

# **CRD eService User Guideline**

# How to enjoy in eService?



<https://eservice.aseglobal.com/eService/>



## Welcome to ASE eService

ASE provides the most friendly customer service with best quality in the packaging industry, hence ASE developing real time web-based packaging engineering service to our customers. This engineering service is referred to as eService.

•UserID :

•Password :

To register as a new user, please press [HERE](#).  
[Forgot your password?](#)



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# How do you Login eService?



- Single sign-on for customers (ASE)...



## Welcome to ASE eService

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•UserID :

•Password :

Login

Reset

Register

To register as a new user, please press [HERE](#).  
[Forgot your password?](#)



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# Keyin registration information



## Register to be an eService portal user.

Advanced Semiconductor Engineering Inc. (ASE Inc.) was founded in 1984 and is a member of the ASE Group. We are one of the world's leading providers of semiconductor manufacturing services and pride ourselves as a leader in offering a comprehensive range of advanced IC packaging.

\* User ID :  (Only accept your company e-mail address and it is case-sensitive)

\* First name / Last name :

\* Password :  (Password should be complex)

\* Re-type Password :

Company :

Department :

Position :

Reason :

\* Check Number :  9 6 4 6

\* Must fill in.

User ID should be in full email address

Example: leo\_lee@aseglobal.com

After a little time examining, we will response to the E-mail address you enter about examine result. Thanks for your register.

If you have existed account, please go to [login](#).

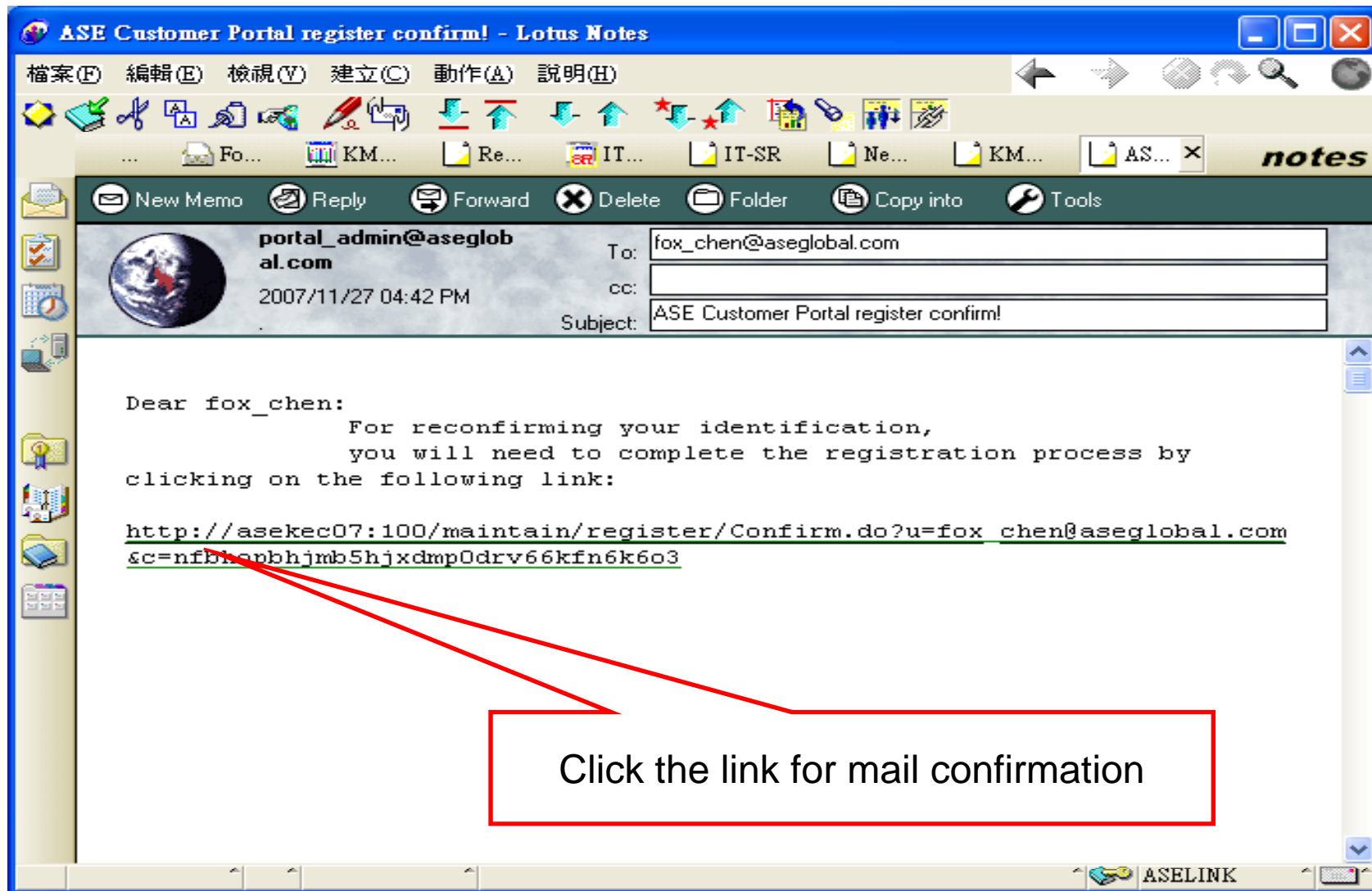
Thank you for registering.

We will email your account information and confirm your registration via email.

If you have further questions, please contact your Account Representative.



# Register confirmation mail





# Login Web



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Keyin ID & Password

User ID :

• Password :

To register as a new user, please press [HERE](#).  
[Forgot your password?](#)




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# Login eService Success



**eService Portal**

Home Brief Design Service Characterization Services Case Tracking System Contact Us FAQ

Home Wednesday, 19 November 2008

Leo\_Lee@aseglobal.com

Home

**My Profile**  
**My Bookmark**  
**Sitemap**  
**Logout**

## Home

ASE provides the most friendly customer service with best quality in the packaging industry, hence ASE developing real time web-based packaging engineering service to customers.

This engineering service is referred to as eService.

ASE eService is intended to speed up the development process of IC packaging. Through interactive windows, users can assign packaging design cases to drive the optimal result according to the specifications in electrical, thermal and mechanical performance, as well as users can get the best packaging solution proposal untrammelled no matter what anywhere and anytime.

Another specialty of eService is to provide a direct channel for customer to issue cases to our characterization labs via on-line entrusting service.

**News**

- 2008/11/12 eService Shutdown Notice:11/17~11/18

[More](#)

**Account Summary**

	New	InPrac	Reject	Closed	Total
Electrical	0	0	0	0	0
Thermal	0	0	0	0	0
Stress	0	0	0	1	1

**Used Counter: 6**

- Electrical: 0
- Thermal: 0
- Stress: 6

**Last Updated Report**

For user account's ongoing cases

For user account history request summaries



# Internal Request of Entrust



ASE GROUP

Home Brief Design Service Characterization Services Case Tracking System

Characterization Services > Electrical > Simulation > RLC Extraction

Leo\_Lee@aseglobal.com

Electrical

About Electrical

Evaluation

Simulation

Contact Windows

My Profile

My Bookmark

Sitemap

Logout

## RLC Extraction

Trace RLC value could be found based on the selection condition. The data is 100MHz during RLC extraction.

Caution! Fees apply on this service.

\* Essential

Basic Information

Internal Request ☒ YES ☐ NO

Internal Approver \*

Customer ASE

Device Application CPU

\* Ball/Lead Pitch mm

\* Ball Size mm

\* Other Email

Customer Email

\* Device Name

\* Die Size add remove

Package Size \*X: \*Y: Z: mm

Advance Information

When select **YES**:

The Customer field will show default setting **"ASE"** for internal process.





# Internal Request of Entrust



ASE GROUP

Home Brief Design Service Characterization Services Case Tracking System

Characterization Services > Electrical > Simulation > RLC Extraction

Leo\_Lee@aseglobal.com

Electrical

About Electrical

Evaluation

Simulation

Contact Windows

My Profile

My Bookmark

Sitemap

Logout

## RLC Extraction

Trace RLC value could be found based on the selection condition. Package data is 100MHz during RLC extraction.

Caution! Fees apply on this service.

★ Essential

Basic Information

Internal Request ☐ YES ☒ NO

Internal Approver

Customer STM

Device Application STM

Ball /Lead Pitch WINTGRA mm

Ball Size XELERATED AB mm

ZOWIE

Other Email

Customer Email alessio.pricco@st.com

★ Device Name

★ Die Size add remove

Package Size ★X: ★Y: Z: mm

Advanced Information

When select **NO**:

The Customer column will show customer code for specific customer requests.



# Internal Approver of Entrust



The screenshot displays the ASE GROUP Entrust system interface. The top navigation bar includes 'Authorization Services', 'Case Tracking', and 'System'. A sidebar on the left contains links for 'Simulation', 'Contact Windows', 'My Profile', 'My Bookmark', 'Sitemap', and 'Logout'. The main content area is titled 'Basic Information' and contains a form for 'Internal Request'. The 'Internal Approver' field is highlighted with a red box and a red arrow pointing to it from a yellow callout box. The 'Internal Approver' field is a dropdown menu with the value 'eric\_kung@aseglobal.com' selected. Below it, the 'Customer' field is set to 'ASE' and the 'Device Application' field is set to 'CPU'. The 'Internal Request' field has a radio button for 'YES' selected. The 'Other Email' field is also visible. The 'Ball/Lead Pitch' and 'Ball Size' fields are set to 'mm'. The 'Die Size' field has an 'add' button. The 'Package Size' field has 'X', 'Y', and 'Z' sub-fields, with 'X' and 'Y' set to 'mm'.

1

The Internal Approver field will list managers of your department for selection.

2

If there is no available manager to be selected, you can also assign an approver by manual key in the e-mail address.

Suggestion:  
The internal approver you assigned should be (Assistant) manager or above position.



# Thank You

[www.aseglobal.com](http://www.aseglobal.com)

