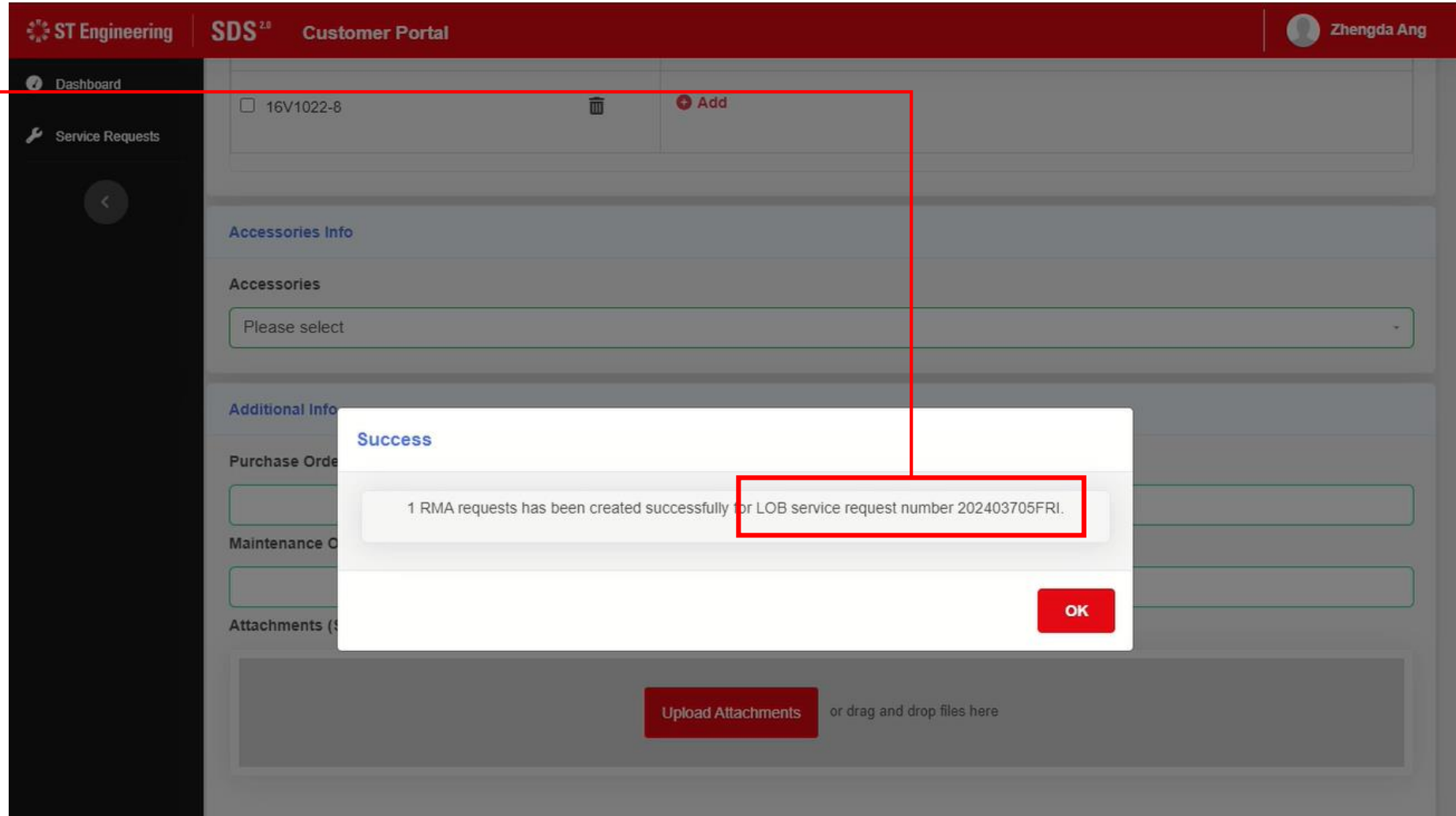
For further details on request creation, please refer to

User Guide for Customers – How to raise a Request

LOB Service Request Number

LOB Service Request Number is automatically generated and assigned to a list of service request/s created for the customer.

It is used to track the customer's request.



Transit Centre: Approve Request

Process Overview

- Request Management
- Managing an Inhouse Repair Request
- Approve Service Request
- Update SO Number
- Update Multiple Requests with SO Numbers at SM Portal
- Fetch Products for Pickup

ST Engineering

TRANSIT CENTRE: APPROVE REQUEST

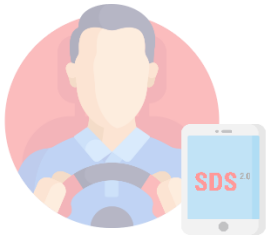
Process Overview

Customer submits an Inhouse repair request

START

Product delivered to Customer's site

END



Milk-run Driver accepts task to collect repaired Product

Transit Centre updates YT3 no. and prepares for delivery

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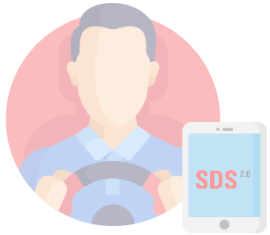

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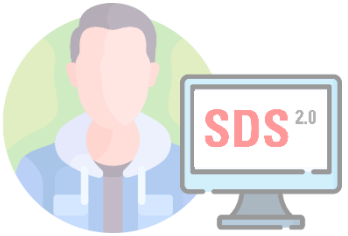
Product collection at Customer's Site

Drop-off Product at Store

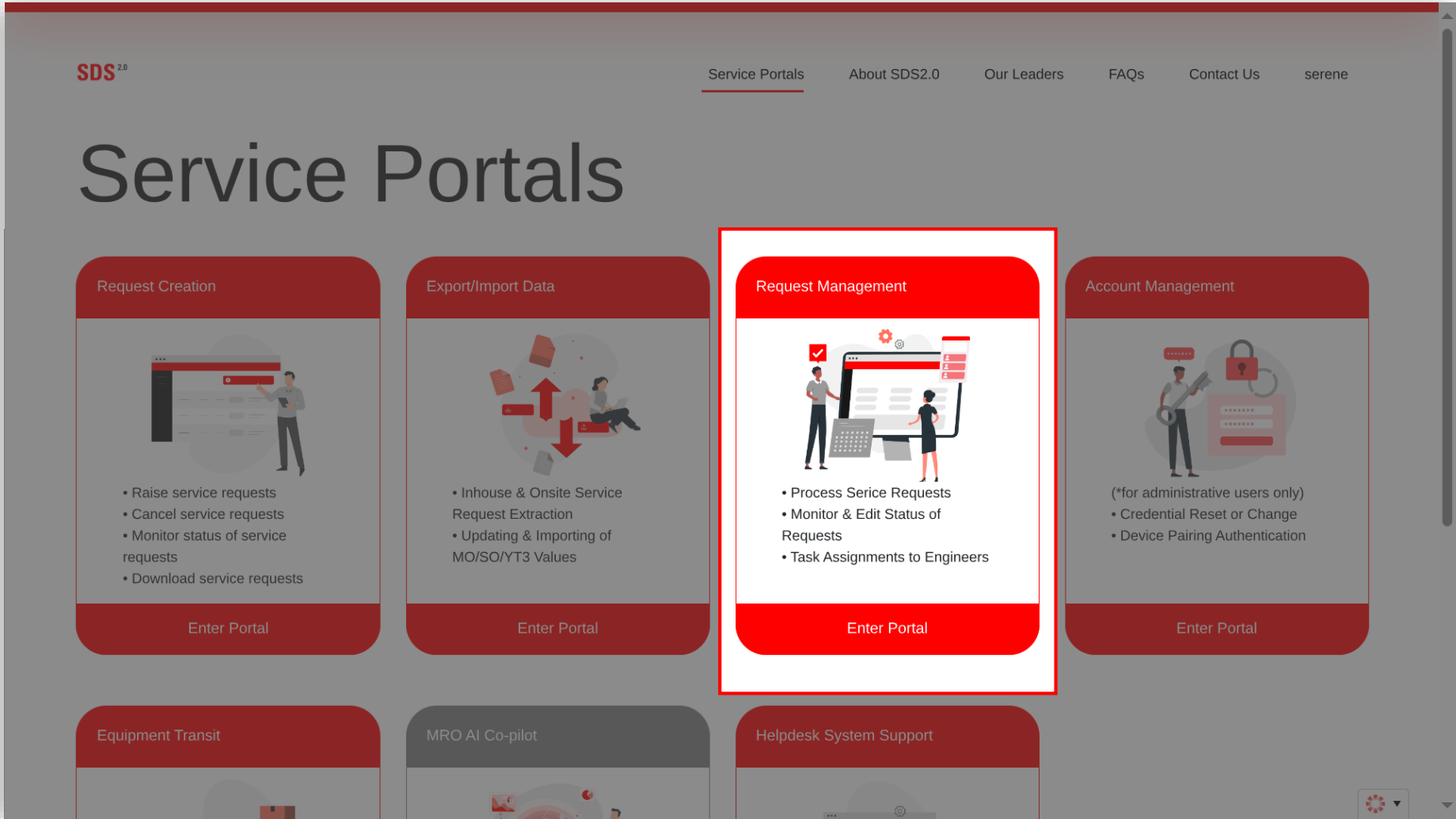


Store Personnel sends Product to Depot for repair

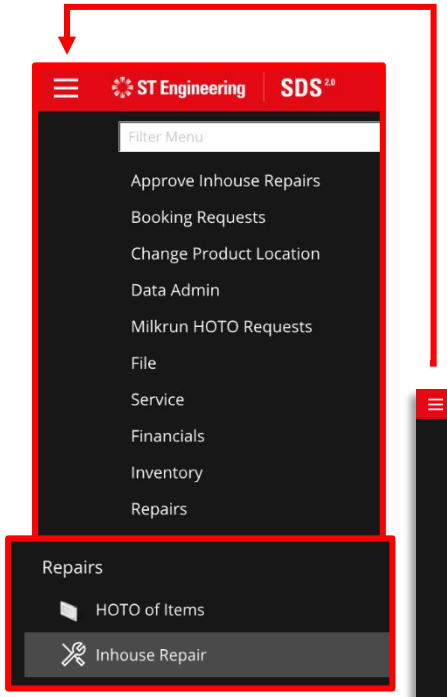
Engineer repairs Unusable Product

Request Management

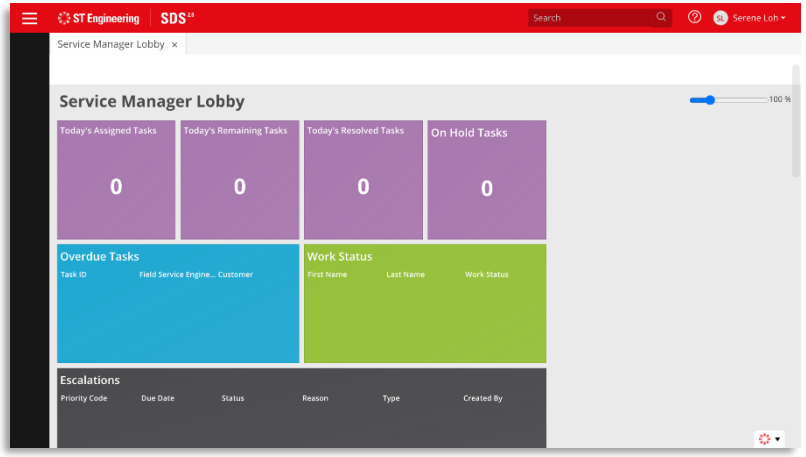
Service managers can manage service requests at the Service Portal, **Request Management**



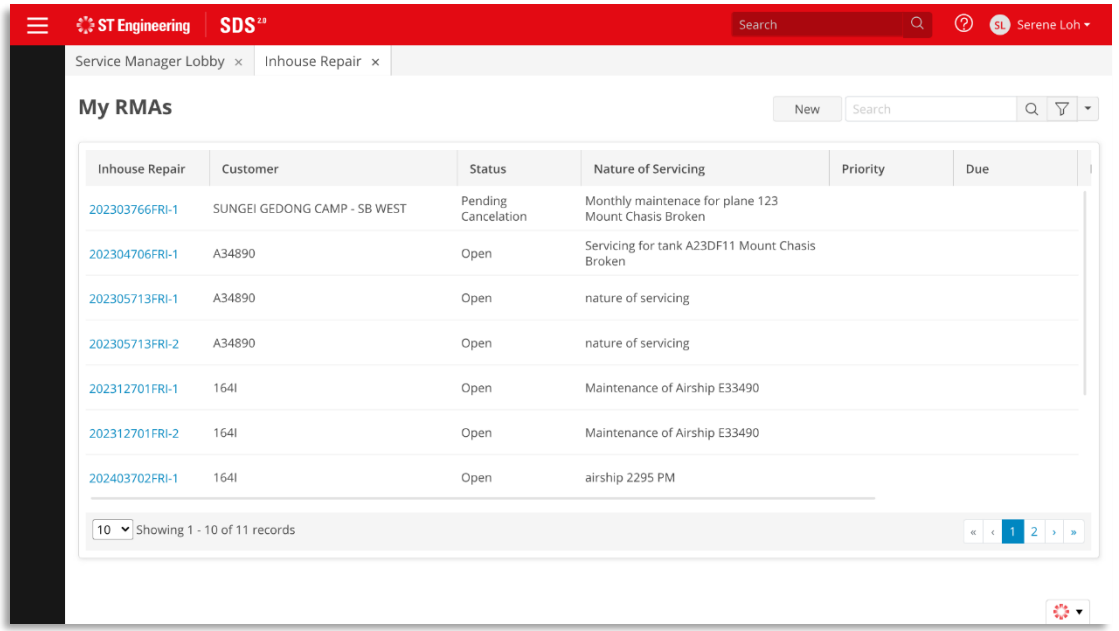
Managing an Inhouse Repair Request (1)



1 Service manager can go to **Inhouse Repair** page via **Menu > Repairs > Inhouse Repair**

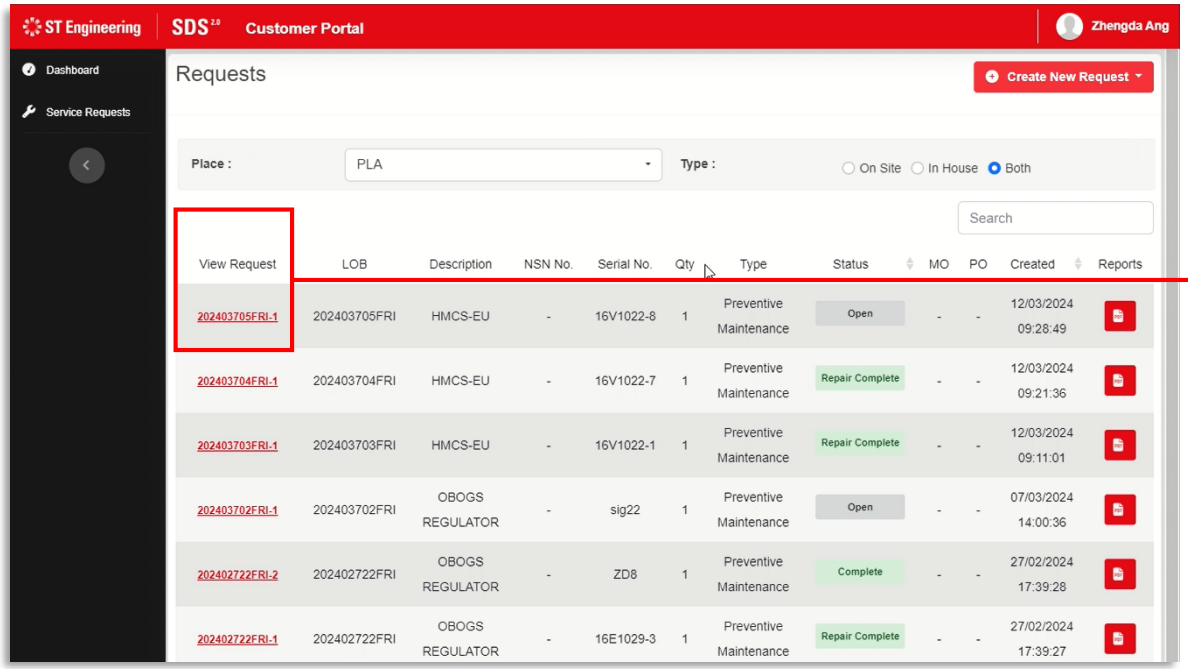


2 Service manager can search for the **request ID** by its **LOB Service Request Number.**

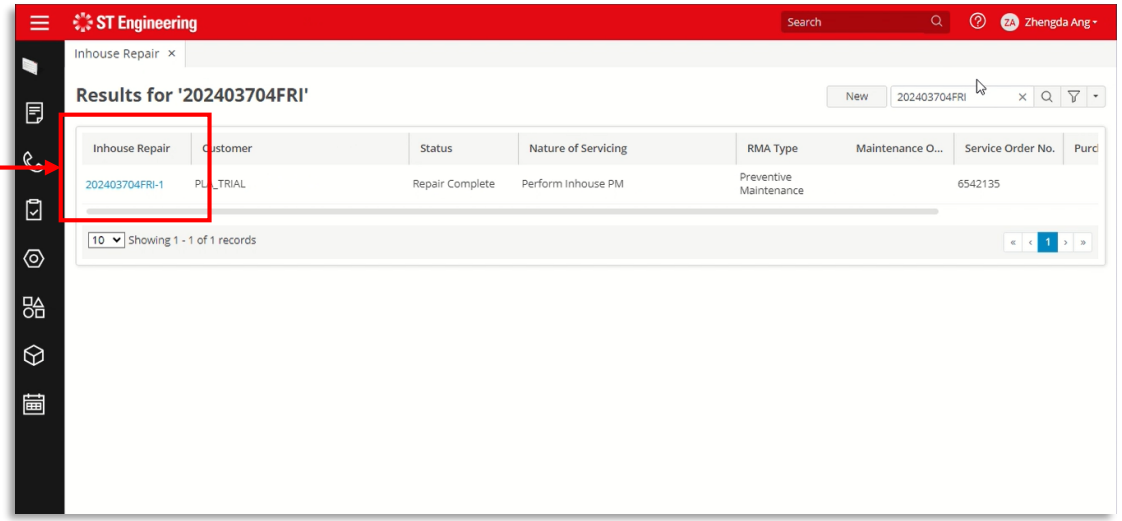


For further details on request management, please refer to ***User Guide for Manager Portal***

Managing an Inhouse Repair Request (2)



3 For new creations, service managers should select the request ID generated from the customer portal when viewing/ editing request page.

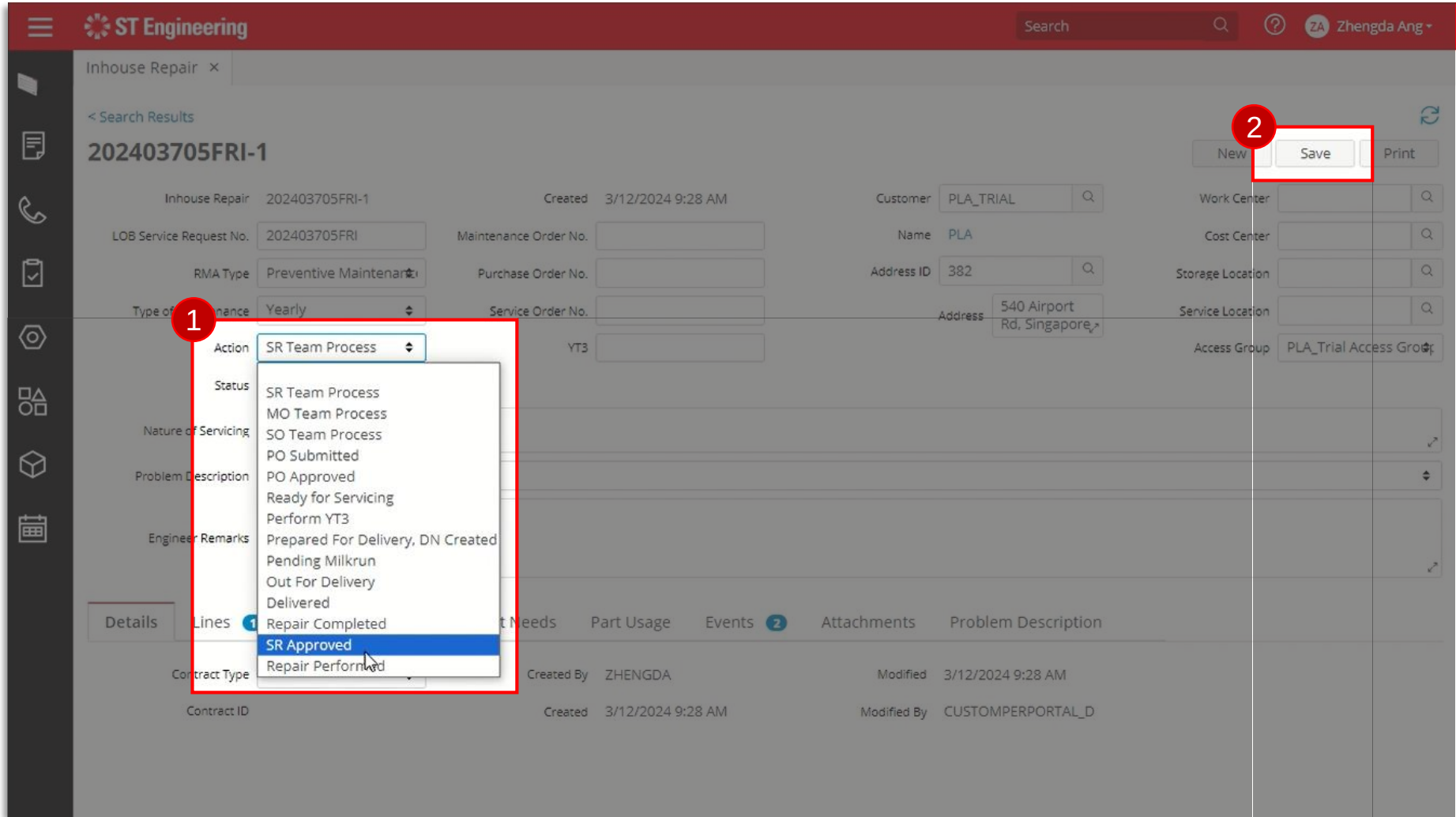


Booking Request *is for the engineer to make an appointment with the customer using the engineer app.*

Approve Service Request

If the request information provided is correct, service managers can update action to

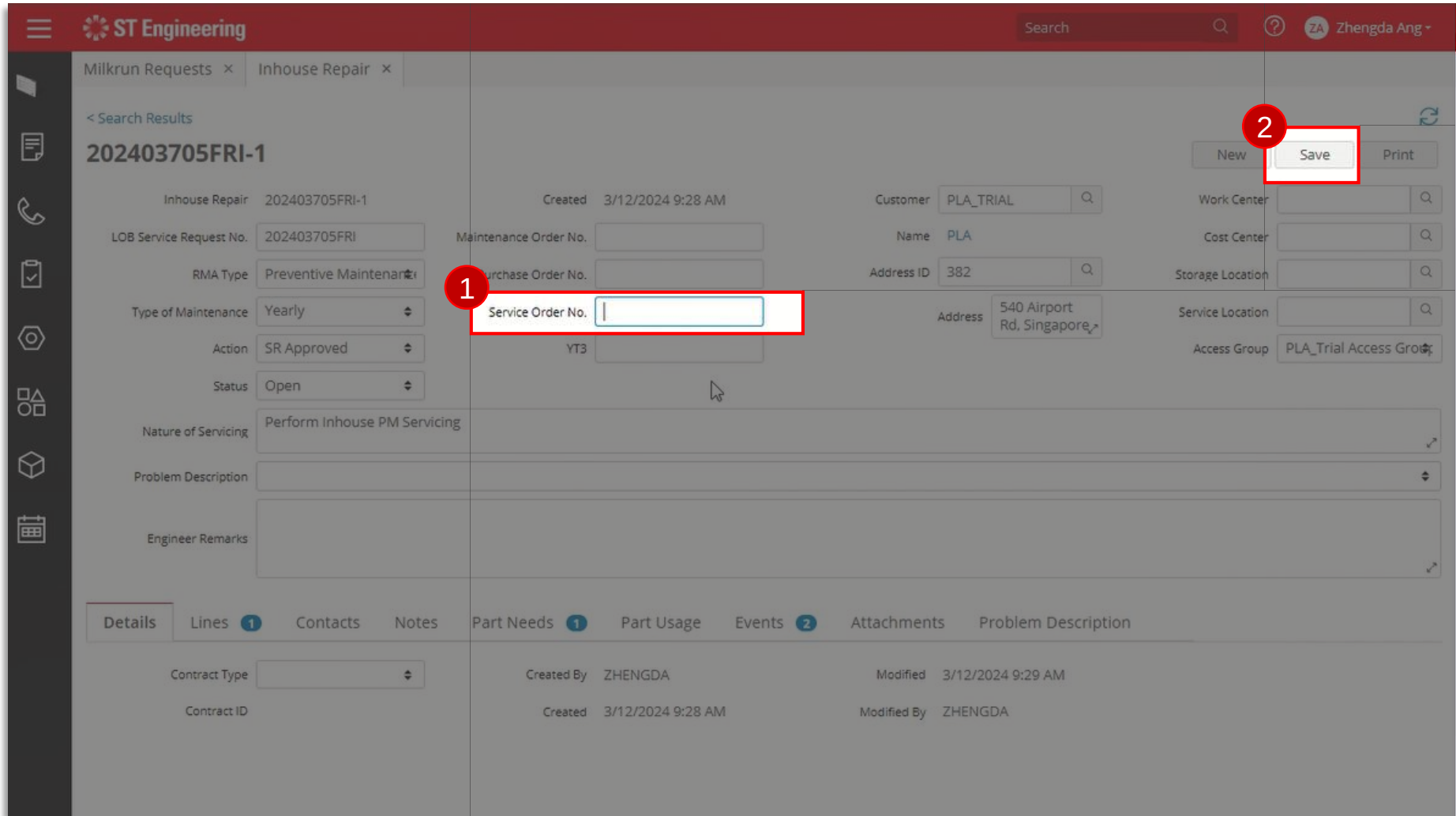
1. **SR Approved** from the **Action** dropdown list.
2. Then tap **Save** button to update the changes.



Update SO Number

Engineers can only proceed with their tasks after the SO Number is input into the system.

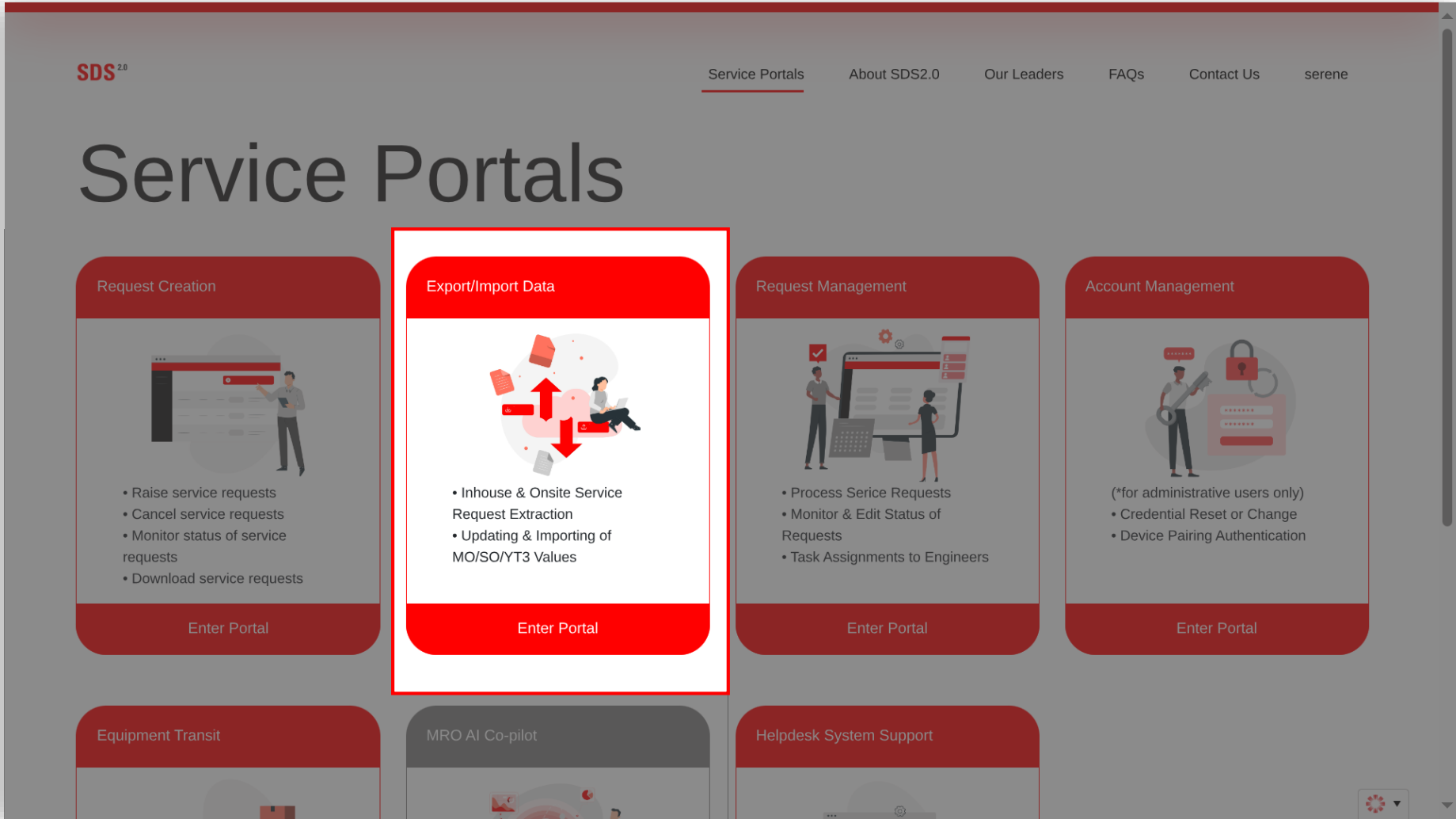
Enter the 1 **Service Order No.** in the textbox and tap 2 **Save** to update changes.



Update Multiple Requests with SO Numbers at SM Portal

Alternatively, service manager can update SO No. for multiple requests at the Service Portal, **Export/Import Data.**

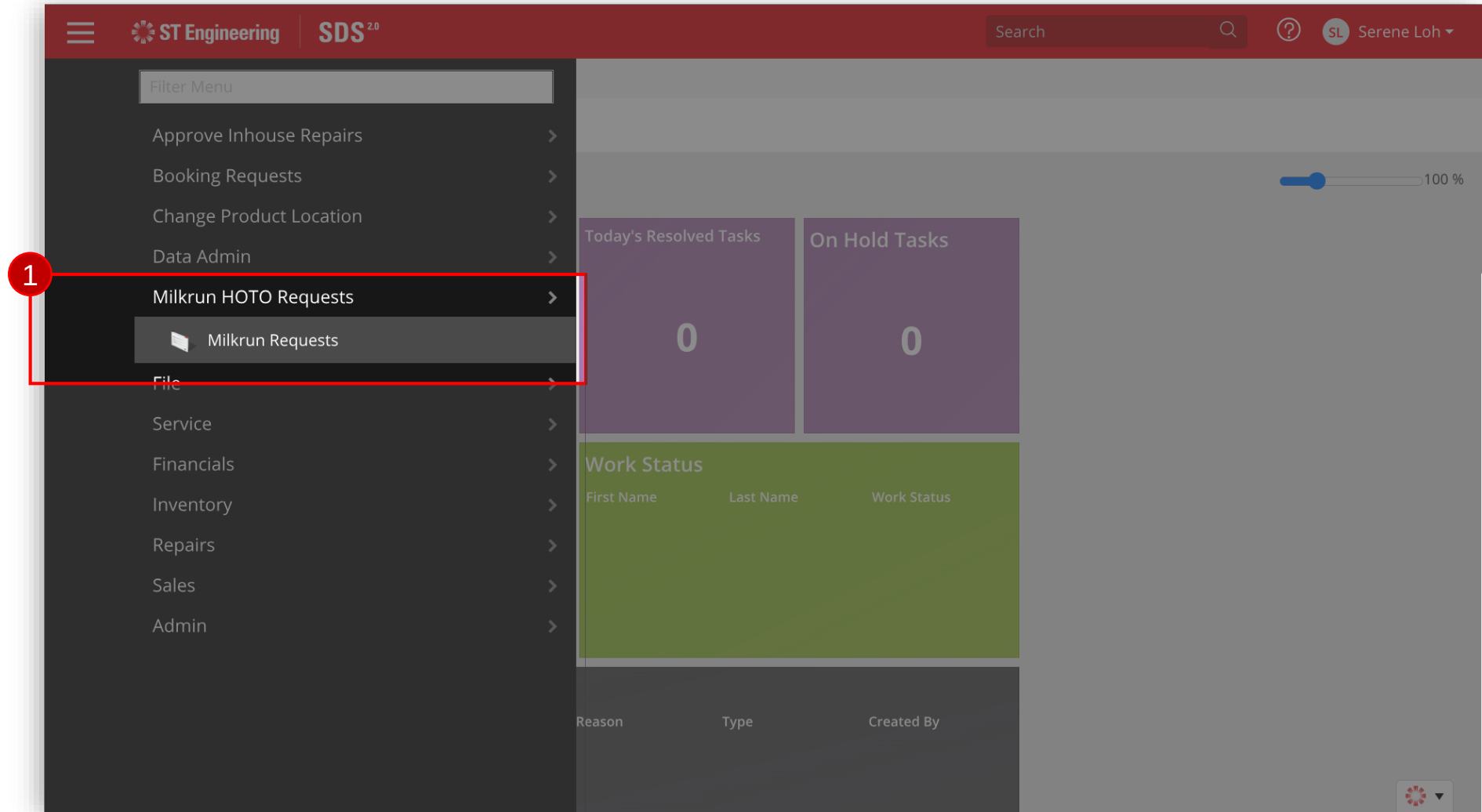
For further details on how to export/ import data, please refer to ***User Guide for SM Portal***



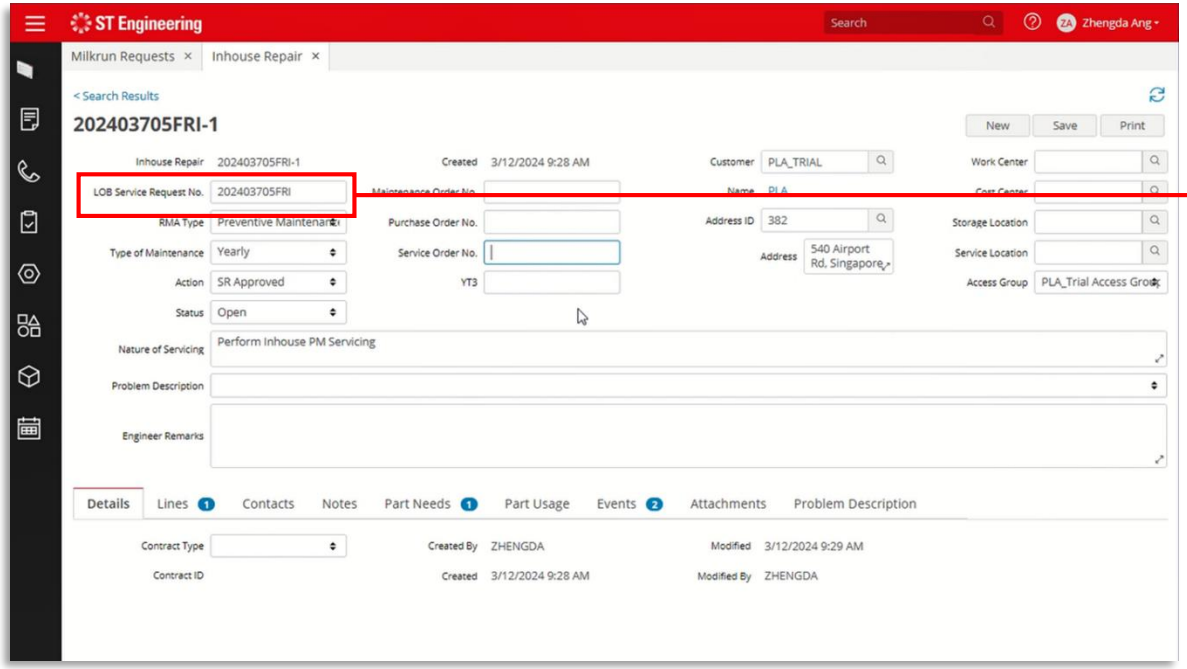
Fetch Products for Pickup (1)

Service manager can proceed to send request to fetch products for pickup from Milk-run.

1 Go to **Menu > Milkrun HOTO Requests > Milkrun Requests**

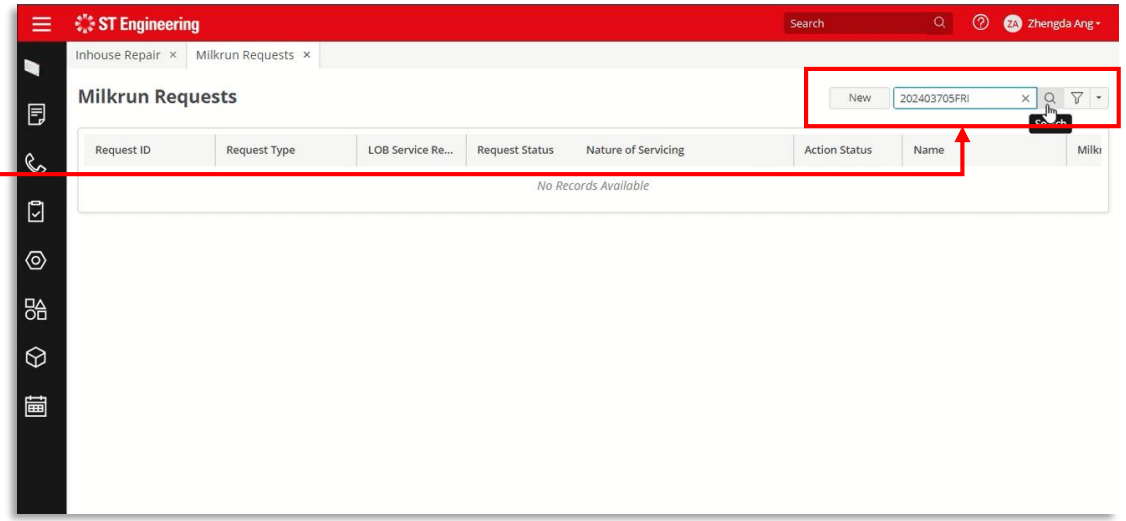


Fetch Products for Pickup (2)



Inhouse Repair page

2 Search the **Milkrun Request** by its **LOB Service Request No.**

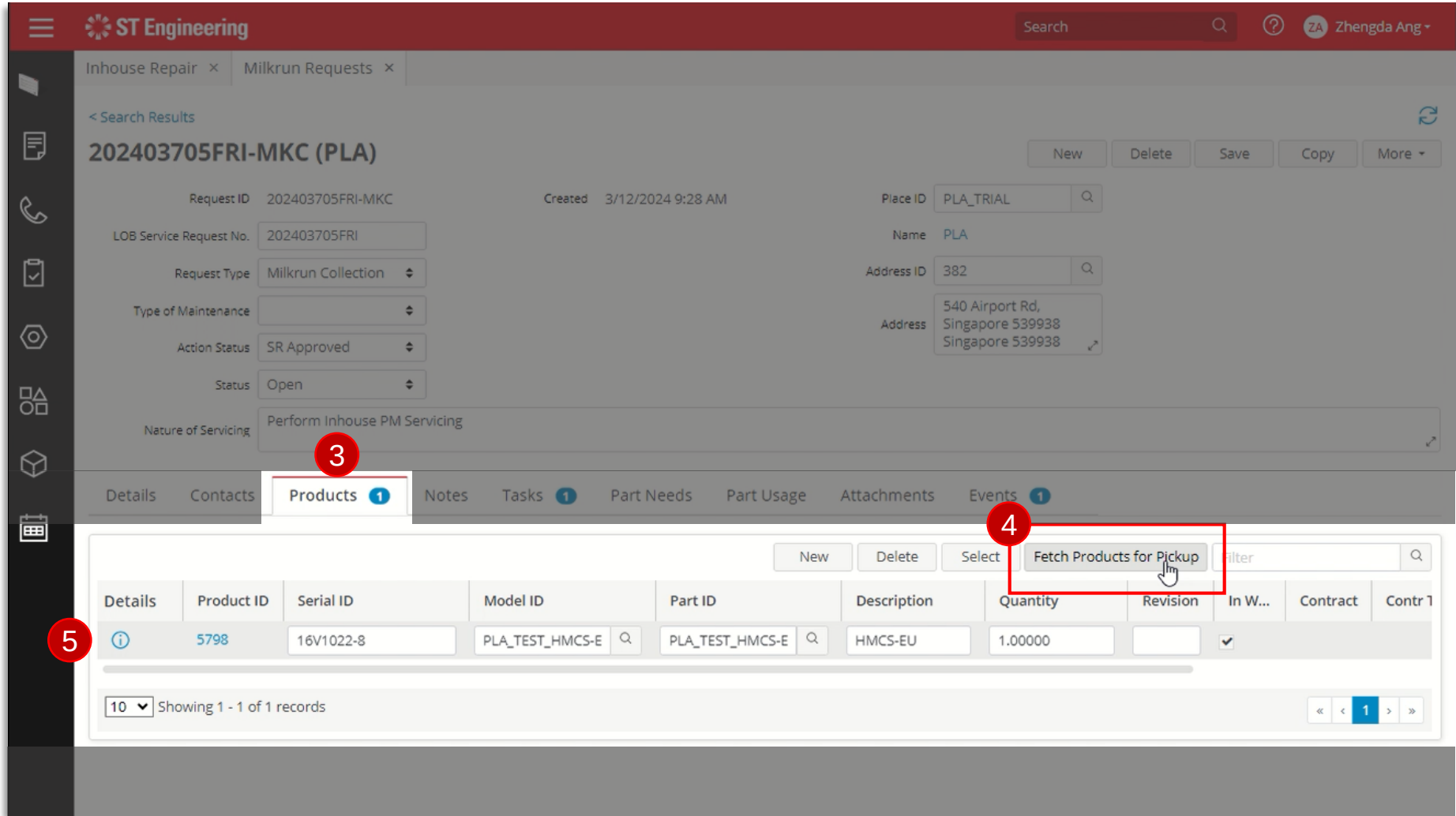


Milkrun Requests List

Fetch Products for Pickup (3)

3 Go to **Product tab** and select 4 **Fetch Products for Pickup** button.

5 It will display a list of items to be collected across the service requests under the same LOB Number.



Milkrun Driver (Collect)

- Process Overview
- Milkrun Open Task
- Accepting Milkrun Open Task
- Processing Milkrun Task

ST Engineering

MILKRUN DRIVER (COLLECT)

Process Overview

Customer submits an Inhouse repair request

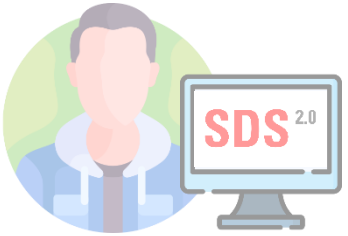
START

Transit Centre creates SO and sends request to fetch products for pickup.

Milk-run Driver accepts task to collect Unusable Product from customer

Product collection at Customer's Site

Drop-off Product at Store



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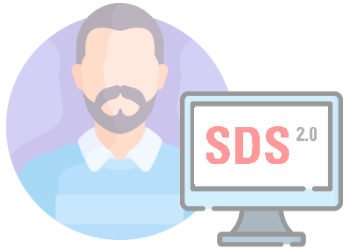
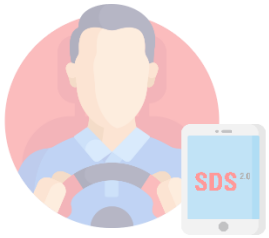


Tech Admin confirms repairs completed

END

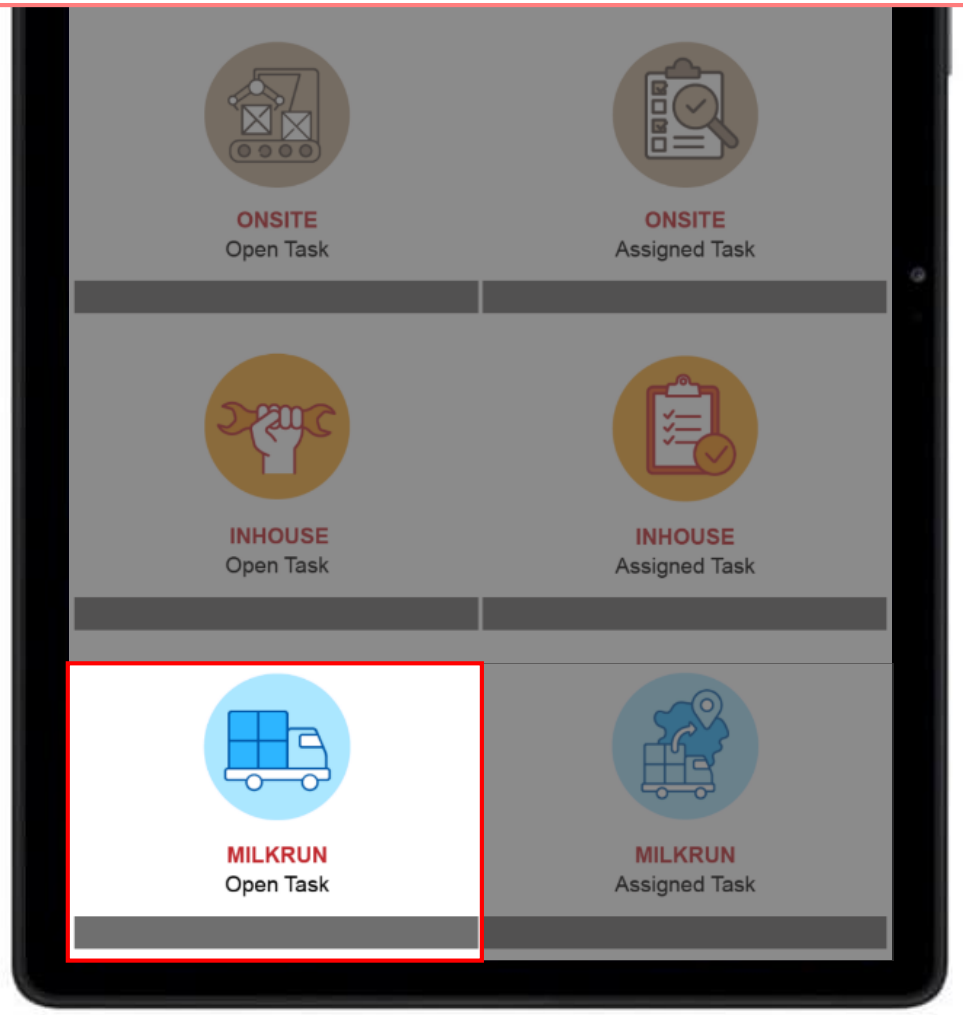


Milk-run Driver accepts task to collect repaired Product

Product delivered to Customer's site

Milkrun Open Task

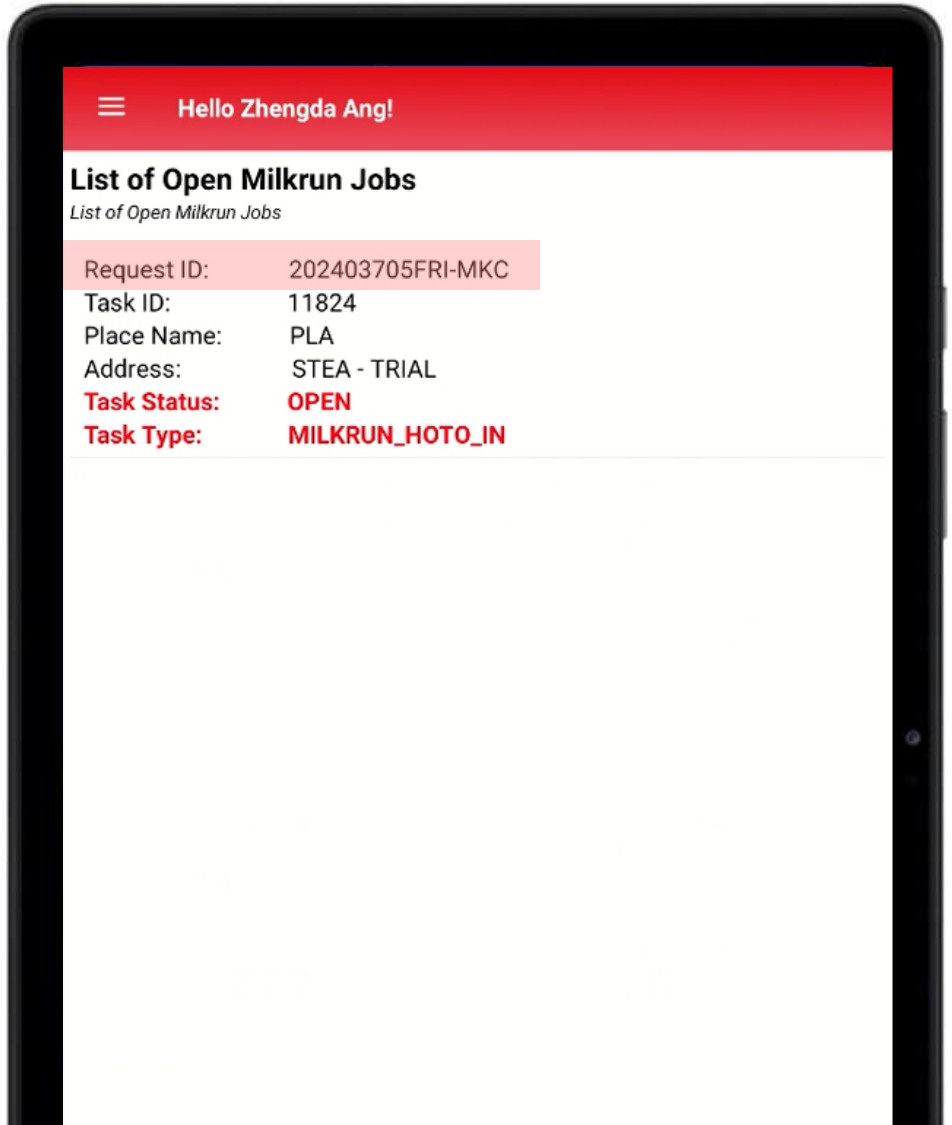
Milkrun driver can go to **Milkrun Open Task** section to accept a new task to collect unusable product from customer.



Accepting Milkrun Open Task (1)

In **Milkrun Open Task**, it will display a list of open milkrun jobs. Look for the **request ID** to work on and tap on the subject to view the task.

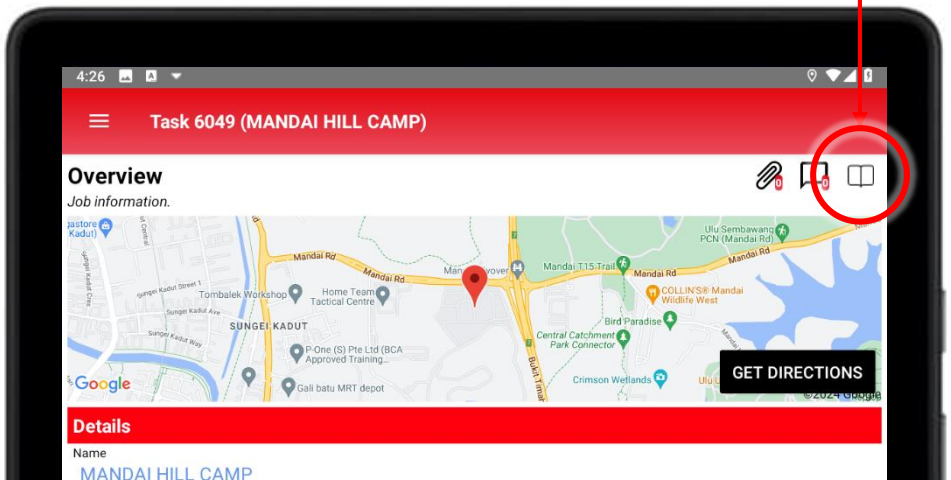
Milkrun_HOTO_IN refers to unusable items collected from customer to be sent for repair.



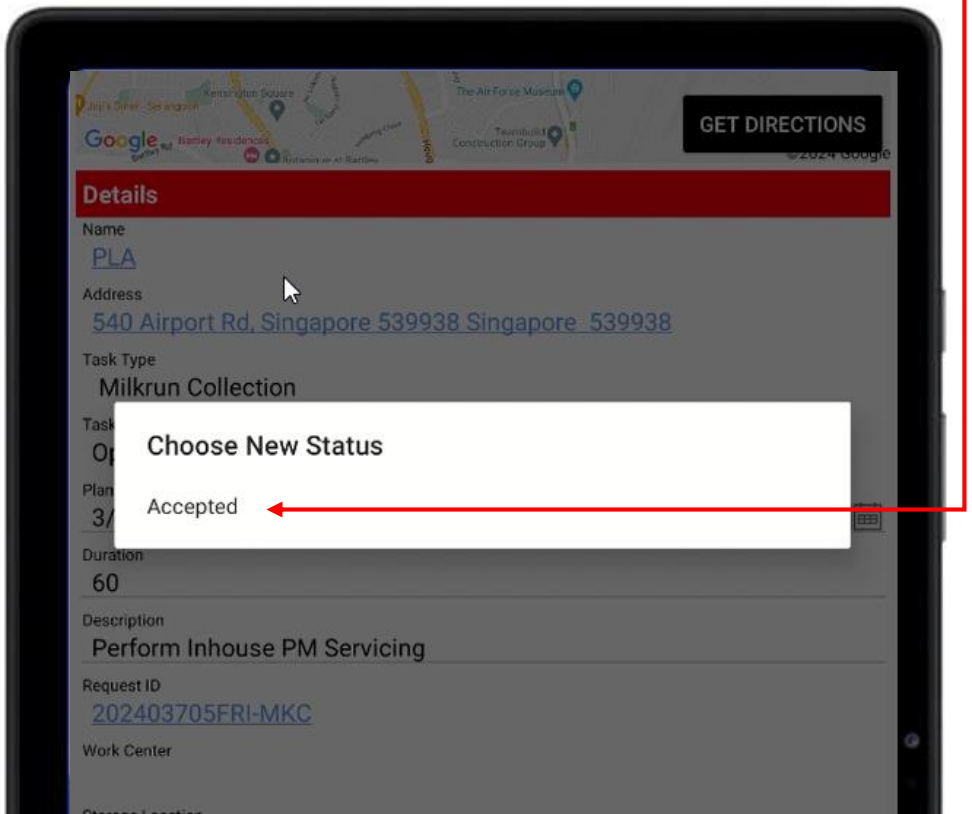
Accepting Milkrun Open Task (2)

1 Select the **Book** icon

to open the accept window.



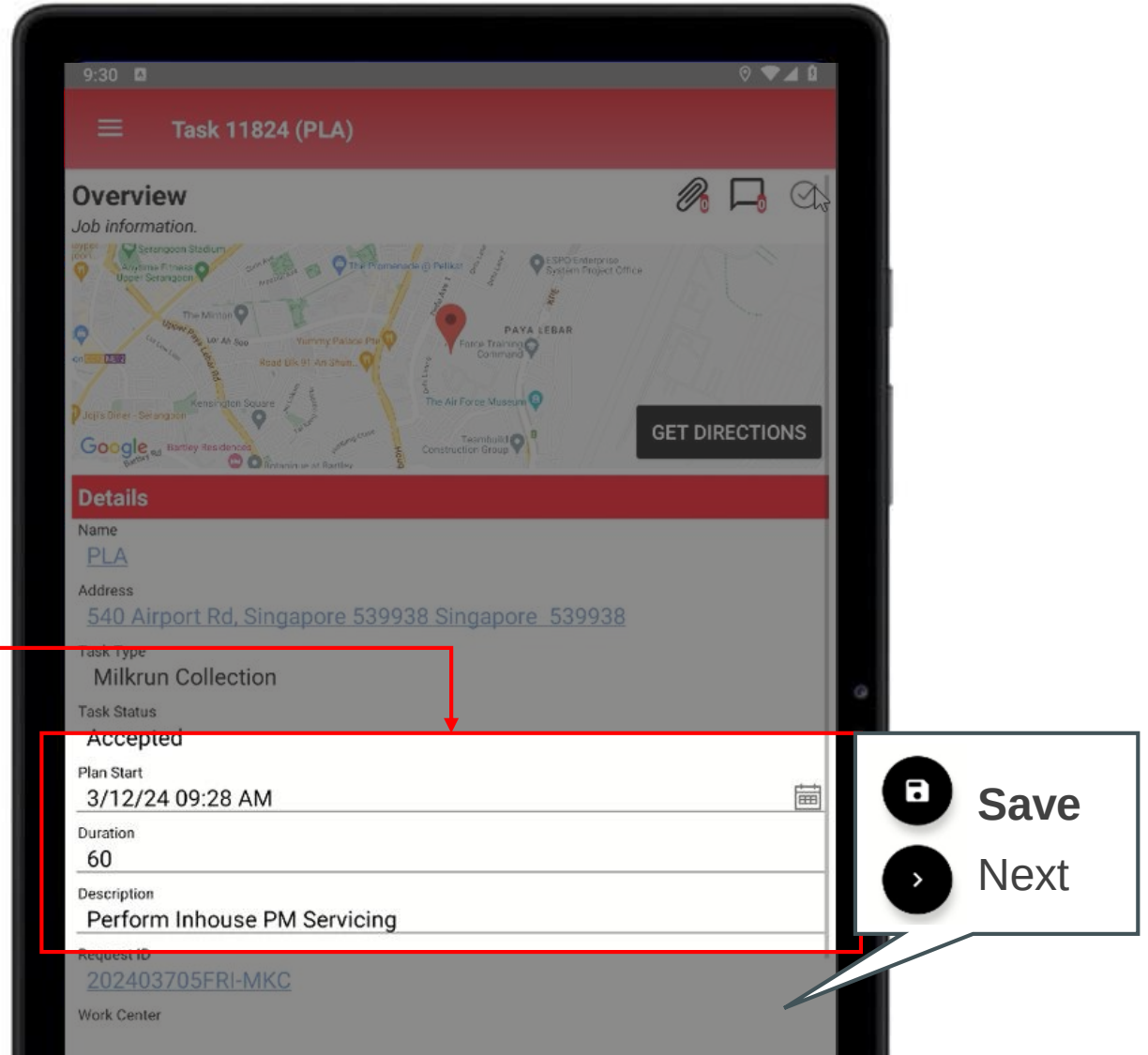
2 Tap **Accepted** to assign job to self.



Processing Milkrun Task (1)

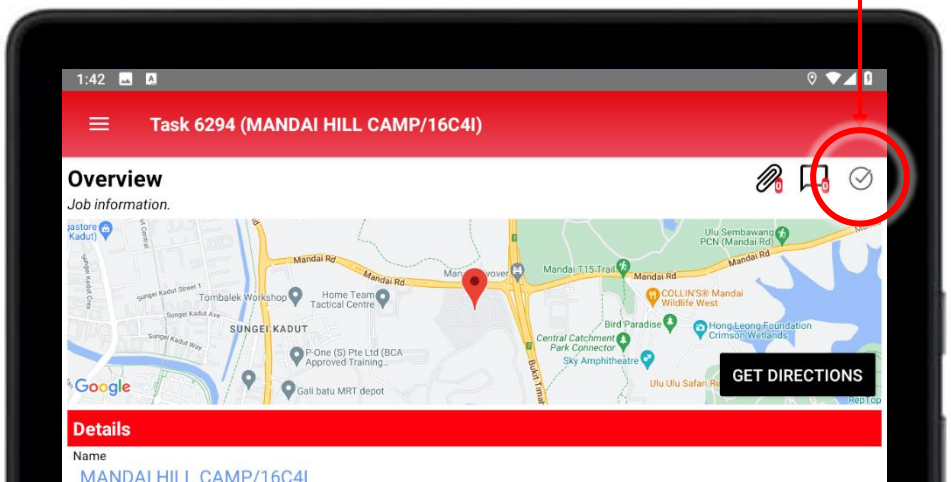
Check if there is any change to the **Plan Start** Date/Time, **Duration** and the **Description**.

Milkrun driver can modify the text fields accordingly and tap **Save** to update.

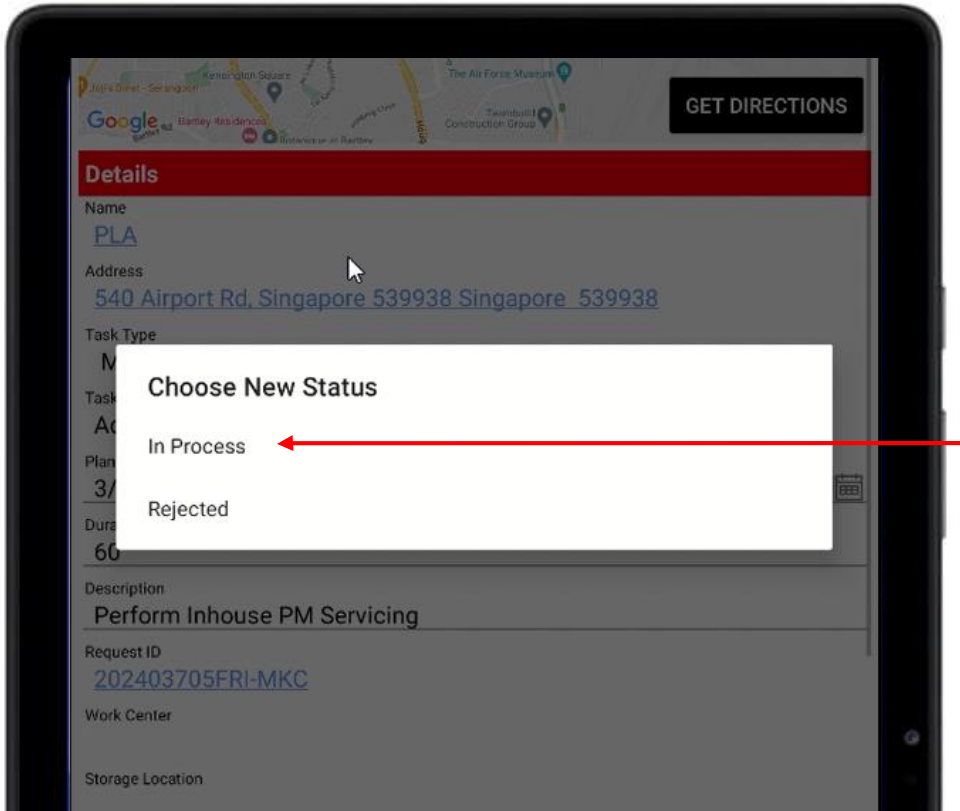


Processing Milkrun Task (2)

1 Select the icon ✓ to open the status window.



2 Tap **In Process** to confirm.

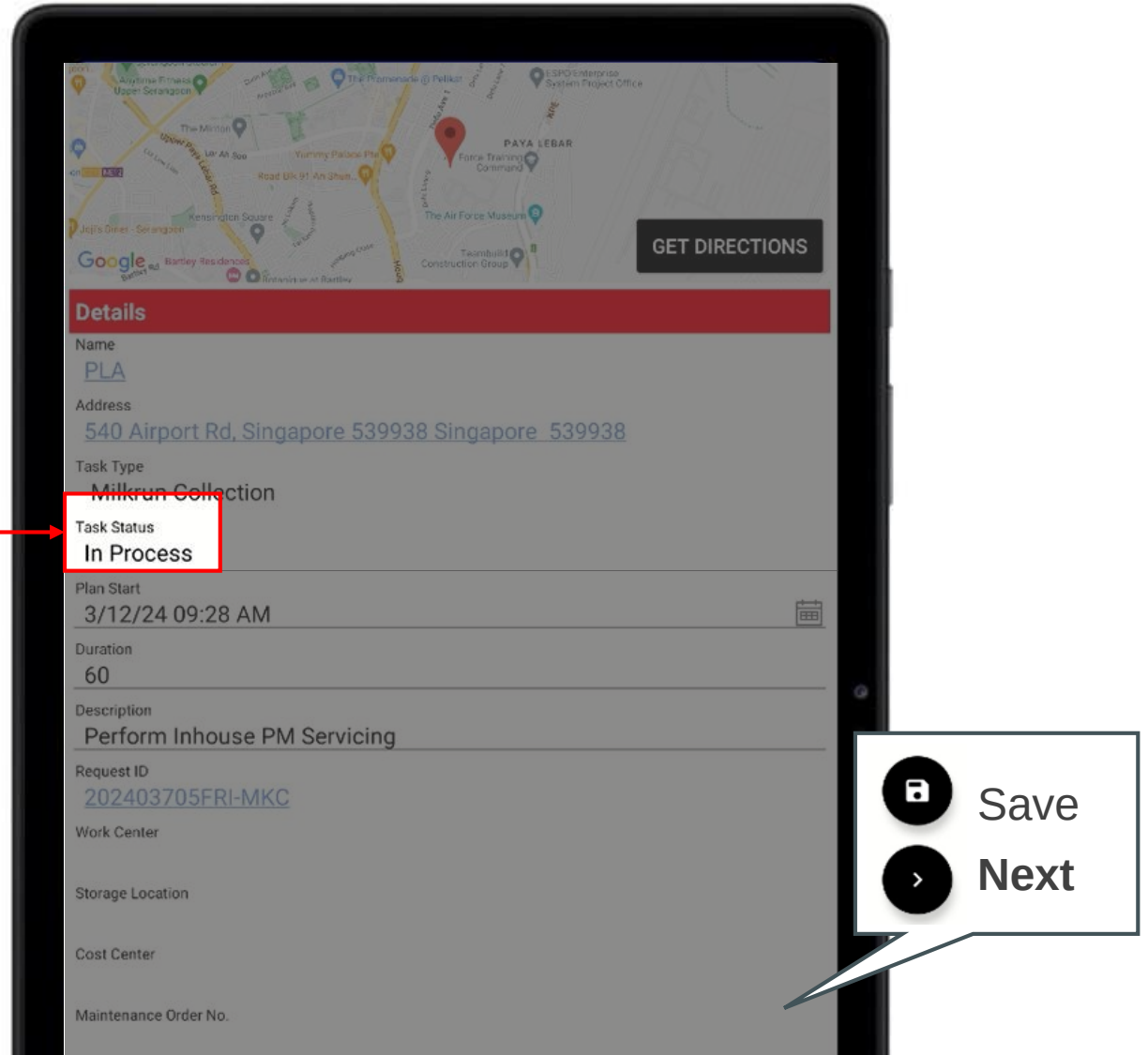


Processing Milkrun Task (3)

Task Status will change from

Accepted to **In Process**.

Proceed **Next** to continue with the job task.



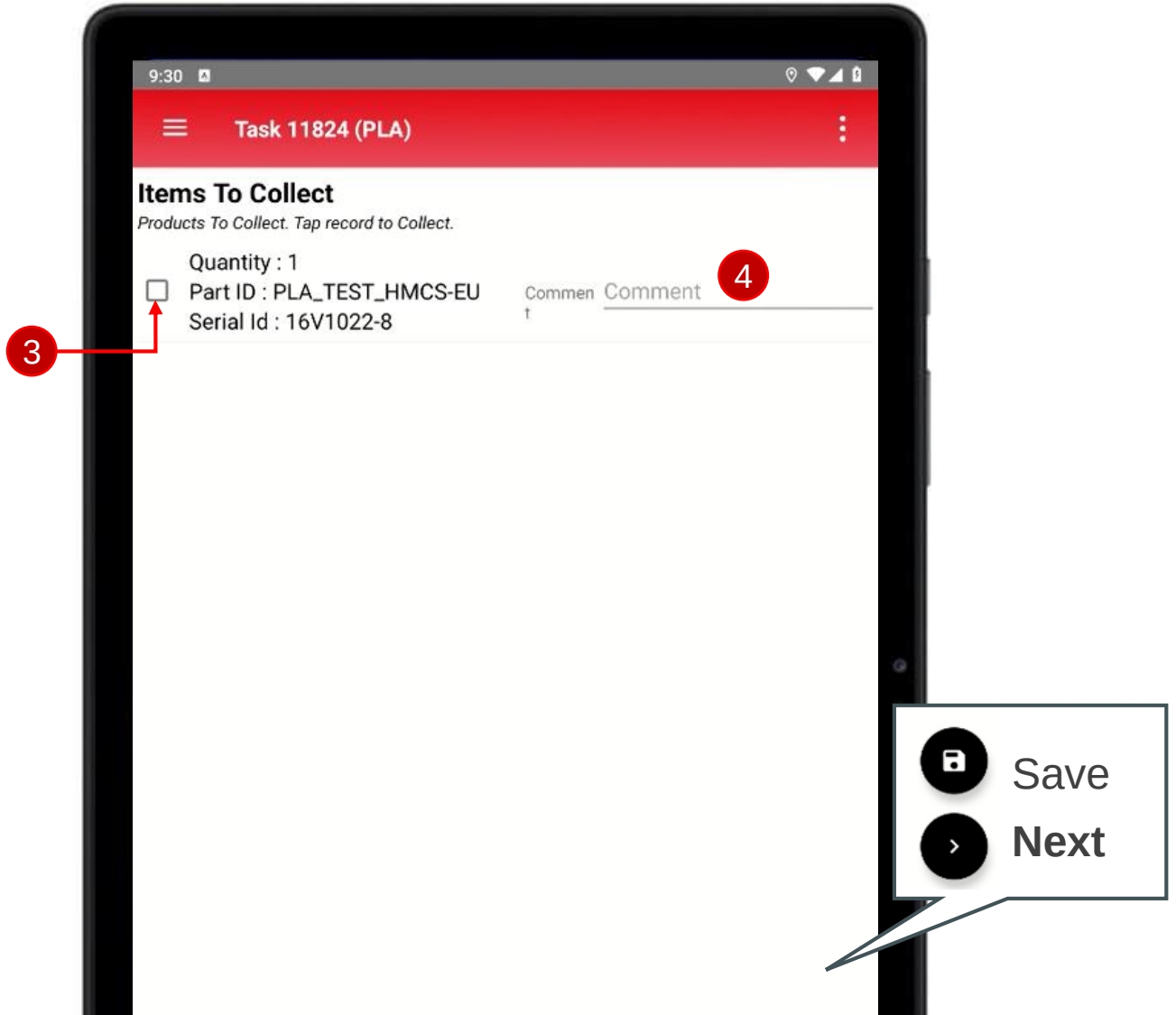
Processing Milkrun Task (4)

Items to Collect shows a list of items to be collected from the customer.

3 Check off the collected items from the list.

4 If an item cannot be collected, leave the checkbox unchecked and leave a comment.

Proceed **Next** › to continue with the job task.

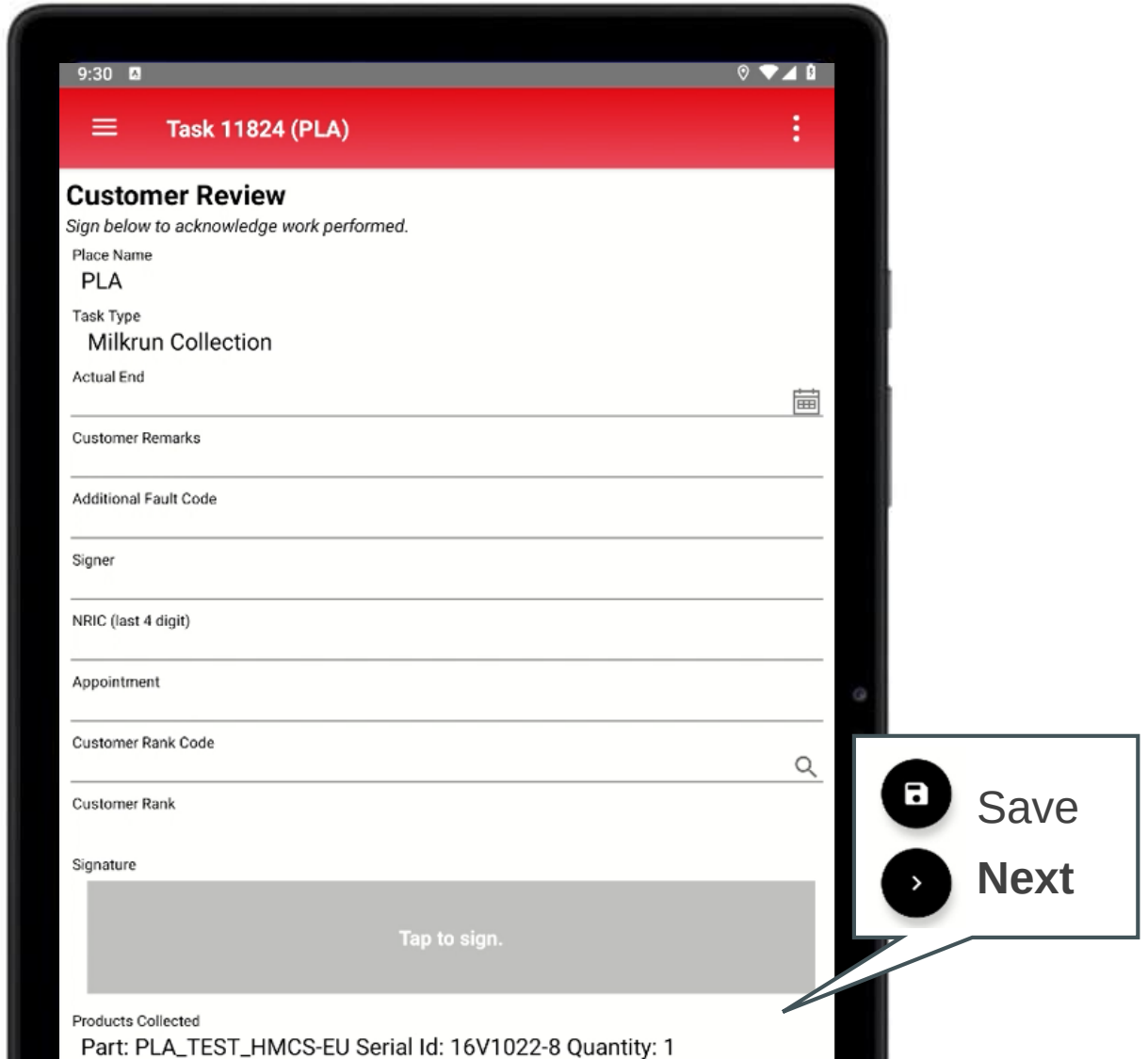


Processing Milkrun Task (5)

Customer Review is required to have customers to confirm that the items have been collected by the Milkrun driver.

Have the customer fill-in the necessary details and sign-off to confirm the HOTO to Milkrun.

Proceed **Next** › to continue with the job task.

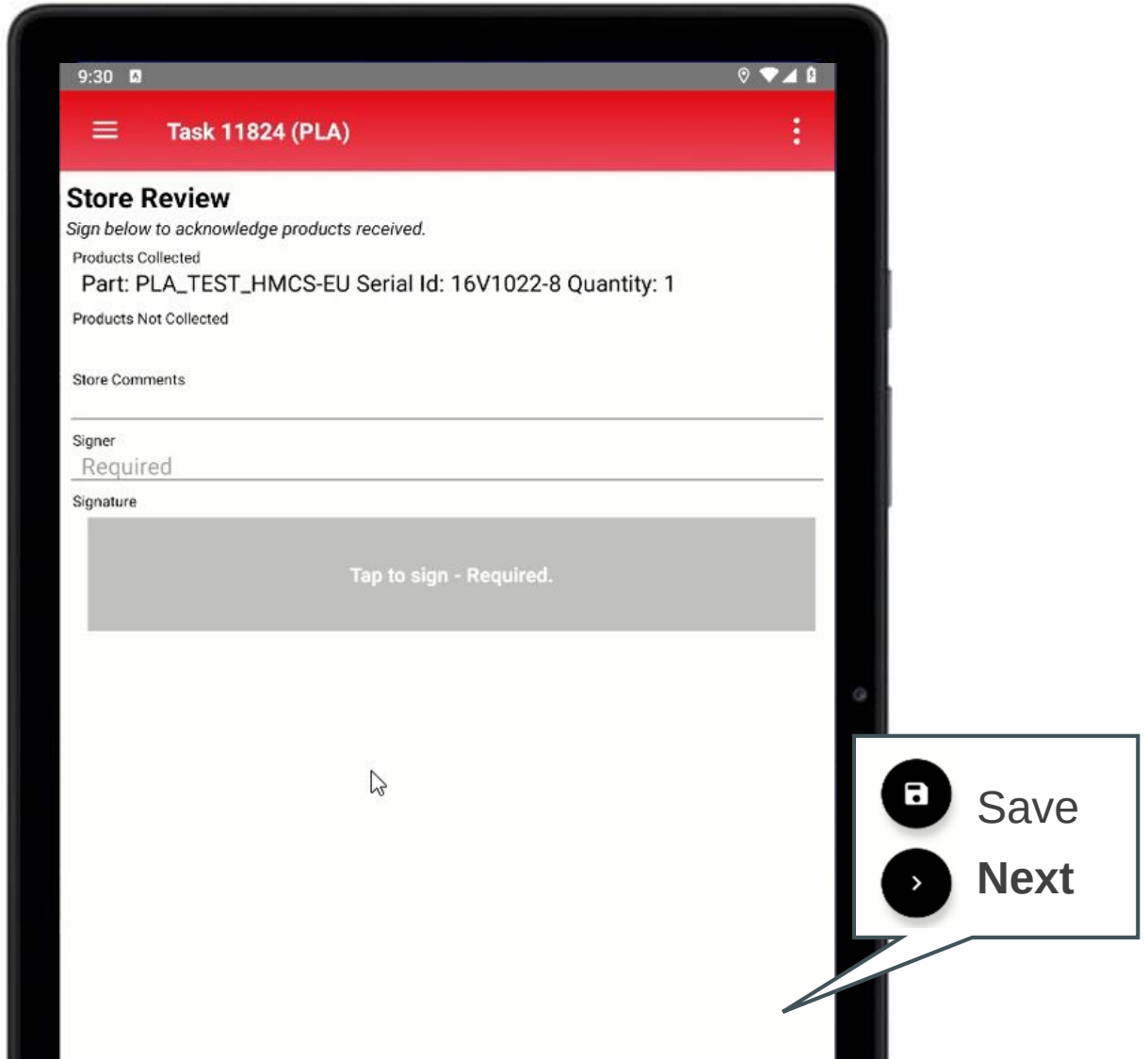


Processing Milkrun Task (6)

Store Review is required to have the store man to confirm that they have received the items from the Milkrun driver.

Have the store man fill-in the necessary details and sign-off to confirm the HOTO to store.

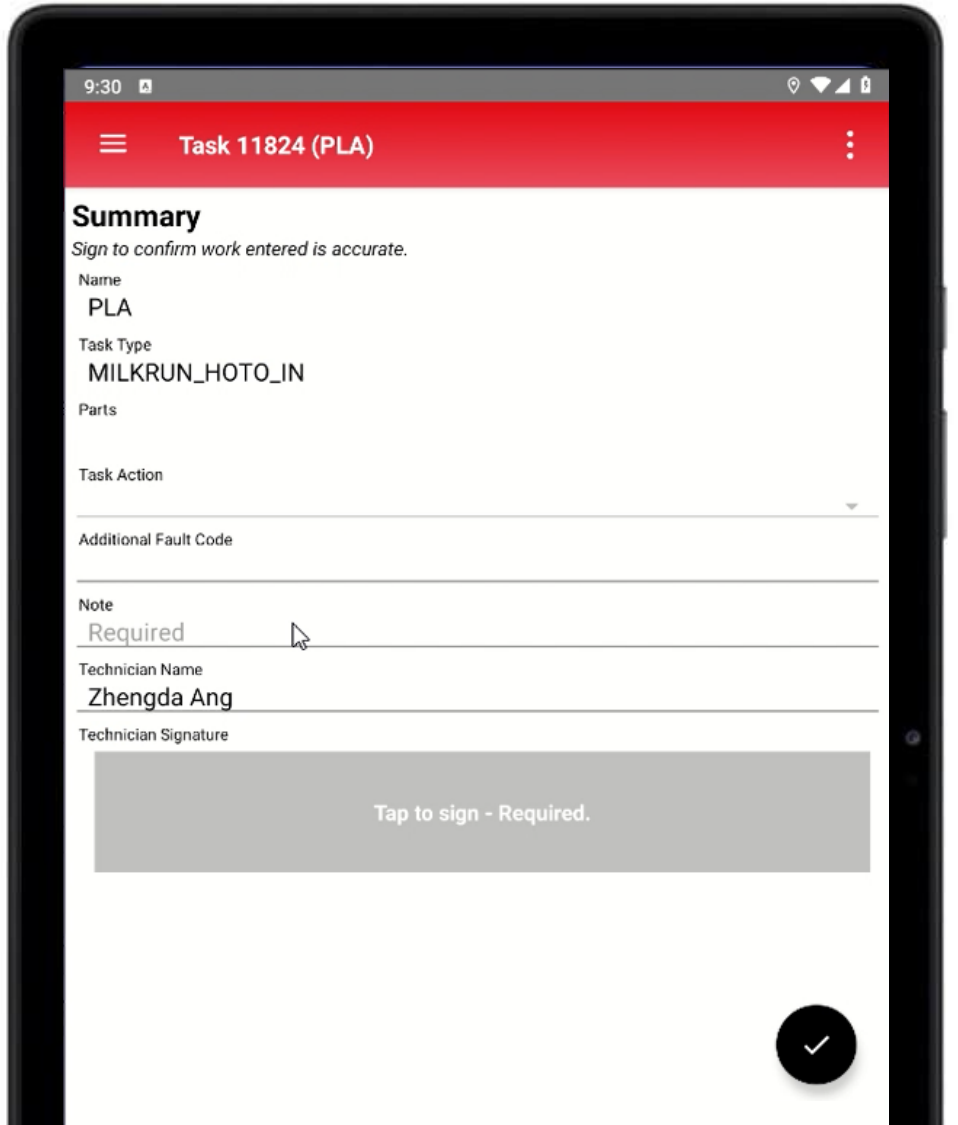
Proceed **Next** to continue with the job task.



Processing Milkrun Task (7)

Summary is concluded by the Milkrun driver that the items have been HOTO to store. Milkrun driver can sign-off to close the task.

Proceed to complete the job task.



Store to Depot

- Process Overview
- Equipment Transit
- Send to Depot

ST Engineering

STORE TO DEPOT

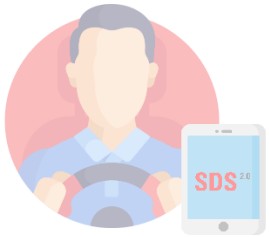
Process Overview

Customer submits an Inhouse repair request

START

Product delivered to Customer's site

END



Milk-run Driver accepts task to collect repaired Product

Transit Centre updates YT3 no. and prepares for delivery

Tech Admin confirms repairs completed

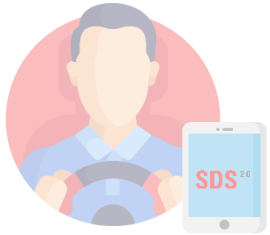
Store Personnel receives repaired Product and prepares to send for delivery

Store Personnel sends Product to Depot for repair

Engineer repairs Unusable Product

Drop-off Product at Store

Product collection at Customer's Site

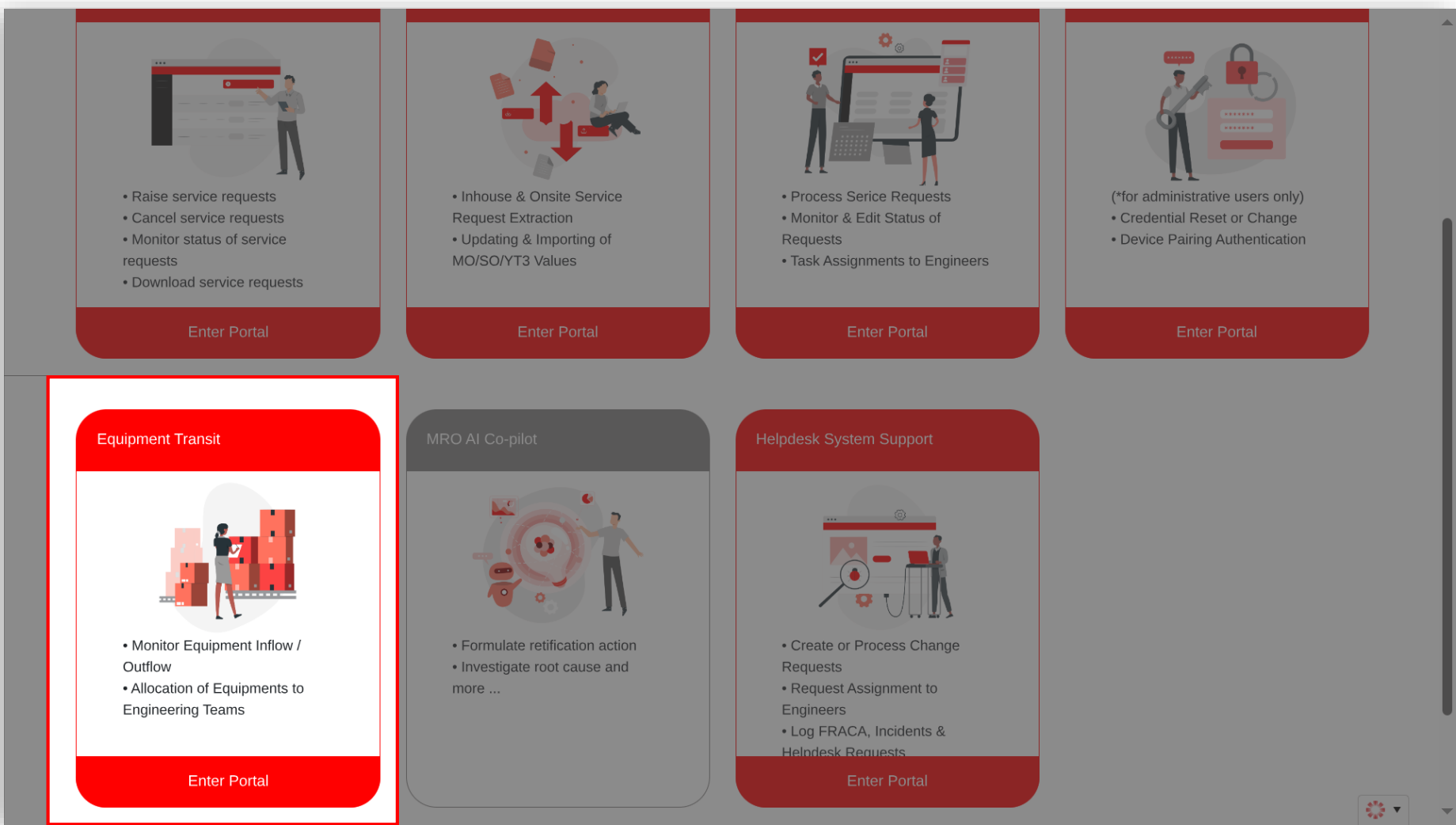


Milk-run Driver accepts task to collect Unusable Product from customer

Transit Centre creates SO and sends request to fetch products for pickup.

Equipment Transit

Store personnel can manage equipment and items at the Service Portal, **Equipment Transit** section.

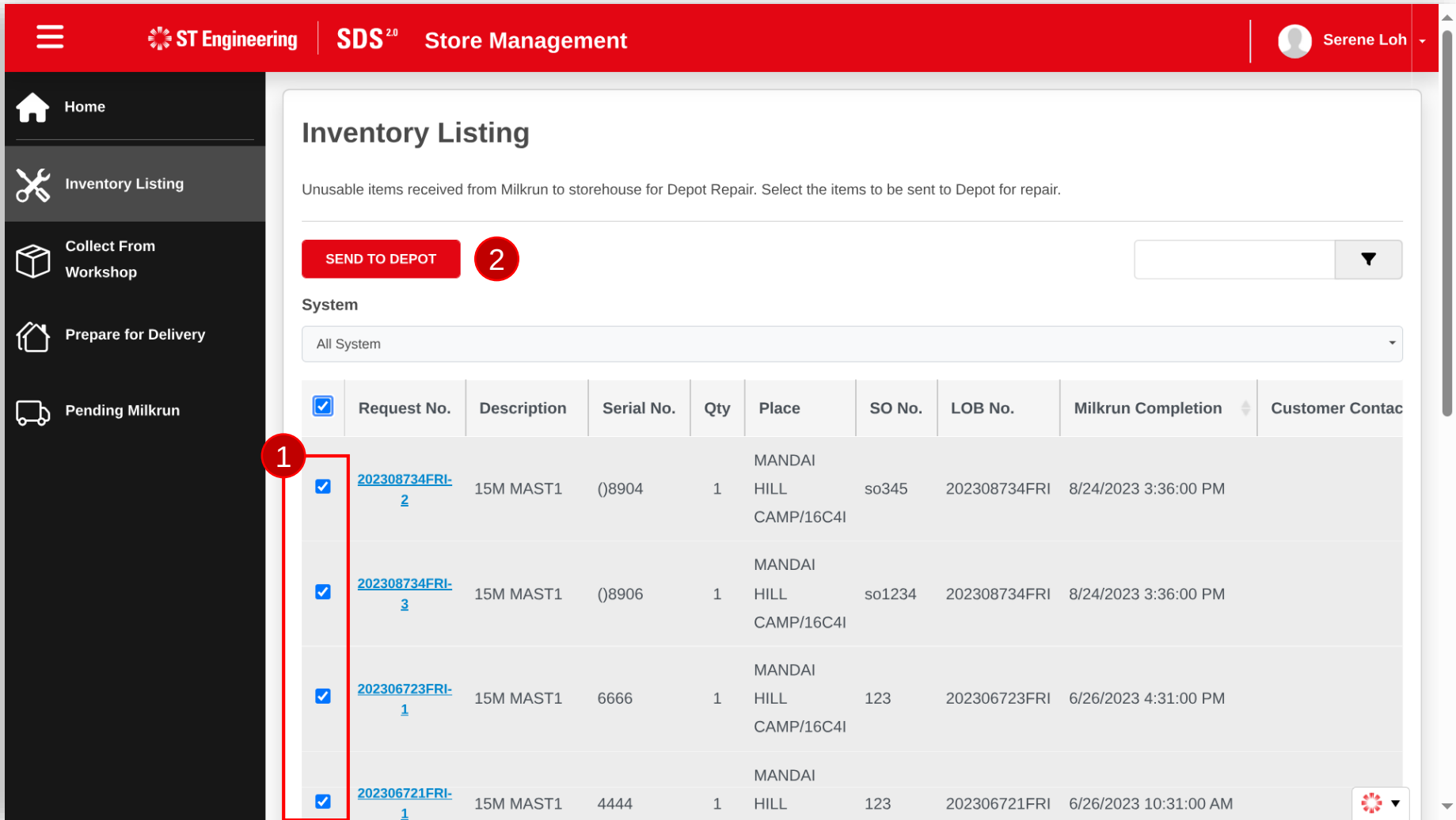


Send to Depot (1)

Items collected are displayed under Inventory Listing.

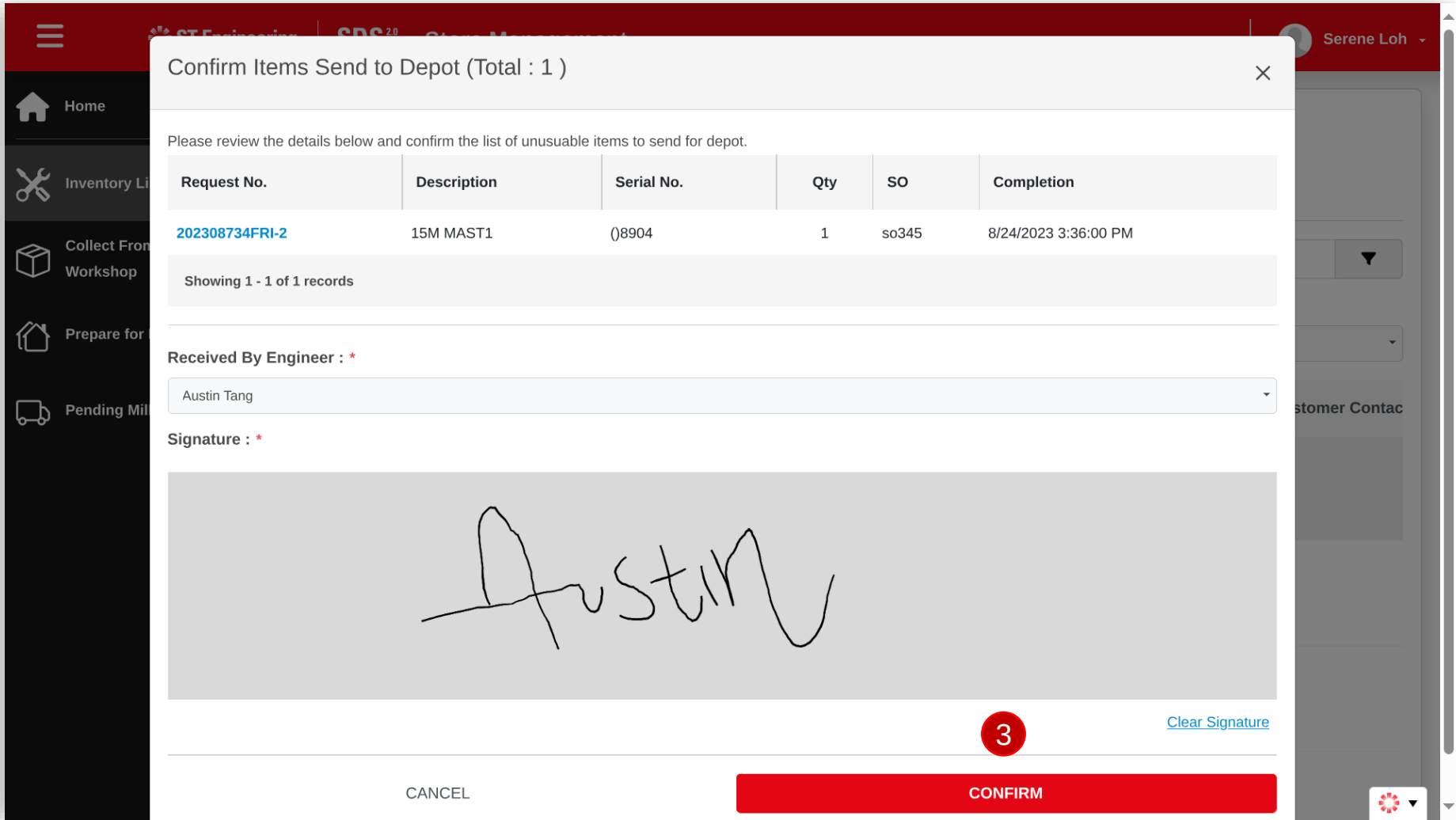
1 Tick the checkbox for the items and select

2 **Send to Depot** to handover the items for the engineer to repair.



Send to Depot (2)

3 **Confirm** the details of the items to be sent to depot and is signed and received by the allocated engineer.



Engineer

- Process Overview
- Inhouse Open Task
- Accepting Inhouse Open Task
- Processing Inhouse Task

ST Engineering

ENGINEER

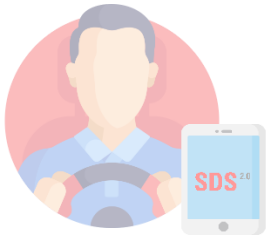
Process Overview

Customer submits an Inhouse repair request

START

Product delivered to Customer's site

END



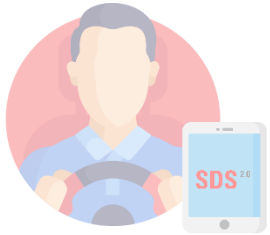
Milk-run Driver accepts task to collect repaired Product

Transit Centre updates YT3 no. and prepares for delivery

Tech Admin confirms repairs completed

Store Personnel receives repaired Product and prepares to send for delivery

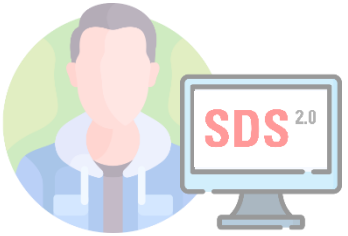
Transit Centre creates SO and sends request to fetch products for pickup.



Milk-run Driver accepts task to collect Unusable Product from customer

Product collection at Customer's Site

Milk-run Driver drop-off Unusable Product to Store

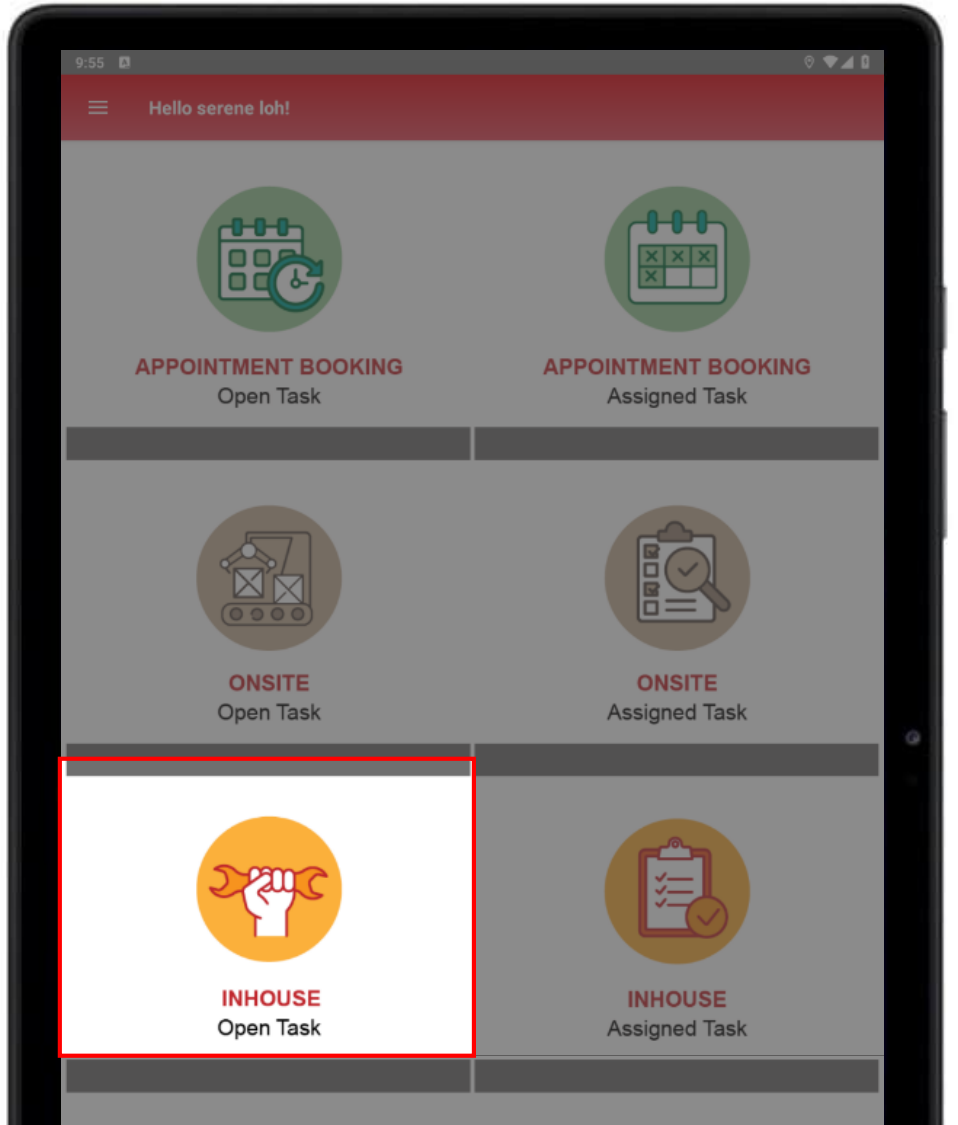


Store Personnel sends Product to Depot for repair

Engineer repairs Unusable Product

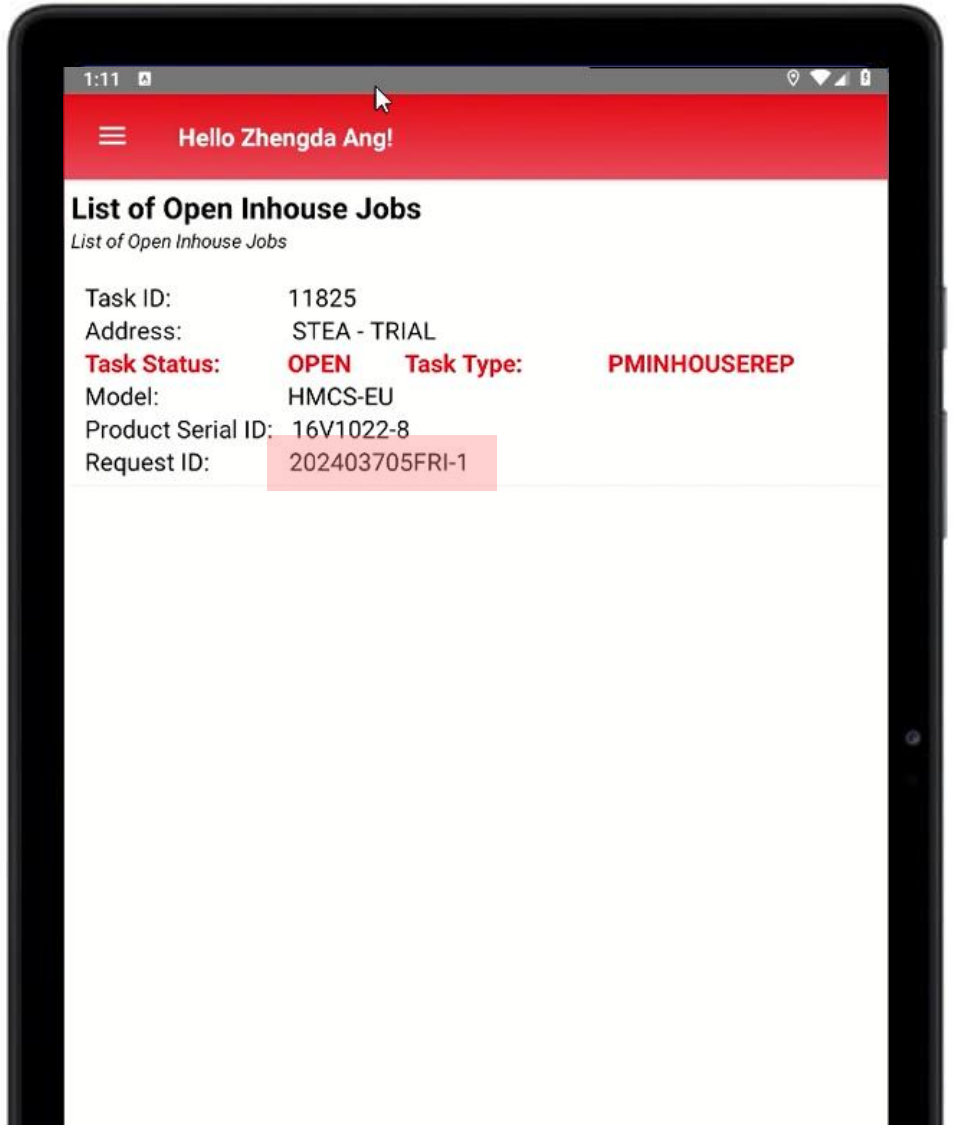
Inhouse Open Task

When Transit Centre have input an SO number for the job and the items have been handover to the engineer, the engineer will be able to accept new task from **Inhouse Open Task** section.



Accepting Inhouse Open Task (1)

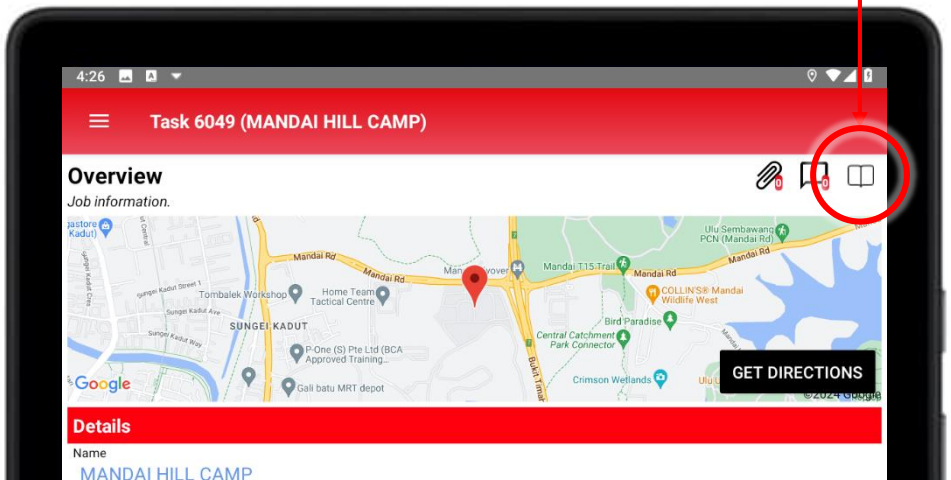
In **Inhouse Open Task**, it will display a list of open inhouse jobs. Look for the **request ID** to work on and tap on the subject to view the task.



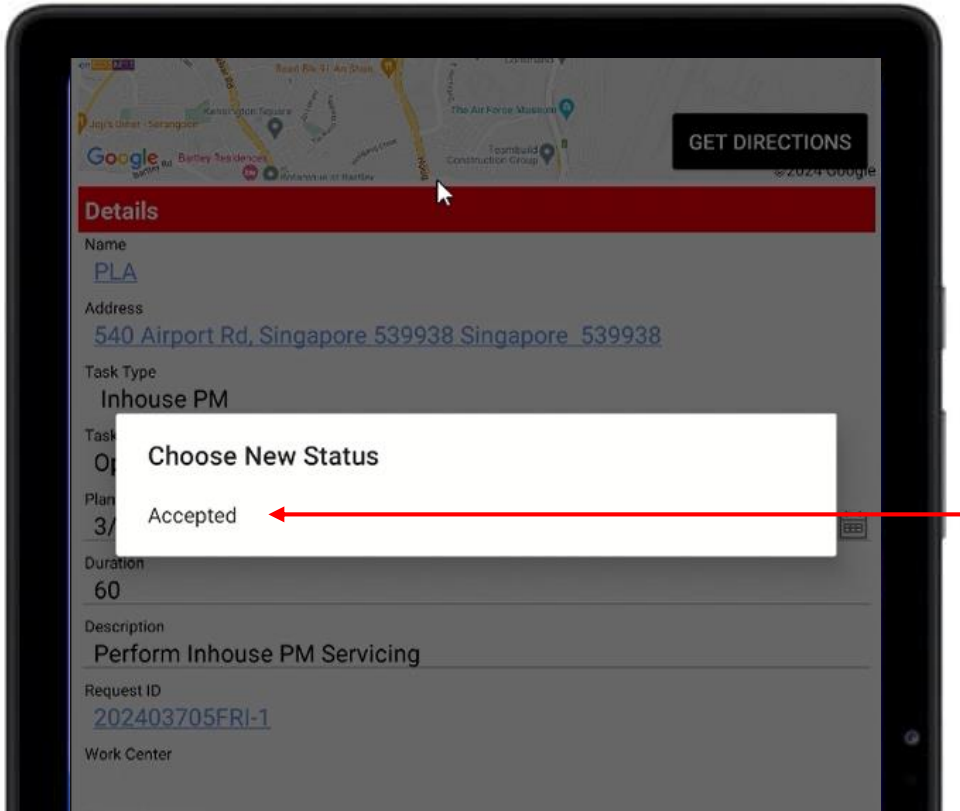
Accepting Inhouse Open Task (2)

1 Select the **Book** icon

to open the accept window.



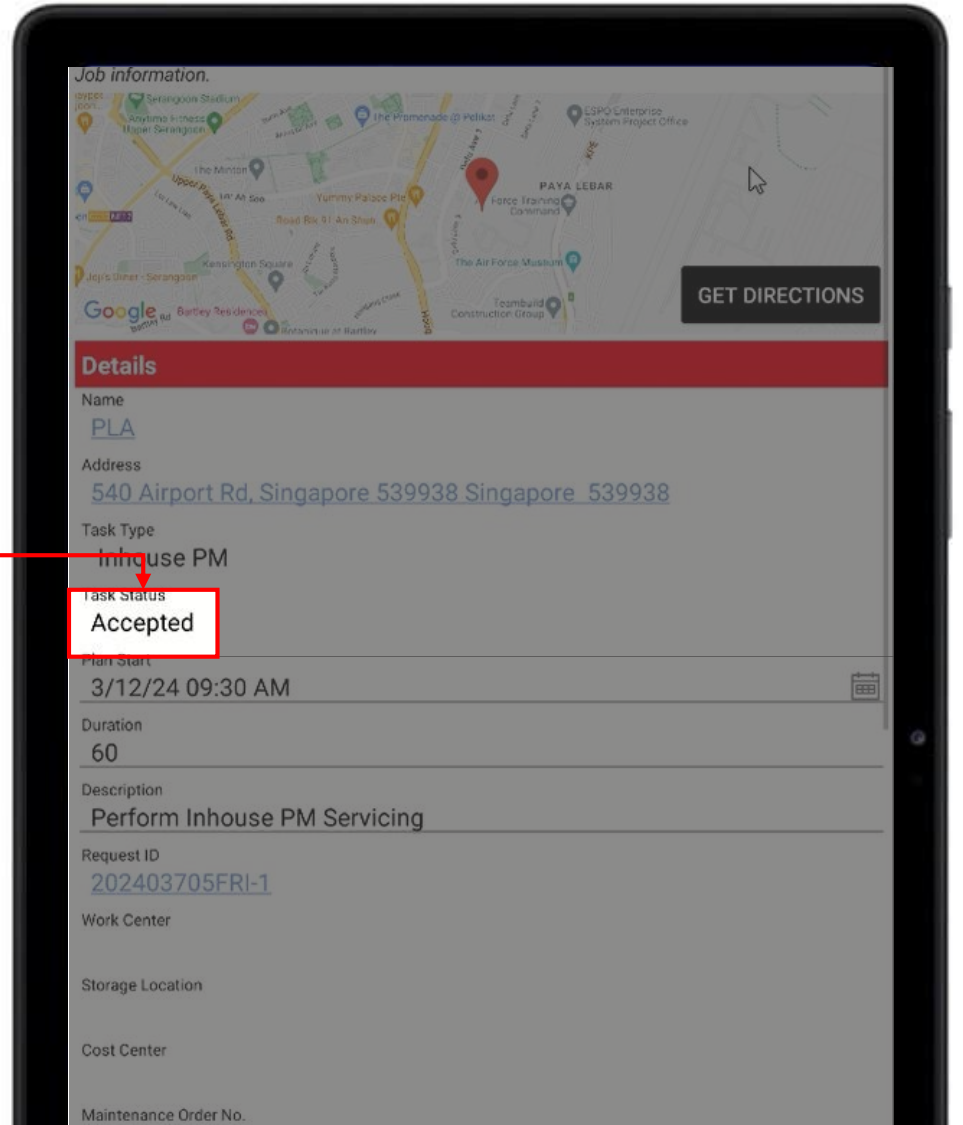
2 Tap **Accepted** to assign job to self.



Accepting Inhouse Open Task (3)

Task Status will change from **Open** to **Accepted**.

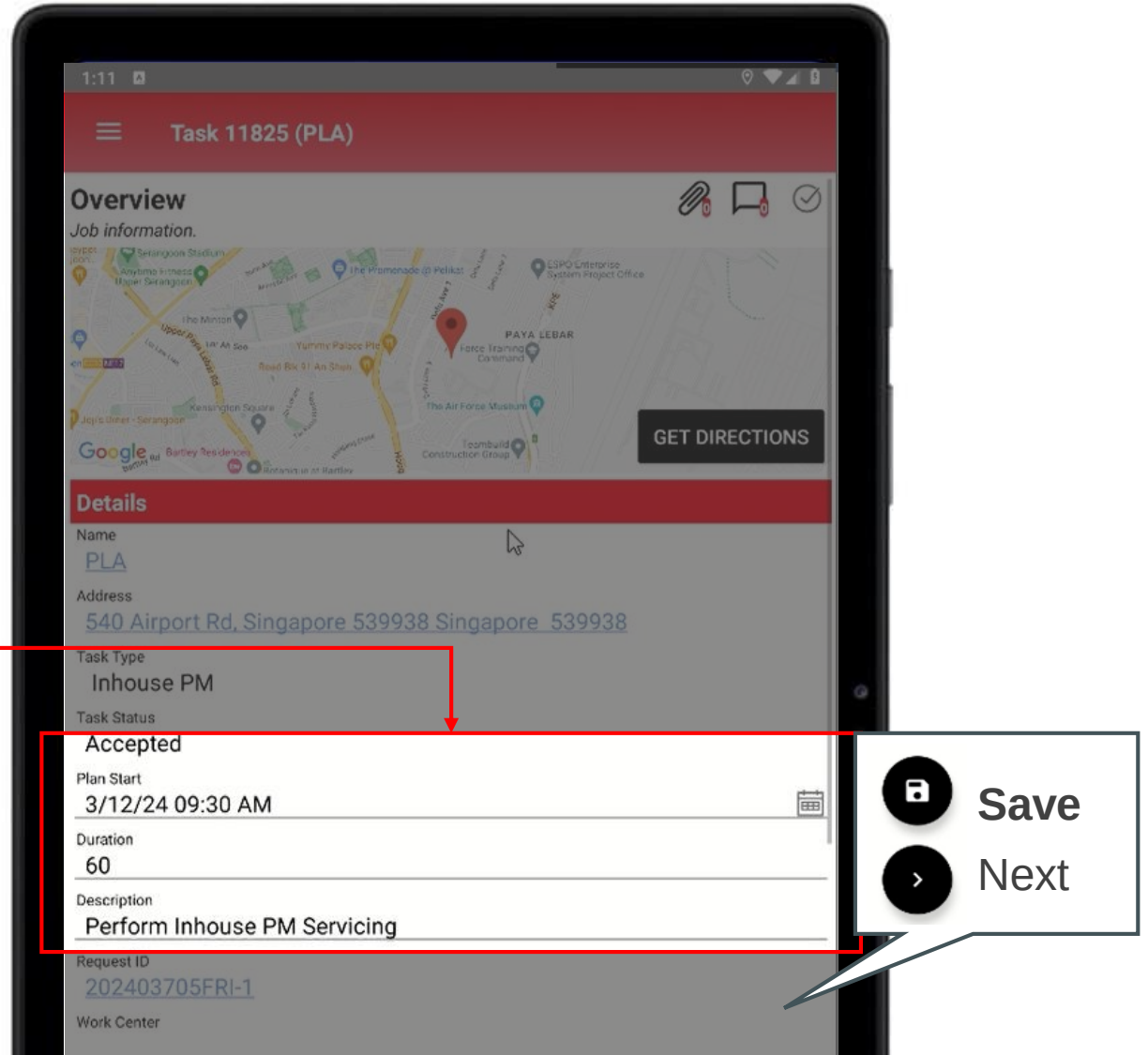
It can be viewed and edited by assigned engineer.



Processing Inhouse Task (1)

Check if there is any change to the **Plan Start** Date/Time, **Duration** and the **Description**.

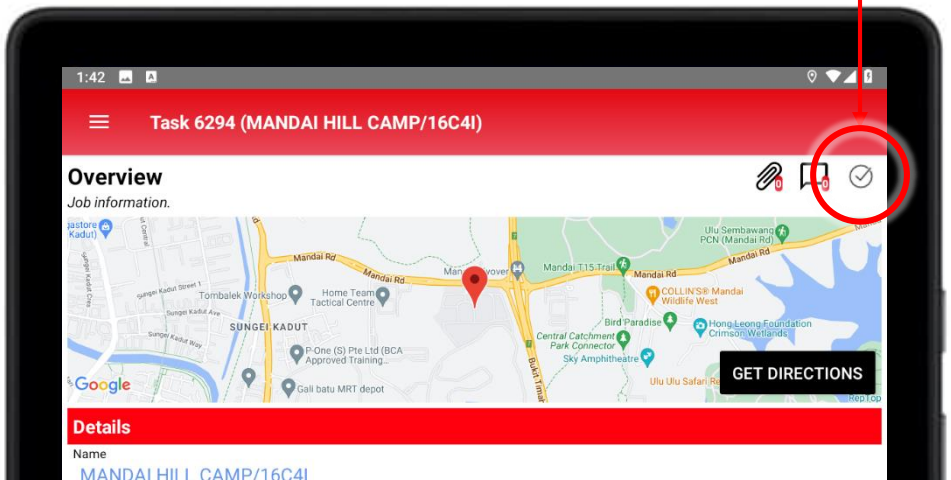
Milkrun driver can modify the text fields accordingly and tap **Save** to update.



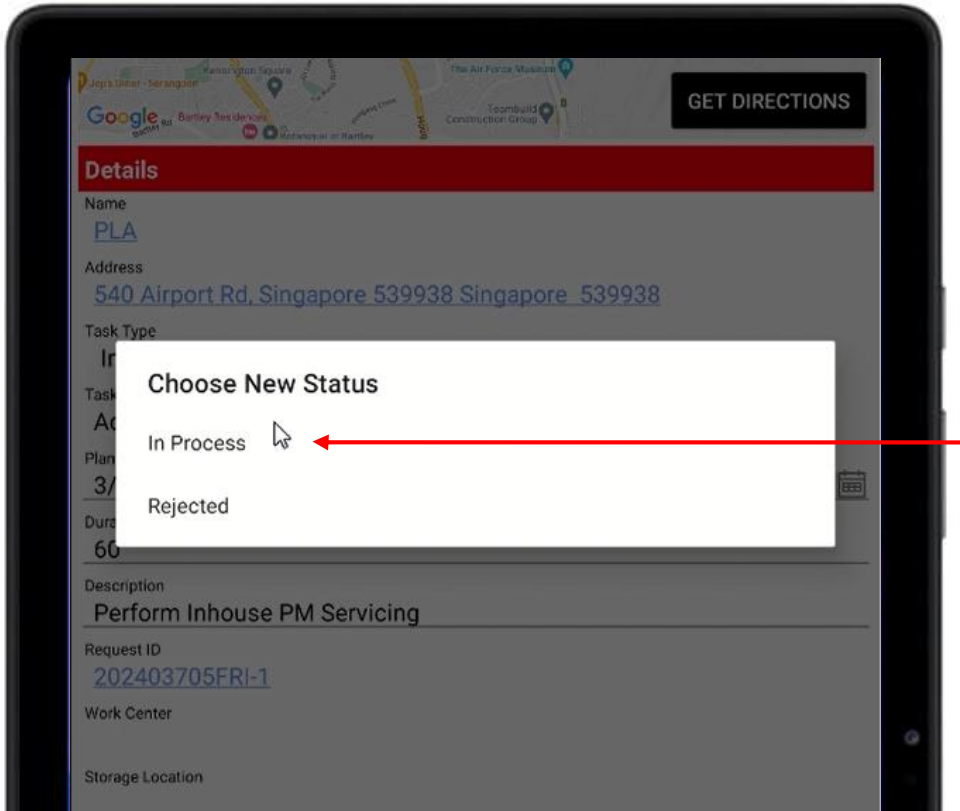
ENGINEER

Processing Inhouse Task (2)

1 Select the icon ✓ to open the status window.



2 Tap **In Process** to confirm.

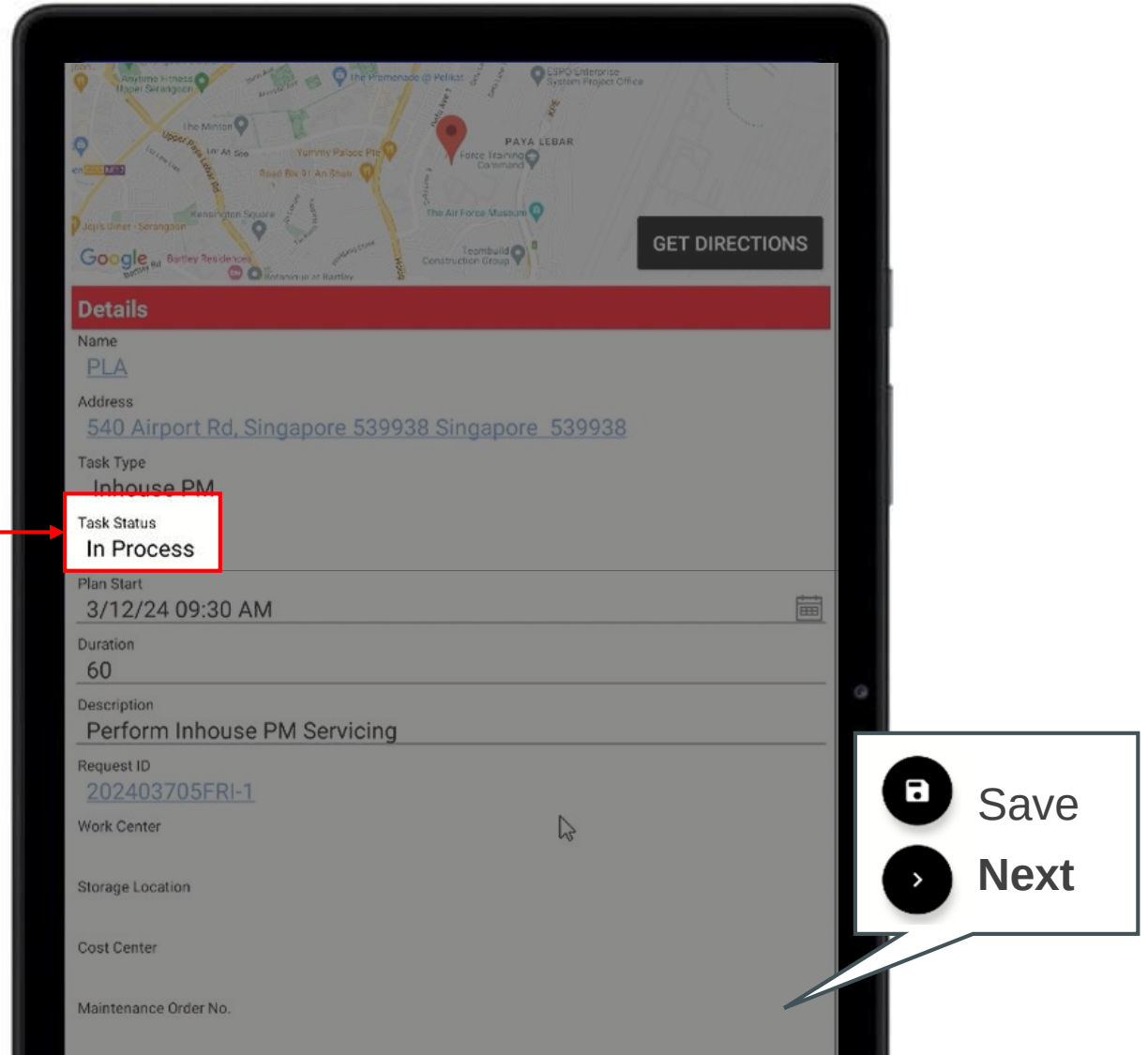


Processing Inhouse Task (3)

Task Status will change from

Accepted to **In Process**.

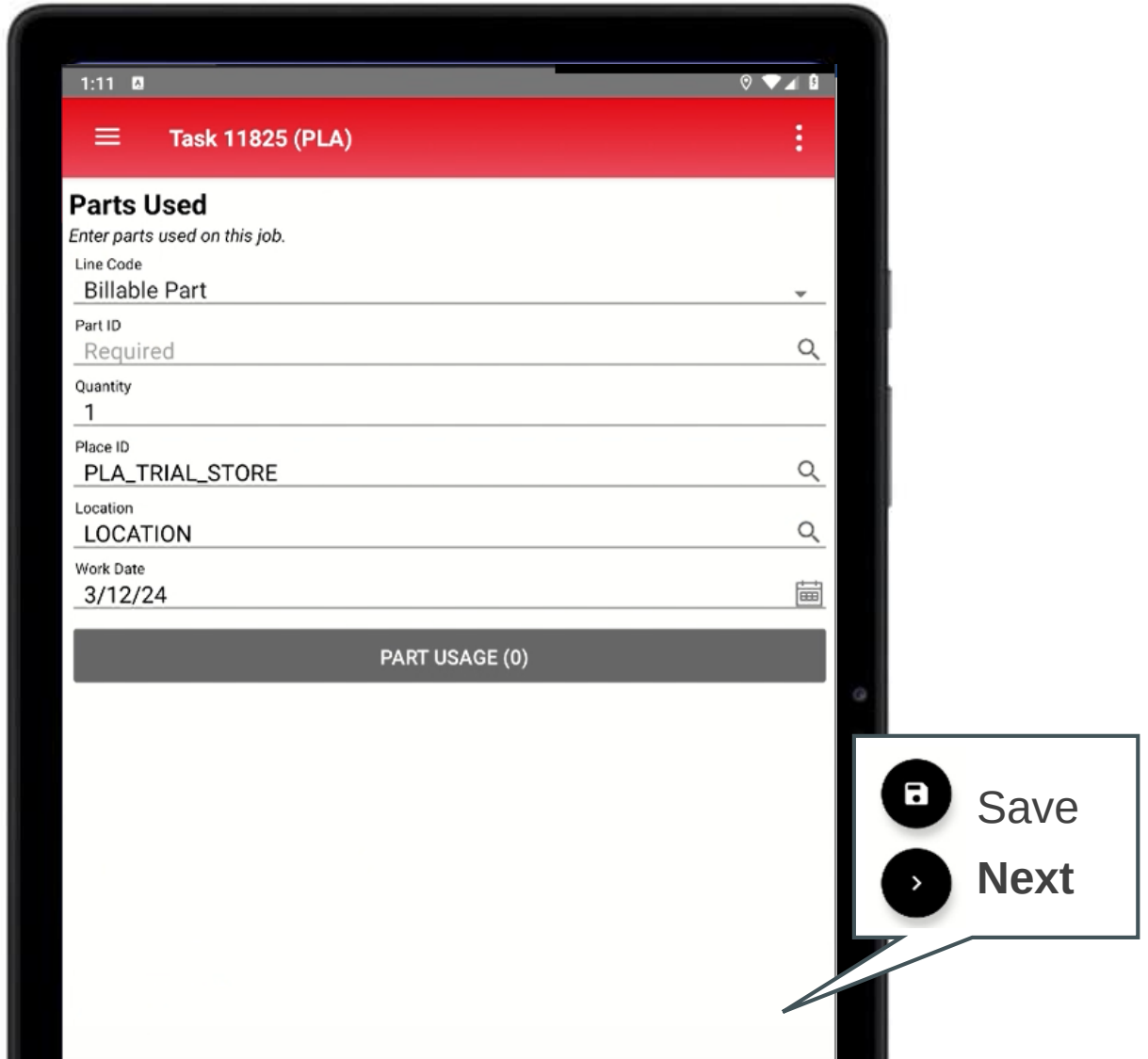
Proceed **Next** › to continue with the job task.



Processing Inhouse Task (4)

Parts Used is to record parts that have been used during the maintenance process.

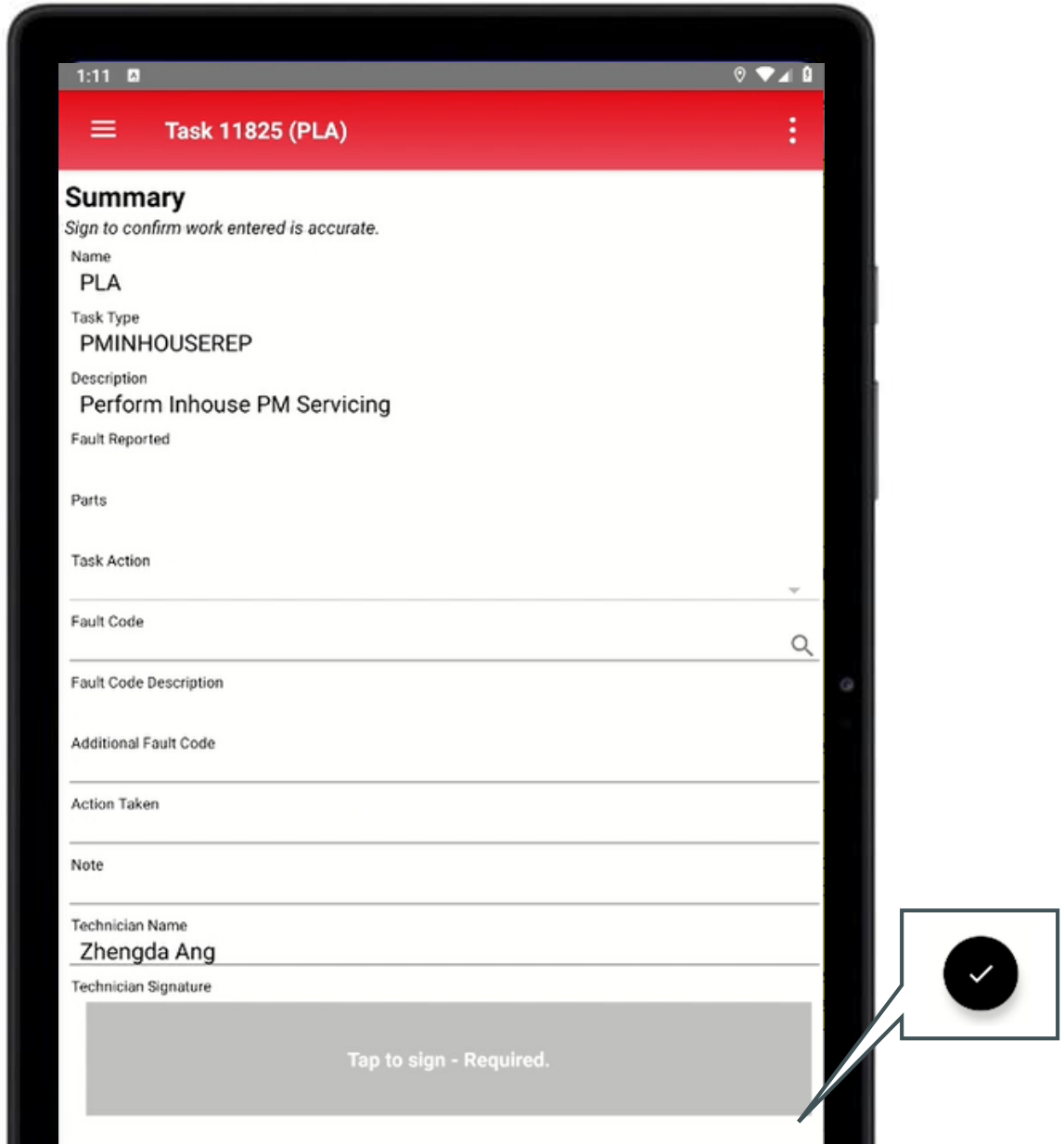
If no parts usage involved, you can proceed to **Next** to continue with the job task.



Processing Inhouse Task (5)

Summary is concluded by the engineer on the completion of the job task. Engineer can sign-off to close the task.

Proceed to complete the job task.



Tech Admin

- Process Overview
- Export/Import Data
- Mark Repair Complete

ST Engineering

TECH ADMIN

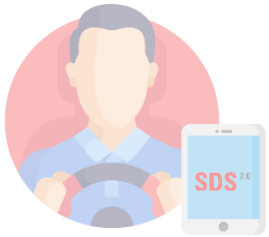
Process Overview

Customer submits an Inhouse repair request

START

Product delivered to Customer's site

END



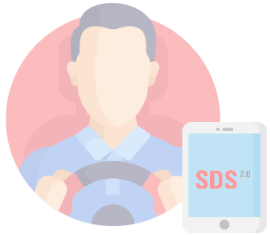
Milk-run Driver accepts task to collect repaired Product

Transit Centre updates YT3 no. and prepares for delivery

Tech Admin confirms repairs completed

Store Personnel receives repaired Product and prepares to send for delivery

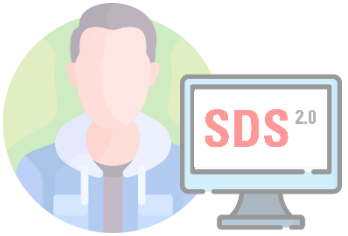
Transit Centre creates SO and sends request to fetch products for pickup.



Milk-run Driver accepts task to collect Unusable Product from customer

Product collection at Customer's Site

Drop-off Product at Store

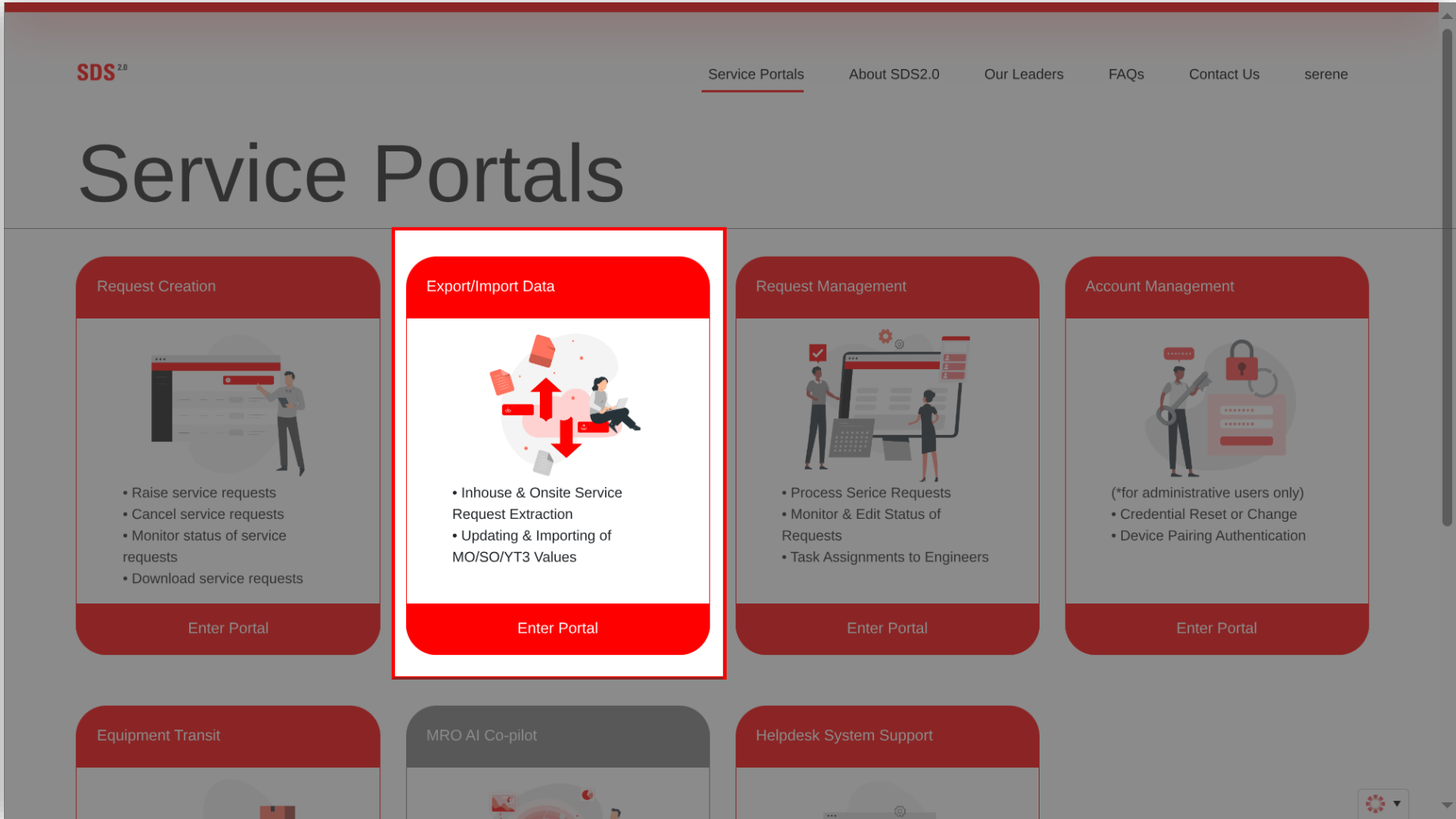


Store Personnel sends Product to Depot for repair

Engineer repairs Unusable Product

Export/Import Data

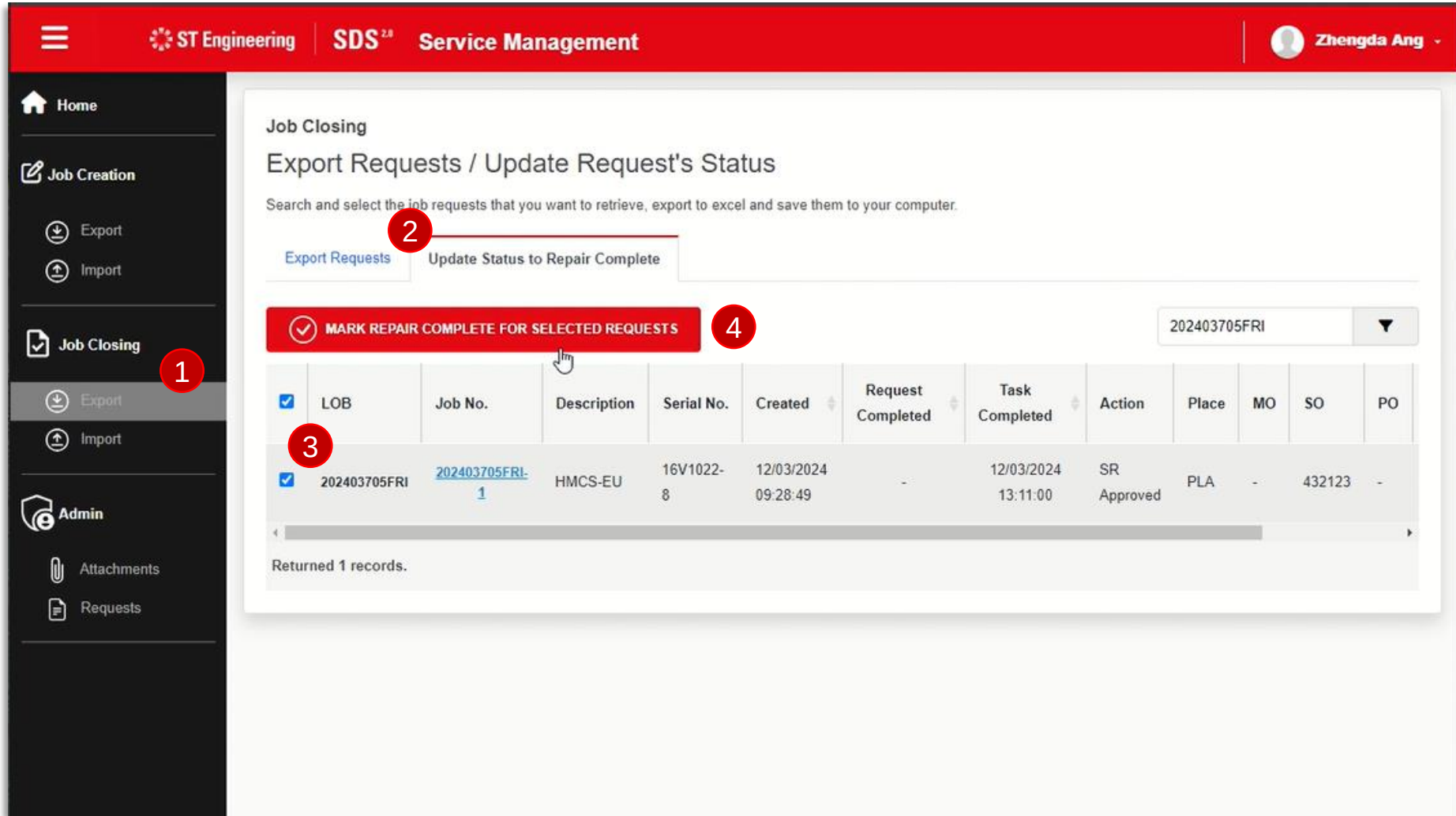
Tech Admin can update status of equipment and items at the Service Portal, **Export/Import Data** section.



Mark Repair Complete

Under 1 **Job Closing > Export**, go to 2 **Update Status to Repair Complete** Tab and select 3 items that are repaired.

4 Select **Mark Repair Complete for selected requests** to update the repair status.



Transit Centre: Job Closing

- Process Overview
- Request Management
- Update YT3
- Update Multiple Requests with YT3 at SM Portal
- Prepared for Delivery, DN Created

ST Engineering

TRANSIT CENTER: JOB CLOSING

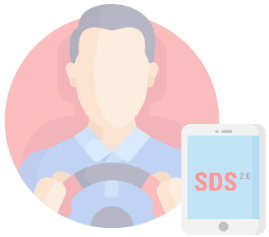
Process Overview

Customer submits an Inhouse repair request

START

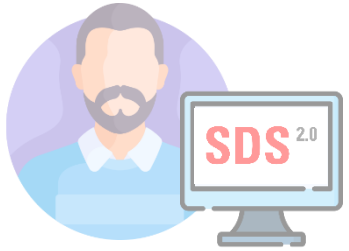
Product delivered to Customer's site

END



Milk-run Driver accepts task to collect repaired Product

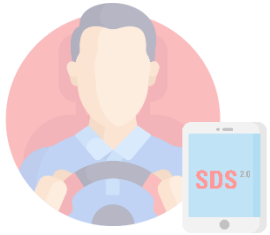
Transit Centre updates YT3 no. and prepares for delivery



Tech Admin confirms repairs completed

Store Personnel receives repaired Product and prepares to send for delivery

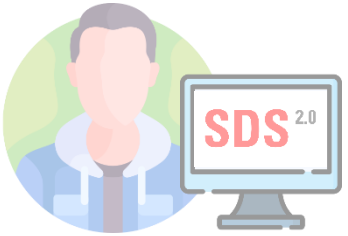
Transit Centre creates SO and sends request to fetch products for pickup.



Milk-run Driver accepts task to collect Unusable Product from customer

Product collection at Customer's Site

Milk-run Driver drop-off Unusable Product to Store

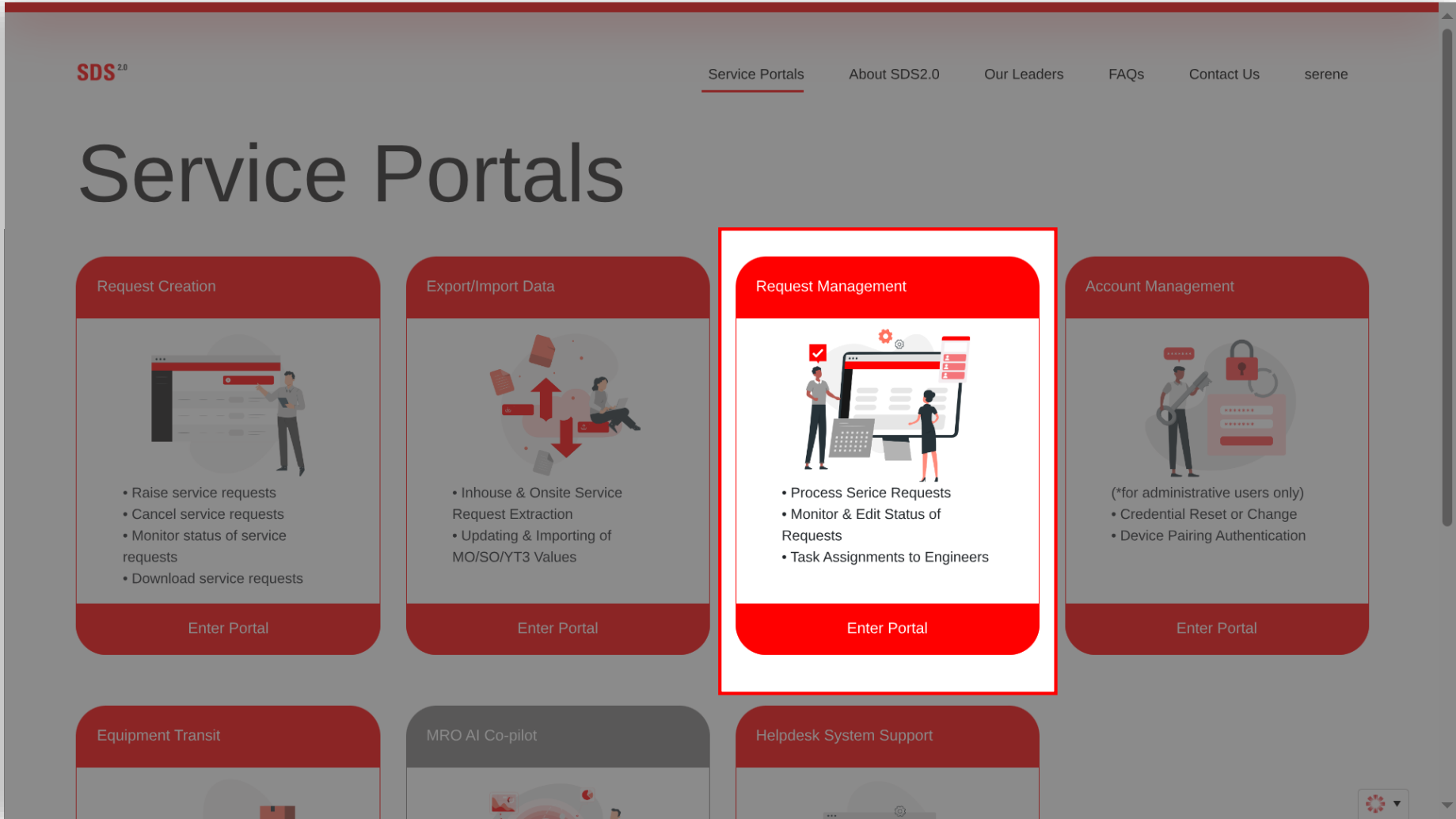


Store Personnel sends Product to Depot for repair

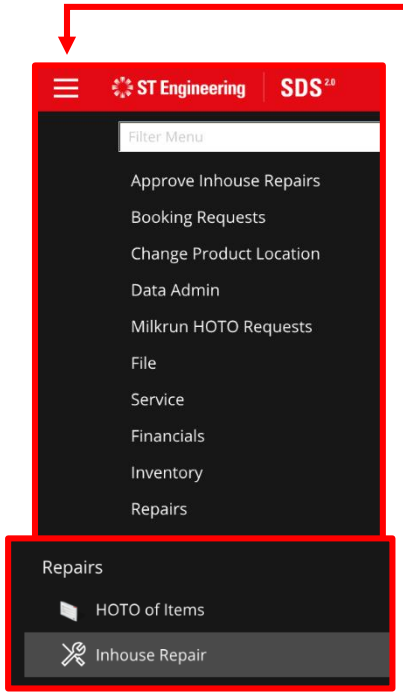
Engineer repairs Unusable Product

Request Management

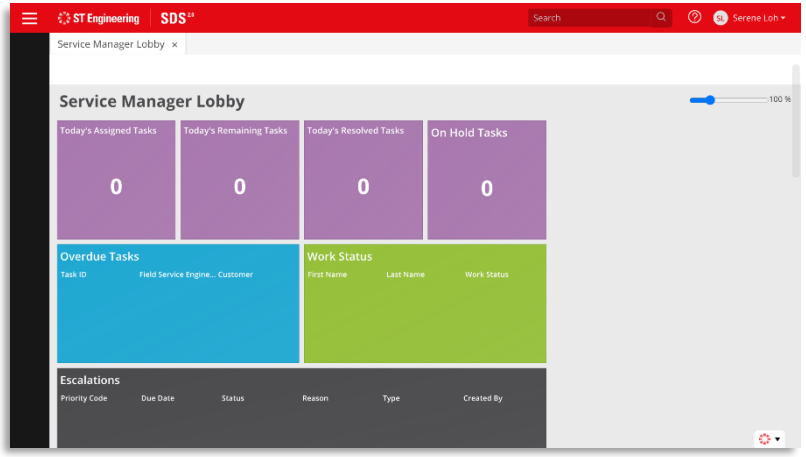
Service managers can manage service requests at the Service Portal, **Request Management**



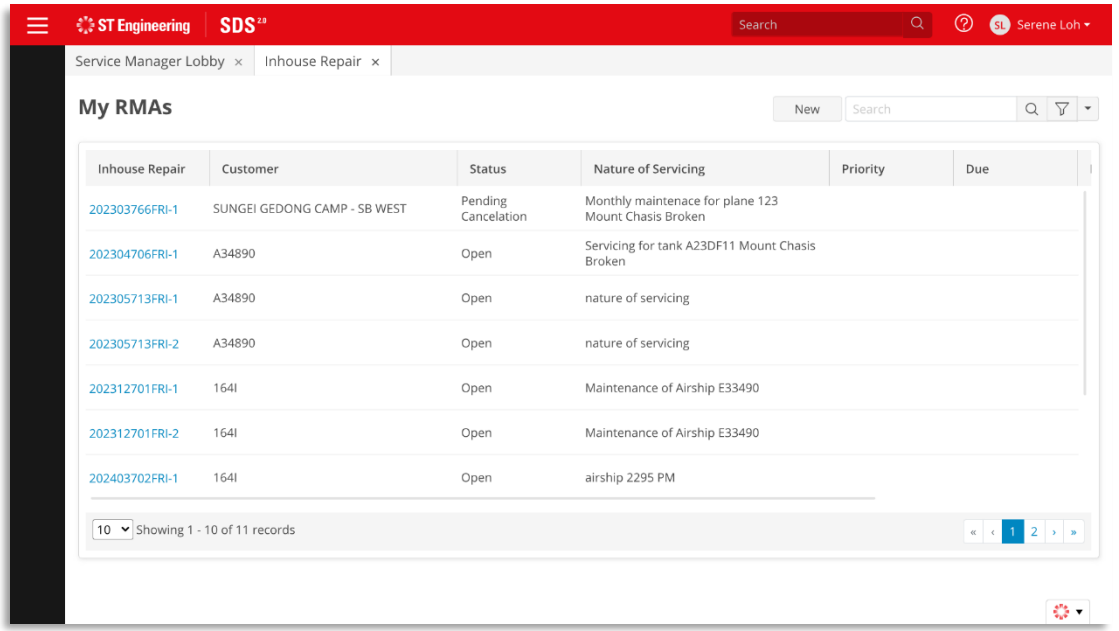
Update YT3 (1)



1 Service manager can go to **Inhouse Repair** page via **Menu > Repairs > Inhouse Repair**



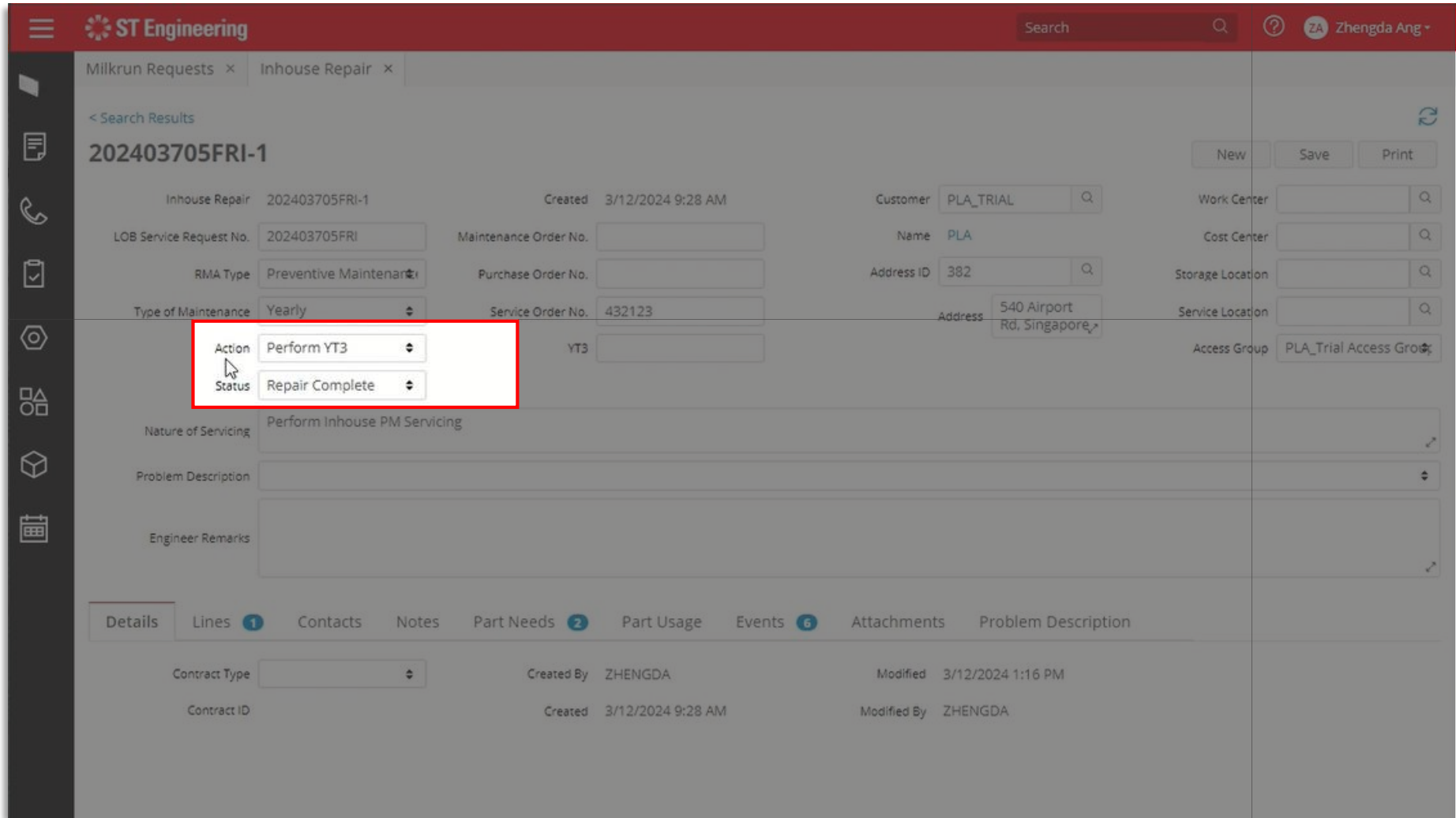
2 Service manager can search for the **request ID** by its **LOB Service Request Number.**



For further details on request management, please refer to ***User Guide for Manager Portal***

Update YT3 (2)

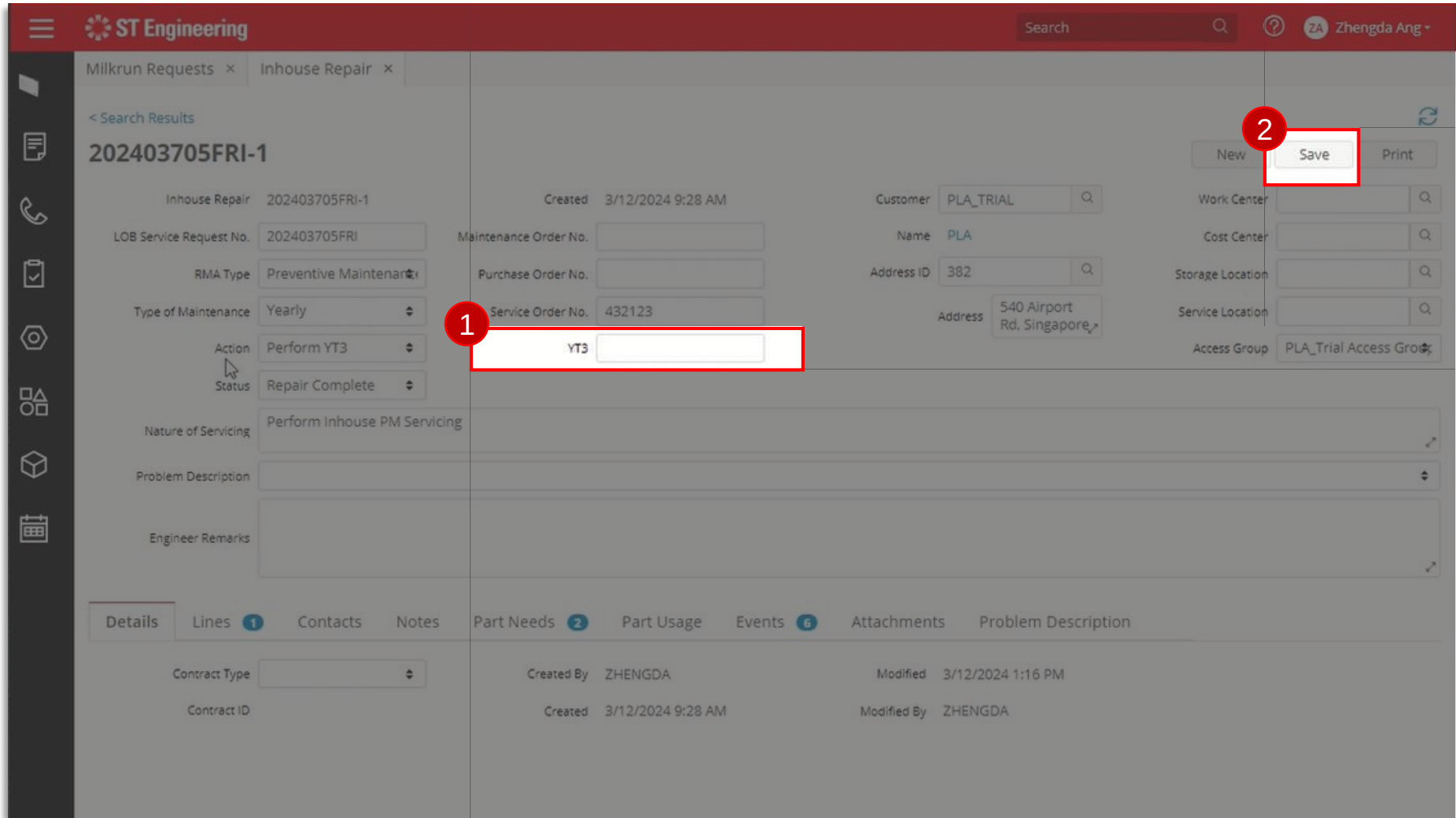
After Tech Admin marked items as repair complete, request Action is updated to **Perform YT3**, and status to **Repair Complete.**



Update YT3 (3)

Store personnel can only proceed to send items for delivery after the YT3 is input into the system.

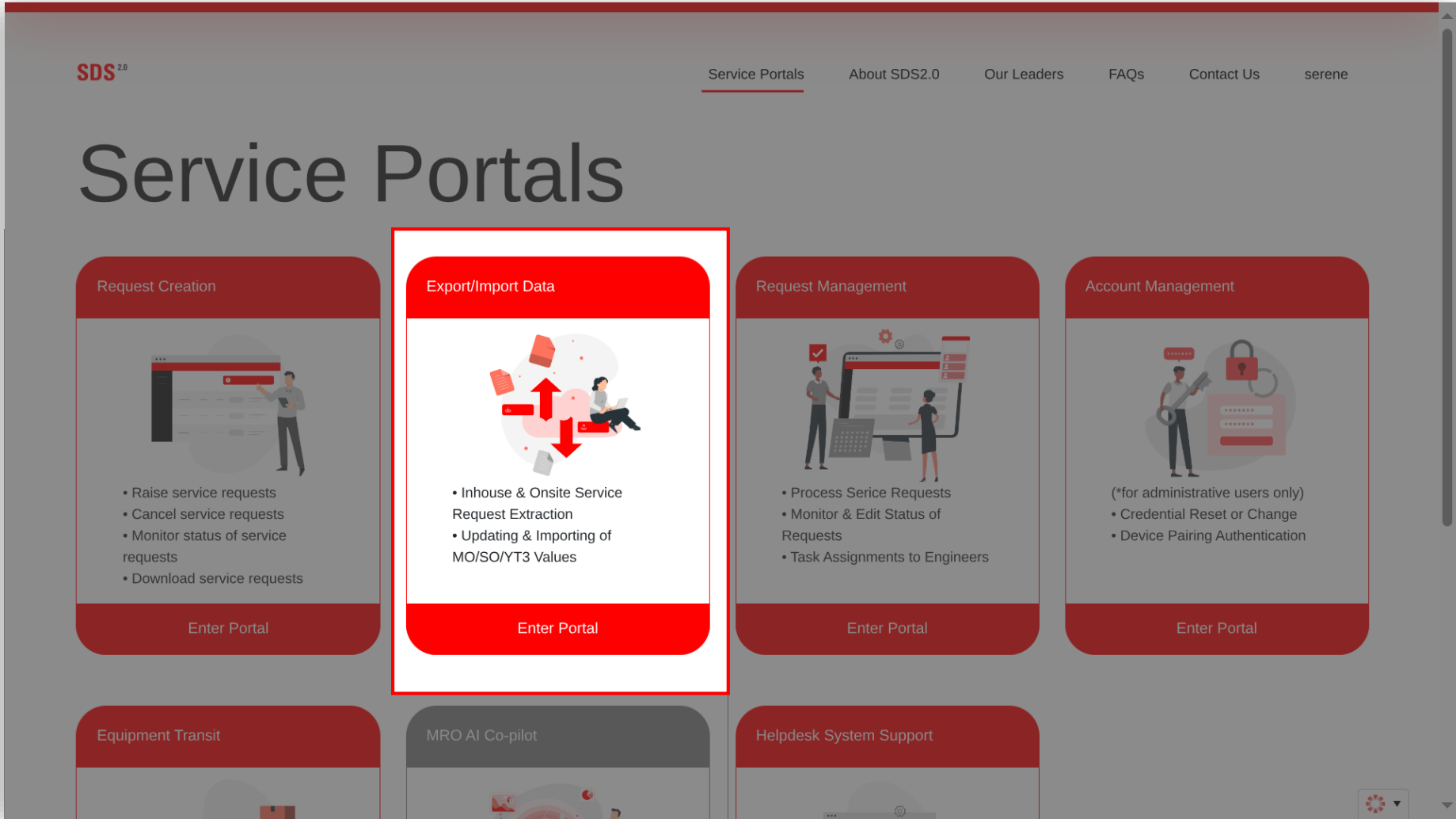
Enter the 1 **YT3** in the textbox and tap 2 **Save** to update changes.



Update Multiple Requests with YT3 at SM Portal

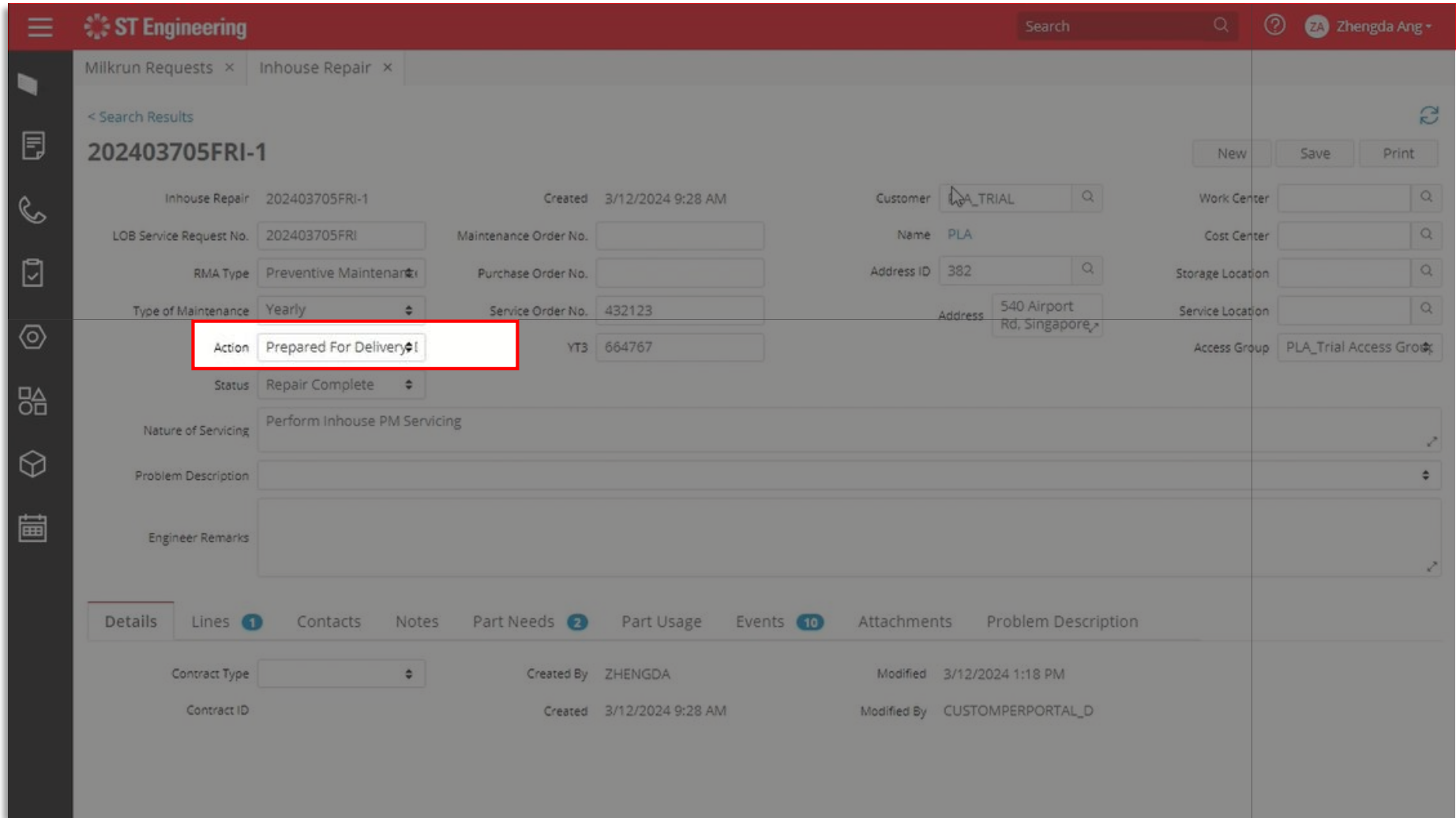
Alternatively, Transit Centre can update YT3 for multiple requests at the Service Portal, **Export/Import Data.**

For further details on how to export/ import data, please refer to ***User Guide for SM Portal***



Prepared for Delivery, DN Created

After Transit Centre updated the YT3, the request Action is updated to **Prepared for Delivery, DN Created.**



Store to Product Delivery

- Process Overview
- Equipment Transit
- Collect from Workshop
- Prepare for Delivery
- Send for Delivery

ST Engineering

STORE TO PRODUCT DELIVERY

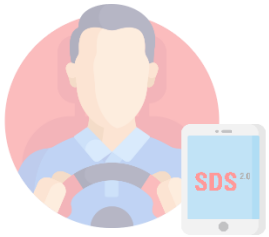
Process Overview

Customer submits an Inhouse repair request

START

Product delivered to Customer's site

END



Milk-run Driver accepts task to collect repaired Product

Transit Centre updates YT3 no. and prepares for delivery

Tech Admin confirms repairs completed

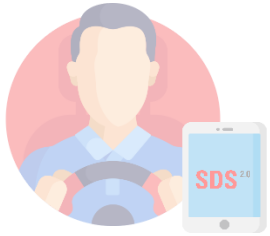
Store Personnel receives repaired Product and prepares to send for delivery

Store Personnel sends Product to Depot for repair

Engineer repairs Unusable Product

Drop-off Product at Store

Product collection at Customer's Site

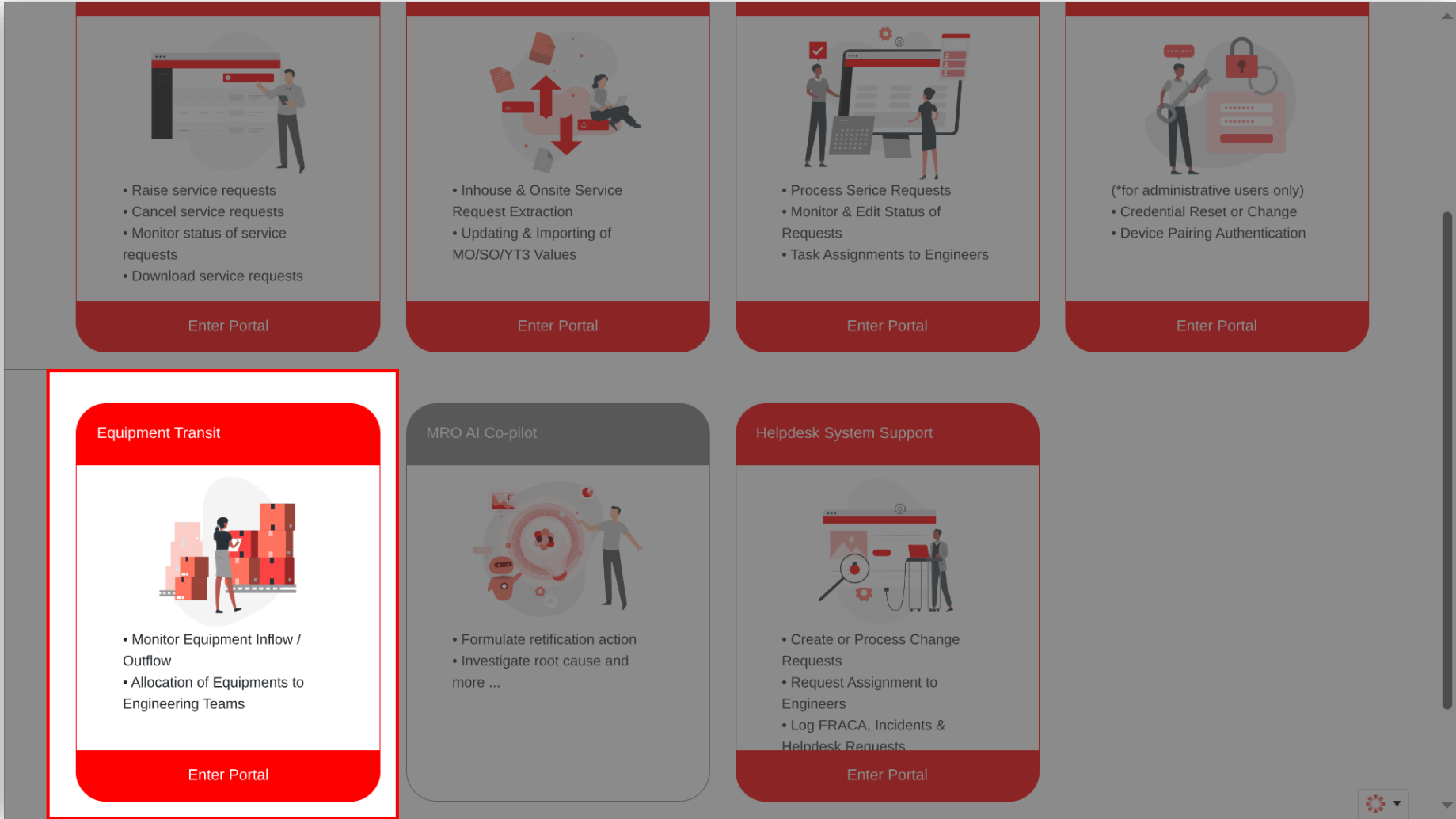


Milk-run Driver accepts task to collect Unusable Product from customer

Transit Centre creates SO and sends request to fetch products for pickup.

Equipment Transit

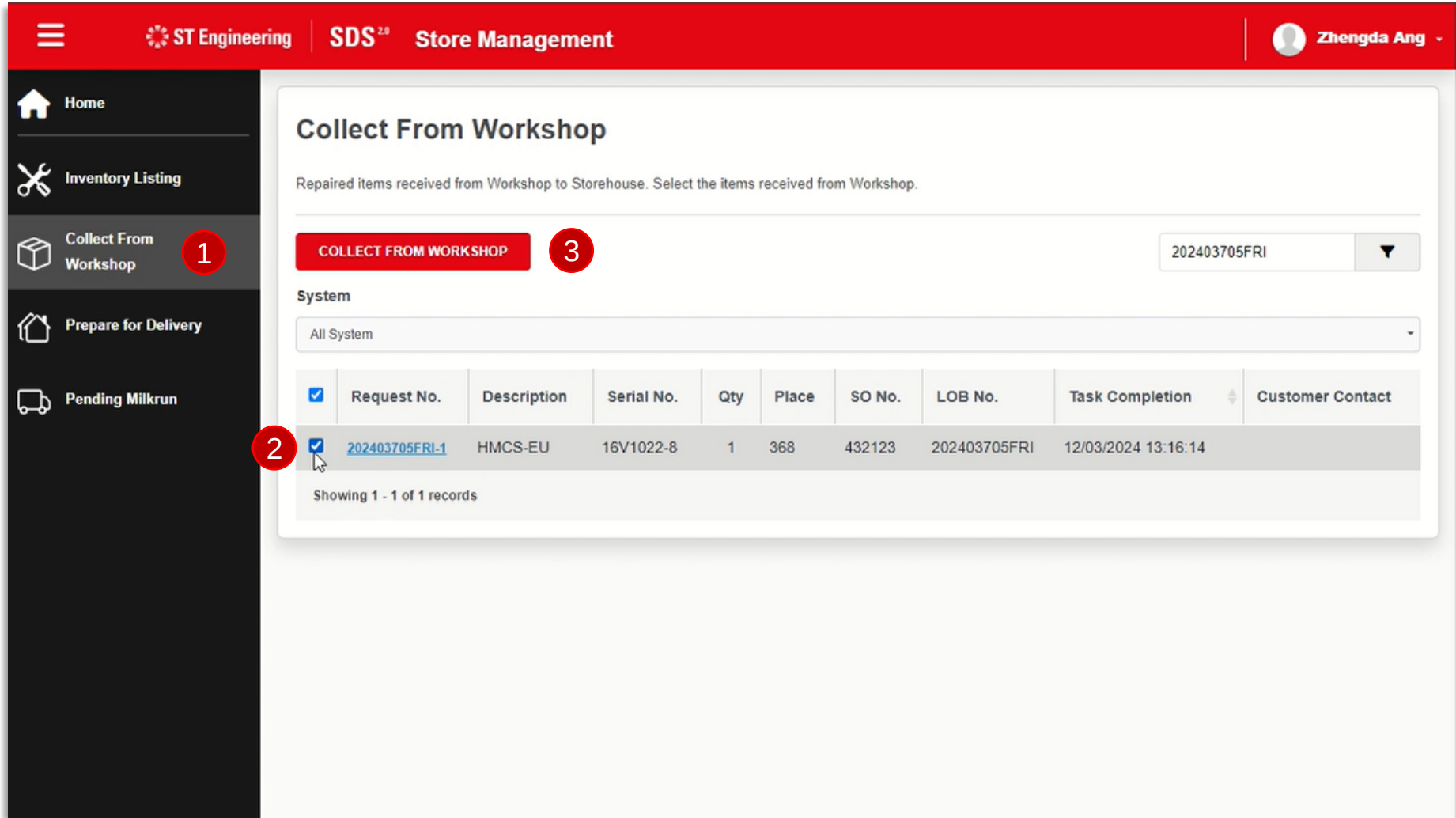
Store personnel can manage equipment and items at the Service Portal, **Equipment Transit** section.



Collect from Workshop (1)

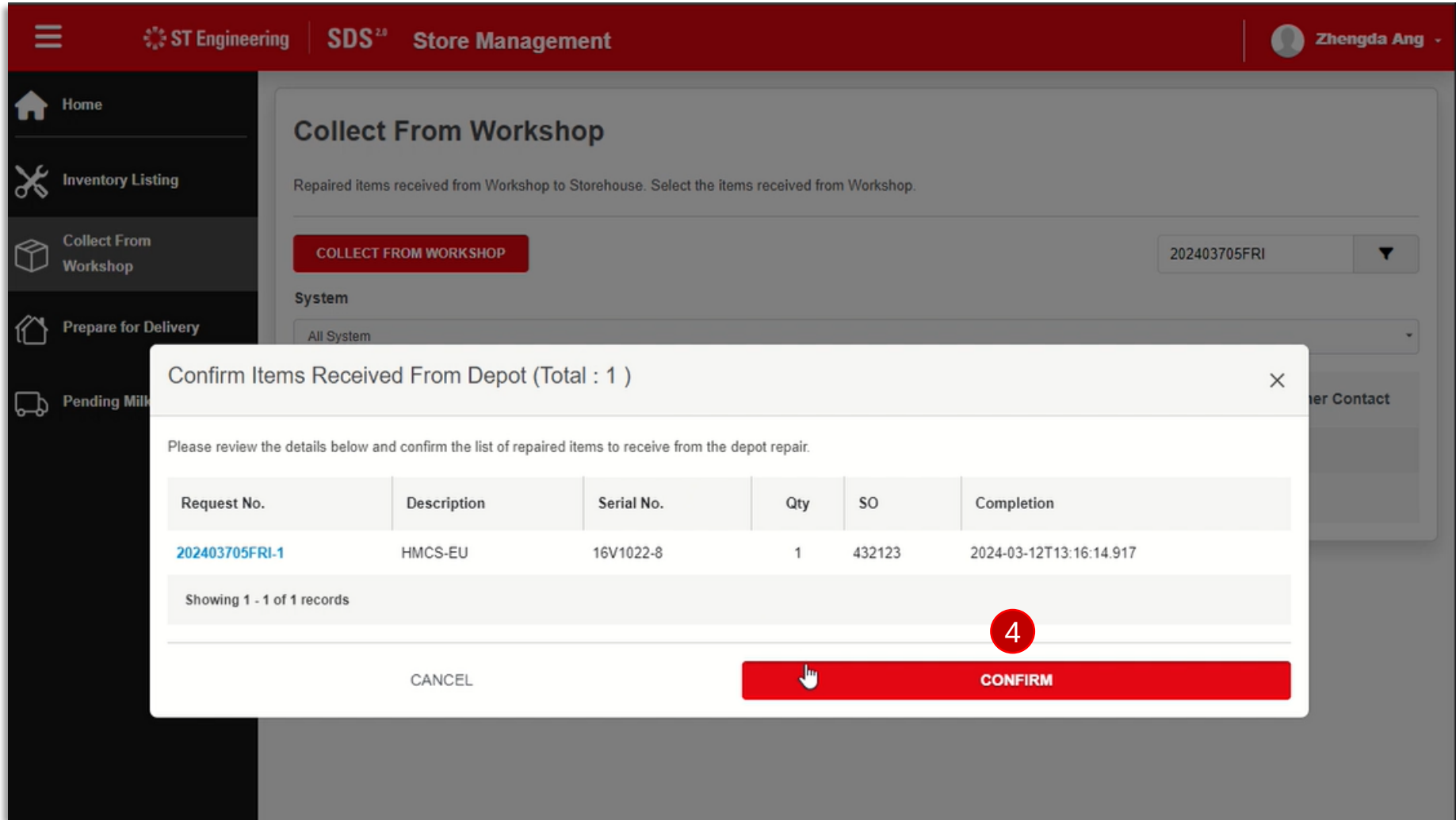
Items that completed repair are shown here.

1 Go to menu **Collect from Workshop**. Store personnel can 2 check a list of items received from depot and proceed to 3 **Collect From Workshop.**



Collect from Workshop (2)

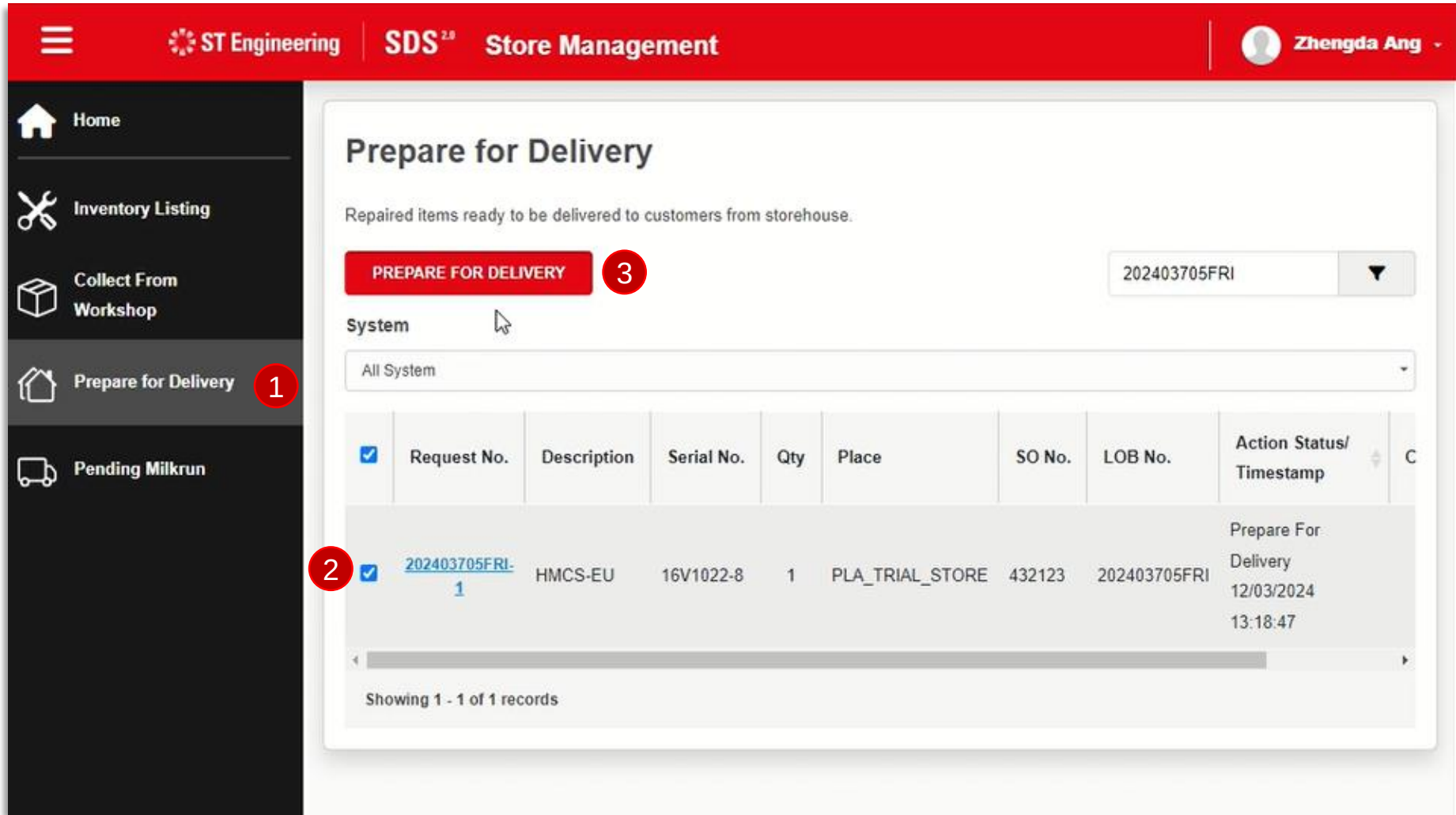
4 **Confirm** the details of the repaired items received from depot.



Prepare for Delivery (1)

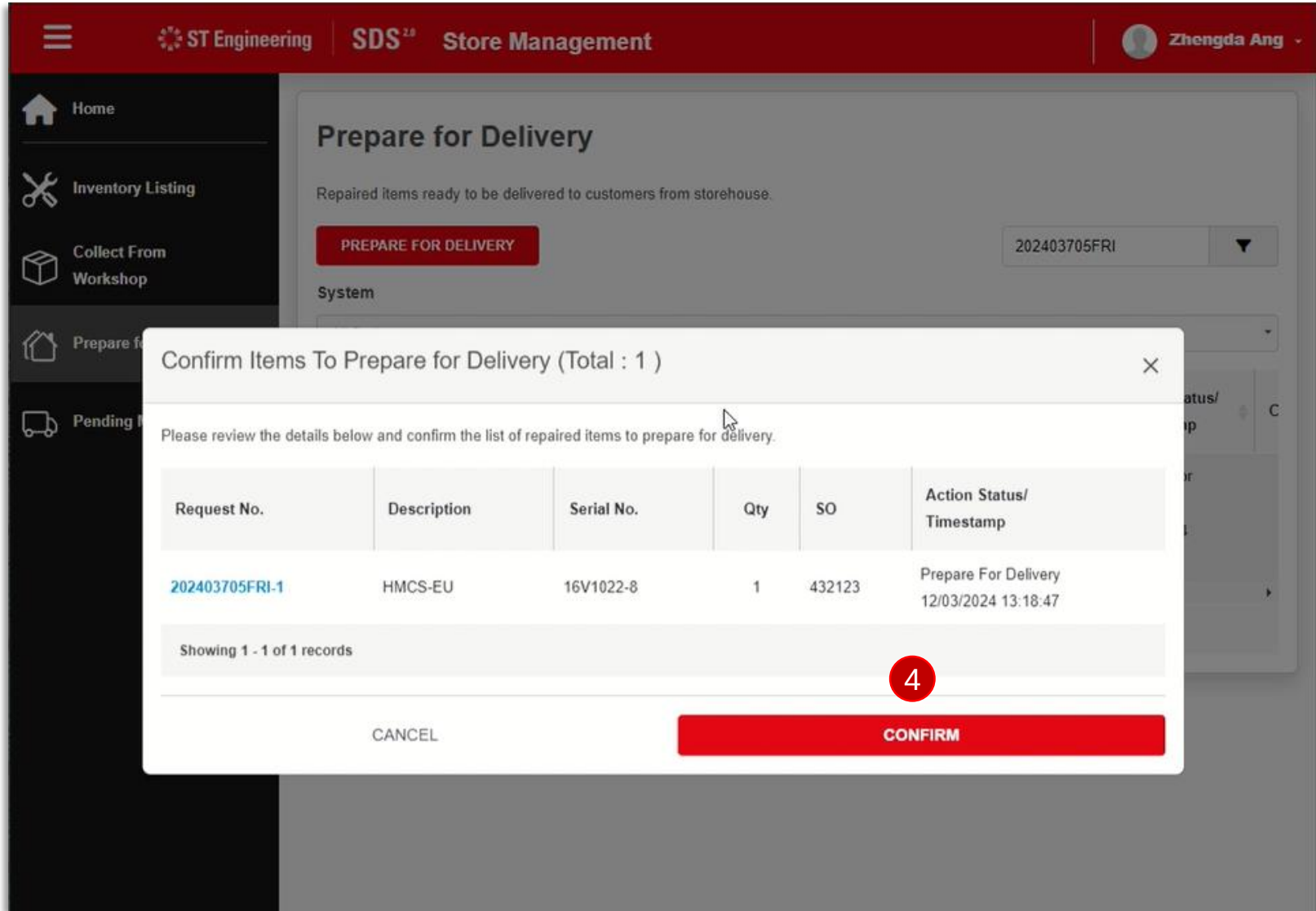
Repaired items with delivery note are shown here.

1 Go to menu **Prepare for Delivery**. Store personnel can 2 check a list of items and select 3 **Prepare for Delivery.**



Prepare for Delivery (2)

4 **Confirm** the details of the items to prepare for delivery.

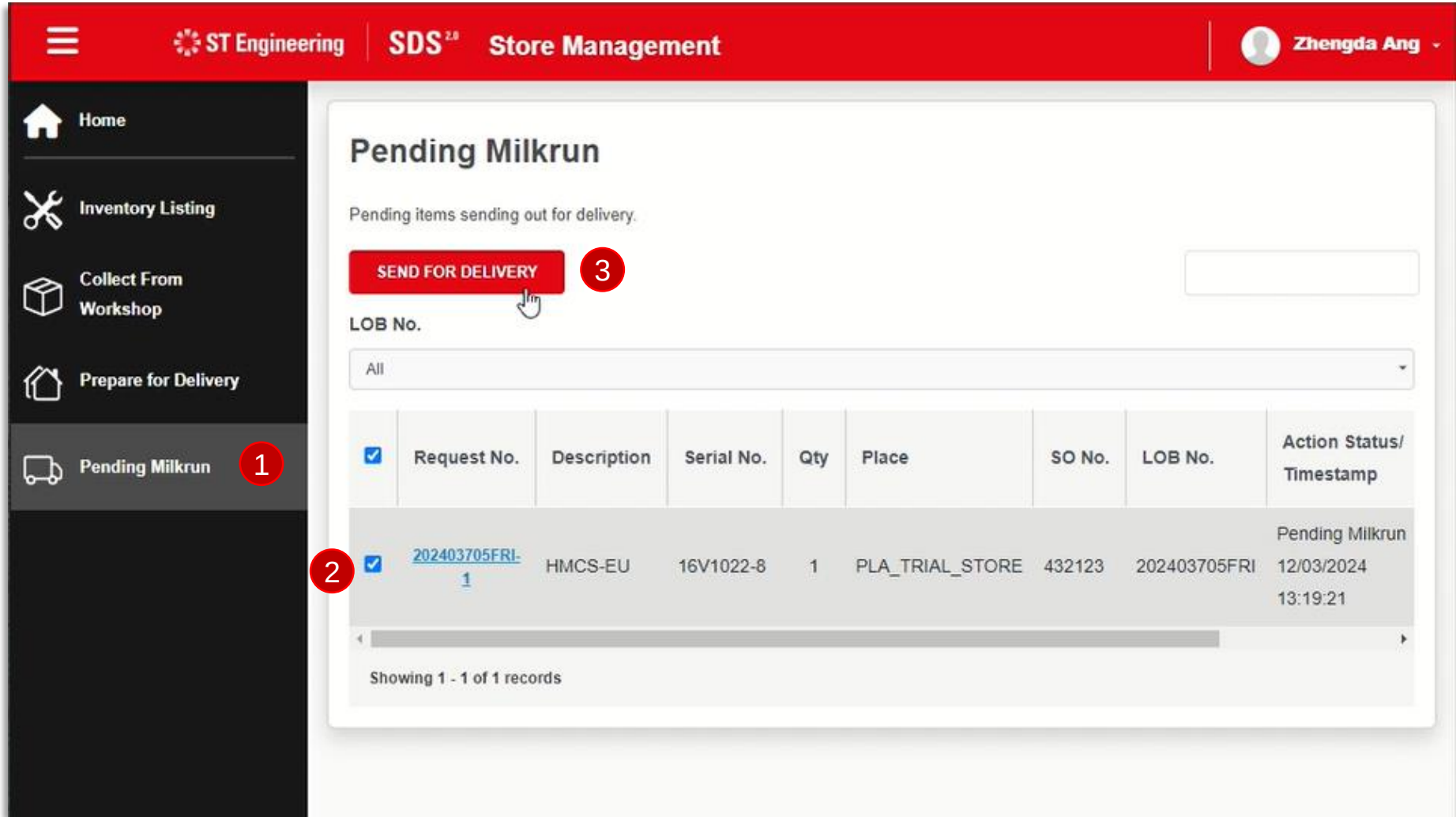


Send for Delivery (1)

Items ready for Milkrun driver to deliver are shown here.

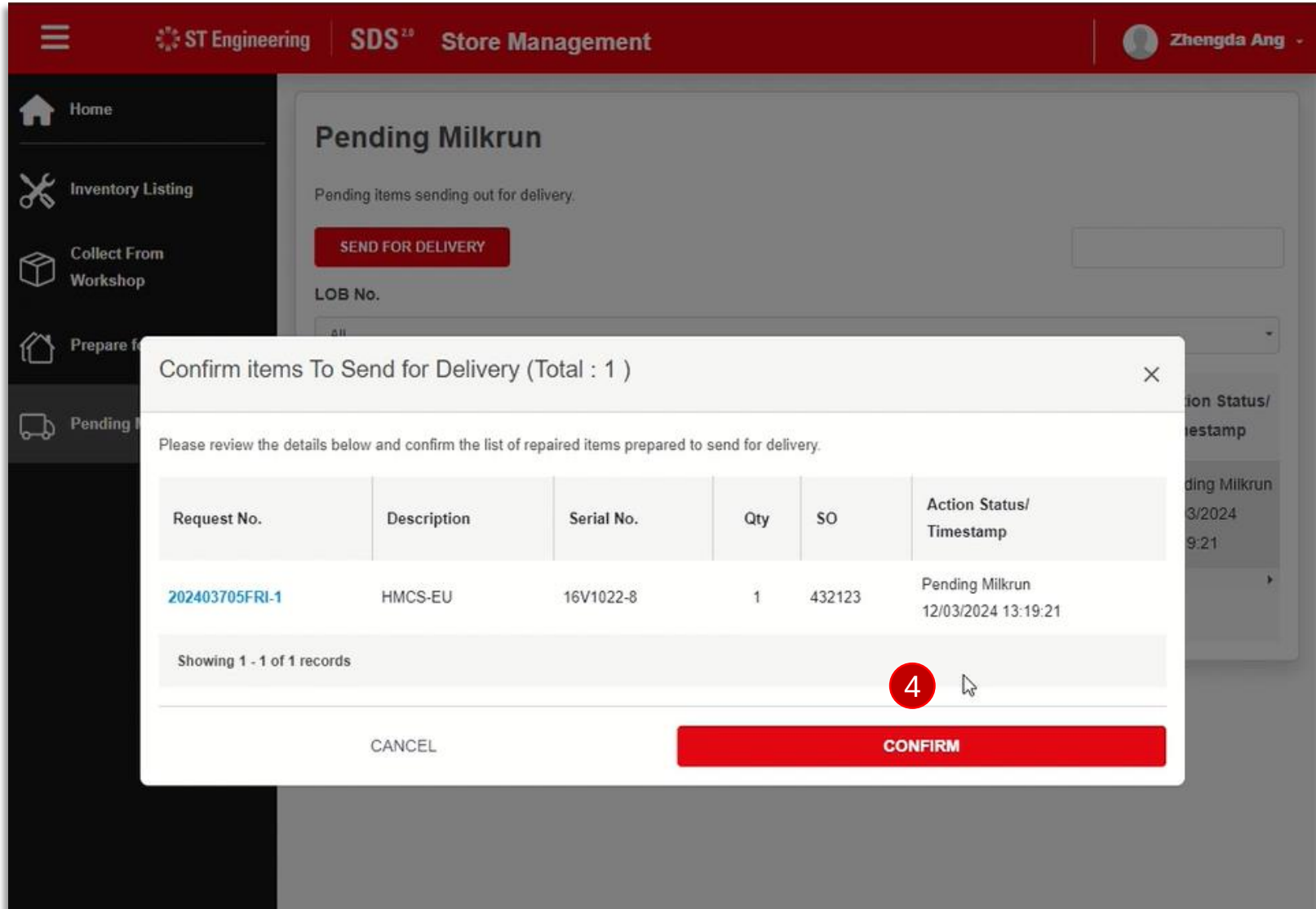
1 Go to menu **Pending Milkrun**. Store personnel can 2 check a list of items and select

3 **Send for Delivery.**



Send for Delivery (2)

4 **Confirm** the details of the items ready for Milkrun driver to send for delivery to customer.



Milkrun Driver (Deliver)

- Process Overview
- Milkrun Open Task
- Accepting Milkrun Open Task
- Processing Milkrun Task

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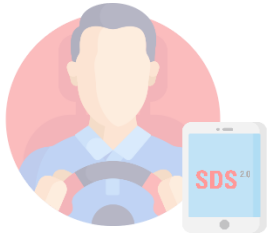
MILKRUN DRIVER (DELIVER)

Process Overview

Customer submits an Inhouse repair request

START

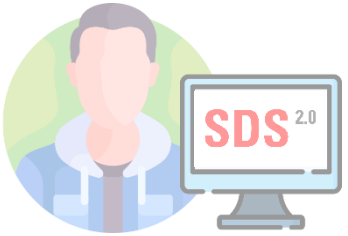
Transit Centre creates SO and sends request to fetch products for pickup.



Milk-run Driver accepts task to collect Unusable Product from customer

Product collection at Customer's Site

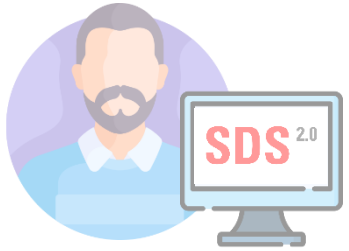
Drop-off Product at Store



Store Personnel sends Product to Depot for repair

Engineer repairs Unusable Product

Tech Admin confirms repairs completed



Store Personnel receives repaired Product and prepares to send for delivery

Transit Centre updates YT3 no. and prepares for delivery

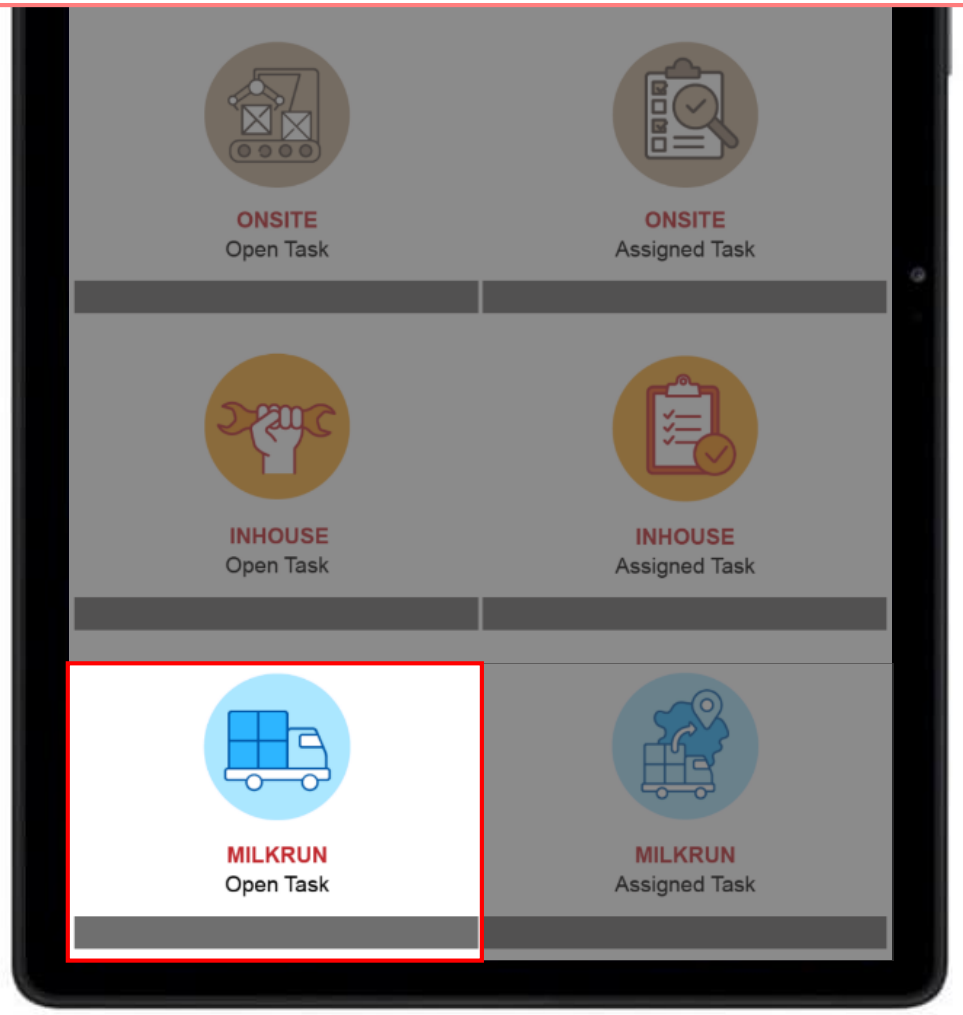
Milk-run Driver accepts task to collect repaired Product

Product delivered to Customer's site

END

Milkrun Open Task

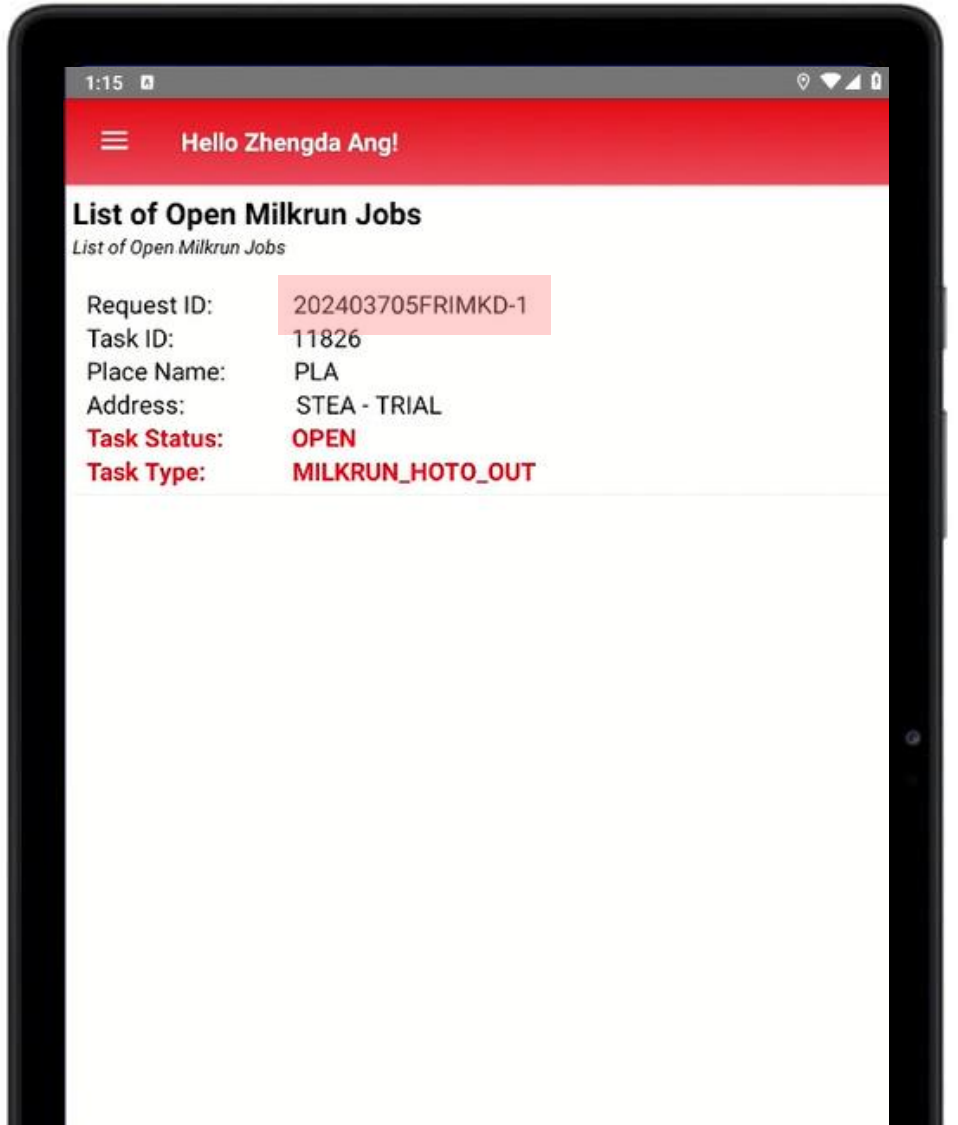
When Store Personnel handover the repaired items to the milkrun driver for delivery, the milkrun driver will be able to accept new task from **Milkrun Open Task** section.



Accepting Milkrun Open Task (1)

In **Milkrun Open Task**, it will display a list of open milkrun jobs. Look for the **request ID** to work on and tap on the subject to view the task.

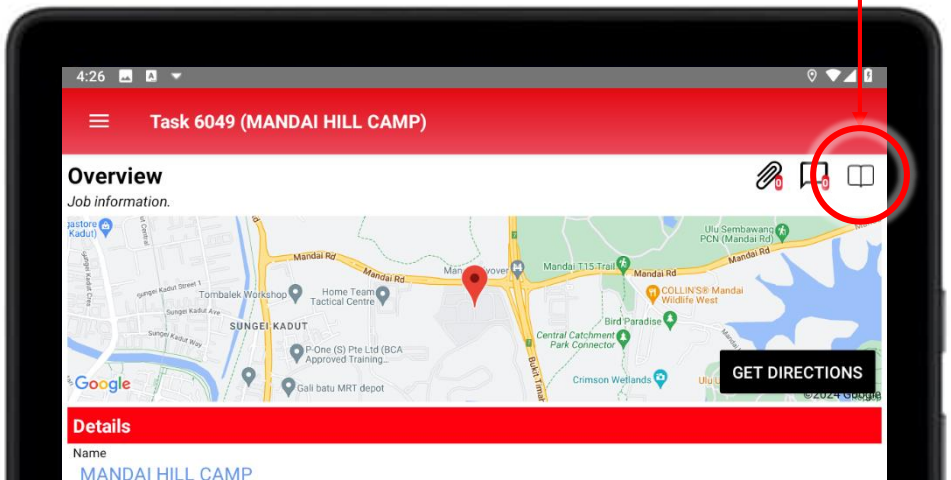
Milkrun_HOTO_OUT refers to repaired items received from store to be delivered.



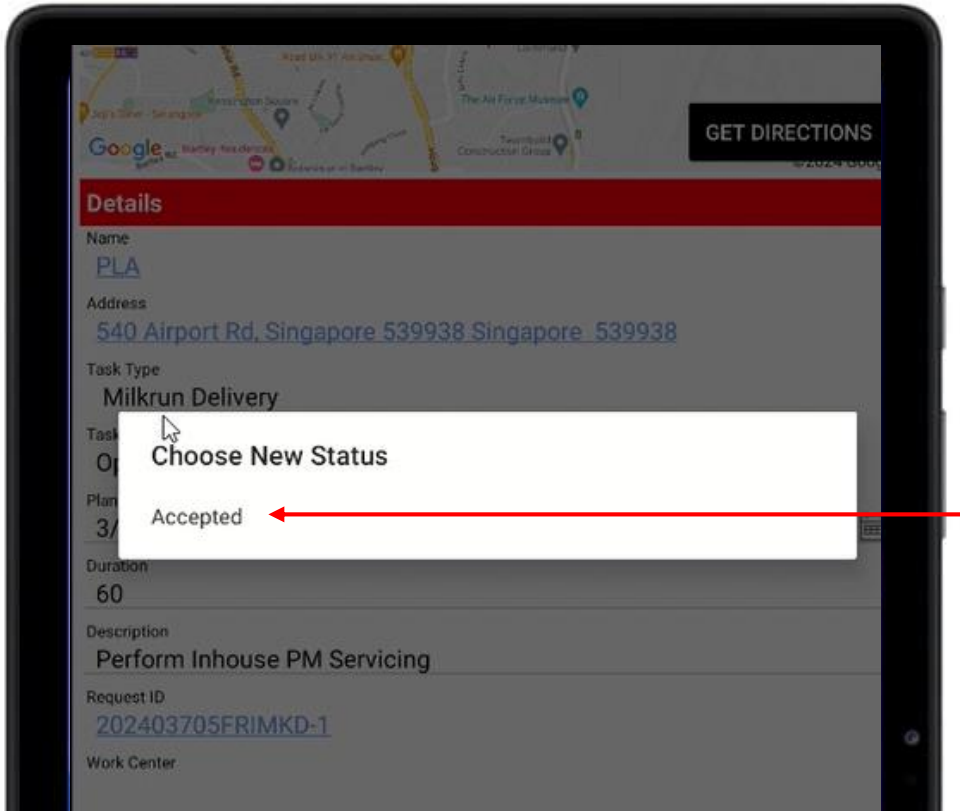
Accepting Milkrun Open Task (2)

1 Select the **Book** icon

to open the accept window.



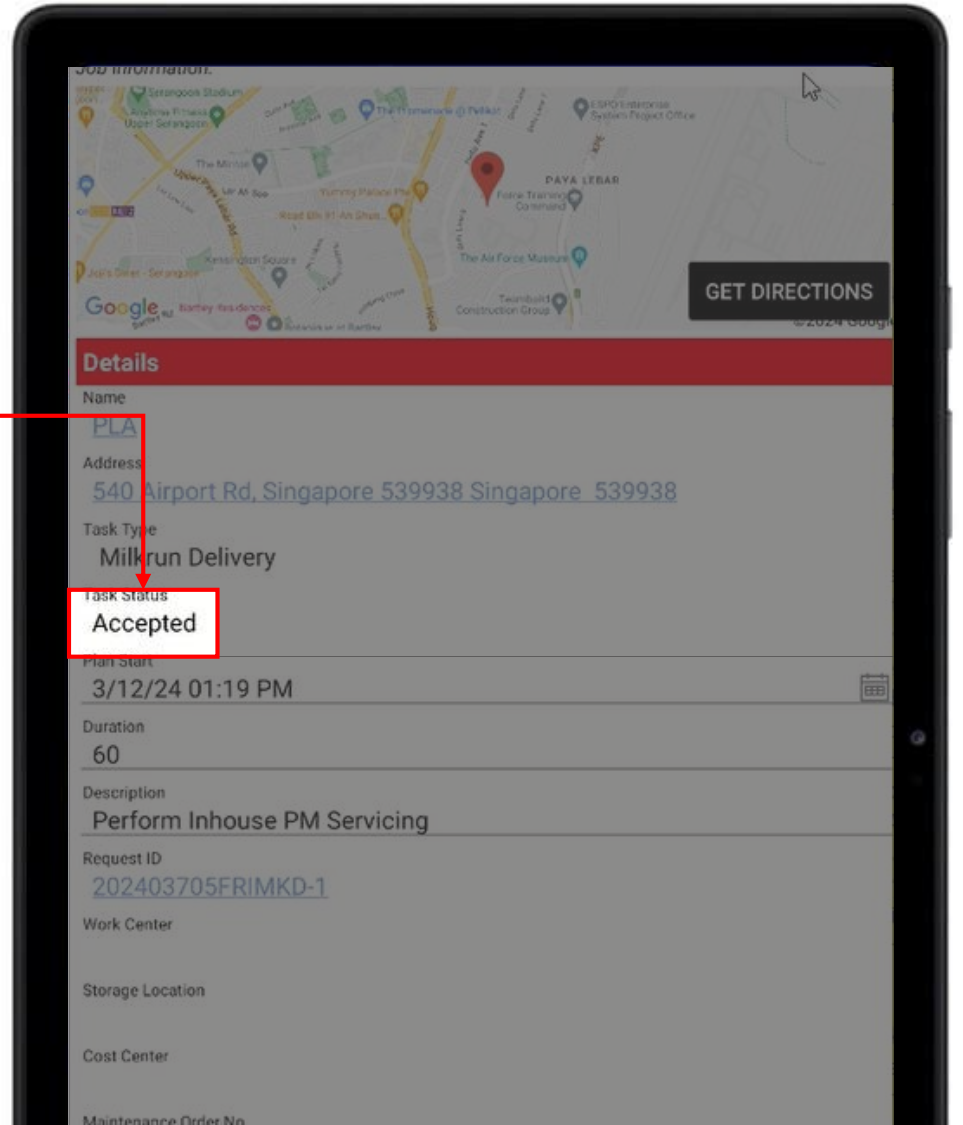
2 Tap **Accepted** to assign job to self.



Accepting Milkrun Open Task (3)

Task Status will change from **Open** to **Accepted**.

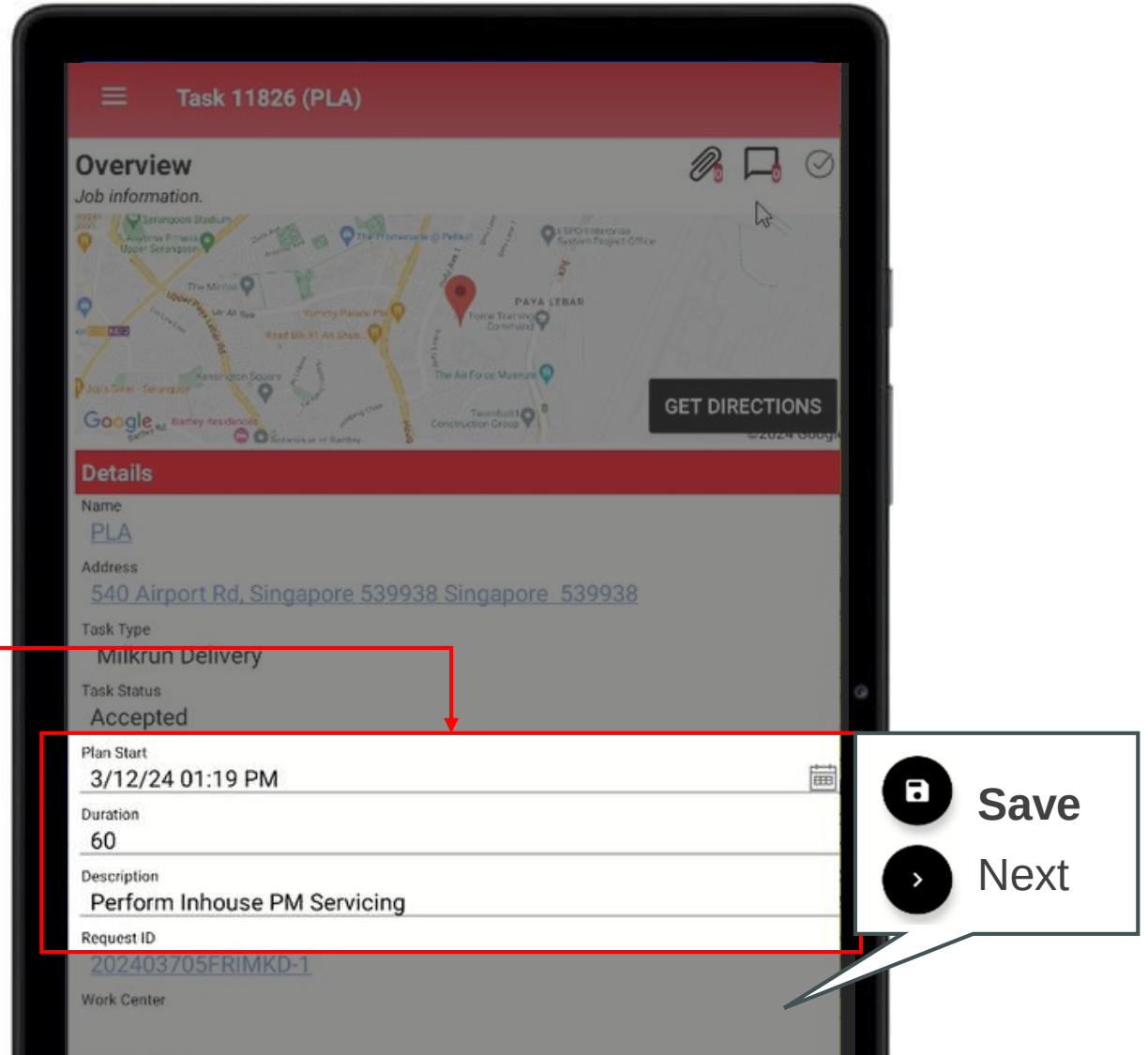
It can be viewed and edited by assigned milkrun driver.



Processing Milkrun Task (1)

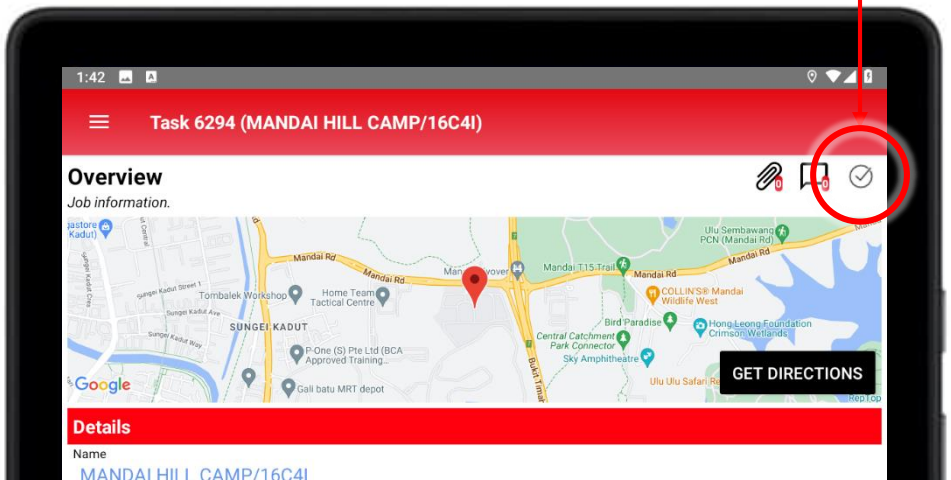
Check if there is any change to the **Plan Start** Date/Time, **Duration** and the **Description**.

Milkrun driver can modify the text fields accordingly and tap **Save** to update.

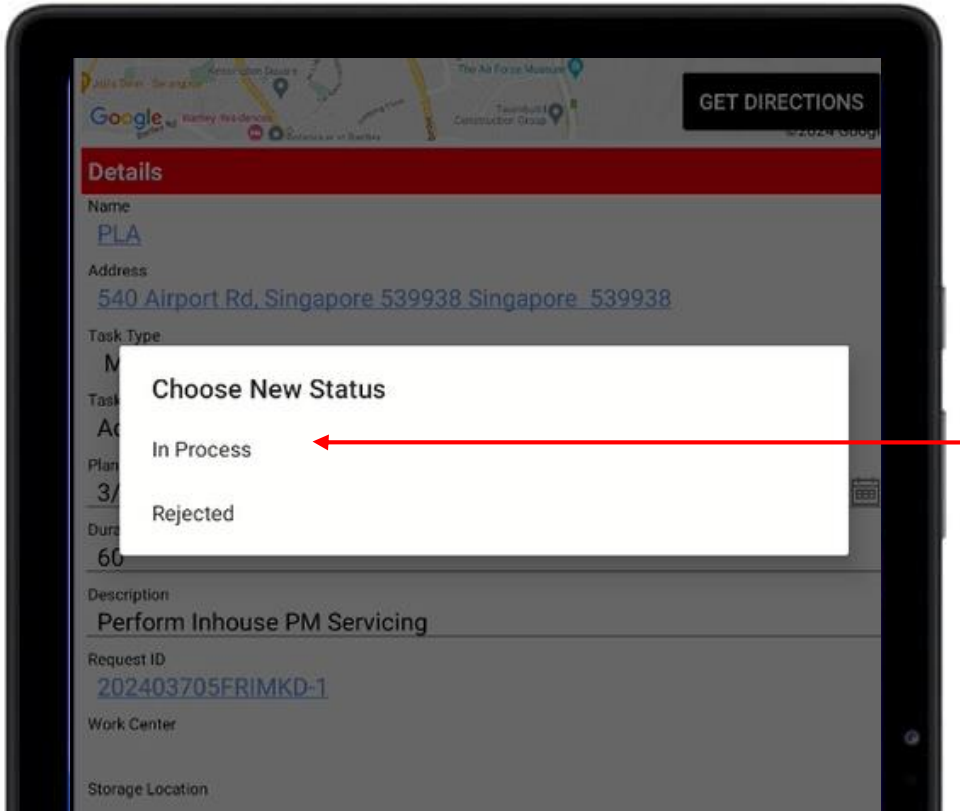


Processing Milkrun Task (2)

1 Select the icon ✓ to open the status window.



2 Tap **In Process** to confirm.

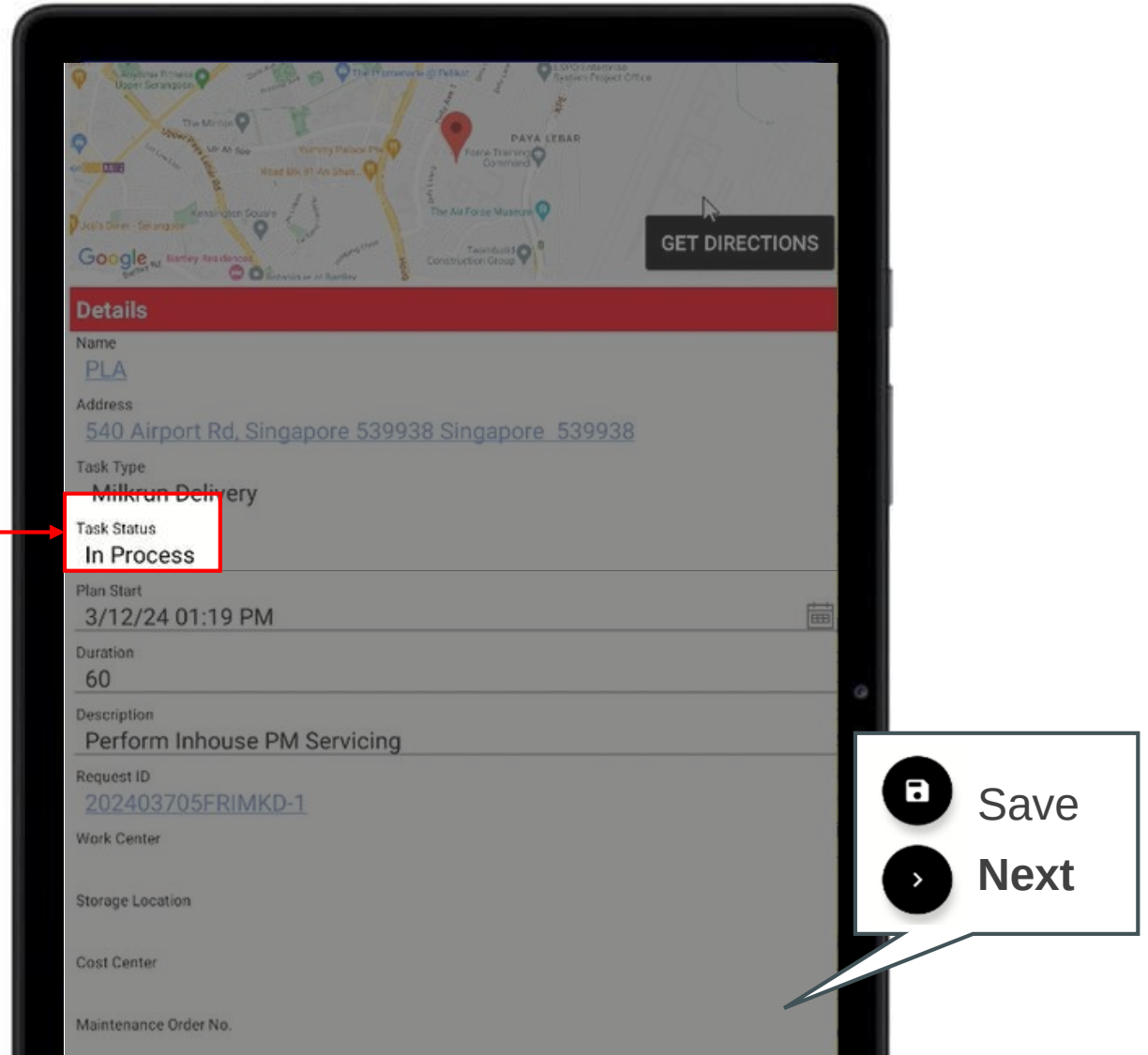


Processing Milkrun Task (3)

Task Status will change from

Accepted to **In Process**.

Proceed **Next** to continue with the job task.

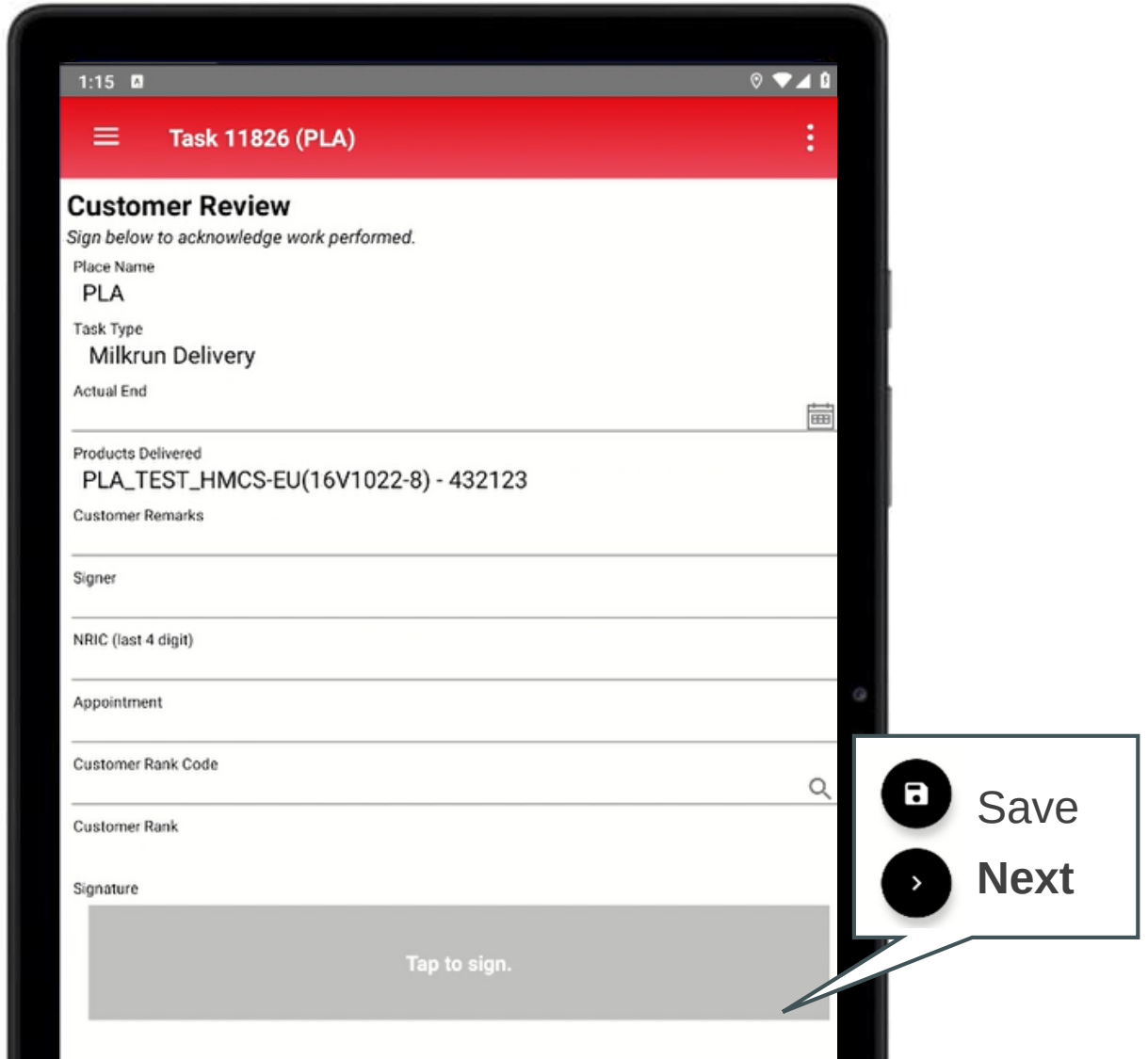


Processing Milkrun Task (4)

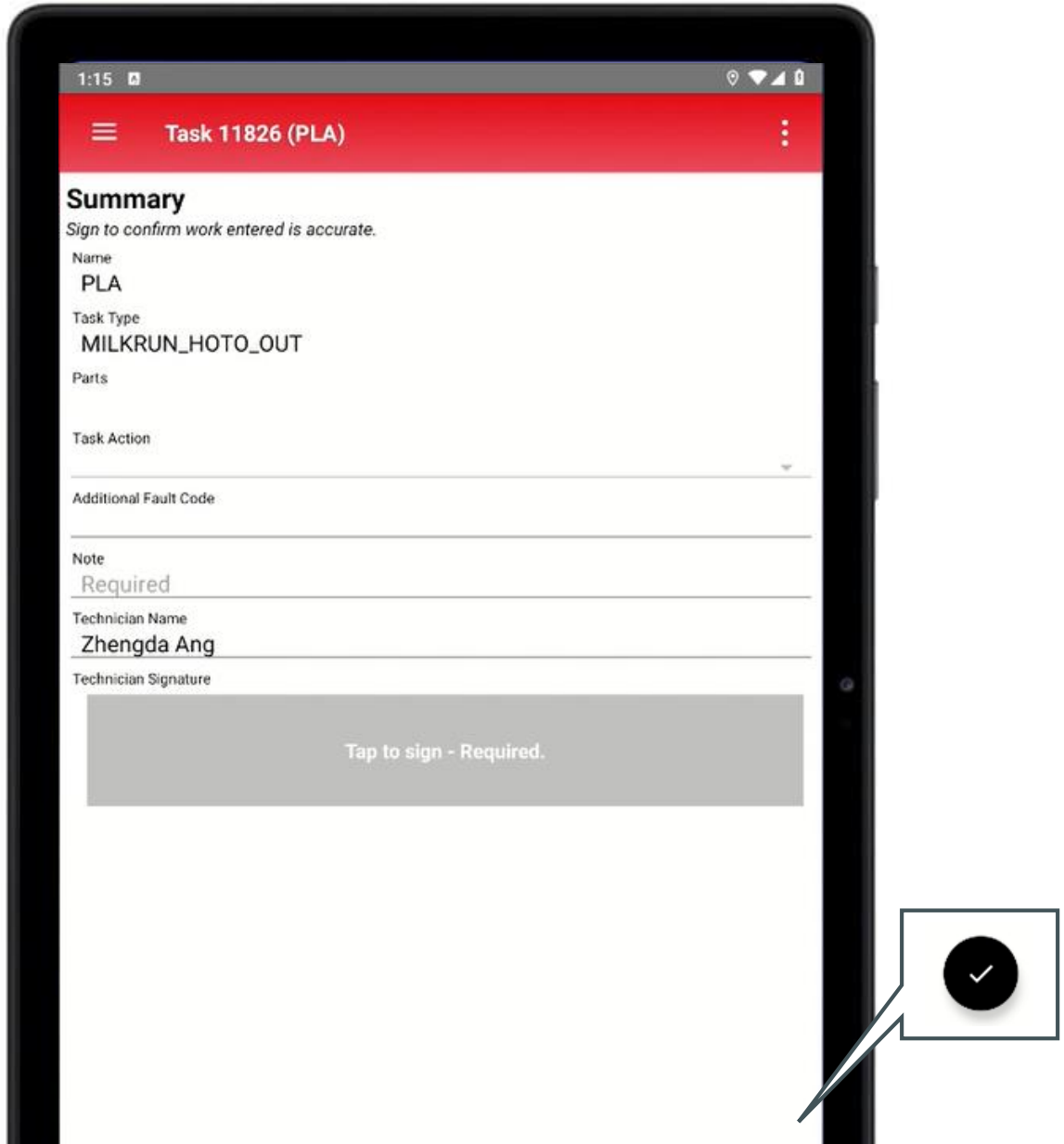
Customer Review is required to have customers to confirm that the items have been delivered by the Milkrun driver.

Have the customer fill-in the necessary details and sign-off to confirm the HOTO to customer.

Proceed **Next** to continue with the job task.



Processing Milkrun Task (5)



Summary is concluded by the Milkrun driver that the items have been HOTO to customer. Milkrun driver can sign-off to close the task.

Proceed to complete the job task.

Service Report

- Customer Portal
- Download Service Report
- View Service Report

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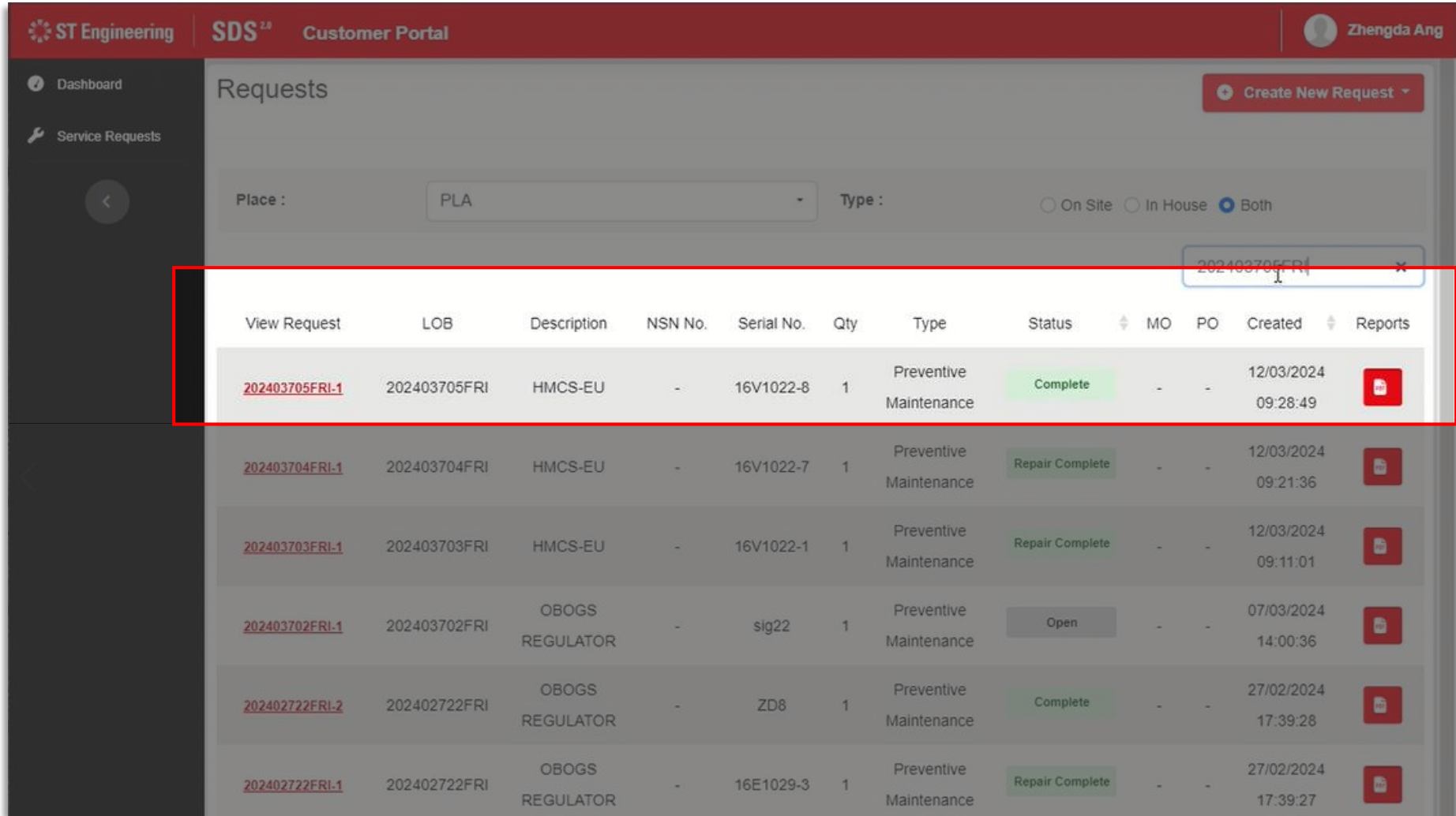
Customer Portal

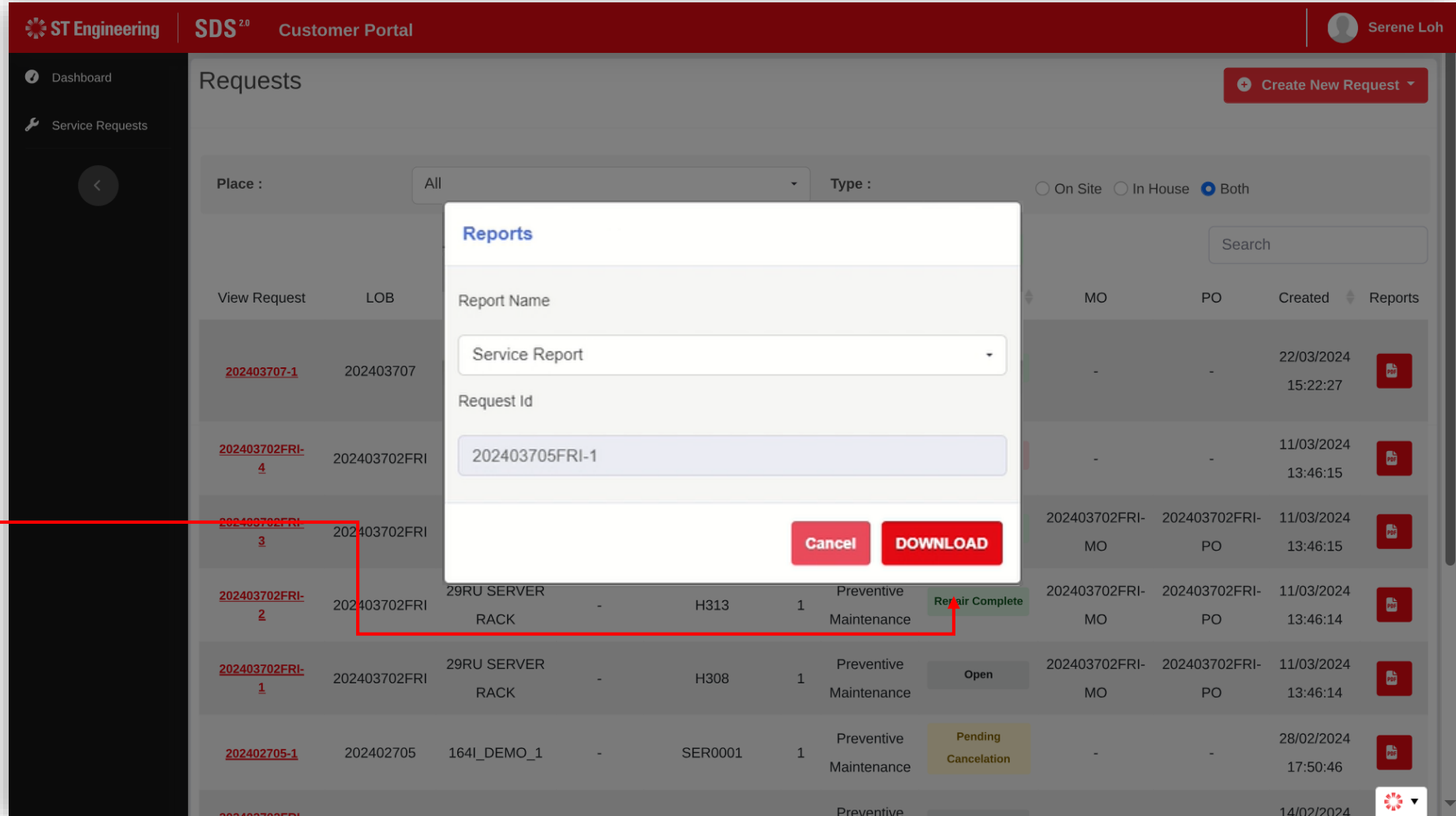
After task completed, customer can select **PDF** under **Reports** to download the report.



Download Service Report

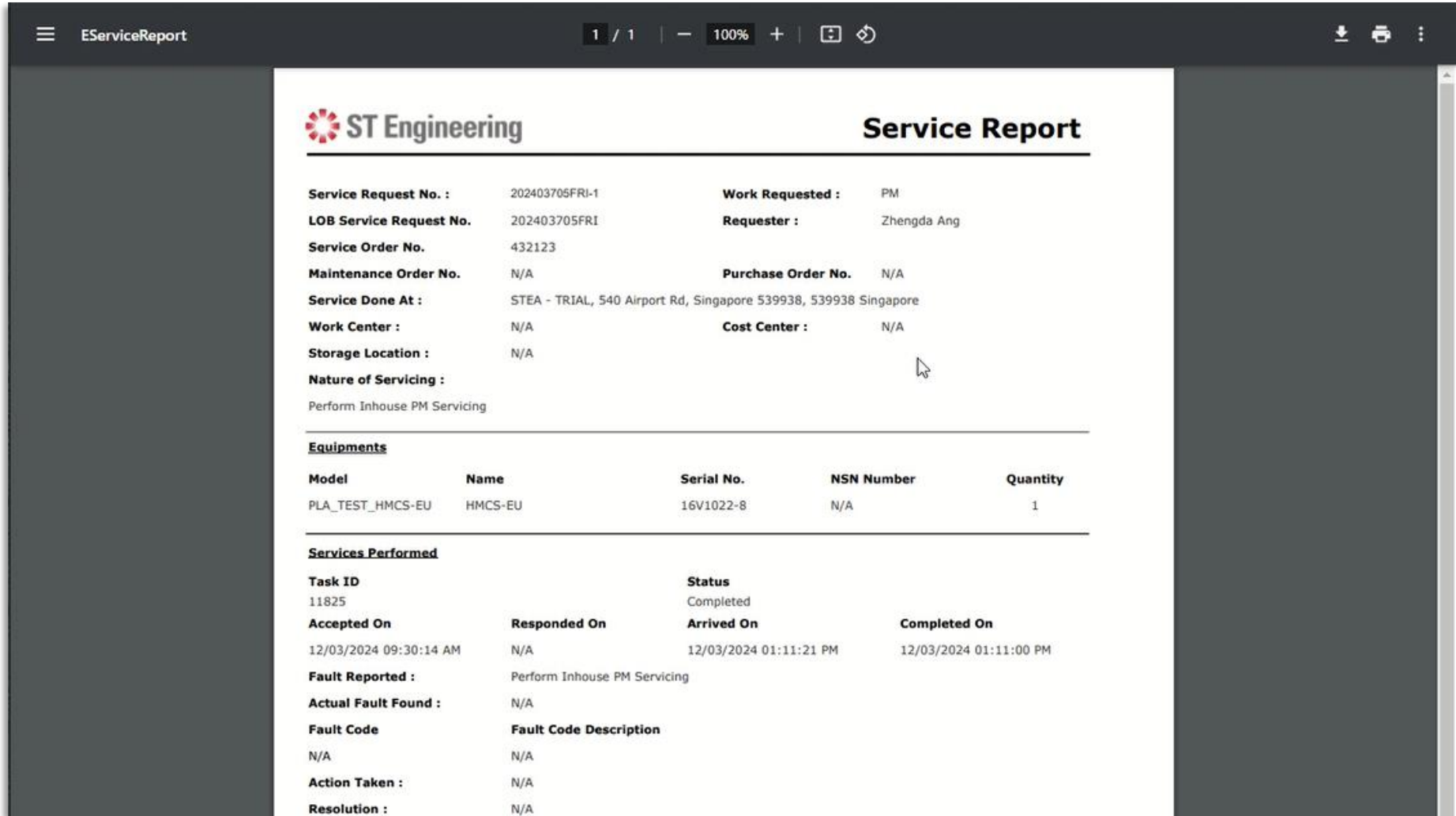
It will open a Reports panel for customer to choose the available reports for downloading.

Tap **Download**.



View Service Report

Customer will be able to view the details on the service report in PDF format.



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Thank You