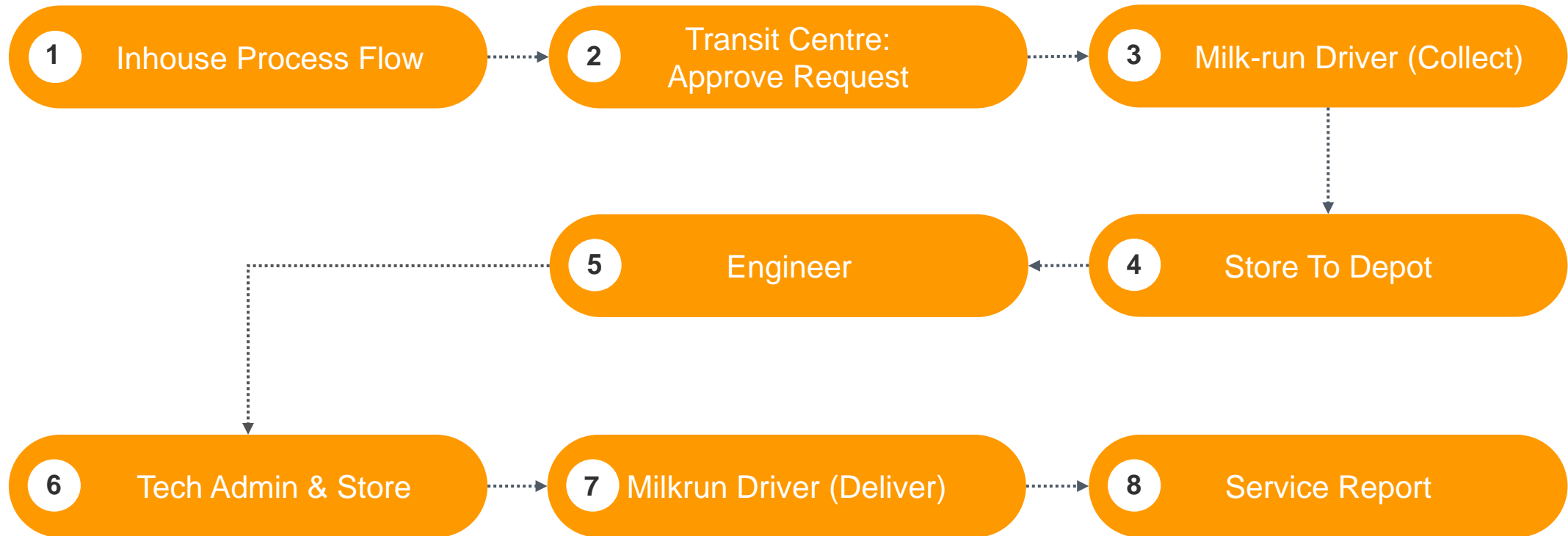


SDS 2.0

Smart Digital Systems

User Guide for Managing Inhouse Request (Inventory Store) | Repair & Return

Agenda

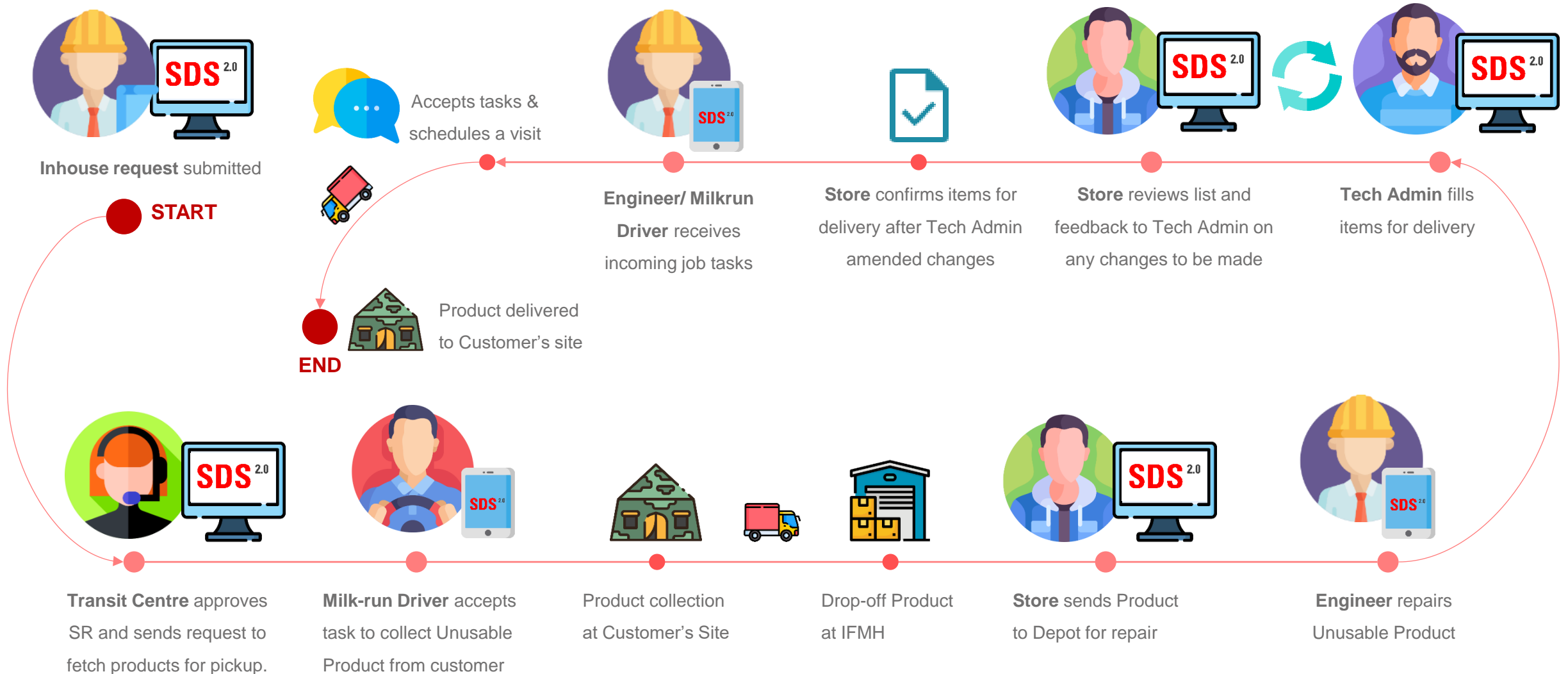




Inhouse Process Flow

- Processing a Repair & Return Request

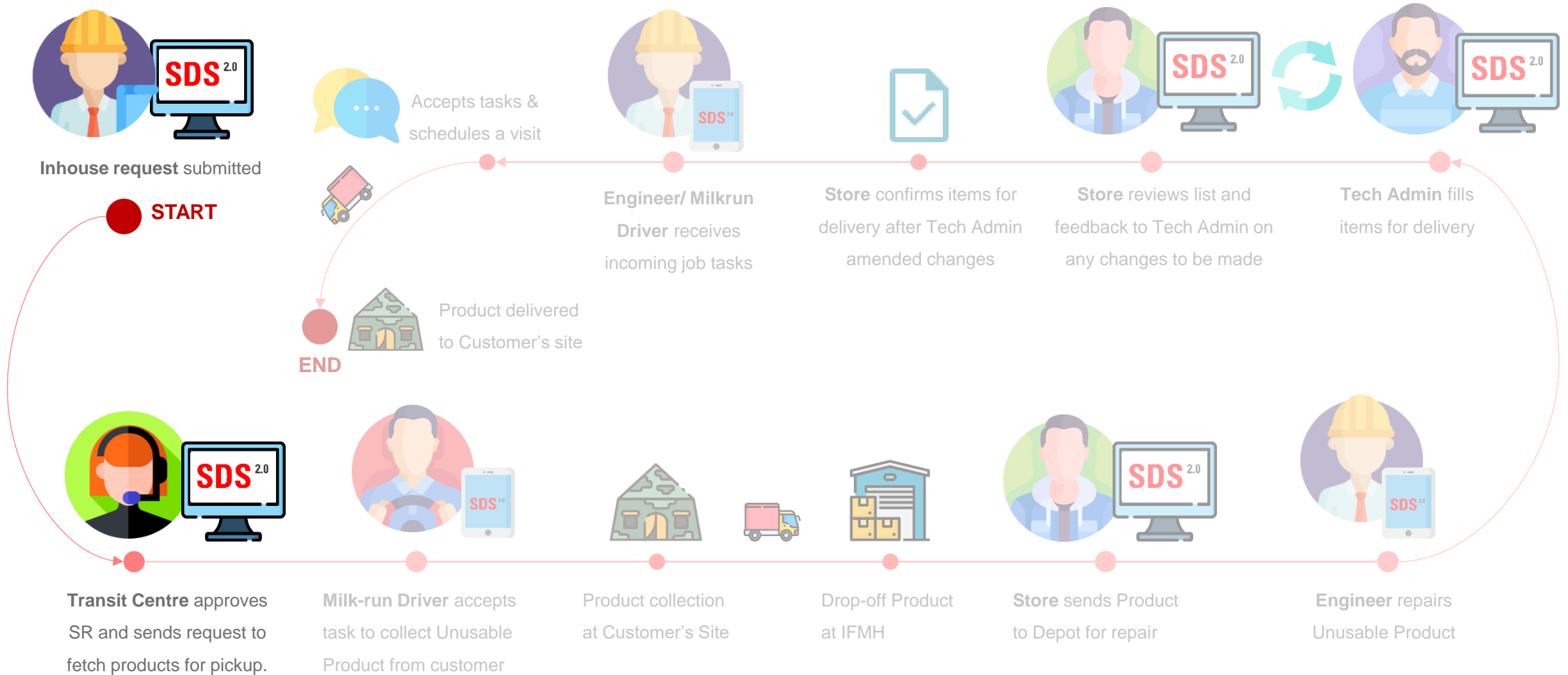
Processing a Repair & Return Request



Transit Centre: Approve Request

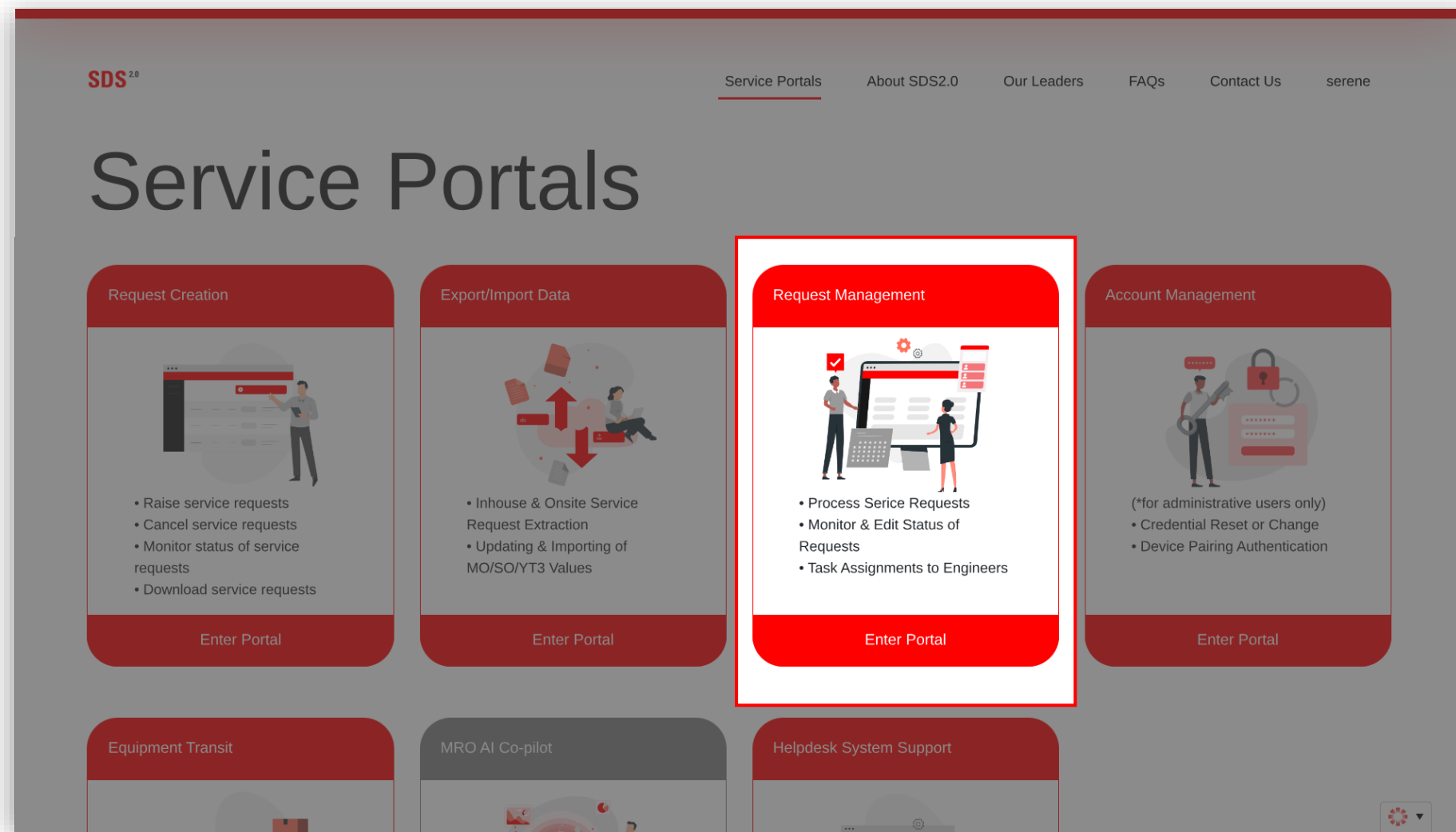
- Process Overview
- Request Management
- Managing an Inhouse Repair Request
- Approve Service Request
- Update SO Number
- Update Multiple Requests with SO Numbers at SM Portal
- Fetch Products for Pickup

Process Overview



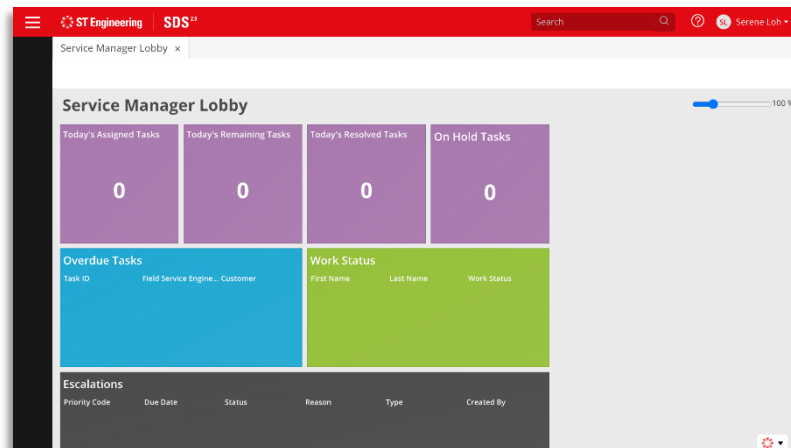
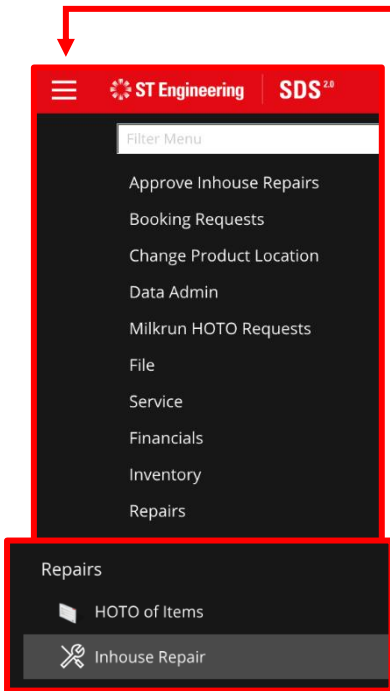
Request Management

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

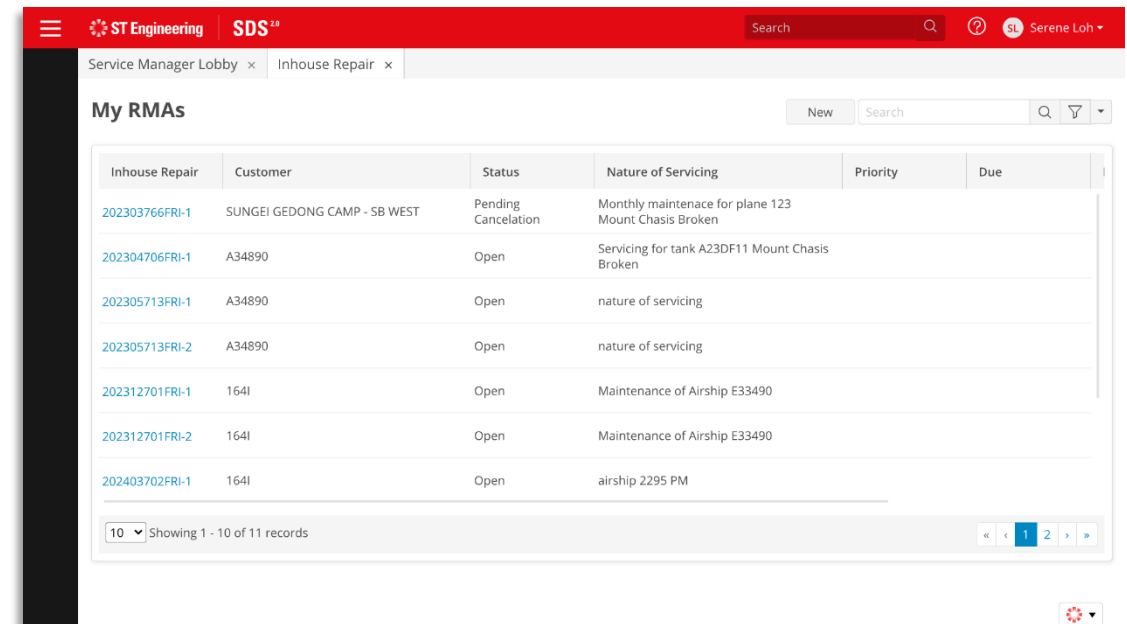


Managing an Inhouse Repair Request (1)

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



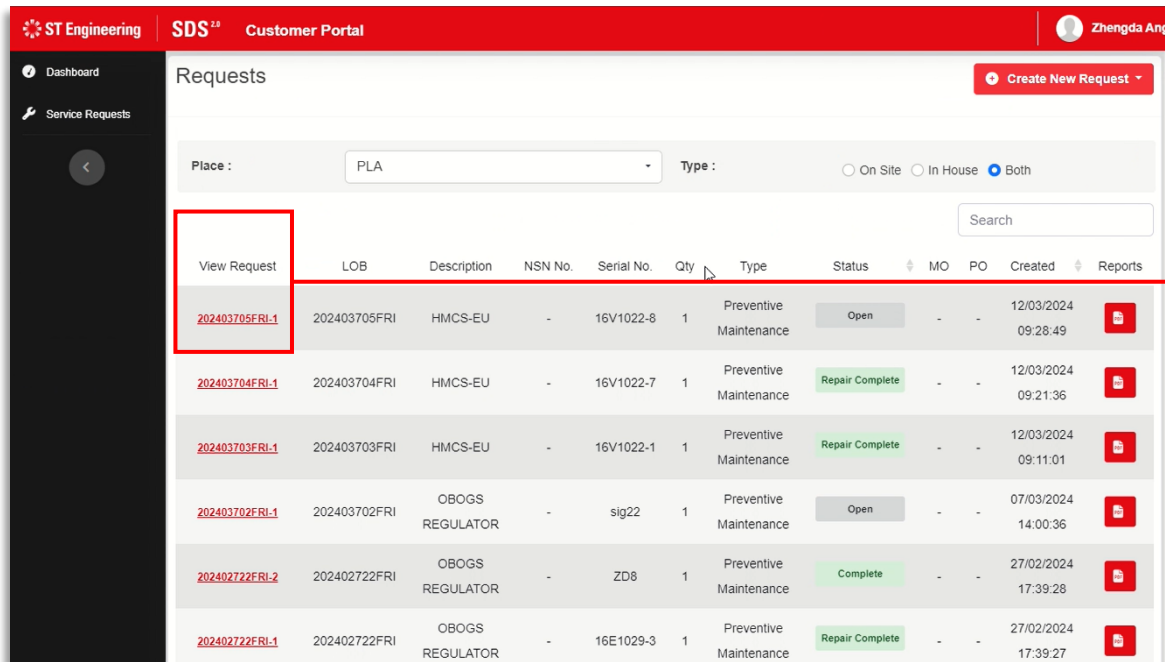
2 Service manager can search for the **request ID** by its **LOB Service Request Number**.









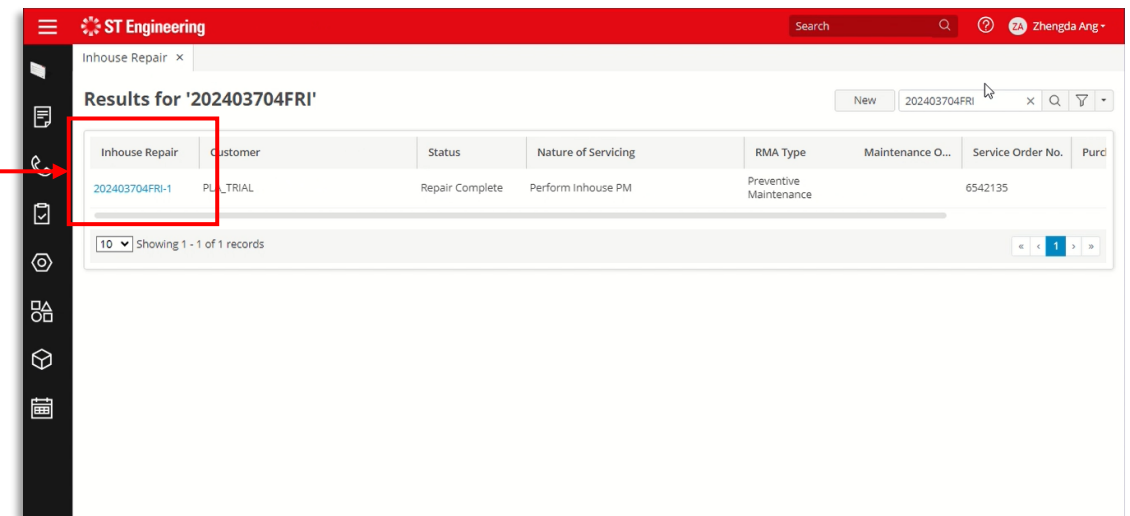
For further details on request management, please refer to [User Guide for Manager Portal](#)

Managing an Inhouse Repair Request (2)

3 For new creations, service managers should select the request ID generated from the customer portal when viewing/ editing request page.



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



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

Showing 1 - 1 of 1 records

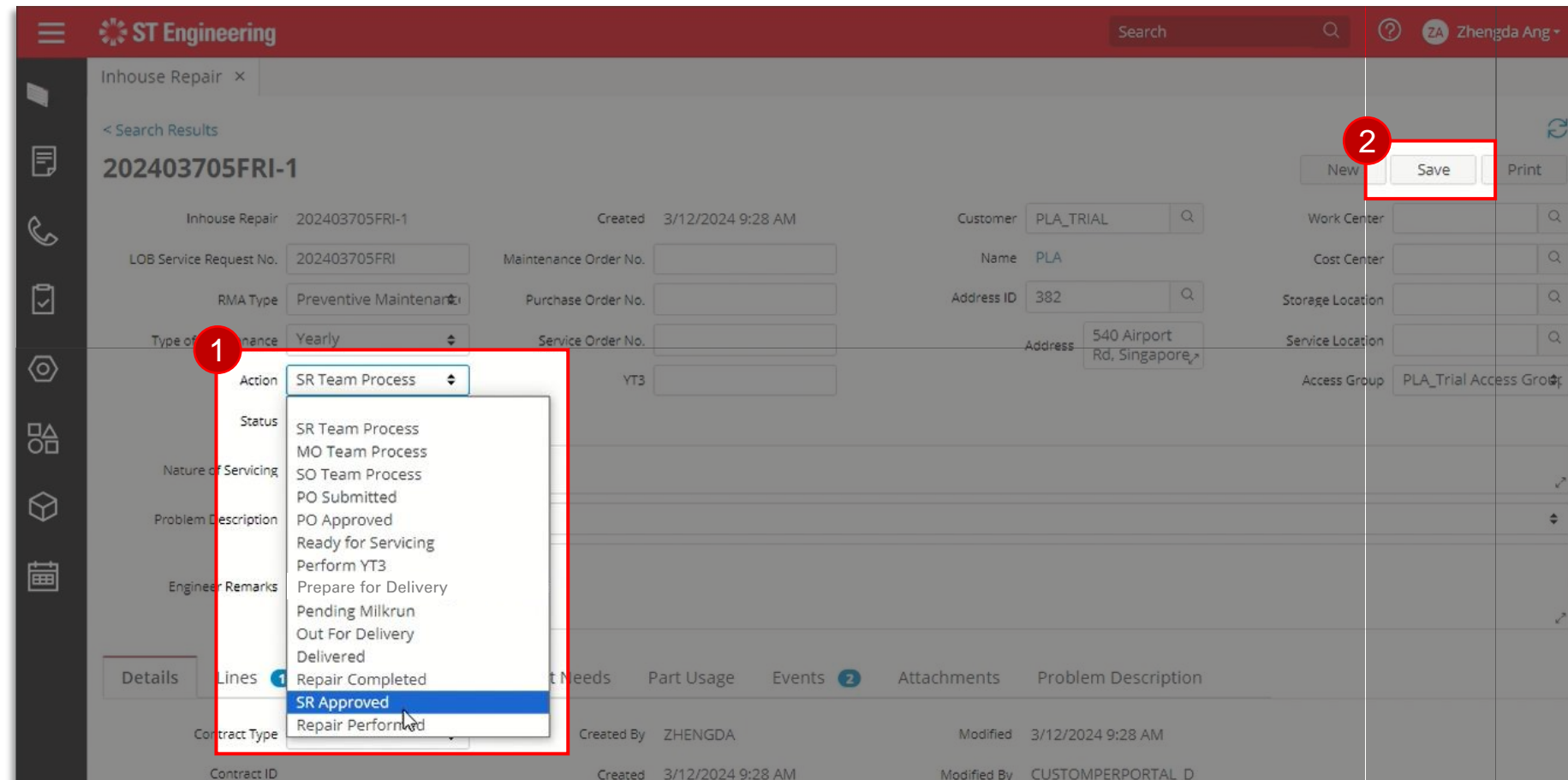
Booking Request is for the engineer to make an appointment with the customer using the engineer app.

Approve Service Request

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

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

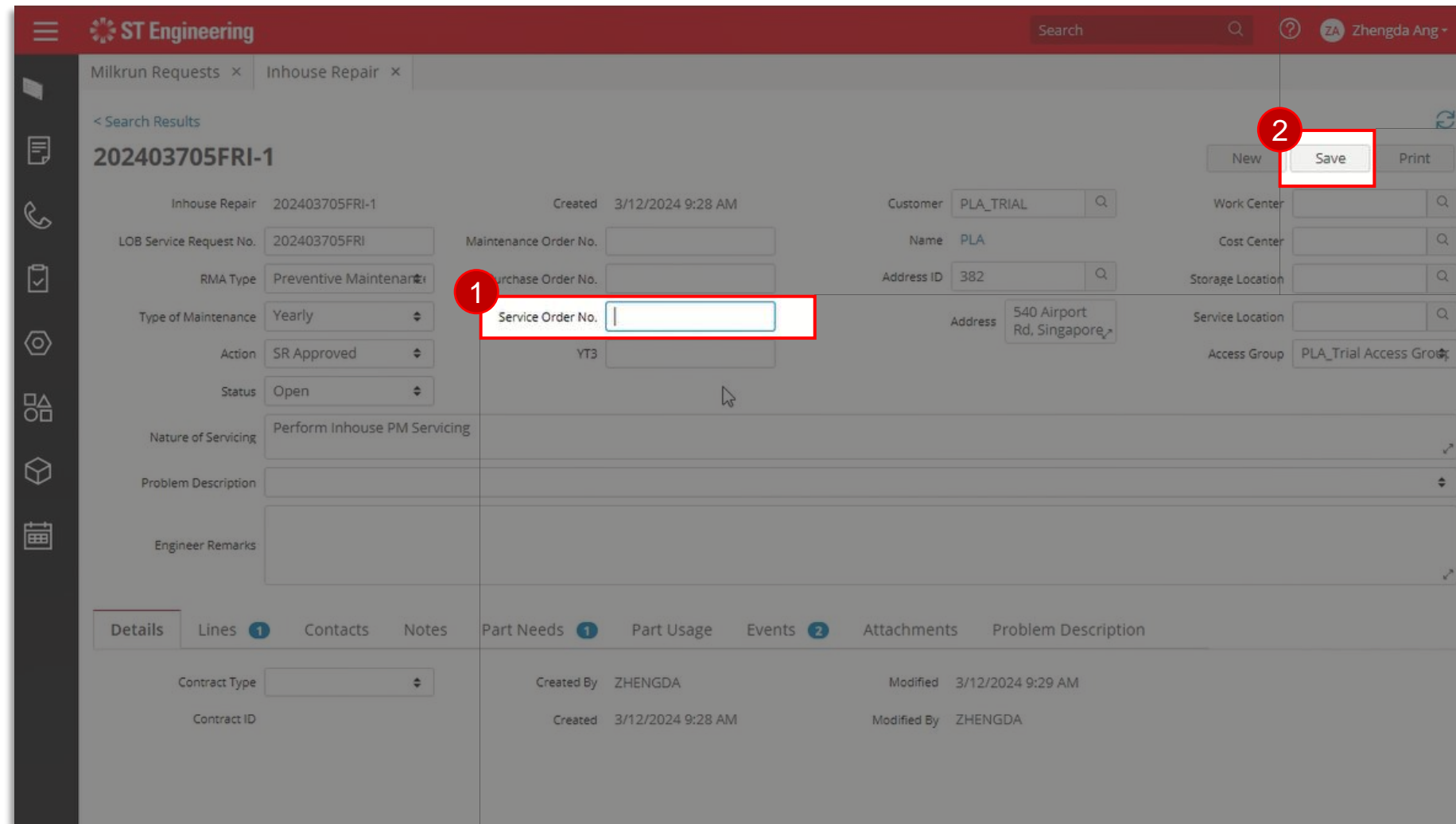
2 Then tap **Save** button to update the changes.



Update SO Number

Engineers can only proceed with their tasks after the SO Number is input into the system.

Enter the **1 Service Order No.** in the textbox and tap **2 Save** to update changes.

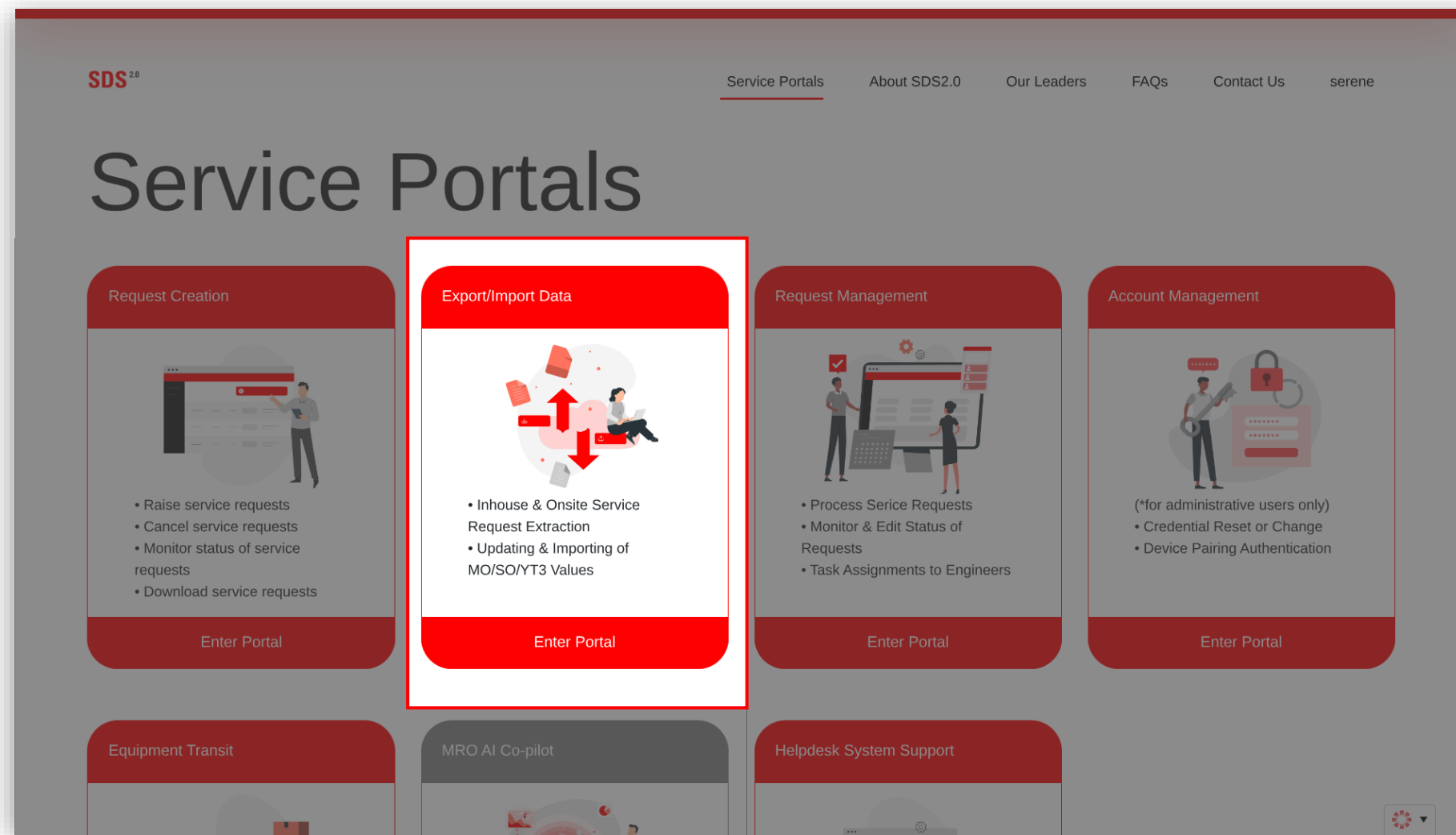


The screenshot displays the ST Engineering mobile application interface for an 'Inhouse Repair' request. The request ID is 202403705FRI-1. The form includes fields for 'LOB Service Request No.', 'RMA Type', 'Type of Maintenance', 'Action', 'Status', 'Nature of Servicing', and 'Problem Description'. The 'Service Order No.' field is highlighted with a red box and a red circle containing the number 1. The 'Save' button is also highlighted with a red box and a red circle containing the number 2. The bottom navigation bar shows 'Details', 'Lines', 'Contacts', 'Notes', 'Part Needs', 'Part Usage', 'Events', 'Attachments', and 'Problem Description'. The 'Part Needs' and 'Events' items are also highlighted with red circles containing the numbers 1 and 2 respectively.

Update Multiple Requests with SO Numbers at SM Portal

Alternatively, service manager can update SO No. for multiple requests at the Service Portal, **Export/Import Data.**

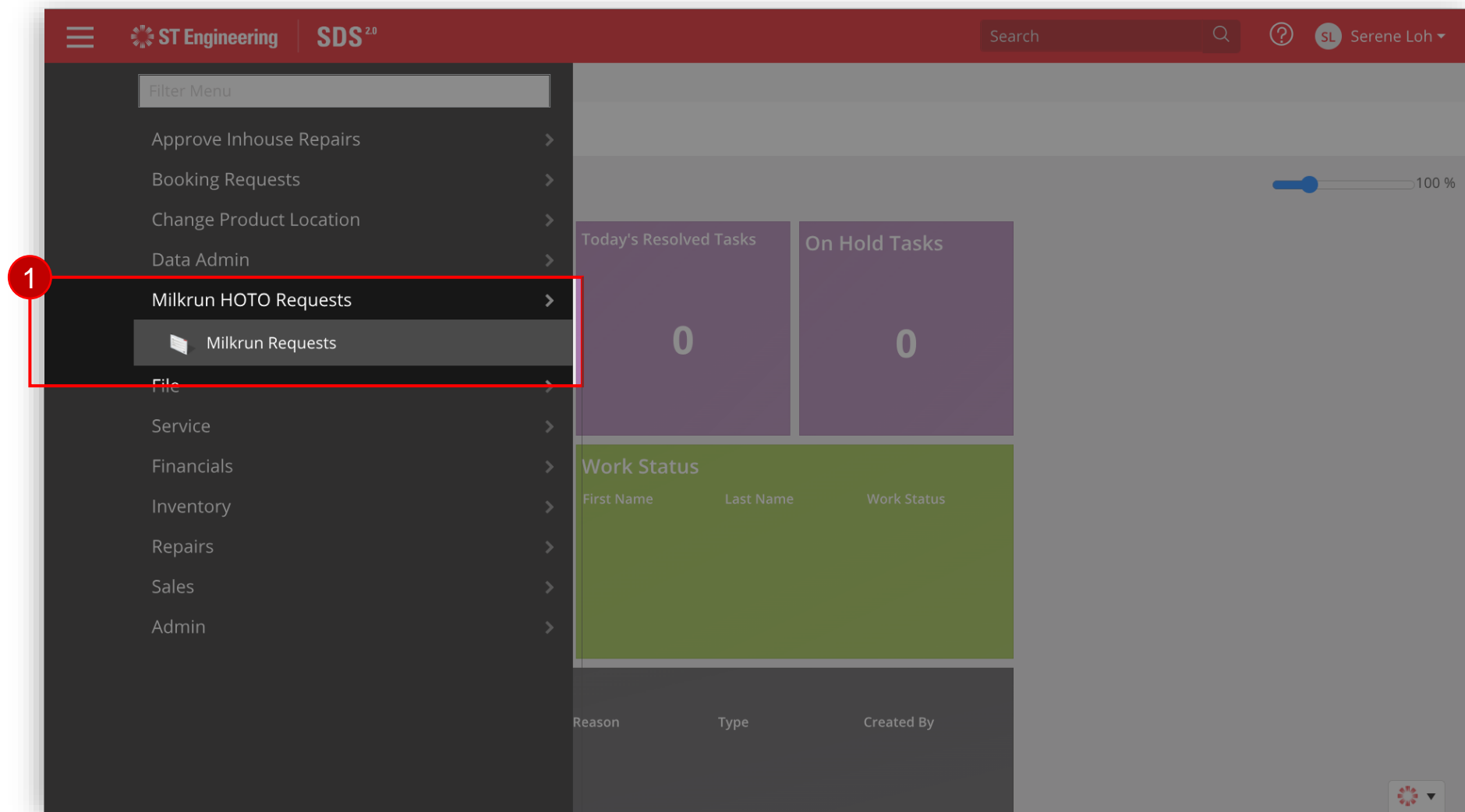
For further details on how to export/ import data, please refer to [User Guide for SM Portal](#)



Fetch Products for Pickup (1)

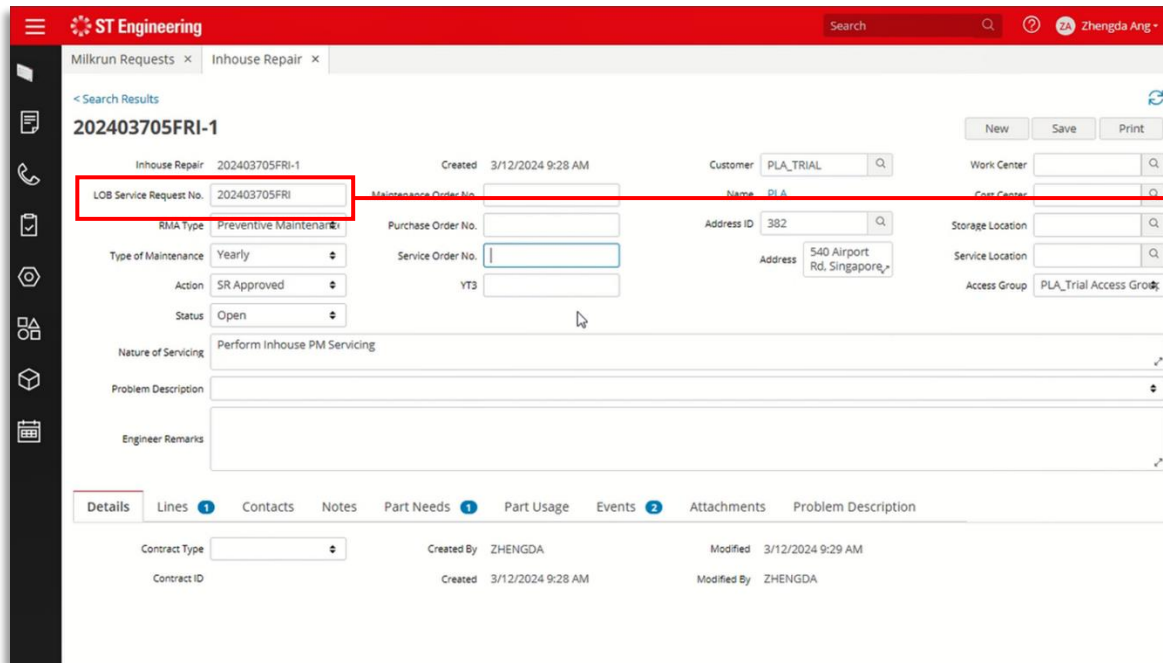
Service manager can proceed to send request to fetch products for pickup from Milk-run.

- 1 Go to **Menu > Milkrun HOTO Requests > Milkrun Requests**

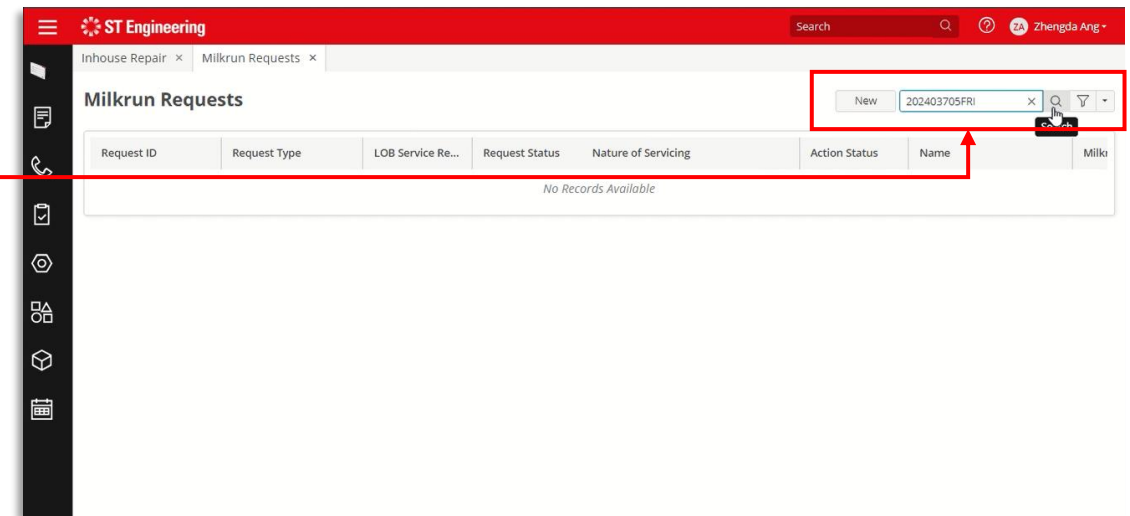


Fetch Products for Pickup (2)

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



Inhouse Repair page

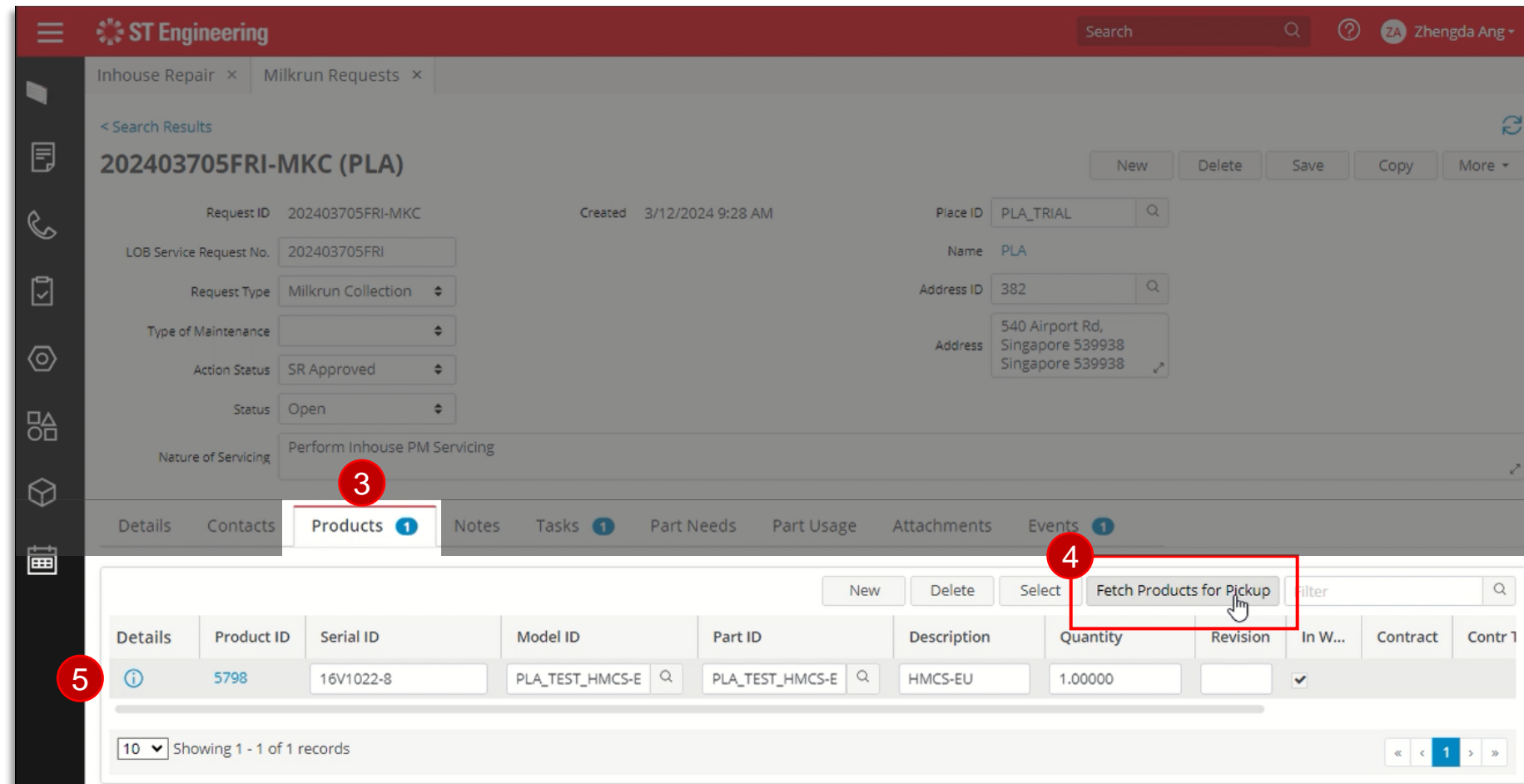


Milkrun Requests List

Fetch Products for Pickup (3)

3 Go to **Product tab** and select 4 **Fetch Products for Pickup** button.

5 It will display a list of items to be collected across the approved service requests under the same LOB Number.



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

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

Showing 1 - 1 of 1 records

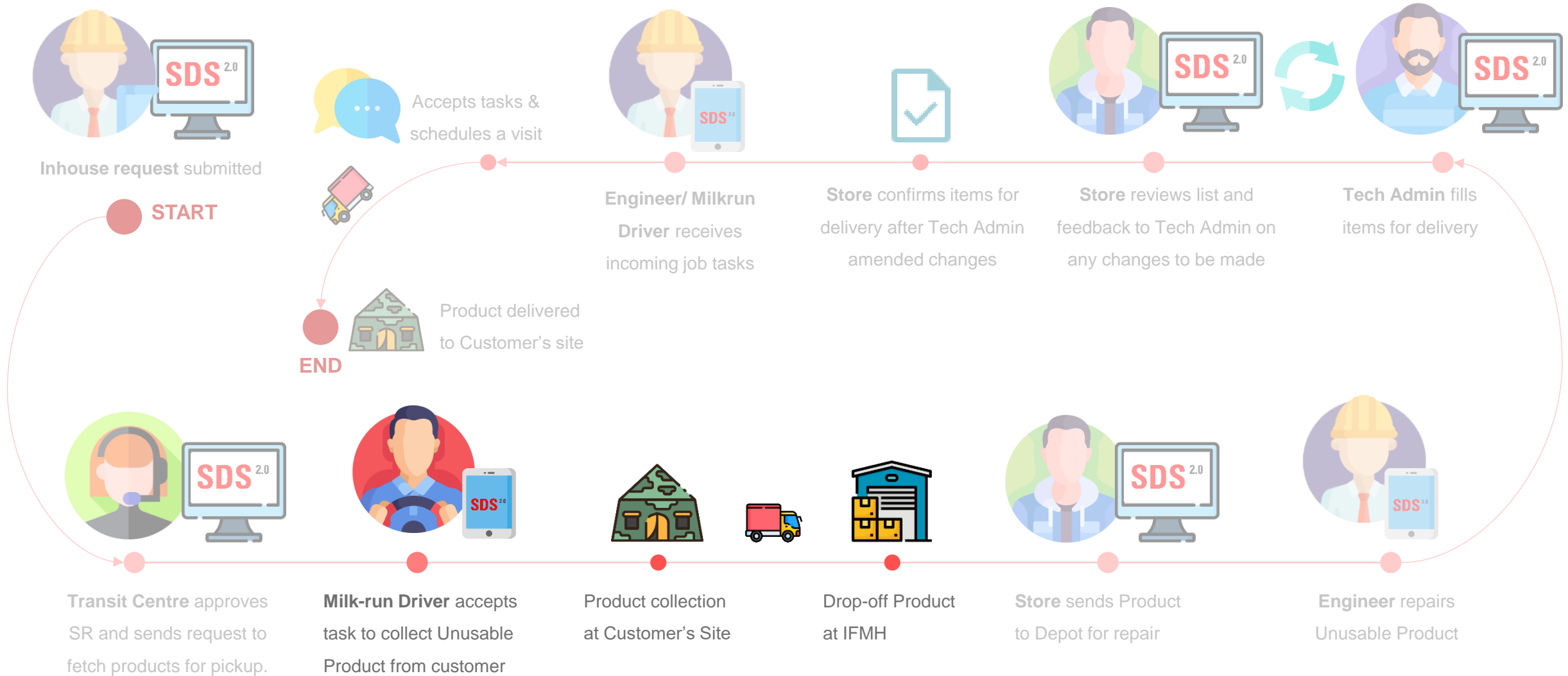


Milkrun Driver (Collect)

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

MILKRUN DRIVER (COLLECT)

Process Overview



MILKRUN DRIVER (COLLECT)

Milkrun Open Task

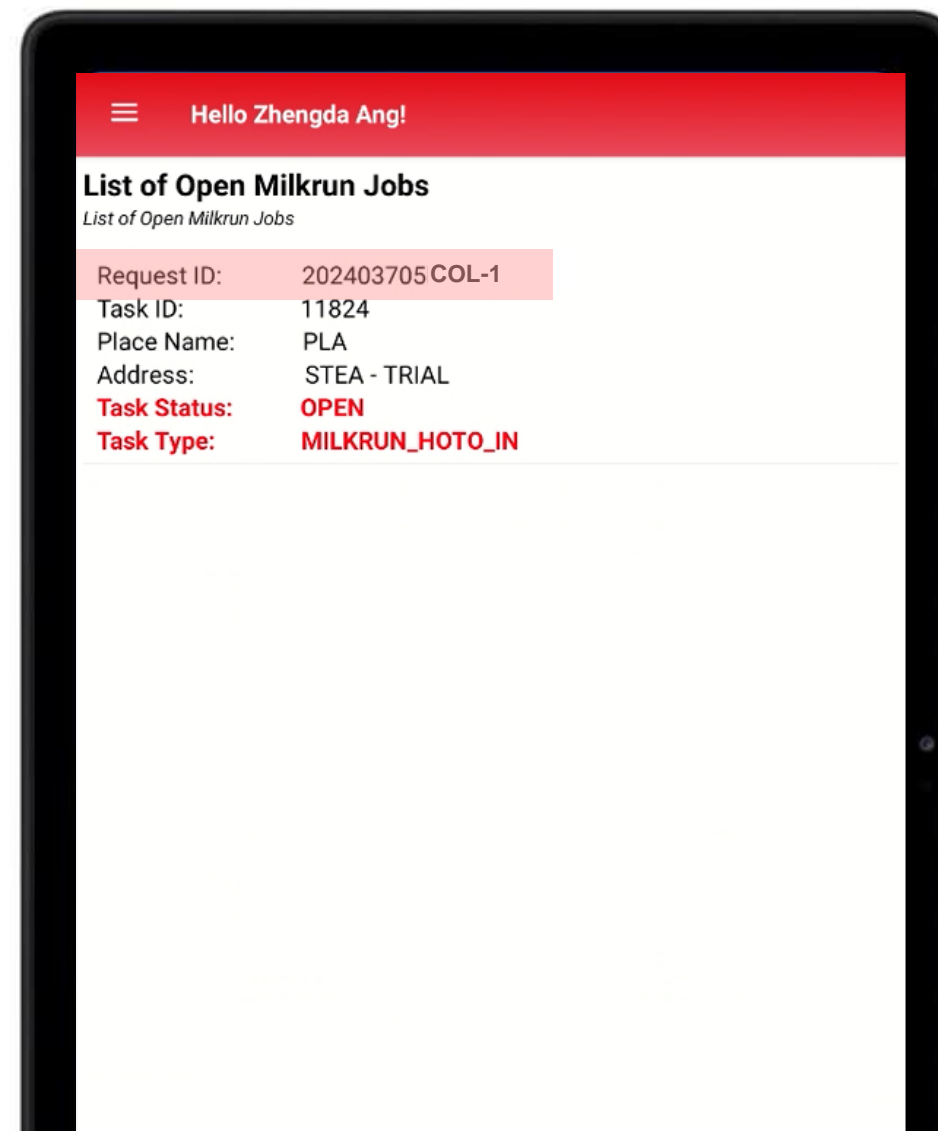
Milkrun driver can go to **Milkrun Open Task** section to accept a new task to collect unusable product from customer.




Accepting Milkrun Open Task (1)

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

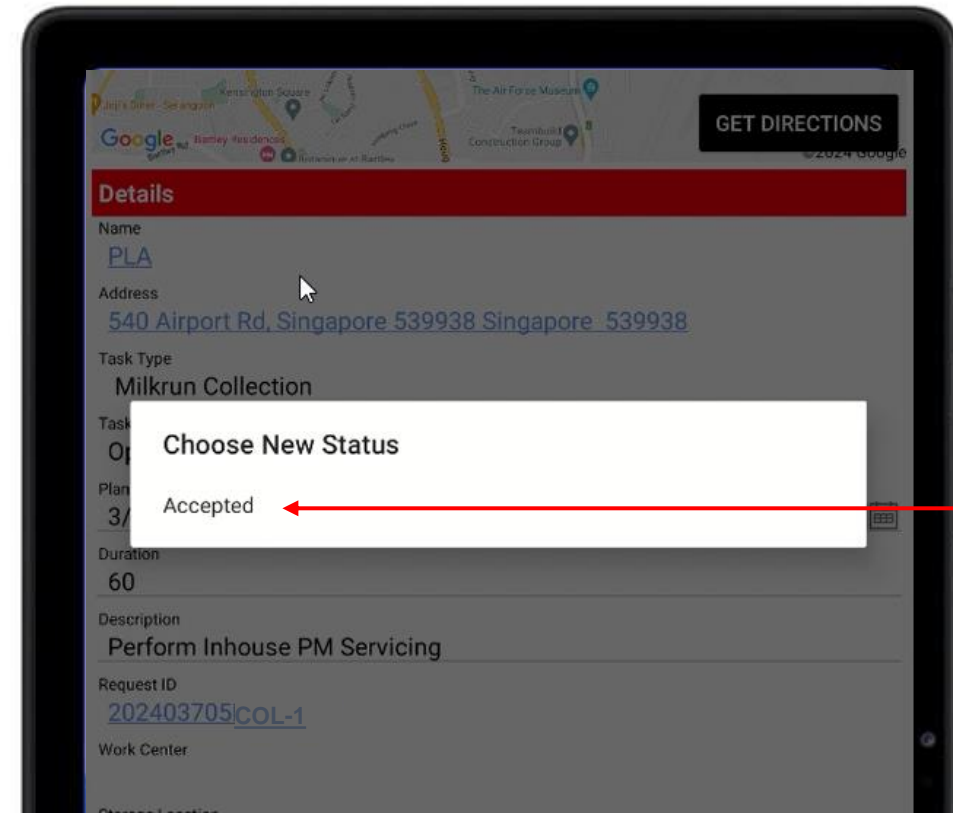
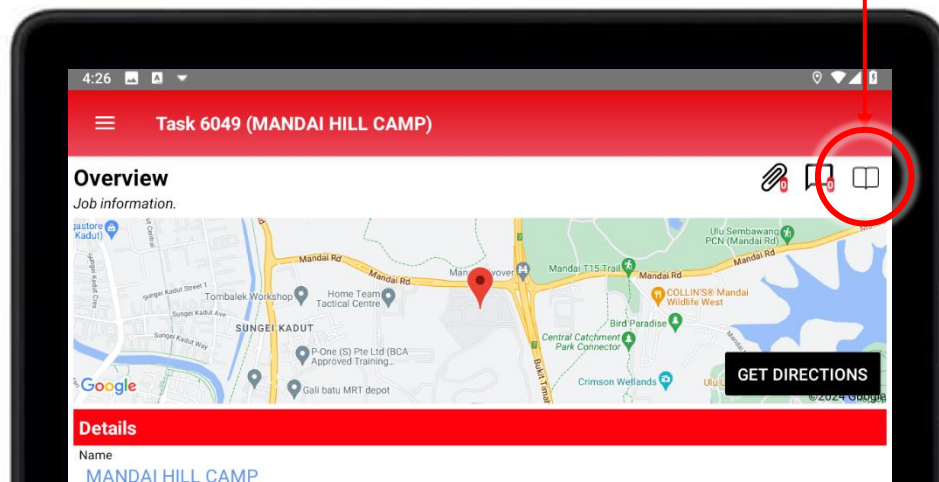
Milkrun_HOTO_IN refers to unusable items collected from customer to be sent for repair.



Accepting Milkrun Open Task (2)


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

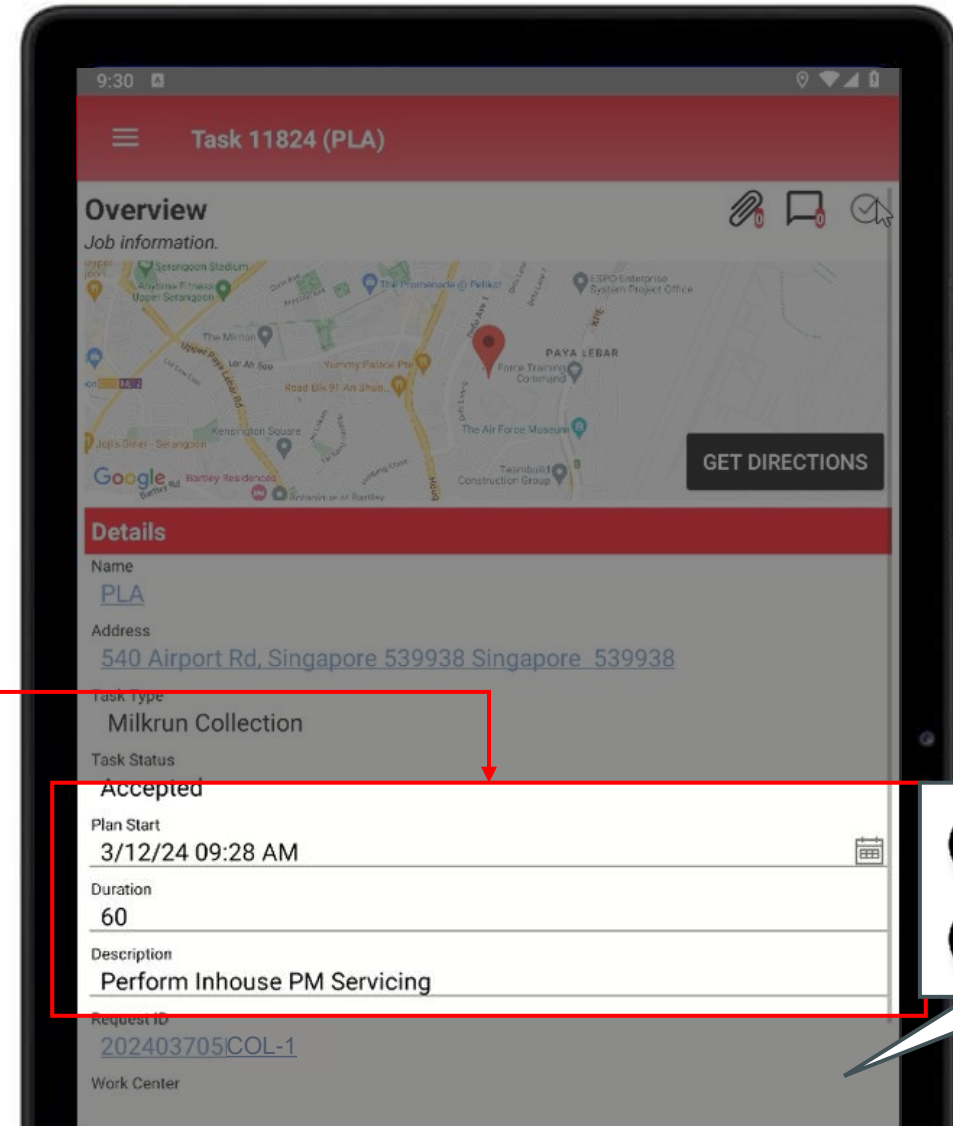
2 Tap **Accepted** to assign job to self.




Processing Milkrun Task (1)

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

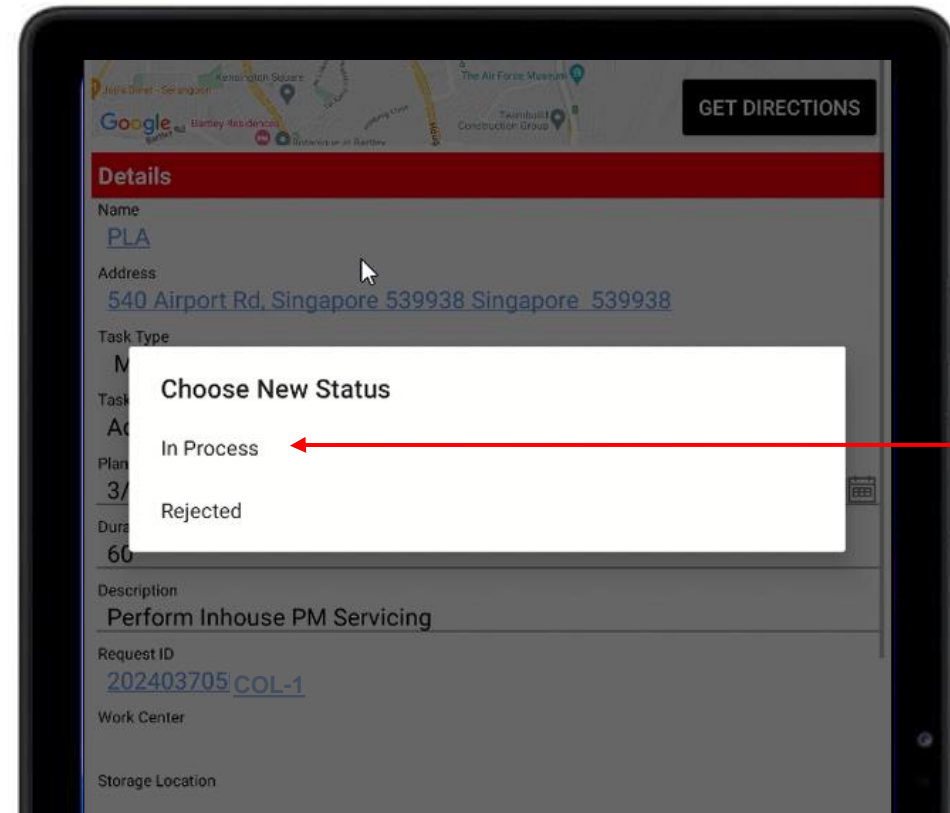
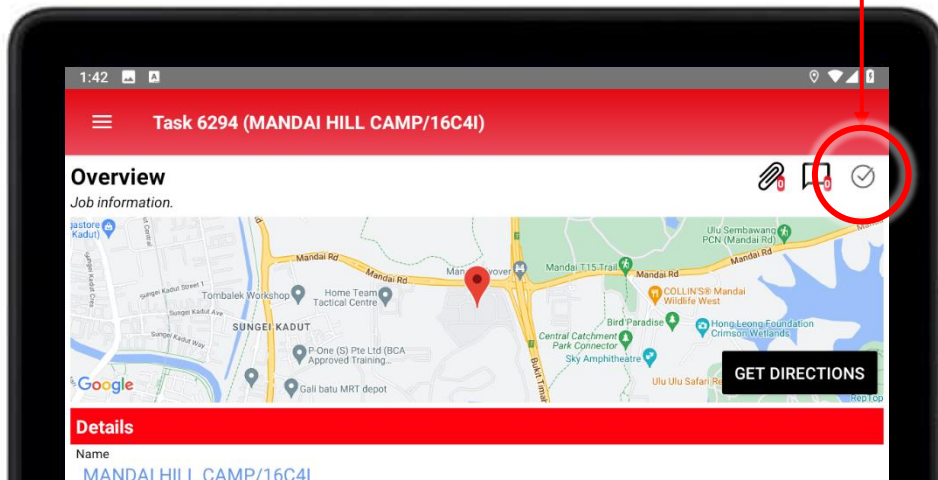
Milkrun driver can modify the text fields accordingly and tap **Save**  to update.



Processing Milkrun Task (2)

1 Select the icon  to open the status window.

2 Tap In Process to confirm.

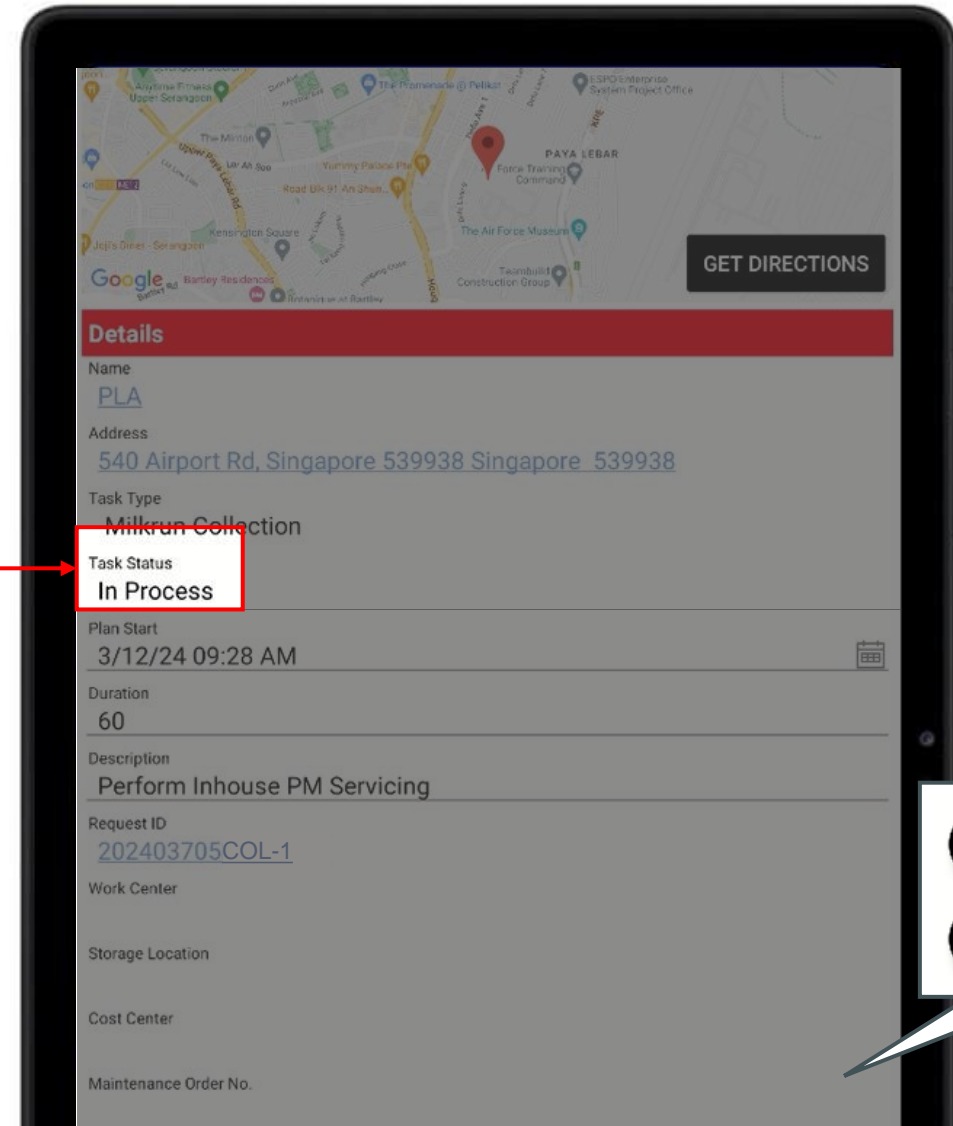


MILKRUN DRIVER (COLLECT)

Processing Milkrun Task (3)

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

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



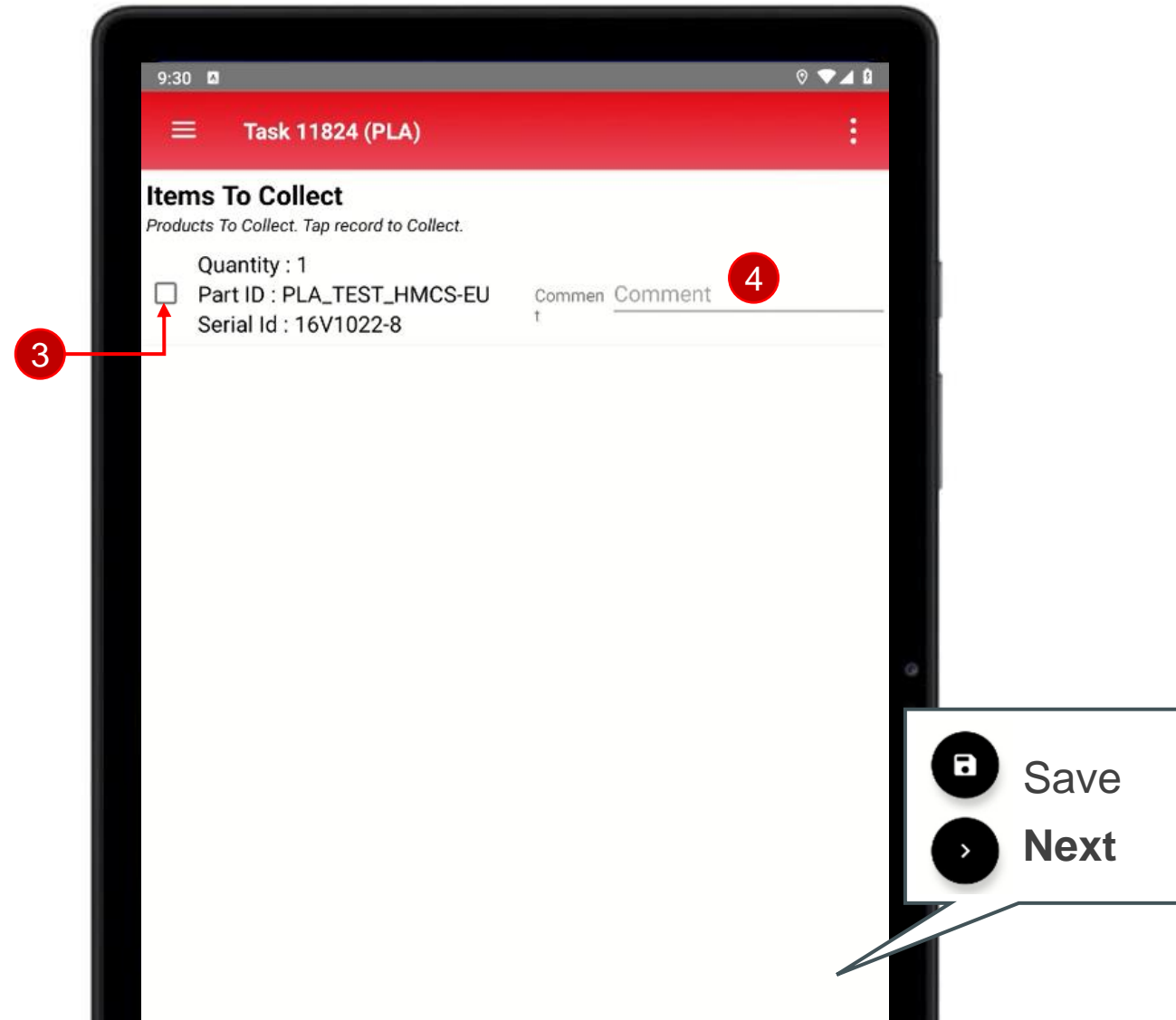
 Save
 Next

Processing Milkrun Task (4)

Items to Collect shows a list of items to be collected from the customer.

- 3 Check off the collected items from the list.
- 4 If an item cannot be collected, leave the checkbox unchecked and leave a comment.

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

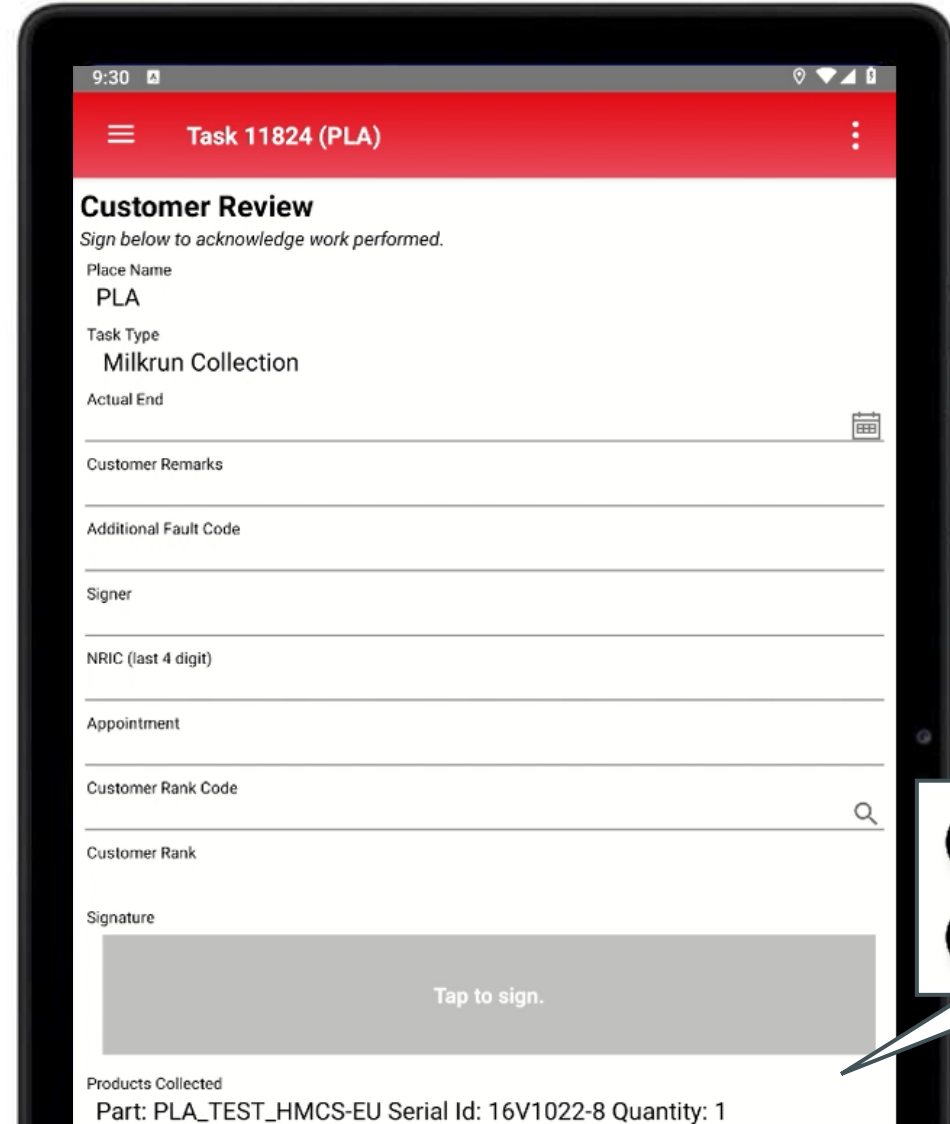


Processing Milkrun Task (5)

Customer Review is required to have customers to confirm that the items have been collected by the Milkrun driver.

Have the customer fill-in the necessary details and sign-off to confirm the HOTO to Milkrun.

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



9:30

Task 11824 (PLA)

Customer Review

Sign below to acknowledge work performed.

Place Name
PLA

Task Type
Milkrun Collection

Actual End

Customer Remarks

Additional Fault Code

Signer

NRIC (last 4 digit)


Appointment

Customer Rank Code

Customer Rank

Signature
Tap to sign.

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

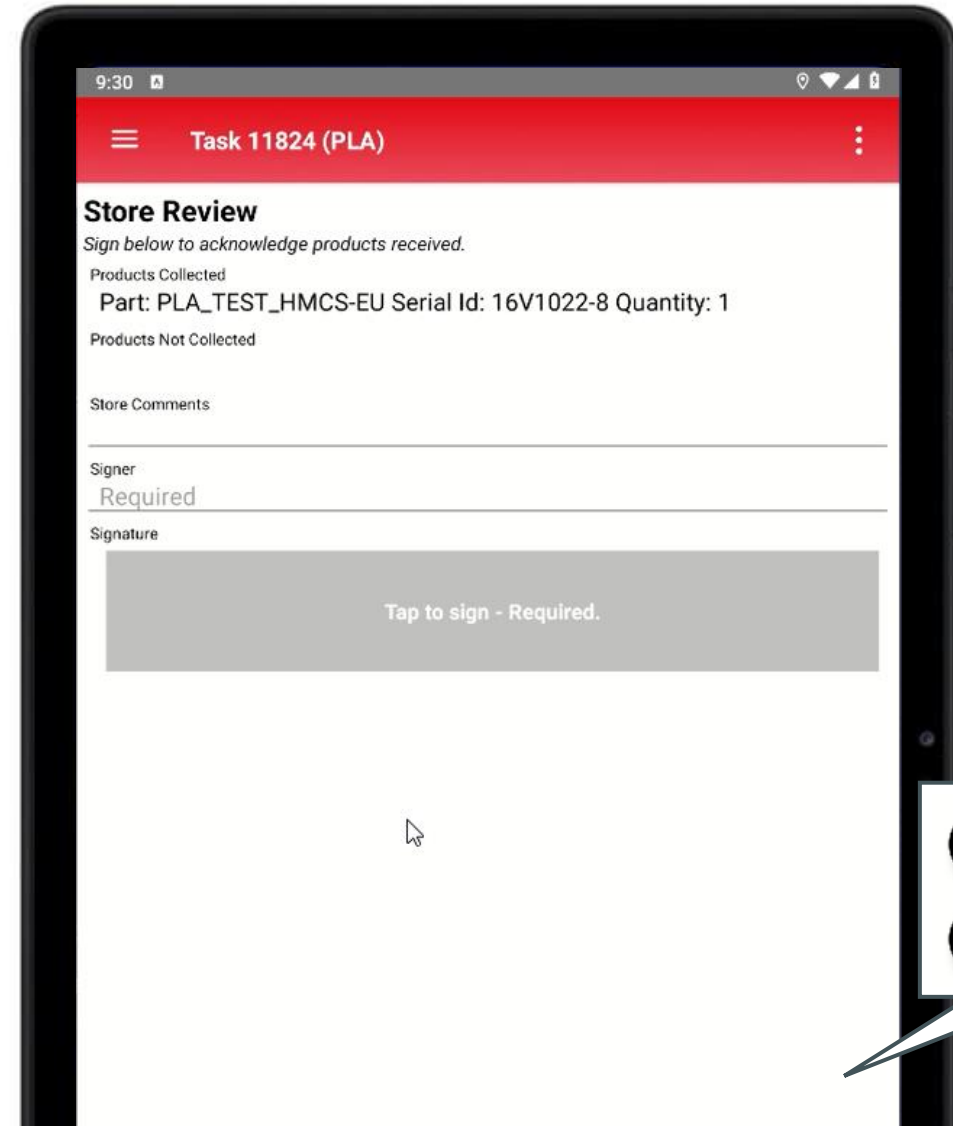
 Save
 Next

Processing Milkrun Task (6)

Store Review is required to have the store man to confirm that they have received the items from the Milkrun driver.

Have the store man fill-in the necessary details and sign-off to confirm the HOTO to store.

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

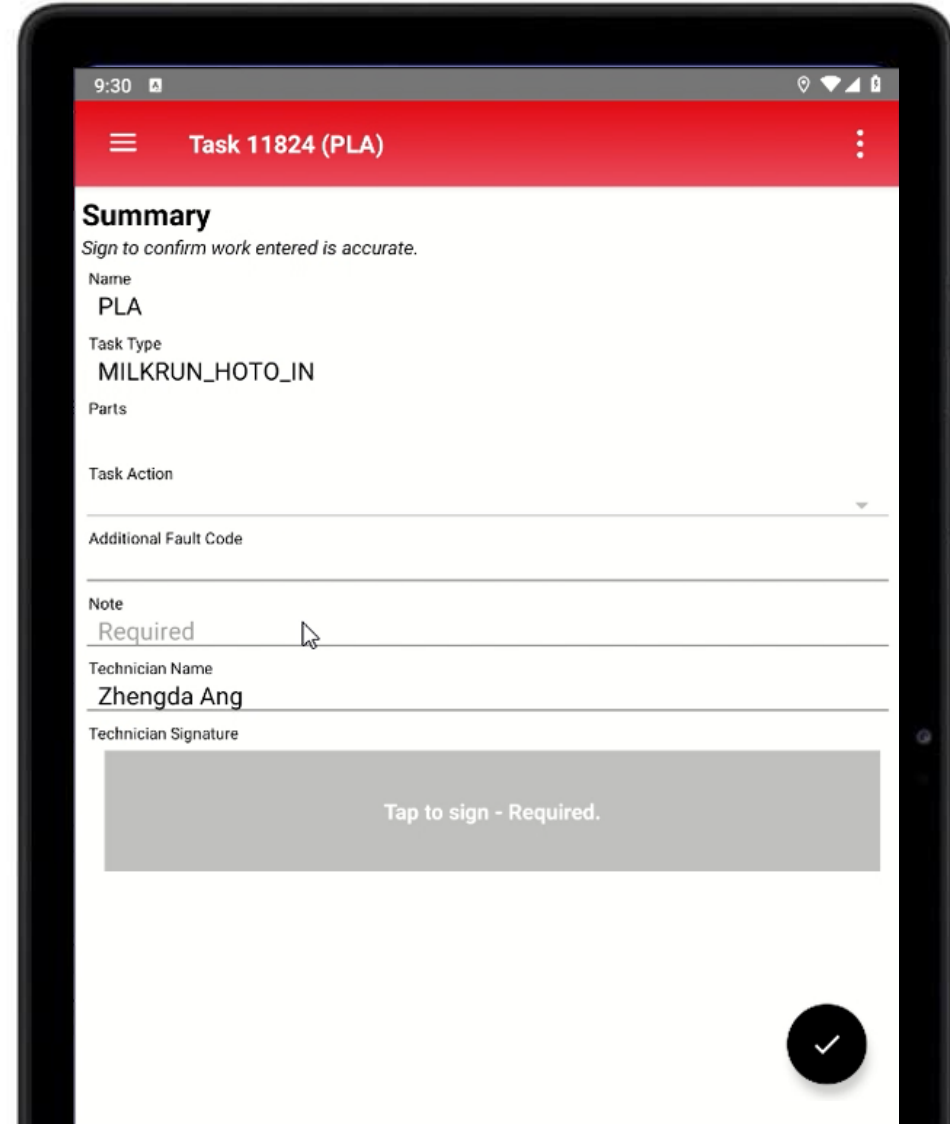


 Save
 Next

Processing Milkrun Task (7)

Summary is concluded by the Milkrun driver that the items have been HOTO to store. Milkrun driver can sign-off to close the task.

Proceed  to complete the job task.



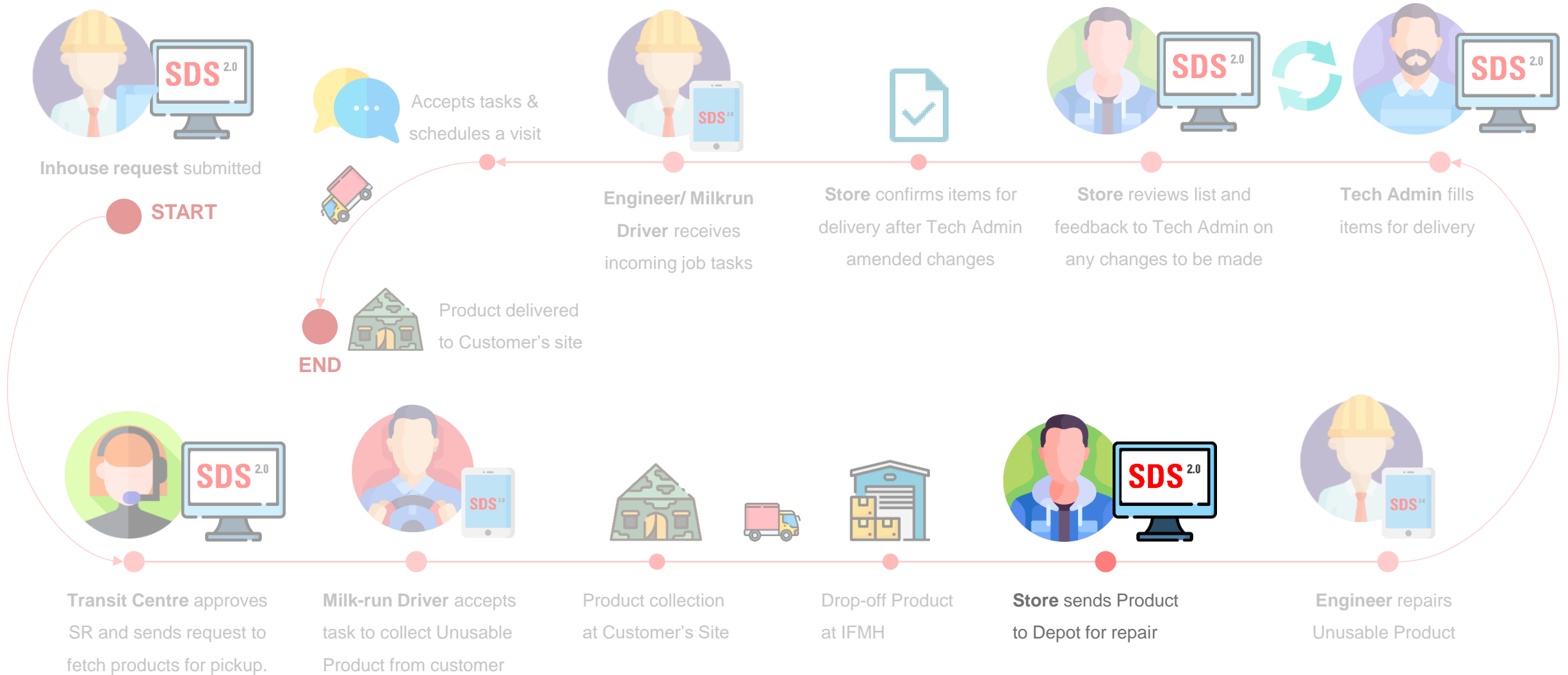


Store to Depot

- Process Overview
- Equipment Transit
- Send to Depot

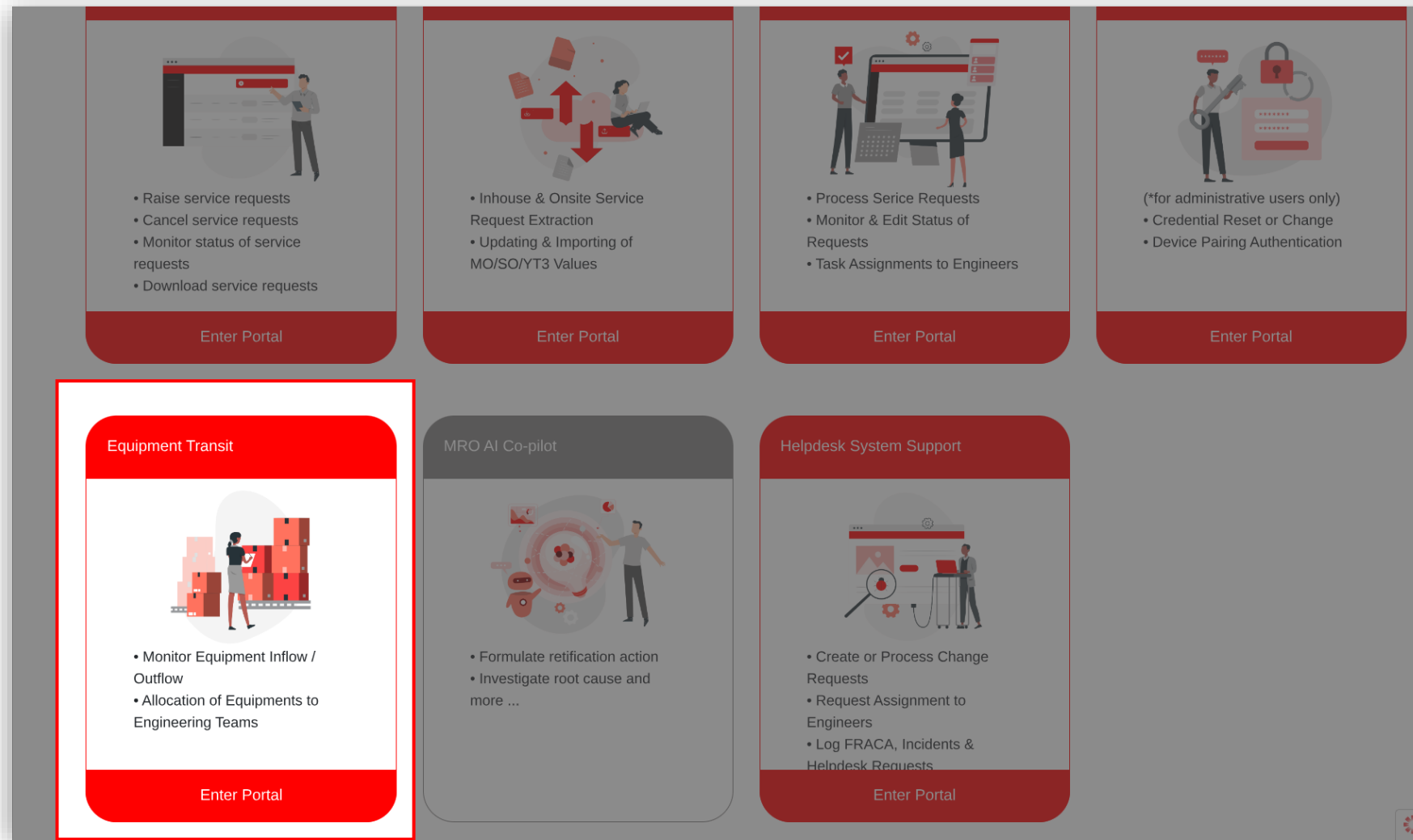
STORE TO DEPOT

Process Overview



Equipment Transit

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



The screenshot displays a grid of service portal sections:

- Section 1 (Top Left):**
 - Raise service requests
 - Cancel service requests
 - Monitor status of service requests
 - Download service requests
- Section 2 (Top Middle):**
 - Inhouse & Onsite Service Request Extraction
 - Updating & Importing of MO/SO/YT3 Values
- Section 3 (Top Right):**
 - Process Service Requests
 - Monitor & Edit Status of Requests
 - Task Assignments to Engineers
- Section 4 (Far Right):** (*for administrative users only)
 - Credential Reset or Change
 - Device Pairing Authentication
- Section 5 (Bottom Left, highlighted):** **Equipment Transit**
 - Monitor Equipment Inflow / Outflow
 - Allocation of Equipments to Engineering Teams
- Section 6 (Bottom Middle):** MRO AI Co-pilot
 - Formulate rectification action
 - Investigate root cause and more ...
- Section 7 (Bottom Right):** Helpdesk System Support
 - Create or Process Change Requests
 - Request Assignment to Engineers
 - Log FRACA, Incidents & Helpdesk Requests

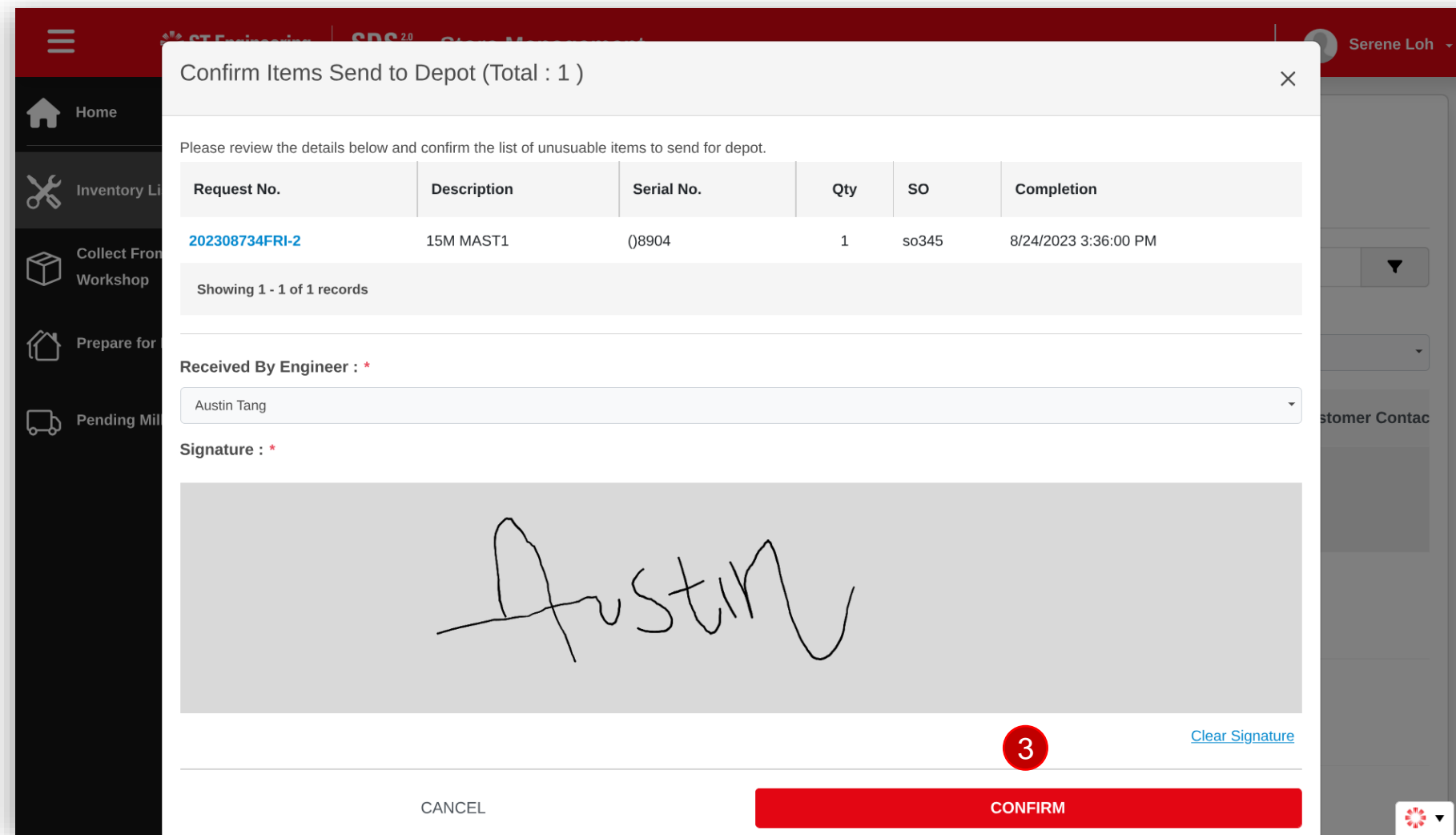
Send to Depot (1)

Items collected are displayed under Inventory Listing.

- 1 Tick the checkbox for the items and select
- 2 **Send to Depot** to handover the items for the engineer to repair.

Send to Depot (2)

3 Confirm the details of the items to be sent to depot and is signed and received by the allocated engineer.



Confirm Items Send to Depot (Total : 1)

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

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

Showing 1 - 1 of 1 records

Received By Engineer : *

Austin Tang

Signature : *

Austin

[Clear Signature](#)

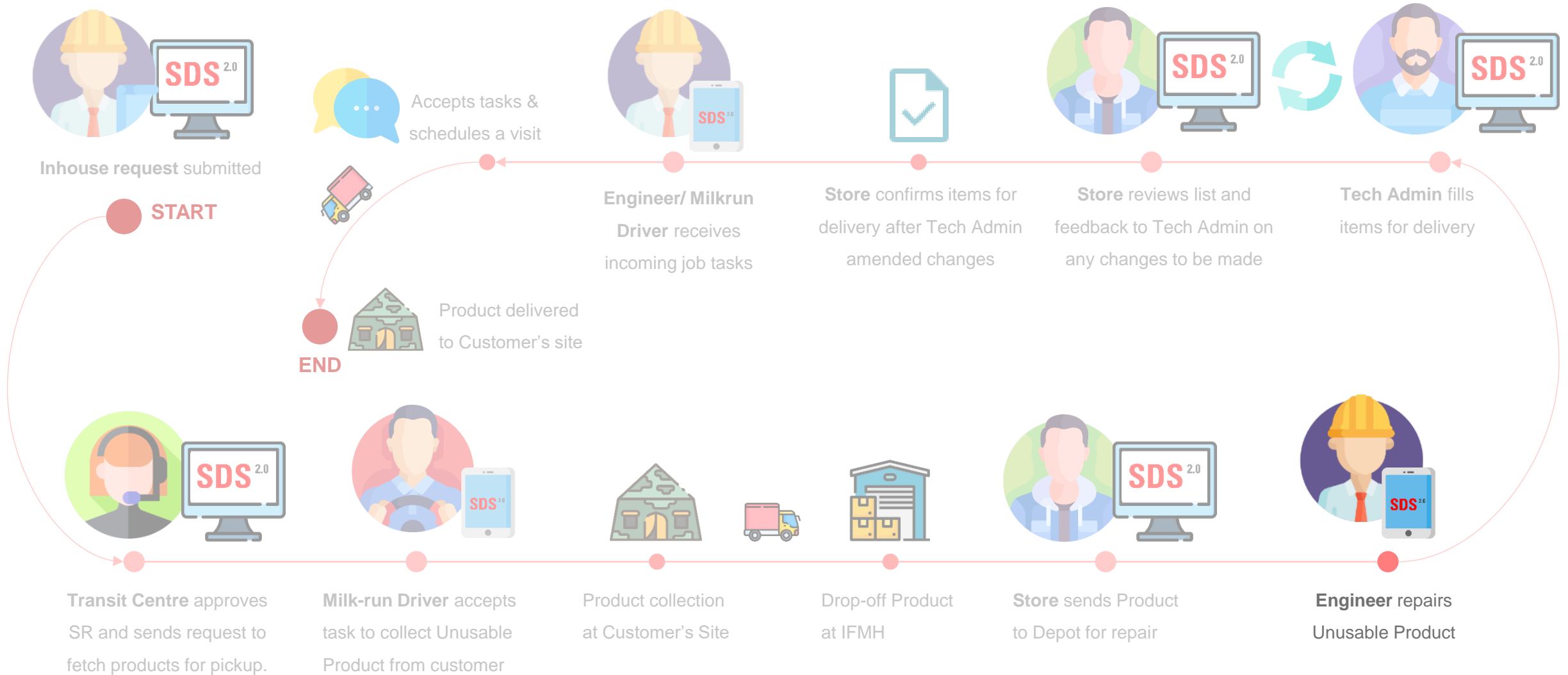
CANCEL CONFIRM

Engineer

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

ENGINEER

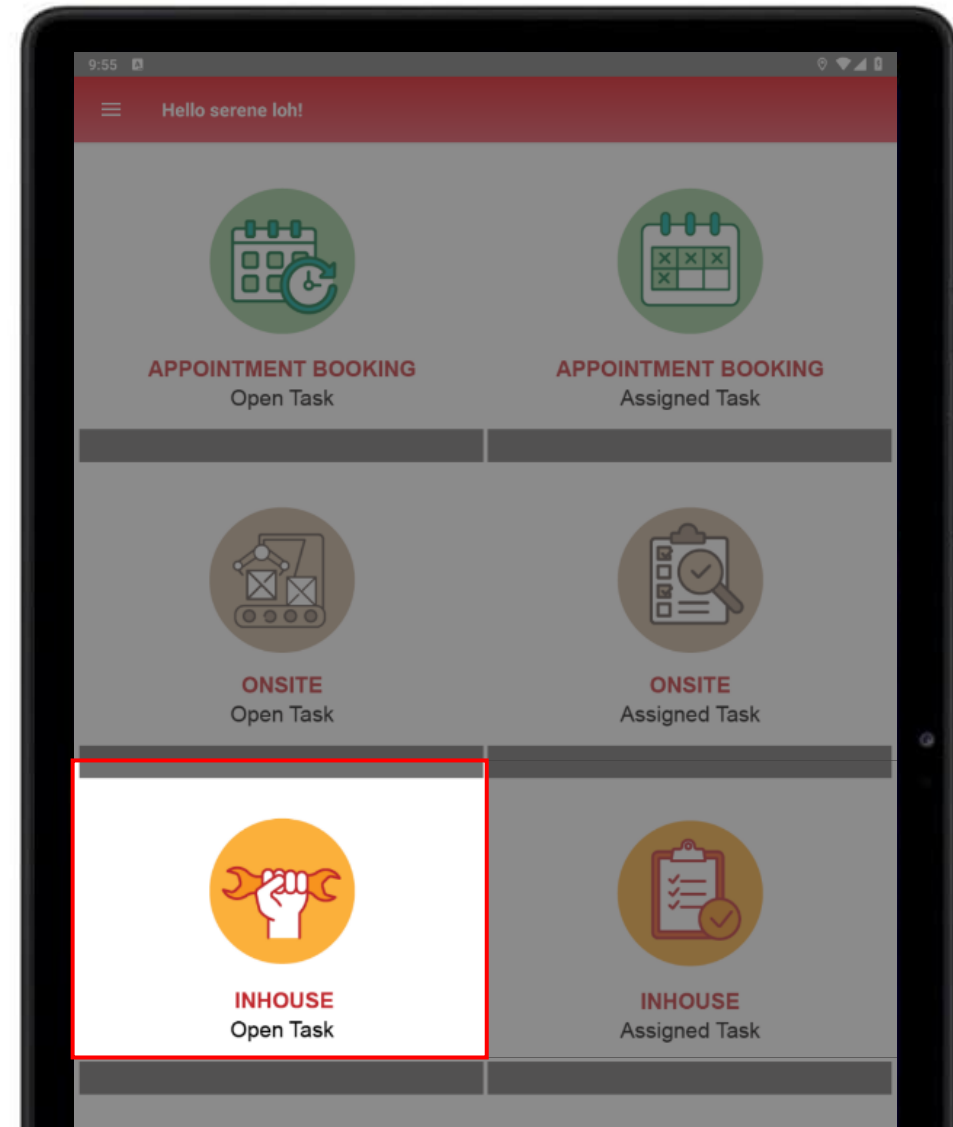
Process Overview



ENGINEER

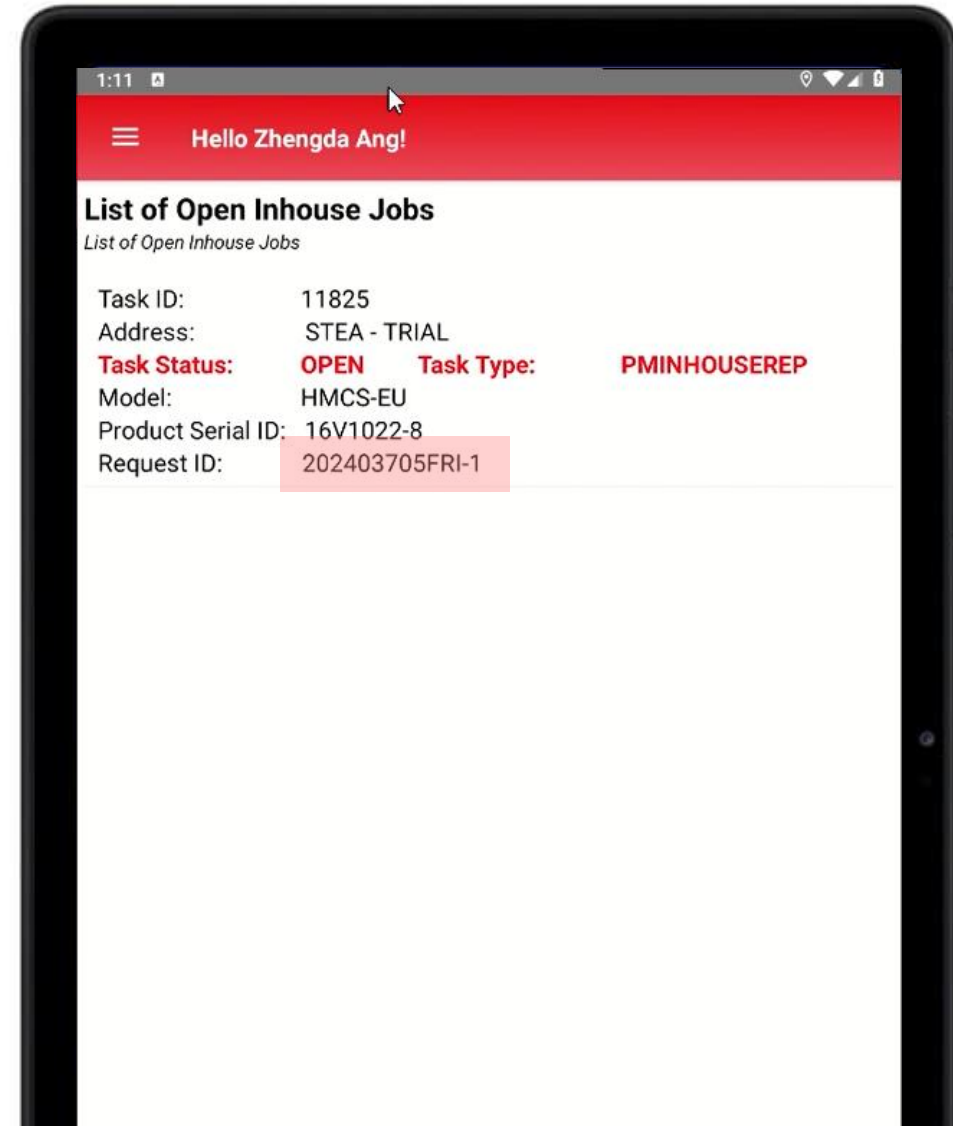
Inhouse Open Task

When Transit Centre have input an SO number for the job and the items have been handover to the engineer, the engineer will be able to accept new task from **Inhouse Open Task** section.




Accepting Inhouse Open Task (1)

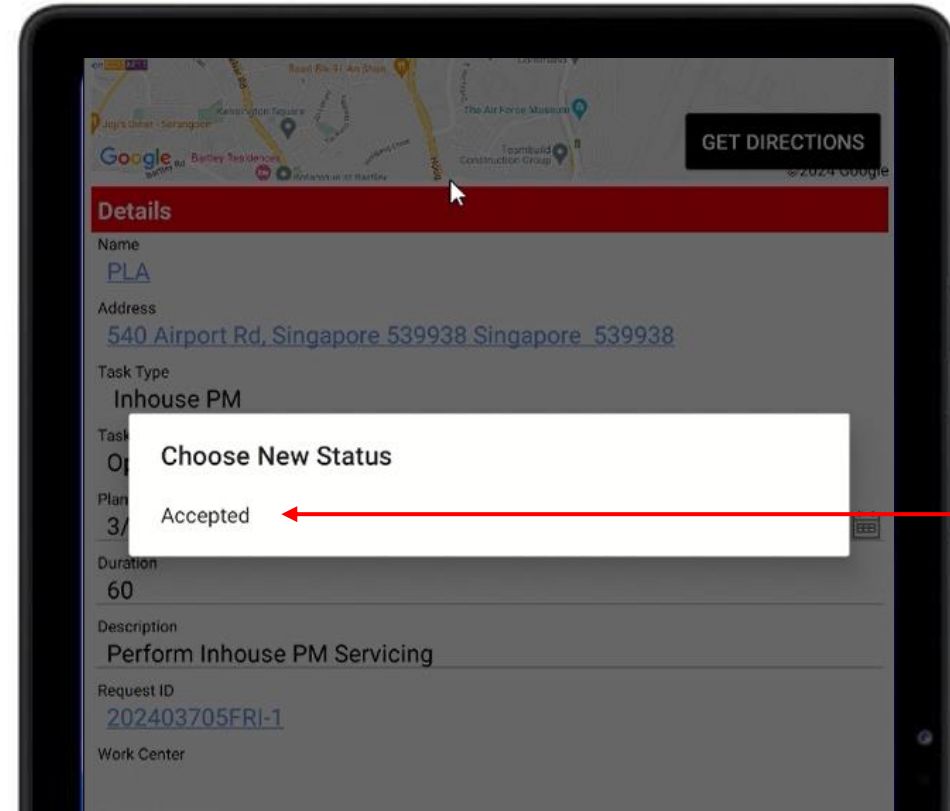
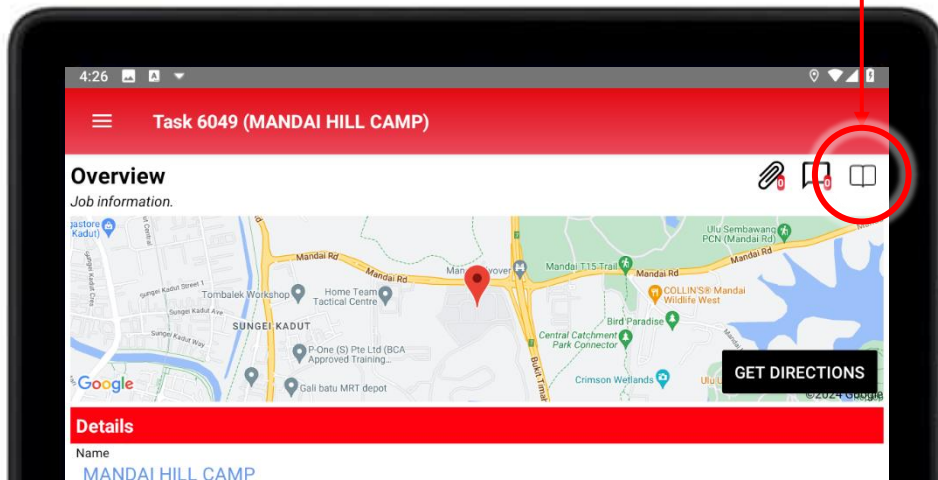
In **Inhouse Open Task**, it will display a list of open inhouse jobs. Look for the **request ID** to work on and tap on the subject to view the task.



Accepting Inhouse Open Task (2)

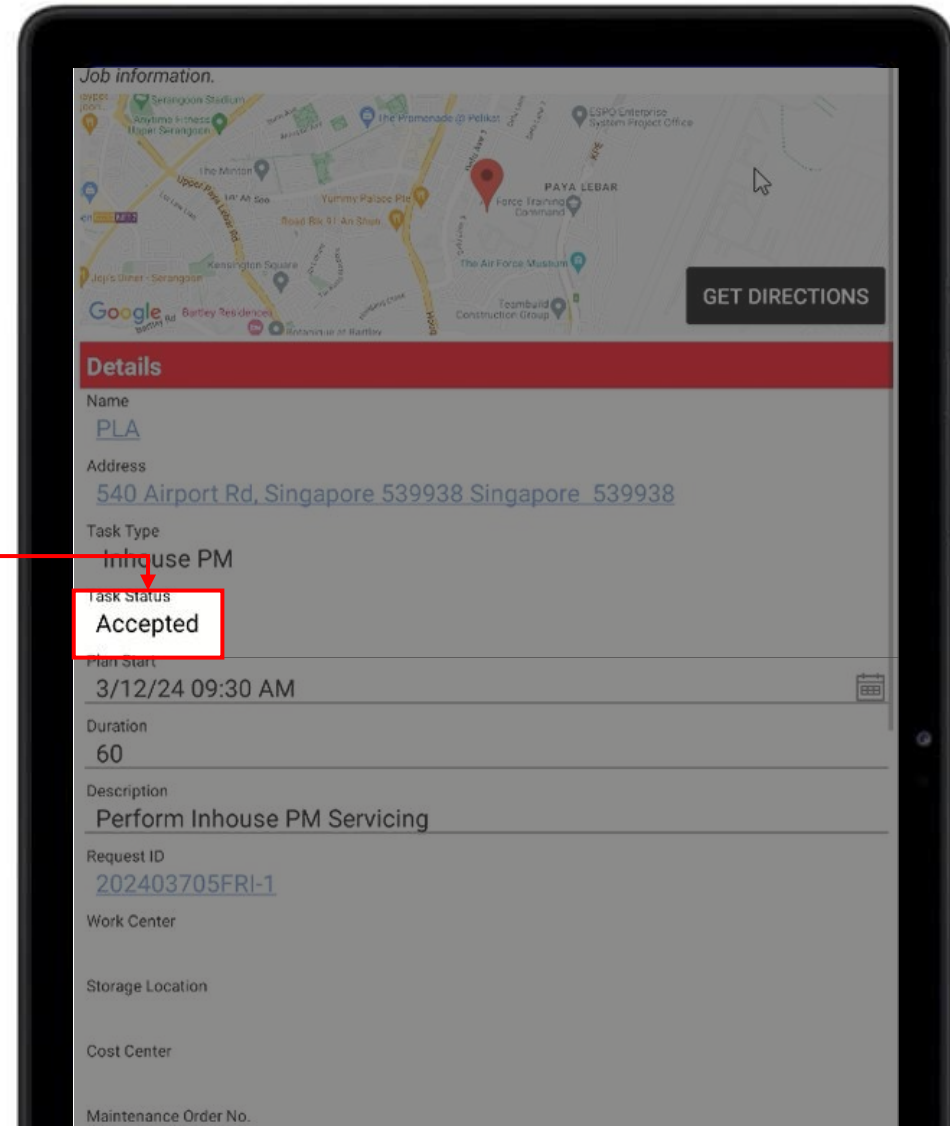
1 Select the **Book** icon  to open the accept window.

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




Accepting Inhouse Open Task (3)

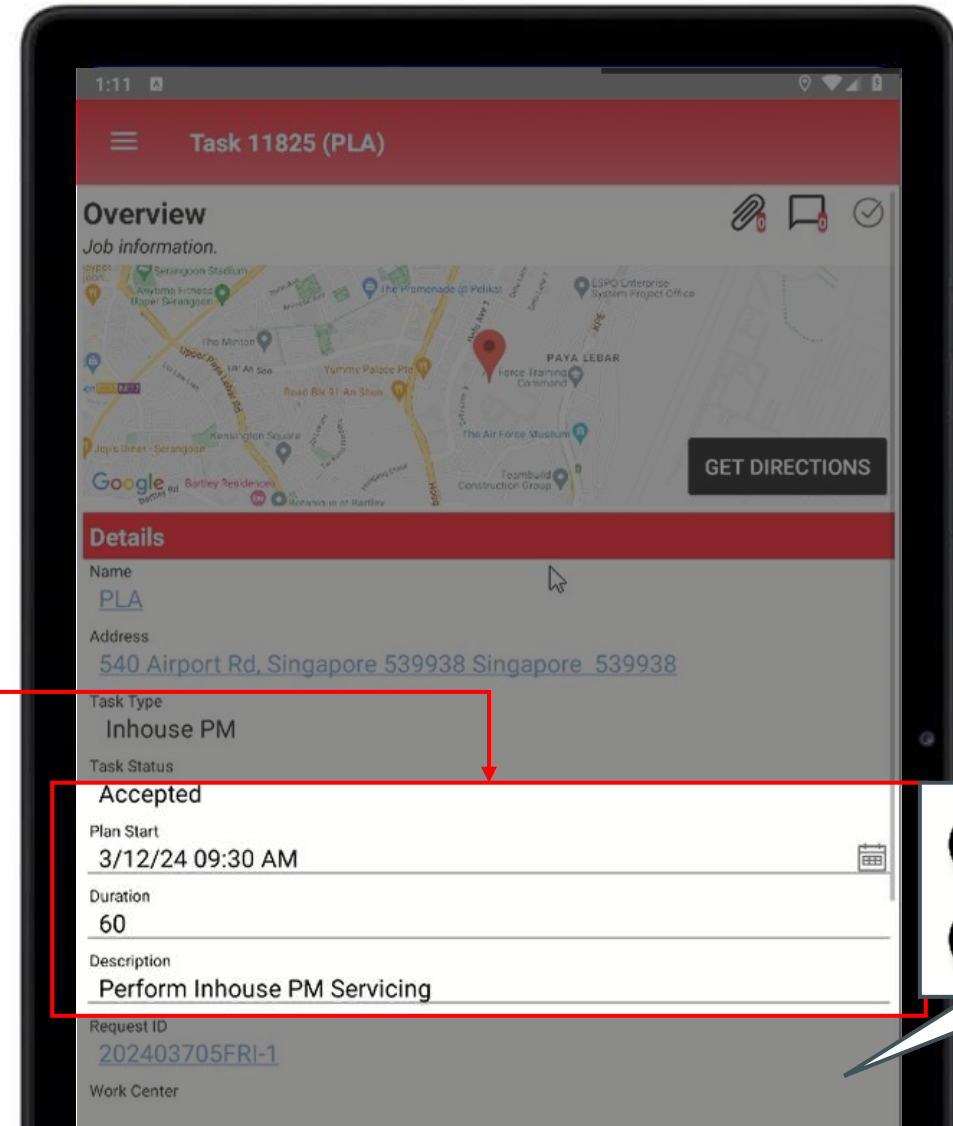
Task Status will change from **Open** to **Accepted**.
It can be viewed and edited by assigned engineer.




Processing Inhouse Task (1)

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

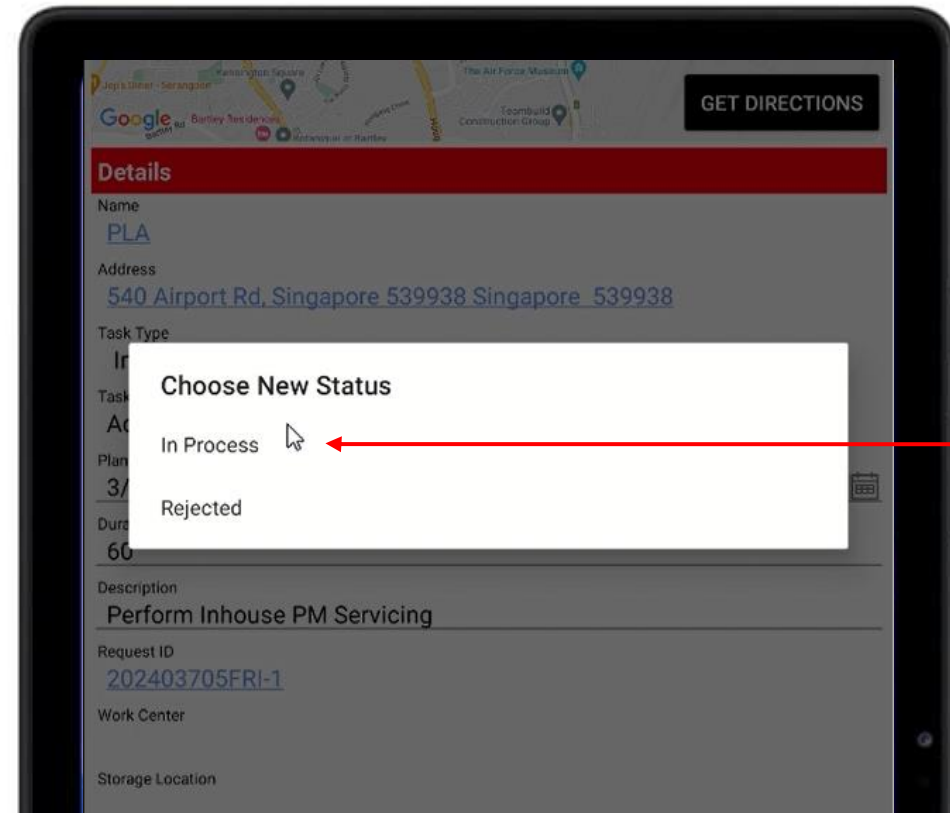
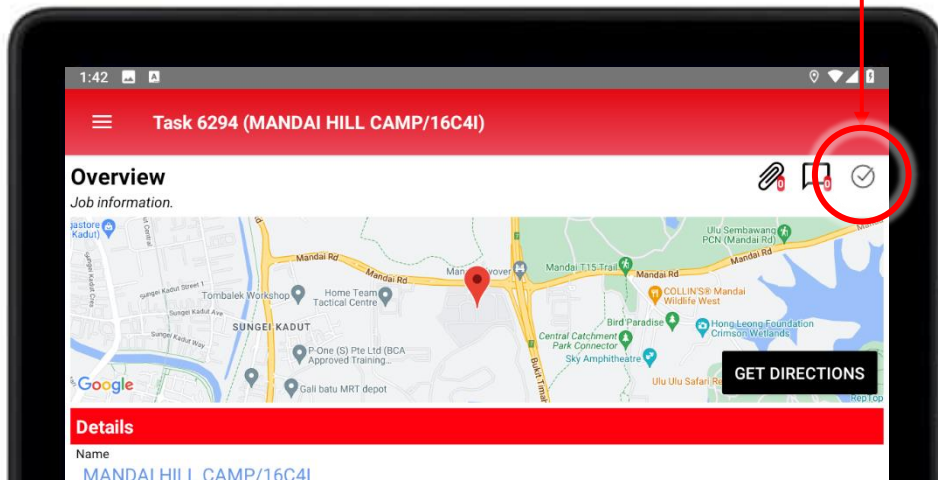
Milkrun driver can modify the text fields accordingly and tap **Save**  to update.



Processing Inhouse Task (2)

1 Select the icon  to open the status window.

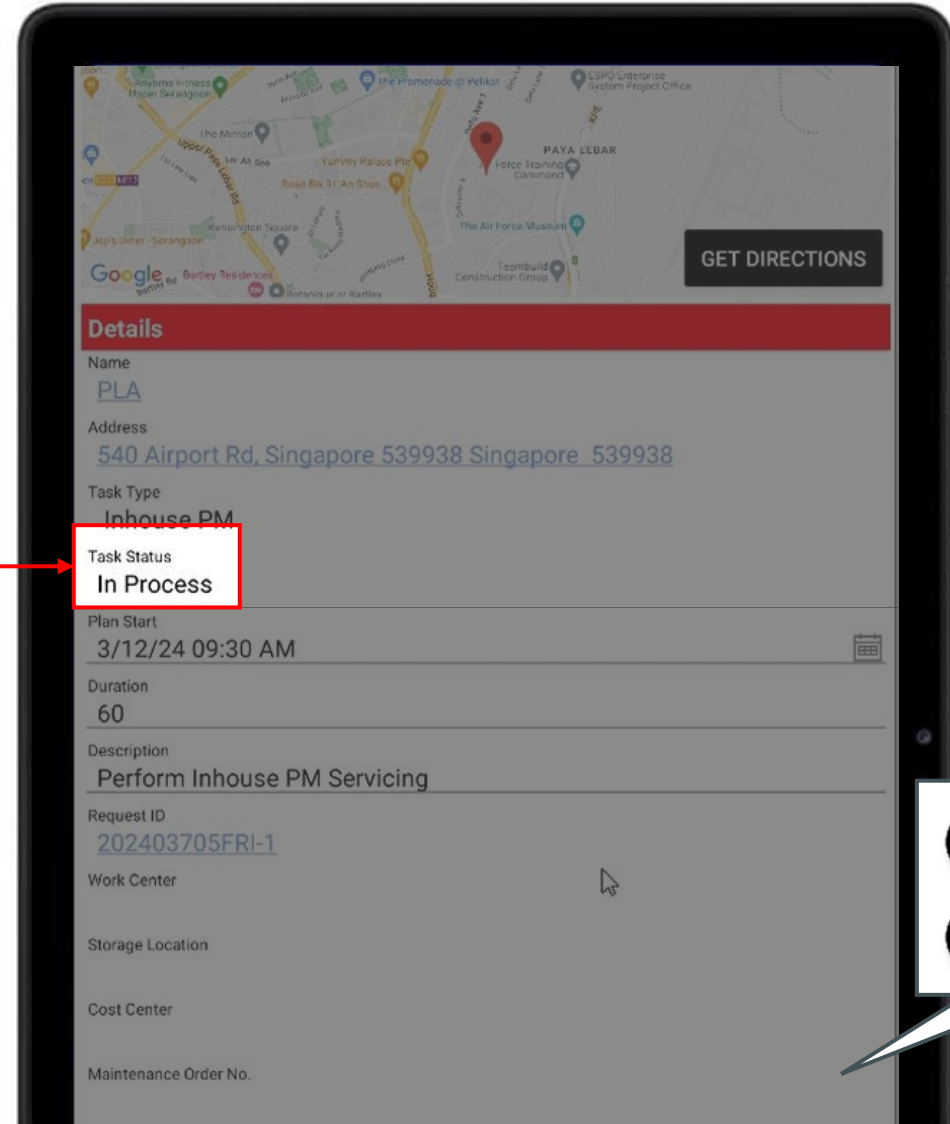
2 Tap In Process to confirm.



Processing Inhouse Task (3)

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


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

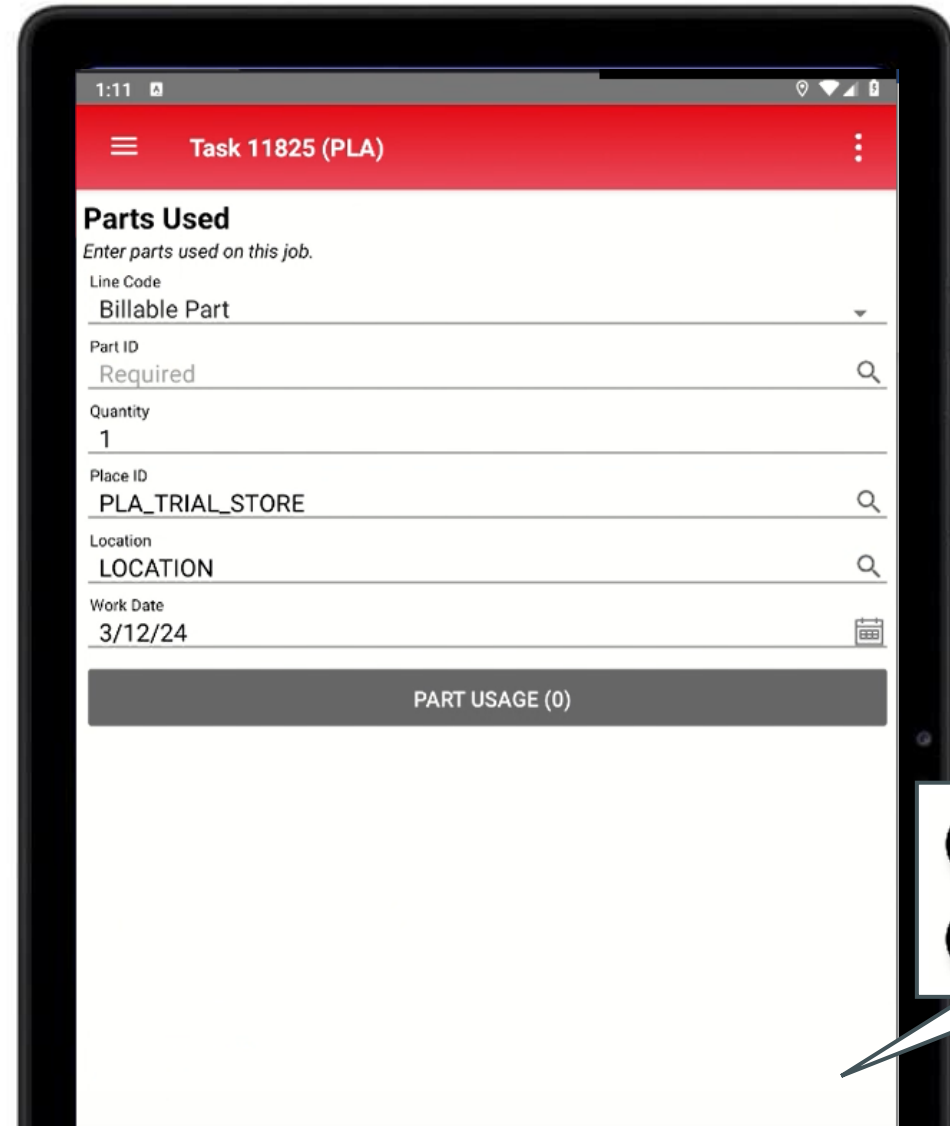


A callout box containing two buttons: a 'Save' button with a document icon and a 'Next' button with a right-pointing arrow icon.

Processing Inhouse Task (4)

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

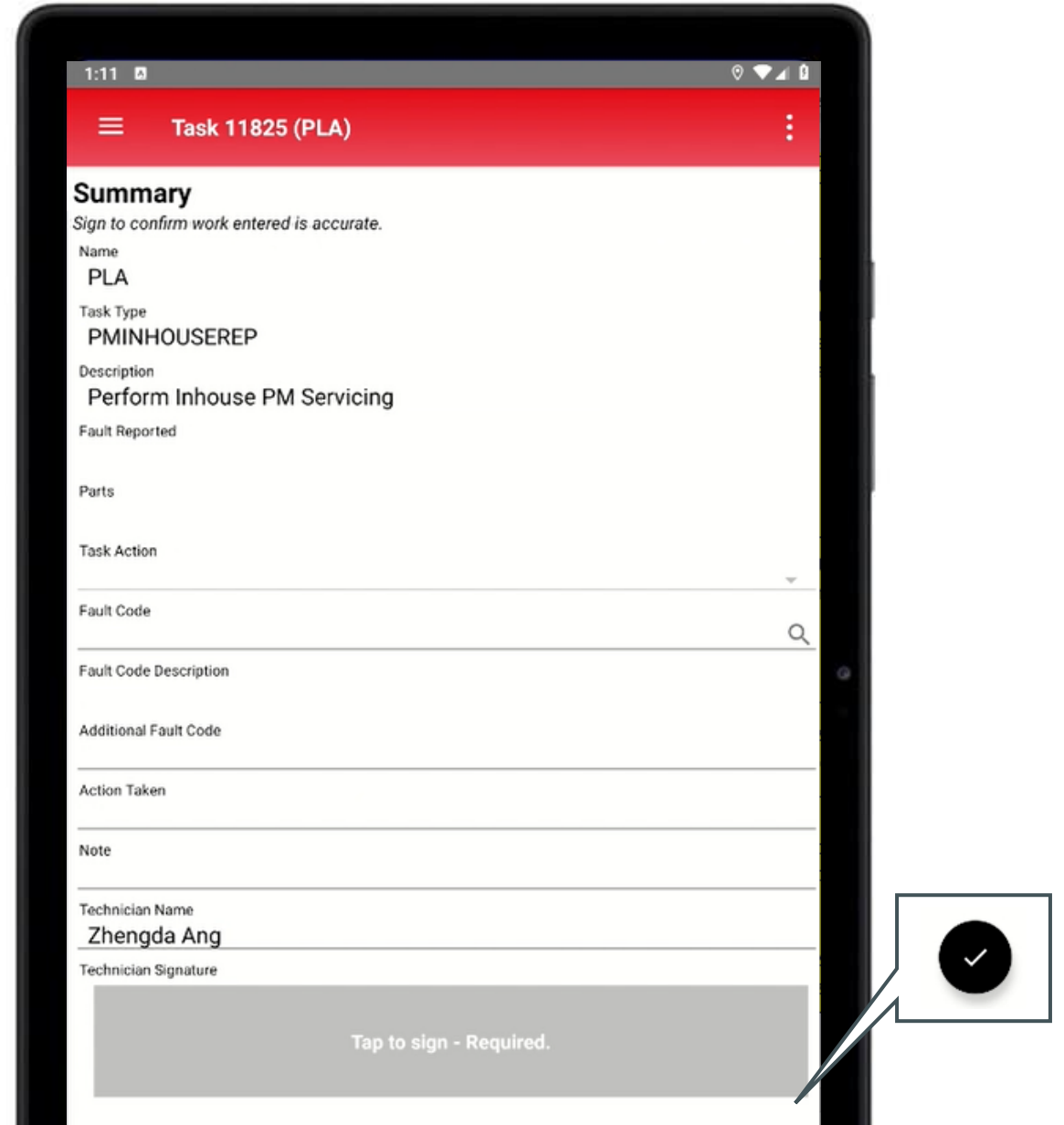
If no parts usage involved, you can proceed to **Next**  to continue with the job task.



Processing Inhouse Task (5)

Summary is concluded by the engineer on the completion of the job task. Engineer can sign-off to close the task.

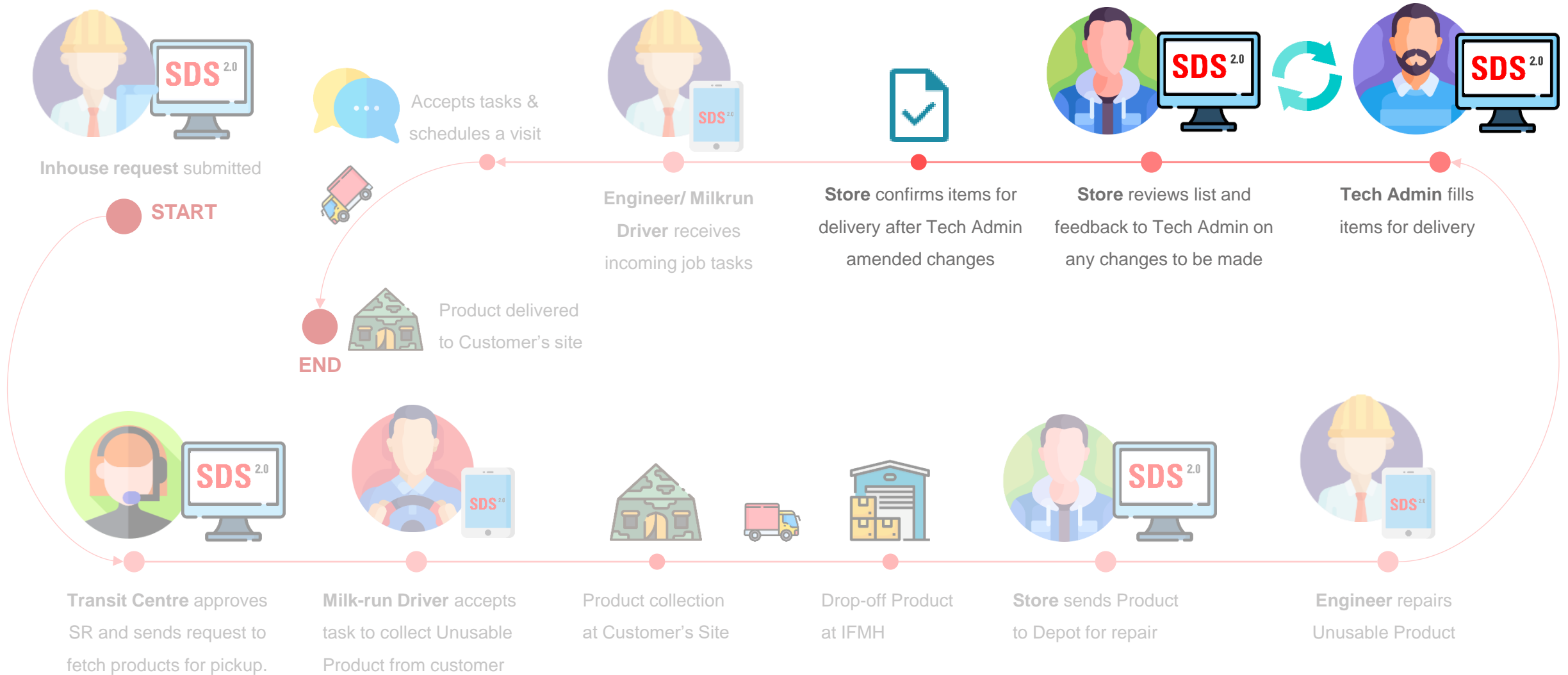
Proceed  to complete the job task.



Tech Admin & Store

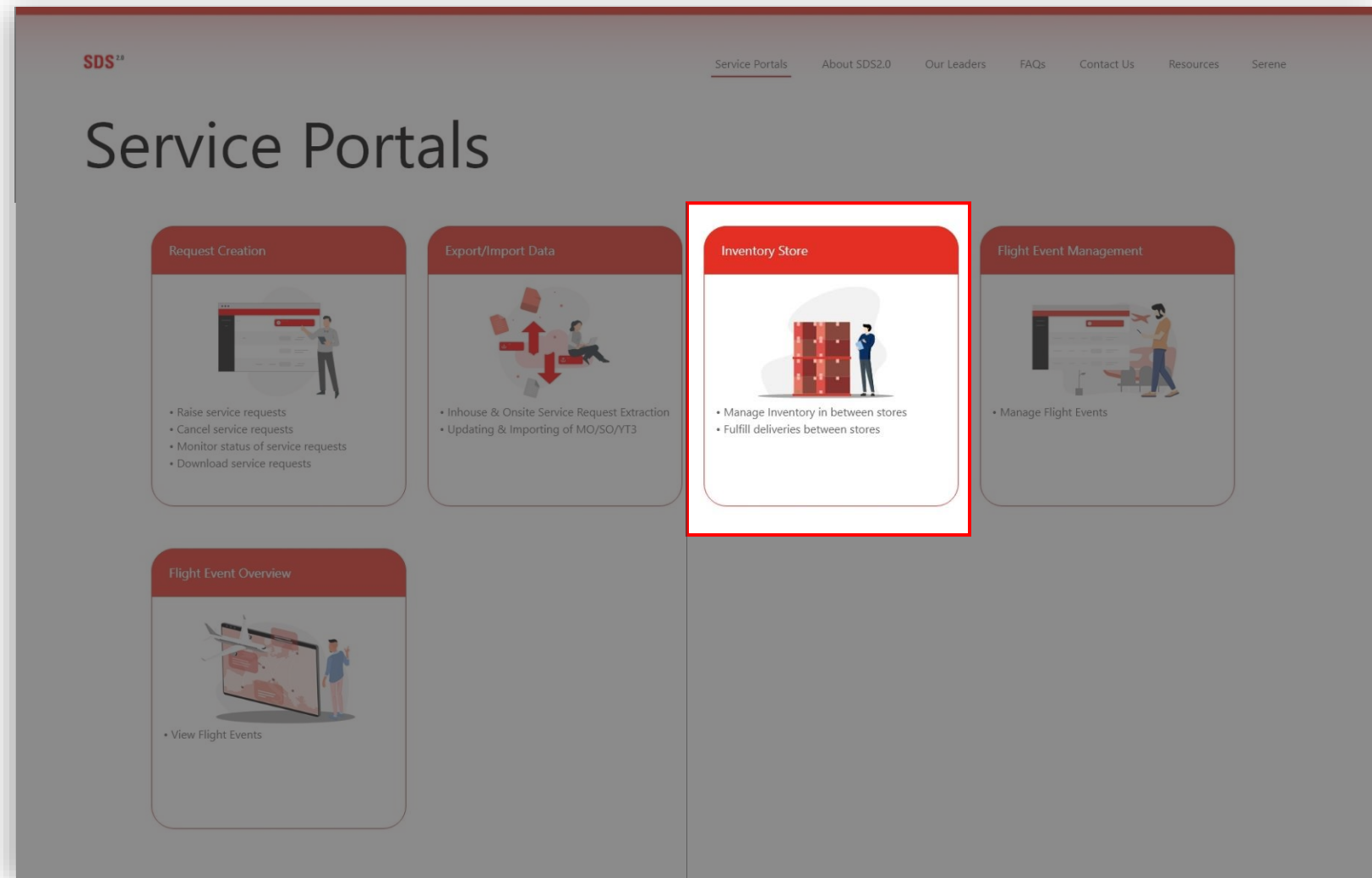
- Process Overview
- Inventory Store
- Fill Details for Delivery (Store)
- Edit Details for Delivery (Store)
- Confirm Details for Delivery (Store)

Process Overview



Inventory Store

Tech Admin and Store personnel can update delivery information in **Inventory Store** section



Fill Details for Delivery (Store) (1)

Tech Admin can go to **1** Fill Details for Delivery (Store) under Delivery Section

2 Select Product S/N to deliver in the dropdown list and Enter the **3** Mat Doc No.

Fill Details for Delivery (Store) (2)

Tech Admin need to

- 4 Check and select the list of requests with the changes and
- 5 Save to update.

ST Engineering | SDS^{2.0} Inventory Portal | Serene Loh

Fill Details for Delivery (Store)

SAVE 5 Exchange/Indent Request Search

<input type="checkbox"/>	Exchange/Indent Request	Model ID	Stock on Hand	Select Product S/N to deliver	Mat Doc No.	MO	STO	Date
<input type="checkbox"/>	202411700IND-2	SB_SCCS_CHASSIS	0	No Products A		-	-	06/14:21
<input type="checkbox"/>	202411700IND-1	SB_SCCS_CHASSIS	0	No Products A		-	-	06/14:21
<input type="checkbox"/>	202410744EXC-2	SB_SCCS_CHASSIS	0	No Products A		-	-	22/15:31
<input type="checkbox"/>	202410743EXC-1	SB_SCCS_CHASSIS	0	No Products A		-	-	22/15:31
<input type="checkbox"/>	202410742EXC-1	SB_SCCS_CHASSIS	0	No Products A		-	-	22/15:31
<input type="checkbox"/>	202410740EXC-1	SB_SCCS_CHASSIS	0	No Products A		-	-	22/15:21

Edit Details for Delivery (Store) (1)

Store Personnel will check the delivery details if it requires any changes.

If yes, Tech Admin will go to **5** Edit Details for Delivery (Store) to make the changes.

5

ST Engineering | SDS^{2.0} Inventory Portal | Serene Loh

Stock Overview

- Inflow and Outflow
 - Exchange Requests
 - Indent Requests
 - Return Requests
- Collection
- Delivery**
 - Fill Details for Delivery (Store)
 - Edit Details for Delivery (Store)**
 - Confirm Details for Delivery (Store)
 - Fill Details for Delivery (IFMH)
 - Edit Details for Delivery (IFMH)
 - Confirm Details for Delivery (IFMH)
- Internal Movement

Edit Details for Delivery (Store)

SAVE REMOVE Exchange/Indent Request Search

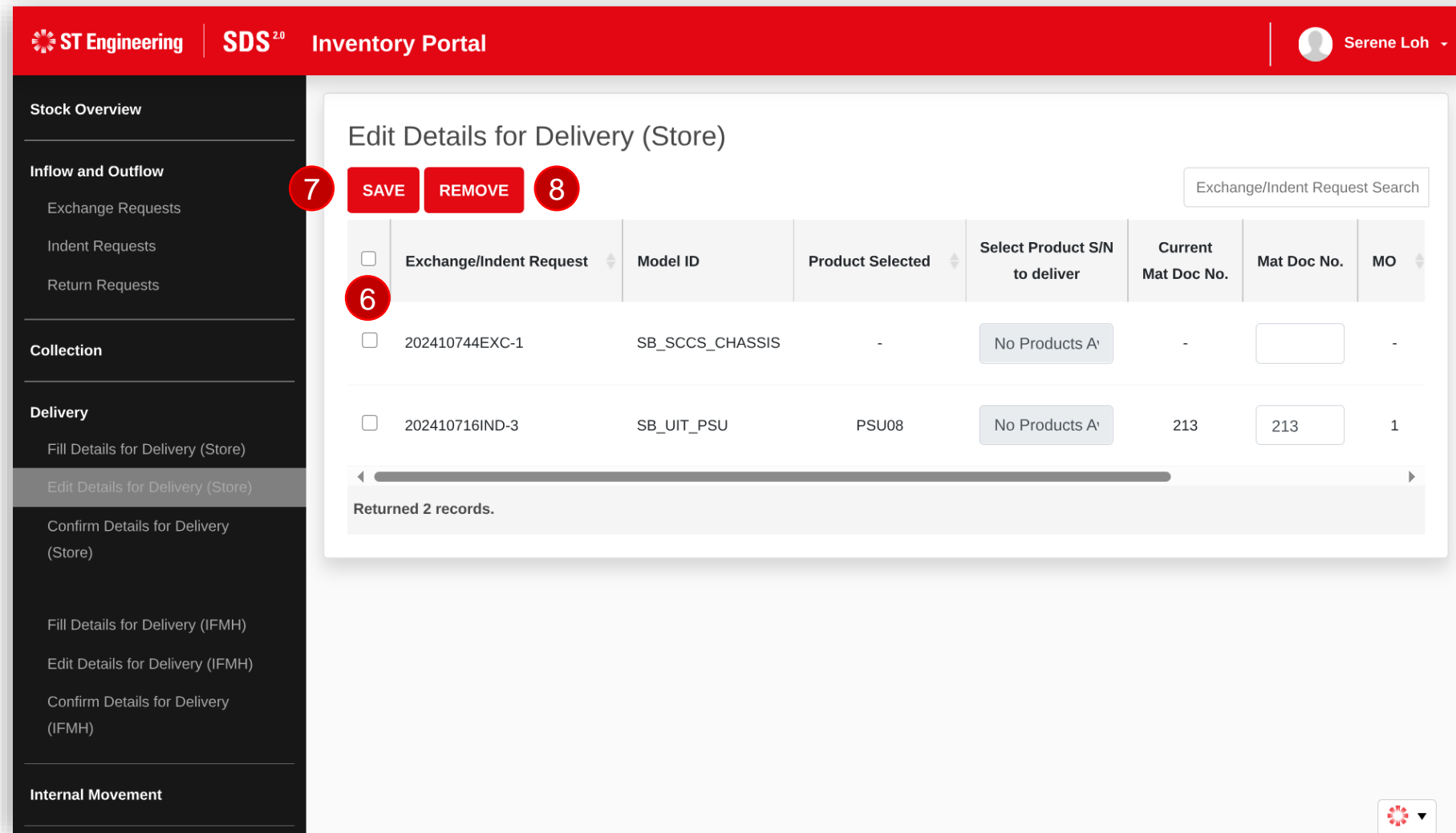
<input type="checkbox"/>	Exchange/Indent Request	Model ID	Product Selected	Select Product S/N to deliver	Current Mat Doc No.	Mat Doc No.	MO
<input type="checkbox"/>	202410744EXC-1	SB_SCCS_CHASSIS	-	No Products Available	-		-
<input type="checkbox"/>	202410716IND-3	SB_UIT_PSU	PSU08	No Products Available	213	213	1

Returned 2 records.

Edit Details for Delivery (Store) (2)

After Tech Admin input the changes, **6** check the updated items and tap **7** Save.

Tech Admin can also remove the edited items in the list by **6** checking it and tap **8** Remove.



ST Engineering | SDS^{2.0} Inventory Portal | Serene Loh

Stock Overview

Inflow and Outflow

- Exchange Requests
- Indent Requests
- Return Requests

Collection

Delivery

- Fill Details for Delivery (Store)
- Edit Details for Delivery (Store)**
- Confirm Details for Delivery (Store)
- Fill Details for Delivery (IFMH)
- Edit Details for Delivery (IFMH)
- Confirm Details for Delivery (IFMH)

Internal Movement

7 SAVE **8** REMOVE

Exchange/Indent Request Search

<input type="checkbox"/>	Exchange/Indent Request	Model ID	Product Selected	Select Product S/N to deliver	Current Mat Doc No.	Mat Doc No.	MO
<input type="checkbox"/>	202410744EXC-1	SB_SCCS_CHASSIS	-	No Products A	-		-
<input type="checkbox"/>	202410716IND-3	SB_UIT_PSU	PSU08	No Products A	213	213	1

Returned 2 records.

Confirm Details for Delivery (Store)

Store Personnel then can proceed to go to **9** Confirm Details for Delivery (Store) and **10** check the list of requests and tap **11** Confirm.

9

ST Engineering | SDS^{2.0} Inventory Portal | Serene Loh

Confirm Details for Delivery (Store)

CONFIRM **11** Exchange/Indent Request Search

<input type="checkbox"/>	Exchange/Indent Request	Product S/N to deliver	Mat Doc No.	MO	STO	Date Raised
<input type="checkbox"/>	202410744EXC-1	-	-	-	-	22/10/2024 15:35:32
<input type="checkbox"/>	202410716IND-3	PSU08	213	1	3	22/10/2024 11:14:29

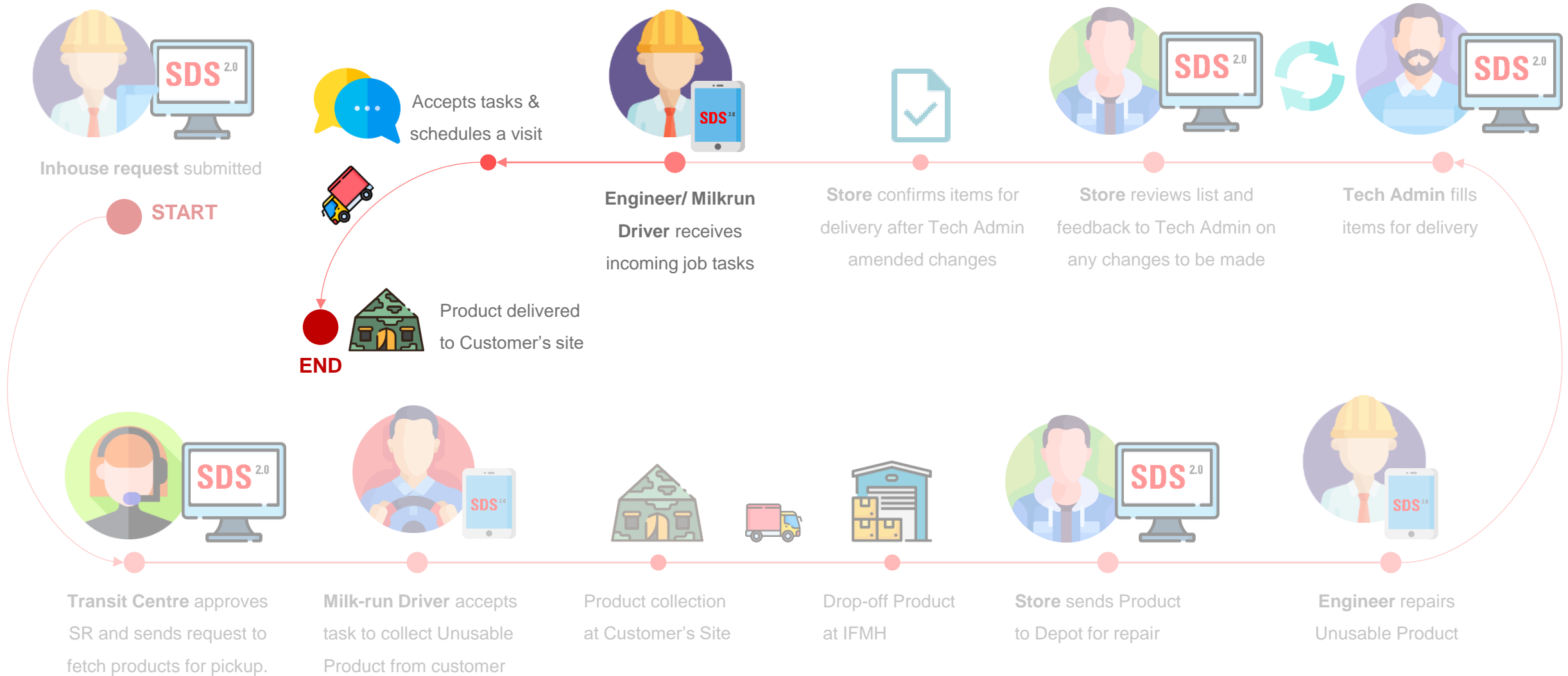
Returned 2 records.

Navigation menu (left sidebar):
Stock Overview
Inflow and Outflow
Exchange Requests
Indent Requests
Return Requests
Collection
Delivery
Fill Details for Delivery (Store)
Edit Details for Delivery (Store) **9**
Confirm Details for Delivery (Store)
Fill Details for Delivery (IFMH)
Edit Details for Delivery (IFMH)
Confirm Details for Delivery (IFMH)
Internal Movement

Milkrun Driver (Deliver)

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

Process Overview



Milkrun Open Task

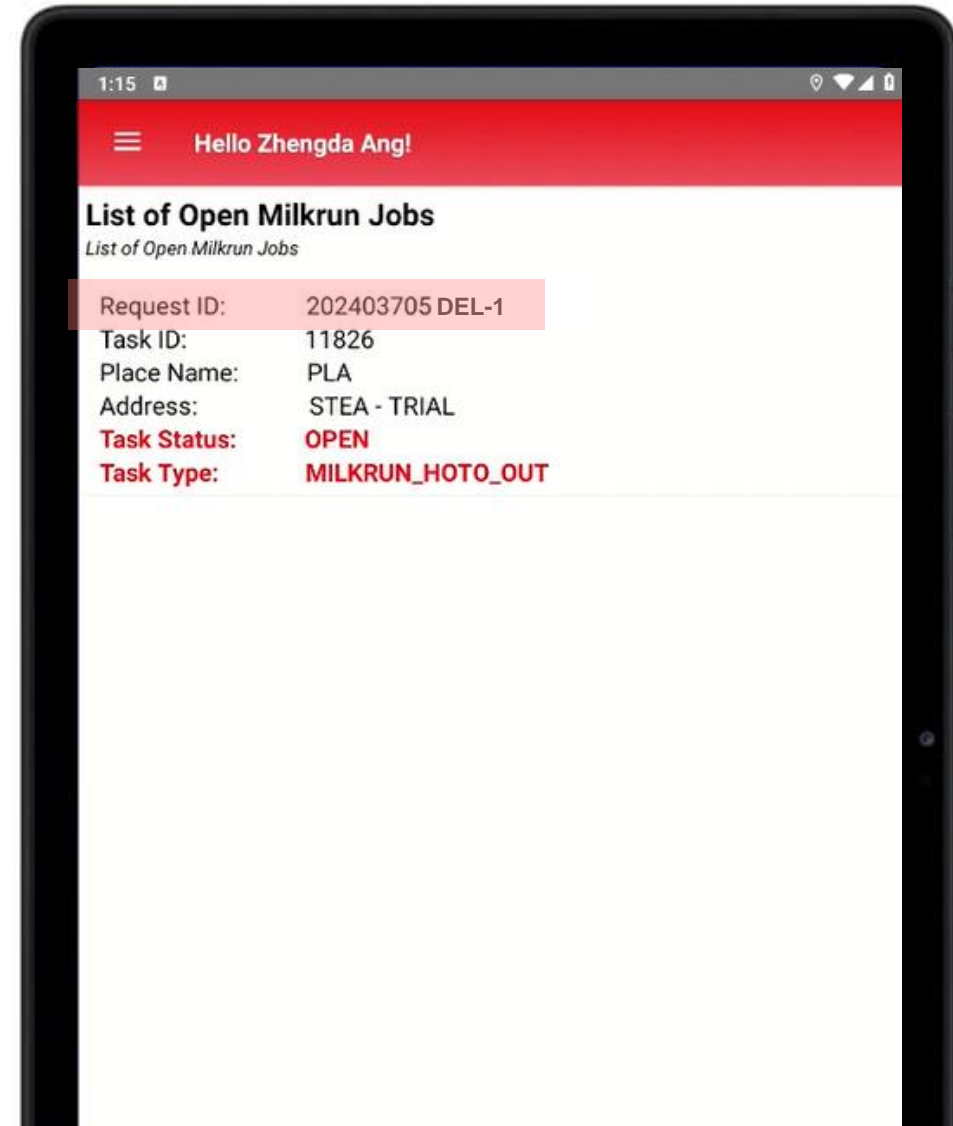
When Store Personnel handover the repaired items to the milkrun driver for delivery, the milkrun driver will be able to accept new task from **Milkrun Open Task** section.




Accepting Milkrun Open Task (1)

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

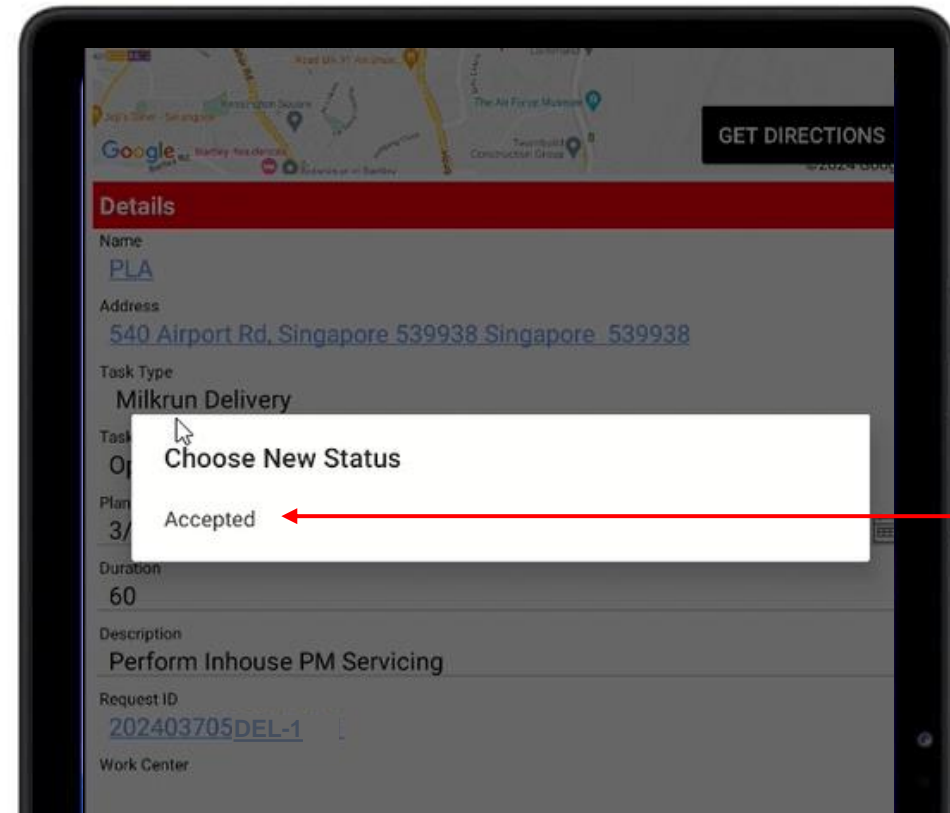
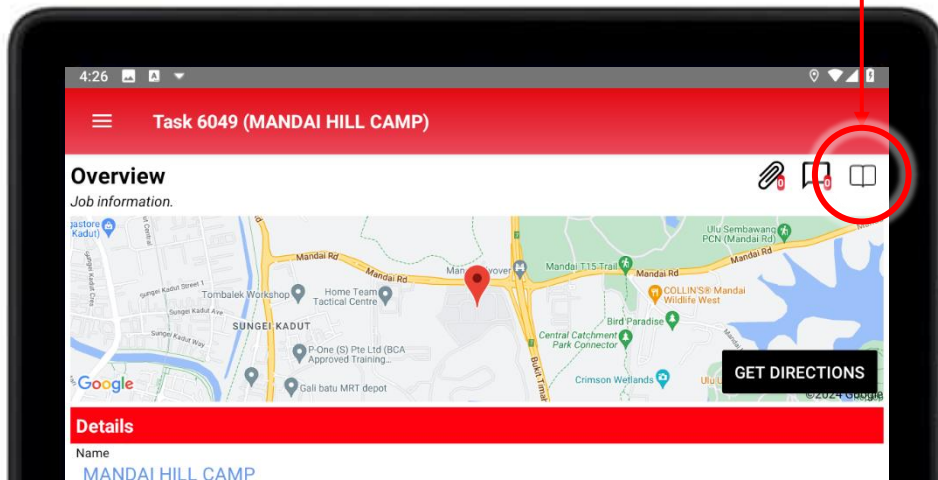
Milkrun_HOTO_OUT refers to repaired items received from store to be delivered.



Accepting Milkrun Open Task (2)

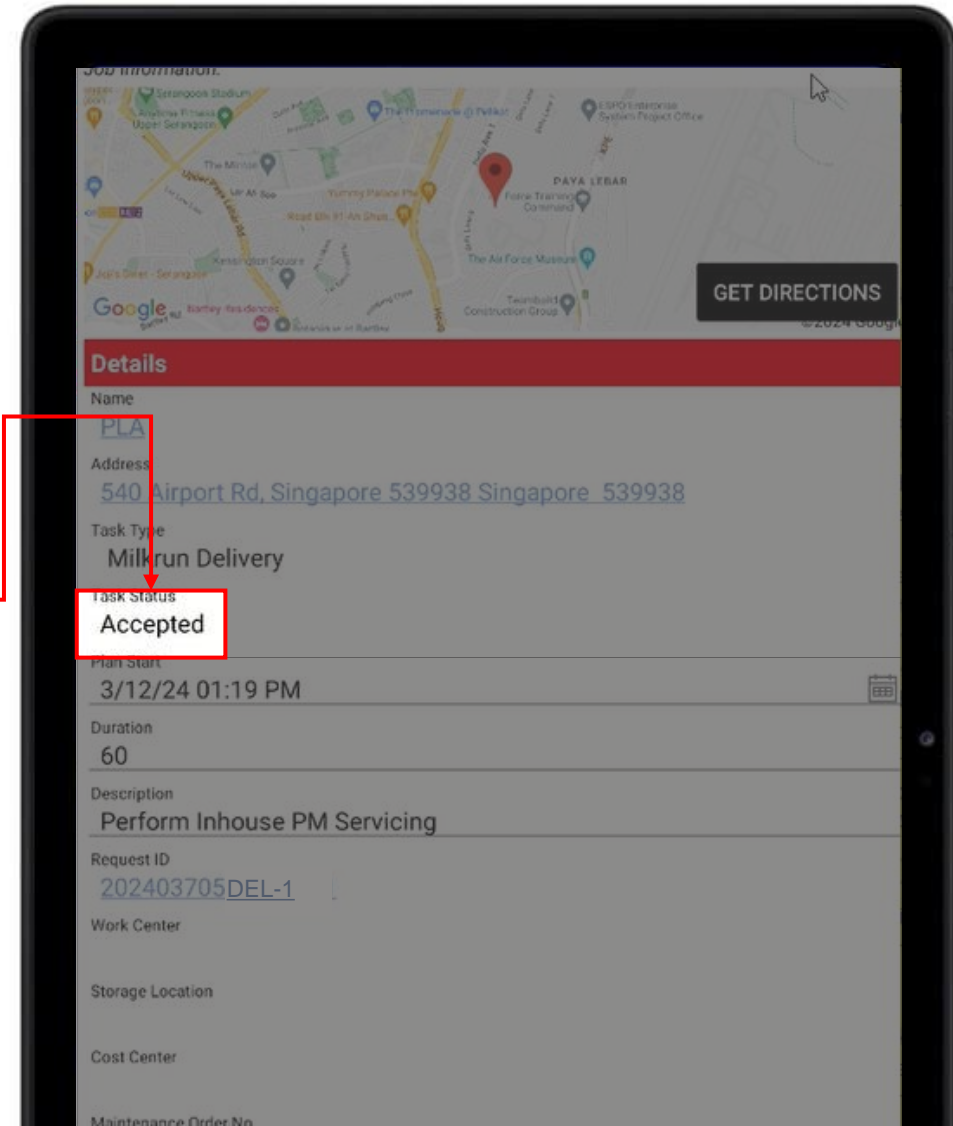
- 1 Select the **Book** icon  to open the accept window.

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




Accepting Milkrun Open Task (3)

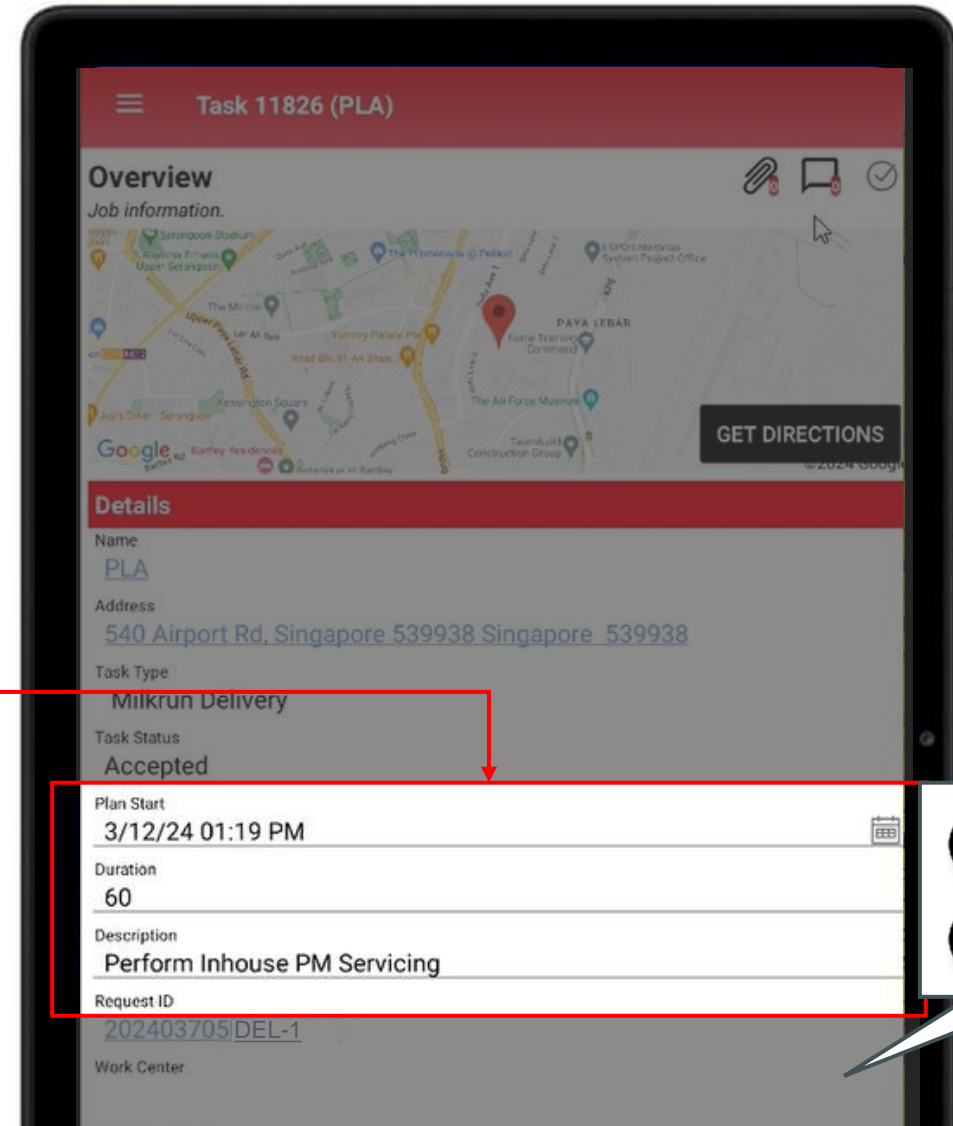
Task Status will change from **Open** to **Accepted**.
It can be viewed and edited by assigned milkrun driver.




Processing Milkrun Task (1)

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

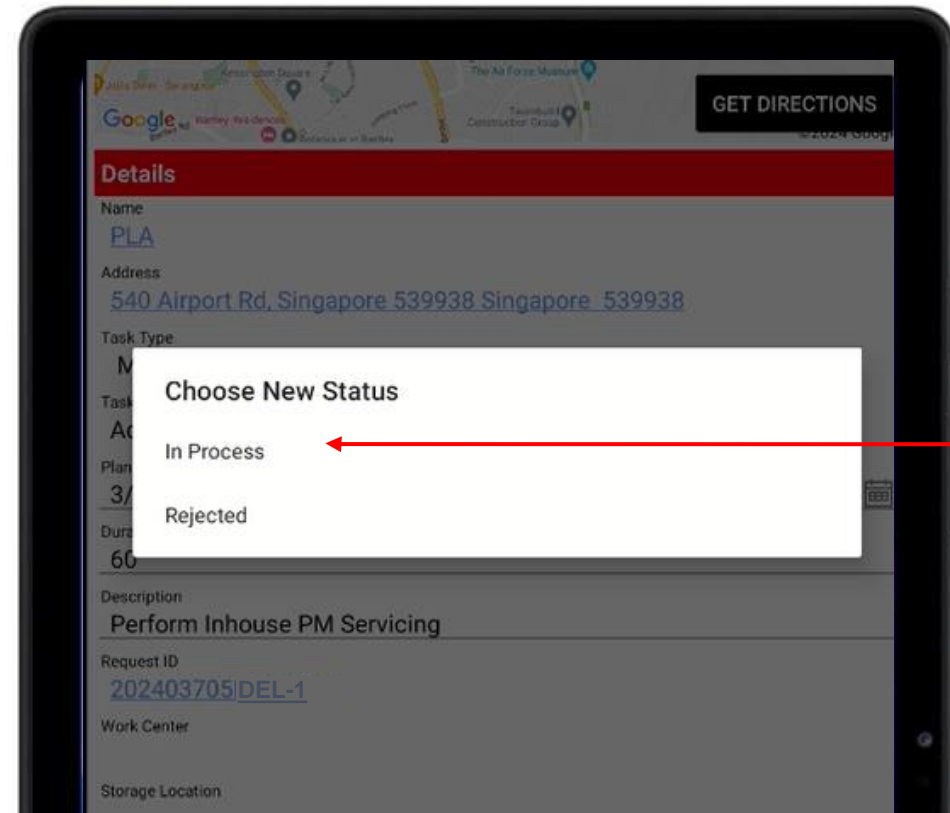
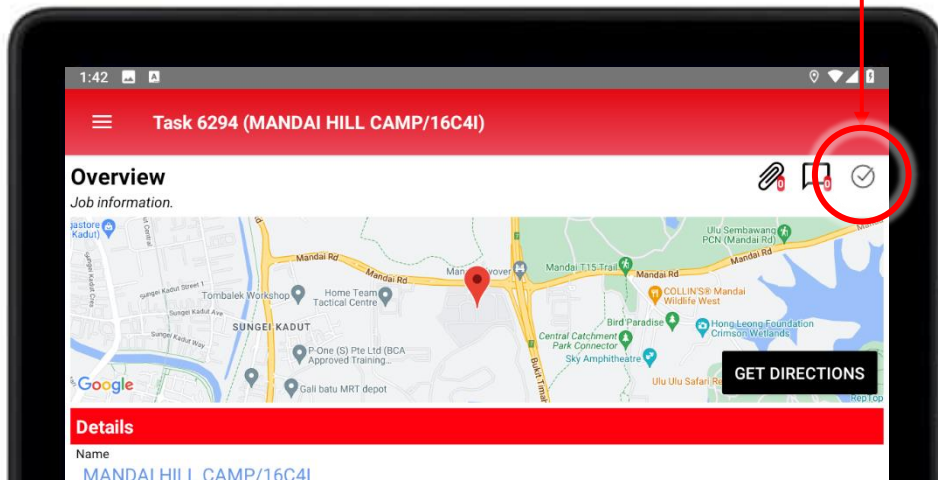
Milkrun driver can modify the text fields accordingly and tap **Save**  to update.



Processing Milkrun Task (2)

- 1 Select the icon  to open the status window.

- 2 Tap **In Process** to confirm.

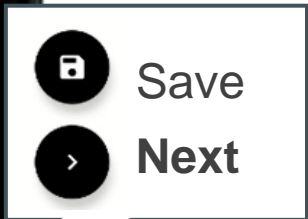
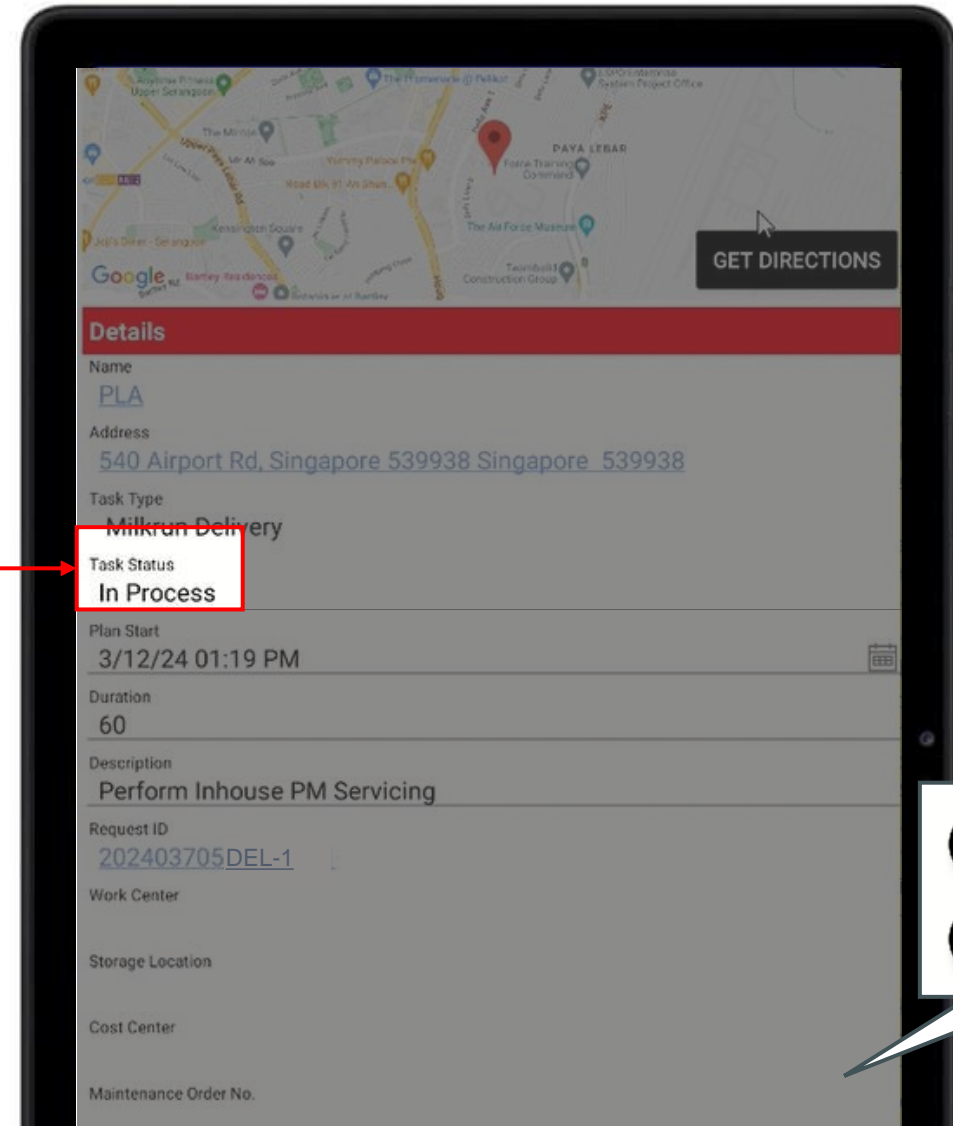


MILKRUN DRIVER (DELIVER)

Processing Milkrun Task (3)

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

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

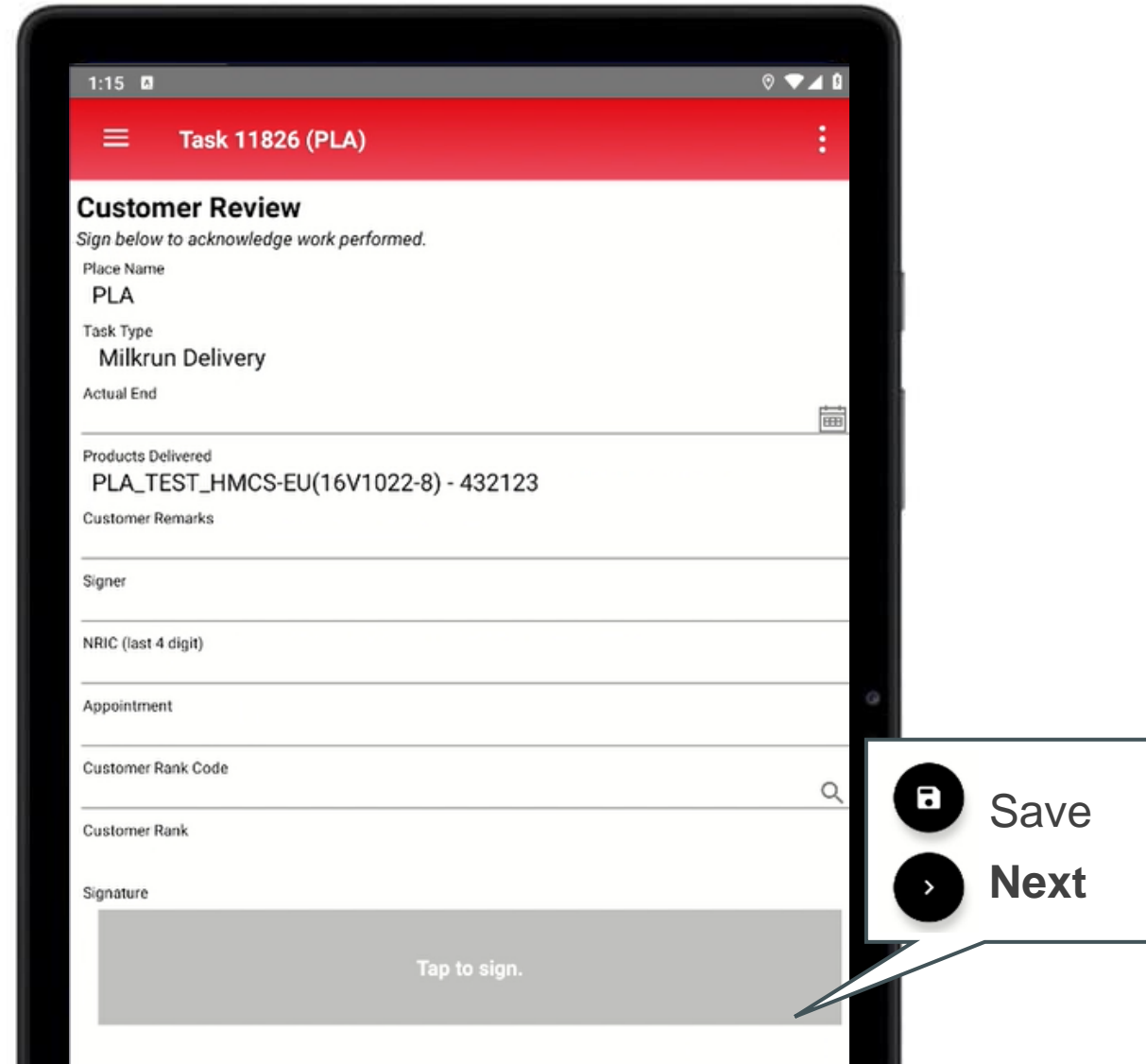


Processing Milkrun Task (4)

Customer Review is required to have customers to confirm that the items have been delivered by the Milkrun driver.

Have the customer fill-in the necessary details and sign-off to confirm the HOTO to customer.

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



1:15

Task 11826 (PLA)

Customer Review

Sign below to acknowledge work performed.

Place Name
PLA

Task Type
Milkrun Delivery

Actual End

Products Delivered
PLA_TEST_HMCS-EU(16V1022-8) - 432123

Customer Remarks

Signer

NRIC (last 4 digit)

Appointment

Customer Rank Code

Customer Rank

Signature

Tap to sign.

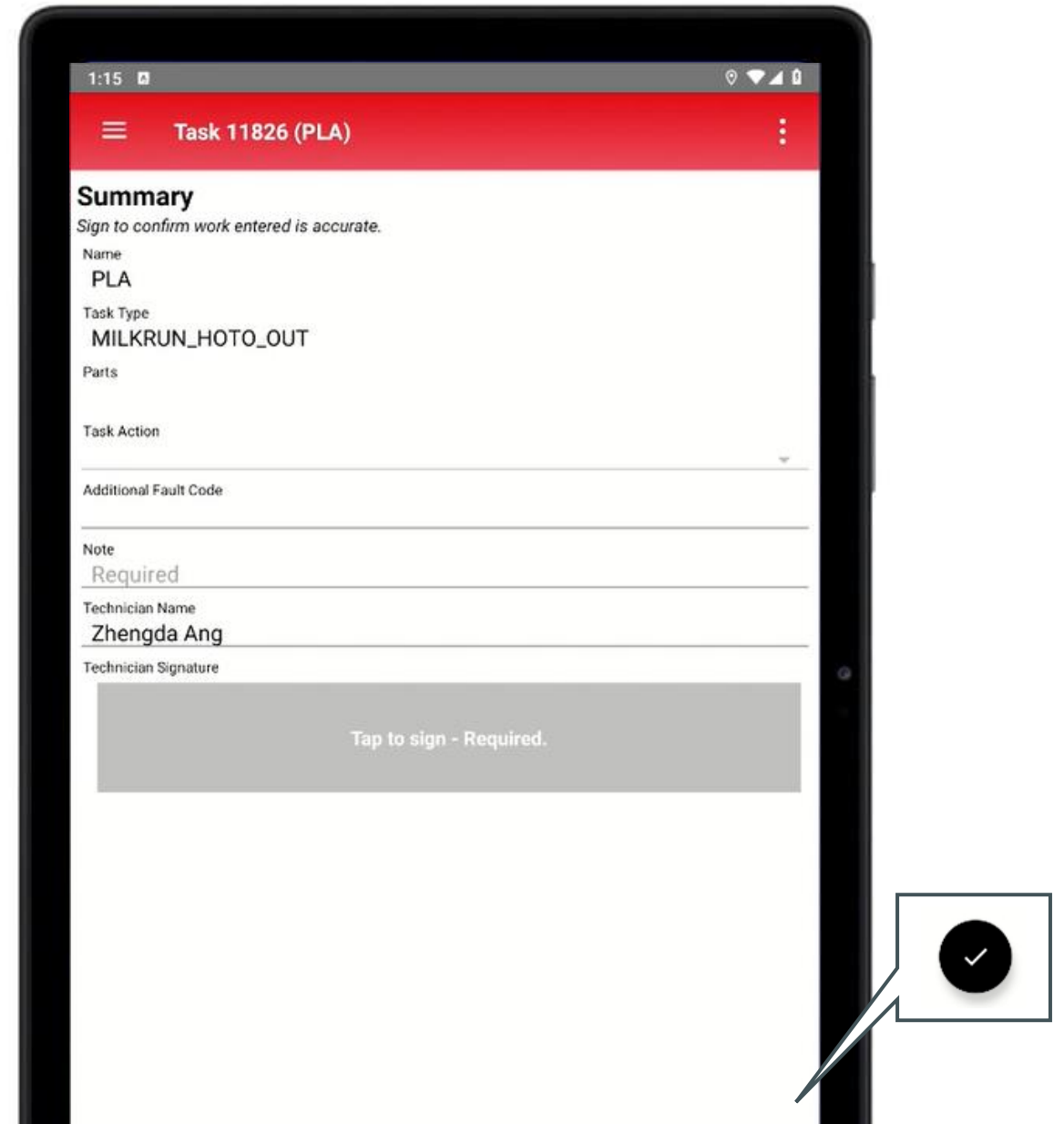
Save

Next

Processing Milkrun Task (5)

Summary is concluded by the Milkrun driver that the items have been HOTO to customer. Milkrun driver can sign-off to close the task.

Proceed  to complete the job task.



Service Report

- [Customer Portal](#)
- [Download Service Report](#)
- [View Service Report](#)

Customer Portal

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



The screenshot shows the 'Requests' page in the ST Engineering Customer Portal. The page includes a navigation menu on the left with 'Dashboard' and 'Service Requests'. The main content area has a search bar for 'Place' (set to 'PLA') and 'Type' (radio buttons for 'On Site', 'In House', and 'Both'). Below this is a table of requests. A red box highlights the 'Reports' column, which contains a PDF icon for each request. The first row is highlighted in light gray.

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

Download Service Report

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

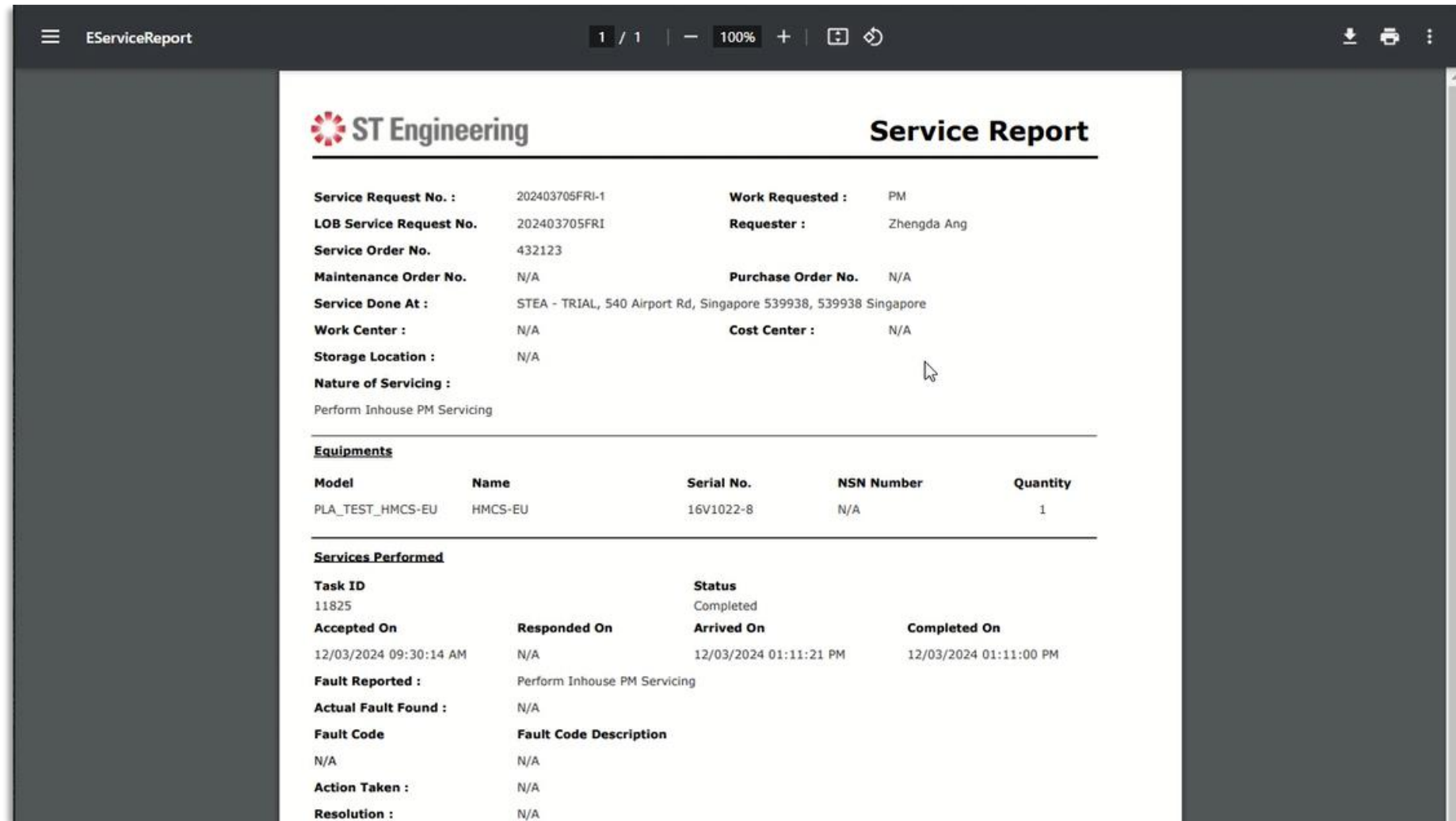
Tap **Download**.

The screenshot shows the 'Customer Portal' interface for 'ST Engineering SDS 2.0'. The main content area is titled 'Requests' and contains a table of service requests. A modal dialog titled 'Reports' is open, allowing the user to select a report to download. The dialog has a 'Report Name' dropdown menu with 'Service Report' selected, and a 'Request Id' input field with '202403705FRI-1' entered. At the bottom of the dialog are 'Cancel' and 'DOWNLOAD' buttons. A red line points from the 'DOWNLOAD' button in the dialog to the 'Download' icon in the table row for request ID '202403702FRI-2'.

View Request	LOB	MO	PO	Created	Reports						
202403707-1	202403707	-	-	22/03/2024 15:22:27							
202403702FRI-4	202403702FRI	-	-	11/03/2024 13:46:15							
202403702FRI-3	202403702FRI	202403702FRI-	202403702FRI-	11/03/2024 13:46:15							
202403702FRI-2	202403702FRI	29RU SERVER RACK	-	H313	1	Preventive Maintenance	Repair Complete	202403702FRI-	202403702FRI-	11/03/2024 13:46:14	
202403702FRI-1	202403702FRI	29RU SERVER RACK	-	H308	1	Preventive Maintenance	Open	202403702FRI-	202403702FRI-	11/03/2024 13:46:14	
202402705-1	202402705	164I_DEMO_1	-	SER0001	1	Preventive Maintenance	Pending Cancellation	-	-	28/02/2024 17:50:46	

View Service Report

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



The screenshot displays the EServiceReport web interface. At the top, there is a navigation bar with a hamburger menu, the text 'EServiceReport', and a status bar showing '1 / 1', a zoom level of '100%', and icons for search, refresh, download, and print. The main content area features the ST Engineering logo and the title 'Service Report'. Below this, a detailed report is presented in a key-value format. The report includes fields for Service Request No., LOB Service Request No., Service Order No., Maintenance Order No., Service Done At, Work Center, Storage Location, Nature of Servicing, Work Requested, Requester, and Purchase Order No. The Nature of Servicing is 'Perform Inhouse PM Servicing'. Below the report details, there is a table for 'Equipments' with columns for Model, Name, Serial No., NSN Number, and Quantity. The table contains one entry: PLA_TEST_HMCS-EU, HMCS-EU, 16V1022-8, N/A, and 1. Finally, there is a section for 'Services Performed' with columns for Task ID, Status, Accepted On, Responded On, Arrived On, and Completed On. The task ID is 11825, status is Completed, and the dates are 12/03/2024 09:30:14 AM, N/A, 12/03/2024 01:11:21 PM, and 12/03/2024 01:11:00 PM. The report also includes fields for Fault Reported, Actual Fault Found, Fault Code, Fault Code Description, Action Taken, and Resolution, all of which are currently N/A.

Service Report

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

Equipments

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

Services Performed

Task ID	Status
11825	Completed

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

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



Thank you