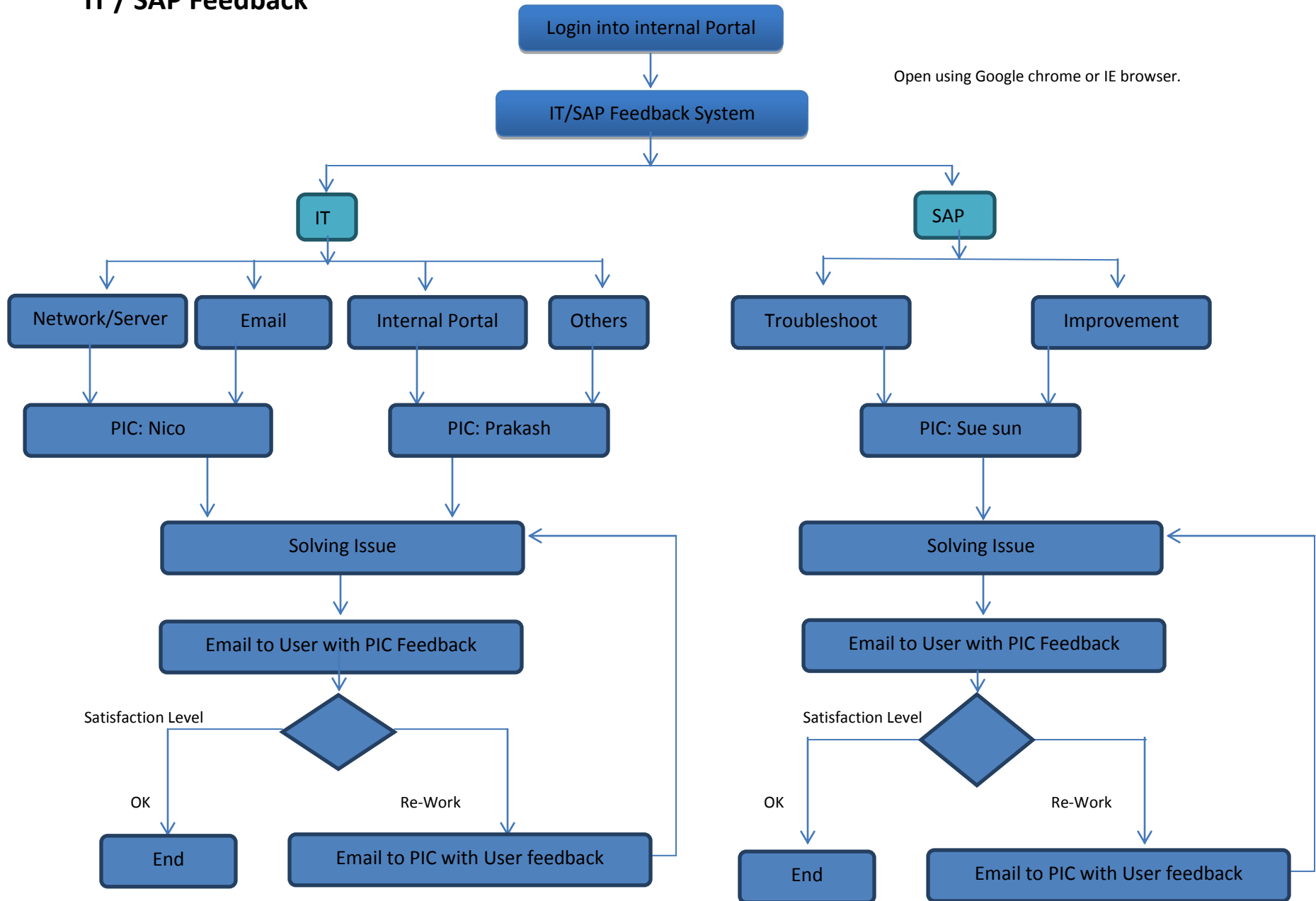
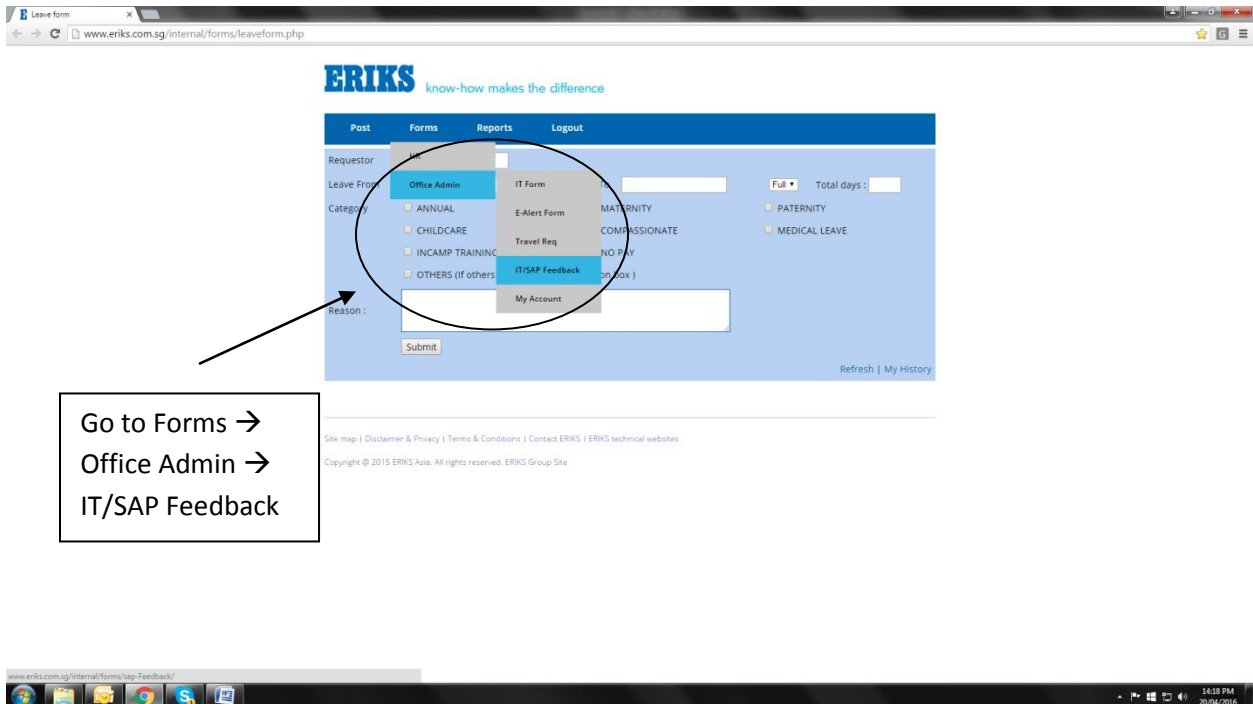


IT / SAP Feedback



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

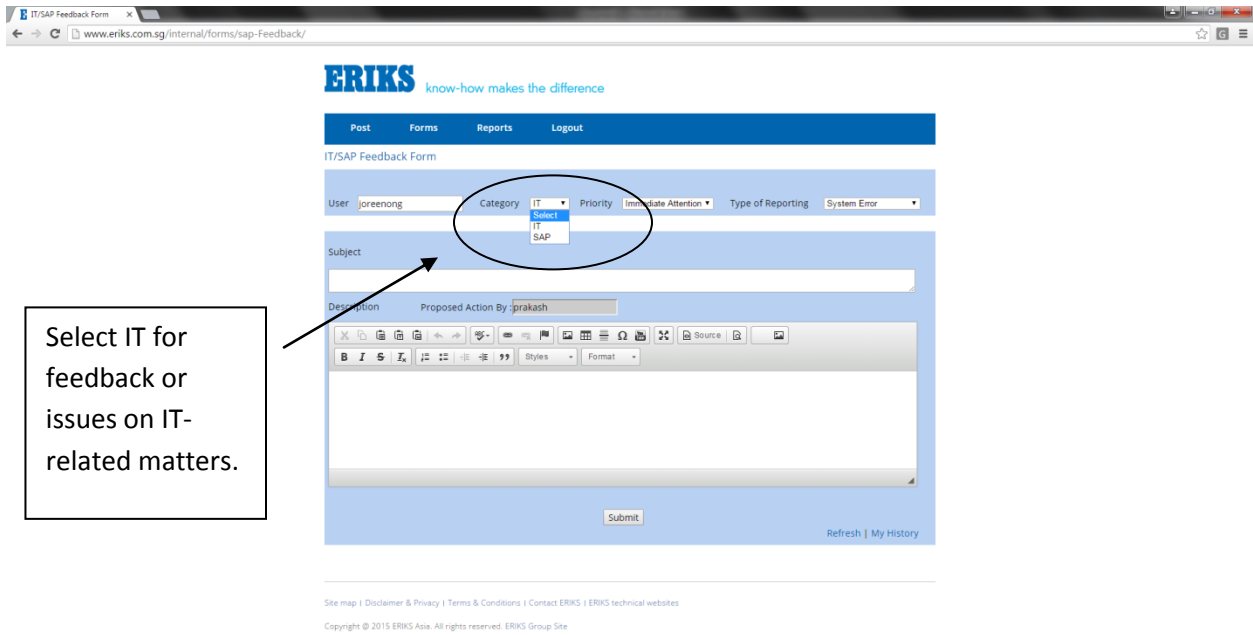


The screenshot shows a web browser window with the URL www.eriks.com.sg/internal/forms/leaveform.php. The ERIKS logo and tagline "know-how makes the difference" are at the top. Below the logo is a navigation menu with "Post", "Forms", "Reports", and "Logout". The "Forms" menu is expanded, showing a list of options: "Office Admin", "IT Form", "E-Alert Form", "Travel Req", "IT/SAP Feedback", and "My Account". The "IT/SAP Feedback" option is highlighted in blue. A black circle is drawn around the "Forms" menu and the "IT/SAP Feedback" option. An arrow points from a text box below to the "IT/SAP Feedback" option. The text box contains the following instructions:

Go to Forms →
Office Admin →
IT/SAP Feedback

The main content area of the page is partially visible, showing a "Requestor" field, a "Leave From" dropdown menu, a "Category" dropdown menu, and a "Reason" text input field. There is a "Submit" button at the bottom of the form. The footer of the page contains a "Site map | Disclaimer & Privacy | Terms & Conditions | Contact ERIKS | ERIKS technical websites" link and a copyright notice: "Copyright © 2015 ERIKS Asia. All rights reserved. ERIKS Group Site". The system tray at the bottom of the browser window shows the date and time: "14:18 PM 20/04/2016".

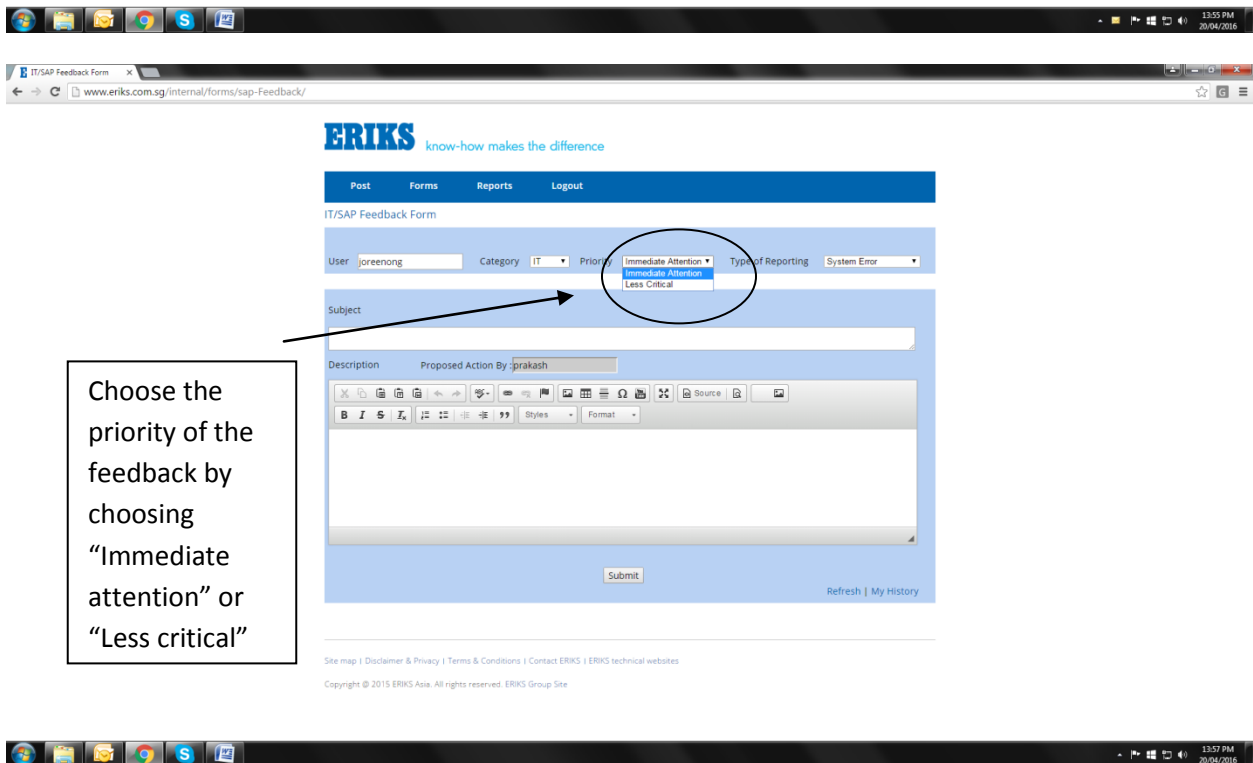
01. Give a feedback or raise an Issue on IT matters



The screenshot shows the ERIKS IT/SAP Feedback Form. The 'Category' dropdown menu is open, showing options for 'IT' and 'SAP'. The 'IT' option is selected. A text box on the left contains the instruction: 'Select IT for feedback or issues on IT-related matters.' The form includes fields for 'User' (joreenong), 'Priority' (Immediate Attention), and 'Type of Reporting' (System Error). There is a 'Subject' field and a 'Description' field with a rich text editor. A 'Submit' button is at the bottom right.

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

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The screenshot shows the ERIKS IT/SAP Feedback Form. The 'Priority' dropdown menu is open, showing options for 'Immediate Attention' and 'Less Critical'. The 'Immediate Attention' option is selected. A text box on the left contains the instruction: 'Choose the priority of the feedback by choosing "Immediate attention" or "Less critical"'. The form includes fields for 'User' (joreenong), 'Category' (IT), and 'Type of Reporting' (System Error). There is a 'Subject' field and a 'Description' field with a rich text editor. A 'Submit' button is at the bottom right.

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

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The screenshot shows the ERIKS IT/SAP Feedback Form. The 'Type of Reporting' dropdown menu is open, showing options: System Error, System Improvement, System Error, and Others. An arrow points from a text box to this dropdown.

Select the Type of Reporting

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The screenshot shows the ERIKS IT/SAP Feedback Form. The 'IT Module' dropdown menu is open, showing options: Internal Portal, Select, Network/Server, Email, Internal Portal, and Others. An arrow points from a text box to this dropdown.

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.

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Post Forms Reports Logout

IT/SAP Feedback Form

User: joreenong Category: IT Priority: Less Critical Type of Reporting: System Error

IT Module: Internal Portal

Subject: Select Network/Server Email Internal Portal **Others**

Description Proposed Action By: prakash

body p

Submit Refresh | My History

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15:01 PM 20/04/2016

Your feedback or enquiry will be forwarded to person shown here for his action.

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

body p

Submit Refresh | My History

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14:15 PM 20/04/2016

Insert Subject of the feedback or issues

IT/SAP Feedback Form x
www.eriks.com.sg/internal/forms/sap-Feedback/

ERIKS know-how makes the difference

Post Forms Reports Logout

IT/SAP Feedback Form

User jgreenong Category IT Priority Immediate Attention Type of Reporting Others

Subject

Description Proposed Action By -prakash

body p

Submit

Refresh | My History

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Insert Feedback or issues here

IT/SAP Feedback Form x
www.eriks.com.sg/internal/forms/sap-Feedback/

ERIKS know-how makes the difference

Post Forms Reports Logout

IT/SAP Feedback Form

User jgreenong Category Select Priority Immediate Attention Type of Reporting System Improvement

Subject

Description Proposed Action By -

body p

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.

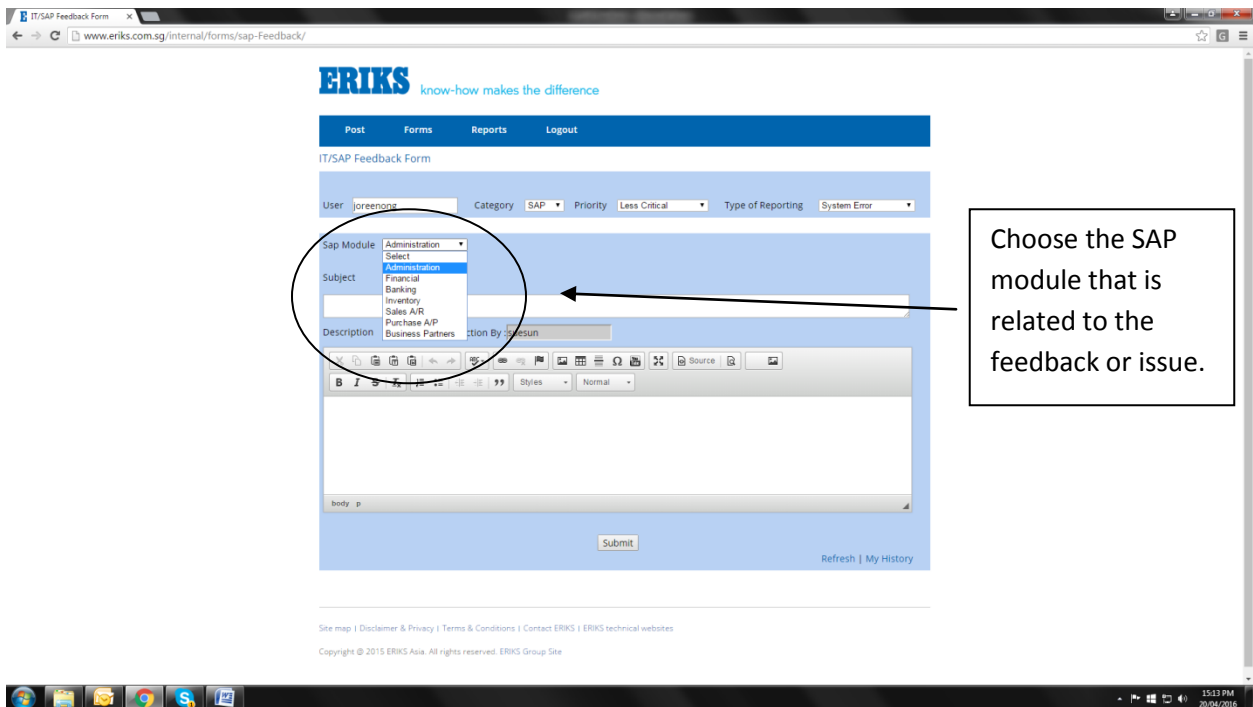
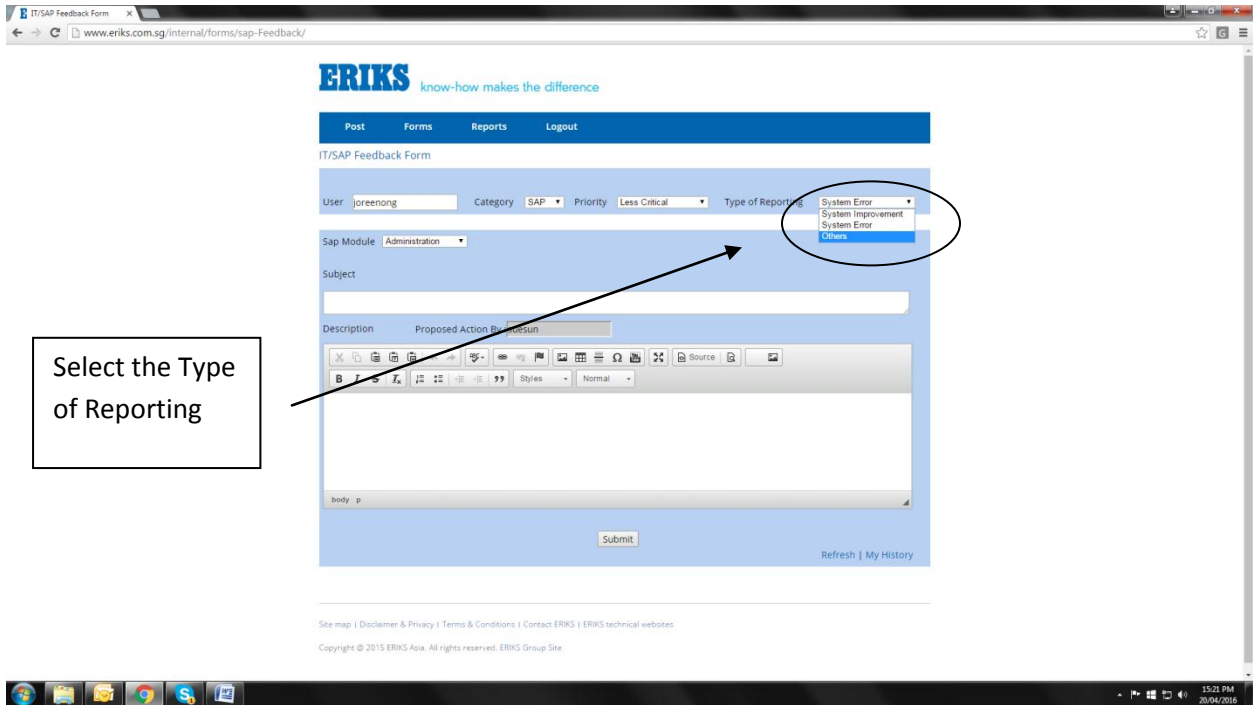
02. Give a feedback or raise an issue on SAP matters

Select SAP for feedback or issues on SAP related matters.

The screenshot shows the ERIKS IT/SAP Feedback Form. The 'Category' dropdown menu is open, and 'SAP' is selected. The 'Priority' dropdown menu is set to 'Less Critical'. The 'Sap Module' dropdown menu is set to 'Administration'. The 'Subject' field is empty. The 'Description' field contains the text 'Proposed Action By suesun'. The 'Type of Reporting' dropdown menu is set to 'System Error'. The 'Submit' button is visible at the bottom of the form.

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

The screenshot shows the ERIKS IT/SAP Feedback Form. The 'Priority' dropdown menu is open, and 'Less Critical' is selected. The 'Category' dropdown menu is set to 'SAP'. The 'Sap Module' dropdown menu is set to 'Administration'. The 'Subject' field is empty. The 'Description' field contains the text 'Proposed Action By suesun'. The 'Type of Reporting' dropdown menu is set to 'System Error'. The 'Submit' button is visible at the bottom of the form.



IT/SAP Feedback Form

User: joreenong Category: SAP Priority: Less Critical Type of Reporting: System Error

Sap Module: Administration

Subject: [Empty text box]

Description: Proposed Action By: suesun

body p

Submit Refresh | My History

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15:15 PM 20/04/2016

All feedbacks and issues on SAP will be forwarded to Sue Sun for her actions.

IT/SAP Feedback Form

User: joreenong Category: SAP Priority: Less Critical Type of Reporting: System Error

Sap Module: Administration

Subject: [Empty text box]

Description: Proposed Action By: suesun

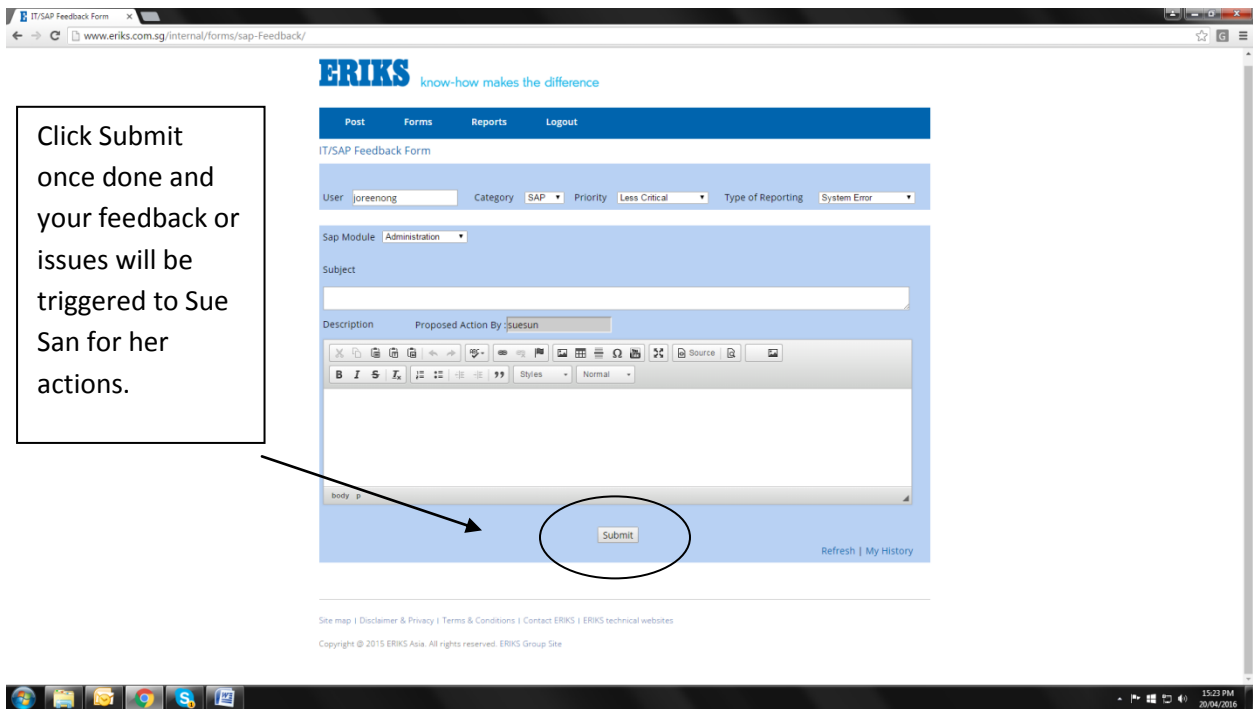
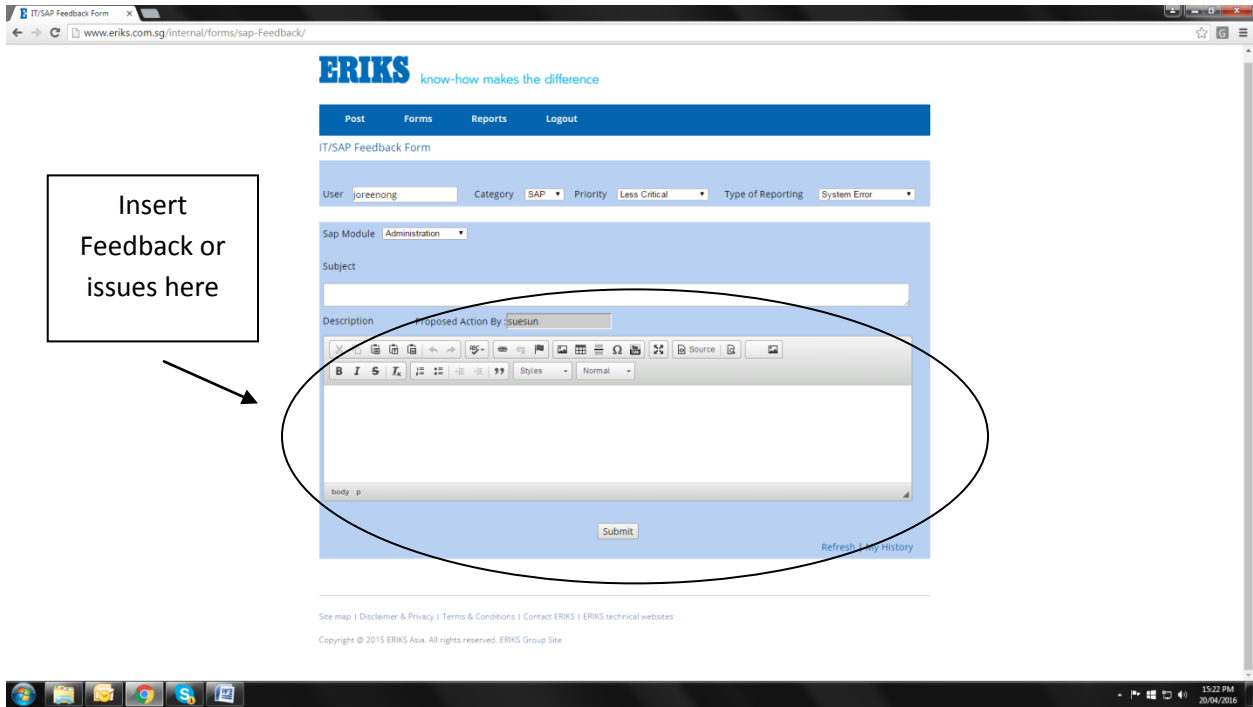
body p

Submit Refresh | My History

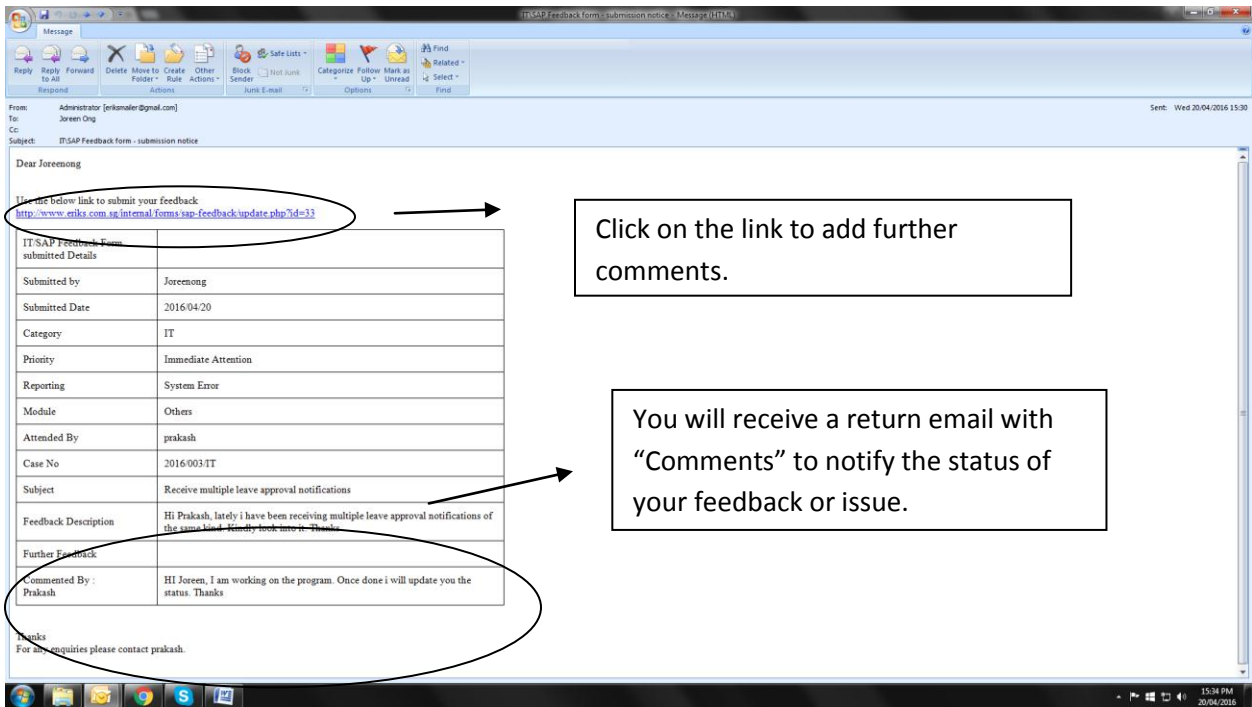
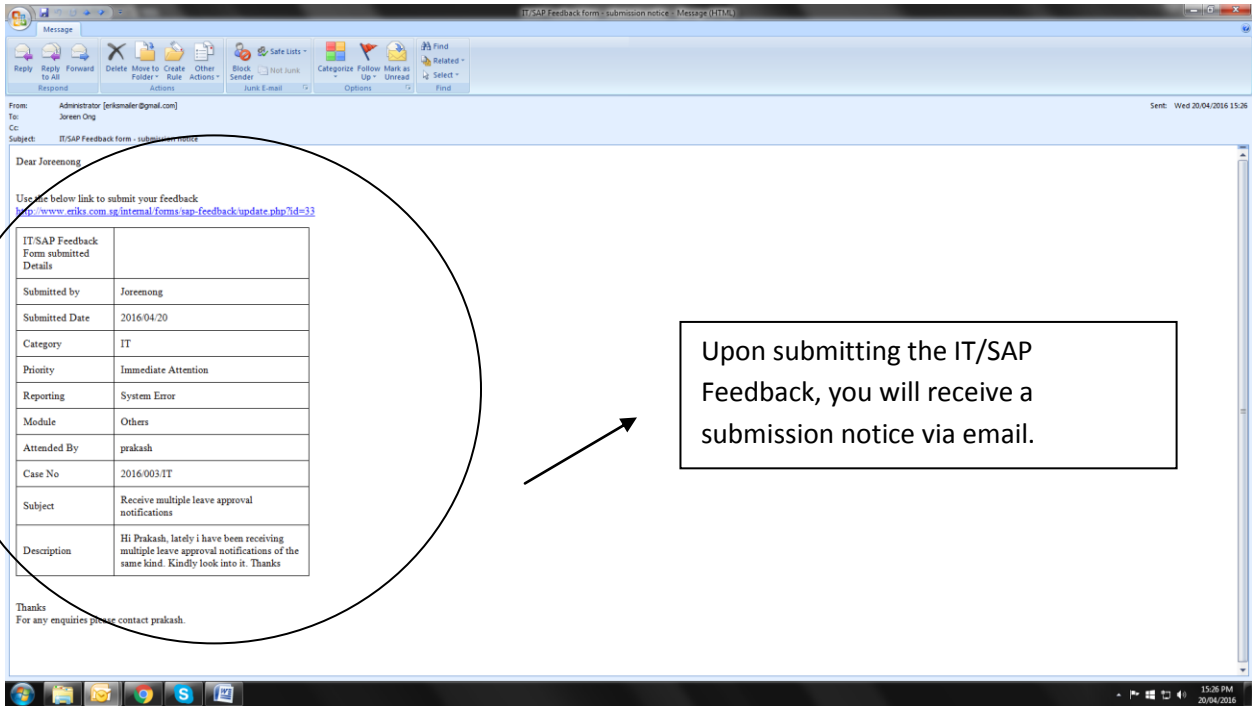
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15:22 PM 20/04/2016

Insert Subject of the feedback or issues



03. IT/SAP Feedback Form submission notice by email



04. Give a further comment to the work done

Select the satisfaction level of the work done or request for a re-work.

The screenshot shows the ERIKS IT/SAP Feedback Form interface. The form includes fields for User (joreenong), Category (IT), Priority (Immediate Attention), Type (System Error), Module (Others), and Attended By (prakash). The Subject is "Receive multiple leave approval notifications" and the Description is "Hi Prakash, lately i have been receiving multiple leave approval notifications of the same kind. Kindly look into it. Thanks". The Case No is 2016/003/IT and the Vendor Case No is empty. The Satisfaction Level dropdown menu is open, showing options: Select, Re-Work, and a partially visible option below. A text box on the left points to this dropdown menu.

Remarks:
1. User must enter their feedback.
2. User must select the satisfaction level.

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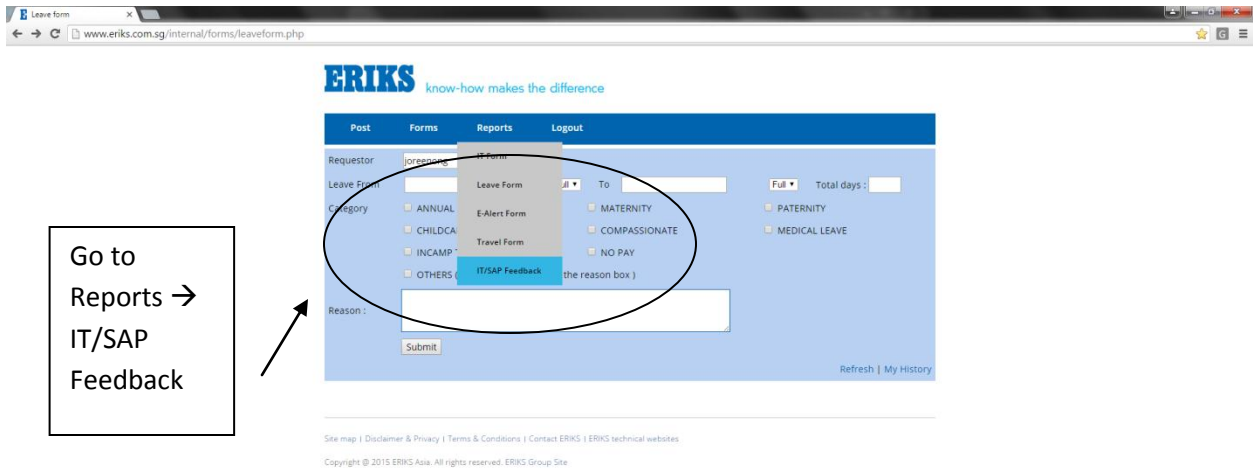
You may add on further comments here

The screenshot shows the same ERIKS IT/SAP Feedback Form interface. The fields are the same as in the previous screenshot. The Further Comment text area is highlighted with a large oval, and a text box on the left points to it.

Remarks:
1. User must enter their feedback.
2. User must select the satisfaction level.

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05. View IT/SAP Feedback History



Go to Reports → IT/SAP Feedback

ERIKS know-how makes the difference

Post Forms Reports Logout

Requestor: joreenong

Leave From: [] To: [] Full Total days: []

Category: ANNUAL, CHILDCA, INCAMP, OTHERS, MATERNITY, COMPASSIONATE, NO PAY, PATERNITY, MEDICAL LEAVE

IT/SAP Feedback (the reason box)

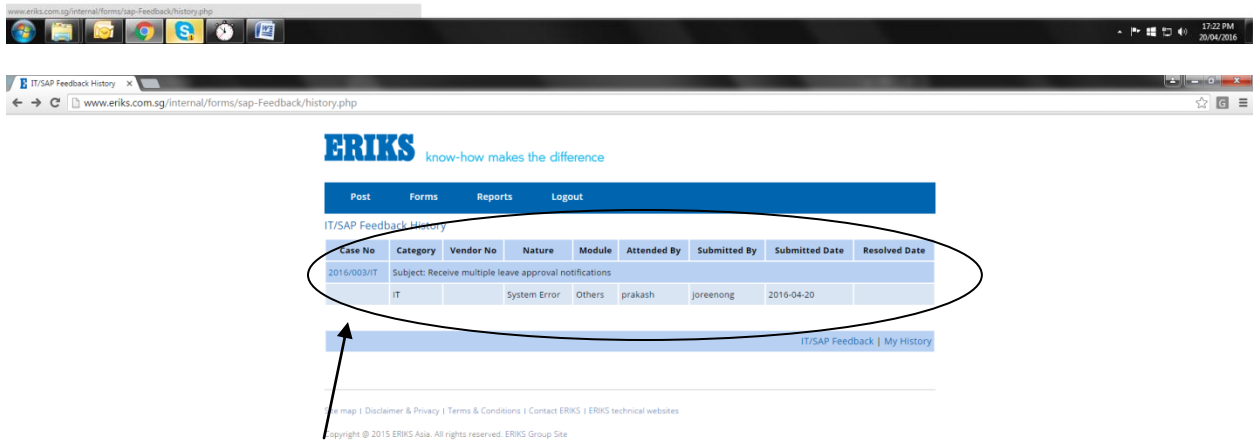
Reason: []

Submit

Refresh | My History

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IT/SAP Feedback History

Case No	Category	Vendor No	Nature	Module	Attended By	Submitted By	Submitted Date	Resolved Date
2016/003/IT	Subject: Receive multiple leave approval notifications		System Error	Others	prakash	joreenong	2016-04-20	

IT/SAP Feedback | My History

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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.*



IT/SAP Feedback History

SNo	Category	Vendor No	Nature	Module	Attended By	Submitted By	Submitted Date	Resolved Date	User Feedback	Attender Comment
2016/003/IT			System Error	Others	prakash	joreenong	2016-04-20			
2016/003/IT			System Error	Others	prakash	joreenong	2016-04-20	2016-04-20		Hi Joreen, I am working on the program. Once done i will update you the status. Thanks

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.*