

SDS
2.0

Smart Digital Systems

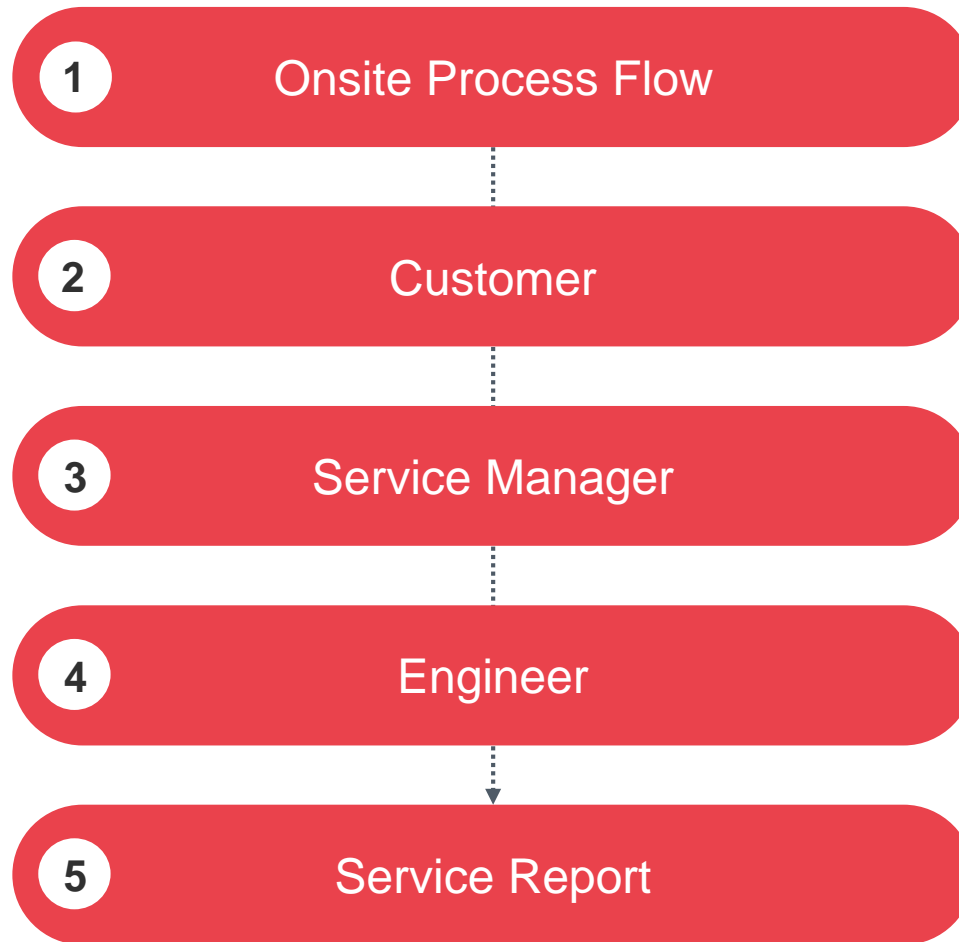
User Guide for Managers & Engineers | Managing Onsite Service Requests



Co-Confidential

9th April 2024, Release 4 v1.0

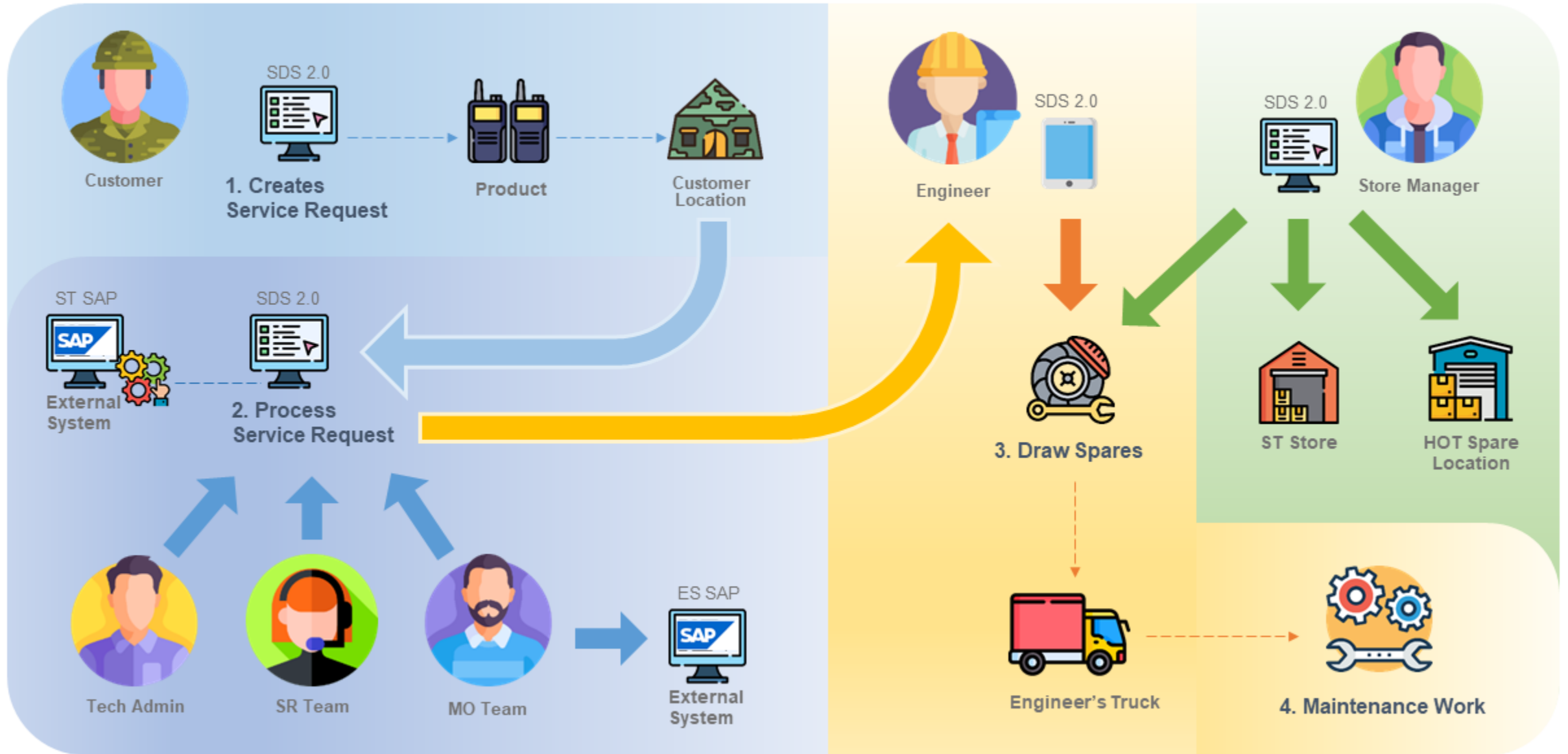
Agenda



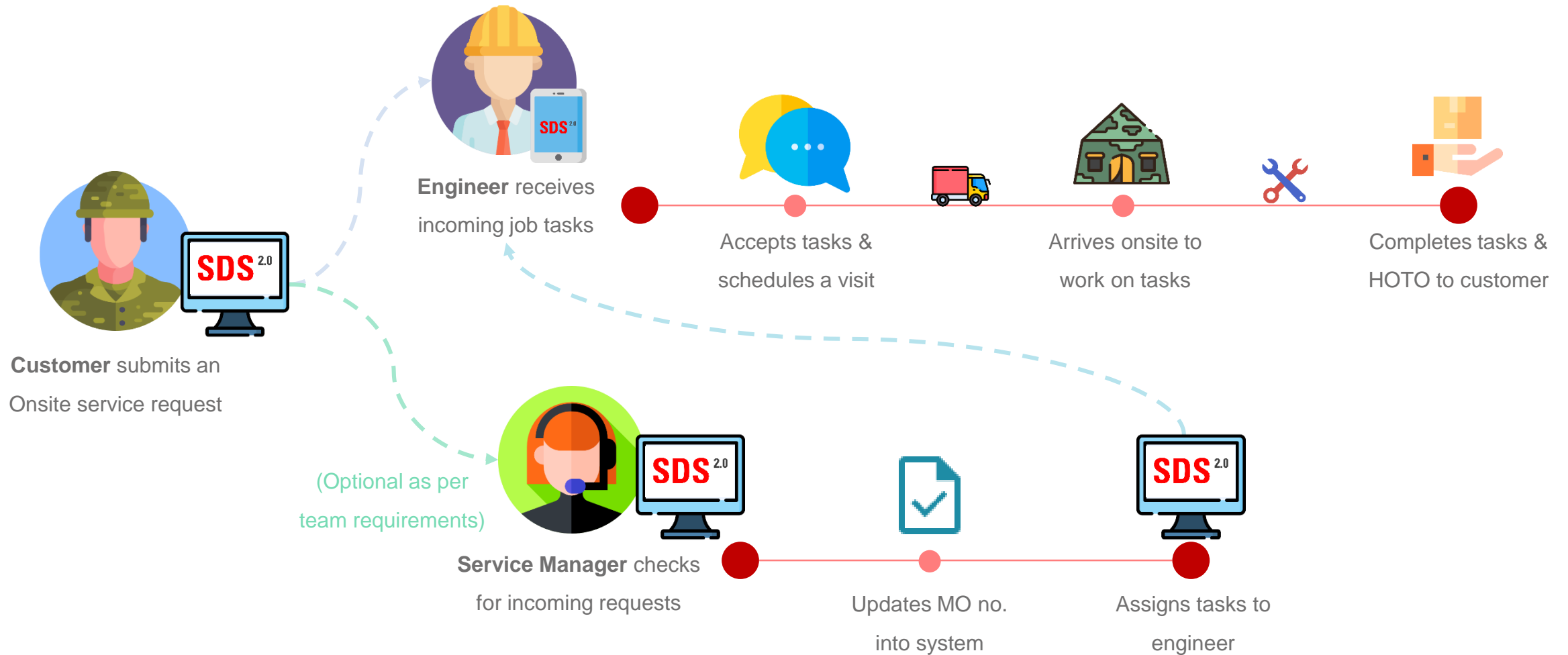
Onsite Process Flow

- Overview
- Processing an Onsite Service Request

ONSITE PROCESS FLOW | OVERVIEW



Processing an Onsite Service Request

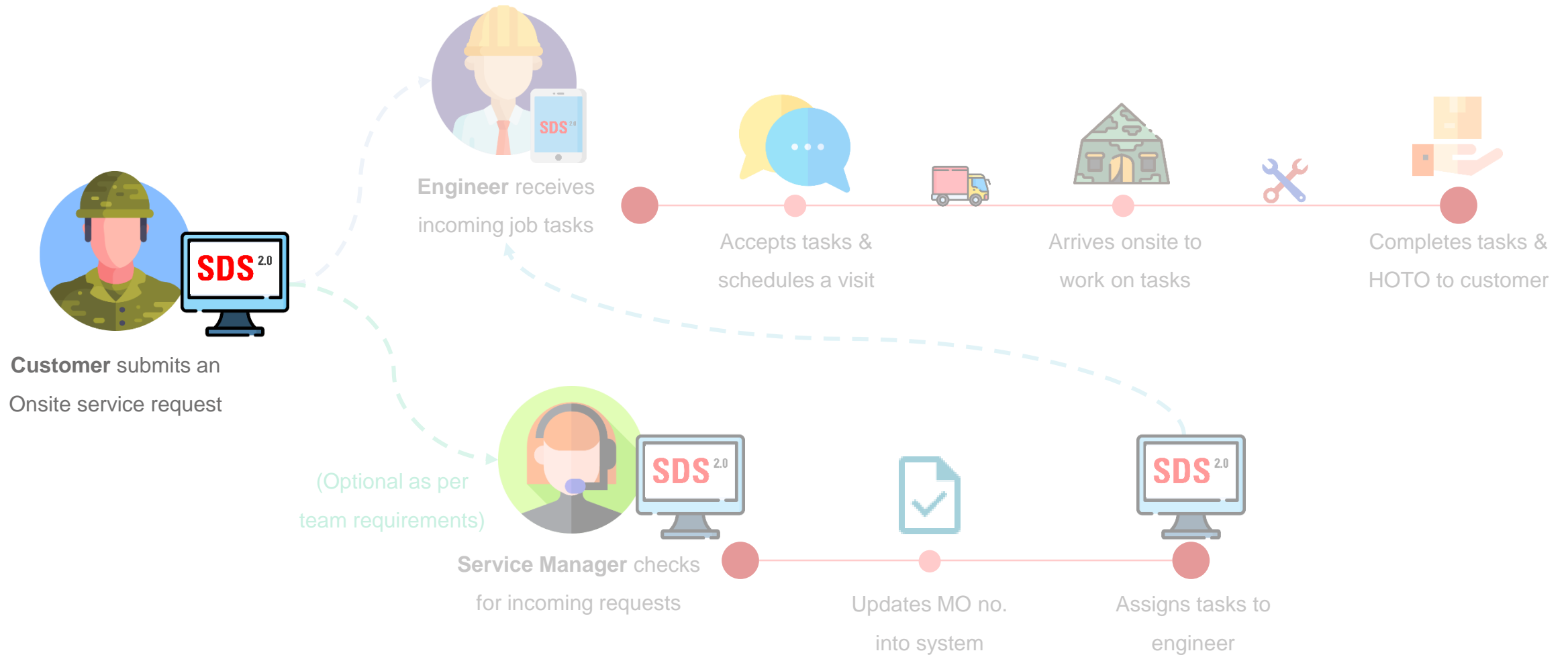


Customer

- Process Overview
- Request Creation
- Create Onsite Service Request
- LOB Service Request Number

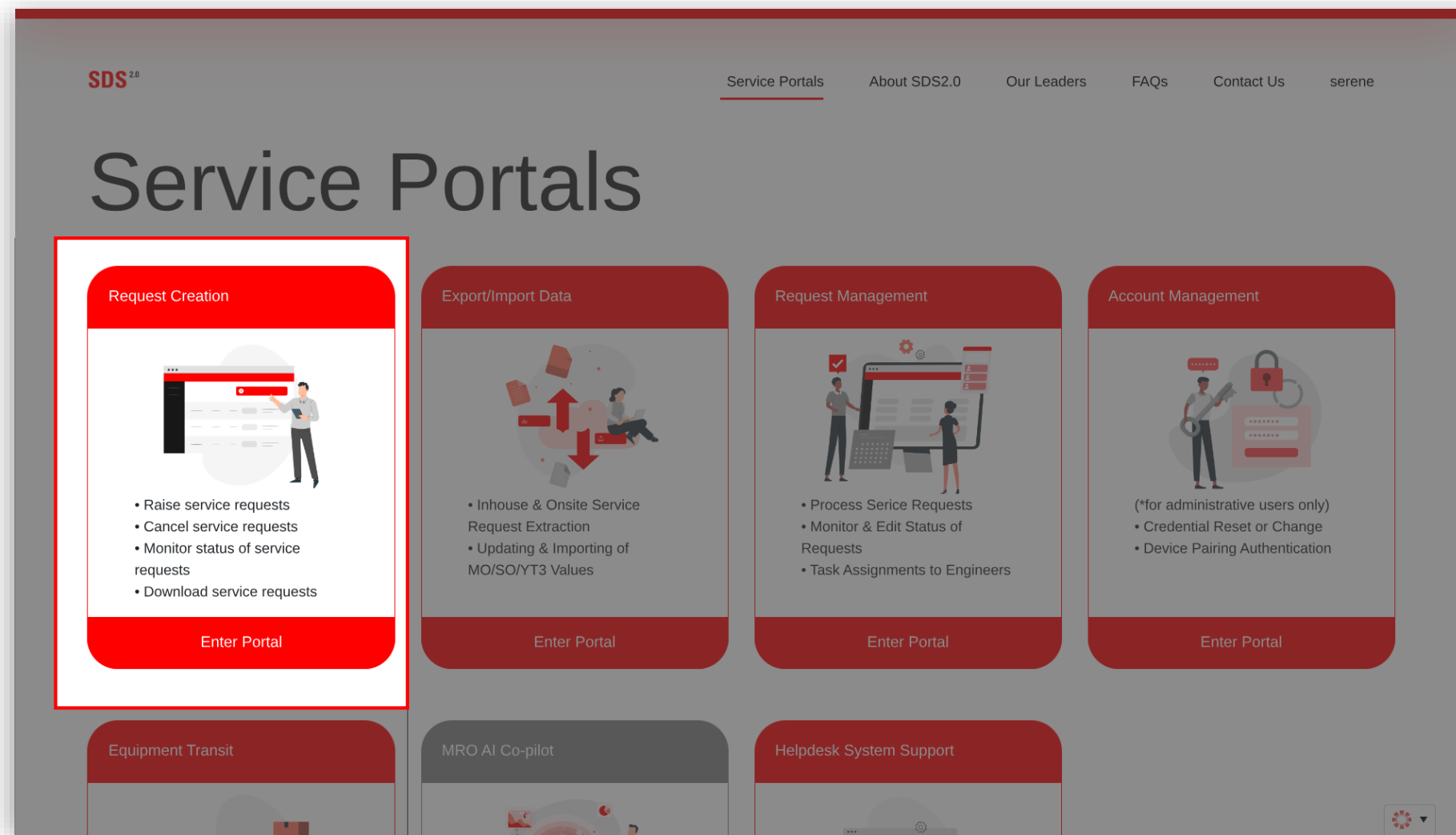
CUSTOMER

Process Overview



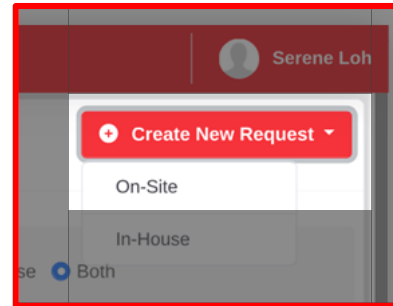
Request Creation

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

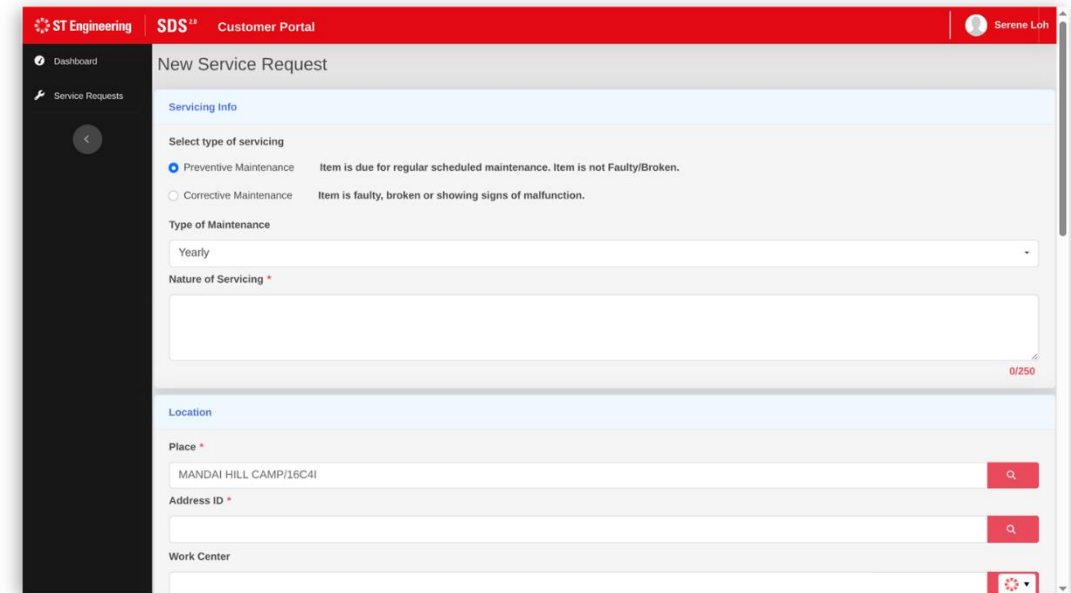
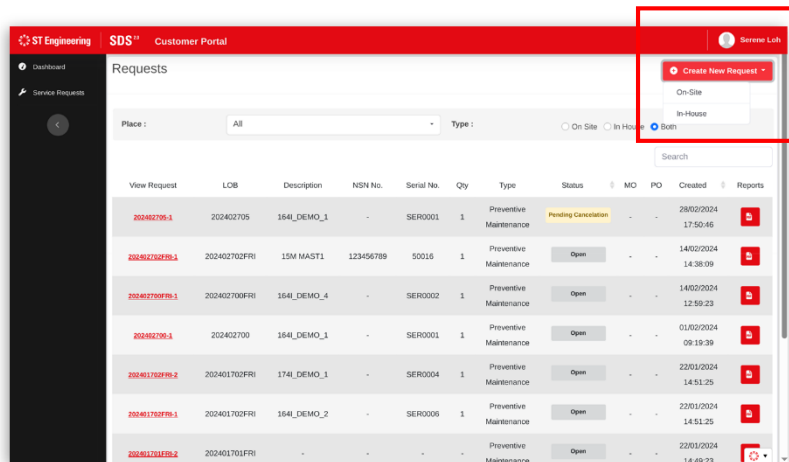


Create Onsite Service Request

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



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



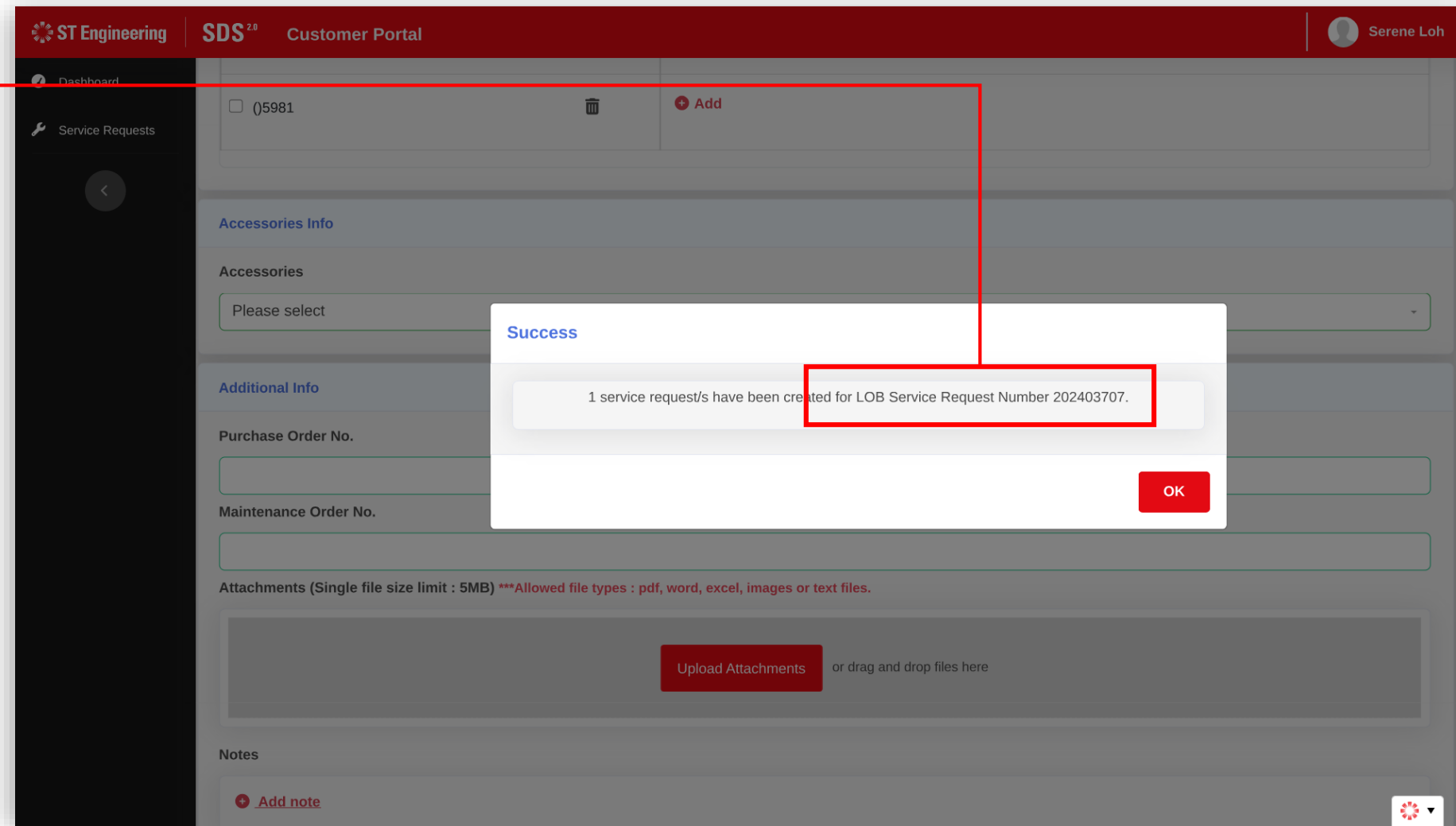
For further details on request creation, please refer to [User Guide for Customers – How to raise a Request](#)

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.

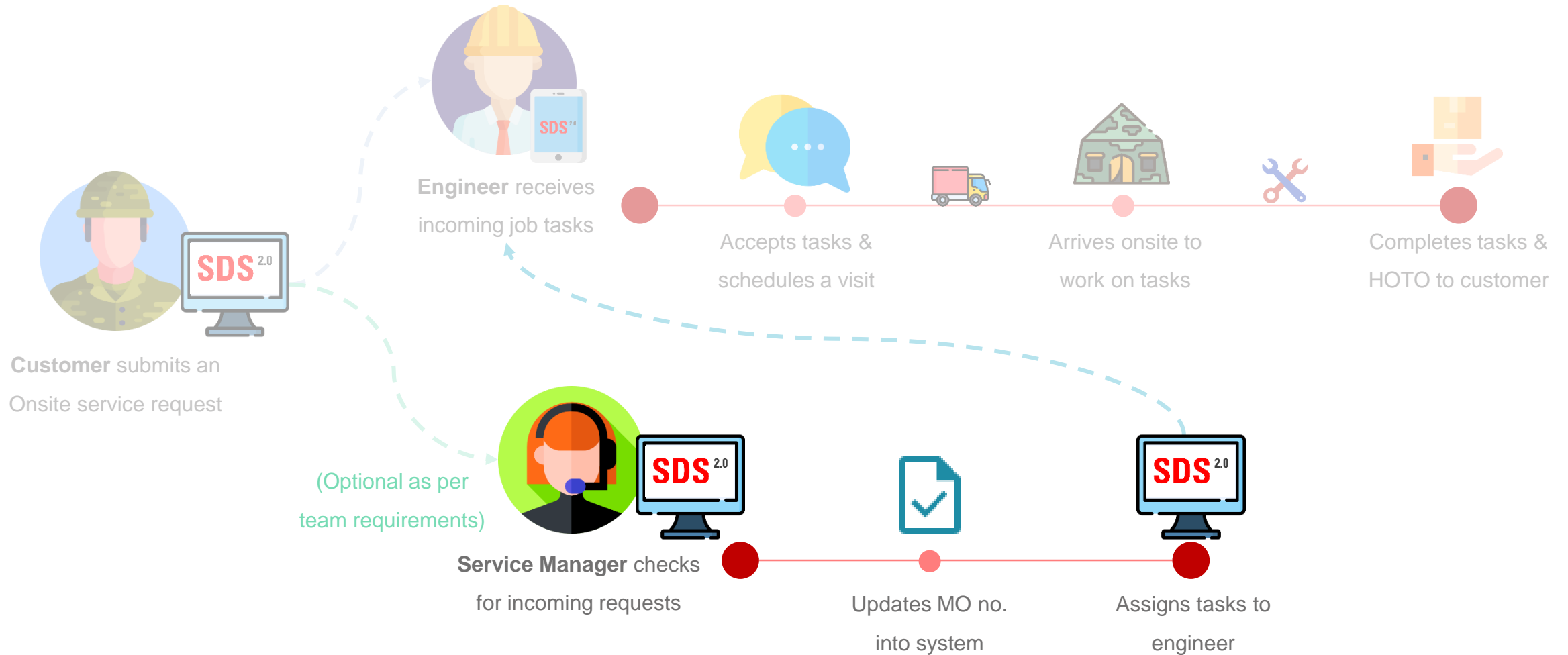


The screenshot displays the ST Engineering Customer Portal interface. The top navigation bar includes the ST Engineering logo, 'SDS^{2.0}', and 'Customer Portal'. A user profile for 'Serene Loh' is visible in the top right. The main content area shows a list of service requests with a table containing a checkbox, the number '05981', a trash icon, and an 'Add' button. Below this is a form section with 'Accessories Info' and 'Accessories' (a dropdown menu with 'Please select'). The 'Additional Info' section includes fields for 'Purchase Order No.' and 'Maintenance Order No.'. A 'Success' modal dialog is overlaid on the screen, displaying the message: '1 service request/s have been created for LOB Service Request Number 202403707.' The modal has an 'OK' button. A red line connects the 'LOB Service Request Number' text on the left to the 'Add' button in the screenshot. Another red box highlights the success message in the modal.

Service Manager

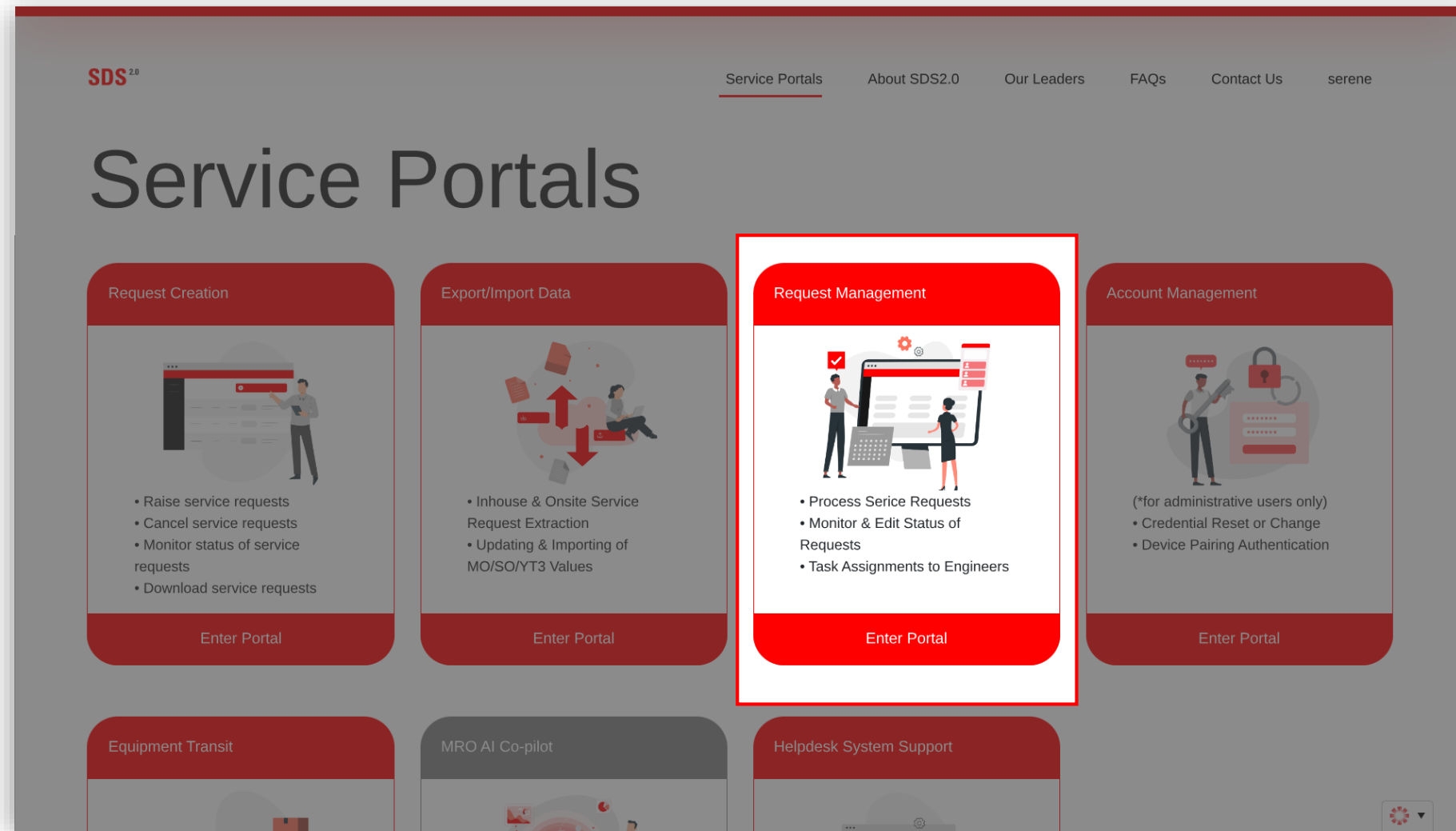
- Process Overview
- Request Management
- Managing an Onsite Service Request
- Change Request Status
- Update PO Number
- Update Multiple Requests with PO Numbers at SM Portal
- Assign Tasks

Process Overview



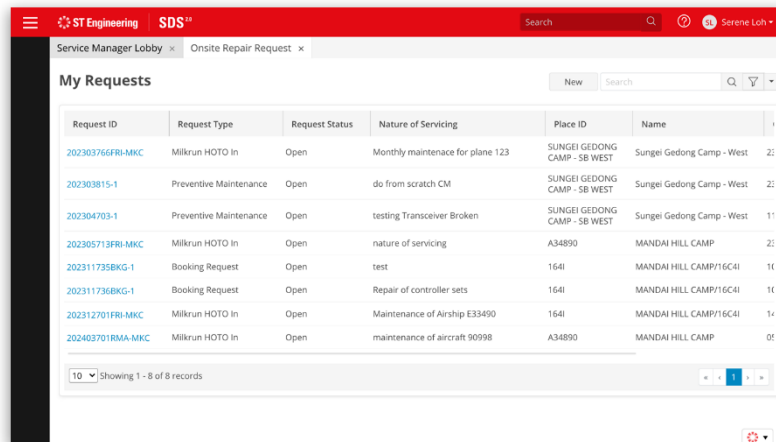
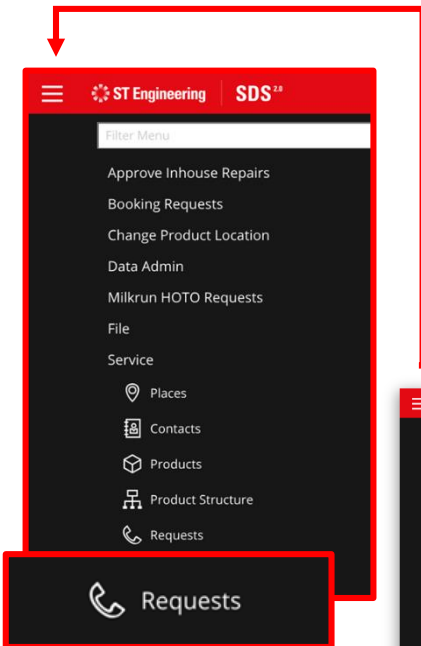
Request Management

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

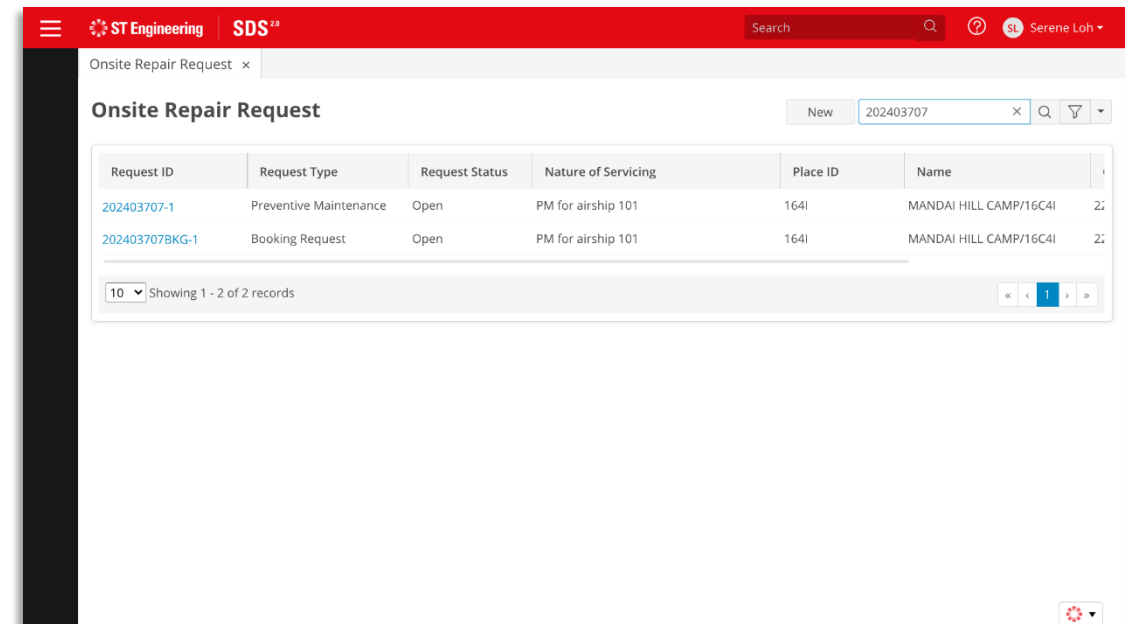


Managing an Onsite Service Request (1)

1 Service manager can go to **Onsite Repair Request** page via **Menu > Service > Requests**



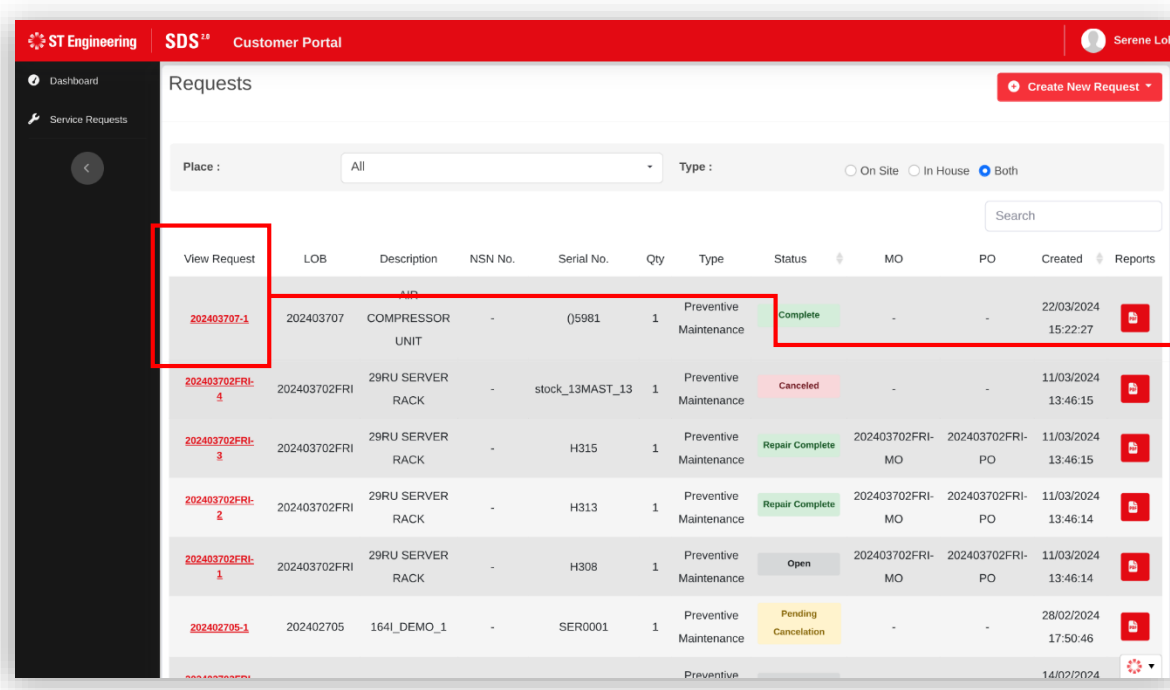
2 Service manager can search for the **request ID** by its **LOB Service Request Number**.









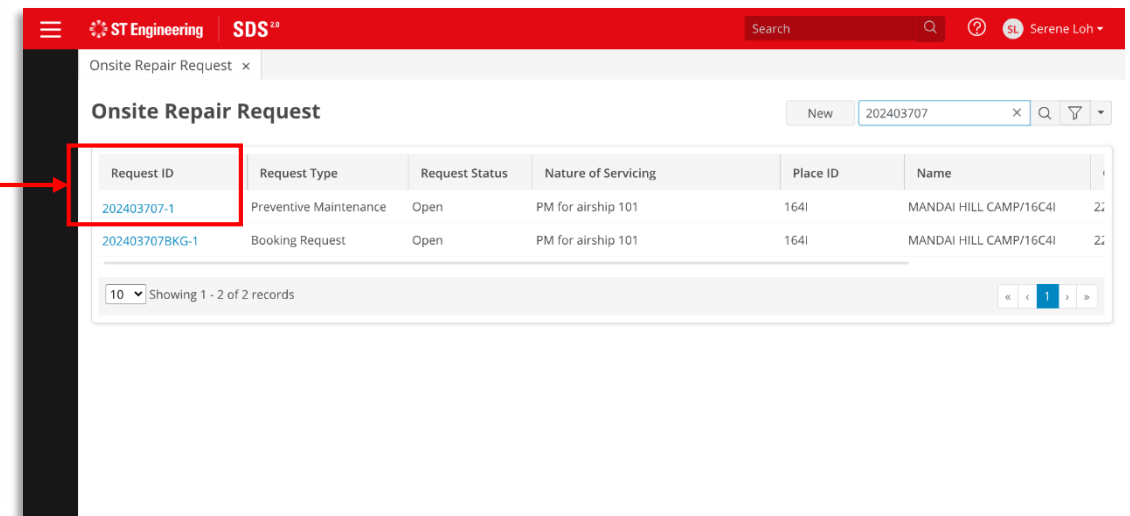
For further details on request management, please refer to [User Guide for Manager Portal](#)

Managing an Onsite Service 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
202403707-1	202403707	COMPRESSOR UNIT	-	(J5981	1	Preventive Maintenance	Complete	-	-	22/03/2024 15:22:27	
202403702FRI-4	202403702FRI	29RU SERVER RACK	-	stock_13MAST_13	1	Preventive Maintenance	Canceled	-	-	11/03/2024 13:46:15	
202403702FRI-3	202403702FRI	29RU SERVER RACK	-	H315	1	Preventive Maintenance	Repair Complete	202403702FRI-MO	202403702FRI-PO	11/03/2024 13:46:15	
202403702FRI-2	202403702FRI	29RU SERVER RACK	-	H313	1	Preventive Maintenance	Repair Complete	202403702FRI-MO	202403702FRI-PO	11/03/2024 13:46:14	
202403702FRI-1	202403702FRI	29RU SERVER RACK	-	H308	1	Preventive Maintenance	Open	202403702FRI-MO	202403702FRI-PO	11/03/2024 13:46:14	
202402705-1	202402705	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Pending Cancellation	-	-	28/02/2024 17:50:46	



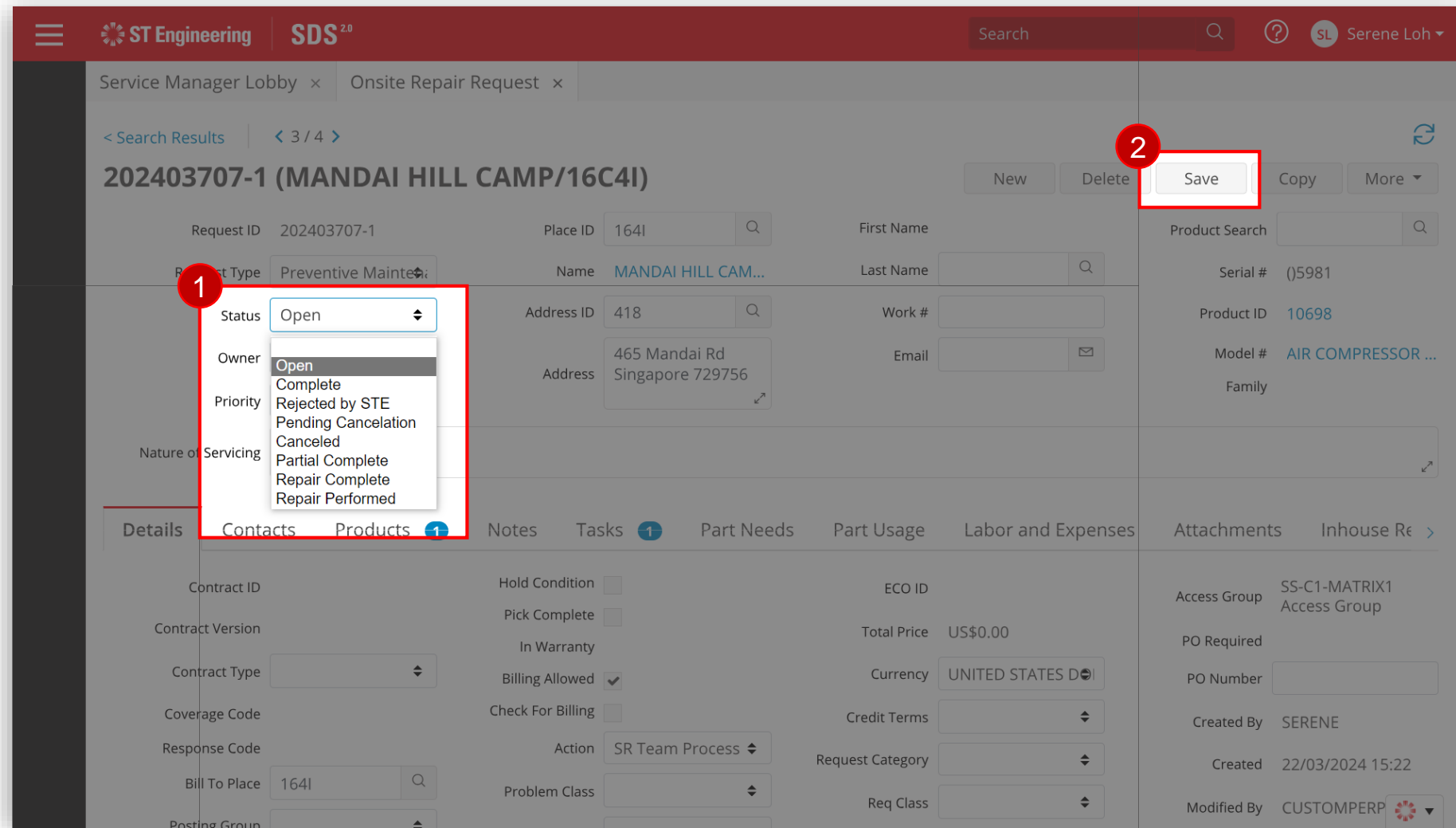
Request ID	Request Type	Request Status	Nature of Servicing	Place ID	Name
202403707-1	Preventive Maintenance	Open	PM for airship 101	164I	MANDAI HILL CAMP/16C4I
202403707BKG-1	Booking Request	Open	PM for airship 101	164I	MANDAI HILL CAMP/16C4I

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

Change Request Status

1 Service managers can change the request status by selecting the relevant status from the **Status** dropdown list.

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



Update PO Number

Depending on Team requirements, service manager may need to update PO Number before engineers can proceed with their tasks.

- 1 Under **Details** Tab,
- enter the 2 **PO number** in the textbox and tap
- 3 **Save** to update.

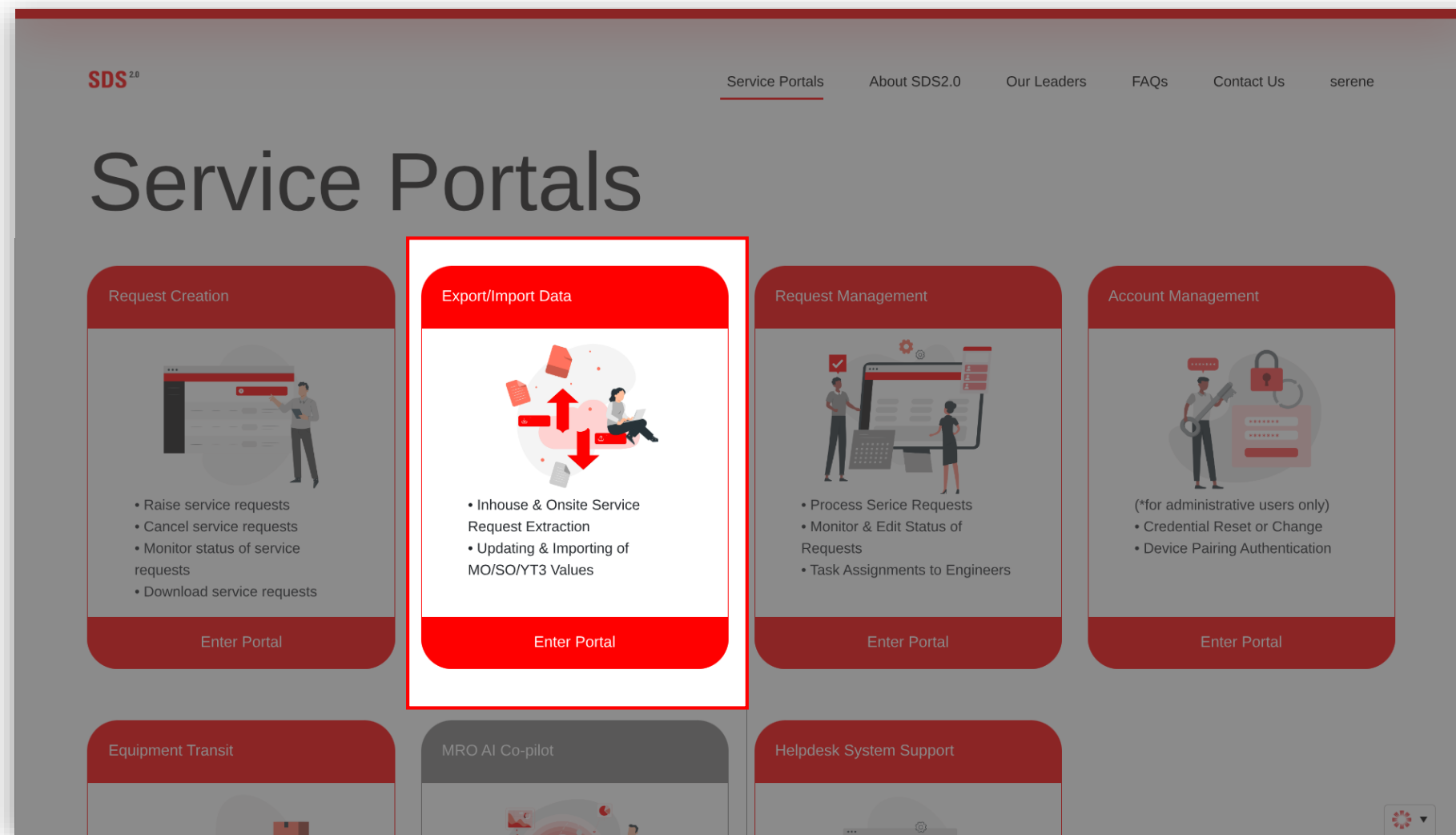
The screenshot shows the ST Engineering SDS 2.0 interface. At the top, there's a navigation bar with the ST Engineering logo and 'SDS 2.0'. Below it, the breadcrumb trail shows 'Service Manager Lobby' and 'Onsite Repair Request'. The main header displays '202403707-1 (MANDAI HILL CAMP/16C4I)'. A search bar and user profile 'Serene Loh' are also visible. The 'Details' tab is selected, showing various contract fields. A red box labeled '1' highlights the 'Details' tab. Another red box labeled '2' highlights the 'PO Number' input field in the 'Access Group' section. A third red box labeled '3' highlights the 'Save' button in the top right corner of the details view.

Details	ID	Response Code	Response Type	Rank	Calendar ID	Commit Time	Reason Code
No Records Available							

Update Multiple Requests with PO Numbers at SM Portal

Alternatively, service manager can update the PO Numbers for multiple requests at the Service Portal, **Export/Import Data**.

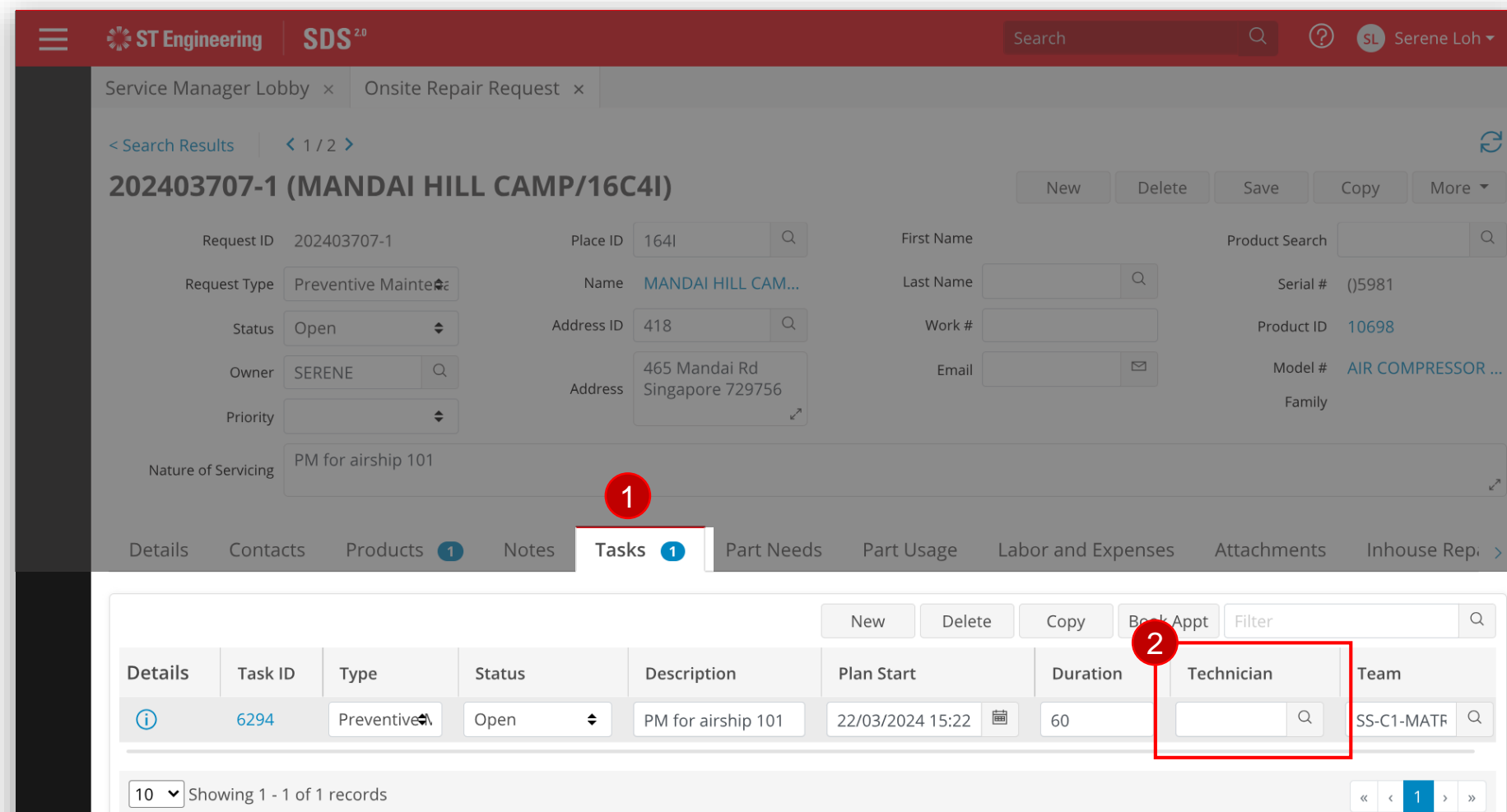
For further details on how to export/import data, please refer to [User Guide for SM Portal](#)



Assign Tasks (1)

Service manager can manually assign Tasks to engineers under the **1 Tasks Tab.**

Tap search under the **2 Technician** category and it will open a list of engineers for selection.



The screenshot displays the 'Onsite Repair Request' details for request ID 202403707-1 (MANDAI HILL CAMP/16C4I). The interface includes a top navigation bar with the ST Engineering logo and 'SDS 2.0', a search bar, and a user profile for Serene Loh. Below the header, there are tabs for 'Details', 'Contacts', 'Products', 'Notes', 'Tasks', 'Part Needs', 'Part Usage', 'Labor and Expenses', 'Attachments', and 'Inhouse Rep.'. The 'Tasks' tab is selected and highlighted with a red circle '1'. Below the tabs, a table lists task details. The 'Technician' column in the table is highlighted with a red box and a red circle '2', indicating the search function for assigning a technician to the task.

Details	Task ID	Type	Status	Description	Plan Start	Duration	Technician	Team
	6294	Preventive	Open	PM for airship 101	22/03/2024 15:22	60	<input type="text"/>	SS-C1-MATF

Showing 1 - 1 of 1 records

Assign Tasks (2)

Select the dedicated engineer from the **3 Team list** to work on the task and tap **4 OK**.

Service Manager Lobby x Onsite Repair Request x

< Search Results > < 1 / 2 >

20 Team Member Lookup

Search

Cancel OK

Team ID	Member ID	First Name	Last Name	Active	Work Phone	Person S
SS-C1-MATRIX 1	AUSTIN	Austin	Tang	✓		Active
SS-C1-MATRIX 1	BSTAN	Beng Suang 2	Tan			Active
SS-C1-MATRIX 1	ELDON	Eldon	Chew			Active
SS-C1-MATRIX 1	ELDON1	Eldon	Chew	✓		Active
SS-C1-MATRIX 1	JONATHAN	LEE	JONATHAN	✓		Active
SS-C1-MATRIX 1	JOYYANG	Joy	Yang			Active

10 Showing 1 - 10 of 11 records

« < 1 2 > »

Assign Tasks (3)

5 Next, change the Status from **Open** to **Assigned**

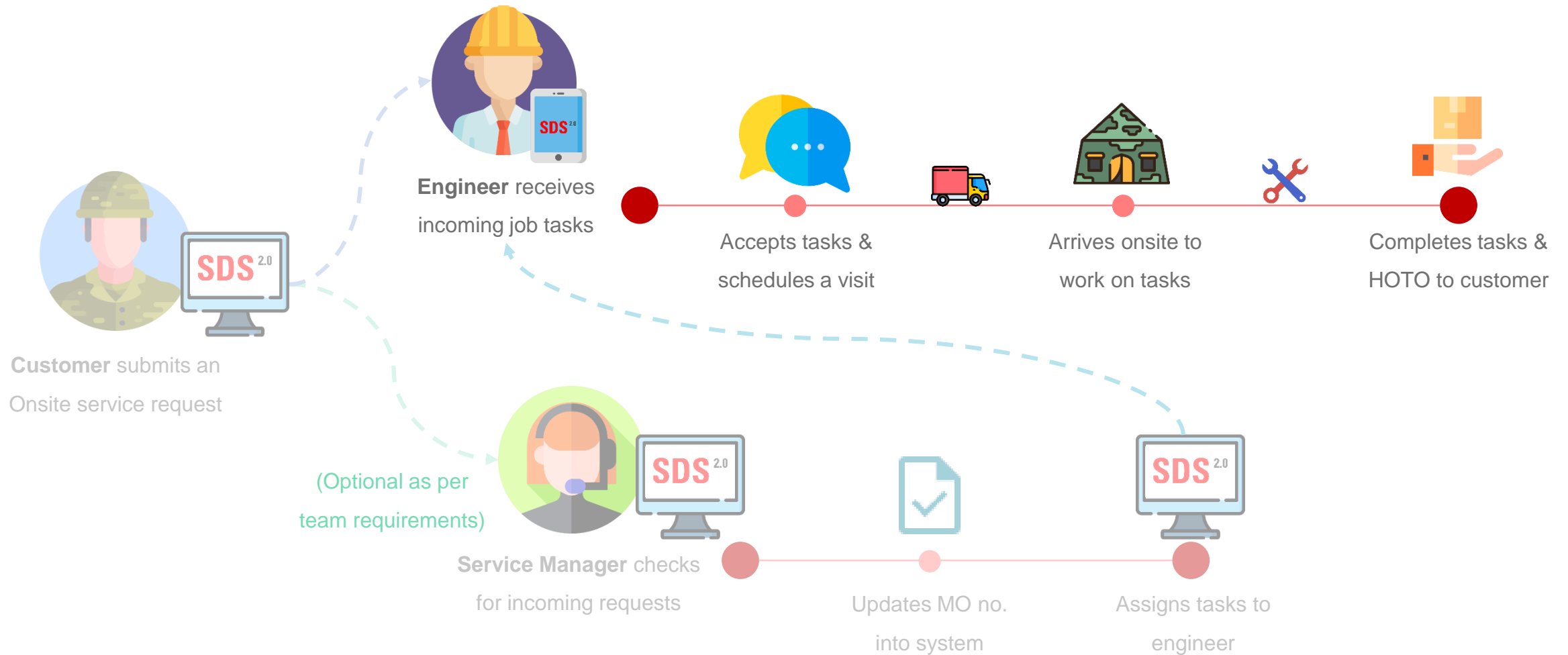
6 Once assigned, tap **Save** to update.

The screenshot displays the ST Engineering SDS 2.0 interface for an Onsite Repair Request. The request ID is 202403707-1 (MANDAI HILL CAMP/16C4I). The status is currently 'Open'. A red circle with the number '5' highlights the 'Status' dropdown menu, which is open and showing 'Assigned' as the selected option. A red circle with the number '6' highlights the 'Save' button in the top right corner of the form. Below the form, a table shows the task details for 'PM for airship 101' with a duration of 60 minutes. A red circle with the number '5' highlights the 'Status' dropdown in the table, which is also set to 'Assigned'. A red circle with the number '6' highlights the 'Technician' field in the table, which is set to 'SERENE'. The interface includes a search bar, a user profile for Serene Loh, and various navigation tabs like Details, Contacts, Products, Notes, Tasks, Part Needs, Part Usage, Labor and Expenses, Attachments, and Inhouse Rep.

Engineer

- Process Overview
- Onsite Open Task
- Accepting Onsite Open Task
- Onsite Assigned Task
- Scheduling Onsite Service Request
- Enroute Onsite Service Request
- Processing Onsite Service Request
- Servicing Onsite Service Request

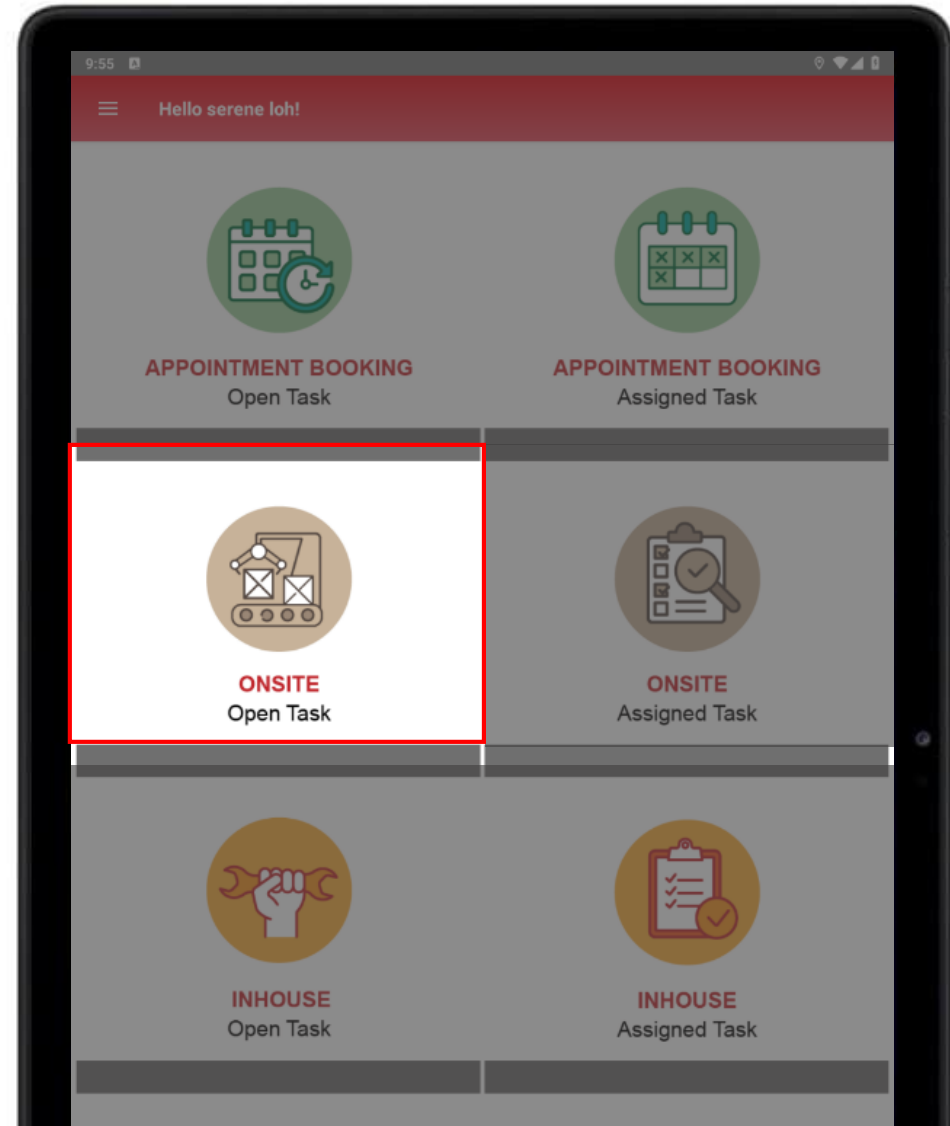
Process Overview



Onsite Open Task

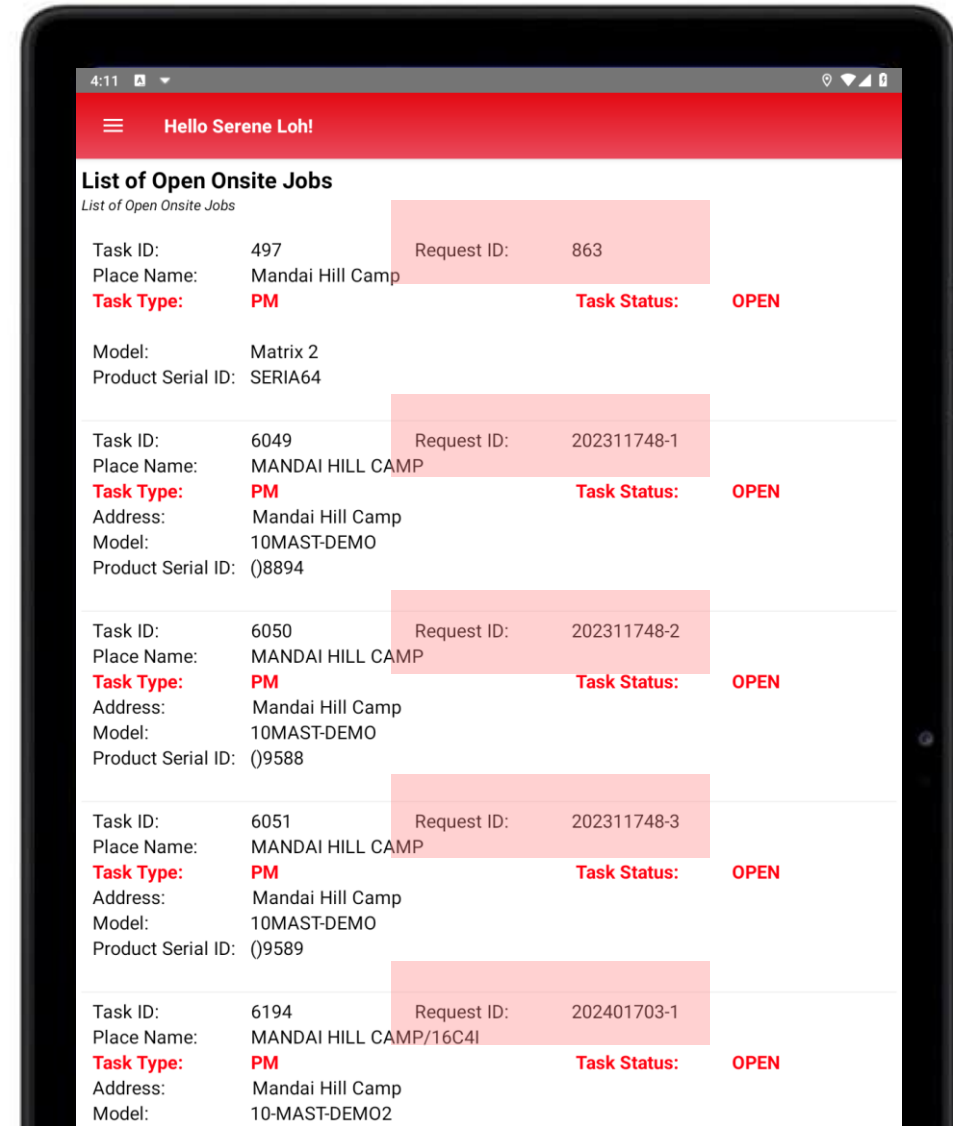
When customer submits a new onsite service request, it will create an onsite open task.

Engineer can go to **Onsite Open Task** section to accept a new task.




Accepting Onsite Open Task (1)

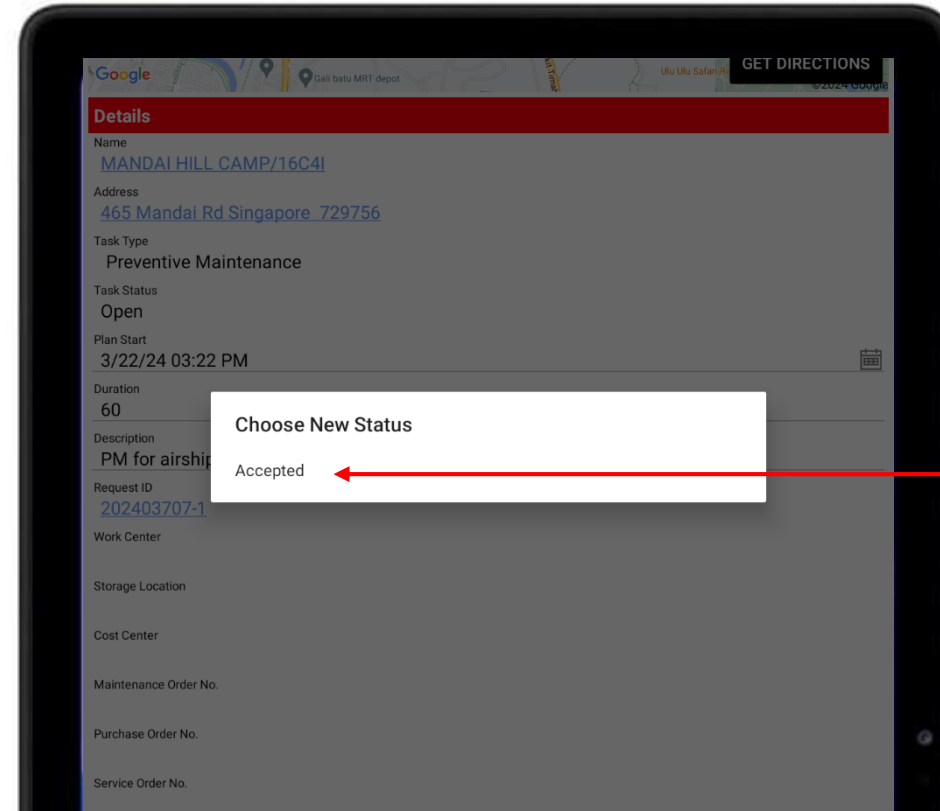
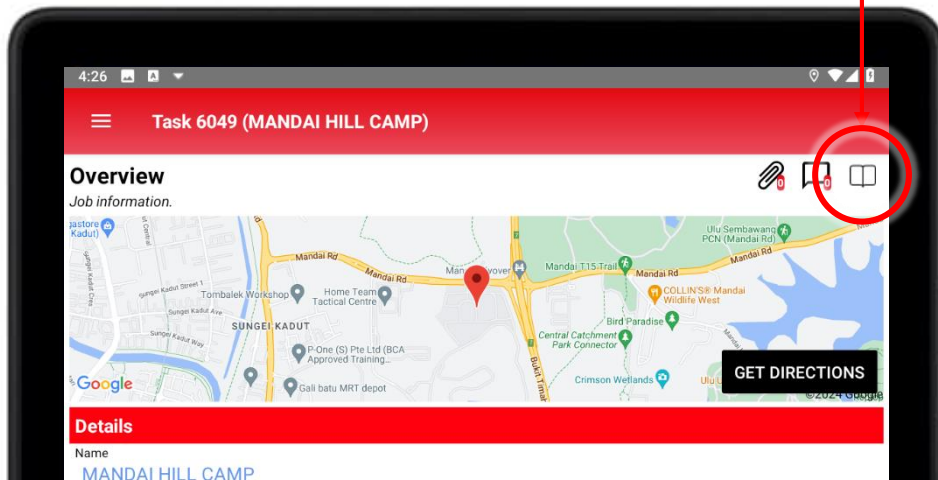
In **Onsite Open Task**, it will display a list of open onsite jobs. Look for the **request ID** to work on and tap on the subject to view the task.



Accepting Onsite Open Task (2)

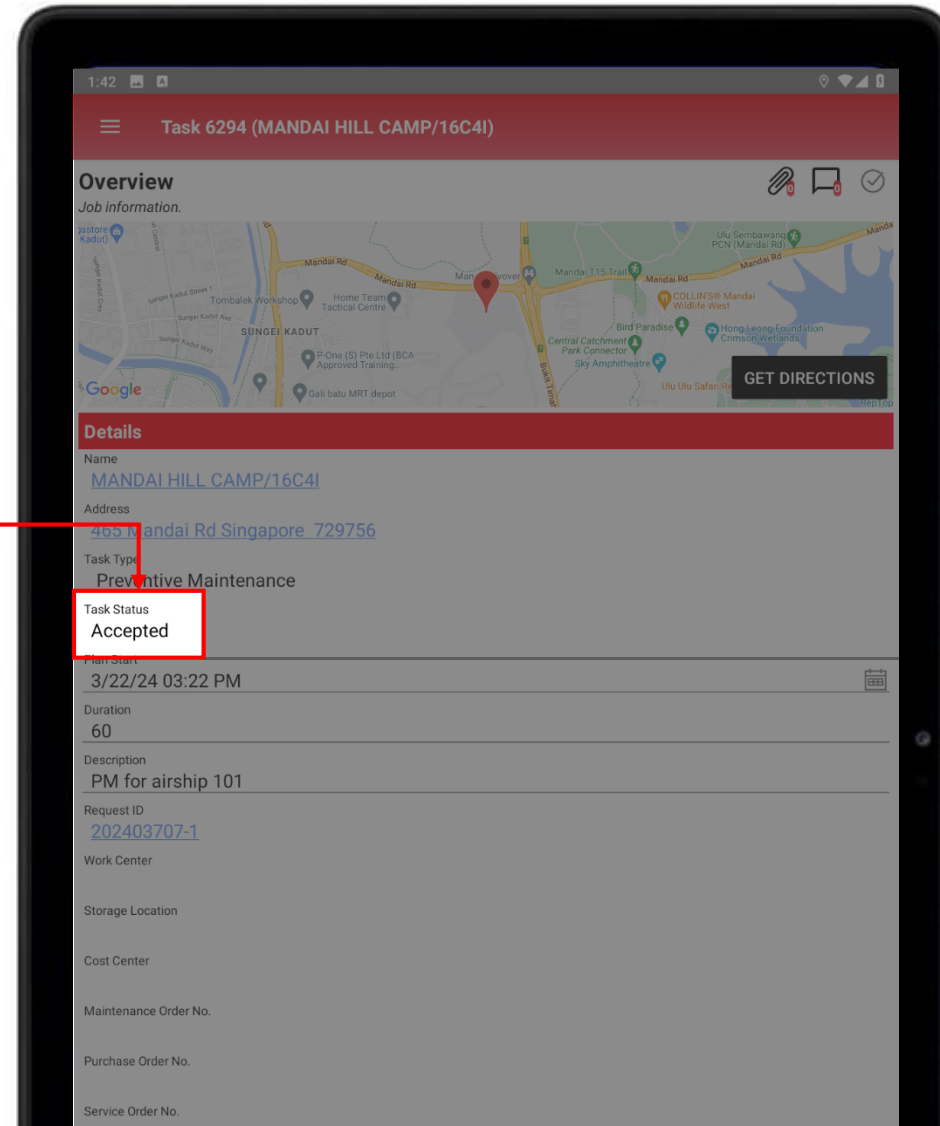
1 Select the **Book** icon  to open the accept window.

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



Accepting Onsite Open Task (3)

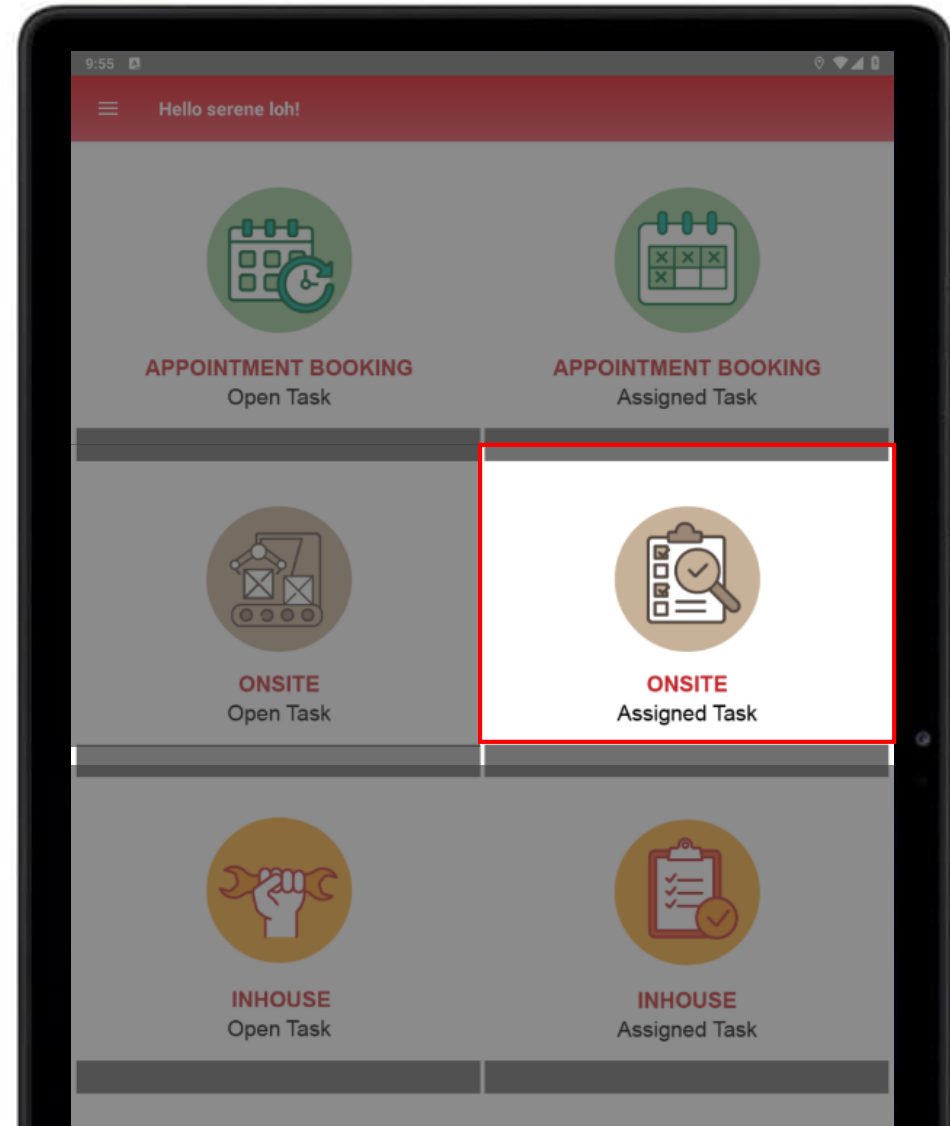
Task Status will change from **Open** to **Accepted**. It can be viewed and edited by assigned engineer.



Onsite Assigned Task

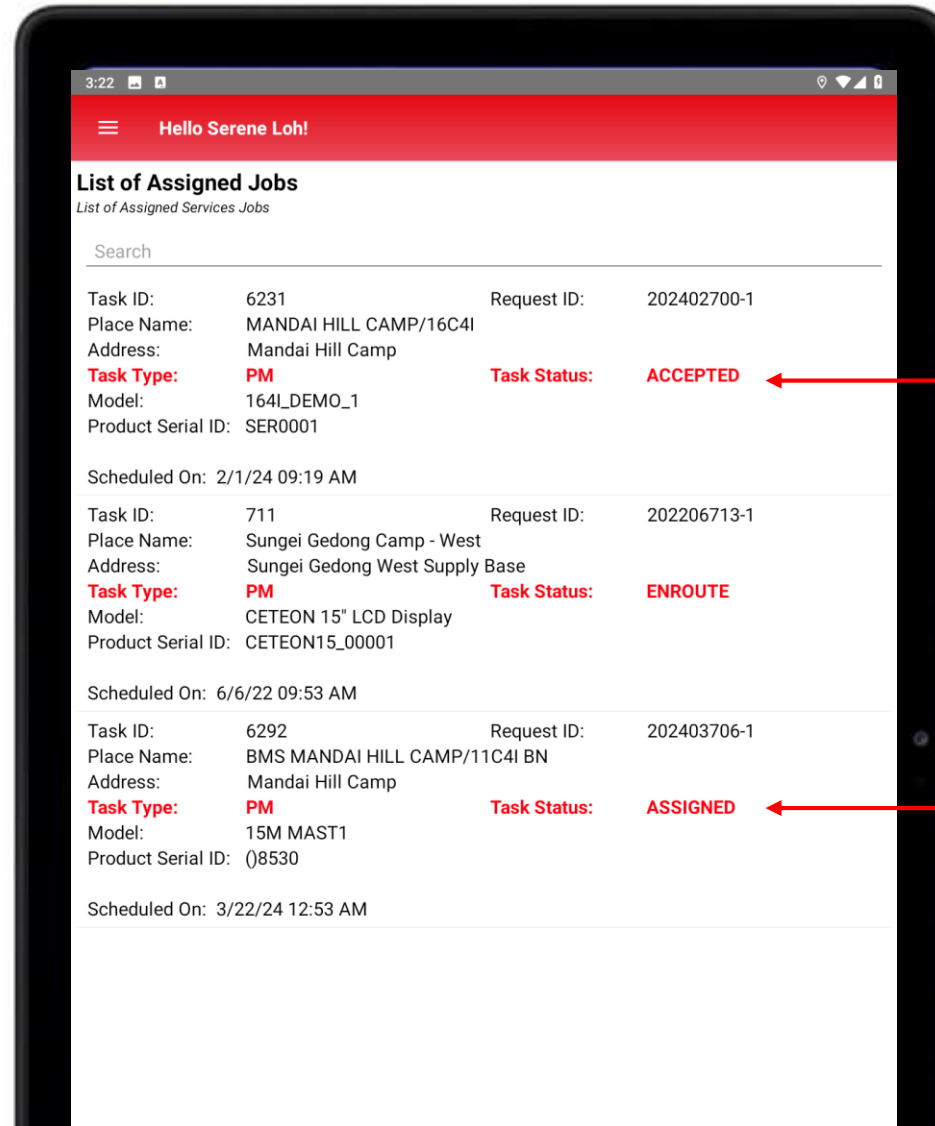
Service manager can **assign tasks** to an engineer, or engineer **accepts an open task**.

Assigned tasks are saved in **Onsite Assigned Task** section. Engineer can view all the tasks assigned to him/her.



Scheduling Onsite Service Request (1)

In **Onsite Assigned Task**, it will display a list of assigned onsite jobs. Look for the **request ID** to work on and tap on the subject to view the task.




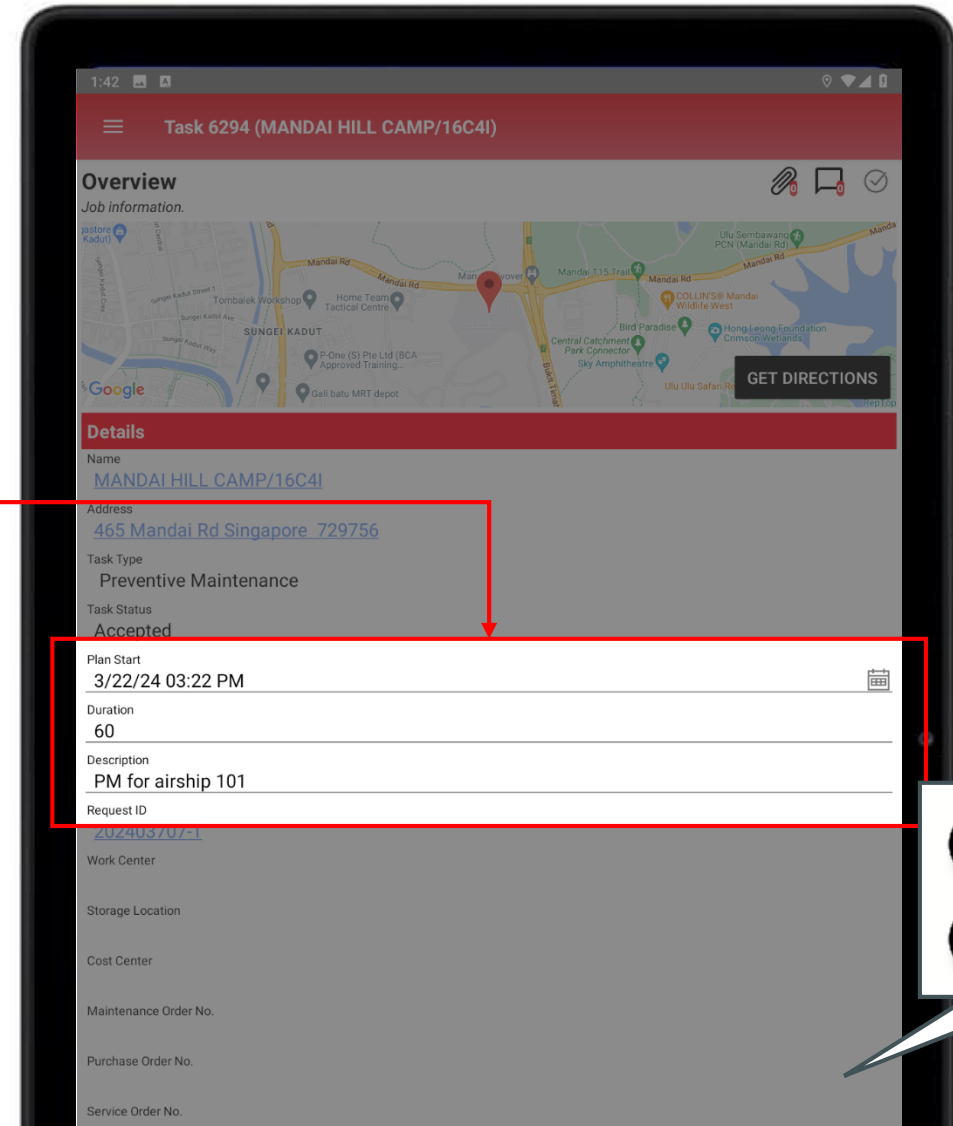
Task which has been **accepted** by the engineer.

Task **assigned** by service manager/ team lead where engineer can choose to accept or reject the task.


Scheduling Onsite Service Request (2)

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

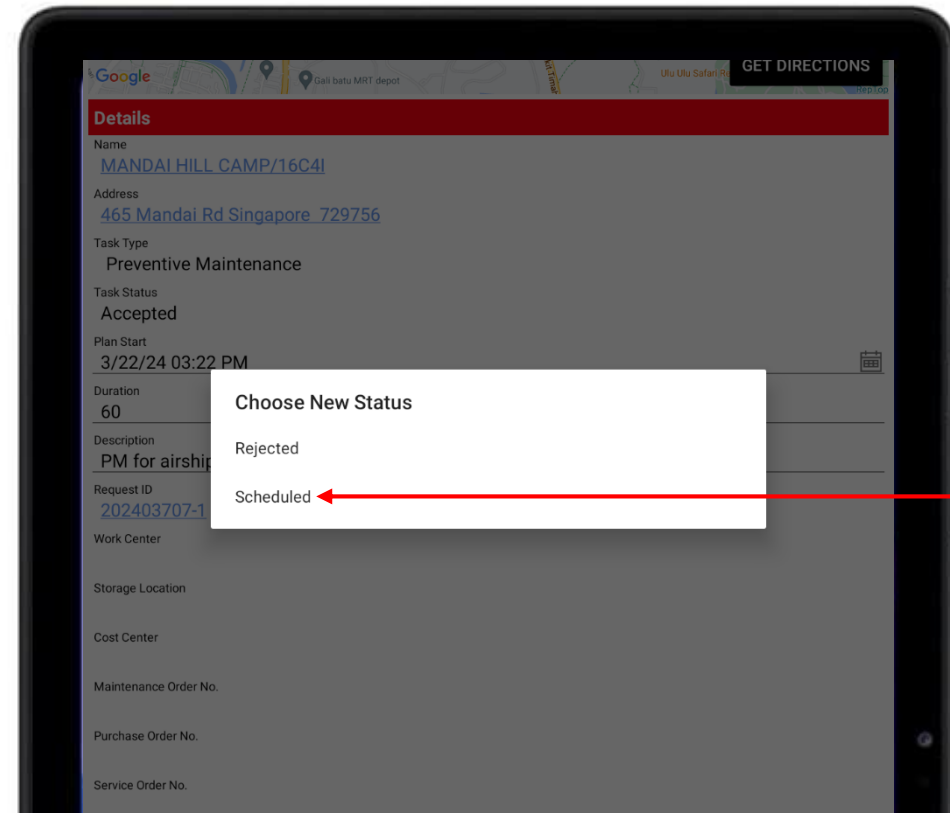
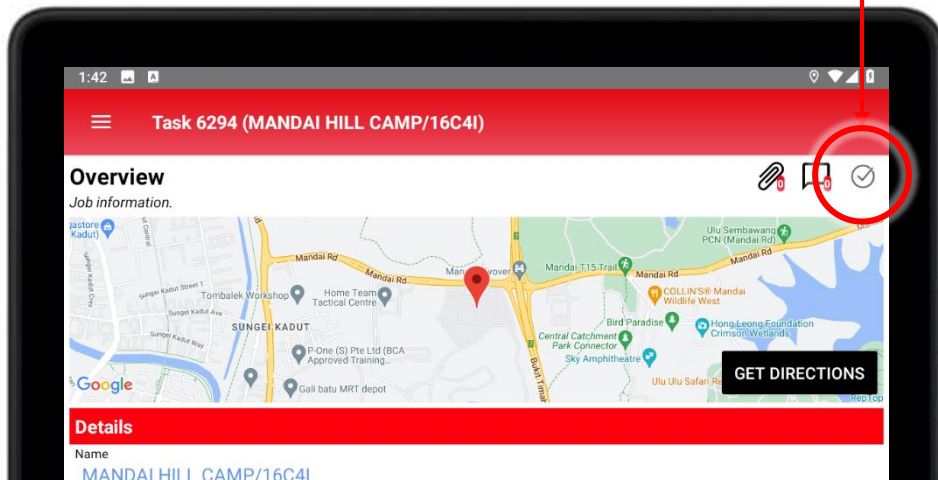
Engineer can modify the text fields accordingly and tap **Save**  to update.



Scheduling Onsite Service Request (3)

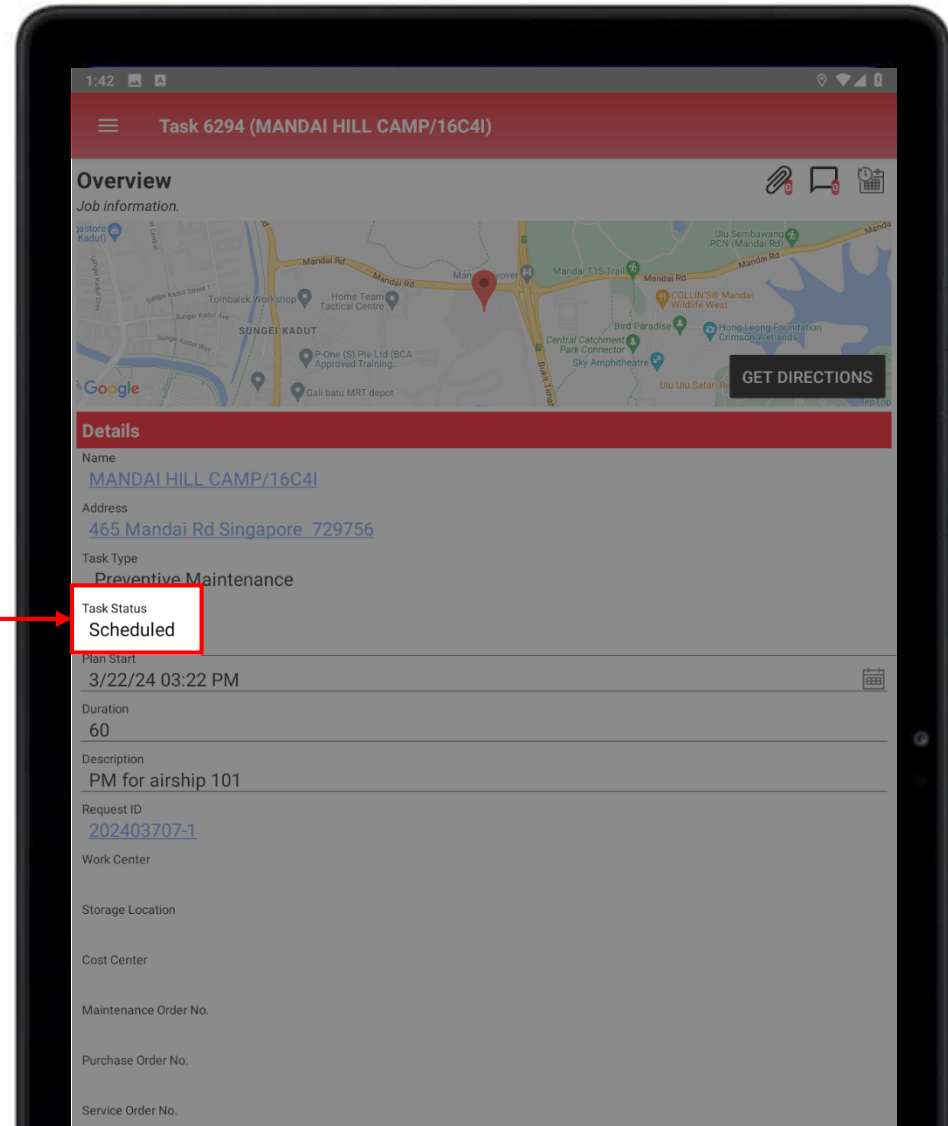
1 Select the **Schedule** icon  to open the schedule window.

2 Tap **Scheduled** to confirm schedule.



Scheduling Onsite Service Request (4)

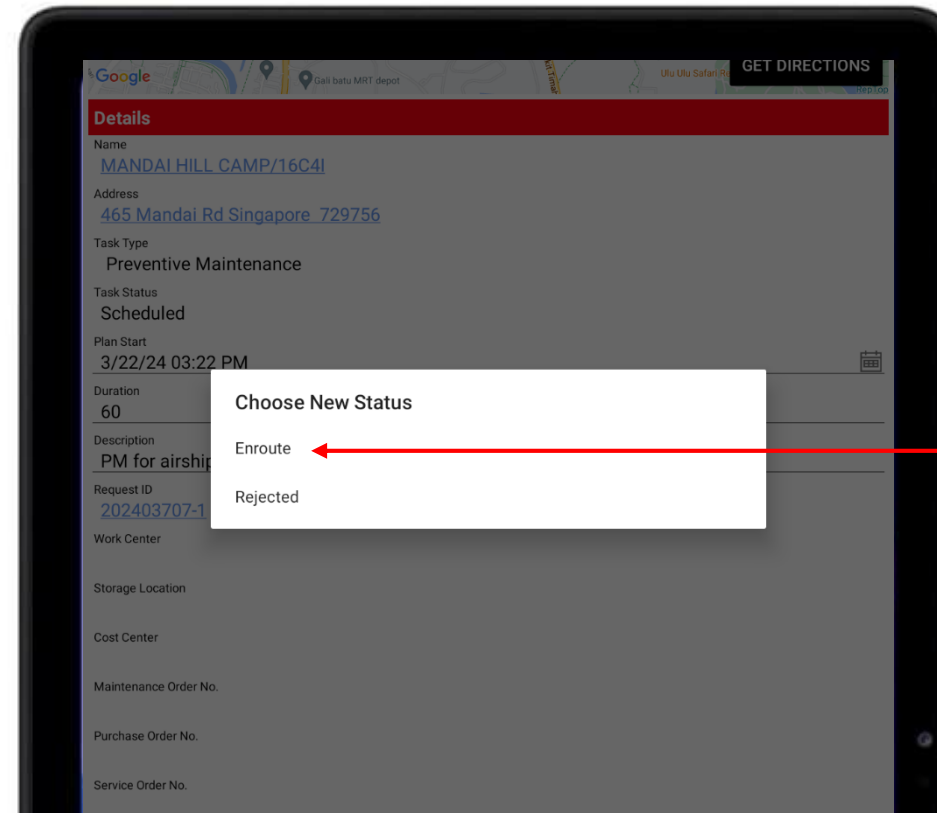
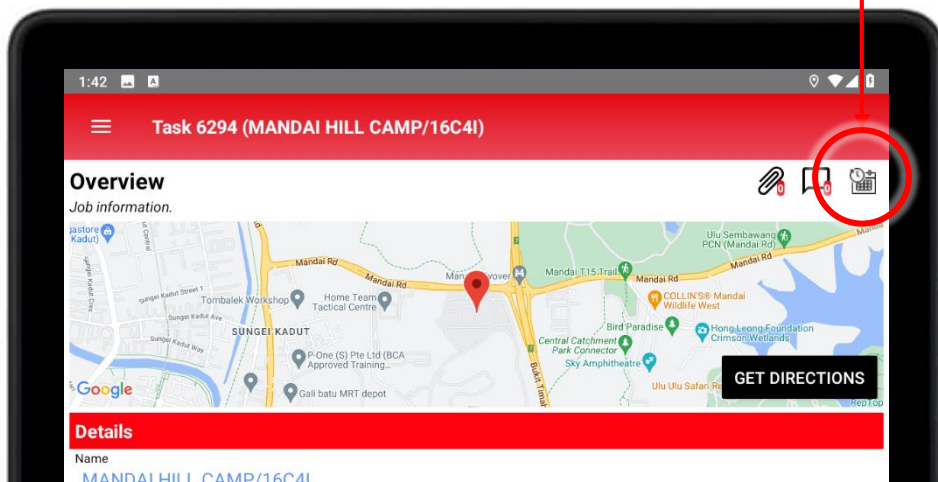
Task Status will change from Accepted to **Scheduled**.



Enroute Onsite Service Request (1)

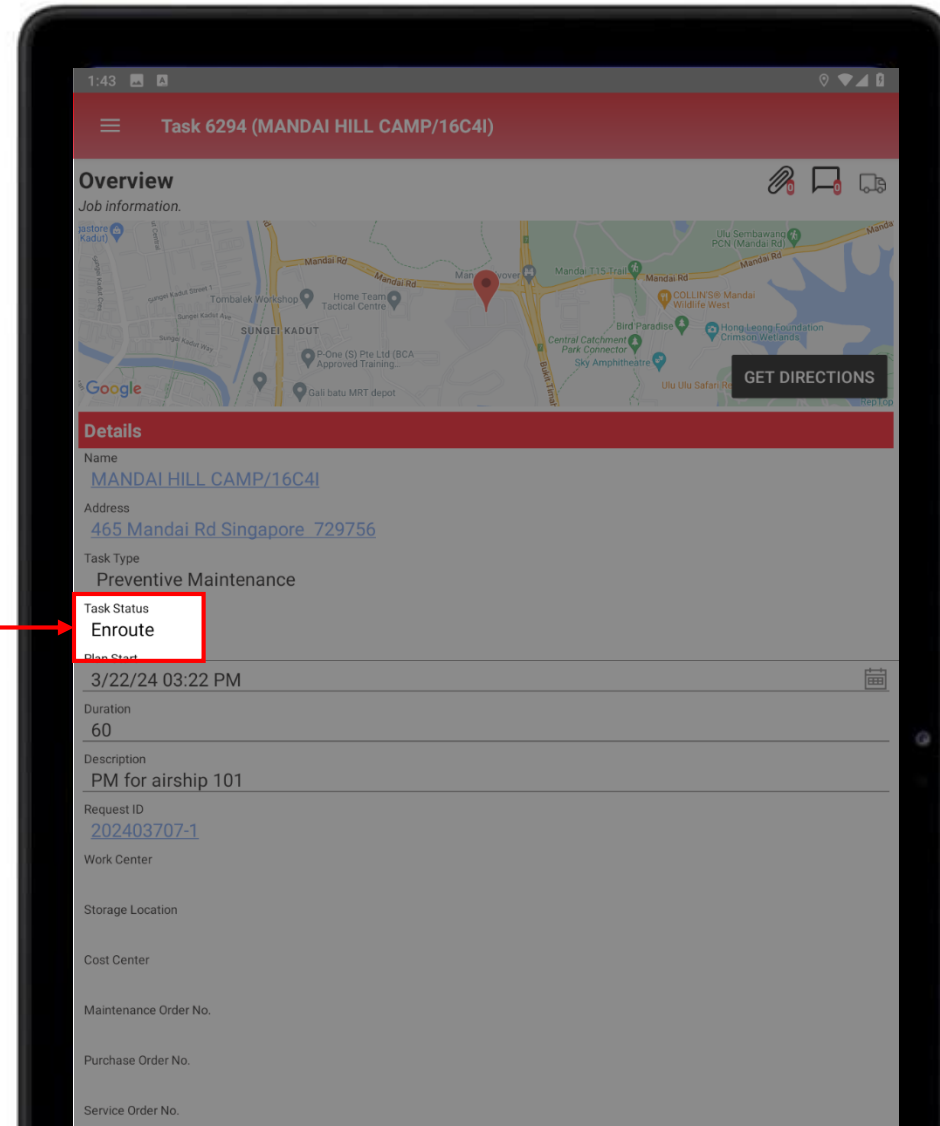
1 When engineer prepares to go to customer's location, he can change status to **Enroute** 📅

2 Tap **Enroute** to change task status.




Enroute Onsite Service Request (2)

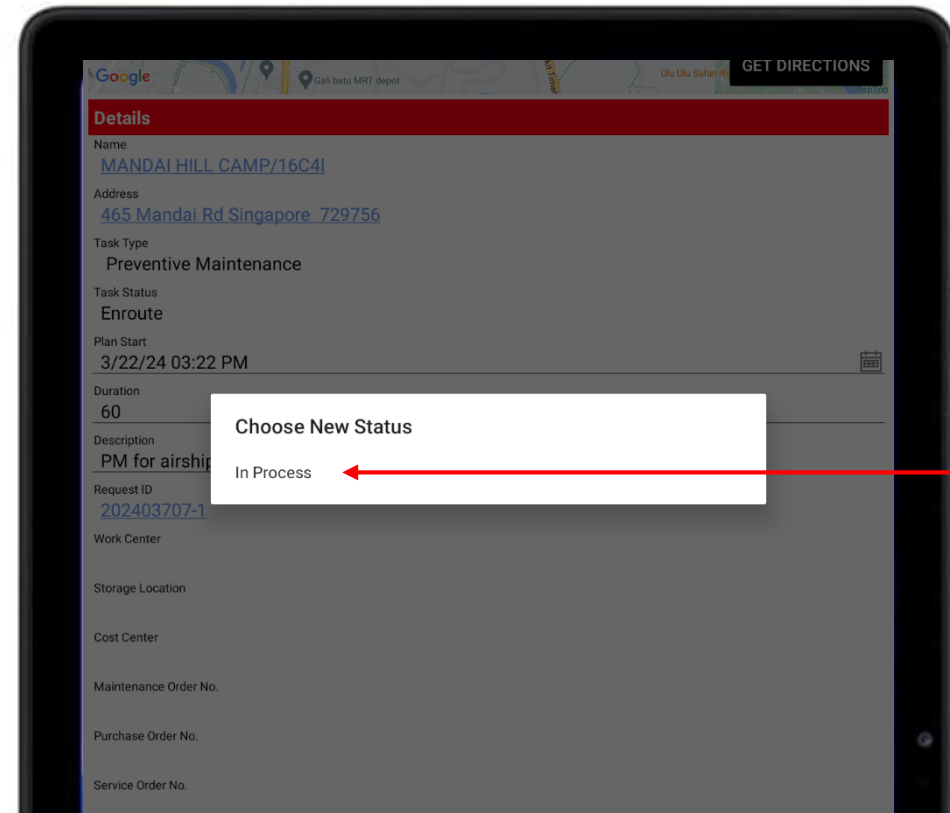
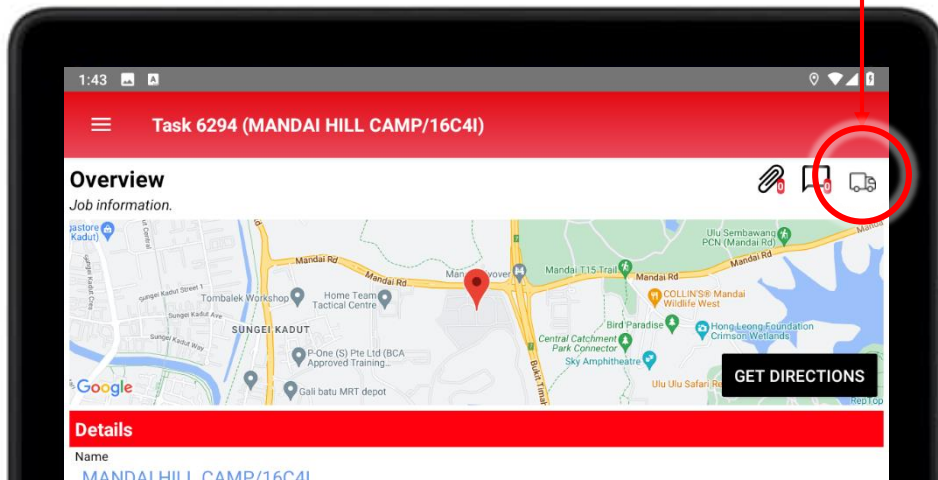
Task Status will change from Scheduled to Enroute.



Processing Onsite Service Request (1)

- 1 When engineer proceeds with the servicing, he can change status to **In Process** 

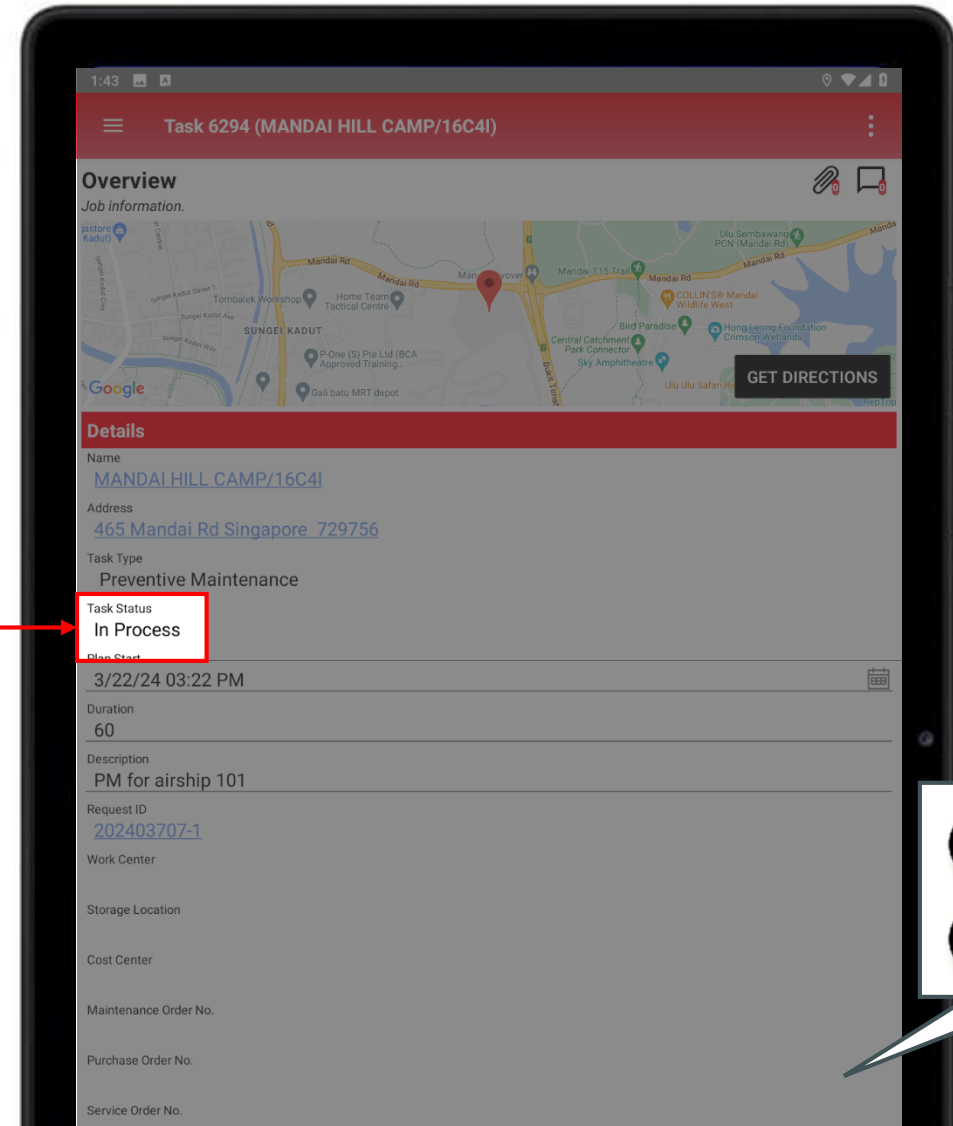
- 2 Tap **In Process** to change task status.



Processing Onsite Service Request (2)

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

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

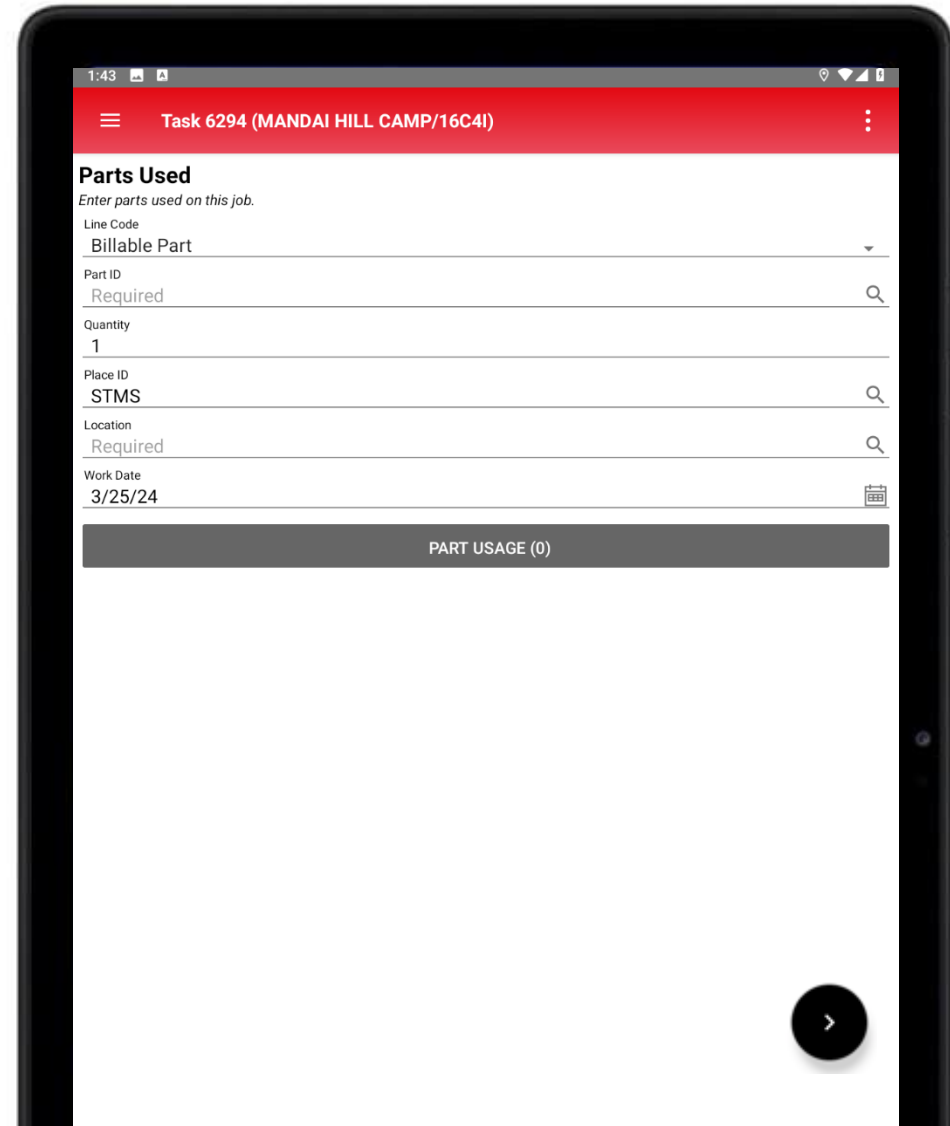


A callout box containing two buttons: a 'Save' button with a document icon and a 'Next' button with a right-pointing arrow icon.

Servicing Onsite Service Request (1)

Parts Used (Optional) allows engineer to input parts that are used when doing servicing for the customer.

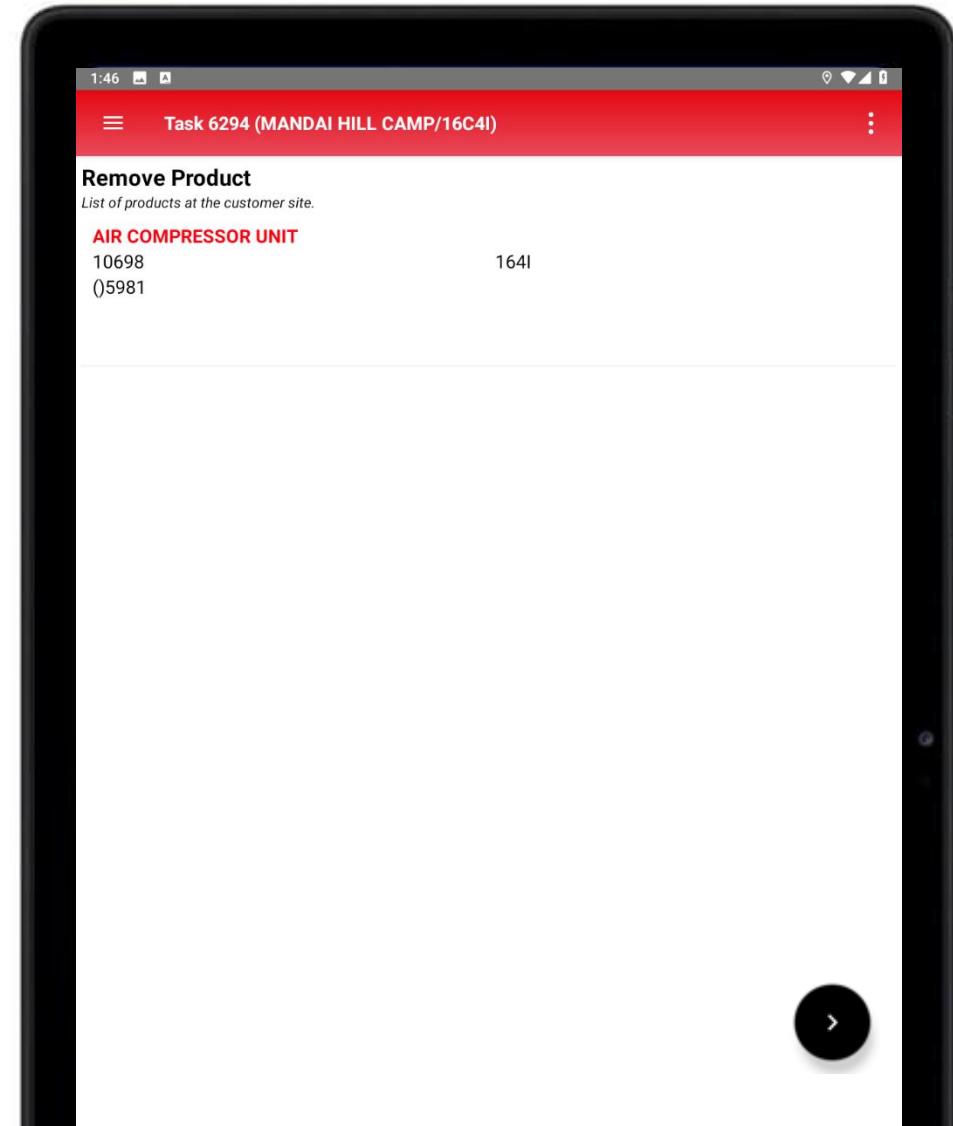
Proceed **Next**  to continue with the job task.



Servicing Onsite Service Request (2)


Remove Product (Optional) is when the product cannot be repaired on the spot and need to be removed from customer site and brought back to depot for servicing.

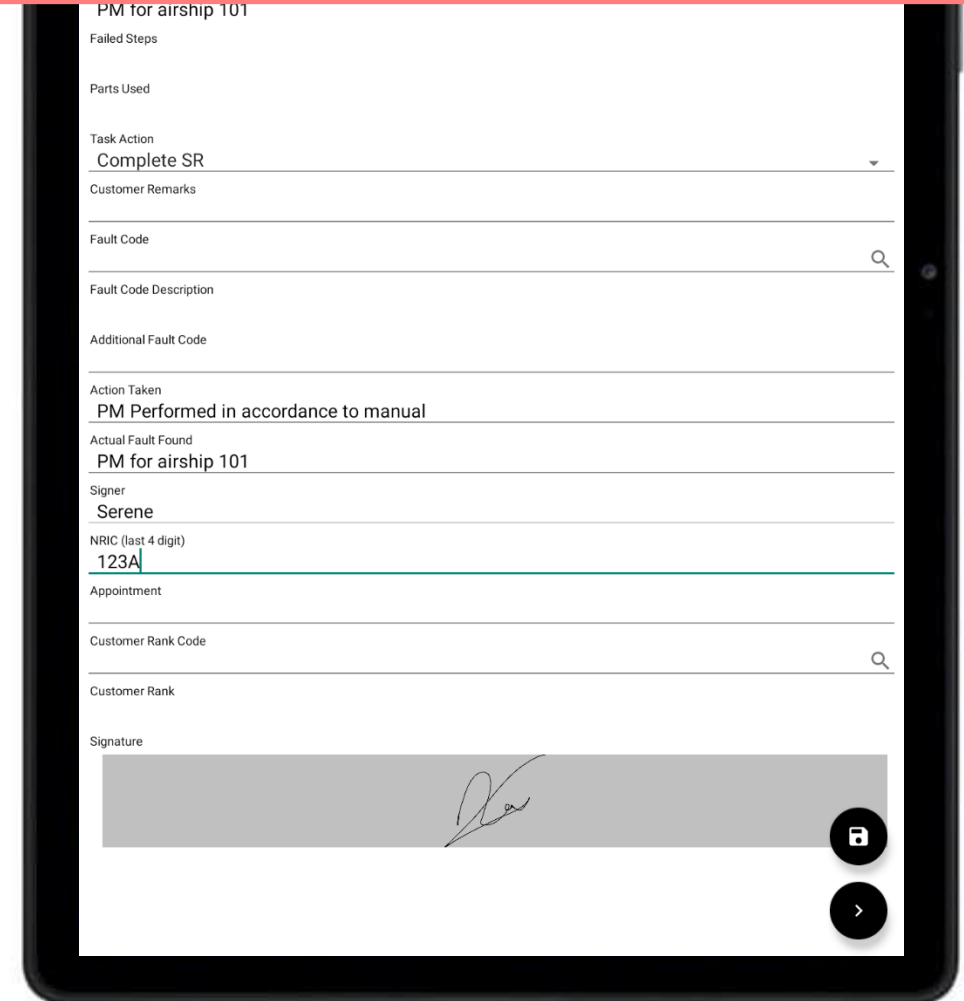
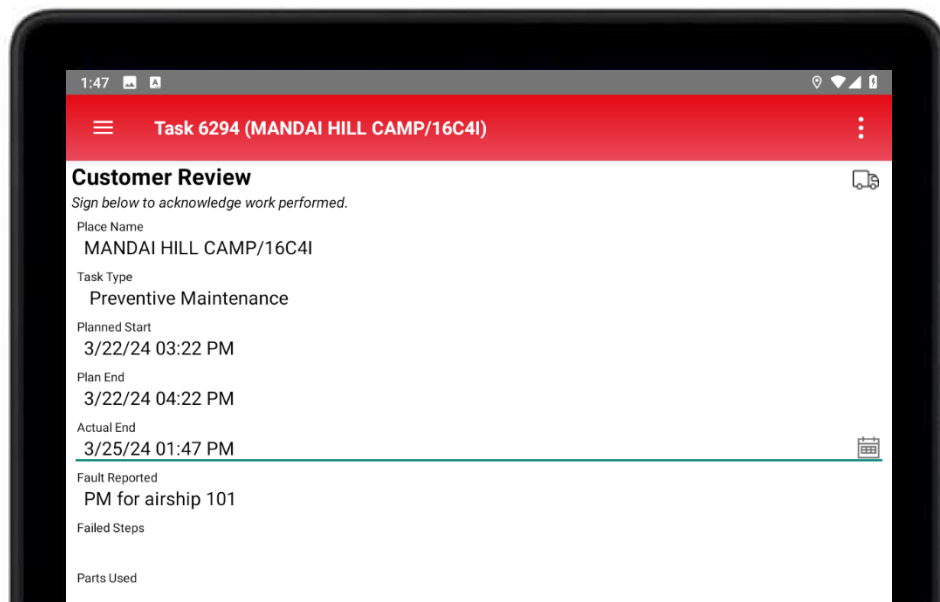
Proceed **Next**  to continue with the job task.



Servicing Onsite Service Request (3)


Customer Review is after customer has checked that the maintenance is completed and proceeds to sign off the task.

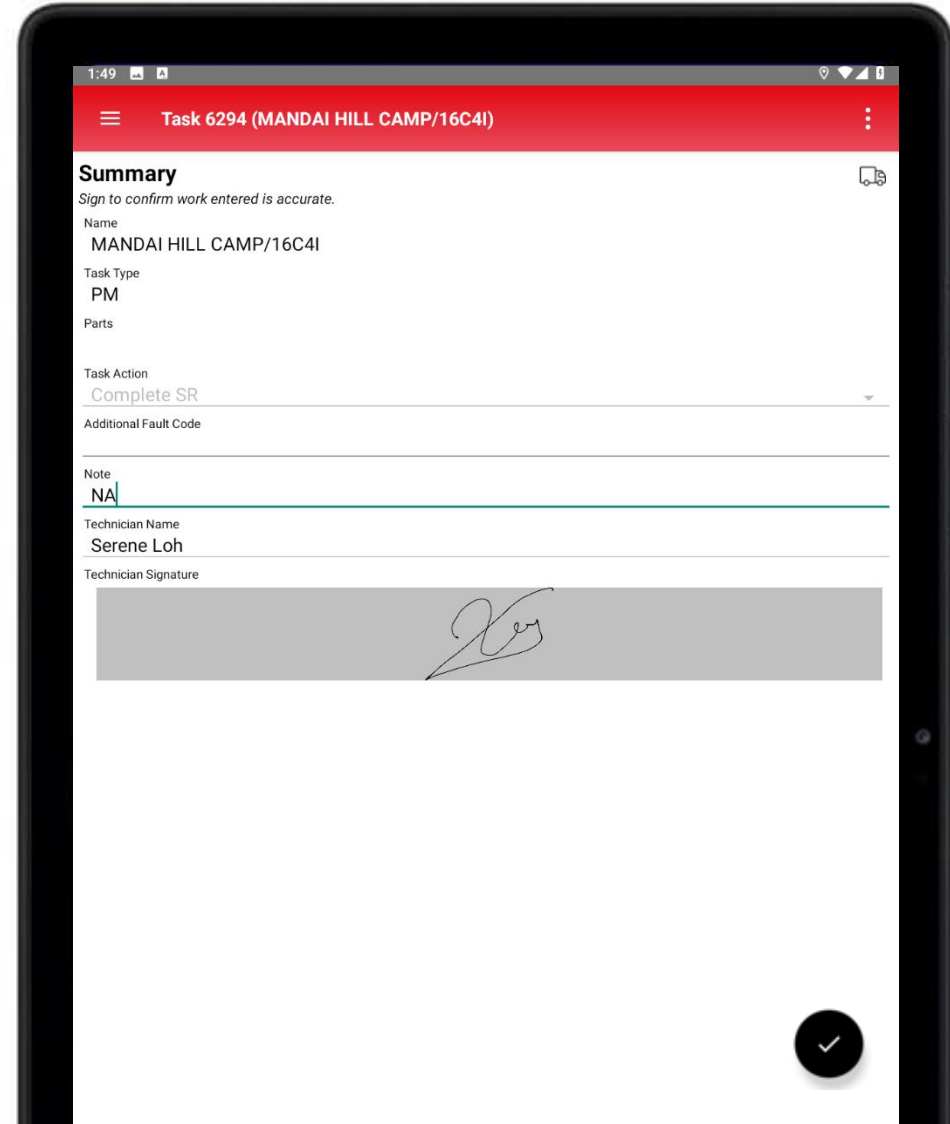
Once customer has filled in the required text fields and signed off, tap **Save**  to update.



Servicing Onsite Service Request (4)

Summary is after customer has signed off the task and engineer does a check on the maintenance and work details are entered correctly.

After the engineer filled in the required text fields and signed off, tap **Confirm**  to complete the task.



The screenshot shows a mobile application interface for a service request task. The top bar is red and displays the task ID "Task 6294 (MANDAI HILL CAMP/16C4I)". Below the header, the "Summary" section is visible, containing the following fields:

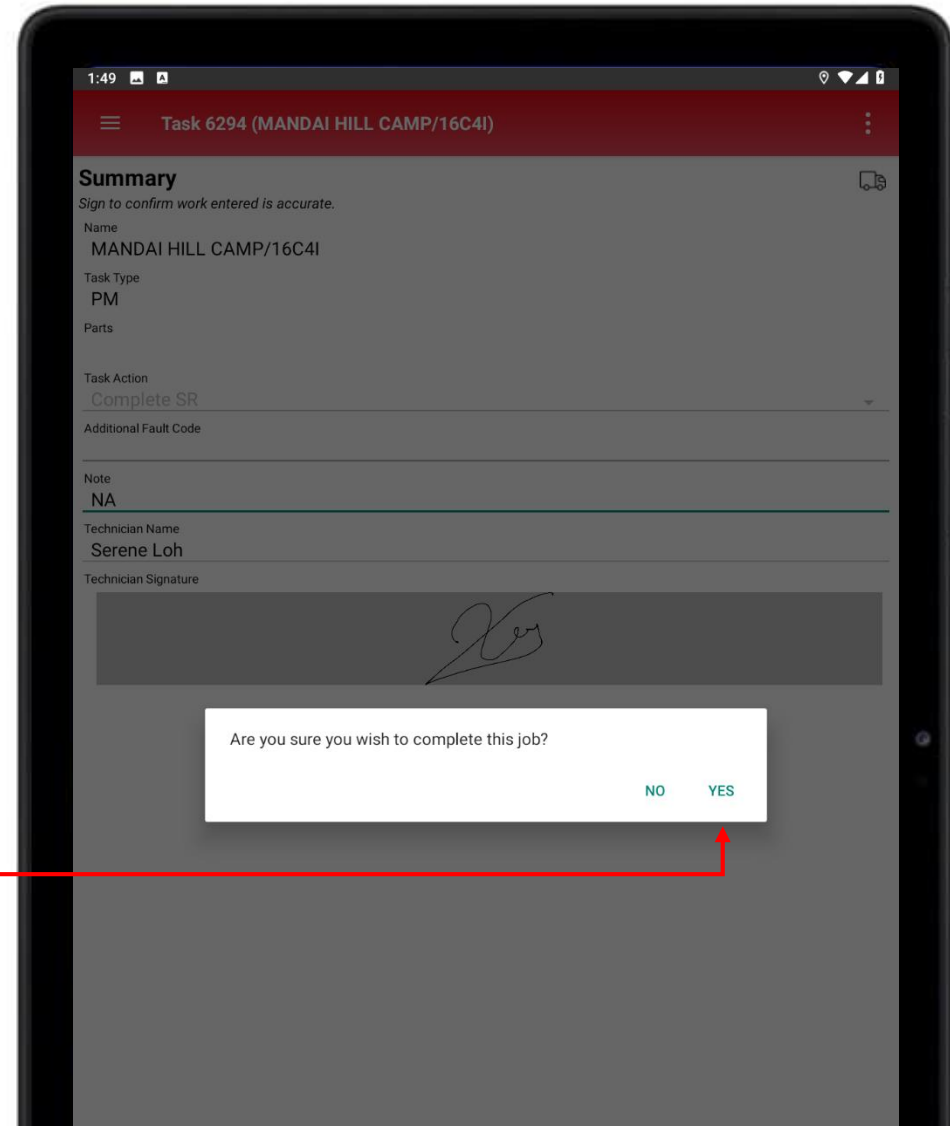
- Summary** (with a sub-note: "Sign to confirm work entered is accurate.")
- Name**: MANDAI HILL CAMP/16C4I
- Task Type**: PM
- Parts**
- Task Action**: Complete SR
- Additional Fault Code**
- Note**: NA
- Technician Name**: Serene Loh
- Technician Signature**: A handwritten signature in a grey box.

A large circular "Confirm" button with a checkmark is located at the bottom right of the screen.

Servicing Onsite Service Request (5)

It will prompt for a final confirmation if the engineer wants to complete the job.

Tap **YES** to confirm.



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 menu on the left with 'Dashboard' and 'Service Requests'. The main content area has a search bar and filters for 'Place' (All) and 'Type' (On Site, In House, Both). Below the filters is a table of requests.

View Request	LOB	Description	NSN No.	Serial No.	Qty	Type	Status	MO	PO	Created	Reports
202403707-1	202403707	AIR COMPRESSOR UNIT	-	(5981	1	Preventive Maintenance	Complete	-	-	22/03/2024 15:22:27	
202403702FRI-4	202403702FRI	29RU SERVER RACK	-	stock_13MAST_13	1	Preventive Maintenance	Canceled	-	-	11/03/2024 13:46:15	
202403702FRI-3	202403702FRI	29RU SERVER RACK	-	H315	1	Preventive Maintenance	Repair Complete	202403702FRI-MO	202403702FRI-PO	11/03/2024 13:46:15	
202403702FRI-2	202403702FRI	29RU SERVER RACK	-	H313	1	Preventive Maintenance	Repair Complete	202403702FRI-MO	202403702FRI-PO	11/03/2024 13:46:14	
202403702FRI-1	202403702FRI	29RU SERVER RACK	-	H308	1	Preventive Maintenance	Open	202403702FRI-MO	202403702FRI-PO	11/03/2024 13:46:14	
202402705-1	202402705	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Pending Cancellation	-	-	28/02/2024 17:50:46	

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 to download. The dialog contains two input fields: 'Report Name' with the value 'Service Report' and 'Request Id' with the value '202403707-1'. At the bottom of the dialog are 'Cancel' and 'DOWNLOAD' buttons. A red line connects the 'DOWNLOAD' button in the dialog to the text 'Tap Download.' on the left. The background shows a table of requests with columns for 'View Request', 'LOB', 'MO', 'PO', 'Created', and 'Reports'. The table contains several rows of request data, including details like '29RU SERVER RACK', 'H313', 'Preventive Maintenance', and 'Repair Complete'.

View Service Report

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

ST Engineering 202403707-1_ServiceReport.pdf

ST Engineering **Service Report**

Service Request No. :	202403707-1	Work Requested :	PM
LOB Service Request No.	202403707	Requester :	Serene Loh
Service Order No.	N/A		
Maintenance Order No.	N/A	Purchase Order No.	N/A
Service Done At :	Mandai Hill Camp, 465 Mandai Rd, 729756 Singapore		
Work Center :	N/A	Cost Center :	N/A
Storage Location :	N/A		
Nature of Servicing :	PM for airship 101		

Equipments

Model	Name	Serial No.	NSN Number	Quantity
AIR COMPRESSOR UNIT	AIR COMPRESSOR UNIT	(J)5981	N/A	1

Services Performed

Task ID	Status
6294	Completed

Accepted On	Responded On	Arrived On	Completed On
22/03/2024 03:22:27 PM	25/03/2024 01:42:36 PM	25/03/2024 01:43:16 PM	25/03/2024 01:49:00 PM

Fault Reported : PM for airship 101

Actual Fault Found : N/A

Fault Code	Fault Code Description
N/A	N/A

Thank You