

User Guide

09.9 Administration and HRM Administration and HRM-MA-187-CRM(Postal Management) ver 2.0.0

For

Supply, delivery, installation, Commissioning, Training
and Maintenance of Enterprise Resource Planning
System (DMMC-ERP)

For

DEHIWALA MOUNT-LAVINIA MUNICIPAL COUNCIL

By

EMETSOFT (PVT) LTD

1. REVISION HISTORY

Date	Version	Description	Author
08-03-2022	0.0.1	Initial version	EMETSOFT IMP Team
26-04-2022	0.1.1	Modifications to the report	EMETSOFT IMP Team
28-04-2022	1.0.0	Final Release	Project Manager
19-05-2022	2.0.0	Enhancements for the manual	Project Manager

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ENTERPRISE RESOURCE PLANNING (ERP)

Dehiwala Mount Lavinia Municipal Council

Welcome to the Easiest, Fastest, most Secure, FIRST & the ONLY ERP for the LGA sector

POSTAL & COMPLAINTS MANAGEMENT



Postal and Complain
Management

Postal and complain
managment

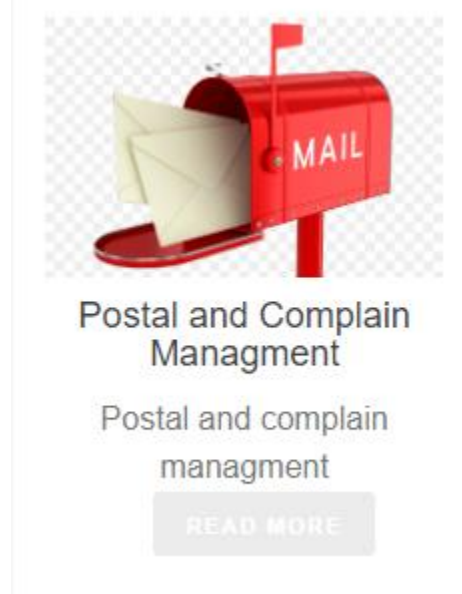
[READ MORE](#)

3. THE PROCESS



4. POSTAL AND COMPLAIN MANAGEMENT

STEP: 01 Click On this Icon in ERP Page



STEP: 02 Login using your user name and password to the system

Log In to your account

sahan_Emet

...

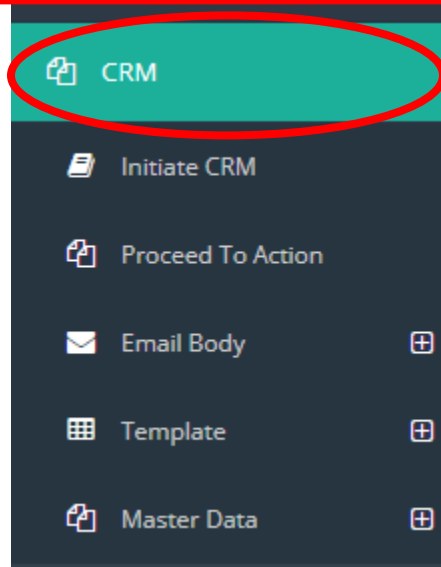
Advanced Options

Log In

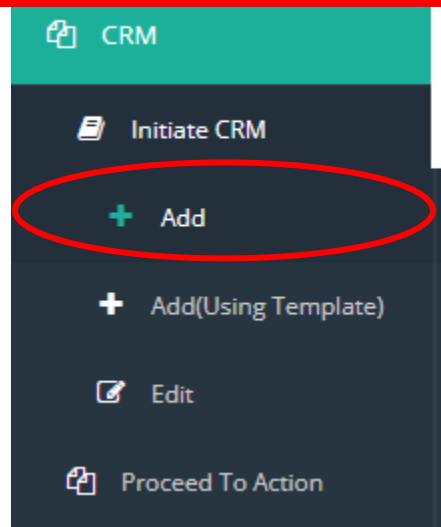
The image shows a login form with the title 'Log In to your account'. Below the title is a horizontal line. There are two input fields: the first contains the text 'sahan_Emet' and the second contains three dots. Below the input fields is a dropdown menu with a downward arrow and the text 'Advanced Options'. To the right of the dropdown menu is a green button with the text 'Log In'.



STEP: 03 Then click on CRM



STEP: 04 Then click on Add





**STEP: 05 Enter Event
Details**

Complaint/ Request/ Inquiry

Basic Information | Sender Detail | Description

Basic Information

ID	2001	Reference		Date *	4/12/2022
Title *	Billing				
Way Of Received *	General Post	Nature *	Customer Requ		
Service Type *	Correspondence (تبادل)		Expected Completion Date		
Online User	<-Select->	Entered User	Administrator	Entered Date Time	4/12/2022 8:50:16 AM

Save | Print/ Save | Exit

01. ID(Auto Generate)
02. Enter reference
03. Select Date
04. Enter title
05. Select Way of Received
06. Select nature
07. Select service type
08. Select Expected Completion date
09. Select online User
10. Entered User (Auto Genarate)
11. Entered Date Time



**STEP: 06 Then click on
Sender Details**

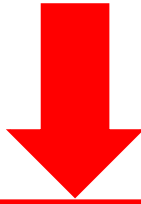
Complaint/ Request/ Inquiry

Basic Information | **Sender Detail** | Description

Sender Details

Sender Name Aththatage Sahana Cahthuranga	01	NIC 962173055V	02	Telephone 0761532400	03
Address Line 1 No: 110/12 Alakeshwara Road	04	Address Line 2 Ethul Kotte	05		
City colombo	06	Postal Code 521	07	Email sahancms@gmail.com	08

- 01. Enter Sender Name
- 02. Enter NIC
- 03. Enter Telephone Number
- 04. Enter address
- 05. Enter address
- 06. Enter City
- 07. Enter Postal Code
- 08. Enter Email Address



**STEP: 07 Then click on
Description**

Complaint/ Request/ Inquiry

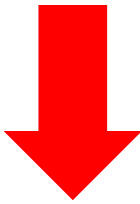
Basic Information | Sender Detail | **Description**

Description

Description

Font: default | Size: default

Enter Description



STEP: 08 Add Current Action

Action

Current Status * Created/ Received	01	Change Status Created/ Received	02
Current User Section <-Select->	03	Next User Section <-Select->	04
Current User Administrator	05	Next User <-Select->	06

01. Select Current Status
02. Select Change Status
03. Select Current User Section
04. Select next User Section.
05. Select current User
06. Select next User



STEP: 06 Click on Save or Print/ Button

Save Print/ Save Exit