

User Guide for Store Management

To manage equipment for depot repair and milk-run delivery

24th March 2023

Release 2 v1.0

AGENDA

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- Prerequisite
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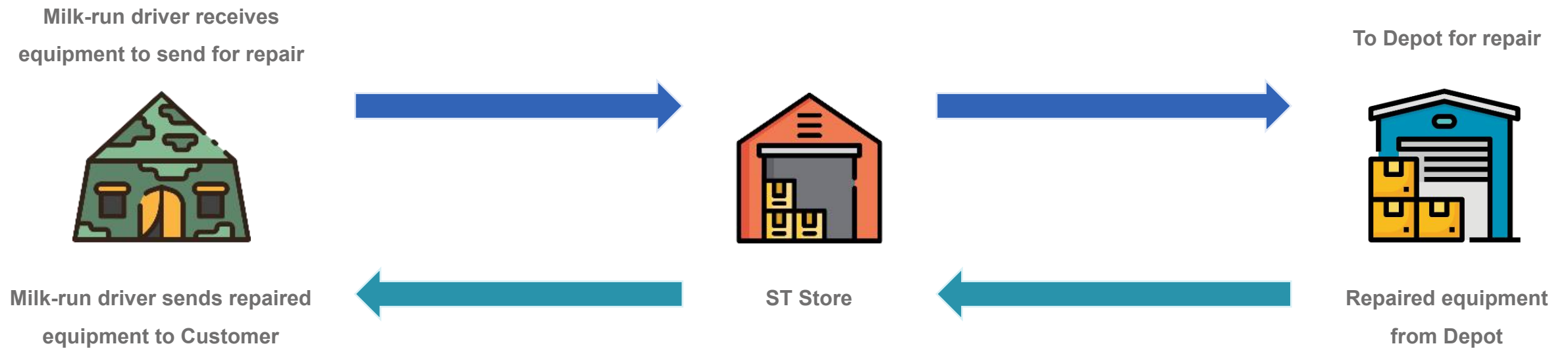
1. Store Management

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Store Management

System Overview

Store Management is only accessible to the store personnel manning the equipment received from or sent out to the depot engineer and milk-run personnel. It is used to record the HOTO (Handover Takeover) process between the store, depot and milk-run.



Store Management

Login

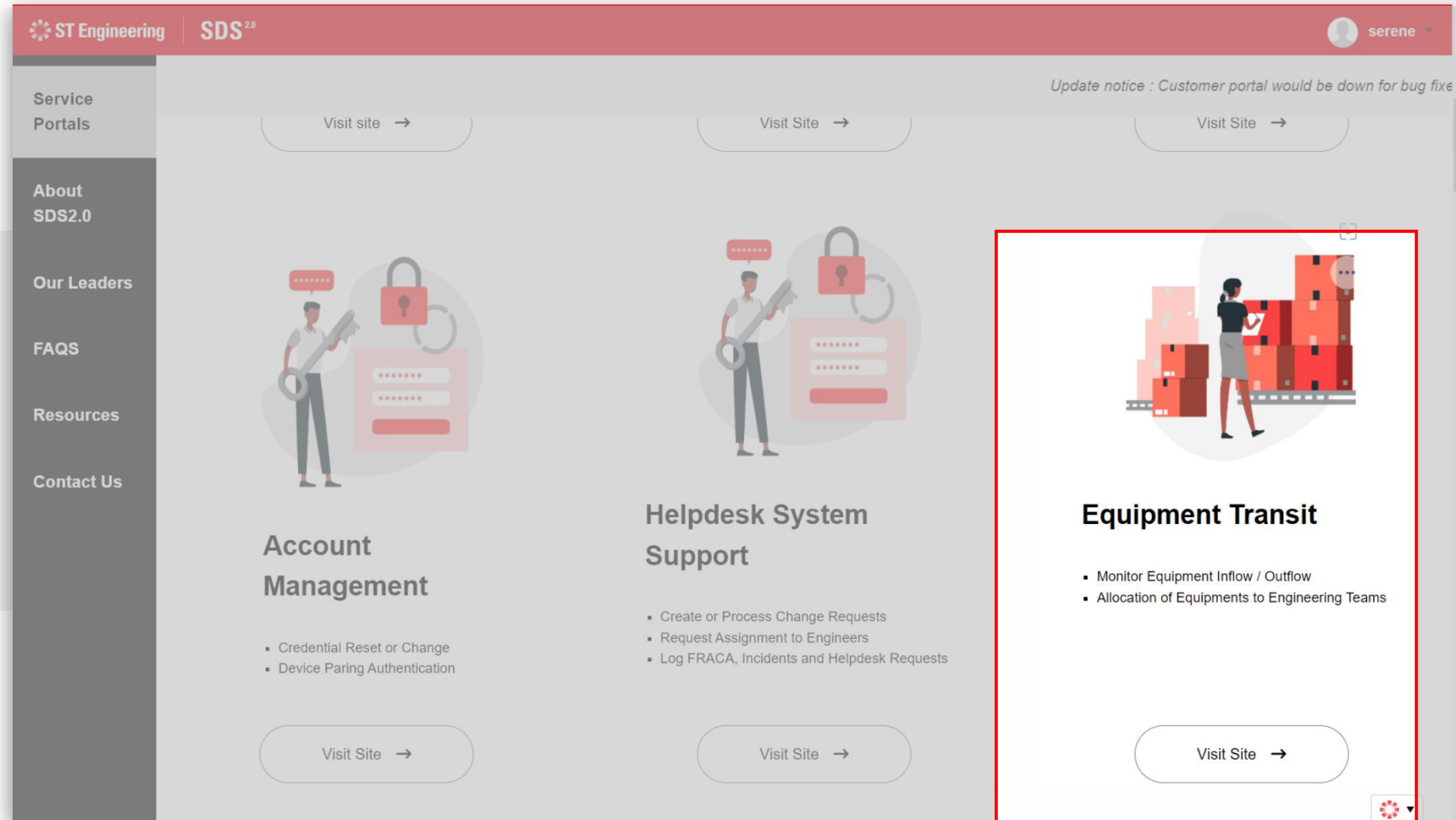
Use your login
credentials to access:
<https://sds.stengg.com>



The screenshot shows the login interface for SDS 2.0. At the top left, there is a red header bar with the ST Engineering logo and the text "SDS 2.0". The main content area features a large, stylized white graphic of a person's profile against a light gray background. In the center, the text "Welcome To SDS 2.0" is displayed, with "SDS" in a large, bold, red font. On the right side, there is a login form with two input fields: the first contains the username "serene" and the second contains masked characters "*****". Below these fields is a red "Sign In" button. Underneath the button, there is a disclaimer: "This is a ST Engineering computer system. Unauthorised access, use, reproduction, possession, modification, interception, damage or transfer (including such attempts) of any content in this system may result in criminal sanctions and civil penalties. If you are not authorised to access to this system, please logout immediately." At the bottom of the form, it says "Recommended browser: Google Chrome".

View Site

Access the link to
Equipment Transit from
Service Portal page.



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Update notice : Customer portal would be down for bug fixe

Service Portals

Visit site →

Visit Site →

Visit Site →

About SDS2.0

Our Leaders

FAQS

Resources

Contact Us

Account Management

- Credential Reset or Change
- Device Paring Authentication

Visit Site →

Helpdesk System Support

- Create or Process Change Requests
- Request Assignment to Engineers
- Log FRACA, Incidents and Helpdesk Requests

Visit Site →

Equipment Transit

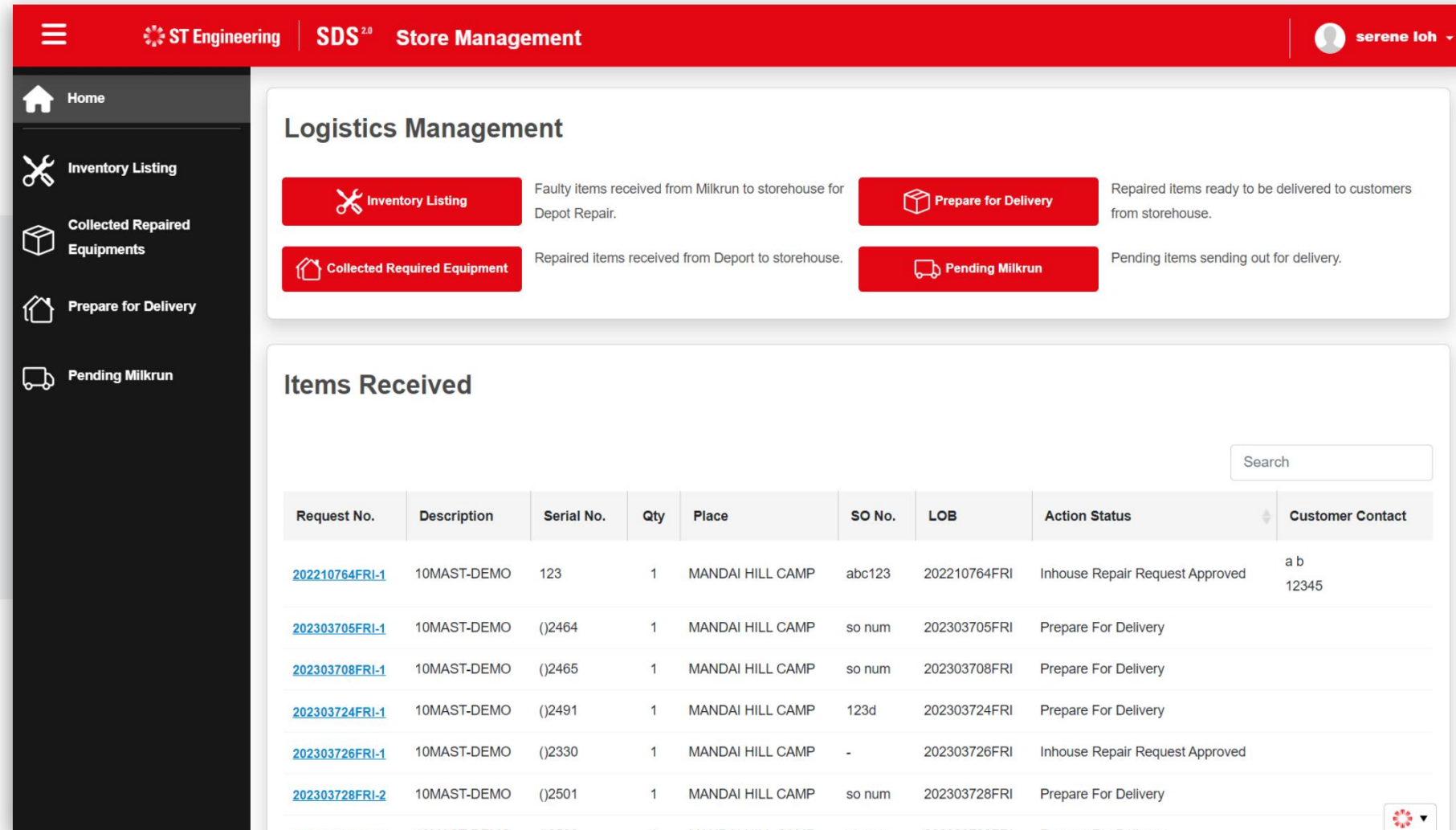
- Monitor Equipment Inflow / Outflow
- Allocation of Equipments to Engineering Teams

Visit Site →

Store Management

Homepage

At homepage, you can check the equipment you have received from depot and milkrun driver.



The screenshot shows the 'Store Management' homepage. The top navigation bar includes the ST Engineering logo, 'SDS 2.0 Store Management', and a user profile for 'serene loh'. A left sidebar contains navigation options: Home, Inventory Listing, Collected Repaired Equipments, Prepare for Delivery, and Pending Milkrun. The main content area is divided into two sections: 'Logistics Management' and 'Items Received'.

Logistics Management

- Inventory Listing**: Faulty items received from Milkrun to storehouse for Depot Repair.
- Prepare for Delivery**: Repaired items ready to be delivered to customers from storehouse.
- Collected Required Equipment**: Repaired items received from Depot to storehouse.
- Pending Milkrun**: Pending items sending out for delivery.

Items Received

Search

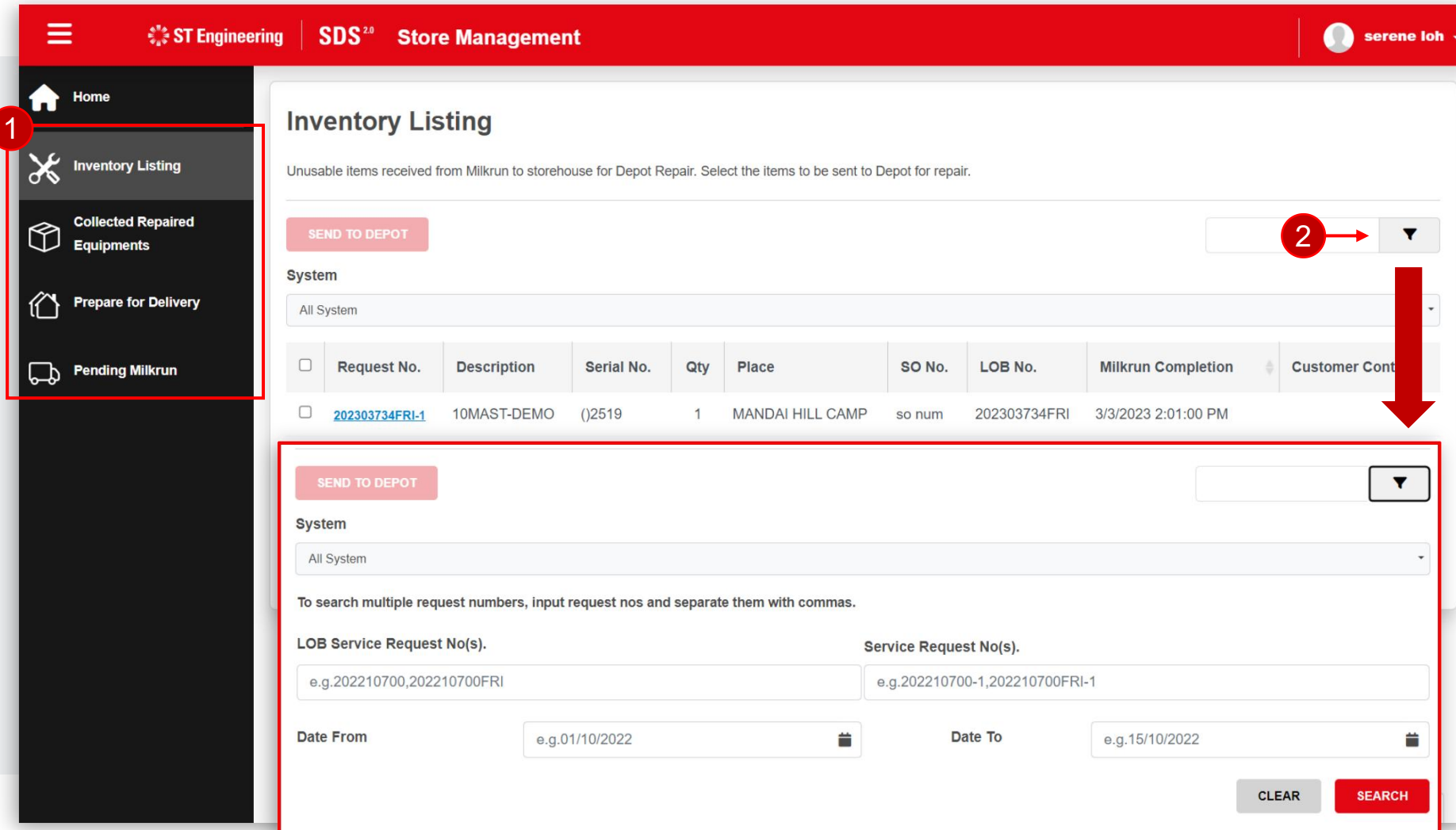
Request No.	Description	Serial No.	Qty	Place	SO No.	LOB	Action Status	Customer Contact
202210764FRI-1	10MAST-DEMO	123	1	MANDAI HILL CAMP	abc123	202210764FRI	Inhouse Repair Request Approved	a b 12345
202303705FRI-1	10MAST-DEMO	(j2464	1	MANDAI HILL CAMP	so num	202303705FRI	Prepare For Delivery	
202303708FRI-1	10MAST-DEMO	(j2465	1	MANDAI HILL CAMP	so num	202303708FRI	Prepare For Delivery	
202303724FRI-1	10MAST-DEMO	(j2491	1	MANDAI HILL CAMP	123d	202303724FRI	Prepare For Delivery	
202303726FRI-1	10MAST-DEMO	(j2330	1	MANDAI HILL CAMP	-	202303726FRI	Inhouse Repair Request Approved	
202303728FRI-2	10MAST-DEMO	(j2501	1	MANDAI HILL CAMP	so num	202303728FRI	Prepare For Delivery	

Advanced Filter

1 Select menu list about:

- Inventory Listing
- Collected Repaired Equipment
- Prepare for Delivery
- Pending Milkrun

2 Tap on the filter icon to see the advanced search fields to filter your result.



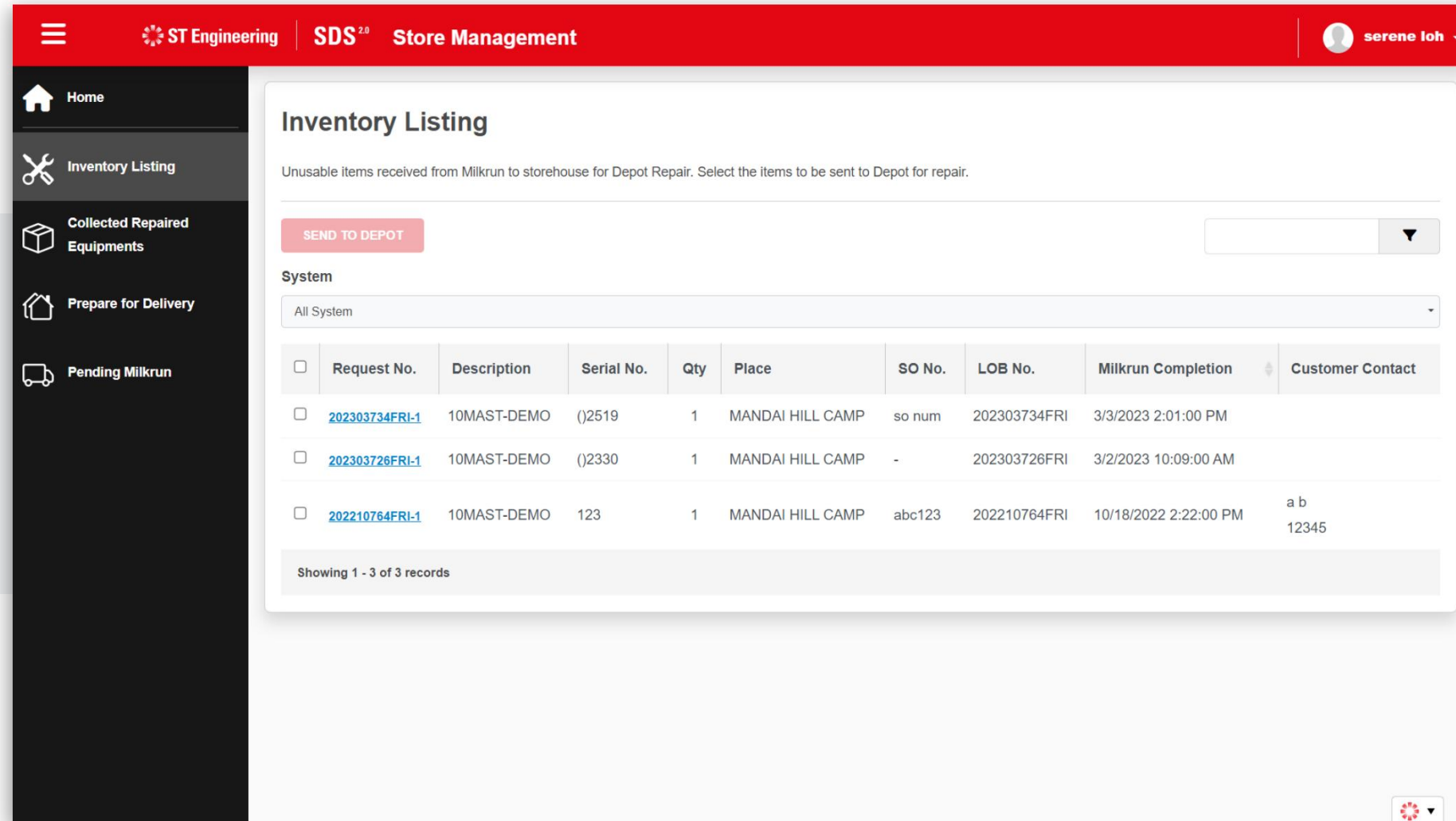
The screenshot shows the 'Inventory Listing' screen in the ST Engineering Store Management app. The top navigation bar is red and contains the ST Engineering logo, 'SDS 2.0 Store Management', and a user profile for 'serene loh'. A dark sidebar menu on the left is highlighted with a red box and a red circle '1', containing options: Home, Inventory Listing, Collected Repaired Equipments, Prepare for Delivery, and Pending Milkrun. The main content area is titled 'Inventory Listing' and includes a 'SEND TO DEPOT' button, a search field with a filter icon (circled '2'), and a 'System' dropdown menu. Below this is a table with columns: Request No., Description, Serial No., Qty, Place, SO No., LOB No., Milkrun Completion, and Customer Cont. A red arrow points from the filter icon in the search field to the advanced filter overlay. The overlay, also outlined in red, contains a 'SEND TO DEPOT' button, a 'System' dropdown, a search instruction, and input fields for 'LOB Service Request No(s)', 'Service Request No(s)', 'Date From', and 'Date To'. At the bottom of the overlay are 'CLEAR' and 'SEARCH' buttons.

2. Inventory Listing

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Send to Depot.....	<u>6</u>

About Inventory Listing

Inventory Listing page displays a list of equipment pending to be sent to depot for 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](#)

System: All System

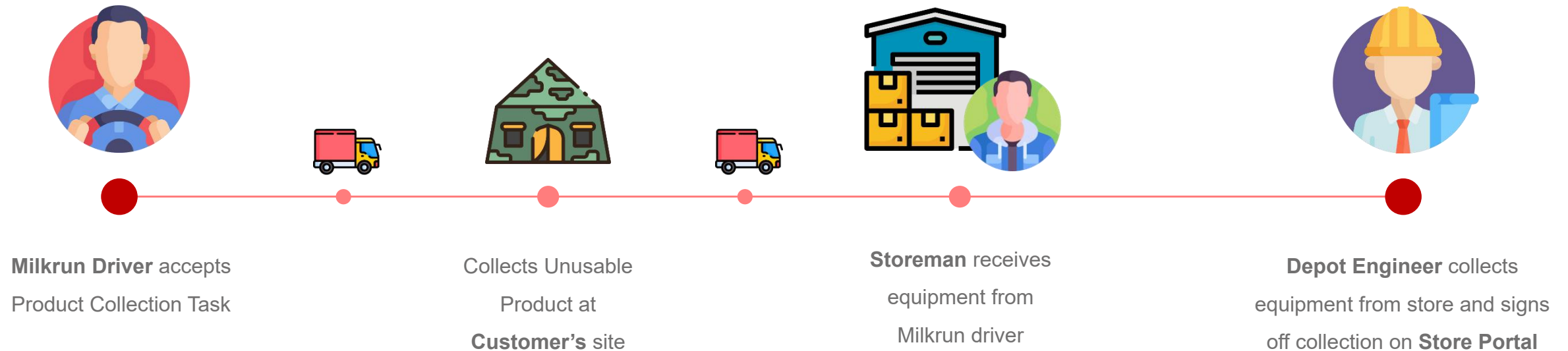
<input type="checkbox"/>	Request No.	Description	Serial No.	Qty	Place	SO No.	LOB No.	Milkrun Completion	Customer Contact
<input type="checkbox"/>	202303734FRI-1	10MAST-DEMO	()2519	1	MANDAI HILL CAMP	so num	202303734FRI	3/3/2023 2:01:00 PM	
<input type="checkbox"/>	202303726FRI-1	10MAST-DEMO	()2330	1	MANDAI HILL CAMP	-	202303726FRI	3/2/2023 10:09:00 AM	
<input type="checkbox"/>	202210764FRI-1	10MAST-DEMO	123	1	MANDAI HILL CAMP	abc123	202210764FRI	10/18/2022 2:22:00 PM	a b 12345

Showing 1 - 3 of 3 records

Inventory Listing

Prerequisite

Milkrun driver picked up defected equipment to be repaired, delivered it to **Storehouse** and completing the HOTO task on his engineer's app.



Inventory Listing

Send to Depot (1)

Store manager and Depot engineer should ensure **request no.**, **description** and **serial no.** match the equipment for depot 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

System: All System

<input type="checkbox"/>	Request No.	Description	Serial No.	Qty	Place	SO No.	LOB No.	Milkrun Completion	Customer Contact
<input type="checkbox"/>	202303737FRI-1	10MAST-DEMO	()2522	1	MANDAI HILL CAMP	1321	202303737FRI	3/3/2023 2:37:00 PM	
<input type="checkbox"/>	202303735FRI-1	10MAST-DEMO	()2520	1	MANDAI HILL CAMP	-	202303735FRI	3/3/2023 2:07:00 PM	
<input type="checkbox"/>	202303734FRI-1	10MAST-DEMO	()2519	1	MANDAI HILL CAMP	so num	202303734FRI	3/3/2023 2:01:00 PM	
<input type="checkbox"/>	202303726FRI-1	10MAST-DEMO	()2330	1	MANDAI HILL CAMP	-	202303726FRI	3/2/2023 10:09:00 AM	
<input type="checkbox"/>	202210764FRI-1	10MAST-DEMO	123	1	MANDAI HILL CAMP	abc123	202210764FRI	10/18/2022 2:22:00 PM	a b 12345

Showing 1 - 5 of 5 records

Task 2986 (MANDAI HILL CAMP)

Description: test rr store portal final

Request ID: [202303734FRI-1](#)

Work Center:

Storage Location:

Cost Center:

Maintenance Order No.:

Purchase Order No.:

Service Order No.:

so num

Phone:

Product Problem Description:

Important Information

- This job is covered under warranty.
- There are other [tasks](#) for this customer.
- This job's parts haven't been shipped yet.

Contact

Name:

Phone:

Email:

Product

Model ID: [10MAST-DEMO](#)

Model Description: 10MAST-DEMO

Serial ID: ()2519

Part ID: 10MAST-DEMO

Quantity: 1

Product User Def3

Serial ID: ()2519

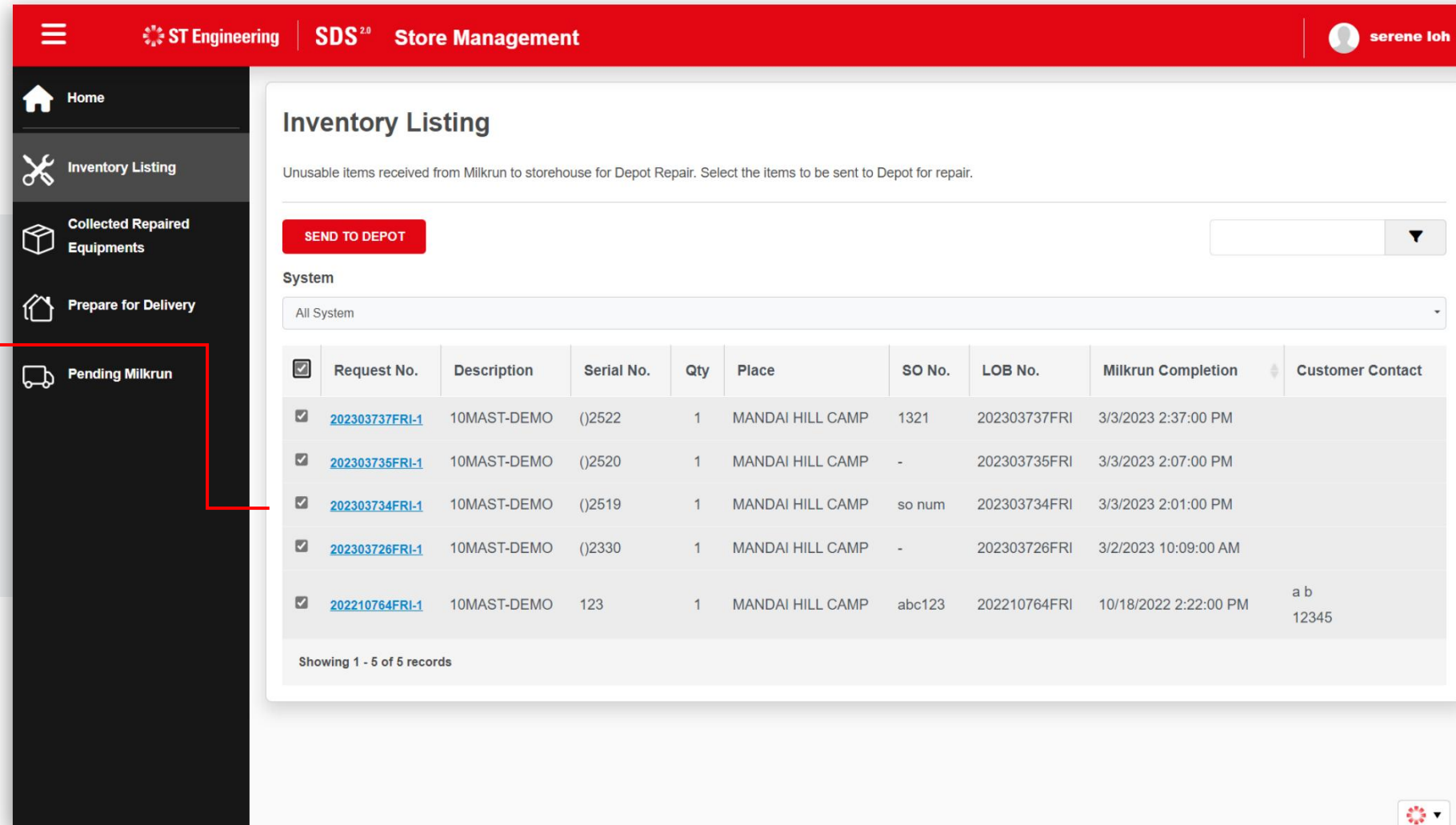
Task User Def19



Inventory Listing

Send to Depot (2)

1 Tick the checkbox(es) for equipment to be sent to depot by the engineer.



Home

Inventory Listing

Collected Repaired Equipments

Prepare for Delivery

Pending Milkrun

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

System

All System

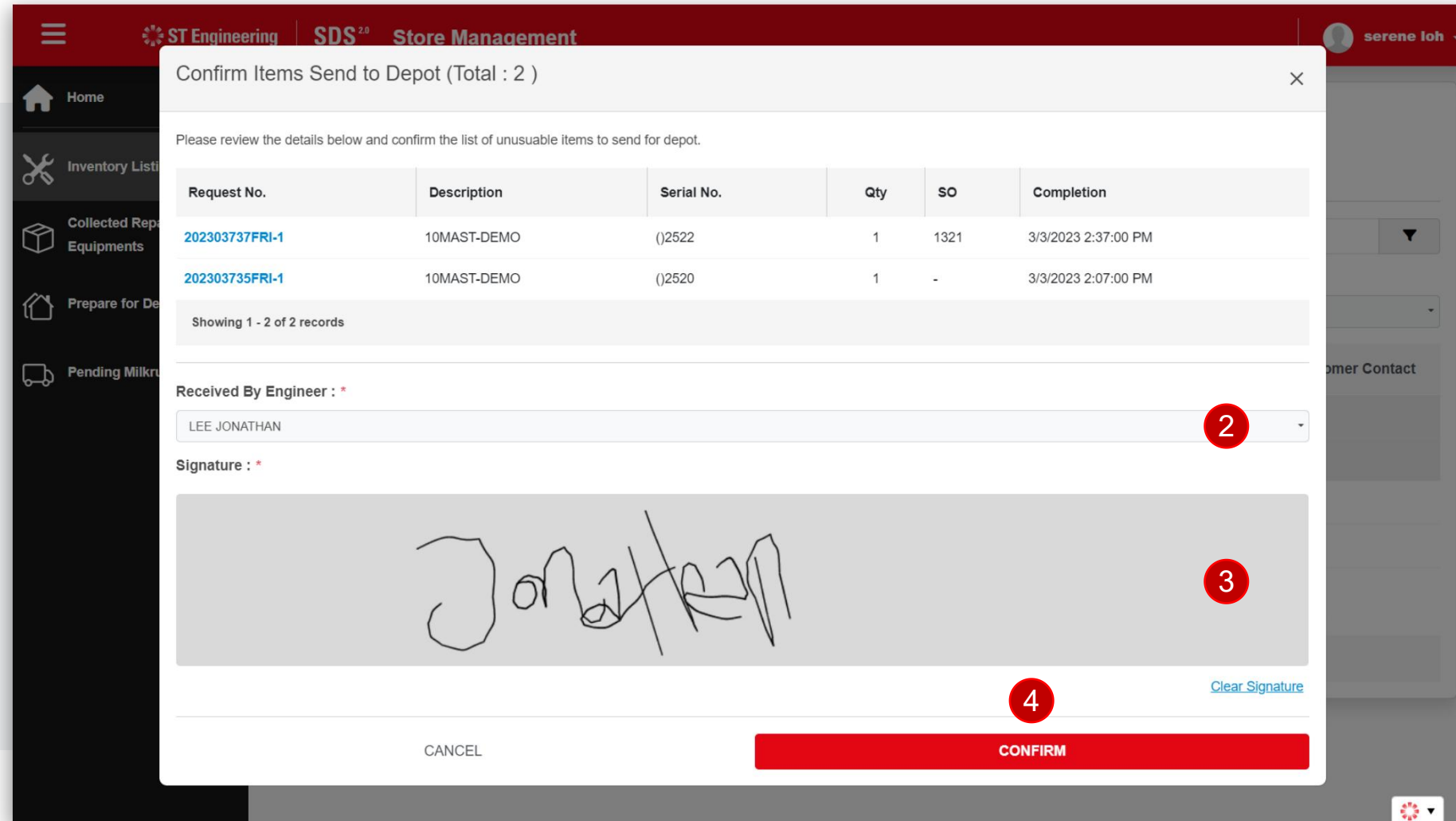
<input checked="" type="checkbox"/>	Request No.	Description	Serial No.	Qty	Place	SO No.	LOB No.	Milkrun Completion	Customer Contact
<input checked="" type="checkbox"/>	202303737FRI-1	10MAST-DEMO	()2522	1	MANDAI HILL CAMP	1321	202303737FRI	3/3/2023 2:37:00 PM	
<input checked="" type="checkbox"/>	202303735FRI-1	10MAST-DEMO	()2520	1	MANDAI HILL CAMP	-	202303735FRI	3/3/2023 2:07:00 PM	
<input checked="" type="checkbox"/>	202303734FRI-1	10MAST-DEMO	()2519	1	MANDAI HILL CAMP	so num	202303734FRI	3/3/2023 2:01:00 PM	
<input checked="" type="checkbox"/>	202303726FRI-1	10MAST-DEMO	()2330	1	MANDAI HILL CAMP	-	202303726FRI	3/2/2023 10:09:00 AM	
<input checked="" type="checkbox"/>	202210764FRI-1	10MAST-DEMO	123	1	MANDAI HILL CAMP	abc123	202210764FRI	10/18/2022 2:22:00 PM	a b 12345

Showing 1 - 5 of 5 records

Inventory Listing

Send to Depot (3)

- 2 Select the engineer's name and
- 3 engineer to sign off to confirm equipment received.
- 4 Select **CONFIRM** to complete HOTO process.



Confirm Items Send to Depot (Total : 2)

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

Request No.	Description	Serial No.	Qty	SO	Completion
202303737FRI-1	10MAST-DEMO	()2522	1	1321	3/3/2023 2:37:00 PM
202303735FRI-1	10MAST-DEMO	()2520	1	-	3/3/2023 2:07:00 PM

Showing 1 - 2 of 2 records

Received By Engineer : *

LEE JONATHAN

Signature : *

Clear Signature

CANCEL CONFIRM

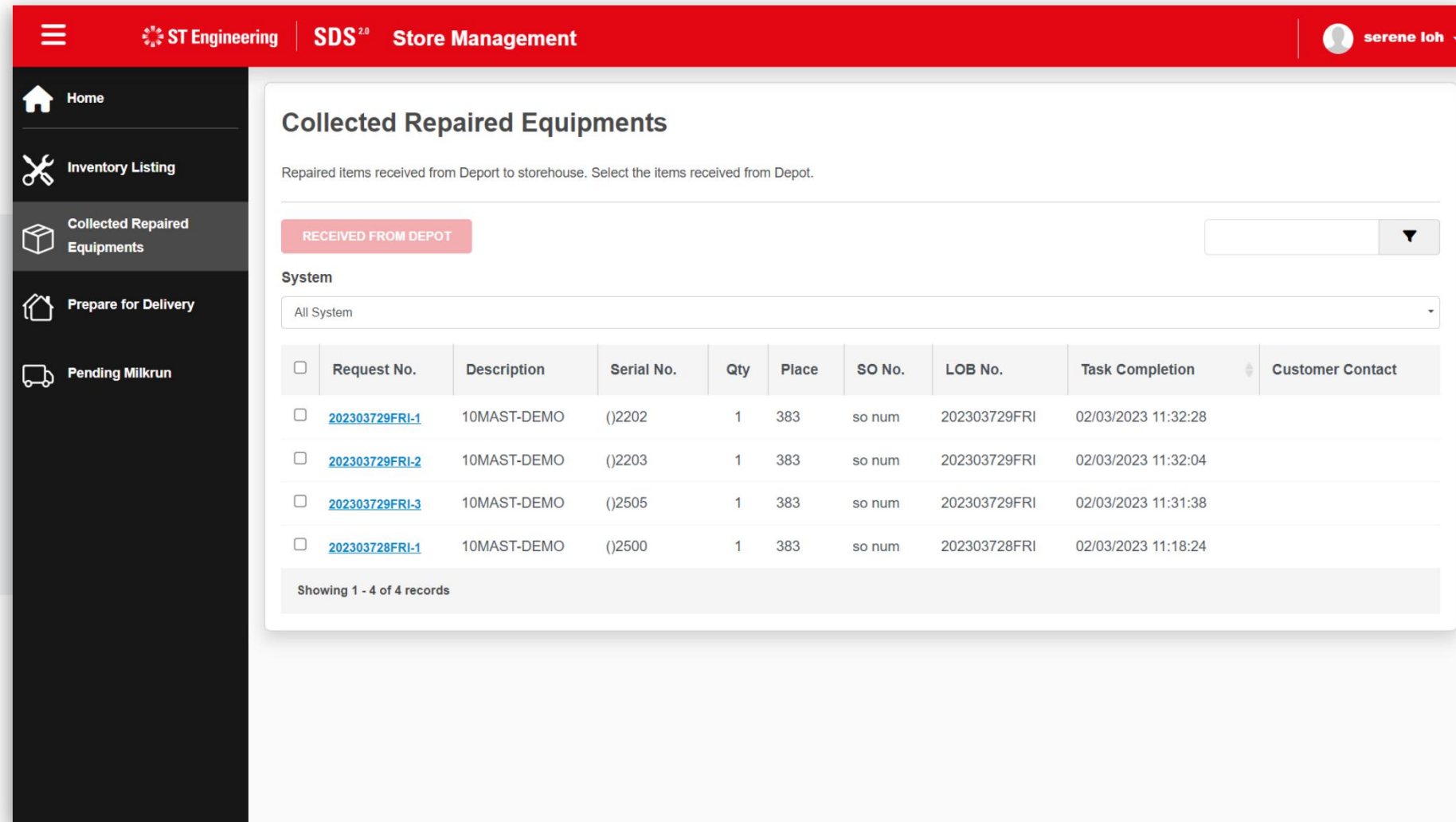
3. Collected Repaired Equipment

About Collected Repaired Equipment.....	<u>4</u>
Pre-requisite.....	<u>5</u>
Received from Depot.....	<u>6</u>

Collected Repaired Equipment

About Collected Repaired Equipment

Collected Repaired Equipment page displays a list of equipment completed repair at depot.



Collected Repaired Equipments

Repaired items received from Depot to storehouse. Select the items received from Depot.

RECEIVED FROM DEPOT

System: All System

<input type="checkbox"/>	Request No.	Description	Serial No.	Qty	Place	SO No.	LOB No.	Task Completion	Customer Contact
<input type="checkbox"/>	202303729FRI-1	10MAST-DEMO	()2202	1	383	so num	202303729FRI	02/03/2023 11:32:28	
<input type="checkbox"/>	202303729FRI-2	10MAST-DEMO	()2203	1	383	so num	202303729FRI	02/03/2023 11:32:04	
<input type="checkbox"/>	202303729FRI-3	10MAST-DEMO	()2505	1	383	so num	202303729FRI	02/03/2023 11:31:38	
<input type="checkbox"/>	202303728FRI-1	10MAST-DEMO	()2500	1	383	so num	202303728FRI	02/03/2023 11:18:24	

Showing 1 - 4 of 4 records

Collected Repaired Equipment

Prerequisite

1. Depot engineer repaired the equipment and completed the repair task on his engineer's app.
2. The status of the request needs to be changed from repair performed to repair complete.



Depot Engineer completes repair task
and returns repaired equipment to Store

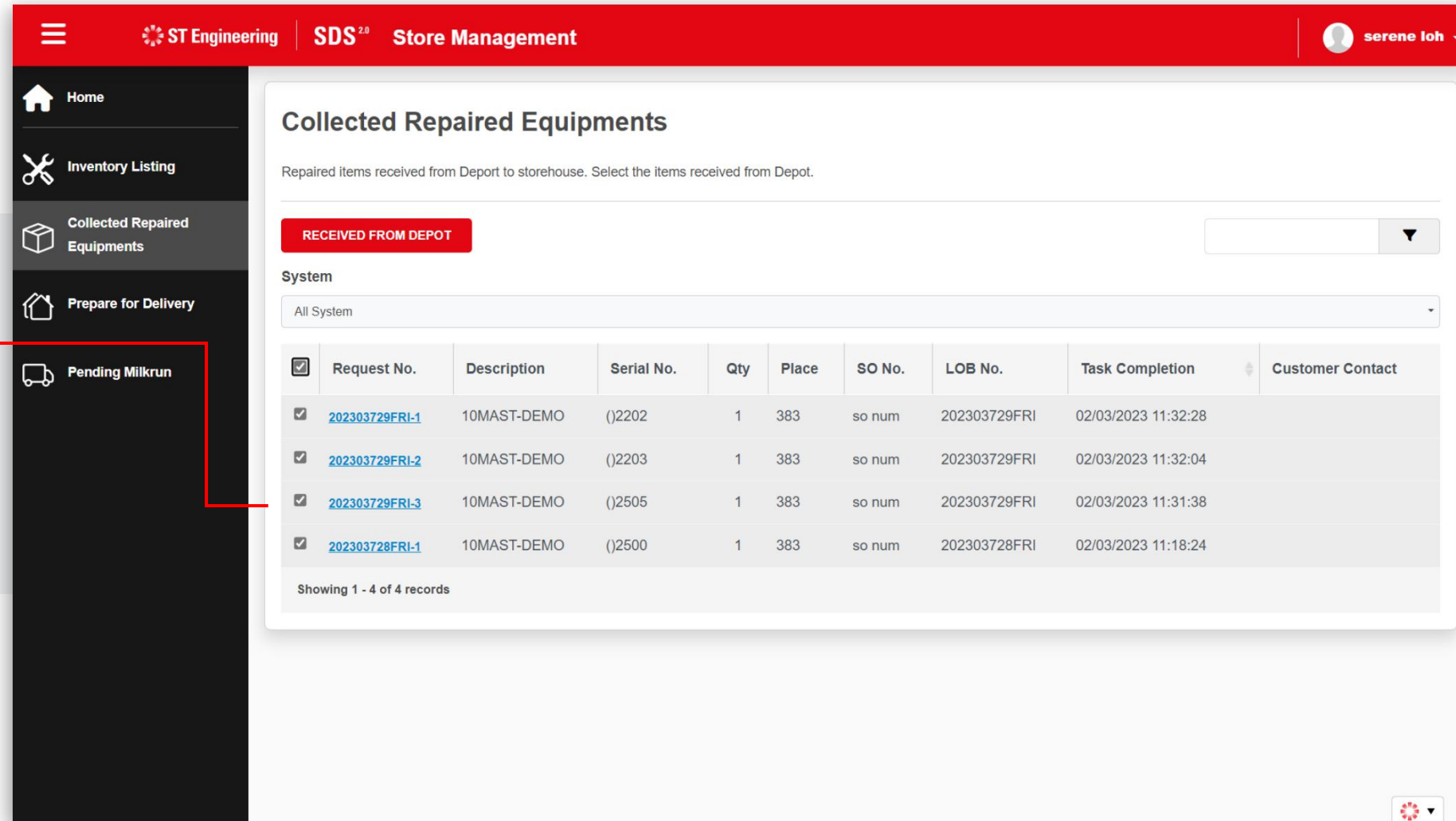


Storeman checked repaired
equipment received on **Store Portal**

Collected Repaired Equipment

Received from Depot

1 Tick the checkbox(es) for equipment received from depot engineer.



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Collected Repaired Equipments

Repaired items received from Depot to storehouse. Select the items received from Depot.

RECEIVED FROM DEPOT

System: All System

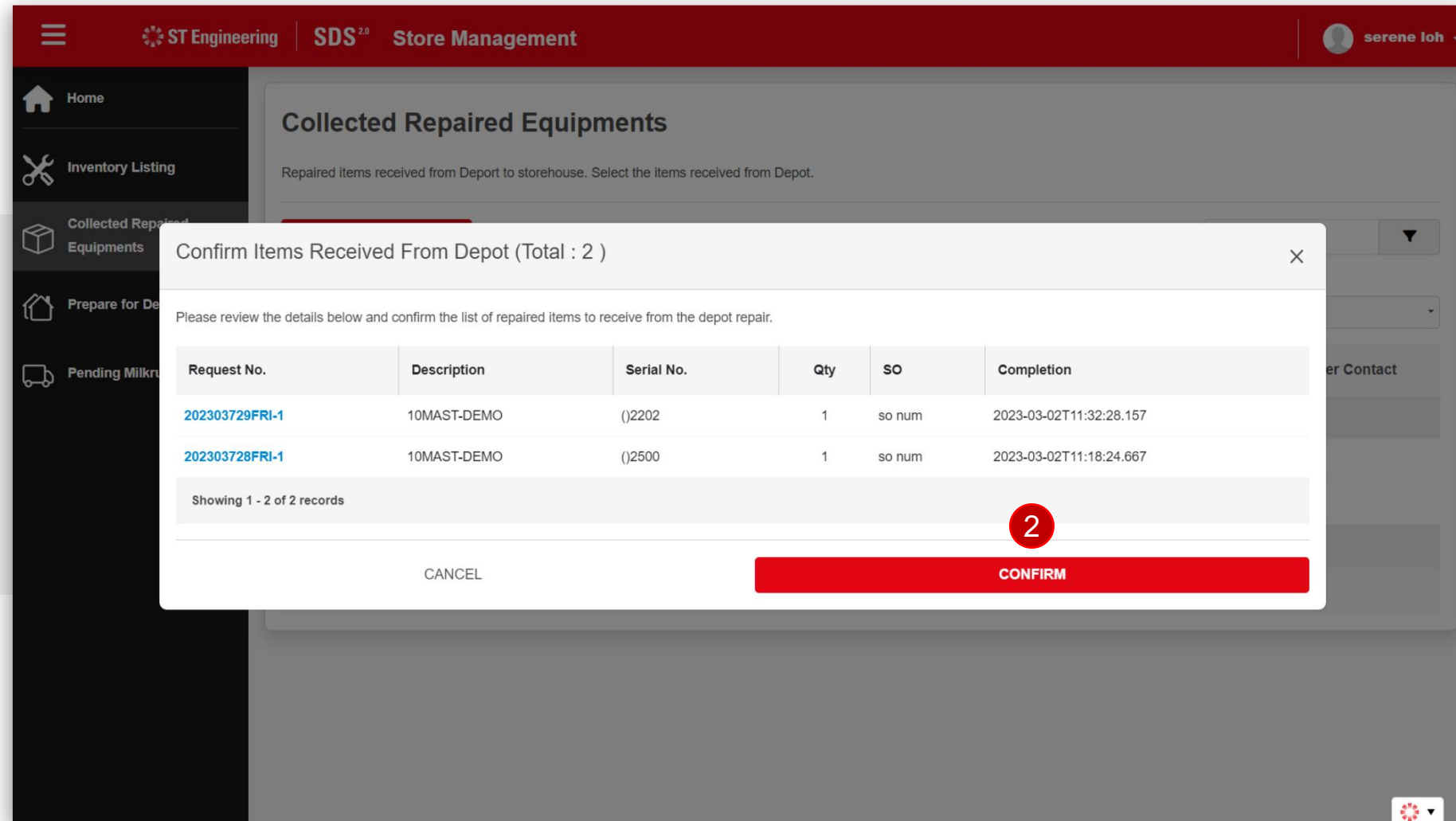
<input checked="" type="checkbox"/>	Request No.	Description	Serial No.	Qty	Place	SO No.	LOB No.	Task Completion	Customer Contact
<input checked="" type="checkbox"/>	202303729FRI-1	10MAST-DEMO	()2202	1	383	so num	202303729FRI	02/03/2023 11:32:28	
<input checked="" type="checkbox"/>	202303729FRI-2	10MAST-DEMO	()2203	1	383	so num	202303729FRI	02/03/2023 11:32:04	
<input checked="" type="checkbox"/>	202303729FRI-3	10MAST-DEMO	()2505	1	383	so num	202303729FRI	02/03/2023 11:31:38	
<input checked="" type="checkbox"/>	202303728FRI-1	10MAST-DEMO	()2500	1	383	so num	202303728FRI	02/03/2023 11:18:24	

Showing 1 - 4 of 4 records

Collected Repaired Equipment

About Collected Repaired Equipment

2 Check through the list with the equipment on-hand before you **[CONFIRM]** HOTO.



The screenshot shows the 'Collected Repaired Equipments' section in the SDS 2.0 Store Management application. A confirmation dialog is open, titled 'Confirm Items Received From Depot (Total : 2)'. The dialog contains a table with the following data:

Request No.	Description	Serial No.	Qty	SO	Completion
202303729FRI-1	10MAST-DEMO	()2202	1	so num	2023-03-02T11:32:28.157
202303728FRI-1	10MAST-DEMO	()2500	1	so num	2023-03-02T11:18:24.667

Below the table, it says 'Showing 1 - 2 of 2 records'. At the bottom of the dialog, there are two buttons: 'CANCEL' and a red 'CONFIRM' button. A red circle with the number '2' is overlaid on the 'CONFIRM' button.

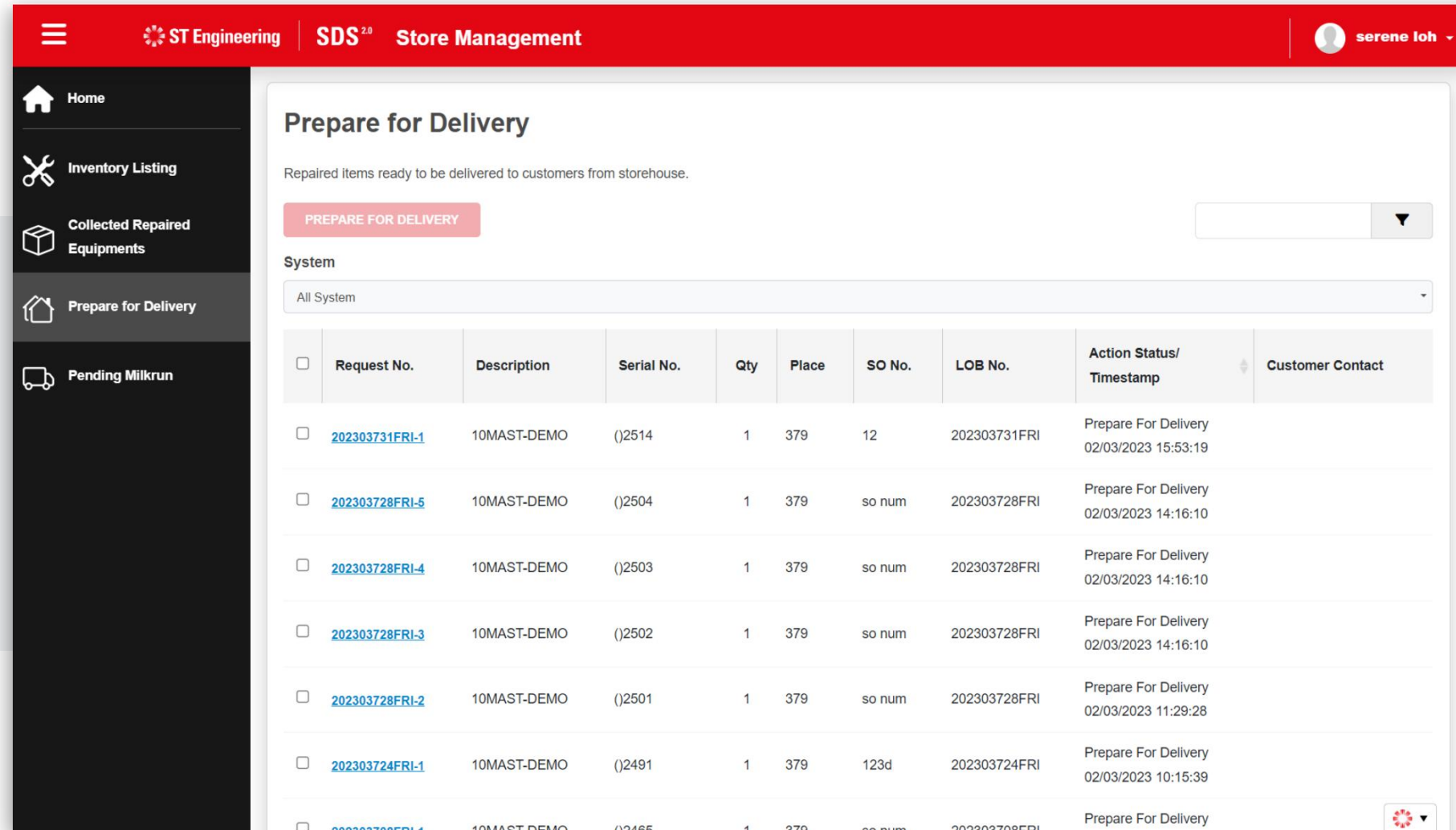
4. Prepare for Delivery

About Prepare for Delivery.....	<u>4</u>
Pre-requisite.....	<u>5</u>
Prepare for Delivery.....	<u>6</u>

Prepare for Delivery

About Prepare for Delivery

Prepare for Delivery page displays a list of repaired equipment with a Delivery Note prepared and ready for dispatch.



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Prepare for Delivery

Repaired items ready to be delivered to customers from storehouse.

PREPARE FOR DELIVERY

System

All System

<input type="checkbox"/>	Request No.	Description	Serial No.	Qty	Place	SO No.	LOB No.	Action Status/ Timestamp	Customer Contact
<input type="checkbox"/>	202303731FRI-1	10MAST-DEMO	()2514	1	379	12	202303731FRI	Prepare For Delivery 02/03/2023 15:53:19	
<input type="checkbox"/>	202303728FRI-5	10MAST-DEMO	()2504	1	379	so num	202303728FRI	Prepare For Delivery 02/03/2023 14:16:10	
<input type="checkbox"/>	202303728FRI-4	10MAST-DEMO	()2503	1	379	so num	202303728FRI	Prepare For Delivery 02/03/2023 14:16:10	
<input type="checkbox"/>	202303728FRI-3	10MAST-DEMO	()2502	1	379	so num	202303728FRI	Prepare For Delivery 02/03/2023 14:16:10	
<input type="checkbox"/>	202303728FRI-2	10MAST-DEMO	()2501	1	379	so num	202303728FRI	Prepare For Delivery 02/03/2023 11:29:28	
<input type="checkbox"/>	202303724FRI-1	10MAST-DEMO	()2491	1	379	123d	202303724FRI	Prepare For Delivery 02/03/2023 10:15:39	
<input type="checkbox"/>	202303708FRI-1	10MAST-DEMO	()2465	1	379	so num	202303708FRI	Prepare For Delivery	

Prepare for Delivery

Prerequisite

Tech Admin added YT3 no. into the system for Job Closure and generated the creation of a Delivery Note.



Tech Admin updated System with YT3 no. for the list of equipment to be sent for delivery

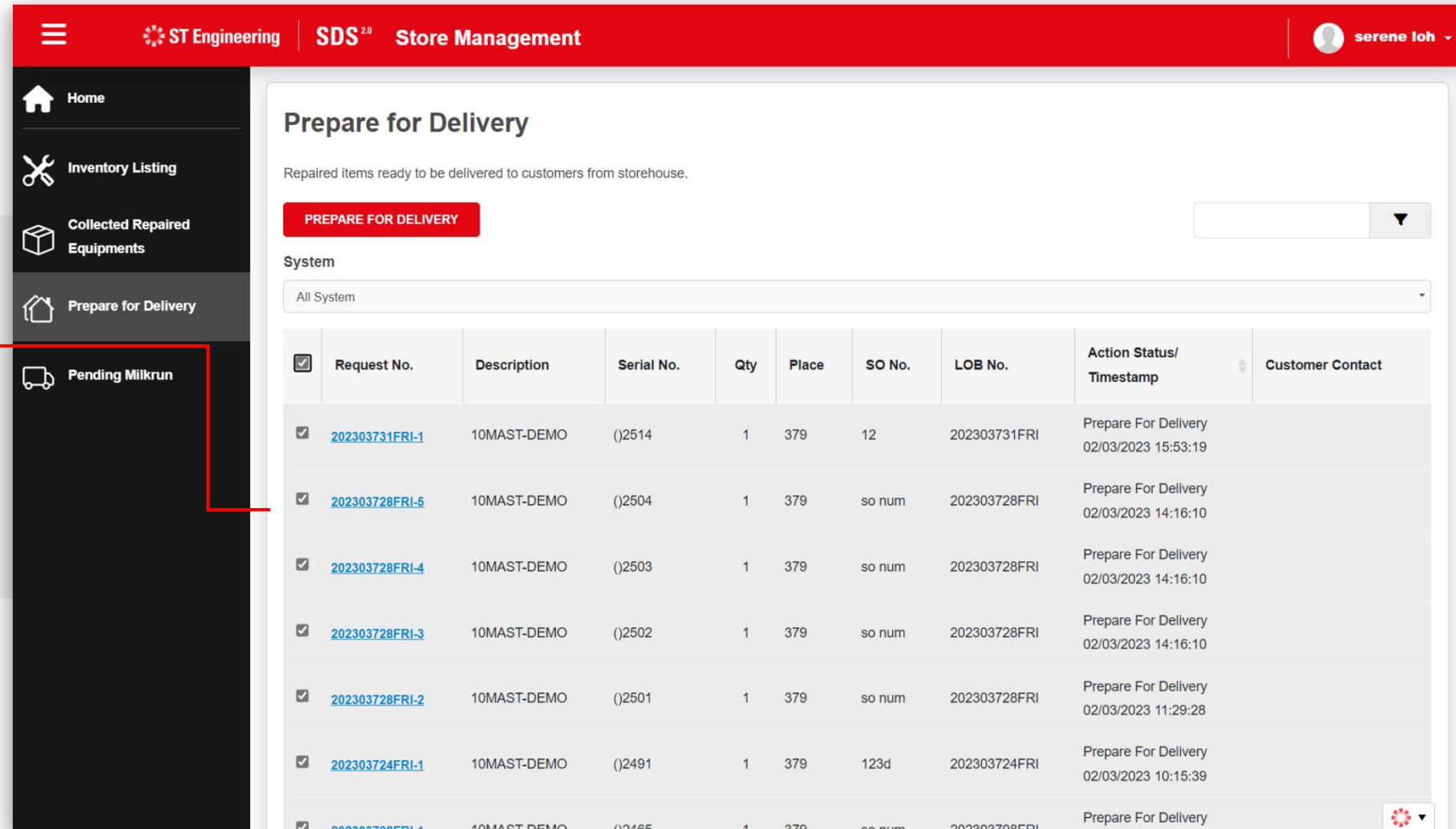


Storeman checked a list of equipment to prepare for delivery on **Store Portal**

Prepare for Delivery

Prepare for Delivery (1)

1 Tick the checkbox(es) for equipment to prepare for delivery.



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Prepare for Delivery

Repaired items ready to be delivered to customers from storehouse.

PREPARE FOR DELIVERY

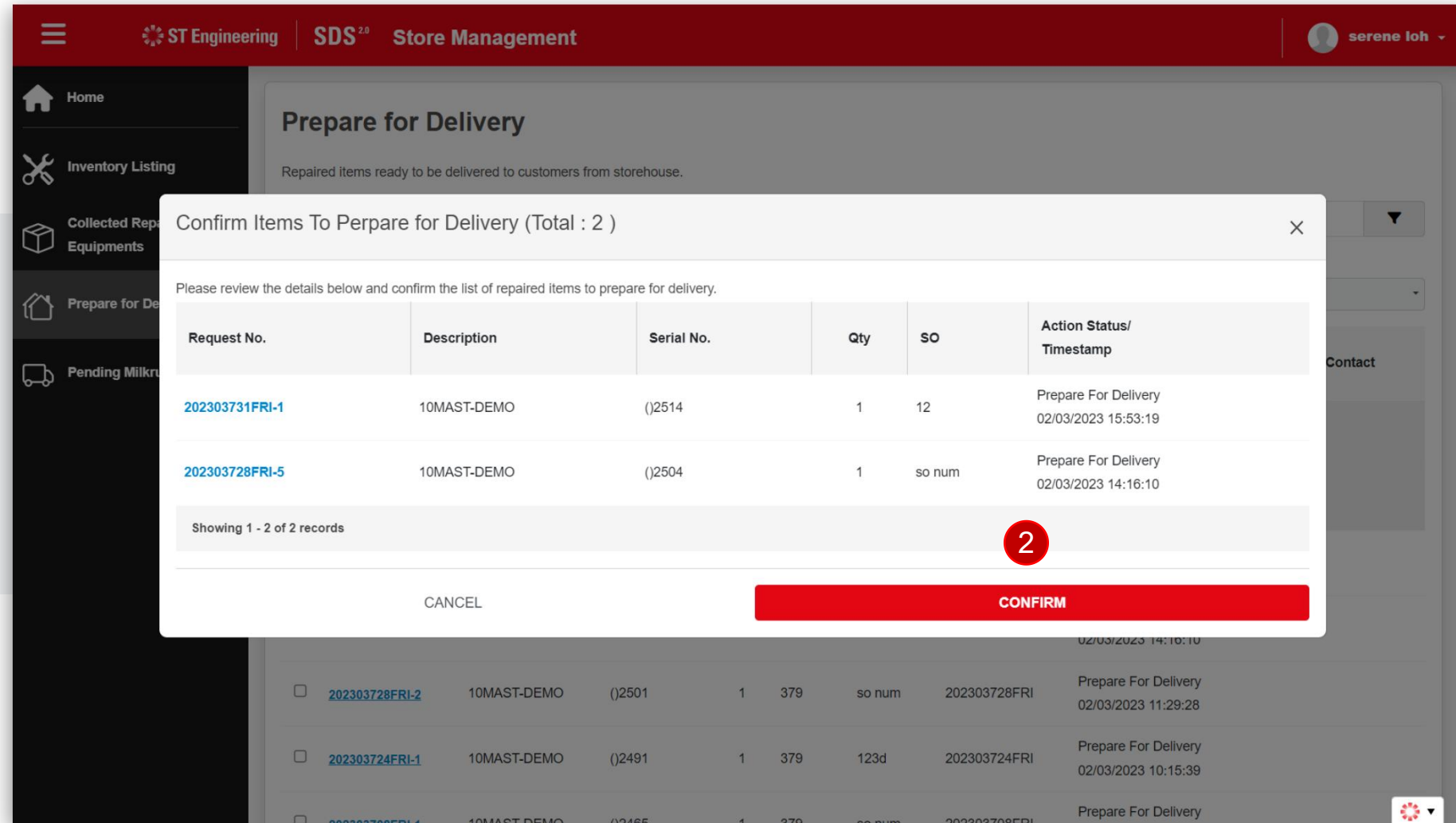
System: All System

<input checked="" type="checkbox"/>	Request No.	Description	Serial No.	Qty	Place	SO No.	LOB No.	Action Status/ Timestamp	Customer Contact
<input checked="" type="checkbox"/>	202303731FRI-1	10MAST-DEMO	()2514	1	379	12	202303731FRI	Prepare For Delivery 02/03/2023 15:53:19	
<input checked="" type="checkbox"/>	202303728FRI-5	10MAST-DEMO	()2504	1	379	so num	202303728FRI	Prepare For Delivery 02/03/2023 14:16:10	
<input checked="" type="checkbox"/>	202303728FRI-4	10MAST-DEMO	()2503	1	379	so num	202303728FRI	Prepare For Delivery 02/03/2023 14:16:10	
<input checked="" type="checkbox"/>	202303728FRI-3	10MAST-DEMO	()2502	1	379	so num	202303728FRI	Prepare For Delivery 02/03/2023 14:16:10	
<input checked="" type="checkbox"/>	202303728FRI-2	10MAST-DEMO	()2501	1	379	so num	202303728FRI	Prepare For Delivery 02/03/2023 11:29:28	
<input checked="" type="checkbox"/>	202303724FRI-1	10MAST-DEMO	()2491	1	379	123d	202303724FRI	Prepare For Delivery 02/03/2023 10:15:39	
<input checked="" type="checkbox"/>	202303708FRI-1	10MAST-DEMO	()2465	1	379	so num	202303708FRI	Prepare For Delivery	

Prepare for Delivery

Prepare for Delivery (2)

2 Ensure request no., serial no. and description match actual equipment before select **[CONFIRM]**.



The screenshot shows the 'Prepare for Delivery' interface in the SDS 2.0 Store Management system. A modal dialog titled 'Confirm Items To Prepare for Delivery (Total : 2)' is open, displaying a table of items for confirmation. The table has columns for Request No., Description, Serial No., Qty, SO, and Action Status/ Timestamp. Two items are listed: 202303731FRI-1 and 202303728FRI-5. A red circle with the number '2' is overlaid on the 'CONFIRM' button at the bottom right of the modal.

Request No.	Description	Serial No.	Qty	SO	Action Status/ Timestamp
202303731FRI-1	10MAST-DEMO	()2514	1	12	Prepare For Delivery 02/03/2023 15:53:19
202303728FRI-5	10MAST-DEMO	()2504	1	so num	Prepare For Delivery 02/03/2023 14:16:10

Showing 1 - 2 of 2 records

CANCEL **CONFIRM**

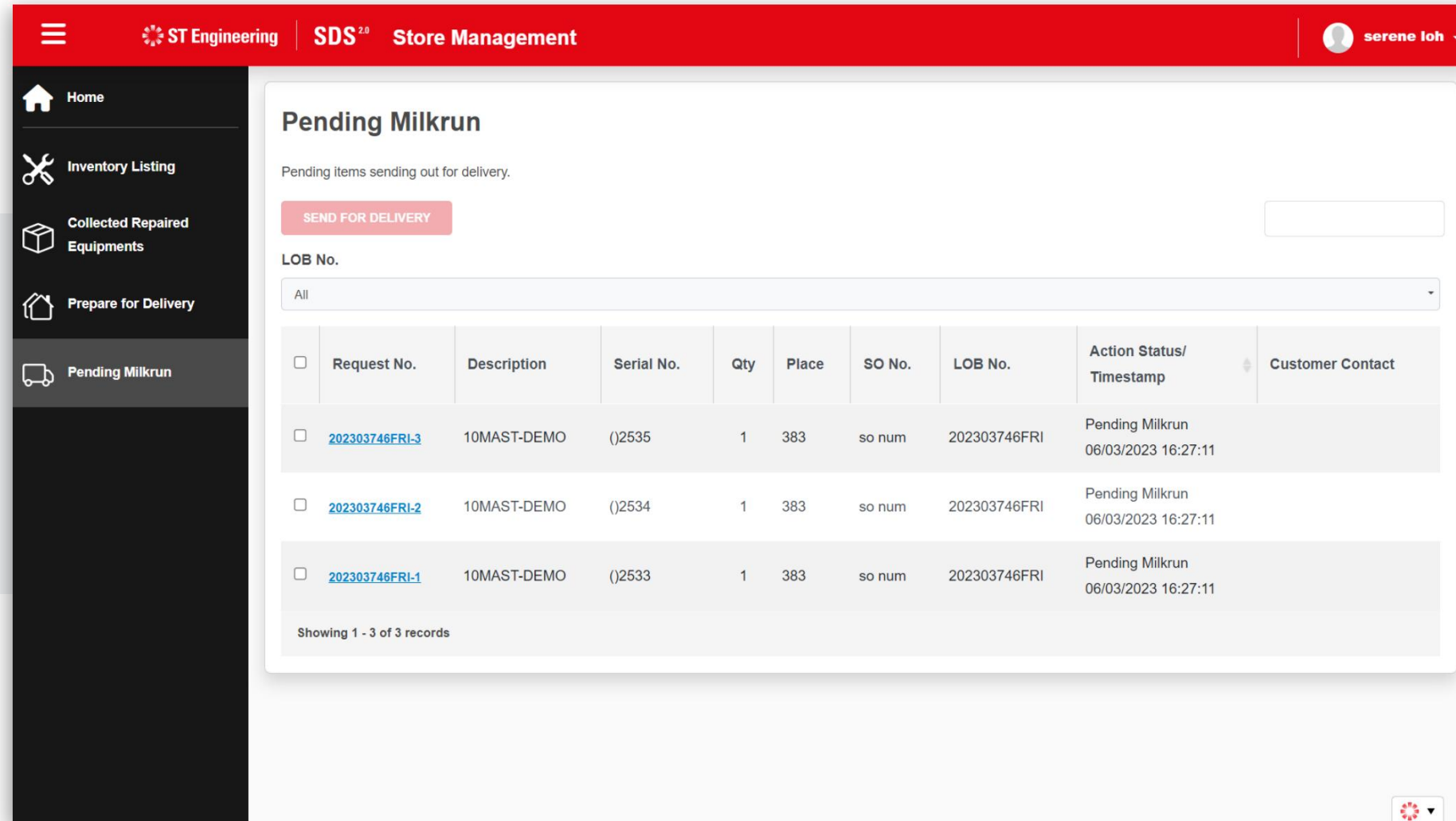
5. Pending Milkrun

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Pre-requisite.....	<u>5</u>
Send for Delivery.....	<u>6</u>

Pending Milkrun

About Pending Milkrun

Pending Milkrun page displays a list of equipment that is ready for milkrun driver to deliver.



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Pending Milkrun

Pending items sending out for delivery.

[SEND FOR DELIVERY](#)

LOB No.

<input type="checkbox"/>	Request No.	Description	Serial No.	Qty	Place	SO No.	LOB No.	Action Status/ Timestamp	Customer Contact
<input type="checkbox"/>	202303746FRI-3	10MAST-DEMO	()2535	1	383	so num	202303746FRI	Pending Milkrun 06/03/2023 16:27:11	
<input type="checkbox"/>	202303746FRI-2	10MAST-DEMO	()2534	1	383	so num	202303746FRI	Pending Milkrun 06/03/2023 16:27:11	
<input type="checkbox"/>	202303746FRI-1	10MAST-DEMO	()2533	1	383	so num	202303746FRI	Pending Milkrun 06/03/2023 16:27:11	

Showing 1 - 3 of 3 records

Pending Milkrun

Prerequisite

Milkrun driver accepted the delivery task on his engineer's app.



Milkrun Driver arrives to receive the equipment from Store for delivery

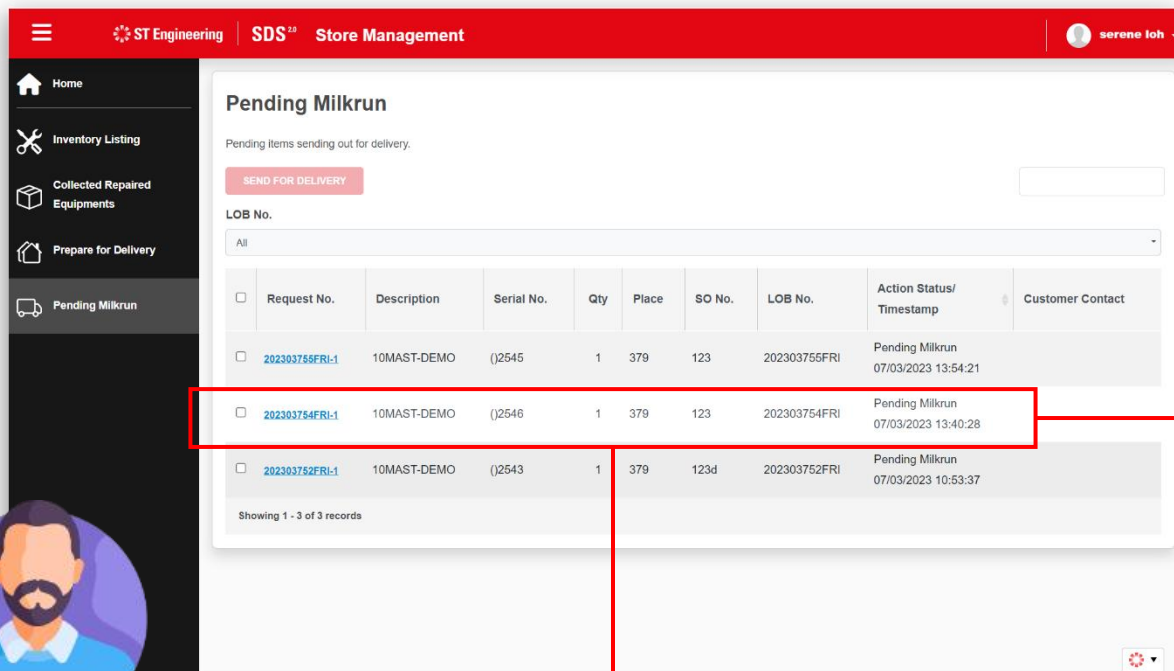


Storeman checked a list of equipment on **Store Portal** to HOTO to Milkrun Driver for delivery

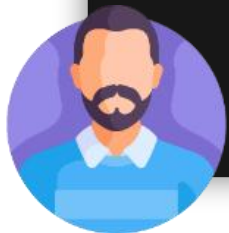
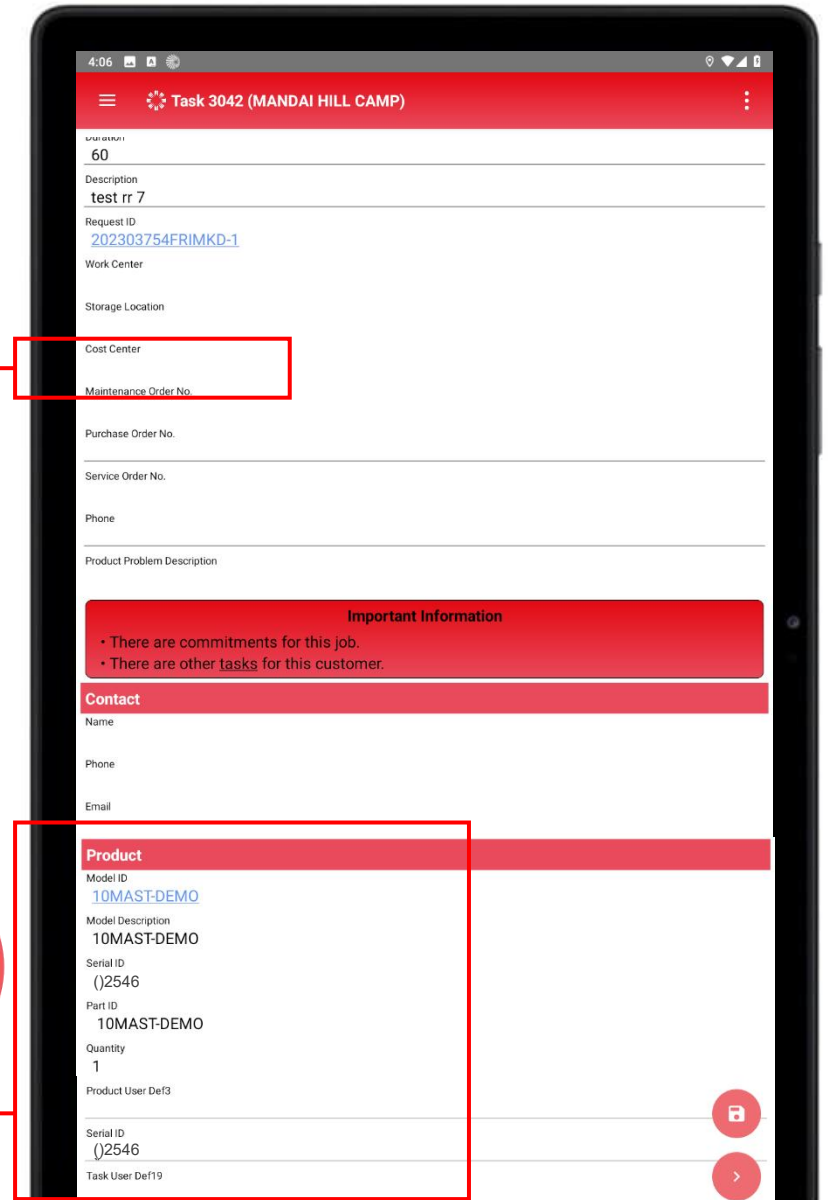
Pending Milkrun

Send for Delivery (1)

Store manager and milkrun driver should ensure **request no.**, **description** and **serial no.** match the equipment to send for delivery.



Request No.	Description	Serial No.	Qty	Place	SO No.	LOB No.	Action Status/ Timestamp	Customer Contact
202303758FR1	10MAST-DEMO	()2545	1	379	123	202303755FR1	Pending Milkrun 07/03/2023 13:54:21	
202303754FR1	10MAST-DEMO	()2546	1	379	123	202303754FR1	Pending Milkrun 07/03/2023 13:40:28	
202303752FR1	10MAST-DEMO	()2543	1	379	123d	202303752FR1	Pending Milkrun 07/03/2023 10:53:37	

Task 3042 (MANDAI HILL CAMP)

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Description: test rr 7

Request ID: 202303754FRIMKD-1

Work Center

Storage Location

Cost Center

Maintenance Order No.

Purchase Order No.

Service Order No.

Phone

Product Problem Description

Important Information

- There are commitments for this job.
- There are other tasks for this customer.

Contact

Name

Phone

Email

Product

Model ID: 10MAST-DEMO

Model Description: 10MAST-DEMO

Serial ID: ()2546

Part ID: 10MAST-DEMO

Quantity: 1

Product User Def3

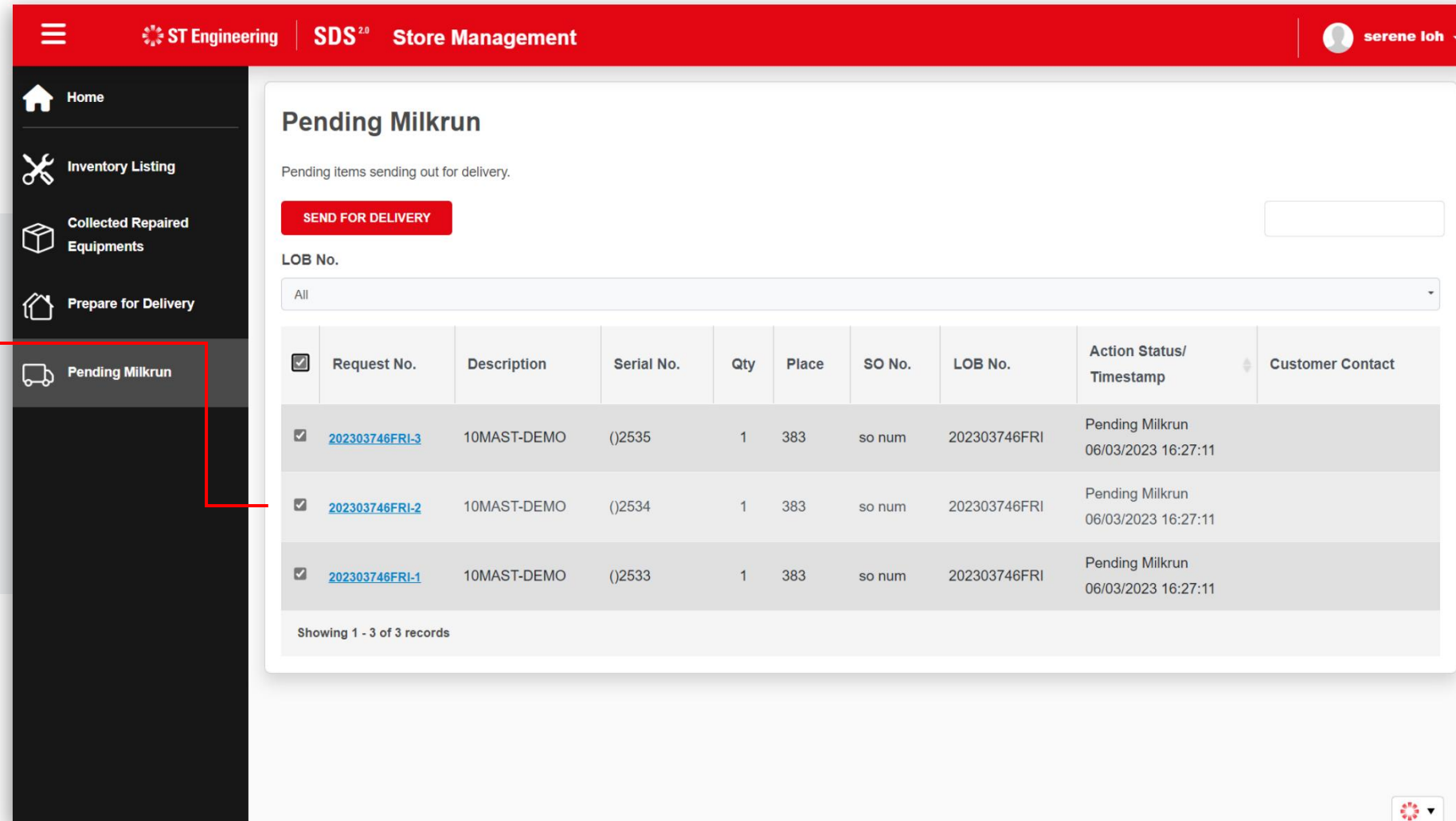
Serial ID: ()2546

Task User Def19

Pending Milkrun

Send for Delivery (2)

1 Tick the checkbox(es) for equipment to send for delivery.



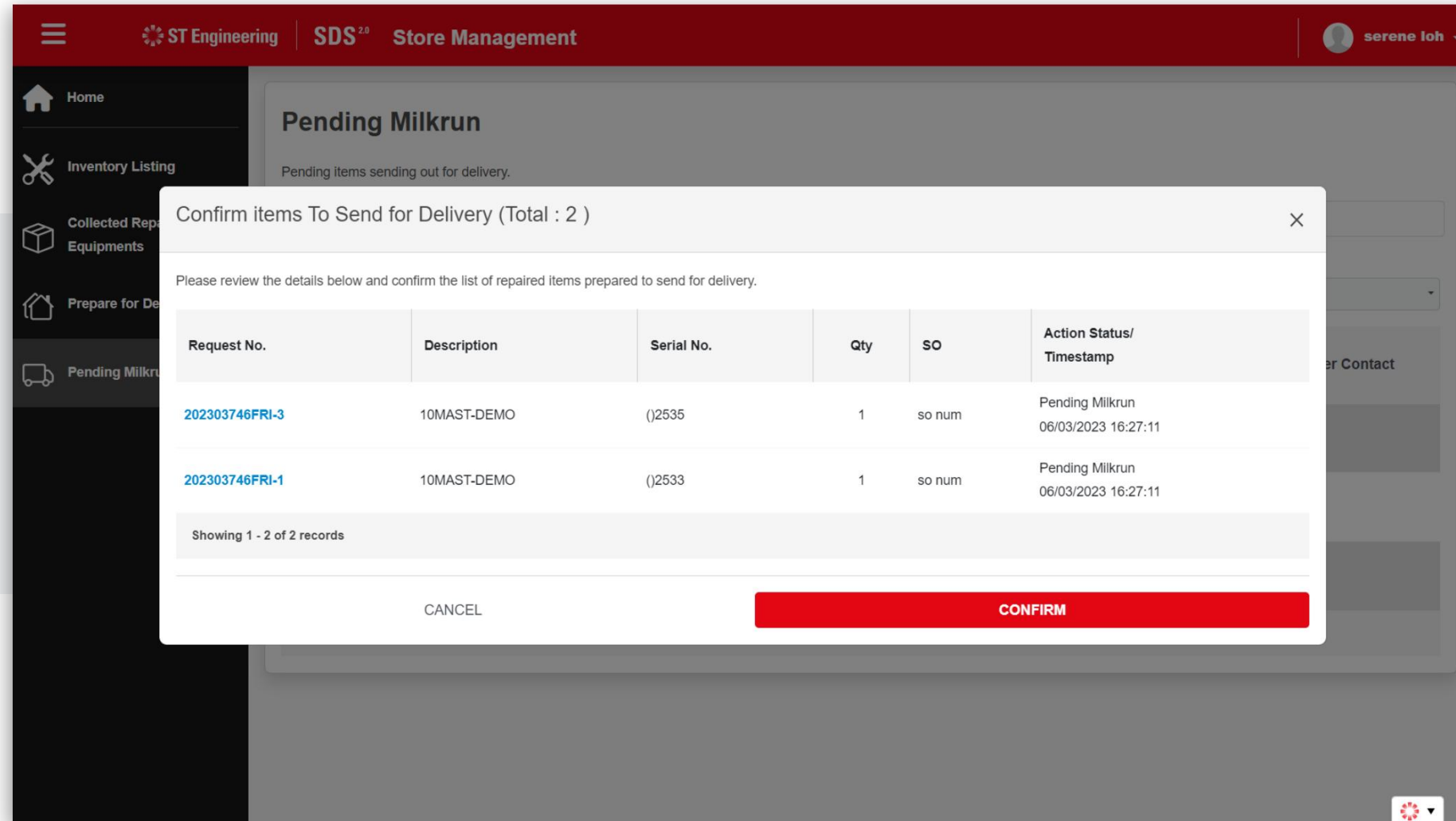
The screenshot shows the 'Pending Milkrun' interface in the SDS 2.0 Store Management system. The sidebar on the left contains navigation options: Home, Inventory Listing, Collected Repaired Equipments, Prepare for Delivery, and Pending Milkrun (highlighted with a red box). The main content area displays a table of pending items with columns for Request No., Description, Serial No., Qty, Place, SO No., LOB No., Action Status/ Timestamp, and Customer Contact. A red button labeled 'SEND FOR DELIVERY' is visible above the table. The table contains three rows of data, each with a checked checkbox in the first column. The status for all items is 'Pending Milkrun' with a timestamp of '06/03/2023 16:27:11'. A footer indicates 'Showing 1 - 3 of 3 records'.

<input checked="" type="checkbox"/>	Request No.	Description	Serial No.	Qty	Place	SO No.	LOB No.	Action Status/ Timestamp	Customer Contact
<input checked="" type="checkbox"/>	202303746FRI-3	10MAST-DEMO	()2535	1	383	so num	202303746FRI	Pending Milkrun 06/03/2023 16:27:11	
<input checked="" type="checkbox"/>	202303746FRI-2	10MAST-DEMO	()2534	1	383	so num	202303746FRI	Pending Milkrun 06/03/2023 16:27:11	
<input checked="" type="checkbox"/>	202303746FRI-1	10MAST-DEMO	()2533	1	383	so num	202303746FRI	Pending Milkrun 06/03/2023 16:27:11	

Pending Milkrun

Send for Delivery (3)

2 Ensure request no., serial no. and description match actual equipment before select **[CONFIRM]**.



The screenshot shows the 'Pending Milkrun' section of the ST Engineering SDS 2.0 Store Management interface. A modal dialog is open, titled 'Confirm items To Send for Delivery (Total : 2)'. The dialog contains a table with the following data:

Request No.	Description	Serial No.	Qty	SO	Action Status/ Timestamp
202303746FRI-3	10MAST-DEMO	()2535	1	so num	Pending Milkrun 06/03/2023 16:27:11
202303746FRI-1	10MAST-DEMO	()2533	1	so num	Pending Milkrun 06/03/2023 16:27:11

Below the table, it says 'Showing 1 - 2 of 2 records'. At the bottom of the modal, there are two buttons: 'CANCEL' and 'CONFIRM'.

Thank You