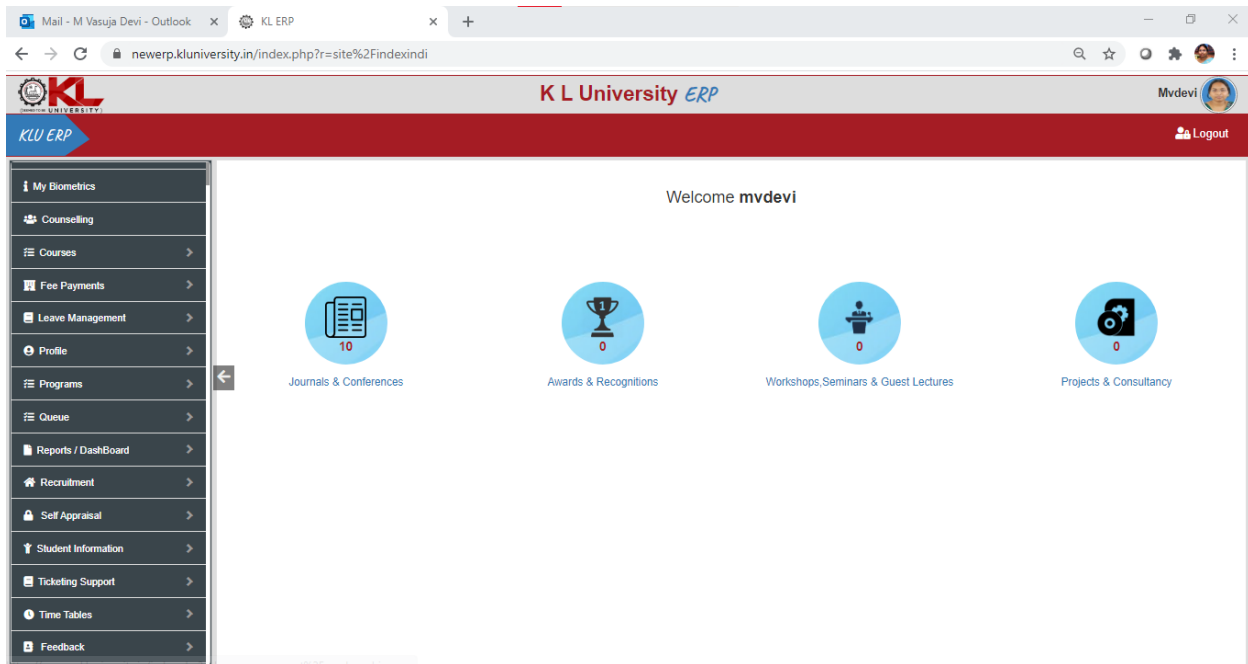
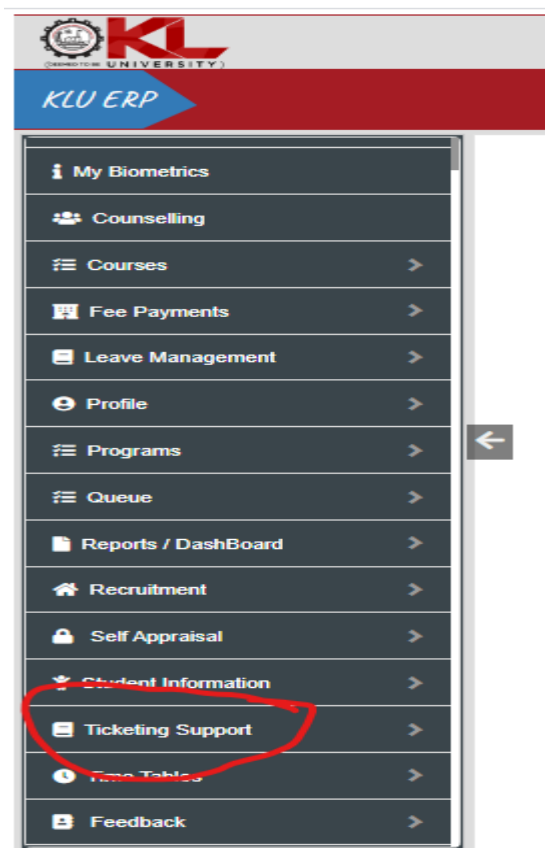


1. LOGIN INTO ERP, **HOME PAGE** will be as shown in screen shot.



2. Go to **TICKETING SUPPORT** in the left side MENU., as shown in screen shot.



3. Go to the options of Ticketing Support,

The screenshot displays the KLU ERP web application interface. At the top, the KLU logo and 'KLU ERP' text are visible. A vertical sidebar on the left contains a list of menu items: Leave Management, Profile, Programs, Queue, Reports / DashBoard, Recruitment, Self Appraisal, Student Information, Ticketing Support, Raise Ticket, My Group Tickets, Do Ticket Assignment, Reports, Time Tables, and Feedback. The 'Ticketing Support' item is expanded, revealing a sub-menu on the right with the following options: Raise Ticket, My Group Tickets, Do Ticket Assignment, and Reports. A grey arrow points from the 'Ticketing Support' item in the sidebar to the sub-menu.

| Menu Item | Sub-menu Item |
|---------------------|----------------------|
| Leave Management | |
| Profile | |
| Programs | |
| Queue | |
| Reports / DashBoard | |
| Recruitment | |
| Self Appraisal | |
| Student Information | |
| Ticketing Support | Raise Ticket |
| | My Group Tickets |
| | Do Ticket Assignment |
| Reports | |
| Time Tables | |
| Feedback | |

4. To Raise a Ticket in ERP Ticketing System, use **Raise Ticket** option; this is highlighted in green colour in the portal.

| Home / Raised Tickets | | | | | | | | | | | | | |
|-------------------------|--------|----------------------|---------------|--------------|-------------|-----------------|--------------------|-------------------------|--------------|--|------------|----------------------|--------------|
| Raised Tickets | | | | | | | | | | | | | |
| Raise Ticket | | | | | | | | | | | | | |
| Showing 1-4 of 4 items. | | | | | | | | | | | | | |
| # | Indent | Indentor Name | University Id | Stake Holder | Campus Name | Department Name | Group Name | Parent Name | Section Name | Issue | Log Date | Tadmin Name | Assi |
| 1 | 696 | Midasala Vasuja Devi | 3669 | employee | KLVZA | ECE | CENTRAL GRIEVANCES | FACULTY & STAFF AFFAIRS | BMA issues | Respected sir, My biometric is not updating in ERP since 11/02/2021. I have given biometric at different locations like Old EEE block, Indoor stadium, library block, Research block also. The biometric system provides acknowledgement as 3669, allowed. But in ERP, it is showing that leave deduction recommendation. kindly consider my problem and do needful. Thank you, sir. | 2021-02-15 | Midasala Vasuja Devi | 439-SRIK VEM |

5. To raise a ticket, the following information is to be provided in the Grievance application.

K L U

University ERP

Create Ticketing Indent Raised Info

Group Name

-Select Group-

Parent Name

Section Name

Category

Issue:(Mention Room number if it is related to P&D)

Upload Document:(only pdf)

Choose file

No file chosen

Create

6. In ERP Ticketing System, The **Central level Grievances, Department level Grievances, Central Exam Cell, Accommodation like Hostels/Staff quarterse Issues ,Grievances under Planning and Development** are provided.

There is provision to **upload any supporting documents** in the form of **.PDF file**.

Create Ticketing Indent Raised Info

Group Name

P&D

-Select Group-

P&D

CENTRAL GRIEVANCES

EXAMINATION SECTION

ECM Dept. GRIEVANCES

CSE Dept. GRIEVANCES

ECE Dept. GRIEVANCES

BES-I Dept. GRIEVANCES

BES-II Dept. GRIEVANCES

BIO TECHNOLOGY Dept. GRIEVANCES

B Arch Dept. GRIEVANCES

BA Dept. GRIEVANCES

BBA Dept. GRIEVANCES

MECHANICAL Dept. GRIEVANCES

B.Sc(Hons.) Agri Dept. GRIEVANCES

B.Sc HM Dept. GRIEVANCES

CAMS Dept. GRIEVANCES

CIVIL Dept. GRIEVANCES

Chemistry Dept. GRIEVANCES

B. Pharm Dept. GRIEVANCES

Upload Document:(only pdf)

Choose file No file chosen

Create

| Name | Issue | Log Date | Tadmin Name | Assi |
|---------------|---|------------|----------------------|------|
| 439- SRIK VEM | Respected sir, My biometric is not updating in ERP since 11/02/2021. I have given biometric at different locations like Old EEE block, Indoor stadium, library block, Research block also. The biometric system provides acknowledgement as 3669, allowed. But in ERP, it is showing that leave deduction recommendation kindly consider my problem and do needful. Thank you, sir. | 2021-02-15 | Midasala Vasuja Devi | 439- |
| EEE biometric | | 2021-02- | Midasala | 439- |

All the Stake Holders need to **choose an appropriate group option** to raise your grievance. Each group has **different sections to represent different issues**.

Create Ticketing Indent Raised Info

Group Name

CENTRAL GRIEVANCES

Parent Name

Select...

Select

ACADEMICS

STUDENT AFFAIRS

STUDENT AMENITIES

PLANNING & DEVELOPMENT

RESEARCH & DEVELOPMENT

EXAMINATION CELL

ADMISSIONS

FACULTY & STAFF AFFAIRS

Upload Document:(only pdf)

Choose file No file chosen

Create

| Name | Issue | Log Date | Tadmin Name | Assi |
|---------------|---|------------|----------------------|------|
| 439- SRIK VEM | Respected sir, My biometric is not updating in ERP since 11/02/2021. I have given biometric at different locations like Old EEE block, Indoor stadium, library block, Research block also. The biometric system provides acknowledgement as 3669, allowed. But in ERP, it is showing that leave deduction recommendation kindly consider my problem and do needful. Thank you, sir. | 2021-02-15 | Midasala Vasuja Devi | 439- |
| EEE biometric | | 2021-02- | Midasala | 439- |

Note: Grievances under **Planning and Development** should **mention the room number** to identify the location and resolve successfully.

7. Application view to **Raise a ticket**.

K L Uiversity ERP

Create Ticketing Indent Raised Info

Group Name

CENTRAL GRIEVANCES

Parent Name

ACADEMICS

Section Name

Academic Registrations & Certification Course

Category

42

Issue:(Mention Room number if it is related to P&D)

The Certification Course validity issue.

Upload Document:(only pdf)


Choose file

No file chosen


Create

8. The final view at Indentor **after raising** a ticket in ERP Ticketing System.

There indentor can observe the **Status of the Grievance**, whether it is resolved or not.



K L University *ERP*

Mvdevi 

KLU ERP

Logout



Home / Raised Tickets


Submitted Successfully

Raised Tickets


Raise Ticket

Showing 1-5 of 5 items.

| # | Indent | Indentor Name | University Id | Stake Holder | Campus Name | Department Name | Group Name | Parent Name | Section Name | Issue | Log Date | Tadmin Name | Assigned To | Current Status | |
|---|--------|----------------------|---------------|--------------|-------------|-----------------|--------------------|-----------------|--------------|--|------------|----------------------|--------------|----------------|--|
| → | 1663 | Midasala Vasuja Devi | 3669 | employee | KLVZA | ECE | CENTRAL GRIEVANCES | STUDENT AFFAIRS | Transport | New Bus stop is requested in the Guntur Busstand bus route | 2021-04-01 | Midasala Vasuja Devi | Not Assigned | Not Assigned |   |



K L University *ERP*

Mvdevi 

KLU ERP



Logout

Home / Raised Tickets

Raised Tickets

Raise Ticket

Showing 1-4 of 4 items.

| # | Indent | Indentor Name | University Id | Stake Holder | Campus Name | Department Name | Group Name | Parent Name | Section Name | Issue | Log Date | Tadmin Name | Assigned To | Current Status | | |
|---|--------|---------------|----------------------|--------------|-------------|-----------------|------------|--------------------|-------------------------|------------|--|-------------|----------------------|---------------------|--------|--|
| → | 1 | 696 | Midasala Vasuja Devi | 3669 | employee | KLVZA | ECE | CENTRAL GRIEVANCES | FACULTY & STAFF AFFAIRS | BMA issues | Respected sir, My biometric is not updating in ERP since 11/02/2021. I have given biometric at different locations like Old EEE block, Indoor stadium, library block, Research block also. The biometric system provides acknowledgement as 3669, allowed. But in ERP, it is showing that leave deduction recommendation. kindly consider my problem and do needful. Thank you, sir. | 2021-02-15 | Midasala Vasuja Devi | 439-SRIKANTH VEMURU | Closed |   |