

SDS
2.0

Smart Digital Systems

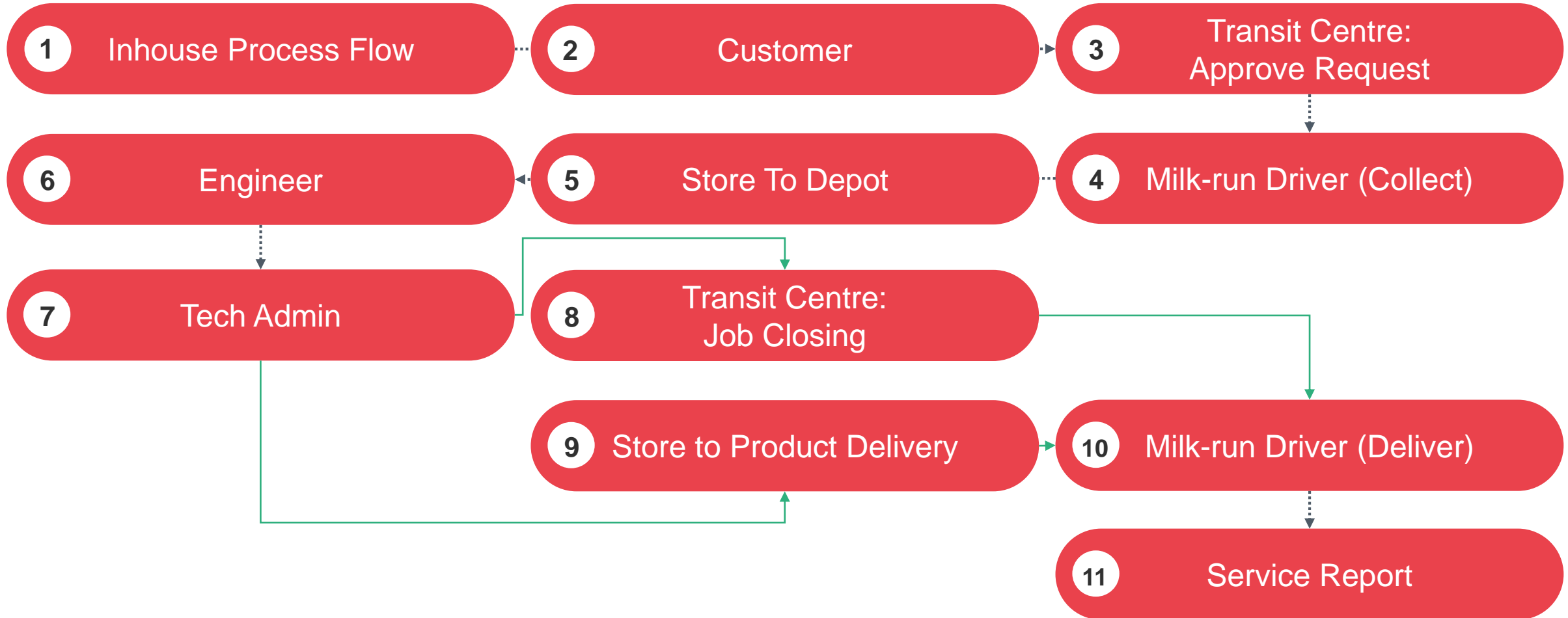
User Guide for Managers, Engineers, Milkrun, Transit Centre, Tech
Admin, Store | Managing Inhouse Repair Requests - Repair & Return



Co-Confidential

9th April 2024, Release 4 v1.0

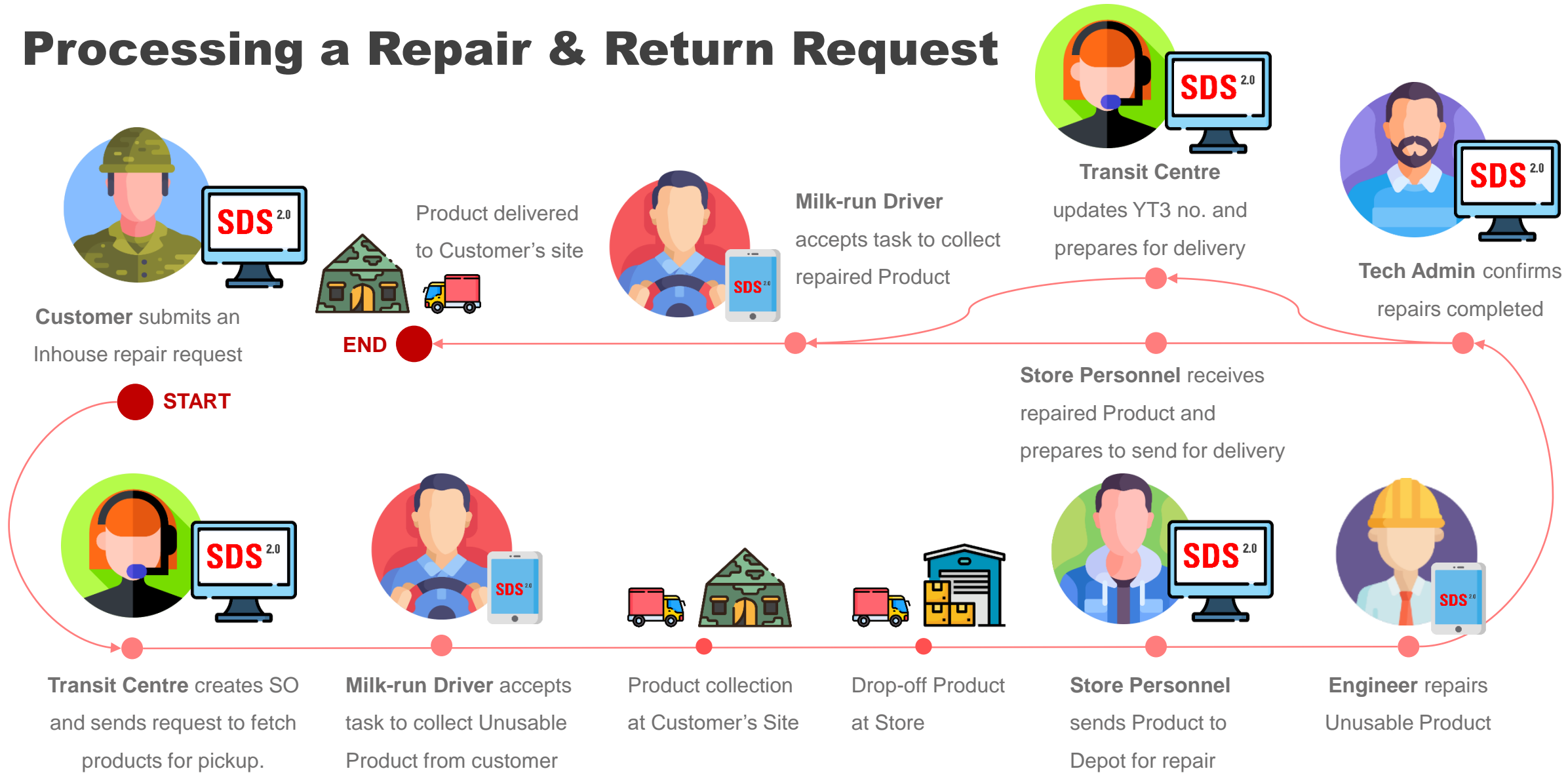
Agenda



Inhouse Process Flow

- Processing a Repair & Return Request

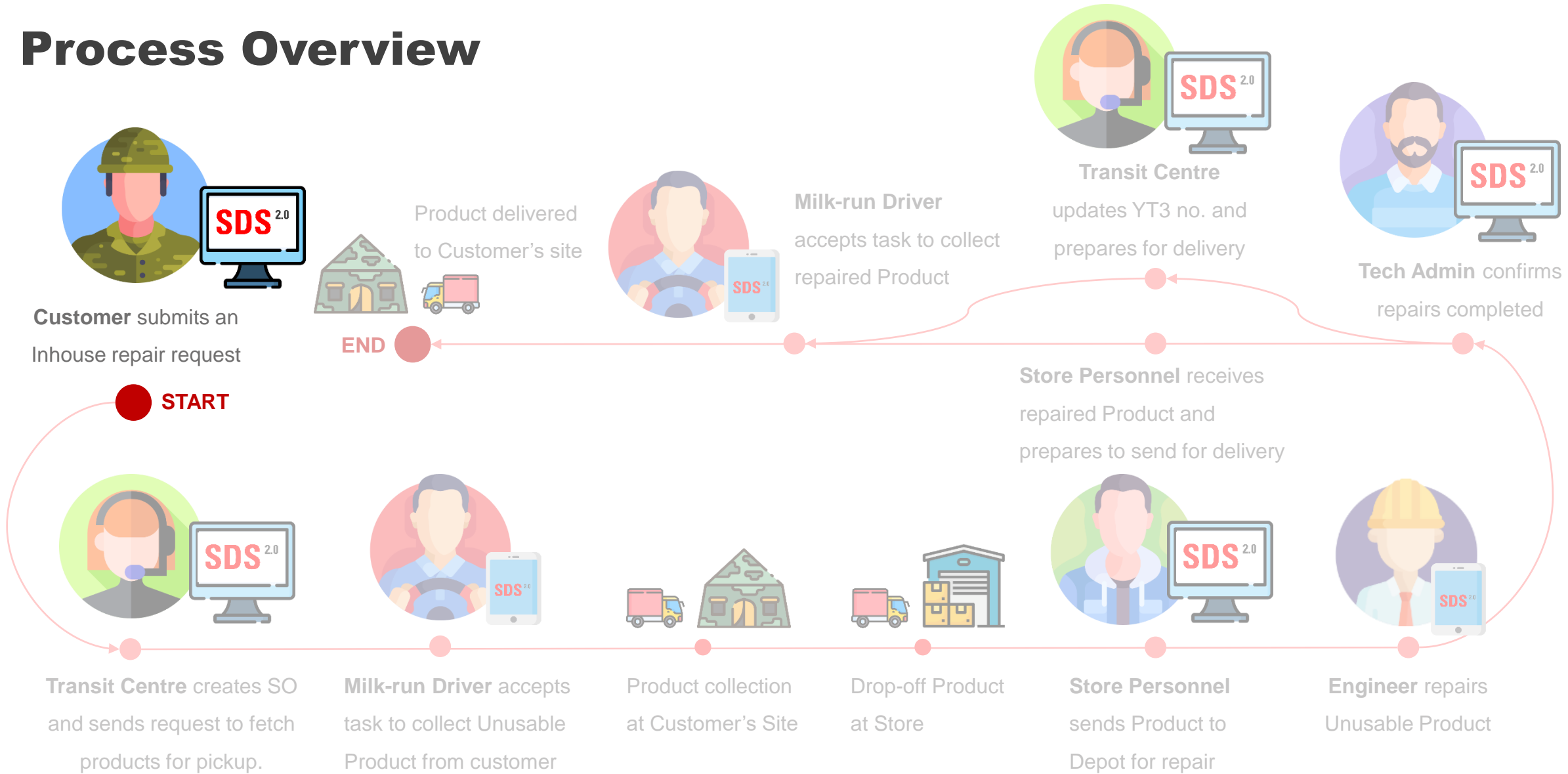
Processing a Repair & Return Request



Customer

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

Process Overview



Customer submits an Inhouse repair request



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.



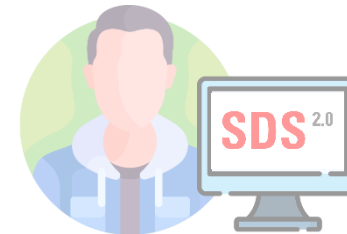
Milk-run Driver accepts task to collect Unusable Product from customer



Product collection at Customer's Site



Drop-off Product at Store



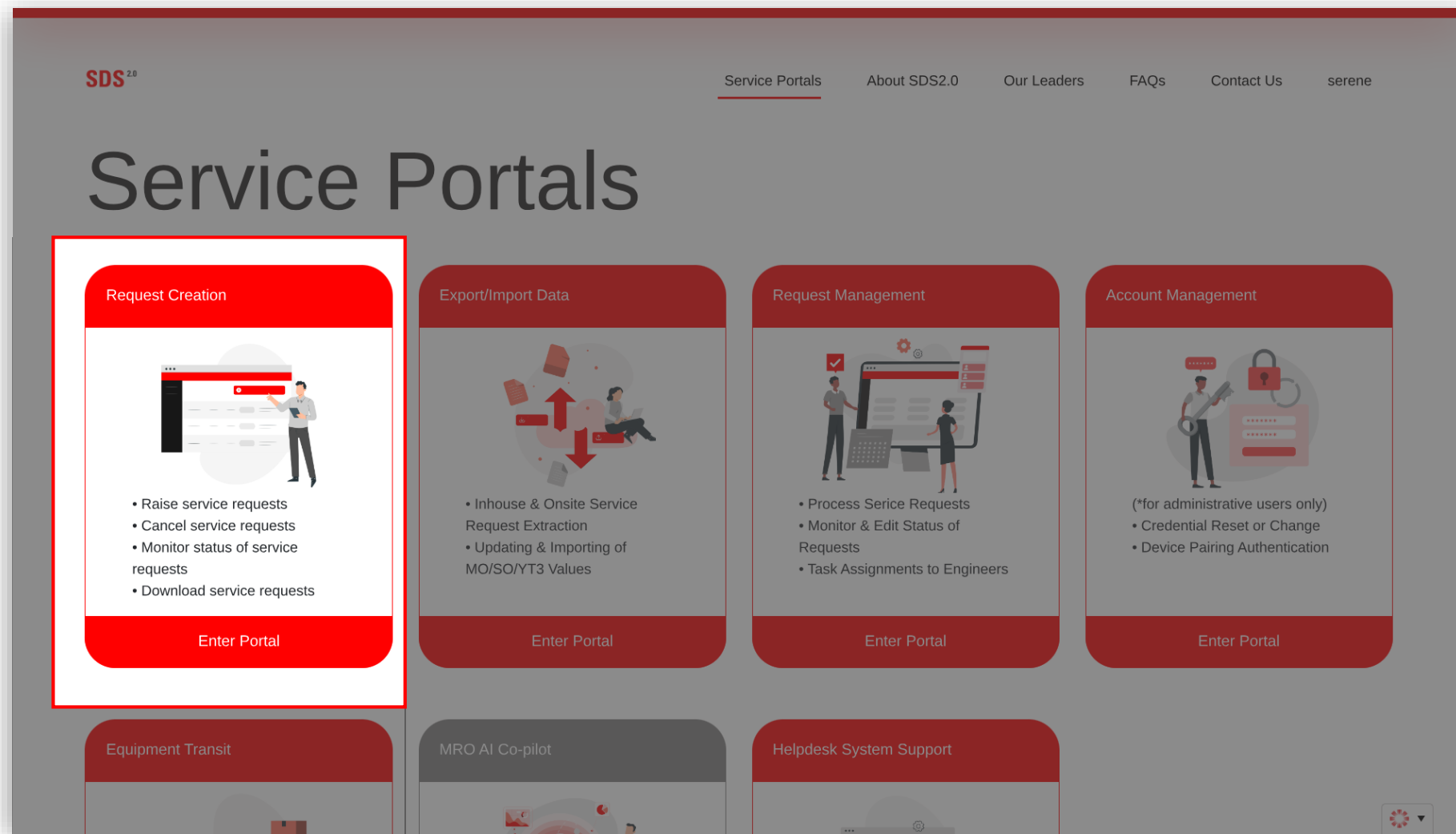
Store Personnel sends Product to Depot for repair



Engineer repairs Unusable Product

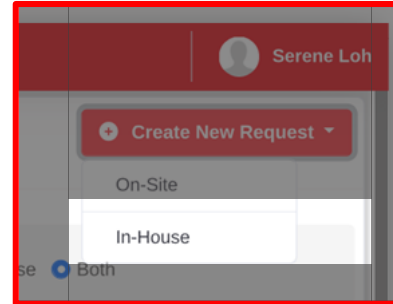
Request Creation

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

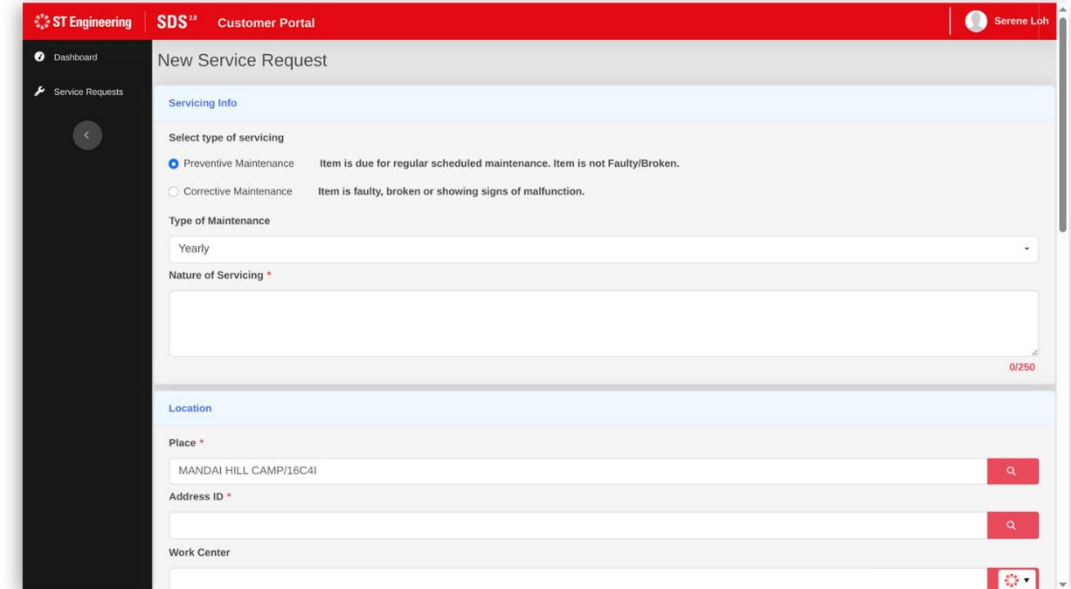
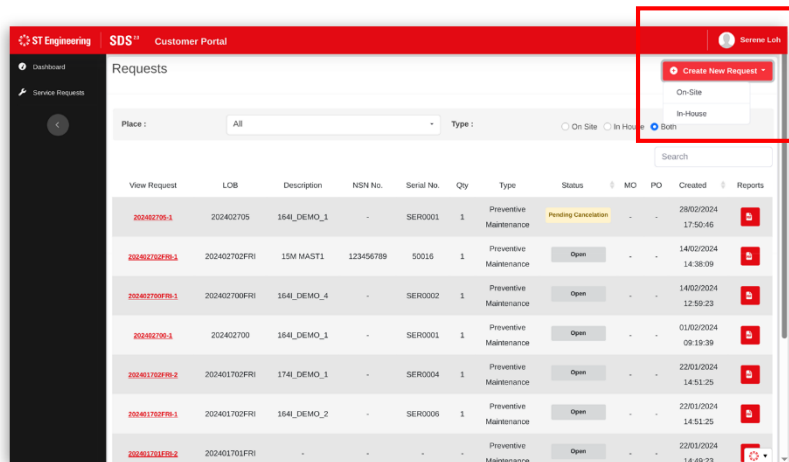


Create Inhouse Repair Request

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.



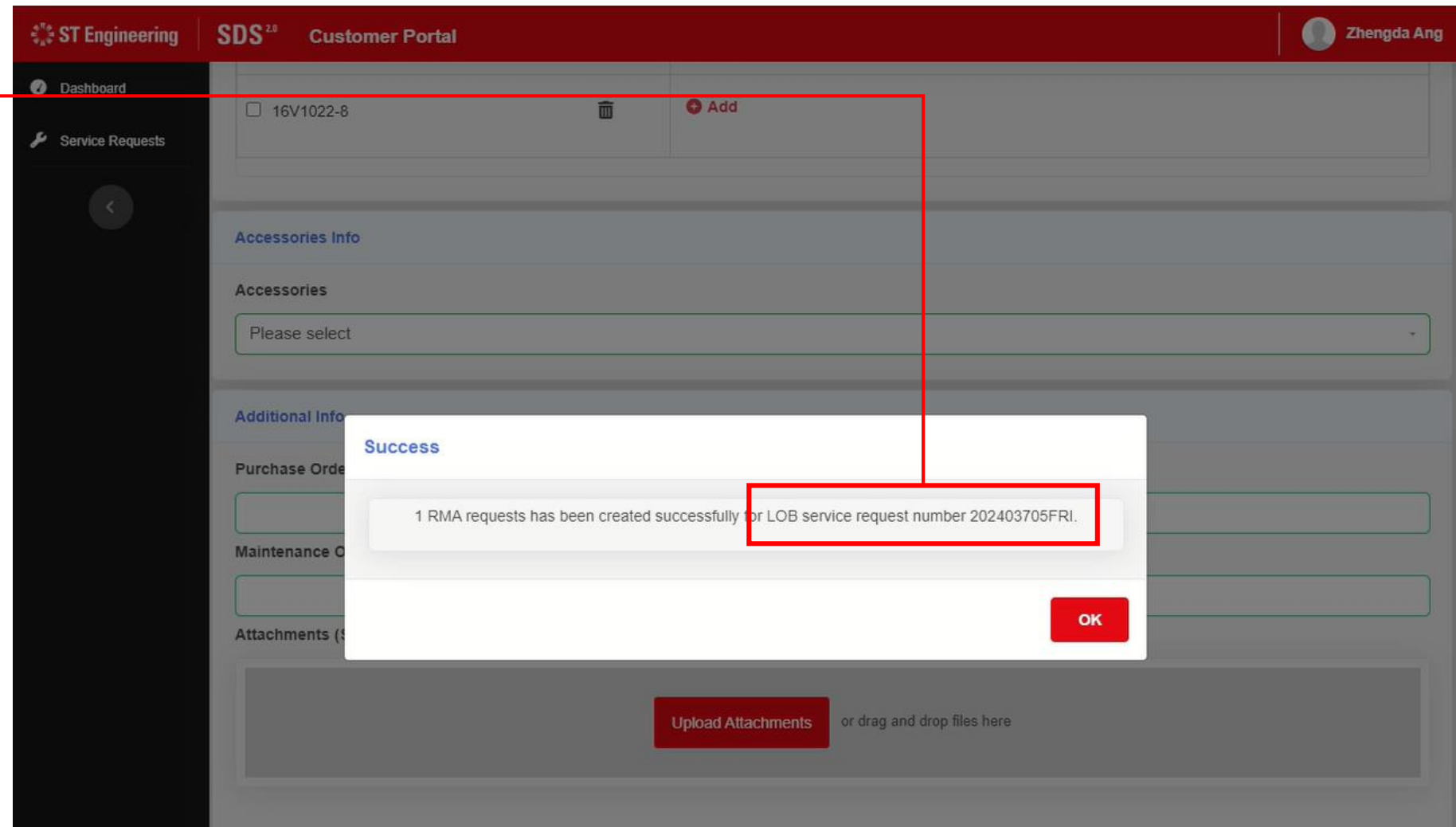
For further details on request creation, please refer to [User Guide for Customers – How to raise a Request](#)

CUSTOMER

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.



The screenshot displays the ST Engineering Customer Portal interface. The top navigation bar includes the ST Engineering logo, 'SDS 2.0', 'Customer Portal', and the user name 'Zhengda Ang'. The main content area shows a list of service requests with a table containing a checkbox, the ID '16V1022-8', a trash icon, and an 'Add' button. Below this is a form section with 'Accessories Info', 'Accessories' (a dropdown menu with 'Please select'), 'Additional Info', 'Purchase Order', 'Maintenance C', and 'Attachments (5)'. A modal dialog box is open in the center, titled 'Success', with the message '1 RMA requests has been created successfully for LOB service request number 202403705FRI.' and an 'OK' button. A red line connects the text 'LOB Service Request Number' on the left to the 'Add' button in the screenshot. Another red box highlights the success message in the modal.

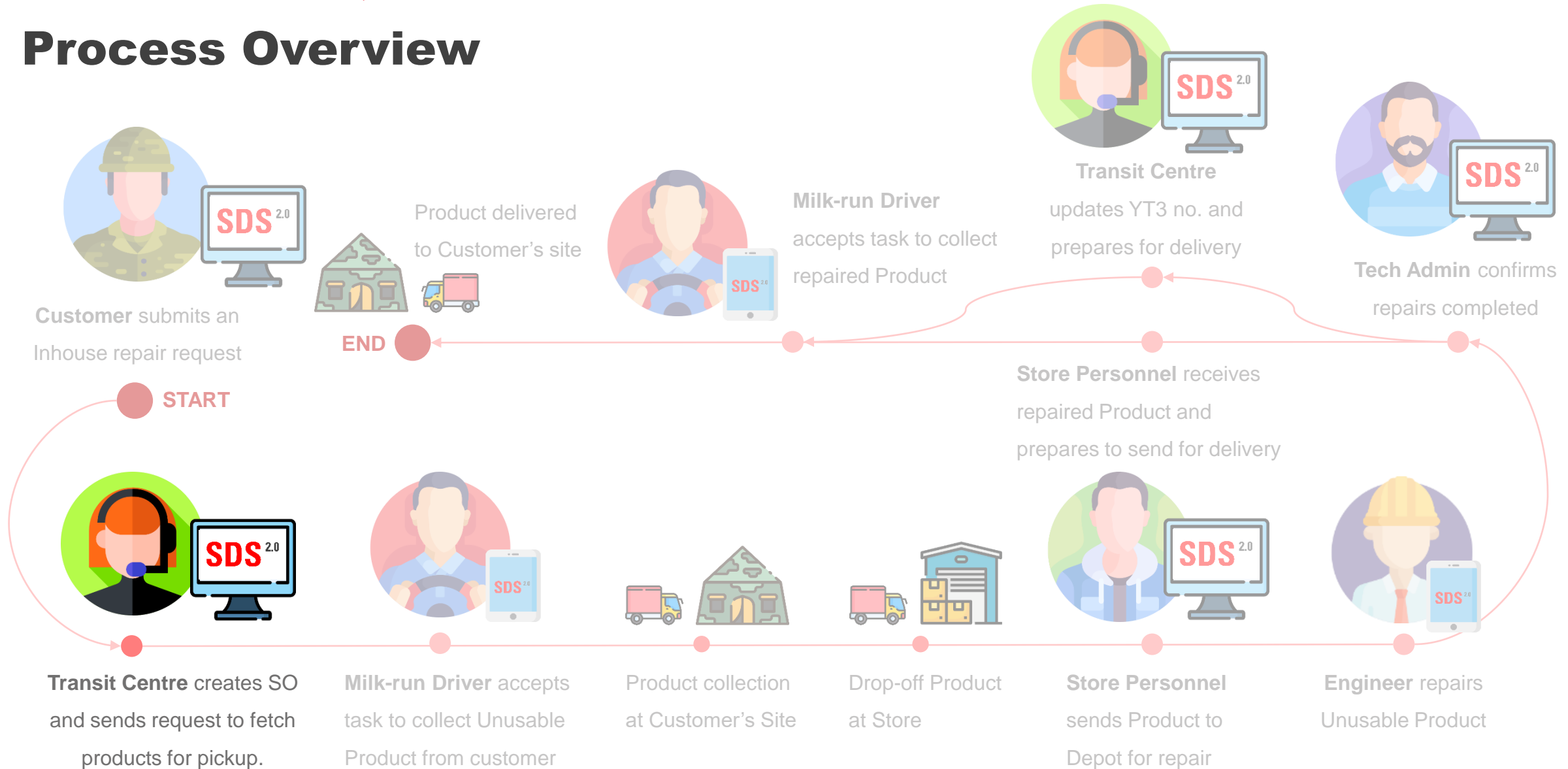
Transit Centre: Approve

Request

Process Overview

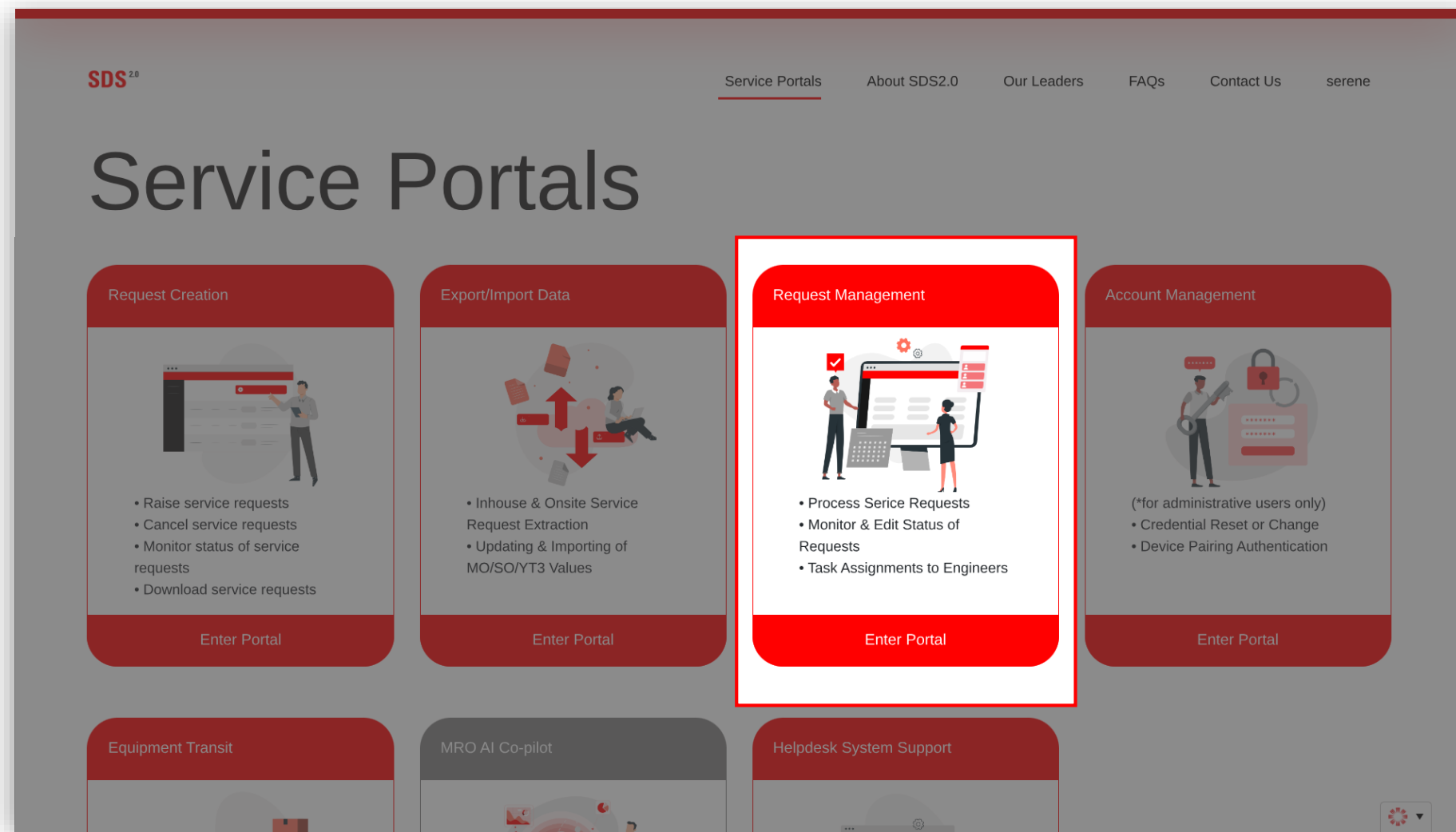
- Request Management
- Managing an Inhouse Repair Request
- Approve Service Request
- Update SO Number
- Update Multiple Requests with SO Numbers at SM Portal
- Fetch Products for Pickup

Process Overview



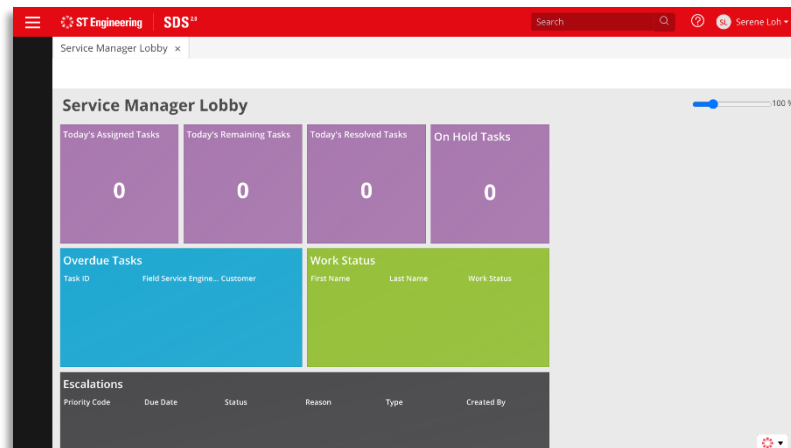
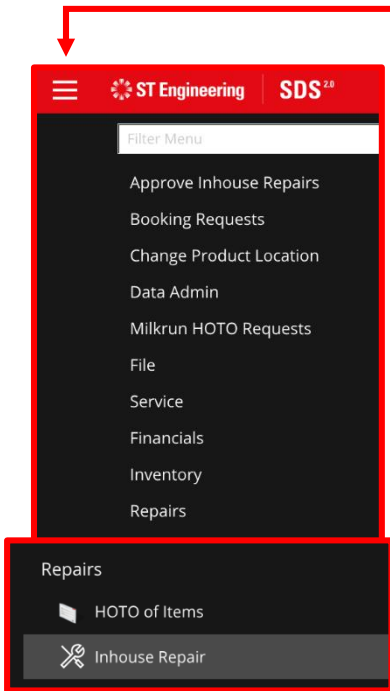
Request Management

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

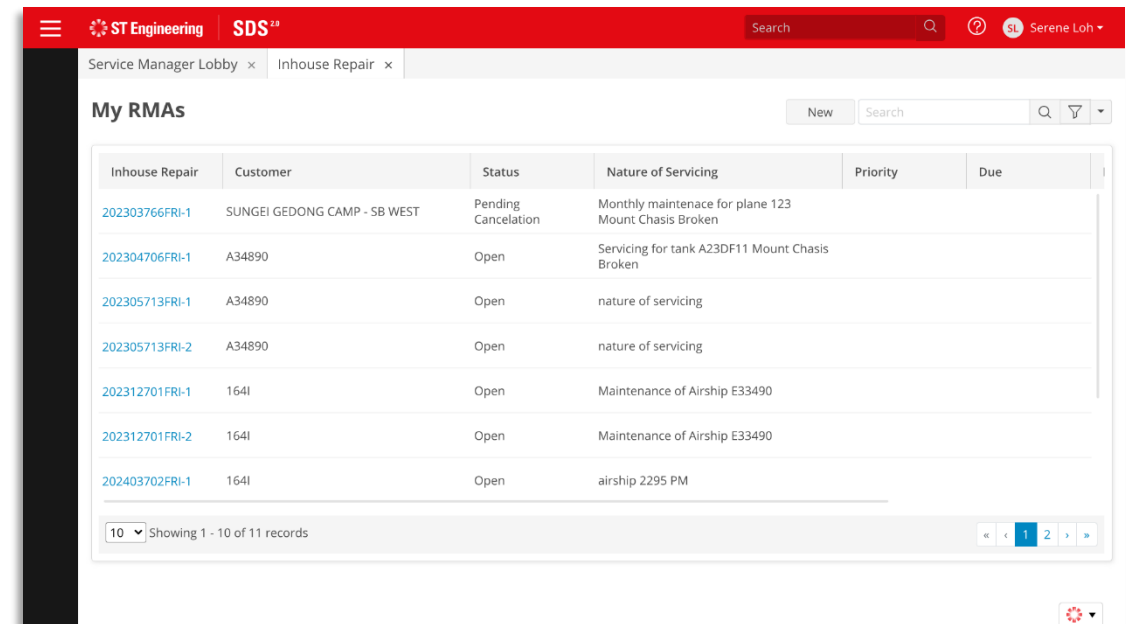


Managing an Inhouse Repair Request (1)

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



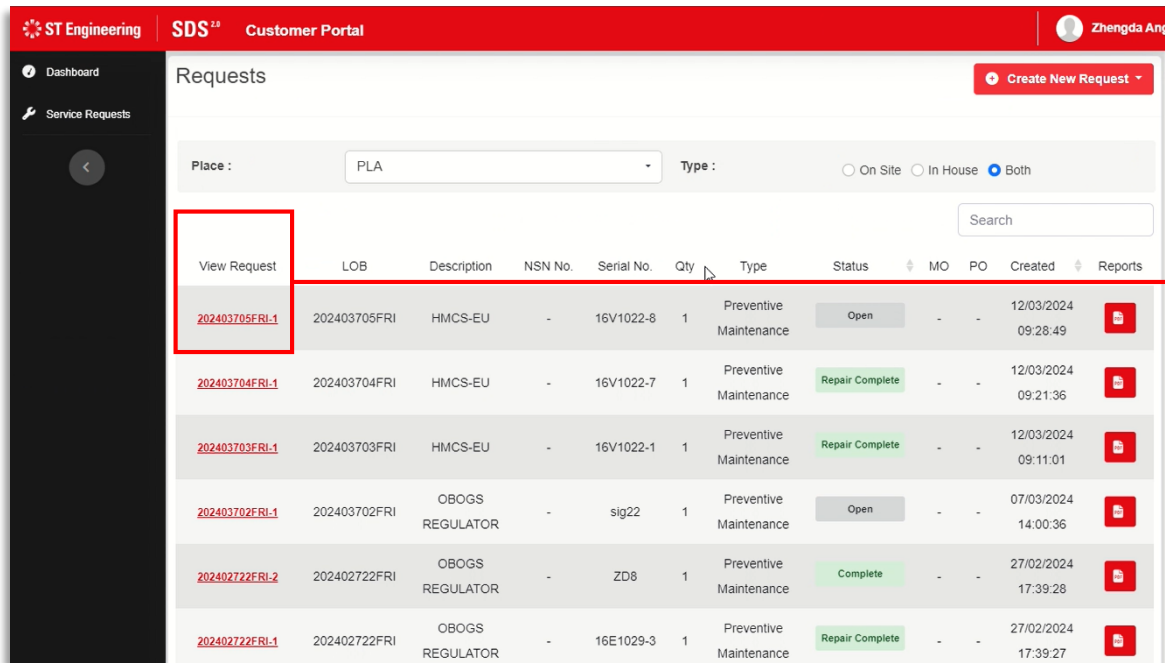
2 Service manager can search for the **request ID** by its **LOB Service Request Number**.









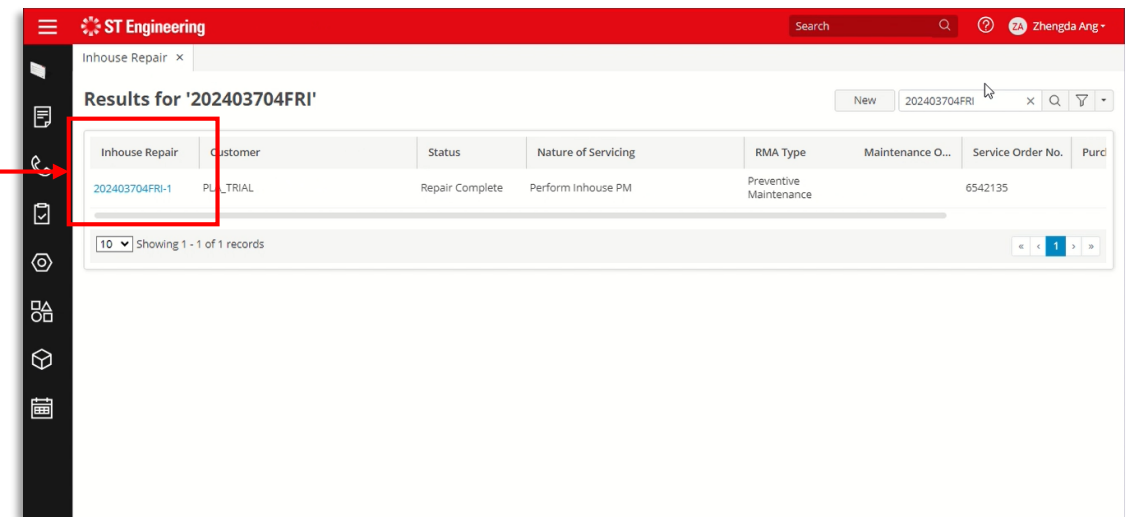
For further details on request management, please refer to [User Guide for Manager Portal](#)

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.



View Request	LOB	Description	NSN No.	Serial No.	Qty	Type	Status	MO	PO	Created	Reports
202403705FRI-1	202403705FRI	HMCS-EU	-	16V1022-8	1	Preventive Maintenance	Open	-	-	12/03/2024 09:28:49	
202403704FRI-1	202403704FRI	HMCS-EU	-	16V1022-7	1	Preventive Maintenance	Repair Complete	-	-	12/03/2024 09:21:36	
202403703FRI-1	202403703FRI	HMCS-EU	-	16V1022-1	1	Preventive Maintenance	Repair Complete	-	-	12/03/2024 09:11:01	
202403702FRI-1	202403702FRI	OBOGS REGULATOR	-	sig22	1	Preventive Maintenance	Open	-	-	07/03/2024 14:00:36	
202402722FRI-2	202402722FRI	OBOGS REGULATOR	-	ZD8	1	Preventive Maintenance	Complete	-	-	27/02/2024 17:39:28	
202402722FRI-1	202402722FRI	OBOGS REGULATOR	-	16E1029-3	1	Preventive Maintenance	Repair Complete	-	-	27/02/2024 17:39:27	



Inhouse Repair	Customer	Status	Nature of Servicing	RMA Type	Maintenance O...	Service Order No.	Purc
202403704FRI-1	PLA TRIAL	Repair Complete	Perform Inhouse PM	Preventive Maintenance		6542135	

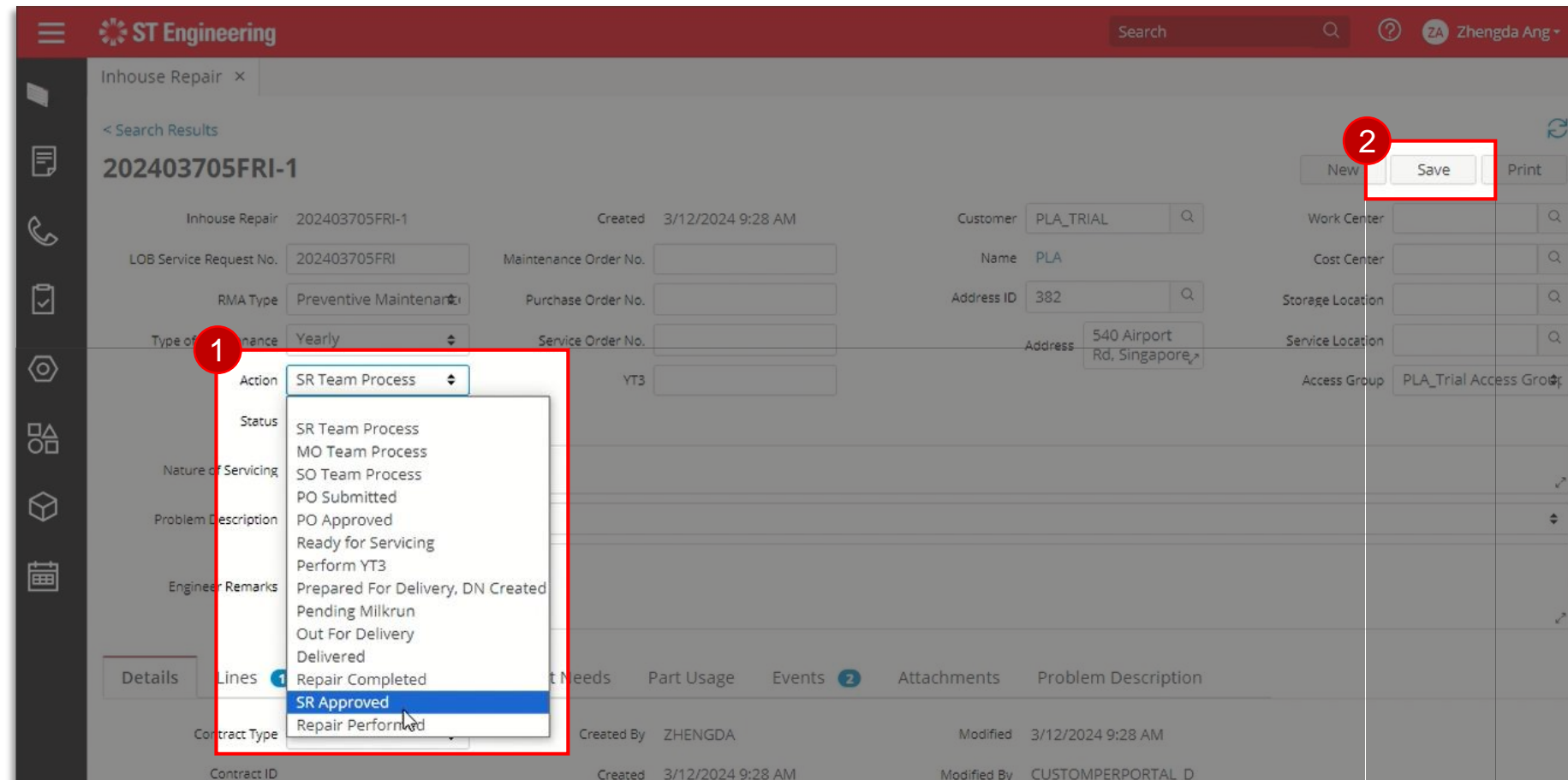
Booking Request is for the engineer to make an appointment with the customer using the engineer app.

Approve Service Request

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

1 SR Approved from the **Action** dropdown list.

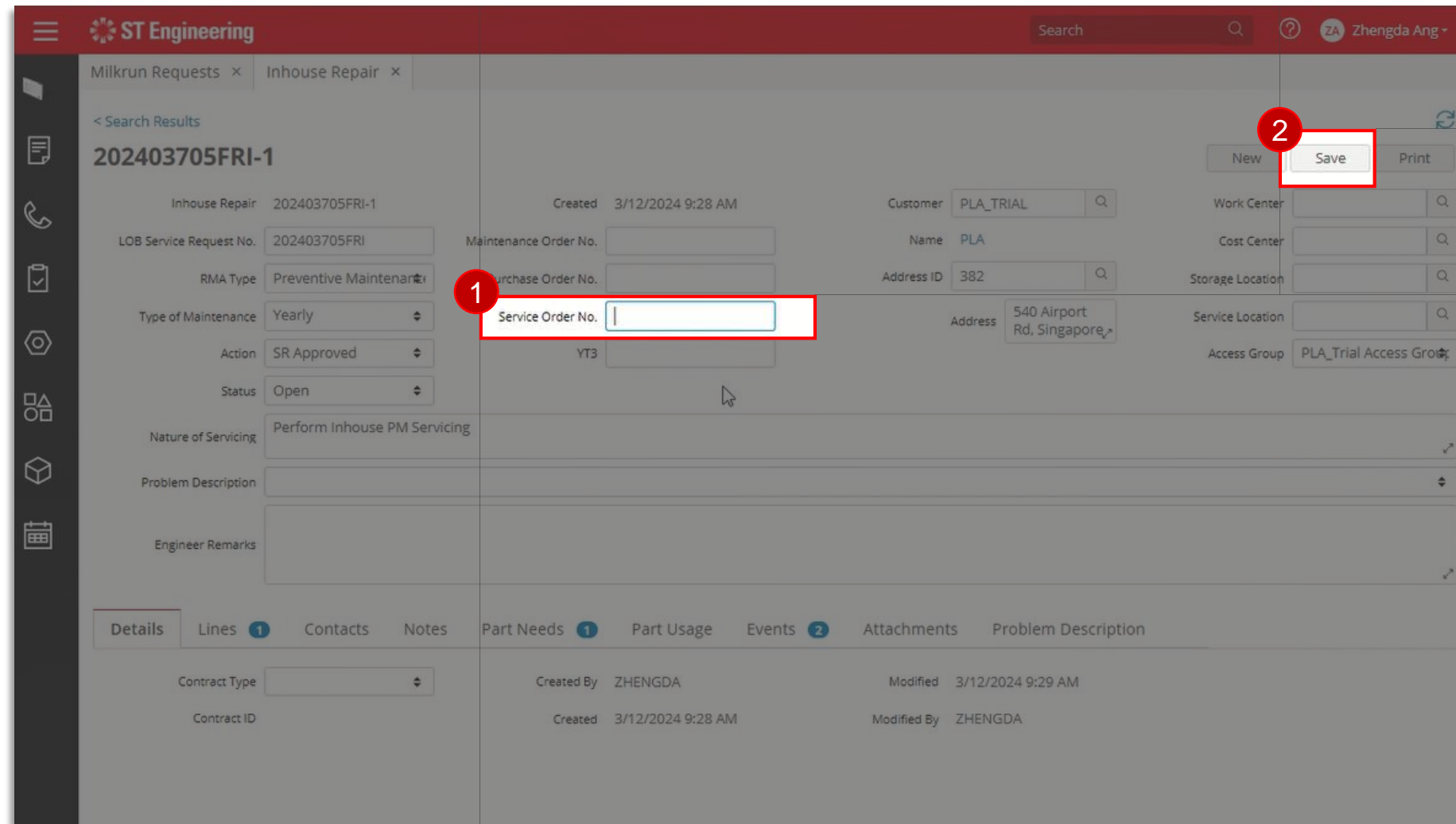
2 Then tap **Save** button to update the changes.



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.

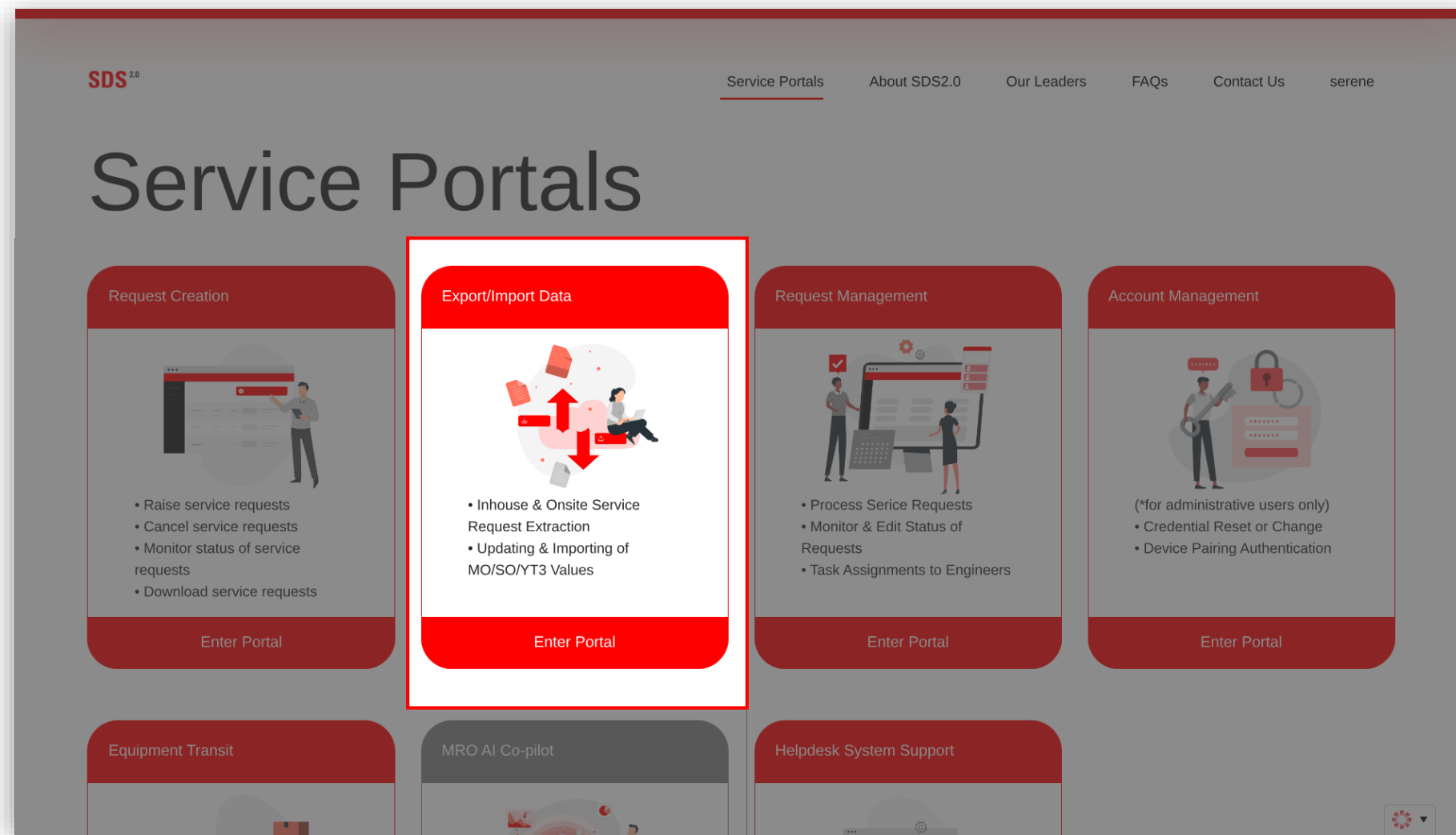


The screenshot displays the ST Engineering mobile application interface for editing an 'Inhouse Repair' request. The request ID is 202403705FRI-1. The form includes fields for 'LOB Service Request No.', 'RMA Type', 'Type of Maintenance', 'Action', 'Status', 'Nature of Servicing', and 'Problem Description'. A red box highlights the 'Service Order No.' input field, with a red circle containing the number '1' next to it. Another red box highlights the 'Save' button in the top right corner, with a red circle containing the number '2' next to it. The bottom navigation bar shows 'Details', 'Lines', 'Contacts', 'Notes', 'Part Needs', 'Part Usage', 'Events', 'Attachments', and 'Problem Description'. The 'Part Needs' and 'Events' items are also highlighted with red circles containing the numbers '1' and '2' respectively. The bottom right corner shows the user 'ZHENGDA' and the creation/modification date '3/12/2024 9:28 AM'.

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.**

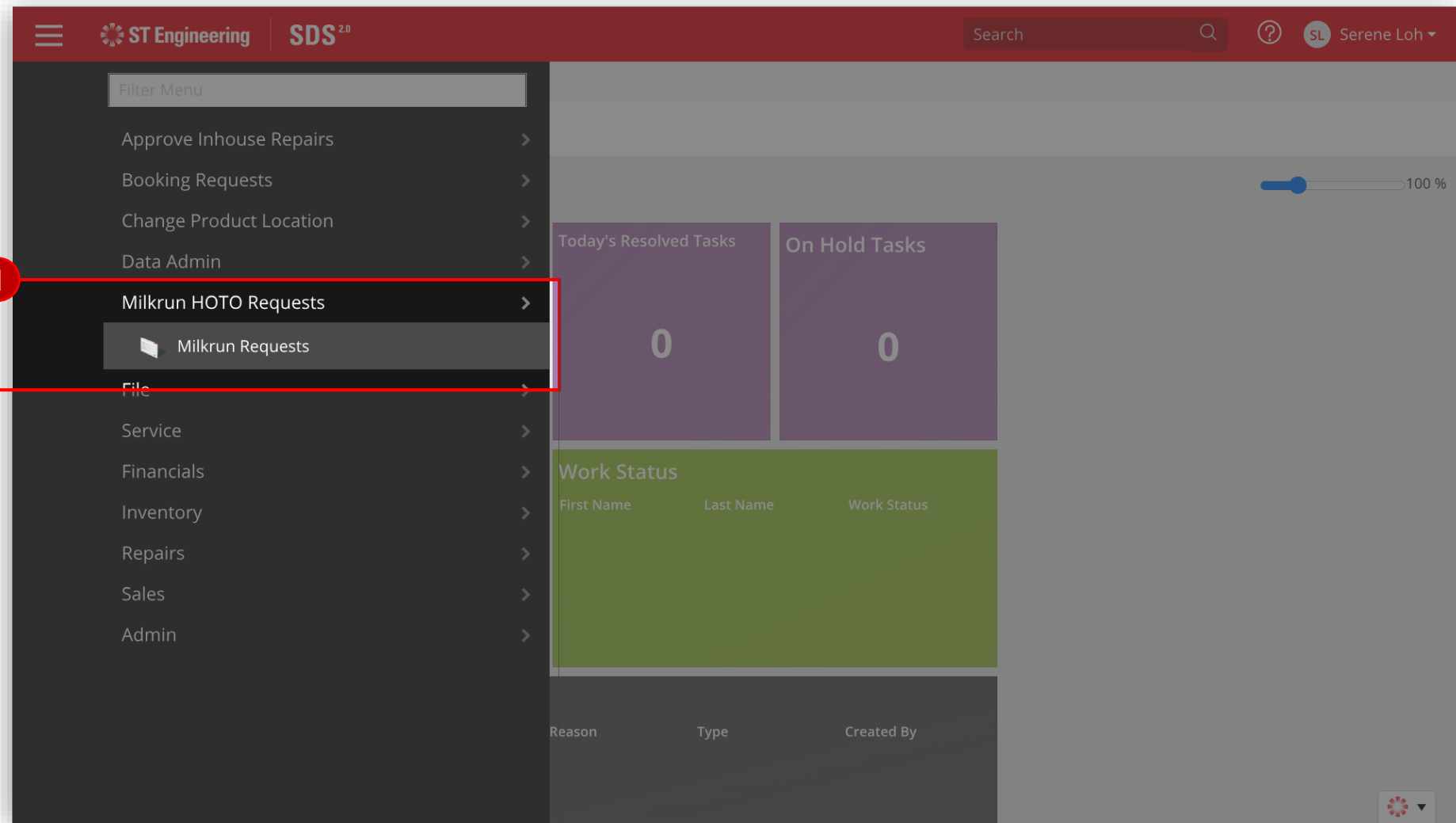
For further details on how to export/import data, please refer to [User Guide for SM Portal](#)



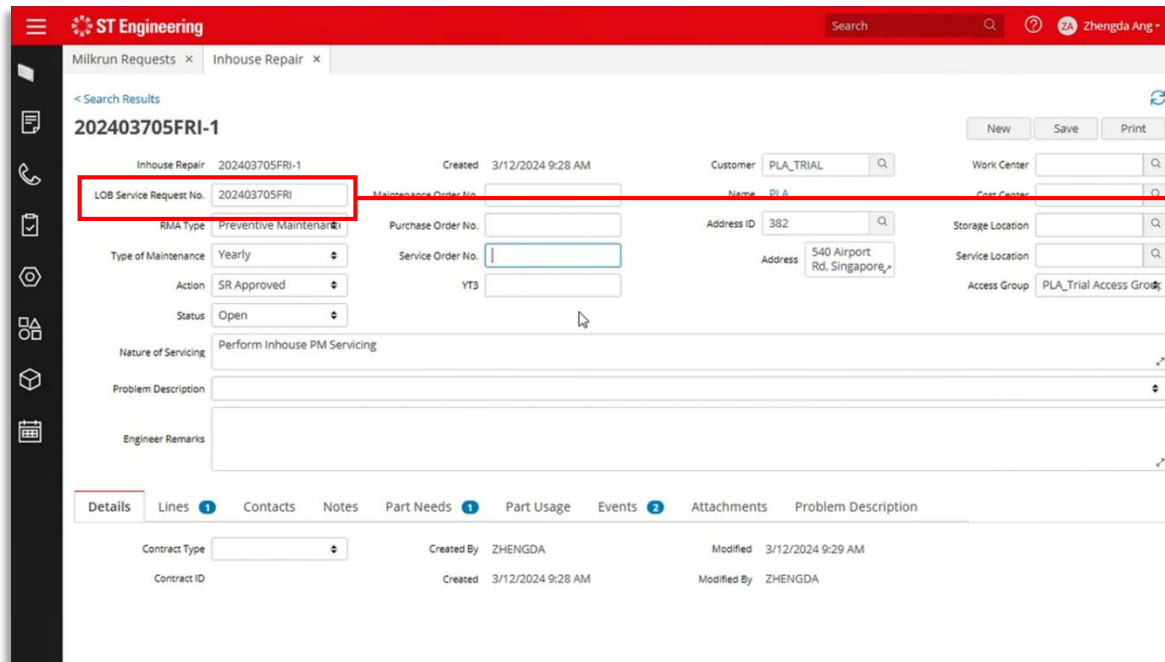
Fetch Products for Pickup (1)

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)



ST Engineering

Milkrun Requests × Inhouse Repair ×

< Search Results

202403705FRI-1

Inhouse Repair 202403705FRI-1 Created 3/12/2024 9:28 AM Customer PLA_TRIAL Work Center

LOB Service Request No. 202403705FRI Maintenance Order No. Name P/A Cost Center

RMA Type Preventive Maintenance Purchase Order No. Address ID 382 Storage Location

Type of Maintenance Yearly Service Order No. Address 540 Airport Rd. Singapore Service Location

Action SR Approved YTB Access Group PLA_Trial Access Group

Status Open

Nature of Servicing Perform Inhouse PM Servicing

Problem Description

Engineer Remarks

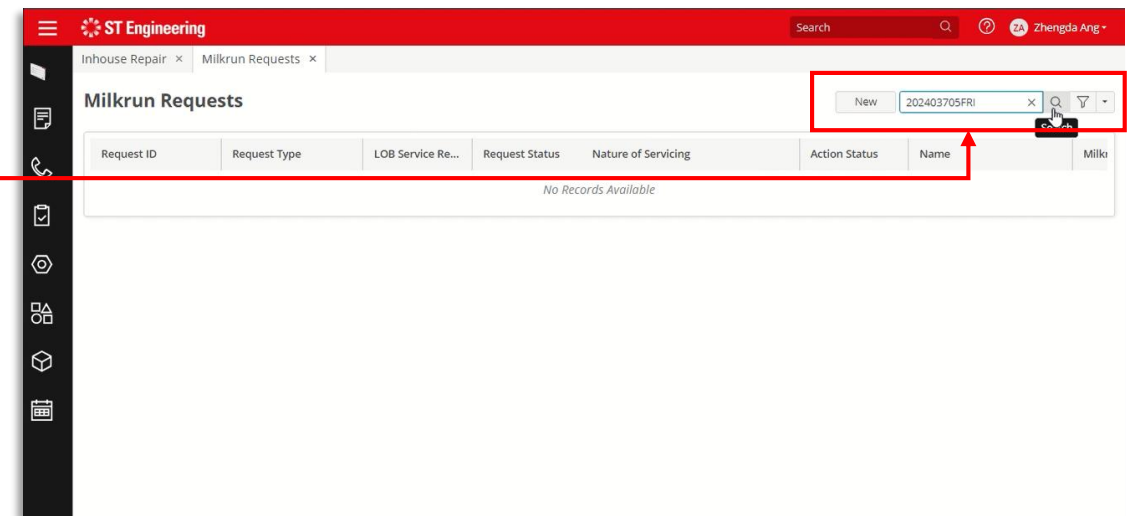
Details Lines 1 Contacts Notes Part Needs 1 Part Usage Events 2 Attachments Problem Description

Contract Type Created By ZHENGDA Modified 3/12/2024 9:29 AM

Contract ID Created 3/12/2024 9:28 AM Modified By ZHENGDA

Inhouse Repair page

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



ST Engineering

Inhouse Repair × Milkrun Requests ×

New 202403705FRI

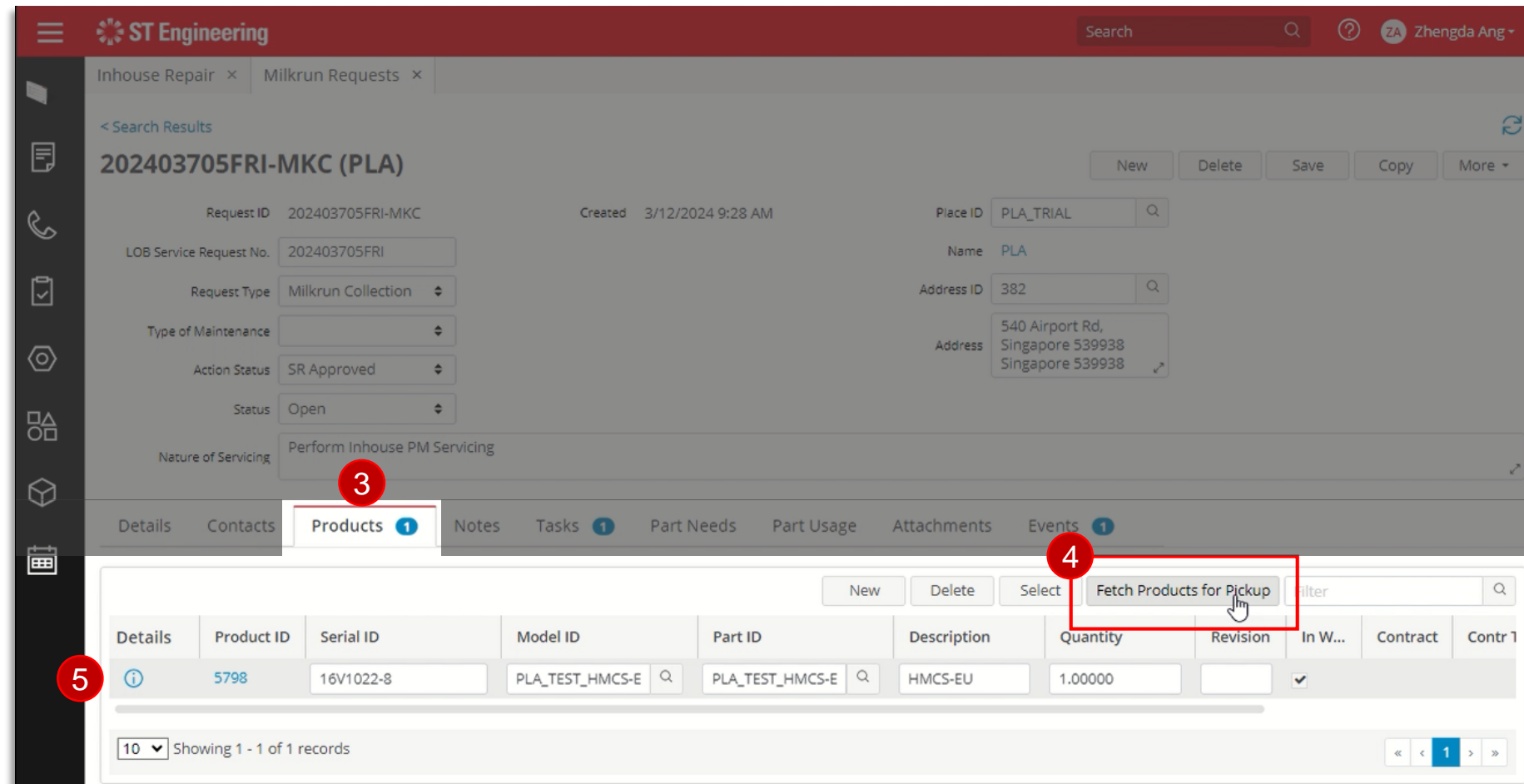
Request ID	Request Type	LOB Service Re...	Request Status	Nature of Servicing	Action Status	Name	Milkrun
No Records Available							

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.



The screenshot shows the ST Engineering software interface. At the top, there's a search bar and user information (Zhengda Ang). Below that, there are tabs for 'Inhouse Repair' and 'Milkrun Requests'. The main content area displays a request form for '202403705FRI-MKC (PLA)'. The form includes fields for Request ID, LOB Service Request No., Request Type, Type of Maintenance, Action Status, Status, and Nature of Servicing. Below the form, there are tabs for 'Details', 'Contacts', 'Products', 'Notes', 'Tasks', 'Part Needs', 'Part Usage', 'Attachments', and 'Events'. The 'Products' tab is selected, and a table of products is displayed. A red box highlights the 'Fetch Products for Pickup' button in the table's header. A red circle with the number '3' is placed over the 'Products' tab, and another red circle with the number '4' is placed over the 'Fetch Products for Pickup' button. A red circle with the number '5' is placed over the first row of the table.

Details	Product ID	Serial ID	Model ID	Part ID	Description	Quantity	Revision	In W...	Contract	Contr 1
	5798	16V1022-8	PLA_TEST_HMCS-E	PLA_TEST_HMCS-E	HMCS-EU	1.00000		<input checked="" type="checkbox"/>		

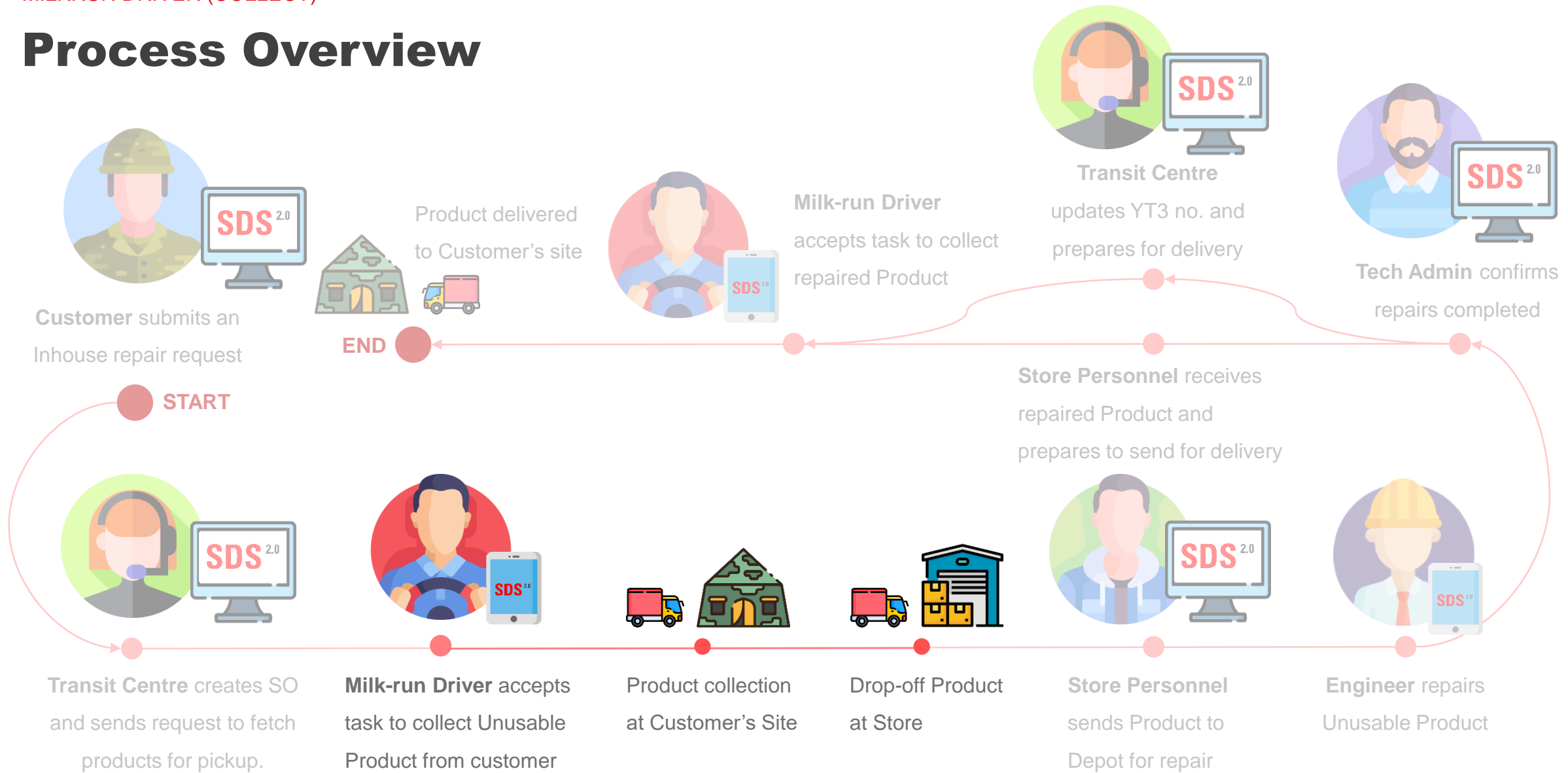
Showing 1 - 1 of 1 records

Milkrun Driver (Collect)

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

MILKRUN DRIVER (COLLECT)

Process Overview



Milkrun Open Task

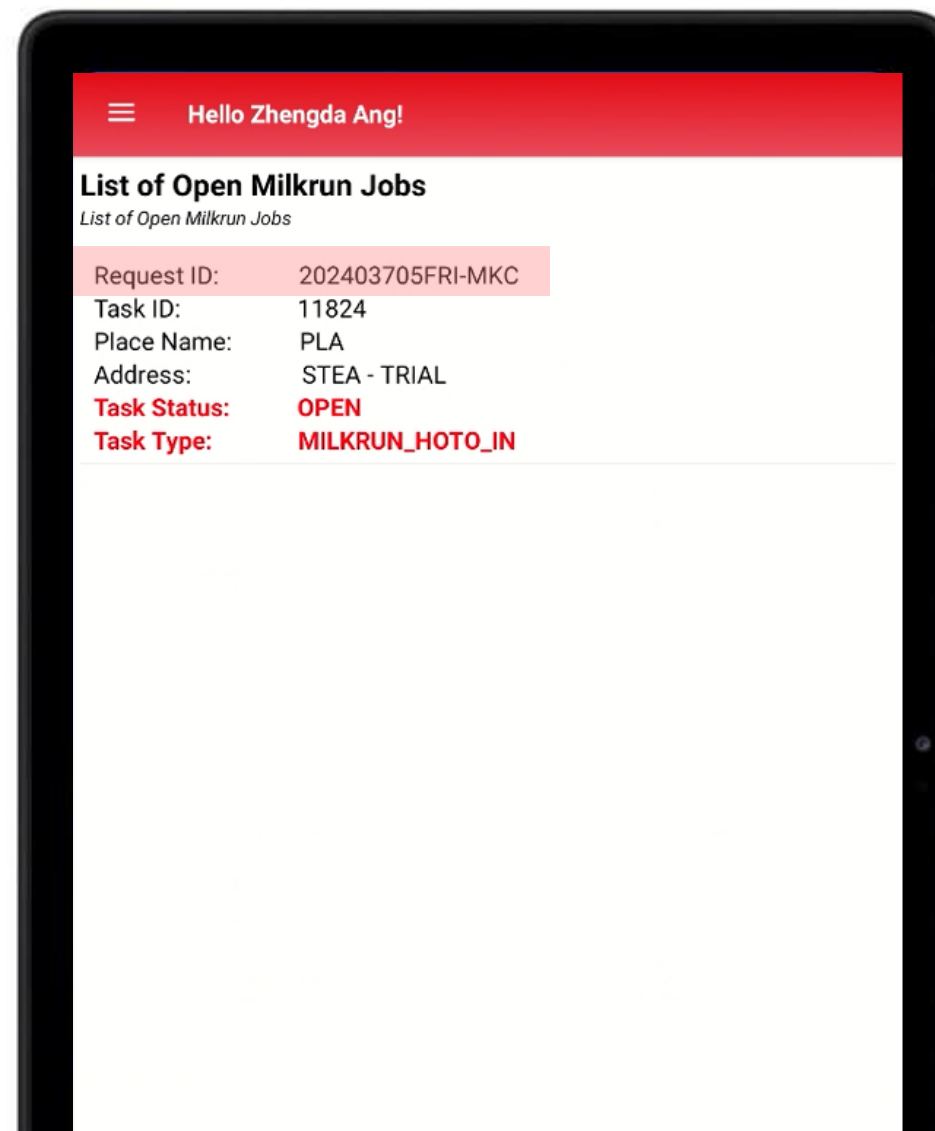
Milkrun driver can go to **Milkrun Open Task** section to accept a new task to collect unusable product from customer.




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.

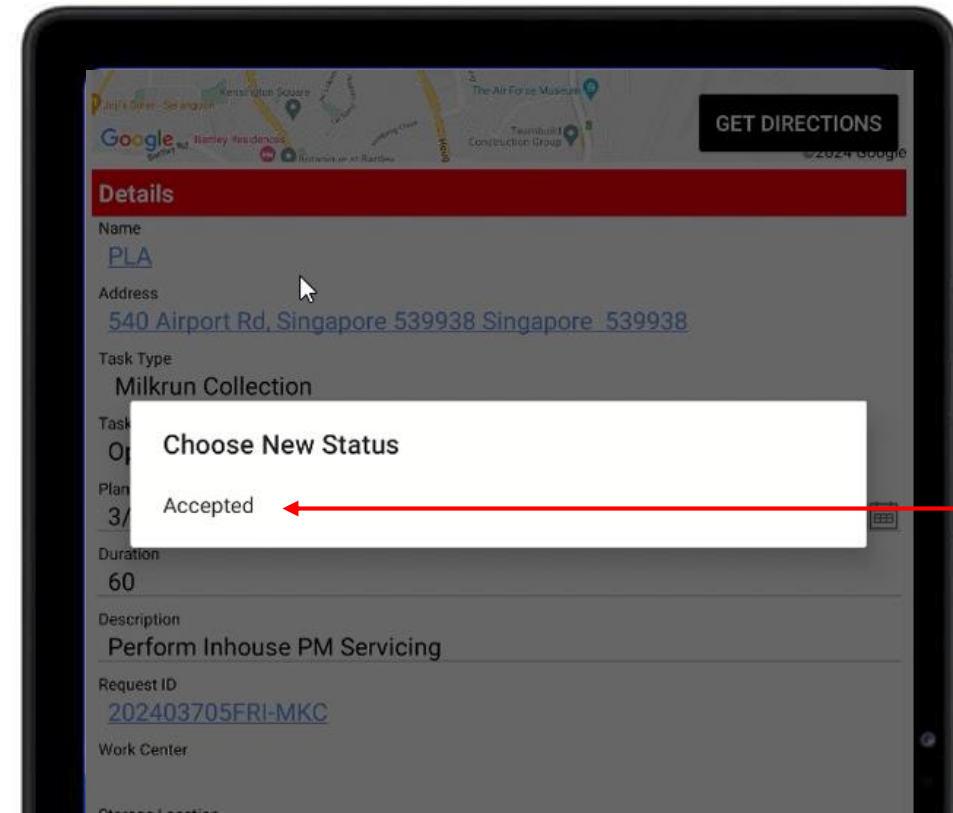
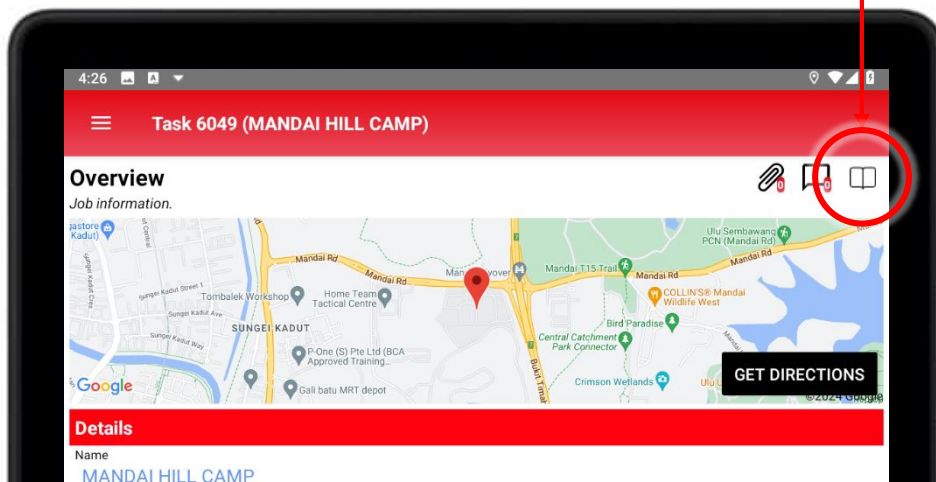
Milkrun_HOTO_IN refers to unusable items collected from customer to be sent for repair.



Accepting Milkrun Open Task (2)


1 Select the **Book** icon  to open the accept window.

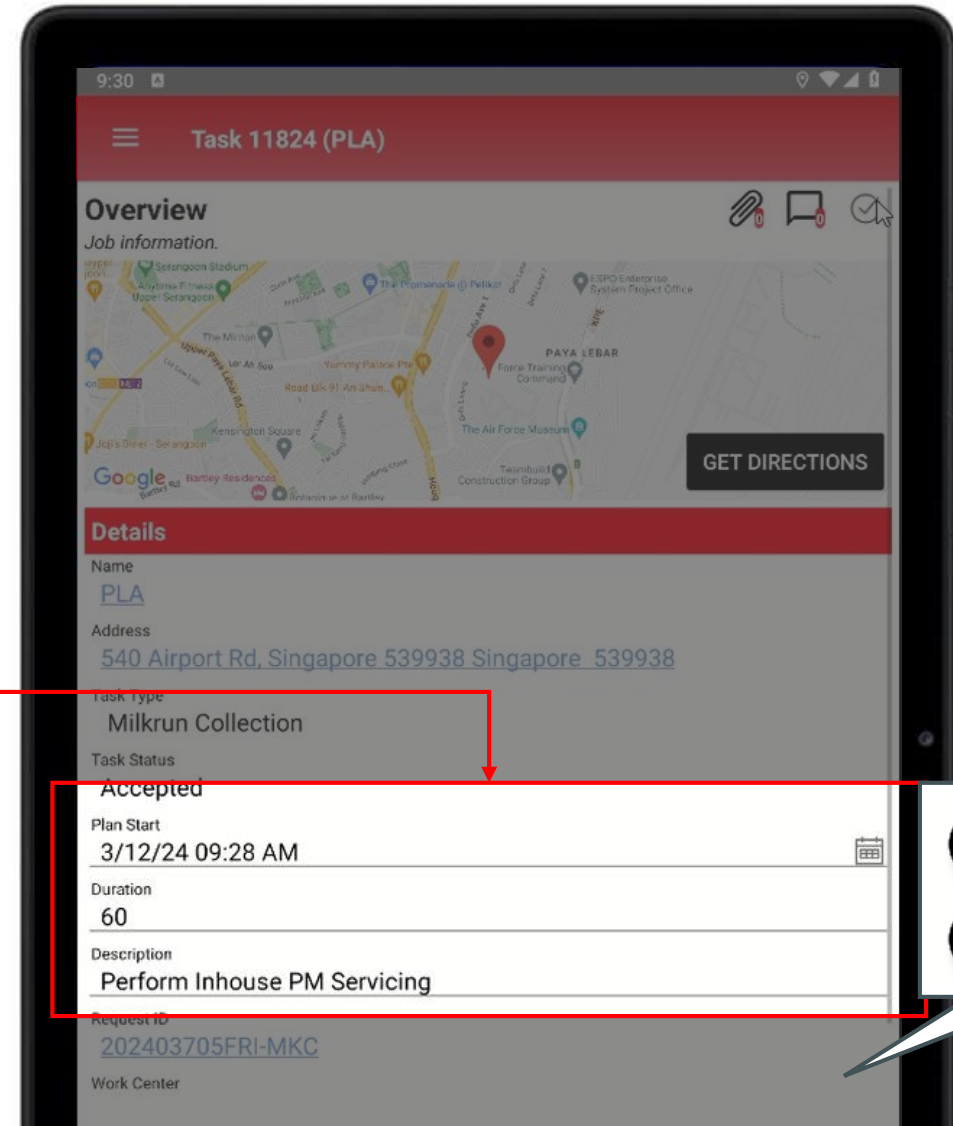
2 Tap **Accepted** to assign job to self.




Processing Milkrun Task (1)

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

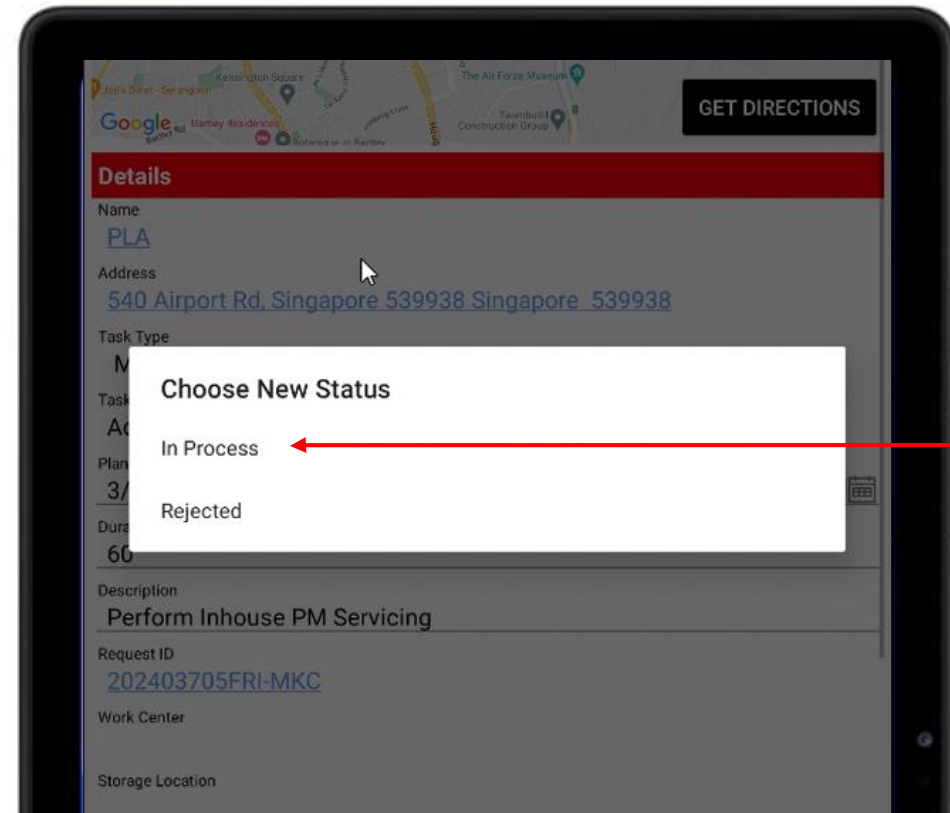
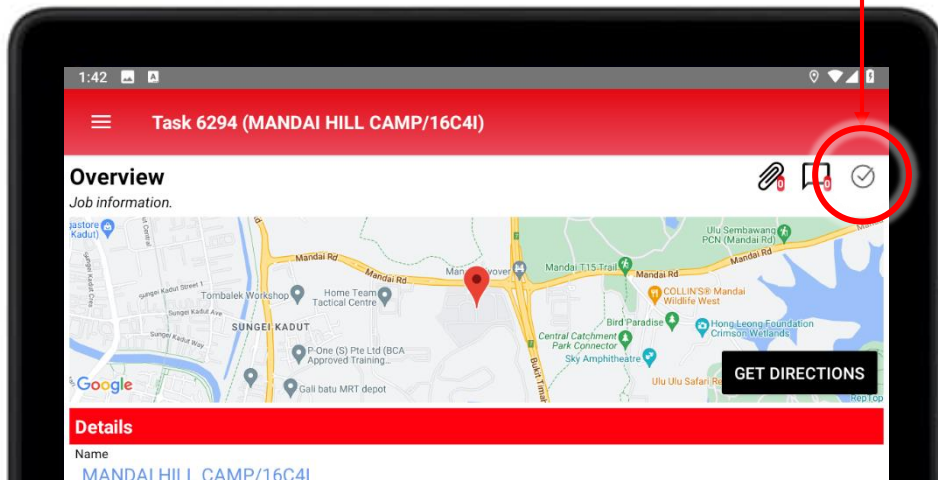
Milkrun driver can modify the text fields accordingly and tap **Save**  to update.



Processing Milkrun Task (2)

1 Select the icon  to open the status window.

2 Tap **In Process** to confirm.

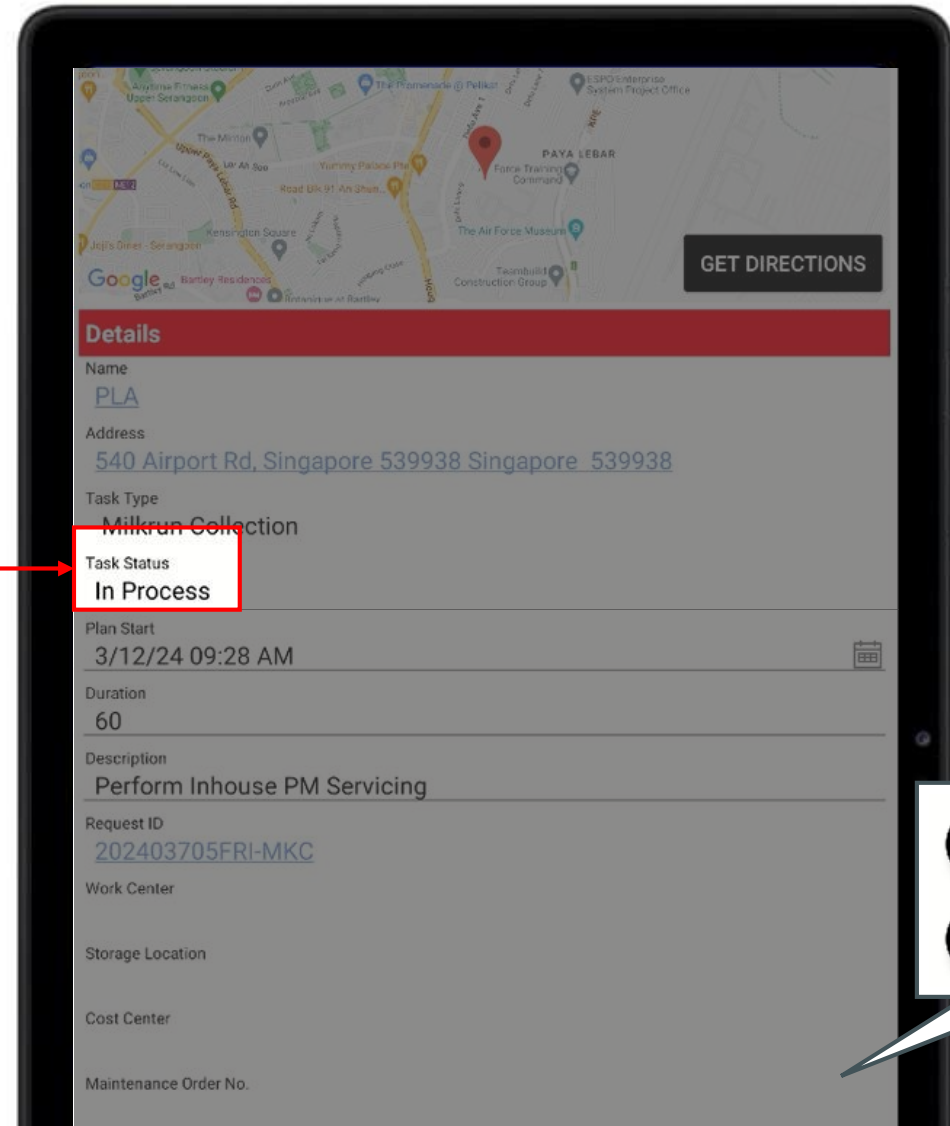


MILKRUN DRIVER (COLLECT)

Processing Milkrun Task (3)

Task Status will change from **Accepted** to **In Process**.

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



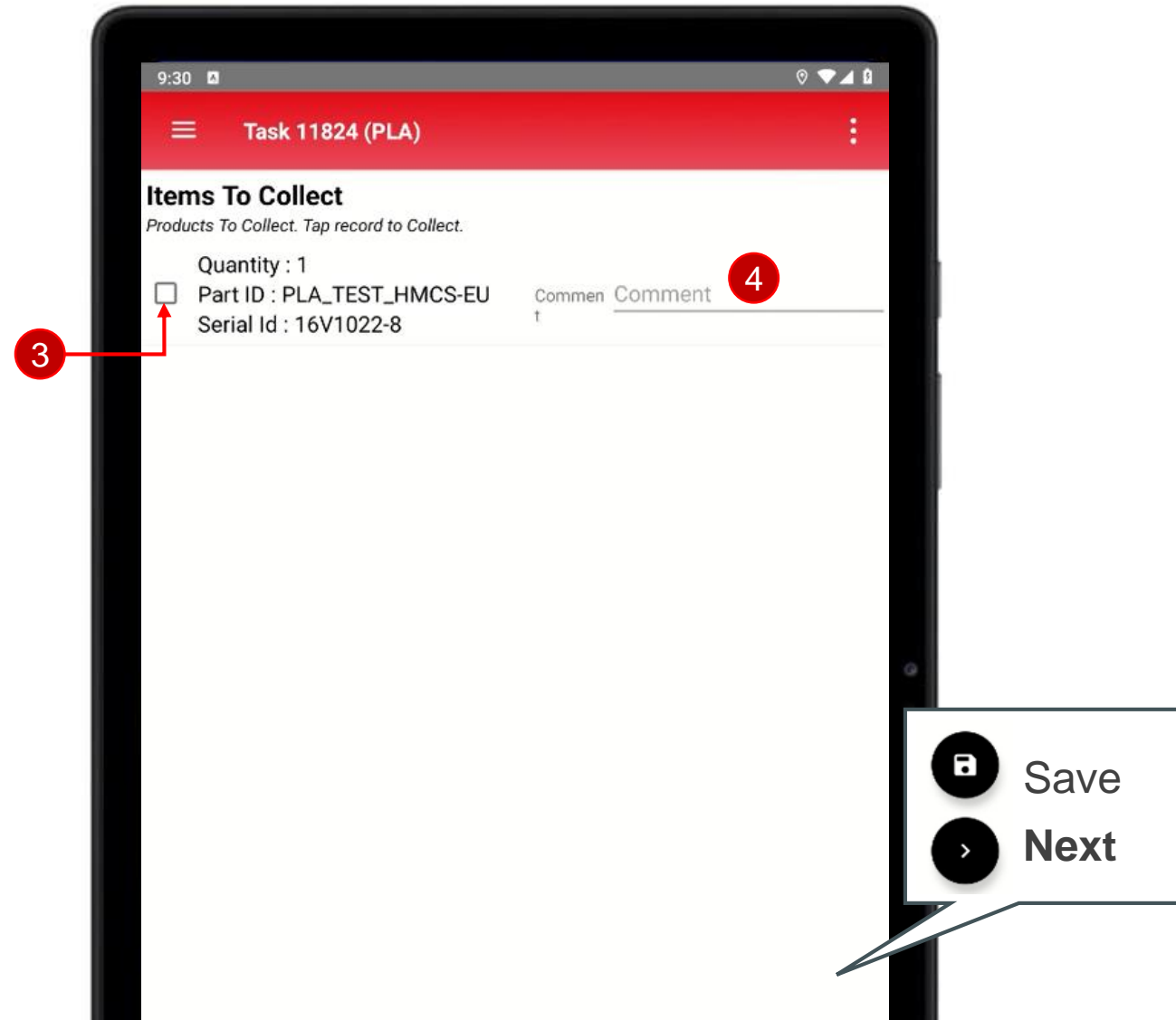
Save
Next

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.

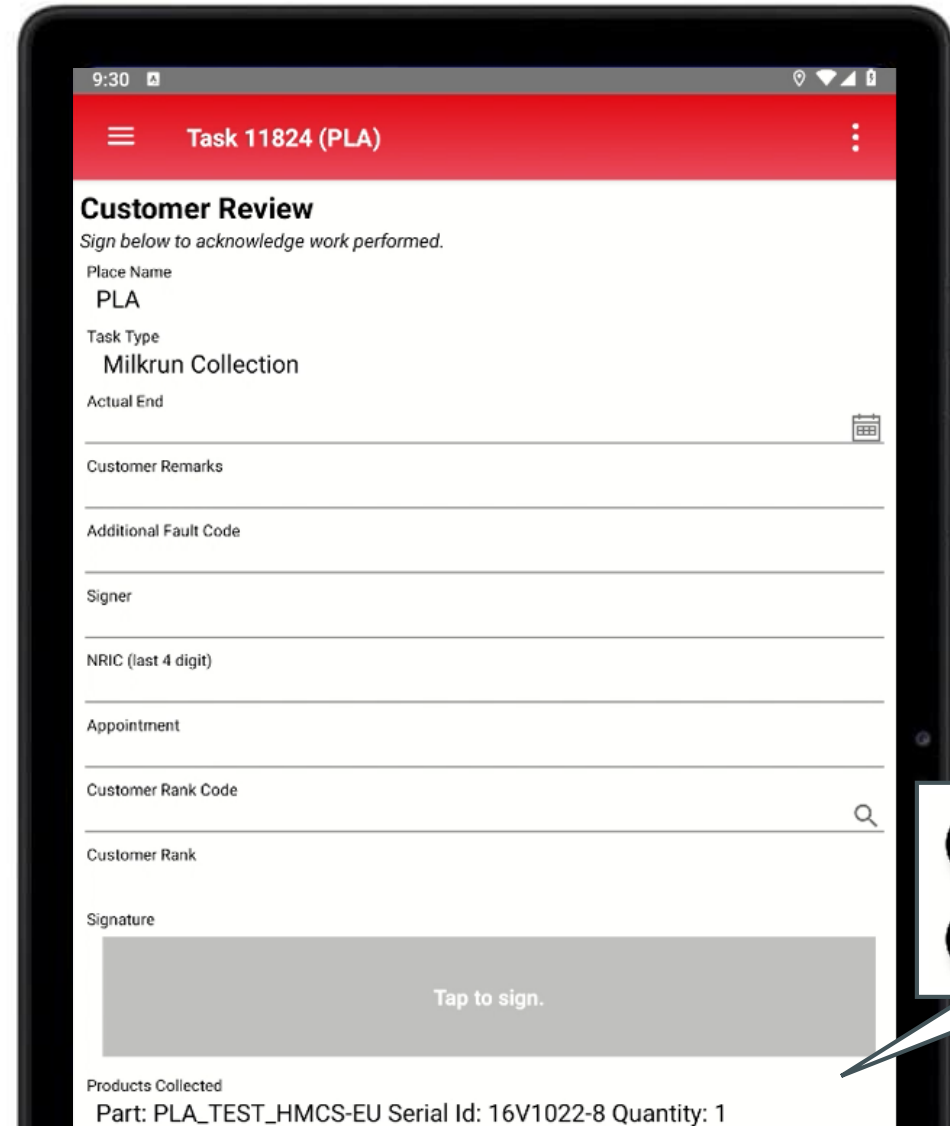


Processing Milkrun Task (5)

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.



9:30

Task 11824 (PLA)

Customer Review

Sign below to acknowledge work performed.

Place Name
PLA

Task Type
Milkrun Collection

Actual End

Customer Remarks

Additional Fault Code

Signer

NRIC (last 4 digit)

Appointment



Customer Rank Code

Customer Rank

Signature

Tap to sign.

Products Collected
Part: PLA_TEST_HMCS-EU Serial Id: 16V1022-8 Quantity: 1

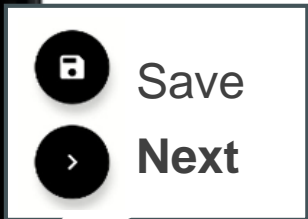
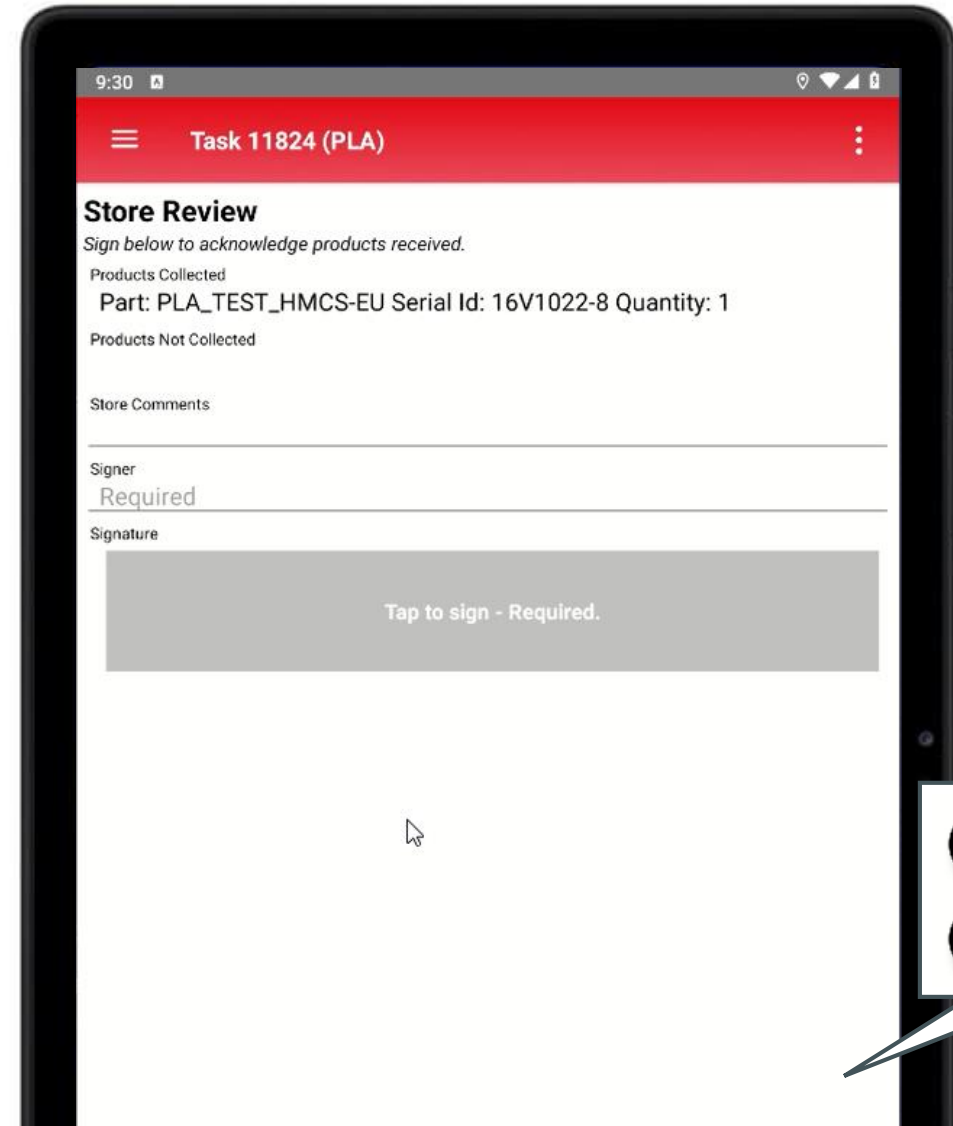
 Save
 Next

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.

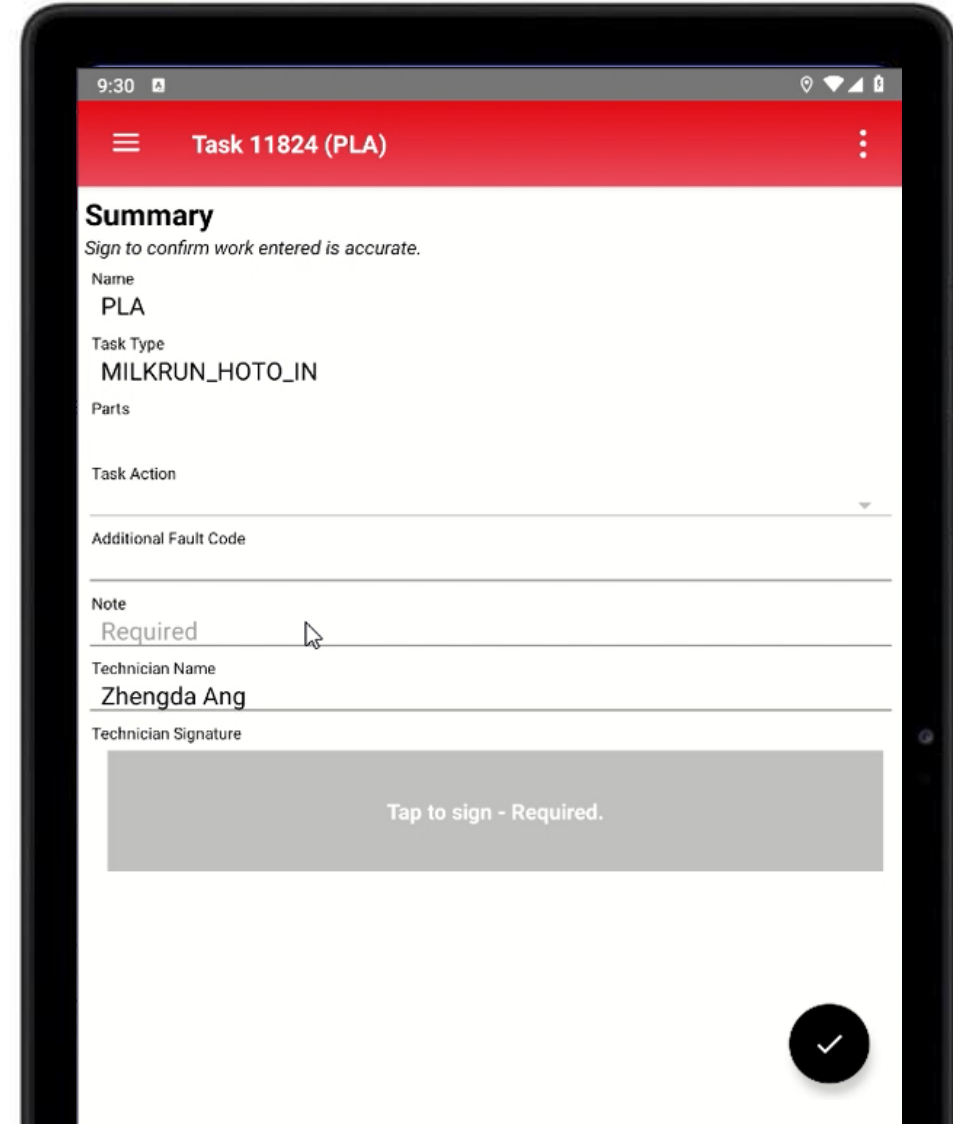
Proceed **Next**  to continue with the job task.



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.

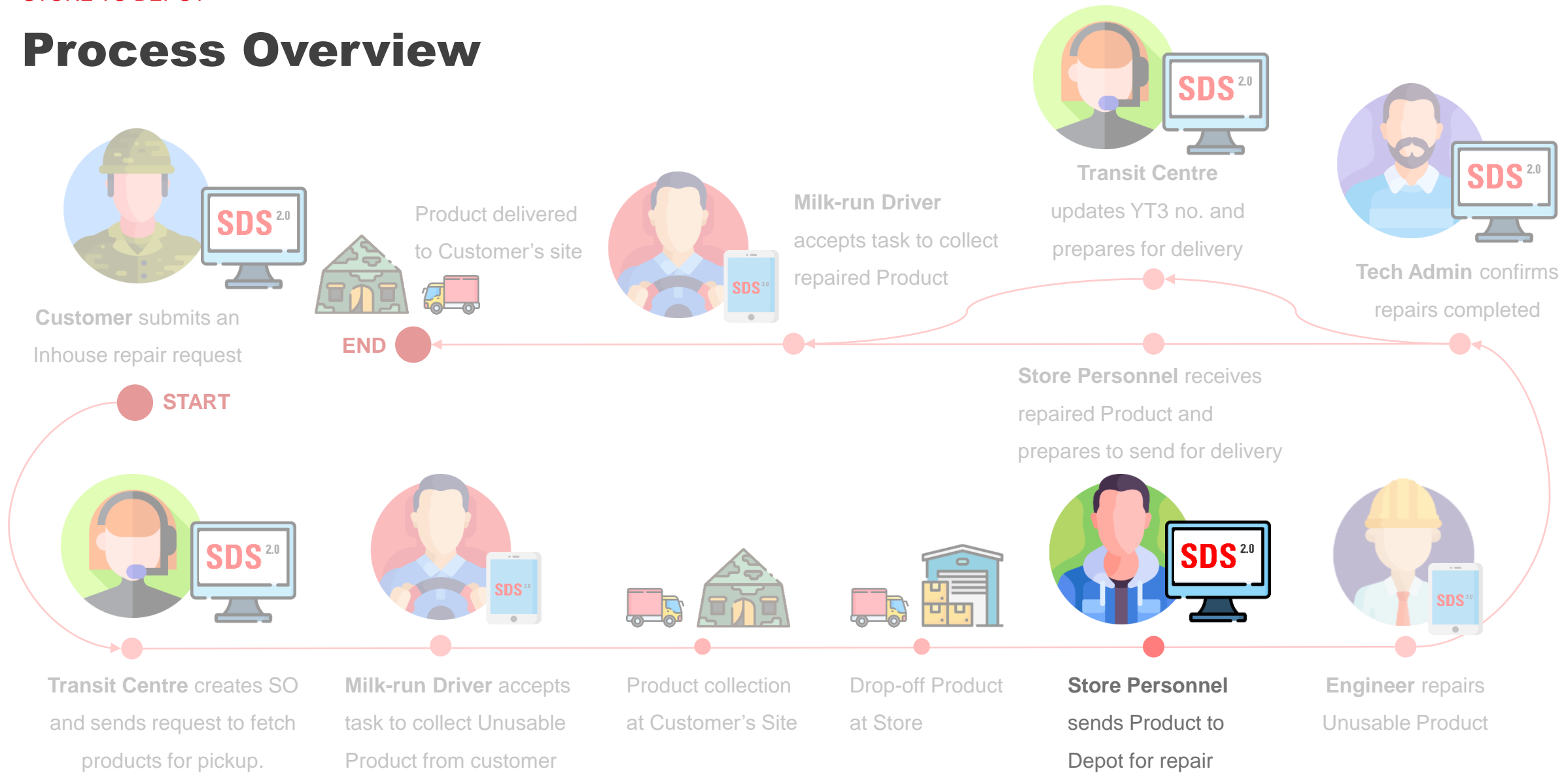


Store to Depot

- Process Overview
- Equipment Transit
- Send to Depot

STORE TO DEPOT

Process Overview



Equipment Transit

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

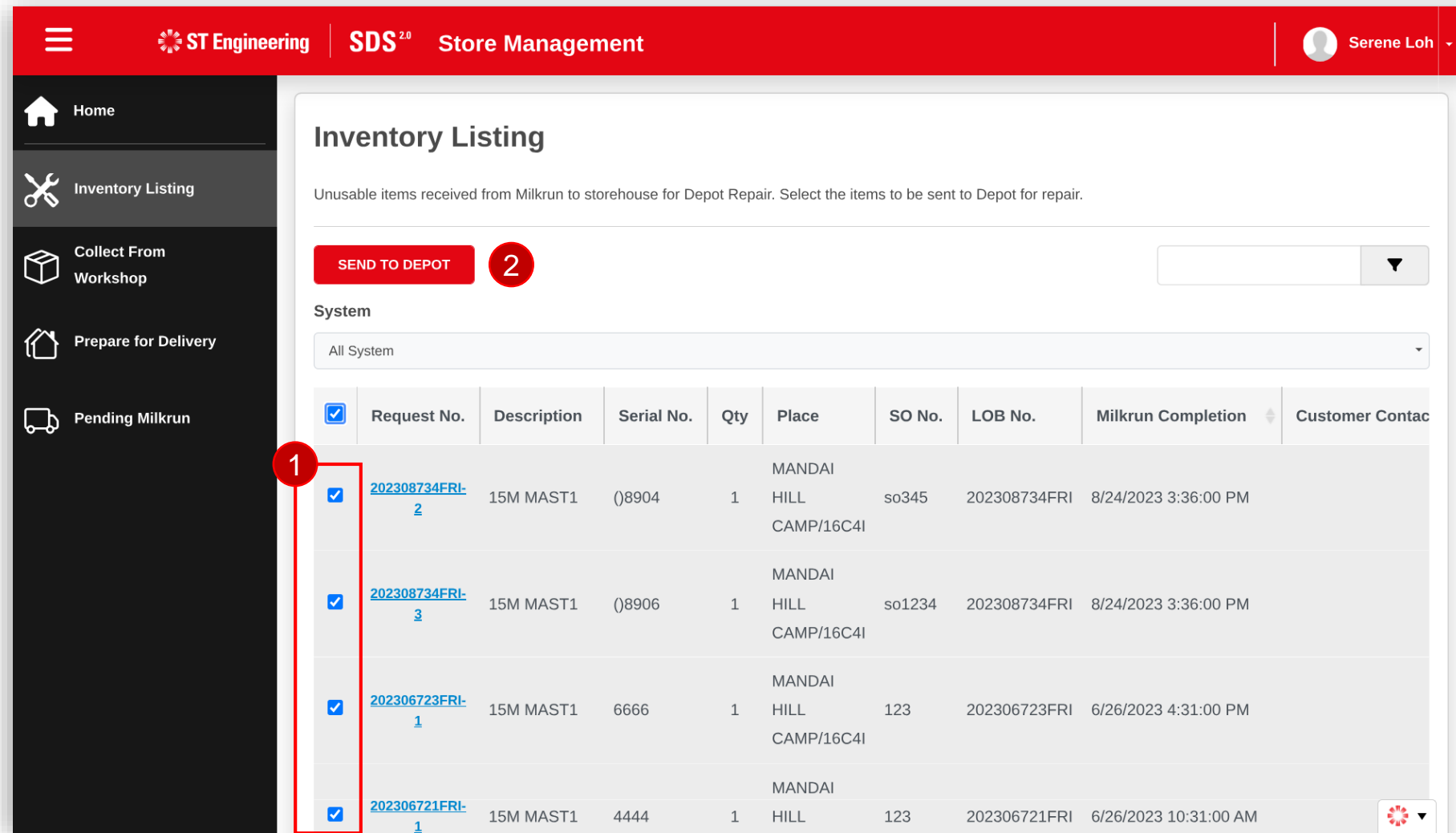


 <ul style="list-style-type: none"> • Raise service requests • Cancel service requests • Monitor status of service requests • Download service requests <p>Enter Portal</p>	 <ul style="list-style-type: none"> • Inhouse & Onsite Service Request Extraction • Updating & Importing of MO/SO/YT3 Values <p>Enter Portal</p>	 <ul style="list-style-type: none"> • Process Service Requests • Monitor & Edit Status of Requests • Task Assignments to Engineers <p>Enter Portal</p>	 <p>(*for administrative users only)</p> <ul style="list-style-type: none"> • Credential Reset or Change • Device Pairing Authentication <p>Enter Portal</p>
<p>Equipment Transit</p>  <ul style="list-style-type: none"> • Monitor Equipment Inflow / Outflow • Allocation of Equipments to Engineering Teams <p>Enter Portal</p>	<p>MRO AI Co-pilot</p>  <ul style="list-style-type: none"> • Formulate rectification action • Investigate root cause and more ... 	<p>Helpdesk System Support</p>  <ul style="list-style-type: none"> • Create or Process Change Requests • Request Assignment to Engineers • Log FRACA, Incidents & Helpdesk Requests <p>Enter Portal</p>	

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.



Inventory Listing

Unusable items received from Milkrun to storehouse for Depot Repair. Select the items to be sent to Depot for repair.

SEND TO DEPOT 2

System

All System

<input checked="" type="checkbox"/>	Request No.	Description	Serial No.	Qty	Place	SO No.	LOB No.	Milkrun Completion	Customer Contact
<input checked="" type="checkbox"/>	202308734FRI-2	15M MAST1	()8904	1	MANDAI HILL CAMP/16C4I	so345	202308734FRI	8/24/2023 3:36:00 PM	
<input checked="" type="checkbox"/>	202308734FRI-3	15M MAST1	()8906	1	MANDAI HILL CAMP/16C4I	so1234	202308734FRI	8/24/2023 3:36:00 PM	
<input checked="" type="checkbox"/>	202306723FRI-1	15M MAST1	6666	1	MANDAI HILL CAMP/16C4I	123	202306723FRI	6/26/2023 4:31:00 PM	
<input checked="" type="checkbox"/>	202306721FRI-1	15M MAST1	4444	1	MANDAI HILL	123	202306721FRI	6/26/2023 10:31:00 AM	

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.

Confirm Items Send to Depot (Total : 1)

Please review the details below and confirm the list of unusable items to send for depot.

Request No.	Description	Serial No.	Qty	SO	Completion
202308734FRI-2	15M MAST1	()8904	1	so345	8/24/2023 3:36:00 PM

Showing 1 - 1 of 1 records

Received By Engineer : *

Austin Tang

Signature : *

Austin

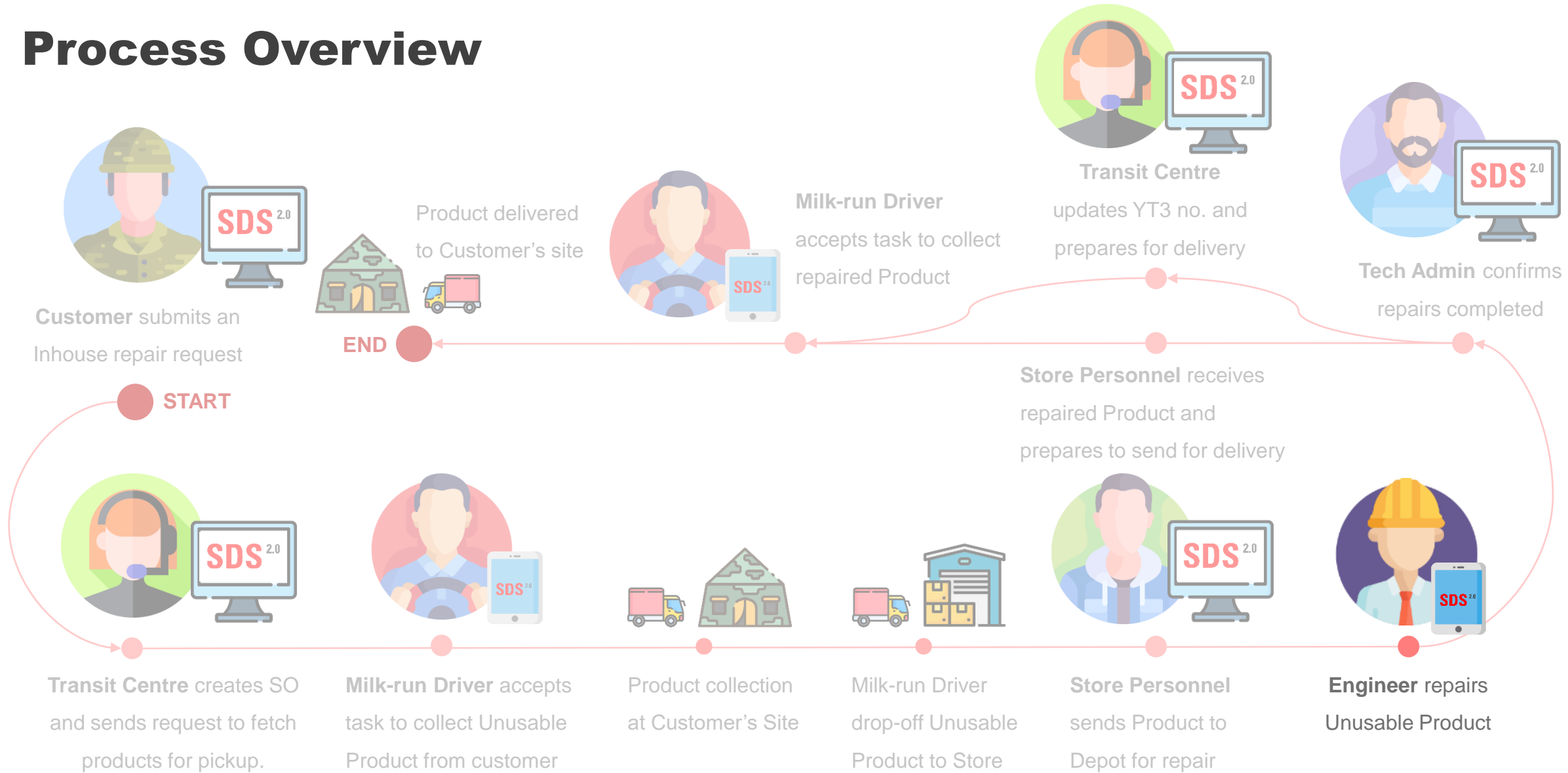
[Clear Signature](#)

CANCEL CONFIRM

Engineer

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

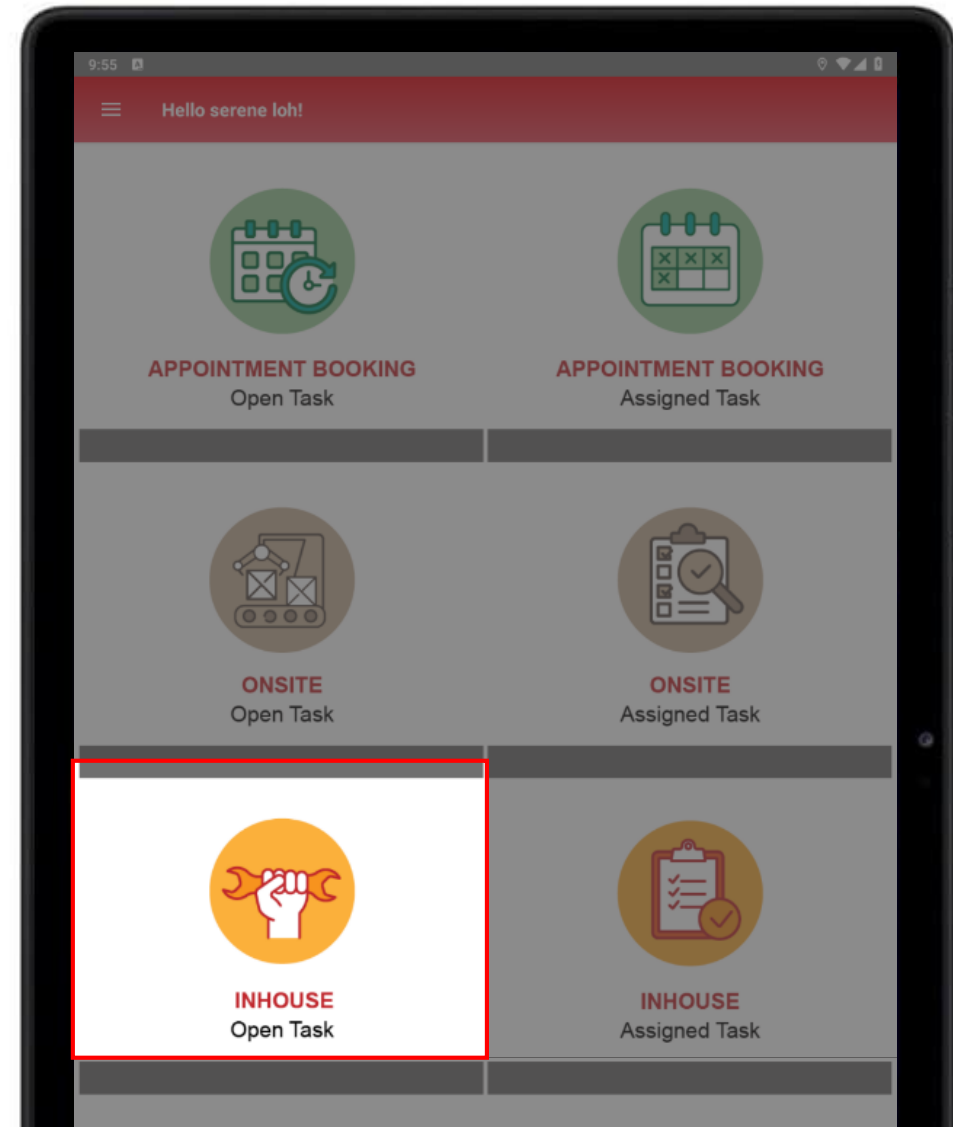
Process Overview



ENGINEER

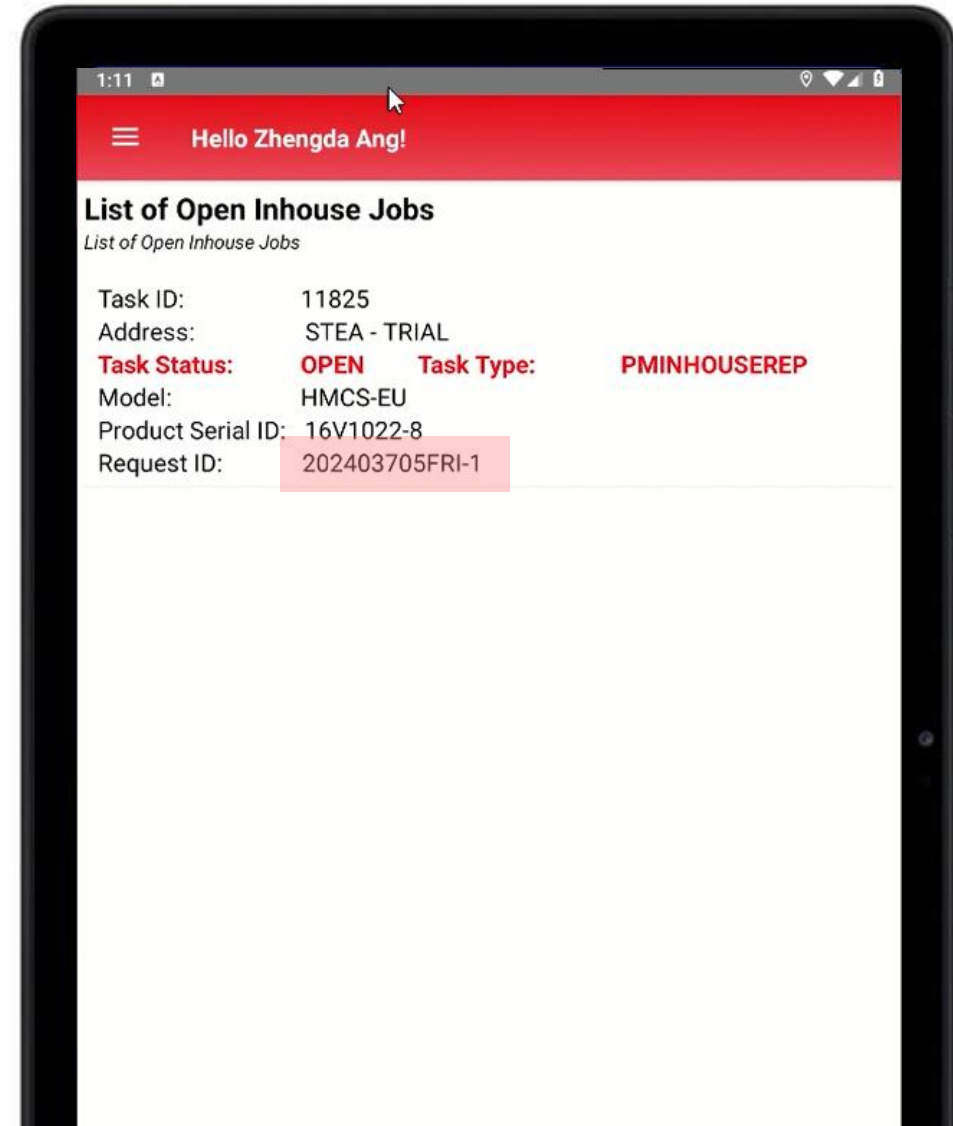
Inhouse Open Task

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)

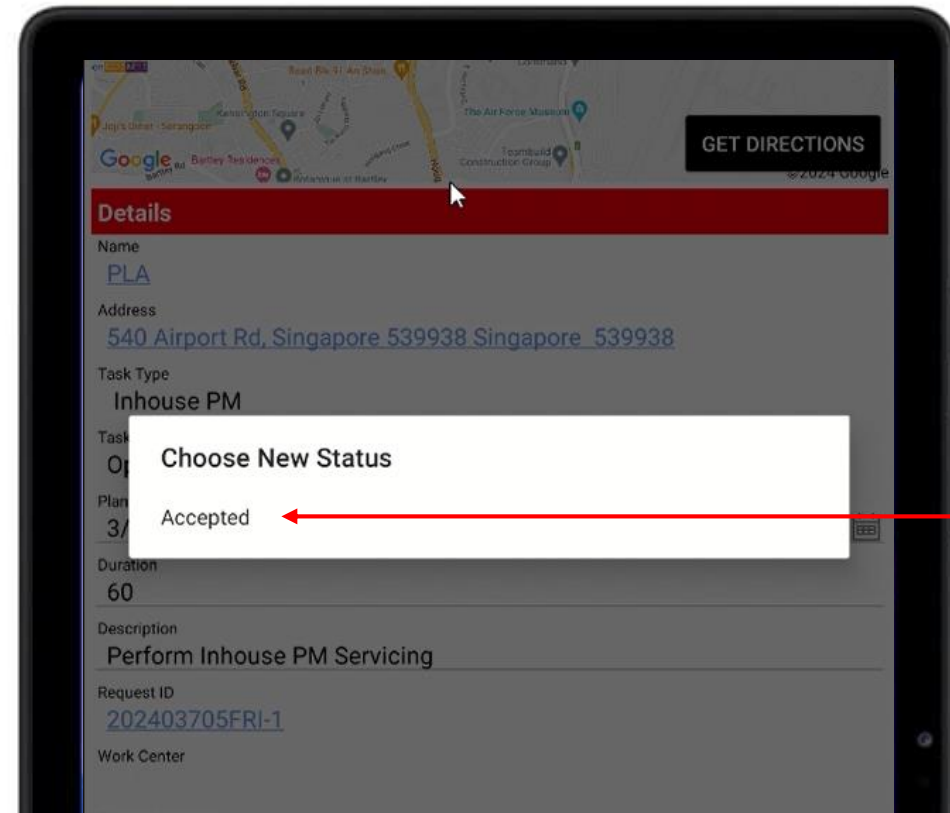
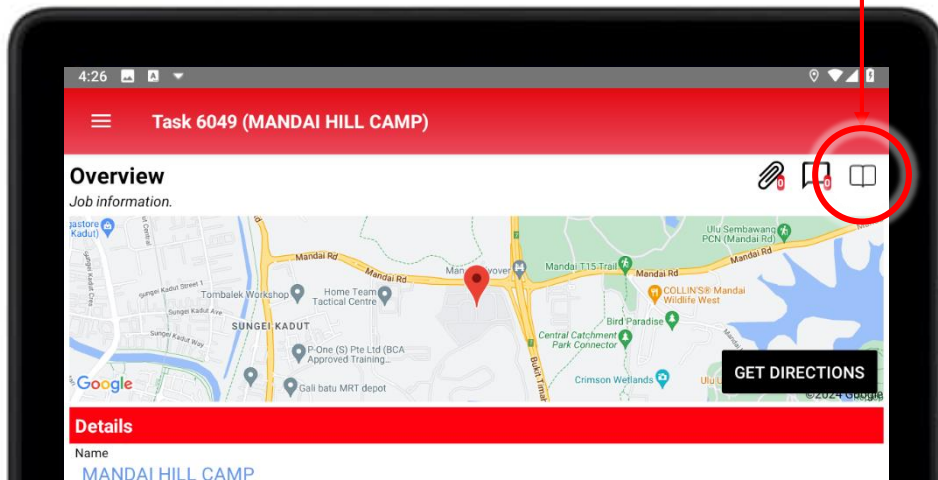
In **Inhouse Open Task**, it will display a list of open inhouse jobs. Look for the **request ID** to work on and tap on the subject to view the task.



Accepting Inhouse Open Task (2)

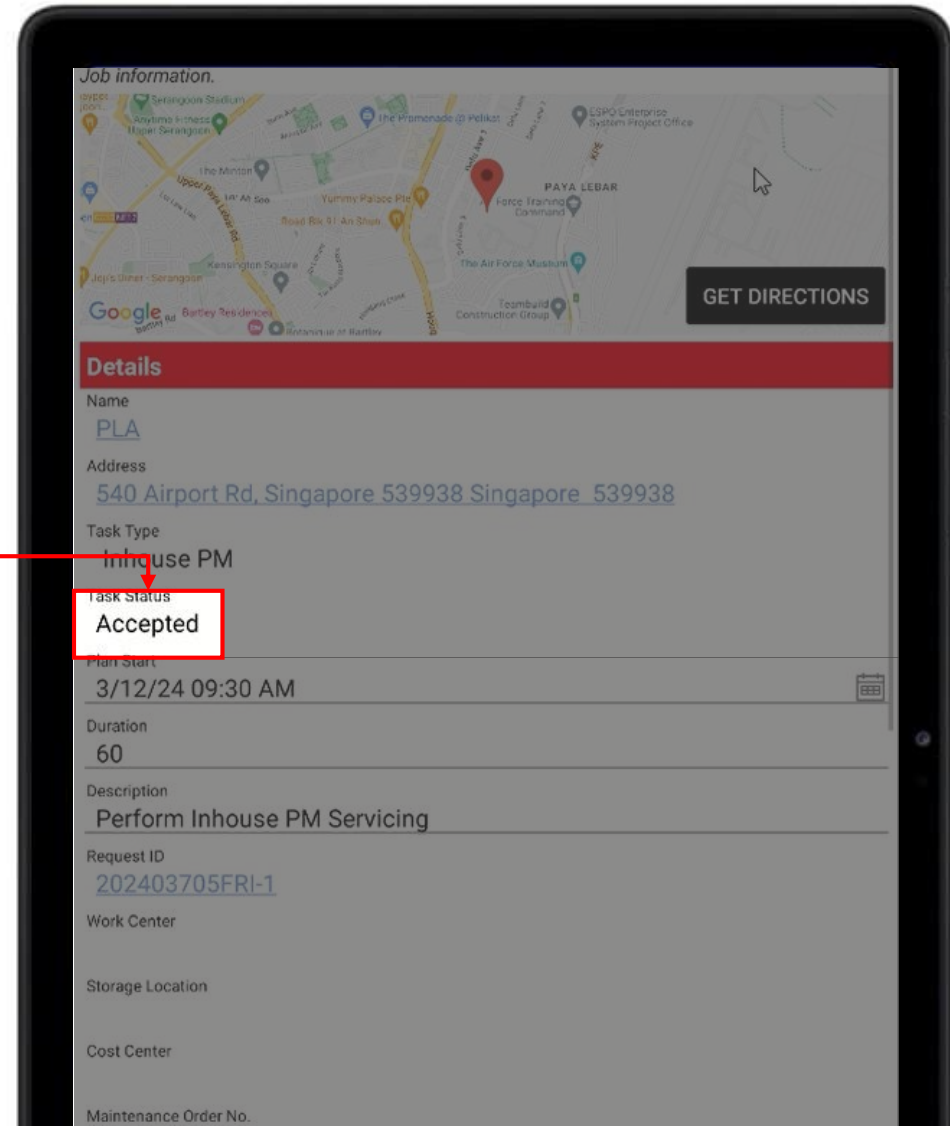
1 Select the **Book** icon  to open the accept window.

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




Accepting Inhouse Open Task (3)

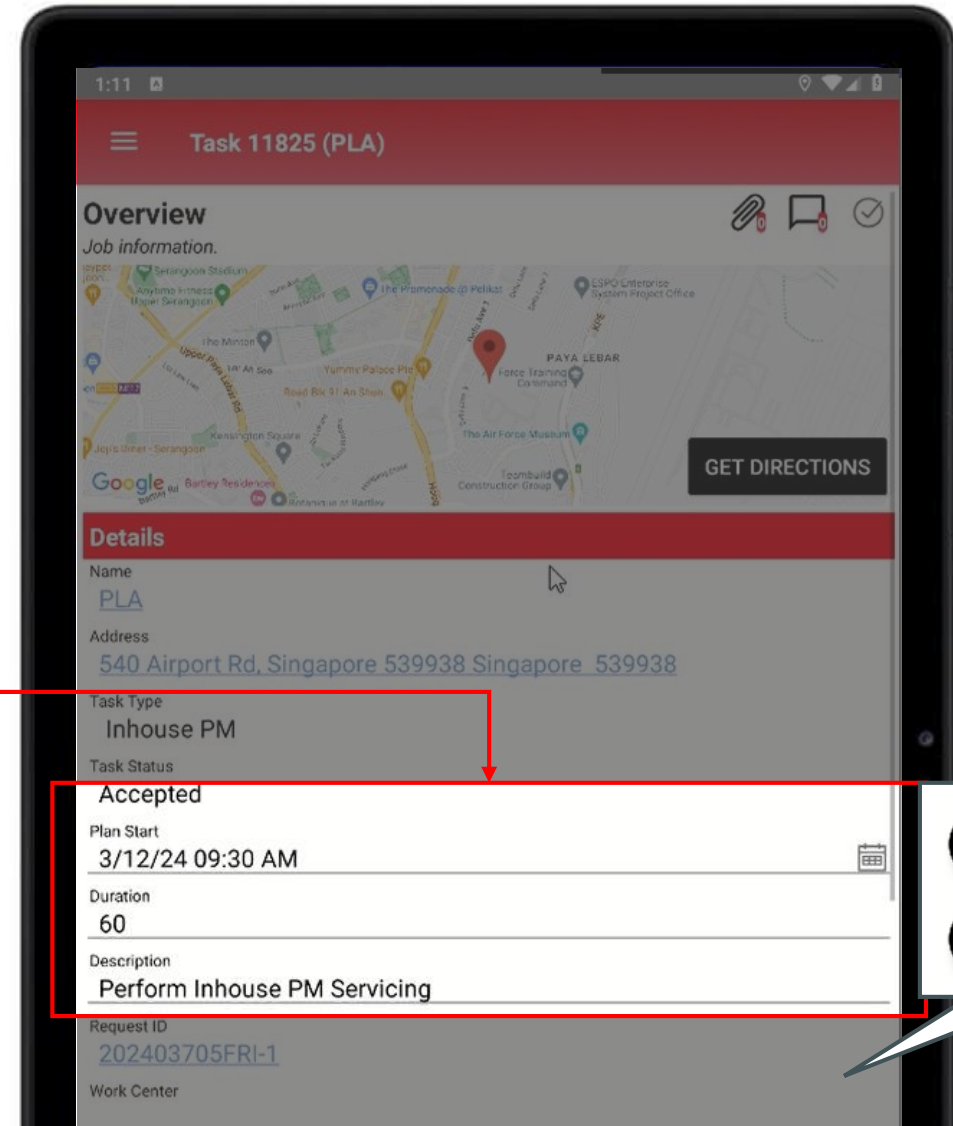
Task Status will change from **Open** to **Accepted**.
It can be viewed and edited by assigned engineer.




Processing Inhouse Task (1)

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

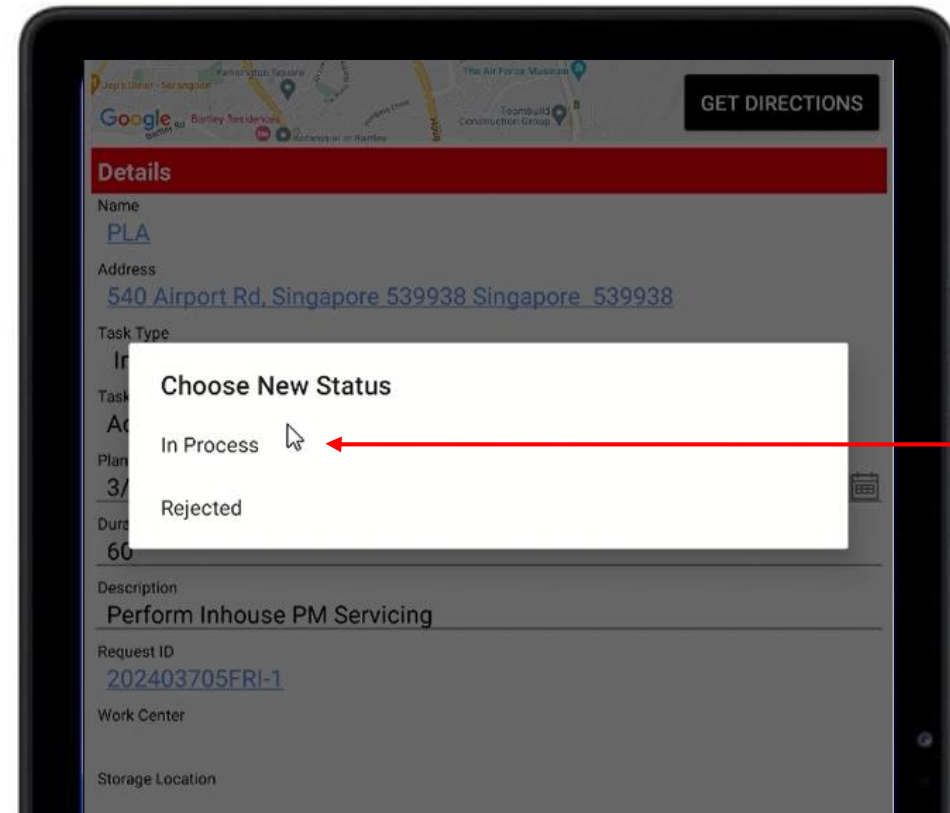
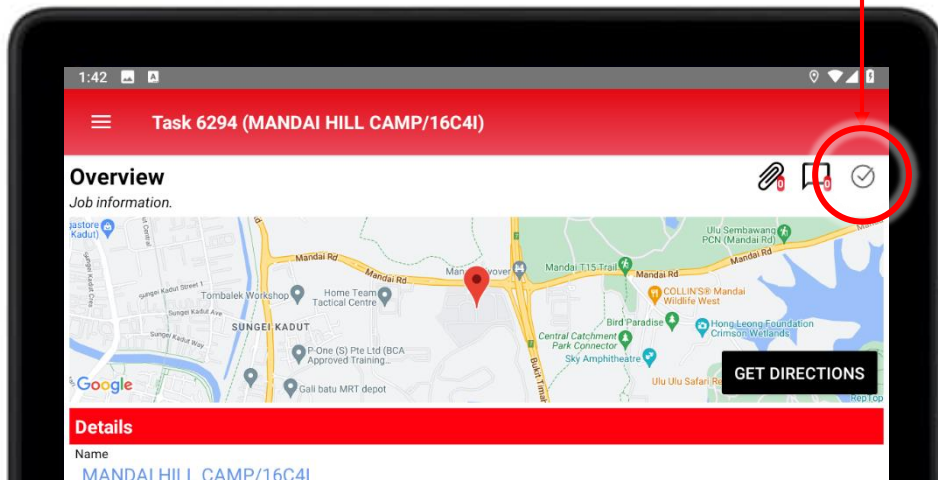
Milkrun driver can modify the text fields accordingly and tap **Save**  to update.



Processing Inhouse Task (2)

1 Select the icon  to open the status window.

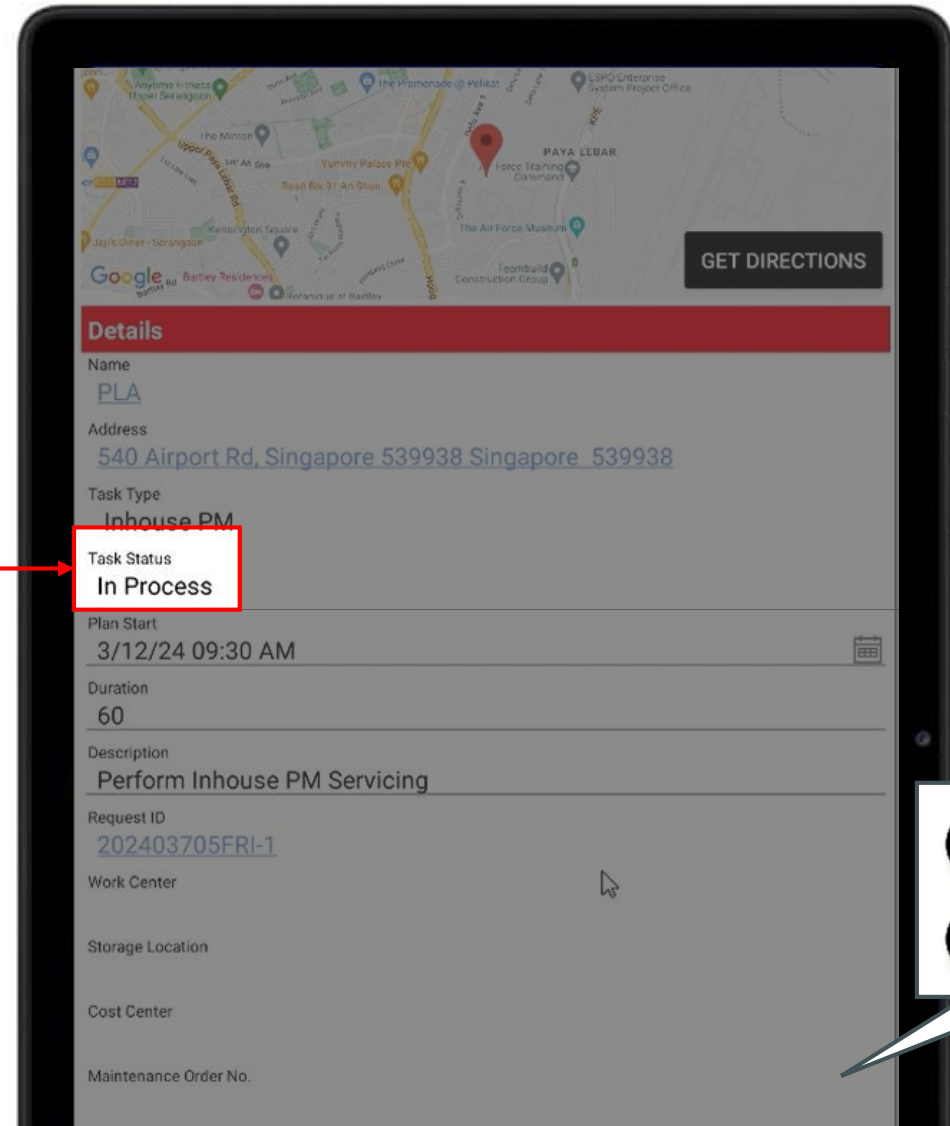
2 Tap In Process to confirm.



Processing Inhouse Task (3)

Task Status will change from **Accepted** to **In Process**.


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

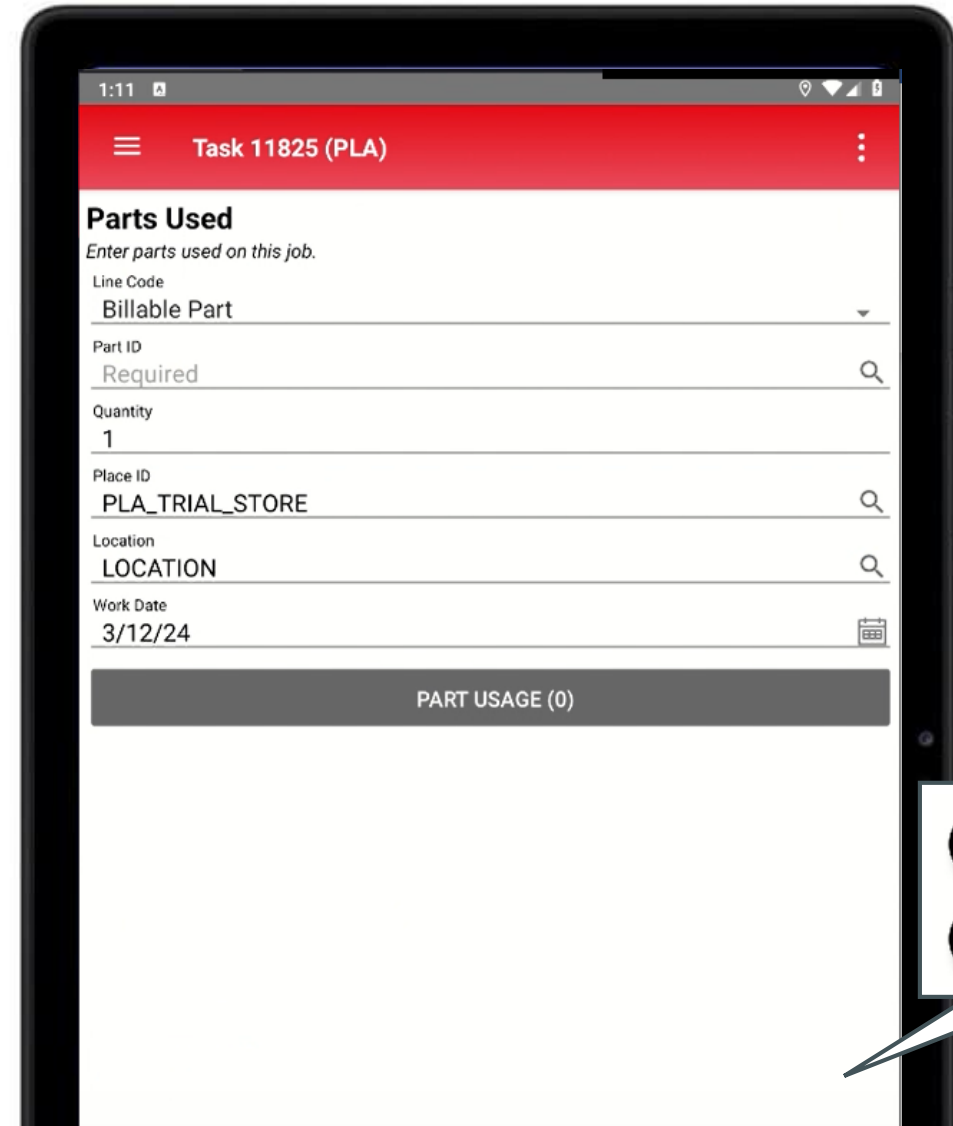


A callout box containing two buttons: a 'Save' button with a save icon and a 'Next' button with a right-pointing arrow icon.

Processing Inhouse Task (4)

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

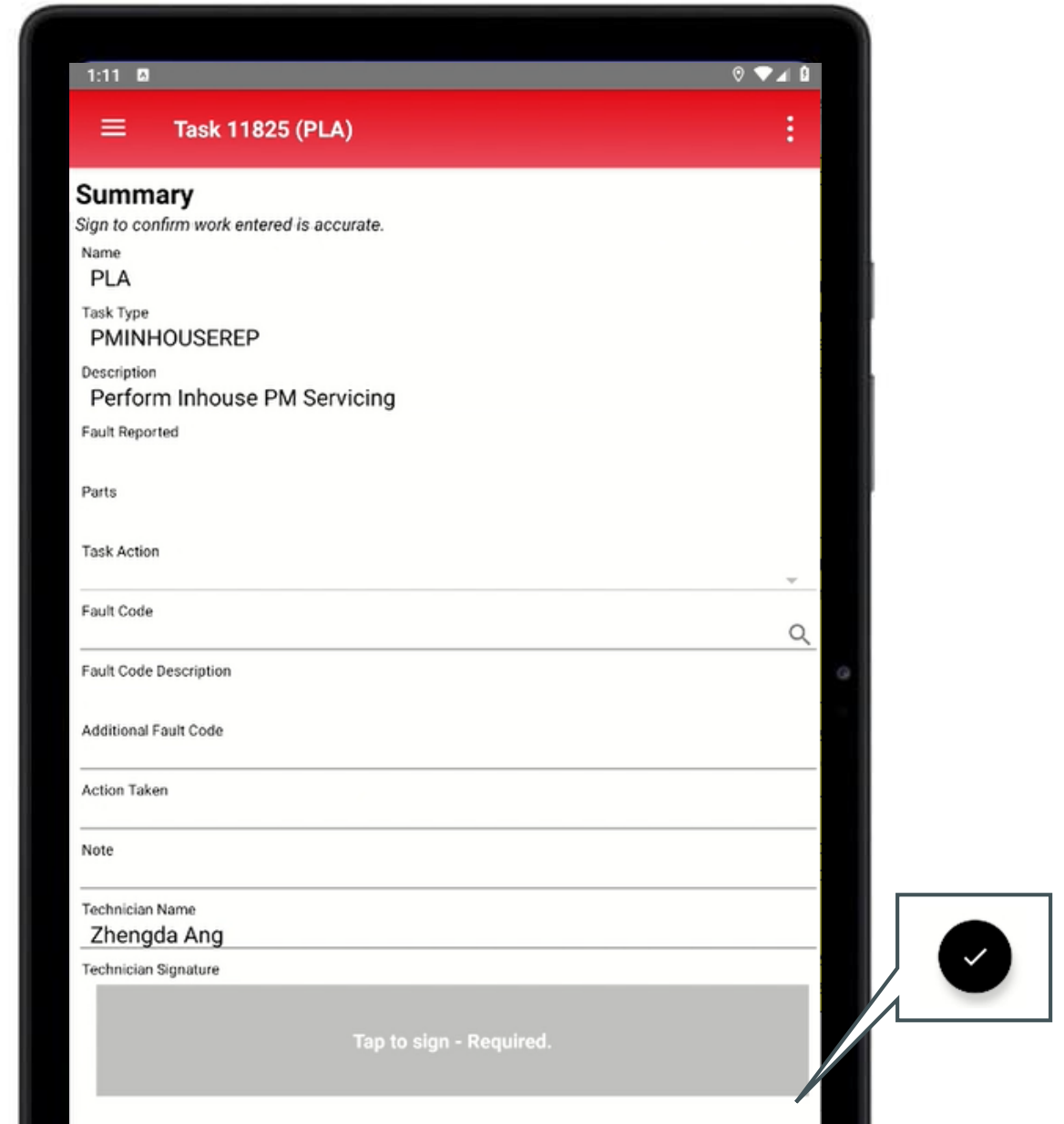
If no parts usage involved, you can proceed to **Next**  to continue with the job task.



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.

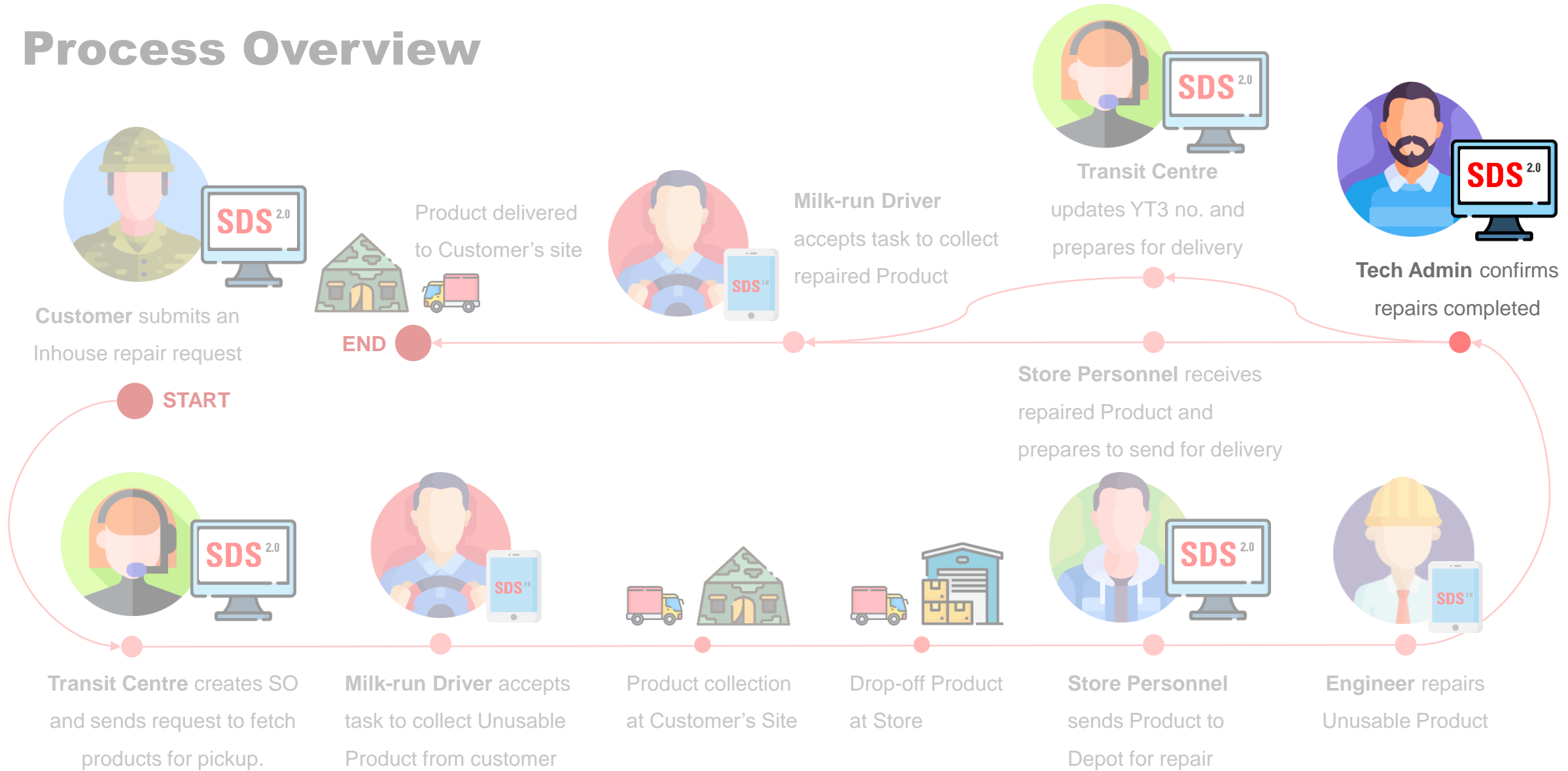
Proceed  to complete the job task.



Tech Admin

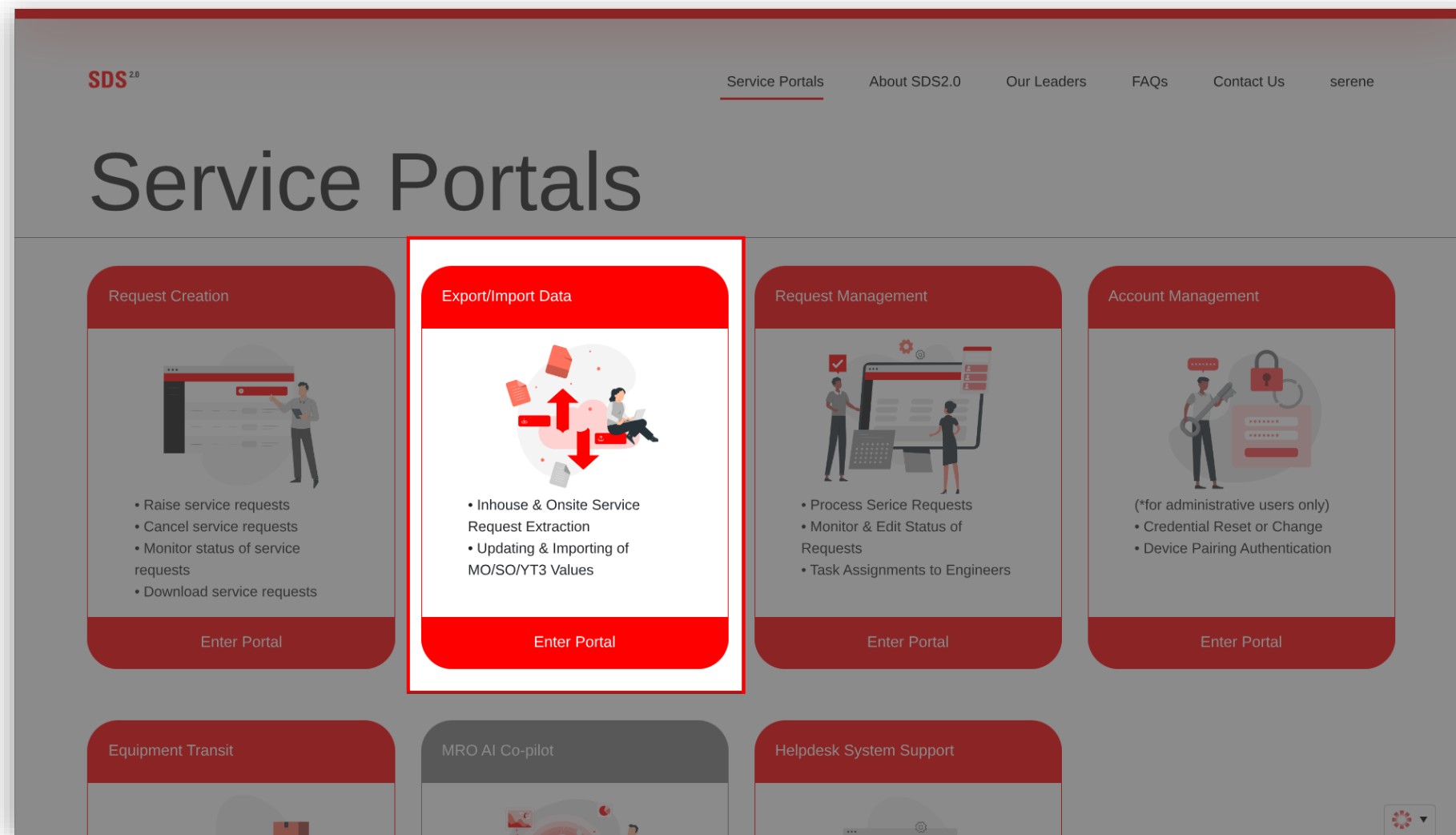
- Process Overview
- Export/Import Data
- Mark Repair Complete

Process Overview



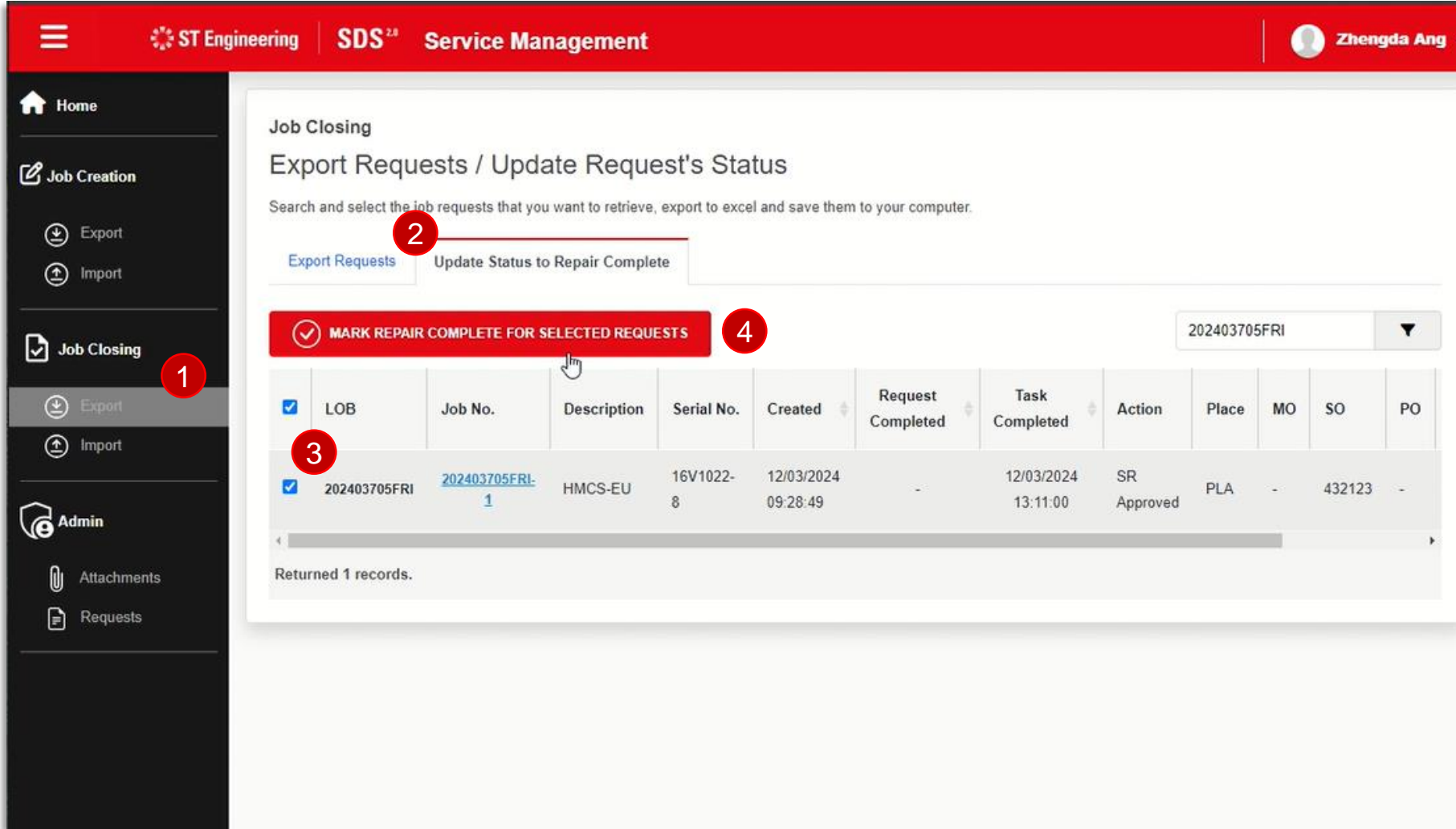
Export/Import Data

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.



The screenshot shows the 'Job Closing' section of the ST Engineering Service Management interface. The 'Update Status to Repair Complete' tab is selected. A table of job requests is displayed with one row selected. A red button 'MARK REPAIR COMPLETE FOR SELECTED REQUESTS' is highlighted.

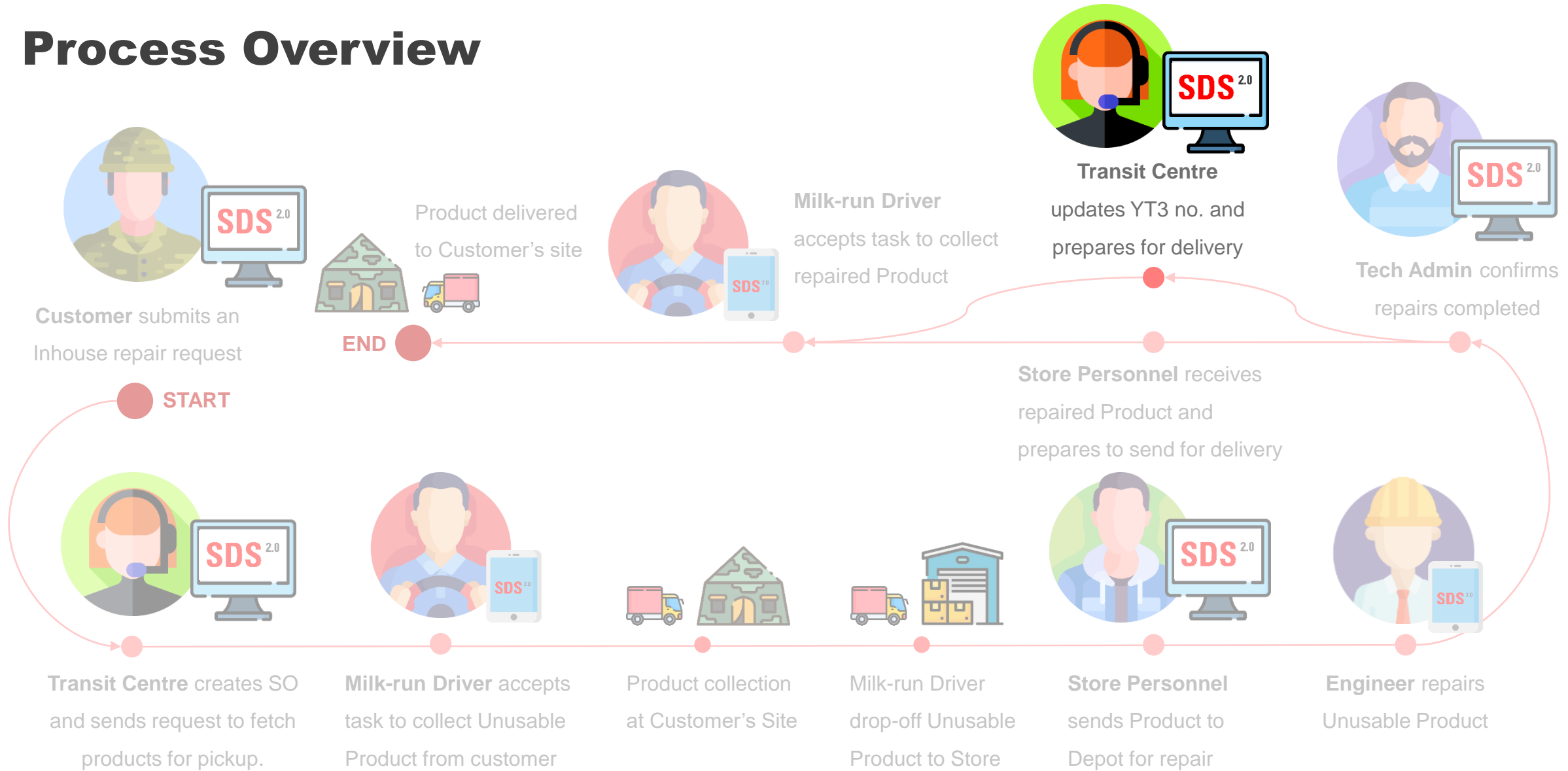
LOB	Job No.	Description	Serial No.	Created	Request Completed	Task Completed	Action	Place	MO	SO	PO	
<input checked="" type="checkbox"/>	202403705FRI	202403705FRI-1	HMCS-EU	16V1022-8	12/03/2024 09:28:49	-	12/03/2024 13:11:00	SR Approved	PLA	-	432123	-

Returned 1 records.

Transit Centre: Job Closing

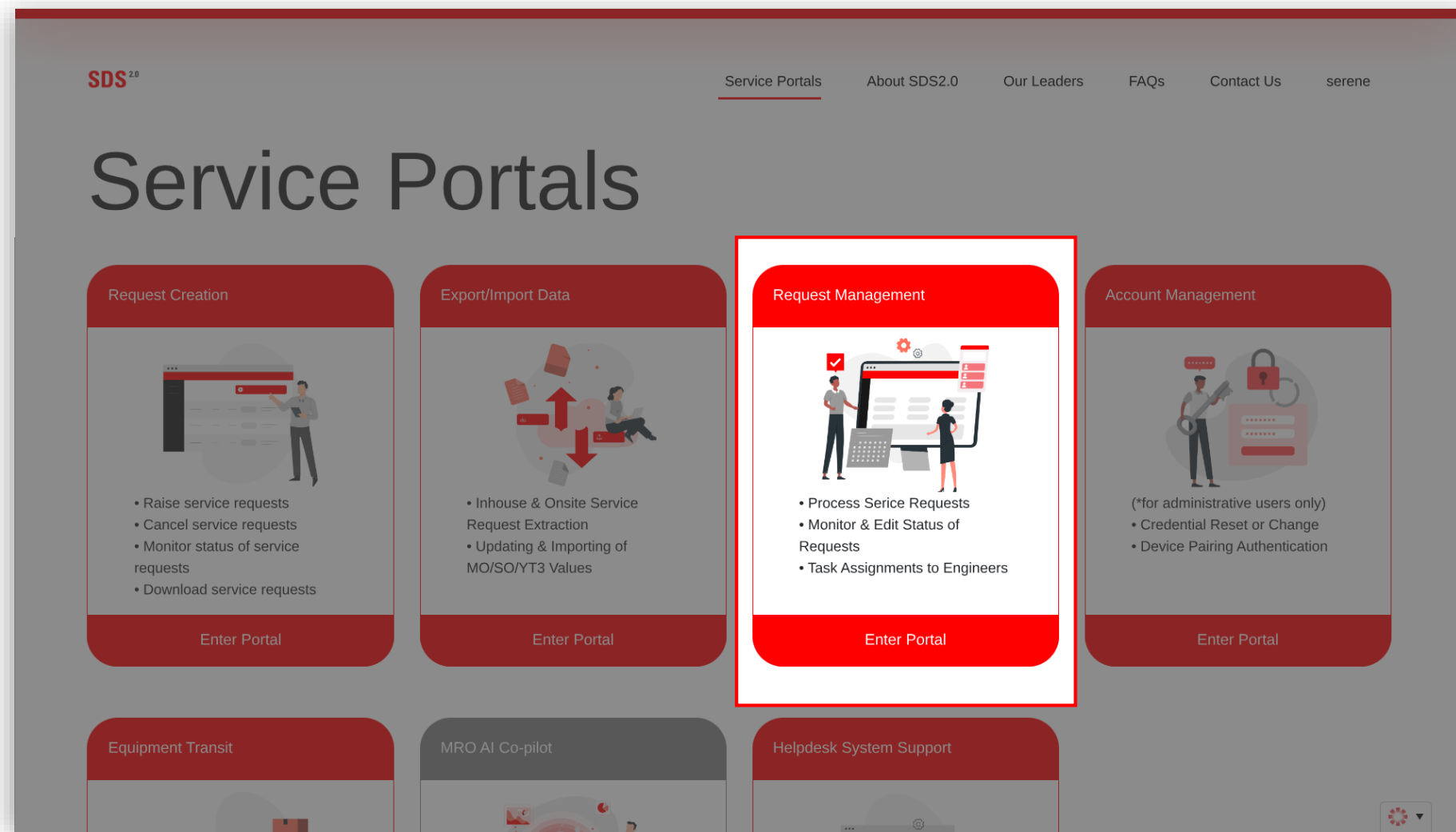
- Process Overview
- Request Management
- Update YT3
- Update Multiple Requests with YT3 at SM Portal
- Prepared for Delivery, DN Created

Process Overview



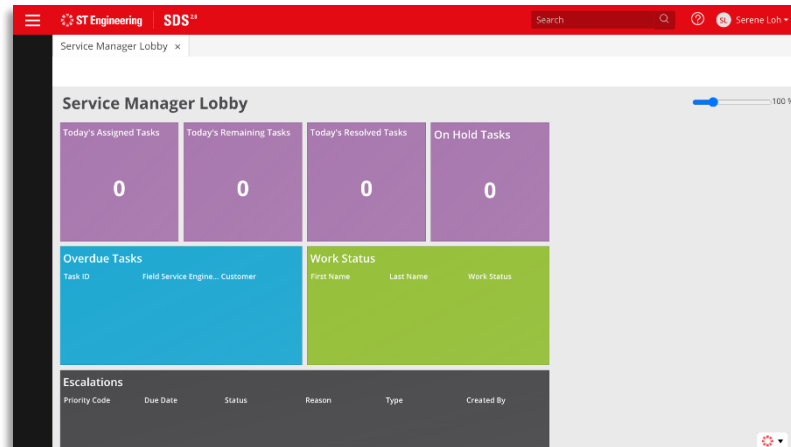
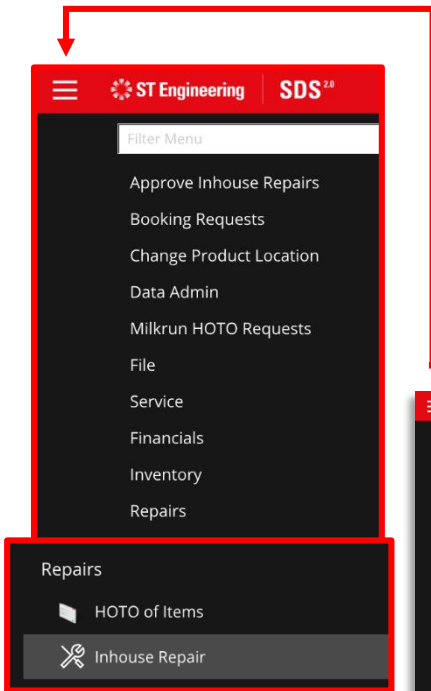
Request Management

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

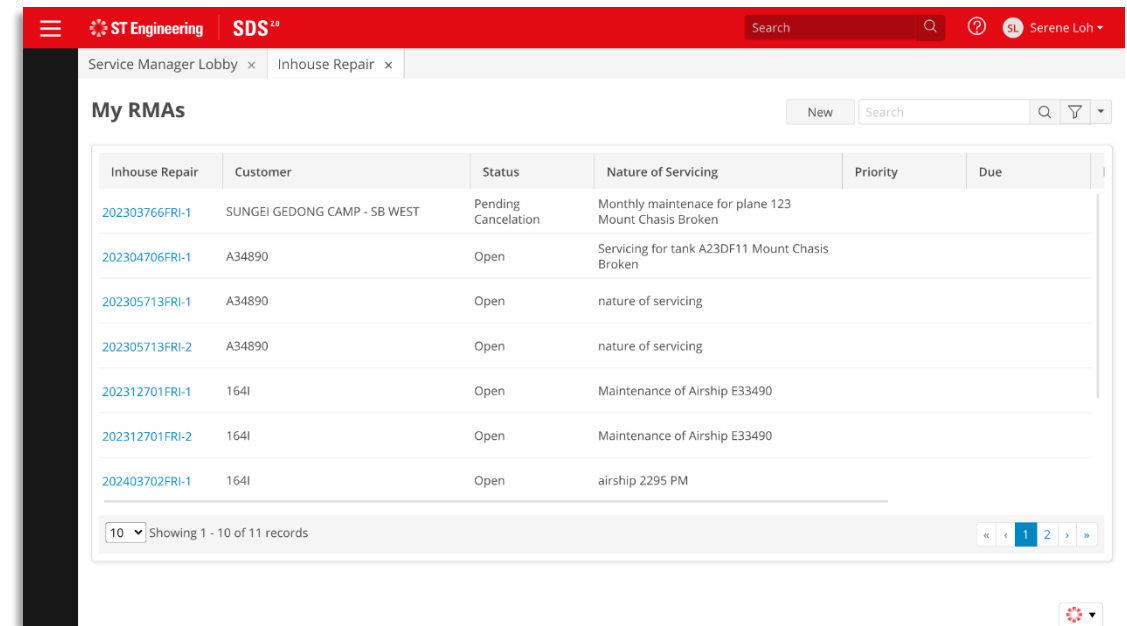


Update YT3 (1)

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



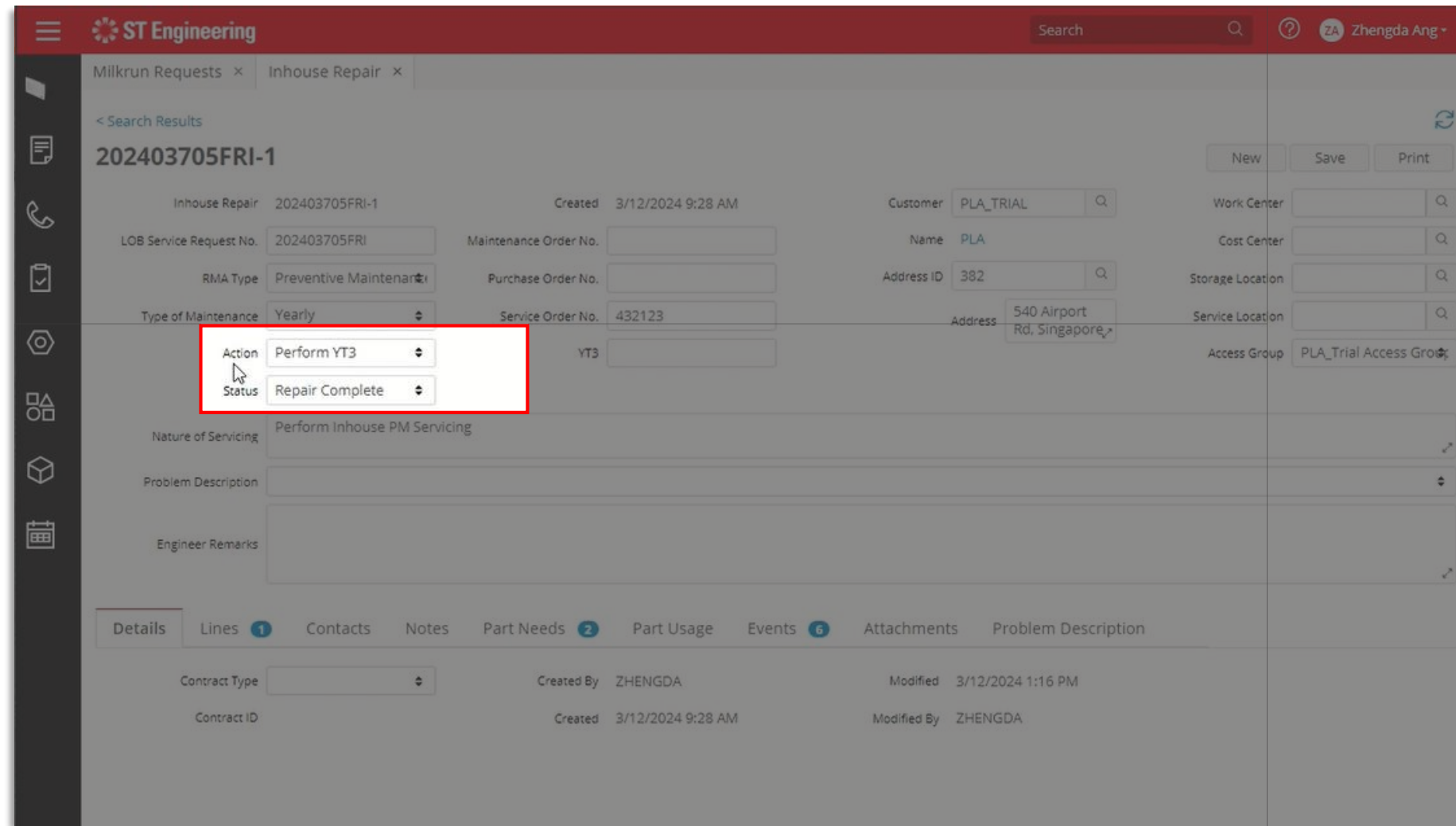
2 Service manager can search for the **request ID** by its **LOB Service Request Number**.



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**.

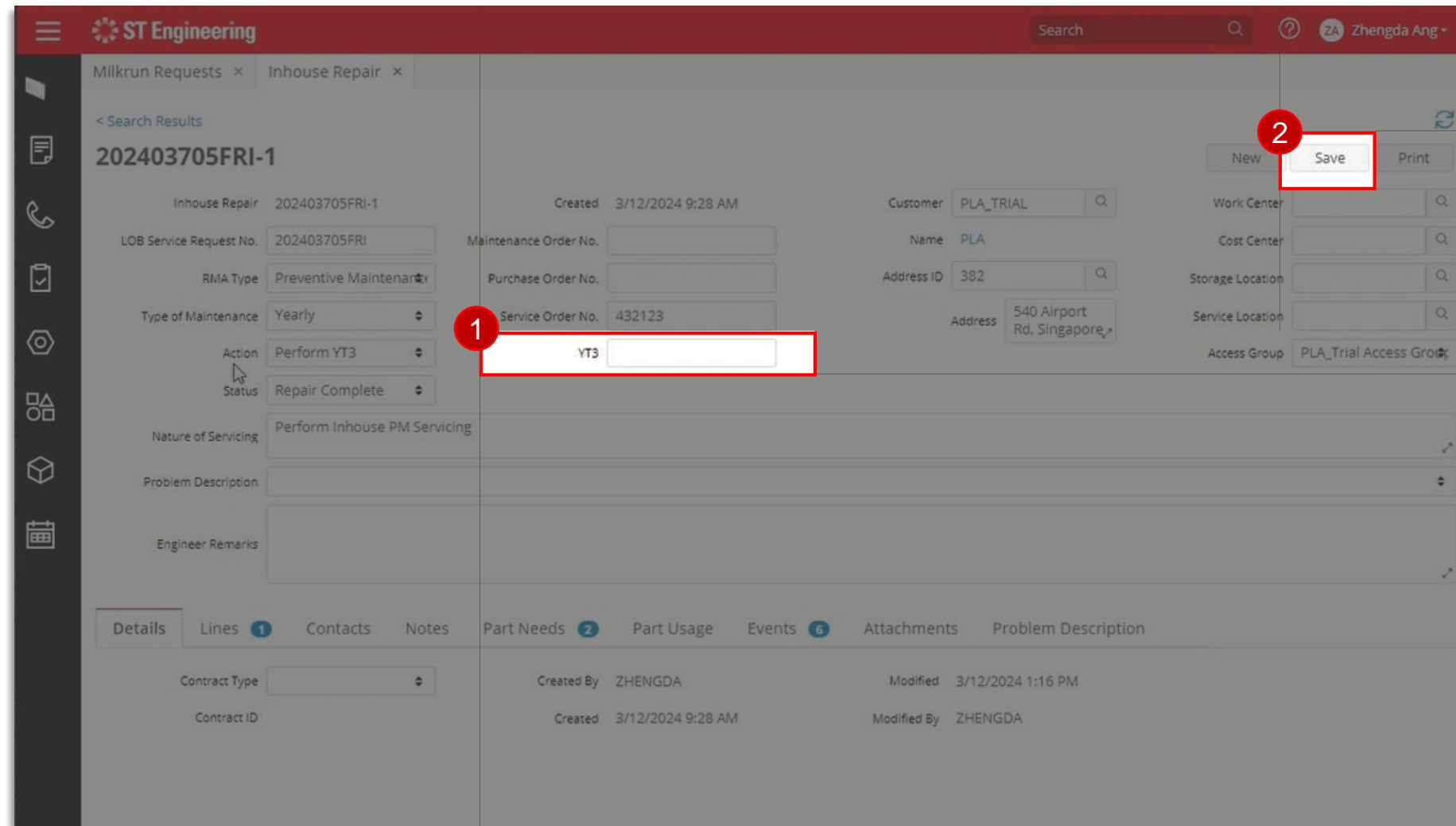


The screenshot displays the ST Engineering software interface. At the top, the header includes the ST Engineering logo, a search bar, and the user name 'Zhengda Ang'. Below the header, there are tabs for 'Milkrun Requests' and 'Inhouse Repair'. The main content area shows search results for '202403705FRI-1'. The details for this request include: Inhouse Repair: 202403705FRI-1, Created: 3/12/2024 9:28 AM, Customer: PLA_TRIAL, Work Center: [empty], LOB Service Request No.: 202403705FRI, Maintenance Order No.: [empty], Name: PLA, Cost Center: [empty], RMA Type: Preventive Maintenance, Purchase Order No.: [empty], Address ID: 382, Storage Location: [empty], Type of Maintenance: Yearly, Service Order No.: 432123, Address: 540 Airport Rd, Singapore, Service Location: [empty], and Access Group: PLA_Trial Access Group. A red box highlights the 'Action' dropdown set to 'Perform YT3' and the 'Status' dropdown set to 'Repair Complete'. Below the details, there are tabs for 'Details', 'Lines', 'Contacts', 'Notes', 'Part Needs', 'Part Usage', 'Events', 'Attachments', and 'Problem Description'. At the bottom, the contract information is shown: Contract Type: [empty], Created By: ZHENGDA, Modified: 3/12/2024 1:16 PM, Contract ID: [empty], Created: 3/12/2024 9:28 AM, and Modified By: ZHENGDA.

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.



The screenshot displays the ST Engineering mobile application interface for updating a maintenance request. The form is titled "202403705FRI-1" and includes the following fields and options:

- Inhouse Repair:** 202403705FRI-1
- Created:** 3/12/2024 9:28 AM
- Customer:** PLA_TRIAL
- LOB Service Request No.:** 202403705FRI
- Maintenance Order No.:** [Empty]
- Name:** PLA
- RMA Type:** Preventive Maintenance
- Purchase Order No.:** [Empty]
- Address ID:** 382
- Type of Maintenance:** Yearly
- Service Order No.:** 432123
- Address:** 540 Airport Rd, Singapore
- Action:** Perform YT3
- Status:** Repair Complete
- Nature of Servicing:** Perform Inhouse PM Servicing
- Problem Description:** [Empty]
- Engineer Remarks:** [Empty]

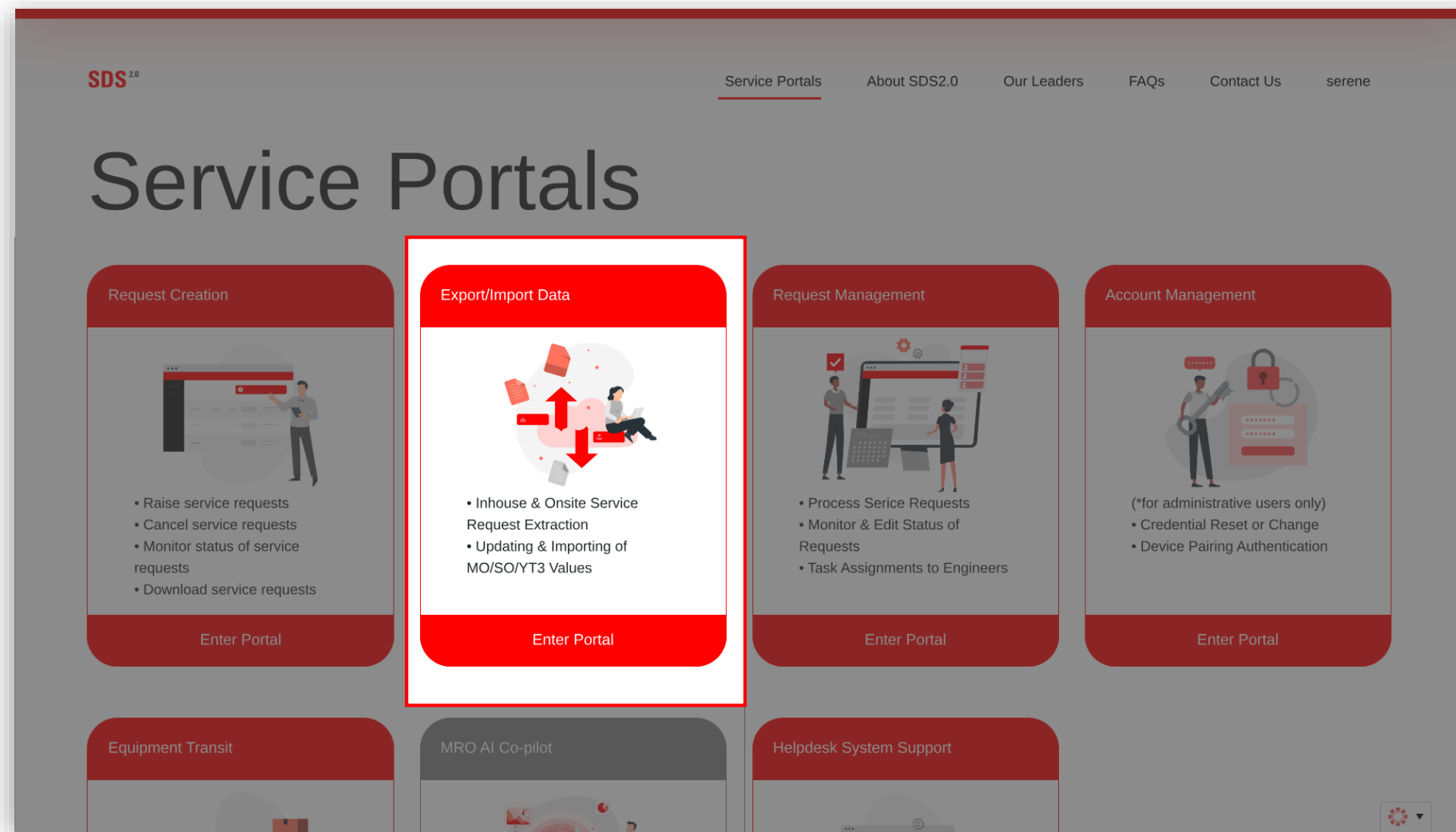
Key UI elements and annotations:

- A red box labeled **1** highlights the "Service Order No." field containing the text "YT3".
- A red box labeled **2** highlights the "Save" button in the top right corner.
- Navigation tabs at the bottom include: Details, Lines (1), Contacts, Notes, Part Needs (2), Part Usage, Events (6), Attachments, and Problem Description.
- Metadata at the bottom shows: Contract Type [Empty], Contract ID [Empty], Created By: ZHENGDA, Modified: 3/12/2024 1:16 PM, Created: 3/12/2024 9:28 AM, Modified By: ZHENGDA.

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**.

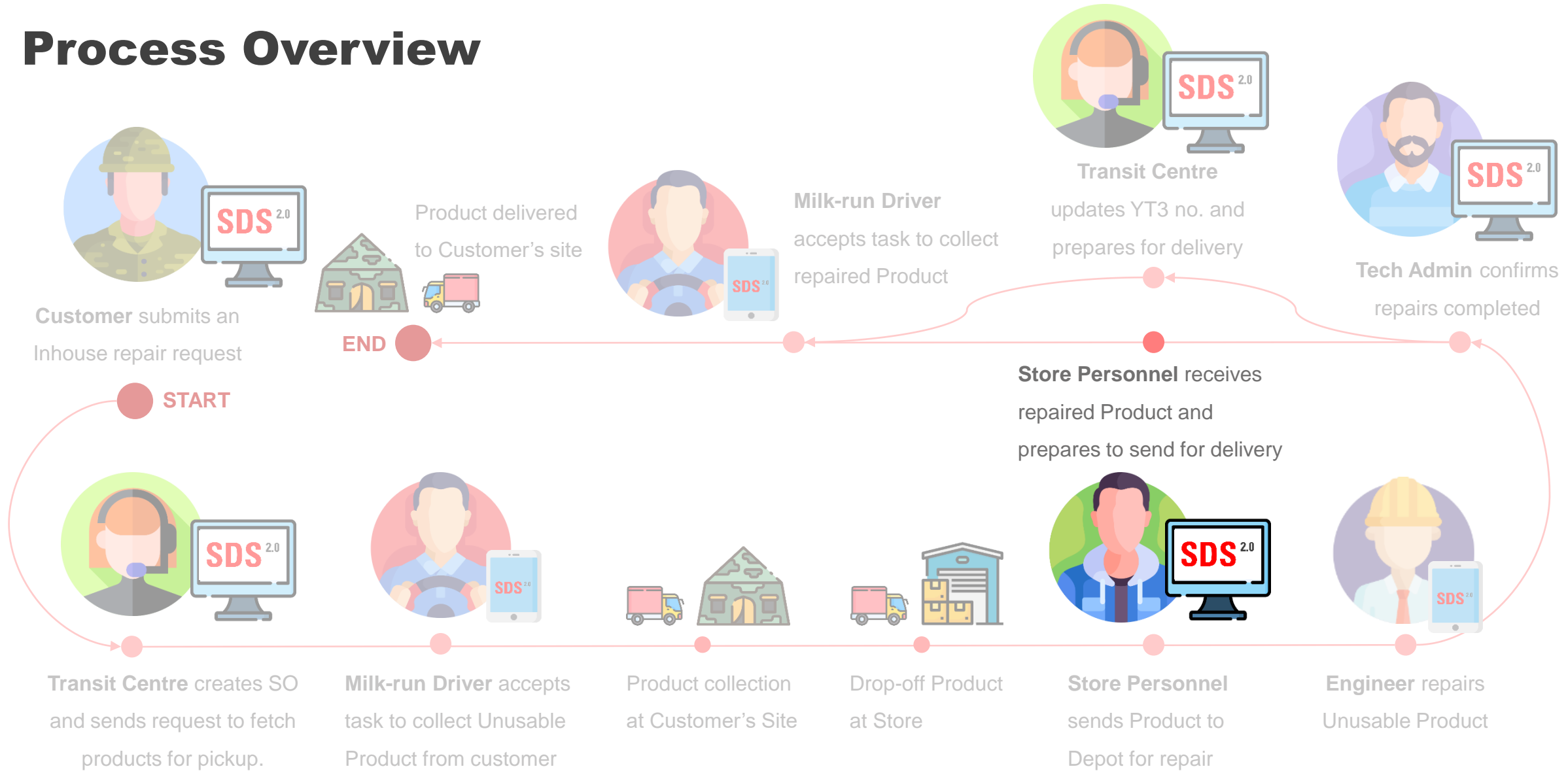
The screenshot displays the ST Engineering software interface for an Inhouse Repair record. The record ID is 202403705FRI-1, created on 3/12/2024 at 9:28 AM. The status is 'Repair Complete'. The action is 'Prepared For Delivery', which is highlighted with a red box. The nature of servicing is 'Perform Inhouse PM Servicing'. The engineer remarks are empty. The interface includes a search bar, user profile (Zhengda Ang), and various navigation icons. The bottom navigation bar shows 'Details', 'Lines 1', 'Contacts', 'Notes', 'Part Needs 2', 'Part Usage', 'Events 10', 'Attachments', and 'Problem Description'. The contract type is 'Inhouse Repair' and the contract ID is '202403705FRI-1'. The created by is 'ZHENGDA' and the modified by is 'CUSTOMPERPORTAL_D'.

Store to Product Delivery

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

STORE TO PRODUCT DELIVERY






Process Overview



Equipment Transit

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

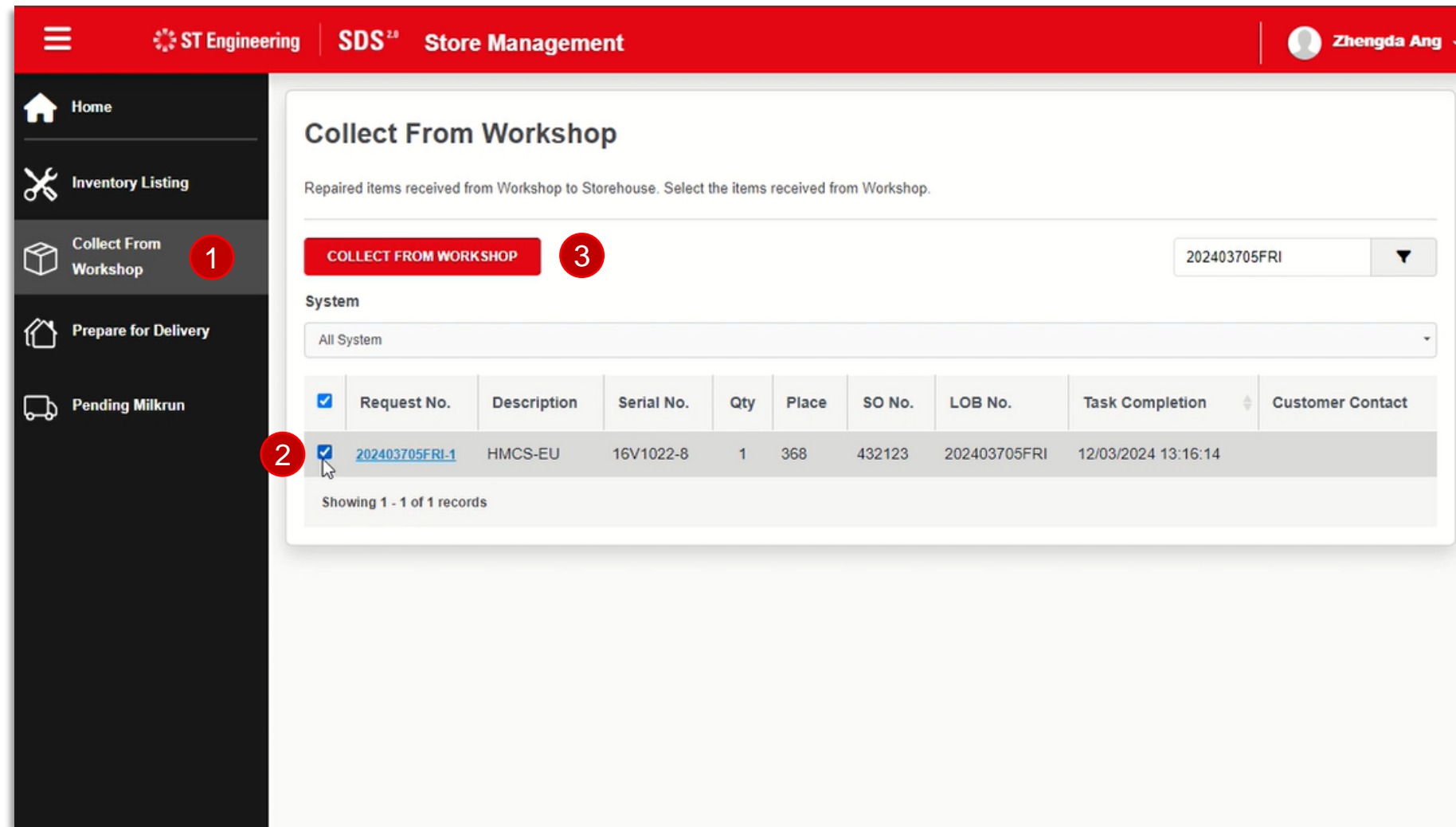


 <ul style="list-style-type: none"> • Raise service requests • Cancel service requests • Monitor status of service requests • Download service requests <p>Enter Portal</p>	 <ul style="list-style-type: none"> • Inhouse & Onsite Service Request Extraction • Updating & Importing of MO/SO/YT3 Values <p>Enter Portal</p>	 <ul style="list-style-type: none"> • Process Service Requests • Monitor & Edit Status of Requests • Task Assignments to Engineers <p>Enter Portal</p>	 <p>(*for administrative users only)</p> <ul style="list-style-type: none"> • Credential Reset or Change • Device Pairing Authentication <p>Enter Portal</p>
<p>Equipment Transit</p>  <ul style="list-style-type: none"> • Monitor Equipment Inflow / Outflow • Allocation of Equipments to Engineering Teams <p>Enter Portal</p>	<p>MRO AI Co-pilot</p>  <ul style="list-style-type: none"> • Formulate rectification action • Investigate root cause and more ... 	<p>Helpdesk System Support</p>  <ul style="list-style-type: none"> • Create or Process Change Requests • Request Assignment to Engineers • Log FRACA, Incidents & Helpdesk Requests <p>Enter Portal</p>	

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**.



Home

Inventory Listing

Collect From Workshop **1**

Prepare for Delivery

Pending Milkrun

ST Engineering | SDS²⁴ Store Management | Zhengda Ang

Collect From Workshop

Repaired items received from Workshop to Storehouse. Select the items received from Workshop.

COLLECT FROM WORKSHOP **3** 202403705FRI ▼

System

All System

<input checked="" type="checkbox"/>	Request No.	Description	Serial No.	Qty	Place	SO No.	LOB No.	Task Completion	Customer Contact
<input checked="" type="checkbox"/>	202403705FRI-1	HMCS-EU	16V1022-8	1	368	432123	202403705FRI	12/03/2024 13:16:14	

Showing 1 - 1 of 1 records

Collect from Workshop (2)

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

The screenshot shows the 'Collect From Workshop' interface. A modal dialog titled 'Confirm Items Received From Depot (Total : 1)' is displayed. The dialog contains a table with the following data:

Request No.	Description	Serial No.	Qty	SO	Completion
202403705FRI-1	HMCS-EU	16V1022-8	1	432123	2024-03-12T13:16:14.917

Below the table, it says 'Showing 1 - 1 of 1 records'. At the bottom of the dialog, there are two buttons: 'CANCEL' and 'CONFIRM'. A red circle with the number '4' is overlaid on the 'CONFIRM' button.

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**.

Home

Inventory Listing

Collect From Workshop

Prepare for Delivery 1

Pending Milkrun

ST Engineering | SDS Store Management | Zhengda Ang

Prepare for Delivery

Repaired items ready to be delivered to customers from storehouse.

PREPARE FOR DELIVERY 3

202403705FRI

System

All System

<input checked="" type="checkbox"/>	Request No.	Description	Serial No.	Qty	Place	SO No.	LOB No.	Action Status/ Timestamp
<input checked="" type="checkbox"/> 2	202403705FRI-1	HMCS-EU	16V1022-8	1	PLA_TRIAL_STORE	432123	202403705FRI	Prepare For Delivery 12/03/2024 13:18:47

Showing 1 - 1 of 1 records

Prepare for Delivery (2)

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

ST Engineering | SDS²⁹ Store Management | Zhengda Ang

Home
Inventory Listing
Collect From Workshop
Prepare for Delivery
Pending Items

Prepare for Delivery

Repaired items ready to be delivered to customers from storehouse.

PREPARE FOR DELIVERY 202403705FRI

System

Confirm Items To Prepare for Delivery (Total : 1)

Please review the details below and confirm the list of repaired items to prepare for delivery.

Request No.	Description	Serial No.	Qty	SO	Action Status/ Timestamp
202403705FRI-1	HMCS-EU	16V1022-8	1	432123	Prepare For Delivery 12/03/2024 13:18:47

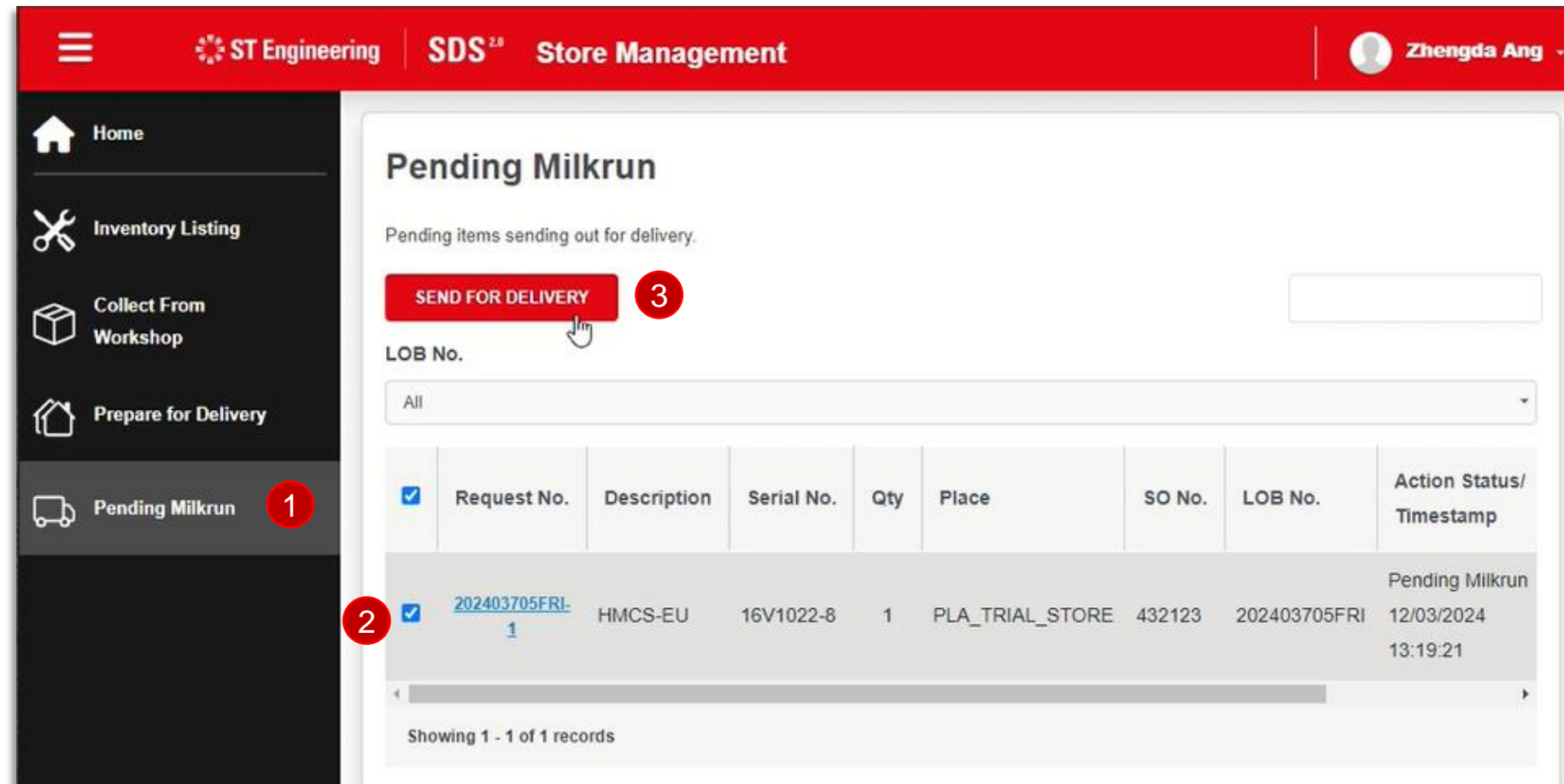
Showing 1 - 1 of 1 records

CANCEL **CONFIRM**

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**.



Pending Milkrun

Pending items sending out for delivery.

SEND FOR DELIVERY

LOB No.

All

<input checked="" type="checkbox"/>	Request No.	Description	Serial No.	Qty	Place	SO No.	LOB No.	Action Status/ Timestamp
<input checked="" type="checkbox"/>	202403705FRI-1	HMCS-EU	16V1022-8	1	PLA_TRIAL_STORE	432123	202403705FRI	Pending Milkrun 12/03/2024 13:19:21

Showing 1 - 1 of 1 records

Send for Delivery (2)

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

The screenshot shows the 'Pending Milkrun' interface in the SDS 2.0 Store Management system. A modal dialog box is open, titled 'Confirm items To Send for Delivery (Total : 1)'. The dialog contains a table with the following data:

Request No.	Description	Serial No.	Qty	SO	Action Status/ Timestamp
202403705FRI-1	HMCS-EU	16V1022-8	1	432123	Pending Milkrun 12/03/2024 13:19:21

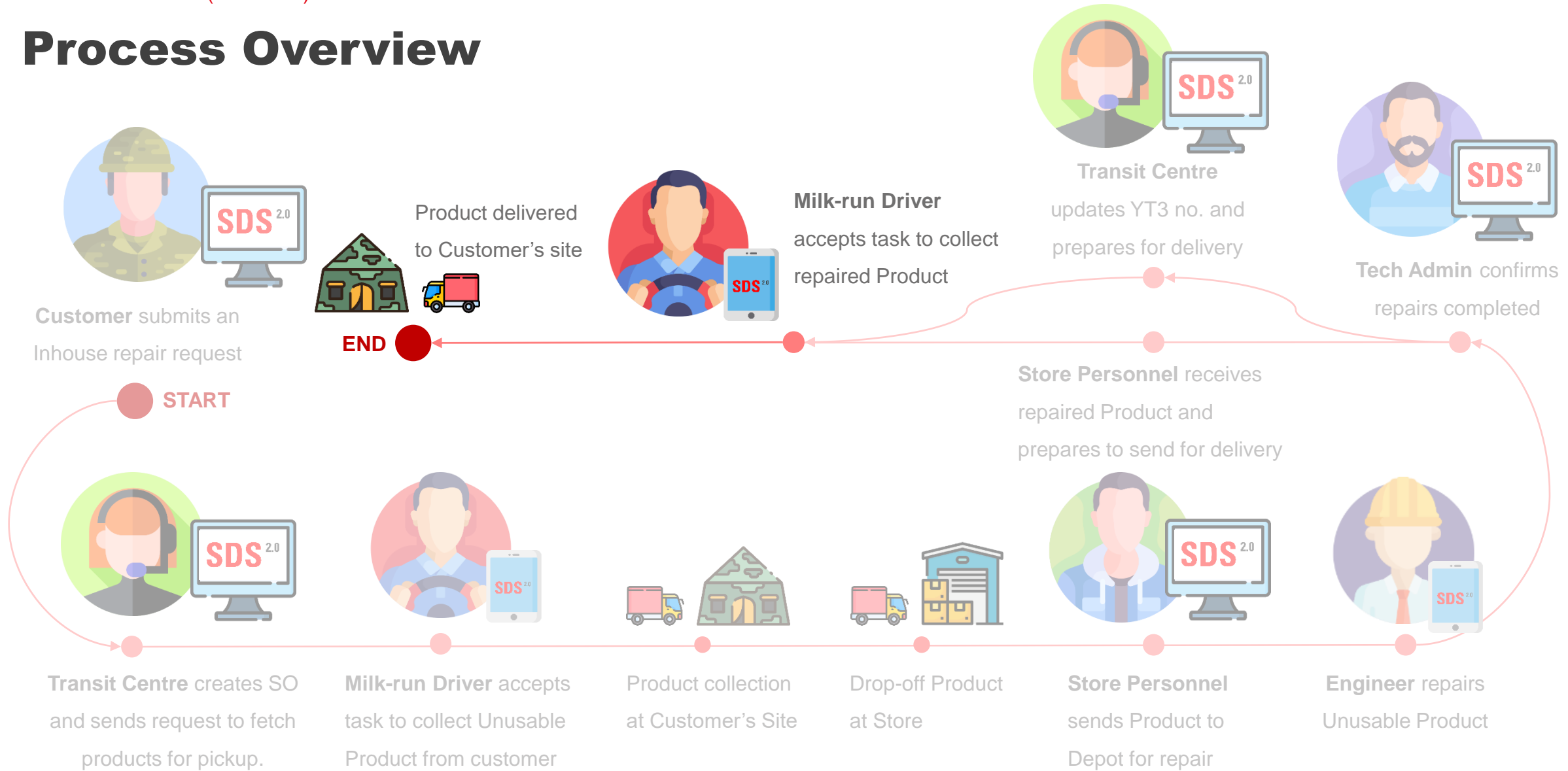
Below the table, it says 'Showing 1 - 1 of 1 records'. At the bottom of the dialog, there are two buttons: 'CANCEL' and 'CONFIRM'. A red circle with the number '4' is overlaid on the 'CONFIRM' button, indicating the current step in the process.

Milkrun Driver (Deliver)

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

MILKRUN DRIVER (DELIVER)

Process Overview



MILKRUN DRIVER (DELIVER)

Milkrun Open Task

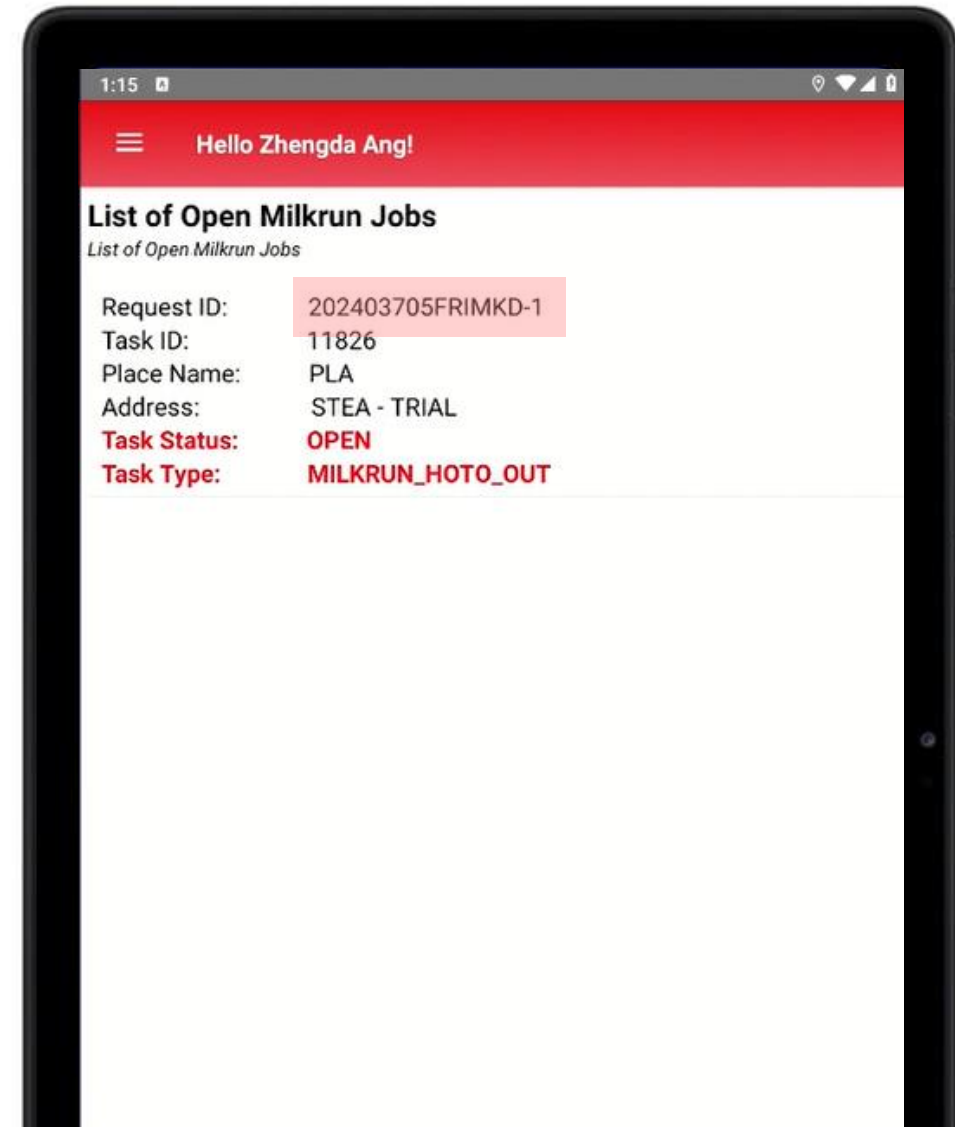
When Store Personnel handover the repaired items to the milkrun driver for delivery, the milkrun driver will be able to accept new task from **Milkrun Open Task** section.




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.

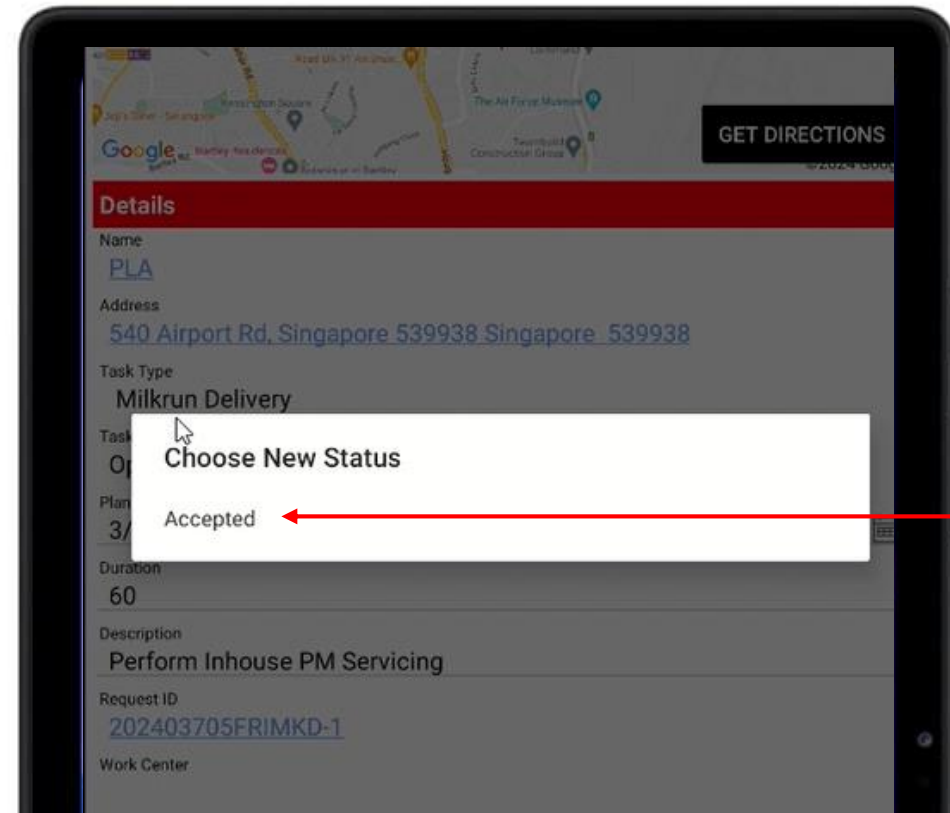
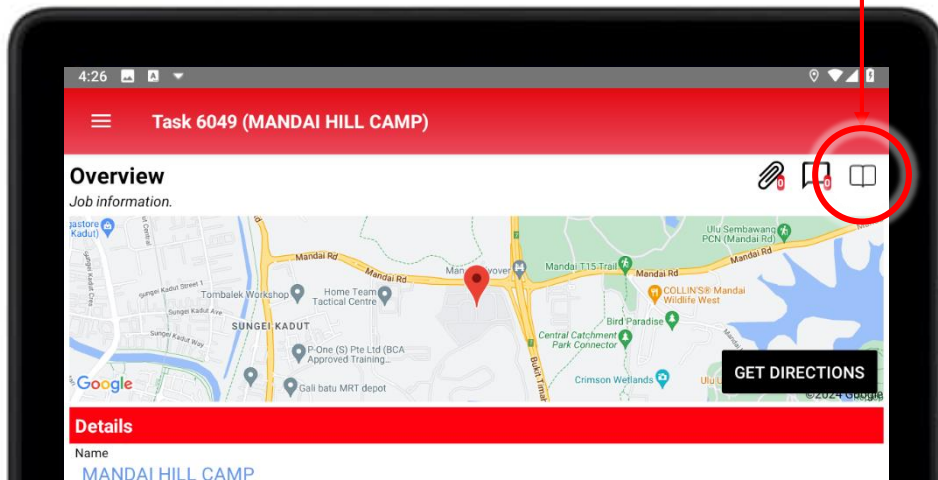
Milkrun_HOTO_OUT refers to repaired items received from store to be delivered.



Accepting Milkrun Open Task (2)

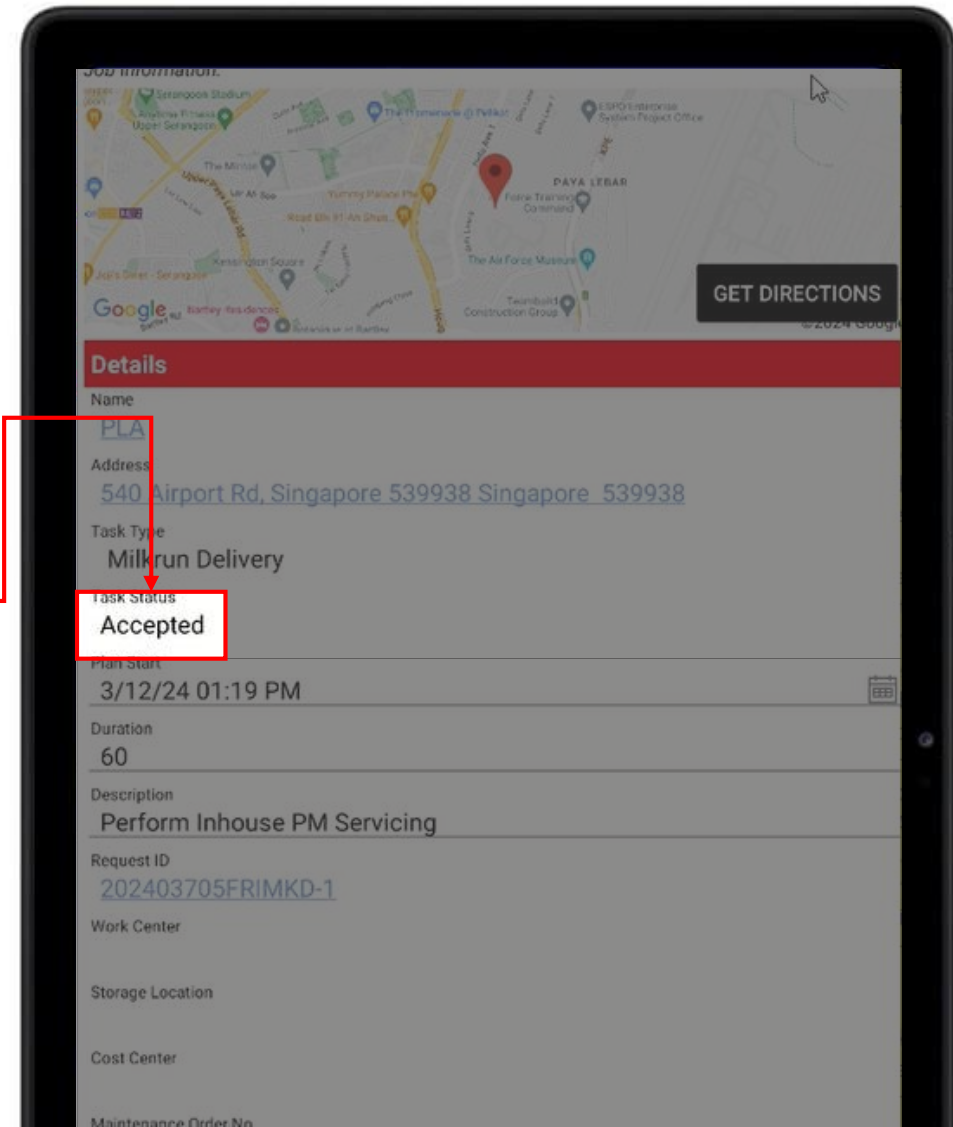
1 Select the **Book** icon  to open the accept window.

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




Accepting Milkrun Open Task (3)

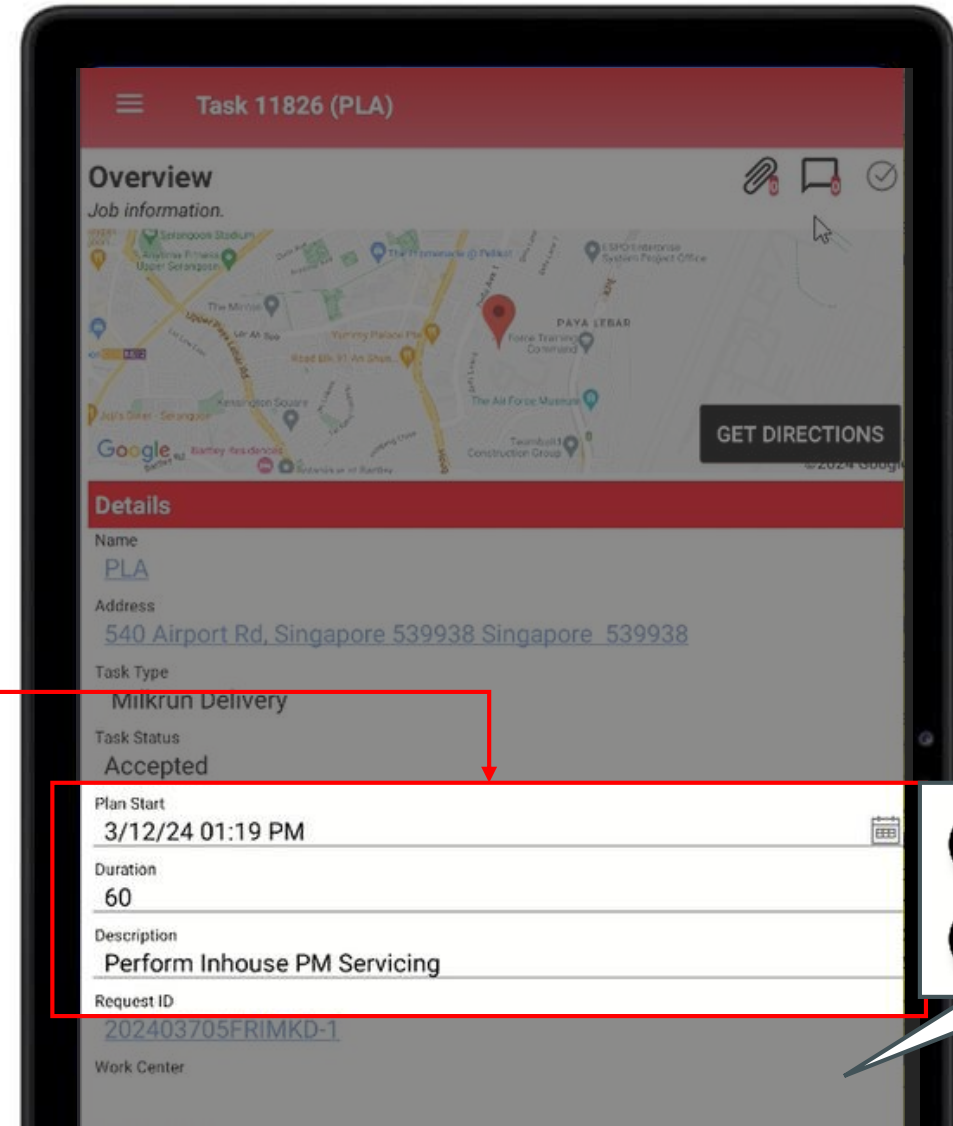
Task Status will change from **Open** to **Accepted**.
It can be viewed and edited by assigned milkrun driver.




Processing Milkrun Task (1)

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

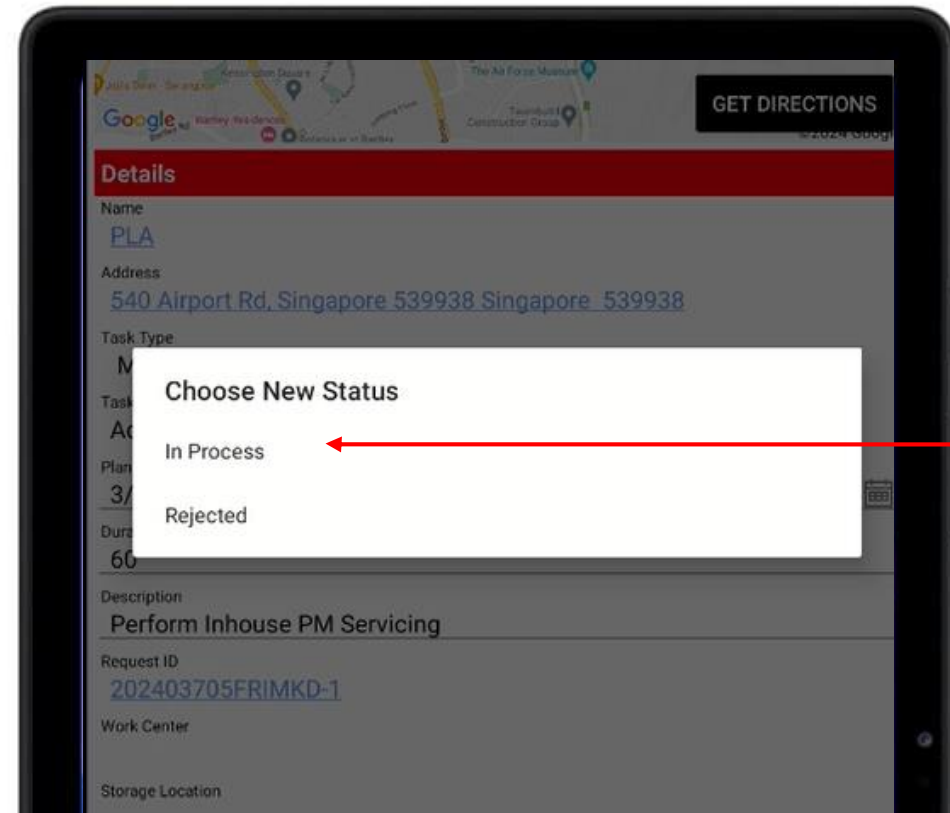
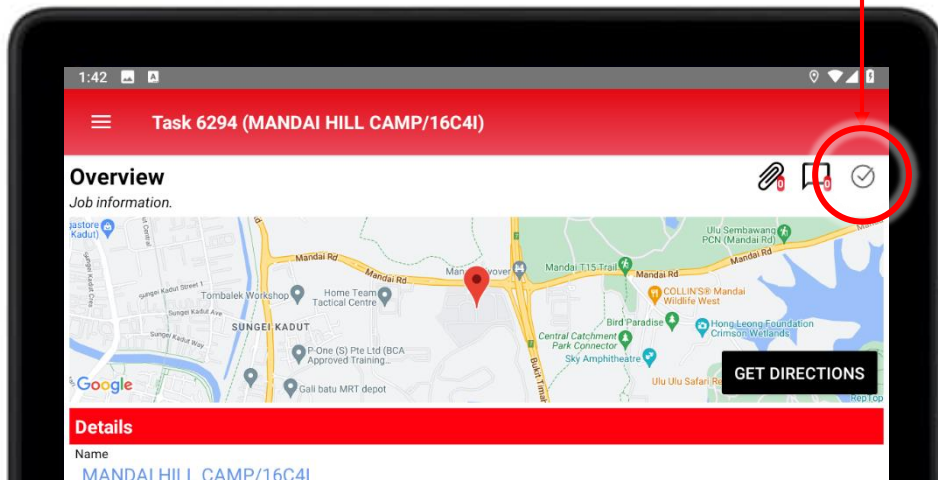
Milkrun driver can modify the text fields accordingly and tap **Save**  to update.



Processing Milkrun Task (2)

1 Select the icon  to open the status window.

2 Tap **In Process** to confirm.

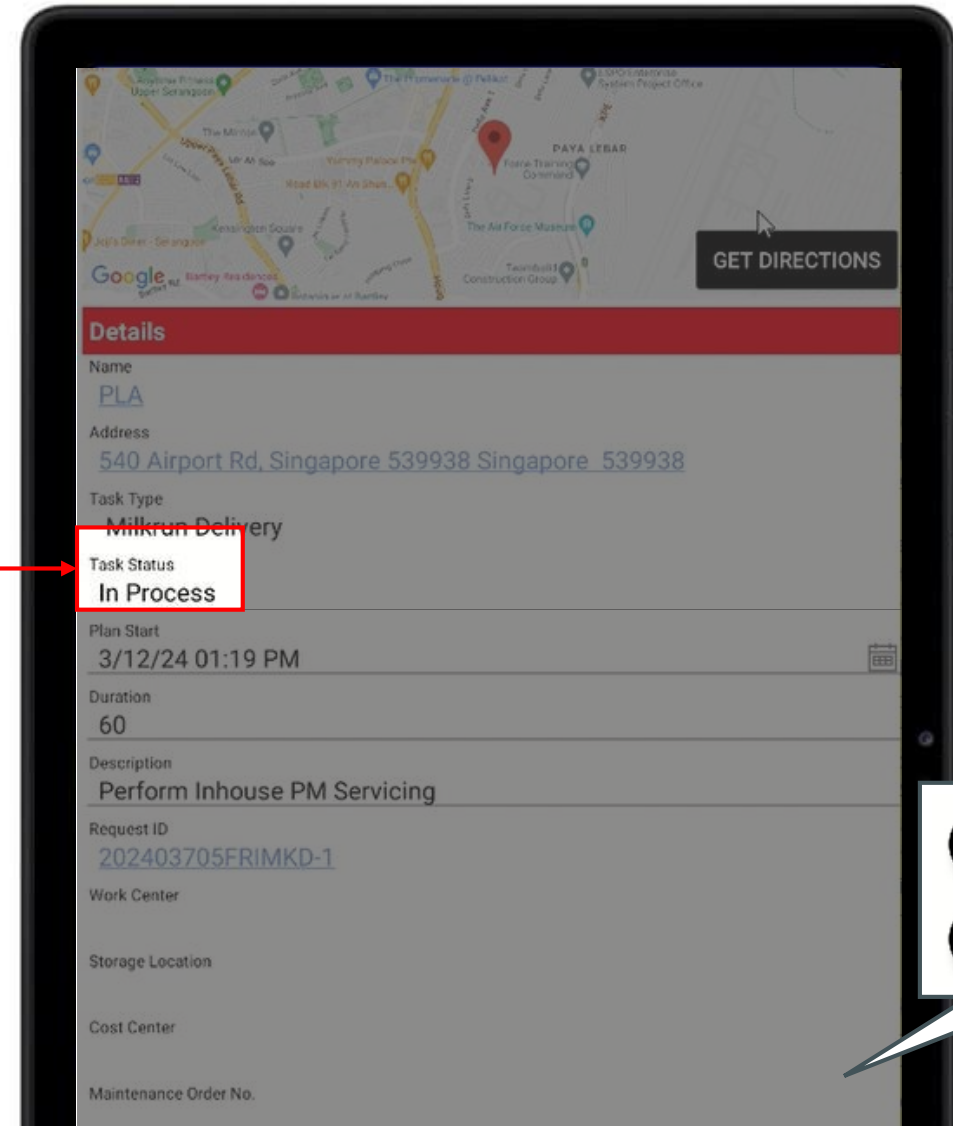


MILKRUN DRIVER (DELIVER)

Processing Milkrun Task (3)

Task Status will change from
Accepted to **In Process**.

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



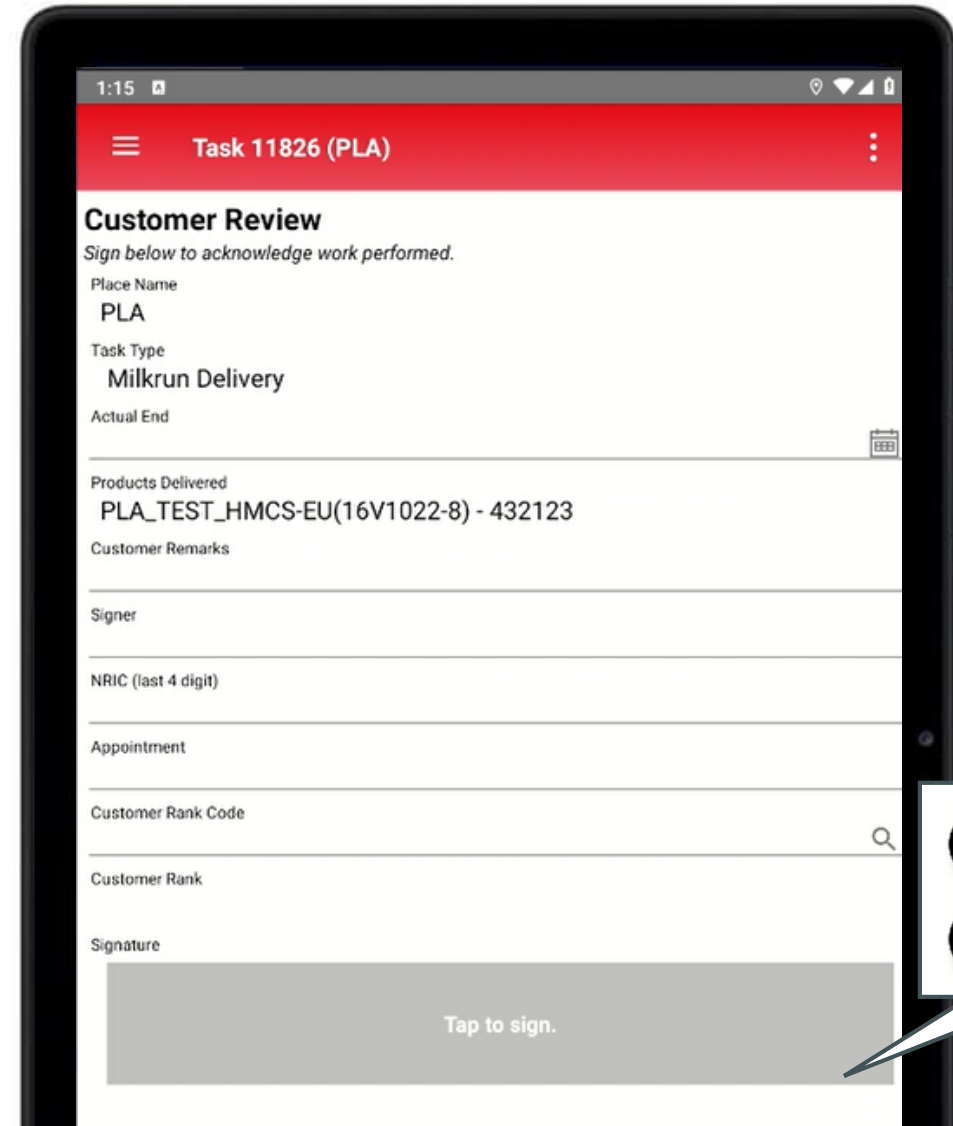
 Save
 Next

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.



The screenshot shows a mobile application interface for 'Task 11826 (PLA)'. The form is titled 'Customer Review' and includes the following fields and sections:

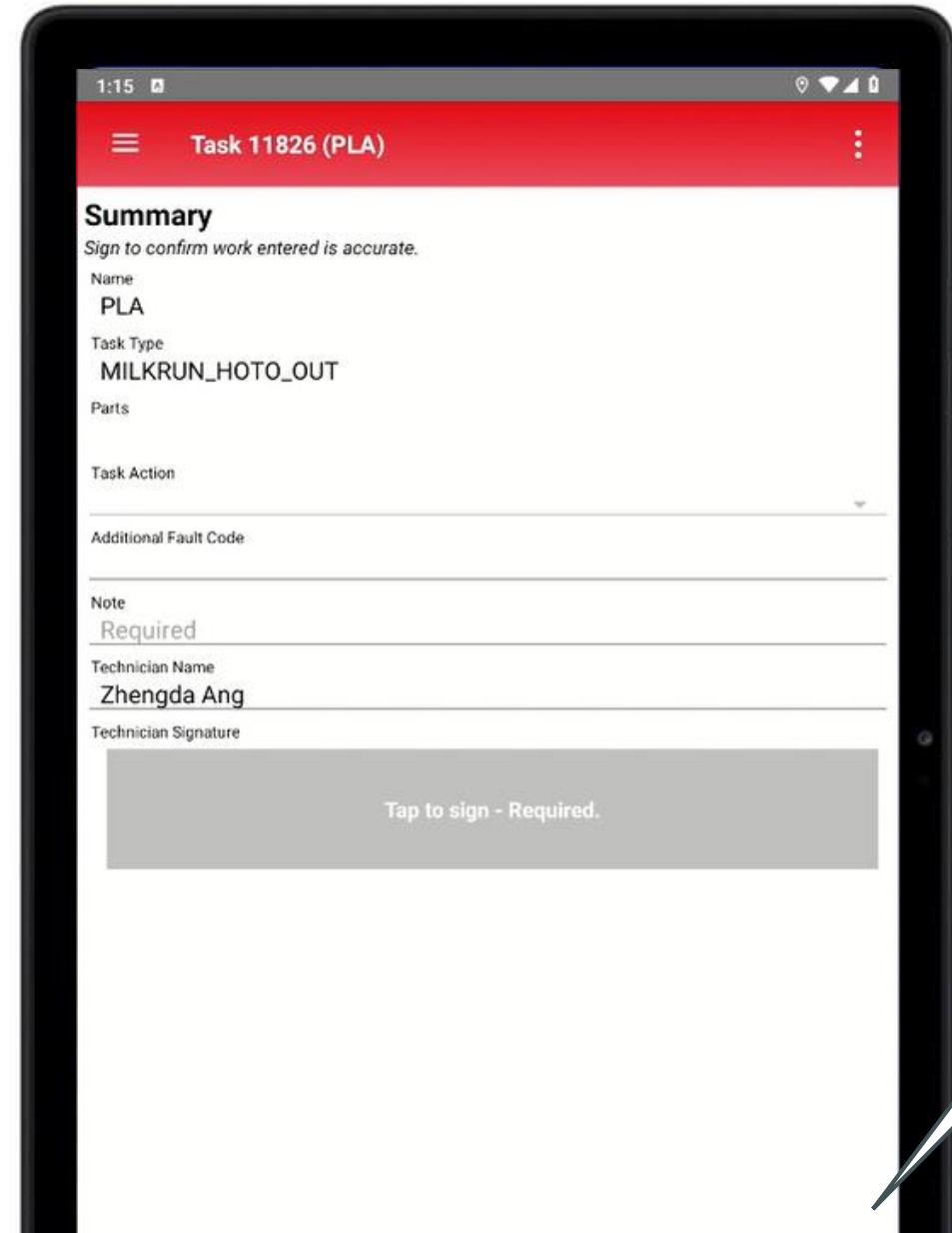
- Place Name:** PLA
- Task Type:** Milkrun Delivery
- Actual End:** A date selection field.
- Products Delivered:** PLA_TEST_HMCS-EU(16V1022-8) - 432123
- Customer Remarks:** A text input field.
- Signer:** A text input field.
- NRIC (last 4 digit):** A text input field.
- Appointment:** A text input field.
- Customer Rank Code:** A text input field with a search icon.
- Customer Rank:** A text input field.
- Signature:** A large grey box with the text 'Tap to sign.'

 Save
 Next

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](#)

Customer Portal

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



The screenshot shows the 'Requests' page in the ST Engineering Customer Portal. The page includes a navigation sidebar with 'Dashboard' and 'Service Requests'. The main content area has a search bar with 'Place : PLA' and 'Type : Both' selected. A table lists several requests, with the first row highlighted by a red box. The 'Reports' column in this row contains a red PDF icon.

View Request	LOB	Description	NSN No.	Serial No.	Qty	Type	Status	MO	PO	Created	Reports
202403705FRI-1	202403705FRI	HMCS-EU	-	16V1022-8	1	Preventive Maintenance	Complete	-	-	12/03/2024 09:28:49	
202403704FRI-1	202403704FRI	HMCS-EU	-	16V1022-7	1	Preventive Maintenance	Repair Complete	-	-	12/03/2024 09:21:36	
202403703FRI-1	202403703FRI	HMCS-EU	-	16V1022-1	1	Preventive Maintenance	Repair Complete	-	-	12/03/2024 09:11:01	
202403702FRI-1	202403702FRI	OBOGS REGULATOR	-	sig22	1	Preventive Maintenance	Open	-	-	07/03/2024 14:00:36	
202402722FRI-2	202402722FRI	OBOGS REGULATOR	-	ZD8	1	Preventive Maintenance	Complete	-	-	27/02/2024 17:39:28	
202402722FRI-1	202402722FRI	OBOGS REGULATOR	-	16E1029-3	1	Preventive Maintenance	Repair Complete	-	-	27/02/2024 17:39:27	

Download Service Report

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

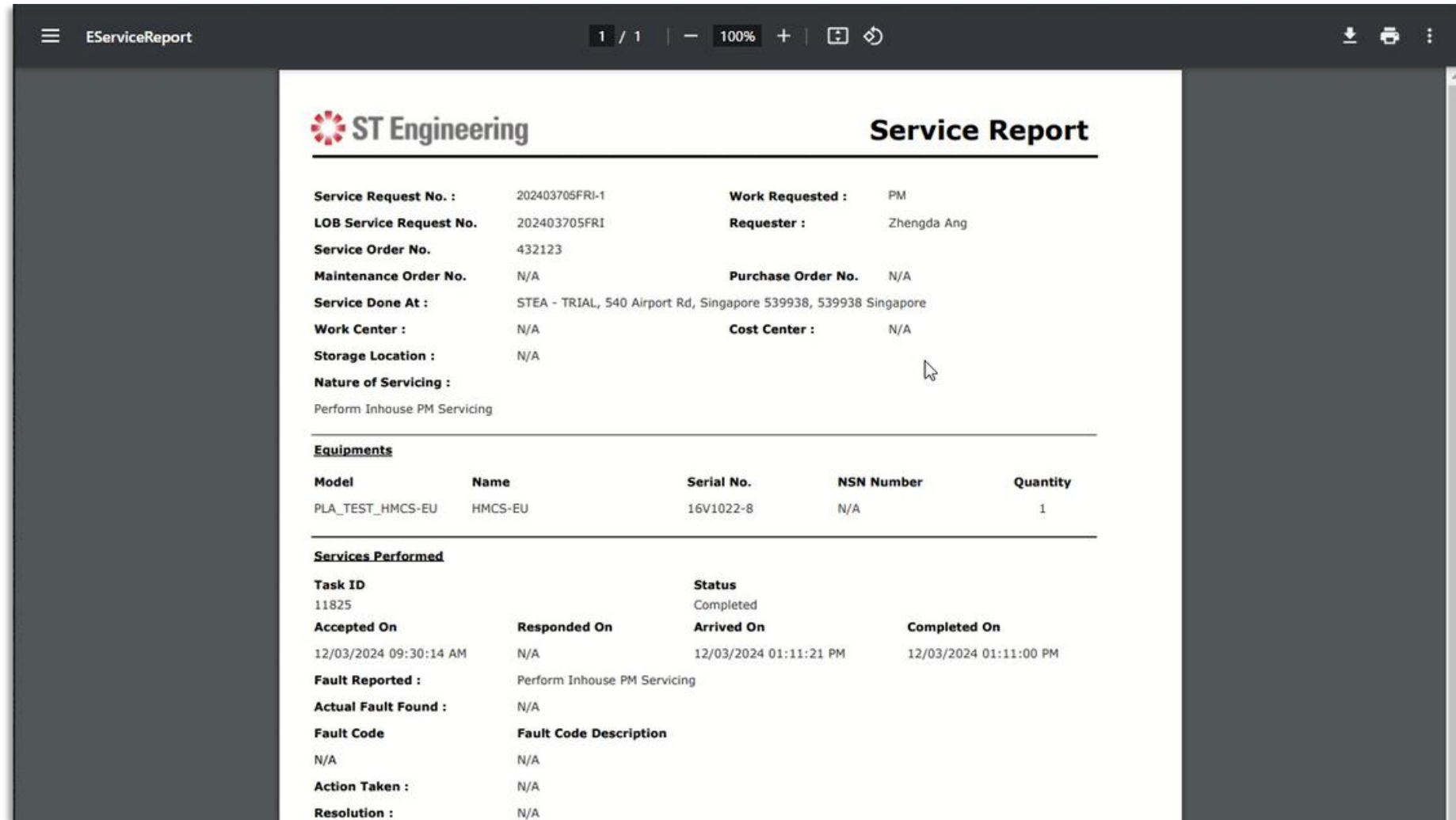
Tap **Download**.

The screenshot shows the 'Requests' page in the ST Engineering Customer Portal. A modal dialog titled 'Reports' is open, allowing the user to select a report name and request ID for download. The background shows a table of requests with columns for View Request, LOB, MO, PO, Created, and Reports. A red box highlights the 'Download' button in the modal dialog.

View Request	LOB	MO	PO	Created	Reports
202403707-1	202403707	-	-	22/03/2024 15:22:27	
202403702FRI-4	202403702FRI	-	-	11/03/2024 13:46:15	
202403702FRI-3	202403702FRI	202403702FRI-	202403702FRI-	11/03/2024 13:46:15	
202403702FRI-2	202403702FRI	29RU SERVER RACK	-	H313 1 Preventive Maintenance	Repair Complete
202403702FRI-1	202403702FRI	29RU SERVER RACK	-	H308 1 Preventive Maintenance	Open
202402705-1	202402705	164I_DEMO_1	-	SER0001 1 Preventive Maintenance	Pending Cancellation

View Service Report

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



The screenshot displays the EServiceReport interface. At the top, there is a navigation bar with a hamburger menu, the text 'EServiceReport', and a toolbar with icons for page navigation (1 / 1), zoom (100%), and other actions. The main content area features the ST Engineering logo and the title 'Service Report'. Below this, a detailed report is presented in a key-value format. The report includes fields for Service Request No., LOB Service Request No., Service Order No., Maintenance Order No., Service Done At, Work Center, Storage Location, Nature of Servicing, Work Requested, Requester, Purchase Order No., and Cost Center. A section titled 'Equipments' contains a table with columns for Model, Name, Serial No., NSN Number, and Quantity. The 'Services Performed' section includes a table with columns for Task ID, Status, Accepted On, Responded On, Arrived On, and Completed On. The report concludes with fields for Fault Reported, Actual Fault Found, Fault Code, Fault Code Description, Action Taken, and Resolution.

Service Report

Service Request No. : 202403705FRI-1 **Work Requested :** PM
LOB Service Request No. 202403705FRI **Requester :** Zhengda Ang
Service Order No. 432123 **Purchase Order No.** N/A
Maintenance Order No. N/A **Cost Center :** N/A
Service Done At : STEA - TRIAL, 540 Airport Rd, Singapore 539938, 539938 Singapore
Work Center : N/A
Storage Location : N/A
Nature of Servicing :
Perform Inhouse PM Servicing

Equipments

Model	Name	Serial No.	NSN Number	Quantity
PLA_TEST_HMCS-EU	HMCS-EU	16V1022-8	N/A	1

Services Performed

Task ID	Status
11825	Completed

Accepted On	Responded On	Arrived On	Completed On
12/03/2024 09:30:14 AM	N/A	12/03/2024 01:11:21 PM	12/03/2024 01:11:00 PM

Fault Reported : Perform Inhouse PM Servicing
Actual Fault Found : N/A
Fault Code **Fault Code Description**
N/A N/A
Action Taken : N/A
Resolution : N/A

Thank You