

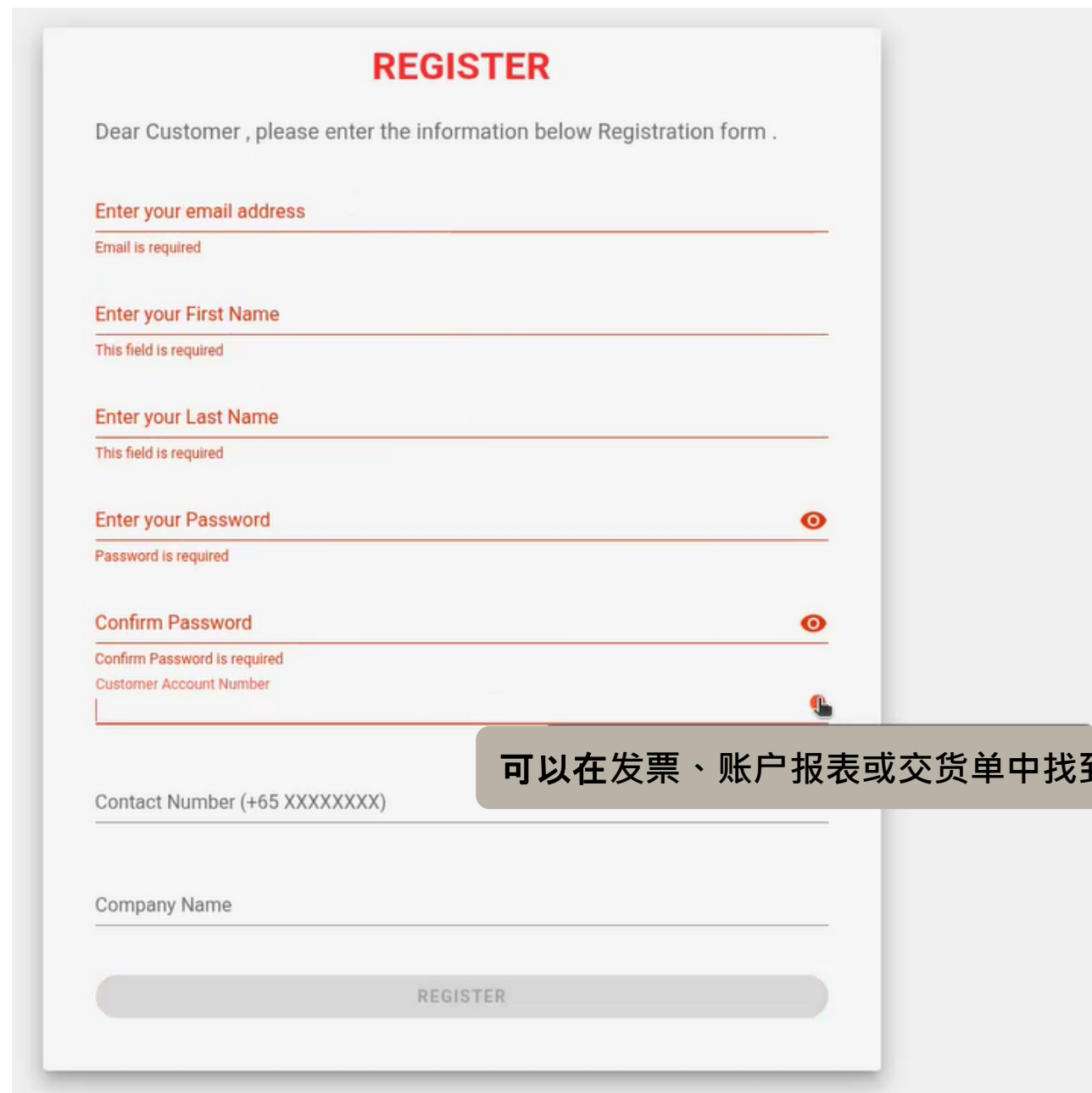
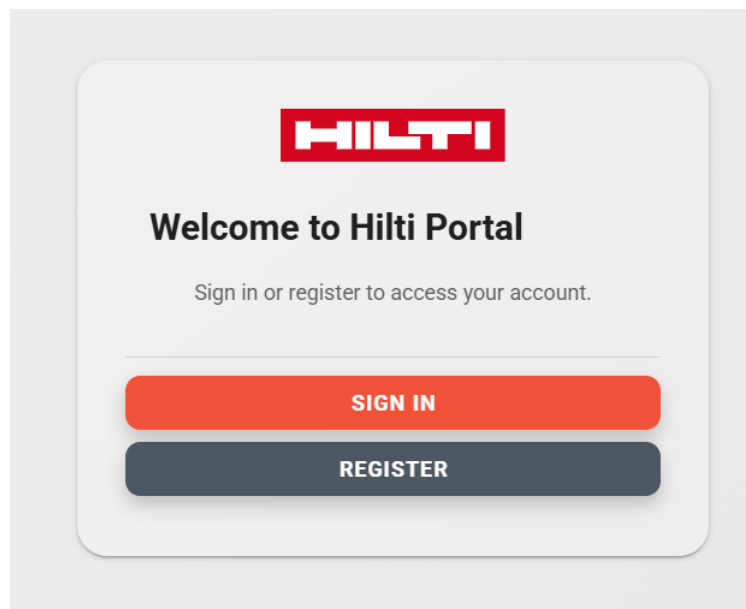


喜利得全新预订平台

用户指南和客户常见问题解答



<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 consists of several fields with red borders and labels: "Enter your email address" (with "Email is required" below it), "Enter your First Name" (with "This field is required" below it), "Enter your Last Name" (with "This field is required" below it), "Enter your Password" (with "Password is required" below it and a red eye icon to the right), "Confirm Password" (with "Confirm Password is required" below it and a red eye icon to the right), and "Customer Account Number" (with a red eye icon to the right). Below these fields is a "Contact Number (+65 XXXXXXXX)" field. At the bottom, there is a "Company Name" field and a large grey "REGISTER" button. A grey callout box on the right side of the form contains the text "可以在发票、账户报表或交货单中找到".



每次提交注册后，喜利得团队都会收到此电子邮件。

喜利得承诺在提交后 24 小时内检查/批准每项注册

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

注册验证——之前和之后

注册前

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

注册后

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,

登录 – 安全措施



Reset Password

Username

Old Password


New Password

Confirm New Password

Reset Password[Back to Sign in page](#)

请注意以下步骤：

- 1) 客户将收到一封电子邮件，其中包含用户 ID（xxxyyy_sghilti）
- 2) 客户点击电子邮件中的链接，并使用用户 ID 登录
- 3) 之后将转到重置密码页面，客户可以将密码重置为新密码
- 4) 然后客户将被引导回登录页面，他们可以使用用户 ID 和新密码登录



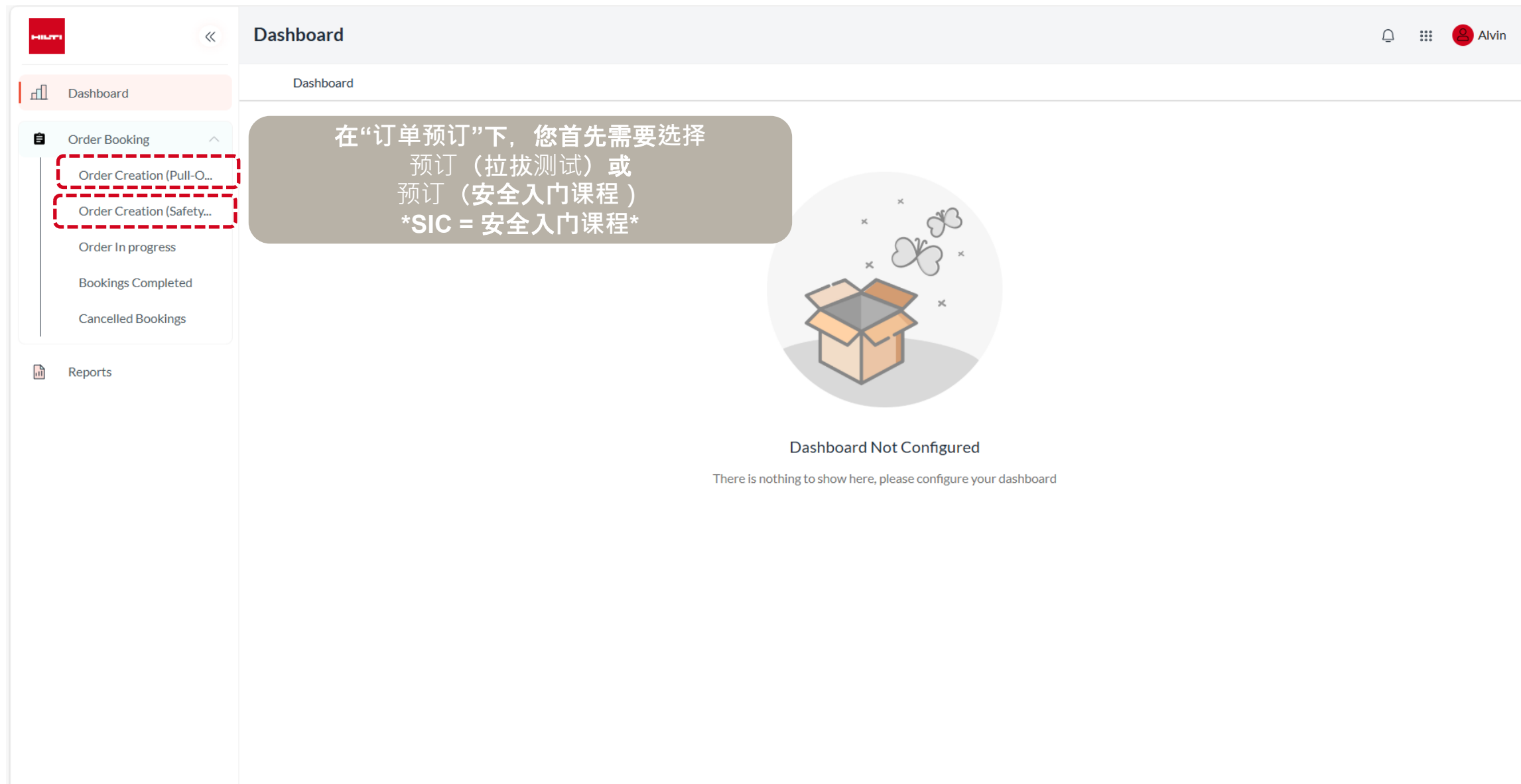
Terms of Usage

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

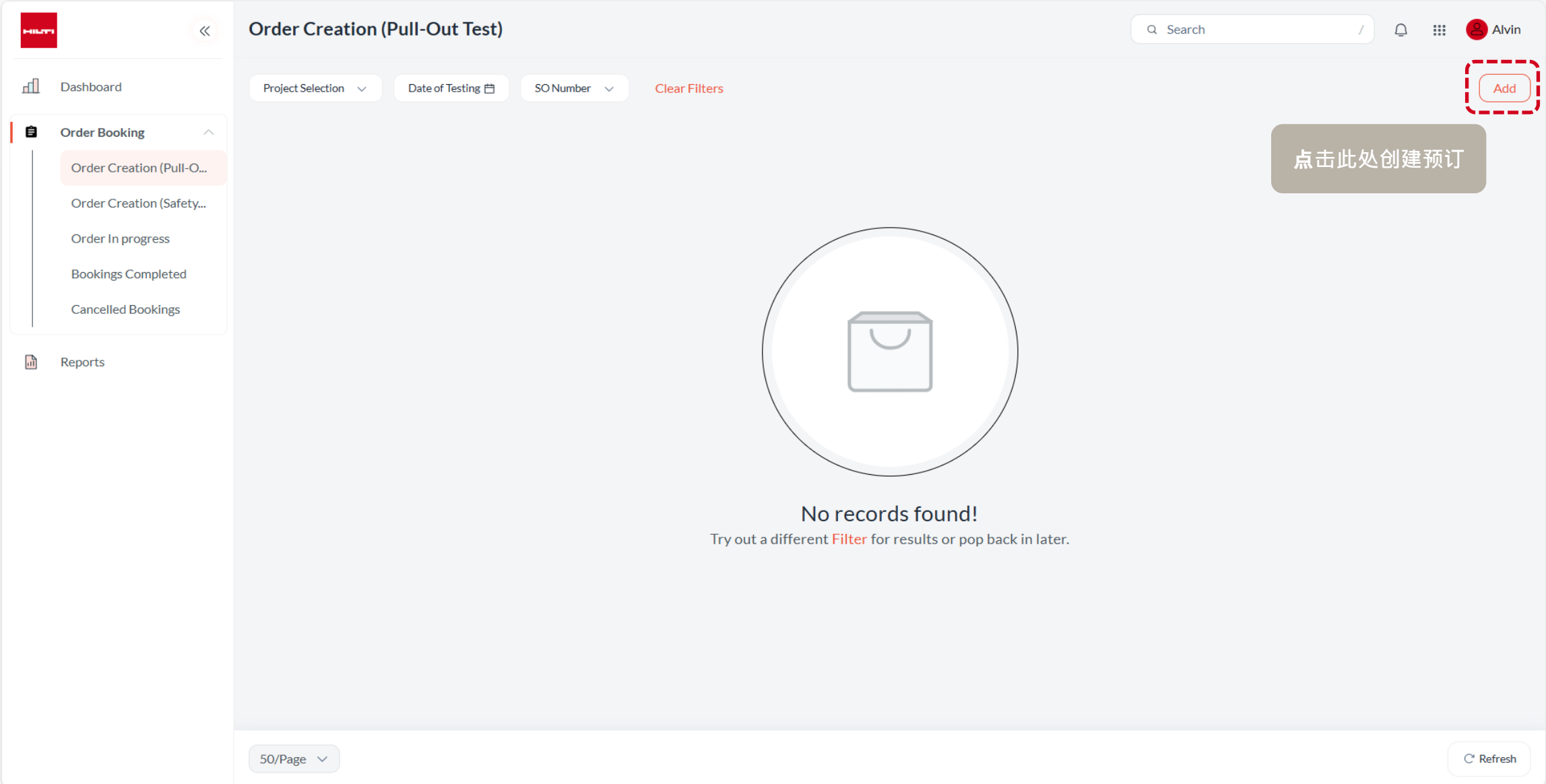
Accept & continue

[Log Out](#)

客户的用户界面



如何进行预订



如何进行预订

Clear Filters

Add Booking Details

销售订单 (SO) 编号为必填字段。如有疑问，请联系您的喜利得客户经理

SO Number*

如果输入后无法找到您的项目，请输入/选择“其他”并输入其他项目字段

Project Code*

Other Projects

For "Others" Project Selection

Address*

Postal Code*

Lamp post and Gate number, etc.

Date of SIC*

Cancel Add Booking Details

Clear Filters

Add Booking Details

Remove

如果您需要测试多个锚点类型或尺寸，请点击此按钮

Anchor Details*

Add+

1. Anchor Entry

Anchor Categories*

Anchor Type*

Anchor Size*

Anchor Quantity*

Load Value (in kN)*

然后在输入/选择所有必填字段后单击此处提交预订

Remove

Cancel Add Booking Details

请注意：对于预订 (SIC)，将没有“锚点详情”部分

如何进行预订

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


此后，您的预订请求将显示在“订单进行中”部分

预订未确认/有其他可用时段

Booking Not Confirmed – Action Required for Order 2025-BN100231

no-reply@fareye.com

to me



Booking Not Confirmed!

如果您首选的日期不可用，您将收到一封“预订未确认”的电子邮件，您可以点击链接前往其他可用时段的页面进行选择

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+Ohdnj6nJ45gfWyKIZelgGAteKnOyx1A==#/> 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



NEED HELP?

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



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

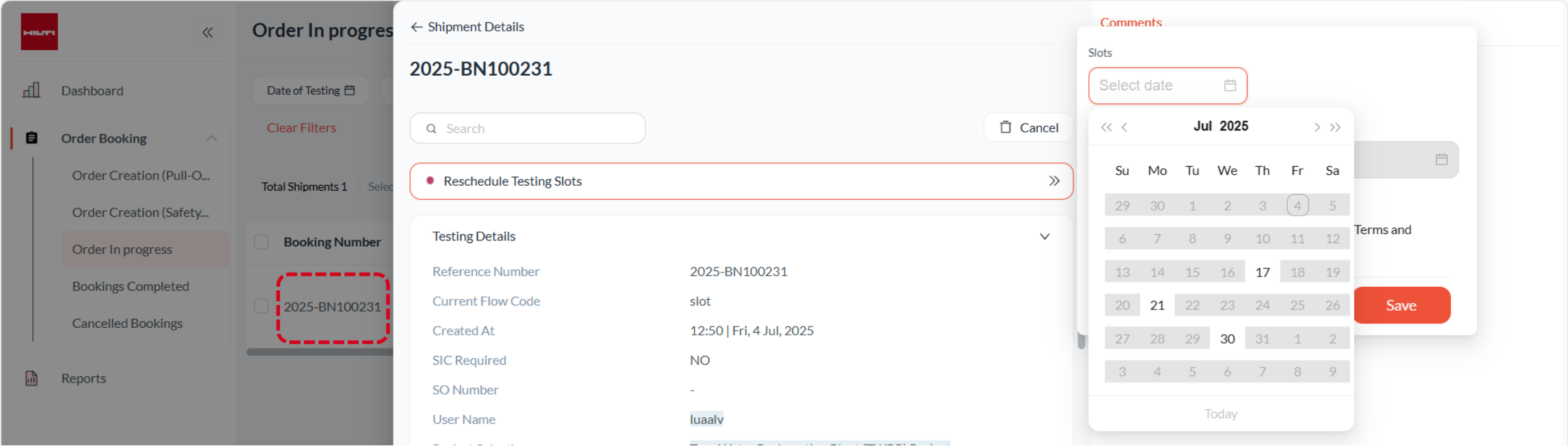
Reschedule Testing Slots

User guide & FAQs for Customers

/ 10

预订未确认 / 有其他可用时段

如果您想更改申请的日期，请点击您的预订，然后会出现一个详情页面。点击“重新安排考试时段”，然后点击“选择日期”字段，您将看到其他可用的日期。



请注意，每个预订
只能重新安排一次

带有追踪链接的预订确认

创建预订的人将
收到此电子邮件



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

只有在创建预订时输入“现场人员”的电子邮件才会收到此信息

1. Onsite Person

Name*

Alvin

Contact Number*

91234567

Email Address

abc@def.com

请注意，只有在您收到确认电子邮件时，您的预订才被确认。



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

追踪链接 – 通信和状态

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 Submitted

2025-06-19

05:41 PM

Booking Confirmed

05:44 PM

点击消息图标输入要发送给测试人员的消息

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 Submitted

2025-06-19

05:41 PM

Booking Confirmed

05:44 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

Cancel

Send

14



TEST REPORT

(This official test certificate is subject to the Terms and Conditions set out on the back)

Date of Test: 29/06/25

Accession/Consultant: None

Engine Name: Client Test Load

Remarks:

Report Reference No.: 176805

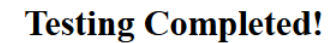
Tested For: None

Issue: None

Application:

ENFSI 70
176805
None

Description of Sample	Chemical Analysis	TEST PROGRAMS: 1. FUEL/101 / FUEL/2 / FUEL/3 / FUEL/4 / FUEL/5 / FUEL/6 / FUEL/7 / FUEL/8 / FUEL/9 / FUEL/10 / FUEL/11 / FUEL/12 / FUEL/13 / FUEL/14 / FUEL/15 / FUEL/16 / FUEL/17 / FUEL/18 / FUEL/19 / FUEL/20 / FUEL/21 / FUEL/22 / FUEL/23 / FUEL/24 / FUEL/25 / FUEL/26 / FUEL/27 / FUEL/28 / FUEL/29 / FUEL/30 / FUEL/31 / FUEL/32 / FUEL/33 / FUEL/34 / FUEL/35 / FUEL/36 / FUEL/37 / FUEL/38 / FUEL/39 / FUEL/40 / FUEL/41 / FUEL/42 / FUEL/43 / FUEL/44 / FUEL/45 / FUEL/46 / FUEL/47 / FUEL/48 / FUEL/49 / FUEL/50 / FUEL/51 / FUEL/52 / FUEL/53 / FUEL/54 / FUEL/55 / FUEL/56 / FUEL/57 / FUEL/58 / FUEL/59 / FUEL/60 / FUEL/61 / FUEL/62 / FUEL/63 / FUEL/64 / FUEL/65 / FUEL/66 / FUEL/67 / FUEL/68 / FUEL/69 / FUEL/70 / FUEL/71 / FUEL/72 / FUEL/73 / FUEL/74 / FUEL/75 / FUEL/76 / FUEL/77 / FUEL/78 / FUEL/79 / FUEL/80 / FUEL/81 / FUEL/82 / FUEL/83 / FUEL/84 / FUEL/85 / FUEL/86 / FUEL/87 / FUEL/88 / FUEL/89 / FUEL/90 / FUEL/91 / FUEL/92 / FUEL/93 / FUEL/94 / FUEL/95 / FUEL/96 / FUEL/97 / FUEL/98 / FUEL/99 / FUEL/100 / FUEL/101 / FUEL/102 / FUEL/103 / FUEL/104 / FUEL/105 / FUEL/106 / FUEL/107 / FUEL/108 / FUEL/109 / FUEL/110 / FUEL/111 / FUEL/112 / FUEL/113 / FUEL/114 / FUEL/115 / FUEL/116 / FUEL/117 / FUEL/118 / FUEL/119 / FUEL/120 / FUEL/121 / FUEL/122 / FUEL/123 / FUEL/124 / FUEL/125 / FUEL/126 / FUEL/127 / FUEL/128 / FUEL/129 / FUEL/130 / FUEL/131 / FUEL/132 / FUEL/133 / FUEL/134 / FUEL/135 / FUEL/136 / FUEL/137 / FUEL/138 / FUEL/139 / FUEL/140 / FUEL/141 / FUEL/142 / FUEL/143 / FUEL/144 / FUEL/145 / FUEL/146 / FUEL/147 / FUEL/148 / FUEL/149 / FUEL/150 / FUEL/151 / FUEL/152 / FUEL/153 / FUEL/154 / FUEL/155 / FUEL/156 / FUEL/157 / FUEL/158 / FUEL/159 / FUEL/160 / FUEL/161 / FUEL/162 / FUEL/163 / FUEL/164 / FUEL/165 / FUEL/166 / FUEL/167 / FUEL/168 / FUEL/169 / FUEL/170 / FUEL/171 / FUEL/172 / FUEL/173 / FUEL/174 / FUEL/175 / FUEL/176 / FUEL/177 / FUEL/178 / FUEL/179 / FUEL/180 / FUEL/181 / FUEL/182 / FUEL/183 / FUEL/184 / FUEL/185 / FUEL/186 / FUEL/187 / FUEL/188 / FUEL/189 / FUEL/190 / FUEL/191 / FUEL/192 / FUEL/193 / FUEL/194 / FUEL/195 / FUEL/196 / FUEL/197 / FUEL/198 / FUEL/199 / FUEL/200 / FUEL/201 / FUEL/202 / FUEL/203 / FUEL/204 / FUEL/205 / FUEL/206 / FUEL/207 / FUEL/208 / FUEL/209 / FUEL/210 / FUEL/211 / FUEL/212 / FUEL/213 / FUEL/214 / FUEL/215 / FUEL/216 / FUEL/217 / FUEL/218 / FUEL/219 / FUEL/220 / FUEL/221 / FUEL/222 / FUEL/223 / FUEL/224 / FUEL/225 / FUEL/226 / FUEL/227 / FUEL/228 / FUEL/229 / FUEL/230 / FUEL/231 / FUEL/232 / FUEL/233 / FUEL/234 / FUEL/235 / FUEL/236 / FUEL/237 / FUEL/238 / FUEL/239 / FUEL/240 / FUEL/241 / FUEL/242 / FUEL/243 / FUEL/244 / FUEL/245 / FUEL/246 / FUEL/247 / FUEL/248 / FUEL/249 / FUEL/250 / FUEL/251 / FUEL/252 / FUEL/253 / FUEL/254 / FUEL/255 / FUEL/256 / FUEL/257 / FUEL/258 / FUEL/259 / FUEL/260 / FUEL/261 / FUEL/262 / FUEL/263 / FUEL/264 / FUEL/265 / FUEL/266 / FUEL/267 / FUEL/268 / FUEL/269 / FUEL/270 / FUEL/271 / FUEL/272 / FUEL/273 / FUEL/274 / FUEL/275 / FUEL/276 / FUEL/277 / FUEL/278 / FUEL/279 / FUEL/280 / FUEL/281 / FUEL/282 / FUEL/283 / FUEL/284 / FUEL/285 / FUEL/286 / FUEL/287 / FUEL/288 / FUEL/289 / FUEL/290 / FUEL/291 / FUEL/292 / FUEL/293 / FUEL/294 / FUEL/295 / FUEL/296 / FUEL/297 / FUEL/298 / FUEL/299 / FUEL/300 / FUEL/301 / FUEL/302 / FUEL/303 / FUEL/304 / FUEL/305 / FUEL/306 / FUEL/307 / FUEL/308 / FUEL/309 / FUEL/310 / FUEL/311 / FUEL/312 / FUEL/313 / FUEL/314 / FUEL/315 / FUEL/316 / FUEL/317 / FUEL/318 / FUEL/319 / FUEL/320 / FUEL/321 / FUEL/322 / FUEL/323 / FUEL/324 / FUEL/325 / FUEL/326 / FUEL/327 / FUEL/328 / FUEL/329 / FUEL/330 / FUEL/331 / FUEL/332 / FUEL/333 / FUEL/334 / FUEL/335 / FUEL/336 / FUEL/337 / FUEL/338 / FUEL/339 / FUEL/340 / FUEL/341 / FUEL/342 / FUEL/343 / FUEL/344 / FUEL/345 / FUEL/346 / FUEL/347 / FUEL/348 / FUEL/349 / FUEL/350 / FUEL/351 / FUEL/352 / FUEL/353 / FUEL/354 / FUEL/355 / FUEL/356 / FUEL/357 / FUEL/358 / FUEL/359 / FUEL/360 / FUEL/361 / FUEL/362 / FUEL/363 / FUEL/364 / FUEL/365 / FUEL/366 / FUEL/367 / FUEL/368 / FUEL/369 / FUEL/370 / FUEL/371 / FUEL/372 / FUEL/373 / FUEL/374 / FUEL/375 / FUEL/376 / FUEL/377 / FUEL/378 / FUEL/379 / FUEL/380 / FUEL/381 / FUEL/382 / FUEL/383 / FUEL/384 / FUEL/385 / FUEL/386 / FUEL/387 / FUEL/388 / FUEL/389 / FUEL/390 / FUEL/391 / FUEL/392 / FUEL/393 / FUEL/394 / FUEL/395 / FUEL/396 / FUEL/397 / FUEL/398 / FUEL/399 / FUEL/400 / FUEL/401 / FUEL/402 / FUEL/403 / FUEL/404 / FUEL/405 / FUEL/406 / FUEL/407 / FUEL/408 / FUEL/409 / FUEL/410 / FUEL/411 / FUEL/412 / FUEL/413 / FUEL/414 / FUEL/415 / FUEL/416 / FUEL/417 / FUEL/418 / FUEL/419 / FUEL/420 / FUEL/421 / FUEL/422 / FUEL/423 / FUEL/424 / FUEL/425 / FUEL/426 / FUEL/427 / FUEL/428 / FUEL/429 / FUEL/430 / FUEL/431 / FUEL/432 / FUEL/433 / FUEL/434 / FUEL/435 / FUEL/436 / FUEL/437 / FUEL/438 / FUEL/439 / FUEL/440 / FUEL/441 / FUEL/442 / FUEL/443 / FUEL/444 / FUEL/445 / FUEL/446 / FUEL/447 / FUEL/448 / FUEL/449 / FUEL/450 / FUEL/451 / FUEL/452 / FUEL/453 / FUEL/454 / FUEL/455 / FUEL/456 / FUEL/457 / FUEL/458 / FUEL/459 / FUEL/460 / FUEL/461 / FUEL/462 / FUEL/463 / FUEL/464 / FUEL/465 / FUEL/466 / FUEL/467 / FUEL/468 / FUEL/469 / FUEL/470 / FUEL/471 / FUEL/472 / FUEL/473 / FUEL/474 / FUEL/475 / FUEL/476 / FUEL/477 / FUEL/478 / FUEL/479 / FUEL/480 / FUEL/481 / FUEL/482 / FUEL/483 / FUEL/484 / FUEL/485 / FUEL/486 / FUEL/487 / FUEL/488 / FUEL/489 / FUEL/490 / FUEL/491 / FUEL/492 / FUEL/493 / FUEL/494 / FUEL/495 / FUEL/496 / FUEL/497 / FUEL/498 / FUEL/499 / FUEL/500 / FUEL/501 / FUEL/502 / FUEL/503 / FUEL/504 / FUEL/505 / FUEL/506 / FUEL/507 / FUEL/508 / FUEL/509 / FUEL/510 / FUEL/511 / FUEL/512 / FUEL/513 / FUEL/514 / FUEL/515 / FUEL/516 / FUEL/517 / FUEL/518 / FUEL/519 / FUEL/520 / FUEL/521 / FUEL/522 / FUEL/523 / FUEL/524 / FUEL/525 / FUEL/526 / FUEL/527 / FUEL/528 / FUEL/529 / FUEL/530 / FUEL/531 / FUEL/532 / FUEL/533 / FUEL/534 / FUEL/535 / FUEL/536 / FUEL/537 / FUEL/538 / FUEL/539 / FUEL/540 / FUEL/541 / FUEL/542 / FUEL/543 / FUEL/544 / FUEL/545									
-----------------------	-------------------	--	--	--	--	--	--	--	--	--	--



[XHQanMvFxf16U3dzJga5fltaQ9bxZ5cABK0c3L1suDgg==#/](#)

Feedback Link

One attachment • Scanned by Gmail



取消程序

根据喜利得锚固测试政策：除非在正常工作日下午2点前以书面形式通知喜利得，否则任何情况下均不予退款。书面通知必须通过电子邮件发送至 teamanchortesting.sg@hilti.com，并在邮件主题中注明预订编号。重新预订需视情况而定。

The screenshot displays the 'Order In progress' section of the Hilti portal. On the left sidebar, 'Order Booking' is expanded, and 'Order In progress' is selected. The main 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 dialog titled 'Cancel' is open in the center, asking for confirmation to cancel 1 order and providing a 'Select Cancellation Reason' dropdown. At the bottom of the modal are 'Go Back' and 'Cancel' buttons. On the right side of the interface, a 'More Actions' dropdown menu is open, with 'Cancel Process' highlighted by a red dashed box. A text box in the bottom left corner of the screenshot reads: '点击预订上的复选框，然后点击右侧下拉列表中的“取消流程”'.

点击预订上的复选框，然后点击右侧下拉列表中的“取消流程”

变更测试人员

如果您预订的测试员有变更，
我们也会通过电子邮件通知您



Tester Changed!

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.

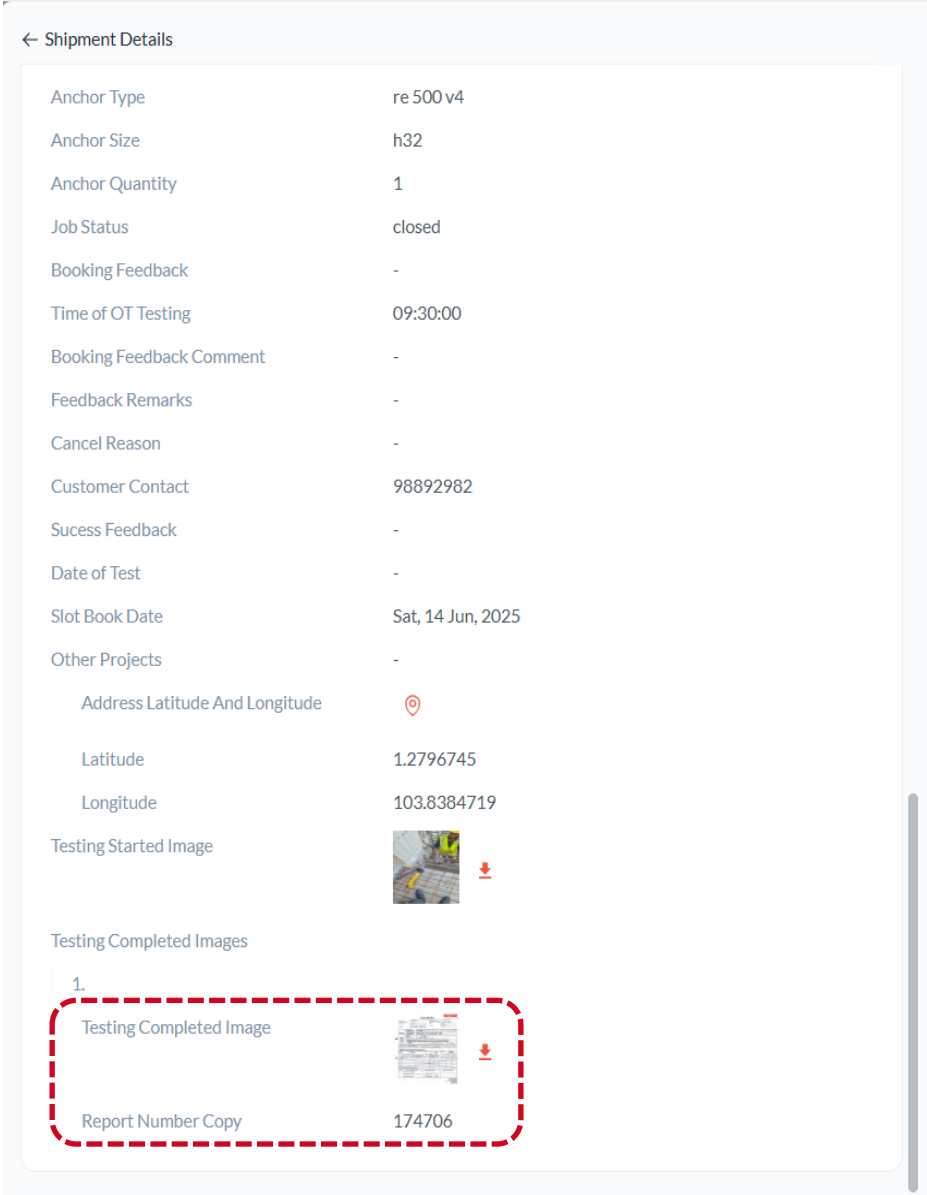
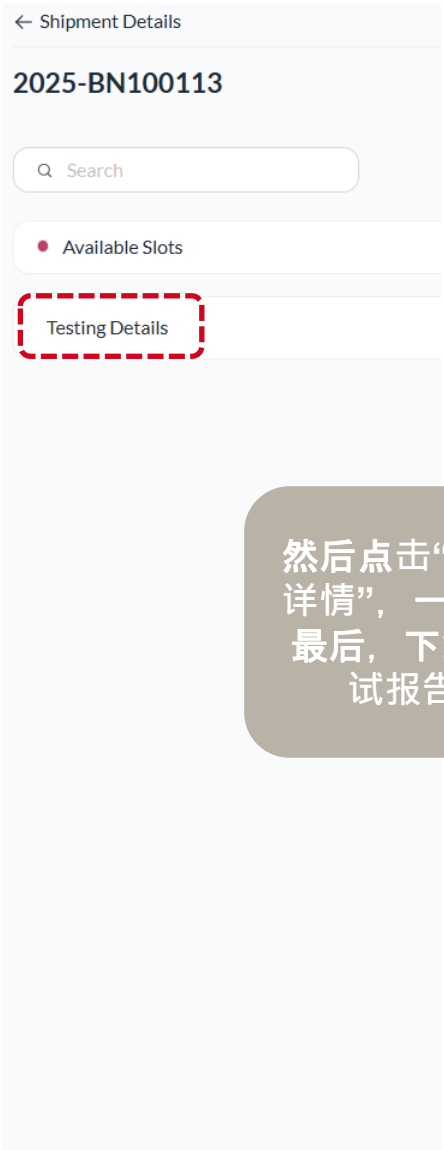
Please rest assured that the quality and timelines of the service will remain unaffected.

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

Best regards,

Team Hilti

测试报告



常见问题

问：注册时系统要求我提供客户账号，请问在哪里获取？

答：这实际上是贵公司的 **SAP ID**。您可以咨询喜利得客户经理，也可以在喜利得的任何发票、对账单或送货单中找到。

问：由于“销售订单号”字段在创建预订时是必填项，请解释为什么我需要在测试完成之前先提交销售订单 (SO)？

答：为了简化我们的服务和结算流程，我们需要在预订时提供有效的销售订单 (SO) 号。这可确保所有必要的审批都提前到位，减少测试报告发布的延迟，并消除服务完成后对采购订单或付款的跟进。这使我们能够更快、更高效、更透明地为您服务。

问：为什么我一次最多只能处理 3 个实时预订？

答：为确保所有客户都能公平高效地获得检测服务，每个帐户每次最多可进行三 (3) 次有效预约。有效预约是指当前待处理、已安排或已确认的任何预约。当您的现有预约中至少有一个已完成或已取消时，您才可以进行新的预约。

实施此政策的原因：

- 人力和检测时段有限：我们每日和每周的检测人员数量固定。少数人超额预约会导致其他人员无法获得所需的时段。
- 所有客户均享公平访问：设置人数上限有助于避免“时段囤积”，并确保客户获得检测预约的平等机会。
- 高效的时间安排和资源规划：这也使我们能够更有效地在各个工作地点部署检测人员，减少等待时间和临时改期。

常见问题

问：创建订单时，为什么需要输入荷载值？喜利得不应该提供建议吗？

答：喜利得自 **2023 年 6 月起已停止提供荷载值建议**。英国建筑和施工管理局 (**BS 8539**) 建议遵循英国标准“混凝土和砖石中后置锚栓的选择和安装规范”（或钢筋的“后置钢筋实用指南”）。**BS 8539 第 6.6 节**明确规定，验收试验荷载应由规范制定者（或申请现场测试的负责人）提供给测试人员。

问：我想申请模拟测试，该如何操作？

答：请联系您的喜利得客户经理或工程师。

问：我在哪里可以获得你们测试设备的方法说明和校准证书？

答：如需方法说明，请发送电子邮件至 **TeamAnchorTesting.SG@hilti.com**。至于校准证书，我的测试员可以在现场或预订前提供给您。

问：有时我在提交预订申请后很快就收到“测试确认”邮件，但有时却收不到？

答：如果您在提交预订申请后立即收到“测试确认”邮件，则表示您选择的日期已分配可用人员，因此您的预订可以立即确认。否则，则表示您所选日期没有可用人员，您应该考虑其他可用日期（请参阅第 10 页）。

问：我如何/何时可以知道我的预订已分配到哪位测试员？

答：您可以通过平台上的预订详情或跟踪链接查看已分配的测试员。测试员将在不迟于预订前 **1 天**分配。