ST Engineering

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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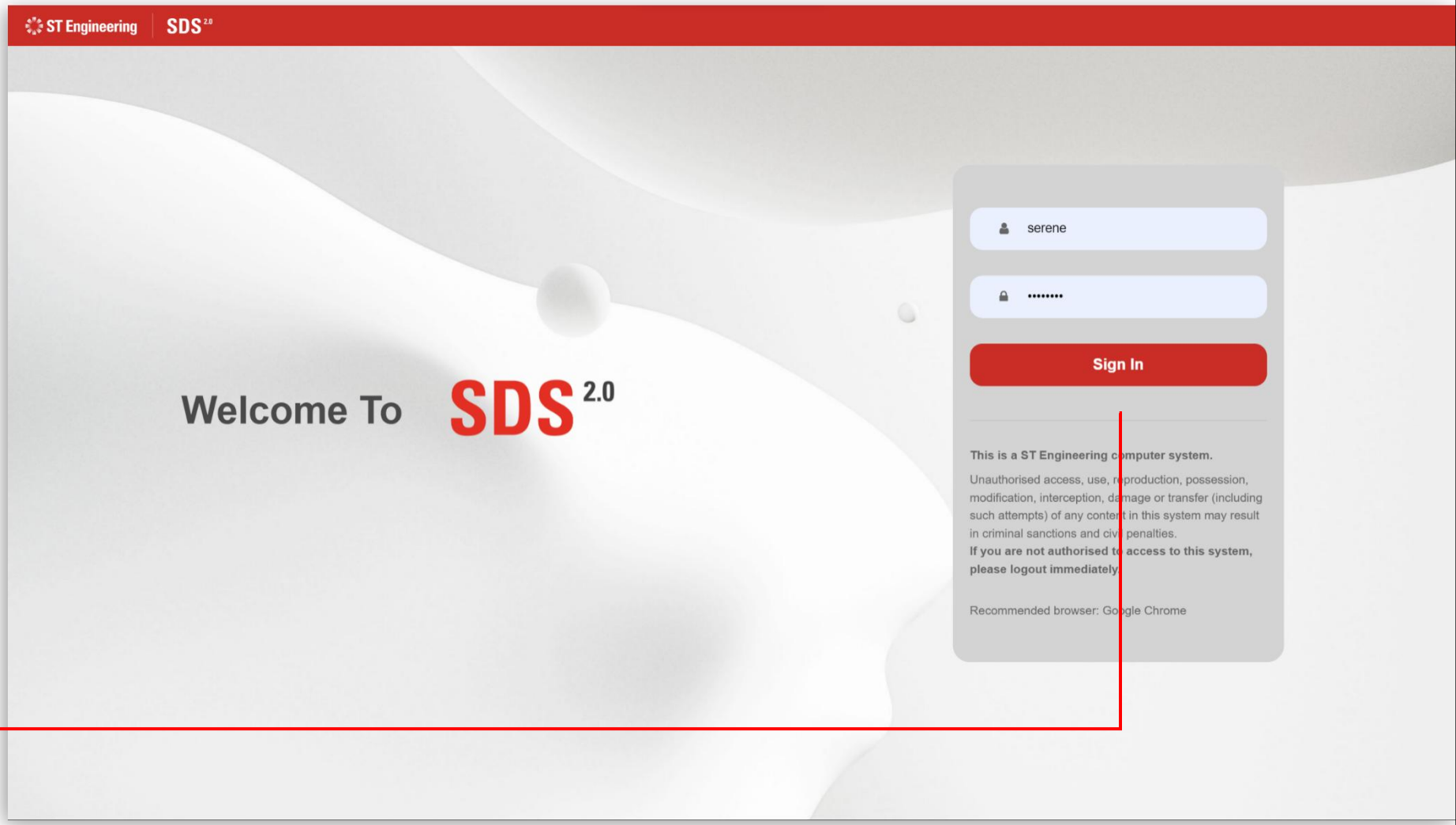
SM Portal

System Overview

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

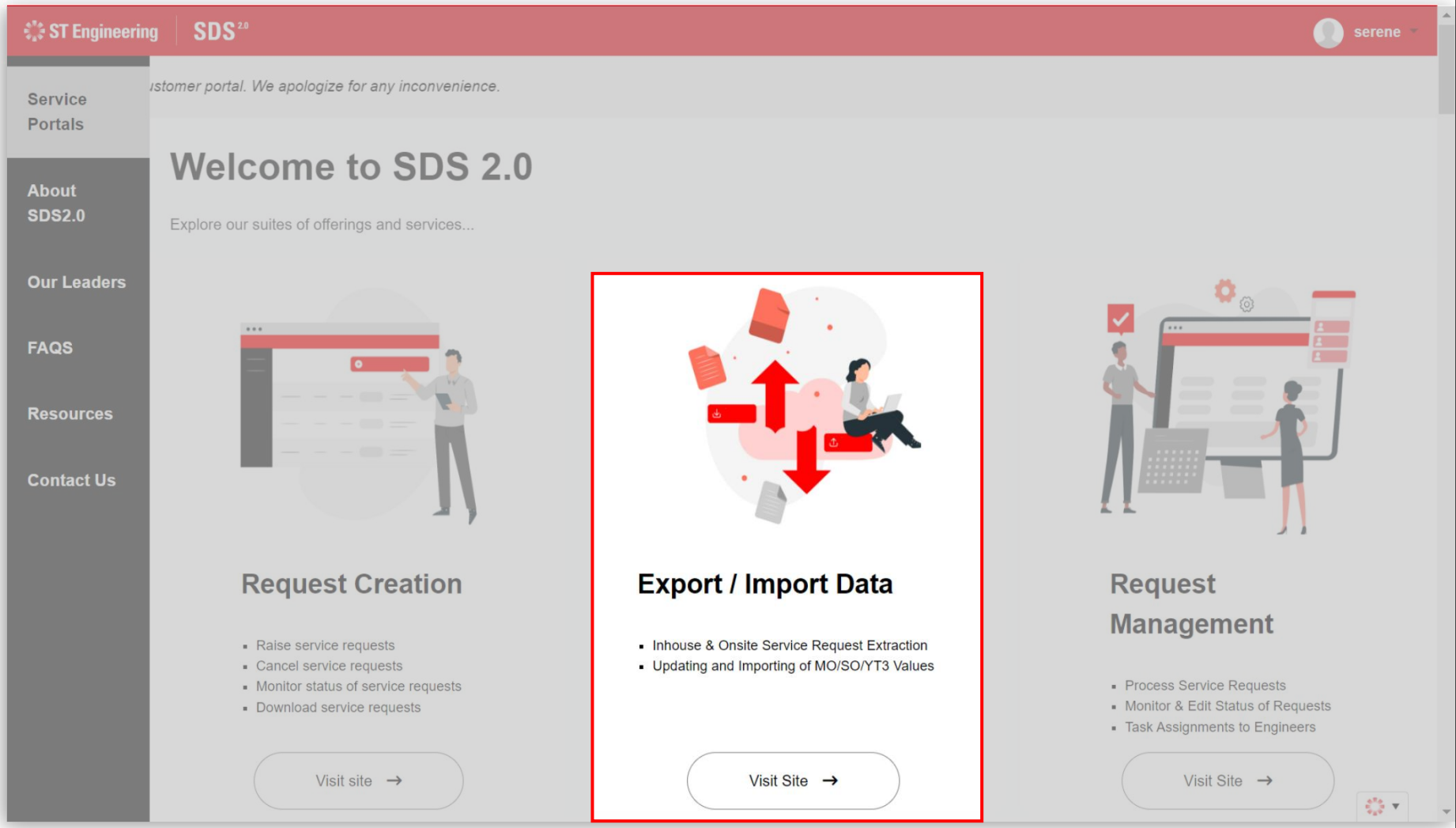
Enter your username and password and tap **[Sign In]**



SM Portal

View Site

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

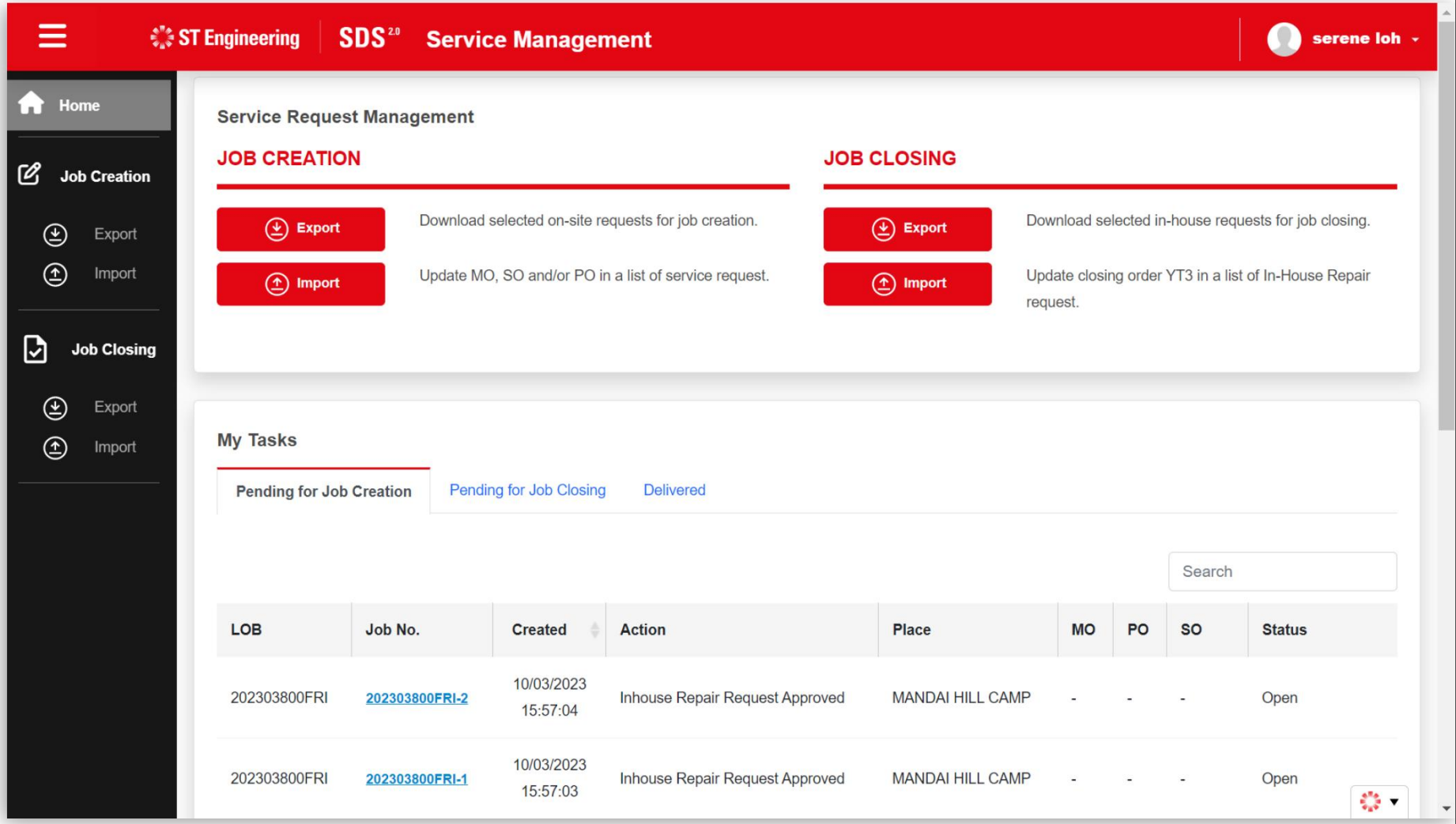


SM Portal

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.

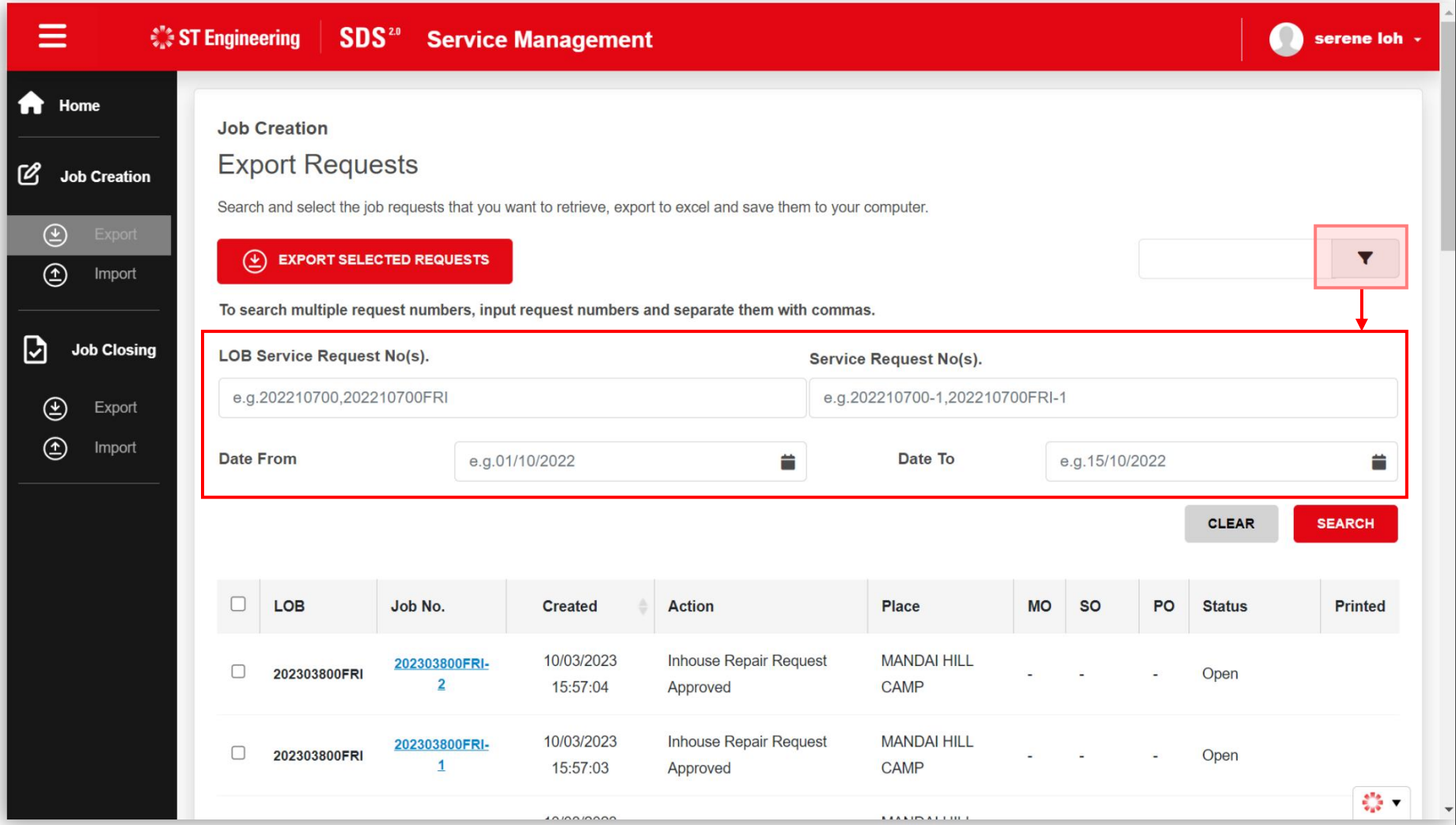


SM Portal

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.



2. Job Creation

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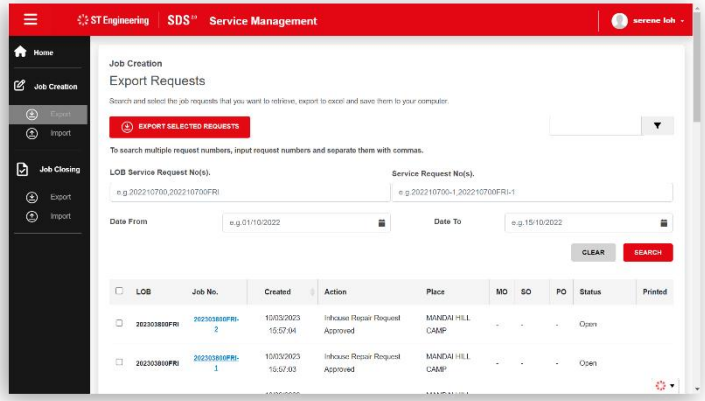
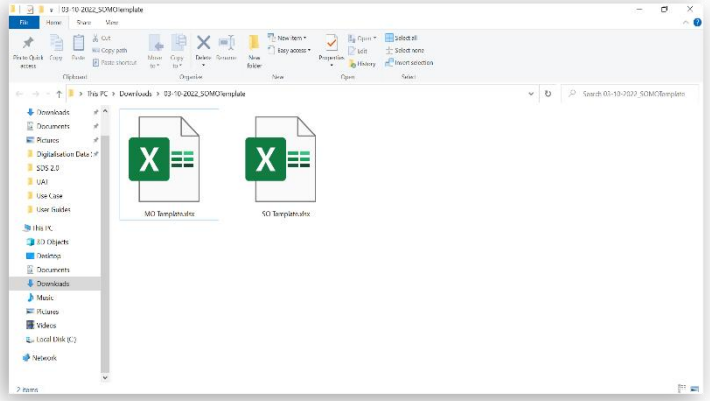
About Job Creation

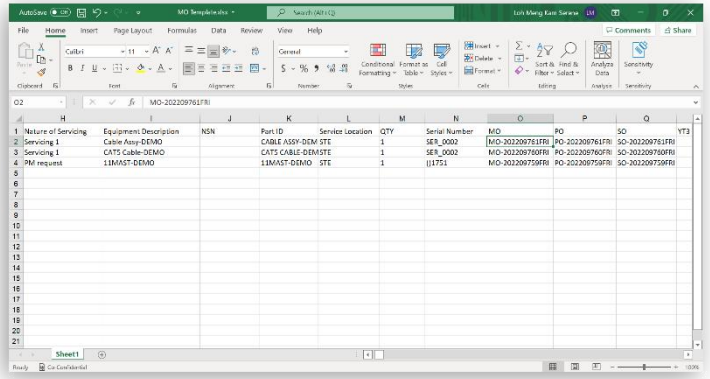
Job Creation page allows you to download, manage and update MO/SO/PO for multiple **onsite requests** using Excel quickly.



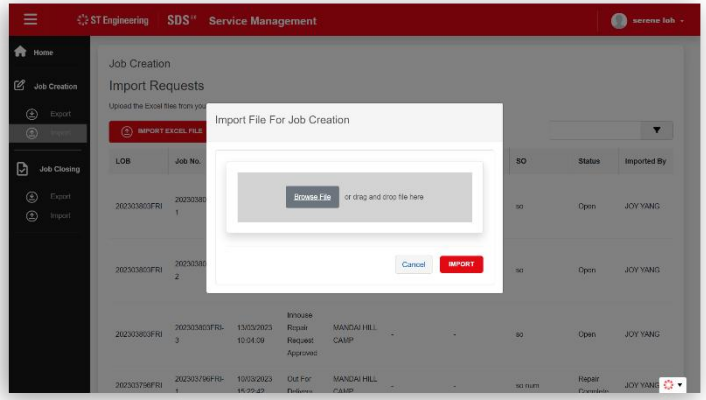
Download



Update

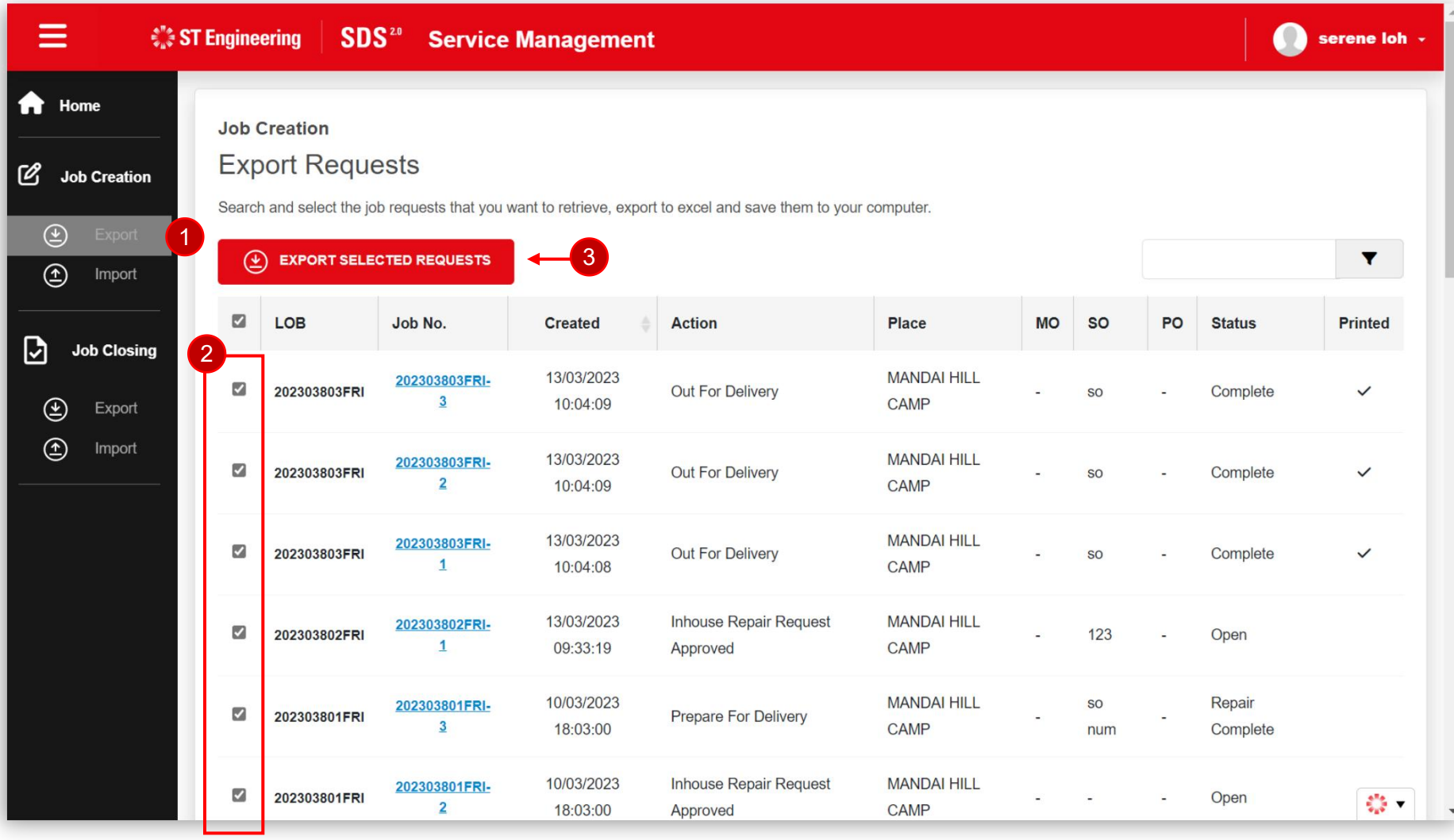


Upload



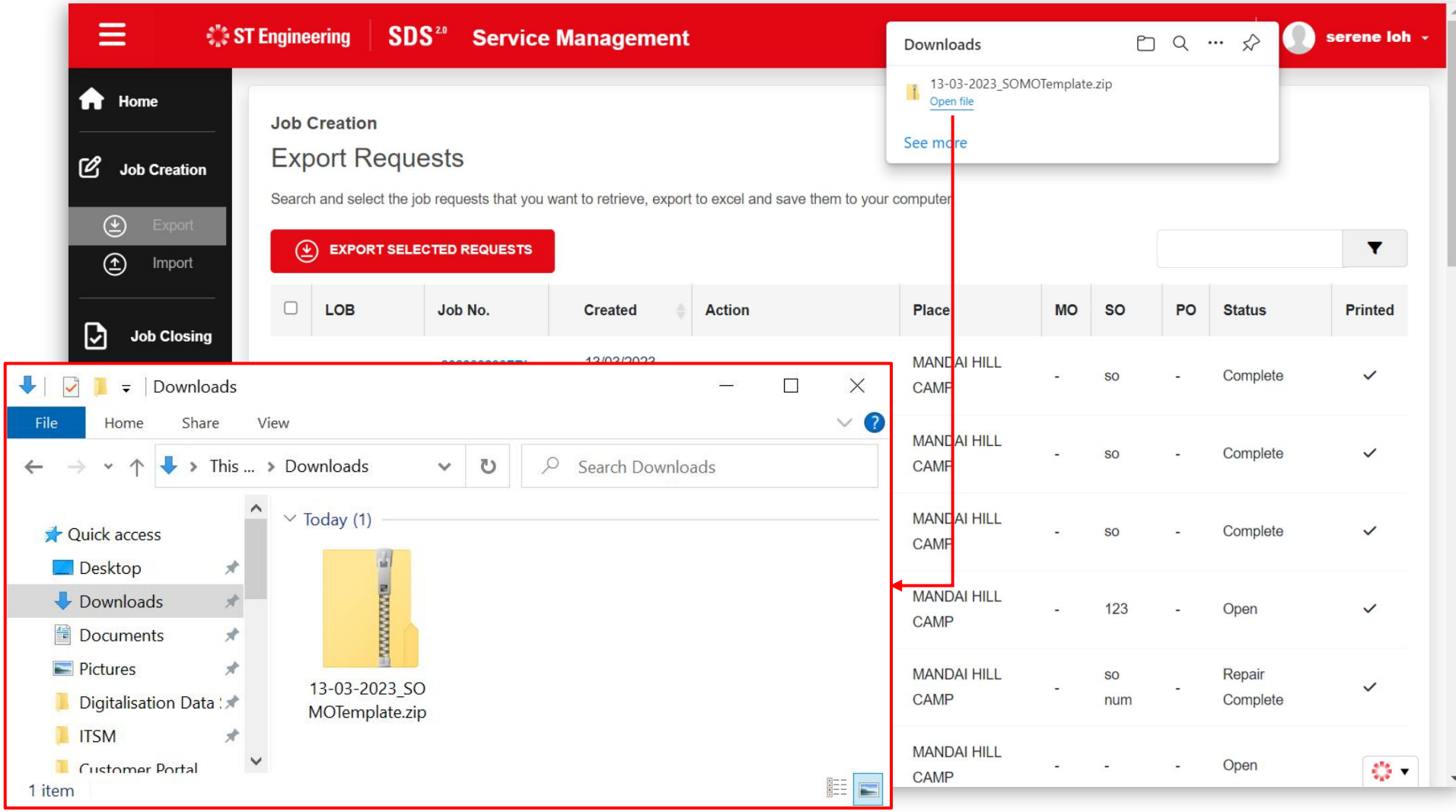
Export Requests (1)

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



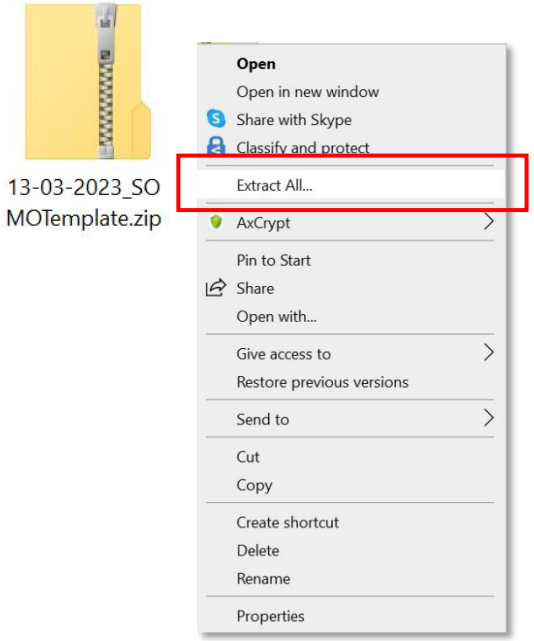
Export Requests (2)

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

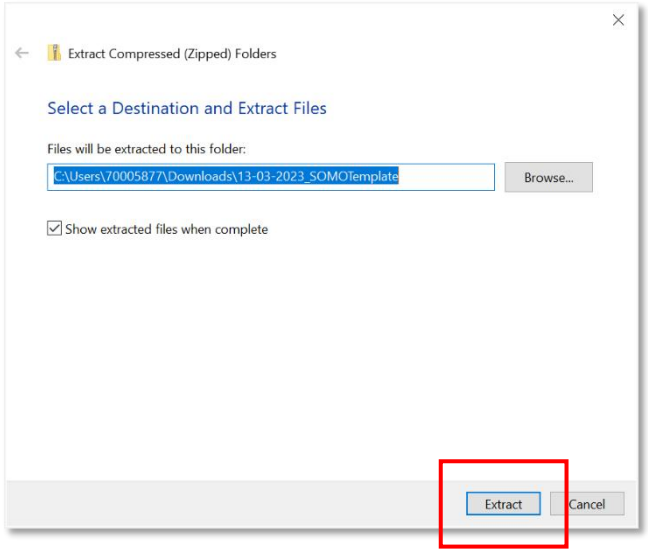


Export Requests (3)

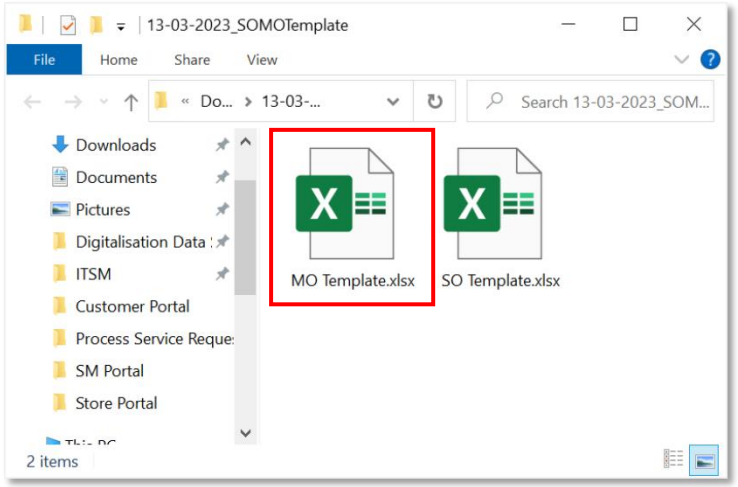
4 Right-Click and select **[Extract All…]**



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



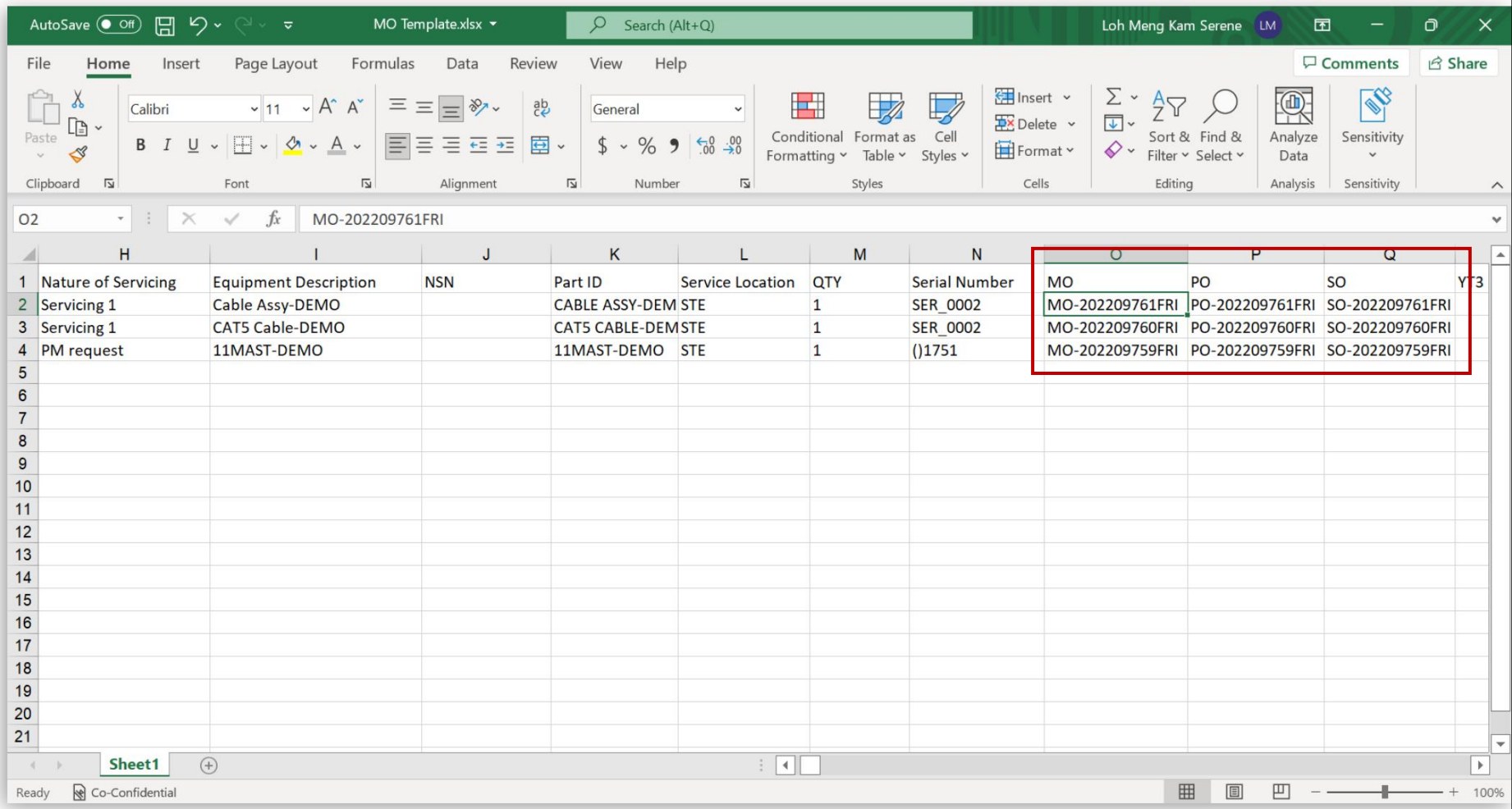
6 Open **[MO Template.xlsx]** to edit the file



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

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	
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	
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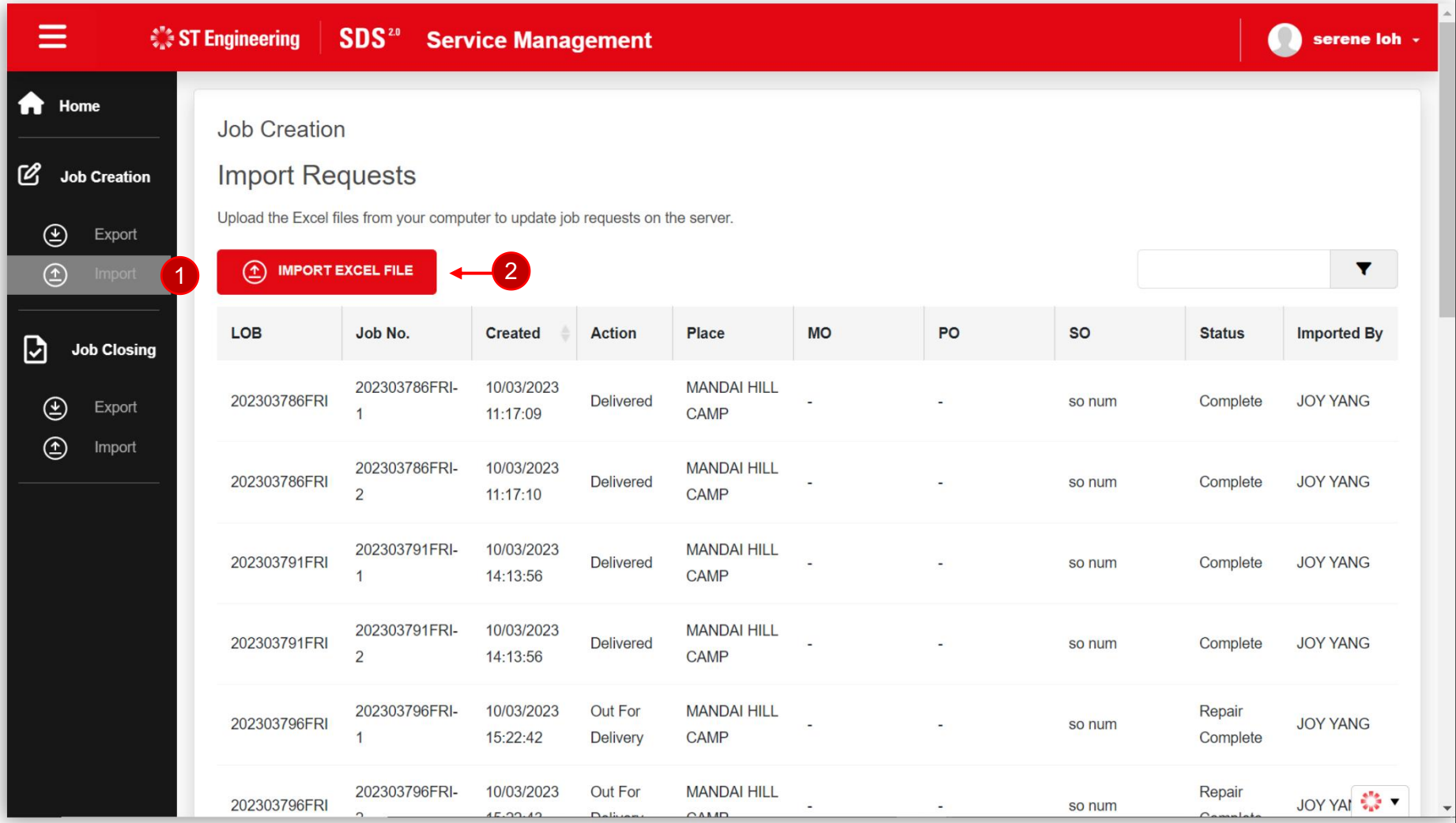
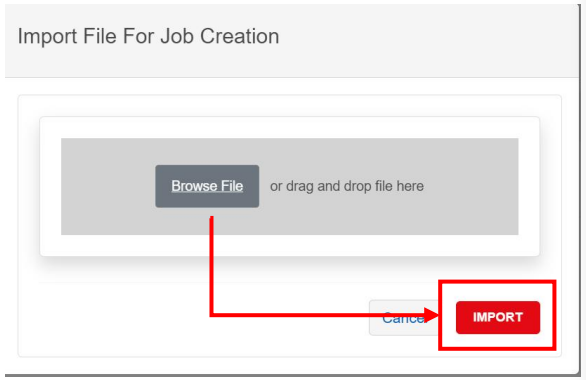
Import Requests (1)

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

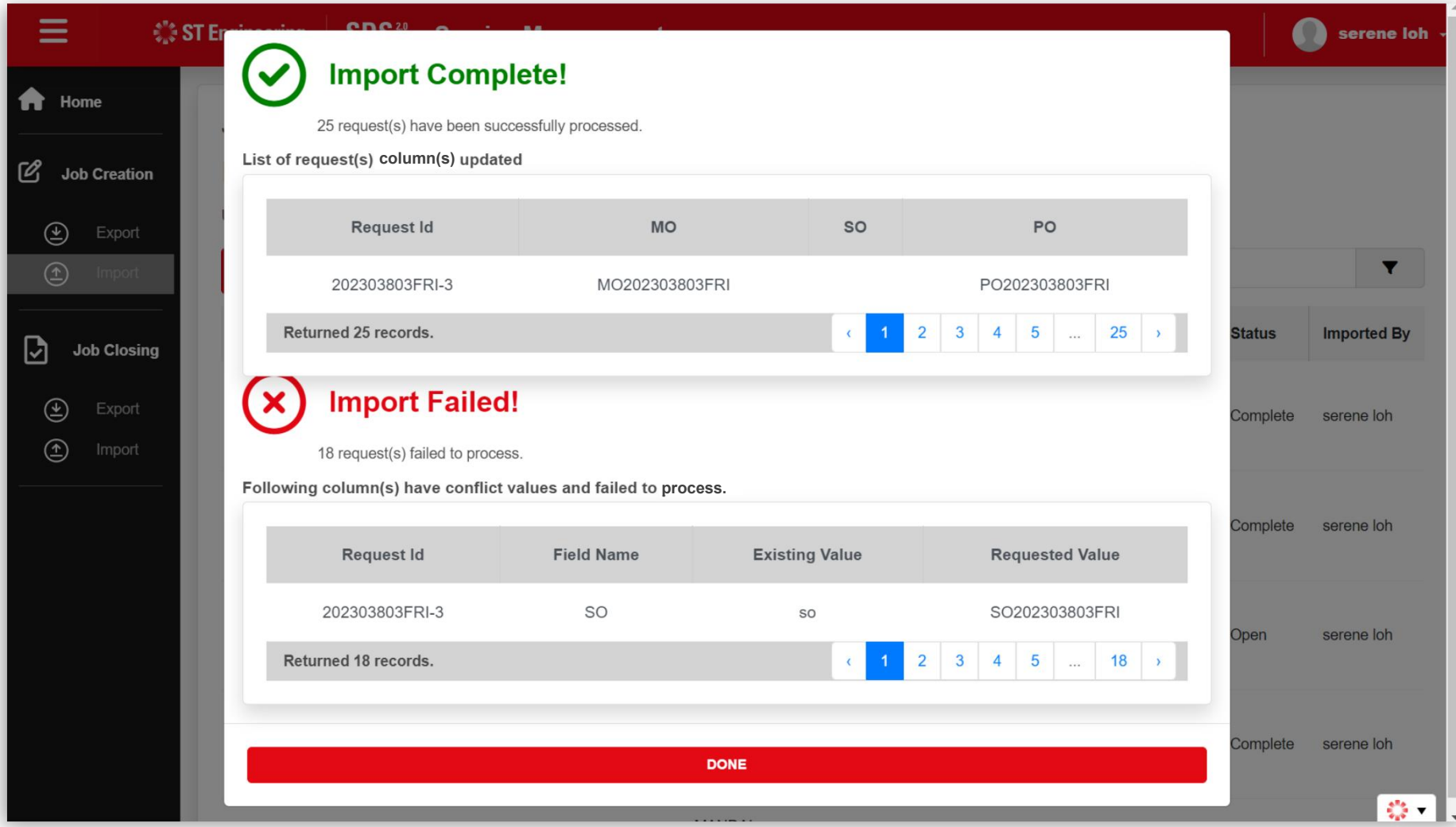


Import Requests (2)

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

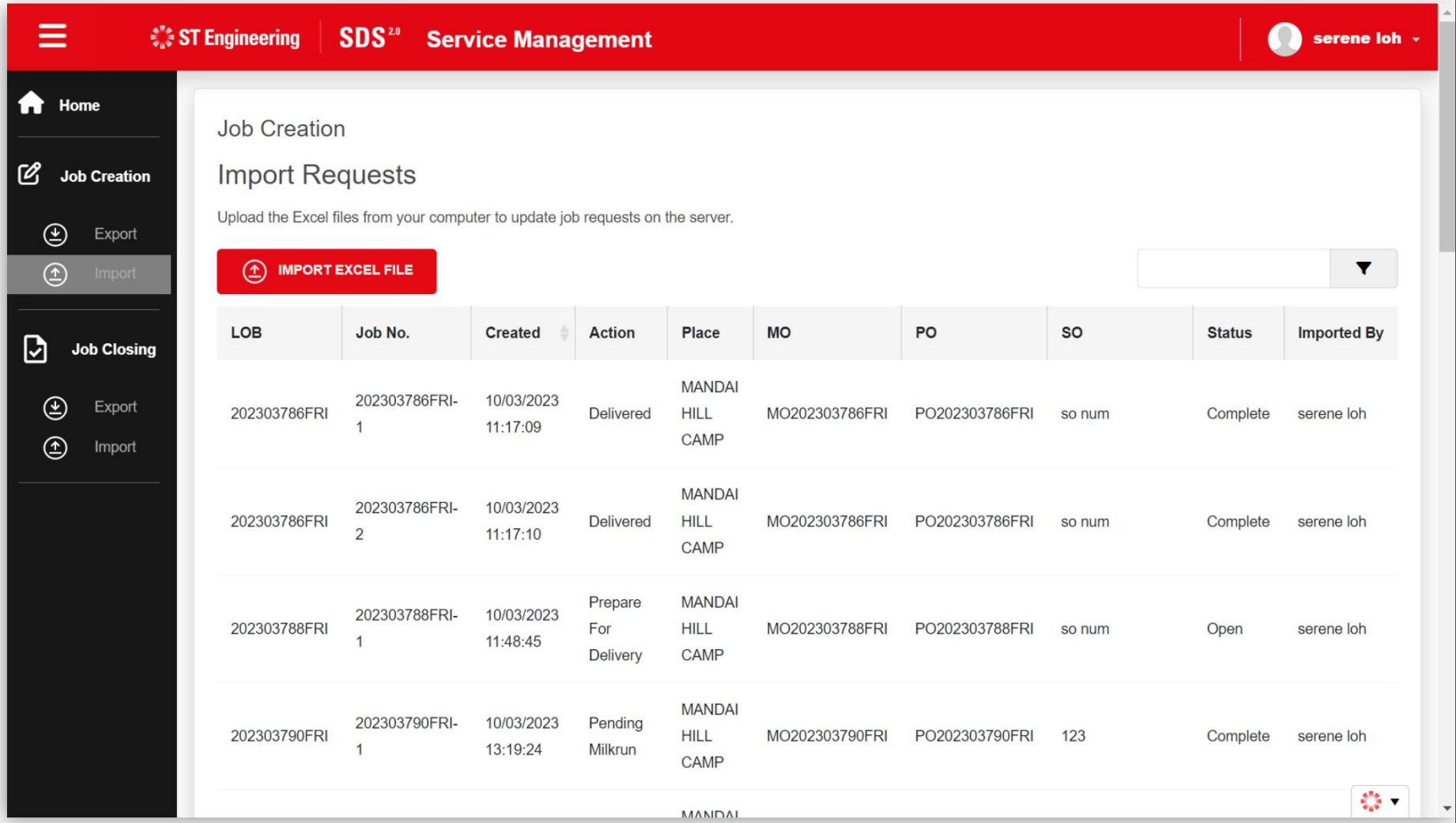


It will process the data in the excel and updates if the record upload is successful or has failed. Tap **[Done]** to close the window.



Import Requests (3)

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



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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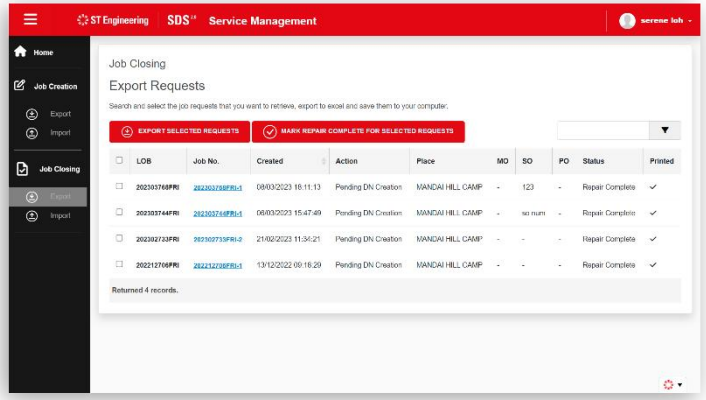
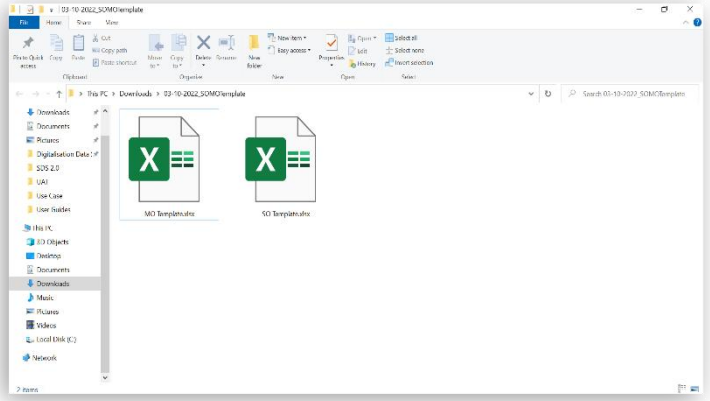
About Job Closing

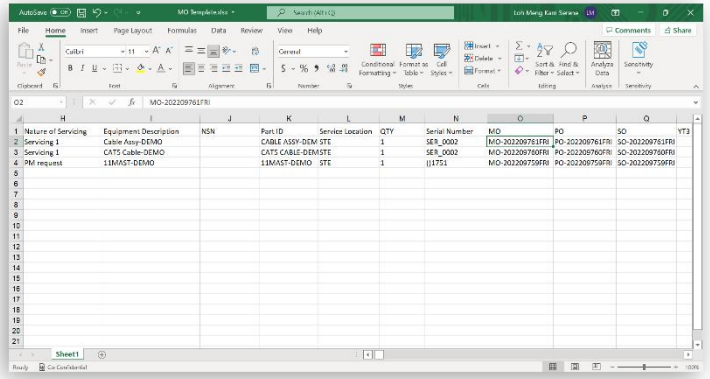
Job Closing page allows you to download, manage and update YT3 for multiple **in-house requests** using Excel quickly.



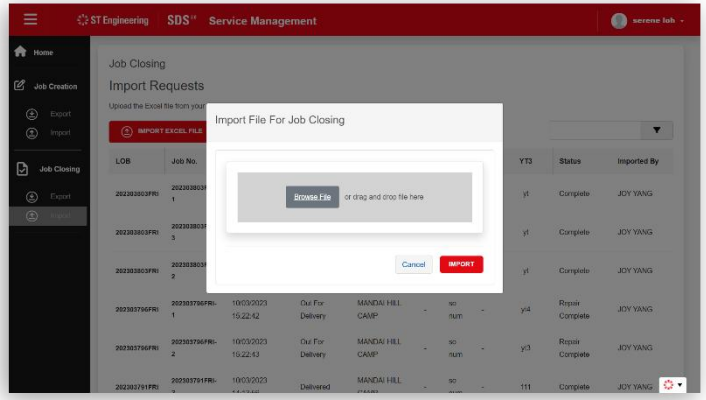
Download



Update

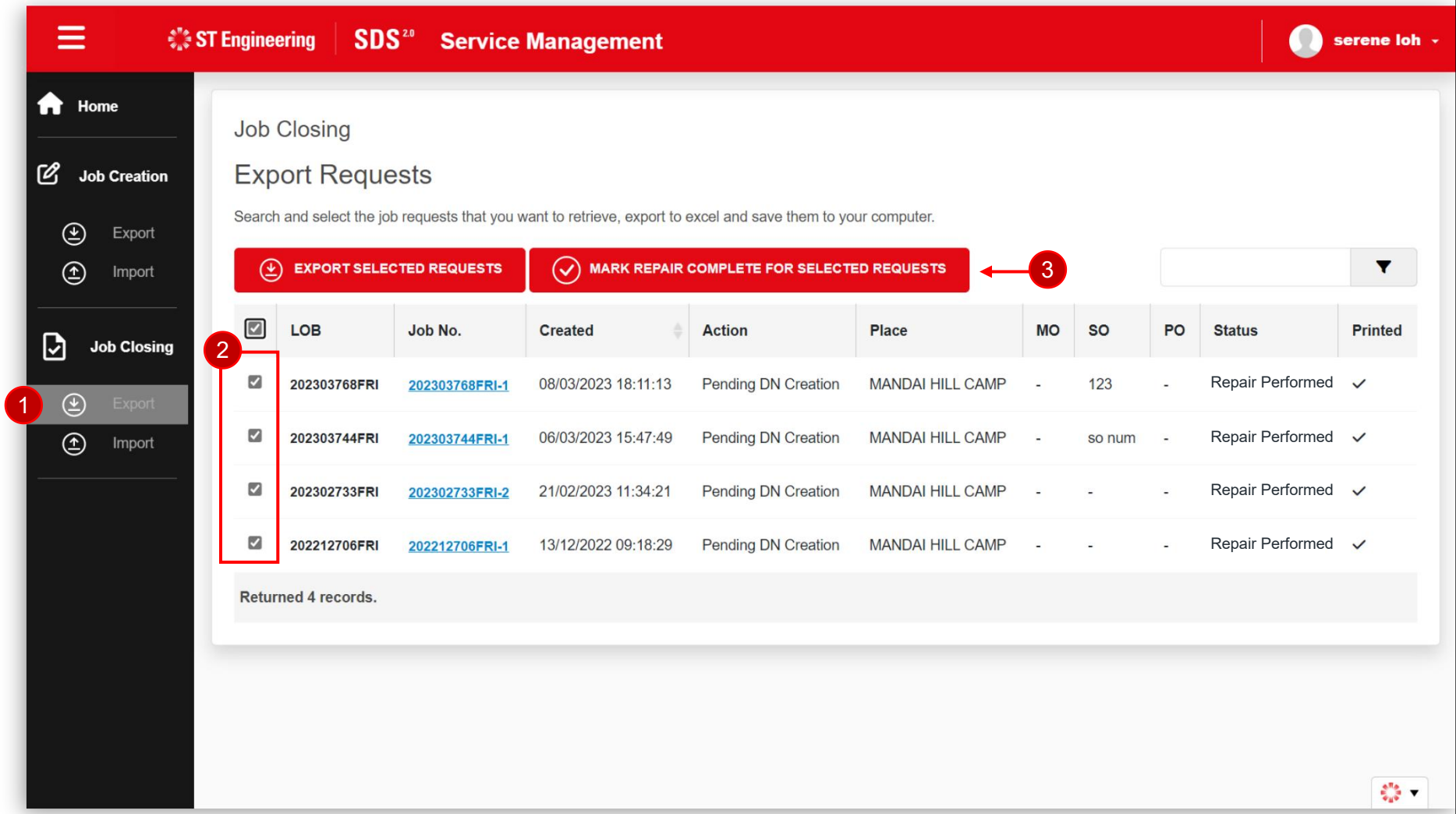


Upload



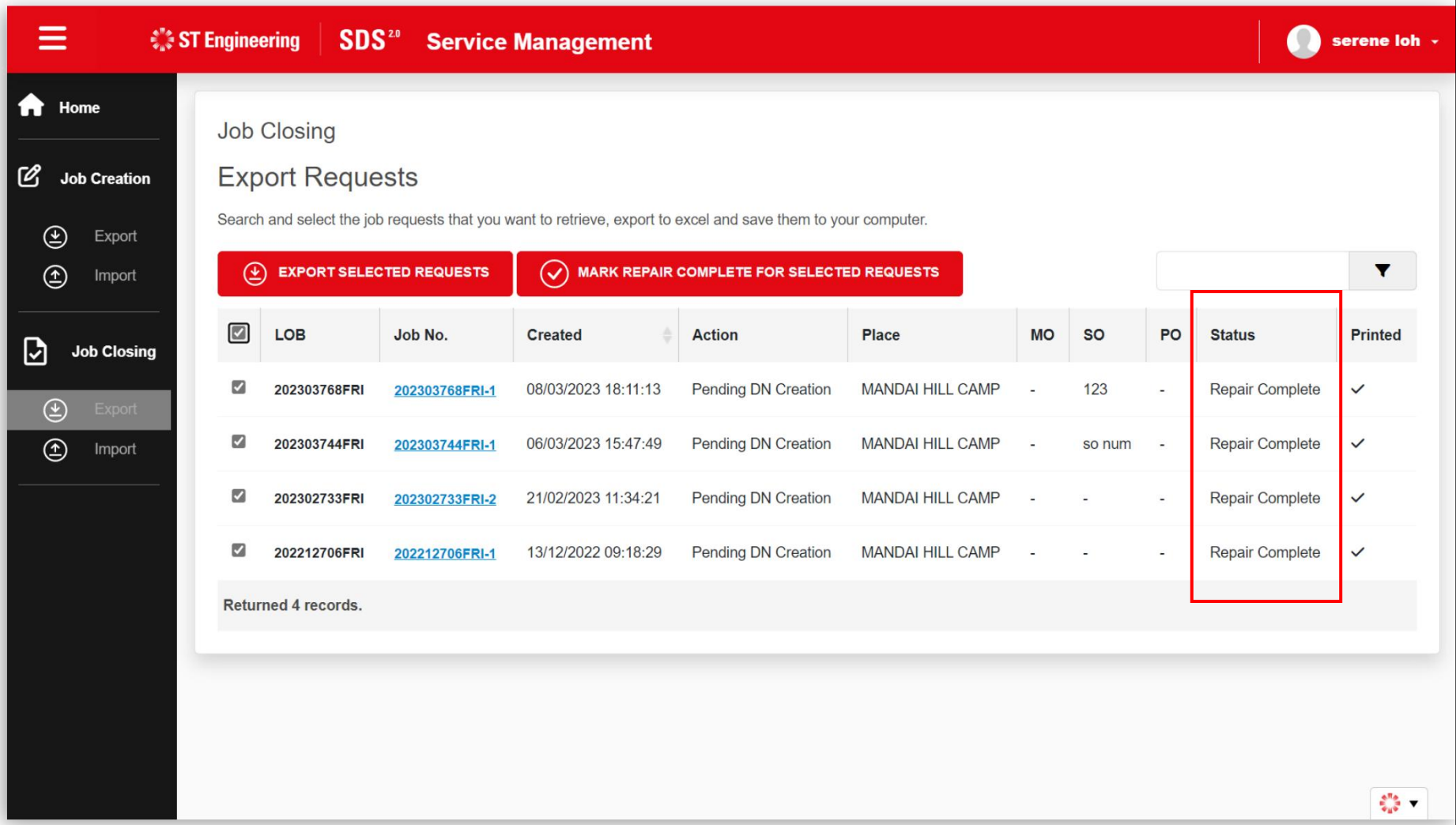
Repair Complete for Requests (1)

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]**



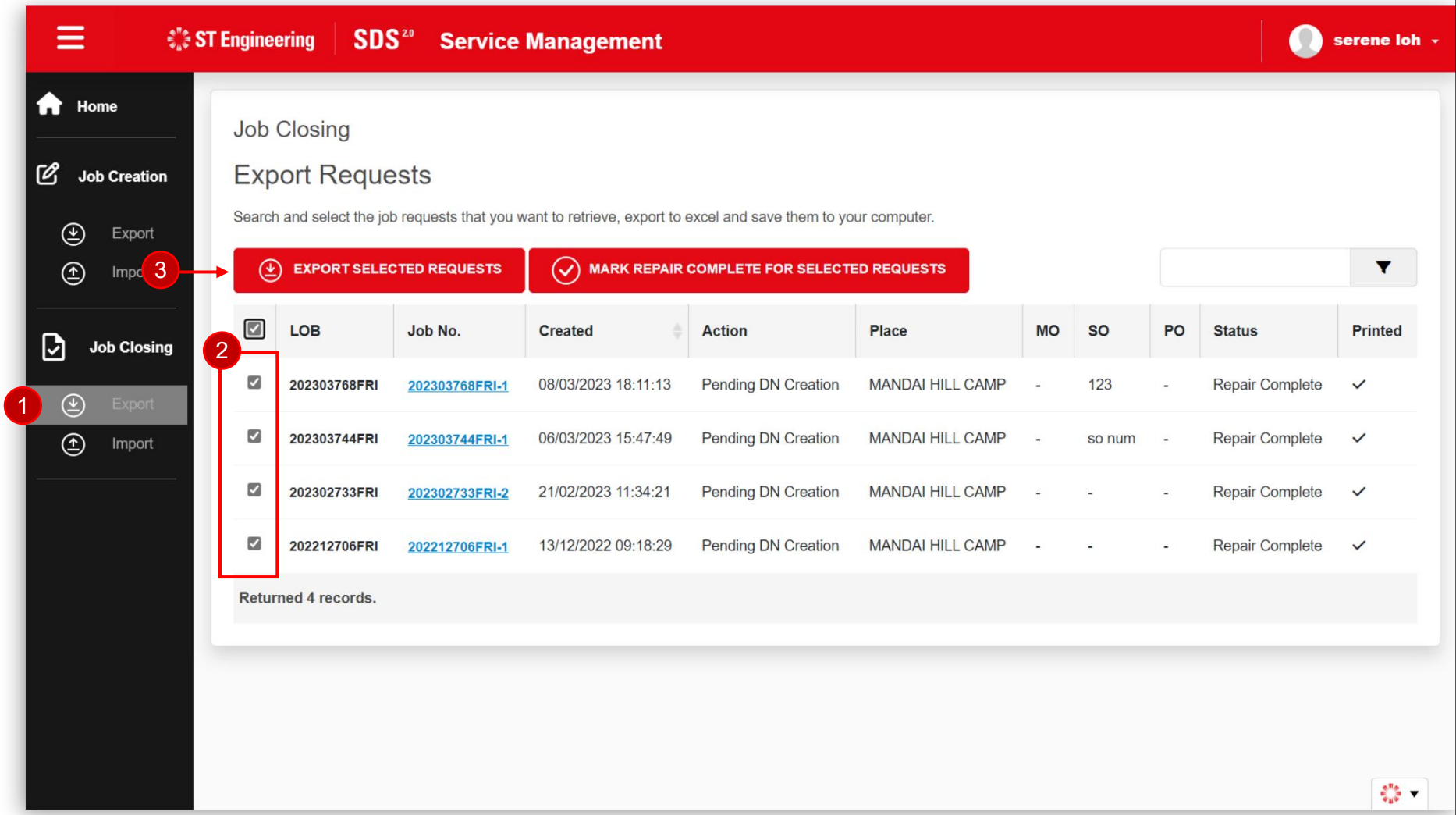
Repair Complete for Requests (2)

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



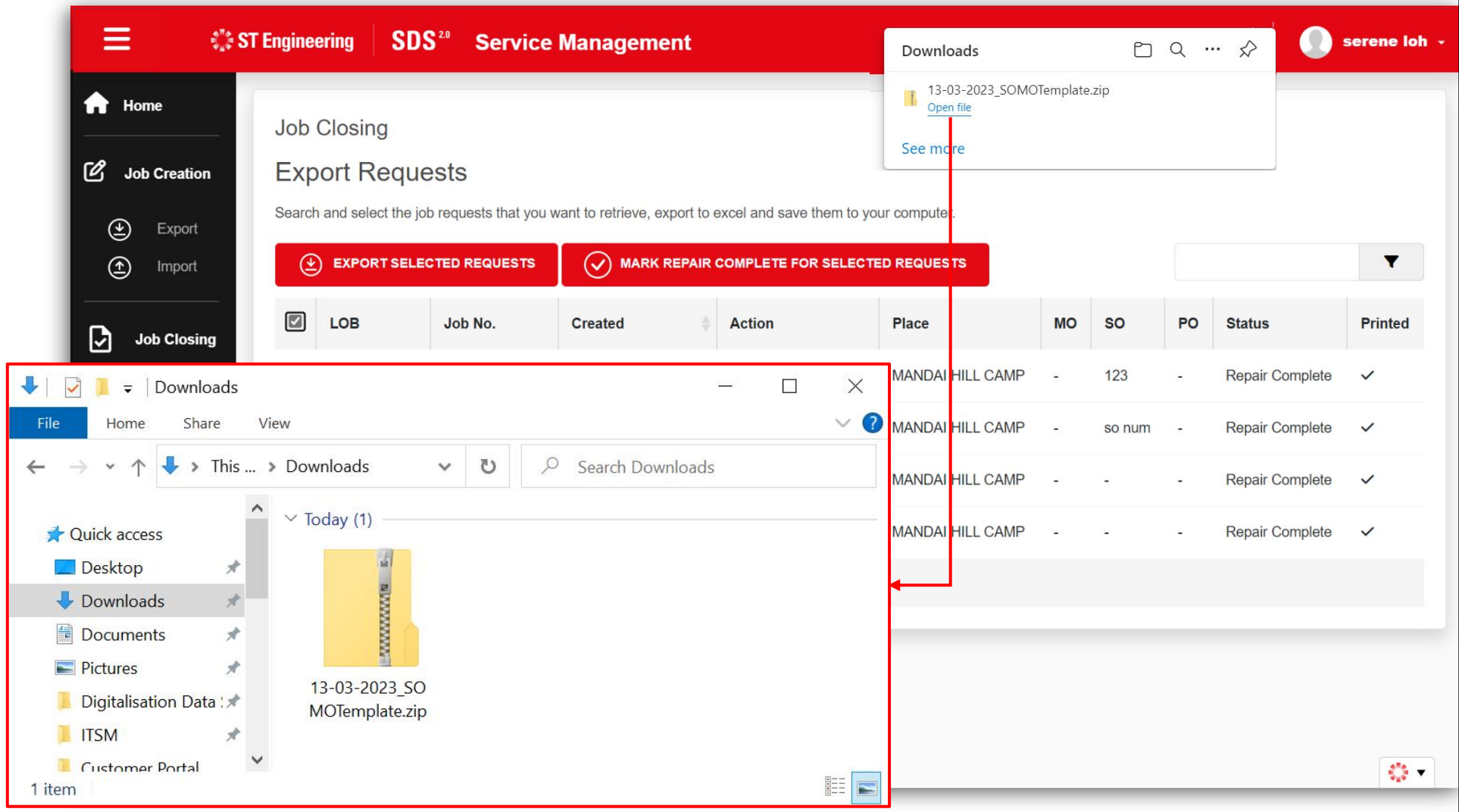
Export Requests (1)

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



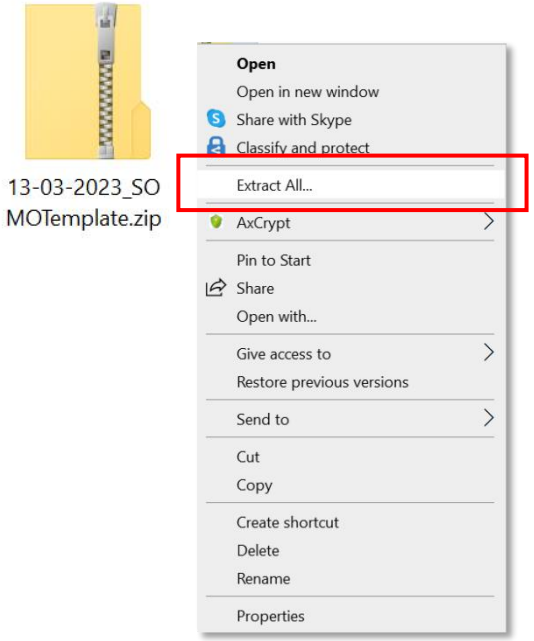
Export Requests (2)

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

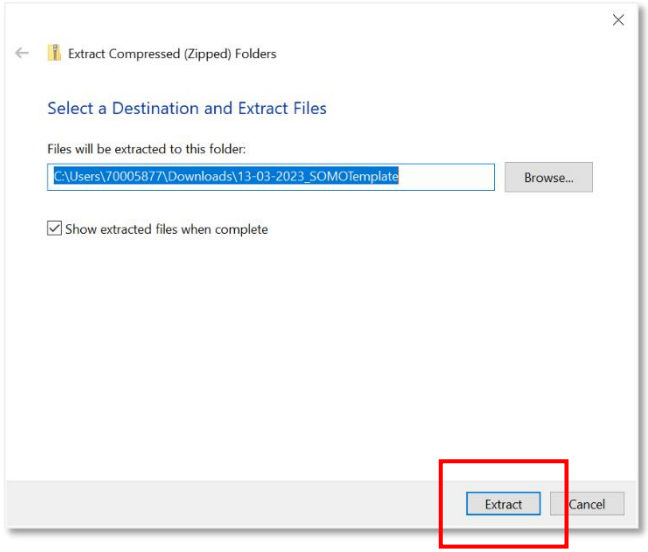


Export Requests (3)

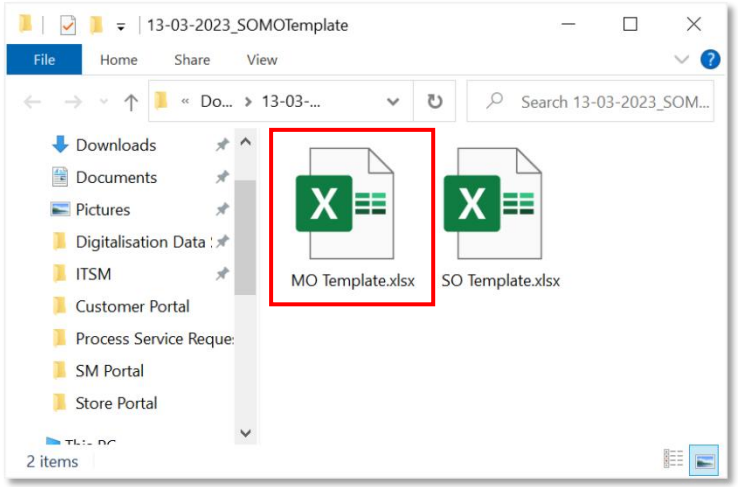
4 Right-Click and select **[Extract All…]**



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



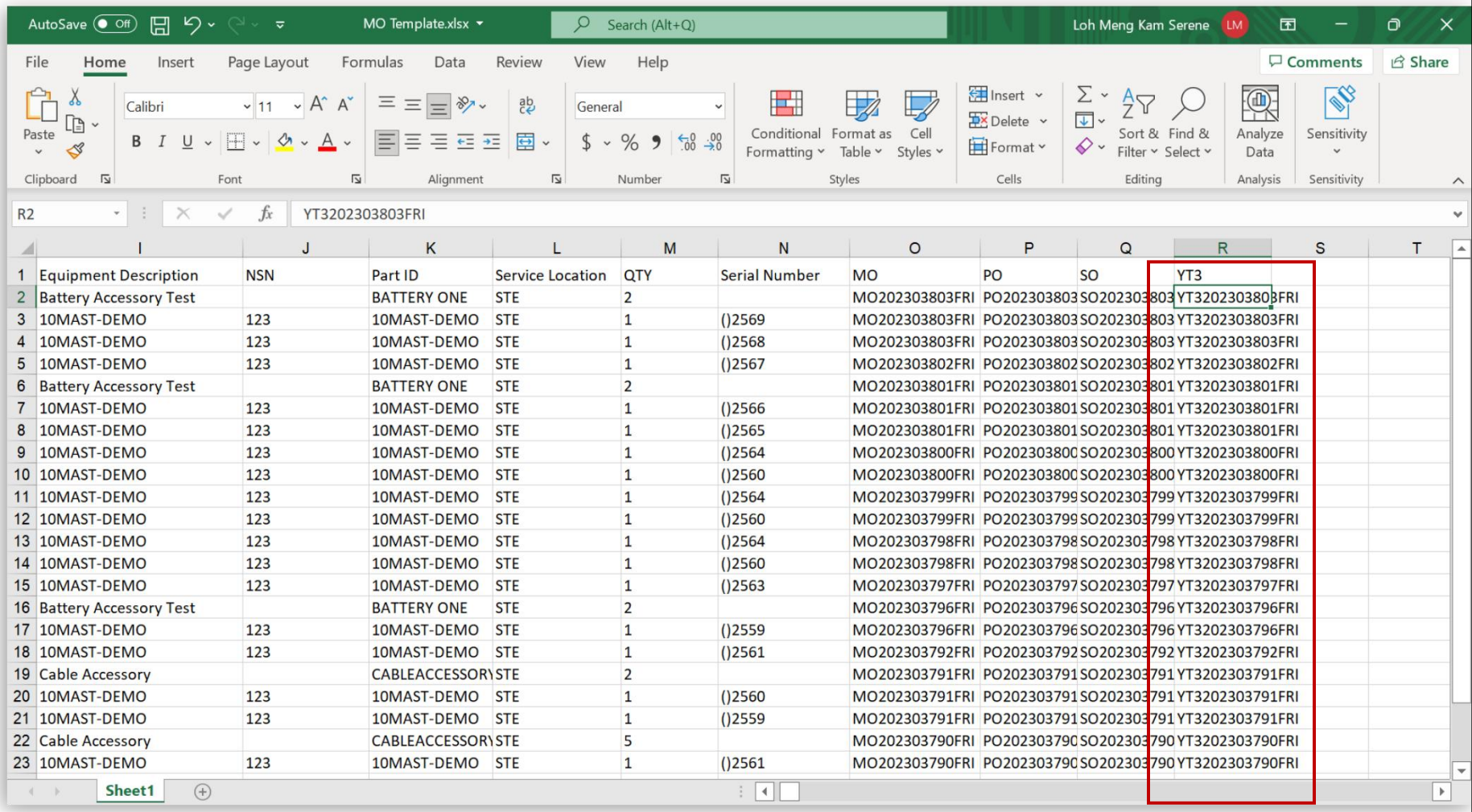
6 Open **[MO Template.xlsx]** to edit the file



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

Update YT3 Records

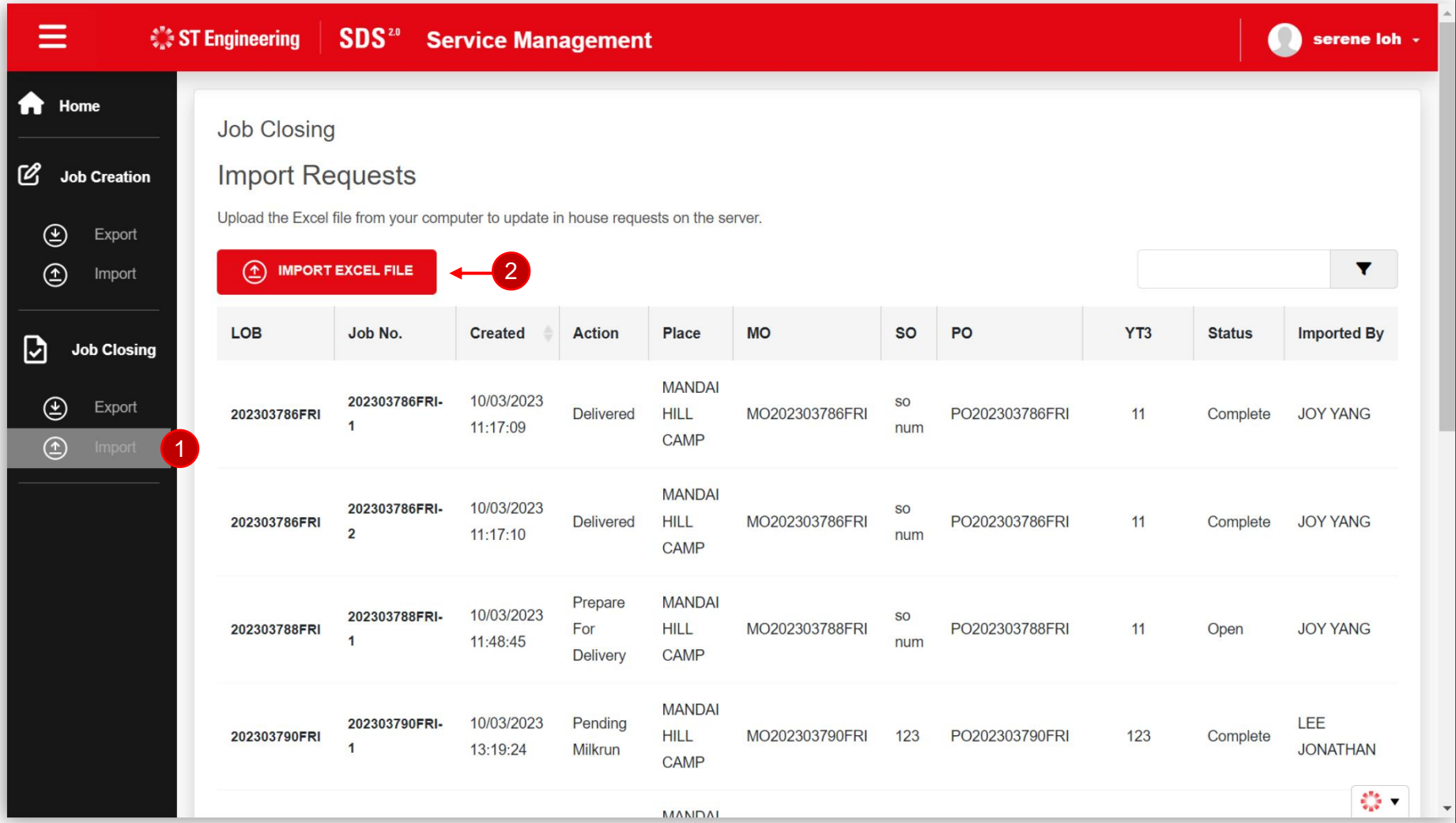
Enter YT3 nos. for the requests and **[Save]** to update the document



	I	J	K	L	M	N	O	P	Q	R	S	T
1	Equipment Description	NSN	Part ID	Service Location	QTY	Serial Number	MO	PO	SO	YT3		
2	Battery Accessory Test		BATTERY ONE	STE	2		MO202303803FRI	PO202303803	SO202303803	YT3202303803FRI		
3	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2569	MO202303803FRI	PO202303803	SO202303803	YT3202303803FRI		
4	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2568	MO202303803FRI	PO202303803	SO202303803	YT3202303803FRI		
5	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2567	MO202303802FRI	PO202303802	SO202303802	YT3202303802FRI		
6	Battery Accessory Test		BATTERY ONE	STE	2		MO202303801FRI	PO202303801	SO202303801	YT3202303801FRI		
7	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2566	MO202303801FRI	PO202303801	SO202303801	YT3202303801FRI		
8	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2565	MO202303801FRI	PO202303801	SO202303801	YT3202303801FRI		
9	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2564	MO202303800FRI	PO202303800	SO202303800	YT3202303800FRI		
10	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2560	MO202303800FRI	PO202303800	SO202303800	YT3202303800FRI		
11	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2564	MO202303799FRI	PO202303799	SO202303799	YT3202303799FRI		
12	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2560	MO202303799FRI	PO202303799	SO202303799	YT3202303799FRI		
13	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2564	MO202303798FRI	PO202303798	SO202303798	YT3202303798FRI		
14	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2560	MO202303798FRI	PO202303798	SO202303798	YT3202303798FRI		
15	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2563	MO202303797FRI	PO202303797	SO202303797	YT3202303797FRI		
16	Battery Accessory Test		BATTERY ONE	STE	2		MO202303796FRI	PO202303796	SO202303796	YT3202303796FRI		
17	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2559	MO202303796FRI	PO202303796	SO202303796	YT3202303796FRI		
18	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2561	MO202303792FRI	PO202303792	SO202303792	YT3202303792FRI		
19	Cable Accessory		CABLEACCESSOR\	STE	2		MO202303791FRI	PO202303791	SO202303791	YT3202303791FRI		
20	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2560	MO202303791FRI	PO202303791	SO202303791	YT3202303791FRI		
21	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2559	MO202303791FRI	PO202303791	SO202303791	YT3202303791FRI		
22	Cable Accessory		CABLEACCESSOR\	STE	5		MO202303790FRI	PO202303790	SO202303790	YT3202303790FRI		
23	10MAST-DEMO	123	10MAST-DEMO	STE	1	()2561	MO202303790FRI	PO202303790	SO202303790	YT3202303790FRI		

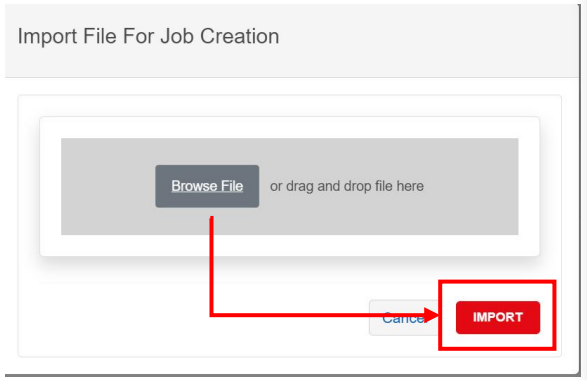
Import Requests (1)

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

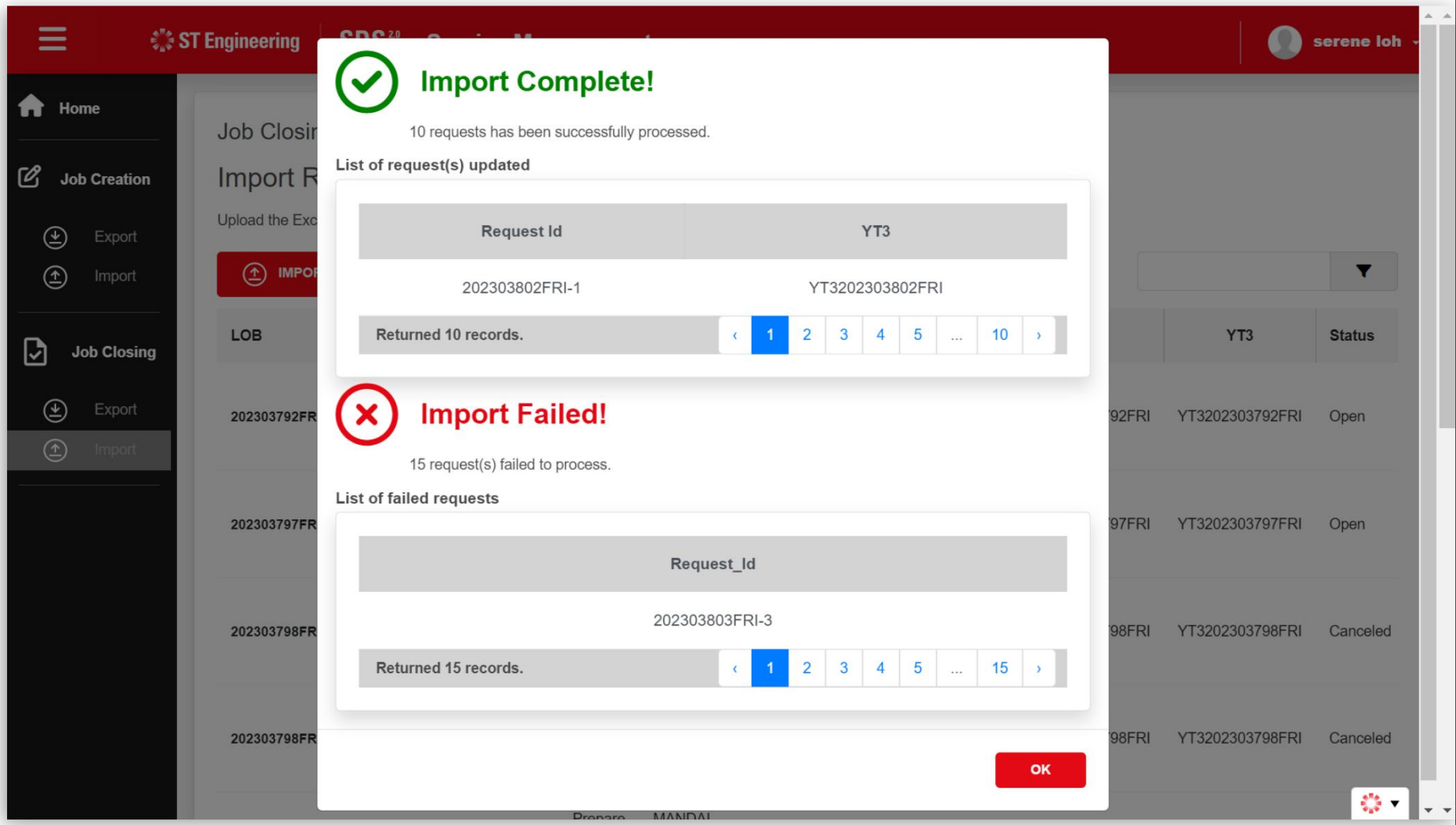


Import Requests (2)

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

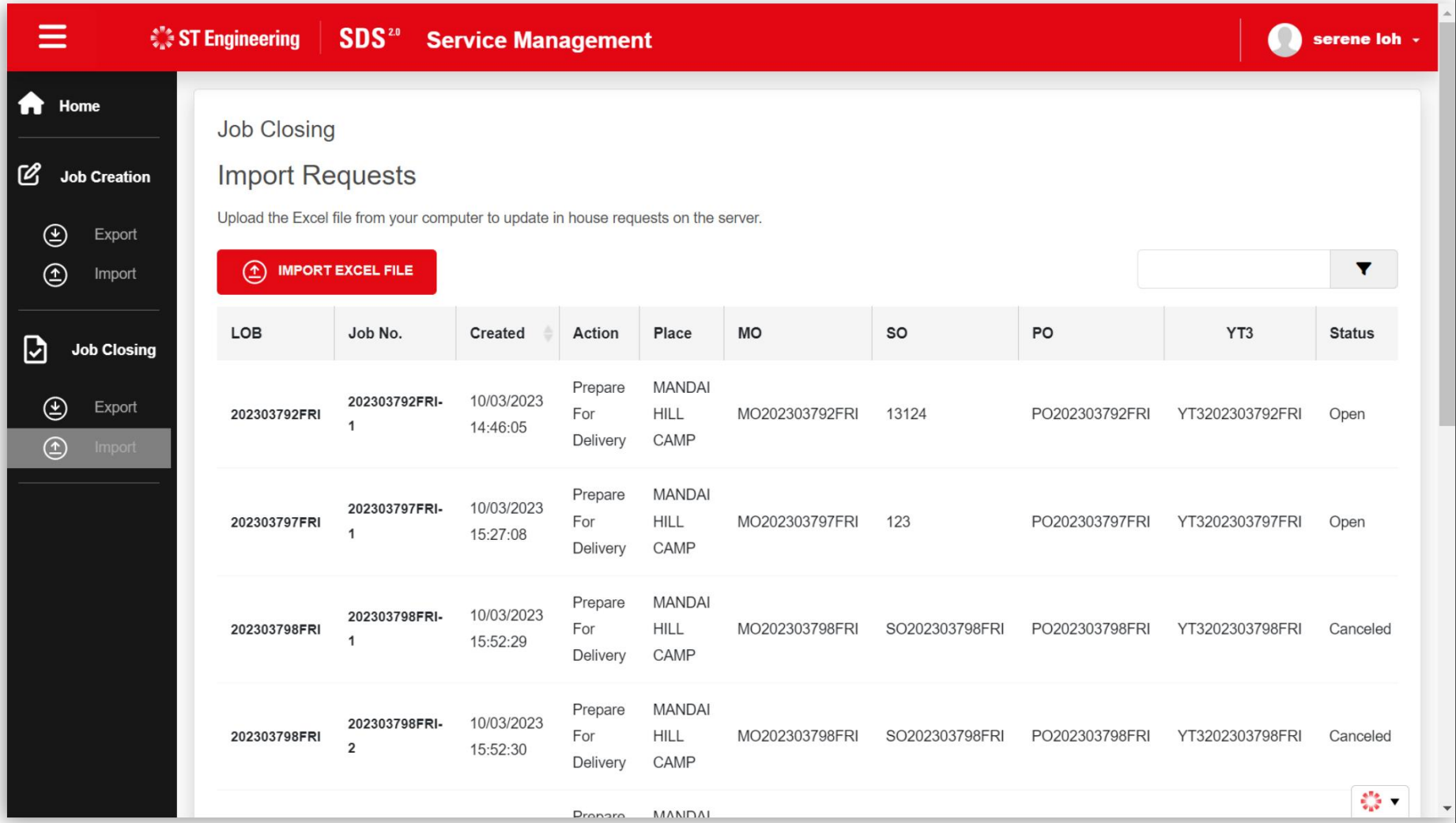


It will process the data in the excel and updates if the record upload is successful or has failed. Tap **[Done]** to close the window.



Import Requests (3)

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



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

ST Engineering

Thank You