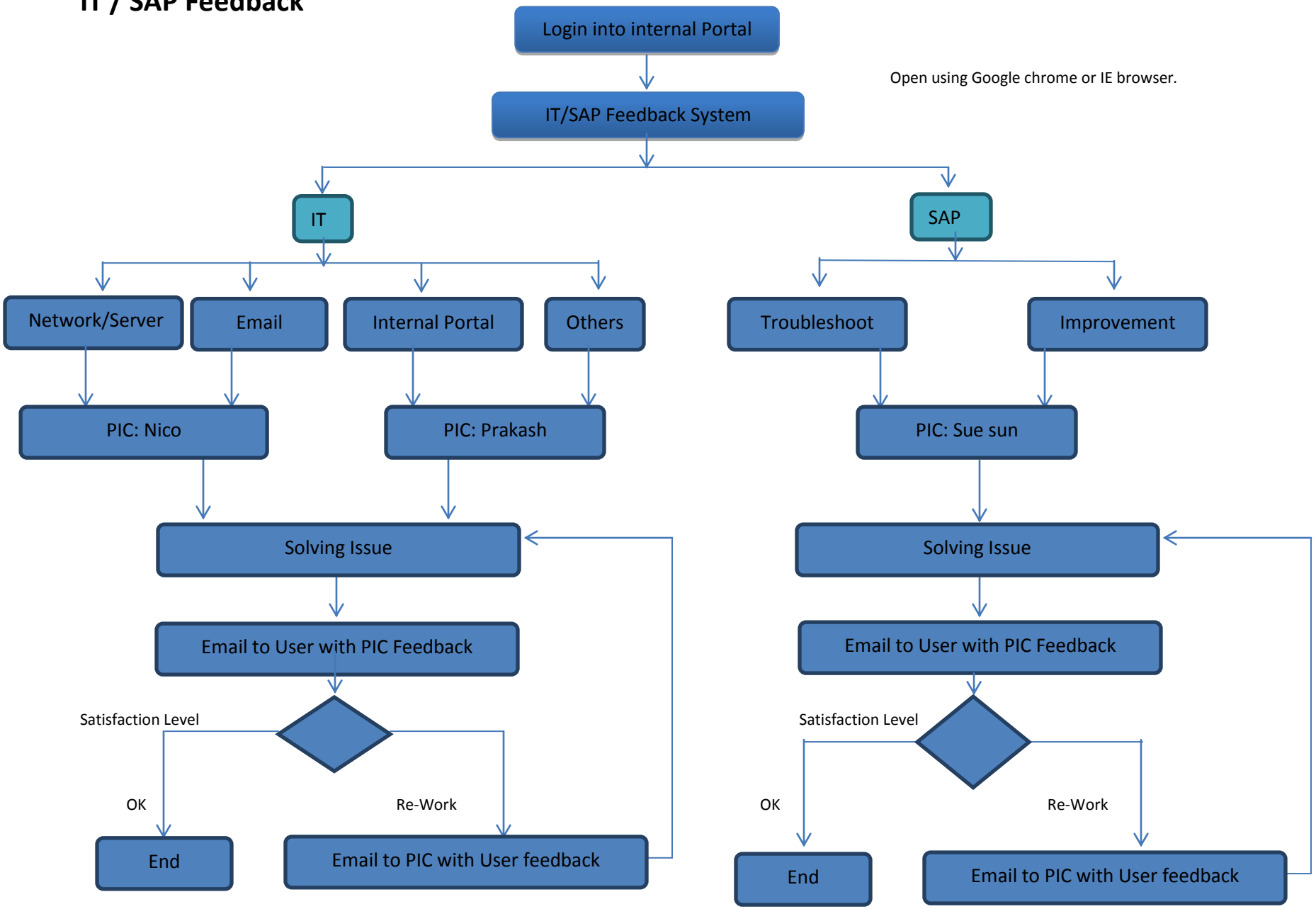
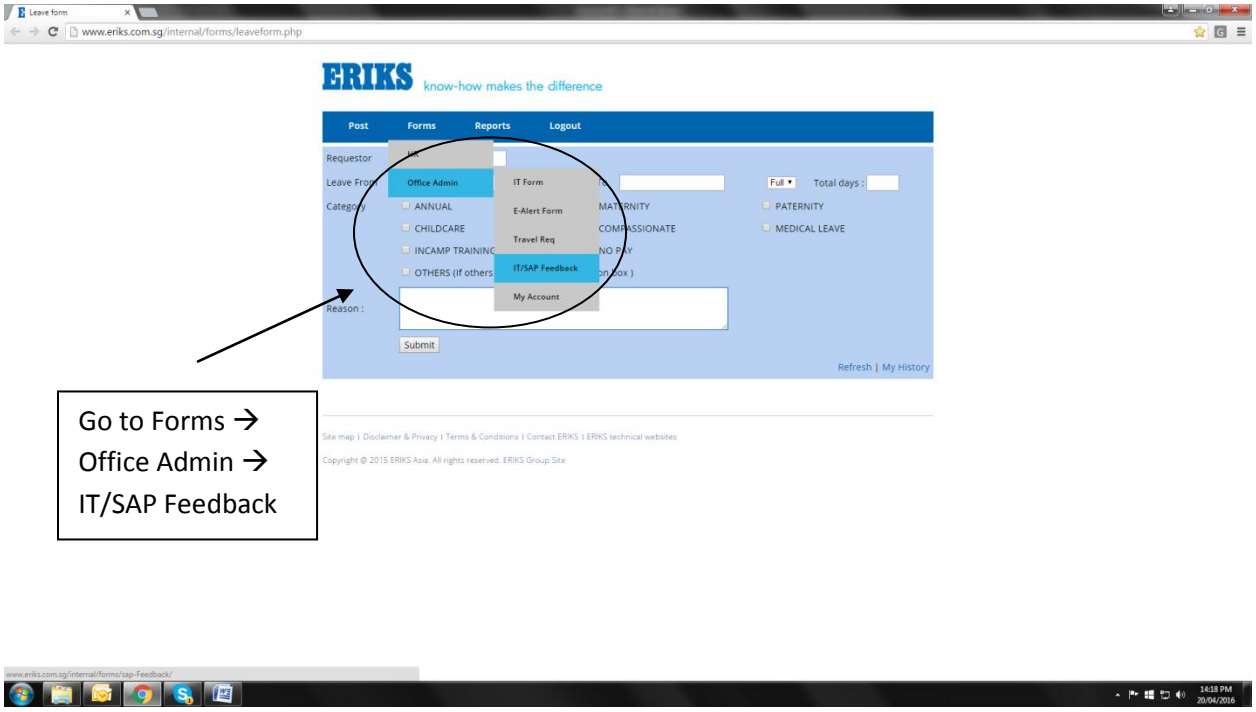
IT / SAP Feedback



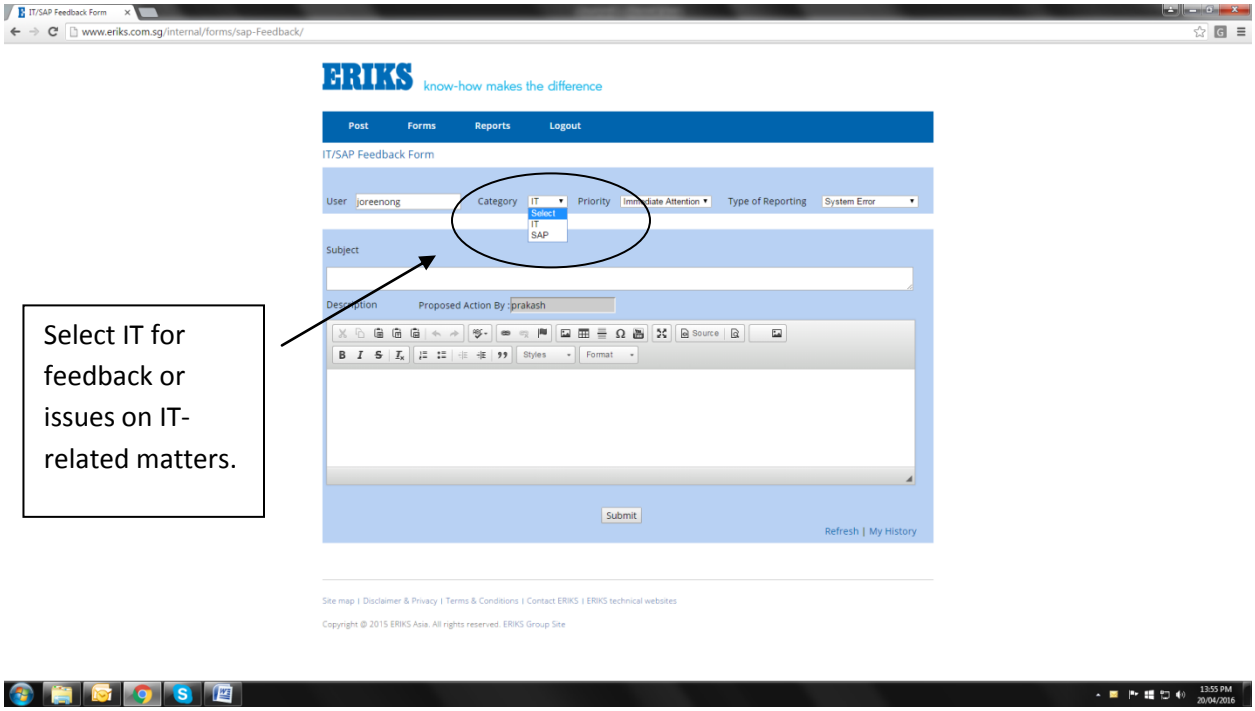
Manual

01. Give a feedback or raise an issue on IT matters
02. Give a feedback or raise an issue on SAP matters
03. IT/SAP Feedback Form submission notice by email
04. Give a further comment to the work done
05. View IT/SAP Feedback History

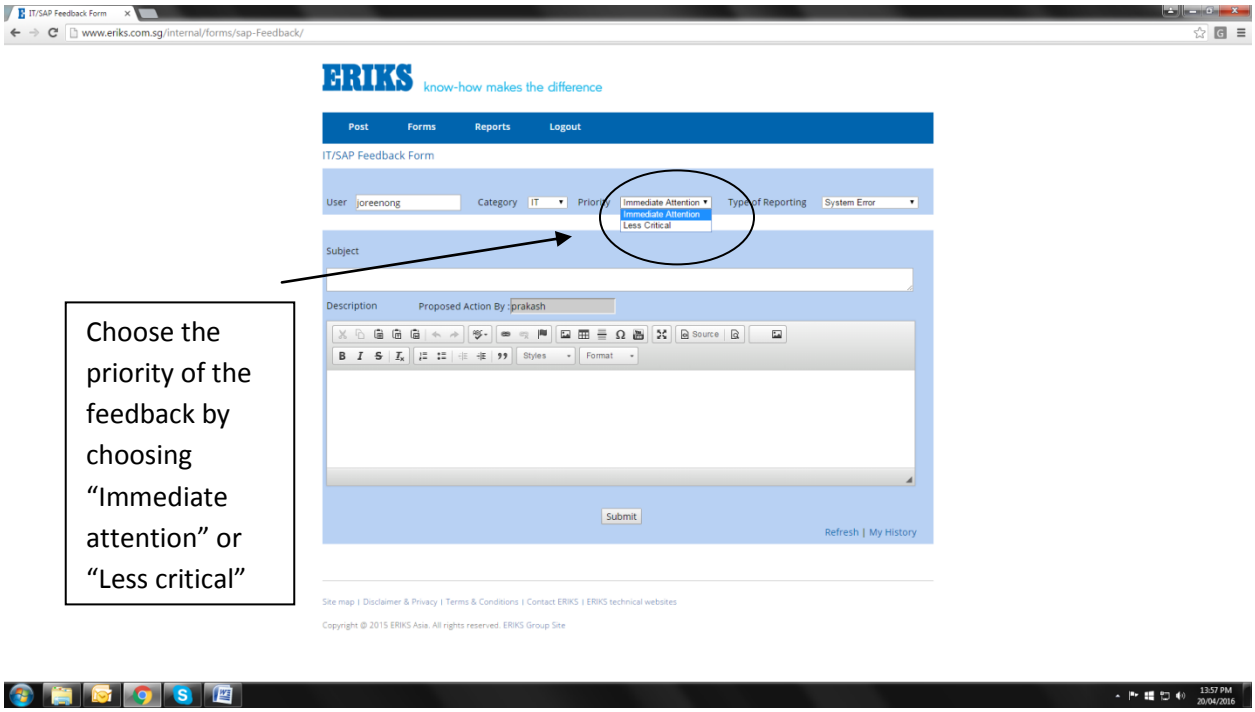


Go to Forms →
Office Admin →
IT/SAP Feedback

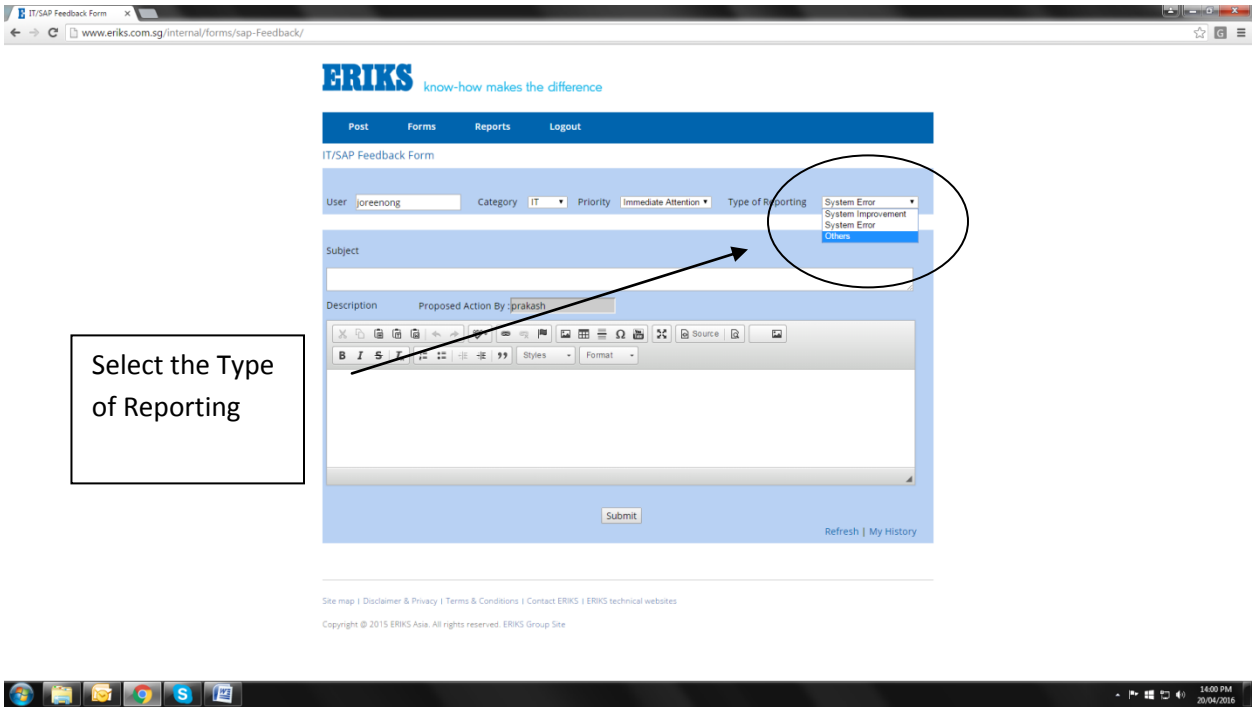
01. Give a feedback or raise an Issue on IT matters



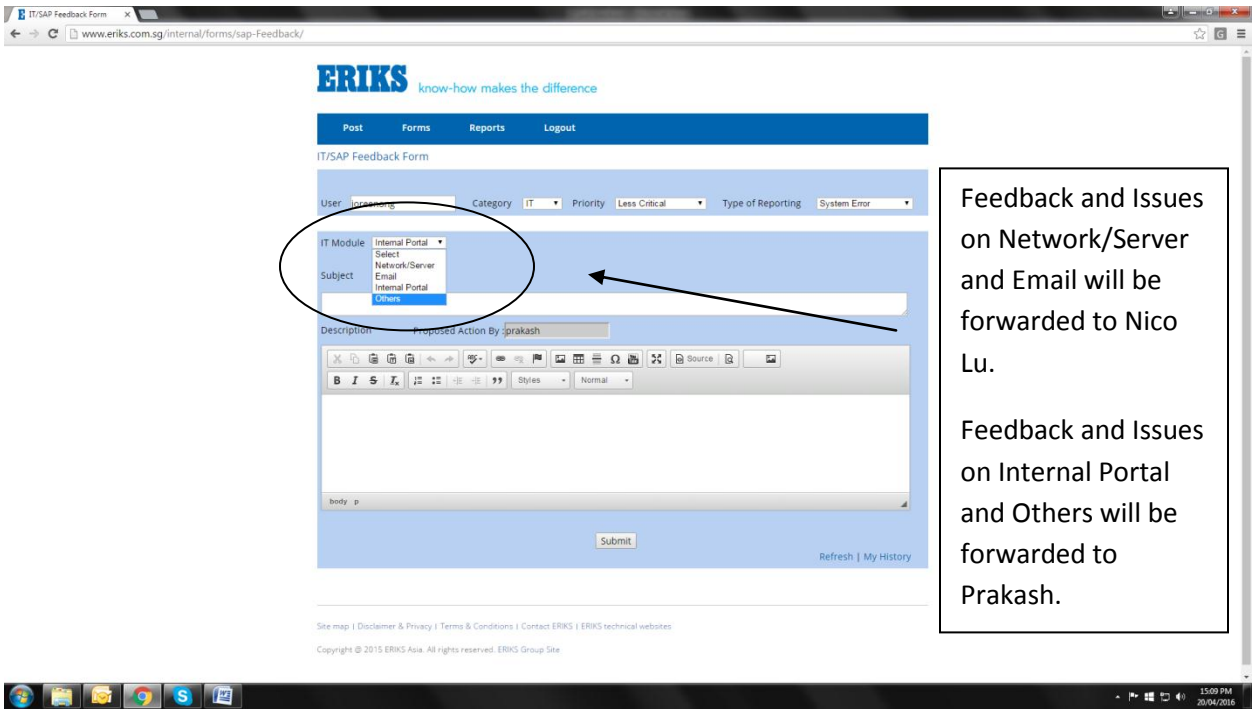
Select IT for feedback or issues on IT-related matters.



Choose the priority of the feedback by choosing “Immediate attention” or “Less critical”

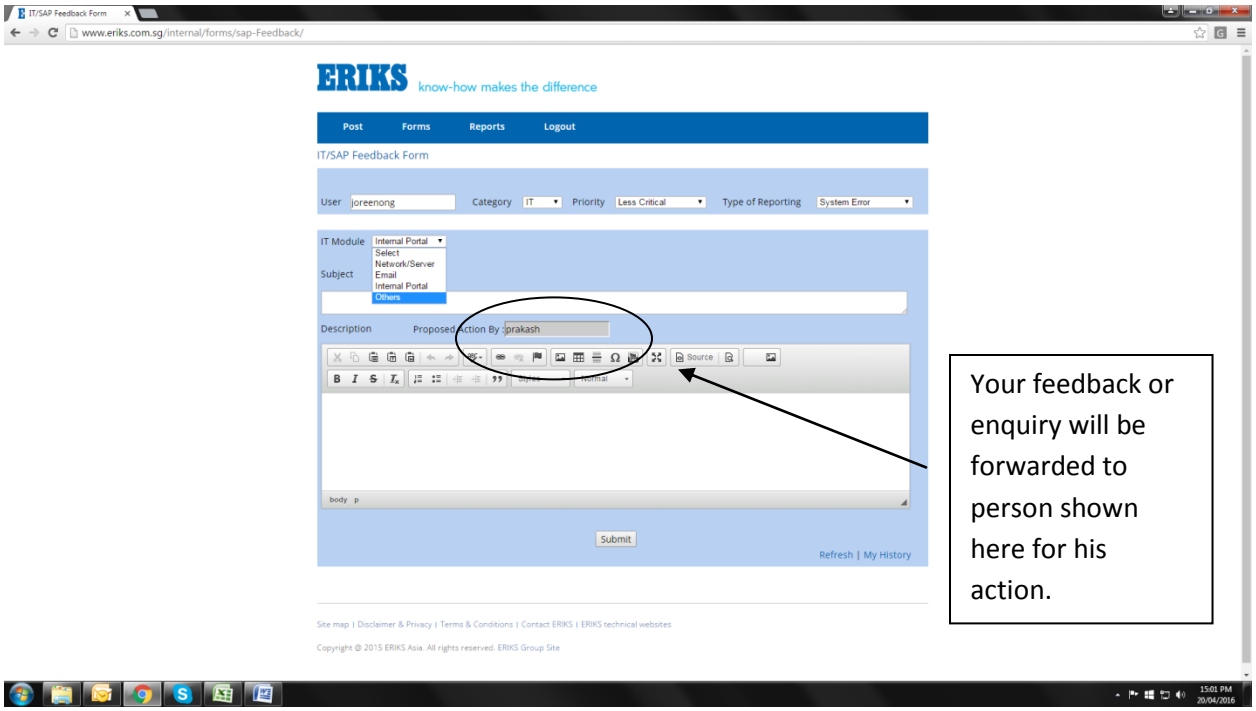


Select the Type of Reporting



Feedback and Issues on Network/Server and Email will be forwarded to Nico Lu.

Feedback and Issues on Internal Portal and Others will be forwarded to Prakash.


www.eriks.com.sg/internal/forms/sap-Feedback/
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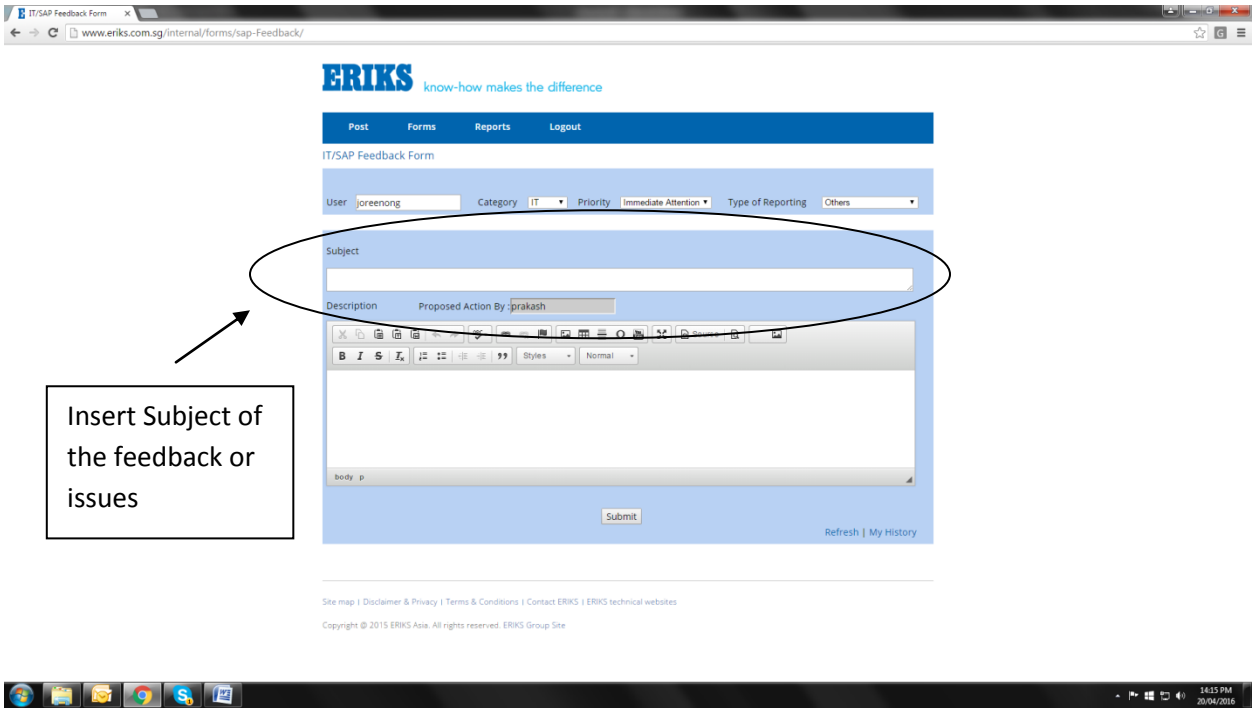
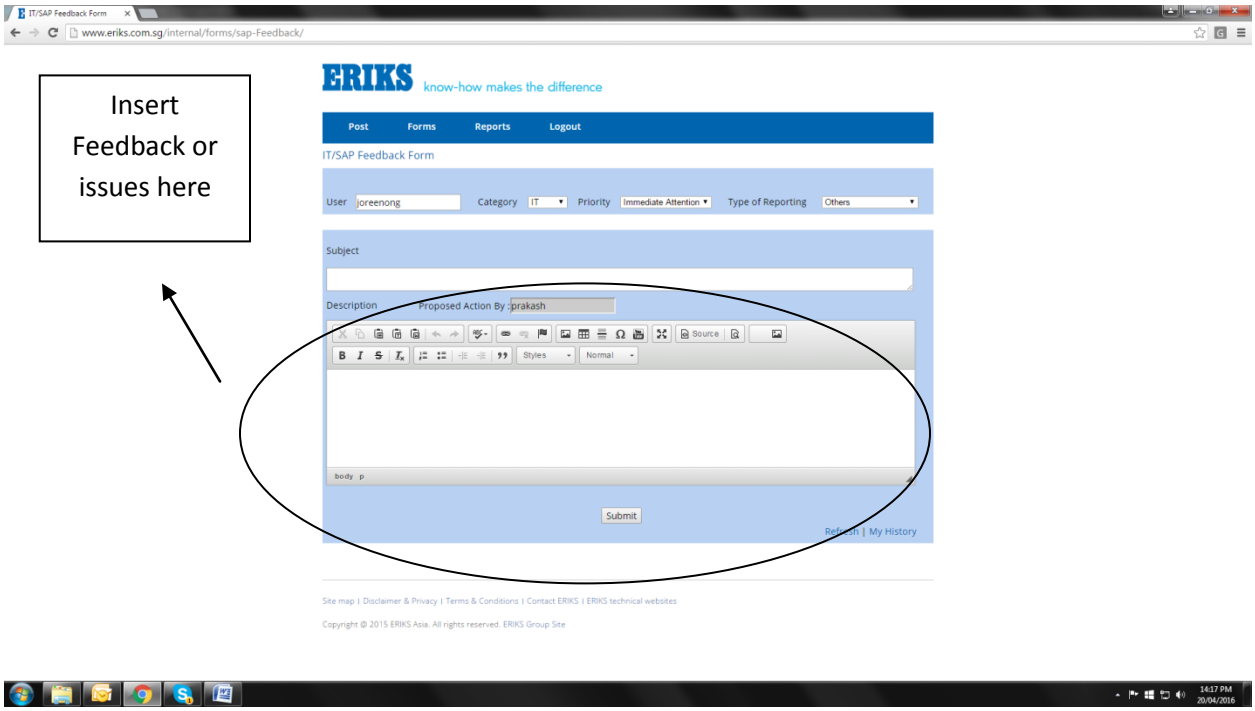
know-how makes the difference
Post
Forms
Reports
Logout
IT/SAP Feedback Form
User joreenong
Category IT
Priority Less Critical
Type of Reporting System Error
IT Module Internal Portal
Select
Network/Server
Email
Internal Portal
Others
Subject
Description
Proposed Action By :prakash
Submit
Refresh | My History
Your feedback or enquiry will be forwarded to person shown here for his action.


www.eriks.com.sg/internal/forms/sap-Feedback/
ERIKS
know-how makes the difference
Post
Forms
Reports
Logout
IT/SAP Feedback Form
User joreenong
Category IT
Priority Immediate Attention
Type of Reporting Others
Subject
Description
Proposed Action By :prakash
Submit
Refresh | My History
Insert Subject of the feedback or issues


Insert Feedback or issues here
ERIKS know-how makes the difference
Post Forms Reports Logout
IT/SAP Feedback Form
User joreenong Category IT Priority Immediate Attention Type of Reporting Others
Subject
Description Proposed Action By : prakash
Submit
Refresh | My History
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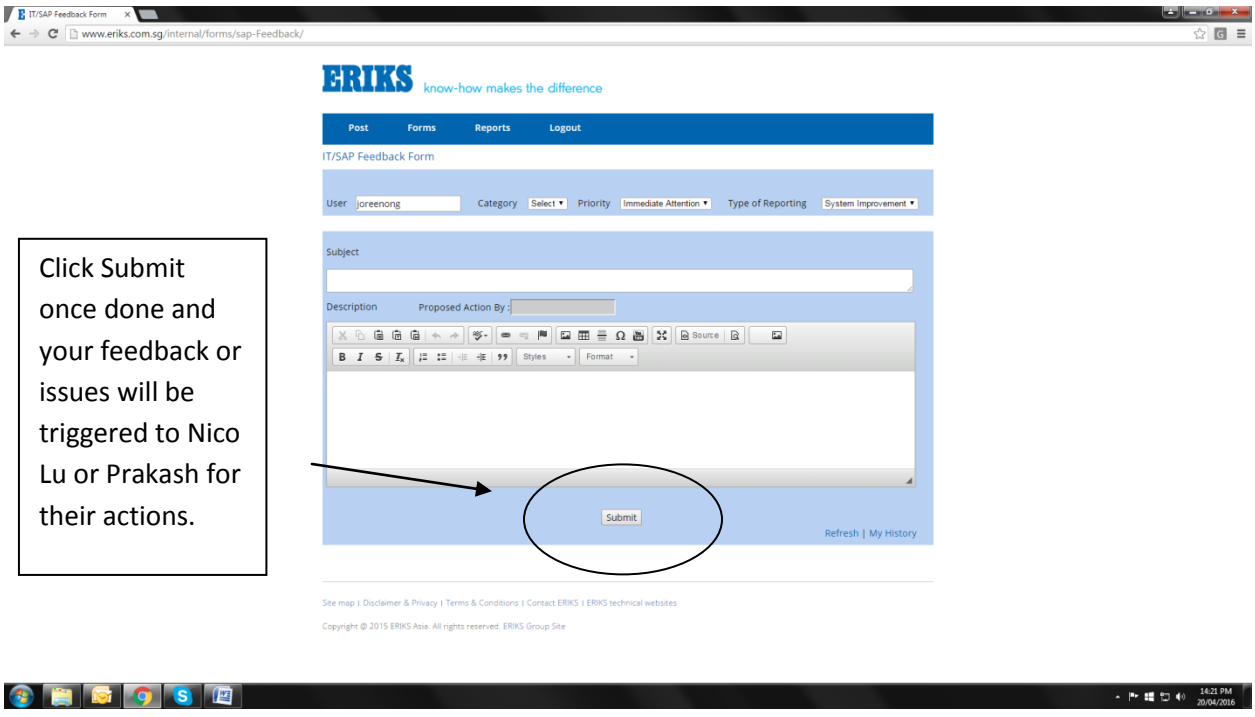
Click Submit once done and your feedback or issues will be triggered to Nico Lu or Prakash for their actions.
ERIKS know-how makes the difference
Post Forms Reports Logout
IT/SAP Feedback Form
User joreenong Category Select Priority Immediate Attention Type of Reporting System Improvement
Subject
Description Proposed Action By :
Submit
Refresh | My History
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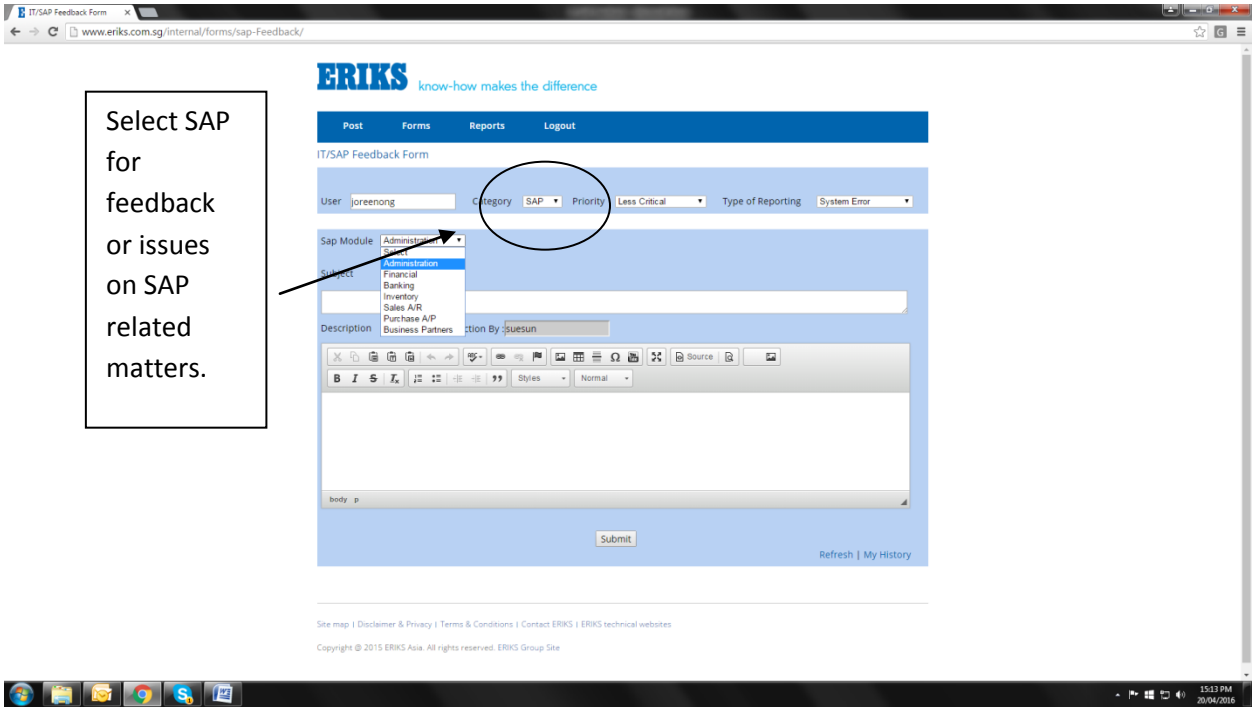
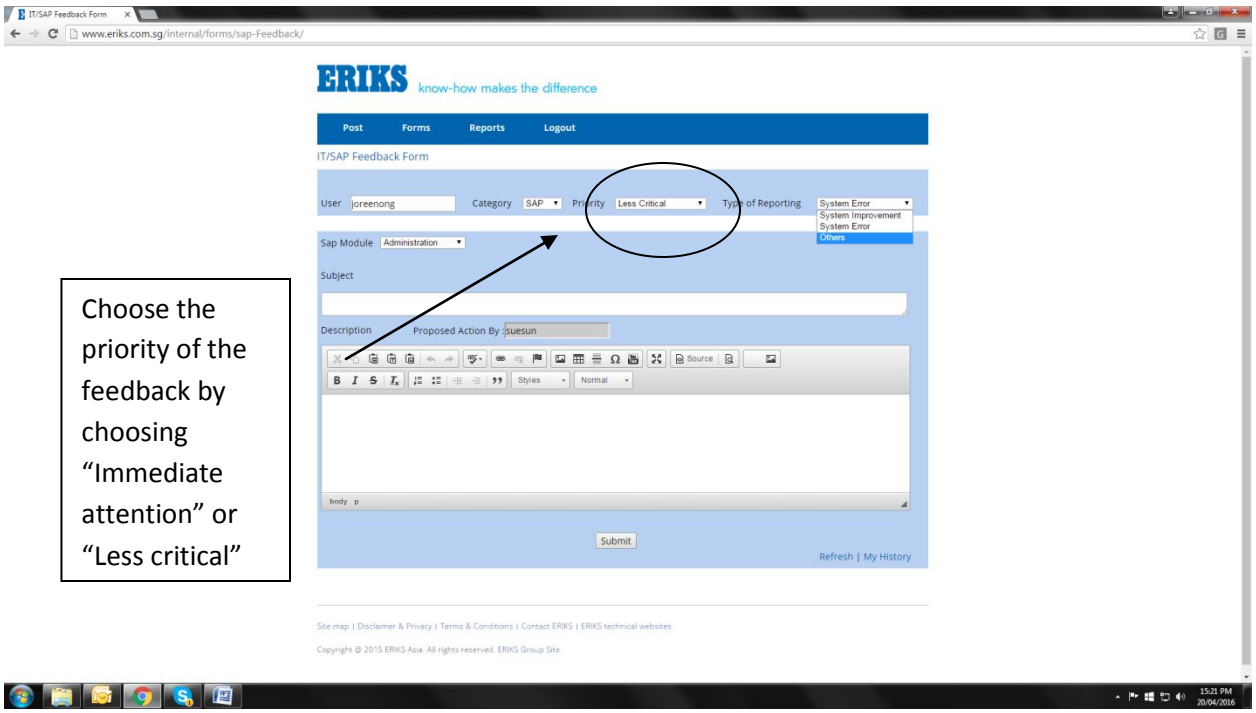
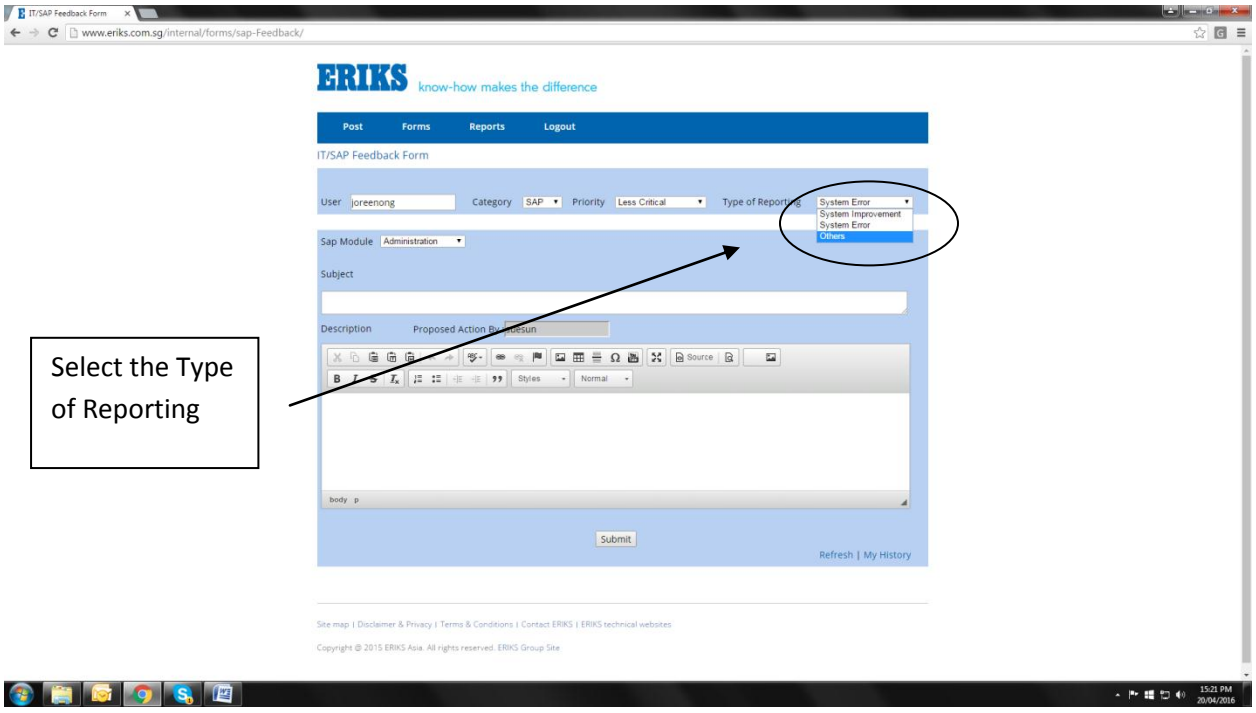
02. Give a feedback or raise an issue on SAP matters



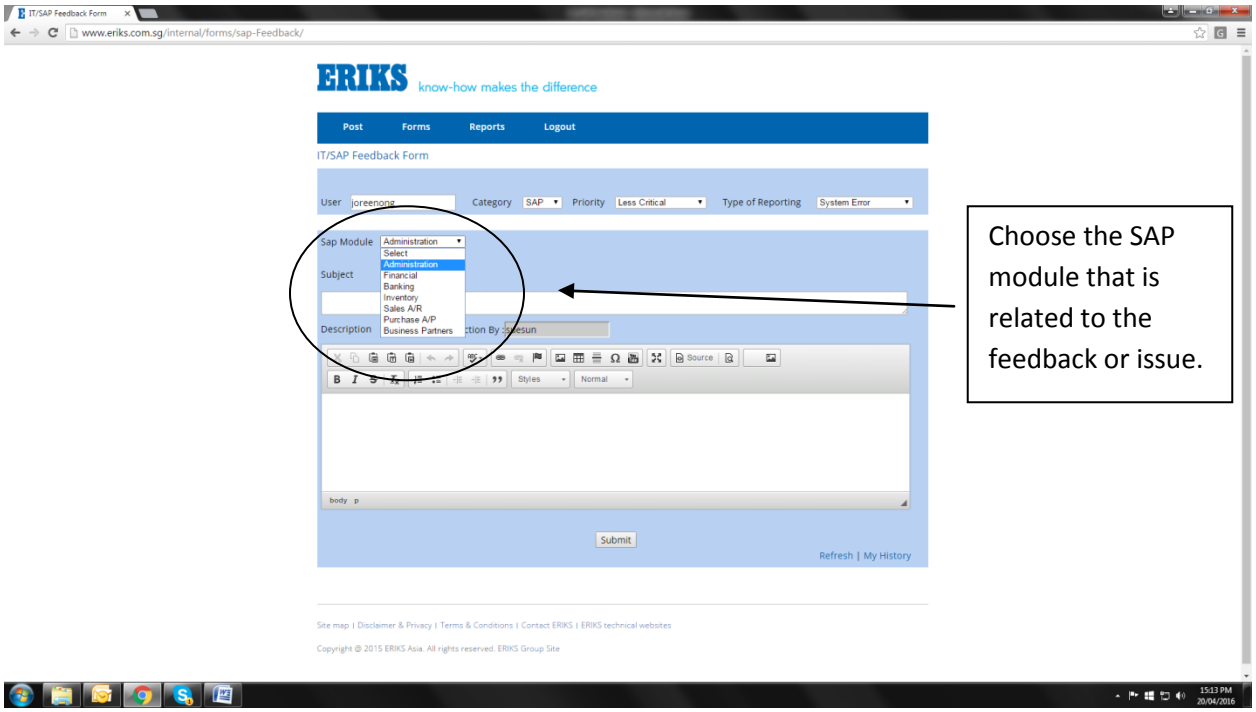
Select SAP for feedback or issues on SAP related matters.



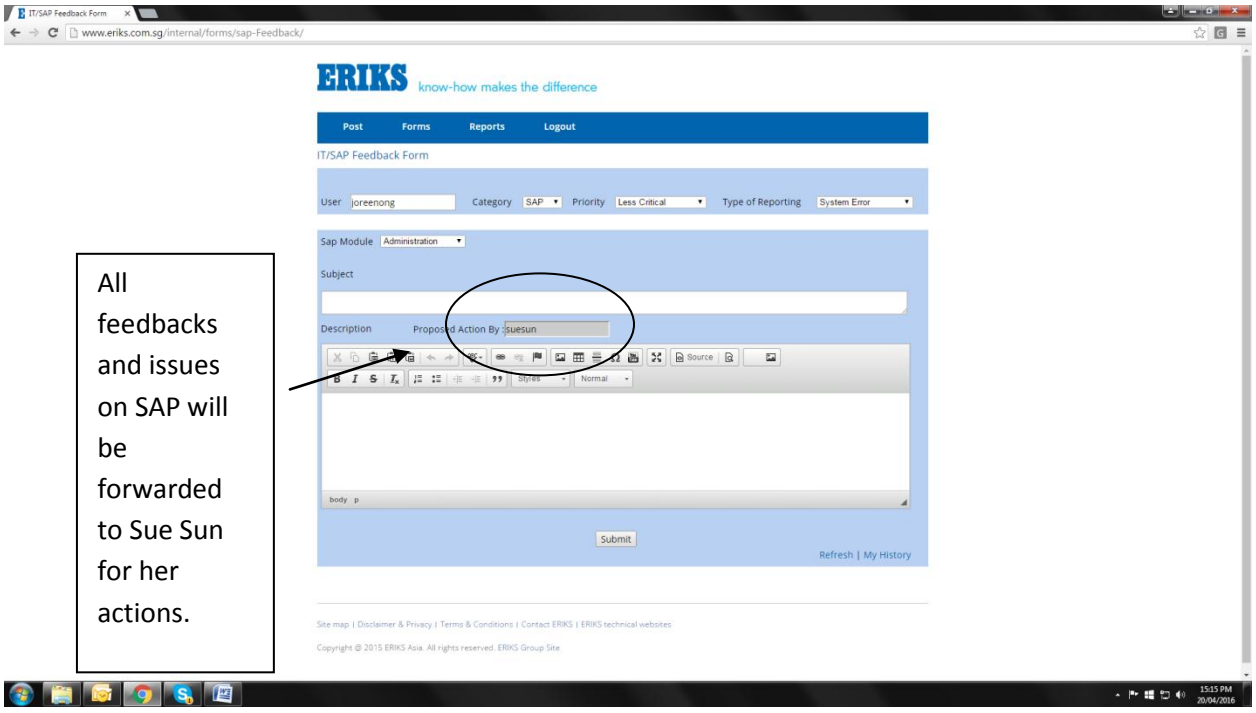
Choose the priority of the feedback by choosing “Immediate attention” or “Less critical”



Select the Type of Reporting



Choose the SAP module that is related to the feedback or issue.


IT/SAP Feedback Form
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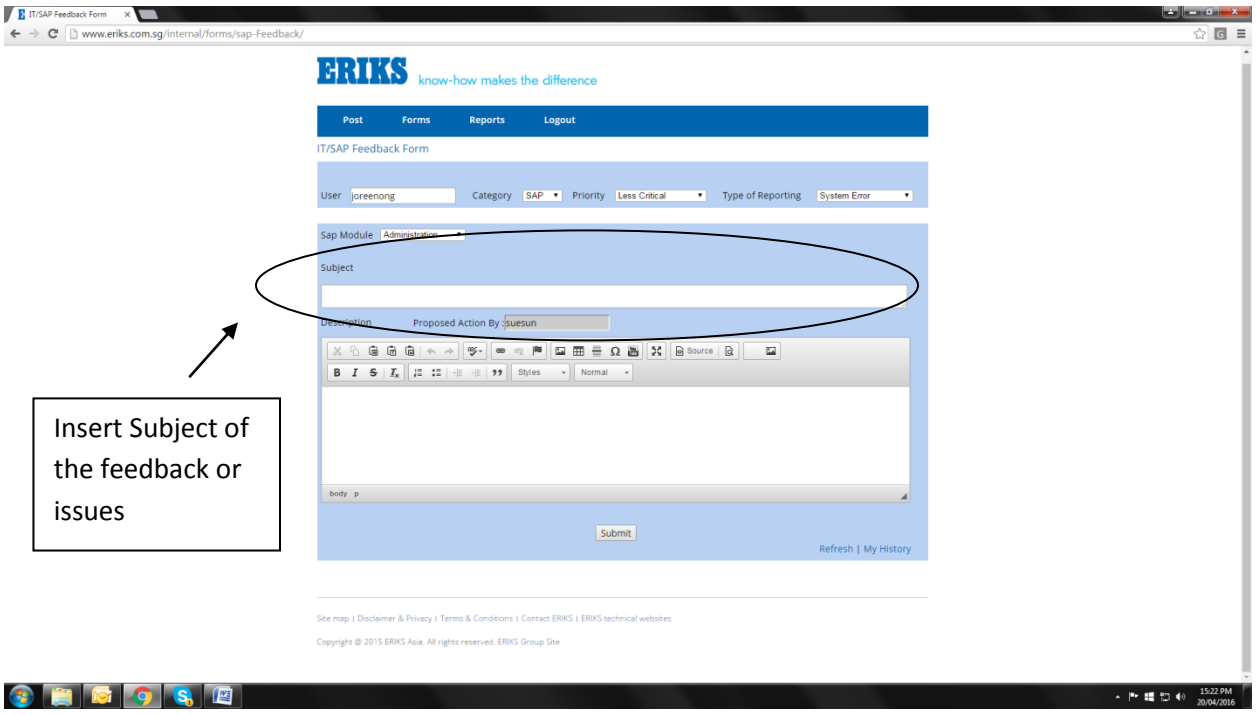
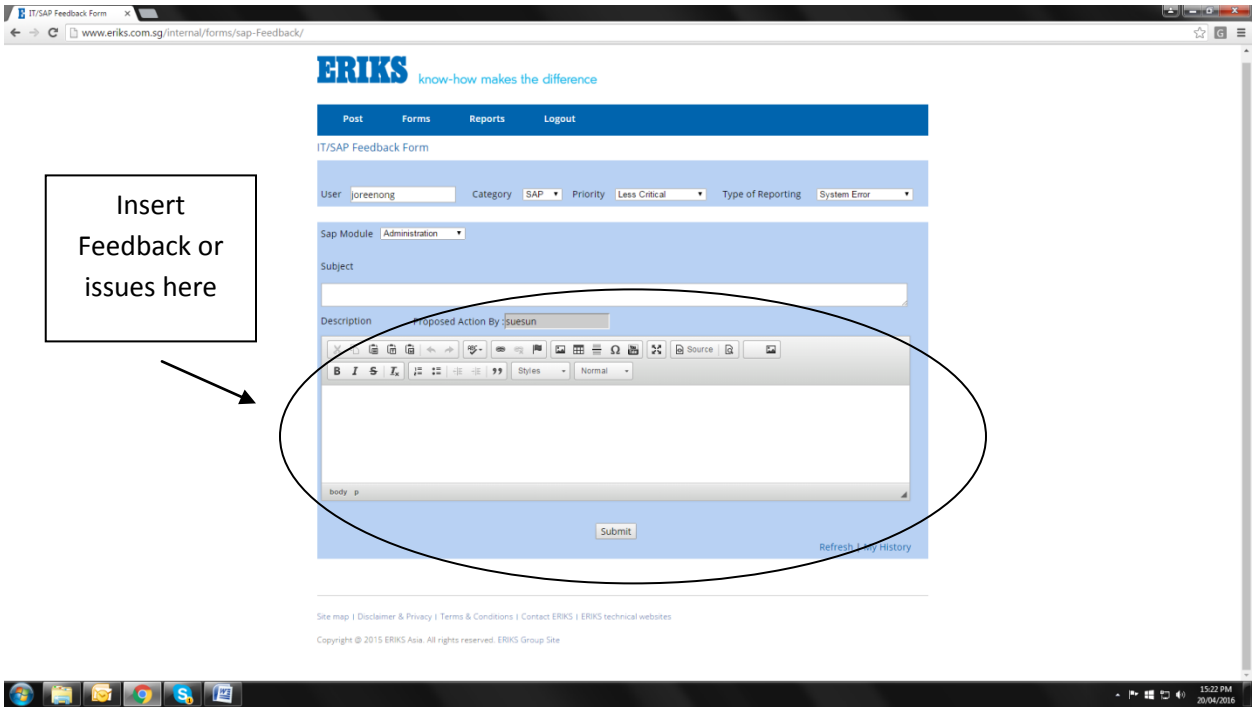
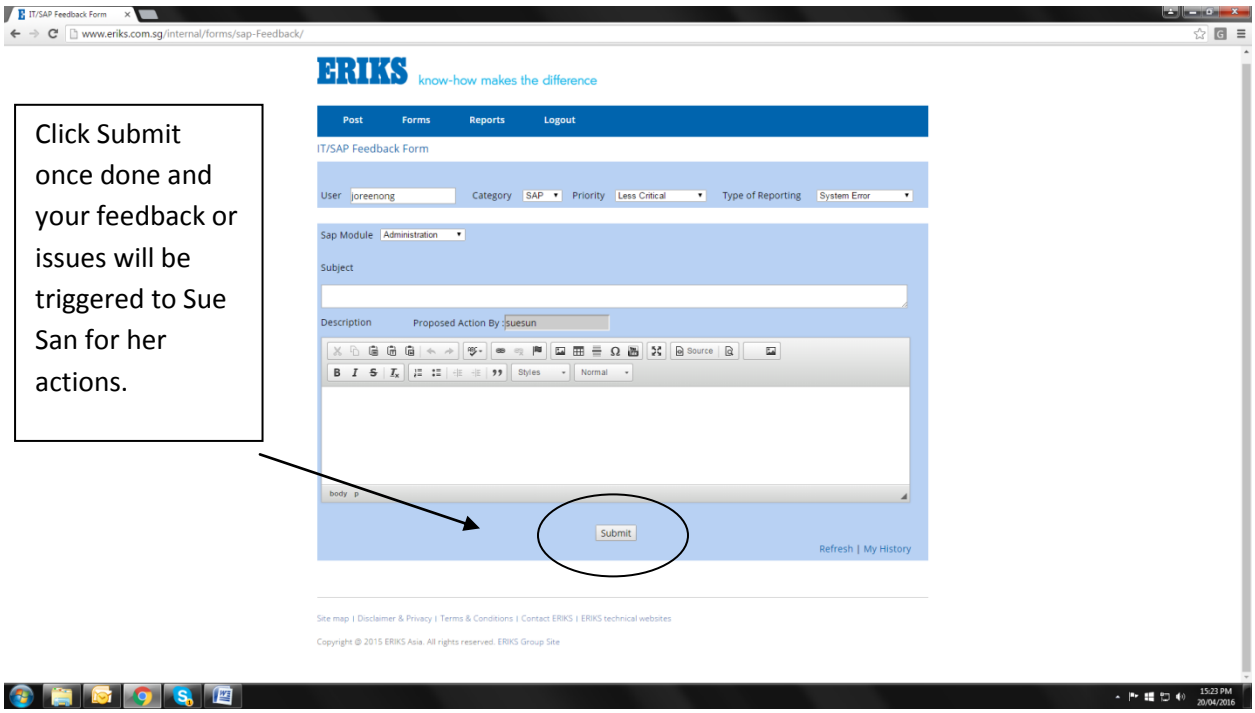
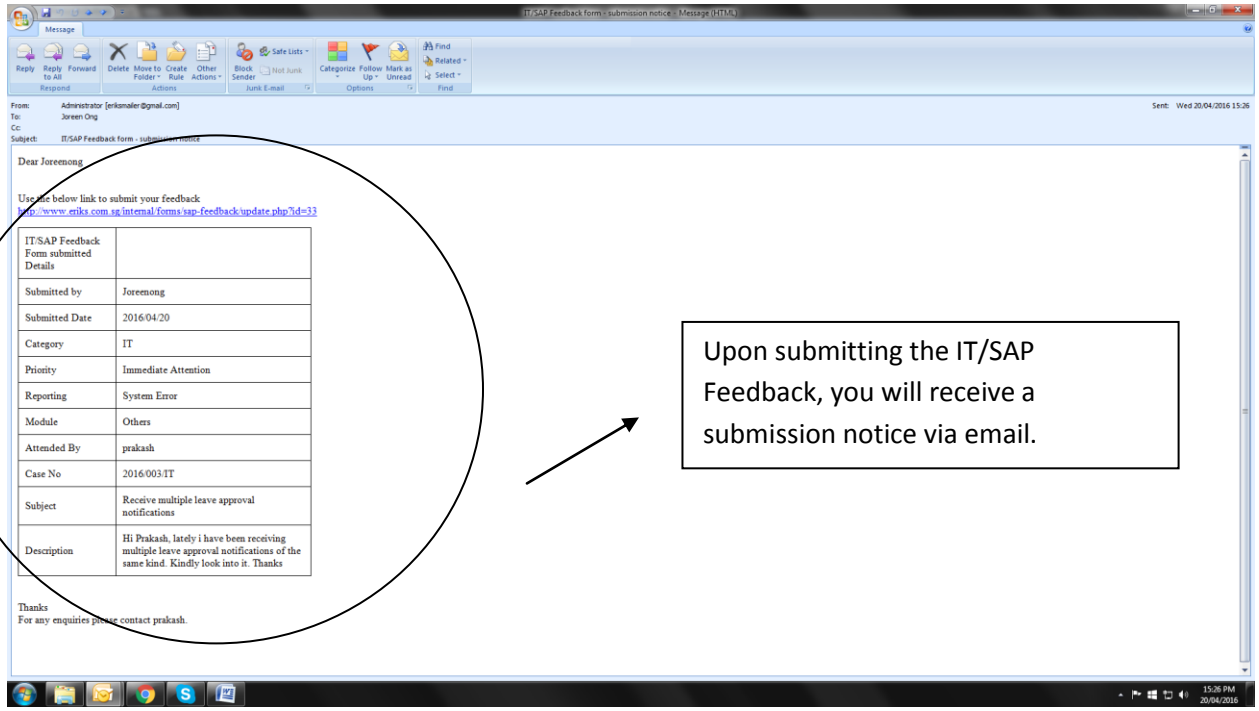
Forms
Reports
Logout
IT/SAP Feedback Form
User joreenong
Category SAP
Priority Less Critical
Type of Reporting System Error
Sap Module Administration
Subject
Description
Proposed Action By :suesun
Submit
Refresh | My History
All feedbacks and issues on SAP will be forwarded to Sue Sun for her actions.


IT/SAP Feedback Form
www.eriks.com.sg/internal/forms/sap-Feedback/
ERIKS
know-how makes the difference
Post
Forms
Reports
Logout
IT/SAP Feedback Form
User joreenong
Category SAP
Priority Less Critical
Type of Reporting System Error
Sap Module Administration
Subject
Proposed Action By :suesun
Submit
Refresh | My History
Insert Subject of the feedback or issues


Insert Feedback or issues here
www.eriks.com.sg/internal/forms/sap-Feedback/
ERIKS know-how makes the difference
Post Forms Reports Logout
IT/SAP Feedback Form
User joreenong Category SAP Priority Less Critical Type of Reporting System Error
Sap Module Administration
Subject
Description Proposed Action By :suesun
Submit
Refresh | My History


Click Submit once done and your feedback or issues will be triggered to Sue San for her actions.
www.eriks.com.sg/internal/forms/sap-Feedback/
ERIKS know-how makes the difference
Post Forms Reports Logout
IT/SAP Feedback Form
User joreenong Category SAP Priority Less Critical Type of Reporting System Error
Sap Module Administration
Subject
Description Proposed Action By :suesun
Submit
Refresh | My History

03. IT/SAP Feedback Form submission notice by email



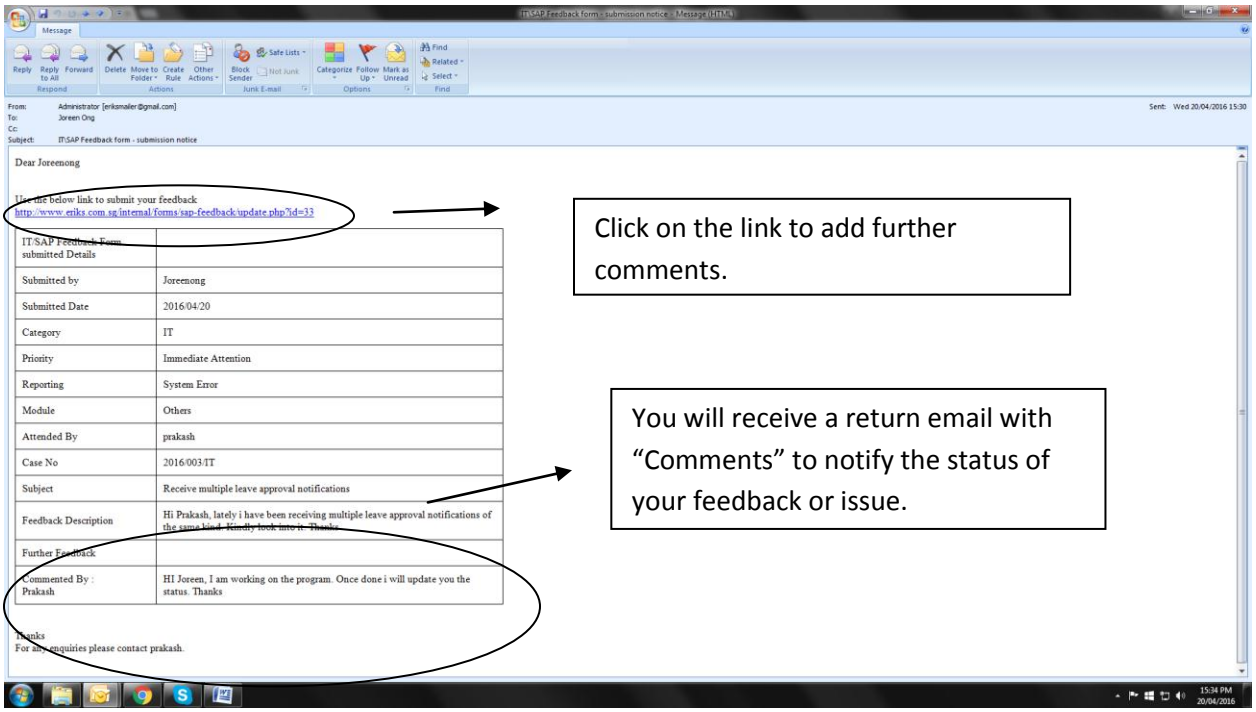
Dear Joreenong

Use the below link to submit your feedback
http://www.eriks.com.sg/internal/forms/sap-feedback/update.php?id=33

IT/SAP Feedback Form submitted Details	
Submitted by	Joreenong
Submitted Date	2016/04/20
Category	IT
Priority	Immediate Attention
Reporting	System Error
Module	Others
Attended By	prakash
Case No	2016/003/IT
Subject	Receive multiple leave approval notifications
Description	Hi Prakash, lately i have been receiving multiple leave approval notifications of the same kind. Kindly look into it. Thanks

Thanks
For any enquiries please contact prakash.

Upon submitting the IT/SAP Feedback, you will receive a submission notice via email.



Dear Joreenong

Use the below link to submit your feedback
http://www.eriks.com.sg/internal/forms/sap-feedback/update.php?id=33

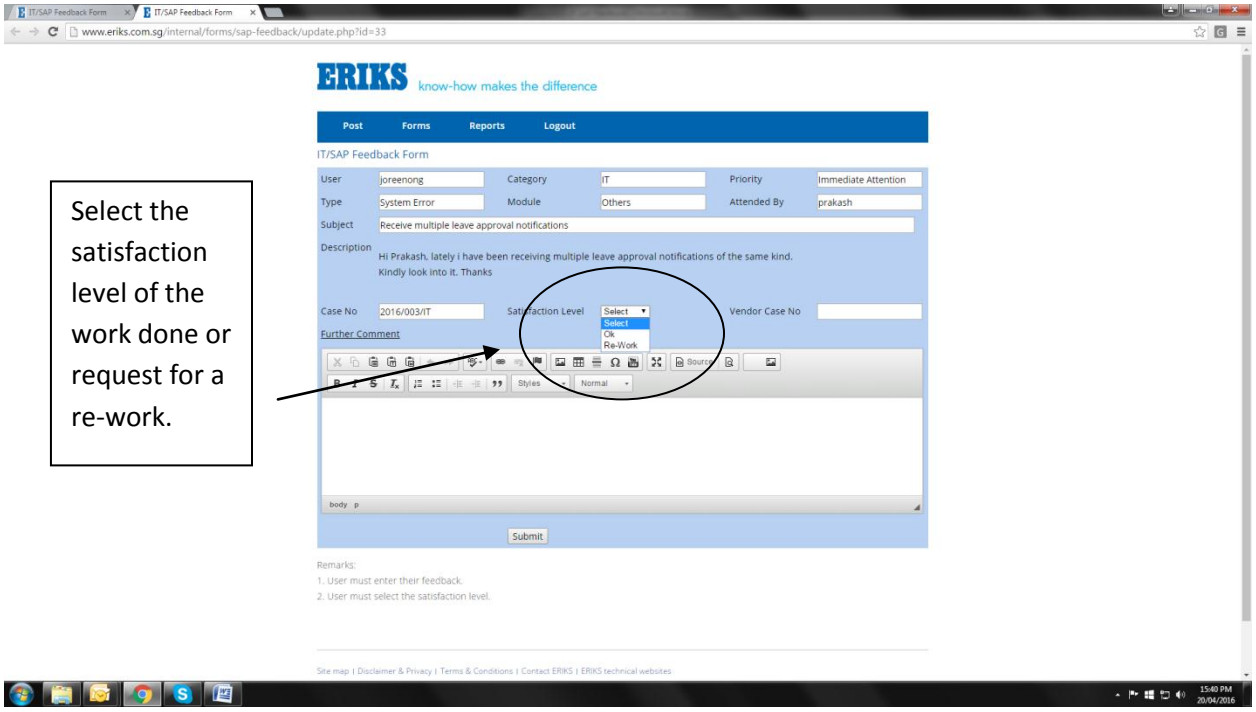
IT/SAP Feedback Form submitted Details	
Submitted by	Joreenong
Submitted Date	2016/04/20
Category	IT
Priority	Immediate Attention
Reporting	System Error
Module	Others
Attended By	prakash
Case No	2016/003/IT
Subject	Receive multiple leave approval notifications
Feedback Description	Hi Prakash, lately i have been receiving multiple leave approval notifications of the same kind. Kindly look into it. Thanks
Further Feedback	
Commented By : Prakash	HI Joreen, I am working on the program. Once done i will update you the status. Thanks

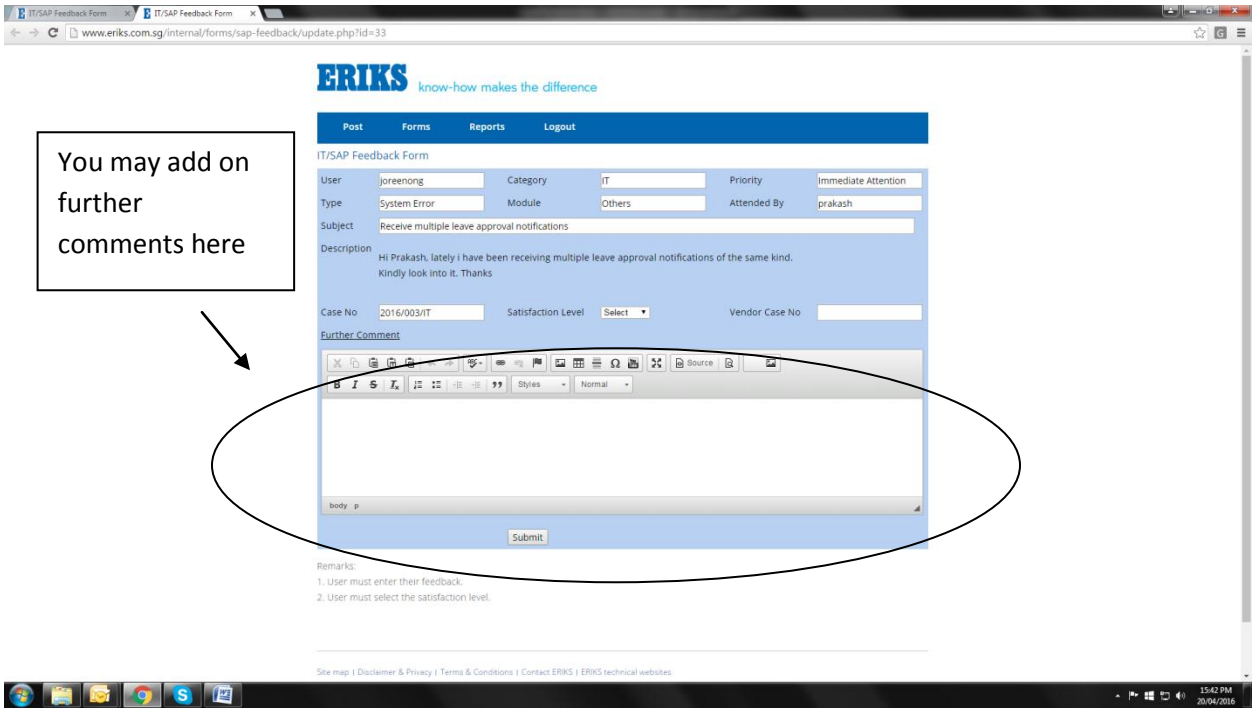
Thanks
For any enquiries please contact prakash.

Click on the link to add further comments.

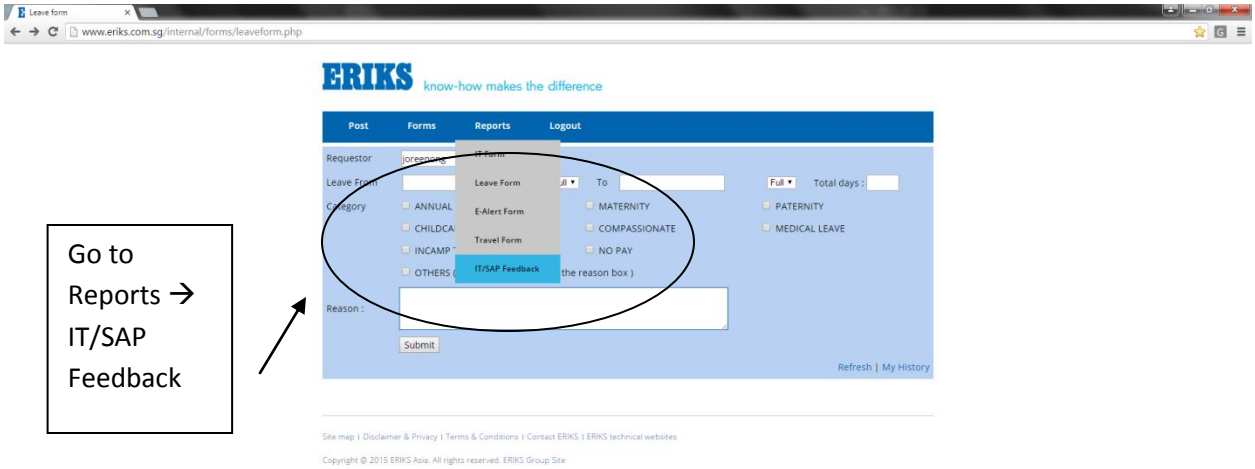
You will receive a return email with "Comments" to notify the status of your feedback or issue.

04. Give a further comment to the work done

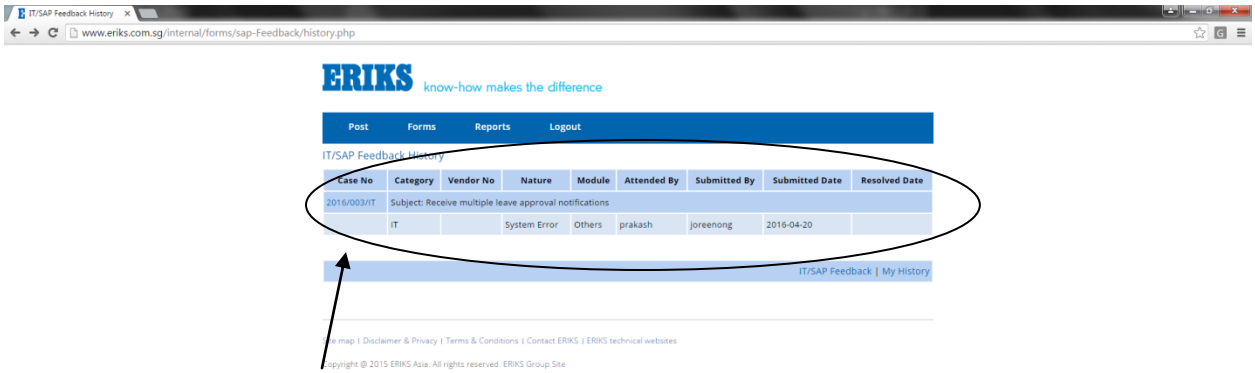




05. View IT/SAP Feedback History

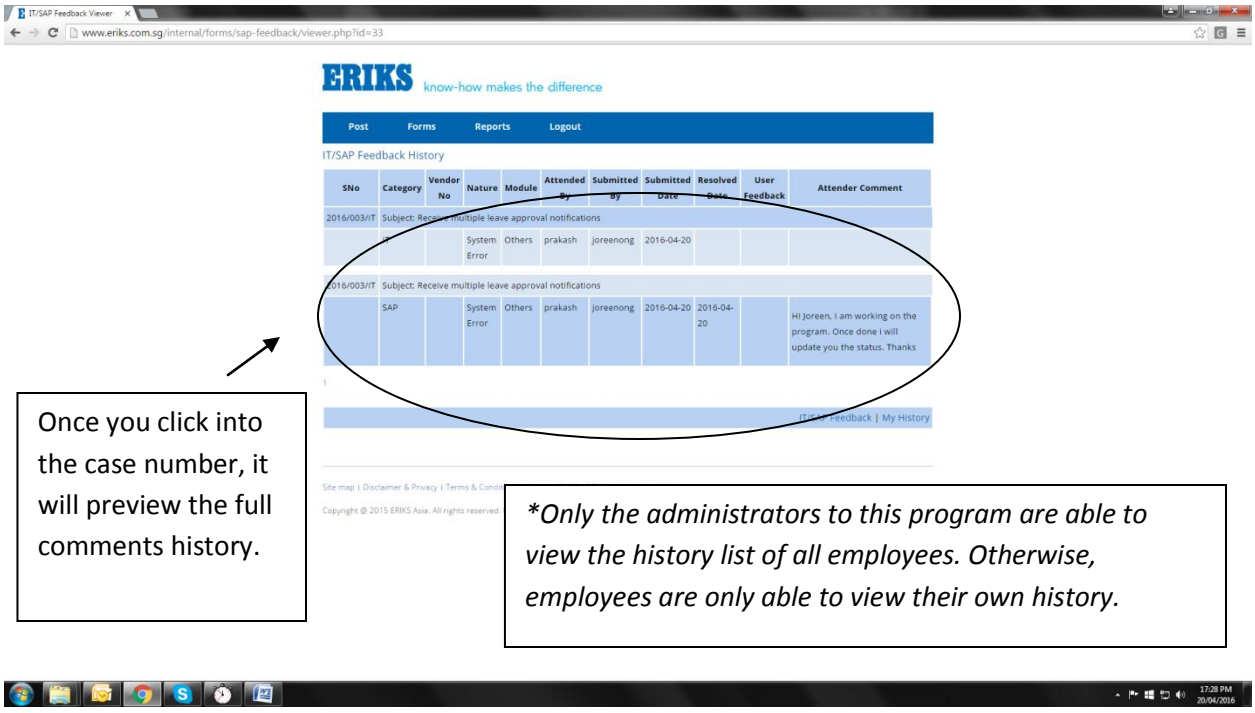


Go to Reports → IT/SAP Feedback



You can view the status of the feedback/issue raised here. To view the comments history, click into the Case No.

**Only the administrators to this program are able to view the history list of all employees. Otherwise, employees are only able to view their own history.*



Once you click into the case number, it will preview the full comments history.

**Only the administrators to this program are able to view the history list of all employees. Otherwise, employees are only able to view their own history.*