



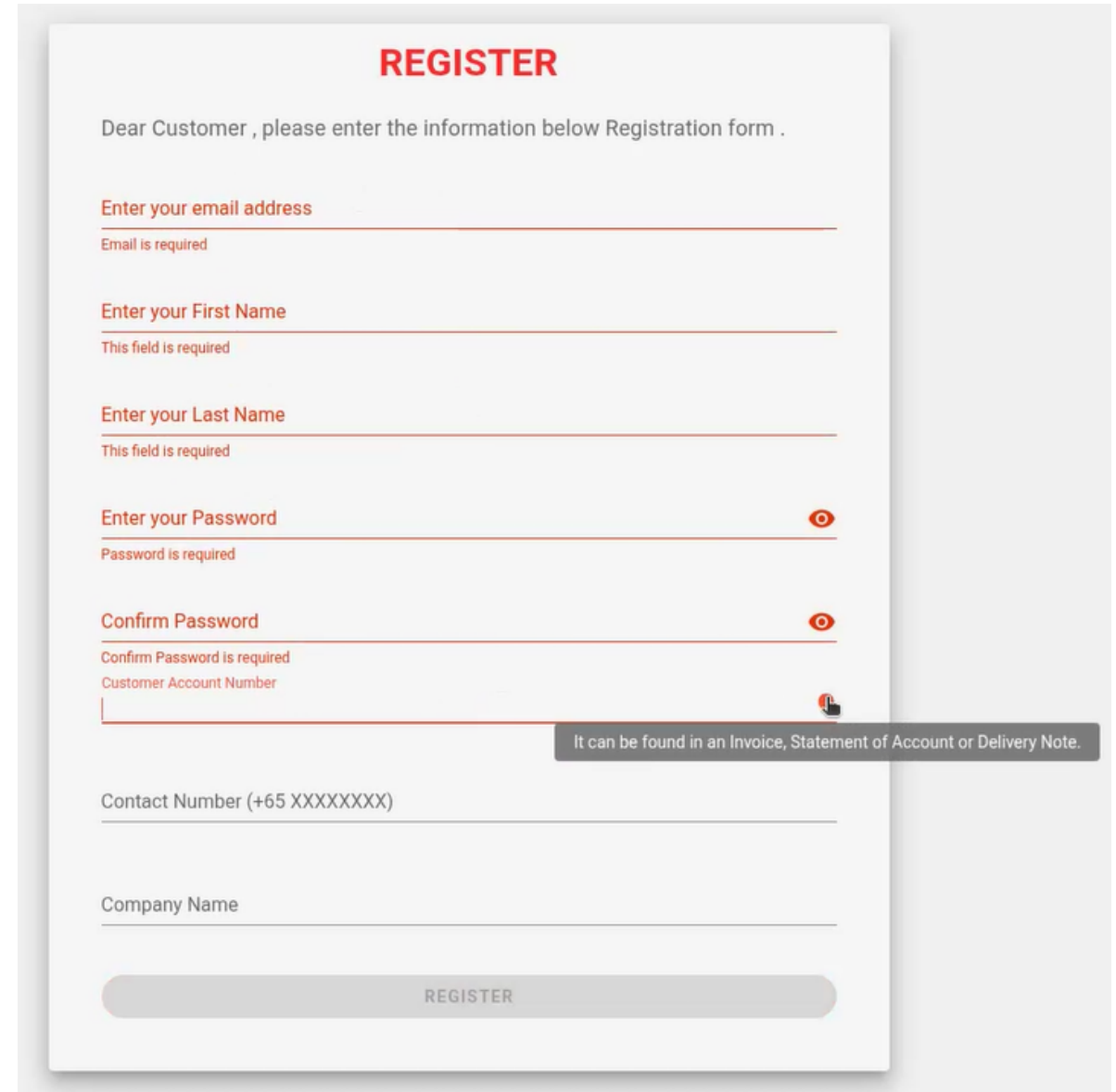
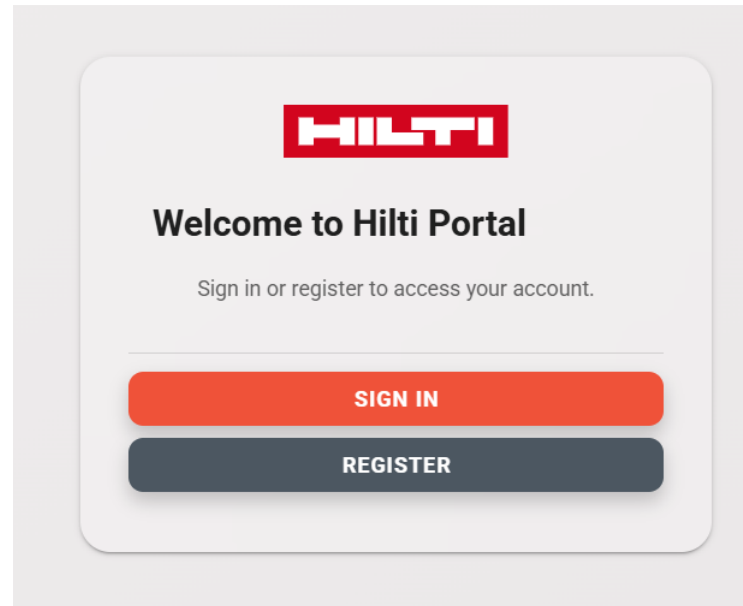
HILTI'S NEW BOOKING PLATFORM

User guide & FAQs for Customers



Registration

<https://ui.fareyeconnect.com/sg/hilti/register>

The image shows the Hilti Register Form. At the top, the word "REGISTER" is in red. Below it, a message says "Dear Customer , please enter the information below Registration form .". The form has several fields: "Enter your email address" (with a red underline and "Email is required" below it), "Enter your First Name" (with a red underline and "This field is required" below it), "Enter your Last Name" (with a red underline and "This field is required" below it), "Enter your Password" (with a red underline, "Password is required" below it, and a red eye icon to the right), "Confirm Password" (with a red underline, "Confirm Password is required" below it, and a red eye icon to the right), and "Customer Account Number" (with a red underline, a red eye icon to the right, and a tooltip that says "It can be found in an Invoice, Statement of Account or Delivery Note."). At the bottom, there are two more fields: "Contact Number (+65 XXXXXXXX)" and "Company Name". At the very bottom, there is a grey "REGISTER" button.

Validation Check by Hilti



Hilti team will receive this email for every registration submitted.

Hilti commits to check/approve every registration within 24hrs of submittal

New User Onboarded!

Dear Hilti Team,

A new user has been onboarded. Kindly verify and validate the details using the link below: <https://staging.fareye.co/v2/login>

If you have any questions or need further assistance, please feel free to reach out to the team.

Best regards,
Team FarEye

Validation of Registration – Before & After

Before

Registration Received – Awaiting Verification ➤ Inbox x

no-reply@fareye.com
to me ▼



Dear **Alvin Lua**

Thank you for registering with Hilti.

Your registration Reference No: **CLN-1022** has been successfully submitted and is currently awaiting verification by our team.

You will receive another email once your account has been reviewed and approved.

If you have any questions, feel free to contact us at

TeamAnchorTesting.SG@hilti.com

Best regards,

Team Hilti

After

Your Hilti Login Details and Access Information ➤ Inbox x

no-reply@fareye.com
to me ▼



Welcome to Hilti

Dear **Alvin Lua**

Thank you for choosing Hilti. You can now log in to Hilti using the following link: <https://uat.fareye.co/v2/login>

username= luaalv_uathilti

If you have any questions or need further assistance, feel free to reach out to Hilti team on the below email address.

TeamAnchorTesting.SG@hilti.com

Best regards,

Logging in – Security measure



Reset Password

Username

Old Password

New Password

Confirm New Password

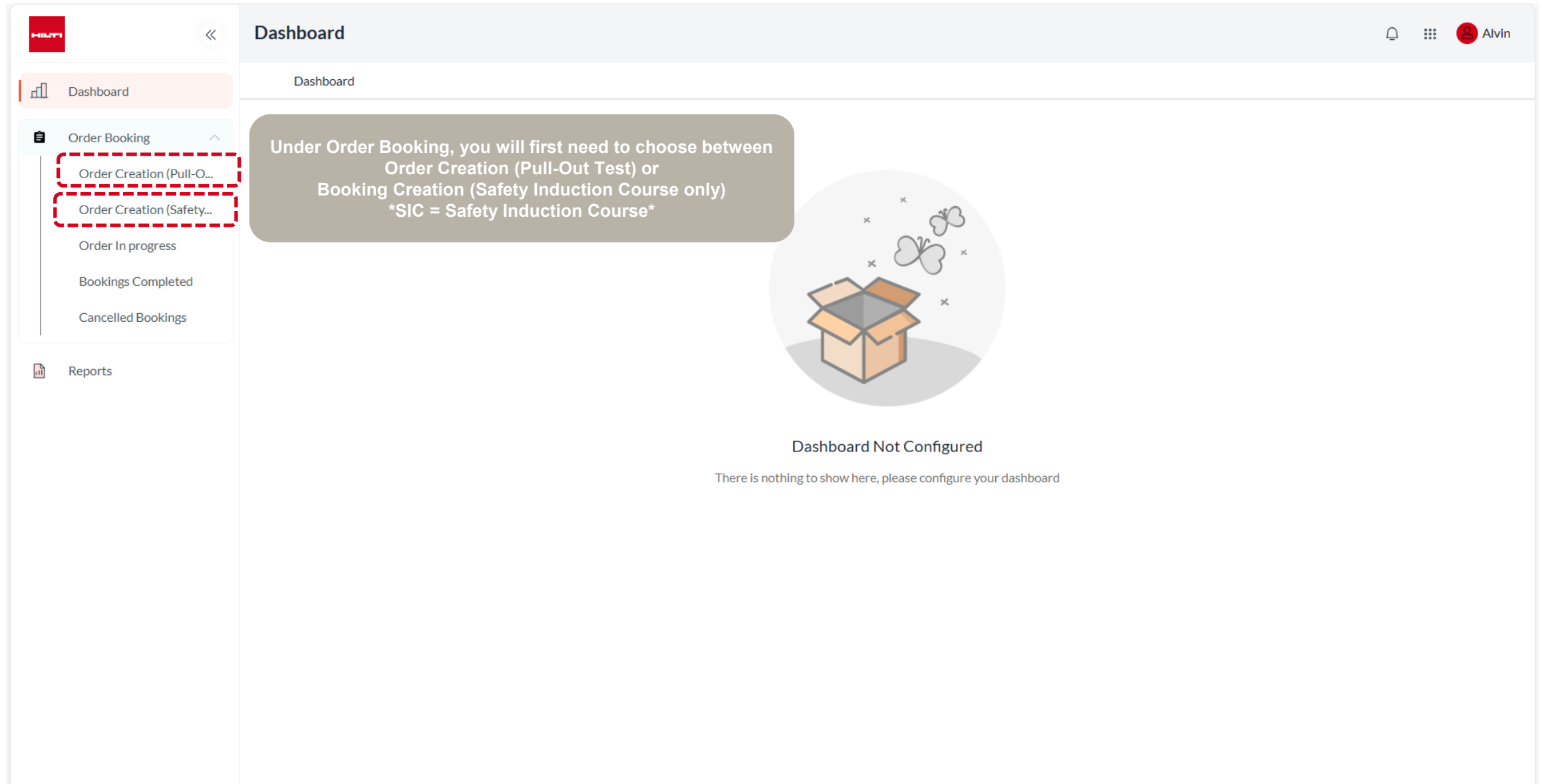
[Back to Sign in page](#)

Terms of Usage

Please read and accept our [Terms of Use](#) and [Privacy Policy](#) to login to the platform

[Log Out](#)

Customer's User Interface



Booking Creation

<<

Dashboard

Order Booking

Order Creation (Pull-O...

Order Creation (Safety...

Order In progress

Bookings Completed

Cancelled Bookings

Reports

Order Creation (Pull-Out Test)

Project Selection

Date of Testing

SO Number

Clear Filters

Search

Alvin

Add

Click here to create a booking

No records found!

Try out a different Filter for results or pop back in later.

50/Page

Refresh

Booking Creation

Clear Filters

Add Booking Details

Sales Order (SO) number is a mandatory field. If in doubt, please reach out to your Hilti Account Manager

SO Number*

Project Code*

Other Projects

For "Others" Project Selection

If unable to find your project after keying in, please type/choose "Others" and key into Other Projects field

Address*

Postal Code*

Lamp post and Gate number, etc.

Date of SIC*

Cancel Add Booking Details

Clear Filters

Add Booking Details

Remove

Anchor Details*

Add+

Click this if you have more than 1 anchor type or size to test

1. Anchor Entry

Anchor Categories*

Anchor Type*

Anchor Size*

Anchor Quantity*

Load Value (in kN)*

Then click here to submit booking after all necessary fields have been keyed/selected

Remove

Cancel Add Booking Details

Take note:
For Booking Creation (SIC), there will be no Anchor Details section

Booking Creation

<<

Dashboard

Order Booking

Order Creation (Pull-O...

Order Creation (Safety...

Order In progress

Bookings Completed

Cancelled Bookings

Reports

Order In progress

Search

Alvin

Date of Testing

SIC Required

Company Name

SAP Account ID

Slot Book Date

Project Selection

SO Number

Testers

Clear Filters

Total Shipments 1

Select orders for more action

<input type="checkbox"/>	Booking Number	SIC Required	Created At	Last Updated At	Ageing	Project Selection	Slot Requested Date
<input type="checkbox"/>	2025-BN100231	NO	12:50 Fri, 4 Jul, 2025	12:50 Fri, 4 Jul, 2025	0 days	Tuas Water Reclamation Plant (TWRP) Project	2025-07-06

50/Page

< 1 >

Refresh


Thereafter your booking request will be visible at the Order in Progress section

Booking Not Confirmed / Visibility of other available slots

Booking Not Confirmed – Action Required for Order 2025-BN100231

no-reply@fareye.com

to me



Booking Not Confirmed!

Hi Alvin Lua,

Your Testing Order No 2025-BN100231 could not be confirmed.

The requested slot is currently unavailable or incomplete.

You may proceed to <https://ci-uat.fareye.co/tracking?HFloPeQp3U6J3WXgradUREBajfBOTKNbW76F1bR0A+Ohdnj6nJj45gfWyKIZelgGAteKnOyx1A==#/> reschedule your booking at your convenience using the provided link. For further assistance, please contact our support team.

This is a system notification regarding your booking request. We were unable to confirm your preferred testing slot. You may choose to reschedule the booking or reach out to support for clarification. Please note that confirmation is subject to availability and service parameters in your area.

Testing Address

Tuas Nexus Drive, Tuas Water Reclamation

Reschedule Link

Order No

2025-BN100231

Reference No

2025-BN100231

Login url

<https://uat.fareye.co/v2/login>

Details

name:Alvin

:91234567

mail:abc@def.com

Company Name

Health is Wealth

Project


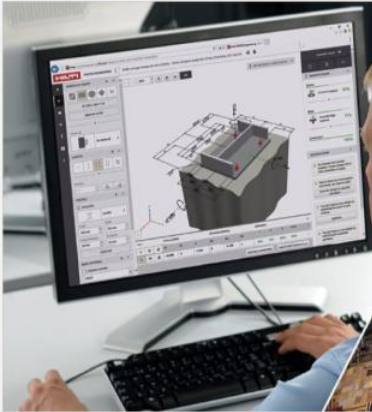
Tuas Water Reclamation Plant (TWRP) Project

Slot Requested Date

2025-07-06

Slot Timing

9:30-11:30



NEED HELP?

Tracker Timeline

Order Submitted

2025-07-04 12:50 PM

Booking Not Confirmed


12:50 PM

Kindly take note that we will test as many as we can which is allowable within a booking!

Any questions on your booking, please feel free to contact us at teamanchortesting.sg@hilti.com

Hilti Terms and Conditions

Reschedule Testing Slots



User guide & FAQs for Customers

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Reschedule Booking / Visibility of other available slots

If you wish to change your requested date, you can click on your booking and a details page will appear. Click on reschedule testing slot, then click on “select date” field, and you will be able to see what other dates are available

Dashboard

Order Booking

Order Creation (Pull-O...

Order Creation (Safety...

Order In progress

Bookings Completed

Cancelled Bookings

Reports

Date of Testing

Clear Filters

Total Shipments 1

Booking Number

2025-BN100231

← Shipment Details

2025-BN100231

Search

Cancel

Reschedule Testing Slots

»

Testing Details

Reference Number

2025-BN100231

Current Flow Code

slot

Created At

12:50 | Fri, 4 Jul, 2025

SIC Required

NO

SO Number

-

User Name

luaalv

Comments

Slots

Select date

<<

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Jul 2025

>

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31

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8

9

Today

Terms and

Save

Take note that every booking can only be rescheduled 1 time

Booking Confirmation with Tracking Link

Person who created the booking will receive this email



Onsite Person will receive this only if email was keyed in during booking creation

Take note that your booking is confirmed only when you receive the confirmation email

Hi **Alvin Iua**,

Your Testing Order No **2025-BN100074** has been confirmed.
Your booked slot: **2025-06-04 at 15:30-17:30**
Track your Order to view Real time updates

Track Your Tester



This is the standard process for customer requests. You can track the status using the link below. The response time may vary, depending on the nature of the request and your location.

Tracking Link

Testing Address
Blk 687 Jurong West
Central 1

Onsite Customer
Alamain

Order No
2025-BN100074

1. Onsite Person

Name*
Alvin

Contact Number*
91234567

Email Address
abc@def.com




Hi **Alvin**,

We would like to inform you that a booking has been successfully made for testing at your site with the following details:
Company Name: Health is Wealth
The tracking link for the booking has also been shared with the concerned party for reference.

Track Your Order

Please ensure the necessary preparations are in place for the visit. If you have any questions or need further assistance, feel free to reach

Tracking Link – Communication & Status

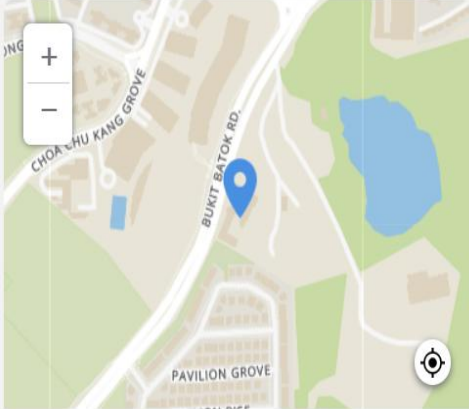


 NEED HELP?

Reference No2025-BN100130
Login url<https://uat.fareye.co/v2/login>



Onsite Person Details

Onsite Person Name:Alvin
Contact Number:98892982
Onsite Person Email:alvinlua@gmail.com


ProjectChoa Chu Kang Camp ii
Slot Requested Date2025-06-20
Slot Timing9:30-11:30
Anchor Typehst 3
Anchor Sizem16
Anchor Quantity3



Testing will be performed by
 **Poh Koon Ko** 

Tracker Timeline

 Order Submitted2025-06-19 05:41 PM
 Booking Confirmed05:44 PM

Click on msg icon to type your msg to tester



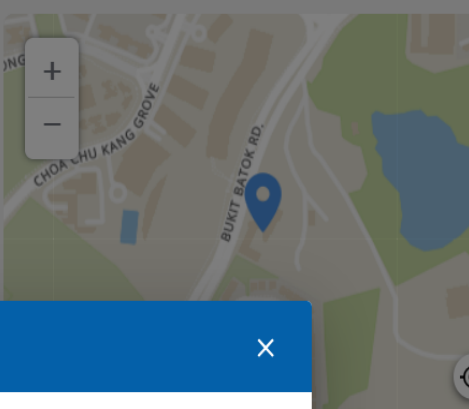


 NEED HELP?

Reference No2025-BN100130
Login url<https://uat.fareye.co/v2/login>



Onsite Person Details


Onsite Person Name:Alvin
Contact Number:98892982
Onsite Person Email:alvinlua@gmail.com

ProjectChoa Chu Kang Camp ii
Slot Requested Date2025-06-20
Slot Timing9:30-11:30
Anchor Typehst 3
Anchor Sizem16
Anchor Quantity3


Testing will be performed by
 **Poh Koon Ko** 

Tracker Timeline



 Order Submitted2025-06-19 05:41 PM
 Booking Confirmed05:44 PM


Message To Assistant Engineer 

What do you want to tell Assistant Engineer?

Hi, please update me when you are about to start testing, thanks

386 Characters



User guide & FAQs for Customers

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Testing Completed

All done!

9 June, 2:48 PM

How was your experience?

Excellent Experience

Great customer service

Fast and easy process

Exactly what I needed

Exceeded expectations

Smooth experience

Very user-friendly

Write your feedback (Optional)

SUBMIT FEEDBACK

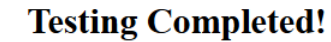
Reference No

2025-BN100091

Login url

<https://uat.fareye.co/v2/login>

Onsite Person Details



Thank you for choosing Hilti. We would appreciate your feedback on the testing service using the link below:

[DUZDvtQQ11uw9hWRBxZNzoBNnA9v4c](#)

XHQanMvFxf16U3dzJga5fltaQ9bxZ5cABK0c3L1suDgg==#/

Feedback Link

Please find the attached test report(s) for your reference.

One attachment • Scanned by Gmail



Booking Cancellation

As per Hilti's Anchor Testing Policy:

No refunds will be given under any circumstance unless written communication is provided to Hilti by 2 p.m. on the normal business day prior. Written communication must be via email addressed to teamanchortesting.sg@hilti.com and contain booking number in the subject line. Rebooking is subject to availability.

The screenshot displays the 'Order In progress' section of the Hilti system. On the left, a sidebar lists navigation options: Dashboard, Order Booking, Order Creation (Pull-O...), Order Creation (Safety...), Order In progress (highlighted), Bookings Completed, and Cancelled Bookings. Below the sidebar is a 'Reports' section. The main content area shows a table of orders with columns for 'Booking Number' and 'SIC Required'. One order, '2025-BN100231', is selected, indicated by a red dashed box around its checkbox. A modal window titled 'Cancel' is open in the center, asking 'Are you sure you want to cancel 1 orders? You can't undo the action once done!'. It includes a 'Select Cancellation Reason' dropdown and 'Go Back' and 'Cancel' buttons. On the right side of the interface, a 'More Actions' dropdown menu is open, with the 'Cancel Process' option highlighted by a red dashed box. A text box at the bottom left of the screenshot reads: 'Click the Check-box on your booking, then click on Cancel Process at the drop-list on the right'.

Change in Tester



Tester Changed!

If there is a change in tester assigned to your booking, you will be informed by email too

Dear **Alvin Lua**,

This is to inform you that the assigned tester for the testing order with Order No: **2025-BN100114** has been updated.

The previously assigned tester is no longer allocated to this order, and a new tester has now been assigned to continue the testing process.

Please rest assured that the quality and timelines of the service will remain unaffected.

If you have any questions or require further assistance, feel free to reach out to our support team.

Best regards,

Team Hilti

Test Report

Dashboard

Order Booking

Reports

Booking Creation

Bookings Completed

Cancelled Bookings

Bookings Completed

Total Shipments 14

Reference Number

2025-BN100113

2025-BN100111

2025-BN100110

2025-BN100104

2025-BN100102

2025-BN100101

2025-BN100096

Under Bookings Completed, click on the booking that you want to download the test report from

← Shipment Details

2025-BN100113

Search

Available Slots

Testing Details

Then click on Testing Details, go all the way down to the end, to download the Test Report

← Shipment Details

Anchor Type

Anchor Size

Anchor Quantity

Job Status

Booking Feedback

Time of OT Testing

Booking Feedback Comment

Feedback Remarks

Cancel Reason

Customer Contact

Sucess Feedback

Date of Test

Slot Book Date

Other Projects

Address Latitude And Longitude

Latitude

Longitude

Testing Started Image

Testing Completed Images

1.

Testing Completed Image

Report Number Copy

re 500 v4

h32

1

closed

-

09:30:00

-

-

-

98892982

-

-

Sat, 14 Jun, 2025

-

1.2796745

103.8384719

174706

Frequently Asked Questions

Qn: I am asked for Customer Account number during Registration, where can I get this?

Ans: It is actually the SAP ID number representing your company. You can check with your Hilti Account Manager or it can be found in any Invoice, Statement of Account or Delivery Note from Hilti.

Qn: As “SO number” field is mandatory at booking creation, kindly explain why do I need to raise Sales Order (SO) first before testing is done/completed?

Ans: To streamline our service and billing process, we require a valid Sales Order (SO) number at the time of booking. This ensures that all necessary approvals are in place upfront, reduces delays in test report release, and eliminates the need for follow-ups on POs or payments after service completion. It allows us to serve you faster, more efficiently, and with full transparency.

Qn: Why am I limited to maximum 3 live bookings at 1 time only?

Ans: To ensure fair and efficient access to testing services for all our customers, each account will be allowed a maximum of three (3) active bookings at any one time. An active booking refers to any appointment that is currently pending, scheduled, or confirmed. You will be able to make a new booking when at least one of your existing bookings is completed or cancelled.

Why This Policy Is in Place:

- Limited manpower and testing slots: We operate with a fixed number of daily and weekly test crew. Overbooking by a few parties can prevent others from securing the slots they need.
- Fair access for all customers: The cap helps avoid "slot hoarding" and ensures equal opportunity to secure testing appointments.
- Efficient scheduling and resource planning: This also enables us to deploy our testers more effectively across job sites, reducing wait times and last-minute reschedules.

Frequently Asked Questions

Qn: At order creation, why do I need to key the Load value? Shouldn't that be advised by Hilti?

Ans: Hilti has stopped advising load value/s since June 2023. Building and Construction Authority's recommendation is to adhere to British Standards 8539 "Code of practice for the selection and installation of post-installed anchors in concrete and masonry" (or "Practical Guide for Post-Installed Reinforcement" for rebars) and at Section 6.6 of BS 8539, it clearly states that the proof test load is to be provided by the specifier (or responsible person requesting site tests) to the tester.

Qn: I will like to request for a Mock-up test, how do I go about it?

Ans: Kindly approach your Hilti Account Manager or Field Engineer on this.

Qn: Where can I get Method Statement/s and also the Calibration cert of your testing equipment?

Ans: For Method Statement/s, please email us at TeamAnchorTesting.SG@hilti.com. As for Calibration cert, my tester can/will provide to you onsite or prior to the booking.

Qn: Sometimes I receive the Testing Confirmed email very promptly after submitting the booking request, but other times I don't receive it?

Ans: If you received a Testing Confirmed email right after you submitted your booking request, it means the date you chose has available manpower allocated to it, hence your booking can be confirmed immediately. Otherwise, it will mean that there is no available manpower on your preferred date and you should look at other available dates (see Page 10).

Qn: How/When will I know which tester has been assigned for my booking?

Ans: You can check on assigned tester via the booking details on the platform or through the tracking link. A tester will be assigned no later than 1 day before the booking.