

User Guide on SM Portal

For Service Request Teams, Service Managers

23rd March 2023

Release 2 v1.0

AGENDA

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1. SM Portal

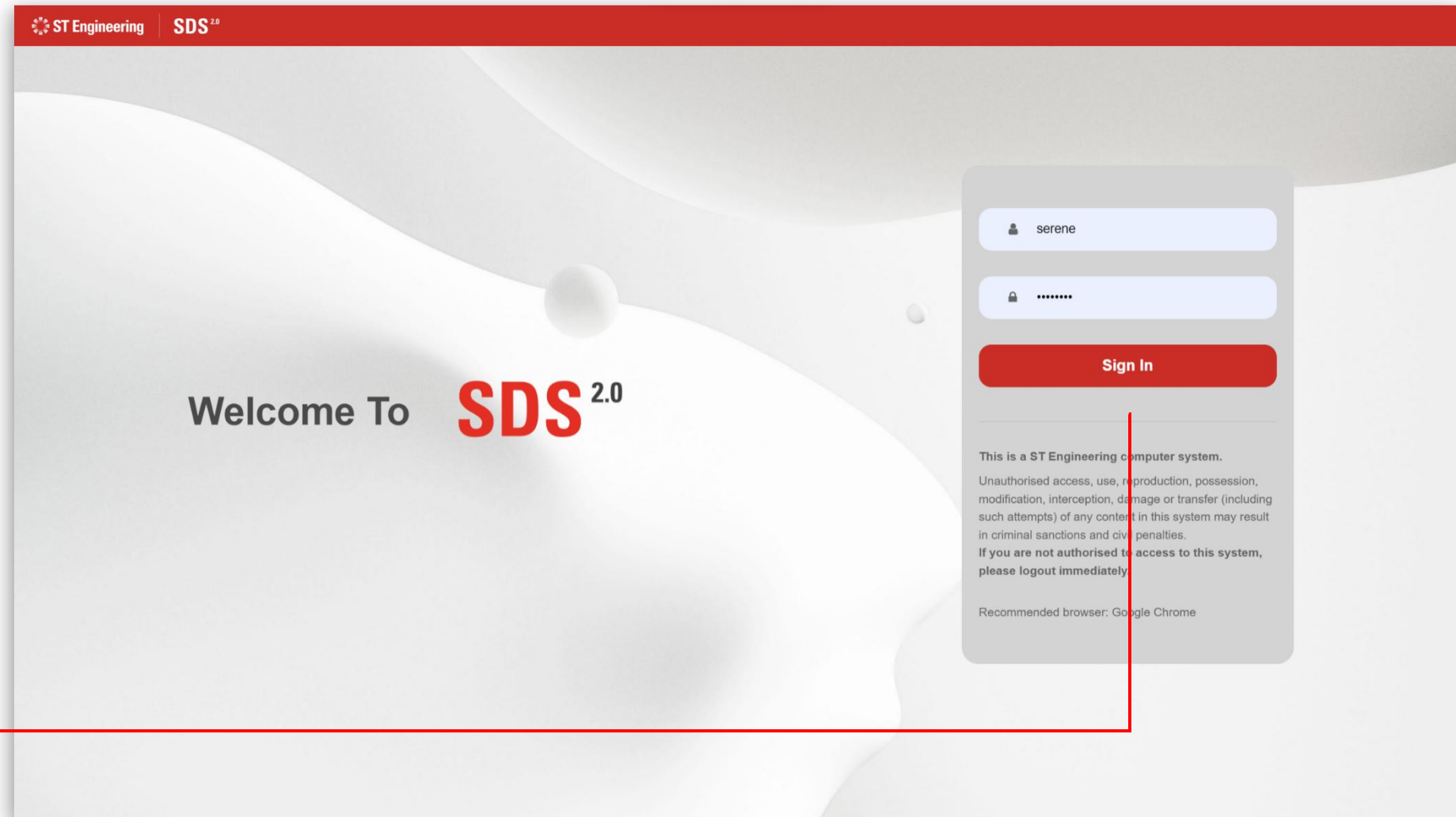
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SM Portal

System Overview

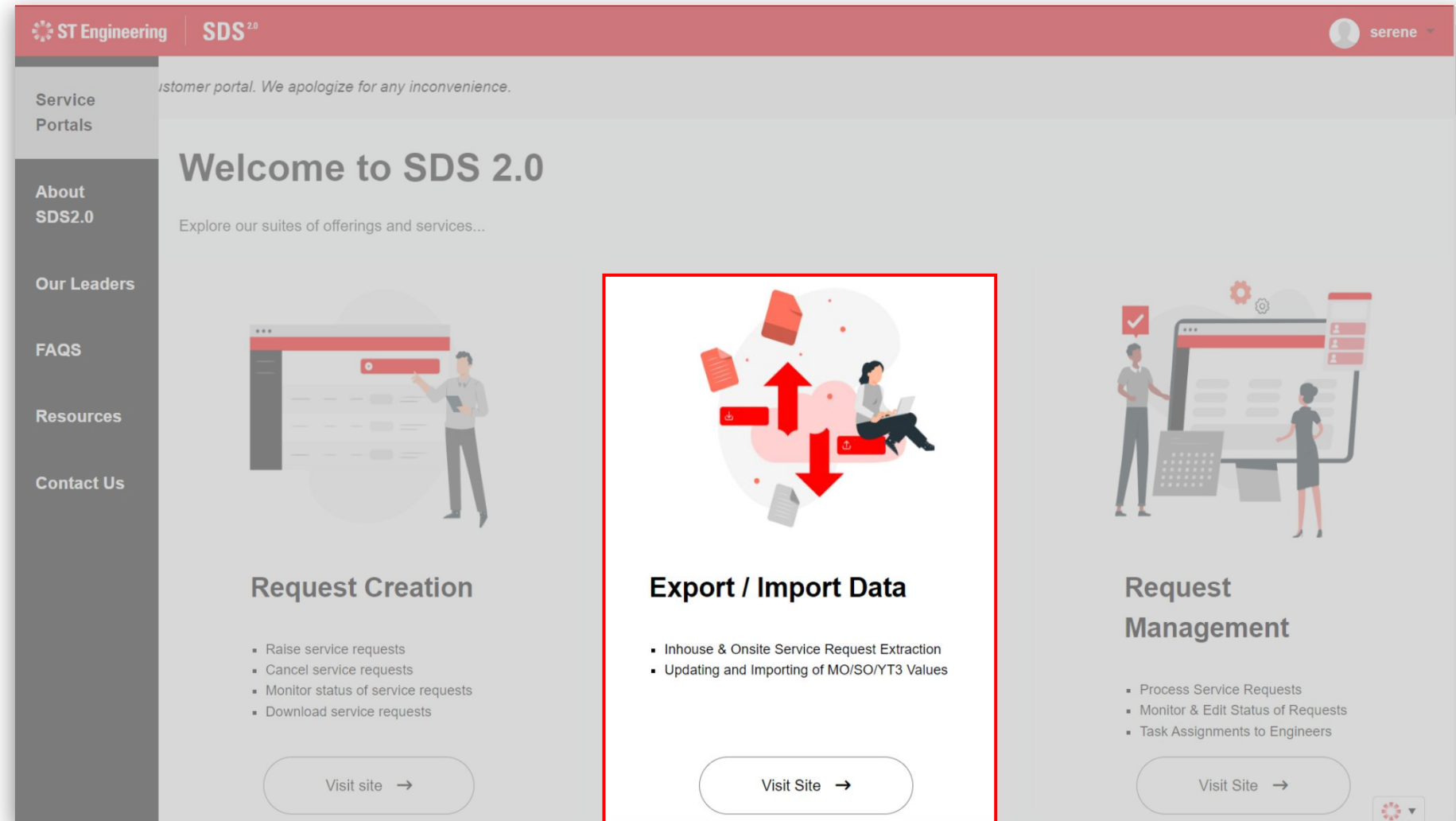
SM Portal is used to update PO/SO/MO/YT3 records for multiple service requests. Go to <https://sds.stengg.com>

Enter your username and password and tap **[Sign In]**



View Site

Access the link to **Request Import & Extraction** from Service Portal page.



ST Engineering | SDS 2.0 serene

customer portal. We apologize for any inconvenience.

Welcome to SDS 2.0

Explore our suites of offerings and services...

Request Creation

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

Visit site →

Export / Import Data

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

Visit Site →

Request Management

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

Visit Site →

Homepage


It will direct you to the SM Portal Homepage on the site overview.

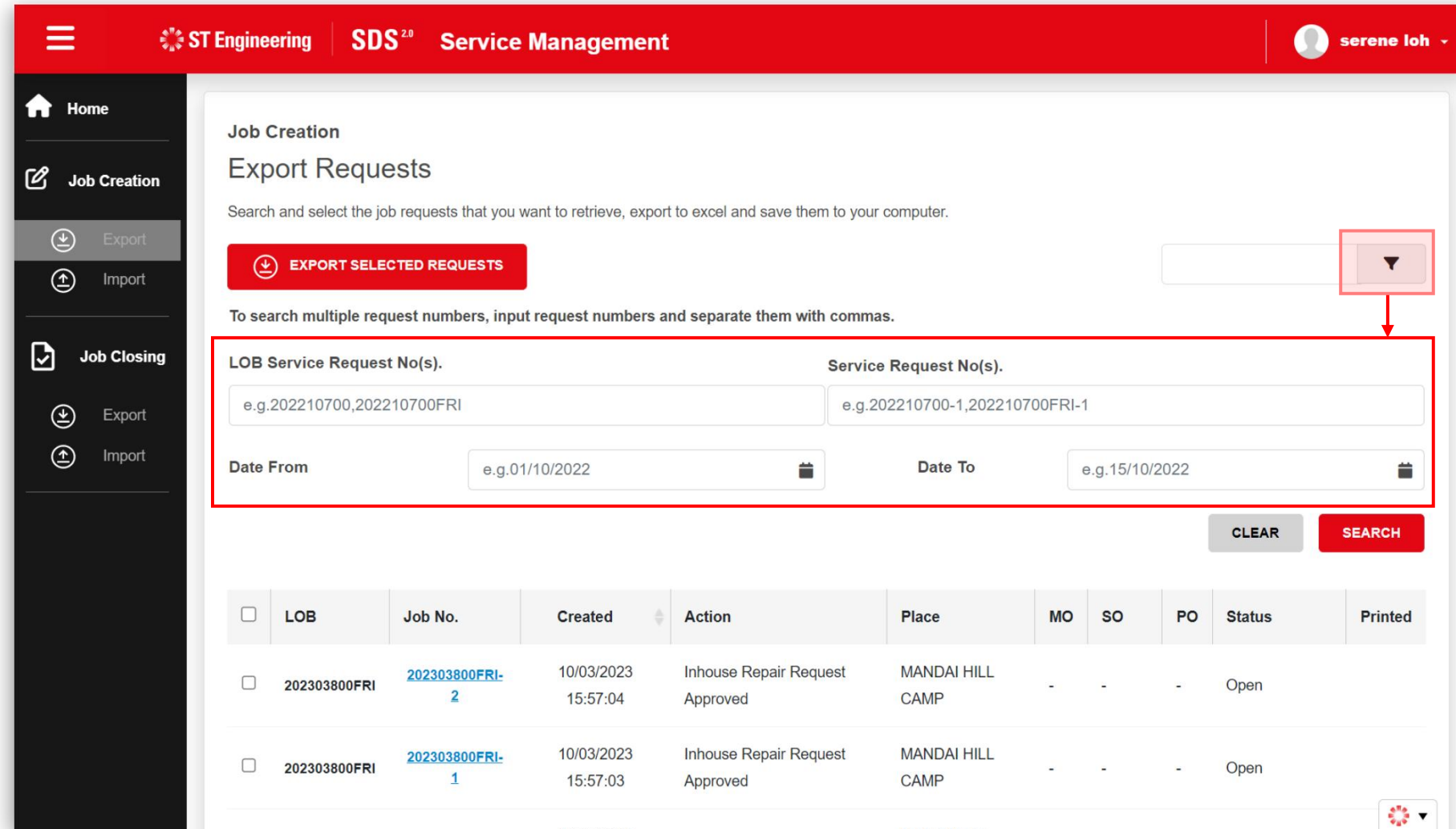
You can view your pending tasks for Job Creation or Job Closing, and equipment delivered.

LOB	Job No.	Created	Action	Place	MO	PO	SO	Status
202303800FRI	202303800FRI-2	10/03/2023 15:57:04	Inhouse Repair Request Approved	MANDAI HILL CAMP	-	-	-	Open
202303800FRI	202303800FRI-1	10/03/2023 15:57:03	Inhouse Repair Request Approved	MANDAI HILL CAMP	-	-	-	Open

Advanced Filter

You can use advanced search to filter a list of service request and date range on the created jobs.

Tap on the filter icon  to hide/unhide the advanced search fields.



Job Creation
Export Requests
 Search and select the job requests that you want to retrieve, export to excel and save them to your computer.

EXPORT SELECTED REQUESTS

To search multiple request numbers, input request numbers and separate them with commas.

LOB Service Request No(s).

Service Request No(s).

Date From **Date To**

CLEAR **SEARCH**

<input type="checkbox"/>	LOB	Job No.	Created	Action	Place	MO	SO	PO	Status	Printed
<input type="checkbox"/>	202303800FRI	202303800FRI-2	10/03/2023 15:57:04	Inhouse Repair Request Approved	MANDAI HILL CAMP	-	-	-	Open	
<input type="checkbox"/>	202303800FRI	202303800FRI-1	10/03/2023 15:57:03	Inhouse Repair Request Approved	MANDAI HILL CAMP	-	-	-	Open	

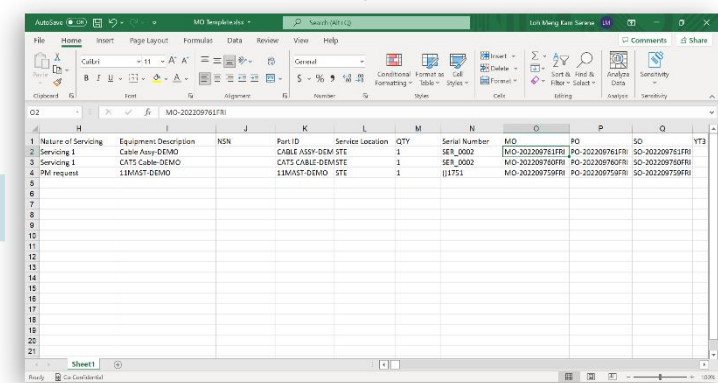
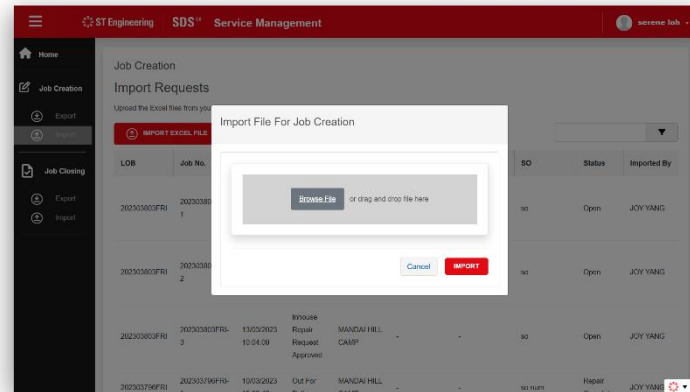
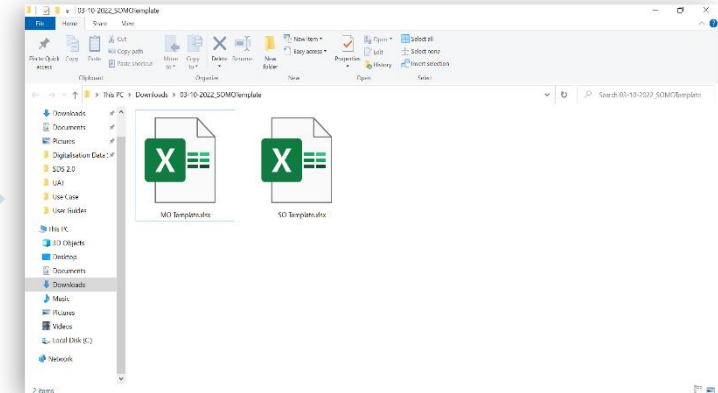
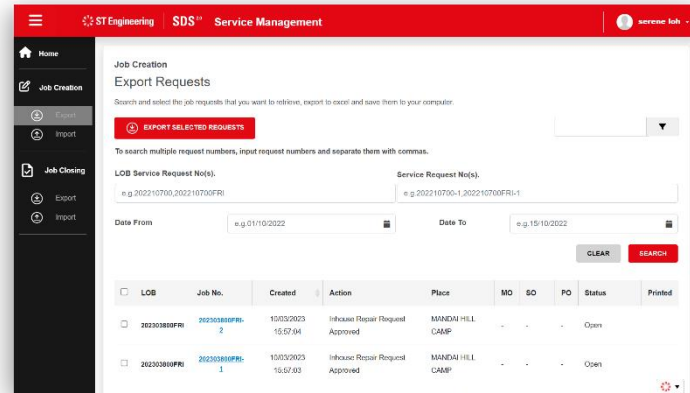
2. Job Creation

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Update SO/ MO/ PO Records.....	<u>13</u>
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Job Creation

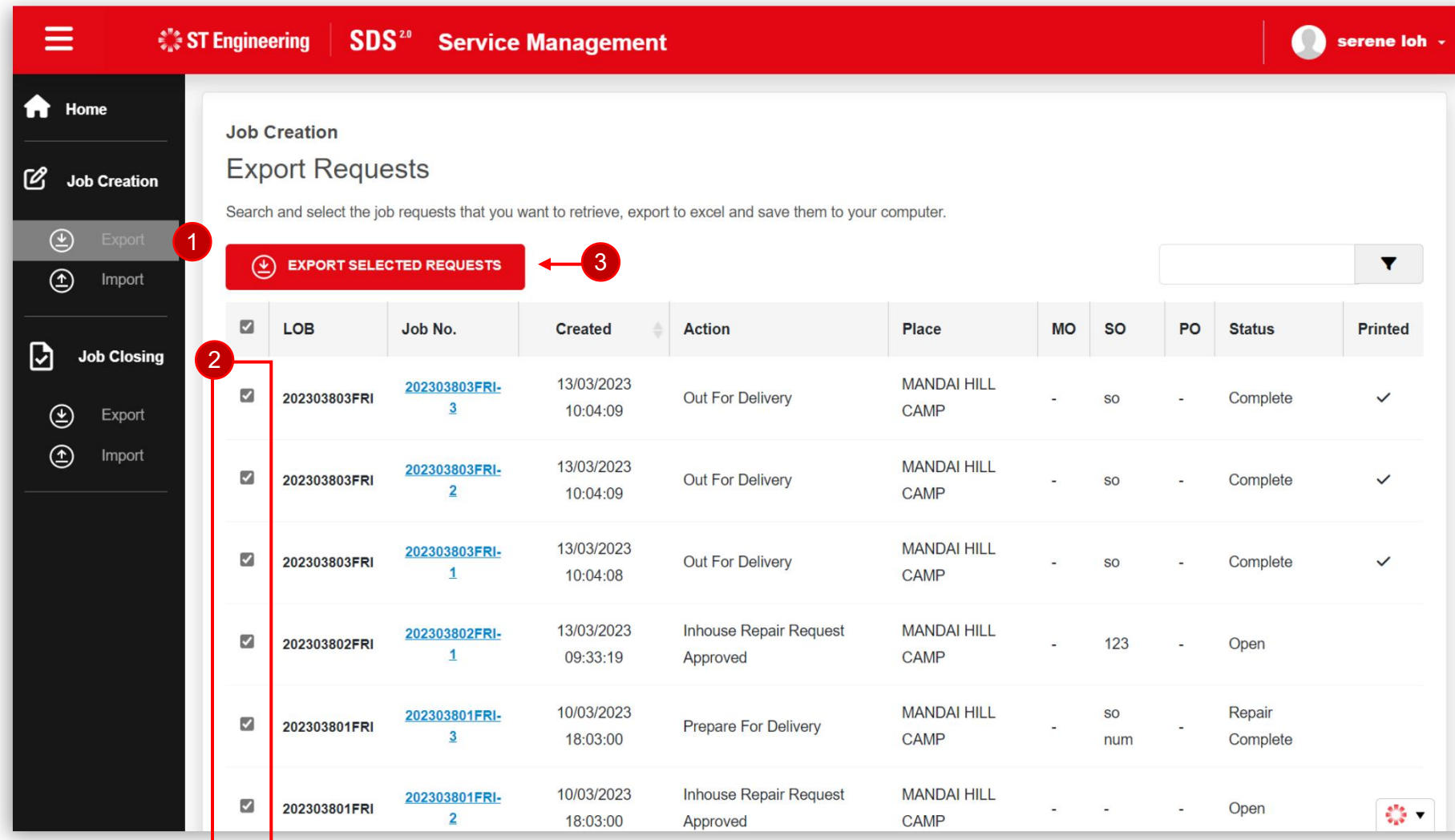
About Job Creation

Job Creation page allows you to download, manage and update MO/SO/PO for multiple onsite requests using Excel quickly.



Export Requests (1)

- 1 Under Job Creation Section, select **[Export]**
- 2 Tick the list of requests that you want to extract.
- 3 Tap **[Export Selected Requests]**



Job Creation
Export Requests

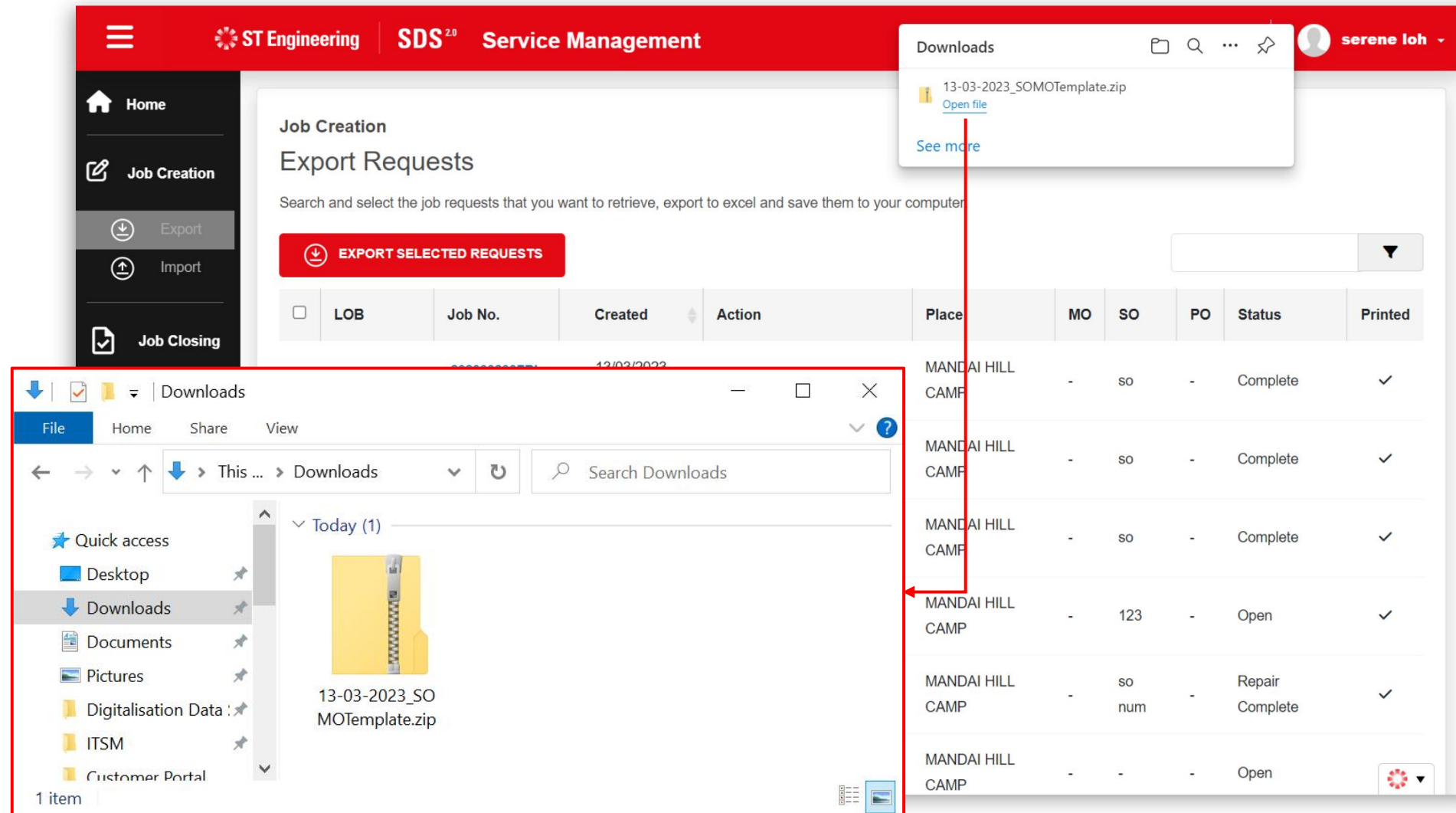
Search and select the job requests that you want to retrieve, export to excel and save them to your computer.

EXPORT SELECTED REQUESTS

<input type="checkbox"/>	LOB	Job No.	Created	Action	Place	MO	SO	PO	Status	Printed
<input checked="" type="checkbox"/>	202303803FRI	202303803FRI-3	13/03/2023 10:04:09	Out For Delivery	MANDAI HILL CAMP	-	so	-	Complete	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	202303803FRI	202303803FRI-2	13/03/2023 10:04:09	Out For Delivery	MANDAI HILL CAMP	-	so	-	Complete	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	202303803FRI	202303803FRI-1	13/03/2023 10:04:08	Out For Delivery	MANDAI HILL CAMP	-	so	-	Complete	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	202303802FRI	202303802FRI-1	13/03/2023 09:33:19	Inhouse Repair Request Approved	MANDAI HILL CAMP	-	123	-	Open	<input type="checkbox"/>
<input checked="" type="checkbox"/>	202303801FRI	202303801FRI-3	10/03/2023 18:03:00	Prepare For Delivery	MANDAI HILL CAMP	-	so num	-	Repair Complete	<input type="checkbox"/>
<input checked="" type="checkbox"/>	202303801FRI	202303801FRI-2	10/03/2023 18:03:00	Inhouse Repair Request Approved	MANDAI HILL CAMP	-	-	-	Open	<input type="checkbox"/>

Export Requests (2)

A zipped file will be saved to your personal local drive.



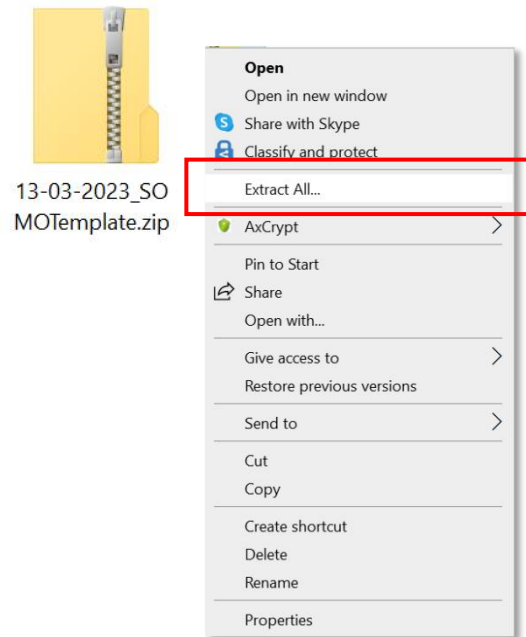
The screenshot shows the 'Job Creation Export Requests' page in the SDS 2.0 Service Management system. A table of job requests is displayed, with a 'Downloads' window open showing the file '13-03-2023_SOMOTemplate.zip' has been saved to the local drive. A red box highlights the file in the Downloads folder and the corresponding row in the table.

LOB	Job No.	Created	Action	Place	MO	SO	PO	Status	Printed
MANDAI HILL CAMP		12/03/2022			-	so	-	Complete	✓
MANDAI HILL CAMP					-	so	-	Complete	✓
MANDAI HILL CAMP					-	so	-	Complete	✓
MANDAI HILL CAMP					-	123	-	Open	✓
MANDAI HILL CAMP					-	so num	-	Repair Complete	✓
MANDAI HILL CAMP					-	-	-	Open	✓

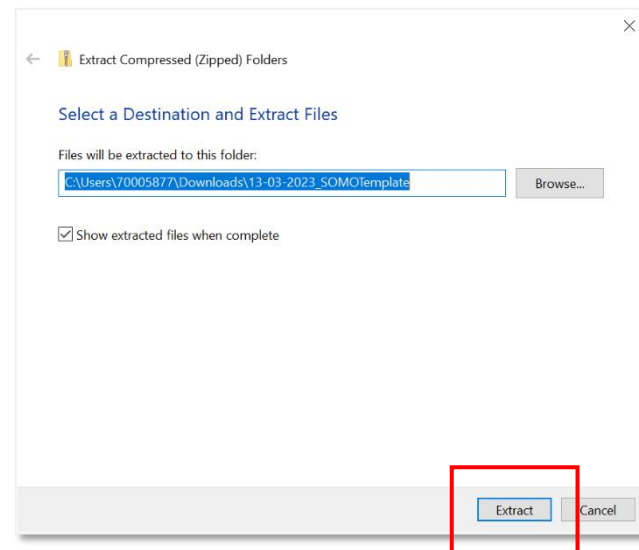
Job Creation

Export Requests (3)

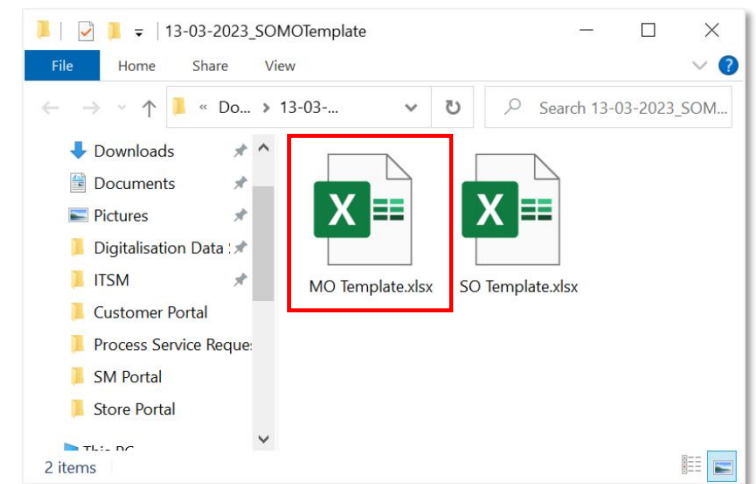
- 4 Right-Click and select **[Extract All...]**



- 5 Select a Destination and tap **[Extract]**



- 6 Open **[MO Template.xlsx]** to edit the file

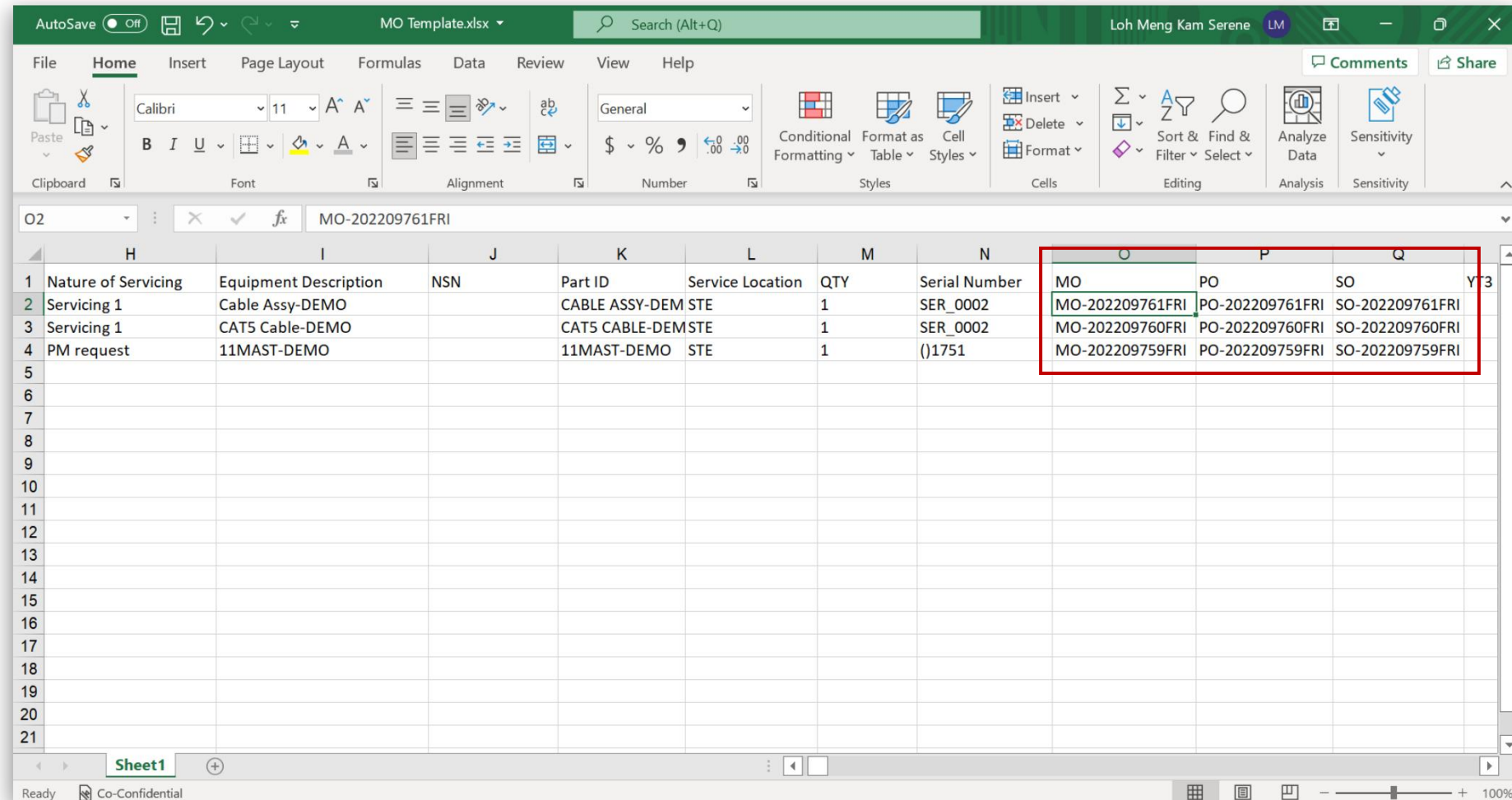


SO Template.xlsx is used for service order creation in SAP (RPA process)

Job Creation

Update SO/ MO/ PO Records

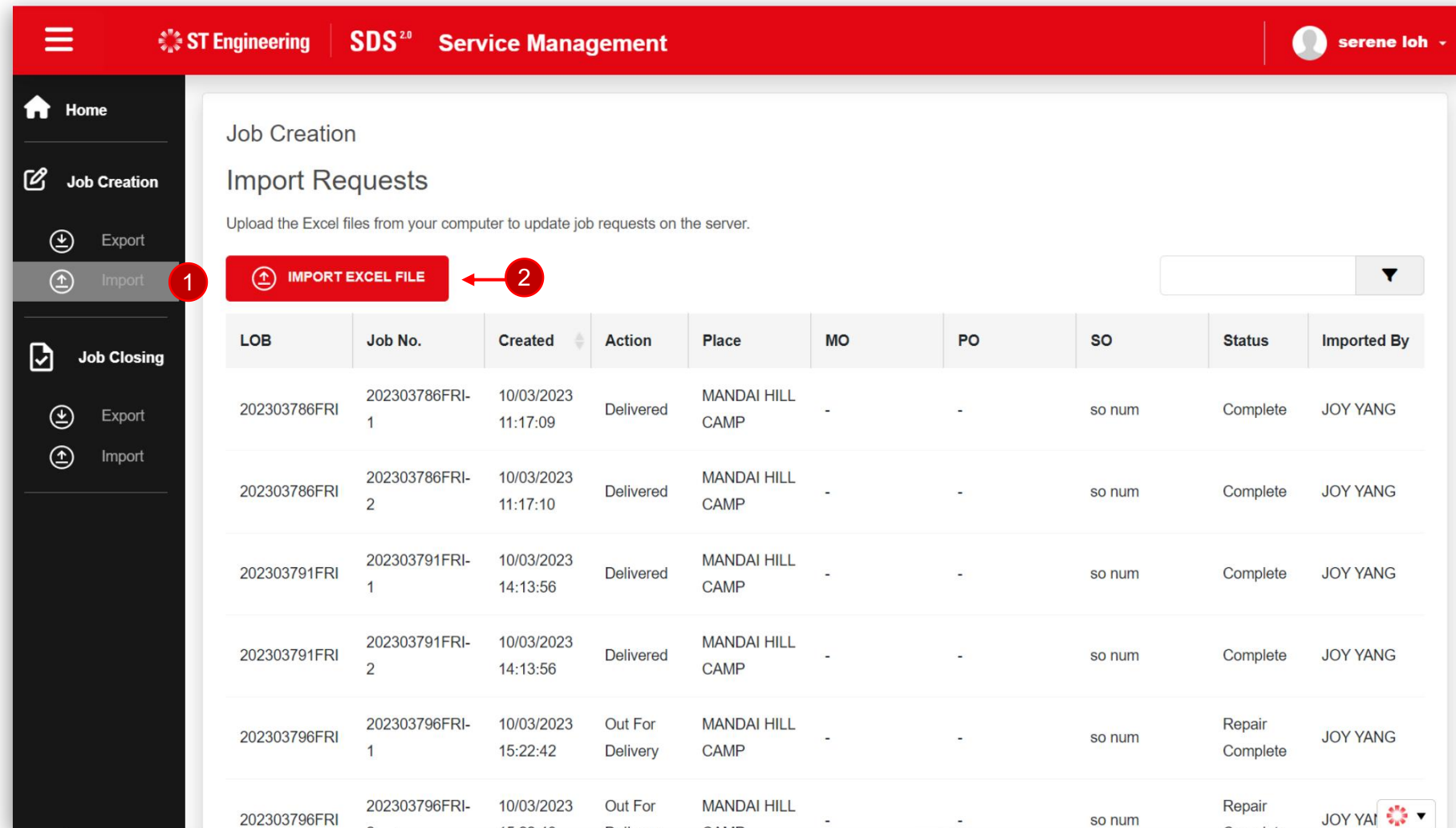
Enter SO/ MO/ PO nos. for the requests and **[Save]** to update the document



	H	I	J	K	L	M	N	O	P	Q	Y
1	Nature of Servicing	Equipment Description	NSN	Part ID	Service Location	QTY	Serial Number	MO	PO	SO	YT3
2	Servicing 1	Cable Assy-DEMO		CABLE ASSY-DEM	STE	1	SER_0002	MO-202209761FRI	PO-202209761FRI	SO-202209761FRI	
3	Servicing 1	CAT5 Cable-DEMO		CAT5 CABLE-DEM	STE	1	SER_0002	MO-202209760FRI	PO-202209760FRI	SO-202209760FRI	
4	PM request	11MAST-DEMO		11MAST-DEMO	STE	1	(1751	MO-202209759FRI	PO-202209759FRI	SO-202209759FRI	
5											
6											
7											
8											
9											
10											
11											
12											
13											
14											
15											
16											
17											
18											
19											
20											
21											

Import Requests (1)

- 1 Under Job Creation Section, select [Import]
- 2 Select [Import Excel File] to upload



Job Creation

Import Requests

Upload the Excel files from your computer to update job requests on the server.

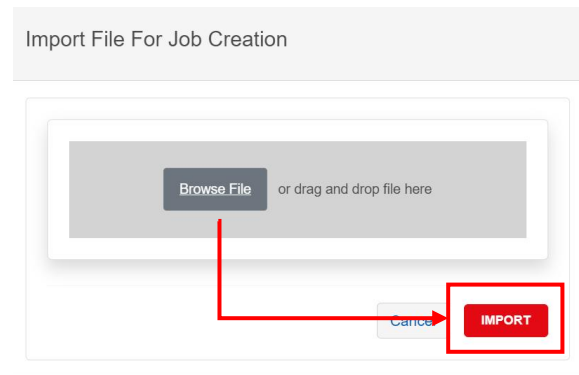
IMPORT EXCEL FILE

LOB	Job No.	Created	Action	Place	MO	PO	SO	Status	Imported By
202303786FRI	202303786FRI-1	10/03/2023 11:17:09	Delivered	MANDAI HILL CAMP	-	-	so num	Complete	JOY YANG
202303786FRI	202303786FRI-2	10/03/2023 11:17:10	Delivered	MANDAI HILL CAMP	-	-	so num	Complete	JOY YANG
202303791FRI	202303791FRI-1	10/03/2023 14:13:56	Delivered	MANDAI HILL CAMP	-	-	so num	Complete	JOY YANG
202303791FRI	202303791FRI-2	10/03/2023 14:13:56	Delivered	MANDAI HILL CAMP	-	-	so num	Complete	JOY YANG
202303796FRI	202303796FRI-1	10/03/2023 15:22:42	Out For Delivery	MANDAI HILL CAMP	-	-	so num	Repair Complete	JOY YANG
202303796FRI	202303796FRI-2	10/03/2023 15:22:42	Out For Delivery	MANDAI HILL CAMP	-	-	so num	Repair Complete	JOY YANG

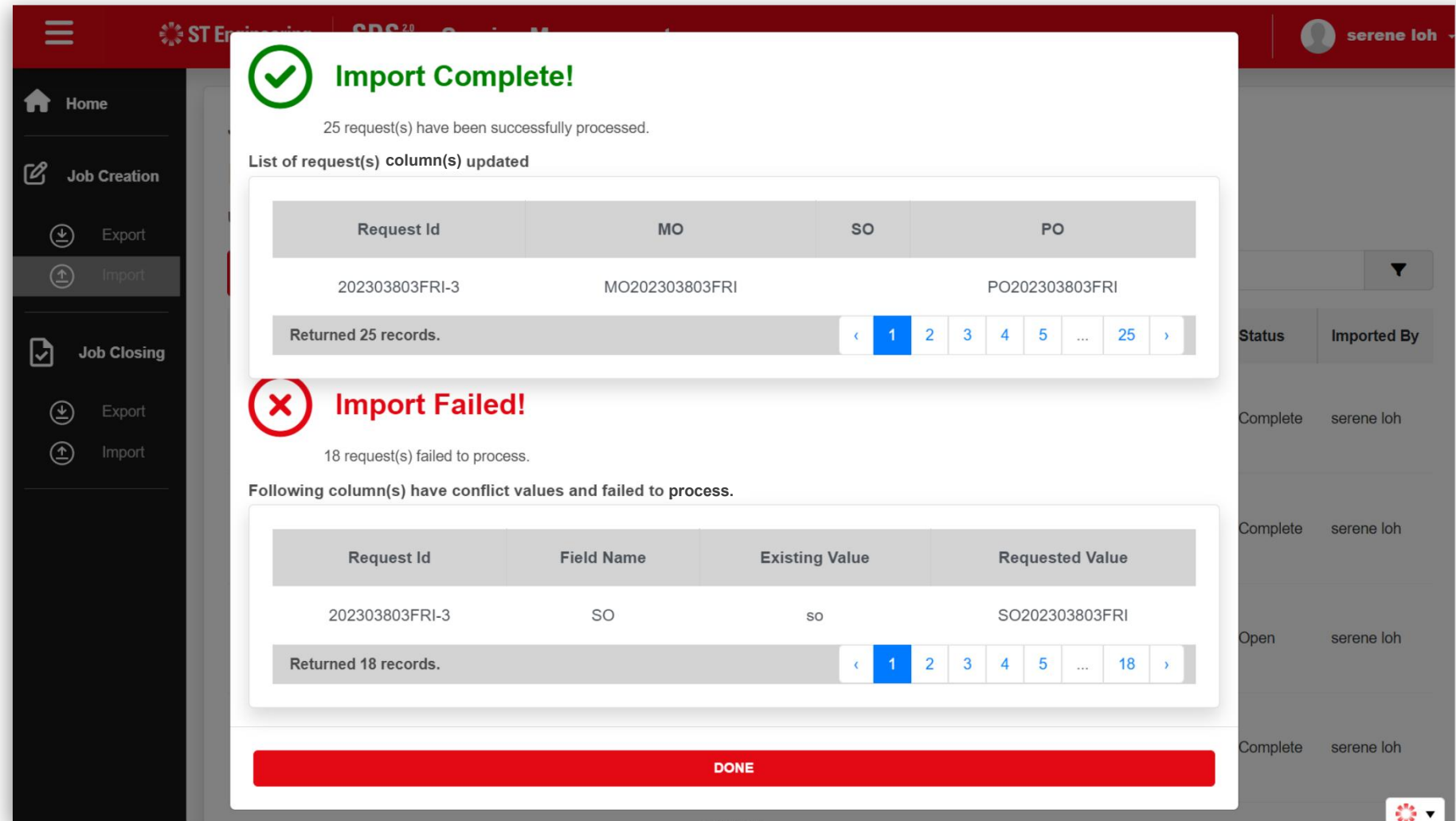
Job Creation

Import Requests (2)

- 4 Browse and select the file to upload and tap **[Import]**

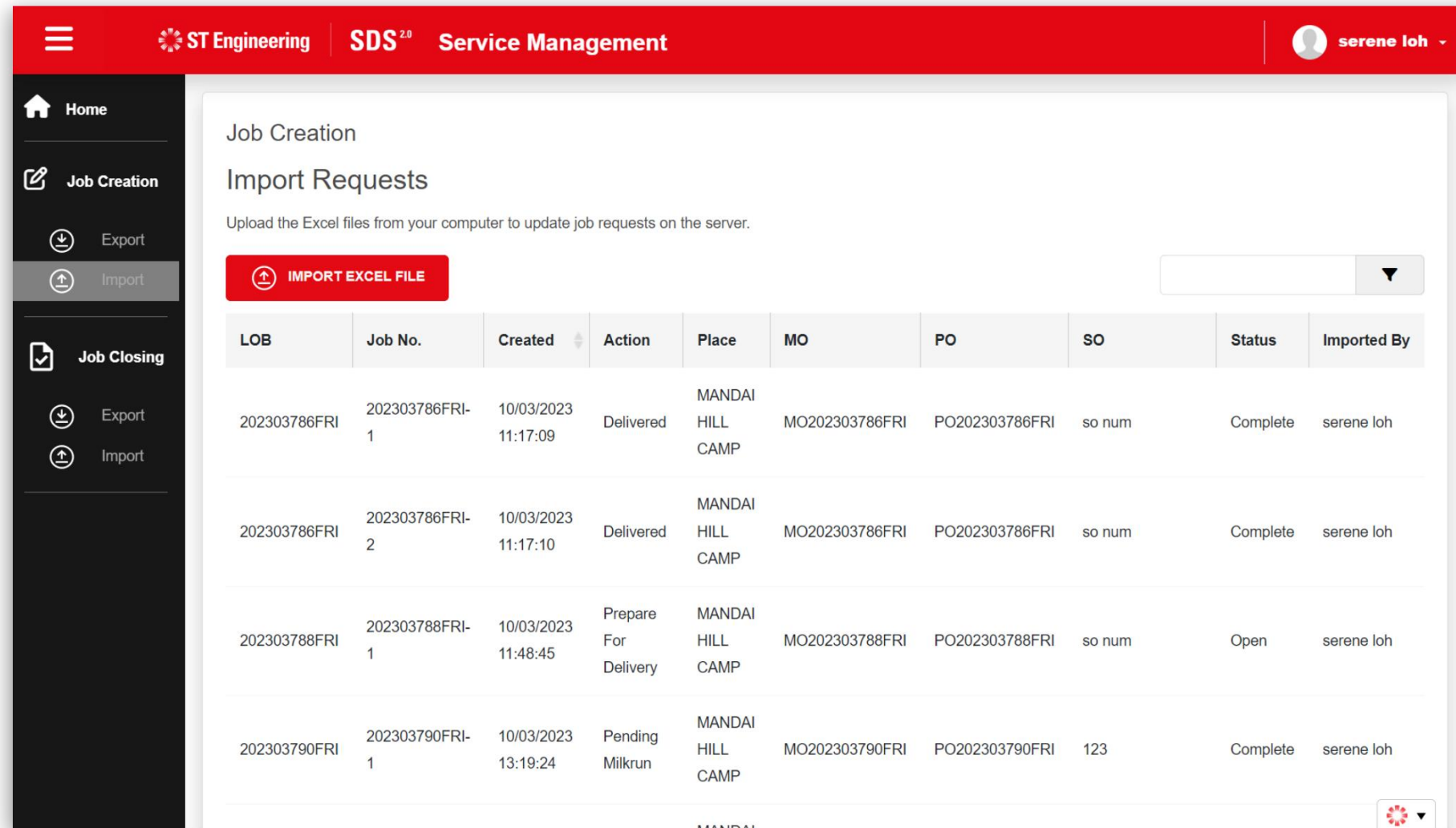


It will process the data in the excel and updates if the record upload is successful or has failed. Tap **[Done]** to close the window.



Import Requests (3)

The updated records will be listed on the table from the latest to the oldest.



Job Creation

Import Requests

Upload the Excel files from your computer to update job requests on the server.

IMPORT EXCEL FILE

LOB	Job No.	Created	Action	Place	MO	PO	SO	Status	Imported By
202303786FRI	202303786FRI-1	10/03/2023 11:17:09	Delivered	MANDAI HILL CAMP	MO202303786FRI	PO202303786FRI	so num	Complete	serene loh
202303786FRI	202303786FRI-2	10/03/2023 11:17:10	Delivered	MANDAI HILL CAMP	MO202303786FRI	PO202303786FRI	so num	Complete	serene loh
202303788FRI	202303788FRI-1	10/03/2023 11:48:45	Prepare For Delivery	MANDAI HILL CAMP	MO202303788FRI	PO202303788FRI	so num	Open	serene loh
202303790FRI	202303790FRI-1	10/03/2023 13:19:24	Pending Milkrun	MANDAI HILL CAMP	MO202303790FRI	PO202303790FRI	123	Complete	serene loh

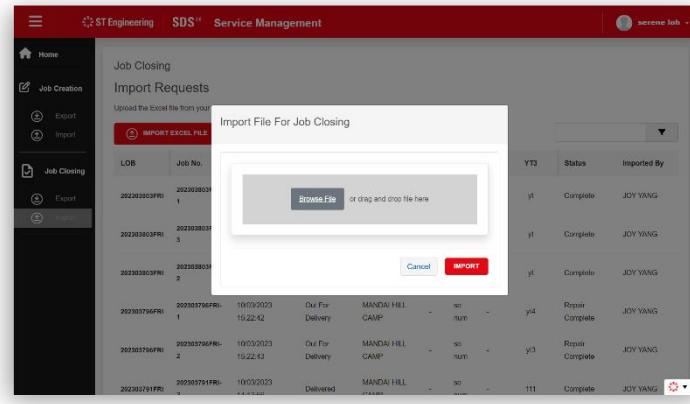
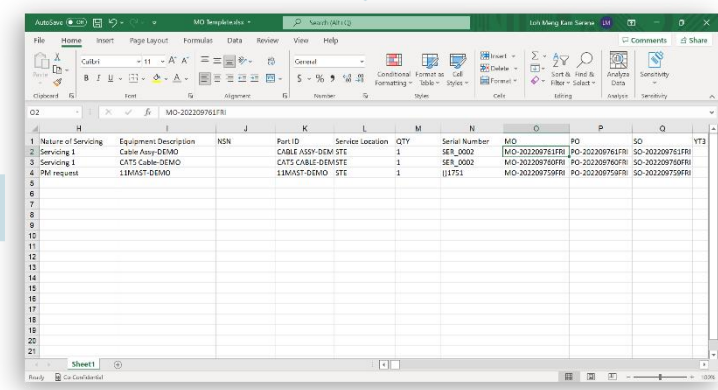
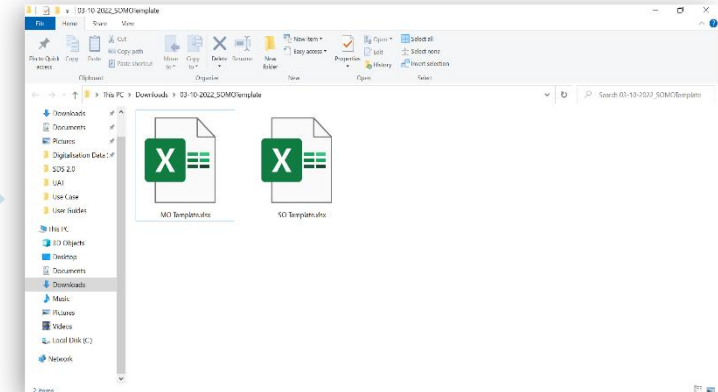
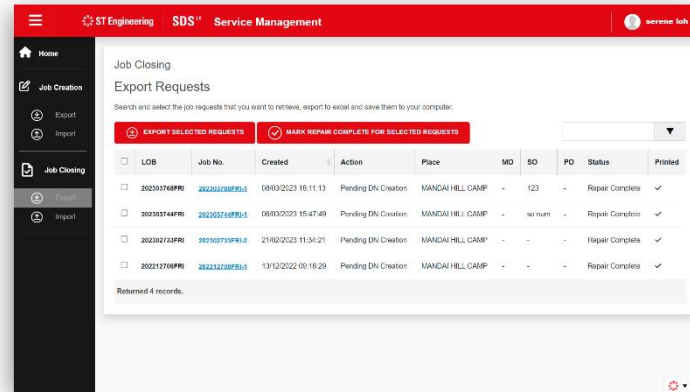
2. Job Closing

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Export Requests.....	<u>21</u>
Update YT3 Records.....	<u>24</u>
Import Requests.....	<u>25</u>

Job Closing

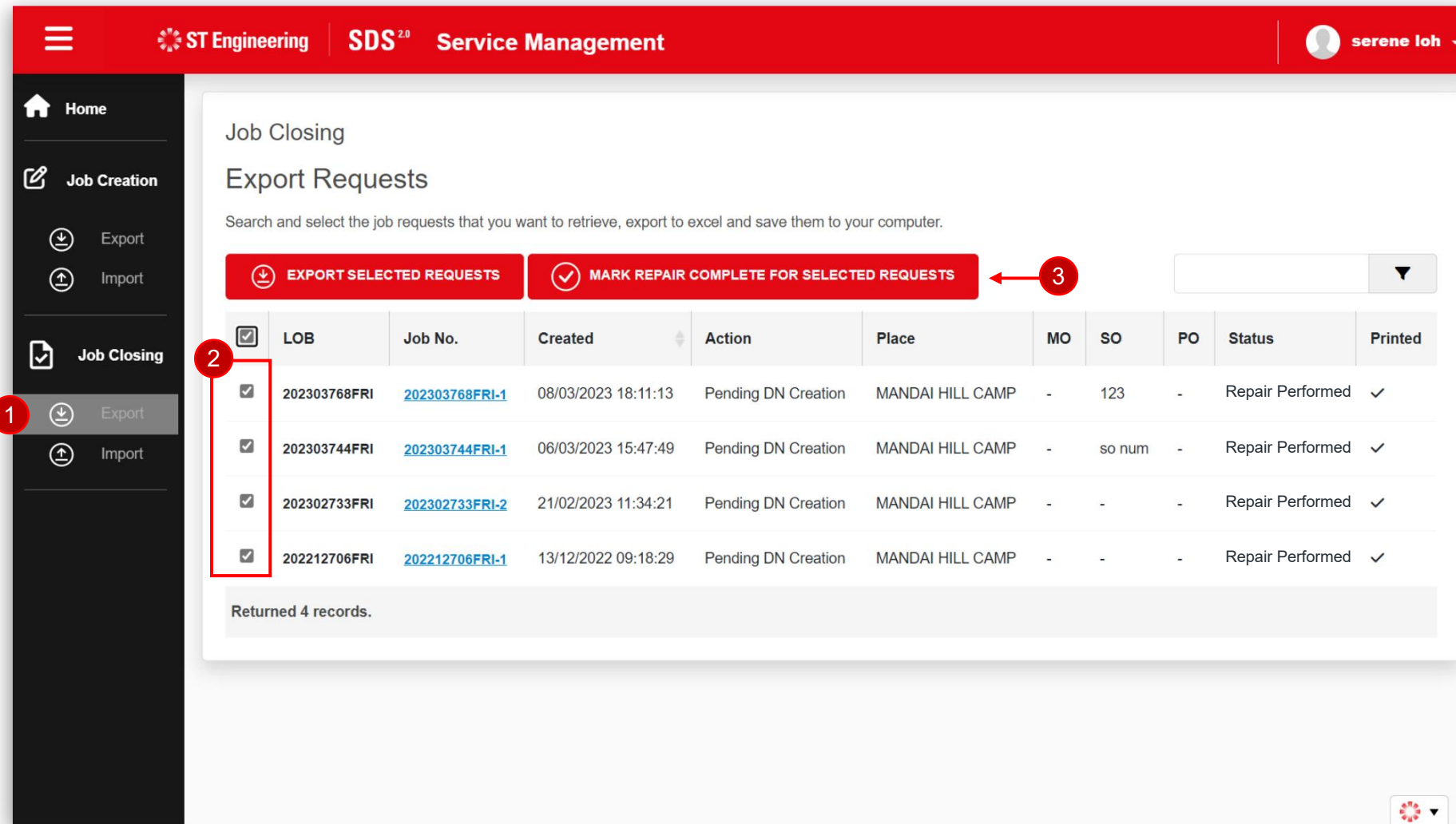
About Job Closing

Job Closing page allows you to download, manage and update YT3 for multiple in-house requests using Excel quickly.



Repair Complete for Requests (1)

- 1 Under Job Closing Section, select **[Export]**
- 2 Tick the list of requests that you want to mark repair as completed.
- 3 Tap **[Mark Repair Complete for Selected Requests]**



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Home

Job Creation

- Export
- Import

Job Closing

- Export
- Import

Job Closing

Export Requests

Search and select the job requests that you want to retrieve, export to excel and save them to your computer.

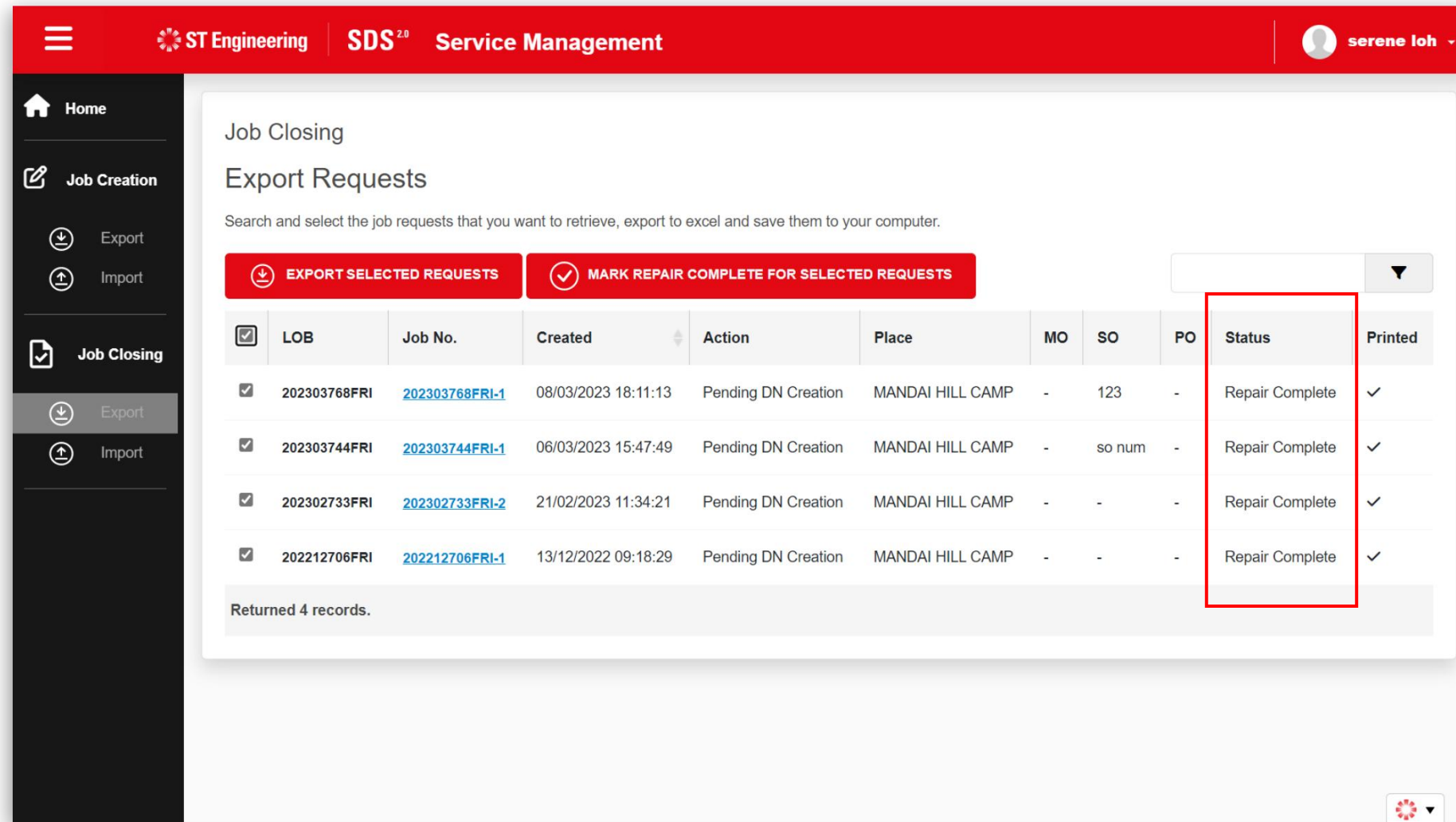
EXPORT SELECTED REQUESTS | MARK REPAIR COMPLETE FOR SELECTED REQUESTS

<input checked="" type="checkbox"/>	LOB	Job No.	Created	Action	Place	MO	SO	PO	Status	Printed
<input checked="" type="checkbox"/>	202303768FRI	202303768FRI-1	08/03/2023 18:11:13	Pending DN Creation	MANDAI HILL CAMP	-	123	-	Repair Performed	✓
<input checked="" type="checkbox"/>	202303744FRI	202303744FRI-1	06/03/2023 15:47:49	Pending DN Creation	MANDAI HILL CAMP	-	so num	-	Repair Performed	✓
<input checked="" type="checkbox"/>	202302733FRI	202302733FRI-2	21/02/2023 11:34:21	Pending DN Creation	MANDAI HILL CAMP	-	-	-	Repair Performed	✓
<input checked="" type="checkbox"/>	202212706FRI	202212706FRI-1	13/12/2022 09:18:29	Pending DN Creation	MANDAI HILL CAMP	-	-	-	Repair Performed	✓

Returned 4 records.

Repair Complete for Requests (2)

The request status will be updated to **[Repair Complete]**



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Home

Job Creation

Export

Import

Job Closing

Export

Import

Job Closing

Export Requests

Search and select the job requests that you want to retrieve, export to excel and save them to your computer.

EXPORT SELECTED REQUESTS

MARK REPAIR COMPLETE FOR SELECTED REQUESTS

<input checked="" type="checkbox"/>	LOB	Job No.	Created	Action	Place	MO	SO	PO	Status	Printed
<input checked="" type="checkbox"/>	202303768FRI	202303768FRI-1	08/03/2023 18:11:13	Pending DN Creation	MANDAI HILL CAMP	-	123	-	Repair Complete	✓
<input checked="" type="checkbox"/>	202303744FRI	202303744FRI-1	06/03/2023 15:47:49	Pending DN Creation	MANDAI HILL CAMP	-	so num	-	Repair Complete	✓
<input checked="" type="checkbox"/>	202302733FRI	202302733FRI-2	21/02/2023 11:34:21	Pending DN Creation	MANDAI HILL CAMP	-	-	-	Repair Complete	✓
<input checked="" type="checkbox"/>	202212706FRI	202212706FRI-1	13/12/2022 09:18:29	Pending DN Creation	MANDAI HILL CAMP	-	-	-	Repair Complete	✓

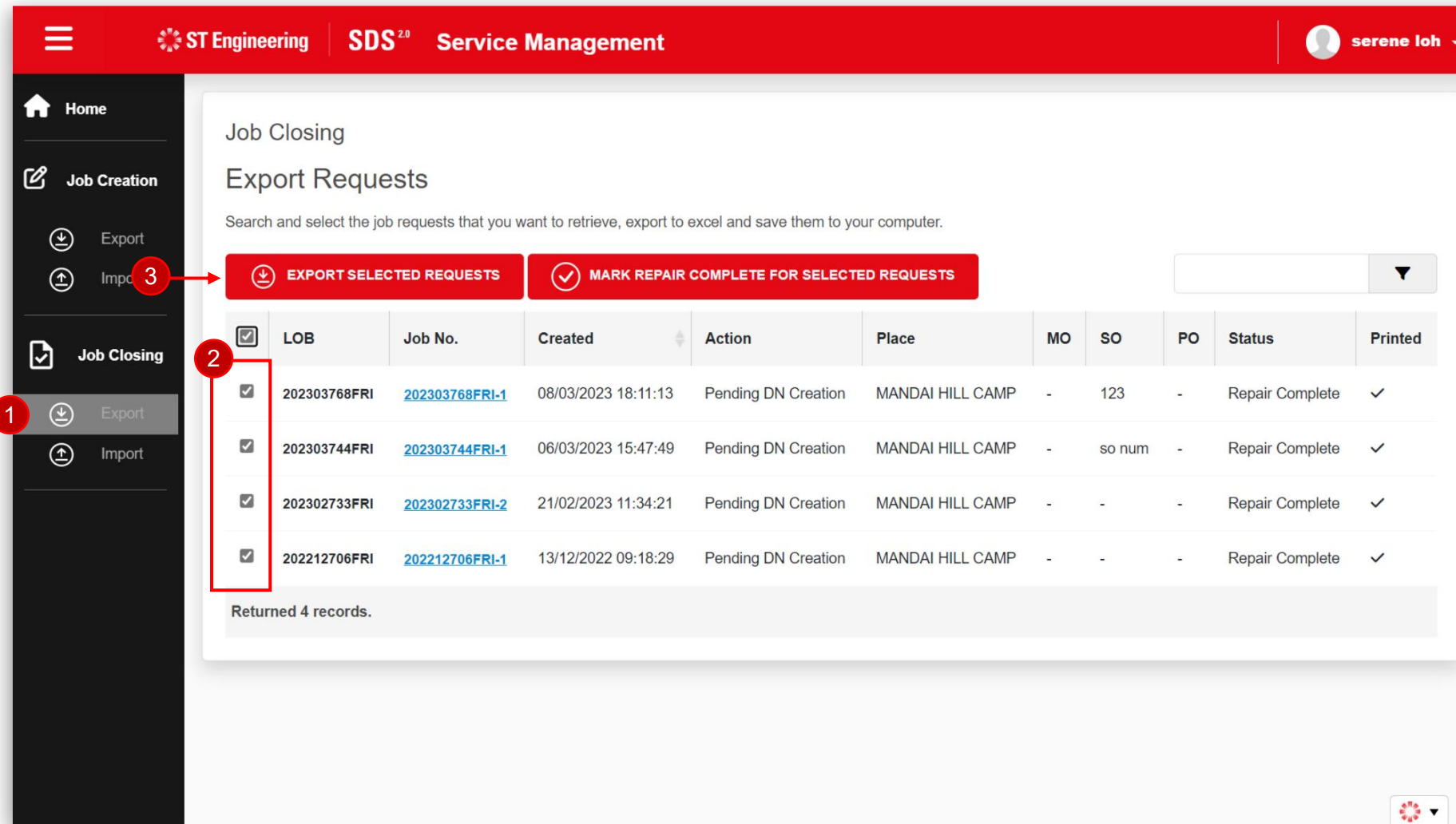
Returned 4 records.

Export Requests (1)

1 Under Job Closing Section, select **[Export]**

2 Tick the list of requests that you want to extract.

3 Tap **[Export Selected Requests]**



The screenshot shows the 'Job Closing' section of the ST Engineering Service Management app. The top navigation bar is red and contains the ST Engineering logo, 'SDS 2.0', and 'Service Management'. The user's name 'serene loh' is visible in the top right. The left sidebar has a 'Job Closing' section with 'Export' and 'Import' options. The main content area is titled 'Job Closing' and 'Export Requests'. Below the title is a search bar and two red buttons: 'EXPORT SELECTED REQUESTS' and 'MARK REPAIR COMPLETE FOR SELECTED REQUESTS'. A table of job requests is displayed below, with four rows selected. The table has columns for LOB, Job No., Created, Action, Place, MO, SO, PO, Status, and Printed. Below the table, it says 'Returned 4 records.'

LOB	Job No.	Created	Action	Place	MO	SO	PO	Status	Printed	
<input checked="" type="checkbox"/>	202303768FRI	202303768FRI-1	08/03/2023 18:11:13	Pending DN Creation	MANDAI HILL CAMP	-	123	-	Repair Complete	✓
<input checked="" type="checkbox"/>	202303744FRI	202303744FRI-1	06/03/2023 15:47:49	Pending DN Creation	MANDAI HILL CAMP	-	so num	-	Repair Complete	✓
<input checked="" type="checkbox"/>	202302733FRI	202302733FRI-2	21/02/2023 11:34:21	Pending DN Creation	MANDAI HILL CAMP	-	-	-	Repair Complete	✓
<input checked="" type="checkbox"/>	202212706FRI	202212706FRI-1	13/12/2022 09:18:29	Pending DN Creation	MANDAI HILL CAMP	-	-	-	Repair Complete	✓

Job Closing

Export Requests (2)

A zipped file will be saved to your personal local drive.

The screenshot shows the 'ST Engineering SDS^{2.0} Service Management' interface. The main content area is titled 'Job Closing Export Requests' and includes a search bar and two action buttons: 'EXPORT SELECTED REQUESTS' and 'MARK REPAIR COMPLETE FOR SELECTED REQUESTS'. Below these is a table of job requests.

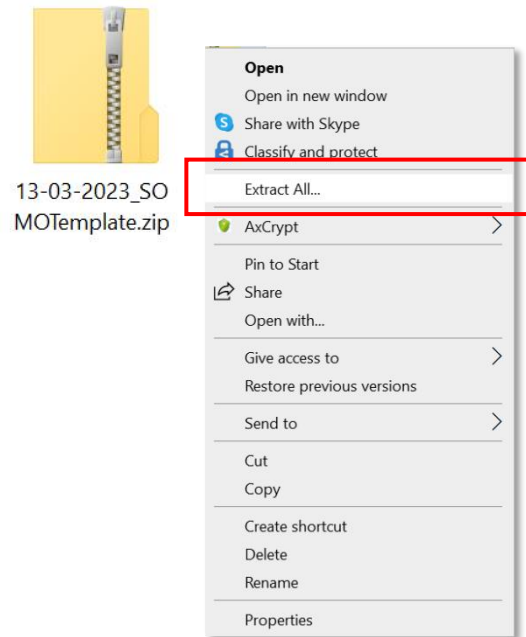
<input checked="" type="checkbox"/>	LOB	Job No.	Created	Action	Place	MO	SO	PO	Status	Printed
<input checked="" type="checkbox"/>	MANDAI	HILL CAMP	-	123	-	Repair Complete	✓			
<input checked="" type="checkbox"/>	MANDAI	HILL CAMP	-	so num	-	Repair Complete	✓			
<input checked="" type="checkbox"/>	MANDAI	HILL CAMP	-	-	-	Repair Complete	✓			
<input checked="" type="checkbox"/>	MANDAI	HILL CAMP	-	-	-	Repair Complete	✓			

A file explorer window is open, showing the 'Downloads' folder. It contains one item: '13-03-2023_SO MOTemplate.zip'. A red box highlights the file explorer window, and a red arrow points from the 'Downloads' notification in the browser to the file explorer window.

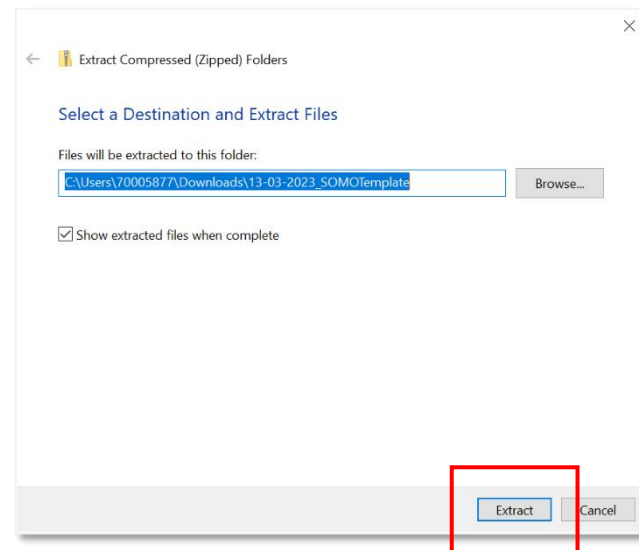
Job Closing

Export Requests (3)

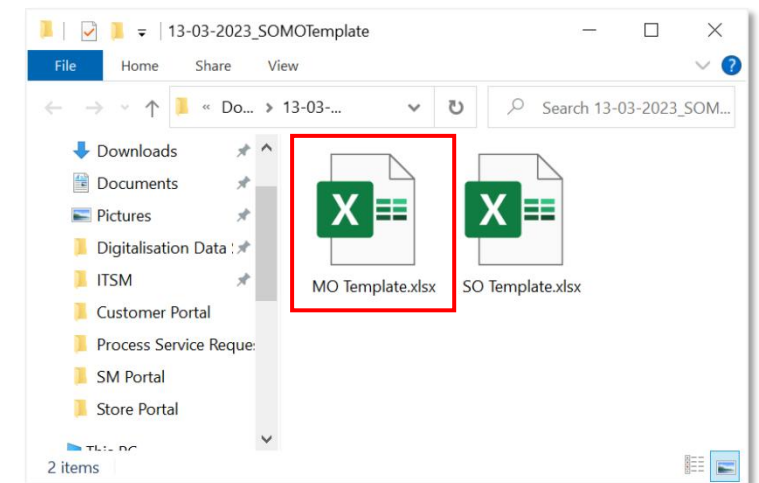
- 4 Right-Click and select **[Extract All...]**



- 5 Select a Destination and tap **[Extract]**



- 6 Open **[MO Template.xlsx]** to edit the file

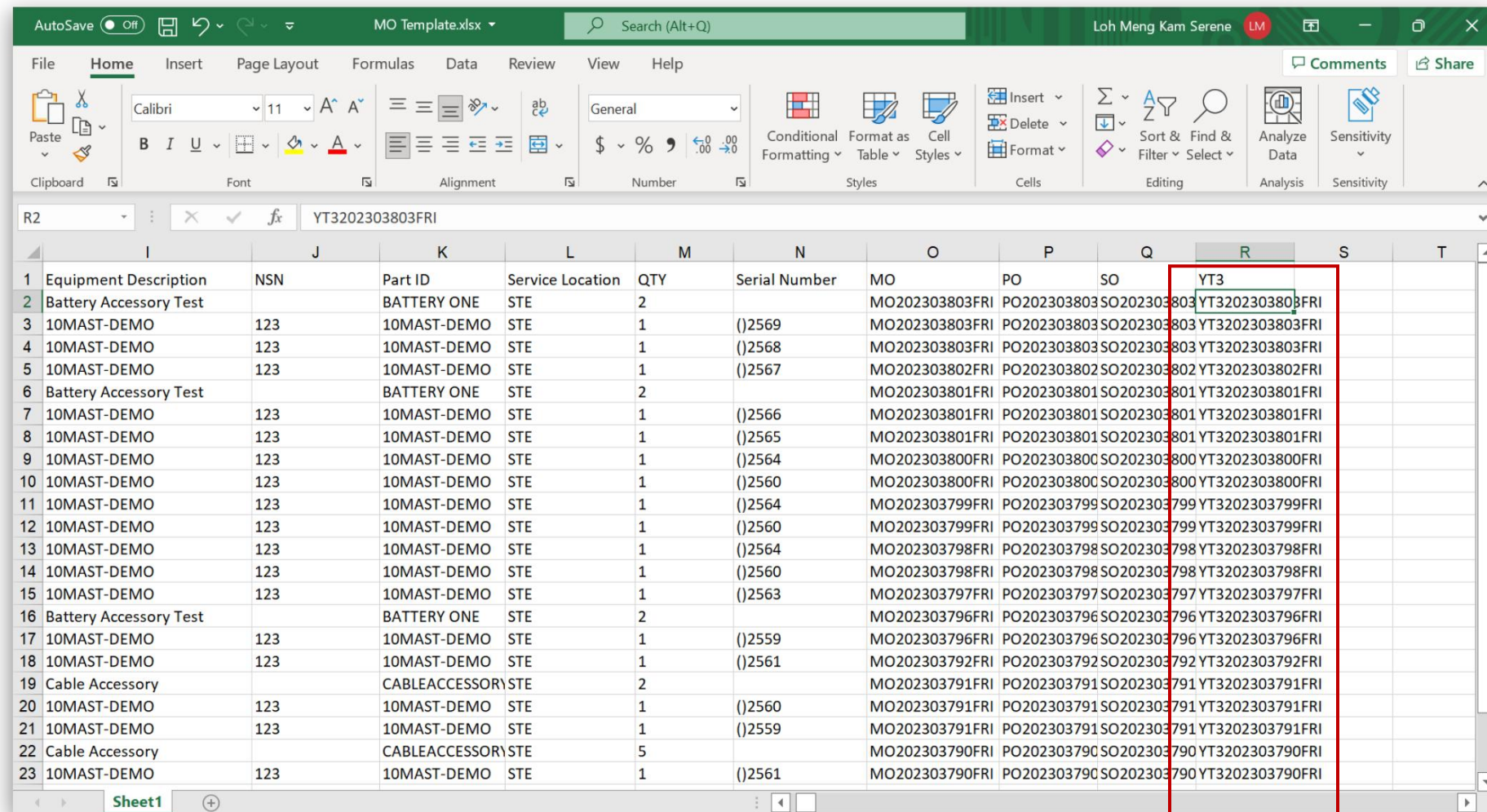


SO Template.xlsx is used for service order creation in SAP (RPA process)

Job Closing

Update YT3 Records

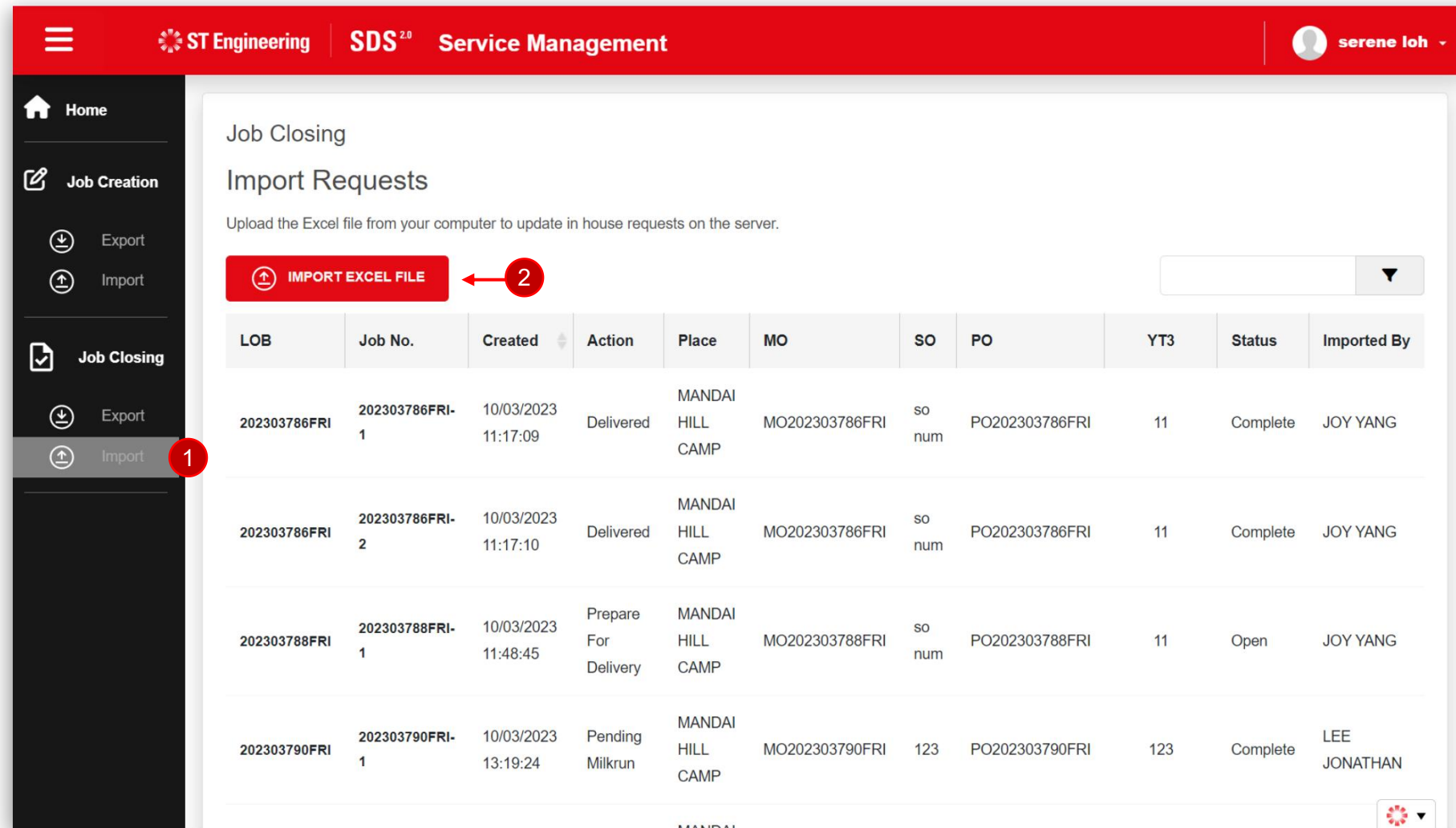
Enter YT3 nos. for the requests and **[Save]** to update the document



	I	J	K	L	M	N	O	P	Q	R	S	T
	Equipment Description	NSN	Part ID	Service Location	QTY	Serial Number	MO	PO	SO	YT3		
1	Battery Accessory Test		BATTERY ONE	STE	2		MO202303803FRI	PO202303803	SO202303803	YT3202303803	FRI	
2	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2569	MO202303803FRI	PO202303803	SO202303803	YT3202303803	FRI	
3	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2568	MO202303803FRI	PO202303803	SO202303803	YT3202303803	FRI	
4	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2567	MO202303802FRI	PO202303802	SO202303802	YT3202303802	FRI	
5	Battery Accessory Test		BATTERY ONE	STE	2		MO202303801FRI	PO202303801	SO202303801	YT3202303801	FRI	
6	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2566	MO202303801FRI	PO202303801	SO202303801	YT3202303801	FRI	
7	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2565	MO202303801FRI	PO202303801	SO202303801	YT3202303801	FRI	
8	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2564	MO202303800FRI	PO202303800	SO202303800	YT3202303800	FRI	
9	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2560	MO202303800FRI	PO202303800	SO202303800	YT3202303800	FRI	
10	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2564	MO202303799FRI	PO202303799	SO202303799	YT3202303799	FRI	
11	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2560	MO202303799FRI	PO202303799	SO202303799	YT3202303799	FRI	
12	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2564	MO202303798FRI	PO202303798	SO202303798	YT3202303798	FRI	
13	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2560	MO202303798FRI	PO202303798	SO202303798	YT3202303798	FRI	
14	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2563	MO202303797FRI	PO202303797	SO202303797	YT3202303797	FRI	
15	Battery Accessory Test		BATTERY ONE	STE	2		MO202303796FRI	PO202303796	SO202303796	YT3202303796	FRI	
16	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2559	MO202303796FRI	PO202303796	SO202303796	YT3202303796	FRI	
17	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2561	MO202303792FRI	PO202303792	SO202303792	YT3202303792	FRI	
18	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2561	MO202303792FRI	PO202303792	SO202303792	YT3202303792	FRI	
19	Cable Accessory		CABLEACCESSORY	STE	2		MO202303791FRI	PO202303791	SO202303791	YT3202303791	FRI	
20	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2560	MO202303791FRI	PO202303791	SO202303791	YT3202303791	FRI	
21	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2559	MO202303791FRI	PO202303791	SO202303791	YT3202303791	FRI	
22	Cable Accessory		CABLEACCESSORY	STE	5		MO202303790FRI	PO202303790	SO202303790	YT3202303790	FRI	
23	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2561	MO202303790FRI	PO202303790	SO202303790	YT3202303790	FRI	

Import Requests (1)

- 1 Under Job Closing Section, select [Import]
- 2 Select [Import Excel File] to upload



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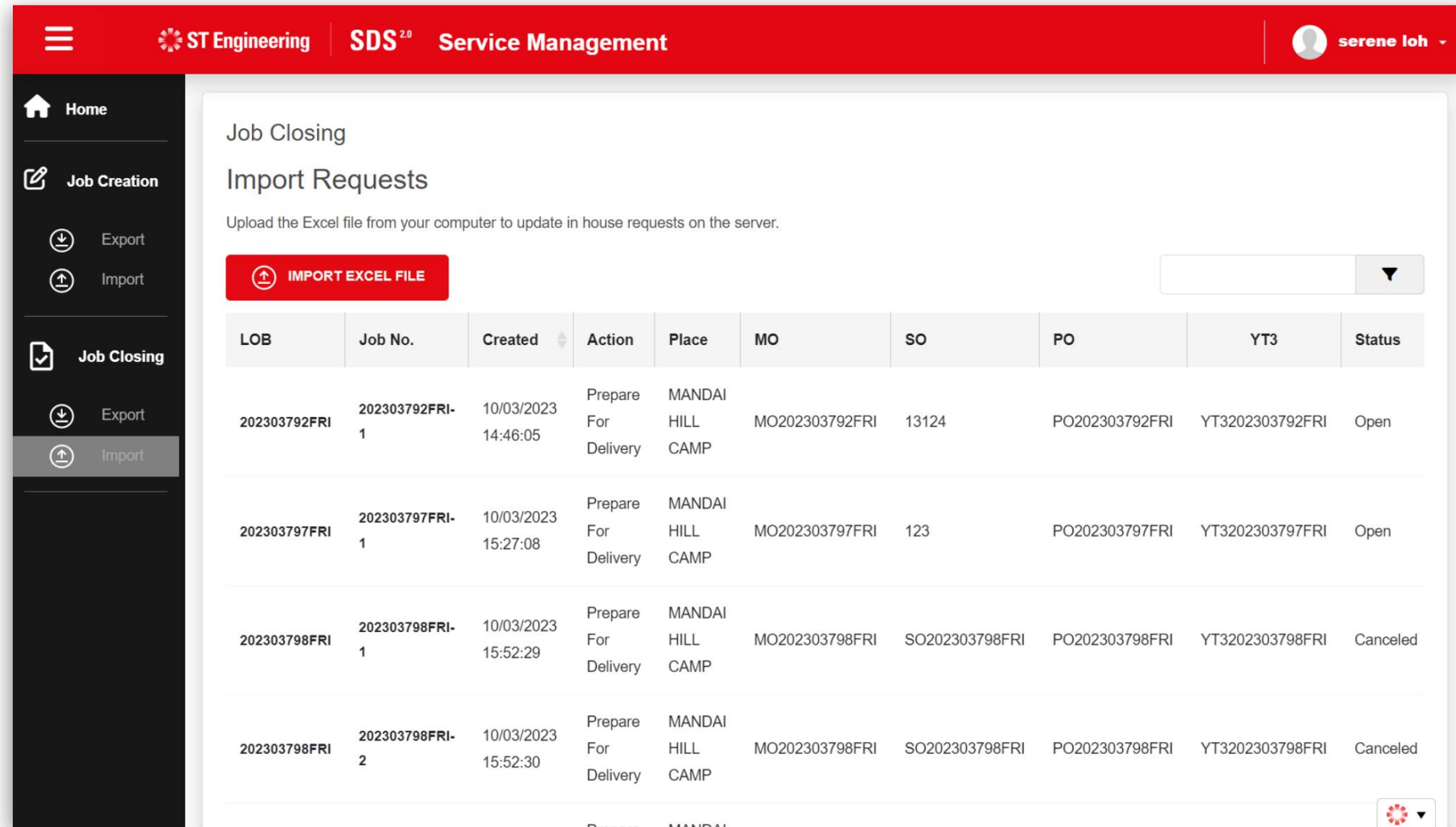
Upload the Excel file from your computer to update in house requests on the server.

IMPORT EXCEL FILE

LOB	Job No.	Created	Action	Place	MO	SO	PO	YT3	Status	Imported By
202303786FRI	202303786FRI-1	10/03/2023 11:17:09	Delivered	MANDAI HILL CAMP	MO202303786FRI	so num	PO202303786FRI	11	Complete	JOY YANG
202303786FRI	202303786FRI-2	10/03/2023 11:17:10	Delivered	MANDAI HILL CAMP	MO202303786FRI	so num	PO202303786FRI	11	Complete	JOY YANG
202303788FRI	202303788FRI-1	10/03/2023 11:48:45	Prepare For Delivery	MANDAI HILL CAMP	MO202303788FRI	so num	PO202303788FRI	11	Open	JOY YANG
202303790FRI	202303790FRI-1	10/03/2023 13:19:24	Pending Milkrun	MANDAI HILL CAMP	MO202303790FRI	123	PO202303790FRI	123	Complete	LEE JONATHAN

Import Requests (3)

The updated records will be listed on the table from the latest to the oldest.



Job Closing
Import Requests

Upload the Excel file from your computer to update in house requests on the server.

IMPORT EXCEL FILE

LOB	Job No.	Created	Action	Place	MO	SO	PO	YT3	Status
202303792FRI	202303792FRI-1	10/03/2023 14:46:05	Prepare For Delivery	MANDAI HILL CAMP	MO202303792FRI	13124	PO202303792FRI	YT3202303792FRI	Open
202303797FRI	202303797FRI-1	10/03/2023 15:27:08	Prepare For Delivery	MANDAI HILL CAMP	MO202303797FRI	123	PO202303797FRI	YT3202303797FRI	Open
202303798FRI	202303798FRI-1	10/03/2023 15:52:29	Prepare For Delivery	MANDAI HILL CAMP	MO202303798FRI	SO202303798FRI	PO202303798FRI	YT3202303798FRI	Canceled
202303798FRI	202303798FRI-2	10/03/2023 15:52:30	Prepare For Delivery	MANDAI HILL CAMP	MO202303798FRI	SO202303798FRI	PO202303798FRI	YT3202303798FRI	Canceled

Thank You